

# DES-ESS PROVIDER STAR RATINGS

## MARCH 2020

The Disability Employment Services Star Ratings system measures the relative success of providers in achieving outcomes for job seekers taking part in the program. Job seekers and employers can use star ratings to help them choose the right provider for them. Ratings are from one to five stars, with one being the lowest, and five being the highest.

<https://www.employment.gov.au/disability-employment-services-star-ratings>

### The Star Percentage

Describes how far above or below the average performance is. When compared to the Distribution of DES Star Ratings table below, you can see how close they are to a threshold point to move up or down a Star rating.

### The Threshold for Calculating and ESS Star Rating for an Employment Service Area (ESA)

A minimum of 20 participants (combined) in the denominators for the measures:

- 13 week full outcomes (minimum 5 Participants )
- Ongoing Support

Distribution of DES Star Ratings		
<b>5 stars</b>	+ 40 or higher	40% or more above average
<b>4 stars</b>	Between +20 and +39	20% above to less than 40% or more above average
<b>3 stars</b>	Between +19 and -19	20% below to less than 20 % above average
<b>2 stars</b>	Between -20 and -49	Higher than 50% below to less than 20% below the average
<b>1 stars</b>	-50 or lower	50% or more below the average.

Organisation Name	Average Rating	Average Percent	ESA's with No Star Ratings	ESA's with Star Ratings
Jobsupport	5	+88	0	14
NOVA Employment	5	+79	0	8
Multiple Solutions	5	+67	0	3
Community Bridging Services	5	+57	0	9
Global Skills	5	+46	0	2
Gold Coast Employment Support Service Inc	5	+42	0	2
Jobmatch Employment	4	+35	0	1
Axis Employment	4	+32	0	8
Castle Personnel Services Ltd	4	+32	0	3
DVJS Employment Solutions	4	+30	0	2
AFFORD Employment	4	+29	0	4
ECHO Australia Inc	4	+29	0	4
Barkuma Employment	4	+28	1	3
Working Communities Network (Consortium)	4	+28	0	17

Organisation Name	Average Rating	Average Percent	ESA's with No Star Ratings	ESA's with Star Ratings
Tursa Employment & Training	4	+25	0	16
Breakthru	4	+23	0	2
Autism Association of Western Australia (Inc)	4	+22	0	2
AimBig Employment	4	+21	8	18
APM Employment Services	4	+19	0	92
OCTEC	4	+18	1	54
Sureway Employment and Training Pty Ltd	4	+16	1	20
WDEA Works	4	+11	0	10
UnitingCare Community	3	+17	0	1
Sign For Work	3	+16	0	5
IDEAL Placements Assoc Inc	3	+15	0	1
Epic Employment Service Inc	3	+9	0	17
Myhorizon	3	+9	0	1
The Personnel Group Ltd	3	+9	0	11
Mission Australia	3	+8	0	4
WISE Employment Ltd	3	+7	0	43
Job Centre Australia Limited	3	+5	1	7
Mai-Wel LabourForce Solutions	3	+5	0	1
Bizlink Incorporated	3	+3	0	2
Key Employment Association	3	+3	0	4
NQ EMPLOYMENT	3	+3	0	2
The Disability Trust	3	+2	0	5
CVGT Australia Ltd	3	+1	0	18
Jobfind	3	0	0	8
MAX Employment	3	0	1	54
Prestige Employment Solutions Pty Ltd	3	0	0	1
BEST Employment Limited	3	-1	0	3
Royal Society for the Blind of South Australia Inc	3	-1	4	5
Your Employment Solutions	3	-2	0	1
Mylestones Employment	3	-3	0	16
VERTO Ltd	3	-3	1	6
Status Employment Services	3	-4	3	9
MBC Employment Services	3	-6	3	3
Outlook Employment	3	-6	0	1
HELP ENTERPRISES LIMITED	3	-7	0	8
Nexus Human Services Incorporated	3	-7	0	6

Organisation Name	Average Rating	Average Percent	ESA's with No Star Ratings	ESA's with Star Ratings
CoAct	3	-8	0	50
Essential Personnel	3	-9	0	2
Kimberley Personnel Inc	3	-9	0	1
Expression Employment	3	-10	0	3
The Maxima Group Inc	3	-11	0	16
Atwork Australia Pty Ltd	3	-12	0	58
EDGE Employment Solutions	3	-12	0	3
Jobs Australia Enterprises Ltd	3	-12	0	2
Vision Australia Limited	3	-12	0	10
MatchWorks	3	-13	3	34
Job Prospects	3	-14	0	22
RECLINK AUSTRALIA	3	-16	0	1
Access Australia Group	3	-17	0	3
ON-Q Human Resources Limited	3	-17	0	6
Campbell Page	3	-19	0	18
Uniting (Victoria and Tasmania) Limited	2	-20	4	7
Ostara Australia	2	-22	0	5
STEPS Employment Solutions	2	-22	2	5
"LEAD - Live, Experience, Access and Develop."	2	-25	2	7
Connect2 Employment	2	-25	0	1
Mobo Group Australia	2	-26	0	4
Olympus Solutions Limited	2	-26	0	11
Nirrumbuk Enterprises Pty Ltd	2	-28	0	1
The Salvation Army Employment Plus	2	-28	0	8
Joblife Employment	2	-31	0	26
PeoplePlus	2	-31	11	21
Sandgate and Brackenridge Action Group Inc	2	-31	0	1
Peedac	2	-32	0	1
DSA Employment Solutions	2	-33	0	4
Darwin Skills Development Scheme	2	-36	0	1
Work Connection Ltd	2	-36	0	1
Joblink Plus	2	-37	0	5
Forrest Personnel Ltd	2	-39	0	4
Settlement Services International Ltd	2	-39	0	8
Flourish Australia Services	2	-41	6	5
Ability Centre Australasia Ltd	2	-43	0	2
Enterprise & Training Company Limited	2	-44	0	1

Organisation Name	Average Rating	Average Percent	ESA's with No Star Ratings	ESA's with Star Ratings
St John of God Accord	2	-45	2	2
Greenlight Human Capital	2	-46	1	3
ProActiv People Solutions	2	-49	1	3
Real Futures	2	-56	1	2
QITE (Quality Innovation Training and Employment)	1	-51	0	1
My Pathway	1	-52	1	5
Gforce Employment Solutions	1	-55	0	4
Bridges Aligned Services	1	-69	0	3
Access Community Services Limited	1	-76	1	3
Centacare Employment	1	-78	0	1
Annecto Inc	0	0	3	0
Complete Personnel	0	0	1	0