

# NDIS Workforce Capability Framework: Provider Session

4 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 and a range of tools and resources to support stakeholders have been developed.

## 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.



## **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**

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



- Guides the user to develop a capability based position description using the Workforce Capability Framework.
- Two versions available, tailored to provider and self-managing participants who hire their own workers.
- Automatically loads relevant capabilities based on the position information entered.
- Can be downloaded and saved for further editing.

## What is your situation?

There are two different versions of the tool. Please select the relevant button for your situation:



### NDIS participant

You are an NDIS participant or a family member/carer who manages workers



### NDIS provider organisation

You are an NDIS support provider who employs workers

## Organisation name ( optional )

Enter the name of your organisation here. This will be displayed at the top of the position description.

## Company logo ( optional )

You can upload an image of your company logo to be displayed on the final position description. File type must be PNG, JPG or JPEG

upload image title

No file chosen

## Position title

Tip:

- A wide range of support positions are funded under the NDIS.
- Applicants typically use the the position title as their starting point when looking for a suitable role.
- Consider the search terms a potential applicant might use when looking for positions online.
- Select clear and simple words that are commonly used in the disability sector, for example "Disability Support Worker", or "Team leader".

- 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.



## Use a capability-based approach to:

- Assess attitudes, skills and knowledge
- Provide a realistic idea of what the work involves
- Provide opportunity for transferable skills.

## Assessment methods

- Different types of interviews and interview questions
- Work simulations
- Psychometric assessments
- Referee checks





## Behavioural question example

‘Support me to make my own choices’

“Tell me about a time when a participant you worked with wanted to do something you thought was risky (situation). What did you do in that situation? (action) What happened? (result)”



- Unsatisfactory: I assessed the activity as too risky and told the participant they should not do it.



- Good: I acknowledged that the participant had the right to undertake the activity and supported them to do it.



- Very good: I acknowledged that the participant had the right to undertake the activity but also worked with the participant to manage the risks.



## **Choose assessment methods**

- Tips for managing interviews and assessments
- Example interview questions
- Job advertisement template

## **Shortlist and conduct**

- Shortlisting candidates - Scorecard
- Interview and practical test assessment scoring sheet

## **Make an offer**

- Letter of offer template
- Unsuccessful letter template



NDIS  
Workforce  
Capability

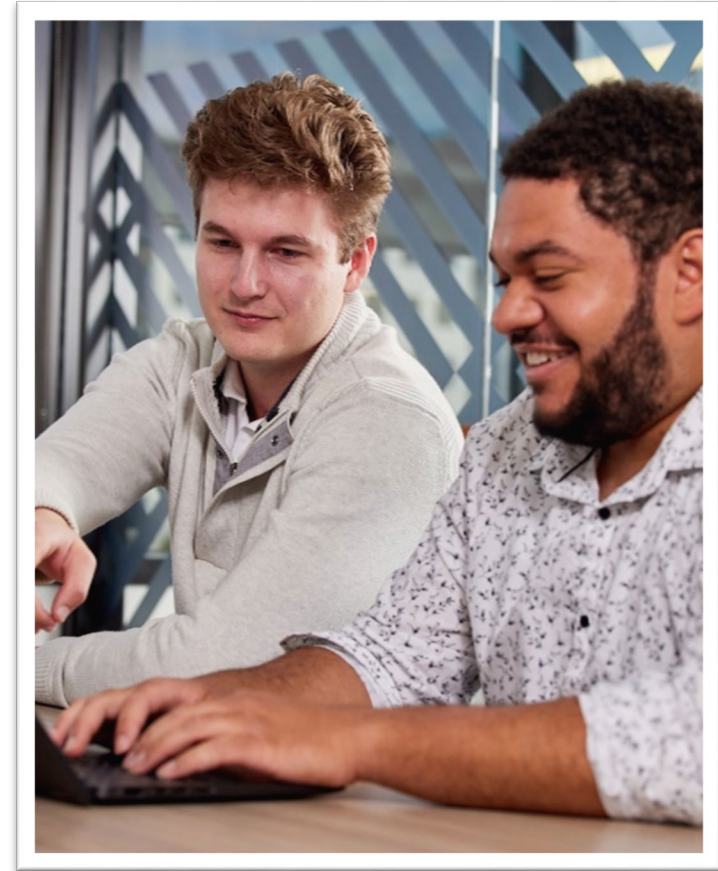
# Recruitment: onboarding



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## Key resources for on-boarding staff:

- NDIS Worker Screening
- NDIS Commission's E-learning modules
  - New worker induction
  - Worker orientation
  - Effective communication
  - Safe and enjoyable meals
- Setting up the supervision relationship
- Setting up the performance agreement



## 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)