

# Responses to Key Selection Criteria for Home Care Support Role - PLC

## Qualifications

I have qualifications in business, finance, and, most recently, community services. I believe that my lived experience as a queer, gender-diverse person of colour makes me a strong candidate for this role. My life experiences make me more suited to this role than anything one can learn through tertiary education.

## Strong Client Support Skills

My experience as a Community Support Worker at Diamond Valley Community Support honed my ability to provide compassionate and practical support to individuals facing various challenges, including mental health issues. I am skilled in conducting assessments, developing personalised support plans, and connecting clients with appropriate resources. My time volunteering with Thorne Harbour with the Rainbow Connection Program during the pandemic has given me valuable experience and exposure to supporting clients of the Positive Living Centre.

## Sensitivity to the Issues of People Living with HIV and Other Communities at Risk

I have lived experience of discrimination as a queer, neuro-diverse, gender-diverse person of colour. I also have lived experience of addiction, homelessness, the recovery journey and lapsing/relapsing, barriers to seeking support, and family violence. I understand the ways that stigma and discrimination contribute to health and social issues, including criminalisation and unstable housing. I have experienced shame, social isolation, judgment and ignorance navigating our healthcare and justice systems.

As a volunteer in the Outreach Program, I attended sex-on-premise venues to provide information on harm reduction, most commonly relating to exposure to HIV during sex and via substance use practices. This role included communicating with people who use drugs regularly, developing rapport and trust in a high-pressure setting, and balancing being visible with being discreet. This experience expanded my knowledge and understanding of harm reduction and my ability to communicate information effectively. And because of the complexity of health and social issues that people were experiencing, it opened my eyes to how hard it can be for some to access support.

## Understanding of the Needs of People Living with Disability and the NDIS

I have completed the two Worker Orientation learning modules created by the NDIS Quality and Safeguards Commission for new workers in the sector.

I have firsthand experience navigating the Disability Support Pension and NDIS application processes as someone living with a psychosocial disability. I had postponed submitting my NDIS application for years due to the well-documented challenges in accessing the scheme.

My awareness of the systemic issues within the NDIS framework and barriers to accessing NDIS funding come from my work as a Community Support Worker at Diamond Valley Community Support. In this role, I provided advocacy and support to clients with disabilities, helping them with documentation and navigating various systems, most commonly regarding requesting a review of a decision regarding clients' applications that had been rejected.

My community services qualification has given me a strong understanding of the needs of people with disabilities and a passion for advocating for them. I am a quick learner and can efficiently navigate the system from a service provider perspective.

## Ability to Work Within an LGBTIQ+ Affirmative Framework

As a member of the LGBTIQ+ community, I am deeply committed to fostering a stigma and discrimination-free environment for all individuals. My experience and professional training allow me to approach my work with cultural humility and sensitivity, ensuring all clients feel seen, heard, and respected. I am well versed in the reality that sexual and gender identities are not choices and cannot be pathologised or changed. I know how damaging internalised homophobia and transphobia can be. I have a proven ability to support people in distress respectfully, and my practice is always strengths-based and person-led.

## Communication and Teamwork Skills

Communication and Teamwork Skills Verbal and written communication were essential during my seven years in project management. At NAB, ITN, and the Royal Bank of Scotland Group, I engaged with various stakeholders and managed communication across each business. During my last role at Coutts & Co., I regularly organised and participated in group meetings to ensure that relevant company parts were fully involved in the change process. This involved preparing meeting agendas, documenting decisions and actions in meeting minutes, creating and presenting PowerPoint slides, and completing all project documentation required by the organisation's procedures. These activities enabled me to obtain approval from project sponsors to update the

bank's policies and procedures to comply with new government regulations. As a Project Analyst at NAB, I worked in a team environment at NAB's head office at Docklands and independently with bankers at client-facing locations. In my role with the Bank of the Future Program, I travelled to Tasmania every week for six months. I mostly worked independently on Mondays to Wednesdays to support bankers at pilot locations in Hobart, Launceston, and Burnie. For the remainder of the week, I worked closely with my project manager and the rest of the project team and was responsible for addressing technical queries. This experience taught me how to adapt to different working environments, complete tasks autonomously, and be flexible in getting things done. During on-site conversations with bankers, I also learned the importance of regular communication with my manager to ensure visibility and identify potential risks and issues.

## Victorian Driver's License

I hold a valid Victorian driver's license.

## Experience in Supporting Access to Aged Care Services

While I have not yet gained specific experience in aged care services, my background working with diverse populations, including those facing homelessness and poverty, has equipped me with the skills to navigate complex systems and advocate for clients' needs. I deeply understand the systemic barriers individuals encounter when seeking support. I am confident that I can rapidly acquire the necessary expertise to effectively support clients accessing home care packages within the aged care system.