



Inclusion Australia

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Making an *Informed Choice* Makes a BIG Difference

Disability Employment Services — Employment Support Service Average Star Ratings by Labour Market Region June 2017

Employment Support Services (ESS) are for people with permanent disability who need ongoing support to keep a job in the open labour market.

Star Ratings measure the relative success of providers in achieving sustainable job outcomes for job seekers, and are published every three months.

Job seekers, families and employers can use star ratings to help choose the best performing providers.

Ratings are from 1 to 5 stars, with 5 being the highest performance.

Inclusion Australia publishes average provider star ratings across labour market regions at <http://www.wecanwork.info/star-ratings>

Star ratings for providers for each site can be found at <https://jobsearch.gov.au/service-providers>

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Adelaide

Disability Employment Services - Employment Support Services Average Star Ratings for Providers, June 2017

Provider	No. of Provider Sites	Average Star Rating
Advanced Personnel Management	10	4.0
Royal Society for the Blind of SA	1	4.0
WISE Employment	3	3.7
Barkuma Employment	2	3.5
MatchWorks	7	3.4
atWork Australia	5	3.3
Finding Workable Solutions	10	3.1
Community Bridging Services	10	3.0
Job Prospects	3	3.0
Sureway Employment and Training	8	2.8
Your Employment Success	5	2.4
Minda	1	2.0
Multiple Solutions	8	2.0
Workskil Australia	3	1.7
The Maxima Group	2	N/A

Brisbane

Disability Employment Services - Employment Support Services Average Star Ratings for Providers, June 2017

Provider	No. of Star Rating Sites	Average Star Rating
Spinal Life Australia	6	4.3
Break Thru People Solutions	1	4.0
Myhorizon	6	3.7
Advanced Personnel Management	21	3.3
Comepass Employment Services	12	3.1
Deaf Services Australia	1	3.0
Vision Australia	1	3.0
Job Centre Australia	9	2.9
CoAct	36	2.8
Gold Coast Employment Support Service	4	2.8
STEPS Employment	5	2.8
Epic Employment Service	20	2.6
MAX Employment	27	2.6
Mylestones Employment	26	2.6
Connect2Employment	4	2.5
The ORS Group	6	2.5
Help Enterprises	18	2.1
Australian Red Cross	3	2.0
Ostara Australia	5	2.0
EACH Employment	2	1.5

Central and Northern Queensland

Disability Employment Services - Employment Support Services

Average Star Ratings for Providers, June 2017

Provider	No. of Star Rating Sites	Average Star Rating
Work Connection	5	3.8
Advanced Personnel Management	29	3.5
Epic Employment Service	6	3.0
NQ Competitive Employment Service	8	2.9
CoAct	31	2.7
MAX Employment	12	2.7
STEPS Employment	4	2.5
Mylestones Employment	3	2.3
IDEAL Placements	5	2.2

Eastern Victoria

Disability Employment Services - Employment Support Services

Average Star Ratings for Providers, June 2017

Provider	No. of Star Rating Sites	Average Star Rating
Advanced Personnel Management	18	3.7
CVGT Australia	19	3.2
MAX Employment	4	2.5
The Personnel Group	23	2.4
Work Solutions Gippsland	15	2.1
Worktrainers	9	2.0

Greater Western Australia

Disability Employment Services - Employment Support Services Average Star Ratings for Providers, June 2017

Provider	No. of Star Rating Sites	Average Star Rating
MAX Employment	2	3.5
Essential Personnel	3	3.3
Advanced Personnel Management	1	3.0
Kimberley Personnel	1	3.0
Forrest Personnel	10	2.7
Great Southern Personnel	4	1.3

Hunter

Disability Employment Services - Employment Support Services Average Star Ratings for Providers, June 2017

Provider	No. of Star Rating Sites	Average Star Rating
OCTEC	5	4.0
Mai-Wel LabourForce Solutions	3	3.7
Advanced Personnel Management	11	3.3
Joblink Plus	6	3.3
Job Centre Australia	7	2.9
Castle Personnel Services	13	2.8
The ORS Group	6	2.8
MAX Employment	3	2.7
atWork Australia	2	2.5
Peel Valley Training & Employment	4	2.3
BEST Employment	2	2.0
The Deaf Society	1	2.0
Vision Australia	2	2.0

Melbourne

Disability Employment Services - Employment Support Services Average Star Ratings for Providers, June 2017

Provider	No. of Star Rating Sites	Average Star Rating
Jobsupport	1	5.0
Vision Australia	1	4.0
CVGT Australia	19	3.5
DVJS Employment Solutions	8	3.3
SkillsPlus (Peninsula)	3	3.3
ECHO Australia	9	3.2
Uniting (Victoria and Tasmania)	14	3.2
MAX Employment	11	3.0
Advanced Personnel Management	10	2.9
Deaf Services Australia	4	2.8
North Star Employment Services	4	2.8
Outlook Employment	6	2.8
Working Communities Network	35	2.6
MatchWorks	21	2.5
WISE Employment	17	2.5
The ORS Group	10	2.4
CoAct	17	2.2
SensWide Services	6	2.2
Jobs West	1	2.0
Marriott Employment Options	1	2.0
Sign For Work	2	2.0
The Bridge Employment	4	2.0
EACH Employment	6	1.8
Working Arrangements	4	1.0

Northern NSW

Disability Employment Services - Employment Support Services Average Star Ratings for Providers, June 2017

Provider	No. of Star Rating Sites	Average Star Rating
Epic Employment Service	10	3.9
OCTEC	10	3.3
Key Employment Association	6	3.0
CoAct	8	2.9
NORTEC Job Services	14	2.4
BEST Employment	5	2.0
Tursa Employment & Training	3	2.0
MAX Employment	3	1.7
Advanced Personnel Management	2	N/A

Northern Territory

Disability Employment Services - Employment Support Services Average Star Ratings for Providers, June 2017

Provider	No. of Star Rating Sites	Average Star Rating
MAX Employment	1	5.0
Darwin Skills Development Scheme	1	3.0
STEPS Employment	1	3.0

Perth

Disability Employment Services - Employment Support Services Average Star Ratings for Providers, June 2017

Provider	No. of Star Rating Sites	Average Star Rating
Create Employment	7	5.0
Bizlink	4	4.3
atWork Australia	18	3.4
MAX Employment	3	3.3
Autism Association of Western Australia	2	3.0
Peedac	4	2.8
The ORS Group	6	2.5
Edge Employment Solutions	3	2.3
Essential Personnel	3	2.3
Workpower	8	2.1
Deaf Services Australia	1	2.0
Forrest Personnel	6	1.8
Rocky Bay Employment Services	7	1.7
Intelife Group	4	1.3
Options Employment	7	1.1

South Australia Country

Disability Employment Services - Employment Support Services Average Star Ratings for Providers, June 2017

Provider	No. of Star Rating Sites	Average Star Rating
Axis Employment	5	5.0
The Maxima Group	4	3.8
Finding Workable Solutions	9	3.4
WISE Employment	26	3.1
Community Bridging Services	10	2.9
Advanced Personnel Management	6	2.7
Workskil Australia	10	1.9

Southern NSW

Disability Employment Services - Employment Support Services Average Star Ratings for Providers, June 2017

Provider	No. of Star Rating Sites	Average Star Rating
LEAD Employment	1	5.0
Vision Australia	1	5.0
MAX Employment	5	3.8
CoAct	3	3.7
Workskills/Workability	7	3.7
Ostara Australia	6	3.5
Sureway Employment and Training	30	3.0
The Personnel Group	15	2.7
Essential Personnel	5	2.4
OCTEC	6	2.0
Eworks Employment Solutions	5	1.2
NOVA Employment	4	N/A

Southern Queensland

Disability Employment Services - Employment Support Services Average Star Ratings for Providers, June 2017

Provider	No. of Star Rating Sites	Average Star Rating
Advanced Personnel Management	20	4.1
Epic Employment Service	3	3.7
Jobmatch Employment	6	2.2
Uniting Care Community Employment Service	6	2.2
Artius	2	2.0
BEST Employment	4	2.0
MAX Employment	4	2.0
Mylestones Employment	3	1.7

Sydney

Disability Employment Services - Employment Support Services Average Star Ratings for Providers, June 2017

Provider	No. of Star Rating Sites	Average Star Rating
Jobsupport	12	5.0
NOVA Employment	14	5.0
AFFORD Employment	12	3.7
Advanced Personnel Management	20	3.5
Essential Personnel	2	3.5
Job Centre Australia	2	3.5
WISE Employment	12	3.5
CatholicCare	8	3.4
OCTEC	19	3.4
Job Prospects	1	3.0
Vision Australia	2	3.0
Ability Options Employment	13	2.8
MAX Employment	14	2.8
CoAct	2	2.5
atWork Australia	3	2.3
Global Skills	15	2.3
Workskills/Workability	4	2.3
The ORS Group	15	2.2
Break Thru People Solutions	2	2.0
Jobs Statewide Employment Solutions	2	2.0
SCI Workforce Employment Service	1	2.0
Sydney Counselling Centre	2	2.0
The Deaf Society	1	2.0
Northcott Employment	4	1.5
Northcott Employment	4	1.5

Tasmania

Disability Employment Services - Employment Support Services Average Star Ratings for Providers, June 2017

Provider	No. of Star Rating Sites	Average Star Rating
Epic Employment Service	2	3.5
WISE Employment	16	3.4
Advanced Personnel Management	13	3.0
Multiple Solutions	1	3.0
The ORS Group	5	3.0
MAX Employment	8	2.0
Lifestyle Solutions	7	1.0

Western NSW

Disability Employment Services - Employment Support Services Average Star Ratings for Providers, June 2017

Provider	No. of Star Rating Sites	Average Star Rating
Job Centre Australia	8	4.3
OCTEC	15	3.6
Sureway Employment and Training	3	3.0
Verto	2	3.0
BEST Employment	9	2.8
Joblink Plus	7	1.0

Western Victoria

Disability Employment Services - Employment Support Services Average Star Ratings for Providers, June 2017

Provider	No. of Star Rating Sites	Average Star Rating
Axis Employment	25	4.6
Working Communities Network	3	4.0
Western District Employment Access	16	3.7
MAX Employment	1	3.0
MatchWorks	14	2.6
Eworks Employment Solutions	8	1.9
St Laurence Employment Services	13	1.2
Encompass Community Services	4	1.0