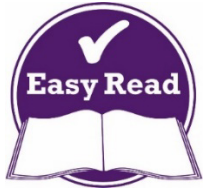




**NDIS Quality  
and Safeguards  
Commission**

# Our Workforce Plan 2023–28

Easy Read version



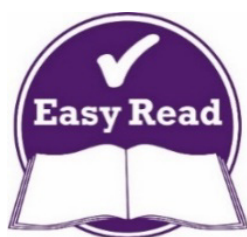
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## How to use this plan



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

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



We wrote this plan in an easy to read way.

We use pictures to explain some ideas.

# **Bold**

We wrote some important words in **bold**.

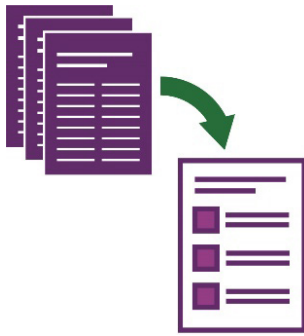
# Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 16.



This is an Easy Read summary of another plan.

This means it only includes the most important ideas.



You can find the other plan on our website.

[www.ndiscommission.gov.au/workforce-plan](http://www.ndiscommission.gov.au/workforce-plan)



You can ask for help to read this plan.

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

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## What's in this plan?

|                                       |    |
|---------------------------------------|----|
| What is this plan about?              | 5  |
| What are our focus areas?             | 8  |
| How will we make sure our plan works? | 14 |
| Word list                             | 16 |
| Contact us                            | 18 |

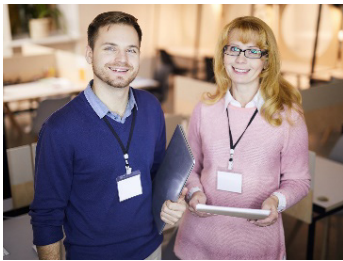
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## What is this plan about?



The Workforce Plan 2023–28 explains how we will support our **workforce**.

In this document we call it our Plan.



Our workforce is the group of people who work at the NDIS Commission.



We want our workforce to have the skills they need to do the best job they can.



We also want our workforce to be **diverse**.

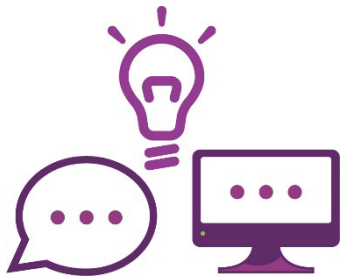
When a group is diverse, lots of different people are part of it.

---

This includes people with different:



- backgrounds



- skills.



We want to make sure our workforce is **inclusive**.



When something is inclusive, everyone:

- can take part
- feels like they belong.



We want the NDIS Commission to be a place where people with disability want to work.



Our Plan will support these goals for our workforce.

And it will improve the way we support:



- **participants** – are people with disability who take part in the NDIS



- **providers** – support people with disability by delivering a service.

---

## What are our focus areas?



Our Plan has 5 focus areas to support our workforce.



We explain our focus areas on the following pages.

## Supporting our workforce



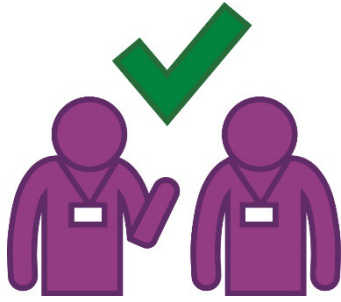
We will make sure the way we manage our workforce:

- works well for our staff
- lasts a long time.



This will mean we have enough people to do the work when we need it.





We will have good ways of working that:

- support our staff
- protect their wellbeing.



This will help us:

- do a good job
- support people.

## Skills and learning



We will keep improving our workforce by offering our staff ways to keep learning.



We want our staff to have skills that people need now and in the future.



This means we can do a good job.

And make sure our work is making a difference.

---

## Growing our workforce



We will keep learning and changing to make sure we do the best job we can.



We must do this to make sure we keep:

- supporting people
- changing as other things change.



We want our workforce to be happy to change as other things change.



We also want to keep growing our workforce.

---

## How we work

We will make sure we work with:



- providers



- participants.



We also work with our workforce in a way that supports everyone.

This includes how we:



- manage risks



- keep everyone safe.

## Being inclusive



We will keep supporting a diverse workforce.

This includes:



- making sure our workforce is inclusive



- supporting our staff's wellbeing.



The different people in our community are an important part of our work.

---

And our workforce works better when we have staff with different:



- backgrounds



- skills.

---

## How will we make sure our plan works?

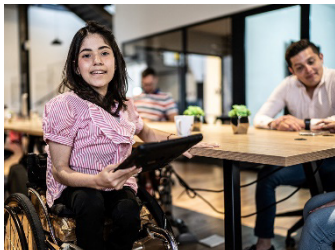


We will use **data** to support our goals.



When we talk about data, we mean:

- facts
- information
- records.



This data will guide how we will keep supporting a diverse workforce.

---

This includes making sure we:



- have the right skills



- support our goals.



We will do this over the next 5 years.



And we have already started our work on some of our focus areas.



---

## Word list

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



### **Data**

When we talk about data, we mean:

- facts
- information
- records.



### **Diverse**

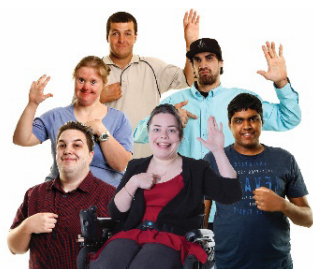
When something is diverse, lots of different people take part in it.



### **Inclusive**

When something is inclusive, everyone:

- can take part
- feels like they belong.



### **Participants**

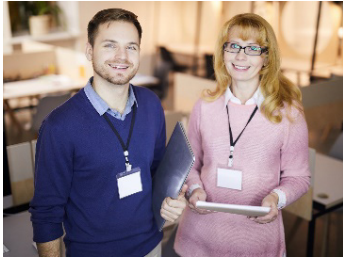
Participants are people with disability who take part in the NDIS.





## Providers

Providers support people by delivering a service.

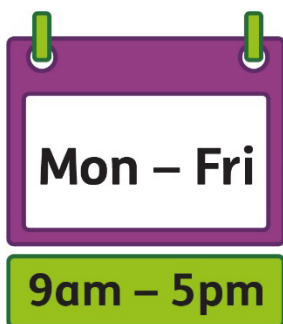


## Workforce

Our workforce is the group of people who work at the NDIS Commission.

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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)

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You can write to us.

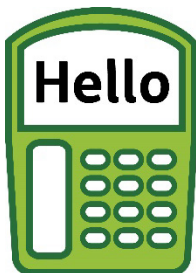


NDIS Quality and Safeguards Commission  
PO Box 210  
Penrith  
NSW 2750



You can go to our website.

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



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



You can follow us on LinkedIn.

[au.linkedin.com/company/ndiscommission](http://au.linkedin.com/company/ndiscommission)



You can follow us on Facebook.

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