



**NDIS Quality  
and Safeguards  
Commission**

# NDIS Workforce Capability Framework

## What's the Training for Capability Guide?

Easy Read fact sheet



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## How to use this fact sheet



NDIS Quality  
and Safeguards  
Commission

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**.

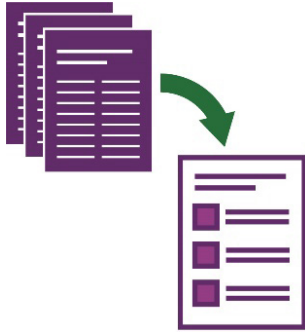
# Not bold

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](https://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 might be able to help you.

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## What's in this fact sheet?

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Word list 12

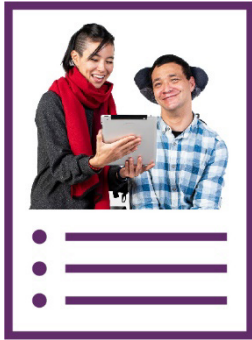
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Contact us 13

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## What's the NDIS Workforce Capability Framework?



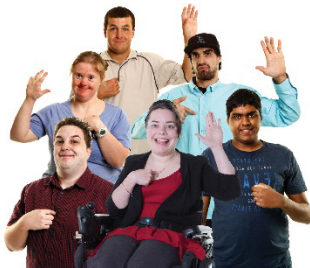
The NDIS Workforce Capability Framework explains what we expect from the **NDIS workforce**.

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.

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## What is the Training for Capability Guide?



The Training for Capability Guide is part of the Framework.

In this fact sheet, we call it the Guide.



We made the Guide to support the NDIS workforce to:

- provide good supports
- have the right skills and attitudes.



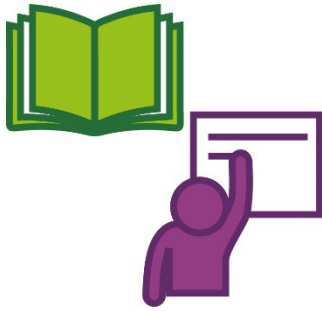
The NDIS workforce includes:

- organisations
- workers
- **service providers.**



Service providers support other people by delivering a service.

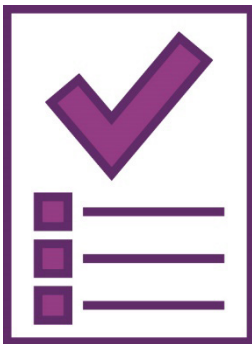




The Guide can help the NDIS workforce find out:

- what they need to learn about
- what training they can choose.

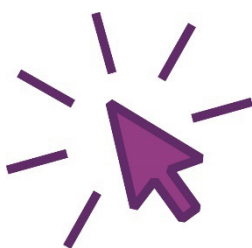
The Guide also includes:



- examples of how to use the Guide for planning and training



- tips to check how well the training worked.



You can find the Guide on our website.

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



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## How do you use the Guide?



We wrote an example to show how someone who is part of the NDIS workforce could use the Guide.

The people in our example aren't real.

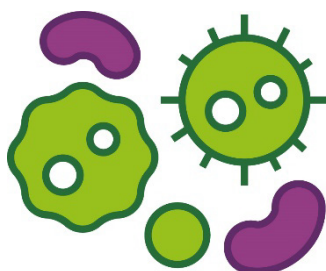


Fred is an NDIS support worker who provides care to Michael.



Michael refused to shower for 2 weeks.

He also had an **infection** in a sore.



When you have an infection, it means germs have gotten into your body.

This can make you very sick.



Fred didn't tell anyone.

He thought he was respecting Michael's choice.



Michael had to go to hospital to get treatment for his infected sore.



Fred explained what happened to his manager.  
His manager is called Bess.



Bess showed Fred the part of the Framework about supporting people to make choices.



She explained that Fred must support Michael to make his own choices.

But he must also keep Michael safe.

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Bess used the Guide to help Fred find training about:



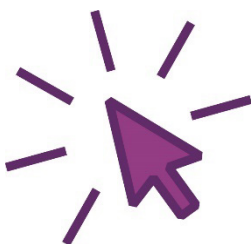
- supporting people to take risks



- keeping people safe.



Bess asked Fred to share what he learned with other people he works with.



You can find the Framework on our website.

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

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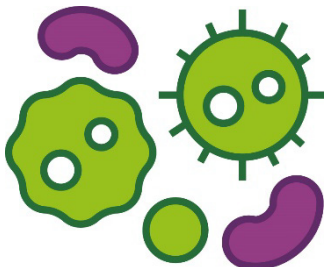
## Word list

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



### **Attitudes**

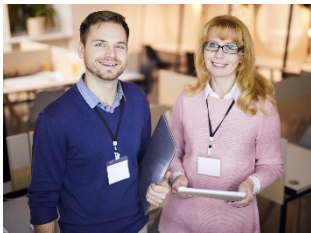
Your attitudes are what you think, feel and believe.



### **Infection**

When you have an infection, it means germs have gotten into your body.

This can make you very sick.



### **NDIS workforce**

The NDIS workforce is the group of people who:

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



### **Participant**

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

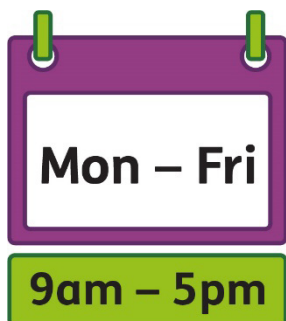


### **Service providers**

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)



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