

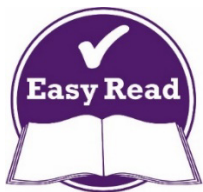


**NDIS Quality
and Safeguards
Commission**

NDIS Workforce Capability Framework

What it is and how you can use it

Easy Read fact sheet

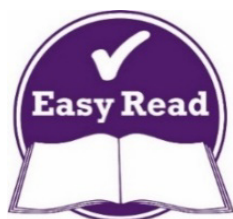


How to use this fact sheet



The NDIS Quality and Safeguards Commission (NDIS Commission) wrote this fact sheet.

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



We wrote this fact sheet in an easy to read way.

We use pictures to explain some ideas.

Bold

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

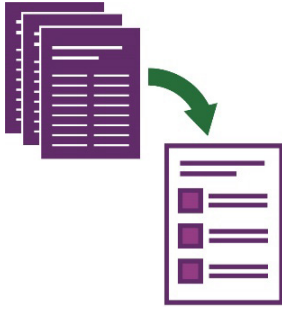
Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 12.



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



You can find the other fact sheet on our website.
[workforcecapability.ndiscommission.gov.au/
tools-and-resources/Factsheets](http://workforcecapability.ndiscommission.gov.au/tools-and-resources/Factsheets)



You can ask for help to read this fact sheet.
A friend, family member or support person may be able to help you.



What's in this fact sheet?

What's the NDIS Workforce Capability Framework? 5

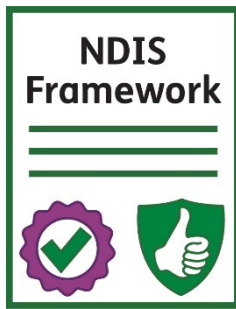
Roles in the NDIS workforce 7

How you can use the Framework 9

Word list 12

Contact us 14

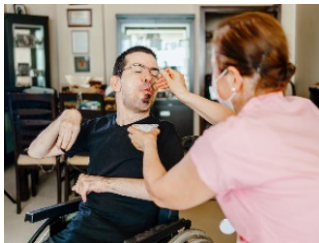
What's the NDIS Workforce Capability Framework?



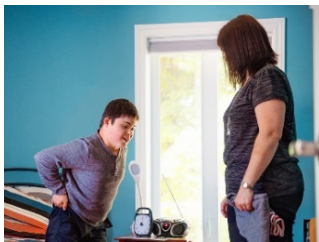
The NDIS Workforce Capability Framework explains what we expect from the **NDIS workforce**.

We call it the Framework.

The NDIS workforce is the group of people who:



- provide services to **participants**



- support them in their daily lives.



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

The Framework helps the NDIS workforce understand:



- how to provide good quality support



- the skills they need



- the **attitudes** they need to have.



Your attitudes are what you think, feel and believe.

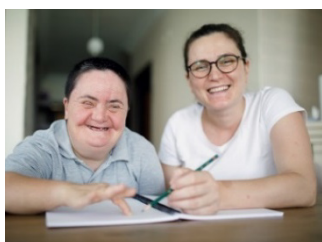


The Framework can also help participants explain how they want to receive support.

Roles in the NDIS workforce



There are different types of roles in the NDIS workforce.



Workers can provide general support.
For example, daily personal support.



Workers can provide advanced support.
For example, support for:

- many areas of your life
- a certain area of your life.

There is also **ancillary work**.



Ancillary work includes jobs that support participants like:

- cleaning
- gardening.



There are also leaders and managers.



The Framework explains what workers must do in each of these jobs to meet our **objectives**.

Objectives are important results we want to achieve.

How you can use the Framework



The NDIS workforce can use the Framework.

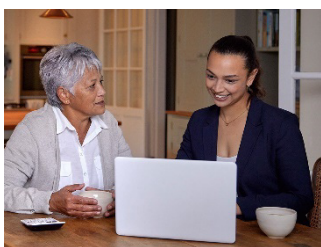


Participants can also use the Framework.



First you need to choose what you want support with.

You need to select the:



- type of work

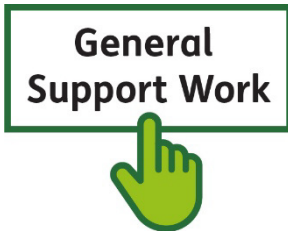


- objective.

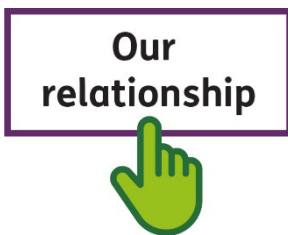


Then you can use the Framework to find out:

- what workers need to do
- how they need to do it.



For example, you can select 'General Support Work' as the type of work.



Then you can select 'Our relationship' as the objective.



For the NDIS workforce, the Framework will explain what participants need to have a good relationship.



For participants, the Framework will give them ways to tell workers what they need.

This includes how to ask them to:



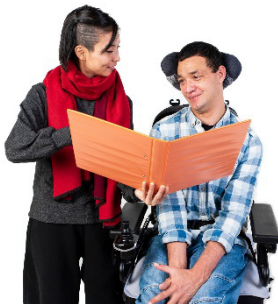
- protect and respect their rights



- communicate in a way that meets their needs



- trust and respect each other



- work together as a team.



You can find the Framework on our website.

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

Word list

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



Ancillary work

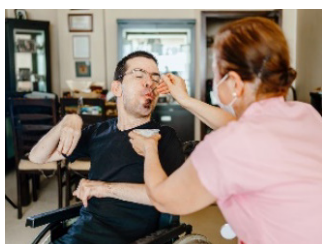
Ancillary work includes jobs that support participants like:

- cleaning
- gardening.



Attitudes

Your attitudes are what you think, feel and believe.



NDIS workforce

The NDIS workforce is the group of people who:

- provide services to participants
- support them in their day-to-day lives.



Objectives

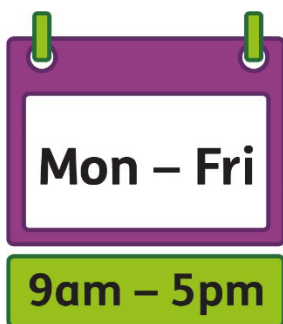
Objectives are important results we want to achieve.



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)



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



You can follow us on LinkedIn.

au.linkedin.com/company/ndiscommission



You can follow us on Facebook.

www.facebook.com/NDISCommission



The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit www.informationaccessgroup.com.

Quote job number 5078-A.