

# NDIS NGO Workforce Strategy - Strategic Plan



**Strategic Vision and Approach 2015-2019**

The NGO NDIS Workforce Strategy has been developed by a consortium of peak and industry bodies in collaboration with key government agencies. The aim of the strategy is to meet the identified workforce needs of non-government organisations providing services to people with disability in Queensland, and to build workforce supply and capability to meet consumer need and demand under the NDIS. The introduction of the NDIS in Queensland is set to double the disability sector's workforce with up to 13,000 extra, full-time jobs anticipated, predominantly in non-government sector 2016 and 2019. A sufficient number of capable and appropriately skilled workers must be available in advance of the scheduled NDIS implementation date for each location to ensure consumers can exercise choice and get their individual support needs met. The need to incrementally double the existing workforce, combined with the changes to the way in which services will operate in a competitive NDIS environment, requires transformation of the NGO sector workforce and the formation of new relationships. A strategic approach is required to meet the immediate challenges associated with ensuring adequate workforce supply and capability and the capacity and capability of providers to be able respond, grow and sustain the required workforce into the future and respond to the changing market context and resulting transformation of the sector as a whole.

**2015 - 2016 Funded Operational**

This work is important as a means of achieving the following strategic outcomes by the end of full NDIS implementation in Queensland:  
 The work of providing services to people with disability has high profile and is valued. Contributed to people's ability to exercise choice. Supported social and economic uplift for people with disability by connecting them to jobs and community. No skill or service gaps.

## Statewide Supply and Capability Initiatives

It builds knowledge and capability, informs changed practice and informs requirements for system change

## Place Based Supply and Capability Initiatives

It delivers the workforce where the people who need it reside

## Market Stewardship Arrangements

Holds strategy together; builds picture of skills ecosystem; informs stakeholders what is going on across system

<b>Outcomes</b>	Evidence base to understand workforce supply and demand to support workforce availability; Greater capability in organisations to plan and manage workforce growth and alignment; New insights, ideas, ways of understanding and solving problems and where opportunities lie; Stakeholders are involved and informed.	Local level stakeholder engagement and coordination New relationships to support new worker entry New insights, ideas, ways of understanding and solving local problems and understanding where opportunities lie at local level; Networks reflect skills ecosystem and deliver workforce.	Strategic stakeholder engagement and coordination New purposeful strategic relationships New insights, ideas, ways of understanding and solving problems and understanding where opportunities lie at the whole of system level; Local networks are supported and connected to big picture.
<b>Goals</b>	Develop forward looking workforce intelligence to support NDIS roll out at place; Produce products and tools to support communication of local workforce information; Engage industry leaders to help employers understand NDIS impacts; Improve employer workforce planning skill; Communication across skills ecosystem of stakeholders.	Learn from doing and apply knowledge locally; Seek advice from local expertise; Guide and set local priorities; Influence strategic arena; Cross locality and cross sector coordination; Problem solving; focus on new worker engagement.	Learn from doing and apply knowledge broadly Seek advice from parties with expertise Guide and set priorities; Influence local arrangements Cross government co-ordination; Strategic problem solving Facilitate relationship to NDIA.
<b>Skills</b>	Workforce skills ecosystem; data manipulation and management; research, communication, facilitation, writing and training skills, product design and development skills.	Engagement, ability to help others convert ideas to action and solve problems; lateral thinking; creativity; relational capability at local level; planning, facilitation; writing skills; network support; translate learning from to test local application; remote worker management.	Political skills; strategic policy; strategic thinking; relational capability at State and National levels; facilitation skills; writing skills; secretariat support; contract management.
<b>Success requires</b>	Planning; review; on task on time with quality; relationship management; excellent communication; willingness to see the world differently and accept new paradigms; capacity to learn; technical capability and accuracy.	Planning; review; on task on time with quality; relationship management; excellent communication; willingness to see the world differently and accept new paradigms; capacity to learn.	Planning; review; on task on time with quality; relationship management; excellent communication; willingness to see the world differently and accept new paradigms; capacity to learn.



The NDIS NGO Workforce Strategy has been funded by the Queensland Government through the Department of Communities, Child Safety and Disability Services.



# NDIS NGO Workforce Strategy - Queensland Wide Roll Out Strategy



The emphasis of this work is workforce supply. A set of deliverables has been identified to support increased knowledge, capability, engagement and opportunity which together are designed to enable sufficient skilled and capable workforce to meet people's needs under NDIS at the right time and the right place to support people with disability to make their own choices about who provides them with the various paid supports they require.

In 2015/16 the project work includes 14 deliverables of these 8 are repeated in each location as the NDIS rolls out across Queensland. The remaining 6 deliverables provide governance, evaluation and monitoring and reporting and the remaining 2 deliverables provide are foundation tools (communications, data system and workforce engagement and attraction data base). A Procedural Manual will be developed as part of the first location roll out to enable efficient and replicable support to all other locations as the scheme in introduces from place to place.

<b>Governance</b>	On-going activity 2015-2019
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<b>Evaluation</b>	On-going activity 2015-2019
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<b>Monitoring and Reporting</b>	On-going activity 2015-2019
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Workforce Profile Report	Design	Develop	Deliver	Review	Amend	Proceduralise	Repeat
Sector Leaders and Consumer Industry Forums	Design	Develop	Deliver	Review	Amend	Proceduralise	Repeat
Customised NGO Provider Workforce Planning Training	Design	Develop	Deliver	Review	Amend	Proceduralise	Repeat
New entrant engagement	Design	Develop	Deliver	Review	Amend	Proceduralise	Repeat
NDIS Workforce Networks	Design	Develop	Deliver	Review	Amend	Proceduralise	Repeat
Local leadership and coordination	Design	Develop	Deliver	Review	Amend	Proceduralise	Repeat
Local Workforce Plan	Design	Develop	Deliver	Review	Amend	Proceduralise	Repeat
Workforce Capability	Design	Develop	Deliver	Review	Amend	Proceduralise	Repeat
Workforce Attraction and Engagement Compendium	Collection and collation			Review	Collection and collation		
State-wide Workforce Data Collection and Analysis System	System development			Review	System development		
Communication	On-going activity			Review	On-going activity		



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