



Checklist - Giving feedback to workers

The [NDIS Workforce Capability Framework](#) (the Framework) and the [supervision resources](#) will help you give feedback to workers and providers. This checklist has questions you can ask yourself as you work through providing feedback to your workers or provider.

1. Plan the conversation

What is the behaviour, skill or issue you want to give feedback on?

What questions do you want to ask the worker or provider?

When is the best time to have the feedback conversation?

Who else do you need to be part of the conversation?

2. Provide feedback

Have you described the issue and the impact on you?

Have you talked about how it made you feel?

Have you described what you need?

Have you given the worker time to ask questions and respond?

3. Confirm feedback is understood

Does the worker understand their role and what you expect from them?

Have you used the position description and capability framework to show the worker what you need them to do?

Has the worker or provider agreed to change the behaviour?

4. Identify worker learning needs

Does your worker have the skills and knowledge they need to support you?

Have you talked about what training might help them do their job better?

5. Commit to an action plan

Have you agreed on how to resolve the issue?

Have you agreed on what the next steps are?

Have you explored with the worker or provider how and where they could get training?

Have you written it down and shared it with everyone who needs to know?

6. Provide regular feedback

Have you agreed on how you will provide regular feedback?

Is there a way you can keep regular communication happening?

Do you review the job description and any service agreements yearly?

Resources on giving feedback

- Consider how you will communicate the feedback to the worker or provider. The [Giving feedback to workers and providers](#) tip sheet has tips and practical examples on how to provide feedback.
- Reflect on the issue and think about what questions you might ask your worker when you give feedback. Download the [Reflective Practice Tip Sheet for Supervisors and Workers](#) for tips on having reflective practice talks with your worker.
- Visit the [Setting up the Supervision Relationship: A Guide for Participants who Supervise Workers](#) for advice on setting up a good relationship to give feedback.
- Visit the [Having conversations with workers: A guide for NDIS participants](#) to help you check in and share regular feedback.
- Visit the [Supporting workers to learn: A guide for participants who supervise workers](#) to help you understand the learning needs of your workers and provide ideas on how to support your worker to get training they need.
- View the [How you can make sure your workers give good support](#) and the [How to talk to your support worker](#) Easy Read resources for further help on how to talk with your workers and agree on the way they work with you.
- If you directly employ workers, you can provide feedback to your worker on how things are going using the position description you created with the [Position Description Tool](#).
- You can use [the Framework](#) capabilities to help describe the expected attitudes, skills and knowledge required by the worker.