

Position Profile



Position:	Active Support Worker (Level 2)
Team:	Individual & Community Services (ICS)
Org unit:	Aspect Adult Community Services (ACS)
Reporting Manager:	Team Leader, ACS
Industrial coverage:	Social, Community, Homecare and Disability Services Award
AON Code:	
ANZSCO code:	
Approval status:	Approved
Date reviewed:	December 2025

Organisation purpose

A different brilliant® - understanding, engaging and celebrating the strengths, aspirations and interests of people on the autism spectrum.

Vision: The best opportunities for people on the autism spectrum
Mission: We work with people of all ages on the autism spectrum, delivering evidence informed solutions that are person-centred, family-focussed, and customer-driven
Values: THRIVE – Teamwork, Honesty & Integrity, Respect, Inclusion, Vibrant, Excellence

Team purpose

To champion the full potential and self-determination of every autistic person. We provide highly individualised, evidence-informed services that are tailored to the unique strengths and aspirations of our participants. Our mission is to empower individuals to choose their own paths, build essential life capacity, and foster truly inclusive communities where every autistic person is valued, respected, and genuinely belongs.

Position purpose

To provide direct, person-centred support to individuals on the autism spectrum, empowering them to achieve their personal goals, enhance their quality of life, and promote community inclusion. This role actively implements the Active Support model, focusing on enabling individuals to participate in all aspects of their daily lives, develop new skills, and make meaningful choices.

Key accountabilities

Direct support

- Person-Centred Support: Deliver high-quality, individualised support to participants in accordance with their NDIS plans, personal goals, and support needs, with a focus on promoting independence and choice.
- Understand and familiarise with each participant's Individual Support Plan (ISP), including goals, objectives, and skill development pathways.
- Implement participant ISPs within daily programs, ensuring goals and strategies are integrated into activities and routines.

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- Use autism friendly and evidenced based resources and strategies to deliver consistent, person-centred support aligned with the ISP.
- Provide feedback on progress within ISP review processes to assist with the ongoing review and adjustment of ISPs in collaboration with the team.
- Contribute to the achievement of participant goals by actively supporting skill development and fostering independence.
- Monitor health and wellbeing of participants and report concerns.
- Active Support Implementation: Proactively use the Active Support model to identify opportunities for engagement and skill-building in everyday activities, ensuring participants are "doing with" rather than "having things done for them."
- Skill Development: Assist participants in developing daily living skills, social skills, and vocational skills through planned activities and incidental learning opportunities.
- Support participants with health and personal care needs as required, including medication administration (if trained and rostered) and assistance with daily hygiene and personal care, in a way that respects dignity.

Community engagement

- Actively support and facilitate participants' access to and participation in their local community, including social, recreational, and educational activities.
- Program Facilitation and Leadership: Take an active role in facilitating and leading programs of support, including reading and understanding program plans, session schedules, and resource requirements. Ensure program work instruction guides are followed to deliver consistent and high-quality support.
- Program Review and Quality Improvement: Support the completion of program of support semester reviews, contributing feedback to enhance the ongoing quality and effectiveness of programs that promote positive participant engagement and participation.
- Positive Behaviour Support: Implement strategies outlined in Positive Behaviour Support Plans (PBSP) to promote positive outcomes and manage behaviours of concern in a respectful and safe manner.
- Collaborate with ACS leadership, safeguarding, and PBS teams to provide feedback on behaviour support concerns and participant support needs, ensuring effective implementation of positive behaviour support strategies and ongoing adjustments as required.

Indirect supports

- Record Management: Use Salesforce to update participant records and complete daily shift notes.
- Incident Reporting: Enter incidents, hazards, near misses, complaints and feedback into Riskman in compliance with procedures
- Communication: Engage with families, carers and stakeholders professionally and in a timely manner and escalate any family and stakeholder communications to the Team Leader when required.
- Request Handling: Address participant and family requests promptly and escalate complaints to the leadership team for resolution.
- Site and Equipment Maintenance: Ensure the site, equipment, and resources are clean, maintained, and in good working order, actively participating in site cleaning schedules.

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- Hygiene Standards: Maintain hygiene standards across the site, on buses, and during community activities, ensuring cleanliness supports a safe environment for all.
- Participant Transport: Safely transport and support participants within the community.
- Documentation and Reporting: Maintain accurate, timely and confidential records of support provided, including progress notes, incident reports, and goal tracking, using Aspect's systems.

Teamwork and communication

- Collaborate effectively with participants, their families/carers, colleagues, and other professionals to ensure a consistent and high-quality team-based approach to support.
- Professional Engagement with Colleagues: Positively and professionally engage with colleagues, contributing to a supportive team environment that enhances participant outcomes and team morale.
- Active Participation in Daily Toolbox Meetings: Actively participate in daily toolbox meetings, contributing to operational discussions and ensuring smooth day-to-day operations and effective support delivery.
- Active Participation in Annual Training: Actively participates in annual training programs to enhance skills, uphold best practices, and support continuous improvement in service delivery.
- Providing Constructive Feedback: Give and receive feedback in a professional and respectful manner, fostering a culture of continuous improvement, staff development, and awareness of participant needs and support strategies.
- Collaboration for Operational Success: Work collaboratively with colleagues to address challenges and share insights, ensuring the delivery of consistent and high-quality support to participants while supporting the overall goals of the team.

Safeguarding the people we support

Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:

- follow safeguarding guidelines as outlined in Aspect's Safeguarding the People We Support policy and Code of Conduct.
- complete mandatory Code of Conduct training and implement into day to day operations and practice.
- be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns.
- escalate/report other staff practices which deviate from policy/procedure.

Work health and safety

All staff are required to:

- take reasonable care for their own health and safety.
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements.
- report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect.
- participate in the staff consultation process about work health & safety matters.

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- understand and adhere to Aspect's Code of Conduct and all WHS policies and procedures, ensuring the safety and wellbeing of self, colleagues, and participants.
- record incidents, hazards, near misses, complaints and feedback daily in compliance with procedures and relevant legislation.

Essential requirements

- Current NDIS Worker Screening Check (or willingness to obtain)
- Current Working with Children Check (or willingness to obtain)
- Current First Aid (HLTAID011) and CPR (HLTAID009) qualifications (or willingness to obtain)
- A valid Australian driver's licence (preferable)

Qualifications

- Certificate III in Individual Support (Disability), Certificate IV in Disability, Certificate IV in Autism, or a related qualification in Community Services or Health.
- Candidates who are currently undertaking relevant studies or have significant lived/work experience and a willingness to obtain qualifications will also be considered.

Functional capacity requirements

Requirement	Frequency
Resilience to time pressure/workload	Often
Sitting	Often
Standing, walking	Often
Pulling, pushing, lifting <5kg, reaching, carrying	Often
Fine motor skills – keyboarding, writing	Occasionally

Knowledge & experience

Essential

- Demonstrated experience (either paid, voluntary, or lived) in supporting individuals with disabilities, neurodiversity, or complex needs.

Desirable

- Specific knowledge or experience supporting autistic individuals.
- Understanding and practical experience with the Active Support model.
- Knowledge of the NDIS Quality and Safeguarding Framework.
- Experience in implementing Positive Behaviour Support Plans.