etrainu

NDS National Disability Services

NDS Workforce Essentials eLibrary

UPDATED: JULY 2022

Contents

Overview

The NDS Workforce Essentials brochure displays our current offerings of assets, including eLearning, resources, and webinar resources.

Mapped to the **National Disability Insurance Scheme (NDIS) Practice Standards** and Quality Indicators—and endorsed by the National Disability Services (NDS)—etrainu offers the following courses in the disability sector. Each course has been mapped to the corresponding standard.

We have also mapped all of our assets to the NDIS Capability Framework, which covers the government's expectations about the attitudes, skills, and knowledge of all workers funded under the NDIS.

Key Terminology

Course: a course refers to a series of lessons in a specific subject. Some courses are made up of one or more modules.

Module: a module is a single unit of study that can be independent or part of a course.

NDIS Practice Standards and Capability Framework Workforce Objectives

The NDIS Practice Standards and Quality Indicators are benchmarks for service providers to assess their performance and demonstrate how they will provide safe, high-quality support to participants. The NDIS Capability Framework Objectives shows how service providers and support workers are to act when supporting people with disability.

etrainu has mapped our current list of assets to the NDIS Practice Standards and Capability Framework, which you can view in this brochure.

NDIS PRACTICE STANDARD 1
Rights and Responsibilities for Participants

In disability support, it's important to understand and acknowledge human rights when providing high-quality care.

Aligned with Standard 1: Rights and Responsibilities for Participants, the eLearning assets under this standard look at human rights and the responsibilities of support workers when supporting people with disability.

Bullying Awareness for Senior Managers

🕐 1 hour (self-paced)   💼 eLearning

NDIS Practice Standard:

- 1. Rights and Responsibilities

Quality Indicators:

- 1.5 Violence, abuse, neglect, discrimination, and exploitation

NDIS Workforce Capability Framework

Workforce Objectives:

- 2. Your Impact
- 4. Be present

Core Capabilities:

- 2.1 Show self-awareness
- 2.3 Look after yourself
- 4.2 Manage health and safety

Who is this course for?

- Support workers
- Supervisors and managers

About

Bullying can have a devastating impact on self-worth and wellbeing. Not only that, but bullying in the workplace can lead to staff turnover, productivity loss, workplace culture damage, and, in some cases, legal costs and bad publicity.

This module looks at how managers can help prevent and respond to instances of bullying in the workplace.

What will I be able to do at the end of this module?

Supervisors and managers will learn how they can maintain the safety of their support workers and their clients. You will also have a better understanding of discrimination and how it can lead to instances of bullying.

Topics covered:

- Why bullying may occur and why people choose not to report
- Work health and safety (WHS) obligations
- Policies and procedures
- Stop orders and civil penalties

Bullying Awareness for Workers

🕐 1 hour (self-paced)   💼 eLearning

NDIS Practice Standard:

- 1. Rights and Responsibilities

Quality Indicators:

- 1.5 Violence, abuse, neglect, discrimination, and exploitation

NDIS Workforce Capability Framework

Workforce Objectives:

- 2. Your Impact
- 4. Be present

Core capabilities:

- 2.1 Show self-awareness
- 2.3 Look after yourself
- 4.2 Manage health and safety

Who is this course for?

- Support workers
- Supervisors and managers

About

No person has the right to bully another; no person should be subjected to bullying in the workplace. This course covers what is and is not considered bullying, support workers' obligations, and what workers can do if they are subject to bullying.

What will I be able to do at the end of this course?

This course will help employees learn more about bullying and its causes and effects. What's more, they will also be aware of what to do if they face or suspect bullying in the workplace, e.g. reporting to managers or other senior workers.

Topics covered:

- What can and cannot be defined as bullying
- How to respond to bullying
- Work health and safety (WHS) obligations

Disability Induction

1 hour per module (self-paced)
Total time: 12 hours (self-paced)

eLearning

NDIS Practice Standard:

- 1. Rights and Responsibilities

Quality Indicators:

- 1.1 Person-centred supports

- 1.2 Individual values and beliefs
- 1.3 Privacy and dignity
- 1.4 Independence and informed choice
- 1.5 Violence, abuse, neglect, discrimination, and exploitation

NDIS Workforce Capability Framework

Workforce Objectives:
- 2. Your Impact
- 4. Be present

Core capabilities:
- 2.1 Show self-awareness
- 2.2 Work within your capabilities
- 2.3 Look after yourself
- 3.1 Understand what a good life means to me
- 3.2 Support me to make my own choices

Who is this course for?
- Support workers
- Service providers
- People considering working in the disability sector

Number of modules: 12
  Modules included:
  - It's a Great Career If You Enjoy Working with People (3 modules)
  - You Can Make a Difference (2 modules)
  - Essential Skills (2 modules)
  - Looking After Yourself and Others (3 modules)
  - Your Work is Meaningful (2 modules)

About
Thinking about working in the disability sector? Developed by the NDS, The Disability Induction course helps potential or entry-level support workers understand the work that goes into the disability sector.

Learners will be introduced to the concept of support work and why it is meaningful, what essential skills are necessary to work as a support worker, how to look after themselves and others, as well as understanding how their work can make a difference.

Learners begin to understand the key concepts and best practices of support provision. They also learn more about person-centred approaches and the need and practicalities of placing the person with disability at the centre of all decision-making.

What will I be able to do at the end of this course?
You will have a strong understanding of the roles and responsibilities of support workers as well as being aware of acting professionally and maintaining good conduct. You will also know how to assist in preventing and responding to abuse.

Topics covered:
- An introduction to and a history about the disability sector
- How to make a difference
- Different roles in the disability sector
- Human rights and contemporary approaches to disability support
- Learning and development pathways
- Professional conduct, the responsibilities of support workers, and duty of care
- Risk management
- Slips, trips, and falls
- Driver safety

Food Safety for Disability Support Workers

🕐 1 hour (self-paced)   💼 eLearning

NDIS Practice Standard:

- 1. Rights and Responsibilities

Quality Indicators:

- 1.5 Violence, abuse, neglect, discrimination, and exploitation

NDIS Workforce Capability Framework

Workforce Objectives:

- 4. Be present

Core capabilities:

- 4.2 Manage health and safety

Who is this course for?

- Support workers
- Service providers

About

Support workers may find themselves working in and handling food in a variety of settings, including day programs, group homes, community venues, or a client's home. Therefore, it is important to understand food safety and prevent cross-contamination and food poisoning.

What will I be able to do at the end of this course?

By the end of this course, you will be able to identify when food has reached its expiry date. This course will help you recognise mouldy or contaminated foods as well as the best temperatures to store and prepare different foods.

Topics covered:

- Food safety
- Cross-contamination
- Correct temperature storage and preparation
- Food labelling and handling

Human Rights and You - Zero Tolerance

🕐 40 minutes per module (self-paced)
Total time: 3 hours 20 minutes (self-paced)

💼 eLearning

NDIS Practice Standard:

- 1. Rights and Responsibilities

Quality Indicators:

- 1.1 Person-centred supports
- 1.3 Privacy and dignity
- 1.5 Violence, abuse, neglect, exploitation, and discrimination

NDIS Workforce Capability Framework

Workforce Objectives:

- 1. Our Relationship

Core capabilities:

- 1.1 Uphold my rights

Who is this course for?

- Support workers
- Service providers
- Carers

Number of modules: 5

Modules included:

- What are Human Rights
- Rights and Responsibilities
- When Rights Go Wrong
- Asking for Help
- Additional Resources (Video and pdf resources)

About

What are human rights? With a combination of eLearning, a workbook, a training guide, case studies, and short videos, Human Rights and You looks at the rights of all humans in the disability context.

Both people with disability and support workers must have access to their human rights and must have the freedom to exercise their rights. There can be consequences if a person suppresses the rights of another, and people must also have opportunities to ask for help if this happens.

What will I be able to do at the end of this module

You will go on a journey to understand your rights and responsibilities in respecting people with disability, realise why human rights matter, and how you must uphold their rights.

This course also helps you determine how you can spark conversations around the rights of people with disability to encourage a change in society.

Topics covered:

- Human rights and the law
- Rights and responsibilities of support workers
- Restrictions and the people you support
- Asking for help and responding to complaints

Human Rights Resources

🕐 40 minutes (self-paced)   💼 Resources

NDIS Practice Standard:

- 1. Rights and Responsibilities

Quality Indicators:

- 1.1 Person-centred supports
- 1.3 Privacy and dignity
- 1.5 Violence, abuse, neglect, exploitation, and discrimination

NDIS Workforce Capability Framework

Workforce Objectives:

- 1. Our Relationship

Core capabilities:

- 1.1 Uphold my rights

Who is this course for?

- Support workers
- Service providers
- Carers

About

What are human rights? We are all humans, we are all equal. Human rights are a set of agreed values about the way that people live their lives and expect to be treated fairly, safely, and with respect. These resources cover the basics of human rights and why it is important to respect, protect, and uphold them, especially when supporting people with disability.

What will I be able to do at the end of this module

After going through these resources, you will have a better understanding of human rights and why it is important to respect and protect them. It also helps you better understand how human rights apply to everyone and how you can embed them in your services when supporting a person with disability.

Topics covered:

- What are human rights?
- Human rights in disability services
- Case studies

Impairment in the Disability Sector

🕐 1 hour (self-paced)   💼 eLearning

NDIS Practice Standard:

- 1. Rights and Responsibilities

Quality Indicators:

- 1.1 Person-centred supports
- 1.5 Violence, abuse, neglect, discrimination, and exploitation

NDIS Workforce Capability Framework

Workforce Objectives:

- 4. Be present

Core capabilities:

- 4.2 Manage health and safety

Who is this course for?

- Support workers
- Service providers

About

Fatigue, drugs, and alcohol can all impair a support worker's ability to provide assistance. By looking at how employers and employees can manage fatigue and substances, this course aims to improve working conditions and maintain the safety of both employees and clients.

What will I be able to do at the end of this course?

After completing this course, you will understand the importance of getting a good night's rest and sufficient sleep as well as the effects of lack of sleep. You will also be able to recognise how fatigue affects your work, including blurred vision, lack of concentration, and irritability/mood. You will also realise the effects of substance abuse and how drugs and alcohol can impair a person's ability to function.

Topics covered:

- Employer and employee responsibilities
- Organisational policies and procedures
- How to manage fatigue
- Understanding the effect of alcohol and drugs on the body

Infection Control for Disability Support Workers

🕐 1 hour (self-paced)   💼 eLearning

NDIS Practice Standard:

- 1. Rights and Responsibilities

Quality Indicators:

- 1.1 Person-centred supports
- 1.5 Violence, abuse, neglect, exploitation, and discrimination

NDIS Workforce Capability Framework

Workforce Objectives:

- 4. Be present

Core capabilities:

- 4.2 Manage health and safety

Who is this course for?

- Support workers
- Service providers

About

Due to the nature of work in the disability sector, support workers interact with people who have compromised immune systems. This course provides an overview of good infection control practices and how to maintain the health and safety of clients.

What will I be able to do at the end of this course?

You will have a better understanding of how infection occurs and how you can possibly spread or receive illnesses. By completing this course, you will be aware of the importance of preventing infection through good hygiene and following safe work procedures.

Topics covered:

- How infection occurs
- Infection controls, such as PPE
- Work health and safety obligations
- Maintaining personal hygiene and clean environments
- Cross-contamination

Managing Stress and Building Resilience

🕐 40 minutes (self-paced)   💼 eLearning

NDIS Practice Standard:

- 1. Rights and Responsibilities

Quality Indicators:

- 1.3 Privacy and dignity
- 1.5 Violence, abuse, neglect, exploitation, and discrimination

NDIS Workforce Capability Framework

Workforce Objectives:

- 2. Your Impact

Core capabilities:

- 2.1 Show self-awareness
- 2.2 Work within your capabilities
- 2.3 Look after yourself

Who is this course for?

- Support workers
- Supervisors/managers
- Service providers

About

Did you know that stress can adversely affect your health? And while support work is a rewarding career, many support workers are at risk of stress and burnout.

Stress and burnout can also affect the quality of work, which means this can harm both support workers and people with disability. This eLearning course looks at what stress is and what it can lead to, typical sources of stress, and how support workers can seek help and build resilience.

Supervisors and managers can also benefit from this course as they can learn how they can support their team.

Some methods they can use include:
- creating a happy environment,
- rewarding support workers for their efforts, and
- ensuring that all workers know they are supported.

What will I be able to do at the end of this course?
By completing this course, you will understand how to identify your stressors and learn how to manage stress. You will also be aware that your organisation will provide you with support from your supervisors or managers, who you can speak to and will find a way to help you manage your stress.

This course will also teach you how to create a positive work culture that reduces stressors and boosts motivation.

Topics covered:
- What is stress and what can it lead to?
- Typical stress sources
- Beliefs and stress
- Breaking your stress cycles
- Seeking support
- Building resilience

Manual Handling for Disability Support Workers

🕐 45 minutes per module (self-paced)
Total time: 3 hours (self-paced)

💼 eLearning

NDIS Practice Standard:
- 1. Rights and Responsibilities
- 4. Provision of Supports Environment

Quality Indicators:
- 1.1 Person-centred supports
- 1.3 Privacy and dignity
- 1.4 Independence and informed choice
- 4.1 Safe environment

NDIS Workforce Capability Framework

Workforce Objectives:
- 4. Be Present

Core capabilities:
- 4.2 Manage health and safety

Who is this course for?
- Support workers
- Service providers

Number of modules: 4

Modules included:
- Module 1: Hazardous Manual Tasks & Managing Risks
- Module 2: Personal Care
- Module 3: Mobility
- Module 4: Transportation

About

Exploring manual handling techniques to support people with disability, this course helps support workers understand hazardous manual tasks and how to manage the associated risks. With interactive activities and a video library of 33 videos, this course will equip support workers with the knowledge and skills to assist clients.

Developed as part of an NDS Member collaboration, learners will have access to detailed instructional videos to expand their capabilities. Topics covered include risk management, dressing, showering/bathing, positioning, assisting, loading and unloading a wheelchair, and more.

What will I be able to do at the end of this course?

In some cases, you may have to assist your clients with movement and may have to use manual handling practices. This course helps you become familiar with the 4-step risk management process and hazardous tasks.

Topics covered:

- Safe manual handling practices
- Rolling the client in bed
- Using a slide sheet and hoister
- Managing client falls
- Managing client seizures

Manual Handling Resources

🕐 1 hour (self-paced)   💼 Resources

NDIS Practice Standard:

- 1. Rights and Responsibilities
- 4. Provision of Supports Environment

Quality Indicators:

- 1.1 Person-centred supports
- 1.3 Privacy and dignity
- 1.4 Independence and informed choice
- 4.1 Safe environment

NDIS Workforce Capability Framework

Workforce Objectives:

- 4. Be Present

Core capabilities:

- 4.2 Manage health and safety

Who is this course for?

- Support workers
- Service providers

Number of resources: 17

Resources included:

- Risk Management 4 step application
- Undressing
- Showering
- Drying
- Dressing
- Lying to sitting
- Positioning lower limb for rolling
- Positioning upper limb for rolling
- Rolling client towards worker
- Rolling client away from worker
- Assist to stand from back
- Assist to stand from side
- Using a transfer belt to stand
- Sit to stand with walking frame
- Assisted walking
- Walking with a transfer belt
- Walking with aid−walking frame
- Walking with aid−walking stick

About

The Manual Handling Resources complement the Manual Handling for Disability Support Workers eLearning course.

With a range of video resources that cover a variety of topics and situations, learners will be able to see visual examples of correct procedures when it comes to manual handling tasks.

What will I be able to do at the end of this?

Using these video resources, support workers will be able to better understand their role and responsibilities in assisting people with disability in a variety of situations, such as showering, dressing, assisted walking, etc.

Topics covered:

- Risk management
- Help with intimate tasks, such as showering and dressing
- Positioning
- Assisting people with disability with walking

Orientation for External Support Workers in Tertiary Settings

🕐 1 hour (self-paced)   💼 Resources

NDIS Practice Standard:

- 1. Rights and Responsibilities

Quality Indicators:

- 1.1 Person-centred supports
- 1.3 Privacy and dignity
- 1.4 Independence and informed choice
- 1.5 Violence, abuse, neglect, exploitation, and discrimination

NDIS Workforce Capability Framework

Workforce Objectives:

- 3. Support Me

Core capabilities:

- 3.3 Look after yourself

Who is this course for?

- Support workers
- People with disability studying in tertiary institutions who need support
- Tutors, lecturers, officials in tertiary institutions

Number of modules: 4

Modules included:

- Module 1: What is disability?
- Module 2: Let's talk about disability?
- Module 3: Legislation and policy
- Module 4: Disability in the community

About

What is disability? With four modules, this course aims to answer that question and provide learners with a more in-depth understanding of disability and support services.

Module 1 explores the different perspectives and types of disability, while Module 2 covers the appropriate language and communication methods to use when speaking to people with disability. The second module also looks at the myths and stereotypes about people with disability.

The last two modules cover disability in several contexts: in legislation and justice, in the community, in education, in employment, and in accessibility. With each module containing a quiz at the end, the Orientation for External Support Workers in Tertiary Settings course aims to boost learner comprehension and retention.

What will I be able to do at the end of this?

You will better understand your roles and responsibilities as a support worker and learn how to assist people with disability in a tertiary setting. This course will help you gain more knowledge of contemporary practices and approaches in supporting students with disability in the tertiary setting.

Topics covered:
- Overview about disability
- Legislation and policy
- Language and communication

Professional Boundaries

20 minutes per module (self-paced)
Total time: 1 hour (self-paced)

eLearning

NDIS Practice Standard:
- 1. Rights and Responsibilities

Quality Indicators:
- 1.3 Privacy and dignity
- 1.4 Independence and informed choice

NDIS Workforce Capability Framework

Workforce Objectives:
- 2. Your impact
- 4. Be present

Core capabilities:
- 2.3 Work within your capabilities
- 4.3 Engage and motivate me

Who is this course for?
- Support workers
- Service providers
- People with disability
- Carers

Number of modules: 3

Modules included:
- Module 1: Professional Boundaries and Why They're Important
- Module 2: Understanding Boundaries and Professionalism
- Module 3: Legal and Ethical Considerations

About

Boundaries are important in both our personal and professional lives. But what happens when these boundaries get crossed?

The Professional Boundaries course explores how boundaries are blurred in the support relationship and how they can be respected.

Part one covers the rights and responsibilities of service providers and support workers and how the onus falls on them to set and maintain professional boundaries.

Part 2 looks at the different types of boundaries and their intricacies, using a variety of scenarios and quiz-based learning to help learners understand the importance of boundaries and how everyone can respect them.

The final part of the course explores the legal and ethical considerations of boundaries, as well as how support workers can use communication skills, methods, and preferences to set and reinforce them.

What will I be able to do at the end of this module?
Learners will have a clearer understanding of their responsibilities as support workers or those providing support to people with disability when it comes to maintaining boundaries and establishing a professional relationship.

By being exposed to a variety of scenarios and situations, learners will understand that boundaries are not as clear cut as they seem, and why it is important to always follow organisation policy and procedures.

Topics covered:
- Boundaries and why they're important
- Role and responsibilities of support workers and service providers
- The consequences of not setting boundaries and what to do if they're crossed
- Legal and ethical considerations
- Communication skills and methods

Risk Management

🕐 1 hour (self-paced)　　　　💼 Video resources

NDIS Practice Standard:
- 1. Rights and Responsibilities

Quality Indicators:
- 1.1 Person-centred supports
- 1.3 Privacy and dignity
- 1.5 Violence, abuse, neglect, exploitation, and discrimination

NDIS Workforce Capability Framework

Workforce Objectives:
- 4. Be present

Core capabilities:
- 4.2 Manage health and safety

Who is this course for?
- Support workers
- Supervisors

About

What is a risk? What is a hazard? By completing this course, learners understand their duty of care under work health and safety (WHS) legislation, hazard management programs, organisational policies and procedures, risk assessment, and the hierarchy of control.

What will I be able to do at the end of this course?

When providing support, you must always maintain your safety and your clients' safety. This course helps you understand your work health and safety (WHS) obligations and how you can prevent risks.

You will also learn about different types of hazards and how to identify them. As well as this, you will also be aware that your employer may have hazard management policies and procedures and how you must follow and comply with these policies.

Topics covered:
- Duty of care for support workers and service providers
- Hazard management programs
- Risk assessment and the hierarchy of control

Slips, Trips and Falls Awareness Training for the Disability Sector

🕐 1 hour (self-paced)   💼 eLearning

NDIS Practice Standard:
- 1. Rights and Responsibilities
- 4. Provision of Support Environment

Quality Indicators:
- 1.1 Person-centred supports
- 1.5 Violence, abuse, neglect, exploitation, and discrimination
- 4.1 Safe environment

NDIS Workforce Capability Framework

Workforce Objectives:

- 4. Be Present

Core capabilities:

- 4.2 Manage health and safety

Who is this course for?

- Support workers
- Service providers

About

There is a risk of serious harm to disability support workers due to the nature of their work. Hazards such as slips, trips, and falls could cause harm, so support workers must be aware of such hazards and put practices in place to minimise their risk.

What will I be able to do at the end of this course?

You will understand how important it is to always scan your surroundings when supporting clients. You will also be able to identify types of hazards, including:

- hazards in the home,
- community hazards,
- personal hazards, and
- slippery surfaces.

Not only will you learn about these hazards, but you will also learn what you can do to minimise and prevent them from occurring.

Topics covered:

- Work health and safety (WHS) obligations
- Types of hazards
- Risk management and hierarchy of control

Understanding Abuse - Zero Tolerance

🕐 40 minutes per module (self-paced)
Total time: 2 hours (self-paced)

💼 eLearning

NDIS Practice Standard:

- 1. Rights and Responsibilities

Quality Indicators:

- 1.5 Violence, abuse, neglect, exploitation, and discrimination

NDIS Workforce Capability Framework

Workforce Objectives:

- 1. Our Relationship

Core capabilities:

- 1.1 Uphold my rights

Who is this course for?

- Support workers
- Supervisors
- Carers

Number of modules: 3

Modules included:

- Understanding Abuse
- Power and Control
- The Empowerment Circle

About

As support workers are usually the first person to witness or be informed of any abuse, their response matters. With this in mind, support workers must be able to identify the different types of abuse and understand how they can manifest.

The Understanding Abuse eLearning program explores the types of abuse and how they can be intentional or accidental, examines how others can exercise control over people with disability, and how support workers can empower clients in all areas of their lives.

Each module takes learners through different types and scenarios of abuse and what could be done to respond to and prevent such incidents from occurring.

What will I be able to do at the end of this course?

This course will help you become conscious of good support practices while also recognising when you may be using poor practices. They will also help you understand types of abuse and control and how to recognise any instances of abuse.

Throughout the course, you will also realise how important it is to promote the rights of people with disability and ensure they have the freedom to exercise their rights.

Topics covered:
- How abuse presents itself in many ways including:
  - Physical
  - Social
  - Identity
  - Material
  - Economic
  - Emotional
  - Education
  - Relationships

Working with People with Disability

🕐 1 hour (self-paced)   💼 Video resources

NDIS Practice Standard:
- 1. Rights and Responsibilities

Quality Indicators:
- 1.1 Person-centred supports
- 1.2 Individual values and beliefs
- 1.3 Privacy and dignity
- 1.4 Independence and informed choice
- 1.5 Violence, abuse, neglect, discrimination, and exploitation

NDIS Workforce Capability Framework

Workforce Objectives:
- 1. Our Relationship

Core capabilities:
- 1.1 Uphold my rights
- 1.2 Communicate effectively
- 1.3 Build trusted relationships
- 1.4 Work collaboratively

Who is this course for?
- Support workers
- Supervisors
- Carers

About

With this eLearning course, front line staff, or people considering a career in the disability sector, discover the essentials of support work. As learners go through the course, they become familiar with the principles of disability support work, the common disabilities and their features, and person-centred practice and its importance.

What will I be able to do at the end of this course?

As you work through this course, you will become familiar with common disabilities and how they present themselves in clients. You will also be introduced to the principles of support work and person-centred practice, and why it is important to use such approaches when working with people with disability.

Topics covered:

- Access to community participation for people with disability
- Effective communication strategies to use with clients
- The role of the disability support worker

NDIS PRACTICE STANDARD 2

Provider Governance and Operational Management

The assets in this section look at how service providers must govern and operate their services, and what their responsibilities are as NDIS-approved providers.

Adapting to the NDIS

🕐 20 minutes per module (self-paced)
Total time: 1 hour and 30 minutes (self-paced)

💼 eLearning

NDIS Practice Standard:

- 2. Provider Governance and Operational Management

Quality Indicators:

- 2.1 Governance and operational management
- 2.3 Quality management
- 2.5 Feedback and complaints management

NDIS Workforce Capability Framework

Workforce Objectives:

- 1. Our Relationship
- 5. Check In

Core capabilities:

- 1.1. Uphold my rights
- 1.2 Communicate effectively
- 1.3 Build trusted relationships
- 1.4 Work collaboratively
- 5.1 Review quality of support and service
- 5.2 Support me to speak up

Who is this course for?

- Support workers
- Supervisors/managers
- Service providers

Number of modules: 4

Modules included:

- Module 1: Finding Your Purpose
- Module 2: Quality and Safeguards
- Module 3: Strategy and Transformation
- Module 4: The Customer Journey

About

With the establishment of the NDIS, there have been major changes to the support process in disability. Many support workers and providers were unsure when this happened and had many questions.

The Adapting to the NDIS course helps you understand how to be flexible and grow with the times, as well as learn how to set and measure success.

Split into four parts, you will see what your role looks like now, what the new safeguards are for NDIS Participants, as well as what strategy you can use to transform the way you deliver support to clients. You will also become familiar with person-centred approaches and how to make the client the centre of their support provision.

What will I be able to do at the end of this course?

You will better understand your role and responsibilities under the NDIS, as well as how you can best support your clients.

Topics covered:

- Understand how service provision works under the NDIS
- Understand how you can strategise and transform your services to align with the NDIS
- Providing excellent customer service and support provision
- Safeguards, protections, and quality indicators for NDIS participants

Business Writing Skills

🕐 30 minutes (self-paced)   💼 eLearning

NDIS Practice Standard:

- 2. Provider Governance and Operational Management

Quality Indicators:

- 2.1 Governance and operational management,
- 2.2 Risk management
- 2.4 Information management
- 2.5 Feedback and complaints management
- 2.6 Incident management
- 2.7 Human resource management

NDIS Workforce Capability Framework

Workforce Objectives:

- 5. Check In

Core capabilities:

- 5.1 Review quality of supports
- 5.2 Support me to speak up

Who is this course for?

- Support workers
- Supervisors/managers

About

Writing is an important component of business. We use writing in almost everything we do—from sending emails to creating reports. Business writing has its own conventions that people need to follow so they can communicate clearly and effectively.

As an interactive eLearning course, Business Writing skills uses a series of practical activities to help learners understand the conventions of business writing.

The activities take you through a series of scenarios, asking you to correct errors and helping you develop the skills necessary for business writing. Each activity will ask you to look for things such as:

- Readability
- Spelling errors
- Grammatical errors
- Clarity in writing

What will I be able to do at the end of this course?

Through these activities, you will develop proofreading and editing skills and understand how you can improve your own writing.

Topics covered:

- Types of writing
- Conventions of writing
- Grammar and spelling
- Readability and clarity

Coaching The Coach

🕐 30 minutes (self-paced)   💼 eLearning

NDIS Practice Standard:

- 2. Provider Governance and Operational Management

Quality Indicators:

- 2.3 Quality management

NDIS Workforce Capability Framework

Organisational capabilities:

- Create an enabling work environment

Who is this course for?

- Support workers
- Supervisors/managers

About

As a coach, you lead, guide, motivate, and challenge your team/trainees to sharpen their skills or learn new skills to improve performance. There's also a fine line between imparting knowledge and increasing self-awareness, personal responsibility, and confidence in your trainees.

Coaching the Coach is for anyone looking to improve or learn leadership skills, showcasing how to use effective communication techniques to reach your trainees. Techniques such as active listening and questioning form key skills to help you become the best coach you can be.

What will I be able to do at the end of this?

You will learn the basics of coaching and how you can build a rapport with your trainee. Beyond that, you will learn how to foster a supportive and encouraging environment where your trainee can grow their skills and knowledge.

Topics covered:

- Being a good workplace coach
- Developing a good relationship
- Your roles and responsibilities
- Benefits of being a workplace coach

Communication Essentials

🕐 30 minutes (self-paced)   💼 eLearning

NDIS Practice Standard:

- 2. Provider Governance and Operational Management

Quality Indicators:

- 2.5 Feedback and complaints management

NDIS Workforce Capability Framework

Workforce Objectives:

- 1. Our Relationship

Core capabilities:

- 1.1 Uphold my rights

Who is this course for?

- Support workers
- Supervisors/managers

About

We communicate every day in our lives, with our family, friends, or colleagues. But do we communicate effectively?

This course takes you on a journey, from misunderstandings and communication barriers to using listening techniques to create better communication. You will learn how to improve your communication skills and build healthy relationships with your colleagues, family, and friends.

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. You will 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 help strengthen your conflict management skills.

Topics covered:

- Communication and the communication cycle
- Active listening and responding
- Verbal and non-verbal communication
- Communication barriers and conflict management

Dealing with Complaints and Difficult Customers

🕐 30 minutes (self-paced)   💼 eLearning

NDIS Practice Standard:

- 2. Provider Governance and Operational Management

Quality Indicators:

- 2.1 Governance and operational management
- 2.5 Feedback and complaints management

NDIS Workforce Capability Framework

Workforce Objectives:

- 2. Your Impact
- 5. Check In

Core capabilities:

- 2.1 Show self-awareness
- 5.1 Review quality of support and service
- 5.2 Support me to speak up

Who is this course for?

- Employees
- Support workers
- Supervisors/managers

About

In life, we encounter difficult situations and complaints almost every day. With this interactive eLearning, you will experience the different types of customers/clients you may encounter as well as the possible complaints they may have.

So, how do you handle complaints? The key is having the right mindset. As you go through the course, you will see how important it is to have a positive attitude when it comes to handling and resolving complaints.

What will I be able to do at the end of this?
When you finish this course, you will have a better understanding of why complaints are important and how to interact with customers appropriately and effectively. More importantly, you'll learn how to turn a complaint into an opportunity.

Topics covered:
- 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

Documenting Records

🕐 40 minutes (self-paced)   💼 eLearning

NDIS Practice Standard:
- 2. Provider Governance and Operational Management

Quality Indicators:
- 2.1 Governance and operational management
- 2.2 Risk management
- 2.4 Information management
- 2.5 Feedback and complaints management
- 2.6 Incident management
- 2.7 Human resource management

NDIS Workforce Capability Framework

Workforce Objectives:
- 5. Check In

Core capabilities:
- 5.2 Support me to speak up

Who is this course for?
- Employees
- Support workers
- Supervisors/managers

About

Why do records exist? They help explain actions and decisions made relating to an NDIS participant. They also ensure that the participant is receiving the care that allows them to live the life they want.

Throughout this course, you will get a detailed understanding of how to correctly and accurately keep records. You will also learn about the requirements for record-keeping, and how they may vary by organisation.

What will I be able to do at the end of this?

By the end of this learning, you will be able to effectively and correctly keep records of anything that relates to your clients. You will also be aware of what you should record and how.

Topics covered:

- Understand what records are and why they are important
- Learn why records are reviewed and when they would be reviewed
- Know what to record and how to record it

Emergency and Disaster Management

🕐 30 minutes (self-paced)   💼 eLearning

NDIS Practice Standard:

- 2. Provider Governance and Operational Management

Quality Indicators:

- 2.9 Emergency and Disaster Management

NDIS Workforce Capability Framework

Workforce Objectives:

- 5. Check In

Core capabilities:

- 5.1 Review quality of support and service
- 5.2 Support me to speak up

Who is this course for?

- Support workers
- Supervisors/managers
- Service providers

About

An emergency and disaster management plan is a document that helps a person with disability and their support network during an emergency or disaster. It helps mitigate risk and promotes the physical and mental safety of people with disability by outlining the steps to take during an emergency situation.

This course takes support workers through what such a plan entails and where they can access it. In the event of an emergency, the course shows how support workers can use a person-centred approach to help a person with disability in developing an emergency and disaster management plan.

What will I be able to do at the end of this?

You will be aware of how to use a Person-Centred Emergency Preparedness approach (P-CEP) when supporting someone during an emergency or disaster. You will also be able to understand and follow a person's emergency and disaster management plan and, therefore, know your role and responsibilities during such a situation.

Topics covered:

- An emergency and disaster management plan
- The components of a plan
- The role and responsibilities of the service provider and support worker

First-Response Evacuation Instruction

🕐 55 minutes (self-paced)   💼 eLearning

NDIS Practice Standard:
- 2. Provider Governance and Operational Management

Quality Indicators:
- 2.2 Risk management
- 2.6 Incident management

NDIS Workforce Capability Framework

Workforce Objectives:
- 4. Be Present

Core capabilities:
- 4.2 Manage health and safety

Who is this course for?
- All employees
- Supervisors/managers
- Guests/customers/clients

About

Do you think you know all there is about fire safety? This course gives you a comprehensive overview of the most important aspects of fire safety, including what to do in the event of a fire, evacuation procedures, and how to safely and correctly use a fire extinguisher.

Please note that this course is for training purposes only and does not contain legal advice or definitive advice on the specific regulation in each state or territory.

What will I be able to do at the end of this?

You will learn about both the employer and the employee's responsibilities for fire safety. You will learn how to use fire fighting equipment, including water hoses and fire extinguishers, as well as the correct techniques for using this equipment.

Topics covered:
- Elements of fire and fire dangers
- Preparing for an evacuation
- Employer and employee responsibilities
- Emergency evacuation procedures (including for people with disability)
- Fire extinguishers and the correct extinguishing technique
- Assembly area requirements

Incident Reporting

25 minutes per module (self-paced)
Total time: 1 hour and 10 minutes (self-paced)

eLearning

NDIS Practice Standard:
- 2. Provider Governance and Operational Management

Quality Indicators:
- 2.1 Governance and operational management
- 2.2 Risk management
- 2.3 Quality management
- 2.4 Information management
- 2.6 Incident management

NDIS Workforce Capability Framework

Workforce Objectives:
- 5. Check In

Core capabilities:
- 5.1 Review quality of support and service
- 5.2 Support me to speak up

Who is this course for?
- Support workers
- Supervisors/managers
- Service providers
- Carers

Number of modules: 3

Modules included:

- Module 1: Organisational Policies and Procedures
- Module 2: Roles and Responsibilities as a Support Worker
- Module 3: How to Report Effectively

About

What is an incident? What counts as a reportable incident?

An incident is an act, omission, event, or circumstance. In other words, it's something that happens. A reportable incident is a serious incident or alleged incident which results in harm to an NDIS participant and occurs in connection with NDIS support and services.

Support workers will learn the various scenarios where they, or their organisation, would have to report an incident to the NDIS Commission. It also outlines their roles and responsibilities if they witness or are informed of an incident.

What will I be able to do at the end of this course?

Through this course, you will be able to identify an incident and a reportable incident and know how to respond if you witness or are told about one. You will also learn about your rights and responsibilities for incident reporting, as well as what documents and records you may need to make and keep.

Topics covered:

- Policies and procedures for incident reporting
- Examples of reportable incidents and when it is mandatory to report
- How to report effectively

Managing Change and Communication

🕐 1 hour and 20 minutes (self-paced)   💼 eLearning

NDIS Practice Standard:
- 2. Provider Governance and Operational Management

Quality Indicators:
- 2.1 Governance and Operational Management
- 2.7 Human Resource Management

NDIS Workforce Capability Framework

Workforce Objectives:
- 1. Our Relationship

Core capabilities:
- 1.1 Uphold my rights
- 1.2 Communicate effectively

Who is this course for?
- Support workers
- Supervisors/managers

About

With this interactive eLearning course, staff and supervisors discover concepts and techniques for navigating and managing change in their organisation.

Exploring everything about change, this course will show learners how to:
- understand and respond to change,
- manage change, and
- communicate with others during periods of change.

Not only that, but the course also demonstrates the value of creating a positive culture and how authentic communication is essential in establishing such a culture. More importantly, staff and supervisors will learn how they can apply these techniques and culture to the people they support—resulting in happier and more satisfied clients.

What will I be able to do at the end of this course?
This course will help you better tackle change and view it as a positive rather than a negative. You will also learn how you can apply the techniques in this course to your own work, and how you can support your clients to embrace change.

Topics covered:
- Managing and responding to change
- Communication
- Creating a positive culture

Reliable Record-Keeping Webinars

🕐 1 hour and 30 minutes (self-paced)   💼 Video resources

NDIS Practice Standard:
- 2. Provider Governance and Operational Management

Quality Indicators:
- 2.1 Governance and operational management
- 2.3 Quality management
- 2.4 Information management

NDIS Workforce Capability Framework

Workforce Objectives:
- 5. Check In

Core capabilities:
- 5.1 Review quality of support and service
- 5.2 Support me to speak up

Who is this course for?
- Support workers
- Supervisors/managers
- Service providers

Number of resources: 6

Resources included:

- Why are reliable record-keeping practices important? (Video)
- What are the characteristics of reliable record-keeping? (Video)
- Tips and strategies to ensure the reliability of record-keeping (Video)
- Case Study: reliable recording of NDIS goals and change in circumstances/needs (Video)
- Case Study: reliable record-keeping for documenting risks, incidents and complaints (Video)
- Case study: reliable record-keeping for documenting refusal of care/supports (Video)

About

Produced by Russell Kennedy Lawyers, the Reliable Record-Keeping resources consist of six webinars. Each one explores how to accurately and correctly maintain record keeping, which helps support workers and service providers to keep and maintain any information relating to clients.

Each webinar is 20 minutes long and has downloadable supporting documentation, so learners can proactively learn and absorb information. Resources include FAQs, checklists, and strategies.

What will I be able to do at the end of this course?

You will gain more insight into why reliable record keeping practices are important and how you can demonstrate this. The webinars also provide you with tips and strategies on how to ensure the reliability of your record-keeping. Through the use of case studies, there is a strong emphasis on learning with real-life examples.

Topics covered:

- The importance of record-keeping
- Characteristics of reliable record-keeping
- Tips and strategies for reliable record-keeping

Resolving Conflict

🕐 30 minutes (self-paced)   💼 eLearning

NDIS Practice Standard:

- 2. Provider Governance and Operational Management

Quality Indicators:

- 2.1 Governance and Operational Management
- 2.5 Feedback and complaints management
- 2.7 Human Resource Management

NDIS Workforce Capability Framework

Workforce Objectives:

- 1. Our Relationship

Core capabilities:

- 1.1 Uphold my rights

Who is this course for?

- Employees
- Support workers
- Supervisors/managers

About

Conflict—you can't avoid it. Conflict appears in any relationship, either personal or professional and must be handled well. In the workplace, poorly managed conflict can affect both employees and customers/clients, which means organisations should have clear guidelines on how to deal with it.

Those who interact with customers/clients, work in a team, or those that lead a team will benefit from this course. You will learn more about identifying sources of conflict and how to professionally and quickly manage and resolve them.

What will I be able to do at the end of this course?

You'll have a clearer understanding of the sources, causes, and types of conflict, as well as how to best practice conflict resolution.

Topics covered:

- 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

Safeguarding for Boards

🕐 50 minutes (self-paced)   💼 Video and PDF resources

NDIS Practice Standard:

- 1. Rights and Responsibilities
- 2. Provider Governance and Operational Management
- 4. Provision of Supports Environment

Quality Indicators:

- 1.5 Violence, abuse, neglect, exploitation, and discrimination
- 2.1 Governance and operational management
- 2.2 Risk management
- 2.3 Quality management
- 2.6 Incident management,
- 2.7 Human Resource management
- 2.8 Continuity of supports
- 4.1 Safe environment

NDIS Workforce Capability Framework

Workforce Objectives:

- 1. Our Relationship

Core capabilities:
- 1.1 Uphold my rights

Who is this course for?
- Board members of service providers
- Supervisors
- Support workers

Number of resources: 7

Resources included:
- Understanding Abuse - Zero Tolerance (Video)
- Preventing Abuse - Zero Tolerance (Video)
- Considering Additional Risk (Video; 2 parts)
- Responding to Abuse - Zero Tolerance (Video)
- Learning From Abuse - Zero Tolerance (Video)
- Why Be a Board Member - Zero Tolerance (Video)
- A Practical Guide (PDF)

About

Disability advocate John McKenna hosts this film series, discussing human rights and safeguarding approaches with board members of various disability services providers.

With a focus on starting conversations about the rights and safety of people with disability, the films suggest how boards of management can address the risk of abuse and neglect to the clients they support.

Each film features a discussion of how service providers can take steps to empower clients and ensure they have a voice, are heard, and are safe. Support workers will also find the films helpful, as topics covered include "why become a board member", offering insight into how they can better support people with disability.

What will I be able to do at the end of this course?

As a board member, you may have to review the services your organisation provides and how you can improve on them. More specifically, these videos give you an opportunity to determine if your policies allow for better recognition of abuse and promotion of your clients' rights, and how your boards of management can help your clients.

Topics covered:

- Understanding and preventing abuse
- How to respond to and learn from abuse
- Reasons to become a board member of a service provider

Sustainable Service under NDIS

🕐 1 hour 10 minutes (self-paced)   💼 eLearning

NDIS Practice Standard:

- 2. Provider Governance and Operational Management

Quality Indicators:

- 2.1 Governance and operational management

NDIS Workforce Capability Framework

Workforce Objectives:

- 1. Our Relationship

Core capabilities:

- 5.1 Review quality of support and service
- 5.2 Support me to speak up

Who is this course for?

- Support workers
- Supervisors/managers
- Service providers
- People with disability

About

With a combination of video and written assets, this learning takes you on a journey to see how support workers and service providers can sustainably run their support service under the NDIS.

Firstly, the course looks at the NDIS and how it is changing the relationship between service providers and people with disability, as well as how you and your clients can access the NDIS. The rest of the course looks at how you can make your services more accessible and manageable while maintaining a focus on customer service and satisfaction.

What will I be able to do at the end of this course?

You will learn what your roles and responsibilities look like under the NDIS and what this means for the people you support. Moreover, you will get an idea of what you can do to ensure your services are up-to-date and relevant to your client's needs.

Topics covered:

- 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 (self-paced)   💼 eLearning

NDIS Practice Standard:

- 2. Provider Governance and Operational Management

Quality Indicators:

- 2.3 Quality management
- 2.7 Human resources management

NDIS Workforce Capability Framework

Organisational capabilities:

- Supervision and Frontline Management

Who is this course for?

- All employees
- Supervisors/managers

About

Do you think you can reach your full potential? With three short modules, this course looks at typical issues businesses and employees face and offers advice and inspiration for leaders and aspiring leaders in the disability sector.

Presented by Mark Priede, leaders and employees alike will see how organisations can help them flourish. It will also show how we can look to our own capabilities to set us up for success in the future.

What will I be able to do at the end of this course?

You will learn how you can unlock your full potential using technology.
You will also see which capabilities will lead to success, including capacity, connectedness, creativity, collaboration, choice, and change.

Topics covered:

- 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

NDIS PRACTICE STANDARD 3
Provision of Support

Under the NDIS, service providers have responsibilities when providing support to participants. Each of the courses listed below aligns with this requirement.

Foundations of Positive Behaviour Support Films

🕐 10 minutes (self-paced)   💼 Resources

NDIS Practice Standard:

- 3. Provision of Support

Quality Indicators:

- 3.1 Access to supports
- 3.3 Service Agreements with participants
- 3.4 Responsive support provision

NDIS Workforce Capability Framework

Workforce Objectives:

- 3. Support Me

Core capabilities:

- 3.1 Understand what a good life means to me
- 3.2 Support me to make my own choices
- 3.3 Build my capacity to participate

Who is this course for?

- Support workers
- Service providers
- People with disability

Number of resources: 5

Resources included:
- What Is Positive Behaviour Support? (Video)
- Quality of Life (Video)
- Listening and Communicating (Video)
- Being Aware of Sensory Needs and Preferences (Video)
- Upholding the Values of Positive Behaviour Support (Video)

About

The Foundations of Positive Behaviour Support films summarise positive behaviour support and discuss some of its foundational elements. Developed by the NDS, they are part of the NDS's Zero Tolerance initiative, which aims to support and protect the rights of people with disability.

Each film explores a different topic and how support workers and service providers can use these elements to ensure good positive behaviour support occurs, and how they must be embedded into the support provided to everyone.

What will I be able to do at the end of this course?

As a support worker, you will have a better understanding of what is expected of you when providing support to a client. You will also learn how you can use listening and communication skills to make sure you are aware of your client's needs and preferences.

For service providers, you will see how you can make sure your workers are trained to uphold the values of positive behaviour support and improve your services.

Topics covered:
- What is Positive Behaviour Support?
- Quality of Life
- Listening and Communicating
- Being Aware of Sensory Needs and Preferences
- Upholding the Values of Positive Behaviour Support

NDIS Financial Management: Cost Attribution

🕐 20 minutes (self-paced)   💼 Resources

NDIS Practice Standard:

- 3. Provision of Support

Quality Indicators:

- 3.1 Access to supports
- 3.2 Support planning
- 3.3 Service Agreements with participants
- 3.4 Responsive support provision
- 3.5 Transition to and from providers

Who is this course for?

- People with disability
- Support workers
- Service providers
- Carers/families/friends

Number of resources: 6

Resources included:

- Cost Attribution Case study Introduction (PDF)
- Case Study Information (PDF)
- Cost Attribution FAQs (PDF)
- Simply Brief: Cost Attribution (PDF)
- Script Session 5: Cost Attribution (PDF)
- Cost Attribution Webinar (PDF)

About

Similar to NDIS Simple Financial Management, this looks at how service providers can transition to the NDIS and learn how to become financially sustainable under it.

With examples, questions, models, and templates, these resources help boards of management, service providers, support workers, and people with disability better understand how to finance the supports needed.

These resources focus on cost attribution using case studies, briefs, and webinars to teach learners more about it.

What will I be able to do at the end of this course?

You will understand what it means to run a service provider under the NDIS and what can be done to make the organisation more financially sustainable. You will also learn about basic financing and cash management.

Topics covered:

- Cost attribution
- Good reporting
- How cost attribution affects a business
- Achieving good growth

NDIS Simple Financial Management

🕐 30 minutes (self-paced)   💼 Resources

NDIS Practice Standard:

- 3. Provision of Support

Quality Indicators:

- 3.1 Access to supports
- 3.2 Support planning
- 3.3 Service Agreements with participants
- 3.4 Responsive support provision
- 3.5 Transition to and from providers

Who is this course for?

- People with disability
- Support workers
- Service providers
- Carers/families/friends

Number of resources: 21

Resources included:

- NDIS Transition and Cash (4 resources: video, presentation, and worked examples)
- Corporate Overheads (5 resources: video, presentation, PDF, and worked examples)
- Support Margin and Growth (5 resources: video, presentation, and worked examples)
- Smart Product Design (5 resources: video, presentation, and worked examples)
- Audit Controls and Exception Reporting (Video)
- Intelligent Design: Product Refinement (Video)

About

As an online training program, the NDIS Simple Financial Management helps service providers to operate under an NDIS environment and understand the financial implications that underpin the 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 urgent situations because they don't always have time for the important things.

Using examples, questions, models, and templates, the series of webinars explores key financial levers and how they relate to an organisation. Each resource covers a specific topic, ranging from margin and growth to auditing.

What will I be able to do at the end of this course?

You will understand what it means to run a service provider under the NDIS and what can be done to make the organisation more financially sustainable. You will also learn about basic financing and cash management.

Topics covered:

- Cash and setting a budget
- Direct and indirect costs associated with running a business
- Profit and growing a business
- Having a smart service/product on offer and learning how to refine your service/product
- Audits

Participation Project - Resources

🕐 5 hours 20 minutes (self-paced)   💼 Resources

NDIS Practice Standard:

- 3. Provision of Support

Quality Indicators:

- 3.1 Access to supports
- 3.2 Support planning
- 3.3 Service Agreements with participants
- 3.4 Responsive support provision
- 3.5 Transitions to or from the provider

NDIS Workforce Capability Framework

Workforce Objectives:

- 3. Support Me

Core capabilities:

- 3.1 Understand what a good life means to me
- 3.2 Support me to make my own choices
- 3.3 Build my capacity to participate

Who is this course for?

- People with disability
- Carers/family/friends
- Support workers
- Service providers

Number of resources: 8

Resources available:

- Augmentative and Alternative Communication (PDF)
- Communication and the Disability Support Worker (PDF)
- Communication and the Disability Support Worker (Accessible version; PDF)
- Get Ready to Assist Clients with Medication (PDF)
- Making Lifestyle Choices (PDF)
- Encouraging Lifestyle Choices (PDF)
- Making Lifestyle Choices (PDF)
- The Role of the Disability Support Worker under the NDIS (PDF)

About

A series of learning guides for disability support workers, the Participation Project resources show best practice when it comes to supporting clients.

This includes supporting and empowering clients to make lifestyle choices and assisting them with medications. The focus of these resources is to highlight choice and control, as well as the role the support worker plays in protecting their client's rights to fully participate in their lives.

Using examples, questions, models, and templates, the series of webinars explores key financial levers and how they relate to an organisation. Each resource covers a specific topic, ranging from margin and growth to auditing.

What will I be able to do at the end of this course?

You will have a well-rounded understanding of the various perspectives that impact your role. You will also understand the value of communication when it comes to inclusion, participation, and quality of life.

Topics covered:

- Encouraging lifestyle choices
- Augmentative and Alternative Communication (AAC)
- Communication
- Assisting clients with medication
- The role of the disability support worker under the NDIS

Person-Centred Practice Across Cultures - Resources

🕐 15 minutes (self-paced)   💼 Resources

NDIS Practice Standard:

- 3. Provision of Support

Quality Indicators:

- 3.1 Access to supports
- 3.4 Responsive support provision

NDIS Workforce Capability Framework

Workforce Objectives:

- 1. Our Relationship

Core capabilities:

- 1.1 Uphold my rights
- 1.2 Communicate effectively
- 1.3 Build trusted relationships
- 1.4 Work collaboratively

Who is this course for?

- Service providers
- Support workers
- Boards of management

Number of resources: 14

Resources available:

- Empathy (PDF)
- Active Listening (PDF)
- Choice-Making (PDF)
- Reflective Practice (PDF)
- Working Effectively with Interpreters (PDF)
- Terminology and Data (PDF)
- Making the Business Data (PDF)
- Culturally-responsive Person-Centred Organisation (PDF)
- Leading Towards Cultural Responsiveness (PDF)
- Building a Diverse Workforce (PDF)

- Valuing Bilingual Workers (PDF)
- One Community at a Time (PDF)
- Making Links (PDF)
- Cross-cultural Story-based Marketing (PDF)

About

What does it mean to be culturally aware and sensitive? What does this mean for disability support and service delivery?

Aiming to highlight the importance of cultural awareness and sensitivity, the Person-Centred Practice Across Cultures resources shows how those supporting people with disability can be mindful of the different backgrounds and experiences people have.

With downloadable workbooks and resources, each one explores different topics and shows learners how they can be respectful of culturally and linguistically diverse (CALD) people.

What will I be able to do at the end of this course?

As you go through this course, you will begin to realise the importance of being respectful of the different experiences and backgrounds of your clients. You will also be introduced to a variety of techniques that will enable you to effectively communicate with CALD people you support and how you can improve your services.

Topics covered:
- Empathy
- Active listening
- Choice-making
- Reflective practice
- Working effectively with interpreters
- Terminology and data
- Creating a culturally-responsive person-centred organisation
- Cultural responsiveness
- Diverse workforces
- Cross-cultural story-based marketing

Recognising Restrictive Practices

🕐 1 hour (self-paced)   💼 Video resources

NDIS Practice Standard:
- 1. Rights and Responsibilities
- 3. Provision of Support

Quality Indicators:
- 1.1 Person-centred supports
- 1.3 Privacy and dignity
- 1.4 Independence and informed choice
- 1.5 Violence, abuse, neglect, discrimination, and exploitation
- 3.1 Access to supports,
- 3.3 Service Agreements with participants
- 3.4 Responsive support provision
- 3.5 Transitions to or from the provider

NDIS Workforce Capability Framework

Workforce Objectives:
- 1. Our Relationship

Core capabilities:
- 1.1 Uphold my rights

Who is this course for?
- Support workers
- Service providers
- Carers

Number of resources: 9
Resources available:
- Recognising Restrictive Practices Guide (PDF)
- What are restrictive practices (Video)
- Restricted access: Environmental restraint (Video)
- Mechanical restraint (Video)
- Chemical restraint (Video)
- Physical restraint (Video)
- Seclusion (Video)
- Power control (Video)
- Consequences control (Video)

About

A collection of short films on the different types of restraints and how to recognise them. Designed to assist support workers, each video raises awareness about restrictive practices and starts conversations about how to do things differently.

The videos cover a range of different topics, and each topic has two films and explores restrictive practices from a human rights perspective.

What will I be able to do at the end of this course?

By watching these video resources, you will be familiar with the types of restrictive practices and understand a person with disability's rights. You will also have a clearer understanding of what your responsibilities are to your clients and how you can support them if such practices are approved in their care plan.

These videos will also explore how each practice affects a person with disability, and how you could consider doing things differently.

Topics covered:
- Seclusion
- Chemical restraints
- Mechanical restraints
- Physical restraints
- Restricted access
- Power control
- Consequence control

Supported Decision-Making

🕐 1 hour (self-paced)   💼 eLearning

NDIS Practice Standard:
- 3. Provision of Support

Quality Indicators:
- 3.1 Access to supports
- 3.2 Support planning
- 3.3 Service Agreements with participants
- 3.4 Responsive support provision

NDIS Workforce Capability Framework

Workforce Objectives:
- 1. Our Relationship
- 2. Your Impact
- 3. Support Me

Core capabilities:
- 1.1 Uphold my rights
- 1.2 Communicate and assist effectively
- 1.3 Build trusted relationships
- 1.4 Work collaboratively
- 2.1 Show self-awareness
- 2.2 Work within your capabilities
- 2.3 Look after yourself
- 3.1 Understand what a good life means to me
- 3.2 Support me to make my own decisions
- 3.3 Build my capacity to participate

Who is this course for?
- Support workers
- Service providers
- People with disability

About

Decision-making is a human right and an essential part of everyone's life. And like everyone else, people with disability have the right to make decisions in any aspect of their life—which means support workers must empower them and support them in every way possible.

Developed and distributed on behalf of the NSW Public Guardian, this course introduces the Supported Decision Making Practice Framework and discusses in detail the various elements of the framework. It aims to promote consistent best practice in supported decision-making using examples and practical scenarios.

What will I be able to do at the end of this course?

By the end of this course, you will have a basic understanding of the concepts, principles, and strategies of supported decision-making. You will also understand what issues people with disability may face when it comes to decision-making and what tools you can use to support them.

You will also develop the confidence to apply what you've learned to your daily work in order to identify challenges and maximise opportunities for people with disability to make decisions.

Topics covered:

- Normalise decision-making
- Knowing the person
- Relationships
- Decision-making principles and rights
- Decision-making process

Supported Decision-Making (Resource)

🕐 5 minutes (self-paced)   💼 Resources

NDIS Practice Standard:
- 3. Provision of Support

Quality Indicators:
- 3.1 Access to supports
- 3.2 Support planning
- 3.3 Service Agreements with participants
- 3.4 Responsive support provision

NDIS Workforce Capability Framework

Workforce Objectives:
- 1. Our Relationship
- 2. Your Impact
- 3. Support Me

Core capabilities:
- 1.1 Uphold my rights
- 1.2 Communicate and assist effectively
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- 2.2 Work within your capabilities
- 2.3 Look after yourself
- 3.1 Understand what a good life means to me
- 3.2 Support me to make my own decisions
- 3.3 Build my capacity to participate

Who is this course for?
- Support workers
- Service providers
- People with disability

About

How can support workers help people with disability with decision-making? These resources help support workers understand their roles and responsibilities in assisting people with disability when making decisions and empowering them to exercise their right to choice and control in making their own decisions.

What will I be able to do at the end of this course?

You will have a clearer understanding of your role as a support worker and what you need to do when the time comes for the person you support to make a decision. You will realise the importance of ensuring the person has full control over their decisions, and you will understand how you can best support them during such situations.

Topics covered:

- Supported vs substitute decision-making
- Guardianship
- Conflict and mediation

NDIS PRACTICE STANDARD 4
Provision of Supports Environment

Part of providing supports includes ensuring an environment is safe for all involved: the person with disability, the support worker, carer/family/friends, and those around them.

The assets under this practice standard help those involved in support provision to create a safe environment for all.

Child Safe Standards (Victoria)

🕐 10 minutes (self-paced)   💼 Resources

NDIS Practice Standard:

- 4. Provision of Supports Environment

Quality Indicators:

- 4.1 Safe environment

NDIS Workforce Capability Framework

Workforce Objectives:

- 1. Our Relationship

Core capabilities:

- 1.1 Uphold my rights

Who is this course for?
- Support workers
- Service providers
- Carers/families/friends

About

We all have a moral, ethical, and legal responsibility to actively prevent the abuse and neglect of children.

The NDS has developed several resources for service providers to understand and follow the Victorian Child Safe Standards when supporting children and young people with disability. Each resource covers a different topic and goes into detail about the subject matter it contains.

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.

What will I be able to do at the end of this course?

You will be able to understand your obligations in keeping children you work with safe and ensuring they are protected from harm, neglect, and abuse.

Topics covered:

- What to Look for in a Child Safe Organisation
- A Guide for Creating a Child Safe Organisation
- Child Wise: What is Grooming?
- Department of Justice and Regulation: Grooming Offence
- Child Safe Standards Self-audit Tool
- What to do when an Allegation of Child Abuse is Made
- Recruitment Practices for Child Safe Organisations
- Human Resource Practices for Child Safe Organisations
- Code of Conduct Sample
- Child Safe Policy Sample
- Reportable Conduct Scheme

Child Safe Standards (National)

🕐 10 minutes (self-paced)   💼 Resources

NDIS Practice Standard:

- 4. Provision of Supports Environment

Quality Indicators:

- 4.1 Safe environment

NDIS Workforce Capability Framework

Workforce Objectives:

- 1. Our Relationship

Core capabilities:

- 1.1 Uphold my rights

Who is this course for?

- Disability support workers
- Adults in any organisation, such as schools
- Service providers

About

Children with disability are at an increased risk of abuse compared to children without disability.

They are three times more likely to experience physical violence and over four times at risk for emotional abuse and neglect. As children are one of society's most vulnerable people, it is increasingly crucial for support workers and adults to be aware of and follow child safety requirements.

The Child Safe Standards (a national resource) aims to provide a basic overview of some of these requirements at both the federal and state and territory level. With a focus on self-applied learning, this course encourages learners to proactively read up on the child safety standards applicable to them.

What will I be able to do at the end of this course?

Learners will be aware of the heightened abuse children with disability face and have a basic understanding of the National Child Safe Standards. Through this, they will also see that, along with the federal standards, each state and territory has specific child safety standards.

Topics covered:

- The National Child Safe Standards
- The child safety standards for each state and territory

COVID-19: What It Is & How to Prevent Its Spread

🕐 20 minutes (self-paced)   💼 eLearning

NDIS Practice Standard:

- 4. Provision of Supports Environment

Quality Indicators:

- 4.1 Safe environment

NDIS Workforce Capability Framework

Workforce Objectives:

- 4. Be Present

Core capabilities:

- 4.2 Manage health and safety

Who is this course for?

- All employees
- All supervisors/managers
- Businesses/organisations

About

With the prevalence of the COVID-19 pandemic, it's becoming increasingly important for people to stay up-to-date with the latest information around the virus.

The COVID-19: What Is It and How Is It Spread course covers the origins of COVID-19, as well as common signs and symptoms, variants/mutations, and preventative measures.

It also looks at the safety requirement to minimise the spread of COVID-19 in Australia including vaccinations, check-in/sign in, contact tracing, isolation and quarantine, social distancing measures, and mask-wearing (where applicable).

What will I be able to do at the end of this course?

You will understand how COVID-19 is spread and what you can do to minimise its occurrence. You will also learn about the options available to keep you and others safe including vaccinations, mask-wearing, and distancing measures.

Topics covered:

- What is COVID-19 (Coronavirus) and how is it spread?
- Signs and symptoms of COVID-19
- Those most vulnerable to COVID-19
- Actions to take to prevent COVID-19 including washing hands, social distancings, and other measures
- What to do if you experience symptoms
- How is it treated?

Hand Hygiene

🕐 25 minutes (self-paced)   💼 eLearning

NDIS Practice Standard:

- 4. Provision of Supports Environment

Quality Indicators:

- 4.1 Safe environment

NDIS Workforce Capability Framework

Workforce Objectives:

- 2. Your Impact
- 4. Be Present

Core capabilities:

- 2.3 Look after yourself
- 4.2 Manage health and safety

Who is this course for?

- All employees
- All supervisors/managers
- Businesses/organisations

What will I be able to do at the end of this course?

You will fully understand what is involved in effective hand hygiene and how to practise hand hygiene techniques—and why it is a critical step in improving healthcare everywhere.

Topics covered:

- What is hand hygiene?
- The result of poor hygiene
- Methods of good practice
- When and how to wash your hands

Leading Work Health & Safety in the Disability Sector

🕐 40 minutes (self-paced)   💼 eLearning

NDIS Practice Standard:

- 1. Rights and responsibilities
- 4. Provision of Supports Environment

Quality Indicators:

- 1.1 Person-centred supports
- 1.3 Privacy and dignity
- 1.4 Independence and informed choice
- 1.5 Violence, abuse, neglect, discrimination, and exploitation
- 4.1 Safe environment
- 4.4 Management of waste

NDIS Workforce Capability Framework

Workforce Objectives:

- 4. Be Present

Core capabilities:

- 4.2 Manage health and safety

Who is this course for?

- Support workers
- Service providers
- Boards of management

Number of modules: 9

Modules included:

- Introduction & Legislative Framework
- Health and Safety Management System
- WHS Consultation
- Risk Management
- Management of Specific Risk
- Injury Management
- WHS Training
- Records and Information
- Continuous Improvement

About

Like any other workplace, the support environment must follow work health and safety (WHS) legislation and regulation. Doing so ensures the safety of both clients and support workers, without compromising on the quality of support provision.

The modules in this course look at why WHS is important, what the legislation looks like, and how to create WHS risk management systems. They also cover injury management principles, training, record keeping, and continuous improvement—and how these aspects can maintain a safe working environment.

What will I be able to do at the end of this course?

You will recognise the importance of keeping yourself and others safe, as well as how you can ensure your workplace is safe. You will also be introduced to risk management techniques and how you can implement these in your own practice.

Topics covered:

- Work health and safety legislation and duty of care
- Risk management and consultation with workers about WHS
- Hazard identification and reporting procedures
- How to respond to injuries
- Documentation requirements

Mealtime Management

🕐 30 minutes (self-paced)   💼 eLearning

NDIS Practice Standard:

- 4. Provision of Supports Environment

Quality Indicators:

- 4.4 Mealtime Management

NDIS Workforce Capability Framework

Workforce Objectives:

- 3. Support me

Core capabilities:

- 3.1 Understand what a good life means to me
- 3.2 Support me to make my own choices

Who is this course for?

- Support workers
- Service providers
- Carers

About

Sometimes, people need support during mealtimes. No matter the reason, there is a need for carers and support workers to understand how they can help those they support at mealtimes.

Aligned to the new NDIS Practice Standard, Mealtime Management covers the basics of supporting people with disability at mealtimes. It looks at nutrition, swallowing, food preparation, and most importantly, safety during mealtimes.

Throughout the course, learners will be immersed in Joseph's world: using his Mealtime Management Plan to support him during his meals, while being conscious of choice and control.

By using Joseph's plan, learners are better able to understand their role as a support worker/carer—with the training reinforcing the importance of safety and duty of care.

What will I be able to do at the end of this course?

By the end of this course, learners will understand the basics of supporting people with disability at mealtimes. They will also have the tools to identify which people need support during mealtimes—which is usually outlined in the person's individual or mealtime management plan.

Topics covered:

- Nutrition
- Swallowing, choking, and dysphagia
- Safety
- Food preparation
- Mealtime management plan

Medication Management

🕐 1 hour (self-paced)　　　　💼 eLearning

NDIS Practice Standard:

- 1. Rights and Responsibilities
- 4. Provision of Supports Environment

Quality Indicators:

- 1.1 Person-centred supports
- 1.4 Informed choice and independence
- 1.5 Violence, abuse, neglect, exploitation, and discrimination
- 4.3 Management of medication

NDIS Workforce Capability Framework

Workforce Objectives:

- 1. Our Relationship
- 4. Be Present

Core capabilities:

- 1.1 Uphold my rights
- 4.2 Manage health and safety

Who is this course for?

- Support workers
- Service providers
- Carers

About

Some clients need to take medication—for pain management, behavioural concerns, and other reasons. Support workers usually assist their clients with medication and, therefore, must be aware of the types of medication and the procedures for supporting clients with medication.

What will I be able to do at the end of this course?

As a support worker, this course will help you be aware of the correct dosages when administering medication to your clients and the side effects of the medication. You will also learn what signs to look for if incorrect doses were given, or if the medication causes other issues, such as anaphylactic shock.

Topics covered:

- Preparing for administration
- Organisational policies and procedures for medication
- Storage of medication
- Types of medication
- Procedures for supporting with medication

Personal Protective Equipment (PPE)

🕐 10 minutes (self-paced)   💼 eLearning

NDIS Practice Standard:

- 4. Provision of Supports Environment

Quality Indicators:

- 4.1 Safe environment

NDIS Workforce Capability Framework

Workforce Objectives:

- 4. Be Present

Core capabilities:
- 4.3 Engage and motivate me

Who is this course for?
- Support workers
- Service providers
- People with disability

About

Why is it necessary for support workers to wear PPE? This course aims to answer that question by exploring the meaning of PPE and what types of equipment fall under that category.

It also covers who needs to use PPE and the necessary procedures to take to correctly wear it, including donning and doffing.

Learners will also learn about the importance of disposing of or sanitising PPE correctly, and how doing so prevents the spread of infection.

What will I be able to do at the end of this course?

Learners will understand what types of PPE they can use in support work and how to correctly wear and remove them (also known as donning and doffing).

Learners will know how to keep themselves and others safe through the use of PPE and ensure that all standards, such as hygiene and infection control, are maintained.

Topics covered:
- The importance of PPE
- Who needs PPE?
- Types of PPE
- How to correctly wear PPE

Positive Cultures Films

🕐 40 minutes (self-paced)   💼 Video resources

NDIS Practice Standard:

- 1. Rights and Responsibilities
- 4. Provision of Supports Environment

Quality Indicators:

- 1.5 Violence, abuse, neglect, exploitation, and discrimination
- 4.1 Safe environment
- 4.2 Participant money and property
- 4.3 Management of medication
- 4.4 Management of waste

NDIS Workforce Capability Framework

Workforce Objectives:

- 1. Our Relationship

Core capabilities:

- 1.1 Uphold my rights

Who is this course for?

- Support workers
- People with disability
- Service providers
- Carers/families

Number of resources: 9

Resources included:

- Positive Cultures (Video)
- Power and Control (Video)
- Speaking Up (Video)
- Listening Well (Video)
- Everyday Opportunities (Video)
- Structured Opportunities (Video)
- The Right Supports (Video)
- The Language We Use (Video)
- Speaking Up about Safety (Video)

About

A positive culture is one where every person feels valued, listened to, and safe to speak up.

As part of the NDS's Zero Tolerance initiative—a national approach to promoting human rights and addressing abuse, neglect, and violence toward people with disability—the Positive Cultures films depict important conversations to have around continuous improvement of service.

Each film covers a different topic and also aims to ensure people with disability have access to greater safety and quality services, as is their right.

What will I be able to do at the end of this course?

The Positive Cultures films will help you understand how you can create a safe and welcoming environment for your clients, ensuring they feel they are heard and know they can speak freely.

Topics covered:

- Positive Cultures
- Power and Control
- Speaking Up
- Listening Well
- Everyday Opportunities
- Structured Opportunities
- The Right Supports
- The Language We Use
- Speaking Up about Safety

Trauma Informed Support Films

🕐 35 minutes (self-paced)   💼 Video resources

NDIS Practice Standard:

- 1. Rights and Responsibilities
- 4. Provision of Supports Environment

Quality Indicators:

- 1.5 Violence, abuse, neglect, exploitation, and discrimination
- 4.1 Safe environment

NDIS Workforce Capability Framework

Workforce Objectives:

- 1. Our Relationship
- 4. Be Present

Core capabilities:

- 1.1 Uphold my rights
- 4.2 Manage health and safety

Who is this course for?

- Support workers
- People with disability
- Service providers
- Carers/families

Number of resources: 9

Resources included:

- Understanding Trauma (Video)
- What is Trauma Informed Support (Video)
- A Trauma Informed Approach to Positive Behaviour Support (Video)
- How Can Organisations Embed a Trauma-Informed Approach? (Video)
- Building Networks of Support and Recognising Vicarious Trauma (Video)

About

Trauma is a natural, emotional response to a terrible incident. The Trauma Informed Support films are contemporary, evidence-based approaches to support people who may have experienced trauma in their lives.

The 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.

What will I be able to do at the end of this course?

After watching these films, you will have a better understanding of trauma and how it can manifest in the people you support. They will also show you how you can use a trauma-informed approach and use this information to support your clients and make them feel safe.

Topics covered:

- The meaning of trauma and how we can understand it
- What a trauma-informed approach looks like and how we can use it
- How to build networks of support to assist with trauma

NDS Workforce Essentials Comprehensive Training List

Standard 1: Rights & Responsibilities for Participants

Quality Indicators

1.1: Person-centred supports

1.2: Individual values and beliefs

1.3: Privacy and dignity

1.4: Independence and informed choice

1.5: Violence, abuse, neglect, exploitation, and discrimination

NDIS Quality Indicators	Name of Asset	Type
1.5	Bullying Awareness for Senior Managers	eLearning
1.5	Bullying Awareness for Workers	eLearning
1.1 1.2	Disability Induction Module 1A: It's A Great Career If You Enjoy Working With People	eLearning
1.1 1.2 1.3 1.4	Disability Induction Module 1B: It's A Great Career If You Enjoy Working With People	eLearning
1.1 1.2 1.3 1.4 1.5	Disability Induction Module 1C: It's A Great Career If You Enjoy Working With People	eLearning
1.1 1.4	Disability Induction Module 2A: You Can Make A Difference	eLearning
1.1 1.2 1.3 1.4 1.5	Disability Induction Module 2B: You Can Make A Difference	eLearning
1.1 1.3 1.4	Disability Induction Module 3A: Essential Skills	eLearning
1.1 1.3 1.4	Disability Induction Module 3B: Essential Skills	eLearning
1.1	Disability Induction Module 4A: Looking After Yourself and Others	eLearning
1.1	Disability Induction Module 4B: Looking After Yourself and Others	eLearning
1.1	Disability Induction Module 4C: Looking After Yourself and Others	eLearning
1.1 1.3 1.5	Disability Induction Module 5A: Your Work Is Meaningful	eLearning
1.1 1.3 1.5	Disability Induction Module 5B: Your Work Is Meaningful	eLearning
1.5	Food Safety for Disability Support Workers	eLearning

1.1 1.3 1.5	Human Rights and You Topic 1: What are Human Rights	eLearning
1.1 1.3 1.5	Human Rights and You Topic 2: Rights and Responsibilities	eLearning
1.1 1.3 1.5	Human Rights and You Topic 3: When Rights Go Wrong	eLearning
1.1 1.3 1.5	Human Rights and You Topic 4: Asking for Help	eLearning
1.1 1.3 1.5	Human Rights and You Topic: Resources x 7	Video & Doc Resources
1.1 1.5	Impairment in the Disability Sector	eLearning
1.1 1.5	Infection Control for Disability Support Workers	eLearning
1.3 1.5	Managing Stress and Building Resilience	eLearning
1.1 1.5	Manual Handling For Disability Support Workers: Hazardous Manual Tasks & Managing Risks	eLearning
1.1 1.3 1.5	Manual Handling For Disability Support Workers: Personal Care	eLearning
1.1 1.3 1.4 1.5	Manual Handling For Disability Support Workers: Mobility	eLearning
1.1 1.3 1.4	Manual Handling For Disability Support Workers: Transportation	eLearning
1.1 1.3 1.4	Manual Handling Videos x 33	Video Resources
1.1 1.3 1.4 1.5	Orientation for External Support Workers in Tertiary Settings	Resources
1.3 1.4	Professional Boundaries	eLearning
1.1 1.3 1.5	Risk Management	Video Resources
1.1 1.5 4.1	Slips,Trips, and Falls Awareness	eLearning
1.5	Understanding Abuse - Zero Tolerance	eLearning

1.1 1.2 1.3 1.4 1.5	Working With People With Disability	eLearning

Standard 2: Provider Governance and Operational Management

Quality Indicators

2.1: Governance and Operational Management

2.2: Risk Management

2.3: Quality Management

2.4: Information Management

2.5: Feedback and Complaints Management

2.6: Incident Management

2.7: Human Resource Management

2.8: Continuity of Supports

NDIS Quality Indicators	Name of Asset	Type
2.1	Adapting to the NDIS: Finding Your Purpose	eLearning
2.3	Adapting to the NDIS: Quality and Safeguards	eLearning
2.1 2.5	Adapting to the NDIS: Strategy and Transformation	eLearning
2.5	Adapting to the NDIS: The Customer Journey	eLearning
2.7	Coaching the Coach	eLearning
2.5	Communication Essentials	eLearning
2.1 2.2 2.4 2.5 2.6 2.7	Business Writing Skills	eLearning
2.1 2.5	Dealing With Complaints & Difficult Customers	eLearning
2.1 2.2 2.4 2.5 2.6 2.7	Documenting Records	eLearning
2.9	Emergency and Disaster Management	eLearning
2.2 2.6	First Response Evacuation	eLearning
2.1 2.2 2.3 2.4 2.6	Incident Reporting	eLearning
2.1 2.7	Managing Change & Communication	eLearning
2.1 2.3 2.4	Reliable Record-Keeping Webinars	Resources

2.1 2.5 2.7	Resolving Conflic	eLearning
2.2 2.8	Safeguarding for Boards: Understanding Abuse - Zero Tolerance	Resources
2.2 2.6 2.8	Safeguarding for Boards: Responding to Abuse - Zero Tolerance	Resources
2.2 2.6 2.8	Safeguarding for Boards: Learning From Abuse - Zero Tolerance	Resources
2.2 2.3 2.6 2.8	Safeguarding for Boards Preventing Abuse - Zero Tolerance	Resources
2.1 2.7 2.8	3A. Safeguarding for Boards Considering Additional Risk: Part 1 (Diversity) - Zero Tolerance	Resources
2.2 2.6	3A. Safeguarding for Boards Considering Additional Risk: Part 2 (Practice) - Zero Tolerance	Resources
2.1 2.3 2.7	Safeguarding for Boards: Why Be a Board Member - Zero Tolerance	Resources
2.1 2.2 2.6	Safeguarding for Boards: A Practical Guide	Resources
2.1	Sustainable Service Under NDIS	eLearning
2.3 2.7	The Science and Art of Realising Human Potential	eLearning

Standard 3:Provision of Support

Quality Indicators

3.1: Access to supports

3.2: Support Planning

3.3: Service Agreements with Participants

3.4: Responsive Support Provision

3.5: Transitions to or from the provider

NDIS Quality Indicators	Name of Asset	Type
3.1 3.4	Foundations of Positive Behaviour Support: What Is Positive Behaviour Support	Resources
3.1 3.4	Foundations of Positive Behaviour Support: Quality of Life	Resources
3.1 3.3 3.4	Foundations of Positive Behaviour Support: Listening and Communicating	Resources
3.1 3.3 3.4	Foundations of Positive Behaviour Support: Being Aware of Sensory Needs and Preferences	Resources
3.1 3.3 3.4	Foundations of Positive Behaviour Support: Upholding the Values of Positive Behaviour Support	Resources
3.1 3.2 3.3 3.4	Participation Project: Encouraging Lifestyle Choices	Resources
3.1 3.2 3.3 3.4	Participation Project: NDS Augmentative and Alternative Communication	Resources
3.1 3.2 3.3 3.4	Participation Project: Communication and the Disability Support Worker	Resources
3.1 3.2 3.3 3.4	Participation Project: Communication and the Disability Support Worker (Accessible Version)	Resources
3.1 3.2 3.3 3.4	Participation Project: Get Ready to Assist Clients with Medication	Resources
3.1 3.2 3.3 3.4	Participation Project: Making Lifestyle Choices	Resources
3.1 3.2 3.3 3.4 3.5	Participation Project The Role of the Disability Support Worker under the NDIS - Part 1	Resources

3.1 3.2 3.3 3.4 3.5	Participation Project The Role of the Disability Support Worker under the NDIS - Part 2	Resources
3.1 3.4	Person-Centred Practice Across Cultures	Resources
3.1 3.3 3.4 3.5	Recognising Restrictive Practices	Resources
3.1 3.2 3.3 3.4	Supported Decision-Making	eLearning
3.1 3.2 3.3 3.4	Supported Decision-Making Resources	Resources
3.1 3.2	NDIS Transition and Cash - Worked Example Spreadsheet	Resources
3.1 3.2	NDIS Transition and Cash - Presentation Slides	Resources
3.1 3.2	NDIS Transition and Cash - Video	Resources
3.1 3.2	NDIS Transition and Cash - Worked Example - Working Capital	Resources
3.1 3.2	NDIS Transition and Cash - Corporate Overheads Presentation Slides	Resources
3.1 3.2	NDIS Transition and Cash - Corporate Overheads Video	Resources
3.1 3.2	NDIS Transition and Cash - Script for Corporate Overheads Video	Resources
3.1 3.2	NDIS Transition and Cash - Worked Example - Corporate Overheads	Resources
3.1 3.2	NDIS Simply Brief - Corporate Overheads	Resources
3.1 3.2	NDIS Simple Financial Management 3.0: Support Margin and Growth Video	Resources
3.1 3.2	NDIS Simple Financial Management 3.1: Script for Support Margin and Growth	Resources
3.1 3.2	NDIS Simple Financial Management 3.2: Script for Support Margin and Growth Presentation Slides	Resources
3.1 3.2	NDIS Simple Financial Management 3.3: Worked Example - Support Margin and Growth	Resources
3.1 3.2	NDIS Simple Financial Management 3.4: Brief - Support Margin and Growth	Resources
3.1 3.2 3.3 3.4	NDIS Simple Financial Management 4.0: Smart Product Design	Resources

3.1 3.2 3.3 3.4	NDIS Simple Financial Management 4.1: Script for Smart Product Design	Resources
3.1 3.2 3.3 3.4	NDIS Simple Financial Management 4.2: Script for Smart Product Design Presentation slides	Resources
3.1 3.2 3.3 3.4	NDIS Simple Financial Management 4.3: Worked Example - Smart Product Design	Resources
3.1 3.2 3.3 3.4	NDIS Simple Financial Management 4.4: Brief - Smart Product Design	Resources
3.1 3.2 3.3 3.4 3.5	NDIS Simple Financial Management 5.0: Audit Controls and Exception Reporting (Captioned)	Resources
3.1 3.2 3.3 3.4	Intelligent Design - Product Refinement	Resources
3.1 3.2 3.3	NDIS Financial Management: Cost Attribution - 1.1 Cost Attribution Case study Introduction	Resources
3.1 3.2 3.3 3.4 3.5	NDIS Financial Management: Cost Attribution - 1.2 Case Study Information	Resources
3.1 3.2 3.3 3.4 3.5	NDIS Financial Management: Cost Attribution - 1.3 Cost Attribution FAQs	Resources
3.1 3.2 3.3 3.4 3.5	NDIS Financial Management: Cost Attribution - 1.4 Simply Brief - Cost Attribution	Resources
3.1 3.2 3.3 3.4 3.5	NDIS Financial Management: Cost Attribution - 1.5 Script Session 5 - Cost Attribution	Resources
3.1	NDIS Financial Management: Cost Attribution - 1.6 Cost	Resources
3.1 3.2 3.3 3.4 3.5	Attribution Webinar	Resources

Standard 4: Provision of Supports Environment

Quality Indicators

4.1: Safe environment

4.2: Participant Money and Property

4.3: Management of Medication

4.4: Management of Waste

NDIS Quality Indicators	Name of Asset	Type
4.1	Child Safe Standards (Victoria)	Resources
4.1	Child Safe Standards (National)	Resources
4.1	Positive Culture Films: Topic 1 - Positive Cultures	Resources
4.1 4.2 4.3	Positive Culture Films: Topic 2 - Power and Control	Resources
4.1	Positive Culture Films: Topic 3 - Speaking Up	Resources
4.1 4.2 4.3	Positive Culture Films: Topic 4 - Listening Well	eLearning
4.1	Positive Culture Films: Topic 5 - Everyday Opportunities	Resources
4.1 4.2 4.3 4.4	Positive Culture Films: Topic 6 - Structured Opportunities	Resources
4.1	Positive Culture Films: Topic 7 - The Right Supports	Resources
4.1	Positive Culture Films: Topic 8 - The Language We Use	Resources
4.1	Speaking Up About Safety	Resources
4.1	Trauma Films - Understanding Trauma	Video resources
4.1	Trauma Films - What Is Trauma Informed Support	Video resources
4.1	Trauma Films - A Trauma Informed Approach to Positive Behaviour Support	Video resources
4.1	Trauma Films - How Can Organisations Embed a Trauma Informed Approach?	Video resources
4.1	Trauma Films - Building Networks of Support and Recognising Vicarious Trauma	Video resources
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4.1 4.4	Leading WHS in the Disability Sector Module 5a: Management of Specific Risk	eLearning

4.1	Leading WHS in the Disability Sector Module 5b: Management of Specific Risk	eLearning
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