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EMPLOYEE DEVELOPMENT and TRAINING POLICY

Policy Statement

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is committed to providing opportunities for employees to increase their skills, raise professional standards and improve productivity. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service aims to support its employees in undertaking appropriate training, education, and development activities to enhance their knowledge, competency and skills, job safety, job satisfaction and job performance.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will support the professional development of employees by:

- developing and implementing training and development plans at organisational and individual employee level
- providing employees with opportunities to attend relevant training courses, workshops, or conferences and covering the costs of those activities
- providing opportunities for Operations Team members to act in different or higher positions where possible
- providing opportunities for employees to share knowledge and skills.

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

Policy context: This policy relates to	
Legislation or other requirements	Fair Work Act 2016
Contractual obligations	Employee contracts where relevant

Covid-19 Policy Adaption

Due to the outbreak of Covid-19 face to face training and seminars can no longer be conducted due to the potential risk of exposure and transmission between persons. As per the Operations Action Plan in Q246A – Covid-19 Business Continuity Plan work will be undertaken to develop an online training package for employee induction and clinical supports. All training will be conducted with online courses or through teleconference webinars.

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The Learning & Development Officer will:

- Update the training calendar to reflect the changes to this policy
- Locate resources and courses that support the training needs of EL/LAAS
- Develop resources and courses for conducting employee training online

The COO will:

- Research and trial conducting clinical support training remotely using an online webinar program
- Locate resources and courses that support the clinical training needs of EL/LAAS

Organisational training and development plans

The management team is responsible for ensuring that an employee training and development plan is developed on an annual basis.

The employee training and development plan will:

- identify the organisation's training and development objectives, and how these relate to service priorities, organisational needs and service sector trends and issues.
- consider the needs of employees for basic training and updating of skills in specific areas including:
 - cross cultural awareness which reflects the competencies required to work with the organisation's Customers/Clients
 - knowledge and understanding of the application of the eligibility criteria for accessibility of services
 - knowledge and understanding of all current policies and procedures of the organisation
 - knowledge and understanding of the Feedback and Complaints Management System and the employee's role
 - knowledge and understanding of the Incident Management System and who the employee reports to
 - financial and other administration processes, where these are applicable to the person's role.
- present a strategic development plan for the organisation based on feedback from performance reviews, individual goals, workforce planning needs and organisational objectives.
- include the mandatory NDIS Worker Orientation Module and other NDIS modules

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- identify employee positions which may need professional or clinical supervision.
- identify the content and format of any direct training provided by the organisation, and how and when this process is reviewed and updated.
- identify support strategies to enhance performance and build morale. These may include mentoring, peer support, employee social events, team building exercises.

Learning and Development will develop the draft plan based on organisational need, with input from all operational employees, management team, Chief Executive Officer and The Board. The final plan submitted to the Chief Executive Officer for approval.

Quality and Training will be responsible for overseeing the implementation of the staff training and development plan and will monitor its implementation and report to the Executive Officer.

Quality and Training will review and update the training strategies for the organisation every twelve months, incorporating feedback from staff about the training and development opportunities provided to them over the previous period.

Operations team training and development plans

As part of regular supervision and the annual performance review process, managers and employees will:

- assess and prioritise the training needs of each employee taking account of the qualifications and competencies specific to their role, performance reviews and identified training needs, priorities for the development of the service, organisational objectives and key trends and issues in the service sector
- agree on a development plan based on the training needs and schedule regular review sessions to track progress against the plan

Managers will:

- ensure that training and development opportunities are provided for each employee consistent with the training plans developed for each individual
- assess feedback from employees about the training and development they have undertaken and use this to inform future individual training plans
- maintain records of the training needs assessment, the training plan, training undertaken and the employee's feedback on the usefulness of the training.

Care Worker training and development

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will organise training that reflects the need for knowledge of the complex inter-relationship of duty of care, ethical behaviour, personal values, personal safety, service delivery standards and methodologies. Training is designed to ensure work practices include strategies to empower individuals, promote individual independence, person-centred support and to respect the rights and dignity of Customers/Clients.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service training will ensure the Lifestyle Attendants/Support Workers (Care Workers) 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
- Formal complaints to EL/LAAS or the NDIS Commission
- Incident Management and reporting
- Privacy – information collection, storage and dissemination
- Specific customer service delivery
- Medication
- Manual handling
- Correct and safe use of equipment
- WH & S

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will facilitate additional training where the need is highlighted by the Customer/Client, management team or Care Worker, in areas relevant to service delivery, including but not limited to the use of equipment in Customers/Clients' homes. This is evaluated on an individual case basis.

Mandatory Training for Care Workers

As per state legislation, it is a requirement of employment with Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service that all Care Workers maintain competency in the following areas of training:

- Manual Handling
- First Aid

Certificates must remain current. A 3-month grace period will be provided to Care Workers on the proviso that the Care Worker has booked into a refresher course and provided the People & Culture Team with a receipt as proof of booking.

The People & Culture team will send email and letter reminders to Care Workers. It is the responsibility of the employee to maintain their certificates.

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In addition, Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will evaluate the need for and facilitate if required training in (including but not limited to):

- NDIS Worker Orientation Module
- Work, Health and Safety
- Infection Control
- Medication Awareness
- Continence/Bowel Care
- Behaviour Management
- Child Safe Environments (Mandatory Reporting)

The training department will issue Certificates of Completion/Competency for all in-house training.

First Aid

Care Workers must ensure their First Aid Certificate is current. It is the responsibility of the Care Worker to provide Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service with a copy of their current First Aid Certificate.

Employee requests to attend professional development activities

Employees wishing to undertake professional development activities need to seek approval from Quality and Training.

All professional development opportunities need to be assessed in terms of available resources and organisational need. In assessing an opportunity, the Manager will consider the extent to which:

- the activity will enhance the employee's capacity to meet their work plan objectives or individual professional development plan goals
- the activity will enhance the level of care/service delivery for Customer/Client/s
- the activity will extend the employee's current knowledge and skills base
- the organisation will gain added value through the employee's participation
- the resource allocation is equitable across the employee team
- the providers are reputable.

Documentation

Documents related to this policy	
Related policies	Q261 - Performance Management and Review

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Forms, record keeping or other organisational documents	Training schedule/plan