

COUNCIL POLICY – Community Care

Mandatory Training Policy



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POLICY TITLE:	Mandatory Training Policy
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REVISION NUMBER:	1
TRIM REFERENCE:	SF14/411 - R26/3863
RESOLUTION NUMBER:	4555
POLICY TYPE:	Strategic
APPROVING OFFICER:	Council Adoption
DATE OF ADOPTION:	31 August 2026
TIME PERIOD OF REVIEW:	3 Years
DATE OF NEXT REVIEW:	31 August 2029
RESPONSIBLE DEPARTMENT:	Community Care

1. OBJECTIVE

Flinders Shire Council (FSC) is committed to ensuring that all Community Care workers have the knowledge, skills and practical competence required to provide safe, respectful, and high-quality aged care services.

This policy establishes the minimum mandatory training requirements for workers, the timeframes for completing training, the evidence that must be maintained and the action to be taken when training is overdue, or competence has not been demonstrated.

This policy supports compliance with the Aged Care Act 2024, the Aged Care Code of Conduct, work health and safety obligations and the strengthened Aged Care Quality Standards, particularly:

Standard 2: The organisation – Expectation statement for older people

The organisation is well run. I can contribute to improvements to funded aged care services. My provider and aged care workers listen and respond to my feedback and concerns. I receive funded aged care services from aged care workers who are knowledgeable, competent, capable and caring.

Outcome 2.9 Human resource management

The provider must deliver funded aged care services to individuals by aged care workers who are skilled and competent in their roles, hold relevant qualifications for their roles and have expertise and experience relevant to delivering quality funded aged care services. The provider must provide aged care workers with training and supervision to enable them to effectively perform their roles.

2. SCOPE

- All Community Care employees, including permanent, temporary, and casual employees.
- Volunteers, students, contractors, and workers engaged through Associated Providers where their role involves contact with clients or delivery of aged care services.
- Managers and supervisors responsible for allocating work, supervising workers or maintaining training records.
- Council and Responsible Persons, where governance training or oversight responsibilities apply.

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3. DEFINITIONS

Aged care worker	A person employed, engaged, or volunteering to provide funded aged care services on behalf of FSC, including contractors and workers of Associated Providers where applicable.
Competency	The demonstrated ability to apply knowledge and skills safely and consistently in the workplace.
Mandatory training	Training that FSC requires a worker to complete because of legislation, regulation, the worker's role, identified risks, contractual requirements, or Council policy.
Refresher training	Training completed at set intervals, or earlier when required, to maintain current knowledge and competence.
SIRS:	The Serious Incident Response Scheme applying to reportable incidents in aged care.
Training register	The approved record of each worker's required training, completion date, expiry date, evidence, and competency status
Workforce	Employees, volunteers, contractors, students, Associated Provider workers and any other person engaged to deliver services on behalf of FSC.

4. ROLES AND RESPONSIBILITIES

CEO	• Ensure adequate resources and governance oversight are provided for workforce training and competence. • Monitor material workforce training risks and significant non-compliance.
Director Community Services and Wellbeing	• Implement this policy and ensure mandatory training requirements are included in workforce planning and budgets. • Approve training providers and delivery methods that are appropriate to the role and identified risks.
Community Care Team Leader	• Ensure workers are not allocated duties for which they are not trained, authorised or competent. • Review training compliance at least quarterly and address overdue training or systemic gaps. • Identify training requirements during induction, supervision, performance review and after incidents or changes in duties. • Arrange training and practical competency assessment within required timeframes. • Escalate overdue training and apply work restrictions where necessary.
Administration Officer	• Ensure contractors and Associated Providers provide evidence that relevant workers meet FSC requirements.
Staff	• Complete required training and competency assessments within the specified timeframe. • Apply training in practice and follow FSC policies, procedures and safe work instructions. • Advise their supervisor if they do not understand a requirement, do not feel competent or need additional support. • Maintain any licence, qualification or certificate required for their role.

5. POLICY

1. FSC will maintain a planned, risk-based mandatory training program. Training requirements will reflect the worker's role, the services provided, client needs, work health and safety risks, incidents, audit findings and changes to legislation or practice guidance.
2. A worker must complete induction training before working without direct supervision.
3. The following topics will form the Mandatory training requirements that all workers must complete:
 - Manual handling
 - Fire safety in the home
 - Infection control
 - Aged Care Code of Conduct
 - CPR and First Aid
 - Incident management / SIRS
 - Client handling / falls prevention
4. Mandatory training will be scheduled into the annual training calendar.
5. All mandatory training will be delivered as an in-service and recorded in the training register.
6. Attendance sheets will be completed for all training delivered.
7. Compliance with mandatory training will be reviewed as part of the annual performance review.

6. COUNCIL EXCEPTIONS

This policy applies to Community Care services within the Community Services and Wellbeing directorate. Corporate training requirements continue to apply in addition to this policy.

An exception to a required completion date may only be approved by the Community Care Manager where there is a documented reason, risk assessment, interim control, and revised completion date. An exception cannot authorise a worker to perform a task where a current qualification, certificate or demonstrated competency is legally or operationally required.

7. IMPLEMENTATION

1. The Community Care Team Leader reviews when mandatory training is due.
2. The Community Care Team Leader will contact the agreed training provider and arrange training.
3. The Support Officer will roster staff to ensure that all staff can attend training.
4. All employees will attend the training and then sign an attendance record.
5. The Attendance Record will be provided to the Community Care Team Leader who will update the Training Register.
6. If certificates of attendance are given to participants copies of these should also be provided to the Community Care Manager to file in the staff members Personnel File.
7. At the end of each month data from the training register is used to provide compliance reports.

Training Register

The training register must record, at a minimum:

- Worker name and role.
- Training requirement and applicability.
- Date completed and expiry or renewal date.
- Training provider and delivery method.
- Certificate or evidence location.
- Competency outcome and assessor, where applicable.
- Approved exception, work restriction or follow-up action.

8. RELATED LEGISLATION

- Aged Care Act 2024
- Aged Care Rules 2025
- Work Health and Safety Act 2011 (Queensland)
- Work Health and Safety Regulation 2011 (Queensland)
- Fire and Emergency Services Act 1990 (Queensland)
- Human Rights Act 2019 (Queensland)
- Public Records Act 2023 (Queensland)

9. RELATED DOCUMENTS

- Aged Care Code of Conduct
- Strengthened Aged Care Quality Standards
- Community Care Incident Management and SIRS Policy and Procedure
- Community Care Infection Prevention and Control Policy
- Work Health and Safety policies and safe work procedures
- Emergency and Disaster Management Plan
- Falls Prevention and Manual Handling procedures
- Position descriptions and role-based training matrix
- Associated Provider agreements and contractor requirements

10. ATTACHMENTS

Mandatory Training Matrix – maintained as a controlled operational document.

11. REVIEW TRIGGER

This policy will be reviewed every three years, or earlier where there is a significant change to legislation, the Strengthened Aged Care Quality Standards, service scope, workforce risk, training requirements, an incident trend or an audit finding.

12. PRIVACY PROVISION

Council respects and protects workers' and clients' privacy. Training records and personal information will be collected, stored, used, and disclosed only for lawful workforce, safety, compliance and service delivery purposes.

13. APPROVAL

Adopted at the August 2026 Council Meeting - Resolution Number 4555

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MANDATORY TRAINING MATRIX

Training topic	Who must complete it	Minimum timing / refresher	Evidence required
Manual Handling: Assisting Clients Safely	Workers who assist clients with mobility, transfers, repositioning or equipment	Before unsupervised duties and annually; earlier after an incident, change in equipment or identified gap	Certificate and practical competency assessment
Fire Safety in the Home	All workers who enter client homes or provide community-based services	At induction and annually	Completion record or certificate
Infection Control and Hand Hygiene	All workers, volunteers and relevant contractors	Before client contact and annually; additional outbreak or task-specific training as required	Completion record and, where relevant, observed competency
Aged Care Code of Conduct	All aged care workers, volunteers, contractors and Associated Provider workers	At induction and annually, and when the Code or related requirements change	Completion record and worker acknowledgement
CPR and First Aid	Workers identified in the roster, risk assessment or position requirements as designated first aiders; other direct care workers where required by FSC	CPR annually; first aid at least every 3 years or earlier if required by the certificate, training provider or role	Current nationally recognised certificate
Incident Management, including SIRS	All workers who may witness, receive, record, respond to or escalate an incident	At induction and annually; additional training after process changes, reportable incidents or identified gaps	Completion record and scenario or knowledge assessment
Client Handling and Falls Risk Prevention	Workers who assist clients with mobility, transfers, personal care, transport or falls prevention strategies	Before unsupervised duties and annually; earlier following a fall, change in client needs or competency concern	Completion record and practical competency assessment