NDS Direct Support Competencies – Entry level

# Person Centred Support

## Provides individualised support

* Determines their role in providing support that is part of the individualised plan.
* Confirms support to be provided with the person and their carers or family where appropriate.
* Provides support to the person in a manner that develops rapport and trust; respects their dignity and privacy; involves others where appropriate; and maintains a comfortable, healthy and safe environment.
* Monitors own work to ensure it is in line with the individual plan, and discusses any requirement for changes to support with the person and supervisor.
* Completes and stores all required recording of support activities, including identification of any potential risks, or where needs of the person are unmet.

## Supports independence and wellbeing

* Provides support that respects the person’s social, cultural and spiritual differences in a non-judgemental manner, including individual needs, stage of life and expression of identity.
* Facilitates opportunities for participation in activities that reflect individual needs.
* Assists the person to identify, acknowledge and utilise their strengths.
* Encourages the person to self-manage their own service delivery and to build, strengthen and maintain independence.
* Promotes and encourages ways to maintain physical wellbeing and a safe and healthy lifestyle.
* Works with the person to identify and implement a range of strategies to support their social, emotional and psychological wellbeing.
* Identifies aspects of supporting the person’s wellbeing outside of their knowledge, skills and job role and seeks appropriate support.

## Contributes to ongoing skills development using a strengths based approach

* Contributes to the assessment of skills by respectful observation of the person, and supporting the engagement of family and/or carers in the assessment.
* Using the individualised plan, encourages the person to engage in appropriate activities that enhance skills, and work with the person to identify strengths and goals for further skills development.
* Provides positive support and encourages ongoing development, including constructive feedback.
* Discusses any difficulties in skills development activities with the person and/or family and carers, monitors and documents the effectiveness of skills development strategies.

## Follows established person centred behaviour supports

* Considers the person’s individual needs, strengths, capabilities and preferences in engaging with their daily life tasks, and supports the person to maintain these activities in accordance with their individualised behavioural support plan.
* Recognises behaviours of concern, and analyses and reviews these behaviours, taking into account a range of factors in the context of these behaviours.
* Is able to address behaviours of concern and uses appropriate interventions and behavioural support strategies as required.
* Responds to critical incidents following organisation’s procedures, ensuring the safety of the person, self and others at all times.
* Maintains appropriate documentation of all activities in line with organisation’s procedures, and the individualised behavioural support plan.

## Facilitates the empowerment of people with disability

* Is aware of significant changes that impact on the disability sector, particularly service delivery.
* Reflects on own values and attitudes towards people with disability, and how broader society’s attitudes impact on the experience people with disabilities have.
* Fosters human rights by ensuring the person’s rights, needs and cultural needs are upheld in all service delivery; and documents and reports any suspected breaches of human rights, abuse and neglect.
* Facilitates choice and self-determination by ensuring options are person-centred, and provides person-centred support so that the person is encouraged to make their own choices, and be comfortable with choices made on their behalf.

## Meets personal support needs

* Determines the person’s personal support needs by reviewing the individualised plan, taking into account any cultural sensitivities, ensuring appropriate aids and equipment are available, and discusses with supervisor any issues associated with providing personal support.
* Is able to confirm with the person their level of participation in meeting their personal needs, and positively supports the person in these activities.
* Provides personal support in a way that maintains the dignity of the person, using appropriate aids and equipment; and following correct procedures (including documentation).
* Identifies any changes required in providing personal support as well as any more complex problems with service delivery, documenting and discussing these with supervisor.

## Assists with medication

* Understands the scope of own ability to assist with administering medication, and confirms this with supervisor and organisation’s policy and procedure.
* Identifies lines of authority to delegate the tasks, accountability and actions to handle contingencies.
* Ensures all forms of medications and equipment are available, up to date, and complete.
* Confirms with supervisor the authority to proceed, following infection control procedures.
* Prepares the person for assistance with administering medication by identifying type and level of assistance the person requires; following organisation’s procedures to check individual medications; checking for any physical or behavioural changes, or other issues, and report to supervisor or health professional; and explain procedures to the person.
* Supports person in administering their medication by prompting them to take it at correct times.
* Prepares medications following organisation’s procedures, and ensures the right medication is given at the right time, to the right person, and via the right route.
* Oversees the person taking the medication and confirms with them when it is ingested or complete, and documents all activities following organisation’s procedures.
* Handles medical contingencies by following organisation’s procedures for reporting promptly individual’s reactions to medications; changes to individual’s condition; out of date or contaminated medication; any inconsistencies observed or other issues associated with administering medications.
* Completes medication assistance by disposing appropriately of any waste, cleaning and storing any equipment, following organisation’s procedures.

## Optional: Provides home and community support services

* Determines the requirements of the individual plan, including resources required and arranging appropriate times for visit with the relevant person.
* Establishes a relationship and builds rapport with the relevant person and others in the home by initially providing identification, obtaining consent to deliver services, providing opportunities to clarify services and role, and to check for hazards and implement controls.
* Provides services respectfully in the home according to the individual plan, and deals with any ethical dilemmas and any possible abuse or neglect or behaviours of concern.
* Maintains appropriate documentation and reporting as per organisation’s procedures.

# Personal Accountability and Workplace Effectiveness

## Demonstrates personal accountability and responsibility

* Understands the correlation between individual specific financial funding and service delivery, and works to ensure all outcomes are successfully achieved.
* Understands individual and team goals and objectives, and is able to schedule and prioritise assigned work tasks (using appropriate technology/or other documentation methods) to ensure they are completed within timeframes.
* Monitors own work performance by self- evaluation and seeking feedback from colleagues and supervisor.
* Identifies potential stressors and monitors own stress levels, accessing support where appropriate.
* Takes responsibility for own personal and professional development, including identifying opportunities for development.

## Works legally and ethically

* Consistently ensures that all work is carried out in accordance with organisation’s relevant policies, procedures and legislative requirements.
* Protects the rights of the person in all service delivery including ensuring confidentiality and privacy.
* Ensures a non-judgemental approach to all aspects of their role.
* Reports non ethical behaviour and practices to appropriate staff.

## Recognises healthy body systems

* Understands and is able to interpret health terminology regarding the structure, function and location of major body systems, and the interrelationship between major components of each system.
* Identifies activities and ways to promote and share information about healthy functioning of the body.

## Works safely

* Follows safe work practices, identifying potential hazards, minimising risks and reporting incidents.
* Uses correct manual handling techniques.
* Follows correct infection control processes to minimise infection spread.
* Contributes to safe work practices by identifying and reporting issues to supervisor.
* Reflects on own safe work practices to assist in identifying improvements, including monitoring own stress and fatigue, and participating in workplace debriefings.

## Contributes to team effectiveness

* Understands the team’s objectives and supports other team members to achieve outcomes.
* Works collaboratively with other team members to deliver a quality service to clients.
* Contributes to team cohesion by encouraging and supporting team members’ efforts and contribution.
* Role models team player behaviours in all aspects of their work.
* Communicates effectively with supervisor and team members to assist in resolving team issues.
* Assists in welcoming and inducting new members into the team.

# Respectful and collaborative relationships

## Communicates effectively

* Uses a range of communication techniques to enhance understanding and demonstrate respect.
* Collaborates with colleagues by clarifying work instructions and following organisation’s communication protocols when required.
* Uses effective communication to avoid, diffuse and resolve conflict, and refers unresolved conflict situations to supervisor that impact on the workplace.
* Provides accurate workplace documentation to organisation’s standards.
* Actively contributes to continuous improvement in work practices and embraces new work practices.

## Communicates using Augmentative and Alternative communication (AAC) strategies

* Identifies and documents the communication capacity and needs of the person by working with the person/family/carer, and supports the person’s current communication capacity.
* In consultation with supervisor, refers person to appropriate professionals and other service providers where appropriate, providing details on daily activities, likes/dislikes and current communication needs.
* Develops effective AAC strategies, using tools and programs available to meet individual needs.
* Seeks support and guidance from supervisor and others to ensure most appropriate strategies are developed and implemented.
* Ensures communication support strategies implemented are documented in the individualised plan,
* Optimises the opportunity for communication, and provides practice opportunities to maintain consistency of communication.
* Identifies any barriers to communicating, and works with the person/family/carer to overcome these.
* Monitors, documents and reviews the success of communication strategies, making changes as required and implementing modified strategies, as well as identifying opportunities to increase the vocabulary of the person.

## Values diversity

* Reflects on own perspective of cultural perspectives and biases.
* Values and respects diversity and inclusiveness, and reflects this respect in communication with others from diverse backgrounds and situations.
* Identifies potential issues for misunderstandings or conflict. Promotes understanding across diverse groups, including sensitively working to resolve differences respectfully.

## Supports community participation and social inclusion

* Assists in identifying appropriate activities for engagement in a social network according to preferences, interests, abilities and requirements of the person.
* Is able to provide information on community inclusion options, networks and services, and identifies and accesses appropriate resources, equipment, transport services and aids to support the person’s participation.
* Supports the person to identify and access appropriate community options that meet their needs, and establish connections through shared interests.
* Identifies any barriers to participation, and works with the person to overcome these.
* Monitors the level of engagement, and seeks feedback from the person/family/carers to ensure activities meet the changing needs of the person.

## Supports relationships with carers and families

* Acknowledges the role of carers in the overall support team by engaging with family and carers, and develops opportunities for family and carers to be involved in the design and delivery of the person’s support services.
* Assesses and responds to changes in the care relationship by supporting the person, carers and family to view the changes in a positive light, and maximising ongoing support and involvement in the life of the person.
* Monitors and supports the carer, providing assistance in accessing appropriate services that support the care relationship.