

# Customised Employment

## What is Customised Employment?

Customised employment is a negotiated employment relationship based on the specific contributions of a jobseeker that meet specific areas of benefit to employers.

Instead of starting with a job vacancy, a person is supported to find a job that matches their unique interests and skills.

There are three phases of Customised Employment - Discovery, Job Development, and On-site Job Support.



## Who is Customised Employment for?

Everyone can use the practices and principles of Customised Employment.

For over 20 years, it has been the most effective way to create sustainable employment for people with high support needs.

## Employer Benefits of Customised Employment

- Assists in identifying workplace needs that job seekers might meet
- Recruits and matches job seekers with specific skills and interests to meet specific employer needs
- Assists workplace staff to confidently train and effectively support the employee with disability



## Discovery - How are employers supported?



Customised Employment only engages employers after a Jobseeker has been identified as highly motivated to work there. Job seekers using this approach have been supported through an extensive process called Discovery to understand their:

- Areas of work interest where they are highly motivated
- Conditions of success that enable them to thrive in a workplace
- Potential contributions to a workplace

The Discovery process includes the observations of many people who know the job seeker well and hold high expectations that the person can and will contribute in a valued and meaningful way through work. Information is captured when the job seeker has had opportunities to try new things, including work experience.

After Discovery is complete, the job seeker, together with people with a strong sense of their work potential, jointly identify employers who might value the person's unique interests and skills. Only these employers are contacted during the Job Development phase.

# Job Development - How are employers supported?

During the Job Development phase, the person is typically represented by a Job Developer. Sometimes they work for an agency or are directly hired by the person's family. Sometimes the person's family is doing this role.



Before any agreement is made, the Job Developer will offer to conduct an **Employer Needs and Benefits Analysis** at no charge or obligation to hire.

During this analysis, the Job Developer observes the employer's various business procedures to identify potential needs within their organisation that align with the person's interests. The Job Developer will often explore:

## **Unmet Workplace Needs**

Tasks that need to get done but are not getting done in the way the employer would like. It also can include tasks that have not been performed but need to be.

## **Tasks better performed by others**

Aspects of jobs that might better be performed by others at an entry pay grade.

## **Specific benefit to enhance business**

Improves performance and efficiency of workers by targeting specific tasks that enhance the existing jobs within a business

Here are the kinds of areas typically considered in the Employer Needs and Benefits Analysis:

- Slower components of tasks
- Back-ups/Bottlenecks
- Material/tool supply
- Inconvenient location of materials
- Interruptions
- High work demands
- Unattended materials/products
- Materials misplaced
- Damaged materials/goods
- Episodic duties
- Unsafe or unsightly conditions

# Onsite Job Support - How are employers supported?

In Customised Employment, job site supports are provided by a Job Supporter to the employer and employee. This is to build the employer's capacity and confidence in giving regular workplace training and support to the employee and workplace.

Once a job description has been negotiated between the employee and the employer, the Job Supporter will undertake a job analysis. This focuses on:

- The way employers do things
- The means employers use to train and support employees
- The people employers assign for supervision

This information, gathered in a job analysis, is the foundation of the employee's success.

When an employee starts the job, they receive regular workplace training from the typical workplace trainer and are supervised by the regular workplace supervisor.

The organisation's natural way of doing things is the best approach for a person with disability to be taught the correct methods and the organisation's standards.

The Job supporter will support the organisation in their training and supervision role:

- At first, they will closely (but inconspicuously) observe how the employee is trained and supervised and record how they perform the tasks.
- If difficulties emerge, they will seek solutions with the employer and make suggestions, if needed, about how the person learns best and thoughtfully suggest changes that might better suit the employer and the employee.
- When the employee can do their tasks multiple times without assistance, and the workplace feels confident to support the employee, the Job Supporter will fade their support.