# NDIS Workforce Capability Framework

## What’s the Position Description Tool?

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 7.

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%20)

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?

[What’s the NDIS Workforce Capability Framework? 3](#_Toc128668403)

[What’s the Position Description Tool? 4](#_Toc128668404)

[How can you use the Tool? 5](#_Toc128668405)

[Word list 7](#_Toc128668406)

[Contact us 8](#_Toc128668407)

## 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.

## What’s the Position Description Tool?

The Position Description Tool is part of the Framework.

We call it the Tool.

The Tool helps you create a **job description**.

A job description gives information about a job that you want someone to do.

It explains:

* the job
* what skills the right worker needs
* what supports they need to give.

You can put the important information about the job into the Tool.

The Tool will then create a job description for you.

It takes about 30 minutes.

There are different Tools for:

* participants who hire their own workers
* **service providers**.

Service providers support other people by delivering a service.

You can find the Tool on our website.

[workforcecapability.ndiscommission.gov.au/tools-and-resources/  
position-description-builder](https://workforcecapability.ndiscommission.gov.au/tools-and-resources/position-description-builder)

You can also download a Word document once you start.

## How can you use the Tool?

### Participants

Participants can use the Tool.

For example, Jen wanted to hire her own support workers.

But she wasn’t sure:

* where to start
* how to make sure the workers knew what she expected.

She used the Tool to create a job description.

The job description made it clear what she needed from her workers.

And it helped her know the right questions to ask people who wanted the job.

The Tool also included a guide for her workers when they started.

### Service providers

Service providers can use the Tool.

For example, NDIS Care is a service provider that wanted to hire workers to give support.

NDIS Care used the Tool to create clear job descriptions for:

* support workers
* team leaders.

NDIS Care worked with their participants to make sure the job descriptions had the right information.

They also used the Recruitment and Selection Resources to get more information about hiring workers.

We wrote an Easy Read fact sheet to explain the Recruitment and Selection Resources.

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)

## Word list

**Attitude**

Your attitudes are what you think, feel and believe.

**Job description**

A job description gives information about a job that you want someone to do.

It explains:

* the job
* what skills the right worker needs
* what supports they need to give.

**NDIS workforce**

The NDIS workforce is the group of people who:

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

**Participant**

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

### Service providers

Service providers support other people by delivering a service.

## 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://workforcecapability.ndiscommission.gov.au/framework)

TTY

**133 677**

The National Relay Service

Speak and Listen  
**1300 555 727**

SMS relay number  
**0423 677 767**

Internet relay calls  
[internet-relay.nrscall.gov.au](https://internet-relay.nrscall.gov.au/)

You can follow us on LinkedIn.

[au.linkedin.com/company/ndiscommission](https://au.linkedin.com/company/ndiscommission)

You can follow us on Facebook.

[www.facebook.com/NDISCommission](http://www.facebook.com/NDISCommission)

The Information Access Group created this text-only Easy Read document.  
For any enquiries, please visit [www.informationaccessgroup.com](http://www.informationaccessgroup.com).   
Quote job number 5078-E.