

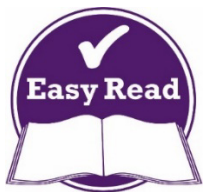


**NDIS Quality
and Safeguards
Commission**

NDIS Workforce Capability Framework

Tips for interviewing and choosing a worker

Easy Read guide

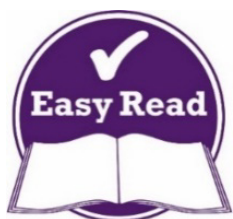


How to use this guide



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**.

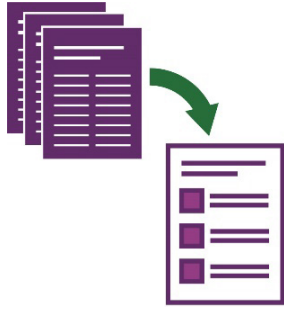
Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 18.



This 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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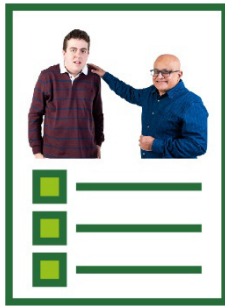
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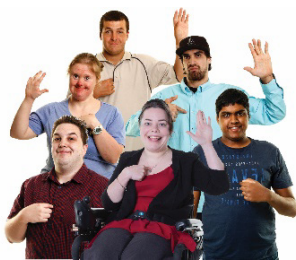
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How to use this guide



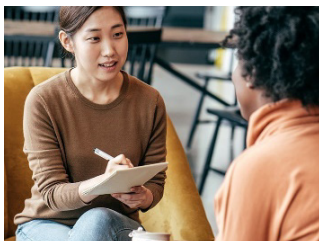
In this guide, we give tips to help **participants** hire the right support worker.



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



We also give tips for how to **interview** a support worker before you hire them.

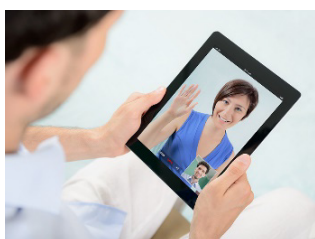


When you interview someone, you ask questions about their work experience.

You can use this guide to learn how to interview someone:



- in person



- online.

You can also use this guide to help you:



- choose the right worker



- have a good experience when you hire a support worker.



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

How to interview someone in person

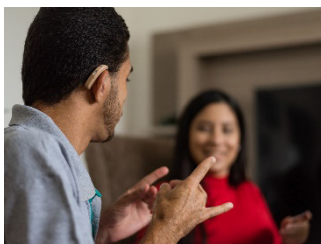


It's a good idea to choose a place that is:

- comfortable
- quiet.



You can give the worker a glass of water before you begin.



You can start by telling the worker a bit about yourself.

For example, your name and where you grew up.



If you have someone else supporting you, make sure they say a bit about themselves too.



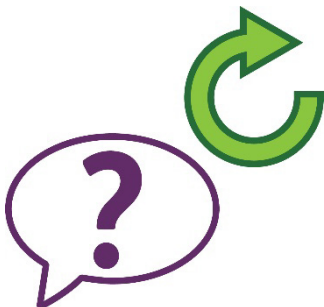
It's a good idea to first explain how you are going to interview the worker.

You can explain:

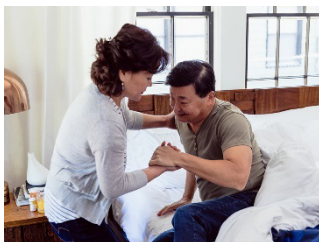
- how long you'll interview them
- when they can ask questions, for example at the end.



You can let them know if you or someone with you will take notes.



It's a good idea to let them know you are happy to repeat a question if they didn't understand it.



You can ask them to do a task that will be part of the job.

For example, moving you in and out of bed.



At the end of the interview, let the worker know what will happen next.

For example, if you will contact their **referees**.



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



It's a good idea to tell the worker when you will contact them about:

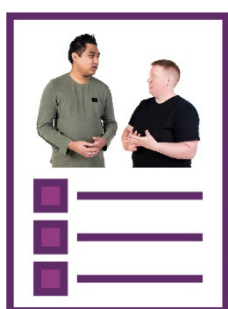
- getting the job
- not getting the job.

How to interview someone online



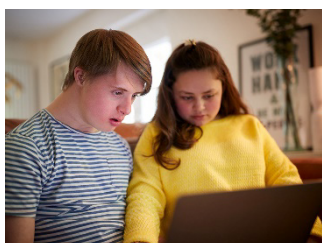
We have some tips for how to interview someone online.

For example, over Zoom.



You can start by reading the tips in the section above about how to interview someone in person.

Then you can read this section.



You should only have 2 people or less interviewing the worker online.

For example, yourself and a friend.

Otherwise, it can make the worker feel uncomfortable.



Computer problems can happen when you interview someone online.

So before you interview the worker, make sure to:



- check your sound and video



- tell the worker you will call them if your internet stops working.



It's also a good idea to tell them you are still paying attention even if you look away from the camera.

For example, if you write notes about their answers.

How to choose the right worker



You should use all the information you have to choose which worker to hire.



It's a good idea to contact their referees.

You can ask about:

- what kind of worker they are
- if their referee would hire them again.



You can look at their **CV or resume**.

A CV or resume is a document that lists your:



- work experience



- education



- skills.



You can read their **cover letter**.

You write a cover letter to explain:

- why you want a job
- what experience you have.



You can think about the way they completed any tasks you asked them to do when you met them.



You can think about how they answered your questions when you interviewed them.



It's a good idea to compare the information you have about each worker.
Then you can choose the one that's right for you.

How to have a good experience



It's important to make sure everyone has a good experience.

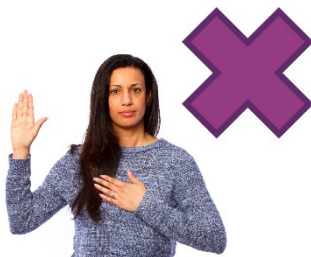
This includes:



- you



- the worker who gets the job



- the workers who don't get the job.



You should make sure to thank every worker for contacting you about the job.



It's a good idea to be on time when you interview the workers.

You should remember that they're giving up their time to meet you.



Make sure to listen to all the workers when you interview them.

Don't be distracted by your phone.



It's a good idea to always let the workers know when they can expect to hear from you next.



After you choose the worker you want to hire, it's a good idea to let all the workers know as soon as possible.



Some workers might want to know why they didn't get the job.



It can be a good idea to ask the workers if they want to know why you didn't choose them.



What you tell them could help them when they apply for another job.

Word list

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



Cover letter

You write a cover letter to explain:

- why you want a job
- what experience you have.



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.



Participant

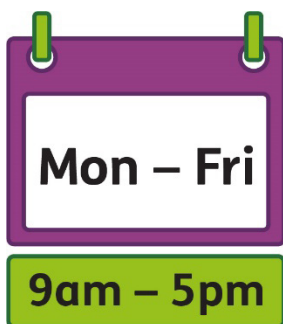
Participants are people with disability who take part in the NDIS.



Referees

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

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



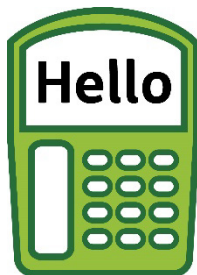
You can write to us.

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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The National Relay Service

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