

HITESH BHATT

DISABILITY SUPPORT WORKER | COMMUNITY SUPPORT PROFESSIONAL

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Calm under pressure, adaptable in changing environments, and committed to consistent growth. Focuses on building trust, improving systems where possible, and contributing positively to people and workplaces through reliability, empathy, and practical problem-solving.

PROFILE

Compassionate, dependable Disability Support Worker with continuous frontline experience since 2017 across disability, aged care, retail, and hospitality. Combines person-centred care expertise with technical problem-solving to streamline documentation and team workflows. Proven ability to build trusting client relationships, deliver NDIS-aligned care plans, and apply de-escalation strategies to support independence, safety, and quality of life. Seeking a role where teamwork, continuous improvement, and client-focused practice drive better outcomes.

AREAS OF EXPERTISE

- Person-Centered Care: Client Relationship Building | Care Plan Development | Safety Protocol Adherence
- Support Delivery: Behaviour Support Awareness | De-escalation | Daily Living Assistance
- Technical & Admin: Process Improvement | Documentation & Reporting | Digital Systems & Workflow Automation

KEY ACCOMPLISHMENTS

- Built and sustained trusting relationships with clients and families, improving engagement and continuity of support.
- Maintained continuous frontline employment across disability, aged care, retail, and hospitality since 2017, demonstrating reliability and adaptability.
- Delivered NDIS-aligned, person-centred care, implementing and reviewing support plans while maintaining accurate digital records.
- Applied positive behaviour support and de-escalation techniques to safely manage complex behavioural and emotional needs in calm, structured environments.
- Piloted digital documentation and workflow improvements to streamline administration, reduce errors, and enhance team communication.

PROFESSIONAL EXPERIENCE

Disability Support Worker | Access Lifecare, Canberra
(Apr 2025 – Present)

- Deliver person-centred support including personal care, mobility assistance, and medication prompts.
- Implement and review NDIS-aligned support plans; maintain accurate digital records and progress notes.
- Collaborate with allied health professionals and families to increase independence; apply positive behaviour support and mentor new staff.

Personal Care Aide | Able Community Services, Canberra (Feb 2023 – Apr 2025)

- Provided personalised personal care, community support, and medication prompts, adapting support to client goals and behaviour plans.
- Maintained accurate digital records, delivered clear shift handovers, and escalated incidents per procedures.

Aged Care Worker | Goondie Aged Care (Nov 2021 – Mar 2022)

- Provided compassionate personal care and daily living assistance (ADLs, mobility support, medication prompts) adhering to infection control.
- Built rapport with residents and facilitated social and therapeutic activities to enhance wellbeing.
- Collaborated with nursing staff to implement care plans, report clinical changes, and contribute to care documentation.

EDUCATION

- **Bachelor of Networking | Melbourne Institute of Technology (2019 – 2021)**
- **Advanced Diploma of Information Technology | Australian Institute of Business Technology (2017 – 2019)**
- **Diploma of Community Services | Sydney International School**

TECHNICAL PROFICIENCIES & INTERESTS

- **Digital & Systems:** Client Documenting Systems, Incident Reporting, Progress Notes, Digital Record Management, Microsoft Office, Google Workspace, Online Scheduling Platforms.
- **Care & Safety Practices:** Person-Centred Care, Behaviour Support Awareness, Medication Assistance Support, Manual Handling Awareness, Workplace Health & Safety Compliance.
- **Projects & Process Improvement:** Built web applications and small workflow tools to reduce administrative load and improve documentation clarity.

Links

[GetVisaMate – Visa Assistance Platform \(Web Project\)](#),

[Hire My Minutes – Service Marketplace Website.](#)

[Mustard Seed Cafe – Business Website Development](#)

LANGUAGES

- English: Professional Proficiency
- Nepali: Native
- Hindi: Conversational