



# Inclusive recruitment

A guide for NDIS employment providers



This booklet explains:

- the value of inclusive recruitment and benefits for businesses
- the role of NDIS employment providers in supporting inclusive recruitment
- how to support participants and employers.



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# Acknowledgement

We developed this guide in consultation with:

- Disability Representative and Carer Organisations
- Peaks and NDIS Employment providers

We also had input from Centre for Social Impact Swinburne University of Technology.

We'd like to acknowledge the lived experience, expertise and contributions of all stakeholders in creating this resource.

## Who can use this guide

The guide is for NDIS employment providers helping people with disability looking for work. It also details how to connect and build relationships with employers.

This information is important for the following reasons:

- One in 3 businesses struggle to find suitable staff.
- A diverse workforce positively impacts business growth and profitability.

- Most people with disability can and want to work.
- Many employers are open to employing people with disability but lack confidence and knowledge.

The guide also includes activities and checklists to help employers build inclusive recruitment practices and diversify their talent pool.

Scan to download the resources found in this booklet or visit [ndis.gov.au/inclusive-recruitment](https://ndis.gov.au/inclusive-recruitment)



# About inclusive recruitment

Inclusive recruitment is a commitment to hiring employees from a diverse range of backgrounds and lived experience. Inclusive employers use a range of strategies to attract, hire and retain staff.

Inclusive recruitment also minimises bias and ensures equity for all applicants. It helps employers access an untapped talent pool to address workforce shortages.

## Why does inclusive recruitment matter?



Disability inclusion is a key driver of Australia's productivity growth.



21% of our community - that's 5.5 million Australians - live with disability.

'Of the 2.1 million people of working age who have disability, many remain excluded from meaningful employment opportunities. This exclusion isn't just unfair - it's economically inefficient and is undoubtedly impacting our nation's productivity potential.

The business case is clear: organisations that embrace disability inclusion consistently report improved innovation, better problem-solving, enhanced customer insights, and stronger financial performance. When 35.9% of households include someone with disability, businesses that fail to create inclusive workplaces and customer experiences are missing out on both talent and market opportunities.'

- Australian Disability Network CEO Deb Homewood AusDN News 19 June 2025

[Business benefits of employing people with disability: Australian Disability Network](#)

- The costs of employing people with disability is as much as 13 per cent lower than other employees [Disability employment fact sheet: JobAccess](#)
- Employers reap \$40 savings for every \$1 invested in workplace adjustments
- Employees with disability stay on the job 4 months longer on average than those without disability [The compelling case for disability employment in Australia: JobAccess](#)

# The employer's perspective

## What employers need

- The right person for the job: staff who are skilled and qualified.
- Access to experts in workplace accessibility, inclusion and safety.
- Staff who are safe, reliable, productive and contribute to business profitability.
- Cost-effective connection to suitable candidates.
- Onboarding with little disruption to business operations.
- Access to experts when needed to support staff retention.



## The right person for the job: Staff who are skilled and qualified

### Getting to know the person you're supporting

It is important to get to know the person you're supporting, including their:

- strengths
- skills
- job requirements
- preferences.

This will guide skill development, job seeking efforts and lead to lasting employment. Always take an approach based on a person's strengths and motivation for wanting to work. A shared understanding of 'why' a person wants to work will keep you both focused on a meaningful outcome.

It's also important to understand the persons previous work experiences. If someone has had negative experiences you'll need time to:

- build rapport and trust
- understand the supports critical to success.

Let the person lead the discussion and move at a pace comfortable for them.



## Understanding the person checklist

Learn about the following to gain an understanding of who you're supporting:

- Areas of interest.
- Job needs and preferences: hours, location, setting (indoors or outdoors), working with others, working independently, type of work.
- Support network:
  - who's in their critical support circle?
  - other employment supports the person is currently accessing or has previously used and their experience of this support. This may include support through Inclusive Employment Australia.
- Existing community connections that could lead to potential work.
- Transferable skills like:
  - communication
  - teamwork
  - problem solving
  - initiative and enterprise
  - planning and organising
  - technical skills
  - learning style
  - use of technology.
- Past work experience.
- Workplace needs: noise, lighting, proximity to others, physical accessibility, other supports.
- Known barriers and assistance to address these: things that could affect their job search and ability to settle into a workplace?

## Learning through work experience

Some people need exposure to different jobs to understand their skills and preferences.

Workplace taster visits offer people the chance to explore different work environments. It can help them understand what's required in different roles and build confidence before starting a work experience placement.

Practical work experience provides an opportunity to gain skills and confidence in a real work environment. It also helps the person and their job coach understand work preferences, skills and support needs like the following:

- Communication, listening and asking for clarification, assistance or guidance
- Time-keeping
- Working with others
- Presentation
- Solving problems
- Initiative and flexibility
- Planning and organising tasks
- Using technology
- Easy tasks and what needs time to master
- Which work environments are suitable
- Supports and adjustments needed
- The best way to learn and retain information.

People can enter unpaid work arrangements for different purposes:

- To try a specific job or industry.
- To test work skills.

As an NDIS employment provider, you must make sure any unpaid work trial is lawful under the Fair Work Act 2009.



### Resources

[Unpaid work: Fair Work Ombudsman](#)

[More than Just a Job Workshop Facilitator's Guide and Workbook: Council for Intellectual Disability](#)

[Securing futures through employment guidebook: Resourcing Inclusive Communities](#)

## Understanding the employer's business and needs

Once you know someone's preferences, you can draft a shortlist of potential jobs and industries.

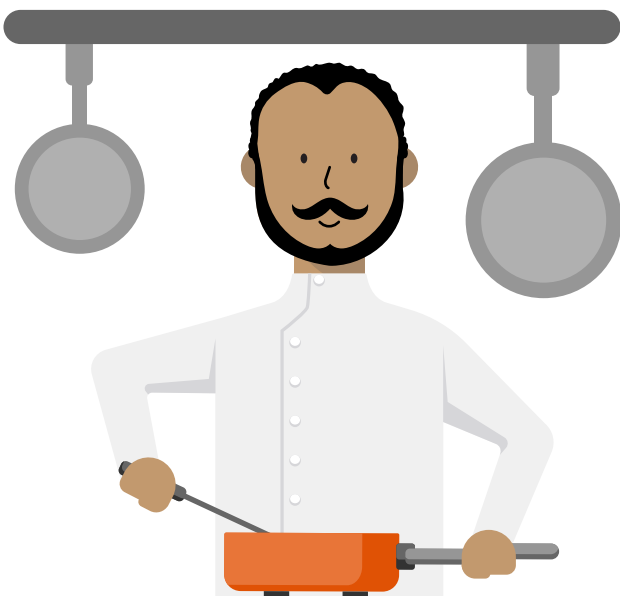
It's important to research these employers before making contact. You need to know their mission, purpose and objectives. Finding information online before talking to them also helps frame the conversation to show your interest and offer them support.

Understanding potential employers leads to mutually beneficial opportunities for the:

- employer
- job seeker
- employment service provider.

Setting up site tours can also provide useful information and open ongoing conversations, even if it's not to immediately request a potential job.

Employers are more likely to engage when a provider or person looking for work shows genuine interest in their business. It's important to be curious and not assume what the employer needs. It's also useful to be open to the pain points of an employer and work with them to create solutions.



## Finding a role

After contacting an employer and gaining an understanding of their business, work with them to find either:

- vacancies
- opportunities to customise a role to meet business needs.

Every job has inherent requirements. These are the 'must haves' in a role, not the 'nice to haves.' They are duties an employer can't allocate elsewhere or leave incomplete.

Under the *Disability Discrimination Act (1992)*, if an employee can meet the inherent requirements of a role, an employer should offer them the same opportunity as others.

Clarify the inherent requirements or 'must haves' with an employer and align them with a person's skills and preferences. Making sure there's a good job match is fundamental to securing long-term employment.

## The right support at the right time

Inclusive Employment Australia (IEA) is a specialist disability employment program. It assists people with disability, injury or health condition to prepare for, find and maintain work and grow their career. It replaced the Disability Employment Services (DES) program on 1 November 2025. If a participant would benefit from this support, an NDIS employment provider can work with an IEA provider to identify suitable job opportunities.



### Resources

[Inclusive Employment Australia:](#)  
[Department of Social Services](#)

## Job customisation and job carving

After identifying business needs and a person's skills, you can start to tailor a role.

- This is known as job customisation.
- It means employers can give an employee identified duties not detailed in a defined role.

Job carving is a related process. It involves combining tasks from different roles to create a new position description matched to someone's abilities.

For example, someone who enjoys speaking with new people could be an excellent customer service officer or interior courier delivering items around a workplace.

A comprehensive understanding of someone's skills and the employer's needs lets you clearly articulate a candidate's value.



### Resources

[Customising a job for a person with disability: Australian Human Rights Commission](#)



## What you must know about an employer checklist

- How they work: on-site or remotely.
- Where they work: one site, several or mobile.
- Labour type: physical, seated or mixed.
- Required hours and opportunity for flexibility.
- Inherent requirements: the 'must haves,' not just 'nice to haves.'
- The employer's ideal candidate.
- Experience working with or employing people with disability.
- Concerns about inclusive recruitment and what could ease them.
- How they currently support employees with workplace adjustments.
- Help for staff and managers to support a new employee.
- Training provided for new staff.
- Are they open to employing people with disability?
- Will they accept help from an employment services provider with recruiting and onboarding?

## Access to experts in reasonable accommodation, work health and safety, adaptation of work tasks and processes to enhance productivity

### Your service offering

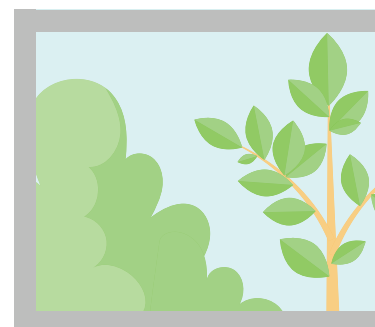
As an NDIS employment provider, your service offer to potential employers is your expert knowledge, connections and understanding of inclusive recruitment.

You can assist people looking for work, as well as employers through sourcing, onboarding, induction and ongoing support as needed.

You can also offer employers a shortcut to recruitment that's inclusive and tailored to find the right candidate for the job.

- Clearly explain your role and what you offer.
- This manages expectations and ensures everyone understands their responsibilities.

You can outline your service offer in a support plan to share with the potential candidate and the employer. This helps explain the role of each party and assures the employer you'll provide support as they navigate onboarding, induction and establishing the new employee in their role.





## What a support plan includes checklist

- The support you'll give to all stakeholders (job seeker, employer, workplace supervisor, colleagues).
- Frequency and length of assistance. This includes when to review and adjust to changing needs.
- Help to connect the employer with information services and advice to make sure the workplace is accessible.
- Workplace adjustments. This may include equipment to purchase or changes to current equipment.
- How the employee wants to brief co-workers. This includes if they want to share their disability or any needs.
- Help for the employee to set up their new workplace.
- Training about specialised equipment for the new employee.
- A list of natural workplace supports and co-workers who can help. Relevant contacts for all stakeholders including support workers or other professionals.
- Training or coaching for specific tasks. This may include task analysis, prompts and visual supports, planning for the working day, tailoring instructions and procedures or signs.
- Steps to reduce support over time if suitable. Otherwise, outline how everyone will maintain support over the long term.
- How to raise any issues as they arise.

## Support worker role in employment setting

The role of a support worker is to facilitate the employee's independence in the workplace.

The support worker is like scaffolding that – once removed – leaves structure the employee needs to do their role independently.

You should clearly explain the support worker's role to the business as part of the support plan. An effective support worker is not the following:

- Another employee. The business shouldn't assign other tasks to the support worker.
- A new colleague. The support worker must plan to remove themselves from the job once the employee and colleagues feel confident to continue independently with check-ins as necessary.
- The point of all communication for the new employee or their colleagues.

Support workers may provide the following:

- Help to identify key relationships and stakeholders.
- Assistance to make connections and link to natural supports in the workplace.
- Guidance to workplace supervisors and colleagues where needed.
- Help to build positive workplace relationships. This includes modelling appropriate confidentiality and respect when handling personal information.
- Initial assistance to the new employee to learn on the job.

- Guidance to the soft skills and unspoken norms of the workplace.
- Help to find the key parts of the role and any barriers to completion. These could be physical, instructional or social barriers.
- Organise ongoing support to keep employment if needed. Inclusive Employment Australia can provide post placement support for intermittent needs as required. If an NDIS participant needs frequent and intensive support to maintain employment, this can be provided by an NDIS employment provider through Specialised Supported Employment funding.



## Resources

[What is the Employment Assistance Fund?](#)

[More than Just a Job Inclusive Business Guide: Council for Intellectual Disability](#)

[Supporting the sharing of disability information: Centre for Inclusive Employment](#)

## Creating a comfortable zone for everybody

Some employers may resist change or hold misconceptions that inclusive recruitment is:

- challenging
- costly
- time-consuming leading to poorer occupational health and safety outcomes.

This isn't true and you can educate employers by addressing their fears.

Employers may have experience with poor job matching or insufficient support. The person looking for work may have also had poor previous work experience.

You should maintain open communication with all stakeholders about their fears and concerns and provide timely advice to navigate any issues as they arise.

### Language

Some employers may be concerned about using 'correct language'. This can be good as it shows they care.

- It's important to talk with the person about which language they prefer.
- Using person first language is usually the most acceptable way to refer to someone.
- For example, it can be best to say a 'person with disability', not 'disabled person'. Some people don't see themselves as having a disability. Rather, it's inaccessible environments creating barriers to access and inclusion.

Be willing to apologise if you make a mistake. Also, be open to communicating and learning from the person directly. Encourage the employer to do the same.

## Intersectionality

Intersectionality is where different parts of someone's identity can expose them to overlapping forms of discrimination.

These can include the following:

- Age
- Gender
- Sex
- Sexuality
- Ethnicity
- Disability.

It's important to respect someone as a whole and not focus on one aspect you may assume is a barrier to employment. The individual should lead conversations.



### Resources

[The benefits of employing people with disability: Australian Human Rights Commission](#)

[Equal Opportunity SA](#)

[Quick Employer Guide Disability Employment](#)

[Language Guide: People with Disability Australia](#)

## Staff who do their role safely and reliably are productive and contribute to business profitability

Employers may be hesitant about inclusive recruitment because they perceive it will increase the risk of work-related injuries. But there's no evidence to confirm this.

Employers must also carefully balance their occupational health and safety considerations with their obligations under the *Disability Discrimination Act (1992)*.

Employee's are required to comply with the occupational health and safety standards that apply to their role and workplace.

Employers can take steps to build a safe, accessible and inclusive workplace.



### Did you know?

Workers with disability are:



**90 per cent** as or more productive

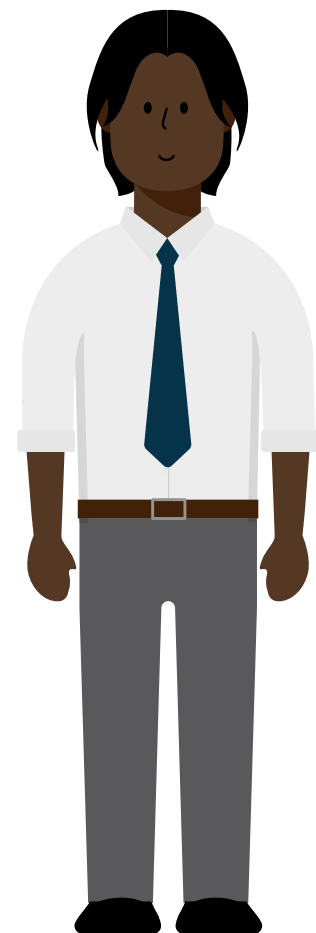
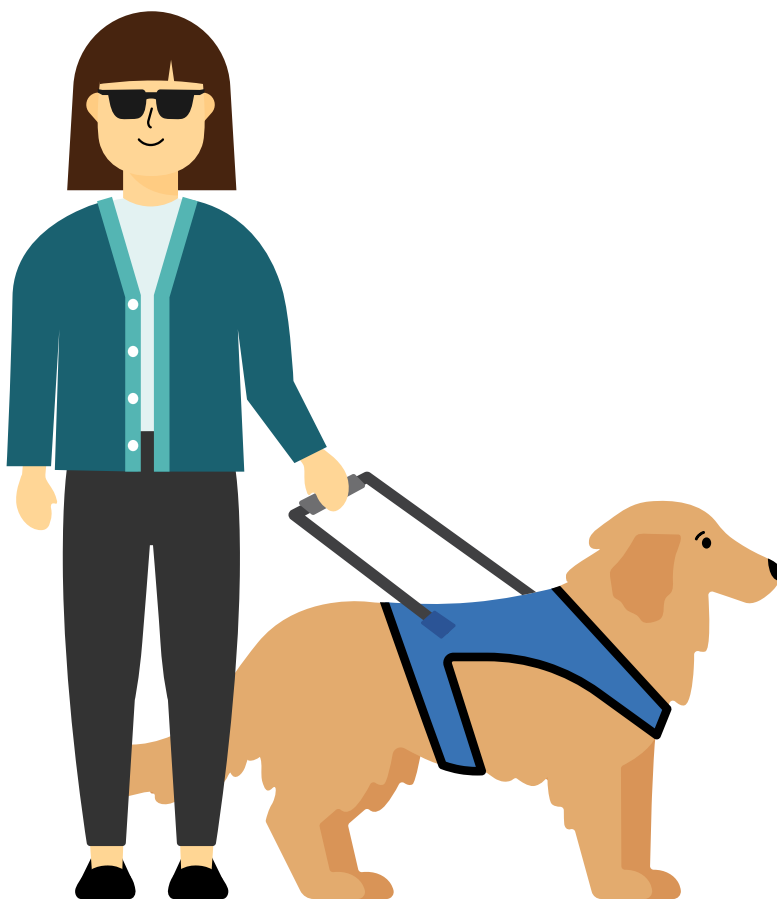


**98 per cent** have average or superior safety records



**86 per cent** have average or superior attendance records

[Disability employment fact sheet: JobAccess](#)





## **Inclusive occupational health and safety preparation checklist**

- All safety policies and procedures are current.
- Safety procedures are accessible to all.
- Simple and clear workplace communication is best for everybody. This may include the use of simple words with pictures.
- Confirm all employees know where to access current policies and procedures.
- Periodically, confirm employees understand what they must do in an emergency.
- Adjust emergency plans for employee needs. This includes installing flashing alarms – not just sound alarms – for those who are Deaf or hard of hearing.
- Provide regular refresher training on health and safety for all employees.
- Refine training and refresh policies periodically.

## Workplace adjustments

Some workplaces may need modifications to be inclusive for all employees. We call these workplace adjustments.

They're often small and inexpensive, and the employer may not have to spend any money. They may also be useful for customers and clients who visit the workplace.

Adjustments can include the following:

- Flexible hours and locations.
- Adjustable workstations.
- Equipment maintained in working order.
- Software installation for easier use of IT systems.
- Changing or modifying duties.
- Improving physical accessibility.

Employers should discuss adjustments early with job candidates, starting during recruitment. They should ask all current and potential employees about any adjustments they need.



### Resources

[Employment Assistance Fund: Job Access](#)

[Flexible working arrangements: Fair Work Ombudsman](#)

## Accessibility

'Accessibility' may be a new term for employers and they may need education about what it means. Improving accessibility isn't necessarily difficult but may need some effort from the employer to implement.

Creating disability-affirming environments begins with:

- welcoming employees from diverse backgrounds
- ensuring all employees can work without discrimination.

Even training that builds the disability awareness and confidence of employees is a catalyst for change in the workplace.

But it's important to strike a balance between welcoming new employees with disability and singling them out. Instead, encourage employees to accommodate and value individual differences, workplaces and teams.



### Resources

[Disability employment: Creating workplaces for everyone Australian Human Rights Commission](#)

[Accessibility Fundamentals Overview: Web Accessibility Initiative \(WAI\): W3C](#)

## Cost effective connection to suitable candidates

### Connecting to candidates

As an NDIS employment provider, you can offer employers direct connections to potential candidates and take the hassle out of recruitment.

Employers may use a range of methods to recruit employees including the following:

- Advertising a role
- Interviews
- Work trials
- Job customisation or job carving
- Video and visual resumes.





## Inclusive job advertisements checklist

Where an employer recruits for an established role, it's important they refine job advertisements and seek feedback from candidates. This ensures they attract the right personnel.

Below are some things you can discuss with them:

- The position description is simple and easy for anyone to understand.
- It uses inclusive language.
- It clearly defines the role and responsibilities with no more than 5 to 6 key responsibilities.
- Consider removing unnecessary requirements. For example, replace the need to have a drivers licence with the ability to travel between work locations.
- Don't use industry jargon.
- Make sure the advertisement is accessible across multiple platforms and works with screen reader technology.
- Use a larger font size and strong colour contrasts.
- Advise on the possibility of workplace adjustments.
- Encourage people of all backgrounds to apply.
- Clearly explain how to apply.
- Explain the hiring process.
- Outline how to contact the employer through different communication methods.
- Place the ad in a range of places to reach a diverse audience.



## **Inclusive job advertisement template**

Employer name.

Job title.

List pay, type of employment: permanent or contract, full or part time, location or remote, expected hours or flexibility and job benefits.

Short description of employer.

Clearly and simply describe job role and responsibilities.

List and separate between essential and desirable skills, qualifications and experience.

Explain how to apply, contact person and closing date.

Encourage people of diverse backgrounds to apply and that you're open to employing people that may only have some of the skills listed.

## Interviews

Interviews can be stressful. It's important to prepare people about what to expect.

Support people looking for work by doing the following:

- Ensure they are familiar with the work of the employer and understand the job.
- Help them review their skills and experience. Include examples of past work or relevant accomplishments.
- Prepare for different interview types. This includes in-person, video interviews, screening phone calls and multiple interview rounds.
- Make sure they understand where the interview is, how to get there, the start time and who they'll meet with.
- Provide information on the structure of the interview. This includes if:
  - there will be a panel or an individual
  - the interview is formal or informal (structured questions or just a conversation)
  - the interviewer will provide questions before or at the start of the interview.
- Provide extra support staff like interpreters and support workers.

## How to support employers

- Encourage them to give clear and concise detail about the process to each applicant in a format that suits them. This includes when they're likely to hear an outcome.
- Provide advice on accessible information like Easy Read and other alternative formats.
- Offer advice on creating workplaces that are physically, digitally and socially accessible.
- Ensure they provide a contact for job applicants to advise their accessibility needs.
- Help them consider if interviews are best for screening candidates, or if a paid work trial may work better. If they want to use interviews, they can use the checklist on the following page to ensure the interview process is inclusive.



## **Inclusive interviews checklist**

Employers can use this checklist to make interviews accessible.

- Ask if the candidate needs any adjustments for the interview.
- Make sure the location and method is accessible.
- Check the candidate's preferred contact method.
- Provide interview questions before the interview.
- Explain the recruitment process.
- Describe the workplace culture.
- Outline any flexibility such as hours and location.
- Explain any benefits the employer offers staff.
- Detail the supports the employer provides.
- Describe the activities the candidate would realistically be doing daily.
- Ask positive questions about the candidate's skills and experience.
- Explain the next steps after the interview.
- Provide honest feedback to unsuccessful applicants.

## Work trials

Work trials offer opportunities for people to try work and test their skills. They also provide employers a way to:

- get to know potential candidates
- observe the skills they bring
- see how they 'fit' with the culture and team.

But unpaid work trials are only for demonstrating skills and letting someone learn on the job. They're not for generating extra revenue or producing more goods and services.

Everyone must agree on the length of a suitable work trial. In a successful work trial, the employer should intend to make an offer of paid employment with either the host business or a similar one. At a minimum, an employer should provide a reference from a successful work trial.

See page 9 for information on job customisation and job carving.

## To onboard a candidate with least disruption to business operation

### Induction

As an NDIS employment provider, you can help employers review their induction process to make sure it's inclusive.

- Inclusive processes make it easier for everyone.
- They improve every new employee's workplace experience.

To the right are useful tips for success.

### Before the first day

The relationship with a new employee starts well before their first day on the job.

An employer should reach out to their new employees and ask if they need any:

- information before starting
- workplace adjustments.

It's critical for employers to start building trust before the employee starts – and to keep this going through respectful conversations.

- Onboarding can be a major hurdle, especially when it includes online training or compliance activities.
- It's important to understand what the new employee needs to navigate this.
- It may include help to log on, navigate systems and complete tasks.
- The employee may also need extra time for this.





## Staff profile worksheet

Building relationships in the workplace is a foundation for success for any new employee.

- Employers may have current employees create an 'About me' profile to help the new employee learn about their colleagues.
- This will help new starters remember names and who does what in their new workplace.
- It may also help current colleagues get to know each other better.

We've included an example profile below.

Name	
What I do here is	
You might work with me in	
I can help you with	
Outside of work I enjoy	
How best to work with me is	
How best to talk with me (such as face to face, phone, email, messages, Auslan, augmentative and alternative communication)	

## Communication needs

Good communication is important for any workplace. But communication methods aren't the same for everyone.

As an NDIS employment provider, you may have to:

- support people with diverse communication needs
- educate an employer on the most appropriate communication strategies.



### Resources

[Demystifying Diverse Communication: Purple Orange](#)

[Disability employment: Creating accessible and inclusive communications: Australian Human Rights Commission](#)

## Workplace culture

Workplace culture isn't just mission statements and the aspirations of the workplace. Culture is the daily discussions, interactions and conversation styles of staff.

We all bring our own personal cultures, perspectives and life experiences to work. We're also all affected by unconscious bias. This can impact how we view ourselves and others, and our judgement and decision making.

The first steps in addressing this are awareness and then interrogating our thought processes and challenging our assumptions.

Where possible, employers should give new employees information about:

- workplace values
- expectations of workplace behaviour.

A workplace can be a mix of cultures, and this will vary over time as staff change. Remember, all staff make culture, but leaders set the example.



## What to expect checklist

Suggest employers make a 'What to expect' guide. This will inform new employees about their role and outline the culture. Include details like the following:

- List all key contacts. This includes manager, administration, finance and adjustments.
- Supply a current organisation structure.
- List where the new employee can find more information.
- Define expected workplace behaviour. For example, is it quiet or chatty? Are there social activities during work hours? Does the employer have expectations that employees attend?
- Are there times or places where it isn't appropriate to be loud?
- Do people eat lunch together or separately?
- Are there chances to socialise?
- Are there regular meeting times?
- Describe how most people prefer to communicate. For example, emails or face-to-face conversations?
- What's appropriate to wear to work.

## The first day

The first day can be daunting for any new starter. You should make it a soft introduction to the workplace, important colleagues and the role.

The employer and new employee will want to hit the ground running. But a planned orientation is critical for success.

- It can be overwhelming for the new starter to meet everyone on the first day.
- Space this out over a week or more to give them time to absorb everyone's names, faces and roles.
- If other employees have done a staff profile, share these with the new starter during connections.
- Set clear dates and expectations to complete orientation tasks.

The new employee's supervisor should also follow up with the new starter regularly during orientation. This will let them see how the new starter is progressing and to give more explanation where needed.



## Inclusive inductions checklist

Make sure you've done the following for the new starter:

- Confirmed and put in place any workplace adjustments.
- Given a site tour.
- Shown emergency exits and safety procedures.
- Advised who they can ask for help.
- Assigned a work buddy.
- Completed administration like pay details, super and tax.
- Introduced them to existing staff and shown them any staff profiles from this guide ([page 25](#)).
- Given them a 'What to expect' guide ([page 27](#)).

## Staff retention and access to experts when needed

### After the first day

After the employee has started their new job, you'll need to maintain connection with them and their employer.

You need to let them both know the support you offer during the post placement period and ensure this remains in place as planned.

### Ongoing support

As an NDIS employment provider, you can help plan ongoing support if needed either through the NDIS or through Inclusive Employment Australia. Ongoing assistance could include:

- Access to a support worker.
- Managing workplace adjustments.
- Support to help the employee learn new tasks.
- Support changes if needed.

If an employee needs ongoing workplace support, it's important there's consistency. For example, where a participant needs accessible versions of workplace procedures (like Easy Read) these will need to be updated to reflect any changes.

### Communicate ongoing feedback

The supervisor should be actively involved in all stages of induction. They should ask if the new employee has process questions or safety concerns – and if they're comfortable.

- Regular informal and formal check-ins are critical for all new employees.
- They're an opportunity to prevent or resolve issues.
- They include checking if adjustments are working or need change.

Supports may be more intensive when a role starts and then an employer can reduce them when the new employee is confident.

Performance management is the employer's role – not the providers. But you need to be available to help the employer and the employee if issues arise. Checking in with both is vital to understand:

- the cause of issues
- strategies to overcome them.

For example, a supervisor may have an issue with productivity and performance management. But this may show the employer needs better workplace adjustments for the employee's tasks.

- Your role as provider is to build the capacity of employer and employee to navigate the issues.
- You should help the employer normalise workplace accessibility changes.
- This universal design will have ripple effects that can benefit all staff and the business.

Employers should give their employees regular feedback about their work – not just during appraisals. They should highlight positive feedback and areas to improve.

- Performance documents should also be in plain language or Easy Read, depending on the employee's needs.
- Allow more time for the person to complete any forms and join performance meetings.
- It's important to include any support people in appraisals.
- If the appraisal shows areas to improve, provide ways to do this.
- Offer training and support if needed.

### **Career progression**

Support doesn't have to stop after the first job. Many people may want to progress in their career and need more help. At this point you can come back to provide support to the employee and employer.



## **Resources**

[Down Syndrome Australia: A guide for employers](#)



# Supports for employers

## Sourcing the right candidate

### NDIS employment providers

[NDIS Provider Finder](#)

### Inclusive Employment Australia

[Inclusive Employment Australia](#) (IEA) is a specialist disability employment program. It helps people with disability, injury or health conditions:

- prepare for, find and maintain work
- grow their career.

It replaced the Disability Employment Services (DES) program on 1 November 2025.

## Settling into the workplace

### Job Access

[Job Access](#) is a dedicated hub for free and expert support that removes barriers to employing persons with disabilities. It includes:

- an advice service
- employer engagement team
- workplace modifications
- support and training.

### The Employment Assistance Fund

The [Employment Assistance Fund \(EAF\)](#) is financial help for eligible people with disabilities and employers to buy work-related:

- modifications
- equipment
- Auslan services
- assistance and support services.

It's available to people who are about to start a job, self-employed or currently working.

### National Disability Recruitment Coordinator

Businesses can also connect with the [National Disability Recruitment Coordinator \(NDRC\)](#). This is a government-funded service helping employers set up to hire people with disabilities. It's free for up to 12 months.

## Other resources

### Centre for Inclusive Employment

The [Centre for Inclusive Employment](#) has resources, tools and training to help providers deliver quality employment services and supports to both people with disability and employers.

### Workforce Australia

[Workforce Australia](#) is a government employment service for all Australians and Australian businesses.

### Disability and carer representative organisations

[Deafblind Australia](#)

[People with Disability Australia](#)

# Glossary

## Accessibility

Removing barriers so all employees – including those with disabilities – can fully participate in their jobs.

## Australian employment market

This data shows job availability, employment trends and skills gaps. It helps providers understand the roles and industries in demand.

## Australian Human Rights Commission

An independent government body that protects and promotes human rights in Australia. This includes equality and freedom from discrimination.

## Centre of Inclusive Employment

An Australian initiative providing resources, tools and training to disability employment service providers. The goal is to improve employment outcomes for people with disability.

## Department of Social Services (DSS)

An Australian Government agency developing policies and delivering programs to improve the wellbeing of individuals and families. This includes the following:

- Disability support
- Housing
- Community services.

## Disability-affirming environments

Workplaces actively welcoming and supporting people with disability by:

- removing barriers
- providing equal opportunities
- promoting inclusion.

## Discovery phase

The first stage helping job seekers understand their skills, strengths, motivations and job requirements. It also identifies roles matching their interests.

## Employer

A person or organisation that hires people to work and pays them for their service.

## Employment Assistance Fund (EAF)

Provides finance for workplace adjustments, equipment and services to help people with disability do their jobs.

## Fair Work Ombudsman

Helps workers and employers understand workplace rights and resolve issues.

## Inclusive Employment Australia (IEA)

A specialist disability employment program. It helps people with disability, injury or health conditions:

- prepare for, find and maintain work
- grow their career.

It replaced the Disability Employment Services (DES) program on 1 November 2025.

## Job Access

A free government service helping employers and people with disability with:

- advice
- workplace adjustments
- funding for equipment or support.

**Job carving**

Creating a new role by taking tasks from existing jobs and combining them to match a person's skills and strengths.

**Job customisation**

Tailoring a role to meet the needs of the business and align with the strengths and skills of the job seeker.

**NDIS**

The National Disability Insurance Scheme (NDIS) provides funding and support to Australians with disability. It helps them access services, equipment and ways to live independently and achieve their goals.

**NDIS employment provider**

A provider who delivers capacity-building employment support to NDIS participants to build and develop skills for work. They also help participants keep employment if they need more ongoing on-the-job support than an employer or IEA can provide.

**Occupational health and safety**

The laws and systems that help prevent harm and injury at work.

**Onboarding**

The process of welcoming and preparing a new employee for their role. It includes providing the information, tools and support for someone to settle into the workplace.

**Provider finder**

A tool on the NDIS website to find registered providers. It shows the business, contact details and services provided under their registration groups.

**Recruit**

To find, attract and hire people for jobs in an organisation.

**Service offering**

The service or expertise a business or someone will deliver.

**Support worker**

Someone who's not an existing staff member of the business. They'll help the job seeker build independence in their role.

**Work experience**

When someone spends time in a workplace learning about a job and gaining practical skills. It's often before starting paid employment.

**Work trial**

A short period – often a few hours or a single shift – where a job seeker performs tasks to show their skills and fit for a role.

**Workforce Australia**


A government service for job seekers to search and apply for jobs or find more information on their pathway to employment.


**Workplace taster**

A short visit or trial in a workplace that lets someone experience different jobs and environments before deciding what suits them.



### National Disability Insurance Scheme

 Website: [ndis.gov.au](https://www.ndis.gov.au)

 Telephone: 1800 800 110

 Webchat: [ndis.gov.au](https://www.ndis.gov.au)

### Follow us on our social channels



### For people who need help with English

 TIS: 131 450

### For people who are deaf or hard of hearing

 TTY: 1800 555 677

 Voice relay: 1800 555 727

 National Relay Service: [accesshub.gov.au](https://www.accesshub.gov.au)

If you would like to provide feedback on this guide email [participant.employment@ndis.gov.au](mailto:participant.employment@ndis.gov.au)