

Attachment 13

- e. **Does your agency have any other mechanisms to assess the effectiveness of the recruitment, assessment and training of carers and staff in residential care?**

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Training which covers emotional, social and cultural needs – these issues are largely covered with our Mental Health First Aid/ECAV/PART and Aboriginal and Torres Strait Islander /Culturally And Linguistically Diverse training.

Children and Young Persons (Care and Protection) Act 1998 - Child Protection/Reportable Conduct etc. – through the Office of the Ombudsman

WH&S

Psychotropic Medication and Psychosis – covered by Mental Health

Disclosure of placement information

Training will be provided by appropriately skilled and qualified persons. To ensure staff receive maximum benefits from participating in training the effectiveness of the training and the workplace benefits will be evaluated. Staff will be requested to complete an Evaluation form after each training session – internal and external.

Special Needs

Any staff member working with a child or young person with special needs will receive specialised training. Staff who wish to pursue a career caring for special needs clients may request training which addressing specific issues. A number of avenues may be explored to secure specialised training.

The Service Coordinator will:

- Contact any interagency support personnel i.e. The Department of Human Services/Aged Disability and Home Care/Northern Rivers Area Mental Health
- Check CCWT training calendar;
- Contact support agencies.
- Select staff participants;
- Ensure staff training meetings for the team provide an overview of the training attended to staff who may not of participated;
- Monitor staff effectiveness post the training.

Monitoring/Review

The Service Coordinator will monitor the effectiveness of training by:

- Observing work practices;
- Supervision – individual and/or group;
- Staff training evaluation feedback;
- Documentation – standard and content;
- Professionalism;
- Professional Development; and
- Appraisal processes – competency checklist.