

Professional Development Policy

Ref: 2.6/0926

Policy Group	02 Staff
Related Policy	CitiReach Human Resources Policy (2.1) CitiReach Staff Code of Conduct Policy (2.8)
Commencement Date	14.09.2026
Review Date	14.09.2027

Intent

This policy sets out how CitiReach supports the ongoing training, supervision and performance development of its Personnel, so that the skills of everyone delivering NDIS supports keep pace with participants' needs and CitiReach's obligations as a provider.

Scope

Inclusions: All CitiReach Personnel.

Restrictions: Nil.

Exclusions: Nil.

Objectives

1. To ensure Personnel receive induction and ongoing training appropriate to their role.
2. To support Personnel to maintain the competencies and clearances required of an NDIS worker.
3. To provide a regular, constructive process for feedback and performance appraisal.
4. To identify and support development opportunities that benefit both the Personnel member and CitiReach's participants.

Policy Provisions

Induction Training

1. All new Personnel complete induction training before working unsupervised with participants, covering this policy suite, participant rights and safeguarding, incident and complaints reporting, privacy, and work health and safety.

Mandatory and Role-Specific Training

2. Personnel complete mandatory training relevant to their role and maintain it as current, including (where applicable to the role):
 - 2.1. NDIS Worker Orientation Module (or its successor).
 - 2.2. Manual handling and safe transfer training.
 - 2.3. First aid and CPR.
 - 2.4. Medication support training, where the role involves assisting with medication.

Supervision

3. Personnel receive regular supervision from the Head of Operations or another nominated supervisor, providing an opportunity to discuss caseload, wellbeing, and any concerns about a participant's support.

Performance Appraisal

4. Personnel performance is formally reviewed at least annually, and informally as needed, covering:
 - 4.1. Performance against the position description.
 - 4.2. Training and development needs.
 - 4.3. Wellbeing and workload.
 - 4.4. Any performance concerns, addressed constructively and, where necessary, through a documented improvement process.

Development Opportunities

5. Where operationally feasible, CitiReach supports Personnel to pursue further training or qualifications relevant to their role, including through study leave, financial contribution, or flexible rostering, at the discretion of the Head of Operations.

Records

6. Training completed and appraisals undertaken are recorded on each Personnel member's file, consistent with the Privacy Policy (3.1).

Supporting Procedures and Guidelines

- CitiReach Induction Checklist
- CitiReach Performance Appraisal Form
- NDIS Worker Orientation Module

Relevant Commonwealth/State Legislation

- National Disability Insurance Scheme Act 2013 (Cth)
- NDIS Code of Conduct (NDIS Provider Registration and Practice Standards) Rules 2018 (Cth)
- Fair Work Act 2009 (Cth)
- Social, Community, Home Care and Disability Services Industry Award 2010 (Cth)

Definitions

CitiReach – CitiReach Community Support Services, a business name of Christian Outreach Centre trading as Citipointe Church, providing NDIS community supports in Brisbane, accountable to the Citipointe COM.

Head of Operations – the CitiReach staff member with day-to-day operational and leadership responsibility for CitiReach.

Personnel – CitiReach employees (permanent and casual), contractors and volunteers.

Policy Dissemination and Procedures

Procedures relating to this policy are drafted by the CitiReach Head of Operations, with input from the Citipointe Compliance Office where the policy touches Citipointe's own framework. Personnel are

informed of this policy and any related procedures through induction, team meetings, and access to CitiReach's policy folder.

Accountabilities

Implementation	CitiReach Head of Operations
Compliance	CitiReach Head of Operations
Monitoring and Evaluation	CitiReach Head of Operations, with the Citipointe Compliance Office
Development/Review	CitiReach Head of Operations, with the Citipointe Compliance Office

Revisions

Reference No: 2.6

Version	Approval Date	Committee/Board	Resolution/Minute
/0926	14.09.2026	Citipointe COM	Pending adoption