



NDIS Quality
and Safeguards
Commission

NDIS Workforce Capability Framework

**For Aboriginal and Torres Strait Islander
NDIS participants, workers and service providers**



The NDIS Workforce Capability Framework

Everyone who is part of the National Disability Insurance Scheme (NDIS) has the right to feel safe and receive quality supports, no matter where they live or what their needs are.

That is what the Framework helps with.

The NDIS Workforce Capability Framework (the Framework)

If you use or work with the NDIS, the Framework is for you.

The Framework says what a **good** service looks like for people with disability who are in the NDIS.

It sets out what people who work in the NDIS should do when they support people. This includes the attitudes, skills and knowledge they need to do a **good** job.

This means supports and services that:

- are based on dignity and respect
- are free from abuse, exploitation, and violence
- respect a person's identity and culture
- help participants achieve their goals.



About the NDIS Quality and Safeguards Commission (the NDIS Commission)

The NDIS Commission works to improve the quality and safety of support and services delivered to people with disability. To do this, we work with NDIS participants, service providers, workers, advocates and other people in the community.



Strong relationships

An aim for the Framework is to build strong relationships between people using the NDIS and their workers. It says that relationships need to have trust and uphold people's rights.

Relationships, family, kinship and culture are very important to Aboriginal and Torres Strait Islander people when they receive care.



Using the Framework to talk about your support

If you use the NDIS (are an NDIS participant)

These are some ideas to help you talk to your NDIS workers and providers about what you expect from them.

You should tell your NDIS workers and providers:

- how you want them to work with you and support you
- whether you feel safe, and are treated well and with respect
- whether they recognise and respect your identity and cultural needs
- whether the support you're getting helps you to achieve your goals
- whether you get information that is easy to understand and in a way that you prefer
- what you like or don't like about how support is being given to you.



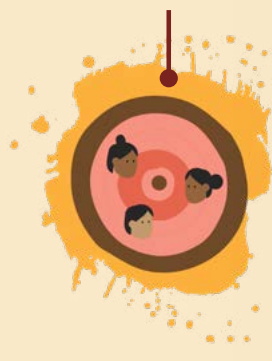
If you are an NDIS worker

You should make sure you understand the 5 objectives in the Framework. These describe what is expected of everyone working in the NDIS.

5 Framework objectives

Our relationships

Setting up good and trusted relationships.



Support me

Listening to people about what's important to them.



Check in

Support people to give regular feedback and say what's working and what's not.



Your impact

Knowing your capabilities, role and impact.

Be present

Being present and providing the support people need, even when it changes.

Capabilities to safely support Aboriginal and Torres Strait Islander people

NDIS workers supporting Aboriginal and Torres Strait Islander people with disability must support the identity and needs of those people. They must listen to, respect and work alongside people to support them to live the lives they choose.

NDIS workers should always:

- know and work with people's connection to culture, country and community
- be aware of their own personal opinions and biases
- give the support that people and communities say they need
- change their approach based on what's important to the people they support.

Aboriginal and Torres Strait Islander people with disability may:

- want to involve family and community in decisions about their support
- need to go on Country for periods of time
- have cultural responsibilities
- need special types of support for their health and wellbeing.

Managing NDIS services for Aboriginal and Torres Strait Islander people

The Framework is designed so NDIS providers can make sure they have workers who:

- can best support Aboriginal and Torres Strait Islander people with disability
- provide culturally responsive and safe support
- deliver services and supports regionally, rurally and remotely.

If you manage or lead an NDIS service (supervisor or leader), the Framework helps you support a quality workforce. Use the Framework for:

- workforce planning, including to make sure you have positions for people with the attitudes and skills to support Aboriginal and Torres Strait Islander people with disability
- recruiting Aboriginal and Torres Strait Islander workers, and other workers with special skills and knowledge to deliver services to Aboriginal and Torres Strait people with disability
- giving feedback and to develop your team.

Help to use this Framework

If you use the NDIS, and are unsure how to get the most out of this Framework, your family, friends, community leaders, advocates, Local Area Coordinator, Support Coordinator, EC Partner, and NDIA Planner might be able to support you.

If you need an advocate to help you, you can use the Disability Advocacy Finder at

disabilityadvocacyfinder.dss.gov.au/disability/ndap



More information and videos

You can find more information about the Framework, including an animation that helps to explain it, on our website

workforcecapability.ndiscommission.gov.au



Contact the NDIS Commission

If you have a question or want to know more, contact us:



Phone:

1800 035 544 (free call from landlines)

Text Telephone TTY:

133 677

National Relay Service for people with hearing or speech impairments:

internet-relay.nrscall.gov.au

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