

NDIS Workforce Capability Framework: Provider Session

6 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 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**

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

For participants

- Establishes a shared language of ‘what good looks like’
- Tools to support participants guiding and providing feedback to providers and workers



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".

NDIS Care do not have human resources support and need to provide their workers with position descriptions to clear up some confusion about their roles.

They find the **Position Description Builder** and are able to develop separate position descriptions for support workers and team leaders. *NDIS Care* work with some of their participants to include specific requirements workers need to support them. The tool automatically populates the capabilities they choose from the Workforce Capability Framework. *NDIS Care* uses the position descriptions in their recruitment and to support their workforce in understanding their roles.

NDIS Care also use the **Recruitment and Selection Guide** when recruiting the positions.

Core capabilities for Supervision and Frontline Management

Manage, supervise and coach others:

Model and reinforce values in organisational culture and practice:

Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience.

Promote quality through consistent good practice:

Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality supports and services.

Support health and manage risk:

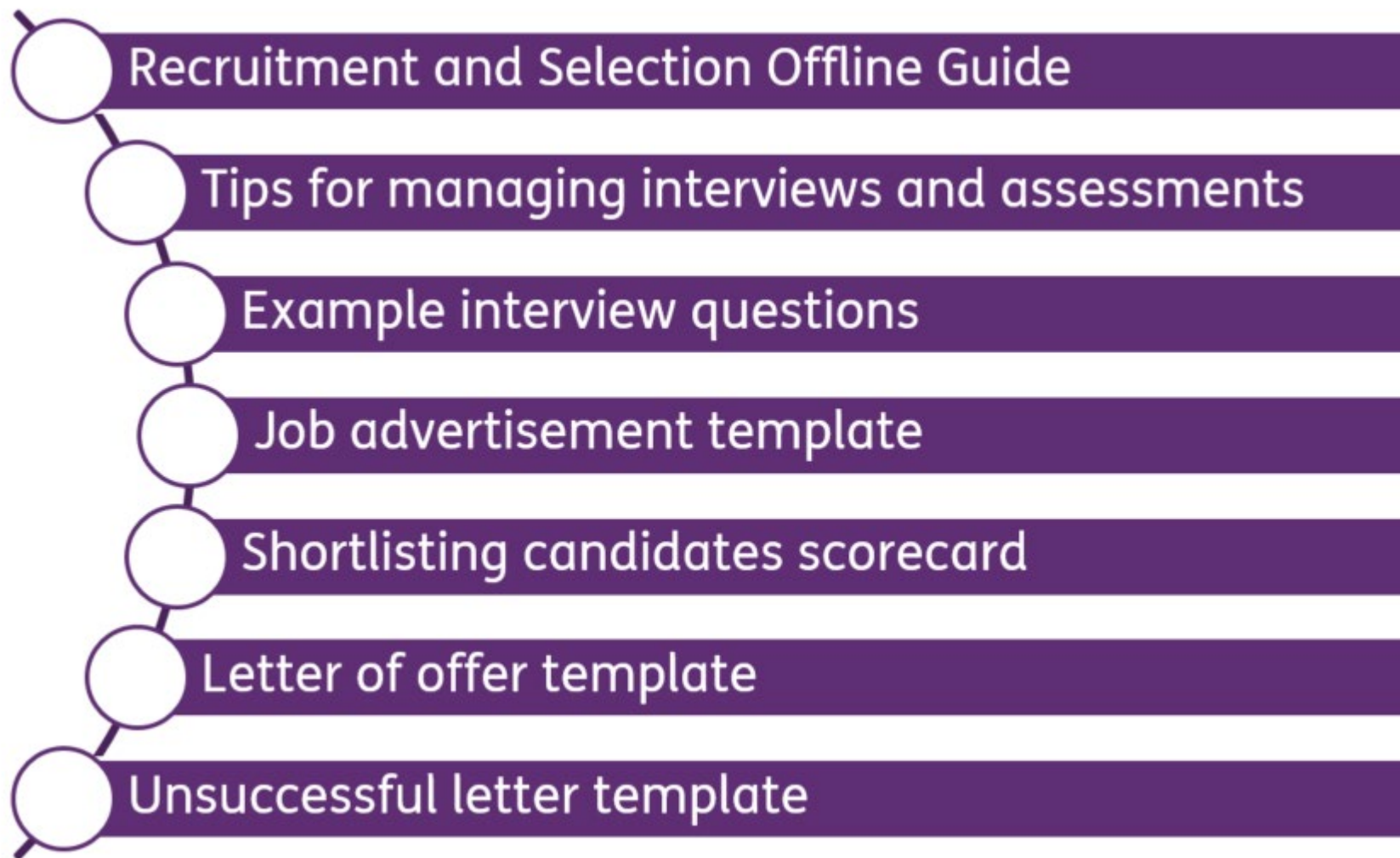
Implement policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting participants'.

Foster and develop a capable workforce:

Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.

- 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.





NDIS Care has plans to provide a new specialised support and want to recruit the best workers for the job, but they do not have a current process or templates.

Using the guides and templates, *NDIS Care* develops a recruitment process designed to assess the applicant against the necessary specialised capabilities as well as the core capabilities and other requirements.

The 'tips for managing interviews and assessments' guide; 'example interview questions' document and the 'shortlisting candidate scorecard' assisted in this process. Based on the success of this process, *NDIS Care* decide to use these resources to support all their future recruitment needs.

NDIS Care also used the **Workforce Management and Planning Tool** and **Position Description Tool**.





Successful letter of offer template

Date: (Click to enter today's date)

(Employee full name)

(Employee address – postal or email)

Dear (Employee first name)

Congratulations! (I am / We are) writing to offer you a position as (Position title) at (Organisation name). This offer is subject to satisfactory completion of the necessary background and other checks.

+	Position title	(Position title)
	Location	(Location)
	Start date	(Start date)
	Salary/pay rate	(Salary or pay rate (\$p/a, or \$p/h))
	Employment type	(Employment type - Full-time/Part-time/Permanent/Casual)
	Hours of work	(Hours of work)
	Conditions	(if applicable any additional conditions of note)
	Proof / documentation required	(List any documentary evidence required including certificates, qualifications or other checks)

Please reply in writing to this letter, confirming you accept the offer. If you have any questions you need answered before accepting, please don't hesitate to contact me at (your phone or email address here).

Optional additional text examples (delete if not needed):

- I have attached the full position description/ a copy of our organisational goals and values on a page/ etc, for your information.
- Once you have formally accepted this offer, I will send you additional information about (state what it will be).

Congratulations once again and we look forward to working with you!

Regards,

(Your name here)

Unsuccessful letter of offer template

Dear (Candidate name)

We are/ I am writing to inform you that unfortunately you have been unsuccessful in your application for (Position title) with (Organisation name).

We appreciate the time you took to prepare your application however this was a competitive process and we have decided to move forward with a candidate who better suits our needs on this occasion.

For more detail on the capabilities that we were looking for, please see the [NDIS Workforce Capability Framework](#) which sets out specific behavioural indicators for workers in the disability sector.

Optional for candidates who are suitable for future consideration

Please let us know if you are happy for us to contact you in the future about any other roles we think you might be suitable for. Alternatively, we invite you to follow us on social media and keep an eye out for any future roles that might be of interest.

If you have any questions, please do not hesitate to contact us/ me.

All the best going forward

Regards,

(Your name here)

- 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.

Provider session 16 June 2023, 2pm AEST.



NDIS Workforce Capability Framework

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General NDIS Commission enquiries

1800 035 544

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