# The NDIS Workforce Capability Framework

## A guide for NDIS participants, workers and service providers

### **Easy Read version**

NDIS Quality and Safeguards Commission

## How to use this guide

The NDIS Quality and Safeguards Commission (NDIS Commission) wrote this guide.

When you see the word ‘we’, it means the NDIS Commission.

We wrote this guide in an easy to read way.

We have written some words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.

There is a list of these words on page 10.

This Easy Read guide is a summary of another guide.

This means it only includes the most important ideas.

You can find the other guide on our website at [www.workforcecapability.ndiscommission. gov.au/tools-and-resources](https://workforcecapability.ndiscommission.gov.au/tools-and-resources)

You can ask for help to read this guide. A friend, family member or support person may be able to help you.

## What’s in this guide?

[What is this guide about? 3](#_Toc83128493)

[How can participants use the Framework? 5](#_Toc83128494)

[How can NDIS workers use the Framework? 6](#_Toc83128495)

[What should NDIS workers do? 7](#_Toc83128496)

[What else does the Framework say? 9](#_Toc83128497)

[Word list 10](#_Toc83128498)

[Contact us 12](#_Toc83128499)

## What is this guide about?

We have made a Workforce Capability Framework.

In this document we call it the **Framework**.

A framework explains how things should work.

This Framework is about how work is done in the **National Disability Insurance Scheme (NDIS).**

The NDIS is a way to support people with disability.

**Participants** are people with disability who take part in the NDIS.

The **NDIS** **workforce** is the group of people who:

* provide paid services and support to participants
* support them in their everyday lives.

**There are all kinds of workers in the NDIS workforce, including:**

* support workers who support participants
* workers who help with other things like gardening, driving and office work
* managers and supervisors who support workers to do their   
  job well.

Service providers hire most workers to deliver support to participants.

But some participants hire workers to deliver support to them.

The Framework is about improving the **capability** of the   
NDIS workforce.

Capabilities are what a worker needs to:

* know
* do.

We are making tools to help everyone use the Framework.

We will put these tools on the Framework page of our website at [www.workforcecapability.ndiscommission.gov.au](http://www.workforcecapability.ndiscommission.gov.au)

We will let you know when these tools are ready.

## How can participants use the Framework?

The Framework tells participants how NDIS workers will support them.

This includes:

* what they should do
* what they should know
* how they should behave.

We thought about your needs when we made the Framework.

You can use the Framework to make sure NDIS workers and   
service providers:

* treat you with respect
* support your **rights**
* respect the choices you make
* give you good support that you need.

Rights are about how everybody should be treated.

You can also use the Framework to talk about what you need with your:

* NDIS workers
* service providers.

It can help you tell them what you:

* like
* don’t like.

## How can NDIS workers use the Framework?

Everyone who works for the NDIS needs to have certain capabilities.

Your capabilities help you provide participants with good:

* services
* support.

You need to have a good **attitude.**

Your attitude is what you:

* think
* feel
* believe.

You also need:

* skills
* knowledge.

You can use the Framework to find out what participants expect when you work with them.

The Framework can help you to do well in your job in the NDIS:

* now
* in the future.

If you think you want to work with people with disability, the Framework can also help you work out if you would do well in the job.

## What should NDIS workers do?

As an NDIS worker, there are 5 things you should do when you work with participants.

1. **Create a good relationship**

When you work with participants, you should:

* treat them with respect
* communicate in ways that suit them
* work well with them.

You should support participants to understand:

* their rights
* how to use them.

1. **Understand your job**

When you work with participants, you need to think about how to   
support them.

You need to know:

* what your role is
* what you can do
* when you should ask for help.

To be good in your job, you also need to look after yourself.

1. **Understand the participants you work with**

You should find out what:

* is important for participants
* a good life means to them.

You should support participants to:

* make their own choices
* do the things they want to do.

1. **Give participants the support they need**

When you work with participants, you should support them to make their own choices.

You should listen to what they want.

You should also look after their:

* health
* safety.

1. **Make room for change**

When you work with participants, you should learn what:

* works for them
* doesn’t work for them.

You should also support participants to speak up about what they think:

* **works well**
* **doesn’t work well.**

## What else does the Framework say?

You might also need to learn more about what different people   
need, including:

* **First Nations** people
* people who speak a language other than English
* **LGBTIQA+** people.

First Nations people are also known as Aboriginal and Torres Strait Islander people.

The letters LGBTIQA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.

The ‘+’ is for people who are part of the LGBTIQA+ community but don’t talk about themselves using a word from this list.

If a participant needs a certain type of support, you might need to learn special skills.

You might have to help a participant find a new home to live in.

You might need to learn how to support people of different   
ages, including:

* children
* young people.

You might have to support a participant to follow a health **plan.**

A plan is a document that includes information about:

* the participant and their goals
* what support they need.

You also might have to help a participant follow a **behaviour   
support plan.**

A behaviour support plan is **a document that explains how to support a participant’s behaviour.**

## Word list

This list explains what the **bold** words in this document mean.

**Attitude**

Your attitude is what you:

* think
* feel
* believe.

**Behaviour Support Plan**

A behaviour support plan is a document that explains how to support a participant’s behaviour.

**Capability**

Capabilities are what a worker needs to:

* know
* do.

**First Nations people**

First Nations people are also known as Aboriginal and Torres Strait Islander people.

**Framework**

A framework explains how things should work.

**LGBTIQA+**

The letters LGBTIQA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.

The ‘+’ is for people who are part of the LGBTIQA+ community but don’t talk about themselves using a word from this list.

**National Disability Insurance Scheme (NDIS)**

The NDIS is a way to support people with disability.

**NDIS workforce**

The NDIS workforce is the group of people who:

* provide paid services and support to participants
* support them in their everyday lives.

**Participants**

Participants are people with disability who take part in the NDIS.

**Plan**

A plan is a document that includes information about:

* the participant and their goals
* what support they need.

**Rights**

Rights are about how everybody should be treated.

## Contact the Workforce Capability Framework team

You can call the Workforce Capability Framework team:

* from 9 am to 5 pm
* Monday to Friday.

Phone – **1800 035 544**

You can send them an email.

Email – [workforcecapability@ndiscommission.gov.au](mailto:workforcecapability@ndiscommission.gov.au)

You can send them a letter.

Address – Workforce Capability Framework Team

NDIS Quality and Safeguards Commission

PO Box 210

Penrith

NSW 2750

Website – [workforcecapability.ndiscommission.gov.au](https://workforcecapability.ndiscommission.gov.au/tools-and-resources)

TTY

Phone – **133 677**

The National Relay Service

Speak and Listen

Phone – **1300 555 727**

SMS relay number

Phone – **0423 677 767**

Internet relay calls

Website – [internet-relay.nrscall.gov.au](https://internet-relay.nrscall.gov.au/)

The Information Access Group created this Easy Read document.   
For any enquiries about the document, please visit   
[www.informationaccessgroup.com](http://www.informationaccessgroup.com). Quote job number 4358.