

# The Paraplegic and Quadriplegic Association of SA Inc



## Support Worker Training Policy

### STATEMENT

The Paraplegic and Association of South Australia Incorporated (PQSA) is committed to providing the highest standard of supports to individuals in the community. PQSA promotes a culture of worker learning and development to ensure a culture of safe, quality service delivery and continuous improvement.

Approved by: 	Date: August 2020
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**The Paraplegic and Quadriplegic Association of SA Inc. (PQSA) is incorporated under the *Association Incorporation Act 1985 (SA)* and conducts its business through operating Divisions, namely Lifestyle Support and HomeCare+.**

*Please note that printed copies are not able to be controlled and the Shared Drive should always be referred to for the most current version.*

## **SCOPE**

Compliance with this policy is a condition of appointment for all Support Workers engaged to provide services on behalf of PQSA.

## **DEFINITIONS**

**Certificate of Completion** – for the purpose of this policy is a document issued to individuals who have satisfactorily completed PQSA training.

**Client** – any person who receives services from PQSA.

**Competency** – the application of knowledge and skill to a required standard in a given context and across a range of different situations.

**Competency Based Assessment** – a process that ensures Support Workers receive appropriate training in all health support tasks they are required to undertake and are deemed competent to perform these tasks in general or with respect to specific client Health Plans by an appropriately qualified professional (generally a Registered Nurse).

**Duty of Care** - a moral or legal obligation to ensure the safety or well-being of others.

**E-Learning** – training which is delivered via a web-based (electronic) program.

**Manager** – a person who is charged with the management or direction of PQSA workers.

**Must** – indicates a mandatory action required by law, industrial instrument, PQSA policy or procedure.

**Should** - used to indicate a recommended action that should be followed unless there are sound reasons for taking a different course of action.

**Support Worker** – is a person who is employed by HomeCare+ to support each client to whom they are rostered in various domains such as personal care, activities of daily living, domestic assistance, community inclusion and access and daily living skills, as determined in each Support Plan. Support Workers are not licensed practitioners and can only perform health-related tasks when deemed competent to do so.

**Training** - the action of teaching a person a particular skill or type of behaviour.

**Worker** – is a person who carries out work in any capacity for a person conducting a business or undertaking including work as an employee, contractor or subcontractor, an employee of a contractor or sub-contractor, an employee of a labour hire company, an outworker, apprentice or trainee, or a student gaining work experience, or a volunteer.

## **POLICY**

PQSA ensures all HomeCare+ Support Workers have training in key competencies that will enable them to perform their duties safely and effectively in line with PQSA Policies and Procedures and relevant legislation and government/funding body standards.

PQSA prefers Support Workers to hold a Certificate III in Individual Support or higher qualification or be able to demonstrate equivalent industry experience. Minimum essential qualifications may be required dependent upon contractual needs.

PQSA training is planned and implemented to ensure consistency and mobility of skills throughout all regions. It reflects the need for knowledge of the complex interrelationship of duty of care, ethical behaviour, personal values, personal safety and service delivery standards whilst ensuring the safeguarding of our clients. Training is designed to ensure work practices include strategies to empower individuals and groups, promote client independence, person-centred supports and to respect the rights and dignity of clients.

Support Workers will successfully complete training to ensure they have the required knowledge and skills to meet accepted industry and PQSA standards of service delivery, maintain appropriate code of conduct and ethical behaviour, and safeguard our clients at all times.

Where Competency Assessments or further training may be required for Support Workers in response to client needs (including minimum skill sets required by funding bodies) or PQSA; such training will be facilitated or paid for by PQSA.

## **PROCEDURE**

### **Pre-employment Course**

PQSA will deliver a pre-determined training program as part of induction for each Support Worker employed to work for HomeCare+.

### **Mandatory Training**

It is a requirement of employment with PQSA that all Support Workers maintain currency of skills and knowledge in specific areas of training:

- ***National Disability Insurance Scheme (NDIS) Worker Orientation Module*** – this online module must be completed by every new PQSA worker; this is a one-off training module, though Support Workers may be instructed to repeat the training at the discretion of management (generally due to performance issues).
- ***First-Aid Training (of a contemporary and relevant nature at the time of employment)*** – this qualification, delivered by external Registered Training Organisations must be successfully completed every three years. It is the Support Worker's responsibility to provide PQSA evidence of current and valid first-aid certification.
- ***Hazardous Manual Handling theory and practical assessment*** – Support Workers must successfully complete theory training and then a practical assessment delivered by PQSA every twelve months\*.
- ***Medication Management theory and practical assessment*** – Support Workers must successfully complete theory training and then a practical assessment delivered by PQSA every two years\*.
- ***Workplace Health and Safety (WHS, incorporating infection control and food safety)*** – Support Workers must successfully complete training delivered by PQSA every two years\*.
- ***Protecting Children and Vulnerable Adults*** – Support Workers must successfully complete training delivered by PQSA every two years\*.

*\*Note: This timeframe is a minimum standard; Support Workers may be instructed to complete training more frequently under certain circumstances, such as loss of currency of knowledge/skills or performance support.*

**Exemptions** - exemption to Hazardous Manual Tasks and Medication Management practical training can be applied for where a Support Worker is not undertaking the task or is not physically fit to undertake the task. Such an exemption will only be granted following consultation with the leadership team and under extenuating circumstances.

## **Currency of Training**

It is the ultimate responsibility of each Support Worker to ensure their training is up to date, but PQSA will collaborate with workers, including the generation of training reminders, particularly in relation to mandatory training, to assist in maintaining currency of skills and knowledge. People and Culture will generate a yearly Training Calendar, published in advance and provided to Support Workers, to provide ample opportunities for Support Workers to book in to training theory and practical sessions.

## **Mandatory training provided by external agencies**

If an existing Support Worker chooses to complete their training through another training provider then this is to be done at their own cost and it is their responsibility to provide the People and Culture with a copy of the appropriate certification, prior to the expiration of their existing training. It is at the discretion of the Director of People & Culture whether certificates provided by an external training provider can be accepted in lieu of attending PQSA training. If a Support Worker provides evidence that they have undertaken training with another training provider, then they must still complete the required PQSA eLearning training modules.

## **Returning to shifts after extended leave**

When a Support Worker is absent for an extended period, they may be required to undertake the mandatory theory and practical training as listed above prior to being rostered to provide supports to clients.

## **Failure to update training**

Support Workers who fail to update their training (Theory and/or Practical) will be removed from shifts, generally on a Tuesday of pay week, six (6) weeks after training expires. Exemptions may be granted following management consultation and under extenuating circumstances.

## **Failure to successfully complete training assessments**

*Assessments that are competency based* – refer to Competency-Based Assessment SOP.

Note: failure of any Support Worker to provide evidence of successful completion of First Aid training by current expiry date will result in removal from shifts.

General training assessments (e.g. manual handling) - Support Workers who attend practical training sessions but fail to meet training standards after three (3) attempts will be referred to the Director of People & Culture to determine if the Support Worker is offered further opportunity to complete the training or if an exemption is to be put in place.

## **Completion of Training**

The Training Department will issue Certificates of Completion for all PQSA training. Certificates relating to training completed during pre-employment training will not be issued for three (3) months to ensure that the worker can demonstrate the relevant skills in the workplace.

The People and Culture team is responsible for updating all Support Worker training records on Carelink+ and training registers, filing of training paperwork and emailing HomeCare+ and management regarding Support Workers not complying with this policy or failure to meet training standards.

## **RELATED LEGISLATION**

- Disability Services Act 1993
- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Standards for Disability Services - Standard 6: Service Management
- Training and Skills Development Act 2008
- United Nations Convention on the Rights of Persons with Disabilities 2007
- Work, Health and Safety Act 2012
- Work, Health and Safety Regulations 2012

## **SUPPORTING PQSA DOCUMENTATION**

- Equal Opportunity Policy
- Recruitment Policy and Procedures
- Work, Health and Safety Management System Policy
- Support Worker Position Description

## **BREACHES OF THIS POLICY**

Any **breach** of this policy may result in disciplinary action, up to and including termination of employment. PQSA expects that all employees read, understand and follow all Policies and Procedures as part of the inherent requirements of their employment.

## **DISTRIBUTION AND REVIEW**

PQSA will ensure all persons engaged to provide services either paid or unpaid will be aware of this policy and will have easy access to it in an appropriate format. All policies are to be reviewed on a bi-annual basis or when legislation or government policy determines.