

CUSTOMER CASE STUDY

From medication training to verified workforce capability

Rize Support | Queensland



Rize Support engaged Medecs to deliver medication education, practical competency verification and organisational reporting for ten disability support workers.

10
workers

Virtual
national delivery

Paired
practical learning

10
successfully verified

The objective

Rize Support wanted to move beyond evidence of course completion and gain clearer insight into how workers applied medication knowledge in practice.

The Medecs approach

- Clinically developed online medication learning
- Virtual delivery to staff working in pairs
- Simulated medication practice kits supporting discussion and application
- Clinical Nurse-led practical competency verification
- Individual verification records and certificates
- Organisational governance report and executive briefing

The outcomes

- All ten workers completed competency verification and were successfully verified.
- Competent medication knowledge and participant-centred communication were observed.
- Workers demonstrated appropriate clinical reasoning and escalation.
- Practical workforce development opportunities were identified.

Governance value

The combined learning, verification and reporting process helped Rize Support identify workforce gaps, focus development priorities and strengthen leadership visibility of medication workforce capability.

"The Medecs program gave us much more than confirmation that our staff had completed medication training. This was the first program that moved beyond simply completing training to actually verifying practical capability. The Clinical Nurse feedback and governance insights gave me greater confidence in my own practice and provided real value to our organisation."

Chelsea Watt | Co-Director, Rize Support

Practical verification. Clearer workforce evidence. Stronger medication governance.