

Speaking notes

Mandatory training for employees we support

We are excited to announce the rollout of a new mandatory training program for employees we support at your site. Here are some key points to keep you informed about the upcoming changes.

Mandatory training for employees we support: Updated materials to use

- We have refreshed the mandatory training materials for employees we support to ensure consistency, compliance, and improved learning outcomes.
- This update includes training modules in Easy Read format for enhanced accessibility and understanding. List of resources are available on [Engage](#).

Phase one: Train the trainer information sessions (all Work sites)

- Our Learning & Development Team, in collaboration with Business Excellence and Workplace Health and Safety (WHS) teams, will conduct 'train the trainer' sessions at all Work sites.
- These sessions will empower Operation Managers, Site Managers and select trainers to effectively deliver the training with consistency across the organisation.
- Both morning and afternoon training sessions have been arranged across all sites running from 9am – 1pm and 11:30pm – 3:30pm with various face to face or virtual options.
- If necessary, employees can attend virtually at another location.
- A suite of facilitator guides has been developed to support sites throughout the training. These are available on [Engage](#).
 - Go to 'training modules – overview' and you will find the facilitator guides within each module.
- If anyone is not available to attend a train the trainer session, a catch-up session will be arranged, and recorded.
- Attending these training sessions is compulsory.

Frequently Asked Questions (FAQs)

- Please encourage staff to read through the [FAQ](#) document for any queries.

Timeframes

- The 'train the trainer' phase of the project will run from May – July 2024
- Once staff have completed the train the trainer sessions, they can start delivering the updated training modules in line with their usual training schedules.

Support available

The below teams can provide support:

- **ICT** have been briefed on these changes and are available to support work sites with any technical difficulties they may be having with the training. If you need assistance, please:
 - Call the IT Helpdesk on 1300 742 212
 - Log a ticket at the [#TeamPossible Support Hub](#)

- **Learning & Development** are responsible for the design and implementation of the new training modules, facilitator guides and information sheets. If you have any questions, concerns or would like to provide feedback, please contact them via learning@endeavour.com.au
- **Workplace Health and Safety (WHS)** teams have consulted in the development of the training modules and facilitator guides and are across this project. If you have any safety related questions or concerns, you can reach out to your dedicated WHS representative for Work, **Greg Mack**:
 - 0411 019 719
 - greg.mack@endeavour.com.au
- **Facilitator of train the trainer sessions**, Practice Education Advisor, Ray Anderson will be taking all sites through the training sessions. If you have any questions about the train the trainer sessions, please contact Ray on:
 - ray.anderson@endeavour.com.au
 - 0409 518 932.

Resources:

Links to new training modules:

- [Bullying and Harassment](#)
- [Violence, Abuse, Neglect and Exploitation \(VANE\)](#)
- [Hazardous substances](#)
- [Manual Handling](#)
- [Hazard and Hazard reporting](#)
- [Evacuation training](#)
- [Safety around vehicles](#)
- [Personal Protective Equipment](#)

Facilitator guides:

You will see the relevant facilitator guide within the module on Engage - link above.

Easy Reads:

- Easy Read: changes to your mandatory training

To action

- Support Employment Coaches to attend sessions.
- Familiarise yourself with available resources.
- Please bring any site-specific charts related to reporting issues such as a Grievance Flow Chart to reference in the Bullying and Harassment training.
- Please bring a sample SDS and an example list of possible toxins, corrosives and/or irritants used at your site to reference in the hazardous substances training.
- If you have new trainers joining your site between receiving this document, please email Business Improvement Specialist, Crystal Swalens at crystal.swalens@endeavour.com.au with a list of their names and email addresses.

We appreciate your cooperation and support during this transition. For further questions or feedback, please contact Learning & Development at learning@endeavour.com.au or refer to the provided support resources. Thank you for your attention to these important updates.