



MentalHealth Victoria

Collaboration • Knowledge • Leadership

Recovering the Recovery Model under the NDIS

The TSP-funded NDIS Workforce Project

The Project

- Brief outline of the project
 - Funded by DHHS – Transition Support Package
 - Evolving from the findings of the 2017 VICSERV Report, *Community Mental Health Workforce Training and Development Analysis*
- Four components:
 - Collaborative Project Working Group
 - Data Gathering on ROP under NDIS, innovative learning modalities, workforce training needs
 - Resource Development – including a Pilot
 - Discussion Paper Development

Our Challenge

1. To explore how recovery-oriented practice looks under the new service delivery model - NDIS
2. To identify new ways to deliver training which are:
 - Easy to access, easy to consume → bite-sized learning, mobile learning
 - Engaging to learners → fun, flexible, not just 'boring online learning'
 - Able to upskill a new workforce in the essentials of Recovery-oriented practice
3. Create PD resources which can support providers in upskilling their new workforce

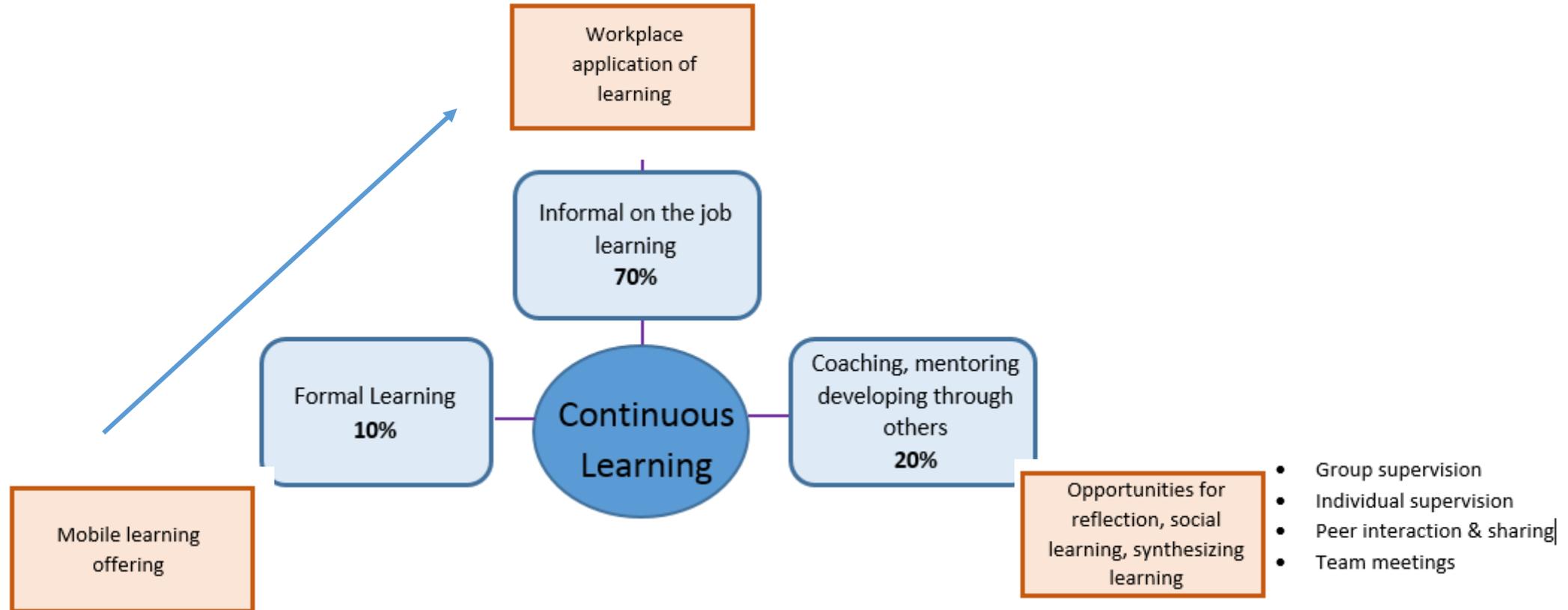


Contemporary learning trends and approaches

- Learners today have higher expectations for learning – easy to access, easy to consume → bite-sized learning
- Mobile devices have transformed how we access information
- Most adult learning occurs in *informal* settings; only about 10% in formal settings
- One-time learning events are less effective - continuous learning is more effective
- Neuroscience has discovered that our brains learn best
 - in social settings
 - by using multimedia stimulation
- Learners require time to think and reflect to help embed learning



What we came up with ...



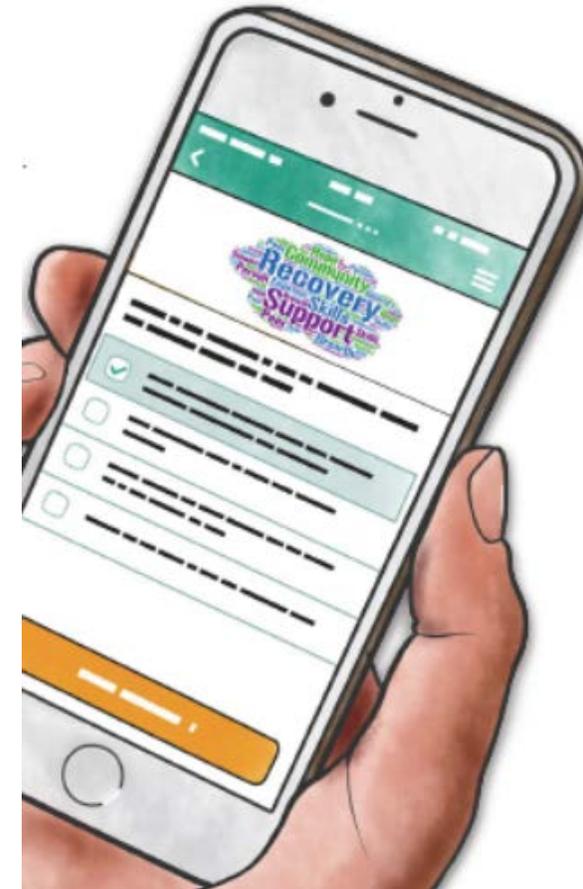
Yarno Mobile Learning Pilot



Yarno embeds knowledge in a fun and competitive way using the convenience and immediacy of mobile technology.

Evidenced based methodology behind Yarno's e-learning:

- Spaced Repetition – to create new learning pathways by repetition over time
- Micro-learning- better learning happens when it's easy to digest
- Gamification- scoring, leader boards, rewarding learners with points, badges
- Active recall - giving immediate feedback



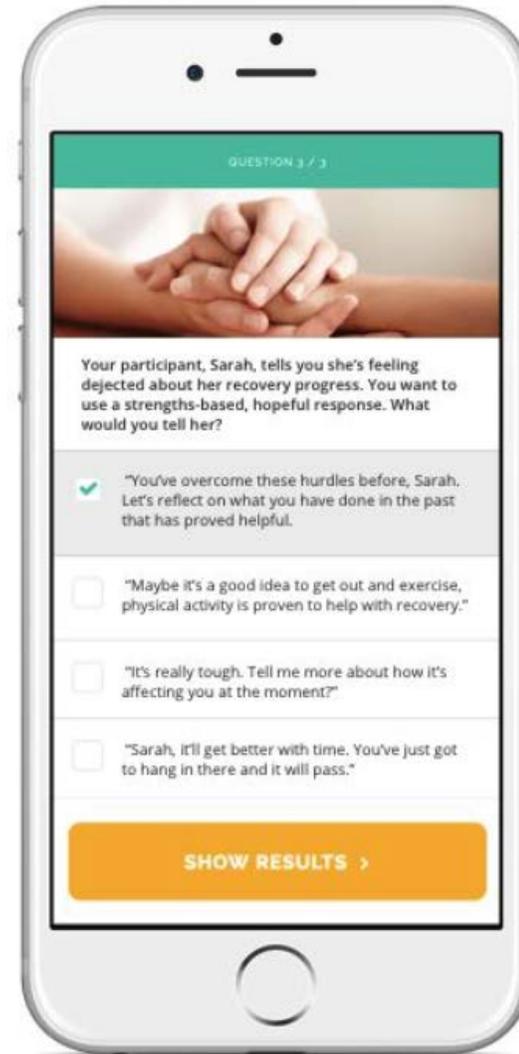
Results of the Mobile Learning Pilot

- 7 organisations involved – all providing psychosocial NDIS supports
- 41 learners and managers involved in the pilot
- Pilot took 4-weeks, 3-4 questions per day, plus access to additional learning activities and resources via a website
- 25 completed the pilot; 8 did not complete; 7 did not engage at all
- 38 questions were developed covering Recovery Oriented Practice and Choice and Control
- 1830 questions were answered overall



Example of Yarno question

Your participant, Sarah, tells you she's feeling dejected about her recovery progress. You want to use a strength-based, hopeful response. What would you tell her?



Multiple-choice answers

- a) Maybe it's a good idea to get out and exercise. Physical activity is proven to help with recovery
- b) It's really tough. Tell me more about how it's affecting you at the moment
- c) You've overcome these hurdles before, Sarah, let's reflect on how you have handled them in the past
- d) Sarah, it will get better with time. You just have to hang in there.

Feedback from learners

- 11 out of 13 survey respondents agreed that the Yarno method of delivering learning suited their work context and preferred way of learning
- Overall respondents commented on the ease, convenience and accessibility of this method of learning
- 8 out of 13 indicated that they would sign up for similar model of PD in future; 1 was a definite 'NO', and 4 maybes
- 6 out of 13 stated they were able to immediately apply their learning to their work; 6 Unsure; and 1 No

Feedback from learners (cont.)

- “The quiz prompted me to start every day with a reminder of recovery orientated practice. I felt the quiz helped give me prompts on how to shape and change my practice with participants”
- “I came out of it a better worker for my clients. It was worth doing.”
- “Was able to do it on the way to work on public transport, and it didn’t take up that much time”
- “It made me consider ideas that I hadn’t thought of”
- “ranking scores is not good. ...this is a learning tool not a competition”
- “I learned most about duty of care and dignity of risk. This has helped me in an actual work situation very recently, so the learning came just at the right time.”

For more information
about the Project

www.mhvic.org.au



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