



# Induction Guide

A practical guide to your  
employment journey



# Welcome!

**WE'RE GLAD TO HAVE YOU ON BOARD.**



We acknowledge the traditional owners of the land we work on – the Ngunnawal people – and pay our respect to their Elders both past and present



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# Our pledge to be an 'Employer of Choice'

We care about you! You matter.

Your family and those who care for you, matter.

Your emotional, physical, spiritual and psychological needs are important to us.

Giving you opportunity for professional and personal growth is important to us.

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Giving you opportunity for training, skill development and career progression is important to us.

We will listen to you. We will give you constructive feedback.

We will support you based on your needs and goals.

Your wellbeing inspires us to grow, learn and improve.







CANDI SIONE

Director  
Candis Plans

# Message from the Director

Welcome to Candis Plans!

We are thrilled to have you join our team.

We do some amazing, exciting & challenging work here, and we are hopeful that your talent, enthusiasm, and fresh ideas will help take us to a new level!

We hope that you find this handbook useful. We welcome any suggestions and comments you may have – please don't hesitate to ask any questions.

I'm sure you will find your role challenging but rewarding; as we continuously make a positive difference to our clients lives, in our everyday transactions. We look forward to you contributing to our commitment to place participant choice and control at the forefront of everything we do. We hope you enjoy this journey as much as we will!

– Candi

# Introduction to Candis Plans

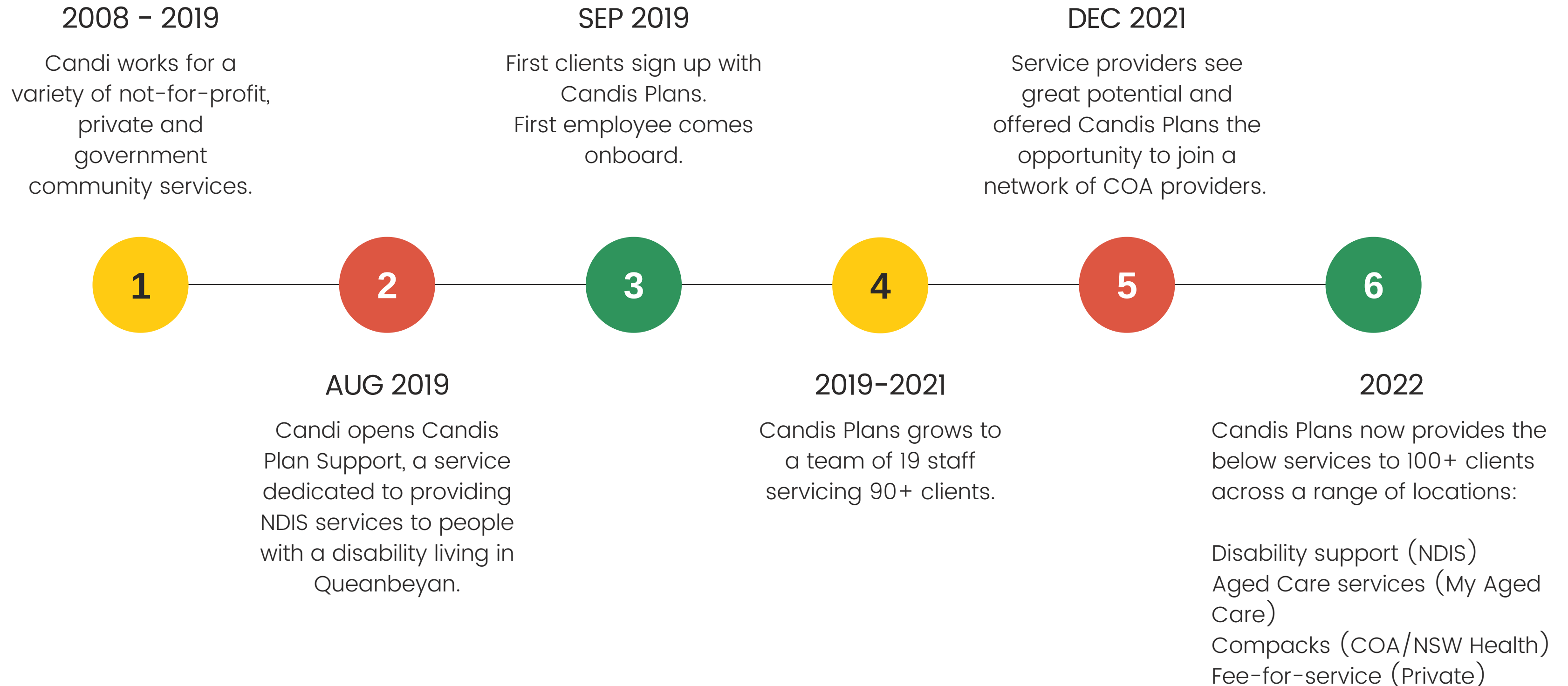
Where we believe everyone should  
have the opportunity to live a life  
with endless possibilities.

Your Life. Your Plan. Your Way





# Our Story in a Timeline





## Our mission:

Be THE provider of choice because we constantly strive to enrich, enhance, enable and empower our clients to live a life with endless possibilities.

**Participant choice and control is at the forefront of everything we do.  
Always!**

Your Life. Your Plan. Your Way





Our values:



01

### RESPECT

We create strong and trusted relationships with clients, colleagues and the community. We treat everyone with dignity. We value others perspectives. We are safe to be honest.

02

### FAIRNESS & EQUALITY

We are consistent. We know and follow our standards. We appreciate our diversity. We are inclusive. We provide equal opportunities. We share information. We commit to equal pay. We welcome feedback.



Our company's values: →

03

#### POSITIVITY

We appreciate our clients and our team. We show our gratitude. We approach our work with a positive mindset. We are curious. We see a positive in all difficult situations. We motivate each other. We are responsible for our own attitude and we are aware how our attitude can affect others.

04

#### MAKING A DIFFERENCE

We're passionate about helping others achieve their goals. We constantly push ourselves and others to be our best. We make a positive impact through our passion, hard work and 'can do' attitude. We strive to make someone's day, everyday.





## Our company's values: →

05

### TEAMWORK

We treat one another with respect and communicate openly. We take responsibility. We share the load. We get the job done. We appreciate the value of many perspectives and diverse expertise. We are present. We work together.

06

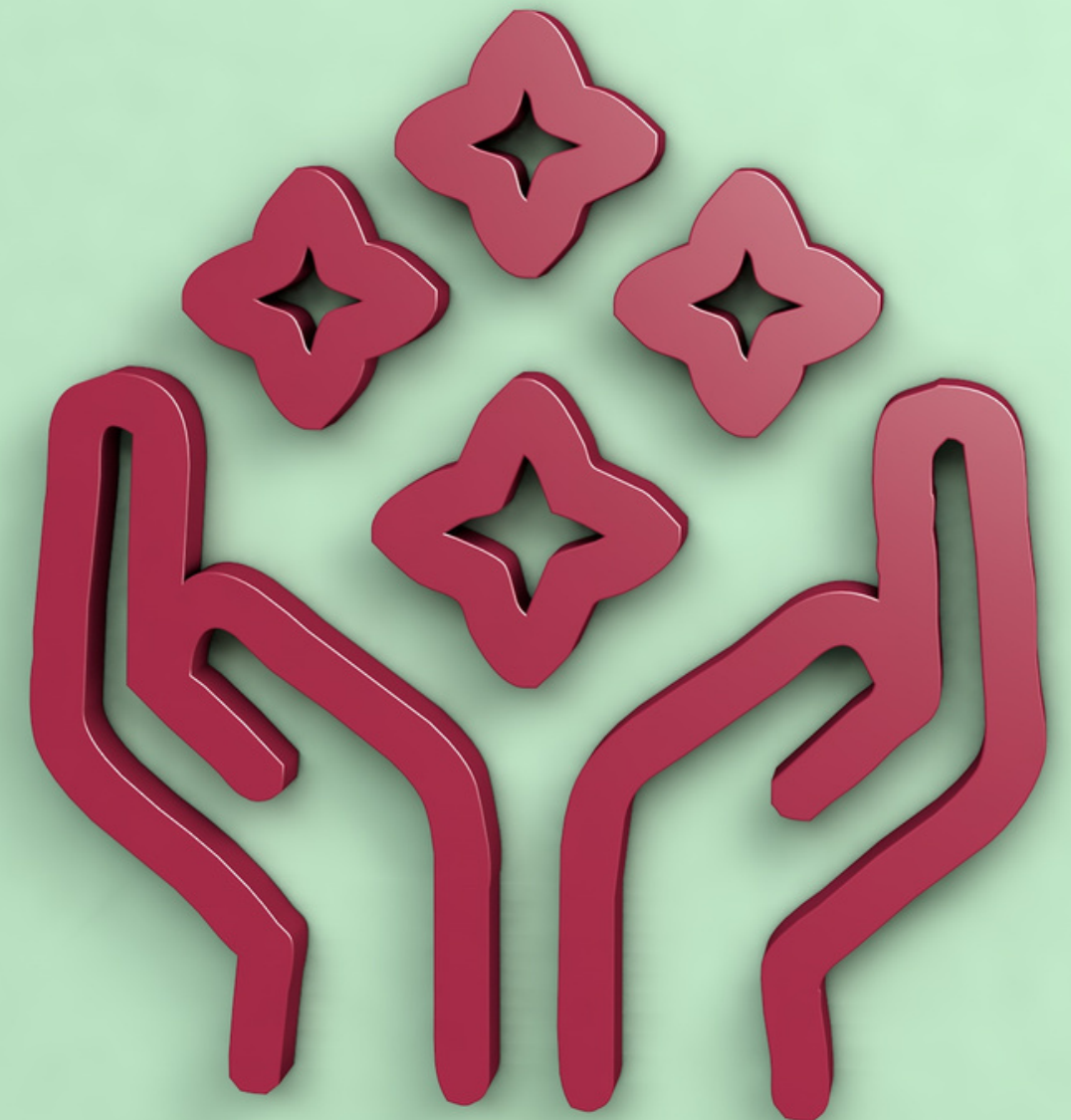
### GROWTH

We embrace opportunities to learn and improve, to enrich our lives and our clients lives. We invest in ourselves and in one another not just to grow as a business but also as individuals. We are successful.

07

### FUN

We believe humour is essential to success. We don't take ourselves too seriously. We celebrate achievements. We work hard. We play hard.



# Company Goals

Provider of choice

Employer of choice

Create partnerships



Expand to other locations

\$2 Million annual turnover

Streamline systems &  
operations



# Hierarchical structure



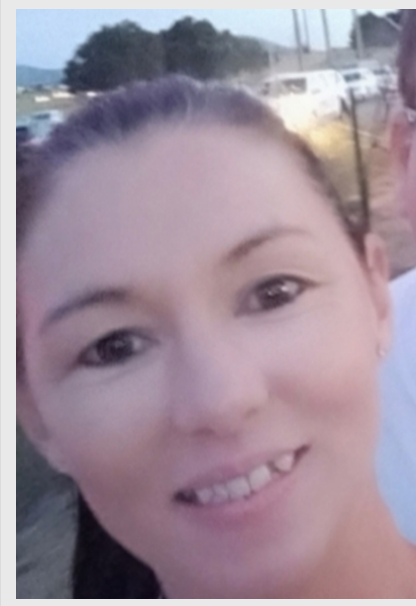
# Meet the Team



CANDI

Director

[candi@candisplans.com.au](mailto:candi@candisplans.com.au)



STACEY

Senior Team Leader

[Stacey@candisplans.com.au](mailto:Stacey@candisplans.com.au)



PAUL

Support Worker



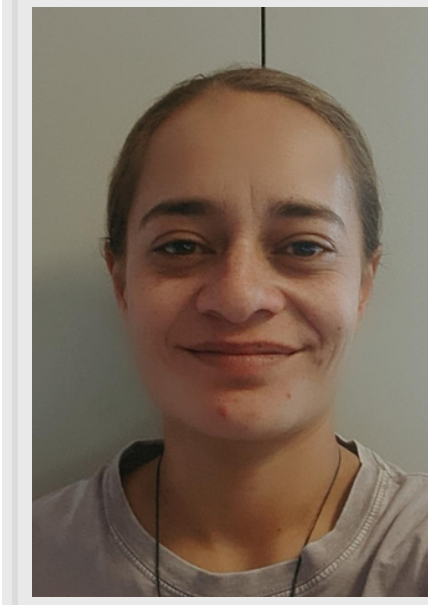
BEK

Support Worker



JOE

Support Worker



KIMI

Support Worker



CHAD

Support Worker





WAYNE

Support worker



SIU

Maintenance Manager



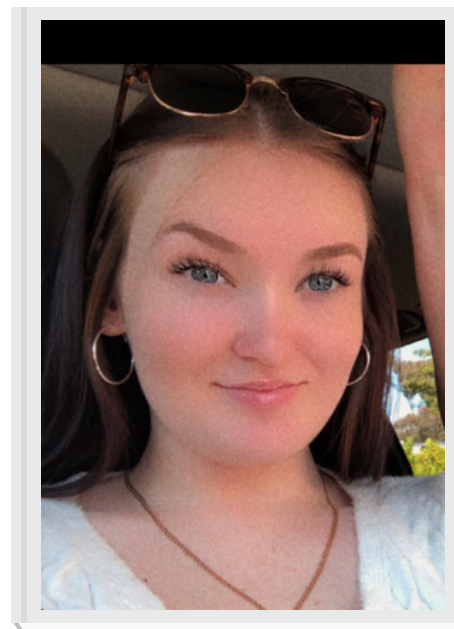
JESS

Support worker



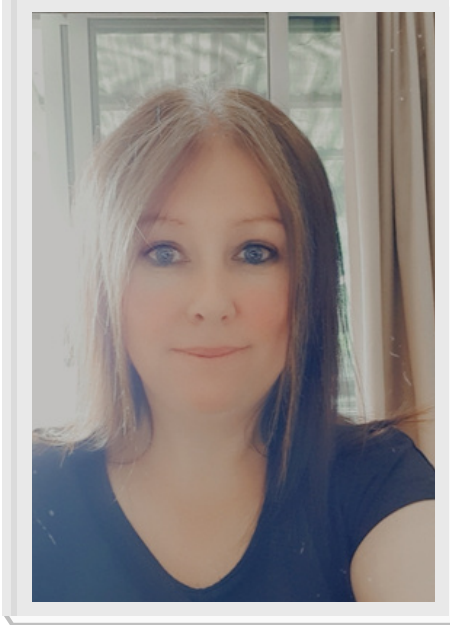
ATONG

Support Worker



TEGAN

Support Worker



BERNICE

Support worker



PAT

Support worker



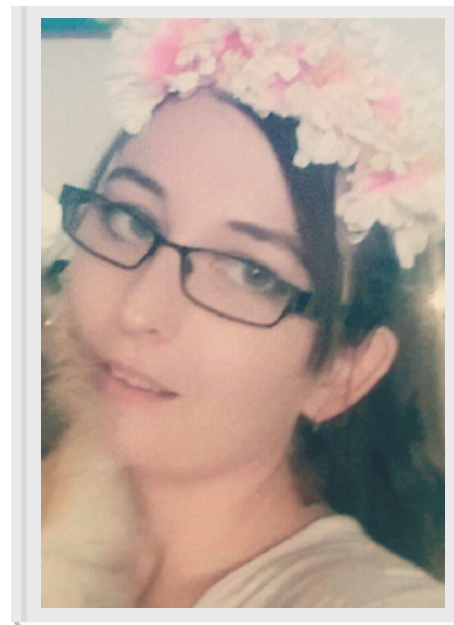
ADELE

Support Worker



ANNA

Support Worker



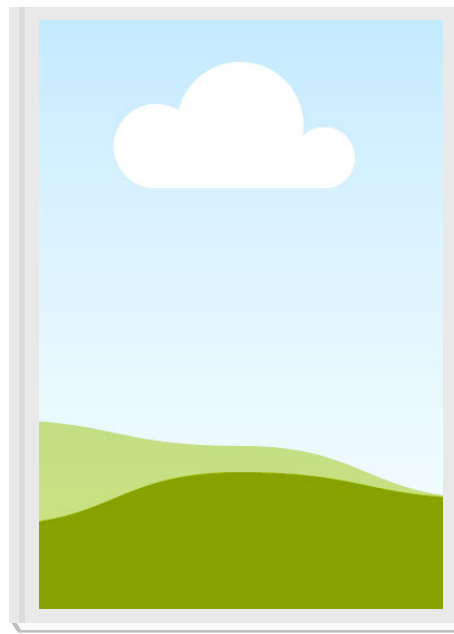
SAMANTHA

Support Worker

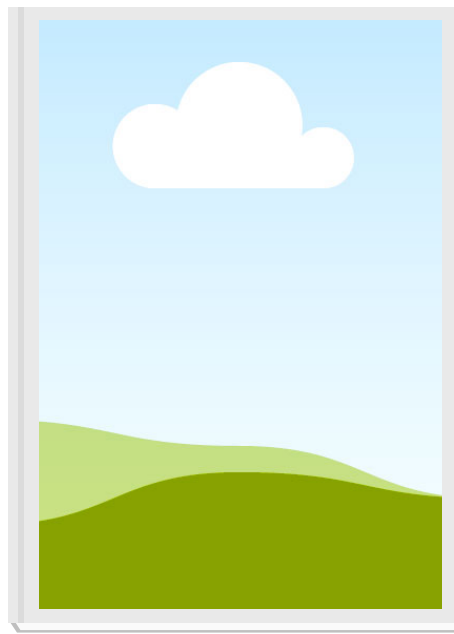


FIONA

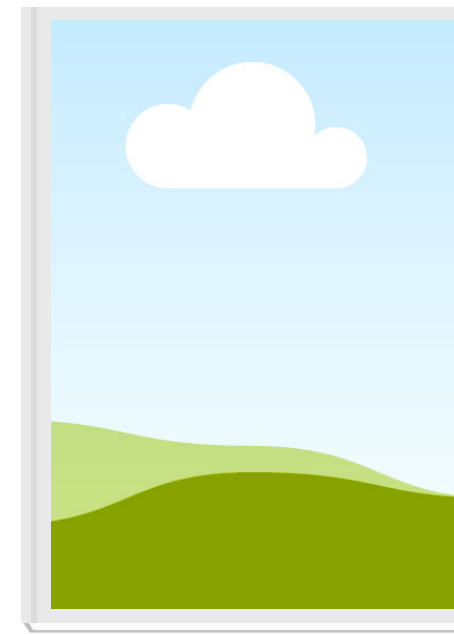
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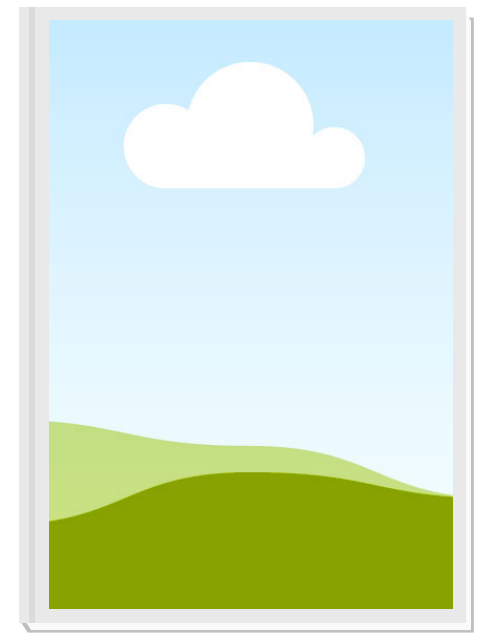
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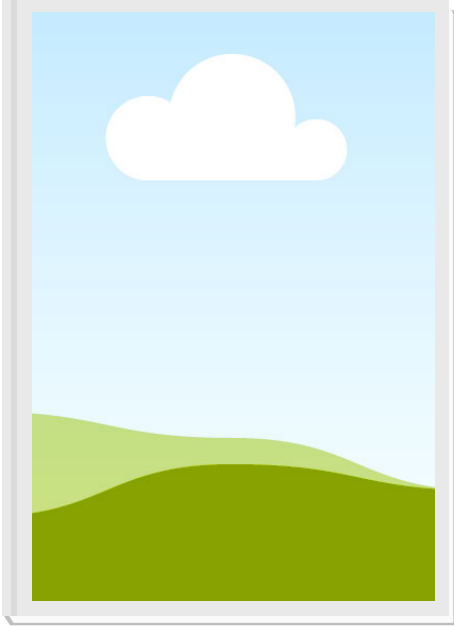
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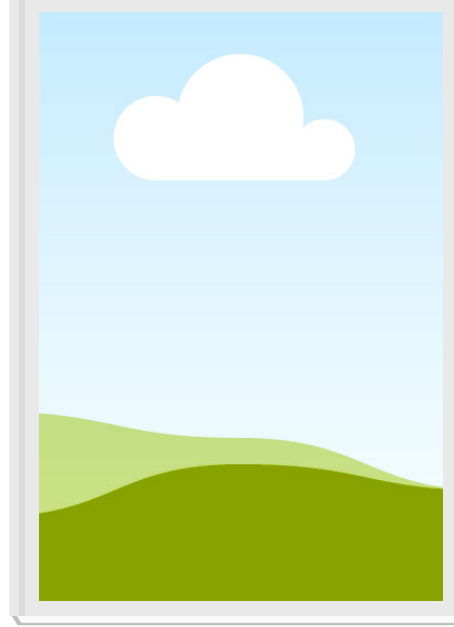
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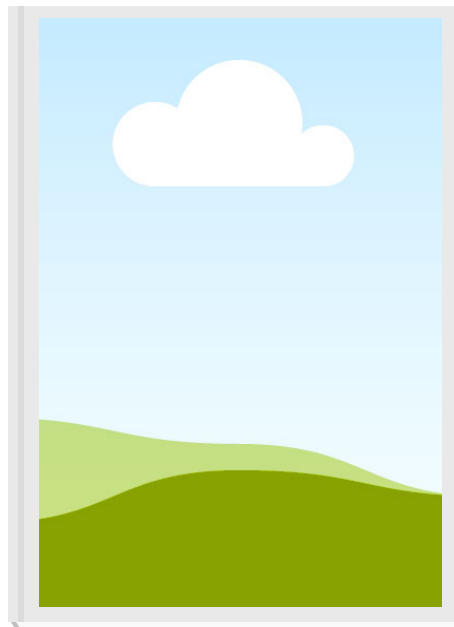
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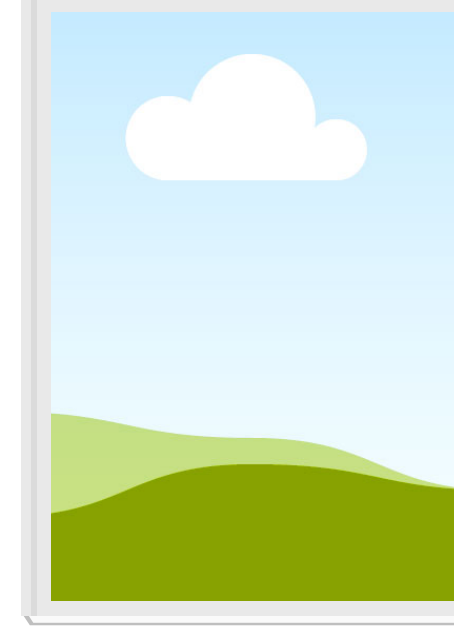
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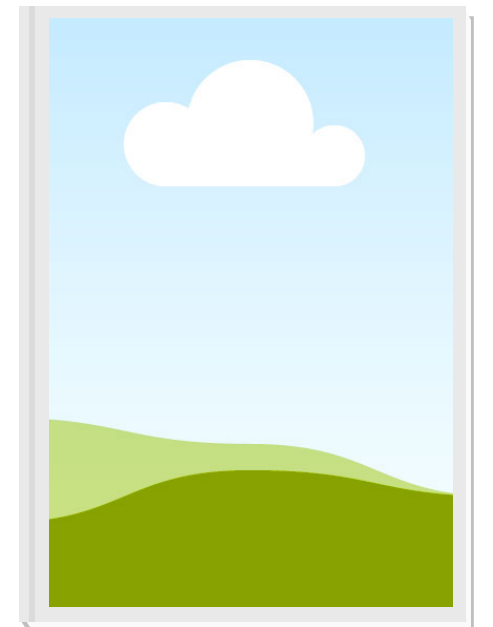
Support worker



Support Worker



Support Worker



Support Worker





# Your Role

Your position description and performance expectations can be found in the Shiftcare shared document hub.

Let's take a look now.

We'll continue to define and refine your goals and tasks as you get more comfortable with your role and as identified in your performance reviews.





# Your qualities

- You actively encourage and support client choice and control
- You have a genuine passion and desire to work with elderly people, persons with a disability or other vulnerable community members who may have complex needs
- You are compassionate, empathetic and detail oriented with well-developed communication (verbal, written and active listening skills) and interpersonal skills
- You practice person-centered approach and deliver supports consistent with this approach
- You are patient and genuinely strive to enhance, enable and empower our clients
- You are flexible, reliable, honest and work with integrity, using initiative as required
- You can work independently and without supervision to a high standard
- You have access to and can use a computer and smart phone
- You have a fun and can-do attitude
- You are willing to work across various locations within Queanbeyan, ACT and surrounding regions
- You can make quick decisions, work within boundaries and report on any concerns you have regarding your client/s or place of work etc
- You maintain confidentiality
- You don't pass judgement
- You embrace differences
- You uphold business values,
- You work toward achieving business goals
- You seek advice, guidance and approval before deviating from this job description



LEDGE

ERIENCE

T

COACHING

TEA

# Your Training Plan

The below training modules are mandatory for your role and will need to be completed within the listed timeframes unless you hold current evidence of completion.

## Modules

NDIS new worker module (ONLY for staff new to the sector)  
([Training.ndiscommission.gov.au](https://training.ndiscommission.gov.au))

NDIS Quality, Safety & You  
([Training.ndiscommission.gov.au](https://training.ndiscommission.gov.au))

COVID Infection control  
(<https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>)

NDIS Supporting effective communication  
([Training.ndiscommission.gov.au](https://training.ndiscommission.gov.au))

DSC Supporting choice and control \$45.00  
(<https://teamdsc.com.au/learning/supporting-choice-and-control>)

DSC Supporting people to move & other manual handling \$45.00  
(<https://teamdsc.com.au/learning/supporting-people-to-move-and-other-manual-handling>)

## Paid time

60 mins

90 mins

30 mins

30 mins

30 mins +  
reimburse

45mins +  
reimburse

Deadline from  
employment start  
2 days

2 days

2 days

7 days

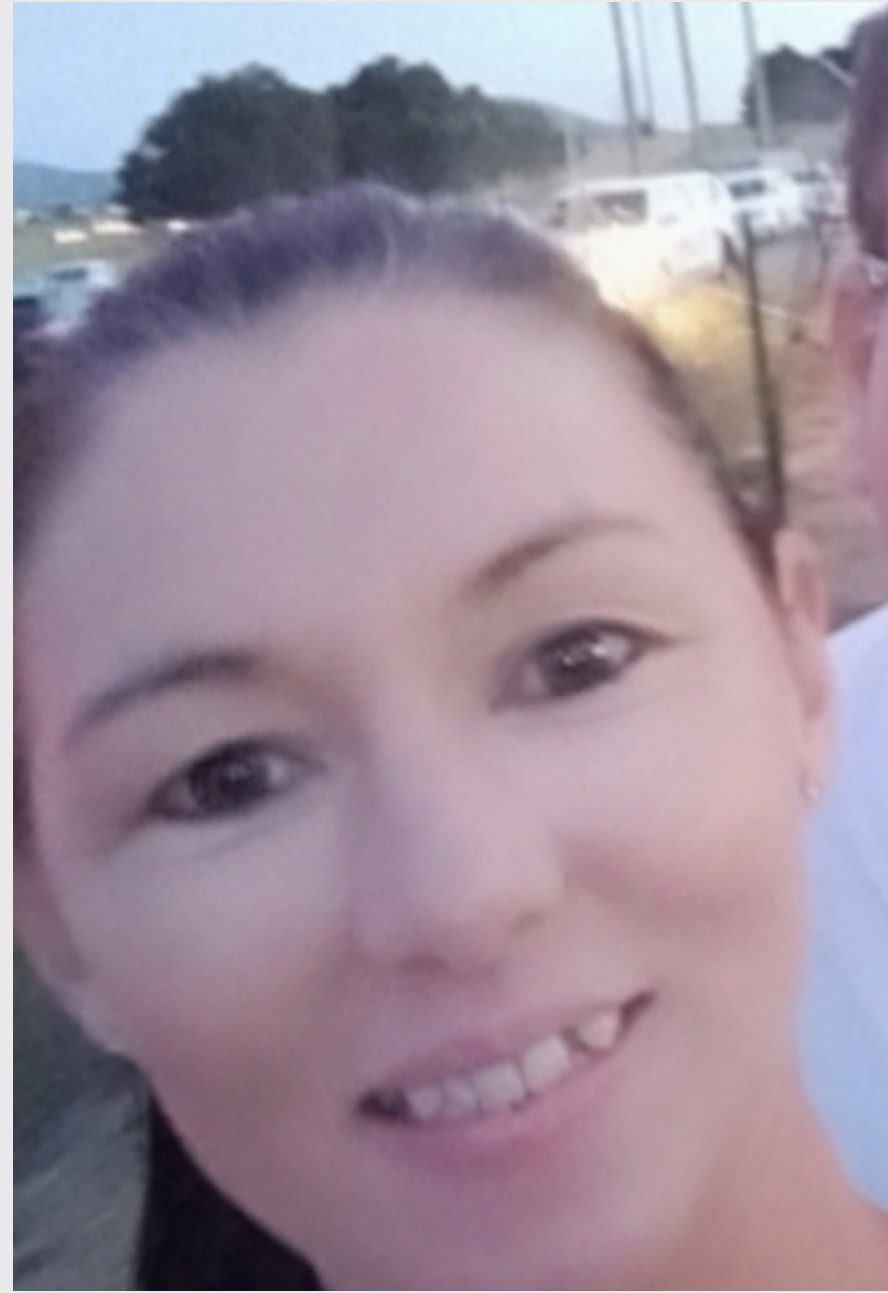
9 days

14 days

1 month

MUST sign up for Cert III Individual Support if you don't hold an equivalent in a relevant field





**STACEY PEARSON**

Senior Team Leader, Support Worker  
Stacey@candisplans.com.au  
0432 224 288

# Your Coach

## (new staff only)

**Working closely with your coach will guide you through the transition and help you ace your new role.**

- Buddy shifts
- Understand & use Shiftcare efficiently & effectively
- Meet performance expectations
- Excel in your role





# Rights V Responsibilities

Flexibility	Give as much notice as possible for unavailability
Respect	Give respect
Open communication	Communicate your needs & expectations
Safe workplace	Check risk assessments. Report risks & changes.
Education & training	Participate in & use training. Keep up to date with training.
Paid on time	Accurate clock in/outs. Work full shift. Complete shift progress notes.
More work	Meet or exceed role expectations. Be reliable. Ask for more work

# Onboarding Checklist (new staff only)

These are action items to be accomplished in your first two weeks at work.



ATTEND  
INDUCTION/ONBOARDING



MEET WITH COACH



SUBMIT POLO SHIRT SIZE



SUBMIT COMPLIANCE &  
EMPLOYMENT DOCUMENTS



COMPLETE TRAINING



SUBMIT CERTIFICATES &  
QUALIFICATIONS



AVAILABIITY IN SHIFTCARE



SUBMIT PHOTO (SELFIE)



# Systems & Tools

## Employee & WHS Handbooks

ALL staff must be familiar with the handbooks.  
Check appropriate handbook before asking Team Leader for guidance.  
Stored in Shiftcare shared document hub.

## Shiftcare

Staff must use this tool/app efficiently and effectively for:

- Shared document hub
- Progress notes
- Rosters/client info
- Mileage
- Leave/unavailability
- Expenses

## Incident reporting

MUST be completed for every incident.  
Template is stored in Shiftcare shared document hub.

## Progress notes

MUST be completed for every shift.  
Guidance is in Shiftcare shared document hub.

# Systems & Tools

## Grievance lodgement

Submit for all formal grievances.  
These will be actioned and followed up appropriately.  
Stored in Shiftcare shared document hub.

## Office useage/lockup

Stored in Shiftcare shared document hub.

## Team meetings

Bi-monthly.  
Paid to attend.  
Expected to attend 80%+ team meetings.

## Whatsapp

We use Whatsapp as an informal tool to share updates with the Team. Please accept the invitation.







Welcome to our team

**We look  
forward to  
working  
with you!**



**Do you have  
any questions  
that haven't  
been answered  
in this guide?**

**Feel free to reach out!**



**STACEY**

**[stacey@candisplans.com.au](mailto:stacey@candisplans.com.au)**

**0432 224 288**

# Purpose of the Handbook

This Employee Handbook sets out Candis Plans (the Employer's) rules and regulations, the policies and procedures relating to your employment and also contains information on your benefits and protections.

If you require any clarification or additional information, please speak to your Team Leader.

All employees are required to comply with the Employee Handbook. Therefore, we ask that you read the content carefully as you may be subject to appropriate disciplinary action (up to and including termination) in the event that you breach the Employee Handbook.