

# PRACTICE NOTES

AN OCCASIONAL NEWSLETTER FROM THE CENTRE FOR  
DISABILITY EMPLOYMENT RESEARCH AND PRACTICE

NOVEMBER 2020 · ISSUE 17 ·



## 2020 - WHAT A CHALLENGE!

There can be no doubt that 2020 has been a year of unexpected challenges. Sadly we will continue to be tested well into 2021 and forced to look closely at what we do and how we do it.

For us we've been challenged to look at how disability employment practice and in particular Discovery can be delivered with integrity and fidelity to the model. It has been a particular challenge to ensure that people don't bastardise the process, take shortcuts and undermine the integrity and emerging evidence base.

The key for us has been to evolve the Discovery process to meet client, provider and funding body needs.

## THINKING OUTSIDE THE BOX ABOUT PRACTICE MODELS

The NDIS has been evolving employment supports which in our view has led to an increase in parental expectations and the increasing need to be able to deliver individualised programs to meet these expectations.

In order to evolve practice methodology within the NDIS environment, CDERP made the decision to create an NDIS focused disability employment service to allow us to develop practice methods that delivered true person centred employment that is completely contextualised to the client goals. The capacity to deliver and test new ways of practice without the need for providers to invest in research gives us a unique perspective. At its heart our employment program is action research at its best.

It provides us with real time feedback and opportunities to illustrate what can be achieved without compromising the fidelity of the model while advancing the evidence base.



## HOW'S THAT CRYSTAL BALL WORKING FOR YOU?

2020 has forced every provider on the planet to look closely at what they do and reconsider whether what they do has a future.

We've been diligently developing a suite of programs that can help your business realign itself with the new realities of service delivery. For CDERP it started with the development of CDERP College, our online training platform and then moved on to Work First, our employment program that also includes the Work First Corporate program.

The next part of that suite takes our organisational consulting program and works to ensure that, just like large corporate employers, service providers also put in place a structure that delivers open employment services within the NDIS paradigm.

The process of provider transformation and the development of open employment services in the NDIS paradigm has a number of stages to work through starting at the top and making the business case for change. If we have a case for change then it's time to understand your organisation. Once we've painted that picture, we can move forward with solid plans to test a pilot version, evaluate the results and move forward with the necessary modifications. It's not easy and is hard work, but then that's why you need to call us to partner with you on the journey.

The question now whether your crystal ball is telling you to invest in your future by 'trying another way' (sorry Marc) or whether doing what you've always done will take you into the future, a future where client and parental expectations are very different. Call use now!

## WHY EVERYONE IS DOING YOGA FOR BUSINESS, AND YOU SHOULD TOO

Metaphorically, it's time to exercise your business and stretch your staff and business practices to meet client and community expectations.

Through CDERP College we've developed a Customised Employment training program for your staff. In addition to that we developed a series of micro-credentials for family and their support staff.

For corporation - employers - we developed the Work First Corporate Program. This program contains an education component for employer staff that educates them about disability and disability practice, along with the work we do internally to align policy and practice to create meaningful employment pathways. To ensure that clients can find providers that deliver Customised Employment with fidelity to the model, we've launched the Customised Employment Certified Provider program.

Interested? Call us now on 03 8658 5983. Email us at [info@cderp.com.au](mailto:info@cderp.com.au)