

Mental Health Safety and Quality in NSW

WORKFORCE

What's happening?

Following the 'Review of seclusion, restraint and observation of consumers with a mental illness in NSW Health facilities', we will implement the following recommendations.

NSW Health is providing 80 scholarships for the Certificate IV in Peer Work across the 2017-18 and 2018-19 financial years.

RECOMMENDATION	ACTION
8. NSW Health should develop and implement minimum standards and skill requirements for all staff working in mental health	<p>Finalise and implement the <i>NSW Strategic Framework for Mental Health and Workforce Plan 2018-2022</i></p> <p>Deliver training for mental health staff that is culturally appropriate, recovery-oriented and trauma-informed</p> <p>Provide ongoing clinical supervision to all mental health staff to ensure learning is transferred to practice</p>
9. NSW Health should ensure that recruitment and performance review processes include appraisal of values and attitudes of all staff working with people with a mental illness	<p>Incorporate NSW Health CORE values into recruitment and performance development</p> <p>Use performance appraisals to support staff to deliver care that is culturally sensitive, recovery-oriented and trauma-informed.</p>
10. The peer workforce should be developed and professionalised, with the same supports and accountabilities as other disciplines. The number of positions should be increased, however only after the supports and accountabilities are in place	<p>Develop a NSW Peer Workforce Framework to guide development and support the professionalisation of the peer workforce</p> <p>Recruit and train new peer worker roles under the Mental Health Reform</p>

How can I be involved?

Every local health district and specialty health network will invite patients, carers and their families to be included in designing their prevention action plans. To find out more, contact your local health district at www.health.nsw.gov.au/lhd

Mental health workforce skills and values

The *Review of seclusion, restraint and observation of consumers with a mental illness in NSW Health facilities* emphasised the need for a capable and caring workforce to address the use of seclusion and restraint. A skilled workforce is key to delivering recovery-oriented, trauma-informed care in partnership with consumers, carers and families.

In addition to the traditional mental health workforce of doctors, nurses and allied health professionals, the emerging workforce includes peer workers, Aboriginal mental health workers and others.

Strengthening shared values for staff working in mental health services and emergency departments will improve the care experience for consumers, carers and families. The review team found examples where services had checked values in staff recruitment and performance reviews to support high-quality, safe and compassionate care.

What are CORE values?

NSW Health promotes a set of values to inspire positive interactions in the workplace. Recruiting to the CORE values of Collaboration, Openness, Respect and Empowerment helps work towards the elimination of seclusion and restraint. These values are supported by a diverse workforce that includes people with lived experience of mental health problems.

The NSW Strategic Framework for Mental Health and Workforce Plan 2018 - 2022 will guide workforce development over the next five years.

Development of a Mental Health Workforce Plan was a recommendation of *Living Well, A Strategic Plan for Mental Health in NSW 2014-2024*. The NSW mental health workforce plan is being finalised. This will include professional support for staff to deliver culturally appropriate, trauma-informed and recovery-oriented care.