



The start of a meaningful & rewarding Career

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Agenda



The Purpose of Training



Allambi Care is



Innovation & Design



Benefits & Outcomes



Q&A

THE PURPOSE OF TRAINING

The Start of a meaningful & Rewarding Career



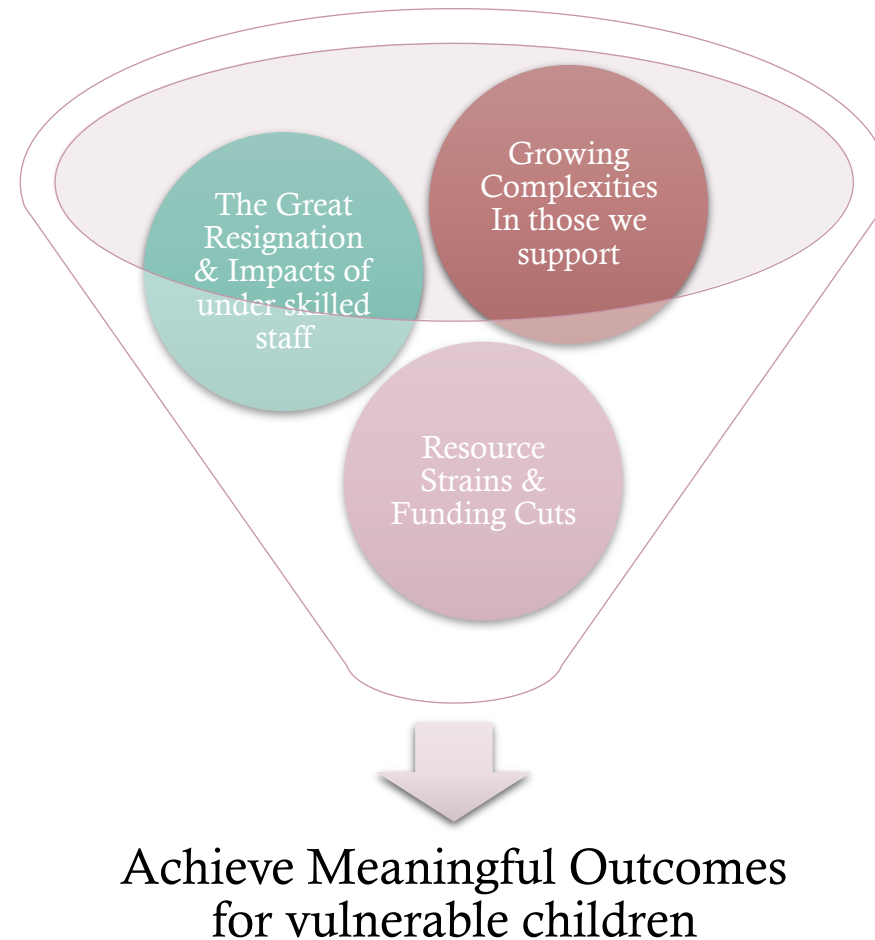
SO WHAT IS THE PURPOSE OF TRAINING?

Tick the box? Compliance? We trained you it's your responsibility if an issue arises?

Training should ALWAYS be about ENHANCING OUTCOMES for both Employer and Employee, as both become simultaneously more valuable

TRAINING IS NEEDED NOW- MORE THAN EVER

Benjamin franklin once famously said “an investment in knowledge pays the best interest.”



WE ALREADY PROVIDE TRAINING RIGHT!

- Training! It is often poorly delivered, structured, recorded or facilitated. This is a result of not ill intention or only the fault of the individual or Employer!
- **Individuals:** *“I already do this in my role well”*
 - Competing Tasks/Preferred Priorities
 - Emails/Phone Calls in the training
 - Not ‘Present’ when in attendance
- **Employers:** *“we are too busy right now to invest in development. I’ll do that when my team is stable”*
 - Costs & Resources
 - Backfilling rosters
 - immediate, urgent organisational demands that appear to be a higher priority than development
 - developing staff may be a catalyst for them to leave after developing new skills.



IS TRAINING IMPORTANT THOUGH?



- In 2018, the U.S. Bureau of statistics found that on average-
 - Companies with fewer than **100 employees** gave **12 minutes** of manager training every **six months**.
 - Organizations with **100 – 500 employees** provided **6 minutes**
- A study by Lorman identified that **59 percent** of employees claim that they had **no workplace training** and that **most of their skills were self-taught**.
- **86% of millennials** interview stated that they “would be **kept from leaving their current position** if “**training and development were offered by their employer**”.
- **Our Sector’s impacts of training gaps!**
 - Impacts on service quality, the child’s experience, organisational culture and ongoing recruitment costs.

IT IS A SIGNIFICANT COMMITMENT THOUGH!

Henry Ford's has influenced the following statement!

- **Question:** What if we invest and train them and they leave?
- **Answer:** What if we don't train them and they stay!

If you do not look after your staff, someone else will!



ALLAMBI CARE IS

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WHO IS ALLAMBI CARE?

Mission:

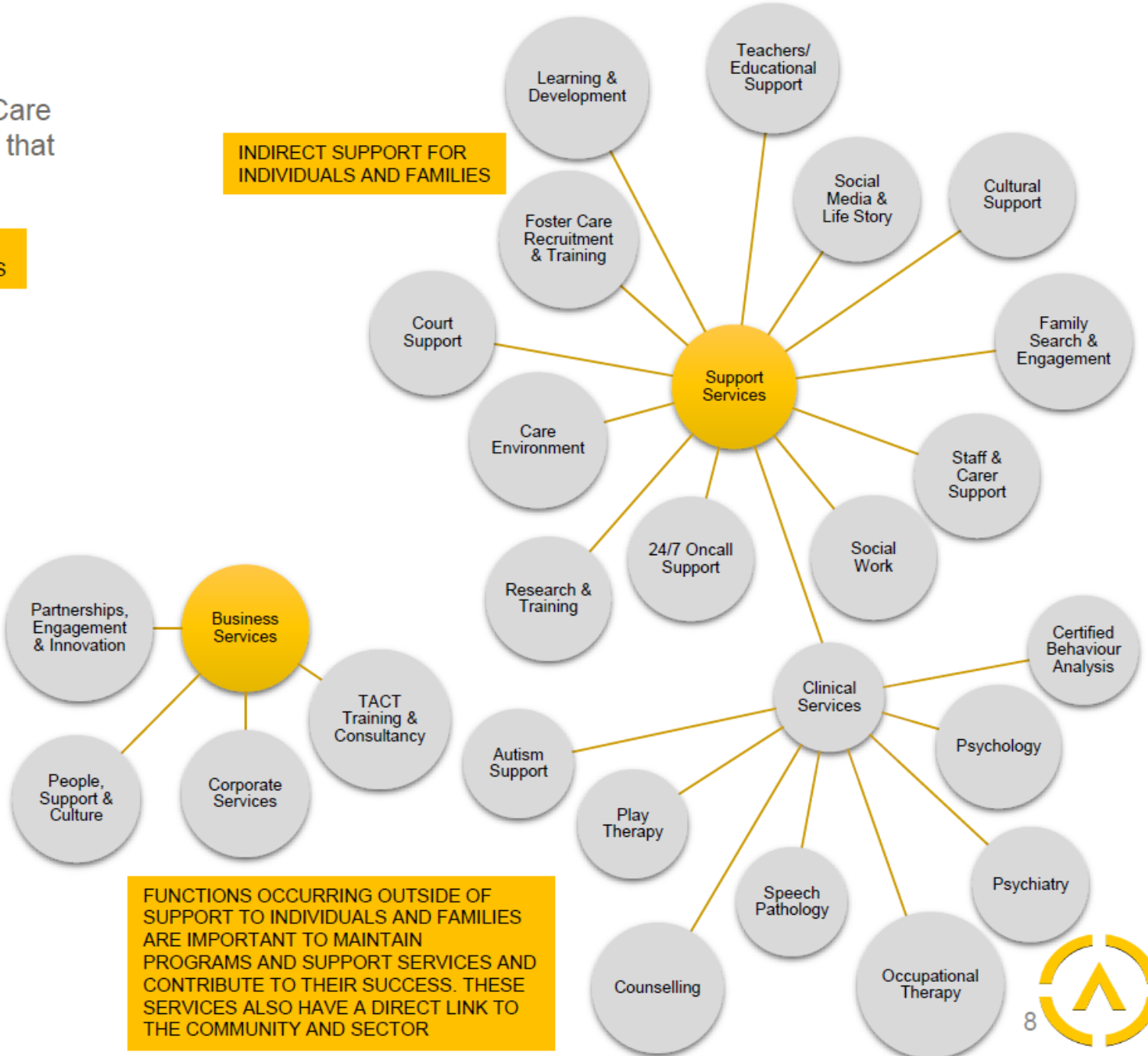
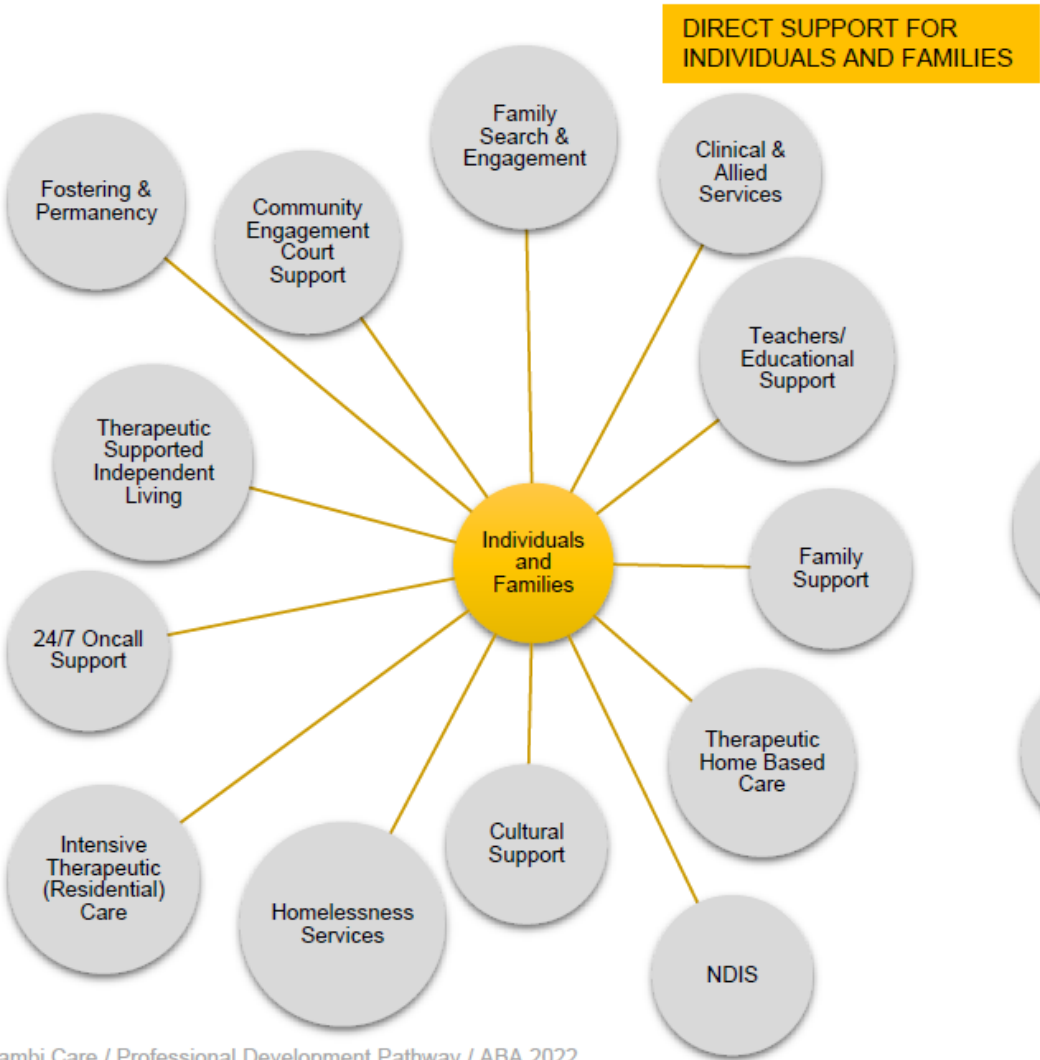
Allambi Care serves individuals, families, communities and government agencies. We are committed to addressing safety and growth needs so that we empower people to reach their full potential. Our services are flexible and characterised by innovation and best practice.

- A not-for-Profit Established in 1981
- From our humble beginnings we are proud and have organically grown into a comprehensive, multidisciplined and recognised leader in the field of service delivery. All programs and services have been created based on the needs of the people we care for.
- Allambi Care has over 800 staff across 2 states with a multitude of tailored and innovative programs including- Intensive therapeutic Care, foster care, NDIS support, clinical, community outreach services, homelessness services and a range of other supports

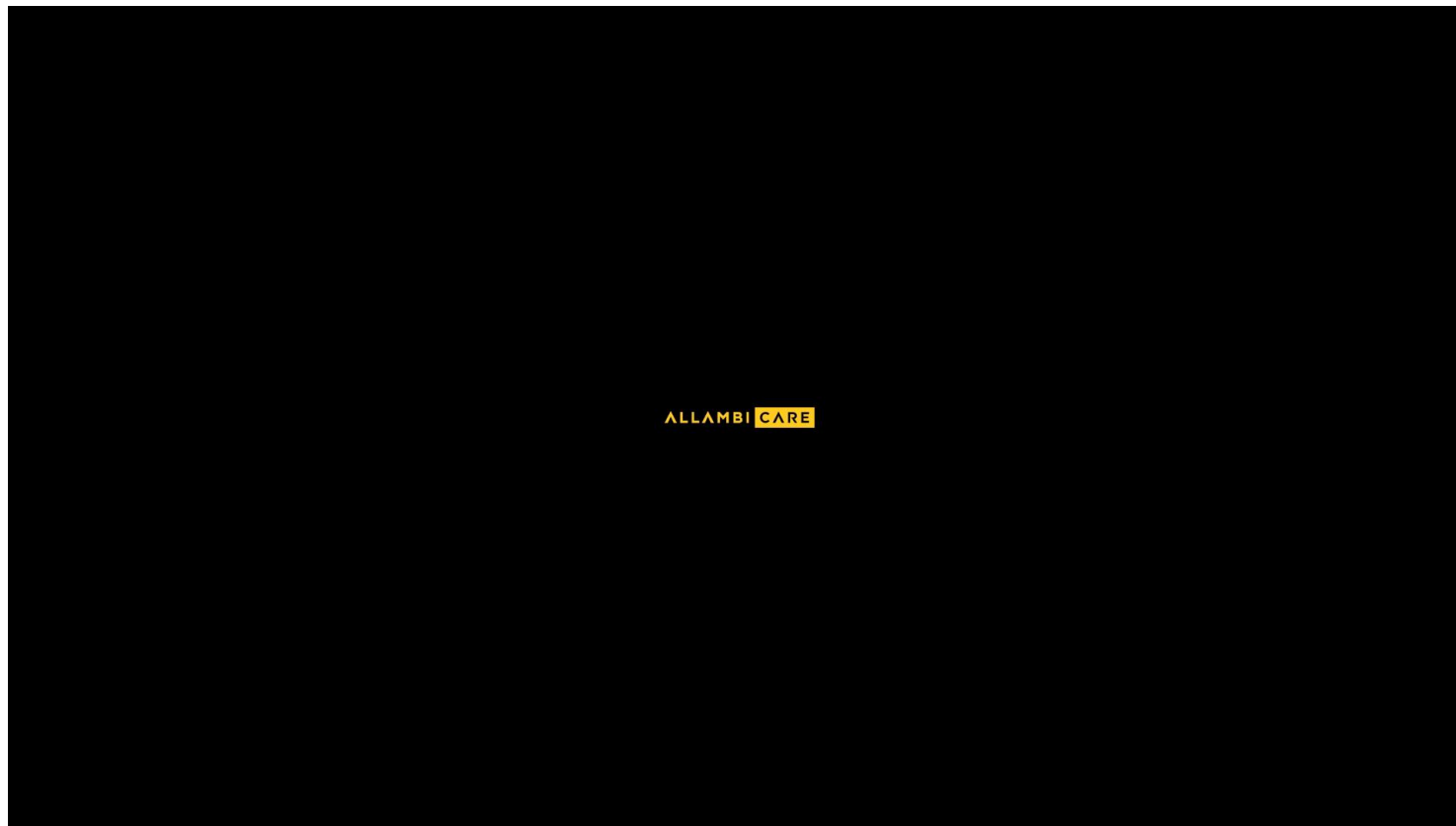


ALLAMBI CARE SERVICES AND SUPPORTS

Due to the commitment to the people they serve, Allambi Care have organically established integrated services to ensure that they meet the varying needs of the community.



ALLAMBI CARE IS?



INNOVATION & DESIGN

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INFLUENCED BY NEED & VISION

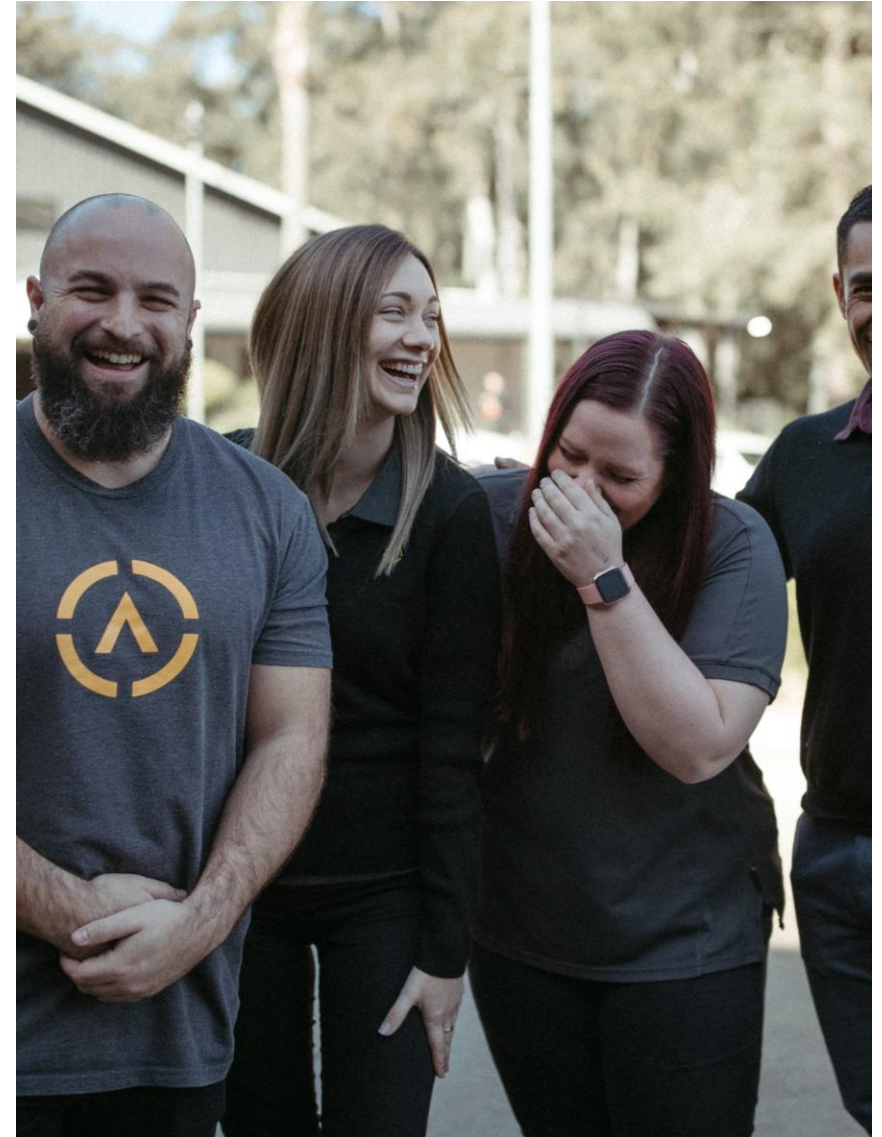
Prior to implementation in 2016, Allambi Care, faced many reoccurring key challenges

- Staff Retention
- Under skilled & Underqualified Workforce
- Expensive recruitment and induction costs
- Lack of funding
- Proposed concerns around minimum sector qualifications being introduced in a saturated workforce
- High casual employment and culture of 'Direct Care work' being an 'until job'

SHIFTING THINKING!

Allambi Care took the bold move to launch an in-house Learning and Development Overhaul! We recognise the value of investing in our people; we would not be successful without them. The below overhaul and strategic plan was designed and implemented

- **Rethinking- Recruitment & Onboarding**
 - *Work Institute's 2018 Retention Report stated that 22% of staff turnover occurs within the first 45 days of employment*
 - *A 2021 Workforce study identified that 76% of individuals would see a role as more appealing if the employer offered training and skills*
 - **Desire to Stay- Make your organisation “sticky”**
 - *A UK study of 4,300 staff highlighted that 74% felt they were not achieving their full potential due to “Lack of opportunities”*
 - **Creating a culture that promotes development and fosters growth**
 - *The 2018 Harris Pol’s report on workforce activity in 2018- found that one in three employers left their last position due to “Feeling they didn’t learn new skills or better their performance”.*
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ALLAMBI CARE'S TRANSITION

- **Invest in OUR people from the start- “It’s not a job- It’s the start of a meaningful career”**
 - Recruitment overhaul, identification & Strategy
 - Paid Onboarding and Quality Training-
 - Probationary Training throughout first 6 months of employment-
 - New Employee Support Roles-
 - Allambi Care Education and Opportunity- Professional Development Pathway
 - Core Training mapped to nationally recognised qualifications
 - Probationary Learning
 - Diploma of Community Services
 - Role Specific Training Packages with Coach and Mentor Role Support
 - Bachelor of Human Services
- **Additional Well-being supports**
 - Role Specific Training for Supervisory Roles
 - Fitness Passport, Flexibility on working hours and arrangements & Monthly Rostered Day Off
 - Support Lounges & Community of Practices & Focus Groups
 - Allambi Care Committee’s

THE PROFESSIONAL DEVELOPMENT PATHWAY



ALLAMBI CARE DEVELOPMENT PATHWAY





Diploma of Community Services



BRADFORD INSTITUTE OF
ADVANCED EDUCATION

RTO 45241



- Bespoke Development
- Customized and relevant delivery and assessment
- Utilizing workplace documents and real-life Allambi Care case studies
- Monthly workshops- on sight day and night
- Learner supports assigned and delivered by OUR homegrown staff

ALLAMBI CARE

INNOVATION IN ACCESS

TRAINER COHORTS

Cohorts are kept manageable and have different targeted skillsets to ensure comfortability pending on work place experience, pre-existing relationships, support needs, age, gender etc. Many competent and experienced direct care staff are often vulnerable about studying and seeking support. This approach has allowed Allambi to ensure learners are comfortable in accessing their trainers.



FINANCE & ACCESSIBILITY

The Diploma is offered solely to Allambi Care employees for the unparalleled cost of \$900. BAIE and Allambi have purposely kept the cost at this low point to ensure that it is accessible for direct care staff. This is a not for profit sector and the low fee is a mutual cost neutral agreement. In addition, no external funding has been provided for this program.



ROTATING WORKSHOPS

A rotating enrolment and timetable. Allambi offer classes the first week of each month and have offered these sessions in both days and evenings. This has enabled them to meet the dynamic needs of shift workers who are often required to do overnight shifts. Class times are regularly reviewed to ensure they are meeting the needs of the employees.



E-LEARNING

E-learning platform which upholds assessment needs, training resources and virtual sessions. If learners are unable to attend workshops or require further support, e-learning is utilised. This was of particular importance during the COVID period in which courses were tailored to meet the safety needs of students. Many workshops and support meetings occurred through the use of synchronous learning platforms.



PURPOSE BUILT CLASSROOMS

This is a modern training space with access to a 'drop in centre' to support staff. This enables staff to attend workshops close to home and not rely on motivation to complete self-paced learning. The classroom also has a café onsite enabling colleagues to network and collaborate pre/post training.



BENEFITS & OUTCOMES

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IMPACTS OF INNOVATION

Allambi Care's shift and importantly the **Professional Development Pathway** has focused on developing a career path and employment security that ensures participants would be supported into the industry in a way that saw them transition from a mentality of having a job to having a career.

Child Impacts-

- Continuity of Care, Consistency and developmental relationships
- Skilled Carers and significant enhancements to sense of safety, belonging and connections

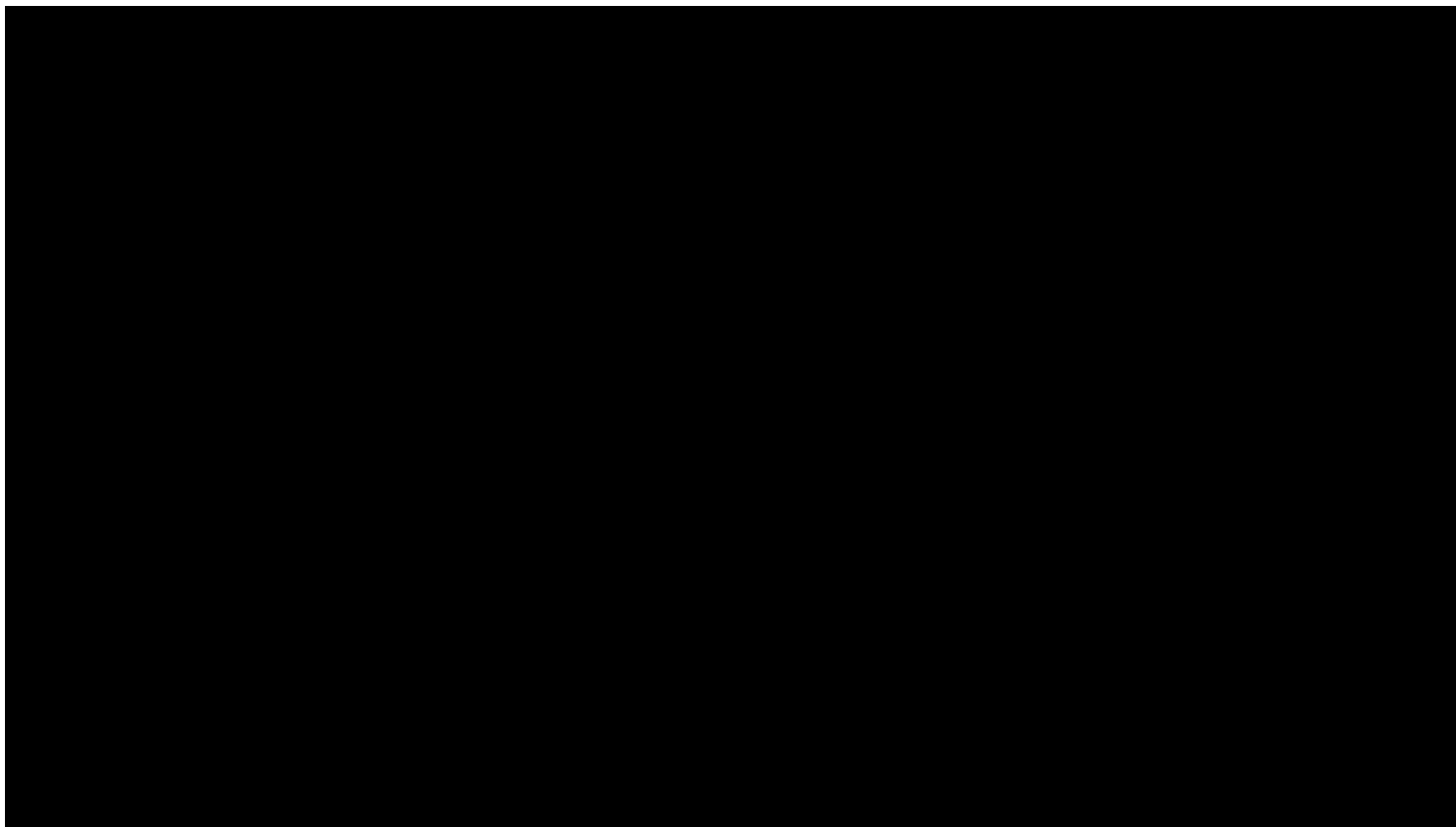
Staff Impacts-

- Competence and Confidence in their skills, knowledge and attitudes
- Formal qualifications

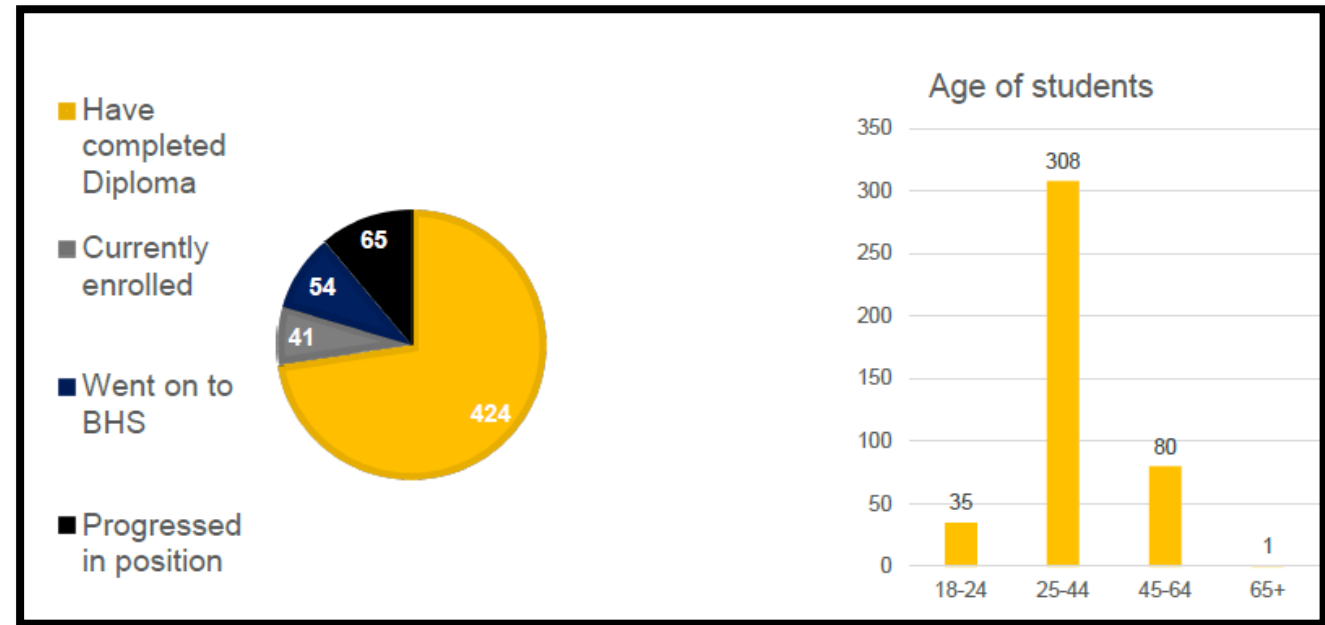
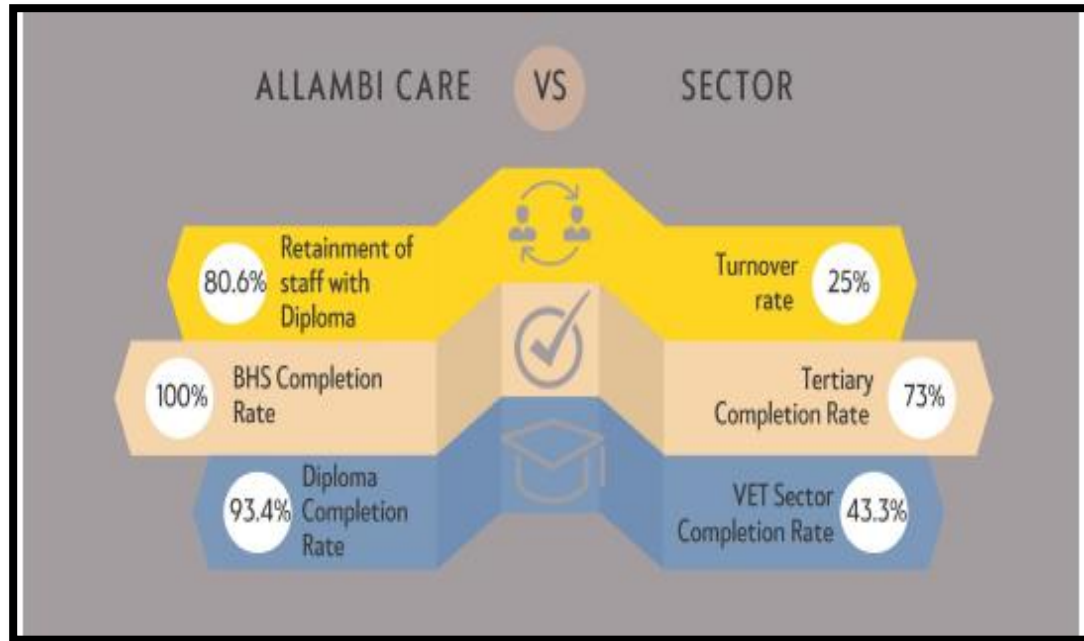
Organisation Impacts-

- Enhanced outcomes for staff and importantly those we care for
 - Sector recognised leaders
 - Reductions in constant recruitment costs, incidents due to skills and high turnover.
 - Our Diploma of Community Services was a top 3 state finalists in 2 categories in 2021 WINNING the Industry Collaboration Award
 - We have reached finals for an additional 2 awards in 2022!
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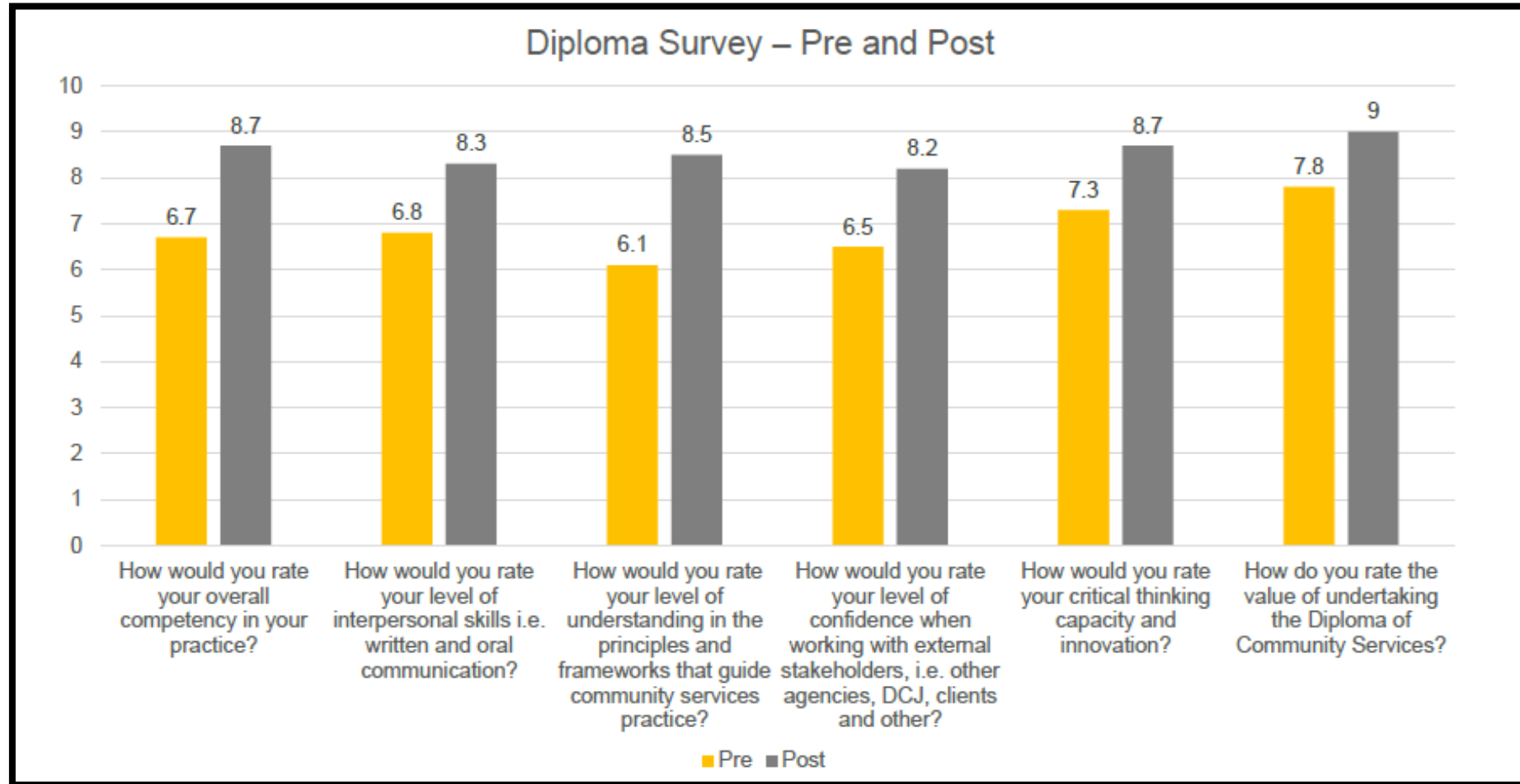
WORDS FROM OUR STAFF



DIPLOMA OF COMMUNITY SERVICES



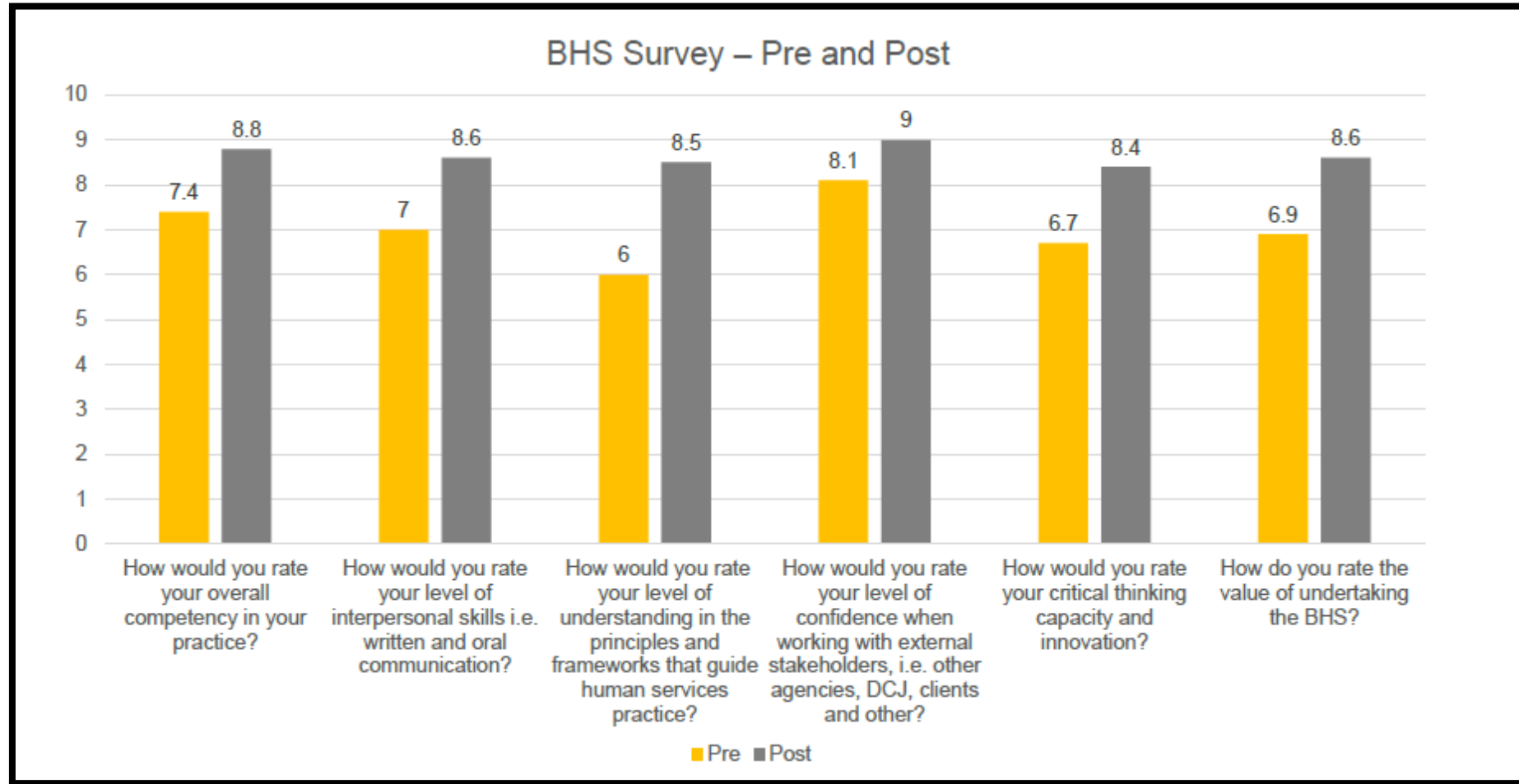
STAFF DIPLOMA FEEDBACK



BACHELOR OF HUMAN SERVICES OUTCOMES



STAFF BACHELOR OF HUMAN SERVICES FEEDBACK



QUESTION & ANSWER

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WORKPLACE DATA REFERENCES

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