

Frontline Leader

Tailored workshops for your team

About the training

Empower your frontline leaders with practical, NDIS-informed skills, delivered in your workplace over Zoom.

The thing is, a lot of Frontline Leaders step into their role with outstanding skills as a Support Worker, but often have little to no preparation for the new challenge that leadership brings. This can have flow-on effects, impacting service delivery and the outcomes of the people you support (as well as the team you lead). So what's a time and resource poor provider to do?

Start here. Our Frontline Leadership Workshops give leaders the fundamental skills and knowledge to thrive in their roles and deliver supports that place quality of life at the centre. So, if you've got a team with outstanding leadership potential, this workshop series will get them up to speed on everything NDIS-specific, turning that potential into practice.

This isn't generic, off-the-shelf leadership basics. This is a deep dive into how to excel in leading teams of frontline workers in the NDIS.

Workshop details

We have three separate workshops that can be delivered as they are or tailored for your organisation (see the Delivery Options section below for more info).

Frontline Leader Obligations

- Understanding NDIS Quality & Safeguards Commission role and scope
- Navigating the NDIS Practice Standards
- The Workforce Capability Framework
- Behaviour support and restrictive practices fundamentals and reporting
- Audit and compliance responsibilities for Frontline Leaders
- Translating requirements into day-to-day practice

Managing and Leading Others

- Effective communication strategies
- Setting and maintaining professional boundaries
- Building consistency across teams and shifts
- Recognising and preventing burnout
- Onboarding and supporting new staff
- Creating and sustaining positive workplace culture

Supporting Participant Health Outcomes

- Understanding and meeting NDIS Practice Standards for health supports
- Applying dignity of risk in practice
- Supporting high-intensity daily activities
- Legal and ethical responsibilities around health outcomes
- Working through real-world health support scenarios

Delivery options

Whether you're after a short, focused session to introduce core concepts, a full-day workshop to cover more ground or a fully customised option tailored to your team's priorities, we've got you covered with our three delivery options:

3-Hour Workshop	One-Day Combined	One-Day Customised
Best for: Time-poor teams who want fast, practical results	Best for: Teams ready to grow skills across multiple areas	Best for: Organisations with specific priorities & goals
Delivery of 1 workshop	Your choice of 2 workshops delivered together	Custom mix of topics drawn from all workshops
Duration: 3 hours	Duration: Full day (5–7 hrs)	Duration: Full day (5–7 hrs)
Investment: \$3,390 + GST	Investment: \$3,995 + GST	Investment: \$4,750 + GST

All delivery options include:

- 2 expert DSC Presenters
- Delivered via Zoom
- Workshop slides
- Bonus eLearnings to supplement content

Additional fees apply for:

- Greater customisation above the topics included
- Face to face delivery and travel costs



FAQ

How many people from our organisation can attend?

Our frontline leader workshops are designed for groups of up to 25. If you have higher numbers than that, please reach out to discuss.

Can we include topics not the list?

Sure, but there may be additional charges for new content creation.

Can you deliver these workshops in person?

We're sometimes able to deliver workshops in person, subject to presenter availability. Where applicable, travel costs will apply.

Can you bring your other workshops in-house?

Yes we can, subject to presenter availability. Reach out if you are interested in another workshop.



Get in touch

For more information or to schedule a workshop, contact us:

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