



Evaluation of JobAccess Service Report

Commissioned by the Department of Social Services

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Glossary of terms

The following terms or abbreviations have been utilised throughout this report.

Term of abbreviation	Definition
Colmar Brunton	Colmar Brunton Social Research
The Evaluator	Colmar Brunton Social Research
The Department	The Department of Social Services
JobAccess	The six services (as outlined below) that form part of the JobAccess Service (the national hub for workplace and employment information and resources)
Information and Advice Service	JobAccess email and telephone information and advice service – 1800 464 800
EAF	The Employment Assistance Fund
NDRC	JobAccess Employer Engagement via the National Disability Recruitment Coordinator
CRRS	Complaints Resolution and Referral Service
The Hotline	National Disability Abuse and Neglect Hotline
The Website	The JobAccess Website (www.jobaccess.gov.au)
JobAccess User	People with disability or their families/carers/friends/colleagues that had that had accessed one or more of the JobAccess Service areas in two years prior to the interview/survey being conducted
Employers	Employers who had accessed one or more of the JobAccess Service areas in two years prior to the interview/survey being conducted
Employment Service Providers	Employment Service Providers who had accessed one or more of the JobAccess Service areas in two years prior to the interview/survey being conducted
WorkFocus	WorkFocus Australia
KEQ	Key Evaluation Questions
KPI	Key Performance Indicator
NDIS	National Disability Insurance Scheme
DES provider	Disability Employment Services provider
ORU	The Online Research Unit, Colmar Brunton's fieldwork partner and sister company
MOU	A memorandum of understanding
[...]	Square brackets are used in quotations to denote a word omitted by the speaker but added by the evaluator in this report for clarity.

1. Executive summary

1.1. Introduction

1.1.1. Background

The JobAccess Service is the national hub for workplace and employment information and resources for people with disability, employers and service providers. The Australian Government's 2015-16 Budget announced \$9 million over three years (2015-16 to 2017-18) for a new JobAccess Service, which was then extended for a further three years (2018-19 to 2020-21) with an additional budget of \$4.79 million. The six programs and services that were within scope for this evaluation were:

1. The JobAccess Website (www.jobaccess.gov.au);
2. The JobAccess Email and Telephone Information and Advice Service;
3. The Employment Assistance Fund (EAF);
4. The Complaints Resolution and Referral Service (CRRS);
5. The National Disability Abuse and Neglect Hotline; and
6. The National Disability Recruitment Coordinator (NDRC).

1.1.2. The Evaluation

A mixed-methods approach involving a combination of quantitative and qualitative data sources was used to conduct the evaluation.

The evaluation involved a multi-method approach consisting of:

- Analysis of JobAccess documentation (including reviews, research and previous evaluation documents);
- Analysis of administrative data;
- n=90 in-depth interviews across five target audiences (JobAccess Users, Employers, Employment Service Providers, the JobAccess Service Provider (i.e. WorkFocus) and JobAccess Stakeholders); and
- n=748 online surveys across three target audiences (JobAccess Users, Employers and Employment Service Providers). A total of 8,563 invitations were sent for the online survey, which equates to a response rate of 9%.

Ethics approval was obtained from the Bellberry Human Research Ethics Committee.

Fieldwork was conducted between 7 February 2019 and 13 March 2019.

The information derived from these multiple data sources across the several phases of the study was then considered to generate a synthesis of findings.

1.2. Findings: Efficiency and Appropriateness of the JobAccess Service

The JobAccess Service is highly valued by all target audiences. JobAccess Users most value the EAF (88%) and the Information and Advice service (87%), while Employers most value the NDRC (76%) and Employment Service Providers most value the Website (76%). The CRRS and the Hotline both serve unique and important functions and are also valued by JobAccess Users, however this is to a lesser extent.

The services that exist as part of JobAccess are largely felt to be easy to access and use, and provide information that is easy to understand, up to date and meets the specific needs of JobAccess Users, Employers and Employment Service Providers.

1.2.1. Strengths and gaps of the JobAccess Service

JobAccess is seen to have many strengths and provides a very important and respected service. All target audiences greatly appreciate that the services are in place and as a result they feel supported.

The majority of JobAccess Users, Employers and Employment Service Providers who had used the Information and Advice Service, the Website and the EAF reported that these services provide information that meets their specific needs. JobAccess Users appreciated having an avenue (the CRRS) to make a complaint and have their issues heard, but many felt this wasn't enough and that it was disappointing that the CRRS could not do more to help with the situation. The Hotline was also appreciated as a source of referral, however once again it was felt that the Hotline did not go far enough in supporting people with disability experiencing neglect or abuse.

The staff operating JobAccess are another key strength of the service. Across all the five services where interpersonal communication occurs, staff were complimented as being professional, caring and knowledgeable. The skill, expertise and 'care' factor exhibited by the staff running JobAccess was very highly regarded by all target audiences.

Despite the strengths of JobAccess, the service is not currently helping as many people with disability as it could if more people were aware of it and if it had more focus on meeting the needs of unemployed people with disability¹.

1.2.2. Are adaptations necessary to maintain the appropriateness of the JobAccess Service

No major adaptations are required of JobAccess as overall it is seen to be appropriately delivered, however there is room for improvement. Some ways in which JobAccess could be enhanced to be more appropriate and efficient are explored below:

- The core role of each service in delivering the required outcomes from the JobAccess Service requires further clarification, focus and communication to all stakeholders.

¹ In the absence of employment outcome data this conclusion is reached solely based on the qualitative interviews and quantitative surveys conducted

- Increasing awareness of all JobAccess Services and ensuring potential users understand what each service has to offer and when they should be accessed is critical for the JobAccess Service to be truly appropriate.
- JobAccess could provide more support to people with disability looking for work.
- The website could be made more appropriate for JobAccess Users by providing more alternatives to text, such as images and diagrams.
- Maximising utility of website content by use of alternative digital platforms, such as an application much like myGov and Medicare.
- Improvements could be made to the EAF application process.
- The CRRS service could be improved by giving more power and authority to it.
- The Hotline could better assist clients if there was more oversight of the investigation being completed and was thus better able to assist the complainant through the journey.

1.2.3. Value for money of the JobAccess Service

Financial information about the costs of the program and the economic benefits of people with disability maintaining employment was not provided to the Evaluators. Value for money has therefore been assessed in this evaluation based on the perceptions of each of the target audiences involved in the qualitative and quantitative research.

The JobAccess Service was perceived to provide value for money across all target audiences. Participants in the evaluation reported that without JobAccess, many people with disability would resign from work, lose their jobs or be less productive in the workplace. JobAccess was seen as helping people with disability to remain in employment and therefore reducing costs to the Government, economy and society.

1.2.4. Clients interactions with and perceptions of the CRRS and the Hotline

JobAccess Users appreciated having access to a complaints service and a service to report abuse or neglect but were far less satisfied with CRRS and the Hotline than with the other JobAccess Services.

Concerns with CRRS centred around the lack of ability for CRRS to resolve their complaint due to having no authority over Employment Service Providers.

The Hotline was difficult for some JobAccess Users to access and use, and some would have preferred Hotline staff to undertake the investigation rather than referring them to other organisations to do so.

1.2.5. Advantages and disadvantages of the current arrangements for the CRRS and the Hotline

The main advantage of the CRRS and the Hotline having the same number and being run by the same team is that the service is better able to correctly assign callers' complaints/reports of abuse or neglect to the appropriate service.

The main disadvantage of the current arrangements was the off-putting name of the Hotline which could result in potential users not accessing the services simply because of their connection. There were, however, others that were not affected by the name and so the extent to which this could be an issue is currently unknown.

1.2.6. Appropriateness of governance mechanisms with regards to the CRRS

Concern was expressed about the appropriateness of the governance mechanisms in place for the CRRS during the qualitative phase of the evaluation. Some participants described the CRRS as a “toothless tiger” and questioned whether it can provide a truly independent and impartial service given that it operates within the JobAccess program. These participants reported that the CRRS was more likely to listen to and side with the employment service provider than the person making the complaint. Others questioned whether it has the power and authority it needs to deliver better outcomes for people with disability. At least one participant who had made a complaint to the CRRS experienced only a temporary improvement of service, reinforcing the view that CRRS does not have the ability to mandate improved service delivery.

1.3. Findings: Effectiveness of the JobAccess Service

Overall, JobAccess is effective in helping people with disability maintain employment. However, it appears to be less effective in assisting people with disability to find work, in assisting employers to create vacancies for, and hire people with disability and in ensuring people with disability receive fair and just treatment.

Very high proportions (over 70%) across all target audiences agree that the EAF and the Information and Advice Service help people with disability to remain in their jobs. Over half of JobAccess Users also agree that the Information and Advice Service helps people with disability to be appropriately employed (59%), provides referrals to appropriate authorities and services (56%) and helps to increase the skills and confidence of people with disability seeking employment (52%). Slightly higher proportions of Employers and Employment Service Providers agree that the Information and Advice Service and Website help to increase knowledge of their rights and responsibilities relating to disability employment and help to increase skills and confidence in working with people with disability. JobAccess Users are less likely (between a third and a half) than Employers and Employment Service Providers to agree that the Website delivers any of these outcomes.

Employers that had accessed NDRC felt the service:

- Increased their organisations’ knowledge about employing people with disability;
- Increased the skills and confidence of people in their organisation with regards to working with people with disability;
- Contributed to improved resources and HR practices within their organisation to support employees with disability; and
- Increased their organisations’ ability to appropriately employ people with disability.

However, the NDRC was not felt to consistently result in specific job vacancies for people with disability or the employment of people with a disability.

There were mixed views about the effectiveness of CRRS and the Hotline. Just under a third of JobAccess Users agreed that the CRRS helps people with disability to receive fair and just treatment and fewer agreed that the CRRS helps people with disability to remain in their job. Of the small number of people in the evaluation who had accessed the Hotline, around half agreed that it provides referrals to appropriate authorities and services and helps people with disability to receive fair and just treatment.

1.3.1. Effectiveness of JobAccess with regards to supporting people with disability to find jobs

JobAccess is felt to assist people with disability to remain employed and to increase their productivity at work, catering more for people with disability already in employment rather than those who are looking for new work². While the NDRC does indirectly support people with disability to find jobs by increasing the pool of jobs available that offer them support, there appears³ to be a lack of connection between this program and the creation of job vacancies and jobs for unemployed people with disability.

1.3.2. Things that are working well and areas for improvement

Aspects of JobAccess that are working well include:

- The JobAccess employees across all services were praised and often described as being understanding, knowledgeable, supportive, caring and professional.
- The services offered through JobAccess provide recognition and validation for people with disability. JobAccess puts the focus on the barriers and challenges faced by people with disability and identifies these as things that can be overcome. This is refreshing and liberating for people with disability, as it helps to not only increase their confidence, but to also lift their self-esteem.
- Phone interactions, such as those through the Information and Advice Service, the CRRS and the Hotline were generally noted as performing above expectations, especially for a government funded service. Many users of these services noted their delight at not having to wait on hold and not having to go through a switch or robot-operated selection process.
- JobAccess was generally seen as being easy to access and easy to use with EAF and the Information and Advice Service performing best, and the Website and CRRS performing less well.
- JobAccess is seen as being effective at helping people with disability to remain in employment and to do so more comfortably and productively.
- All target audiences liked that information, advice and resources can be found via both online means (i.e. the JobAccess Website) and over the phone (i.e. the Information and Advice Service). This was important given the variety of users needing to access the services.
- The Approved Assessors that attend workplaces to complete Workplace Modification Assessments for EAF were described by the vast majority as adding value to the service. Their expertise and skills were very much appreciated.

JobAccess could be more effective by improving performance in the following areas:

- A greater focus on providing the information, advice and support required by unemployed people with a disability to find work across EAF, Information and Advice Service and the website.
- JobAccess could be more effective if more people with disability, employment service providers and employers were aware of it. Lack of awareness of EAF is likely to result in many people with disability being unable to obtain or stay in employment.

² In the absence of employment outcome data this assertion is based on the views expressed by participants in qualitative interviews and quantitative surveys conducted

³ In the absence of employment outcome data this conclusion is reached solely based on the qualitative interviews and quantitative surveys conducted

- Greater promotion of JobAccess and what it offers, to avoid confusion with Jobactive and help people find and/or access the correct service.
- The EAF application process is a key area for improvement. While the majority of JobAccess Users, Employers and Employment Service Providers found it easy to use, access and understand, there were those that felt it could be more efficient.
- Working closely with the NDIS to ensure people with disability do not lose their employment due to delays in providing them with essential equipment.
- A thorough review of the content and resources available on the website and how to improve the user experience, particularly for people experiencing difficulties with it, is suggested to improve the ability of the website to deliver the short, medium and long-term outcomes.
- The NDRC is very successful at assisting organisations to increase their skills and knowledge of employing people with disability. However, it appears⁴ more work is required to link Employers with Employment Service Providers and to generate job vacancies and jobs for unemployed people with disability. This is likely to require the NDRC to actively facilitate relationships between Employment Service Providers, Employers and people with disability.
- The CRRS is an important JobAccess service to help people with disability to feel supported and to receive fair and just treatment, however its lack of power and authority over Service Providers is perceived to limit its effectiveness. The CRRS could be more effective in delivering the required outcome of people with disability receiving fair and just treatment if it were regularly reviewed to ensure it is impartial and fair, and given the authority to ensure Service Providers make permanent changes as a result of CRRS investigations.
- A more comprehensive review of the Hotline should be undertaken to ensure the service consistently refers JobAccess Users to an authoritative body, informs them of the progress in the investigation of their report, supports them through the process and ensures they receive fair and just treatment.

1.3.3. Outcomes being achieved (both intended and unintended)

JobAccess performs well in delivering many of the required outcomes with each service playing a role in supporting people with disability being appropriately employed and maintaining meaningful employment.

EAF and the Information and Advice Service were most highly valued by all participants in the evaluation, with the website also widely used but more useful to Employment Service Providers than JobAccess Users. The NDRC plays a critical role in preparing organisations to support people with disability but performed less well in creating specific job vacancies for people with disability.

The CRRS and the Hotline both perform important functions in giving people avenues to make complaints against Government funded disability services and to report issues of abuse and neglect. However, neither was felt to be consistently delivering the outcome of people with disability receiving fair and just treatment.

Most of the unintended outcomes identified through this evaluation were positive, however there were a few negative unintended consequences of the services. The evidence for the unintended outcomes listed below comes largely from the qualitative interviews that were conducted as part of this evaluation, and to a lesser extent the online surveys. The unintended outcomes resulting from JobAccess included:

⁴ In the absence of employment outcome data this conclusion is reached solely based on the qualitative interviews and quantitative surveys conducted

- The increased self-confidence and sense of hope for people with disability (and often their carers, family and friends) of knowing that the JobAccess Service is available.
- A sense of validation from having a disability treated as simply another issue to be addressed rather than meaning someone is less worthy as an employee or potential employee.
- Reinforcing the value of employers and workplaces seeking to support people with disability in the workplace.
- Providing a 'safe' way for employees and employers to discuss and tackle barriers associated with disabilities.
- Supporting Employment Service Providers to be able to help people with disability to access appropriate services and supports, to both find employment and to maintain employment.
- The opportunity to be heard and have a voice through the CRRS was positive. However, some JobAccess Users did not experience a positive outcome as a result of having accessed CRRS. Some users of the service reported feeling worse off from the experience as they felt the CRRS had sided with the Service Provider and did not actually believe them. This discouraged JobAccess Users from making any further complaints and created the unintended negative consequence of disempowering people with disability.
- Referring people who call the Hotline to a third-party authoritative body resulted in some people with disability not having the abuse or neglect investigated, no outcome being communicated, or investigations that were not perceived to result in fair and just treatment.

1.3.4. Effectiveness of the EAF in helping people with disability obtain and maintain employment

Administrative data would have provided the best evidence for how effective the EAF is with regard to helping people with disability to both obtain employment and to maintain it. However, data on the total number of employees retained following modifications is not currently captured and so could not be made available to the Evaluators. In lieu of this administrative data, the results from the evaluation survey show that the majority of JobAccess Users (79%), Employers (78%) and Employment Service Providers (100%) agree that the EAF (and associated modifications) helps people with disability to remain in their job. The evaluation interviews and surveys revealed that the EAF (and associated modifications) helps people with disability who are already employed to be able to do their job more comfortably, get less tired and be more productive. This results in them being able to stay in work, continue their employment or by being able to return to their work after an injury. Some Employers reported that without the workplace modifications funded through the EAF they may have had to let the employees go. Likewise, some JobAccess Users reported they may not have been able to retain their employment without the EAF. These reports suggest the EAF is effective at assisting people with disability to maintain employment.

There is also no administrative data available to determine how many people with disability change jobs after receiving EAF modifications. However, from the evaluation interviews and surveys, it is evident that the number is likely to be low. There were very few JobAccess Users that reported having moved jobs since the workplace modifications had taken place and even fewer Employers that had experienced employees moving away. Of those that did change jobs, the majority took the modifications/equipment with them to their new place of employment. Those that didn't take the modifications noted that this was due to the modifications being to the workplace itself and thus not something that could be easily transferred.

Funding caps that apply to workplace changes through the EAF (such as building modifications being capped at \$30,000 excluding GST) were not well known by those interviewed or surveyed as part of

this evaluation. However, despite this lack of awareness it was uncommon for JobAccess Users, Employers or Employment Service Providers to feel that more expensive or different modifications would have made a greater impact.

1.3.5. Effectiveness of the information on the JobAccess Website

Technology plays a large role in businesses and governments, with people today expecting more than ever to be able to access information and advice via electronic means. The JobAccess Website provides a platform for people with disability, Employers and Employment Service Providers to access information and advice, as well as direct them to other services within JobAccess.

The website helps Employers to increase their confidence and skills in working with people with disability, to increase their knowledge about their rights and responsibilities and in providing referrals to appropriate authorities and services. It is also seen as a very useful information and referral source by Employment Service Providers. However, it performs less well for JobAccess Users overall and particularly in increasing the skills and confidence of people with disability in seeking employment;

Further investigation into how the website content could more effectively help JobAccess Users increase their job-seeking skills and confidence, find or change employment and access referrals is required. In addition, the opportunity for alternative forms of digital information and support to leverage improved website content should be investigated. An investigation into the extent to which alternative digital platforms (such as applications like myGov and Medicare), that may better meet the needs of JobAccess Users should be explored.

1.3.6. Effectiveness of NDRC partnerships

The evaluation shows that the NDRC is effective in:

- Increasing knowledge levels of partnering organisations with regards to employing people with disability;
- Increasing the skills and confidence of partnering organisations with regards to working with people with disability;
- Contributing to improved resources and HR practices of partnering organisations to better support employees with disability; and
- Increasing the ability of partnering organisations to appropriately employ people with disability.

However, there is no evidence that the NDRC has resulted in increased employment outcomes for people with disability. There is also no data in relation to the sustainability of NDRC partnerships. The evaluation identified a need for the service to focus on assisting Employers to generate job vacancies, hire and retain people with disability⁵.

⁵ In the absence of employment outcome data this conclusion is reached solely based on the qualitative interviews and quantitative surveys conducted

2. Introduction

This report presents the findings of the evaluation of JobAccess Service as conducted by Colmar Brunton Social Research (Colmar Brunton) under contract with the Department of Social Services (the Department).

The evaluation was conducted in 2018-19 and was designed to obtain an independent, evidence-based assessment of what is working well in the JobAccess Service and how it could improve in the future.

2.1. Background

The JobAccess Service is the national hub for workplace and employment information and resources for people with disability, employers and service providers. The purpose of the JobAccess Service is to provide people with disability, employers and service providers with easy to access information, advice, services and funding that will enable more people with disability to find sustainable employment. The Australian Government's 2015-16 Budget announced \$9 million over three years (2015-16 to 2017-18) for a new JobAccess Service, which was then extended for a further three years (2018-19 to 2020-21) with an additional budget of \$4.79 million. Below is an overview of each of the six programs and services that were within scope for this evaluation.

1. **The JobAccess Website** (www.jobaccess.gov.au) is the national website/hub for all things disability employment.
2. **The JobAccess Email and Telephone Information and Advice Service** is a free and confidential online/email and telephone service on all matters relating to disability employment.
3. **The Employment Assistance Fund (EAF)** gives financial help to eligible people with disability and mental health conditions, as well as employers, to receive work related modifications, equipment and services. It is available to people about to start a job, those currently working, those self-employed and those preparing for a job.
4. **The Complaints Resolution and Referral Service (CRRS)** is a complaints resolution and referral service for people with disability who are service users of Disability Employment Services, Australian Disability Enterprises and/or Disability Advocacy services. The CRRS works with callers to resolve issues through a process of investigation and/or conciliation.
5. **The National Disability Abuse and Neglect Hotline (the Hotline)** is for reporting abuse or neglect of people with disability. The Hotline works with callers to find appropriate ways of dealing with reports of abuse or neglect through referral, information and support.
6. **The National Disability Recruitment Coordinator (NDRC)** offers support to large employers to help them develop sustainable policies and processes that enable disability employment and create job vacancies for people with disability.

3. Evaluation Design and Methodology

The evaluation design was based on a multi-method approach which included scoping meetings and workshops, desk research, analysis of existing administrative data, qualitative research and quantitative research.

3.1. Purpose of the Evaluation

The purpose of the evaluation was to obtain an independent, evidence-based assessment of what was working well in the JobAccess Service and how it could be improved in the future. The evaluation aimed to assess the appropriateness, effectiveness and efficiency of the JobAccess Service against its intended objectives and outcomes. The evaluation was intended to:

1. Consolidate and maximise use of existing data and develop a Performance Measurement Framework (underpinned by the Program Logic);
2. Provide analysis to inform decision making about the future delivery of the JobAccess Service; and
3. Enable the Department to articulate a comprehensive performance story and meet its accountabilities under the Public Governance, Performance and Accountability Act 2013 and the enhanced Commonwealth Performance Framework.

3.2. Key Evaluation Questions

The Request for Quotation set out a range of key evaluation questions, which were then reviewed and confirmed with the Department during the scoping meeting and workshop. The key evaluation questions were grouped under the three elements as follows:

Element 1 – Data consolidation, analysis and recommendations

Element 1 focuses on the analysis of existing JobAccess Service administrative data, and the overarching questions are:

- What strengths and gaps currently exist with the administration data?
- What current data can be utilised for a Performance Measurement Framework?
- What additional data is required?

Element 2 – Efficiency and appropriateness

Element 2 focuses on the efficiency and appropriateness of the JobAccess Service, and the overarching questions are:

- Where are the strengths and gaps in the JobAccess package of services and information, given the current focus on user choice and control?
- Are adaptations needed to maintain the appropriateness of the JobAccess Service in a rapidly shifting service environment?
- Does the JobAccess Service provide value for money?

In addition, Element 2 considers the specific issue of the appropriateness of the two hotlines within JobAccess (CRSS and the Hotline) and the overarching questions related to the hotlines are:

- How do clients interact with and perceive these different services?
- What are the advantages and disadvantages of the current arrangements?
- Are appropriate governance mechanisms in place to maintain the independence of the CRSS, given it is part of the broader JobAccess contract (and user perception of conflict of interest exist)?

Element 3 – Effectiveness

Element 3 focuses on the effectiveness of the JobAccess Service, and the overarching questions are:

- How effective is JobAccess in supporting people with disability to find jobs?
- Based on the findings of the evaluation, what is working well and what recommendations can be made for improving the service to increase effectiveness?
- What outcomes are being achieved from the JobAccess Service both intended and unintended?

Sub-questions for Element 3 focus on different aspects of the JobAccess Service:

- How effective is the EAF in helping people with disability obtain and maintain employment?
 - Does EAF lead to employment being maintained beyond 13, 26 and 52 weeks respectively?
 - What are the experiences of people with disability who transfer to new workplaces, or employers who have people with disability transferring away from their organisation?
 - How does the current cost cap on modifications affect the effectiveness of the EAF?
- How effective is information on the website and is the effectiveness of the information affected by the shifting service environment?
- How effective are NDRC partnerships in creating sustainable change for employer recruitment and employment practices?
 - Once employers are aware of NDRC how do they engage in NDRC and what does that engagement result in?
 - How sustainable are the results of NDRC engagement, including the sustainability of partnerships and employment of people with disability?

3.3. Evaluation Methodology and Sources of Data

The six phases of the evaluation are outlined in brief below.

1. Scoping meeting and workshop

The function of the scoping meeting was to pass information and knowledge both ways between Colmar Brunton and the Department. The initial scoping session was 2 hours in duration and was held on Monday 23rd July 2018. A further workshop was held to review the overarching JobAccess

Program Logic that had already been developed by the Department in light of the Evaluation. This workshop offered an opportunity for Colmar Brunton and the Department to workshop the content and develop Program Logic models for each of the specific JobAccess Services, against which all subsequent evaluation activities were framed.

2. Rapid Evidence Assessment

Colmar Brunton worked with the Department to identify the scope of the Rapid Evidence Assessment (REA), including the materials that should be included. The materials were then studied within the agreed review framework, and a report was prepared highlighting key themes and issues that were relevant to the project.

3. Administrative data analysis

Research Element 1 focused on making the best use of current data available to the Department and improving future data use. In particular, Colmar Brunton reviewed data in the form of quarterly reports (as well as accompanying appendices), raw data related to the quarterly reports (where possible), survey data from surveys administered by the JobAccess Provider WorkFocus and web analytics.

4. Qualitative research (in-depth interviews)

Evaluation fieldwork included qualitative research in the form of n=90 in-depth interviews with the following target audiences:

- JobAccess Users (n=45)
 - n=7 users of the Information and Advice Service;
 - n=22 users of the EAF;
 - n=13 users of the CRRS; and
 - n=3 users of the Hotline.
- Employers (n=29);
 - n=5 users of the Information and Advice Service;
 - n=12 users of the EAF; and
 - n=12 users of the NDRC.
- Employment Service Providers (n=4);
- JobAccess Service Provider (i.e. WorkFocus) (n=5); and
- JobAccess Stakeholders (n=7).

These in-depth interviews allowed for exploration of the Key Evaluation Questions as well as investigation of the Activities, Outputs and Outcomes outlined in the Program Logic models associated with each of the JobAccess Services.

At the convenience of the participants (and within time and budget constraints), the in-depth interviews were conducted either face-to-face or by phone.

The qualitative interview guides are in Appendix E.

5. Quantitative research (online surveys)

The Evaluator designed and administered online surveys for the evaluation to complement the analysis of the administrative data and the qualitative in-depth interviews as described above. As in the interview guides, the questions in the online surveys were based around the Key Evaluation Questions as well as the Activities, Outputs and Outcomes outlined in the Program Logic models associated with each of the JobAccess Services.

Fieldwork for the survey was conducted between the 1st and 13th of March 2019.

At an overall level there were n=748 completed surveys (from 8,563 invitations), which gave a response rate (meaning the number of surveys completed as a proportion of eligible participants) of 9%. This is a typical response rate for this kind of research⁶.

The final number of completed surveys for each of the target audiences was:

- JobAccess Users (n=491)
 - n=180 users of the Information and Advice Service;
 - n=218 users of the EAF;
 - n=53 users of the CRRS;
 - n=7 users of the Hotline; and
 - n=221 users of the Website.
 - Of the n=491 JobAccess Users that were surveyed across the difference services 52% were employed or self-employed full time, 29% were employed or self-employed part time and 9% were unemployed and looking for work⁷.
- Employers (n=140)
 - n=63 users of the Information and Advice Service;
 - n=36 users of the EAF;
 - n=25 users of the NDRC; and
 - n=93 users of the Website.
- Employment Service Providers (n=117)
 - n=58 users of the Information and Advice Service;
 - n=22 users of the EAF;
 - n=18 users of the NDRC; and
 - n=93 users of the Website.

The quantitative questionnaire is in Appendix D.

Further details of the approach undertaken within each of the above phases are in Appendix A.

6. Analysis and reporting

The key findings in this report are based on:

- A thorough analysis of all administrative data (as provided by the Department);
- A detailed review and analysis of all qualitative findings as observed across all in-depth interviews conducted for the study; and
- Rigorous interrogation of the quantitative findings from online surveys.

3.4. Ethics Approval

The Bellberry Human Research Ethics Committee reviewed this study in accordance with the National Statement on Ethical Conduct in Human Research (2007), incorporating all updates and approved the

⁶ If the 9% who responded to the survey are representative of eligible participants, the response rate is not a problem. The challenge is that it is not possible to identify how representative the 9% are of all eligible participants due to the lack of data available to enable a comparison on key demographics. It is therefore possible that a non-response bias exists but the extent to which this is problematic is not known.

⁷ Approximately 5% of the people that make up "JobAccess Users" are not the people with disability themselves, but rather a support person.

design of the evaluation on the 27th of September 2018. Subsequent amendments to the ethics application in terms of recruitment methods, interview questions, survey instruments, consent forms and information sheets were approved on the 22nd of January, the 30th of January and the 19th of February 2019 respectively.

3.5. Challenges and Limitations

A number of challenges were encountered which have reduced the amount of secondary data available to the evaluation. Wherever possible, the information gaps were covered in the primary research. However, there were also issues with the client contact details provided to the evaluator which resulted in less than desired coverage of all services and target groups. Further details on the challenges encountered are outlined below.

3.5.1. Administrative data

- The original intent of Research Element 1 was to review raw, administrative data for each of the Service's sub-elements (Information and Advice Service, EAF, NDRC, CRRS, and the Hotline) as well as Quarterly Reports. Through a series of meetings with WorkFocus and the Department, Colmar Brunton identified the following challenges with accessing the raw administrative data:
 - The unit record administrative data sits on a number of different databases (some of which are owned, managed and run by the Department of Jobs and Small Business) and were not made available to the Evaluator;
 - Due to the nature of the services offered by JobAccess, some data has not been recorded in any of the systems (for example, where an individual has not wished to provide a name, contact information or details of a disability);
 - The highly manual nature of unit record data extraction from the multiple databases (both Departmental and from WorkFocus) resulted in data not being made available to the Evaluator; and
 - The time and cost imposts on WorkFocus and the Department to extract unit record data from the databases in a de-identified manner, within the timeframes required for the evaluation, resulted in it not being made available to the Evaluator.

Due to these challenges the Evaluator revised and narrowed down the key administrative data requested for the Evaluation, to:

1. **Summary data tables:** Which were to expand on data included in the Quarterly Reports, which report against the Contractual Key Performance Indicator's. It was requested that the summary data tables be broken down by specific services and depending on the specific table may have also included data for participant groups (i.e. people with disability, employers, employment service providers, etc.), disability type, assistance type, state/territory, etc.
2. **Survey data:** The Evaluator also requested that the questions for each survey be provided in separate word documents and that associated extracts of the survey data for the period 1 July 2016 to 30 June 2018 be provided for the following surveys:
 - EAF 13-week surveys;
 - NDRC / Employer Engagement partner on-boarding, partner mid-point and partner completion surveys;
 - CRRS satisfaction survey for complainants and satisfaction survey for CRRS service providers; and

- National Abuse and Neglect Hotline satisfaction survey for complainants and satisfaction survey for Hotline service providers.

In response to the revised request, several data sources were provided by WorkFocus and the Department for the Evaluator to review.

Once the administrative data sources were provided to the Evaluator they were reviewed against the evaluation indicators, as outlined in the draft Performance Measurement Framework. Through this process it became apparent that there were considerable gaps in the data provided either due to it not having been collected or in a way that can be reported on, or not being made available to the evaluators. **This meant that many of the performance indicators could not be answered or could only partially be answered by the administrative data.** This has resulted in the majority of the evaluation findings being based on the qualitative and quantitative research conducted by the Evaluator.

3.5.2. Qualitative Research

- Incorrect, insufficient or absent contact details meant that the amount of sample provided for the qualitative in-depth interviews was less than requested for several of the services and target audiences. This led to very small sample sizes being achieved for some services and target audiences.
- In addition, there were sections of the sample that only contained email addresses, limiting the Evaluator's ability to engage them to participate in the in-depth interviews. One example of this was the large number of Employment Service Providers that only had an email address. It was agreed with the Department that when there was no response from the initial email to Google search potential phone numbers (based off the email addresses) and contact was then attempted this way. While this resulted in more potential participants being invited to take part in the evaluation, due to high rates of refusal there was still not enough to result in the desired number of completed interviews.
- Another challenge regarding recruitment of the in-depth interviews was the high rates of refusal for the Hotline and the CRRS. Given the sensitivity of the issues involved this was to be expected. However, compounded with the low proportions of people accessing these services and the difficulty obtaining sample, this resulted in far fewer than desired service users in the evaluation.
- It became apparent during the in-depth interviews that some participants were unable to differentiate between the Information and Advice Service and the EAF, while others were confused by the difference between JobAccess and Jobactive. In these instances, the moderator made their best efforts to guide people to speak about the appropriate service, however responses provided may not always be related to the service in question and it was not always possible for the moderator to make the distinction themselves.

3.5.3. Quantitative Research

- Similar to the challenges faced with obtaining samples for the qualitative phase of research, there were a number of records extracted for the quantitative phase which either did not have any contact details, or only contained a phone number (and thus were not appropriate for an online survey). These records were not passed on to the Evaluator, which again led to potential participants being excluded from partaking in the evaluation.
- Another challenge with the sample for the quantitative phase was the number of duplicate records (n=477), invalid emails (n=27), bounce backs (n=312) and those with an out of office

message set (n=683). In total, this equated to approximately 16% of the original sample. This was a challenge as it greatly reduced the size of the usable sample that we had and thus reduced the possible number of completed surveys that we could obtain. It is recommended for future evaluations that this high proportion of unusable sample be taken into consideration when extracting the sample, as it will impact the number of final completed surveys.

- There were challenges related to the actual fieldwork for the quantitative stage with between 80 and 90 potential participants emailing and phoning Colmar Brunton to enquire about how we got their contact details and what the research was regarding. The Evaluator feels that the change in the approach may have had an impact on the number of these enquiries as well as participants' willingness to take part in the research. Ethics approval was given to allow potential participants to opt out of the survey at the time of receiving an invitation to participate by simply choosing not to complete the survey. The previous proposed approach was that potential participants would receive an email from the Department with an attached Primary Approach letter, informing them of the evaluation and asking them to respond if they would like to opt-out. The list of potential participants, excluding those who had opted out would then be sent to Colmar Brunton who would send another email with the link to the survey. It would be suggested for any future evaluations with these target audiences that a Primary Approach letter be sent by the Department well ahead of the fieldwork period, giving people the opportunity to opt out of being contacted by Colmar Brunton.

3.5.4. Research Design

- Due to the nature of the services offered by JobAccess, it is not mandatory for each individual to provide contact details (such as name, phone number and email). As such, it is possible that individuals who had used the JobAccess services within the last two years were not able to be invited to complete an in-depth interview or online survey. Those who provided details and thus were contacted may differ in some way from those who did not provide details or chose not to participate in the study. However, it is only possible to identify these differences by comparing the demographic profile of those without contact details, those with contact details and those who took part in the evaluation. The potential for respondent bias could be reduced in future evaluations if the contact details of all service users were provided for evaluation purposes.
- In order to obtain enough contact details for sampling purposes, participants invited to partake in the in-depth interviews and online surveys were those that had interacted with the JobAccess Services in the two years prior. This introduces the risk of recall bias in the information provided during in-depth interviews and within the online surveys, as participants may have found it difficult to remember or accurately recall details of events that happened in the past. This recall bias could be reduced in future evaluations by conducting research with people immediately after a service experience⁸, or if this were not possible, within a shorter time-frame. However, this would require contact information to be collected from all service users to ensure a sufficiently large sample size is able to be obtained.
- All surveys are subject to errors; the two main types being sampling errors and non-sampling errors. The sampling error is the error that arises because not every single member of the population was included in the survey. If different demographic or attitudinal groups are included in the sample in a different proportion to their incidence rate in the population, the sample can be skewed and unrepresentative. As the population is not known for the target audiences included in this evaluation, the sampling error is likely to have occurred to some

⁸ While Work Focus surveys are conducted the evaluation suggests the risk of recall bias would be reduced if these were conducted immediately after a service experience.

extent but cannot be quantified. The other type of error which occurs in all surveys, regardless of whether they are samples or censuses, is called non-sampling error. Non-sampling error includes things like interviewers keying errors and respondents misunderstanding a question. Every attempt has been made to minimise the non-sampling error in this study. For example, use of an online survey reduces the errors of interviewers transcribing comments, but relies on participants typing skills. Some types of error are out of the control of the researcher. In particular, the study is reliant on accurate reporting of behaviours and views by participants. As an example, a participant may forget that they used the website nine months ago and fail to report this activity.

- Non-response bias occurs when some participants from the sample do not respond and it is almost impossible to eliminate completely. Efforts to reduce the non-response bias for this evaluation included purposefully designing the online survey to provide an easy experience for the participants and thoroughly testing the survey instrument to ensure it ran smoothly. Reminder emails were sent to potential participants throughout the fieldwork period, which was quite generous in time. Potential participants were also reminded several times about the confidentiality of their responses and that the information gathered was being used to improve the service.

3.6. Data Consolidation and Analysis

The early stages of the evaluation focused on the analysis of existing JobAccess Service administrative data, with the aim being to make the best use of current data and provide suggestions for improving future data use.

3.6.1. Strengths and gaps of current administrative data

As part of this evaluation, several administrative data sources were provided by WorkFocus and the Department for Colmar Brunton to review⁹.

Once the administrative data sources were provided to Colmar Brunton, they were systematically interrogated and were checked against the evaluation indicators, as outlined in the draft Performance Measurement Framework. During this process, strengths and gaps were identified with relation to the administrative data that is currently collected. These strengths and gaps are outlined below.

Strengths:

- Data to support WorkFocus KPI's is thoroughly and continuously collected.
- The following data was useful to measure some of the activities, outputs and outcomes required for the evaluation
 - EAF:
 - The number of EAF applications;
 - The number of EAF enquiries; and
 - The total number of Workplace Modification Assessments undertaken.
 - Information and Advice Service:
 - The total number of phone calls made to and emails sent to the Information and Advice Service;
 - The number of enquiries responded to with 2 business days; and

⁹ Details about the challenges and limitations related to these data sources can be found in section 3.5.1 of this report. The full list of these data sources can be found in Appendix D.

- The total number of resolved phone calls and emails for the Information Advice Service.

NDRC:

- A record of one representative from each of the 250 employer organisations engaging in some way;
- The total number of vacancies created;
- The total number of vacancies filled by people with disability;
- The total number of MOUs created; and
- The total number of seminars and webinars per year.

JobAccess Website:

- Website analytics for the number of home page and landing page hits per month; and
- JobAccess Website resource downloads.

CRRS:

- The total number of complaints made to the CRRS.

The Hotline:

- The total number of reports of neglect and abuse made to the Hotline;
- Feedback and stakeholder satisfaction for the surveys administered by WorkFocus (in particular the 13-week survey for EAF, the Employer Engagement - Partnership Progress Survey for NDRC and the satisfaction survey for the CRRS) are useful vehicles to gather information but require additional questions and modified wording to maximise their utility.

Gaps:

Much of the administrative data required to evaluate Job Access is either not collected, was not provided to the evaluator or only partially answers the indicator. Gaps in the data collected include:

- The total number of EAF applications, broken down by assistance type. Administrative data is already collected on the total number of EAF applications, broken down by disability type, applicant type and State/Territory; it needs to also collect the assistance type and record this in the Annual Report Appendix 1 WSAX referral reports.
- The number of successful and unsuccessful EAF applications. Improve reporting in order to look at the successful and unsuccessful EAF applications broken down by assistance type, disability type, employer type and State/Territory.
- The number of EAF Applications approved to provide disability awareness training for colleagues of a person with disability. Improve reporting in order to look at the number of EAF applications approved to provide disability awareness training, broken down by State/Territory and employer type.
- The number of disability awareness training sessions delivered by certified trainers. WorkFocus to collect details of the number of disability awareness training sessions delivered by certified trainers in a way that can be reported on.
- The total number of modifications made. Improve reporting in order to look at the total number of modifications broken down by assistance type, disability type, State/Territory, employer type and applicant type.
- The total number of unemployed people with disability who become employed as a result of EAF. WorkFocus to provide employment outcome data for people with disability by service type quarterly.
- The total number of employees retained 13, 26 and 52 weeks following modifications. Improved WorkFocus data, specifically data on the total number of employees retained 13, 26 and 52 weeks following modifications.

- The total number of Employer/DES provider relationships developed. WorkFocus to specifically capture data on the total number of Employer/DES provider relationships.
- The total number of referrals made by the Information and Advice Service and who the referrals are made to. Administrative data for the Information and Advice Service is to be collected to identify how many referrals are made and who the referrals are made to, this is to be recorded in the Quarterly reports.
- Uptime and downtime for the JobAccess Website. Administrative data to be collected on uptime and downtime.
- The total number of complaints made to the CRRS, broken down by the Service Provider the complaint is being lodged about. Administrative data is already collected on the total number of complaints made to the CRRS, broken down by who referred them to the CRRS and the disability type, it needs to also collect the Service Provider the complaint is being lodged about.
- Details of actions for CRRS, including records of advising provider, record of changes undertaken, and referrals made (if necessary). WorkFocus to specifically capture data of the details of the actions.
- The total number of referrals made by the Hotline broken down by disability type and service referred to. Administrative data to be collected to record the total number of referrals made by the Hotline, including information on the disability type and the service the client was referred to¹⁰.

3.6.2. Current data use for a Performance Measurement Framework

Due to the difficulty in extracting de-identified administrative data within timeframes required for the evaluation, and the focus of WorkFocus on collecting data that measures KPI's rather than JobAccess Services outputs and outcomes, only some of the administrative data currently collected can be used to evaluate JobAccess. For example, the Quarterly reports produced by WorkFocus are based on the organisations' KPI's related to the delivery of the JobAccess Service and do not address indicators related to the Activities, Outputs and Outcomes of each of the JobAccess Services, as outlined in the Program Logics.¹¹

This Evaluation has developed an overall Program Logic and service-specific Program Logics with indicators that can be used to guide future data collection to measure the Activities, Outputs and Outcomes indicators outlined in the Performance Measurement Framework.

The Performance Measurement Framework indicates whether administrative data is currently being collected for each of the relevant indicators and identifies what data is collected and the gaps, as well as the data that would be useful to collect. Instead of going into this level of detail again here, this section of the report provides an overview of the types of additional data required, as well as the potential ways in which this additional data may be collected.

1. Additional administrative data is required to better cover the intended outcomes of each of the services. In particular, additional administrative data needs to be collected by the Service

¹⁰ Hotline statistics are currently provided showing disability type by the matter and the evaluation suggests that it would be useful to also include the service the client was referred to: i.e. Person with Disability Type X called about Matter Y was referred to Agency Z

¹¹ Note the indicators that were developed as part of this Evaluation were not constrained by the use of only administrative data and so were written with the intention of being explored through multiple data sources.

Provider, such as the total number Employer/DES provider relationships or the total number of employees retained 13, 26 and 52 weeks following EAF modifications. In addition, employment outcome data also needs to be captured, such as the number of people with disability that successfully gain employment from Employers that have used the NDRC.

2. Extracting existing data with more details (i.e. all demographic related details) that provides greater insight by user group and doesn't group services together (i.e. Data for the CRRS and the Hotline should be extracted and reported on separately in the Quarterly reports).
3. The evaluation identified that not all data related to the outcomes of the services can be captured through administrative means. There is some information that can only be captured by surveys. As such there are two possible solutions; the first being that the JobAccess Provider (currently WorkFocus) adjusts the survey content of their current surveys in order to better answer the ongoing questions of the JobAccess Services (as outlined in the Performance Measurement Framework) or external quantitative surveys and/or qualitative research is run on a regular basis to provide the required information.

An output from the evaluation was a revised set of Program Logics for consideration. Should these be adopted, the Performance Measurement Framework will require review to identify any further or different requirements.

4. Key Evaluation Question Findings

To evaluate the JobAccess Service it was first necessary to develop a Program Logic linking the intent of the project to the inputs, outputs and outcomes required from the program. This evaluation has drawn on all available data to assess the extent to which the program has delivered the required outputs and outcomes.

The overarching Program Logic for JobAccess is shown below.

Figure 1: Overarching JobAccess Program Logic

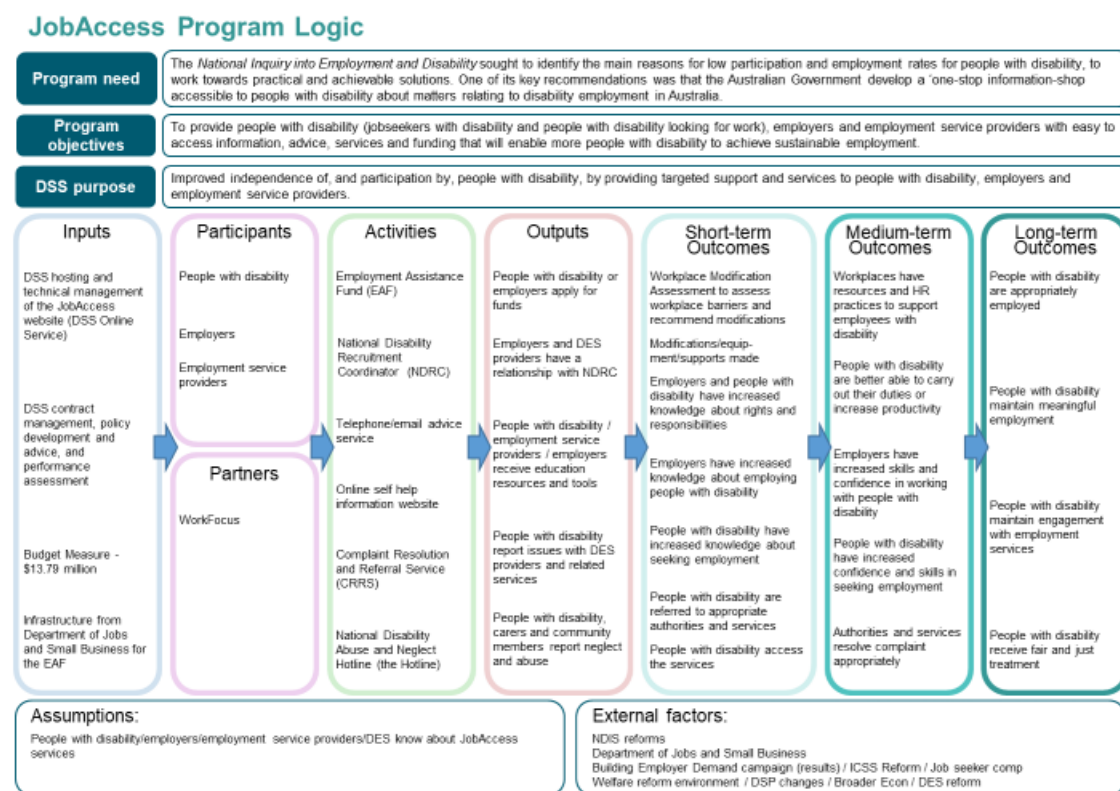


Figure 1 above provides a visual representation of the overarching JobAccess Program Logic. For a full explanation of Figure 1 see Table 16: Overarching JobAccess Program Logic in Appendix A.

A Theory of Change for the JobAccess Service was developed based on the evaluation results.

Figure 2: Theory of Change for JobAccess

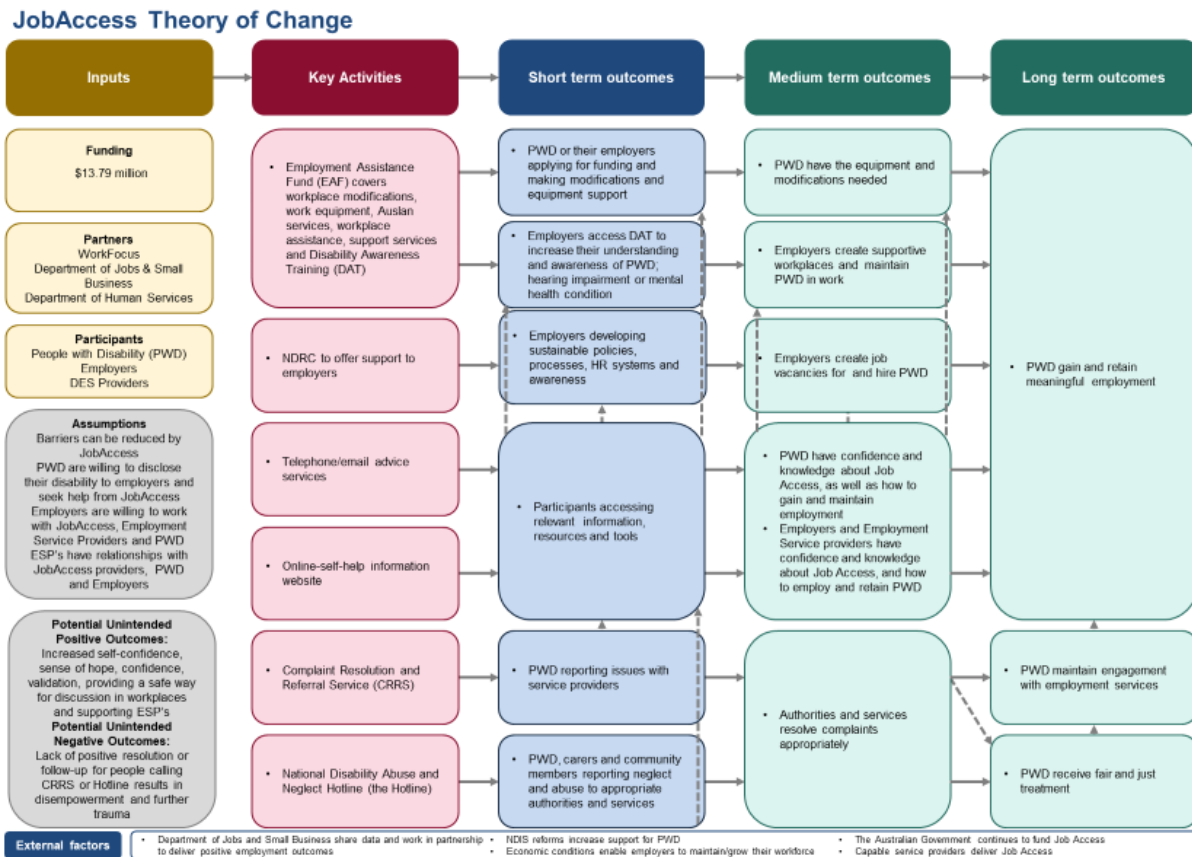


Figure 2 above provides a visual representation of the Theory of Change for JobAccess. For a full explanation of Figure 2 see Table 35: Theory of Change for JobAccess in Appendix C.

The table below summarises key evaluation findings in relation to each of the outputs, short-term, medium-term and long-term outcomes included in the overarching JobAccess Program Logic (as shown above).

Table 1: Overarching JobAccess Outputs and Outcomes with Performance and Delivery Status¹²

Outputs and Short-term, Medium-term and Long-term Outcomes	Performance	Delivery Status
Output - People with disability or employers apply for funds	<ul style="list-style-type: none"> According to the administrative data provided in the Annual Report Appendix 1 WSAX referral reports there were 2,461 EAF applications between 1 July 2016 and 29 June 2018. 	<ul style="list-style-type: none"> This Output is being delivered
Output - Employers and DES providers have a relationship with NDRC	<ul style="list-style-type: none"> Data on the total number of Employer/DES provider relationships is not currently captured¹³ and so could not be made available to the evaluators. 	<ul style="list-style-type: none"> This evaluation cannot determine whether or not

¹² The majority of the evidence with regard to the outputs and outcomes has been gathered from the qualitative and quantitative phases of the evaluation, very little evidence has come from the administrative data that was provided.

¹³ While there is mention of agreements in the quarterly report there is no actual figure of the total number of relationships/agreements

Outputs and Short-term, Medium-term and Long-term Outcomes	Performance	Delivery Status
		this Output is being delivered
Output - People with disability/employers /employment service providers receive education resources and tools	<ul style="list-style-type: none"> According to the administrative data provided, the document titled “general advisory stats as per request”, there were 21,804 phone calls to the Information and Advice Service between July 2016 and June 2018. There were also 9,387 emails during the same period. According to the website analytics records of resource downloads there were 48190 unique downloads between July 2016 and November 2018. 	<ul style="list-style-type: none"> This Output is being delivered across the JobAccess Services
Output - People with disability report issues with DES providers and related services	<ul style="list-style-type: none"> According to the administrative data provided, the document titled “CRRS stats as per request”, there were 2,590 complaints made to the CRRS between July 2016 and June 2018, of which, 2,481 were in relation to a Disability Employment Service. 	<ul style="list-style-type: none"> This Output is being delivered
Output - People with disability, carers and community members report neglect and abuse	<ul style="list-style-type: none"> According to the administrative data provided, the document titled “Hotline stats as per request”, there were 381 reports of neglect and abuse between July 2016 and June 2018. 	<ul style="list-style-type: none"> This Output is being delivered
Short-term Outcome - Workplace Modification Assessment to assess barriers and recommend modifications	<ul style="list-style-type: none"> According to the administrative data provided in the Annual Report Appendix 1 WSAX referral reports there were 2,348 Workplace Modification Assessments conducted/completed between 1 July 2016 and 29 June 2018. The majority of JobAccess Users that were surveyed were satisfied with the Workplace Modification Assessment in terms of the ease of having the assessment completed (85%), timeliness of completing the assessment (81%) and the communication of those involved in completing the assessment (83%). They were also satisfied with the recommended workplace change/s (82%). Most of the n=23 Employers were also satisfied with the Workplace Modification Assessments in terms of ease (87%), timeliness (87%), communication (87%) and the recommended workplace change/s (91%). Again, the majority of the n=16 Employment Service Providers that participated in the Evaluation Survey were satisfied with the Workplace Modification Assessments in terms of ease (94%), timeliness (94%), communication (94%) and the recommended workplace change/s (94%). 	<ul style="list-style-type: none"> This Short-term Outcome is being delivered across the JobAccess Services
Short-term Outcome - Modifications/equipment/ supports made	<ul style="list-style-type: none"> Administrative data on the total number of modifications broken down by assistance type, disability type, State/Territory, employer type and applicant type are captured but are not currently reported on. 	<ul style="list-style-type: none"> This evaluation cannot determine whether or not this Short-term Outcome is being delivered
Short-term Outcome - Employers and people with disability have increased knowledge about rights and responsibilities	<ul style="list-style-type: none"> Just over half (56%) of the JobAccess Users surveyed agreed that the Information and Advice Service helps people with disability to increase their knowledge of their workplace rights and responsibilities. Slightly more Employers (68%) and Employment Service Providers (69%) agreed that the Information and Advice Service helps to increase their knowledge of their rights and responsibilities relating to disability employment. Just under half (43%) of the JobAccess Users surveyed agreed that the JobAccess Website personally helped them to increase their knowledge of their rights and responsibilities. Two thirds (66%) of Employers and three quarters (74%) of Employment Service Providers agreed that the JobAccess Website helps to increase their knowledge of their rights and responsibilities relating to disability employment. One quarter (26%) of JobAccess Users agreed that the CRRS helped to increase their knowledge of their rights and responsibilities. Of the n=7 JobAccess Users that were surveyed about the Hotline n=4 agreed that the service helped to increase their knowledge of their rights and responsibilities. 	<ul style="list-style-type: none"> There is room to improve the delivery of this Short-term Outcome across the JobAccess Services
Short-term Outcome - Employers have increased knowledge	<ul style="list-style-type: none"> Two thirds (64%) of the n=25 Employers agreed that the NDRC activities have increased their organisations knowledge about employing people with disability. Half (50%) of the n=18 	<ul style="list-style-type: none"> There is room to improve the delivery of this

Outputs and Short-term, Medium-term and Long-term Outcomes	Performance	Delivery Status
about employing people with disability	<p>Employment Service Providers agreed that the NDRC activities have increased employer's knowledge about employing people with disability.</p> <ul style="list-style-type: none"> Two thirds (66%) of Employers agreed that the JobAccess Website helped to increase the knowledge of employers seeking to employ people with disability. 	Short-term Outcome across the JobAccess Services
Short-term Outcome - People with disability have increased knowledge about seeking employment	<ul style="list-style-type: none"> Just 42% of JobAccess Users agreed that the Information and Advice Service helps people with disability increase their knowledge about seeking employment. Just over a third (37%) of JobAccess Users agreed that the website helps to increase the skills and confidence of people with disability seeking employment. 	<ul style="list-style-type: none"> There is room to improve the delivery of this Short-term Outcome across the JobAccess Services
Short-term Outcome - People with disability are referred to appropriate authorities and services	<ul style="list-style-type: none"> Just over half of JobAccess Users (56%) and Employers (54%) agreed that people with disability were referred to appropriate authorities and services by the Information and Advice Service. This was slightly higher for Employment Service Providers (71%). Just 41% of JobAccess Users agreed that the website provides referrals to appropriate authorities and services. Of the n=7 JobAccess Users that were surveyed about the Hotline n=3 agreed that the service refers people with disability to appropriate authorities and services. 	<ul style="list-style-type: none"> There is room to improve the delivery of this Short-term Outcome across the JobAccess Services
Short-term Outcome - People with disability access the service	<ul style="list-style-type: none"> According to the administrative data provided, the document titled "general advisory stats as per request", there were 21,804 phone calls to the Information and Advice Service between July 2016 and June 2018. There were also 9,387 emails during the same period. According to the administrative data provided the document titled "CRRS stats as per request" there were 2,590 complaints made to the CRRS between July 2016 and June 2018. Half (51%) of JobAccess Users surveyed agreed that the JobAccess Website personally helped them to access services found on the website. 	<ul style="list-style-type: none"> This Short-term Outcome is being delivered across the JobAccess Services
Medium-term Outcome - Workplaces have resources and HR practices to support employees with disability	<ul style="list-style-type: none"> Two thirds (64%) of the n=25 Employers agreed that the NDRC activities have contributed to improved resources and HR practices within their organisation to support employees with disability. Just under half (44%) of the n=18 Employment Service Providers agreed that the NDRC activities have contributed to improved resources and HR practices by employers to support employees with disability. 	<ul style="list-style-type: none"> There is room to improve the delivery of this Medium-term Outcome
Medium-term Outcome - People with disability are better able to carry out their duties or increase productivity	<ul style="list-style-type: none"> The majority of JobAccess Users that had accessed the EAF and had the workplace changes made agreed that the modifications have helped them to keep working (83%) and increased the amount of work that they can do (77%). The majority (90%) of the n=20 Employers agreed that the EAF modifications have helped to increase the productivity of their employee/s. 	<ul style="list-style-type: none"> This Medium-term Outcome is being delivered
Medium-term Outcome - Employers have increased skills and confidence in working with people with disability	<ul style="list-style-type: none"> Just under two thirds (60%) of the n=25 Employers agreed that the NDRC activities have increased the skills and confidence of people in their organisation with regards to working with people with disability. Half (50%) of the n=18 Employment Service Providers agreed that the NDRC activities have increased the skills and confidence of employer's with regards to working with people with disability. Just under three quarters (70%) of the n=25 Employers agreed that the Information and Advice Service helps to increase employers' skills and confidence of working with people with disability. Three quarters (76%) of the n=18 Employment Service Providers agreed that the Information and Advice Service helps to increase their skills and confidence of working with people with disability. Just over two thirds (69%) of Employers agreed that the JobAccess Website helped to increase their skills and confidence in working with people with disability. 	<ul style="list-style-type: none"> This Medium-term Outcome is being delivered across the JobAccess Services
Medium-term Outcome - People with disability have increased	<ul style="list-style-type: none"> Just 42% of JobAccess Users agreed that the Information and Advice Service helps people with disability increase their knowledge about seeking employment. 	<ul style="list-style-type: none"> There is room to improve the delivery of this

Outputs and Short-term, Medium-term and Long-term Outcomes	Performance	Delivery Status
confidence and skills in seeking employment		Medium-term Outcome
Medium-term Outcome - Authorities and services resolve complaint appropriately	<ul style="list-style-type: none"> Just 24% of the JobAccess Users surveys agreed that the CRRS service adequately resolved their complaint, with the majority 51% disagreeing. Of the n=7 JobAccess Users that were surveyed about the Hotline just n=1 agreed that the service helped them to resolve the issue that lead to a report being made. 	<ul style="list-style-type: none"> There is room to improve the delivery of this Medium-term Outcome
Long-term Outcome - People with disability are appropriately employed	<ul style="list-style-type: none"> Approximately three quarters of JobAccess Users (74%) agreed that the EAF and associated modification/s helps people with disability to be appropriately employed. This was slightly higher of the n=36 Employers (78%) and the n=22 Employment Service Providers (86%). Two thirds (64%) of the n=25 Employers agreed that the NDRC activities have increased their organisations' ability to appropriately employ people with disability, while just 44% agreed that the NDRC activities have increased employer demand for employees with disability. Similarly, just 44% of the n=18 Employment Service Providers agreed that the NDRC activities have increased employer demand for employees with disability. Approximately three quarters of JobAccess Users, Employers and Employment Service Providers agreed that the Information and Advice Service helps people with disability to feel supported in the workplace (77%, 75% and 78% respectively) and helps people with disability to remain in their job (74%, 76% and 72% respectively). Between approximately half and two thirds of JobAccess Users, Employers and Employment Service Providers agreed that the JobAccess Website helps people with disability to feel supported in the workplace (53%, 61% and 67% respectively) and helps people with disability to remain in their job (49%, 61% and 70% respectively). 	<ul style="list-style-type: none"> There is room to improve the delivery of this Long-term Outcome across the JobAccess Services
Long-term Outcome - People with disability maintain meaningful employment	<ul style="list-style-type: none"> Data on the total number of employees retained 13, 26 and 52 weeks following modifications is not currently captured and so could not be made available to the evaluators. Just over three quarters of JobAccess Users (79%) agreed that the EAF and associated modification/s helps people with disability to remain in their job. This was similar for the n=36 Employers (78%) and much higher for the n=22 Employment Service Providers (100%). Just over half (56%) of the n=25 Employers agreed that the NDRC activities have increased their organisations' ability to maintain meaningful employment for employees with disability. Similarly, 61% of the n=18 Employment Service Providers agreed with this statement. Approximately three quarters of JobAccess Users, Employers and Employment Service Providers agreed that the Information and Advice Service helps people with disability to remain in their job (74%, 76% and 72% respectively). Between approximately half and two thirds of JobAccess Users, Employers and Employment Service Providers agreed that the JobAccess Website helps people with disability to remain in their job (49%, 61% and 70% respectively). Just 17% of the JobAccess Users surveys agreed that the CRRS helps people with disability to remain in their job, with 43% disagreeing and 25% unable to provide an answer. 	<ul style="list-style-type: none"> There is room to improve the delivery of this Long-term Outcome across the JobAccess Services
Long-term Outcome - People with disability maintain engagement with employment services	<ul style="list-style-type: none"> Approximately one third (35%) of JobAccess Users agreed that the CRRS assisted them to continue to be involved with Australian Government funded disability services, while just one quarter (24%) agreed that the service improved the level of assistance they received from their Government funded disability service¹⁴. 	<ul style="list-style-type: none"> There is room to improve the delivery of this Long-term Outcome
Long-term Outcome - People with disability	<ul style="list-style-type: none"> The majority (80%) of the n=25 Employers agreed that the NDRC activities have ensured that people with disability receive fair and 	<ul style="list-style-type: none"> There is room to improve the delivery of this

¹⁴ 92% indicated that the Government service they had contacted the CRRS about was their DES.

Outputs and Short-term, Medium-term and Long-term Outcomes	Performance	Delivery Status
receive fair and just treatment	<p>just treatment and 65% of the n=18 Employment Service Providers agreed with this statement.</p> <ul style="list-style-type: none"> Just 28% of the JobAccess Users surveys agreed that the CRRS helps people with disability to receive fair and just treatment, with the majority 47% disagreeing. Of the n=7 JobAccess Users that were surveyed about the Hotline n=4 agreed that the service helps people with disability to receive fair and just treatment. 	Long-term Outcome across the JobAccess Services

The evaluation findings have been used to update the overarching program logic and the program logics for each of the services. These are appended to this report.

4.1. Efficiency and Appropriateness of the JobAccess Service

Overall, JobAccess Users, Employers and Employment Service Providers highly value the JobAccess Service. The EAF (88%) and the Information and Advice service (87%) are most valued by JobAccess Users, the NDRC is most valued by Employers (76%) and the Website is most highly valued by Employment Service Providers (76%). The CRRS and the Hotline serve an important function and are also valued by JobAccess Users, but to a lesser extent than the other services.

Most participants in the evaluation agree that JobAccess is easy to access, easy to use and provides information that is easy to understand, up to date and that meets their specific needs through the Information and Advice Service, EAF and the Website.

As demonstrated in the tables below, JobAccess Users and Employers rate the Information and Advice Service highest on these attributes and Employment Service Providers rate EAF highest¹⁵.

Table 2: Level of agreement for the Information and Advice Service

	JobAccess Users (n=180)	Employers (n=63)	Employment Service Providers (n=58)
Provides information that is easy to understand	80%	81%	79%
Is easy to use	82%	81%	78%
Provides information that is up to date	77%	79%	81%
Is easy to access	82%	78%	78%
Provides information that meets my specific needs	80%	79%	76%
Helps people with disability to feel supported in the workplace	77%	75%	78%
Is valuable / Has been valuable	87%	71%	69%

¹⁵ Note that tables have not been provided for NDRC, CRRS and the Hotline as the same questions were not asked about these services across all three target audiences.

Table 3: Level of agreement for the JobAccess Website

	JobAccess Users (n=221)	Employers (n=93)	Employment Service Providers (n=93)
Provides information that is easy to understand	56%	75%	75%
Is easy to use	55%	75%	71%
Provides information that is up to date	52%	70%	76%
Is easy to access	57%	78%	75%
Provides information that meets my specific needs	58%	67%	73%
Helps people with disability to feel supported in the workplace	53%	61%	67%
Is valuable / Has been valuable	62%	71%	76%

Table 4: Level of agreement for the EAF

	JobAccess Users (n=218)	Employers (n=36)	Employment Service Providers (n=22)
Provides information that is easy to understand	66%	67%	91%
Is easy to use	72%	64%	91%
Provides information that is up to date	56%	61%	91%
Is easy to access	69%	72%	86%
Provides information that meets my specific needs	70%	64%	86%
Helps people with disability to feel supported in the workplace	76%	78%	95%
Is valuable / Has been valuable	88%	N/A	N/A

This section summarises key evaluation questions in relation to the efficiency and appropriateness of the JobAccess Service overall.

4.1.1. Strengths and gaps of the JobAccess Service

JobAccess is reported to provide a very important service and to have many strengths. All target audiences greatly appreciate that JobAccess services support people with disability to maintain employment.

Staff of JobAccess are another key strength of the service, whether these work for the Information and Advice Service, the EAF, NDRC, CRRS or the Hotline. The professionalism, knowledge and ‘care factor’ exhibited by the JobAccess Service was very highly regarded.

JobAccess is also generally easy to access and easy to use for all target audiences and is supporting people with disability to be appropriately employed and to retain meaningful employment.

“It is good that they have got something out there that will help people.” (JobAccess User – Information and Advice Service)

However, JobAccess is not currently helping as many people with disability as it could be if more people were aware of it and if it had more focus on meeting the needs of unemployed people with disability.¹⁶

“I think that this is a great initiative. It possibly needs to be advertised more so that people are aware of it, because it is not something that is in front of you all the time.” (Employment Service Provider)

“Definitely not enough people know about JobAccess... it is one of those hidden gems that you sometimes come across. If you're in that space, disability employment, you probably know, but the wider community probably don't. I didn't know anything about it until it was raised by my staff member.” (Employer – EAF)

JobAccess Users were generally more likely to agree that the Information and Advice Service and the EAF provide information that is easy to understand (80% and 66% respectively) and up to date (77% and 56% respectively) compared to the website (56% and 52% respectively) or CRRS (38% and 32% respectively).

Employers felt similarly about the Information and Advice Service and the website with regards to the services providing information that is easy to understand (81% and 75% respectively) and up to date (79% and 70% respectively). However, they were less likely to agree that the EAF provides information that is easy to understand (67%) and up to date (61%).

Conversely, Employment Service Providers were most likely to agree that the EAF provides information that is easy to understand (91%) and up to date (91%), followed by the Information and Advice Service (79% and 81% respectively) and the website (75% and 76% respectively).

JobAccess helps people with disability to feel supported in the workplace. More JobAccess Users felt supported by the Information and Advice Service (82%) than EAF (69%) or the website (57%). Employers felt similarly about the three services with approximately three quarters agreeing. Employment Service Providers were most likely to agree that EAF helps people with disability to feel supported (86%).

The majority of JobAccess Users, Employers and Employment Service Providers who had used the Information and Advice Service, the website and the EAF reported that these services provide information that meets their specific needs.

JobAccess Users appreciated having an avenue to make a complaint and have their issues heard, but many felt this wasn't enough and that it was disappointing the CRRS could not do more to help with the situation; either for themselves or for others that may experience the same or a similar situation. The Hotline was also appreciated as a source of referral. However, once again JobAccess Users felt the Hotline did not go far enough in supporting people with disability experiencing neglect or abuse.

Whilst not extremely low, fewer JobAccess Users agreed that the Information and Advice Service and the website provide referrals to appropriate authorities and services (56% and 41% respectively).

¹⁶ In the absence of employment outcome data this conclusion is reached solely based on the qualitative interviews and quantitative surveys conducted

4.1.2. Are adaptations necessary to maintain the appropriateness of the JobAccess Service?

Overall, JobAccess is perceived to be delivered appropriately and efficiently with no major adaptations required. However, as with any service there is always room for improvement. Ways JobAccess could be enhanced to be more appropriate and efficient are explored below:

- The core role of each service in delivering the required outcomes from the JobAccess Service requires further clarification, focus and communication to all stakeholders. This is to ensure each service is clear about and plays 'its part' in delivering the short, medium and long-term outcomes required.
- Increasing awareness of all JobAccess Services and ensuring potential users understand what each service has to offer and when they should be accessed is critical for the JobAccess Service to be truly appropriate. For instance, it is important to make it clear when users should visit the JobAccess versus Jobactive websites as each have very different purposes. It is also vital to provide details on when someone should call the Information and Advice Service versus the CRRS versus the Hotline, as not getting this correct the first time can create barriers for potential users.
- JobAccess overall could provide more support to people with disability looking for work. This could be achieved by developing content for the Website that provides JobAccess Users with the information and resources they need to find employment. This could contain the inclusion of information about how to prepare for a job interview and how to most appropriately search for jobs. This information could also be made available through the Information and Advice Service.
- The website could be made more appropriate for JobAccess Users by providing more alternatives to text, such as images and diagrams.
- Maximising utility of website content by use of alternative digital platforms, such as an application much like myGov or Medicare.
- Improving the EAF application process through streamlining the process for multiple applications and repeat clients, setting up a reminder system, relaxing processes around quotes (i.e. by accepting screen shots of online purchase carts) and streamlining the link between the online application form and the Professional Advisors all need to be considered to ensure the service is delivered efficiently.
- The NDRC is currently performing well with providing guidance and increasing knowledge and skills, however the service would be more effective if it assisted Employers in creating job vacancies, employing and retaining people with disability. It is suggested that NDRC work towards facilitating ongoing relationships between Employers, Employment Service Providers and people with disability in order to increase the likelihood of NDRC resulting in people with disability gaining and retaining employment.
- The CRRS service requires more power and authority to ensure Government funded disability services (in particular Employment Service Providers) fully investigate and respond to all complaints and make permanent changes where required.
- The fact that the Hotline refers matters on to authoritative bodies is welcomed, but the service itself could assist clients better if the Hotline had more oversight of the investigation being completed and thus was better able to assist the complainant through the journey.

4.1.3. Value for money of the JobAccess Service

In the absence of financial information about the economic benefits of people with disability maintaining employment, value for money is based on perceptions of each of the target audiences involved in the qualitative and quantitative research.

Across all target audiences, across all services the majority felt that JobAccess is good value for money because it helps people with disability to remain in employment. Without JobAccess, people reported many people with disability would resign, lose their jobs or be less productive. This would result in increased costs to the government, economy and society. The most valued aspects of specific JobAccess services included:

- The website was valued as it provides an efficient way for many users to access information they need.
- The EAF assists people that would likely not otherwise receive assistance, helping them to continue employment that they might not otherwise be able to maintain. People across the target audiences reported the way the system is set up means that the right modifications and equipment are being supplied (i.e. there is an assessment by an appropriately qualified Assessor to ensure the most appropriate modifications are suggested) at the right price (because multiple quotes need to be obtained).
- The NDRC was valued by Employers and Employment Service Providers as it puts in place necessary supports in workplaces and provides employers with knowledge and confidence about employing people with disability.
- The Information and Advice Service connects users to the other services offered under JobAccess. Users of the service valued the opportunity to speak with a real person and that this communication was prompt (no waiting on hold for long periods of time or having to go through multiple voicemail options to be connected to the correct person).
- The CRRS provides an impartial avenue for complaints to be investigated. It was valued for the fast communication and as a way of providing users with a place to voice their concerns and complaints; however, there was some concern that the service lacks power and authority.
- Similar to the Information and Advice Service and the CRRS, the Hotline was valued for the ability to speak with a real person and that this communication was prompt. Users appreciate that matters are referred on to appropriate bodies.

“I think they deliver an excellent service to the community.” (Employer – EAF)

4.1.4. Clients interactions with, and perceptions of the CRRS and the Hotline

In total there were 2,590 complaints made to the CRRS between July 2016 and June 2018, of which 2,481 were in relation to a Disability Employment Service. The Hotline receives far fewer calls with just 381 reports of neglect and abuse between July 2016 and June 2018¹⁷.

JobAccess Users appreciated having access to a complaints service and the Hotline, even those that had not actually needed to use these services to date.

Issues with the CRRS included dissatisfaction with the overall management of their complaint, the investigation of their complaint and the response to their complaint.

¹⁷ Due to there being fewer calls there were in turn fewer participants that could speak to any experiences with the Hotline

There were also mixed feelings with regards to customer service received by users of the service. While many reported they received excellent service from staff that were understanding and caring, others felt they had to prove their complaint was legitimate and that it was not taken seriously by the CRRS.

While most found the Hotline service to be valuable and felt that the staff operating the Hotline were caring and knowledgeable, there were mixed views about how easy it was to access and use. Some users of the Service had great difficulty finding the service itself, while a few mentioned that the name of the Hotline is somewhat off-putting. Others were unhappy to be referred to other people rather than having the Hotline undertake the investigation themselves.

4.1.5. Advantages and disadvantages of the current arrangements for the CRRS and the Hotline

Overall, the current arrangements for the CRRS and Hotline are appropriate and efficient.

The main advantage of the CRRS and the Hotline having the same number and being run by the same team is that the service is better able to correctly assign callers complaints/reports to the appropriate service. If there were separate numbers and separate teams, and people rang the wrong one, they would simply be referred to the other one and this could present another hurdle for the caller. This may result in them not making the subsequent call because they feel as though they are being put through 'the wringer'. Stakeholders gave examples of people calling through who had already tried other places, like Centrelink, and had been passed on without any luck. One more wrong number could be too much for some people.

Some users of the services felt that the CRRS and the Hotline having the same number was confusing or off-putting, which could mean that there are potential users out there that are not accessing the services simply because of their connection. There were, however, others that didn't even notice this and so the extent to which this could be an issue is not currently known.

"If you read 'abuse of the disabled' it's a bit off putting. I don't know that I've been abused, but I knew what had happened wasn't right. I think they should separate the complaints and the abuse hotline. The abuse hotline puts people off. I've got a feeling the abuse hotline and complaints process is the same number. This is very off putting for people."

Another advantage of the current arrangements for the CRRS and Hotline are that having the same, knowledgeable JobAccess staff responding to the Hotline numbers enhances its ability to ensure that the service does not only ensure people with disability receive fair and just treatment, but also helps them to maintain engagement with employment services where appropriate.

4.1.6. Appropriateness of governance mechanisms with regards to the CRRS

Concerns were expressed regarding whether CRRS is able to provide a truly independent and impartial service. There were a number of JobAccess Users that felt the CRRS was inclined to side with the employment service provider, and these users of the service felt worse-off because of having used the CRRS. Some JobAccess Users and Stakeholders also questioned whether the CRRS has the power and authority it needs to deliver better outcomes for people with disability, with some describing it as a "toothless tiger".

“Dismantle the service and create a new independent statutory body with adequate power to review participant complaints about DES providers and be able to take punitive regulatory action especially the power to sanction, monitor, audit and deregister the entire provider and individuals.” (JobAccess User – CRRS)

“I don't know if it's the CRRS or the entire system but there is no incentive for DES providers to actually help or even treat people with disabilities as humans and this continues in the complaints process. I had an extensive list of ways in which I thought my provider had been inappropriate, inadequate, sexist, ableist and personally rude and in any other industry there would have been consequences for this but instead my complaint was shared with the whole office and his colleague implied it was my fault that "our personalities clashed". The CRRS found the only thing anyone had done wrong was sending me an appointment notification too late. More needs to be taken into account and the rules need to change if people are being left broken and humiliated by people who are meant to help them, and nothing is seen to be wrong with it.” (JobAccess User – CRRS)

4.2. Effectiveness of the JobAccess Service

To evaluate the effectiveness of JobAccess, it was first necessary to develop a program logic (as shown in Figure 1) linking the intent of the project to the inputs, outputs and outcomes required from the program. This evaluation has drawn on all available data to assess the extent to which the program has delivered the outputs and outcomes in terms of effectiveness, as discussed below.

As shown in the figures below, very high proportions across all target audiences agree that the EAF and the Information and Advice Service help people with disability to remain in their jobs and to be suitably employed.

Figure 3: Agreement EAF and the Information Advice Service assist people with disability to remain in their jobs

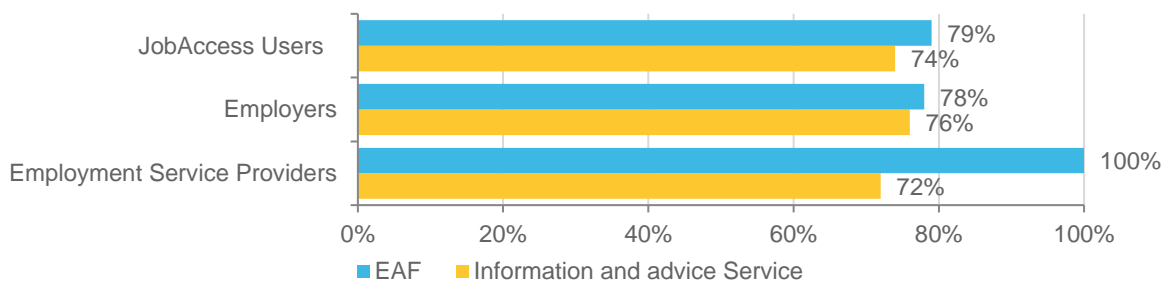
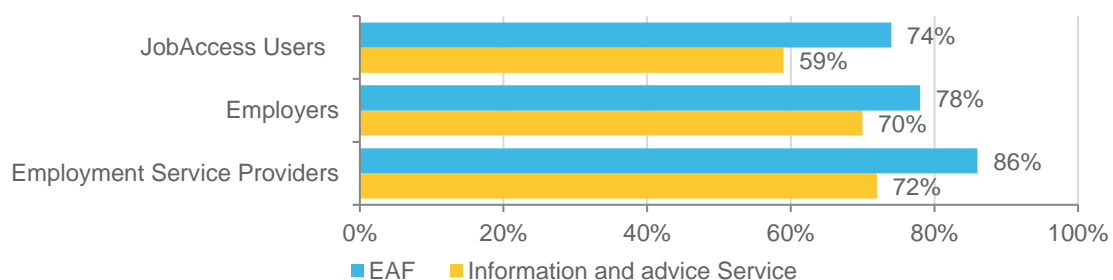


Figure 4: Agreement EAF and the Information Advice Service assist people with disability to be appropriately employed



Over half of JobAccess Users also agree that the Information and Advice Service provides referrals to appropriate authorities and services and helps to increase the skills and confidence of people with disability seeking employment. Slightly higher proportions of Employers and Employment Service Providers agree that the Information and Advice Service and the Website help to increase their knowledge of their rights and responsibilities relating to disability employment and help to increase their skills and confidence in working with people with disability. JobAccess Users are less likely (between a third and a half) than Employers and Employment Service Providers to agree that the Website delivers any of these outcomes, as shown in the tables below.

Table 5: Level of agreement for the Information and Advice Service

	JobAccess Users (n=180)	Employers (n=63)	Employment Service Providers (n=58)
Helps people with disability to remain in their job	74%	76%	72%
Helps people with disability to be appropriately employed	59%	70%	72%
Provides referrals to appropriate authorities and services	56%	54%	71%
Helps to increase the skills and confidence of people with disability seeking employment / Helps to increase the skills and confidence of working with people with disability	52%	65%	76%
Helps people with disability to increase their knowledge of your workplace rights and responsibilities / Helps to increase your knowledge of your rights and responsibilities relating to disability employment	56%	68%	69%

Table 6: Level of agreement for the JobAccess Website

	JobAccess Users (n=221)	Employers (n=93)	Employment Service Providers (n=93)
Helps people with disability to remain in their job	49%	61%	70%
Helps people with disability to be appropriately employed	40%	58%	59%
Provides referrals to appropriate authorities and services	41%	N/A	N/A
Helps to increase the skills and confidence of people with disability seeking employment / Helps to increase the skills and confidence of working with people with disability	37%	69%	70%
Personally helped you to increase your knowledge of your rights and responsibilities / Helps to increase your knowledge of your rights and responsibilities relating to disability employment	43%	66%	74%

Table 7: Level of agreement for the EAF

	JobAccess Users (n=218)	Employers (n=36)	Employment Service Providers (n=22)
Helps people with disability to remain in their job	79%	78%	100%
Helps people with disability to be appropriately employed	74%	78%	86%

Employers that had accessed the NDRC felt the activities offered by the service increased their organisations' knowledge about employing people with disability, increased the skills and confidence of people in their organisation with regards to working with people with disability, contributed to improved resources and HR practices within their organisation to support employees with disability and have increased their organisations' ability to appropriately employ people with disability.

There were mixed views about the effectiveness of CRRS and the Hotline. Just under a third of JobAccess users agree that CRRS helps people with disability receive fair and just treatment and fewer (17%) agree that CRRS helps people with disability to remain in their job. Of the small number of people in the evaluation who had accessed the hotline, around half agreed that it provides referrals to appropriate authorities and services and helps people with disability receive fair and just treatment.

A more detailed response to the key evaluation questions about effectiveness is outlined below.

4.2.1. Effectiveness of JobAccess with regards to supporting people with disability to find jobs

JobAccess is felt to assist people with disability to remain employed and to increase their productivity at work, and so to cater more so to people with disability already in employment rather than those who are looking for new work¹⁸. While NDRC does indirectly support people with disability to find jobs by increasing the pool of jobs available that offer them the support needed, there appears¹⁹ to be a lack of connection between this program and the creation of job vacancies and jobs for unemployed people with disability.

It should be noted that the Program Logic for JobAccess does not currently specify supporting people with disability to 'find jobs' as an outcome, but rather states long-term outcomes as supporting them to 'be appropriately employed' and to 'maintain meaningful employment'. If the purpose of JobAccess is to help people with disability to 'find' employment (rather than to prevent unemployment) this needs to be explicitly stated and a logic created to link this intended outcome with the outputs, activities and inputs required to achieve this. This is likely to require a greater focus on:

- Providing information about how to prepare for a job interview;
- Career advice and training courses;
- Ways to help increase the skills and confidence of people with disability seeking employment;
- Downloadable tools and resources;
- Case studies; and
- Success stories.

In addition to a greater focus on linking employers in the NDRC to unemployed people with disability.

4.2.2. Things that are working well and areas for improvement

Aspects of JobAccess that are working well include:

- The JobAccess employees across all services were praised and often described as being understanding, knowledgeable, supportive, caring and professional.
- The services offered through JobAccess provide recognition and validation for people with disability. JobAccess puts the focus on the barriers and challenges faced by people with disability and identifies these as things that can be overcome. This is refreshing and liberating for people with disability, as it helps to not only increase their confidence, but to also lift their self-esteem.

¹⁸ In the absence of employment outcome data this assertion is based on the views expressed by participants in qualitative interviews and quantitative surveys conducted

¹⁹ In the absence of employment outcome data this conclusion is reached solely based on the qualitative interviews and quantitative surveys conducted

- Phone interactions, such as those through the Information and Advice Service, the CRRS and the Hotline were generally noted as being above expectations, especially for a government funded service. Many users of these services noted their delight at not having to wait on hold and not having to go through a switch or robot operated selection process.
- All services were generally seen as being appropriate, easy to access and easy to use.
- JobAccess is seen as being effective at helping people with disability to remain in employment, and to do so more comfortable and productively.
- All target audiences liked that information, advice and resources can be found via both online means (i.e. the JobAccess Website) and over the phone (i.e. the Information and Advice Service). This was important given the variety of users needing to access the services.
- The Approved Assessors that attend workplaces to complete Workplace Modification Assessments for EAF were described by the vast majority as adding value to the service. Their expertise and skills were very much appreciated.

JobAccess could be improved by improving performance in each of the outcome areas listed below:

- **Short-term Outcome** - Employers and people with disability have increased knowledge about rights and responsibilities
- **Short-term Outcome** - Employers have increased knowledge about employing people with disability
- **Short-term Outcome** - People with disability have increased knowledge about seeking employment
- **Short-term Outcome** - People with disability are referred to appropriate authorities and services
- **Medium-term Outcome** - Workplaces have resources and HR practices to support employees with disability
- **Medium-term Outcome** - People with disability have increased confidence and skills in seeking employment
- **Medium-term Outcome** - Authorities and services resolve complaint appropriately
- **Long-term Outcome** - People with disability are appropriately employed
- **Long-term Outcome** - People with disability maintain meaningful employment
- **Long-term Outcome** - People with disability maintain engagement with employment services
- **Long-term Outcome** - People with disability receive fair and just treatment

In addition to these outcome areas, the following points should also be considered in order to improve JobAccess:

- JobAccess could be more effective if more people with disability, employment service providers and employers were aware of it. Lack of awareness of EAF is likely to result in many people with disability being unable to obtain or stay in employment. For example, if people with disability and employers are aware of the EAF then this levels the playing field for the person with disability during the recruitment phase, as both they and the employer know that assistance could be provided at no expense (or at least very short term until the reimbursement comes in) to the employer. This is likely to lead to more people with disability applying for jobs and being willing to disclose their disability to any potential employers. The EAF helps to remove the workplace barriers so that there is an equal opportunity for all.
- The evaluation highlighted that people with disability use the terms JobAccess and Jobactive interchangeably. There was also some confusion about the naming conventions of the different services that sit under JobAccess. While at face value this does not seem like much

of an issue, it does impact the effectiveness of the service, as people are less likely to be able to find and/or access the services if they have difficulty remembering the correct names. Increasing advertising and promotion of the services would assist with this.

- The EAF application process is a key area for improvement. While the majority of JobAccess Users, Employers and Employment Service Providers found it easy to use, access and understand, there were those that felt it could be more efficient. The JobAccess Users that struggled with the application did not know how to complete it, with most calling the Information and Advice Service for assistance. For Employers, the challenges were more to do with the method of the application process. Some found multiple applications challenging (either multiple applications for the same employee on an annual basis, such as a renewal for a software membership or applications for multiple employees). Other Employers noted a frustration with the need to repeat information that had been provided as part of the online application to the Professional Advisor assigned to their case. They felt that this information should only need to be provided once and they did not understand why it needed to be repeated.
- Some people with disability appear to be negatively impacted by delays in the implementation of NDIS. For example, items that assist in a personal setting such as a wheelchair or hearing aid should be covered under NDIS, with any specific workplace modifications/additions being supplied by the EAF. However, the current wait times for NDIS are impacting on the assistance that can be given by the EAF. If the modification for the workplace cannot be supplied due to this red tape, then there is a risk that the person with disability may lose their employment, either for a short time (until they can get the equipment) or in the worst-case scenario, permanently.
- A thorough review of the content and resources available on the website is suggested to improve the ability of the website to deliver the short, medium and long-term outcomes required. It is also suggested that an investigation takes place on how to best enhance the user experience; particularly for people who are currently experiencing difficulties using it.
- The NDRC is very successful at assisting organisations to increase their skills and knowledge of employing people with disability. However, it appears²⁰ more work is required to link employers with employment service providers to generate job vacancies and jobs for unemployed people with disability.
- The CRRS is an important service to help people with disability to feel supported and receive fair and just treatment. However, its lack of power and authority hinders the degree to which this can be achieved for all those accessing this service. JobAccess Users feel service providers are often getting away with not actually changing their behaviours, or they might change in the short term or with the person that made the complaint, but not with others in a similar situation. As the CRRS doesn't have any authority, they can't force changes. They can only investigate and make recommendations. This means that some users of the service aren't getting the outcome they desire or deserve depending on the reactions of the service provider.
- The Hotline needs improvement as it appears²¹ to be only moderately effective in ensuring people with disability receive fair and just treatment, with around half of the JobAccess Users reporting matters were referred on to an authoritative body to ensure they receive fair and just treatment.

²⁰ In the absence of employment outcome data this conclusion is reached solely based on the qualitative interviews and quantitative surveys conducted

²¹ This assertion is based on the views of a very small number of participants in the evaluation who had used the hotline in the absence of administrative data.

4.2.3. Outcomes being achieved (both intended and unintended)

JobAccess appears to be achieving the following short, medium and long-term outcomes²²:

- **Short-term Outcome** - Workplace Modification Assessment to assess barriers and recommend modifications
- **Short-term Outcome** - People with disability access the service
- **Short-term Outcome** - Employers and people with disability have increased knowledge about rights and responsibilities
- **Short-term Outcome** - Employers have increased knowledge about employing people with disability
- **Short-term Outcome** - People with disability have increased knowledge about seeking employment
- **Short-term Outcome** - People with disability are referred to appropriate authorities and services
- **Medium-term Outcome** - People with disability are better able to carry out their duties or increase productivity
- **Medium-term Outcome** - Employers have increased skills and confidence in working with people with disability
- **Medium-term Outcome** - Workplaces have resources and HR practices to support employees with disability
- **Medium-term Outcome** - People with disability have increased confidence and skills in seeking employment
- **Medium-term Outcome** - Authorities and services resolve complaint appropriately
- **Long-term Outcome** - People with disability are appropriately employed
- **Long-term Outcome** - People with disability maintain meaningful employment
- **Long-term Outcome** - People with disability maintain engagement with employment services
- **Long-term Outcome** - People with disability receive fair and just treatment

Evidence as to how these outcomes are being achieved can be found in Table 2 earlier in this report.

Throughout this evaluation, several unintended outcomes were uncovered. Most were positive, but some negative outcomes were also identified. The basis for the unintended outcomes recorded below comes largely from the interviews that were conducted as part of this evaluation, and to a lesser extent the online surveys. The unintended outcomes detected were:

- The increased self-confidence and sense of hope for people with disability (and often their carers, family and friends) of simply knowing that the JobAccess Service is available.
- A sense of validation from having a disability treated as just another issue to be addressed, rather than meaning someone is less worthy as an employee or potential employee.
- Reinforcing the value of employers and workplaces seeking to support people with disability in the workplace.
- Providing a 'safe' way for employees and employers to discuss and tackle barriers associated with disabilities.

²² In the absence of employment outcome data this conclusion is reached solely based on the qualitative interviews and quantitative surveys conducted

- Supporting employment service providers to be able to help people with disability to access appropriate services and support, to both find employment and to maintain employment.
- Many users of the service saw the CRRS as a great opportunity to be heard and have a voice. However, there were some JobAccess Users who felt that the lack of power from the CRRS meant that they weren't actually any better off for having accessed the service. A number of users of the service noted feeling worse-off from the experience and were discouraged from making any further complaints. This created the unintended negative consequence of disempowering people with a disability.

"[The investigation of the complaint was] consistently poor. People are not interested and generally believe the statements of the job provider over yours, even though I had collected evidence about abuse... Looking at outcomes I feel it didn't really have outputs for me."
(JobAccess User)

- Having the opportunity to have reports of abuse or neglect heard by the Hotline and referred on to authoritative bodies was considered attractive by some users of the service. However, others were disappointed and put off by the fact that the matter had to be referred elsewhere. For a few, this was not the outcome they had hoped for or would have liked.

4.2.4. Effectiveness of the EAF in helping people with disability obtain and maintain employment

Data on the total number of employees retained 13, 26 and 52 weeks following modifications is not currently captured and so could not be made available to the evaluators. However, the results from the evaluation survey show that just over three quarters of JobAccess Users (79%) agreed that the EAF and associated modification/s helps people with disability to remain in their job. This was similar for Employers (78%) and much higher for Employment Service Providers (100%). The EAF helps employed people with disability to be able to do their job more comfortably, get less tired and be more productive through funded workplace modifications. This results in them being able to stay in work, continue to be employed or return to their work after an injury. Employers report that without the workplace modifications, they may have had to let the employees go and employees say they would not have been able to stay in their job. In this sense the EAF is very effective at preventing unemployment and assisting people with disability to maintain employment.

"Without JobAccess I wouldn't be able to do what I do... This equipment has come at a cost and it isn't to be taken for granted. Anything that I am given I don't take for granted. I am very grateful and very humbled over what I have because over the years it has helped me to get back to working... I can't really survive on a pension, I need to be working, I need to be doing something that is useful in society." (JobAccess User – EAF)

"Absolutely, it is brilliant, it is a godsend, it is such a good service. I am receiving some NDIS benefits, but JobAccess is just so far ahead the NDIS in terms of its timeliness, in terms of the way it treats its clients, the model that it uses to give out the funding. It is just everything that the NDIS should be and isn't." (JobAccess User – EAF)

There is no administrative data available to know how many people with disability change jobs after receiving EAF modifications, however there were very few JobAccess Users interviewed or surveyed as part of this evaluation that had moved jobs since the workplace modifications had taken place and even fewer Employers that had experienced employees moving away.

Of those that did change jobs, the majority took the modifications/equipment with them to their new place of employment. Those that didn't take the modifications noted that this was due to the modifications being to the workplace itself and thus not something that could be easily transferred.

Few JobAccess Users, Employers or Employment Service Providers were aware of the funding caps that apply to workplace changes through the EAF. Despite this lack of awareness, it was uncommon for JobAccess Users, Employers or Employment Service Providers to feel that more expensive or different modifications would have had a greater impact.

Table 8: Level of agreement for the EAF

	JobAccess Users (n=128)	Employers (n=20)	Employment Service Providers (n=14)
A more expensive modification would have had a greater impact on the amount of work you/your employee/your job seeker can do	28%	15%	7%
A different modification would have had a greater impact on the amount of work you/your employee/your job seeker can do	29%	20%	7%
A more expensive modification would have made your/your employee's/your job seeker's work environment more comfortable/productive	27%	20%	7%
A different modification would have made your/your employee's/your job seeker's work environment more comfortable/productive	30%	20%	14%

4.2.5. Effectiveness of the information on the JobAccess Website

Information delivered on the JobAccess Website is particularly effective for Employment Service Providers and Employers. However, it is less effective than the information provided by the Information and Advice Service across all target audiences.

The website performs most strongly for Employment Service Providers in terms of helping to increase their knowledge of their rights and responsibilities relating to disability employment (74%) and helping to increase their skills and confidence in working with people with disability (70%).

Employers also rate it highly in terms of helping to increase their skills and confidence in working with people with disability (69%) and in helping to increase the knowledge of employers seeking to employ people with disability (67%).

The website is effective in helping JobAccess Users access services they found on the site (51%) and to feel supported in the workplace (53%). The website provides people with a disability a convenient avenue to maintain engagement with employment services by providing information and contact details for the Information and Advice Service and the CRRS. Despite rating lower, the website has still assisted to increase JobAccess Users knowledge of their rights and responsibilities (43%), provide referrals to appropriate authorities and services (41%), help people with disability to be appropriately employed (40%) and help to increase the skills and confidence of people with disability seeking employment (37%).

4.2.6. Effectiveness of NDRC partnerships

The NDRC is effective in increasing organisations' knowledge about employing people with disability, increasing the skills and confidence of people in organisations with regards to working with people with disability, contributing to improved resources and HR practices within organisations to support employees with disability and increasing organisations' ability to appropriately employ people with disability. However, it appears²³ more work is required to link employers with employment service providers and in the generation of job vacancies and jobs for unemployed people with disability.

Employers generally found out about the NDRC via a variety of sources, with the most common being the JobAccess Website, word of mouth/referral and by being directly approached by JobAccess. Once aware, the Employers that became engaged with the NDRC noted the requirement to sign a 12-month partnership agreement. The partnership agreement starts out with conversations, checklists and surveys to ascertain what specific areas the Employer would like assistance with. Then during the 12-month partnership period, the NDRC and the Employer engage in a number of tailored activities, ranging from reviews of current policies and procedures to informal/uncertified training for management within the organisation to audits of recruitment processes.

Most Employers noted that the NDRC partnership helped their organisation to build confidence and awareness of employing people with disability, but for some, that was where the effectiveness ended. After the 12-month partnership had ended, these Employers were left feeling uncertain about how to create jobs for people with a disability and connect with Employment Service Providers. They felt that they needed greater assistance in implementing the knowledge they had gained to create actual outcomes and outputs.

It should be noted that this was not the case for all Employers. There were those that felt the 12-month partnership did provide them with the skills to create vacancies for people with disability and did provide connections to Employment Service Providers. What is evident from the evaluation is that 12 months is not sufficient time for all employers. Some that are further down the journey of employing people with disability will find the 12-month partnership to be just what they need to fix and update their policies and procedures and to validate the path that they were already on. In comparison, Employers starting from the beginning with regards to employing people with disability may need longer than 12 months in order to ensure the program leads to advertising vacancies and employing people with disability.

²³ In the absence of employment outcome data this conclusion is reached solely based on the qualitative interviews and quantitative surveys conducted

5. Service Specific Findings

5.1. JobAccess Website

5.1.1. About the service

The JobAccess Website is the national hub for all things disability employment. JobAccess provides information on, for example: financial support, workplace modifications, help with finding and changing jobs, creating flexible work environments, links to career advice and training courses, connecting with employers, providers and peak bodies and a range of other tools and resources for people with disability, employers and service providers.

The program logic for the JobAccess Website is shown below.

Figure 5: JobAccess Website Program Logic

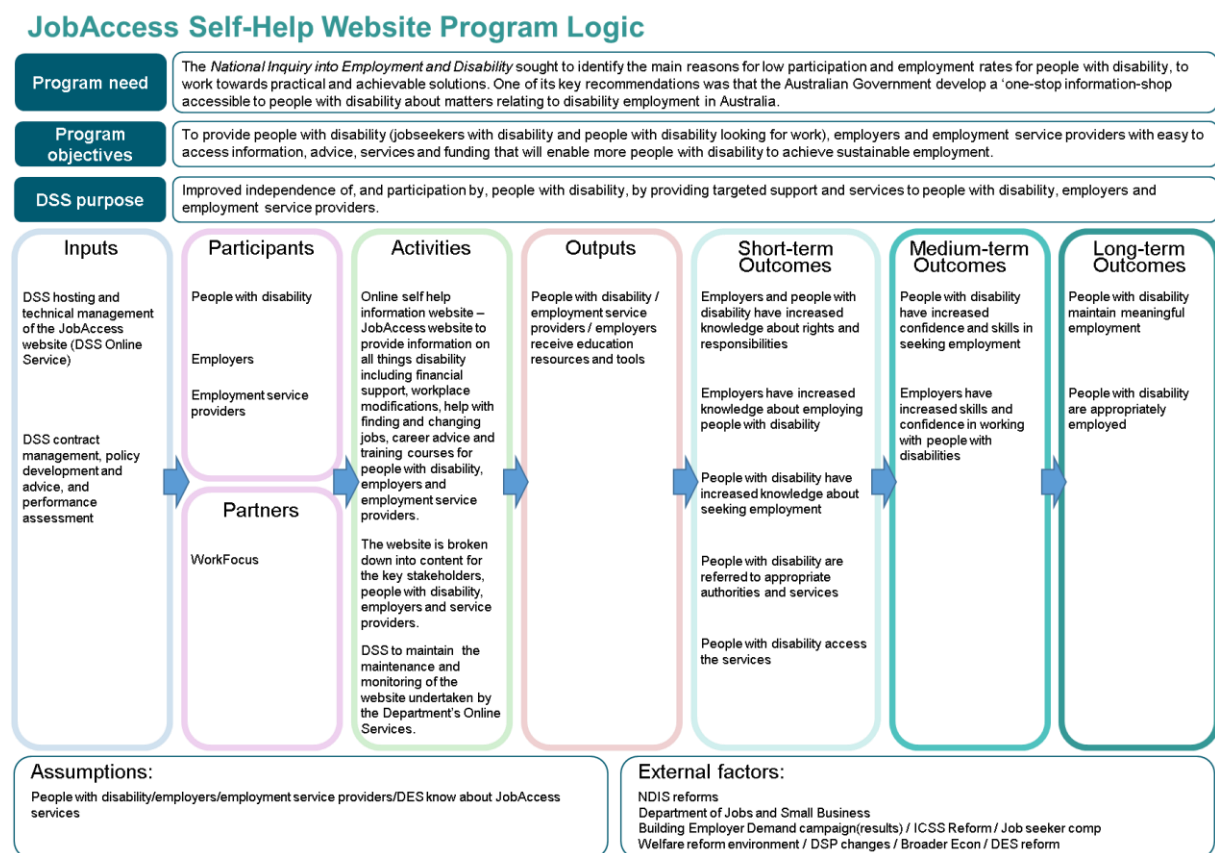


Figure 5 above provides a visual representation of the JobAccess Website Program Logic. For a full explanation of Figure 5 see Table 20: JobAccess Website Program Logic in Appendix A.

There were roughly 23,000 visits to the JobAccess Website each month between January 2016 and November 2018. Of these visits, roughly 18,000 were unique visitors. Visitors spent roughly two minutes on the website per visit. The main referral point for traffic to the JobAccess Website was The Human Services website (humanservices.gov.au) for 13 of the 35 months provided. It is noted that Facebook, driven by the Employ their Ability campaign that began in July 2018, was the top referral point from July-November 2018.

5.1.2. Overall

Overall, the JobAccess Website is appropriate, efficient and effective in supporting people with disability to be appropriately employed and retain meaningful employment. However, it is more effective for Employment Service Providers and Employers than it is for JobAccess Users.

The Website is used to access information, contacts and the EAF application forms and it plays a critical role in providing these services to JobAccess Users and Employers. It is highly valued as an information resource by Employment Service Providers and Stakeholders and a place to refer JobAccess Users to. While the website is effective in increasing the confidence and skills of Employers in working with people with disability, it is less effective in increasing skills and confidence of people with disability seeking employment. The website is also more effective for Employers and Employment Service providers than JobAccess Users in helping to increase knowledge about their rights and responsibilities. Less than half JobAccess Users felt that the website provides referrals to appropriate authorities and services, and less than a quarter agreed that it helps people with disability to find or change employment. The website is effective at helping to increase the knowledge of employers seeking to employ people with disability but is somewhat less effective at helping JobAccess Users to access services found on the website. For example, some had difficulty navigating the website to find information and contact details for other services such as the EAF and the CRRS. More Employers and Employment Service Providers believe the website is effective at helping people with disability to be employed and to maintain employment compared to JobAccess Users.

Further investigation is required to identify how to increase the effectiveness and enhance the user experience for JobAccess Users, particularly those currently experiencing difficulties using the website.

5.1.3. Appropriateness

The majority of JobAccess Users (58%), Employers (67%) and Employment Service Providers (73%) who had used the website reported that it provides information that meets their specific needs.

“I think it exceeds expectations actually, because a lot of government websites have proven to be quite inaccessible until blind or vision impaired disability groups have jumped up and down and made a lot of noise about it, but JobAccess have been really good at making sure their website is accessible.” (JobAccess User – EAF)

“[I] didn’t have any expectations, [I] just wanted to see how easy it was to use and to access and from what I can remember it was pretty easy... [I] didn’t go in to deep, just had a quick glance over it.” (JobAccess User – Information and Advice Service)

*"[It is] clear and mapped out nicely so it is easy for any audience to find their way through. If you can't find something you can always use the search option or call someone directly, who will help you."
(Stakeholder)*

Simply finding information was the most useful part of the experience with the website for JobAccess Users (28%) and Employers (31%), including providing access to the EAF through online applications. For Employment Service Providers, the most useful thing was to get support to help them keep a person with disability in the workplace.

Over half of JobAccess Users and close to three quarters of Employers and Employment Service Providers report the website is easy to access, valuable/a good use of taxpayer funds, provides information that is easy to understand and is easy to use. However, a significant number of Employers, Employment Service Providers and Stakeholders suggested the website needed improvement to be more appropriate for people with disability.

"[It could have] better access for people with disability and [be] a bit more user friendly." (Employer – Information and Advice Service)

"The structure and content of the site is appropriate for staff. However, the site could be adapted to be more appropriate for clients (job seekers both in terms of a deaf audience, and/or a low literacy audience in general)." (Stakeholder)

Just under three quarters (71%) of JobAccess Users indicated that they had accessed the website within the two years prior to the survey. Whilst this is high proportion it suggests that there are still a lot of JobAccess Users that are not utilising the website to source information. There was also some confusion among JobAccess Users between the JobAccess Website and the Jobactive website. This was more of an issue for JobAccess Users accessing the CRRS and likely due to them predominately contacting the service due to issues with their Employment Service Provider (for which they would be accessing the Jobactive website).

The Employ their Ability campaign evaluation (conducted May 2019) showed that employers are 22% more likely to visit the JobAccess website when searching for information about hiring people with disability since the campaign research benchmark in April 2018. Intention to use JobAccess in the next 12 months has also risen by 12% since benchmark. This highlights the need for further communications work to promote the JobAccess website and service.

5.1.4. Efficiency

The website provides an efficient way for many users to access information they need with most visitors spending roughly 2 minutes on the website per visit. It was rated highly in terms of its ease of use by all three target audiences, with over 60% giving a rating of 7 or more out of 10.

Across all three target audiences surveyed, around half of participants indicated that they were generally able to access the information and advice they were looking for via the website. Most participants from all three target audiences would also be likely to recommend the website: JobAccess Users (61%), Employers (84%) and Employment Service Providers (80%).

Users of the website also felt that the way information was segmented by audience made it easy for them to locate what was appropriate for their own circumstances.

“It was comprehensive and easy to navigate... I was easily able to find the contact details and [there] was enough information without being overwhelming.” (JobAccess User – Information and Advice Service)

“I think the website gave me enough information as a background, to understand what the case manager was doing.” (JobAccess User – EAF)

“It is worded in a way that is user friendly... it ensures that everyone understands it.” (JobAccess User – the Hotline)

“It was easy to use, and I found what I needed.” (Employer – EAF)

“It is intuitive, fairly clearly set out, I don’t recall feeling frustrated using it, or looking for something and not being able to find it.” (Employer – NDRC)

Employment Service Providers found the website useful to point clients in the direction of information if they wanted to see it for themselves.

However, some JobAccess Users and Employers found the website “clunky” and challenging to use, noting that it was particularly tricky to transfer to the secure site through the login. They also commented that the layout is too cluttered, and that text is often quite small, making it difficult to read and interpret the information. This made it difficult for them to efficiently access the information that they were searching for.

“I think I used that in the beginning myself to get the information and the number to call... I found the website a bit difficult to navigate, especially the online application form.” (JobAccess User – EAF)

“Remembered being annoyed by it and [thought that I] would be better off calling somebody... [It’s] not very easy.” (JobAccess User – CRRS)

“The website is very wordy and it’s not clear how to access things. I have helped countless colleagues try and find the EAF section of the website. Considering it’s made for people with disabilities it’s certainly not user friendly.” (JobAccess User – Information and Advice Service)

“It is a bit clunky and at times pages haven’t been available.” (JobAccess User – the Hotline)

“The employer login portal does take a little bit to find. It would be nice if that was just a big button at the top saying log in here to process [an application].” (Employer – EAF)

“I put myself in the category of a less tech savvy person. And I found this website to have issues related to navigation – it’s hard for people to find the information they are looking for. Is that because of me, or because of a design error? And is it difficult for someone with a disability to navigate the website?” (Employer – NDRC)

Whilst there were high levels of agreement that the website provided sufficient information on ‘Workplace modifications’ there were mixed views about the ease of use of the EAF online application on the website. Some JobAccess Users and Employers found it difficult to use, while others had no issues and Employment Service Providers generally found it simple and easy to follow.

“It wasn’t too bad, and I usually find applying online a struggle... but I actually found the process to be a lot easier than I thought it would be.” (JobAccess User – EAF)

*"[It was] not so easy to find the application form, just the information on how to use the form."
(Employer – EAF)*

There was some uncertainty during the qualitative phase of this evaluation about whether maximum use of digital platforms to complement the website content was being made.

"I don't think the website has kept up to speed with the development of website technologies – e.g. how well can this website be utilised as an app for example – or via social media platforms? I'd need to see the data to determine whether this website is working as a proper gateway to all service types and utilisation for job seeking people with a disability." (Stakeholder)

5.1.5. Effectiveness

Overall, there are mixed views about the effectiveness of the JobAccess Website in achieving each of the required outcomes. Performance in each outcome area is summarised in the table below.

Table 9: JobAccess Website Performance Outcomes²⁴

Outputs and Short-term, Medium-term and Long-term Outcomes	Performance
Outcome - Employers and people with disability have increased knowledge about rights and responsibilities	<ul style="list-style-type: none"> Just under half (43%) of the JobAccess Users surveyed agreed that the JobAccess Website personally helped them to increase their knowledge of their rights and responsibilities. Two thirds (66%) of Employers and three quarters (74%) of Employment Service Providers agreed that the JobAccess Website helps to increase their knowledge of their rights and responsibilities relating to disability employment.
Outcome - Employers have increased knowledge about employing people with disability	<ul style="list-style-type: none"> Approximately two thirds (66%) of Employers agreed that the website helps to increase employer's knowledge of employing people with disability.
Outcome - People with disability have increased knowledge about seeking employment	<ul style="list-style-type: none"> Just 23% of JobAccess Users agreed that the website provides sufficient information on help with finding and changing jobs.
Outcome - People with disability are referred to appropriate authorities and services	<ul style="list-style-type: none"> Just 41% of JobAccess Users agreed that the website provides referrals to appropriate authorities and services.
Outcome - People with disability access the services	<ul style="list-style-type: none"> Half (51%) of JobAccess Users surveyed agreed that the JobAccess Website personally helped them to access services found on the website.
Outcome - People with disability have increased confidence and skills in seeking employment	<ul style="list-style-type: none"> Just over a third (37%) of JobAccess Users agreed that the website helps to increase the skills and confidence of people with disability seeking employment.
Outcome - Employers have increased skills and confidence in working with people with disabilities	<ul style="list-style-type: none"> Just over two thirds (69%) of Employers agreed that the JobAccess Website helped to increase their skills and confidence in working with people with disability.
Outcome - People with disability maintain meaningful employment.	<ul style="list-style-type: none"> Between approximately half and two thirds of JobAccess Users, Employers and Employment Service Providers agreed that the JobAccess Website helps people with disability to remain in their job (49%, 61% and 70% respectively).
Outcome - People with disability are appropriately employed	<ul style="list-style-type: none"> Between approximately half and two thirds of JobAccess Users, Employers and Employment Service Providers agreed that the JobAccess Website helps people with disability to feel supported in the workplace (53%, 61% and 67% respectively) and helps people with disability to remain in their job (49%, 61% and 70% respectively).

While the website is effective in increasing the confidence and skills of Employers in working with people with disability, it is less effective in increasing skills and confidence of people with disability in seeking employment. Just 23% of JobAccess Users agreed that the website provides sufficient

²⁴ The majority of the evidence with regards to outcomes has been gathered from the qualitative and quantitative phases of the evaluation as administrative data was not available.

information on help with finding and changing jobs, while two thirds (66%) of Employers agreed that the website helps to increase employer's knowledge of employing people with disability.

The website is more effective in helping people with a disability maintain meaningful employment than it is in helping people to find employment. Just 16% of JobAccess Users that had visited the website felt that it personally helped them to 'find a job', while 43% agreed that it had personally helped them to 'maintain a job'. Stakeholders felt the website would be more effective if it provided more information around how to prepare for job interviews. Just 23% of JobAccess Users felt that the website provided enough information to help them find or change jobs, while just 27% agreed that there was adequate information on career advice and training courses.

The website is effective in helping JobAccess Users access services they found on the site (51%). Specifically, the website helps people with a disability maintain engagement with employment services (by providing information and contact details for the Information and Advice Service and for the CRRS). It also helps them to feel supported (53%), has increased their knowledge of their rights and responsibilities (43%), provides referrals to appropriate authorities and services (41%) and helps to increase the skills and confidence of people with disability seeking employment (37%).

More than two thirds of Employers and Employment Service Providers felt the website helped to increase their knowledge of their rights and responsibilities relating to disability employment, increase their skills and confidence in working with people with disability and increase the knowledge of employers seeking to employ people with a disability. Just under half of Employers (44%) and Employment Service Providers (52%) reported the website helps people with disability to be appropriately matched to an employer's workplace needs.

Around a third of JobAccess Users that had visited the website agreed that there was enough information on financial support (39%), downloadable tools and resources (36%); and case studies and success stories (30%). Employers and Employment Service Providers were more likely to agree that there was enough information on financial support (54% and 57% respectively), downloadable tools and resources (55% and 60% respectively); and case studies and success stories (51% and 53% respectively).

The qualitative research suggested that the website may be underutilised by JobAccess Users and Employment Service Providers. There appeared²⁵ to be low levels of awareness/familiarity with it among JobAccess Users and only some of the Employers interviewed had used the website; predominately Employers using the EAF.

"There is a lot of information on the website for providers... it is however possibly underutilised by providers." (Employment Service Provider)

There was no administrative data provided for this evaluation or quantitative data collected to confirm awareness and the proportion of each stakeholder group who access the JobAccess Website. It is suggested this information be sought to determine the extent to which the website is known about and used²⁶.

²⁵ In the absence of employment outcome data this conclusion is reached solely based on the qualitative interviews and quantitative surveys conducted

²⁶ It should be noted that during the reporting phase of this evaluation the following information was provided by the Department: Qualitative and quantitative data on the JobAccess Website has been collected by an independent research company to measure the impact of the *Employ their Ability* communication campaign, being undertaken by the Communication Services Branch. This research showed that there had been a 40% increase in awareness of the JobAccess Website since benchmarking prior to the campaign being launched on 1 July 2018.

It is noted that as part of the Employ their Ability communication campaign evaluation, both qualitative and quantitative data on the JobAccess website was collected by an independent research agency. This research identified a 40% increase in awareness of the JobAccess website since benchmarking prior to the campaign launch on 1 July 2018. This highlights the importance of continued communication to promote and increase awareness of the JobAccess website and services.

5.1.6. Suggestions for improvement

- Increase awareness of the website so that people are aware of the information and resources available and making it clear when users should visit the JobAccess versus Jobactive websites.
- Investigate how to enhance the user experience, particularly for people who are currently experiencing difficulties using it. This may include:
 - Increasing font size, reducing clutter and providing more alternatives to text e.g. images and diagrams.
 - Making it easier for people to navigate and potentially providing online support to ask users whether they have found the information they were looking for or helping them to find it.
 - Ensuring it functions accurately with all vocalisation software packages²⁷ available on the market.
 - Exploring ways to improve the EAF online application process.
 - Exploring ways to improve employer access to make it easier to log in and navigate the site.
- A thorough review of the content and resources available on the website is suggested to improve the ability of the website to deliver the short, medium and long-term outcomes required. Specific areas for review and improvement include:
 - Increasing knowledge about both the rights and responsibilities of JobAccess Users.
 - Increasing information to help JobAccess Users find and change jobs.
 - Providing referrals to JobAccess Users to appropriate authorities and services e.g. personalise the referrals by including contact names and even faces on the website and provide examples of other people with disability who have accessed the services and had a good experience.
 - Increasing the skills and confidence of people seeking employment e.g. provide resources that enable people to identify their skills and strengths and provide examples of people with disability who were unemployed but now have jobs to provide inspiration for job seekers as well as self-help, confidence building activities and links to people who can help them (with testimonials).
 - Helping people with disability to remain in their job e.g. provide a list of challenges other people with disability may have faced and how they were overcome and provide a link to services they can access to assist them.
- In order to help JobAccess Users wanting to find or change jobs, suggestions include:
 - Information about how to prepare for a job interview.
 - More information about career advice and training courses.
 - Downloadable tools and resources.
 - Case studies and success stories.
 - More or better information on financial support and tips or examples about the modifications available through EAF.

²⁷ The names of the specific vocalisation software packages were not identified.

- Maximise utility of website content by use of alternative digital platforms e.g. Applications much like myGov and Medicare.

5.1.7. Vignette – Person with disability

Sally is hearing impaired and currently working as a teaching assistant at a public primary school. She has a hearing aid but is finding that she is increasingly having difficulties hearing the school bell and looking after large groups of children (either in the classroom or in the playground). Sally makes an appointment with her audiologist who tells her about an add-on (Assistive Listening Devices) for her hearing aid that would greatly assist with these issues she is having at work. Sally is excited that there is a technology that could help her but becomes deflated when she learns of the price. Neither she nor her employer would have the budget to afford the add-on technology. Her audiologist tells her that they think there is a program where she might be able to get some assistance, but they cannot remember what it is called. That day Sally goes home and does a Google search, where she finds the JobAccess Website. Sally then navigates her way around the website and finds the information about EAF. The following day when Sally goes to work, she talks to the school principal about helping her to fill in the online application to see if she is eligible for the funding. Together Sally and her principal fill in the online application and start the EAF process. A JobAccess Advisor would then contact Sally's audiologist and conduct various trials of equipment in the school to see what device would be the most helpful for Sally.

5.2. JobAccess Email and Telephone Information and Advice Service

5.2.1. About the service

The JobAccess program includes a free and confidential online and telephone information and advice service on all matters relating to disability employment. Advice is provided by the JobAccess provider's team of qualified allied health professionals and trained customer service advisers with skills and experience in: workplace adjustment, occupational therapy, vocational training, recruitment strategies for the sustainable employment of people with disability and mental illness, workplace training, workplace assessment and work health and safety.

The Information and Advice Service provides users with multiple avenues for accessing the service (i.e. free phone call, email and email via the website, fax and letter), with approximately 1,300 enquiries a month from July 2016 to June 2018. There were 21,804 phone calls to the Information and Advice Service between July 2016 and June 2018 and there were also 9,387 emails during the same period. Phone is by far the most popular way for users to access the service, with the number of phone calls being consistent month to month (averaging at roughly 900 a month) and each month across the different user groups (averaging at roughly 300 per month for each person with disability, employers and employment service providers). More emails are generally sent by Employment Service Providers (averaging at roughly 150 a month), followed closely by Employers (averaging at roughly 135 a month), with the least number of email enquires coming from people with disability (averaging at roughly 100 a month). The most common reason for accessing the Information and Advice Service was in relation to the EAF (including general EAF enquiries, information or advice on existing applications and assistance progressing an application); this was 62% for JobAccess Users, 75% for Employers, and 72% for Employment Service Providers. Other common reasons for accessing the service included advice about programs and services (23% for JobAccess Users),

advice to support a current worker (48% for Employers) and enquiries about the Supported Wage System (40% for Employment Service Providers).

The program logic for the Information and Advice Service is shown below.

Figure 6: Telephone/Email Information and Advice Service Program Logic

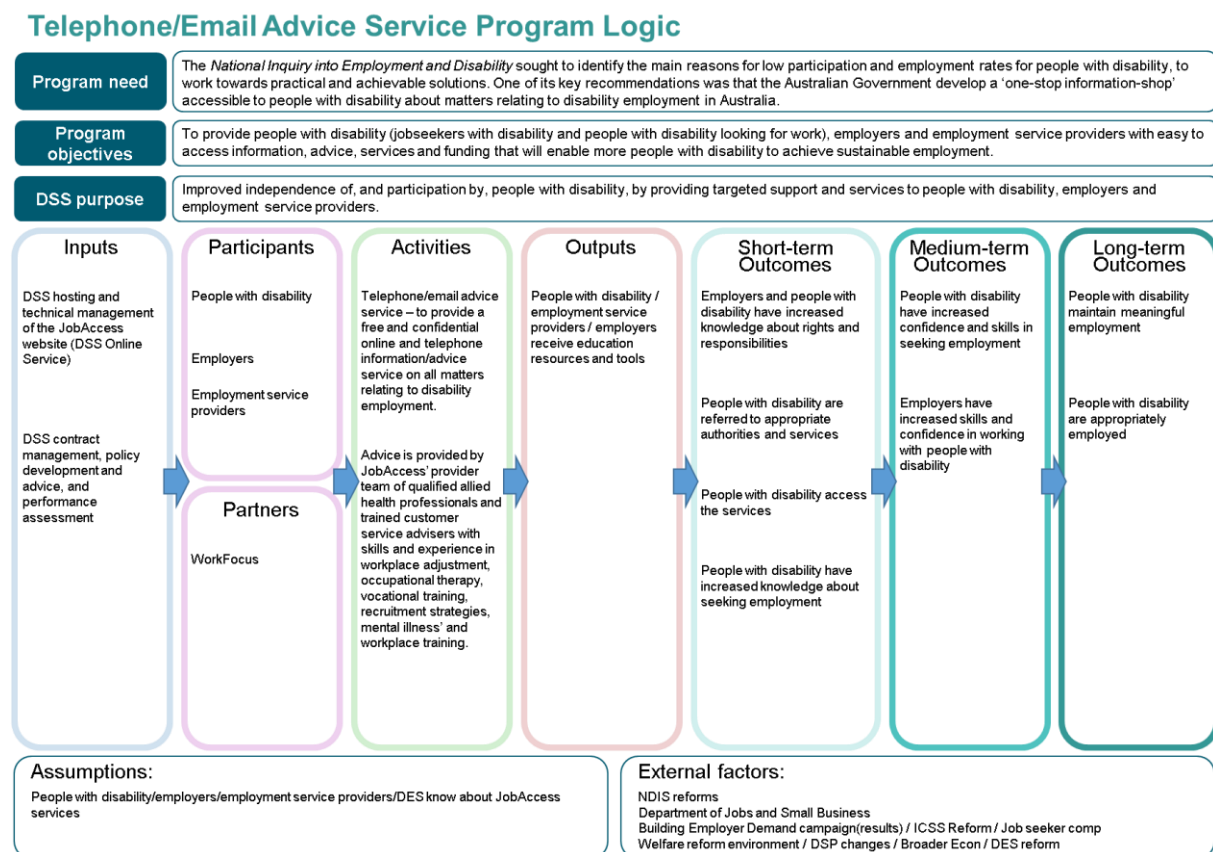


Figure 6 above provides a visual representation of the Telephone/Email Information and Advice Service Program Logic. For a full explanation of Figure 6 see Table 19: Telephone/Email Information and Advice Service Program Logic in Appendix A.

5.2.2. Overall

Overall the JobAccess Email and Telephone Information and Advice Service is appropriate, efficient and effective in supporting people with disability to be appropriately employed, retain their employment and providing information that increases their knowledge about seeking employment. The service appears to be largely accessed by people with disability who are in employment and those already employing people with a disability wanting information, advice and assistance with regards to the EAF, as well as those making more general enquires about all things related to disability employment. The service is highly regarded across all target audiences and was particularly seen to be of greater value (87%) than the website (62%) for JobAccess Users.

More and/or better promotion of the Information and Advice Service is required to maximise the impact of the service in supporting people with disability to maintain their employment.

Further investigation is required into how the Information and Advice Service could improve its performance in referring people with disability to appropriate authorities and services. In addition ways to increase knowledge about workplace rights and responsibilities, increase confidence and skills in seeking employment and finding a job require further consideration.

5.2.3. Appropriateness

The vast majority of JobAccess Users (80%), Employers (79%) and Employment Service Providers (76%) who had accessed the Information and Advice Service reported that the service provides information that meets their specific needs.

“You don’t wait on hold, the people who answer you can answer your question, you can ask to speak to the same person if you want to and more often than not that person is available to speak to and if not the person on the phone is able to answer your question, if not they call you back either that day or the next... [The good things are] the knowledge of the people who man the phones, the speed with which the calls are answered... obviously they take good notes, if you ever speak to a different person the new person knows what is happening... It is also very easy [to use]. I have not come across anybody there that isn’t efficient, which is bizarre.” (JobAccess User – Information and Advice Service)

Between 80% and 90% of JobAccess Users, Employers and Employment Service Providers were satisfied with the Information and Advice Service in terms of its ease of use, the timeliness of the service and the overall communication.

“They told me how to complete the forms, what I needed to do, how the process would work, they were really clear and useful.” (JobAccess User – Information and Advice Service)

“There is no advice that I can offer JobAccess in any areas. Throughout my working relationship with JobAccess, I have always received excellent advice and support. The service is totally professional, effective and prompt.” (Employer – Information and Advice Service)

When asked what was most useful with regards to the Information and Advice Service the most common response across all three of the target audiences surveyed was ‘getting assistance with my enquiry’.

“Yes, it is important to have someone you can call up that can give you information and help you out.” (JobAccess User – Information and Advice Service)

“[It] provides a reliable ‘first port of call’. The timeliness of providing advice ‘on the spot’ is of particular value.” (Stakeholder)

“I have used the phone, [the good things about the service are that you are] able to speak to someone quite quickly and they know what they are talking about. They are willing to help, and you can ask any sort of questions.” (Stakeholder)

Between approximately 70% and 80% of JobAccess Users, Employers and Employment Service Providers agreed that the Information and Advice Service is easy to use, easy to access, is valuable/good value for money, provides information that is easy to understand and provides information that is up to date. In addition, 70% of JobAccess Users agreed that the service had personally helped them to feel supported in the workplace.

5.2.4. Efficiency

The service provides an efficient way for users to access information and advice on all things related to disability employment. However, there appears to be a low level of awareness of the service.

“I never knew about this service so this needs to be promoted more effectively.” (JobAccess User – Information and Advice Service)

“Make government departments aware that this program exists. In my case the employers had little understanding of how JobAccess could support its employees with a disability. It was going to sack the person I was supporting!” (JobAccess User – Information and Advice Service)

“The service is great, but you have to know about it. If I hadn’t been told by a fellow manager, I would never have known that this was available to support my staff member.” (Employer – Information and Advice Service)

“The service needs to be better advertised - there is low knowledge of its availability.” (Stakeholder)

Approximately 80% of JobAccess Users, Employers and Employment Service Providers would be likely to recommend the Information and Advice Service to family, friends or colleagues.

“[There needs to be] better knowledge of the service as I have mention it to a number of people who had never heard of it. Both people with injuries that may need to be supported and work sites who managed staff.” (JobAccess User – Information and Advice Service)

JobAccess Users, Employers and Employment Service Providers were generally very satisfied with the way their enquiries were dealt with. All groups commented on the friendly, caring, knowledgeable staff operating the phone line and responding to the emails of the Information and Advice Service and their willingness to help. Users of the service appreciate often being able to speak to the same person about an enquiry, or if that person isn’t available, another customer representative will be able to assist them and will generally have access to detailed notes to know what the enquiry is about and where in the process it is up to. A few participants also commented that the service offered was above and beyond what they expected, with these expectations often being based on previous dealings with Centrelink and other government phone services.

“I found them very helpful professional and the people were great to deal with.” (JobAccess User – Information and Advice Service)

“The person I initially spoke to when I first rang the JobAccess Service was so helpful and really friendly in an understanding nature, [they] immediately exceeded my expectations. [It] gave me hope we were on the right track to getting some help.” (Employer – Information and Advice Service)

“She was great, seemed very knowledgeable, knew all the details for all the different options. I knew what options were going to work straight away if I wanted to pursue them. She was quite pleasant from memory as well.” (Employer – Information and Advice Service)

“I would definitely go there straight away if the situation came about again – I’d definitely contact them again quickly because I know I could get it efficiently.” (Employer – Information and Advice Service)

“The people who answer the call are very friendly and helpful. They don’t expect you to have any knowledge what so ever. So, whatever you ask from them they are more than willing to answer your

questions. They help you and if they need to they will walk you through the process. Nothing seems to be a problem for them.” (Employment Service Provider)

5.2.5. Effectiveness

Overall, the Information and Advice Service was effective in achieving long-term outcomes but was less effective in delivering short and medium-term outcomes particularly for JobAccess Users.

Performance in each outcome area is summarised in the table below.

Table 10: Information and Advice Service Performance Outcomes²⁸

Outputs and Short-term, Medium-term and Long-term Outcomes	Performance
Outcome - Employers and people with disability have increased knowledge about rights and responsibilities	<ul style="list-style-type: none"> Just over half (56%) of the JobAccess Users surveyed agreed that the Information and Advice Service helps people with disability to increase their knowledge of your workplace rights and responsibilities. Slightly more Employers (68%) and Employment Service Providers (69%) agreed that the Information and Advice Service helps to increase their knowledge of their rights and responsibilities relating to disability employment.
Outcome - People with disability are referred to appropriate authorities and services	<ul style="list-style-type: none"> Just over half of JobAccess Users (56%) and Employers (54%) agreed that people with disability were referred to appropriate authorities and services by the Information and Advice Service. This was slightly higher for Employment Service Providers (71%).
Outcome - People with disability access the services	<ul style="list-style-type: none"> According to the administrative data provided the document titled “general advisory stats as per request” there were 21,804 phone calls to the Information and Advice Service between July 2016 and June 2018. There were also 9,387 emails during the same time period.
Outcome - People with disability have increased knowledge about seeking employment	<ul style="list-style-type: none"> Just 42% of JobAccess Users agreed that the Information and Advice Service helps people with disability increase their knowledge about seeking employment.
Outcome - People with disability have increased confidence and skills in seeking employment	<ul style="list-style-type: none"> Just 42% of JobAccess Users agreed that the Information and Advice Service helps people with disability increase their confidence and skills in seeking employment.
Outcome - Employers have increased skills and confidence in working with people with disability	<ul style="list-style-type: none"> Just under three quarters (70%) of the n=25 Employers agreed that the service helps to increase employers' skills and confidence of working with people with disability. Three quarters (76%) of the n=18 Employment Service Providers agreed that the Information and Advice Service helps to increase their skills and confidence of working with people with disability.
Outcome - People with disability are appropriately employed	<ul style="list-style-type: none"> Approximately three quarters of JobAccess Users, Employers and Employment Service Providers agreed that the Information and Advice Service helps people with disability to feel supported in the workplace (77%, 75% and 78% respectively).
Outcome - People with disability maintain meaningful employment	<ul style="list-style-type: none"> Approximately three quarters of JobAccess Users, Employers and Employment Service Providers agreed that the Information and Advice Service helps people with disability to remain in their job (74%, 76% and 72% respectively).

The majority of JobAccess Users that accessed the Information and Advice Service agreed that the service helps people with disability to feel supported in the workplace (77%), helps people with disability to remain in their job (74%), and provides information that increases their knowledge about seeking employment (67%). Just over half agreed that the Information and Advice Service referred them to appropriate authorities and services (56%) and increased their knowledge of their workplace rights and responsibilities (51%). Just under half agreed that the Information and Advice Service helps

²⁸ The majority of the evidence with regards to outcomes has been gathered from the qualitative and quantitative phases of the evaluation as administrative data was not available.

people with disability increase their confidence and skills in seeking employment (42%) and less than a quarter agreed that it personally helped JobAccess Users to find a job (21%²⁹).

Overall, Employers and Employment Service reported higher levels of agreement than JobAccess Users that the Information and Advice Service achieved all of the required outcomes.

5.2.6. Suggestions for improvement

- Increase advertisement and promotion of the Information and Advice Service in general to make it (and subsequently the other services offered under JobAccess) more accessible.
- Increase advertisement and promotion of the Information and Advice Service so that it may assist people with disability to increase their knowledge about seeking employment.
- Improve performance in referring people with disability to appropriate authorities and services.
- Improve performance in increasing people with disability knowledge of their workplace rights and responsibilities.
- Improve performance in helping people with disability increase their confidence and skills in seeking employment and finding a job.

5.2.7. Vignette – Employer

Tom owns and runs a small family winery in the Hunter Valley of NSW. His staff are like family to him, with many being employed there for well over 10 years. Unfortunately, one of his employees is in a car accident and must have one of their legs amputated. While his employee is at home recovering from the accident and the subsequent surgery, Tom is trying to work out how his employee is going to be able to continue working once he is fully recovered. Tom does not want to lose him as an employee but as he walks around the winery and looks at the tasks that will need to be completed, he becomes increasingly concerned about how it is all going to work. Tom doesn't understand what his rights and responsibilities are in the situation and feels that he needs to talk to someone to get some information and advice on the situation. Tom doesn't know where to go to get this advice, but thinks Google is as good a place to start as any. He does a Google search for "information on employing someone with a disability after an accident" and the first link that pops up is a PDF document titled "An Employer's Guide To Employing Someone With Disability". While reading through this document, he sees that there is a website he could access for more information as well as a phone number. Tom is feeling very overwhelmed at this stage and so decides to try calling the number. When he phones the 1800 number, Tom is surprised that his call is answered nearly straight away and that he didn't have to go through an automated system of selecting the right number. Tom explains the situation to the person on the phone and feels that they are very courteous and kind. They explain to Tom his rights and responsibilities as an employer and they mention that he and his employee might be eligible for assistance under the EAF. They take down Tom's email address and tell him that they will send out some information for him to read and digest and then they will call back in a couple of days. Tom is pleased that the email with the information comes through later that day and he looks over it that night with his partner. Two days later the same customer service representative calls him back to chat through the information they provided and ask Tom how JobAccess can be of further assistance.

²⁹ Note this low level of agreement could be caused by the vast majority of JobAccess Users having already been in employment when they accessed the service rather than looking for work rather than the poor performance of the service.

5.3. Employment Assistance Fund

5.3.1. About the service

The JobAccess provider administers the EAF as part of the JobAccess Service. The EAF gives financial help to eligible people with disability and mental health conditions, and employers, to receive work related modifications and services. The EAF is accessed through the JobAccess Website and is available to people with disability that are about to start a job or who are currently working, as well as people who need help to find and prepare for a job. It is also available to people with disability that are self-employed, and job seekers who need Auslan assistance or special work equipment to look for and prepare for a job.

Between July 2016 and June 2018, the EAF received approximately 1830 enquires a month and roughly 350 new applications. In total there were 2,461 EAF applications between 1 July 2016 and 29 June 2018.

The program logic for the Employment Assistance Fund is shown below.

Figure 7: Employment Assistance Fund Program Logic

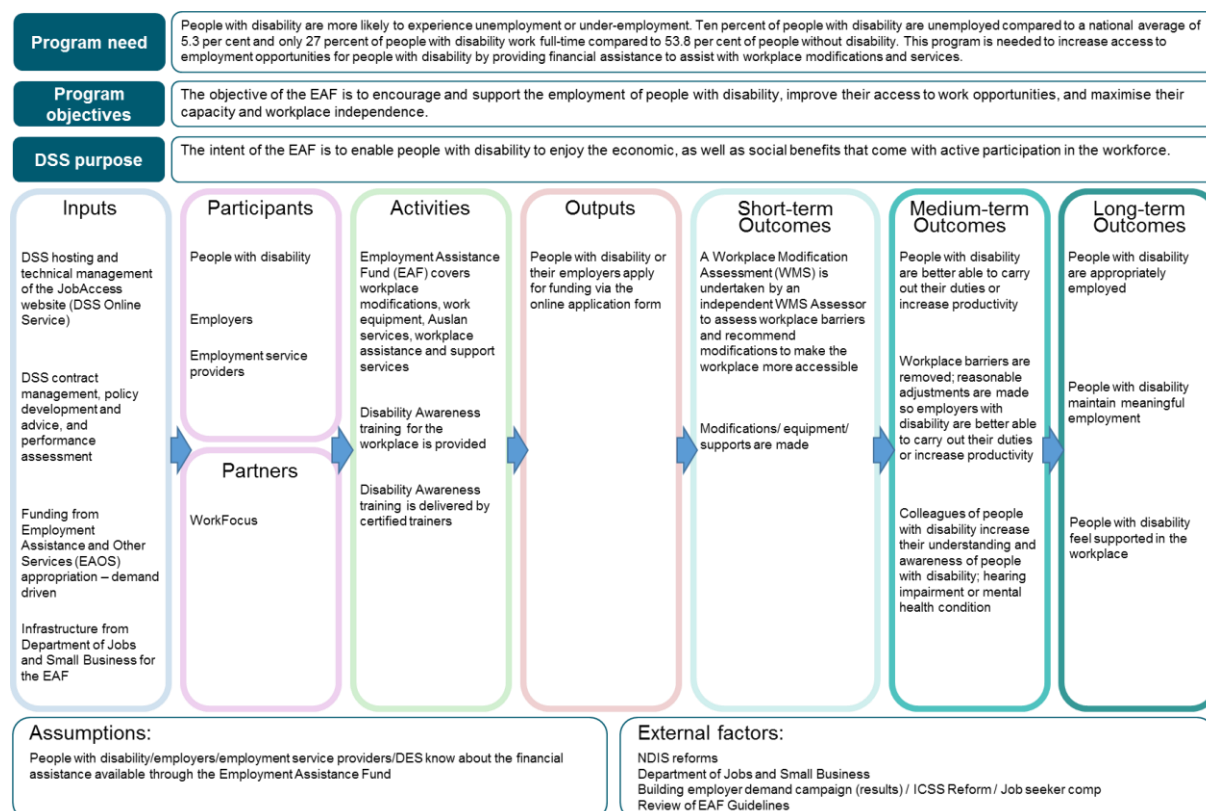


Figure 7 above provides a visual representation of the Employment Assistance Fund Program Logic. For a full explanation of Figure 7 see Table 17: Employment Assistance Fund Program Logic in Appendix A.

5.3.2. Overall

Overall, the EAF is appropriate, efficient and effective in assisting people with disability to remain in employment and feel supported in the workplace. It provides an avenue for people with disability to receive individualised assistance that works to remove workplace barriers in order to enable them to complete their work more comfortably and productively. However, the EAF is less effective in improving access to work opportunities³⁰. This appears to be largely due to a lack of awareness that the service can assist unemployed people with disability.

“It’s not something that many people know about. I battled to remain in employment unknown that this support even existed.” (JobAccess User – EAF)

5.3.3. Appropriateness

JobAccess Users, Employers and Employment Service Providers that have accessed the EAF service were incredibly thankful for the assistance they were given and noted that the service is both valuable and a good use of tax payer funds. The types of modifications most commonly requested and then subsequently made were special equipment, information and communication devices and adjustments to the physical workplace.

“I would completely agree that it is a good use of funding, better that they are in a job and be supported in a job than be on a pension.” (Employer – EAF)

“Absolutely, it is needed to provide inclusive and equal opportunities.” (Employer – EAF)

JobAccess Users appreciated that the EAF service gave them independence and freedom and noted that it made them feel more valued and respected in their workplaces. When asked what was most useful with regards to the EAF experience, just over half (55%) of JobAccess Users said it was the ability to better perform their job. Some JobAccess Users even noted feeling better in their personal lives as a result of the changes in their workplace. A couple also commented on the fact that this program is set up in a way that understands and appreciates that not all people with disability need or want to be on a support payment. They mentioned that a lot of people with disability want to be treated the same as everyone else and that this program simply helps them to overcome some of the workplace barriers that they are faced with because of their disability. In this sense, the EAF is highly appropriate.

“I really like the fact that JobAccess works quite differently to a lot of disability services, whereas they assume that you are a fully functioning, capable person that just has a barrier that you need to overcome... most other disability services work from a sickness model, so you have to convince them that you are really unwell and really incapable and you really can’t manage. Whereas JobAccess assume that you are a working person and a fully capable person, but you have this barrier that is directly caused by your disability and here is what you need to overcome the barrier and if you can justify that then they will basically help you to overcome that barrier. It is just a much better model, a much more positive model than a lot of other services... This makes me feel like a regular person and

³⁰ The EAF guidelines states 1.5 The objective of the EAF is to encourage and support the Employment of people with disability, improve their access to work opportunities, and maximise their capacity and workplace independence. In relation to improving access to work opportunities, specifically in the context of assisting an unemployed person to find employment, it is noted that the EAF provides limited assistance to those people with disability, in the form of Auslan assistance or special work equipment (for example JAWS reader/braille) to look for and prepare for a job.

that they view my disability in the same way that I do, which is that every now and then there are challenges that I need to overcome.” (JobAccess User – EAF)

The majority of JobAccess Users (71%), Employers (83%) and Employment Service Providers (82%) rated the EAF highly in terms of its ease of use. While approximately 8 out of every 10 JobAccess Users were satisfied with the EAF in terms of its ease of use (86%), the timeliness of the service (81%) and the overall communication (86%). The people running the service were described as helpful, courteous, friendly, polite, knowledgeable, supportive and professional. JobAccess Users, Employers and Employment Service Providers all noted that the communication from the staff running the EAF is prompt and beyond what they would expect from a Government department of this nature.

“The staff are fantastic, the timing of providing service is fast, the process is open and easy... It is a great way to obtain funding for equipment that may otherwise be out of reach!” (JobAccess User – EAF)

“They brought to mind a lot of options and things that could be changed and optimised in my workplace to allow me to have a better environment now and towards the future. Something I wasn’t thinking about (the future). It was above what I was expecting, and I thought it would take a lot longer, with a slower process, this was so quick and well done.” (JobAccess User – EAF)

“The staff are particularly helpful, if I’m not sure what to do I give them a ring and they can talk me through it.” (Employer – EAF)

“I think the timeliness of it is exceptional... it is a unique selling point that people probably aren’t aware of.” (Employment Service Provider)

Most JobAccess Users that had experienced a Workplace Modification Assessment agreed the recommended workplace changes were appropriate (89%). There were a few mentions of the assessors taking a long time to complete the assessment and related report and a few JobAccess Users and Employers that had used multiple assessors noted that some were better than others.

Employers were generally happy about having a qualified Assessor come to the workplace to provide a professional assessment and report. However, a few employers noted that the Workplace Modification Assessment process was not always straightforward or easy.

“It’s good to know that I get an expert to look at the analysis of what is required by the person concerned. And that I get a report with an action plan in it – what’s needed and what we need to do next.” (Employer – EAF)

“Extremely satisfied [with the Workplace Modification Assessment process], the turnaround time was quick, the people who came out for those assessments knew their stuff and obviously had a lot of experience working with people with disability. That made all the difference to our staff too.” (Employer – EAF)

“It takes a long time to complete this assessment, we know what the problem is and then I feel that the people who do provide the assessment are not always capable/experts in this field. Also, we have preferred suppliers which we are happy with and the costs and quality is good, but sometimes the assessors provide a different recommendation for a provider which we don’t always understand or agree with. The wrong equipment might come out, or it will take long for us to get the equipment.” (Employer – EAF)

JobAccess Users, Employers and Employment Service Providers that had been through the whole EAF process demonstrated high levels of likelihood to recommend the EAF. However, a lack of awareness about the funding was noted across all target audiences included in this evaluation. Many JobAccess Users and Employers noted that they stumbled across the EAF, remarking that they wished they had known about it sooner. There also seemed to be a general lack of awareness and understanding that the funds can be accessed in certain instances (i.e. those people with disability who need Auslan assistance or special work equipment such as JAWS reader) for those looking for employment (not just those already employed).

“[There is a] need for people to have greater awareness that services/funding is available. It would have made my working life far easier and more enjoyable if someone had said to me 2-3 years ago that I could be provided with equipment that would assist me, rather than me struggling on for so long.” (JobAccess User – EAF)

“The awareness of JobAccess [is not great]. I really didn’t know about this and I was quiet about my condition, so it was not brought to my attention before.” (JobAccess User – EAF)

“[It is] not very well known, perhaps people with disability are not aware of this service even though it can be so helpful.” (JobAccess User – EAF)

“Increase awareness of more employers that the scheme exists. It’s incredible.” (JobAccess User – EAF)

“[An improvement would be] Making it more widely known to people who have disabilities. People that we’ve assisted with disabilities weren’t aware of it. We seem to tell them rather than them being aware of the service. The communication is missing.” (Employer – EAF)

“More knowledge and awareness of the service is needed... need to educate employers more.” (Employment Service Provider)

5.3.4. Efficiency

The majority of JobAccess Users that had experienced a Workplace Modification Assessment were satisfied in terms of the ease (85%), timeliness (81%) and communication (83%). Many JobAccess Users, Employers and Employment Service Providers praised the work of the Approved Assessors that complete the Workplace Assessments. From all perspectives, the Approved Assessors were described as generally doing a great job at recommending appropriate modifications.

JobAccess Users and Employers made some comments about challenges related to the online application process. For JobAccess Users these challenges generally centred around not knowing how to complete the application, with most calling the Information and Advice Service for assistance. For Employers, these challenges were commonly in regards to submitting multiple applications - either for the same employee (i.e. annual applications for something like software) or for multiple employees. Another frustration with the online application form for Employers was having to repeat information in the online form and for the Professional Advisor from the EAF upon the first phone call. They were unaware that the Professional Advisors would need to confirm some of the information that was contained in the application process and so were not prepared at the time of the phone call. There were also some mentions of difficulties with the quotes portion of the application process. It was said that the system does not allow screenshots of online shopping carts, but one Employer noted having great difficulty getting actual quotes from online stores.

“[A suggestion would be to] make the application and renewal process a little easier as it is confusing and complicated. Renewing should be easier too, for example, if a person has a cochlear implant then their disability is not going to go away.” (JobAccess User – EAF)

“The application, the form itself is fine, but when I have to repeat myself to the person on the phone that is the annoying bit.” (Employer – EAF)

“[The not so good thing was] that we have to keep filling out the application form every year, even though nothing changes. If that annual application process could be simplified a bit, [such as] being able to enter the EAF number and then pre-populate things like names, addresses and other things like that.” (Employer – EAF)

Another concern across the target audiences was that the \$6,000 yearly cap for Auslan funding is not enough. It was noted by some that this cap in funding was having a direct impact on their ability to move jobs and/or to be promoted. This may be because it is not readily known that the \$6,000 cap does restart if an employee is promoted or transferred to a new job with the same employer or commences employment with a new employer.

“\$6,000 may not be enough for a workplace to access Auslan interpreters for one calendar year. For example, for one-hour weekly meeting for one year may exceed more than \$10,000. The EAF amount has not increased for many years.” (JobAccess User – EAF)

“Increase \$6000 Auslan Interpreting per year. Mine runs out in 3 months. [I] need 4 times more for my role.” (JobAccess User – EAF)

“Significantly increase the cap on Auslan interpreting - \$6K does nothing in my role. This should be individually assessed on a case by case basis, and funding provided depending on job/role/responsibilities.” (JobAccess User – EAF)

“No cap on the \$6000 for Auslan per year. As a senior manager I always go over my cap. I work with a disability organisation who budget for this, but it makes me scared to leave my job and seek employment elsewhere when I have to tell the employer they are going to have to fork out at least another \$6000 to cover my costs.” (JobAccess User – EAF)

“More money for Auslan interpreting \$6k a year hardly touches the sides of need.” (Employer – EAF)

There were some mentions of issues with the reimbursement aspect of the service, with some Employers and Employment Service Providers in particular noting that a system where the goods are paid for directly by the EAF would be better and would possibly increase the number of people accessing the service (especially smaller employers who may not have the cash flow to pay for the modifications/equipment in the first place). Whilst it is noted that there is this option available, it was not widely known, and it appears to be the exception rather than the rule.

5.3.5. Effectiveness

Across JobAccess Users, Employers and Employment Service Providers, most participants agreed that the EAF is effective in achieving each of the required outcomes. Performance in each outcome area is summarised in the table below.

Table 11: EAF Performance Outcomes³¹

Outputs and Short-term, Medium-term and Long-term Outcomes	Performance
<p>Outcome - A Workplace Modification Assessment (WMS) is undertaken by an independent WMS Assessor to assess workplace barriers and recommend modifications to make the workplace more accessible</p>	<ul style="list-style-type: none"> • According to the administrative data provided in the Annual Report Appendix 1 WSAX referral reports there were 2,348 Workplace Modification Assessments conducted/completed between 1 July 2016 and 29 June 2018. • The majority of JobAccess Users that were surveyed were satisfied with the Workplace Modification Assessment in terms of the ease of having the assessment completed (85%), timeliness of completing the assessment (81%) and the communication of those involved in completing the assessment (83%). They were also satisfied with the recommended workplace change/s (82%). • Most of the n=23 Employers were also satisfied with the Workplace Modification Assessments in terms of ease (87%), timeliness (87%), communication (87%) and the recommended workplace change/s (91%). • Again, the majority of the n=16 Employment Service Providers that participated in the Evaluation Survey were satisfied with the Workplace Modification Assessments in terms of ease (94%), timeliness (94%), communication (94%) and the recommended workplace change/s (94%).
<p>Outcome - Modifications/ equipment/ supports are made</p>	<ul style="list-style-type: none"> • Administrative data on the total number of modifications broken down by assistance type, disability type, State/Territory, employer type and applicant type are captured but were not made available to the evaluators
<p>Outcome - People with disability are better able to carry out their duties or increase productivity</p>	<ul style="list-style-type: none"> • The majority of JobAccess Users that had accessed the EAF and had the workplace changes made agreed that the modifications have helped them to keep working (83%) and increased the amount of work that they can do (77%). The majority (90%) of the n=20 Employers agreed that the EAF modifications have helped to increase the productivity of their employee/s.
<p>Outcome - As a result of workplace disability training, workplace barriers are removed; reasonable adjustments are made so employers with disability are better able to carry out their duties or increase productivity</p>	<ul style="list-style-type: none"> • Just 6% of JobAccess Users surveyed had attended Disability Awareness Training, with another 5% indicating that the training had taken place at their workplace, but they had not personally attended it. • The majority (71%) of the n=24 JobAccess Users that had experience of Disability Awareness Training agreed that workplace barriers have been reduced for people with disability, while 54% agreed that workplace barriers had been removed. Approximately two thirds (63%) agreed that workplace adjustments had been made so that people with disability are able to better carry out their duties and 54% agreed that productivity had increased.
<p>Outcome - Colleagues of people with disability increase their understanding and awareness of people with disability; hearing impairment or mental health condition</p>	<ul style="list-style-type: none"> • The majority (71%) of the n=24 JobAccess Users that had experience of Disability Awareness Training agreed that colleagues have increased their understanding of people with disability post receiving the training.
<p>Outcome - People with disability are appropriately employed</p>	<ul style="list-style-type: none"> • Approximately three quarters of JobAccess Users (74%) agreed that the EAF and associated modification/s helps people with disability to be appropriately employed. This was slightly higher of the n=36 Employers (78%) and the n=22 Employment Service Providers (86%).
<p>Outcome - People with disability feel supported in the workplace</p>	<ul style="list-style-type: none"> • Approximately three quarters of JobAccess Users (76%) agreed that the EAF helps people with disability to feel supported in the workplace. This was similar for the n=36 Employers (78%) and higher for the n=22 Employment Service Providers (95%).
<p>Outcome - People with disability maintain meaningful employment</p>	<ul style="list-style-type: none"> • Data on the total number of employees retained 13, 26 and 52 weeks following modifications is not currently captured and so could not be made available to the evaluators. • Just over three quarters of JobAccess Users (79%) agreed that the EAF and associated modification/s helps people with disability to remain in their job. This was similar for the n=36 Employers (78%) and much higher for the n=22 Employment Service Providers (100%).

JobAccess Users noted many positives about accessing the EAF, including that it personally helped them to keep working (83%), made their work environment more comfortable and enjoyable (82%), helped them to overcome workplace barriers (77%) and increased the amount of work they could do

³¹ The majority of the evidence with regards to outcomes has been gathered from the qualitative and quantitative phases of the evaluation as administrative data was not available.

(77%). Most Employers and Employment Service Providers also agreed that the workplace changes made through the EAF helped to increase productivity and helped to increase the retention of the employee. A few Employers from the qualitative phase of this evaluation explicitly noted that they may not have been able to continue employing the person with disability without the modifications and equipment funded through the EAF.

“The service as a whole [was good] ... I think it is just a great service. It has given me independence... the ability to go into a job and say “I have all of this equipment” is liberating... the process, it is very good. Their assessors are very good. Their communication is definitely very good. Their support is good. In general, they are a fantastic organisation... If they weren’t there I don’t know what I would have done. I probably would have had to apply for a personal loan to get a job, and who knows if I would have even been approved for that. I think they are a very worthwhile organisation and I am very grateful that they are there.” (JobAccess User – EAF)

“I am extremely appreciative of the equipment, and of the professionalism of all involved in the application, assessment and approval. It has made a real difference to my ability to fulfil the expectations of my role and put me on a much more level footing with my work colleagues; as well as increase my longevity in the role.” (JobAccess User – EAF)

“All of it [is useful]. I have a happy employee now who is more productive. As a non-profit we wouldn’t have had the money to find the equipment she was provided, we wouldn’t have had the capacity to support her financially.” (Employer – EAF)

“In this case [it was] a very good use [of tax payer finds], the alternative is that our employee wouldn’t qualify for disability unemployment. If someone is working, it’s good for their mental health and their overall wellbeing. The opposite of that is if someone’s at home and not working, [perhaps] depression kicks in. An investment in something like that that benefits employment and the individual in the long term is great value.” (Employer – EAF)

5.3.6. Suggestions for improvement

- To improve the EAF, it is suggested changes to the application process are considered, including:
 - Streamline the process for employers submitting multiple applications (i.e. multiple employees).
 - Streamline the process for repeat clients. They assume that the system has already captured and stored a lot of information about them and their circumstances and they feel that they should not have to input the information each time they apply. An example of someone who would need to submit multiple applications is someone applying for Auslan interpreting services. These are capped at \$6,000 per year and need to be applied for each year.
 - Set up the EAF system/application process with reminders for clients that need to reapply each year for funding, such as Auslan interpreting services or software memberships.
 - Relax the rules in the application process around quotes. One Employer noted that the system does not allow screenshots of online carts and yet they have found it challenging to get an actual quote out of online stores
 - Provide greater detail during the application process about the information that will need to be confirmed and the new information that will need to be provided at the next stage of the process (i.e. when a Professional Advisor calls).

- Increase the ability of EAF to improve access for people with disability to work opportunities.
- Increased advertising and promotion of the service to make it more accessible. Suggestions for achieving this include:
 - Better linking the EAF with other one-off initiatives. For example, Disability Awareness initiatives and International Day of persons with disabilities were suggested;
 - Promotion through DES Providers and other disability support agencies (such as Vision Australia);
 - Increased presence on social media; and
 - Increased promotion through doctors and other health care professionals.
- Increased promotion and use of direct payments, instead of the reimbursement system.
- Increase the Auslan funding cap.
- Agreement that information on the EAF is up to date was lower than several other measures, suggesting this requires review to ensure information provided on the EAF is up to date.
- Increased advertisement and promotion of Disability Awareness Training to assist with increasing colleagues understanding and awareness of people with disability.
- Investigation of a tiered approach to funding; one that differentiates the need for one-off support versus ongoing support.

5.3.7. Vignette – Person with disability

Harry is a self-employed music tutor who has vision impairment. For 17 years Harry has been teaching piano and vocals to both children and adults. Over this time his eyesight has deteriorated, and he has been finding it increasingly difficult to teach with the equipment that he has. As such Harry decided to investigate some new equipment that would be of assistance. While in the store looking at the equipment, he realised that it was a bit out of his price range. He mentioned this to the helpful assistant who suggested that Harry might be able to get some help from something called JobAccess. They said that they had just helped another customer whose workplace had purchased some equipment from them and were being reimbursed by the government. Harry thanked them for the suggestion and decided to do some investigating. With assistance from his wife, Harry got onto the JobAccess Website and found the information about the EAF, and he and his wife filled in the registration form. The following day Harry received a phone call from someone at the EAF who wanted to confirm his details and help him with the next step of the process. They explained to him that they would be organising for a qualified Approved Assessor to come out to his place of employment to provide an assessment of what modifications and equipment might be helpful for Harry's situation. Two weeks later the Approved Assessor visited Harry and completed their assessment. They wrote up their report and sent it off to the case manager at the EAF. The case manager rang Harry and explained what modifications the Approved Assessor was recommending. Harry was surprised that they were recommending more than he had asked for, but the explanation from the Approved Assessor made sense. Harry was so excited that he was going to not only get what he had hoped for but more as well. He was told that the next step was for Harry to obtain quotes for the modifications and equipment that had been suggested and to submit these to his case manager. Harry did his due diligence and obtained quotes from several suppliers, but he also made sure to include the supplier that had told him about the scheme in the first place. Once this was done, Harry was then given permission to purchase the goods. He then supplied his case manager with the receipts and he received reimbursement of the costs three business days later. This was quite a relief to Harry as he had made the purchases on his credit card and he was worried about having to pay interest.

5.4. JobAccess Employer Engagement via the National Disability Recruitment Coordinator

5.4.1. About the service

The National Disability Recruitment Coordinator (NDRC) is funded to help larger employers access the skills and talents of people with disability. Prior to 1 July 2016, the NDRC was delivered as a stand-alone service. It is now streamlined into the JobAccess Service and offers support to employers to help them develop sustainable policies and processes that enable disability employment and create job vacancies for people with disability. The overall objective of the NDRC is to increase employment participation of people with disability in the Australian workforce.

Between July 2016 and June 2018, 108 employers provided vacancy outcome data. Of these 108 returned responses, 102 of the vacancies were filled, with 21 of the successful applicants identifying as having disability. There were 18 responses where the employer was unsure if the successful candidate identified as having disability.

The program logic for the National Disability Recruitment Coordinator is shown below.

Figure 8: National Disability Recruitment Coordinator Program Logic

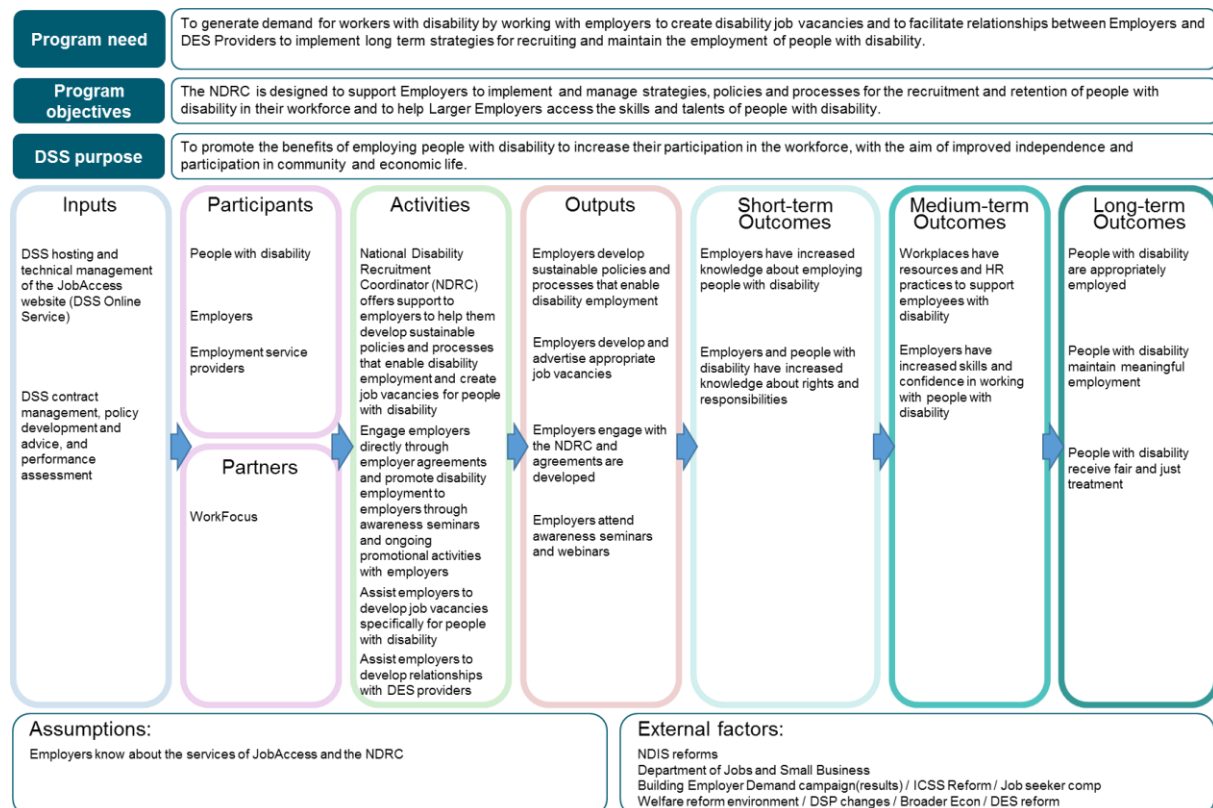


Figure 8 provides a visual representation of the National Disability Recruitment Coordinator Program Logic. For a full explanation of Figure 8 see Table 18: National Disability Recruitment Coordinator Program Logic in Appendix A.

5.4.2. Overall

The National Disability Recruitment Coordinator performs well with regard to increasing employer's knowledge about employing people with disability; increasing their knowledge of their rights and responsibilities, increasing their skills and confidence in working with people with disability, ensuring people with disability receive fair and just treatment and assisting workplaces to have resources and HR practices to support employees with disability. However, the service appears to perform less well in assisting employers to action and implement their plans e.g. developing job vacancies or jobs specifically for people with disability. This reduces NDRC ability to achieve the required employment outcomes.

5.4.3. Appropriateness

Employers that had used the NDRC felt that it was incredibly valuable in helping their organisation to be more inclusive and the majority felt that the service is a good use of tax payer funds. Employment Service Providers that had interacted with the NDRC also agreed that it is a good use of tax payer funds as it helps employers to offer the support required to be able to successfully employ people with disability.

“Now that we are promoting our processes more broadly, I think we are more likely to get people with disability wanting to come and work at our organisation. We were always supporting this, but now it is also more of a promotion and awareness that makes it more widely known.” (Employer – NDRC)

“We wouldn't have engaged with them if they hadn't been free. We were grateful for their assistance and it has helped us to build stronger foundations and we have further work to do. But we know what we need do.” (Employer – NDRC)

“There was heaps of resources, which stopped us from having to reinvent the wheel.” (Employer – NDRC)

Employers welcomed the approach of the service being tailored to their organisations needs and situation. The majority of both Employers and Employment Service Providers indicated that they would be likely to recommend the NDRC in the future.

5.4.4. Efficiency

Employers and Employment Service Providers that had interacted with the NDRC generally agreed that the NDRC was easy to use. They also liked that the recommendations made were often very easy to adopt (i.e. updates to policies, wording of job advertisements, website information, where to look for potential candidates etc.). In particular, the presentations and training delivered by the Professional Advisors at the NDRC were noted as being of great value.

“I liked the process when I spent a bit of time developing a plan of what we agreed we would work on. We worked together [on this] and it was collaborative. I felt in control of this. It felt right.” (Employer – NDRC)

“The training [was great], it was something we really needed. If we could have had more of it, we would have soaked it up.” (Employer – NDRC)

“[The good things were] the support and ongoing feedback that motivated us to formalise processes and set up an approach to workplace mods. The presentation to staff was very good, to all of the human resources staff; [it was] very good training which focused on a proactive approach and letting people with disability know we can modify the workplace for them.” (Employer – NDRC)

The NDRC staff were noted as being friendly, knowledgeable and helpful. This is consistent with the results from the surveys (on-boarding, mid-point and completion) run by the Service Provider, which predominately show Employers being satisfied with the service.

“They were all very friendly and courteous and really genuinely trying to help make a difference. They went above and beyond. I think their people were absolutely knowledgeable and had a real desire to make a difference. Not just doing a job.” (Employer – NDRC)

5.4.5. Effectiveness

Overall, the NDRC seems to be effective in increasing employer’s knowledge about employing people with disability, increasing their knowledge of their rights and responsibilities, increasing their skills and confidence in working with people with disability, ensuring people with disability receive fair and just treatment and assisting workplaces to have resources and HR practices to support employees with disability. However, it performs less well in developing job vacancies or jobs specifically for people with disability. Performance in each outcome area is summarised in the table below.

Table 12: NDRC Performance Outcomes³²

Outputs and Short-term, Medium-term and Long-term Outcomes	Performance
Outcome - Employers have increased knowledge about employing people with disability	<ul style="list-style-type: none"> Two thirds (64%) of the n=25 Employers agreed that the NDRC activities have increased their organisations knowledge about employing people with disability. Half (50%) of the n=18 Employment Service Providers agreed that the NDRC activities have increased employer’s knowledge about employing people with disability.
Outcome - Employers (and their workforce) have increased skills and confidence in working with people with disability	<ul style="list-style-type: none"> Just under two thirds (60%) of the n=25 Employers agreed that the NDRC activities have increased the skills and confidence of people in their organisation with regards to working with people with disability. Half (50%) of the n=18 Employment Service Providers agreed that the NDRC activities have increased the skills and confidence of employer’s with regards to working with people with disability.
Outcome - Workplaces have resources and HR practices to support employees with disability	<ul style="list-style-type: none"> Two thirds (64%) of the n=25 Employers agreed that the NDRC activities have contributed to improved resources and HR practices within their organisation to support employees with disability. Just under half (44%) of the n=18 Employment Service Providers agreed that the NDRC activities have contributed to improved resources and HR practices by employers to support employees with disability.
Outcome - People with disability are appropriately employed	<ul style="list-style-type: none"> Two thirds (64%) of the n=25 Employers agreed that the NDRC activities have increased their organisations’ ability to appropriately employ people with disability, while just 44% agreed that the NDRC activities have increased employer demand for employees with disability. Similarly, just 44% of the n=18 Employment Service Providers agreed that the NDRC activities have increased employer demand for employees with disability.
Outcome - People with disability maintain meaningful employment	<ul style="list-style-type: none"> Just over half (56%) of the n=25 Employers agreed that the NDRC activities have increased their organisations’ ability to maintain meaningful employment for employees with disability. Similarly, 61% of the n=18 Employment Service Providers agreed with this statement.

³² The majority of the evidence with regards to outcomes has been gathered from the qualitative and quantitative phases of the evaluation as administrative data was not available.

Outputs and Short-term, Medium-term and Long-term Outcomes	Performance
Outcome - People with disability receive fair and just treatment	<ul style="list-style-type: none"> The majority (80%) of the n=25 Employers agreed that the NDRC activities have ensured that people with disability receive fair and just treatment. While just 65% of the n=18 Employment Service Providers agreed with this statement.

The majority of Employers and Employment Service Providers agreed that the NDRC activities:

- Are likely to increase people with disability receiving fair and just treatment;
- Are effective in increasing employer’s knowledge about employing people with disability;
- Are effective in increasing their knowledge of their rights and responsibilities;
- Are effective in increasing their skills and confidence in working with people with disability;
- Are effective in ensuring people with disability receive fair and just treatment; and
- Are effective in assisting workplaces to have resources and HR practices to support employees with disability.

However, fewer agreed that the NDRC activities had assisted their organisation to develop job vacancies and jobs specifically for people with disability. Some Employers felt that while the NDRC partnership was useful in terms of assisting them to update or change their practises and policies related to the employment of people with disability, it was lacking in terms of assisting them to action and implement their plans. Some Employers noted that their organisations would benefit from more help translating the knowledge into actual work placements and connections with Employment Service Providers. It was noted by Employers, Employment Service Providers and Stakeholders that this deficiency is in large part due to the partnerships lasting only 12 months.

“There were 12 months for the action plan, we probably needed a bit longer.” (Employer – NDRC)

Both Employers and Employment Service Providers noted that they feel there are missed opportunities to be connected through the current NDRC program. They would like more direction, introductions and networking opportunities to be made available during the 12-month partnerships that Employers sign up for.

Another common theme was the lack of awareness of the service. Employers noted that they found out about the service via a variety of sources, including the JobAccess Website, word of mouth/referral and by being directly approached by JobAccess. Employment Service Providers and Stakeholders were particularly concerned that this service is not well known and could be better promoted amongst both Employers and Employment Service Providers.

“In my opinion it is very easy and simple. Finding [it] would be the tricky bit, but once [they] are connected to an employer it is quite easy.” (Stakeholder)

5.4.6. Suggestions for improvements

- Increase the performance of NDRC in assisting employers to create jobs and job vacancies specifically for people with disability.
- Refocus the service to ensure that plans are not only developed but implemented and guide employers towards employing people with disability. This may require:
 - Extending the partnerships to at least 18 months or alternatively, ensuring that there is more follow up contact from the NDRC Professional Advisors.

- Allowing for job placements created through the NDRC to be placed on the JobAccess Website.
- Providing greater opportunities for Employers and Employment Service Providers to connect.
- Promoting the availability of NDRC to Employers.

5.4.7. NDRC Vignette – Employer

Jenna works for a state government department and was given the task of ensuring that the department became disability-friendly employers. They wanted Jenna to create a disability inclusion plan that would encompass advertising, recruitment and the ongoing employment of people with disability. Jenna was not sure where to start with creating this plan and so decided to take a look at what some other departments had done within her state and also what her sister departments were doing in the other states. She noticed that two others had quite good, tailored inclusion plans and so decided to reach out and see if she could get some advice from the authors of these plans. To her surprise both departments told her that they had received assistance from the NDRC, with one of the departments giving her a number to call. Jenna then contacted the NDRC and asked to speak to someone about the services they offered. She was given more information (both over the phone and then emailed to her) about the 12-month partnership and exactly what the NDRC could do to assist her. Jenna read over the information and spoke with her boss about the partnership. They both agreed that it sounded like the best way to get assistance with creating the inclusion plan for the department. Her boss especially liked that it was a free service. Jenna got back in touch with her contact at the NDRC and signed on for the 12-month partnership. The Professional Advisor assigned to her then helped her over the next 12 months by providing a range of services, including:

- Disability Awareness Training for both herself and other staff within the department;
- A review of current recruitment policies, procedures and practices; and
- A review of policies and procedures related to employing people with disability.

At the end of the 12-month partnership Jenna was really pleased that they had reviewed and updated policies and procedures and that internally they had been able to promote a more inclusive workplace. However, she felt that she was only part of the way there in terms of actually being able to implement her inclusion plan and she would have loved some more assistance from the NDRC. She asked if there was any way she could continue to get assistance and she was advised about the alumni events that the NDRC hold, but unfortunately, they can only work on partnership agreements for 12 months. Jenna was very appreciative of the help she had been provided and continued to work on her inclusion plan and implementation.

5.5. Complaints Resolution and Referral Service

5.5.1. About the service

The Complaints Resolution and Referral Service (CRRS) on 1800 880 052 provides resources and information sessions for service providers. CRRS is an independent complaints unit, which helps consumers and providers of Australian Government funded disability employment and advocacy services resolve issues through a process of investigation and/or conciliation. The CRRS service is available to people with disability who are service users of Disability Employment or Advocacy Services funded under the Disability Services Act (1986).

There are six standards that can be investigated as part of a complaint, these are:

- Standard 1 = Rights;
- Standard 2 = Participation and Inclusion;
- Standard 3 = Individual Outcomes;
- Standard 4 = Feedback and Complaints;
- Standard 5 = Service Access; and
- Standard 6 = Service Management.

The Complaints Resolution and Referral Service experiences varying degrees of calls each month, with the average over the past two years being roughly 120 calls a month. In total there were 2,590 complaints made to the CRRS between July 2016 and June 2018. Calls to the CRRS are recorded based on which of the six standards they apply to. Calls can be about more than one standard, with the standards most called about being: rights, participation and inclusion and individual outcomes.

The majority (92%) of JobAccess Users indicated that they contacted the CRRS in relation to Disability Employment Services, while each month there are roughly 1-5 calls taken of non-target matters (i.e. the call does not relate to any of the six services).

JobAccess Users reported finding out about the CRRS via a variety of sources, including the JobAccess Website (30%), word of mouth (25%) and via referral (17%). Centrelink being the greatest referrer of the CRRS service.

The program logic for the Complaint Resolution and Referral Service is shown below.

Figure 9: Complaint Resolution and Referral Service Program Logic

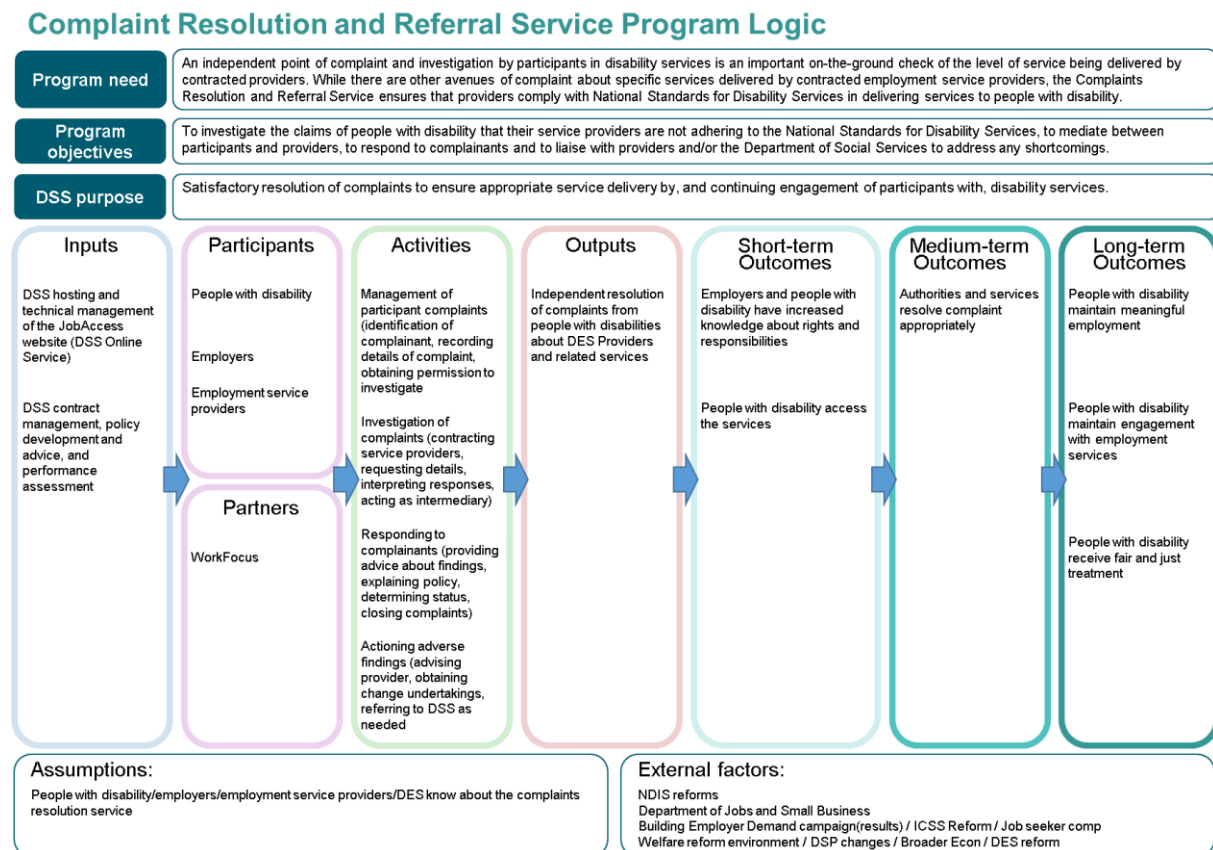


Figure 9 provides a visual representation of the Complaint Resolution and Referral Service Program Logic. For a full explanation of Figure 9 see Table 21: Complaint Resolution and Referral Service Program Logic in Appendix A.

5.5.2. Overall

There appears to be a lack of awareness of CRRS and what it does. CRRS performs moderately across all of the required outcome areas: helping employers and people with disability to increase their knowledge of their rights and responsibilities, helping authorities and services resolve complaints appropriately and assisting people with disability to maintain employment, maintain engagement with employment services and receive fair and just treatment.

"It was reassuring that I had at least been heard by someone, but disappointing that they had no real authority." (JobAccess User – CRRS)

5.5.3. Appropriateness

The CRRS is largely accessed by people with disability (or a support person) making a complaint about the service they have received from their Employment Service Provider. Many JobAccess Users noted feeling heard, understood and respected throughout the process. It was also suggested by many that the staff operating the call centre, while impartial, were empathetic and supportive. However, there were some JobAccess Users that felt their complaint could have been handled with more empathy and understanding. A couple also felt the CRRS was inclined to side with the Employment Service Provider being complained about.

"They did listen to me politely and gave me the feeling they really cared and wanted to help." (JobAccess User – CRRS)

"I felt really supported for the first time in a long time... she listened, and she emailed me when she said she would... The empathetic way that she listened made me feel valued and made me feel that there was someone out there that might help... I felt heard and she was proactive, and she got a result in the end." (JobAccess User – CRRS)

"They seemed very understanding, she listened and took down all of the relevant bits and pieces. I was satisfied, and I felt like I had been heard, which was more than I had received before that... They seemed to be impartial and gave some advice on how to approach the issue." (JobAccess User – CRRS)

"More genuine and compassionate customer service towards people with disabilities [is needed]." (JobAccess User – CRRS)

Many JobAccess Users that had accessed the CRRS felt validated that they had a right to make a complaint and appreciated being able to remain anonymous if they desired.

Some JobAccess Users did not like the impartiality of the CRRS service. They felt that the CRRS should take their side in the matter.

5.5.4. Efficiency

There were mixed levels of satisfaction with the overall management of the complaint (38% were dissatisfied, 23% were neutral and 38% were satisfied) and how easy the service was to use, 38% felt that it was difficult, 23% were neutral on the matter and 38% felt that it was easy.

“They were useful in the fact that they helped me to communicate with my employment agency when communication had broken down. They were professional, they handled me as a person and as an individual, they didn’t just plot me in as one of the numbers, they treated me as me, which is very important. They handled everything promptly and efficiently. Step by step they kept me informed, they are well trained, very calming and brilliant.” (JobAccess User – CRRS)

There were also a lot of mentions about the lack of power and authority of the CRRS. Some JobAccess Users found it difficult to understand why the CRRS couldn’t “do more,” with some participants describing the CRRS as a “toothless tiger”. This was also evident by the mixed responses with regards to satisfaction of the investigation of the complaint (34% were dissatisfied, 23% were neutral and 32% were satisfied) and satisfaction with the response (38% were dissatisfied, 19% were neutral and 36% were satisfied).

“Being “helpful” is not enough. They need to actually investigate matters and properly address and resolve them. My so-called Job Service Provider behaved in an appalling manner and then lied about their actions. CRRS failed to properly address the matter - they are useless.” (JobAccess User – CRRS)

“Make DES providers directly accountable to CRRS and not have to escalate complaints to DSS when providers don’t comply with the CRRS recommendations.” (JobAccess User – CRRS)

“[The CRRS needs] more powers to affect policy [and] to advocate for the needs of people, to give warnings and penalties where appropriate. To provide the confidence that someone is on your side to help you.” (JobAccess User – CRRS)

In addition to this perceived lack of power and authority, some users were dissatisfied by the gap between a resolution or outcome being apparently achieved by the CRRS and them seeing a change in their circumstances. For example, a complaint about a DES provider may be investigated and the DES provider may apologise and escalate the problem so in the realm of the CRRS the issue is resolved, but this may not actually translate to a change in behaviour and a better solution for the original complainant. Nearly half (47%) of JobAccess Users surveyed reported being dissatisfied with the CRRS in terms of the actioning of adverse findings.

“More authority to act on my behalf.” (JobAccess User – CRRS)

“Get more powers so that you can actually do something with bad service providers rather than hope they’ll self-regulate.” (JobAccess User – CRRS)

“It should actually aim to resolve problems and hold service providers accountable.” (JobAccess User – CRRS)

5.5.5. Effectiveness

Overall, the CRRS appears to be performing poorly with the majority of JobAccess Users disagreeing that the required outcomes have been achieved. Performance in each outcome area is summarised in the table below.

Table 13: CRRS Performance Outcomes³³

Outputs and Short-term, Medium-term and Long-term Outcomes	Performance
Outcome - Employers and people with disability have increased knowledge about rights and responsibilities	<ul style="list-style-type: none"> One quarter (26%) of JobAccess Users agreed that the CRRS helped to increase their knowledge of their rights and responsibilities.
Outcome - People with disability access the services	<ul style="list-style-type: none"> According to the administrative data provided the document titled “CRRS stats as per request” there were 2,590 complaints made to the CRRS between July 2016 and June 2018.
Outcome - Authorities and services resolve complaint appropriately	<ul style="list-style-type: none"> Just 24% of the JobAccess Users surveys agreed that the CRRS service adequately resolved their complaint, with the majority 51% disagreeing.
Outcome - People with disability maintain meaningful employment	<ul style="list-style-type: none"> Just 17% of the JobAccess Users surveys agreed that the CRRS helps people with disability to remain in their job, with 43% disagreeing and 25% unable to provide an answer.
Outcome - People with disability maintain engagement with employment services	<ul style="list-style-type: none"> Approximately one third (35%) of JobAccess Users agreed that the CRRS assisted them to continue to be involved with Australian Government funded disability services, while just one quarter (24%) agreed that the service improved the level of assistance they received from their Government funded disability service.
Outcome - People with disability receive fair and just treatment	<ul style="list-style-type: none"> Just 28% of the JobAccess Users surveys agreed that the CRRS helps people with disability to receive fair and just treatment, with the majority 47% disagreeing.

Views varied with regards to the degree to which the CRRS personally helped JobAccess Users in several areas. Approximately half (51%) of the participants surveyed disagreed that the CRRS adequately resolved their complaint, while 57% disagreed the CRRS helped to improve the level of assistance they received from their Government funded disability service and 55% disagreed that the CRRS helped them personally to remain in their job.

The majority of JobAccess Users disagreed CRRS assisted them to increase their knowledge of their rights and responsibilities (only 26% agreed) and they generally disagreed the service helps people with disability to remain in their job (only 17% agreed). They also did not share a common opinion on the value of the service, with 43% disagreeing that it is valuable and 40% agreeing.

Of the JobAccess Users surveyed, 45% disagreed that the CRRS helped them to resolve the issue that led to their complaint, while just one quarter (25%) agreed.

“I would like CRRS to have more authority to not just listen but to change the procedures and requirements DES puts on people based on case by case.” (JobAccess User – CRRS)

“Yes and no [the service is valuable]. Yes, because they put me in contact with the correct people at the service provider and no because there isn’t really that much that they can do if the issues persist.” (JobAccess User – CRRS)

³³ The majority of the evidence with regards to outcomes has been gathered from the qualitative and quantitative phases of the evaluation as administrative data was not available.

5.5.6. Suggestions for improvement

- Increased authority and power to ensure Government funded disability services (in particular Employment Service Providers) fully investigate and respond to all complaints. JobAccess Users appreciated having an avenue to make a complaint and have their issues heard, but many felt this wasn't enough and that it was disappointing the CRRS could not do more to help with the situation (either for themselves or for others that may experience the same or similar situation). Specifically, CRRS needs to improve its performance in:
 - Increasing JobAccess Users knowledge of their rights and responsibilities
 - Adequately resolving complaints
 - Helping people with disability to remain in their job
 - Assisting people with disability to continue to be involved with Australian Government funded disability services
 - Helping people with disability to receive fair and just treatment
- CRRS to follow-up after the complaint has been determined to be resolved to ensure the problem has not reoccurred.
- Increased advertising and promotion of the service to make it more accessible.
- Ensure Centrelink and Employment Service Providers are clear about what CRRS is and what it does. Due to the high turnover of staff in these areas there isn't always an awareness of the service or a correct awareness of what they do. The CRRS are often having to deal with people phoning in with issues that are outside of their remit because Centrelink have provided their details to someone and told them to call with their issue. This can be a big frustration as they then have to tell the person phoning up that they can't actually help them, which of course frustrates the would-be complainant.
- Increase CRRS performance in resolving complaints and the issues that caused the complaint. This will in turn help to improve the level of assistance JobAccess Users receive from their Government funded disability service, help JobAccess Users to remain in their job and assist with increasing their knowledge of their rights and responsibilities.

5.5.7. CRRS Vignette – Person with disability

Mark had been looking for a job for quite a while and he didn't feel that his Employment Service Provider was doing all they could do to assist him. He often left his scheduled appointments feeling dejected and frustrated and he wasn't really sure what he could do about this. Mark had already tried to escalate his concerns within the Employment Service Provider, but to no avail. As such, Mark decided to call in to his local Centrelink office to ask about his options. The Centrelink customer service representative told Mark that there was a number he could call to make a complaint. Mark rang the CRRS and was pleasantly surprised that a friendly and caring sounding person answered the call fairly quickly. He explained his situation to the person who took down all the details. They mentioned that they could not advocate on his behalf, but that they would investigate the situation and get back to him. Mark hung up from the phone call feeling relieved that someone had listened to him and had agreed to investigate things further. This validated his feelings and reassured him that things could get better. A few days later Mark received a phone call from the CRRS representative informing him that they had begun their investigation. Mark was pleased that there had been progress but was also concerned as he had an appointment scheduled for the following day with his Employment Service Provider. The following day when he went to his appointment he was not met by his usual contact but by the manager of the office. They apologised to Mark for the behaviour of the person that usually looked after Mark's account and told him that from now on things would improve. Mark was so excited that something had come from him calling the CRRS. A few days later he received an email

from the CRRS representative informing him that his complaint had been closed. As Mark had already been apologised to he felt that this was appropriate. The following week at his usual appointment Mark was happy and his contact had actually found two jobs that he wanted to put Mark forward for. Mark was unsuccessful for the two jobs but was remaining positive about the situation. However, a few weeks later he felt that his contact at his Employment Service Provider had lost their enthusiasm and had reverted to their old habits. They were no longer finding job options for him and he again left his weekly appointments feeling dejected and upset. Mark was now confused and frustrated as he thought that things were improving, but really it was only short-lived. He considered calling the CRRS again but wasn't really sure if there was much point. He was left feeling unsatisfied by the situation.

5.6. National Disability Abuse and Neglect Hotline

5.6.1. About the service

The National Disability Abuse and Neglect Hotline (the Hotline) is for reporting abuse or neglect of people with disability. The Hotline works with callers to find appropriate ways of dealing with reports of abuse or neglect through referral, information and support. The Hotline is closely aligned with the CRRS supporting the needs of people with disability. The CRRS and the Hotline deliver joint education and training sessions. Sessions provide detailed information to people with disability that use government funded services, to service providers and to other groups such as peak bodies, advocacy groups, and government departments. The Hotline provides a complementary referral service to the complaints handling mechanisms of the States and Territories, as well as other complaints handling bodies such as the Ombudsman, Anti-Discrimination Boards and the Complaints Resolution and Referral Service.

The number of calls through to the Hotline vary month by month, from as little as five calls in a month to as many as thirty. The administrative data identified that 381 calls were made to the Hotline from July 2016 to June 2018. There was also no consistency in the type of report (i.e. abuse, neglect or abuse and neglect combined) and no consistency in the type of disability related to the report over the period of July 2016 to June 2018. While the evaluation made every effort to include users of the Hotline, there were far less users than the other services³⁴ resulting in far less participants in the qualitative and quantitative research³⁵. The evaluation findings for the Hotline are based on the views and experiences of only a small number of people and therefore are indicative rather than conclusive.

The program logic for the National Disability Abuse and Neglect Hotline is shown below.

³⁴ The Evaluation Survey asked participants which services they had accessed within the two previous years, with just n=11 of the n=748 indicating the Hotline (n=7 JobAccess Users, n=2 Employers and n=2 Employment Service Providers).

³⁵ Evaluation findings are based on the experiences and perceptions of eleven people from the quantitative research and five people from the qualitative research.

Figure 10: National Disability Abuse & Neglect Hotline Program Logic

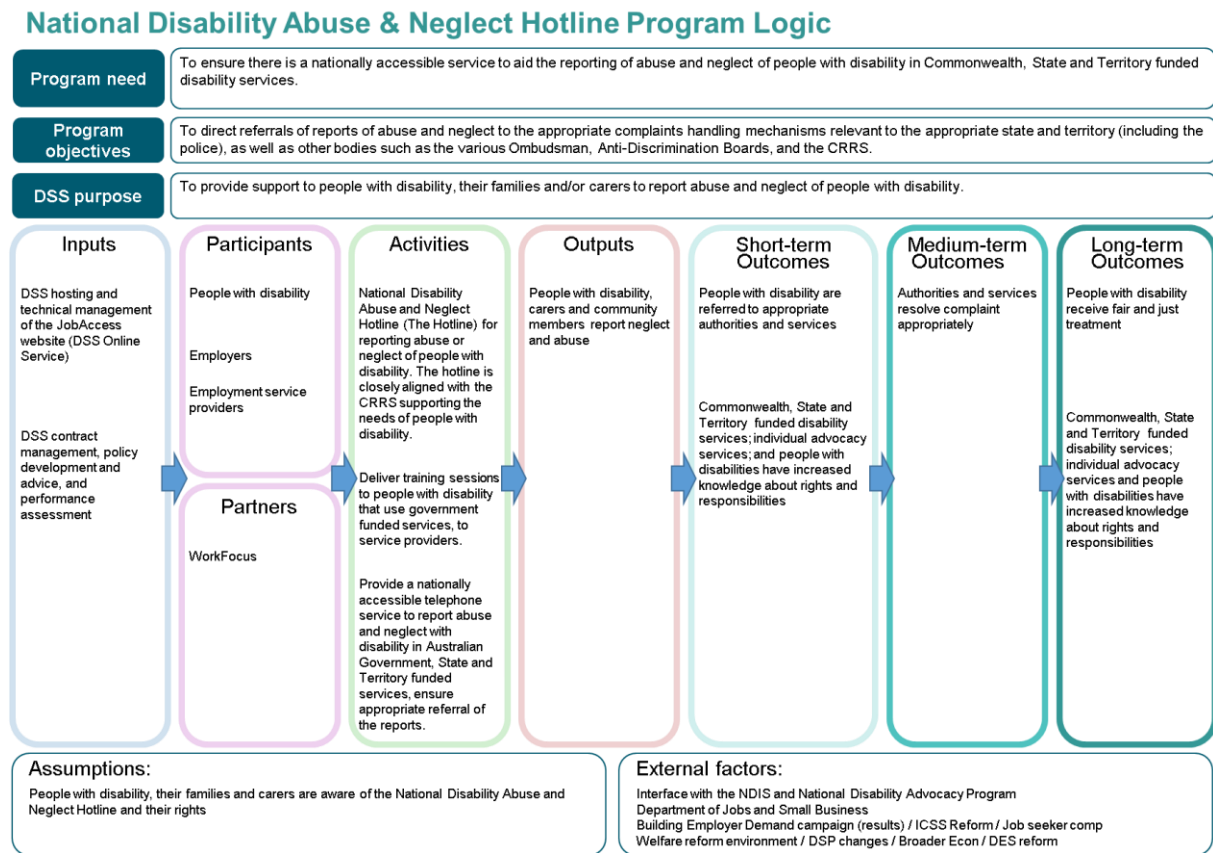


Figure 10 above provides a visual representation of the National Disability Abuse & Neglect Hotline Program Logic. For a full explanation of Figure 10 see Table 22: National Disability Abuse & Neglect Hotline Program Logic in Appendix A.

5.6.2. Overall

Findings suggest the Hotline performs a very important function in providing people with an opportunity to report abuse or neglect. However, there were mixed views about the extent to which it achieves the required outcomes of referring people to the relevant authoritative body, resolving the issue they called the Hotline about, in helping people with disability to receive fair and just treatment, and helping Commonwealth, State and Territory funded disability services, individual advocacy services and people with disability to have increased knowledge about their rights and responsibilities.

“Definitely agree [that the Hotline helped to resolve the issue], because I feel as though if the Hotline wasn’t there then nothing really would have proceeded... I think it is valuable because it is reassuring to know that there is an organisation or body created for people with disability to call or those on their behalf to call if there is a case of abuse or neglect.” (JobAccess User – Hotline)

5.6.3. Appropriateness

Users of the service noted that the staff operating the Hotline are extremely caring and knowledgeable, which means that they can quite often appropriately refer the manner the first time or give the correct advice promptly.

“The response from the Hotline itself was very good. [I] felt like I was really heard. Because I was quite scared that no one would believe me, I was quite nervous to begin with, which is understandable if you’ve been threatened [as I had been].” (JobAccess User – Hotline)

“They were compassionate, caring, knowledgeable, they were directive and they gave advice using scenarios... They hit the nail on the head 100%.” (JobAccess User – Hotline)

Participants liked that matters would be forwarded on to appropriate bodies, such as an Ombudsman or Anti-Discrimination Board.

“Appropriate is an interesting word, I think the Hotline delivers what the Hotline is intended to deliver, which is that it is a point of receiving for anyone to be able to report the matters across to and for them to funnel it across to an agency that can then take it further, either by acting on that referral or responding to the informant.” (Stakeholder)

There were mixed views across the relevant target audiences as to whether the Hotline should be more separate from the CRRS. Some felt that it was placed in the correct spot as having them linked allows for appropriate funnelling of issues, while others felt that they should be separate given how different they are in terms of use and outcome.

5.6.4. Efficiency

The service was generally seen to be valuable, however there were mixed views about how easy it was to access and use. Some users of the Service had great difficulty finding the service itself, while a few mentioned that the name of the Hotline is somewhat off-putting.

One frustration noted across the target audiences interviewed/surveyed with regards to the Hotline was that there was sometimes disappointment about the authority (or lack thereof) that the Hotline has. It was suggested that some users of the Hotline would prefer to speak with someone with authority rather than being referred to someone with authority on the matter.

“[It was good] knowing that it is put on to a different department to actually be investigated. It made me feel a little bit better to know that someone actually was looking into the complaint that I had raised.” (JobAccess User – Hotline)

5.6.5. Effectiveness

Overall, there are mixed views about the effectiveness of the Hotline in achieving each of the required outcomes. Performance in each outcome area is summarised in the table below.

Table 14: Hotline Performance Outcomes³⁶

Outputs and Short-term, Medium-term and Long-term Outcomes	Performance
Outcome - People with disability are referred to appropriate authorities and services	<ul style="list-style-type: none"> Of the n=7 JobAccess Users that were surveyed about the Hotline n=3 agreed that the service refers people with disability to appropriate authorities and services.
Outcome - Commonwealth, State and Territory funded disability services; individual advocacy services; and people with disabilities have increased knowledge about rights and responsibilities	<ul style="list-style-type: none"> Of the n=7 JobAccess Users that were surveyed about the Hotline n=4 agreed that the service helped to increase their knowledge of their rights and responsibilities.
Outcome - Authorities and services resolve complaint appropriately	<ul style="list-style-type: none"> Of the n=7 JobAccess Users, just n=1 agreed that the Hotline helped them to resolve the issue that lead to a report being made.
Outcome - People with disability receive fair and just treatment	<ul style="list-style-type: none"> Of the n=7 JobAccess Users that were surveyed about the Hotline n=4 agreed that the service helps people with disability to receive fair and just treatment.

There were generally low levels of awareness of the Hotline amongst those interviewed and surveyed as part of this evaluation. It was also noted by some JobAccess Users and Stakeholders that there is a lack of awareness and understanding of what the Hotline is for and what they can and can't do/handle.

“It shouldn’t have been so hard to find it.” (JobAccess User – Hotline)

“I believe there needs to be more awareness of it... Communicate what’s going on... make it clear that every person has a right to give feedback and make a complaint.” (JobAccess User – Hotline)

“Ensuring that preliminary information is posted on the website explaining what kinds of abuse you do and do not deal with.” (JobAccess User – Hotline)

There was very low awareness of the Hotline, both unprompted and prompted. This low awareness may explain the low number of JobAccess Users, Employers and Employment Service Providers who have called the Hotline and is likely to reduce the impact of the Hotline.

5.6.6. Suggestions for improvement

- Increased advertising and promotion of the service to make it more accessible.
- Greater information on the website about what the Hotline does and who can contact it.
- Set a clear expectation with callers up front that the Hotline will refer the caller to the appropriate authority rather than to investigate the complaint itself.
- Improve performance in referring people with disability to appropriate authorities and services.
- Improve performance in increasing people with disability knowledge of their rights and responsibilities.
- Improve performance in helping people to resolve the issue they called the Hotline for.
- Improve performance in helping people with disability to receive fair and just treatment.

5.6.7. Hotline Vignette – Family member of a person with disability

Vince’s brother Max has Epilepsy and a learning disorder and works at a local supermarket stacking shelves and greeting customers. Vince sees Max at least once a week when he goes home to their parents’ house for family dinner night. Vince always asks Max about his work and over the course of a

³⁶ The majority of the evidence with regards to outcomes has been gathered from the qualitative and quantitative phases of the evaluation as administrative data was not available.

month Vince becomes increasingly concerned that the new manager at Max's work is not treating him fairly or respectfully. Vince tries to talk to the owner of the local supermarket about his concerns, but the owner does not seem interested in listening to him. Vince does not want his brother to be fired as he knows Max loves his job, and he does not know he can help his brother with the matter. Vince is not sure where to go for help and so he does a Google search, which is not terribly helpful. He finds phone numbers for several places, including the local council and an Ombudsman, but he can't seem to get through to anyone and is on hold for long periods of time. Finally, when Vince goes in to his local Centrelink office he is told about the National Disability Abuse and Neglect Hotline. Vince calls the Hotline and gets through to someone very quickly. He doesn't really know where to begin but the person on the phone is very calm and gently asks him a series of questions. Vince is happy that someone is finally listening to him and seems to care about the situation with his brother. They ask for all of the information he has, which he gladly tells them. They let him know that they will be referring the matter on so that it can be investigated further by the appropriate body. They inform Vince that they will keep him up to date as much as possible as the matter progresses. Vince hangs up the phone feeling confident that the matter is going to be investigated.

6. Evaluation Implications

6.1. Data to evaluate JobAccess

Much of the administrative data required to evaluate the JobAccess Service was either not collected, was not provided to the Evaluator or only partially answers the indicator.

The Performance Measurement Framework has identified the missing data and suggested data sources to measure each of the indicators. This is likely to require greater engagement with both WorkFocus and the Department of Jobs and Small Business in both the Program Logic and Performance Measurement Framework for JobAccess.

In addition, the evaluation has identified some indicators that will require primary research to be conducted. This can either be added to existing surveys conducted by WorkFocus or will require separate standalone research to be conducted on a regular basis. This is also detailed in the Performance Measurement Framework.

6.2. Appropriateness and Efficiency

Overall JobAccess Services are appropriate and efficient. The services are felt to be easy to access and easy to use and provide information that is easy to understand, up to date and meets the specific needs of JobAccess Users, Employers and Employment Service Providers. However, the website would benefit from further investigation into how to improve the user experience, especially for JobAccess Users. Content targeting unemployed people with a disability will also increase the relevance of the website for people looking for employment.

The efficiency of the application for the EAF was identified as an area requiring improvement. Some JobAccess Users struggled with the EAF online application with most calling the Information and Advice Service for assistance. Employers found multiple applications challenging (either multiple applications for the same employee on an annual basis, such as a renewal for a software membership or applications for multiple employees). Other Employers noted a frustration with the need to repeat information that had been provided as part of the online application to the Professional Advisor assigned to their case. They felt that this information should only need to be provided once and they did not understand why it needed to be repeated.

JobAccess employees are a key strength of the service, whether these work for the Information and Advice Service, the EAF, NDRC, CRRS or the Hotline. The professionalism, knowledge and 'care' factor exhibited by JobAccess employees was very highly regarded. It is important that the quality of service delivered by these staff is maintained by ongoing training, support and recognition for the important work they do. More promotion of and increased awareness of JobAccess overall, what it offers and the role and function of the CRRS and the Hotline would not only provide JobAccess employees with more support but would also increase the efficiency of the service.

JobAccess Users appreciated having the CRRS as an avenue to make a complaint and have their issues heard, but many felt this wasn't enough and that it was disappointing the service could not do

more to help with the situation (either for themselves or for others that may experience the same or similar situation). Concerns were expressed about whether the CRRS can provide a truly independent and impartial service and whether it has the power and authority it needs to deliver better outcomes for people with disability. The appropriateness of the CRRS lacking authority over Employment Service Providers warrants further consideration.

The Hotline was also appreciated as a source of referral. However, once again JobAccess Users were disappointed the Hotline could go no further than referring them to the appropriate authority or service.

6.3. Effectiveness of the JobAccess Service

Overall, JobAccess is effective in helping people with disability to maintain employment, but less so in helping them to gain employment or to receive fair and just treatment. High proportions across all target audiences reported that the EAF and the Information and Advice Service help people with disability to remain in their jobs and to be appropriately employed. In addition, over half of JobAccess Users agreed the Information and Advice Service provides referrals to appropriate authorities and services and helps to increase the skills and confidence of people with disability seeking employment. Slightly higher proportions of Employers and Employment Service Providers agreed that the Information and Advice Service and the Website help to increase their knowledge of their rights and responsibilities relating to disability employment and help to increase skills and confidence in working with people with disability. JobAccess Users were less impressed with the Website, and less likely than Employers and Employment Service Providers to agree that the Website delivers any of these outcomes.

Employers that had accessed the NDRC were generally pleased with the activities offered by the service. The majority felt that the NDRC had helped to increase their organisations knowledge about employing people with disability, increase the skills and confidence of their staff, contribute to improved resources and HR practices and increase their organisations' ability to appropriately employ people with disability. However, the NDRC was not felt to have resulted in specific job vacancies for or employment of people with disability. The evaluation suggests greater focus on these outcomes as a part of NDRC together with the development of ongoing relationships between Employers, Employment Service Providers and people with disability would increase the effectiveness of NDRC.

Regular reviewing of the impartiality and fairness of CRRS in addition to providing it with the authority to ensure Employment Service Providers make permanent changes as a result of investigations are suggested to improve CRRS effectiveness in helping people with disability receive fair and just treatment and remaining in work.

The Hotline appears³⁷ to be only moderately effective in ensuring people with disability receive fair and just treatment, with around half of the JobAccess Users reporting matters being referred on to an authoritative body to ensure they receive fair and just treatment. A focus on ensuring people are kept informed and supported by JobAccess throughout the process is suggested to improve the experience for Hotline users.

JobAccess could be more effective if more people with disability, employment service providers and employers were aware of it. Greater awareness of EAF is likely to result in more opportunities for

³⁷ This assertion is based on the views of a very small number of participants in the evaluation who had used the hotline in the absence of administrative data.

people with disability to obtain or stay in employment. In addition, the evaluation highlighted that people with disability use the terms JobAccess and Jobactive interchangeably. There was also some confusion about the naming conventions of the different services that sit under JobAccess. This impacts the effectiveness of the service, as people are less likely to be able to find and or access the services if they have difficulty remembering the correct names. Increasing advertising and promotion of the services would assist with this.

Some people with disability appear to be falling between the cracks of other supports (such as insurers, NDIS and programs run by States and Territories) and EAF. For example, items that assist in a personal setting such as a wheelchair or hearing aid may be covered under NDIS or a program run by a particular State or Territory, with more specific workplace modifications/additions being supplied by the EAF. However, issues such as the current wait times for NDIS and difficulties with getting insurance payouts are impacting on the assistance that can be given by the EAF. If the modification for the workplace cannot be supplied due to the red tape challenges, then there is a risk that the person with disability may lose their employment, either for a short time (until they can get the equipment) or in the worst-case scenario, permanently. Working more closely with NDIS to ensure people with disability do not lose their employment due to delays in providing them with essential equipment is suggested.

Appendix A: Technical notes

A.1. Evaluation Approach

The evaluation design was based on a multi-method approach which included scoping meetings and workshops, desk research, analysis of existing administrative data, qualitative research and quantitative research. The evaluation consisted of six key and often overlapping phases:

1. Scoping meeting and workshop;
2. Desk research through the undertaking of a Rapid Evidence Assessment;
3. Analysis of existing administrative data;
4. Qualitative research;
5. Quantitative research; and
6. Analysis and reporting.

A.2. Scoping meeting and workshop

A.2.1. Scoping meeting

Through an intensive inception meeting with the Department, a deeper knowledge of the JobAccess Service and the Evaluation objectives was achieved. The purpose of the scoping meeting was to pass information and knowledge both ways between Colmar Brunton and the Department. The key objective was to clearly understand how we could ensure the project delivered tangible value for the Department – both as a robust summative evaluation of the reach and impact of JobAccess, and as a useful input to future planning.

The initial scoping session was held on Monday 23rd July 2018. The following elements were discussed during the scoping meeting:

- Confirmation of the vision and objectives of the Evaluation.
- Roles of individuals in the Colmar Brunton team and the Department's team.
- Discussion and agreement of the proposed approach to the Evaluation.
- Identification of the JobAccess documentation, research and evaluation documents to be included in the 'Rapid evidence assessment'.
- Identification of potential problems or risks that may arise during the Evaluation and discussion as to how these would be addressed or controlled.
- Quality assurance and controls for the project.
- Reporting requirements.
- Agreement on the project timeline (at that point in time).

A.2.2. Program Logic Workshop

A further workshop was held with the Department to review the overarching JobAccess Program Logic that had already been developed by the Department in light of this Evaluation. It also provided

the opportunity to workshop the content and develop Program Logic models for each of specific JobAccess Services, against which all subsequent evaluation activities were framed.

As seen in the Program Logic models included throughout this report, there are five key components. Starting on the left-hand side and moving across the page to the right, the program inputs are the first component. These are the resources and infrastructure which are needed for program activities to occur. The inputs need both participants and partners to support the activities that make up the program. These activities then produce or create a series of immediate outputs. The outcomes are the intended changes or differences that would occur as a result of the program, divided into short-term, medium-term and long-term outcomes.

The updated and final overarching Program Logic and specific Program Logics for each of the JobAccess Services that were produced as a result of the workshop and approved by the Department have been provided throughout the body of the report, the accessibility versions are located on the following pages.

Table 15: Overarching JobAccess Program Logic

Component	Description
Program need	The <i>National Inquiry into Employment and Disability</i> sought to identify the main reasons for low participation and employment rates for people with disability, and to work towards practical and achievable solutions. One of its key recommendations was that the Australian Government develop a 'one-stop information-shop accessible to people with disability about matters relating to disability employment in Australia.
Program objectives	To provide people with disability, employers and employment service providers with easy to access information, advice, services and funding that will enable more people with disability to achieve sustainable employment.
DSS purpose	Improved independence of, and participation by, people with disability, by providing targeted support and services to people with disability, employers and employment service providers.
Inputs	<ul style="list-style-type: none"> • DSS hosting and technical management of the JobAccess Website (DSS Online Service) • DSS contract management, policy development and advice, and performance assessment • Budget Measure - \$13.79 million • This is the overarching budget across all 'components' of the program Infrastructure from Department of Jobs and Small Business for the EAF
Participants	<ul style="list-style-type: none"> • People with disability • Employers • Employment service providers
Partners	<ul style="list-style-type: none"> • WorkFocus
Activities	<ul style="list-style-type: none"> • Employment Assistance Fund (EAF) • National Disability Recruitment Coordinator (NDRC) • Telephone/email advice service • Online self-help information website • Complaint Resolution and Referral Service (CRRS) • National Disability Abuse and Neglect Hotline (the Hotline)
Outputs	<ul style="list-style-type: none"> • People with disability or employers apply for funds • Employers and DES providers have a relationship with NDRC • People with disability / employment service providers / employers receive education resources and tools • People with disability report issues with DES providers and related services • People with disability, carers and community members report neglect and abuse
Short-term Outcomes	<ul style="list-style-type: none"> • Workplace Modification Assessment to assess workplace barriers and recommend modifications • Modifications/equipment/supports made • Employers and people with disability have increased knowledge about rights and responsibilities • Employers have increased knowledge about employing people with disability • People with disability have increased knowledge about seeking employment • People with disability are referred to appropriate authorities and services • People with disability access the services
Medium-term Outcomes	<ul style="list-style-type: none"> • Workplaces have resources and HR practices to support employees with disability • People with disability are better able to carry out their duties or increase productivity

Component	Description
	<ul style="list-style-type: none"> • Employers have increased skills and confidence in working with people with disability • People with disability have increased confidence and skills in seeking employment • Authorities and services resolve complaint appropriately
Long-term Outcomes	<ul style="list-style-type: none"> • People with disability are appropriately employed • People with disability maintain meaningful employment • People with disability maintain engagement with employment services • People with disability receive fair and just treatment
Assumptions	<ul style="list-style-type: none"> • People with disability/employers/employment service providers/DES know about JobAccess services
External factors	<ul style="list-style-type: none"> • NDIS reforms • Department of Jobs and Small Business • Building Employer Demand campaign (results) / ICSS Reform / Job seeker comp • Welfare reform environment / DSP changes / Broader Econ / DES reform

Table 16: Employment Assistance Fund Program Logic

Component	Description
Program need	People with disability are more likely to experience unemployment or under-employment. Ten percent of people with disability are unemployed compared to a national average of 5.3 per cent and only 27 percent of people with disability work full-time compared to 53.8 per cent of people without disability. This program is needed to increase access to employment opportunities for people with disability by providing financial assistance to assist with workplace modifications and services.
Program objectives	The objective of the EAF is to encourage and support the employment of people with disability, improve their access to work opportunities, and maximise their capacity and workplace independence.
DSS purpose	The intent of the EAF is to enable people with disability to enjoy the economic, as well as social benefits that come with active participation in the workforce.
Inputs	<ul style="list-style-type: none"> • DSS hosting and technical management of the JobAccess Website (DSS Online Service) • DSS contract management, policy development and advice, and performance assessment • Funding from Employment Assistance and Other Services (EAOS) appropriation – demand driven • Infrastructure from Department of Jobs and Small Business for the EAF
Participants	<ul style="list-style-type: none"> • People with disability • Employers • Employment service providers
Partners	<ul style="list-style-type: none"> • WorkFocus
Activities	<ul style="list-style-type: none"> • Employment Assistance Fund (EAF) covers workplace modifications, work equipment, Auslan services, workplace assistance and support services • Disability Awareness training for the workplace is provided • Disability Awareness training is delivered by certified trainers
Outputs	<ul style="list-style-type: none"> • People with disability or their employers apply for funding via the online application form
Short-term Outcomes	<ul style="list-style-type: none"> • A Workplace Modification Assessment (WMS) is undertaken by an independent WMS Assessor to assess workplace barriers and recommend modifications to make the workplace more accessible • Modifications/ equipment/ supports are made
Medium-term Outcomes	<ul style="list-style-type: none"> • People with disability are better able to carry out their duties or increase productivity • Workplace barriers are removed; reasonable adjustments are made so employers with disability are better able to carry out their duties or increase productivity • Colleagues of people with disability increase their understanding and awareness of people with disability; hearing impairment or mental health condition
Long-term Outcomes	<ul style="list-style-type: none"> • People with disability are appropriately employed • People with disability maintain meaningful employment • People with disability feel supported in the workplace
Assumptions	<ul style="list-style-type: none"> • People with disability/employers/employment service providers/DES know about the financial assistance available through the Employment Assistance Fund
External factors	<ul style="list-style-type: none"> • NDIS reforms • Department of Jobs and Small Business • Building employer demand campaign (results) / ICSS Reform / Job seeker comp • Review of EAF Guidelines

Table 17: National Disability Recruitment Coordinator Program Logic

Component	Description
Program need	To generate demand for workers with disability by working with employers to create disability job vacancies and to facilitate relationships between Employers and DES Providers to implement long term strategies for recruiting and maintain the employment of people with disability.
Program objectives	The NDRC is designed to support Employers to implement and manage strategies, policies and processes for the recruitment and retention of people with disability in their workforce and to help Larger Employers access the skills and talents of people with disability.
DSS purpose	To promote the benefits of employing people with disability to increase their participation in the workforce, with the aim of improved independence and participation in community and economic life.
Inputs	<ul style="list-style-type: none"> • DSS hosting and technical management of the JobAccess Website (DSS Online Service) • DSS contract management, policy development and advice, and performance assessment
Participants	<ul style="list-style-type: none"> • People with disability • Employers • Employment service providers
Partners	<ul style="list-style-type: none"> • WorkFocus
Activities	<ul style="list-style-type: none"> • National Disability Recruitment Coordinator (NDRC) offers support to employers to help them develop sustainable policies and processes that enable disability employment and create job vacancies for people with disability • Engage employers directly through employer agreements and promote disability employment to employers through awareness seminars and ongoing promotional activities with employers • Assist employers to develop job vacancies specifically for people with disability • Assist employers to develop relationships with DES providers
Outputs	<ul style="list-style-type: none"> • Employers develop sustainable policies and processes that enable disability employment • Employers develop and advertise appropriate job vacancies • Employers engage with the NDRC and agreements are developed • Employers attend awareness seminars and webinars
Short-term Outcomes	<ul style="list-style-type: none"> • Employers have increased knowledge about employing people with disability • Employers and people with disability have increased knowledge about rights and responsibilities
Medium-term Outcomes	<ul style="list-style-type: none"> • Workplaces have resources and HR practices to support employees with disability • Employers have increased skills and confidence in working with people with disability
Long-term Outcomes	<ul style="list-style-type: none"> • People with disability are appropriately employed • People with disability maintain meaningful employment • People with disability receive fair and just treatment
Assumptions	<ul style="list-style-type: none"> • Employers know about the services of JobAccess and the NDRC
External factors	<ul style="list-style-type: none"> • NDIS reforms • Department of Jobs and Small Business • Building Employer Demand campaign(results) / ICSS Reform / Job seeker comp • Welfare reform environment / DSP changes / Broader Econ / DES reform

Table 18: Telephone/Email Information and Advice Service Program Logic

Component	Description
Program need	The National Inquiry into Employment and Disability sought to identify the main reasons for low participation and employment rates for people with disability, to work towards practical and achievable solutions. One of its key recommendations was that the Australian Government develop a 'one-stop information-shop' accessible to people with disability about matters relating to disability employment in Australia.
Program objectives	To provide people with disability, employers and employment service providers with easy to access information, advice, services and funding that will enable more people with disability to achieve sustainable employment.
DSS purpose	Improved independence of, and participation by, people with disability, by providing targeted support and services to people with disability, employers and employment service providers.
Inputs	<ul style="list-style-type: none"> • DSS hosting and technical management of the JobAccess Website (DSS Online Service) • DSS contract management, policy development and advice, and performance assessment
Participants	<ul style="list-style-type: none"> • People with disability • Employers • Employment service providers
Partners	<ul style="list-style-type: none"> • WorkFocus
Activities	<ul style="list-style-type: none"> • Telephone/email advice service – to provide a free and confidential online and telephone information/advice service on all matters relating to disability employment • Advice is provided by JobAccess' provider team of qualified allied health professionals and trained customer service advisers with skills and experience in workplace adjustment, occupational therapy, vocational training, recruitment strategies, mental illness' and workplace training
Outputs	<ul style="list-style-type: none"> • People with disability / employment service providers / employers receive education resources and tools
Short-term Outcomes	<ul style="list-style-type: none"> • Employers and people with disability have increased knowledge about rights and responsibilities • People with disability are referred to appropriate authorities and services • People with disability access the services • People with disability have increased knowledge about seeking employment
Medium-term Outcomes	<ul style="list-style-type: none"> • People with disability have increased confidence and skills in seeking employment • Employers have increased skills and confidence in working with people with disability
Long-term Outcomes	<ul style="list-style-type: none"> • People with disability maintain meaningful employment • People with disability are appropriately employed
Assumptions	<ul style="list-style-type: none"> • People with disability/employers/employment service providers/DES know about JobAccess services
External factors	<ul style="list-style-type: none"> • NDIS reforms • Department of Jobs and Small Business • Building Employer Demand campaign(results) / ICSS Reform / Job seeker comp • Welfare reform environment / DSP changes / Broader Econ / DES reform

Table 19: JobAccess Website Program Logic

Component	Description
Program need	The <i>National Inquiry into Employment and Disability</i> sought to identify the main reasons for low participation and employment rates for people with disability, to work towards practical and achievable solutions. One of its key recommendations was that the Australian Government develop a 'one-stop information-shop accessible to people with disability about matters relating to disability employment in Australia.
Program objectives	To provide people with disability, employers and employment service providers with easy to access information, advice, services and funding that will enable more people with disability to achieve sustainable employment.
DSS purpose	Improved independence of, and participation by, people with disability, by providing targeted support and services to people with disability, employers and employment service providers.
Inputs	<ul style="list-style-type: none"> • DSS hosting and technical management of the JobAccess Website (DSS Online Service) • DSS contract management, policy development and advice, and performance assessment
Participants	<ul style="list-style-type: none"> • People with disability • Employers • Employment service providers
Partners	<ul style="list-style-type: none"> • WorkFocus
Activities	<ul style="list-style-type: none"> • Online self-help information website – JobAccess Website to provide information on all things disability including financial support, workplace modifications, help with finding and changing jobs, career advice and training courses for people with disability, employers and employment service providers • The website is broken down into content for the key stakeholders, people with disability, employers and service providers • DSS to maintain the maintenance and monitoring of the website undertaken by the Department's Online Services
Outputs	<ul style="list-style-type: none"> • People with disability / employment service providers / employers receive education resources and tools
Short-term Outcomes	<ul style="list-style-type: none"> • Employers and people with disability have increased knowledge about rights and responsibilities • Employers have increased knowledge about employing people with disability • People with disability have increased knowledge about seeking employment • People with disability are referred to appropriate authorities and services • People with disability access the services
Medium-term Outcomes	<ul style="list-style-type: none"> • People with disability have increased confidence and skills in seeking employment • Employers have increased skills and confidence in working with people with disability
Long-term Outcomes	<ul style="list-style-type: none"> • People with disability maintain meaningful employment • People with disability are appropriately employed
Assumptions	<ul style="list-style-type: none"> • People with disability/employers/employment service providers/DES know about JobAccess services
External factors	<ul style="list-style-type: none"> • NDIS reforms • Department of Jobs and Small Business • Building Employer Demand campaign(results) / ICSS Reform / Job seeker comp • Welfare reform environment / DSP changes / Broader Econ / DES reform

Table 20: Complaint Resolution and Referral Service Program Logic

Component	Description
Program need	An independent point of complaint and investigation by participants in disability services is an important on-the-ground check of the level of service being delivered by contracted providers. While there are other avenues of complaint about specific services delivered by contracted employment service providers, the Complaints Resolution and Referral Service ensures that providers comply with National Standards for Disability Services in delivering services to people with disability.
Program objectives	To investigate the claims of people with disability that their service providers are not adhering to the National Standards for Disability Services, to mediate between participants and providers, to respond to complainants and to liaise with providers and/or the Department of Social Services to address any shortcomings.
DSS purpose	Satisfactory resolution of complaints to ensure appropriate service delivery by, and continuing engagement of participants with, disability services.
Inputs	<ul style="list-style-type: none"> • DSS hosting and technical management of the JobAccess Website (DSS Online Service) • DSS contract management, policy development and advice, and performance assessment
Participants	<ul style="list-style-type: none"> • People with disability • Employers • Employment service providers
Partners	<ul style="list-style-type: none"> • WorkFocus
Activities	<ul style="list-style-type: none"> • Management of participant complaints (identification of complainant, recording details of complaint, obtaining permission to investigate) • Investigation of complaints (contracting service providers, requesting details, interpreting responses, acting as intermediary) • Responding to complainants (providing advice about findings, explaining policy, determining status, closing complaints) • Actioning adverse findings (advising provider, obtaining change undertakings, referring to DSS as needed)
Outputs	<ul style="list-style-type: none"> • Independent resolution of complaints from people with disability about DES Providers and related services
Short-term Outcomes	<ul style="list-style-type: none"> • Employers and people with disability have increased knowledge about rights and responsibilities • People with disability access the services
Medium-term Outcomes	<ul style="list-style-type: none"> • Authorities and services resolve complaint appropriately
Long-term Outcomes	<ul style="list-style-type: none"> • People with disability maintain meaningful employment • People with disability maintain engagement with employment services • People with disability receive fair and just treatment
Assumptions	<ul style="list-style-type: none"> • People with disability/employers/employment service providers/DES know about the complaints resolution service
External factors	<ul style="list-style-type: none"> • NDIS reforms • Department of Jobs and Small Business • Building Employer Demand campaign(results) / ICSS Reform / Job seeker comp • Welfare reform environment / DSP changes / Broader Econ / DES reform

Table 21: National Disability Abuse & Neglect Hotline Program Logic

Component	Description
Program need	To ensure there is a nationally accessible service to aid the reporting of abuse and neglect of people with disability in Commonwealth, State and Territory funded disability services.
Program objectives	To direct referrals of reports of abuse and neglect to the appropriate complaints handling mechanisms relevant to the appropriate state and territory (including the police), as well as other bodies such as the various Ombudsman, Anti-Discrimination Boards, and the CRRS.
DSS purpose	To provide support to people with disability, their families and/or carers to report abuse and neglect of people with disability.
Inputs	<ul style="list-style-type: none"> • DSS hosting and technical management of the JobAccess Website (DSS Online Service) • DSS contract management, policy development and advice, and performance assessment
Participants	<ul style="list-style-type: none"> • People with disability • Employers • Employment service providers
Partners	<ul style="list-style-type: none"> • WorkFocus
Activities	<ul style="list-style-type: none"> • Provide the National Disability Abuse and Neglect Hotline (The Hotline) ensuring it is closely aligned with the CRRS and supports the needs of people with disability • Provide a nationally accessible telephone service to report abuse and neglect with disability in Australian Government, State and Territory funded services, ensure appropriate referral of the reports
Outputs	<ul style="list-style-type: none"> • People with disability, carers and community members report neglect and abuse
Short-term Outcomes	<ul style="list-style-type: none"> • People with disability are referred to appropriate authorities and services • Commonwealth, State and Territory funded disability services; individual advocacy services; and people with disability have increased knowledge about rights and responsibilities
Medium-term Outcomes	<ul style="list-style-type: none"> • Authorities and services resolve complaint appropriately
Long-term Outcomes	<ul style="list-style-type: none"> • People with disability receive fair and just treatment • Commonwealth, State and Territory funded disability services; individual advocacy services and people with disability have increased knowledge about rights and responsibilities
Assumptions	<ul style="list-style-type: none"> • People with disability, their families and carers are aware of the National Disability Abuse and Neglect Hotline and their rights
External factors	<ul style="list-style-type: none"> • Interface with the NDIS and National Disability Advocacy Program • Department of Jobs and Small Business • Building Employer Demand campaign (results) / ICSS Reform / Job seeker comp • Welfare reform environment / DSP changes / Broader Econ / DES reform

A.3. Rapid Evidence Assessment

Undertaking a Rapid Evidence Assessment (REA) ensured that the value and effectiveness of the Evaluation was maximised. This stage enabled Colmar Brunton to approach all subsequent stages of the Evaluation from an as informed position as possible. Through this process, Colmar Brunton reviewed all relevant JobAccess documentation, reviews, research and evaluation documents provided by the Department.

Colmar Brunton worked with the Department to identify the scope of the REA, including the materials that should be included in the process. The Colmar Brunton team subsequently reviewed the materials within the agreed review framework, noting which materials were more or less relevant to the context of the study. Having read each of the materials in detail, the team then prepared a report highlighting key themes and issues that were relevant to the project.

A.4. Analysis of existing administrative data

Research Element 1 focused on making the best use of current data and improving future data use. In particular, Colmar Brunton reviewed data that was made available for each of the Service's sub-elements (JobAccess Information and Advice Service, Employment Assistance Fund (EAF), National Disability Recruitment Coordinator (NDRC), the Complaints Resolution and Referral Service (CRRS), and the National Disability Abuse and Neglect Hotline (the Hotline)). The data that was provided was in the form of quarterly reports (as well as accompanying appendices), raw data related to the quarterly reports (where possible), survey data from surveys administered by the JobAccess Provider WorkFocus and web analytics.

Using the documents provided the Evaluator analysed the data to:

- Determine what strengths and gaps existed within the administrative data;
- Determine what data already being collected could be utilised for a Performance Measurement Framework;
- Determine what additional data would be required;
- Assess whether existing performance indicators are adequate as a measure of the program's effectiveness; and
- Develop a Draft Performance Measurement Framework taking into account the learnings from this analysis and provide recommendations about improving data collection processes to better inform and improve delivery and outcomes in the future.

A.4.1. Data security

The Department required that all Colmar Brunton staff who would be accessing the data complete the Department's necessary Pre-Employment Checks including obtaining a Baseline Security Clearance and a National Police History Check. The Department acknowledged that as their programs touch the lives of families, the elderly and the vulnerable, there was a need for the Department to be rigorous and accountable in the way in which business is conducted and how personnel are recruited. This process involved verifying the credentials, identity and integrity of those who were entrusted with the Department's resources. As this evaluation involves people with disability and the provision of the Department's resources (i.e. data sets), this also extended to the Colmar Brunton staff who would be analysing the data. In October 2018, two staff members from Colmar Brunton were granted Australian Government **Baseline** security clearances.

A.5. Qualitative research

To ensure representation of the JobAccess target audiences in the Evaluation, Colmar Brunton undertook qualitative research in the form of in-depth interviews with the following target audiences:

- **JobAccess Users** = People with disability or their families/carers/friends/colleagues that had accessed one or more of the JobAccess Service areas (i.e. the JobAccess Information and Advice Service, the Employment Assistance Fund (EAF), the Complaints Resolution and Referral Service (CRRS), or the National Disability Abuse and Neglect Hotline (the Hotline)) in two years prior to the interview being conducted.
- **Employers** = Employers who had accessed one or more of the JobAccess Service areas (i.e. the JobAccess Information and Advice Service, the Employment Assistance Fund (EAF) or the National Disability Recruitment Coordinator (NDRC)) in two years prior to the interview being conducted.
- **Employment Service Providers** = Employment Service Providers who had accessed one or more of the JobAccess Service areas (i.e. the JobAccess Information and Advice Service or the National Disability Recruitment Coordinator (NDRC)) in two years prior to the interview being conducted.
- **JobAccess Service Provider (i.e. WorkFocus)** = Internal WorkFocus staff who deliver the JobAccess Services (i.e. staff at WorkFocus involved in the delivery of the JobAccess Information and Advice Service, the Employment Assistance Fund (EAF), National Disability Recruitment Coordinator (NDRC), the Complaints Resolution and Referral Service (CRRS), or the National Disability Abuse and Neglect Hotline (the Hotline)).
- **JobAccess Stakeholders** = Internal Departmental stakeholders and External Stakeholders identified by the Department such as peak bodies.

A.5.1. Sampling

Colmar Brunton sought to undertake n=100 qualitative in-depth interviews across the target audiences.

The following tables illustrate the intended number of interviews for each target audience as well as the number of achieved interviews.

Table 22: In-depth interviews with JobAccess Users

Audience	Target n=	Achieved n=
Users of the JobAccess Information and Advice Service	n=15	n=7
Users of the Employment Assistance Fund (EAF)	n=15	n=22
Users of the Complaints Resolution and Referral Service (CRRS)	n=8	n=13
Users of the National Disability Abuse and Neglect Hotline (the Hotline)	n=8	n=3
Total number of interviews	n=46	n=45

Table 23: In-depth interviews with Employers

Audience	Target n=	Achieved n=
Users of the JobAccess Information and Advice Service	n=10	n=5
Users of the Employment Assistance Fund (EAF)	n=6	n=12
Users of the National Disability Recruitment Coordinator (NDRC)	n=13	n=12
Total number of interviews	n=29	n=29

Table 24: In-depth interviews with Employment Service Providers

Audience	Target n=	Achieved n=
Seeking to speak to a mix of new and previous providers that have accessed one or more of the services with a skew towards providers that have been using the service for 12 months or more.	n=10	n=4

Table 25: In-depth interviews with JobAccess Service Providers

Audience	Target n=	Achieved n=
The JobAccess Information and Advice Service	n=1	n=1
The Employment Assistance Fund (EAF)	n=1	n=1
The National Disability Recruitment Coordinator (NDRC)	n=1	n=1
The Complaints Resolution and Referral Service (CRRS)	n=1	n=1
The National Disability Abuse and Neglect Hotline (the Hotline)	n=1	n=1
Total number of interviews	n=5	n=5

Table 26: In-depth interviews with JobAccess Stakeholders

Audience	Target n=	Achieved n=
Internal Departmental stakeholders	n=4	n=1
External Stakeholders (such as peak bodies)	n=6	n=6
Total number of interviews	n=10	n=7

A.5.2. Recruitment

A primary approach letter/email was sent to potential participants by the Department. The purpose being to inform potential participants of the background of the research and to provide them with sufficient information that they may make an informed decision as to whether they wished to participate or not. Potential participants were then given an opportunity to opt-out of the research.

Following the opt-out period, the Department provided Colmar Brunton with a list of potential participants (excluding those that opted-out) to be contacted for an in-depth interview. The list was sent via a secure file transfer system. All recruitment and the in-depth interviews themselves were conducted by senior, experienced moderators. Colmar Brunton complied with working with vulnerable people requirements in each Australian state and territory in which the research was being conducted.

Each in-depth interview was approximately 30-60 minutes in duration. JobAccess Users and Employers and received a gift card to the value of \$80 in appreciation of their time and assistance. Employment Service Providers, JobAccess Service Providers and Stakeholders did not receive an incentive for their participation.

A letter of consent and acknowledgment was discussed with and signed by all participants prior to the commencement of an in-depth interview. Where a phone interview took place, the moderator read through the form over the phone and signed the consent and acknowledgement form on behalf of the participant. The consent and acknowledgment form outlined details of the research study and informed the reader that participation was voluntary and that the in-depth interview could be stopped at any time.

Potential benefits for participants with regards to being involved with the research

JobAccess Users, Employers and Employment Service Providers were notified by letter that taking part in the research would give them the opportunity to provide feedback about the JobAccess Service. They were also informed that their involvement would support Colmar Brunton to learn whether the JobAccess Service works or could be delivered in a way that better meets the needs of its users.

Potential risks for participants being involved with the research

The letter addressed to JobAccess Users, Employers and Employment Service Providers also informed them that participation in the research study would not affect any supports that they may receive at the time of the research or at any time in the future.

They were advised that if they chose to be interviewed, the researcher from Colmar Brunton would ask them about their experiences with the JobAccess Service. They were also notified that the interview questions would be general in nature and would focus on whether the JobAccess Service was helping them to achieve their individual or organisational employment goals. In addition, they were advised that there were no right or wrong answers, and that all information provided would be treated in the strictest of confidence.

Colmar Brunton recognised that there may have been a minor risk that some of the questions may have made participants feel uncomfortable. To overcome this the moderators clearly stated at the beginning of each in-depth interview that participants were not required to answer any questions that made them feel uncomfortable. In these instances, the researcher from Colmar Brunton happily skipped such a question and moved on to the next question (or line of questioning if more appropriate), or if so requested by the participant the researcher stopped the interview completely. If the interview upset the participant for any reason, the researcher was required to arrange to provide them with counselling or other appropriate support.

A.5.3. Interview guides

Detailed interview guides were developed in close consultation with the Department, with the interview guides being tailored to each target audience and service. The Department approved the

final interview guides before they were sent to the Ethics Committee for comment and approval. The Ethics Committee advised that the interview guides had been approved on 30/01/2019.

A.5.4. Moderation

The in-depth interviews were conducted by members of the research team who are highly experienced qualitative researchers. The in-depth interviews were conducted in a professional, peer to peer manner that assisted with building rapport and engendering trust. If an accessibility requirement was needed (e.g. an Auslan interpreter) for a participant to complete an in-depth interview Colmar Brunton was willing and able to arrange for this, however no such requests were made. The interviewers all complied with the working with vulnerable people requirements in each Australian state and territory in which the in-depth interviews were conducted.

With the permission of participants, the in-depth interviews were recorded for subsequent qualitative analysis.

Interviewers were also briefed on the risk assessment and escalation procedure that had been developed to assist the interviewing team with conducting the in-depth interviews. The procedure outlined what interviewers should do if they experienced a situation where they were in contact with someone who became distressed.

A.5.5. Qualitative fieldwork

Evaluation fieldwork included qualitative research in the form of n=90 in-depth interviews with the following target audiences:

- JobAccess Users (n=45);
- Employers (n=29);
- Employment Service Providers (n=4);
- JobAccess Service Provider (i.e. WorkFocus) (n=5); and
- JobAccess Stakeholders (n=7).

These in-depth interviews allowed for exploration of the Key Evaluation Questions as well as investigation of the Activities, Outputs and Outcomes outlined in the Program Logic models associated with each of the JobAccess Services.

At the convenience of the participants (and within time and budget constraints), the in-depth interviews were conducted either face-to-face or by phone.

A.6. Quantitative research

To ensure a broad representation of the JobAccess target audiences in the Evaluation, Colmar Brunton undertook a 10-minute survey with JobAccess Users, Employers and Employment Service Providers (as described earlier in this document). Colmar Brunton used an online data collection methodology for this phase of the research.

A.6.1. Sampling

The JobAccess Provider (WorkFocus) advised Colmar Brunton and the Department that email addresses could be provided for the three target audiences of interest for the online survey. As the online surveys were opt-in it was difficult to predict exactly how many completed surveys would be achieved for each target audience, as such:

- All JobAccess Participants that had provided an email address and had accessed the service in the two years prior to the online survey being conducted were invited to participate;
- All employers that had provided an email address and had accessed the service in the two years prior to the online survey being conducted were invited to participate; and
- All participating Employment Service Providers that have provided an email address were invited to participate.

No quotas were set for the three target audiences.

A.6.2. Recruitment

The JobAccess Provider (WorkFocus) extracted from their database/s:

- all available JobAccess Participants that had accessed the service in the two years prior to the online survey being conducted;
- all available employers that had accessed the service in the two years prior to the online survey being conducted; and
- all participating employment service providers.

They then compiled participant lists (noting that only those participants who had provided an email address across the three target audiences were included) for the three target audiences, which were then provided securely to Colmar Brunton (via a secure file transfer system).

Colmar Brunton then sent the online survey invitation via email to all JobAccess Participants, Employers and Employment Service Providers included in the participants lists. Those who did not wish to participate in the research were able to opt out by not clicking on the survey link.

The Department advised that this approach complied with their Privacy Obligations and they would not be in breach of these obligations by sharing names and contact details with Colmar Brunton. This approach was then approved by the Ethics Committee on 22 January 2019.

A.6.3. Questionnaire design

Colmar Brunton designed and tested draft 10-minute questionnaires for each of the target audiences:

- JobAccess Users;
- Employers; and
- Employment Service Providers.

Once the questionnaires received approval from the Department, they were amended to the ethics application and submitted for approval prior to the commencement of fieldwork. The Ethics Committee advised that the online surveys had been approved on 19 February 2019, at which time Colmar Brunton worked with the online programming team to ensure the online surveys were programmed and tested adequately before commencing fieldwork.

A.6.4. Fieldwork partner

The fieldwork partner used for this evaluation was Colmar Brunton's sister company in the WPP Group, the Online Research Unit (ORU). The ORU has a proven track record in delivering reliable and robust data for a wide range of clients (research agencies, corporates, government and academia). They are ISO 20252 Accredited and abide by the Global Access ISO 26362 panel standard.

A.6.5. Quantitative fieldwork

Fieldwork for the survey was conducted between 1st and 13th of March 2019.

At an overall level there were n=748 completed surveys (from 8,563 invitations), which gave a response rate (meaning the number of surveys completed as a proportion of eligible participants) of 9%. The final number of completed surveys for each of the target audiences was:

- JobAccess Users (n=491);
- Employers (n=140); and
- Employment Service Providers (n=117).

Within each target audience participants were asked which of the services they had used within the two years prior to the survey. To ensure that the survey did not extend beyond the 10 minutes (as asked of participants and outlined in the email invitation) participants were not asked about all the services they had used. Instead, participants were assigned a set of survey questions that were relevant to them. A system of least-filled quotas was applied to the survey, meaning that participants answered the question set that at the time had the least number of participants. As such, the following number of completed surveys were completed in each survey area:

- JobAccess Users (n=491)
 - EAF (n=218)
 - Information and Advice Service (n=180)
 - Hotline (n=7)
 - CRRS (n=53)
 - JobAccess Website (n=221)
- Employers (n=140)
 - EAF (n=36)
 - Information and Advice Service (n=63)
 - NDRC (n=25)
 - JobAccess Website (n=93)
- Employment Service Providers (n=117)
 - EAF (n=22)
 - Information and Advice Service (n=58)
 - NDRC (n=18)
 - JobAccess Website (n=93)

A.7. Interpreting reporting

A.7.1. Percentages and averages

Respondents who completed a survey but did not answer a particular question are excluded from the tabulation of results and calculation of statistics for that question.

Percentages are generally rounded to whole numbers. Some percentages may not add to 100 percent due to rounding.

Some survey questions asked respondents to give a rating from 0 to 10. The classification used with **satisfaction** ratings was as follows:

- a rating of 0 to 3 is classified as dissatisfied;
- a rating of 4, 5 or 6 is classified as neutral (i.e. neither satisfied nor dissatisfied); and
- a rating of 7 to 10 is classified as satisfied.

The classification used with **agreement** ratings is as follows:

- a rating of 0 to 3 is classified as disagree;
- a rating of 4, 5 or 6 is classified as neutral (i.e. neither agree nor disagree); and
- a rating of 7 to 10 is classified as agree

A.7.2. Weighting

The results of this survey have not been weighted.

A.7.3. Verbatim Responses

Verbatim responses provided to the partially open-ended questions at the code 'Other (Please specify)' have been reviewed and if required back coded to existing codes or coded into new themes. The coding model was tailored to the individual questions and designed based on the obtained data to ensure accuracy and validity. Codes have been created when the number of respondents who provided that response is equal to or greater than 2% of the responses at each individual question.

A.7.4. Tests of Statistical Significance

As there were less than n=50 (and in most cases less than n=30) participants in any demographic sub-group for each specific JobAccess Service no statistical significance testing was conducted to compare results by demographic sub-groups.

Appendix B: Updated Program Logics

The evaluations findings were used to update the overall Program Logic for JobAccess and for each of the JobAccess services. These now include the underlying assumptions outlining what must be present to achieve the short-term, medium-term and long-term outcomes.

Figure 11: Updated Overarching JobAccess Program Logic

JobAccess Program Logic

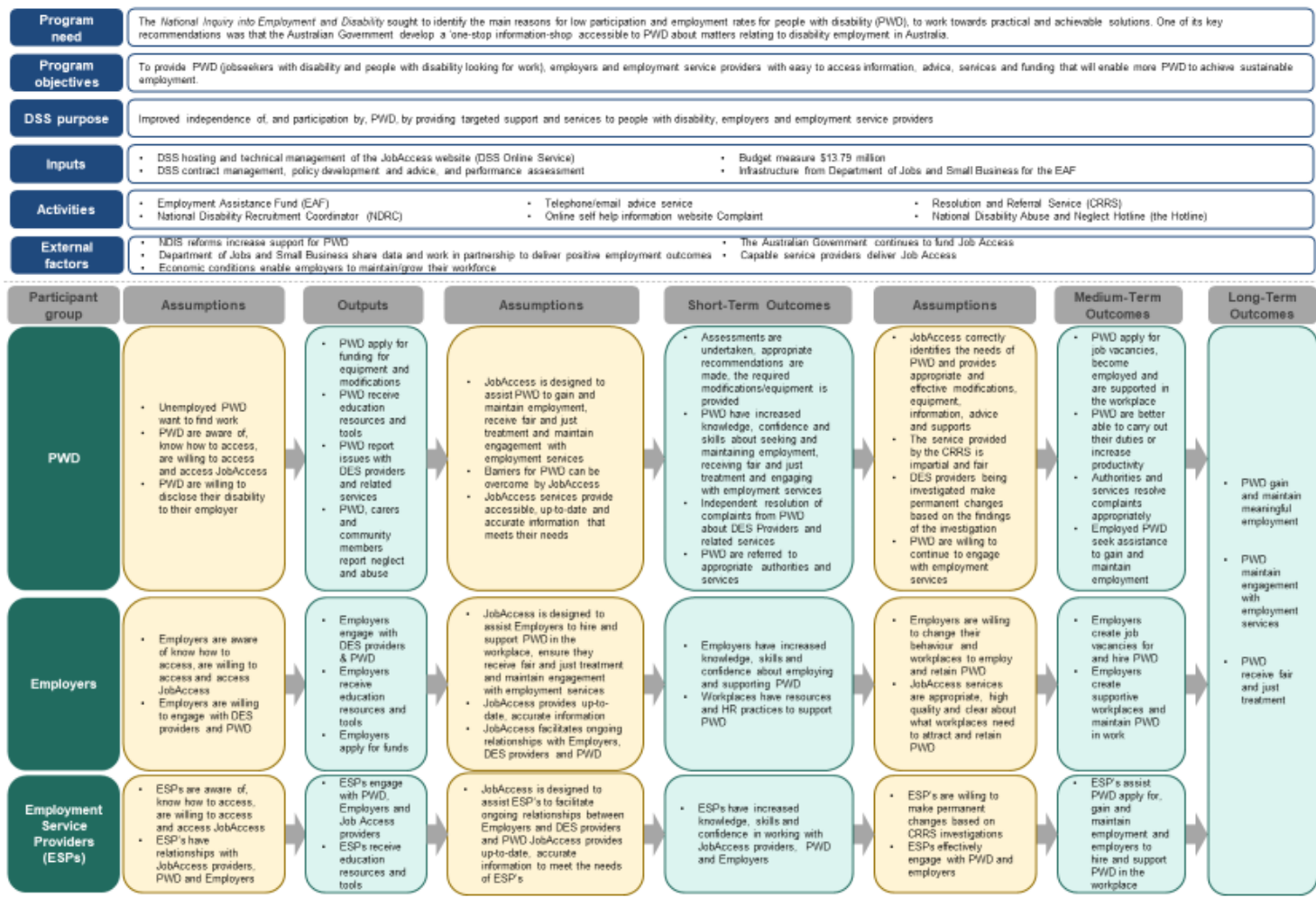


Figure 11 above provides a visual representation of the updated overarching JobAccess Program Logic. For a full explanation of Figure 11 see Table 27: Updated Overarching JobAccess Program Logic on the following page.

Table 27: Updated Overarching JobAccess Program Logic

Component	Description
Program need	The National Inquiry into Employment and Disability sought to identify the main reasons for low participation and employment rates for people with disability (PWD), to work towards practical and achievable solutions. One of its key recommendations was that the Australian Government develop a 'one-stop information-shop accessible to PWD about matters relating to disability employment in Australia.
Program objectives	To provide PWD (jobseekers with disability and people with disability looking for work), employers and employment service providers with easy to access information, advice, services and funding that will enable more PWD to achieve sustainable employment.
DSS purpose	Improved independence of, and participation by, PWD, by providing targeted support and services to people with disability, employers and employment service providers
Inputs	<ul style="list-style-type: none"> • DSS hosting and technical management of the JobAccess website (DSS Online Service) • DSS contract management, policy development and advice, and performance assessment • Budget Measure - \$13.79 million • Infrastructure from Department of Jobs and Small Business for the EAF
Activities	<ul style="list-style-type: none"> • Employment Assistance Fund (EAF) • National Disability Recruitment Coordinator (NDRC) • Telephone/email advice service • Online self-help information website Complaint Resolution and Referral Service (CRRS) • National Disability Abuse and Neglect Hotline (the Hotline)
External factors	<ul style="list-style-type: none"> • NDIS reforms increase support for PWD • Department of Jobs and Small Business share data and work in partnership to deliver positive employment outcomes • Economic conditions enable employers to maintain/grow their workforce • The Australian Government continues to fund Job Access • Capable service providers deliver Job Access
PWD Assumptions	<ul style="list-style-type: none"> • Unemployed PWD want to find work • PWD are aware of, know how to access, are willing to access and access JobAccess • PWD are willing to disclose their disability to their employer
PWD Outputs	<ul style="list-style-type: none"> • PWD apply for funds • PWD receive education resources and tools • PWD report issues with DES providers and related services • PWD, carers and community members report neglect and abuse
PWD Assumptions	<ul style="list-style-type: none"> • JobAccess is designed to assist PWD to gain and maintain employment, receive fair and just treatment and maintain engagement with employment services • Barriers for PWD can be overcome by JobAccess • JobAccess services provide accessible, up-to-date and accurate information that meets their needs

Component	Description
PWD Short-term Outcomes	<ul style="list-style-type: none"> • An assessment is undertaken, and appropriate recommendations are suggested • Modifications/ equipment are provided • PWD are referred to appropriate authorities and services • PWD access the services • PWD have increased knowledge, confidence and skills about seeking employment • Independent resolution of complaints from PWD about DES Providers and related services • PWD are referred to appropriate authorities and services
PWD Assumptions	<ul style="list-style-type: none"> • JobAccess correctly identifies the needs of PWD and provides appropriate and effective modifications, equipment, information, advice and supports • The service provided by the CRRS is impartial and fair • DES providers being investigated make permanent changes based on the findings of the investigation • PWD are willing to continue to engage with employment services
PWD Medium-term Outcomes	<ul style="list-style-type: none"> • PWD are better able to carry out their duties or increase productivity • PWD apply for job vacancies • PWD maintain engagement with employment services • Unemployed PWD look for employment • Authorities and services resolve complaints appropriately
PWD Long-term Outcomes	<ul style="list-style-type: none"> • PWD gain and maintain meaningful employment • PWD maintain engagement with employment services • PWD receive fair and just treatment
Employer Assumptions	<ul style="list-style-type: none"> • Employers are aware of know how to access, are willing to access and access JobAccess • Employers are willing to engage with DES providers and PWD
Employer Outputs	<ul style="list-style-type: none"> • Employers and DES providers have relationships • Employers receive education resources and tools • Employers apply for funds/engage
Employer Assumptions	<ul style="list-style-type: none"> • JobAccess is designed to assist Employers to hire and support PWD in the workplace, ensure they receive fair and just treatment and maintain engagement with employment services • JobAccess provides up-to-date, accurate information • JobAccess facilitates ongoing relationships with Employers, DES providers and PWD
Employer Short-term Outcomes	<ul style="list-style-type: none"> • Employers have increased knowledge, skills and confidence about employing PWD • Workplaces have resources and HR practices to support PWD • Employers access DAT to increase their understanding and awareness of PWD
Employer Assumptions	<ul style="list-style-type: none"> • Employers are willing to change their behaviour and workplaces to employ and retain PWD • JobAccess services are appropriate, high quality and clear about what workplaces need to attract and retain PWD
Employer Medium-term Outcomes	<ul style="list-style-type: none"> • Employers create job vacancies for and hire PWD • Workplaces understand and support PWD

Component	Description
Employer Long-term Outcomes	<ul style="list-style-type: none"> • PWD gain and maintain meaningful employment • PWD maintain engagement with employment services • PWD receive fair and just treatment
Employment Service Provider (ESP) Assumptions	<ul style="list-style-type: none"> • ESPs are aware of, know how to access, are willing to access and access JobAccess • ESP's have relationships with JobAccess providers, PWD and Employers
ESP Outputs	<ul style="list-style-type: none"> • ESPs have relationships with employers • ESPs receive education resources and tools
ESP Assumptions	<ul style="list-style-type: none"> • JobAccess is designed to assist ESP's to facilitate ongoing relationships between Employers and DES providers and PWD JobAccess provides up-to-date, accurate information to meet the needs of ESP's
ESP Short-term Outcomes	<ul style="list-style-type: none"> • ESPs have increased knowledge, skills and confidence in working with unemployed PWD
ESP Assumptions	<ul style="list-style-type: none"> • ESP's are willing to make permanent changes based on CRRS investigations • ESPs effectively engage with PWD and employers
ESP Medium-term Outcomes	<ul style="list-style-type: none"> • DES providers assist PWD to apply for, obtain and maintain employment • Authorities and services resolve complaint appropriately
ESP Long-term Outcomes	<ul style="list-style-type: none"> • PWD gain and maintain meaningful employment • PWD maintain engagement with employment services • PWD receive fair and just treatment

Figure 12: Updated Employment Assistance Fund Program Logic

Employment Assistance Fund Program Logic

Program need	People with disability (PWD) are more likely to experience unemployment or under-employment. Ten percent of PWD are unemployed compared to a national average of 5.3 per cent and only 27 percent of PWD work full-time compared to 53.8 per cent of people without disability. This program is needed to increase access to employment opportunities for people with disability by providing financial assistance to assist with workplace modifications, equipment and services.
Program objectives	The objective of the EAF is to encourage and support the Employment of people with disability, improve their access to work opportunities, and maximise their capacity and workplace independence.
DSS purpose	The intent of the EAF is to enable PWD to enjoy the economic, as well as social benefits that come with active participation in the workforce.
Inputs	<ul style="list-style-type: none"> DSS hosting and technical management of the JobAccess website (DSS Online Service) DSS contract management, policy development and advice, and performance assessment Funding from Employment Assistance and Other Services (EAOS) appropriation – demand driven Infrastructure from Department of Jobs and Small Business for the EAF
Activities	<ul style="list-style-type: none"> Employment Assistance Fund (EAF) covers workplace modifications, work equipment, Auslan services, workplace assistance and support services Disability Awareness Training (DAT) for the workplace
External factors	<ul style="list-style-type: none"> NDIS reforms increase support for PWD Department of Jobs and Small Business share data and work in partnership to deliver positive employment outcomes Economic conditions enable employers to maintain/grow their workforce The Australian Government continues to fund Job Access Capable service providers deliver Job Access

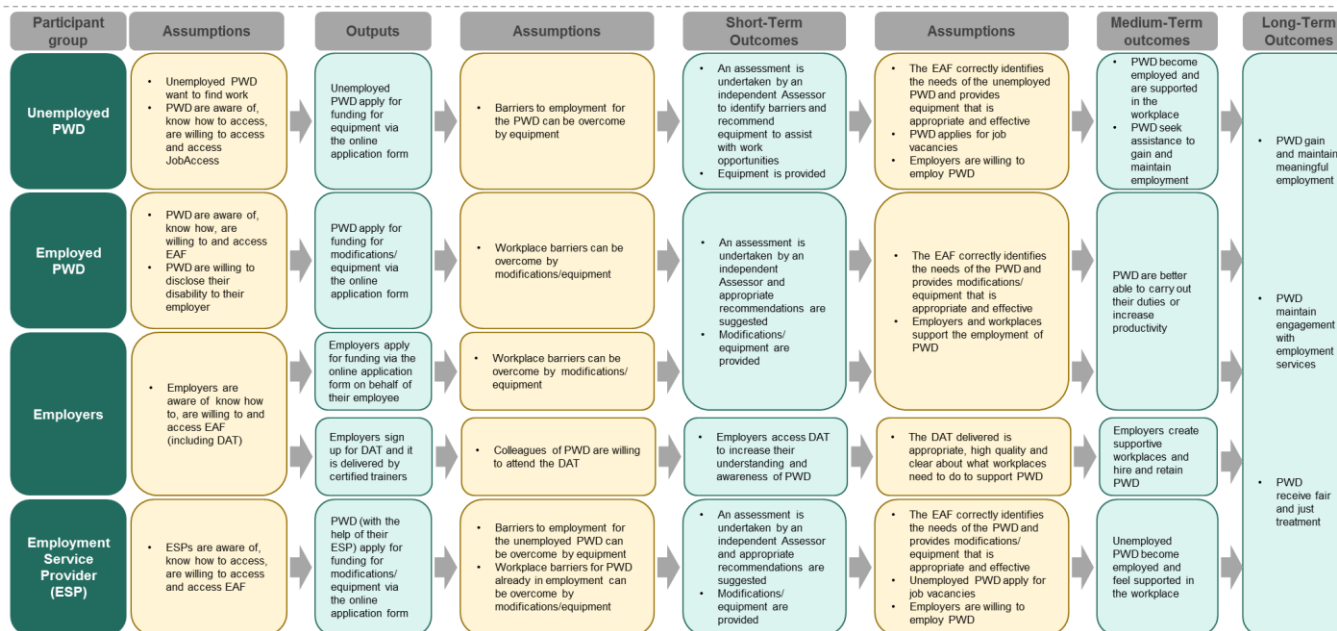


Figure 12 above provides a visual representation of the updated Employment Assistance Fund Program Logic. For a full explanation of Figure 12 see Table 28: Updated Employment Assistance Fund Program Logic on the following page.

Table 28: Updated Employment Assistance Fund Program Logic

Component	Description
Program need	People with disability (PWD) are more likely to experience unemployment or under-employment. Ten percent of PWD are unemployed compared to a national average of 5.3 per cent and only 27 percent of PWD work full-time compared to 53.8 per cent of people without disability. This program is needed to increase access to employment opportunities for people with disability by providing financial assistance to assist with workplace modifications, equipment and services.
Program objectives	The objective of the EAF is to encourage and support the Employment of people with disability, improve their access to work opportunities, and maximise their capacity and workplace independence.
DSS purpose	The intent of the EAF is to enable PWD to enjoy the economic, as well as social benefits that come with active participation in the workforce.
Inputs	<ul style="list-style-type: none"> • DSS hosting and technical management of the JobAccess website (DSS Online Service) • DSS contract management, policy development and advice, and performance assessment • Funding from Employment Assistance and Other Services (EAOS) appropriation – demand driven • Infrastructure from Department of Jobs and Small Business for the EAF
Activities	<ul style="list-style-type: none"> • Employment Assistance Fund (EAF) covers workplace modifications, work equipment, Auslan services, workplace assistance and support services • Disability Awareness Training (DAT) for the workplace
External factors	<ul style="list-style-type: none"> • NDIS reforms increase support for PWD • Department of Jobs and Small Business share data and work in partnership to deliver positive employment outcomes • Economic conditions enable employers to maintain/grow their workforce • The Australian Government continues to fund Job Access • Capable service providers deliver Job Access
Unemployed PWD Assumptions	<ul style="list-style-type: none"> • Unemployed PWD want to find work • PWD are aware of, know how to access, are willing to access and access JobAccess
Unemployed PWD Outputs	<ul style="list-style-type: none"> • Unemployed PWD apply for funding for equipment via the online application form
Unemployed PWD Assumptions	<ul style="list-style-type: none"> • Barriers to employment for the PWD can be overcome by equipment
Unemployed PWD Short-term Outcomes	<ul style="list-style-type: none"> • An assessment is undertaken by an independent Assessor to assess barriers and recommend equipment to assist with work opportunities • Equipment is provided
Unemployed PWD Assumptions	<ul style="list-style-type: none"> • The EAF correctly identifies the needs of the unemployed PWD and provides equipment that is appropriate and effective • PWD applies for job vacancies • Employers are willing to employ PWD
Unemployed PWD Medium-term Outcomes	<ul style="list-style-type: none"> • Unemployed PWD become employed and are supported in the workplace

Component	Description
Unemployed PWD Long-term Outcomes	<ul style="list-style-type: none"> • PWD maintain meaningful employment
PWD Assumptions	<ul style="list-style-type: none"> • PWD are aware of, know how, are willing to and access EAF • PWD are willing to disclose their disability to their employer
PWD Outputs	<ul style="list-style-type: none"> • PWD apply for funding for modifications/ equipment via the online application form
PWD Assumptions	<ul style="list-style-type: none"> • Workplace barriers can be overcome by modifications/equipment
PWD Short-term Outcomes	<ul style="list-style-type: none"> • An assessment is undertaken by an independent Assessor and appropriate recommendations are suggested • Modifications/ equipment are provided
PWD Assumptions	<ul style="list-style-type: none"> • The EAF correctly identifies the needs of the PWD and provides modifications/ equipment that is appropriate and effective • Employers and workplaces support the employment of PWD
PWD Medium-term Outcomes	<ul style="list-style-type: none"> • PWD are better able to carry out their duties or increase productivity
PWD Long-term Outcomes	<ul style="list-style-type: none"> • PWD maintain meaningful employment
Employer Assumptions	<ul style="list-style-type: none"> • Employers are aware of know how to, are willing to and access EAF (including DAT)
Employer Outputs	<ul style="list-style-type: none"> • Employers apply for funding via the online application form on behalf of their employee • Employers sign up for DAT and it is delivered by certified trainers
Employer Assumptions	<ul style="list-style-type: none"> • Workplace barriers can be overcome by modifications/equipment • Colleagues of PWD are willing to attend the DAT
Employer Short-term Outcomes	<ul style="list-style-type: none"> • An assessment is undertaken by an independent Assessor and appropriate recommendations are suggested • Modifications/equipment are provided • Employers access DAT to increase their understanding and awareness of PWD
Employer Assumptions	<ul style="list-style-type: none"> • The EAF correctly identifies the needs of the PWD and provides modifications/ equipment that is appropriate and effective • Employers and workplaces support the employment of PWD • The DAT delivered is appropriate, high quality and clear about what workplaces need to do to support PWD
Employer Medium-term Outcomes	<ul style="list-style-type: none"> • PWD are better able to carry out their duties or increase productivity • Workplaces understand and support PWD
Employer Long-term Outcomes	<ul style="list-style-type: none"> • PWD maintain meaningful employment

Component	Description
Employment Service Provider (ESP) Assumptions	<ul style="list-style-type: none"> • ESPs are aware of, know how to access, are willing to access and access EAF
ESP Outputs	<ul style="list-style-type: none"> • PWD (with the help of their ESP) apply for funding for modifications/ equipment via the online application form
ESP Assumptions	<ul style="list-style-type: none"> • Barriers to employment for the unemployed PWD can be overcome by equipment • Workplace barriers for PWD already in employment can be overcome by modifications/equipment
ESP Short-term Outcomes	<ul style="list-style-type: none"> • An assessment is undertaken by an independent Assessor and appropriate recommendations are suggested • Modifications/ equipment are provided
ESP Assumptions	<ul style="list-style-type: none"> • The EAF correctly identifies the needs of the PWD and provides modifications/ equipment that is appropriate and effective • Unemployed PWD apply for job vacancies • Employers are willing to employ PWD
ESP Medium-term Outcomes	<ul style="list-style-type: none"> • Unemployed PWD become employed and feel supported in the workplace
ESP Long-term Outcomes	<ul style="list-style-type: none"> • PWD maintain meaningful employment

Figure 13: Updated National Disability Recruitment Coordinator Program Logic

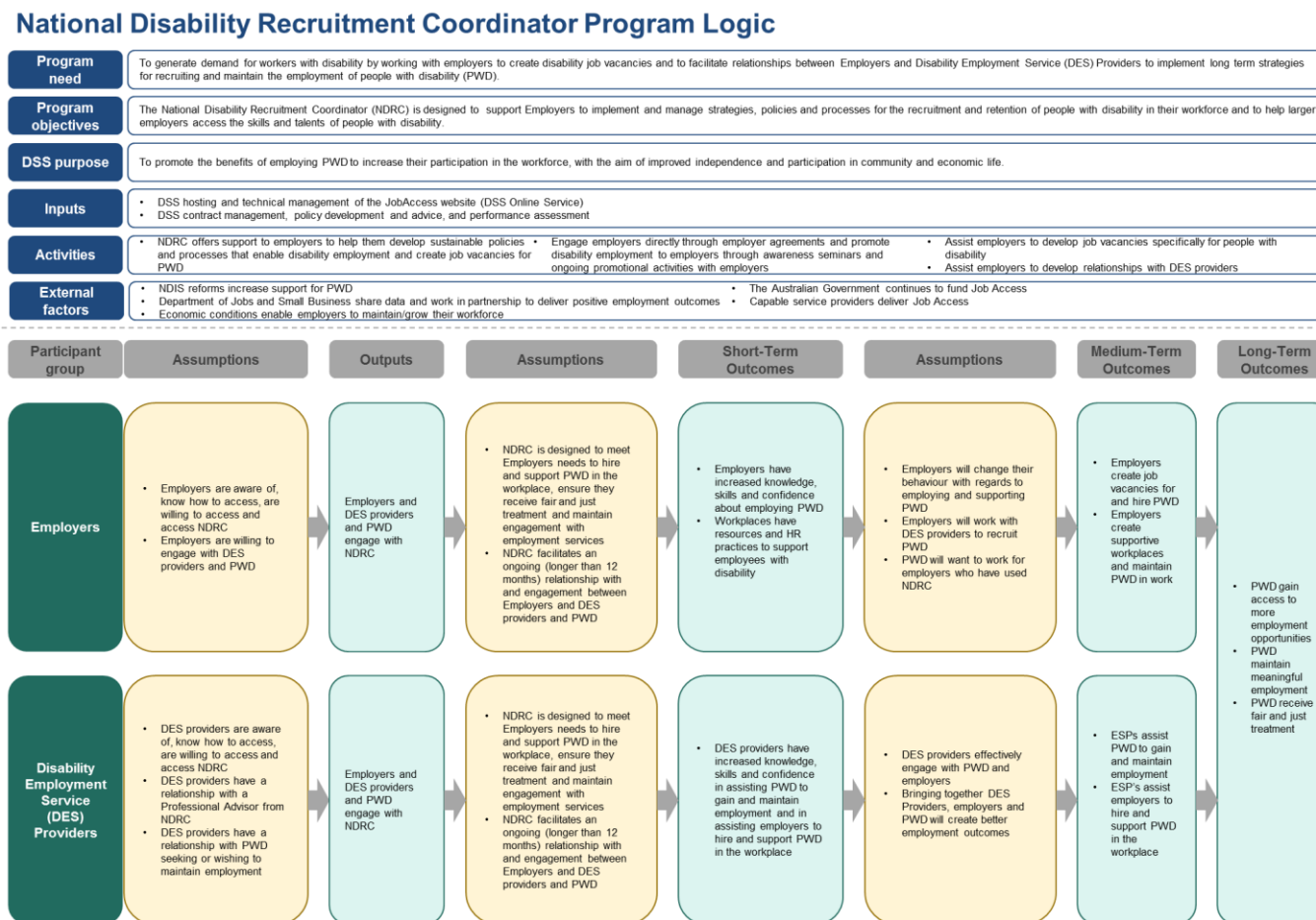


Figure 13 above provides a visual representation of the updated National Disability Recruitment Coordinator Program Logic. For a full explanation of Figure 13 see Table 29: Updated National Disability Recruitment Coordinator Program Logic on the following page.

Table 29: Updated National Disability Recruitment Coordinator Program Logic

Component	Description
Program need	To generate demand for workers with disability by working with employers to create disability job vacancies and to facilitate relationships between Employers and Disability Employment Service (DES) Providers to implement long term strategies for recruiting and maintain the employment of people with disability (PWD).
Program objectives	The National Disability Recruitment Coordinator (NDRC) is designed to support Employers to implement and manage strategies, policies and processes for the recruitment and retention of people with disability in their workforce and to help larger employers access the skills and talents of people with disability.
DSS purpose	To promote the benefits of employing PWD to increase their participation in the workforce, with the aim of improved independence and participation in community and economic life.
Inputs	<ul style="list-style-type: none"> • DSS hosting and technical management of the JobAccess website (DSS Online Service) • DSS contract management, policy development and advice, and performance assessment
Activities	<ul style="list-style-type: none"> • NDRC offers support to employers to help them develop sustainable policies and processes that enable disability employment and create job vacancies for PWD • Engage employers directly through employer agreements and promote disability employment to employers through awareness seminars and ongoing promotional activities with employers • Assist employers to develop job vacancies specifically for people with disability • Assist employers to develop relationships with DES providers
External factors	<ul style="list-style-type: none"> • NDIS reforms increase support for PWD • Department of Jobs and Small Business share data and work in partnership to deliver positive employment outcomes • Economic conditions enable employers to maintain/grow their workforce • The Australian Government continues to fund Job Access • Capable service providers deliver Job Access
Employer Assumptions	<ul style="list-style-type: none"> • Employers are aware of, know how to access, are willing to access and access NDRC • Employers are willing to engage with DES providers and PWD
Employer Outputs	<ul style="list-style-type: none"> • Employers and DES providers and PWD engage with NDRC
Employer Assumptions	<ul style="list-style-type: none"> • NDRC is designed to meet Employers needs to hire and support PWD in the workplace, ensure they receive fair and just treatment and maintain engagement with employment services • NDRC facilitates an ongoing (longer than 12 months) relationship with and engagement between Employers and DES providers and PWD
Employer Short-term Outcomes	<ul style="list-style-type: none"> • Employers have increased knowledge, skills and confidence about employing PWD • Workplaces have resources and HR practices to support employees with disability
Employer Assumptions	<ul style="list-style-type: none"> • Employers will change their behaviour with regards to employing and supporting PWD • Employers will work with DES providers to recruit PWD • PWD will want to work for employers who have used NDRC

Component	Description
Employer Medium-term Outcomes	<ul style="list-style-type: none"> • Employers create job vacancies for and hire PWD • Employers create supportive workplaces and maintain PWD in work
Employer Long-term Outcomes	<ul style="list-style-type: none"> • PWD gain access to more employment opportunities • PWD maintain meaningful employment • PWD receive fair and just treatment
ESP Assumptions	<ul style="list-style-type: none"> • DES providers are aware of, know how to access, are willing to access and access NDRC • DES providers have a relationship with a Professional Advisor from NDRC • DES providers have a relationship with PWD seeking or wishing to maintain employment
ESP Outputs	<ul style="list-style-type: none"> • Employers and DES providers and PWD engage with NDRC
ESP Assumptions	<ul style="list-style-type: none"> • NDRC is designed to meet Employers needs to hire and support PWD in the workplace, ensure they receive fair and just treatment and maintain engagement with employment services • NDRC facilitates an ongoing (longer than 12 months) relationship with and engagement between Employers and DES providers and PWD
ESP Short-term Outcomes	<ul style="list-style-type: none"> • DES providers have increased knowledge, skills and confidence in assisting PWD to gain and maintain employment and in assisting employers to hire and support PWD in the workplace
ESP Assumptions	<ul style="list-style-type: none"> • DES providers effectively engage with PWD and employers • Bringing together DES Providers, employers and PWD will create better employment outcomes
ESP Medium-term Outcomes	<ul style="list-style-type: none"> • ESPs assist PWD to gain and maintain employment • ESP's assist employers to hire and support PWD in the workplace
ESP Long-term Outcomes	<ul style="list-style-type: none"> • PWD gain access to more employment opportunities • PWD maintain meaningful employment • PWD receive fair and just treatment

Figure 14: Updated Telephone/Email Information and Advice Service Program Logic

Telephone/Email Information and Advice Service Program Logic

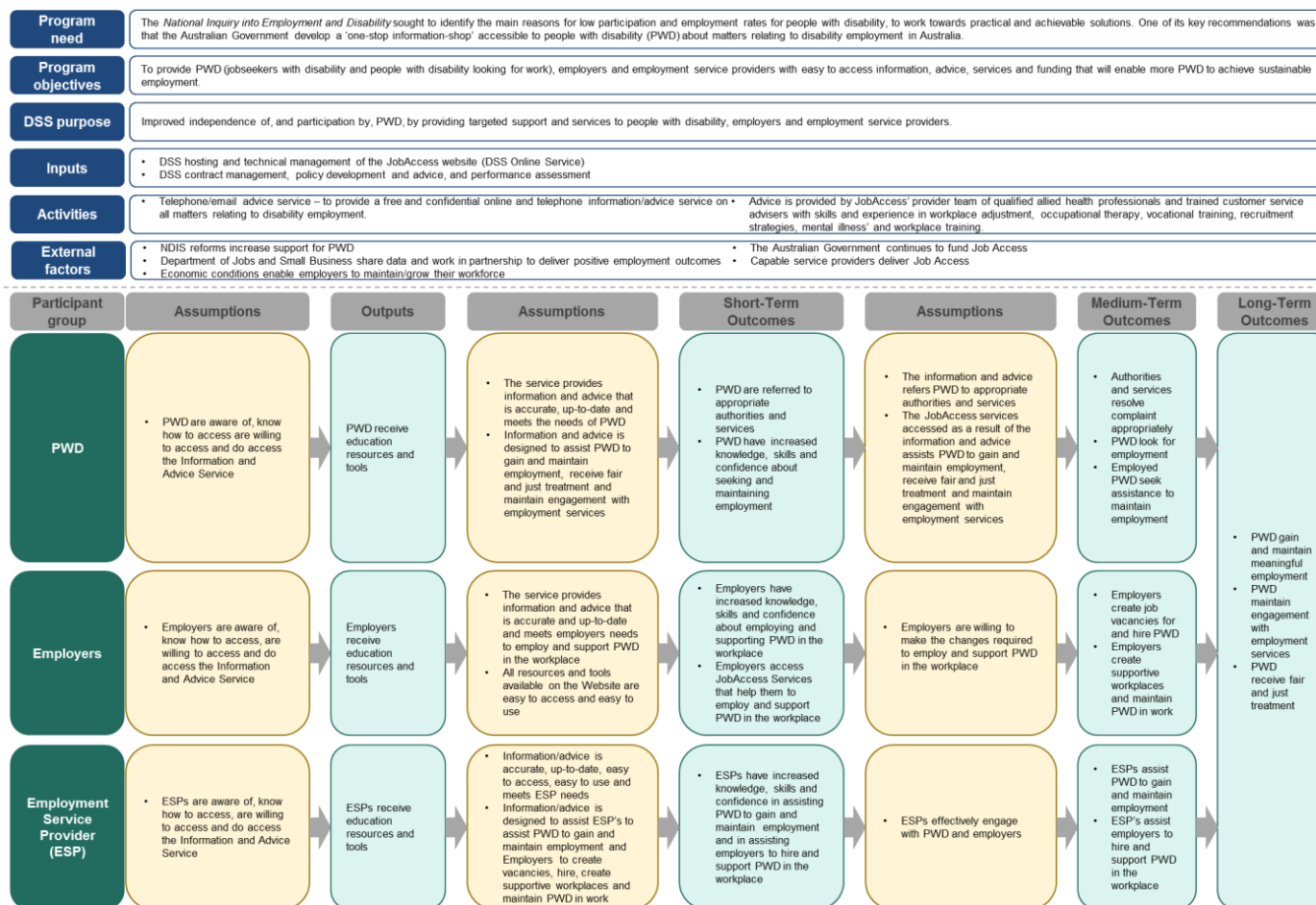


Figure 14 above provides a visual representation of the updated Telephone/Email Information and Advice Service Program Logic. For a full explanation of Figure 14 see Table 30: Updated Telephone/Email Information and Advice Service Program Logic on the following page.

Table 30: Updated Telephone/Email Information and Advice Service Program Logic

Component	Description
Program need	The <i>National Inquiry into Employment and Disability</i> sought to identify the main reasons for low participation and employment rates for people with disability, to work towards practical and achievable solutions. One of its key recommendations was that the Australian Government develop a 'one-stop information-shop' accessible to people with disability (PWD) about matters relating to disability employment in Australia.
Program objectives	To provide PWD (jobseekers with disability and people with disability looking for work), employers and employment service providers with easy to access information, advice, services and funding that will enable more PWD to achieve sustainable employment.
DSS purpose	Improved independence of, and participation by, PWD, by providing targeted support and services to people with disability, employers and employment service providers.
Inputs	<ul style="list-style-type: none"> • DSS hosting and technical management of the JobAccess website (DSS Online Service) • DSS contract management, policy development and advice, and performance assessment
Activities	<ul style="list-style-type: none"> • Telephone/email advice service – to provide a free and confidential online and telephone information/advice service on all matters relating to disability employment. • Advice is provided by JobAccess' provider team of qualified allied health professionals and trained customer service advisers with skills and experience in workplace adjustment, occupational therapy, vocational training, recruitment strategies, mental illness' and workplace training.
External factors	<ul style="list-style-type: none"> • NDIS reforms increase support for PWD • Department of Jobs and Small Business share data and work in partnership to deliver positive employment outcomes • Economic conditions enable employers to maintain/grow their workforce • The Australian Government continues to fund Job Access • Capable service providers deliver Job Access
PWD Assumptions	<ul style="list-style-type: none"> • PWD are aware of, know how to access are willing to access and do access the Information and Advice Service
PWD Outputs	<ul style="list-style-type: none"> • PWD receive education resources and tools
PWD Assumptions	<ul style="list-style-type: none"> • The service provides information and advice that is accurate, up-to-date and meets the needs of PWD • Information and advice is designed to assist PWD to gain and maintain employment, receive fair and just treatment and maintain engagement with employment services
PWD Short-term Outcomes	<ul style="list-style-type: none"> • PWD are referred to appropriate authorities and services • PWD have increased knowledge, skills and confidence about seeking and maintaining employment
PWD Assumptions	<ul style="list-style-type: none"> • The information and advice refers PWD to appropriate authorities and services • The JobAccess services accessed as a result of the information and advice assists PWD to gain and maintain employment, receive fair and just treatment and maintain engagement with employment services
PWD Medium-term Outcomes	<ul style="list-style-type: none"> • Authorities and services resolve complaint appropriately • PWD look for employment • Employed PWD seek assistance to maintain employment

Component	Description
PWD Long-term Outcomes	<ul style="list-style-type: none"> • PWD gain and maintain meaningful employment • PWD maintain engagement with employment services • PWD receive fair and just treatment
Employer Assumptions	<ul style="list-style-type: none"> • Employers are aware of, know how to access, are willing to access and do access the Information and Advice Service
Employer Outputs	<ul style="list-style-type: none"> • Employers receive education resources and tools
Employer Assumptions	<ul style="list-style-type: none"> • The service provides information and advice that is accurate and up-to-date and meets employers needs to employ and support PWD in the workplace • All resources and tools available on the Website are easy to access and easy to use
Employer Short-term Outcomes	<ul style="list-style-type: none"> • Employers have increased knowledge, skills and confidence about employing and supporting PWD in the workplace • Employers access JobAccess Services that help them to employ and support PWD in the workplace
Employer Assumptions	<ul style="list-style-type: none"> • Employers are willing to make the changes required to employ and support PWD in the workplace
Employer Medium-term Outcomes	<ul style="list-style-type: none"> • Employers create job vacancies for and hire PWD • Employers create supportive workplaces and maintain PWD in work
Employer Long-term Outcomes	<ul style="list-style-type: none"> • PWD gain and maintain meaningful employment • PWD maintain engagement with employment services • PWD receive fair and just treatment
Employment Service Provider (ESP) Assumptions	<ul style="list-style-type: none"> • ESPs are aware of, know how to access, are willing to access and do access the Information and Advice Service
ESP Outputs	<ul style="list-style-type: none"> • ESPs receive education resources and tools
ESP Assumptions	<ul style="list-style-type: none"> • Information/advice is accurate, up-to-date, easy to access, easy to use and meets ESP needs • Information/advice is designed to assist ESP's to assist PWD to gain and maintain employment and Employers to create vacancies, hire, create supportive workplaces and maintain PWD in work
ESP Short-term Outcomes	<ul style="list-style-type: none"> • ESPs have increased knowledge, skills and confidence in assisting PWD to gain and maintain employment and in assisting employers to hire and support PWD in the workplace
ESP Assumptions	<ul style="list-style-type: none"> • ESPs effectively engage with PWD and employers
ESP Medium-term Outcomes	<ul style="list-style-type: none"> • ESPs assist PWD to gain and maintain employment • ESP's assist employers to hire and support PWD in the workplace

Component	Description
ESP Long-term Outcomes	<ul style="list-style-type: none">• PWD gain and maintain meaningful employment• PWD maintain engagement with employment services• PWD receive fair and just treatment

Figure 15: Updated JobAccess Website Program Logic

JobAccess Self-Help Website Program Logic

Program need	The <i>National Inquiry into Employment and Disability</i> sought to identify the main reasons for low participation and employment rates for people with disability, to work towards practical and achievable solutions. One of its key recommendations was that the Australian Government develop a 'one-stop information-shop accessible to people with disability about matters relating to disability employment in Australia.
Program objectives	To provide PWD (jobseekers with disability and people with disability looking for work), employers and employment service providers with easy to access information, advice, services and funding that will enable more PWD to achieve sustainable employment.
DSS purpose	Improved independence of, and participation by, PWD, by providing targeted support and services to people with disability, employers and employment service providers.
Inputs	<ul style="list-style-type: none"> DSS hosting and technical management of the JobAccess website (DSS Online Service) DSS contract management, policy development and advice, and performance assessment
Activities	<ul style="list-style-type: none"> Online self help information website – JobAccess website to provide information on all things disability including financial support, workplace modifications, help with finding and changing jobs, career advice and training courses for people with disability, employers and employment service providers. The website is broken down into content for the key stakeholders, people with disability, employers and service providers. DSS to maintain the maintenance and monitoring of the website undertaken by the Department's Online Services.
External factors	<ul style="list-style-type: none"> NDIS reforms increase support for PWD Department of Jobs and Small Business share data and work in partnership to deliver positive employment outcomes Economic conditions enable employers to maintain/grow their workforce The Australian Government continues to fund Job Access Capable service providers deliver Job Access

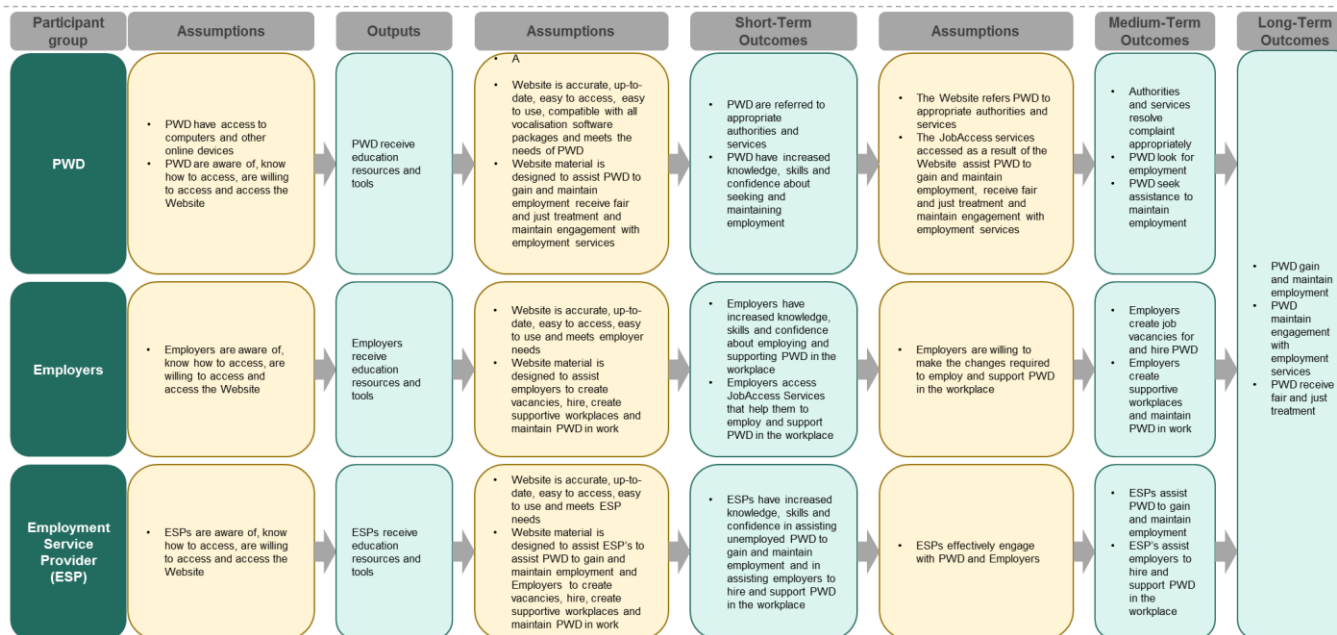


Figure 15 above provides a visual representation of the updated JobAccess Website Program Logic. For a full explanation of Figure 15 see Table 31: Updated JobAccess Website Program Logic on the following page.

Table 31: Updated JobAccess Website Program Logic

Component	Description
Program need	The <i>National Inquiry into Employment and Disability</i> sought to identify the main reasons for low participation and employment rates for people with disability, to work towards practical and achievable solutions. One of its key recommendations was that the Australian Government develop a 'one-stop information-shop accessible to people with disability about matters relating to disability employment in Australia.
Program objectives	To provide PWD (jobseekers with disability and people with disability looking for work), employers and employment service providers with easy to access information, advice, services and funding that will enable more PWD to achieve sustainable employment.
DSS purpose	Improved independence of, and participation by, PWD, by providing targeted support and services to people with disability, employers and employment service providers.
Inputs	<ul style="list-style-type: none"> • DSS hosting and technical management of the JobAccess website (DSS Online Service) • DSS contract management, policy development and advice, and performance assessment
Activities	<ul style="list-style-type: none"> • Online self-help information website – JobAccess website to provide information on all things disability including financial support, workplace modifications, help with finding and changing jobs, career advice and training courses for people with disability, employers and employment service providers. • The website is broken down into content for the key stakeholders, people with disability, employers and service providers. • DSS to maintain the maintenance and monitoring of the website undertaken by the Department's Online Services.
External factors	<ul style="list-style-type: none"> • NDIS reforms increase support for PWD • Department of Jobs and Small Business share data and work in partnership to deliver positive employment outcomes • Economic conditions enable employers to maintain/grow their workforce • The Australian Government continues to fund Job Access • Capable service providers deliver Job Access
PWD Assumptions	<ul style="list-style-type: none"> • PWD have access to computers and other online devices • PWD are aware of, know how to access, are willing to access and access the Website
PWD Outputs	<ul style="list-style-type: none"> • PWD receive education resources and tools
PWD Assumptions	<ul style="list-style-type: none"> • Website is accurate, up-to-date, easy to access, easy to use, compatible with all vocalisation software packages and meets the needs of PWD • Website material is designed to assist PWD to gain and maintain employment receive fair and just treatment and maintain engagement with employment services
PWD Short-term Outcomes	<ul style="list-style-type: none"> • PWD are referred to appropriate authorities and services • PWD have increased knowledge, skills and confidence about seeking and maintaining employment
PWD Assumptions	<ul style="list-style-type: none"> • The Website refers PWD to appropriate authorities and services • The JobAccess services accessed as a result of the Website assist PWD to gain and maintain employment, receive fair and just treatment and maintain engagement with employment services
PWD Medium-term Outcomes	<ul style="list-style-type: none"> • Authorities and services resolve complaint appropriately • PWD look for employment • PWD seek assistance to maintain employment

Component	Description
PWD Long-term Outcomes	<ul style="list-style-type: none"> • PWD gain and maintain employment • PWD maintain engagement with employment services • PWD receive fair and just treatment
Employer Assumptions	<ul style="list-style-type: none"> • Employers are aware of, know how to access, are willing to access and access the Website
Employer Outputs	<ul style="list-style-type: none"> • Employers receive education resources and tools
Employer Assumptions	<ul style="list-style-type: none"> • Website is accurate, up-to-date, easy to access, easy to use and meets employer needs • Website material is designed to assist employers to create vacancies, hire, create supportive workplaces and maintain PWD in work
Employer Short-term Outcomes	<ul style="list-style-type: none"> • Employers have increased knowledge, skills and confidence about employing and supporting PWD in the workplace • Employers access JobAccess Services that help them to employ and support PWD in the workplace
Employer Assumptions	<ul style="list-style-type: none"> • Employers are willing to make the changes required to employ and support PWD in the workplace
Employer Medium-term Outcomes	<ul style="list-style-type: none"> • Employers create job vacancies for and hire PWD • Employers create supportive workplaces and maintain PWD in work
Employer Long-term Outcomes	<ul style="list-style-type: none"> • PWD gain and maintain employment • PWD maintain engagement with employment services • PWD receive fair and just treatment
Employment Service Provider (ESP) Assumptions	<ul style="list-style-type: none"> • ESPs are aware of, know how to access, are willing to access and access the Website
ESP Outputs	<ul style="list-style-type: none"> • ESPs receive education resources and tools
ESP Assumptions	<ul style="list-style-type: none"> • Website is accurate, up-to-date, easy to access, easy to use and meets ESP needs • Website material is designed to assist ESP's to assist PWD to gain and maintain employment and Employers to create vacancies, hire, create supportive workplaces and maintain PWD in work
ESP Short-term Outcomes	<ul style="list-style-type: none"> • ESPs have increased knowledge, skills and confidence in assisting unemployed PWD to gain and maintain employment and in assisting employers to hire and support PWD in the workplace
ESP Assumptions	<ul style="list-style-type: none"> • ESPs effectively engage with PWD and Employers
ESP Medium-term Outcomes	<ul style="list-style-type: none"> • ESPs assist PWD to gain and maintain employment • ESP's assist employers to hire and support PWD in the workplace

Component	Description
ESP Long-term Outcomes	<ul style="list-style-type: none">• PWD gain and maintain employment• PWD maintain engagement with employment services• PWD receive fair and just treatment

Figure 16: Updated Complaint Resolution and Referral Service Program Logic

Complaint Resolution and Referral Service Program Logic

Program need	An independent point of complaint and investigation by participants in disability services is an important on-the-ground check of the level of service being delivered by contracted providers. While there are other avenues of complaint about specific services delivered by contracted employment service providers, the Complaints Resolution and Referral Service (CRRS) ensures that providers comply with National Standards for Disability Services in delivering services to people with disability (PWD).
Program objectives	To investigate the claims of PWD that their service providers are not adhering to the National Standards for Disability Services, to mediate between participants and providers, to respond to complainants and to liaise with providers and/or the Department of Social Services to address any shortcomings.
DSS purpose	Satisfactory resolution of complaints to ensure appropriate service delivery by, and continuing engagement of participants with, disability services.
Inputs	<ul style="list-style-type: none"> DSS hosting and technical management of the JobAccess website (DSS Online Service) DSS contract management, policy development and advice, and performance assessment
Activities	<ul style="list-style-type: none"> Management of participant complaints (identification of complainant, recording details of complaint, obtaining permission to investigate) Investigation of complaints (contracting service providers, requesting details, interpreting responses, acting as intermediary) Responding to complainants (providing advice about findings, explaining policy, determining status, closing complaints) Actioning adverse findings (advising provider, obtaining change undertakings, referring to DSS as needed)
External factors	<ul style="list-style-type: none"> NDIS reforms increase support for PWD Department of Jobs and Small Business share data and work in partnership to deliver positive employment outcomes Economic conditions enable employers to maintain/grow their workforce The Australian Government continues to fund Job Access Capable service providers deliver Job Access

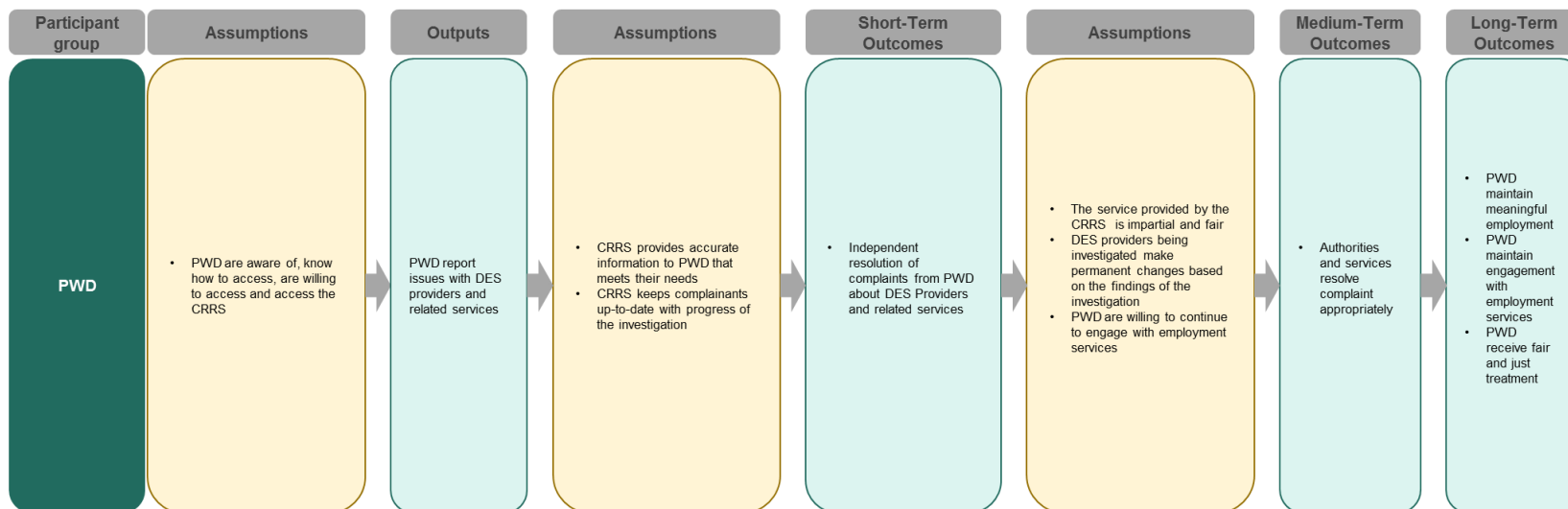


Figure 16 above provides a visual representation of the updated Complaint Resolution and Referral Service Program Logic. For a full explanation of Figure 16 see Table 32: Updated Complaint Resolution and Referral Service Logic on the following page.

Table 32: Updated Complaint Resolution and Referral Service Program Logic

Component	Description
Program need	An independent point of complaint and investigation by participants in disability services is an important on-the-ground check of the level of service being delivered by contracted providers. While there are other avenues of complaint about specific services delivered by contracted employment service providers, the Complaints Resolution and Referral Service (CRRS) ensures that providers comply with National Standards for Disability Services in delivering services to people with disability (PWD).
Program objectives	To investigate the claims of PWD that their service providers are not adhering to the National Standards for Disability Services, to mediate between participants and providers, to respond to complainants and to liaise with providers and/or the Department of Social Services to address any shortcomings.
DSS purpose	Satisfactory resolution of complaints to ensure appropriate service delivery by, and continuing engagement of participants with, disability services.
Inputs	<ul style="list-style-type: none"> • DSS hosting and technical management of the JobAccess website (DSS Online Service) • DSS contract management, policy development and advice, and performance assessment
Activities	<ul style="list-style-type: none"> • Management of participant complaints (identification of complainant, recording details of complaint, obtaining permission to investigate) • Investigation of complaints (contracting service providers, requesting details, interpreting responses, acting as intermediary) • Responding to complainants (providing advice about findings, explaining policy, determining status, closing complaints) • Actioning adverse findings (advising provider, obtaining change undertakings, referring to DSS as needed)
External factors	<ul style="list-style-type: none"> • NDIS reforms increase support for PWD • Department of Jobs and Small Business share data and work in partnership to deliver positive employment outcomes • Economic conditions enable employers to maintain/grow their workforce • The Australian Government continues to fund Job Access • Capable service providers deliver Job Access
PWD Assumptions	<ul style="list-style-type: none"> • PWD are aware of, know how to access, are willing to access and access the CRRS
PWD Outputs	<ul style="list-style-type: none"> • PWD report issues with DES providers and related services
PWD Assumptions	<ul style="list-style-type: none"> • CRRS provides accurate information to PWD that meets their needs • CRRS keeps complainants up-to-date with progress of the investigation
PWD Short-term Outcomes	<ul style="list-style-type: none"> • Independent resolution of complaints from PWD about DES Providers and related services
PWD Assumptions	<ul style="list-style-type: none"> • The service provided by the CRRS is impartial and fair • DES providers being investigated make permanent changes based on the findings of the investigation • PWD are willing to continue to engage with employment services
PWD Medium-term Outcomes	<ul style="list-style-type: none"> • Authorities and services resolve complaint appropriately

Component	Description
PWD Long-term Outcomes	<ul style="list-style-type: none">• PWD maintain meaningful employment• PWD maintain engagement with employment services• PWD receive fair and just treatment

Figure 17: Updated National Disability Abuse & Neglect Hotline Program Logic

National Disability Abuse & Neglect Hotline Program Logic

Program need	To ensure there is a nationally accessible service to aid the reporting of abuse and neglect of people with disability (PWD) in Commonwealth, State and Territory funded disability services
Program objectives	To direct referrals of reports of abuse and neglect to the appropriate complaints handling mechanisms relevant to the appropriate state and territory (including the police), as well as other bodies such as the various Ombudsman, Anti-Discrimination Boards, and the Complaint Resolution and Referral Service (CRRS).
DSS purpose	To provide support to PWD, their families and/or carers to report abuse and neglect of PWD.
Inputs	<ul style="list-style-type: none"> DSS hosting and technical management of the JobAccess website (DSS Online Service) DSS contract management, policy development and advice, and performance assessment
Activities	<ul style="list-style-type: none"> National Disability Abuse and Neglect Hotline (The Hotline) for reporting abuse or neglect of people with disability. The Hotline is closely aligned with the CRRS supporting the needs of people with disability. Deliver training sessions to people with disability that use government funded services, to service providers. Provide a nationally accessible telephone service to report abuse and neglect with disability in Australian Government, State and Territory funded services, ensure appropriate referral of the reports.
External factors	<ul style="list-style-type: none"> NDIS reforms increase support for PWD Department of Jobs and Small Business share data and work in partnership to deliver positive employment outcomes Economic conditions enable employers to maintain/grow their workforce The Australian Government continues to fund Job Access Capable service providers deliver Job Access

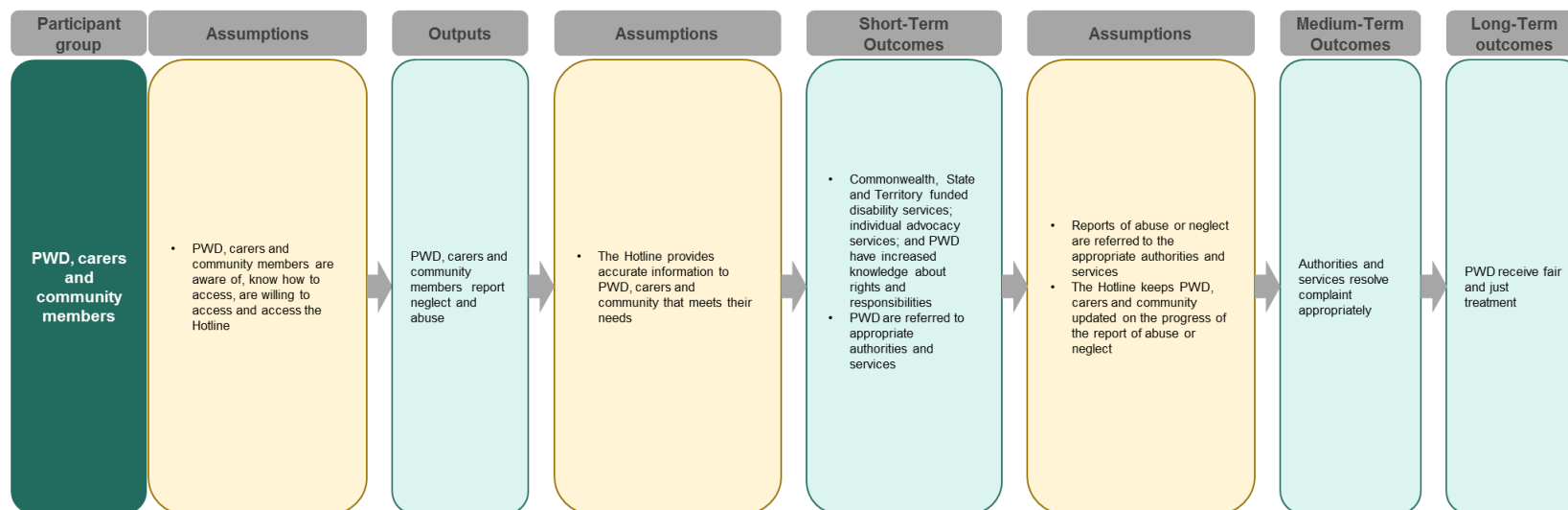


Figure 17 above provides a visual representation of the updated National Disability Abuse & Neglect Hotline Program Logic. For a full explanation of Figure 17 see Table 33: Updated National Disability Abuse & Neglect Hotline Logic on the following page.

Table 33: Updated National Disability Abuse & Neglect Hotline Program Logic

Component	Description
Program need	To ensure there is a nationally accessible service to aid the reporting of abuse and neglect of people with disability (PWD) in Commonwealth, State and Territory funded disability services.
Program objectives	To direct referrals of reports of abuse and neglect to the appropriate complaints handling mechanisms relevant to the appropriate state and territory (including the police), as well as other bodies such as the various Ombudsman, Anti-Discrimination Boards, and the Complaint Resolution and Referral Service (CRRS).
DSS purpose	To provide support to PWD, their families and/or carers to report abuse and neglect of PWD.
Inputs	<ul style="list-style-type: none"> • DSS hosting and technical management of the JobAccess website (DSS Online Service) • DSS contract management, policy development and advice, and performance assessment
Activities	<ul style="list-style-type: none"> • National Disability Abuse and Neglect Hotline (The Hotline) for reporting abuse or neglect of people with disability. The Hotline is closely aligned with the CRRS supporting the needs of people with disability. • Deliver training sessions to people with disability that use government funded services, to service providers. • Provide a nationally accessible telephone service to report abuse and neglect with disability in Australian Government, State and Territory funded services, ensure appropriate referral of the reports.
External factors	<ul style="list-style-type: none"> • NDIS reforms increase support for PWD • Department of Jobs and Small Business share data and work in partnership to deliver positive employment outcomes • Economic conditions enable employers to maintain/grow their workforce • The Australian Government continues to fund Job Access • Capable service providers deliver Job Access
PWD, carers and community members (PWD/C/CM) Assumptions	<ul style="list-style-type: none"> • PWD, carers and community members are aware of, know how to access, are willing to access and access the Hotline
PWD/C/CM Outputs	<ul style="list-style-type: none"> • PWD, carers and community members report neglect and abuse
PWD/C/CM Assumptions	<ul style="list-style-type: none"> • The Hotline provides accurate information to PWD, carers and community that meets their needs
PWD/C/CM Short-term Outcomes	<ul style="list-style-type: none"> • Commonwealth, State and Territory funded disability services; individual advocacy services; and PWD have increased knowledge about rights and responsibilities • PWD are referred to appropriate authorities and services
PWD/C/CM Assumptions	<ul style="list-style-type: none"> • Reports of abuse or neglect are referred to the appropriate authorities and services • The Hotline keeps PWD, carers and community updated on the progress of the report of abuse or neglect
PWD/C/CM Medium-term Outcomes	<ul style="list-style-type: none"> • Authorities and services resolve complaint appropriately
PWD PWD/C/CM Long-term Outcomes	<ul style="list-style-type: none"> • PWD receive fair and just treatment

Appendix C: Theory of Change

The table below contains the content of the Theory of Change figure, as shown in the body of this report.

Table 34: Theory of Change

Component	Description
Inputs	<ul style="list-style-type: none"> • Budget Measure: \$13.79 million • Partners: WorkFocus, Department of Jobs & Small Business and Centrelink • Participants: People with Disability (PWD), Employers and DES Providers
Assumptions	<ul style="list-style-type: none"> • Barriers can be reduced by JobAccess • PWD are willing to disclose their disability to employers and seek help from JobAccess • Employers are willing to work with JobAccess, Employment Service Providers and PWD • ESP's have relationships with JobAccess providers, PWD and Employers
Potential Unintended Positive Outcomes	<ul style="list-style-type: none"> • Increased self-confidence, sense of hope, confidence, validation, providing a safe way for discussion in workplaces and supporting ESP's
Potential Unintended Negative Outcomes	<ul style="list-style-type: none"> • Lack of positive resolution or follow-up for people calling CRRS or Hotline results in disempowerment and further trauma
External Factors	<ul style="list-style-type: none"> • Department of Jobs and Small Business share data and work in partnership to deliver positive employment outcomes • NDIS reforms increase support for PWD • Economic conditions enable employers to maintain/grow their workforce • The Australian Government continues to fund Job Access • Capable service providers deliver Job Access
Key activities	<ul style="list-style-type: none"> • Employment Assistance Fund (EAF) covers workplace modifications, work equipment, Auslan services, workplace assistance, support services and Disability Awareness Training (DAT) • Employ NDRC to offer support to employers • Telephone/email advice services • Online-self-help information website • Complaint Resolution and Referral Service (CRRS) • National Disability Abuse and Neglect Hotline (the Hotline)
Short term outcomes	<ul style="list-style-type: none"> • PWD or their employers applying for funding and making modifications and equipment support • Employers access DAT to increase their understanding and awareness of PWD; hearing impairment or mental health condition • Employers developing sustainable policies, processes, HR systems and awareness

Component	Description
	<ul style="list-style-type: none"> • Participants accessing relevant information, resources and tools • PWD reporting issues with service providers • PWD, carers and community members reporting neglect and abuse to appropriate authorities and services
Medium term outcomes	<ul style="list-style-type: none"> • PWD have the equipment and modifications needed • Employers create supportive workplaces and maintain PWD in work • Employers create job vacancies for and hire PWD • PWD have confidence and knowledge about Job Access, as well as how to gain and maintain employment • Employers and Employment Service providers have confidence and knowledge about Job Access, and how to employ and retain PWD • Authorities and services resolve complaints appropriately
Long term outcomes	<ul style="list-style-type: none"> • PWD gain and retain meaningful employment • PWD maintain engagement with employment services • PWD receive fair and just treatment

Appendix D: Quantitative Questionnaire

SECTION A: MANDATORY QMS REQUIREMENTS

SURVEY INVITATION

SUBJECT LINE: JobAccess Survey Invitation – We want your feedback!

Dear [FIRSTNAME],

Colmar Brunton and the Online Research Unit (ORU) are conducting a survey on behalf of the Department of Social Services (the Department) about the JobAccess Service (i.e. JobAccess Information and Advice Service and the National Disability Recruitment Coordinator (NDRC)). Your responses will help the Department to understand what is working well in the JobAccess Service, and how it could improve in the future.

You are invited to complete this survey as you have been identified as a user of the JobAccess Service. While participation is voluntary, we would very much appreciate your views.

The survey will take approximately 10 minutes to complete. Your feedback will remain confidential and anonymous and will not be attributed to you in any way, as we never look at individual results, only by groups. You can withdraw at any time from the research, in which case the information you have provided will not be used.

Further details about this research, including ethics approval and privacy information can be accessed here [INSERT HYPERLINK TO QUANTITATIVE PARTICIPANT INFORMATION SHEET].

You can provide us with your answers over the next week and a half, the survey will close at midnight on the 11th of March.

To answer the survey:

Please click on the link below and follow the instructions.
[INSERT SURVEY LINK]

We look forward to hearing from you! Thanks in advance for taking the time to help us.

Kind regards,
Corey Fisher
Colmar Brunton

If you have questions about this survey before you begin, please don't hesitate to contact:
Amy Bartlett, 02 6249 8566, amy.bartlett@colmarbrunton.com

SURVEY INTRODUCTION – THIS IS THE FIRST PAGE OF THE SCRIPTED SURVEY

Welcome to the Survey! We appreciate your time and value your answers.

This survey will take around 10 minutes to complete.

Please note that your feedback is confidential and anonymous. The Department will not know who has completed the survey, nor any individual responses to any of the survey questions. Your feedback will not be attributed to you in any way in the reporting; all information will be anonymous. You can withdraw at any time from the research, in which case the information collected about you will not be used.

Please read each question and follow the instructions to record your reply. Some questions ask you to type in a comment.

Please DO NOT USE the 'Back' and 'Forward' buttons in the browser.

Please use the button(s) at the bottom of each screen.

If you would like to pause the survey to return to it later, simply close the window and click on the original link to return. You will return to where you were up to.

SI1. Do you understand and agree with the above information?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE
02	No	→ THANK & CLOSE

SI2. Would you like to continue with the survey?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE
02	No	→ THANK & CLOSE

SECTION B: INDIVIDUAL PROJECT REQUIREMENTS SCREENERS USED FOR ALL SAMPLE AND SURVEYS

To begin with, we need to ask you a few questions to check that we are surveying the correct people.

S1. SERVICES USED (DO NOT DISPLAY)

S1. Which of the following JobAccess Services have you accessed in the last 2 years?

Below is a brief description of each service to assist with answering this question.

- **The JobAccess Website** (www.jobaccess.gov.au) is the national website/hub for all things disability employment.
- **The JobAccess Email and Telephone Information and Advice Service** is a free and confidential online/email and telephone service on all matters relating to disability employment.
- **The Employment Assistance Fund (EAF)** gives financial help to eligible people with disability and mental health conditions, as well as employers, to receive work related modifications, equipment and services. It is available to people about to start a job, those currently working, those self-employed and those preparing for a job.
- **The Complaints Resolution and Referral Service (CRRS)** is a complaints resolution and referral service for people with disability who are service users of Disability Employment Services, Australian Disability Enterprises and/or Disability Advocacy services. The CRRS works with callers to resolve issues through a process of investigation and/or conciliation.
- **The National Disability Abuse and Neglect Hotline (the Hotline)** is for reporting abuse or neglect of people with disability. The Hotline works with callers to find appropriate ways of dealing with reports of abuse or neglect through referral, information and support.
- **The National Disability Recruitment Coordinator (NDRC)** offers support to large employers to help them develop sustainable policies and processes that enable disability employment and create job vacancies for people with disability.

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	The JobAccess Website	→ CONTINUE TO S2
02	The JobAccess Email and Telephone Information and Advice Service	→ CONTINUE TO S2
03	The Employment Assistance Fund (EAF)	→ CONTINUE TO S2
04	The Complaints Resolution and Referral Service (CRRS)	→ CONTINUE TO S2
05	The National Disability Abuse and Neglect Hotline (the Hotline)	→ CONTINUE TO S2
06	The National Disability Recruitment Coordinator (NDRC)	→ CONTINUE TO S2
97	Don't know	→ THANK & CLOSE
99	I do not wish to answer this question	→ THANK & CLOSE

S2. USER TYPE (DO NOT DISPLAY)

S2. Which of the following best describes you when you accessed [INSERT RESPONSE FROM S1, NOTING PROGRAMMING INSTRUCTIONS BELOW]? I accessed this service as...

PROGRAMMING INSTRUCTION: IF RESPONDENTS FIT INTO MORE THAN ONE CODE FROM THE TABLE PLEASE RANDOMLY ASIGN THEM TO A CODE.

Code	Logic	Text to display
01	IF S1 = 01 ONLY	the JobAccess Website
02	IF S1 = 02 ONLY	the JobAccess Email and Telephone Information and Advice Service
02A	IF S1 = 02 AND NOT 01 BUT ALSO ANY OTHER CODE	the JobAccess Email and Telephone Information Advice Service
03	IF S1 = 02 AND 01 ONLY	the JobAccess Email and Telephone Information and Advice Service and the JobAccess Website
04	IF S1 = 02 AND 01 AND ANY OTHER CODE	the JobAccess Email and Telephone Information and Advice Service and the JobAccess Website
05	IF S1 = 03 ONLY OR IF S1 = 03 AND ANY OTHER CODE	the Employment Assistance Fund
06	IF S1 = 04 ONLY	the Complaints Resolution and Referral Service
06A	IF S1 = 04 AND NOT 01 BUT ALSO ANY OTHER CODE	the Complaints Resolution and Referral Service
07	IF S1 = 04 AND 01 ONLY	the Complaints Resolution and Referral Service and the JobAccess Website
08	IF S1 = 04 AND 01 AND ANY OTHER CODE	the Complaints Resolution and Referral Service and the JobAccess Website
09	IF S1 = 05 ONLY	the National Disability Abuse and Neglect Hotline (the Hotline)
09A	IF S1 = 05 AND NOT 01 BUT ALSO ANY OTHER CODE	the National Disability Abuse and Neglect Hotline (the Hotline)
10	IF S1 = 05 AND 01	the National Disability Abuse and Neglect Hotline (the Hotline) and the JobAccess Website
11	IF S1 = 05 AND 01 AND ANY OTHER CODE	the National Disability Abuse and Neglect Hotline (the Hotline) and the JobAccess Website
12	IF S1 = 06 ONLY	the National Disability Recruitment Coordinator
12A	IF S1 = 06 AND NOT 01 BUT ALSO ANY OTHER CODE	The National Disability Recruitment Coordinator
13	IF S1 = 06 AND 01	The National Disability Recruitment Coordinator and the JobAccess Website
14	IF S1 = 06 AND 01 AND ANY OTHER CODE	The National Disability Recruitment Coordinator and the JobAccess Website

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	A person with a disability	→ CONTINUE TO S3
02	A carer or support person for someone with disability	→ CONTINUE TO S3
03	A co-worker of someone with disability	→ CONTINUE TO S3
04	A family member or friend of someone with disability	→ CONTINUE TO S3
05	A nominee for someone with disability	→ CONTINUE TO S3
06	A doctor or allied health professional for someone with disability	→ CONTINUE TO S3
07	An Employer	→ CONTINUE TO S3
08	A Disability Employment Service Provider	→ CONTINUE TO S3
09	A Jobactive Provider / Government Employment Service Provider	→ CONTINUE TO S3
10	A Community Development Programme Provider	→ CONTINUE TO S3
99	I do not wish to answer this question	→ THANK & CLOSE

S3. GENDER (DO NOT DISPLAY)

S3. Please indicate your gender.

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Male	→ CONTINUE TO S4
02	Female	→ CONTINUE TO S4
96	Different identity (Please specify)	→ CONTINUE TO S4
99	I do not wish to answer this question	→ CONTINUE TO S4

S4. AGE (DO NOT DISPLAY)

S4. Please indicate which of the following age groups you fall into.

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Under 18 years	→ THANK & CLOSE
02	18-24 years	→ CONTINUE TO RELEVANT QUESTIONS
03	25-29 years	→ CONTINUE TO RELEVANT QUESTIONS
04	30-34 years	→ CONTINUE TO RELEVANT QUESTIONS
05	35-39 years	→ CONTINUE TO RELEVANT QUESTIONS
06	40-44 years	→ CONTINUE TO RELEVANT QUESTIONS
07	45-49 years	→ CONTINUE TO RELEVANT QUESTIONS
08	50-54 years	→ CONTINUE TO RELEVANT QUESTIONS
09	55-59 years	→ CONTINUE TO RELEVANT QUESTIONS
10	60-64 years	→ CONTINUE TO RELEVANT QUESTIONS
11	65 years or over	→ CONTINUE TO RELEVANT QUESTIONS
99	I do not wish to answer this question	→ THANK & CLOSE

IF UNSUCCESSFUL

Thank you for your patience in answering these questions. Based on the answers you provided, we do not need you to participate in our research at this time, however we sincerely appreciate your time and assistance.

IF SUCCESSFUL, CONTINUE

SURVEY PROGRAMMING INSTRUCTIONS (DO NOT DISPLAY)

PROGRAMMING INSTRUCTION: ALL CONTENT INCLUDED IN THE TABLES BELOW WILL NEED TO APPEAR IN FIELDWORK REPORTS

Target audience survey type:

Code	Target audience survey type
IF S2 = CODES 01 – 06	Users
IF S2 = CODE 07	Employers
IF S2 = CODES 08 – 10	Employment Service Providers

Target audience and survey content:

PROGRAMMING INSTRUCTION: USER RESPONDENTS WILL BE ASKED ONE SET OF QUESTIONS BASED ON THE CODE THAT THEY FIT IN FROM THE TABLE BELOW. THIS TABLE FEEDS OFF THE PROGRAMMING FROM S2 – PLEASE ENSURE RESPONDENTS ARE ASSIGNED TO THE SAME CODE AS AT S2.

JobAccess Users:

Code	Logic	Target audience survey type	JobAccess Users survey content
01	IF S2 = CODES 01 – 06 AND IF S1 = 01 ONLY	JobAccess Website	JobAccess Website Questions (UW1-UW10) AND Demographic Questions (UD1-UD6)
02 OR 02A	IF S2 = CODES 01 – 06 AND IF S1 = 02 ONLY	JobAccess Email and Telephone Information and Advice Service	Information and Advice Service Questions (UA1-UA10) AND Demographic Questions (UD1-UD6)
03	IF S2 = CODES 01 – 06 AND IF S1 = 02 and 01	JobAccess Email and Telephone Information and Advice Service AND JobAccess Website	Information and Advice Service Questions (UA1-UA10) AND JobAccess Website Questions (UW1-UW10) AND Demographic Questions (UD1-UD6)
04	IF S2 = CODES 01 – 06 AND IF S1 = 02 AND 01 AND ANY OTHER CODES AT S1	JobAccess Email and Telephone Information and Advice Service AND JobAccess Website	Information and Advice Service Questions (UA1-UA10) AND JobAccess Website Questions (UW1-UW10) AND Demographic Questions (UD1-UD6)
05	IF S2 = CODES 01 – 06 AND IF S1 = 03 OR IF S1 = 03 AND 01	Employment Assistance Fund	EAF Questions (UE1-UE32) AND Demographic Questions (UD1-UD6)
06 OR 06A	IF S2 = CODES 01 – 06 AND IF S1 = 04 ONLY	Complaints Resolution and Referral Service	Complaints Resolution and Referral Service Questions (UC1-UC10) AND Demographic Questions (UD1-UD6)

07	IF S2 = CODES 01 – 06 AND IF S1 = 04 and 01	Complaints Resolution and Referral Service AND JobAccess Website	Complaints Resolution and Referral Service Questions (UC1-UC10) AND JobAccess Website Questions (UW1-UW10) AND Demographic Questions (UD1-UD6)
08	IF S2 = CODES 01 – 06 AND IF S1 = 04 AND 01 AND ANY OTHER CODES AT S1	Complaints Resolution and Referral Service AND JobAccess Website	Complaints Resolution and Referral Service Questions (UC1-UC10) AND JobAccess Website Questions (UW1-UW10) AND Demographic Questions (UD1-UD6)
09 OR 09A	IF S2 = CODES 01 – 06 AND IF S1 = 05 ONLY	National Disability Abuse and Neglect Hotline (the Hotline)	National Disability Abuse and Neglect Hotline Questions (UH1-UH8) AND Demographic Questions (UD1-UD6)
10	IF S2 = CODES 01 – 06 AND IF S1 = 05 and 01	National Disability Abuse and Neglect Hotline (the Hotline) AND JobAccess Website	National Disability Abuse and Neglect Hotline Questions (UH1-UH8) AND JobAccess Website Questions (UW1-UW10) AND Demographic Questions (UD1-UD6)
11	IF S2 = CODES 01 – 06 AND IF S1 = 05 AND 01 AND ANY OTHER CODES AT S1	National Disability Abuse and Neglect Hotline (the Hotline) AND JobAccess Website	National Disability Abuse and Neglect Hotline Questions (UH1-UH8) AND JobAccess Website Questions (UW1-UW10) AND Demographic Questions (UD1-UD6)

PROGRAMMING INSTRUCTION: EMPLOYER RESPONDENTS WILL BE ASKED ONE SET OF QUESTIONS BASED ON THE CODE THAT THEY FIT IN FROM THE TABLE BELOW. THIS TABLE FEEDS OFF THE PROGRAMMING FROM S2 – PLEASE ENSURE RESPONDENTS ARE ASIGNED TO THE SAME CODE AS AT S2.

Employers:

Code	Logic	Target audience survey type	Employers survey content
01	IF S2 = CODE 07 AND IF S1 = 01 ONLY	JobAccess Website	JobAccess Website Questions (EW1- EW10) AND Demographic Questions (ED1-ED7)
02	IF S2 = CODE 07 AND IF S1 = 02 ONLY	JobAccess Email and Telephone Information and Advice Service	Information and Advice Service Questions (EA1-EA10) AND Demographic Questions (ED1-ED7)
03	IF S2 = CODE 07 AND IF S1 = 02 and 01	JobAccess Email and Telephone Information and Advice Service AND JobAccess Website	Information and Advice Service Questions (EA1-EA10) AND JobAccess Website Questions (EW1- EW10) AND Demographic Questions (ED1-ED7)
04	IF S2 = CODE 07 AND IF S1 = 02 AND 01 AND ANY OTHER CODES AT S1	JobAccess Email and Telephone Information and Advice Service AND JobAccess Website	Information and Advice Service Questions (EA1-EA10) AND JobAccess Website Questions (EW1- EW10) AND Demographic Questions (ED1-ED7)
05	IF S2 = CODE 07 AND IF S1 = 03 OR IF S1 = 03 AND 01	Employment Assistance Fund	EAF Questions (EE1-EE32) AND Demographic Questions (ED1-ED7)
12 OR 12A	IF S2 = CODE 07 AND IF S1 = 06 ONLY	National Disability Recruitment Coordinator	National Disability Recruitment Coordinator Questions (EN1-EN10) AND Demographic Questions (ED1-ED7)
13	IF S2 = CODE 07 AND IF S1 = 06 and 01	National Disability Recruitment Coordinator AND JobAccess Website	National Disability Recruitment Coordinator Questions (EN1-EN10) AND JobAccess Website Questions (EW1- EW10) AND Demographic Questions (ED1-ED7)
14	IF S2 = CODE 07 AND IF S1 = 06 AND 01 AND ANY OTHER CODES AT S1	National Disability Recruitment Coordinator AND JobAccess Website	National Disability Recruitment Coordinator Questions (EN1-EN10) AND JobAccess Website Questions (EW1- EW10) AND Demographic Questions (ED1-ED7)

PROGRAMMING INSTRUCTION: EMPLOYMENT SERVICE PROVIDER RESPONDENTS WILL BE ASKED ONE SET OF QUESTIONS BASED ON THE CODE THAT THEY FIT IN FROM THE TABLE BELOW. THIS TABLE FEEDS OFF THE PROGRAMMING FROM S2 – PLEASE ENSURE RESPONDENTS ARE ASIGNED TO THE SAME CODE AS AT S2.

Employment Service Providers:

Code	Logic	Target audience survey type	Employment Service Providers survey content
01	IF S2 = CODES 08-10 AND IF S1 = 01 ONLY	JobAccess Website	JobAccess Website Questions (PW1-PW10) AND Demographic Questions (PD1-PD3)
02	IF S2 = CODES 08-10 AND IF S1 = 02 ONLY	JobAccess Email and Telephone Information and Advice Service	Information and Advice Service Questions (PA1-PA10) AND Demographic Questions (PD1-PD3)
03	IF S2 = CODES 08-10 AND IF S1 = 02 and 01	JobAccess Email and Telephone Information and Advice Service AND JobAccess Website	Information and Advice Service Questions (PA1-PA10) AND JobAccess Website Questions (PW1-PW10) AND Demographic Questions (PD1-PD3)
04	IF S2 = CODES 08-10 AND IF S1 = 02 AND 01 AND 01 AND ANY OTHER CODES AT S1	JobAccess Email and Telephone Information and Advice Service AND JobAccess Website	Information and Advice Service Questions (PA1-PA10) AND JobAccess Website Questions (PW1-PW10) AND Demographic Questions (PD1-PD3)
05	IF S2 = CODES 08-10 AND IF S1 = 03 OR IF S1 = 03 AND 01	Employment Assistance Fund	EAF Questions (PE1-PE32) AND Demographic Questions (PD1-PD3)
12 OR 12A	IF S2 = CODES 08-10 AND IF S1 = 06 ONLY	National Disability Recruitment Coordinator	National Disability Recruitment Coordinator Questions (PN1-PN10) AND Demographic Questions (PD1-PD3)
13	IF S2 = CODES 08-10 AND IF S1 = 06 and 01	National Disability Recruitment Coordinator AND JobAccess Website	National Disability Recruitment Coordinator Questions (PN1-PN10) AND JobAccess Website Questions (PW1-PW10) AND Demographic Questions (PD1-PD3)
14	IF S2 = CODES 08-10 AND IF S1 = 06 AND 01 AND ANY OTHER CODES AT S1	National Disability Recruitment Coordinator AND JobAccess Website	National Disability Recruitment Coordinator Questions (PN1-PN10) AND JobAccess Website Questions (PW1-PW10) AND Demographic Questions (PD1-PD3)

MAIN BODY OF QUESTIONNAIRE – USERS

EAF

You mentioned that you have accessed the Employment Assistance Fund (EAF) in the last 2 years, so we would like you to now answer some questions about your experience with the EAF.

ACCESSING THE EAF (DO NOT DISPLAY)

UE1. ACCESSING EAF (DO NOT DISPLAY)

UE1. Roughly how many times have you applied for the EAF in the last 2 years?

ANSWER AS A WHOLE NUMBER ONLY

UE2. EASE OF USE (DO NOT DISPLAY)

UE2. Overall, how easy or difficult was it to use the EAF in the last 2 years? Please answer on a scale of 0 to 10, where 0 is 'Very difficult' and 10 is 'Very easy'.

Very difficult											Very easy	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

UE2B. REASON FOR EASE OF USE (DO NOT DISPLAY)

UE2B. Why do you say that?

OPEN ENDED TEXT

EVALUATION QUESTIONS LINKED TO PARTICULAR INTERACTIONS AS PART OF THE EAF (DO NOT DISPLAY)

UE3. APPLICATION PROCESS (DO NOT DISPLAY)

UE3. Thinking specifically about the application process for funding through the EAF, which of the following best applies to you.

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	I have completed and submitted an online application form	→ CONTINUE TO UE4
02	I have started an online application form, but have not yet submitted it	→ CONTINUE TO UE6
03	I have started the application process, but am not yet sure how I will submit it	→ CONTINUE TO UE6
04	I have submitted an application, however this was not via the online application form	→ CONTINUE TO UE6
05	My employer submitted an EAF application on my behalf	→ CONTINUE TO UE8
06	My Disability Employment Services provider submitted an EAF application on my behalf	→ CONTINUE TO UE8
96	Other (please specify)	→ CONTINUE TO UE8

99	I do not wish to answer this question	→ CONTINUE TO UE8
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UE4. ONLINE APPLICATION FORM (DO NOT DISPLAY)

UE4. Did anyone help you to fill in the online application form?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO UE5
02	No	→ CONTINUE TO UE5
99	I do not wish to answer this question	→ CONTINUE TO UE5

UE5. SATISFACTION WITH ONLINE APPLICATION PROCESS (DO NOT DISPLAY)

UE5. How satisfied were you with the application process in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied										Very satisfied	Don't know	I do not wish to answer this question
A	Ease of the application process	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Timeliness of completing the application process	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Communication of those involved in completing the application process	0	1	2	3	4	5	6	7	8	9	10	97	99

UE6. PARTIAL COMPLETE ONLINE APPLICATION FORM (DO NOT DISPLAY)

UE6. To date, has anyone helped you to fill in the application form?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO UE7
02	No	→ CONTINUE TO UE7
99	I do not wish to answer this question	→ CONTINUE TO UE7

UE7. SATISFACTION WITH ONLINE APPLICATION PROCESS TO DATE (DO NOT DISPLAY)

UE7. To date, how satisfied have you been with the application process in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied										Very satisfied	Don't know	I do not wish to answer this question
A	Ease of the application process	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Timeliness of completing the application process	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Communication of those involved in completing the application process	0	1	2	3	4	5	6	7	8	9	10	97	99

UE8. ASSISTANCE TYPE (DO NOT DISPLAY)

UE8. Which of the following best describe the type/s of work-related modifications that you applied for?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Adjustments to the physical workplace	→ CONTINUE TO UE9
02	Modifications to work vehicle/s	→ CONTINUE TO UE9
03	Special equipment for the workplace	→ CONTINUE TO UE9
04	Information and communication devices (adaptive technology)	→ CONTINUE TO UE9
05	Auslan interpreting services	→ CONTINUE TO UE9
06	Specialist services	→ CONTINUE TO UE9
07	Disability Awareness Training	→ CONTINUE TO UE9
08	Mental health awareness and first aid training	→ CONTINUE TO UE9
96	Other (please specify)	→ CONTINUE TO UE9
99	I do not wish to answer this question	→ CONTINUE TO UE9

UE9. WORKPLACE MODIFICATION ASSESSMENT (DO NOT DISPLAY)

UE9. Have you had a Workplace Modification Assessment?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO UE10
02	No	→ CONTINUE TO UE25
99	I do not wish to answer this question	→ CONTINUE TO UE25

UE10. SATISFACTION WITH WORKPLACE MODIFICATION ASSESSMENT PROCESS (DO NOT DISPLAY)

UE10. How satisfied were you with the Workplace Modification Assessment in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied											Very satisfied	Don't know	I do not wish to answer this question
A	Ease of having the assessment completed	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Timeliness of completing the assessment	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Communication of those involved in completing the assessment	0	1	2	3	4	5	6	7	8	9	10	97	99	

UE11. SATISFACTION WITH WORKPLACE MODIFICATION RECOMMENDATIONS (DO NOT DISPLAY)

UE11. Overall, how satisfied were you with the recommended workplace change/s? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

Very dissatisfied											Very satisfied	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

UE11B. REASON FOR EASE OF USE (DO NOT DISPLAY)

UE11B. Why do you say that?

OPEN ENDED TEXT

UE12. WORKPLACE MODIFICATION RECOMMENDATIONS (DO NOT DISPLAY)

UE12. To what extent do you agree or disagree that the recommended workplace change/s...

NOTE: RANDOMISE CODES A TO D

CODE		Strongly disagree										Strongly agree	Don't know	I do not wish to answer this question
A	Are appropriate	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Will help you to do your work	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Will increase the amount of work you can do	0	1	2	3	4	5	6	7	8	9	10	97	99
D	Will help you to keep working	0	1	2	3	4	5	6	7	8	9	10	97	99

UE13. CHANGES BEEN MADE (DO NOT DISPLAY)

UE13. Have the workplace change/s or services funded through the EAF been made?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO UE14
02	No	→ CONTINUE TO UE15
99	I do not wish to answer this question	→ CONTINUE TO UE25

UE14. ASSISTANCE TYPE (DO NOT DISPLAY)

UE14. Which of the following best describe the type/s of work-related modifications that were made?

CODE	PLEASE SELECT ALL APPLY	SEQUENCE INSTRUCTION
01	Adjustments to the physical workplace	→ CONTINUE TO UE16
02	Modifications to work vehicle/s	→ CONTINUE TO UE16
03	Special equipment for the workplace	→ CONTINUE TO UE16
04	Information and communication devices (adaptive technology)	→ CONTINUE TO UE16
05	Auslan interpreting services	→ CONTINUE TO UE16
06	Specialist services	→ CONTINUE TO UE16
07	Disability Awareness Training	→ CONTINUE TO UE16
08	Mental health awareness and first aid training	→ CONTINUE TO UE16
96	Other (please specify)	→ CONTINUE TO UE16

99	I do not wish to answer this question	→ CONTINUE TO UE16
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UE15. ASSISTANCE TYPE (DO NOT DISPLAY)

UE15. Which of the following best describe the type/s of work-related modifications that have been recommended?

CODE	PLEASE SELECT ALL APPLY	SEQUENCE INSTRUCTION
01	Adjustments to the physical workplace	→ CONTINUE TO UE25
02	Modifications to work vehicle/s	→ CONTINUE TO UE25
03	Special equipment for the workplace	→ CONTINUE TO UE25
04	Information and communication devices	→ CONTINUE TO UE25
05	Auslan interpreting services	→ CONTINUE TO UE25
06	Specialist services	→ CONTINUE TO UE25
07	Disability Awareness Training	→ CONTINUE TO UE25
08	Mental health awareness and first aid training	→ CONTINUE TO UE25
96	Other (please specify)	→ CONTINUE TO UE25
99	I do not wish to answer this question	→ CONTINUE TO UE25

UE16. SATISFACTION WITH WORKPLACE CHANGES (DO NOT DISPLAY)

UE16. How satisfied were you with the workplace change/s in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied										Very satisfied	Don't know	I do not wish to answer this question
A	Appropriateness of the change/s	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Ease of having the change/s made	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Timeliness of having the change/s made	0	1	2	3	4	5	6	7	8	9	10	97	99
D	Communication of those involved in making the change/s	0	1	2	3	4	5	6	7	8	9	10	97	99

UE17. RECOMMEND WORKPLACE MODIFICATIONS (DO NOT DISPLAY)

UE17. How likely are you to recommend to friends, family or colleagues that they use the EAF to make workplace changes? Please use a scale of 0 to 10, where 0 is 'Extremely unlikely' and 10 is 'Extremely likely'.

Extremely unlikely											Extremely likely	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

UE18. FUNDING CAP AWARENESS (DO NOT DISPLAY)

UE18. Are you aware of funding caps that apply to particular workplace change/s through the EAF?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO UE19
02	No	→ CONTINUE TO UE19
97	Don't know	→ CONTINUE TO UE19
99	I do not wish to answer this question	→ CONTINUE TO UE19

UE19 WORKPLACE CHANGES (DO NOT DISPLAY)

UE19. To what extent do you agree or disagree that the workplace change/s that were made...

NOTE: RANDOMISE CODES A TO J

CODE		Strongly disagree										Strongly agree	Don't know	I do not wish to answer this question
A	Have helped you to overcome workplace barriers	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Have increased the amount of work you can do	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Have helped you to keep working	0	1	2	3	4	5	6	7	8	9	10	97	99
D	Have made your work environment more comfortable/ enjoyable	0	1	2	3	4	5	6	7	8	9	10	97	99
E	Have been valuable	0	1	2	3	4	5	6	7	8	9	10	97	99
F	[ASK ONLY IF UE18= CODE 01 "YES"] Were influenced by funding caps	0	1	2	3	4	5	6	7	8	9	10	97	99
G	Could have been better and a more expensive modification would have had a greater impact on the amount of work you can do	0	1	2	3	4	5	6	7	8	9	10	97	99
H	Could have been better and a different modification would have had a greater impact on the amount of work you can do	0	1	2	3	4	5	6	7	8	9	10	97	99
I	Could have been better and a more expensive modification would have made your work environment more comfortable/productive	0	1	2	3	4	5	6	7	8	9	10	97	99
J	Could have been better and a different modification would have made your work environment more comfortable/productive	0	1	2	3	4	5	6	7	8	9	10	97	99

UE20. TIME SINCE CHANGES (DO NOT DISPLAY)

UE20. How long has it been since the workplace change/s were made?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Less than 3 months (less than 13 weeks)	→ CONTINUE TO UE21
02	Between 3 and 6 months (between 13 to 26 weeks)	→ CONTINUE TO UE21
03	Between 6 and 12 months (between 26 to 52 weeks)	→ CONTINUE TO UE21
04	Between 12 and 24 months (between 52 and 104 weeks)	→ CONTINUE TO UE21
05	More than 24 months (more than 104 weeks)	→ CONTINUE TO UE21
99	I do not wish to answer this question	→ CONTINUE TO UE21

UE21. CHANGED JOBS (DO NOT DISPLAY)

UE21. Have you changed jobs since the workplace change/s funded through the EAF have been made?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO UE22
02	No	→ CONTINUE TO UE24
99	I do not wish to answer this question	→ CONTINUE TO UE24

UE22. MOVED GOODS OR SERVICES (DO NOT DISPLAY)

UE22. Did the goods or services approved through the EAF go with you?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO UE24
02	No	→ CONTINUE TO UE23
99	I do not wish to answer this question	→ CONTINUE TO UE24

UE23. REASON FOR GOODS OR SERVICES NOT MOVED (DO NOT DISPLAY)

UE23. Why didn't the goods or services go with you?

OPEN ENDED TEXT

UE24. SUGGESTED IMPROVEMENTS OF PROCESS (DO NOT DISPLAY)

UE24. What suggestions would you make in order to improve the process?

OPEN ENDED TEXT

UE25. DISABILITY AWARENESS TRAINING (DO NOT DISPLAY)

UE25. Has your workplace accessed the Disability Awareness Training that is provided through the EAF?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes – and I attended the training	→ CONTINUE TO UE26
02	Yes – but I did not personally attend the training	→ CONTINUE TO UE27
03	No	→ CONTINUE TO UE29
99	I do not wish to answer this question	→ CONTINUE TO UE29

UE26. SATISFACTION WITH DISABILITY AWARENESS TRAINING (DO NOT DISPLAY)

UE26. How satisfied were you with the Disability Awareness Training in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied											Very satisfied	Don't know	I do not wish to answer this question
A	Relevance of the training	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Quality of the content	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	The presenter / trainer	0	1	2	3	4	5	6	7	8	9	10	97	99	

UE27. WORKPLACE CHANGES (DO NOT DISPLAY)

UE27. To what extent do you agree or disagree that as a result of your workplace having accessed the Disability Awareness Training that...

NOTE: RANDOMISE CODES A TO E

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Workplace barriers have been reduced for people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Workplace barriers have been removed for people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Workplace adjustments have been made so people with disability are better able to carry out their duties	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Productivity has increased	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Colleagues have increased their understanding and awareness of people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	

NOTE: ASK ONLY IF PERSONNALLY ATTENEDED TRAINING (ASK IF UE25 = CODE 01)

UE28. RECOMMEND DISABILITY AWARENESS TRAINING (DO NOT DISPLAY)

UE28. How likely are you to recommend to friends, family or colleagues that they access the Disability Awareness Training? Please use a scale of 0 to 10, where 0 is 'Extremely unlikely' and 10 is 'Extremely likely'.

Extremely unlikely											Extremely likely	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

SPECIFIC EVALUATION QUESTIONS ABOUT THE EAF

UE29. AGREEMENT ABOUT EAF MODIFICATIONS (DO NOT DISPLAY)

UE29. From your perspective, to what extent do you agree or disagree that the EAF...

NOTE: RANDOMISE CODES A TO I

CODE		Strongly disagree										Strongly agree	Don't know	I do not wish to answer this question
A	Helps people with disability to be appropriately employed	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Helps people with disability to feel supported in the workplace	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Helps people with disability to remain in their job	0	1	2	3	4	5	6	7	8	9	10	97	99
D	Helps to create suitable work environments for people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99
E	Provides information that is up to date	0	1	2	3	4	5	6	7	8	9	10	97	99
F	Provides information that is easy to understand	0	1	2	3	4	5	6	7	8	9	10	97	99
G	Provides information that meets my specific needs	0	1	2	3	4	5	6	7	8	9	10	97	99
H	Is easy to access	0	1	2	3	4	5	6	7	8	9	10	97	99
I	Is easy to use	0	1	2	3	4	5	6	7	8	9	10	97	99

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE

We are nearly at the end of the survey, just another couple of questions about the EAF before we wrap up.

UE30. MOST USEFUL (DO NOT DISPLAY)

UE30. What have you found to be **most** useful in your experience with the EAF?

NOTE: RANDOMISE CODES 01 TO 08

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Increased confidence in the workplace	→ CONTINUE TO UE31
02	Increased comfort in the workplace	→ CONTINUE TO UE31
03	Ability to overcome workplace barriers	→ CONTINUE TO UE31
04	Ability to better perform my job	→ CONTINUE TO UE31
05	Ability to continue working	→ CONTINUE TO UE31
06	Getting a job	→ CONTINUE TO UE31
07	Having colleagues better understand and appreciate my disability	→ CONTINUE TO UE31
08	Ability to look for and prepare for a job	→ CONTINUE TO UE31
96	Other (please specify)	→ CONTINUE TO UE31
99	I do not wish to answer this question	→ CONTINUE TO UE31

UE31. OTHER USEFUL (DO NOT DISPLAY)

UE31. And what else have you found to be useful? Please select all that apply.

NOTE: RANDOMISE CODES 01 TO 08

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Increased confidence in the workplace	→ CONTINUE TO UE32
02	Increased comfort in the workplace	→ CONTINUE TO UE32
03	Ability to overcome workplace barriers	→ CONTINUE TO UE32
04	Ability to better perform my job	→ CONTINUE TO UE32
05	Ability to continue working	→ CONTINUE TO UE32
06	Getting a job	→ CONTINUE TO UE32
07	Having colleagues better understand and appreciate my disability	→ CONTINUE TO UE32
08	Ability to look for and prepare for a job	→ CONTINUE TO UE32
09	Nothing else	→ CONTINUE TO UE32
96	Other (please specify)	→ CONTINUE TO UE32
99	I do not wish to answer this question	→ CONTINUE TO UE32

UE32. SUGGESTIONS FOR IMPROVEMENTS (DO NOT DISPLAY)

UE32. What suggestions would you make in order to improve the EAF?

OPEN ENDED TEXT

INFORMATION AND ADVICE SERVICE

You mentioned that you have accessed the JobAccess Email and Telephone Information and Advice Service (Information and Advice Service) in the last 2 years, so we would like you to now answer some questions about your experience with the Information and Advice Service.

ACCESSING THE INFORMATION AND ADVICE SERVICE (DO NOT DISPLAY)

UA1. ACCESSING INFORMATION AND ADVICE SERVICE (DO NOT DISPLAY)

UA1. Roughly how many times have you accessed the Information and Advice Service in the last 2 years?

ANSWER AS A WHOLE NUMBER ONLY

UA2. EASE OF USE (DO NOT DISPLAY)

UA2. Overall, how easy or difficult was it to use the Information and Advice Service in the last 2 years? Please answer on a scale of 0 to 10, where 0 is 'Very difficult' and 10 is 'Very easy'.

Very difficult										Very easy	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99

UA2B. REASON FOR EASE OF USE (DO NOT DISPLAY)

UA2B. Why do you say that?

OPEN ENDED TEXT

UA3. ENQUIRY TYPE (DO NOT DISPLAY)

UA3. In the last 2 years, which of the following types of enquiries have you made to the Information and Advice Service?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Advice about filling a position	→ CONTINUE TO UA4
02	Advice about getting work	→ CONTINUE TO UA4
03	Advice about programs and services	→ CONTINUE TO UA4
04	Advice regarding Apprenticeships	→ CONTINUE TO UA4
05	Advice to support a current worker	→ CONTINUE TO UA4
06	Advice to support an employer	→ CONTINUE TO UA4
07	Assessor query	→ CONTINUE TO UA4
08	Complaint regarding another service provider	→ CONTINUE TO UA4
09	Complaint/dispute regarding EAF application	→ CONTINUE TO UA4
10	Complaint/dispute regarding Advice Service	→ CONTINUE TO UA4

11	Conferencing/advertising/promotions	→ CONTINUE TO UA4
12	EAF application progressed from incomplete	→ CONTINUE TO UA4
13	EAF general information enquiry	→ CONTINUE TO UA4
14	EAF existing application enquiry	→ CONTINUE TO UA4
15	Work Assist	→ CONTINUE TO UA4
16	My rights and responsibilities	→ CONTINUE TO UA4
17	Service Provider contact details	→ CONTINUE TO UA4
18	Supported Wage System enquiry	→ CONTINUE TO UA4
19	Website or Online Form issues	→ CONTINUE TO UA4
96	Other (please specify)	→ CONTINUE TO UA4
99	I do not wish to answer this question	→ CONTINUE TO UA4

EVALUATION QUESTIONS LINKED TO PARTICULAR INTERACTIONS AS PART OF THE INFORMATION AND ADVICE SERVICE (DO NOT DISPLAY)

UA4. SATISFACTION WITH THE INFORMATION AND ADVICE SERVICE (DO NOT DISPLAY)

UA4. How satisfied were you with the Information and Advice Service in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied											Very satisfied	Don't know	I do not wish to answer this question
A	Ease of use	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Timeliness	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Communication	0	1	2	3	4	5	6	7	8	9	10	97	99	

NOTE: ASK ONLY IF PERSON WITH DISABILITY (ASK IF S2 = CODE 01)

UA5. PERSONAL OUTCOMES (DO NOT DISPLAY)

UA5. To what extent do you agree or disagree that the Information and Advice Service has personally helped you to...

NOTE: RANDOMISE CODES A TO D

CODE		Strongly disagree										Strongly agree	Don't know	I do not wish to answer this question
A	Increase your knowledge of your workplace rights and responsibilities	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Find a job	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Feel supported in the workplace	0	1	2	3	4	5	6	7	8	9	10	97	99
D	Maintain a job	0	1	2	3	4	5	6	7	8	9	10	97	99

UA6. OUTCOMES (DO NOT DISPLAY)

UA6. To what extent do you agree or disagree that the Information and Advice Service...

NOTE: RANDOMISE CODES A TO O

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Helps people with disability to increase their knowledge of your workplace rights and responsibilities	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Helps people with disability find jobs	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Helps people with disability to be appropriately employed	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Helps people with disability to feel supported in the workplace	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Helps people with disability to remain in their job	0	1	2	3	4	5	6	7	8	9	10	97	99	
F	Is valuable	0	1	2	3	4	5	6	7	8	9	10	97	99	
G	Provides information that is up to date	0	1	2	3	4	5	6	7	8	9	10	97	99	
H	Provides information that is easy to understand	0	1	2	3	4	5	6	7	8	9	10	97	99	
I	Provides information that meets my specific needs	0	1	2	3	4	5	6	7	8	9	10	97	99	
J	Is easy to access	0	1	2	3	4	5	6	7	8	9	10	97	99	
K	Is easy to use	0	1	2	3	4	5	6	7	8	9	10	97	99	
L	Helps people with disability increase their knowledge about seeking employment	0	1	2	3	4	5	6	7	8	9	10	97	99	
M	Helps to increase the skills and confidence of people with disability seeking employment	0	1	2	3	4	5	6	7	8	9	10	97	99	
N	Provides appropriate advice by health professionals and trained staff	0	1	2	3	4	5	6	7	8	9	10	97	99	
O	Provides referrals to appropriate authorities and services	0	1	2	3	4	5	6	7	8	9	10	97	99	

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE

UA7. MOST USEFUL (DO NOT DISPLAY)

UA7. What have you found to be **most** useful in your experience with the Information and Advice Service?

NOTE: RANDOMISE CODES 01 TO 04

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Being referred to the correct people	→ CONTINUE TO A8
02	Getting assistance with my enquiry	→ CONTINUE TO A8
03	Getting appropriate advice	→ CONTINUE TO A8
04	Being supported	→ CONTINUE TO A8
96	Other (please specify)	→ CONTINUE TO A8
99	I do not wish to answer this question	→ CONTINUE TO A8

UA8. OTHER USEFUL (DO NOT DISPLAY)

UA8. And what else have you found to be useful? Please select all that apply.

NOTE: RANDOMISE CODES 01 TO 04

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Being referred to the correct people	→ CONTINUE TO UA9
02	Getting assistance with my enquiry	→ CONTINUE TO UA9
03	Getting appropriate advice	→ CONTINUE TO UA9
04	Being supported	→ CONTINUE TO UA9
05	Nothing else	→ CONTINUE TO UA9
96	Other (please specify)	→ CONTINUE TO UA9
99	I do not wish to answer this question	→ CONTINUE TO UA9

UA9. RECOMMENDATION (DO NOT DISPLAY)

UA9. How likely are you to recommend to friends, family or colleagues that they access the Information and Advice Service? Please use a scale of 0 to 10, where 0 is 'Extremely unlikely' and 10 is 'Extremely likely'.

Extremely unlikely											Extremely likely	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

UA10. SUGGESTIONS FOR IMPROVEMENTS (DO NOT DISPLAY)

UA10. What suggestions would you make in order to improve the Information and Advice Service?

OPEN ENDED TEXT

NATIONAL DISABILITY ABUSE AND NEGLECT HOTLINE

You mentioned that you have accessed the National Disability Abuse and Neglect Hotline (the Hotline) in the last 2 years, so we would like you to now answer some questions about your experience with the Hotline.

ACCESSING THE HOTLINE (DO NOT DISPLAY)

UH1. ACCESSING THE HOTLINE (DO NOT DISPLAY)

UH1. Roughly how many times have you accessed the Hotline in the last 2 years?

ANSWER AS A WHOLE NUMBER ONLY

UH2. EASE OF USE (DO NOT DISPLAY)

UH2. Overall, how easy or difficult was it to use the Hotline in the last 2 years? Please answer on a scale of 0 to 10, where 0 is 'Very difficult' and 10 is 'Very easy'.

Very difficult											Very easy	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

UH2B. REASON FOR EASE OF USE (DO NOT DISPLAY)

UH2B. Why do you say that?

OPEN ENDED TEXT

UH3. HOW FOUND OUT ABOUT THE HOTLINE (DO NOT DISPLAY)

UH3. How did you find out about the Hotline?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Word of mouth	→ CONTINUE TO UH4
02	The JobAccess Website	→ CONTINUE TO UH4
03	Referral (please specify)	→ CONTINUE TO UH4
96	Other (please specify)	→ CONTINUE TO UH4
99	I do not wish to answer this question	→ CONTINUE TO UH4

SPECIFIC EVALUATION QUESTIONS ABOUT THE HOTLINE (DO NOT DISPLAY)

UH4. SATISFACTION WITH THE HOTLINE (DO NOT DISPLAY)

UH4. How satisfied were you with your involvement with the Hotline in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied										Very satisfied	Don't know	I do not wish to answer this question
A	The response to your report of abuse or neglect from the Hotline	0	1	2	3	4	5	6	7	8	9	10	97	99
B	The efficiency of the referral process provided by the Hotline	0	1	2	3	4	5	6	7	8	9	10	97	99
C	The usefulness of the information you were referred to	0	1	2	3	4	5	6	7	8	9	10	97	99
D	The response to your report of neglect or abuse from the service or authority responsible for investigating your complaint (e.g. local jurisdiction, state / territory funded disability service)	0	1	2	3	4	5	6	7	8	9	10	97	99

UH5. OUTCOMES (DO NOT DISPLAY)

UH5. To what extent do you agree or disagree that the Hotline...

NOTE: RANDOMISE CODES A TO J

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Has helped you to increase your knowledge of your rights and responsibilities	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Has helped you to resolve the issue that lead to a report being made	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Helps people with disability receive fair and just treatment	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Is valuable	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Provides information that is up to date	0	1	2	3	4	5	6	7	8	9	10	97	99	
F	Provides information that is easy to understand	0	1	2	3	4	5	6	7	8	9	10	97	99	
G	Provides information that meets my specific needs	0	1	2	3	4	5	6	7	8	9	10	97	99	
H	Is easy to access	0	1	2	3	4	5	6	7	8	9	10	97	99	
I	Is easy to use	0	1	2	3	4	5	6	7	8	9	10	97	99	
J	Provides referrals to appropriate authorities and services	0	1	2	3	4	5	6	7	8	9	10	97	99	

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE

UH6. MOST USEFUL (DO NOT DISPLAY)

UH6. What have you found to be **most** useful in your experience with the Hotline?

NOTE: RANDOMISE CODES 01 TO 04

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Being referred to the correct people and/or information	→ CONTINUE TO UH7
02	Getting an appropriate response to my report of abuse or neglect	→ CONTINUE TO UH7
03	Getting appropriate advice	→ CONTINUE TO UH7
04	Feeling heard and supported	→ CONTINUE TO UH7
96	Other (please specify)	→ CONTINUE TO UH7
99	I do not wish to answer this question	→ CONTINUE TO UH7

UH7. OTHER USEFUL (DO NOT DISPLAY)

UH7. And what else have you found to be useful? Please select all that apply.

NOTE: RANDOMISE CODES 01 TO 04

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Being referred to the correct people and/or information	→ CONTINUE TO UH8
02	Getting an appropriate response to my report of abuse or neglect	→ CONTINUE TO UH8
03	Getting appropriate advice	→ CONTINUE TO UH8
04	Feeling heard and supported	→ CONTINUE TO UH8
05	Nothing else	→ CONTINUE TO UH8
96	Other (please specify)	→ CONTINUE TO UH8
99	I do not wish to answer this question	→ CONTINUE TO UH8

UH8. SUGGESTIONS FOR IMPROVEMENTS (DO NOT DISPLAY)

UH8. What suggestions would you make in order to improve the Hotline?

OPEN ENDED TEXT

COMPLAINTS RESOLUTION AND REFERRAL SERVICE

You mentioned that you have accessed the Complaints Resolution and Referral Service (CRRS) in the last 2 years, so we would like you to now answer some questions about your experience with the CRRS.

ACCESSING THE CRRS (DO NOT DISPLAY)

UC1. ACCESSING THE CRRS (DO NOT DISPLAY)

UC1. Roughly how many times have you accessed the CRRS in the last 2 years?

ANSWER AS A WHOLE NUMBER ONLY

UC2. EASE OF USE (DO NOT DISPLAY)

UC2. Overall, how easy or difficult was it to use the CRRS in the last 2 years? Please answer on a scale of 0 to 10, where 0 is 'Very difficult' and 10 is 'Very easy'.

Very difficult											Very easy	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

UC2B. REASON FOR EASE OF USE (DO NOT DISPLAY)

UC2B. Why do you say that?

OPEN ENDED TEXT

UC3. SERVICE TYPE (DO NOT DISPLAY)

UC3. In the last 2 years what disability service/s have you contacted the CRRS about?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Australian Disability Enterprise	→ CONTINUE TO UC4
02	Disability Employment Services	→ CONTINUE TO UC4
03	Advocacy Services	→ CONTINUE TO UC4
99	I do not wish to answer this question	→ CONTINUE TO UC4

UC4. HOW FOUND OUT ABOUT THE CRRS (DO NOT DISPLAY)

UC4. How did you find out about the CRRS?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Word of mouth	→ CONTINUE TO UC5
02	The JobAccess Website	→ CONTINUE TO UC5
03	Referral (please specify)	→ CONTINUE TO UC5
96	Other (please specify)	→ CONTINUE TO UC5
99	I do not wish to answer this question	→ CONTINUE TO UC5

SPECIFIC EVALUATION QUESTIONS ABOUT THE CRRS (DO NOT DISPLAY)

UC5. SATISFACTION WITH THE CRRS (DO NOT DISPLAY)

UC5. How satisfied were you with your involvement with the CRRS in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

NOTE: RANDOMISE CODES A TO D

CODE		Very dissatisfied										Very satisfied	Don't know	I do not wish to answer this question
A	The investigation of your complaint	0	1	2	3	4	5	6	7	8	9	10	97	99
B	The response to your complaint	0	1	2	3	4	5	6	7	8	9	10	97	99
C	The overall management of your complaint	0	1	2	3	4	5	6	7	8	9	10	97	99
D	The actioning of adverse findings	0	1	2	3	4	5	6	7	8	9	10	97	99

NOTE: ASK ONLY IF PERSON WITH DISABILITY (ASK IF S2 = CODE 01)

UC6. PERSONAL OUTCOMES (DO NOT DISPLAY)

UC6. To what extent do you agree or disagree that the CRRS has personally helped you to...

NOTE: RANDOMISE CODES A TO E

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Adequately resolve your complaint	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Increase your knowledge of your workplace rights and responsibilities	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Remain in your job	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Continue to be involved with Australian Government funded disability services	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Improve the level of assistance you have received from your Government funded disability service	0	1	2	3	4	5	6	7	8	9	10	97	99	

UC7. OUTCOMES (DO NOT DISPLAY)

UC7. To what extent do you agree or disagree that the CRRS...

NOTE: RANDOMISE CODES A TO J

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Helped you to increase your knowledge of your rights and responsibilities	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Helped you to resolve the issue that lead to the complaint being made	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Helps people with disability to remain in their job	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Is valuable	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Provides information that is up to date	0	1	2	3	4	5	6	7	8	9	10	97	99	
F	Provides information that is easy to understand	0	1	2	3	4	5	6	7	8	9	10	97	99	
G	Provides information that meets my specific needs	0	1	2	3	4	5	6	7	8	9	10	97	99	
H	Is easy to access	0	1	2	3	4	5	6	7	8	9	10	97	99	
I	Is easy to use	0	1	2	3	4	5	6	7	8	9	10	97	99	
J	Helps people with disability receive fair and just treatment	0	1	2	3	4	5	6	7	8	9	10	97	99	

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE

UC8. MOST USEFUL (DO NOT DISPLAY)

UC8. What have you found to be **most** useful in your experience with the CRRS?

NOTE: RANDOMISE CODES 01 TO 04

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Getting an appropriate response to my complaint	→ CONTINUE TO UC9
02	Assistance with resolving the issue that led to my complaint	→ CONTINUE TO UC9
03	Assistance with maintaining my employment	→ CONTINUE TO UC9
04	Assistance with being able to continue to be involved with Australian Government funded disability services	→ CONTINUE TO UC9
96	Other (please specify)	→ CONTINUE TO UC9
99	I do not wish to answer this question	→ CONTINUE TO UC9

UC9. OTHER USEFUL (DO NOT DISPLAY)

UC9. And what else have you found to be useful? Please select all that apply.

NOTE: RANDOMISE CODES 01 TO 04

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Getting an appropriate response to my complaint	→ CONTINUE TO UC10
02	Assistance with resolving the issue that lead to my complaint	→ CONTINUE TO UC10
03	Assistance with maintaining my employment	→ CONTINUE TO UC10
04	Assistance with being able to continue to be involved with Australian Government funded disability services	→ CONTINUE TO UC10
05	Nothing else	→ CONTINUE TO UC10
96	Other (please specify)	→ CONTINUE TO UC10
99	I do not wish to answer this question	→ CONTINUE TO UC10

UC10. SUGGESTIONS FOR IMPROVEMENTS (DO NOT DISPLAY)

UC10. What suggestions would you make in order to improve the CRRS?

OPEN ENDED TEXT

JOBACCESS WEBSITE

You mentioned that you have accessed the JobAccess Website (the website) in the last 2 years, so we would like you to now answer some questions about your experience with the website.

ACCESSING THE WEBSITE (DO NOT DISPLAY)

UW1. ACCESSING THE WEBSITE (DO NOT DISPLAY)

UW1. Roughly how many times have you visited the website in the last 2 years?

ANSWER AS A WHOLE NUMBER ONLY

UW2. EASE OF USE (DO NOT DISPLAY)

UW2. Overall, how easy or difficult was it to use the website in the last 2 years? Please answer on a scale of 0 to 10, where 0 is 'Very difficult' and 10 is 'Very easy'.

Very difficult										Very easy	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99

UW2B. REASON FOR EASE OF USE (DO NOT DISPLAY)

UW2B. Why do you say that?

OPEN ENDED TEXT

UW3. FOUND INFORMATION (DO NOT DISPLAY)

UW3. Over the last 2 years, when visiting the website do you feel you got the information or advice you were looking for?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Yes - every time	→ CONTINUE TO UW4
02	Yes - sometimes	→ CONTINUE TO UW4
03	No - never	→ CONTINUE TO UW4
97	Don't know	→ CONTINUE TO UW4
99	I do not wish to answer this question	→ CONTINUE TO UW4

UW4. INFORMATION PROVIDED (DO NOT DISPLAY)

UW4. To what extent do you agree or disagree that the website provides sufficient information on the following areas related to disability...

NOTE: RANDOMISE CODES A TO F

CODE		Strongly disagree										Strongly agree	Don't know	I do not wish to answer this question
A	Financial support	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Workplace modifications	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Help with finding and changing jobs	0	1	2	3	4	5	6	7	8	9	10	97	99
D	Career advice and training courses	0	1	2	3	4	5	6	7	8	9	10	97	99
E	Downloadable tools and resources	0	1	2	3	4	5	6	7	8	9	10	97	99
F	Case studies and success stories	0	1	2	3	4	5	6	7	8	9	10	97	99

SPECIFIC EVALUATION QUESTIONS ABOUT THE HOTLINE (DO NOT DISPLAY)

UW5. PERSONAL HELP FROM THE WEBSITE (DO NOT DISPLAY)

UW5. To what extent do you agree or disagree that the website has personally helped you to...

NOTE: RANDOMISE CODES A TO E

CODE		Strongly disagree										Strongly agree	Don't know	I do not wish to answer this question
A	Increase your knowledge of your rights and responsibilities	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Find a job	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Feel supported	0	1	2	3	4	5	6	7	8	9	10	97	99
D	Maintain a job	0	1	2	3	4	5	6	7	8	9	10	97	99
E	Access services found on the website	0	1	2	3	4	5	6	7	8	9	10	97	99

UW6. OUTCOMES (DO NOT DISPLAY)

UW6. To what extent do you agree or disagree that the website...

NOTE: RANDOMISE CODES A TO L

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Helps people with disability to be appropriately employed	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Helps people with disability to feel supported in the workplace	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Helps people with disability to remain in their job	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Is valuable	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Provides information that is up to date	0	1	2	3	4	5	6	7	8	9	10	97	99	
F	Provides information that is easy to understand	0	1	2	3	4	5	6	7	8	9	10	97	99	
G	Provides information that meets my specific needs	0	1	2	3	4	5	6	7	8	9	10	97	99	
H	Is easy to access	0	1	2	3	4	5	6	7	8	9	10	97	99	
I	Is easy to use	0	1	2	3	4	5	6	7	8	9	10	97	99	
J	Provides referrals to appropriate authorities and services	0	1	2	3	4	5	6	7	8	9	10	97	99	
K	Helps to increase the skills and confidence of people with disability seeking employment	0	1	2	3	4	5	6	7	8	9	10	97	99	
L	Separates content for the key users (i.e. people with disability, employers and employment service providers)?	0	1	2	3	4	5	6	7	8	9	10	97	99	

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE

UW7. MOST USEFUL (DO NOT DISPLAY)

UW7. What have you found to be **most** useful in your experience with the website?

NOTE: RANDOMISE CODES 01 TO 05

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Finding the information I was looking for	→ CONTINUE TO UW8
02	Being connected to appropriate supports	→ CONTINUE TO UW8
03	Getting access to detailed information	→ CONTINUE TO UW8
04	Getting support to help me get a job	→ CONTINUE TO UW8
05	Getting support to help me keep my job	→ CONTINUE TO UW8
96	Other (please specify)	→ CONTINUE TO UW8
99	I do not wish to answer this question	→ CONTINUE TO UW8

UW8. OTHER USEFUL (DO NOT DISPLAY)

UW8. And what else have you found to be useful? Please select all that apply.

NOTE: RANDOMISE CODES 01 TO 05

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Finding the information I was looking for	→ CONTINUE TO UW9
02	Being connected to appropriate supports	→ CONTINUE TO UW9
03	Getting access to detailed information	→ CONTINUE TO UW9
04	Getting support to help me get a job	→ CONTINUE TO UW9
05	Getting support to help me keep my job	→ CONTINUE TO UW9
06	Nothing else	→ CONTINUE TO UW9
96	Other (please specify)	→ CONTINUE TO UW9
99	I do not wish to answer this question	→ CONTINUE TO UW9

UW9. RECOMMENDATION (DO NOT DISPLAY)

UW9. How likely are you to recommend to friends, family or colleagues that they use the website?

Please use a scale of 0 to 10, where 0 is 'Extremely unlikely' and 10 is 'Extremely likely'.

Extremely unlikely											Extremely likely	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

UW10. SUGGESTIONS FOR IMPROVEMENTS (DO NOT DISPLAY)
UW10. What suggestions would you make in order to improve the website?

OPEN ENDED TEXT

USER DEMOGRAPHICS

Before we finish the interview, we'd like to ask you some questions about yourself to help us analyse the information we collect from the survey and to ensure that we interview a representative cross-section of people. Please note that the answers you give will remain completely confidential.

UD1. POSTCODE (DO NOT DISPLAY)

UD1. Please indicate the postcode of your home address below.

NOTE: THE FIELDWORK PROVIDER WILL THEN MATCH POSTCODE TO REGIONAL STATUS AND STATE

UD1B. REGION (DO NOT DISPLAY)

UD1B. FIELDWORK PROVIDER TO FILL OUT TABLE BELOW BASED ON POSTCODE

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Metro	→ CONTINUE
02	Inner regional	→ CONTINUE
03	Outer regional	→ CONTINUE
04	Remote	→ CONTINUE

UD1C. STATE (DO NOT DISPLAY)

UD1C. FIELDWORK PROVIDER TO FILL OUT TABLE BELOW BASED ON POSTCODE

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Queensland	→ CONTINUE
02	New South Wales	→ CONTINUE
03	Victoria	→ CONTINUE
04	Tasmania	→ CONTINUE
05	South Australia	→ CONTINUE
06	ACT	→ CONTINUE
07	Western Australia	→ CONTINUE
08	Northern Territory	→ CONTINUE

UD2. NESB (DO NOT DISPLAY)

UD2. Do you speak a language, other than English at home?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO UD3
02	No	→ CONTINUE TO UD4
99	I do not wish to answer this question	→ CONTINUE TO UD4

UD3. LANGUAGE (DO NOT DISPLAY)

UD3. What language do you speak at home?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Arabic	→ CONTINUE TO UD4
02	Assyrian	→ CONTINUE TO UD4
03	Bosnian	→ CONTINUE TO UD4
04	Burmese	→ CONTINUE TO UD4
05	Simplified Chinese	→ CONTINUE TO UD4
06	Croatian	→ CONTINUE TO UD4
07	Dari	→ CONTINUE TO UD4
08	French	→ CONTINUE TO UD4
09	Greek	→ CONTINUE TO UD4
10	Hazaragi	→ CONTINUE TO UD4
11	Karen	→ CONTINUE TO UD4
12	Khmer	→ CONTINUE TO UD4
13	Korean	→ CONTINUE TO UD4
14	Macedonian	→ CONTINUE TO UD4
15	Traditional Chinese	→ CONTINUE TO UD4
16	Persian	→ CONTINUE TO UD4
17	Serbian	→ CONTINUE TO UD4
18	Spanish	→ CONTINUE TO UD4
19	Tamil	→ CONTINUE TO UD4
20	Thai	→ CONTINUE TO UD4
21	Turkish	→ CONTINUE TO UD4
22	Vietnamese	→ CONTINUE TO UD4
96	Other (please specify)	→ CONTINUE TO UD4
99	I do not wish to answer this question	→ CONTINUE TO UD4

UD4. EDUCATION (DO NOT DISPLAY)

22/07/2019 evaluation of jobaccess services - july 2019

UD4. What is the highest level of education you have completed?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Year 10 or below	→ CONTINUE TO UD5
02	Year 11 or equivalent	→ CONTINUE TO UD5
03	Year 12 or equivalent	→ CONTINUE TO UD5
04	Trade certificate or apprenticeship	→ CONTINUE TO UD5
05	Diploma, Certificate, etc	→ CONTINUE TO UD5
06	Bachelor or Honours Degree	→ CONTINUE TO UD5
06	Postgraduate Qualifications (e.g. Masters, PhD)	→ CONTINUE TO UD5
96	Other (please specify)	→ CONTINUE TO UD5
99	I do not wish to answer this question	→ CONTINUE TO UD5

UD5. WORK STATUS (DO NOT DISPLAY)

UD5. Which of the following best describes your current employment status?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Employed, working full time (more than 35 hours a week)	→ CONTINUE TO UD6
02	Self Employed, working full time (more than 35 hours a week)	→ CONTINUE TO UD6
03	Employed, working part time (less than 35 hours a week)	→ CONTINUE TO UD6
04	Self Employed, working part time (less than 35 hours a week)	→ CONTINUE TO UD6
05	Unemployed, looking for full time work (more than 35 hours per week)	→ CONTINUE TO UD6
06	Unemployed, looking for part time work (less than 35 hours per week)	→ CONTINUE TO UD6
07	Not employed and not looking for work	→ CONTINUE TO UD6
08	Student	→ CONTINUE TO UD6
09	Beneficiary or welfare recipient	→ CONTINUE TO UD6
10	Retired	→ CONTINUE TO UD6
11	Looking after the house full time	→ CONTINUE TO UD6
96	Other (Please specify)	→ CONTINUE TO UD6
99	I do not wish to answer this question	→ CONTINUE TO UD6

UD6. ATSI (DO NOT DISPLAY)

UD6. Do you identify as being of Aboriginal or Torres Strait Islander decent?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes – Aboriginal	➔ FINISH
02	Yes – Torres Strait Islander	➔ FINISH
03	Yes – Both Aboriginal and Torres Strait Islander	➔ FINISH
04	No	➔ FINISH
99	I do not wish to answer this question	➔ FINISH

MAIN BODY OF QUESTIONNAIRE – EMPLOYERS

EAF

You mentioned that you have accessed the Employment Assistance Fund (EAF) in the last 2 years, so we would like you to now answer some questions about your experience with the EAF.

ACCESSING THE EAF (DO NOT DISPLAY)

EE1. ACCESSING EAF (DO NOT DISPLAY)

EE1. Roughly how many times have you accessed the EAF in the last 2 years?

ANSWER AS A WHOLE NUMBER ONLY

EE2. EASE OF USE (DO NOT DISPLAY)

EE2. Overall, how easy or difficult was it to use the EAF in the last 2 years? Please answer on a scale of 0 to 10, where 0 is 'Very difficult' and 10 is 'Very easy'.

Very difficult										Very easy	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99

EE2B. REASON FOR EASE OF USE (DO NOT DISPLAY)

EE2B. Why do you say that?

OPEN ENDED TEXT

EVALUATION QUESTIONS LINKED TO PARTICULAR INTERACTIONS AS PART OF THE EAF (DO NOT DISPLAY)

EE3. APPLICATION PROCESS (DO NOT DISPLAY)

EE3. Thinking specifically about the application process for funding through the EAF, which of the following best applies to you.

If you have completed more than one application, please think about the most recent application that you have completed.

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	I have completed and submitted an online application form for my employee	→ CONTINUE TO EE4
02	I have started an online application form for my employee, but have not yet submitted it	→ CONTINUE TO EE6
03	I have started the application process for my employee, but am not yet sure how I will submit it	→ CONTINUE TO EE6
04	I have submitted an application for my employee, however this was not via the online application form	→ CONTINUE TO EE6
05	A Disability Employment Services provider submitted on my employees behalf	→ CONTINUE TO EE8
96	Other (please specify)	→ CONTINUE TO EE8

99	I do not wish to answer this question	→ CONTINUE TO EE8
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EE4. ONLINE APPLICATION FORM (DO NOT DISPLAY)

EE4. Did anyone help you to fill in the online application form for your employee?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO EE5
02	No	→ CONTINUE TO EE5
99	I do not wish to answer this question	→ CONTINUE TO EE5

EE5. SATISFACTION WITH ONLINE APPLICATION PROCESS (DO NOT DISPLAY)

EE5. How satisfied were you with the application process in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied										Very satisfied	Don't know	I do not wish to answer this question
A	Ease of the application process	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Timeliness of completing the application process	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Communication of those involved in completing the application process	0	1	2	3	4	5	6	7	8	9	10	97	99

EE6. PARTIAL COMPLETE ONLINE APPLICATION FORM (DO NOT DISPLAY)

EE6. To date, has anyone helped you to fill in the application form for your employee?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO E7
02	No	→ CONTINUE TO E7
99	I do not wish to answer this question	→ CONTINUE TO E7

EE7. SATISFACTION WITH ONLINE APPLICATION PROCESS TO DATE (DO NOT DISPLAY)

EE7. To date, how satisfied have you been with the application process in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied										Very satisfied	Don't know	I do not wish to answer this question
A	Ease of the application process	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Timeliness of completing the application process	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Communication of those involved in completing the application process	0	1	2	3	4	5	6	7	8	9	10	97	99

EE8. ASSISTANCE TYPE (DO NOT DISPLAY)

EE8. Which of the following best describe the type/s of work-related modifications that you applied for on behalf of your employee?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Adjustments to the physical workplace	→ CONTINUE TO EE9
02	Modifications to work vehicle/s	→ CONTINUE TO EE9
03	Special equipment for the workplace	→ CONTINUE TO EE9
04	Information and communication devices (adaptive technology)	→ CONTINUE TO EE9
05	Auslan interpreting services	→ CONTINUE TO EE9
06	Specialist services	→ CONTINUE TO EE9
07	Disability Awareness Training	→ CONTINUE TO EE9
08	Mental health awareness and first aid training	→ CONTINUE TO EE9
96	Other (please specify)	→ CONTINUE TO EE9
99	I do not wish to answer this question	→ CONTINUE TO EE9

EE9. WORKPLACE MODIFICATION ASSESSMENT (DO NOT DISPLAY)

EE9. Has a Workplace Modification Assessment taken place for your employee?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO EE10
02	No	→ CONTINUE TO EE25
99	I do not wish to answer this question	→ CONTINUE TO EE25

EE10. SATISFACTION WITH WORKPLACE MODIFICATION ASSESSMENT PROCESS (DO NOT DISPLAY)

EE10. How satisfied were you with the Workplace Modification Assessment in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied										Very satisfied	Don't know	I do not wish to answer this question
A	Ease of having the assessment completed	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Timeliness of completing the assessment	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Communication of those involved in completing the assessment	0	1	2	3	4	5	6	7	8	9	10	97	99

EE11. SATISFACTION WITH WORKPLACE MODIFICATION RECOMMENDATIONS (DO NOT DISPLAY)

EE11. Overall, how satisfied were you with the recommended workplace change/s for your employee? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

Very dissatisfied										Very satisfied	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99

EE11B. REASON FOR EASE OF USE (DO NOT DISPLAY)

EE11B. Why do you say that?

OPEN ENDED TEXT

EE12. WORKPLACE MODIFICATION RECOMMENDATIONS (DO NOT DISPLAY)

EE12. To what extent do you agree or disagree that the recommended workplace change/s for your employee...

NOTE: RANDOMISE CODES A TO C

CODE		Strongly disagree										Strongly agree	Don't know	I do not wish to answer this question
A	Are appropriate	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Will help to increase the productivity of your employee	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Will help to increase the retention of your employee	0	1	2	3	4	5	6	7	8	9	10	97	99

EE13. CHANGES BEEN MADE (DO NOT DISPLAY)

EE13. Have the workplace change/s funded through the EAF for your employee been made?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO EE14
02	No	→ CONTINUE TO EE15
99	I do not wish to answer this question	→ CONTINUE TO EE25

EE14. ASSISTANCE TYPE (DO NOT DISPLAY)

EE14. Which of the following best describe the type/s of work-related modifications that were funded through the EAF and made for your employee?

CODE	PLEASE SELECT ALL APPLY	SEQUENCE INSTRUCTION
01	Adjustments to the physical workplace	→ CONTINUE TO EE16
02	Modifications to work vehicle/s	→ CONTINUE TO EE16
03	Special equipment for the workplace	→ CONTINUE TO EE16
04	Information and communication devices	→ CONTINUE TO EE16
05	Auslan interpreting services	→ CONTINUE TO EE16
06	Specialist services	→ CONTINUE TO EE16
07	Disability Awareness Training	→ CONTINUE TO EE16
08	Mental health awareness and first aid training	→ CONTINUE TO EE16
96	Other (please specify)	→ CONTINUE TO EE16
99	I do not wish to answer this question	→ CONTINUE TO EE16

EE15. ASSISTANCE TYPE (DO NOT DISPLAY)

EE15. Which of the following best describe the type/s of work-related modifications that have been recommended for your employee through the EAF?

CODE	PLEASE SELECT ALL APPLY	SEQUENCE INSTRUCTION
01	Adjustments to the physical workplace	→ CONTINUE TO EE25
02	Modifications to work vehicle/s	→ CONTINUE TO EE25
03	Special equipment for the workplace	→ CONTINUE TO EE25
04	Information and communication devices	→ CONTINUE TO EE25
05	Auslan interpreting services	→ CONTINUE TO EE25
06	Specialist services	→ CONTINUE TO EE25
07	Disability Awareness Training	→ CONTINUE TO EE25
08	Mental health awareness and first aid training	→ CONTINUE TO EE25
96	Other (please specify)	→ CONTINUE TO EE25
99	I do not wish to answer this question	→ CONTINUE TO EE25

EE16. SATISFACTION WITH WORKPLACE CHANGES (DO NOT DISPLAY)

EE16. How satisfied were you with the workplace change/s for your employee in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied										Very satisfied	Don't know	I do not wish to answer this question
A	Appropriateness of the change/s	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Ease of having the change/s made	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Timeliness of having the change/s made	0	1	2	3	4	5	6	7	8	9	10	97	99
D	Communication of those involved in making the change/s	0	1	2	3	4	5	6	7	8	9	10	97	99

EE17. RECOMMEND WORKPLACE MODIFICATIONS (DO NOT DISPLAY)

EE17. How likely are you to recommend to people with disability, friends, family or colleagues that they use the EAF to make workplace changes? Please use a scale of 0 to 10, where 0 is 'Extremely unlikely' and 10 is 'Extremely likely'.

Extremely unlikely										Extremely likely	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99

EE18. FUNDING CAP AWARENESS (DO NOT DISPLAY)

EE18. Are you aware of funding caps that apply to particular workplace change/s for employees through the EAF?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO EE19
02	No	→ CONTINUE TO EE19
97	Don't know	→ CONTINUE TO EE19
99	I do not wish to answer this question	→ CONTINUE TO EE19

EE19 WORKPLACE CHANGES (DO NOT DISPLAY)

EE19. To what extent do you agree or disagree that the workplace change/s that were made for your employee...

NOTE: RANDOMISE CODES A TO J

CODE		Strongly disagree										Strongly agree	Don't know	I do not wish to answer this question
A	Have helped to increase the productivity of your employee	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Have helped to increase the retention of your employee	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Were good value for money	0	1	2	3	4	5	6	7	8	9	10	97	99
D	Were worth the cost	0	1	2	3	4	5	6	7	8	9	10	97	99
E	Were a good use of taxpayer funds	0	1	2	3	4	5	6	7	8	9	10	97	99
F	[ASK ONLY IF EE18= CODE 01 "YES"] Were influenced by the funding caps	0	1	2	3	4	5	6	7	8	9	10	97	99
G	Could have been better and a more expensive modification would have had a greater impact on the amount of work your employee can do	0	1	2	3	4	5	6	7	8	9	10	97	99
H	Could have been better and a different modification would have had a greater impact on the amount of work your employee can do	0	1	2	3	4	5	6	7	8	9	10	97	99
I	Could have been better and a more expensive modification would have made the work environment more comfortable for your employee	0	1	2	3	4	5	6	7	8	9	10	97	99
J	Could have been better and a different modification would have made the work environment more comfortable/enjoyable	0	1	2	3	4	5	6	7	8	9	10	97	99

EE20. TIME SINCE CHANGES (DO NOT DISPLAY)

EE20. How long has it been since the workplace change/s were made for your employee?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Less than 3 months (less than 13 weeks)	→ CONTINUE TO EE21
02	Between 3 and 6 months (between 13 to 26 weeks)	→ CONTINUE TO EE21
03	Between 6 and 12 months (between 26 to 52 weeks)	→ CONTINUE TO EE21
04	More than 12 months (More than 52 weeks)	→ CONTINUE TO EE21
99	I do not wish to answer this question	→ CONTINUE TO EE21

EE21. CHANGED JOBS (DO NOT DISPLAY)

EE21. Has your employee changed jobs since the workplace change/s funded through the EAF have been made?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO EE22
02	No	→ CONTINUE TO EE24
99	I do not wish to answer this question	→ CONTINUE TO EE24

EE22. MOVED GOODS OR SERVICES (DO NOT DISPLAY)

EE22. Did the goods or services approved through the EAF go with your employee?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO EE24
02	No	→ CONTINUE TO EE23
99	I do not wish to answer this question	→ CONTINUE TO EE24

EE23. REASON FOR GOODS OR SERVICES NOT MOVED (DO NOT DISPLAY)

EE23. Why didn't the goods or services go with your employee?

OPEN ENDED TEXT

EE24. SUGGESTED IMPROVEMENTS OF PROCESS (DO NOT DISPLAY)

EE24. What suggestions would you make in order to improve the process?

OPEN ENDED TEXT

EE25. DISABILITY AWARENESS TRAINING (DO NOT DISPLAY)

EE25. Have you accessed the Disability Awareness Training that is provided through the EAF?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO EE26
02	No	→ CONTINUE TO EE29
99	I do not wish to answer this question	→ CONTINUE TO EE29

EE26. SATISFACTION WITH DISABILITY AWARENESS TRAINING (DO NOT DISPLAY)

EE26. How satisfied were you with the Disability Awareness Training in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied											Very satisfied	Don't know	I do not wish to answer this question
A	Relevance of the training	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Quality of the content	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	The presenter / trainer	0	1	2	3	4	5	6	7	8	9	10	97	99	

EE27. WORKPLACE CHANGES (DO NOT DISPLAY)

EE27. To what extent do you agree or disagree that as a result of having accessed the Disability Awareness Training...

NOTE: RANDOMISE CODES A TO E

CODE		Strongly disagree										Strongly agree	Don't know	I do not wish to answer this question
A	Workplace barriers have been reduced	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Workplace barriers have been removed	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Workplace adjustments have been made so employees are better able to carry out their duties	0	1	2	3	4	5	6	7	8	9	10	97	99
D	Productivity has increased	0	1	2	3	4	5	6	7	8	9	10	97	99
E	Colleagues have increased their understanding and awareness of people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99

EE28. RECOMMEND DISABILITY AWARENESS TRAINING (DO NOT DISPLAY)

EE28. How likely are you to recommend to people with disability, friends, family or colleagues that they access the Disability Awareness Training? Please use a scale of 0 to 10, where 0 is 'Extremely unlikely' and 10 is 'Extremely likely'.

Extremely unlikely											Extremely likely	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

SPECIFIC EVALUATION QUESTIONS ABOUT THE EAF

EE29. AGREEMENT ABOUT EAF MODIFICATIONS (DO NOT DISPLAY)

EE29. From your perspective, to what extent do you agree or disagree that the EAF...

NOTE: RANDOMISE CODES A TO K

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Helps people with disability to be appropriately employed	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Helps people with disability to feel supported in the workplace	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Helps people with disability to remain in their jobs	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Helps to create a disability confident and aware workplace	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Provides information that is up to date	0	1	2	3	4	5	6	7	8	9	10	97	99	
F	Provides information that is easy to understand	0	1	2	3	4	5	6	7	8	9	10	97	99	
G	Provides information that meets my specific needs	0	1	2	3	4	5	6	7	8	9	10	97	99	
H	Is easy to access	0	1	2	3	4	5	6	7	8	9	10	97	99	
I	Is easy to use	0	1	2	3	4	5	6	7	8	9	10	97	99	
K	Helps colleagues to increase their understanding and awareness of people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE

We are nearly at the end of the survey, just another couple of questions about the EAF before we wrap up.

EE30. MOST USEFUL (DO NOT DISPLAY)

EE30. What have you found to be **most** useful in your experience with the EAF?

NOTE: RANDOMISE CODES 01 TO 06

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Increased confidence in working with people with disability	→ CONTINUE TO EE31
02	Increased comfort in interacting with employees with disability	→ CONTINUE TO EE31
03	Ability to overcome workplace barriers for employees with disability	→ CONTINUE TO EE31
04	Ability to better assist employees with disability to perform their jobs	→ CONTINUE TO EE31
05	Ability to better assist employees with disability to continue to keep working	→ CONTINUE TO EE31
06	Ability to better assist colleagues to increase their understanding and awareness of people with disability	→ CONTINUE TO EE31
96	Other (please specify)	→ CONTINUE TO EE31
99	I do not wish to answer this question	→ CONTINUE TO EE31

EE31. OTHER USEFUL (DO NOT DISPLAY)

EE31. And what else have you found to be useful? Please select all that apply.

NOTE: RANDOMISE CODES 01 TO 06

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Increased confidence in working with people with disability	→ CONTINUE TO EE32
02	Increased comfort in interacting with employees people with disability	→ CONTINUE TO EE32
03	Ability to overcome workplace barriers for employees with disability	→ CONTINUE TO EE32
04	Ability to better assist employees with disability to perform their jobs	→ CONTINUE TO EE32
05	Ability to better assist employees with disability to continue to keep working	→ CONTINUE TO EE32
06	Ability to better assist colleagues to increase their understanding and awareness of people with disability	→ CONTINUE TO EE32
07	Nothing else	→ CONTINUE TO EE32
96	Other (please specify)	→ CONTINUE TO EE32
99	I do not wish to answer this question	→ CONTINUE TO EE32

EE32. SUGGESTIONS FOR IMPROVEMENTS (DO NOT DISPLAY)

EE32. What suggestions would you make in order to improve the EAF?

OPEN ENDED TEXT

INFORMATION AND ADVICE SERVICE

You mentioned that you have accessed the JobAccess Email and Telephone Information and Advice Service (Information and Advice Service) in the last 2 years, so we would like you to now answer some questions about your experience with the Information and Advice Service.

ACCESSING THE INFORMATION AND ADVICE SERVICE (DO NOT DISPLAY)

EA1. ACCESSING INFORMATION AND ADVICE SERVICE (DO NOT DISPLAY)

EA1. Roughly how many times have you accessed the Information and Advice Service in the last 2 years?

ANSWER AS A WHOLE NUMBER ONLY

EA2. EASE OF USE (DO NOT DISPLAY)

EA2. Overall, how easy or difficult was it to use the Information and Advice Service in the last 2 years? Please answer on a scale of 0 to 10, where 0 is 'Very difficult' and 10 is 'Very easy'.

Very difficult											Very easy	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

EA2B. REASON FOR EASE OF USE (DO NOT DISPLAY)

EA2B. Why do you say that?

OPEN ENDED TEXT

EA3. ENQUIRY TYPE (DO NOT DISPLAY)

EA3. In the last 2 years, which of the following types of enquiries have you made to the Information and Advice Service?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Advice about filling a position	→ CONTINUE TO EA4
02	Advice about getting work	→ CONTINUE TO EA4
03	Advice about programs and services	→ CONTINUE TO EA4
04	Advice regarding Apprenticeships	→ CONTINUE TO EA4
05	Advice to support a current worker	→ CONTINUE TO EA4
06	Advice to support an employer	→ CONTINUE TO EA4
07	Assessor query	→ CONTINUE TO EA4
08	Complaint regarding another service provider	→ CONTINUE TO EA4
09	Complaint/dispute regarding EAF application	→ CONTINUE TO EA4
10	Complaint/dispute regarding Advice Service	→ CONTINUE TO EA4

11	Conferencing/advertising/promotions	→ CONTINUE TO EA4
12	EAF application progressed from incomplete	→ CONTINUE TO EA4
13	EAF general information enquiry	→ CONTINUE TO EA4
14	EAF existing application enquiry	→ CONTINUE TO EA4
15	Work Assist	→ CONTINUE TO EA4
16	My rights and responsibilities	→ CONTINUE TO EA4
17	Service Provider contact details	→ CONTINUE TO EA4
18	Supported Wage System enquiry	→ CONTINUE TO EA4
19	Website or Online Form issues	→ CONTINUE TO EA4
96	Other (please specify)	→ CONTINUE TO EA4
99	I do not wish to answer this question	→ CONTINUE TO EA4

EVALUATION QUESTIONS LINKED TO PARTICULAR INTERACTIONS AS PART OF THE INFORMATION AND ADVICE SERVICE (DO NOT DISPLAY)

EA4. SATISFACTION WITH THE INFORMATION AND ADVICE SERVICE (DO NOT DISPLAY)

EA4. How satisfied were you with the Information and Advice Service in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied											Very satisfied	Don't know	I do not wish to answer this question
A	Ease of use	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Timeliness	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Communication	0	1	2	3	4	5	6	7	8	9	10	97	99	

EA5. PERSONAL OUTCOMES (DO NOT DISPLAY)

EA5. QUESTION NOT INCLUDED IN THE EMPLOYER SURVEY

EA6. OUTCOMES (DO NOT DISPLAY)

EA6. To what extent do you agree or disagree that the Information and Advice Service...

NOTE: RANDOMISE CODES A TO S

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Helps to increase your knowledge of your rights and responsibilities relating to disability employment	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Helps to increase your skills and confidence in working with people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Helps people with disability find jobs	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Helps people with disability to be appropriately employed	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Helps people with disability to feel supported in the workplace	0	1	2	3	4	5	6	7	8	9	10	97	99	
F	Helps people with disability to remain in their job	0	1	2	3	4	5	6	7	8	9	10	97	99	
G	Is good value for money	0	1	2	3	4	5	6	7	8	9	10	97	99	
H	Is worth the cost	0	1	2	3	4	5	6	7	8	9	10	97	99	
I	Is a good use of taxpayer funds	0	1	2	3	4	5	6	7	8	9	10	97	99	
J	Provides information that is up to date	0	1	2	3	4	5	6	7	8	9	10	97	99	
K	Provides information that is easy to understand	0	1	2	3	4	5	6	7	8	9	10	97	99	
L	Provides information that meets my specific needs	0	1	2	3	4	5	6	7	8	9	10	97	99	
M	Is easy to access	0	1	2	3	4	5	6	7	8	9	10	97	99	
N	Is easy to use	0	1	2	3	4	5	6	7	8	9	10	97	99	
O	Helps people with disability increase their knowledge about seeking employment	0	1	2	3	4	5	6	7	8	9	10	97	99	
P	Helps to increase the skills and confidence of employers working with people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
Q	Provides appropriate advice by health professionals and trained staff	0	1	2	3	4	5	6	7	8	9	10	97	99	
R	Provides referrals to appropriate authorities and services	0	1	2	3	4	5	6	7	8	9	10	97	99	
S	Helps to increase your skills and confidence in recruiting and employing people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE

EA7. MOST USEFUL (DO NOT DISPLAY)

EA7. What have you found to be **most** useful in your experience with the Information and Advice Service?

NOTE: RANDOMISE CODES 01 TO 04

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Being referred to the correct people	→ CONTINUE TO EA8
02	Getting assistance with my enquiry	→ CONTINUE TO EA8
03	Getting appropriate advice	→ CONTINUE TO EA8
04	Being supported	→ CONTINUE TO EA8
96	Other (please specify)	→ CONTINUE TO EA8
99	I do not wish to answer this question	→ CONTINUE TO EA8

EA8. OTHER USEFUL (DO NOT DISPLAY)

EA8. And what else have you found to be useful? Please select all that apply.

NOTE: RANDOMISE CODES 01 TO 04

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Being referred to the correct people	→ CONTINUE TO EA9
02	Getting assistance with my enquiry	→ CONTINUE TO EA9
03	Getting appropriate advice	→ CONTINUE TO EA9
04	Being supported	→ CONTINUE TO EA9
05	Nothing else	→ CONTINUE TO EA9
96	Other (please specify)	→ CONTINUE TO EA9
99	I do not wish to answer this question	→ CONTINUE TO EA9

EA9. RECOMMENDATION (DO NOT DISPLAY)

EA9. How likely are you to recommend to people with disability, friends, family or colleagues that they access the Information and Advice Service? Please use a scale of 0 to 10, where 0 is 'Extremely unlikely' and 10 is 'Extremely likely'.

Extremely unlikely											Extremely likely	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

EA10. SUGGESTIONS FOR IMPROVEMENTS (DO NOT DISPLAY)

EA10. What suggestions would you make in order to improve the Information and Advice Service?

OPEN ENDED TEXT

NATIONAL DISABILITY RECRUITMENT COORDINATOR

You mentioned that you have accessed the National Disability Recruitment Coordinator (NDRC) in the last 2 years, so we would like you to now answer some questions about your experience with the NDRC.

ACCESSING THE INFORMATION AND ADVICE SERVICE (DO NOT DISPLAY)

EN0. NDRC PARTNERS VS. NDRC ALUMNI (DO NOT DISPLAY)

EN0. Which of the following applies to the organisation you work/worked for when you accessed the NDRC in the last 2 years?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	They are/were a current NDRC partner	→ CONTINUE TO EN1
02	They are/were part of the NDRC Alumni	→ CONTINUE TO EN1
03	Other (Please specify)	→ CONTINUE TO EN1
99	I do not wish to answer this question	→ CONTINUE TO EN1

EN1. ACCESSING INFORMATION AND ADVICE SERVICE (DO NOT DISPLAY)

EN1. Roughly how many times have you interacted with the services of the NDRC in the last 2 years (e.g. as an employer partner, to advertise a job vacancy, to attend a NDRC event, etc.)?

ANSWER AS A WHOLE NUMBER ONLY

EN2. EASE OF USE (DO NOT DISPLAY)

EN2. Overall, how easy or difficult was it to use the NDRC in the last 2 years? Please answer on a scale of 0 to 10, where 0 is 'Very difficult' and 10 is 'Very easy'.

Very difficult										Very easy	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99

EN2B. REASON FOR EASE OF USE (DO NOT DISPLAY)

EN2B. Why do you say that?

OPEN ENDED TEXT

EN3. HOW FOUND OUT ABOUT THE NDRC (DO NOT DISPLAY)

EN3. How did you find out about the NDRC?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Word of mouth	→ CONTINUE TO EN4
02	The JobAccess Website	→ CONTINUE TO EN4
03	Referral (please specify)	→ CONTINUE TO EN4
04	From another employer	→ CONTINUE TO EN4
05	From an employer representative body or local chamber of commerce	→ CONTINUE TO EN4
06	Directly approached by JobAccess	→ CONTINUE TO EN4
96	Other (please specify)	→ CONTINUE TO EN4
99	I do not wish to answer this question	→ CONTINUE TO EN4

EN4. INTERACTION TYPES (DO NOT DISPLAY)

EN4. In the last 2 years, in which of the following ways have you interacted with the NDRC?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Worked with the NDRC to develop workplace policies and practices that accommodate people with disability	→ CONTINUE TO EN5
02	Worked with the NDRC to design jobs and write position descriptions	→ CONTINUE TO EN5
03	Advertised job/s through the NDRC job vacancy service	→ CONTINUE TO EN5
04	Assessed applications of candidates provided by the NDRC	→ CONTINUE TO EN5
05	Interviewed candidate/s provided by the NDRC	→ CONTINUE TO EN5
06	Employed candidate/s provided by the NDRC	→ CONTINUE TO EN5
07	Sought advice from the NDRC on how to get DES providers involved in the recruitment and interviewing process	→ CONTINUE TO EN5
08	Sought advice from the NDRC on how to get on the job support for new employees with disability	→ CONTINUE TO EN5
09	Attended NDRC workplace training	→ CONTINUE TO EN5
10	Attended NDRC employer seminars	→ CONTINUE TO EN5
96	Other (please specify)	→ CONTINUE TO EN5
99	I do not wish to answer this question	→ CONTINUE TO EN5

EN5. SATSIAFCTION WITH NDRC INTERACTIONS (DO NOT DISPLAY)

EN5. How satisfied were you with your involvement with the NDRC in terms of each of the following interactions? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

NOTE: ONLY DISPLAY CODES THAT WERE SELECTED AT N4

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Worked with the NDRC to develop workplace policies and practices that accommodate people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Worked with the NDRC to design jobs and write position descriptions	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Advertised job/s through the NDRC job vacancy service	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Assessed applications of candidates provided by the NDRC	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Interviewed candidate/s provided by the NDRC	0	1	2	3	4	5	6	7	8	9	10	97	99	
F	Employed candidate/s provided by the NDRC	0	1	2	3	4	5	6	7	8	9	10	97	99	
G	Sought advice from the NDRC on how to get DES providers involved in the recruitment and interviewing process	0	1	2	3	4	5	6	7	8	9	10	97	99	
H	Sought advice from the NDRC on how to get on the job support for new employees with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
I	Attended NDRC workplace training	0	1	2	3	4	5	6	7	8	9	10	97	99	
J	Attended NDRC employer seminars	0	1	2	3	4	5	6	7	8	9	10	97	99	

EN6. ACTIVITY OUTCOMES (DO NOT DISPLAY)

EN6. To what extent do you agree or disagree that the NDRC activities...

NOTE: RANDOMISE CODES A TO N

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Are appropriate	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Have assisted your organisation to develop job vacancies specifically for people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Have assisted your organisation to develop relationships with DES providers	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Have provided support to develop sustainable policies and processes that enable disability employment	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Have helped your organisation to better support people with disability to find employment	0	1	2	3	4	5	6	7	8	9	10	97	99	
F	Have increased your organisations knowledge about employing people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
G	Have increased the skills and confidence of people in your organisation with regards to working with people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
H	Contributed to improved resources and HR practices within your organisation to support employees with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
I	Have increased your organisations' ability to maintain meaningful employment for employees with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
J	Have ensured that people with disability receive fair and just treatment	0	1	2	3	4	5	6	7	8	9	10	97	99	
K	Have increased employer demand for employees with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
L	Have increased your organisations' ability to appropriately employ people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
M	Are good value for money	0	1	2	3	4	5	6	7	8	9	10	97	99	
N	Are a good use of taxpayer funds	0	1	2	3	4	5	6	7	8	9	10	97	99	

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE

EN7. MOST USEFUL (DO NOT DISPLAY)

EN7. What have you found to be **most** useful in your experience with the NDRC?

NOTE: RANDOMISE CODES 01 TO 07

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Assistance provided to develop workplace policies and practices that accommodate people with disability	→ CONTINUE TO EN8
02	Assistance provided to design jobs and write position descriptions	→ CONTINUE TO EN8
03	NDRC job vacancy service	→ CONTINUE TO EN8
04	Advice received on how to get DES providers involved in the recruitment and interviewing process	→ CONTINUE TO EN8
05	Advice received on how to get on the job support for new employees with disability	→ CONTINUE TO EN8
06	Workplace training	→ CONTINUE TO EN8
07	Employer seminars	→ CONTINUE TO EN8
96	Other (please specify)	→ CONTINUE TO EN8
99	I do not wish to answer this question	→ CONTINUE TO EN8

EN8. OTHER USEFUL (DO NOT DISPLAY)

EN8. And what else have you found to be useful? Please select all that apply.

NOTE: RANDOMISE CODES 01 TO 07

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Assistance provided to develop workplace policies and practices that accommodate people with disability	→ CONTINUE TO EN9
02	Assistance provided to design jobs and write position descriptions	→ CONTINUE TO EN9
03	NDRC job vacancy service	→ CONTINUE TO EN9
04	Advice received on how to get DES providers involved in the recruitment and interviewing process	→ CONTINUE TO EN9
05	Advice received on how to get on the job support for new employees with disability	→ CONTINUE TO EN9
06	Workplace training	→ CONTINUE TO EN9
07	Employer seminars	→ CONTINUE TO EN9
08	Nothing else	→ CONTINUE TO EN9
96	Other (please specify)	→ CONTINUE TO EN9
99	I do not wish to answer this question	→ CONTINUE TO EN9

EN9. RECOMMENDATION (DO NOT DISPLAY)

EN9. How likely are you to recommend to people with disability, colleagues or other employers that they access the NDRC? Please use a scale of 0 to 10, where 0 is 'Extremely unlikely' and 10 is 'Extremely likely'.

Extremely unlikely											Extremely likely	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

EN10. SUGGESTIONS FOR IMPROVEMENTS (DO NOT DISPLAY)

EN10. What suggestions would you make in order to improve the NDRC?

OPEN ENDED TEXT

JOBACCESS WEBSITE

You mentioned that you have accessed the JobAccess Website (the website) in the last 2 years, so we would like you to now answer some questions about your experience with the website.

ACCESSING THE WEBSITE (DO NOT DISPLAY)

EW1. ACCESSING THE WEBSITE (DO NOT DISPLAY)

EW1. Roughly how many times have you visited the website in the last 2 years?

ANSWER AS A WHOLE NUMBER ONLY

EW2. EASE OF USE (DO NOT DISPLAY)

EW2. Overall, how easy or difficult was it to use the website in the last 2 years? Please answer on a scale of 0 to 10, where 0 is 'Very difficult' and 10 is 'Very easy'.

Very difficult										Very easy	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99

EW2B. REASON FOR EASE OF USE (DO NOT DISPLAY)

EW2B. Why do you say that?

OPEN ENDED TEXT

EW3. FOUND INFORMATION (DO NOT DISPLAY)

EW3. Over the last 2 years, when visiting the website do you feel you got the information or advice you were looking for?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Yes - every time	→ CONTINUE TO EW4
02	Yes - sometimes	→ CONTINUE TO EW4
03	No - never	→ CONTINUE TO EW4
97	Don't know	→ CONTINUE TO EW4
99	I do not wish to answer this question	→ CONTINUE TO EW4

EW4. INFORMATION PROVIDED (DO NOT DISPLAY)

EW4. To what extent do you agree or disagree that the website provides sufficient information on the following areas related to disability...

NOTE: RANDOMISE CODES A TO F

CODE		Strongly disagree										Strongly agree	Don't know	I do not wish to answer this question
A	Financial support	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Workplace modifications	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Help with finding and changing jobs	0	1	2	3	4	5	6	7	8	9	10	97	99
D	Career advice and training courses	0	1	2	3	4	5	6	7	8	9	10	97	99
E	Downloadable tools and resources	0	1	2	3	4	5	6	7	8	9	10	97	99
F	Case studies and success stories	0	1	2	3	4	5	6	7	8	9	10	97	99

SPECIFIC EVALUATION QUESTIONS ABOUT THE HOTLINE (DO NOT DISPLAY)

EW5. PERSONAL HELP FROM THE WEBSITE (DO NOT DISPLAY)

EW5. QUESTION NOT INCLUDED IN THE EMPLOYER SURVEY

EW6. OUTCOMES (DO NOT DISPLAY)

EW6. To what extent do you agree or disagree that the website...

NOTE: RANDOMISE CODES A TO N

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Helps to increase your knowledge of your rights and responsibilities relating to disability employment	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Helps to increase your skills and confidence in working with people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Helps to increase the knowledge of employers seeking to employ people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Helps people with disability to be appropriately matched to an employer's workplace needs	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Helps people with disability to be appropriately employed	0	1	2	3	4	5	6	7	8	9	10	97	99	
F	Helps people with disability to feel supported in the workplace	0	1	2	3	4	5	6	7	8	9	10	97	99	
G	Helps people with disability to remain in their job	0	1	2	3	4	5	6	7	8	9	10	97	99	
H	Is a good use of taxpayer funds	0	1	2	3	4	5	6	7	8	9	10	97	99	
I	Provides information that is up to date	0	1	2	3	4	5	6	7	8	9	10	97	99	
J	Provides information that is easy to understand	0	1	2	3	4	5	6	7	8	9	10	97	99	
K	Provides information that meets my specific needs	0	1	2	3	4	5	6	7	8	9	10	97	99	
L	Is easy to access	0	1	2	3	4	5	6	7	8	9	10	97	99	
M	Is easy to use	0	1	2	3	4	5	6	7	8	9	10	97	99	
N	Separates content for the key users (i.e. people with disability, employers and employment service providers)	0	1	2	3	4	5	6	7	8	9	10	97	99	

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE

EW7. MOST USEFUL (DO NOT DISPLAY)

EW7. What have you found to be **most** useful in your experience with the website?

NOTE: RANDOMISE CODES 01 TO 05

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Finding the information I was looking for	→ CONTINUE TO EW8
02	Being connected to appropriate supports	→ CONTINUE TO EW8
03	Getting access to detailed information	→ CONTINUE TO EW8
04	Getting support to help me to employ a person with disability	→ CONTINUE TO EW8
05	Getting support to help me keep a person with disability in the workplace	→ CONTINUE TO EW8
96	Other (please specify)	→ CONTINUE TO EW8
99	I do not wish to answer this question	→ CONTINUE TO EW8

EW8. OTHER USEFUL (DO NOT DISPLAY)

EW8. And what else have you found to be useful? Please select all that apply.

NOTE: RANDOMISE CODES 01 TO 05

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Finding the information I was looking for	→ CONTINUE TO EW9
02	Being connected to appropriate supports	→ CONTINUE TO EW9
03	Getting access to detailed information	→ CONTINUE TO EW9
04	Getting support to help me to employ a person with disability	→ CONTINUE TO EW9
05	Getting support to help me keep a person with disability in the workplace	→ CONTINUE TO EW9
06	Nothing else	→ CONTINUE TO EW9
96	Other (please specify)	→ CONTINUE TO EW9
99	I do not wish to answer this question	→ CONTINUE TO EW9

EW9. RECOMMENDATION (DO NOT DISPLAY)

EW9. How likely are you to recommend to people with disability, friends, family or colleagues that they use the website? Please use a scale of 0 to 10, where 0 is 'Extremely unlikely' and 10 is 'Extremely likely'.

Extremely unlikely											Extremely likely	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

EW10. SUGGESTIONS FOR IMPROVEMENTS (DO NOT DISPLAY)

EW10. What suggestions would you make in order to improve the website?

OPEN ENDED TEXT

DEMOGRAPHICS

Before we finish the interview, we'd like to ask you some questions about the business you work for to help inform the information we collect from the survey and to ensure that the results represent a cross-section of businesses. Please note that the answers you give will remain completely confidential.

ED1. POSTCODE (DO NOT DISPLAY)

ED1. Please indicate the postcode of the business office in which you work in.

NOTE: THE FIELDWORK PROVIDER WILL THEN MATCH POSTCODE TO REGIONAL STATUS AND STATE

ED1B. REGION (DO NOT DISPLAY)

ED1B. FIELDWORK PROVIDER TO FILL OUT TABLE BELOW BASED ON POSTCODE

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Metro	→ CONTINUE
02	Inner regional	→ CONTINUE
03	Outer regional	→ CONTINUE
04	Remote	→ CONTINUE

ED1C. STATE (DO NOT DISPLAY)

ED1C. FIELDWORK PROVIDER TO FILL OUT TABLE BELOW BASED ON POSTCODE

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Queensland	→ CONTINUE
02	New South Wales	→ CONTINUE
03	Victoria	→ CONTINUE
04	Tasmania	→ CONTINUE
05	South Australia	→ CONTINUE
06	ACT	→ CONTINUE
07	Western Australia	→ CONTINUE
08	Northern Territory	→ CONTINUE

ED2. ROLE (DO NOT DISPLAY)

ED2. What is your specific role or position within this business?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Business owner	→ CONTINUE TO ED3
02	CEO	→ CONTINUE TO ED3
03	COO	→ CONTINUE TO ED3
01	Managing director	→ CONTINUE TO ED3
02	Director / Partner	→ CONTINUE TO ED3
03	HR director	→ CONTINUE TO ED3
04	HR manager	→ CONTINUE TO ED3
05	Line manager	→ CONTINUE TO ED3
06	Supervisor	→ CONTINUE TO ED3
07	Other (please specify)	→ CONTINUE TO ED3
99	I do not wish to answer this question	→ CONTINUE TO ED3

ED3. BUSINESS SIZE (DO NOT DISPLAY)

ED3. How many people are currently employed in this business Australia wide? For the purpose of this question please do not include contractors or volunteer staff.

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Sole Trader	→ CONTINUE TO ED4
02	5 or less	→ CONTINUE TO ED4
03	Between 6 and 19	→ CONTINUE TO ED4
04	Between 20 and 99	→ CONTINUE TO ED4
05	Between 100 and 199	→ CONTINUE TO ED4
06	200 or more	→ CONTINUE TO ED4
97	Don't know	→ CONTINUE TO ED4
99	I do not wish to answer this question	→ CONTINUE TO ED4

D4. INDUSTRY (DO NOT DISPLAY)

D4. What industry does the business mainly operate in?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Agriculture, Forestry and Fishing	→ CONTINUE TO ED5
02	Mining	→ CONTINUE TO ED5
03	Hair and Beauty Services	→ CONTINUE TO ED5
04	Manufacturing	→ CONTINUE TO ED5
05	Electricity, Gas, Water and Waste Services	→ CONTINUE TO ED5
06	Construction	→ CONTINUE TO ED5
07	Wholesale Trade	→ CONTINUE TO ED5
08	Retail Trade	→ CONTINUE TO ED5
09	Cleaning Services	→ CONTINUE TO ED5
10	Fast Food and Restaurants	→ CONTINUE TO ED5
11	Accommodation Services	→ CONTINUE TO ED5
12	Transport, Postal and Warehousing	→ CONTINUE TO ED5
13	Information Media and Telecommunications	→ CONTINUE TO ED5
14	Financial and Insurance Services	→ CONTINUE TO ED5
15	Rental, Hiring and Real Estate Services	→ CONTINUE TO ED5
16	Professional, Scientific and Technical Services	→ CONTINUE TO ED5
17	Administrative and Support Services	→ CONTINUE TO ED5
18	Public Administration and Safety	→ CONTINUE TO ED5
19	Education and Training	→ CONTINUE TO ED5
20	Health Care and Social Assistance	→ CONTINUE TO ED5
21	Arts and Recreation Services	→ CONTINUE TO ED5
22	Security Services	→ CONTINUE TO ED5
23	Other Services	→ CONTINUE TO ED5
96	Other (please specify)	→ CONTINUE TO ED5
97	Don't know	→ CONTINUE TO ED5
99	I do not wish to answer this question	→ CONTINUE TO ED5

ED5. BUSINESS TURNOVER (DO NOT DISPLAY)

ED5. In which of the following ranges does your annual business turnover generally fall?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Less than \$100,000 per year	→ CONTINUE TO ED6
02	Between \$101,001 and \$200,000 per year	→ CONTINUE TO ED6
03	Between \$201,001 and \$500,000 per year	→ CONTINUE TO ED6
04	Between \$500,001 and \$1,000,000 per year	→ CONTINUE TO ED6
05	Between \$1,000,001 and \$2,000,000 per year	→ CONTINUE TO ED6
06	Between \$2,000,001 and \$5,000,000 per year	→ CONTINUE TO ED6
07	Between \$5,000,001 and \$10,000,000 per year	→ CONTINUE TO ED6
08	More than \$10,000,000 per year	→ CONTINUE TO ED6
97	Don't know	→ CONTINUE TO ED6
99	I do not wish to answer this question	→ CONTINUE TO ED6

ED6. BUSINESS TYPE (DO NOT DISPLAY)

ED6. Is your business...?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Commercial	→ CONTINUE TO ED7
02	Not for profit	→ CONTINUE TO ED7
03	Government	→ CONTINUE TO ED7
99	I do not wish to answer this question	→ CONTINUE TO ED7

ED7. ATSI (DO NOT DISPLAY)

ED7. And lastly, do you identify as being of Aboriginal or Torres Strait Islander decent?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes – Aboriginal	→ FINISH
02	Yes – Torres Strait Islander	→ FINISH
03	Yes – Both Aboriginal and Torres Strait Islander	→ FINISH
04	No	→ FINISH
99	I do not wish to answer this question	→ FINISH

MAIN BODY OF QUESTIONNAIRE – EMPLOYMENT SERVICE PROVIDERS

EAF

You mentioned that you have accessed the Employment Assistance Fund (EAF) in the last 2 years, so we would like you to now answer some questions about your experience with the EAF.

ACCESSING THE EAF (DO NOT DISPLAY)

PE1A. ACCESSING EAF (DO NOT DISPLAY)

PE1A. Roughly how many times have you had any interaction with the EAF in the last 2 years?

ANSWER AS A WHOLE NUMBER ONLY

PE1B. APPLYING FOR EAF (DO NOT DISPLAY)

PE1B. Roughly how many times have you helped a job seeker to apply for the EAF in the last 2 years?

ANSWER AS A WHOLE NUMBER ONLY

PE2. EASE OF USE (DO NOT DISPLAY)

PE2. Overall, how easy or difficult was it to use the EAF in the last 2 years? Please answer on a scale of 0 to 10, where 0 is 'Very difficult' and 10 is 'Very easy'.

Very difficult										Very easy	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99

PE2B. REASON FOR EASE OF USE (DO NOT DISPLAY)

PE2B. Why do you say that?

OPEN ENDED TEXT

**EVALUATION QUESTIONS LINKED TO PARTICULAR INTERACTIONS AS PART OF THE EAF
(DO NOT DISPLAY)**

PE3. APPLICATION PROCESS (DO NOT DISPLAY)

PE3. Thinking specifically about the application process for funding through the EAF, which of the following best applies to you?

If you have completed more than one application, please think about the most recent application that you have completed.

Please note that for the purpose of this survey we refer to “job seeker” as any client you work with that is either currently in employment or is looking for employment.

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	I have completed and submitted an online application form for my job seeker	→ CONTINUE TO PE4
02	I have started an online application form for my job seeker, but have not yet submitted it	→ CONTINUE TO PE6
03	I have started the application process for my job seeker, but am not yet sure how I will submit it	→ CONTINUE TO PE6
04	I have submitted an application for my job seeker, however this was not via the online application form	→ CONTINUE TO PE6
96	Other (please specify)	→ CONTINUE TO PE8
99	I do not wish to answer this question	→ CONTINUE TO PE8

PE4. ONLINE APPLICATION FORM (DO NOT DISPLAY)

PE4. Did anyone help you to fill in the online application form for your job seeker?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO PE5
02	No	→ CONTINUE TO PE5
99	I do not wish to answer this question	→ CONTINUE TO PE5

PE5. SATISFACTION WITH ONLINE APPLICATION PROCESS (DO NOT DISPLAY)

PE5. How satisfied were you with the application process in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied										Very satisfied	Don't know	I do not wish to answer this question
A	Ease of the application process	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Timeliness of completing the application process	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Communication of those involved in completing the application process	0	1	2	3	4	5	6	7	8	9	10	97	99

PE6. PARTIAL COMPLETE ONLINE APPLICATION FORM (DO NOT DISPLAY)

PE6. To date, has anyone helped you to fill in the application form for your job seeker?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO PE7
02	No	→ CONTINUE TO PE7
99	I do not wish to answer this question	→ CONTINUE TO PE7

PE7. SATISFACTION WITH ONLINE APPLICATION PROCESS TO DATE (DO NOT DISPLAY)

PE7. To date, how satisfied have you been with the application process in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied										Very satisfied	Don't know	I do not wish to answer this question
A	Ease of the application process	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Timeliness of completing the application process	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Communication of those involved in completing the application process	0	1	2	3	4	5	6	7	8	9	10	97	99

PE8. ASSISTANCE TYPE (DO NOT DISPLAY)

PE8. Which of the following best describe the type/s of work-related modifications that you applied for on behalf of your job seeker?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Adjustments to the physical workplace	→ CONTINUE TO PE9
02	Modifications to work vehicle/s	→ CONTINUE TO PE9
03	Special equipment for the workplace	→ CONTINUE TO PE9
04	Information and communication devices (adaptive technology)	→ CONTINUE TO PE9
05	Auslan interpreting services	→ CONTINUE TO PE9
06	Specialist services	→ CONTINUE TO PE9
07	Disability Awareness Training	→ CONTINUE TO PE9
08	Mental health awareness and first aid training	→ CONTINUE TO PE9
96	Other (please specify)	→ CONTINUE TO PE9
99	I do not wish to answer this question	→ CONTINUE TO PE9

PE9. WORKPLACE MODIFICATION ASSESSMENT (DO NOT DISPLAY)

PE9. Has a Workplace Modification Assessment taken place for your job seeker?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO PE10
02	No	→ CONTINUE TO PE25
99	I do not wish to answer this question	→ CONTINUE TO PE25

PE10. SATISFACTION WITH WORKPLACE MODIFICATION ASSESSMENT PROCESS (DO NOT DISPLAY)

PE10. How satisfied were you with the Workplace Modification Assessment in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied										Very satisfied	Don't know	I do not wish to answer this question
A	Ease of having the assessment completed	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Timeliness of completing the assessment	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Communication of those involved in completing the assessment	0	1	2	3	4	5	6	7	8	9	10	97	99

PE11. SATISFACTION WITH WORKPLACE MODIFICATION RECOMMENDATIONS (DO NOT DISPLAY)

PE11. Overall, how satisfied were you with the recommended workplace change/s for your job seeker? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

Very dissatisfied										Very satisfied	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99

PE11B. REASON FOR EASE OF USE (DO NOT DISPLAY)

PE11B. Why do you say that?

OPEN ENDED TEXT

PE12. WORKPLACE MODIFICATION RECOMMENDATIONS (DO NOT DISPLAY)

PE12. To what extent do you agree or disagree that the recommended workplace change/s for your job seeker.

NOTE: RANDOMISE CODES A TO C

CODE		Strongly disagree										Strongly agree	Don't know	I do not wish to answer this question
A	Are appropriate	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Will help to increase the productivity of your job seeker	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Will help to increase the retention of your job seeker	0	1	2	3	4	5	6	7	8	9	10	97	99

PE13. CHANGES BEEN MADE (DO NOT DISPLAY)

PE13. Have the workplace change/s funded through the EAF for your job seeker been made?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO PE14
02	No	→ CONTINUE TO PE15
99	I do not wish to answer this question	→ CONTINUE TO PE25

PE14. ASSISTANCE TYPE (DO NOT DISPLAY)

PE14. Which of the following best describe the type/s of work-related modifications that were funded through the EAF and made for your job seeker?

CODE	PLEASE SELECT ALL APPLY	SEQUENCE INSTRUCTION
01	Adjustments to the physical workplace	→ CONTINUE TO PE16
02	Modifications to work vehicle/s	→ CONTINUE TO PE16
03	Special equipment for the workplace	→ CONTINUE TO PE16
04	Information and communication devices (adaptive technology)	→ CONTINUE TO PE16
05	Auslan interpreting services	→ CONTINUE TO PE16
06	Specialist services	→ CONTINUE TO PE16
07	Disability Awareness Training	→ CONTINUE TO PE16
08	Mental health awareness and first aid training	→ CONTINUE TO PE16
96	Other (please specify)	→ CONTINUE TO PE16
99	I do not wish to answer this question	→ CONTINUE TO PE16

PE15. ASSISTANCE TYPE (DO NOT DISPLAY)

PE15. Which of the following best describe the type/s of work-related modifications that have been recommended for your job seeker through the EAF?

CODE	PLEASE SELECT ALL APPLY	SEQUENCE INSTRUCTION
01	Adjustments to the physical workplace	→ CONTINUE TO PE25
02	Modifications to work vehicle/s	→ CONTINUE TO PE25
03	Special equipment for the workplace	→ CONTINUE TO PE25
04	Information and communication devices (adaptive technology)	→ CONTINUE TO PE25
05	Auslan interpreting services	→ CONTINUE TO PE25
06	Specialist services	→ CONTINUE TO PE25
07	Disability Awareness Training	→ CONTINUE TO PE25
08	Mental health awareness and first aid training	→ CONTINUE TO PE25
96	Other (please specify)	→ CONTINUE TO PE25
99	I do not wish to answer this question	→ CONTINUE TO PE25

PE16. SATISFACTION WITH WORKPLACE CHANGES (DO NOT DISPLAY)

PE16. How satisfied were you with the workplace change/s for your job seeker in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied										Very satisfied	Don't know	I do not wish to answer this question
A	Appropriateness of the change/s	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Ease of having the change/s made	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Timeliness of having the change/s made	0	1	2	3	4	5	6	7	8	9	10	97	99
D	Communication of those involved in making the change/s	0	1	2	3	4	5	6	7	8	9	10	97	99

PE17. RECOMMEND WORKPLACE MODIFICATIONS (DO NOT DISPLAY)

PE17. How likely are you to recommend to job seekers with disability, friends, family or colleagues that they use the EAF to make workplace changes? Please use a scale of 0 to 10, where 0 is 'Extremely unlikely' and 10 is 'Extremely likely'.

Extremely unlikely										Extremely likely	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99

PE18. FUNDING CAP AWARENESS (DO NOT DISPLAY)

PE18. Are you aware of funding caps that apply to particular workplace change/s through the EAF?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO PE19
02	No	→ CONTINUE TO PE19
97	Don't know	→ CONTINUE TO PE19
99	I do not wish to answer this question	→ CONTINUE TO PE19

PE19 WORKPLACE CHANGES (DO NOT DISPLAY)

PE19. To what extent do you agree or disagree that the workplace change/s that were made for your job seeker...

NOTE: RANDOMISE CODES A TO J

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Have helped to increase the productivity of your job seeker	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Have helped to increase the retention of your job seeker	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Were good value for money	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Were worth the cost	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Were a good use of taxpayer funds	0	1	2	3	4	5	6	7	8	9	10	97	99	
F	[ASK ONLY IF PE18= CODE 01 "YES"] Were influenced by the funding caps	0	1	2	3	4	5	6	7	8	9	10	97	99	
G	Could have been better and a more expensive modification would have had a greater impact on the amount of work your job seeker can do	0	1	2	3	4	5	6	7	8	9	10	97	99	
H	Could have been better and a different modification would have had a greater impact on the amount of work your job seeker can do	0	1	2	3	4	5	6	7	8	9	10	97	99	
I	Could have been better and a more expensive modification would have made the work environment more comfortable/enjoyable for your job seeker	0	1	2	3	4	5	6	7	8	9	10	97	99	
J	Could have been better and a different modification would have made the work environment more comfortable/enjoyable	0	1	2	3	4	5	6	7	8	9	10	97	99	

PE20. TIME SINCE CHANGES (DO NOT DISPLAY)

PE20. How long has it been since the workplace change/s were made for your job seeker?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Less than 3 months (less than 13 weeks)	→ CONTINUE TO PE21
02	Between 3 and 6 months (between 13 to 26 weeks)	→ CONTINUE TO PE21
03	Between 6 and 12 months (between 26 to 52 weeks)	→ CONTINUE TO PE21
04	Between 12 and 24 months (between 52 and 104 weeks)	→ CONTINUE TO PE21
05	More than 24 months (more than 104 weeks)	→ CONTINUE TO PE21
99	I do not wish to answer this question	→ CONTINUE TO PE21

PE21. CHANGED JOBS (DO NOT DISPLAY)

PE21. Has your job seeker changed jobs since the workplace change/s funded through the EAF have been made?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO PE22
02	No	→ CONTINUE TO PE24
99	I do not wish to answer this question	→ CONTINUE TO PE24

PE22. MOVED GOODS OR SERVICES (DO NOT DISPLAY)

PE22. Did the goods or services approved through the EAF go with your job seeker?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Yes	→ CONTINUE TO PE24
02	No	→ CONTINUE TO PE23
99	I do not wish to answer this question	→ CONTINUE TO PE24

PE23. REASON FOR GOODS OR SERVICES NOT MOVED (DO NOT DISPLAY)

PE23. Why didn't the goods or services go with your job seeker?

OPEN ENDED TEXT

PE24. SUGGESTED IMPROVEMENTS OF PROCESS (DO NOT DISPLAY)

PE24. What suggestions would you make in order to improve the process?

OPEN ENDED TEXT

PE25. DISABILITY AWARENESS TRAINING (DO NOT DISPLAY)
PE25. QUESTION NOT INCLUDED IN THE EMPLOYMENT SERVICE PROVIDER SURVEY

PE26. SATISFACTION WITH DISABILITY AWARENESS TRAINING (DO NOT DISPLAY)
PE26. QUESTION NOT INCLUDED IN THE EMPLOYMENT SERVICE PROVIDER SURVEY

PE27. WORKPLACE CHANGES (DO NOT DISPLAY)
PE27. QUESTION NOT INCLUDED IN THE EMPLOYMENT SERVICE PROVIDER SURVEY

PE28. RECOMMEND DISABILITY AWARENESS TRAINING (DO NOT DISPLAY)
PE28. QUESTION NOT INCLUDED IN THE EMPLOYMENT SERVICE PROVIDER SURVEY

SPECIFIC EVALUATION QUESTIONS ABOUT THE EAF

PE29. AGREEMENT ABOUT EAF MODIFICATIONS (DO NOT DISPLAY)

PE29. From your perspective, to what extent do you agree or disagree that the EAF...

NOTE: RANDOMISE CODES A TO K

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Helps people with disability to be appropriately employed	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Helps people with disability to feel supported in the workplace	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Helps people with disability to remain in their jobs	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Helps to create a disability confident and aware workplace	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Provides information that is up to date	0	1	2	3	4	5	6	7	8	9	10	97	99	
F	Provides information that is easy to understand	0	1	2	3	4	5	6	7	8	9	10	97	99	
G	Provides information that meets my specific needs	0	1	2	3	4	5	6	7	8	9	10	97	99	
H	Is easy to access	0	1	2	3	4	5	6	7	8	9	10	97	99	
I	Is easy to use	0	1	2	3	4	5	6	7	8	9	10	97	99	
K	Helps colleagues to increase their understanding and awareness of people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE

We are nearly at the end of the survey, just another couple of questions about the EAF before we wrap up.

PE30. MOST USEFUL (DO NOT DISPLAY)

PE30. What have you found to be **most** useful in your experience with the EAF?

NOTE: RANDOMISE CODES 01 TO 06

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Increased confidence for job seekers with disability	→ CONTINUE TO PE31
02	Ability to overcome workplace barriers for job seekers with disability	→ CONTINUE TO PE31
03	Ability to better assist job seekers with disability to perform their jobs	→ CONTINUE TO PE31
04	Ability to better assist job seekers with disability to continue to keep working	→ CONTINUE TO PE31
05	Ability to better assist colleagues to increase their understanding and awareness of job seekers with disability	→ CONTINUE TO PE31
96	Other (please specify)	→ CONTINUE TO PE31
99	I do not wish to answer this question	→ CONTINUE TO PE31

PE31. OTHER USEFUL (DO NOT DISPLAY)

PE31. And what else have you found to be useful? Please select all that apply.

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Increased confidence for job seekers with disability	→ CONTINUE TO PE32
02	Ability to overcome workplace barriers for job seekers with disability	→ CONTINUE TO PE32
03	Ability to better assist job seekers with disability to perform their jobs	→ CONTINUE TO PE32
04	Ability to better assist job seekers with disability to continue to keep working	→ CONTINUE TO PE32
05	Ability to better assist colleagues to increase their understanding and awareness of job seekers with disability	→ CONTINUE TO PE32
06	Nothing else	→ CONTINUE TO PE32
96	Other (please specify)	→ CONTINUE TO PE32
99	I do not wish to answer this question	→ CONTINUE TO PE32

PE32. SUGGESTIONS FOR IMPROVEMENTS (DO NOT DISPLAY)

PE32. What suggestions would you make in order to improve the EAF?

OPEN ENDED TEXT

INFORMATION AND ADVICE SERVICE

You mentioned that you have accessed the JobAccess Email and Telephone Information and Advice Service (Information and Advice Service) in the last 2 years, so we would like you to now answer some questions about your experience with the Information and Advice Service.

ACCESSING THE INFORMATION AND ADVICE SERVICE (DO NOT DISPLAY)

PA1. ACCESSING INFORMATION AND ADVICE SERVICE (DO NOT DISPLAY)

PA1. Roughly how many times have you accessed the Information and Advice Service in the last 2 years?

ANSWER AS A WHOLE NUMBER ONLY

PA2. EASE OF USE (DO NOT DISPLAY)

PA2. Overall, how easy or difficult was it to use the Information and Advice Service in the last 2 years? Please answer on a scale of 0 to 10, where 0 is 'Very difficult' and 10 is 'Very easy'.

Very difficult										Very easy	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99

PA2B. REASON FOR EASE OF USE (DO NOT DISPLAY)

PA2B. Why do you say that?

OPEN ENDED TEXT

PA3. ENQUIRY TYPE (DO NOT DISPLAY)

PA3. In the last 2 years, which of the following types of enquiries have you made to the Information and Advice Service?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Advice about filling a position	→ CONTINUE TO PA4
02	Advice about getting work	→ CONTINUE TO PA4
03	Advice about programs and services	→ CONTINUE TO PA4
04	Advice regarding Apprenticeships	→ CONTINUE TO PA4
05	Advice to support a current worker	→ CONTINUE TO PA4
06	Advice to support an employer	→ CONTINUE TO PA4
07	Assessor query	→ CONTINUE TO PA4
08	Complaint regarding another service provider	→ CONTINUE TO PA4
09	Complaint/dispute regarding EAF application	→ CONTINUE TO PA4
10	Complaint/dispute regarding Advice Service	→ CONTINUE TO PA4

11	Conferencing/advertising/promotions	→ CONTINUE TO PA4
12	EAF application progressed from incomplete	→ CONTINUE TO PA4
13	EAF general information enquiry	→ CONTINUE TO PA4
14	EAF existing application enquiry	→ CONTINUE TO PA4
15	Work Assist	→ CONTINUE TO PA4
16	My rights and responsibilities	→ CONTINUE TO PA4
17	Service Provider contact details	→ CONTINUE TO PA4
18	Supported Wage System enquiry	→ CONTINUE TO PA4
19	Website or Online Form issues	→ CONTINUE TO PA4
96	Other (please specify)	→ CONTINUE TO PA4
99	I do not wish to answer this question	→ CONTINUE TO PA4

EVALUATION QUESTIONS LINKED TO PARTICULAR INTERACTIONS AS PART OF THE INFORMATION AND ADVICE SERVICE (DO NOT DISPLAY)

PA4. SATISFACTION WITH THE INFORMATION AND ADVICE SERVICE (DO NOT DISPLAY)

PA4. How satisfied were you with the Information and Advice Service in terms of each of the following factors? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

CODE		Very dissatisfied											Very satisfied	Don't know	I do not wish to answer this question
A	Ease of use	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Timeliness	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Communication	0	1	2	3	4	5	6	7	8	9	10	97	99	

PA5. PERSONAL OUTCOMES (DO NOT DISPLAY)

PA5. QUESTION NOT INCLUDED IN THE EMPLOYMENT SERVICE PROVIDER SURVEY

PA6. OUTCOMES (DO NOT DISPLAY)

PA6. To what extent do you agree or disagree that the Information and Advice Service...

NOTE: RANDOMISE CODES A TO S

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Helps to increase your knowledge of your rights and responsibilities relating to disability employment	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Helps to increase your skills and confidence in working with people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Helps people with disability find jobs	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Helps people with disability to be appropriately employed	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Helps people with disability to feel supported in the workplace	0	1	2	3	4	5	6	7	8	9	10	97	99	
F	Helps people with disability to remain in their job	0	1	2	3	4	5	6	7	8	9	10	97	99	
G	Is good value for money	0	1	2	3	4	5	6	7	8	9	10	97	99	
H	Is worth the cost	0	1	2	3	4	5	6	7	8	9	10	97	99	
I	Is a good use of taxpayer funds	0	1	2	3	4	5	6	7	8	9	10	97	99	
J	Provides information that is up to date	0	1	2	3	4	5	6	7	8	9	10	97	99	
K	Provides information that is easy to understand	0	1	2	3	4	5	6	7	8	9	10	97	99	
L	Provides information that meets my specific needs	0	1	2	3	4	5	6	7	8	9	10	97	99	
M	Is easy to access	0	1	2	3	4	5	6	7	8	9	10	97	99	
N	Is easy to use	0	1	2	3	4	5	6	7	8	9	10	97	99	
O	Helps people with disability increase their knowledge about seeking employment	0	1	2	3	4	5	6	7	8	9	10	97	99	
P	Helps to increase the skills and confidence of employment service providers working with people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
Q	Provides appropriate advice by health professionals and trained staff	0	1	2	3	4	5	6	7	8	9	10	97	99	
R	Provides referrals to appropriate authorities and services	0	1	2	3	4	5	6	7	8	9	10	97	99	
S	Helps to increase your skills and confidence in recruiting and employing people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE

PA7. MOST USEFUL (DO NOT DISPLAY)

PA7. What have you found to be **most** useful in your experience with the Information and Advice Service? **NOTE: RANDOMISE CODES 01 TO 04**

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Being referred to the correct people	→ CONTINUE TO PA8
02	Getting assistance with my enquiry	→ CONTINUE TO PA8
03	Getting appropriate advice	→ CONTINUE TO PA8
04	Being supported	→ CONTINUE TO PA8
96	Other (please specify)	→ CONTINUE TO PA8
99	I do not wish to answer this question	→ CONTINUE TO PA8

PA8. OTHER USEFUL (DO NOT DISPLAY)

PA8. And what else have you found to be useful? Please select all that apply.

NOTE: RANDOMISE CODES 01 TO 04

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Being referred to the correct people	→ CONTINUE TO PA9
02	Getting assistance with my enquiry	→ CONTINUE TO PA9
03	Getting appropriate advice	→ CONTINUE TO PA9
04	Being supported	→ CONTINUE TO PA9
05	Nothing else	→ CONTINUE TO PA9
96	Other (please specify)	→ CONTINUE TO PA9
99	I do not wish to answer this question	→ CONTINUE TO PA9

PA9. RECOMMENDATION (DO NOT DISPLAY)

PA9. How likely are you to recommend to job seekers with disability, friends, family or colleagues that they access the Information and Advice Service? Please use a scale of 0 to 10, where 0 is 'Extremely unlikely' and 10 is 'Extremely likely'.

Extremely unlikely											Extremely likely	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

PA10. SUGGESTIONS FOR IMPROVEMENTS (DO NOT DISPLAY)

PA10. What suggestions would you make in order to improve the Information and Advice Service?

OPEN ENDED TEXT

NATIONAL DISABILITY RECRUITMENT COORDINATOR

You mentioned that you have accessed the National Disability Recruitment Coordinator (NDRC) in the last 2 years, so we would like you to now answer some questions about your experience with the NDRC.

ACCESSING THE INFORMATION AND ADVICE SERVICE (DO NOT DISPLAY)

PN1. ACCESSING INFORMATION AND ADVICE SERVICE (DO NOT DISPLAY)

PN1. Roughly how many times have you assisted anyone using the NDRC in the last 2 years?

ANSWER AS A WHOLE NUMBER ONLY

PN2. EASE OF USE (DO NOT DISPLAY)

PN2. Overall, how easy or difficult was it to work with the NDRC in the last 2 years? Please answer on a scale of 0 to 10, where 0 is 'Very difficult' and 10 is 'Very easy'.

Very difficult											Very easy	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

PN2B. REASON FOR EASE OF USE (DO NOT DISPLAY)

PN2B. Why do you say that?

OPEN ENDED TEXT

PN3. HOW FOUND OUT ABOUT THE NDRC (DO NOT DISPLAY)

PN3. How did you find out about the NDRC?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Word of mouth	→ CONTINUE TO PN4
02	The JobAccess Website	→ CONTINUE TO PN4
03	From another Government Employment Service provider	→ CONTINUE TO PN4
04	Referral (please specify)	→ CONTINUE TO PN4
96	Other (please specify)	→ CONTINUE TO PN4
99	I do not wish to answer this question	→ CONTINUE TO PN4

PN4. INTERACTION TYPES (DO NOT DISPLAY)

PN4. In the last 2 years, in which of the following ways have you interacted with the NDRC?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Put forward job seekers for vacancies advertised by the NDRC	→ CONTINUE TO PN5
02	Attended a NDRC seminar/presentation	→ CONTINUE TO PN5
03	Contacted the NDRC to help make connections with NDRC employer partners	→ CONTINUE TO PN5
04	Made direct contact with a NDRC employer alumni	→ CONTINUE TO PN5
05	Been involved with providing on the job support for job seekers who are successful in getting a role that was advertised through the NDRC	→ CONTINUE TO PN5
96	Other (please specify)	→ CONTINUE TO PN5
99	I do not wish to answer this question	→ CONTINUE TO PN5

PN5. SATISFACTION WITH NDRC INTERACTIONS

PN5. How satisfied were you with your involvement with the NDRC in terms of each of the following interactions? Please answer on a scale of 0 to 10, where 0 is 'Very dissatisfied' and 10 is 'Very satisfied'.

NOTE: ONLY ASK CODES THAT WERE SELECTED AT PN4

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Put forward job seekers for vacancies advertised by the NDRC	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Attended a NDRC seminar/presentation	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Contacted the NDRC to help make connections with NDRC employer partners	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Made direct contact with a NDRC employer alumni	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Been involved with providing on the job support for job seekers who are successful in getting a role that was advertised through the NDRC	0	1	2	3	4	5	6	7	8	9	10	97	99	

PN6. ACTIVITY OUTCOMES (DO NOT DISPLAY)

PN6. To what extent do you agree or disagree that the NDRC activities...

NOTE: RANDOMISE CODES A TO M

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Are appropriate	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Have assisted employers to develop job vacancies specifically for people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Have assisted employers to develop relationships with DES providers	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Have provided support to employers to develop sustainable policies and processes that enable disability employment	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Have helped employers to better support people with disability to find employment	0	1	2	3	4	5	6	7	8	9	10	97	99	
F	Have increased employer's knowledge about employing people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
G	Have increased the skills and confidence of employer's with regards to working with people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
H	Contributed to employers improved resources and HR practices to support employees with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
I	Have increased employer's ability to maintain meaningful employment for employees with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
J	Have ensured that people with disability receive fair and just treatment	0	1	2	3	4	5	6	7	8	9	10	97	99	
K	Have increased employer demand for employees with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
L	Are good value for money	0	1	2	3	4	5	6	7	8	9	10	97	99	
M	Are a good use of taxpayer funds	0	1	2	3	4	5	6	7	8	9	10	97	99	

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE

PN7. MOST USEFUL (DO NOT DISPLAY)

PN7. What have you found to be **most** useful in your experience with the NDRC?

NOTE: RANDOMISE CODES 01 TO 06

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Assistance provided to employers to develop workplace policies and practices that accommodate people with disability	→ CONTINUE TO PN8
02	Assistance provided to employers to design jobs and write position descriptions	→ CONTINUE TO PN8
03	Access to the NDRC job vacancy service	→ CONTINUE TO PN8
04	Being involved in the recruitment process	→ CONTINUE TO PN8
05	Being involved in providing job support for job seekers who have got roles through NDRC advertised vacancies	→ CONTINUE TO PN8
06	Being able to access a service which provides better connections between job seekers and employers	→ CONTINUE TO PN8
96	Other (please specify)	→ CONTINUE TO PN8
99	I do not wish to answer this question	→ CONTINUE TO PN8

PN8. OTHER USEFUL (DO NOT DISPLAY)

PN8. And what else have you found to be useful? Please select all that apply.

NOTE: RANDOMISE CODES 01 TO 06

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Assistance provided to employers to develop workplace policies and practices that accommodate people with disability	→ CONTINUE TO PN9
02	Assistance provided to employers to design jobs and write position descriptions	→ CONTINUE TO PN9
03	Access to the NDRC job vacancy service	→ CONTINUE TO PN9
04	Being involved in the recruitment process	→ CONTINUE TO PN9
05	Being involved in providing job support for job seekers who have got roles through NDRC advertised vacancies	→ CONTINUE TO PN9
06	Being able to access a service which provides better connections between job seekers and employers	→ CONTINUE TO PN9
07	Nothing else	→ CONTINUE TO PN9
96	Other (please specify)	→ CONTINUE TO PN9
99	I do not wish to answer this question	→ CONTINUE TO PN9

PN9. RECOMMENDATION (DO NOT DISPLAY)

PN9. How likely are you to recommend to colleagues or other employers that they access the NDRC?
Please use a scale of 0 to 10, where 0 is 'Extremely unlikely' and 10 is 'Extremely likely'.

Extremely unlikely											Extremely likely	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

PN10. SUGGESTIONS FOR IMPROVEMENTS (DO NOT DISPLAY)

PN10. What suggestions would you make in order to improve the NDRC?

OPEN ENDED TEXT

JOBACCESS WEBSITE

You mentioned that you have accessed the JobAccess Website (the website) in the last 2 years, so we would like you to now answer some questions about your experience with the website.

ACCESSING THE WEBSITE (DO NOT DISPLAY)

PW1. ACCESSING THE WEBSITE (DO NOT DISPLAY)

PW1. Roughly how many times have you visited the website in the last 2 years?

ANSWER AS A WHOLE NUMBER ONLY

PW2. EASE OF USE (DO NOT DISPLAY)

PW2. Overall, how easy or difficult was it to use the website in the last 2 years? Please answer on a scale of 0 to 10, where 0 is 'Very difficult' and 10 is 'Very easy'.

Very difficult											Very easy	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

PW2B. REASON FOR EASE OF USE (DO NOT DISPLAY)

PW2B. Why do you say that?

OPEN ENDED TEXT

PW3. FOUND INFORMATION (DO NOT DISPLAY)

PW3. Over the last 2 years, when visiting the website do you feel you got the information or advice you were looking for?

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Yes - every time	→ CONTINUE TO PW4
02	Yes - sometimes	→ CONTINUE TO PW4
03	No - never	→ CONTINUE TO PW4
97	Don't know	→ CONTINUE TO PW4
99	I do not wish to answer this question	→ CONTINUE TO PW4

PW4. INFORMATION PROVIDED (DO NOT DISPLAY)

PW4. To what extent do you agree or disagree that the website provides sufficient information on the following areas related to disability...

NOTE: RANDOMISE CODES A TO F

CODE		Strongly disagree										Strongly agree	Don't know	I do not wish to answer this question
A	Financial support	0	1	2	3	4	5	6	7	8	9	10	97	99
B	Workplace modifications	0	1	2	3	4	5	6	7	8	9	10	97	99
C	Help with finding and changing jobs	0	1	2	3	4	5	6	7	8	9	10	97	99
D	Career advice and training courses	0	1	2	3	4	5	6	7	8	9	10	97	99
E	Downloadable tools and resources	0	1	2	3	4	5	6	7	8	9	10	97	99
F	Case studies and success stories	0	1	2	3	4	5	6	7	8	9	10	97	99

SPECIFIC EVALUATION QUESTIONS ABOUT THE HOTLINE (DO NOT DISPLAY)

PW5. PERSONAL HELP FROM THE WEBSITE (DO NOT DISPLAY)

PW5. QUESTION NOT INCLUDED IN THE EMPLOYER SURVEY

PW6. OUTCOMES (DO NOT DISPLAY)

PW6. To what extent do you agree or disagree that the website...

NOTE: RANDOMISE CODES A TO N

CODE		Strongly disagree											Strongly agree	Don't know	I do not wish to answer this question
A	Helps to increase your knowledge of your rights and responsibilities relating to disability employment	0	1	2	3	4	5	6	7	8	9	10	97	99	
B	Helps to increase your skills and confidence in working with people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
C	Helps to increase the knowledge of employers seeking to employ people with disability	0	1	2	3	4	5	6	7	8	9	10	97	99	
D	Helps people with disability to be appropriately matched to an employer's workplace needs	0	1	2	3	4	5	6	7	8	9	10	97	99	
E	Helps people with disability to be appropriately employed	0	1	2	3	4	5	6	7	8	9	10	97	99	
F	Helps people with disability to feel supported in the workplace	0	1	2	3	4	5	6	7	8	9	10	97	99	
G	Helps people with disability to remain in their job	0	1	2	3	4	5	6	7	8	9	10	97	99	
H	Is a good use of taxpayer funds	0	1	2	3	4	5	6	7	8	9	10	97	99	
I	Provides information that is up to date	0	1	2	3	4	5	6	7	8	9	10	97	99	
J	Provides information that is easy to understand	0	1	2	3	4	5	6	7	8	9	10	97	99	
K	Provides information that meets my specific needs	0	1	2	3	4	5	6	7	8	9	10	97	99	
L	Is easy to access	0	1	2	3	4	5	6	7	8	9	10	97	99	
M	Is easy to use	0	1	2	3	4	5	6	7	8	9	10	97	99	
N	Separates content for the key users (i.e. people with disability, employers and employment service providers)	0	1	2	3	4	5	6	7	8	9	10	97	99	

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE

PW7. MOST USEFUL (DO NOT DISPLAY)

PW7. What have you found to be **most** useful in your experience with the website?

NOTE: RANDOMISE CODES 01 TO 06

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Finding the information I was looking for	→ CONTINUE TO PW8
02	Being connected to appropriate supports	→ CONTINUE TO PW8
03	Getting access to detailed information	→ CONTINUE TO PW8
04	Getting support to help me to find jobs for job seekers with disability	→ CONTINUE TO PW8
05	Getting support to help me with keeping a person with disability in the workplace	→ CONTINUE TO PW8
06	Getting support to help me assist job seekers to look for and prepare for work	→ CONTINUE TO PW8
96	Other (please specify)	→ CONTINUE TO PW8
99	I do not wish to answer this question	→ CONTINUE TO PW8

PW8. OTHER USEFUL (DO NOT DISPLAY)

PW8. And what else have you found to be useful? Please select all that apply.

NOTE: RANDOMISE CODES 01 TO 06

CODE	SELECT ALL THAT APPLY	SEQUENCE INSTRUCTION
01	Finding the information I was looking for	→ CONTINUE TO PW9
02	Being connected to appropriate supports	→ CONTINUE TO PW9
03	Getting access to detailed information	→ CONTINUE TO PW9
04	Getting support to help me to find jobs for job seekers with disability	→ CONTINUE TO PW9
05	Getting support to help me with keeping a person with disability in the workplace	→ CONTINUE TO PW9
06	Getting support to help me assist job seekers with looking for and preparing for work	→ CONTINUE TO PW9
07	Nothing else	→ CONTINUE TO PW9
96	Other (please specify)	→ CONTINUE TO PW9
99	I do not wish to answer this question	→ CONTINUE TO PW9

PW9. RECOMMENDATION (DO NOT DISPLAY)

PW9. How likely are you to recommend to job seekers with disability, friends, family or colleagues that they access the website? Please use a scale of 0 to 10, where 0 is 'Extremely unlikely' and 10 is 'Extremely likely'.

Extremely unlikely											Extremely likely	Don't know	I do not wish to answer this question
0	1	2	3	4	5	6	7	8	9	10	97	99	

PW10. SUGGESTIONS FOR IMPROVEMENTS (DO NOT DISPLAY)

PW10. What suggestions would you make in order to improve the website?

OPEN ENDED TEXT

DEMOGRAPHICS

Before we finish the interview, we'd like to ask you some questions about the business you work for. This will help with the analysis of the information we collect from the survey and will ensure that the responses represent a cross-section of businesses. Please note that the answers you give will remain completely confidential.

PD1. POSTCODE (DO NOT DISPLAY)

PD1. Please indicate the postcode of the business office in which you work in.

NOTE: THE FIELDWORK PROVIDER WILL THEN MATCH POSTCODE TO REGIONAL STATUS AND STATE

PD1B. REGION (DO NOT DISPLAY)

PD1B. FIELDWORK PROVIDER TO FILL OUT TABLE BELOW BASED ON POSTCODE

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Metro	→ CONTINUE
02	Inner regional	→ CONTINUE
03	Outer regional	→ CONTINUE
04	Remote	→ CONTINUE

PD1C. STATE (DO NOT DISPLAY)

PD1C. FIELDWORK PROVIDER TO FILL OUT TABLE BELOW BASED ON POSTCODE

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Queensland	→ CONTINUE
02	New South Wales	→ CONTINUE
03	Victoria	→ CONTINUE
04	Tasmania	→ CONTINUE
05	South Australia	→ CONTINUE
06	ACT	→ CONTINUE
07	Western Australia	→ CONTINUE
08	Northern Territory	→ CONTINUE

PD2. BUSINESS SIZE (DO NOT DISPLAY)

PD2. How many people are currently employed in this business Australia wide? For the purpose of this question please do not include contractors or volunteer staff.

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	5 or less	→ CONTINUE TO PD3
02	Between 6 and 19	→ CONTINUE TO PD3
03	Between 20 and 99	→ CONTINUE TO PD3
04	Between 100 and 199	→ CONTINUE TO PD3
05	200 or more	→ CONTINUE TO PD3
97	Don't know	→ CONTINUE TO PD3
99	I do not wish to answer this question	→ CONTINUE TO PD3

PD3. LENGTH OF TIME AS A DES PROVIDER (DO NOT DISPLAY)

PD3. Using the ranges below, approximately how long has your organisation been delivering Disability Employment Services (DES)?

CODE	SELECT ONE RESPONSE ONLY	SEQUENCE INSTRUCTION
01	Less than 1 year	→ FINISH
02	1-2 years	→ FINISH
03	3-5 years	→ FINISH
04	6-10 years	→ FINISH
05	10 or more years	→ FINISH
97	Don't know	→ FINISH
99	I do not wish to answer this question	→ FINISH

SECTION C: MANDATORY QMS REQUIREMENTS

CONCLUSION

Thank you, you have completed the survey.

As previously stated, the research project is being conducted by Colmar Brunton and the Online Research Unit on behalf of the Department of Social Services. As this is an evaluation, it is carried out in compliance with the Privacy Act and the information you provided will be used only for research purposes.

If you have any questions about this survey, please contact Amy Bartlett (the Project Manager) on 02 6249 8566 or at amy.bartlett@colmarbrunton.com.

If you are in need of urgent support, please call Lifeline on **13 11 14** or contact your local GP (doctor). If life is in danger, please call **000**.

Thank you for your feedback.

Please click "SUBMIT".

Appendix E: Qualitative Discussion Guides

Please note that as there were 14 discussion guides in total this report only contains an example from each of the five target audiences. The other discussion guides followed very similar patterns, however each contained questions about another JobAccess service relevant to the particular target audience.

E.1. JobAccess Users – EAF

GENERAL INTRODUCTION: 2 mins

- Hi, my name is X from Colmar Brunton Social Research, as you may already know we are a social research company who have been asked to conduct an evaluation of the JobAccess Service on behalf of the Department of Social Services.
- Research is all about understanding how people feel, what they experience and their perceptions, awareness and knowledge. There are no right or wrong answers. We just want to hear about how you really feel.
- I have a short form I would like to quickly go over with you before we begin. **COMPLETE CONSENT FORM. IF PHONE INTERVIEW ENSURE YOU READ THROUGH THE FORM OVER THE PHONE AND SIGN ON BEHALF OF THE RESPONDENT.**
- As we just discussed, all feedback will be treated in the strictest of confidence and no individuals will be identified in the final report we produce.
- Our conversation will last for about 45-60 minutes.
- Any questions before we begin?
- **MODERATOR NOTE:** Please adjust language and content based on the JobAccess Users ability to participate in the discussion.

BACKGROUND INFORMATION: 3 mins

- To begin with let's chat about what it is like to work...
 - Are you currently working? How easy or difficult do you feel it is to work? Are you currently seeking ways to improve your experience with employment?
 - Are you currently looking for a job? How easy or difficult do you feel it is to find a job?

JOBACCESS SERVICE AWARENESS: 10 mins

- Now could you tell me how you heard about the JobAccess Service?
 - **NOTE: IF USER IS UNSURE OF THIS TERMINOLOGY:** This includes the JobAccess Website, the JobAccess Email and Telephone Information and Advice Service, the Employment Assistance Fund, the Complaints Resolution and Referral Service and the National Disability Abuse and Neglect Hotline.

- What were your initial thoughts when you first heard about this?
- What part of the JobAccess Service have you heard of?
PROBE IF NECESSARY:
 - JobAccess Website
 - JobAccess Email and Telephone Information and Advice Service – 1800 464 800
 - The Employment Assistance Fund (EAF)
 - The Complaints Resolution and Referral Service (CRRS)
 - The National Disability Abuse and Neglect Hotline (the Hotline)
- Which part of the JobAccess Service are you currently using, or have you used in the last 12 months?
- Now thinking about all the parts of the JobAccess Service you are familiar with...
 - What information or service aspects have you found to be most useful? Least useful? How come?
 - What would you say, if anything, is/was missing? How come?

CONFIRM USE OF THE EAF AND EITHER CONTINUE WITH THIS GUIDE OR GET APPROPRIATE GUIDE

EAF: 30 mins

I would like to talk now about your experience with the Employment Assistance Fund (EAF)...

KNOWLEDGE AND EXPECTATIONS OF THE EAF (GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE)

- Thinking back to before you used the EAF, what did you expect of it?
- What were these expectations based on?
- Do you feel that these expectations have been met? How come?
- What did you intend to achieve by accessing the EAF?
- And was this achieved?

ACCESSING THE EAF

- Roughly how many times have you accessed the EAF in the last 12 months?
- Please talk me through the steps you took/ generally take when you accessed the EAF.
PROBE IF NECESSARY:
 - What were the good parts? And what were not so good?
 - How easy or difficult was it to use?
 - Did you feel you got an answer to your query? IF NEEDED: Or were you directed to where you could find appropriate support?

EVALUATION QUESTIONS LINKED TO PARTICULAR INTERACTIONS AS PART OF THE EAF

Thinking specifically about the application process...

- Have you submitted an application for funding through the EAF?
 - IF YES: Did you complete an online application form?

- IF NO: Why didn't you use the online application form?

IF YES TO APPLICATION SUBMITTED:

- Did anyone help you to fill in the application? IF YES: And who was this?
- How satisfied were you with the application process?

PROBE ON:

- Ease
- Timeliness
- Communication

Now thinking specifically about Workplace Modification Assessment...

- Have you had a Workplace Modification Assessment?

IF YES:

- How satisfied were you with the Workplace Modification Assessment process?

PROBE ON:

- Ease
- Timeliness
- Communication

- And how satisfied were you with the recommended workplace change/s? Do you feel the recommended workplace change/s...?
 - Are appropriate?
 - Will help you do your work?
 - Increase the amount of work you can do?
 - Will help you to keep working? [PROBE: At 13 weeks after the change/s? 26 weeks? 52 weeks?]

Now thinking specifically about the workplace change/s...

- Have the workplace change/s funded through the EAF been made?

IF YES:

- How satisfied were you with the workplace change/s made through the EAF?

PROBE ON:

- Ease
- Timeliness
- Communication

- Do you feel as a result of the workplace change/s that were made:
 - They have helped you to overcome workplace barriers?
 - They have increased the amount of work you can do?
 - They have helped you to keep working? [PROBE: At 13 weeks after the change/s? 26 weeks? 52 weeks?]
- Are you aware of funding caps that apply to particular workplace change/s under the EAF? Do you feel the funding caps influenced the recommended workplace change/s? In what ways?
- Do you feel a higher cost or alternative modification would have had greater impact or benefit for you?

Now thinking about the Disability Awareness Training that is provided through the EAF...

- Have you accessed the EAF for Disability Awareness Training?

IF YES:

- How satisfied were you with the Disability Awareness Training?

PROBE ON:

- Relevance
- Quality of content
- The presenter / trainer
- Do you feel as a result of the Disability Awareness Training:
 - Workplace barriers have been reduced/removed?
 - Workplace adjustments have been made so employees are better able to carry out their duties?
 - Productivity has increased?
 - Colleagues have increased their understanding and awareness of people with disability?

SPECIFIC EVALUATION QUESTIONS ABOUT THE EAF

- From your perspective, to what extent do you agree or disagree that the EAF and the funded modification/s:
 - Help people with disability to be appropriately employed?
 - Help people with disability to feel supported in the workplace?
 - Help people with disability to remain in their job? PROBE: What about at 13 weeks after the modification? At 26 weeks? At 52 weeks?
- Have you changed jobs since the workplace change/s funded under the EAF have been made?
 - IF YES: What has experience been like when you changed jobs? Did the goods/services approved via the EAF go with you? What worked well with this process? What would you do differently?

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE IF NOT ALREADY PROVIDED IN THE RESPONSES GIVEN BY THE JOBACCESS USER

- What have you found most useful in your experience with the EAF? How come?
- What are the strengths of the EAF?
- In what ways do you think the EAF could be improved?
- What, if any, gaps do you see with regards to the EAF?
- In general, do you feel that the EAF fits with what you expect and desire from such a service today? How about when it comes to...:
 - The information provided?
 - Ease of access?
 - Ease of use?
 - Ease of getting the outcomes you desired?
- Do you feel that the workplace modifications delivered by the EAF were valuable? How come?
- Is there anything else you would like to comment on, knowing that the EAF is meant to be easy to access, easy to understand and easy to use?

JOBACCESS WEBSITE: 15 mins

ASK IF RESPONDENT HAS USED THE JOBACCESS WEBSITE IN THE LAST 12 MONTHS.

IF RESPONDENT HAS NOT USED THE JOBACCESS WEBSITE IN THE LAST 12 MONTHS GO TO SECTION TITLED "REASONS FOR NOT ACCESSING THE WEBSITE"

I would now like to discuss the JobAccess Website.

KNOWLEDGE AND EXPECTATIONS OF THE WEBSITE (GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE)

- Thinking back to before you used the website, what did you expect of it?
- What were these expectations based on?
- Do you feel that these expectations have been met? How come?
- What did you intend to achieve by accessing the website?
- And was this achieved?

ACCESSING THE WEBSITE

- Roughly how many times have you visited the website in the last 12 months?
- Tell me about your experience using the website?
PROBE IF NECESSARY:
 - What were the good parts? And what were not so good?
 - How easy or difficult was it to use?
 - Do you feel you got the information or advice you were looking for? IF NEEDED: Or did you get directed to where you could find this?
- To what extent do you agree or disagree that the website provides sufficient information on all things disability, including:
 - Financial support?
 - Workplace modifications?
 - Help with finding and changing jobs?
 - Career advice and training courses?

ACCESSING THE EAF THROUGH THE JOBACCESS WEBSITE

- Roughly how many times have you used the website in the last 12 months to apply for the EAF?
- Tell me about your experience using the website to apply for the EAF?
PROBE IF NECESSARY:
 - What elements of the EAF application do you find particularly good? And what are not so good?
 - How easy or difficult is it to use?

SPECIFIC EVALUATION QUESTIONS ABOUT THE WEBSITE

- Do you feel the website easily separates content for the key users (i.e. people with disability, employers and employment service providers)? How come?
- Do you feel that the Information and Advice Service has personally helped you? In what ways? PROBE ON:
 - Increasing knowledge
 - Finding a job
 - Feeling supported

- Maintaining a job
- Accessed services found on the website
- From your perspective, to what extent do you agree or disagree that use of the website:
 - Helps people with disability to be appropriately employed?
 - Helps people with disability to feel supported in the workplace?
 - Helps people with disability to remain in their job?

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE IF NOT ALREADY PROVIDED IN THE RESPONSES GIVEN BY THE JOBACCESS USER

- What have you found most useful in your experience with the website? How come?
- What are the strengths of the website?
- In what ways do you think the website could be improved?
- What, if any, gaps do you see with regards to the website?
- In general, do you feel that the website fits with what you expect and desire from such a service today? How about when it comes to...
 - The information included?
 - Ease of access?
 - Ease of use?
 - Ease of getting the outcomes you desired?
- Do you feel that the services offered via the website are valuable? How come?
- Is there anything else you would like to comment on, knowing that the website is meant to be easy to access, easy to understand and easy to use?

REASONS FOR NOT ACCESSING THE WEBSITE

- Earlier you mentioned that you have not visited the JobAccess Website in the last 12 months, can you please tell me why this is?

WRAP UP: 2 mins

- We've covered a lot today and we really value your input – thank you. Do you have any final comments to add?
- That's the end of the interview, thank you so much for your time, it is greatly appreciated.
- I just need to state that as this is an evaluation, it has been carried out in compliance with the Privacy Act 1988 and the information provided will only be used for research purposes.
- Also, just to remind you, I am from Colmar Brunton and this research has been conducted on behalf of the Department of Social Services.
- Issue incentive - ensure respondent has signed the consent and reimbursement form.
- Do you have any further questions regarding this evaluation or the process?

E.2. Employers – NDRC

GENERAL INTRODUCTION: 2 mins

- Hi, my name is X from Colmar Brunton Social Research, as you may already know we are a social research company who have been asked to conduct an evaluation of the JobAccess Service on behalf of the Department of Social Services.
- Research is all about understanding how people feel, what they experience and their perceptions, awareness and knowledge. There are no right or wrong answers. We just want to hear about how you really feel.
- I have a short form I would like to quickly go over with you before we begin. COMPLETE CONSENT FORM.
- As we just discussed, all feedback will be treated in the strictest of confidence and no individuals will be identified in the final report we produce.
- Our conversation will last for about 45-60 minutes.
- Any questions before we begin?

BACKGROUND INFORMATION AND EMPLOYMENT

3 mins

- To begin with can you please give me a brief description of the organisation you work for and your role?
PROBE IF NECESSARY:
 - Are you directly responsible for recruitment and hiring?
 - Can you tell me a bit more about this part of your role?

JOBACCESS SERVICE AWARENESS: 10 mins

- Before we commence today's discussion, it would be great to get some context around your understanding of the JobAccess Service.
- What do you know about the JobAccess Service?
- What part of the JobAccess Service are you familiar with, or have you used over the last 12 months?
PROBE IF NECESSARY:
 - JobAccess Website
 - JobAccess Email and Telephone Information and Advice Service – 1800 464 800
 - The Employment Assistance Fund (EAF)
 - The National Disability Recruitment Coordinator (NDRC)
- Which part/s of the JobAccess Service are you currently using?
- Now thinking about all parts of the JobAccess Service you are familiar with...
 - What information or service aspects have you found to be most useful? Least useful? How come?
 - What would you say, if anything, is/was missing? How come?

CONFIRM USE OF THE NDRC AND EITHER CONTINUE WITH THIS GUIDE OR GET APPROPRIATE GUIDE

NDRC: 30 mins

I would like to talk now about your experience with the National Disability Recruitment Coordinator (NDRC)...

KNOWLEDGE AND EXPECTATIONS OF THE NDRC

- Thinking back to before you used the NDRC, what did you expect of it?
- What were these expectations based on?
- Do you feel that these expectations have been met? How come?
- What did you intend to achieve by accessing the NDRC?
- And was this achieved?

ACCESSING THE NDRC

- Please talk me through the interactions you have had with the NDRC.
PROBE IF NECESSARY:
 - What elements of the service do you find particularly good? And what are not so good?
 - How easy or difficult is it to use?
 - How appropriate have you found the service to be?
 - How would you describe the interactions you had with the people involved with the delivery of the NDRC?
 - To what extent have you felt in control of the experience and process when accessing the NDRC?

SPECIFIC EVALUATION QUESTIONS ABOUT THE NDRC

- To what extent do you agree or disagree that the NDRC has assisted your organisation to develop job vacancies specifically for people with disability?
- Do you feel that the NDRC has provided support to develop sustainable policies and processes that enable disability employment?
- To what extent do you agree or disagree that the NDRC activities have:
 - Increased your organisations knowledge about employing people with disability?
 - Increased the skills and confidence of people in your organisation with regards to working with people with disability?
 - Contributed to improved resources and HR practices within your organisation to support employees with disability?
 - Increased your organisations' ability to maintain meaningful employment for employees with disability?
 - Ensured that people with disability receive fair and just treatment?
 - Increased employer demand for employees with disability?
- Overall, do you feel that your organisations' use of the NDRC has helped to support people with disability to find employment?

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE IF NOT ALREADY PROVIDED IN THE RESPONSES GIVEN BY THE EMPLOYER

- What have you found most useful in your experience with the NDRC? How come?
- What are the strengths of the NDRC?
- In what ways do you think the NDRC could be improved?
- What, if any, gaps do you see with regards to the NDRC?

- Would you say that your experience using the NDRC fits with what you expect from such a service? How come?
- In general, do you feel that the NDRC fits with what you expect and desire from such a service, when it comes to...:
 - Ease of access?
 - Ease of use?
 - Ease of learning to use?
 - Ease of getting the outcomes you desired?
- To what extent do you agree or disagree that the NDRC service and activities are:
 - Good value for money?
 - A good use of taxpayer funds?
- Is there anything else you would like to comment on, knowing that the NDRC is meant to be easy to access, easy to understand and easy to use?

JOBACCESS WEBSITE: 15 mins

ASK IF RESPONDENT HAS USED THE JOBACCESS WEBSITE IN THE LAST 12 MONTHS.

IF RESPONDENT HAS NOT USED THE JOBACCESS WEBSITE IN THE LAST 12 MONTHS GO TO SECTION TITLED "REASONS FOR NOT ACCESSING THE WEBSITE"

I would now like to discuss the JobAccess Website...

KNOWLEDGE AND EXPECTATIONS OF THE JOBACCESS WEBSITE (GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE)

- Thinking back to before you used the website, what did you expect of it?
- What were these expectations based on?
- Do you feel that these expectations have been met? How come?
- What did you intend to achieve by accessing the website?
- And was this achieved?

ACCESSING THE JOBACCESS WEBSITE

- Roughly how many times have you visited the website in the last 12 months?
- Tell me about your experience using the website?
 PROBE IF NECESSARY:
 - What elements of the website do you find particularly good? And what are not so good?
 - How easy or difficult is it to use?
 - How appropriate have you found the website content?
- To what extent do you agree or disagree that the website provides sufficient information on all things disability employment, including:
 - Financial support?
 - Workplace modifications?
 - Help with finding and changing jobs?
 - Career advice and training courses?

SPECIFIC EVALUATION QUESTIONS ABOUT THE JOBACCESS WEBSITE

- To what extent do you agree or disagree that the website easily distinguishes between content for the key stakeholder audiences (i.e. people with disability, employers and employment service providers)?
- Do you feel that accessing the website has helped to increase your knowledge of your rights and responsibilities relating to disability employment? How come?
- Do you feel that accessing the website has increased the knowledge of employers seeking to employ people with disability? How come?
- Do you feel that accessing the website has increased your skills and confidence of working with people with disability? How come?
- From your perspective, to what extent do you agree or disagree that use of the website facilitates:
 - People with disability being appropriately employed?
 - People with disability being matched to an employer's workplace needs?
 - People with disability feeling supported in the workplace?

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE IF NOT ALREADY PROVIDED IN THE RESPONSES GIVEN BY THE EMPLOYER

- What have you found most useful in your experience with the website? How come?
- What are the strengths of the website?
- In what ways do you think the website could be improved?
- What, if any, gaps do you see with regards to the website?
- Would you say that your experience using the website fits with what you expect from such a service, in today's world? How come?
- In general, do you feel that the website fits with what you expect and desire from such a service nowadays, when it comes to...:
 - The information included?
 - Ease of access?
 - Ease of use?
 - Ease of learning to use?
 - Ease of getting the outcomes you desired?
- To what extent do you agree or disagree that the services offered via the website are a good use of taxpayer funds?
- Is there anything else you would like to comment on, knowing that the website is meant to be easy to access, easy to understand and easy to use?

REASONS FOR NOT ACCESSING THE WEBSITE

- Earlier you mentioned that you have not visited the JobAccess Website in the last 12 months, can you please tell me why this is?

WRAP UP: 2 mins

- We've covered a lot today and we really value your input – thank you. Do you have any final comments to add?
- That's the end of the interview, thank you so much for your time, it is greatly appreciated.
- I just need to state that as this is an evaluation, it has been carried out in compliance with the Privacy Act 1988 and the information provided will only be used for research purposes.

- Also, just to remind you, I am from Colmar Brunton and this research has been conducted on behalf of the Department of Social Services.
- Issue incentive - ensure respondent has signed the consent and reimbursement form.
- Do you have any further questions regarding this evaluation or the process?

E.3. Employment Service Providers

GENERAL INTRODUCTION: 2 mins

- Hi, my name is X from Colmar Brunton Social Research, as you may already know we are a social research company who have been asked to conduct an evaluation of the JobAccess Service on behalf of the Department of Social Services.
- Research is all about understanding how people feel, what they experience and their perceptions, awareness and knowledge. There are no right or wrong answers. We just want to hear about how you really feel.
- I have a short form I would like to quickly go over with you before we begin. COMPLETE CONSENT FORM. IF PHONE INTERVIEW ENSURE YOU READ THROUGH THE FORM OVER THE PHONE AND SIGN ON BEHALF OF THE RESPONDENT.
- As we just discussed, all feedback will be treated in the strictest of confidence and no individuals will be identified in the final report we produce.
- Our conversation will last for about 45-60 minutes.
- Any questions before we begin?

BACKGROUND INFORMATION AND EMPLOYMENT

3 mins

- To begin with can you please give me a brief description of the organisation you work for and your role? [CONFIRM: DOES THE PROVIDER WORK DIRECTLY WITH JOB SEEKERS AND ASSIST WITH JOB PLACEMENT/MANAGEMENT OR ARE THEY EMPLOYED IN ANOTHER CAPACITY, E.G. SITE MANAGER].

JOBACCESS SERVICE AWARENESS: 10 mins

- Before we commence today's discussion, it would be great to get some context around your understanding of the JobAccess Service.
- What do you know about the JobAccess Service?
- What part of the JobAccess Service are you familiar with, or have you used over the last 12 months?
PROBE IF NECESSARY:
 - JobAccess Website
 - JobAccess Email and Telephone Information and Advice Service – 1800 464 800
 - The Employment Assistance Fund (EAF)
 - The National Disability Recruitment Coordinator (NDRC)
- Which part/s of the JobAccess Service are you currently using? This also includes all those that you have assisted a job seeker with using.
- Now thinking about all parts of the JobAccess Service you are familiar with...
 - What information or service aspects have you found to be most useful? Least useful? How come?
 - What would you say, if anything, is/was missing? How come?

PROCEED TO THE RELEVANT QUESTION SECTIONS BASED ON THE JOBACCESS SERVICE THAT THE RESPONDENT HAS USED/HAS FAMILIARITY WITH.

JOBACCESS WEBSITE: 10-15 mins

ASK IF RESPONDENT IDENTIFIES THAT THEY HAVE USED THE JOBACCESS WEBSITE IN THE LAST 12 MONTHS.

IF RESPONDENT HAS NOT USED THE JOBACCESS WEBSITE IN THE LAST 12 MONTHS GO TO SECTION TITLED "REASONS FOR NOT ACCESSING THE WEBSITE".

I would now like to discuss the JobAccess Website.

KNOWLEDGE AND EXPECTATIONS OF THE WEBSITE (GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE)

- Thinking back to before you used the website, what did you expect of it?
- What were these expectations based on?
- Do you feel that these expectations have been met? How come?
- What did you intend to achieve by accessing the website?
- And was this achieved?
- Roughly how many times have you visited the website?
- Tell me about your experience using the website?

PROBE IF NECESSARY:

- What elements of the website do you find particularly good? And what are not so good?
- How easy or difficult is it to use?
- How appropriate have you found the website content?
- To what extent do you agree or disagree that the website provides sufficient information on all things disability employment, including:
 - Financial support?
 - Workplace modifications?
 - Help with finding and changing jobs?
 - Career advice and training courses?

SPECIFIC EVALUATION QUESTIONS ABOUT THE JOBACCESS WEBSITE

- To what extent do you agree or disagree that the website easily distinguishes between content for the key stakeholder audiences (i.e. people with disability, employers and employment service providers)?
- Do you feel that accessing the website has helped to increase your knowledge of your rights and responsibilities relating to disability employment? How come?
- Do you feel that by accessing the website job seekers with disability have increased skills and confidence when seeking employment? How come?
- Do you feel that by accessing the website job seekers with disability have an increased ability to maintain meaningful employment? How come?
- From your perspective, to what extent do you agree or disagree that use of the website facilitates:
 - People with disability being appropriately employed?
 - People with disability feeling supported in the workplace?

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE IF NOT ALREADY PROVIDED IN THE RESPONSES GIVEN BY THE EMPLOYMENT SERVICE PROVIDER

- What have you found most useful in your experience with the website? How come?
- What are the strengths of the website?
- In what ways do you think the website could be improved?
- What, if any, gaps do you see with regards to the website?
- Would you say that your experience using the website fits with what you expect from such a service? How come?
- In general, do you feel that the website fits with what you expect and desire from such a service, when it comes to...:
 - The information included?
 - Ease of access?
 - Ease of use?
 - Ease of learning to use?
 - Ease of getting the outcomes you desired?
- To what extent do you agree or disagree that the services offered via the website are a good use of taxpayer funds?
- Is there anything else you would like to comment on, knowing that the website is meant to be easy to access, easy to understand and easy to use?

REASONS FOR NOT ACCESSING THE JOBACCESS WEBSITE

- Earlier you mentioned that you have not visited the JobAccess Website in the last 12 months, can you please tell me why this is?

JOBACCESS INFORMATION AND ADVICE SERVICE

10-15 mins

ASK IF RESPONDENT IDENTIFIES THAT THEY HAVE USED THE JOBACCESS INFORMATION AND ADVICE SERVICE IN THE LAST 12 MONTHS.

I would like to talk now about your experience with the JobAccess Email and Telephone Information and Advice Service (Information and Advice Service).

KNOWLEDGE AND EXPECTATIONS OF THE JOBACCESS INFORMATION AND ADVICE SERVICE (GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE)

- Thinking back to before you used the Information and Advice Service, what did you expect of it?
- What were these expectations based on?
- Do you feel that these expectations have been met? How come?

ACCESSING THE JOBACCESS INFORMATION AND ADVICE SERVICE

- Roughly how many times have you accessed the Information and Advice Service in the last 12 months?
- Please talk me through the steps you took/ generally take when you access/ed the Information and Advice Service.

PROBE IF NECESSARY:

- What elements of the service do you find particularly good? And what are not so good?
- How easy or difficult was it to use?
- How appropriate did you find the service to be?

- Do you feel that you were referred to the appropriate authorities and services?
- How would you describe the interactions you had with the people involved with the delivery of the Information and Advice Service?

SPECIFIC EVALUATION QUESTIONS ABOUT THE JOBACCESS INFORMATION AND ADVICE SERVICE

- How satisfied were you with the Information and Advice Service?
PROBE ON:
 - Ease
 - Timeliness
 - Communication
- Do you feel that appropriate advice is been provided by allied health professionals and trained customer service advisers appointed by JobAccess? Do you feel people with disability would be referred to appropriate authorities and services?
- Do you feel that accessing the Information and Advice Service has helped to increase your knowledge of your rights and responsibilities relating to disability employment? How come?
- From your perspective, to what extent do you agree or disagree that use of the Information and Advice Service:
 - Facilitates people with disability being appropriately employed?
 - Facilitates people with disability feeling supported in the workplace?

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE IF NOT ALREADY PROVIDED IN THE RESPONSES GIVEN BY THE EMPLOYMENT SERVICE PROVIDER

- What have you found most useful in your experience with the Information and Advice Service? How come?
- What are the strengths of the Information and Advice Service?
- In what ways do you think the Information and Advice Service could be improved?
- What, if any, gaps do you see with regards to the Information and Advice Service?
- Would you say that your experience using the Information and Advice Service fits with what you expect from such a service? How come?
- In general, do you feel that the Information and Advice Service fits with what you expect and desire from such a service, when it comes to...:
 - The information provided?
 - Ease of access?
 - Ease of use?
 - Ease of learning to use?
 - Ease of getting the outcomes you desired?
- To what extent do you agree or disagree that the advice delivered by the Information and Advice Service is:
 - Good value for money?
 - Worth the cost?
 - A good use of taxpayer funds?
- Is there anything else you would like to comment on, knowing that the Information and Advice Service is meant to be easy to access, easy to understand and easy to use?

EAF: 10-15 mins

ASK IF RESPONDENT IDENTIFIES THAT THEY HAVE USED/ASSISTED A JOB SEEKER TO APPLY FOR THE EAF.

I would like to talk now about your experience with the Employment Assistance Fund (EAF).

KNOWLEDGE AND EXPECTATIONS OF THE EAF (GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE)

- Thinking back to before you assisted any job seekers with applying for the EAF, what did you expect of it?
- What were these expectations based on?
- Do you feel that these expectations have been met? How come?

ACCESSING THE EAF

- Roughly how many times have you had any interaction with/helped a job seeker to apply for the EAF in the last 12 months?
- Please talk me through the general process taken when assisting a job seeker to apply for the EAF.

PROBE IF NECESSARY:

- What elements of the EAF do you find particularly good? And what are not so good?
- How easy or difficult is it to apply for?
- How appropriate have you found the EAF to be?

EVALUATION QUESTIONS LINKED TO PARTICULAR INTERACTIONS AS PART OF THE EAF

Thinking specifically about the application process...

- Generally, how satisfied are you with the application process, when assisting job seekers?

PROBE ON:

- Ease
- Timeliness
- Communication

SPECIFIC EVALUATION QUESTIONS ABOUT THE EAF

- From your perspective, to what extent do you agree or disagree that the EAF and the reimbursed modification/s facilitate:
 - People with disability being appropriately employed?
 - People with disability feeling supported in the workplace?
 - People with disability being employed at 13 weeks post modification? At 26 weeks? At 52 weeks?

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE IF NOT ALREADY PROVIDED IN THE RESPONSES GIVEN BY THE EMPLOYMENT SERVICE PROVIDER

- What have you found most useful in your experience with the EAF? How come?
- What are the strengths of the EAF?

- In what ways do you think the EAF could be improved?
- What, if any, gaps do you see with regards to the EAF?
- Would you say that your experience using the EAF fits with what you expect from such a service, in today's world? How come?
- In general, do you feel that the EAF fits with what you expect and desire from such a service nowadays, when it comes to...:
 - Ease of access?
 - Ease of use?
 - Ease of learning to use?
 - Ease of getting the outcomes you desired?
- To what extent do you agree or disagree that the workplace modifications delivered by the EAF are:
 - Good value for money?
 - Worth the cost?
 - A good use of taxpayer funds?
- Is there anything else you would like to comment on, knowing that the EAF is meant to be easy to access, easy to understand and easy to use?

NDRC: 10-15 mins

ASK IF RESPONDENT HAS INTERACTED WITH THE NDRC IN THE LAST 12 MONTHS.

I would like to talk now about your experience with the National Disability Recruitment Coordinator (NDRC).

KNOWLEDGE AND EXPECTATIONS OF THE NDRC

- Thinking back to before you assisted anyone using the NDRC, what did you expect of it?
- What were these expectations based on?
- Do you feel that these expectations have been met? How come?

INTERACTING WITH THE NDRC

- Please talk me through the interactions you have had with the NDRC.
 PROBE IF NECESSARY:
 - What elements of the service do you find particularly good? And what are not so good?
 - How easy or difficult is it to work with the NDRC?
 - How appropriate have you found the service to be?
 - How would you describe the interactions you had with the people involved with the delivery of the NDRC?

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE IF NOT ALREADY PROVIDED IN THE RESPONSES GIVEN BY THE EMPLOYMENT SERVICE PROVIDER

- What have you found most useful in your experience with the NDRC? How come?
- What are the strengths of the NDRC?
- In what ways do you think the NDRC could be improved?
- What, if any, gaps do you see with regards to the NDRC?

- Would you say that your experience using the NDRC fits with what you expect from such a service? How come?
- To what extent do you agree or disagree that the NDRC service and activities are:
 - Good value for money?
 - A good use of taxpayer funds?
- Is there anything else you would like to comment on, knowing that the NDRC is meant to be easy to access, easy to understand and easy to use?

WRAP UP: 2 mins

- We've covered a lot today and we really value your input – thank you. Do you have any final comments to add?
- That's the end of the interview, thank you so much for your time, it is greatly appreciated.
- I just need to state that as this is an evaluation, it has been carried out in compliance with the Privacy Act 1988 and the information provided will only be used for research purposes.
- Also, just to remind you, I am from Colmar Brunton and this research has been conducted on behalf of the Department of Social Services.
- Ensure respondent has signed the consent form.
- Do you have any further questions regarding this evaluation or the process?

E.4. WorkFocus – CRRS

GENERAL INTRODUCTION: 2 mins

- Hi, my name is X from Colmar Brunton Social Research, as you may already know we are a social research company who have been asked to conduct an evaluation of the JobAccess Service on behalf of the Department of Social Services.
- Research is all about understanding how people feel, what they experience and their perceptions, awareness and knowledge. There are no right or wrong answers. We just want to hear about how you really feel.
- I have a short form I would like to quickly go over with you before we begin. COMPLETE CONSENT FORM.
- As we just discussed, all feedback will be treated in the strictest of confidence and no individuals will be identified in the final report we produce.
- Our conversation will last for about 45-60 minutes.
- Any questions before we begin?

BACKGROUND INFORMATION AND EMPLOYMENT

6 mins

- To begin with can you please give me a description of your current role?
- How long have you been in this role? And how long have you been employed by WorkFocus?

COMPLAINT RESOLUTION AND REFERRAL SERVICE

50 mins

I would now like to talk about your experience working with the Complaints Resolution and Referral Service (CRRS)...

THE CRRS PURPOSE

- In your own words what is the intended purpose of the CRRS?
- And do you feel that the service is currently fulfilling this purpose? How come?

INVOLVEMENT WITH AND ACCESSING THE CRRS

- How long have you been involved with the CRRS?
- Please talk me through the general activities you undertake in your current role with relation to the CRRS.
- What elements of the service do you feel are particularly good for those who use it? And what is not so good?
- In your opinion, how easy or difficult was it to use for those accessing the service? How come?
- How appropriate do you feel the service is for those accessing it? And how could it be made more appropriate?

SPECIFIC EVALUATION QUESTIONS ABOUT THE CRRS

- In your opinion, how do users feel about the investigation of their complaints? What works well? What could be improved?
- In your opinion, how do users feel about the response they receive to their complaints? What works well? What could be improved?
- In your opinion, how do users feel about the overall management of their complaints? What works well? What could be improved?
- Do you feel use of the CRRS has helped to increase the user's knowledge of their responsibilities in seeking to resolve complaints relating to Australian Government funded disability services? How come?
- From your perspective, to what extent do you agree or disagree that use of the CRRS:
 - Helps resolve the issue that led to the complaint being made?
 - Helps people with disability to continue to receive quality Australian Government funded disability services?
 - Helps inform and improve service delivery for Australian Government funded disability services?
 - Helps people continue to be involved with Australian Government funded disability services?

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE IF NOT ALREADY PROVIDED IN THE RESPONSES GIVEN BY THE JOBACCESS SERVICE PROVIDER

- In your experience with the CRRS what do you think is most useful for those who use it? How come?
- What are the strengths of the CRRS?

- In what ways do you think the CRRS could be improved?
- What, if any, gaps do you see with regards to the CRRS?
- In general, do you feel that the CRRS fits with what users would expect and want from such a service? How about when it comes to...:
 - Ease of access?
 - Ease of use?
 - Ease of learning to use?
 - Ease of getting the outcomes users desire?
- Do you feel there are appropriate governance mechanisms in place to maintain the independence of the CRRS, given it is part of the broader JobAccess contract? How come?
- To what extent do you agree or disagree that the CRRS and activities are a good use of taxpayer funds?
- Is there anything else you would like to comment on, knowing that the CRRS is meant to be easy to access, easy to understand and easy to use?

WRAP UP: 2 mins

- We've covered a lot today and we really value your input – thank you. Do you have any final comments to add?
- That's the end of the interview, thank you so much for your time, it is greatly appreciated.
- I just need to state that as this is an evaluation, it has been carried out in compliance with the Privacy Act 1988 and the information provided will only be used for research purposes.
- Also, just to remind you, I am from Colmar Brunton and this research has been conducted on behalf of the Department of Social Services.
- Ensure respondent has signed the consent form.
- Do you have any further questions regarding this evaluation or the process?

E.5. Stakeholders

GENERAL INTRODUCTION: 2 mins

- Hi, my name is X from Colmar Brunton Social Research, as you may already know we are a social research company who have been asked to conduct an evaluation of the JobAccess Service on behalf of the Department of Social Services.
- Research is all about understanding how people feel, what they experience and their perceptions, awareness and knowledge. There are no right or wrong answers. We just want to hear about how you really feel.
- I have a short form I would like to quickly go over with you before we begin. **COMPLETE CONSENT FORM. IF PHONE INTERVIEW ENSURE YOU READ THROUGH THE FORM OVER THE PHONE AND SIGN ON BEHALF OF THE RESPONDENT.**
- As we just discussed, all feedback will be treated in the strictest of confidence and no individuals will be identified in the final report we produce.
- Our conversation will last for about 45-60 minutes.
- Any questions before we begin?

BACKGROUND INFORMATION AND EMPLOYMENT

3 mins

- To begin with can you please give me a brief description of the organisation you work for and your role?

JOBACCESS SERVICE AWARENESS: 10 mins

- Before we commence today's discussion, it would be great to get some context around your understanding of the JobAccess Service.
- What do you know about the JobAccess Service?
- What part of the JobAccess Service are you familiar with?
PROBE IF NECESSARY:
 - JobAccess Website
 - JobAccess Email and Telephone Information and Advice Service – 1800 464 800
 - The Employment Assistance Fund (EAF)
 - The National Disability Recruitment Coordinator (NDRC)
 - Complaints Resolution and Referral Service (CRRS)
 - National Disability Abuse and Neglect Hotline (the Hotline)
- Now thinking about all parts of the JobAccess Service you are familiar with...
 - What information or service aspects have you found to be most useful? Least useful? How come?
 - What would you say, if anything, is/was missing? How come?

PROCEED TO THE RELEVANT QUESTION SECTIONS BASED ON THE JOBACCESS SERVICE THAT THE RESPONDENT HAS FAMILIARITY WITH.

JOBACCESS WEBSITE: 5-10 mins

ASK IF RESPONDENT IDENTIFIES THAT THEY HAVE FAMILIARITY WITH THE JOBACCESS WEBSITE.

I would now like to discuss the JobAccess Website.

- Tell me what you know about the JobAccess Website.
PROBE IF NECESSARY:
 - What elements of the website do you find particularly good? And what are not so good?
 - From your perspective how easy or difficult is it to use for each key stakeholder audience (i.e. people with disability, employers and employment service providers)?
 - From your perspective how appropriate do you feel the website is for each key stakeholder audience (i.e. people with disability, employers and employment service providers)?
 - Do you feel that the website provides sufficient information on all things disability? How come?
- From your perspective do you believe that use of the website facilitates:
 - People with disability being appropriately employed? How come?
 - People with disability feeling supported in the workplace? How come?

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE IF NOT ALREADY PROVIDED IN THE RESPONSES GIVEN BY THE STAKEHOLDER

- What have you found most useful in your experience with the website? How come?
- What are the strengths of the website?
- In what ways do you think the website could be improved?
- What, if any, gaps do you see with regards to the website?
- Would you say that the website fits with what you expect from such a service? How come?
- In general, do you feel that the website fits with what you expect and desire from such a service, when it comes to...:
 - The information included?
 - Ease of access?
 - Ease of use?
 - Ease of learning to use?
- To what extent do you agree or disagree that the services offered via the website are a good use of taxpayer funds?
- Is there anything else you would like to comment on, knowing that the website is meant to be easy to access, easy to understand and easy to use?

JOBACCESS INFORMATION AND ADVICE SERVICE

5-10 mins

ASK IF RESPONDENT IDENTIFIES THAT THEY HAVE FAMILIARITY WITH THE JOBACCESS INFORMATION AND ADVICE SERVICE.

I would like to talk now about your experience with the JobAccess Email and Telephone Information and Advice Service (Information and Advice Service).

- Tell me what you know about the Information and Advice Service.
PROBE IF NECESSARY:
 - What elements of the service do you find particularly good? And what are not so good?
 - From your perspective how easy or difficult is it to use for each key stakeholder audience (i.e. people with disability, employers and employment service providers)?
 - From your perspective how appropriate do you feel the service is for each key stakeholder audience (i.e. people with disability, employers and employment service providers)?
- From your perspective do you believe that use of the Information and Advice Service:
 - Facilitates people with disability being appropriately employed? How come?
 - Facilitates people with disability feeling supported in the workplace? How come?

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE IF NOT ALREADY PROVIDED IN THE RESPONSES GIVEN BY THE STAKEHOLDER

- What have you found most useful in your experience with the Information and Advice Service? How come?
- What are the strengths of the Information and Advice Service?
- In what ways do you think the Information and Advice Service could be improved?
- What, if any, gaps do you see with regards to the Information and Advice Service?
- Would you say that the Information and Advice Service fits with what you expect from such a service? How come?

- In general, do you feel that the Information and Advice Service fits with what you expect and desire from such a service, when it comes to...:
 - The information provided?
 - Ease of access?
 - Ease of use?
 - Ease of learning to use?
- To what extent do you agree or disagree that the advice delivered by the Information and Advice Service is:
 - Good value for money?
 - Worth the cost?
 - A good use of taxpayer funds?
- Is there anything else you would like to comment on, knowing that the Information and Advice Service is meant to be easy to access, easy to understand and easy to use?

EAF: 5-10 mins

ASK IF RESPONDENT IDENTIFIES THAT THEY HAVE FAMILIARITY WITH THE EAF.

I would like to talk now about your experience with the Employment Assistance Fund (EAF).

- Tell me what you know about the EAF.
 PROBE IF NECESSARY:
 - What elements of the EAF do you find particularly good? And what are not so good?
 - From your perspective how easy or difficult is it to use for each key stakeholder audience (i.e. people with disability, employers and employment service providers)?
 - From your perspective how appropriate do you feel the EAF is for each key stakeholder audience (i.e. people with disability, employers and employment service providers)?
- From your perspective do you believe that use of the EAF enables people with disability to:
 - Find appropriate employment? How come?
 - Feel supported in the workplace? How come?
 - Maintain employment? How come?
- In your opinion, do you believe that the EAF:
 - Positively influences an employer to provide employment opportunities for people with disability?
 - Provides adequate financial assistance to support employers to provide workplace adjustments for employees with disability?
 - Application process could be streamlined for employers? If so how?

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE IF NOT ALREADY PROVIDED IN THE RESPONSES GIVEN BY THE STAKEHOLDER

- What have you found most useful in your experience with the EAF? How come?
- What are the strengths of the EAF?
- In what ways do you think the EAF could be improved?
- What, if any, gaps do you see with regards to the EAF?
- Would you say that the EAF fits with what you expect from such a service? How come?
- In general, do you feel that the EAF fits with what you expect and desire from such a service, when it comes to...:
 - Ease of access?

- Ease of use?
- Ease of learning to use?
- To what extent do you agree or disagree that the workplace modifications delivered by the EAF are:
 - Good value for money?
 - Worth the cost?
 - A good use of taxpayer funds?
- Is there anything else you would like to comment on, knowing that the EAF is meant to be easy to access, easy to understand and easy to use?

NDRC: 5-10 mins

ASK IF RESPONDENT IDENTIFIES THAT THEY HAVE FAMILIARITY WITH THE NDRC.

I would like to talk now about your experience with the National Disability Recruitment Coordinator (NDRC).

- Tell me what you know about the NDRC.
PROBE IF NECESSARY:
 - What elements of the service do you find particularly good? And what are not so good?
 - From your perspective how easy or difficult is it to use for each key stakeholder audience (i.e. people with disability and employers)?
 - From your perspective how appropriate do you feel the NDRC is for each key stakeholder audience (i.e. people with disability and employers)?
- From your perspective do you believe that use of the NDRC facilitates:
 - People with disability being appropriately employed? How come?
 - People with disability feeling supported in the workplace? How come?
 - Employers providing more employment opportunities for people with disability?
 - Employers acquiring relevant skills and knowledge to help influence the disability confidence within their organisation? How come?

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE IF NOT ALREADY PROVIDED IN THE RESPONSES GIVEN BY THE STAKEHOLDER

- What have you found most useful in your experience with the NDRC? How come?
- What are the strengths of the NDRC?
- In what ways do you think the NDRC could be improved?
- What, if any, gaps do you see with regards to the NDRC?
- Would you say that the NDRC fits with what you expect from such a service? How come?
- To what extent do you agree or disagree that the NDRC service and activities are:
 - Good value for money?
 - A good use of taxpayer funds?
- Is there anything else you would like to comment on, knowing that the NDRC is meant to be easy to access, easy to understand and easy to use?

COMPLAINTS RESOLUTION AND REFERRAL SERVICE (CRRS) 5-10 mins

ASK IF RESPONDENT IDENTIFIES THAT THEY HAVE FAMILIARITY WITH THE CRRS.

I would like to talk now about your experience with the Complaints Resolution and Referral Service (CRRS).

- Tell me what you know about the CRRS.
PROBE IF NECESSARY:
 - What elements of the service do you find particularly good? And what are not so good?
 - From your perspective how easy or difficult is it to use for relevant stakeholders?
 - From your perspective how appropriate do you feel the CRRS is?

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE IF NOT ALREADY PROVIDED IN THE RESPONSES GIVEN BY THE STAKEHOLDER

- What have you found most useful in your experience with the CRRS? How come?
- What are the strengths of the CRRS?
- In what ways do you think the CRRS could be improved?
- What, if any, gaps do you see with regards to the CRRS?
- Would you say that the CRRS fits with what you expect from such a service? How come?
- Do you feel there are appropriate governance mechanisms in place to maintain the independence of the CRRS, given it is part of the broader JobAccess contract? How come?
- To what extent do you agree or disagree that the CRRS and activities are a good use of taxpayer funds?
- In your opinion, do you think the CRRS fits well into the JobAccess Service offering?
- Is there anything else you would like to comment on, knowing that the CRRS is meant to be easy to access, easy to understand and easy to use?

NATIONAL DISABILITY ABUSE AND NEGLECT HOTLINE: 5-10 mins

ASK IF RESPONDENT IDENTIFIES THAT THEY HAVE FAMILIARITY WITH THE HOTLINE.

I would like to talk now about your experience with the National Disability Abuse and Neglect Hotline (the Hotline).

- Tell me what you know about the Hotline.
PROBE IF NECESSARY:
 - What elements of the service do you find particularly good? And what are not so good?
 - From your perspective how easy or difficult is it to use for relevant stakeholders?
 - From your perspective how appropriate do you feel the Hotline is?

GENERAL EVALUATION QUESTIONS ASKED OF EACH SERVICE IF NOT ALREADY PROVIDED IN THE RESPONSES GIVEN BY THE STAKEHOLDER

- What have you found most useful in your experience with the Hotline? How come?
- What are the strengths of the Hotline?
- In what ways do you think the Hotline could be improved?
- What, if any, gaps do you see with regards to the Hotline?
- Would you say that the Hotline fits with what you expect from such a service? How come?
- To what extent do you agree or disagree that the Hotline service and activities are a good use of taxpayer funds?

- In your opinion, do you think the Hotline logically fits as part of the JobAccess Service offering – driving disability employment?
- In your opinion, do you think there is an overlap in the service delivered by the Hotline and that available through the NDIS Complaints Commission?
- Is there anything else you would like to comment on, knowing that the Hotline is meant to be easy to access, easy to understand and easy to use?

WRAP UP: 2 mins

- We've covered a lot today and we really value your input – thank you. Do you have any final comments to add?
- That's the end of the interview, thank you so much for your time, it is greatly appreciated.
- I just need to state that as this is an evaluation, it has been carried out in compliance with the Privacy Act 1988 and the information provided will only be used for research purposes.
- Also, just to remind you, I am from Colmar Brunton and this research has been conducted on behalf of the Department of Social Services.
- Ensure respondent has signed the consent form.
- Do you have any further questions regarding this evaluation or the process?

Appendix F: Data Sources

Several administrative data sources were provided by WorkFocus and the Department for Colmar Brunton to review as part of this evaluation. The full list of these data sources is below.

- Analytics All Web Site Data Top Events, Downloads PDF (01072016 through to 30112018)
- Analytics All Web Site Data Top Events, Downloads DOCX (01072016 through to 30112018)
- JobAccess Website Google Analytics
- All Web Site Data – Referral Traffic – Monthly Compare February 2019
- All Web Site Data – Browser & OS – Monthly Compare February 2019
- All Web Site Data – Pages – Monthly Compare February 2019
- All Web Site Data – Audience Overview – Monthly Compare February 2019
- 2016-2018 13 week survey data – Employers
- 2016-2018 13 week survey data – Employees
- 2016-2018 satisfaction survey – Advisory
- 2016-2018 satisfaction survey – CRRS customers
- 2016-2018 satisfaction survey – CRRS service providers
- 2016-2018 satisfaction survey – Hotline
- 2016-2018 Employer Engagement Vacancy Survey Results
- July 2016-September 2018 JA Employer Engagement - Partnership Progress Survey Results
- 2016-2018 General Advisory stats as per request
- 2016-2018 CRRS stats as per request
- 2016-2018 Hotline stats as per request
- 2016-17 Q1 Quarterly Report
- 2016-17 Q2 Quarterly Report
- 2016-17 Q3 Quarterly Report
- 2016-17 Q4 JobAccess Quarterly Report & Annual Results
- 2017-18 Q1 Quarterly Report
- 2017-18 Q2 Quarterly Report
- 2017-18 Q3 Quarterly Report
- 2017-18 Q4 JobAccess Quarterly Report & Annual Results
- 2016-17 Annual Report Appendix 1 WSAX referral report
- 2017-18 Annual Report Appendix 1 WSAX referral report
- 2016-17 Annual Report Appendix 3 Employer Engagement Activities
- 2017-18 Annual Report Appendix 3 Employer Engagement Activities
- JobAccess Team 2018.2 (qualifications)

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