

Title	ACIA 022 - Support Worker Training – New Programs and Ongoing Programs
Purpose	<p>This guideline is to assist:</p> <ul style="list-style-type: none"> • Service Providers (organisations and individuals) and funding bodies to understand the funding arrangements for the training of Support Workers in the particular requirements of a participants plan where there are clinical, equipment related or other specific needs. <p>This guideline does NOT refer to the core training and competencies of a support worker.</p>
Background	<p>All Service Provider organisations are required to provide Support Worker Orientation Programs addressing organisational policies and procedures, basic service delivery and the rights of a Participant. This training has always been and remains the responsibility of the Service Provider. Support Workers providing supports to Participants are expected to have qualifications and skills in how to provide generic supports to program participants. Beyond this general training, there has been a long history of funding bodies providing additional training to Support Workers to meet the needs of a participant and their plan. This occurs in cases where additional training is required for the specific needs of a participant to be met.</p> <p>It has generally been accepted that such training is paid for by the funding body.</p> <p>Whilst this has worked very well in most markets there has been no documented guideline to describe the arrangement.</p> <p>Providers are encouraged to seek advice on industry best practice on training staff to complete clinical tasks. ACIA guidelines provide further assistance and support for providers who deliver clinical supports</p>
Disclaimer	<p>This guideline is provided to help guide best practice in delivering supports and services in the community setting. This information does not in any way replace legislative, regulatory or contractual requirements. Users of this document should seek appropriate expert advice in relation to their particular circumstances.</p> <p><i>ACIA does not accept any liability on the use of this guideline.</i></p>
Definitions and Supporting Information	<p><i>Community Supports and Services</i> is providing supports and services delivered at a person’s home or in their community to assist them to remain living in the community. It targets people of all ages, with ill health or a disability. The aim of community supports and services is to maintain or improve a person’s independence and reduce his/her risk of admission to a facility or hospital. This is achieved by providing assistance based on each Participant’s individual needs. It may include assistance with all</p>

	<p>activities of daily living including personal care or support, housework or domestic assistance, transport assistance, community access, social support, nursing services, clinical supports, gardening and home maintenance, palliative care, respite care.</p> <p>Service Provider means the organisation accountable for the delivery of Supports and Services.</p> <p>Support Worker means any person who is employed, hired, retained or contracted by the Service Provider to provide services and supports. A Support Worker may also be a sole trader.</p> <p>Support Worker Competency means a support worker who has been trained and assessed as competent by a registered nurse or person deemed suitably skilled by the provider organisation to safely and appropriately perform a specified task as a support worker.</p> <p>Competent means having been trained and assessed by a registered nurse or suitably skilled person as competent to safely and appropriately perform a specified task.</p> <p>Participant means the client, consumer or person receiving the supports and services.</p> <p>Registered nurse means a person qualified and registered (current) by the Australian Health Practitioner Agency to deliver nursing supervision and care. Registration is published on AHPRA Register of Practitioners</p>
Scope	<p>These guidelines apply to funded service delivery with initial training then further training as required in the community in Australia or Australian Participants visiting overseas with their Australian Support Workers.</p>
Desired Outcome	<ul style="list-style-type: none"> To clarify the circumstances whereby it can be expected that a funding body is required to pay for the training of Support Workers to meet the specific needs of a participant
Guideline	<p>New Program</p> <p>When a new program is established, and it is identified that a participant has specific needs that go beyond the core competencies of a support worker, training for that program will be developed. The training will be developed by appropriately skilled practitioners, treating teams or the discharging facility and with the involvement of the participant, the Service Providers management team and the funding body.</p> <p>This initial training will include the Support Workers who will provide Supports to the Participant. This initial training will be funded by the funding body. The Service Provider is expected to:</p> <ul style="list-style-type: none"> have their management team liaise with the trainer/s, participant and the funding body

	<ul style="list-style-type: none"> • ensure a skilled and competent internal person (e.g. support coordinator) attends all training with Support Workers and signs off on the competency of the Support Workers in liaison with the participant <p>Beyond this initial training, it is expected that the Service Provider has:</p> <ul style="list-style-type: none"> • appropriate policies and procedures in place including a training program relating to the support needs of each Participant • documentation in place regarding the training provided and competencies achieved <p>Ongoing Programs</p> <p>The ongoing training of Support Worker/s for a program for a Participant where needs have not changed is the responsibility of the Provider organisation. This includes circumstances where new Support Workers are assigned to the Participant, or where there is a change to the needs of a participant that does not lead to a significant change to their support requirements.</p> <p>Ongoing Programs with Significant Changes</p> <p>When there is a significant change to the needs of a participant, there may be cases where the funding body provides additional training. This would only occur under circumstances where the Participants needs have changed significantly. Such circumstances could include one of the following:</p> <ul style="list-style-type: none"> ○ Enteral feeds have commenced ○ A trachea tube has been inserted ○ A suprapubic catheter has been inserted ○ Subcutaneous injections have commenced
<p>Resource documents</p>	<ul style="list-style-type: none"> • ACIA Guidelines 002 – Provision of Paid Support Services and Nursing in the Community • ACIA Guidelines 004 – Administration of Oral Medications in the Community • ACIA Guidelines 011 – Administration of Insulin in the Community by Support Workers • ACIA Guidelines 015 – Maintenance of Skin Integrity by Support Workers in the Community