Delivering High Quality Care through Skills Assessments

ASID 2025 Conference: Learning from the Past, Shaping the Future

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Acknowledgement of Country

Who We Are?

Partnering with People with Disability for over 70 years

- Achieve Australia is a leading NDIS provider across NSW and QLD
- Committed to person-centred, high-quality support
- Clinical governance ensures participant safeguarding and workforce capability
- Today’s focus: the Skills Workbook Program

Context & Drivers

Why We Built the Skills Assessments Program

Workforce instability, inconsistent training, and limited support can compromise care quality and staff wellbeing.

Participant Safety & Rights

Confidence and capability directly impact dignity, safety, and outcomes

Sector Risk & Scrutiny

Growing need to evidence competence beyond general training

NDIS Practice Standards

Require documented, auditable staff competence in high intensity supports

Our Response

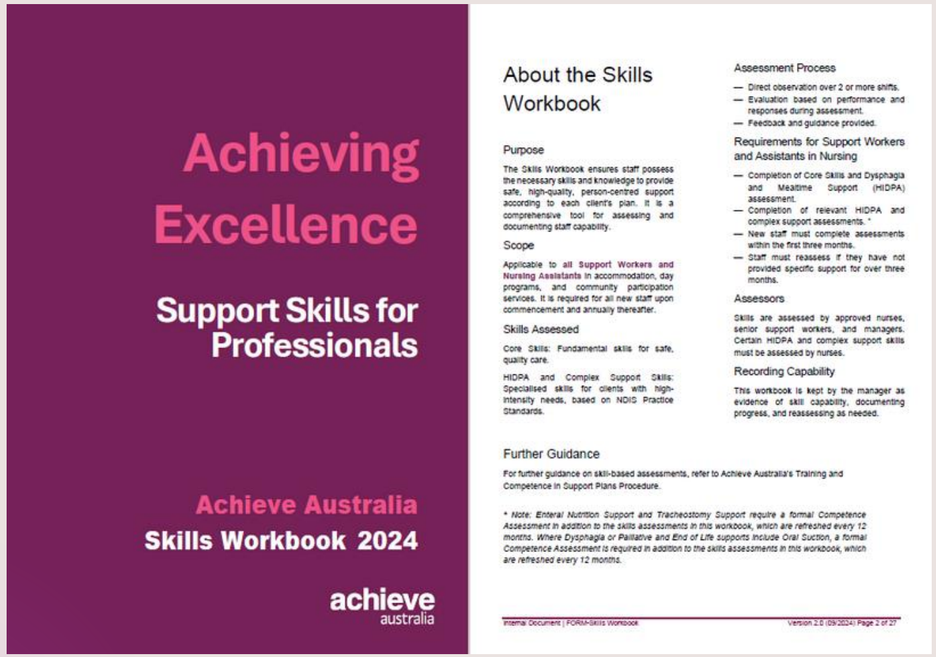
A sustainable, auditable process to confirm staff competence in delivering individual client plans - aligned to NDIS standards, audit feedback, and sector risk.

From: “Read and understood”

To: Observed, signed-off competence

What We Designed

A clear, auditable way to confirm staff are safe, skilled, and NDIS-aligned - where it counts: in practice.



Achieving Excellence

Support Skills for Professionals

Achieve Australia

Skills Workbook 2024

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About the Skills Workbook

Purpose

The Skills Workbook ensures staff possess the necessary skills and knowledge to provide safe, high-quality, person-centred support according to each client's plan. It is a comprehensive tool for assessing and documenting staff capability.

Scope

Applicable to **all Support Workers and Nursing Assistants** in accommodation, day programs, and community participation services. It is required for all new staff upon commencement and annually thereafter.

Skills Assessed

Core Skills: Fundamental skills for safe, quality care.

HIDPA and Complex Support Skills: Specialised skills for clients with high-intensity needs, based on NDIS Practice Standards.

Assessment Process

- Direct observation over 2 or more shifts.
- Evaluation based on performance and responses during assessment.
- Feedback and guidance provided.

Requirements for Support Workers and Assistants in Nursing

- Completion of Core Skills and Dysphagia and Mealtime Support (HIDPA) assessment.
- Completion of relevant HIDPA and complex support assessments. *
- New staff must complete assessments within the first three months.
- Staff must reassess if they have not provided specific support for over three months.

Assessors

Skills are assessed by approved nurses, senior support workers, and managers. Certain HIDPA and complex support skills must be assessed by nurses.

Recording Capability

This workbook is kept by the manager as evidence of skill capability, documenting progress, and reassessing as needed.

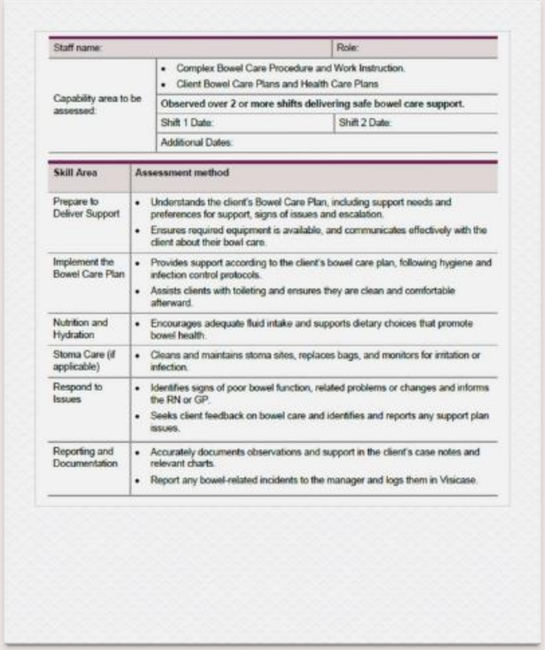
Further Guidance

For further guidance on skill-based assessments, refer to Achieve Australia's Training and Competence in Support Plans Procedure.

** Note: Enteral Nutrition Support and Tracheostomy Support require a formal Competence Assessment in addition to the skills assessments in this workbook, which are refreshed every 12 months. Where Dysphagia or Palliative and End of Life supports include Oral Suction, a formal Competence Assessment is required in addition to the skills assessments in this workbook, which are refreshed every 12 months.*

IMPLEMENTATION

Applies to all Support Workers and Nursing Assistants, with observed practice over 2–3 shifts - initial, annual, and within 3 months for new staff



Staff name:	Role:
Capability area to be assessed:	• Complex Bowel Care Procedure and Work Instruction. • Client Bowel Care Plans and Health Care Plans
	Observed over 2 or more shifts delivering safe bowel care support.
	Shift 1 Date: / Shift 2 Date:
	Additional Dates:

Skill Area	Assessment method
Prepare to Deliver Support	• Understands the client's Bowel Care Plan, including support needs and preferences for support, signs of issues and escalation. • Ensures required equipment is available, and communicates effectively with the client about their bowl care.
Implement the Bowel Care Plan	• Provides support according to the client's bowel care plan, following hygiene and infection control protocols. • Assists clients with toileting and ensures they are clean and comfortable afterward.
Nutrition and Hydration	• Encourages adequate fluid intake and supports dietary choices that promote bowel health.
Stoma Care (if applicable)	• Cleans and maintains stoma sites, replaces bags, and monitors for irritation or infection.
Respond to Issues	• Identifies signs of poor bowel function, related problems or changes and informs the RN or GP. • Seeks client feedback on bowel care and identifies and reports any support plan issues.
Reporting and Documentation	• Accurately documents observations and support in the client's case notes and relevant charts. • Report any bowel-related incidents to the manager and logs them in Visicase.

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Panel Conversation

What the Skills Workbook looks like in action

Clinical Nurse Educator

Maureen Espadero

Service Coordinator

Paula Wallis

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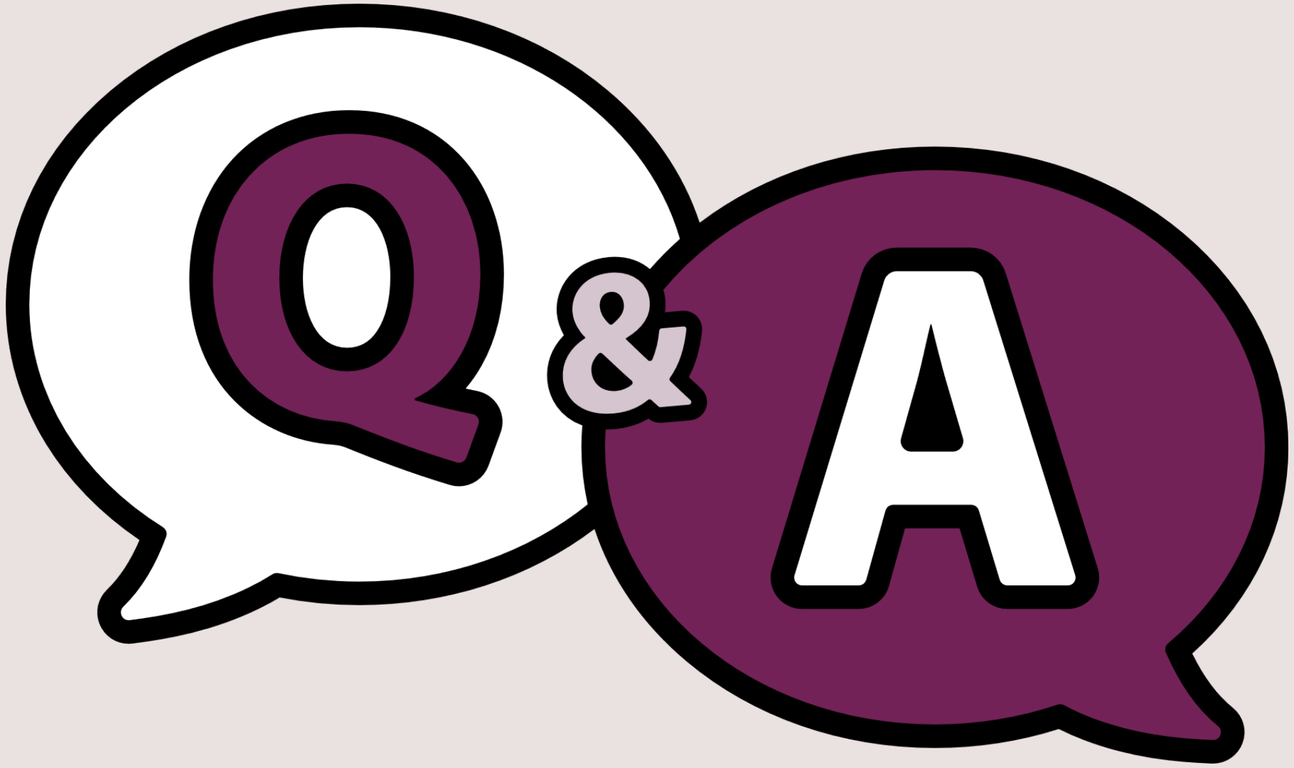

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