



NDIS Quality  
and Safeguards  
Commission

# 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 establishes a shared language of ‘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 Practice Standards and Code of Conduct.

# 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 to explain how they expect to be supported by service providers and workers.

## Job seekers

Use the Framework to find out more about work in the sector and whether they are a good fit.

## Current workers

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

## NDIS Providers

To support workforce planning to establish organisational culture and systems that promote 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.

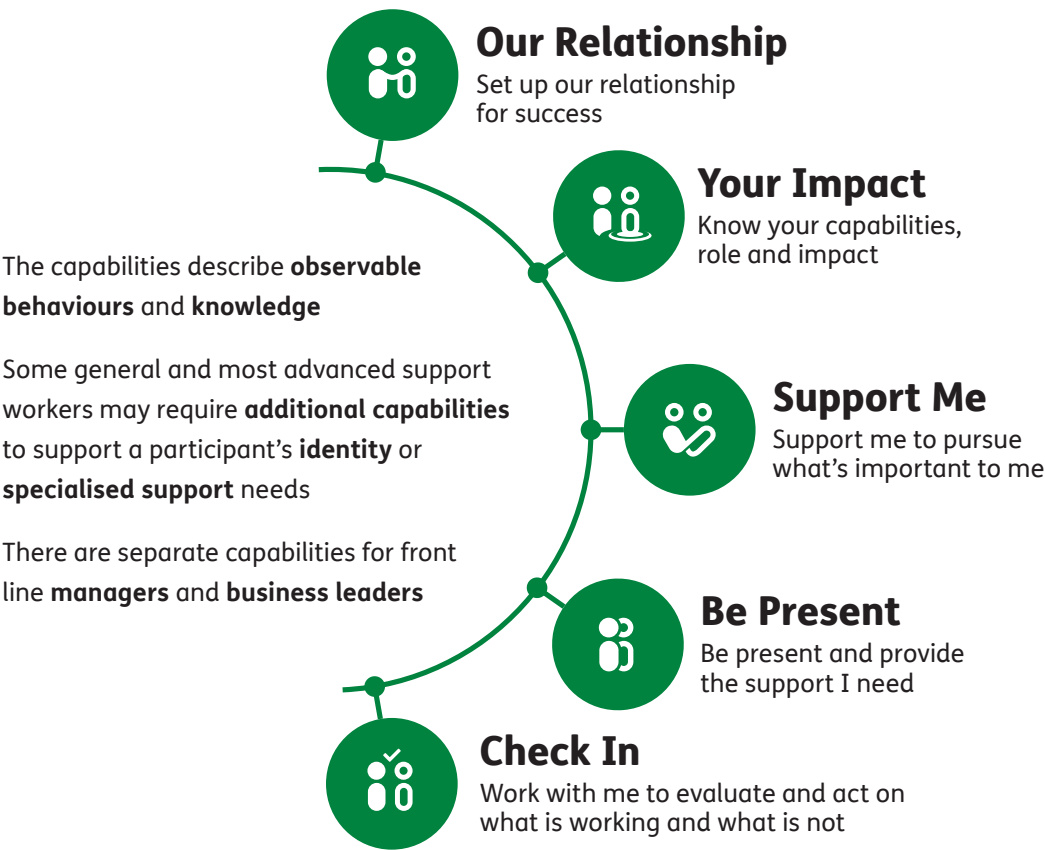
## Educators and Trainers

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

Resources are also available to support use of the Framework by participants, providers and workers.

# 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 Torres Strait Islander identity	• culturally and linguistically diverse identity	• LGBTQI+ identity

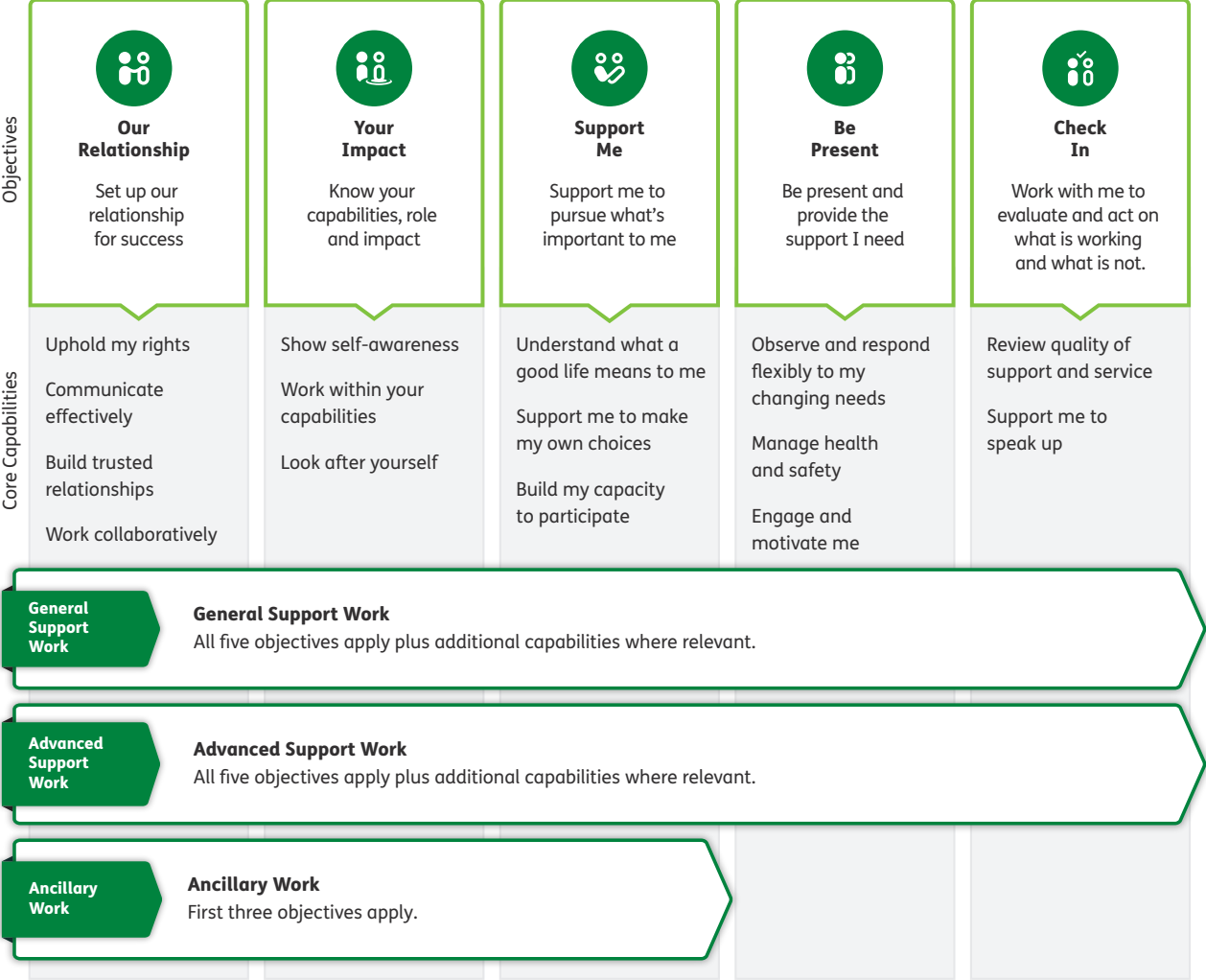
Specialised Support Capabilities		
Work with me to	Support me to implement my	Support me with my
• explore and coordinate my supports	• health and allied health support plans	• psychosocial disability
• explore and establish living arrangements that suit me	• mealtime plan	• experience of trauma
• develop my health and allied health support plans	• medication plan	• complex, challenging or changing social circumstances
	• positive behaviour support plan	• family in my child hood

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

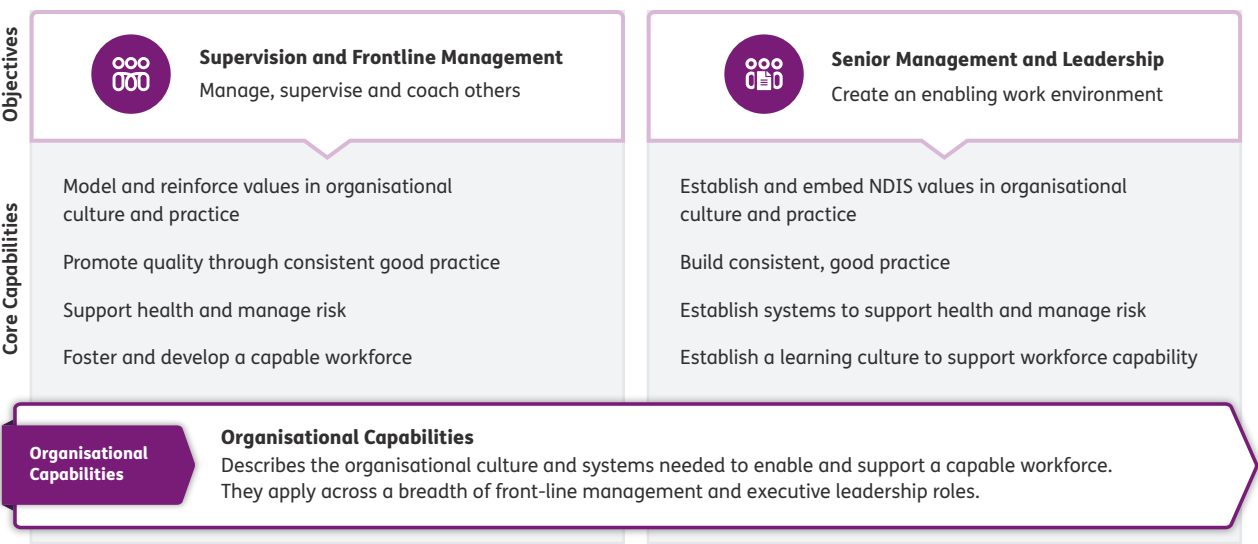
[workforcecapability.ndiscommission.gov.au](http://workforcecapability.ndiscommission.gov.au)



Worker Capabilities



Supervisor and Leader Capabilities



How do I read it?

Objective

Capability

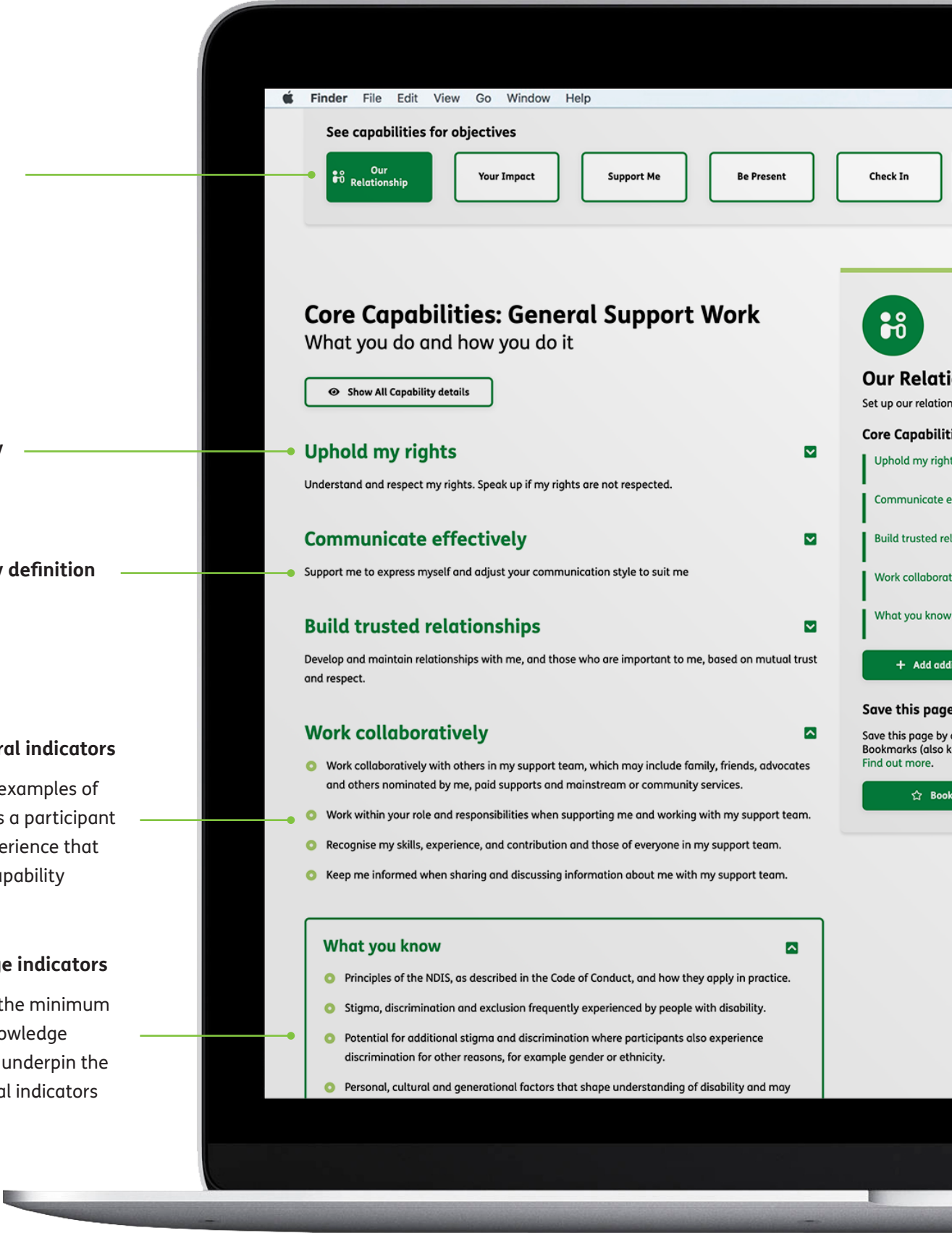
Capability definition

Behavioural indicators

Knowledge indicators

Describes examples of behaviours a participant would experience that indicate capability

Describes the minimum level of knowledge needed to underpin the behavioural indicators



## Website



[workforcecapability.ndiscommission.gov.au](http://workforcecapability.ndiscommission.gov.au)

## NDIS Workforce Capability Framework



[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)



**1800 035 544**



NDIS Quality and Safeguards Commission

PO Box 210

Penrith NSW 2750

(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  
and WA Monday to Friday, excluding public holidays.

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

When using the National Relay Service or TTY 133 677 ask to  
call 1800 035 544. Interpreters can be arranged.



**NDIS Quality  
and Safeguards  
Commission**