



# NDIS Workforce Capability Framework: Recruitment and Selection Resources

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 services and support.

The Recruitment and Selection Resources advise on how to conduct a recruitment process using the Framework. Step-by-step guidance and downloadable templates are provided in two versions, one for providers and one for participants who hire their own workers.

*Having access to templates and 'how to' guidance for each step of the recruitment process is valuable for providers or participants hiring support workers. The templates and examples really show how to recruit for capabilities.*

## What to expect

This guide supports NDIS providers and participants to recruit and select workers with the Framework in mind.

- **Align:** Align your recruitment process with the Framework.
- **Explore:** Access tips and practical guidance for each step of the process.
- **Access:** Download editable templates to support the recruitment process.





## Guide in practice:

**Participant:** Kyle employs his own support workers with a self-managed NDIS package. He has used the Position Description Builder to set out his expectations and other key information before proceeding to recruitment so he is clear about the capabilities he is looking for but is not sure on what steps to take to recruit workers or how to interview and choose the right workers.

He uses the [Recruitment and Selection Resources](#) to step through the recruitment process, develop interview questions, and find workers suited to his needs. This helps him think through some issues he had not previously considered. For example, he arranges to interview applicants at a café instead of in his own home and asks his brother to sit in with him to support him by keeping track of responses and to give him a second perspective on the applicants.

**Participant:** Jess engages her workers through a service provider but has a keen interest in who is recruited onto her support team. Her provider encourages her to be part of the process and she uses the [Recruitment and Selection Resources](#) to get an understanding of each of the steps so she can decide when and how she wants to get involved.

She agrees with the provider about the criteria they will use to sort applications and to sit in on the interview panel and selection process together with the HR and service manager from her service provider.

**Provider:** NDIS Care has plans to provide a new specialised support and want to recruit the best workers for the job, but they do not have a current process or templates.

Using the guides and templates, NDIS Care develops a recruitment process designed to assess the applicant against the necessary specialised capabilities as well as the core capabilities and other requirements. Based on the success of this process, NDIS Care decide to use this guide to support all their future recruitment needs.

NDIS Care also used the [Workforce Management and Planning Tool](#) and [Position Description Tool](#) to develop clear requirements before proceeding to recruitment.

## Accessing and using the guide

The Recruitment and Selection Resources is available online and offline, with downloadable resources and templates. The guide can be used as a resource as you progress through the recruitment steps. You can download all the resources, including the templates, as a single file or individually.

**Access the guide:** [Recruitment and Selection Resources | 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](mailto:workforcecapability@ndiscommission.gov.au) or 1800 035 554.

