

# Ongoing Support: Best Practice for Long-term Success



**Presented by Lisa McPherson, CEO –  
Nexus Human Services**

**Drawing on over 30 years’  
experience in the disability  
employment and community sector.**

**Focus: How to create meaningful,  
lasting opportunities for people with  
disability to thrive in work.**



# What is Ongoing Support ?



The link between  
getting a job and  
keeping it.

Ensures sustained  
success – not just  
initial placement.

WHY DOES IT  
MATTER?



**Retention – people stay employed with consistent, tailored support.**

**Confidence – builds independence and resilience.**

**Sustainability – improves workplace inclusion.**

**Social Impact – better health, security, and community connection.**

**Ongoing support turns placements into long-term success stories.**





PRACTICE  
makes perfect!





## What It Looks Like in Practice

Trusted relationships between participants, providers, and employers.

Open, proactive communication.

Flexible and early intervention.

Practical problem-solving (transport, confidence, workload).

Regular review of goals and supports.

Active partnerships.







# WORKPLACE SUPPORT =

Mentoring, Coaching,  
Career Development  
Tailored Support  
Training on mental health and disability  
In the workplace

Email Etiquette

Phone Etiquette

Creating Goals

Accessing Supports

Career Development

Privacy and Confidentiality in the workplace

Social Media Etiquette

Information on Interpreters

Cyber Security

Fair Commission and Award Conditions

Tips on Video conferencing

Sleep Habits

Tax returns

Good Nutrition

Engaging in community

Health and Wellbeing

Social Connections

Information on NDIS

Employer Expectations Code of Conduct

Budgeting

Communication skills

Leadership Skills

My Gov

Physical Exercise

Resilience

Personal Care

Social Activities

Job Access Information

Updates on COVID

Relationship with Co-workers

Networking

Work / Life Balance

WHS

Dress for Success

Mindfulness

Mental Wellness

Making Referrals

Taking Care of Health Needs

CPI Increases

Accessing Supports/Referrals

## The Role of Education

## The Provider's Role



Set clear expectations early.

Build trust through consistency and empathy.

Track outcomes – measure quality, not just duration.

Adapt supports as needs or workplaces change.

Be an employment partner, not just a service provider.

# Sustaining Ongoing Support

Embed a strengths-based approach.

Maintain regular contact, even when things go well.

Encourage employers to own inclusive practices.

Celebrate milestones and achievements.

Develop support plans

Use data and feedback to improve support models.

Sustainability = planning + communication + shared responsibility.



# Real-World Example







## Key Takeaway

Ongoing support is a continuum,  
not an event.

Success relies on relationships and  
collaboration.

Strong frameworks benefit  
participants, employers, and  
providers.

Goal: sustainable inclusion –  
where people belong and thrive.



Thank you for joining today's session.

Our role goes beyond helping people get a job

We help them keep it, enjoy it, and grow within it and develop careers.

Together, we can build lasting, meaningful employment pathways ■

# Thank you

Lisa