

Mabel Park State High School

Overview

Name of the Collaboration

Mabel Park State High School (MPSHS) Health Hub

Collaboration parties

Logan Bayside Health Network
Department of Employment, Small Business & Training (DESBT)
TAFE Queensland
Myhorizon
Endeavour Foundation
Centrecare
National Disability Services (NDS)
WorkAbility Queensland
RDA Logan & Redlands
Australian Dental Academy
Health and Community Services Workforce Council
Bluestone Medical
Griffith University
Enable Group of Schools
Independent Schools

Purpose of the Collaboration

"To provide a unique experience in the health industry for students attending 14 state and independent schools within the Logan Region by encompassing nationally recognised training, industry engagement, work experience, traineeships and employment opportunities."

Objectives of the Collaboration

- Establish a "World Class" school to work transition program to benefit both industry and students
- Support school aged students to enter health pathways by overcoming the barriers of youth not being deemed suitable employees because of maturity, and youth not viewing the Health industry as an appealing pathway as they are not aware of the range of career options in the industry
- Address the projected workforce shortages in health moving towards 2025 by building a sustainable and unique training environment.
- Provide industry with a workforce cohort that addresses the massive recruitment drive needed for the NDIS rollout 1 July, 2018.
- Support Disadvantaged Queenslanders – the Logan area has one of the highest unemployment rates - 8.02% compared to Queensland's 6.1%. Youth unemployment stands at 15.02%

Origin of the Collaboration

In August 2015, Mabel Park SHS Principal, Michael Hornby, met with the then Minister of Health and the Minister of Ambulance Services, Cameron Dick, to address future workforce shortages in health and set up a health specific training facility at MPSHS which began operations in February, 2016.

A subsequent meeting with the DESBT was held to leverage their support and make connections with industry in order to provide a unique experience for students wishing to explore a career in health.

Environment of the Collaboration

The MPSHS Health Hub programs are conducted on the grounds of Mabel Park SHS. Members of the collaboration act with openness and trust and have built the concept of the Health Hub to include five programs which are beneficial to all parties.

Common elements of the collaboration include:

- Teamwork to the highest level;
- Brainstorming of ideas and innovations to continually review and develop
- A strong sense of purpose and equal participation;
- Programs to benefit all parties
- Decision makers on board enabling proactive and timely decision making.

The collaboration in practice

The Mabel Park Health Hub operates firstly in collaboration with TAFE Queensland, the selected Registered Training Organisation for 2018, to deliver Certificate II in Health Support Services and Certificate III in Individual Support. Further collaboration with Griffith University, NDS, Logan and Bayside Health Network, Aged Care Industry, Myhorizon, Logan Elders and DESBT has resulted in the creation of:

- VETiS Program (Certificate II in Health Support Services) ;
- School Based Traineeship Program (SATs);
- Industry Engagement Program;
- First Peoples Health Program;
- Year 13 Program (Certificate III in Individual Support).

Criterion 1: Outstanding practice of the collaboration

The collaboration consists of key stakeholders from education, training, industry and three levels of government. Being very aware of the future workforce shortages that will occur in the Health Industry, they have, through an innovative partnership approach, established a world class school to work transition program. The Hub offers an engaging, practical curriculum which encourages students to remain at school and follow a pathway in Health which has real job outcomes.

Excellence in training

The Mabel Park Health Hub responds to the actions directed by a small team which works closely with DESBT, Industry and the RTO and has set plans in place to achieve program success within set time frames.

Industry assisted to design the Health Hub Training Facility, which consists of a skills lab and class room. It has state of the art equipment donated by industry such as Metro South Health, Lifetech and Debbetrek. The Health Hub qualifications are delivered by an RTO selected through an extensive tender process. The process has checks and balances which ensures first class face to face delivery of health qualifications.

The major programs that the Health Hub offers include:

- VETiS – Certificate II Health Support Services
- Industry Engagement Program
- School Based Traineeships
- First Peoples Health Program

- Year 13 Program

Unique, exemplary or innovative aspects

The Hub was the first of its kind to provide an adult learning environment on school grounds. Traditionally students would have had to go off a school site to access a learning environment such as this. Provision of a free bus to transport students has overcome the transport barrier.

Through the collaboration Industry drives the initiative to inspire young people to consider a career in health by:

- Conducting Career Presentations/Talks to expose students to many different sectors of the health industry including clinical care, aged care, disabilities, pathology, allied health and oral care. Representatives are invited to the Certificate II and Certificate III classes to conduct " Day in the Life" talks. Following the presentations, each student has their career choices mapped and work experience organised. It also helps students build employer networks.
- Designing Health Inspiration Days to inform and engage student interest in Health. These days involve students visiting health facilities to expose them to the range of careers and are stepping stones to work experience and SATs.
- Providing a work readiness program focusing on resume writing and interview techniques specific to the Industry.
- Providing work experience placements – for Certificate II classes even though not mandated in the training package.
- Providing equipment, sometimes not necessary to achieve competency, but to build student familiarity and confidence for entering the workforce.

The Hub has fostered collaboration between 14 schools over the 3 years of operation. So many schools accessing the one training site has never happened before in Logan and maximises the use of resources. In the past fear of losing enrolments has prevented schools from sending students to other school sites. The outcomes have shown schools there is no favouritism and all students are given equal opportunity.

Transformation in the lives of participants

Collaboration Members identified that health qualifications were totally underrepresented in Logan and that Logan City has one of the highest unemployment rates, particularly in youth, in Queensland. The Health Hub is assisting to address this with over 300 people accessing health qualifications over the 3 years of operation.

In 2017 about 30% of eligible participants in the Certificate II Course gained a SAT in Health. The collaboration, by December 2018 will also have resulted in approximately 60 participants attending Certificate III training, with an employment KPI of 80%. *Breaking the cycle of unemployment and transforming lives.*

Contribution to the advancement of the Health Industry

The Hub has become a 'One Stop Shop' for industry. They can access potential future employees from 14 schools at one site.

Many employers prefer applicants to complete the Certificate II as a stepping stone to SATs and further training. Industry have been impressed by the basic skills and knowledge demonstrated by Health Hub participants and see them as a valuable source of future employees. Students and trainers have also indicated that progression into the Certificate III and Diploma courses is easier with the foundation gained in the Certificate II.

Before the commencement of the collaboration the following initiatives simply did not exist:

- Career Talks in Schools
- Health Inspiration Days
- Youth Attraction Strategy: Employer field trip to Hub and SAT Programs to raise awareness about the employability of students and the processes required to implement a traineeship program.
- School Based Traineeships: 130 SATs in hospitals, aged care and disability facilities in 2017 in Logan area
- Influencing cultural change: Industry now sees youth as potential employees and is implementing SATs on a state wide basis.
- Schools and industry in Logan working together to address future workforce shortages and providing employment opportunities in Health.

Criterion 2: Achievements of the collaboration for training

Training Outcomes Achieved

The significance of the collaboration is demonstrated by the number of students and community members who have accessed the MPSHS Hub since the commencement of classes in February 2016. The Certificate II in Health Support Services is delivered to Years 10, 11 and 12 students one day per week over nine months. The Certificate III in Individual Support for Year 13 and community is 3 days per week for 12 weeks as well as three weeks full time industry placement.

The unbelievable interest reflected in the participation and completion rates is unprecedented in school students and provides a much needed injection into the workforce. In 2016 three classes totalling 47 students from nine schools graduated with the Certificate II. In 2017 there were 100 students from 12 schools, with 70 of these graduating with the Certificate II and 25 transitioning into SATS. This represents a completion rate of 93%. In 2018, 116 students from 10 schools have enrolled in classes across 5 days.

Exit data shows that 50% of Year 12s who graduated in 2016 have continued on a Health Career Pathway and in 2017 it is 60%.

To date there have been 2 classes of Certificate III attended by 30 students. The first class resulted in a 60% employment outcome. The second is due to finish in May 2018.

Improvements in the quality of learning and assessment

The team that administers the program on behalf of the collaboration has driven sustainable initiatives since the inception. In the early development (2015/16), it became apparent that there was a lack of registered training organisations (RTOs) that had Certificate II in Health Support Services (VETis) on scope. Only TAFE Brisbane and TAFE Gold Coast had and there was a lack of schools which actually collaborated with RTOs to deliver this qualification. The team met with the following RTOs who have since put this qualification on scope and are delivering to schools not only in our region but in many other regions. This includes Bluestone Medical, Axiom College, Royal College of Health, Traxion Training and TAFE Queensland. This has resulted in increased training outcomes for the wider community.

The collaboration has always ensured that students have a "Health Experience", not just a qualification. Through Industry engagement and student surveys, the team continues to improve the direction of the Hub program. The five programs provide a holistic experience to increase the student's knowledge of the career options in Health showing them that health is an attractive and viable pathway.

Creation of new or improved career pathways

The Mabel Park Hub collaboration has highlighted the effectiveness of school based programs to industry and resulted in the establishment of a further 4 Hubs across the region in 2017. These Hubs provide a career pathway in Health with 180 students from 20 schools undertaking Certificate II qualifications. 25 Career Talks have been delivered by industry to over 400 students across the Hubs and 155 students have attended Health Inspiration Days in Health facilities across the region. The collaboration has resulted in 74 SATs in clinical care, dental assisting, aged care and disability support. These pathways set students up for entry into further tertiary education and employment.

The additional workforce demand resulting from the NDIS rollout (3000 jobs in Logan) led the collaboration to develop the Youth Attraction Strategy. The first Health Inspiration Experience (HIE) was held on 27 July 2017 to empower and educate the 25 disability service providers who attended about the employability of students and the processes required to implement traineeship programs. Service providers witnessed the journey of a young person undertaking a health career pathway from the beginning to entry into employment by visiting MPSHS Health Hub, Myhorizon and Logan Hospital. The day resulted in organisations such as The Endeavour Foundation commencing a school to work traineeship program. The first HIE for 2018 is scheduled for April.

Contribution to Social Equity

The collaboration assisted with the development of the First People's Health Program to address the underrepresentation of Aboriginal and Torres Strait Islander workers in Health. This involved a 5 day camp held at Griffith University in August 2017 for 20 Aboriginal and Torres Strait Islander high school students. They accessed six different disciplines of the health sector and were engaged in fun educational activities in a supportive and inclusive environment so as to inspire them about pathways in health. Participants completed four competencies of the Certificate II in Aboriginal and Torres Strait Islander Primary Health Care.

The holistic model created by the collaboration, including career talks, industry and student inspiration days, SATs and work experience could be replicated in any industry. Mabel Park is attempting to replicate the model with its Certificate III in Aviation program.

Criterion 3: Training impacts of the collaboration

Benefits of the Collaboration to:

Employer and employees

Schools and School Students have historically been excluded from the Health Industry. The establishment of the Mabel Park Health Hub has systemically broken down barriers in the industry and is changing the culture that young people should not be included in the business of caring for people. It is also an efficient recruitment process for potential employers to access students from 14 schools through one site.

The Career Talks, Health Inspiration Days and the Youth Attraction Strategy (Employer Field Trip) provide access to student training not available under traditional courses, so creating a 'Health Experience' not just a qualification. All of these activities including students completing some unpaid work experience have broken down the barrier of students having a very narrow view of what jobs are available in health. This is supported by the number of SATs from Mabel's Health Hub growing from one in 2016 to 25 in 2017 as well as 60% of the 2017 Year 12 graduates continuing on a career pathway in Health. It is predicted there will be about 40 SATs in 2018.

In turn, existing employees develop their presentation and communication skills through their interaction with the students and their mentoring roles. For example older people in Aged Care have benefitted from having young, vibrant staff that provide a different perspective.

The networking opportunities promote information sharing and greater understanding within the industry, so that the training reflects Industry skills and knowledge.

Registered Training Organisation

Involvement in the collaboration allows TAFE Queensland to have access to a world class training facility central to the Logan area. Their capacity to provide training to students in the Certificate II in Health Support Services has grown from 40 to over 150 in 2018. As well they have a ready market, the Year 13 cohort of all 14 schools, for Certificate III in Individual Support.

By being part of the collaboration the RTO has the potential to build relationships with stakeholders and grow their delivery of qualifications to new and existing employees, including SATs. These strengthened relationships will promote more industry engagement and feedback to improve course content.

Community and Region

Logan is a multi-culturally diverse area which historically has high unemployment. The Health Hub aims to provide a truly local pathways program in a skills shortage area which embraces this diversity.

The rollout of the National Disability Insurance Scheme (NDIS) in July 2018 means that a workforce of close to 3,000 additional workers will need to be identified and trained. According to 2016 ABS Census of Population and Housing Data half of the NDIS clients will be under the age of 25, but the average age of workers in the disability sector is 55. Thus presenting disability Service Providers with the added pressure of matching the interests of participants with those of support workers. Through the collaboration, local disability organisations have begun connecting with the

Mabel Park Health Hub in order to identify and inspire a young future workforce and provide one solution for the rollout of the NDIS and the mismatch of interests.

The Collaboration, through the receipt of a number of awards, has raised the profile of the Logan Community so that it is seen to be a driver and leader in addressing skill shortages in Health. These awards include:

- 2017 Education Queensland's Showcase Award for Excellence in Industry Partnerships for the South East Region after being highly commended in 2016.
- 2017 one of three Finalists for Queensland Training Awards for the Premier's Industry Collaboration Award
- 2017 Finalist for Logan Chamber of Commerce Business Distinction Award for Community Contribution
- 2016 Logan Chamber of Commerce Business Distinction Award for Innovation
- Recognised as a 2016 Innovative School – The Educator Magazine, issue 2.3, 2016

Industry and/or industry sector

The MPSHS Health Hub Program is an industry driven source of potential employees. The success of the collaboration has so impacted industry that the model has been the subject of a case study completed by the Health and Community Services Workforce Council in 2018.

Judy Fewtrell, Senior Schooling Head of Department, Mabel Park SHS was invited to address the Logan and Redlands Employment Marketta held on 14 March 2018 about the benefits to Disability Service Providers of programs such as the Mabel Park SHS Health Hub. At the end of the morning 14 Disability Service Providers indicated on an Expression of Interest Form that they wish to connect with either Mabel Park's Health Hub or one of the 5 others in the region in 2018. Providers such as Nextt, Uniting Care, Link Services, House with no Steps, Mercy Community Services, Better Caring, Epilepsy Queensland and Deaf Services Queensland are prepared to be involved in Career Talks, Health Inspiration Days, Employer Field Trips, Work Experience or SATs – see Evidence of Qualification attachment.

Criterion 4: Sustainability and future the collaboration

Replication

DESBT has worked with schools to strategically place 5 further Health Hubs on school grounds in the South East Region, so that there is value for money and industry standard facilities. They are Pimpama State College, Capalaba State College, St Francis College, Faith Lutheran College and Elanora State High School (only begun operations in 2018). There are 250 students enrolled across these hubs from 27 schools.

Each school visited Mabel's Hub and have adapted Mabel's procedures to develop similar facilities. The collaboration shared advise on how to foster and value industry partnerships, design and layout, equipment required, tender process for RTO selection, information flyers, and format of information sessions for schools and industry.

Certainly the model could be adapted by other industries to grow their own workforce. Mabel Park and industry have started modelling the Health Hub's collaboration to deliver Certificate III in Aviation which operates one day per week on the school site since July, 2017. Three Logan Schools are involved and a Employer Field Trip where various industry representatives were shown how to fly a drone by the school students was held in October, 2017

Sustainability

The collaboration members are dedicated to organising and optimising the resources, support, and necessary policies necessary, so as to lead the collective agenda.

Its ability to operate as a sustainable ongoing concern was tested by the collapse of the RTO, Careers Australia, in May 2017. Contingency systems were immediately implemented, allowing the Hub classes to continue uninterrupted with the same trainer until a replacement RTO could be contracted. No students were disadvantaged.

Future potential is to keep reviewing and improving so that all stakeholders achieve success. A strong commitment

has been shown from a network of 14 schools who send students from all over Logan to attend the centre to complete Certificates. Certificate II completions have grown from 49 in 2016 to 70 in 2017 and 116 enrollments in 2018. This represents a 93 % completion rate. Of the 2017 intake of Health SATs only 5 cancelled and these students were not from a Health Hub.

Commitment from industry to support and improve the collaboration is also very strong. Industry members including Logan Bayside Health Network, Myhorizons, Australian Dental Academy and Blue Stone Employment Consultancy have delivered 25 career talks in 2017 to both MPSHS's Health Hub and to the other 4 that operated in 2017. Plans are already underway for these to be delivered in Term 2, 2018.

As more organisations become aware of the quality of the program, the number of willing industry participants is growing. One Health Inspiration Day was held in 2016, increasing to two in 2017 and in 2018 there are 4 planned - 2 underway for April. In the region 155 students have attended these days.

After the successful 2017 Youth Attraction Strategy Day (Employer Field Trip) the collaboration is already planning with Workability Qld to run more. Two in conjunction with the MPSHS Hub – one in April with Myhorizons and one in May with the Endeavour Foundation, as well as holding one in conjunction with each of the other 5 Health Hubs.

The strength of the collaboration is also shown by the increase in Health SATs in the region over the last 3 years. The 2015/2016 intake was seven, while 2016/2017 was 30 and the 2017/2018 intake is already at 84.

Quality Improvement

It is the responsibility of each collaboration member to be an active and contributing member of the team. Each person on the team brings a unique perspective to the process of Quality Improvement. A typical example is the First Peoples Health Program where a working party was established to ensure students have quality training pathways, wrap around services, further education and employment opportunities.

The Health Hub Program is continually being reviewed for areas of improvement. The 2018 Logan Bayside Health Network SAT Program application procedures have been streamlined to make the process less arduous. Students are no longer required to complete the Harrison Career Analysis report prior to applying, instead it is preferred that applicants have completed or are completing a Certificate II in Health Support Services.

Performance Evaluations

Each year Learner Engagement surveys are conducted. 98 % of the students in 2017 indicated they were satisfied with the quality of the training. The success of the program is also reflected in the increased number of organisations keen to be involved and the repeat involvement of industry. It is planned to conduct an Industry Engagement Survey in October to gauge industry satisfaction.

Expansion Plans

The collaboration is researching the possibility of expanding the qualification offerings to include Community Services, Oral Health and Allied Health. Also they hope to expand traineeship offerings to include Oral Care (Dental Assisting), Community Services, Administration, Gardening/Horticulture, Hospitality/Kitchen Operations and Cleaning/Laundry Operations

There is no legal partnership or contract in place for this collaboration | ✓

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