



Australian Government

Job Access

Driving disability employment



Building Australia's disability-confident workplace culture

**National Disability Recruitment
Coordinator (NDRC)**

Impact Data | July 2016 – December 2023

Acknowledgement of Country

We acknowledge the traditional custodians of Australia and the lands upon which we live and work and pay our respects to Elders past and present.

We also acknowledge the stories, traditions, and living cultures of Aboriginal and Torres Strait Islander peoples.



Overview

The **National Disability Recruitment Coordinator (NDRC)** is the employer engagement service of JobAccess. It is designed to help large employers build their disability knowledge and skills, and access the talents of people with disability.



The NDRC works side-by-side with large Australian employers through a free, expert and tailored 12-month partnership agreement. The partnership provides employers with practical recommendations to implement long-term, sustainable changes that help improve workplace accessibility and inclusion.

Partnerships are delivered by a team of high-performing, expert advisers, including those with lived experience of disability. Having worked with a breadth of cross-sector organisations, NDRC advisers provide tailored advice on good practice in disability employment, supplemented with co-designed materials and resources that are current, relevant and easy to apply to business.

On successful completion of the 12-month partnership, organisations are invited to become a part of the **JobAccess alumni program**. The program offers ongoing opportunities to engage with other employers and continued access to the NDRC to support sustainability of their disability employment efforts.

This Impact Data provides a summary of more than 200 employer partnerships completed between July 2016 and December 2023, demonstrating the impact of the NDRC on improving disability confidence across Australian workplaces.





Evaluation of partnership impact: method

The NDRC surveys its employer partners both at onboarding and completion of the 12-month program. Onboarding surveys are designed to take a snapshot of where an organisation sits in terms of overall disability confidence at the start of the partnership.

The completion survey determines an organisation's overall disability confidence, the impact of the partnership, and their experience with the service.

This Impact Data provides a summary of 223 employer partnerships over 6 years, reaching more than 833,000 employees.

During this period, the NDRC received a 40% response rate for completion surveys, and a 34% response rate for both onboarding and completion to measure attitudinal change over time.

Key findings

The key areas of impact following the 12-month NDRC partnership were:

97%

of employer partners know support is available if they need help.

92%

are ready to respond to an employee with access requirements.

83%

are ready to respond to a job applicant with access requirements.

77%

know how to offer workplace adjustments throughout the recruitment process.

Additionally:



NDRC employer partners reported general improvement in attitudes and organisational processes toward disability inclusion.

94%

agreed or strongly agreed that the NDRC provided appropriate information and support to the organisation in feeling confident when recruiting candidates with disability.

87%

agreed or strongly agreed that they experienced a positive shift in attitude towards employing people with disability in their organisation.

Net Promoter Score

- The NDRC completion survey asks employer partners to score their experience with the service, and if they would recommend it to a colleague. This is known as a Net Promoter Score (NPS).
- An NPS greater than zero is considered 'good', above 50 is 'excellent' and 70 or higher is 'world class'.
- Responses from NDRC partners indicated a NPS of **87**, which is 'world class'.
- The data confirms that NDRC partners highly recommend the service upon completion. **35%** of new employer partners received a recommendation from a colleague or previously partnered in another organisation.

Survey findings

Part 1: Responses from completion surveys demonstrating disability confidence

After completing the 12-month NDRC partnership, our employer partners told us:

The NDRC provides appropriate information and support.



94% of respondents agreed or strongly agreed that the NDRC provided appropriate information and support. This helps organisations feel confident when recruiting candidates with disability.

They experienced a positive shift in attitude towards employing people with disability.



87% agreed or strongly agreed that they experienced a positive shift in attitude towards the employment of people with disability in their organisation.

They have increased confidence to employ and retain candidates with disability.



83% agreed or strongly agreed they have increased confidence to employ and retain candidates with disability.

They have increased capability to address essential duties of the job.



74% agreed or strongly agreed they have increased capability to address essential duties of the job, as part of the recruitment process.

They have made a public statement encouraging candidates to request reasonable adjustments.



72% advised they have made a public statement (either on their website or job ads) encouraging candidates with disability to request reasonable adjustments during recruitment.

Survey findings

Part 2: Responses from on-boarding and completion surveys, demonstrating a positive shift in confidence

Comparing on-boarding and completion surveys, our employer partners demonstrated an improvement in:

Offering workplace adjustments/flexibility during recruitment.



Respondents demonstrated a **54% increase** where organisations agree or strongly agree they know how to offer workplace adjustments/flexibility during recruitment.

Their ability to assess suitability of candidates with disability.



Respondents demonstrated a **53% increase** where organisations agree or strongly agree they are confident in their ability to assess candidates with disability for their roles.

Confidence that their online processes do not deter candidates with disability from applying.



Respondents demonstrated a **47% increase** where organisations agree or strongly agree they are confident their online recruitment processes do not inadvertently deter candidates with disability from applying.

Knowledge of support available, if they need more help.



Respondents demonstrated a **46% increase** where organisations agree or strongly agree they know support is available if they need more help.

Net Promoter Score (NPS)

The NDRC completion survey asks employer partners to score their experience with the service:

“

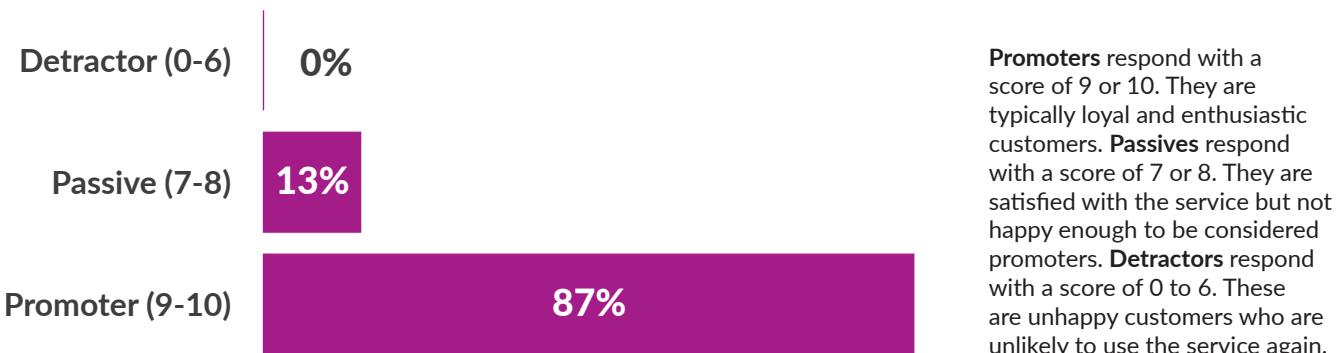
Thinking about your experience with the JobAccess employer engagement team, how likely would you be to recommend us, where 0 is highly unlikely and 10 is highly likely?”

The percentage of promtors, who give a score from 9-10 on the scale, are the main determinant of the NPS score. An NPS greater than zero is considered ‘good’, +50 is ‘excellent’, and above +70 is ‘world class’.

The NDRC received an **NPS of 87** from 90 responses by employer partners from 1 July 2016 to 31 December 2023.

For an NPS of 87, the percentage of Promtors relative to Passive (7-8) and Detractor (0-6) responses are shown below.

Percentage of NPS responses (Jul 2016 - Dec 2023)



Disability Awareness Training by the NDRC

The NDRC offers free [disability awareness training](#) for employer partners and alumni to increase organisational awareness and confidence to employ, support and retain people with disability.

Over 6 years, NDRC delivered **418** disability awareness training sessions reaching more than **10,240** attendees. The training received an average satisfaction rating of **4.6 out of 5** from over 850* survey responses. The attendees primarily include Human Resources, Operations Management, Learning and Development, Diversity and Inclusion, and frontline management.

*over three years 2021-2023.

What do employers say about NDRC partnerships?



Strong customer service

“ The NDRC Professional Adviser’s customer engagement and service has been exceptional. We have received very relevant and practical information to help establish a strong footing for 2024 and beyond.

We are clear now on our key focus areas for improvement, in particular in relation to recruitment, retention and employee care. There is a lot to be done and we look forward to moving to an alumni partnership with JobAccess.”

“ One of the highlights of the year was getting paired with the NDRC and our Professional Adviser. You’ve been nothing short of amazing for us both. Appreciate everything you’ve done to help us achieve a brilliant 2022 and looking forward to an even bigger 2023.”

“ We can’t thank you personally enough for your help and time over the past 12 months! We’ve built a great relationship between the three of us. It’s been amazing getting to know (our Professional Adviser) personally and hearing you share your story.”

“ It has been fantastic working with you and seeing the incredible work that you and your team do.”

“ The Professional Adviser was excellent to work with. She is approachable, patient, flexible and has a solid knowledge of her area of expertise.”



Expert support and advice

“ Every person we connected with at JobAccess and the NDRC was an expert in their field. They were kind, understanding and flexible. Never once was anyone made to feel less because they knew less or were seeking assistance to better educate themselves.”

What do employers say about NDRC partnerships?



Expert support and advice

“ I really appreciated your assistance during our partnership and hope to use the resources you shared to make a positive change for our staff, visitors to our website as well as candidates for our vacancies. Thank you for the invitation to join the JobAccess NDRC Alumni program. I, on behalf of the department, wish to accept and I hope we can continue our cooperation to improve the experience of people with disability who come in contact with our department.”



Building employer capability

“ Thank you for all of the support that you have offered (our organisation) in the past 12 months. We feel we are in a much better position than we were 12 months ago – but it is a continuous journey of improvement. The partnership has opened our eyes up to the possibilities and doors that we can open for all people.

I was proud to be in a meeting with other councils today where we received a presentation on JobAccess, and I was able to vouch for the support that you have offered us this past year. We very eagerly accept your invitation to join the Alumni and looked forward to a continued partnership with JobAccess and the NDRC.”

“ Having an external body has helped to legitimise the opportunities for improvement, which, in turn, assisted greatly with increased awareness and engagement...all in a seamless, easy to engage with way.”

“ We have made some significant changes by partnering with JobAccess and the NDRC which will benefit us as an organisation in recruiting and supporting people with Disability. It is an honour to become an Alumni of JobAccess.”



About JobAccess

JobAccess is an Australian Government service that offers expert advice, practical resources and good practice strategies – on matters ranging from workplace adjustments to building employer confidence – to drive disability employment.

This free, easy-to-use, one-stop service provides holistic advice, navigational support and tailored solutions for all people with disability, employers and service providers.

JobAccess services are designed to remove barriers to sustainable employment for people with disability. These services are delivered by a team of allied health professionals and disability employment experts that include people with lived experience and carers who listen, advise and support by keeping the individual and employer in focus.

JobAccess is recognised internationally for its innovative approach to disability employment. The United Nations Public Service Award and Essl Foundation's **Zero Project initiative** have recognised JobAccess for improving the delivery of services and innovative policies.



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