

Workforce Capability Framework workshop: Participants

7 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.




General Support Work

Uphold my rights

Communication effectively

Build trusted relationships

Work collaboratively

 **Our Relationship**

Your Impact

Support Me

Be Present

Check In

View all objectives

Core Capabilities: General Support Work

What you do and how you do it

Show All Capability details

Uphold my rights

Understand and respect my rights. Speak up if my rights are not respected.

✓

Communicate effectively

Support me to express myself and adjust your communication style to suit me

✓

Build trusted relationships


Develop and maintain relationships with me, and those who are important to me, based on mutual trust and respect.

✓

Work collaboratively

Recognise the roles and expertise of others who support me, and work with us as a team.

✓

 **Our Relationship**

Set up our relationship for success

Core Capabilities

Uphold my rights

Communicate effectively

Build trusted relationships

Work collaboratively

What you know

+ Add additional capabilities

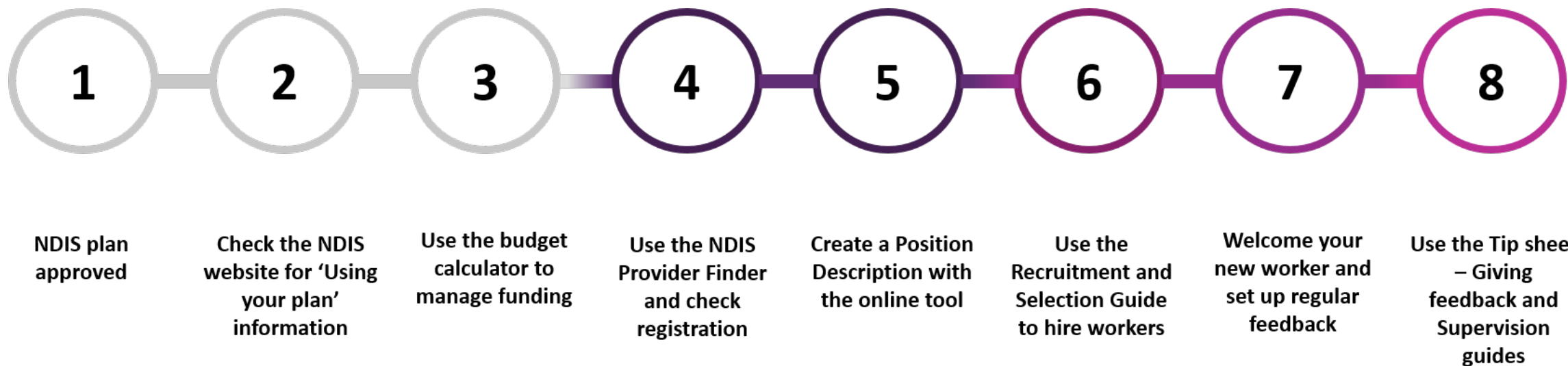
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Tools and guides developed to support the use of the Workforce Capability Framework:

- Workforce Management and Planning Tool
- Position Description Tool
- Recruitment and Selection Resources
- Self-Assessment Tool for Potential Workers
- Career Options Guide
- Supervision for Capability
- Training for Capability Guide





1. NDIS plan approved
2. Check the NDIS website for using your plan
3. Use the budget calculator to manage funding
4. Use the NDIS Provider Finder tool
5. Create a Position Description with the online tool
6. Use the Recruitment and Selection Guide to hire workers
7. Welcome your new worker and set up regular feedback
8. Use the Tip sheet – Giving feedback and Supervision guides

Participant page

- Find supports that suit me
 - Find a NDIS provider
 - Engage a worker
- Guide my supports
- Easy Read
- Other resources – Auslan, animation

Tools

- Position Description Tool
- Recruitment and Selection Resources
- Supervising for Capability Resources

For participants

We have developed a number of tools and resources to help you find, guide and manage your supports. You can access Easy Read resources and watch videos and animations below.

Participant journey



- Guides the user to develop a capability based position description using the Workforce Capability Framework.
- Two versions available, tailored to provider and self-managing participant needs 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 you



NDIS participant

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



NDIS provider

You are employed

Position title

Tip:

- A wide range of support positions are funded under the NDIS.
- Applicants typically use 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 a position.
- Select clear and simple words that are commonly used in the disability sector, for example "Disability Support Worker", or "Team leader".

Disability Support Worker

Position purpose

What is the purpose of the position?

This is where you can briefly describe the overall objectives of the position to support the participant to achieve their goals. For example: The role is to support me with my day-to-day activities including getting ready for work, preparing meals and participating in community activities.

You don't need to describe the full list of responsibilities and tasks. This is covered in the "Key Tasks and expectations".

- 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.





Checklist – Recruitment and selection

Choose assessment methods

- Tip sheet for interviews and assessments
- Tip sheet - Interview questions
- Job advertisement template

Shortlist and conduct

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

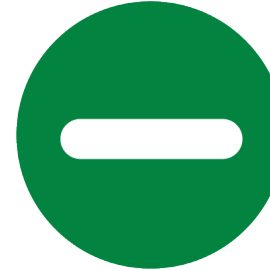
Make an offer

- Letter of offer template
- Unsuccessful letter template

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.



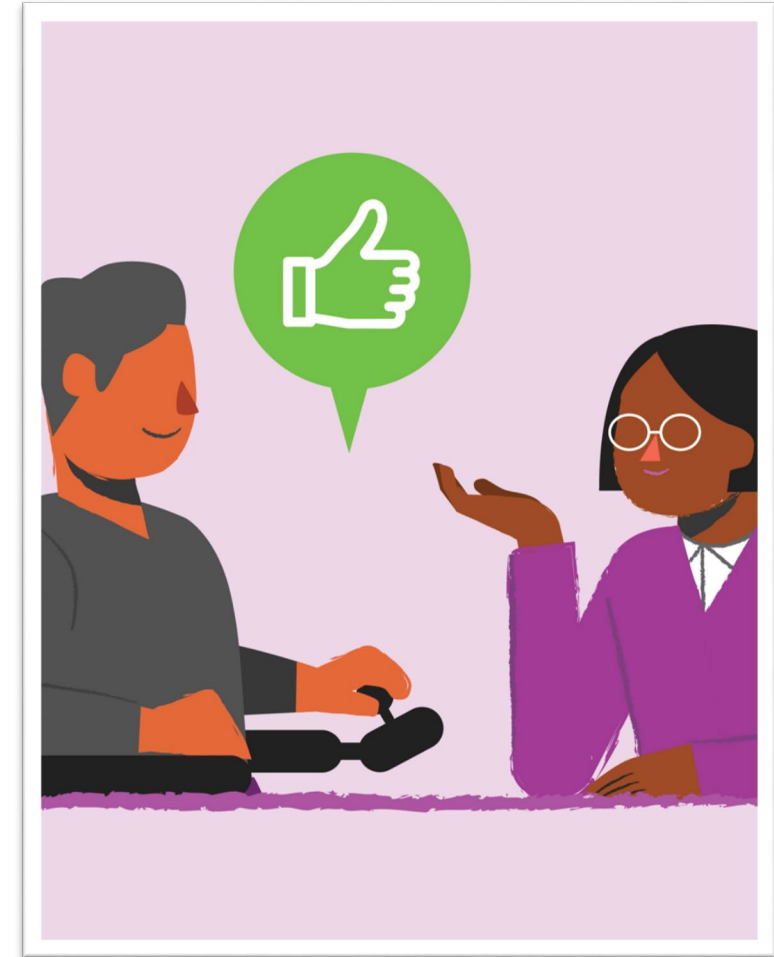
- Good: I acknowledged that the participant had the right to undertake the activity and supported them to do it.



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

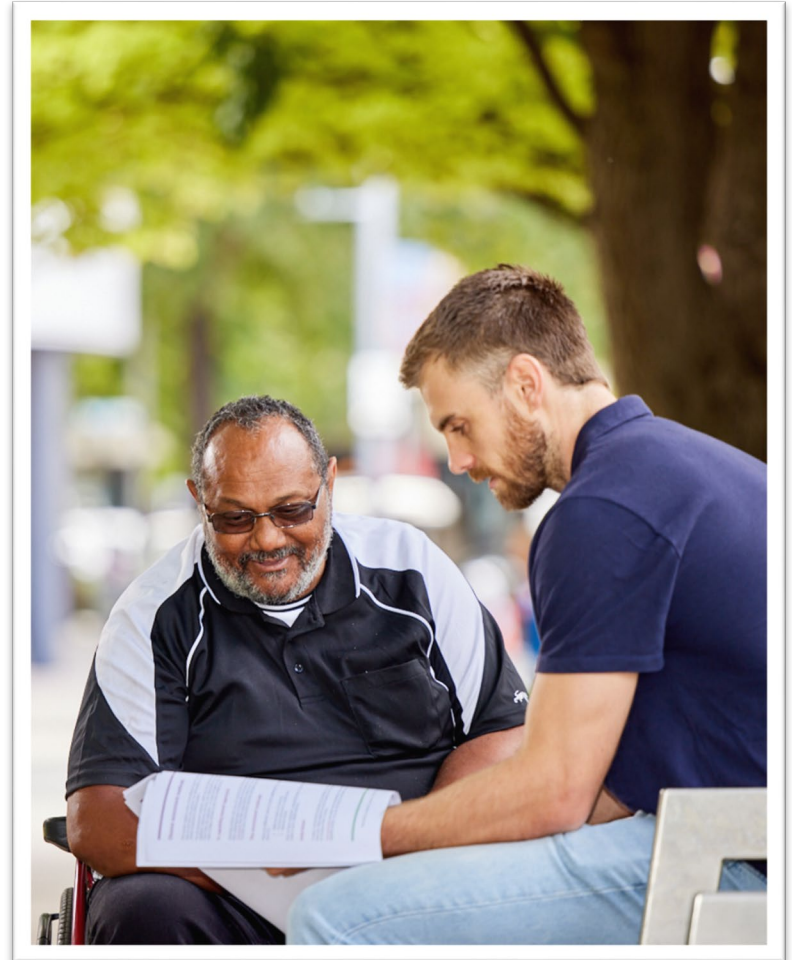
The top things you should do to guide your supports:

- Give regular feedback.
- Give feedback when things work well, need to improve or don't work well.
- When you give feedback, focus on the issue and how it impacts you.
- If things can't be fixed, look at your agreement to see how you can end it and explore other options to get the supports you need.
- The supervision and giving feedback resources can help you set clear expectations with workers and providers.



Other resources for participants include:

- Easy Read guides
- Factsheets.
- Videos and animation explainers
- Resources for Aboriginal and Torres Strait Islander peoples
- Brochure and fact sheets in 11 community languages (coming soon)



NDIS Workforce Capability Framework

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