



**NDIS Quality
and Safeguards
Commission**

NDIS Workforce Capability Framework



What is the Framework?

The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS.

The Framework is written from the perspective of the participant. It provides a common language to describe 'what good looks like' when services are delivered in line with the NDIS principles, based on human rights and participant choice and control. It applies to any worker funded under the NDIS, from a receptionist or gardener through to support workers, health and allied health practitioners.

The Framework translates the NDIS principles, Practice Standards and Code of Conduct into

observable behaviours that service providers and workers should demonstrate when delivering services to people with disability. It is designed to drive and support positive engagement in a culture of mutual respect and participant-focused, quality supports.

The NDIS National Workforce Plan identifies the Framework as the Government's expectations for the NDIS workforce. The Plan strongly encourages stakeholders to embed the attitudes, behaviours, skills and knowledge the Framework describes. The Framework provides advice to support quality outcomes for NDIS participants, but is not mandatory.

How can I use the Framework?

The Framework is for anyone who needs to understand, direct or participate in NDIS work.

Participants

Participants can use the Framework when talking with their workers or service provider about what they want their support to look like or when giving feedback.

Supervisors and Leaders

Supervisors and leaders can use the Framework to understand how to create an enabling environment and support a capable workforce, using the Framework to support workforce planning, designing jobs, recruiting workers, and providing feedback and development opportunities.

Workers

Potential workers can use the Framework to decide their suitability for the role. Current workers can use the Framework to understand what is expected of them in different roles and to help them to map out their chosen development pathway.

Educators and Trainers

Educators and trainers can use the Framework to align training and assessment to deliver the capabilities needed.

The Commission is developing tools to support stakeholders to use the Framework when planning, recruiting, supervising and developing a capable workforce. Tools will be released on the Workforce Capability website as they are developed.

To find out more about the Framework, or to access a user-friendly online version, go to:

workforcecapability.ndiscommission.gov.au



How does it work?

The Framework capabilities are organised around five objectives that describe the essential characteristics of work in the NDIS.



Additional Capabilities

Identity Capabilities

Be responsive to my

- Aboriginal and/or Torres Strait Islander identity
- Culturally and Linguistically Diverse identity
- LGBTIQA+ identity

Specialised Support Capabilities

Work with me to

- Explore and coordinate my supports
- Explore and establish living arrangements that suit me
- Develop my health and allied health support plans

Support me to implement my

- Health and allied health support plans
- Mealtime plan
- Medication plan
- Positive behaviour support plan
- Support me and my family in my child hood

Support me with my

- Psychosocial disability
- Experience of trauma
- Complex, challenging or changing social circumstances

Worker Capabilities

Objectives					
	Our Relationship	Your Impact	Support Me	Be Present	Check In
Core Capabilities	Uphold my rights Communicate effectively Build trusted relationships Work collaboratively	Show self-awareness Work within your capabilities Look after yourself	Understand what a good life means to me Support me to make my own choices Build my capacity to participate	Observe and respond flexibly to my changing needs Manage health and safety Engage and motivate me	Review quality of support and service Support me to speak up
	General Support Work All five objectives apply plus additional capabilities where relevant.				
	Advanced Support Work All five objectives apply plus additional capabilities where relevant.				
	Ancillary Work First three objectives apply.				

Supervisor and Leader Capabilities

Objectives		
	Supervision and Frontline Management	Senior Management and Leadership
Core Capabilities	Manage, supervise and coach others 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	Create an enabling work environment Establish and embed NDIS values in organisational culture and practice Build consistent, good practice Establish systems to support health and manage risk Establish a learning culture to support workforce capability
	Organisational Capabilities Describes the organisational culture and systems needed to enable and support a capable workforce. They apply across a breadth of front-line management and executive leadership roles.	

How Do I Read It?

Objective

See capabilities for objectives



Your Impact

Support Me

Be Present

Check In

Capability

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

- Work collaboratively with others in my support team, which may include family, friends, advocates and others nominated by me, paid supports and mainstream or community services.
- Work within your role and responsibilities when supporting me and working with my support team.
- Recognise my skills, experience, and contribution and those of everyone in my support team.
- Keep me informed when sharing and discussing information about me with my support team.

What you know

- Principles of the NDIS, as described in the Code of Conduct, and how they apply in practice.
- Stigma, discrimination and exclusion frequently experienced by people with disability.
- Potential for additional stigma and discrimination where participants also experience discrimination for other reasons, for example gender or ethnicity.
- Personal, cultural and generational factors that shape understanding of disability and may

Capability definition

Behavioural indicators

Describes examples of behaviours a participant would experience that indicate capability

Knowledge indicators

Describes the minimum level of knowledge needed to underpin the behavioural indicators

Website



workforcecapability.ndiscommission.gov.au

NDIS Workforce Capability Framework



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General NDIS Commission enquiries



1800 035 544

(free call from landlines, call charges from mobile providers may apply. Please check with your current service provider)

9:00am to 4:30pm in the NT

9:00am to 5:00pm in the ACT, NSW, QLD, SA, TAS, VIC
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