**NDIS Workforce Capability Framework workshop: provider session**

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So thank you for joining us today. My name is Melissa Raassina. I'm an Assistant Director with the Worker and Provider Quality team with the NDIS Commission.

So before we go any further, I'd like to pause and just acknowledge the lands on which we are meeting across the nation today. So I'm coming to you from the land of the Yugambeh and Jagera peoples here in south of Brisbane. I pay my respects to their elders, past and present, and I extend that respect to Aboriginal and Torres Strait Islander peoples present. I would also like to acknowledge all people with lived experience of disability and the experience of the people who are supporting people's disabilities today.

So shortly, I will introduce today's speaker, Sam Jenkinson, but first I'd like to give you a quick introduction to the Framework, so I know some of you may have joined us for our last set of workshops and we'll try and keep this brief and we will try and cover other areas that you have not heard of before and just show you some different things to do with the Framework, tools and guides. So today’s session, we are focusing on the Position Description Tool and the Recruitment and Selection Resources.

But first, I'll give a quick overview of the Framework for those attending their first workshop. Or maybe you're just not quite familiar with the Framework.

So the NDIS Quality and Safeguards Commission created the Workforce Capability Framework to support the improvement of services and quality of supports in the NDIS, the Framework was created as an interactive, online tool and its purpose is to show what the capabilities are for all workers funded under the NDIS, and by capabilities we mean those observable behaviours, skills, attitudes as well as the knowledge that a worker should have. So the Framework is really a tool to help build the capacity of providers, workers and participants in the NDIS and to help get that shared language of what good looks like when we're looking at providers, continuous improvement and building a quality workforce within the NDIS.

So you may or may not be aware the Framework is connected to the Code of Conduct which all workers and NDIS providers must adhere to under the NDIS Legislation. All workers, even those directly employed or sourced privately, are expected to meet the Code of Conduct. And the Framework doesn't just translate the Code of Conduct, it also connects back to the Practice Standards which registered providers need to adhere to as well. And it does that by describing what quality can look like from the perspective of the person with disability.

And so you'll see the diagram on the screen, which shows four different areas that the Framework can support you with, and you'll see in the top left, ‘workforce planning,’ next to that, ‘workforce development’ and then below, ‘career planning’ and ‘recruitment and selection’. And the reason they're all in that circle is so you can see that these areas link together to provide a whole suite of tools, guides and resources needed for workforce planning and development. And it's exciting that now all of our tools and guides are all now published, along with supporting resources and some new resources on our website.

So, this is just a quick screen grab of what the interactive Framework looks like. So what you can expect, and you can see that the capabilities are described in a way that they can be useful when providers and participants are supporting workers to know what they should be doing. So the capabilities in the Framework are available for all levels from general support work up. And so today we've chosen to show you the capabilities for supervision and frontline management. And the capabilities on the screen you can see describe the expectations of supervision and frontline management in ‘supporting health and managing risk’ specifically, and so that covers things in a snapshot, such as ‘ensure that workers understand their role and responsibilities in supporting participants to keep themselves safe and healthy, including accessing routine health screenings and preventative healthcare’. Also, ‘ensure workers understand their responsibilities and can support participants to exercise their rights, including processes, to provide feedback and lodge a formal complaint’. And just one last one, I'll share is ‘to build workers’ capability to support positive risk taking and to work alongside participants to implement individual safeguards that enable choice and manage risk’.

There's also a section for senior management leadership underneath ‘established systems to support health and managed risk’. And as mentioned, the Framework not only describes these expectations of supervision and management, but also from general support worker upwards, so it's very useful at all levels of your career.

Now I’ll just quickly run through the tools and guides that we've developed to support the use of the Workforce Capability Framework, and so all of these pull in the capabilities from the Framework. So you have the Workforce Management and Planning Tool and the strategy document; we have the Position Description Tool which we’ll be speaking about in more detail today. We also have the Recruitment and Selection Resources, which is part of today's discussion, but then we have the Self-Assessment Tool for Potential Workers; the Career Options Guide, the Supervision for Capability Resources and the Training for Capability Guide.

So quite a suite there of different tools and guides that can help workers, providers and participants. Now I'm going to hand over to the Director of Worker and Provider Quality, Sam Jenkinson and she will also pause in case there's any questions at this point.

Hi everybody and welcome to the session today. So as Melissa had said, we've got the range of tools that we've got available there, but we do want to share with you a little bit of a video next as we talk about the Position Description Tool. And the Position Description Tool is one of our key, um, very simple interactive tools that can support both providers and participants in being able to use the capabilities in the Framework in a very practical way looking at that job description of a worker. So here's a little one of our video slide series which are now available on the website to give an overview for you.

**You can view the video here with captions:** [(2) NDIS Workforce Capability Framework Position Description Tool - YouTube](https://www.youtube.com/watch?v=Cq0jBfq89dA&list=PLFgDbrzQXfs_Lvis42LOv7JMl8Vmwq1ye&index=27)

As you can see, we start with the Position Description Tool because it is quite clear and simple and really does bring that very initial thinking about how you might use capabilities in the way that you do things. And starting with job descriptions, which is one of the core things that many providers use is a great place to start. So what the Position Description Tool does is, it supports participants and providers to build their position descriptions.  
But it does that by using also the capabilities that are already in the Framework. So we have a tailored interactive tool, one for participants and one for providers, and the idea is that by aligning your position description with the Framework's capabilities, you're then set up to have that capability-based approach to the way that you're providing feedback to workers engaging with participants.

And that consistency across what you're expecting from workers as well. So it is an interactive tool, this one, which means that it's something that you can fill in online and then it downloads for you into a PDF or a Word document that you can use yourself.

I hope you can all see on your screen now the Workforce Capability homepage.

And the Position Description Tool is either under providers with a lot of the provider resources or you can also access it from the resources page.

So there's a little bit of information here about the Position Description Tool itself. And there is also a downloadable user guide, one for participants and one for providers. But today we're going to show you a little bit more about what it looks like in practice.

So you can see here how the first thing that you do is choose whether you're interacting with the tool as a participant or a provider.

And when you do interact as a provider, there's the opportunity for you to add in not just your organisation's name, but also you can add your company logo, which will then automatically go on to the position description that is downloaded.

And just so you can see the difference between what you might put in as the job tasks or duties, and then how that interacts with the capabilities in the Framework, I'll just show you here how.

There's a lot of space here and you don't have to fill out everything, but for having a clear sort of title that you might use consistently.

The purpose of the position. And then when you choose the type of work, that's when the particular capabilities get added.

So I'm just going to put in a couple of things here so we can show you what happens on the next page.

When we choose general support work. And then you can also add in additional capabilities. So for example, if you were a provider that was supporting quite a number of participants with Aboriginal and Torres Strait Islander identity a group of culturally and linguistically diverse people with disabilities. And that might be, say, you were wanting to get the position descriptions for maybe some people that were living in shared supported accommodation together or you might be in particular provider that's working in the NT or far North Queensland or remote NSW or WA where you have large group of your participants who might meet those particular identity characteristics.

And then you might tick that box. If you were recruiting, and I'll just keep going with that example of recruiting workers for a particular home setting for, say two or three people that were living in a shared house together. You might also think that it was really important that those participants say they need to know that their workers can support them to implement their medication plans, or that the workers need to be able to support participants to implement their positive behaviour support plans.

So you can add in those additional specialised capabilities into the job description.  
There's space here for information about your organisation. The overview of the organisation, what are the things that are most valuable, the values of the organisation?

And so we have some examples there such as: committed to social justice and strengthening community. Whatever those values might be that pertain to your organisation is where you can put those.  
And again the work location and that example, if you were recruiting specifically workers for a group of people living in one house together, then you might have the work location such as that suburb in there to ensure that when you're using that position description say for recruitment that you, that it's clear where the job might be or this might be a job description that's more generic or general. But we would encourage that this is an opportunity where you could tailor job descriptions and position descriptions, particularly to particular participants or particular settings that you might have if you're a provider with a number of outlets or supporting people say in a number of accommodation settings.

Then there's also space there for the key contacts of the organisation, so that might be where there's a direct supervisor or team leader role.

And then the different work settings, and there is some examples there or you can add your own as well there if it's something different to what's in that list.

We encourage people to add in if there isn't award involved into the pay and award conditions and the type of employment and working hours, etcetera. So all of those things can be tailored specifically for your organisation.

And then again, the key accountabilities and responsibilities there. Again, with the essential requirements, there is some drop downs which you can add or you can add your own extra things. We would, of course, encourage the NDIS worker screening, although that is for risk-assessed roles, we would encourage that that's used as much as possible across all the workers in your organisation.

As I said before, you can sort of fill in or not fill in depending on the position and which bits are related there. But as you can see it covers off everything. So when you're position description is downloaded, these capabilities will actually be then listed in the position description. So these are the core capabilities for general support work. If you've chosen advanced support work or supervision and senior leadership, um, those different capabilities would be put in that position description in this section here.

There is an opportunity to then review what is in the position description and make sure that all your information is correct under each of those areas. And you can see here under the Capability Framework and this is what will be generated and automatically put into the position description, uh, all of the core capabilities as well as the particular aspects of the additional capabilities that we added in, so those ones are down the bottom here around being responsive to Aboriginal and Torres Strait Islander identity and participants, supporting participants to implement their medication plans and implement positive behaviour support plans. And then by clicking on generate you get the actual position description ready to download into a Word document.

Because I haven't filled that one in, I'm not gonna go into the detail there, but that just gives you a bit more of an idea of how the position description works. And I think what's key there is that the capabilities that are generated in the document are not necessarily the same as the specific tasks that a person might be doing in their position. So that's a reminder that the capabilities are very much about the attitudes and the behaviour as well as the skills and knowledge that someone might be needing to show, and that then you can use to check against when you've built that supervision relationship as well.

It's also great for the Position Description Tool to be used when you're doing recruitment, so I'll just stop sharing and we'll go back to our slideshow.

Actually, it's a few questions, Sam, about the PD tool in the chat and the Q&A. So firstly in the chat, there is a question, would these position descriptions be helpful to add to participant reassessments?

If a participants needs have changed or you're becoming aware of different um needs that you might have with a participant that you can then refresh the position description if there were extra additional capabilities. So for example, if, um, the position description that goes with the worker for a particular participant and that participant then had a behaviour support plan in place, then that would be needing to have a look at redoing the position description to include that additional capability. So absolutely, once it's downloaded it's up to then to you then how much you use it and you can come back and you know refresh, redo, um, whenever you might need to.

Are these position descriptions available for support coordinators also?

The Capability Framework core capabilities, um, we believe run across the board, so those core capabilities, particularly the capabilities around upholding rights, effective communication apply to support coordinators as much as they do to general support workers. And there is also the additional capability of supporting a person to implement or to coordinate their supports. Which is very much aligned to the support coordination role. So yes, they can be tailored for support coordinators also.

And there's just a few in the Q&A as well. So the first one is keen to hear about minimum requirements for roles such as qualification, minimum requirement, first aid, CPR, etcetera.

Yeah, so the NDIS Quality and Safeguards Commission don't specifically say somebody must have, that all workers must have a particular qualification, because the Practice Standards apply across such a wide, diverse range of types of supports.

What the Practice Standards talk about is that, as a provider, you're ensuring that workers have the right skills, qualifications, training and competency to deliver the supports that are being delivered for the participants. So if you're working, for example, with people with high intensity health support needs, then the expectation is that workers would be trained in the most relevant things for those types of supports, and in that case, first aid, for example, might be a very relevant qualification and as a provider you might have that in as one of the essential elements for that position description. So you can add in those absolutely essential elements that relate specifically to the role.

So the Position Description Tool could be used by both registered providers and providers that aren't registered but still have to comply with the Code of Conduct. So that's where, for example, something like NDIS worker screening, there are some rules where that is an essential requirement. Any role that's risk assessed, for example. And so that should that sort of must be in ther’ as an essential requirement for those roles, whereas there are other roles where that may not be an essential requirement, but as a provider, you might be and we would encourage this in supporting all your workers to have that NDIS worker screening.

So I hope that makes a little bit more sense of that question, because obviously there's a range of providers out there doing lots of different things. So it really does depend on the type of supports that you're delivering as to what you might put in as essential for that role.

Great, just two more in the Q&A. Um, supervision resources are great. Thank you. But is there any plans to develop a supervision meeting template to support managers in conducting supervision? I note there was one developed by Care Careers in conjunction with NDIS, which would be great for providers.

Look, that's something we can absolutely look into. We're always keen to see where else we might be able to develop some resources that can support uptake of the tools.

So thank you very much for that suggestion, but yes, we're always looking to see how we might be able to improve things.

So we might move on to have a look at the Recruitment and Selection Resources and we'll also have some time again for some more questions as well. But this is just another one of our short slide videos which we now have available and this one is a little bit of an overview of that recruitment guide that we have.

You can view the video here with captions: [(2) NDIS Workforce Capability Framework Recruitment and Selection Resources - YouTube](https://www.youtube.com/watch?v=PWCU8ejg-nM&list=PLFgDbrzQXfs_Lvis42LOv7JMl8Vmwq1ye&index=26&t=8s)

I'm going to go to the website in a moment, but did wanna just talk a little bit about the Recruitment and Selection Resources that we have. So this is a little bit different than the Position Description Tool as this is more of a guide that you can go through that takes you through each step of what might be a recruitment process. And again it has that tailored view where there's one set of guides that is for participants that might be self-managing and another set for a provider, but there's a lot of similarities between the two. And we would encourage providers that if you're recruiting particularly for again say a group home or some shared supported accommodation, or for a particular participant that that person is involved in the recruitment process. I know that some providers will do things like a group assessment where you might get a number of candidates who have applied for positions all coming together on one day, for example, doing some activities together or separately, as well as some individual interviews. And that's actually a really great opportunity to have some people with disabilities that might have identified as being wanting, keen to be involved in recruitment to be along to help with the assessment of who might be a good fit, to ask some of the questions, to take part in some of the activities. If you’re choosing a group assessment method.

Uh, sometimes I've had people ask me, well, ‘what is a group assessment method?’ And it is one of those things where you would bring a group of people together all at the same time and then seeing how people are interacting or when they're undertaking activities.

It can be great, particularly, I know some providers have also done what they call an open recruitment day. So essentially an open day where, uh, anyone who's interested could come along, find out more, do some initial interviews, ask some initial questions themselves.

What we really wanna do though, with the Recruitment and Selection Guide again, is have that focus on capabilities. So although we've got lots of practical templates and things which I'll show you a couple of in a moment, it's really thinking about how are you recruiting using a capability-based approach. So, your assessment of whether someone's the right fit is looking at not just past experience or qualification, but also the attitudes that go along with that and what skills someone might have. So, for example, you know, we know that sometimes someone might have great communication skills and what might need to be developed is the specific skill around, uh, particular assistive technology equipment training, which you know it might actually work out that it's more effective to train someone in the skill of using the assistive technology equipment and bring someone on board who's got those great communication skills and the right attitude.

That is gonna mean that potentially they'll stay in the job for longer because they're more engaged with participants from the start. It's also about providing a realistic idea of what the work involves, so having the capabilities and that capability-based approach, you're really using things like the position description with the capabilities listed in it, um, using questions that are focused on the capabilities that you're looking for. They give a good idea of what's going to be involved in the job as well for the people that are applying for the work.

So they're coming into positions actually having a better idea, and ideally again that retention is supported because workers are coming in at the start knowing what to expect.  
And when you're looking at those skills and the attitude, there's a better opportunity for the transferring of skills that might be, um, really highly used in another area that might not be related to disability, but actually really important in the way that someone's working with and engaging with people with disabilities in that day-to-day way.

So the way that capabilities can be used can be not just in the position description, but also in the interview questions and the way that you frame questions. So one of the things that we've got a as an example on the recruitment guide is some example interview questions.

And what we've done with the example interview questions is looked at how to frame a question based on a capability. So for example, what we've got on the screen now is the capability of ‘support me to make my own choices’.

And then how do you actually test for that in an interview question. So to turn that capability into a question that's then using that, um, what we'd call a behavioural question approach, which is a question that's seeking to find out what is the behaviour that someone has already exhibited or demonstrated in the past.

We have an example question here of ‘tell me about a time when a participant you worked with wanted to do something that you thought was risky?’

And ‘what did you do in that situation? Tell me what happened.’

So that question has been framed thinking about setting up a situation, asking what the action is from that situation and what the result was with the aim of trying to find out how is that person showing the attitude that can meet the capability of supporting the person with a disability to make their own choices.

So on the left hand side or right hand side depending on which way you're looking at the screen, you can see that we've got some examples here of what might be an unsatisfactory response from somebody in an interview.

So if someone was in answer to that question, gave an answer that talked about how ‘well I sort of thought that maybe it was a bit too risky when they said they wanted to go skydiving, so I discouraged them from doing it because I thought it was unsafe.’

That's actually not really an answer which is going to support, um, someone to have a great attitude about supporting a person to make their own choices.

A good answer might be, uh, ‘So I acknowledged that that person had the right to undertake that activity and I supported them to do it.’ That's great.

What might be a really good response though to that answer to that question is someone that talks about and using that example of skydiving. Again, bit extreme, I know, but just for example, someone's saying, ‘you know, I had a participant that wanted to go skydiving and you know, I thought it was really important to acknowledge that they had the right to do that. But you know, we recognise that it might be a bit risky. So we work together to figure out what were the risks and how could we do the activity and mitigate those risks with the right support in place?’ That's a great answer that's showing someone has the right attitude, but they're also thinking about risks and safeguarding as well.

So we've got a couple of different example interview questions that do that where we look at where's the capability in the Capability Framework or the position description and how do you turn that capability then into a question that's going to tease out from somebody what their attitude is, not just whether they've got a qualification or not.

And look, and you know, this is, none of this is new. I'm sure that if there's anyone online who's been working in HR that this is familiar to you as well. But that is just an example to show how we wanna try and use those capabilities that you might have in the position description and use that capability-based approach in when you're doing recruitment to get workers that are really gonna be a great fit for the disability sector and for the people with disabilities that you're supporting.

So we have a number of templates also available to support, particularly if you're a small provider or maybe just starting out with a couple of workers or a couple of allied health professionals, and you're thinking about, ‘how I want to expand my team?’  
Um. Then some of these tools might be really useful for you. So for example, the tips for managing interviews and assessments – we've just got some general tips there, including both face-to-face interviews as well as virtual interviews.

We have some example interview questions to try and show how you can write your questions yourself. We have a job advertisement template which uses some of those same elements from the position description and we also have some scorecard you can use when you're shortlisting candidates. We also have a scoring sheet that you could use when you're doing those assessments as well. And then for particularly like because this is also for participants, we have some letter of offer templates and an unsuccessful letter template as well.

I did have this opened up cause people had just asked about the allied health area particularly so I did wanna just point out that you can see here there are those couple of additional capabilities on allied health and when you do click on those, you will see that they get added onto the bottom down here. And that goes through to all of the core capabilities with those additional capabilities underneath that relate to allied health and health support plans.

But I'll just go up to the Recruitment and Selection Guide. And as you can see, again you can choose the participant or provider and then this takes you through each step of the way here from planning the process, all the way through to making an offer.

And as you go through, you'll see on the right hand side is where there are the downloads of the different resources and templates there, as well as you can get the whole offline guide if you wish as well.

The next slide I’ve got is, I thought it would be just useful to round off our session today on just some of the other key resources that we have for on boarding staff, as I'm aware that you know recruiting staff and bringing them on board is one part of the journey. But then the next part is that ongoing commitment that you have with a worker for their support as well.

So, um, NDIS worker screening, of course, is a key thing for staff in the NDIS sector.  
There's a couple of pages, particularly on the Commission's main website, which talk about worker screening and many workers now are getting screened, even if they're not in a risk-assessed role. And we certainly encourage all providers, whether you're registered or not, to get workers screened. It just provides an extra level of preventative safeguarding for participants and the fact that there is that real time monitoring, that if the Commission investigated incidents or complaints and there was an issue or someone was referred to the police and there was a conviction, then there would be a, uh, their worker screening could be revoked, which adds that extra level of prevention and protection for people with disabilities.

The NDIS Commission's e-learning modules are also available online. They will provide a certificate of completion.

The e-learning modules, which look at the new worker induction, the worker orientation, there's also the effective communication and safe and enjoyable meals modules – they’re modules which can give you a certificate of completion and attainment that you can use then and practise in the work that you're doing and I really encourage providers, so registered providers, it’s mandatory to do the work orientation module, but we would encourage all providers out there and all workers to do that worker orientation module to really understand the Code of Conduct.

The other resources that we would very much encourage all providers to have a look at is that as part of onboarding new staff, you wanna set up that good supervision relationship, even whatever that looks like. So we know that, for example, for some providers, what that looks like might be that you're checking in, um, with workers between shifts.

It might mean that you might have only very minimal face-to-face meetings, but you might be checking in regularly on the phone, whatever it is in your situation, we've got those supervision resources there to support providers in working out how they can set up that good supervision relationship with workers, setting up your performance agreement where both the worker and the supervisor have an equal say in knowing what it is that they're trying to develop together to deliver the best supports and services for people with disabilities.

So there's a lot of resources there. The supervision resources are there for anybody. They're not about any particular type of support. They can be used for allied health professionals as well as for general support workers. We really want to encourage you to have a look and use them, but the general principles are there for everybody to use.

That is now the end of our session today, but I do wanna thank you all very much for joining us. I hope that you were able to get something from the session today and I would absolutely encourage you to go and have a look at the website. There's a number of videos and animations there now as well as you can explore in a bit more in depth some of those resources that we have available.

And the e-mail contact where you can post questions is the contactcentre@ndiscommission.gov.au and they can send that through to us if you have questions specifically related to the session today.

Thank you very much for your time.