

**A GUIDE TO**

# **Classifying Employment Supports**

**A Typology of Employment  
Support Interventions Related  
to People Experiencing Injury,  
Illness or Disability**



**CENTRE  
for SOCIAL  
IMPACT**



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# Glossary

ADE	Australian Disability Enterprise/s
AFOEM	Australian Faculty of Occupational and Environmental Medicine
AIFS	Australian Institute of Family Studies
DES	Disability Employment Service
DSS	Department of Social Services
EAF	Employment Assistance Fund
ILC	Information, Linkages and Capacity Building (program)
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
RACP	Royal Australasian College of Physicians
RTW	Return to Work
SLES	School Leaver Employment Support
TESI	Typology of Employment Support Interventions
WISE	Work Integrated Social Enterprise

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# About the Typology

*The Typology of Employment Support Interventions* (TESI) offers a way to classify and identify the various elements or activities provided to support the employment of people for whom employment is restricted by a range of factors including injury, illness, impairment, or disability, as well as other personal and contextual factors, including the availability of supports.

There is no single or clear definition of ‘employment supports’. Employment supports are commonly understood to focus on the supports provided to job seekers or workers returning to work after injury/illness or motor accident. However, recent Australian studies in the vocational rehabilitation sector have identified that employment support interventions also include those that ‘focus on the employer, client, healthcare provider or system more broadly’ (Ho et al., 2017, p. 5). In short, employment supports might be provided to job seekers/workers as well as to employers/workplaces, and to other parts of the broader environment in order to foster employment. This focus on employment includes both gaining and maintaining preferred employment, along with enabling preferred job roles and levels of employment (hours per week). In this context, employment supports must focus attention on the goal of attaining ‘good’ work and

go beyond getting people with disability into *any* job. Instead, [they] must strive for quality and sustained employment outcomes that provide sufficient hours and conditions and enable job satisfaction and career progression (Centre for Research Excellence in Disability and Health, 2021, p. 4, emphasis added).

A focus on ‘good’ or meaningful work of this kind is linked to outcomes not only for the individual worker but also at the level of employer and society (Cameron et al., 2020; AFOEM & RACP, 2013).

The *TESI* uses literature and practice to capture the range of activities that are designed to support employment. The *TESI* is organised into three main clusters of activities including:

1. Supply side interventions (focusing on support to job seeker/worker)
2. Demand side interventions (focusing on support to employer/workplace)
3. Societal change interventions (to increase capacity to contribute to employment outcomes).

Within each cluster is a set of domains that name the main focus of support. Each domain includes a suite of components that identify the sub themes or focus of support. Within each component there are examples of implementation practice.

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Overall, the *TESI* offers a way to capture and describe the full range of activities that might be provided to support the employment of people experiencing injury, illness or disability. The focus of these activities commences well before job search and placement, to address earlier preparatory and enabling factors to employment (sometimes called ‘work readiness’). They extend beyond finding a job, also focusing on the provision of enabling workplace environments and even broader societal supports.

It is not expected that any single employment support service or provider would offer all components. Employment support programs or services might offer components from any one or more domains and within one or more clusters of activity (supply, demand, and societal change interventions). Some programs offer interventions exclusively for job seekers/workers (supply side), whilst others focus exclusively on employers/workplaces, and yet others provide a mix of these.

The delivery of components might take many forms and utilise different modalities (e.g. online, face to face, peer-led, individual or group-based, and formal or informal activities). Employment support interventions might represent a set of components selected on a case by case basis to best suit the individual’s needs and context, or might be programmatically designed where a predetermined set of components is identified as matching the needs of an identified cohort. In such cases, a programmatic approach to replicable delivery enables the offering of a consistent intervention design across multiple sites or providers or even at national scale.

The *TESI* significantly expands our understanding of the breadth of interventions and the varied activities they deliver.

## Limitations

While the *TESI* describes the set of interventions that might be included in an understanding of ‘employment supports’, it does not describe the quality standards of the delivery of these supports. Further work is required to identify the quality ingredients associated with ‘best practice’ in relation to each component of the *TESI*. It is likely that these will also be context specific, for example, varying the ingredients of support to match the needs of different cohorts.

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# Who developed the Typology?

The *TESI* was developed by researchers at the Centre for Social Impact, Swinburne University of Technology, supported by funding from The Department of Education Skills and Employment on behalf of the Collaborative Partnership to Improve Work Participation (<https://www.comcare.gov.au/collaborativepartnership>). The research undertook a cross-sector scan of the landscape of employment supports in Australia, encompassing the injury and compensation sector, Commonwealth labour market programs, and disability-specific employment initiatives (of both government and non government agencies). The research aims included further defining employment supports; comparing the contexts and focus of delivery across systems; and identifying ingredients of efficacy.

## Purpose of the Typology?

While the provision of employment supports is prevalent in a range of sectors, for example government-funded labour market programs or workers' compensation programs, there is no agreement about terminology and little description of the many components that an employment support intervention might be comprised of. Without this articulation, it is difficult to undertake an informed design of an employment support intervention, commission provision of it from the market, evaluate the relative contribution to effectiveness of the included components, share examples of good practice, or compare costs of interventions relative to effectiveness. The *TESI* offers an articulation of the components of employment supports and a common language to identify and describe them.

In short, the *TESI* provides a shared language and method for conceptualising, designing, commissioning, selecting and evaluating employment supports for people experiencing injury, illness or disability.

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# Who is the Typology for?

The *TESI* is intended to have a variety of uses for a wide audience.

## For Employment Support providers and practitioners

The Typology provides a schema for employment support providers to:

- 1. Describe the support activities they offer.** This is useful as it helps make clear to potential participants (job seekers/workers or employers), the types of support they will receive.
- 2. Examine the logic of their selection and inclusion of different components.** Being able to more clearly disaggregate the components of their approach helps determine what components should be included to match participant needs and achieve results.
- 3. Identify and link to evidence.** Once components are identified, providers and practitioners can also consider the existing evidence about best practice related to each, and make their own contributions to this evidence.

## For Funders of Employment Supports

Funders of employment supports require a range of information to determine what to fund. At present, there is a lack of detailed information that describes both the kinds of employment support available (and to whom/where), and their relative effectiveness.

The *TESI* can be used as a way to:

- 1. Classify employment supports and align other data to this.** For example, Centre for Social Impact researchers used the *TESI* to classify the nature of employment supports provided in a set of Australian case studies of employment services and projects. Via this method, researchers assessed the relative prevalence of employment support components in different sectors (Wilson et al., 2021).
- 2. Foster knowledge sharing towards best practice.** For example, Communities of Practice might be convened for employment support providers or practitioners utilising common employment support components or sets of components.
- 3. Support the development of data collection and capture across funded providers.** This might include recommendations for data categories, such as minimum capture of components of interventions and their intensity (duration etc.). For example, the National Disability Insurance Agency (NDIA) has commenced this kind of minimum data capture for School Leaver Employment Support (SLES) providers (see the NDIA, 2021). Developing shared approaches to data capture enables the building of knowledge about the respective components of employment supports.



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## For Researchers of Employment Supports

The literature makes the strong critique that evidence relating to the efficacy of employment supports is limited or absent. Similarly, the Collaborative Partnership to Improve Work Participation study in which the Typology was developed (Wilson et al., 2021), found almost no data about employment support intervention performance across sectors, with the exception of evaluations of a small number of Commonwealth labour market programs and case studies. The *TESI* offers:

- 1. A framework for evidence reviews and evaluations**, which can include identification of key practice ingredients related to the effectiveness of each component of the *TESI*. Centre for Social Impact researchers have already begun assembling evidence from the research literature about the effectiveness of employment support components, and the ingredients contributing to this.
- 2. A framework for data analysis**. Primary data about employment supports can be collected and analysed using the *TESI* as a coding frame. This enables clearer identification of evidence related to each domain and component of employment supports.
- 3. A way to organise and analyse ‘best practice’ data**. For example, case studies can be organised and analysed to identify ‘promising practices’ in employment supports. Evidence across multiple case studies can be built into more rigorously evaluated ‘best practice’. Similar approaches have been utilised by the Australian Institute for Family Studies (AIFS) in the Communities and Families Clearinghouse Australia. This program disseminated a ‘promising practice’ methodology to service providers; collected, peer reviewed and curated case studies; and made these publicly available (<https://www3.aifs.gov.au/institute/cafcapp/topics/index.html>).
- 4. A classification system** by which to search inventories of practice, such as those built through the process above.

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## For Job Seekers or Workers using Employment Supports

Information about employment supports across sectors is opaque, general in nature, and often confusing. There are many different types of employment supports and providers. Research into the National Disability Insurance Scheme (NDIS) confirms this critique, frequently identifying the need for greater clarity of the services available for NDIS participants to choose from. The *TESI* could be a useful guide to:

- 1. Compile listings or directories of employment supports.** Supports/services could be ‘badged’ in terms of the components they deliver or the domains they address. Directory listings could utilise the *TESI* to identify and describe the components of support provided, along with their duration, intensity and mode of delivery.
- 2. Explain what different employment support interventions entail or what employment services ‘do’.** Such increased clarity is especially necessary in the context where potential users have choice over which provider to engage with. In such contexts, for example within the individualised funding context of the NDIS, the *TESI* offers a language that can assist people to select employment supports to best meet their needs.

## For Employers, Businesses and Social Enterprises

The *TESI* will be a useful tool for employers to:

- 1. Describe the supports they are offering** to their workforce and the strategies they are using to create inclusive workplaces. This can serve to widen the talent pool of an organisation and encourage applicants to feel confident that they will be supported to be their most productive and be valued employees.
- 2. Frame reporting to investors and funders** on the employment assistance provided.

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# How was the Typology developed?

The Centre for Social Impact has a lengthy history of research in relation to employment supports and increasing the economic participation of groups marginalised from the labour market. In this context, researchers came to the development of the *TESI* with significant knowledge of a wide range of employment supports.

The development of the *TESI* drew on three data sources:

1. International literature of trends in the provision of employment supports to people experiencing injury, illness or disability across sectors (insurance and compensation, labour market programs, community-based disability employment programs);
2. International literature of best practice in employment supports to people experiencing injury, illness or disability;
3. Stocktakes and case studies of Australian examples of employment supports to people experiencing injury, illness or disability, including examples from Commonwealth labour market programs, the compensation and insurance sector, and the community-based disability employment sector.

## 1. Evidence review (published literature) of trends in the provision of employment supports across sectors

A review of publications relating to employment services for people with disability and work injury was conducted focusing on international meta reviews of the topic, reviews of the Australian labour market and employment supports, evaluations of Australian government funded labour market and employment services, and policy or discussion papers related to employment strategy and programs for people with disability in Australia.

## 2. Evidence review (published literature) of best practice in employment supports

Researchers reviewed meta-analyses of literature in the field of vocational rehabilitation, largely focusing on those conducted recently in the Australian context. In addition, a small number of additional evidence reviews (4) were undertaken to surface and describe major employment support interventions in the field of disability such as customised employment, individual placement and support, and Australian vocational programs for people with disability. We also drew from work previously conducted for Inclusion Australia by the Centre for Social Impact (Wilson & Campain, 2020) that compiled 17 evidence reviews of factors and interventions influencing the employment outcomes of people with intellectual disability.

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### 3. Stocktakes and case studies

#### Case studies:

With the assistance of the Collaborative Partnership to Improve Work Participation, a sample of organisations from across sectors was selected for inclusion in the case study data. This sample was expanded by convenience sampling as the research team identified other useful inclusions based on availability of sufficient data to generate case studies. Case studies were developed in two ways. First, researchers undertook a desktop review of the identified organisational websites using both a key word search (such as ‘return to work’, ‘pilot’, ‘early intervention’, ‘vocational rehabilitation’, ‘employment service/support’, ‘counselling’, ‘job search’, ‘motivational interviewing’, ‘case management’), as well as terms identified as relevant to that organisation, for example where specific employment supports were already known and named. Researchers pursued weblinks to other resources and also conducted general internet and bibliographic searches where warranted. Information from this method was organised into a case study proforma. This method generated a large number of case studies, though few had complete information. Second, identified organisations were invited by email to participate in case studies, with a small number accepting this invitation. Participating organisations were sent the existing case study summaries for their organisations and invited to provide additional information. Participating organisations met with researchers by phone, on one or more occasions, to add key information to case studies. One organisation opted to develop their own case study in their own format. In total, 73 case studies from 22 organisations were included.

#### Stocktakes:

Two ‘stocktakes’ of programs and projects were conducted. These were based on short descriptive listings of:

1. 33 Commonwealth government labour market initiatives and
2. 54 projects funded between 2019-2021 under the Economic Participation focus of the Information, Linkages and Capacity Building (ILC) program of the National Disability Insurance Scheme (NDIS) (more recently administered by the Department of Social Services [DSS]).

Stocktakes included short descriptive information about the focus of employment support interventions, along with information about target cohort and eligibility.

With case studies and stocktakes combined, data analysis included 160 examples of employment supports in Australia across sectors.

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# Analysis of data sources

The *TESI* was developed through an iterative coding and analysis process of the three data sources described above. As researchers engaged with literature and case studies they extracted descriptions of employment supports and services, and their components and activities. These were continuously collated and organised, and cleaned for duplications. Finally, the list was coded thematically. The Typology structure was tested by first applying it to the two stocktakes of employment programs (discussed above). This tested whether all employment supports listed in the stocktake (87 programs) could be matched to Typology components. Secondly, information about the efficacy of particular employment support interventions, extracted from the literature reviews, was matched to the Typology to determine whether all named interventions and components were included in the Typology.

## How to use the Typology

The 'Summary' on page 16 gives an overview of the structure of the Typology, showing the domains in each of the three clusters of supply, demand and societal change (as below). The following pages provide a breakdown of each domain, including their components and descriptions of these.

**Supply side interventions:**  
focusing on support to job  
seeker/worker

**Demand side interventions:**  
focusing on support to  
employer/workplace

**Societal change interventions:**  
to increase capacity to contribute  
to employment outcomes

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# Further development of the Typology

Further work is required to continue the testing of the *TESI* to ensure it captures the full range of employment support interventions, and that the domains and components are accurate and meaningful.

Additionally, the *TESI* would benefit from research focused on:

- further translation for use by employment support providers and by users of these supports;
- identification of best practice elements associated with components (from existing literature and new research).

We hope that the *TESI* can be both viewed and used as a living document to which new research, initiatives or interventions could be added, or domains and components refined.

We welcome your feedback and input. All communication can be directed to:

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## Postscript

Concurrent to this research project, Kavanagh and colleagues (2021) were developing a typology to describe employment supports for people with cognitive disability.

While this is a typology of tighter focus, the authors share our views about the utility and importance of a typology to categorise employment supports.

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## **Typology of Employment Support Interventions Related to People Experiencing Injury, Illness or Disability**

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# SUMMARY:

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## **Supply side interventions:** focusing on support to job seeker/worker

Addressing personal factors  
Service access and information  
Financial assistance and incentives  
Building and mobilising social capital  
(to link to employment)  
Planning and preparation for work  
Vocational skills development  
Self-employment/entrepreneurship  
Job search  
(Pre) Placement support  
Post-placement/on the job support  
Mass job creation

## **Demand side interventions:** focusing on support to employer/workplace

Information  
Financial assistance incentives  
Recruitment services and support  
Workplace/employer capacity building  
Supports in the workplace

## **Societal change interventions:** to increase capacity to contribute to employment outcomes

Service capacity building  
Community/regional capacity building  
Structural/macro change activities



# Supply side interventions: focusing on support to job seeker/worker

Domain: Addressing personal factors	
Component focus	Elements/possible focus
<b>Addressing personal context</b>	<p>Strategies to support personal circumstances affecting employment, e.g.</p> <ul style="list-style-type: none"> <li>• Carer and parenting roles</li> <li>• Housing</li> <li>• Home modifications</li> <li>• Transport</li> </ul>
<b>Addressing health context</b>	<p>Strategies to support factors affecting health, e.g.</p> <ul style="list-style-type: none"> <li>• Support to access health treatments</li> <li>• Health and wellbeing coaching</li> </ul>
<b>Integration of health, disability and employment supports</b>	<ul style="list-style-type: none"> <li>• Collaboration between DES and mental health providers to support people through crisis times to stay in job Planning for and capacity building re managing health/disability conditions whilst at work</li> <li>• Identifying attendant care and additional supports required in the workplace</li> <li>• Education on effective skills/strategies for coping and RTW</li> <li>• RTW planning integrated into medical assessments</li> <li>• Engagement with other professionals/providers to support employment goal to ensure consistency of approach and holistic service delivery</li> </ul>
<b>Building capacity of informal (family) supports to support employment</b>	<ul style="list-style-type: none"> <li>• Building the skills and knowledge, changing attitudes and expectations of supporters of people seeking work (target supporters at various points of life course)</li> <li>• Engagement with family/carer to explore and support employment directions</li> <li>• Employment services and families working collaboratively to support the person to find work</li> </ul>
<b>Building foundation skills and work expectations</b>	<ul style="list-style-type: none"> <li>• Skills building re language, literacy, numeracy, driver training, digital skills, computer literacy (non job or vocational specific)</li> <li>• Life skills e.g. independent travel skills, managing money/income, personal hygiene and personal presentation</li> <li>• Interpersonal skills development, social and business communication</li> <li>• Building resilience</li> <li>• Building motivation and positive attitudes to work</li> <li>• Building expectations of person with disability about (open) employment at key points across life course (primary, secondary school and beyond)</li> <li>• Skills for independence: decision making, problem solving, planning and organising, self motivation and self determination, life skills and personal administration, flexibility, accountability</li> <li>• Working independently, time management and prioritising</li> <li>• Conflict resolution and negotiation skills</li> </ul>

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# Supply side interventions: focusing on support to job seeker/worker

## Domain: Service access and information

Component focus	Elements/possible focus
<b>Information provision (job seeker/worker)</b>	<ul style="list-style-type: none"><li>• Providing information e.g. via hub of employment related resources including rights and obligations (e.g. re RTW or workers compensation)</li></ul>
<b>Referrals/connecting to services</b>	<ul style="list-style-type: none"><li>• Referrals/connecting to services</li><li>• Referring to interventions such as psychological, pain management counselling, physiotherapy</li><li>• Referring/connecting to Commonwealth/State government programs</li><li>• Referring to community services and connecting/supporting access to non vocational services e.g. arranging financial support for childcare and study</li></ul>
<b>Service co-ordination and navigation</b>	<ul style="list-style-type: none"><li>• Supporting access to and management of services such as via case management or support co-ordination</li></ul>

## Domain: Financial assistance and incentives

Component focus	Elements/possible focus
<b>Financial support for personal factors</b>	<ul style="list-style-type: none"><li>• Financial assistance to overcome personal barriers to work e.g. \$ to purchase clothing, pay for transport, subsidise childcare etc.</li></ul>
<b>Financial support for vocational training</b>	<ul style="list-style-type: none"><li>• Financial assistance such as payment of course fees and associated costs</li></ul>
<b>Financial support related to employment</b>	<ul style="list-style-type: none"><li>• Financial assistance such as to provide income support to return to work, e.g., to cover income loss when working on reduced hours</li><li>• Financial assistance to purchase equipment/modifications</li><li>• Financial assistance to support job related relocation</li></ul>

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# Supply side interventions: focusing on support to job seeker/worker

## Domain: Building and mobilising social capital (to link to employment)

Component focus	Elements/possible focus
<b>Building and mobilising peer support</b>	Build community connections (as link to jobs): <ul style="list-style-type: none"><li>• Putting peers in touch with each other</li><li>• Expand/build 'buddy' and peer support</li><li>• Mobilise networks to lead to jobs</li></ul>
<b>Building and mobilising professional/employment networks</b>	Professional networks (within chosen field) <ul style="list-style-type: none"><li>• Employer networking opportunities (including via employers/business people as mentors, meeting events, local groups etc)</li><li>• Business to business networking (for self-employment)</li><li>• Local/regional jobs and skills coordination networks</li><li>• Mobilise networks to lead to jobs</li></ul>
<b>Building and mobilising community networks</b>	<ul style="list-style-type: none"><li>• Support community participation as a means to build networks (and other capacities)</li><li>• Build/harness links to community members and groups</li><li>• Employment circles of support (building informal local networks around the individual)</li><li>• Mobilise networks to lead to jobs</li></ul>

# Supply side interventions: focusing on support to job seeker/worker

Domain: Planning and preparation for work	
Component focus	Elements/possible focus
<b>Developing soft skills</b>	<ul style="list-style-type: none"> <li>• Workplace or 'core' work skills: teamwork, communication, reliability, workplace digital literacy, workplace norms, behaviours and expectations</li> <li>• Understanding rights and responsibilities in the workplace</li> <li>• Industry awareness: knowledge of work options, e.g. exposure to different employers, work types</li> <li>• Work readiness and motivation</li> </ul>
<b>Career guidance and planning</b>	<ul style="list-style-type: none"> <li>• Identification of personal preferences, interests, skills etc. (e.g. Discovery)</li> <li>• Employment-related career assessment</li> <li>• Job readiness review/assessment and development</li> <li>• Career counselling</li> <li>• Identification/documentation of individual employment goals, individual's attributes, skills and qualifications, as well as any skills gaps</li> <li>• Developing a job/career plan (goals and steps)</li> <li>• Support to build and communicate a professional identity</li> </ul>
<b>Assessments of work 'capacity' and need for supports</b>	<p>For example:</p> <ul style="list-style-type: none"> <li>• Assessment of employment barriers</li> <li>• Initial needs assessment</li> <li>• Job capacity assessment</li> <li>• Rehabilitation assessment</li> <li>• Vocational assessment</li> <li>• Workplace assessment</li> <li>• Certificate of capacity</li> <li>• Cognitive assessment</li> <li>• Driving assessment</li> <li>• Employment services assessment</li> <li>• Fitness for duty assessment</li> <li>• Functional assessment</li> <li>• Skills assessment</li> </ul>
<b>Transition to work activities (School/ Education to work i.e. young people; ADE/ day service to open employment; prison to reintegration)</b>	<p>Transition activities (usually grouped as a package covering range of other components in Typology):</p> <ul style="list-style-type: none"> <li>• Transition plan/plan of pathway to employment</li> <li>• Career guidance, including introducing/connecting employment consultants into education settings prior to school/course completion</li> <li>• Vocational training</li> <li>• Employer networking/connecting</li> <li>• Explore work options including 'try and test', work experience</li> <li>• Navigation support to access services, entitlements, employment options</li> </ul>

# Supply side interventions: focusing on support to job seeker/worker

## Domain: Vocational skills development

Component focus	Elements/possible focus
<b>Vocational training</b>	<ul style="list-style-type: none"> <li>• Formal training with the opportunity to gain qualifications, including pre vocational such as pre apprenticeships</li> <li>• Help to find a course or connect to training</li> <li>• On the job training, including apprenticeships and School Based Apprenticeships, work-integrated training etc.</li> </ul>
<b>Work experience/ internships/ volunteering</b>	<p>Includes:</p> <ul style="list-style-type: none"> <li>• Work experience</li> <li>• Internships (paid/unpaid)</li> <li>• Work trials (paid/unpaid)</li> <li>• Industry awareness experiences</li> <li>• Support to find work experience/volunteering</li> <li>• Support to set up work experience including assisting to onboard the participant at the start of the work trial or on the job support throughout the work experience</li> <li>• Volunteering, and support to build volunteering skills, provision of support to volunteers e.g. volunteer buddies</li> <li>• Support to convert work experience into employment roles</li> </ul>

## Domain: Self-employment/entrepreneurship

Component focus	Elements/possible focus
<b>Business skills and development</b>	<ul style="list-style-type: none"> <li>• Small business and (micro) enterprise training, including skills in business planning and implementation, entrepreneurship skills</li> <li>• Skill building and support for business plan development</li> <li>• Coaching, mentoring and support in business enterprise</li> <li>• Provision of work experience in enterprises</li> </ul>
<b>Access to capital and business resources</b>	<ul style="list-style-type: none"> <li>• Access to financial supports for business</li> <li>• Micro-franchising</li> <li>• Provision of back-of-house, administrative and other functions to support micro businesses of people with significant disability</li> <li>• Supporting access to business networks, markets and supply chains</li> </ul>

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# Supply side interventions: focusing on support to job seeker/worker

Domain: Job search	
Component focus	Elements/possible focus
<b>Job search information resources</b>	<ul style="list-style-type: none"><li>• Linking to job information via website/online, email etc.</li><li>• Provision of an advice service re job search</li><li>• Provision of job seeker resources (e.g. how to disclose disability)</li></ul>
<b>Job search skills building</b>	<ul style="list-style-type: none"><li>• Building skills in job application, resume preparation and job search strategies</li><li>• Building skills in interview preparation</li><li>• Building skills for how job seeker can 'market' themselves and their unique service offering</li></ul>
<b>Job search matching and assistance</b>	<ul style="list-style-type: none"><li>• Job search matching and assistance</li><li>• Support via a Job Coach/coaching</li><li>• Active marketing of job seekers to employers such as engaging different employers to discuss a participant and their unique skills and abilities, how they may be able to provide value to their workplace, and potentially securing opportunities for a work trial or work experience</li></ul>

# Supply side interventions: focusing on support to job seeker/worker

Domain: (Pre) Placement support	
Component focus	Elements/possible focus
<b>Job commencement/ RTW and customisation</b>	<ul style="list-style-type: none"> <li>• Mentoring following an employment preparation intervention (i.e. bridge from pre employment intervention through job search to finding employment)</li> <li>• Job matching</li> <li>• Negotiating specific employment opportunity with employer</li> <li>• Job carving and job identification/creation, including working with employer to identify potential opportunities or roles for a specific individual</li> <li>• Task analysis including developing process outlines for specific parts of the role</li> <li>• Customisation of job/modify work tasks or scheduling including ensuring that a role or tasks within a role are accessible and match individual's specific abilities and passions</li> <li>• Planning and supporting graduated entry/re-entry to work</li> <li>• Negotiating RTW to same or different job with same employer</li> <li>• Support to complete recruitment paperwork</li> <li>• Support to prepare for first day at work and induction</li> <li>• Developing a RTW plan</li> </ul>
<b>Workplace modifications, equipment and disclosure</b>	<ul style="list-style-type: none"> <li>• Provision of information about workplace modification etc.</li> <li>• Support to access EAF</li> <li>• Provision/assessment of equipment or modifications needed, including communication devices</li> <li>• Financial assistance to purchase equipment/modifications and special equipment necessary to that workplace</li> <li>• Provision of/financial support for Auslan interpreting services</li> <li>• Support to communicate reasonable accommodation needs (e.g. via workplace adjustment passport)</li> <li>• Support/resources re disclosure of disability/injury</li> <li>• Modification and customisation of workstations, equipment, facilities (including training in use of these)</li> </ul>

# Supply side interventions: focusing on support to job seeker/worker

## Domain: Post-placement/on the job support

Component focus	Elements/possible focus
<b>On the job/workplace-based training</b>	<ul style="list-style-type: none"> <li>• Provision of or support access to workplace based training, formal or informal, including integrated training, apprenticeships etc.</li> <li>• On the job training</li> </ul>
<b>Post placement support (limited or fixed period)</b>	<ul style="list-style-type: none"> <li>• Support to settle in to work</li> <li>• Support over initial period (e.g. 1st year)</li> <li>• Further job re-design</li> <li>• Support to make further workplace modifications</li> <li>• Support to meet employer expectations</li> <li>• Support to build work capacity (including graded increase in hours)</li> <li>• Work hardening activities, aimed at improving physical or psychological work tolerances</li> </ul>
<b>Ongoing assistance in the workplace (day to day)</b>	<ul style="list-style-type: none"> <li>• On the job employment supports, such as intermittent support with daily work tasks</li> <li>• Ongoing customisation to suit new tasks, skills development etc.</li> <li>• Continuous on the job training</li> <li>• Provision of direct supervision and/or group based support to enable meaningful work participation</li> <li>• Provision of supports to manage disability related behaviour or complex needs at work (e.g. onsite job coach to support behaviour related to psychosocial disability)</li> <li>• Provision of non face to face activities that directly relate to supporting person's employment</li> <li>• Provision of physical assistance and personal care delivered in the workplace</li> </ul>

## Domain: Mass job creation

Component focus	Elements/possible focus
<b>Employment-focused social enterprises</b>	<ul style="list-style-type: none"> <li>• Work integrated social enterprise (WISE): offers employment, skills training, work experience and other supports usually in non-segregated workplace environments paying award wages</li> </ul>
<b>Supported employment service (ADEs)</b>	<ul style="list-style-type: none"> <li>• Australian Disability Enterprises (ADEs): offers employment, skills training, work experience and other supports sometimes in segregated workplace environments and/or paying a supported wage</li> </ul>



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# Demand side interventions:

## focusing on support to employer/workplace

### Domain: Information

Component focus	Elements/possible focus
<b>Information provision/co-ordination (employer)</b>	<ul style="list-style-type: none"><li>• Information hub of employment related resources</li><li>• Phone advice service (e.g. navigating systems, financial incentives, obligations, strategies)</li></ul>

### Domain: Financial assistance incentives

Component focus	Elements/possible focus
<b>Financial assistance for wages</b>	<p>Support to identify and access financial incentives e.g.</p> <ul style="list-style-type: none"><li>• Wage subsidies</li><li>• Financial assistance to business to address added financial burden of supporting a person's return to work, for example by employing a casual worker to complete usual duties of person in addition to paying the person's wages while they recover at work</li><li>• Financial assistance for work experience placements/internships</li><li>• Access to supported employee wage</li></ul>
<b>Financial assistance for modifications</b>	<ul style="list-style-type: none"><li>• Access to Employment Assistance Fund (i.e. financial support) or other funds for workplace modifications</li></ul>
<b>Other financial support/incentives</b>	<ul style="list-style-type: none"><li>• Reduction or waiver of proportion of workers compensation premiums, exemption from increase in premium in workers compensation if worker is re-injured within set period</li></ul>

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# Demand side interventions: focusing on support to employer/workplace

Domain: Recruitment services and support	
Component focus	Elements/possible focus
<b>Recruitment services/support</b>	<ul style="list-style-type: none"><li>• Support to recruit (e.g., screen and match workers to jobs)</li><li>• Provision of professional recruitment services</li><li>• Job vacancy service</li><li>• Job analysis</li></ul>
<b>Connecting to target cohort</b>	<ul style="list-style-type: none"><li>• Support to connect to people with disability/work restriction (via a range of strategies including direct introduction, networking and meeting events, employer roles in local employment support groups)</li><li>• Highlighting/introducing potential employees and their unique skills and abilities, how they may be able to provide value to their workplace, and potentially securing opportunities for a work trial or work experience</li></ul>
<b>Hosting work experience/interns/volunteers</b>	<ul style="list-style-type: none"><li>• Resources and support to host/connect to work experience, interns, trainees, volunteers</li><li>• Help to set up and manage individual or group internships</li><li>• Provision of support to convert volunteering/work experience into employment roles</li><li>• Probation period (for people with intellectual disability who do not perform well at interviews)</li></ul>

# Demand side interventions:

## focusing on support to employer/workplace

Domain: Workplace/employer capacity building	
Component focus	Elements/possible focus
<b>Skill building, training, resources</b>	<p>Training and resources in:</p> <ul style="list-style-type: none"> <li>• How to job carve and customise</li> <li>• Leadership skills re employment supports/inclusive employment</li> <li>• Industry-specific skills and resources to support inclusive employment</li> <li>• Information and resources on how to support RTW</li> <li>• Develop or increase an employer's skills, knowledge and/or confidence to employ a person with a disability</li> <li>• Social Procurement practice and opportunities</li> </ul>
<b>Inclusive workplaces capacity building</b>	<ul style="list-style-type: none"> <li>• Support to improve/review workplace policies and practices to accommodate people with disability/work restrictions</li> <li>• Awareness raising and training activities re disability (including specific disabilities such as Deafness or Autism awareness)</li> <li>• Mental health awareness and first aid training</li> <li>• Attitude and behavioural change re specific disabilities</li> <li>• Mentoring of employers (by people with disability and without), including two-way mentoring (i.e. employee with disability – employer)</li> <li>• Cultural awareness training and capacity building (e.g. re Aboriginal and Torres Strait Islander with disability)</li> <li>• Direct practical coaching for employers to create mentally healthy workplaces</li> </ul>
<b>Employer and stakeholder networks (to build inclusive workplace/employer capacity)</b>	<p>Shared learning and support via:</p> <ul style="list-style-type: none"> <li>• Building local employer networks committed to supporting employment outcomes (includes vocational training providers, schools, services and others)</li> <li>• Collaborative and shared learning opportunities across employers</li> <li>• Networking events (e.g. employer and employment service provider breakfasts)</li> <li>• Inter-employer and agency collaboration on employment initiatives</li> </ul>

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# Demand side interventions: focusing on support to employer/workplace

Domain: Supports in the workplace	
Component focus	Elements/possible focus
<b>General support to employers</b>	<ul style="list-style-type: none"><li>• Provision of ongoing workplace support, check in, problem solving</li><li>• Provision of continual modification/upgrade of duties etc</li><li>• Reviewing adequacy of supports</li><li>• Monitoring employee's performance to ensure standards are maintained</li></ul>
<b>New supports in the workplace</b>	<ul style="list-style-type: none"><li>• Identify and develop new supports as needed</li><li>• Develop peer advocates/peer supports in workplace</li></ul>

# Societal change interventions: to increase capacity to contribute to employment outcomes

## Domain: Service capacity building

Component focus	Elements/possible focus
<b>DES/employment services capacity building</b>	<ul style="list-style-type: none"> <li>• Building skills and knowledge of staff relevant to specific disability, workplace adjustment and support strategies</li> <li>• Building collaboration between Disability Employment Services e.g. sharing vacancies they can't fill</li> </ul>
<b>Employment support services complaints handling</b>	<ul style="list-style-type: none"> <li>• Grievance procedures for users of employment support services</li> <li>• Investigation of complaints</li> </ul>
<b>Schools/education and training organisations capacity building</b>	<ul style="list-style-type: none"> <li>• Building expectations about (open) employment throughout life course (primary, secondary school and further) – target teachers and key stakeholders</li> </ul>
<b>Interagency collaboration</b>	<ul style="list-style-type: none"> <li>• Interagency forums and networks to plan and collaborate on employment support interventions</li> </ul>

## Domain: Community/regional capacity building

Component focus	Elements/possible focus
<b>Development of local employment strategies</b>	<ul style="list-style-type: none"> <li>• Identifying local/regional employment needs, including areas of labour market shortage</li> <li>• Development of local/regional employment plans</li> <li>• Local/regional employment taskforce</li> </ul>
<b>Financial support to local employment outcomes</b>	<ul style="list-style-type: none"> <li>• Fund to support activities in line with local employment needs</li> <li>• Access to a national or local funding pool to support regional employment initiatives</li> </ul>

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# Societal change interventions: to increase capacity to contribute to employment outcomes

Domain: Structural/macro change activities	
Component focus	Elements/possible focus
<b>Cross sectoral collaboration</b>	<ul style="list-style-type: none"><li>• Inter-departmental/portfolio forums, networks, strategies within government to address structural barriers to employment, plan and collaborate on employment support interventions</li></ul>
<b>Policy interventions</b>	<ul style="list-style-type: none"><li>• Strategies to encourage a) employers to employ and/or accommodate people with work restrictions or b) people with work restrictions to engage in or return to work</li><li>• Government-led behaviour change strategies (e.g. financial incentives, support for improving workplace accessibility, schemes to encourage employer involvement in RTW planning)</li><li>• Procurement policy to favour suppliers who employ people with disability</li><li>• National policy such as ‘employment first’ approaches</li></ul>
<b>Government agencies to drive wholesale reform</b>	<ul style="list-style-type: none"><li>• Set up new agency to focus on employment of people with disability, and related barriers</li><li>• Technical hubs to provide specialist advice on inclusive employment and employment supports</li></ul>
<b>Job creation (public sector)</b>	<ul style="list-style-type: none"><li>• Job guarantee style program: guaranteed job, under-written by government, for target group. Usually rely on government and local government bodies to ‘create’ job opportunities</li><li>• Public service employment targets for employees with disability</li></ul>

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A full reference list underpinning the Typology is available in Wilson et al. (2021).

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