

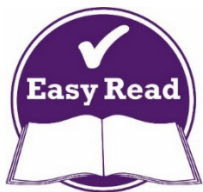


NDIS Quality
and Safeguards
Commission

NDIS Workforce Capability Framework

Tools and resources you can use

Easy Read document

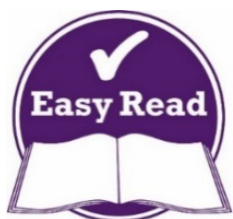


How to use this document



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

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

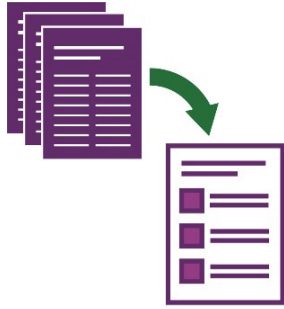
Not bold

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 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](http://workforcecapability.ndiscommission.gov.au/tools-and-resources)



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



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What's this document about?

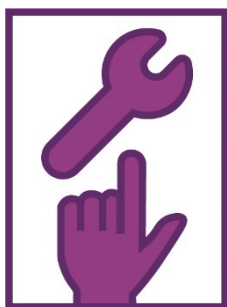


In this document, we explain the NDIS Workforce Capability Framework.



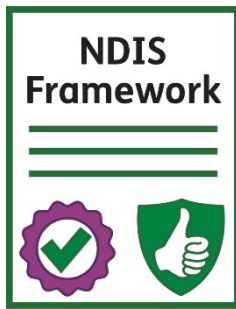
We explain:

- what it is
- how we made it
- how you can use it.



We also explain the tools and resources you can use that are part of the Framework.

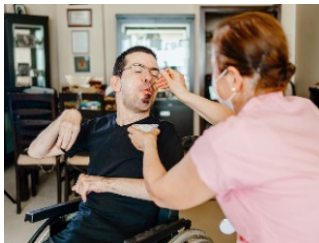
What's the NDIS Workforce Capability Framework?



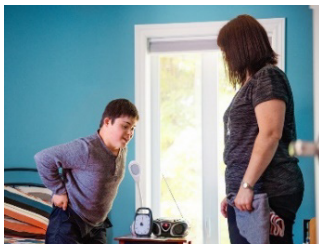
The NDIS Workforce Capability Framework explains what we expect from the **NDIS workforce**.

We call it the Framework.

The NDIS workforce is the group of people who:



- provide services and support 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.

How did we create the Framework?



We created the Framework over 18 months.

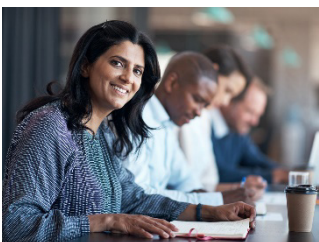


We talked to more than 600 people about how the Framework should work.

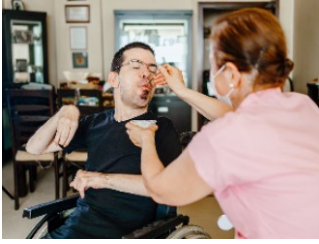
This included:



- participants and their families



- experts.



This also included workers and **service providers**.

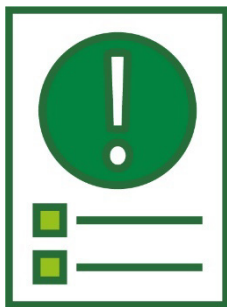


Service providers support other people
by delivering a service.

How can you use the Framework?



Everyone can use the Framework to understand what 'good' support looks like in the NDIS.



We want people to understand our 5 **objectives**.

Objectives are important results we want to achieve.



We made our objectives to show what:

- good support looks like
- we expect from workers.



1. We want to create a relationship between participants and workers so support works well.



2. We want everyone to understand the impact a good worker can have on a participant.

And for workers to understand:

- their own strengths
- the role they play in a participant's life.



3. We want to support participants to focus on what's important to them.



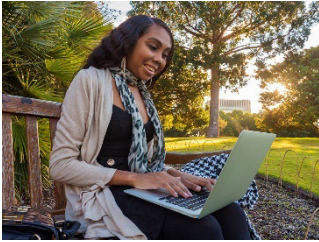
4. We want workers to listen and respond to their participants.



5. We want workers and participants to continue to work together to find out:

- what's working well
- what isn't working well
- how to make things better.

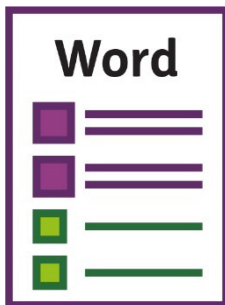
You can use the Framework:



- online



- as a PDF you can download



- as a Word document.



We wrote those versions of the Framework from a participant's point of view.

Who can use the Framework?



Different groups of people can use the Framework, including:

- workers
- participants
- service providers.



Participants can use the Framework to understand what good NDIS supports look like.



The Framework has tools and resources for participants who:

- hire their own workers
- want to explain their support needs to their workers.



Workers and service providers can use the Framework to understand what we expect from workers.

The Framework has tools and resources to support workers and service providers to:



- explore more work options



- hire people



- manage their workforce.

Roles in the NDIS workforce



There are different types of roles in the NDIS workforce.



On the Framework website you can choose which role you want to learn about.



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.



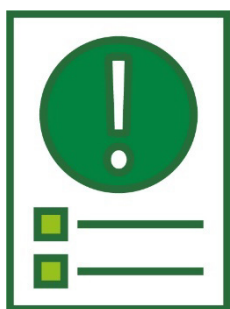
The Framework explains what workers must do in each of these jobs to meet our objectives.

What tools and resources support the Framework?

We created tools and resources to:



- help make the NDIS workforce better



- support the objectives of the Framework.



Different people can use our tools and resources.

For example:



- workers or people looking for work



- participants.



Service providers can also use our tools and resources.

This includes leaders of providers.

Our tools and resources can help you get better at:



- finding people to work for you



- your own work



- managing a workforce.



We'll explain our tools and resources in the following sections.



You can find our tools and resources for workers on page 20.



You can find our tools and resources for participants on page 22.



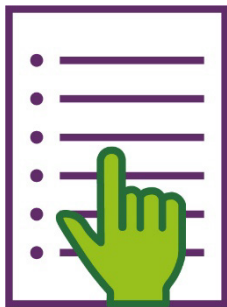
You can find our tools and resources for participants and service providers on page 23.



You can find our tools and resources for service providers on page 27.

Tools and resources for workers

The Career Options Guide



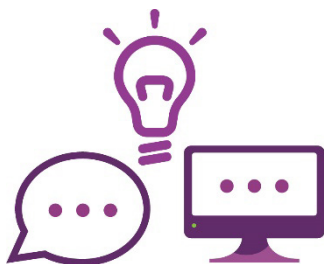
The Career Options Guide is part of the Framework.

In this section, we call it the Guide.



The Guide can help workers understand different **career** options.

Your career is the path you take in the area of work you choose.



It gives information about the skills workers need for different career options.



It also helps workers understand the next steps in building a career.



You can find the Guide on our website.

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

The Self-Assessment Tool for Potential Workers



The Self-Assessment Tool for Potential Workers is part of the Framework.

In this section, we call it the Tool.

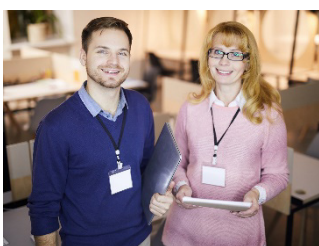
The Tool includes:



- a short survey



- examples of support work.



It's useful for people who are thinking about working in the NDIS.

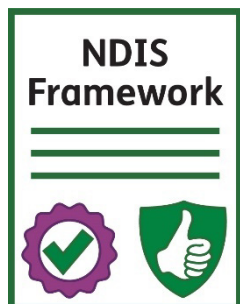


You can find the Tool on our website.

[workforcecapability.ndiscommission.gov.au/
tools-and-resources/disability-support-work-fit](https://workforcecapability.ndiscommission.gov.au/tools-and-resources/disability-support-work-fit)

Tools and resources for participants

Our participant resources



Our participant resources are part of the Framework.

They include tips for participants about:



- how to use the Framework



- what tools can support them to find and keep the workers they need.



You can find our participant resources on our website.

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

Tools and resources for participants and service providers

The Position Description Tool

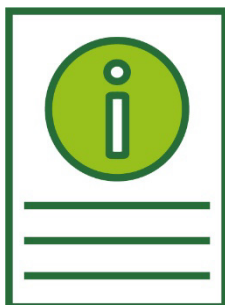


The Position Description Tool is part of the Framework.

In this section, we call it the Tool.



The Tool helps you create a **job description**.

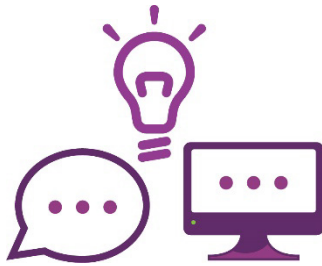


A job description gives information about a job that you want someone to do.

It explains:



- the job



- what skills the right worker needs



- what supports they need to give.



You can find the 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)

The Recruitment and Selection Resources



The Recruitment and Selection Resources are part of the Framework.

In this section we call them the Resources.



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

They include:



- step-by-step guides



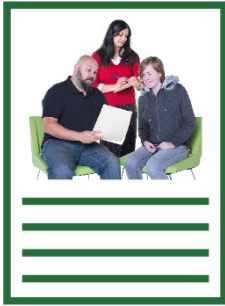
- plans that you can download.



You can find the Resources on our website.

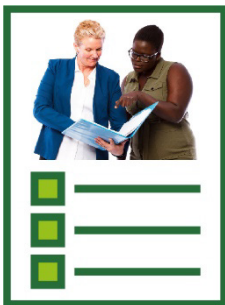
[workforcecapability.ndiscommission.gov.au/
tools-and-resources/recruitment-resources](https://workforcecapability.ndiscommission.gov.au/tools-and-resources/recruitment-resources)

The Supervising for Capability resources



The Supervising for Capability resources are part of the Framework.

In this section, we call them the resources.



The resources give tips about how to make sure people are doing the right thing on the job.



The resources include documents you can download.

For example, checklists.



You can find the resources on our website.

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

Tools and resources for service providers

The Training for Capability resources



The Training for Capability resources are part of the Framework.



They have tips for workers and service providers to make sure they have the right skills and training.



You can also use this part of the Framework to find training resources.



You can find our learning and development tips on our website.

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

The Workforce Management and Planning Tool



The Workforce Management and Planning Tool is part of the Framework.

In this section, we call it the Tool.



The Tool helps service providers make a plan to manage their workers.

The Tool can help service providers:



- manage their workers well



- reach their goals.



You can find the Tool on our website.

[workforcecapability.ndiscommission.gov.au/
tools-and-resources/workforce-management-
and-planning-tool](https://workforcecapability.ndiscommission.gov.au/tools-and-resources/workforce-management-and-planning-tool)

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.



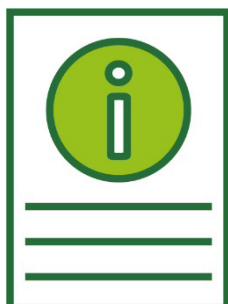
Attitudes

Your attitudes are what you think, feel and believe.



Career

Your career is the path you take in the area of work you choose.

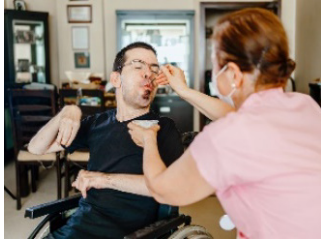


Job description

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.



NDIS workforce

The NDIS workforce is the group of people who:

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



Objectives

Objectives are important results we want to achieve.



Participant

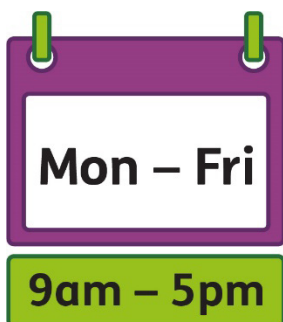
Participants are people with disability who take part in the NDIS.



Service providers

Service providers support other people by delivering a service.

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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