

Employment support strategy examples

There are a range of ways that Disability Employment Service (DES) providers can support employees. Below are some examples of the ways they might assist during different phases of a person's employment.

Induction Strategies

1. Advice on workplace communication and /or orientation strategies
2. Help with workplace modifications and /or special equipment
3. Provision or arrangement of ergonomic or workplace assessment
4. Detailed task analysis development and provision of systematic instruction in job duties
5. Detailed job analysis leading to the development of a duty statement and training plan. The plan may feature training in either duty-specific or social skills (e.g. hygiene, personal presentation, acceptable workplace behaviours, punctuality, time management, communication, managing co-worker and management relationships, using initiative, understanding workplace culture)
6. Performance monitoring and introduction of aids to foster independence and productivity (e.g. self-monitoring production charts, visual/written checklists or schedules, memory prompts, models or work samples)
7. Co-worker/employer education regarding specific disability issues (e.g. impact on learning, effects of medication, illness triggers/symptoms, sharing of access requirements with co-workers, etc)
8. "Train the trainer" approach involving instruction of co-worker/supervisor in appropriate training techniques, task breakdowns, performance monitoring
9. Assistance with employer incentives and other forms of government assistance:
 - a. Employment Assistance Fund: wage subsidies, workplace adjustments, equipment, Auslan interpreters/training
 - b. Disability Apprentice Support (wage subsidies, tutorial assistance, mentoring),
 - c. Supported Wage System
10. Job re-design services (e.g. tasks, processes, hours)
11. Regular employer liaison and performance feedback

Employment support

1. Assistance with problem resolution, advocacy and workplace performance appraisals
2. Employee reassurance and motivation/confidence-boosting advice through initial and/or periodic workplace presence
3. Follow-up support to ensure personal skill development and workplace social integration
4. Off-site counselling and/or performance feedback
5. Flexible off-the-job support with non-work issues that could impact on work performance (e.g. housing, financial management, health, diet, relationships)
6. Linkage into and ongoing liaison with external or internal support services and mechanisms (e.g. mental health professionals, counsellors, family/carers, workplace buddies/mentors, employment assistance program)
7. Contingency planning for relapse of illness (e.g. temp replacement, access to leave, contact regime, return to work planning)
8. Re-training assistance (e.g. new tasks, performance problems, new personnel)

Maintenance

1. A planned approach to reducing support – including a negotiated time table
2. Updated employment support plan to reflect the employee's current status with their DES provider and the subsequent nature of support available to both the employee and employer
3. Provision of advice on the 'ongoing assessment' process as appropriate
4. Provision of up-to-date DES contact details for the employer and employee in the event circumstances in the workplace change over time and DES intervention is once again required (e.g. Work Assist support)
5. Providing employer information about the JobAccess advisory service to support sustainability and as a means of managing disability-related queries for any employee with disability

For more information and examples of reasonable adjustment visit the JobAccess website (www.jobaccess.gov.au) or call 1800 464 800 to speak to a Professional Adviser.

