



# NDIS Workforce Capability Framework: Workforce Management and Planning Tool

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. This tool supports the Workforce Capability Framework.

The Workforce Management and Planning Tool supports NDIS providers to:

Assess current workforce management practices and plan for the required workforce to deliver on service and quality objectives.

Enables small-to-medium sized providers with limited specialist human resources support to use the tool to guide the development of a workforce plan.

Supports more experienced organisations as a checklist of what to consider in workforce planning and/or a source of ideas to identify workforce challenges and develop strategies to address them.

*Being clear about the workforce you need, how to find them and how to keep them is essential for providers to succeed in a competitive market and achieve service delivery, quality and workforce goals.*

## What to expect

This tool supports NDIS providers to assess, plan and manage their workforce to meet service delivery and quality objectives.

- **Assess:** Use the indicators to identify workforce strengths and areas to develop.
- **Plan:** Calculate the workforce you need to achieve your objectives and any gaps.
- **Plan:** Once data is entered, the tool will automatically calculate and populate related fields.
- **Outcome:** If you enter your data into the tool, you will be referred to possible strategies to address identified needs or issues.
- **Outcome:** A workforce plan is developed to assist you in delivering on current and future business goals and improve participant outcomes based on your data.
- **Outcome:** Alternatively, you can simply browse through the tool for indicators and strategies.





## Tool in practice:

ABC Supports (ABC) is a small organisation that needs to plan for future growth, achieve organisational goals, and ensure staff numbers and their skills meet participants' needs. With issues such as lack of staff and managing for the pandemic, ABC is looking for a tool to help them plan ahead and recruit workers with the skills to support participants.

They use the **Workforce Management and Planning Tool** to find out what business data and other information they need to gather to start planning, and work through the prompt questions to guide their analysis. By working through a step-by-step process, the tool assists ABC to identify priorities and develop a realistic workforce plan.

ABC also use the **Position Description Tool** and **Recruitment and Selection Resources** to explore the capabilities required to build and engage a skilled workforce to support its participants.

## Accessing and using the tool

The tool is an Excel file that you download and use on your own device. None of the information you enter in the tool is recorded by or shared with the NDIS Commission. Remember to regularly save the file as you enter data to avoid losing your work.

**Access the tool:** [Workforce Management and Planning Tool | 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.

