# Workforce Capability Framework Participant Session

# Samantha Jenkinson, Director Workforce Quality, Policy, Markets, and Insight

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So thank you very much for joining us today.

As I said before, I'm Samantha Jenkinson.

I'm the Director of Workforce Quality with the NDIS Commission, and my main role has been in supporting the finalisation of the Workforce Capability Framework, which is what this session is about today. The session today is particularly targeted for participants: NDIS participants, people with disabilities who are self-managing their funding or their plans and how the Workforce Capability Framework, some of the tools and the resources that we've got to help support how you can do that self-managing.

If there are any general questions about the NDIS Commission or if you have any sort of general comments or concerns about a provider or a worker that you have, I would encourage you to please send those to the contactcentre@ndiscommission.gov.au, as we’ll be keeping the discussion today on the Framework.

So this session will be recorded as I said before, and made available online at a later date on the Workforce Capability Framework website.

So today, I'd like to start by acknowledging the Traditional Owners of the lands which we're meeting on.

I'm coming from the lands of the Whadjuk Noongar people, and I just want to recognise their strength, the resilience and capacity on this land which they've inhabited for at least 45,000 years or longer.

I'm paying my respects to elders, past and present, and I extend that respect to any Aboriginal and Torres Strait Islander people that are present today.

You could see on the slide that's on the screen, there's a picture there which has been artwork developed during NAIDOC week last year by the artist Natalie Mudford and Natalie is a proud Wallaboloola and Pajong woman from Ngunnawal and Wiradjuri country in Queensland.

I'd also like to acknowledge all people with lived experience of disability and the history that we've come from, which is part of the NDIS.

The NDIS Quality and Safeguards Commission’s role is around upholding the rights of people with disability and part of that is acknowledging the history of where services have come from and where we don't want them to go back to and also those people who are supporting people with disabilities, families and friends.

I'd also just like to let people know that I myself am a self-managing NDIS participant.

I directly employ my own workers so although my situation, my goals and my circumstances are of course different to each of yours, I do want to let you know that I do have some understanding of the challenges and benefits of self-managing NDIS funding.

So today's session is focused on the Workforce Capability Framework and the tools and resources that can support self-managing NDIS participants.

But I'd like to give you a little bit of a brief overview of the Workforce Capability Framework as I'm not sure how many people might already be familiar with the Framework.

The actual Framework was released in 2021 and we've been building a range of tools and resources to support how it can be used by people.

So it is interactive and online. But what is the Workforce Capability Framework is that it's describing what the behaviour and the skills and the knowledge that a worker funded under the NDIS should be doing in the way that they do their work and the way that the Capability Framework is written, that description of what that looks like is written from the perspective of a person with disability or an NDIS participant receiving services.

The idea is that it's about sharing the same words and language of what a quality or a good support service looks like and it's not just about disability support work.

It includes all different types of work because the capabilities describe specialised capabilities such as support coordination and other types of, you know, helping people implement allied health plans, those sorts of things, not just disability support, but what it does is the Framework really translates what's in the NDIS Code of Conduct into those observable behaviours, the way people act and the way they do their work at all different levels.

I talk about the Code of Conduct there particularly because all workers and all NDIS providers, whether they're directly employed or sourced privately, are expected to meet the Code of Conduct and the NDIS Commission can investigate and take action if we get a complaint or a report that somebody may have some things, which are not meeting the Code of Conduct, or if they've breached is when we might use the Code of Conduct.

So what the Framework does is, it tries to sort of explain in very practical day-to-day levels.

What a support worker or a worker in the NDIS could be doing in the way they behave and the way they talk to people with disabilities they are supporting, which shows that they're meeting the Code of Conduct and also the Practice Standards for registered providers.

Welcome to the journey through the NDIS Workforce Capability Framework.

For participants, the Workforce Capability Framework or simply the Framework, includes a series of tools and resources tailored to help NDIS participants.

Higher support workers give feedback to workers and providers and understand the skills their support workers should have.

In short, it tells participants what workers and providers should do, what they should know, and how they should act.

The Framework is written from a participant’s point of view and describes the attitudes, skills and knowledge expected of all workers funded under the NDIS.

It's also supported by a series of tools and resources that help make using the Framework simpler.

Let's walk through the journey of using the Framework.

At its core, the Framework is a guide that can help you map out how you talk to your workers and providers about your support needs and describe how they can support you to live the life you choose.

The capabilities in the Framework give a detailed description of the skills and behaviour worker should show in the way they work.

Different types of work have capabilities that explain the behaviour and knowledge that go with it.

The Position Description Tool helps identify the specifics of what you want workers or providers to support you with.

It gives you a description you can use to check providers and workers understand their role.

You can use the Recruitment and Selection Resources when hiring your own workers or be part of a recruitment process with a provider.

There are templates and tip sheets to develop interview questions and find workers suited to your needs.

The Supervision for Capability resources and Training for Capability Guide are both great resources that include templates and tips for participants to use.

They can help you to be part of supervising workers with your provider or assist if you are self-managing and supervising workers directly, building safe and trusted relationships with support workers through providing regular feedback leads to workers delivering good support that suits you.

Where will you start your journey with the NDIS Workforce Capability Framework?

Visit the website today.

What I've got on the screen now, and I hope that that little animation was useful for setting the scene, but what I've got on the screen now is a little screenshot of what the Workforce Capability Framework looks like on the website.

This is so that you can see how this can be useful.

What's on the screen is at the top of the page, which you can't quite see, there is the different types of work which goes all the way from general support work through to senior leaders and managers.

Then underneath that you can also choose if there are additional capabilities.

So, for example, capabilities related to “supporting me with my LGBTQ+ identity” or additional specialised capabilities like “support me to coordinate my support” or “support me to implement my Behaviour Support Plan”.

Then as you move down the page, there are these objectives at the top here: “Our relationship”, “your impact”, “support me”, which then has the capabilities underneath.

In this example, we have the capabilities expected of workers when they're managing health and safety.

This has for example “check in with me to understand any intermittent conditions I have and what I need you to do if they occur”.

What you'll see is in the capabilities, there's a thread that runs all the way through that's about the worker needing to check in needing to engage and talk with the person with the disability who's receiving supports along the way.

Underneath each section of capabilities, there's also the knowledge that a person might need to know.

Under this section, for example, in the knowledge area, it says knowledge of the role of health screening and preventative health services in improving my wellbeing, reducing risk and mitigating potential crises.

That's the sort of knowledge that a worker might have, and when you look at the support of the Workforce Capability Framework, if you're engaging with providers right at the very end, there's a section on the capabilities those behaviours, the skills, the knowledge that frontline managers and supervisors and senior leaders of a provider organisation should also have, which are about how they're building an environment for the workers to be able to deliver these things for people with disabilities.

Just very briefly, I'll talk about the purpose of the Framework.

It's been developed to support having a shared understanding and shared language of what good quality support looks like.

It's very much coming from a right space perspective, and is there as a tool for participants and providers and workers to use, so that everybody's on the same page.

I guess when it comes to that day-to-day, what does work look like in the NDIS for a provider?

We've got a number of tools to support people in guiding and providing feedback to providers and workers, whether you're self-managing or not, and we've also now got a number of Easy Read resources and fact sheets and videos.

And some of the tools and resources we've developed can assist in finding, you know, what you might be looking for before you find and engage workers.

Some of it might be about how you provide feedback, or if you're hiring your own workers.

I'm just going to go into this next slide which shows all these are all the different tools that we've developed as part of this project.

There's really big tools for providers on workforce planning, but then a lot of these tools have got participant specific things on them.

I'd like to just very briefly show you.

Just want to come off the presentation for a moment.

I'd like to show you the “For Participants” webpage that we've got which shows all of the different things there.

I'll also just check if there's any questions at this point in time as well.

I did want to share, this is just come up live today, is we have a new home page which has that little participant journey animation on the page.

This also has got very clear navigation of how you might be able to get to the bits that are going to be most relevant for you.

If you're a self-managing participant or a participant with the NDIS or supporting a family member or friend, or trusted support of somebody, under the “For Participants” page here you can see there's some different sections there around finding supports that suit me, guiding my supports, Easy Read and other resources and our new participant page which takes you through what the journey is for a participant in the NDIS.

So it starts off with what you might need when you're first going ‘how do I find the right provider?’

‘How do I engage a worker that's going to be the best worker for me if I'm directly employing?’

So those are two sections there as well as then resources to support how you might set clear expectations for workers, how you might be checking in with them regularly, how you might give feedback or make complaints.

These are new pages that have just gone live today, and we'd love it if people could have a look at those.

Someone's asked if there are hard copies or booklets available. We do have downloadable PDFs of the Workforce Capability Framework and each tool is also downloadable as a PDF and in some other formats as well.

So there are versions that you can download and print off. Delete, or you know, if you've got what to ask someone else to do that.

We also do have some fact sheets and other information sheets that are coming to each of our State and Territory offices in hard copy soon that we’ll have available at Expos and things like that.

I'm just going to go back now into the presentation.

I'll just skip through to where we were up to.

What I've got on the screen now is a little bit of how a person with disability or participant might have a look at how to use the Framework.

We know that the NDIS Commission, our focus is on the quality of service providers, but as a person with disability or an NDIS participant, your journey will start with the NDIA: the National Disability Insurance Agency, when you're getting your plan approved,

and then you know, you might have a look at the NDIS website for using your plan information.

You could use the budget calculator there to see how far your funding might go, particularly if you're a self-managing participant and you might want to hire your own workers for example.

You could use the NDIS Provider Register Tool and there is one that's available on the NDIA website as well as one that's available on the NDIS Commission website, and I'll talk a little bit about that in a moment.

If you decide that you want to directly employ your staff, we've got some different tools that you can use there to support that, such as the Position Description Tool, which I'll talk about today.

You could also use the Recruitment and Selection Guide which we have to find and select workers that are right for you and also then we have some tools and resources that might help you set up a Performance Agreement with a support worker or a worker in any position and it could also be a support coordinator and some ways that you can identify and provide feedback to workers as well.

We're going to show you a little bit about some of the tools and resources that we've got specifically there.

As I showed you before, we have our participant page which outlines ways that you can find supports that are going to best suit you such as finding an NDIS provider or engaging a worker.

We have a section around guiding supports and we also have a number of Easy Read resources and all of our animations are being translated into Auslan as well. But a number of animations and scenario videos are also coming up onto the website there in the next couple of weeks into the participant page.

Today I'm going to go into a little bit more detail on these particular resources, which are useful for self-managing participants and that is the Position Description Tool: which is for anyone who needs to describe an NDIS job or a worker’s role, and the Recruitment and Selection resources which describes how to recruit employees using the Workforce Capability Framework to help the way that that happens.

Then I'll also talk a little bit about how the Framework and the supervision or Supervising for Capability resources can support with some guidance, some practical suggestions, on how you can work with a worker or with a provider together to be able to give feedback and have good conversations and set up some routines that can help with giving feedback to workers.

On our Participant Resource page, we have a page that specifically looks at how to find the best supports for you.

So when you're self-managing or plan managing, you might be looking at engaging a provider specifically, and if you want to see if a provider’s registered with the NDIS Commission or actually see if a provider has had their registration suspended or revoked, or if a provider or worker has been banned.

That also includes all NDIS providers or workers, so the NDIS Commission has a register of workers that have been banned.

That's not just registered providers, that's any worker or provider that's been investigated by the NDIS Commissioner and has been banned, is on that list.

Our Participant page has got the link to that particular resource so that you can check if you're engaging with a worker or provider, You can check that list.

We also have the link to the NDIS Behaviour Support Practitioner Tool if you're looking for a behaviour support practitioner and you're trying to find a practitioner who has been considered suitable by the NDIS Commission, so as registered to be able to develop behaviour support plans, we have that tool link there for you.

We also know that, as I said before, when I was showing that journey map, a lot of people need a lot of information on, or might want to find information, on how to manage the budget on information about the choices that you can make and how to use your NDIS plan.

We've made sure that we've got the links to those specific resources also on our participant page and the NDIA “Find a Provider Tool” which actually gives you information about how active a provider is or whether a provider is active and supporting other people, whereas the NDIS provider register tells you about the registration that a provider might have.

The NDIA also have a number of self-management resources to support people who are self-managed to implement their plans and they're going to have a lot more resources soon I believe as well for people who are directly employing their own workers.

I'd just like to talk a little bit first about the Position Description Tool, so this is a tool that's on the Workforce Capability Framework website.

It's an interactive tool, so it's like an interactive form that you can fill in on the website, and there's a different option, there's an option for a provider to use or an option for a participant to use.

When you click on the participant one, what it does is it allows you to fill in the form with the job role, like the name of the job and it automatically takes the capabilities that are listed in the Framework which I showed you earlier an example of what that looks like and puts those into the position description.

Then as you fill out the position description, it allows you to add any other things that are really important for you in that role that a worker might have.

It allows you to add information about yourself, about your values, about the tasks that you need support with.

It asks you to fill in any key relationships that are important, whether that's family members who to contact in an emergency, your support coordinator, that's up to you what you put in there.

Then once it's completed, you can then download it and that's a document that you have that you can provide to any workers that are doing that position or that you can use in a number of different ways which I'll talk about in a moment.

It's essentially there then as a position description that you've developed for workers or providers that you're engaging.

I'm going to just run through a little bit of a case example here to help explain the way the Position Description Tool can be used.

This is an example of Jen and Jen’s a self-managing participant.

She's recruiting workers for the first time, so she's decided to employ her workers directly.

She fills out the Position Description Tool and uses each section to address her particular needs, like the type of support work she needs.

She talks about her relevant personal and family information and the values that she wants from a worker like, that she really values maintaining her independence, values her connection to going out to the community to do certain things, and what the tool does is it can help Jen with managing workers expectations when she does those interviews for potential workers.

In the tool, she completes the position description, responsibilities: the requirements, the capabilities, and all of those sections, and then she uses the position description that she's developed to help write her job ad, and also when she's interviewing potential people for that job of being her support worker, she can provide the position description to those candidates before interviewing them so that they know what the job entails.

Then, after hiring a candidate, Jen uses the position description with her new worker, and in this case, her new worker's name is Fran in our scenario.

She checks in with Fran at the end of each shift when she was first starting to ensure that Fran understands the position that she's doing and what's expected in that role.

Together they go through the position description and the capabilities Jen asks for, and if there's anything that she's having difficulty with and in this particular scenario that we've got here, Jen notices that Fran sometimes is stepping in to do things when Jen's not ready.

Jen can use the position description that she's already developed that Fran’s already familiar with to help describe why it's important that Fran supports Jen to be as independent as she can.

Jen can also use the tool to let Fran know the things that Fran’s doing well, ‘you know, you're doing this part really well, but you know, I have said, you know, as in the position description, you know, I've talked about how it's really important that I want to be able to do the cooking or whatever it might be myself so please just wait till I'm ready to move on to the next thing before starting it.’

The responsibilities and the requirements that are in the position description can really help Jen to outline the expectations, the skills, experience and those essential requirements that are needed to support her in her role.

They also outline the necessary qualifications that she might want from a worker, and they really can, you know, the position description can fine tune what she expects and what she's desiring in a support worker.

We feel that together the Position Description Tool can really support Jen and the relationship she has with Fran as her support worker to confirm the work, to build the trust in their working relationship by having those clear expectations.

It's a very handy tool and one that's really useful for people who are in particular directly employing their own workers or directly engaging their own workers.

The next tool that I'll talk about that we've got on our website, that's a specific section available for participants and we think is particularly useful for self-managing participants, is the Recruitment and Selection Resources that we have.

So these resources are for participants who are recruiting their own workers, but also we think that participants could actually be involved with a provider in jointly recruiting workers, particularly if a provider is specifically recruiting workers that are going to work with you.

Then you could be involved in that recruitment process and the recruitment and selection resources can be really helpful in working with the provider if you're doing that sort of thing.

All of the templates and documents can be downloaded and available as PDF and edited.as you see appropriate. And so, to get started, what you do is you select if you're a participant or a provider.

From those two options, then there's a navigation tool which works through each step of the process.

You can see on this slide here, the different steps that are in the process there that are detailed: planning your recruitment process, describing the job, choosing the way you're going to assess the different people that apply, how you advertise, shortlist making an offer, every step is laid out.

Some of the information that's in the different steps are things like how to come up with good questions and some examples of what you might consider to be a good or a very good answer to a question as well.

This could be really a useful tool when you're looking at the self-managing resources that the NDIA has as well for directly employing workers.

I'm going to just go through a bit of an example, a scenario of how these resources can be used as well.

In this scenario, we've got Tyrone, who employs his own support workers with a self-managed NDIS plan.

He has found resources on self-management on the NDIA website and there's some great resources there, like directly engaging your own staff, which have really helpful information on employment and how to employ staff and using your plan to do that.

Now that Tyrone is ready to engage his own workers, the Framework and the Recruitment and Selection Resources can help him through each step of the hiring process to find quality supports.

So Tyrone’s looking for a general support worker who could be responsive to his cultural and linguistically diverse identity in particular.

He uses the Position Description Tool and includes information about why his cultural identity is important to him, and this becomes the basis for his job advertisement where he's clear about the capabilities and the experience that he needs from workers, and as the Recruitment and Selection Resources guide Tyrone on mapping out how and when to conduct individual interviews. And as applications come in Tyrone can use the Shortlisting Candidate Scorecard, which is one of the specific tools that we've got to choose and decide which candidates he wants to interview.

As he works through the Recruitment and Selection Resources, they give Tyrone advice about issues that he hadn't considered, such as interviewing candidates at a cafe instead of in his own home to protect his privacy.

Asking a friend to sit in with him to give him a second perspective on the people that he's interviewing and also using the example interview questions that really helps Tyrone to write his own questions that are specific to his needs and interests, such as how a candidate might support him in staying involved with his local football team.

So that process then supports Tyrone.

From the first interview all the way down to doing that Letter of Offer with a Letter of Offer template that we have and he just adapts that to send to the person that he wants to employ.

Tyrone then goes to the end NDIA website self-management resources again for guidance on paying for your support, which again we have a link to on our participant page to complete that process of directly employing a worker.

So that's a little bit of a snapshot of how that Recruitment and Selection Guide can support somebody.

As we're talking about direct employment of workers, I did want to touch on the Worker Screening for self-managed participants and we do have a link on the participant page on the NDIS website as well as the Workforce Capability website as well as on the NDIS Commission’s website.

Anyone self-managing can ask workers and providers that you work with, whether they're registered or not.

If their workers are screened using the NDIS Worker Screening, and if you're a self-managed participant that's directly employing your workers, you can apply to access the NDIS Worker Screening database so that you can link your workers to you as the employer and see whether they've passed that screening or not, or if someone says they already have that screening that you can link with to check that, that screenings in place.

What the NDIS Worker Screening does and why it's a really useful screening to have, is that it not only does a Police check, so it does the Police check type part of the job, but then it also has a look at the worker a little bit more broadly than that.

If the NDIS Commission has received reports and investigates a worker, whether they're a registered worker with a registered provider or a worker that's working independently. If the NDIS Commission has done a complaints report and an investigation that showed that that worker maybe has done some something serious in terms of abuse or neglect or other things like that, the Worker Screening units have that information and can then either suspend or revoke a worker’s screening.

When you're a self-managed participant, if you're wanting to engage a worker or someone that might not be with a registered provider, but you don't know much about them, then having that Worker Screening can provide that extra level of assurance for you.

So we do encourage people who are self-managing and directly employing their own workers to take that extra step of asking for NDIS Worker Screening.

So of course the other part about being a self-managing participant, if you're directly employing workers or when you're engaging with a range of NDIS providers, whether you're self-managing or not, is how do you give feedback to workers when things maybe aren't going well or if you're trying to keep things on track.

So the Supervising for Capability Resources are a number of resources we've developed to support both people with disabilities who might be self-managing, but also it's mostly been developed to support providers in how they engage and support workers to do the best job they can.

We've developing some extra resources, particularly for participants, and particularly for people who are self-managing and directly employing their own workers.

What the supervision resources do is they provide some guidance and some practical suggestions on how, if you're engaged with a provider, a provider, the person working directly with you can all work together to have that shared understanding of what that worker’s role is and how to provide feedback.

It assists everyone to really understand how the supports and services should be delivered and how to have some discussions about how those things are being delivered.

There's some tools and templates that are available for download again that can be used as you need them, but some of the example tools that we've got are things like how a worker might self-assess how they're going with meeting the capabilities or the aspects of their job description.

For example, there's also some practical examples of different ways you can approach delivering different types of support.

There's going to be a new interactive version of this that'll be online by the end of June, but we also have some plain language resources coming very soon and templates for how a worker might assess themselves or how you might set up a Performance Agreement with a worker for self-managing participants that are going to be coming along very soon.

So we've got another just example of how that tool might work in practice for somebody.

Rhonda is a self-managing participant who wants to give feedback to her support worker Nan, and she's not quite sure how to go about it.

Rhonda reads the guide to help plan out how she might talk with Nan.

She finds some example questions that we've got in our resources to ask Nan and also some ideas on how to give constructive feedback.

There's actually a really useful tip sheet called Reflective Practice Tip Sheet, which is great for workers but also for you if you're employing directly to have an idea of how to have that conversation and get someone to reflect on their work and the guide gives suggestions on how to say things clearly.

For example, instead of Rhonda saying to Nan, I'm mostly happy with your support, a more specific thing might be saying I really like it when you check with me first before helping me with a task because I need to finish something before I can start on another one or I get confused.

Some of the examples give that real clarity on how to make something quite specific when you're giving feedback.

The guide also helps Rhonda to plan a difficult conversation about Nan being distracted on the phone.

Rhonda asks Nan: “Is everything OK? I've noticed that you've been on your phone for a bit, particularly when I've needed help and I need to make sure that I get help when I need it. Can we have a talk about what's happening?”

By having that conversation, Rhonda then finds out that Nan has been on the phone with the childcare centre and Nan acknowledges that she's been distracted and that she needs to organise those childcare outside of work hours.

The guide also helps Rhonda and Nan establish some activities like agreeing to check in at the beginning of a shift and agreeing to have a cup of tea and a chat about how things are going once a fortnight.

This helps them to work together to find areas where there's room for improvement between Rhonda and Nan.

The Working Together Guide helps Rhonda and Nan set clear expectation about what good looks like for Rhonda.

Since agreeing on how to work together, Nan as a worker feels more supported and valued, and that leads to better outcomes for Rhonda as well.

So that's the three key resources that we wanted to share with you today.

Our participant page also has other resources and all of those main things like interview question examples, some of those on supervision or how to give feedback examples we have in Easy Read guides as well.

We also have fact sheets on each of the tools and resources that you can have a look at, which are also an easy read.

And as I said before, our video and animation explainers, which are using scenarios like the three scenarios I've given today will be up on our website over the next couple of weeks.

There's also some particular resources for Aboriginal and Torres Strait Islander people and we have a couple more that again will be up by June 30th and we have our brochure and fact sheet in 11 community languages.

So our participant resource page with all of those links to the NDIA and NDIS Commission resources are live now and we've tried you'll see on the page as I showed before, tried to progress through what might be the journey for you as a participant where you're starting out by just:

‘How do I find the right provider and what can help me to do that?’

‘How do I find the right worker and then how do I give feedback?’

‘How do I know that I'm giving the right feedback?’

We also have in there the direct link to making a complaint to the NDIS Commission as well.

To find out more, you can go to the Workforce Capability website.

As I said, almost all of the resources and tools are available in PDF or Word documents that you can download as well if you prefer hard copies and we have our general Commission email there.

I'll just open up now as well and have a look and see if there's any questions that I might be able to answer as well.

I'm looking at the first question first.

Someone’s talked about what are the ways could we find independent workers?

I guess it depends on what you call an independent worker.

Some are, there are platforms that might have workers that have their own ABN and depending on what you're looking for in a worker will depend on whether that is someone that you can contract or if the role is actually more someone that you need to directly employ or employ through our another mechanism.

If you're directly employing, the Recruitment and Selection Resources talk about some of the different ways that you might use to advertise for workers.

If the sort of work that you're trying to engage with someone who is a contractor or an independent worker, then there are quite a range of different platforms that are out there, not just ones like Mable.

I know that might not be a full answer to your question, but the Recruitment and Selection Resources might be able to assist in getting some more ideas on that.

Is supervision a requirement under NDIS for therapists?

None of these are requirements, they are guidance and support materials to help you.

Although we use the term supervision, really what we're talking about is trying to help find ways that you might be able to give feedback to whoever you're engaging with, with the NDIS funding your plan.

Sometimes you might be able to engage directly, whether it's with the therapist or with a worker, to be able to give them feedback and say this is, you know how I feel you're going in terms of meeting the goals that you have.

Other times, it's actually really hard to do that and you might need an advocate, or you might want to come to the Commission directly with a complaint if you find that it's actually really difficult to give that feedback or make that complaint directly.

Some providers might have a complaints process where there's somebody different.

So some therapy organisations that might have a number of therapists, you might be able to go to a supervisor or manager that you can give feedback too.

If someone like a therapy provider is actually breaching the Code of Conduct so they're not meeting and you know there might be doing things in a way which you think is abusive, then we would highly recommend that you make a complaint directly to the NDIS Commission or to the APHRA, which is the Australian Health Practitioners Registration Authority, who take complaints directly about registered psychologists, nurses, occupational therapists, those types of therapists as well.

‘Can the Quality and Safeguards Commission print and send out for participants some of these resources?’

Absolutely.

If you email the Contact Centre then they should be able to print and post those out to you.

If employing a worker does the participant need to pay the State Government fees, so work cover taxes, et cetera.

Yes, that is the case.

The NDIS Commission, we require people to follow all of those other rules.

So I can tell you my experience as someone who directly employs workers. I use a payroll app that does all that for me, the fee for paying the payroll app. I use my plan money for and I pay the tax and the super and workers’ compensation insurance.

I'm not set up, I do have an ABN but I'm not set up as a business so to speak as I'm one person directly employing workers under a domestic arrangement.

You can also get what's called a Withholding Payment Number at WPN, but there is actually now, the Australian Tax Office has a little page for people who want to directly employ workers with their NDIS funding.

There is some answers to that question there as well.

Someone asked a question about how long it takes to complaints to resolve.

I'm afraid I can't answer that, but if you do have a complaint with the Commission, I'd recommend that you connect directly back to the NDIS Commission details, which Mel has just put in the chat there.

So the ContactCentre@NDIScommission.gov.au or calling our free call number if you have a complaint that you haven't heard anything back from.

Someone's just popped in the chat there around monitoring of support workers.

That it's important to get support to do this for some participants.

As I said right at the start, the Code of Conduct applies to all NDIS providers, workers, essentially anybody that's receiving payment from an NDIS plan, sorry, payment from NDIS funds from your plan should be able to show at any point if you ask them that they’re meeting the Code of Conduct.

The Code of Conduct, we do have an Easy Read version available now on the website and the Code of Conduct is really clear.

It talks about respect for individual preferences and expressions, the dignity of choice and control.

It talks about providing services in a safe, competent manner with skill.

It talks about not allowing abuse, neglect and that if that is seen, it should be immediately responded to as well as reported.

It talks about respect for privacy as well, so the Code of Conduct is very simple and clear and what the Capability Framework does is it explains in more detail what that looks like day to day.

If you haven't already, I really encourage you to have a look at our website.

If you want any of the resources printed, please do email us and just request we have those fact sheets and Easy Reads available.

But thank you very much for your time today and I hope that the rest of your afternoon is a good afternoon.

Thank you everyone.