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EMPLOYEE TRAINING AND ASSESSMENT POLICY

Policy Statement

All new employee members and volunteers will be provided with access to organisation policies and procedures and formal training and assessment into their role to enable them to:

- understand their responsibilities and duties, how the organisation operates and what is expected of them
- settle into their role quickly, perform their duties competently and contribute effectively to the work of the organisation.

This policy applies to the management group in relation to new employee and volunteers. The Executive Officer is responsible for ensuring the organisation has systems in place to adequately assess and train an employee into the organisation and ensuring training and assessment is undertaken according to current policies and procedures. People and Culture are responsible for preparing and overseeing individual employee assessment. Training and assessment of clinical procedures is undertaken by the Quality and Training Manager (RN).

This document complies with NDIS 2018, standard 2.7, Human Resources Management ACIS 2018, section 2.7 Resource Management. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) including The Boards.

Policy context: This policy relates to	
Legislation or other requirements	Work Health and Safety Act 2012 (SA) Work Health and Safety Regulation 2012 (SA)
Contractual obligations	Employee contract documents

Induction

People and Culture will be responsible for ensuring that all new employees receive formal and appropriate training and orientation to the organisation and their duties and will generally conduct and/or coordinate the induction using a standard checklist.

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People and Culture will:

- ensure the preparation of required applications, forms and documents for new employees, to include but not limited to:
- organisation background, purpose and philosophy
- overview of the principal requirements of NDIS Practice Standards, Code of Conduct and ACIS 2018
- legal requirements and organisation-wide policies (e.g. anti-discrimination, workplace ethics and behaviour, workplace health and safety, performance management)
- review of the terms and conditions of employment (e.g. work hours, supervision, leave entitlements, any special conditions of employment)
- organisational structure
- expectations (e.g. dress code, workplace attendance, use of email and mobile phones)
- building orientation, including evacuation procedures
- pay procedures and payroll details
- introduction to key members of employee
- specific job/role-related information (e.g. education to employees and volunteers on legal and other compliance requirements that relate to them)
- an overview of line management and reporting procedures
- an introduction to policies and procedures
- induction checklist of items

So that they are aware of and understand legislative and requirements that apply to them.

- tailor the training program to meet the specific needs of different roles and individual employees, and any immediate training and support needs identified during the recruitment process
- encourage the new employee to bring new ideas to the role and organisational processes
- commence the assessment and training program on or near the first day of employment. No employee commences work without have successfully completed training and assessment

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- the immediate manager to regularly follow up the employee member's induction during the first week and month
- at the end of the induction period, refer ongoing development needs into performance development and management processes
- ensure that the new employee or the appropriate manager signs the induction checklist on completion. This should occur within the first month.

All employees of EL and LAAS are required to complete the NDIS Worker Orientation Module. Additional NDIS training modules may be mandatory depending on the employee position and the services they will perform.

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) training will ensure the Lifestyle Attendants have the required knowledge to meet accepted industry standards of ethical practice and personal safety, including those related to:

- Customer relationships
- Professional conduct
- Reporting abuse and neglect
- Complaints Management and Resolution
- Incident Management System
- Privacy – information collection, storage and dissemination
- Specific customer service delivery
- Medication
- Manual handling
- Correct and safe use of equipment
- WH & S

Scope Limitations

Employees are engaged in Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service' approved services as outlined in Policy Q300 – Access to Services Policy.

Employees are not authorised to provide clinical advice to Customers/Clients. All clinical advice must be provided by a GP or Medical Specialist. Clinical Guidance can be requested from the Quality and Training Manager RN.

Employees are to ensure they work within the scope and limitations of their role, the scope for a employee providing services to a Customer/Client is outlined in Q273 – LA

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Scope of Practice Policy. If an employee requires clarification about providing a service that is not listed or they are not qualified for, they must contact the Service Delivery team immediately for guidance.

Documentation

Documents related to this policy	
Related policies	Q252 - Recruitment and Selection Policy Q273 – LA Scope of Practice Policy Q400 - Workplace Health and Safety Policy
Forms, record keeping or other organisational documents	Induction checklists and records