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When Jack left school, he wasn't sure what the future would hold.

The 22-year-old from Alkimos, a coastal suburb north of Perth, had spent several years volunteering at a local Op shop, looking to build his confidence and social skills, all while gaining valuable experience. But despite his determination, finding paid work was difficult.

Today, Jack works across Optus Stadium and RAC Arena. He's an event-day hospitality staff member, serving customers at major sporting events, concerts and functions.

He credits his chosen NDIS employment provider, Workpower and his individually matched employment mentor, John, for helping him develop the confidence, skills and experience needed to find and maintain work.

Jack, who has cerebral palsy and other disabilities, is funded through his NDIS plan for a range of supports, including physio and occupational therapies, assistive technology, social and community participation, transport and finding and keeping a job.

Dad, Andrew, said those supports helped Jack build important life skills and confidence.

'Jack's supports have been fantastic,' Andrew said. 'We've watched him grow into a lovely young man who enjoys what he does for work and he's really good at it.'

As Jack was approaching the end of Year 12, his focus turned to employment.

Through his NDIS-funded employment supports, he worked closely with John, who helped him identify his strengths, build confidence and prepare him to join the workforce.

'We started by looking at Jack's resume, cover letters and job applications,' John said.

'We explored different workplaces, organised informational interviews and I helped Jack to learn more about the types of jobs he might enjoy.'

Together they visited businesses and explored potential career paths. John even arranged opportunities for Jack to observe different workplaces and they talked with each employer.

The process helped Jack discover what suited him and, just as importantly, what didn't.

'It was good to try different things,' Jack said.

John also helped Jack complete his Responsible Service of Alcohol (RSA) certificate and supported him to build practical employment skills, including introducing himself to employers, handing out his resume and confidently discussing his abilities.

Transport training formed another important part of Jack's employment journey.

Although he had done some travel training through school, John worked alongside him to practise travelling independently to and from work just to help ease any potential anxiety.

'It really helped settle Jack in,' Andrew said.

The breakthrough came when Jack was connected with Hospitality Disability Network Western Australia (HDNWA) and an employment opportunity with Optus Stadium.

Recognising Jack's natural ability to connect with people, John felt the role would be a "perfect fit".

'Jack loves people,' John said.

'He's charismatic and enjoys meeting new people and making their day a little brighter.'

After supporting Jack through the recruitment process, induction and initial shifts, John helped him gain confidence in the busy stadium environment.

'When I first started, John shadowed me,' Jack said. 'But once I confidently learned the role, I was fine to work on my own.'

More than 3 years later, Jack continues to thrive.

He now works across Optus Stadium and RAC Arena, mainly in customer service and bar roles.

'Right now, I do a lot of bartending,' he said. 'I crack cans, pour craft beers and do the tills.'

The job has also brought some unexpected highlights with Jack able to see some of his favourite artists live.

'My favourites have been Coldplay, P!nk and Metallica,' Jack said. 'But Coldplay would have to be my favourite.'

Andrew said meaningful employment has had a significant impact on Jack's confidence and independence.

'Without all of this support, I don't know where he would be,' he said.

'To have had to organise and provide all of this support on our own would have been near impossible. Now Jack's got a job he enjoys, a routine and great experiences.'

John has also noticed the change.

'Jack seems much more confident in himself,' he said.

‘Meaningful work gives anyone the opportunity to use their strengths, meet new people and contribute. That’s exactly what it’s done!’

For Jack, having a job is about much more than earning money.

‘All this support has been great,’ he said. ‘It’s really improved my life.’

Now with the confidence, skills and experience Jack has built through his NDIS funding, particularly his employment supports, he knows there are still more opportunities ahead.

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