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3.10 Child Care Services Taree & Districts Inc.

Provision of Training Policy

Child Care Services Taree & Districts Inc. (CCSTD) is committed first and foremost to ensuring that workers have the necessary skills and knowledge to meet requirements that are mandatory by law and by the NDIA. It is essential to be competent and safe in undertaking the duties of the position for which they are contracted. Another priority of CCSTD is to provide ongoing opportunities for workers to participate in development activities that extend and enhance their capabilities and knowledge. Depending on organisational capacity and resources, CCSTD is to support workers to pursue further education or training that will contribute to the workers professional development and to remain up to date with current standards and legislation.

The Purpose of the Policy

To provide a framework for training and development that ensures workers have necessary competencies to deliver on CCSTD's strategic and operational plans. There will be equality of opportunity for all workers to develop their knowledge, skills and abilities through a blend of learning methods including mentoring, coaching, on the job learning, courses, conferences and seminars.

Identifying Training Needs

Co-ordinators and the Office Manager are responsible for identifying the skills required by workers to meet the NDIS standards, rules and expectations.

These will be identified through;

- Induction process
- Feedback(including complaints)
- Goal Evaluations
- Reflection practices
- Plan Reviews
- Consultation with all stakeholders
- Assessment Activities
- Service documents
- Referral networks
- Job descriptions and work practice criteria

Staff, Support Worker and Volunteer Expectations

Child Care Services Taree & Districts Inc. expects that staff, workers and volunteers will;

- Develop skills and capabilities which are aligned with NDIA standards at the appropriate level.
- Participate in worker development review process in partnership with your co-ordinator, including an annual review of your past development and identification of future plans;
- take personal responsibility to update your specific expertise on a regular basis, as appropriate to the nature of your job;

- Identify any training and development opportunities and raise these with management for their consideration.
- Contribute to team staff development where appropriate
- Keep a record of your staff development activity.

National Standards for Disability Services

Under the National Standards the culture of continuous improvement is highlighted through providing quality service provision. At CCSTD it is essential to provide workers with training to remain competent, safe and focused on rights, emphasising individual outcomes. Support Workers go through the correct Worker Screening when first commencing employment at CCSTD including the mandatory NDIS Quality and Safeguards Module online.

The service develops a culture of continuous improvement to plan, deliver and review services for individuals and the community.

- Employees, support workers, management and the governing body can articulate the importance of continuous improvement and its impact on quality service provision.
- Support workers are provided with training and information on how feedback (including complaints) can be sought, acknowledged, analysed and utilised for service planning, provision and improvement.
- Every day practice of workers seeking feedback and supporting feedback processes can be observed.

Relevant Legislation and Standards

- NDIS Practice Standards
- NDIS Code of Conduct
- NSW Disability Service Standards (NSW DSS)
- NDIS Terms of Business
- Freedom of Information Act 1982
- Privacy and Personal Information Act 1988 (NSW)
- The Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014 (NSW)
- Mental Health Act 2007 (NSW)
- Ombudsman Act 1974 (NSW)
- NDIA National Quality and Safeguards Policy 2018
- Disability Discrimination Act 1992
- Anti-Discrimination Act 1977(NSW)
- Criminal Records Act 1991(NSW)
- Work Health and Safety Act 2011(NSW)
- Children and Young Persons (Care and Protection) Act 1998