

# CPSN Induction Guide for Support Workers

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## What is FoundU?

CPSN uses FoundU as our Human Resources Information System.

FoundU captures employee details, compulsory documents, time and attendance (roster and submitting shifts), online training and payroll. If you are not already registered, create a FoundU account by visiting the below link:

<https://cpsn.foundu.com.au/register>

Once you have registered, to complete the onboarding process, you need to upload your compulsory documentation and financial details, including bank, superannuation and Tax File Number (TFN) information. Please whitelist or mark as safe no-reply@platform.foundu.com.au to prevent important emails going to your spam/junk folders.

## Compulsory Documentation

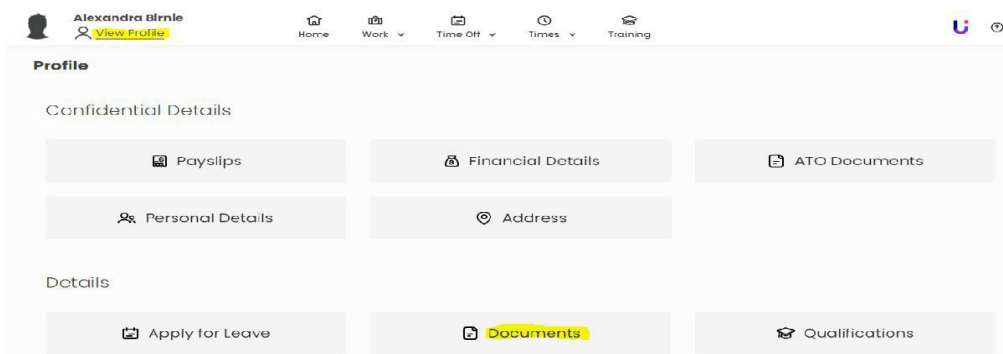
Compulsory documents are stored in FoundU. CPSN requires the following compulsory documents as a condition of your employment:

1. NDIS Worker Screening Check (5 yearly expiration)
2. NDIS Worker Orientation Module
3. Working with Children Check (if your Participant is under 18, 5 yearly expiration)
4. First Aid – HLTAID011 (3 yearly expiration)
5. CPR – HLTAID009 (1 yearly expiration)
6. Driver's License (or valid Photo ID if you don't have a License)

## Updating Compulsory Documentation

To update compulsory documentation at expiry or when you receive a new document:

1. In Found U, go to view profile then click 'Documents'.
2. Click drop-down arrow under 'File Type' and select the document you want to upload from the list. Input required details, upload relevant document from your device then save and close.
3. Repeat for all compulsory documents.



To upload or update your documents – Select a file type – fill in the expiry date if applicable then upload your file  
If you are replacing a document, the current file will be archived and viewable below in the Archived Files section below

### Document Update

**File Type**

Select a file type to update

- Select a file type to update
- Australian Right to Work
- Car Registration
- Comprehensive Insurance
- Cover Letter
- Driver's Licence
- Fixed Term Termination Addendum
- International Police Check
- Photo ID
- Police Clearance
- Resume
- Signed Letter Of Offer
- Working with Children Check

**Platform**

- Disability Serv
- Terms and Co
- CPSN Work He
- CPSN Bullying
- CPSN Diversity

## Submitting Shifts

If you do not have a pre-filled roster on the FoundU system, you will need to submit your shifts for approval. Shifts must be submitted as soon as the shift is completed and before the cut-off for fortnightly payroll (10 am Monday of pay week).

You will need to submit shifts via the FoundU website <https://cpsn.foundu.com.au/> or the FoundU app.

1. On home screen, click 'Times', then 'Add to Week'

The following screen will appear:

### Fill out the details of your shift:

1. Start Time and End Time - ensure the AM or PM is accurate.

*(Breaks are usually paid, so please do not enter a time here unless you had an unpaid break and you left the shift and returned after).*

2. Roster is the participant you worked the shift with.
3. Position is the type of shift.
4. Create and Submit

NB: You can't add shifts ahead of time.

## Adding Kilometer Allowance

If you need to use your vehicle for work purposes during your shift, you can claim a kilometre allowance. You need to **check this with your CLC before claiming** for the first time.

1. Click on Allowances
2. From the dropdown box select KM Allowance Taxable, entering total number of Kms done in shift into Qty box.
3. Click Save & Create Shift
4. Shift has now been submitted for approval as well as your KMs.

The screenshot shows the 'Create Shift' form. On the left, the 'Shift Details' section includes a date picker set to 20/06/2022, start and end time fields (9:00 am to 2:00 pm), a 'No Hours Worked' toggle, and break fields. The 'Roster' and 'Position' dropdowns are set to 'NDIS - Standard Shift'. At the bottom are 'Save & Create Shift' and 'Cancel & Exit' buttons. On the right, the 'Allowances' section is expanded, showing a dropdown for 'KM Allowance Tax Free // KM Allowance - 02\_051\_010...' and a quantity input set to 25. An 'Add Allowance' button is visible below the input.

## Sleepovers

If you are doing a sleepover shift, please ensure there is a **4-hour shift either before or after the Sleepover** shift. Select the correct Sleepover Allowance. Please check with your CLC if you are not sure. These will be changed if they are entered incorrectly.

## Broken Shifts

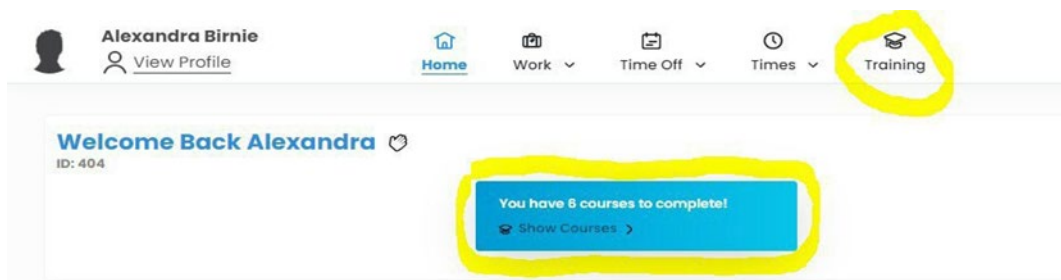
Please avoid creating Broken Shifts (2 or more shifts within 24 hours). Do not submit a training shift on a day that you have a regular shift unless it is immediately before or after the shift.

## Training

You will be assigned online Induction training courses which are accessible through your FoundU profile. It is a condition of your employment that you complete allocated training in the time specified.

## Accessing Training

You will receive an email notifying you when you have a training course/s to complete. To access this login to your FoundU profile and either click on the training icon or the course notification notice in the top bar.



If you are having issues accessing training, we have a Training Troubleshooting Guide which you received with your Induction email.

Please contact [humanresources@cpsn.org.au](mailto:humanresources@cpsn.org.au) if you require further assistance.

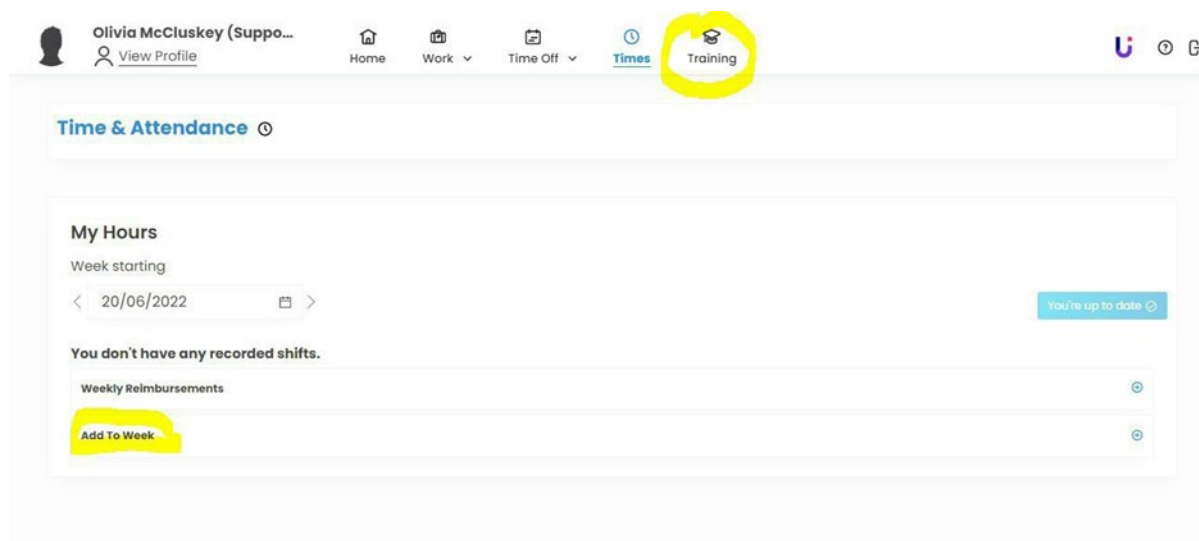
## Duration of Training Courses

You will be paid at your standard Monday to Friday day rate to complete all online training that is assigned by CPSN. To comply with SCHADS Award rules, all submitted training shifts must be 2 hours or more.

## Submitting Training Shifts

You need to submit a training shift to ensure you are paid. Shifts must be submitted before the cut-off for fortnightly payroll (10 am Monday of pay week).

On home screen, click 'Times', then 'Add to Week'



Submit your online training shift on a day that you have not worked a support shift. The shift time must be between the hours of 8am and 6pm, minimum 2-hour shift.

Add the date and time of your shift, then select CPSN Head Office as Roster, and CPSN Training as Position.

Make sure you add a comment when you submit the training shift telling us what courses you have completed i.e., *Welcome to CPSN and Manual Handling etc.*

Once you have filled out all these details click Save & Create Shift.

Each training course duration is pre-set and is visible on the Course Summary information. You will be paid for that duration regardless of how long the course takes you to complete. If you are unsure, please contact the human resources team.

### Create Shift

Select Date  
20/06/2022

Start Time  
9:00 am

No Hours Worked ☐

Break Starts At

Roster  
CHO // CPSN Head Office

Position  
CPSN Training

Save & Create Shift

End Time  
10:30 am

Break Length  
0m

Break Ends At

Clear

Cancel & Exit

#### Comments

New Comment  
Manual Handling  
Add Comment

Leave

Allowances

Documents

Please note: Training must be completed between the hours of 6am and 8pm Monday to Friday (excluding public holidays), on a day that you have not completed a support shift.  
Training shifts are approved by HR.

## Shared Outcomes

The purpose of Shared Outcomes is to collaborate to achieve quality outcomes for clients and support workers.

### **Who uses Shared Outcomes?**

You are required to engage in the program and work with your client(s) and Client Liaison Coordinator (CLC) to embrace it and personalise it with your client. Clients will have choice and control over the depth of their adaptation of the Shared Outcomes Cards.

Shared Outcomes capabilities are based on the NDIS Workforce Capability Framework and CPSN's core principles, values and policies/procedures. These set the minimum requirements for capability and behaviour of Support Workers.

CLCs will work collaboratively with you and their clients to adapt the Cards to clients' individual needs and preferences including level of involvement in the process.

### **What is Shared Outcomes?**

Shared Outcomes was developed in response to feedback from our Support Workers and clients about how performance and feedback is managed and how we all work together to achieve quality outcomes.

It has been developed with a focus on ensuring we maintain the fantastic working relationships you have with your client(s) and building this in a consistent way.

The emphasis is on ensuring we all have a consistent approach to developing and maintaining positive, supportive, and productive working relationships. This also ensures CPSN meets and upholds provider obligations for clients and employer obligations for workers.

Shared Outcomes couples worker performance achievement and development with client needs and goals. We use Shared Outcomes Cards to set a benchmark for worker capability, which can then be adapted to each individual client.

### **How is Shared Outcomes part of Performance and Development?**

Shared Outcomes is a meaningful way to manage work performance and development. It will be an opportunity to recognise excellent performance as well as identify gaps and training needs.

Our clients have told us that they want to better be able to recognise and reward their great support workers, and Shared Outcomes helps to achieve this.

### **When will I have a Shared Outcome Review?**

You will have an annual Shared Outcomes Review with your CLC which will review your performance



for the year.

It will be booked in your roster at a mutually agreed time, and you will be expected to attend. Failure to attend without notice will be treated as a performance management issue.

If you want to know more about it, please contact your CLC.

## Salary Packaging

CPSN offers all staff salary packaging through GO Salary. Salary Packaging is a benefit CPSN can offer as a non-profit organisation and allows you to save tax on your wages (up to \$15,900 tax-free each year).

We recommend that you watch this video introducing salary packaging: <https://www.gosalary.com.au/salary-packaging-video/>

CPSN pays this tax-free money each pay-run to GO Salary, who then process this to you. You receive the tax-free component of your wage the business day following CPSN payroll.

To join GO Salary and start your salary packaging please click on the following link which will take you to the “New members - Join now” page on the GO Salary website. Fill out your details and submit. <https://www.gosalary.com.au/new-members-join-now/>

For further assistance or information please refer to GO Salary’s [How To Start Factsheet](#) or contact their Customer Service team on 03 9955 7380.

## Contact Information

If you have any questions or would like more information, please contact our Human Resources Team or your Client Liaison Coordinator.

Name	Position	Email address	Contact number
Human Resources		humanresources@cpsn.org.au	03 9478 1001
Olivia McCluskey	Service Delivery Manager	olivia.mccluskey@cpsn.org.au	0434 779 879
Sharon Marendaz	Client Liaison Coordinator	<a href="mailto:sharon.marendaz@cpsn.org.au">sharon.marendaz@cpsn.org.au</a>	0434 779 880
Sheree Greenwood	Independent Living Coordinator	<a href="mailto:sheree.greenwood@cpsn.org.au">sheree.greenwood@cpsn.org.au</a>	0466 081 451
Esther Easterbrook	Client Liaison Coordinator	<a href="mailto:esther.easterbrook@cpsn.org.au">esther.easterbrook@cpsn.org.au</a>	0466 081 799
Elizabeth Ridsdale	Customer Service Co-ordinator	<a href="mailto:elizabeth.ridsdale@cpsn.org.au">elizabeth.ridsdale@cpsn.org.au</a>	0466 081 626