



Induction to your Roles and Responsibilities

Direct Support Work

Induction and Orientation Program 2022

How will we work together?

- Induction is the first part of your learning journey
- It is a shared learning experience
- We encourage personal, peer and program feedback
- Ongoing on the job learning, access to professional development , mentoring.
- Create a safe place for you to make mistakes and ask questions and critically reflect on your current and future practice

Our Vision

To realise full participation, respect , support and belonging, for people with disabilities, to live the life of their choice and be valued for who they are”

Inclusion and Belonging

We value people living ordinary and typical lives not only being present but being included in and participating in community life

Simple actions can transform lives and when people come together as a group, an organisation or a community, what can happen is more than an individual can do on their own

People Leading and Living with Purpose

Living a full and meaningful life is about purpose and realising socially valued roles in communities of interest

We will work with you to explore a life rich in purpose in the places that are important to you

People being the experts and leaders in their own lives

We will listen, respect, and celebrate the human rights of all individuals and their choices, hopes and dreams.

We are all unique in our own way and we will work with people to support informed decision making, choice and control

Informed Choice, Courage & Control

Relationships are based on a collaborative common ground, exercising choice, control and collective wisdom that is shared between the individual, their personal networks and community

We will work with you to plan an individualise support network, using paid and unpaid supports to realise your vision

Our Principles

Creative Thinking and Disruptive Innovation

Thinking about outcomes is important – without knowing where you are heading and how to get there you will not realise your goals and dreams.

We will work with you to create a vision and explore to ensure the services and services you access are what you want and fit you as a person and not the other way around .

To do this we commit to challenging ourselves and others to continue to figure out the best possible options available to deliver on what is important to you.

Partnering for Sustainability Interdependence

We learn and adapt to the complexities of life so that the transformed whole is better than what we can achieve on our own.

We will partner with other organisations in our community to ensure that people have access to and can get the good things in life . i.e a home, good education, work, meaningful, relationships and good health and wellbeing

Ongoing Growth, Reflection & Learning

We express our integrity by holding ourselves and others accountable for doing our very best.

We will be open and honest in our communication with you. We will asking questions and have conversations committed to achieving the best outcomes possible for the person we support

Practice Person Centred Principles

Person-Centred Principles place

- the individual at the centre of the decision-making process
- promote independence, contribution and connection
- supports the development of choice and control over their own lives.
- Change with me over time
- Supports social and economic participation



Induction will cover

Introduction to the organisation

- People – Culture- Values- Purpose

Introduction to the role

- Understanding our expectations
- Worker Code of Conduct
- What success looks like ?

Introduction to our systems

- Rosters and Getting paid
- Work Health and Safety
- Case notes
- Incident reporting
- Human Resources
- Looking after Yourself
- Understand Duty of Care
- Policies and Procedures

Understanding the role:

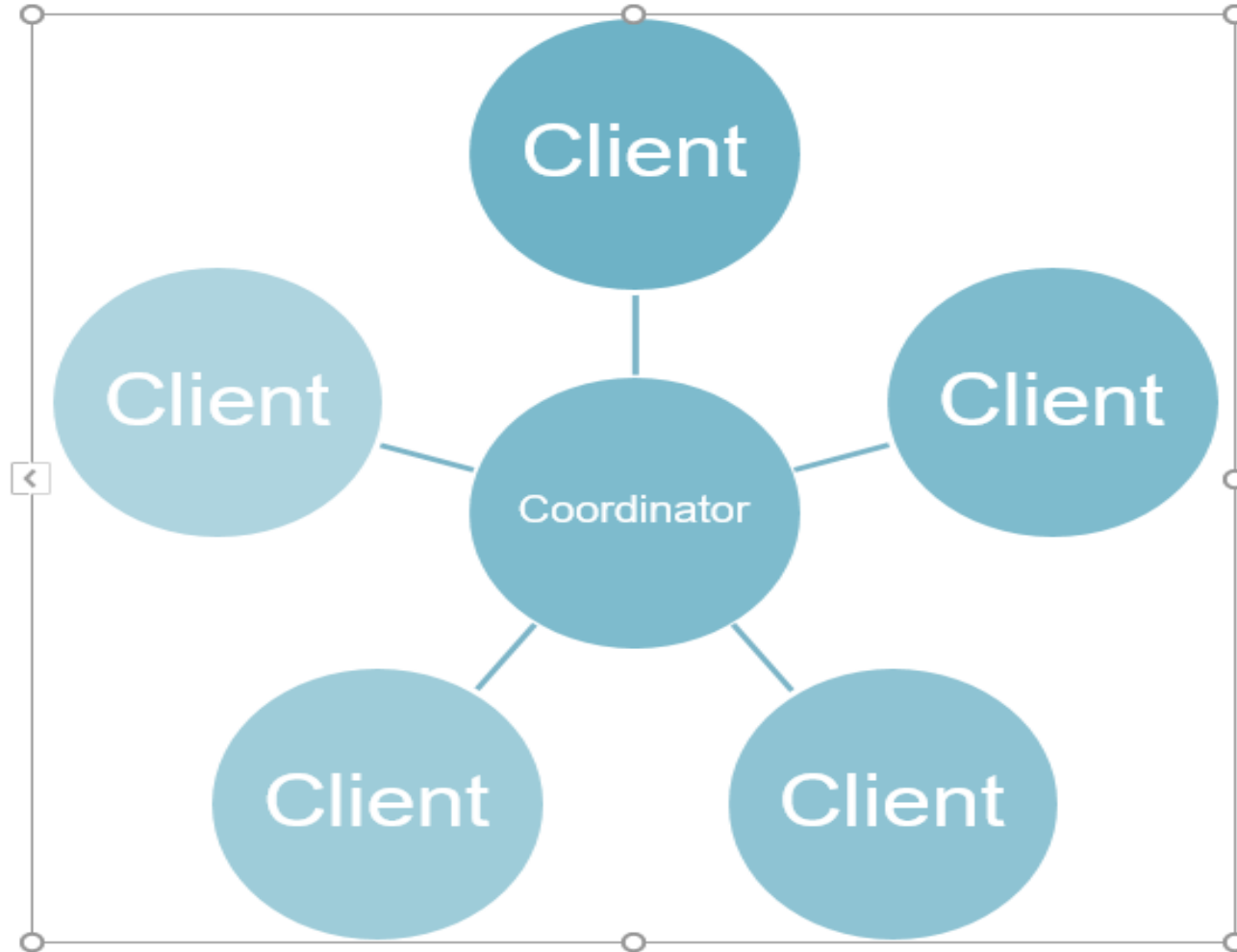
1. Your role & responsibilities
Understand the Person and their support needs
2. Understand their goals & outcomes of the work that you are doing to support
3. Key performance expectations

“What
success
looks like”

Firstly Get to Know the person

- Know how to access information about me in my Person Centred Plan and the outcomes I am working on
- I am unique and have different needs, wants, interests know what outcomes I am working o.
- Ask questions and read about my support needs these provide information about my
 - Health, physical, emotional, social connectedness , relationships, communication needs, outcomes I am working on and how best to support them the way they choose .
- Ask what you need to know to support me . The routines that are important , health needs, epilepsy , asthma , communication needs, personal care needs, know what I can do myself and what I need assistance with . What risk do you need to be aware of , is their a positive behaviour plan in place, lifestyle risks or any routines that you need to observe

Individualised Model



Performance Indicators

"How do we know we are kicking goals"

Clients

Increased service satisfaction

I want the people who support me to

1. Our Relationship
2. Impact
3. Support Me
4. Be Present
5. Check in

Workers

Increased job satisfaction

Connexions wants to see behaviours that support people well

What the 5 key Areas look like in practice



1. Key Area - Our Relationship

How will I know that I am getting it right

Expectation

“Set up the relationship for success”

1.1 Uphold my rights

- Respect my right to have control over my life and make my own choices and decisions.
- Show that you respect who I am, including my culture, gender, sexual orientation and social community/ies.
- Take action and report if you see that I am experiencing discrimination, exploitation, neglect, abuse or violence.
- Ask my permission before you enter my personal space or touch me.
- Respect my response and remember that you are a guest when in my home or my community space.
- Respect my right to privacy. Ask for my permission before collecting, using or disclosing information about me.

1.2 Communicate effectively

- Communicate with me in ways that are clear, inclusive and respectful.
- Adapt your communication style to suit my age, culture and cognitive ability.
- Learn about how I communicate.
- Understand that behaviours are a way of communicating, just like words.
- Recognise where your verbal and non-verbal communication style is different to mine and find ways for us to communicate effectively.
- Be persistent and patient in working through any communication differences we encounter.

1.3 Build trusted relationships

- Build a relationship with me based on mutual respect.
- Find out what I need to feel safe and valued.
- Work alongside me and the people I consider to be important in my life, and understand how I want them to be involved.
- Unless I indicate otherwise, communicate directly with me rather than through others.
- When the views of others in my life conflict with my views, prioritise my voice, recognising others may also have decision-making authority in some more complex situations.
- Be aware that there may be a power imbalance between us and support me to be an equal partner in our relationship.
- Recognise and report if my circumstances or environment could present a threat to my wellbeing.

1.4 Work collaboratively

- Work collaboratively with others in my support team, which may include family, friends, advocates and others nominated by me, paid supports and mainstream or community services.
- Work within your role and responsibilities when supporting me and working with my support team.
- Recognise my skills, experience, and contribution and those of everyone in my support team.
- Keep me informed when sharing and discussing information about me with my support team.

Key Area 2 - Your Impact

How will I know that I am getting it right ?

Expectation

Know your capabilities , role and impact

2.1 Show self Awareness

- Think about how your ***actions*** impact on the quality of support you provide, seek feedback, and keep improving your practice
- Think about how your ***attitudes*** impact on the quality of support you provide,
- Seek ***feedback***, and ***keep improving your practice***
- Continue to ***learn*** by updating your skills an knowledge and ***participating in learning and development opportunities provided***

2.2 Work within your capabilities

- Know your role and responsibilities
- Seek support from others to develop your capabilities.
- If it doubt *ask !*
- Access the training opportunities provided on line through etrain U and or *open futures learning* and or *seek coaching and supervision from others*

2.3 Look After Yourself

- Take care of yourself
- Manage your wellbeing.
- Seek assistance if you need it - support is available just ask !

Key Area 3 - Support me

What does success look like ?

Expectation

“Support me to pursue what’s important to me
Understand what a good life means to me and
explore new opportunities with me”

3.1 Support me to make my own choices

- Support me to understand
- Explore and think creatively about my options
- Encourage and talk about new options I may like to explore around my interests
- Respect and uphold my decisions.

3.2 Build my capacity to participate

- Understand how I want to participate in society
- Support me to build my knowledge and skills to be engaged
- Seek new connections so that I can live the life I want.
- Have conversations with me about my interests and discuss and plan with me new things I may want to try

Key Area 4 - Be Present

What does success look like ?

Expectation

“Be present and provide the support I need”

4.1 Observe & respond flexibly to my changing needs

- Be present and engaged with me when you are working with me
- Focus on me not other things like your phone and or the things you want to do – know me , my interests , likes and desires , things I want to accomplish
- Pay attention to how my needs may change, and respond accordingly and reports and or discuss any changes and or concerns with your supervisor
- Document any changes and or new things so that I am progressing and can get the supports I want and need to do these things

4.2 Manage health and safety

- Support me to look after my health on good and bad days that I may have
- Have contingencies in place for good and bad days
- Take action and manage any health and safety risks to me or to you.
- Know my emergency plans and help me to understand and plan for emergencies –check the emergency plan and or help me to develop one – I may not have thought about this
- Know what are risks to be and what you can do to manage these
- Assess and make informed decisions with me . Supported decision are important and you can help me with these help me think about the potential impact of my decisions
- Know about my medications and side effects and be aware of these

4.3 Engage and motivate me

- Support me to build on my strengths and to realise these !
- Engage me in meaningful ways – age appropriate activities and support positive regard for my skills and talents
- Provide me with positive feedback
- Encourage me in stages break things down so I can master tasks one step at a time if need be

Key Area 5 - Check In

What does success look like ?

Expectation

“Work with me to evaluate and act on what is working and what is not working”

5.1 Review quality of support and service

- Work with me to make sure my services and supports are enabling me to live the life I want !
- Support me to make changes when needed.
- Do a check in on what I think is working and not working from my perspective as well as yours – record these as part of my reviews to improve on what is working and or develop strategies to support what is not working !

5.2 Support me to speak up

- Build my understanding and confidence to exercise my rights
- Support me to provide feedback
- Support me to raise any concerns, complaints or incidents.
- Help me to do this for myself and provide me with assistance and or seek out people who can help me like my friends, family or advocate

How do I know if I am doing my Job well?

- Ask about the person and their needs
- Review their Individual profiles, support plans and key outcomes
- Know what the purpose and outcome of the support you are providing is
- Be conscious of what you are working on and focusing on with the person
- Know the routines and expectations that are important to the person Record progress in case notes document what is working well and what we can build on
- Be prepared to provide the team with feedback and celebrate success even the small wins !
- Continue to learn about the person , develop positive relationships and document any changes you see
- Participants in professional development , supervision and provide feedback to us as to who we can support you to be the best you can be !
- Participant in your annual checks in formally to celebrate your accomplishments, strengths and identify any areas you want to develop

Introduction to our systems

• **Client Management Systems**

- Visicase
- Access
- App
- Logging on and off
- Recording a case note
- Incident report
- Leave
- Kms
- Access client records

Human Resource and WHS systems

- Flare
- WHS incident reporting
- Policies and Procedures

Workforce Options Team

- Team who does what ?
- Where to go for help?
- After hours

Introduction to our systems

- Accessing the CIMS system
- Navigating the system
- Rosters - Getting paid
- Case notes – every contact
- Incident reporting
- Policies and Procedures
 - Direct Worker Handbook
- Work Health and Safety
 - Incident reports (FLARE)
 - Let the ED know
- Human Resources
 - Access Pay
 - EAP
 - Raising issues and concerns
- Understand Duty of Care
 - Each other
 - Participants

Records and Recording

Delivering Support	Administration
Know the person	Navigating Client records
Know their support needs	Writing effective Case Notes
Know the outcomes	Incident Reporting
Know the routines	Communication with Coordinators current
Know emergency response	Provide Feedback and continuous learning support plans and profiles
Know social inclusion and connection opportunities	Log rosters and advise of availability and changes

Using the CIMS Portal

How to access , log on and off , write a case not, apply for leave, report incidents

Walking through it ? Q & A

Visi Case

- Orientation to Visi Case
 - Get the app
 - Accessing rosters
 - Clocking on and off
 - Recording Kms
 - Accessing information
 - Completing a case notes
 - Incident report

Starting to think about Policies and Procedures

What are the policies and procedures?



Where do we find them?



How do we use them to guide our work?



Can we input into what is in them?



Staff & Volunteer Handbook

Provides Information on plain language on policies and procedures

Policies and Procedures

- Access is via flare
- Services and Supports
- Important ones
- Worker Expectations
- Code of Conduct
- Complaint management
- Privacy and Confidentiality
- Incident reporting
- Rights and Responsibilities
- Duty of Care
- Work Health and Safety
- Raising grievances and concerns
- Social Media
- Professional Boundaries