These practices are taken from The Provider Toolkit, developed by NDS, to assist organisations to be NDIS-ready. They are not meant to cover everything, but are a start for reflecting on your own organisational practices. See the full Toolkit at www.readiness.nds.org.au

**Staff leadership**

**Essential practices**
- Team members in leadership positions have been selected on the basis of the competencies needed for the organisation’s future
- Managers are technically capable
- Managers are strong advocates for client choice and control and the organisation’s values
- Where there are gaps in staff leadership capability, strategies are in place to address these
- Managers accept personal responsibility for their professional development

**Advanced practices**
- Selection practices validate demonstrated leadership capabilities in person-centred practice
- Existing and future organisational leaders have accessed or have access to leadership development programs
- The leadership team’s functioning is periodically reviewed
- Succession planning is in place

**HR strategy and workforce planning**

**Essential practices**
- Person-centred philosophy informs HR strategies
- HR strategy is aligned with organisational strategy
- The organisation has identified projected workforce numbers and capabilities, and identified gaps and other issues to be addressed
- The organisation has considered the need for changing job roles and other potential workforce implications of the NDIS
- Strategies are implemented to identify those gaps and issues, including for lawful flexible employment practices

**Advanced practices**
- The organisation seeks to be an employer of choice
- HR strategy and workforce planning processes are dynamic and allow agile responses to changing circumstances
- HR planning takes account of any predictable fluctuations in demand

**Employee performance planning and support**

**Essential practices**
- Achievements are recognised and celebrated
- Informal feedback is provided as required
- Inappropriate performance is promptly and actively managed within the relevant industrial relations framework

**Advanced practices**
- Person-centred approaches are used in staff support and supervision, and in performance development and management
- Client feedback is used in performance planning and support processes (in a way that allows clients to raise any concerns without fear of retaliation)
- Staff members (including managers) are trained in performance planning and support
The organisation is redesigning job roles in response to identified gaps and other issues.
The cost of HR services is reduced through collaboration with other organisations (for example, shared employment arrangements).

HR systems, policy and procedures

Essential practices
- The organisation complies with its industrial relations obligations.
- The organisation complies with its work health and safety responsibilities.
- The organisation complies with any Working with Children and National Criminal Records checks requirements.
- Staff responsible for HR have a sound understanding of the HR implications of the NDIS.
- Adaptable templates are used for letters of offer, appointment, etc.
- In medium and large organisations, HR IT systems are used and provide employees and managers with relevant information.

Advanced practices
- Person-centred philosophy helps inform HR systems, policy and procedures.
- Person-centred tools such as one-page profiles are in place for all staff.
- Safeguards are embedded in HR IT systems, for example, that no one can be appointed to a position requiring a Working with Children check without a current clearance.
- HR rostering allows efficient deployment of workers in response to fluctuating demand.
- HR IT systems ‘talk’ to other systems (for example, financial systems).
- HR systems are audited periodically.

Staffing and recruitment

Essential practices
- Position descriptions are available which succinctly and accurately state the requirements of the job.
- Recruitment is consistent with workforce planning.
- Vacancies are advertised as appropriate (for example, on carecareers).
- Advertising content reflects the person-centred approach.
- Staff members are selected for appropriate values and attitudes.
- Clients are involved in recruitment and selection decisions.
- People with disability are encouraged to apply for vacancies.
- Induction processes exist and are tailored to requirements of the position.

Advanced practices
- Clients are provided with their choice of support workers.
- Employees are selected on the basis of matching client needs and interests.
- Peer support workers are in place in relevant fields (for example, supporting people with psychosocial disability).
- Protocols about the employment of family members of clients exist.
- Vacancies are actively managed to ensure that essential positions are promptly filled, and non-essential appointments are not made.
### Employee learning and development

#### Essential practices
- All staff members have completed an induction program
- All staff members have had training in person-centred approaches, disability awareness and quality standards
- Relevant staff members have access to learning and development for known gaps in capability to meet the demands of the new disability system

#### Advanced practices
- Clients are trainers or co-trainers as appropriate
- Employee learning goals are identified through individual-level planning
- Employee qualifications are matched to skill or capability requirements
- An organisation-wide learning and development plan exists, with matching budget allocation
- Employee learning and development is recognised and celebrated