

DES-ESS PROVIDER STAR RATINGS

MARCH 2022

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.

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	+88.6	0	14
AFFORD Employment	5.0	+71.3	0	4
Jobmatch Employment	5.0	+69.0	0	1
Castle Personnel Services Ltd	5.0	+61.7	0	3
IDEAL Placements Assoc. Inc	5.0	+52.0	0	1
NOVA Employment	4.9	+74.3	0	8
Global Skills	4.5	+45.5	0	2
Multiple Solutions	4.3	+38.7	0	3
WDEA Works	4.2	+37.8	0	10
Community Bridging Services	4.2	+33.1	0	9
Tursa Employment & Training	4.0	+36.5	0	16
Axis Employment	4.0	+34.9	0	8
The Personnel Group Ltd	4.0	+34.8	0	12

Organisation Name	Average Rating	Average Percent	ESAs without Star Ratings	ESAs with Star Ratings
Kimberley Personnel Inc	4.0	+28.0	0	1
UnitingCare Community	4.0	+26.0	0	1
Bizlink Incorporated	4.0	+25.5	0	2
Myhorizon	4.0	+22.0	0	1
Mai-Wel LabourForce Solutions	4.0	+20.0	0	1
The Disability Trust	3.8	+36.0	0	5
APM Employment Services	3.8	+27.9	0	92
Job Centre Australia Limited	3.7	+26.3	1	7
Mission Australia	3.5	+24.3	0	4
Nexus Human Services Incorporated	3.5	+16.8	0	6
OCTEC	3.5	+14.6	0	55
Working Communities Network (Consortium)	3.4	+14.7	0	17
Sureway Employment and Training Pty Ltd	3.4	+12.9	0	21
Barkuma Employment	3.3	+16.0	0	4
EDGE Employment Solutions	3.3	+12.7	0	3
Vision Australia Limited	3.3	+4.2	0	10
MAX Employment	3.1	+2.2	0	54
WISE Employment Ltd	3.1	+2.1	0	43
Epic Employment Service Inc	3.1	-3.3	0	17
Prestige Employment Solutions Pty Ltd	3.0	14	0	1
ECHO Australia	3.0	7	0	4
Breakthru	3.0	5.5	0	2
CoAct	3.0	1.8	0	48
Sign For Work	3.0	-1	0	2
Autism Association of Western Australia (Inc)	3.0	-1.5	0	2
Deaf Services Australia	3.0	-1.7	0	3
BEST Employment Limited	3.0	-3.0	0	3
Your Employment Solutions	3.0	-3.0	0	1
Outlook Employment	3.0	-7.0	0	1
CVGT Australia Ltd.	2.9	-6.1	0	18

Organisation Name	Average Rating	Average Percent	ESAs without Star Ratings	ESAs with Star Ratings
HELP ENTERPRISES LIMITED	2.9	-7.1	0	8
MatchWorks	2.9	-7.9	0	36
VERTO Ltd.	2.9	-9.0	0	7
Royal Society for the Blind of South Australia Inc.	2.8	-2.3	3	6
Joblink Plus	2.8	-5.8	0	5
Asuria (Formerly PeoplePlus Australia)	2.8	-7.3	3	29
Jobfind	2.8	-8.6	0	8
Maxima Group (Aust.) Ltd.	2.8	-10.4	0	16
Mobo Group Australia	2.8	-15.0	0	4
BUSY Ability	2.7	-10.8	0	6
Access Australia Group	2.7	-11.7	0	3
Flourish Australia Services	2.7	-14.4	1	10
Atwork Australia Pty Ltd	2.6	-14.4	1	61
Ostara Australia	2.6	-16.4	0	5
Cerebral Palsy League of Queensland	2.6	-17.0	0	16
AimBig Employment	2.6	-18.1	0	24
NQ EMPLOYMENT	2.5	-3.0	0	2
Essential Personnel	2.5	-6.5	0	2
Gold Coast Employment Support Service Inc	2.5	-11.0	0	2
DSA Employment Solutions	2.5	-12.8	0	4
Key Employment Association Ltd	2.5	-17.8	0	4
Olympus Solutions Limited	2.5	-20.7	0	10
Ability WA	2.5	-26.5	0	2
STEPS Group Australia	2.4	-18.0	0	7
Job Prospects	2.4	-20.2	0	22
Joblife Employment	2.4	-23.4	0	25
The Salvation Army Employment Plus	2.3	-22.5	0	8
Uniting (Victoria and Tasmania) Limited	2.3	-24.1	1	9
Status Employment Services	2.3	-28.7	1	11
Campbell Page Limited	2.2	-26.2	0	18

Organisation Name	Average Rating	Average Percent	ESAs without Star Ratings	ESAs with Star Ratings
LEAD - Live, Experience, Access and Develop	2.1	-33.1	2	7
Enterprise & Training Company Limited	2.0	-20.0	0	1
Expression Employment	2.0	-21.0	0	1
ProActiv People Solutions	2.0	-28.3	0	4
My Pathway	2.0	-29.3	0	6
Forrest Personnel Ltd	2.0	-30.3	0	4
Kuditj	2.0	-31.0	0	1
St John of God Accord	2.0	-31.0	0	4
Settlement Services International Ltd	2.0	-31.5	0	8
Connect2 Employment	2.0	-32.0	0	1
Sandbag-Sandgate and Brackenridge Action Group Inc	2.0	-41.0	0	1
Jobs Australia Enterprises Ltd	2.0	-42.0	0	2
TAILORED LIFESTYLE CONNECTIONS	2.0	-44.0	0	1
RECLINK AUSTRALIA	2.0	-48.0	0	1
Gforce Employment Solutions	1.8	-33.0	0	4
Real Futures	1.7	-46.0	0	3
Greenlight HC	1.7	-46.3	0	3
QITE (Quality Innovation Training and Employment)	1.0	-52.0	0	1
Complete Personnel	1.0	-53.0	0	1
Nirrumbuk Enterprises Pty Ltd	1.0	-58.0	0	1
Access Community Services Limited	1.0	-60.5	0	4
Bridges Aligned Services	1.0	-72.3	0	3
CatholicCare Victoria	1.0	-85.0	0	1