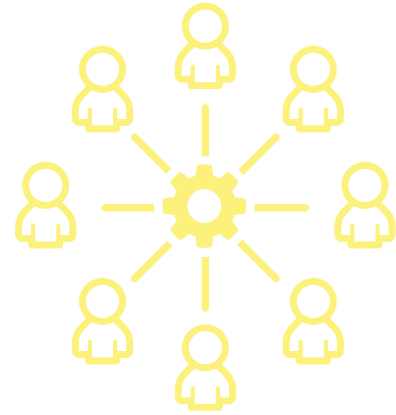




APPENDIX 1

WISE-ABILITY MODEL





1. STRUCTURE

Aligning your business goals with your training and employment pathways program creates a strong WISE structure. Consider how your organisational structure can support the employment goals and pathways, as well as the overall wellbeing, of your participants.

DIVERSE WORK OPPORTUNITIES

Diverse work opportunities can be built into the DNA of the Disability Enterprise/WISE in the initial set up or by diversifying operations. Having different sites or spaces and offering different types of work means that there is variety and choice for individuals. This also provides varied social interactions, as well as skills development opportunities.

Work sites and spaces may all be under one roof or may be located at different premises.

It is important to enable people to access these different roles and workplaces through moving around or transferring across activities to acquire diverse experiences.

- **Diversity of choice:** For many people with a disability there are limited choices of where you can work. Having different work choices, both within the WISE and in Open Employment, enables people to explore their interests and develop new skills. Having options for work and different workplaces, enables people to match up their strengths and preferences with workplace or job role characteristics. For instance, a calm outdoor work environment might be preferred over a busy or social work environment. This also supports engagement through generating interest and providing challenges that avoid disengagement from long term repetition.
- **Variety and preparation:** Variety of work, which is balanced with lead-in time, allows individuals to prepare for change. Change may include different types of work, working with new people, and working with new equipment in different environments

WRAPAROUND SUPPORT TEAM

Organisational structure includes the way staffing is structured, including having designated support staff or teams. Understanding each person and providing in-depth, tailored support is important. Support teams are private and respectful. They provide day-to-day guidance, mentoring, ensure work-life balance, and connect individuals and services outside of work to ensure wellbeing. If there are multiple sites within the WISE it is important that staff stay in communication with one another so that there is a common understanding of individual support requirements.

- **Tailored support:** Tailored support means matching supports, environment and equipment to individual requirements. A deep understanding of the individual means that Staff are able to pre-empt needs and challenges that may arise during training and the workday. Providing tailored support also means having an understanding of the support services they are connected to. This may include family and friends who play an important role in the support network.
- **Mentoring and check-ins:** Support Staff and Managers in contact roles can also act as mentors. These Staff roles involve answering questions, providing advice, ensuring Individuals take breaks and have access to food and water.
- **Healthy work-life balance:** Individuals participate in a range of activities outside of work. A Support team can match workload commitments with external programs, duties and leisure networks. The right balance of working hours is required for personal health, social and recreational activity and professional productivity.

* = new to ILC project | ➤ = Adapted for Disability focused WISE model

The Support team help to manage this balance. Staff create a healthy work life balance by ensuring the appropriate amount of work hours related to different needs and context such as young people transitioning from school to employment.

- **Transport:** Support Staff provide assistance for individuals to travel to work safely whether by public transport, car or taxi. This may involve funding for travel (i.e. taxis) or marking out a safe, direct route to work. Travel to work can be a challenge if individuals do not have adequate support. In some cases, WISE staff are able to put supports in place that have no cost attached, like touch points along the journey including cafes with friendly staff who can provide a welcoming or safe environment.

VOCATIONAL TRAINING AND DEVELOPMENT

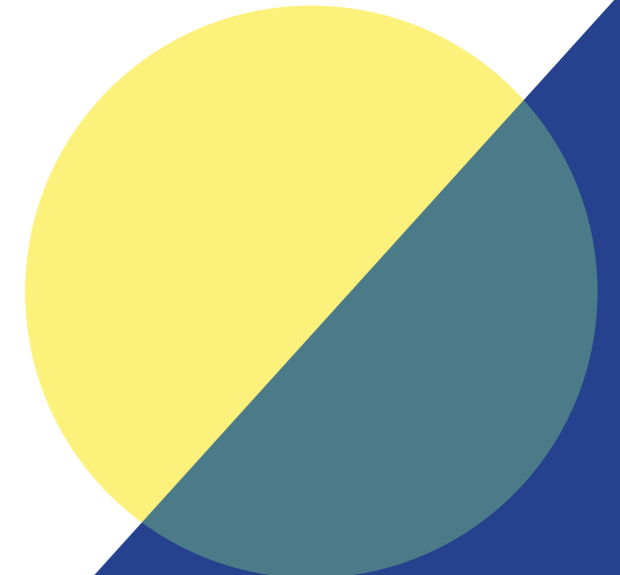
Organisations need both formal and informal mechanisms for training development. Knowing that there are opportunities to learn on the job and that these opportunities will keep arising is a motivating factor. Certificates may be completed by some, however this type of learning does not suit everyone.

Having Supervisors and Mentors on-site supports learning and skills development. Learning experiences are supported by hands-on, structured, accessible, and tailored training and learning activities. Progressing to different activities supports engagement and skill development. All training and work is underpinned by modified equipment, environments and tasks.

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- **Hands-on learning and training:** Hands-on learning involves learning how to do a job or task through practice and with support of a co-worker or Staff member. WISE use different ways of teaching new skills that suit their individual individuals. For example, using images rather than words, and having laminated lists of tasks in the workplace.
- **Certified and accredited training:** Recognised forms of training (i.e. Certified) can be tailored to each person. The trainer can take into consideration questions such as: 'Does the person understand? Do I need to offer a different examples and ways of explaining this content?' Use of verbal, printed words and images, prompts, and digital tools including video can assist.
- **Task matching:** Consider personal challenges and strengths when matching individuals to work and training. For instance, a social/team environment in a café can be a challenge for people who experience anxiety. Less socially interactive work can be an alternative. Some WISE have programs that are designed to build on technical strengths of clients such as computing or gaming skills.
- **Modifying work practices and accessible equipment:** Work tasks can be modified by the on-site support team on a daily basis to ensure good work experiences. Modifying workplaces can be straightforward, such as ensuring access to the right equipment, or the use checklists to guide workdays. Modifications are guided by deep understanding of individual needs.

- **Building personal skills, social skills and real world skills:** Skills sets are strengthened via short courses, work and meetings (i.e. Individual Toolkit meeting), which also assist in preparing Individuals for Open Employment.
- **Real workplace conditions and work preparation:** Individuals are empowered and prepared for Open Employment via real workplace conditions. Individuals are included in decision making processes and management meetings, participate in Work Health and Safety training, and everyday work participation is aligned with organisational policy and practices.





2. SPACE AND ENVIRONMENT

The use of physical space can improve or undermine participation. Consider for example: do busy work environments suit individuals? And where are the safe areas, nooks and crannies?

Spatial design can also affect how you meet your WISE social purpose goals. Consider, for example, who and how many people the work and training settings can support.

ENVIRONMENT

Part of the job matching process for WISE staff is understanding if a participant is comfortable in the Supported or Open Employment workspace. Having a mix of busy/active and calm work spaces available to individuals supports different workspace preferences and mitigates workplace stress. Consideration also needs to be given to how individuals have access to food and drink in any work or training environment.

- **Busy vs Calm Environments:** Supported Employees identified that working in busy environments can be a challenge, particularly if there is limited support. Busy means an active environment and involves working at fast pace often with high levels of social interaction. A calm environment includes controlled social interaction, controlled noise levels and pace. Provision of protective equipment (i.e. sound cancelling headphones) can help.
- **Food access:** It is vital for all employees to have access to food and lunch areas. Industrial work areas may have limited areas to food. This can be an issue if a support or open work setting does not have a staff cafeteria.

ACCESSIBLE AND MODIFIABLE LAYOUT

Having enough space to move safely and freely around the workplace is vital. Having clear pathways for Supported Employees to access different rooms/spaces enables participation and productivity.

WISEs that have business sites that are connected to the outdoors or to open-plan areas are better for personal health. Open, spacious environments can also be simulated by warehouse settings or indoor-outdoor cafes.

- **Accessibility and adjustments:** Making spaces easy to access includes monitoring the number of people using spaces, i.e. a lunch area. Layouts that can be modified (i.e. moving tables, chairs, machinery), means that individuals can work in large or small teams and equipment can be moved to suit these different configurations. Being agile in this way can also help WISEs meet the needs of new/different contracted jobs. WISEs can test the layout of workplace and other spaces by seeking feedback from Individuals.
- **Outdoor learning and work:** Some employees prefer outdoor work so this requires external environments to also be accessible.

SAFE TIME AND AREAS

Feeling safe and secure in the workplace reduces stress levels and increases belonging and productivity. Consider what kinds of safe areas you will offer. Different kinds of safe areas can be generated through informal use by Staff and individuals. While quiet rooms suit some people for breaks, relaxation and meetings/conversations, others enjoy physical movement or driving to support well-being.

- **Quiet rooms:** Having designated rooms for employees creates a safe space for time out and personal conversations. Having a designated room for individuals creates a sense of ownership, belonging and empowerment.
- **Walking and driving:** A sense of safety and relaxation may be generated by physical movement. Walking and/or talking with someone may help to lower stress. Alternatively, being in the car can be a space of safety for some.

3. CULTURE

An organisational culture of care, inclusivity and genuine collaboration empowers Staff and individuals. Culture is crafted by people – from your leadership and stakeholders to your Individuals, your unique combination of business and social goals, the WISE space and environment, and the industry you connect to.

A culture of recognition, working together and valuing each other supports well-being.

GOING 'ABOVE AND BEYOND'

A non-institutional, 'above and beyond' approach is a cornerstone of the culture of the organisation. Trust and respect are created through understanding of individual needs, creating a safe space to learn and potentially fail, and providing sufficient time and the right equipment to perform well.

- **Trust:** WISEs are committed to the health and well-being of Individuals. Individuals know that they can turn to Staff when they need to address issues both within and external to the workplace. Having trusting relationships at the WISE between staff and individuals facilitates troubleshooting workplace dynamics in a safe environment and in a timely manner.
- **Respect:** Valuing individual abilities creates a culture of respect. Staff and individual's share in a culture of mutual respect and appreciation by, for instance, listening to one another. A respectful work environment means that you are given an appropriate amount of time to do the task without being pressured, and that you have the right equipment to do the job.

BELONGING

an organisational culture that is accepting, inclusive and disability-aware, creates spaces of belonging for and with individuals.

- **Buddies working together:** A culture of support can be established in the first week of employment. Individuals are matched with a Staff member 'Buddy' on their first day of employment. The Buddy will induct the individual, have lunch with them, answer any questions they might have, and introduce them to other team members.
- **Understanding:** Everyone has good and bad days. It is important to acknowledge when someone is struggling in the workplace so that they are not faced with unrealistic work expectations. Putting pressure on someone on a bad day can exacerbate stress levels, or worse, impact upon their health and well-being. A range of understandings are core to the culture essential in a WISE-Ability model: Difference, Calm, Accepting, and Positivity. Relationships in the workplace are important and there is a need to keep an eye out for any signs of conflict that could interfere with performance at work.



HIGH QUALITY PRODUCTS AND SERVICES

WISE compete with commercial organisations in the marketplace. A culture of high quality products/services is essential for building meaningful relationships, reputation and social purpose.

- **Quality-focused businesses:** WISE Staff and Individuals are invested in producing high quality products and services as a business. WISE are inclusive businesses striving for both quality of products and workplace conditions. Individuals experience meaningful and purposeful work when they are invested in the team, and the goals, daily operations, and success of the business.



4. EXTERNAL RELATIONSHIPS

Disability Enterprises focused on supporting the employment goals of people with disability require strong relationships with both customers (i.e. those businesses and customers who purchase goods and services from the WISE) as well as other Open Employers. People external to the organisation (for example, employers, education providers, stakeholders) play an important role in providing different forms of support. They can reinforce and broaden social and financial goals and help build organisational culture.

Creating relationships with commercial partners opens up funding opportunities.

Strong relationships can intersect with WISE programs leading to further training and employment opportunities.

BUILDING SHARED GOALS AND KNOWLEDGE

involves going on a journey with your business partners and stakeholders to break down barriers. This helps to facilitate transitions and build appropriate supports for Open Employment environments. This bridging work can also be used to define a pathway, for instance, for Individuals from Disability Enterprises into Open Employment.

- **New relationship opportunities:** May arise from contacting potential and existing partners and identifying how your social enterprise can fulfil their needs as well as your own. WISEs that offer trials (i.e. in Landscaping) allow all partners to work on the right match/fit to create good work experiences.
- **Shared goals for pathways:** Work with partners to set up an induction process for individuals, including: briefings for all Staff to build teamwork and a strengths-based culture, expectations about when the Individual will be on site (i.e. what times of the year provide the right environment to host an Individual? When are the low-stress, quiet times of the year where you can provide more coaching than usual?).

IN-DEPTH RELATIONSHIPS

Lasting relationships help to develop the identity of both organisations and enhance the social impact of your programs. For example, existing relationships may be developed to offer new forms of employment and associated training. Partners who have an in-depth understanding of each other are better able to leverage new work and training projects that benefit all parties involved.

- **Trusting relationships:** Establishing a relationship of trust with your partners ensures that individuals have their rights and requirements met, and provides for a trusted Staff member to be on site who serves as a 'go-to' person for individuals. Relationships with employers may arise out of individuals' own networks, such as schools, where there are already shared goals and understandings.



5. FINANCE AND FUNDING

Financial sustainability, or having consistent funding, is often a challenge for WISEs. Understanding WISE cost structure and having a commercially competitive (high quality, fair price) offering is vital to sustainability. Long-term grant funding, multi-year contracts and/or repeat customers can support success. Choosing the right industry, and balancing social and business goals, is vital for financial sustainability. A key WISE financial challenge is balancing client demand, growing/scaling, and, at the same time, transitioning skilled individuals into Hybrid/Open Employment.

SOCIAL GOOD AND FINANCIAL BENEFIT

Disability Enterprises are driven by social purpose that may be shared by other customers, funders and stakeholders. Disability Enterprises may be selected by other organisations and local businesses to assist with their needs, based on this social purpose and/or their related status as a for-purpose or social enterprise.

- **Social procurement incentives:** Can be a draw card for customers and business partners to select the WISE as the supplier of goods and services.

DIVERSE BUSINESS OFFERINGS

Running multiple businesses or enterprises in key industries can help to secure relationships, jobs and contacts with a range of partners. This diversification can support overall financial sustainability, particularly if one business is operating in a financially precarious industry.

FUNDING THE INDIVIDUAL EMPLOYMENT PATHWAY

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

- **Social procurement incentives:** Can be a draw card for customers and business partners
- **Individual NDIS funding:** Can be used to fund employment support activities both within the Disability Enterprise, and along the Pathway to Employment. Individuals can use their NDIS funding in Open and Hybrid Employment arrangements. 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. Adequate funding significantly contributes to adequate supports that can be provided in Open Employment settings.
- **Using NDIS funding flexibly:** Use of NDIS funding for supports is limited by the line items that are included in individual Plans. 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
- **Working with other service providers:** DES can be used to fill support gaps in the employment pathway.



6. INDUSTRY

The type of industry you choose to operate in not only gives your WISE a particular direction and culture, but can impact finance, funding and program outcomes.

Aligning your social goals and strategy with the right industry or vehicle for change can help.

Consider if the costs of operating in the industry are high or low; if they are high, how will you offset your expenses? You will need to be able to sell your product/services at a margin. It's important to find out if there is a market for the goods/services you are thinking of producing.

TYPE OF INDUSTRY

What industry will you be connected to? For example, Warehousing, Farming, Horticulture, Building, Landscaping or Hospitality. Consider how the industry will affect your training program. For example, do the industry regulations and conditions support on-the-job training or on-site training? What certification will you need to build a WISE in this industry? Will the industry area support other activities that benefit individuals?

- **Diverse industry engagement:** Disability Enterprises operate across multiple industries. There are both social and financial benefits in diverse industry engagement: Disability Enterprises are able to service different industries and offer different goods/services to clients, and individuals are exposed to different work environments and skill sets in different industry areas. For example, the Landscaping WISE involves on- and off-site contractual work which means that individuals experience a range of working environments outside the WISE premises.
- **Inclusive industries:** Connecting with industries that have a culture of care, understanding, and are responsive to individual needs and passions supports well-being. Disability Enterprises can assist industries and employers to build their capacity for inclusion.

LABOUR MARKET AND EMPLOYMENT

Consider if there are employment opportunities or other significant benefits for individuals in your chosen industry area/s. For example, will employment opportunities be accessible and local or will people be expected to travel and commute?

- **Employable skills:** Consider the skills that individuals will develop and how these match with Open Employment opportunities. For instance, if you are a Nursery that teaches horticulture skills consider if there are other opportunities in Open Employment in horticulture for individuals in the local area. Consider how the WISE can function as a **talent pool** for local industry.

7. POLICY, PROCEDURE AND PROCESS



Having processes and policies in place at your WISE supports business operations, as well as Staff and Individual wellbeing. Policies that provide guidance, and accessible, modifiable and flexible ways of working help to create an inclusive organisational culture. Clear processes provide guidance for troubleshooting and can save valuable time.

GUIDANCE FOR STAFF

Employing individuals with skills in social and business operations, who communicate effectively and can empathise with others (i.e. have 'emotional intelligence') can help to support the goals and mission of your organisation. The hybrid (social + business) nature of the WISE means that Staff often bring industry skills, for example in hospitality, to the WISE and develop other skills on the job.

PEER SUPPORT AND GUIDEBOOKS

Just as individuals require guidance in their roles, so too do Staff members. Existing Staff members can encourage new Staff members to be supportive, patient, understanding, responsive and aware. Background reading can help inform your workplace culture (for example, genU have a booklet called 'Understanding our Mental Health and Disabilities').

FORMAL COMMUNICATION CHANNELS

Having a time and space for regular Staff meetings is vital for information sharing. Informal Staff chats are just as important and allow Staff to share knowledge, strategise, develop new ideas and build relationships

- **Staying in touch throughout the day:** Staff from different teams stay in contact via face-to-face discussions on-site, email, and phone to make sure individuals feel supported and that their concerns are addressed in a timely manner. Using mechanisms to check-in, update or get feedback from Supported Employees are important. For example, one WISE uses a team 'huddle' each morning.

ENGAGING STAKEHOLDERS

A 'with not for' approach to working with people with a disability helps to build an inclusive organisational culture.

- **Communication with family and networks:** There needs to be effective communication structures that provide clear information about the work individuals are doing. This information should be communicated to family and other networks to allow challenges to be addressed in supportive ways.

POLICIES THAT SUPPORT DISABILITY FOCUSED WISE

- **Intake:** Intake: An intake policy of diversity and group coherence supports productivity. This means including people who will be able to get along and learn new skills together. Intake is accompanied by clear induction and orientation processes.
- **Shared rules:** Setting boundaries creates clarity for new individuals. For instance, employees developed their own handbook – 10 policies and procedures around effective workplace behaviours to support teamwork.
- **Risk management:** Risk management strategies create a safe learning environment and workspace. A safe and healthy work environment means individuals have access to: essential WHS training via different forms of communication (visual, audio); food and water facilities especially in warm environments; protective clothing where appropriate; Covid-safe equipment such as PPE; and a hygiene station. Different work environments will have different levels of risk that need to be managed and communicated to individuals.

TAILORED BUSINESS SYSTEMS

Disability Enterprises have bespoke business systems tailored to individual skill sets and disabilities. These systems are particularly important in Disability Enterprises where work practices have been modified to incorporate tactile forms of communication and task tracking. Having a defined set of principles, practices and procedures that are applied to specific activities (i.e. food preparation) can help to achieve businesses goals. Tailored business systems suit the diverse skills of Individuals and enable Staff and Individuals to maintain a relaxed and productive atmosphere.

- **Visual and tactile tools:** For instance, in the commercial kitchen, a whiteboard system is used to manage tasks and allocate Staff resources. The whiteboard has different magnets and tags used to indicate tasks and task status. It is tactile and visual. When a new person starts work they can be shown the whiteboard and refer to it as needed. This system is accompanied by a job instruction sheet which includes more detailed information on each task (e.g. specific instructions for how to peel, top, and tail a carrot).

STRUCTURE, ROUTINE AND SUPPORT

It is important to have a reliable structure and routine for individuals. This may include the same arrival time, work team, equipment and location to ensure consistency and productivity (see also: Structure – Variety and Preparation).

- **Daily structure:** Staff plan the work schedule of individuals in advance and then reassess work plans each day to ensure appropriate resourcing of jobs. Change in tasks or work type is discussed with Individuals ahead of time to enable appropriate time for adjustments and to minimise any change related stress.
- **Staff visibility:** It is important that individuals know who they can approach for support, mentoring and checking-in (i.e. a go-to person or the Support Team), or to report incidents (Supervisors and Managers). While the roles of these team members overlap at times, individuals are clear that they have a designated number of Staff they can approach if needed.



8. PATHWAYS TO EMPLOYMENT

WISEs include a strong focus on pathways to employment for participants. The transition into Open Employment is not usually linear. A individual's journey will often involve movement back and forward between Open and Supported employment contexts as confidence and skills develop. WISEs support the individual along this journey, working with them and employers

CUSTOMISED EMPLOYMENT AND JOB CARVING

Individuals can team up with an Employer to customise a job to capitalise on their strengths. Alternatively, there may be particular areas of a job an individual has experience in and these can be 'carved off' as a micro-job for this person.

Customisation is based on building a deep knowledge about the individual's workstyle, preferences and support needs.

- **Conversations:** Customising a job starts with conversations about what an individual is interested in doing, personal strengths and existing skills. Customising takes on different forms depending on

the preferences of the individual and the employer. Informational Interviewing is a good way of determining the role and match between an employer and employee. Informational interviewing is a two-step process where the Service Provider meets the employer to discuss the business and the employer's goals.

- **Work routine:** Customising includes establishing a work routine that is appropriate for each client and appropriate hours of work. This can mean gradually increasing hours or maintaining regular hours as part of a routine. Customised roles need to be monitored and work hours adjusted as the work environment goes through busy and slow periods.
- **Check-ins:** It is important for there to be opportunities where employer, the Disability Enterprise and the individual can regularly check in to discuss work hours, experience on the job and any adjustments needed to support overall well-being.
- **Modify:** Support is also provided to employers to modify and customise workplaces. A combination of modifications may include example checklists to prompt tasks to be completed as well as emphasizing pre-existing workplace features like structured ways of working.

DISCOVERY

Employment pathways can be supported by informal or formal processes. The informal pathway involves learning on-the-job with employers like Disability Enterprises and this can take place in short term work experience/ work placements.

- **'Everyday Discovery':** Through this day-to-day process, Staff and individuals work out what individuals are interested in doing for training and work. Learning about someone's interests, goals, passion, individual work style and how they work best can help when matching

a person with a task, job, business and industry. This process can unfold on the job over time with a Individual, Staff and/or the Wraparound Support Team.

- **Formal Discovery process:** A formal Discovery focuses on individual interests, goals, strengths which are later used to inform potential matches to industries and jobs in Hybrid or Open Employment. This process is NDIS funded. Family and friends play an important role in Discovery and can help individuals to understand their own strengths and interests and identify links to potential jobs. Discovery can become a continuous process and involve 're-discovery'.

HYBRID EMPLOYMENT

There are different ways to find the best fit between an individual and a job. Hybrid employment – working in both a supported setting (ADE) and in Open Employment – may be suitable for some. A Hybrid Employment Pathway allows individuals to develop work skills, confidence, networks, and relationships and transition into Open Employment at their own pace.

A Hybrid Employment pathway provides people with the opportunity to transition into Open Employment gradually, and work varying hours in both a WISE and Open Employment setting. This allows individuals to develop work skills, confidence, networks, relationships and transition into Open Employment at their own pace, or build a working life that involves both engagement types.

The journey to developing confidence and skills can take considerable time and has to be conducted at the pace that is appropriate for each person. The length of time this pathway takes can vary, for instance, from 2 weeks to a year or more

WORK EXPOSURE AND EXPERIENCE

While opportunities within the Disability Enterprise can be used to offer a variety of work roles and settings, Disability Enterprises can also set up diverse work experiences in Open Employment settings both as part of Discovery, and as part of trialing potential employment. Job shadowing, formal work experience and job trials are examples of this.

EMPLOYER ENGAGEMENT, JOB NEGOTIATION AND THE PARTNERSHIP APPROACH

The process of building networks, relationships, individual confidence and skills requires a partnership approach between families, service providers, and employers.

WISE engage with potential employers through personal and professional networks and by reaching out on behalf of individuals. This provides an opportunity for education of employers and a shared understanding of how an inclusive workplace can be created step by step. Knowledge sharing about how to create an inclusive environment in the workplace is pivotal for successful employment experiences.

Setting up expectations and developing a shared understanding with an employer as part of the job negotiation process can ensure that the employer feels confident, and the employee feels appropriately supported in a new workplace.

PLACEMENT SUPPORT FOR SETTING UP THE JOB

WISE can play a role in setting up appropriate supports for individuals when they start in new roles. WISE Staff work with individuals in Open Employment roles to help build capacity and confidence. Placement support can be offered individually or in groups.

Preparation for work and support during a placement can include Employment Counselling. This involves working on things that people may be unsure of, like the social norms of being at work, setting goals and expectations for capability especially when working independently.

POST PLACEMENT SUPPORT ON THE JOB

Individuals benefit from different levels of support, and many move towards independence at work. Levels of support provided to individuals who are working in Open Employment can vary from a quick check in twice a week to multiple visits during the week.

A Fade-out Plan can help staff and individuals to plan support on the job and how this may change over time to build independence as confidence in the job grows.

USING SERVICES AND SUPPORTS

The pathway to employment involves planning to work out how individuals want to use their NDIS funding package to support their goals. This planning process is often with the individual, their nominee (i.e. family member or guardian), a Local Area Coordinator (LAC), and/or the NDIA. A LAC helps individuals access the NDIS, specifically to create a NDIS plan. LACs who have a strong understanding of the individual and their employment goals, and who work closely with Disability Enterprises and other employment services, are able to provide strong support to individuals.

- **Local Area Coordinator (LAC):** A LAC helps individuals access the NDIS, specifically to create an individual NDIS Plan.
- **Support Coordinator and hands-on support:** Support coordinators play a valuable role in making sure NDIS plans include all the resources needed to support employment pathways. They liaise across networks to oversee appropriate supports are in place.
- **Disability Employment Services:** Individuals can be linked with a Disability Employment Services (DES) to assist with their employment journey. DES can be used to fill support gaps in the employment pathway if an individual has only Core funding. This is the case where organisations report that Core funding does not offer enough for employment pathways and that Capacity Building funding is preferable. The work of the WISE and DES can overlap and intersect.

