



Training & Development

Policies & Procedures

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TRAINING AND DEVELOPMENT

Purpose

There are many qualities required to effectively and ethically support people who have a disability. These qualities can be gained from training, different fields of work and life experiences. On commencing employment with us various training pathways will open to you.

Understanding the words 123 Support Services use is important.

Training is about teaching you tasks.

Development is about giving you knowledge and information to help you think about the identity of the people you support and your support worker role.

There are four main components to 123 Support Services' training and development. The recruitment and induction processes provide sources and links.

Training that meets the requirements for being registered as a service provider with the NDIS

123 Support Services will direct you to training presentations produced by the NDIS that are a compulsory requirement for 123 Support Services to be registered as a service provider. You will have to sign off on these presentations to work for us.

Acquisition and cost are the employee's responsibility

- Driver's license
- Working with Vulnerable Persons check
- First Aid and CPR certificates
- NDIS certificates
- Manual handling (general)
- Nail cutting
- Nutrition education
- PPE use
- Supporting people at mealtimes (general)
- Infection control
- Restrictive intervention

This list will be kept up to date and added to when necessary.

This is an important starting point but only part of what you need to work for 123 Support Services.

Training that helps you understand 123 Support Services and the beliefs that guide it

123 Support Services has compulsory training presentations that ensure that you know how the organisation makes its decisions. You will have to sign off on these presentations to work for us.

- How 123 Support Services makes its decisions (Video version)

Acquisition and cost are the employee's responsibility

This list will be kept up to date and added to when necessary.

Training that helps you get to know, understand, and work in the best interests of the people you will be supporting 123 Support Services has compulsory training and development presentations that help you understand the people you will be supporting and the importance of your work.

- How 123 Support Services makes its decisions (Video version)

Acquisition and cost are the employee's responsibility.

This list will be kept up to date and added to when necessary.

Training that teaches you how to work legally and safely

123 Support Services provides regular staff memos with information and links including continuing alerts to the policies and procedures that relate to legal and safety issues.

Compulsory contract specific training:

Any special knowledge or skills that are complex and client specific to a support contract will be paid for including training time such as, but not limited to:

- Administration of medication
- Complex bowel care
- Complex epilepsy management - emergency medication
- Enteral feeding and management
- Severe dysphagia management
- Tracheostomy care
- Urinary catheters
- Ventilation
- Subcutaneous injection
- Manage diabetes
- Complex wound management
- Behaviour Support training
- Dementia training
- Meal management plans
- Manual handling plans

This list will be kept up to date and added to when necessary.

All alterations, retractions and additions must go through the Leadership Team.

Failure to attend booked compulsory training appointments without, at least, 48 hours' notice and written details explaining the reason for not being able to attend, will mean being withdrawn from the contract it applies to.

A new booking will have to be negotiated with the Operations Manager including arranging to pay for the replacement booking.

If you are reading this on our website, please keep browsing. The website is an important resource in our training pathway. It contains a lot of information that will help you understand the expectations 123 Support Services has of its support workers. If you wish to ask questions, please use the contact instructions on the 123 Support Services website.

If you don't understand any terms and language, don't worry, our training will make these clear for you.

New recruits will fall in line with the self-responsibility and funding requirements as outlined in this policy.

Current employees will be slowly adjusted to the new process of self-responsibility and funding. Self-responsibility and funding are determined by requirements that are needed wherever you work in the disability and other sectors:

Training Outline

The expectations in the support worker position description in our recruitment package are the start of our training pathway.

The health and fitness levels required of support staff are listed in the Health Declaration.

Our training pathway begins to open through the induction package you will receive when you start with us. This package will give you enough information to commence working under close supervision.

When you commence work you will be rostered on with experienced support workers who will guide and teach you on the job. You will be given a list of tasks to learn.

Your Service Coordinator will periodically review this list with you to make sure you understand the requirements of your work.

Once you have learned these initial tasks, you will have enough skills and knowledge to work at a fundamental level. The training opportunities that open from here will give you a chance to become an exceptional support worker and proceed towards higher levels of responsibility.

Your Service Coordinator will inform you of which co-workers are the best teachers of the advanced skills and knowledge you need to develop. Your workplace is also an important testing ground of your responsibilities and integrity. If you encounter methods of work that conflict with your training, please raise these with your Service Coordinator. 123 Support Services don't mean dobbling people in but raising things you see or hear as general matters that you think could be improved.

As an example, if a support worker reported to a Service Coordinator that someone was speaking to the people 123 Support Services support in a demeaning way, the Service Coordinator would bring the issue up for review with the rest of the team without the need to identify individuals. This strategy gives everyone the chance to privately consider and change their working style as necessary. It is only after repeated breaches, that disciplinary action would be considered.

The people you support will be your main instructors. The best way to learn about the people you support and how to understand them is to carefully listen to and observe them and listen to the people who know them well.

Your Service Coordinator will discuss issues with the team without personalising them so people can learn and change in a secure and trusting environment. Support workers are encouraged to bring up items for discussion. It is not possible to achieve higher levels of responsibility or receive advanced training opportunities without participating in discussions with your SC.

You will receive regular Staff Memos and Newsletters to keep you up to date.

There are regular short workshops on various aspects of the support worker role.

These workshops are usually repeated two or three times at different dates and different times to make them as easy as possible to attend. Examples include:

- Service beliefs
- Building better lives
- Duty of care
- Confidentiality
- Diversity in the workplace
- Behavioural styles in the workplace

Invitations to attend longer and more advanced training events might be offered, depending on how well you transfer your learning into the workplace.

Comprehension

A lot of reading and good comprehension is required. If a support worker is having difficulty reading and understanding any of our material, 123 Support Services will provide recordings and or someone to help you work through the material. Compulsory training can be supported through study groups led by senior employees if necessary. All training can be self-paced and repeated if necessary.

Skill development

People working for 123 Support Services who decide to pursue tertiary qualifications relevant to their work such as TAFE certificates can apply for financial assistance. 123 Support Services rarely advertises permanent hours in favour of training and testing people through its casual relief pool and training roster lines, before promoting them into permanent roster lines. Enthusiasm for training opportunities is an important criteria for gaining permanent hours.

Notices for training opportunities will always state clearly whether they are fully funded partially funded or require self-funding

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Complaints Handling Officer:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.