

The Quick Guide

Improving Access to Services

Adding or Expanding Allied Health Assistants in your Service

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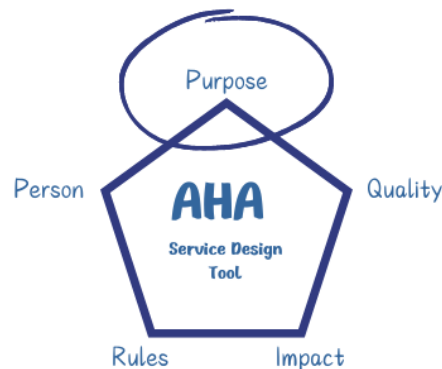
This is a summary of the more comprehensive Workbook and Webinar
available to purchase online at our website
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The AHA Planning Framework

Planning for any business element requires a systems approach rather than a series of linear steps. When developing an Assistant model I consider that there are five interacting components that you need to consider, as depicted below. Developing a successful model will require planning and review of each of the 5 elements to determine what type of model you may be able to adopt or expand in your service. It can also be used as a tool to monitor and improve your Assistant models.



Purpose



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Why Implement an Assistant Service ?

Initial Purpose Questions

- What is your core business?
- Who do you support?
- What prompted you to consider an assistant model?

What can an assistant do in my business?

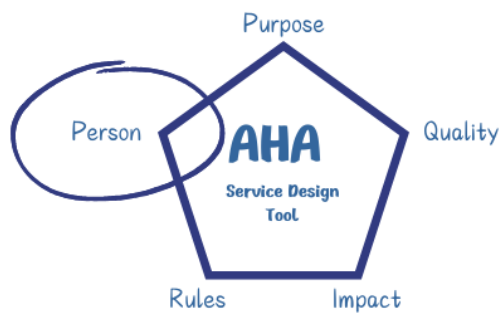
During my time developing allied health assistant models, I have found there are a range of activities that an assistant can undertake. There are three primary opportunities for an assistant role that could benefit your business.

Business Efficiency: Enhance the efficiency of therapists and support staff.

Access Expansion Expand client access to services through dual engagement.

Increase Impact: Enable assistants to independently manage client interactions under remote supervision, thereby increasing service frequency and availability.

Person



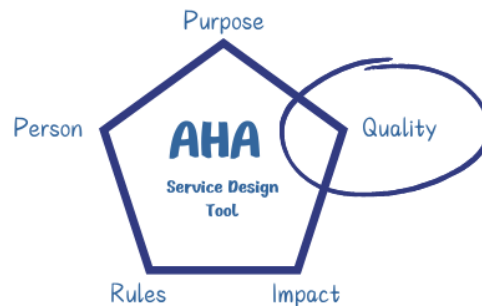
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Who can I employ?

There's a huge pool of potential assistants that you can consider exploring depending on the areas that you're working in and the purpose that you have for them.

- Students studying an AH profession
- Allied Health Assistants
- Education Assistants
- Teachers
- Childcare Workers
- Registered Nurses/ Enrolled Nurses

Quality



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How do I maintain my professional standards?

As a long term small business owner I know that the quality of your service is deeply personal. This may be the biggest element of doubt you may have about implementing an assistant model.

- How do I ensure that the quality of my service is not diminished?
- How do I protect my personal reputation?
- How do I ensure I am meeting my professional standard and ethical requirements?

This is a key reason as to why I view assistant models through my framework of the five key elements. Growing into an assistant model can help foster a sense of security and safety around the quality of the service you offer. So we are matching the type of assistant service with the person with the right skill set and then building in quality controls that nurture the growth of your design.

Two Critical Components of the AHA Process to Maintain Quality

Delegation: Clear process – both written and verbal – to give a task to another person.

Supervision: A series of opportunities for you to monitor the quality of the delegated activity and detect potential issues

Delegation Skills

Delegation, by its very nature, relies on how well you can communicate how YOU would do the task and the results you are expecting from the task being done. My favourite saying is – that if a task isn't done in the way it was expected – the delegating person is at 'fault'. A step in the delegation process has not been communicated and needs to be addressed.

Supervision

Cluster A Activities

These activities tend to fall into a category not needing supervision but instead are considered 'assigned' to the assistant. You should have a checking system to make sure the tasks are getting done and steps to review the quality of the performance of the assigned task.

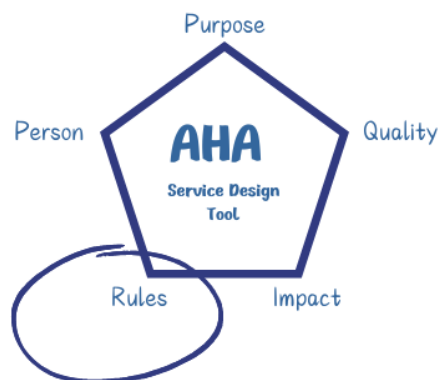
pCluster B Activities

As you introduce your assistant into direct activities with your clients the need for supervision increases. However, in many of these activities the supervision is in-built as you are either present or need to be given the outcome of the activity to follow up.

Cluster C Activities

Moving into the space where there is time and maybe distance between you and your assistant's completion of direct client activities it is critical to have efficient and consistent steps and a system to check in on how they are performing. I am an advocate for making this as easy a process for yourself as possible.

Rules



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Employment

Allied Health Assistant positions fall under the same award as therapists – Health Professionals and Support Services Award.

The Fair Work Ombudsman provides information and guides on important employment considerations including the essential requirement to provide employees with the Fair Work Information statement or the Fair Work Casual Work statement.

Insurance

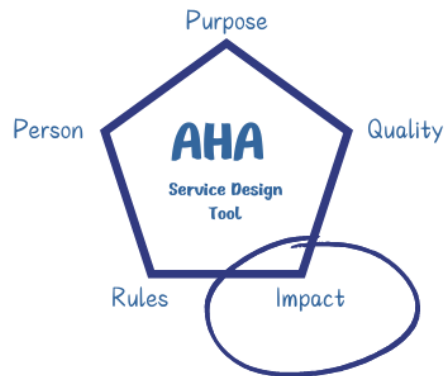
It is recommended that you seek advice from an insurance broker to obtain workers compensation insurance when you consider setting up your first employee arrangement.

You should also request advice from your professional indemnity insurer regarding cover for the assistant under your indemnity and your options when engaging with this model.

Scope of Practice

Professional associations will have resources to guide expectations on the scope of practice of an AHA.

Impact



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How will I measure my assistant service?

- Improved Business Efficiency – I have increased my rate of service provision
- Access Expansion – we are seeing more families from the community
- Increased Impact – clients are making more improvement in less time

Without your help to get an AHA I probably would have closed my services – it is so draining to see the same complex kids on my own over so much time. By having an assistant alternating with me and sharing the clients I have not let the community down by withdrawing my services.

Private Speech Pathologist in a Rural Town



Planning Checklist

Purpose:

- ☐ List of activities for delegation

Person:

- ☐ Skills needed
- ☐ Experience needed
- ☐ Advert and Recruitment Avenues
- ☐ Interview Questions

Quality:

- ☐ Delegation Plan
- ☐ Supervision Plan
- ☐ Competency Progression Checklist

Rules:

- ☐ Employment Contract
- ☐ Workers Compensation
- ☐ Indemnity Insurance
- ☐ Scope of Practice Requirements

Impact:

- ☐ Cost of Employment
- ☐ Cost of Supervision and Training Time
- ☐ Selected Measures of Benefit