



The NDIS Workforce Capability Framework

Please tell us what you think



How to use this document



The NDIS Quality and Safeguards Commission wrote this document with Bendelta.

When you see the words 'we', it means these 2 organisations working together.



We have written this information in an easy to read way.

We use pictures to explain some ideas.



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

We explain what these words mean.

There is a list of these words on page 14.



This Easy Read document is a summary of another document.



You can find the other document on our website at www.ndiswcf.com



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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About the NDIS Quality and Safeguards Commission



The NDIS Quality and Safeguards Commission is part of the government.



Quality is about receiving good services that:

- meet the needs of people with disability
- give people with disability choice and control.



Safeguards keep people safe when they use services.

NDIS Commission



In this document we call ourselves the NDIS Commission.

It's our job to make sure people who use the NDIS:



- are treated well
- get good services.

About Bendelta



Bendelta is a company that:

- offers the government advice
- helps make our community better.



Bendelta and the NDIS Commission are working together.

What is the NDIS Workforce Capability Framework?



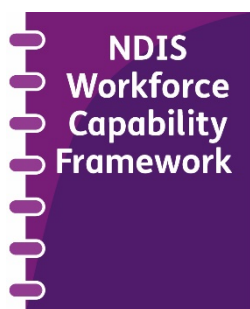
The NDIS Workforce Capability Framework is a new project.



The **workforce** is the group of people who are available to provide support and services.



Your **capability** is the skills you have to do a task.



A **framework** is a guide.



We are working on a new framework for the NDIS workforce.



It will make sure the people in the NDIS workforce have the right skills for the work they need to do.



We want to make sure that people with disability who use the NDIS get the best service possible.

What is in the framework?

The framework includes ideas about ways to:



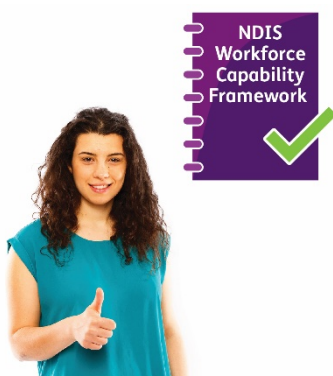
- give service providers good tools and information



- help service providers support their staff to do a great job



- help staff learn new skills



- make sure the framework is going well.

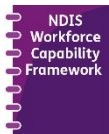
When will the framework start?



We are working on the framework now.



The framework will begin in 2020.



By the end of 2020, we want many service providers to be using the framework.



We will give them the tools and information they need to do this.

How to tell us what you think



We'd like to know what you think about the ideas in the framework.



We are talking to the community about the framework so everyone can share their ideas.

5

There are 5 ways to take part.



1. You can talk to us in an interview



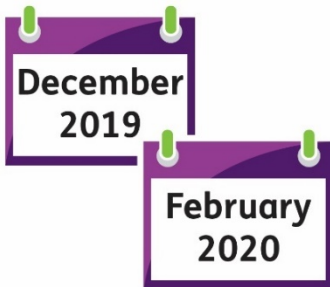
We will talk to 150 people about:

- their experiences
- the support they need.

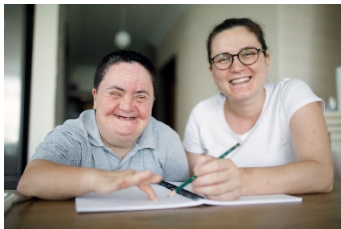


These people include:

- people with disability
- service providers and workers
- families and carers
- other experts.



We'll hold the interviews from December 2019 through to February 2020.



2. You can invite us into your life



We want to understand how you get your services. We call this program 'Side by Side'.



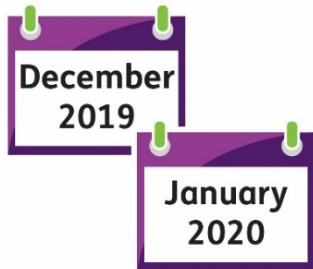
We want to work next to you and your support workers so that we can truly understand the support you need.



We need 30 people to help us in this way.



Each Side by Side session will last for about 2 hours.



We will be doing this work in December 2019 and January 2020.



3. Service providers and workers can meet with us



We will hold a special workshop called an 'Empathy Lab'.



This is a way for service providers and workers to tell us what they need.



The Empathy Labs will take place in February 2020.



4. You can visit us online



- We have an online service that allows you to:
 - read about our work
 - share your ideas with us.



- You can visit it at www.ndiswcf.com

5. You can take a survey

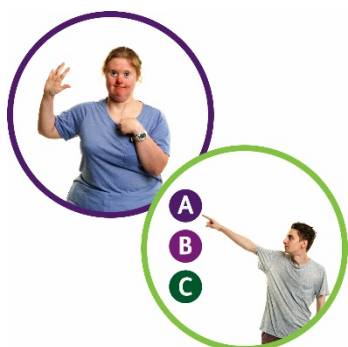


We want as many people as possible to fill out our online survey.



The survey will be open in March 2020.

Word list



Quality

Quality is about receiving good services that:

- meet the needs of people with disability
- give people with disability choice and control.



Safeguards

Safeguards keep people safe when they use services.



Workforce

The group of people who are available to provide support and services.



Capability

The skills you have to do a task.




Framework

A guide. It explains how we want to work and the changes we want to make.

How to find out more

If you would like to find out more about taking part, please contact Emma Kelly.

 **BENDELTA** Emma works with Bendelta.



You can email her on NDISwcf@bendelta.com



Or you can call (02) 9232 3401.



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Quote job number 3397.