**Workforce Capability Framework update transcript**

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Hi, my name is Samantha Jenkinson. I’m the Director of Workforce Quality with the NDIS Quality and Safeguards Commission. Today I am going to run through an overview of the NDIS Workforce Capability Framework and an update on some of the tools and resources that we now have available for you.

I’d like to start by acknowledging the traditional owners of the lands that everyone might be viewing this from today and the land that I'm on today. I'm on the lands of the Whadjuk Nyoongar people here in beautiful Western Australia, and I would pay my respects to elders, past, present and emerging, and acknowledge that our First Nations peoples have been the custodians of this land for over 45,000 years.

The piece of artwork you can see on the screen has been developed by a proud Wallabaloola and Pajong woman from Ngunnawal and Wiradjuri country, and that is a piece of artwork which was commissioned by the NDIS Quality and Safeguards Commission.

So let’s get started. I want to talk a little bit about the Workforce Capability Framework. Some of you might know and I hope that this will help you to also have a bit more of a look at what is in the Framework that the NDIS Commission released, that the Workforce Capability Framework in 2021. And we have been developing a range of tools and resources to support that framework over the last two years.

The Framework itself is an interactive online tool, and the purpose of it is that it's there to show what the capabilities are for all workers funded under the NDIS, and by capabilities we mean those observable behaviours and skills and attitudes, as well as the knowledge that a worker should have.

And the Workforce Capability Framework is really been developed as one of the developmental safeguards under the NDIS Quality and Safeguards Framework. What that means is it's a tool to help build the capacity of providers, workers and participants in the NDIS to help get that shared language of what good looks like and to contribute to providers continuous improvement and building a quality workforce within the NDIS.

It’s very much connected to the Code of Conduct, which all NDIS providers must adhere to, and it also has that connection back to the practice standards which registered providers need to adhere to as well. But it’s talking about what’s in the Code of Conduct and what’s in the standard in a very practical level of what day-to-day a support worker could be doing in the way that they behave, the way that they talk to people with disabilities that they’re supporting. And so it does have the descriptions of the capabilities from the perspective of the person with the disability.

As I’ve said, the Framework is there for providers and for workers in the NDIS. So it is describing those expectations. And when you have a look at the Framework, it's not only describing the expectations of a general support worker that's working frontline face to face with a person with disability, but it also describes the expectations and the capabilities expected from frontline managers and supervisors, as well as senior leaders.

Because of the way that the Framework is set out and the capabilities are described, they're really can be super useful when you're recruiting new workers, when you're supporting your staff to know what they should be doing. It also can help with exploring career options and what are the capabilities or the skills that people might need to develop.

And I'll go into those in a little bit more detail as we work through some of the tools that we've developed to support providers and some workers in that space.

But as a provider, really the Framework is there for you so that you can have well supported and engaged participants using your service, that your workforce is supported and engaged in the work that they're doing and that as a service provider, you're providing a quality service that's meeting all of your obligations.

So for example, we have a provider, New Care and New Care has plans to provide some specialised support, it's been registered to deliver some specialist supports and they want to recruit the best workers for the job.

But they don't necessarily have all the guides and templates in place yet. They might be quite a new provider.

They want to develop a recruitment process that's designed to assess each applicant that applies against the specialised capabilities as well as the core capabilities that that worker would need to be able to do the job well.

And then based on how successful that process is, New Care decide to then use the guide that they've developed to support all of their future recruitment needs. And using the capabilities in the Framework to help know if workers are actually meeting those needs as they're working.

New Care can also use our workforce management and planning tool and our Position Description Builder tools so that there are really clear requirements in place when they're doing the recruiting, but also as they're going and when they're supervising their workers.

We also have a number of resources that we're developing for participants and we think it's really important that people with disabilities who are NDIS participants and their families actually have a good understanding of what they should expect when they're getting a quality service.

So again, using the capabilities to establish that shared language of what good looks like.

Some of the tools and resources we've developed can assist participants when they're trying to find a provider to see whether a provider might be meeting the capabilities and also if participants are self-managing and they're employing their own workers. So some of the tools we've got can support participants to do that as well as supporting participants in the ways they might provide feedback to both a provider and to the workers that they have working for them. And we're going to go into those in a little bit more detail.

We also have a number of Easy Read resources which are going to be available very soon on our website and some video and animation explainers with examples to show clearly how the tools and resources can be used.

So you've heard me talk a little bit about some of the supporting tools and resources. And so this slide here just shows you those suite of resources that we now have available. As I've said, it works all the way from workforce management and planning through to the processes you might use for recruitment, how potential workers and workers might decide what working in the sector might look like for them, and then how you're supporting your workforce to be the best that they can be through good supervision and good training.

I'll start by talking a little bit about the Workforce Management and Planning Tool.

So this is a tool that is there to support providers in planning for their workforce. It has very detailed questions that are provider would answer when they download the Excel template about what the workforce culture is, what the characteristics of their current workforce are, what the needs of participants are, and also what as a organisation, you want your workforce to look like to meet participants needs.

So what might be how big you need your workforce to be in two years time?

What's the sorts of skills that you're looking for in your workforce that you need to develop?

There's a quite detailed description of the sorts of data that you might need to collect. And some ideas on how you can develop strategies to address those issues that you see as part of that planning process. So it is downloadable as an Excel template which you can then use for your purposes and for your planning.

And we do strongly recommend that it's done as something as part of a planning process using as many of the pieces of data that you can collect as possible.

So here's an example of what that might look like in practice.

So an organisation, let's call them ABC Supports, is needing to plan for growth in the future. They want to deliver on their organisational goals. They want to make sure that they're maintaining the staff numbers that they've got, but they know that they also need to increase those staff numbers for their growth as an organisation.

So they use the Workforce Management and Planning Tool to import all of the organisational data they've got, such as the workforce characteristics, their organisational goals.

And what the tool does is it helps them to identify what the priorities are in that human resource planning that they need to do to be able to reach those goals and to develop that workforce plan that as an organisation is gonna keep them heading in the right direction over the next year or two years.

So the tool and the workforce plan really helps ABC Supports to understand the workforce they need to deliver those safe and high quality NDIS services.

We also do have with the tool itself a downloadable document with the strategies in there if a provider wants to just have a look at those strategies to get some ideas to start with.

The next tool that I want to talk about is the Position Description Tool.

So this is a really helpful tool that can guide the user whether that's a participant or a provider to develop a capability based position description.

So as you fill out the Position Description Tool, it automatically loads the capabilities based on the position that you put in. So if you put in for a general disability support worker, the capabilities from the NDIS Workforce Capabilities Framework will automatically be downloaded into that position description as well as all the other information you might put in there about your organisation, the types of participants that you support, where the work is based and all of your normal employer obligations such as the salary, whether that's under an award, requirements like a worker screening.

So in practice, what this looks like could be someone like Ken.

Ken is a self-managed participant and he wants to hire new support workers so he uses the Position Description Tool.

He can use it by himself or with his provider to develop position descriptions that really clearly outline the role that's required.

If Ken is working with his provider, then they can both fill in the tool together and it will automatically populate the capabilities that directly relate to his needs.

The final position description which is downloadable then shows the expectations for that role for any new worker that might be recruited.

In this case, Ken can work with his provider on using the recruitment and selection resources to actually be part of that recruitment process and the provider might also use the workforce management and planning tool when it's looking at how all of the role descriptions across its organisation are in line with the capability framework in line with being clear about the responsibilities for each role and using the position description builder to develop position descriptions for each role in the organisation.

The recruitment and selection resources are another great tool that we have that provides step-by-step guidance on taking a capability based approach to recruiting and selecting workers. So again this has two versions available, one that's tailored to providers and one that's tailored to participants who might be self- managing.

If you're a provider using the recruitment and selection resources, we strongly encourage you to involve participants in the recruitment process where they want to be involved, particularly if the workers that you're recruiting are for a particular person.

And what this tool does is it provides some information as well as some questions you might ask yourself for each stage of the recruitment process, as well as some practical tips, some downloadable resources, some templates, including things like interview templates, suggested questions you might use, as well as scorecards, and a letter of offer template.

So in practice, if Jen is someone who's employing her own support workers and using a self- managed package, she needs to have workers who have skills and capabilities that meet her expectations.

If she's not sure of what steps to take, she can use that guide and the templates to step through the recruitment process and find workers that are suited to her needs. And this is where Jen can use that position description tool we talked about earlier to actually have a clear description for workers when they start, as well as a supporting building the job ad that she might use.

One of our more newer tools that we have on the website which I would encourage all providers to have a look at is our supervising for capability tools.

These are some resources that really show the importance of engaging with your workers and providing them with good support and supervision to help them improve the work that they're doing, to help them feel engaged in the service and the organisation. But also, we talk about having three way conversations or people working together and our resources support how to assist discussions with both participants and workers providing feedback on how a worker is delivering supports so that you can then get a worker having a great understanding of where they need to improve, but also participants feeling like they're part of that process and that their feedback is taken on board (delete um 16.48) and being seen in the way that a worker is then also improving.

We have some great practical examples of approaches suited to work as delivering different types of support as well in the resources that we have available.

So in practice, what this one could look like we have an example here of Raham who runs a provider agency.

And that provider agency really needs to ensure that the workers and the supervisors are meeting expected standards. So she's looking for resources that are going to assist her to embed a positive and supportive organisational culture.

Using the Working Together Guide that supports her to have a good understanding of how she can speak with participants and the workers and supervisors about meeting participant expectations. So she uses some of the tools in there such as the reflective practice tip sheet for supervisors and workers on how to reflect on the work that they're doing, and also the assessment record template for supervisors which can help track how a worker is going in meeting the capabilities or where they might need to improve.

And we have also got other tools there like a self-assessment tool for workers to be able to reflect as well on their own practice against the capabilities.

We have got a number of other resources and tools that are available on the website. Many have aspects that have got a worker focus as well as some specifically for workers, which I will show you in a moment.

We have some great tools for potential workers as well as some great information on how you might go about knowing what is the right training to provide for your workers.

So the self-assessment tool for potential workers is a really good tool that you can use in your recruitment process if you are a provider or if you're a self-managing participant in your recruitment process as well. This is a very short quiz that a potential worker could take to help them understand the qualities and the capabilities required to work in the sector and also it gives a very sort of tailored next steps for the person that takes the quiz on where there might be employment or work opportunities and what other training or skills they might need to improve.

Our Career Options Guide is also there specifically for workers to give some ideas on what working in the sector could be like if you are wanting to focus on a specific support type role or if you're wanting to move up into a supervision or a frontline management role. This can also be really useful for supervisors when you're in that supervision space with a worker to help them explore what it might be like to stay working in the sector and to try some different types of roles as well.

And lastly, we have our training and development resources.

These are very new.

They are going to be available in a more interactive fashion soon, as well as the supervision resources, but these are a set of resources for managers, for learning and development managers that provide some guidance on identifying what might be the learning and development needs of your workers, understanding how participants needs can help inform what training needs could look like.

It gives some advice and guidance on understanding different types of training and which ones might be best suited for the support that you are trying to train your workers in.

It also provides some information on how you might go about finding the right training provider or developing that training in house, so this resource also has some templates for things like assessing a worker’s own training needs through a self-assessment tool. It also has a scorecard you can use when you're trying to look at which training provider you might use if there is a number of training providers that you're looking at to provide the training for your workforce.

So I would really encourage you to have a look at the website find out more by emailing us at workforcecapability@ndiscommission.gov.au if you have any questions relating to the workforce capability framework, but also have a look and explore some of those tools and resources that we have available for you. Of course I would also remind you that if you have any issues with a provider or a worker that you wish to raise with the NDIS Commission, you can contact our normal general enquiries line which is 1800 035 544.

Thanks for joining today and I hope that update gets you to come and have a look at our Workforce Capability Framework.