**NDIS Commission Workforce Capability Framework Provider Session**

**Recorded 6 June 2023**

Perfect. So thank you all so very much for joining us today. My name is Kendi Kirimi and I'm the Assistant Director of the Workforce Quality team with the NDIS Commission.

So just before we start today, we're just going to do an Acknowledgement of Country. So,

I'm coming on the land of the Ngunnawal people, so I'm here in Canberra and I recognise their strength, their resilience in their capacity on this land, which they have inhabited for at least 45,000 years. I pay my respect to their elders, past, present and emerging, and I extend that respect to any Aboriginal and Torres Strait Islander people that may be present today. I would also like to acknowledge all people with lived experience of disability and the experience of the people who are supporting people with disabilities as well.

Today what we're going to be talking about is the Workforce Capability Framework. So in today's session, we will be focusing on specific resources, which is the Position Description Tool, the Recruitment and Selection Resources as well as we'll briefly touch on the supervision resources.

Just to give an overview of the NDIS Workforce and Capability Framework or what we will refer to as just the Framework during this presentation.

It was released in 2021, and since this time, we've been developing a range of tools and resources to support the Framework.

The NDIS Quality and Safeguards Commission created the Workforce Capability Framework to support the improvement of services and quality supports of NDIS.

Hopefully, some of you may have already heard of the Framework. You may have already gone on the website to see what are the tools, resources or interactive resources we have there, but the Framework is an interactive online tool and really its purpose is to show what the capabilities are for all workers funded under the NDIS.

When we talk about capabilities in referring to the Framework, we mean those observable behaviours and skills and attributes as well as the knowledge that a worker should have.

The really key thing is that the Framework was written from the perspective of the NDIS participant and so over the last three years it has been developed with as well as workers and providers as well for that insight.

It’s really taken that collaborative approach in ensuring when we talk about what good looks like that it's written from the perspective of NDIS participants, but also incorporates those key stakeholders which are yourself, providers and workers.

As part of the NDIS Quality and Safeguards Framework, we've got a developmental domain and this is where that Framework sits in. What that really means is it's a tool to help build the capacity of the workforce, of the sector. Providers, workers and participants who engage with NDIS and really it's to establish that shared language of what good looks like, hoping that we can support that continuous improvement and building a quality workforce within the NDIS.

Something that's really key to point out with the Framework, is that it's connected to the Code of Conduct. So what this means is the Code of Conduct is something that which all workers and NDIS providers must adhere to under the NDIS legislation, so what the Framework does is to translate the Code of Conduct into behavioural capabilities that are expected of any workers that are funded under NDIS.

As I said, it translates the Code of Conduct. It has that connection back to also the Practice Standards which registered providers, as you all know, need to adhere to as well by describing what quality can look like from the perspective of a person with a disability.

Just moving on to the next slide, which is going to be a video called the Provider Journey that I will just share.

**Video is available here with captions:** [(2) NDIS Workforce Capability Framework for providers - YouTube](https://www.youtube.com/watch?v=OPR0b_i5d_Y&list=PLFgDbrzQXfs_Lvis42LOv7JMl8Vmwq1ye&index=8)

So that animation video, what that really does is to show as a provider how you can go through the Workforce Capability Framework, how you can utilise some of the resources that are there that we will also discuss in today's presentation to kind of support that quality workforce in providers.

Just moving onto the next slide, where we will touch on the Framework itself, so this is a screen grab of what the interactive Framework looks like and what we've got here is a capability that is being described for someone who would have the support work, type of supervision in frontline management and with the objective of managed, supervised and coaching others.

Under this objective, there are a few various capabilities that are depicted and explained during the Framework, but one that I wanted just to focus on, so it can kind of highlight how we describe what good looks like depending on the support worker type. So whether it's a general support work, advanced support work supervision and frontline management or senior management and leadership, the main categories that we have.

Here, we've got a capability being described which is support health and manage risk. So you can see there are a few dot points there that kind of outline what is what we would expect a frontline management or a supervisor to hold when supporting health and managing risk. So this would be you know supporting and encouraging workers to identify and report any indicators of discrimination, neglect, abuse or violence.

It would also be ensuring that workers understand their roles and responsibilities and supporting participants to keep themselves safe and healthy. So you know this is including accessing routine healthcare screening and preventative healthcare.

There is also a few other ones there around, building worker’s capability to support positive risk taking and to do work alongside participants to implement individual safeguards, managing risks, but also enabling choice as well. Something to highlight is, let's say we were using the Framework and we actually selected a work type of senior management and leadership with the objective, with the capability establishing systems to support health and managing risks, so it's pretty much this capability, but for a senior management and leadership, some things that we would see differently as different capabilities that we would need to hold is kind of developing and implementing safe systems of work and ensuring that workers are able and encouraged to identify and manage workplace safety risk for participants, themselves and others.

I hope that kind of illustrates what would kind of be what we would expect of frontline management and then what would expect of leadership and senior management where it's more that developing and implementing those safe systems to manage health and risk as well.

When we look at the Framework, it's not only describing expectations of a general support worker, someone that works directly with a person with disability, but it also describes those capabilities expected of senior leadership, senior management as well as our frontline management supervisors team leader roles as well. So it's really good if you ever have a chance just to have a look at what would be expected of someone that's around a frontline management role and then what's expected of senior management and leadership as well in a provider, an organisation that provides NDIS supports.

The purpose of the Framework: so as a provider you can use the Framework tools to support having an engaged workforce having quality services that continuously improve. So there's resources there that help you identify where those errors and gaps are and help you support how to improve those as well as support and engage participants.

The Framework is really for providers, workers and participants. It can support hiring. It can support supervision, it can support worker development, and it can also support participant feedback as well. So for workers, it also supports them in exploring career options so they can do an assessment to see.

It's called a Self-Assessment Tool for Potential Workers. They'll help identify whether the disability sector is something that could be of interest for them and helps them work through what the capabilities are and how they could align themselves to those capabilities. As I said, the Framework is really there as well to help providers to ensure their workforce is supported and engaged. So there is a variety of provider tools, resources and guides. We'll go through a few of them today.

One of the biggest tools for providers is the Workforce Management and Planning Tool. So this is an Excel document that just goes through workforce management so it helps you identify any gaps, whether that's gaps in staffing helps you plan for if you are provider, providing specific support and you're looking at branching out or tapping into a new specialty.

Maybe you're looking at potentially starting to support more psychosocial disabilities or participants with psychosocial disabilities. It can help you plan ahead for that. As to you know, how many workers would be required? What does your current workforce look like? What should it look like? It helps you plan ahead for that.

That is one of the tools that is live and does require probably more time navigating through it as you're gathering that information and popping it through the tool.

We've got other tools that have been developed as part of the Framework. So there's also the Position Description Tool which will go through today, the Recruitment and Selection Resources, the Self-Assessment Tool for Potential Workers.

So that's the tool that I was just mentioning would be really good for any workers coming in to see whether the disability sector is for them and how they can align themselves to the capabilities. There's the Career Options Guide, which provides some breakdowns of what are some career pathways or some work types there are in the disability sector.

It provides that explanation of the support coordinator or an allied health practitioner and what that looks like when providing NDIS supports.

There's Supervision for Capability Resources that will touch on briefly. But we do have another session later in the month going which talks about building that supervision methods in providers as well as potentially participants that self-manage their plan that may actually be in that supervisor role when they're managing their staff.

So that has quite a lot of guides, tools and templates to support supervision, whether that's assessment record templates to assess how training has been going for a staff member has some reflective practice tip sheets to help support that feedback when being provided to workers as well.

Then there's a Training For Capability Guide which is a guide that steps through how to identify training needs or what are the drivers, whether it's organisational drivers, whether it is participant drivers or web drivers and then it gives just a breakdown of the different types of training that is out there, accredited non accredited, have some tools and templates there to support you to assess whether the training that you've chosen is the best fit so like an evaluation tool that helps you determine Training A.

These are the outcomes of Training B. We're going to go with Training A and then also has a template to help you reflect on whether the training actually achieved the outcomes that were set out in the beginning.

A lot of these tools have variety of templates that can be downloaded and can also be altered to support each organisation for what their needs are as well.

One of the resources today we're going to go through and I think it's a really interactive resource. I know that I've played around with it as well, just to see what the inputs are and what does it actually produce. But it's a Position Description Tool. So the Position Description Tool supports providers, but it also supports participants as well to develop position descriptions based on the capabilities in the Framework.

There is a tailored guide for each group, so whether it's a participant or a provider, each of the questions are a bit different depending on the audience. So for the provider organisation, as you can see in the screen grab there is a section where you can also upload the company logo.

This means that once you go through the tool, the document that is produced would actually have your company logo and help kind of streamline that position description side of things. It also, the tool helps you align position descriptions with the capabilities as well as the behavioural expectations that are mentioned in the Framework so, the position description can be utilised for a number of things, so you can use the position description when you're creating a job advertisement or also when you want new workers to reflect on how they're going. So if you need that baseline of this is your expectation, this is your position description, this is what you are hired for.

You can use that in that reflective practice feedback session or during performance reviews to track how a worker’s going against the expected duties and tasks and capabilities that were identified for that role that they were hired for.

The Position Description Tool not only is as I said, useful for the beginning, but it's also useful for that reflective practice and kind of on the job supervising lens as well.

The tool itself lets you put in you know what you're looking for, what the position title is, what the key duties are.

It also allows you to identify any additional capabilities or any additional requirements that are required of the role. So this could be if there's an additional identity capability of supporting a participant who is from a culturally and linguistically diverse background as well.

There may be some specific expectations that can be highlighted there as well.

Also, as I said, it allows you to upload the company logo and once it's completed you can download it, but you can also modify it further and there is an online or an offline version as well.

I'm just having a look at the chat. The question is, “have you developed an infographics or simple one or two-page flyer with a table that shows the tools available purpose and URL under each capability.”

We haven't necessarily done it in that specific format. What we have done is the animation videos that step through each resource depending on the audience. So if it's a provider journey we've done that.

We are also in the works of refreshing our website and we've also categorised our website for participants, for providers and for workers. So it's a bit more clear what tools and resources are required. If you are a provider or if you are a participant, the participant page, if you are supporting participants who would like to know what tools potentially could help them, there is a specific participant website page that is being developed.

That has those URLs under each category, whether it's “I need to find a provider”, there's links to where they can find a provider through the Provider Finder, “I need to recruit or hire an employee”. There's links of what are the relevant resources under the Framework, so not necessarily an infographic, but we've taken other formats of refreshing our website to ensure it's easily navigated.

Just can see the other question: “can organisations create an account of log in and save their templates there? Or is it only option to download it?”

The only option is to download the template. Potentially what could be a way to support organisations in accessing the template again is having a base position description that has the company logo if you have a role that is I guess, quite not specific or general where you can have that template and then amend it as you need to go depending on if there are specific capabilities required for particular participants being supported.

There isn't an account or login, it is just a downloadable option as well.

And yes, so the PD tool can also be utilised if it's for a new worker. So if you have identified, there's a position that you would like to feel. This is when you can actually start and use this position description to help you figure out okay what are the capabilities that's the Framework that are required for this role that we're looking at home for and popping in those key details just makes it a little bit more streamline and also ensures that when you're using the tool, it's aligned to the Framework as well.

What I will do is I'll just move to the next slide, which is going to be a scenario that kind of talks through the Position Description Tool in practice.

New NDIS Care is a made up provider. NDIS Care does not have a human resource support and need to provide their workers with a position description just to clear up some confusion they might have about their roles.

For the sake of this scenario, let's say they are a small to medium organisation and have quite a smaller team of workers, but there is still that kind of divide of what each worker does, and there's been a bit of confusion happening around in the workplace.

They find the Position Description Builder Tool and what they do is they develop separate position description for support workers and their team leaders. So when they are creating this through the tool, they identify that their support workers will be the general support work type. So they'll have those capabilities outlined in that web type section. But then they also identify their team leaders will fall within that scope of the provision in frontline management.

If you remember that screen grab that I showed a few slides ago, it's more about how the team leaders are supporting their workers to manage risk. They want to make those distinctions quite clear in the position description. So what they do is the NDIS Care also work with some of their participants to include specific requirements for workers that they need to support them.

The tool then automatically populates the capabilities they choose from the workforce capability Framework, and then they also decide to use this for any future recruitment, but also to support their workforce in understanding their roles.

For the first time that they create this with their current workers, they discuss what their roles would look like. They go through the Framework capabilities, identify for each role and give them that copy so that the workers are clear of what's in scope for their role and then what's in scope as well for the team leader roles.

Then what NDIS Care do is they identify that they need more staff because they’ve got more participants that they are supporting so then they utilise the Recruitment and Selection Guide when recruiting those positions.

If we flow on with this scenario the next step and this is kind of one of the comments in the chat which was around the PD Tool being utilised for new staff as well.

The Recruitment and Selection Resources are some resources and a guide that provides us step-by-step guidance to help with recruiting and selecting workers. So the Position Description Tool sits in this process as well so it sits in the describe the job process where there is that in the guide there's that support as to how can you describe the role that you're looking for.

Here's a tool as well that can help you put what you're looking for in a tool that pre- populates it out. So you've got that document to give out when you're going for job advertisement.

Providers are encouraged to involve participants where possible in recruitment of workers, and there is also a participant version of the Recruitment and Selection Resources as well that supports self-managing participants recruit or hire their own workers as well.

The guidance provides information questions to ask at each recruitment process. It gives examples of different ways, let's say if you're in, the choose assessment method of assessing an applicant, whether they are the best fit as well. It provides examples of whether you would do interview. If you will do some scenario-based kind of questions or interviews assessments.

It also provides if there is that opportunity where you need to do a bit more of a group interview as well depending on the type of role you're hiring for, it has some steps and some guidance of how to do that in a good way as well.

The next process in that is the advertising, the role and that's where you can utilise that position description that you built with the PD tool to advertise on whatever platforms that you utilise to advertise for roles, whether that's Seek, whether that's different platforms for jobs as well.

Then there is some resources as well that help you with shortlisting and conducting interviews, as well as making an offer and welcoming new workers. So it's really important just for me to highlight some of the templates that we have available during all those different steps.

When it comes to choosing your assessment method, we have some example interview questions in a document that can help you see how you can incorporate the capabilities into interview questions and it also gives you two different types of examples, whether it's a behavioural type of question that you're asking or whether it is a scenario type of question.

Whether you're asking an applicant how they would do something as a behavioural question or a scenario question where you want to understand where they can tell you over time where they're supported a participant of a specific need as well.

There's the job advertisement template as well if that helps go out alongside the PD tool as well. And then there's also a scorecard that can help assist in that interview process of being able to score applicants during that process as well.

Two key things that are really important is that Letter of Offer Template but also the Unsuccessful Letter Template as well so those are two templates that are really good obviously to utilise if someone has been deemed successful for a role, but also notifying any applicants when they have either been unsuccessful as well.

Just moving on that same train of thought, using NDIS Care as a scenario, let's say they plan to provide a new specialised support and they want to recruit the best workers for the job, but they don't have any current processes or templates in place.

As they are using the guides and the templates, they then develop a recruitment process designed to assess applicants against the necessary specialised capabilities as well as the core capabilities. So some things that they can use in this process is they can use the tips for managing interviews and assessment guide. But there can also use the example interview question document that can help them see how they can attach a specialised capability from the Framework to an interview question.

Based on this process or the success of the process, they then decide to use these resources to support all their future recruitment needs as well.

Then what they do is they potentially can then look at using the Workforce Management and Planning Tool. So that was the tool I mentioned at the beginning that can help manage providers manage what their work first might look like and help plan ahead as well.

Let's say in this process they forgot to notify the applicants that were unsuccessful, so they were able to go back into the guide and see that there are two templates available. So the template on the left is a successful Letter of Offer Template. So these templates are I guess quite basic and minimal. There is no logos on them. We want them to be able to be adapted by providers whether they want their logos in there, whether there is different formatting they want but it just provides that basis.

How you can provide that successful letter with all the key information there as well and that any additional text or attachments you might have. So this is where you could attach the position description as well if you had an information pack or links to what the organisation's goals are, what the organisation's values are. This is where you could also attach that while sending through that successful Letter of Offer Template.

Let's say the applicant was unsuccessful. This is where you could then utilise the template for notifying workers that they are unfortunately unsuccessful for the role. You could potentially if you saw that the candidate could be suitable for the role. Let's say you had two roles going, but you had four applicants that were suitable, but the first two were the ones that you decided to choose. You could then send that unsuccessful letter but also let them know that there is that option for further consideration if potentially a role comes up in the future as well.

I'm just going to stop here. I can see a question. “So do soft skills have part or full recognition in the interview process and ultimate choice?” So soft skills, yes, would be something that could be something that you look for as well when we talk about the capabilities as well, there is some behavioural expectations that would expect soft skills as well.

There's capabilities around communicating, so that's where you could also assess and see how do their soft skills like, how are they performing with their soft skills, how would they react in a situation where they potentially have to communicate in a certain manner to participants as well. So there is a way that you can definitely incorporate assessing soft skills in the recruitment process as well.

The last resource I'm going to touch on briefly, because we do have another session that was going to go more in depth in this, is the Supervising for Capability Resources. So these are supervision resources that provide guidance and practical suggestions to help NDIS participants, service providers and support workers to work together.

Some of the documents, there is a document called a Working Together Guide that really highlights you know what are the roles and responsibilities as a worker as a supervisor when it comes to supervising.

What are the responsibilities with supporting capabilities, if you have a participant that potentially with, that may need some support with their, so not a participant, a worker that may need some support with soft skills.

Could that be sending them through to we've got one of the NDIS Commission’s modules around communicating effectively. That could be an identified training where that worker could attend and do it online and then there would be some templates that could help you record that assessment and training and to monitor how that's looking like in practicality, how they engage with the participant as well.

The Supervising for Capability Resources really help build and establish a really strong supervision in providers and in team leaders as well as in workers as well. So there is a lot of resources on feedback and how to provide feedback accurately how to consider the impact of, let's say, a worker's actions on the participants and then as the supervisor or team leader or a provider, how you can then foster that capability, uplift in the worker to manage that risk of that happening in the future or if there's anything that needs to be adjusted, how that can be done on the job or in other avenues that are supervisor or team leader could then implement as well.

When you jump on the NDIS Workforce Capability Framework website, there is a section where it says for providers and then it's got a list of what resources are made for providers.

With the recruitment one, that's definitely a resource I would say would require a bit of time just getting used to, you know, what are the different stages. We all know recruitment can be a nightmare. There's just so many different stages that occur. And so that's definitely a guide that can really help streamline that and help you in whatever stage you are. So whether let's say you're an organisation that has your own recruitment process in place, but maybe you haven’t ever done unsuccessful letters him maybe have just done unsuccessful calls. That's where you could just pop into that section of the resource as well. So it doesn't always have to be done from start to end there have some really key information for whatever part of the journey you're at as well.

The NDIS Workforce Capability Framework website also has some frequently asked questions, documents there. There's some fact sheets as well. There's some brochures, so there's quite a lot of information and resources that are live on the website today.

With that new website refresh as well, that should make navigation a lot smoother and easier as well. And the animation videos will all be live very shortly as well as some additional templates that we're doing to support some of the resources that are live already.

That concludes the end of our session, I hope today I was able to provide that explanation of what are the resources that are available, why the Framework is there and then also how you can incorporate the Framework in your organisation, whether that's during the recruitment stage, whether it's position description building but also whether it's which we'll touch on next week at that supervising level where you need to use the capabilities to supervise and provide feedback to your workers as to what is expectation and what are the behaviours that you would expect them to hold.

Please jump on, have a look at the Framework. Have a play around as to what are the expectations. As someone who could be a team leader. If you're a team leader here or if you're in a senior management as well just to see how what your expectations are and how they play a part in your support workers as well.

Apart from that, thank you all very much for your time and I hope you have a lovely rest of the day.