

# Workforce Capability Framework workshop: Providers

10 August 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

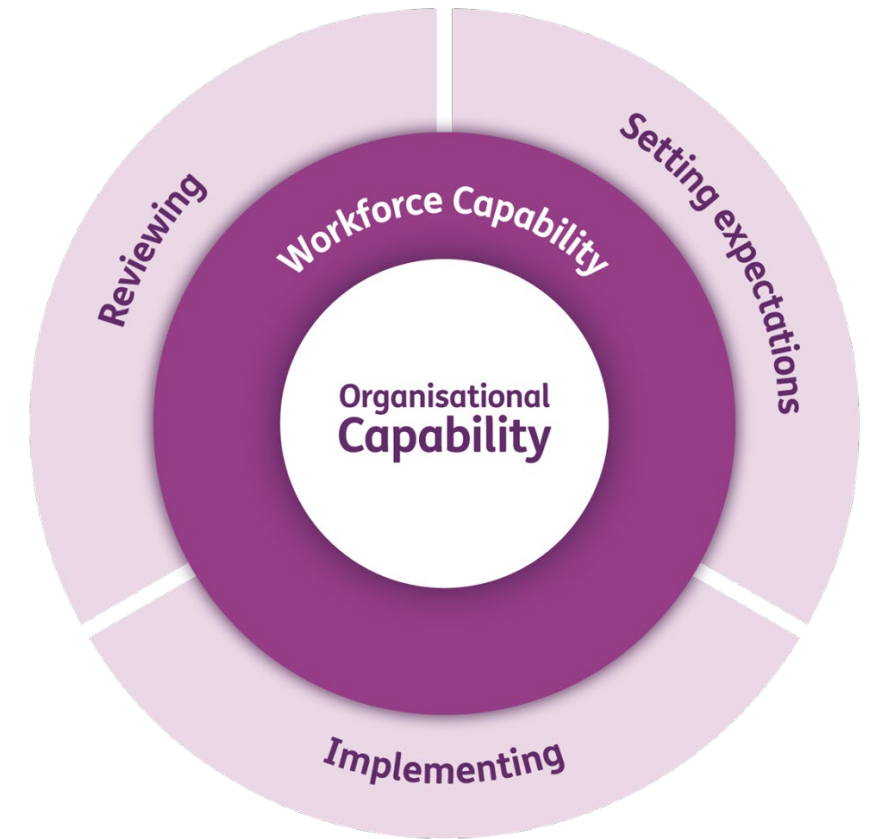
- As a provider, you can use the Framework, tools and resources to have:
  - Supported and engaged participants
  - A supported and engaged workforce
  - A quality service that continuously improves
- As a worker you can see the behaviour and knowledge you should demonstrate and explore what work in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



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



- Supervision resources provide guidance and practical suggestions.
- They help NDIS participants, service providers and support workers to work together to understand how supports should be delivered.
- Assists with discussions about how workers are delivering supports.





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

Working  
Together: A  
Guide for  
Supervisors

Learning and  
Capability  
Development: A  
Guide for  
Supervisors

Systems to  
Support  
Supervision: A  
Guide for Leaders  
and Senior  
Manager

Supervision and  
Support  
Relationship: A  
Guide for  
Supervisors and  
Workers

Performance  
Agreement  
template  
  
Assessment  
Record template

Buddy Shift Tip  
Sheet for  
Supervisors

Evidence for  
Assessing  
Capability - Tip  
Sheet for  
Supervisors

Feedback Tip  
Sheet for  
Supervisors

Reflective  
Practice Tip  
Sheet for  
Supervisors  
and Workers



## Reflective practice

- Reflective practice provides opportunities for workers to think about how they are working and use this experience to learn, reinforce good practice and improve. It also provides supervisors with information about worker wellbeing and areas where workers might need extra support.

### 4 + 1 Questions\*

1. What have we tried?
2. What have we learnt?
3. What are we pleased about?
4. What are we concerned about?
5. What do we need to do next?

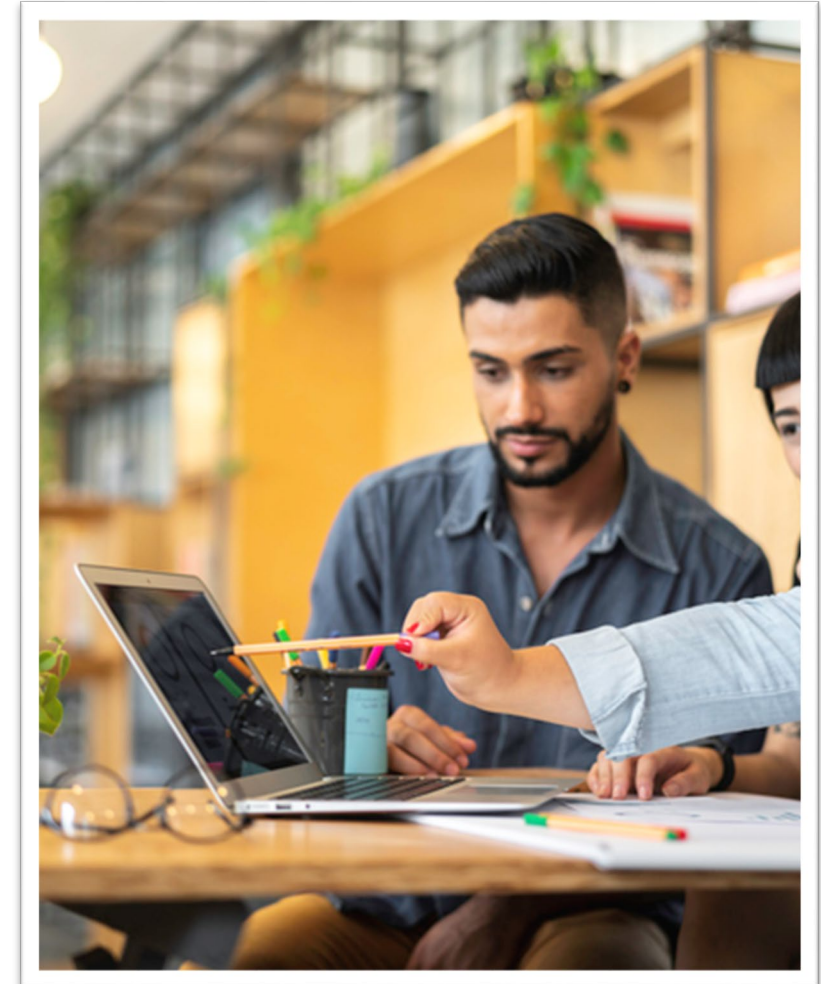
\* (Sanderson & Lewis, 2012)



- 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.

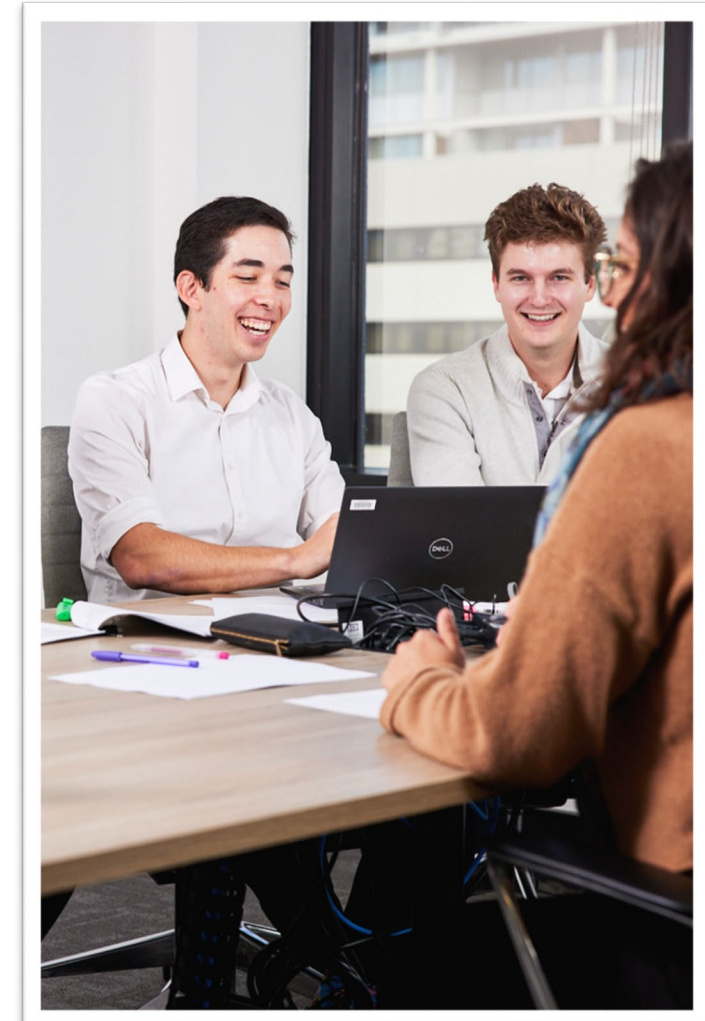


- A good starting point for developing or updating the organisation's learning and development strategy is reviewing the organisational, participant and workers drivers, and confirming the capabilities workers already have.
- The strategy should also guide individual worker development plans, which can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



## 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								

- Workers can self-assess against key objectives
- Managers and supervisors can use this guide to identify training gaps or opportunities
- These notes can be combined with examples or prompt questions
- The guide has fillable sections for:
  - Capabilities
  - Knowledge.

Details needed	Your response
<i>Workers name</i>	
<i>Date completed</i>	

### Capabilities (What you do)

Details needed	Your response
(Example – Uphold my rights)	
(Example – Communicate effectively)	
(Example - Build trusted relationships)	
(Example - Work collaboratively)	



## **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)