



# DISABILITY SUPPORT WORKER PROGRAM

**CONTACT US**

[dswprogram@generation.org](mailto:dswprogram@generation.org)

# DSW Program



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# Generation

## AUSTRALIA

### WHO WE ARE

Generation is a global non-profit organisation that transforms education to employment systems to prepare, place, and support people into life-changing careers that would otherwise be inaccessible. Our programs create real business value for employers and lasting career impact for participants.

Through our programs, adults of all ages—whether unemployed, underemployed, or needing to learn new skills—can connect to the training, support, and jobs to change their path.

### OUR VALUES

#### Go further, together.



We are better together. We collaborate with and help others, both inside and outside of Generation.

#### Solve problems that matter.



We work on activities that do the most to advance our mission, and rigorously measure our impact to guide where we spend our time and resources.

#### Better our best.



We will never be perfect, and we always have more to learn. As long as we use data, experience, and dialogue to grow and improve, we are moving in the right direction.

#### Empower & support



We know that people do their best when treated with kindness and respect. We support and develop each other personally and professionally, allowing our unique talents and capabilities to flourish.

#### Here to serve.




We commit to enabling the learning and growth of our participants, and to providing great talent for our employer partners. One alone is not enough, our success depends on serving both groups.

#### Be open & transparent.



We believe in honest sharing. We welcome diverse perspectives, opinions, and ideas.

# Generation



**Preparing, placing and supporting people into life changing careers.**

## WHAT WE DO

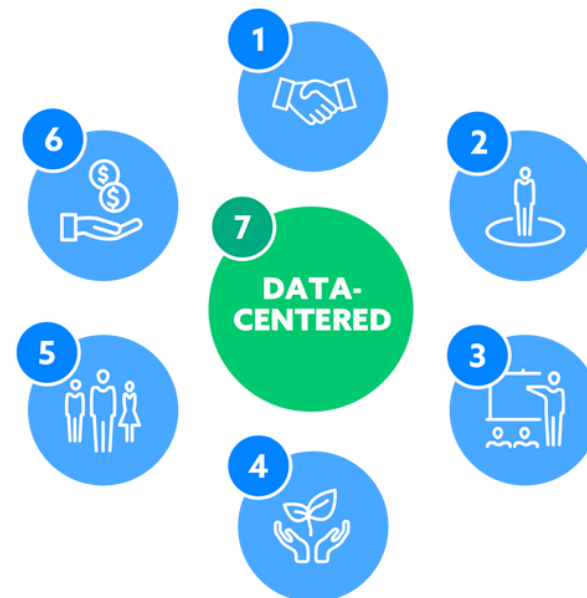
### HOW DO WE PREPARE PEOPLE FOR A CAREER?

Generation prepares adults of all ages for jobs in four sectors. Our approach has seven components.

1. Jobs and employer engagement from the start.
2. Learner recruitment based on intrinsics, effort, and employment standards for the profession.
3. 4-12 weeks of technical, behavioural, mindset & professional presence skill training, with social support services provided.
4. Interviews with employer partners for immediate job placement.
5. Mentorship during and after the program and an alumni community that follows graduates into the workplace.
6. Return on investment for employers, students, and society.
7. A data-centered approach at every step.

Over 75 million young people are unemployed around the world, and almost three times as many underemployed. Simultaneously, many employers say they cannot find people with the skills they need for even entry-level positions.

In 2012, McKinsey & Company released a report that explored these issues and prompted the desire to do more. In late 2014, McKinsey founded Generation as an independent nonprofit, and our first programs launched in early 2015. We chose to start implementing Generation in five countries (India, Kenya, Mexico, Spain, and the United States) and since then, are now in 13 countries, including launching Australia's first program in 2019.



# Disability Support Work

## INDUSTRY BACKGROUND

There are around 4.3 million Australians who have a disability. People living with disabilities experience different degrees of impairment, activity limitation and participation restriction. Disability can be related to genetic disorders, illnesses, accidents, ageing, injuries or a combination of these factors. Importantly, how people experience disability is affected by environmental factors—including the opportunities, services and assistance they can access—as well as by personal factors and community attitudes 1.

Like everyone, people with disabilities want a high quality of life. To achieve this, they seek access to, and pursue outcomes across, all areas of life, such as education, employment, healthcare, housing and justice.

While many people with disability routinely and actively participate in these areas, some face challenges doing so. This is influenced by factors such as the nature of the opportunities, services and assistance available to them; the accessibility of their environment; and their experiences of discrimination 2.

The disability policy environment has been significantly reviewed and changed in recent years. Government and disability support providers are responding to developments in contemporary disability practice, particularly a focus on people's abilities, person-centred planning, engagement of natural supports and community participation 3.



1. <https://www.aihw.gov.au/reports/disability/people-with-disability-in-australia/contents/summary>
2. <https://www.aihw.gov.au/reports/disability/people-with-disability-in-australia/contents/people-with-disability>
3. [https://builder.technologyonecorp.com/\\_data/assets/pdf\\_file/0010/29773/WHT\\_Recent-Developments-in-the-NDIS\\_A4\\_8pg\\_2015\\_05-1.pdf](https://builder.technologyonecorp.com/_data/assets/pdf_file/0010/29773/WHT_Recent-Developments-in-the-NDIS_A4_8pg_2015_05-1.pdf)

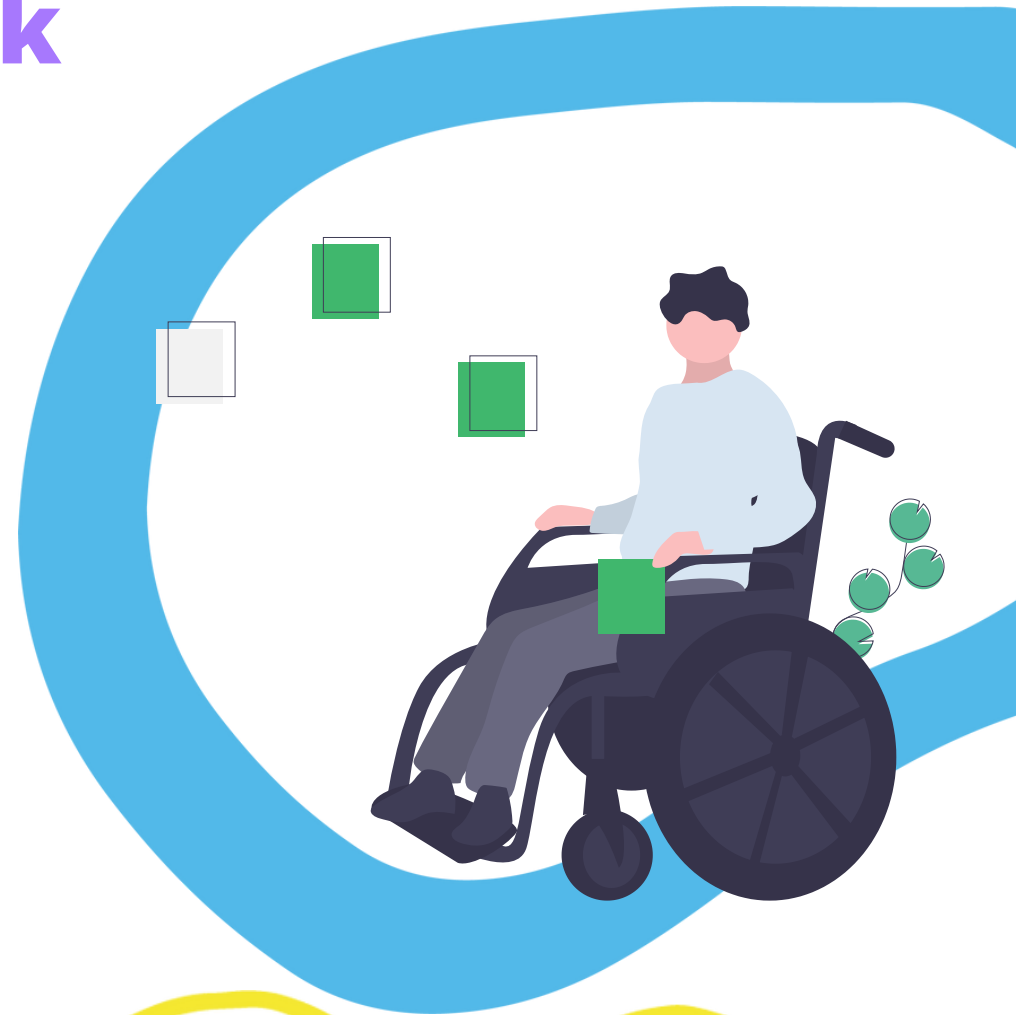
# Disability Support Work

## DISABILITY SUPPORT WORKER/PRACTITIONER JOB ROLE

Disability Support Workers (DSWs) provide care, supervision and support for people living with disabilities in their private homes, residential establishments and shared group homes, clinics and hospitals.

DSWs work with other health professionals and disability sector professionals to maximise the individual's physical and mental wellbeing. They provide companionship and emotional support, and when possible, promote independence and community participation.

DSWs also support people living with disabilities with a range of daily tasks. The specifics of the role depend on the client; however, DSWs tend to focus on tasks that alleviate physical discomfort and promote social connectedness, independence, emotional wellbeing and general health. These include: personal hygiene facilitation, mobility support, shopping tasks, food preparation, housework tasks, and the coordination of social events.



**DSWs are patient, flexible and understanding. They are committed to the rights of people with disabilities and are able to work as part of a team.**

# DSW Training Program

## PROGRAM INFORMATION

### This program is:

- 7 weeks
- Full-time
- Monday to Friday
- 9am - 5pm

Training and assessments will take place in a virtual classroom and will involve discussions and group activities. Training will also require self-directed learning, where activities and tasks are done by participants individually outside the classroom space.

## PROGRAM DEVELOPMENT

Generation Australia undertakes a process called Activity Mapping before developing curriculum. This involves interviewing employers, hiring managers, exemplary disability support workers and people living with disability. We find out what technical skills are most important on the job and which behavioural skills and mindsets employers are looking for in candidates. They told us that having a good understanding of technical knowledge.

We have also worked closely with our training partner Cerebral Palsy Alliance (RTO 90213) to deliver a program that equips learners with the skills they need to be successful as disability support workers.

### An example of how a day can look:

Time	Agenda
Morning	9.00 - 10.30am <i>(on Zoom)</i> Daily Opening + Review of previous day learning Instructor-led session
	10.30am - 12pm Independent learning 1:1 mentoring/check-in
Midday	12.00 - 12.30pm Lunch
	12.30 - 2.30pm <i>(on Zoom)</i> Instructor-led session
Afternoon/ evening	2.30 - 5.00pm Independent learning 1:1 mentoring/check-in

**Next start date:**  
**30th August 2022**





# DSW Training Program

## COURSE CONTENT

Generation programs are designed to not only build technical skills and job-specific knowledge, but also skills that empower our participants to achieve professional and personal success. In the Generation context, these skills are called 'Behavioural Skills' and 'Mindsets'.

We believe the four mindsets taught in our programs will help participants become high performers on the job and achieve success in work and in life.

Like all Generation Australia's programs, this program includes technical content as well as role-related **mindsets**, **behavioural skills** and employment **essentials modules**.



## TECHNICAL CONTENT

People who are enrolled in this program will **work** towards a part qualification involving **UP TO 4 units** of competency taken from the **Certificate III in Individual Support (CHC33015)** qualification.

The Units of competency that are delivered, by our **registered Training Partner 'Cerebral Palsy Alliance (RTO 90213)'**, in this program include:

Communicate and work in health or community service (CHCCOM005)  
Provide Individualised Support (CHCCCS015)  
Follow established person-centred behaviour supports (CHCDIS002)  
Follow safe work practices for direct client care (HLTWHS002)



### Additional Requirements:

- First Aid Certificate (\* this is delivered separate to the NRT program)

### Mindsets

Personal Responsibility  
Future Orientation  
Growth Mindset  
Resilience

### Behavioural Skills

Teamwork  
Stress Management  
Empathy  
Adaptability

### Employment Essentials

CV and Cover Letter preparation  
Personal branding  
Interview techniques and role-plays



# DSW Training Program

## ASSESSMENTS

The methods in which students are assessed may include theory-based assessments, case studies, and role-plays. All the assessments must be successfully completed to demonstrate competency in each unit. If students do not successfully complete an assessment in the first attempt, they will be given the opportunity to undertake the assessment.

## GRADUATED PROFILE

**By the end of the program, participants should be able to achieve these performance goals:**

- A- Treat all individuals with empathy and respect.
- B- Demonstrate a general understanding of disability support landscape in Australia including the NDIS, other relevant schemes, and the support worker role.
- C- Establish and maintain relationships professionally with individuals, carers, families and work collaboratively with other professionals.
- D- Demonstrate clear, calm and professional active communication with individuals, colleagues, supervisors and community members.
- E- Support clients in making decisions and achieving their personal goals through a 'person-centred' approach.
- F- Provide outstanding support (e.g. personal care, administering medication, assisting with feeding, assess and manage risks) so that all individuals can thrive.

## RECOGNITION OF PRIOR LEARNING

If applicants have related prior qualifications, they could be eligible for exemption from having to study some units of the partial qualification. Selected students for the program should make sure they provide all their related prior qualifications during the enrolment process.

- G- Demonstrate ability to maintain accurate records for individuals (e.g. case notes, incident reports).
- H- Explain the demands, expectations and career progression opportunities of the support worker role.
- I- Demonstrate ability to use discretion, informed judgements and positive approaches to behaviour support.
- J- Identify individual areas for growth and make a plan to meet own performance and career goals.
- K- Demonstrate ability to adhere to quality and safeguarding frameworks, and follow safe work practices.

# Cerebral Palsy Alliance

## TRAINING PARTNER

### Cerebral Palsy Alliance - (RTO No. 90213)

Cerebral Palsy Alliance provides family-centred therapies, life skills programs, equipment and support for people and their families living with cerebral palsy and other neurological and physical disabilities. At Cerebral Palsy Alliance their priority is to help babies, children, teenagers and adults living with neurological and physical disabilities lead the most comfortable, independent and inclusive lives possible. Cerebral Palsy Alliance has been operating for over 70 years. The organisation was developed by a group of parents of children with cerebral palsy, and was originally known as the Spastic Centre of New South Wales. Training Alliance is a registered training organisation with Cerebral Palsy Alliance. With their experience in the disability sector, they offer a range of services to clients and support the development of a skilled and confident workforce to meet the growing demands of the disability sector.



**This is a nationally approved course that  
is recognised throughout Australia**



# Mentoring Support

## ABOUT

Generation Australia aims to support our program participants to find meaningful employment. As every participant has diverse backgrounds, challenges and goals, we provide mentoring as a means of supporting each individual student in a way that assists their unique set of circumstances. Mentoring is provided to every participant whilst enrolled in a Generation Program and is a requirement for completing the program. The mentor and mentee work together to identify individual goals, work through personal challenges, and to strengthen the mentee's employment opportunities by focusing on practical skills and emotional intelligence

## HOW IT WORKS

As a participant of Generation you are automatically connected with a Mentor. Our Mentor team have diverse professional support backgrounds, including psychology, HR, Social Work, Career coaching and holistic services. Your mentor will conduct formal check-ins with you throughout the program.

The Check-Ins cover;

- Relationship Building
- Identifying Goals
- Wellbeing
- Employment Essentials
- Personal Growth
- Planning for the future



Mentors are also available if a mentee needs to be referred to other services or to establish ongoing support after the program. For example, a Mentor may connect a mentee with ongoing psychology appointments or family support services.

Mentors are on call if a participant needs assistance outside of formal check-ins. Contact with your mentor lasts for the entire program and an additional month afterwards, with the aim to have a participant feel confident in their capabilities and strengths to find and keep employment that is satisfying and sustainable.

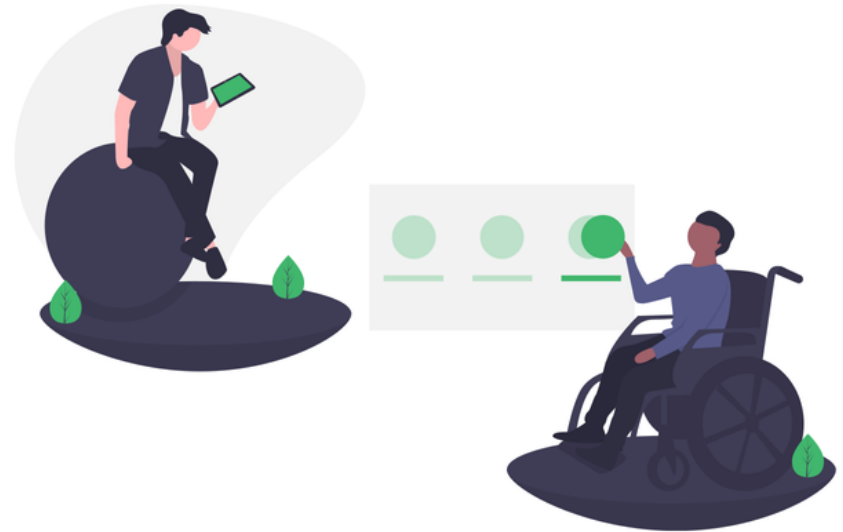
# Post Program Support

## HOW IT WORKS

**The support doesn't stop when your program does!**

**Mentor support moves to a post-program format for four weeks after graduation. During this time participants are offered additional training sessions and resources that cover:**

- CV, Cover Letter and LinkedIn presentation
- CV Drop In
- The Job application process from start-to-finish
- Interview Practice
- Communication (with an EAL focus)
- Time Management after the program
- Job Rejection Resilience
- Being a new team member
- 1:1 sessions for anyone needing tailored support.



**The goal of Post Program mentoring is to ensure that all participants feel ready to interview for jobs and move into employment. We aim to support your wellbeing and build employment skills before you begin your search for employment.**

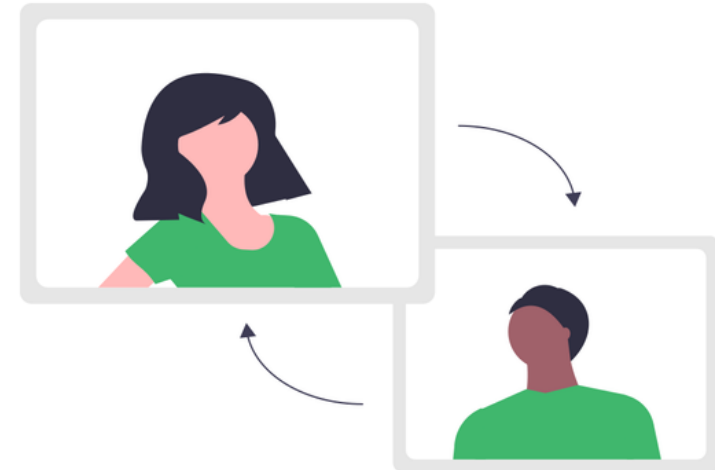
# Post Program Support

## Employment support

For the first 4 weeks after graduation, you will work closely with our Post Program Mentor to get you "job ready" (see page 11 for more information). Our Placement Coordinators will support you with employment by providing you with more specific resume and interview support.

**We are committed to supporting you in your journey to employment in the field you love and we do this in a number of ways.**

- Our Placement Coordinators work closely with the Programs Team to organise opportunities for you to meet with Employer Partners during the program.
- Where an Employer Partner may not be the right fit, our Placement Coordinators will support you in finding other job opportunities. For example, shortlist you directly for some opportunities they may find through our networks outside of the Employer Partners.
- We support you in CV, Cover Letter and LinkedIn building, as well as Interview Preparation when you locate roles you want to apply to.
- 1:1 sessions for anyone needing tailored support.



One of the best perks we offer to our Alumni is the option to be matched with an industry volunteer career or tech coach.

The volunteer coaches come from all types of backgrounds and have extensive employment experience, ready to help you with your CV, LinkedIn, interview skills and anything else employment focussed.



# How to apply

## HOW IT WORKS

As a non-profit, Generation's purpose is to support people facing significant barriers to employment. We have limited spots on our program, so it is important we get an understanding of the challenges you've experienced seeking employment and how the program might help you overcome them. We'd also love to hear your future goals and how this program can help you to achieve them, along with how this program will impact your life on a personal & professional level.

## ELIGIBILITY

You can apply for the program if you:

- Live in **Sydney Greater West** or **Sydney South West** Employment Region
- Are registered with a **Workforce Australia provider**
- Are **not** currently in education, training or full-time employment
- Can attend class full time for 5 days a week, 9am-5pm for 7 weeks
- Are likely to get a clear NDIS Workers Screening Check, Police Check and Working with Children Check
- Have a NSW Driver's License (at least P's)
- Be an Australian or NZ Citizen, permanent resident or on a humanitarian visa
- Have basic tech, numeracy, and literacy skills
- Proof of your Covid-19 vaccination (double dose + booster)

## APPLICATION STEPS

Once you register on our website, the application steps are:

1. **ONLINE APPLICATION FORM** - Fill out the application form online.
2. **ENGLISH, NUMERACY & TECH TESTS** - We will invite you to take some tests to check your English, numeracy & tech skills. This is to ensure this program is right for you and determine the level of support needed.
3. **MEET US** - Once all the tests have been completed, we will invite you to meet one of our friendly team members for an interview. Don't worry though, this interview is just a casual chat so that we can get to know you.
4. **ORIENTATION** - You will be invited to the program's orientation where you will get to meet your trainers, mentor and fellow classmates.
5. **ENROLMENT** - Once we have confirmed the approved background checks and you have attended orientation, there will be some final paperwork to officially enrol you into the nationally recognised training with Cerebral Palsy Alliance (RTO No. 90213).

# Local Jobs Program

## Program Funding

The DSW Program is proudly funded by the Local Jobs Program.  
An Australian Government Initiative.

The Local Jobs Program (LJP) is funded by the Australian  
Government Department of Education, Skills and Employment.



AN AUSTRALIAN GOVERNMENT INITIATIVE



# Get in touch

*Generation*  
AUSTRALIA

**Instagram - @generationaustralia**  
**Facebook - /generationaus**  
**Linkedin - /generation-australia**

FOR QUESTIONS REGARDING CERTIFIED TRAINING CONTACT:

Cerebral Palsy Alliance  
trainingadmin@cerbralpalsy.org.au  
www.trainingalliance.edu.au  
02 9975 8715

**CONTACT US**

**dswprogram@generation.org**



# Generation

## AUSTRALIA

### ACKNOWLEDGEMENT OF COUNTRY

Generation Australia acknowledges Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

We pay our respect to the Custodians of this land, Elders, past present and emerging.



### SUPPORT

Generation Australia promotes a safe space for all, and we proudly support and welcome people of any gender and identity.