



**NDIS Quality  
and Safeguards  
Commission**

# Free Positive Behaviour Support Training - Provider Toolkit

To support internal promotion and enhance workforce capability

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## To support internal promotion and enhance workforce capability

This toolkit gives providers ready-made materials and guidance to promote the NDIS Commission's free training. The training includes three online courses:

- Positive Behaviour Support
- Human Rights and You – Zero Tolerance
- Trauma-Informed Support Films

These free, self-paced courses aim to build the skills of disability support workers (across Australia and support a strong, confident, and capable workforce.

## About the Training

Course	Duration	Overview
Positive Behaviour Support	1.5 hrs (self-paced)	This course will help you learn what Positive Behaviour Support is and how to use it in your work.
Human Rights & You - Zero Tolerance	3.5 hrs (self-paced)	This course will help you learn about human rights, why they are important and how to uphold the rights of the people you support.
Trauma-Informed Support Films	35 mins (self-paced)	These short films will help you understand what trauma is and how it might affect the people you support.

- **Total time to complete all courses: approx. 5.5 hours**
- All courses are self-paced
- Learners will receive a certificate of completion for each course
- The training is aligned with the NDIS Practice Standards and the NDIS Code of Conduct
- Available until **July 2027**

## Email to Staff:

*Copy and paste the email below to share it with your team.*

Subject: Free NDIS Commission Training

Hi team,

The NDIS Quality & Safeguards Commission (NDIS Commission) has launched a free Positive Behaviour Support online training package for disability support workers. The three short courses are flexible and self-paced and designed to help us deliver high-quality, person-centred support.

### The courses are:

- Positive Behaviour Support
- Human Rights and You – Zero Tolerance
- Trauma-Informed Support Films

Spots are limited to 15,000 across the country, so please enrol soon.

[Click here to enrol.](#)

Let's use this opportunity to strengthen our skills and continue providing safe, respectful care.

Thanks,

[Your Name / Your Team]

## Suggested Training Plan for your team:

Week	Action
Week 1	<ul style="list-style-type: none"> <li>● Enrol in training</li> <li>● Start “Positive Behaviour Support”</li> </ul> <p><b>Time to complete:</b> 1 hour and 30 minutes</p>
Week 2	<ul style="list-style-type: none"> <li>● Complete “Human Rights and You - Zero Tolerance”</li> </ul> <p><b>Time to complete:</b> 3 hours and 30 minutes</p>
Week 3	<ul style="list-style-type: none"> <li>● Watch “Trauma-Informed Support Films”</li> <li>● Download all certificates of completion from the Skills Passport and submit them to your supervisor.</li> </ul> <p><b>Time to complete:</b> 35 minutes</p>

## Extra Ways to Promote Internally

### 1. Talk About It in Team Meetings

Briefly explain the training and how it connects to practice. Encourage staff to enrol.

### 2. Post in Internal Communication Channels

“Training reminder! Free Positive Behaviour Support training now available. Great content, self-paced, certificates included. [Enrol here.](#)”

“Hey team, have you enrolled into the NDIS Commission's free Positive Behaviour Support training program? [Enrol here.](#)”

### 3. Encourage Managers to Check In

Team leaders can ask during 1:1s or supervisions:

- Have you started the training?
- Do you need any support logging in?
- Let's talk about what you took from the last course.

### 4. Celebrate Completions

- Acknowledge in team meetings or newsletters
- Offer shout-outs or small incentives
- Highlight “learning champions”

## Answering your team's FAQs:

### How do I enrol?

[Click here](#). Create an etrainu account, then access the courses under 'My Training'.

### How long will it take?

Around 5.5 hours in total

### Can I pause and return later?

Yes, you can log out anytime and pick up where you left off.

### How long is this training available?

Until July 2027.

### I already completed this training at a previous job. Do I need to do it again?

That's great! No, you don't need to repeat the training. Your previous completions still count.

### Do I get a certificate?

Yes, one for each course. You can find them in your 'Skills Passport'.

### I forgot my password. How do I log back in?

Click 'Forgot my password' on the login page and follow the email instructions to reset it.

## Answering your FAQs:

### **I am not a registered NDIS Provider. Can my team complete this training?**

Yes. This training is open to all disability support Workers employed by registered or unregistered NDIS providers. The goal is to strengthen workforce capability and promote human rights-based practice across the disability sector..

If your team provides support in any capacity to an NDIS participant, they are encouraged to complete this training.

### **Can I see a report showing which team members have completed the training?**

Because this is a free public initiative, providers do not have backend access to view progress or completion reports.

We recommend asking team members to send you their certificates after they complete the training.

### **We already use the NDS Workforce Essentials library through etrainu. Is this the same?**

Yes, the three courses in this initiative are already included in etrainu's NDS Workforce Essentials library. If your team has access to that library, there's no need to enrol again.

This initiative is designed for providers and workers who don't currently have access to the NDS Workforce Essentials content.

We recommend continuing to use the full NDS Workforce Essentials library as part of your ongoing training program.

### **Can casual or part-time staff do the training?**

Yes, all disability support workers can take part – no matter their employment type.

### **Are the courses suitable for experienced staff?**

Yes. While it's accessible for new staff, it also reinforces key principles for more experienced workers.

## Do I have to pay my staff to complete this training?

That decision is up to your organisation. While there is no mandatory requirement to pay staff for completing this training, many providers choose to:

- Allow time to complete the courses during paid shifts, or
- Allocate specific paid training hours.

This supports learning and encourages uptake, especially since the content strengthens compliance with the NDIS Practice Standards and Code of Conduct.

If your organisation expects staff to complete training outside of regular hours, it's best to clarify that upfront and ensure it aligns with your employment policies.