# 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](mailto: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 People  3 modules  3 hours | Working with People with Disability  1 module  1 hour | Incident Reporting  3 modules  1h 10m | Human Rights & You - Zero Tolerance  5 modules  3h 20m | Bullying Awareness for Workers  1 module  1h | Leading WHS Modules 5 & 6  2 modules  1h 20m |
| **Tuesday** | Disability Induction Course 2: You Can Make A Difference  2 modules  2 hours | Infection Control  1 module  1 hour | Effective Record Writing  1 module  45 minutes | Emergency & Disaster Management  1 module  30m | Risk Management  1 module  1h | Leading WHS Modules 7 & 8  2 modules  1h 20m |
| **Wed** | Disability Induction Course 3: Essential Skills  2 modules  2 hours | Manual Handling  4 modules  3 hours | Child Safe Standards (National)  10m | Managing Stress & Building Resilience  1 module  40m | Slips, Trips and Falls Awareness  1 module  1h | Leading WHS Module 9  1 module  40m |
| **Thursday** | Disability Induction Course 4: Looking After Yourself and Others  3 modules  3 hours | Professional Boundaries  3 modules  1 hour | Recognising Restrictions - Zero Tolerance  1h | Positive Culture Films  40m | Leading WHS Modules 1 & 2  2 modules  1h 20m | PPE  1 module  10m |
| **Friday** | 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  55m | Communication Essentials  1 module  30m | Leading WHS Modules 3 & 4  2 modules  1h 20m | Resolving Conflict  1 module  10m |
| **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 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 | Risk Management  1 module  1h |
| 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 | Impairment in the Disability Sector  1 module  1h |
| Disability Induction Course 3: Essential Skills  2 modules  2 hours | Slips, Trips, Falls  1 module  1 hour | Emergency & Disaster Management  1 module  30m | Trauma Films  5 Films  35m |
| 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 | Medication Management  1 module  1h |
|  | Professional Boundaries  3 modules  1 hour | Food Safety  1 module  1 hour | Participation Project - Get Ready to Assist Clients with Medication (Resource)  45m |
|  | COVID-19: What It Is & How to Prevent Spread  1 module  15m | Child Safe Standards (National) (Resource)  10 mins  We 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 Managers  1 module  1h | Managing Change & Communication  1 module  1h 20m |
| **Total time** |  |  | 6h 20m | 5h 20m |

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| **Support workers** | Month 6 | Month 7 | Month 8 | Month 5 |
| --- | --- | --- | --- | --- |
| Managing Stress & Building Resilience  1 module  40m | Positive Culture Films  9 videos  40m | Leading WHS Modules 1 & 2  2 modules  1h 20m | Human Rights & You - Zero Tolerance  5 modules  3h 20m |
| Incident Reporting  3 modules  1h 10m | Mealtime Management  1 module  30m | Leading WHS Modules 3 & 4  2 modules  1h 20m | PPE  1 module  10m |
| First Response Evacuation  1 module  55m | Participation Project - Augmentative & Alternative Communication (Resource)  45m | Leading WHS Modules 3 & 4  2 modules  1h 20m | Hand Hygiene  1 module  25m |
| Participation Project - Encouraging Lifestyle Choices (Resource)  45m | Participation Project - Communication & the Disability Support Worker (Resource)  45m | Leading WHS Modules 5 & 6  2 modules  1h 20m |  |
| Participation Project - Making Lifestyle Choices (Resource)  45m | Communication Essentials  1 module  30m |  |  |
|  | Bullying Awareness for Workers  1 module  1 hour |  |  |
| **Total time** | 4h 15m | 4h 10m | 5h 20m | 3h 55m |
| **Leadership roles** | Safeguarding for Boards  7 resources  50m | Coaching the Coach  1 module  40m |  |  |
| **Total time** | 4h 50m | 5h 20m |  |  |

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| **Support workers** | **Month 9** | **Month 10** | **Month 11** | **Month 12** |
| --- | --- | --- | --- | --- |
| Leading WHS Modules 7 & 8  2 modules  1h 20m | Business Writing Skills  1 module  30m | Reliable Record Keeping Webinars  6 video resources  1h 30m | Person-Centred Practice Across Cultures  14 Resource workbooks  3h 30m |
| Leading WHS Module 9  1 module  40m | Resolving Conflict  1 module  30m | Recognising Restrictive Practices  9 films  1h | Supported Decision Making  1 module  1h |
| Disability Induction Course 4: Looking After Yourself and Others  3 modules  3 hours | Dealing with Complaints & Difficult Customers  1 module  30m | Sustainable Service under the NDIS  1 module  1h 10m | Talking about Safety  1 resource  10m |
|  | Participation Project - The Role of the Support Worker under the NDIS Part 1 (Resource)  45m | Orientation for External Support Workers in Tertiary Settings  1 module  1h |  |
|  | Participation Project - The Role of the Support Worker under the NDIS Part 2 (Resource)  45m |  |  |
|  | Foundations of Positive Behaviour Support films  5 films  1h |  |  |
| **Total time** | 5h 40m | 4h | 4h 40m | 4h 40m |
| **Leadership roles** |  | NDIS Simple Financial Management  9 resources | The Science and Art of Realising Human Potential  1 module  10m |  |
| **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.