# The NDIS Workforce Capability Framework

## A short guide for NDIS participants and workers

The NDIS Quality and Safeguards Commission has developed the NDIS Workforce Capability Framework.

It is called the Framework in this guide.

The Commission is developing tools to help everyone use the Framework for NDIS work. These tools will be on the [Framework website](https://workforcecapability.ndiscommission.gov.au/) when they are ready.

This guide explains the main things you need to know about the Framework if you are a participant or a worker.

### I am an NDIS participant – how can I use the Framework?

The Framework describes how you can expect your workers to support you.

This means what service providers and workers should do, and how they should behave when working with you, your family, or your carers.

It was developed from your point of view. It is based on things like your rights, the choices you can make, and the control you have over your support and care.

You can use the Framework when you talk to your workers and service providers.

It can help you talk about what you want your support to look like. It can also help you say what is good or bad for you.

### I am an NDIS worker – how can I use the Framework?

You need to have certain capabilities to work in the NDIS. Capability means the attitudes, skills and knowledge to deliver good services and support.

These capabilities are for everyone who works in the NDIS. That includes jobs like receptionist, gardener, support worker, or health and allied health practitioner.

The Framework describes what participants expect when you work with them in these jobs.

The Framework can help you do well in your job now, and in any different NDIS jobs you have in the future.

If you are thinking about working in the NDIS, the Framework can help you work out if you would do well in the job.

### What does the Framework say NDIS workers should do?

There are 5 main things NDIS workers should do when they work with participants:

1. **Set up a good relationship**
* **communicate and work well with the participant**
* **support the participant to know and use their rights**
1. **Know what their job is**
* **understand how their approach can affect the participant**
* **understand what they can do and where they need help**
* **look after themselves**
1. **Support choice and control**
* **understand what is important to the participant**
* **understand what a good life means to them**
* **support the participant to make their own choices**
* **support them to do the things they want to do.**
1. **Be present**
* **work alongside the participant to meet their needs**
* **support them to look after their health and safety**
1. **Look at what is or isn’t working for the participant**
* **look at how well they provide support**
* **support the participant to speak up about what they think is working or what is not working.**

### What else does the Framework say?

Workers need to respect and support identity. They may need extra knowledge if the participant:

* **is from an Aboriginal and/or Torres Strait Islander background**
* **speaks a language other than English**
* **is LGBTIQA+.**

Some workers may also need specialised support skills, depending on the type of support the participant needs. For example, to change living arrangements or to follow a health or behaviour support plan.

The Framework also helps managers and training providers to understand how they can support workers to do their job.

### More information

For more information:

* **You can go to our website:**

workforcecapability.ndiscommission.gov.au

* **Or send us an email at:**

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* **Or call us on:**

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