Optimizing Workforce Management in NDIS: Strategies for Efficiency

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ABSTRACT

As the National Disability Insurance Scheme (NDIS) expands, you face deeper workforce challenges. The Australian Government estimates about 128 000 more workers will be needed by June 2025.

Your workforce management must improve if you are to meet demand, maintain compliance, and manage costs. This whitepaper offers clear, actionable strategies you can apply now.
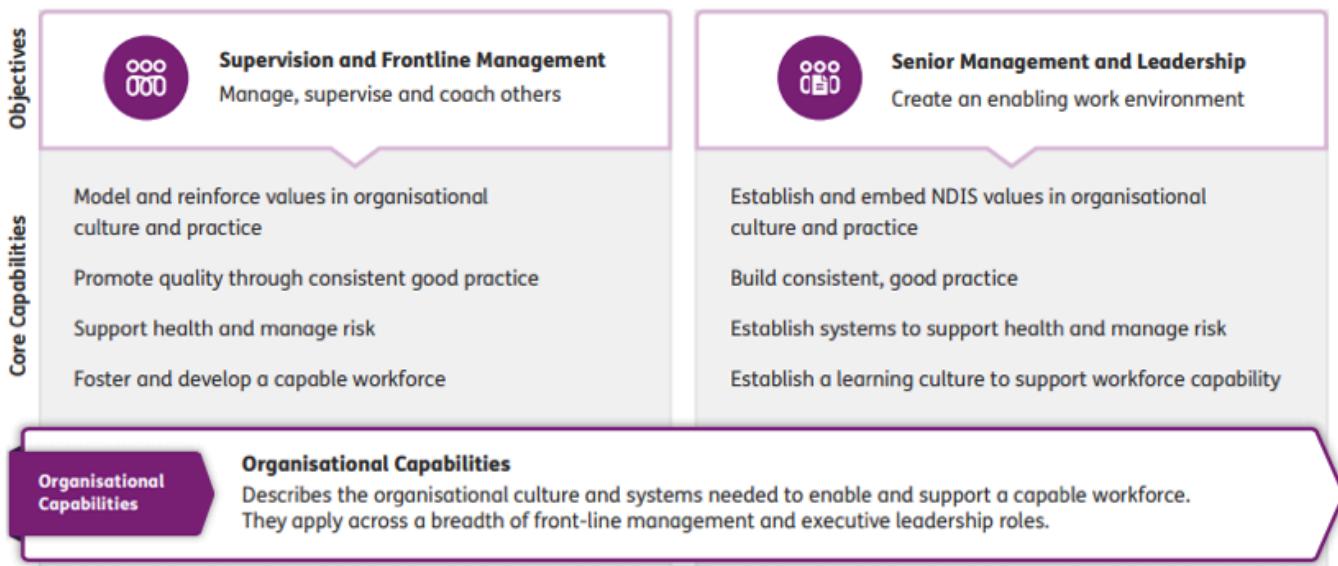
Understanding Workforce Management in NDIS

Effective workforce management involves coordinating people, processes, and systems to ensure participants receive consistent, high-quality support. Core activities include:

- Scheduling and rostering staff to deliver supports when and where participants need them

- Tracking compliance, documentation, and shift records in line with NDIS standards

- Managing staff performance, supervision, and ongoing training

- Ensuring smooth communication and resource allocation between workers, supervisors, and participants

In essence, you manage the full cycle — plan, allocate, monitor, and report.

Supervisors and Leaders

Objectives

Supervision and Frontline Management
Manage, supervise and coach others

Senior Management and Leadership
Create an enabling work environment

Core Capabilities

Model and reinforce values in organisational culture and practice

Promote quality through consistent good practice

Support health and manage risk

Foster and develop a capable workforce

Establish and embed NDIS values in organisational culture and practice

Build consistent, good practice

Establish systems to support health and manage risk

Establish a learning culture to support workforce capability

Organisational Capabilities

Organisational Capabilities
Describes the organisational culture and systems needed to enable and support a capable workforce. They apply across a breadth of front-line management and executive leadership roles.

Source:DSC
"What Good Looks Like": A Workforce Capability Framework

Workforce Challenges Providers Face

Challenge	Description	Impact on Operations
High staff turnover	Annual rates between 17% and 25% (PM&C)	Increased recruitment costs and loss of service continuity
Scheduling gaps	Unfilled shifts, double-bookings, reliance on casual staff	Inconsistent participant support
Administrative and compliance burden	Multiple systems, spreadsheets, and manual tracking	Time-intensive processes and higher audit risk
Fragmented systems and data silos	Separate tools for rostering, payroll, and incident management	Poor visibility and slower decision-making

How Technology and Centralised Platforms Support You

Centralised workforce management platforms deliver measurable benefits by unifying rostering, timesheets, incident reporting, and staff credentials within a single system.

Key advantages include:

- Automation of compliance alerts (e.g., screening expiry, training renewal)

- Real-time visibility over workforce capacity and incidents

- Reduction in manual data entry and associated errors

- Streamlined workflows across rostering, payroll, and participant management

The NDIS National Workforce Plan highlights the need for providers to build systems capable of supporting workforce growth and compliance demands.

Regulatory Requirements You Must Address

Providers must comply with several critical workforce obligations under NDIS legislation:

- Hold and monitor valid NDIS (Worker Screening) Act 2013 checks for all risk-assessed workers

- Maintain an incident management system for serious incidents and report them to the NDIS Quality and Safeguards Commission within required timeframes

- Keep accurate records of service delivery, staff credentials, training, and shift details

MEETING THESE OBLIGATIONS IS NON-NEGOTIABLE.

A CENTRALISED WORKFORCE PLATFORM EMBEDS COMPLIANCE INTO YOUR DAILY OPERATIONS, REDUCING ADMINISTRATIVE PRESSURE WHILE MAINTAINING AUDIT READINESS.

Practical Strategies for Efficiency

Strategy	Action You Should Take	Outcome for Your Business
Data-driven workforce planning	Forecast staffing needs quarterly using digital tools and KPIs	Anticipate shortages and allocate resources proactively
Smart scheduling and rostering	Implement digital scheduling with mobile staff input	Reduce unfilled shifts and overtime costs
Centralise operations	Manage participant data, rostering, and payroll in one system	Decrease administrative time and data errors
Retain your workforce	Deliver structured onboarding, training, and supervision	Lower turnover and enhance service quality
Embed compliance into routines	Automate alerts for screening, training, and incident logging	Minimise audit risk and improve reliability

REFERENCES

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https://www.ndisreview.gov.au/sites/default/files/resource/download/building-a-more-responsive-and-supportive-workforce_0.pdf

NDIS Quality and Safeguards Commission (February 2023). Workforce Plan 2023-2028.
https://www.ndiscommission.gov.au/sites/default/files/2024-09/Workforce-Plan-2023-2028.pdf

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