# NDIS Practice Standards Training Plan for Care and Support Providers

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# Every Care and Support provider, whether required by the NDIS or not, will need to train their staff to deliver the best possible standard of care. Traditional training meant face to face workshops, up to three times a week with a qualified expert.

Put simply, this is expensive.

The modern workforce wants online training available at any time and from anywhere.

The NDIS Practice Standards set a framework that shows what best practice looks like for support providers. That is why etrainu and NDS have centred this training plan around the standards.

This training plan will take the lens of the NDS Workforce Essentials training library.

However, the plan can be adapted to include any training you’ve bought from other training providers. This is designed to give you a framework for the topics that should be covered to stay compliant with the NDIS Practice Standards.

Within this document we have provided 3 different training programs:

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

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

Implement the program that best suits your organisation.

For a full list of courses in NDS Workforce Essentials, or to talk to a representative about Workforce Essentials, email sales@etrainu.com.

**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** | **Week 4** | **Week 5** | **Week 6** |
| --- | --- | --- | --- | --- | --- | --- |
| **Monday** | Disability Induction Course 1: It’s A Great Career If You Enjoy Working With People3 modules3 hours | Working with People with Disability1 module1 hour | Incident Reporting3 modules1h 10m | Human Rights & You - Zero Tolerance5 modules3h 20m | Bullying Awareness for Workers1 module1h | Leading WHS Modules 5 & 62 modules1h 20m |
| **Tuesday** | Disability Induction Course 2: You Can Make A Difference2 modules2 hours | Infection Control1 module1 hour | Effective Record Writing1 module45 minutes | Emergency & Disaster Management1 module30m | Risk Management1 module1h | Leading WHS Modules 7 & 82 modules1h 20m |
| **Wed** | Disability Induction Course 3: Essential Skills2 modules2 hours | Manual Handling4 modules3 hours | Child Safe Standards (National)10m | Managing Stress & Building Resilience1 module40m | Slips, Trips and Falls Awareness1 module1h | Leading WHS Module 91 module40m |
| **Thursday** | Disability Induction Course 4: Looking After Yourself and Others3 modules3 hours | Professional Boundaries3 modules1 hour | Recognising Restrictions - Zero Tolerance1h | Positive Culture Films40m | Leading WHS Modules 1 & 22 modules1h 20m | PPE1 module10m |
| **Friday** | Disability Induction Course 5: Your Work Is Meaningful2 modules2 hours | Understanding Abuse - Zero Tolerance3 modules2 hours | First Response Evacuation Instruction1 module55m | Communication Essentials1 module30m | Leading WHS Modules 3 & 42 modules1h 20m | Resolving Conflict1 module10m |
| **Total time:** | **12h** | **8h** | **3h 55m** | **5h 40m** | **5h 40m** | **3h 40m** |
|  | \* For those staff that you have that have mealtime management as a part of their role- we recommend adding this into your training plan |

# Monthly Training Plan

The Monthly Training 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 training plan. The monthly training plan also includes ourses 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.

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| **Support workers** | **Month 1** | **Month 2** | **Month 3** | **Month 4** |
| --- | --- | --- | --- | --- |
| Disability Induction Course 1: It’s A Great Career If You Enjoy Working With People3 modules3 hours | Disability Induction Course 5: Your Work Is Meaningful2 modules2 hours | Understanding Abuse - Zero Tolerance3 modules2 hours | Risk Management1 module1h |
| Disability Induction Course 2: You Can Make A Difference2 modules2 hours | Manual Handling4 modules3 hours | Working with People with Disability1 module1 hour | Impairment in the Disability Sector1 module1h |
| Disability Induction Course 3: Essential Skills2 modules2 hours | Slips, Trips, Falls1 module1 hour | Emergency & Disaster Management1 module30m | Trauma Films5 Films35m |
| Disability Induction Course 4: Looking After Yourself and Others3 modules3 hours | Infection Control1 module1 hour | Effective Record Writing1 module40 minutes | Medication Management1 module1h |
|  | Professional Boundaries3 modules1 hour | Food Safety1 module1 hour | Participation Project - Get Ready to Assist Clients with Medication (Resource)45m |
|  | COVID-19: What It Is & How to Prevent Spread1 module15m | Child Safe Standards (National) (Resource)10 minsWe advise refreshing your understanding of YOUR state requirements as well. |  |
| **Total time** | 10 hours | 8h 15m | 5h 20m | 4h 20m |
| **Leadership roles** |  |  | Bullying Awareness for Senior Managers1 module1h | Managing Change & Communication1 module1h 20m |
| **Total time** |  |  | 6h 20m | 5h 20m |

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| **Support workers** | Month 6 | Month 7 | Month 8 | Month 5 |
| --- | --- | --- | --- | --- |
| Managing Stress & Building Resilience1 module40m | Positive Culture Films9 videos40m | Leading WHS Modules 1 & 22 modules1h 20m | Human Rights & You - Zero Tolerance5 modules3h 20m |
| Incident Reporting3 modules1h 10m | Mealtime Management1 module30m | Leading WHS Modules 3 & 42 modules1h 20m | PPE1 module10m |
| First Response Evacuation1 module55m | Participation Project - Augmentative & Alternative Communication (Resource)45m | Leading WHS Modules 3 & 42 modules1h 20m | Hand Hygiene1 module25m |
| Participation Project - Encouraging Lifestyle Choices (Resource)45m | Participation Project - Communication & the Disability Support Worker (Resource)45m | Leading WHS Modules 5 & 62 modules1h 20m |  |
| Participation Project - Making Lifestyle Choices (Resource)45m | Communication Essentials1 module30m |  |  |
|  | Bullying Awareness for Workers1 module1 hour |  |  |
| **Total time** | 4h 15m | 4h 10m | 5h 20m | 3h 55m |
| **Leadership roles** | Safeguarding for Boards7 resources50m | Coaching the Coach1 module40m |  |  |
| **Total time** | 4h 50m | 5h 20m |  |  |

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| **Support workers** | **Month 9** | **Month 10** | **Month 11** | **Month 12** |
| --- | --- | --- | --- | --- |
| Leading WHS Modules 7 & 82 modules1h 20m | Business Writing Skills1 module30m | Reliable Record Keeping Webinars6 video resources1h 30m | Person-Centred Practice Across Cultures14 Resource workbooks3h 30m |
| Leading WHS Module 91 module40m | Resolving Conflict1 module30m | Recognising Restrictive Practices9 films1h | Supported Decision Making1 module1h |
| Disability Induction Course 4: Looking After Yourself and Others3 modules3 hours | Dealing with Complaints & Difficult Customers1 module30m | Sustainable Service under the NDIS1 module1h 10m | Talking about Safety1 resource10m |
|  | Participation Project - The Role of the Support Worker under the NDIS Part 1 (Resource)45m | Orientation for External Support Workers in Tertiary Settings1 module1h |  |
|  | Participation Project - The Role of the Support Worker under the NDIS Part 2 (Resource)45m |  |  |
|  | Foundations of Positive Behaviour Support films5 films1h |  |  |
| **Total time** | 5h 40m | 4h | 4h 40m | 4h 40m |
| **Leadership roles** |  | NDIS Simple Financial Management9 resources | The Science and Art of Realising Human Potential1 module10m |  |
| **Total time** |  |  | 4h 50m | 4h 40m |

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# 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 is refreshed annually to stay current with policies, procedures and techniques.

* Manual Handling
* Infection Control
* Emergency & Disaster Management
* Effective Record Writing
* Food Safety
* Child Safe Standards
* Risk Management
* Medication Management
* PPE
* Mealtime Management
* Recognising Restrictive Practices
* First Response Evacuation
* Leading WHS
* Incident Reporting

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 list we’ve provided below as a way of ensuring you’ve allocated each refresher course to your staff.