



# Employee Resource Hub

A comprehensive guide to help get you started!



# Resource Hub Overview



## PART 1 Training & Development



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# Introduction

We're here to support you as much as you support our participants. This resource is designed to provide you with all the resources, tools, and information you need to succeed in your role.

## A message from our Founders

*"Thank you for your interest in beginning your journey at LikeKIN.*

*At LikeKIN, our mission is to empower individuals and create meaningful connections through exceptional care. Support workers like you are at the heart of what we do, making a real difference in the lives of our participants every day.*

*We're excited about the possibility of you bringing your unique skills, passion, and energy to our team. Together, we can achieve incredible things for the people we support.*

*Thank you for taking the first step in what we hope will be a rewarding journey with us."*

*- Kris and Linda*



# Training and Development

At LikeKIN, we invest in your growth because your skills and knowledge make all the difference. Here's how we support your professional development:



## Onboarding Programs

Comprehensive sessions designed to equip you with everything you need to feel confident in your role from day one.



## Ongoing Training

From online modules to interactive workshops, we keep you updated on industry best practices and company processes.

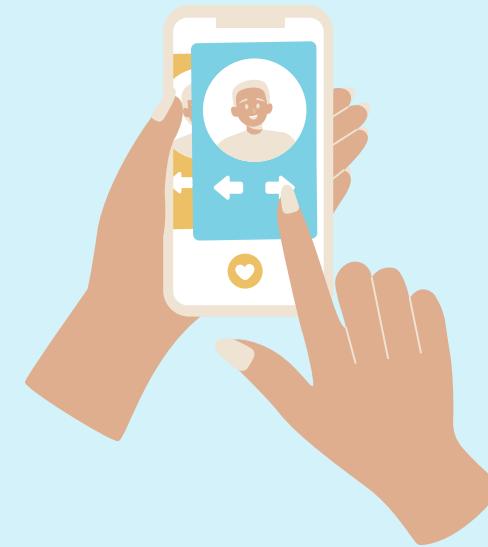


## Development Opportunities

Build expertise in areas like effective communication, handling challenging situations, and cultural awareness to enhance your service delivery.

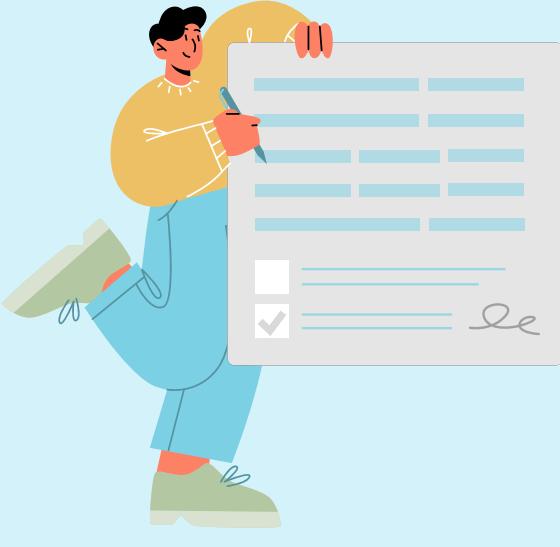
# Tools and Resources

We provide practical tools to make your day-to-day easier.



## Powerful Rostering System

Access your work schedule, shift updates, and availability through our convenient rostering app.



## Incident Reports and Forms

Ensure timely reporting of incidents using our easy-to-navigate app and fill our forms using our comprehensive digital forms.



## Communication Channels

Stay connected with your team through our calling or texting our wonderful Rostering team and dedicated After-Hours Support Line.

# Recognition and Rewards

At LikeKIN, we celebrate the incredible work you do:

- **Monthly Recognition Programs:** Shout-outs and awards to acknowledge outstanding performance.
- **Team Celebrations:** Social events and milestones that bring us together to share success.
- **Opportunities for Growth:** Explore pathways for promotion or specialisation within LikeKIN to advance your career.

We believe that recognising your efforts strengthens the bonds of our team and motivates everyone to excel.

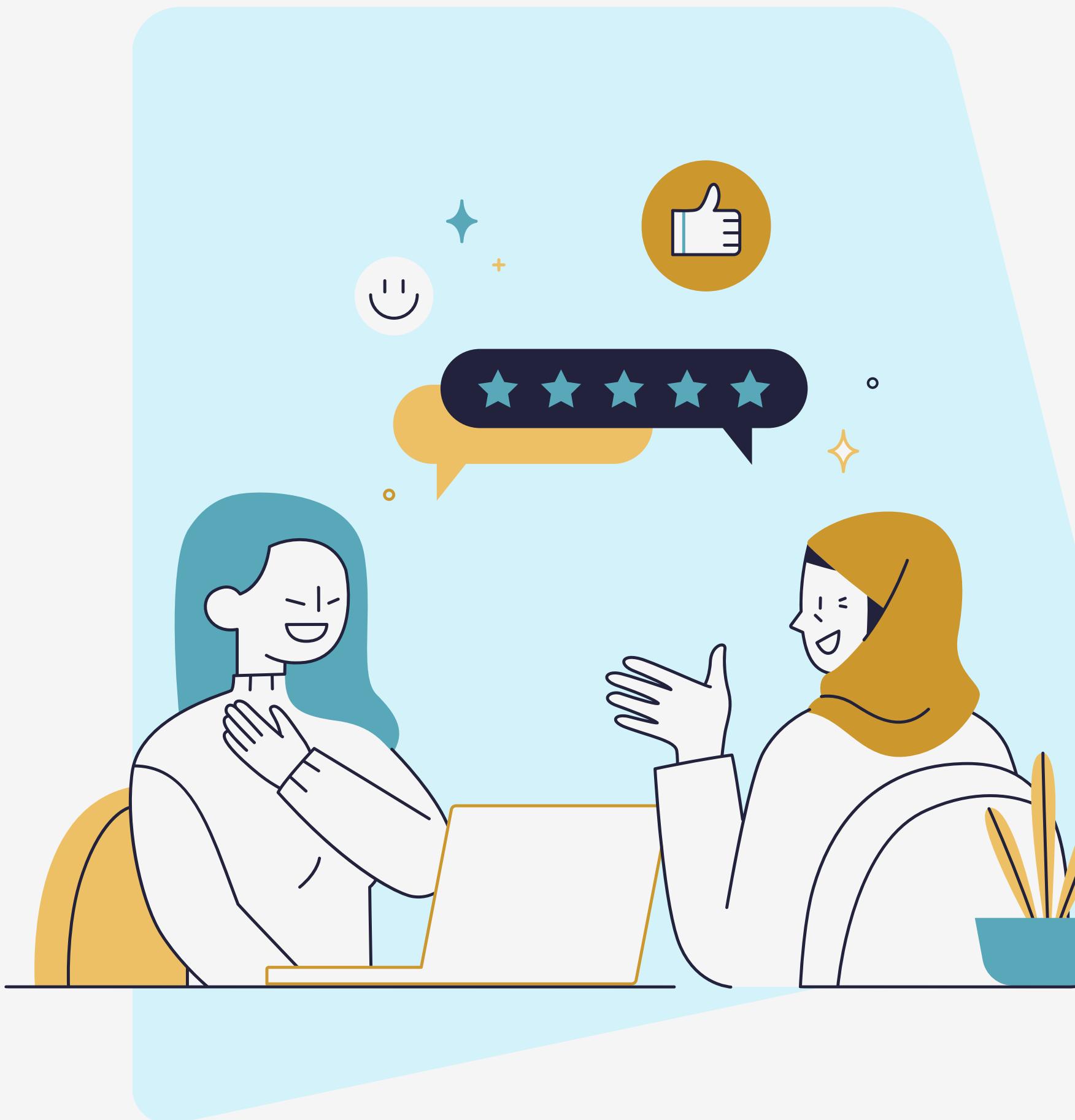


# Support and Feedback

Open communication is key to our success, and we're here to support you every step of the way.

- **Supervisor Support:** Regular check-ins from our team to discuss your schedule, feedback and address any challenges you're facing.
- **Feedback Channels:** Have any ideas or concerns, Use our feedback form or speak directly to your manager - we value your input!

**Feedback, Compliments and Complaints Form**



# Quick Contacts

We're always here to help. Use the contacts below to reach the right team for your needs.

## Call/SMS

Main Enquiries Line (Calls Only)	1300 800 580
Rostering (Calls & SMS)	0489 085 623
After-Hours (Calls & SMS)	0483 968 273

## Operating Hours

Office Hours	Monday to Friday 8:30am to 5pm
After-Hours	Monday to Friday 5pm to 9:30pm

## Email

General Enquiries: all main enquiries	hello@likekin.com.au
Rostering: for scheduling changes and incidents.	rostering@likekin.com.au
Careers: for employment-related and training queries	careers@likekin.com.au
Payroll: for timesheet and payroll-related queries	payroll@likekin.com.au

# Policies and Procedures

At LikeKIN, we believe in clear communication and a well-structured work environment to support your success. Familiarise yourself with key workplace policies and procedures. Click on the relevant policies/procedures below to be redirected.

Policy/Procedure/Forms	
<i>Conflict of Interest Policy</i>	<i>Complaints, Compliments and Feedback Form</i>
<i>Cultural Competency Policy</i>	<i>Privacy Policy</i>
<i>Incident Management Policy</i>	<i>Risk Management Policy</i>
<i>NDIS Code of Conduct Policy</i>	<i>Service Delivery Policy</i>
<i>Participant Consent Policy</i>	<i>Work, Health and Safety Policy</i>
<i>Participant Safeguarding Policy</i>	<i>Workers Screening and Recruitment Policy</i>



# We can't wait to see you grow!

For any questions about joining the team, please reach out to

[careers@likekin.com.au](mailto:careers@likekin.com.au)

1300 800 580

Want to apply to be a support worker?

Apply Now!

Employee Resources



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