



WORKFORCE DEVELOPMENT PROJECT

Snapshot for the network August 2016

WD Project #1

Skills Tasmania funding supported a 12 month workforce development project in 2013/14, which allowed us to do a survey of the network regarding training needs, issues and experiences and present evidence of what works/doesn't work for Houses. Four key things happened from this survey:



1. It confirmed what we already knew anecdotally – that the traditional method of training delivery didn't work for Houses and their communities, with more flexibility needed in the delivery and funding of training. It gave us the evidence we needed to approach Skills Tas and RTOs regarding the need for change.
2. The RTO Avidity took up the findings to inform their delivery of training in Houses. In the past 2 years 13 Houses have engaged with Avidity for accredited training. This represents approx. 300 training places, with 220 individuals completing their courses.
3. Primary Health Tas (then Medicare Local) considered the findings and approached NHT about funding the delivery of training tailored specifically for Houses. Mental Health First Aid training was adapted for each House. Then the innovative Connecting Ideas & Process (CIP) Project was hatched. CIP delivered place based Community Development training to 26 Houses in 2014. This was in the form of 1:1 in-House workshops facilitated by Kylie Eastley, with a \$4,000 grant to support the workshop idea. A CD Toolkit was developed as part of the Project and launched in 2015.
4. Skills Tas took notice of our findings and funded a Workforce Development Project phase #2 to look at working through some of the issues raised in #1.

WD Project #2

- Skills Tasmania funding for Project to run Nov '14 – March '17.
- 3 regional Community Development workshops were delivered by Kylie Eastley in March 16 funded by PHT.

- An additional 8 Houses undertook the CIP Community Development training in 2105/16, with a total of 30 Houses participating in all.
- An evaluation of the CIP training and CD Toolkit has been conducted by external evaluators. The CD toolkit is currently being revised and updated by NHT
- Governance training has been delivered to 14 Houses to date.
- Leadership training was run by Steve Willing: there were 3 regional workshops in May '16, with 54 people from 17 Houses participating. From the workshops 12 people from 8 Houses participated in the facilitator training in June '16.
- Customer Service training was initially developed by Clarendon Vale, then adapted in consultation with NHT, and delivered to 17 people from 6 Houses in June '15.

There has been ongoing advocacy work by NHT to Skills Tas regarding the funding and delivery of training and the need for review and changes to its processes. There have been some significant developments:

- RTO Avidity has received funding from Skills Tas for a 'signature project' to deliver training to 3 Houses –Ulverstone, Beaconsfield, Northern Suburbs. Part of the reporting back to Skills Tas will include providing evidence around the impact of addressing barriers to training and providing a supportive style of training delivery. Skills Tas want to know if there is a shift in, for example, self-confidence, connectivity, the development of employability skills, etc to help them make better decisions regarding funding training that's not just about employment outcomes.

This represents a big shift in thinking that has filtered down through Skills Tas since the findings of WD #1.

- A big win is that NHT is now as a 'strategic industry partner' with Skills Tas. An MOU has been signed with Dept. of State Growth. This is the first year that community organisations have been invited to be industry partners, and it means a seat at the table to discuss training issues and consultation on matters that may affect the network. We have been granted equivalent status to Tas Hospitality Assoc. Seafood Industry Council, Tas Farmers & Graziers Assoc. NHT was invited to the Ministerial Forum held in August and had the chance to present to the Minister of State Growth and key industry leaders about issues of concern to Houses.