



Disability Induction Program

User Guide

CONTACT DETAILS

National Disability Services (NDS)

Email: ndsnsw@nds.org.au

Web: www.nds.org.au

Telephone: **02 9256 3100**

Produced by

NDS NSW, Level 18, 1 Castlereagh St, Sydney, NSW 2000

Funded by the NSW Department of Family and Community Services.

January 2015

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National Disability Services is the Australian peak body for non-government disability services. Through the provision of information, representation and policy advice, promotes and advances services which support people with all forms of disability to participate in all domains of life.

carecareers is a not-for-profit employment initiative for the disability and community care sector. Its elements include a high-profile marketing campaign, a comprehensive sector-specific job website (www.carecareers.com.au) and a fully staffed Career Centre providing advice to jobseekers by phone and email.

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Introduction

Welcome

Welcome to the Disability Induction Program. This User guide is intended as an introductory guide for individuals who are either interested in a career in disability or are already working in the sector and are undertaking further training.

Program overview

The disability sector is undergoing a major transformation and our approach to working with people with disability has significantly changed enabling you, as a worker or potential worker, to have a greater impact on the lives of individuals and really make a difference.

The Disability Induction Program will prepare you to work in the sector through supporting the rights of people with disability and by placing the person at the centre of all decision-making.

In the resources available to you as part of the program, you will find realistic and engaging activities and scenarios, giving you a clear insight into what it is like to work in the sector .

For those who already work in disability, these activities and scenarios provide the opportunity to focus and enhance your skills and knowledge in how you work with people with disability, their families and carers.

It will give you skills and knowledge that you can use in your own organisation and throughout your career in the disability sector into the future.

What is this guide for?

This User guide will give you information to assist as you work through the program. It includes information about:

- reasons for completing the program
- the options for completing the program
- the courses and modules in the program
- how to work through the program
- where you can get guidance and support
- what to do when you complete the program.

Why should I complete the program?

What is the program?

The Disability Induction Program is an industry endorsed program. It has been developed to ensure a minimum entry level and consistent process for all new and potential employees entering the disability sector, regardless of their job role.

The program serves as a pre-employment facility for individuals interested in joining the sector to complete and attach with job applications and for new employees who have been offered a position within the sector.

It also provides an opportunity for existing employees to update their skills and knowledge.

What are the goals and benefits of the program?

It is important that those considering a career in disability understand the goals and mission of sector and have an awareness of the challenges and benefits to ensure it is a good fit for them. The Disability Induction Program prepares people to work in the disability sector by introducing them to and encouraging a person-centred approach. The tools within the program explain and demonstrate the need and practicalities of placing the person with disability at the centre of all decision-making and operational activities.

If you are considering working in the disability sector

You can learn more about the sector by completing the courses, either via the online tool or by working through the print-based version. You'll find out more about each of these options later in this

guide. If you are considering a career in disability, this will provide you with a great introduction to:

- the rewards and challenges of working with people with disability
- the type of work you can do
- roles and responsibilities
- the career pathways available to you
- guiding principles
- safe and fair work practices.

From here you can decide if the sector is right for you and think about your next steps into the disability workforce.

If you already work in the disability sector but need/want to know more

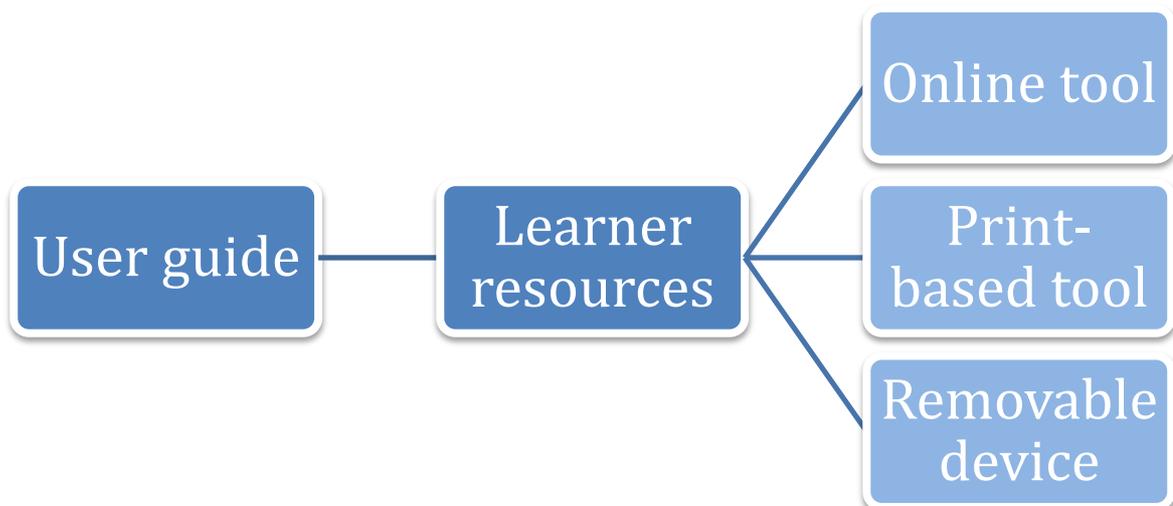
Maybe you have just started work in the sector and are undertaking induction training. Or maybe you want to update your skills and knowledge, especially with the introduction of the NDIS and the changes it will bring to the way you work with people with disability. Whatever your motivation is, you will benefit from the background knowledge and practical case studies in this program.

How do I complete the program?

Study options

The program can be accessed via a range of tools, the primary tool being an online product, accessible through the carecareers website (<http://www.carecareers.com.au/page/welcome-to-the-disability-induction-program>). For those who are unable to or prefer not to access the online tool, it is also available on a removable device and as a print-based version.

These tools and options are detailed below:



Program resources and tools: user guide and learner resources – online tool, print-based tool and removable device

Working through the program

The program is designed so that it can be completed flexibly in your own time. If you already work in the sector, your employer may be delivering this program in another mode, for example in a classroom or other group environment.

There are five courses in the program.

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

Each course contains two or three modules and is designed to take approximately 1 hour to complete, based on the online tool. Courses are self-contained and can be completed in any order and any combination you choose, but they are designed to follow a logical order of progression. This means you, or your employer can choose to complete any number of courses in the program.

Online option instructions

Steps

1. Open your internet search engine and enter the carecareers website address: <http://www.carecareers.com.au/>.
2. Select the green tab at the top of the screen 'next steps, Career progression and training'
3. From the menu, select 'Disability Induction Program'.
4. Read the introduction to the program (see page 8 for step 4).
5. Select 'It's a great career if you enjoy working with people, module 1' to get started.

6. You will be welcomed to the modules for that course by one or both of your narrators – Sita and George. Listen to or read their introduction and then select continue to complete each module (see page 9 for step 6).
7. In each module you'll find topics, accessible through buttons throughout each module. Select the buttons to complete the topics (see page 10 for step 7).
8. When you have finished working through the topics for each module you will see the key learning points and can move onto the next course or module (see page 11 for step 8).
9. At the end of all other modules you will be given the option to either review the topics you have covered or alternatively to return to your **career hub** to select and complete another module (see page 12 for step 9).
10. Once you have completed the first module you will be asked to register or login as a carecareers user to view your **career hub** and access the other courses (see page 13 for step 10). You will also be asked to manually confirm you have completed the first module before you selecting the next module to complete.
11. At the end of each course you will also be given the option to download your certificate of completion (see page 30 for more information).

welcome to the disability induction program

Whether you're new to the sector, or just want to learn more, the **Disability Induction Program** is a great place to start.

You will gain an understanding of the work we do; the rewards as well as the challenges. There are 5 courses in 12 separate modules which all-up will take you 4 to 5 hours to complete.

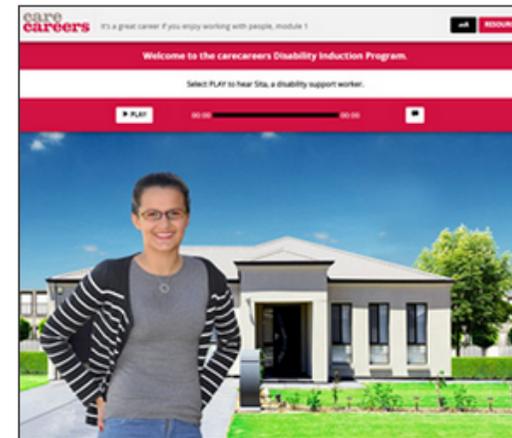
By the end of the program you'll have a comprehensive and practical grounding in the work in this sector as well as skills and knowledge you can use across a range of career opportunities.

Click here to complete **'It's a great career if you enjoy working with people, module 1'**.

Once you have completed the module, if you would like to explore further modules and receive **certificates of completion** [click here to register](#), or [login to your career hub](#).

For an introductory user guide to the Disability Induction Program download one of the following:

- [PDF User Guide \[PDF 1MB\]](#)
- [Accessible User Guide \[RTF 260KB\]](#)



Step 4: welcome to the disability induction program website page



Select PLAY to hear Sita, a disability support worker.



00:00

00:00



Step 6: Sita and George – the narrators who introduce each module

What are some of the pathways for further learning and development?

Select button 3 to discover.

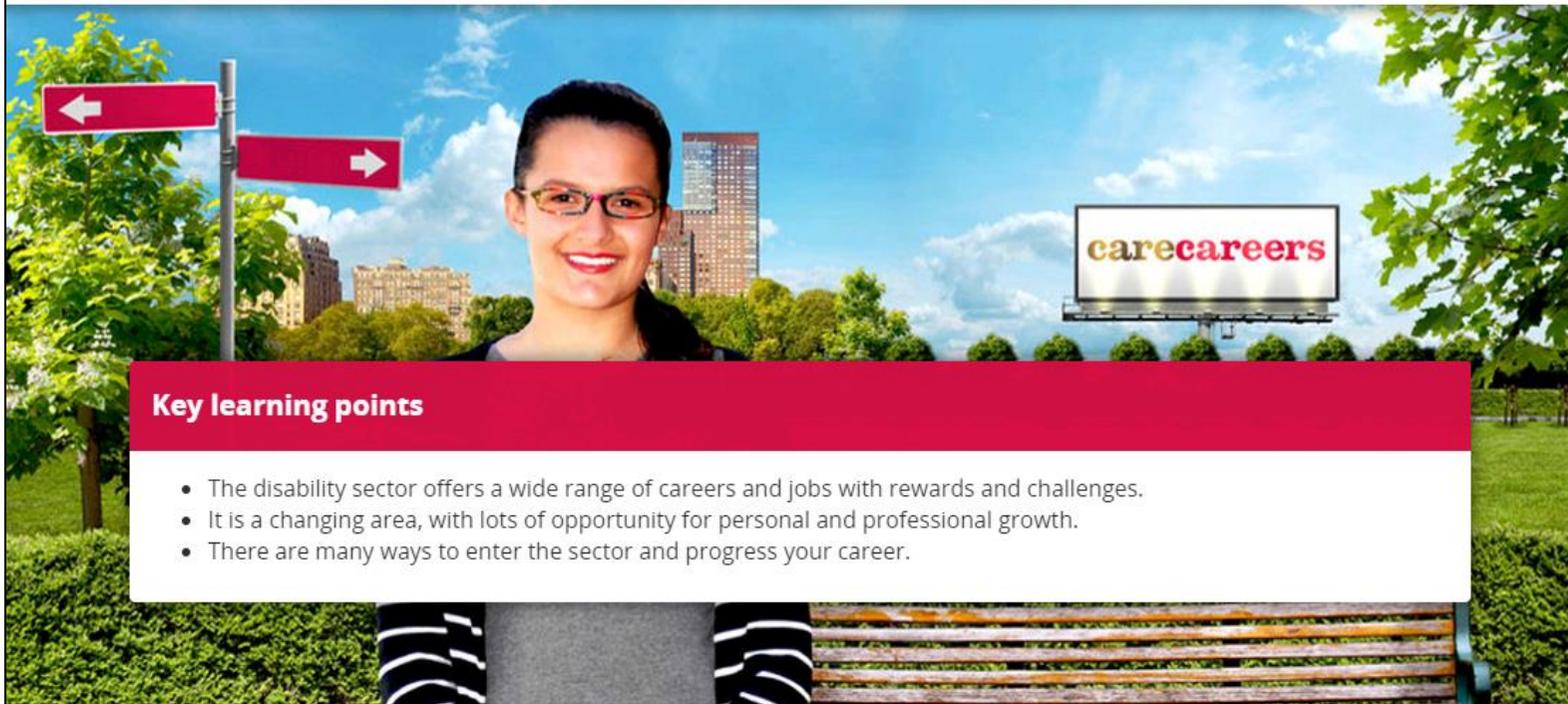


Step 7: sample module course page with buttons to access each topic

Well done, you've completed 'It's a great career if you enjoy working with people, module 2'. Here are the key learning points from the module.

When you're ready, go to the next module. There's an interesting art gallery to visit just outside the park. Come with us to explore.

CLOSE X



Key learning points

- The disability sector offers a wide range of careers and jobs with rewards and challenges.
- It is a changing area, with lots of opportunity for personal and professional growth.
- There are many ways to enter the sector and progress your career.

Step 8: sample module conclusion page with key learning points and directions for moving to the next course or module

Select a number if you would like to review. Or continue to your [career hub](#).



Step 9: sample screen to demonstrate how you can review the module's topic by selecting numbered buttons or selecting to return to your career hub.

welcome jay

Welcome to your **career hub**, here you can access all of the courses available in the **Disability Induction Program** and view your status. Click on one of the **5 course titles** to access each module. On completion of each course you can download your **certificate**.

Why not attach your certificates with your resume when you apply for a job, or give your employer copies for your personal file.

induction course

course 1: it's a great career if you like working with people



course 2: essential skills



course 3: you can make a difference



course 4: looking after yourself and others



course 5: your work is meaningful



 **logout**

courses completed



It's a great career if you like working with people ✓

Essential skills ✓

You can make a difference ✓

Looking after yourself and others ✓

Your work is meaningful ✓

Step10: sample career hub

Print-based options instructions

Steps

1. Open your workbook.
2. Read the introductory pages.
3. Select the course you want to complete. Courses are colour coded (see page 16 for 3a: sample workbook cover) and you can easily locate each course using the table of contents or by looking at the coloured tabs on the right hand side of each page (see page 17 for 3b: sample page from a workbook with a coloured tab on the right hand side of the page).
4. You will be welcomed to the modules for each course by one or both of your narrators – Sita and George. Read their introduction and then continue to complete each module. (See pages 18 and 19 to view a sample introduction page).
5. Throughout the modules you will be asked to complete activities. The answers and feedback for these activities will appear on the following page so you can check your work and learn more (see pages 20, 21 and 22 for a sample activity icon, activity questions and feedback icon and feedback/answers on the following page).

6. When you have finished working through the topics for each module you will see the key learning points and can move onto the next course or module (see page 23 for a sample module conclusion page).

Disability Induction Program

Course 1:
It's a great career if you
enjoy working with
people

3a. sample workbook cover

The careers of three disability sector workers

So let's see how three of the people we met earlier got to where they are now, and where they go from here. We'll find out how their careers have progressed and what their plans are for the future. Let's start with Anna, a disability support worker.

Anna, a Disability Support Worker



Anna

Starting out

At school Anna volunteered as part of her Duke of Edinburgh. She really enjoyed it but hadn't thought about working in the disability sector as a career option.

Anna studied for a Certificate III in Customer Contact and worked in a call centre with an insurance company.

Anna left the insurance company to have a family. When her children started school she wanted to return to work on a part-time basis and was successful in applying for a position as a disability support worker.

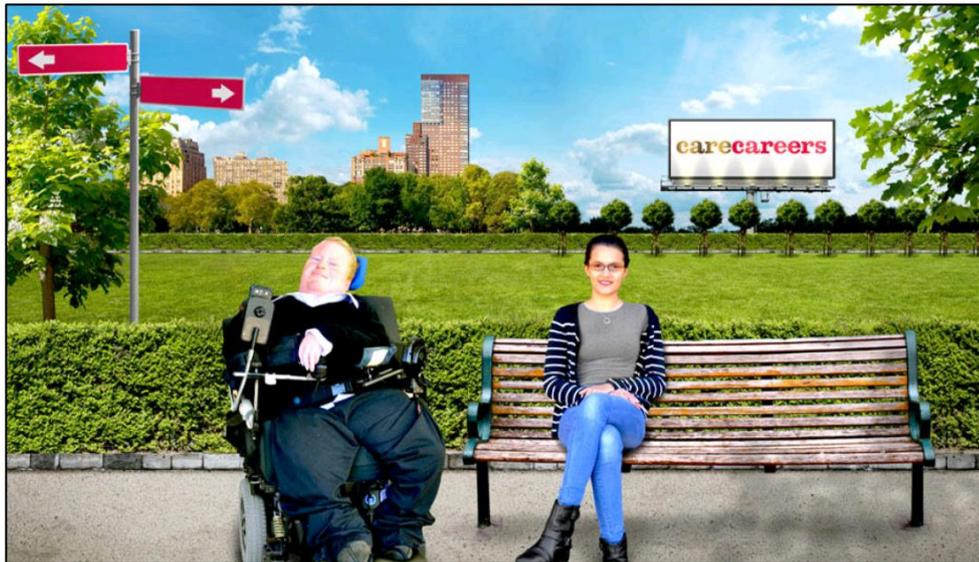
Initially she worked in supported accommodation, but occasionally did some extra hours for the same organisation supporting people in their own homes, where she is working now.

3b: sample page from a workbook with a coloured tab on the right hand side of the page

Module introduction

In this module, you'll learn about:

- the types of careers in the Disability Sector
- how to enter the workforce
- the learning and development pathways.



Sita and George at the park



I love my job. I find one of the great things about working in the disability sector is that there are so many career opportunities. There are also lots of opportunities to grow and develop, both personally and professionally. George and I are getting together in the park with some people from the sector. Come and join us and find out more.

George



All the people we're meeting here make a difference in the lives of people with disability through their work. By meeting them, you'll discover the different careers available; how people enter the workforce and the learning and development pathways that can support you in your career.

Sample introduction page

Activity



This concerns Yuri, who you have just met. Yuri has an intellectual disability. Currently he is working with Paul on building his confidence in participating in his community. This includes going to the local shops, where he often buys a DVD.

Imagine you were out shopping with Yuri yesterday. He bought a DVD, but after he got home he discovered that the disc was missing when he opened the box. He became quite upset.

How can you support Yuri and practise a person-centred approach?

Select the best answer.

- a. go to the shop for Yuri and exchange the DVD
- b. tell Yuri that it is not important and not to worry about it
- c. take Yuri to the shop and speak to the shop assistant about the issue on his behalf
- d. accompany Yuri inside the shop while Yuri exchanges the DVD
- e. reach an agreement with Yuri that you will accompany him to the shop and remain outside should he need your assistant when he exchanges the DVD
- f. encourage Yuri to go to the shop alone and exchange the DVD

Feedback



The best answer is in green.

- a. go to the shop for Yuri and exchange the DVD

A person-centred approach involves agreeing a strategy with Yuri that both enables him to make his own decisions, whilst also supporting his independence. Taking the DVD back for Yuri isn't the best option. There is a better approach.

- b. tell Yuri that it is not important and not to worry about it

A person-centred approach would involve discussing the situation with Yuri. Reaching an agreement on an approach where you accompany him to the shop and remain outside should he need your assistance when he exchanges the DVD. This way you support him to make his own decisions, build his confidence and independence, and also consider his safety when walking to the shop.

- c. take Yuri to the shop and speak to the shop assistant about the issue on his behalf

A person-centred approach involves agreeing a strategy with Yuri that both enables him to make his own decisions while supporting his independence. You could also encourage Yuri to speak to the shop assistant himself. There is a better approach.

- d. accompany Yuri inside the shop while Yuri exchanges the DVD

A person-centred approach would involve discussing the situation with Yuri. Reaching an agreement on an approach

where you accompany him to the shop and remain outside should he need your assistance when he exchanges the DVD. This way you support him to make his own decisions, build his confidence and independence, and also consider his safety when walking to the shop.

- e. reach an agreement with Yuri that you will accompany him to the shop and remain outside should he need your assistant when he exchanges the DVD**

You are spot on! You have discussed the situation with Yuri and have agreed an approach that supports him to make his own decisions while also building his confidence and independence. You have also considered Yuri's safety in walking to the shop.

- f. encourage Yuri to go to the shop alone and exchange the DVD

You are encouraging Yuri's independence, but you still need to consider his safety. Yuri still needs support getting to the shop safely at this stage. There is a better answer.

Practising a person-centred approach makes sense and is so rewarding for both the person with disability and for you as a worker. So if you're anything like Paul you'll enjoy working in the disability sector. Every day is different!

Sample activity icon, activity questions and feedback icon and feedback/answers on the following page

Module Conclusion



Well done, you've completed 'It's a great career if you enjoy working with people, module 2'.

When you're ready, go to the next module.

Key learning points

- The disability sector offers a wide range of careers and jobs with rewards and challenges.
- It is a changing area, with lots of opportunity for personal and professional growth.
- There are many ways to enter the sector and progress your career.

Sample module conclusion

What do the courses contain?

Course and module descriptions

Course name	Course description/goal	Module 1	Module 2	Module 3
Course 1: It's a great career if you enjoy working with people	The core message is that the people you work with have goals and aspirations, as well as needing support with the daily activities; they are unique inspiring individuals; some situations are challenging, however the work is very rewarding if you enjoy supporting people to live full and rich lives.	<p>Meet people with disability.</p> <p>What is a disability?</p> <p>Disability – the myths and the reality.</p> <p>Introducing the National Disability Insurance Scheme (NDIS).</p> <p>How you can make a difference.</p>	<p>What career opportunities are available?</p> <p>How can I enter the disability sector?</p> <p>What are the pathways for further learning and development?</p> <p>What is it like working in the disability sector?</p> <p>Roles in the disability sector.</p>	<p>Milestones over the past hundred years.</p> <p>What are the changes in approach to providing disability services?</p> <p>How has life changed for people with disability?</p>
Course 2: You can make a	You can make a difference in people's lives, by adopting a person-centred approach.	The importance of choice and control.	What are the roles and responsibilities of a	No module 3

Course name	Course description/goal	Module 1	Module 2	Module 3
difference	This involves listening to what a person with disability wants, and supporting them to achieve their goals and aspirations and live in their community as they choose.	Working in a team to support people with disability. Who are the people in a support network? Introducing a person-centred approach.	disability support worker? A week in the life of a disability support worker Putting a person-centred approach into practice.	
Course 3: Essential skills	This course looks at key skills you need and how you can continually learn and develop when working in the disability sector.	The importance of good communication. Essential communication skills. Meeting the communication needs of different people. Dealing with complex and sensitive situations.	Continuous learning and development. On-the-job training. Taking responsibility for your learning. Responding to change.	No module 3
Course 4: Looking after yourself and	You are responsible and accountable for yourself and others. The core message is	Your responsibilities in maintaining a safe	How do you respond to risk using a person-centred	Identifying and managing risks associated with manual

Course name	Course description/goal	Module 1	Module 2	Module 3
others	about the importance of keeping watch over a safe and healthy workplace, looking out for yourself and the people you work with.	workplace. Duty of Care. What is “reasonable” Duty of Care? Responsibility versus self-determination.	approach? Keeping safe while respecting individual’s choice. Tips for improving well-being. Dealing with challenging situations.	handling, slips, trips and falls, driving and working alone. Good work practices to prevent injury.
Course 5: Your work is meaningful	Your work with people is meaningful. People with disability have the same rights as everyone else. By applying a right-based approach to their work learners will support and uphold the rights of people with disability.	What are human rights? What is a rights-based approach? How does applying a person-centred approach support a person’s human rights?	Professional practice from the perspectives of a person with disability, an organisation, a worker. Responding to suspected harm and abuse.	

Activities and assessment

Activities are embedded throughout the modules and are designed to reinforce learning and confirm your understanding and comprehension as you progress. They are not “tests”. They simply provide evidence to determine that participants have successfully completed each course. They are also a great opportunity to practise applying what you have learned.

Your employer may use the activities as part of a more formal assessment process, depending on how they choose to deliver the program. If so, they will explain this to you in more detail. This does not, however, preclude employers who deliver this program to new and existing employees from treating assessment more formally or, indeed, supplementing the assessment activities to achieve their own learning outcomes.

Where can I get guidance and support?

Resources

Further resources are available within both the online and print-based tools in the program, should you wish to find out more about the topics covered. This includes links to many relevant websites.

Guidance and support options

If you are already employed in the Sector and are completing the program under the guidance of your organisation, your line manager or the person responsible for learning and development will be the first point of call.

Potential employees can contact the carecareers Career Centre using the contact details below.

Email: info@carecareers.com.au
Phone: 1300 637637

What do I do next?

Certification

If you are working through the program using the online tool, you will receive a certificate of completion at the end of each of the courses you complete.

If you have recently joined a new organisation or are currently working in the disability sector and completing the print-based tool, ask your manager or facilitator about being assessed for successful completion of each course so that they can issue you with a certificate.

You can show these certificates to your current manager or prospective employers when discussing your knowledge and understanding of the industry. You can also refer to the course and module list in this guide to let them know what each course is about and what you have learned.

Qualifications

Courses and Modules within this program provide a basic introduction which partially aligns to two qualifications within the CHC08 - Community Services Training Package.

This means that, if you choose to go on to complete more formal qualifications, you may already have some of the basic skills and knowledge required.

You may even be able to discuss opportunities for Recognition of Prior Learning (RPL) with the Registered Training Organisation (RTO) you enrol with. This means they may be able to refer to the Course and Module list in this Guide to assist them in gathering evidence towards assessment of what you know and can do so far and what you still need to know and do in order to gain a qualification. From there they may be able to design an individual learning plan to assist you gain your qualification.

Future learning pathways



Qualifications in the CHC08 - Community Services Training Package:
Certificate III in Disability, Certificate IV in Disability and Advanced
Diploma in Disability



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careers