**All training is to be recorded on individual personnel Training and Development Registers.**

| Training Frequency | Title | Description of Training | Method | Duration | Participants |
| --- | --- | --- | --- | --- | --- |
| Ongoing | NDIS Quality and Safeguards Commission Worker Orientation | * Quality, Safety and You online module | Online | 2 hours | All staff |
| Annual | Incident Reporting | * Incident reporting, minor and major | Internal/ Online | 1 hour | Support Staff |
| Annual | Participants Rights Charter | * Right to access an independent advocate * Participants’ Complaints procedure * Signs of recognising abuse to participants, responding to abuse and reporting * Freedom from abuse policy | Internal by Director | 2 hours | Support Staff |
| Annual | Restrictive intervention and Positive Behaviour planning | The different types of restrictive intervention (physical, chemical, mechanical), who can authorise restrictive interventions, who can implement them, and what the documentary requirements are in terms of maintaining records. | External- APO will lead on the provision of formal training to staff | 2-3 hours | Support Staff |
| Ongoing | Development areas identified in annual performance reviews | As required | Internal or External | As Required | All Staff |
| Annual | Cultural sensitivity and anti-discriminatory procedures | Training to understand different cultures and linguistically diverse backgrounds.  Aboriginal and Torres Islander cultures | Centre for Culture, ethnicity & health  [www.ceh.org.au](http://www.ceh.org.au)  Online training | 1-3 hours | Support staff/  Admin Staff |
| Annual | Person Centred Planning | * Setting Goals * Strategies for Goal achievement   + Assessment / Task Analysis * Evidence-based outcomes | Internal – Management: | 2-3 hours | Support Staff |
| Ongoing | In-house computer training:  (understanding the basics & the systems that we use) | Basic computer training for staff who are not comfortable in using IT equipment:   * MS Office * Printing * Web browsing * Smartphones | Internal- Management | 1-hour sessions as needed | Admin Staff |
| Annual | New Participant Introduction to Services and Assessment | * Introduction to Services for participants. * Participant induction handbook * Participants’ rights, choice and control, complaint procedure * Participants’ service agreement * Understanding NDIS price guide and communicating with participants | Internal- Management | 1-2 hours session | Intake staff |
| Annual | CPR Refresher | CRP Refresher required for all program staff | External –First Aid training provider to be selected | 1 day | Support Staff |
| Annual | Infection Prevention and Control Training | Annual training for Infection Prevention and Control procedures including refresher. | External - Sentrient | 1 Hour | All Staff |
| Annual | PPE Training | Training on the correct use of PPE material | Internal - Management | 1 Hour | Support Staff |
| Annual or as needed by staff | Autism Training | Focus on  -Diagnosis and prevalence  -Sensory processing differences  -Cognitive theories  Communicating strategies and scenarios | External: Amaze | TBA | Support Staff |
| Annual | Medication Training | Training staff in medication management for participants | TBA | TBA | Support Staff |
| Annual | Food Handling | Basic food handling procedure and food poisoning information. | External – TBA | 2 hours | Support Staff |
| Annual | Mealtime management | Training staff in mealtime management for participants. This will involve:   * Methods and procedures to texture modify foods. * How to respond to incidents such as coughing and choking. * Proactively managing emerging and chronic health risks related to mealtime difficulties, including how to seek help to manage such risks.(such as swallowing difficulties, diabetes, anaphylaxis, food allergies, obesity or being underweight) * How to check that meals for participants are of the correct texture, as identified in the plans. * Participant specific training with the qualified health practitioners who developed the plan. | TBA | TBA | Support Staff |
| Annual | Fire Warden and Emergency Response Training | Training to facilitate the Fire Warden nominated staff | External – Parcor | 1 day | Support Staff |
| Annual/Induction | Emergency and Disaster Management Training | Training staff in Emergency and Disaster Management and conduct mock drills | External – TBA | 2 days | Support Staff |
| Quarterly and as new information sessions become available | NDIS Focused workshops | NDS facilitated workshops  NDIS focused workshops  Various workshops focused mainly on NDIS basics | NDIA run information sessions  And  Internal- Management | 2-3 hours | Admin and Management |
| Annual | Valid Info sessions | Advocacy  Choice and decision making  Disability Act  Participants Rights and Responsibilities  Staying safe |  |  | Support staff and Management |
| Annual/Induction | Valid Info Sessions | Zero Tolerance – Violence, Abuse, Neglect, Discrimination, Exploitation | Internal management | 1-2 hours | All Staff |
| Annual/Induction | Valid Info Sessions | Feedback and Complaints – how to receive, report and monitor | Internal management | 1-2 hours | All Staff |
| Annual | Support Staff | Medication Competency | Registered Nurse | 1 hour | Support Staff |
| Annual | Valid Info Sessions | Management of Waste | Internal Management | 1 hour | Support Staff |
| Annual/Induction/post Emergency | Valid Info Sessions | Emergency and Disaster Management | Internal management | As required | All Staff |
| Annual | OHS training | Overview of organisation’s OHS procedures |  |  | Support Staff |
| Annual | Refresher of Policies and procedures | Including:  HR policies  Freedom from abuse  Restrictive intervention  Complaints management |  |  | Support Staff |
| Annual | General Professional Training | People skills, customer services, collaboration skills and empathy | Internal management | 1-hour sessions | Support Staff |
| Annual | NDIS standards | Go through NDIS standards and our self-assessment | Internal- management | Multiple session 2 hours each | Support Staff |
| Annual | Child Safety Standards | Go through child safe standards | Internal -management and online | Multiple sessions 1 hour each | Support Staff |
| Annual/Induction | Participant Money and Property | Ensure workers understand this indicator and do not give unsolicited financial advice. | Internal-Management | As required | Support Staff |