



**NDIS Quality  
and Safeguards  
Commission**

# **NDIS Workforce Capability Framework**



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# What is the Framework?

The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS from a receptionist or gardener through to support workers, health practitioners and managers.

It is based on extensive consultation with participants, workers, supervisors, providers and other experts from across Australia. Written from the perspective of the participant.

It provides a common language to describe 'what good looks like' when services are based on the rights-based principles of the NDIS that support participant choice and control.

The NDIS Quality and Safeguards Commission (the NDIS Commission) developed the Framework to promote understanding and consistent delivery of safe, quality supports, as outlined in the NDIS principles, Practice Standards and Code of Conduct.

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## Who should use the Framework?

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

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## How to use the Framework?

There are multiple ways to use the Framework. Here are some ideas to get started:

### Participants

As a common starting point when explaining expectations about what and how you expect to be supported by service providers and workers.

### Job seekers

Job seekers can use the Framework to find out more about the work and whether they are a good fit for this work.

### Current workers

Understand what is expected in the role and explore options for further development.

### NDIS Providers

To support workforce planning and management that attracts and retains a capable workforce.

### Supervisors and Leaders

As a basis for talking with workers about how they're going – what they're doing well and where they need support. The management capabilities are those needed by frontline and senior managers.

### Educators and Trainers

To align training and assessment to deliver the capabilities needed by the NDIS workforce.

Tools to support the use of the Framework are available now and new tools will be released in early 2023.

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

[workforcecapability.ndiscommission.gov.au](https://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

 Our Relationship

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



### Our Relationship

Set up our relationship

### Core Capabilities

Uphold my rights

Communicate effectively

Build trusted relationships

Work collaboratively

What you know

+ Add additional

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## Website



[workforcecapability.ndiscommission.gov.au](https://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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