

# MHV NDIS Workforce Development (Psychosocial Capabilities) Project

## Project Summary

*The MHV NDIS Workforce Development (Psychosocial Capabilities) Project aims to build the foundational mental health capabilities and recovery-oriented practices of frontline NDIS workers.*

### **About the project**

The MHV NDIS Workforce Development (Psychosocial Capabilities) Project will help meet a growing and urgent need to provide training for NDIS providers and workers offering psychosocial disability supports. And will help ensure a recovery-oriented focus is translated into the NDIS worker role.

The project is developing and delivering a learning and development program for support workers, support coordinators and supervisors. The program has tailored learning for this mostly mobile and time-poor workforce by delivering programs in accessible and innovative ways. This incorporates digital, mobile and bite-sized micro learning, new models of supervision and on the job learning supports. 600 free learning places were rolled out in 2020. The learning program runs from August 2020 to May 2021.

This project upholds the important value of collaboration. This is a collaborative project with the Department of Health and Human Services (DHHS), National Disability Services (NDS) Victoria, other key organisations, and NDIS providers, workers, participants and carers. There have been many opportunities to engage in this project in various ways, including as part of the Project Working Group, attending co-design workshops, completing a survey or taking up the free learning places.

The project runs from May 2019 to June 2021. The project is supported by DHHS NDIS Transition Support funding.

### **What is recovery?**

In this context, recovery does not mean cure. From the perspective of the individual with mental illness, recovery can mean gaining and retaining hope, understanding of one's abilities and disabilities, engagement in an active life, personal autonomy, social identity, meaning and purpose in life, and a positive sense of self. Click on the following links for more information:

- Australian Department of Health [Principles of recovery oriented mental health practice](#)
- Victorian Department of Health & Human Services [Recovery-oriented practice in mental health](#)
- NDIS [What is recovery?](#)

## Background

The current project builds on MHV's successful 2018 pilot project 'Recovery-Oriented Practice Resources for Providing NDIS Psychosocial Supports Project'. This project worked with regional and metropolitan NDIS providers and workers, consumer and carer representatives, a CALD advocate, a Primary Health Network, and DHHS to collaboratively developed mental health learning materials for NDIS providers. The project offered mobile, tailored and self-paced learning for 40 workers. The successful methodology used in this pilot project has provided learnings, resources, and content that will be incorporated into the current larger project. The 2018 pilot project was also supported by DHHS NDIS Transition Support Grant funding.

## Objectives

The objectives of the current project are to:

- improve outcomes for NDIS participants with a psychosocial disability
- Provide mental health training to NDIS providers delivering core supports to participants with a psychosocial disability through targeted learning
- Provide ongoing capability building for the NDIS workforce around mental health
- Assist service providers to identify, articulate and contextualise recovery-oriented practice in an NDIS environment.

## Who is the training for?

The current project will build the foundation mental health capabilities and recovery-oriented practice of frontline and supervising staff including:

- a) Support workers (providing core or capacity supports), whether they are part of the new, developing or established psychosocial disability workforce or from a (non-mental health) traditional disability workforce
- b) Support coordinators, whether they are part of the new, developing or established psychosocial disability workforce or from a (non-mental health) traditional disability workforce
- c) Team leaders/supervisors/managers, in particular to support them to build the capabilities and confidence of frontline staff

## What does the training focus on?

The learning materials to be developed will focus on the following areas:

- Mental Health awareness and Psychosocial Disability
- Recovery-oriented principles in the NDIS
- NDIS key concepts and principles as they relate to participants with psychosocial disability
- Recovery-informed capacity building for Support Coordinators working with participants with a psychosocial disability
- Supervision approaches, reflective practice and Peer to Peer learning.



## Project stages

There are five key project stages:

1. Develop capability framework – the initial stage of the project involves the co-design of a capability framework, detailing foundational, recovery-informed, mental health and psychosocial disability capabilities for NDIS disability support workers, support coordinators and their supervisors
2. Develop learning products – the second stage involves the co-design and development of learning products and materials. As well as the selection, building and testing of digital learning platforms
3. Roll out training (August 2020 – May 2021) – this stage will see the roll out of 600 training places for frontline NDIS workforce across different roles and organisational contexts
4. Evaluation (June 2021) – while much of the evaluation data will be gathered throughout the project, an end of project evaluation report including future recommendations will also be compiled
5. Sustainability of learning programs – post the conclusion of the project, the learning modules will be incorporated into MHV's workforce development offerings for NDIS providers.

## Collaboration opportunities and benefits

There are several opportunities available for NDIS providers, workers, participants, carers and others to be involved.

1. *Project Working Group*: In July 2019, passionate providers/individuals expressed their interest to join our Project Working Group (PWG) for the duration of the project. The PWG guides the project and engages in co-designing the learning and development program. The PWG connects relevant organisations, workers and participants to the activities of the project. As well as guides the evaluation and sustainability of learning programs. The PWG includes a NDIS participant and carer, and representatives from VMIAC, DHHS, NDS, seven NDIS providers (Breakthru, Christie Centre, EACH, Gateway Health, Golden City Support Services, Guidestar and Me Well) and St Vincent's Mental Health.
2. *Co-design workshops/input*: From August to October 2019, seven co-design workshops were held with people with a psychosocial disability and a NDIS plan, carers of people with a psychosocial disability and a NDIS plan, Support Workers and Support Coordinators working with people with a psychosocial disability, and NDIS Team Leaders/Supervisors and Managers.
3. *A NDIS Provider Psychosocial Workforce Survey* launched on 17 October 2019 aimed to find out what professional development and training is currently being provided for NDIS Support Workers and Support Coordinators working with people with a psychosocial disability and their team leaders. As well as what workers, team leaders and managers would like to see happen in the future. The survey closed on 24 November 2019.

4. *Free training places:* NDIS providers, including sole traders, interested in engaging support workers, support coordinators and supervisors in the learning program applied in 2020 to receive free learning places. 1350 places were applied for, with 600 learning places offered. The program rolled out in August 2020 and will be complete in May 2021. To participate, providers had to be providing NDIS supports to participants with psychosocial disability.

Some of the benefits of engaging with the project are:

- Access to the capability framework
- Opportunity to engage with others around recovery oriented practice in the NDIS environment and defining job roles
- Working collaboratively with colleagues, participants and carers in the NDIS space
- Priority access to free training for support workers, support coordinators and supervisors/managers
- Integrating a consumer and carer perspective on how workers can best provide recovery-oriented support to participants with psychosocial disability.

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#### For more information

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