

Position Description: Disability Support Worker

Bright Access



OVERVIEW

Position Title:	Disability Support Worker
Date Reviewed:	01/07/2025
Award and Classification:	Social, Community, Home Care and Disability Services Industry Award [MA000100] – Level and Pay Point based on qualifications and experience (as per Employment Contract)
Employment Type:	Casual / Part-Time / Full-Time (as per Employment Contract)
Reports To:	Frontline Manager
Location	Various participant locations

BACKGROUND

Bright Access is a registered NDIS provider committed to delivering high-quality, person-centred support services that uphold the rights, dignity, and independence of people with disabilities. Our services are guided by the NDIS Practice Standards and the Victorian Social Services Standards, ensuring safe, respectful, and empowering care.

Our BRIGHT Values:

Balance. Be flexible.

Promote a healthy work and life balance to increase levels of happiness and productivity.

Reliability. Be dependable.

Be accountable to those we support with a commitment to deliver beyond expectations.

Integrity. Do what is right.

Be honest, ethical, and worthy of the trust of others.

Growth & Innovation. Imagine what is possible.

Foster creativity that challenges constraints and drives progress and take opportunities to learn and improve.

Happiness. Don't worry, be happy.

A happy team leads to happy participants – promote happiness in the workplace to improve morale and productivity.

Teamwork. We build better when we work together.

Work alongside those we support and all those around them.

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PRIMARY ROLE

To provide individualised, person-centred support to people with disabilities in accordance with their NDIS Plans and Support Plans, promoting independence, inclusion, and quality of life in a safe and respectful manner.

KEY RESPONSIBILITIES

1. Direct Support

- Provide personal care (e.g., showering, dressing, toileting) with dignity and respect.
- Support with daily living activities including meal preparation, domestic tasks, and community access.
- Assist with mobility, transfers, and use of assistive equipment.
- Administer or assist with medication in accordance with training and policy.
- Support participants with mealtime management, including texture-modified diets and safe swallowing practices.

2. Health and Medical Support

- Assist participants in attending health and medical appointments.
- Document and communicate outcomes of appointments to relevant stakeholders.
- Support participants in following health- and medical-related instructions from medical professionals.
- Provide High Intensity Daily Personal Activities (HIDPA) supports in accordance with training and policy.

3. Positive Behaviour Support

- Implement strategies from Behaviour Support Plans (BSPs) under guidance from practitioners.
- Record and report behaviours of concern accurately and promptly.
- Understand and follow protocols related to restrictive practices.

4. Communication and Collaboration

- Communicate respectfully and professionally with participants, families, guardians, and representatives.
- Liaise with external stakeholders including allied health professionals, support coordinators, and other care team members.
- Promote teamwork and contribute to a positive workplace culture.
- Support new employees with site orientation and induction.

5. Documentation and Reporting

- Maintain accurate, timely, and professional progress notes and incident reports.
- Use clear, objective, and respectful written and verbal language.
- Report any compliance breaches or concerns to management promptly.

6. Compliance and Safety

- Adhere to Bright Access policies including WHS, infection control, privacy, and safeguarding.
- Follow participant risk assessments and Behaviour Support Plans.
- Participate in emergency procedures and drills.
- Contribute to the development and review of support plans and risk assessments.

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7. Professional Conduct

- Uphold and adhere to the NDIS Code of Conduct and Bright Access Code of Conduct.
- Promote a positive, respectful, and inclusive workplace culture.
- Support continuous improvement in workplace processes.

8. Goal-Oriented Support

- Support participants in identifying and working toward their personal goals.
- Encourage independence, skill development, and community participation.

Note: The above list of key responsibilities is not exhaustive and may be amended from time to time in accordance with operational requirements, participant needs, and organisational priorities. Employees may be required to perform other duties within their skillset, training, and competence as directed by their manager or supervisor. Bright Access is committed to maintaining flexibility in roles to support continuous improvement, service quality, and team collaboration.

KEY PERFORMANCE INDICATORS

Area	KPI
Service Delivery	95% of scheduled shifts completed as rostered
Documentation	100% of progress notes completed within 24 hours of shift
Medication Management	100% compliance with medication administration protocols
Positive Behaviour Support	100% adherence to BSP strategies and reporting requirements
Work Health and Safety	100% of hazards and incidents reported within required timeframes
Participant Satisfaction	≥ 90% satisfaction rating in participant feedback
Support Planning	Active contribution to support plan reviews and risk assessments
Training Compliance	100% attendance at mandatory training and supervision
Communication	No substantiated complaints regarding written or verbal communication
Goal Support	Evidence of participant progress toward goals in progress notes

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Area	KPI
Values Alignment	<p>Demonstrated behaviours aligned with BRIGHT Values:</p> <ul style="list-style-type: none">Balance: Demonstrates flexibility and promotes work-life balance in team interactionsReliability: Consistently punctual, dependable, and responsive to participant needsIntegrity: Demonstrates ethical conduct and transparency in all dutiesGrowth & Innovation: Participates in training and suggests improvements to service deliveryHappiness: Contributes to a positive and uplifting team cultureTeamwork: Collaborates effectively with colleagues, participants, and families

SKILLS, KNOWLEDGE AND ATTRIBUTES

Essential:

- Understanding of person-centred and trauma-informed care
- Ability to work independently and as part of a team
- Strong written communication skills, especially in progress note writing
- Commitment to participant rights, dignity, and inclusion
- Awareness of WHS responsibilities and safe work practices
- Understanding of restrictive practices and reporting obligations

Desirable:

- Experience supporting people with complex needs or behaviours of concern
- Knowledge of NDIS Practice Standards and Social Services Standards
- Basic IT skills, including use of Microsoft Word and digital case note systems

QUALIFICATIONS AND REQUIREMENTS

- Certificate III in Individual Support, Certificate IV in Disability, or equivalent (or working towards)
- Current First Aid and CPR certification
- NDIS Worker Screening Check (mandatory)
- Working With Children Check (mandatory)
- Valid Australian Driver's Licence and access to a reliable vehicle (if required)
- Completion of NDIS Worker Orientation Module

OTHER REQUIREMENTS

- Use of personal smartphone for work-related communication (if applicable)
- Availability to work flexible hours, including weekends and public holidays
- Willingness to travel between client locations

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SELECTION CRITERIA

1. Demonstrated experience or interest in supporting people with disabilities
2. Understanding of person-centred and rights-based approaches
3. Ability to follow support plans and work within policy frameworks
4. Strong written and verbal communication skills
5. Commitment to continuous improvement and professional development
6. Alignment with BRIGHT Values

EMPLOYEE ACKNOWLEDGEMENT

I have read and understood the responsibilities and expectations outlined in this Position Description.

Signature:

Employee Name:

Date:

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