



Training and Support

Training for staff

Organisations should ensure that staff delivering direct services have the right qualifications, skills, and supervision to deliver safe and high-quality digital services.

Staff may require specific training to provide digital services. This training includes training to use specific platforms or technologies, and training to deliver quality, trauma-informed digital services.

Some of those skills may be available in-house. A disparity of skills may exist amongst staff, and some staff may be available and willing to assist their colleagues to better understand how to set up equipment and programs and deal with technological difficulties. However, organisations must be willing to support staff with appropriate training so that offering alternative modes of service delivery does not represent additional stress to workers unfamiliar with the technology.

Staff also need to be provided with resources to assist their clients to access the technology in plain English and in a multitude of languages. Staff should also be trained to work through issues with clients who may experience cognitive and other functional impairments.

Your organisation should provide guidance on the role of social media in digital service delivery. Social media includes online and mobile platforms that allow users to create and share content, and includes, but is not limited to, platforms like Facebook, Twitter, Instagram, YouTube, LinkedIn, TikTok. For example, the digital service may provide information and raise awareness of mental health issues on social media. However, staff may be discouraged from using these platforms to contact consumers individually or informed consent may be required before using these platforms to delivery digital services.

There should be clear policies regarding how staff should respond if clients attempt to contact them on these platforms, or whether the platforms can be used temporarily if there are technical issues with the organisation's official videoconferencing platform.

Checklist: Training for staff

In your organisation:

Are staff trained and supported to ensure digital competence?

Is there a process for staff digital skills to be evaluated and updated?

Are there processes in place for staff to safely raise concerns regarding their digital knowledge and competence and other barriers to digital service delivery?

Are staff trained to deliver trauma-informed digital services?

Have ethical practice issues been considered?

Are staff trained to help consumers who have low digital literacy?

Are volunteers provided with appropriate training to deliver digital services?

Are staff provided with guidance to engage with social media appropriately when delivering digital services?

Further resources

- [The Australian Digital Health Agency](#) can provide training, upon request on a range of topics, including data quality, privacy and security, and digital health.
- The [eMHPrac](#) (e-Mental Health in Practice) Project aims to raise health practitioner awareness and knowledge of digital mental health. eMHPrac provide free training and support in its use to general practitioners, allied health professionals and service providers working with Aboriginal and Torres Strait Islander people.
- Torrens University runs a free, online short course called [Connecting with Telehealth](#). It is designed to facilitate better understanding of telehealth services, including best practice in telehealth service delivery, practical skills and tips.
- [Health My Way](#) has resources for staff who are helping consumers with low digital literacy.

Technical and other resources and support for staff

Staff engagement with digital service delivery is critical to maximise the effectiveness of the service. Staff should be provided with the necessary devices, remote working and wellbeing policies and technical support to provide digital services.

Checklist: Technical and other resources and support

In your organisation:

Are staff provided with professional devices for work-related activities?

- If they need to use personal devices, are they reimbursed for the cost of data?

Are staff supported in managing and reporting abuse or harmful content?

Have you considered how digital policies and practices interact with remote working policies and practices?

Are staff provided with resources to help them support consumers experiencing technical difficulties?