

# PRACTICE NOTES

## Centre for Disability Employment Research & Practice

### Updating 2019

April will see the sign-off and advertising for our non accredited Employment Support course with a focus on Customised Employment with the University of Melbourne, which in a sense is the first community visible outcome of our new partnership with the university.

Our Director, Dr Peter Smith is now a Visiting Fellow at the ILR School, Cornell University, Ithaca NY. Peter will be heading over for an extended stay to work on our new disability employment outcome measure. Exciting!

### Peer Reviewed Outcomes

It's our goal to improve the evidence base for practice. As such peer reviewed papers are important outcomes from our work. Currently we have six papers in progress and I'm pleased to say that we have another one in press. This paper to be published in the Journal of Vocational Rehabilitation mid year focuses on the lessons learnt from our work in ADE transformation and open employment. We'll make the link available when it's out.



## Engaging with Families

For some time now we've waxed lyrical about Community Conversations as a tool to engage families and community to support open employment outcomes. Our family guy; Peter Rhodes recently held one in conjunction with a client in a regional area. This was part of the support arrangement as we introduce Customised Employment into what already is an innovative Social Enterprise.

So what happened? Well about 120 people turned up with a mix ranging from family, friends, people with a disability, employers and other interested parties. So it is reasonable to assume that it was a success and once again added to the emerging evidence base for the use of Community Conversations as a method to engage provider communities in supporting open employment outcomes.

We've used this method at a variety of client settings and I'm pleased to say some are running them every quarter to ensure that the community is informed and continues to engage in the open employment process.

We'll be continuing this with all of our clients and have now developed protocols to capture the evidence around these



## Discovery with Fidelity

As we progress our work redefining Discovery and Customised Employment in Australia and New Zealand, we're conscious of the need to protect the fidelity of the CE processes.

As many will be aware we have a long standing technical alliance with Griffin-Hammis Associates that supports our work. After discussions, we've decided to add another layer of protection and have executed a licensing agreement with GHA that gives us exclusive rights to use GHA IP in Australia and New Zealand.

This isn't about people not using the processes, it's about ensuring that anyone that does is properly trained and supported to undertake Discovery and Customised Employment with fidelity to practice. It also protects the foundation work of GHA and our work evolving the processes to our setting.



events to support research and peer reviewed paper outcomes.

### *Discovery - A true multi purpose process!*

As we engage with providers in introducing Customised Employment as part of organisational change to create open employment pathways for all clients, we're seeing unique and contextual uses for the Discovery process. The DPG process that we use is being used as the intake document by providers for new and existing clients due to the richness and depth of information that it captures to support service delivery and client support.

Families are using the document as part of their NDIS support planning, as it builds the evidence for the planning process and the supports needed.

Another unique use is in retirement planning for clients. As we know, for many clients it isn't a work on Friday retire on Monday exercise. For our clients, it is a transition process that can take a few years that involves changing roles and building new social networks.

To support this unique usage that is often provider specific, we'll be writing CE guides for each provider setting that we engage with.

### *Changing the Organisation*

Our good friends at ICI, UMASS Boston recently published the results of a Delphi study on organisational change based on four providers who undertook the journey within the past ten years. The study identified ten elements for successful organisational transformation. It certainly informs our work and is well worth reading - and acting on! Here's the link; <http://www.cderp.com.au/ewExternalFiles/CIE%20ICI%20UMASS.pdf>

### *PD Programs*

We recently delivered our CE Deconstructed one day PD across New Zealand with great success. We're currently writing a number of one day PD's to support staff development and build their CE knowledge with additional skillsets. If you have a need, remember we can develop and deliver setting specific PD either informed by our current work or something completely new. We have that knowledge, ability and capacity.