

Support Worker Match Guide

A short guide to how we build the right care team around you and keep it that way



About Helping Solutions

For over seven years, Helping Solutions has been a Registered NDIS Provider supporting people across Western Australia and Melbourne. Our work spans the full spectrum, from everyday personal care and domestic support through to complex high-care, behavioural, and clinical care.

We carefully and efficiently match you with the right support workers so that you can start receiving supports without delays. Once built, your care team is trained to adapt your support, ensuring that your care remains delivered by familiar faces.

The people supporting you are kind and reliable, but they're also experienced. Upskilled in 13 clinical competencies by our Registered Nurses, they have the proper training and understanding of your individualised needs. We work hard to match the right staff to the right person, including culturally and linguistically, because being supported well means being understood.

Why the right match matters

"Once built, your care team is trained to adapt your support, ensuring that your care remains delivered by familiar faces"



The Routine Worker

A steady, predictable support partner

The Routine Worker thrives on consistency, structure and reliability. They are organised, dependable and take the time to understand your routines, preferences and the way you like things done. If you value predictability, planning and having someone who follows through on commitments, this worker is likely to make you feel comfortable and supported. They are particularly well suited to people who benefit from routine, familiar patterns and clear communication.

Key Strengths:

Consistent

Organised

Reliable

Honest

Routine-focused

Red flags to look for:

Signs that a match may not be right include:

- negative language
- rushing tasks
- ignoring routines or sensory needs
- frustration
- poor safety awareness
- your loved one appearing distressed



Green flags to look for:

Signs of a great match include:

- comfort
- reduced distress
- smoother routines
- clear communication
- lower stress for you as a family member.

The Patient Worker

An encouraging, understanding guide

The Patient Worker believes that everyone learns, grows and achieves goals at their own pace. They are calm, approachable and skilled at breaking tasks down into manageable steps. They take time to listen, explain things clearly and ensure you feel included in decisions that affect your life. People often describe them as supportive, understanding and non-judgemental.

Key Strengths:

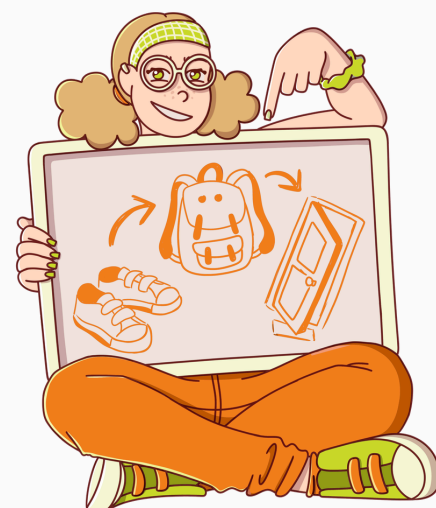
Patient

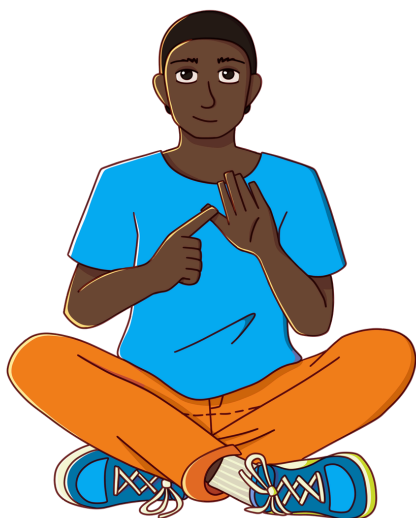
Inclusive

Empowering

Respectful

Relationship-focused





Key Strengths:

Flexible

Observant

Inclusive

Tech-savvy

Responsible

The Adaptable Worker

A flexible support partner

The Adaptable Worker excels at finding the best way to connect and communicate with you. They are observant, thoughtful and highly responsive to individual needs. Whether that means adjusting communication styles, using assistive technology, providing visual supports or simply adapting to your pace, they focus on making sure you feel understood, included and respected.

Key Strengths:

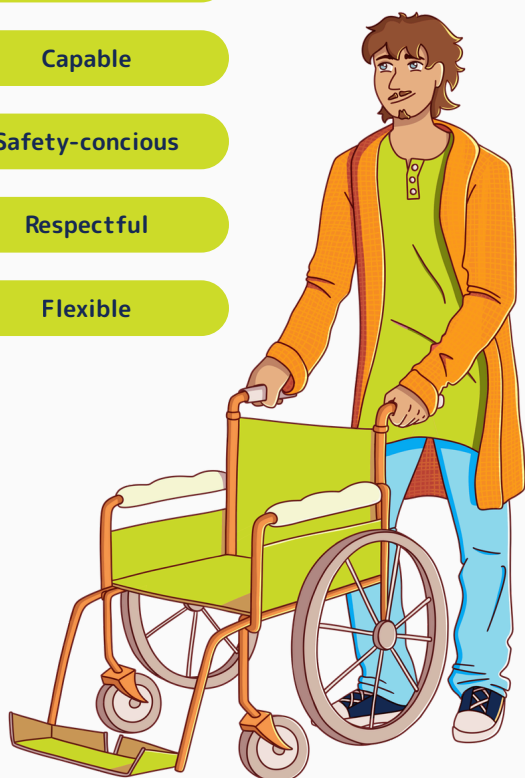
Reliable

Capable

Safety-conscious

Respectful

Flexible



Meet and greet questions:

What experience do you have supporting people with disability?

How do you approach safety?

What is your communication style?

How do you handle emergency situations?

How do you build trust with people?



First session checklist:



- routines
- triggers
- shift plan
- medical notes
- sensory needs
- mobility needs
- calming strategies
- communication preferences

The Practical Worker

A hands-on problem solver

The Practical Worker combines common sense, confidence and adaptability to help you navigate everyday challenges. They are proactive, capable and focused on maintaining your dignity, safety and independence. Whether supporting mobility, daily living activities or community access, they work alongside you to find practical solutions that suit your needs and preferences.

The Compassionate Worker

A supportive, encouraging ally

The Compassionate Worker leads with empathy, kindness and genuine care. They take the time to build trust and create a safe, welcoming environment where you can feel comfortable being yourself. They are encouraging without being pushy, supportive without being controlling, and understand the importance of listening before acting. Their goal is to help you feel heard, valued and confident.

Key Strengths:

Empathetic

Encouraging

Understanding

Positive

Relationship-driven

Key Strengths:

Knowledgeable

Professional

Detail-orientated

Reliable

Safety-focused

The Specialist Worker

A skilled, professional expert

The Specialist Worker brings advanced knowledge, strong attention to detail and a high level of professional competence. They are confident, organised and able to remain calm when managing complex support requirements. While they are highly skilled, they also understand that quality support is about respecting your choices and working with you, not just providing care. They offer reassurance through expertise and consistency.



The Stable Worker

A calm, consistent support partner

The Stable Worker provides reassurance through their calm presence, reliability and emotional steadiness. They perform well in challenging situations and remain patient when things become difficult or unpredictable. They are skilled at maintaining positive relationships, supporting emotional wellbeing and creating an environment where people feel safe, respected and understood. Their consistency helps build trust.

Key Strengths:

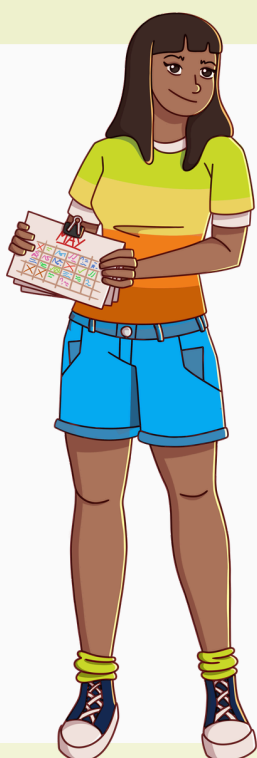
Calm

Resilient

Dependable

Patient

Emotionally-mature



Ready to find a great match?

No matter your goals, we're ready to support you as you work towards them. Get in touch with our friendly and caring team today to get started.

Contact Us Today

No matter your goals, we're ready to support you as you work towards them.



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Or scan the QR code to
complete our referral form

