

well as the potential benefits that may arise for participants who engage with specialist employment service providers.

Provider B is the second highest ranking provider, with better than expected outcomes for participants looking for work (all ages) and those working in mainstream employment. Provider B is a specialist service provider for people experiencing a mental illness or who have an intellectual disability. They are also a Personal Helpers and Mentors (PHaMs) employment service provider, which is a mainstream employment service for people with a mental illness funded through DSS⁷⁹. Although they are also registered as an NDIS employment provider, the majority of NDIS funded services provided by Provider B to participants in this analysis is for assistance with daily living activities⁸⁰ (see Table 13.5). On their website, Provider B's focus on supporting a participant's health and wellbeing may be one of the drivers of their successful employment outcomes, particularly for older participants and those in mainstream employment.

Like Provider A, Provider C has a strong result for participants aged 15 to 24 looking for work. Provider C is an employment service provider that helps people with a range of disabilities to find open employment through supports that are designed to increase independence, including DES and SLES programs. For the participants in this analysis, over half of the value of the services that Provider C provided was for social, community and civic participation. This ranking highlights that providers who support participants to be more involved in the community may experience better employment outcomes.

Provider D offers a range of services for people with intellectual disabilities including employment in a supported ADE workplace. Provider D has ADE locations throughout Queensland, Western Sydney and Victoria operating a range of services such as packaging, recycling, and sewing. The high ranking of Provider D reflects that a higher number of participants working in these ADEs were able to maintain paid employment at review than expected. However, if the methodology is extended in the future to capture quality of outcomes, providers who support participants to maintain open employment may rank higher than Provider D.

The final provider in the top five is Provider E, who offer a wide range of services for people with disabilities, including supported ADE employment. The employment success rates for Provider E are higher than expected for participants who are in ADE employment and participants aged 25 and over who are looking for work. Provider E also has the highest percentage of participants aged 25 and over who successfully find paid employment in the open market: 92%, which is higher than would generally be expected given that they are an ADE provider.

⁷⁹ It is not currently possible to identify whether the NDIS participants assisted by Provider B were also receiving mainstream PHaMs employment support from Provider B.

⁸⁰ Approx. 30% of the participants that Provider B supported had employment funding in their plans. Of this 30%, about half of the participants used their funding with a different employment provider, and the other half didn't use their funding at all.