

# Evaluating Disability Diversity & Inclusivity in Australian Workplaces

---

Australia's Disability Diversity & Inclusivity Index

Report issued: March 2020





# Contents

- 1. Australia’s Disability Diversity and Inclusivity Index** ..... 1
- 2. Key findings** ..... 6
- 3. Executive Summary** ..... 8
  - 3.1 Methodology..... 10
- 4. Why disability diversity and inclusivity matters**..... 13
  - 4.1 Disability is not rare..... 14
  - 4.2 Australian businesses have low awareness..... 15
  - 4.3 Misperceptions are creating barriers to employment..... 17
  - 4.4 Only half of Australian businesses believe workplaces are inclusive..... 18
  - 4.5 Disconnected motivators hamper employment efforts ..... 22
  - 4.6 SMEs need more support..... 27
- 5. Return to work is successful** ..... 28
- 6. Myth busting: Perception versus Reality**..... 31
- 7. Where to from here?** ..... 37
- 8. Glossary / References**..... 38

# Australia's Disability Diversity and Inclusivity Index

## 2019 Index Scorecard

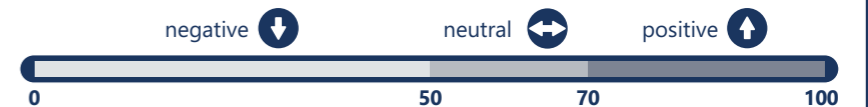
**57.6 / 100**

This score is in the neutral range and indicates room for improvement

**2.1 million**  
Working age Australians are living with a disability

**Over 100,000**  
Australians are seriously injured at work each year

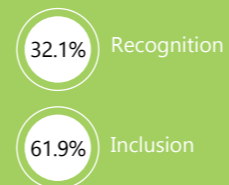
This inaugural Disability Diversity and Inclusivity Index of Australian Workplaces has set a benchmark from which improvements can be tracked over time. As such, there was no specific target score set for the 2019 research. APM will publish its research and Index annually.



### **↓ Culture** 47.0 / 100

Knowledge and awareness is poor. Most people with a disability have encountered negative employer attitudes.

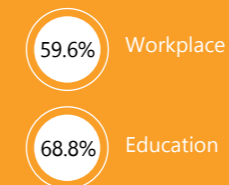
#### Components



### **↔ Accessibility** 64.2 / 100

Most employers and people with disability believe their workplace is accessible.

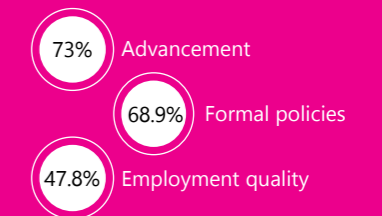
#### Components



### **↔ Career Equity** 61.6 / 100

Most feel their employer is equitable in the provision of advancement opportunities.

#### Components



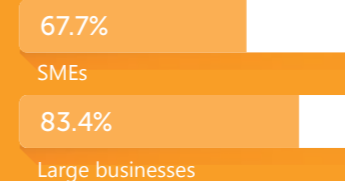
### Key Research Findings

- 86.4% of employers believe disability is much less prevalent than reality
- 78.3% of inexperienced\* employers unaware they've had workers with disability
- 50.4% of employers believe Australian workplaces are inclusive
- 68.6% of people with a disability have experienced negative employer attitudes

\*Inexperienced employers are those who were either unsure, or had never recruited a person with a disability or had someone return to work.

- 70.7% of employers say their workplace is fully accessible
- 81.9% of people with a disability say their workplace is fully accessible
- 38.8% of people with a disability say training and education is not fully accessible

Small/Medium Enterprises (SMEs) are less likely to have experience with return to work or recruitment of people with disability than large organisations.



- 59.9% of employers have diversity and inclusion policies
- 68.8% of employers have return to work policies
- 69.4% of people with a disability get equal career opportunities

Fragile employment is prevalent among people with disability and there is a clear need for more income.

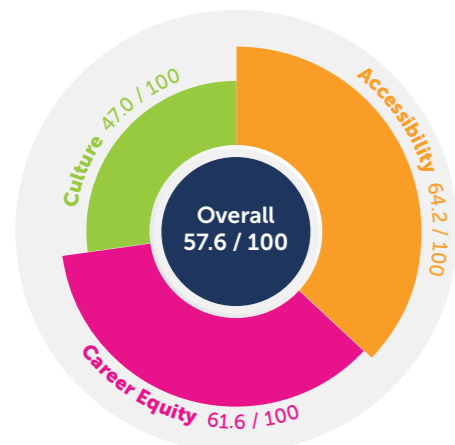


# Diversity and inclusivity in Australian Workplaces

Culture, accessibility and career equity are crucial to disability diversity and inclusivity in Australian workplaces. In 2020, all three need improvement.

# The current state of disability diversity and inclusivity in Australian Workplaces

**2019 Index overall score – 57.6** Neutral (room for improvement)

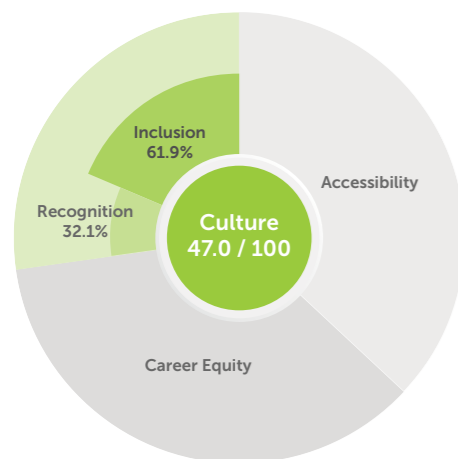


The 2019 Disability Diversity and Inclusivity Index of Australian Workplaces returned an overall score of 57.6 or neutral. Accessibility and Career Equity returned scores in the upper range of neutral, but Culture underperformed in this year's Index.

This inaugural Disability Diversity and Inclusivity Index of Australian Workplaces has set a benchmark from which improvements can be tracked over time. As such, this result will be used as a target for APM's 2020 Index score and subsequent Indexes published annually.

**Culture – 47.0** Negative (requires focus)

**The level of recognition of diversity by Australian businesses and the inclusiveness of education and employment, measured from both business and individual perspectives.**



Recognition of disability by Australian workplaces is crucial to the development of diverse and inclusive workplace cultures. Currently, the level of recognition is unacceptable, pulled down by poor awareness among businesses of the prevalence of disability. This is mitigated slightly by a sense of social responsibility and altruism seen among businesses.

Despite the low level of recognition, inclusion measures are in the neutral range. This is driven primarily by experienced employers,<sup>1</sup> the majority of which report actively working to create and build inclusive workplaces.

However, the prevalence of negative employer attitudes, as reported by people with disability, is a barrier to inclusion reaching the positive range. The measure is also constrained by the fact three in 10 businesses do not agree they are open to hiring people with disability and less than half actively encourage this.<sup>2</sup>

<sup>1</sup> Where **experienced** refers to those employers who have either employed someone living with disability, supported an employee to return to work, or both and **inexperienced** refers to those employers who have neither employed a person with disability, nor supported an employee to return to work

<sup>2</sup> This figure includes those who disagreed, strongly disagreed or were neutral in terms of agreement with this statement

**Accessibility – 64.2** Neutral (room for improvement)

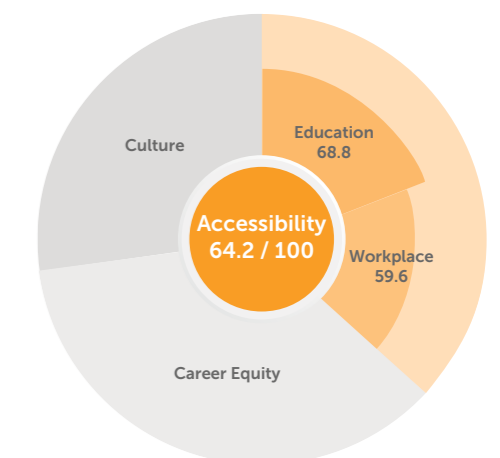
In 2019, accessibility sits in the neutral range. The majority of experienced employers report that their workplace is fully accessible to people with disability and this is driving positivity in this measure.

However, there remain some inexperienced employers that hold negative perceptions. Accessibility to employment itself in their organisations is limited due to either a lack of willingness or, more commonly, lack of capability to employ someone living with disability. Inexperienced employers do have a positive influence, however, in terms of their support for employees returning to work after injury.

Downward pressure on the workplace component also comes from the prevalence of barriers to job seeking or working reported by people living with disability, as well as the level of negative emotion or feeling expressed with regard to employment and careers.

The education component fares better, but still fails to reach a positive rating. The main driver of this being some people with disability expressing neutral or negative sentiment across measures of inclusivity, accessibility and supportiveness of education providers. Low prevalence of training and mentor support for people with disability in employment is also having a negative influence.

**A measure of how accessible education and paid-employment is for people with disability**

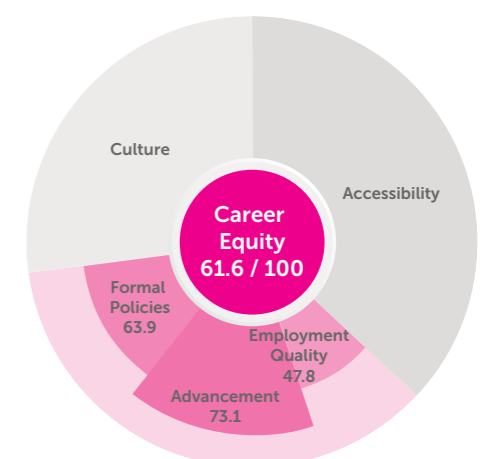


**Career Equity – 61.6** Neutral (room for improvement)

The career equity pillar falls into the neutral range. The most positive influence on this pillar is the perceived equity in career advancement reported by staff living with disability, this is the only measure within this year's index that achieves a positive rating. The prevalence of formal policies and targets to support workforce diversity and inclusion is approaching positive, but as a critical step in facilitating effective and successful inclusion of people with disability there is still a need to improve in this area.

The biggest concern in this pillar is the pervasiveness of fragile or unstable employment, represented by the 'employment quality' component. People with disability are most often in casual or seasonal employment and on relatively low wages. A significant minority report that they are not earning enough and require more hours. For true equity and parity to be achieved, the prevalence of fragile employment needs to be addressed. Part-time employment, and where suitable for the individual, full-time employment options need to be made available in place of casual and seasonal employment.

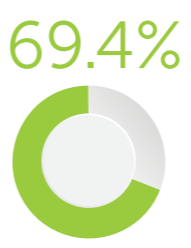
**A measure of the practical actions being taken by employers to provide equitable employment and career opportunities, as well as the quality of employment of people living with disability**





# Top five benefits

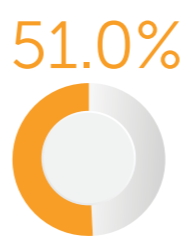
## of disability diversity and inclusivity in the workplace



**Culture:**  
**Positive impact on workplace culture**

"You get repaid from a cultural perspective, probably tenfold because it completely changes people's view of A, the heart and soul of the place and B, helps them to assess their own personal approach to work and it helps them just be better humans."

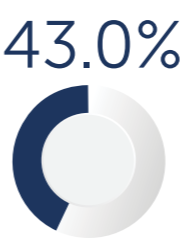
**CEO, Perth**



**Attitude:**  
**Improved, more positive workplace atmosphere, mood**

"We employed a young girl with Down Syndrome and the joy that people got from seeing her so happy, doing something and helping people. When she left there were a lot of people who said, 'where has she gone'? 'What happened'? Everyone noticed."

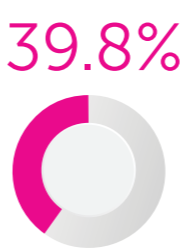
**GM, Sydney**



**Morale:**  
**Improved team morale**

"He made everyone around him work better, more efficiently and at a higher level, so it was a win for everybody."

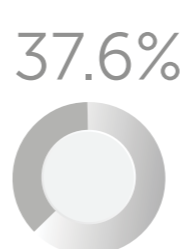
**Recruitment Consultant, Perth**



**Creativity:**  
**Increased variety of perspectives and ways of thinking or problem-solving**

"Typically people with disability bring another creative perspective as they have had to look at problems differently. Our big focus is on that challenge of getting different perspectives. So, it's the diversity in people that drives diversity in the idea, the approach, the understanding, the learning."

**GM HR, Perth**



**Resilience:**  
**Increased ability of individuals and teams to cope and adapt in the face of challenges**

"The first thing that happened [when we hired someone with disability] was zero complaining, because in a business environment people can be on edge, and once they start working with someone who's got any level of other need, it helps them psychologically to back off a bit."

**CEO, Perth**

# Key findings

## 1. Fragile employment is common

Fragile or unstable employment is common among people with disability, who are likely to have experienced unemployment and poverty, and need to put money aside to cover leave and other entitlements they would have if they were in part or full-time employment, and in case of sudden job loss.

- 1.1 People with a disability are typically in **fragile employment**. Nearly one in three (32.8%) employed individuals surveyed reported earning an hourly rate of \$23 or less, while more than half (51.9%) are in casual or seasonal employment.

## 2. Low recognition

There is low recognition, awareness and knowledge of disability among Australian employers. Until this changes, prevalent misperceptions and attitudes will remain a barrier to job seekers and employees with disability, particularly those who aspire to senior and/or influential roles.

- 2.1 The majority of Australian employers believe the prevalence of disability among the Australian population is far lower than it actually is. **Nearly nine in 10 (86.4%)** are not aware that one in five Australians live with disability.
- 2.2 Many employers **lack understanding of the diversity and range of disability**. Only half (49.8%) of businesses surveyed initially said they had recruited a person with disability. However, of those employers who claimed they had not, when prompted nearly four in five (78.3%) also indicated that they had either employed someone with, or had an existing employee develop, at least one mental health condition or other common disability when prompted.
- 2.3 Only **half (50.4%) of Australian businesses believe Australian workplaces are inclusive**. While employed people with disability are typically more positive about the inclusivity of their workplace, more than seven in 10 (73.6%) of those surveyed said their injury, illness or disability had made finding a job a challenge. A similar proportion (68.6%) indicated they had experienced at least one negative attitude from an employer or potential employer.

## 3. Disconnected priorities

Employers appear to be focused primarily on workplace accessibility, but this is low on the list of priorities for employees with disability, who are seeking to earn enough to live comfortably, in a job they enjoy, with an employer who genuinely understands their disability.

- 3.1 There is a disconnect between the actions employers are taking to create inclusive workplaces and the employment outcomes sought by people with disability. While making workplace modifications is the most common step taken by businesses to maximise success for people with disability (45.2%), accessibility is of far less importance to these individuals (14.3%) than an informed, **understanding employer** (42.0%), **job enjoyment** (55.1%) and **social inclusion** (31.2%).
- 3.2 The majority (85.7%) of people with disability are **prompted to seek work for reasons other than a requirement to do so**. The most common drivers are financial necessity (48.2%) and a simple desire to work (37.7%). Health/injury (49.5%) and disability (38.8%) are, however, the most common things stopping them from job-seeking or working. For this reason, they place a high value on employment, which they believe makes them reliable employees.

## 4. High level of benefits

More than nine in 10 employers who have employed people with disability report HR benefits and the same number report organisational benefits. Return to work is also reported as highly successful.

- 4.1 **Return to work after workplace injury is highly successful**, with nearly all (95.2%) businesses amongst those surveyed with experience supporting an employee to return to work reporting that the employee was able to return to the same role, while nearly nine in 10 (88.5%) reported they were able to return to the same work hours eventually.
- 4.2 Australian businesses recognise the benefits of hiring people living with injury, illness or disability. **Less than 1% of employers with experience hiring people with disability or having an employee return to work after injury say there are no organisational benefits to employing these workers.**<sup>1</sup> Improvements to reputation, skill diversity, recruitment and retention, reliability, productivity and financial performance are the most common benefits reported by employers after improved culture.

## 5. SMEs need more support

Small and medium businesses are willing to recruit people with disability, but need more information and support, particularly in terms of ensuring they have the necessary policies in place.

- 5.1 One in three (32.3%) SMEs have either no experience with recruitment of people with disability or return to work of someone after a workplace injury, or are unsure if their organisation does – almost double the rate seen among large employers. **SMEs are more than twice as likely to be passive employers of these workers** than large organisations (19.7% vs. 8.3%) and workforce diversity KPIs among these businesses are almost non-existent.
- 5.2 **Misperceptions about the cost of employing people with disability, injury or illness is a real barrier to diversity and inclusivity** in Australian workplaces. Businesses with no experience hiring people with disability or supporting individuals to return to work after injury were most likely to cite financial implications of training (33.7%) and reduced productivity (33.1%) as key challenges they would face. However, businesses with experience employing these workers report apprehension and uncertainty among existing staff (37.6%) as the most common challenge faced. Education and training costs do not even feature in the top five challenges encountered.

# Executive Summary

People with disability remain significantly under-represented in Australia's workforce and 27 years of unbroken economic growth, despite a range of Federal Government policies and initiatives to increase participation.

Similarly, people who have been injured at their workplace often have trouble returning to work.

## \$43 billion boost to GDP

Research has shown that increasing workplace participation for people with disability would deliver numerous benefits to the Australian economy and community: increasing employment of people with disability by one third would deliver a cumulative \$43 billion GDP increase over a decade.<sup>3</sup>

People with disability also experience social isolation. A job enables them to engage with their local community while significantly improving their health, social and economic outcomes. This has a positive flow-on effect to their family and further reduces welfare dependency. This can also apply to people who have been injured at work.

## Australia can do better

Despite the compelling economic and social benefits, Australia continues to struggle with low employment rates for people with disability when compared to other OECD (The Organisation for Economic Co-operation and Development)<sup>4</sup> countries. Clearly, if Australia is to realise its full economic potential and truly embrace all its citizens as equal, this needs to change. But government policy can only go so far. No program, no matter how effective, can compel a business to employ someone.

## National conversation

To better understand the barriers stopping more Australian businesses from employing people with disability, and the obstacles preventing people who have been injured at work from returning to full employment, APM has commissioned this inaugural report, a first-of-its kind in Australia due to the breadth of perspectives included and significant sample size.

We hope to open a dialogue about the nature of these barriers and how they can be overcome: some are based on out-dated perceptions, while others arise from simple misunderstandings.

**The largest research project of its kind in Australia, this report gives a voice not only to businesses, but to people with disability, with regard to employment and career access, equity and inclusion.**

**If Australia is to realise its full economic potential and truly embrace all its citizens as equal, this needs to change.**

## Numerous benefits

Apart from economic and social benefits, a diverse workforce also provides a range of organisational benefits. Affirmative action, diversity targets, policies and processes are all commonly highlighted by organisations as evidence of both intent to create inclusive workplaces, and alignment of their brand to the evolving, contemporary social attitudes of their markets.

However, the inclusivity of Australians living with injury, illness or disability, continues to lag other aspects of diversity and inclusivity, according to publicly available measures.

## Landmark research

As one of Australia's largest providers of employment, vocational rehabilitation and allied health services, APM works to enable people with disability to find or return to meaningful, lasting employment. To celebrate a milestone 25 years of service, APM commissioned independent market research consultancy, CoreData, to conduct research on diversity and inclusivity in the workplace, particularly when it comes to injury, illness or disability. A key pillar of this ground-breaking research is the creation of the inaugural Disability Diversity and Inclusivity Index ("The Index").

## Break down barriers

The Index and accompanying report leverage insights gathered from almost 1,300 APM Disability Employment Services (DES) and WorkCare clients and more than 600 businesses across Australia, making it the largest research study of its kind in Australia. It measures the attitudes and actions of Australian employers (both experienced and inexperienced) and individuals, as they relate to, are experienced by, and impact these individuals in their employment and careers. This research is unique in that it gives voice to people with disability as well as Australian businesses.

**This research is unique in that it gives voice to people with disability as well as Australian businesses.**

We hope that this annual Index and report will present an evolving picture of the diverse needs, aspirations and experiences of people with disability as they seek and engage in employment.

In exploring the barriers these individuals face in achieving gainful employment, and those faced by organisations striving to include them in their workforce, we hope to encourage a conversation that challenges misconceptions around the employability and inclusivity of people with disability.

<sup>3</sup> Deloitte Access Economics

<sup>4</sup> Organisation for Economic Cooperation and Development

# Methodology

APM commissioned independent market research consultancy, CoreData, to undertake the **largest holistic research project of its kind in Australia on disability diversity and inclusivity in Australian workplaces**. A key focus of this project was the creation of an index and benchmark of inclusion and equity for job seekers and employees with disability.

The term “people with disability” refers to individuals who have an injury, illness or disability, whether this is a temporary or permanent state. For this research, we include job seekers, employees, and those returning to work after injury.

A range of factors have been considered and measured in this research, including barriers, enablers and outcomes. We have also captured perspectives and impact, from both Australian businesses and people with disability. The findings presented in this report are the result of both secondary research (exploration and analysis of existing, publicly available data), and primary research (both qualitative and quantitative).

Primary research was conducted in two phases. Qualitative insights were captured via in-depth interviews with 10 Australian businesses and two focus groups with APM Disability Employment Services employees in Employment Consultant and related roles. Qualitative fieldwork was carried out between July and September 2019. Quantitative insights were captured via online surveys with 631 Australian businesses including small, medium, large and national employers, and 1,248 current or former clients of APM Disability Employment Services or APM WorkCare. Quantitative fieldwork was conducted between the 9th and 16th of September 2019.

CoreData  
November 2019

# Disability Diversity & Inclusivity Index

The Disability Diversity & Inclusivity Index has been designed to measure and track three broad areas, or pillars:

- **Culture:** the level of recognition and understanding of diversity and inclusion among Australian businesses and how inclusive workplaces are currently.
- **Accessibility:** how accessible, inclusive and equitable employment and education is for people with disability.
- **Career Equity:** the equity and parity of employment and career progression opportunities for people with disability.

Index measures are based on self-reported attitudes/perceptions and actions/activities of businesses, and the experiences and perceptions of Australians living with disability.

Each pillar is comprised of two or three components. Each component is based on measures captured either from businesses, people with disability or both, which contribute equally to the overall pillar score.

The pillars combine to form the overall Disability Diversity & Inclusivity Index.

Each pillar is assigned a score from 0-100 and is separated across business and individual responses. The higher the component score, the closer we are to full inclusion and equity for Australians with disability, and as a consequence, to genuinely diverse and inclusive workplaces as a norm.

In future years, the Index is intended to track how Australian workplaces are evolving in terms of attitudes and behaviours and, hopefully, becoming more inclusive of individuals with injury, illness or disability.





## Why disability diversity and inclusivity matters

**More than four million, or one in five Australians, have a disability, according to the Australian Network on Disability (AND). Among this group, 2.1 million are of working age, of which just under half are in paid employment.<sup>5</sup>**

While our research, and engagement with APM Employment Consultants suggests many employers demonstrate positive attitudes towards employing individuals with disability, the lack of disability diversity in most Australian workplaces proves significant barriers to doing so remain. These barriers often reflect a lack of understanding of disability, as well as perceived administrative and financial burden of recruitment and inclusion of people with a disability.

Participation in, and completion of vocational education and training (VET) is a common, often government-funded strategy to improve employability of those facing barriers to employment. Yet, less than one in 10 VET students self-report having a disability and less than a third of those do find employment on graduation (when unemployed at commencement). Further, graduates with disability salaries are on average more than \$5,000 lower than their peers without disability.<sup>6</sup>

Meanwhile, more than 100,000 Australians are seriously injured at work each year, according to the latest available SafeWork data. Almost nine in 10 suffer a physical injury, but overall, mental health conditions make up 6.7% of serious claims alone. On returning to work, more than half do not initially return to their same duties, and almost four in 10 work fewer hours.

We know that return to work has significant, positive impacts on these individuals' financial and psychological wellbeing. However, negative perceptions persist among some employers around perceived cost, process and the attitudes of those who have been injured returning to work.<sup>7</sup>

There is clearly more work to be done to achieve diverse workforces through the inclusion of people with disability. This Index aims to add another perspective to the growing body of work and conversation in this area. To do this, APM have explored business attitudes, understanding and perspectives. Uniquely, however, APM have also given voice to people with disability who are seeking employment or are returning to work.

The APM Disability Diversity and Inclusivity Index assesses diversity and inclusivity not only from employer perspectives but from the perspective of job seekers and employees with disability across three broad measures: Culture, Accessibility and Career Equity.

Over time, the Index will allow tracking of progress, monitoring of barriers and challenges, and the impact of changes made to workplaces and the lives of Australians with disability of working age.

“You can have diversity without having inclusion... but it's when people feel safe to be themselves and to speak up and give their opinion, no matter who that is.”

GM People and Culture, Sydney

<sup>5</sup> Australian Institute of Health and Welfare, 2019

<sup>6</sup> NCVET, 2019

<sup>7</sup> SafeWork, 2018

# Disability is not rare

“It’s a continuous journey to move the conversation and the thought away from just visible disability, to those invisible disabilities. The ones that you don’t see.”

Senior Manager Diversity & Inclusion, Sydney

**When we talk about people with disability we include all those who live with injury, illness or disability, including those with mental health conditions. For some these are permanent conditions they will live with for the rest of their lives. For others, these are temporary conditions that will resolve over time, and may be the result of a workplace incident.**

While one in five Australians live with some kind of disability, there is low awareness among Australian businesses of this fact. This likely stems from a lack of awareness of the wide range of injuries, illnesses and disabilities people live with, many of which are not immediately visible to others. This is just one reason why finding and retaining gainful employment is more challenging for many Australians living with disability.

Assistance is provided by way of the Australian Government funded Disability Employment Services (DES) providers, such as APM. From work readiness to initial placement, through to post-placement and ongoing support, these providers are contracted under a model that incentivises lasting employment outcomes for individuals.

Services and supports are also provided by organisations such as APM WorkCare to assist those who have been injured at work to return to employment, and to assist organisations through the recruitment and onboarding or return to work of people with disability. This support is provided through workplace and functional capacity assessments, job analysis and other assessments.

Vocational rehabilitation services facilitate successful return to work for most individuals, eventually to the same duties and hours they worked prior to their injury or illness. However, around half exit vocational rehabilitation fit for work, but with some restrictions.

## Did you know



**The following are examples of the enormous variety of illnesses, injuries and disabilities Australian workers live with:**

- Chronic or recurrent pain
- Loss of hearing
- Breathing difficulties
- Mental health conditions
- Long term effects of head injury
- Nervous or emotional conditions
- Loss of sight
- Degenerative condition
- Long term effects of other brain damage
- Speech difficulties

- Restriction in physical activities
- Cardiovascular or circulatory conditions
- Incomplete use of arms or fingers
- Long term medical condition
- Neurological impairments (e.g. seizures)
- Disfigurement or deformity
- Difficulty gripping or holding objects
- Learning or comprehension difficulties
- Incomplete use of legs or feet

# Australian businesses have low awareness

**Nearly nine in 10 Australian employers are not aware of the prevalence of disability in the Australian population. When asked how many Australians live with disability, just 13.6% correctly answered one in five. Two in five (41.5%) believed it was one in 50 or less.**

This low awareness is seen even among experienced employers – those who have recruited an employee with disability and/or had an employee return to work after injury – with just 14.4% aware of the actual prevalence and nearly two in five (39.8%) believing it was one in 50 or less.

This is important because without knowledge of the true prevalence of disability in the Australian population, businesses cannot ensure their workforce is representative of the community.

Given how common disability is among the population, we know the vast majority of businesses are likely to have at least one employee living with disability, whether they are aware of it or not. However, less than half (49.8%) of businesses surveyed said they had recruited an employee with disability and only a small majority (52.5%) had experience of an employee returning to work after injury.

Interestingly, more than four in five (78.3%) inexperienced employers<sup>8</sup> actually indicated they had employed, or had an existing employee develop an injury, illness or disability. Most commonly this was a mental health condition (30.7%) or a nervous or emotional condition (16.3%).

These findings suggest that many organisations lack a clear and accurate understanding of what is considered a disability, illness or injury and as such, do not realise they have employees living with disability.

**An employer who has not recruited a person with a disability, or had someone return to work, is unlikely to have formal policies in place to support any workers with a disability.**

It may also be the case that some organisations are finding themselves with a diverse and inclusive workforce passively, due to employees developing these conditions, rather than active recruitment of an individual with a known disability. The fact that 68.2% of businesses indicated they are open to recruiting a worker with injury, illness or disability, but only 46.7% reported they were actively encouraging it, supports this hypothesis.

<sup>8</sup> Those who were either unsure, or had never recruited a person with a disability or had someone return to work



## Misperceptions are creating barriers to employment

**Looking more closely at the impact of known recruitment or return to work of a person with disability on employer behaviours and attitudes we find stark differences. Businesses are far less likely to be open to hiring someone with a disability than experienced businesses (49.1% vs. 74.7%), let alone be actively encouraging it (25.2% vs. 54.1%), and are unlikely to have formal diversity and inclusivity policies (34.0% vs. 68.5%) or return to work policies (40.4% vs. 78.4%).**

Only four in 10 experienced employers say they have formal workforce diversity targets to meet, suggesting that for most, this is not driving their decision to include people with disability in their workforces. The difference appears to centre on perceptions of benefit and cost, or challenges that would be faced by the business.

**Beliefs about the benefits and challenges of recruiting people with a disability, or an individual returning to work after injury, appear to be a key differentiator between those who have and those who have not done so.**

While the most commonly cited benefit of ability diversity for both employer groups was positive cultural impact, inexperienced employers were less likely to believe hiring people with disability would achieve this (59.0%) than experienced employers which reported actually experiencing this benefit (69.4%).

Inexperienced employers were twice as likely to cite eligibility for government grants and subsidies as a potential benefit (40.4%) than experienced businesses were to cite this as a benefit (20.4%).

**Inexperienced employers are more likely to expect challenges in recruiting people with disability than those who have recruited people with disability are to report experiencing them.** This is particularly true of education and training costs (33.7% vs. 17.5% of experienced employers) and availability and cost of help and information (31.3% vs. 20.7% of experienced employers).

Notably, the most common challenge actually experienced by businesses who have employed a person with disability is the apprehension among their existing staff and their uncertainty over how to accommodate their new colleague (37.6%), a challenge anticipated by only 30.1% of inexperienced employees. **Education and training costs do not even feature in the top five challenges encountered.**

“ People with an illness or disability all deserve the same recognition as anybody else. People with disability and illness are intelligent, strong minded and courageous people. If you open your mind and heart and give us a chance you would realise we are capable of a hard working, punctual and committed work ethic. ”

A 30-year-old male respondent, with a psychological disability

# Only half of Australian businesses believe workplaces are inclusive

**Only half (50.4%) of businesses surveyed believe that Australian workplaces are inclusive.** Employed people with disability were more positive, with more than eight in 10 saying their employer provided an inclusive workplace. However, because these individuals have successfully found employment, their perception is undoubtedly shaped by this to some extent.

While employed people with disability generally perceive their workplace to be inclusive, more than seven in 10 (73.6%) of those surveyed said their injury, illness or disability had made finding a job a challenge. One in five indicated it had made being accepted and treated equally by colleagues challenging. Worse still, almost seven in 10 respondents<sup>9</sup> indicated they had experienced at least one negative attitude from an employer or potential employer. Most commonly, this was that it was simply easier to employ someone without a disability (41.3%), but for almost one in four (24.7%) it was stereotyping of people with disability as slow workers or capable of only simple jobs. About one in five reported experiencing the attitude that people with disability were unreliable (22.6%) in the workforce or that they struggle to fit into workplaces (19.5%).

Disability-specific challenges, and negative attitudes are not the only issue. When asked if anything was stopping them securing the job they wanted, **people with a disability were more likely to cite employers not seeming to want someone their age (38.6%) than the impact of their disability, illness or injury on their ability to do the job (33.6%).**

These findings suggest that **it is the securing of a new position that is a key barrier for many**, with recognition of prevalence and diversity among employees living with disability a major contributor to this problem. These negative attitudes do not facilitate either the creation or nurturing of diverse and inclusive workplaces.

**Employers who have hired people with a disability report their workplaces are inclusive, accessible and equitable. Employees with disability typically agree, however there is evidence that the challenge for many is finding employment in the first place.**

“ It seems I have two disabilities when it comes to gaining employment - my depression is one, but it is one I am sure I would be able to overcome if given the opportunity to feel like a valuable contributing member of society. My other ‘disability’ seems to be that I am over 50! Even though these days that means I still have over 15 years until I reach retirement age... ”

A 53-year-old female respondent with a psychological disability

**As for all Australians, the aspirations of people with disability vary, and for those who hope to progress to a senior role or industry expertise, the attitude that people with a disability are slow workers or capable of only simple jobs is a real barrier.**

## People with disability have diverse career aspirations

In terms of their varied career aspirations, people with disability are no different from other Australians. Those surveyed overwhelmingly sought out employment not because they had to, but because they wanted or needed to (85.7%). In fact, for more than one in three, the simple desire to work was what motivated their job-seeking, second only to the need for more income (48.2%). While the most common hopes amongst employees living with disability are simply to find a job they enjoy and do it to the best of their ability (72.3%) and earn a good income they can live on comfortably (71.6%), more than two in five (43.0%) want to make a real difference in other people's lives and **one in five seek to become a leader in their field, or to progress to a senior role within an organisation.**

<sup>9</sup> Total sample, including both currently employed and currently unemployed individuals

In reality, these are common aspirations in the general population. However, unlike other job seekers and workers, negative stereotypes about their capability present very real barriers to the achievement of these career-growth goals.

As mentioned previously, getting a foot in the door seems to be the key challenge, but it is also the agent of change for many. While those who are unemployed are most likely to feel anxious (scared they will never find the right employer or job) (51.0%) or frustrated (knowing they are capable of more but not being given the chance) (43.6%), those who are employed most commonly express positive mindsets, feeling content (54.5%), excited (39.5%) and aspirational (27.2%). However, just over one in six still feel frustrated, because they are not able to demonstrate their full capabilities in their current role. Across measures of equity, just 69.4% feel they are provided with the same promotion and career opportunities as others, less than all other measures.

“ If I could tell a potential employer one thing about my experience with finding a job with a disability or injury, it would be that resilience and the ability to adapt to circumstances have become one of my greatest traits, so in giving someone like me a go, you will find yourself with a dedicated employee who is able to see things from a different perspective. ”

A 31-year-old female respondent with a physical disability

“ Employers think they’re going to have to sit physically beside that person each day to get them to complete their tasks... but we don’t put somebody into a position we know they are going to fail at ”

APM Employment Consultant,  
Victoria

“ It is important for your employer to understand your condition and be willing to help you adapt, but at the same time it is a fine line because sometimes when/if you are treated too differently you can often feel “less than”. We want to feel understood, but also equal and like we are not a burden. ”

A 23-year-old female respondent with a psychological disability

“ They’ve already got a challenge... so you know if you give them an opportunity to learn, self-develop and better their life, they’re going to treat you well, they’re going to be reliable for you ”

APM Employment Consultant,  
Queensland

Challenges faced are not limited to finding a job and dealing with negative perceptions but also extend to education and training experiences. Vocational qualifications are more prevalent among people with disability than the general population with nearly three in 10 (29.1%) APM DES clients holding a vocational certificate as their highest qualification, compared to fewer than two in 10 in the general population<sup>10</sup>. Among those surveyed almost half (46.2%) said they held a vocational certificate<sup>11</sup>, and overall, those who had engaged in post-secondary education and training felt that education and training was inclusive, accessible, supportive and fair.

Despite this, more than one in three did not agree that this was the case, holding either neutral or negative views. In addition, one in five (19.9%) stated that their injury, illness or disability had made accessing education and training programs challenging. According to employment consultants, this often results in a high value being placed on employment.

People with disability believe their lived experience provides them with valuable skills that translate to the workplace, and employment consultants participating in this research agreed. Specifically they indicated that their lived experience confers reliability (73.0%), a positive attitude (66.5%) and determination (59.3%) that they bring to their workplace. Yet one in three (33.1%) inexperienced employers believe employing people with disability would reduce productivity.

<sup>10</sup> According the Census 2016: Multicultural 18.2% of the general population’s highest educational attainment is a vocational certificate

<sup>11</sup> This figure includes both trade and non-trade certificates

# Disconnected priorities hamper employment efforts

**Overall, experienced employers say they have a fully accessible workplace, and the most common action taken to maximise successful recruitment and retention of employees living with disability is workplace modification. However, when asked what was important in a job, people with disability were three times as likely to say an employer who genuinely understood their disability (42.0%) compared to a fully accessible workplace (14.3%).**

Even among those with a physical disability this held true, although individuals with neurological, psychiatric and psychological disabilities were most likely to cite an employer who genuinely understood their disability as important. In fact, **a fully accessible workplace was the least commonly cited as important** from a list of 13 options, with doing something they really enjoy (55.1%) the most common, followed by earning enough to pay the bills (52.9%).

In terms of non-financial benefits, people with disability most valued flexible hours (42.5%), and on the job training (34.0%), while proximity to home or public transport and making friends and being part of the community were also commonly cited.

When asked what would help them keep their job, people with disability were most likely to indicate that keeping their job was up to them (30.6%). This was followed by a need for higher pay (27.2%) and more hours of work each week (25.1%), which aligns with the number of employed individuals who said they needed to be working more hours as they were not earning enough (28.6%). Of all other supports suggested, it was an employer who is understanding of my needs and makes changes to help me (15.4%) that was most commonly cited, not improved accessibility (3.9%).

**When it comes to including employees with disability, employers seem focused on physical accessibility. While this is important, it is of far less importance to individuals than an informed, understanding employer, job enjoyment and social inclusion.**

## People with disability are often in fragile or unstable employment

More than seven in 10 employed people with disability said they either loved or liked their job (74.0%), an important finding given the desire for and importance placed on having an enjoyable job. However, measures of employment quality show fragile employment is pervasive among people with disability. This is seen not only in the more than one in four employed respondents who say they don't earn enough money each week, but is also evident in the high level of casual or seasonal employment (51.9%). While the full-time employment rate is low, this is not a viable option for many and is not typically the benchmark for future capacity of individuals being supported in their job-seeking by a DES provider.<sup>12</sup>

However, most have the capability to work part-time, an option that offers stability, security and entitlements that casual/seasonal employment does not. People with disability commonly cite a range of non-financial benefits to employment, but they are also more likely to have experienced unemployment. More than four in five (83.0%) APM DES clients are long term unemployed and more than three in five (63.3%) are very long term unemployed. Almost half of working age Australians with disability are employed<sup>13</sup> and their risk of poverty is well above average.<sup>14</sup>

Fragile or unstable employment that is low paying (almost one in three surveyed reported earning an hourly rate of \$23 or less) is not a long term solution for people with disability, who perhaps are less likely than other Australian workers to have savings to tide them over if they are terminated or a seasonal role concludes. On a positive note, almost seven in 10 of those in employment felt they were offered the same opportunities for progression and promotion (although less felt they had equity in this area than in other areas measured) and just 11.1% overall felt their disability had made getting promoted a challenge. However, the prevalence of fragile employment means options to support increased part-time employment among people living with disability need to be considered.

<sup>12</sup> 80.6% of Disability Employment Service clients of APM have a benchmark of either 15 or 23hrs work per week and 81.7% have a future work capacity of 29hrs per week or less.

<sup>13</sup> Australian Institute of Health and Welfare, 2019

<sup>14</sup> [https://www.acoss.org.au/wp-content/uploads/2018/10/ACOSS\\_Poverty-in-Australia-Report\\_Web-Final.pdf](https://www.acoss.org.au/wp-content/uploads/2018/10/ACOSS_Poverty-in-Australia-Report_Web-Final.pdf)



For people living with disability, employment is most commonly casual. This fragile employment type offers little job or income stability or security.

*More needs to be done to boost the level of part-time employment.*



Less than 1% of employers with experience hiring a person with disability or having an employee return to work after injury say there are no organisational benefits to employing a person with disability.

# SMEs need more support

**Small to medium enterprises (SMEs) are often approached by DES providers seeking to assist their clients to secure employment.** However, our research shows that one in three SMEs have either no experience with recruitment or return to work of people with disability, or are unsure if their organisation does. This is almost double the rate seen among large employers. **SMEs are almost twice as likely to be passive employers of people with disability than large organisations (19.7% vs. 8.3%) and workforce diversity KPIs among these businesses are almost non-existent.**

**Our research suggests lack of information, support and formal policies are key barriers for SMEs.**

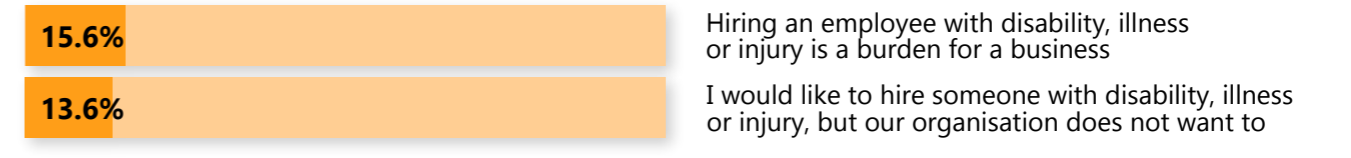
**SMEs are less likely to have hired people with disability than large organisations. While fewer feel a duty to than large employers, they are willing to.**

The main drivers of employment of people with disability are a desire to help (33.1%) or to improve workplace culture (31.2%). Like large employers, almost all SMEs (more than nine in 10) report HR and organisational benefits when they employ someone living with disability and report challenges at a similar rate. As for large employers, culture is the most commonly reported benefit of diversification through employment of people with disability (64.3%), however SMEs are more likely to report improved resilience and determination and less likely to report attitude and skill improvements.

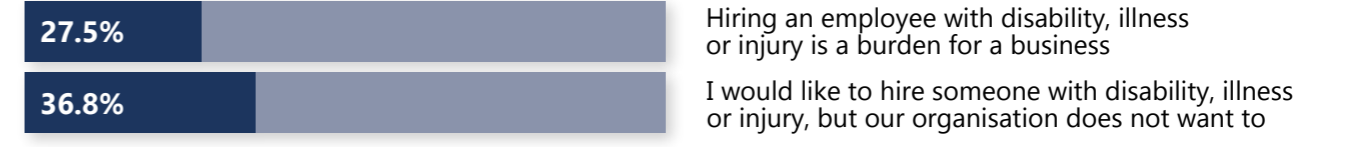
The biggest issues for SMEs are the lower prevalence of formal policies to support diversity and inclusivity compared to large organisations (52.4% vs. 71.4%) and a less common sense of duty to employ people with disability among those who have not done so (or had an employee return from injury) before (68.8% vs. 78.0%).

**SMEs are more likely to believe there is a lack of easily accessible information and advice to help them hire a person with disability (52.9% vs. 47.9%).** Compared to large organisations, this is more of a common concern for inexperienced SMEs, who are also more likely to say they would need access to support services, carers or similar. A close second in terms of perceived challenges for inexperienced SMEs are workplace modification and education costs. Overall, inexperienced SMEs are less likely than large organisations to perceive employment of people with disability a burden, and unwillingness is very rare (13.6% vs. 36.8%), **but almost one in three feel that they lack capability.**

### Inexperienced SMEs



### Inexperienced large employers





# Return to work is successful

**Job seekers with a history of workplace injury commonly experience barriers and negative attitudes similar to those people with disability face.**

**More than 100,000 Australians are seriously injured at work each year, according to latest available SafeWork data. Almost nine in 10 suffer a physical injury, but overall, mental health conditions make up 6.7% of serious claims alone.**

While there is a perception among some that total rest and removal is required for recovery, and that an employee must be able to do 100% of their job in order to return to work<sup>15</sup>, vocational rehabilitation and subsequent return to work has significant positive implications. The most obvious is reducing financial distress, with 55.0% of those not working experiencing more financial distress than usual, compared to 23.2% of those who have returned to work<sup>16</sup>. However, even more striking is the psychological impact, with the likelihood of serious psychological distress developing far lower among those who have returned to work (6.3% vs. 34.9% among those not working).<sup>17</sup>

Even if an individual is not able to return to full employment immediately, **return to work is highly successful, with 95.2% of businesses reporting that the injured employees were eventually able to return to the same role, and 88.5% citing that they were able to return to the same work hours eventually.**

The return to the same role success rate reported by businesses via the survey was higher than the APM WorkCare database and SafeWork statistics. While the physical impacts of their injury are most likely to result in them not returning to the same role (53.6%) or hours (47.5%), inability to cope for psychological reasons (27.9%) was slightly more common than physical inability to cope (25.6%) among those who did not remain with their employer for six months or more after their return. Outcomes are similar regardless of the size of the injured worker's employer.

Overall, experienced employers are more likely to feel a sense of duty to actively support employees returning to work after injury (87.5%), than they are about employing and supporting someone with disability, injury or illness (72.8%). However, just six in 10 inexperienced employers believed their organisation would actively support an employee returning to work (62.2%), although this is still more than those who believed their organisation would actively encourage hiring of people with disability, injury or illness.

Businesses are also more likely to have formal return to work policies than diversity and inclusivity policies (68.8% vs. 59.9%). One key differentiator between hiring and return to work is the legal obligation involved, and there is no doubt this influences employer attitudes and behaviours, with one in five (20.8%) employers who had experience with an employee returning to work motivated by obligation and concerns of adverse action. However, more than half of employers were supportive of their employees returning because they felt their staff deserved to be enabled to return to work.

There are some clear differences between individuals returning to work and job seekers living with disability. Among the former, physical injuries are far more prevalent, but mental health conditions across both sit at approximately four in 10.<sup>18</sup> While cost appears to be a barrier for hiring, the most common challenge for employers when an employee returns after injury is the uncertainty. Specifically, not knowing if or when the employee would return (42.0%) and not knowing the capacity in which the employee would return (33.5%).

The need to redeploy staff to cover the role of the injured worker was also cited as a difficulty faced (39.0%). In most cases, a regulator or insurance agent was involved in rehabilitation and return to work (58.9%), but in only one in three (34.7%) cases was a return to work service provider involved who could assist in terms of case management and keeping the employer informed of the individual's capacity and return.

Overall, individuals who have returned to work were more likely to report supportive colleagues (58.3%), and employers (54.2%) a willingness to invest in workplace changes (41.7%) than people with disability. Individuals who have returned to work were also less likely to have experienced negative attitudes or behaviours (50.0% vs. 68.6%), but there are indications that when seeking employment with a history of workplace injury, these individuals face similar barriers and attitudes to those reported by people with disability.

<sup>15</sup> Jodi Mathy, Senior Claims Consultant (HNI)

<sup>16</sup> SafeWork Australia 2018

<sup>17</sup> Proportion scoring 6 on the Kessler 6 rating for psychological distress. SafeWork Australia 2018

<sup>18</sup> APM Business Survey and APM Disability Employment Services database



## Myth busting: Perception versus Reality

**Misperceptions around prevalence of disability and the impact on individuals in the context of their employability is a key barrier to inclusion. Over time, these misperceptions evolve into myths that can cause even greater negative impact.**

In order to reach a point where diverse and inclusive workforces are the norm, improved awareness and understanding of these workers is crucial. Our research highlights four key areas where misperceptions and myths exist. These present opportunities for employers to make real impact through increased knowledge.



**What we know**

Disability is far more prevalent than most realise and people with disability live with a greater variety of conditions than you may be aware of.

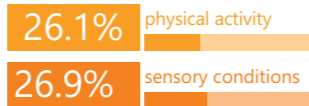
One in five Australians lives with disability. While physical injuries are most prevalent among those injured and returning to work, **6.7%** of SafeWork serious claims are due to mental health conditions.



One in five Australians lives with disability.

These conditions impact **41.0%**<sup>19</sup> of individuals engaging with a DES provider.

Prevalence of restriction in physical activity is less common than sensory conditions<sup>20</sup>.



Approximately one in five workers returning from injury have come back to reduced hours or modified roles due to psychological conditions.

**What this means for you**

Inclusivity is not just about having a physically accessible workplace, although this is very important.

It is about creating a workplace where people feel safe to report psychological conditions and where strategies are in place to support the unique challenges these present.

A broad understanding of mental health, and taking the time to genuinely understand employees living with specific conditions is important to maximise success.

**What we know**

People with disability are unique individuals with varying skills and aspirations.

People with disability make up a similar proportion of more highly skilled jobs<sup>21</sup>.

Approximately one in five aspires to a senior role or to become an expert in their field. Nearly one quarter (**24.8%**) have encountered the attitude that people with disability can only do simple jobs and more than a third (**35.3%**) are frustrated because they have not been given the chance to demonstrate their full capability.



**What this means for you**

Attitudes and misperceptions are limiting opportunity and success.

Processes and policies remain critical tools in planning for and supporting diverse and inclusive workforces.

However, diversification needs to occur at all levels of a business to maximise impact, success, satisfaction and effectiveness of strategies being implemented. Opportunities for individuals to progress their career are essential and there is no one-size fits all solution.

<sup>19</sup> Based on APM Disability Employment Services database analysis

<sup>20</sup> Where sensory conditions were either hearing or vision loss

<sup>21</sup> ABS 2017



Myth  
 "The investment isn't worth it, there is no real benefit and reliability is an issue"

Myth  
 "Our workplace is accessible, so we're ticking the box on inclusivity"

**What we know**

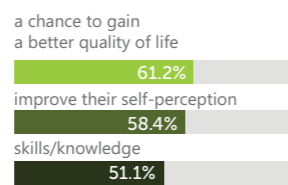
People with disability want to work, and place a high value on employment, beyond just getting a pay check. Doing well at work is important to them and they want to be there.

Almost all businesses who diversified their workforces through employment of a person with disability reported at least one specific benefit (95.2% HR and 92.4% organisational<sup>22</sup>), most commonly around attitudes and team relationships.



People with disability cite reliability (73.0%) and positive attitude (66.5%) as benefits they bring to their employer.

Beyond financial benefit, job seekers with disability see employment as a chance to gain a better quality of life (61.2%) and to improve their self-perception (58.4%) and skills/knowledge (51.1%).



Their most common hope in terms of employment is to find a job they really enjoy and do it to the best of their ability (72.3%), trumping earning a good income they can live comfortably on (71.6%).



**What this means for you**

Lived experience as a person with disability is often challenging.

Gainful employment can be difficult to find, and is seen as a way to improve mental wellbeing, social networks, skills and knowledge and quality of life.

When creating opportunity for people with disability it is important to consider that employment is not just about earning an income.

<sup>22</sup> Of the remaining businesses, 3.5% were unsure if there were any HR benefits and 7.0% were unsure if there were any organisational benefits. Just 1.3% believed there were no HR benefits and just 0.6% believed there were no organisational benefits.

**What we know**

Accessibility is about more than the workplace, it also encompasses education and training opportunities available to people with disability.

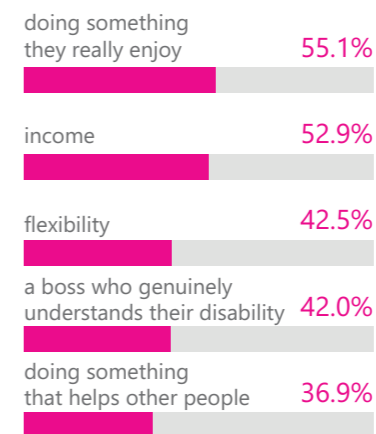
Making workplace modifications is the most common step taken to maximise success for employees with disability (45.2%).



Four in five of those in employment via the support of a DES provider found their workplace accessible (81.9%).



Although critical to true inclusion, a fully accessible workplace was less commonly cited as important to people with disability than doing something they really enjoy (55.1%), income (52.9%), flexibility (42.5%), a boss who genuinely understands their disability (42.0%) and doing something that helps other people (36.9%).



**What this means for you**

An accessible workplace is not the only thing that's important for employers to think about.

An accessible workplace is not only best practice, but crucial in terms of being prepared for employees with disability or existing workers who develop an injury, illness or disability or are returning to work after an incident.

However, to truly facilitate a diverse workforce, employers need to offer a broader range of opportunities. This is a great way to maximise investment and success of workforce diversification strategy and spend.



## Where to from here? APM is here to help

### Build a diverse and inclusive team

**Through our network of more than 400 locations, we provide work-ready candidates to local and national businesses.**

All job seekers are assessed for their skills, interests and work capacity, and matched with suitable roles.

APM also supports both job seekers and employers to increase success with long-term employment. This could include access to training, tools, special software, clothing or transport to work, as well as workplace services to increase diversity and inclusivity awareness within a team.

For more information contact APM Employment Services  
1300 366 047 or email [employers@apm.net.au](mailto:employers@apm.net.au)

### Look after your workforce

**The APM Workcare businesses understand how an injury, illness or disability can result in a dramatic change for an employee and their co-workers.**

Our teams specialise in helping businesses adapt to the changing health and wellbeing of a workforce while supporting an injured employee to return to work.

With APM WorkCare and Konekt Workcare you can reduce the risk of injury in your workplace and learn how best to support employees if they do become injured or ill, so they can keep working and you can avoid losing a valuable member of your team.

Contact APM WorkCare on 1300 967 522 or email [workcare.customers@apm.net.au](mailto:workcare.customers@apm.net.au) for more information.

### Promote inclusion in your community

**APM Communities helps people with disability, their carers and family, access the support they need to enjoy a more independent life.**

This includes access to National Disability Insurance Scheme (NDIS) services and other community or mainstream support for people with disability not eligible for the scheme.

As an NDIS Partner in the Community, APM also works with local groups, clubs, businesses and organisations to help them improve their services for people with disability.

This can include making a premises more accessible or offering new and inclusive products, services or activities for people with disability and increasing their positive relationship with local customers.

Learn more about APM Communities at [apm.net.au/ndis](http://apm.net.au/ndis) or call 1300 276 522

**APM Employment Services works with organisations throughout Australia, assisting them to promote and grow diversity and inclusion of people with disability within their teams.**

# Glossary

A number of terms used within this report are explained below.

**Person with disability** - an individual who is living with an injury, illness or disability, whether temporary or permanent, and including those for whom this is the result of a workplace incident. The plural term used in this report is people with a disability.

**Ability diversification** - increasing the diversity of a workplace through the employment of one or more people with injury, illness or disability or who have returned to work after workplace injury.

**DES (Disability Employment Services)** - providers are Australian Government funded organisations, such as APM who assist people with disability to secure and remain in ongoing employment.

**Disability** - an impairment or condition that impacts daily activities (such as employment), communication and/or mobility. A person may be born with a disability, acquire a disability through a workplace incident or an accident, or develop a disability as they age. A disability may be visible or hidden, may be permanent or temporary, and may have minimal or substantial impact on a person's life.

**Experienced employer** - for the purposes of this report, an employer who has recruited an ability diverse worker or had an employee return to work after being injured, or experienced both of these.

**Fragile employment** - employment that offers limited opportunity for progression, low salary with little prospect for increase, limited job security or any combination of these factors.

**Inexperienced employer** - for the purposes of this report, an employer who has never recruited an ability diverse worker or had an employee return to work after being injured.

**Large organisation** - for the purposes of this report, size is based on number of employees with large employers having 200 or more employees.

**SME (Small/medium enterprise)** - for the purposes of this report, size is based on number of employees with SMEs having between one and 199 employees.

## References

Australian Bureau of Statistics 2019, Catalogue 6291.0.55.003 - Labour Force, Australian, Detailed, Quarterly, August 2019  
Australian Bureau of Statistics 2019, Catalogue 6202 - Labour Force, Australian, August 2019  
Australian Bureau of Statistics 2017, "Census reveals a fast changing, culturally diverse nation", June 2018  
Australian Bureau of Statistics 2016, Catalogue 4430.0 - Disability, Ageing and Carers, Australia, October 2016  
Australian Council of Social Service and University of NSW, "Poverty in Australia 2018", 2018  
Australian Department of Human Services, "NDIS Participant Outcomes Report, 30 June 2018", 2019  
Australian Department of Human Services, "NDIS Employment Outcomes Report, 30 June 2018", 2019  
Australian Institute of Health and Welfare, "People with Disability in Australia: In brief", 2019  
Australian Network on Disability, "Access & Inclusion Index Benchmark Report 2018-19", 2019  
Australian Network on Disability, "Disability Confidence Survey Report, 2017", 2017  
Deloitte Access Economics, "Increasing employment for people with disability", 2011  
Jodi Mathy, Senior Claims Consultant (HNI)  
National Centre for Vocational Research, NCVER data portal - selected tables, 2019  
Productivity Commission, "Report on Government Services (Chapter 15A) 2019 - Services for people with disability", 2019  
Productivity Commission, "Report on Government Services (Chapter 5A) 2019 - Vocational Education & Training", 2019  
Social Research Centre (Australia National University Enterprise), "National Return to Work Survey 2018 Summary Report", 2019  
Safe Work Australia, "Australian Workers Compensation Statistics 2016-17", 2018





Advanced Personnel Management

**T:** +61 08 9486 1244 **E:** [headoffice@apm.net.au](mailto:headoffice@apm.net.au) **W:** [apm.net.au](http://apm.net.au)

APM acknowledges Aboriginal & Torres Strait Islander people as the original custodians of this country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to their Elders, past, present and emerging.

APM is building an inclusive workplace to help realise the potential of our employees, embrace difference and apply our diverse thinking to innovation and service delivery.

APM is dedicated to the consideration, support and inclusion of people with disability, Aboriginal and Torres Strait Islander people, LGBTQIA people and people from culturally diverse backgrounds in all aspects of our organisation.