

## POLICY 2.8 - STAFF TRAINING AND PROFESSIONAL DEVELOPMENT

Wonderland Community Services (WCS) Pty Ltd trading as Pirates Rest, and Wonderland Retreat is committed to providing Person Centred Validated Practice to our NDIS and Child Safety participants/young persons, and as such we have a staff professional development policy to provide for ongoing training and support of staff to provide best quality care for our participants/young persons.

### Staff Training & Professional Development Strategy

1. All staff will complete the compulsory NDIS Training Module upon sign up prior to starting with WCS.
2. All staff will be given access to the WCS Staff Training online platform on Monday.com.
3. Staff induction and onboarding will occur through this learning platform with additional onboarding requirements issued via email correspondence from our HR Manager to the new employee.
4. Certifications demonstrating completion of training will be forwarded to the HR Manager for uploading to staff files.
5. Staff may ask for a copy of any certification of training at any time (this information can be used to update personal resumes).
6. Ongoing training and professional development will be provided through the training board platform.
7. Monthly staff meetings will provide an opportunity to review upskilling requirements for staff and to complete specialised training modules on the learning portal.
8. Monthly staff meetings will record training opportunities provided by WCS.

**Meeting rates:** the meeting rates will be at the same 'average' pay rate that staff will be on. Staff meetings are paid at the worker's 'average' pay rate per hour for 2 hours for casual staff.

9. Staff are encouraged to enrol in Nationally Accredited training – WCS will assist employees in finding Registered Training Organisations and Higher Education Institutions if requested - who may provide appropriate training. (No liability for this training will be provided by WCS).

10. Higher level qualifications are recognised by WCS according to the SCHADS award

**11. Training rate:**

WCS would pay for the time staff spend in training during the day where the staff might miss out on shifts at their normal pay rate. Online training is self-paced and will still be completed in the employee's own time.

**12. Training qualifications:**

WCS will require staff working with us to have certain training in place including First Aid, Medication Administration, and certain specialist training for participants/young persons with

health needs. Where WCS workers do not have these important qualifications, we will require them to complete training at their own cost so that this training is in place. As qualifications naturally go with the worker wherever they go and belong to them as such. WCS is happy to assist our staff to obtain this training by paying for this training upfront but will require staff to repay this training fee through affordable repayment plans out of their next fortnightly pay. Where staff leave our service all outstanding loan payment is required to be repaid at this time.

13. Where updates to training are required, WCS will be happy to pay for this. For example, medication and first aid refreshers.
14. New staff to WCS will be provided Buddy Shifts, allowing the new staff to shadow an existing experienced support worker to learn about the distinct support requirements of a participant's/young person's preferences on how they receive their supports. These **Buddy shifts**: the buddy shift rates will be at the same 'average' pay rate that staff will be on.
15. All staff are trained for COVID Safety and additional requirements if COVID-19 is contacted in any of the WCS sites. WCS will provide a **COVID cleaning allowance**. During an STA shift, where staff is required to provide 'deep cleaning' as required when there is a COVID case detected – WCS will provide a COVID cleaning allowance of \$30 on top of the usual shift pay – This is not an hourly rate it is an incentive payment of \$30 on top of staff's usual shift pay.
16. Support staff will complete a Staff Roster Checklist which provides a constant training reminder about their support duties for participants/young people (as an ongoing self-training checklist)
17. Staff are asked to sign a Confidentiality Commitment Form bi-annually with their bi-annual staff review to remind them and provide ongoing training about participants'/young persons' rights to confidentiality.
18. Staff are asked to re-take the training modules bi-annually with their staff reviews to remind them of any policy or process changes and provide them ongoing in-house training.

DATE	PERSON/S	DETAILS
07.08.2025	Becci Fazldeen	Review and update
24.01.2025	Ashleigh Davis	Review and update
23.02.2024	Bronwyn McMullen	Review and update