

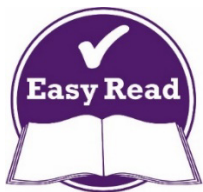


**NDIS Quality
and Safeguards
Commission**

NDIS Workforce Capability Framework

Example interview questions

Easy Read document

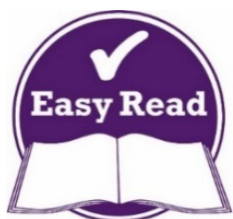


How to use this document



The NDIS Quality and Safeguards Commission (NDIS Commission) wrote this document.

When you see the word 'we', it means the NDIS Commission.



We wrote this document in an easy to read way.

We use pictures to explain some ideas.

Bold

Not bold

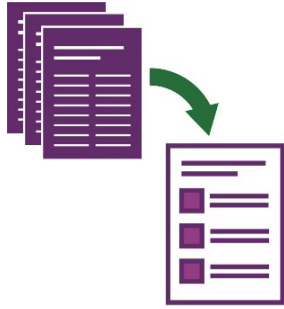
We have written some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 18.



This Easy Read document is a summary of another document. This means it only includes the most important ideas.



You can find the other document on our website.

[workforcecapability.ndiscommission.gov.au/
tools-and-resources/recruitment-resources/
participant/choose-method](https://workforcecapability.ndiscommission.gov.au/tools-and-resources/recruitment-resources/participant/choose-method)



You can ask for help to read this document.

A friend, family member or support person may be able to help you.



What's in this document?

How to use this document 5

Questions that ask for examples 7

Questions about things that might happen 13

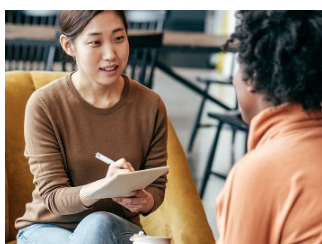
Word list 18

Contact us 19

How to use this document

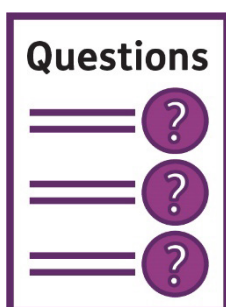


Participants are people with disability who take part in the NDIS.



As a participant, you might need to **interview** people to find a new worker.

When you interview someone, you ask questions about their work experience.



In this document, we share example questions to help you.



You can use them when you interview a worker for a job you want them to do.



On the next page, we'll share 2 examples of questions you can ask.

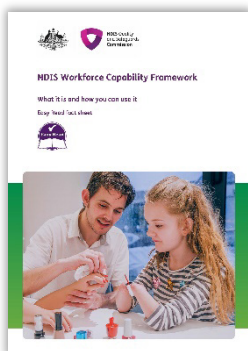


Then we'll give you 3 types of answers:

- not good
- good
- very good.



When you interview someone, you need to decide if their answers are good.



We made these questions using the NDIS Workforce Capability Framework.

You can find an Easy Read summary of the Framework on our website.

[workforcecapability.ndiscommission.gov.au/
tools-and-resources/easy-read-resources](https://workforcecapability.ndiscommission.gov.au/tools-and-resources/easy-read-resources)

Questions that ask for examples



You can ask questions so the worker tells you how they supported a participant in the past.



Here are 2 example questions for you.

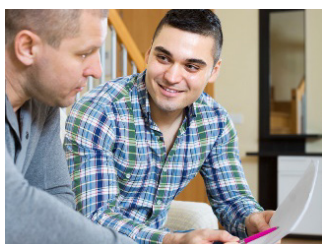


When the worker answers, you should think about if you would be happy to get support like this.

Question 1



Our first example can help you find out if the worker will support you to make your own choices.



This example is for interviewing someone when you need advanced support.

This includes support:

- to learn new skills
- for a certain area of your life.

You can ask the worker:



‘Tell me about a time when a person you supported wanted to do something risky.’



‘What did you do?’

‘What happened?’



Here are 3 examples of how a worker could answer this question.



An answer that isn't very good:

The worker says they thought what the participant wanted to do was too risky.

So they told the participant to stop.



A good answer:

The worker says they thought the participant should be able to make their own choices.

So the worker did what they asked.



A very good answer:

The worker says they thought the participant should be able to make their own choices.



First they worked with the participant to:

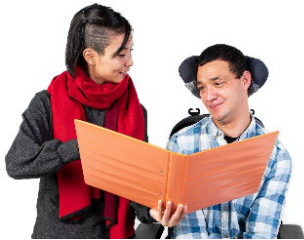
- create a plan
- and
- make sure they knew the risks.



Then the worker helped them as they asked.

Question 2

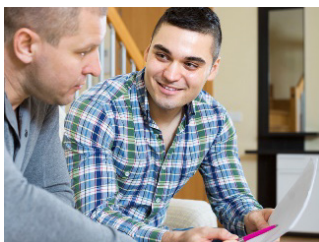
Our second example can help you find out if the worker will support you to:



- make your own choices



- connect with other people.



This example is also for interviewing someone when you need advanced support.

You can ask the worker:



‘Tell me when you helped a participant with a challenge in their life.’



‘What did you do to help them?’

‘What happened?’



Here are 3 examples of how a worker could answer this question.



An answer that isn't very good:

The worker says they asked someone else to deal with the participant's challenge.



A good answer:

The worker says they:

- listened to the participant
- shared information about support they could get.



A very good answer:

The worker says they listened to the participant.



Then they worked with the participant to:

- understand what they were good at
- explore ways to fix the challenge
- meet other people who could support them.



And the worker also asked if their support helped the participant to fix the challenge.

Questions about things that might happen

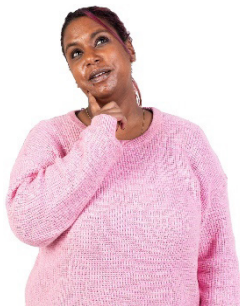


You can ask questions so the worker tells you how they would support you.

They don't have to use real examples, but they'd tell you what they would do.

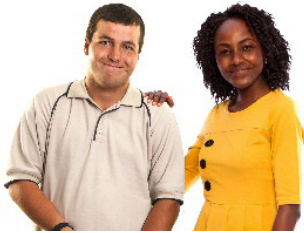


Here are 2 example questions for you.



When the worker answers, you should think about if you would be happy to get support like this.

Question 1



This example can help you find out if the worker will support you to speak up.



This example is for interviewing someone for general support work.

This type of support work can include things like daily personal care.

You can ask the worker:



‘How would you build my **confidence** to speak up about my support needs?’



When you have confidence, you:

- believe in yourself
- know what you can do
- can try new things.



Here are 3 examples of how a worker could answer this question.



An answer that isn't very good:

The worker says they would work out what they think you need.

And they would speak for you.



A good answer:

The worker says they would:

- ask you about what you want
- support you to share your thoughts.



A very good answer:

The worker says they would start by:

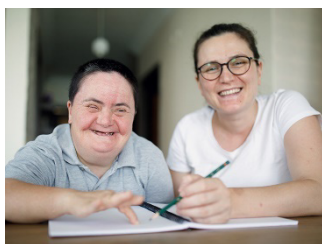
- asking you about what you want
- supporting you to share your thoughts.



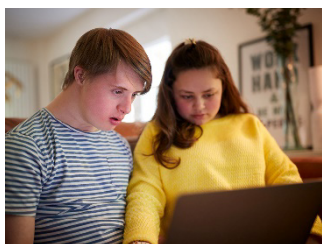
They also say they would support you to:

- tell them when you want something
- create ways to build your confidence.

Question 2



This example can help you find out if the worker will support you to learn a new skill.



This example is also for interviewing someone when you need general support.

You can ask the worker:



‘How would you help me learn something new, like cooking a meal?’



Here are 3 examples of how a worker could answer this question.

An answer that isn't very good:

The worker says they:



- don't know
- aren't sure it would be safe.

They suggest you take a class with someone else.



A good answer:

The worker says they would cook a meal with you.

And they would show you how you can help.



A very good answer:

The worker says they would work with you to make a plan of what meals you want to cook.

They say they would ask you about the skills you already have.



And they would work with you to:

- make a meal together
- do more tasks each time.

Word list

This list explains what the **bold** words in this document mean.



Confidence

When you have confidence, you:

- believe in yourself
- know what you can do
- can try new things.



Interview

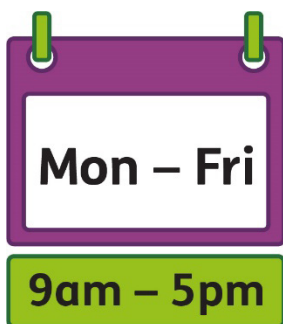
When you interview someone, you ask questions about their work experience.



Participant

Participants are people with disability who take part in the NDIS.

Contact us



You can call us from 9am to 5pm,
Monday to Friday.

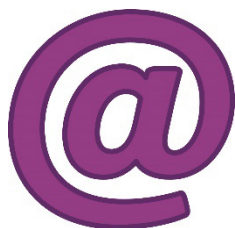


If you live in the Northern Territory, you can
call us from 9am to 4.30pm.



You can call us.

1800 035 544



You can send us an email.

contactcentre@ndiscommission.gov.au



You can write to us.

NDIS Quality and Safeguards Commission
PO Box 210
Penrith
NSW 2750



You can go to our website.

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



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