

NDIS Workforce Capability Framework Participant Workshop

8 June 2023



Acknowledgment of Country

The NDIS Quality and Safeguards Commission acknowledges the traditional custodians of the land on which we work. We pay our respects to their Elders past and present and we believe that as Australians we can all work together to make a meaningful difference to the lives of Aboriginal and Torres Strait Islanders with disability as we work together for a more inclusive society for all.

The artwork pictured was developed during NAIDOC week 2022 by the artist Natalie 'NJ' Mudford. Natalie is a proud Wallabaloola and Pajong woman, from Ngunnawal and Wiradjuri country. Her artwork combines the handprints of the Commission's Brisbane-based staff and symbols to represent community and connection, and each person's unique contribution. The artwork is reproduced with the artist's permission and licensed for the Commission's use under the **Creative Commons Attribution 4.0 International License**.

The NDIS Commission released the NDIS Workforce Capability Framework in 2021.

The Workforce Capability Framework:


- Is interactive, online and describes the attitudes, skills and knowledge expected of all workers funded under the NDIS.
- Is written from the perspective of the NDIS participant.
- Establishes a shared language of ‘what good looks like’.
- Translates the NDIS Code of Conduct and Practice Standards into observable behaviours and capabilities for workers at all levels.



Our Relationship

Your Impact

Support Me

 **Be Present**


Check In

View all objectives

- Be responsive and flexible in how and when you provide support to me.

Manage health and safety

- Check in with me to understand any intermittent conditions I may have and what I need you to do if they occur.
- Support me to access preventative and responsive health, dental and other mainstream or community services to support my health and wellbeing.
- Be alert and take action if you notice that I am uncomfortable, distressed, apathetic or in poor health.
- Identify potential or actual risks to my safety when they arise in the moment and work with me to respond.
- Escalate a situation when I am at risk and you are unable to, or should not, respond yourself.



Be Present

Be present and provide the support I need

Core Capabilities

- Observe and respond flexibly to my changing needs
- Manage health and safety
- Engage and motivate me
- What you know

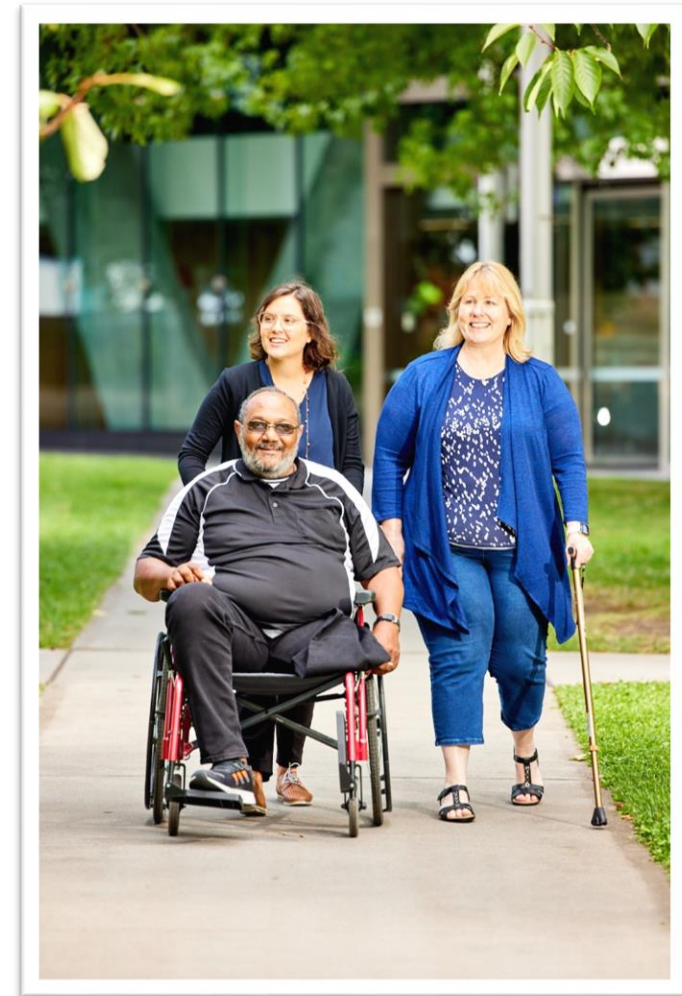
**General
Support
Work**

Be Present

**Manage
health and
safety**

For participants

- Establishes a shared language of ‘what good looks like’
- Tools to support participants guiding and providing feedback to providers and workers
- Easy Read resources, factsheets, videos and animation explainers with examples.

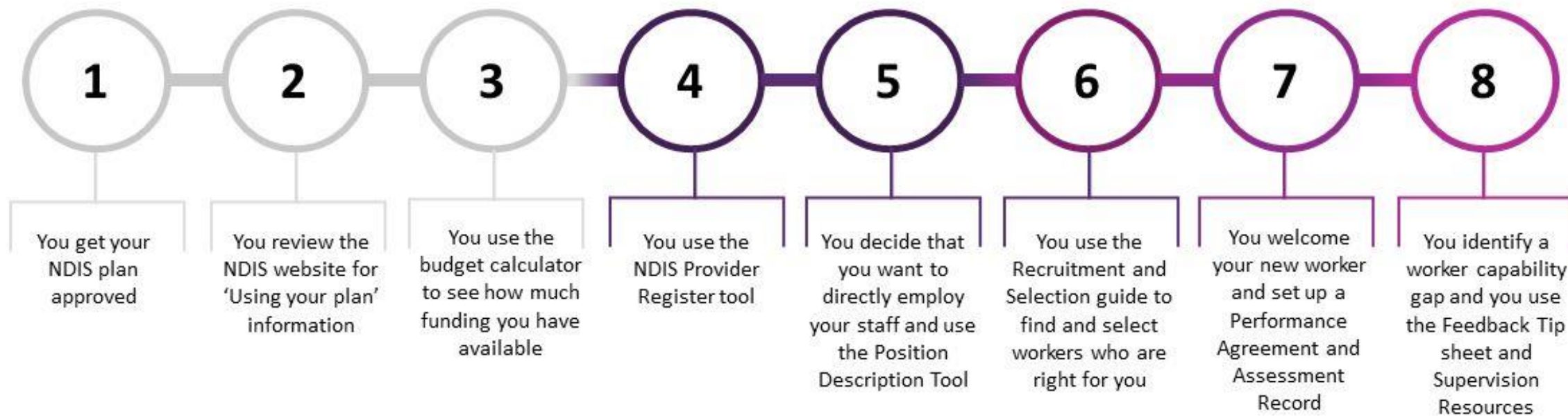


Tools and guides developed to support the use of the Workforce Capability Framework:



Participant Journey

using the Framework



Participant page

- Find supports that suit me
 - Find a NDIS provider
 - Engage a worker
- Guide my supports
- Easy Read
- Other resources – Auslan, animations etc

Tools

- Position Description Tool
- Recruitment and Selection Resources and
- Supervising for Capability Resources

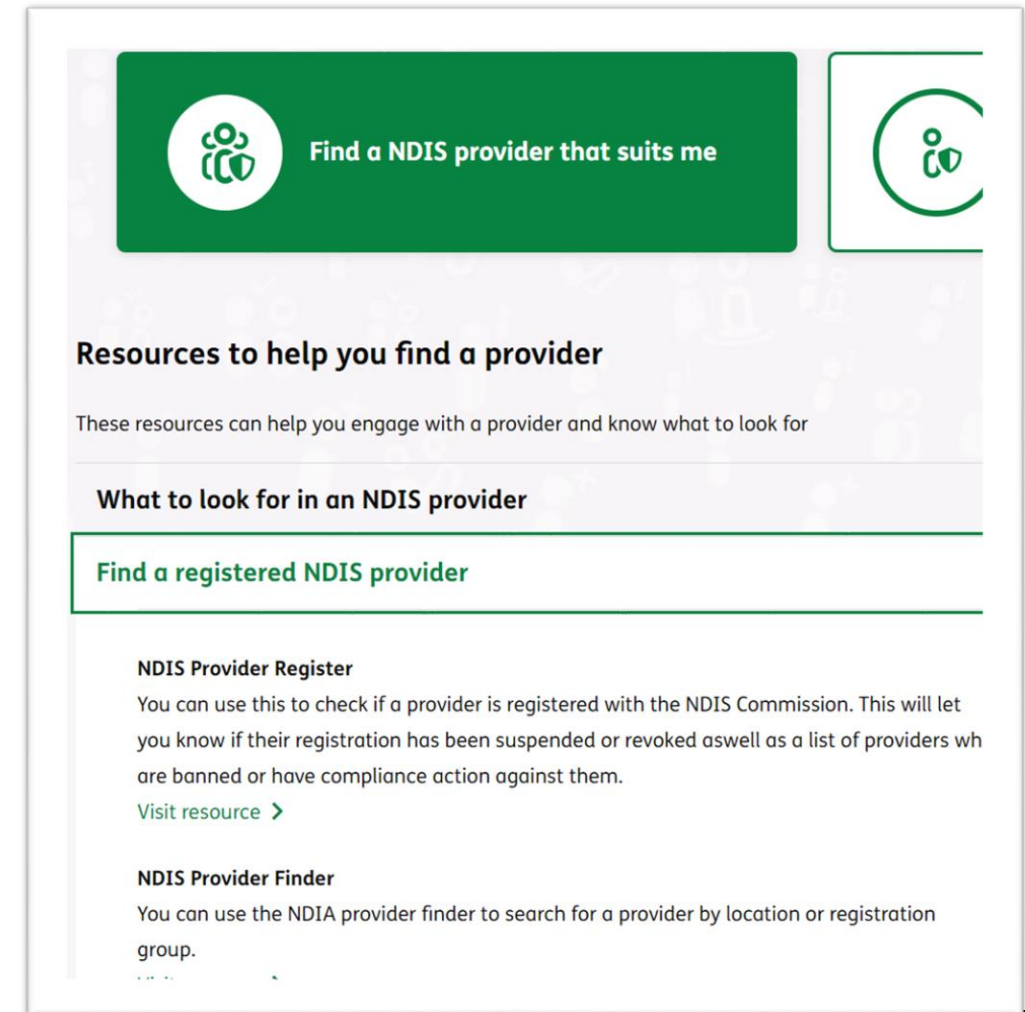
For participants

We have developed a number of tools and resources to help you find, guide and manage your supports. You can access Easy Read resources and watch videos and animations below.

Participant journey



- **NDIS provider register:** See if a provider is registered with the NDIS Commission, or if their registration has been suspended or revoked, or if a providers or a worker is banned.
- **Find an NDIS Behaviour Support Practitioner tool:** Find a practitioner who is considered suitable by the NDIS Commission.
- **NDIA plan implementation directory :** Information to help you make your own choices about how to use your NDIS plan.
- **NDIA find a provider tool:** Information on finding providers and a tool to search for active providers.
- **NDIA self management resources :** Information to support self-managing participants to implement their plans.



The screenshot shows a webpage with a green header bar containing a circular icon with three people and the text "Find a NDIS provider that suits me". To the right is a circular icon with a person and a shield. Below the header is a section titled "Resources to help you find a provider" with the subtitle "These resources can help you engage with a provider and know what to look for". Under this, there is a section titled "What to look for in an NDIS provider" which contains a link "Find a registered NDIS provider". Below this link, there are two sections: "NDIS Provider Register" with a description and a "Visit resource" link, and "NDIS Provider Finder" with a description.

Find a NDIS provider that suits me

Resources to help you find a provider

These resources can help you engage with a provider and know what to look for

What to look for in an NDIS provider

Find a registered NDIS provider

NDIS Provider Register
You can use this to check if a provider is registered with the NDIS Commission. This will let you know if their registration has been suspended or revoked aswell as a list of providers wh are banned or have compliance action against them.
[Visit resource >](#)

NDIS Provider Finder
You can use the NDIA provider finder to search for a provider by location or registration group.

- Guides the user to develop a capability based position description using the Workforce Capability Framework.
- Two versions available, tailored to provider and self-managing participant needs who hire their own workers.
- Automatically loads relevant capabilities based on the position information entered.
- Can be downloaded and saved for further editing.

What is your situation?

There are two different versions of the tool. Please select the relevant button for you



NDIS participant

You are an NDIS participant or a family member/carer who manages workers



NDIS provider

You are employed

Position title

Tip:

- A wide range of support positions are funded under the NDIS.
- Applicants typically use the position title as their starting point when looking for a suitable role.
- Consider the search terms a potential applicant might use when looking for a position.
- Select clear and simple words that are commonly used in the disability sector, for example "Disability Support Worker", or "Team leader".

Disability Support Worker

Position purpose

What is the purpose of the position?

This is where you can briefly describe the overall objectives of the position to support you to achieve your goals. For example: The role is to support me with my day-to-day activities including getting ready for work, preparing meals and participating in community activities.

You don't need to describe the full list of responsibilities and tasks. This is covered in the "Key Tasks and expectations".



SITUATION Jen is a participant who is recruiting workers for the first time. She needs to write a Position Description, and a job ad. Jen wants to check in with her new worker, Fran, at the end of each shift.

TOOL IN PRACTICE Jen fills out the Position Description Tool. In the tool, she completes the position description's responsibilities, requirements and capabilities section. Jen uses the position description to help write her job ad and provides a copy of the position description to candidates before interviewing them. When Jen needs to give feedback to her new worker Fran, Jen refers to the position description to help her describe what is important to her.

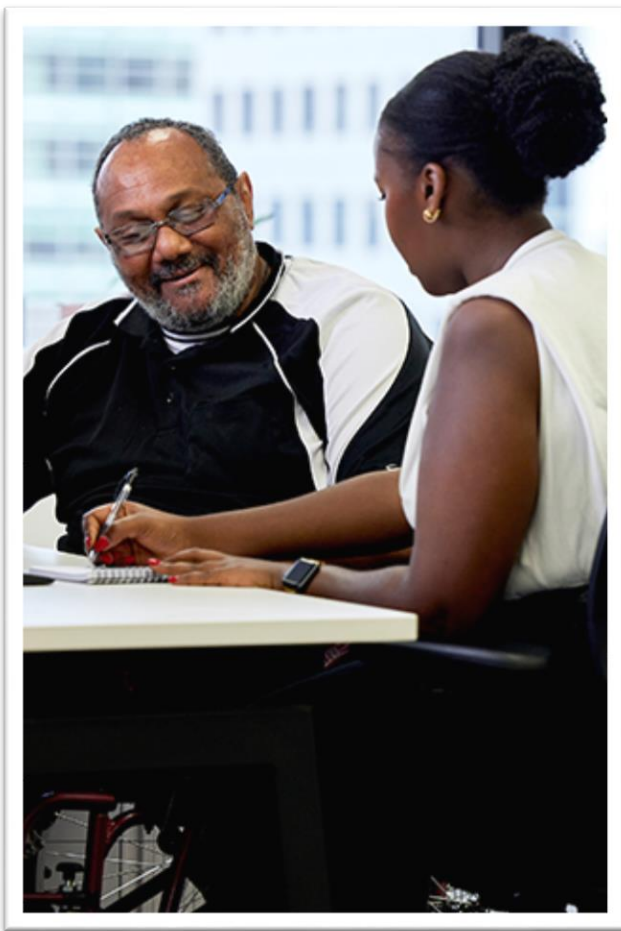
IMPACT The responsibilities and requirements in the position description helps Jen to outline expectations, skills, experience, and essential requirements needed to support her.

Together Jen and Fran are able to use the Position Description Tool to review the position, confirm the work, and build trust in their working relationship by setting clear expectations.

- Provides step-by-step guidance and tips on taking a capability-based approach to recruiting and selecting workers.
- Two versions available, tailored to provider and participant needs.
- Providers are encouraged to involve participants in recruitment of workers.
- Provides information and questions to ask for each stage of the recruitment process.
- Includes practical tips, downloadable resources and templates, including interview templates, assessment scorecards and a letter of offer template.



Case example - Recruitment and Selection



SITUATION Tyrone employs his own support workers with a self-managed NDIS package.

He found resources on self-management on the NDIA website.

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

IMPACT The example interview questions helped Tyrone to write his own questions that were specific to his needs and interests, such as how a candidate would support him staying involved with his football team.

The process supported Tyrone from the first interview down to a final letter of offer template that he could adapt and send to the successful candidate.

- NDIS Worker screening checks whether a person who works, or seeks to work, with people with disability poses an unacceptable risk of harm to them.
- You can ask an individual who is an unregistered NDIS provider and workers who provide your supports and services to have an NDIS Worker Screening Check.
- You can ask your Provider if their workers have an NDIS Worker Screening Check.
- Self-managing participants can apply to access the NDIS Worker Screening Database to support the NDIS Worker Screening Check.
- [Worker Screening information \(self-managed participants\) | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au/worker-screening)

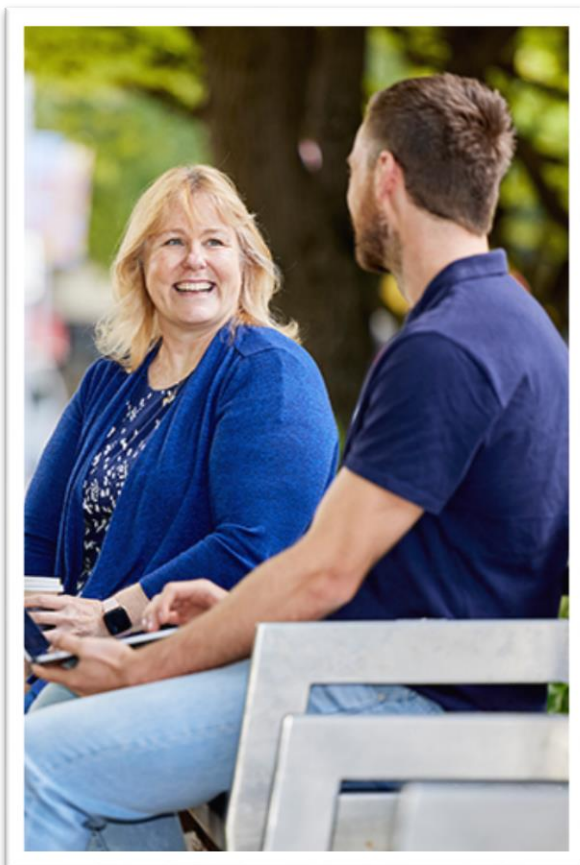


Supervising for Capability



- Supervision resources provide guidance and practical suggestions to help NDIS participants, service providers and support workers to work together.
- Assists everyone to understand how supports and services should be delivered.
- Assists with discussions about how workers are delivering supports.
- Tools and templates to assess capabilities
- Practical examples of approaches suited to workers delivering different types of support.





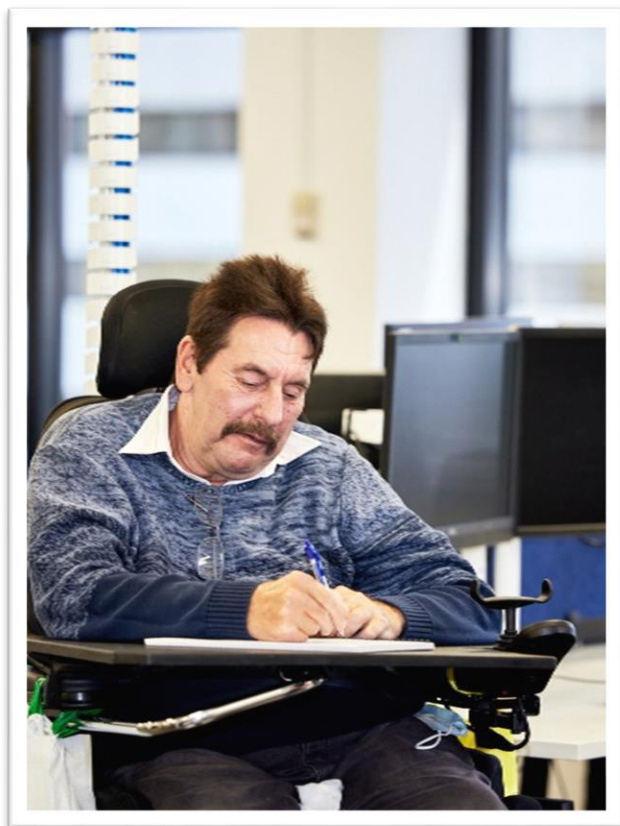
SITUATION Rhonda is a participant who wants to give feedback to her support worker, Nan, but is not quite sure how to go about it.

TOOL IN PRACTICE Rhonda reads the ‘Working together’ guide to help plan out her talk with Nan. She finds example questions and ideas on the best ways to give constructive feedback.

Rhonda asks Nan: “is everything ok? I need to make sure I get help when I need it, can we talk about what’s happening?”

IMPACT Rhonda and Nan establish 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.

The ‘Working Together’ guide has helped Rhonda and Nan set clear expectations for ‘what good looks like’. Since agreeing on how to work together, Nan feels supported and valued, and that is leading to better outcomes for Rhonda.



SITUATION Vinny wants to provide feedback to his worker Amy on some privacy concerns.

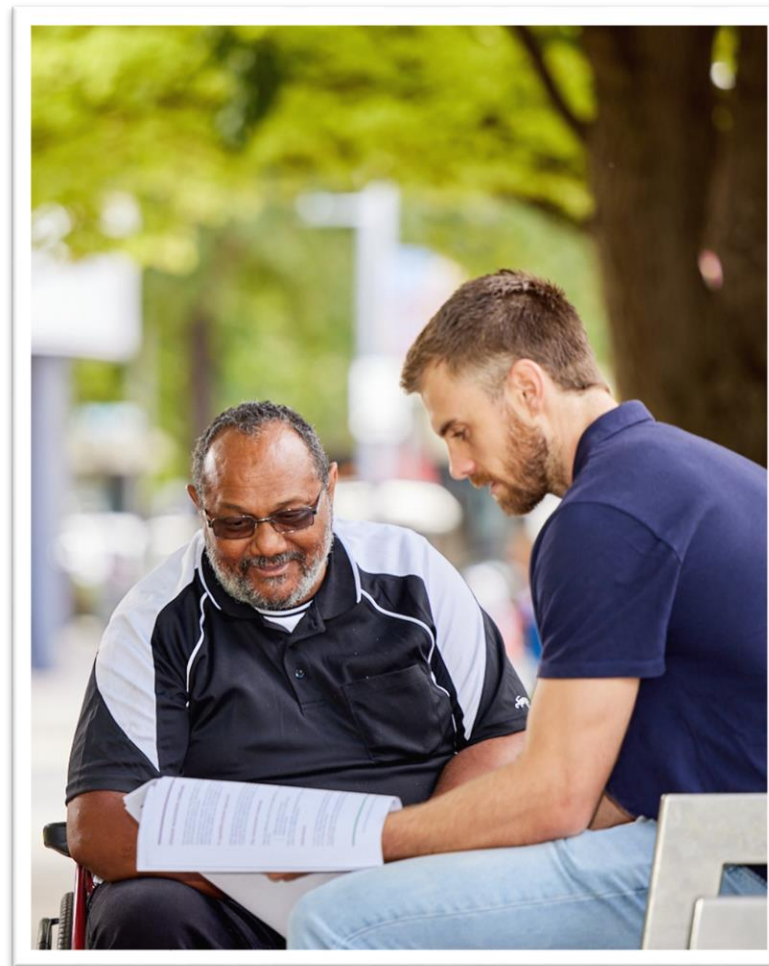
TOOL IN PRACTICE Vinny uses the [Workforce Capability Framework](#) to look at the capabilities his worker should demonstrate. This helps Vinny when he speaks with Amy to give feedback in a productive way.

IMPACT Vinny lets Amy know she is doing a great job in all other areas, he just needs her to remember that his privacy is important.

Other resources for participants include:

- Easy Read guides
- Factsheets.
- Videos and animation explainers
- Resources for Aboriginal and Torres Strait Islander peoples
- Brochure and fact sheets in 11 community languages.

Participant resource page with links to NDIA and NDIS Commission resources are live now!



NDIS Workforce Capability Framework

- workforcecapability.ndiscommission.gov.au
- contactcentre@ndiscommission.gov.au

General NDIS Commission enquiries

1800 035 544

(free call from landlines, call charges apply from mobile phones)