

Policy on Employee and Volunteer Training and Development

Date adopted.....04/06/2018.....

Latest date for review.....22/06/2019.....

1. BACKGROUND

OptimumChoice will conduct its business honestly and ethically. We will constantly improve the quality of our services and create a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment.

OptimumChoice is a disability service organisation which is governed by a management, corporation Act (2001) and our policies.

2.PURPOSE

OptimumChoice was established for the purpose of providing quality services to improve the lives of people with disabilities where their individualities are recognised, and their safety is paramount.

The purpose of this policy is to set out specific procedures and performance standards to ensure quality training and development of employees. The policy is framed around Standard 8 of the **Disability Services Standards (1993)**

National Disability Insurance Scheme Act (2013)

This policy provides for the:

- 2.1 Identification and documentation of specific employee training needs.
- 2.2 Documentation of financial resources available and utilised for employee training and development.
- 2.3 Investigation and approval of specific training programs.
- 2.4 Identification and documentation of work-related improvements achieved from training.

This policy applies to all the programs and activities.

3. POLICY STATEMENT

OptimumChoice is committed to ensuring that all employees are trained and resourced to achieve the organisation's mission and objectives. The policy aims to achieve this objective by linking training and development to a formal supervision process and performance-based appraisal system and by promoting sound working practices. The policy will assist to meet its obligations under Standard 8 of the **Disability Services Standards (1993)** to practice sound management standards which maximise outcomes for clients.

4. PROCEDURES

The following procedures are to be implemented to ensure that the Organisation meets its policy objective of ensuring that all employees are trained and resourced to achieve mission and objectives:

- 4.1 Establish formal induction procedures for all Organisation employees and volunteers.
- 4.2 Organise necessary basic training for all Organisation employees and volunteers.
- 4.3 Identify further training and development opportunities for individual employees through the formal supervision and performance review system outlined in the Policy on Employee Supervision and Appraisal
- 4.4 Identify management training opportunities for senior staff.
- 4.5 Encourage and utilise industry provided training programs wherever feasible.
- 4.6 Ensure that training opportunities are properly researched and budgeted against budget parameters and promptly approved.

- 4.7 Maintain an Employee Training and Development Record for all agency employees and volunteers which include training goals, actual training undertaken and subsequent work gains.
- 4.8 Make provision for staff training and development in the annual budget.
- 4.9 Promptly investigate, remedy and document any employee grievance regarding training and development.

5. PERFORMANCE STANDARDS

The following performance standards must be met to ensure that the procedures specified in Section 4 are implemented effectively:

- 5.1 All new employees will be provided with a copy of Policy on Employee Training and Development and a staff copy of the policy will be kept in each service area.
- 5.2 New employees and volunteers will have successfully completed the induction program within one month of appointment.
- 5.3 New employees and volunteers will have successfully completed the training specified in the Policy on Occupational Health and Safety within six months of appointment.
- 5.4 The Organisation's employees will have a documented 'further training and development' plan within 12 months of appointment.
- 5.5 Training and development activities identified in the employee's training and development plan will have been completed within the agreed time-frame.
- 5.6 Employee Training and Development Records will have been maintained and updated for all agency employees.

- 5.7 Annual audit of performance documentation will be undertaken demonstrating timely feedback on performance and outcomes.
- 5.8 All training and development activities will be recorded on the individual Employee Training and Development Records, which will be collected and reported to the management on a quarterly basis.
- 5.9 Any grievances that have been lodged will be addressed in accordance with the training and development principles and procedures outlined in this policy and the Policy on Staff Grievances.

6. REVIEW OF THE POLICY

This policy will be reviewed on a bi-annual 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 shall be reviewed immediately.