

DES-ESS PROVIDER STAR RATINGS SEPTEMBER 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	5.0	+90.4	0	14
Jobmatch Employment	5.0	+70.0	0	1
Darwin Skills Development Scheme	5.0	+62.0	0	1
Castle Personnel Services Ltd	5.0	+57.7	0	3
NOVA Employment	4.8	+70.3	0	8
AFFORD Employment	4.8	+62.3	0	4
Multiple Solutions	4.7	+61.0	0	3
Community Bridging Services	4.6	+50.2	0	9
Global Skills	4.5	+39.0	0	2
WDEA Works	4.1	+39.4	0	10
IDEAL Placements Assoc Inc	4.0	+38.0	0	1
Axis Employment	4.0	+34.4	0	8
DVJS Employment Solutions	4.0	+33.5	0	2

Organisation Name	Average Rating	Average Percent	ESA's without Star Ratings	ESA's with Star Ratings
Tursa Employment & Training	4.0	+31.8	0	16
Kimberley Personnel Inc	4.0	+29.0	0	1
Bizlink Incorporated	4.0	+22.5	0	2
APM Employment Services	3.8	+27.8	0	92
The Personnel Group Ltd	3.8	+27.4	0	12
The Disability Trust	3.6	+23.4	0	5
Working Communities Network (Consortium)	3.6	+22.0	0	17
Job Centre Australia Limited	3.6	+17.4	1	7
Mission Australia	3.5	+20.0	0	4
ECHO Australia	3.5	+19.0	0	4
Barkuma Employment	3.5	+18.8	0	4
OCTEC	3.5	+15.9	0	55
Breakthru	3.5	+11.0	0	2
Nexus Human Services Incorporated	3.5	+6.7	0	6
Vision Australia Limited	3.4	+6.9	0	10
Sureway Employment and Training Pty Ltd	3.3	+13.7	0	21
EDGE Employment Solutions	3.3	+10.0	0	3
MAX Employment	3.2	+4.1	0	54
WISE Employment Ltd	3.2	+3.5	0	43
Prestige Employment Solutions Pty Ltd	3.0	+18.0	0	1
UnitingCare Community	3.0	+17.0	0	1
Mai-Wel LabourForce Solutions	3.0	+16.0	0	1
Myhorizon	3.0	+14.0	0	1
Autism Association of Western Australia (Inc)	3.0	+2.0	0	2
CoAct	3.0	+0.5	0	48
BEST Employment Limited	3.0	+0.3	0	3
Sign For Work	3.0	-0.6	0	5
Epic Employment Service Inc	3.0	-1.1	0	17
Outlook Employment	3.0	-3.0	0	1
CVGT Australia Ltd	3.0	-3.3	0	18
Jobfind	3.0	-3.5	0	8
Gold Coast Employment Support Service Inc	3.0	-5.5	0	2
Essential Personnel	3.0	-9.5	0	2

Organisation Name	Average Rating	Average Percent	ESA's without Star Ratings	ESA's with Star Ratings
Your Employment Solutions	3.0	-11.0	0	1
Royal Society for the Blind of South Australia Inc	2.8	-8.2	3	6
The Maxima Group Inc	2.8	-9.3	0	16
HELP ENTERPRISES LIMITED	2.8	-9.6	0	8
MatchWorks	2.8	-11.3	0	36
VERTO Ltd	2.7	-7.4	0	7
ON-Q Human Resources Limited	2.7	-11.2	0	6
STEPS Employment Solutions	2.7	-11.7	0	7
AimBig Employment	2.7	-12.7	1	23
Access Australia Group	2.7	-13.3	0	3
Atwork Australia Pty Ltd	2.6	-11.6	1	61
Job Prospects	2.6	-13.5	0	22
Asuria (Formerly PeoplePlus Australia)	2.6	-15.6	3	29
Mylestones Employment	2.6	-17.0	0	16
Key Employment Association	2.5	-14.8	0	4
NQ EMPLOYMENT	2.5	-15.0	0	2
The Salvation Army Employment Plus	2.5	-23.9	0	8
Ability Centre Australasia Ltd	2.5	-24.5	0	2
Joblink Plus	2.4	-16.4	0	5
Olympus Solutions Limited	2.4	-23.0	0	10
DSA Employment Solutions	2.3	-19.0	0	4
Expression Employment	2.3	-24.0	0	3
Uniting (Victoria and Tasmania) Limited	2.3	-24.7	1	9
My Pathway	2.3	-25.7	0	6
Mobo Group Australia	2.3	-26.0	0	4
"LEAD - Live, Experience, Access and Develop."	2.3	-29.9	2	7
Ostara Australia	2.2	-24.4	0	5
Campbell Page	2.2	-25.1	0	18
Joblife Employment	2.2	-26.5	0	25
Status Employment Services	2.2	-30.3	1	11
Forrest Personnel Ltd	2.0	-23.5	0	4
Enterprise & Training Company Limited	2.0	-27.0	0	1
ProActiv People Solutions	2.0	-27.5	0	4

Organisation Name	Average Rating	Average Percent	ESA's without Star Ratings	ESA's with Star Ratings
Flourish Australia Services	2.0	-28.8	1	10
St John of God Accord	2.0	-29.3	0	4
Kuditj	2.0	-31.0	0	1
Connect2 Employment	2.0	-34.0	0	1
Jobs Australia Enterprises Ltd	2.0	-37.0	0	2
RECLINK AUSTRALIA	2.0	-37.0	0	1
Work Connection Ltd	2.0	-38.0	0	1
Settlement Services International Ltd	2.0	-39.6	0	8
Sandbags-Sandgate and Brackenridge Action Group Inc	2.0	-40.0	0	1
QITE (Quality Innovation Training and Employment)	2.0	-49.0	0	1
Gforce Employment Solutions	1.8	-32.8	0	4
Greenlight Human Capital	1.7	-46.3	0	3
Real Futures	1.7	-48.7	0	3
Access Community Services Limited	1.3	-62.3	0	4
Complete Personnel	1.0	-59.0	0	1
Bridges Aligned Services	1.0	-64.7	0	3
Nirrumbuk Enterprises Pty Ltd	1.0	-69.0	0	1
Centacare Employment	1.0	-77.0	0	1