Work Integration Social Enterprise and Ability
Self-Assessment Tool for Organisations

The model and items below are based on research conducted on what makes an inclusive workplace and enables people wherever appropriate, to be able to transition to open employment. Each individual is unique and not everyone is interested or able to work in an open employment context. For each question though, please reflect on average whether you think your organisation provides the best possible environment for people to succeed and develop.

Structure

1. Our organisation provides **diverse work opportunities** and roles for our employees.

Explanation: There are a variety of roles and tasks which employees can choose from which helps to develop a range of interests and skills over time.

2. Our organisation **matches work tasks** to the particular skills and interests of our employees.

Explanation: We work closely with each individual to understand their particular interests and employment goals and match the tasks accordingly.

3. Our organisation regularly **rotates employees** around tasks to build diverse skills.

Explanation: We ensure that people can develop a diverse set of skills and we ensure that any change to someone's routine and roles are done slowly in accordance with their ability to handle change.

4. Our organisation provides **tailored emotional and practical support**.

Explanation: Our staff are able to provide emotional support to supported employees which often includes 'checking-in' to make sure people are comfortable and secure in their work. We also offer practical support which relates to the previous item of making changes to people's roles and who they are working with based on any feedback received.

5. Our organisation **modifies work practices**, layout, and provides accessible equipment.

Explanation: We can modify the physical layout of the space to suit roles and people and also provide specific modifications for particular tasks and individuals.

6. Our organisation provides **customised training and development** with in-house training staff and on the job learning.

Explanation: Our organisation is both a workplace and also a training venue and we ensure that supported employees are provided with specific training opportunities to further develop skills.

7. Our organisation provides opportunities for **certified learning**.

Explanation: The training received can also be formalised and we have partnerships in place to ensure that supported employees have this option.

8. Our organisation strives to ensure there is a **healthy work-life balance**.

Explanation: We plan work roles and training that coordinates with other elements of a person's life and according to any specific plans.

Space and Environment

1. Our organisation provides **flexible workspaces:** i.e. busy versus calm environments.

Explanation: We understand that people need various levels of social stimulation during the day and we have areas of quiet and solitude and also areas where there is more social activity.

2. Our organisation ensures there is access to **healthy food options**.

Explanation: Where possible we ensure that people have the knowledge and opportunity to access healthy food during their work.

3. Our organisation ensures that people have the opportunity to be **physically active** during the workday.

Explanation: Where possible we ensure that people have the opportunity to be physically active at some point during their working day.

Culture

1. Our organisation has a **holistic approach to well-being** (inclusive of mental, social and physical well-being).

Explanation: We ensure that emotional and social well-being is addressed in the workplace and also that physical well-being is addressed as well (see items below).

2. Our organisation is good at retaining **highly skilled support staff** which have developed strong networks and knowledge of individual employees.

Explanation: We recognise that successful work experiences for people is dependent on the quality of relationships they have with support staff which takes time to develop. We strive to provide a quality work experience for our support staff and managers to ensure that staff turnover is low and that people can develop dependable relationships within the workplace.

3. Our organisation is **'externally facing'**, developing opportunities for supported employees to be in community settings.

Explanation: We ensure that our work is inclusive and integrated within the community.

Relationships

1. Our organisation creates **respectful and trusting relationships** with supported employees, families and service planners and providers.

Explanation: We ensure that we have strong relationships with all key stakeholders involved in someone's life to ensure that work is coordinated alongside other activities and meets their goals and needs.

2. Our organisation identifies **opportunities for employment** in other organisations through its networks with suppliers, contractors and other employers.

Explanation: Our staff and management are regularly looking for and developing opportunities for our supported employees to transition to open employment opportunities through the business connections we develop.

3. Our organisation **builds capacity of open employers** to provide an inclusive workplace environment.

Explanation: The knowledge and experience we have developed on the best working environments for particular individuals is shared with the open employer and we work closely with this new employer to develop their capacity to create such an environment.

Finance and Funding

1. Our organisation builds its **financial sustainability** through diverse funding and engagement across a range of industry/business opportunities.

Explanation: To be able to provide a variety of work roles and opportunities necessitates a diverse funding stream and we cultivate a range of industry and business partnerships to achieve this aim.

Industry

1. Our organisation provides **opportunities to try out, learn and gain experience** in different work roles and industry types either inside or outside the organisation through different work trials and work experience.

Explanation: We provide opportunities for supported employees to trial different open employment roles before making any commitment.

Pathways to Employment

1. Our organisation has procedures in place for **job customisation and workplace adjustment**.

Explanation: All of the above items are covered by organisational policies and procedures so that any new staff member knows what is expected.

2. Our organisation works with people to **plan employment pathways** to match the person's interests, strengths and needs.

Explanation: Employment pathways and goals are specified in people's plans and we work towards achieving these goals.

3. Wherever appropriate our employees have **open employment goals**.

Explanation: It is the default position of our organisation that supported employees have open employment goals and are supported to achieve this goal. Where this is

not appropriate for some employees we strive to ensure their role is 'externally facing' (see item 15).

4. Our organisation provides **hybrid employment opportunities** (i.e. roles shared across supported and open employers.

Explanation: We recognise that some people like a balance of supported and open employment or they would like to return to supported employment after an open employment experience. We ensure that these hybrid employment opportunities are available and accommodated within our organisation and partner organisations.

5. Our organisation supports people to **access relevant employment services/supports** and funding, i.e. NDIS and mainstream services.

Explanation: We work closely with other service providers and employment supports to ensure that people are receiving the right type of supports and services.

Survey on these items: These items have been developed into a reflection survey which can be completed by staff annually or at some other defined time interval. The questions can be completed by individual staff or as part of a group. The survey could be organised internally or facilitated externally with an independent report and series of recommendations.

Preview link: https://swinuw.au1.qualtrics.com/jfe/preview/previewId/f7e844eb-0f18-4d46-bf2c-6c7b032df2c8/SV_0v4i0chC0lztCWa?Q_CHL=preview&Q_SurveyVersionID=current

All questions have a response option of:

1. Please rate your current organisation on the items below:
   o This is a strength of our organisation
   o This is something we do moderately well
   o This is a limitation of our organisation
   o Not applicable
   o Don't know

2. From the same items, please reflect on what change you have noticed in the last 12 months from the items below
   o We have improved in this area
   o There has been no change in this area
   o We are performing worse in this area
   o Not applicable
   o Don't know

3. Please comment on current examples of strengths, limitations, areas where there has been improvement, and areas where improvement is required (open text).

Unless specified otherwise for each item employee relates to employees with an intellectual disability not the entire workforce.

Example Analysis Table for Each Item (based on cross tab analysis of most probable items that would be selected)

Cross Tab Categories	Percentage Responses
Current strength and no change since last year	
Current strength and improvement since last year	
Area of moderate strength and no change since last year	
Area of moderate strength and improvement since last year	
Area of moderate strength and deterioration since last year	
Current limitation and no change since last year	
Current limitation and deterioration since last year	

1. Activity Categorisation

As part of the research conducted by the Centre for Social Impact Swinburne, we have developed a series of categories by which support staff can categorise and keep a tally of the activities and hours they spend in assisting supported employees to transition to open employment. The categories are derived from similar categories used in the [School Leaver Employment Supports](#) developed by the NDIA and the [Typology of Employment Support Interventions](#) developed by the Centre for Social Impact Swinburne.

1. **Assessments and planning** involve meetings and assessments with individuals and families/carers to determine individuals' skills and interests, support requirements for work, and goals for work and personal development.

2. **Building social, presentation and communication skills** refers to activities such as learning about everyday communication with employers, strategies for communicating, and planning communication with employers to discuss employment opportunities.

3. **Building workplace skills** involves activities such as specific task training undertaken in-house or with an external education provider.

4. **Employer capacity building** refers to any preparatory and ongoing work with open employers to enable them to provide an inclusive and appropriately supportive workplace setting.

5. **On the job support** refers to any to face-to-face support of individuals on-site during work.

6. **Addressing personal factors** refers to any welfare support or health and wellbeing support provided to a supported employee and/or their family members/carers.

7. **General administration support** relates to any internal administration for a supported employee that does not involve planning directly. An example would be an internal organisational conversations on how to best support a particular individual.

8. **Other**