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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

[Insert Organisation's Letterhead / Header]

DUTY STATEMENT

POSITION TITLE:	NDIS Support Worker
REMUNERATION/CONDITIONS:	In accordance with relevant SCHADS Award or funded agreement
POSITION STATUS:	Contracted or Part-time
DIRECTLY RESPONSIBLE TO:	NDIS Coordinator / Practice Manager
PERFORMANCE APPRAISAL:	Annual review conducted jointly with NDIS Coordinator and Practice Manager and funding body (if applicable), considering community demand and service feedback.
POSITION FUNCTION:	To provide respectful, culturally safe, and individualised support to Aboriginal and Torres Strait Islander NDIS participants, enabling them to achieve their goals and live as independently and fully as possible.
MINIMUM SKILLS REQUIRED:	Certificate III or IV in Individual Support, Disability, or Community Services, or relevant experience in disability support

POSITION SUMMARY

The NDIS Support Worker delivers day-to-day support to people with disability who are engaged in the NDIS. This role works closely with participants, families, carers, and the broader care team to promote independence, dignity, and connection to culture, community, and services. All work is delivered through a strengths-based, person-centred, and trauma-informed approach.

RESPONSIBILITIES

- Provide personal care, assistance with daily living, mobility, and social support as required
- Support participants to access community services, health appointments, cultural activities, and social connection
- Assist participants with household tasks and building independent living skills
- Deliver support in line with the participant's NDIS goals and individual care plan
- Work in collaboration with participants, families, NDIS Coordinators, and other providers
- Respect participant autonomy and cultural identity in all aspects of support
- Maintain accurate case notes, shift records, and incident reports in accordance with organisational requirements
- Monitor participant wellbeing and report changes or concerns to the NDIS Program Coordinator
- Promote dignity, safety, and empowerment at all times

MEETINGS

- Attend support worker briefings, staff meetings, and supervision as required
- Participate in team training, reflective practice, and service planning forums annually

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Service Delivery	≥90% of scheduled supports delivered as rostered
Documentation	100% of shift reports completed and submitted within 24 hours
Participant Feedback	≥90% positive participant and/or family feedback annually

PROFESSIONAL DEVELOPMENT

- Maintain current qualifications and training requirements
- Complete ongoing training in Aboriginal cultural safety, trauma-informed care, and disability rights
- Engage in supervision, reflective practice, and peer learning

ESSENTIAL SKILLS AND EXPERIENCE

- Experience supporting people with disability in a community or home setting
- Understanding of the NDIS, individualised support, and participant rights
- Respect for cultural values, kinship systems, and community priorities
- Strong communication and relationship-building skills

- Ability to work independently and as part of a team

MANDATORY REQUIREMENTS

- Certificate III/IV in Individual Support, Disability, or equivalent experience
 - Current First Aid and CPR Certificate
 - NDIS Worker Screening Check
 - Evidence of cultural awareness training or willingness to complete
 - Current National Police Check
 - Current Working with Children Check or equivalent clearance
 - Current Driver's Licence
 - Compliance with all organisational policies and procedures
 - Adhere to confidentiality and privacy requirements in line with the Health Records and Information Privacy Act 2002 (NSW) and other relevant legislation.
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SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____