

The NDIS Worker Training Evidence Matrix

What your workers actually have to evidence, what is service-specific, and what cannot be done online.

Why we made this

Most training lists sold to NDIS providers are catalogues. They tell you what is for sale, not what you are obliged to evidence. That is a poor starting point for an audit, and it is how providers end up paying for modules nobody needed while missing something an auditor asks for.

We run Clarity Care, an AHPRA-registered NDIS and DVA provider in Mandurah, Western Australia. We built this matrix for our own workforce first. It is the list we wanted when we were working out what our records actually had to show.

Start here: only one training module is legally mandatory.

For registered NDIS providers, the NDIS Worker Orientation Module *Quality, Safety and You* is the mandatory one, and the Commission provides it free at training.ndiscommission.gov.au. It belongs in your induction process. Nobody should sell it to you, including us. Everything else in the table below is driven by the NDIS Practice Standards, the Code of Conduct, WHS law and the Privacy Act, which means the requirement depends on your registration groups, the supports you deliver and the roles your workers hold. Any provider telling you a long list of courses is all *mandatory* is overstating it.

How to read the table

- **Requirement basis** is indicative. It tells you where the expectation comes from, not a clause reference. Check it against your own registration groups and audit scope.
- **Who needs it** separates whole-of-workforce items from role and service-specific ones. If you do not deliver a support, you do not need to train for it.
- **Online?** flags where online learning is genuinely sufficient, and where it can only ever be the theory half of the requirement.

Training area	Requirement basis (indicative)	Who needs it	Online?	Clarity Learn course
NDIS Worker Orientation Module	Legally mandatory for registered providers	All workers	Yes, free	Not sold. Use the Commission's.
NDIS Worker Screening	Pre-commencement check, not training	All workers	N/A	Not applicable
Code of Conduct and duty of care	NDIS Code of Conduct	All workers	Yes	Code of Conduct and Duty of Care
Work health and safety	WHS Act; Practice Standards	All workers	Yes	WHS Essentials
Safeguarding: abuse, neglect, exploitation	Code of Conduct; Practice Standards	All workers	Yes	Safeguarding and Reportable Incidents
Incident management and reportable incidents	Practice Standards; reportable incident rules	All workers	Yes	Safeguarding and Reportable Incidents
Privacy, confidentiality, records	Privacy Act; Code of Conduct	All workers	Yes	Privacy and Information Handling
Complaints and feedback	Practice Standards	All workers	Yes	Complaints and Feedback
Emergency and disaster management	Practice Standards	All workers	Yes	Emergency and Disaster Management
Infection prevention and control	Practice Standards, including refresher	All workers	Yes	Infection Prevention and Control

Training area	Requirement basis (indicative)	Who needs it	Online?	Clarity Learn course
Rights, choice and supported decision-making	Practice Standards; Code of Conduct	All workers	Yes	Covered within Code of Conduct and PBS
Cultural safety and diversity	Practice Standards, person-centred supports	All workers	Yes	Cultural Safety
Manual handling	WHS Act; Practice Standards	Workers giving physical support	Theory only	Manual Handling, plus workplace practical
Medication support	Practice Standards, where medication is provided	Role and service-specific	Theory only	Medication Assistance, plus sign-off
Mealtime management and dysphagia risk	Practice Standards, where mealtime support	Service-specific	Theory plus plan	Food Safety and Mealtime Management
Positive behaviour support and restrictive practices	Practice Standards; behaviour support rules	Service-specific	Foundations only	PBS Essentials
Falls prevention	Practice Standards; duty of care	Relevant supports	Yes	Falls Prevention
Mental health and psychosocial support	Service-specific; recovery-oriented practice	Psychosocial supports	Yes	Mental Health and Psychosocial Support
Dementia awareness	Service-specific; aged care overlap	Relevant supports	Yes	Dementia Awareness and Support
First aid and CPR (HLTAID)	Employer and role requirement	Many roles	No	Not available online. Use an RTO.
High intensity daily personal activities	High Intensity Support Skills Descriptors	Role-specific, high risk	Knowledge only	Not offered. Needs supervised clinical sign-off.

Shaded amber: the one legally mandatory module, free from the Commission. Shaded pink: cannot be satisfied by online learning alone.

Rows marked 'Theory only' or 'Foundations only' need a workplace practical, a participant-specific plan or specialist involvement to be complete.

The three places providers most often come unstuck

Treating online completion as competence.

Manual handling and medication are the usual ones. An online module can evidence that a worker understands the theory. It cannot evidence that they transferred a particular person safely, or that someone competent watched them do it. Keep the practical sign-off separate and keep it dated.

Training the whole workforce in things only some workers need.

If you do not deliver mealtime support, dysphagia training is not your obligation. Blanket-training everyone is expensive and it dilutes the records that matter. Map training to roles and supports, then evidence against that map.

No refresher cycle.

Infection control in particular is expected to be refreshed rather than done once. A completion certificate from three years ago answers a different question from the one an auditor is asking. Decide your cycle, write it down, and hold to it.

What to keep on file for each worker

- Evidence of the NDIS Worker Orientation Module, completed during induction.
- Worker screening clearance details and expiry.
- Completion records for each training area that applies to that worker's role, with dates.
- Practical or supervised sign-off where online theory is not sufficient on its own.
- The refresher date due, and who is responsible for chasing it.
- A short note of the role-to-training mapping you used, so an auditor can see your reasoning rather than guess at it.

A worked example: mapping training to roles

This is the mapping exercise the page before describes, filled in for a small provider delivering personal care, community access and some nursing. It is an example to argue with, not a template to adopt. Your roles and supports are what decide your rows and columns.

Training area	Support worker, personal care	Support worker, community access	Nurse	Coordinator, office-based	Team leader
Worker Orientation Module	Yes	Yes	Yes	Yes	Yes
Code of Conduct, duty of care	Yes	Yes	Yes	Yes	Yes
Work health and safety	Yes	Yes	Yes	Yes	Yes
Safeguarding and incidents	Yes	Yes	Yes	Yes	Yes
Privacy and records	Yes	Yes	Yes	Yes	Yes
Complaints and feedback	Yes	Yes	Yes	Yes	Yes
Emergency and disaster	Yes	Yes	Yes	Yes	Yes
Cultural safety	Yes	Yes	Yes	Yes	Yes
Infection prevention and control	Yes	Yes	Yes	Awareness	Yes
Manual handling	Yes	If assisting	Yes	No	If hands-on
Falls prevention	Yes	If applicable	Yes	No	Yes
Medication support	If applicable	No	Yes	No	Oversight only
Mealtime and dysphagia risk	If applicable	No	Yes	No	Oversight only
Positive behaviour support	If applicable	If applicable	If applicable	Awareness	Yes
First aid and CPR	Yes	Yes	Yes	Per policy	Yes

Above the heavy rule: whole-of-workforce items, everyone gets them. Below it: role and service-specific items, where blanket-training everybody wastes money and clutters the records that matter. 'Oversight only' means the team leader needs enough knowledge to supervise and spot a problem, not to perform the task.

How Clarity Learn fits, plainly stated.

Most of the areas above are covered by our courses. They are practical, non-accredited refresher and professional-development training, reviewed by an AHPRA-registered clinician. They are not a formal qualification, not nationally recognised training, and they do not carry CPD points. For first aid and CPR you need an RTO. For high intensity supports you need supervised clinical sign-off. We will keep telling you that, because sending you elsewhere when we are not the right answer is the only reason to trust us when we say we are. Provider licences cover your whole team for a year with completion reporting. Talk to us at learn@claritycare.com.au.

Scope and sources

This is a planning aid, not legal, compliance or clinical advice, and it is not a substitute for advice about your own organisation. Requirement basis entries are indicative and describe where an expectation comes from, not a clause reference. Your obligations depend on your registration groups, the supports you deliver and your audit scope. Verify against the primary sources before you rely on it, and seek qualified advice for anything non-routine.

Primary sources: NDIS Quality and Safeguards Commission, NDIS Code of Conduct and NDIS Practice Standards ([ndiscommission.gov.au](https://www.ndiscommission.gov.au)); NDIS Worker Orientation Module *Quality, Safety and You* (training.ndiscommission.gov.au); High Intensity Support Skills Descriptors (NDIS Commission); Privacy Act 1988 (Cth); Work Health and Safety Act 2020 (WA). Content current as at 12 August 2026. We review this matrix when the underlying rules change.