PSP Learning Hub

2020 Pulse Survey

PSP Learning Hub – 2020 Pulse Survey

We have just completed our first pulse survey. We want to thank all who participated and share the results.

About the PSP Learning Hub

Why was the PSP Learning Hub set-up?

- The Permanency Support Program (PSP) requires casework staff to work in new areas.

- Staff working in the PSP identified through the Training Needs Analysis (TNA) conducted by ACWA and AbSec and the second-round consultation conducted by the PSP Learning Hub that they had gaps in PSP knowledge and skill.

- The PSP Learning Hub was set up to connect casework staff with the identified knowledge, skills and support.

How do we connect staff with knowledge, skills, and support?

- Online resources and training, including Factsheets, Podcasts, Webinars and Additional Resources e.g. links to external training providers and resources.

- Face-to-face training

- Supporting Communities of Practice

- Telephone advice on resources and services

- Coaching and mentoring

The 2020 Pulse Survey Objectives

The PSP Learning Hub began in November 2019. Our first pulse survey, conducted 12 months after starting was to check in and understand what we could do better to connect PSP staff with the PSP Learning Hub's resources, training and services.

Our first pulse survey had three objectives:

1. Gain feedback on how to improve awareness.

   For us awareness relates to organisation's knowledge of the contributions PSP staff are making to our resource and training development as well as sector knowledge of the PSP Learning Hub's resources, training, and services.

2. Gain insights on the reasons for high enrolment numbers and lower attendance numbers for webinars.

3. Understand the sector's appetite for face to face training.

Key Findings

Top ways to improve awareness

1 Provide targeted communications to roles that have a direct line of sight to practice support and/or development.

2 Provide promotional content to organisations, examples include flyers, posters, content for organisation's internal newsletters.

Face-2-Face Training

94.59% of respondents want face to face training.

Webinar Attendance

Use calendar invites over email to improve webinar attendance rates.

Barriers and Needs

Majority of respondent's sighted casework's staff work loads, competing priorities, and the need to respond to last minute emergencies as barriers to webinar attendance.
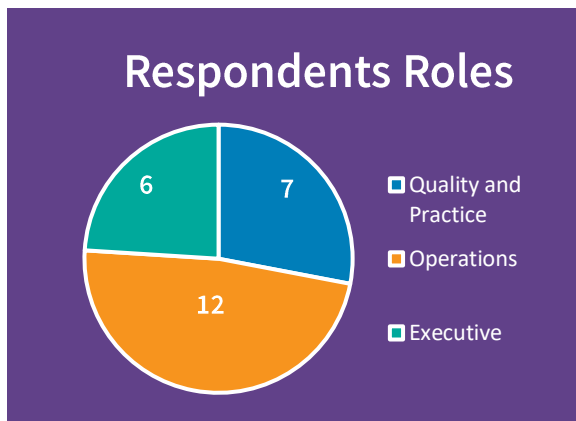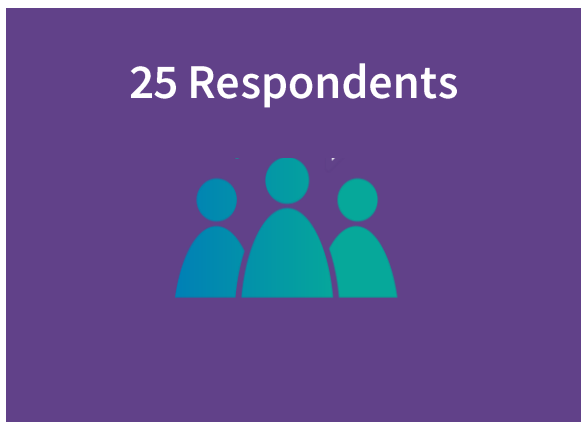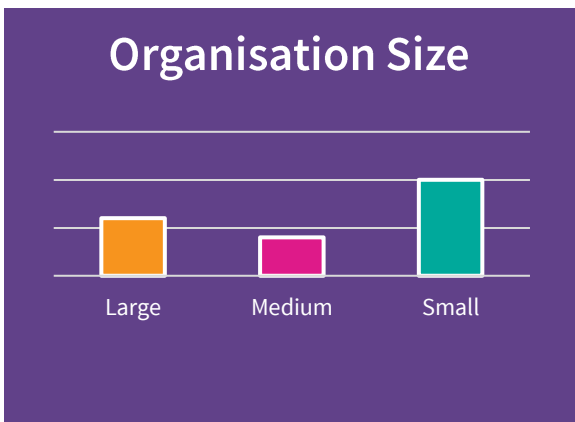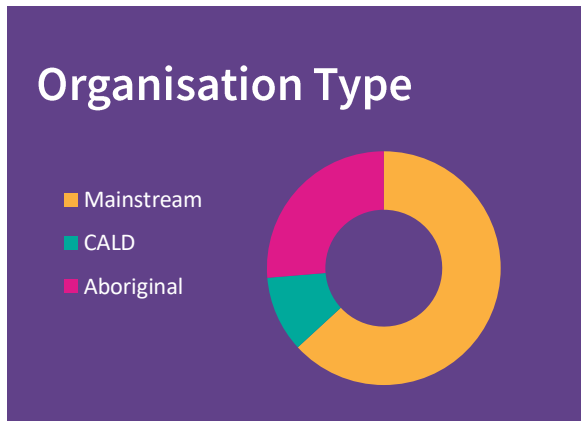
Training times and days need to remain flexible to accommodate for organisational differences.

Flexibility in delivery modes is important to cater for different adult learning styles, different learning outcomes, online learning fatigue and internet stability issues.

Respondent Demographics

23 Organisations

Organisation Type

- Mainstream
- CALD
- Aboriginal

Organisation Size

Large | Medium | Small

25 Respondents

Respondents Roles

6 | 7 | 12

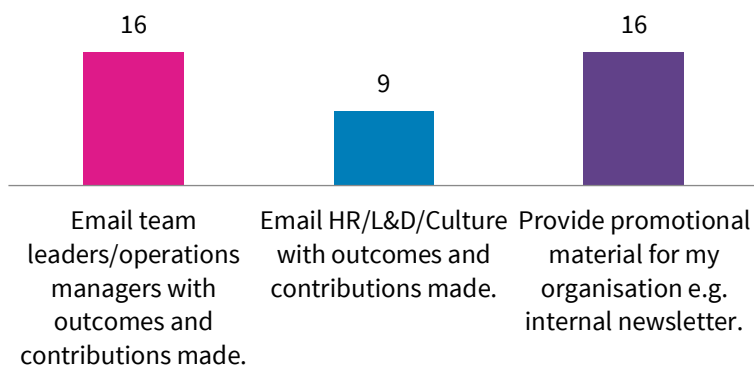- Quality and Practice
- Operations
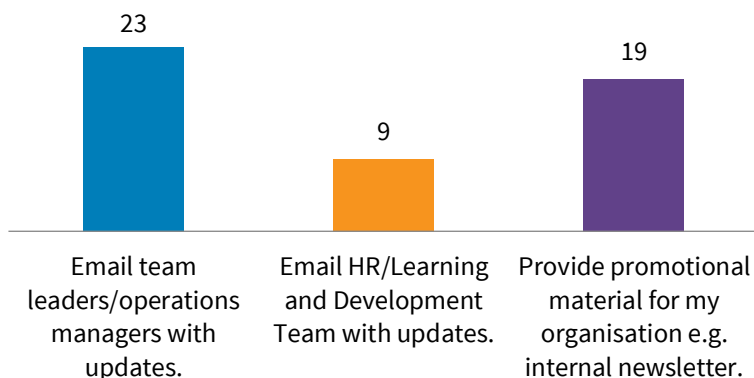- Executive

1. Improve awareness

Awareness ensures the sector's contributions are acknowledged and gives those coordinating, participating in and accessing our resources, training, and services the information they need when they need it.

Our survey respondents answered the following questions. Respondents could select more than one response.
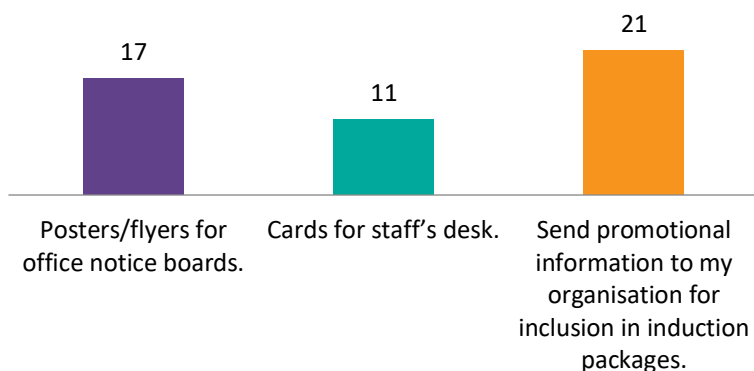
How can we help improve awareness of the contributions your staff are making at the practice area working groups?

16	9	16
Email team leaders/operations managers with outcomes and contributions made.	Email HR/L&D/Culture with outcomes and contributions made.	Provide promotional material for my organisation e.g. internal newsletter.

What is the best way to update your PSP managers and caseworkers on our new resources and training?

23	9	19
Email team leaders/operations managers with updates.	Email HR/Learning and Development Team with updates.	Provide promotional material for my organisation e.g. internal newsletter.

How can we improve awareness of our 1300 service which supports PSP mangers and caseworkers connect with relevant PSP services and resources?

17	11	21
Posters/flyers for office notice boards.	Cards for staff's desk.	Send promotional information to my organisation for inclusion in induction packages.

> **Communicating to roles that have a direct line of sight to practice development** improves awareness

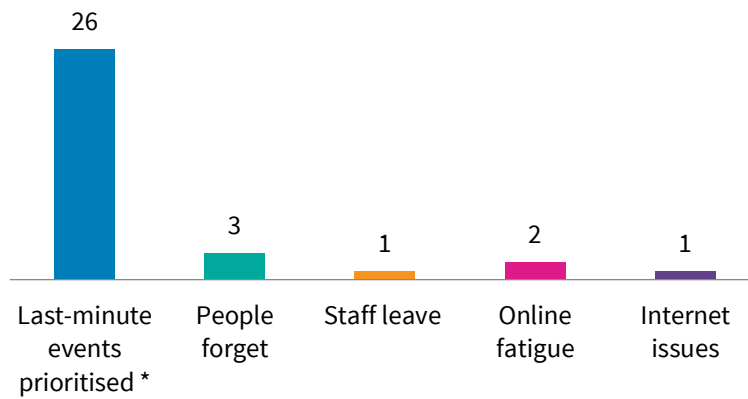> **Provide promotional content for organisations to use in their internal communications** to improve awareness

Other suggestions:

- Email executive and senior level roles
- Communicate in Peaks and DCJ newsletters
- Communicate how organisations can use resources and training
- Communicate directly with caseworkers
- Attend internal meetings

2. Insights on high enrolments and lower attendance at webinars

Our webinars often have full enrolments. However, there is generally a drop-off in attendance.

To identify possible reasons for the drop off and explore options for supporting higher attendance we asked the following question. Respondents could select more than one response.

What do you think are likely contributors for the drop-off in attendance at webinars?

Last-minute events prioritised *	People forget	Staff leave	Online fatigue	Internet issues
26	3	1	2	1

* We included in 'last minute events prioritised' comments related to work load, competing priorities, and staff being time poor.

Suggested solutions:

- Send calender invites, rather than email when enrolling participants into webinars
- Send reminders
- Schedule webinars for early in the morning or late in the afternoon. Later morning or early afternoon is difficult with travel, contact visits etc
- Schedule webinars in the afternoon, mornings are busy
- Before 3:00PM is good

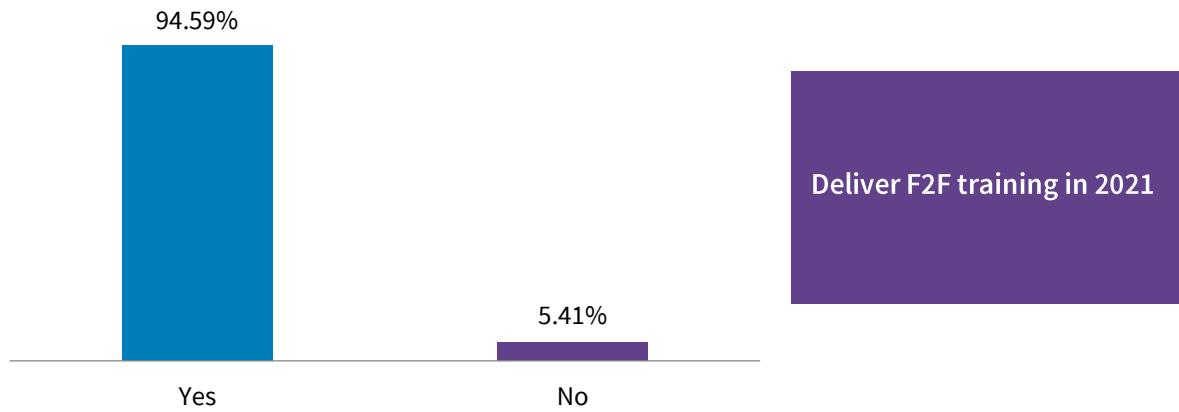Send **calender invites** and **reminders**

Consider alternate webinar times
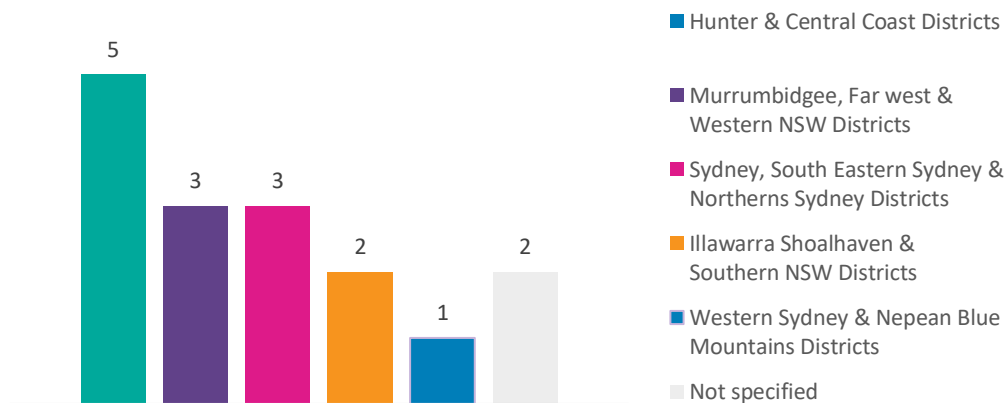
3. Appetite for face to face training

COVID-19 changed our mix of delivery methods during 2020.

Our survey respondents answered the following questions. Respondents could select more than one response.

Is your organisation interested in F2F training?

Deliver F2F training in 2021

Which of your locations is best for F2F training delivery?

- Hunter & Central Coast Districts
- Murrumbidgee, Far west & Western NSW Districts
- Sydney, South Eastern Sydney & Northerns Sydney Districts
- Illawarra Shoalhaven & Southern NSW Districts
- Western Sydney & Nepean Blue Mountains Districts
- Not specified

Within each district some respondents suggested specific locations that would be best for face to face delivery.

Consideration of specific delivery locations will need to be considered, especially for the larger districts.

There seems to be some capacity for organisations to accommodate face to face training on site.

Discussion on COVID safe capacity and ability for organisations to have staff from external organisations on site will be required.

Deliver F2F training at the range of identified locations

Proposed improvement actions

Objective 1: Improve awareness

Currently we share updates on outcomes of working groups, resources, and training through:

- reports to the Advisory Board
- reports at PSP implementation meetings (RIGs, DIGs etc)
- our newsletter
- social media
- PSP Learning Hub website

Future

- Create a new communication group with managers responsible for practice support and/or development. This may include Team Leaders, Operations Managers, Quality /Practice development managers e.g. L&D Manager, Practice Manager.
- Develop content for organisations to use in internal communications.

Implementation method:

Create new communictaion group:

1. Identify group - email our existing PSP Service Provider contacts and the managers identified through our registration process to communicate intent of new group and confirm group composition.
2. Establish commuication needs (e.g. list of new resources and training, information on how these can used, indicate go-live dates) and timeframes

Develop content for orgainsation's internal use:

1. Identify contacts - email our existing PSP Service Provider contacts to idnetify appropriate internal communication contact
2. Develop matrix of need – determine orgainsation's needs e.g. induction material, office posters, content for newsletters

Objective 2: Support higher attendance at webinar

Currently

- Keep waitlists for webinar sessions.
- Use calendar invites when sending out enrolment confirmations.
- Follow up with reminder emails prior to webinars.

Future

- Pilot lunch and learn webinars to provide options for caseworkers as they manage workloads and competing priorities.

Objective 3: Face-to-face training delivery

Currently

- We are working through consultation groups to finalise our Community of Practice (CoP) Framework.
- We are looking at topics/areas for face to face delivery

Future

- Develop a 2021 delivery schedule for face to face training delivery
- Start CoP Jan/Feb 2021 with a mix of online and face to face

Implementation method- Objective 2 and 3:

1. Communicate using current methods for sharing updates (see Objective 1 Current)
2. Communicate to new communication group (see Objective 1 Future)

Next Steps

1	Communicate **2020 Pulse Survey** outcomes and proposed improvement actions to PSP Service Providers.		Dec 2020
2	Respond to PSP Service Provider feedback and comments on proposed improvement actions, adjusting actions as required.		Jan 2021
3	Implement improvement actions along with planned rollout of PSP Learning Hub: • Communities of Practice • Coaching and Mentoring		Feb-Dec 2021
4	Monitor and review improvement actions for progress toward objectives.		Feb-Jun 2021
5	Check back in with PSP Service Providers to gain feedback and comments on achievements and further opportunities.		Jul 2021
6	Update actions to reflect further opportunities.		Jul 2021