

# Post Placement Support (PPS) Questions to Ask

## Starting the Job

- Is the job seeker aware it is natural to have first day worries/concerns?
- Has the job seeker informed Centrelink of their employment?
- Would a phone call before work be helpful?
- Does the job seeker have any questions about starting work?
- Does the job seeker know how to contact you on the first day if they need to?
- Are the job seeker's friends/family aware of them starting work?
- What are the job seeker's plans for childcare during working hours?
- Is the job seeker's family/friends supportive of their return to work?
- What are the tasks that need to be done before starting work?
- Has the job seeker allowed enough time to prepare and get to work?
- What is the job seeker's plan for food and drink during the day?
- What are the plans for transportation?
- What will happen if the job seeker is late for work?
- Is the job seeker being picked up for work?
- Is the job seeker driving?
- What is the job seeker's presentation like?
- Do they have what they need for personal presentation/hygiene?
- What will they wear on the first day of work?
- What are the plans for enough clothing for the working week?
- Is the job seeker aware of what time they need to arrive at work?
- Who does the job seeker report to on the first day?
- Is there anyone at work who will be showing the job seeker around?
- How will the job seeker introduce themselves to colleagues?
- What are the job seeker expectations for the first day?
- Does the job seeker understand their work duties?
- What breaks will the job seeker have during the day?
- What is the workplace policy on smoking?

## Doing the Job

- Have you reviewed the impact work will have on their allowance?
- Have you discussed the benefits of work?
- Have you established a PPS plan with the job seeker?
- Does the job seeker know when and how they will be contacted?
- What is the plan for when the job seeker receives their first pay?
- Have you discussed the idea of disclosure of any disability/mental health condition?
- Are there any parts of the job that need modification?
- Is there a plan for meeting with the employer if possible?

- Are there any duties the job seeker is unsure about?
- Are there any WHS issues in the workplace?
- Does the job seeker know who to approach in the workplace if they have questions?
- Are they comfortable in approaching this person?
- How does the job seeker respond to criticism or praise?
- How does the job seeker operate in a group?
- Are there people at work that are intimidating?
- What is the quality of the job seeker's money management skills?
- Is the job seeker budgeting?
- Is the job meeting their expectations?
- Do you need to talk to the employer on behalf of the job seeker?

## Avoiding a Crisis

- If the job seeker has a previous or existing Drug/Alcohol issues, how has work and extra money impacted on it?
- How does the job seeker usually react to increased stress?
- How does the job seeker usually react to changes in routine?
- Does the job seeker have strong reactions to certain people (eg: Women, Youth etc)?
- Are there situations at work that have become bothersome?
- Are there co-worker relationships that bother the job seeker?
- Will the job seeker be experiencing changes in (Routine, Coworkers, Boss, Duties, Location, Schedule) in the near future?
- What have been successful in the past for the job seeker in managing crisis?
- Can the employer contact you if a crisis develops at work?
- Has the job seeker signed a release to allow you to contact their employer?
- Has the job seeker experienced any changes in (Using Alcohol/Drugs, Interpersonal Conflicts, Medications, Living Situation, Seasons or Difficult Times of the Year, Family Members, Friends)
- Does the job seeker have a support network?
- How does the job seeker know if they are doing a good job at work?