NDS Workforce Essentials

Onboarding Plan

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Welcome

Firstly, we wanted to say **thank you**. Not only for being an NDS and etrainu customer but for committing to training and upskilling your staff, helping raise the standard of care in the disability sector.

We wanted to do everything possible to help make the training and onboarding process simple.

The NDS Workforce Essentials library is comprehensive — there's a lot to get through. There are over 100 assets, and it's continuing to grow!

To make it a little easier, we've compiled an Onboarding Plan and mapped out what courses your staff needs to complete.

In this document we've provided 3 different training programs:

- An intensive six-week onboarding program,
- A monthly onboarding program, and,
- A refresher training plan.

We recommend you use one of either the intensive six-week onboarding program OR the monthly onboarding program. The refresher training plan should be used after the first year you have implemented the training.

We've provided different programs as there's no one-size-fits-all approach. Some organisations prefer to complete training when a new support worker joins the organisation in an intensive fashion. Other organisations, however, prefer to complete training incrementally — with a different focus every month.

To help follow up with training completion on the courses listed in this Onboarding Plan, we recommend you implement the use of a Training Group for your reporting. Training Groups are fully customisable at an Administrator level and can be created anytime you need. To learn more about this, simply **click here**.

Intensive six-week onboarding program

The key advantage to a six-week onboarding program over a monthly onboarding plan is that your staff will be trained earlier, allowing them to use these learnings immediately.

Set over a six-week period, each week covers courses mapped in order of the NDIS Practice Standards:

- **Week 1** covers disability induction topics aligned to Standard 1: Rights and Responsibilities of Participants.

- **Week 2** looks at other fundamentals like manual handling and infection control, also focusing on Standard 1: Rights and Responsibilities of Participants.

- **Week 3** explores some of the process driven procedures like documenting records and incident management, which fall within Standard 2: Provider Governance and Operational Management.

- **Week 4** looks at the human to human component of being a support worker, aligning with Standard 1: Rights and Responsibilities of Participants.

- **Week 5** focuses on workplace health and safety under Standard 4: Provision of Supports Environment, and,

- **Week 6** explores these health and safety concepts in more depth while also covering Standard 3: Provision of Support.

As an additional course, we do recommend including Mealtime Management in Week 5 for any staff who may be supporting people at mealtimes.

Week 1	Week 2	Week 3
Disability Induction Course 1: It's A Great Career If You Enjoy Working With People • 3 modules • 3 hours	**Working with People with Disability** • 1 module • 1 hour	**Incident Reporting** • 3 modules • 1 hour 10 minutes
Disability Induction Course 2: You Can Make A Difference • 2 modules • 2 hours	**Infection Control** • 1 module • 1 hour	**Effective Record Writing** • 1 module • 40 minutes
Disability Induction Course 3: Essential Skills • 2 modules • 2 hours	**Manual Handling** • 4 modules • 3 hours	**Child Safe Standards Resource (National)** • 10 minutes
Disability Induction Course 4: Looking After Yourself and Others • 3 modules • 3 hours	**Professional Boundaries** • 3 modules • 1 hour	**Recognising Restrictions - Zero Tolerance Resource** • 9 films • 1 hour
Disability Induction Course 5: Your Work Is Meaningful • 2 modules • 2 hours	**Understanding Abuse - Zero Tolerance** • 3 modules • 2 hours	**First Response Evacuation Instruction** • 1 module • 55 minutes
Total time: 12 hours	**Total time: 8 hours**	**Total time: 3 hours 55 minutes**

Week 4	Week 5	Week 6
Human Rights & You - Zero Tolerance • 5 modules • 3 hours 20 minutes	**Bullying Awareness for Workers** • 1 module • 1 hour	**Leading WHS Modules 5 & 6** • 2 modules • 1 hour 20 minutes
Emergency & Disaster Management • 1 module • 30 minutes	**Risk Management** • 1 module • 1 hour	**Leading WHS Modules 7 & 8** • 2 modules • 1 hour 20 minutes
Managing Stress & Building Resilience • 1 module • 40 minutes	**Slips, Trips and Falls Awareness** • 1 module • 1 hour	**Leading WHS Module 9** • 1 module • 40 minutes
Positive Culture Films • 8 films • 40 minutes	**Leading WHS Modules 1 & 2** • 2 modules • 1 hour 20 minutes	**PPE** • 1 module • 10 minutes
Communication Essentials • 1 module • 30 minutes	**Leading WHS Modules 3 & 4** • 2 modules • 1 hour 20 minutes	**Resolving Conflict** • 1 module • 10 minutes
Total time: 5 hours 40 minutes	**Total time: 5 hours 40 minutes**	**Total time: 3 hours 40 minutes**

Monthly Onboarding Plan

The Monthly Onboarding Plan splits the training into monthly deliverables. Each month, we've listed the training that we recommend your staff complete from the Workforce Essentials eLibrary.

You'll notice that there are a few extra courses to what is shown in the six-week onboarding plan. The monthly onboarding plan also includes courses that help your staff upskill in a variety of ways.

Our recommendation is to keep every staff member on the same month's training. This gets a little complicated when you roll the training plan out in December 2021, and a new staff member joins in March 2022.

There are a couple of ways you can tackle this. Any new employees may need to complete months 1-4 (December, January, February and March) within the first month they join your organisation. As you can imagine, this could get quite intense if they join in month 11.

The other approach is to run the training on continuous loops. For example, if an employee joins in month 8, they would complete months 8-12 before then starting on months 1-7.

Like we said earlier, there's no one size fits all training plan so feel free to adapt it to your organisation.

Month 1	Month 2	Month 3
Disability Induction Course 1: It's A Great Career If You Enjoy Working With People • 3 modules • 3 hours	**Disability Induction Course 5: Your Work Is Meaningful** • 2 modules • 2 hours	**Understanding Abuse - Zero Tolerance** • 3 modules • 2 hours
Disability Induction Course 2: You Can Make A Difference • 2 modules • 2 hours	**Manual Handling** • 4 modules • 3 hours	**Working with People with Disability** • 1 module • 1 hour
Disability Induction Course 3: Essential Skills • 2 modules • 2 hours	**Slips, Trips and Falls Awareness** • 1 module • 1 hour	**Emergency & Disaster Management** • 1 module • 30 minutes
Disability Induction Course 4: Looking After Yourself and Others • 3 modules • 3 hours	**Infection Control** • 1 module • 1 hour	**Effective Record Writing** • 1 module • 40 minutes
	Professional Boundaries • 3 modules • 1 hour	**Food Safety** • 1 module • 1 hour
	COVID-19: What It Is & How to Prevent Spread • 1 module • 15 minutes	**Child Safe Standards Resource (National)*** • Resource • 10 minutes
Total time: 10 hours	**Total time: 8 hours 15 minutes**	**Total time: 5 hours 20 minutes**

*We advise refreshing your understanding of your state requirements as well.

Month 4	Month 5	Month 6
Risk Management • 1 module • 1 hour	**Human Rights & You - Zero Tolerance** • 5 modules • 3 hours 20 minutes	**Managing Stress & Building Resilience** • 1 module • 40 minutes
Impairement in the Disability Sector • 1 module • 1 hour	**PPE** • 1 module • 10 minutes	**Incident Reporting** • 3 modules • 1 hour 10 minutes
Trauma Films • 5 films • 35 minutes	**Hand Hygiene** • 1 module • 25 minutes	**First Response Evacuation Instruction** • 1 module • 55 minutes
Medication Management • 1 module • 1 hour		**Participation Project - Encouraging Lifestyle Choices** • Resource • 45 minutes
Participation Project - Get Ready to Assist Clients with Medication • Resource • 45 minutes		**Participation Project - Making Lifestyle Choices** • Resource • 45 minutes
Total time: 4 hours 20 minutes	**Total time: 3 hours 55 minutes**	**Total time: 4 hours 15 minutes**

Month 7	Month 8	Month 9
Positive Culture Films • 8 films • 40 minutes	**Leading WHS Modules 1 & 2** • 2 modules • 1 hour 20 minutes	**Leading WHS Modules 7 & 8** • 2 modules • 1 hour 20 minutes
Mealtime Management • 1 module • 30 minutes	**Leading WHS Modules 3 & 4** • 2 modules • 1 hour 20 minutes	**Leading WHS Module 9** • 2 modules • 1 hour 20 minutes
Participation Project - Augmentative & Alternative Communication • Resource • 45 minutes	**Leading WHS Modules 3 & 4** • 2 modules • 1 hour 20 minutes	**Disability Induction Course 4: Looking After Yourself and Others** • 3 modules • 3 hours
Participation Project - Communication & the Disability Support Worker • Resource • 45 minutes	**Leading WHS Modules 5 & 6** • 2 modules • 1 hour 20 minutes	
Communication Essentials • 1 module • 30 minutes		
Bullying Awareness for Workers • 1 module • 1 hour		
Total time: 4 hours 10 minutes	**Total time: 5 hours 20 minutes**	**Total time: 5 hours 40 minutes**

Month 10	Month 11	Month 12
Business Writing Skills • 1 module • 30 minutes	**Reliable Record Keeping Webinars** • 6 video resources • 1 hour 30 minutes	**Person-Centred Practice Across Cultures** • 14 resource workbooks • 3 hours 30 minutes
Resolving Conflict • 1 module • 30 minutes	**Recognising Restrictions - Zero Tolerance Resource** • 9 films • 1 hour	**Supported Decision Making** • 1 module • 1 hour
Dealing with Complaints & Difficult Customers • 1 module • 30 minutes	**Sustainable Service under the NDIS** • 1 module • 1 hour 10 minutes	**Talking about Safety** • 1 resource • 10 minutes
Participation Project - The Role of the Support Worker under the NDIS Part 1 • Resource • 45 minutes	**Orientation for External Support Workers in Tertiary Settings** • 1 module • 1 hour	
Participation Project - The Role of the Support Worker under the NDIS Part 2 • Resource • 45 minutes		
Foundations of Positive Behaviour Support films • 5 films • 1 hour		
Total time: 4 hours	**Total time: 4 hours 40 minutes**	**Total time: 4 hours 40 minutes**

Refresher Training Plan

Learning is never complete. Even though an employee completed a course, it's important to refresh those learnings annually.

While it's easy to say you have ticked all the boxes, we've created this plan to help you decide what courses are worth revisiting to refresh your staff's knowledge and ensure everyone remains up-to-date with best practices.

We recommend that the training listed below is refreshed annually to stay current with policies, procedures and techniques.

etrainu's LMS ensures you have the right reporting at your fingertips so you can see who has done what training, and when it was completed. You might like to use the checklist we've provided below as a way of ensuring you've allocated each refresher course to your staff.

Allocation Checklist	Year 1	Year 2	Year 3
Manual Handling			
Infection Control			
Emergency & Disaster Management			
Effective Record Writing			
Food Safety			
Child Safe Standards Resource (National)			
Risk Management			
Medication Management			
PPE			
Mealtime Management			
Recognising Restrictions - Zero Tolerance			
First Response Evacuation Instruction			
Leading WHS			
Incident Reporting			