



NDIS Workforce Capability Framework: Training for Capability Guide

The NDIS Workforce Capability Framework (the Framework) describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It provides clear, practical examples and establishes a shared language of ‘what good looks like’ for participants receiving NDIS supports and services. These resources support the Framework.

The Training for Capability Guide is designed to support providers to fulfil their responsibility to “provide supports and services in a safe and competent manner with care and skill” ([NDIS Code of Conduct](#)). It explains how to identify learning needs, then choose training to build and maintain workforce capabilities to achieve workforce management and planning goals. The guidance is mainly focused on how to choose external training. However, the same principles apply to choosing internal training solutions.

Having a supportive training environment and providing appropriate training also goes towards building worker confidence, job satisfaction, retention and building capability to ensure quality support.

What to expect

The Training for Capability Guide is designed to help organisations and workers identify training gaps and personalise development based on the capabilities described in the Framework. The guide:

- Supports identifying learning and development needs and understanding structured training option.
- Provides practical scenarios and examples of how to use the guide in your planning and training.
- Provides tips to evaluate training effectiveness.
- **Useful for:** NDIS providers, HR managers, supervisors, workers and participants in identifying and planning training opportunities or gaps.

The Training for Capability Guide is supported by other resources in the Framework, tools and guides. The resources are useful for NDIS participants, supervisors, providers and workers and may assist in feedback and supervision processes.

You can find and download the guide at any time from the [website](#).





Scenario: Responding to individual worker development needs

Michael uses a wheelchair and receives personal care support for two hours every morning, which includes showering. For the past two weeks, Michael has refused to take a shower and he has also developed a pressure wound infection. Initially, Michael's support worker, Fred, did not tell anyone, thinking this was how to respect Michael's choice. When Michael was admitted to hospital to treat his pressure wound, Fred told his supervisor, Bess.

Bess shows Fred the Framework's capability 'Support me to make my own choices', explaining that supporting participants to take the risks they want needs to be balanced with also keeping them safe.

They discuss the incident and Fred is happy to attend a short course about duty of care and dignity of risk. Bess knows that getting this balance right is often complicated and checks in with Fred more frequently to discuss how he is going in applying what he has learned. She suggests they meet with Michael when he is discharged to decide how best to support him to avoid this type of situation from happening again, as the outcome could be more severe. She also encourages Fred to share his experience at a team meeting on how to balance risk enablement with the organisation's responsibilities for risk management.

Accessing and using the resources

The [Training for Capability Guide](#) is best downloaded to your computer so that you can access it at any time.

Access the resources: [Training for Capability - Introduction | NDIS Workforce Capability \(ndiscommission.gov.au\)](#)

For more information about the Framework or its implementation, visit the website:

<https://workforcecapability.ndiscommission.gov.au/>

Contact: workforcecapability@ndiscommission.gov.au or 1800 035 554.

