



Australian Government

BSBXDB501 Support staff members with disability in the workplace

Release: 1

BSBXDB501 Support staff members with disability in the workplace

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to support staff members with disability and address their workplace related needs. It involves coordinating additional support on an individualised level, to ensure that staff members are able to perform to the full extent of their capabilities with minimal barriers to work.

This unit applies to managers in organisations in various industries, who oversee other staff members.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Cross Sector Skill

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Promote additional support to staff members	1.1 Implement workplace initiatives that promote and encourage staff members to disclose and/or share information about their disability or support needs 1.2 Inform staff members of the supports and adjustments available to them, the benefits of requesting support, and the processes through which they can discuss additional support needs
2. Plan to address additional support needs for staff	2.1 Consult staff members who have self-identified, to discuss their work abilities, challenges and additional needs

members with disability	2.2 Establish goals and expectations for provision of additional support with individual staff members 2.3 Agree with staff members on additional supports and strategies to implement, including any reasonable adjustments, to address their additional needs
3. Implement additional support for staff members with disability	3.1 Make necessary workplace arrangements to implement additional support and/or reasonable adjustment for individual staff members 3.2 Refer to additional support providers and specialists, where required support is beyond the scope of own role 3.3 Advise other relevant staff of their role in providing additional support to individual staff members 3.4 Review and seek feedback from staff members on implementation of strategies and supports 3.5 Make changes to strategies and supports in line with staff members' feedback and preferences

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	Accesses, reads and interprets detailed information related to resources and supports available
Writing	Develops and maintains workplace documentation accurately and in response to required needs
Communication	- Discusses and seeks information using appropriate structure and language for the particular audience - Uses questions and responses to clarify or confirm understanding - Uses appropriate communication techniques to build rapport, trust and provide guidance and feedback
Navigate the world of work	Recognises and follows legislative requirements, organisational protocols, policies and procedures relevant to own role
Interact with others	Cooperates and consults with others to clarify understanding, achieve joint outcomes and seek feedback

Get the work done	• Uses problem-solving skills to identify and analyse issues or barriers, consider options and develop responses and opportunities for improvement • Organises and completes work according to defined requirements, taking responsibility for decisions and sequencing tasks to achieve efficient outcomes
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Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBXDB501 Support staff members with disability in the workplace

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria, and foundation skills of this unit, including, on at least one occasion, evidence of the ability to:

- communicate the supports available to staff members and encourage staff members to disclose disabilities and/or discuss additional support needs
- collaborate and consult with a minimum of three individual staff members with disability to:
 - identify work challenges and additional support needs
 - determine preferences for individual support
 - agree and document strategies, supports, reasonable adjustments and/or resources to implement to address support needs in line with organisational procedures
 - monitor effectiveness of supports and strategies and make any improvements as required to ensure additional support needs are met
 - involve any support persons as required throughout the process
- implement workplace arrangements and/or adjustments to fulfil provision of agreed additional support
- communicate roles and responsibilities related to support arrangements to other relevant staff
- refer to additional or specialist support providers to address support needs outside of scope of own role.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- current legislation, standards and other instruments that promote the needs and rights of people with disability, including:
 - Disability Discrimination Act
 - Disability Services Act

- Fair Work Act
- Other State/Territory anti-discrimination legislation
- United Nations Convention on the Rights of Persons with Disabilities
- The National Disability Strategy
- organisation protocols, policies and procedures for:
 - implementing modifications or supports for staff members
 - maintaining confidentiality, privacy and dignity for staff members
- the definition of ‘reasonable adjustment’ within the organisational context, taking note of the organisation’s size, capabilities and resource base
- support strategies, resources and reasonable adjustments that can be implemented to meet staff member support needs, including:
 - workplace modifications, equipment and facilities
 - assistive technologies, devices and aids
 - augmentative and alternative communication methods
 - use of plain English
 - flexible work options
 - cognitive and work tools
 - support services and specialist support providers
 - Government agencies and funds that provide services and support to people with disability and their employers
- anonymous and identifying processes for staff members to learn about available supports and discuss support needs, including:
 - online resources
 - hotlines
 - workplace support teams
 - one-on-one conversations
- inclusive language and person-first expressions to use when communicating with, or about, staff members with disability.
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Assessment Conditions

The following conditions must be met for this unit:

Use of facilities, equipment and resources, including:

- a work team, or workplace case study, consisting of minimum five staff members, where at least three have a disability
- relevant legislation and workplace documents that address workplace inclusion and diversity practices and responsibilities, provision of workplace adjustment or additional support
- workplace disability and support policies and codes of practice

Industry or simulated operating conditions, including:

- challenges typical in work with staff members with disability and additional support needs
- scenarios or opportunities that require real-time, interpersonal interactions and problem solving with other staff members and support providers

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

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