



Tip sheet - What to do when support needs change?

The NDIS Workforce Capability Framework (the Framework) describes ‘what good looks like’ for participants when they receive NDIS supports and services. Use the Framework to identify what the behaviour, skills and knowledge your worker or provider should have.

When your needs change you may need to change:

- The way your support is provided by workers
- The skills and knowledge workers and providers have
- The workers or providers.

Change the way support is provided

Provide feedback to workers

If your supports needs have changed and workers need to support you differently, you can use the [supervision resources](#) to help you. They give tips and examples to help you talk to workers about the way they support you. For example:



Terri’s doctor changed her medication and she now has to take tablets at dinner. Terri has regular check in’s with her workers. She tells her workers about the change to her dinner routine in her regular check in’s.

Providing regular feedback is a way of making sure your workers are supporting you well and building a good relationship. You can use the [Giving feedback to workers and providers](#) tip sheet and the [Giving feedback to workers](#) checklist for ideas of how to provide feedback.

Support workers to get training

If your support needs have changed, you may need your workers to be trained in new skills.

The change might mean workers now need to deliver high intensity daily personal activities, or a behaviour support strategy. There might be new Assistive Technology item that workers need training in.

For example:



Example 1: Thalia has changed from using a manual wheelchair to having an electric wheelchair and using a new hoist. She organises an occupational therapist to check the skills her workers have on using a hoist. The therapist provides training in the new equipment and transferring safely.



Example 2: Melanie's Behaviour Support practitioner has a new strategy to help Melanie stay calm in the car. Melanie makes sure each worker gets time with her practitioner and is listening to her give feedback on the strategy.

The guide [Supporting workers to learn: A guide for participants who supervise workers](#) can help you plan the way you check your workers skills and work with them to get the right training.

You may need to review and change the position description for the worker to show the new skills needed. You can refer to the [Position Description Tool](#) if you need to create a new position description.

Get new workers

If your change in support means you need new workers, you can use the [Recruitment and Selection Guide](#) to help employ new workers. For example:



Ang is planning to move into his new home that is over an hour away from where he currently lives. He needs to find workers and providers who can support him in his new home and help him get to know his new community.

If you use a provider, you can have a talk to your provider about whether they have other workers that can support you.

Your service agreement might change if your supports change. For more information, visit the NDIA's website on [Using your service agreement](#).

You can visit the Frameworks [website](#) for resources to help you find a NDIS provider that suits you. You can also check which workers and providers have been banned or must improve.

Change your NDIS plan

If your personal circumstances have changed significantly and it might affect your NDIS Plan, you can let the National Disability Insurance Agency (NDIA) know of your situation. For example if your health needs change permanently or your family support changes.

Visit the NDIA website for more information on what to do if you have a [change in circumstances](#).