

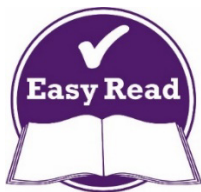


**NDIS Quality  
and Safeguards  
Commission**

# The Recruitment and Selection Resources

Offline version for participants

Easy Read guide



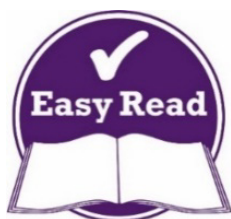
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## How to use this guide



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

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



We wrote this guide in an easy to read way.

We use pictures to explain some ideas.

**Bold**

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

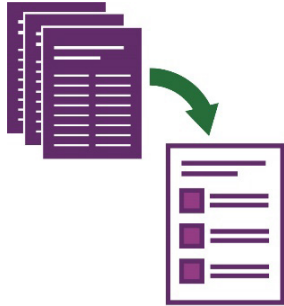
Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 29.



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



You can find the other guide on our website.

[workforcecapability.ndiscommission.gov.au/  
tools-and-resources/recruitment-resources/  
all-resources-participant](http://workforcecapability.ndiscommission.gov.au/tools-and-resources/recruitment-resources/all-resources-participant)



You can ask for help to read this guide.

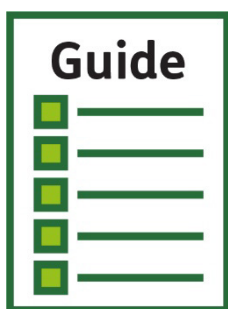
A friend, family member or support person may be able to help you.



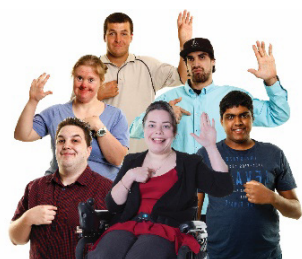
## What's in this guide?

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## How to use this guide



This is a step-by-step guide that explains how **participants** can hire support workers.



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

You can use this guide to learn how to:



- tell support workers about your job



- choose the right worker for you.



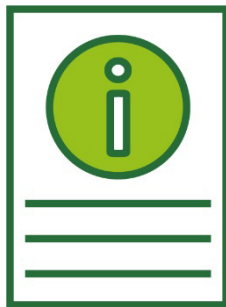
You can use this guide as many times as you like.

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## Create a job description



If you're hiring a support worker, the first thing you can do is create a **job description**.



A job description gives information about a job that you want someone to do.

It explains:



- the job



- what skills the right worker needs



- what supports they need to give.

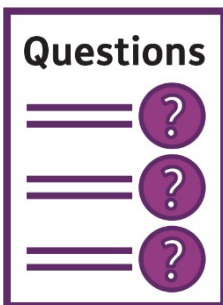


We made the Position Description Tool to help you create a job description.



You can find the Position Description Tool on our website.

[workforcecapability.ndiscommission.gov.au/  
tools-and-resources/position-description-builder](https://workforcecapability.ndiscommission.gov.au/tools-and-resources/position-description-builder)



We also have some questions to help you create a job description.

You can think about:

- all of the questions
- some of the questions.

---

## Questions to help you create a job description



What are the main tasks your worker needs to do?

For example, cook lunch.



What skills and **attitudes** does your worker need to have?

For example, they enjoy cooking.



Your attitudes are what you think, feel and believe.



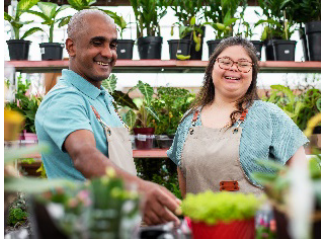
We have resources about what skills and attitudes workers need to give different supports.



You can find these resources on our website.

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





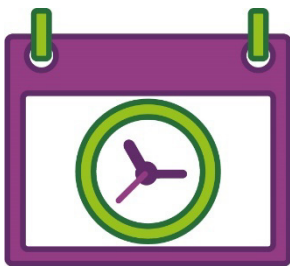
Are there any hobbies you would like your worker to share with you?

For example, gardening.

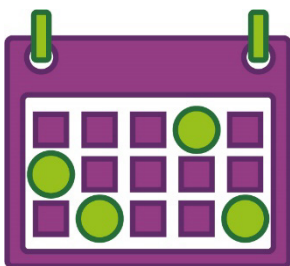


Is there anything the worker must know?

For example, a time you always want them to start.



How many hours will they work a week?



Can they work at different times each week?



How much does the job pay?



Will there be other workers doing the job with them?

## Create a job ad



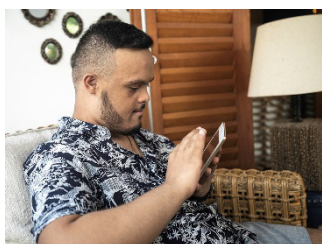
After you create a job description, you can turn it into a **job ad**.



A job ad shares information about a job for workers to find.

It includes information about:

- what the job is
- how to contact you to apply.

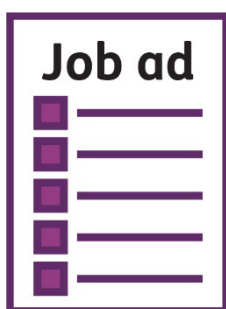


We made a tool to help you create a job ad.



You can find the job ad tool on our website.

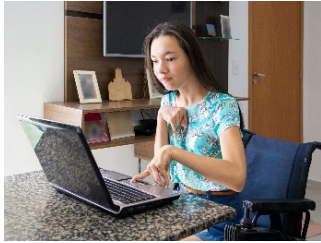
[workforcecapability.ndiscommission.gov.au/  
tools-and-resources/recruitment-resources/  
participant/advertise](https://workforcecapability.ndiscommission.gov.au/tools-and-resources/recruitment-resources/participant/advertise)



We also have a list of what to include in your job ad.

---

## What to include in your job ad



You should include the job name in your job ad.  
For example, disability support worker.

You should include:



- the main job the worker will be doing,  
for example cooking lunch



- how many hours they'll work each week



- how much they'll get paid.



You should include where the work will be.  
This helps workers know how far they will travel.



You should include anything the worker needs to have.

This could be:

- a car
- a skill or attitude.



You could encourage people from different backgrounds to contact you about the job.

You should include:



- something about yourself, such as what you like to do



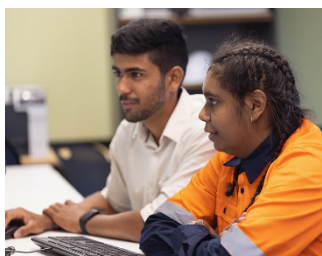
- how the worker should contact you if they're interested.



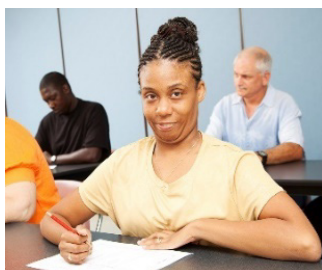
For example, you could include your email address and say:

‘Please send an email telling me about yourself, with your **CV or resume.**’

A CV or resume is a document that lists your:



- work experience



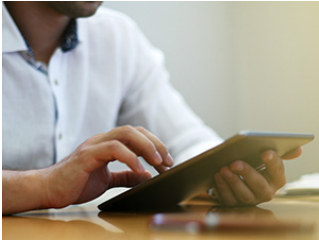
- education



- skills.

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## Where to put your job ad



It's a good idea to put your job ad where support workers can find it.

You can share your job ad:



- online



- around your neighbourhood.



You can search the internet for places to share your job ad online.

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For example, you can share your job ad on:



- social media

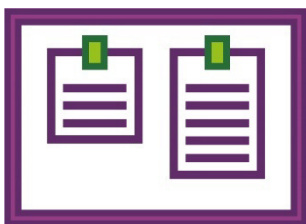


- disability support websites.



You can give your job ad to people you already know, such as:

- community members
- neighbours.



Some shopping centres and community spaces have places you can share job ads.

You can ask someone who works there if you can put up your job ad.



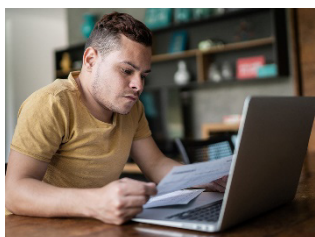
## Choose a worker to meet



You might have more than one worker contact you about the job.



You can ask to meet them before you choose which one you want to hire.



But first, you should check their CV or resume.

And make sure the worker has the right:

- skills and experience
- things they need to have, for example a car.



If you don't think they'll be right for the job, you don't have to meet them.



You can also download our tool to help you choose which workers to meet.



You can find this tool on our website.

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



You can ask workers different questions when you meet them.

This can help you find out if they're right for the job.



We've included some questions you can ask.

---

## Meeting the workers



You can ask the worker to do a small part of the job to see how they do it.

For example, cook a meal.



You can ask to check their **referees**.

Referees are people who can tell you about the worker before you decide to hire them.



You can also **interview** the worker.

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



You might find more than one person who can do the job well.

It's usually better to choose a worker that you:

- get along with
- find it easy to communicate with.



We have more tips about how to choose a worker and interview someone 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)

## Interview the worker



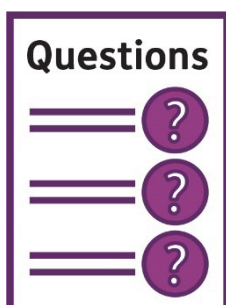
It's a good idea to interview a worker before you hire them so you can:

- meet them in person
- ask them questions.



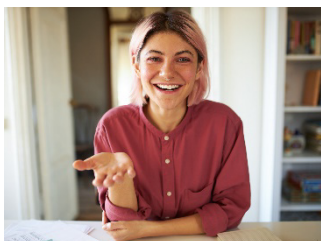
You can interview someone by yourself.

Or you can interview them with help from a friend, family member or support person.



Before you interview someone, you should have a list of questions you want to ask.

And think about how the right person would answer those questions.



Interviewing someone is a way to find out:

- who they are
- how they'll do the job.

## Getting ready to interview someone



If you want to interview a worker, you should contact them by:

- phone
- email.



You can let them know:

- where to meet you, for example in your home or at a café
- what time to meet
- how long you'll interview them.



You can let them know if you'll ask them to do a task that will be part of the job.

For example, cooking your favourite meal.



You can ask them if there is anything they need to find the place you want to meet.

For example, directions to your home.



It's a good idea to tell them who will be there when you interview them.

For example, yourself and a support worker who will take notes.

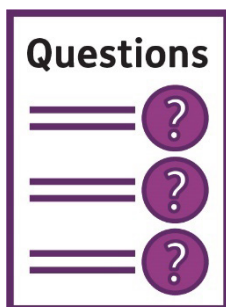


We have a tool that can help you choose good workers from the people you interview.

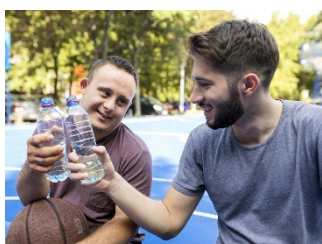
You can find this tool on our website.

[workforcecapability.ndiscommission.gov.au/  
tools-and-resources/recruitment-resources/  
participant/review-and-shortlist-applications](https://workforcecapability.ndiscommission.gov.au/tools-and-resources/recruitment-resources/participant/review-and-shortlist-applications)

## Questions to ask



We've included some questions you could ask when you interview a worker.



You can ask them about how they did the job in the past.

For example, how they supported someone to make friends in the community.



You can also ask them about how they would do something in the future.

If they never supported someone in the community before, you could ask how they would support you.



You or the person helping you interview the worker can write down their answers.

That way you can look at the answers later.





We have a list of example questions that can help you.

You can find these example questions 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)



It's good to also let the worker ask questions about:

- you
- the job.



At the end, you can tell the worker when they'll hear back from you about the job.

---

## Offer someone the job



Once you decide on the best worker, you're ready to offer them the job.



You should let them know as soon as possible:

- by phone
- by email.



You should also agree on a start date with your worker.

You should create a **service agreement**.

A service agreement is a written agreement between you and your worker.

It explains:

- the supports you will use
- how your worker will give you those supports
- how much the supports cost.

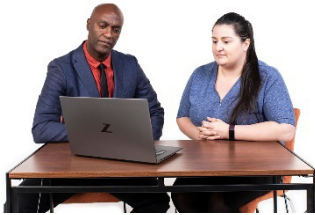




You can find out more about how to create a service agreement on the NDIS website.

This includes Easy Read information.

[www.ndis.gov.au/participants/working-providers/making-service-agreement](http://www.ndis.gov.au/participants/working-providers/making-service-agreement)



You can ask a friend, family member or support person to help you create one.



You should also tell the people you didn't choose that they didn't get the job.



We created a tool to help you write a letter telling people they didn't get the job.

You can find this tool on our website.

[workforcecapability.ndiscommission.gov.au/tools-and-resources/recruitment-resources/participant/make-offer](http://workforcecapability.ndiscommission.gov.au/tools-and-resources/recruitment-resources/participant/make-offer)

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## Welcome your new worker



When you welcome your new worker into the job, it's good to have a chat with them first.



You can bring up anything else they need to know about the job.

For example, any friends, family members or support people they will work with.



It's a good idea to agree on how you can communicate to each other if things are going:

- well
- badly.



You should also agree on the best way to communicate if something happens.

For example, if they get sick and can't work.

---

## Word list

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



### **Attitudes**

Your attitudes are what you think, feel and believe.



### **CV or resume**

A CV or resume is a document that lists your:

- work experience
- education
- skills.



### **Interview**

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



## Job ad

A job ad shares information about a job for workers to find.

It includes information about:

- what the job is
- how to contact you, like a phone number or email.



## Job description

A job description gives information about a job that you want someone to do.

It explains:

- the job
- what skills the right worker needs
- how many hours a week you want them to work.



## Participant

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



## Referees

Referees are people who can tell you about the worker before you decide to hire them.

## Service agreement

A service agreement is a written agreement between you and your worker.

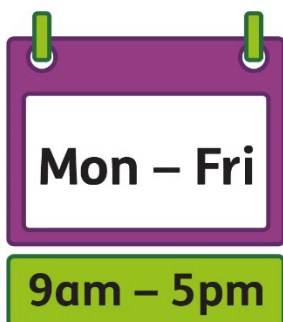
It explains:

- what supports you'll use
- how your worker will give you those supports
- how much the supports cost.



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## 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](mailto: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)



TTY

**133 677**



The National Relay Service

Speak and Listen

**1300 555 727**

SMS relay number

**0423 677 767**



Internet relay calls

[internet-relay.nrscall.gov.au](https://internet-relay.nrscall.gov.au)



You can follow us on LinkedIn.

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You can follow us on Facebook.

[www.facebook.com/NDISCommission](https://www.facebook.com/NDISCommission)



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