



**Inclusion Australia**

acting locally - representing nationally - connecting globally

## **Informed Choice**

### **Outcomes by Disability Type, June 2017**

#### **Disability Employment Services (DES) — Employment Support Service (ESS)**

##### **Brisbane**

The Commonwealth publishes outcomes by disability type for providers of Disability Employment Services (DES).

The Employment Support Service (ESS) is a program of support to help job seekers with permanent disability get a job, and ongoing support to keep a job.

Making an informed choice of provider makes a big difference in getting and keeping a job.

People with disability and their families can,

- Choose a provider
- Move to a different provider if they are not happy
- Look at past provider outcomes to make an informed choice

## **TABLE HEADINGS**

### **Job Placement (from March 2010)**

**Rate (%)**: The proportion of participants that started with a provider, and got a job.

### **Job lasted for at least 52 weeks (from March 2013)**

**Rate(%)**: The proportion of jobseekers that got a job which lasted for at least 52 weeks.

### **Indicative 52 weeks outcome**

**Rate(%)**: The proportion of jobseekers that started with a provider, and got a job for at least 52 weeks.

**Note**: A “blank” (i.e., no rate) in a table means that a provider has achieved less than 4 outcomes.

## **REFERENCES**

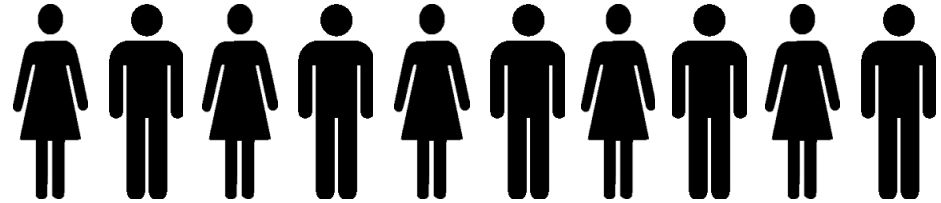
Outcomes by disability type are published by the Commonwealth at [lmip.gov.au](http://lmip.gov.au)

Inclusion Australia publishes this information at [wecanwork.info/choice](http://wecanwork.info/choice)

For inquiries, contact Paul Cain at [paul.cain@inclusionaustralia.org.au](mailto:paul.cain@inclusionaustralia.org.au) or 0419 462 928.

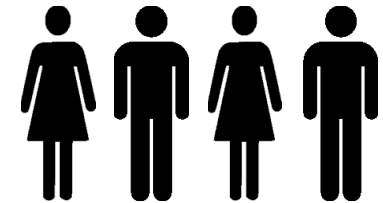
## Example

**10 people go to a provider**



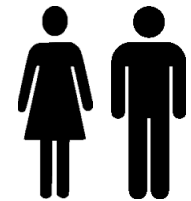
**4 people get a job**

- 4 out of 10 people got a job.  
A job placement rate of 40%



**2 people get a job that lasts for at least 52 weeks**

- 2 out of 4 people that got a job kept that job for at least 52 weeks.  
A 52 week job sustainability rate of 50%
- 2 out of 10 people who went to the provider got a job that lasted for at least 52 weeks.  
An indicative 52 week outcome rate of 20%



**Outcomes by Acquired Brain Injury, June 2017**  
**Employment Support Service Providers, Brisbane**

Provider	Job placement (from March 2010)	Job lasted for at least 52 weeks (from March 2013)	Indicative 52 week outcome rate
	Rate (%)	Rate (%)	Rate (%)
Gold Coast Employment Support Service	35.8	71.4	25.6
Comepass Employment Services	40.0	38.5	15.4
Cerebral Palsy League of Queensland	34.5	41.5	14.3
STEPS Group Australia	41.2	33.3	13.7
Epic Employment Service	31.7	42.4	13.4
Myhorizon	26.1	50.0	13.1
MAX Employment	31.8	39.5	12.6
Help Enterprises	31.2	40.0	12.5
Job Centre Australia	29.9	41.2	12.3
CoAct	31.1	38.5	12.0
Australian Red Cross Society	38.5		
Ostara Australia	32.3		
Break Thru People Solutions	31.3		
The ORS Group	27.8		
Advanced Personnel Management	24.3		
<b>National Average</b>	<b>34.8%</b>	<b>40.3%</b>	<b>14.0%</b>
<i>5 other providers in Brisbane with no outcome rates due to 4 or less outcomes</i>			

**Outcomes by Autism, June 2017**  
**Employment Support Service Providers, Brisbane**

Provider	Job placement (from March 2010)	Job lasted for at least 52 weeks (from March 2013)	Indicative 52 week outcome
	Rate (%)	Rate (%)	Rate (%)
Gold Coast Employment Support Service	55.6	46.6	25.9
Australian Red Cross Society	51.4	30.8	15.8
Cerebral Palsy League of Queensland	44.3	53.5	23.7
MAX Employment	42.7	38.0	16.2
STEPS Group Australia	42.7	32.1	13.7
Connect2 Employment	39.6	44.7	17.7
Myhorizon	38.3	72.1	27.6
Epic Employment Service	37.1	59.9	22.2
CoAct	35.4	45.2	16.0
Job Centre Australia	35.1	42.1	14.8
Comepass Employment Services	34.2	57.1	19.5
Advanced Personnel Management	33.3	35.3	11.8
Help Enterprises	32.6	24.1	7.9
Ostara Australia	29.2	18.4	5.4
Break Thru People Solutions	28.0		
The ORS Group	21.4		
EACH Employment	19.2		
<b>National Average</b>	<b>41.0%</b>	<b>49.1%</b>	<b>20.1%</b>
<i>3 other providers in Brisbane with no outcome rates due to 4 or less outcomes</i>			

**Outcomes by Deafblind Disability, June 2017**  
**Employment Support Service Providers, Brisbane**

Provider	Job placement (from March 2010)	Job lasted for at least 52 weeks (from March 2013)	Indicative 52 week outcome
	Rate (%)	Rate (%)	Rate (%)
Epic Employment Service Inc	38.5		
<b>National Average</b>	<b>36.8%</b>	<b>51.1%</b>	<b>18.8%</b>
<i>19 other providers in Brisbane with no outcome rates due to 4 or less outcomes</i>			

**Outcomes by Hearing Disability, June 2017**  
**Employment Support Service Providers, Brisbane**

Provider	Job placement (from March 2010)	Job lasted for at least 52 weeks (from March 2013)	Indicative 52 week outcome
	Rate (%)	Rate (%)	Rate (%)
STEPS Group Australia	54.5	55.6	30.3
CoAct	38.3	65.4	25.0
Myhorizon	33.3	70.0	23.3
Deaf Services Australia	41.7	54.1	22.6
Epic Employment Service	37.1	60.6	22.5
MAX Employment	36.4	58.3	21.2
Cerebral Palsy League of Queensland	34.9	55.3	19.3
Job Centre Australia	39.0	43.5	17.0
Help Enterprises	21.5	58.3	12.5
Comepass Employment Services	43.1		
Gold Coast Employment Support Service	38.5		
Australian Red Cross Society	38.1		
Advanced Personnel Management	33.3		
The ORS Group	26.3		
Ostara Australia	22.7		
<b>National Average</b>	<b>39.9%</b>	<b>49.9%</b>	<b>19.9%</b>
<i>5 other providers in Brisbane with no outcome rates due to 4 or less outcomes</i>			

**Outcomes by Intellectual Disability, June 2017**  
**Employment Support Service Providers, Brisbane**

Provider	Job placement (from March 2010)	Job lasted for at least 52 weeks (from March 2013)	Indicative 52 week outcome
	Rate (%)	Rate (%)	Rate (%)
Myhorizon	37.4	64.3	24.0
Epic Employment Service	39.8	56.7	22.6
Connect2 Employment	34.9	58.8	20.5
Australian Red Cross Society	43.2	47.1	20.3
Cerebral Palsy League of Queensland	41.3	47.7	19.7
Gold Coast Employment Support Service	48.7	40.4	19.7
STEPS Group Australia	39.8	48.9	19.5
Job Centre Australia	35.1	51	17.9
Comepass Employment Services	31.4	54.4	17.1
MAX Employment	39	36.6	14.3
Advanced Personnel Management	33.9	39.3	13.3
CoAct	32.4	38.9	12.6
Help Enterprises	36	30.6	11.0
The ORS Group	17.9	50	9.0
Break Thru People Solutions	34.5		
Ostara Australia	23.8		
<b>National Average</b>	<b>43.9%</b>	<b>47.6%</b>	<b>20.9%</b>
<i>4 other providers in Brisbane with no outcome rates due to 4 or less outcomes</i>			



**Outcomes by Neurological Disability, June 2017**  
**Employment Support Service Providers, Brisbane**

Provider	Job placement (from March 2010)	Job lasted for at least 52 weeks (from March 2013)	Indicative 52 week outcome
	Rate (%)	Rate (%)	Rate (%)
Spinal Life Australia	32.7	74.1	24.2
Cerebral Palsy League of Queensland	36.7	57.3	21.0
Myhorizon	31.7	63.2	20.0
Gold Coast Employment Support Service	39.1	50	19.6
Job Centre Australia	28.7	50	14.4
Epic Employment Service	31.8	42.9	13.6
CoAct	28.8	45.9	13.2
MAX Employment	27.6	44.7	12.3
STEPS Group Australia	38.9	29.2	11.4
Help Enterprises	26.5	41.4	11.0
Advanced Personnel Management	17.1	43.8	7.5
Australian Red Cross Society	28		
Comepass Employment Services	22.1		
Ostara Australia	17.1		
The ORS Group	14.6		
<b>National Average</b>	<b>32.4%</b>	<b>45.7%</b>	<b>14.8%</b>
<i>5 other providers in Brisbane with no outcome rates due to 4 or less outcomes</i>			

**Outcomes by Physical Disability, June 2017**  
**Employment Support Service Providers, Brisbane**

Provider	Job placement (from March 2010)	Job lasted for at least 52 weeks (from March 2013)	Indicative 52 week outcome
	Rate (%)	Rate (%)	Rate (%)
Spinal Life Australia	26.8	68.6	18.4
Comepass Employment Services	27	50.5	13.6
Myhorizon	26.8	50	13.4
STEPS Group Australia	26.9	47	12.6
Australian Red Cross Society	21.2	52	11.0
CoAct	23.5	45.1	10.6
MAX Employment	23.7	42.2	10.0
Job Centre Australia	21.7	44.5	9.7
Advanced Personnel Management	22.9	41.9	9.6
Cerebral Palsy League of Queensland	24.9	37.8	9.4
Epic Employment Service	21.1	43.2	9.1
Help Enterprises	21.5	30.1	6.5
Gold Coast Employment Support Service	21.4	28.9	6.2
The ORS Group	12.2	33.3	4.1
Ostara Australia	16.7	12.3	2.1
Break Thru People Solutions	21.7		
Connect2 Employment	19.5		
<b>National Average</b>	<b>24.7%</b>	<b>43.9%</b>	<b>10.8%</b>
<i>3 other providers in Brisbane with no outcome rates due to 4 or less outcomes</i>			

**Outcomes by Psychiatric Disability, June 2017**  
**Employment Support Service Providers, Brisbane**

Provider	Job placement (from March 2010)	Job lasted for at least 52 weeks (from March 2013)	Indicative 52 week outcome
	Rate (%)	Rate (%)	Rate (%)
Australian Red Cross Society	31.7	51.3	16.3
Connect2 Employment	31	50	15.5
STEPS Group Australia	31.9	47.3	15.1
Myhorizon	29.1	50	14.6
Break Thru People Solutions	32.1	42.6	13.7
EACH Employment	31.6	42.6	13.5
CoAct	28.4	42.9	12.2
Comepass Employment Services	28.5	41.7	11.9
Cerebral Palsy League of Queensland	32	36.6	11.7
Gold Coast Employment Support Service	29.8	35.9	10.7
MAX Employment	27.9	34.9	9.7
Job Centre Australia	26.9	35.8	9.6
Help Enterprises	30.9	29.2	9.0
Epic Employment Service	23.5	35.7	8.4
Advanced Personnel Management	24.8	25.6	6.3
The ORS Group	17.7	29.3	5.2
Ostara Australia	28.1	17.6	4.9
Spinal Life Australia	15.6		
Barkuma Employment	27.8		
<b>National Average</b>	<b>30.4%</b>	<b>38.2%</b>	<b>11.6%</b>
<i>2 other providers in Brisbane with no outcome rates due to 4 or less outcomes</i>			

**Outcomes by Specific Learning Disability, June 2017**  
**Employment Support Service Providers, Brisbane**

Provider	Job placement (from March 2010)	Job lasted for at least 52 weeks (from March 2013)	Indicative 52 week outcome
	Rate (%)	Rate (%)	Rate (%)
Gold Coast Employment Support Service	46.7	59.1	27.6
STEPS Group Australia	40.3	53.5	21.6
Cerebral Palsy League of Queensland	46.6	44.7	20.8
Connect2 Employment	41.3	47.1	19.5
Job Centre Australia	38.6	50	19.3
Myhorizon	39.6	48.1	19.0
Epic Employment Service	40.7	45.6	18.6
MAX Employment	46.2	32.5	15.0
CoAct	32.3	44	14.2
Help Enterprises	36.8	35.9	13.2
Comepass Employment Services	36.2	35.3	12.8
The ORS Group	26.9	41.7	11.2
Advanced Personnel Management	32.4	33.3	10.8
Ostara Australia	34.6	27.3	9.4
Australian Red Cross Society	46.2		
Break Thru People Solutions	26.1		
EACH Employment	22.7		
Workskil Australia	28		
<b>National Average</b>	<b>45.0%</b>	<b>42.6%</b>	<b>19.2%</b>
<i>3 other providers in Brisbane with no outcome rates due to 4 or less outcomes</i>			

**Outcomes by Speech Disability, June 2017**  
**Employment Support Service Providers, Brisbane**

Provider	Job placement (from March 2010)	Job lasted for at least 52 weeks (from March 2013)	Indicative 52 week outcome
	Rate (%)	Rate (%)	Rate (%)
Cerebral Palsy League of Queensland	66.7	65.2	43.5
Epic Employment Service	33.3	77.8	25.9
STEPS Group Australia	80		
Australian Red Cross Society	71.4		
Gold Coast Employment Support Service	64.3		
MAX Employment	50		
CoAct	50		
Help Enterprises	40		
Comepass Employment Services	23.8		
<b>National Average</b>	<b>44.6%</b>	<b>53.7%</b>	<b>24.0%</b>

*11 other providers in Brisbane with no outcome rates due to 4 or less outcomes*

**Outcomes by Vision Disability, June 2017**  
**Employment Support Service Providers, Brisbane**

Provider	Job placement (from March 2010)	Job lasted for at least 52 weeks (from March 2013)	Indicative 52 week outcome
	Rate (%)	Rate (%)	Rate (%)
Cerebral Palsy League of Queensland	36.5	76.9	28.1
Vision Australia	35	50	17.5
CoAct	28.4	58.3	16.6
Epic Employment Service	30.6	52.6	16.1
MAX Employment	32.6	33.3	10.9
Gold Coast Employment Support Service	36.7		
Advanced Personnel Management	28.6		
Ostara Australia	26.3		
Comepass Employment Services	25		
Job Centre Australia	21.9		
STEPS Group Australia	16.9		
Help Enterprises	11.5		
<b>National Average</b>	<b>32.2%</b>	<b>49.4%</b>	<b>15.9%</b>
<i>10 other providers in Brisbane with no outcome rates due to 4 or less outcomes</i>			