



Centre for Inclusive Employment & Disability Employment Australia Lunch & Learn Session | Wednesday, 5 November 2025

Ongoing Support: Best Practice for Long Term Success

Speaker: Lisa McPherson

Host: Sally Karandews (DEA)

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00:00:05.460 --> 00:00:20.680

Sally (DEA): Hi everyone, and welcome to this week's Lunch and Learn. I'd like to begin today by acknowledging the traditional owners of the land from which each of us are joining from.

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00:00:20.680 --> 00:00:28.640

Sally (DEA): For me, that's the land of the Darkinjung people, and I pay my respects to elders, past and present.

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00:00:29.400 --> 00:00:45.469

Sally (DEA): My name is Sally, and I'm the Policy Manager at Disability Employment Australia, and I'll be hosting today's webinar. These webinars are a partnership between Disability Employment Australia and the centre for Inclusive Employment.

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00:00:45.610 --> 00:01:00.050

Sally (DEA): And it's a pleasure to be here with you all, especially given that we are, so early into the first week of the new IEA contract, and I'm sure that you all have plenty going on.

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00:01:00.390 --> 00:01:01.540

Sally (DEA): Mmm...

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00:01:02.500 --> 00:01:17.370

Sally (DEA): A little bit of housekeeping before we get started. If you do need to access the captions, Liv is going to pop some links and instructions into the chat, so you can access the captions through those.

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00:01:17.720 --> 00:01:27.860

Sally (DEA): And today's session will be recorded, and a recording, as well as a copy of the presentation, will be made available to you after today.

8

00:01:31.050 --> 00:01:45.240

Sally (DEA): Yeah, and without any further ado, I would like to introduce you to Lisa. Lisa is the CEO at Nexus, and is joining us today to share on the topic of ongoing support.

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00:01:45.240 --> 00:02:00.729

Sally (DEA): Lisa has been working in the sector and also in some related roles, for quite a few years now, and has developed some extensive experience in providing high-quality, person-centred, ongoing support.



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00:02:00.900 --> 00:02:15.739

Sally (DEA): And has been involved in delivering that on the front line, but also, yeah, supporting and overseeing the delivery of ongoing support as well. So without any further ado, I will hand over to Lisa to take us through today's session. Thanks, Lisa.

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00:02:15.740 --> 00:02:17.750

Lisa McPherson: Right. Cheers, thanks, Sally.

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00:02:17.950 --> 00:02:25.609

Lisa McPherson: I'm just going to get my PowerPoints up here, which has just gone to the wrong screen, but might be a second.

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00:02:35.830 --> 00:02:40.310

Lisa McPherson: Okay, can you see my screen? It's not...

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00:02:42.660 --> 00:02:44.660

Lisa McPherson: Here we go. We're good to go.

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00:02:44.800 --> 00:02:51.379

Lisa McPherson: Hello, everyone, welcome, thank you, for my little, issue with,

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00:02:52.660 --> 00:02:55.479

Lisa McPherson: The, sharing of the screen there.

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00:02:57.160 --> 00:03:01.679

Lisa McPherson: I'm just still not being able to see in my, oh yes, here we go.

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00:03:10.580 --> 00:03:11.610

Lisa McPherson: Perfect.

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00:03:16.900 --> 00:03:19.790

Lisa McPherson: Okay, so thank you.

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00:03:19.910 --> 00:03:33.240

Lisa McPherson: So, my name's Lisa McPherson, I'm the CEO of Nexus Human Services. So today I'm going to be sharing about best practice for creating meaningful, sustainable employment opportunities for people with disabilities.

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00:03:34.020 --> 00:03:47.439

Lisa McPherson: I've had more than 30 years' experience in the disability employment sector, and I'm drawing upon our organisational's experience and some successful examples on delivering high-quality ongoing support.

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00:03:49.300 --> 00:03:59.889

Lisa McPherson: So today's session isn't just about helping people find jobs, it's about making sure they stay employed, grow in those roles, and thrive within the team.

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00:04:03.570 --> 00:04:08.399

Lisa McPherson: We are here to create outcomes that are lasting, impactful, and truly life-changing.

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00:04:10.140 --> 00:04:19.069

Lisa McPherson: So today, I would like to make the session, a little bit interactive, so if you've got questions, please pop them up in the chat.

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00:04:19.180 --> 00:04:27.349

Lisa McPherson: Because I'd really like to, yeah, answer questions as we go, if possible, today, and then we'll leave some time at the end for questions as well.

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00:04:32.690 --> 00:04:49.769

Lisa McPherson: I know that people seem to get a little bit, so also remember this is a learning space, so no matter what your question is, please feel free to ask it. So pop your questions in the... in the chat box, any question's not a silly question, as we all know, so please share those, questions, and comments in the chat.

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00:04:50.120 --> 00:04:58.019

Lisa McPherson: So let's kick off with making sure that we all know how to use

the chat box today, and I'd like you to start by popping up some emojis in the chat.

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00:04:58.250 --> 00:05:01.440

Lisa McPherson: Let's share some love and welcome everyone to the session today.

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00:05:09.990 --> 00:05:12.200

Lisa McPherson: Great. Thank you.

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00:05:17.760 --> 00:05:18.800

Lisa McPherson: Perfect.

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00:05:20.040 --> 00:05:24.870

Lisa McPherson: So, good to see that, yeah, everyone knows how to use the chat.

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00:05:24.970 --> 00:05:25.780

Lisa McPherson: Cool.

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00:05:27.080 --> 00:05:31.869

Lisa McPherson: Okay, so I'm going to kick off with, What is ongoing support?



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00:05:34.730 --> 00:05:39.369

Lisa McPherson: So, ongoing support bridges the gap between securing a job and keeping it.

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00:05:40.490 --> 00:05:45.970

Lisa McPherson: It ensures participants build confidence, independence, and resilience.

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00:05:50.390 --> 00:05:53.010

Lisa McPherson: It's a link between getting a job and keeping it.

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00:05:53.540 --> 00:05:56.280

Lisa McPherson: And it ensures sustained success.

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00:05:59.610 --> 00:06:01.820

Lisa McPherson: Not just the initial placement.

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00:06:06.740 --> 00:06:08.359

Lisa McPherson: Take a moment, have a think.

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00:06:09.510 --> 00:06:12.790

Lisa McPherson: When you've had a great leader, a role model, a coach.

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00:06:18.570 --> 00:06:21.990

Lisa McPherson: That's the type of things that we're looking for in ongoing support.

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00:06:22.200 --> 00:06:28.849

Lisa McPherson: Once an auditor told me, that EDC, so employment coaches work, is similar to life coaching.

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00:06:29.170 --> 00:06:44.550

Lisa McPherson: And every employment coach should have the opportunity to do some life coaching training. At that time, I thought, okay, yeah, fair comment. But since I've done my life coaching myself, I really understand that comment and think it's a really positive one.

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00:06:44.970 --> 00:07:01.270

Lisa McPherson: So I really encourage you, when you're doing your ongoing support with your participants, to have a think about that, and have a think about what type of support you've had in your career, because that's the type of support that we also should be providing to our participants.

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00:07:07.370 --> 00:07:08.739

Lisa McPherson: The why doesn't matter?



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00:07:13.300 --> 00:07:15.940

Lisa McPherson: So, number of reasons. Retention.

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00:07:16.610 --> 00:07:22.659

Lisa McPherson: So, the tailored support... Helps people keep the jobs in the long term.

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00:07:24.730 --> 00:07:29.270

Lisa McPherson: It also helps build confidence by addressing workplace challenges.

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00:07:31.620 --> 00:07:40.419

Lisa McPherson: And employees gain their trust in their abilities, and employers also gain the trust in what the employees' abilities are.

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00:07:40.910 --> 00:07:43.439

Lisa McPherson: There's also the sustainability aspect.

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00:07:44.800 --> 00:07:47.139

Lisa McPherson: So, building inclusive workplaces.

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00:07:48.150 --> 00:07:52.229

Lisa McPherson: Contributes to retention and reduces turnover for employers.

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00:07:53.390 --> 00:07:55.009

Lisa McPherson: So, the social impact?

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00:07:55.800 --> 00:08:00.740

Lisa McPherson: So, around better health, security, and community connection.

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00:08:02.450 --> 00:08:04.660

Lisa McPherson: It also allows people to develop.

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00:08:04.950 --> 00:08:08.510

Lisa McPherson: Skills to allow for natural career progression.

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00:08:10.960 --> 00:08:12.240

Lisa McPherson: So, with proper...

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00:08:12.920 --> 00:08:13.720

Olivia @ CIE: Hi, Lisa.

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00:08:13.720 --> 00:08:15.450

Lisa McPherson: government support, yes, sorry, Olivia.

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00:08:15.450 --> 00:08:23.780

Olivia @ CIE: Sorry, your presentation is stuck on, the first slide still, so we haven't been able to move through them just yet. Just wanted to let you know.

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00:08:23.900 --> 00:08:26.340

Olivia @ CIE: That we're still in the first one.

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00:08:26.590 --> 00:08:31.420

Lisa McPherson: Okay, that's very interesting. I'm unsure why, as I...

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00:08:34.200 --> 00:08:36.719

Lisa McPherson: Can see the screen on mine.

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00:08:36.870 --> 00:08:41.690

Olivia @ CIE: Okay, do we want to, just maybe unshare them and then reshare them? See if that works?

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00:08:42.030 --> 00:08:42.910

Olivia @ CIE: Thank you.



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00:08:52.390 --> 00:08:55.720

Olivia @ CIE: Okay, that seems to have refreshed it. Thank you.

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00:08:56.140 --> 00:08:58.209

Lisa McPherson: Okay, no worries, I'll just go back then.

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00:08:58.350 --> 00:09:01.309

Lisa McPherson: Okay, so we're back to why doesn't matter? Yep.

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00:09:05.410 --> 00:09:13.620

Lisa McPherson: So I've talked about retention, confidence, sustainability, the social impact in ongoing support, turns the placements into long-term success stories.

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00:09:18.120 --> 00:09:21.230

Lisa McPherson: And that is both for the employee and the employer.

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00:09:31.960 --> 00:09:33.790

Lisa McPherson: So practice makes perfect.

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00:09:34.120 --> 00:09:38.280

Lisa McPherson: I've all heard that saying before, I... presume?

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00:09:42.420 --> 00:09:50.839

Lisa McPherson: So... Providers must extend beyond placement. We're here to build trust and collaboration through the employment journey.

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00:09:51.970 --> 00:09:58.370

Lisa McPherson: So set your clear expectations early to align with participant and employer goals.

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00:09:59.590 --> 00:10:05.789

Lisa McPherson: Measure quality outcomes by tracking growth and engagement, not just through the duration of employment.

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00:10:06.560 --> 00:10:10.910

Lisa McPherson: ADAPT supports proactively to meet challenges in participants' needs.

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00:10:11.030 --> 00:10:12.800

Lisa McPherson: Or workplace dynamics.

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00:10:14.470 --> 00:10:23.500

Lisa McPherson: Our value lies in being a proactive partner who maintains strong relationships that benefit both participants and employers.

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00:10:25.630 --> 00:10:28.690

Lisa McPherson: So, a couple of other tips around what it looks like in practice.

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00:10:31.800 --> 00:10:33.709

Lisa McPherson: Relationships are critical.

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00:10:34.260 --> 00:10:41.870

Lisa McPherson: So the strong relationship between participants, providers, employers are the foundation of effective, ongoing support.

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00:10:43.920 --> 00:10:55.240

Lisa McPherson: Communication, so open, proactive communication prevents any issues, problems from occurring, you know, such as transport, confidence,

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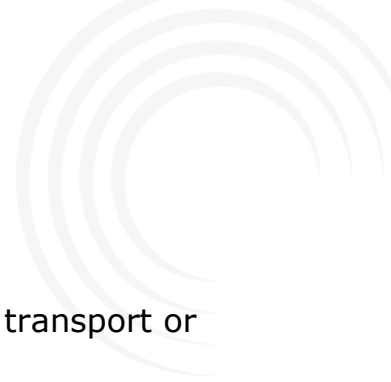
00:10:56.420 --> 00:10:59.720

Lisa McPherson: Attending work on time, all of those different things.

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00:11:00.730 --> 00:11:02.650

Lisa McPherson: Make sure everything's flexible.



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00:11:03.220 --> 00:11:11.609

Lisa McPherson: And early interventions help address issues like transport or stress management before they become complex issues.

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00:11:13.400 --> 00:11:20.560

Lisa McPherson: Regular reviews ensure that supports involved alongside clients' goals or workplace needs.

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00:11:22.540 --> 00:11:34.760

Lisa McPherson: Trusted partnerships create the employment needed, environment needed for participants to succeed in the long term, and it ensures employers feel confident in fostering inclusive workplaces.

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00:11:35.420 --> 00:11:42.400

Lisa McPherson: I'm going to just pause there for a minute. We are going to talk about some real live examples in a moment. I'm going to just pause if there's any questions.

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00:11:43.760 --> 00:11:45.140

Lisa McPherson: And have a sip of water.

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00:11:53.750 --> 00:11:57.559

Sally (DEA): Lisa, Sally, haven't seen any come through in the chat just... None yet?



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00:11:57.660 --> 00:12:03.929

Sally (DEA): Yep. Okay. But shall... Let you know if any do.

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00:12:03.930 --> 00:12:06.650

Lisa McPherson: Okay, thank you, Sally, that would be great.

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00:12:15.030 --> 00:12:16.800

Lisa McPherson: The role of education.

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00:12:18.880 --> 00:12:24.030

Lisa McPherson: So, also, when you're doing your ongoing sport, there's a really specific role in education.

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00:12:24.290 --> 00:12:27.600

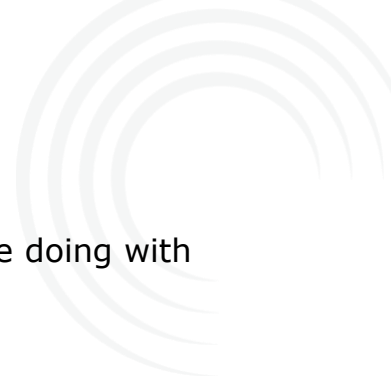
Lisa McPherson: It's not about just keeping someone in their current role.

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00:12:28.630 --> 00:12:35.689

Lisa McPherson: It's about helping people to develop further. It's also an important part of career development and progression.

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00:12:36.930 --> 00:12:44.750

Lisa McPherson: So, some examples of education that you can be doing with your participants, are around communication skills.

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00:12:44.880 --> 00:12:55.400

Lisa McPherson: How to network effectively, work health and safety in the workplace, tax returns, Work-life balance?

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00:12:57.760 --> 00:13:11.760

Lisa McPherson: And you'll see, on the slide, and this slide will be available, there's a few other examples, but this is only, you know, a really small, part of education that can be done, as part of ongoing support.

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00:13:13.070 --> 00:13:19.700

Lisa McPherson: So one thing that I've really encouraged people to do over the years is to develop your own little toolkit.

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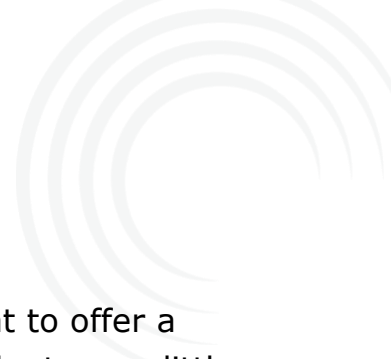
00:13:22.050 --> 00:13:27.719

Lisa McPherson: Which includes, the type of education that you can deliver to your participants.

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00:13:27.870 --> 00:13:34.279

Lisa McPherson: So then, over the time when you're doing ongoing support, if you're having some, times when...



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00:13:34.280 --> 00:13:49.020

Lisa McPherson: it might be difficult to communicate, or you want to offer a different, service offering to somebody, you can go back and look at, your little toolkit of education, and I've found that has been a very effective,

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00:13:49.260 --> 00:14:00.730

Lisa McPherson: Way to keep people engaged, and also to develop people's skills, in their current roles, and in any further roles or career development that people may like in the future.

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00:14:09.170 --> 00:14:10.820

Lisa McPherson: So, the provider's role.

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00:14:12.820 --> 00:14:16.590

Lisa McPherson: So remembering that ongoing support isn't a one-off activity.

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00:14:17.970 --> 00:14:20.260

Lisa McPherson: It consistently evolves.

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00:14:20.550 --> 00:14:28.130

Lisa McPherson: And the support that you provide needs to be tailored, to sustain inclusion and success.



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00:14:29.150 --> 00:14:30.769

Lisa McPherson: So what won't cut it?

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00:14:31.450 --> 00:14:35.389

Lisa McPherson: So, calling and saying, How you going today?

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00:14:36.660 --> 00:14:39.009

Lisa McPherson: The answer that you'll probably get will be good.

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00:14:40.240 --> 00:14:42.939

Lisa McPherson: So, if any of you have had the,

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00:14:44.490 --> 00:14:52.599

Lisa McPherson: pleasure of having children or teenagers, you know if you have a conversation with them, and you ask, how was your day? Yeah, good.

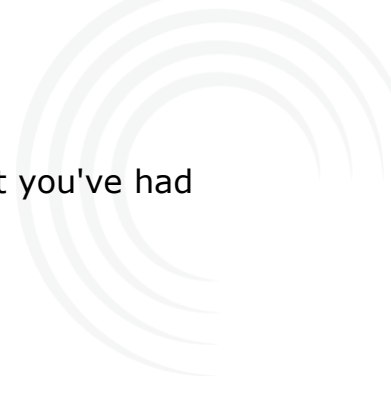
114

00:14:52.920 --> 00:15:03.400

Lisa McPherson: Yep, so same sort of concept. Think about what questions you're asking, so that you're actually getting an engaging conversation with people. So...

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00:15:04.560 --> 00:15:08.769



Lisa McPherson: Potentially better questions. Any challenges that you've had today?

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00:15:09.690 --> 00:15:11.530

Lisa McPherson: What was the best part of your day?

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00:15:13.240 --> 00:15:17.080

Lisa McPherson: So remember, it is always about,

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00:15:17.790 --> 00:15:29.670

Lisa McPherson: Consistently checking in with people, asking the questions so you're getting good quality responses, so that you can design and deliver the individual support to people.

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00:15:31.030 --> 00:15:34.329

Lisa McPherson: Always use this strength-based approach.

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00:15:34.910 --> 00:15:38.759

Lisa McPherson: So, focus on participants' skills, And build on them.

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00:15:40.940 --> 00:15:45.030

Lisa McPherson: Maintain that consistent contact, even when things seem stable.



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00:15:46.460 --> 00:15:48.380

Lisa McPherson: This is a critical part.

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00:15:49.680 --> 00:16:00.619

Lisa McPherson: So, always keep that contact, yeah? Even if it's a shorter contact for a period of time, at least people... you're still developing that relationship, and developing...

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00:16:00.880 --> 00:16:05.460

Lisa McPherson: So that people know that you're there if they need anything in the future.

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00:16:09.400 --> 00:16:10.890

Lisa McPherson: Celebrate achievements.

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00:16:12.210 --> 00:16:15.319

Lisa McPherson: Recognise progress to build confidence.

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00:16:16.110 --> 00:16:17.930

Lisa McPherson: So celebrate the small things.

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00:16:18.790 --> 00:16:21.390

Lisa McPherson: Okay, this week you got to work on time.

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00:16:22.050 --> 00:16:23.069

Lisa McPherson: Every day.

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00:16:23.460 --> 00:16:27.350

Lisa McPherson: You really nailed around how to do that new task.

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00:16:27.570 --> 00:16:31.439

Lisa McPherson: So all those little things, make sure you celebrate.

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00:16:33.180 --> 00:16:41.759

Lisa McPherson: So by planning and sharing responsibility between employees, employers and providers, we create sustainable employment models that work for everybody.

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00:16:46.060 --> 00:16:51.319

Lisa McPherson: So, some other things for providers to remember is to set clear expectations early.

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00:16:52.000 --> 00:16:55.099

Lisa McPherson: Build trust through consistency and empathy.



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00:17:01.190 --> 00:17:02.530

Lisa McPherson: Track outcomes.

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00:17:04.740 --> 00:17:06.109

Lisa McPherson: Measure quality.

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00:17:06.619 --> 00:17:08.319

Lisa McPherson: Not just duration.

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00:17:10.400 --> 00:17:23.119

Lisa McPherson: So another tip that a data analysis told me recently, and I thought that was a really good, way to describe things about measurement and measuring quality, that you don't have data without stories.

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00:17:23.740 --> 00:17:26.000

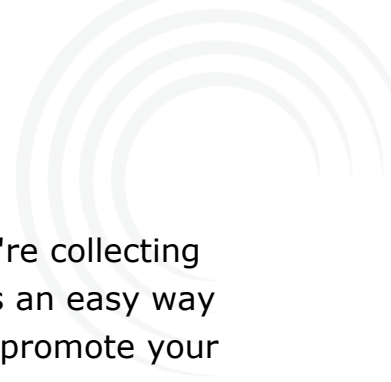
Lisa McPherson: And you don't have stories without data.

140

00:17:27.490 --> 00:17:29.490

Lisa McPherson: So when you're measuring.

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00:17:29.960 --> 00:17:46.350

Lisa McPherson: Your outcomes and your quality. Make sure you're collecting your data, but also collect it in the stories as well, because that's an easy way to demonstrate, how ongoing support can be done, and actually promote your services as well.

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00:17:48.330 --> 00:17:52.060

Lisa McPherson: Adapt supports as needs, or workplace changes.

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00:17:53.800 --> 00:17:55.789

Lisa McPherson: And be an employment partner.

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00:17:56.550 --> 00:18:00.070

Lisa McPherson: With all stakeholders. Not just a service provider.

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00:18:01.230 --> 00:18:14.699

Lisa McPherson: So your partnership should be with your participant, your employer, and other stakeholders, or other people that they have in their lives. Maybe their family, their carers, and just the community as a whole.

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00:18:20.770 --> 00:18:23.890

Lisa McPherson: Okay, so sustaining ongoing support.

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00:18:26.160 --> 00:18:29.220

Lisa McPherson: Again, embed a strength-based approach.

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00:18:29.330 --> 00:18:32.640

Lisa McPherson: Attain the regular contact, even when things are going well.

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00:18:33.600 --> 00:18:41.659

Lisa McPherson: Encourage your employers to own their inclusive practices, Their policies, everything around inclusion.

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00:18:42.940 --> 00:18:48.950

Lisa McPherson: assist them to do that if they're not sure. That's part of the role of ongoing support as well.

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00:18:49.390 --> 00:18:55.640

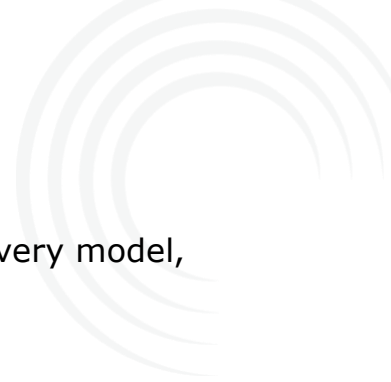
Lisa McPherson: Create your milestones and achievements, Develop support plans.

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00:18:56.390 --> 00:19:10.010

Lisa McPherson: And have a whole different type of support plans, because you're dealing with a range of people with different disabilities, potentially people with different mental health needs. So, with your support plans.

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00:19:10.080 --> 00:19:17.600

Lisa McPherson: Have a number of them within your service delivery model, and so that then they can be tailored for individuals.

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00:19:18.500 --> 00:19:26.749

Lisa McPherson: Those support plans will, come in handy, just on a day-to-day basis. But also, if there's,

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00:19:27.780 --> 00:19:34.799

Lisa McPherson: A emergency, if there's a critical incident, or also just if someone's away,

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00:19:35.370 --> 00:19:41.489

Lisa McPherson: sick, or on leave, those support plans I've found, over the years have been a critical part.

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00:19:43.590 --> 00:19:54.100

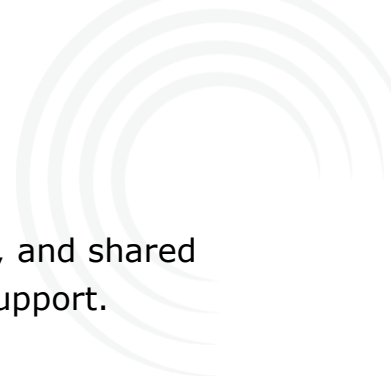
Lisa McPherson: When you're collecting your data, use that, so don't just collect it and sit in on the bookshelf, or sit it in your drives, or wherever. Use that.

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00:19:54.440 --> 00:19:56.419

Lisa McPherson: To improve your support models.

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00:19:58.190 --> 00:20:06.660

Lisa McPherson: So, sustainability, planning plus communication, and shared responsibility. That's the key takeaway, for sustaining ongoing support.

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00:20:07.650 --> 00:20:09.689

Lisa McPherson: I'm gonna have another little pause.

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00:20:09.980 --> 00:20:12.000

Lisa McPherson: Is there any questions, Sully?

162

00:20:16.340 --> 00:20:23.840

Sally (DEA): Now, I've got a couple of more general ones. Do you want me to save those to the end, or...

163

00:20:23.840 --> 00:20:25.040

Lisa McPherson: Might do that thing, yeah?

164

00:20:25.040 --> 00:20:26.260

Sally (DEA): Yeah, absolutely.

165

00:20:26.260 --> 00:20:27.730

Lisa McPherson: Yep, fantastic.



166

00:20:30.900 --> 00:20:32.000

Lisa McPherson: Okay.

167

00:20:32.410 --> 00:20:35.000

Lisa McPherson: So, some real-life examples now.

168

00:20:39.610 --> 00:20:51.609

Lisa McPherson: So when I started to prepare for this, I, started to reflect on when I first was an employment consultant back in the day, in some of the different types of ongoing support I used to do.

169

00:20:51.720 --> 00:21:03.650

Lisa McPherson: this was a favourite part of the job for me. I found it that you could become very creative, with the types of support, and working with people on achieving their goals.

170

00:21:04.590 --> 00:21:06.990

Lisa McPherson: So, one story that,

171

00:21:07.460 --> 00:21:15.149

Lisa McPherson: stood out for me, was there was a young lady that I was supporting. She was working at a



172

00:21:15.620 --> 00:21:20.540

Lisa McPherson: A fast food, outlet?

173

00:21:21.210 --> 00:21:22.850

Lisa McPherson: She had anxiety.

174

00:21:23.240 --> 00:21:25.080

Lisa McPherson: And some learning challenges.

175

00:21:26.330 --> 00:21:29.789

Lisa McPherson: And one day I received a phone call from the employer.

176

00:21:31.580 --> 00:21:38.269

Lisa McPherson: And... They said, look, she's locked herself in the storeroom, and you really need to get out here ASAP.

177

00:21:38.760 --> 00:21:45.029

Lisa McPherson: So off I went, out in the car, got in, and went out to the... to the employment, placement.

178



00:21:45.860 --> 00:21:51.400

Lisa McPherson: And she was locked in the storeroom, so I gave her a knock and said, it's Lisa here, and she let me in.

179

00:21:52.770 --> 00:22:00.320

Lisa McPherson: And she was sitting on the floor, so she sat back down, so she'd been sitting on the floor the whole time until I arrived, because she was having a very...

180

00:22:01.920 --> 00:22:04.060

Lisa McPherson: severe anxiety attack.

181

00:22:05.150 --> 00:22:08.050

Lisa McPherson: So... I just sat with her.

182

00:22:08.240 --> 00:22:13.830

Lisa McPherson: on the floor, And we started to do the breathing exercises.

183

00:22:15.490 --> 00:22:22.190

Lisa McPherson: And we sat there for a good 5 to 10 minutes, and we... I was just talking to her through breathing, slowing down her breathing.

184

00:22:23.910 --> 00:22:30.929

Lisa McPherson: Until she got to the point where that was okay, and we were able to go outside and do a walk, and...

185

00:22:32.030 --> 00:22:34.359

Lisa McPherson: To some other breathing exercises.

186

00:22:35.850 --> 00:22:38.350

Lisa McPherson: And then her anxiety attack passed.

187

00:22:39.800 --> 00:22:42.760

Lisa McPherson: And she was able to go back to work for the day.

188

00:22:42.930 --> 00:22:46.770

Lisa McPherson: But what we did after that, was we...

189

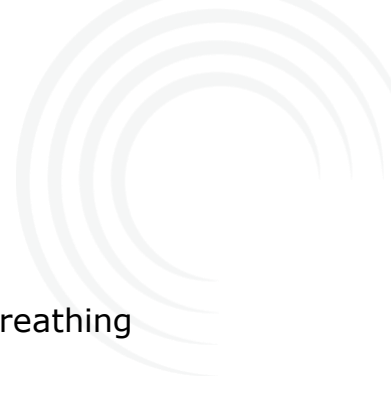
00:22:46.960 --> 00:22:51.789

Lisa McPherson: Worked with her psychologist, and we developed a support plan.

190

00:22:52.010 --> 00:22:56.140

Lisa McPherson: Okay, so what would happen if this happened in the workplace again?



191

00:22:58.160 --> 00:23:05.040

Lisa McPherson: So what we did was we actually wrote out the breathing exercises, and we actually trained the staff.

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00:23:05.170 --> 00:23:10.649

Lisa McPherson: In how to take her through those breathing exercises. So if she had another anxiety attack.

193

00:23:11.050 --> 00:23:13.399

Lisa McPherson: Then she,

194

00:23:14.020 --> 00:23:29.079

Lisa McPherson: had some additional support that was on hand straight away that could help her with that. Another strategy that we put in place, which is sometimes used, if people have anxiety, is she used to wear a, like, a hairband around her wrist.

195

00:23:29.270 --> 00:23:48.010

Lisa McPherson: And if she felt that she was going to have an anxiety attack, she just flicked that, and that was sort of a trigger for her to know, okay, well, I might be going to have an anxiety attack, so I might just take a break, or do something else. So we had all that documented, so she knew, her employee knew.

196

00:23:50.630 --> 00:23:59.220

Lisa McPherson: Another one was around, a participant that we had, who really struggled to get to work.

197

00:23:59.420 --> 00:24:09.170

Lisa McPherson: Once he was there, he was okay. Wasn't too bad, but actually that process and that thinking process of getting up, getting to work, was a real struggle for him.

198

00:24:09.870 --> 00:24:14.630

Lisa McPherson: So what I used to do in this situation, I was used to do a morning call at 7am.

199

00:24:15.500 --> 00:24:18.310

Lisa McPherson: And make sure that he was up for the day, yeah?

200

00:24:19.680 --> 00:24:25.360

Lisa McPherson: Then what he used to do was have different alarm clocks set around his bedroom.

201

00:24:26.240 --> 00:24:27.780

Lisa McPherson: At different times.

202

00:24:28.240 --> 00:24:40.670

Lisa McPherson: So, one triggered at 5 minutes, 10, 15, 20, so that if he didn't get out of the shower, that there was another trigger reminding him that he needed to get out of the shower and get ready for work.

203

00:24:42.980 --> 00:24:48.330

Lisa McPherson: Then, I used to meet him at the coffee shop at 8.45, just below where he worked.

204

00:24:49.300 --> 00:24:56.530

Lisa McPherson: Because he felt that if he had a responsibility to meet someone, or meet myself there, then he would come to work.

205

00:24:58.160 --> 00:25:09.410

Lisa McPherson: So that process, getting and waking up, he knew then to get in the shower, he had his alarm set, then he knew he had another responsibility to meet me there at the coffee shop.

206

00:25:11.480 --> 00:25:14.709

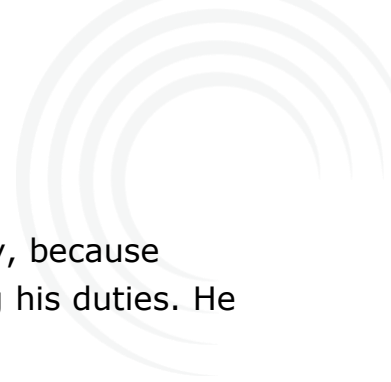
Lisa McPherson: Then he was generally okay for the day.

207

00:25:15.520 --> 00:25:19.779

Lisa McPherson: The other thing that he did do was just set alarms on his phone.

208



00:25:20.750 --> 00:25:32.369

Lisa McPherson: So to ensure that he had breaks, during the day, because sometimes he'd get really caught up in doing his tasks and doing his duties. He actually worked in the public service, where he forgot.

209

00:25:32.370 --> 00:25:42.070

Lisa McPherson: And that would also bring on his anxiety and not give him a great day at work. So he's used to set those, those alarms to ensure he had those breaks during the day.

210

00:25:45.770 --> 00:25:56.579

Lisa McPherson: Some more examples. So, obviously the COVID, changed the way that we did ongoing support, and most people went to, video conferencing.

211

00:25:56.580 --> 00:26:15.420

Lisa McPherson: And, we did things a little bit differently, which we found was very effective, and we still used to do some of these things, and we still do some of these things with our NDIS participants and things as well. So particularly in COVID, we used to have a lunch group, so where our participants could log on.

212

00:26:15.440 --> 00:26:26.609

Lisa McPherson: And have their lunch, and we just used to have general conversations with people. So, the same as if you were in the lunchroom, in an office space, we just...

213



00:26:26.610 --> 00:26:37.840

Lisa McPherson: Had the same, type of concept just over Zoom, so people could enjoy their lunch and have that break and still have some interaction, with people as well.

214

00:26:37.910 --> 00:26:55.160

Lisa McPherson: One of the most popular things that we had was a trivia group, and everyone got quite competitive, so we used to, set up and have the trivia online, and people used to come on and, really enjoy that social interaction as well.

215

00:26:58.050 --> 00:27:21.329

Lisa McPherson: We've also had, employment coaches going out, with participants to actually teach them their tasks, so an example is around at a fast food restaurant, where their, employment coach went in and taught them how to actually peel potatoes properly, how to cut the carrots properly, because the restaurant was very particular in the way that they wanted things done. So.

216

00:27:21.330 --> 00:27:26.559

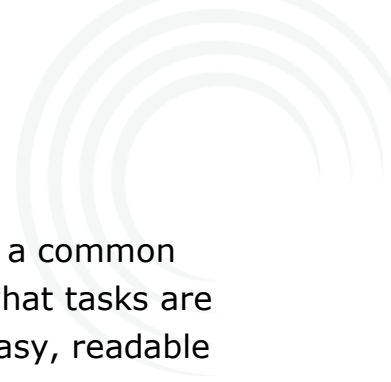
Lisa McPherson: You know, that may have been one or two weeks, you know, just working on those tasks together.

217

00:27:27.580 --> 00:27:30.600

Lisa McPherson: Also breaking down duties.

218



00:27:31.700 --> 00:27:47.090

Lisa McPherson: Into plain English, readable documents, is quite a common thing that we've done previously, so that people actually know what tasks are there, so just really breaking those down so that they're really easy, readable tasks.

219

00:27:48.570 --> 00:27:58.070

Lisa McPherson: Obviously, there's access, job access, so you can all use that for workplace modifications as well.

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00:27:59.780 --> 00:28:03.970

Lisa McPherson: So my key takeaway with, real examples is that

221

00:28:04.300 --> 00:28:06.809

Lisa McPherson: All the sport needs to be tailored.

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00:28:07.550 --> 00:28:10.789

Lisa McPherson: Individualised, because everyone's different.

223

00:28:13.330 --> 00:28:19.219

Lisa McPherson: So make sure you're looking at those support plans and everything, when you're looking at what,

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00:28:20.110 --> 00:28:22.470

Lisa McPherson: Types of support you're going to be offering.

225

00:28:26.060 --> 00:28:35.790

Lisa McPherson: Okay, we're coming to the end, so I really do encourage you, if you've got questions, to pop them up into the chat, or any comments or anything, so that we can, spend a lot of time talking.

226

00:28:39.000 --> 00:28:40.010

Lisa McPherson: Okay.

227

00:28:42.490 --> 00:28:43.130

Sally (DEA): Thanks, Lacey.

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00:28:43.130 --> 00:28:44.630

Lisa McPherson: If you're at your desk, yes.

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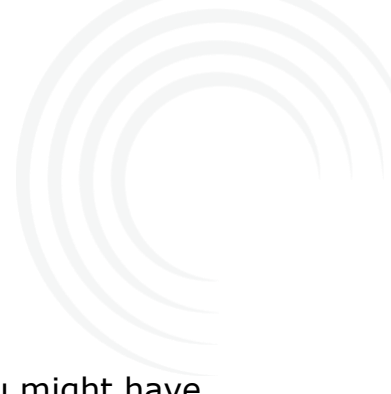
00:28:45.960 --> 00:28:47.699

Sally (DEA): Sorry, Yuki, go ahead, didn't mean to cut you off.

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00:28:48.560 --> 00:28:54.960

Lisa McPherson: No, that's okay. If you're just asking you, of course, I, post-it note?



231

00:28:55.990 --> 00:29:01.000

Lisa McPherson: Please write down some key takeaways that you might have, or you can also put them up in the chat.

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00:29:02.230 --> 00:29:04.000

Lisa McPherson: But some of them are.

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00:29:04.780 --> 00:29:07.769

Lisa McPherson: Our role is not just about securing placements.

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00:29:08.130 --> 00:29:11.559

Lisa McPherson: We need to help individuals thrive in their workplace.

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00:29:12.240 --> 00:29:16.629

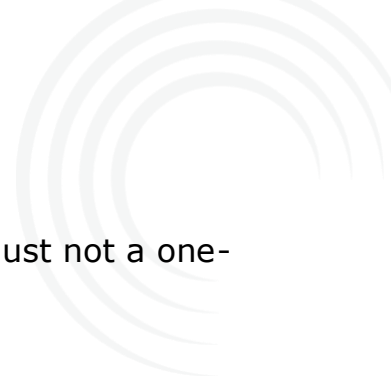
Lisa McPherson: While fostering those inclusive environments where employers' benefits.

236

00:29:16.830 --> 00:29:19.330

Lisa McPherson: Just as much as their employees do.

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00:29:19.720 --> 00:29:24.440

Lisa McPherson: So that ongoing support is that continuum, it's just not a one-off event.

238

00:29:26.890 --> 00:29:30.800

Lisa McPherson: Success relies on relationships and collaboration.

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00:29:31.720 --> 00:29:37.260

Lisa McPherson: So you need to make sure that your relationships, you gain the trust of all parties.

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00:29:37.400 --> 00:29:39.280

Lisa McPherson: And that way, you can...

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00:29:40.140 --> 00:29:48.250

Lisa McPherson: Have that lasting employment pathway, and contribute to a more inclusive community where everyone feels belonging.

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00:29:52.590 --> 00:29:57.210

Lisa McPherson: So the goal is sustainable inclusion, where people belong and thrive.

243

00:29:58.830 --> 00:30:02.869

Lisa McPherson: If you don't have ongoing support as part of your service offerings.

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00:30:03.190 --> 00:30:09.880

Lisa McPherson: I'd really encourage you to go away and talk to your teams, your managers, and make sure that you include that.

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00:30:10.440 --> 00:30:27.139

Lisa McPherson: Have a look at your support plans, how you're going to do ongoing support in the new contract, because it's a critical part, and it's a critical part of making sure that people with disabilities, mental health issues have successful workplacements, and also...

246

00:30:27.500 --> 00:30:29.670

Lisa McPherson: Successful career progression.

247

00:30:32.620 --> 00:30:36.929

Lisa McPherson: Okay, Sunny, I'm going to leave it for some questions for the moment.

248

00:30:39.370 --> 00:30:49.819

Sally (DEA): So I've just had this one come through just a moment ago. How has ongoing support changed in reporting terms with the new IEA contract?

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00:30:52.330 --> 00:31:00.570

Lisa McPherson: That's a really good question, and probably not necessarily one for me, as we are delivering the new EA contract.

250

00:31:01.420 --> 00:31:03.590

Lisa McPherson: So, what's the question around reporting?

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00:31:03.760 --> 00:31:13.329

Sally (DEA): Yeah, and look, that's fine. I've got the person that submitted the question, so Kevin, we can get back to you post, post-session with some

252

00:31:13.920 --> 00:31:18.930

Sally (DEA): extra detail, maybe? Yeah, if you... if you want me to take that one on later, Lisa?

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00:31:18.930 --> 00:31:20.370

Lisa McPherson: Okay, that'd be great, thank you.

254

00:31:20.370 --> 00:31:34.129

Sally (DEA): No worries. Got Brendan... They're asking about... Recording the information

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00:31:34.590 --> 00:31:49.330

Sally (DEA): In your past, have you recorded your supports from the appointments into... ASS Web.

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00:31:49.850 --> 00:32:02.789

Sally (DEA): now the new Workforce Australia program, ongoing support section, or were you able to enter them into a third-party software program?

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00:32:03.140 --> 00:32:14.240

Lisa McPherson: Yeah, so for us, we've always entered, the ongoing support into a third-party software program. We actually were able to,

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00:32:14.640 --> 00:32:24.369

Lisa McPherson: customise, our software so that, we actually prompted our ECs, about what we wanted in the notes.

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00:32:24.580 --> 00:32:35.279

Lisa McPherson: So that's how we did it, and then all of our other support plans, or anything else that we did around ongoing support, we would also upload to that third party... that third-party system.

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00:32:36.940 --> 00:32:37.540

Sally (DEA): Yep.

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00:32:37.660 --> 00:32:52.539

Sally (DEA): And there's a question, whether you could flesh out a bit more about what, you mean by respectful relationships and communication, as they're broad terms,

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00:32:55.420 --> 00:32:58.579

Sally (DEA): Yeah, well, you could talk to... talk to those in a little bit more detail.

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00:32:58.770 --> 00:32:59.410

Lisa McPherson: Yep.

264

00:33:01.860 --> 00:33:08.609

Lisa McPherson: So, respectful relationships, I guess is...

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00:33:09.900 --> 00:33:13.060

Lisa McPherson: Making sure you understand what the person,

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00:33:14.070 --> 00:33:22.879

Lisa McPherson: needs, from the relationship, yeah? There's all sorts of things that come with, we have a set of, service expectations.

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00:33:23.240 --> 00:33:34.930

Lisa McPherson: And that means that we, you know, all the conversations that

we have with people are respectful, that we're on times to appointments, that we're flexible in what we're doing.

268

00:33:37.360 --> 00:33:52.180

Lisa McPherson: And generally, it's just really about how you would like to be treated. And one of the things that I always say to our... our ECs here, or our NDIS support workers, is really, if you had a...

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00:33:52.650 --> 00:33:59.300

Lisa McPherson: Son or daughter, brother or sister, auntie, uncle, whoever it may be, who has a disability.

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00:33:59.500 --> 00:34:04.880

Lisa McPherson: How would you like them to be treated and respected, if they were receiving services?

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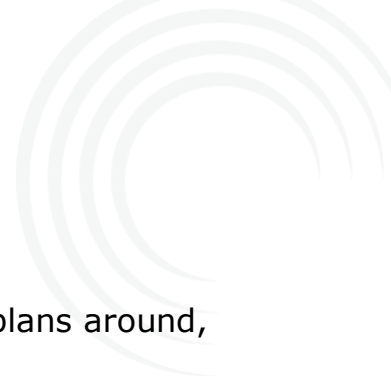
00:34:06.770 --> 00:34:14.020

Lisa McPherson: So, if you look at it in that terms, then you just need to treat the person in that same sort of respectful relationship.

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00:34:15.219 --> 00:34:33.949

Lisa McPherson: Communication's an interesting one because, it really does need to be tailored, because some people, might have, some learning disabilities, and their communication needs might be different. So it is about sitting down with people and really getting to know people.



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00:34:36.219 --> 00:34:43.259

Lisa McPherson: You can add these sort of questions in support plans around, you know, Communication, you know?

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00:34:43.449 --> 00:34:58.110

Lisa McPherson: How do you like to be communicated with? You know, do you have any language barriers? Do you have any cultural, communication things that we need to be aware of? All of those sort of questions can be sort of asked through the process of getting to know people.

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00:34:58.580 --> 00:35:04.350

Lisa McPherson: Which will also assist you with how, is best to communicate with someone.

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00:35:04.590 --> 00:35:07.140

Lisa McPherson: I always say that when you're...

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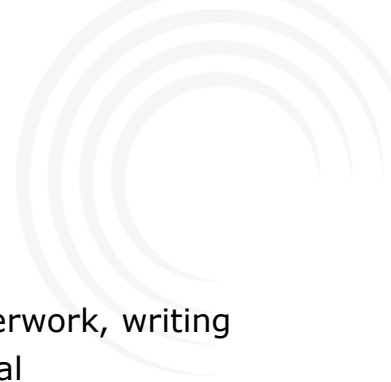
00:35:07.410 --> 00:35:13.590

Lisa McPherson: Doing a support plan, or you're doing, some sort of documentation with people.

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00:35:13.750 --> 00:35:16.080

Lisa McPherson: Try to make it as natural as possible.



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00:35:16.300 --> 00:35:24.559

Lisa McPherson: You don't want to be sitting here with your paperwork, writing down every question they answer. Just trying to have that natural conversation.

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00:35:24.780 --> 00:35:30.070

Lisa McPherson: Remember those sort of things, in your head, and then you can document that later as well.

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00:35:34.600 --> 00:35:36.030

Sally (DEA): Lovely, thank you.

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00:35:36.140 --> 00:35:53.439

Sally (DEA): There's a question from Jason. Jason, we might need a little more context, perhaps, but Jason's asking about whether people who don't have a CRN are eligible for the services, that Nexus offers.

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00:35:53.560 --> 00:36:00.190

Sally (DEA): So yeah, perhaps that's... one, yeah, Jason, if you could give us a good bit...

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00:36:00.360 --> 00:36:03.270

Sally (DEA): more context, or maybe you and Lisa could



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00:36:03.570 --> 00:36:06.359

Sally (DEA): Perhaps follow that up afterwards might be...

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00:36:07.510 --> 00:36:09.230

Sally (DEA): Might be an option as well.

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00:36:09.370 --> 00:36:15.980

Lisa McPherson: Well, I guess under the new contract, yes, people, now for 0 to 7,

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00:36:16.220 --> 00:36:22.249

Lisa McPherson: can actually access the services. So, not necessarily a question, probably, necessarily for,

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00:36:22.870 --> 00:36:28.800

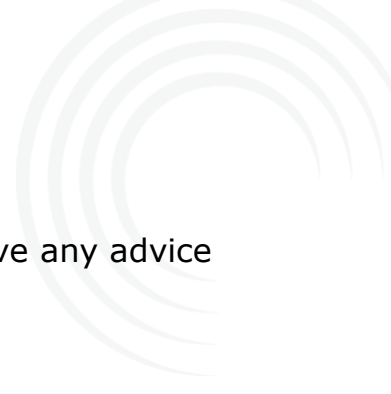
Lisa McPherson: Nexus as such, but as for all providers, yes, they should be able to access the services.

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00:36:33.180 --> 00:36:48.620

Sally (DEA): And when it comes to scenarios where either the employer or the participant might be hesitant to have ongoing support delivered, sort of.

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00:36:48.910 --> 00:36:59.510

Sally (DEA): on the worksite, face-to-face, in person. Do you have any advice or experience in how you can still deliver that support.

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00:37:00.200 --> 00:37:04.590

Sally (DEA): And still make it effective, even if you, can't really be in the workplace.

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00:37:05.240 --> 00:37:16.669

Lisa McPherson: Yeah, definitely. So, obviously disclosure is, you know, a person's choice if they want to, disclose that they have a disability or want that support actually in the workplace.

294

00:37:18.090 --> 00:37:29.160

Lisa McPherson: Look, from our experience, Most of our, our participants would disclose, and that's just because,

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00:37:29.320 --> 00:37:43.929

Lisa McPherson: they could see the benefit of that, so that, that workplace support, and there's any adjustments could be made. But in a situation where, perhaps they didn't want to disclose, then we would provide that support,

296

00:37:44.950 --> 00:38:04.369

Lisa McPherson: outside, of the employment setting. So, in some cases, we might be meeting people in the coffee shops, just having a debrief, or doing some of that, education work that I spoke about. In some situations, people



might choose to come into the office,

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00:38:04.590 --> 00:38:09.700

Lisa McPherson: And might want to catch up with some of our other participants in the support,

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00:38:10.660 --> 00:38:13.350

Lisa McPherson: A support group type style of support.

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00:38:13.470 --> 00:38:29.899

Lisa McPherson: So there's all sorts of different supports that you can provide, even though if you're not in the workplace. And a majority of what we did, as... because we did have a mental health specialist contract as well, was that, support outside the workplaces. And as I mentioned,

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00:38:31.900 --> 00:38:45.350

Lisa McPherson: in the coffee shops, at lunch, or, as I mentioned earlier as well, when COVID came in, and still continues on, around that video conferences and things is, yeah, that flexible servicing as well.

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00:38:47.800 --> 00:39:05.259

Sally (DEA): Along similar lines, there will be a lot of participants in ongoing support that will be changing, or have just changed providers. So, as practitioners are going out and meeting with



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00:39:05.330 --> 00:39:25.049

Sally (DEA): client... participants and new employers, and perhaps they're participants that have been with their previous provider for an extended period of time. Any advice on, yeah, I guess just managing or supporting them to manage that change, and,

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00:39:26.100 --> 00:39:38.539

Sally (DEA): Yeah, like, kind of maybe some of the steps that you might take, if you were going out to meet with a participant who'd been receiving ongoing support from another provider for a long time and had now moved into a new provider.

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00:39:38.700 --> 00:39:55.279

Lisa McPherson: Yeah. I would start by just going out and really showing empathy to the person, because it's a big change. It's a huge change for people, and as Sally mentioned, some participants have been with providers, you know, for 30, 40 years. So go out there with that.

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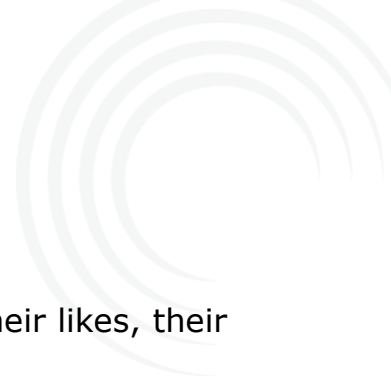
00:39:55.470 --> 00:39:59.339

Lisa McPherson: Empathetic hat on, and just start to get to know them.

306

00:39:59.560 --> 00:40:09.220

Lisa McPherson: You don't need to rush, you know, we need to do this paperwork, we need to do this support plan. Just get to know people. Have those natural conversations,



307

00:40:09.370 --> 00:40:17.810

Lisa McPherson: You know, talk about, themselves, you know, their likes, their dislikes, their hobbies, talk about,

308

00:40:18.030 --> 00:40:32.220

Lisa McPherson: You know, what they enjoy about work, what struggles they may have at work, you know, is... do they enjoy what they're doing? You know, what would be potentially... start just building those foundations of talking about what their goals may be in the future.

309

00:40:33.100 --> 00:40:37.789

Lisa McPherson: So, is it going to be, yep, I want to stay in this workplace, and I just want to...

310

00:40:38.750 --> 00:40:52.360

Lisa McPherson: to, feel like I've got a good work-life balance. Or, actually, I want to study and I want to move in the future. So just that natural progression of getting to know people, with empathy, is what I would say.

311

00:40:53.830 --> 00:40:55.600

Sally (DEA): Amazing. Thank you.

312

00:40:56.710 --> 00:41:07.430

Sally (DEA): All right, we are drawing towards the close, so I'll go back through



the, the chat, just in case I've missed anyone, and I'll follow up.

313

00:41:07.860 --> 00:41:21.119

Sally (DEA): Or if we have. But, thank you so much for coming along today, Lisa, and sharing, yeah, your experience and the things that you've learned in providing that person-centred, ongoing support.

314

00:41:21.200 --> 00:41:36.689

Sally (DEA): Really appreciate, yeah, those real-world examples that you've shared with us today. A copy of the recording and the presentation will be made available if anyone wants to go back over it or share it with a colleague that hasn't been able to make it today.

315

00:41:37.150 --> 00:41:42.820

Sally (DEA): Also want to thank Liv and Hanif for doing all of the behind-the-scenes work to make this possible.

316

00:41:43.070 --> 00:42:02.290

Sally (DEA): And in terms of next week, we'll be joined by the Australian Network on Disability, looking at employer engagement. So we look forward to having you join us then, and hope that you all have a lovely rest of the week. Thank you so much.

317

00:42:02.290 --> 00:42:03.889

Lisa McPherson: All right, thank you all. Thanks, Sally.

Internal

318

00:42:04.090 --> 00:42:05.080

Sally (DEA): Thanks, Lisa.

