

	ONE2ONE POLICY			
	Title	Staff and Volunteer Induction	Policy No	38
	Indicator	CM2 – Governance and Operational Management	Review Date	16/11/22

1. PURPOSE AND SCOPE

The purpose of this policy is to ensure that One2One services are provided by employees and volunteers who are familiar with One2One services, resources, policies, and procedures. This is to ensure the safety of consumers, family members/carers, staff, and volunteers, and to support the minimisation of risks. This policy will assist the organisation to meet its obligations under Standard 6 of the National Standards for Disability Services (2013) to practice sound management and maximise outcomes for consumers and their families/carers.

This policy has been framed around the NDIS Practice Standards and applies to all One2One's supports and services.

2. POLICY STATEMENT

One2One acknowledges the importance of thorough induction and orientation of staff and volunteers, along with training in their roles. Orientation and induction to One2One facilities, resources, programs, policies, and procedures will help enhance provision of a quality service and positive outcomes for all consumers and their family members/ carers.

The provision of information and support to new staff/volunteers are also acknowledged as essential for the safety and confidence of consumers and their family/carers as well as assisting in the retention of staff and volunteers.

One2One will:

- provide an induction training package listing all skills and information that new employees need to have prior to commencing their work at One2One or for a Consumer;
- deliver a training program to induct all new staff;
- provide a personal orientation and introduction to One2One and its staff, to all newly employed staff and volunteers; and
- commence induction of new staff within the first week of their employment and track their progress in the induction program until its completion.

3. POLICY CONTENT

Induction will consist of three stages (as outlined in table below) to assist new staff in becoming familiar with and/or be trained in:

- 3.1 The new staff/volunteer is to sign off on each item on the Induction checklist once they are familiar with them, and the person conducting their induction will sign off once the induction is completed. Once this is done, a copy of the signed induction checklist will be kept in the staff member's /volunteers personal file.
- 3.2 All new staff and volunteers must be aware that consumer/staff/volunteer details are confidential.
- 3.3 All staff and volunteers need to have an NDIS worker screening check, and or police clearance and (if required) a Working with Children Check (WWCC) prior to commencement of work at One2One or for a Consumer.

Stage 1 (Sign-Up)	Stage 2 (SC/Consumer Induction)	Stage 3 (Induction Workshop)
<ol style="list-style-type: none"> 1. New staff details form 2. Tax file declaration 3. Choice of superannuation form 4. NDIS worker screening application/check 5. NDIS worker orientation module 6. Infection control training 7. Proof of working rights 8. NDIS code of conduct key information sheet 9. The policies and procedures of One2One Provided with an 'on the go' First Aid Kit to carry with them always 10. Casual employment information statement 11. Safety, emergency, and evacuation procedures 12. A Copy of The National Standards for Disability Services 13. Rules to observe whilst at One2One 14. Any procedures that the staff member needs to perform in their work 15. Emergency contact details 16. A checklist of all induction items 	<ol style="list-style-type: none"> 1. Consumer orientation form 2. The whereabouts of first aid and emergency equipment 3. Appropriate clothing and footwear for work 4. Consumer/ Family and other significant personnel 5. Colleagues 6. Supervisor/s 7. Completion of timesheets; family signoffs & submissions 8. Separate timesheets for multiple consumers 9. Personal safety responsibilities (Consumer; Equipment; behavioural) 9. Individual needs and best practices (BVE; Habits; nuances; family history etc.) 10. Safeguarding and Duty of Care 11. Buddy system/ Consumer induction etc. 12. Employer relationship 13. Leave and relief 14. My plan & reviews 15. Reporting 	<ol style="list-style-type: none"> 1. One2One's Mission and Values 2. Organisation Structure 3. Roles and Models of Support 4. Planning Reporting and Supervision 5. Building Good Lives 6. Manual Tasks 7. Incident Reporting and Serious Incident reporting 8. Communicable diseases 9. Reward and Recognition 10. Staff Appraisals 11. Confidentiality 12. Smoking Drugs and Alcohol 13. The Language we use 14. Person Centred Practice 15. Community Participation and Inclusion 16. Citizenship 17. Protective Behaviours 18. Restrictive practices 19. Safeguarding 20. Duty of Care

4. PERFORMANCE STANDARDS

The following performance standards must be met to ensure that the procedures specified in Section 3 are implemented effectively:

- 4.1 New staff and volunteers have successfully completed the induction program with particular focus on safety and emergency procedures, prior to commencement of any unsupervised work.
- 4.2 New staff have been provided opportunities to do "buddy shifts"; to ensure their confidence and competence to undertake their work with ONE2ONE or for a Consumer.

- 4.3 All new staff and volunteers are aware of ONE2ONE's procedures and actions they need to take in case of an emergency or a serious incident.
- 4.4 All new volunteers and staff are aware of their roles, responsibilities, and Duty of Care.
- 4.5 All staff and volunteers are aware of Confidentiality of consumer/staff/volunteer details.
- 4.6 All staff/volunteers have had induction training on the National Standards for Disability Services including "Protection of Human Rights and Freedom from Abuse and Neglect" and a person-centred and outcomes focus, in the workplace.
- 4.7 All new volunteers and staff have a current Police Clearance and those working with people under age sixteen have a current Working with Children Check.
- 4.8 All new staff attend a central Induction Workshop as a condition of continuing employment within 12 weeks after commencing employment with One2One.

5. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director - One2One