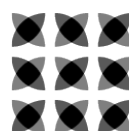


Typology of Employment Support Interventions

To increase work participation of people with work restrictions

Wilson, E., Qian-Khoo, J., Campain, R., Joyce, A. & Kelly, J. (2021).
Typology of Employment Support Interventions, Centre for Social
Impact, Swinburne University of Technology, Hawthorn, Australia.



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Typology of Employment Support Interventions: to increase work participation of people with work restrictions

Summary

Supply side interventions: focusing on support to job seeker/ worker

Domain										
Addressing personal factors	Service access and information	Financial assistance and incentives	Building and mobilising social capital (to link to employment)	Planning and preparation for work	Vocational skills development	Self-employment / entrepreneurship	Job search	(Pre) Placement support	Post-placement/ on the job support	Mass job creation

Demand side interventions: focusing on support to employer/ workplace

Domain				
Information	Financial assistance incentive	Recruitment services and support	Workplace / employer capacity building	Supports in the workplace

Societal change interventions: to increase capacity to contribute to employment outcomes

Domain		
Service capacity building	Community /regional capacity building	Structural/ macro change activities

Supply side interventions: focusing on support to job seeker/ worker

Domain	Component focus	Elements /possible focus
Addressing personal factors	Addressing personal context	Strategies to support personal circumstances affecting employment, e.g. <ul style="list-style-type: none"> • Carer and parenting roles • Housing • Home modifications • Transport
	Addressing health context	Strategies to support factors affecting health, e.g. <ul style="list-style-type: none"> • Support to access health treatments • Health and wellbeing coaching
	Integration of health, disability and employment supports	<ul style="list-style-type: none"> • Collaboration between DES and mental health providers to support people through crisis times to stay in job • Planning for and capacity building re managing health/disability conditions whilst at work • Identifying attendant care and additional supports required in the workplace. • Education on effective skills/strategies for coping and RTW • RTW planning integrated into medical assessments • Engagement with other professionals/providers to support employment goal to ensure consistency of approach and holistic service delivery
	Building capacity of informal (family) supports to support employment	<ul style="list-style-type: none"> • Building the skills and knowledge, changing attitudes and expectations of supporters of people seeking work (target supporters at various points of life course) • Engagement with family/carers to explore and support employment directions • Employment services and families working collaboratively to support the person to find work
	Building foundation skills and work expectations	<ul style="list-style-type: none"> • Skills building re language, literacy, numeracy, driver training, digital skills, computer literacy (non job or vocational specific) • Life skills e.g. independent travel skills, managing money/income, personal hygiene and personal presentation • Interpersonal skills development, social and business communication • Building resilience • Building motivation and positive attitudes to work • Building expectations of person with disability about (open) employment at key points across life course (primary, secondary school and beyond) • Skills for independence: decision making, problem solving, planning and organising, self motivation and self determination, life skills and personal administration, flexibility, accountability • Working independently, time management and prioritising • Conflict resolution and negotiation skills

Supply side interventions: focusing on support to job seeker/ worker

Domain	Component focus	Elements /possible focus
Service access and information	Information provision (job seeker/worker)	Strategies to support personal circumstances affecting employment, e.g. <ul style="list-style-type: none"> • Carer and parenting roles • Housing • Home modifications • Transport
	Referrals/ connecting to services	Strategies to support factors affecting health, e.g. <ul style="list-style-type: none"> • Support to access health treatments • Health and wellbeing coaching
	Service co-ordination and navigation	<ul style="list-style-type: none"> • Collaboration between DES and mental health providers to support people through crisis times to stay in job • Planning for and capacity building re managing health/disability conditions whilst at work • Identifying attendant care and additional supports required in the workplace. • Education on effective skills/strategies for coping and RTW • RTW planning integrated into medical assessments • Engagement with other professionals/providers to support employment goal to ensure consistency of approach and holistic service delivery
Financial assistance and incentives	Financial support for personal factors	<ul style="list-style-type: none"> • Financial assistance to overcome personal barriers to work e.g. \$ to purchase clothing, pay for transport, subsidise childcare etc.
	Financial support for vocational training	<ul style="list-style-type: none"> • Financial assistance such as payment of course fees and associated costs
	Financial support related to employment	<ul style="list-style-type: none"> • Financial assistance such as to provide income support to return to work, e.g., to cover income loss when working on reduced hours • Financial assistance to purchase equipment/ modifications • Financial assistance to support job related relocation
Building and mobilising social capital (to link to employment)	Building and mobilising peer support	Build community connections (as link to jobs): <ul style="list-style-type: none"> • Putting peers in touch with each other • Expand / build 'buddy' and peer support • Mobilise networks to lead to jobs
	Building and mobilising professional/ employment networks	Professional networks (within chosen field) <ul style="list-style-type: none"> • Employer networking opportunities (including via employers/business people as mentors, meeting events, local groups etc) • Business to business networking (for self-employment) • Local/regional jobs and skills coordination networks • Mobilise networks to lead to jobs
	Building and mobilising community networks	<ul style="list-style-type: none"> • Support community participation as a means to build networks (and other capacities) • Build /harness links to community members and groups • Employment circles of support (building informal local networks around the individual) • Mobilise networks to lead to jobs

Supply side interventions: focusing on support to job seeker/ worker

Domain	Component focus	Elements /possible focus
Planning and preparation for work	Developing soft skills	<ul style="list-style-type: none"> • Workplace or 'core' work skills: teamwork, communication, reliability, workplace digital literacy, workplace norms, behaviours and expectations • Understanding rights and responsibilities in the workplace • Industry awareness: knowledge of work options, e.g. exposure to different employers, work types • Work readiness and motivation
	Career guidance and planning	<ul style="list-style-type: none"> • Identification of personal preferences, interests, skills etc. (e.g. Discovery) • Employment-related career assessment • Job readiness review/assessment and development • Career counselling • Identification/documentation of individual employment goals, individual's attributes, skills and qualifications, as well as any skills gaps • Developing a job/career plan (goals and steps) • Support to build and communicate a professional identity
	Assessments of work 'capacity' and need for supports	<p>For example:</p> <ul style="list-style-type: none"> • Assessment of employment barriers • Initial needs assessment • Job capacity assessment • Rehabilitation assessment • Vocational assessment • Workplace assessment • Certificate of capacity • Cognitive assessment • Driving assessment • Employment services assessment • Fitness for duty assessment • Functional assessment • Skills assessment
	Transition to work activities (School/ Education to work i.e. young people; ADE/ day service to open employment; prison to reintegration)	<p>Transition activities (usually grouped as a package covering range of other components in Typology):</p> <ul style="list-style-type: none"> • Transition plan/ plan of pathway to employment • Career guidance, including introducing/connecting employment consultants into education settings prior to school/course completion • Vocational training • Employer networking/connecting • Explore work options including 'try and test', work experience • Navigation support to access services, entitlements, employment options

Supply side interventions: focusing on support to job seeker/ worker

Domain	Component focus	Elements /possible focus
Vocational skills development	Vocational training	<ul style="list-style-type: none"> • Formal training with the opportunity to gain qualifications, including pre vocational such as pre apprenticeships • Help to find a course or connect to training • On the job training, including apprenticeships and School Based Apprenticeships, work-integrated training etc.
	Work experience/ internships/ volunteering	<p>Includes:</p> <ul style="list-style-type: none"> • Work experience • Internships (paid/unpaid) • Work trials (paid/unpaid) • Industry awareness experiences • Support to find work experience/volunteering • Support to set up work experience including assisting to onboard the participant at the start of the work trial or on the job support throughout the work experience. • Volunteering, and support to build volunteering skills, provision of support to volunteers e.g. volunteer buddies • Support to convert work experience into employment roles
Job search	Job search information resources	<ul style="list-style-type: none"> • Linking to job information via website/online, email etc. • Provision of an advice service re job search • Provision of job seeker resources (e.g. how to disclose disability)
	Job search skills building	<ul style="list-style-type: none"> • Building skills in job application, resume preparation and job search strategies • Building skills in interview preparation • Building skills for how job seeker can 'sell' themselves and their unique service offering
	Job search matching and assistance	<ul style="list-style-type: none"> • Job search matching and assistance • Support via a Job Coach/coaching • Active marketing of job seekers to employers such as engaging different employers to discuss a participant and their unique skills and abilities, how they may be able to provide value to their workplace, and potentially securing opportunities for a work trial or work experience

Supply side interventions: focusing on support to job seeker/ worker

Domain	Component focus	Elements /possible focus
(Pre) Placement support	Job commencement/ RTW and customisation	<ul style="list-style-type: none"> • Mentoring following an employment preparation intervention (i.e. bridge from pre employment intervention through job search to finding employment) • Job matching • Negotiating specific employment opportunity with employer • Job carving and job identification/creation, including working with employer to identify potential opportunities or roles for a specific individual • Task analysis including developing process outlines for specific parts of the role • Customisation of job/modify work tasks or scheduling including ensuring that a role or tasks within a role are accessible and match individual's specific abilities and passions. • Planning and supporting graduated entry/re-entry to work • Negotiating RTW to same or different job with same employer • Support to complete recruitment paperwork • Support to prepare for first day at work and induction • Developing a RTW plan
	Workplace modifications, equipment and disclosure	<ul style="list-style-type: none"> • Provision of information about workplace modification etc. • Support to access EAF • Provision/assessment of equipment or modifications needed, including communication devices • Financial assistance to purchase equipment/ modifications and special equipment necessary to that workplace • Provision of / financial support for Auslan interpreting services • Support to communicate reasonable accommodation needs (e.g. via workplace adjustment passport) • Support/resources re disclosure of disability/injury • Modification and customisation of workstations, equipment, facilities (including training in use of these)

Supply side interventions: focusing on support to job seeker/ worker

Domain	Component focus	Elements /possible focus
Post-placement / on the job support	On the job / workplace-based training	<ul style="list-style-type: none"> • Provision of or support access to workplace based training, formal or informal, including integrated training, apprenticeships etc. • On the job training
	Post placement support (limited or fixed period)	<ul style="list-style-type: none"> • Support to settle in to work • Support over initial period (e.g. 1st year) • Further job re-design • Support to make further workplace modifications • Support to meet employer expectations • Support to build work capacity (including graded increase in hours) • Work hardening activities, aimed at improving physical or psychological work tolerances
	Ongoing assistance in the workplace (day to day)	<ul style="list-style-type: none"> • On the job employment supports, such as intermittent support with daily work tasks • Ongoing customisation to suit new tasks, skills development etc. • Continuous on the job training • Provision of direct supervision and/ or group based support to enable meaningful work participation • Provision of supports to manage disability related behaviour or complex needs at work (e.g. onsite job coach to support behaviour related to psychosocial disability) • Provision of non f2f activities that directly relate to supporting person's employment • Provision of physical assistance and personal care delivered in the workplace
Mass job creation	Employment-focused social enterprises	<ul style="list-style-type: none"> • Work integrated social enterprise (WISE): offers employment, skills training, work experience and other supports usually in non-segregated workplace environments paying award wages
	Supported employment service (ADEs)	<ul style="list-style-type: none"> • Australian Disability Enterprises (ADEs): offers employment, skills training, work experience and other supports sometimes in segregated workplace environments and/or paying a supported wage

Demand side interventions: focusing on support to employer/ workplace

Domain	Component focus	Elements /possible focus
Information	Information provision/co-ordination (employer)	<ul style="list-style-type: none"> • Information hub of employment related resources • Phone advice service (e.g. navigating systems, financial incentives, obligations, strategies)
Financial assistance incentive	Financial assistance for wages	<p>Support to identify and access financial incentives e.g.</p> <ul style="list-style-type: none"> • Wage subsidies • Financial assistance to business to address added financial burden of supporting a person's return to work, for example by employing a casual worker to complete usual duties of person in addition to paying the person's wages while they recover at work • Financial assistance for work experience placements/internships • Access to supported employee wage
	Financial assistance for modifications	<ul style="list-style-type: none"> • Access to Employment Assistance Fund (i.e. financial support) or other funds for workplace modifications
	Other financial support/incentives	<ul style="list-style-type: none"> • Reduction or waiver of proportion of workers compensation premiums, exemption from increase in premium in workers compensation if worker is re-injured within set period
Recruitment services and support	Recruitment services/support	<ul style="list-style-type: none"> • Support to recruit (e.g., screen and match workers to jobs) • Provision of professional recruitment services • Job vacancy service • Job analysis
	Connecting to target cohort	<ul style="list-style-type: none"> • Support to connect to people with disability/work restriction (via a range of strategies including direct introduction, networking and meeting events, employer roles in local employment support groups) • Highlighting/introducing potential employees and their unique skills and abilities, how they may be able to provide value to their workplace, and potentially securing an opportunities for a work trial or work experience
	Hosting work experience/interns/ volunteers	<ul style="list-style-type: none"> • Resources and support to host/connect to work experience, interns, trainees, volunteers • Help to set up and manage individual or group internships • Provision of support to convert volunteering/work experience into employment roles • Probation period (for people with intellectual disability who do not perform well at interviews)

Demand side interventions: focusing on support to employer/ workplace

Domain	Component focus	Elements /possible focus
Workplace / employer capacity building	Skill building, training, resources	<p>Training and resources in:</p> <ul style="list-style-type: none"> • How to job carve and customise • Leadership skills re employment supports/ inclusive employment • Industry-specific skills and resources to support inclusive employment • Information and resources on how to support RTW • Develop or increase an employer’s skills, knowledge and/or confidence to employ a person with a disability • Social Procurement practice and opportunities
	Inclusive workplaces capacity building	<ul style="list-style-type: none"> • Support to improve/review workplace policies and practices to accommodate people with disability / work restrictions • Awareness raising and training activities re disability (including specific disabilities such as Deafness or Autism awareness) • Mental health awareness and first aid training • Attitude and behavioural change re specific disabilities • Mentoring of employers (by people with disability and without), including two-way mentoring (i.e. employee with disability - employer) • Cultural awareness training and capacity building (e.g. re Aboriginal and Torres Strait Islander with disability) • Direct practical coaching for employers to create mentally healthy workplaces
	Employer and stakeholder networks (to build inclusive workplace/ employer capacity)	<p>Shared learning and support via:</p> <ul style="list-style-type: none"> • Building local employer networks committed to supporting employment outcomes (includes vocational training providers, schools, services and others) • Collaborative and shared learning opportunities across employers • Networking events (e.g. employer and employment service provider breakfasts) • Inter-employer and agency collaboration on employment initiatives
Supports in the workplace	General support to employers	<ul style="list-style-type: none"> • Provision of ongoing workplace support, check in, problem solving • Provision of continual modification /upgrade of duties etc • Reviewing adequacy of supports • Monitoring employee’s performance to ensure standards are maintained
	New supports in the workplace	<ul style="list-style-type: none"> • Identify and develop new supports as needed • Develop peer advocates/peer supports in workplace

Societal change interventions: to increase capacity to contribute to employment outcomes

Domain	Component focus	Elements /possible focus
Service capacity building	DES/employment services capacity building	<ul style="list-style-type: none"> • Building skills and knowledge of staff relevant to specific disability, workplace adjustment and support strategies • Building collaboration between Disability Employment Services e.g. sharing vacancies they can't fill.
	Employment support services complaints handling	<ul style="list-style-type: none"> • Grievance procedures for users of employment support services • Investigation of complaints
	Schools / education and training organisations capacity building	<ul style="list-style-type: none"> • Building expectations about (open) employment throughout life course (primary, secondary school and further) – target teachers and key stakeholders
	Interagency collaboration	<ul style="list-style-type: none"> • Interagency forums and networks to plan and collaborate on employment support interventions
Community /regional capacity building	Development of local employment strategies	<ul style="list-style-type: none"> • Identifying local/regional employment needs, including areas of labour market shortage • Development of local/regional employment plans • Local/regional employment taskforce
	Financial support to local employment outcomes	<ul style="list-style-type: none"> • Fund to support activities in line with local employment needs • Access to a national or local funding pool to support regional employment initiatives
Structural/ macro change activities	Cross sectoral collaboration	<ul style="list-style-type: none"> • Inter-departmental/portfolio forums, networks, strategies within government to address structural barriers to employment, plan and collaborate on employment support interventions
	Policy interventions	<ul style="list-style-type: none"> • Strategies to encourage a) employers to employ and/or accommodate people with work restrictions or b) people with work restrictions to engage in or return to work. • Government-led behaviour change strategies (e.g. financial incentives, support for improving workplace accessibility, schemes to encourage employer involvement in RTW planning). • Procurement policy to favour suppliers who employ people with disability • National policy such as 'employment first' approaches
	Government agencies to drive wholesale reform	<ul style="list-style-type: none"> • Set up new agency to focus on employment of people with disability, and related barriers • Technical hubs to provide specialist advice on inclusive employment and employment supports
	Job creation (public sector)	<ul style="list-style-type: none"> • Job guarantee style program: guaranteed job, under-written by government, for target group. Usually rely on government and local government bodies to 'create' job opportunities • Public service employment targets for employees with disability