

COMPETENCIES



SCOPE

This guideline applies to the provision of paid support services in the community. They are relevant Australia-wide or when a client is travelling overseas with their Australian team of support worker/s.

DISCLAIMER

This guideline is provided to help guide best practice in the disability, aged care and community support industry. This information does not in any way replace legislative, regulatory, or contractual requirements. Users of this document should seek appropriate expert advice in relation to their circumstances. ACIA does not accept any liability on the use of this guideline.

PURPOSE

This guideline is to assist:

- Providers understand their requirements for training of support workers, either by funding bodies or internal requirements.
- Providers navigate training requirements not to the exclusion of legislative requirements.

DESIRED OUTCOME

- To clarify training requirements of staff providing care and service delivery to clients.

BACKGROUND

- All Service Provider organisations are required to provide Orientation Programs addressing organisational policies and procedures, basic service delivery and the rights of a Client. This training has always been and remains the responsibility of the Service Provider. Support Workers providing supports to Clients are expected to have qualifications and skills in how to provide generic supports to program clients.
- Providers are encouraged to seek advice on industry best practice on training staff to complete clinical tasks. ACIA guidelines provide further assistance and support for providers who deliver clinical supports.

DEFINITIONS & SUPPORTING INFORMATION

Support Worker - A paid person who assists people to perform tasks of daily living so as to participate in social, family and community activities in the person's home and their community. Support Workers have been commonly known in the past as attendant care worker, disability worker, aged care worker, community worker, homecare worker, care worker or paid carer.

Service Provider - Organisation or person accountable for the delivery of supports to Clients.

Support Worker Competency - trained and assessed as competent by a Registered Nurse or a person deemed competent by the provider to safely and appropriately perform a specified task as a support worker.

Client means the service user, participant, user, care recipient, consumer or person receiving the nursing or support services.

GUIDELINE

Mandatory Training Requirements

Training of staff is to be undertaken consistent with organisational, funding and legislative requirements. Training goes beyond just education requirements, but further to the ongoing competency and capability of staff to work within their scope of responsibilities. This is typically under the supervision of an appropriate health professional and within a defined scope of practice.

Training requirements should be reviewed annually both against organisational needs and personal capability, which is often undertaken through regular training needs analysis and performance reviews.

Providers have a responsibility to document training records, scope of practice and evaluation of the level of education provided.

Training will be undertaken by an appropriately qualified person as deemed appropriate by the Provider.

Capability will be further explored by the Providers policies and procedures.

Training requirements include but are not exclusive too:

- Orientation and induction of workers to their role and scope of care and service provision;
- Manual handling and workplace safety;
- Infection control and waste management;
- Emergency management;
- Code of conduct and rights and responsibilities
- Reporting and escalation;
- Cultural safety;
- Complaints and feedback;
- Role specific requirements.

RESOURCE DOCUMENTS

- ACIS Standards
- NDIS Standards
- ACIA Guidelines 002 – Provision of Paid Support Services and Nursing in the Community
- ACIA Guidelines 002 – Communication between Providers and Allied Health Professionals
- ACIA Guidelines 040 – Role of Registered Nurse in the Community