

North West Residential Support Services Inc.  
Induction

**ORIENTATION – INDUCTION – PERFORMANCE CHECKLIST**

Applies to all contracts, new employees, employees transferring between homes  
& contracts and for performance reviews

Number: <1>  
 Effective From: <October> <2015>  
 Replaces: <#>  
 Review: NWRSS Board  
 Contact: Neal Rodwell, General Manager  
 Review Date: <January> <2017>

<b>Support Workers Name:</b> ..... <b>Orientation Date:</b> ...../...../.....		
<b>Shared Home/Individual Contract:</b> .....		
<b>Protocols:</b>		
<ul style="list-style-type: none"> <li>• All items must be explained in detail by the person doing the orientation</li> <li>• New support workers must be supervised throughout the orientation process</li> <li>• The person being orientated will be coupled with an experienced support worker</li> <li>• The orientation process will take place over a period of .....</li> <li>• A Direct Service Coordinator or Manager is available by phone or in person to answer questions</li> <li>• Once the orientation process is completed the support worker will be expected to work unsupervised within the parameters of the job description they have been provided with</li> <li>• If at any time the new support worker does not feel confident to take on full responsibilities they are to contact the Direct Service Coordinator immediately for directions</li> <li>• Signing off on this orientation process means that the support worker has completed and understands all aspects of the orientation</li> </ul>		
<b>Orientation</b>	<b>✓</b>	<b>Comment/Action</b>
Policies & Procedures on the website read and understood		
Operational Handbook has been read and understood		
Website browsed and content acknowledged		
Introduced to clients		
Introduced to support team members		
Given a tour of the home or introduced to the contract location		
Vehicle: <ul style="list-style-type: none"> <li>• Passenger Behaviour Management Plan (.....)</li> <li>• Emergency Management Procedure (.....)</li> <li>• Vehicle Log Sheet (.....)</li> <li>• Keys/Spare key (.....)</li> <li>• Fuel (.....)</li> <li>• Roadside Assistance (.....)</li> <li>• The use of personal vehicles explained (.....)</li> <li>• Proof of private vehicle registration – Website check (.....)</li> <li>• Private vehicle travel claim process explained (.....)</li> </ul>		
Work Place: <ul style="list-style-type: none"> <li>• Operational Handbook read and understood (.....)</li> <li>• Folders and manuals read and understood (.....)</li> <li>• Incident/Accident/Near Miss Report Form explained (.....)</li> </ul>		

<ul style="list-style-type: none"> <li>• Body Map explained (.....)</li> <li>• Compliment/Complaint/Risk Observation Form explained (.....)</li> <li>• Fire Safety – Emergency Evacuation Plan sighted and explained including Wardens responsibilities (.....)</li> <li>• Manual Handling DVD has been viewed (.....)</li> <li>• Specific manual handling protocols have been explained (.....)</li> </ul>		
Time Sheets: <ul style="list-style-type: none"> <li>• Shared Home/Waking Hours/NDIS/ISP/Lifestyle Support (.....)</li> <li>• Receipts Explanation Sheet (.....)</li> <li>• Filling and filing explanation (.....)</li> </ul>		
Individual Life Enrichment Journals and Individual Plans read and understood		
Personal care routines and assistance strategies observed for all residents		
Personal care delivery observed for all residents		
Procedures for the Administration of Medication in Shared Homes read and understood including all recording sheets		
Medication administration observed		
Administration of medication carried out under the observation of an experienced support worker		
Personal Health Diaries explained		
Household routines of explained: <ul style="list-style-type: none"> <li>• Cleaning routine (.....)</li> <li>• Shopping routine (.....)</li> <li>• Banking routine (.....)</li> <li>• House finance management routine (.....)</li> </ul>		
Residents personal finances explained: <ul style="list-style-type: none"> <li>• As per the policy document – Managing a Client’s Finances</li> </ul>		
House Diary explained		
Shift Check List explained		
Location and use of: <ul style="list-style-type: none"> <li>• Personal Diaries (.....)</li> <li>• Daily Journals (.....)</li> <li>• Photo Albums (.....)</li> <li>• Treasured Items Boxes (.....)</li> <li>• Travel Diaries (.....)</li> <li>• Lifestyle Calendars (.....)</li> <li>• Communication Boards (.....)</li> <li>• Support Plan (.....)</li> <li>• Progress Report (.....)</li> <li>• Support Log (.....)</li> </ul>		
Doctor’s appointment process and documents explained		
<p><b>Date Orientation Satisfactorily Completed:</b> ...../...../.....</p> <p><b>Person Responsible For Orientation:</b> .....</p> <p><b>Position Held:</b> .....</p> <p><b>Signature:</b> .....</p> <p><b>Support Worker’s Signature:</b> .....</p>		

## QUESTIONS FOR PERFORMANCE APPRAISAL

**Staff member name:**

**Person conducting the review:**

**Date started:**

**Date completed:**

When did you last read and update yourself on the Policies & Procedures?

Do you access NWRSS' website for information?

What is a restrictive practice?

If you see something happening and you think it is restrictive what should you do?

If you find someone you support unconscious, what should you do?

What type on incidents should you report and who to?

Do you attend team meetings regularly? If so, are they relevant? If not, why?  
Please comments

Would you like to meet with the Direct Service Manager, Lee-Anne Aulich or General Manager, Neal Rodwell to discuss any aspects of your role as a support worker?

What do you feel NWRSS could do to improve your role as a support worker?

What suggestions do you have which may improve the lives of the people you support?

REVIEWER NOTES