

Questions about Customised Employment for Employment Service Providers

Choosing the right service provider can feel overwhelming, especially regarding employment support. To help you, we've prepared a list of key questions to ask service providers about their approach to Customised Employment.

General questions

1. Do you provide a customised employment approach?
2. What model of customised employment has your staff been trained in?
3. How much support could you offer my family member?
4. Is family engagement part of the process?
5. Can I/my family member have a say about who provides the support?
6. Can I communicate directly with the job supporter?
7. How do you regularly communicate progress, successes, or challenges to families or support networks?
8. Do you provide any assistance or guidance for transportation to and from work?
9. How flexible are your services in adapting to the changing needs and goals of the individual over time?
10. What are your employment outcomes for individuals?
11. Can you provide references or success stories from individuals and families you have supported in the past?

Discovery

1. How do you approach Discovery?
2. Will you provide opportunities for my family member to explore their interests? How?
3. How do you involve the person's family and the people who know the person well in Discovery?

Job Development

1. How do you approach job development?
2. How do you determine a potentially good job match for individuals? Do you consider their interests, skills, and conditions?
3. Does the job supporter approach organisations for work based on our suggestions?
4. Do you only approach employers with whom you have a prior relationship?
5. Do you negotiate a full wage without wage subsidies or reduced wages?
6. How do you negotiate a person's conditions for success?

On-the-Job Support

1. How do you approach on-the-job support?
2. How do you typically set the job up before the person begins in the role?
3. Will the employer/staff train and supervise my family member? How would you support them to do that?
4. What is your approach to fading support?
5. How long do people typically have support from your organisation?
6. How do you handle conflicts or misunderstandings between the individual and their employer or colleagues?
7. What strategies do you employ to ensure job retention and skills growth for the individuals you support?

🚩 If providers say they use a Customised Employment approach but will support you to practise interview questions, then you know they are not practicing customised employment.

Customised Employment is not a competitive approach; it is about what the person will contribute.

