

DES-ESS PROVIDER STAR RATINGS SEPTEMBER 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.

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

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

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	+74	0	8
Jobmatch Employment	5	+45	0	1
AFFORD Employment	4.8	+47	0	4
Multiple Solutions	4.7	+63	0	3
Global Skills	4.5	+40	0	2
Community Bridging Services	4.4	+47	0	9
Castle Personnel Services Ltd	4.3	+37	0	3
Gold Coast Employment Support Service Inc	4	+32	0	2
Barkuma Employment	4	+30	1	3
Autism Association of Western Australia (Inc)	4	+23	0	2
IDEAL Placements Assoc. Inc	4	+20	0	1
Working Communities Network (Consortium)	3.9	+31	0	17

Organisation Name	Average Rating	Average Percent	ESA's with No Star Ratings	ESA's with Star Ratings
Mission Australia	3.8	+20	0	4
APM Employment Services	3.7	+24	0	92
Tursa Employment & Training	3.7	+24	0	16
The Personnel Group Ltd	3.7	+20	0	12
Axis Employment	3.6	+25	0	8
DVJS Employment Solutions	3.5	+27	0	2
Breakthru	3.5	+25	0	2
Sureway Employment and Training Pty Ltd	3.5	+17	1	20
WDEA Works	3.5	+14	0	10
OCTEC	3.5	+14	0	55
Jobfind	3.4	+9	0	8
The Disability Trust	3.4	+5	0	5
ECHO Australia Inc	3.3	+14	0	4
AimBig Employment	3.3	+7	3	21
WISE Employment Ltd	3.3	+6	0	43
VERTO Ltd	3.3	+3	0	7
Sign For Work	3.2	+7	0	5
Epic Employment Service Inc	3.2	+5	0	17
MAX Employment	3.2	+2	1	53
Nexus Human Services Incorporated	3.2	+2	0	6
Royal Society for the Blind of South Australia Inc	3.2	0	4	5
Myhorizon	3	+16	0	1
Kimberley Personnel Inc	3	+15	0	1
Bizlink Incorporated	3	+14	0	2
Mai-Wel LabourForce Solutions	3	+14	0	1
UnitingCare Community	3	+12	0	1
Job Centre Australia Limited	3	+6	1	7
Essential Personnel	3	+4	0	2
EDGE Employment Solutions	3	0	0	3
CoAct	3	-1	2	46
CVGT Australia Ltd	3	-4	0	18
Complete Personnel	3	-4	0	1
Prestige Employment Solutions Pty Ltd	3	-8	0	1
Outlook Employment	3	-11	0	1

Organisation Name	Average Rating	Average Percent	ESA's with No Star Ratings	ESA's with Star Ratings
Your Employment Solutions	3	-11	0	1
Darwin Skills Development Scheme	3	-14	0	1
The Maxima Group Inc	2.9	-5	0	16
Vision Australia Limited	2.9	-6	0	10
Status Employment Services	2.8	-10	2	10
Mylestones Employment	2.8	-12	0	16
Atwork Australia Pty Ltd	2.8	-12	0	58
Key Employment Association	2.8	-15	0	4
Expression Employment	2.7	-12	0	3
Job Prospects	2.7	-15	0	22
Access Australia Group	2.7	-17	0	3
HELP ENTERPRISES LIMITED	2.6	-11	0	8
MatchWorks	2.6	-12	2	35
NQ EMPLOYMENT	2.5	-4	0	2
Jobs Australia Enterprises Ltd	2.5	-15	0	2
ON-Q Human Resources Limited	2.5	-21	0	6
Olympus Solutions Limited	2.5	-22	0	11
Ability Centre Australasia Ltd	2.5	-24	0	2
MBC Employment Services	2.4	-20	1	5
STEPS Employment Solutions	2.4	-21	0	7
Uniting (Victoria and Tasmania) Limited	2.4	-22	2	9
Campbell Page	2.4	-22	0	18
Joblink Plus	2.4	-25	0	5
BEST Employment Limited	2.3	-9	0	3
Joblife Employment	2.2	-27	0	25
Ostara Australia	2.2	-28	0	5
"LEAD - Live, Experience, Access and Develop."	2.1	-25	2	7
The Salvation Army Employment Plus	2.1	-27	0	8
PeoplePlus	2.1	-32	7	25
RECLINK AUSTRALIA	2	-22	0	1
Forrest Personnel Ltd	2	-27	0	4
Kuditj	2	-29	0	1
Connect2 Employment	2	-32	0	1
Sandbags -Sandgate and Brackenridge Action Group Inc	2	-32	0	1
Mobo Group Australia	2	-35	0	4

Organisation Name	Average Rating	Average Percent	ESA's with No Star Ratings	ESA's with Star Ratings
DSA Employment Solutions	2	-36	0	4
Work Connection Ltd	2	-39	0	1
Settlement Services International Ltd	2	-40	0	8
Flourish Australia Services	2	-41	5	6
Enterprise & Training Company Limited	2	-43	0	1
Nirrumbuk Enterprises Pty Ltd	2	-49	0	1
My Pathway	1.8	-39	1	5
Gforce Employment Solutions	1.8	-42	0	4
ProActiv People Solutions	1.8	-53	0	4
St John of God Accord	1.5	-51	0	4
Real Futures	1.3	-46	0	3
Greenlight Human Capital	1.3	-52	0	3
Bridges Aligned Services	1.3	-60	0	3
QITE (Quality Innovation Training and Employment)	1	-59	0	1
Access Community Services Limited	1	-78	1	3
Centacare Employment	1	-80	0	1
annecto Inc	0	0	3	0

Note: The figures in the table below are averages across the organisations's contracts. This means, for example, that a service with an average 4 star rating will not always have an average percentage between +20 and +39.