# NDIS Workforce Capability Framework

## What’s the Workforce Management and Planning 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 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?

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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.

## What’s the Workforce Management and Planning Tool?

The Workforce Management and Planning Tool is part of the Framework.

We call it the Tool.

The Tool helps **service providers** make a plan to manage their workers.

Service providers support other people by delivering a service.

The Tool can help service providers:

* manage their workers well
* reach their goals.

The Tool can support:

* small organisations
* large organisations.

The Tool is an Excel file you can download.

You can find the Tool on our website.

[workforcecapability.ndiscommission.gov.au/tools-and-resources/  
workforce-management-and-planning-tool](https://workforcecapability.ndiscommission.gov.au/tools-and-resources/workforce-management-and-planning-tool)

## How can you use the Tool?

Service providers can use the Tool.

For example, ABC Supports is a small organisation that wants to:

* keep its staff
* meet the needs of participants.

ABC Supports used the Tool to create a plan for their workers.

The plan includes things such as:

* how many workers they need
* what skills their workers need to have.

The Tool also helped ABC Supports know what information they need to create a good plan.

ABC Supports also used the:

* Recruitment and Selection Resources
* Position Description Tool.

These 2 tools helped them know:

* what skills workers need
* how to hire good 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)

We also wrote an Easy Read fact sheet to explain the Position Description Tool.

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

**Attitudes**

Your attitudes are what you think, feel and believe.

**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

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