

BEST PRACTICE MODELS

BEST PRACTICE MODELS for Mental Health Promotion

[9] Mental Health Promotion

- a) Community awareness programs
 - i Involvement of Consumers and Carers
 - ii Public information campaigns
- b) Mental Health consultation to agencies
- c) Training

[9 c] Mental Health training

Human services agencies in the health, education and welfare fields will have many clients experiencing stress and relationship difficulties that can result in mental health disorders. It is appropriate for staff dealing with clients to have a basic understanding of mental health issues and access to consultancy services of specialist mental health professionals.

The extent of necessary training will vary hugely, depending on the degree of support inherent in the agency's services. Staff in over-the-counter roles may need only a brief orientation, whilst those in counselling will need basic training and those in Tier Two and Tier Three treatment agencies will need advanced training. The training should be commensurate with the responsibilities of the role. Agency management is responsible for ensuring that appropriate training is provided for their staff and for liaising with specialist mental health services for case consultation when necessary.

Large agencies will ordinarily arrange their own brief orientation programs for staff. Additional contributions to this may be available from specialist mental health services as part of their Mental Health Promotion mandate.

Agency caseworkers who may encounter clients with mental disorders require at least basic training. The Best Practice model is for the staff to undertake the Developmental Psychiatry course (DPC) or its equivalent. [See PE9c]. Caseworkers supporting families with manifest disturbance, such as kinship care for children in out-of-home care, need advanced training such as Family Therapy training. [See PE9c].

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