Recruitment and Selection Guide

FAQs

1. **How were the recruitment resources developed?**

   The recruitment resources were developed in collaboration with stakeholders from the disability sector. The content was refined, tested and refined with participants and NDIS providers.

2. **Who are the resources for?**

   The resources are for anyone who needs to recruit NDIS workers. There are two versions, one designed for use by NDIS participants (and their family and/or carers), and the other for use by NDIS providers.

3. **Why should I use the resources?**

   Finding the right worker is the starting point for accessing or delivering good support. Making good decisions about who to recruit means that the time and effort invested in inducting, training and developing workers is well spent.

   These resources will help you find, choose, and hire the best worker(s) for your needs. It is a comprehensive resource that draws on the NDIS Workforce Capability Framework to guide you through a capability-based approach to recruitment. The tool uses easy to understand language and provides practical guidance on each stage of the process.

4. **I do not currently use the NDIS Workforce Capability Framework when recruiting. Why should I do this?**

   The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. Designing recruitment methods that draw on these capabilities can give you a clearer understanding about which candidates are more likely to deliver what you need in terms of both the 'what' and the 'how' work should be done.

   The resources explain how to take a capability-based approach to finding, choosing, and hiring workers. The capabilities are used at different stages to guide how you evaluate candidate applications, structure interviews, assess candidates, and set expectations for new workers. Capabilities are an important but not the only criteria for guiding your selection and the resources provide tips and suggestions for other factors to consider.

5. **What's in the resources?**

   The resources present a series of topics on each stage of finding, choosing, and hiring a worker. It is recommended that you work through these sections in the order presented; however, you can also go directly to the stage you need assistance with.

   Some of the stages have supporting templates that you can download. For example, there is an interview guide containing sample questions, and prompts for writing your own.

6. **How do I use the resources?**

   The resources are simple and easy to navigate. To begin, select from two user type options: NDIS participant or NDIS provider, then you select the stage of the process that you want information on.

   You can also download an offline version of the resources and templates. An advantage of using the resources online is that they are easier to search and link to the related templates.

7. **Why are there two separate versions?**

   NDIS participants and providers have different requirements, processes, and available resources for finding, choosing, and hiring workers. The resources for each group reflect these differences.

8. **When should I use the resources?**

   You should use the resources whenever you are hiring a new worker.

9. **Can I access the resources offline?**

   Yes. You can download the resources in full for each user guide, including the corresponding templates. You can download all resources in a single file or download the individual resources you need. To access these, open the recruitment resources and select the download option in the panel on the right of the screen. Alternatively you will see prompts to download individual templates and guides as you work through each section.

10. **What if I don't have Microsoft Word?**

    The resources include some templates that are downloadable as Microsoft Word documents. These documents are compatible and will open in both Apple Pages and Google Docs.

11. **Do I have to use the resources whenever I hire someone?**

    No, these resources are provided to support users to design and conduct their recruitment processes based on the NDIS Workforce Capability Framework. This is a recommended approach but is not mandatory.