INDUCTION

POLICY NUMBER **NDIS STAFF 4**

INTENT

To ensure all employees receive relevant and adequate initial training which will enable them to perform their duties appropriately.

DEFINITION

Induction: the initial training, introduction and information about the type of work required in the position.

POLICY STATEMENTS

It is a requirement of Real Living Options Association Inc. that all employees must be provided with an induction to the Service, including the Service Principles which drive the Service.

It is also a requirement of Real Living Options Association Inc. that all employees must be provided with an induction/buddy shift with any Participant prior to supporting them. Real Living Options Association Inc. will:

- Provide appropriate and adequate induction and orientation to all employees to enable them to perform their duties.
- Identify additional relevant training for employees as required to perform the duties of their role.
- Ensure that Lifestyle Assistants are provided with adequate information and training about the duties and the needs of the Participant they are assisting.
- Ensure that all inductions and training are recorded in the Staff Training Register.

PROCEDURES

- All employees must complete the Services Pre-Induction requirements upon confirmation of employment.
- All employees must complete the Real Living Options Association Inc. Online Induction prior to commencing employment.
- All employees will be provided with a face-to-face induction relevant to their position.
- Where possible, Induction of Office Staff will be a minimum of one week on the job training with another Staff Member in the same or similar position.
- Training from a member of the Management Committee in relation to the General Manager position and relevant to the work of the position may be undertaken as appropriate.
- All employees have access to the Policy and Procedures and are required to read and familiarise themselves with them.

- The person conducting the Induction will complete the Induction as per the Checklist for each position.
- All Lifestyle Assistants will be provided with information relevant to their roster and an overview of the Participant's lifestyle and relevant essential information they are required to know in order to perform their duties.
- The Senior Support Facilitator will ensure as far as practicable that a minimum of two "double up/buddy shift" rosters with an experienced Lifestyle Assistant are provided, so that the new Lifestyle Assistant can learn how the duties are to be carried out with each Participant.
- The Participant and/or Representative/Nominee may also provide training to the new Lifestyle Assistant as requested by the Participant and/or their family.
- After the initial double up/buddy shifts, the Senior Support Facilitator will assess whether the Lifestyle Assistant is ready to work independently with the Participant or whether they require further training. The Lifestyle Assistant must also sign off their Buddy Shift form stating whether they feel confident or require more training.
- Support and supervision will continue regularly with the new Lifestyle Assistant for at least one month to monitor the support being provided.
- Contact will be made with the Participant/Representative/Nominee as appropriate to ascertain the level of satisfaction about the performance and suitability of the new Lifestyle Assistant or to assess if there is a need for further training.
- If at any time during the Induction, specialised training to effectively support a Participant is identified, the additional relevant training will be arranged as soon as possible.
- Where a Participant has a known medical issue such as, but not limited to, diabetes, epilepsy or dysphagia, Lifestyle Assistants must undertake mandatory training prior to being able to support the Participant.

DELEGATION

Management Committee

- Appoint members to participate in the Management Committee members and General Manager Induction process where relevant.

General Manager

- To ensure as far as practicable inductions of Office Staff are carried out.
- Carry out inductions for Office Staff where required.

Support Manager

- Ensure inductions have been completed by Lifestyle Assistants prior to commencing any duties.
- Ensure Lifestyle Assistants have adequate training for their role.

- Make contact with Participants and/or their Representative/Nominee to ascertain the level of satisfaction with new Lifestyle Assistants.

Administrative Assistant

- Maintain Pre-Employment Packs
- Provide the materials in the Pre-Employment Packs to new employees for completion
- Maintain records from the completed Pre-Employment Induction
- Maintain the compliance register

RELATED DOCUMENTATION

Position Descriptions for each position
Real Living Options Association Inc. Online Induction
Induction Checklists for each position
Office Induction Checklist
Online Buddy Shift Form

REFERENCES

Disability Services Act 2006
Disability Services Regulation 2006
Relevant Industrial Awards
National Disability Insurance Act 2013
NDIS Practice Standards and Quality Indicators

AMENDMENTS/REVIEWS

Amended 09.08.12, Amended 26.04.18, Amended 28.07.22, Amended 12.03.24