

DES-ESS PROVIDER STAR RATINGS

JUNE 2021

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.dss.gov.au/disability-and-carers-programs-services-disability-employment-services/published-des-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		
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.

Organisation Name	Average Rating	Average Percent	ESA's without Star Ratings	ESA's with Star Ratings
Jobsupport	5	+91.8	0	14
Jobmatch Employment	5	+64.0	0	1
Darwin Skills Development Scheme	5	+62.0	0	1
NOVA Employment	4.8	+67.9	0	8
AFFORD Employment	4.8	+59.5	0	4
Multiple Solutions	4.7	+67.3	0	3
Castle Personnel Services Ltd	4.7	+56.7	0	3
Community Bridging Services	4.7	+52.4	0	9
Global Skills	4.5	+36.5	0	2
WDEA Works	4.1	+34.0	0	10
IDEAL Placements Assoc Inc	4	+32.0	0	1
DVJS Employment Solutions	4	+30.0	0	2
Kimberley Personnel Inc	4	+25.0	0	1
Tursa Employment & Training	3.9	+27.9	0	16

Organisation Name	Average Rating	Average Percent	ESA's without Star Ratings	ESA's with Star Ratings
Axis Employment	3.8	+29.6	0	8
APM Employment Services	3.8	+27.4	0	92
Barkuma Employment	3.8	+24.8	0	4
Mission Australia	3.8	+24.5	0	4
Working Communities Network (Consortium)	3.7	+23.2	0	17
The Personnel Group Ltd	3.7	+21.3	0	12
The Disability Trust	3.6	+21.4	0	5
OCTEC	3.6	+17.1	0	55
Breakthru	3.5	+9.0	0	2
Autism Association of Western Australia (Inc)	3.5	+2.0	0	2
Sureway Employment and Training Pty Ltd	3.4	+15.7	0	21
Job Centre Australia Limited	3.4	+15.0	1	7
ECHO Australia	3.3	+15.8	0	4
Vision Australia Limited	3.3	+5.8	0	10
MAX Employment	3.2	+4.1	0	54
WISE Employment Ltd	3.2	+4.0	0	43
Bizlink Incorporated	3.0	+18.5	0	2
Prestige Employment Solutions Pty Ltd	3.0	+17.0	0	1
Mai-Wel LabourForce Solutions	3.0	+15.0	0	1
UnitingCare Community	3.0	+11.0	0	1
Myhorizon	3.0	+9.0	0	1
EDGE Employment Solutions	3.0	+7.0	0	3
Nexus Human Services Incorporated	3.0	+2.2	0	6
Sign For Work	3.0	+0.4	0	5
Jobfind	3.0	-1.0	0	8
CoAct	3.0	-1.2	0	48
Gold Coast Employment Support Service Inc	3.0	-1.5	0	2
BEST Employment Limited	3.0	-4.3	0	3
Outlook Employment	3.0	-6.0	0	1
Essential Personnel	3.0	-11.5	0	2
Your Employment Solutions	3.0	-16.0	0	1
Epic Employment Service Inc	2.9	-2.0	0	17
VERTO Ltd	2.9	-3.9	0	7

Organisation Name	Average Rating	Average Percent	ESA's without Star Ratings	ESA's with Star Ratings
CVGT Australia Ltd	2.9	-5.7	0	18
Royal Society for the Blind of South Australia Inc	2.8	-7.7	3	6
AimBig Employment	2.8	-8.4	1	23
HELP ENTERPRISES LIMITED	2.8	-11.5	0	8
The Maxima Group Inc	2.7	-7.9	0	16
Atwork Australia Pty Ltd	2.7	-9.2	0	58
STEPS Employment Solutions	2.7	-9.9	0	7
MatchWorks	2.7	-11.2	0	36
Access Australia Group	2.7	-11.3	0	3
ON-Q Human Resources Limited	2.7	-13.7	0	6
Job Prospects	2.6	-12.5	0	22
PeoplePlus	2.6	-14.8	4	28
Mylestones Employment	2.6	-17.5	0	16
Key Employment Association	2.5	-14.5	0	4
NQ EMPLOYMENT	2.5	-16.5	0	2
DSA Employment Solutions	2.5	-18.0	0	4
Olympus Solutions Limited	2.5	-19.9	0	11
Ability Centre Australasia Ltd	2.5	-20.0	0	2
Jobs Australia Enterprises Ltd	2.5	-26.0	0	2
Joblink Plus	2.4	-19.0	0	5
Campbell Page	2.4	-22.3	0	18
The Salvation Army Employment Plus	2.4	-23.5	0	8
Ostara Australia	2.4	-24.6	0	5
Expression Employment	2.3	-22.0	0	3
Forrest Personnel Ltd	2.3	-22.0	0	4
Uniting (Victoria and Tasmania) Limited	2.3	-25.6	1	10
My Pathway	2.3	-27.3	0	6
Mobo Group Australia	2.3	-28.8	0	4
"LEAD - Live, Experience, Access and Develop."	2.3	-29.6	2	7
ProActiv People Solutions	2.3	-30.0	0	4
MBC Employment Services	2.2	-24.6	1	5
Flourish Australia Services	2.2	-27.8	1	10
Status Employment Services	2.2	-29.1	1	11

Organisation Name	Average Rating	Average Percent	ESA's without Star Ratings	ESA's with Star Ratings
Joblife Employment	2.1	-26.6	0	25
Enterprise & Training Company Limited	2.0	-27.0	0	1
Kuditj	2.0	-30.0	0	1
Gforce Employment Solutions	2.0	-31.0	0	4
RECLINK AUSTRALIA	2.0	-33.0	0	1
Connect2 Employment	2.0	-35.0	0	1
Work Connection Ltd	2.0	-38.0	0	1
Sandbags-Sandgate and Brackenridge Action Group Inc	2.0	-40.0	0	1
Complete Personnel	2.0	-49.0	0	1
Settlement Services International Ltd	1.9	-38.5	0	8
St John of God Accord	1.8	-40.5	0	4
Greenlight Human Capital	1.7	-44.7	0	3
Real Futures	1.7	-48.7	0	3
QITE (Quality Innovation Training and Employment)	1.0	-60.0	0	1
Bridges Aligned Services	1.0	-63.0	0	3
Nirrumbuk Enterprises Pty Ltd	1.0	-68.0	0	1
Centacare Employment	1.0	-73.0	0	1
Access Community Services Limited	1.0	-75.0	0	4
annecto Inc	-	-	1	0