# NDIS Workforce Capability Framework

## What it is and how you can use it

A text-only Easy Read fact sheet

## How to use this fact sheet

The NDIS Quality and Safeguards Commission (NDIS Commission) wrote this fact sheet.

When you see the word ‘we’, it means the NDIS Commission.

We wrote this fact sheet in an easy to read way.

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

This means the letters are thicker and darker.

We explain what these words mean.

There is a list of these words on page 6.

This text-only Easy Read fact sheet is a summary of another fact sheet. This means it only includes the most important ideas.

You can find the other fact sheet on our website.

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

You can ask for help to read this fact sheet.

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

## What’s in this fact sheet?

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## What’s the NDIS Workforce Capability Framework?

The NDIS Workforce Capability Framework explains what we expect from the **NDIS workforce**.

We call it the Framework.

The NDIS workforce is the group of people who:

* provide services to **participants**
* support them in their daily lives.

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

The Framework helps the NDIS workforce understand:

* how to provide good quality support
* the skills they need
* the **attitudes** they need to have.

Your attitudes are what you think, feel and believe.

The Framework can also help participants explain how they want to receive support.

## Roles in the NDIS workforce

There are different types of roles in the NDIS workforce.

Workers can provide general support.

For example, daily personal support.

Workers can provide advanced support.

For example, support for:

* many areas of your life
* a certain area of your life.

There is also **ancillary work**.

Ancillary work includes jobs that support participants like:

* cleaning
* gardening.

There are also leaders and managers.

The Framework explains what workers must do in each of these jobs to meet our **objectives**.

Objectives are important results we want to achieve.

## How you can use the Framework

The NDIS workforce can use the Framework.

Participants can also use the Framework.

First you need to choose what you want support with.

You need to select the:

* type of work
* objective.

Then you can use the Framework to find out:

* what workers need to do
* how they need to do it.

For example, you can select ‘General Support Work’ as the type of work.

Then you can select ‘Our relationship’ as the objective.

For the NDIS workforce, the Framework will explain what participants need to have a good relationship.

For participants, the Framework will give them ways to tell workers what they need.

This includes how to ask them to:

* protect and respect their rights
* communicate in a way that meets their needs
* trust and respect each other
* work together as a team.

You can find the Framework on our website.

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

## Word list

**Ancillary work**

Ancillary work includes jobs that support participants like:

* cleaning
* gardening.

**Attitudes**

Your attitudes are what you think, feel and believe.

**NDIS workforce**

The NDIS workforce is the group of people who:

* provide services to participants
* support them in their day-to-day lives.

**Objectives**

Objectives are important results we want to achieve.

**Participant**

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

## 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](http://www.workforcecapability.ndiscommission.gov.au/framework )

TTY

**133 677**

The National Relay Service

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SMS relay number  
**0423 677 767**

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