TRAINING AND DEVELOPMENT

POLICY NUMBER: NDIS STAFF 6

INTENT

To ensure that all employees are provided with training and professional development options to enable them to properly perform their duties in an appropriate manner relative to the needs of the Participants they support and the position they work in.

DEFINITION

Training *– The process of bringing a person to an agreed standard of proficiency by practice and instruction.*

Development *– The process of building on the person's existing skills and abilities relevant to their work.*

POLICY STATEMENTS

Real Living Options Association Inc. acknowledges that properly trained Staff are a valuable asset and will make every effort to nurture and support them in the performance of their work by providing relevant training and development opportunities.

Staff Training and development are key elements of meeting legislative requirements and good corporate governance principles.

All employees must have completed the mandatory online NDIS Worker Orientation module before commencing employment.

PROCEDURES

- All employees will undergo a mandatory induction on appointment to their position (See Induction Policy) and annually as refresher training.
- Provision is to be made in the budget for staff training and development.
- The General Manager will approve identified training and development opportunities relevant to the Service Principles of the Association and the employee's position within the Service.
- Training and development for all positions will be on a case-by-case basis to minimise disruption to the Service.
- Training for all Staff will be provided should the duties change e.g. introduction of new or upgrading of current computer software, or succession into a different position.
- The General Manager will have a training budget item for office staff and a separate training budget item for Lifestyle Assistants.
- If Staff are requested to attend or travel a distance to training, the Service will meet the travel, reasonable accommodation and meal costs in accordance with the relevant Award.

- All material and resources acquired during any training and development paid for by Real Living Options Association Inc. or attended in paid employment time becomes the property of the Service and must be made available to other employees.
- A record of training and professional development activities will be kept on the employee's personal file to provide a history of the employees training and professional development.
- Training needs will be identified through feedback or when a Staff Performance Achievement Plan is developed and will be recorded in the Continuous Improvement Register for review when training opportunities become available.
- All Staff are to provide feedback when requested following training paid for or attended in paid employment time.
- Lifestyle Assistants will receive ongoing training as necessary. This will include:
    - Training during their Induction as per the Induction Policy.
    - Ongoing training from the Support Manager or Senior Support Facilitator
    - Compulsory internal training opportunities.
    - Opportunities to attend approved external workshops or conferences.
    - Specific training relevant to the needs of an individual they assist e.g. medical/physical.
    - At their own request if concerned about their knowledge and ability relevant to their duties.
    - At the Participant or Representative/ Nominees request if relevant to their duties.

Personal Professional Development

- All employees are encouraged to undertake professional development in their own time and at their own costs to further their skills and knowledge.
- Where an employee would like to undertake training that they believe would assist them in their role, they are encouraged to discuss the training with the General Manager or Support Manager as relevant.
- If the General Manager considers that there is a benefit to the person in their role with the Service, the General Manager may either:
    - Recommend to the Management Committee that the Service put the employee through the training and cover all of the associated costs as the training will benefit the Service as well as the Employee, or
    - Recommend to the Management Committee that the Service negotiate to pay a portion of the cost of the training on completion as an incentive to the employee to upskill themselves as there will also be some benefits for the Service.

DELEGATIONS

Management Committee

- Approve training opportunities for Members of the Management Committee
- Approve funding budget for training.

General Manager

- Identify Office staff training needs.
- Identify and notify employees of training and development opportunities.
- Report to the Management Committee on training opportunities and provide feedback.
- Make recommendations to the Management Committee relating to personal Professional Development requests from employees.

Support Manager and Senior Support Facilitator

- Report any identified staff training needs to the General Manager.
- Identify and notify employees of training and development opportunities.

Administrative Officer

- Ensure any training completed by employees is logged in the Akuety software and training register.

All Staff

- Complete mandatory induction training as issued.
- Complete any training as requested by the Service.

RELATED DOCUMENTATION

Staff Training Register
Staff Files
Policy STAFF 4 Induction

REFERENCES

Fair Work Act 2009 (C'wealth)
National Disability Insurance Scheme Act 2013
NDIS Practice Standards and Quality Indicators

AMENDMENTS/REVIEWS

Amended 09.08.12, Amended 26.04.18, Amended 28.07.22, Amended 01.06.23, Amended 12.03.24