



Annual Report

An employment initiative for young people with disability

National Manager's Message

Every young person has the right to seek employment. Our work is to ensure all students with disability are prepared and have the opportunity to exercise that right.

This is the heart of what we do. We are persisting to do this through the unpredictable COVID-19 climate. This pandemic has called for us to do things differently and we have seen many creative and innovative solutions come out of this.

We are heartened by the release of the 'first ever' NDIS Participant Employment Strategy, that has set a goal to have 30% of NDIS working age participants in paid employment by 2023.

We believe that improving school transition is key to hitting that target. The recent evidence demonstrates by working together and adopting the Ticket to Work model, we can get there.

The Social Ventures Australia (SVA) Ticket to Work valuation of key outcomes report demonstrates that the model not only increased the chances of open employment post school 3 fold, but also saves governments money.

We aim to use all our evaluations and findings to influence policy with the goal to create better lives for young people with disability.

Many of you reading this message play an important part in Ticket to Work. I want to express a big 'thank you' to the work the networks across Australia are doing to provide employment opportunities for young people with disability, together we have supported 1,621 students with disability get a job.

Young people with disability face many challenges in their transition from school, it important to note that the pandemic effects are likely to increase levels of disadvantage and economic hardship for many young people with disability. We need to ensure students with disability have opportunities and are supported in their own employment journey.

I believe that by working together we can help those doors to employment swing back open on the other side of this.



Michelle Wakeford

National Ticket to Work Manager

2019 Achievements

167

jobs created

296

young people with disability engaged in career development activities

123

employers supported young people in their workplace

205

schools engaged



145

community organisations engaged

2019 jobs breakdown

125

Australian School based Apprenticeships and Traineeships (ASBAT)

40

After school jobs

2

Small Business

2019–2020 research, evaluation and submissions

Over the past year, we have been researching and documenting the various elements of the Ticket to Work model, as well as the experience of different stakeholders such as parents and employers.

Our aim is to look at what works, what needs improving and advocate for all young people with disability to have access to evidenced based support for their transition from school to work.

Our papers over the last years include:

- Social Ventures Australia Consulting (2020) Ticket to Work Valuation of key outcomes (Melbourne)
- Atkinson, G., Christian, F., Cassidy, J., Rutherford, J., & Hawkins, A. (2019). Ticket to Work Post School Outcomes Report for National Disability Services Final Report Sydney.
- Meadows, D (2019) Collaboration in school to work transition, (Melbourne)
- Kellock, P (2020) Employer Experience of employing young people with Intellectual/ Cognitive disability (Melbourne)
- Wakeford, M (2020) Parent engagement in school to work transition for their child with disability. National Disability Services (Melbourne)
- ARTD Consultants. (2019). Ticket to Work Network Analysis. (Sydney).
- ARTD Consultants (2019) Stakeholder report. (Sydney)
- Living with Disability Research Centre (2019) Interim report After-school jobs for students with disability Latrobe University (Melbourne)

These papers can be found at tickettowork.org.au

In 2019-2020 Ticket to Work sent the following submissions to Government:

- Skills for Victoria's Growing Economy Review (June 2020)
- The Review of Senior Secondary Pathways into Work, Further Education and Training for students with disability (January 2020)
- National Disability Services (NDS) Ticket to Work response to National Youth Commission into Youth Employment and Transitions (October 2019)
- NDS submission into sustainable employment for disadvantages job seekers (Submitted by NDS with input from Ticket To Work) (22 August 2019)
- National Disability Services (NDS) Ticket to Work response to National Disability Strategy Review (July 2019)

To read the submissions visit tickettowork.org.au/submissions

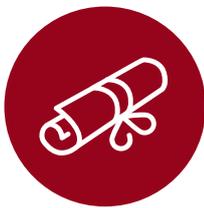
Summary of the 2019–2020 evaluation, research and findings:

Ticket to Work model has number of social and fiscal benefits (SVA 2019).

Ticket to Work participants post-school are much more likely than a similar comparison group to:



Work
in open
employment



Complete
year 12



Participate
in the labour
force



Be studying
post school



Obtained
further
qualifications



Be
involved in
community
and social
activities
(ARTD 2019)

Ticket to Work's approach is working for key stakeholders and is in line with international good practice and research.

Wakeford, 2019, Kellock 2019, ARTD 2019

Ticket to Work supports effective integration of mainstream and disability supports and reduces duplication.

ARTD, 2019

There is a need to focus on how to get different sectors working together to improve employment outcomes and raise expectations for young people with disability.

Meadows, 2019

Having paid work experience or after school work support better post school outcomes.

**Living with disability research centre (2019)
ARTD (2019)**

After school job pilot

After-school jobs are a 'rite of passage' for many teenagers in secondary school, yet currently few students with disability have that experience. There is limited support for a student with disability to participate.

Recent longitudinal research shows that youth with an intellectual disability who have a paid job while in school are much more likely to have employment upon graduation.¹

The Ticket to Work After-School Job pilot is coming to an end, our aim was to explore the effects of an after-school job on a student with disability in Australian context.

This pilot uses evidence-based practice to give young people opportunities to experience paid work while at school. It also supports young people to develop their work aspirations, employability skills and create long-term opportunities. In turn, this works to address the poor employment, social and economic outcomes currently experienced by young people with disability.

In 2019 we have 40 students around Australia support by the Ticket to Work networks in after-school work.

COVID-19 has had a significant impact on the afterschool jobs for many of the participants. We are working with Latrobe University on evaluating the pilot, with a focus on the perspective of the young person, to explore their experiences of COVID-19. As part of our evaluation, we are also seeking to understand the experiences of employers and parents.

¹ (Carter, Austin, & Trainor, 2011, 2012; Wehman, Schall, et al., 2014).

Kyle's Story - Master Chef

'Makes a legendary parmy'

Kyle learns best when working hands-on, so working in a busy bistro has brought out the Master Chef in him. As part of the Ticket to Work, after school job pilot he started his job at Queenscliff Brewhouse in 2019 while in Year 11 at Newcombe Secondary College. His role was created using a customized approach, in consultation with his employer, careers teacher and GForce/EGF Employment Services.



Kyle, who has autism, has gone from strength to strength in his role as a Chef's assistant, helping in the kitchen preparing food. His initial work started with 4 hours per week and this increased over time, sometimes he works in the kitchen 3-4 days a week during peak times and holidays.

Kyle has low literacy and dyslexia, but he has developed memorisation skills that compensate for reading. He learns best through verbal instructions, demonstration and practical activities. This strategy has been successfully adapted for his work environment and is working extremely well, according to his work coach, Helen Gane. Kyle has thrived in the dynamic and lively environment of the Brewhouse, learning new work skills and building confidence in his abilities. Kyle's manager Deb at the Brewhouse has been an influence on him, helping to take his passion to where he wants to take it.

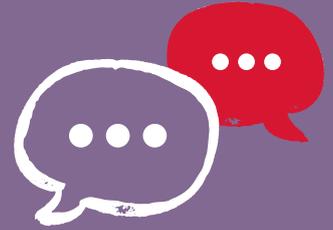
When we asked Kyle what he thinks employers should look for when hiring staff, he said "look for an honest, hardworking person who is kind to other employees. A person who has enthusiasm".

Kyle now creates his own signature meals, using google home to find recipes and knows when a dish needs a little extra something. According to his mum Lisa, his 'parmies' are legendary. Lisa says he was shy and has increased his ability to talk to people since he began work and is now quite the conversationalist now. Kyle's parents Lisa and Gary say that because of the support provided through the Ticket to Work initiative, Kyle's future now looks bright.

Kyle's message to other young people like himself entering the world of work "set your heart on what you love and keep going in that direction. If you don't like that profession find another one. There are thousands out there".

He is living by his own advice by following his passion for cooking, with plans to do an apprenticeship. In five years from now, he hopes to be a full time chef and one day he would like to own his own restaurant. At Kyle's restaurant, the signature dish will be lasagna and there will be plenty of fancy desserts.

What **young people** have said about Ticket to Work



“I love Ticket to Work, you learn lots of information and good skills for work. You also make good friends too.”

“I would recommend Ticket to Work because it helps people like me get a job doing what I want to do.”

“I’m really pumped about finishing school, it has been great but I’m ready to move on. I’m excited and confident about finishing my traineeship. It could lead to really big things.”

“I would like to tell students and parents that work can be really fun and interesting. They shouldn’t be nervous about it. If I could get to all schools and tell them about Ticket to Work I would.”

“I feel I am on track, as the skills I am learning at my current job will make me more employable in the future.”

“I was sad about leaving school but now I feel positive about the future because I am sure I will get a job after.”



What **parents** have said about Ticket to Work

“Thank you for working with our son. It has given us hope for his future.”

“He really knows what he wants to do and his confidence has grown. He now thinks ‘I can do this.’”

“I’m writing this as a very proud mother who has watched her son battle adversity for years and seen him come out on top, a “winner”. Jayden would say his biggest achievement was being offered a commercial cookery traineeship through his school’s involvement in Ticket to Work.”

“Seen a significant change in his confidence. Before he did the work experience, he was partially nonverbal, wouldn’t give eye contact, never talk to a stranger, the confidence now is huge”

“I do really think Ticket to Work is wonderful, I wish my other two boys had done it if it was around back then.”

What **networks** have said about Ticket to Work

“Parents are feeling more confident about their children and seeing great changes within them. One mum told us that her child had saved money from his wages to buy a gift for her, this is great as the child had never engaged that way before.”

What **employers** have said about Ticket to Work

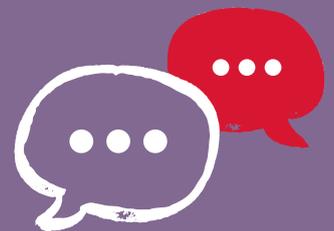
“It lets people know we are inclusive. We look at people’s ability, not their disability. They have supported us to do our work. It was a good experience for us.”

“All Charlotte wants is to have the opportunity to work and we could offer that. I think any business can do that by offering an environment for the student to progress. It’s definitely been worth it.”

“I have seen him evolve, from a little kid into a young adult. A shy boy to not so shy young man.”

“Customers just love her, I am sure we have customers that come in just because they want to be served by her.”

“Sean is working out really well in the role. He has had a keen willingness to learn and try new things from the beginning, which is what we look for in a team member.”



“From a school perspective we can’t do it on our own and for many years we did try to, but there is no safety net for students when they leave. This sort of partnership puts a safety net around the student and enables them to be more successful and people outside of the school environment have greater skills in the work area than I do.”



Our Supporters

National Disability Services (NDS) is Australia's peak body for non-government disability service organisations, representing 1180 non-government service providers. Collectively, NDS members operate several thousand services for Australians with all types of disability.

Ticket to Work is made up of hundreds of local organisations that work as part of Local Networks in their communities across Australia. Each of these partners are dedicated to improving the education and employment outcomes of young people with disability.

Ticket to Work is funded through philanthropic partners and government support. We are grateful to these partners for supporting us to achieve our mission.

For more information visit tickettowork.org.au/supporters



tickettowork.org.au

To Learn More

For more information, visit tickettowork.org.au.
You can also contact the national office or your
local network via the website for further information.

Ticket to Work is an initiative of NDS

NDS National
Disability
Services