



**NDIS Quality
and Safeguards
Commission**



**NDIS Workforce
Capability Framework**
Quality support starts here

The NDIS Workforce Capability Framework

A guide for NDIS participants, workers and service providers

Easy Read version



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 use pictures to explain some ideas.

Not bold
Bold

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 22.



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



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?

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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

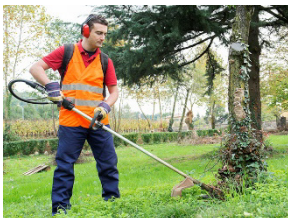


- support them in their everyday lives.

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



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:

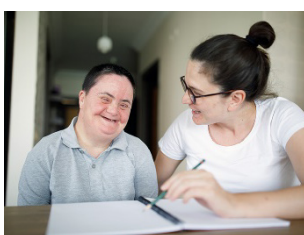
- like
- don't like.

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.

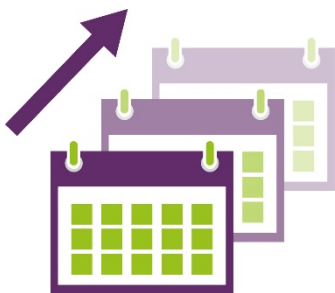


You can use the Framework to find out what participants expect when you work with them.

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?

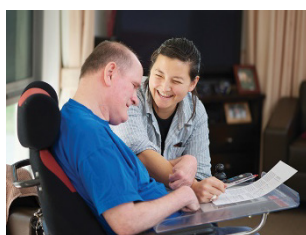


As an NDIS worker, there are 5 things you should do when you work with participants.

1

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.

2

2. Understand your job

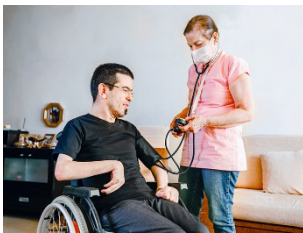


When you work with participants, you need to think about how to support them.

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.

3

3. 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.

4

4. 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.

5

5. 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 LGBTIQ+ stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.



The '+' is for people who are part of the LGBTIQ+ 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+

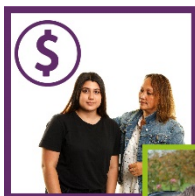
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National Disability Insurance Scheme (NDIS)

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.



1800 035 544



You can send them an email.

workforcecapability@ndiscommission.gov.au

You can send them a letter.



Workforce Capability Framework Team

NDIS Quality and Safeguards Commission

PO Box 210

Penrith

NSW 2750



NDIS Quality
and Safeguards
Commission



workforcecapability.ndiscommission.gov.au



TTY

133 677



The National Relay Service

Speak and Listen

1300 555 727

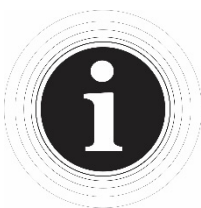
SMS relay number

0423 677 767



Internet relay calls

internet-relay.nrscall.gov.au



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