



School leaver employment

Provider reported services & outcomes

January to December 2024

Report produced September 2025

Market Strategy Branch

[ndis.gov.au](https://www.ndis.gov.au)

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Darcy's story

As Year 12 came to an end, Darcy knew he needed to find work, but he didn't know where to start. Mum, Kathleen, was also unsure and began to worry.

'I didn't know what the next step would be,' Kathleen said. 'Darcy's teachers helped us to understand some options and available supports.'

Back then, at 18, Darcy, who has autism and an intellectual disability, was already a National Disability Insurance Scheme (NDIS) participant and they realised he was able to access employment assistance through the Scheme to help build his job skills.



'It was great to learn Darcy could get help to build his skills and confidence for work,' Kathleen said. 'It really took the pressure off and he got the support he needed.'

Darcy and Kathleen met with NDIS disability employment providers. One stood out.

'The provider was really welcoming, Darcy knew a few faces and he could get there on his own,' Kathleen said.

Darcy started working with Johann, an employment support worker, who used a "4-quadrant" exercise to get to know him – his likes, dislikes, interests, and values.

'It's about finding the right fit – a job Darcy is happy to do, and he will enjoy,' Johann said.

Darcy's answers then helped the pair build a suitable job pathway – one Darcy felt comfortable with.

From there, Darcy got support to build his resume, he went on industry visits and was supported to study, earning a Statement of Attainment in Business.

A talented basketballer and competitor, Darcy also did work experience with the basketball club he's part of. He worked alongside the coach, skills training kids aged 5 to 12, sharing his own tips and tricks.

I loved helping to coach,' he said. 'I got to create videos to teach the kids basketball skills! It's my dream job, one I'm working towards,' Darcy added.

Not long after, the pair spotted a job ad for a school crossing supervisor. They leapt on it.



With Johann's guidance, Darcy applied and was invited to an online video interview.

Johann helped him to prepare. They got the questions beforehand and talked them through. Johann helped Darcy record his answers in his own words to help him practise them before his interview and to use during it as prompts.

On the day, I felt nervous, but ready,' Darcy said. 'He spoke really well,' Johann added. 'He showed who he was, what he was about and why he would make a good employee!'

The next day, Darcy sent a thank-you email to the employer. Days later, he got the job and was invited to an induction in the city.

'I was so excited to get the job,' Darcy said. 'I felt proud of myself.'

Uncertain about the induction, Darcy asked Johann to go with him. To ease Darcy's nerves, the pair did some travel training to the venue the day before.

On the day, Darcy met Johann early to make sure he felt okay. They travelled to the venue together. Darcy got to learn all about his new role and Johann did too.

'I felt good about it,' Darcy said. 'I tried on my uniform and practised holding the stop sign.'

At the start of the year, Darcy did his first school crossing supervisor shift. Dressed from head to toe in bright yellow, he helped students, and families cross the road safely before and after school.

'I didn't know how I would manage on my first day,' he said. 'But my supervisor showed me where to stand, how to hold the sign and how to signal pedestrians across.'

Now Darcy does the job with ease and enjoys greeting and meeting all who cross.

'My favourite part of the job is when I get thanked for my help,' he said proudly. 'Recently, a parent told me I was the best crossing supervisor the school has ever had!'

Darcy still helps coach the kids who are part of the basketball team he plays for. He sings, acts and performs. His job allows him to still do it all.

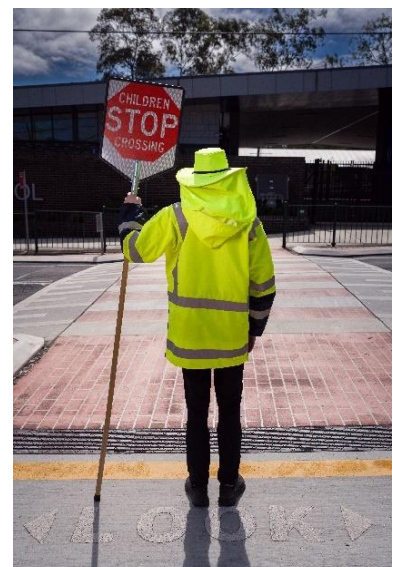
'It's the perfect job for Darcy,' Johann said. 'He's doing everything he said he likes – helping the community, working with kids, meeting people.' Kathleen said Darcy has grown so much since he's had NDIS employment assistance and even more so now he's started work.

'He's much more mature and independent. His time management has improved; he's proud of what he does and he's earning his own money!' she said.

'Without NDIS support and Johann, Darcy wouldn't have been able to practise interviews, explore job options, build his own identity – it's all made him who he is today.'

'Darcy's learned so much more about himself; he's been engaged in positive activities and built friendships.'

'NDIS support has helped him succeed. Now he has the ability to enjoy a great future.'



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1. Executive summary

1.1 Introduction

The Agency is committed to ensuring participants have the same opportunities to work as other Australians and the confidence, support, and skills to achieve their work goals.

The NDIS can make a significant difference for young participants by supporting them early to aspire to work, develop skills and connect to the right job role and employer.

Employment assistance is individualised support intended to build a participant's skills, confidence, and capacity for work.

This seventh edition of the School Leaver Provider Quarterly Report analyses the early intervention employment support provided to participants of school leaving age, their progress and the outcomes they've achieved, allowing us to share insights on best practice and the factors that lead to successful employment outcomes.

1.2 Employment support provider reporting

Employment support providers submit data through the provider reporting tool (the tool) to the NDIA each quarter. The data submitted includes participants' demographic details, activities, progress towards milestones, the method of delivery, outcomes achieved, and employment details. The provider confirms the details they are including, particularly the outcomes achieved, with the participant prior to submitting the report to the NDIA.

This report provides insights on the data submitted through the tool, aggregated across all Providers' that contributed from January to December 2024.

1.3 Report enhancements

Some providers reported additional participants who were active in Q3 and Q4 2024. The additional number of participants are now included in those quarters' totals. This might result in Q1 and Q2 2024 numbers being slightly different to the same periods published in the sixth edition of the report for financial year 2024.

We encourage participants to discuss the available information with providers when considering selecting or changing providers. Additional questions that participants can ask providers about their service are available [here](#).

The report will feature a participant story, like Darcy's, in each release to showcase a positive employment outcome. Participants, or providers with the consent of the participant, are invited to forward stories to participant.employment@ndis.gov.au.

If you have general feedback or questions about this report, please email participant.employment@ndis.gov.au.

1.4 Key findings

The information contained in this report represents data submitted to the Agency by providers of employment assistance to school leavers delivered from January to December 2024.

For the 12 months ending December 2024, **9,234** young participants aged 15 to 24 had claimed payments for support items “school leaver employment supports” or “employment assistance” for the school leaving age group. This report includes only participants whose providers submitted data to the Agency.

In the previous report, covering the 12 months ending June 2024, the figure reported was 8,527 participants.

For the period January to December 2024, providers reported:

Demographics

- 7,580 participants received employment assistance to help them transition from school to work of which 2,847 commenced during the year.
- Commencement varies across quarters with the highest number starting in the January to March quarter after leaving school. 1,075 participants commenced receiving employment supports in January to March 2024, 618 commenced in April to June 2024, 619 commenced in July to September 2024, and 535 commenced in October to December 2024.
- School leaving participants receiving employment supports in the quarter to December 2024 predominantly have autism (62%) or intellectual disability (27%), with 67% being male.
- The majority of employment support recipients are in NSW (34%), followed by VIC (22%), and QLD (18%).
- 7% of employment support recipients identified as Aboriginal or Torres Strait Islander people. While this is slightly lower than the 9% of all NDIS participants aged 15-24 who identify as Aboriginal or Torres Strait Islander, this gap has been consistent for the last few iterations of the report.
- 7% of employment support recipients identified as being from a Culturally and Linguistically Diverse community. This is slightly higher than the 6% of all NDIS participants aged 15 to 24 who identified as being from these communities. This gap has also been consistent for the last few iterations of the report.

Time spent in training

- 47% of the training time was spent building participant’s social, presentation, communication and work skills.
- Participants receive supports via group-based activities (51% of support time), one to one support (47% of support time) and via distance or online methods (1%) in the latest quarter.

Exits from employment support

- 2,262 participants were reported as exiting employment supports during the four quarters.
- Of the 2,262 participants who exited:
 - 64% (1,437 out of 2,262) exited without an employment outcome compared to 61% (1,329 out of 2,165) in the previous report (1 year to 30 June 2024).
 - 12% (277 out of 2,262) went on to further study or volunteer work.
 - 21% (478 out of 2,262) achieved open employment outcomes compared to 22% (478 out of 2,165) in the previous report (1 year to 30 June 2024).
 - 3% (70 out of 2,262) achieved supported employment outcomes (in supported employment services (previously Australian Disability Enterprises ADEs), and this proportion is slightly lower than the 4% (92 out of 2,165) figure from the report of June 2024.
 - Less than 1% (6 out of 2,262) did not have an outcome reported.
- Despite open employment outcomes remaining steady at 478, the total exits increased considerably from 2,165 to 2,262 which caused a reduction in the open employment outcome percentage from 22% to 21%. The potential reasons for this decline are:
 - The introduction of more stringent reporting requirements, that is, all employment details (including the employment start date) must be provided for employment outcomes to be counted. The effects of these more stringent reporting requirements are ongoing, as the Agency seeks to consistently validate and improve the accuracy of data from providers.
 - Due to a concerted effort to increase the number of providers reporting, there has been a significant change in the mix of providers and increase in the number of participants represented in the data. Provider numbers increased from 311 in the April to June 2024 quarter and 381 in the October to December 2024 quarter.
- Of the participants who achieved open and supported employment outcomes over the four quarters, 43% were employed on a part time basis while 36% were employed casually, 12% were employed full time.
- Of participants who started employment, 80% worked up to 21 hours per week.
- Of participants who finished employment support with paid employment, 72% worked in retail, hospitality, tourism, trades, manufacturing or operations.
- Of participants who finished employment support with paid employment, 23% said they will be using NDIS supports in employment to maintain their employment. Of participants who finished employment support with paid employment, 18% receive a wage determined under the Supported Wage System (SWS).

Interventions compared to outcomes

- Increased time receiving skill specific training was associated with a higher chance of making significant progress towards or fully gaining specific skills.
- Participants who made significant progress or fully achieved the following milestones were more likely to gain paid employment:
 - employer engagement and job customisation
 - work skills
 - work experience.
- Participants who were assisted to get a job were more likely to gain paid employment

Note: Figures in this report have been rounded to the nearest whole percentage.

2. Provider and participant count

2.1 Provider count

Figure 1. Providers claiming and reporting – October to December 2024

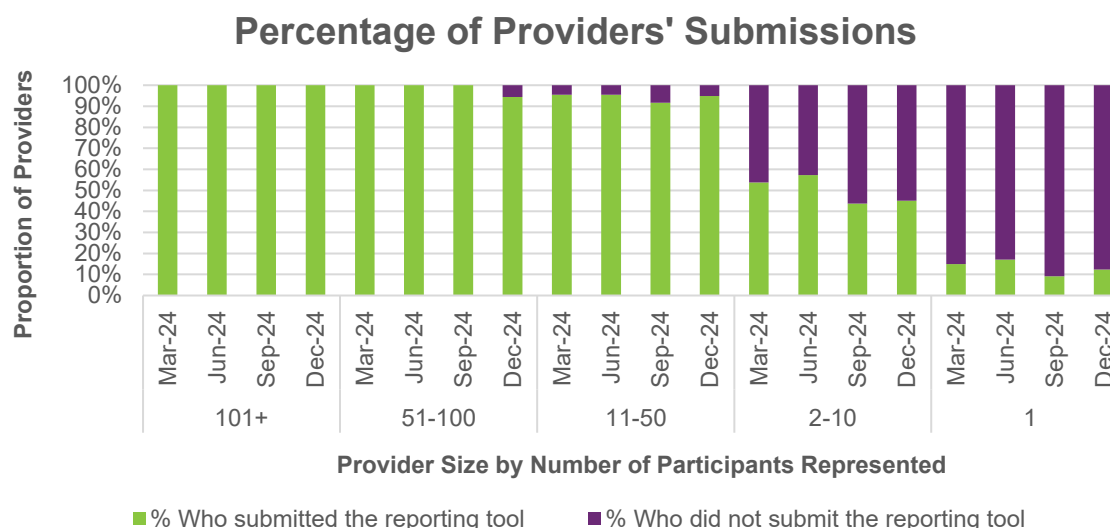
Provider Size by Participants Supported	Providers	% Who submitted the reporting tool	% Who did not submit the reporting tool
101+	6	100%	0%
51-100	18	94%	6%
11-50	79	95%	5%
2-10	357	45%	55%
1	991	12%	88%

From October to December 2024 (Figure 1), NDIA recorded 1,451 providers claiming for employment support delivered to school leavers across the country, with 24 providers delivering to 51 or more participants. 79 providers delivered services to 11 to 50 participants and 1,348 providers delivered supports to 10 or fewer participants. The largest 24 providers delivered support to 35% of participants and reported on them all during the year. Across all of these providers, data was submitted for 75% of participants through the provider tool.

There has been a large increase in the number of providers claiming for employment support since the report to June 2024 (1,451 current versus 820 previously). This is due to the expansion of data collection to include all providers claiming Employment Assistance for participants in the school leaving cohort, not just those claiming the School Leaver Employment Support item.

In the current reporting period, (Figure 2), providers who have 10 or fewer participants have lower submission rates. The proportion of providers submitting data over the 4 quarters has typically been increasing, but there was a drop from Q2-Q3 due to the expansion of the provider universe to include all providers claiming Employment Assistance for participants in the school leaving cohort.

Figure 2. Percentage of providers who submitted the reporting tool – January to December 2024



2.2 Participant count

Figure 3. Participants represented in reporting – January to December 2024

Provider Size by Participants Supported	% of participants in provider tool	% of participants not in provider tool
101+	100%	0%
51-100	95%	5%
11-50	96%	4%
2-10	56%	44%
1	12%	88%

Overall, 25% of school leaving participants who received employment supports in the last quarter were not represented in the reporting submitted by providers. This increase versus 15% in the previous report to June 30 is again due to the expansion of data collection to all providers claiming capacity building employment supports for the school leaving cohort (not just those who claim the school leaver employment support item).

3. Participant demographics

3.1 Employment support recipients

The Provider Reporting Tool data provides information on participants receiving employment support during the year. Participants that started employment support during a previous period and continue to be recipients in the current period are included in the 'Existing' numbers, and those that started receiving employment support during the current period are included in the 'New' numbers. While participants that exited employment support during the current period are included in the 'Exited' numbers.

Note, if the participant exits employment support in a quarter, they will be counted in the "Exit" numbers for that quarter. If that same participant re-enters employment support a few quarters later, they will be counted in the "New" numbers again.

Figure 4. Number of participants

Group	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024
Existing	4,733	5,314	5,418	5,439
New	1,075	618	619	535
Total	5,808	5,932	6,037	5,974
Exit	494	514	598	656

The number of participants receiving employment supports reported in the Provider Reporting Tool (the Tool) has steadily increased over the first 3 quarters, with a slight decrease in the fourth quarter.

Many young people transition out of school between October to December (after Year 12), which creates a surge in commencements (1,075 in the Jan to Mar 2024 quarter) as they look for assistance to pursue their work goals.

Conversely, the end of the year often aligns with support completion (typically after 2 years for school leavers). Hence the spike in exits (656 for the Oct to Dec 2024 quarter).

Please note that the numbers of participants reported in this report for the January to March 2024 quarter and the April to June 2024 quarter differ from the numbers for those same periods in the previous edition report due to late reporting. That is, the participants had not been reported when the previous edition report was compiled, but have now been reported for this report.

3.2 Location

Figure 5. State or Territory of residence – number of participants

State or Territory	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024
NSW	1,980	1,995	2,045	2,012
VIC	1,315	1,328	1,340	1,337
QLD	987	1,058	1,066	1,059
SA	604	627	636	621
WA	680	689	705	696
TAS	123	113	121	117
ACT	93	91	93	99
NT	24	29	29	28

The majority of employment support recipients were in NSW (34%), followed by VIC (22%), and QLD (18%). For comparison, the top 3 states for all NDIS participants aged 15-24 are NSW (29%), VIC (25%) and QLD (22%). The over-representation in NSW is partly due to the earlier roll out to full scheme in that state and the influence of the legacy NSW Transition to Work program which involved transition teachers helping students to consider post school options and connecting many with employment providers.

3.3 Primary disability

Figure 6. Primary disability – number of participants

Primary disability	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024
Autism	3,525	3,636	3,712	3,731
Intellectual Disability	1,696	1,697	1,706	1,639
Down Syndrome	176	182	185	182
Cerebral Palsy	132	131	130	131
Other Neurological	53	48	51	49
Hearing impairment	60	63	71	66
Psychosocial Disability	32	34	31	31
Acquired Brain Injury	46	46	48	49
Visual Impairment	40	40	38	34
Other or Not populated	48	55	65	62
Total	5,808	5,932	6,037	5,974

The most common primary disabilities experienced by participants utilising these supports in the latest quarter were autism (62%), followed by intellectual disability (27%). For comparison, 64% and 20% of all NDIS participants aged 15-24 report having autism and intellectual disability, respectively.

3.4 Age

Figure 7. Age – percentage of participants

Age	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024
up to 14	0%	0%	0%	0%
15 to 17	8%	7%	7%	6%
18	20%	19%	16%	14%
19	25%	25%	25%	24%
20	22%	22%	22%	22%
21 to 24	23%	26%	29%	32%
25+	1%	1%	1%	2%
Not populated	0%	0%	0%	0%
Total	100%	100%	100%	100%

Participants aged 18 to 20 accounted for 61% of employment support recipients. Recipients aged 21 to 24 has steadily grown in proportion over the 4 quarters, while the proportion of recipients aged 15 to 19 has reduced. This is likely a mix of natural ageing of the cohort as well as providers continuing to report on the participants they are supporting regardless of the line item they are using to claim.

3.5 Gender

Figure 8. Gender – percentage of participants

Gender	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024
Female	31%	31%	30%	31%
Male	66%	67%	67%	67%
Other	2%	2%	3%	3%
Prefer not to say	0%	0%	0%	0%
Not populated	0%	0%	0%	0%
Total	100%	100%	100%	100%

In the most recent quarter, employment support recipients were 31% female and 67% male. In comparison to all NDIS participants aged 15 to 24, 37% were female and 61% were male. This is in line with the high proportion of employment supports recipients reporting autism as the primary disability, as the majority of participants who report autism are males.

3.6 Aboriginal or Torres Strait Islanders Status

Figure 9. Aboriginal and Torres Strait Islanders – percentage of participants

Aboriginal or Torres Strait Islanders status	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024
Yes	7%	7%	7%	7%
No	77%	77%	77%	77%
Not Stated	16%	16%	16%	16%
Not populated	0%	0%	0%	0%
Total	100%	100%	100%	100%

In the most recent period, 7% of employment support recipients identified as Aboriginal or Torres Strait Islander people. This is slightly lower than the 9% of all NDIS participants aged 15-24 who identified as Aboriginal or Torres Strait Islander. This gap has been consistent for the last few iterations of the report.

3.7 Culturally and Linguistically Diverse status

Figure 10. Culturally and linguistically diverse – percentage of participants

Culturally and Linguistically Diverse status	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024
Yes	7%	7%	7%	7%
No	89%	89%	89%	89%
Not Stated	4%	5%	4%	4%
Not populated	0%	0%	0%	0%
Total	100%	100%	100%	100%

In the most recent period, around 7% of employment support recipients identified as being from a Culturally and Linguistically Diverse community. This is slightly higher than the 6% of all NDIS participants aged 15 to 24 who identified as being from a Culturally and

Linguistically Diverse community. This gap has been consistent for the last few iterations of the report.

4. Supports & milestones

4.1 Support type hours

Figure 11. Support type provided – percentage of average hours per participant

Support type provided	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024
Assessments	4%	4%	4%	3%
Planning and reviewing progress	6%	6%	5%	5%
Exploring employment options	7%	8%	8%	7%
Engagement with family / carer to support employment directions	3%	3%	3%	3%
Engagement with other professionals / providers to support employment goals	3%	3%	3%	3%
Building social, presentation and communication skills	25%	23%	23%	24%
Travel training	6%	6%	6%	5%
Work skills training	24%	23%	23%	23%
Employer engagement education and job customisation	5%	5%	6%	5%
Work experience support (on the job)	10%	13%	15%	14%
On the Job Support	1%	1%	1%	2%
Other (Field 1)	5%	5%	5%	5%
Other (Field 2)	0%	0%	0%	0%
Total	100%	100%	100%	100%

Almost half (47%) of the training time was spent building participants' social, presentation, communication, and work skills. The amount of time dedicated to work experience support (on the job) has accounted for 14% of the total training time. Percentages across the board have remained steady over the four quarters.

4.2 Support delivery method

Figure 12. Delivery method – percentage of hours

Delivery method	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024
One to One	46%	48%	49%	47%
Group Based	52%	50%	50%	51%
Distance or Online	2%	2%	2%	1%
Total	100%	100%	100%	100%

Participants have been excluded from this section where the sum of One to One, Group based, Distance or Online percentages did not equal 100%.

The percentage of one-to-one support vs group-based has remained steady over the 4 quarters.

4.3 Progress towards milestones – snapshot at each reporting period

This section looks at the distribution of progress for participants who worked on a particular milestone (where there are training hours reported for that specific skill), for each reporting period in isolation (non-cumulative).

4.3.1 Social, presentation and communication skill

Figure 13. Social, presentation and communication skill milestone – percentage of participant progress

Social, presentation and communication skill milestone	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024
No progress	6%	6%	6%	5%
Some progress	73%	72%	71%	72%
Significant progress	20%	21%	22%	22%
Current goals fully achieved	1%	1%	1%	1%
Total	100%	100%	100%	100%

For participants who worked on this specific milestone, 72% reported some progress and 22% reported significant progress in the latest reporting period. Percentages have remained relatively consistent over the 4 quarters.

4.3.2 Travel skill

Figure 14. Travel skill milestone – percentage of participant progress

Travel skill milestone	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024
No progress	8%	12%	13%	11%
Some progress	66%	63%	59%	66%
Significant progress	19%	20%	22%	17%
Current goals fully achieved	7%	6%	6%	6%
Total	100%	100%	100%	100%

For participants who worked on this specific milestone, 66% reported some progress and 17% reported significant progress in the last quarter, which were an increase and decrease respectively compared to the previous quarter.

4.3.3 Work skill

Figure 15. Work skill milestone – percentage of participant progress

Work skill milestone	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024
No progress	7%	6%	7%	6%
Some progress	71%	73%	70%	71%
Significant progress	21%	20%	22%	22%
Current goals fully achieved	1%	1%	1%	2%
Total	100%	100%	100%	100%

For participants who worked on this specific milestone, 71% reported some progress and 22% reported significant progress. The percentages have remained relatively consistent over the 4 quarters.

4.3.4 Employer engagement, education, and job customization

Figure 16. Employer engagement, education, and job customisation milestone – percentage of participant progress

Employer engagement, education, and job customisation milestone	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024
No progress	7%	7%	8%	8%
Some progress	73%	72%	69%	73%
Significant progress	18%	19%	21%	17%
Current goals fully achieved	2%	2%	2%	2%
Total	100%	100%	100%	100%

Providers who reported activities as “engaging with employers, educating and customising jobs” for participants reported that 73% made some progress and 17% made significant progress. There was a slight decrease in those making significant progress in the last quarter and a slight increase in those making some progress.

4.3.5 Work experience

Figure 17. Work experience milestone – percentage of participant progress

Work experience milestone	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024
No progress	9%	10%	10%	11%
Some progress	57%	57%	56%	57%
Significant progress	32%	30%	31%	31%
Current goals fully achieved	2%	3%	2%	2%
Total	100%	100%	100%	100%

For participants with a work experience milestone, 57% were reported to be making some progress and 31% making significant progress in the most recent quarter. Percentages have remained steady over the 4 quarters.

4.4 Progress towards milestones – cumulative for the year

The following sections show that more time receiving supports or training is associated with better progress towards mastering specific skills. For each participant, the best progress (across 4 quarters) towards mastering the specific skills is used for this analysis, and compared against the cumulative time receiving employment supports, and training for the specific skills.

Appendix 1 includes more detail on the methodology used in this section.

4.4.1 Social, presentation and communication skill

Figure 18. Social, presentation and communication skill milestone – percentage of participant progress

Cumulative training hours	No progress	Some progress	Significant progress	Current goals fully achieved	Total
0-9	25%	56%	15%	4%	100%
10-49	3%	64%	30%	3%	100%
50-99	2%	58%	38%	2%	100%
100+	1%	58%	40%	2%	100%

Of the participants who received up to 9 hours of training on social, presentation, and communication skills, around 15% were able to make significant progress towards mastering these skills. This proportion increased to 40% for those who received 100+ hours of the skill-specific training.

4.4.2 Travel skill

Figure 19. Travel skill milestone – percentage of participant progress

Cumulative training hours	No progress	Some progress	Significant progress	Current goals fully achieved	Total
0-9	45%	29%	7%	19%	100%
10-49	6%	56%	23%	15%	100%
50-99	1%	53%	39%	7%	100%
100+	0%	40%	58%	2%	100%

While 19% participants were able to fully achieve their goal within 0-9 hours of training, about half (45%) did not make any progress. This suggests that for some participants, travel skills may be a primary area of focus and that they need only a few hours of personalised support to fully achieve their goals, while others need more than 10 hours of training to start making progress towards their goals.

Note that the unusually decreasing percentage of participants with current goals fully achieved as cumulative training hours increase is due to small counts (hence percentage volatility) in this category.

4.4.3 Work skill

Figure 20. Work skill milestone – percentage of participant progress

Cumulative training hours	No progress	Some progress	Significant progress	Current goals fully achieved	Total
0-9	35%	49%	12%	4%	100%
10-49	4%	65%	28%	3%	100%
50-99	2%	59%	35%	4%	100%
100+	1%	58%	38%	3%	100%

Attaining significant progress in work skills was achieved through more cumulative hours of training demonstrating the need for tailoring this support for the individual.

4.4.4 Employer engagement, education, and job customisation

Figure 21. Employer engagement, education, and job customisation milestone – percentage of participant progress

Cumulative training hours	No progress	Some progress	Significant progress	Current goals fully achieved	Total
0-9	42%	44%	11%	3%	100%
10-49	4%	62%	30%	5%	100%
50-99	3%	62%	31%	3%	100%
100+	2%	50%	49%	0%	100%

Making significant progress towards employer engagement, education, and job customisation milestones increased markedly with more hours spent on these activities.

4.4.5 Work experience

Figure 22. Work experience milestone – percentage of participant progress

Cumulative training hours	No progress	Some progress	Significant progress	Current goals fully achieved	Total
0-9	69%	20%	6%	4%	100%
10-49	6%	56%	34%	5%	100%
50-99	2%	49%	43%	6%	100%
100+	1%	39%	55%	5%	100%

Similarly, making significant progress towards work experience milestones increased consistently with more hours of training.

5. Final outcomes

This section shows the distribution of outcomes **upon exiting employment support** (based on the employment support reported end/exit date).

Figure 23. Final outcomes (upon exiting employment support) – number of participants

Outcome	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024	Total
Open Employment	104	100	115	159	478
Supported Employment	19	10	19	22	70
Non-Employment	369	404	462	473	1,708
Not populated	2	0	2	2	6
Total	494	514	598	656	2,262

The number of participants finishing employment supports with open or supported employment was higher in the July to September, and October to December quarters. These tend to be seasonally high quarters, as seen in previous versions of this report.

From January to December 2024, 548 participants finished employment support with open or supported employment.

Figure 24. Final outcomes (upon exiting employment support) – percentage of participants

Outcome	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024	Total
Open Employment	21%	19%	19%	24%	21%
Supported Employment	4%	2%	3%	3%	3%
Non-Employment	75%	79%	77%	72%	76%
Not populated	0%	0%	0%	0%	0%
Total	100%	100%	100%	100%	100%

Non-employment outcomes rose in the April to June 2024 and July to September 2024 quarters, leading to the drop in the proportion of open employment outcomes. However, there was an increase in open employment outcomes in the October to December 2024 quarter. The NDIA continues to closely monitor the proportion of open employment outcomes, which decreased from 22% in the previous edition of the report (year to June 2024) to 21% here (year to December 2024).

The following table provides a more granular breakdown of outcomes for participants who exited employment supports from January to December 2024.

Figure 25. Final outcomes breakdown – percentage and total number of participants:

Outcome	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024	Total (%)	Total (Numbers)
Job in the open labour market with full award wages	14%	15%	11%	13%	13%	296
Job in the open labour market with full award wages, with assistance of DES	4%	2%	5%	7%	5%	112
Job in the open labour market with supported wages, with assistance of DES	2%	2%	2%	2%	2%	39
Job in the open labour market with supported wages	2%	1%	1%	1%	1%	21
Self-employed / Micro-enterprise	0%	0%	0%	1%	0%	<11
Job in an Australian Disability Enterprise (ADE)	4%	2%	3%	3%	3%	70
Volunteering or other unpaid work	3%	4%	3%	7%	4%	96
Education or further study	10%	7%	7%	8%	8%	181
Exit from Supports for other reasons (e.g. personal/ family circumstances / relocation)	54%	57%	58%	49%	54%	1,226
Referred to another provider	8%	11%	10%	8%	9%	205
Not populated	0%	0%	0%	0%	0%	<11
Total	100%	100%	100%	100%	100%	2,262

The absolute numbers (non-percentages) have been shown as a total only in the above table (not broken down into individual quarters) due to low volumes in the individual quarter. Individual quarter absolute numbers will be shown once there is sufficient volume.

For participants whose final outcome is Exit from Supports for other reasons, the common reasons reported were:

- personal or family circumstances
- relocated
- not engaging or contactable
- school leaver employment supports funding ended
- transferred to DES or another provider
- not a good fit or ready for employment preparation.

Open employment outcomes comprise of:

- jobs in the open labour market, with full award or supported wages, with or without the assistance of Disability Employment Services (DES)
- or Self-employment/Micro-enterprise.

A job in a supported employment service (previously known as Australian Disability Enterprise (ADE)) is classified as Supported Employment. The other categories in the chart above are classified as non-employment outcomes.

Figure 26. Final outcomes breakdown – participants in open and supported employment, by primary disability – percentage:

Primary Disability	Open Employment	Supported Employment	Total
Autism	63%	54%	62%
Intellectual Disability	29%	41%	30%
Down Syndrome	1%	1%	1%
Cerebral Palsy	2%	1%	2%
Other Neurological	1%	0%	1%
Hearing impairment	2%	1%	2%
Psychosocial Disability	1%	0%	1%
Acquired Brain Injury	0%	0%	0%
Visual Impairment	1%	0%	1%
Other or Not populated	1%	0%	1%
Total	100%	100%	100%

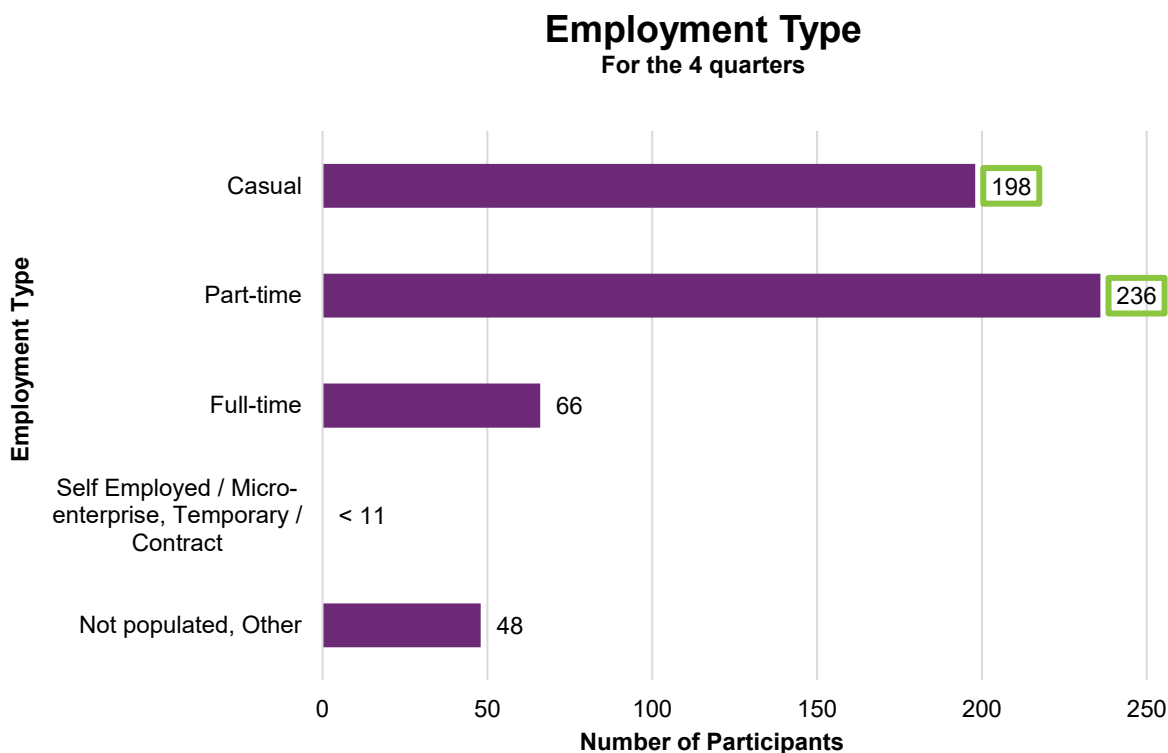
There is a fair representation of participants with a primary disability of autism who finished in employment - 62% finished in employment versus 62% who received support (from section 3.3).

On the other hand, primary disability of Intellectual Disability seems to be over-represented - 30% finished in employment versus 27% who received support (from section 3.3).

6. Final employment outcomes

6.1 Employment type

Figure 27. Employment type – number of participants



From January to December 2024, of participants who finished employment support with paid employment, 198 gained casual work while 236 gained part-time work.

Figure 28. Employment type – percentage of participants

Employment Type	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024	Total
Casual	41%	39%	30%	36%	36%
Part-time	39%	45%	45%	43%	43%
Full-time	11%	10%	18%	9%	12%
Self Employed / Micro-enterprise	0%	0%	0%	0%	0%
Temporary / Contract	0%	0%	0%	0%	0%
Not populated	9%	5%	7%	12%	9%
Total	100%	100%	100%	100%	100%

From January to December 2024, of participants who finished employment support with paid employment, 36% gained casual work while 43% gained part-time work and 12% gained full-time work.

These numbers tend to be somewhat volatile from quarter to quarter due to small counts.

6.2 Hours worked

Figure 29. Hours worked per week – percentage of participants

Hours	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024	Total
0-7	11%	15%	8%	13%	11%
8-14	30%	32%	28%	28%	29%
15-21	28%	32%	26%	28%	28%
22-28	10%	7%	13%	5%	8%
29-35	10%	4%	7%	8%	7%
36+	6%	8%	13%	8%	9%
Not populated	6%	3%	5%	10%	7%
Total	100%	100%	100%	100%	100%

From January to December 2024, of participants who finished employment support with paid employment, there has been little change overall in those who worked up to 21 hours per week over the four quarters. However, as mentioned previously, these numbers tend to be quite volatile between quarters due to small counts.

69% of participants who finished employment support with paid employment worked up to 21 hours per week.

6.3 Industry of employment

Figure 30. Industry of employment – percentage of participants

Industry	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024	Total
Hospitality & tourism	32%	25%	21%	28%	27%
Retail & consumer products	21%	24%	19%	18%	20%
Trades & services	7%	14%	13%	14%	12%
Manufacturing / Operation	9%	12%	13%	15%	13%
Community & support	2%	2%	7%	3%	3%
Transport & logistics	2%	4%	4%	1%	3%
Banking & financial services	2%	2%	1%	1%	1%
Education & training	3%	0%	4%	2%	2%
Administration	2%	3%	2%	0%	1%
Healthcare & medical	1%	5%	3%	1%	2%
Information technology	1%	0%	1%	1%	1%
Construction	2%	2%	1%	1%	2%
Sales & marketing	0%	0%	0%	1%	0%
Media & entertainment	1%	0%	2%	1%	1%
Government / Defence	3%	1%	0%	1%	1%
Engineering	0%	1%	0%	1%	0%
Not populated	11%	7%	8%	10%	9%
Total	100%	100%	100%	100%	100%

The percentage of participants who worked in Hospitality and tourism as well as Retail and consumer products fluctuated over the four quarters, with a small decrease overall. Both are still the top two industries for participants to be employed in over the last four quarters.

From January to December 2024, of participants who finished employment support with paid employment, 72% work in Hospitality, Tourism, Retail, Trades, Manufacturing, or Operation.

6.4 NDIS supports in employment

Figure 31. Will the participant be utilising NDIS supports in employment? – percentage of participants

Response	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024	Total
Yes	28%	28%	22%	18%	23%
No	50%	55%	51%	48%	51%
Unknown	16%	14%	22%	25%	20%
Not populated	6%	3%	6%	9%	6%
Total	100%	100%	100%	100%	100%

The percentage of participants that will be utilising NDIS supports in employment to maintain their employment has decreased over the four quarters.

For the 2024 calendar year, providers reported 23% of participants who finished employment support with paid employment will be using NDIS supports in employment to maintain their employment. This is a decrease from the 29% figure in the sixth version of this report for financial year 2024. This may be explained by small numbers responding, which cause large variations in the percentages between quarters.

6.5 Supported wages

Figure 32. Will the participant receive a wage determined under the supported wage system? - Percentage of participants

Response	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024	Total
Yes	20%	15%	22%	16%	18%
No	63%	72%	64%	68%	67%
Unknown	7%	9%	7%	4%	7%
Not populated	9%	5%	7%	12%	9%
Total	100%	100%	100%	100%	100%

Of participants who finished employment support with paid employment, the percentage who were reported to receive a wage determined under the Supported Wage System (SWS) has fluctuated over the four quarters and seen a slight decrease overall. These numbers are in line with the changing mix of open employment vs supported employment outcomes reported in each quarter.

Over the 12 months, 18% of participants who commenced paid employment receive a wage determined under the SWS.

7. Intermediate employment outcomes

This section contains the employment features for all the participants who **commenced employment from January to December 2024**. The participants may or may not have exited employment support. Participants with Employment Type "Work Experience" are excluded.

7.1 Employment outcomes (January to December 2024)



The top 4 industries in which participants started employment were Retail, Hospitality/Tourism, Trades/Services and Manufacturing/Operations.

7.2 Employment type

Figure 33. Employment type – number of participants

Employment Type	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024	Total
Casual	153	144	117	120	534
Part-time	96	70	101	78	345
Full-time	32	18	27	11	88
Self Employed / Micro-enterprise	0	0	0	0	0
Temporary / Contract	0	0	0	0	0
Not populated	21	24	20	13	78
Total	302	256	265	222	1,045

The number of participants commencing casual and part-time employment fluctuated across the four quarters, with a drop in the October to December 2024 quarter.

A total of 1,045 participants were reported to have commenced employment from January to December 2024. During this period, 534 started casual work while 345 started part-time work.

Figure 34. Employment type – percentage of participants

Employment Type	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024	Total
Casual	51%	56%	44%	54%	51%
Part-time	32%	27%	38%	35%	33%
Full-time	11%	7%	10%	5%	8%
Self Employed / Micro-enterprise	0%	0%	0%	0%	0%
Temporary / Contract	0%	0%	0%	0%	0%
Not populated	7%	9%	8%	6%	7%
Total	100%	100%	100%	100%	100%

The percentage of participants who started full-time work fluctuated during the period, totalling 8% for the 4 quarters (slight decrease overall versus the June 2024 report).

From January to December 2024, of participants who started employment, 51% started casual work, while 33% started part-time work.

7.3 Hours worked

Figure 35. Hours worked per week – percentage of participants

Hours	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024	Total
0-7	21%	32%	19%	23%	24%
8-14	32%	30%	33%	33%	32%
15-21	21%	22%	25%	28%	24%
22-28	7%	7%	8%	6%	7%
29-35	7%	3%	5%	5%	5%
36+	11%	5%	8%	4%	7%
Not populated	1%	1%	3%	1%	1%
Total	100%	100%	100%	100%	100%

From January to December 2024, of participants who started employment, 80% worked up to 21 hours per week.

Percentages fluctuated between quarters, with the proportion of participants working 15-21 hours increasing and those working 36+ hours decreasing of the period.

7.4 Industry of employment

Figure 36. Industry of employment – percentage of participants

Industry	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024	Total
Hospitality & tourism	28%	23%	23%	21%	24%
Retail & consumer products	15%	21%	23%	29%	22%
Trades & services	13%	15%	11%	17%	14%
Manufacturing / Operation	10%	9%	12%	14%	11%
Community & support	4%	5%	8%	2%	5%
Education & training	6%	4%	4%	2%	4%
Administration	3%	4%	3%	2%	3%
Construction	3%	1%	2%	0%	2%
Transport & logistics	2%	2%	3%	2%	2%
Healthcare & medical	3%	3%	1%	1%	2%
Media & entertainment	2%	1%	2%	2%	2%
Information technology	1%	1%	1%	1%	1%
Banking & financial services	1%	0%	1%	0%	1%
Government / Defence	2%	2%	0%	0%	1%
Sales & marketing	2%	0%	0%	2%	1%
Engineering	0%	0%	0%	1%	0%
Not populated	5%	9%	6%	3%	6%
Total	100%	100%	100%	100%	100%

The percentage who worked in hospitality and tourism decreased over the 4 quarters while the percentage who worked in retail and consumer products increased.

From January to December 2024, of participants who started employment, 71% worked in Hospitality, Tourism, Retail, Trades, Manufacturing or Operation.

7.5 NDIS supports in employment

Figure 37. Will the participant be utilising NDIS supports in employment? – percentage of participants

Response	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024	Total
Yes	45%	36%	30%	42%	38%
No	47%	53%	51%	36%	47%
Unknown	7%	10%	16%	22%	13%
Not populated	1%	2%	3%	0%	1%
Total	100%	100%	100%	100%	100%

From January to December 2024, of participants who started employment, providers report 38% will be using NDIS supports in employment to maintain their employment.

This is a slight decrease versus the 41% figure in the June 2024 report.

7.6 Supported wages

Figure 38. Will the participant receive a wage determined under the supported wage system? - Percentage of participants

Response	Jan to Mar 2024	Apr to Jun 2024	Jul to Sep 2024	Oct to Dec 2024	Total
Yes	17%	14%	17%	12%	15%
No	74%	75%	73%	82%	76%
Unknown	7%	9%	6%	4%	6%
Not populated	2%	2%	4%	2%	3%
Total	100%	100%	100%	100%	100%

This percentage has fluctuated over the four quarters with no clear trend.

For the year, providers report 15% of the participants who started employment will receive a wage determined under the Supported Wage System (SWS).

8. Model summary

8.1 Modelling approach

A model was built to predict successful employment outcomes, defined as any of the following:

- Job in the open labour market, with full award or supported wages, with or without the assistance of Disability Employment Services (DES)
- Self-employed / Micro-enterprise
- Supported employment.

The modelling dataset is sourced from the Provider Reporting Tool and NDIA's own participant data, with the former containing outcomes and support hours and the latter containing characteristics such as Culturally and Linguistically Diverse Status and education activities.

In addition, Socio-Economic Indexes for Areas (SEIFA¹) data was attached to the modelling dataset, mapping to the 2021 LGA. Note that some LGA names in the Provider Tool were updated to the 2021 LGA due to changes in LGA boundaries between 2016-2021.

The analysis employed an XGBoost machine learning model, an advanced implementation of the Gradient Boosting Machine, to model the relationship between finding paid employment and its key drivers.

The top drivers of finding paid employment, that providers have most direct influence on (ranked in order from most to least important), are:

- Progress made towards achieving employer engagement and job customisation milestones.
- Progress made towards achieving work skills milestones.
- Progress made towards achieving work experience support milestones.
- Hours spent in work experience support.
- Whether a participant is assisted to get a job.

Appendix 2 has more details on the accuracy of the model.






¹ Source: Australian Bureau of Statistics.

For further information: [Socio-Economic Indexes for Areas \(SEIFA\): Technical Paper, 2021 | Australian Bureau of Statistics \(abs.gov.au\)](#)

Link to the data: [Socio-Economic Indexes for Areas \(SEIFA\), Australia, 2021 | Australian Bureau of Statistics \(abs.gov.au\) - Local Government Area, SA1 Distributions, SEIFA 2021.xlsx](#)

8.2 What helps (or hinders) finding paid employment

Figure 40. Variables that help or hinder finding paid employment – for the model covering period ending in December 2024

Rank of Importance *	Variable	Value	Reference Level	Chance of finding paid employment (value compared to reference)
1 st	Progress made towards employer engagement and job customisation milestones	Significant / Fully Achieved Goals	No / Some Progress	1.8 
2 nd	Progress made towards achieving work skills milestones	Significant / Fully Achieved Goals	No / Some Progress	1.3 
3 rd	Progress towards achieving work experience support milestones	Significant / Fully Achieved Goals	No / Some Progress	1.2 
4 th	Hours spent in work experience support	Greater than 90 hours	0 to 90 hours	1.2 
5 th	Whether a participant is assisted to get a job	Yes	No	1.1 

How to interpret the above table:

- Participants who made significant progress towards or fully achieved their employer engagement, education, and job customisation milestones were 1.8 times as likely to find employment compared to participants who made no or some progress towards similar milestones.
- Participants who were spent 90+ hours in work experience support are 1.2 times as likely to find employment compared to participants who spent up to 90 hours in work experience support.

8.3 Differences in modelled predictors between reporting period ending June 2024 versus the period ending December 2024

The following table summarises the differences in significant variables in the model covering the period ending in June 2024, versus the model covering the period ending in December 2024.

Figure 41. Differences in significant predictors

Model on period ending June 2024	Model on period ending December 2024
Progress made towards employer engagement and job customisation milestones	Progress made towards employer engagement and job customisation milestones
Progress made towards achieving work skills milestones	Progress made towards achieving work skills milestones
Progress towards achieving work experience support milestones	Progress towards achieving work experience support milestones
Hours spent in work experience support	Hours spent in work experience support
Progress towards building social, presentation and communication skills	Whether a participant is assisted to get a job

As shown above, the predictor “Progress towards building social, presentation and communication skills” was significant in the model covering the period ending June 2024 but no longer in the top 5 for the model covering the period ending December 2024. This predictor has been replaced by “Whether a participant is assisted to get a job” in the top 5.

The modelling insights from the period ending December 2024 data are based on 3,186 observations, which is more than the 2,673 observations used to model the period ending December 2023. These additional observations have led to a slight change in significant predictors although most have stayed the same.

9. Appendix

9.1 Appendix 1 – Methodology for the section titled “Progress towards milestones – cumulative for the year”

This Appendix provides more details on how to interpret the section titled “Progress towards milestones – cumulative for the year,” and the methodology used.

How to interpret the table below

Work experience milestone – percentage of participant progress

Cumulative training hours	No progress	Some progress	Significant progress	Current goals fully achieved	Total
0-9	69%	20%	6%	4%	100%
10-49	6%	56%	34%	5%	100%
50-99	2%	49%	43%	6%	100%
100+	1%	39%	55%	5%	100%

Out of all participants who have received 100+ hours of on-the-job work experience support (cumulative for the year)

- 1% have "No progress" as the best result for the year.
- 39% have "Some progress" as the best result for the year.
- 55% have "Significant progress" as the best result for the year.
- 5% have "Current goals fully achieved" as the best result for the year.

The sum of each row in the above table equals 100%.

Methodology (for cumulative training hours)

The starting universe is all participants reported in the Provider Reporting Tool across the 4 quarters. For each participant, the "cumulative training hours" is then calculated as the total of the milestone-specific training hours reported in the Provider Tool for the 4 quarters. The best progress for the specific milestone is used (of all progress entries reported in the Provider Reporting Tool across the 4 quarters).

For example, if for participant John Smith, below are the progresses and hours reported across the 4 quarters.

Work experience support (on the job)

Provider Tool Quarter	Progress towards milestone	Hours spent
Quarter 1	No progress	5
Quarter 2	Significant progress	15
Quarter 3	Some progress	10
Quarter 4	Some progress	9

then "cumulative training hours" = 39 = 5 + 15 + 10 + 9 and the progress selected for John is "Significant progress" (the best progress of the 4 quarters). The "cumulative training hours" is then rounded down to the nearest whole number (e.g., 6.75 is rounded down to 6), and grouped into bands. Then for each cumulative training hours group (e.g., 0-9), the percentage of participants in each (best) progress category is calculated so that the sum of the row is 100%.

9.2 Appendix 2 – Model accuracy

The generalised linear model presented in Section 8 has the following accuracy:

Figure 42. Model accuracy – Gini and AUC

Measures	Training Data	Test Data
Gini	0.57	0.53
AUC	0.78	0.77

The closer the test set AUC and Gini is to 1, the better the model performance.

The Test Data AUC (and Gini) is typically lower than the Training Data AUC (and Gini). This is because the model was built on the Training Data, hence predicts more accurately on it. The Test Data Gini and AUC however, give an indication of the model prediction accuracy when the model predicts on unseen data (on which it was not built).

Figure 43. Model accuracy – receiver operating curve

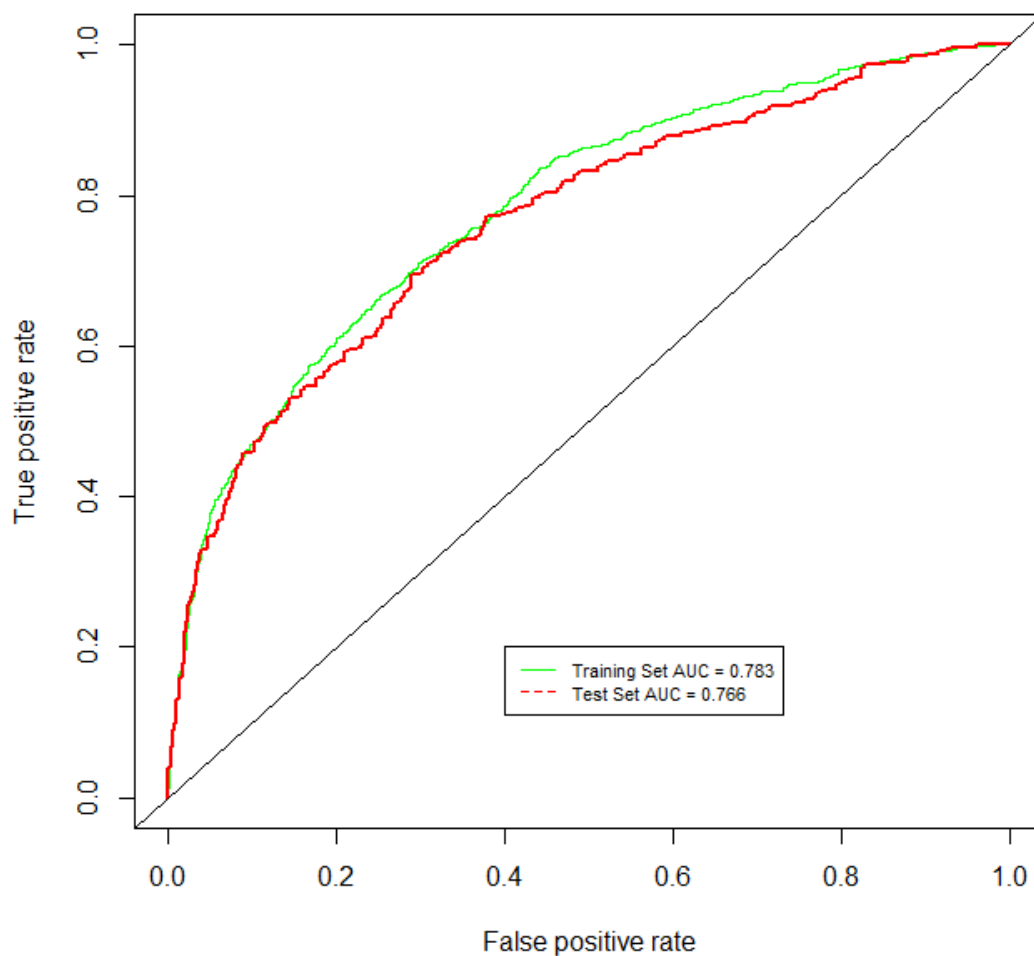
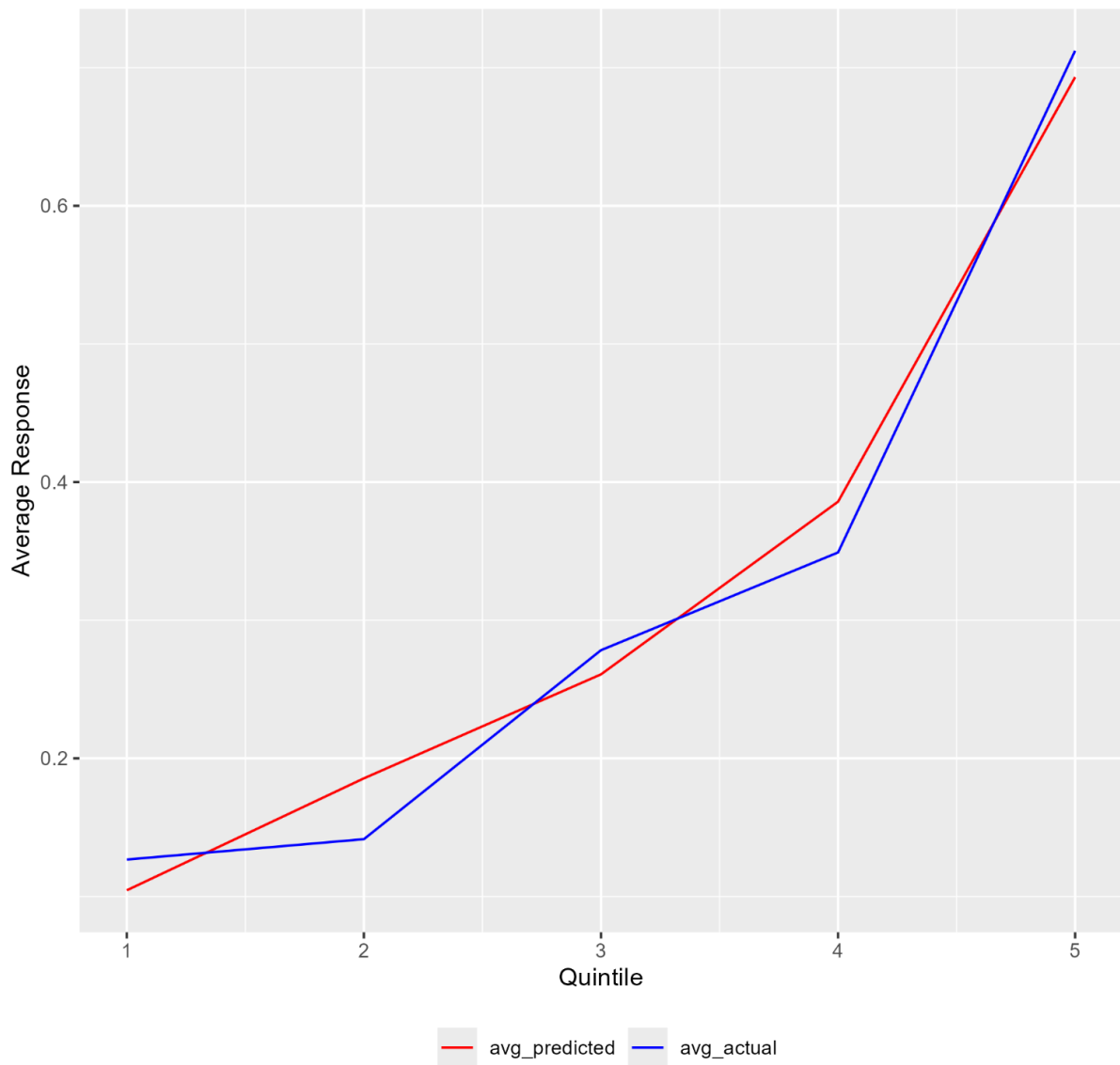


Figure 44. Model accuracy – actual versus predicted



The model predicted probability (red) curve is close to the actual outcome (blue) curve, indicating that the model is able to accurately predict the probability of recipients finding paid employment.