

DES-ESS PROVIDER STAR RATINGS DECEMBER 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.

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% above average
3 stars	Between +19 and -19	20% below average to less than 20% above average
2 stars	Between -20 and -49	Higher than 50% below average to less than 20% below average
1 star	-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	ESAs without Star Ratings	ESAs with Star Ratings
Jobsupport	5.0	+89.9	0	14
Darwin Skills Development Scheme	5.0	+75.0	0	1
Jobmatch Employment	5.0	+71.0	0	1
NOVA Employment	4.9	+70.9	0	8
AFFORD Employment	5.0	+67.8	0	4
Castle Personnel Services Ltd	5.0	+61.7	0	3
Multiple Solutions	4.7	+51.3	0	3
IDEAL Placements Assoc Inc	5.0	+44.0	0	1
Global Skills	4.5	+44.0	0	2
Community Bridging Services	4.3	+41.8	0	9
Axis Employment	4.3	+36.3	0	8

Organisation Name	Average Rating	Average Percent	ESAs without Star Ratings	ESAs with Star Ratings
Tursa Employment & Training	4.0	+35.4	0	16
WDEA Works	4.0	+33.9	0	10
The Personnel Group Ltd	3.9	+33.7	0	12
The Disability Trust	3.6	+29.2	0	5
Kimberley Personnel Inc	4.0	+28.0	0	1
APM Employment Services	3.7	+27.4	0	92
UnitingCare Community	4.0	+27.0	0	1
Mission Australia	3.8	+26.3	0	4
Bizlink Incorporated	4.0	+23.5	0	2
Myhorizon	4.0	+22.0	0	1
Job Centre Australia Limited	3.7	+21.0	1	7
Working Communities Network (Consortium)	3.5	+19.2	0	17
Mai-Wel LabourForce Solutions	3.0	+17.0	0	1
Barkuma Employment	3.3	+16.3	0	4
Prestige Employment Solutions Pty Ltd	3.0	+16.0	0	1
ECHO Australia	3.3	+15.3	0	4
OCTEC	3.4	+14.6	0	55
Nexus Human Services Incorporated	3.7	+13.0	0	6
Sureway Employment and Training Pty Ltd	3.3	+12.1	0	21
EDGE Employment Solutions	3.3	+9.7	0	3
Breakthru	3.0	+8.5	0	2
Vision Australia Limited	3.3	+7.4	0	10
Sign For Work	3.0	+4.5	0	5
MAX Employment	3.1	+3.1	0	54
WISE Employment Ltd	3.1	+1.4	0	43
CoAct	3.0	+1.2	0	48
BEST Employment Limited	3.3	-0.7	0	3
Autism Association of Western Australia (Inc)	3.0	-1.0	0	2
Outlook Employment	3.0	-3.0	0	1

Organisation Name	Average Rating	Average Percent	ESAs without Star Ratings	ESAs with Star Ratings
NQ EMPLOYMENT	3.0	-3.5	0	2
Epic Employment Service Inc	2.9	-3.5	0	17
CVGT Australia Ltd	2.9	-4.1	0	18
Deaf Services Australia	2.7	-5.0	0	3
Jobfind	3.0	-6.1	0	8
Maxima Group (Aust.) Ltd.	2.6	-6.4	0	16
Essential Personnel	3.0	-6.5	0	2
Royal Society for the Blind of South Australia Inc	2.2	-6.7	3	6
Your Employment Solutions	3.0	-8.0	0	1
HELP ENTERPRISES LIMITED	3.1	-8.4	0	8
Gold Coast Employment Support Service Inc.	3.0	-8.5	0	2
VERTO Ltd	2.7	-8.9	0	7
MatchWorks	2.8	-9.1	0	36
Asuria (Formerly PeoplePlus Australia)	2.7	-9.9	3	29
Access Australia Group	2.7	-10.0	0	3
BUSY Ability	2.7	-11.5	0	6
Atwork Australia Pty Ltd	2.6	-12.3	1	61
AimBig Employment	2.8	-13.8	1	23
Joblink Plus	2.6	-13.8	0	5
DSA Employment Solutions	2.5	-15.0	0	4
Key Employment Association Ltd	2.5	-16.0	0	4
Job Prospects	2.5	-17.4	0	22
Cerebral Palsy League of Queensland	2.6	-17.7	0	16
STEPS Group Australia	2.6	-17.7	0	7
Ostara Australia	2.6	-19.0	0	5
Olympus Solutions Limited	2.4	-21.6	0	10
The Salvation Army Employment Plus	2.4	-21.8	0	8
Mobo Group Australia	2.5	-22.5	0	4
Joblife Employment	2.3	-24.1	0	25

Organisation Name	Average Rating	Average Percent	ESAs without Star Ratings	ESAs with Star Ratings
Enterprise & Training Company Limited	2.0	-25.0	0	1
Flourish Australia Services	2.2	-25.1	1	10
Uniting (Victoria and Tasmania) Limited	2.3	-25.3	1	9
Campbell Page Limited	2.2	-26.4	0	18
My Pathway	2.2	-26.8	0	6
Forrest Personnel Ltd.	2.0	-26.8	0	4
Ability WA	2.5	-27.5	0	2
Kuditj	2.0	-29.0	0	1
Status Employment Services	2.3	-29.3	1	11
ProActiv People Solutions	2.0	-29.5	0	4
Expression Employment	2.3	-30.0	0	3
"LEAD - Live, Experience, Access and Develop."	2.3	-32.4	2	7
St John of God Accord	2.0	-32.5	0	4
Gforce Employment Solutions	1.8	-32.5	0	4
Connect2 Employment	2.0	-33.0	0	1
Settlement Services International Ltd	2.0	-37.5	0	8
Jobs Australia Enterprises Ltd	2.0	-39.0	0	2
Sandbag-Sandgate and Brackenridge Action Group Inc	2.0	-40.0	0	1
Work Connection Ltd	2.0	-40.0	0	1
RECLINK AUSTRALIA	2.0	-42.0	0	1
Complete Personnel	2.0	-44.0	0	1
Real Futures	1.7	-46.0	0	3
Greenlight Human Capital	1.7	-48.0	0	3
Nirrumbuk Enterprises Pty Ltd	1.0	-52.0	0	1
QITE (Quality Innovation Training and Employment)	1.0	-52.0	0	1
Access Community Services Limited	1.0	-57.8	0	4
Bridges Aligned Services	1.0	-69.0	0	3
CatholicCare Victoria	1.0	-80.0	0	1