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Understanding where participants are on their employment journey

When providing employment supports, it is important to understand where a participant is on their employment journey. The level of support they need will differ depending on their stage of life and their employment goals.

A participant may be:

- a student of working age wanting after-school work or work experience
- transitioning from school to work, training or further education
- needing help to get work in a related field following completion of a qualification
- wanting to start paid work for the first time
- wanting to become self-employed
- already working and needing support to maintain their work
- wanting to change their job because of their disability
- wanting to advance their career.

See [guide to employment](#) for more information.

What help participants might need

Participants may need help at different stages of the employment journey. Participants will work with their my NDIS contact to set their [employment goals](#).

Building skills for work

Participants may need help to build their skills for work and to find a job.

This could include support to:

- try different work activities through work experience
- build essential skills for work, including learning to use public transport, communicating with others in a workplace and understanding employer expectations
- identify and manage barriers to finding and keeping a job
- connect with an employer and find the right job. This might include assistance to customise a job role to suit the participant's skills and meet the employers' needs
- develop a career plan.

See [guide to employment](#) for more information.

Employment-related assessment counselling and advice

Employment-related assessment, counselling, and advice can help participants:

- understand their strengths
- explore barriers to employment
- develop a work goal and plan
- make adjustments to work processes or workplace
- with education and support, as well as employers and others in the workplace
- with counselling when their disability prevents return to their previous position.

Allied health professionals deliver this service.

Support at work

A participant may need support to keep their job, in addition to what their employer is responsible for providing.

This support may include:

- on-the-job coaching and mentoring
- job customisation
- activities such as setting up the workspace or equipment to help them do their job
- support to manage complex needs at work.

You can learn more in our guideline on work and study supports:

- [Download the Work and study guideline pdf file](#) - PDF 274.38 KB
- [Download the Work and study guideline docx file](#) - DOCX 96.22 KB

Typical pattern of supports

So appropriate NDIS funding is included in a participant's plan, employment providers must complete a typical pattern of supports.

The typical pattern of supports outlines the help the provider will deliver, including the intensity and frequency of the support.

For more information see the employment handbook:

- [Download the Supports in Employment provider handbook pdf file](#) - PDF 496.37 KB
- [Download the Supports in Employment provider handbook docx file](#) - DOCX 89.46 KB

Creating a tailored support plan

Once a participant has NDIS funding for employment supports, providers then create a plan for support with the participant. This needs to be in a [service agreement](#).

The plan should include:

- the participant's goals
- any barriers to work
- what support will be provided
- where and how often support will be provided
- how often regular reviews will happen.

Pricing for supports in employment

NDIS funding for employment supports allow participants to choose where they work and who helps them. Providers can support people to try different jobs and find work they like.

The NDIS [pricing arrangements and price limits](#) lists a single unit price for each different time of day and day of the week that services are delivered. Providers claim using the appropriate support items.

For support delivered in a group setting, the appropriate item cost will be divided equally by the number of people in the group, following NDIS rules for group-based supports.

Claiming payments for employment supports

Claims must meet NDIS rules and regulations. They can only be claimed after delivery of the service.

The NDIA regularly checks claims to make sure they are compliant and in line with our provider payment assurance program.

You should make sure:

- invoices submitted have the correct contact information so we can contact you, if required
- you adhere to any regular reporting requirements, allowing us to monitor and evaluate funding outcomes.

Learn more about [how to get paid](#).

Reporting on employment outcomes

Providers need to report on the service they have provided to participants and the outcomes they have achieved.

This helps us:

- understand the effectiveness of service
- share what works to help participants find and keep a job.

Learn more about [how to report on employment outcomes](#).

Related information

[Guide to employment](#)

[How to make a service agreement](#)

[How to report on employment outcomes](#)

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