

# DES-ESS OUTCOMES FOR INTELLECTUAL DISABILITY

AUSTRALIA- December 2024

The Commonwealth publishes outcomes by disability type for providers of Disability Employment Services (DES). The Employment Support Service (ESS) program is for jobseekers with permanent disability who require ongoing service provider support to maintain a job. The table below shows the 13-week, 26 week, and 52-week outcomes of the DES-ESS providers for jobseekers with intellectual disability as of 31 December 2024.

The data can be accessed through the Jobsupport 'What Works' webpage at [www.jobsupport.org.au/what-works/](http://www.jobsupport.org.au/what-works/) or <https://www.data.gov.au/data/dataset/disability-employment-services-outcome-rates-by-disability-type>

| SERVICE PROVIDER                          | 13 WEEK OUTCOME                                     |   |                      | 26 WEEK OUTCOME                                     |   |                      | 52 WEEK OUTCOME                                     |   |                       |
|---|---|---|----------------------|---|---|----------------------|---|---|-----------------------|
|   | No. of participants assisted (for 13 weeks or more) | No. of participants achieving jobs that lasted 13 weeks | 13-Week Outcome Rate | No. of participants assisted (for 26 weeks or more) | No. of participants achieving jobs that lasted 26 weeks | 26-Week Outcome Rate | No. of participants assisted (for 52 weeks or more) | No. of participants achieving jobs that lasted 52 weeks | 52 -Week Outcome Rate |
| Jobsupport                                | 195   | 176   | 90.26%               | 190   | 175   | 92.11%               | 157   | 148   | 94.27%                |
| Prestige Employment Solutions Pty Ltd     | 14  | 9   | 64.29%               | 14  | 9   | 64.29%               | 13  | 9   | 69.23%                |
| Uniting (Victoria and Tasmania) Limited   | 54  | 22  | 40.74%               | 48  | 24  | 50.00%               | 35  | 24  | 68.57%                |
| NOVA Employment                           | 387   | 217   | 56.07%               | 360   | 208   | 57.78%               | 294   | 180   | 61.22%                |
| MAI-WEL LIMITED                           | 40  | 17  | 42.50%               | 36  | 15  | 41.67%               | 32  | 15  | 46.88%                |
| Axis Employment                           | 253   | 100   | 39.53%               | 218   | 92  | 42.20%               | 137   | 64  | 46.72%                |
| LINKS COMMUNITY SERVICES INC.             | 20  | 9   | 45.00%               | 18  | 6   | 33.33%               | 15  | 7   | 46.67%                |
| Ability WA                                | 19  | 5   | 26.32%               | 0   | 0   | 0.00%                | 13  | 6   | 46.15%                |
| ASURIA PEOPLE SERVICES PTY LIMITED        | 45  | 21  | 46.67%               | 36  | 17  | 47.22%               | 11  | 5   | 45.45%                |
| are-able                                  | 286   | 120   | 41.96%               | 277   | 113   | 40.79%               | 199   | 90  | 45.23%                |
| CVGT Employment                           | 135   | 61  | 45.19%               | 142   | 62  | 43.66%               | 88  | 39  | 44.32%                |
| Barkuma Employment                        | 137   | 59  | 43.07%               | 125   | 55  | 44.00%               | 95  | 42  | 44.21%                |
| The Personnel Group Ltd                   | 185   | 63  | 34.05%               | 169   | 57  | 33.73%               | 118   | 51  | 43.22%                |
| DSA Employment Solutions                  | 44  | 14  | 31.82%               | 43  | 15  | 34.88%               | 31  | 13  | 41.94%                |
| Myhorizon                                 | 35  | 15  | 42.86%               | 28  | 12  | 42.86%               | 17  | 7   | 41.18%                |
| Gold Coast Employment Support Service Inc | 43  | 19  | 44.19%               | 30  | 14  | 46.67%               | 22  | 9   | 40.91%                |

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|  | No. of participants assisted (for 13 weeks or more) | No. of participants achieving jobs that lasted 13 weeks | 13-Week Outcome Rate | No. of participants assisted (for 26 weeks or more) | No. of participants achieving jobs that lasted 26 weeks | 26-Week Outcome Rate | No. of participants assisted (for 52 weeks or more) | No. of participants achieving jobs that lasted 52 weeks | 52 -Week Outcome Rate |
| MatchWorks                               | 271   | 86  | 31.73%               | 236   | 80  | 33.90%               | 122   | 49  | 40.16%                |
| Bizlink Incorporated                     | 145   | 47  | 32.41%               | 137   | 41  | 29.93%               | 97  | 36  | 37.11%                |
| NQ EMPLOYMENT                            | 21  | 5   | 23.81%               | 18  | 5   | 27.78%               | 14  | 5   | 35.71%                |
| Community Bridging Services (CBS) Inc.   | 131   | 45  | 34.35%               | 111   | 42  | 37.84%               | 73  | 25  | 34.25%                |
| WCIG                                     | 185   | 48  | 25.95%               | 170   | 48  | 28.24%               | 121   | 41  | 33.88%                |
| The Disability Trust                     | 46  | 16  | 34.78%               | 46  | 21  | 45.65%               | 39  | 13  | 33.33%                |
| Forrest Personnel Ltd                    | 44  | 11  | 25.00%               | 38  | 13  | 34.21%               | 24  | 8   | 33.33%                |
| uLaunch                                  | 29  | 9   | 31.03%               | 26  | 7   | 26.92%               | 21  | 7   | 33.33%                |
| Omnia Inclusive Employment Solutions Ltd | 180   | 54  | 30.00%               | 155   | 52  | 33.55%               | 96  | 32  | 33.33%                |
| OCTEC Limited                            | 310   | 100   | 32.26%               | 263   | 93  | 35.36%               | 161   | 51  | 31.68%                |
| SYC Ltd                                  | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 16  | 5   | 31.25%                |
| CPL-CHOICE, PASSION, LIFE                | 523   | 169   | 32.31%               | 455   | 135   | 29.67%               | 316   | 90  | 28.48%                |
| Epic Employment Service Inc              | 283   | 89  | 31.45%               | 263   | 82  | 31.18%               | 169   | 48  | 28.40%                |
| HELP ENTERPRISES LIMITED                 | 121   | 30  | 24.79%               | 96  | 21  | 21.88%               | 70  | 19  | 27.14%                |
| Sureway Employment and Training Pty Ltd  | 151   | 50  | 33.11%               | 126   | 45  | 35.71%               | 56  | 15  | 26.79%                |
| WISE Employment Ltd                      | 921   | 219   | 23.78%               | 805   | 183   | 22.73%               | 514   | 137   | 26.65%                |
| CASTLE PERSONNEL SERVICES LTD.           | 89  | 22  | 24.72%               | 78  | 19  | 24.36%               | 49  | 13  | 26.53%                |
| Breakthru                                | 34  | 7   | 20.59%               | 29  | 7   | 24.14%               | 19  | 5   | 26.32%                |
| Tursa Employment & Training              | 130   | 37  | 28.46%               | 118   | 29  | 24.58%               | 57  | 15  | 26.32%                |
| EDGE Employment Solutions                | 150   | 31  | 20.67%               | 123   | 27  | 21.95%               | 73  | 19  | 26.03%                |
| ECHO Australia Inc                       | 40  | 8   | 20.00%               | 36  | 10  | 27.78%               | 27  | 7   | 25.93%                |
| Atwork Australia Pty Ltd                 | 583   | 115   | 19.73%               | 518   | 105   | 20.27%               | 264   | 67  | 25.38%                |
| JOBLINK PLUS LIMITED                     | 46  | 8   | 17.39%               | 34  | 9   | 26.47%               | 20  | 5   | 25.00%                |
| APM Employment Services                  | 1887  | 557   | 29.52%               | 1660  | 485   | 29.22%               | 1095  | 267   | 24.38%                |

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|   | No. of participants assisted (for 13 weeks or more) | No. of participants achieving jobs that lasted 13 weeks | 13-Week Outcome Rate | No. of participants assisted (for 26 weeks or more) | No. of participants achieving jobs that lasted 26 weeks | 26-Week Outcome Rate | No. of participants assisted (for 52 weeks or more) | No. of participants achieving jobs that lasted 52 weeks | 52 -Week Outcome Rate |
| CoAct   | 653   | 128   | 19.60%               | 526   | 108   | 20.53%               | 312   | 76  | 24.36%                |
| G-Force Employment Solutions                  | 87  | 23  | 26.44%               | 79  | 28  | 35.44%               | 62  | 15  | 24.19%                |
| AIMBIG EMPLOYMENT PTY LTD                     | 41  | 13  | 31.71%               | 37  | 12  | 32.43%               | 25  | 6   | 24.00%                |
| Connect2 Employment                           | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 21  | 5   | 23.81%                |
| Olympus Solutions Limited                     | 91  | 9   | 9.89%                | 86  | 14  | 16.28%               | 66  | 15  | 22.73%                |
| Max Employment                                | 305   | 79  | 25.90%               | 243   | 55  | 22.63%               | 177   | 40  | 22.60%                |
| Maxima Training Group (Aust) Limited          | 455   | 94  | 20.66%               | 443   | 85  | 19.19%               | 337   | 76  | 22.55%                |
| STEPS GROUP AUSTRALIA LIMITED                 | 38  | 8   | 21.05%               | 51  | 7   | 13.73%               | 23  | 5   | 21.74%                |
| AFFORD Employment                             | 54  | 25  | 46.30%               | 50  | 28  | 56.00%               | 33  | 7   | 21.21%                |
| ON-Q HUMAN RESOURCES LIMITED                  | 38  | 7   | 18.42%               | 38  | 7   | 18.42%               | 41  | 7   | 17.07%                |
| Key Employment Association Limited            | 69  | 11  | 15.94%               | 65  | 12  | 18.46%               | 52  | 7   | 13.46%                |
| VERTO Ltd                                     | 11  | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| THE COMMUNITY COLLECTIVE QLD PTY LTD          | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| Status Employment Services                    | 0   | 0   | 0.00%                | 18  | 0   | 0.00%                | 11  | 0   | 0.00%                 |
| Multiple Solutions                            | 64  | 18  | 28.13                | 58  | 10  | 17.24%               | 0   | 0   | 0.00%                 |
| Flourish Australia Services                   | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| My Pathway                                    | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| Mobo Group Australia                          | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| Campbell Page Limited                         | 5   | 0   | 0.00%                | 6   | 0   | 0.00%                | 5   | 0   | 0.00%                 |
| ETC   | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| NEXUS HUMAN SERVICES INC                      | 25  | 5   | 20.00%               | 9   | 0   | 0.00%                | 5   | 0   | 0.00%                 |
| Expression Employment                         | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| Greenlight hc                                 | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| Autism Association of Western Australia (Inc) | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |

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| Best Employment                              | 29  | 5   | 17.24%               | 9   | 0   | 0.00%                | 5   | 0   | 0.00%                 |
| Global Skills                                | 6   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| IDEAL Placements                             | 28  | 8   | 28.57%               | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| ST JOHN OF GOD OUTREACH SERVICES             | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| Jobfind Centres                              | 5   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| Essential Personnel                          | 8   | 0   | 0.00%                | 7   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| Joblife Employment                           | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| Kimberley Personnel Inc                      | 5   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| ACCESS AUSTRALIA GROUP LIMITED               | 5   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| LEAD - Live, Experience, Access and Develop. | 0   | 0   | 0.00%                | 6   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| Ostara Australia                             | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| The Salvation Army Employment Plus           | 14  | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| OUTLOOK (AUST.) LIMITED                      | 12  | 6   | 50.00%               | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| Deaf Services Australia                      | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| Jobs Australia Enterprises                   | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 5   | 0   | 0.00%                 |
| UnitingCare Community                        | 14  | 5   | 35.71%               | 13  | 5   | 38.46%               | 0   | 0   | 0.00%                 |
| ProActiv People Solutions Pty Ltd            | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| Vision Australia Limited                     | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| See Differently with RSB                     | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| Mission Australia                            | 5   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| SETTLEMENT SERVICES INTERNATIONAL            | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                | 0   | 0   | 0.00%                 |
| Sign For Work                                | 10  | 0   | 0.00%                | 6   | 0   | 0.00%                | 5   | 0   | 0.00%                 |
| <b>Total</b>                                 | <b>10289</b>  | <b>3134</b>   | <b>30.46%</b>        | <b>9025</b>   | <b>2084</b>   | <b>31.07%</b>        | <b>5975</b>   | <b>1947</b>   | <b>32.59%</b>         |