

# Connecting Pathways to Employment with the Work Integration Social Enterprise (WISE) Model

## Project Team

Perri Campbell, Erin Wilson,  
Jenny Crosbie and Andrew Joyce

## Partners

*genU, Ability Works,  
Windarring, Disability Trust*







# ACKNOWLEDGEMENT OF COUNTRY

On behalf of those present I acknowledge the Wurundjeri people of the Kulin Nation who are the traditional custodians of the land on which we now meet. I pay my respect to their Elders: past, present and emerging.

I also pay my respect to all Aboriginal and Torres Strait Islander people of Australia and hope that the path towards reconciliation continues to be shared and embraced.



# »» ACKNOWLEDGEMENTS

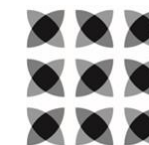
## FUNDING FROM

The Department of Social Services:  
Information Linkages and Capacity  
Building Program (2021).

## PROJECT TEAM

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## Careers at Windarring

If you want a career where you can make a real difference to people's lives and you are passionate about supporting our clients to lead full and purposeful lives, then consider working with Windarring!

Careers



## Ability Works provides employment in:



Packaging and assembly including pick, pack and dispatch



Records management including document scanning and mailroom services



Inclusive design consultancy services



Metal and wire fabrication

**abilityworks**  
AUSTRALIA

## Do GENUINE Good

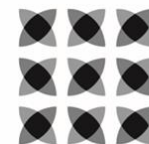
With a strong history of committed leadership and values driving growth, we invite you to bring your professional skills and passion to our motivated team.





## »» WEBINAR OVERVIEW

- 1 **WISE Ability model and Findings: CSI**
- 2 **Partner presentations: Windarring and genU**
- 3 **Panel: the employment pathway experience, genU**
- 4 **Q & A with Ability Works and CSI**

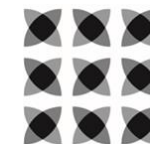


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**IMPACT**





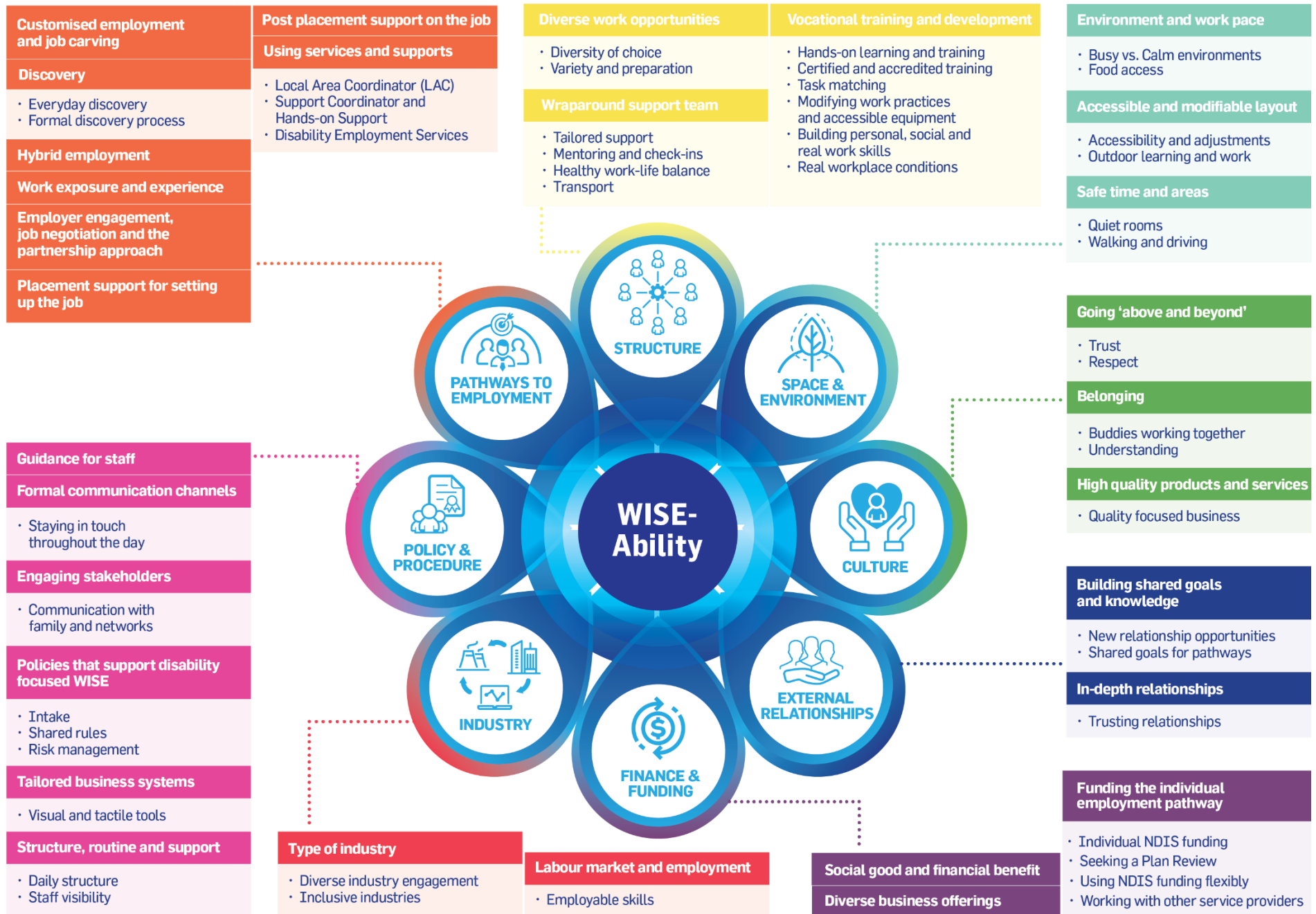
# WORK INTEGRATION SOCIAL ENTERPRISE MODEL FOR DISABILITY ENTERPRISES



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# >> PATHWAYS TO EMPLOYMENT

Employment pathway activities undertaken by staff use a tailored and customised approach. For instance:

- > **Assessment and Planning activities involve:** Understanding skills and interests/hobbies; setting a plan; understanding support needs; understanding the person (home and community visits); goal setting and self-determination; exploring vocational themes through informational interviews, work experience and employment options.
- > **Employer Capacity Building activities involve:** Industry visits; Employer engagement and understanding the business; Educating employers and Job negotiation; Customisation.



**Customised employment and job carving**

**Discovery**

- Everyday discovery
- Formal discovery process

**Hybrid employment**

**Work exposure & experience**

**Employer engagement, job negotiation and the partnership approach**

**Placement support for setting up the job**

**Post placement support on the job**

**Using services and supports**

- Local Area Coordinator (LAC)
- Support Coordinator and Hands-on Support
- Disability Employment Services



# >> FUNDING AND FINANCE

NDIS funding makes it possible for Individuals to enter a WISE (and Open Employment) and develop skills at their own pace.

- **Individual NDIS funding** for Hybrid and Open Employment is challenging and requires careful planning to ensure individuals transition in a sustainable way. Individuals often do not have an appropriate rate of funding to attain their employment goals.
- **Seeking a Plan Review:** Individuals do not always have adequate funding in their plans for the support they require. In this case a plan review can be requested.
- **Using NDIS funding flexibly:** Your plan may include line items, including: Core Supports and Capacity Building. Disability Organisations can use funding flexibly, for instance, if an individual does not have Employment Supports under Finding and Keeping a job, individuals may have funding in other areas like Increased Social and Community Participation (Capacity Building), or Assistance with Social & Community Participation (Core).
- **Working with other service providers:** DES can be used to fill support gaps in the employment pathway.



## Funding the individual employment pathway

- Individual NDIS funding
- Seeking a Plan Review
- Using NDIS funding flexibly
- Working with other service providers

## Social good and financial benefit

## Diverse business offerings

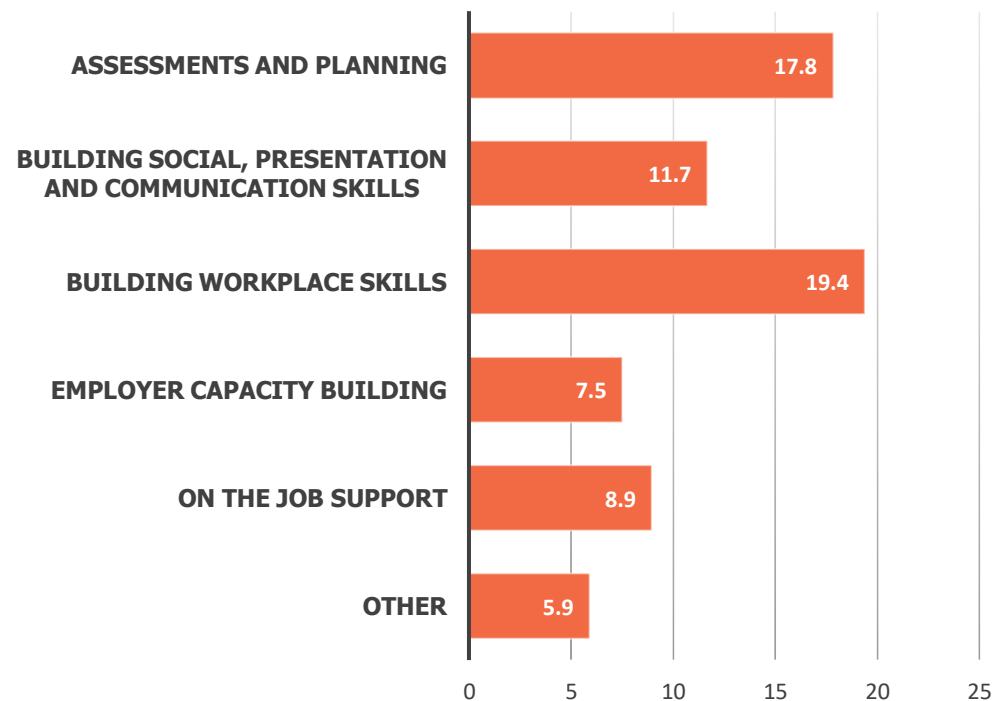


## KEY FINDINGS

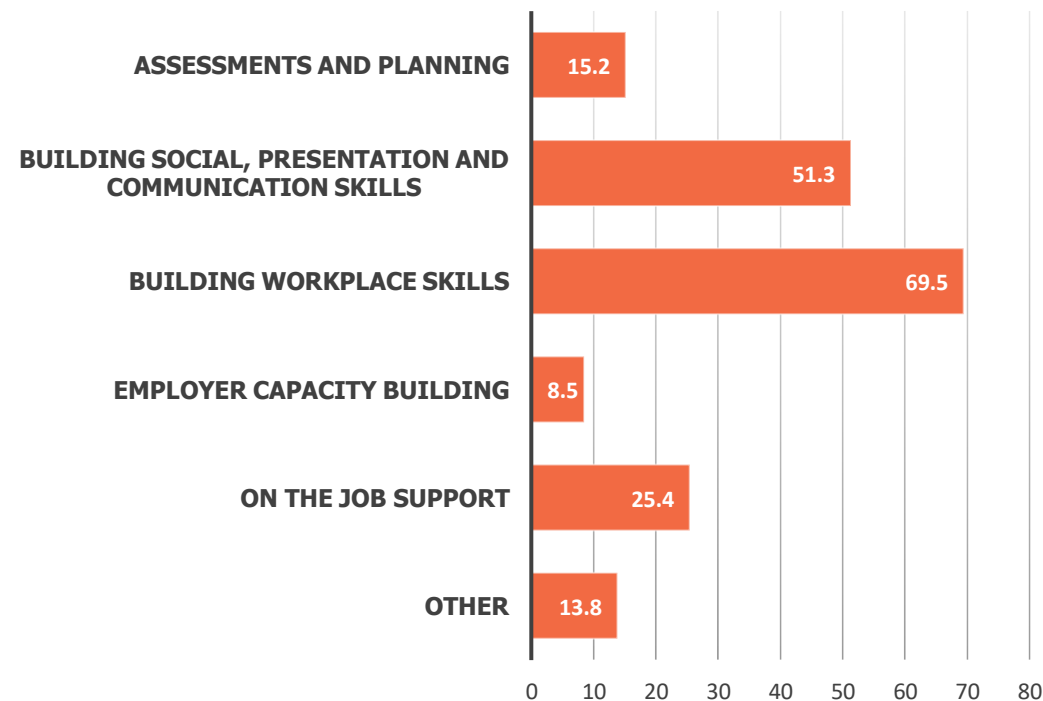
- **The pathway to employment differs for different individuals.** While some people benefit from intensive and sustained supports, other people benefit from decreasing supports on the job and building independence.
- **Employer investment, work environment and pace are important factors** in determining the sustainability of the employment position and the wellbeing of the employee.
- **Most Disability Enterprises are spending a significant amount of time in the early phase of the employment pathway,** including discovery and assessment /paperwork for Participants in the first place.
- **There is a large variation across partners in the cost for an employment pathway** as some involve more intensive supports, while others involve light supports.
- **Protracted transitions:** Participants who felt marginalised from employment opportunities or who were waiting for employment experienced a negative impact on their mental health.

# >> SPREADSHEET DATA

**Average number of activities undertaken for each supported employee by activity type**



**Average number of hours spent on each activity for each supported employee**





# >> SPREADSHEET DATA

## Average time taken on each activity (in minutes)

	Average	Number	Standard Deviation	Minimum	Maximum
Assessments and planning	51.8	317	53.8	15	435
Building social, presentation and communication skills	265.1	209	145.9	15	480
Building workplace skills	216.2	347	156.3	15	360
Employer Capacity Building	67.8	135	90.6	15	360
On the job support	171.8	160	124.8	15	375
Other	141.1	106	123.2	15	480
Total	155.7	1274	146.4	15	480

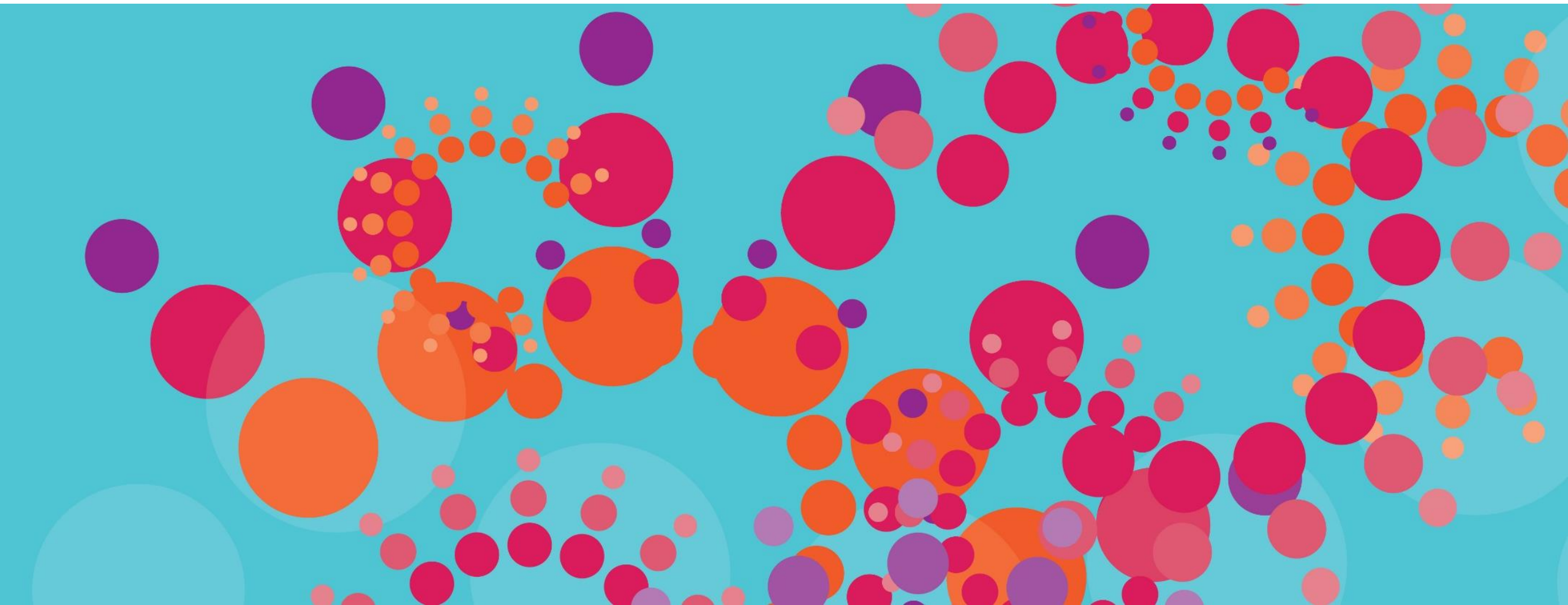
## Data on hours per client

Average of number of hours	195.9
Minimum hours	17.5
Maximum hours	641.75
Standard Deviation	234.23

# Windarring

## Connecting Pathways to Employment

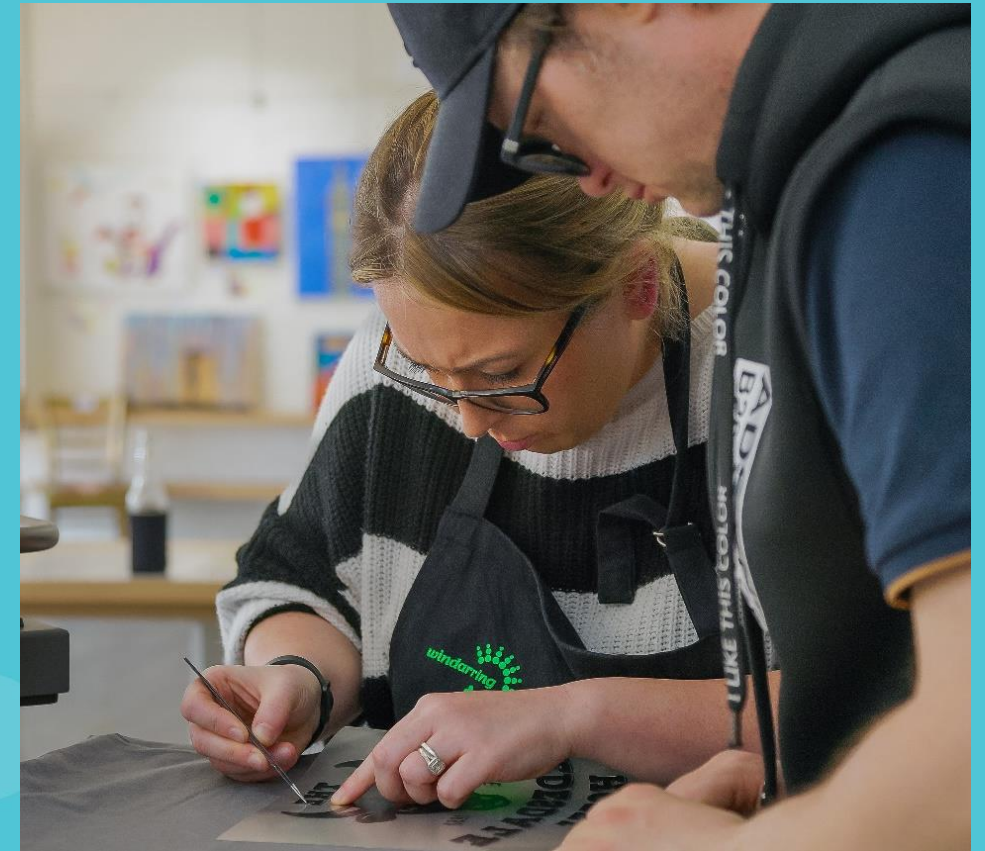
In partnership with CSI Swinburne University



# Applying the Pathways Model



1. Compared our service delivery to the model by mapping out each section of the model and the supports Windarring provide.
2. Identified strengths, barriers and actions for improvements
3. Reviewed our employment pathway supports to ensure opportunities for further study, training and open employment
4. Consult with Windarring teams to implement the model through a reflective practice learning approach.
5. Regular discussions with CSI Swinburne University on applying knowledge into practice





# Our Learnings



1. Employment planning is crucial for success to map out clear pathways with the participant, actions to get there, support networks and address employment barriers
2. The value of wrap around supports for participants – especially during and after transitional change periods of employment
3. Value of flexibility and customisation to meet participant goals
4. Outcomes work best when Disability Employment Services and NDIS work collaboratively
5. The importance of job mentors in facilitating a supportive working environment



# Challenges



1. Barriers for open employment include fear of losing Disability Pension and health benefits
2. NDIS plans – Shortfalls in funding and providing unfunded supports
3. Lack of knowledge and confidence for Employers hiring someone with a disability
4. Participants living in smaller towns - fewer local employment opportunities
5. Participants supports are more challenging to manage without a Support Coordinator
6. Some participants cannot afford the costs of courses or qualifications



# genU - Our positive impact and reach



**1.08 million** Hours of disability service provided to over 5,100 people



**93%** Ave. occupancy of aged care and retirement living



**4,800+** Candidates placed in temporary or permanent work



**15,000+** Job seekers with barriers placed into employment



**9,600+** Students trained



**4,200** Employees



**225** Supported employees



**290** Volunteers



**230+** Locations across ACT, NSW, QLD, SA, TAS, VIC and WA



# genU & the Employment Sector

Social Enterprises (known as Australian Disability Enterprises - ADE)

Currently 250 Supported Employees across:

- Landcare
- Food Services
- Business Solutions

Employment Pathways - capacity building supports

Currently 400 participants across:

- Finding and Keeping a Job
- School Leaver Employment Supports

Disability Employment Services (DES) and Workforce Australia  
Nationally

genU Training - accredited training and micro credentials  
Nationally



# genU and the WISE-Ability Model

- Partnered with the Centre for Social Impact since 2021 - to embed the elements of WISE-Ability model into our social enterprises
- Gained valuable insights into providing both internal and external supports
- WISE-Ability has provided the flexibility to focus on key elements of the model to suit our structure and strengths
- Alongside a customised employment approach has moved us from traditional to contemporary



# genU - Moving to open employment

- Providing knowledge and exploring open employment as a goal
- Accessing funding to support
- Discovery, employment and action planning
- Work experience, job shadows and tasters
- Support to find a job and job carve
- Supports to the employer
- Supports to maintain a position





# >> PANEL: THE EMPLOYMENT PATHWAY EXPERIENCE – genU



**Rob Gervasoni**



**Andrew Thornton**

genü

# >> Q&A WITH ABILITY WORKS AND CSI



**Dr Jenny Crosbie**

Principal Industry Fellow  
CSI Swinburne



**Dr Perri Campbell**

Research Fellow  
CSI Swinburne



**Kannan Nair**

Chief Operating Officer  
Ability Works

# THANK YOU FOR ATTENDING



Scan the QR code to download  
the Presentation, Handbook,  
and the WISE Framework



Scan the QR code to explore  
CSI Swinburne study options  
in Social Impact

Visit the Wise-Ability Model Website  
Connecting Pathways to Employment

[www.wiseabilitymodelaustralia.org.au](http://www.wiseabilitymodelaustralia.org.au)



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