

# The allied health capability framework

How to support people with disability and  
complex support needs

Easy Read version



# How to use this document



The Victorian Government wrote this document. When you see the word 'we', it means the Victorian Government.



We have written this document in an easy to read way. We use pictures to explain some ideas.

**Bold**

We have written some words in **bold**.

Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 38.



This Easy Read document is a summary of the *Allied health capability framework: disability and complex support needs*.

We call it the Framework.

A summary only includes the most important ideas.



You can find the Framework on our website at

**[www2.health.vic.gov.au/health-workforce/allied-health-workforce/ahcf-disability-complex-support-needs](http://www2.health.vic.gov.au/health-workforce/allied-health-workforce/ahcf-disability-complex-support-needs)**



You can ask for help to read this document.

A friend, family member or support person may be able to help you.

## What's in this document?

What is allied health?	4
Why did we write the Framework?	6
What are complex support needs?	8
How we wrote the Framework	10
What are the goals of the Framework?	13
Tools to support the Framework	18
The Framework capabilities	20
Word list	38



# What is allied health?



Allied health includes care and support for your:

- health
- wellbeing.



You can find allied health in places like:

- hospitals
- schools
- community health centres.



Allied health does not include care from:

- doctors
- nurses
- dentists.



Allied health can support you to:

- be healthy
- build skills you need to do more things for yourself
- reach your goals
- make changes to your home so you can keep living there
- find **assistive technology**.



Assistive technology can:



- make it easier to do things



- keep you safe.



Assistive technology might be:

- an aid or piece of equipment
- a system to use.



We call people who provide these supports and services allied health workers.

# Why did we write the Framework?

We want to make sure supports for people with disability:



- meet their needs
- give them choice and control
- help them reach their goals.



When supports can do these things, we call them good quality services.



Sometimes people with disability cannot find good quality supports when they need them.

We wrote the Framework to help people with disability and their families and carers:



- choose allied health workers that are right for them



- find allied health workers that meet their needs.

We also wrote the Framework to teach allied health workers how to:



- give good quality supports



- support people with complex support needs.

# What are complex support needs?



People need different types of support.



People with disability need support.



Some people need support with physical health problems.



Some people need support with mental health problems.



Some people need support to find and keep a job.



Some people need support when they have problems with:

- the law
- using drugs or alcohol.





Some people need support to find a home to live in.



Some people need support in their relationships with their:

- family
- partner
- friends.



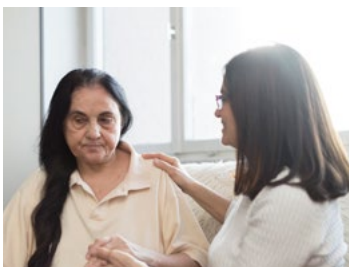
Some people need support to take part in the community.



Some people need support to have enough money so they can live well.

Some people need support if they experience **trauma**.

Trauma is when something bad happens to you that makes you feel:



- scared
- stressed
- worried.



We say someone has complex support needs if they need support with 2 or more of these things.

# How we wrote the Framework



The Framework includes ideas from the **National Disability Insurance Scheme (NDIS)**.



The NDIS is a way of providing supports and services to people with disability around Australia.



People who can use the NDIS are called participants.

We talked to lots of people about what should be in the Framework, including:



- people with disability



- families



- carers



- **advocates** – people who speak up for people with disability



- allied health workers



- people from universities



- governments.

And we tested the Framework to make sure it:



- puts people with disability and their families first



- helps allied health workers to give good quality supports



- is easy to understand



- will work well for a long time.

# What are the goals of the Framework?

The goals of the Framework are to support allied health workers so they can:



- help people with disability to do more things on their own



- help people with disability take part in the community



- give people with disability more choice and control over their supports



- make sure people with disability get good quality supports



- protect the **rights** of people with disability.

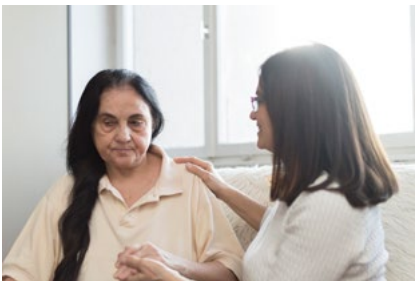


Rights are rules about how everybody should be treated fairly.

The goals of the Framework are also to support allied health workers so they can:



- protect people with disability from supports that are not:
  - good quality
  - safe



- support people with disability who have experienced trauma



- focus on what people are already good at and know they can do well



- work together with the services that support people with disability.



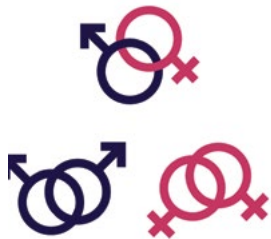
The goals of the Framework are also to support allied health workers so they can support Aboriginal people in ways that meet:

- their needs
- the needs of their community.

And to support people with different:



- **genders** – your gender is what you feel and understand about who you are as a person. It isn't about whether your body is male or female



- **sexuality** – who you are attracted to



- ages



- **ethnicity.**

Your ethnicity is a group you belong to that may share the same:



- language



- religion

- **culture.**

Your culture is:

- your way of life
- the way you choose to think or act based on your beliefs.







# Tools to support the Framework



We have created online tools to help people use the Framework.

These tools include:



- a checklist to help people with disability, families and carers find and use allied health services



- a tool for allied health workers with links to resources to build their skills



- a checklist for organisations to work out learning needs and gaps in services



- an online learning package for allied health workers



- resources for trainers and educators.



You can find these tools on the **My Allied Health Space website.**



We also have Easy Read information and tools on this website.

# The Framework capabilities



Your **capability** is how much you know and the ability you have to do something.



The Framework has 12 capabilities.



These 12 capabilities explain how allied health workers can give good quality supports.



The Framework says allied health workers need to have these capabilities.



If they don't have these capabilities, they need to:

- learn new things
- build their skills.

We explain the capabilities in more detail below.



# 1. Understand disability and complex support needs

Allied health workers must:



- focus on the person and not on the disability



- focus on what people can do instead of what they cannot do



- include people in decisions about their supports



- challenge their usual way of thinking



- understand that behaviour could be a person's way of communicating



- respect and protect the rights of people with disability



- respect people's:

- culture



- **values** – the beliefs that are important to us



- beliefs.

## 2. Support independence and choice

Allied health workers must:



- understand that people know the most about themselves



- understand the needs of people based on their life stage



- treat people equally when providing them support



- support people to have more:
  - choice
  - control



- respect the role of families, friends and carers





- support people with disability to take part in their community



- protect the rights of people with disability.



### 3. Work with people to put goals in place and reach them

Allied health workers must:



- show care and respect when they provide support



- work together with people and the other supports they need



- support people with disability to set goals.

## 4. Change the support to meet people's needs

Allied health workers must:



- focus on the person and not on the disability



- focus on what people can do instead of what they cannot do



- treat people equally when providing them support



- respect the role of families, friends and carers



- respect people's:
  - cultures
  - values
  - beliefs.

## 5. Communicate to meet people's needs

Allied health workers must:



- listen to people



- show care and respect when they provide support



- understand that people can:
  - think differently
  - do things differently.

## 6. Work with people's other supports

Allied health workers must:



- work as a team with the person's other supports



- respect the role of families, friends and carers



- respect people's:
  - cultures
  - values
  - beliefs.

## 7. Works in the role they are employed to do

Allied health workers must:



- be responsible for their actions



- learn new things that help them do their job better



- respect how other supports can also help people with disability



- work well as part of a team



- work out if they could do things in better ways.

## 8. Work with other supports that people use

Allied health workers must:



- work with the other supports people with disability use



- respect how other supports can also help people with disability



- work well as part of a team.

## 9. Work with the National Disability Insurance Scheme

Allied health workers must:



- build relationships with people who work for the NDIS, including:
  - planners
  - plan managers



- keep up to date with what the NDIS does



- support choice and control.





## 10. Work together with other services systems that people use

Allied health workers must:



- build relationships with other services the person uses



- change how they do things if they need to



- show respect when they talk to people



- support the idea of all services working together



- work well as part of a team.

## 11. Act in a good way

Allied health workers must:



- have strong values



- be honest



- show respect



- be responsible for their actions



- let everyone see how they work.

## 12. Support quality, safety and inclusion

Allied health workers must:



- respect people's privacy



- support:



- **diversity** – making sure that everyone is welcome



- **inclusion** – when everyone can take part



- change how they do things for people with complex support needs.

Allied health works must also keep people with disability safe from:



- **violence** – when someone hurts you



- **abuse** – when someone treats you badly



- **neglect** – when someone does not help you the way they are supposed to help you



- **exploitation** – when someone takes advantage of you



- **discrimination** – when someone treats you badly because of something you cannot change, like your disability



- **sexual misconduct.**

Sexual misconduct is when someone:

- makes you do sexual things you don't want to do
- does something sexual to you that you don't want them to do.

# Word list

This list explains what the bold words in this document mean.



## **Abuse**

When someone treats you badly.



## **Advocates**

People who speak up for people with disability.



## **Assistive technology**

Assistive technology can:

- make it easier to do things
- keep you safe.



Assistive technology might be:

- an aid or piece of equipment
- a system to use.



## **Capability**

Your capability is how much you know and the ability you have to do something.



## Culture

Your culture is:

- your way of life
- the way you choose to think or act based on your beliefs.



## Discrimination

When someone treats you badly because of something you cannot change, like your disability.



## Diversity

Making sure that everyone is welcome.

## Ethnicity

Your ethnicity is a group you belong to that may share the same:

- language
- religion
- culture.





## **Exploitation**

When someone takes advantage of you.



## **Gender**

Your gender is what you feel and understand about who you are as a person. It isn't about whether your body is male or female.



## **Inclusion**

When everyone can take part.



## **Independent**

You can do more things on your own.

## **National Disability Insurance Scheme (NDIS)**



The NDIS is a way of providing supports and services to people with disability around Australia.





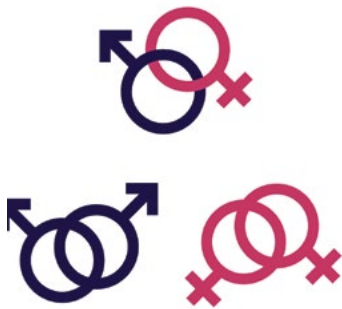
## **Neglect**

When someone does not help you the way they are supposed to help you.



## **Rights**

Rules about how everybody should be treated fairly.



## **Sexuality**

Who you are attracted to.



## **Sexual misconduct**

When someone:

- makes you do sexual things you don't want to do
- does something sexual to you that you don't want them to do.

## Trauma

When something bad happens to you that makes you feel:



- scared
- stressed
- worried.



## Values

The beliefs that are important to us.



## Violence


When someone hurts you.



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