

About Carmel Brown

Carmel Brown is an award-winning entrepreneur, networker, connector, speaker, and the dynamic Director of The Proven Group, one of Australia's leading NDIS HR consultancies. With expertise spanning across human resources, recruitment, people and culture, safety, wellbeing, training, and workforce planning, Carmel is known for transforming workplaces into thriving, high-performing environments—her passion and superpower is People!



Buddy Shift and Onboarding Template

The Proven Group – NDIS Provider HR Book

Purpose

This template is designed to help you structure a new employee's first week, using buddy shifts & reflective check-ins to build skills, confidence, and alignment with your service values.

1. Buddy Shift Checklist

*(Sample items – customise for your organisation)
During each buddy shift, the buddy should:*

- Introduce the new staff member to team members & key clients.
- Demonstrate key daily tasks (e.g., documentation, handovers, participant preferences).
- Explain safety protocols, including incident reporting & escalation procedures.
- Observe the new staff member's communication style & provide gentle, constructive guidance.
- Debrief at the end of each shift to answer questions, provide support, and reinforce learning.

2. Sample 5–7 Day Onboarding Schedule

Use this schedule as an example guide to structure the first week of onboarding. Adjust depending on the experience of the new team member and the complexity of the role.

Day	Focus	Activities
Day 1	Welcome & Orientation	Complete paperwork, tour the site, introduce values & mission.
Day 2	Buddy Shift – Observe & Discuss	New staff observes tasks, reviews participant plans with buddy.
Day 3	Buddy Shift – Practice	New staff practices tasks under buddy supervision, meets more team members.
Day 4	Supported Shift	New staff leads tasks with buddy nearby for support; review documentation standards.
Day 5	Team Leader Check-In	Reflection discussion with team leader about values, expectations, & progress.
Day 6–7	Light Caseload & Ongoing Support	Continue supported shifts or begin light caseload; maintain regular buddy check-ins.

Buddy Shift and Onboarding Template

The Proven Group – NDIS Provider HR Book

3. New Employee Reflection Prompts

Tip: You can use these prompts during a formal check-in meeting or give them as a written reflection.

At the end of the first week, schedule a 1 on 1 meeting and invite the new hire to reflect using these questions:

- What made you feel most welcome this week?
- What questions do you still have?
- What support would help you feel more confident?
- Do you feel clear on our values and expectations?

4. Tip for Success

Structure creates safety

This template is designed to help you structure a new employee's first week, using buddy shifts & reflective check-ins to build skills, confidence, and alignment with your service values.

EVP - Focused Job Ad Template for NDIS Providers

Developed by The Proven Group – Helping You Attract People Who Belong

Use this template to create job ads that connect with the right candidates – those who align with your purpose, values, and participant outcomes.

This structure highlights your Employee Value Proposition (EVP) and makes it easy to attract people who genuinely want to be part of your team.

Job Title	Specify the job title for the position.
Location	e.g., "Ballarat & Central Highlands VIC".
Employment Type	e.g., Full-time, Part-time will be considered.
Industry	Specify the relevant industry or sector (e.g., "Administration & Office Managers").
Actual Salary Range	State the actual salary range offered for the position (e.g., "\$75K - \$85K").
Searchable Range	Enter a broader salary range for searchability purposes (e.g., "\$65K - \$95K").
Publish Range	Y/N (Decide if you want the range visible on job boards.)

Describe 3 key benefits or advantages of the role, such as work/life balance, competitive compensation, or team culture. This section highlights the unique aspects of the position to attract candidates. Use Seek drivers as a starting point.

Example:

- **Work/Life Balance.** Part-time and flexible work arrangements are open for discussion.
- **Competitive Compensation.** Ability to earn regionally competitive salary that reflects your skills and experience.
- **Supportive Team Culture:** Join a collaborative team where your creative problem-solving skills will be valued, and you'll help build meaningful client relationships.

The Opportunity

Provide a brief overview of your organisation and the general purpose of the position, highlighting what makes this opportunity unique. Mention any special qualities of the role or the industry. Describe the bigger purpose of the role, not just tasks. Focus on why the role exists and the difference it makes

Example:

As a Disability Support Coordinator, you will be the trusted connection point between participants, their families, and support services. You'll help participants navigate the NDIS system, connect with the right services, and build confidence in achieving their goals.

About us

Briefly introduce your organisation:

- Your mission and the impact you create for participants.
- A few words about your team culture, values, & what makes working with you meaningful.

Example:

At [Your Organisation], we believe that every person deserves the opportunity to live the life they choose. Our passionate team supports people with disabilities to achieve their goals and build independence, guided by values of respect, integrity, and empowerment.

The Role

Outline the main responsibilities of the role, focusing on day-to-day duties, key functions, and any specific areas of oversight. Be clear and concise, maximum 5 bullet points.

Example:

In this role, you will:

- Work alongside participants to implement their NDIS plans in ways that are meaningful to them.
- Connect participants with local services, supports, and community opportunities.
- Monitor progress and respond flexibly to changes in participants' goals or circumstances.
- Advocate for participants' rights and choice at every stage.
- Ensure compliance with NDIS guidelines and documentation requirements.

The Best Bits?

Highlight the 3-5 most appealing aspects of the role or the organisation—what makes this job special or exciting. This section might include unique perks, growth opportunities, special projects, or aspects of company culture.

Example:

- Flexible working hours and hybrid options to support your work/life balance.
 - A genuine focus on your professional development, with regular training and mentoring.
 - Work with a supportive team who values your ideas and individuality.
 - Be part of an organisation where participant outcomes – not paperwork – are the true measure of success.
-

About you

Describe ideal behaviours, motivations, and cultural fit. Focus on mindset, not just qualifications.

Example:

You'll thrive in this role if you:

- Are passionate about seeing people live empowered, self-directed lives.
 - Communicate with empathy, clarity, and respect.
 - Love working collaboratively but can also self-manage your caseload.
 - Stay calm and solutions-focused, even when challenges arise.
 - Are organised, flexible, and committed to continuous learning.
-

The Essentials

*List the preferred and essential qualifications, experience, and attributes ideal for the role. Mention any specific technical skills, experience levels, or interpersonal abilities desired.

Example:

- Previous experience in NDIS support coordination or similar community roles.
- Strong knowledge of the NDIS framework and principles of person-centred practice.
- Current Driver's Licence and access to a reliable vehicle.
- Current NDIS Worker Screening Check (or willingness to obtain).
- A relevant qualification in Community Services, Disability, Social Work or similar (desirable but not essential).

How to Apply

* Provide application instructions, what documents to include, and contact information. Consider Including an equal opportunity statement. Make it welcoming, simple, and encouraging.

Example:

- Ready to join a team where you'll make a real difference?
- Please submit your resume and a short cover letter telling us why this role excites you.
- Applications can be made online or sent directly to [contact@email.com.au].
- If you'd like to chat about the role before applying, contact [Hiring Manager] at [Phone Number].
- We encourage people from all backgrounds, abilities, and identities to apply.
- We're an equal opportunity employer, committed to building a team that represents the diversity of our community.

EVP Writing Tips:

- Keep it human – speak directly to the reader.
- Focus on why the role matters, not just what it does.
- Reflect your real team culture – authenticity attracts the right people.
- Show candidates how they'll belong, grow, and make a difference.

Values-Based Recruitment Checklist

Designed by The Proven Group

Designed by The Proven Group – helping you recruit for alignment, not just ability.

When you recruit based on values – not just skills – you build teams that stay, grow, and contribute to your culture. Use this checklist to embed your values throughout the recruitment, onboarding, and performance journey.

Before You Advertise

- Define 3–5 core organisational values and what they look like in action, include your team in their development
 - Include your values in job ads to attract aligned applicants
 - E.g., “If you believe respect starts with listening, and you're passionate about person-centred support – we want to hear from you.”
-

During Interviews

- Ask values-based, behavioural questions like:
 - “Can you share an example of when you witnessed someone being treated unfairly? What steps did you take, and what was the outcome?” (assesses respect and integrity)
 - “Tell me about a time you worked closely with others to achieve a common goal. What role did you play, and how did you ensure everyone contributed?” (assesses collaboration)
 - “Describe a situation where you stayed calm and supportive while working under pressure. What strategies did you use, and what was the result?” (assesses compassion and professionalism)
 - “Tell me about a time when you had to manage a situation where a participant or client became upset or raised their voice. How did you respond, and what was the outcome?” (assesses compassion, professionalism, and resilience)
 - “Can you give an example of when you noticed a colleague not following correct procedures? How did you approach the situation, and what was the result?” (assesses integrity, courage, and professionalism)
-

Onboarding for Cultural Fit

- Include a welcome video or story from leadership sharing the why behind your values
 - Set up a buddy system with a values ambassador on the team
 - Introduce real-world examples of your values in action (e.g., how you handle conflict, support, or recognition)
-

Performance Conversations

- Use values as part of reflection and feedback: “You showed great leadership when you...”
- Encourage staff to share how they've demonstrated values in their own practice
- Celebrate behaviour that aligns with values – not just output

Culture is built one employee at a time. When your recruitment process reflects your values, your workplace becomes a place people choose to stay.