



**NDIS Quality  
and Safeguards  
Commission**

# Supervising for Capability

How you can make sure your workers give good support

Easy Read guide



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## 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.

# **Bold**

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

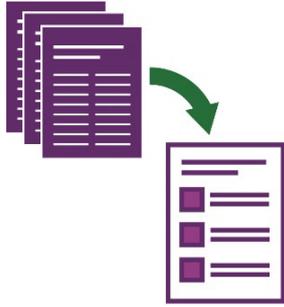
# Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 16.



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.

[workforcecapability.ndiscommission.gov.au/  
tools-and-resources/supervision-capability](http://workforcecapability.ndiscommission.gov.au/tools-and-resources/supervision-capability)



You can ask for help to read this guide.

A friend, family member or support person may be able to help you.



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## What's this guide about?



We wrote these resources for **participants**.

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



Our new resources are about **supervising** workers.

When you supervise a worker, it's your job to make sure they:



- give good quality support



- listen to the people they support



- follow the rules.



You should supervise your workers if you manage your own plan.



If you get support from a **service provider**, it's their job to supervise and manage your workers.



Service providers support other people by delivering a service.



Our resources are also about supervising for **capability**.

When you supervise for capability, you check that your worker understands what they must:

- know
- do.

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You also make sure workers have the right:



- skills to do the job well



- **attitudes.**

Your attitudes are what you think, feel and believe.

Our new resources can support you to:



- supervise your own workers



- work with your service provider to make sure you get good quality support.

## Why is supervising important?



It's important that someone supervises your workers to make sure they:

- support you well
- listen to you
- follow the rules.



You can choose how you want your workers to support you.



You can also give **feedback** about your workers.

When you give feedback, you tell someone what they:

- are doing well
- can do better.



If you use a service provider, they will have people who should supervise your worker.

We call these people supervisors.



You can give your feedback to your service provider.



Your service provider must make sure your worker:

- supports you well
- listens to you
- follows the rules.



If you hire your own workers, it might be up to you to supervise your workers.



This is why it's important to know how you can:

- supervise well
- work with your service provider to get good quality support.

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## How can you supervise well?



We want people to supervise their workers well.

This includes:



- participants



- service providers.



We made 5 **principles** for people to follow.

Principles are important ideas that we should always think about.



We also based our new resources on these principles.

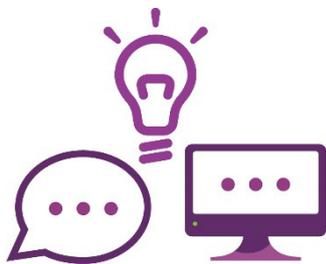
### 1. Working together

Everyone should work together to find out how to support you best.



This includes:

- you
- service providers
- workers.



### 2. Having the right skills and attitudes



Everyone should know what skills and attitudes your workers need to support you well.



You can learn more about skills and attitudes on our website.

[workforcecapability.ndiscommission.gov.au/framework](https://workforcecapability.ndiscommission.gov.au/framework)



### 3. Respecting each other

Everyone should respect everyone else's wishes and what's important to them.



### 4. Supporting each other

When you supervise someone well, you support a good relationship between:

- workers
- participants.



### 5. Using feedback

Service providers should ask for feedback about how well they support:

- you
- their workers.

And they should use this feedback to be better.

## What are the resources?



We call our new resources the ‘Supervising for Capability’ resources.



You can use them to learn how to:

- supervise well
- work with your service provider to get good quality support.

Our new resources include:



- tips



- examples



- guides.



You can find the Supervising for Capability resources on our website.

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



We also made the Working Together guide.

It can support you to talk to your workers about:

- what you need
- how they can work with you.



We wrote an Easy Read summary of the Working Together guide.

You can find it on our website.

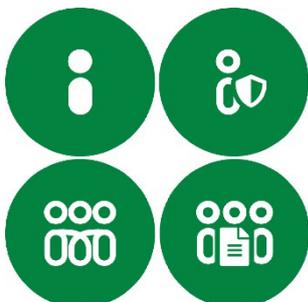
[workforcecapability.ndiscommission.gov.au/  
tools-and-resources/easy-read-resources](https://workforcecapability.ndiscommission.gov.au/tools-and-resources/easy-read-resources)

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## Other versions of the resources



We made versions of our resources for different groups of people.



We use different icons to show which group can use the information.



This icon is for participants.



This icon is for workers.



This icon is for supervisors.



This icon is for senior leaders.

## Word list

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



### **Attitude**

Your attitudes are what you think, feel and believe.



### **Capability**

Capabilities are what a worker needs to:

- know
- do.



### **Feedback**

When you give feedback, you tell someone what they:

- are doing well
- can do better.



### **Participant**

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



## Principles

Principles are important ideas that we should always think about.



## Service provider

Service providers support other people by delivering a service.

## Supervise

When you supervise a worker, it's your job to make sure they:



- give good quality support
- listen to the people they support
- follow the rules.

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## Contact us



You can call us from 9am to 5pm,  
Monday to Friday.



If you live in the Northern Territory, you can  
call us from 9am to 4.30pm.



You can call us.

**1800 035 544**



You can send us an email.

**[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)**



You can write to us.

NDIS Quality and Safeguards Commission  
PO Box 210  
Penrith  
NSW 2750



You can go to our website.

[workforcecapability.ndiscommission.gov.au/  
framework](https://workforcecapability.ndiscommission.gov.au/framework)



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