

## NDIS Support worker learning and development self-assessment tool

This resource was developed with the aim of giving providers and their workers, a starting point to assess their knowledge and skills against the training requirements outlined by the NDIS Commission.

This document can be used as a self-assessment for workers to use as part of their induction, orientation or ongoing supervision. It highlights what the NDIS Practice Standards and Code of Conduct say about training and development of workers and provides links to supporting resources which are freely available online through the NDIS Commission, Federal and State Government, NDS and other peak bodies.

**It should be used in conjunction with other training appropriate to the scope and complexity of the supports being provided and adapted to suit each providers own internal systems and processes.**

When developing a training program, consideration should be given to:

- What will be required **in addition to this resource** to meet the NDIS Commission requirements?
- What are the individual needs and risks of the supported individuals and what training is required?
- How will you test the program to ensure that it meets the training needs of your workers? For example, you could run a pilot with a small group of staff and get feedback.
- How will training be evidenced?
- How will you ensure your workers are competent to deliver supports?

# Contents

What the NDIS Commission says about Worker Obligations and Training Requirements.....	3
NDIS Code of Conduct.....	3
Reportable Incidents .....	3
Raising Complaints and Concerns .....	3
NDIS Practice Standards and Quality Indicators (Practice Standards).....	4
Human Resource Management Practice Standard Outcome .....	4
Training and development self-assessment and action plan.....	5
Compliance Area Outlined in the Practice Standards .....	5
Human Resources Management – Orientation and Induction.....	5
NDIS Code of Conduct .....	6
Mealtime Management .....	7
Safe Environment.....	8
Feedback and Complaints Management .....	9
Incident Management .....	10
Emergency and Disaster Management.....	11
Provision of Support Environment / Safe Environment .....	11
Person Centred Supports .....	13
Violence, Abuse, Neglect, Exploitation and Discrimination .....	14
Independence and Informed Choice .....	15
Responsive Support Planning .....	16
Information Management.....	17
Management of Medication .....	18
Waste Management .....	18
Support planning .....	19

## What the NDIS Commission says about Worker Obligations and Training Requirements

### NDIS Code of Conduct

The NDIS Code of Conduct promotes safe and ethical service delivery by setting out expectations for the conduct of both NDIS providers and workers. It applies to all providers of supports, registered and unregistered. Information on the Code of Conduct can be found here - [NDIS Code of Conduct](#). It is mandatory for workers to be trained in their Code of Conduct obligations.

### Reportable Incidents

Under the [NDIS Code of Conduct](#), all NDIS providers and workers are required to provide supports and services in a safe and competent manner with care and skill, and to take all reasonable steps to prevent all forms of violence against, exploitation, neglect and abuse of, people with disability. Workers are therefore provided information on how to respond to and report incidents appropriately. Registered NDIS providers are also required to:

- have an incident management system to record and manage incidents that occur while providing supports or services to people with disability.
- [notify the NDIS Commission of 'reportable incidents'](#).

### Raising Complaints and Concerns

Any individual, including support workers, can raise a complaint or concern directly to the NDIS Commission, about the quality or safety of services provided to an NDIS participant. Workers are therefore provided information on how to respond to and report complaints. If a worker has a complaint or concern about the way an NDIS provider treats its workers, the [Fair Work Commission](#) can be contacted.

## NDIS Practice Standards and Quality Indicators (Practice Standards)

### Human Resource Management Practice Standard Outcome

**“Each participant’s support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support”.**

In addition to this outcome, expectations of training and development of support staff appear throughout the Practice Standards.

The below table refers to the Practice Standards Core Modules (Rights and Responsibilities, Governance and Operational Management, Provision of Supports, Support Provision Environment). The table highlights indicators where the Practice Standards either explicitly state training is required for support workers or identify a need for support workers to have an understanding and/or awareness. For example, “each participant’s legal and human rights are understood and incorporated into everyday practice.”

Alongside each indicator, some available resources and training have been identified. This is **not** an exclusive list of the training required by support workers and these trainings do **not** in isolation meet the NDIS Commission requirements. This training does **not** replace the specific training employers will provide to new workers to perform their duties, and training on their organisation’s specific policies and procedures.

Training is required to be specific to the supports being provided by the organisation (scope) and the complexity of the supports being provided.

### Instructions

- Review the compliance area together with your workers
- Ask them to assess their confidence level against each compliance area outlined
- Make a plan to improve. This could include:
  - **Reading internal policies and guidelines**
  - **Completing the organisation’s internal training in this area**
  - **Using the additional resources provided to increase learning**
  - **Other options – such as sourcing specialist resources or training to meet the need**

## Training and development self-assessment and action plan

<b>Name</b>				<b>Date started</b>			
<b>Managers Name</b>				<b>Date completed</b>			
<b>Compliance Area Outlined in the Practice Standards</b>		<b>Self-Assessment</b>	<b>Plan to improve knowledge and skills</b>	<b>Some additional resources which may assist</b>	<b>Who / when</b>	<b>Sign off</b>	
<b>Human Resources Management – Orientation and Induction</b> - An orientation and induction process is in place that is completed by workers including completion of the mandatory NDIS worker orientation program.		<input type="checkbox"/> Very confident <input type="checkbox"/> Mostly confident <input type="checkbox"/> Unsure <input type="checkbox"/> Not confident	<input type="checkbox"/> <b>Internal guidelines</b> State: _____ <input type="checkbox"/> <b>Internal training</b> State: _____ <input type="checkbox"/> <b>Complete additional resources</b> Tick in the next column <input type="checkbox"/> <b>Other</b> State: _____	<input type="checkbox"/> <a href="#">NDIS Commission e-learning modules</a> are a series of eight online modules that provide new workers with specific information they need to start working in the disability sector including: <ul style="list-style-type: none"> <li>• Disability awareness</li> <li>• Privacy and confidentiality</li> <li>• Safe workplace</li> <li>• NDIS Code of Conduct and Dignity of risk</li> <li>• Incident management</li> <li>• Know the person</li> <li>• Risk identification and management</li> <li>• Managing challenging situations</li> </ul>		<input type="checkbox"/> Completed <input type="checkbox"/> Partially <input type="checkbox"/> Incomplete	



<p><b>NDIS Code of Conduct</b></p> <p>- The NDIS Code of Conduct promotes safe and ethical service delivery, by setting out expectations for safe and ethical services and supports for both NDIS providers and workers. It outlines the obligations of workers and providers and applies to all workers, registered and unregistered.</p>	<p><input type="checkbox"/> Very confident</p> <p><input type="checkbox"/> Mostly confident</p> <p><input type="checkbox"/> Unsure</p> <p><input type="checkbox"/> Not confident</p>	<p><input type="checkbox"/> <b>Internal guidelines</b> State: _____</p> <p><input type="checkbox"/> <b>Internal training</b> State: _____</p> <p><input type="checkbox"/> <b>Complete additional resources</b> Tick in the next column</p> <p><input type="checkbox"/> <b>Other</b> State: _____</p>	<p><input type="checkbox"/> <b>NDIS Commission: Worker Orientation Module ‘Quality, Safety and You’</b> is an interactive online course that explains the obligations of workers under the <a href="#">NDIS Code of Conduct</a>. <b>This training is mandatory for all support workers.</b></p> <p><input type="checkbox"/> <a href="#">NDIS Code of Conduct Guidance for Workers</a> assists workers to understand their responsibilities and includes scenarios of what this looks like in practice.</p> <p><input type="checkbox"/> <a href="#">NDIS Commission ‘Make it known, make it better’</a> video series – empowering people with disability to raise a concern or complaint if they are not happy with the quality or safety of their NDIS supports or services.</p> <p><input type="checkbox"/> <a href="#">NDS Code of Conduct interactive 6 film series and facilitator guide</a> to assist training the workforce using scenarios and embed the code of conduct in everyday practice.</p>	<p><input type="checkbox"/> Completed</p> <p><input type="checkbox"/> Partially</p> <p><input type="checkbox"/> Incomplete</p>
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<p><b>Mealtime Management</b></p> <p>Each worker responsible for providing mealtime management:</p> <ul style="list-style-type: none"> <li>- understands the mealtime management needs of those participants and the steps to take if safety incidents occur during meals, such as coughing or choking on food or fluids.</li> <li>- is trained in preparing and providing safe meals with participants that would reasonably be expected to be enjoyable and proactively managing emerging and chronic health risks related to mealtime difficulties, including how to seek help to manage such risks.</li> </ul>	<p><input type="checkbox"/> Very confident</p> <p><input type="checkbox"/> Mostly confident</p> <p><input type="checkbox"/> Unsure</p> <p><input type="checkbox"/> Not confident</p>	<p><input type="checkbox"/> <b>Internal guidelines</b> State: _____</p> <p><input type="checkbox"/> <b>Internal training</b> State: _____</p> <p><input type="checkbox"/> <b>Complete additional resources</b> Tick in the next column</p> <p><input type="checkbox"/> <b>Other</b> State: _____</p>	<p><input type="checkbox"/> <b>NDIS Commission: Supporting safe and enjoyable meals</b> is an e-learning introduction to mealtime support that demonstrates - from the perspective of NDIS participants - what effective mealtime support looks like, while enabling choice and control. Module accessed through the NDIS Commission e-learning portal <a href="#">NDIS Quality and Safeguards Commission: Log in to the site</a></p> <p><input type="checkbox"/> <a href="#">Do Food Safely - Department of Health: Victoria</a> is a free, non-accredited, online learning program designed to enable workers to understand how to safely work with, and handle, food in commercial settings.</p> <p><input type="checkbox"/> <a href="#">NDIS Commission Practice Alerts</a> offer guidance for NDIS providers and workers on topics such as Dysphagia, medicines associated with swallowing problems, lifestyle risk factors, oral health.</p>	<p><input type="checkbox"/> Completed</p> <p><input type="checkbox"/> Partially</p> <p><input type="checkbox"/> Incomplete</p>
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<p><b>Safe Environment</b></p> <ul style="list-style-type: none"> <li>- Clear arrangements are established for workers supporting participants with communication needs. These arrangements ensure that workers understand participants' communication requirements and how they express emerging health concerns.</li> <li>- Workers providing support are trained to respond to emergencies (including how to distinguish between urgent and non-urgent health situations).</li> </ul>	<p><input type="checkbox"/> Very confident</p> <p><input type="checkbox"/> Mostly confident</p> <p><input type="checkbox"/> Unsure</p> <p><input type="checkbox"/> Not confident</p>	<p><input type="checkbox"/> <b>Internal guidelines</b> State: _____</p> <p><input type="checkbox"/> <b>Internal training</b> State: _____</p> <p><input type="checkbox"/> <b>Complete additional resources</b> Tick in the next column</p> <p><input type="checkbox"/> <b>Other</b> State: _____</p>	<p><input type="checkbox"/> <b>NDIS Commission: Supporting effective communication</b> is an e-learning module that consists of three topics. It provides scenarios, tips, and practical actions that can be taken to reduce risks associated with the communication needs of individuals with disabilities. The module includes a downloadable 'Supporting Effective Communication Checklist' and links to useful resources. This module can be accessed through the NDIS Commission e-learning portal <a href="#">NDIS Quality and Safeguards Commission: Log in to the site</a></p>	<p><input type="checkbox"/> Completed</p> <p><input type="checkbox"/> Partially</p> <p><input type="checkbox"/> Incomplete</p>
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<p><b>Feedback and Complaints Management</b></p> <p>- Workers are aware of, trained in, and comply with the required procedures in relation to complaints handling.</p>	<p><input type="checkbox"/> Very confident</p> <p><input type="checkbox"/> Mostly confident</p> <p><input type="checkbox"/> Unsure</p> <p><input type="checkbox"/> Not confident</p>	<p><input type="checkbox"/> <b>Internal guidelines</b> State: _____</p> <p><input type="checkbox"/> <b>Internal training</b> State: _____</p> <p><input type="checkbox"/> <b>Complete additional resources</b></p> <p><input type="checkbox"/> <b>Other</b> State: _____</p>	<p><input type="checkbox"/> <b>NDIS Commission <a href="#">Speak up resources</a> and <a href="#">Make it known, make it better resources</a>.</b> These resources can be shared with participants (and their support workers) and empower people to raise concerns and make a complaint.</p> <p><input type="checkbox"/> <b>Case Studies which can be used with workers.</b> <a href="#">NDIS Commission Complaints case studies</a></p> <p><input type="checkbox"/> <a href="#">NDS Complaints management in disability services</a>. NDS have developed tools that serve as regular reminders to help workers keep their skills current and feel confident when dealing with complaints.</p> <p><input type="checkbox"/> <a href="#">Risk, Incidents and Complaints Management: The 4 A's of Complaints video</a>. This animation can be one way to revisit good complaints management.</p> <p><input type="checkbox"/> <a href="#">NDS Incident-complaint-feedback-and-CQI-Record-Form</a> is a companion information sheet. Training in <a href="#">Complaint-Handling-Tips-for-Staff</a> is also available.</p>	<p><input type="checkbox"/> Completed</p> <p><input type="checkbox"/> Partially</p> <p><input type="checkbox"/> Incomplete</p>
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			<input type="checkbox"/> <a href="#">NDS Risk Incidents and Complaints Interactive PDF</a> and associated resources.	
<p><b>Incident Management</b></p> <ul style="list-style-type: none"> <li>- All workers are aware of, trained in, and comply with the required procedures in relation to incident management.</li> <li>- NDIS workers have a duty to notify registered NDIS providers of reportable incidents under the <a href="#">National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018</a>.</li> </ul>	<input type="checkbox"/> Very confident <input type="checkbox"/> Mostly confident <input type="checkbox"/> Unsure <input type="checkbox"/> Not confident	<input type="checkbox"/> <b>Internal guidelines</b> State: _____ <input type="checkbox"/> <b>Internal training</b> State: _____ <input type="checkbox"/> <b>Complete additional resources</b> Tick in the next column <input type="checkbox"/> <b>Other</b> State: _____	<input type="checkbox"/> <b>NDIS Commission: Reportable Incidents</b> have produced a range of resources to support workers to understand their responsibilities. <b>Detailed guidance for workers:</b> <a href="#">Incident management and Reportable Incidents: worker expectations</a> <b>Reference Card:</b> <a href="#">Incident response: Is everyone safe?</a> <b>Poster:</b> <a href="#">Identifying and responding to incidents, a 6 step guide for workers</a> <b>NDIS Commission</b> <a href="#">NDIS Commission Incident management (for providers)</a> <input type="checkbox"/> <b>NDS Video:</b> <a href="#">Risk, Incidents and Complaints Management: What role does your staff play in risk incidents and complaints management (vimeo.com)</a> <input type="checkbox"/> <b>NDS Resources:</b> <a href="#">Incident-Management-Resources-for-Staff-Training</a> provides a range of resources to support staff to appreciate and implement their responsibilities.	<input type="checkbox"/> Completed <input type="checkbox"/> Partially <input type="checkbox"/> Incomplete



<p><b>Emergency and Disaster Management</b></p> <p>The governing body develops emergency and disaster management plans (the plans), consults with participants and their support networks about the plans and puts the plans in place. Each worker is trained in the implementation of the plans.</p> <p><b>Safe Environment – Training to respond to medical emergencies.</b></p>	<input type="checkbox"/> Very confident <input type="checkbox"/> Mostly confident <input type="checkbox"/> Unsure <input type="checkbox"/> Not confident	<input type="checkbox"/> <b>Internal guidelines</b> State: _____ <input type="checkbox"/> <b>Internal training</b> State: _____ <input type="checkbox"/> <b>Complete additional resources</b> Tick in the next column <input type="checkbox"/> <b>Other</b> State: _____	<input type="checkbox"/> <b>NDS Sector Readiness: <a href="#">Emergency and Disaster management resources</a> includes the Key Conversations resource to help direct support workers to reflect on continuity planning.</b> <input type="checkbox"/> <b>Collaborate 4 Inclusion: <a href="#">Person-centred emergency preparedness PCEP</a> enables people to self-assess their preparedness, capabilities and support needs and develop a personal emergency plan. These resources can be used with participants but include some tools and information that is useful to teams.</b>	<input type="checkbox"/> Completed <input type="checkbox"/> Partially <input type="checkbox"/> Incomplete
<p><b>Provision of Support Environment / Safe Environment</b></p> <p>- Each worker is trained, and has refresher training, in infection prevention and control standard precautions including hand hygiene practices, respiratory hygiene and cough etiquette. Each worker who provides supports directly to participants is trained, and has refresher training, in the use of PPE.</p>	<input type="checkbox"/> Very confident <input type="checkbox"/> Mostly confident <input type="checkbox"/> Unsure <input type="checkbox"/> Not confident	<input type="checkbox"/> <b>Internal guidelines</b> State: _____ <input type="checkbox"/> <b>Internal training</b> State: _____ <input type="checkbox"/> <b>Complete additional resources</b> Tick in the next column <input type="checkbox"/> <b>Other</b> State: _____	<input type="checkbox"/> <b>NDIS Commission: <a href="#">COVID-19 information pack for NDIS providers and workers</a> refers to guidance and advice the NDIS Commission issued during the pandemic to inform and educate providers.</b> <input type="checkbox"/> <b>Australian Commission on Safety and Quality in Health Care (ACSQHC) <a href="#">National Hand Hygiene Initiative's Learning Management System</a> offers Basics of Infection Prevention and the Control Orientation module is suitable</b>	<input type="checkbox"/> Completed <input type="checkbox"/> Partially <input type="checkbox"/> Incomplete

			<p>for all health care workers and students, including disability support workers.</p> <p><input type="checkbox"/> <b>The Australian Commission on Safety and Quality in Health Care</b> has developed 10 advanced infection prevention and control eLearning modules that can be undertaken individually, or as a suite, dependent on need. Modules can be accessed from this website - <a href="#">Infection prevention and control - advanced education eLearning modules   Australian Commission on Safety and Quality in Health Care</a></p> <p><input type="checkbox"/> <b>Clinical Educators Guide: <a href="#">Infection Prevention and Control</a></b> is a free online Infection prevention and control for COVID-19 training module. It covers the fundamentals of infection prevention and control for COVID-19.</p> <p><input type="checkbox"/> <b>Department of Health free online training module:</b> Infection prevention and control for COVID-19 can be accessed here - <a href="#">Aged Care COVID-19 infection control training   Australian Government Department of Health and Aged Care</a></p>		
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			<input type="checkbox"/> <b>NDS: <a href="#">Hand Hygiene Short Course</a></b> covers crucial elements of hand hygiene, including how to hand-wash and the impacts of poor hand hygiene.	
<b>Person Centred Supports</b> - Each participant's legal and human rights are understood and incorporated into everyday practice.	<input type="checkbox"/> Very confident <input type="checkbox"/> Mostly confident <input type="checkbox"/> Unsure <input type="checkbox"/> Not confident	<input type="checkbox"/> <b>Internal guidelines</b> State: _____ <input type="checkbox"/> <b>Internal training</b> State: _____ <input type="checkbox"/> <b>Complete additional resources</b> Tick in the next column <input type="checkbox"/> <b>Other</b> State: _____	<input type="checkbox"/> <b>NDS <a href="#">Human Rights and You eLearning Program</a></b> is a national video-based eLearning program for disability support workers, families and practitioners about why human rights matter when supporting people with disability. Including: <ul style="list-style-type: none"> <li>• What are human rights?</li> <li>• Rights and responsibilities</li> <li>• When rights go wrong</li> <li>• Asking for help</li> </ul> <input type="checkbox"/> <b>Australian Human Rights Commission <a href="#">About Disability Rights</a></b> website can be used to access information and resources	<input type="checkbox"/> Completed <input type="checkbox"/> Partially <input type="checkbox"/> Incomplete



<p><b>Violence, Abuse, Neglect, Exploitation and Discrimination</b></p> <ul style="list-style-type: none"> <li>- Policies, procedures and practices are in place which actively prevent violence, abuse, neglect, exploitation or discrimination.</li> <li>- Allegations and incidents of violence, abuse, neglect, exploitation, or discrimination, are acted upon, each participant affected is supported and assisted, records are made of any details and outcomes of reviews and investigations (where applicable) and action is taken to prevent similar incidents occurring again.</li> </ul>	<p><input type="checkbox"/> Very confident</p> <p><input type="checkbox"/> Mostly confident</p> <p><input type="checkbox"/> Unsure</p> <p><input type="checkbox"/> Not confident</p>	<p><input type="checkbox"/> <b>Internal guidelines</b> State: _____</p> <p><input type="checkbox"/> <b>Internal training</b> State: _____</p> <p><input type="checkbox"/> <b>Complete additional resources</b> Tick in the next column</p> <p><input type="checkbox"/> <b>Other</b> State: _____</p>	<p><input type="checkbox"/> <a href="#">NDS Understanding Abuse eLearning Program</a> is about recognising abuse as a violation of a person's human rights, what makes life good for each person and about knowing what signs to be aware of that abuse is happening or has taken place.</p> <p><input type="checkbox"/> <a href="#">NDS Zero Tolerance Interactive PDF</a> includes eLearning, films and resources on the following subjects:</p> <ul style="list-style-type: none"> <li>• Understanding Abuse</li> <li>• Positive Culture</li> <li>• Trauma Informed Support</li> <li>• Foundations of PBS</li> <li>• Recognising Restrictive Practices</li> <li>• Responding to Abuse</li> <li>• Safeguarding for Boards</li> </ul> <p><b>Important Reminder</b> When using Zero Tolerance Resources, it is important to acknowledge that topics covered, such as abuse and neglect, may be distressing for some individuals. Encourage workers to identify a trusted person - whether a family member, friend, supervisor or manager – with whom they can discuss any issues raised through the resources.</p>	<p><input type="checkbox"/> Completed</p> <p><input type="checkbox"/> Partially</p> <p><input type="checkbox"/> Incomplete</p>
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<p><b>Independence and Informed Choice</b></p> <ul style="list-style-type: none"> <li>- Active decision-making and individual choice is supported for each participant including the timely provision of information using the language, mode of communication and terms that the participant is most likely to understand.</li> <li>- Each participant's right to the dignity of risk in decision-making is supported. When needed, each participant is supported to make informed choices about the benefits and risks of the options under consideration.</li> </ul>	<p><input type="checkbox"/> Very confident</p> <p><input type="checkbox"/> Mostly confident</p> <p><input type="checkbox"/> Unsure</p> <p><input type="checkbox"/> Not confident</p>	<p><input type="checkbox"/> <b>Internal guidelines</b> State: _____</p> <p><input type="checkbox"/> <b>Internal training</b> State: _____</p> <p><input type="checkbox"/> <b>Complete additional resources</b> Tick in the next column</p> <p><input type="checkbox"/> <b>Other</b> State: _____</p>	<p><input type="checkbox"/> <a href="#">LaTrobe University Support for Decision Making</a> is an online learning resource focused on providing support for decision making. It serves as a guide through the process of assisting individuals with cognitive disabilities, to make informed decisions.</p> <p><input type="checkbox"/> <a href="#">WA Individualised Services (WAiS) Supported Decision Making Resources</a> Provide training for workers and resources to use with people with disability and their networks.</p>	<p><input type="checkbox"/> Completed</p> <p><input type="checkbox"/> Partially</p> <p><input type="checkbox"/> Incomplete</p>
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<p><b>Responsive Support Planning</b></p> <p>- Where a participant has specific needs which require monitoring and/or daily support, workers are appropriately trained and understand the participant's needs and preferences.</p>	<p><input type="checkbox"/> Very confident</p> <p><input type="checkbox"/> Mostly confident</p> <p><input type="checkbox"/> Unsure</p> <p><input type="checkbox"/> Not confident</p>	<p><input type="checkbox"/> <b>Internal guidelines</b> State: _____</p> <p><input type="checkbox"/> <b>Internal training</b> State: _____</p> <p><input type="checkbox"/> <b>Complete additional resources</b> Tick in the next column</p> <p><input type="checkbox"/> <b>Other</b> State: _____</p>	<p><input type="checkbox"/> <a href="#">NDIS Commission Practice Alerts</a> are short research summaries that provide important information on best-practice, safe and quality service delivery to people with disability.</p> <p>These include subjects such as:</p> <ul style="list-style-type: none"> <li>• Comprehensive Health</li> <li>• Dysphagia</li> <li>• Epilepsy management</li> <li>• Lifestyle Risk Factors</li> <li>• Medicines associated with swallowing problems</li> <li>• Oral Health</li> <li>• Polypharmacy</li> <li>• Transitions of care between disability services and hospitals</li> <li>• Influenza vaccine</li> <li>• Cardiovascular Disease</li> <li>• Prevention of Respiratory Infections</li> <li>• Pain Management</li> </ul> <p>++These do not replace the need for support plans to address any specific needs and training for workers in these plans.</p>	<p><input type="checkbox"/> Completed</p> <p><input type="checkbox"/> Partially</p> <p><input type="checkbox"/> Incomplete</p>
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<p><b>Information Management</b></p> <p>- Management of each participant's information ensures that it is identifiable, accurately recorded, current and confidential. Each participant's information is easily accessible to the participant and appropriately utilised by relevant workers.</p>	<p><input type="checkbox"/> Very confident</p> <p><input type="checkbox"/> Mostly confident</p> <p><input type="checkbox"/> Unsure</p> <p><input type="checkbox"/> Not confident</p>	<p><input type="checkbox"/> <b>Internal guidelines</b> State: _____</p> <p><input type="checkbox"/> <b>Internal training</b> State: _____</p> <p><input type="checkbox"/> <b>Complete additional resources</b> Tick in the next column</p> <p><input type="checkbox"/> <b>Other</b> State: _____</p>	<p><input type="checkbox"/> <a href="#">NDS Team meeting training sessions - Writing progress notes</a> is a workbook and trainer guide on writing objective progress notes. Objectives cover:</p> <ul style="list-style-type: none"> <li>• Define objective writing</li> <li>• Recognise the benefits of objective writing</li> <li>• Identify when to write objectively</li> <li>• Write objectively, appropriate to workplace document</li> </ul> <p><input type="checkbox"/> <a href="#">The NDIS Commission Incident management and Reportable Incidents: worker expectations</a> provides information on how to record and report incidents (pg. 23) and how and when to protect evidence (pg. 22).</p>	<p><input type="checkbox"/> Completed</p> <p><input type="checkbox"/> Partially</p> <p><input type="checkbox"/> Incomplete</p>
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<p><b>Management of Medication</b></p> <ul style="list-style-type: none"> <li>- All medications are stored safely and securely, can be easily identified, and differentiated, and are only accessed by appropriately trained workers.</li> <li>- All workers responsible for administering medication understand the effects and side-effects of the medication and the steps to take in the event of an incident involving medication.</li> </ul>	<input type="checkbox"/> Very confident <input type="checkbox"/> Mostly confident <input type="checkbox"/> Unsure <input type="checkbox"/> Not confident	<input type="checkbox"/> <b>Internal guidelines</b> State: _____ <input type="checkbox"/> <b>Internal training</b> State: _____ <input type="checkbox"/> <b>Complete additional resources</b> Tick in the next column <input type="checkbox"/> <b>Other</b> State: _____	<p>These resources may provide some useful information for your systems and processes and information for workers.</p> <input type="checkbox"/> <a href="#">Tasmanian Government Disability Services Medication Management Framework</a> <input type="checkbox"/> <a href="#">NDS Get Ready to Assist Clients with Medication</a> <p>++These do not replace the need for support plans to address any specific needs and training for workers in these plans.</p>		<input type="checkbox"/> Completed <input type="checkbox"/> Partially <input type="checkbox"/> Incomplete
<p><b>Waste Management</b></p> <ul style="list-style-type: none"> <li>- Each worker involved in the management of waste, or infectious or hazardous substances, is trained in the safe and appropriate handling of the waste or substances, including the use of PPE or any other clothing required when handling the waste or substances.</li> </ul>	<input type="checkbox"/> Very confident <input type="checkbox"/> Mostly confident <input type="checkbox"/> Unsure <input type="checkbox"/> Not confident	<input type="checkbox"/> <b>Internal guidelines</b> State: _____ <input type="checkbox"/> <b>Internal training</b> State: _____ <input type="checkbox"/> <b>Complete additional resources</b> Tick in the next column <input type="checkbox"/> <b>Other</b> State: _____	<p>These resources provide useful information for your systems and processes and information for workers.</p> <input type="checkbox"/> <a href="#">Department of Health Code of Practice for Clinical and Related Waste Management</a> <input type="checkbox"/> <a href="#">Department of Health eLearning Module 5 Waste Summary Sheet</a> <input type="checkbox"/> <a href="#">Cleaning and waste disposal procedures - infection control</a>		<input type="checkbox"/> Completed <input type="checkbox"/> Partially <input type="checkbox"/> Incomplete

<p><b>Support planning</b></p> <ul style="list-style-type: none"> <li>- Each participant's support plan is readily accessible by them and by workers providing supports to them and is understood by each worker supporting them.</li> </ul>	<input type="checkbox"/> Very confident <input type="checkbox"/> Mostly confident <input type="checkbox"/> Unsure <input type="checkbox"/> Not confident	<input type="checkbox"/> <b>Internal guidelines</b> State: _____ <input type="checkbox"/> <b>Internal training</b> State: _____ <input type="checkbox"/> <b>Complete additional resources</b> Tick in the next column <input type="checkbox"/> <b>Other</b> State: _____	<p>As this would be very specific to each organisation, careful consideration must be given to how training in support plans is documented and understood.</p>	<input type="checkbox"/> Completed <input type="checkbox"/> Partially <input type="checkbox"/> Incomplete
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For access to more resources for building, optimising, knowing and developing supporting and developing your workforce, visit the [NDS Workforce Hub](#).

**Please note:** The Safer Services toolkit was funded by Lotterywest in 2018 and reviewed by the NDS Quality and Safeguards Sector Readiness Project in January 2024. This resource is general in nature and is provided as a guide only. NDS believes that the information contained in this publication is correct at the time of publishing, however, NDS reserves the right to vary any of this publication without further notice. The information provided in this publication should not be relied upon instead of other legal, medical, financial, or professional advice. Please always refer to online documents for the latest versions including the NDIS Practice Standards and advice to providers on the Code of Conduct.