

Disability Sector Training – Supporting skilled local workforces

Disability service provider fact sheet

The Queensland Government is committed to ensuring Queenslanders with disability have access to all that the National Disability Insurance Scheme (NDIS) has to offer.

Around 97,000 Queenslanders with disability are expected to be supported under the NDIS, with the state's workforce expanding significantly over the next four to five years.

The NDIS is creating wide-ranging changes for service providers in terms of the types of jobs and skills required. Needs are expected to extend across business management and service provision, with increased focus on areas like customer service, workforce flexibility, innovation and technology.

Local workforces

It is important that solutions designed to grow the workforce are appropriate for local needs. Your organisation will have the opportunity to grow a diverse workforce that, in turn, will provide the services and support that local people with disability will want to purchase.

An [NDIS Workforce Strategy for non-government organisations](#) was developed by [WorkAbility Queensland](#) – to support you in strategically preparing your workforce for NDIS implementation.

Vocational education and training (VET) pathways can assist you to improve service quality and/or deliver new or expanded services to meet current and emerging demands of the NDIS consumer-driven market.

NDIS Training and Skills Support Strategy

A high-quality, accessible and responsive VET system is essential to support the rapid jobs growth and the quality of workforce required to meet the needs of NDIS participants across Queensland.

The NDIS Training and Skills Support Strategy (NTSSS) is an industry-led, multifaceted approach to developing a quality workforce. It represents an additional \$5 million investment over three years for targeted training, support and workforce development activities.

[WorkAbility Queensland](#) has developed the NTSSS, in partnership with the Department of Employment, Small Business and Training, and will provide the leadership for the NTSSS.

The NTSSS will address a range of training and skills objectives including supporting the optimum use of current programs and government investment under the VET investment budget and the supply of skilled staff to meet demand for labour from NDIS providers in Queensland's regions.



Skills investment

A key feature of VET in Queensland is the ongoing consultation with industry regarding skilling priorities.

The majority of government subsidised training is currently managed through demand-driven funding arrangements under the VET investment budget. The budget enables the government to respond to changing training and skilling needs within budget capacity.

Changes to qualifications and skill sets that are currently subsidised can be requested by industry to meet their skilling needs.

Training pathways

The [Queensland Skills Gateway](#) allows you to search and browse VET information. This includes courses available, training providers delivering relevant qualifications locally, government funding and career pathways.

The gateway offers a tool to help check eligibility for government [subsidised training](#) in Queensland — which is helpful when working with clients and staff, new or existing.

The [Certificate 3 Guarantee](#) provides a government subsidy to allow eligible Queenslanders to obtain their first post-school certificate III level qualification, while [Higher Level Skills](#) provides priority certificate IV and above qualifications and skill sets.

[Skilling Queenslanders for Work](#) helps eligible Queenslanders to gain the skills, qualifications and experience needed to enter and stay in the workforce, with programs targeted for people who experience disadvantage.

The [User Choice program](#) provides public funding for the delivery of accredited, entry-level training to apprentices and trainees.

Workforce development

NDIS findings to date suggest that sector jobs and training pathways are diverse. Occupations range from support workers, allied health professionals and support coordinators, to managers and administrators, local area coordinators, planners and assessors.

The [Priority Skills List](#) and [User Choice qualification and price list](#) identify qualifications and skill sets that attract a government subsidy, including those applicable to new or existing disability sector workers.

These qualifications require students to complete work placements but some certificate III level qualifications can be undertaken as a traineeship. Your organisation can make early contact with potential employees through offering work placements or traineeships.

A range of subsidised training opportunities are available to:

- strengthen career progression
- support your workforce attraction and retention plans
- improve your capacity to meet client customer service and technology expectations
- expand services offered by your business
- support your business management, human resource management and administrative skills development needs where required and help comply with regulations.

[CareCareers](#), a not-for-profit initiative, also has disability sector information, including job advertising, a workforce development tool, a practitioner network, and worker attraction and retention resources.

Skills Assure supplier system

Government subsidised training is delivered by a network of quality Skills Assure suppliers (SAS), which are registered training organisations endorsed by industry and pre-approved by the Department of Employment, Small Business and Training to deliver eligible training and assessment services.

The [SAS system](#) delivers choice for individuals and employers to select the qualification and SAS that best meets their needs.

NDIS findings to date indicate that the disability sector workforce should reflect the demographic diversity of their clients. SAS deliver [training in inclusive learning environments](#) to support the participation of all students, regardless of background, including people with disability.

The Department of Employment, Small Business and Training also supports participation of people with disability in subsidised training through the [Skills Disability Support](#) (SDS) program. Through the SAS system, SDS provides specialised technology and services as reasonable adjustment in learning and assessment.

Training information

For more information on training in Queensland and to contact your regional training office, visit desbt.qld.gov.au/training or call 1300 369 935.

For more information on the NTSSS, visit

<https://desbt.qld.gov.au/training/providers/inclusive/disability/ndis#ntsss>

NDIS information

Visit www.ndis.gov.au for further information on the NDIS and to sign up for the NDIS e-newsletter or call the NDIS Hotline 1800 800 110.

Visit www.communities.qld.gov.au/ndis for information on NDIS in Queensland.