



NDIS Quality
and Safeguards
Commission



NDIS Workforce
Capability Framework

Supervising for Capability

Overview of Resources for Workers

August 2023



Introduction

The approach to supervision described in these resources is focused on building and supporting frontline worker capability. It supports a shared understanding of performance expectations and how workers can be supported to achieve them.

The NDIS is transforming the way disability support is delivered in Australia. Two features that affect the way you work and the support you need are the principle of participant choice and control and an increase in supports delivered in participant home and community settings. Choice and control means that participants expect a say in how workers support them. The shift to providing more support in participants' own homes and communities means that many workers have little or no day-to-day in-person contact with their manager or the organisation they work for.

Effective organisations know they are only as good as their workers and prioritise ways to recognise, support and develop them. Supportive supervision is one of the best ways to do this. Effective collaboration between organisations, participants and workers, and supportive supervision practices suited to the NDIS work environment makes it possible for workers to deliver quality support to participants and have job satisfaction.

Using the resources

This guide is part of a set of 'Supervising for Capability' resources developed by the NDIS Quality and Safeguards Commission to help NDIS providers, supervisors, workers and participants work together and to support you to get the most out of the supervision process. You can view the [full set of resources](#) on our website or access related resources by selecting the links below.

The approach to supervision in these resources is based on three-way collaboration between supervisors, workers and participants. Tailored versions of the resources have been developed to support you to think about, prepare for and participate in supervision.

- [Supervision and Support Relationship](#): a guide on how to establish a positive and productive relationship between you and your supervisor, talking to them about your responsibilities and interests and requesting and receiving feedback about how you are going.
- [Working Together](#): supports you and your supervisor to build a shared understanding with individual participants about their expectations, receiving feedback about how things are going and requesting support when you need it.

Other useful resources

- [NDIS Workforce Capability Framework](#): describes the attitudes, skills and knowledge required by all workers – including supervisors – and the behaviours you can expect to see.

What is supervision in the NDIS?

The approach to supervision described in the supervision resources is focused on building and supporting worker capability. The resources provide guidance on setting up a collaborative and positive relationship between you, your supervisor and the participants you support. They are

designed to support you to understand what is expected and provide you with the feedback and support you need.

These resources do not cover the administrative aspects of supervision, such as rostering or leave management. They also do not cover formal disciplinary processes that organisations use to manage matters such as misconduct, a breach of NDIS regulations or poor fit. These will usually be established and managed separately from ongoing supervision processes.

Guiding principles

Five principles underpin the approach to supervision described in these resources:

1. **Collaborative:** Participants, workers and supervisors collectively agree on ‘what good looks like’ and how they will work together to achieve it.
2. **Capability-based:** The NDIS Workforce Capability Framework identifies the attitudes, skills and knowledge workers need to provide quality support. They describe both the ‘how’ and the ‘what’ of support.
3. **Respectful:** The interests and aspirations of all parties are understood and respected.
4. **Supportive:** Effective supervision creates safe and trusted relationships that support worker wellbeing and encourage regular discussion, reflection, and development.
5. **Evidence-based:** The organisation uses evidence about how well they are supporting participants and their workers to shape and refine their approach to supervision.

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