

# NDIS Workforce Capability Framework Provider Session

16 June 2023



## Acknowledgement 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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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.



## ooo Manage, supervise and coach others

### Support health and manage risk

- Identify participants (individuals and cohorts), situations, or circumstances that are vulnerable to heightened risk and support workers to understand and manage risks appropriately.
- Support and encourage workers to identify and report early and current indicators of discrimination, exploitation, neglect, abuse or violence.
- Ensure that workers understand their role and responsibilities in supporting participants to keep themselves safe and healthy, including accessing routine health screenings and preventative health care.
- Ensure that workers understand the principles behind the use of restrictive practices as a method a registered practitioner may prescribe when providing support, and identify and report the unauthorised use of restrictive practices.
- Ensure that workers are aware of who to contact and what to do in the event of an incident, crisis or emergency.
- Ensure workers understand their responsibilities and can support participants to exercise their rights, including processes to provide feedback and lodge a formal complaint



### Manage, supervise and coach others

#### Core Capabilities

- Model and reinforce values in organisational culture and practice
- Promote quality through consistent good practice
- Support health and manage risk
- Foster and develop a capable workforce

**Supervision  
and Frontline  
Management**

**Manage,  
supervise and  
coach others**

**Support  
health and  
manage risk**

## For providers and workers

- As a provider, you can use the Framework, tools and resources to have:
  - Supported and engaged participants
  - A supported and engaged workforce
  - A quality service that continuously improves
- As a worker you can see the behaviour and knowledge you should demonstrate and explore what work in the sector looks like



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





## Provider page

- Workforce Planning
- Recruitment
- Position Description
- Supervision
- Training Development

## Tools and Resources

- Workforce Management and Planning Tool
- NDIS Workforce Capability Framework Inform

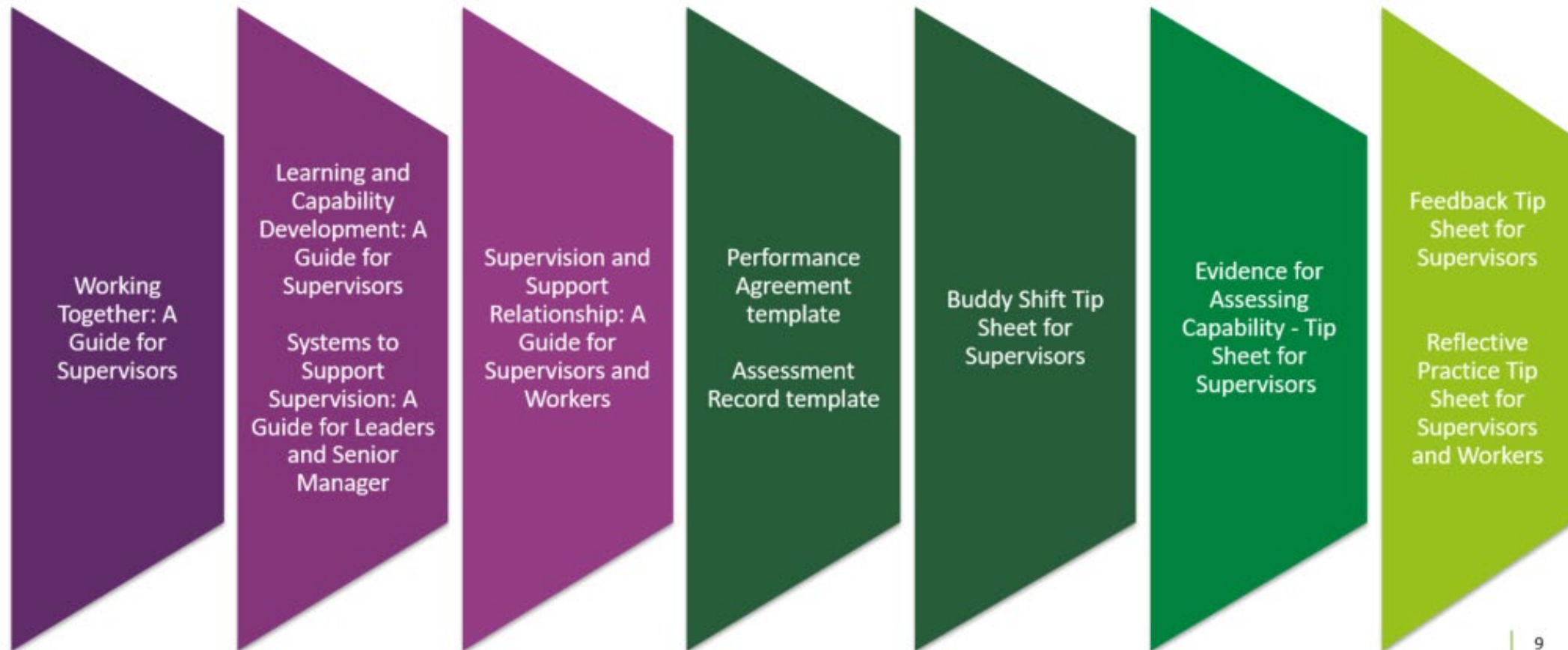


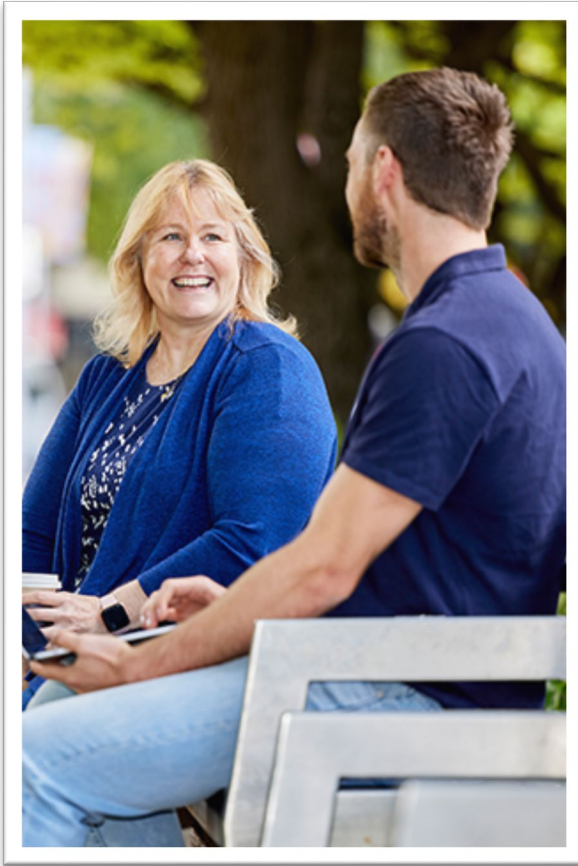
- Supervision resources provide guidance and practical suggestions to help NDIS participants, service providers and support workers to work together.
- Assists everyone to understand how supports and services should be delivered.
- Assists with discussions about how workers are delivering supports.
-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





Guides and templates developed to support the use of supervision resources:





**SITUATION:** Raham runs a provider agency which needs to ensure workers are meeting expected capabilities when delivering NDIS supports to participants.

**TOOL IN PRACTICE:** Raham uses the Supervision resources to support and to understand how to speak with workers about how to meet expectations. She gives feedback to workers by setting up supervision methods, using some of the templates like the feedback tip sheet, performance agreements etc.

**IMPACT:** Raham undertakes a reflection and review process and ensures from each worker that expected standards have been met.

- Guidance on identifying learning and development needs.
- Assists in understanding training options:
  - different types of structured training which suit different learning needs.
  - when to consider training, and what type - accredited training and non-accredited training.
- Information on finding training to meet your needs
  - practical steps on what to look for and what questions to ask that might help providers make the right choice.
- Guidance on evaluating training.
- **Includes** templates for assessing training providers.





## Training Selection Scoresheet

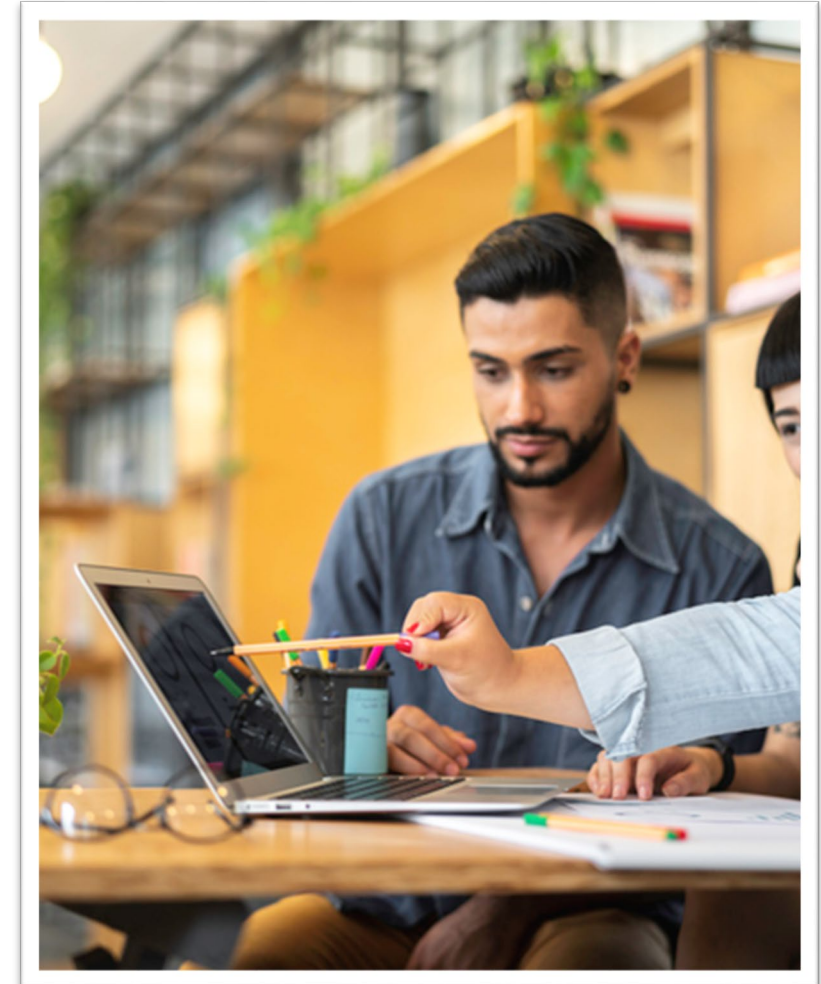
Use this scoresheet to summarise your evaluation of different training options. You may need to adapt by adding additional criteria columns or course rows and adjusting column width to provide space to note how each course option meets your selection criteria.

**Scoring Scale:** 1 Fail | 2 Maybe / Questionable | 3 Pass | 4 Good | 5 Excellent

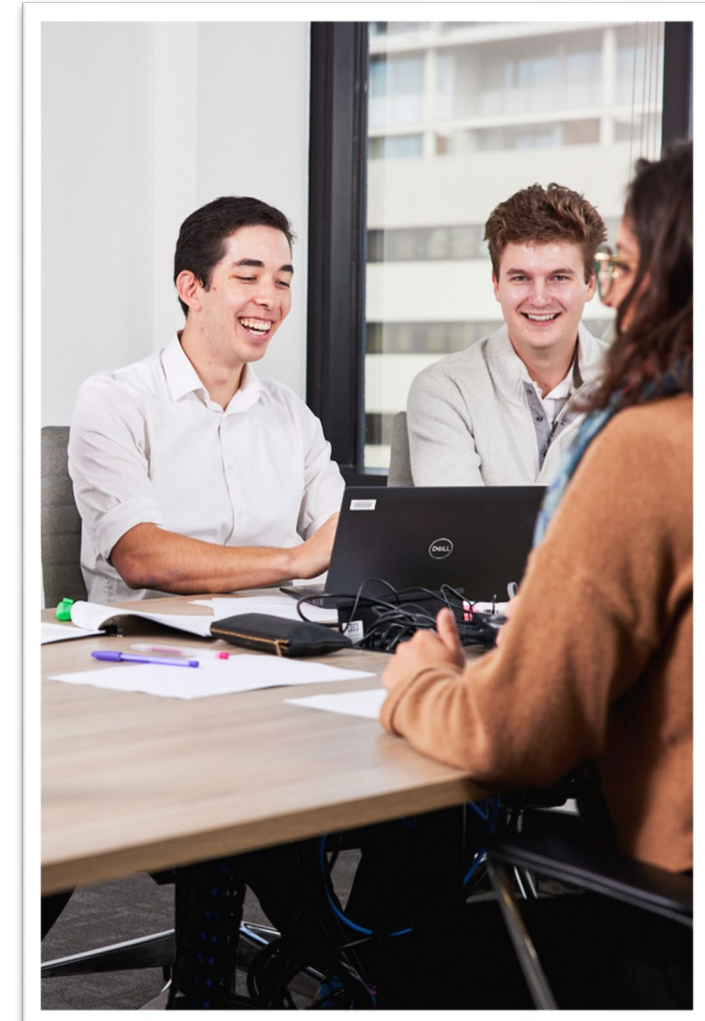
Please score each criterion a number from 1-5.

	Content Relevance	Content expertise	Disability expertise of trainers	Delivery methods	Assessment method	Cost evaluation	Score	Comment
Course X								
Course Y								
Course Z								

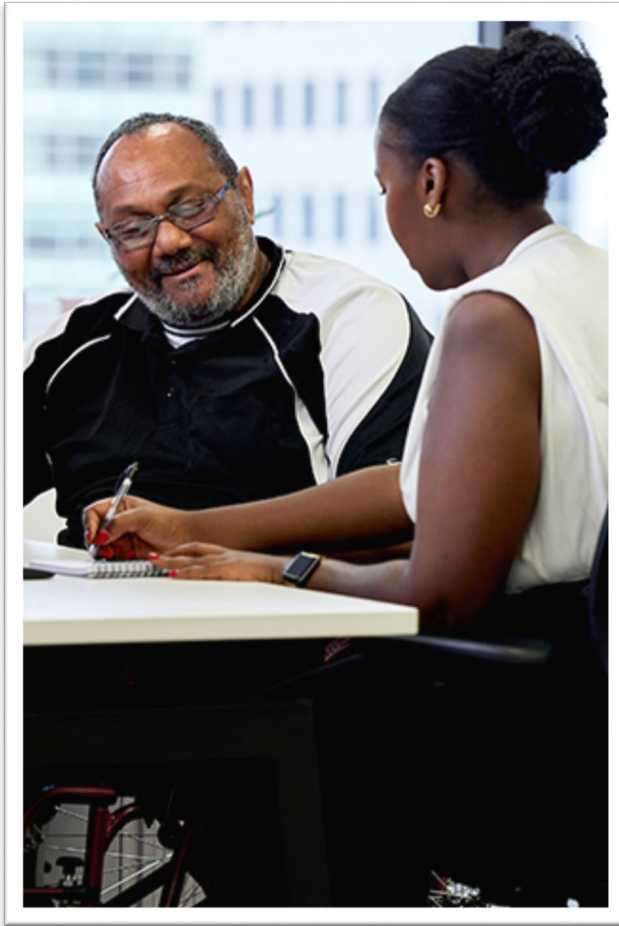
- A good starting point for developing or updating the organisation's learning and development strategy is reviewing the organisational, participant and workers drivers, and confirming the capabilities workers already have.
- The strategy should also guide individual worker development plans, which can be recorded in each worker's Performance Agreement including the capability development plan.



- Accredited training: refers to training that leads to a nationally recognised, vocational qualification and can only be delivered by a Registered Training Organisation (RTO).
  - May be free or subsidised – visit your state and territory governments for more information
- Non-accredited training: usually designed to address specific topics such as manual handling or communication skills.
  - Peak bodies, communities of practice, online resource hubs and professional networks are a good way to find out what has worked well for other organisations with similar training needs







**SITUATION:** Healthy Supports is a service provider in metropolitan Melbourne supporting NDIS participants with a range of needs, including participants with spinal cord injuries. They have assessed that they need to provide some specific training for staff on supporting people with spinal cord injury and that the training needs to include dysphagia support.

**TOOL IN PRACTICE:** Healthy Supports use the guide to determine training that works for them. They work with Mary (training facilitator and RN) to develop some training materials workers can use after the face-to-face training session.

**IMPACT:** Mary facilitates general training for all staff and specific training to the workers providing dysphagia support. The participants are confident with the support provided by Healthy Supports.

## **NDIS Workforce Capability Framework**

- [workforcecapability.ndiscommission.gov.au](http://workforcecapability.ndiscommission.gov.au)
- [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

## **General NDIS Commission enquiries**

1800 035 544

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