

# 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.



# Be responsive to my

Work with me to

my supports

Explore and coordinate

• Explore and establish living

arrangements that suit me

Develop my health and allied

health support plans

• Aboriginal and/or Torres Strait Islander identity

#### **i** Identity Capabilities

- Culturally and Linguistically Diverse identity
- LGBTIQA+ identity

#### Specialised Support Capabilities

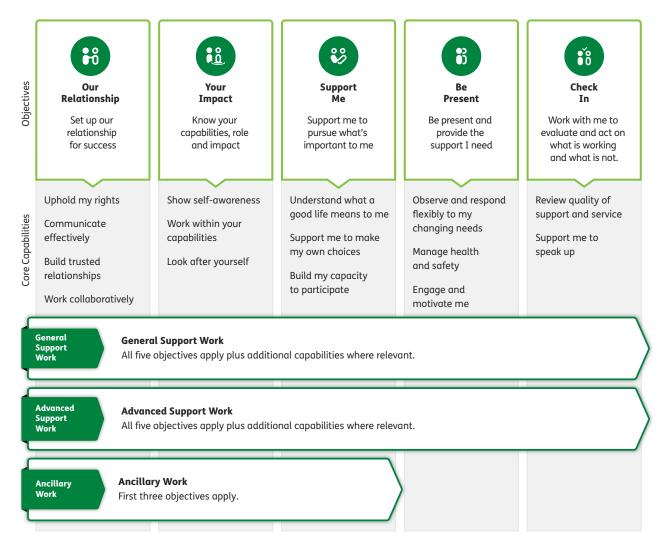
#### Support me to implement my

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

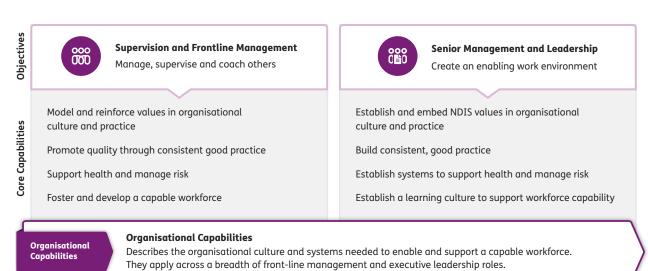
#### Support me with my

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

## **Worker Capabilities**



# **Supervisor and Leader Capabilities**



# How Do I Read It?

Objective	<ul> <li>€ Finder File Edit View Go Window Help</li> <li>See capabilities for objectives</li> <li>€ Our Present     </li> <li>Your Impact         Support Me         Be Present     </li> </ul>	Check In
	Core Capabilities: General Support Work What you do and how you do it Show All Copability details	Our Relati
Capability	Understand and respect my rights. Speak up if my rights are not respected.	Core Capabilit Uphold my righ Communicate e
Capability definition	Communicate effectively	Build trusted re Work collaborat What you know
	Build trusted relationships Develop and maintain relationships with me, and those who are important to me, based on mutual trust and respect.	+ Add add Save this page
Behavioural indicators Describes examples of behaviours a participant would experience that indicate capability	<ul> <li>Work collaboratively</li> <li>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.</li> <li>Work within your role and responsibilities when supporting me and working with my support team.</li> <li>Recognise my skills, experience, and contribution and those of everyone in my support team.</li> <li>Keep me informed when sharing and discussing information about me with my support team.</li> </ul>	Sove this page by Bookmarks (also k Find out more.
Knowledge indicators Describes the minimum level of knowledge — needed to underpin the behavioural indicators	<ul> <li>What you know</li> <li>Principles of the NDIS, as described in the Code of Conduct, and how they apply in practice.</li> <li>Stigma, discrimination and exclusion frequently experienced by people with disability.</li> <li>Potential for additional stigma and discrimination where participants also experience discrimination for other reasons, for example gender or ethnicity.</li> <li>Personal, cultural and generational factors that shape understanding of disability and may</li> </ul>	

# Website





**NDIS** Quality and Safeguards Commission

9:00am to 4:30pm in the NT 9:00am to 5:00pm in the ACT, NSW, QLD, SA, TAS, VIC and WA Monday to Friday, excluding public holidays.

If calling from overseas phone +61 2 6146 8157 (call charges will apply).

**General NDIS Commission enquiries L** 1800 035 544

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



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