

# NDIS Workforce Management and Planning Tool

## FAQs

### 1. How was the Workforce Management and Planning Tool developed?

The Workforce Management and Planning Tool (the tool) was developed in collaboration with stakeholders from the disability sector. The content was designed, tested and refined with a range of small, medium and large NDIS providers.

### 2. Who is the tool for?

This tool can be used by any organisation providing NDIS supports. As a tool to develop a workforce plan, it could be particularly useful for small to medium sized providers who may have limited specialist human resources support. More experienced organisations and those that have an established workforce planning process could use this tool as a checklist to confirm what to consider in workforce planning and/or as a source of ideas on how to identify workforce challenges or develop strategies to address them.

### 3. Why should I use the tool?

This tool supports NDIS providers to plan and manage their workforce. Being clear about the workforce you need, how to find them and how to keep them is essential for providers to succeed in a competitive market and achieve service delivery, quality and workforce goals.

You can use the tool to:

- Review your current workforce management practices
- Understand and plan for the workforce you need to deliver your goals up to three years ahead.
- Assess how well your organisation is currently going in attracting and keeping the people you need
- Identify pain points in workforce characteristics, Workplace culture or workforce capability.
- Develop strategies and set priorities for actions to ensure a capable workforce now and in the future

### 4. Will the tool affect my registration?

No. The tool is not mandatory and completing it will not impact on your registration status. The tool is designed to be completed offline so your data will not be shared with the Commission.

## **5. How can I use the tool?**

You can use the tool in different ways:

- As checklist or source of ideas on what to consider in workforce planning.
- As a structured workbook and template to produce a workforce plan for your organisation for a period up to 3 years. By entering data in each section, you will end up with a comprehensive plan that identifies and prioritises strategies and actions against key areas across your whole organisation.
- As a tool to analyse your workforce across the whole organisation or just a part. For example, you can use it to explore a known issue such as addressing immediate shortages of support workers in a particular location.
- You can also use it on a regular cyclical basis (for example annual) to plan and track progress and evolving issues over time.

Remember to save each version of the tool under a different file name for your records.

## **6. How does the tool work?**

The Tool is an excel document you need to download to your own device before you enter your information. You can rename the file and save as many versions as you need. For example, you may want to develop plans for different divisions, different organisational locations, or different time periods.

You can either browse through the sections of interest to you or work through each section to enter data where requested. Once you enter your numerical data, the tool will automatically calculate and populate related fields to save you the effort of doing your own calculations. Once you have selected your strategies, the tool will then your information in the form of a Plan, based on the information you entered.

You should regularly save your document to make sure you do not lose any of the data inputs.

## **7. How long does it take to complete the tool?**

It will take approximately 3-5 hours to complete the whole tool, depending on the size of your organisation and the information you have readily available. You do not have to complete the whole tool in one sitting. Simply save your document as you progress, as you would any other file.

## **8. Can I save my progress and come back?**

Yes. After you have downloaded the excel file and saved it to your computer, you can exit it and recommence it at any time.

Remember to save different versions with different file names, if you want to keep them.

## **9. What do I need to get started?**

The tool is designed to support an organisation's planning process. You will need access to key information such as business plans, budgets, personnel records, information on workplace culture and information on workforce capability (for example from surveys, feedback, etc).

## **10. Who needs to be involved?**

Responsibility for driving and coordinating the development of the Plan should be clearly assigned. In a smaller organisation, this may be the responsibility of a general manager, while in larger organisations it is usually managed by a member of the leadership team such as the head of Human Resources. To make sure the Plan is realistic and relevant, and to maximise endorsement, this person will need to engage with and obtain input from others such as frontline managers, team leaders and workers at key points.

To be successful, the process of workforce planning should involve decision-makers who can lend their explicit support to the Plan and follow through on actions required to implement it.

## **11. What should I do once I've completed the tool?**

The tool produces a report that summarises the workforce priorities, strategies and actions you entered. This provides a basis for discussion with others responsible for managing, implementing, and contributing to the ongoing task of workforce management and planning.

## **12. How often should I use the tool?**

You can use the tool as often as you need. For example, you could use it on a regular basis to complement your business planning cycle. Completing it on a regular basis will provide an objective assessment of how well your strategies are working over time and the trends in areas of strength or need for development.