

Psychosocial Learning Hub application

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1. What is the Psychosocial Learning Hub (PLH)?

The [Psychosocial Learning Hub](#) is a micro-learning program that focuses on building foundational psychosocial disability and mental health capabilities for the NDIS workforce.

The program is underpinned by recovery-oriented and trauma-informed practice and principles, and self-determination and choice frameworks, which are regarded as essential for working with people with mental ill health.

The program tailors learning for this mostly mobile and time-poor workforce by delivering it digitally and in bite-sized portions. No face-to-face participation is required.

It is made up of two key learning components:

- Yarno Questions — Yarno is a quiz-based learning tool
- Online Learning Hub — Collection of resources, videos and activities

2. Who is the program for?

The PLH is particularly beneficial for NDIS Support Workers and Support Coordinators who are new to working with participants with psychosocial disability, mental ill health and/or dual disability. As well as associated professionals (e.g. allied health, TAFE teachers, advocates). The PLH is very much about foundational psychosocial and mental health capabilities in the context of the NDIS. This includes workers within small to large organisations or sole traders.

Team Leaders and Supervisors of NDIS workers who are new to working with participants with psychosocial disability, mental ill health or dual disability would also benefit from the learning to assist them in supporting and building their team's mental health capabilities.

3. What does the funded program include?

There is a choice of one of two courses. Each course is made up of written, video and podcast content plus self-reflection activities. Each course also includes an evidence-based mobile learning platform that delivers daily 3-minute quizzes direct to workers to embed and strengthen knowledge.

The courses are:

Fundamentals of Psychosocial Disability and Mental Health Challenges: Offers a framework for understanding 'lived experience' and mental health challenges, and how to recognise stigma, the effects of trauma, and barriers impacting participants with psychosocial disability. [View course description](#)

Establishing Recovery-Oriented Relationships: Covers the skills and knowledge required by workers to engage with participants, their carers and significant others to establish and maintain recovery-oriented, strengths-based relationships, which lead to participants feeling heard, understood, valued and respected. [View course description](#)

There are [further courses](#) as part of the overall program including dignity of risk, wellbeing and safety, collaboration, supporting self-determination and achievement of NDIS goals and more. These are available to purchase separately, but are not funded by this project.

4. Why is the training being offered and who is funding it?

Mental Health Victoria is coordinating a national project to enhance the recovery-oriented practice of the psychosocial NDIS workforce – the [NDIS Recovery Oriented Psychosocial Disability Support \(ROPDS\) – Growing Workforce Capability Project](#). Up to 1,000 **limited free** learning places for NDIS workers and associated professionals are being offered as part of the project. The funded course is valued at \$132 per person. Successful applicants that complete the course will also be asked to evaluate the training and their experience through a follow up survey. This project is funded by the Australian Government's Department of Social Services as part of its Jobs and Market Fund.

5. What's unique about the PLH?

The Psychosocial Learning Hub has been specifically designed for NDIS workers and their working environment. The learning is offered in ways that allows for mobile workers to use it flexibly and in bite-size chunks to accommodate their busy work schedules. It is delivered over a longer period of time, giving workers the chance to do their learning on the job.

Through co-design processes with NDIS workers, participants, carers and other stakeholders, the PLH translates recovery-oriented practices into the context of NDIS support work, with the learning including scenarios that NDIS workers can easily recognise and relate to.

6. When is the program being run?

The course will be delivered over 4 weeks from **11 October 2021 to 8 November 2021**.

7. What is the time commitment?

The program is learner-driven so workers can explore areas of need and interest. Workers can learn anytime, anywhere and at their own pace throughout the 4-week course. The average time commitment is 6.5 hours per course.

Learners will receive a daily email (Monday to Friday). They are encouraged to answer the quiz questions they receive each day (about five minutes) with the option to click on the links to learn more. The PLH online learning hub also includes a range of activities and resources that learners choose to explore at their own pace and can complete in small bursts.

If participating as a whole team, it could be beneficial for supervisors to dedicate additional time to the learning program to encourage their team's reflection on learning activities.

8. What technology is needed?

Learners can access the Psychosocial Learning Hub on any smart mobile phone, tablet or computer. A valid email address (preferably accessible from a mobile phone) is required (it does not need to be a work email address), which the learner will ideally check each day. When learners have internet access, they can click a button to download the content to use offline (this excludes emails and videos). For mobiles, the PLH includes an app which can be downloaded if you choose, although the PLH is also available via web browsers, even on mobiles.

9. What are the benefits for supervisors/team leaders?

This program will support supervisors/team leaders towards:

- Supporting your team to develop psychosocial capabilities in a time and cost-effective way
- Identifying and developing your own psychosocial capabilities
- Improving your team's work health and safety practices
- Improving quality and safety for participants
- Supporting your team to uphold the NDIS Code of Conduct
- Receiving a certificate of completion for each module.

10. What are the benefits for support workers/support coordinators?

This program will help support workers/support coordinators towards:

- Identifying and developing psychosocial capabilities in a time-effective way
- Getting knowledge and skills to excel at work
- Improving your future employability
- Improving your work health and safety practices
- Improving quality and safety for participants
- Helping you meet the NDIS Code of Conduct
- Receiving a certificate of completion for each module.

11. Who can apply and how do I apply?

Any NDIS support worker, support coordinator or supervisor new to providing supports to NDIS participants with psychosocial disability, mental ill health and/or dual disability can apply, including sole traders. As well as associated professionals (e.g. allied health, TAFE teachers and advocates). We encourage applicants from all states and territories within Australia to apply. Each individual wishing to apply must fill out their own application form. Applications must be submitted to Mental Health Victoria via this [SurveyMonkey link](#). The application will take approximately 3 minutes to complete.

Applications **close Wednesday 6 October 2020.**

The funding is for up to 1,000 limited free learning places – so please get your applications in as soon as possible. If large numbers of applications are received, there will be a selection process to ensure there is a diverse range of learners across rural, regional and metropolitan locations within Australia.

12. What happens after I apply?

MHV will notify successful and unsuccessful applicants within a few days of the closing date.

13. Will I be required to do anything after I complete the training?

Yes, successful applicants that complete the courses will also be asked to evaluate the training and their experience through a follow up survey.

14. Who do I contact for more information?

Contact Stephanie Carroll at Mental Health Victoria by email s.caroll@mhvic.org.au