

Customised Employment

*Discover
the rewards
of inclusive
employment*


scope

***Are you thinking about becoming
a more inclusive organisation?
Or looking to demonstrate social
procurement by employing people
with disability?
Scope Customised Employment
can support you to make it happen.***



Becoming a more inclusive employer

Did you know 2.1 million people with disability are of working age?

This represents a large workforce and is one of the reasons there is an increased interest in inclusive employment. By engaging people with disability in meaningful employment, employers report improved business innovation and workforce efficiencies.

Where to Start

- If you're interested in becoming a more inclusive employer, a good place to start is to keep an open mind about what type of work a person with disability may do.
- Contact Scope to help you identify the unmet needs of your organisation and potentially suitable roles. We also offer advice on how to prepare for interviews and employee on-boarding.

How can Scope Customised Employment help?

Scope can help you identify inclusive employment opportunities and identify jobseekers who are keen to secure long-term work.

Using the Customised Employment approach, our job seekers go through a comprehensive Discovery phase, to unpack the individual's skills, strengths and interests before engaging with potential employers.

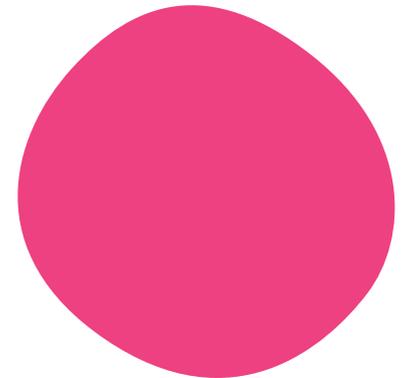
Our staff then work with employers to identify business needs and potential roles and opportunities for the jobseeker. We will help both the individual and you, the employer to understand the ideal conditions of employment for a jobseeker with disability. By customising and matching needs on both sides, Scope sets everyone up for a successful employment outcome.



What are some of the key features of Customised Employment?

Scope Customised Employment staff works with you to develop an individual employment solution.

- Customised Employment aims to help people with disability to secure long-term employment and find a career path.
- It is a flexible process designed to personalise the employment relationship between a job seeker and an employer in a way that meets the needs of both.
- The model is evidence based and is used successfully in the United States, finding jobs for people who traditionally find it harder to secure long-term paid employment and meaningful careers.
- As a person-centred process, Customised Employment is designed to meet the needs of the job seeker, to identify their ideal working conditions and the needs of the organisation, to have a valued and contributing employee.
- Throughout the process, the job seeker's competencies and abilities are discovered so they can be matched with suitable employment opportunities.
- Our role is to identify and coordinate an optimal fit between the job seeker and the employer for a successful and rewarding employment partnership.
- Scope can provide expert advice to help prepare your business to employ someone with disability. We can help you identify meaningful roles for long-term employment.
- Scope can also set up post-placement supports and monitor the employment relationship to ensure satisfaction of the employee and the employer.



Customised Employment Process

Scope manages the entire process, so the needs of the job seeker and the employer are well matched at all stages. Let's look at the process and what's involved:



Discovery Phase

Gathering information from the job seeker and their support team to determine the job seeker's interests, skills, and preferences related to potential employment. We use all this to guide the development of a customised job. This phase typically takes many hours and provides the foundation for success. We spend time talking with the job seeker, and their circle of support: their family, and other significant others, so that their abilities and job requirements are well understood.



Job Search Planning Phase

Using what we learned about the job seeker, Scope creates an employment plan as well as gathers critical information about potential employers.



Job Development and Negotiation Phase

Working collaboratively with the job seeker and potential employers, Scope helps to negotiate a customised employment opportunity or job role. This includes the provision of supports and terms of employment that match the individual's interests, skills, and support needs and will fill the unmet needs of an employer.



Post-Employment Support

Setting up individualised post-employment supports and monitoring the employment relationship, ensures satisfaction of both the job seeker and the employer. Scope continues to work in partnership with you and provide expert and ongoing advice and practical support.

While the Customised Employment process used with each person is as individual as they are, each step builds on the previous one for a successful outcome.

Benefits of working: From the employee's perspective:

Marcus's Experience



Benefits of working: From the employee and employer's perspective

Megan, Reception Team Member and Liz, Megan's Line Manager

Megan's Experience: Employee

Megan first started working for Scope Business Enterprises [SBE] and transferred to Scope Head Office 6 years ago. She has been a valued and experienced member of the reception and marketing team since. Megan performs varied tasks in administration including expense reconciliation, mail outs, photocopying, putting dishes away and checking stationary supplies.

Megan enjoys "pretty much everything" about her role. "The people that I work with are great. I get along with them pretty well."

With great energy and sense of fun, Megan clearly loves being at work. Luckily for the marketing team Megan is a whizz on the internet and social media, used to advantage when asked to manage the Key Word Sign /Auslan video for RU OK? Day.

Liz's Experience: Employer

As Megan's Line Manager, Liz made reasonable adjustments to enable Megan to work well and it's been beneficial for both Megan and Liz.

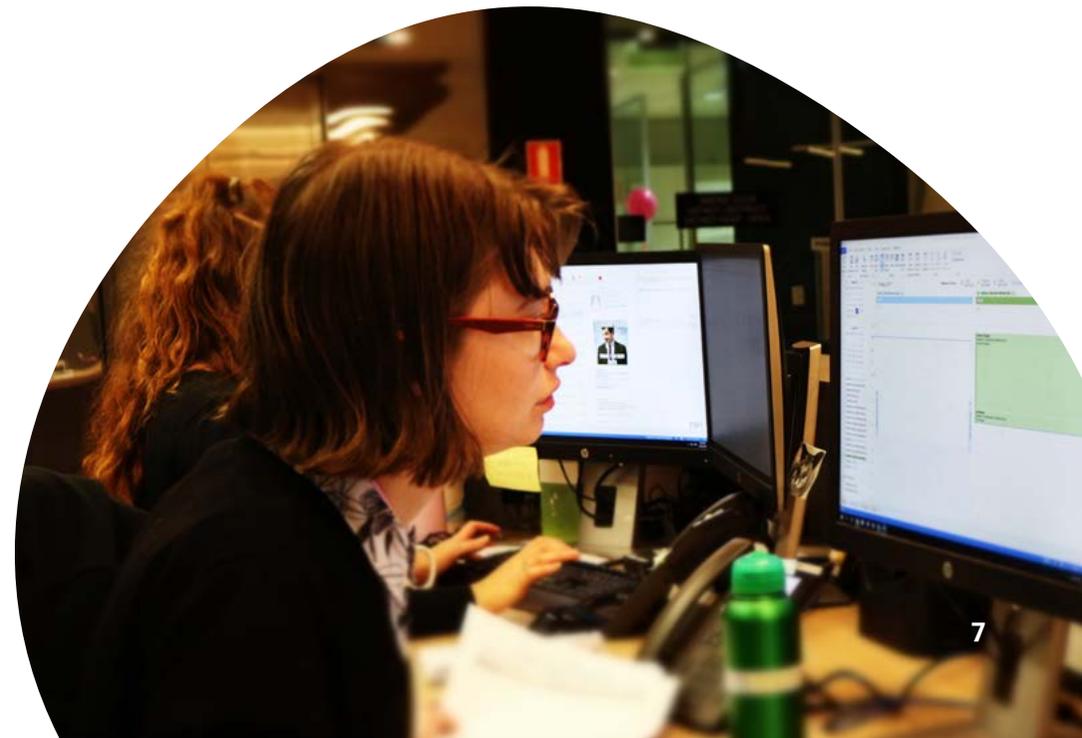
"Routine is important for Megan, so we developed a daily schedule to help her easily see what to do each day. Megan works reduced hours so her daily commute is outside of peak times, making it easier".

"When it comes to her tasks, we've made sure they're aligned to Megan's interests. For example, Megan enjoys working with Excel so tasks involving entering data into spreadsheets are perfect. Understanding how I need to communicate with Megan is important and having Megan in the team has improved my skills in this area".

Image: Megan at work.

If an employer is thinking about employing a person with Liz's top tips are:

1. Embrace it - don't attach labels to people. Each person has their own strengths to bring to their role
2. Everyone has potential - Megan like everyone else has grown over time
3. A diverse and inclusive workforce makes a richer organisation, Scope has benefited from Megan's contribution.



Benefits of working: From the employee's perspective

Zane's Experience

"My employment journey at Scope started in 2013. I was employed as a casual educator with Scope's Community Education team. Through that role, my skills in public speaking and delivery of information strengthened and my employment pathways diversified. I MCed several key engagements including Scope's AGM, Awards and Balloon Football Black Tie events. Through these opportunities I was offered the position as Scope's Customer Engagement Manager. I support customers with disability to be involved in decision-making processes across the organisation.

My employer was able to identify me as a very good communicator, with good organisational skills, the ability to plan and recognise what needed to be done to deliver a program or service. These may not always be the types of skills an employer would identify in a person with disability. Scope, being a disability service provider, is in an advantageous position as we work with people with disability every day, we see the potential in the people we support, including myself and we can harness and build on that potential and build that capacity.

I think it can be the challenge for employers in the community 'to see the person', to understand what makes an employee with disability tick; to understand their specific skill sets and the way these can be applied in the workplace.

If there's one thing I'd highlight to employers and business owners is, never underestimate the value of lived experience of disability having a positive influence on your workplace, on your workforce, to the people you serve in the community and the products you sell.

If you are a good and viable business, your customers will be people with disability, so it is advantageous to have people on your workforce who have lived experience of disability - they can help you to innovate the products and services you provide to the community. It's a win-win situation for everyone."

Image: Zane at work.



Who is Scope?

Scope has over 70 years' experience in supporting people with disability and we're one of the largest disability providers in Victoria.

As a not-for-profit organisation we exist to support people with complex intellectual, physical, and multiple disabilities to achieve their goals in life. We are passionate about everyone having an opportunity to work should employment be a goal of the person with disability.

At Scope we see the person first, it's never a one-size-fits-all solution. Exploring possibilities, working through challenges, and celebrating wins is what makes our day.

Our mission is to enable each person to live as an empowered and equal citizen. We believe everyone who wants to work for a living should have the opportunity to do so and experience the benefits of work.

Through Customised Employment we support both job seekers and you as an employer to realise long-term employment opportunities.



Contact Us

Our Customised Employment supports you and the job seeker along the whole employment journey.

We match the right job seeker for the right role. The Customised Employment process is backed by research and has been tried and tested in the United States.

To find out more, including FAQs and information about Customised Employment outcomes, contact us on 1300 472 673 or email us at contact@scopeaust.org.au www.scopeaust.org.au

