

Customised Employment in the Public Sector



Customised Employment is a flexible process designed to personalise the employment relationship between a job seeker and an employer that meets the needs of both parties.

Customised Employment:

- is the outcome that results from an individualised, person-centred employment process

and

- meets the individual's employment needs, the conditions necessary for their success and the needs of the business.

The job seeker works with their Customised Employment support team throughout the process. The team is a group of multiple partners, including an employment specialist, with the job seeker as the ultimate decision-maker.

Customised Employment is a process-driven concept with two essential components followed by post-employment support:

1. Discovery

Discovery is a seven stage process that gathers information from the job seeker and their Customised Employment support team to determine the job seeker's skills, abilities, interests and preferences related to potential employment. The discovery process involves:

- Getting to know the individual job seeker, their interest and preferences;
- Analysing the individual's job skills;
- Identifying potential employment pathways;
- Collecting information on potential workplaces and investigate employment opportunities through the process of informational interviewing;

- Planning for job seeking – including an analysis of the benefits determined from the informational interviews;
- Preparing for work – resume development etc
- Reviewing the plan and activities

2. Job Carving

The job seeker, with support from their Customised Employment team, commences the process of job seeking and sourcing an appropriate employer.

The Customised Employment support team works with a potential employer to identify unmet need in the workplace to assist in job creation. The parties then work collaboratively to negotiate a customised job, ensuring the supports and terms of employment will match both the job seeker's interests, skills and the conditions necessary for successful employment, and also fill the unmet needs of the employer.

Post-Employment Support

The Customised Employment support team set-up on-going post-employment supports to ensure satisfaction of both the individual and the employer.

To find out more about customised employment – see [NDS: Colin's success with Customised Employment](#)

<https://bit.ly/34Nvpin>

This project is a NDIS Information, Linkages and Capacity Building (ILC) initiative.



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