Support worker learning and development self-assessment tool

This resource was developed by the NDS Quality and Safeguards Sector Readiness Project and is funded by the Government of Western Australia Department of Communities.

This resource was developed with the aim of giving providers and their workers, a starting point to assess their knowledge and skills against the training requirements outlined by the NDIS Commission.

This document can be used as a self-assessment for workers to use as part of their induction, orientation or ongoing supervision. It highlights what the NDIS Practice Standards and Code of Conduct say about training and development of workers and provides links to supporting resources which are freely available online through the NDIS Commission, Federal and State Government, NDS and other peak bodies.

**It should be used in conjunction with other training appropriate to the scope and complexity of the supports being provided and adapted to suit each providers own internal systems and processes.**

When developing a training program, consideration should be given to:

* What will be required **in addition to this resource** to meet the NDIS Commission requirements?
* What are the individual needs and risks of the supported individuals and what training is required?
* How will you test the program to ensure that it meets the training needs of your workers? For example, you could run a pilot with a small group of staff and get feedback.
* How will training be evidenced?
* How will you ensure your workers are competent to deliver supports?

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# What the NDIS Commission says about Worker Obligations and Training Requirements

## NDIS Code of Conduct

The NDIS Code of Conduct promotes safe and ethical service delivery by setting out expectations for the conduct of both NDIS providers and workers. It applies to all providers of supports, registered and unregistered. Information on the Code of Conduct can be found on the [NDIS Code of Conduct webpage](https://www.ndiscommission.gov.au/about/ndis-code-conduct). It is mandatory for workers to be trained in their Code of Conduct obligations.

## Reportable Incidents

Under the [NDIS Code of Conduct webpage](https://www.ndiscommission.gov.au/about/ndis-code-conduct), all NDIS providers and workers are required to provide supports and services in a safe and competent manner with care and skill, and to take all reasonable steps to prevent all forms of violence against, exploitation, neglect and abuse of, people with disability. Workers are therefore provided information on how to respond to and report incidents appropriately. Registered NDIS providers are also required to:

* have an incident management system to record and manage incidents that occur while providing supports or services to people with disability.
* Notify the NDIS Commission via the [NDIS Commission reportable incidents webpage](https://www.ndiscommission.gov.au/providers/complaints-and-incidents/notify-us-about-reportable-incident)

## Raising Complaints and Concerns

Any individual, including support workers, can raise a complaint or concern directly to the NDIS Commission, about the quality or safety of services provided to an NDIS participant. Workers are therefore provided information on how to respond to and report complaints. If a worker has a complaint or concern about the way an NDIS provider treats its workers, the [Fair Work Commission webpage](https://www.fwc.gov.au/) can be contacted.

# NDIS Practice Standards and Quality Indicators (Practice Standards)

## Human Resource Management Practice Standard Outcome

**“Each participant’s support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support”.**

In addition to this outcome, expectations of training and development of support staff appear throughout the Practice Standards.

The below table refers to the Practice Standards Core Modules (Rights and Responsibilities, Governance and Operational Management, Provision of Supports, Support Provision Environment). The table highlights indicators where the Practice Standards either explicitly state training is required for support workers or identify a need for support workers to have an understanding and/or awareness. For example, “each participant’s legal and human rights are understood and incorporated into everyday practice.”

Alongside each indicator, some available resources and training have been identified. This is **not** an exclusive list of the training required by support workers and these trainings do **not** in isolation meet the NDIS Commission requirements. This training does **not** replace the specific training employers will provide to new workers to perform their duties, and training on their organisation’s specific policies and procedures.

Training is required to be specific to the supports being provided by the organisation (scope) and the complexity of the supports being provided.

**Instructions**

* Review the compliance area together with your workers
* Ask them to assess their confidence level against each compliance area outlined
* Make a plan to improve. This could include:
* **Reading internal policies and guidelines**
* **Completing the organisation’s internal training in this area**
* **Using the additional resources provided to increase learning**
* **Other options – such as sourcing specialist resources or training to meet the need.**

# Training and development self-assessment and action plan

Information to include in the self-assessment plan:

**Name:**

**Managers Name:**

**Date Started:**

**Date Completed:**

## Compliance Area Outlined in the Practice Standards

### Human Resources Management – Orientation and Induction

An orientation and induction process is in place that is completed by workers including completion of the mandatory NDIS worker orientation program.

**Self-Assessment:** Very confident/Mostly confident/Unsure/Not confident?

**Plan to improve knowledge and skills:** Internal Guidelines/Internal Training/Complete additional resources/Other?

**Some additional resources which may assist:**

[NDIS Commission e-learning modules webpage](https://training.ndiscommission.gov.au/login/index.php) are a series of eight online modules that provide new workers with specific information they need to start working in the disability sector including:

* Disability awareness:
* Privacy and confidentiality:
* Safe workplace:
* NDIS Code of Conduct and Dignity of risk:
* Incident management:
* Know the person:
* Risk identification and management:
* Managing challenging situations:

**Who/When?**

**Sign off:** Completed/ Partially/ Incomplete?

### NDIS Code of Conduct

The NDIS Code of Conduct promotes safe and ethical service delivery, by setting out expectations for safe and ethical services and supports for both NDIS providers and workers. It outlines the obligations of workers and providers and applies to all workers, registered and unregistered.

**Self-Assessment:** Very confident/Mostly confident/Unsure/Not confident?

**Plan to improve knowledge and skills:** Internal Guidelines/Internal Training/Complete additional resources/Other?

**Some additional resources which may assist:**

* **NDIS Commission: Worker Orientation Module ‘Quality, Safety and You’** is an interactive online course that explains the obligations of workers under the [NDIS Code of Conduct webpage](https://www.ndiscommission.gov.au/workers/worker-training-modules-and-resources/worker-orientation-module#paragraph-id-3147). **This training is mandatory for all support workers.**
* [NDIS Code of Conduct Guidance for Workers webpage](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.ndiscommission.gov.au%2Fsites%2Fdefault%2Ffiles%2F2022-02%2Fcode-conduct-workers-march-2021-11_0.docx&wdOrigin=BROWSELINK) assists workers to understand their responsibilities and includes scenarios of what this looks like in practice.
* [NDIS Commission ‘Make it known, make it better’ webpage](https://www.ndiscommission.gov.au/makeitknown) video series – empowering people with disability to raise a concern or complaint if they are not happy with the quality or safety of their NDIS supports or services.
* [NDS Code of Conduct interactive 6 film series and facilitator guide webpage](https://www.nds.org.au/resources/ndis-quality-and-safeguards-resources-hub#CodeOfConduct) to assist training the workforce using scenarios and embed the code of conduct in everyday practice.

**Who/When?**

**Sign off:** Completed/ Partially/ Incomplete?

### Mealtime Management

Each worker responsible for providing mealtime management:

* understands the mealtime management needs of those participants and the steps to take if safety incidents occur during meals, such as coughing or choking on food or fluids.
* is trained in preparing and providing safe meals with participants that would reasonably be expected to be enjoyable and proactively managing emerging and chronic health risks related to mealtime difficulties, including how to seek help to manage such risks.

**Self-Assessment:** Very confident/Mostly confident/Unsure/Not confident?

**Plan to improve knowledge and skills:** Internal Guidelines/Internal Training/Complete additional resources/Other?

**Some additional resources which may assist:**

* **NDIS Commission: Supporting safe and enjoyable meals** is an e-learning introduction to mealtime support that demonstrates - from the perspective of NDIS participants - what effective mealtime support looks like, while enabling choice and control. Module accessed through the NDIS Commission e-learning portal**.**
* [Do Food Safely - Department of Health: Victoria webpage](https://dofoodsafely.health.vic.gov.au/index.php/en/) is a free, non-accredited, online learning program designed to enable workers to understand how to safely work with, and handle, food in commercial settings.
* [NDIS Commission Practice Alerts webpage](https://www.ndiscommission.gov.au/workerresources)  offer guidance for NDIS providers and workers on topics such as Dysphagia, medicines associated with swallowing problems, lifestyle risk factors, oral health.

**Who/When?**

**Sign off:** Completed/ Partially/ Incomplete?

### Safe Environment

Clear arrangements are established for workers supporting participants with communication needs. These arrangements ensure that workers understand participants’ communication requirements and how they express emerging health concerns.

Workers providing support are trained to respond to emergencies (including how to distinguish between urgent and non-urgent health situations).

**Self-Assessment:** Very confident/Mostly confident/Unsure/Not confident?

**Plan to improve knowledge and skills:** Internal Guidelines/Internal Training/Complete additional resources/Other?

**Some additional resources which may assist:**

* **NDIS Commission: Supporting effective communication** is an e-learning module that consists of three topics. It provides scenarios, tips, and practical actions that can be taken to reduce risks associated with the communication needs of individuals with disabilities. The module includes a downloadable ‘Supporting Effective Communication Checklist’ and links to useful resources. This module can be accessed through the NDIS Commission e-learning portal- [NDIS Quality and Safeguards Commission webpage](https://training.ndiscommission.gov.au/login/index.php).

**Who/When?**

**Sign off:** Completed/ Partially/ Incomplete?

### Feedback and Complaints Management

Workers are aware of, trained in, and comply with the required procedures in relation to complaints handling.

**Self-Assessment:** Very confident/Mostly confident/Unsure/Not confident?

**Plan to improve knowledge and skills:** Internal Guidelines/Internal Training/Complete additional resources/Other?

**Some additional resources which may assist:**

* **NDIS Commission** [Speak up resources webpage](https://www.ndiscommission.gov.au/speakup) and [Make it known, make it better resources webpage](https://www.ndiscommission.gov.au/makeitknown).These resources can be shared with participants (and their support workers) and empower people to raise concerns and make a complaint.
* **Case Studies which can be used with workers.** [NDIS Commission Complaints case studies webpage](https://www.ndiscommission.gov.au/providers/complaints-and-incidents/managing-complaints/complaints-case-studies).
* [NDS Complaints management in disability services webpage](https://www.nds.org.au/index.php/resources/all-resources/complaints-management-in-disability-services). NDS have developed tools that serve as regular reminders to help workers keep their skills current and feel confident when dealing with complaints.
* [Risk, Incidents and Complaints Management: The 4 A's of Complaints video webpage](https://vimeo.com/582741445/45b32da989). This animation can be one way to revisit good complaints management.
* [NDS-Incident-complaint-feedback-and-CQI-Record-Form webpage](https://www.nds.org.au/images/resources/quality_and_safeguards/incidents/5I-Incident-complaint-feedback-and-CQI-Record-Form.pdf) is a companion information sheet. Training in [Complaint-Handling-Tips-for-Staff webpage](https://www.nds.org.au/images/resources/quality_and_safeguards/complaints/4C-Complaint-Handling-for-Staff.pdf) is also available.
* [NDS Risk Incidents and Complaints Interactive PDF webpage](https://www.nds.org.au/images/resources/quality_and_safeguards/RICM_iPDF_20220906.pdf) and associated resources.

**Who/When?**

**Sign off:** Completed/ Partially/ Incomplete?

### Incident Management

All workers are aware of, trained in, and comply with the required procedures in relation to incident management.

NDIS workers have a duty to notify registered NDIS providers of reportable incidents under the [NDIS (Incident Management and Reportable Incidents) Rules 2018 webpage](https://www.legislation.gov.au/F2018L00633/latest/text).

**Self-Assessment:** Very confident/Mostly confident/Unsure/Not confident?

**Plan to improve knowledge and skills:** Internal Guidelines/Internal Training/Complete additional resources/Other?

**Some additional resources which may assist:**

* **NDIS Commission: Reportable Incidents** have produced a range of resources to support workers to understand their responsibilities.

**Detailed guidance for workers:** [Incident management and Reportable Incidents: worker expectations webpage](https://www.ndiscommission.gov.au/workers/worker-obligations#paragraph-id-2777)

**Reference Card:** [Incident response: Is everyone safe? webpage](https://www.ndiscommission.gov.au/workers/worker-obligations#paragraph-id-2775)

**Poster:** [Identifying and responding to incidents, a 6 step guide for workers webpage](https://www.ndiscommission.gov.au/workers/worker-obligations#paragraph-id-2776)

**NDIS Commission** [NDIS Commission Incident management (for providers) webpage](https://www.ndiscommission.gov.au/providers/complaints-and-incidents/incident-management-providers)

* **NDS Video:** [Risk, Incidents and Complaints Management: What role does your staff play in risk incidents and complaints management webpage](https://vimeo.com/582742392/d3e963ebf6)
  + **NDS Resources:** [Incident-Management-Resources-for-Staff-Training webpage](https://www.nds.org.au/images/resources/quality_and_safeguards/incidents/4IA---Incident-Management-Resources-for-Staff-Training.pdf) provides a range of resources to support staff to appreciate and implement their responsibilities.

**Who/When?**

**Sign off:** Completed/ Partially/ Incomplete?

### Emergency and Disaster Management

The governing body develops emergency and disaster management plans (the plans), consults with participants and their support networks about the plans and puts the plans in place. Each worker is trained in the implementation of the plans.

**Safe Environment – Training to respond to medical emergencies.**

**Self-Assessment:** Very confident/Mostly confident/Unsure/Not confident?

**Plan to improve knowledge and skills:** Internal Guidelines/Internal Training/Complete additional resources/Other?

**Some additional resources which may assist:**

* **NDS Sector Readiness:** [Emergency and Disaster management resources webpage](https://www.nds.org.au/resources/all-resources/nds-quality-and-safeguards-sector-readiness-project-resources-and-tools#EmergencyandDisaster) includesthe Key Conversations resource to help direct support workers to reflect on continuity planning.
* **Collaborate 4 Inclusion:** [Person-centred emergency preparedness PCEP webpage](https://collaborating4inclusion.org/wp-content/uploads/2020/08/2020-08-19-Person-Centred-Emergency-Preparedness-P-CEP-WORKBOOK_FINAL.pdf)enables people to self-assess their preparedness, capabilities and support needs and develop a personal emergency plan. These resources can be used with participants but include some tools and information that is useful to teams.

**Who/When?**

**Sign off:** Completed/ Partially/ Incomplete?

### Provision of Support Environment / Safe Environment

Each worker is trained, and has refresher training, in infection prevention and control standard precautions including hand hygiene practices, respiratory hygiene and cough etiquette. Each worker who provides supports directly to participants is trained, and has refresher training, in the use of PPE.

**Self-Assessment:** Very confident/Mostly confident/Unsure/Not confident?

**Plan to improve knowledge and skills:** Internal Guidelines/Internal Training/Complete additional resources/Other?

**Some additional resources which may assist:**

* **NDIS Commission:** [COVID-19 information pack for NDIS providers and workers webpage](https://www.ndiscommission.gov.au/sites/default/files/2022-02/covid-19-information-pack-ndis-providers-and-workers-issue-1-updated-july-2020_1.pdf) refers to guidance and advice the NDIS Commission issued during the pandemic to inform and educate providers.
* **Australian Commission on Safety and Quality in Health Care (ACSQHC)** [National Hand Hygiene Initiative‘s Learning Management System webpage](https://nhhi.southrock.com/cgi-bin-secure/Home.cgi?msecs=1638166126097) offers Basics of Infection Preventionand the Control Orientation module is suitable for all health care workers and students, including disability support workers.
* **The Australian Commission on Safety and Quality in Health Care** has developed 10 advanced infection prevention and control eLearning modules that can be undertaken individually, or as a suite, dependent on need. Modules can be accessed from the [Infection prevention and control eLearning modules webpage](https://www.safetyandquality.gov.au/our-work/infection-prevention-and-control/hand-hygiene-and-infection-prevention-and-control-elearning-modules/infection-prevention-and-control-advanced-education-elearning-modules).
* **Department of Health free online training module:** [Infection prevention and control for COVID-19](https://ndisqualityandsafeguardscommission.createsend1.com/t/t-l-nhuuruy-l-t/) can be accessed here - [COVID-19 infection control training webpage](https://www.health.gov.au/resources/apps-and-tools/aged-care-covid-19-infection-control-training).
* **NDS:** [Hand Hygiene Short Course webpage](https://www.nds.org.au/training-and-development/e-learning/hand-hygiene-3533) covers crucial elements of hand hygiene, including how to hand-wash and the impacts of poor hand hygiene.

**Who/When?**

**Sign off:** Completed/ Partially/ Incomplete?

### Person Centred Supports

Each participant’s legal and human rights are understood and incorporated into everyday practice.

**Self-Assessment:** Very confident/Mostly confident/Unsure/Not confident?

**Plan to improve knowledge and skills:** Internal Guidelines/Internal Training/Complete additional resources/Other?

**Some additional resources which may assist:**

* **NDS** [Human Rights and You eLearning Program webpage](https://www.nds.org.au/training-and-development/e-learning/human-rights-and-you-e-learning-program-2781)is a national video-based eLearning program for disability support workers, families and practitioners about why human rights matter when supporting people with disability.

Including:

* What are human rights?
* Rights and responsibilities
* When rights go wrong
* Asking for help
* **Australian Human Rights Commission** [About Disability Rights webpage](https://humanrights.gov.au/our-work/disability-rights/about-disability-rights) can be used to access information and resources

**Who/When?**

**Sign off:** Completed/ Partially/ Incomplete?

### Violence, Abuse, Neglect, Exploitation and Discrimination

Policies, procedures and practices are in place which actively prevent violence, abuse, neglect, exploitation or discrimination.

Allegations and incidents of violence, abuse, neglect, exploitation, or discrimination, are acted upon, each participant affected is supported and assisted, records are made of any details and outcomes of reviews and investigations (where applicable) and action is taken to prevent similar incidents occurring again.

**Self-Assessment:** Very confident/Mostly confident/Unsure/Not confident?

**Plan to improve knowledge and skills:** Internal Guidelines/Internal Training/Complete additional resources/Other?

**Some additional resources which may assist:**

* [NDS Understanding Abuse eLearning Program webpage](https://www.nds.org.au/training-and-development/e-learning/understanding-abuse-e-learning-program-2779) is about recognising abuse as a violation of a person's human rights, what makes life good for each person and about knowing what signs to be aware of that abuse is happening or has taken place.
* [NDS Zero Tolerance Interactive PDF webpage](https://www.nds.org.au/images/resources/NDS-Zero-Tolerance-iPDF-Guide-2020.pdf)includes eLearning, films and resources on the following subjects:
* Understanding Abuse
* Positive Culture
* Trauma Informed Support
* Foundations of PBS
* Recognising Restrictive Practices
* Responding to Abuse
* Safeguarding for Boards

**Important Reminder** When using Zero Tolerance Resources,it is important to acknowledge that topics covered, such as abuse and neglect, may be distressing for some individuals. Encourage workers to identify a trusted person - whether a family member, friend, supervisor or manager – with whom they can discuss any issues raised through the resources.

**Who/When?**

**Sign off:** Completed/ Partially/ Incomplete?

### Independence and Informed Choice

Active decision-making and individual choice is supported for each participant including the timely provision of information using the language, mode of communication and terms that the participant is most likely to understand.

Each participant’s right to the dignity of risk in decision-making is supported. When needed, each participant is supported to make informed choices about the benefits and risks of the options under consideration.

**Self-Assessment:** Very confident/Mostly confident/Unsure/Not confident?

**Plan to improve knowledge and skills:** Internal Guidelines/Internal Training/Complete additional resources/Other?

**Some additional resources which may assist:**

* [LaTrobe University Support for Decision Making webpage](https://www.supportfordecisionmakingresource.com.au/)is anonline learning resource focused on providing support for decision making. It serves as a guide through the process of assisting individuals with cognitive disabilities, to make informed decisions.
* [WA Individualised Services (WAiS) Supported Decision Making Resources webpage](https://waindividualisedservices.org.au/resources/supported-decision-making/)

Provide training for workers and resources to use with people with disability and their networks.

**Who/When?**

**Sign off:** Completed/ Partially/ Incomplete?

### Responsive Support Planning

Where a participant has specific needs which require monitoring and/or daily support, workers are appropriately trained and understand the participant’s needs and preferences.

**Self-Assessment:** Very confident/Mostly confident/Unsure/Not confident?

**Plan to improve knowledge and skills:** Internal Guidelines/Internal Training/Complete additional resources/Other?

**Some additional resources which may assist:**

* [NDIS Commission Practice Alerts webpage](https://www.ndiscommission.gov.au/workerresources)are short research summaries that provide important information on best-practice, safe and quality service delivery to people with disability.

These include subjects such as:

* Comprehensive Health
* Dysphagia
* Epilepsy management
* Lifestyle Risk Factors
* Medicines associated with swallowing problems
* Oral Health
* Polypharmacy
* Transitions of care between disability services and hospitals
* Influenza vaccine
* Cardiovascular Disease
* Prevention of Respiratory Infections
* Pain Management

Note: These do not replace the need for support plans to address any specific needs and training for workers in these plans.

**Who/When?**

**Sign off:** Completed/ Partially/ Incomplete?

### Information Management

Management of each participant’s information ensures that it is identifiable, accurately recorded, current and confidential. Each participant’s information is easily accessible to the participant and appropriately utilised by relevant workers.

**Self-Assessment:** Very confident/Mostly confident/Unsure/Not confident?

**Plan to improve knowledge and skills:** Internal Guidelines/Internal Training/Complete additional resources/Other?

**Some additional resources which may assist:**

* [NDS Team meeting training sessions - Writing progress notes webpage](https://www.nds.org.au/the-workplace-literacy-project/team-meeting-training-sessions) is a workbook and trainer guide on writing objective progress notes. Objectives cover:
* Define objective writing
* Recognise the benefits of objective writing
* Identify when to write objectively
* Write objectively, appropriate to workplace document
* [The NDIS Commission Incident management and Reportable Incidents: worker expectations webpage](https://www.ndiscommission.gov.au/workers/worker-obligations#paragraph-id-2777) provides information on how to record and report incidents (pg 23) and how and when to protect evidence (pg 22).

**Who/When?**

**Sign off:** Completed/ Partially/ Incomplete?

### Management of Medication

All medications are stored safely and securely, can be easily identified, and differentiated, and are only accessed by appropriately trained workers.

All workers responsible for administering medication understand the effects and side-effects of the medication and the steps to take in the event of an incident involving medication.

**Self-Assessment:** Very confident/Mostly confident/Unsure/Not confident?

**Plan to improve knowledge and skills:** Internal Guidelines/Internal Training/Complete additional resources/Other?

**Some additional resources which may assist:**

These resources may provide some useful information for your systems and processes and information for workers.

* [Tasmanian Government Disability Services Medication Management Framework webpage](https://www.dpac.tas.gov.au/__data/assets/pdf_file/0023/241475/Disability-Services-Medication-Management-Framework-June-2022-FINAL.pdf)
* [NDS Get Ready to Assist Clients with Medication webpage](https://www.nds.org.au/item/get-ready-to-assist-clients-with-medication)

Note: These do not replace the need for support plans to address any specific needs and training for workers in these plans.

**Who/When?**

**Sign off:** Completed/ Partially/ Incomplete?

### Waste Management

Each worker involved in the management of waste, or infectious or hazardous substances, is trained in the safe and appropriate handling of the waste or substances, including the use of PPE or any other clothing required when handling the waste or substances.

**Self-Assessment:** Very confident/Mostly confident/Unsure/Not confident?

**Plan to improve knowledge and skills:** Internal Guidelines/Internal Training/Complete additional resources/Other?

**Some additional resources which may assist:**

These resources provide useful information for your systems and processes and information for workers.

* [Department of Health Code of Practice for Clinical and Related Waste Management webpage](https://ww2.health.wa.gov.au/-/media/Corp/Documents/Health-for/Public-health-act/Code-of-practice-for-clinical-and-related-waste-management.pdf#:~:text=Each%20WA%20Health%20facility%20is%20to%20implement%20a,management%20and%20disposal%20of%20clinical%20and%20related%20wastes.)
* [Department of Health eLearning Module 5 Waste Summary Sheet webpage](https://www.vicniss.org.au/media/2546/ipc-module-5-waste-summary.pdf)
* [Cleaning and waste disposal procedures - infection control webpage](https://www.health.vic.gov.au/infectious-diseases/cleaning-and-waste-disposal-procedures-infection-control)

**Who/When?**

**Sign off:** Completed/ Partially/ Incomplete?

### Support planning

Each participant’s support plan is readily accessible by them and by workers providing supports to them and is understood by each worker supporting them.

**Self-Assessment:** Very confident/Mostly confident/Unsure/Not confident?

**Plan to improve knowledge and skills:** Internal Guidelines/Internal Training/Complete additional resources/Other?

**Some additional resources which may assist:**

As this would be very specific to each organisation, careful consideration must be given to how training in support plans is documented and understood.

**Who/When?**

**Sign off:** Completed/ Partially/ Incomplete?

Resources: For access to more resources for building, optimising, knowing and developing supporting and developing your workforce, visit the [NDS Workforce Hub webpage](https://www.nds.org.au/workforce-hub).

**Please note:** This tool was last updated in January 2024. National Disability Services Limited (NDS) believes that the information contained in this publication is correct at the time of publishing. However, NDS reserves the right to vary any of this publication without further notice. This resource will need to be adapted to meet the specific needs of your organisation and the people who use your services. The information provided in this publication should not be relied upon instead of other legal, medical, financial, or professional advice. Please always refer to online documents for latest versions including the NDIS Practice Standards.

End of document.