

# 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

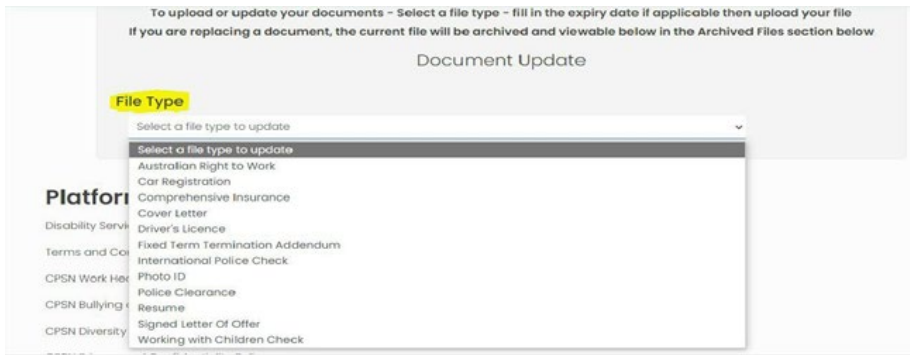
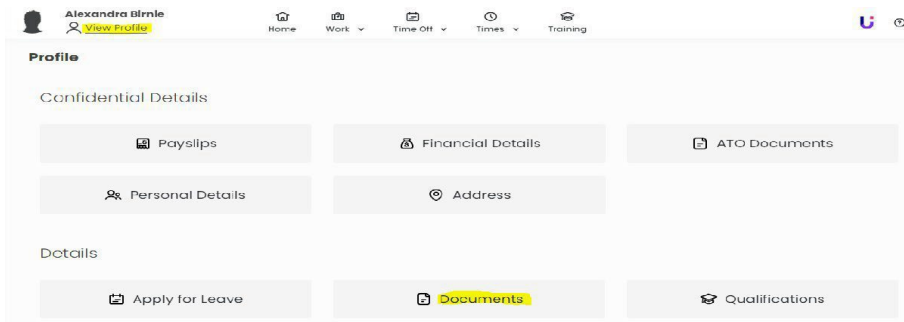
Compulsory documents are stored in FoundU. CPSN requires the following compulsory documents as a condition of your employment:

1. NDIS Worker Screening Check
2. NDIS Worker Orientation Module
3. Working with Children Check (if your Participant is under 18, 5 yearly expiration)
4. First 3. 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.



## Submitting Shifts – Training shifts & Support 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). Submit your shifts via the FoundU website <https://cpsn.foundu.com.au/> or the FoundU app.

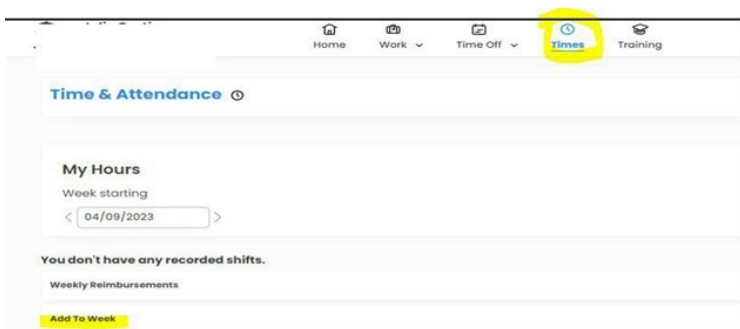
### Submit a training shift – for online or other non-support shifts

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. Submit your online training shift on a day that you have not worked a support shift.

**The training shift timeframe must be between the hours of 8am and 6pm and a minimum 2-hour 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.

1. Select 'Times'
2. Select 'Add to Week'



3. Date = a day that you have not provided support to your client/s

4. Roster = CPSN Head Office
5. Position = CPSN Training
6. Add start time and end time = minimum 2 hours
7. Add comment = course/s completed
8. Submit shift

**Add comment** ✓

Comment

Welcome to CPSN

✖

Add a shift comment

**Submit shift** ✖

Date  
19 May 2026

Roster  
CHO // CPSN Head Office

Position  
CPSN Training

Include shift hours 0h 00m

Start Time  
12:00 pm

End Time  
1:00 pm

Breaks

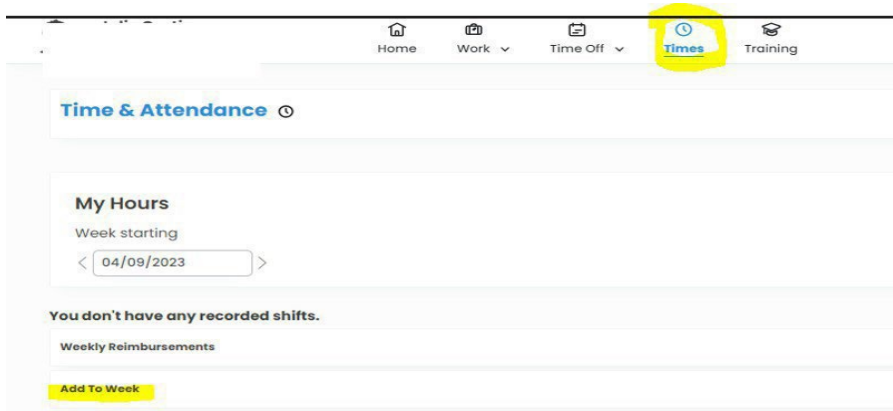
Leave

Allowance

Comments

### Submit a support shift

1. Select 'Times'
2. Select 'Add to Week'



The following screen will appear:

**Submit shift** ✖

Date  
19 May 2026

Roster  
Select roster

Position  
Select position

Include shift hours 00h 00m

Start Time  
⌚

End Time  
⌚

Breaks

Leave

Allowance

Comments

Documents

### 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 have an unpaid break and you left the shift and returned after).*

2. Roster = participant you worked the shift with
3. Position = type of shift
4. 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 kilometer 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. The 'Allowances' section is highlighted in yellow. It includes a dropdown menu for 'New Allowance' with the selected option 'KM Allowance Tax Free // KM Allowance - 02\_051\_010...'. Below this is a quantity input field with the value '25' and an 'Add Allowance' button. The form also includes fields for 'Select Date' (20/06/2022), 'Start Time' (9:00 am), 'End Time' (2:00 pm), 'No Hours Worked' (toggle), 'Break Starts At', 'Break Length' (0m), 'Break Ends At', 'Roster', and 'Position' (NDIS - Standard Shift). At the bottom, there are 'Save & Create Shift' and 'Cancel & Exit' buttons.

## 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

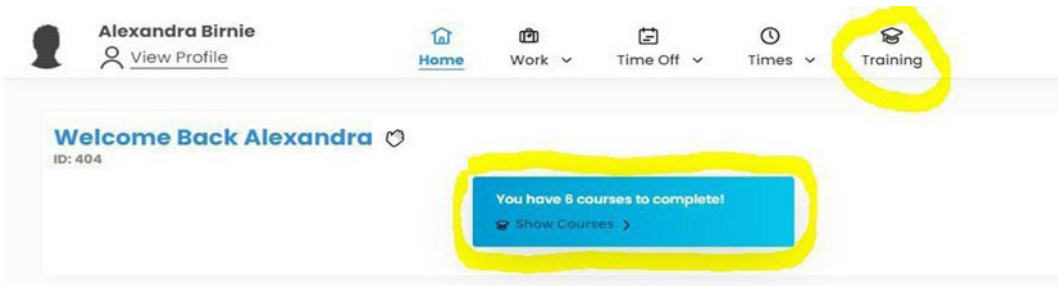
Please avoid creating Broken Shifts (2 or more shifts within 24 hours). Do not do submit a training shift on a day that you have a regular shift unless it is immediately before or after the shift.

## 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.

## Check Ins - Significant Anniversary Milestones

The purpose of periodic check-ins is to collaborate to achieve quality outcomes you and our clients. You will have regular check-ins with your manager/CLC every 3, 6 to 12 months. Check Ins are a meaningful way to discuss your work performance and development needs.

Your check-in 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 via [humanresources@cpsn.org.au](mailto:humanresources@cpsn.org.au) / 1300 277 600, or your Manager / Client Liaison Coordinator