NDIS Workforce Capability

NDIS Quality and Safeguards Commission

NDIS Workforce Capability Framework Participant sessions

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**.

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Workforce Capability Framework

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.

NDIS Workforce Capability Framework

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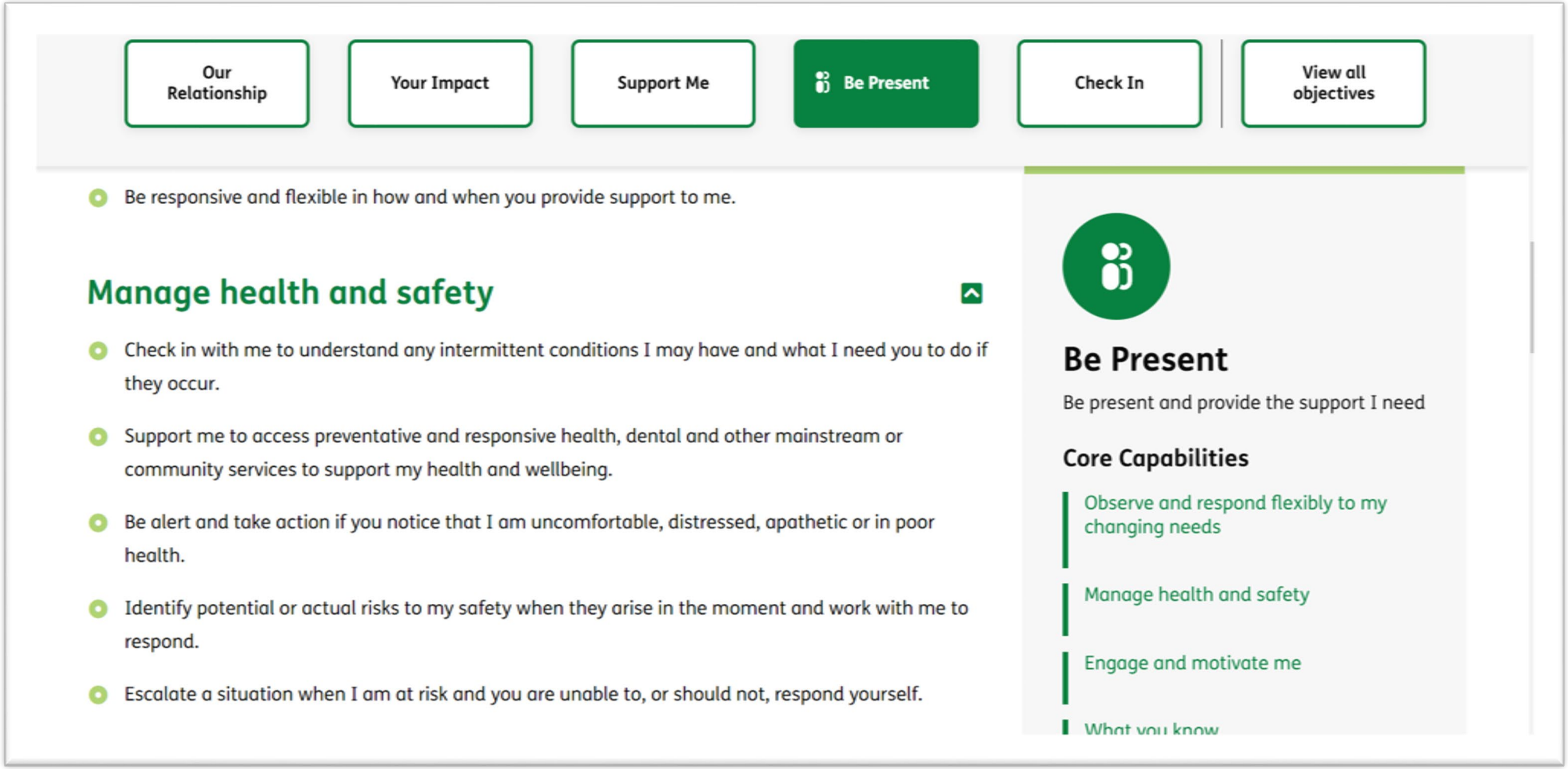

General Support Work

Be Present

Manage health and safety

Purpose of the Framework

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.

Supporting tools and resources

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

NDIS Workforce Capability

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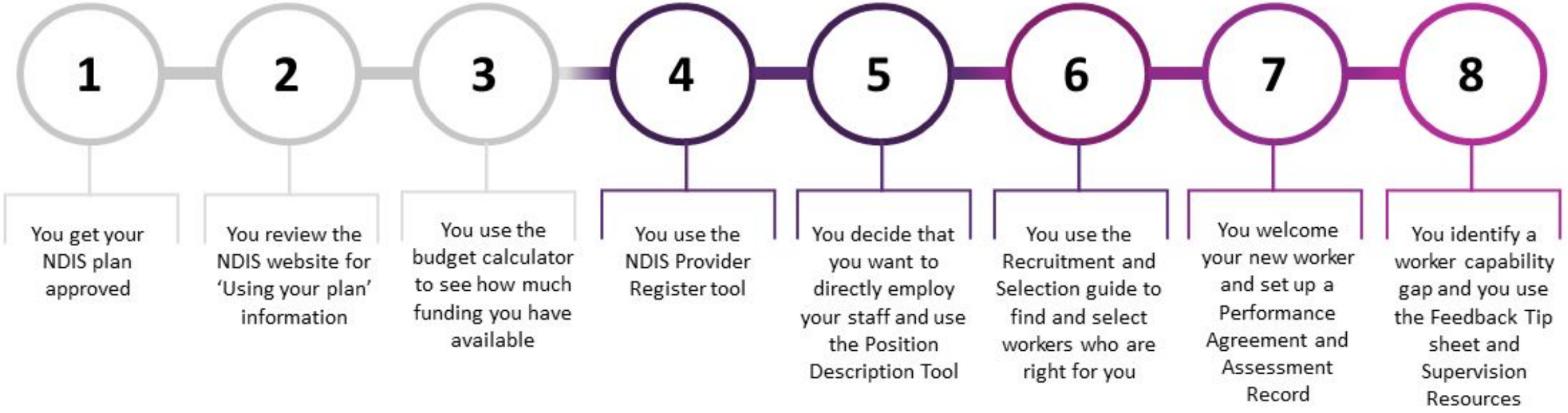
Participant Journey

using the Framework



Participant resources

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

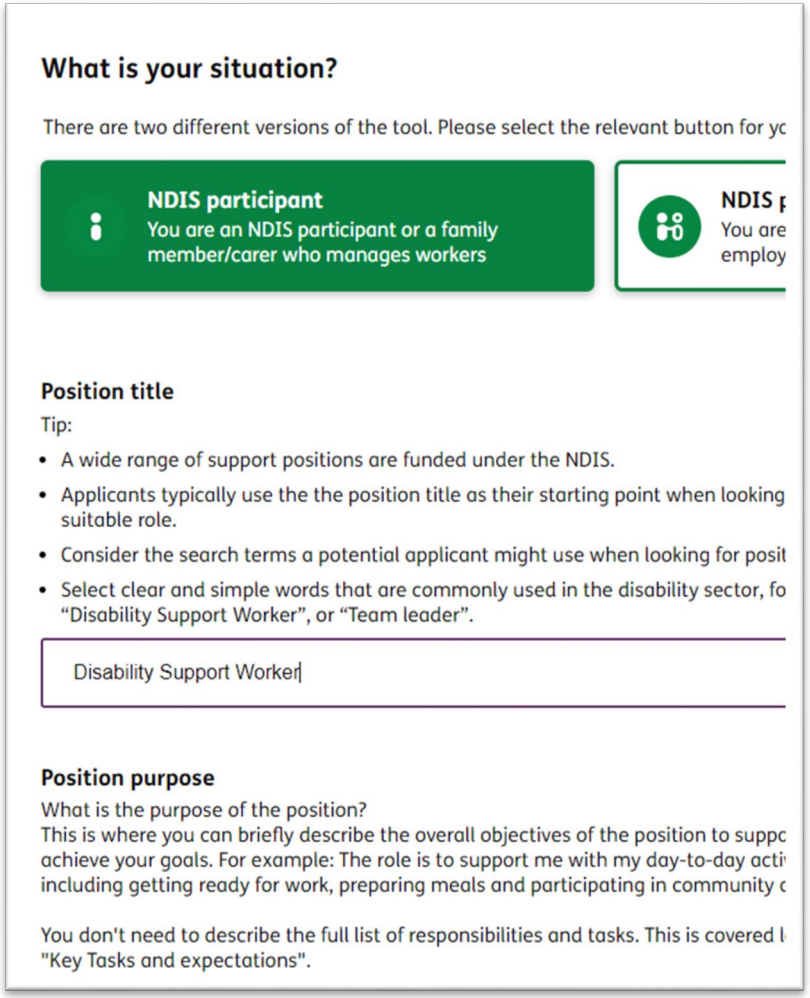
- Position Description Tool
- Recruitment and Selection Resources and
- Framework and Supervision for Capability Resources

Participant resources – find support

- **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 workers 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.

Position Description Tool

- 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.



Case example – Position Description Tool

SITUATION Jen is a self-managing 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.

Recruitment and Selection Resources

- 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.

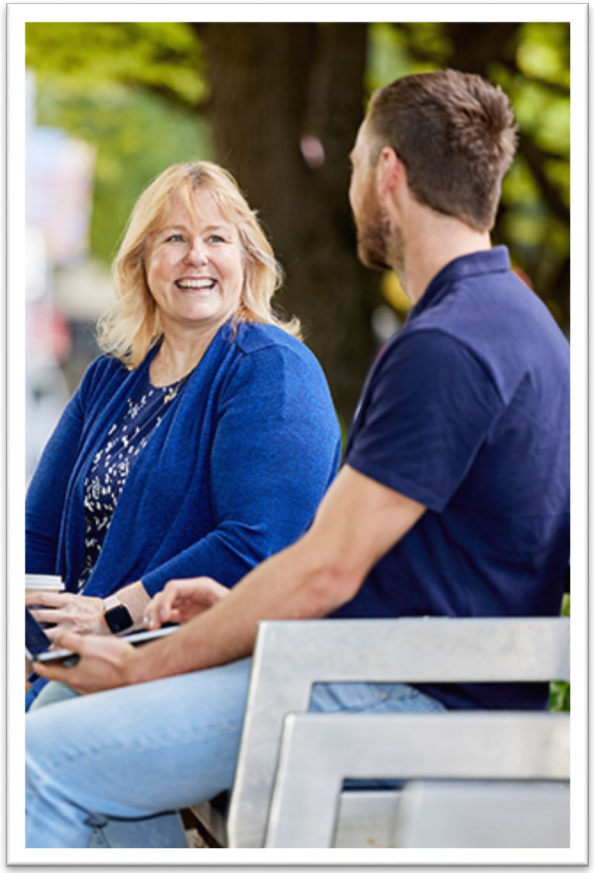
Worker screening – self-managed participants

- 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.
- 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)]

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.

Case Example – Supervising and feedback



SITUATION Rhonda is a self-managing 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?"

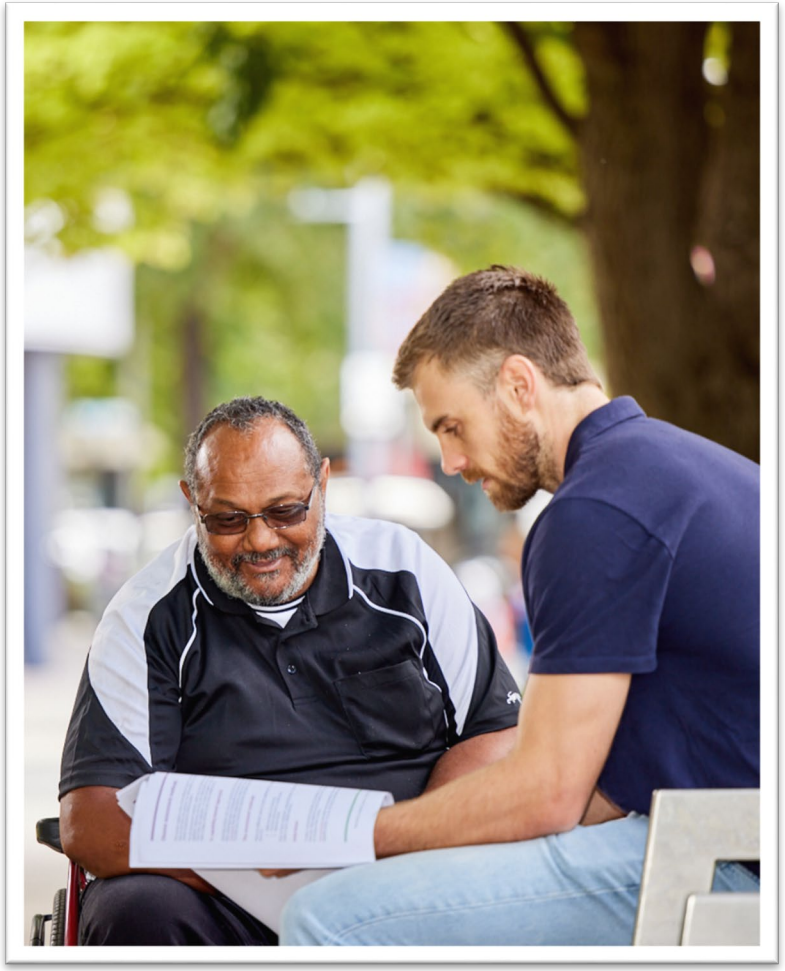
IMPACT Rhonda and Nan establish activities like agreeing to check in at the beginning of a shift, and agreeing to have a cup of tea and a chat about how things are going once a fortnight.

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.

Other Participant resources available

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 live now!

Find out more

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)