Using your NDIS funding for Customised Employment

This resource has been developed to provide information to families who are supporting their family member to utilise their NDIS funding to implement the Customised Employment approach. As with any funding scheme, it will be unique to each person's individual circumstances and will be impacted by how their NDIS plan is managed.

Further, we suggest that families who are supporting their family member to undertake the Customised Employment approach, spend time understanding the essential steps of the process to ensure the funding is utilised as effectively as possible.

Step 1: Develop Employment Goals

In order to receive employment-related supports through the NDIS a person **should have employment related goals in their plan.** These goals should be unique to the person's situation. Examples of goals include:

- I would like to access the Discovery Process to determine the type of work role that would best suit me in the future.
- To find meaningful work in my local community that is based on my interests, skills and contributions.

Top Tip: if you do not have an employment goal currently in your plan, consider using any Community Access Funding you may have to get started with the process! Please reach out to us for an individual conversation!

Step 2: Determine the support that is required

Supports can be utilised for each of the various stages of Customised Employment. These supports include:

1	2	3
Discovery – Discovery Facilitator Interests, contributions and conditions for success Customised Plan for Employment (CPE)	**Job Development - Job Developer** Engagement with employers Concept Portfolio Visual Resume	**Job Site Supports - Job Supporters / Job Coach** Job Analysis Workplace Supports

1. Discovery Facilitator (in the Discovery stage)

This role facilitates the Discovery Process by spending up to 40 hours completing the following tasks:

- Having conversations with the person regarding their interests, contributions and conditions for success
- Observing the person in many settings (home, community, employment etc), completing different tasks and interacting with different people
- Organising experiences to explore interests, contributions and conditions for success
- Facilitating discussions and interviews with valued individuals in the person's life
- Creating a Discovery Profile summing up the information uncovered during the process.

2. Job Developer (in the Job Development stage)

This role includes:

- Job planning – working with the person to determine the process of approaching employers
- Conducting research on potential businesses
- Approaching businesses
- Determining needs of a business and how the Job Seeker's contributions can address those needs
- Analysing a work environment and determining the supports that might be required
- Negotiating a customised role with a business

3. Job Supporter/Job Coach (in the On-site Job Support stage)

This role includes supports provided on-site during employment or work experiences and includes:

- Job analysis – discovery of the workplace, specifically identifying the typical ways, means and people in the workplace that might be used to train and support an employee
- Task analysis - determining the tasks the business needs doing which align with the tasks the Job Seeker can perform or be supported to perform.
- Onsite job supports – identifying individuals in the workplace who can support the Job Supporter in a natural and typical way
- Training using systematic instruction strategies; meaning the various teaching strategies which would best support the Job Seeker in learning the tasks

Step 3: Understand the available NDIS Employment Supports in relation to Customised Employment

Listed below are the current NDIS Employment Support options. The supports received will be based by the person's goals, circumstances and their plan. Based on the person's plan (Step 4). you can determine how you will use those supports to facilitate a Customised Employment approach.

Option 1:

Funding Budget: Core Funding - the most flexible budget
Support Category: Assistance with Social Economic and Community Participation
Item Name: Supports in Employment – Supports that can be used in a variety of employment settings including private, government or not for profit organisations, a social enterprise, family run business or self-employment, including a micro-business.

From the Price Guide, supports can include:
- On the job assessments related to the impact of a person's disability on their ability to work
- Job customisation
- On-the-job training and intermittent support with daily work tasks
- Direct supervision and/or group-based support to enable meaningful participation at work
- Physical assistance and personal care delivered in the workplace
- Supports to manage disability-related behaviour or complex needs at work; and
- Non face-to-face activities that are directly related to supporting a participant's employment

Option 2:

Funding Budget: Capacity Building Funding - supports cannot be moved from one support category to another
Support Category: Finding and Keeping a Job
Item Name: Employment Assistance (including youth aged 15 to 20) - This support item enables a person to successfully obtain or retain employment in the open or supported labour market. This support can be delivered to any working age participant with an employment goal.

From the Price Guide, supports can include:
- Supplemental work experience available through the school system
- Obtaining part time work whilst finishing secondary education
- Transitioning from school into further education or training
- Exploring what work means (discovery)
- Building essential foundation skills for work
- Managing complex barriers to obtaining and sustaining employment
- Implementing specialised job customisation/job carving

Step 4: Based on how the plan is managed determine where you will access support

Once it has been determined the type of support required, consider where you will look for supports. Part of the considerations will depend on how the NDIS plan is managed. There are three common ways to find supports:

Self managed Plan	Plan managed Plan	NDIS managed Plan
Hire staff directly		
Intermediary Service	Intermediary Service	
Employment Service Provider	Employment Service Provider	Employment Service Provider

As Customised Employment is a relatively new concept in Australia, families who have had the most success in supporting their family member to access a Customised Employment approach typically have supported their family member to have a self-managed plan. Having a self-managed plan allows for more flexibility in the services accessed as well having direct input into choosing appropriate supports.

Below you will find examples of how a person might use their NDIS plan to access the Customised Employment approach. Please note this is not an exhaustive list of examples but a way to demonstrate how a person might utilise their NDIS supports.

Hire staff direct example

Sarah, Peter's mother, directly hired John to support her son Peter through the Discovery Process. Sarah met John through mutual family friends; John has a shared interest in art with Peter. Peter has a self-managed NDIS plan and has utilised Employment Assistance through the Capacity Building Budget to engage John five hours a week to support the Discovery Process.

John has attended Peter's weekly art class with him, both to observe Peter's participation in the class as well as to interview Peter's art teacher regarding his interest in this particular area.

Intermediary Service example

Stephen, Annie's father, advertised a role on an online platform seeking a Job Developer, to support Annie in this aspect of the Customised Employment process. Several individuals applied for the role and ultimately Stephen and Annie hired Rachel. Rachel has experience working in the marketing and communications sector, while also showing a strong interest in learning more about Customised Employment. Annie utilises her Capacity Building Supports from the Finding and Keeping a Job support category (specialised job customisation) to engage Rachel in this role.

Rachel has started researching the businesses identified by Annie and her supporters through the Discovery process. Rachel is now scheduled to represent Annie when she visits two employers in the upcoming weeks.

Employment Service Provider example

Erin has recently found a customised role in her local community, after a local employment service provider supported her through the Discovery and Job Development process. Phoebe, Erin's mother, is now supporting Erin to engage on-site job supports through the provider. Erin will be utilising Core Funding to engage a Job Coach who will provide on-site support to both Erin and the employer with the intention of ensuring the employer provides typical training and support to Erin long term. The Job Coach will fade their support once Erin is established in the role.

When accessing an employment service provider, we would recommend reading our document *'Seeking Quality Customised Employment Supports'* prior to approaching a service.

This information has been compiled as of August 2025. Visit the NDIA website for the most update information relating to funding employment supports and support categories.

Looking for more information?

For more useful resources and information, please visit our websites
 www.ric.org.au | family-advocacy.com

Contact Us

Phone: 02 9869 7753 or 1800 774 764 | Email info@ric.org.au

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