

WORKFORCE COMPETENCY FRAMEWORK

To Support People Living with Disability



WHO IS THIS FRAMEWORK FOR?

This Framework is for Aged Care organisations who are currently delivering, or are considering delivering, services to people living with an acquired or neurological condition. It is intended as a reference guide to ensure that organisations and workers have an understanding of customers and their needs.

WHAT YOU NEED TO KNOW

All employees in customer-facing roles need to have an understanding of the following key points:

UNDERSTAND DISABILITY

Human rights based approach
National Standards for Disability Services
NDIS operational guidelines
Aspirational goal planning and outcome reporting

INTRODUCTION TO NEUROLOGICAL CONDITIONS

May include:
Parkinson's Disease
Stroke
Younger Onset Dementia
Acquired brain injury

INTRODUCTION TO PSYCHOSOCIAL DISABILITY

May include:
Mood disorders
Anxiety disorders
Psychotic disorders

DIFFERING NEEDS OF PEOPLE AT A YOUNGER AGE

Understanding the differing needs of people living with disability at a younger age (eg. losses, role changes, attitudes, children & economic impact).

ECONOMIC PARTICIPATION

Building structure and meaning through supporting engagement in life roles and workplace occupation.

BUILDING YOUR KNOWLEDGE

Beyond the basics, some employees in customer-facing roles require additional theoretical knowledge, followed by practical experience to demonstrate their newly acquired skills. It's important to develop internal champions to mentor other staff and people. Mentors can offer expert advice, coaching, training, goal planning, problem solving and shadowing.