Workforce Essentials Suite

Updated: July 2021

Overview

Rights and Responsibilities for participants

The Disability Induction

30 - 60 minutes per module

Format: 5 x eLearning topics

Target Audience: All Staff, particulary those who are new to the disability sector. The Disability Induction is an industry endorsed course, developed by NDS, to ensure a minimum entry level and consistent process for all new and potential employees entering the disability sector, regardless of their job role.

By the end of the course learners will have a comprehensive and practical understanding of the work conducted within the sector – the rewards as well as the challenges.

The course is designed to be completed flexibly, at a learner's own pace.

There are five topics in the course which all together take on average four to five hours to complete:

1. It's a great career if you enjoy working with people (2 modules)
2. You can make a difference (2 modules)
3. Essential skills (2 modules)
4. Looking after yourself and others (3 modules)
5. Your work is meaningful (2 modules)

The Disability Induction course prepares people to work in the disability sector by introducing them to and encouraging a person-centred approach. The tools within the course explain and demonstrate the need and practicalities of placing the person with disability at the centre of all decision-making and operational activities.

The Disability Safe Program

Format: 8 x eLearning courses

Disability Safe is a comprehensive and applied program consisting of eight individual eLearning assets. The program has been designed to enhance the quality of disability services through safe work practices. It focuses on developing and expanding knowledge and understanding, in creating and participating in safe workplace environments.

The 'Disability Safe' program package includes the following topics:

1. **Disability Safe - Bullying Awareness for Senior Managers**

For employees, the experience of bullying can have a devastating impact on feelings of self worth and psychological and physical wellbeing. For employers, costs can include staff turnover, productivity loss, damage to workplace culture, and in some cases, significant legal costs and adverse publicity.

Topics covered in this program include:

1. Work Health and Safety Obligations
2. Bullying Applications to the Fair Work Commission and Simple Definitions of "Bullying" and "Worker"
3. Stop Order and Civil Penalties for Employers
4. Anti-bullying policies
5. Bullying case study
6. Potential risk factors which may lead to workplace bullying
7. Video resources
8. Assessment questions

2. Disability Safe - Bullying Awareness for Workers

Working in the Disability Sector is highly rewarding but comes with some stressors which may lead to conflict and/or bullying.

Disability Support Workers are expected to show respect for the human rights of their service users and for other workers in the workplace.

No person has the right to bully another person and no person should be subjected to bullying in the workplace.

Topics covered in this module include:

- What is NOT Bullying?
- Workers' Obligations
- What you can do
- Bullying Applications to the Fair Work Commission and simple new definitions of "Bullying" and "Worker"
- Video resources
- Assessment questions

3. Disability Safe - Food Safety for Disability Support Workers

The workplaces where food handling is undertaken can vary from a day program or group house kitchen to a client's home or a community venue.

Food safety regulations do not generally apply but Health and Safety legislation does apply in these settings.

Support workers have an obligation to ensure their own health and safety as well as the health and safety of others. Safe food handling falls into these obligations.

Topics covered in this module include:

- What is food poisoning?
- What is bacteria?
- Temperatures
- Cross contamination

- Shopping
- Storing
- Food preparation
- Microwave tips
- Personal hygiene
- Food handling gloves
- General hygiene
- Support Worker obligations
- Support Workers' Responsibilities
- Personal Hygiene
- Video resources
- Assessment questions

4. Disability Safe - Impairment in the Disability Sector

Due to the nature of the work undertaken by disability support workers and others with service users and the risk of serious harm if not concentrating fully it is vital that organisations and individuals are aware of and put practices in place to minimise the risk from being impaired whilst at work.

Topics covered in this module include:

- Work Health and Safety Obligations
- Employer Work Health and Safety Obligations
- Fatigue Management - Worker Responsibilities
- Fatigue Management - Employer Responsibilities
    - Identification
- Fatigue Management - Employer Responsibilities
    - Risk assessment
- Fatigue Management - Employer Responsibilities
    - Work scheduling
- Fatigue Management - Employer Responsibilities
    - Shift work and rosters
- Fatigue Management - Employer Responsibilities

- - Job demands
- Fatigue Management - Employer Responsibilities
  - - Information, instruction, training and supervision
- Fatigue Management - Employer Responsibilities
  - - Monitoring and reviewing
- Fatigue Management - Employer Responsibilities
  - - Control measures should also be reviewed when:
- Drugs and Alcohol
- Employee Assistance Program
- Video Resources
- Assessment questions

5. Disability Safe - Infection Control for Disability Support Workers

Due to the nature of the work undertaken by disability support workers and others with service users who may carry some sort of infection and/or have a compromised immune system, good infection control practices is an essential part of safe work delivery.

This course provides an overview of basic principles in infection control but you should also seek guidance from your organisation in the form of policy/procedures and formal or informal safe work procedures.

Topics covered in this module include:

- Work Health and Safety Obligations
- Modes of Transmission of An Infection Agent
- Cough Etiquette
- Hand Washing Technique
- Using Gloves
- Mop and Bucket Guide
- Standard Precautions

6. Disability Safe - Medication Management

This eLearning asset is aligned to HLTHPS006 - Assist Clients with Medication. It is not an accredited asset but is provided as a refresher for disability support workers prior to their annual refresher competency assessment.

You are required to have an on-the-job observation competency assessment.

Individual organisational policies and procedures must be consulted in conjunction with completion of this course.

Topics covered in this asset include:

- Work Health and Safety Obligations
- Role of the Support Worker
- Types of Medication
- Procedures for Supporting with Medication
- Liquid Medication
- Administration
- Video resources
- Assessment questions
- Standard Precautions

7. Disability Safe - Risk Management

By completing this Risk Management e-learning program, you will learn about duty of care and that of your employer's in relation to WHS legislation, the various components of a hazard management program, risk assessment and the hierarchy of control.

Individual organisational policies and procedures must be consulted in conjunction with completion of this course.

Topics covered in this asset include:

- Safety is everyone's responsibility

- Work Health and Safety Obligations of Organisations
- Disability Safe: Risk Management - Dignity of Risk
- Disability Safe: Risk Management - Basic definitions
- Hazards
- Communicating the Message
- Determining the Risk
- Controlling the Risk
- Video resources
- Assessment questions

8. **Disability Safe - Slips, Trips and Falls Awareness Training for the Disability Sector**

Due to the nature of the work undertaken by disability support workers and others with service users and the risk of serious harm if not concentrating fully it is vital that organisations and individuals are aware of and put practices in place to minimise the risk from being impaired whilst at work.

Topics covered in this asset include:

- Work Health and Safety Obligations
- Slips, Trips and Falls
- Hazards in the Home
- Hazards in the Community
- Personal Hazards
- Slippery Surfaces / Spills on the Floor
- The Hierarchy of Control
- Video resources
- Assessment questions

Manual Handling for Disability Support Workers 1 - 2 hours

This eLearning course explores manual handling techniques for supporting people with disability.

Developed as part of an NDS Member Collaboration, this awareness eLearning asset for Disability Support Workers addresses what makes a manual task hazardous and how to manage the risks associated with it.

With a number of demonstrative videos and interactive activities, topic areas include:

- Managing risk associated with hazardous manual tasks
- Personal Care
- Mobility
- Transportation

The course includes a short assessment required for completion.

A video library compliments the course. The video library includes demonstration of the following tasks:

1. Risk Management - 4 step application and transfer using a transfer belt
2. Undressing
3. Showering
4. Drying
5. Dressing
6. Lying to sitting
7. Positioning the lower limb of the customer for rolling
8. Positioning the upper limb of the customer for rolling
9. Rolling the client towards the worker
10. Rolling the client away from the worker
11. Assist to stand front
12. Assist to stand back
13. Assist to stand side
14. Using a transfer belt to stand
15. Sit to stand with walking frame
16. Assisted walking
17. Walking with a transfer belt
18. Walking with aid - walking frame
19. Walking with aid - walking stick
20. Assisted sitting
21. Assisted sitting with a transfer belt
22. Repositioning a person in a wheelchair
23. Moving a customer using a hoist
24. Using a slide sheet
25. Assisting a weight-bearing person in and out of the car
26. Loading and unloading a wheelchair from a minibus
27. Set up of wheelchair – folding and unfolding
28. Pushing a wheelchair
29. Going down a step-kerb in a wheelchair
30. Going up a step-kerb in a wheelchair
31. Using brakes on gradients
32. Using a wheelchair transfer board
33. Transportation of wheelchairs on different surfaces

Working with People with Disability

30 minutes

This eLearning course introduces front line staff to the principle of providing support to people with disability.

Developed as part of an NDS Member Collaboration, this 30 minute interactive eLearning course is introducing front line staff to:

- The principles of providing support to people with disability
- Main features of common disabilities
- Person-centred practice
- Community access opportunities for customers
- Effective communication strategies to use with customers.

This course also includes links to the Participation Project Resource Guide – "The Role of the Disability Support Worker Part One" and "The Role of the Disability Support Worker Part Two". Together the booklets provide an introduction to the fundamental principles of disability support work under the National Disability Insurance Scheme (NDIS). These guides were produced with joint Tasmanian agency funding.

Human Rights and You – eLearning & Resources

Self Paced: 4 hours

Human Rights and You is a national eLearning course for disability support workers about why human rights matter when supporting people with disability.

A collection of:
1. **eLearning**
   - What are human rights?
   - Rights and responsibilities
   - When rights go wrong
   - Asking for help
2. **A workbook**
3. **A Training Guide**
4. **Case studies**
5. **A short video "What are Human Rights"**

Understanding Abuse - eLearning & Resources

Understanding abuse is about recognising abuse as a violation of a person's human rights. A focus on what makes life good for each person is the best way to enable rights and minimise risk of abuse. It is also about knowing what signs to be aware of that abuse is happening or has taken place.

A collection of:
1. **eLearning** – Approx. 2 to 3 hours
Understanding Abuse is an eLearning resource for disability support workers.
2. **Learning bites**

Recap on Empowerment Circle
The Empowerment Circle is a useful tool to assist support workers to focus on good practice, and to consider and recognise poor or neglectful practice, abuse and crime. Watch the short clip. The downloadable worksheet will help you to reflect on the importance of each life area.

Physical
This Learning Bite is all about physical health and safety. Watch the scenario with Tom and Pradeep. Use it to think and talk about the way you support people in this life area. The downloadable worksheet will help you to reflect on your own role as a support worker and identify good, poor and abusive practice.

Social
This Learning Bite looks at the importance of being part of a community. Watch the scenario with Kim and Alex. Use it to think and talk about the way you support people in this life area. The downloadable worksheet will help you to reflect on your own role as a support worker and identify good, poor and abusive practice.

Identity
This Learning Bite is about who we are and the things that are important to us. Watch the scenario with Tom and Pradeep. Use it to think and talk about the way you support people in this life area. The downloadable worksheet will help you to reflect on your own role as a support worker and identify good, poor and abusive practice.

Material
This Learning Bite is about what is important to us about our homes and our things. Watch the scenario with Kelly and Jo. Use it to think and talk about the way you support people in this life area. The downloadable worksheet will help you to reflect on your own role as a

support worker and identify good, poor and abusive practice.

Economic
This Learning Bite is about work and money. Watch the scenario with Kim, Alex and Pradeep. Use it to think and talk about the way you support people in this life area. The downloadable worksheet will help you to reflect on your own role as a support worker and identify good, poor and abusive practice.

Education
In this Learning Bite we talk about the importance of learning new things. Watch the scenario with Alex and Jo.

Use it to think and talk about the way you support people in this life area. The downloadable worksheet will help you to reflect on your own role as a support worker and identify good, poor and abusive practice.

Relationships
This Learning Bite looks at the important people in our lives. Watch the scenario with Mylene and Jo. Use it to think and talk about the way you support people in this life area. The downloadable worksheet will help you to reflect on your own role as a support worker and identify good, poor and abusive practice.

Managing Stress and Building Resilience   40 minutes

Disability Support Workers play an integral role in supporting people living with a disability. There are positive and negative aspects to disability support work and, when the negatives outweigh the positives, stress and burnout may result. It is essential that DSWs are not suffering from high levels of stress or burnout because it is likely to affect their work quality.

By the end of this course, you'll be able to:
- The changing environment in which organisations are operating today (Volatile, Uncertain, Complex, Ambiguous – VUCA) and the impact of NDIS legislation
- Spot your stress symptoms
- Get tools to cope with stress and build resilience
- Focus on creating a positive work culture

Provider Governance and Operational Management

Managing Change and Communication

1 hour

This interactive eLearning course introduces frontline staff and supervisors to concepts and techniques for managing change in their organisation, and communicating with individuals during change.

The course explores:
- The changing environment in which organisations are operating today (Volatile, Uncertain, Complex, Ambiguous – VUCA) and the impact of NDIS legislation
- The importance of applying a VUCA approach to management, being an Agile organisation and basic organisational changes required to succeed in the new landscape
- Basics of managing change and supporting individuals through change
- Communication techniques to increase buy-in and help individuals navigate and embrace change
- Techniques to communicate during change with individuals from diverse backgrounds

Business Writing Skills

30 minutes

Business Writing Skills uses a series of practical activities to help you correct any of the more common pitfalls of business writing that you may face. This includes things like readability, how to proofread, and establishing clarity of writing.

By the end of this course, you'll be able to:
• Understand the different types of written communication in the workplace
• Practice readability & proofreading in business writing
• Practice writing clearly in business communications

Communication Essentials   30 minutes

Communication - a seemingly common word. We do this everyday; with our family, friends, or colleagues. Often we feel we are not heard, our opinions don't matter or tasks we assign are not carried out effectively. Could this be because our communication has been ineffective? This course is for anyone who wants to learn how to improve their communication skills and build healthy relationships.

What will I be able to do at the end of this?
By the end of this course you'll have a strong understanding of the techniques and approaches for improving your communication skills, learn about the need for accurate and clear face-to-face communication, realise the implications of non-verbal communication and be able to explore how the communication cycle works and thus strengthen your conflict management skills.

What topics will I cover off?
• What is Communication
• Communication Cycle
• Responding
• Verbal and Non-Verbal Communication
• Communication Barriers
• Active Listening
• Identify Conflict
• Managing Conflict

Coaching The Coach

As a coach you are called to lead, guide, motivate and challenge your team/ trainees to sharpen their skills or learn new skills to improve performance. It is a fine line between imparting knowledge or teaching and increasing self-awareness, personal responsibility and confidence in your trainees. This course is for anyone wanting to learn how to use skills like active listening and questioning to be the best coach you can be.

What will I be able to do at the end of this?
By the end of this course you will learn the basics of coaching, how to build rapport with your trainee and how to foster a supportive and encouraging environment in which your trainee can grow skills and knowledge.

What topics will I cover?
- Being a good workplace coach
- Developing a good relationship
- Your roles and responsibilities
- Benefits of being a workplace coach

Conflict Resolution

30 minutes

Conflict in human relationships, even good relationships, is inevitable. Poorly handled conflict can affect both employees and customers and therefore the organisations bottom-line. This course is for anyone that works in a team, interacts with customers, or is a people leader, and wants to learn about identifying the source of conflict and to manage and resolve conflict quickly with professionalism.

What will I be able to do at the end of this?
By the end of this course you'll have a thorough understanding of the sources, causes and types of conflict; master the six phases of conflict resolution; learn how to apply conflict resolution approaches; as well as learn how to recognise and prevent conflict before it escalates.

What topics will I cover off?
- What is conflict and conflict resolution
- Creating an effective atmosphere

- Creating mutual understanding
- Focusing on individual needs
- Getting to the root cause
- Generating options
- Building a solution

Dealing with Complaints and Difficult Customers

30 minutes

We encounter difficult situations and complaints almost everyday. Dealing with this is part of every job. If not handled well it can affect you, your customers and ultimately your organisation. This course is for everyone who interacts with customers and wants to learn how to manage this effectively. If handled well; a complaint can turn into an opportunity!

What will I be able to do at the end of this?
By the end of this course you will have a thorough understanding of why complaints are important, how to interact with a difficult customer carrying out the 5 step process that can help turn a complaint into an opportunity.

What topics will I cover off?
- Types of difficult customers
- The 5 step process to deal with complaints
- Using complaints as an advantage
- The Do's and Don'ts when dealing with a difficult customer

NDIS Simple Financial Management

Self paced - 3 hours

NDIS Simple Financial Management is an online training program designed to support providers operating in an NDIS environment to understand the financial levers that underpin sustainability of their organisation.

This series acknowledges that support leaders "signed up to make a difference – not a profit". It also acknowledges that they are busy people who tend to focus on the urgent because they don't always have time for the important. The series of webinars explores key financial levers and provide simple worked examples, questions, models and templates.

Topics include:
1. NDIS Transition and Cash
2. Corporate Overheads
3. Support Margin and Growth
4. Smart Product Design
5. Audit Controls and Exception Reporting
6. Intelligent Design - Product Refinement

Safeguarding for Boards - Resources

Self paced - 2 hours

Safeguarding for Boards is a series of short films and a guide for Boards of Management of disability service providers. Together they can help Boards to understand and address the risk of abuse and neglect of people with disability they support.

The films feature board members discussing human rights and safeguarding approaches with disability advocate, John McKenna. Watch them at your board meetings to start a conversation about rights and safety and discuss any gaps in your organisation. Use the accompanying 'Safeguarding for Boards Guide' to identify practical steps you and your organisation can take to make sure people with disability are empowered, have a voice, are heard, and are safe.

Adapting to the NDIS

The sector transition program (Adapting to the NDIS) works to build the capability of disability service providers to operate in the NDIS environment

Assets include:
- Finding Your Purpose
- Quality and Safeguards for NDIS Participants
- Strategy and Transformation
- Customer Journey and Centricity

NDS First-Response Evacuation Instruction

40 minutes

This course gives a comprehensive overview of the most important aspects of fire safety. You should always familiarise yourself with state regulatory planning requirements relevant to your workplace.

This course is for training purposes only and does not contain legal advice or a definitive advice on the specific regulation in each state or territory.

Learning outcomes include:
- Employer & employee responsibilities
- How to safely respond to a fire
- Procedures for evacuation
- Using fire fighting equipment

Sustainable Service under NDIS

30 minutes

This course introduces front line staff to the principle of providing support to people with disability.

Developed as part of an NDS Member Collaboration, this 30 minute interactive course provides insights into the commercial NDIS environment and knowledge required to make commercially sound decisions while providing high quality support to clients.

The course discusses:
- the changing relationship between people with disability and service providers
- considerations for meeting clients' needs in the context of maintaining a sustainable business
- financial implications of day to day decisions for disability support workers and strategies for making sustainable choices

The Science and Art of Realising Human Potential

10 minutes

This course covers how organisations can develop the thriving human potential within their employees in the cyber-physical age.

This course is the first in a series of three short modules that will look at topical business issues and offer contemporary advice and inspiration for leaders and aspiring leaders in the disability sector.

Do you understand what underpins your organization's ongoing success in terms of human capabilities?

Learning outcomes include:
- Understand the implications of the cyber-physical age
- Understand what to do to enable human potential
- Gain insight as to what human capabilities will be most important for future success

Records exist to explain actions and decisions made relating to an NDIS participant. Their purpose is to ensure that the participant is receiving the kind of care that allows them to lead the life they wish to lead. Throughout this course, you will work away with a clear and detailed understanding of how to do record keeping.

This course explains what record keeping is and why it is important. Coupled with a framework of how to create effective records, anyone in the workforce will be able to assist with a good quality record keeping to meet the NDIS practice standards.

By the end of this course, you'll be able to:
- understand what records are and why they are neededconsiderations for meeting clients' needs in the context of maintaining a sustainable business
- learn why good record-keeping is important
- understand why records are reviewed
- know what to record and how to record it

Provisions of Support

Person-Centred Practice Across Cultures - Resources

Self Paced: 2 hours

Person-Centred Practice Across Cultures is a series of resources focusing on the crucial importance of cultural awareness and sensitivity in disability support and service delivery.

The 14 workbooks listed below assist you to be sensitive to and maximise cultural and linguistic diversity in your work. They cover issues such as choice and control for CALD customers, attracting people, engaging with local communities, bilingual workers and interpreters, and the business case for culturally-sensitive service delivery.

Workbooks include:
1. Empathy
2. Active Listening
3. Choice-making
4. Reflective Practice
5. Working Effectively with Interpreters
6. Terminology and Data
7. Making the Business Case
8. Creating a Culturally-responsive Person-centred Organisation
9. Leading Towards Cultural Responsiveness
10. Building a Diverse Workforce
11. Valuing Bilingual Workers
12. One Community at a Time
13. Making Links
14. Cross-cultural Story-based Marketing

Supported Decision Making

Decision-making is a human right and an essential part of everyone's life.

Developed and distributed on behalf of NSW Public Guardian, this course introduces the Supported Decision Making Practice Framework and discusses in detail the various elements of the framework.

The course will help you in building your existing knowledge and skills to promote consistent best practice in supported decision-making. Critical concepts are explored and their application presented through examples and practical scenarios.

At the completion of the course, learners will have:
• Gained a basic understanding of the key concepts, principles and strategies related to supported decision-making
• Confidence to begin to apply this knowledge in daily work
• Ability to identify challenges and strategies to maximise opportunities for people with disability to make decisions in all aspects of their lives
• Better understanding of issues relating to decision-making, including factors that may affect a person's ability to make decisions and tools that might assist

By applying these concepts and principles you will be empowering a person with disability and affirming their right to be in charge of their own life.

Participation Project - Resources

Self paced - 1 hour

The Participation Project is a series of learning guides for Disability Support Workers.

The Participation Project learning guides include:
1. Encouraging Lifestyle Choices
2. NDS Augumentative and Alternative Communication
3. Communication and the Disability Support Worker
4. Get Ready to Assist Clients with Medication
5. Making Lifestyle Choices

Child Safe Standards

NDS has developed a number of resources for service providers to understand and follow the Victorian Child Safe Standards when supporting children and young people with disability.

We all have a moral, ethical and legal responsibility to actively prevent the abuse and neglect of children. The Victorian Child Safe Standards are a result of recommendations of the Betrayal of Trust inquiry and evidence of what works to prevent child abuse.

Foundations of Positive Behaviour Support Films

1 hour

This series of resources consists of 5 films which are designed to encourage reflection about what support workers bring to their role each day such as their values, their mood and their ability to self-reflect. It also discusses ways to approach conversations respectfully about restrictive practices with families to ensure that positive relationships are maintained whilst upholding the rights of the people we support and using least restrictive alternatives.

Videos include:
1. What is Positive Behaviour Support
2. Quality of Life
3. Listening and Communicating
4. Being Aware of Sensory Needs and Preferences
5. Upholding the Values of Positive Behaviour Support

Reliable Record-Keeping Webinars

This resource consists of six webinars produced by Russell Kennedy Lawyers on Reliable Record Keeping. Each webinar is 20 minutes and is accompanied by downloadable supporting documentation. This includes FAQs, checklists and strategies. Thanks to funding through the Victorian Government's Transition Support Package, webinars can be accessed free of charge.

Webinars include:

1. Why are reliable record-keeping practices important?
2. What are the characteristics of reliable record-keeping?
3. Tips and strategies to ensure the reliability of record keeping
4. Case Study - Reliable recording of NDIS goals and change in circumstances/needs
5. Case Study - Reliable record-keeping for documenting risks, incidents and complaints
6. Case Study - Reliable record-keeping for documenting refusal of care/supports

Provisions of Supports Environment

Leading Work Health & Safety in the Disability Sector

3 - 4 hours

This course is specially designed for health and safety officers and frontline managers working in the disability sector.

Modules 1-4: Introduction to why WHS is important, the WHS legislative framework, WHS Management Systems and consultation as one of the key features of an effective management system.

Modules 5-6: Risk management principles which form the other key component of an effective WHS management system and the range of WHS risks which may be encountered in the disability sector.

Modules 7-10: Other important features of an effective WHS Management system including injury management principles, training, record keeping and continuous improvement.

The course is self-paced with each module taking approximately 20-30 minutes to complete.

Leading WHS was developed by National Disability Services through a Work Cover Training and Education Grant.

Get Ready to Assist Clients with Medication (Participation Project)

This resource provides Direct Support Workers (DSWs) with activities they can use to revise the core skills needed to successfully participate in the unit of competency, HLTHPS006 'Assist clients with medication'.

In this Guide the DSW will learn how to:
- Read labels
- Calculate dates and times
- Calculate quantities
- Measure dosages

A collection of short films on:

1. Chemical Restraint Part 1
    Watch Part 1 to find out more about Chemical Restraint and see what happens to Kim when his WiFi connection drops out.

2. Chemical Restraint Part 2 – Reflections
    Part 2 features people with disability, support workers and practice leaders talking about Chemical Restraint.

3. Consequence Control Part 1
    Watch Part 1 to find out more about Consequence Control and see what happens when Ray and Lesley go out for lunch.

4. Consequence Control Part 2 – Reflections
    Part 2 features people with disability, support workers and practice leaders talking about Consequence Control.

5. Mechanical Restraint Part 1
    Watch Part 1 to find out more about Mechanical Restraint and see what happens to Jai when the group head out for the day.

6. Mechanical Restraint Part 2 – Reflections
    Part 2 features people with disability, support workers and practice leaders talking about Mechanical Restraint.

7. Physical Restraint Part 1
    Watch Part 1 to find out more about Physical Restraint and see what happens to Kim on movie night.

8. Physical Restraint Part 2 – Reflections
    Part 2 features people with disability, support workers and practice leaders talking about Physical Restraint.

9. Power Control Part 1
    Watch Part 1 to find out more about Power Control and see what happens when Tom cooks his first dinner for his new housemates.

10. Power Control Part 2 – Reflections
    Part 2 features people with disability, support workers and practice leaders talking about Power Control.

11. Restricted Access - Part 1
    Watch Part 1 to find out more about Restricted Access and see what happens when Tom moves into his new house.

12. Restricted Access Part 2 – Reflections
    Part 2 features people with disability, support workers and practice leaders talking about Restricted Access.

13. Seclusion Part 1
    Watch Part 1 to find out more about Seclusion and see how Jai's afternoon in the garden turns out for him.

14. Seclusion Part 2 – Reflections
    Part 2 features people with disability, support workers and practice leaders talking about Seclusion.

Trauma Films

35 minutes

Trauma Informed Support is a contemporary, evidence-based approach to supporting people who may have experienced trauma in their lives.

The Trauma Informed Support films have been developed to assist support workers, providers, people with disability and their families to understand what trauma is, the impact it can have, and ways in which everyone in an organisation can provide trauma-informed support.

Videos include:
1. Understanding Trauma
2. What is Trauma Informed Support
3. A Trauma Informed approach to Positive Behaviour Support
4. How can Organisations Embed a Trauma Informed Approach?
5. Building networks of support and recognising vicarious trauma

Positive Cultures Films

The Positive Cultures films have been developed for organisations to encourage conversations between people with disability, workers, managers, CEOs, boards and families.

Part of NDS' Zero Tolerance Initiative – a national approach to promoting human rights and addressing abuse, neglect and violence toward people with disability, the Positive Culture films depict important conversations to have continuous improvements are made to ensure the rights of people with disability greater safety and quality services.

Short films include:
1. Positive Cultures
2. Power and Control
3. Speaking up
4. Listening Well
5. Everyday opportunities
6. Structured opportunities
7. The right supports
8. The language we use

NDS Workforce Essentials Comprehensive Training List

NDIS Practice Standard	Name of Asset	Type
Standard 1 **Rights & Responsibilities** **for Participants**	Disability Induction Module 1A: It's A Great Career If You Enjoy Working With People	eLearning
	Disability Induction Module 1B: It's A Great Career If You Enjoy Working With People	eLearning
	Disability Induction Module 1C: It's A Great Career If You Enjoy Working With People	eLearning
	Disability Induction Module 2A: You Can Make A Difference	eLearning
	Disability Induction Module 2B: You Can Make A Difference	eLearning
	Disability Induction Module 3A: Essential Skills	eLearning
	Disability Induction Module 3B: Essential Skills	eLearning
	Disability Induction Module 4A: Looking After Yourself and Others	eLearning
	Disability Induction Module 4B: Looking After Yourself and Others	eLearning
	Disability Induction Module 4C: Looking After Yourself and Others	eLearning
	Disability Induction Module 5A: Your Work Is Meaningful	eLearning
	Disability Induction Module 5B: Your Work Is Meaningful	eLearning
	Disability Safe - Bullying Awareness for Senior Managers	eLearning
	Disability Safe - Bullying Awareness for Workers	eLearning
	Disability Safe - Food Safety for Disability Support Workers	eLearning
	Disability Safe - Impairment in the Disability Sector	eLearning
	Disability Safe - Infection Control	eLearning
	Disability Safe - Risk Management	eLearning
	Disability Safe - Slips, Trips and Falls Awareness	eLearning
	Human Rights and You Topic 1: What are Human Rights	eLearning
	Human Rights and You Topic 2: Rights and Responsibilities	eLearning
	Human Rights and You Topic 3: When Rights Go Wrong	eLearning
	Human Rights and You Topic 4: Asking for Help	eLearning
	Human Rights and You Topic: Resources x 7	Video & Doc resources
	Leading WHS in the Disability Sector Module 1: Introduction & Legislative Framework	eLearning

	Leading WHS in the Disability Sector Module 2: Health and Safety Management System	eLearning
	Leading WHS in the Disability Sector Module 3: WHS Consultation	eLearning
	Leading WHS in the Disability Sector Module 4: Risk Management	eLearning
	Leading WHS in the Disability Sector Module 5a: Management of Specific Risk	eLearning
	Leading WHS in the Disability Sector Module 5b: Management of Specific Risk	eLearning
	Leading WHS in the Disability Sector Module 6: Injury Management	eLearning
	Leading WHS in the Disability Sector Module 7: WHS Training	eLearning
	Leading WHS in the Disability Sector Module 8: Records and Information	eLearning
	Leading WHS in the Disability Sector Module 9: Continuous Improvement	eLearning
	Understanding Abuse - Zero Tolerance	eLearning
	Working With People With Disability	eLearning
	Managing Stress and Building Resilience	eLearning
	Manual Handling For Disability Support Workers: Hazardous Manual Tasks & Managing Risks	eLearning
	Manual Handling For Disability Support Workers: Personal Care	eLearning
	Manual Handling For Disability Support Workers: Mobility	eLearning
	Manual Handling For Disability Support Workers: Transportation	eLearning
	Manual Handling Videos x 33	Video Resource
	Hand Hygiene	eLearning
	Return to Work	eLearning
	COVID-19: What It Is & How to Prevent Spread	eLearning

Standard 2 Provider Governance and Operational Management	Adapting to the NDIS: Finding Your Purpose	eLearning
	Adapting to the NDIS: Quality and Safeguards	eLearning
	Adapting to the NDIS: Strategy and Transformation	eLearning
	Adapting to the NDIS: The Customer Journey	eLearning
	Coaching the Coach	eLearning
	Communication Essentials	eLearning
	Business Writing Skills	eLearning
	Dealing With Complaints & Difficult Customers	eLearning
	Documenting Records	eLearning
	First Response Evacuation	eLearning
	Managing Change & Communication	eLearning
	Safeguarding for Boards: Understanding Abuse - Zero Tolerance	Resources
	Safeguarding for Boards: Responding to Abuse - Zero Tolerance	Resources
	Safeguarding for Boards: Learning From Abuse - Zero Tolerance	Resources
	Safeguarding for Boards Preventing Abuse - Zero Tolerance	Resources
	3A. Safeguarding for Boards Considering Additional Risk: Part 1 (Diversity) - Zero Tolerance	Resources
	3A. Safeguarding for Boards Considering Additional Risk: Part 2 (Practice) - Zero Tolerance	Resources
	Safeguarding for Boards: Why Be a Board Member - Zero Tolerance	Resources
	Safeguarding for Boards	Resources
	Sustainable Service Under NDIS	eLearning
	Reliable Record Keeping Webinars	Resources
	NDS: The Science and Art of Realising Human Potential	eLearning

Standard 3 Provision of Supports	Foundations of Positive Behaviour Support: What Is Positive Behaviour Support	Resources
	Foundations of Positive Behaviour Support: Quality of Life	Resources
	Foundations of Positive Behaviour Support: Listening and Communicating	Resources
	Foundations of Positive Behaviour Support: Being Aware of Sensory Needs and Preferences	Resources
	Foundations of Positive Behaviour Support: Upholding the Values of Positive Behaviour Support	Resources
	Encouraging Lifestyle Choices	Resources
	NDS Augmentative and Alternative Communication	Resources
	Participation Project Communication and the Disability Support Worker	Resources
	Participation Project Communication and the Disability Support Worker (Accessible Version)	Resources
	Participation Project Get Ready to Assist Clients with Medication	Resources
	Participation Project Making Lifestyle Choices	Resources
	Person-Centered Practice Across Cultures	Resources

	Recognising Restrictive Practices	Resources
	Supported Decision Making	eLearning
	NDIS Transition and Cash - Worked Example Spreadsheet	Resources
	NDIS Transition and Cash - Presentation Slides	Resources
	NDIS Transition and Cash - Video	Resources
	Worked Example - Working Capital	Resources
	Corporate Overheads Presentation Slides	Resources
	Corporate Overheads Video	Resources
	Script for Corporate Overheads Video	Resources
	Worked Example - Corporate Overheads	Resources
	NDIS Simply Brief - Corporate Overheads	Resources
	NDIS Simple Financial Management 3.0: Support Margin and Growth Video	Resources
	NDIS Simple Financial Management 3.1: Script for Support Margin and Growth	Resources
	NDIS Simple Financial Management 3.2: Script for Support Margin and Growth Presentation Slides	Resources
	NDIS Simple Financial Management 3.3: Worked Example - Support Margin and Growth	Resources
	NDIS Simple Financial Management 3.4: Brief - Support Margin and Growth	Resources
	NDIS Simple Financial Management 4.0: Smart Product Design	Resources
	NDIS Simple Financial Management 4.1: Script for Smart Product Design	Resources
	NDIS Simple Financial Management 4.2: Script for Smart Product Design Presentation slides	Resources
	NDIS Simple Financial Management 4.3: Worked Example - Smart Product Design	Resources
	NDIS Simple Financial Management 4.4: Brief - Smart Product Design	Resources
	NDIS Simple Financial Management 5.0: Audit Controls and Exception Reporting (Captioned)	Resources
	Intelligent Design - Product Refinement	Resources
	NDIS Financial Management: Cost Attribution - 1.1 Cost Attribution Case study Introduction	Resources
	NDIS Financial Management: Cost Attribution - 1.2 Case Study Information	Resources
	NDIS Financial Management: Cost Attribution - 1.3 Cost Attribution FAQs	Resources
	NDIS Financial Management: Cost Attribution - 1.4 Simply Brief - Cost Attribution	Resources
	NDIS Financial Management: Cost Attribution - 1.5 Script Session 5 - Cost Attribution	Resources
	NDIS Financial Management: Cost Attribution - 1.6 Cost Attribution Webinar	Resources
	Resolving Conflict	eLearning

Standard 4 Provision of Supports Environment	Child Safe Standards	Resources
	Positive Culture Films: Topic 1 - Positive Cultures	Resources
	Positive Culture Films: Topic 2 - Power and Control	Resources
	Positive Culture Films: Topic 3 - Speaking Up	Resources
	Positive Culture Films: Topic 4 - Listening Well	Resources
	Positive Culture Films: Topic 5 - Everyday Opportunities	Resources
	Positive Culture Films: Topic 6 - Structured Opportunities	Resources
	Positive Culture Films: Topic 7 - The Right Supports	Resources
	Positive Culture Films: Topic 8 - The Language We Use	Resources
	Speaking Up About Safety	Resources
	Trauma Films - Understanding Trauma	Video resource
	Trauma Films - What Is Trauma Informed Support	Video resource
	Trauma Films - A Trauma Informed Approach to Positive Behaviour Support	Video resource
	Trauma Films - How Can Organisations Embed a Trauma Informed Approach?	Video resource
	Trauma Films - Building Networks of Support and Recognising Vicarious Trauma	Video resource
	Disability Safe - Medication Management	eLearning