

# 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 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.

## Who should use the Framework?

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

## 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.

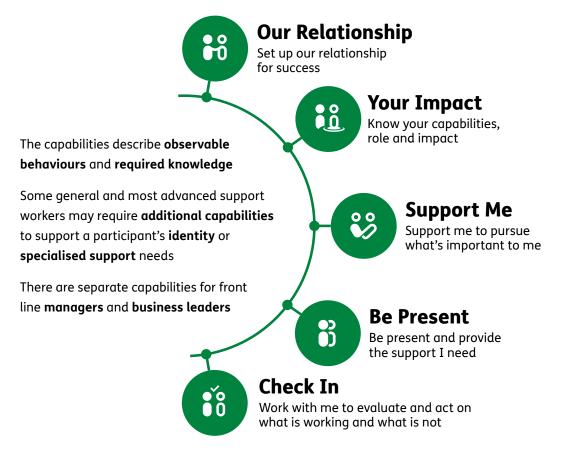
#### **Educators and Trainers**

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.

# How does it work?

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



## **Additional Capabilities**

#### **i** 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

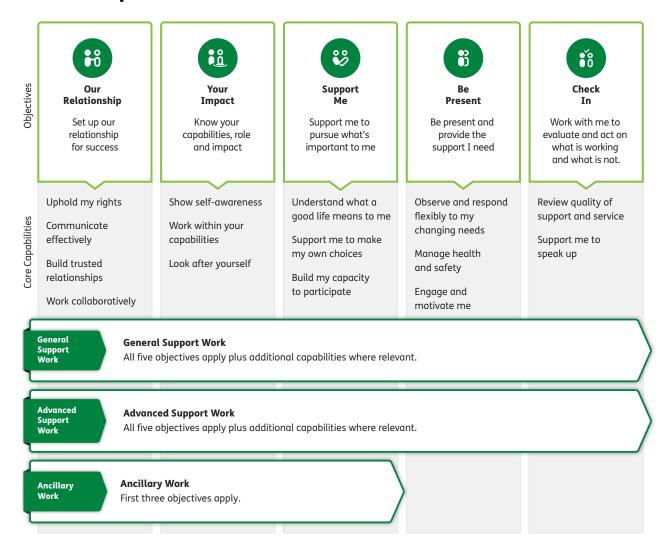
#### Support me to implement my

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

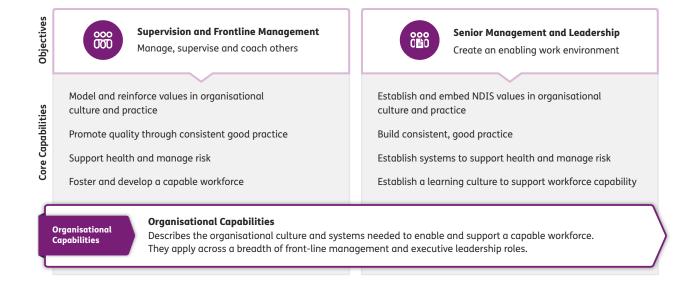
#### Support me with my

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

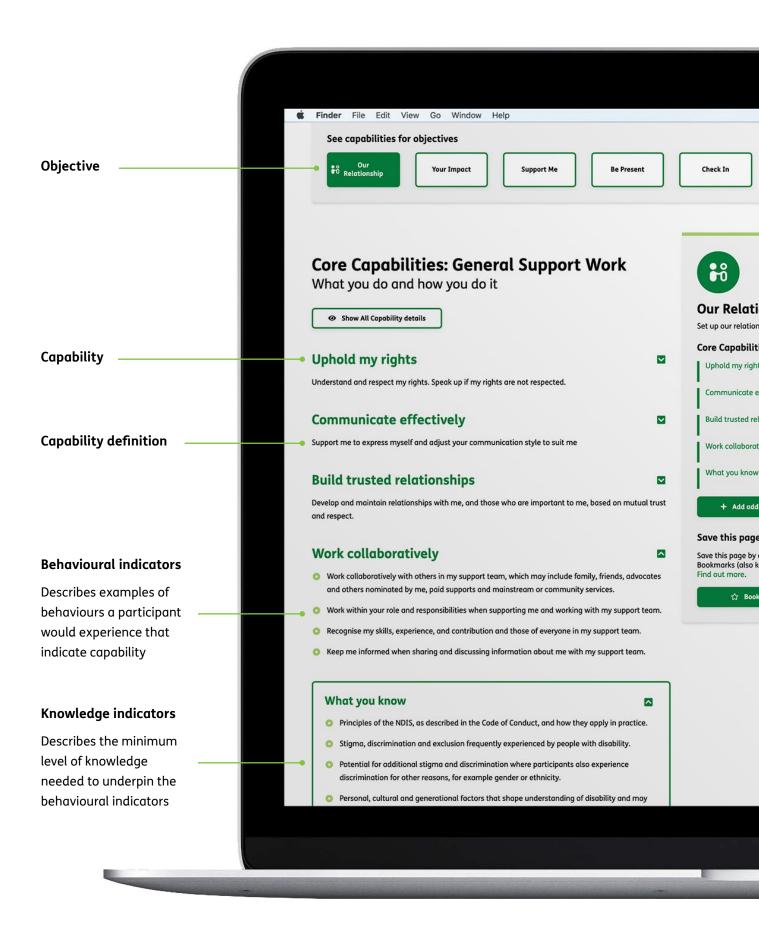
## **Worker Capabilities**



## **Supervisor and Leader Capabilities**



## **How Do I Read It?**



## Website



workforcecapability.ndiscommission.gov.au

# **NDIS Workforce Capability Framework**

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## **General NDIS Commission enquiries**

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