



NDIS Workforce Capability Framework: Supervising for Capability

The NDIS Workforce Capability Framework (the Framework) describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It provides clear, practical examples and establishes a shared language of 'what good looks like' for participants receiving NDIS services and support. These resources support the Framework.

The supervision resources are a set of guidance and practical suggestions to help NDIS participants, service providers and support workers to work together so everyone understands how supports and services should be delivered. They also assist with discussions about how workers are going in delivering supports to meet the standards and conduct participants expect.

Supportive supervision is one of the best ways to build worker satisfaction, commitment, retention and quality participant support. Working together supports the ability for participants to have choice and control over their support, and is key to supporting providers and supervisors to manage expectations and ensure delivery of expected standards.

What to expect

The supervision resources are designed to help organisations and workers develop and use the capabilities described in the Framework. The resources:

- Provide practical guidance and tools to raise quality and consistency of supervision.
- Provide tip sheets, checklists and templates to support senior leaders, supervisors, workers and participants to engage in supervision.
- Allows templates and documents to be downloaded and edited to suit individual needs.
- **Useful for:** NDIS providers, supervisors, workers and participants in feedback and supervision processes.

The supervision resources are supported by other resources in the Framework, tools and guides.

The resources are useful for NDIS participants, supervisors, providers and workers and may assist in feedback and supervision processes.

You can find and download the resources at any time from the [website](#).





Supervising for Capability in practice:

Raham runs a provider agency which needs to ensure workers and supervisors are meeting expected standards when delivering NDIS supports to participants. She is looking for resources that will assist her to embed a positive and supportive organisation culture that is genuinely embraced and promoted by its leaders and managers, particularly with supervision and support for her workers.

Raham uses the [Working Together Guide](#) resources to support her leaders and managers in the agency to understand how to speak with participants, workers and supervisors about how to meet participant expectations.

She is able to assist her leaders and managers to support planning discussions with her staff, and how to accurately set expectations and measure against them.

Raham promotes the [Reflective Practice Tip Sheet for Supervisors and Workers](#) and the [Assessment Record Template for Supervisors](#) to establish some key employee review processes.

Accessing and using the resources

The supervision resources are best downloaded to your computer so that you can access them at any time.

Access the resources: [Supervising for Capability | NDIS Workforce Capability \(ndiscommission.gov.au\)](#)

For more information about the Framework or its implementation, visit the website:

<https://workforcecapability.ndiscommission.gov.au/>

Contact: workforcecapability@ndiscommission.gov.au or 1800 035 554.

