



NDIS Quality
and Safeguards
Commission



NDIS Workforce
Capability Framework

Supervising for Capability

Overview of Resources for NDIS Participants

September 2023



Introduction

The NDIS supports participants' right to receive safe and quality services from the providers and workers they choose to support them. You have a key role in deciding how you want to be supported and giving feedback on how things are going.

If you are managing your own plan and directly employing your workers supervising those workers is important to make sure your providers or workers comply with the NDIS laws like the NDIS Code of Conduct and does the things you want and how you want them done.

If you get your supports from NDIS providers, then the providers and supervisors are responsible for managing workers and making sure they deliver supports to expected standards. They need to provide workers with the right training, support and supervision. This includes checking that workers have the capabilities (which means the attitudes, behaviours, and skills) needed to work with you. To help them do this, they will ask you about your needs and how you like things done when you first start to receive supports. Then they will check in with you from time to time to see how things are working for you and ask what is going well and what needs to change.

Resources

This guide is part of a set of 'Supervising for Capability' resources developed by the NDIS Quality and Safeguards Commission. You can view the [full set of resources](#) on our website or access related resources by selecting the links below.

Related supervision resources

- [Working Together: A Guide for NDIS Participants](#) - designed to help providers and workers develop and use capabilities described in the NDIS Workforce Capability Framework (the Framework).
- [NDIS Workforce Capability Framework](#) - describes the attitudes, skills and knowledge required by all workers – including supervisors – and the behaviours you can expect to see.

Using the supervision resources

Although providers, supervisors and workers are the main users of the supervision resources, your input is essential to let them know about your needs and what you like. [Working Together: A Guide for NDIS Participants](#) aims to support you when talking with your provider or workers about what you need, agree on how they will work with you and give feedback. You can use this to understand more about how providers can supervise and support their workers and decide how you want to be involved. Your feedback helps to ensure your workers are getting the support and supervision they need to do a good job.

Self-managing NDIS participants can also use these resources as a guide when they are working with intermediaries, like platform providers or working with people you engage or employ yourself, like direct employees or sole traders. There are scenarios you can use to have conversations with your worker or provider.

What is supervision in the NDIS?

The main purpose of supervision is to provide workers with the skills and support they need to do a good job. In the NDIS, participants can be involved in supporting good worker supervision and the Working Together guide can help you decide if and how you want to do this.

The approach to supervision encouraged in the supervision resources is based on five principles:

1. **Collaborative:** encourages you, your workers and their supervisors to collectively agree on 'what good looks like' and how you will work together to achieve it.
2. **Capability-based:** supports your workers and their supervisor to understand the capabilities they need to provide quality support. The capabilities are described in the Framework. They describe attitudes, skills and knowledge workers need to provide quality support and the behaviours you can expect to see.
3. **Respectful:** the interests and wishes of everyone are understood and respected.
4. **Supportive:** effective supervision supports you to build safe and trusted relationships with your worker.
5. **Evidence-based:** the organisation asks for your feedback about how well they are supporting you and their workers and uses this information to improve.

User icon key

Each document in the NDIS Workforce Capability Framework suite of resources uses one or more icons to show the intended user or users.

| Icon | Key |
|---|------------------------------------|
|  | NDIS participants |
|  | Workers |
|  | Supervisors and frontline managers |
|  | Senior managers and leaders |
|  | NDIS providers |