



Fact Sheet C – Comparison Fact Sheet – Training Requirements for National Disability Insurance Scheme Practice Standards

For organisations to achieve certification or verification against the National Disability Insurance Scheme Practice Standards (NDIS PS), there are requirements for training to be undertaken, mostly by staff involved in providing NDIS supports. These requirements are either specified in the NDIS PS or by the Certification Body undertaking the audit. In Part A below, information on training requirements is provided for the NDIS PS Core Module* against which most providers registering to provide supports for NDIS participants with psychosocial disability will be assessed for certification. Information on training requirements are also provided for the NDIS PS Module 2 (Specialist Behaviour Support), Module 2A (Implementing Behaviour Support Plans) and Module 6 (Verification), against which some NDIS Providers registering to provide supports for participants with psychosocial disability will be assessed.

In addition to training requirements either specified in the NDIS PS or by a Certification Body, there are training requirements specified in the NDIS Rules and associated documents. These are outlined below in Part B.

It is very likely that organisations that are registered (or planning to register) as NDIS Providers to provide supports to NDIS participants with psychosocial disability, are already undertaking a range of training activities. For example:

- accreditation against the NSMHS has requirements for staff induction and skills training to be undertaken (eg 1.5, 2.10, 7.2, 7.16, 8.7, 8.10, 10.1.1, 10.2.1); and/or
- for other accreditation requirements or as part of their general operations.

Therefore, organisations are encouraged to review their current training activities to determine if these meet the NDIS requirements.

(The Modules against which NDIS Providers are assessed are specified in the initial scope of audit and self-assessment summary. This document is generated as part of an application to renew the registration of a NDIS Provider with the NDIS Quality and Safeguards Commission).*

Link to NDIS Provider Registration: <https://www.ndiscommission.gov.au/providers/provider-registration>

A. Training requirements specified in NDIS Practice Standards and by Certification Bodies

Core Module

2. Provider Governance and Operational Management

Indicator	Outcome (if specified in NDIS PS)	Requirement to demonstrate compliance
Governance and Operational Management	Outcome: Each participant's support is overseen by robust governance and operational management systems relevant (proportionate) to the size, and scale of the provider and the scope and complexity of supports delivered.	The skills and knowledge required for the governing body to govern effectively are identified, and relevant training is undertaken by members of the governing body to address any gaps.
Feedback and Complaints Management	Outcome: Each participant has knowledge of and access to the provider's complaints management and resolution system. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well-managed.	All workers are aware of, trained in, and comply with the required procedures in relation to complaints handling.
Incident Management	Outcome: Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, respond to, well-managed and learned from.	All workers are aware of, trained in, and comply with the required procedures in relation to incident handling.
Human Resource Management	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.	A system to identify, plan, facilitate, record and evaluate the effectiveness of training and education for workers is in place to ensure that workers meet the needs of each participant. The system identifies training that is mandatory and includes training in relation to staff obligations under the NDIS Practice Standards and other NDIS rules.
Continuity of Supports	Outcome: Each participant has access to timely and appropriate support without interruption.	Where applicable, disaster preparedness, planning measures and training are in place to enable continuation of critical supports before, during and after a disaster.

3. Provision of Supports

Indicator	Outcome (if specified in NDIS PS)	Requirement to demonstrate compliance
Responsive Support Provision	Outcome: Each participant accesses responsive, timely, competent and appropriate supports to meet their needs, desired outcomes and goals.	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.

4. Support Provision Environment

Indicator	Outcome (if specified in NDIS PS)	Requirement to demonstrate compliance
Management of Medication	Outcome: Each participant requiring medication is confident their provider administers, stores and monitors the effects of their medication and works to prevent errors or incidents.	All workers responsible for administering medication receive training to understand the effects and side-effects of the medication and the steps to take in the event of an incident involving medication.
Management of Waste	Outcome: Each participant, each worker, and any other person in the home is protected from harm as a result of exposure to waste, infectious or hazardous substances generated during the delivery of supports.	Workers involved in the management of waste and hazardous substances receive training to ensure safe and appropriate handling. This includes training on any protective equipment and clothing required when handling waste or hazardous substances.

Supplementary Module 2 - Specialist Behaviour Support

Indicator	Outcome (if specified in NDIS PS)	Requirement to demonstrate compliance
Supporting the Implementation of the Behaviour Support Plan	Outcome: Each participant's behaviour support plan is implemented effectively to meet the participant's behaviour support needs.	Where the specialist behaviour support provider recommends that workers implementing a behaviour support plan receive training on the safe use of a restrictive practice included in a plan, oversight is retained to ensure the training addresses the strategies contained within each participant's behaviour support plan.
Behaviour Support Plan Monitoring and Review	Outcome: Each participant has a current behaviour support plan that reflects their needs, improves their quality of life and supports their progress towards positive change. The plan progresses towards the reduction and elimination of restrictive practices, where these are in place for the participant.	Modifications to the strategies contained in each participant's behaviour support plan are made based on engagement with the participant and the results of the information and data analysis, and with the participant's consent, these changes are communicated and training is provided (where required) to their support network on the modified strategies.

Module 2A - Implementing Behaviour Support Plans

Indicator	Outcome (if specified in NDIS PS)	Requirement to demonstrate compliance
Supporting the Assessment and Development of Behaviour Support Plans	Outcome: Each participant's quality of life is maintained and improved by tailored, evidence-informed behaviour support plans that are responsive to their needs.	Relevant workers have access to appropriate training to enhance their skills in, and knowledge of, positive behaviour supports and restrictive practices.
Interim Behaviour Support Plans	Outcome: Each participant with an immediate need for a behaviour support plan receives an interim behaviour support plan based on evidence-informed practice, which minimises risk to the participant and others.	Workers receive training in the safe use of restrictive practices.

Indicator	Outcome (if specified in NDIS PS)	Requirement to demonstrate compliance
Interim Behaviour Support Plans	Outcome: Each participant with an immediate need for a behaviour support plan receives an interim behaviour support plan based on evidence-informed practice, which minimises risk to the participant and others.	Workers are supported and facilitated to receive training in the implementation of the interim behaviour support plan.

Verification Module

Outcome (if specified in NDIS PS)	Requirement to demonstrate compliance
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.	Workers complete mandatory NDIS orientation module and records of continuing professional development are maintained.
Outcome: Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, respond to, well-managed and learned from.	Audit of employment records shows employees have been trained in the incident management system.
Outcome: Each participant has knowledge of and access to the provider's complaints management and resolution system. Complaints made by all parties are welcomed, acknowledged, respected and well-managed.	Audit of employment records shows employees have been trained in the complaints management system.

B. Training requirements specified in NDIS Rules and associated documents

National Disability Insurance Scheme (Practice Standards—Worker Screening) Rules 2018

These rules set out requirements relating to worker screening. They are an important element of the NDIS PS that seek to minimise the risk of harm to people with disability from the people who work closely with them.

Worker screening is only one of a range of strategies that operate together to reduce risk of harm to people with disability. Providers must also implement additional policies, procedures and practices that assist in identifying and minimising risk of harm to people with disability. This includes promoting positive organisational cultures that do not tolerate abuse, neglect or exploitation; ensuring quality recruitment, selection and screening; and maintaining a focus on education and training. **(Core Module 2.7.2, 2.7.4, 2.7.6)**

A Worker Orientation Module called '[Quality, Safety and You](#)' will assist all NDIS workers to better support people with disability.

This module is an interactive online course that explains the obligations of workers under the NDIS Code of Conduct – from the perspective of NDIS participants. It was developed in consultation with the sector, including NDIS providers and people with a disability.

All registered NDIS providers should include the module within their induction process for workers, and encourage existing workers to undertake the module over time, as part of their ongoing learning and to support compliance with the NDIS Code of Conduct. **(Core Module 2.7 2)**

National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018

Section 13 - Roles, responsibilities, compliance and training of workers

Subsection 3 provides that the incident management system must include requirements relating to the provision of training to persons employed or otherwise engaged by the registered NDIS provider in the use of, and compliance with, the incident management system. **(Core Module 2.6 4)**

National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018

Section 11 - Roles, responsibilities, compliance and training of workers

Subsection 3 provides that the complaints management system must include requirements relating to the provision of training to any persons employed or otherwise engaged by the registered NDIS provider in the use of, and compliance with, the complaints management system. **(Core Module 2.5 4)**

The NDIS Code of Conduct - Guidance for NDIS Providers March 2019

Adequate worker expertise and competence is central to safe and skilful service delivery. NDIS providers have a responsibility for ensuring workers have the necessary training, competence and qualifications to deliver supports and services.

The NDIS Code of Conduct - Guidance for Workers March 2019

Workers have a responsibility to provide supports and services in a safe and competent manner, with care and skill; developing and maintaining the knowledge and skills required for their role (for example, through training and supervision provided by their employer).