

Inside the course

Support Work Fundamentals: Ignite your Career and Fill Your Calendar



Communication Skills for Support Workers: Stand out from the crowd

- Communication - Importance of Effective Communication in Disability Support Work
- Communication - Mastering the Meet and Greet
- Communication - Challenges and Conflict
- Defining Difficult Conversations
- Sources of Difficult Conversations
- Conflict Management Techniques
- Introduction to Boundary Setting in Disability Support Work
- Introduction to Complaints Handling
- Understanding Communication Barriers in Disability Support Work

Billing Blueprint: Pricing Services and Invoicing Clients

- Understanding NDIS Price Guide and Charging Principles
- The SCHADS Award
- Setting Your Rate
- Invoicing Basics and NDIS Line Items
- Understanding & Invoicing for travel
- Service Agreements
- Who to invoice

Who's Who in the NDIS: Discovering the Key Players

- Overview of the NDIS
- The NDIS "Price Guide" and Supports
- Responsibilities and Expectations
- Delivering Person-Centred Support
- Published
- Promoting Choice and Control

Mastering Documentation: Essential Documentation for Support Workers

- Introduction to Record-Keeping
- Ok. So how do I keep great notes?
- Understanding Reporting Requirements
- Crafting Client Progress Reports for NDIS Funding Reviews

Bonus

Whispers of Success: What Clients Won't Explicitly Share - 10 Revelations
Finding and Managing Clients