

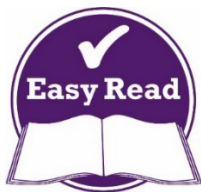


**NDIS Quality  
and Safeguards  
Commission**

# NDIS Workforce Capability Framework

## What are the Recruitment and Selection Resources?

Easy Read fact sheet



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## 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**.

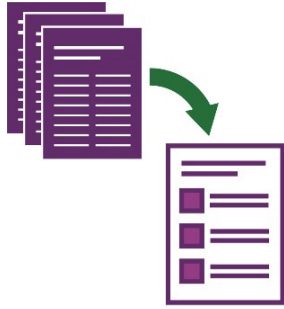
Not bold

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

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What are the Recruitment and Selection Resources? 7

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How can you use the Resources? 9

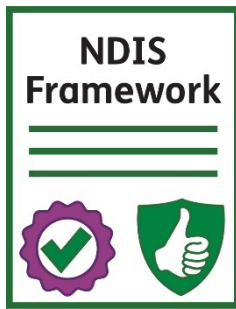
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Word list 12

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Contact us 13

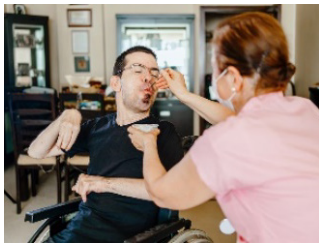
## What's the NDIS Workforce Capability Framework?



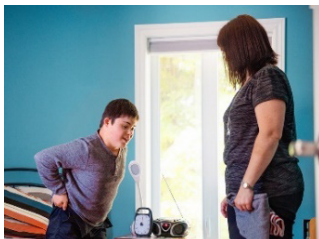
The NDIS Workforce Capability Framework explains what we expect from the **NDIS workforce**.

We call it the Framework.

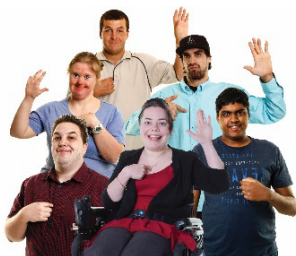
The NDIS workforce is the group of people who:



- provide services to **participants**



- support them in their daily lives.



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

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The Framework helps the NDIS workforce understand:



- how to provide good quality support



- the skills they need



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



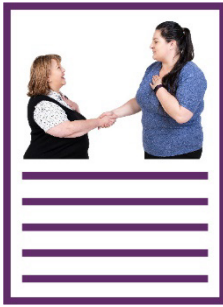
Your attitudes are what you think, feel and believe.



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

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## What are the Recruitment and Selection Resources?



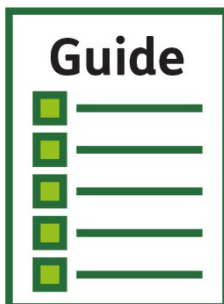
The Recruitment and Selection Resources are part of the Framework.

In this fact sheet, we call them the Resources.

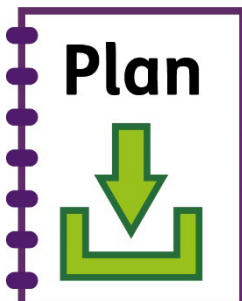


The Resources explain how to hire a worker using the Framework.

They include:



- step-by-step guides



- plans that you can download.



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There are different plans for:



- participants who hire their own workers



- **service providers.**

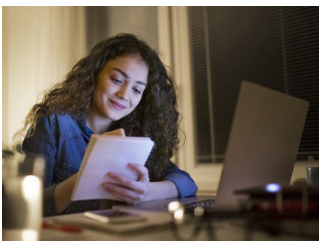


Service providers support other people by delivering a service.



You can find the Resources on our website.

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



And you can use the Resources as many times as you like.



## How can you use the Resources?

### Participants



Participants can use the Resources.

For example, Kyle wanted to hire his own support workers.



But he wasn't sure about how to:

- choose the right worker
- **interview** people.



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



He used the Resources to:

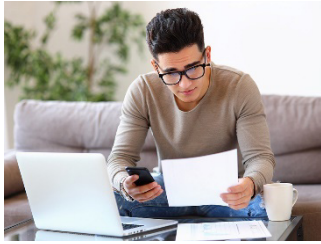
- create interview questions
- find workers to suit his needs.



Kyle decided to interview workers at a café instead of his home.

And his brother came along to support him and listen to the workers' answers.

## Service providers



Service providers can use the Resources.

For example, NDIS Care is a service provider that wanted to hire workers to give support.

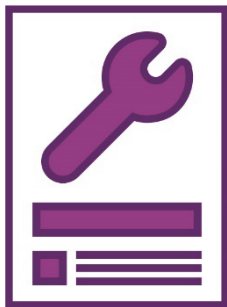


NDIS Care used the Resources to check that the workers they wanted to hire had the right skills.

NDIS Care also used the:



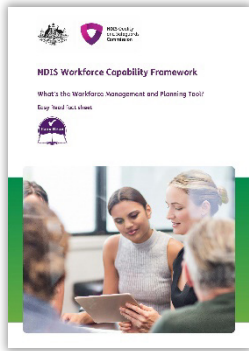
- Workforce Management and Planning Tool



- Position Description Tool.



These 2 tools helped them know exactly what skills the workers need.

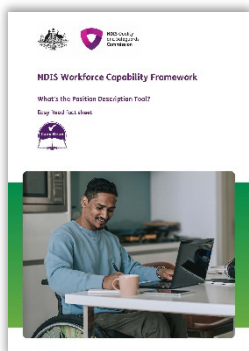


We wrote an Easy Read fact sheet about the Workforce Management and Planning Tool.



You can find it on our website.

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



We also wrote an Easy Read fact sheet about the Position Description Tool.



You can find it on our website.

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

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## Word list

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



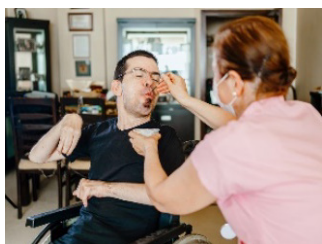
### **Attitudes**

Your attitudes are what you think, feel and believe.



### **Interview**

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



### **NDIS workforce**

The NDIS workforce is the group of people who:

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



### **Participant**

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

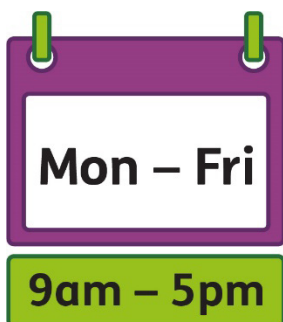


### **Service providers**

Service providers support other people by delivering a service.

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## Contact us



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

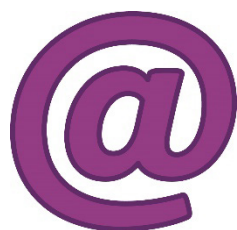


If you live in the Northern Territory, you can  
call us from 9am to 4.30pm.



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

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SMS relay number

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Internet relay calls

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



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