

A group of five diverse people (three women and two men) are standing against a light pink background, all smiling and making celebratory gestures like fist pumps and thumbs up. They are dressed in a mix of casual and business-casual attire.

Jigsaw

Impact Report

October 2024

10 years of employment outcomes for people with disability: 2014 - 2024

About Jigsaw

Jigsaw is a social enterprise that trains and transitions people with disability into mainstream employment. We believe people prepare best for work, through work.

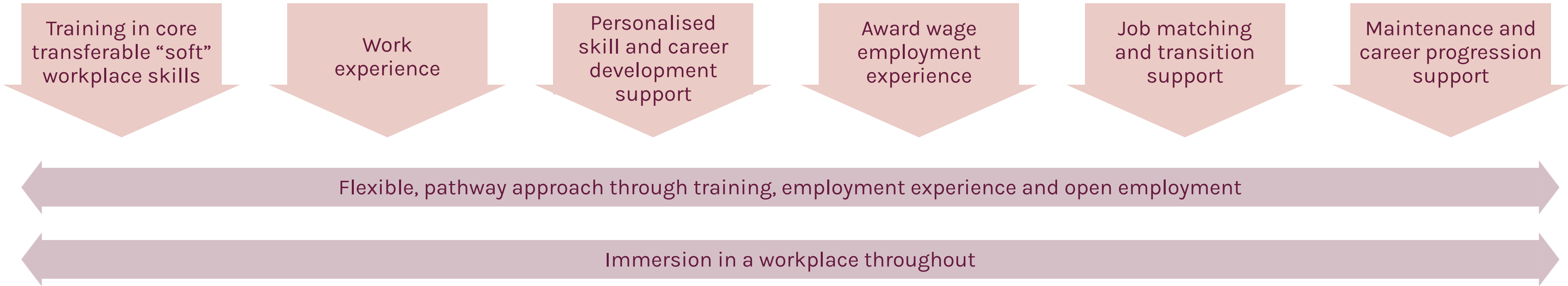
Vision

An Australia in which people with disability are fully included in the workforce

Mission

Jigsaw’s mission is to deliver a customised employment pathway, through which people with disability develop soft works skills, put these into practice in a real working environment and receive individualised support to transition to mainstream, award wage employment, at their own pace.

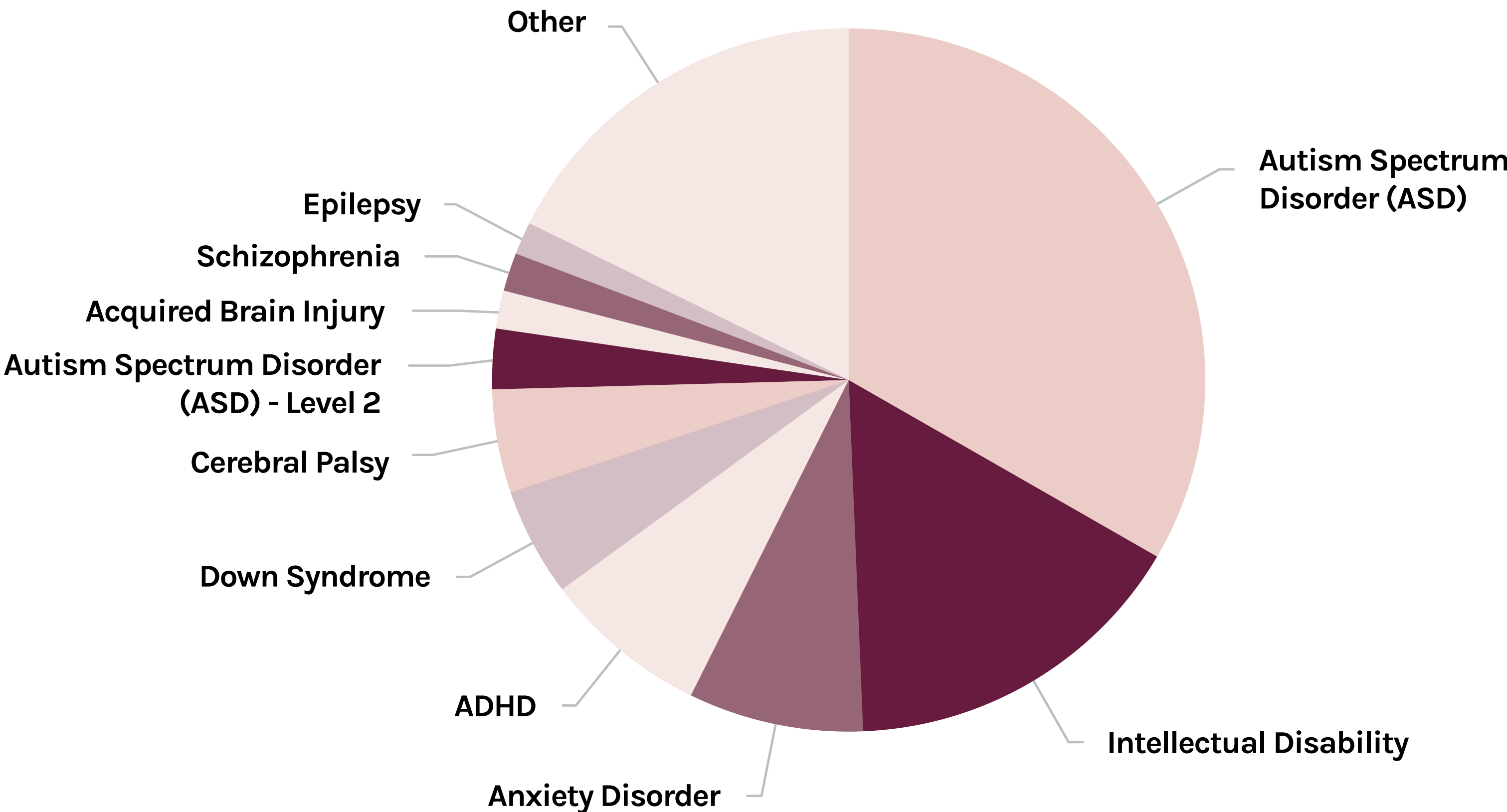
Jigsaw achieves this mission through a “prepare for work, through work” social enterprise model, which provides:



To deliver the following outcomes:

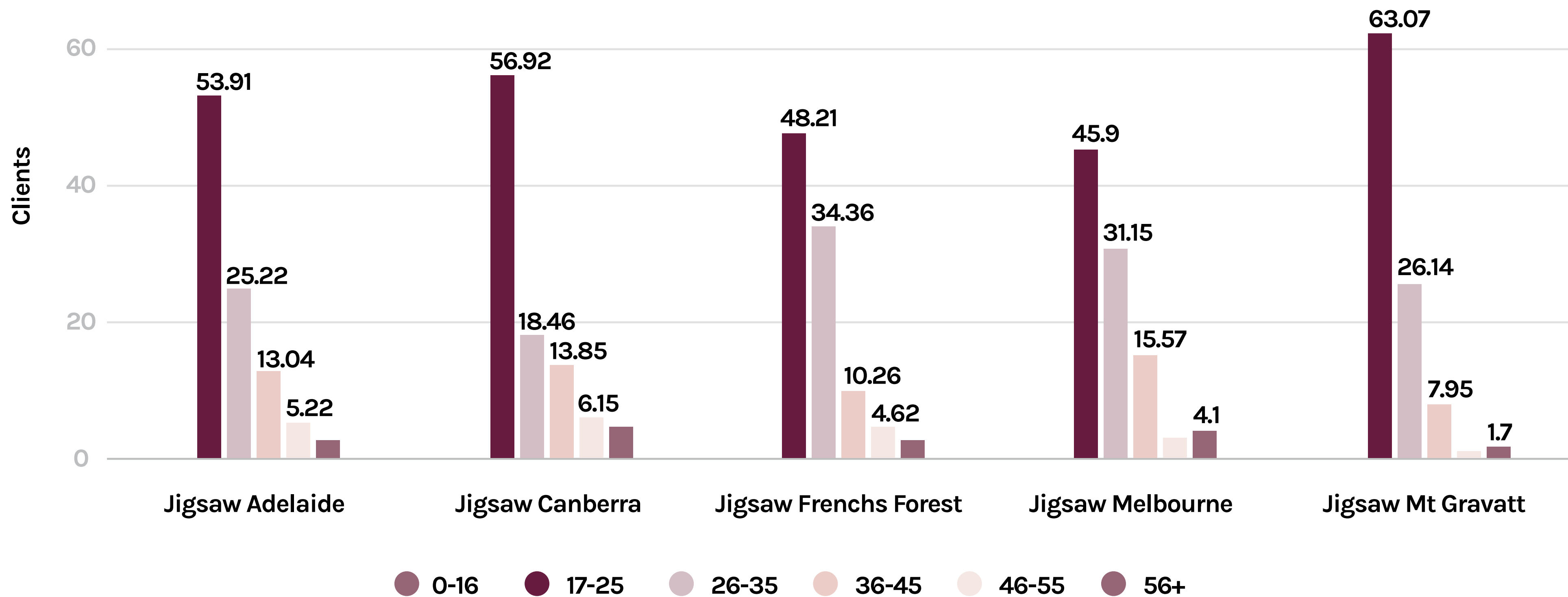


Primary disability types



Trainee and paid trainee age range

Age groups as a percentage of total group



Employment outcomes

\$11.8m

paid in wages and super
to people with disability

217

award wage jobs
created (compared
to 146 in 2022)

1544

all time traineeships
at Jigsaw

42

traineeships at
“empowered by
Jigsaw” partnership
organisations

84%

of people transitioned
into mainstream
employment achieved
12 months or more in
their job.

163

transitions to mainstream
employment (compared
with 53 in 2022)

Quality of life outcomes



A research team at Flinders University's Caring Futures Institute has conducted an independent review* into Jigsaw's model and outcomes. As part of the evaluation, researchers interviewed 29 Jigsaw trainees, paid trainees and graduates, and nine family members. They reported outcomes across different areas of their lives, in addition to employment. According to their report, "the most frequently mentioned outcomes overall were expanding social connections, developing transferable skills, improved confidence, improved well-being/quality of life, and a sense of belonging and acceptance."

**"She's got some self-satisfaction
and feels good about going to work...
she has got an extra bounce in
her step now." – *Family member***

* Hutchinson, C., Alexander, J. & Lay, K. (2024). *Jigsaw Model: Mixed Methods Evaluation and Social Impact Assessment Final Report*. Caring Futures Institute, Flinders University: Adelaide.

Laura Santamaria

Laura is an administration coordinator in Allianz' Dispute Resolution team - a role which requires problem-solving skills, resilience and stress management, particularly at busy times!

Laura joined Jigsaw online during the 2020 COVID-19 lockdowns and was one of the first people through the doors when the Melbourne site opened in 2021. By targeting employment, her goal was "to be able to have money for if I move out, to pay bills, and to have money for food, and not always rely on either mum or dad to help me with that. To start getting more independent as well."

During Laura's three years at Jigsaw she progressed through core work skills training and a paid traineeship working on digitisation contracts, followed by a variety of Allianz contracts. In March 2024, Laura transitioned to an Allianz employee.

She says, "It's been awesome to work for them, to be a team, having people that care about you, and being able to work in a mainstream job without being judged. My manager is really supportive. It's been great to have a stable income, stable hours and stable days set."

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To read the full story on our website



Business metrics

10 years

of service provision to the Australian community

76

corporate and government business clients

317

employees, of whom 112 have a disability

↑43%

revenue growth across NDIS/business/partnerships revenue since FY22



5 national hubs

Sydney (Northern Beaches), Brisbane, Canberra, Melbourne, Adelaide.

2 empowered by hubs

Sydney (Ingleburn), Albury.



Jigsaw empowers values-aligned partners to implement Jigsaw’s model in their communities, amplifying impact across Australia. The first two “empowered by” Jigsaw hubs, (Livelihood, by Macarthur Disability Services, and Rise, by Kirinari) opened in 2023 and 2024. Livelihood, in Ingleburn, South West Sydney, now supports 30 people with disability to prepare for employment.



“We realised that our goals were quite nicely aligned and that is, putting people with a disability in the centre of what we do and looking for real genuine outcomes for people - not just getting people to a point where we can get paid.”

– Jeff Scobie, Macarthur Disability Services

Influence and advocacy outcomes

Jigsaw advocates to government on disability employment and NDIS reforms to improve outcomes for people with disability. We have:

- Taken part in the successful Federal Government-funded payment by outcomes trial, run by Whitebox Enterprises, which pays Work Integration Social Enterprises (WISEs) for their employment outcomes.
- Advocated for increased personalisation, flexibility and ongoing support in Disability Employment Services, all points of difference of the Australian Government's new "Specialist Disability Employment Program", announced August 2024.
- Engaged with the 2023 NDIS Review targeting reforms to the cost model to allow for quality service provision, and outcomes based funding. Both are reflected in the review panel's final report and recommendations for reform.

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MEDIA COVERAGE: *"Half of Australian managers have never hired a person with disability" Jigsaw-commissioned survey shows.*

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REPORT: *Evidence base for Jigsaw's model, Flinders University Caring Futures Institute report.*

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CASE STUDY: *Swinburne University Centre for Social Impact case study on Jigsaw.*





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Jigsaw

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