



PIR Capacity Building Project

# The Capacity Building Project

- One of 3 National Projects Funded by DoH
  - National Evaluation
  - Resource Development Project (Jan – Dec 2013)
- Based at Flinders University
- Project Director Professor Richard Reed
- Funded until 30 June 2016

# Why is a capacity building project needed?



- PIR is a new way of working
  - Not just coordination
  - System reform approach
  - No evidence to guide implementation
- PIROs given flexibility to tailor the model
  - Emergent models of best practice
- PIROs may face similar challenges
- Learnings from one PIR Organisation may be relevant to others

## 1. Promote Knowledge Transfer and Exchange

- Web-Portal
  - Access to tools and resources
  - On-line forums
  - Training modules
- Face-to-face workshops and national meeting
- Teleconferences
- Staff exchange and mentoring

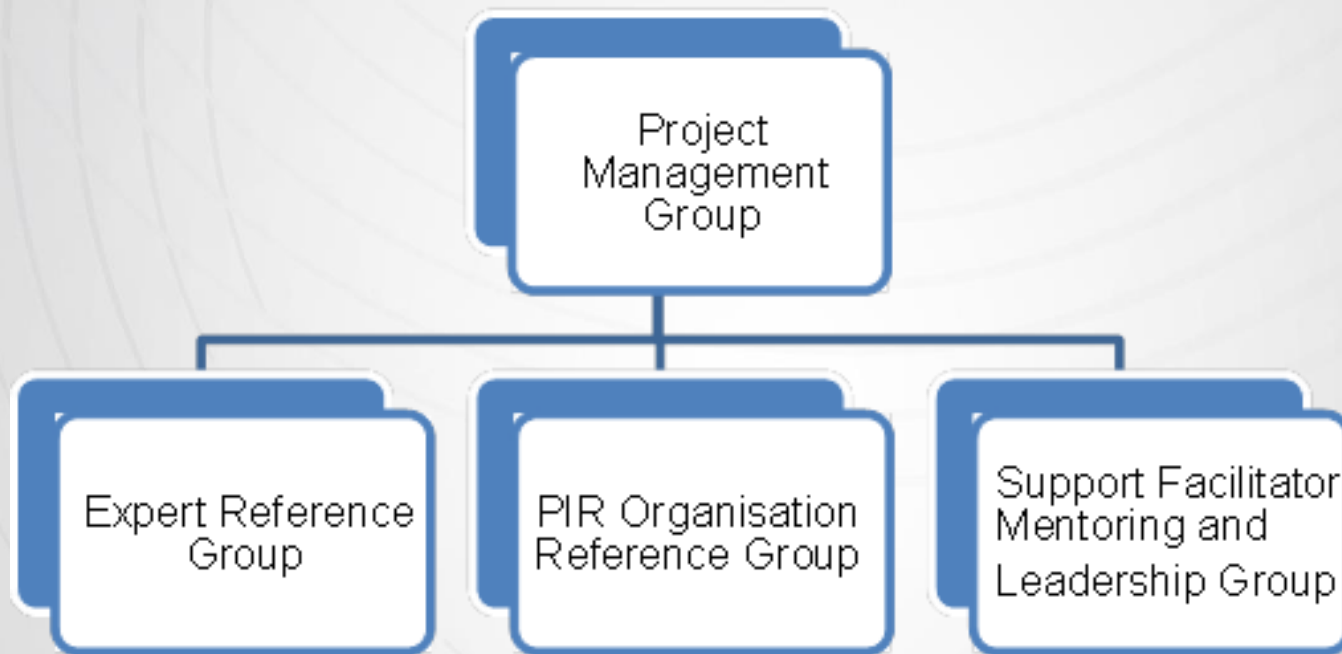
## 2. Document and disseminate information on innovative practices to implementing PIR

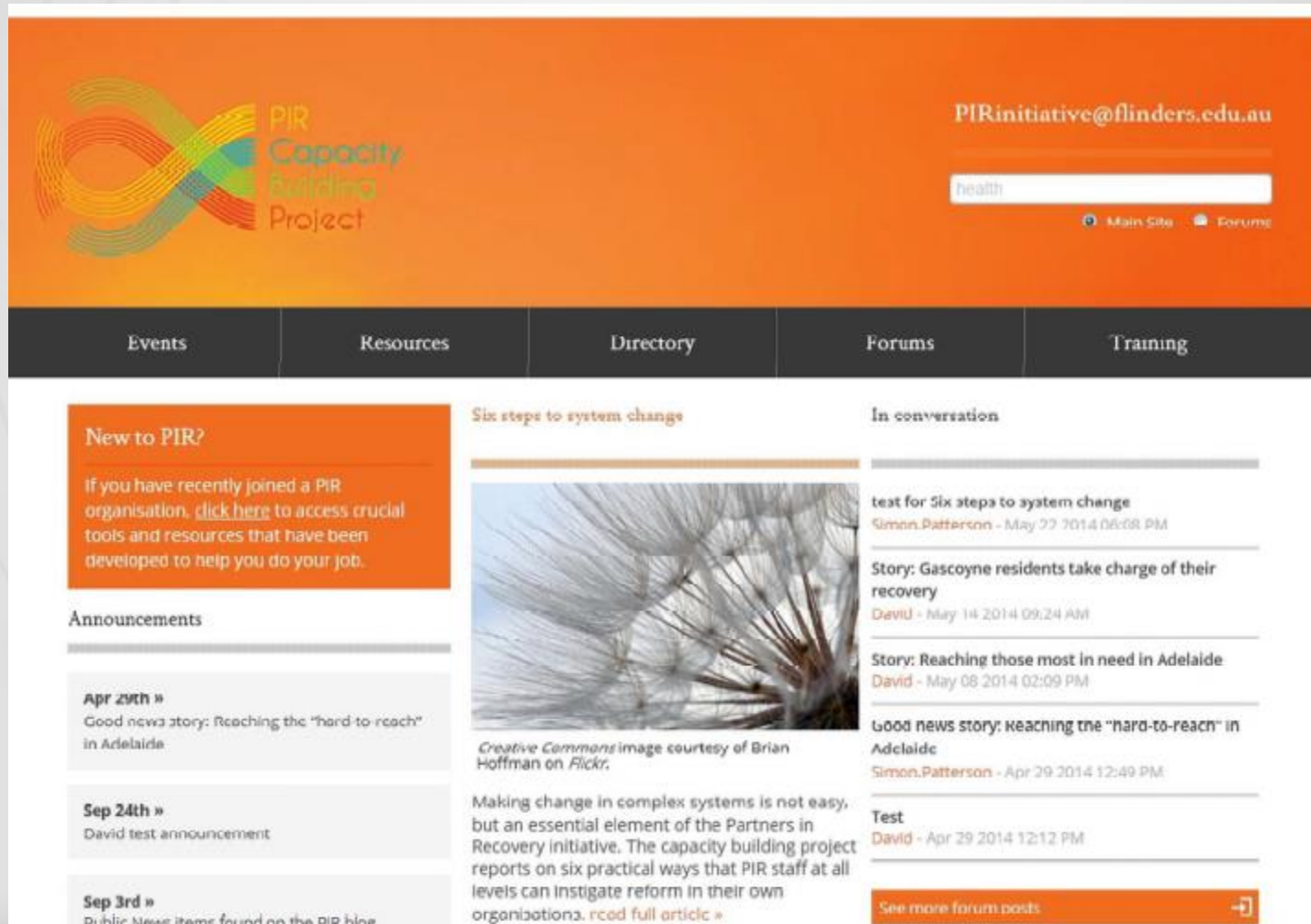
- Webinars
- Articles in weekly email update

## 3. Identify Emerging Issues

- Assist in defining problems
- Promote problem solving by PIR organisations
- Disseminate solutions

# Governance Structure






The screenshot shows the web portal for the PIR Capacity Building Project. The header is orange and features the project logo on the left, the email address [PIRinitiative@flinders.edu.au](mailto:PIRinitiative@flinders.edu.au) on the right, and a search bar containing the word "health". Below the search bar are links for "Main Site" and "Forums". A dark navigation bar contains the following menu items: Events, Resources, Directory, Forums, and Training.

**New to PIR?**  
If you have recently joined a PIR organisation, [click here](#) to access crucial tools and resources that have been developed to help you do your job.

**Announcements**

- Apr 29th »**  
Good news story: Reaching the "hard-to-reach" in Adelaide
- Sep 24th »**  
David test announcement
- Sep 3rd »**  
Public News items found on the PIR blog

**Six steps to system change**




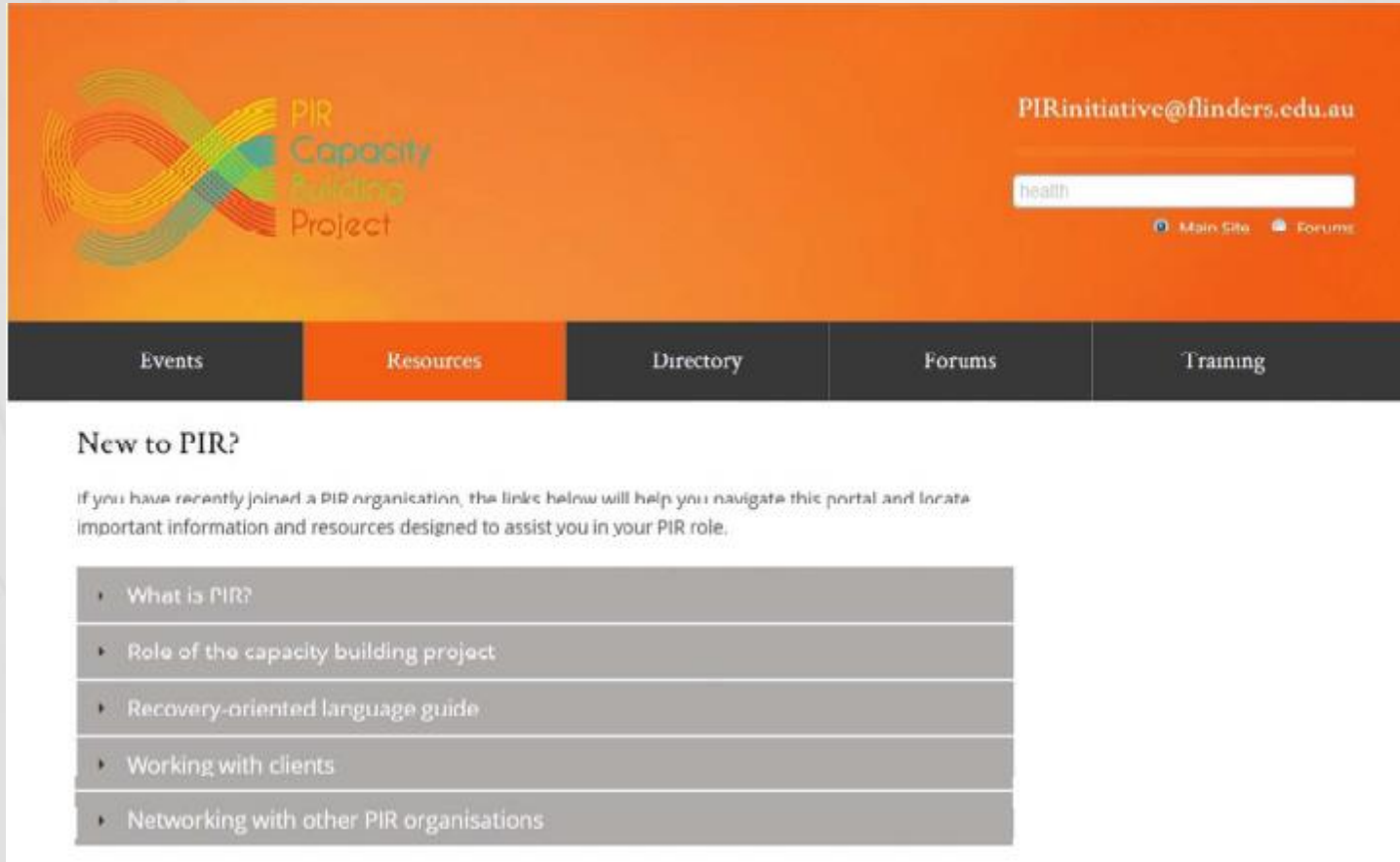
*Creative Commons image courtesy of Brian Hoffman on Flickr.*

Making change in complex systems is not easy, but an essential element of the Partners in Recovery initiative. The capacity building project reports on six practical ways that PIR staff at all levels can instigate reform in their own organisations. [read full article »](#)

**In conversation**

- test for Six steps to system change**  
[Simon Patterson](#) - May 27 2014 06:08 PM
- Story: Gascoyne residents take charge of their recovery**  
[David](#) - May 14 2014 09:24 AM
- Story: Reaching those most in need in Adelaide**  
[David](#) - May 08 2014 02:09 PM
- Good news story: Reaching the "hard-to-reach" in Adelaide**  
[Simon Patterson](#) - Apr 29 2014 12:49 PM
- Test**  
[David](#) - Apr 29 2014 12:12 PM

[See more forum posts](#) 



The screenshot shows the web portal interface. At the top left is the PIR Capacity Building Project logo. To the right, the email address [PIRinitiative@flinders.edu.au](mailto:PIRinitiative@flinders.edu.au) is displayed. Below the email is a search bar containing the text "health". To the right of the search bar are two links: "Main Site" and "Forums". A navigation bar below the header contains five tabs: "Events", "Resources" (which is highlighted in orange), "Directory", "Forums", and "Training". Below the navigation bar is a section titled "New to PIR?". This section contains a paragraph of text and a list of five links, each in a grey box with a right-pointing arrow:

**New to PIR?**

If you have recently joined a PIR organisation, the links below will help you navigate this portal and locate important information and resources designed to assist you in your PIR role.

- [What is PIR?](#)
- [Role of the capacity building project](#)
- [Recovery-oriented language guide](#)
- [Working with clients](#)
- [Networking with other PIR organisations](#)



- 1,314 members (as of 17 May 2016)
- 60,300 page views (1 Nov 2015 – 30 Apr 2016)
  - Forums
  - Events
  - Resources
  - Contact details of PIR Organisations
  - Stories
  - System Reform Database

- Support state-based PIR Manager teleconferences
- PIRO, Rural and Remote and SF teleconferences
  - Guest speakers / set agenda items
- Forums for on-line discussions
- Staff-exchange program

- **Strategic Focus**
- **Explore issues affecting PIR at the national level**
  - Mental Health Review
  - NDIS
  - Transition to NDIS
- **Highlight successes and innovations within PIR**
- **External speakers address emerging issues and the changing environment in which PIR operates**

# State Workshops

- Implementation focus
- 2 rounds of state meetings per year
- Combined SA, WA & NT meeting (1/year)
- Facilitates the development of networks and knowledge exchange
- Demand high for attendance
- Strong representation from consumer and carer representatives

- Presentations of innovations occurring within PIR
  - State workshops
  - Annual meeting
- “Good news stories” and interviews with staff
- Repository of press releases and media on PIR
- Weekly email update
- Webinar series
  - Address key issues affecting PIR
  - Staff can view the webinar live and participate in Q&A
  - Available for viewing on the web portal

## Queensland forges ahead with system reform legacy

3<sup>rd</sup> October 2014

[Story archive](#)

Delegates from all ten PIR regions in Queensland gathered in Brisbane last week to share their system reform successes and generate new ideas for creating sustainable and long-term sectoral change.



## On-line training modules

- Generic modules designed to supplement PIRO induction training
- Additional training modules developed as needed:
  - Flexible Funding
  - Self Care
  - Eligibility
  - Working with Aboriginal and Torres Strait Islander people
  - Role of the Support Facilitator

Events

Resources

Directory

Forums

Training

Training module: Recovery Principles

Recovery Principles

# Support Facilitator Training Recovery Principles

Partners in Recovery



< PREV

NEXT >



# SF Mentor Program

- Provide opportunity for SFs to seek advice from their peers on specific issues
  - Each PIR Organisation able to identify a mentor
  - CBP provides training on mentoring and emerging themes
- Preference for informal ad hoc mentoring rather than formal ongoing mentoring
- Currently 27 mentors
  - Working as a SF for at least 6 months
  - Available for staff on an “as needed’ basis

## What do SF Mentors do?

- Reflective listening
- Stimulate problem solving
- Encourage a broader or different perspective
- Share knowledge and skills
- Facilitate reflective practice
  
- **DO NOT** offer treatment recommendations or provide counselling services

## Staff Exchange Program

- The program aims to:
  - Foster the sharing of ideas and best practice models between PIR organisations
  - Promote networking and partnerships between the staff of different PIR organisations
  - Increase the capacity of PIR organisations to effect system reform
- Organisations willing to participate in the program register on the portal
- Guidelines for the program
- Links well with system reform database

## System Reform Database

- Developed in response to feedback from PIR
- Includes over 300 System Reform Project undertaken by PIR organisations
- Continuing to be updated
- Search function to allow user to identify particular areas of interest

## Outcomes

- Sharing of documents
  - Reduced the variation in practice across PIROs
  - Patterns of best practice are beginning to emerge
- Solution-based discussions of key issues at state workshops identified strategies that were working and could be applied in other settings
- Formation State Networks
  - Victorian White paper
  - NSW System Reform paper

## Outcomes

- Emergent leaders within PIR
- Formation of working group
  - Rural and remote framework
  - Documenting the success of PIR
  - NDIS working group

# Impact of the Capacity Building Project

## PIR Evaluation

- Without the CBP there would have been:
  - Inconsistency and lack of direction
  - Isolation of staff
  - Isolation of ideas
  - Lack of information and exchange of information
  - Less sharing and support
  - Less efficiency
- Gave a perspective that was greater than the individual PIR Organisation

## Impact of the Capacity Building Project

*“I believe that PIR is one of the best resourced programs ever...having a capacity building project that has all those arms. They’re responsible for some of the up-skilling and networking of the SFs, the PIRO Reference Group and Expert Reference Group. Being the secretariat and organising all that works really well so that there is kind of a natural forum on all those fronts that is able again to document and be looking after the interests of the PIROs. It is an exceptionally well-funded and resourced program and the capacity building project is kind of the glue that holds all that together.”*





# PIR Capacity Building Project

## Questions



The capacity building project of the Partners in Recovery (PIR) initiative is funded by the Australian Government Department of Health.