

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.**



Centre for
Inclusive
Employment



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.

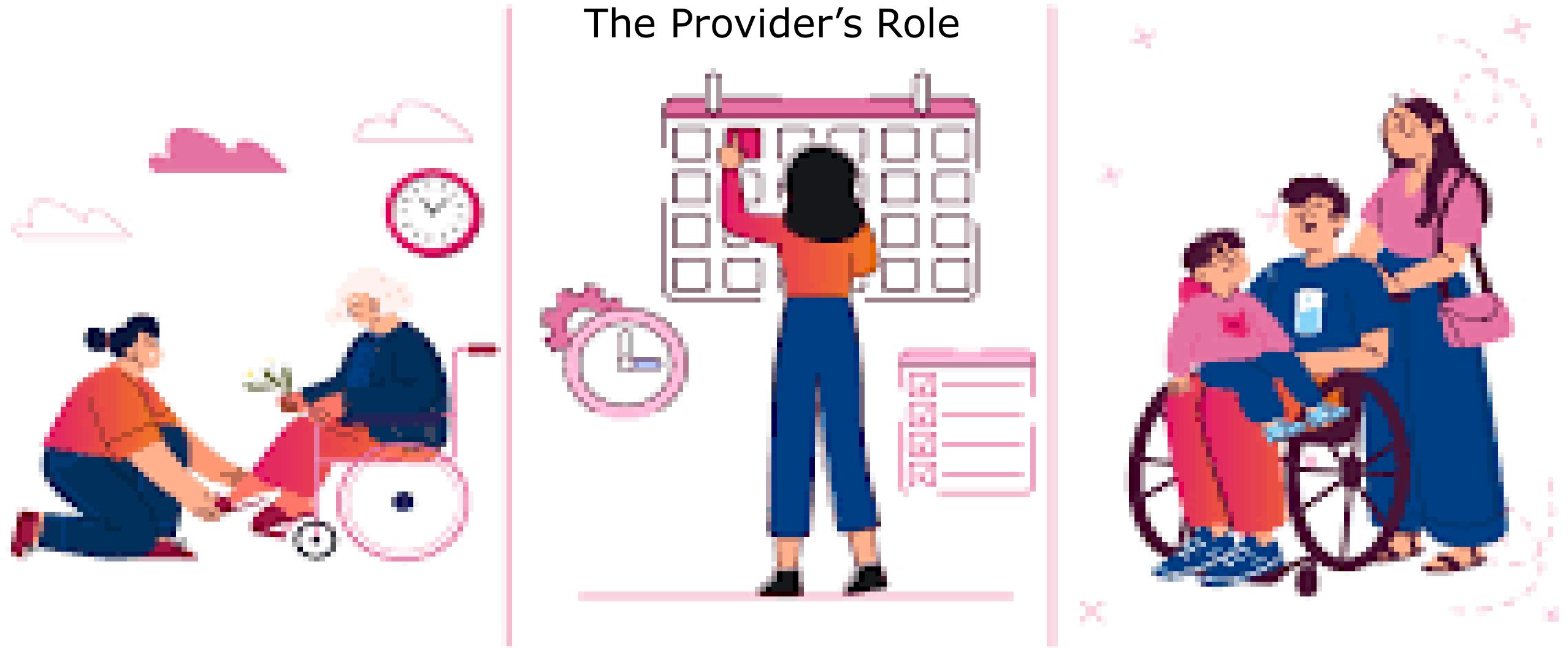




Email Etiquette	Tips on Video conferencing	Communication skills	Networking
Phone Etiquette	Sleep Habits	Leadership Skills	Work / Life Balance
Creating Goals	Tax returns	My Gov	WHS
Accessing Supports	Good Nutrition	Physical Exercise	Dress for Success
Career Development	Engaging in community	Resilience	Mindfulness
Privacy and Confidentiality in the workplace	Health and Wellbeing	Personal Care	Mental Wellness
Social Media Etiquette	Social Connections	Social Activities	Making Referrals
Information on Interpreters	Information on NDIS	Job Access Information	Taking Care of Health Needs
Cyber Security	Employer Expectations Code of Conduct	Updates on COVID	CPI Increases
Fair Commission and Award Conditions	Budgeting	Relationship with Co-workers	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■



Disability
Employment
AUSTRALIA

Thank you

Lisa