



Provide A Service To People With A Mental Illness A VICSERV Community Service Industry Training Program

This program has been designed, delivered and regularly updated by the VICSERV Training and Professional Development team on a regular basis over a number of years. It has been successfully delivered for clients that have included the Office of the Public Advocate, State Library of Victoria, Equal Opportunity Commission, Administration Appeals Tribunal as well as for a number of disability support organisations.

1. Purpose of the Program

The aim of this program is to provide introductory information and skill training for people who provide some services to people who have a mental illness. It acknowledges that these services require some expertise in being able to assess, provide information, communicate with these clients, refer to appropriate services, while endeavouring to provide an accessible and supportive service.

It is recommended that the Provide a Service to People with a Mental Illness training program is delivered over one day (9.30am – 4.30pm for example with breaks for lunch and morning/afternoon tea).

2. Program Learning Outcomes

On completion of this training program, participants will be able to:

- Describe the major mental illnesses, the history of treatment and stigma and how these impact on people's lives
- Implement effective communication skills in working with clients who have a mental illness
- Name what is needed by people with mental illness seeking assistance
- Identify key parts of the service system who can assist
- Apply the essential strategies for effective service delivery

These learning out comes can be reviewed and amended to meet the needs of a particular group. On request, we can organise arrange a pre program questionnaire to be completed by training participants.

3. Program Content

- Understanding mental illness
- How can I communicate with someone who has a mental illness?
- What do people with a mental illness need?
- What barriers do people experience?
- Who can help?
- What can I do?

4. Program Delivery Methods

- Discussion regarding current skills and practice issues
- Handouts and material
- Information from the trainer
- Group discussion and participation
- Case scenarios and client stories
- A variety of training resources and activities

5. VICSERV Training & Professional Development

The VICSERV Training and Professional Development Unit has been providing formal ongoing training and support for PDRS workers since 1994 and has developed considerable expertise in helping services assess their own training needs and plans.

A range specialist training and professional development is offered to both newly appointed and experienced PDRS staff at VICSERV and externally at workplaces for sector agencies and associated organizations who request on site training.

VICSERV specialist training programs are designed to meet the needs of PDRS employees and their role in supporting clients with a psychiatric disability. However, the Training and Professional Development Unit has the capacity to design and deliver training that reflects the broader issues as they relate to Standards for Psychiatric Disability Rehabilitation Support Services.

VICSERV training team members combine front line psychiatric disability work and training experience and qualifications.

6. Further Information

Please call John Dunton on (03) 9482 7111 or at email address johndunton@vicserv.org.au