



Australian Government

Department of Education, Employment and Workplace Relations



**Disability
Employment Network**

AN AUSTRALIAN GOVERNMENT INITIATIVE

Disability Employment Network Star Ratings

June 2008

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DEN STAR RATINGS—June 2008

Introduction

The star ratings system

The Disability Employment Network (DEN) assists job seekers with disabilities that are permanent, or likely to be permanent, and who need ongoing support to gain and maintain employment in the open labour market. DEN is delivered by a network of community and private organisations across Australia, providing expert support and services to people with a disability and employers.

Each DEN member is given a star rating based on their performance relative to that of other DEN members across Australia. Star ratings are awarded within the range of one to five stars, in half star steps, with five stars being the best. A provider performing at a level that is better than the majority of others will receive a high rating (four or five stars). A provider that is performing at around the average will receive a good rating (three stars). A provider performing at a level that is substantially below average will receive a lower rating (one or two stars).

The performance ratings are nationally comparable. For example, a DEN member that achieves a rating of four stars in Sydney is equal in performance to a DEN member that achieves a rating of four stars in remote northern Queensland.

Performance is measured against a set of Key Performance Indicators (KPI's) that reflect the program goals as set out in the funding deed between DEN members and the department. DEEWR has three main KPI's for DEN:

- Efficiency;
- Effectiveness; and
- Quality.

Each of these broad KPI's is assessed using a series of measurable data-based performance measures, which are weighted to reflect the relative importance of each to overall performance.

The performance rating model employs logistic regression to quantify and control for the impact of client characteristics and local economic conditions on the outcomes achieved by DEN members. DEN members are then assessed on their relative performance allowing for the impact of client mix and local economic conditions.

Separate models have been developed and separate ratings are provided for the DEN capped and uncapped streams. In the uncapped stream separate ratings are provided for generalist, specialist and remote employment services.

DEN STAR RATINGS—June 2008

Performance measures

The performance measures used to calculate DEN star ratings are detailed in the table below.

KEY PERFORMANCE INDICATOR (KPI)	PERFORMANCE MEASURE	WEIGHTING
<i>Capped Stream Employment Assistance</i>		
KPI 1: Efficiency	Retention between DPI and 12 months	5%
	Retention between 12 and 18 months where not outcome achieved	5%
KPI 2: Effectiveness	13 week employment milestone	30%
	26 week employment outcome	40%
	Australian Apprentice 13 week milestone	5%
	Average hours per week in work (higher better)	5%
	Average weekly wage from work (higher better)	5%
	12 month employment status	5%
KPI 3: Quality	DEEWR satisfaction with quality of services delivered	pass/fail
<i>Capped Stream Workers in Maintenance</i>		
KPI 1: Efficiency & Effectiveness	Remain in employment and leave maintenance	10%
KPI 2: Effectiveness	Remain in Employment- same of better earnings	30%
	Remain in Employment	60%
KPI 3: Quality	DEEWR satisfaction with quality of services delivered	pass/fail
<i>Uncapped Stream</i>		
KPI 1: Efficiency	Achieving independence in less than two years	20%
	Time from start of employment assistance phase to 13 week outcome	5%
KPI 2: Effectiveness	13 week Full employment milestone	20%
	26 week Full employment outcome	35%
	Australian Apprentice 13 week milestone	5%
	Average weekly wage from work	5%
	Average hours per week in work	5%
	12 month employment status	5%
KPI 3: Quality	DEEWR satisfaction with quality of services delivered	pass/fail

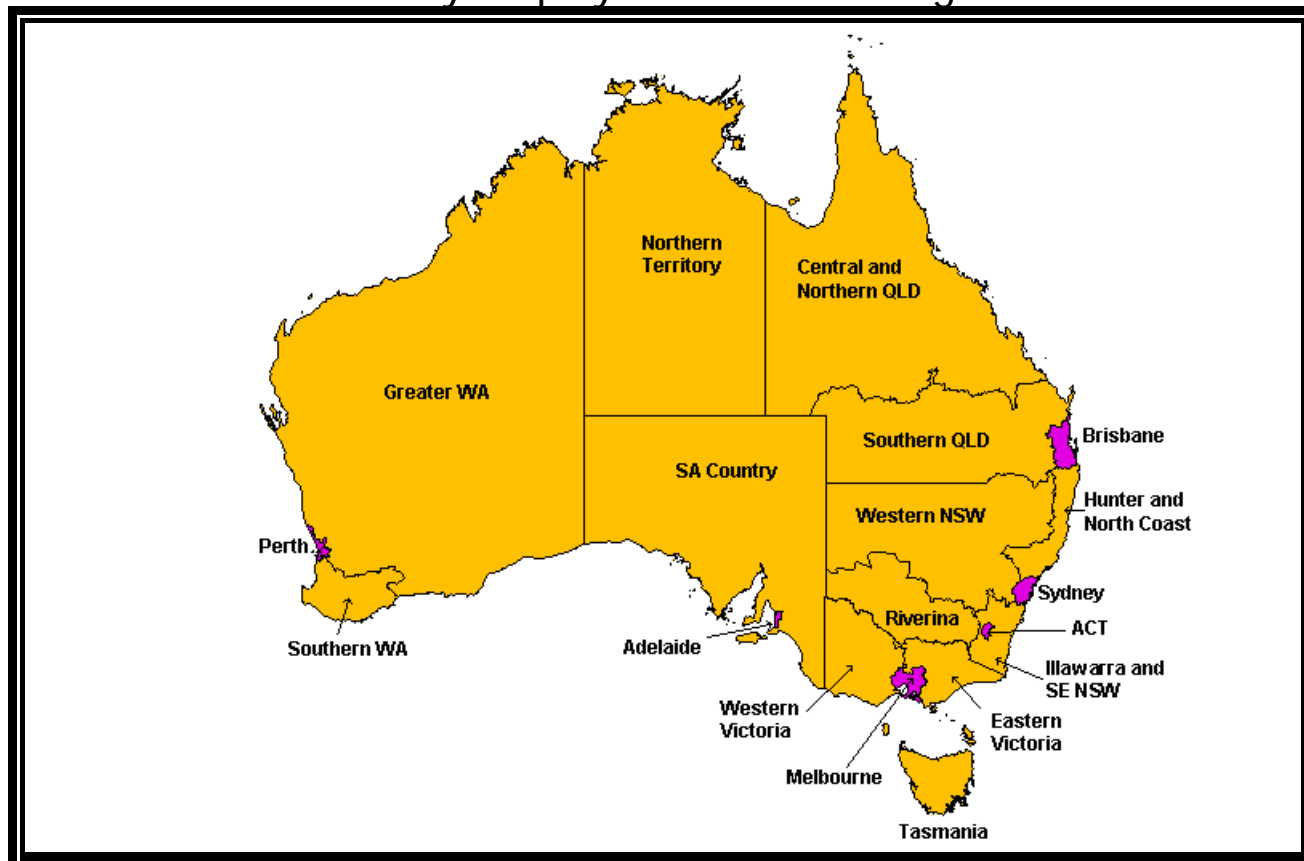
In the DEN capped stream, performance is assessed separately for employment assistance and maintenance phase services. These are then combined in proportion to the funding received for services in each phase, to provide an assessment of overall performance.

DEN STAR RATINGS—June 2008

DEN star ratings across Australia

The 19 Labour Market Regions (LMRs) are shown on the map below. Within these LMRs are 145 Employment Services Areas (ESAs). The Disability Employment Network consists of over 200 organisations delivering services to approximately 50,000 clients at over 700 sites Australia wide.

Disability Employment Network regions



Maps for each of the LMRs and the star ratings for individual organisations operating within them are provided over the following pages.

Service Types

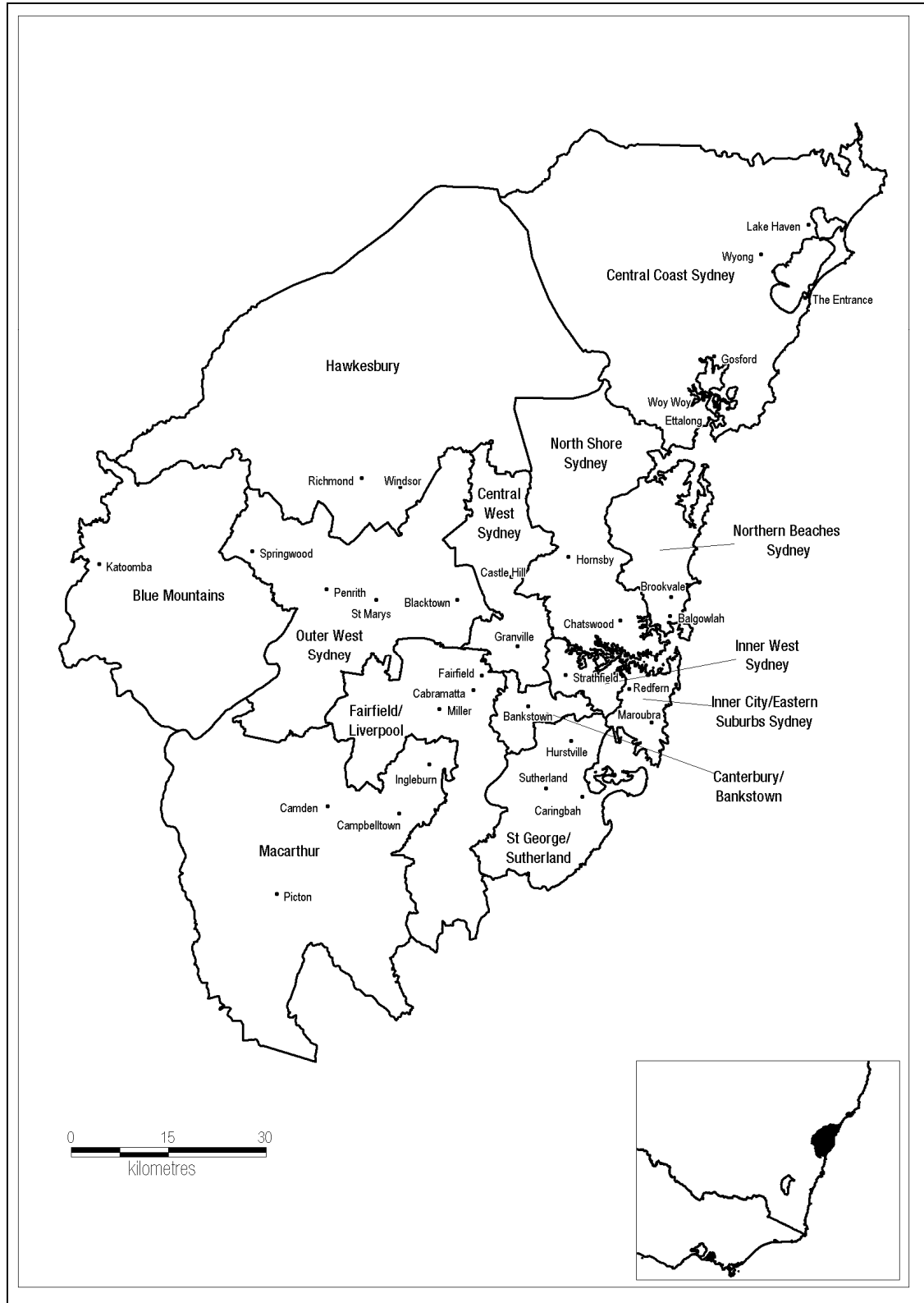
The following pages have a service type listed for each site:

- **Capped:** for clients who have an assessed future work capacity of eight or more hours per week and who require long term support in the workplace and/or are unable to work at full wages.
- **Uncapped:** for clients receiving income support with part time participation requirements, who have an assessed future work capacity of 15-29 hours per week with up to 2 years assistance.
- **Uncapped Specialist:** an uncapped service that assists client with a particular type of disability.
- **Uncapped Remote:** an uncapped service delivered as one of a number of bundled employment services in remote localities.

Blank ratings

Some ratings are left blank in this report. This indicates that insufficient data has accumulated since 1 July 2006 to calculate a rating reflecting overall performance. It does not signal poor performance.

SYDNEY



DEN STAR RATINGS—June 2008

SYDNEY CAPPED SITES

Site Name	Star rating ★ = 1 star ☆ = ½ star
121 Employment Bankstown	★★☆
121 Employment Redfern (Regent Street)	★★★★☆
121 Employment Rockdale and Sutherland	★★★☆☆
121 Employment Seven Hills	★★★☆☆
AFFORD Employment Prestons	★★☆
Break Thru People Solutions Bankstown	★★★★
Break Thru People Solutions Blacktown	★★★
Break Thru People Solutions Liverpool	★
Break Thru People Solutions Penrith	★★★★★
Break Thru People Solutions Maroubra	★★★★★
Break Thru People Solutions Wyong	★★★★☆
CARE Employment Inner West Enfield	★★★★★★
CARE Employment Southern Sydney Rockdale	★★★★★☆☆
Choice Employment Solutions Blacktown	★★★★☆
Deaf Society of NSW Employment Service Parramatta	★★★★☆
Direct Employment Liverpool	★★★☆☆
Employment Solutions Thornleigh	★★★★★☆☆
Equal Access Employment Service (Head Off) Campsie	★★★☆☆
Job Centre Australia Chatswood (NS)	★★★★★
Job Centre Australia Gosford	★★★
Jobmatch North Parramatta	★★★★★
Jobsupport Incorporated Blacktown	★★★★★★
Jobsupport Incorporated Chatswood	★★★★★★
Jobsupport Incorporated Kingsgrove	★★★★★★
Jobsupport Incorporated Southwest Kingsgrove	★★★★★★
Macarthur Disability Services Ltd Campbelltown	★★★
Metro Ryde Employment Service Meadowbank	★★★★☆
North West Personnel Baulkham Hills	★★★★☆
North West Personnel Penrith	★★★★★

DEN STAR RATINGS—June 2008

SYDNEY

CAPPED SITES (Continued)

Site Name	Star rating ★ = 1 star ☆ = ½ star
Northpoint Employment Service Eastwood	★★★★☆
NOVA Employment Campbelltown	★★
NOVA Employment Hobartville	★★☆
NOVA Employment Hurstville	★★★★☆
NOVA Employment Katoomba	★
NOVA Employment Miranda	★★☆
NOVA Employment Penrith	★★★★
Ontrack Employment Burwood	★★★★★
Progressive Employment Personnel Inc Gosford	★★★★☆
Re-Employ Individual Supported Jobs Service Liverpool	★★★★☆
SC Syd Employment Development Service Chatswood	★★★★★
SC Syd Employment Development Service Liverpool	★★★★☆
SC Syd Employment Development Service Parramatta	★★
SCI Workforce Employment Service Alexandria	★☆
Sydney Counselling Centre Chatswood NSHO	★★★★★
Vision Australia Metro Enfield	★★★★☆
WISE Employment Ltd Parramatta	★★★★
WISE Employment Ltd Penrith	★★★★★
WISE Employment Psychiatric Service Parramatta	★★★★

DEN STAR RATINGS—June 2008

SYDNEY UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Blue Mountains	Nova Employment & Training Program Inc	★★★★☆
Canterbury / Bankstown	Break Thru Employment Solutions Ltd	★★★★
	Centacare Australia Ltd	★☆
	ORS Rehabilitation and Placement Service	★★★★☆
	Vision Australia (Specialist - Blindness & Low Vision)	–
Central Coast Sydney	Break Thru Employment Solutions Ltd	★★★★★
	Job Centre Australia Limited	★★
	ORS Rehabilitation and Placement Service	★★★★★
	Vision Australia (Specialist - Blindness & Low Vision)	–
Central West Sydney	Ability Options Ltd	★★★★★☆
	Break Thru Employment Solutions Ltd	★★★★☆
	Sydney Counselling Centre (Specialist - Psychiatric)	–
	Teldraw Pty Ltd	★★★★★
	The Deaf Society Of NSW (Specialist - Deaf & Hearing Impaired)	★★★★★
	WISE Employment Ltd	★★★★★☆
Fairfield / Liverpool	Ability Options Ltd	★★★★★
	Break Thru Employment Solutions Ltd	★★
	Centacare Australia Ltd	★★
	Vision Australia (Specialist - Blindness & Low Vision)	–
	WISE Employment Ltd	★★★★★☆
Hawkesbury	Nova Employment & Training Program Inc	★★★★☆
Inner City/Eastern Suburbs Sydney	Break Thru Employment Solutions Ltd	★★★★★
	Disability Services Australia Limited	★★☆
	MAXNetWork Pty Ltd	★★★★☆
	Spinal Cord Injuries Australia	★★★★
	Sydney Rehabilitation Services Pty Ltd	★★

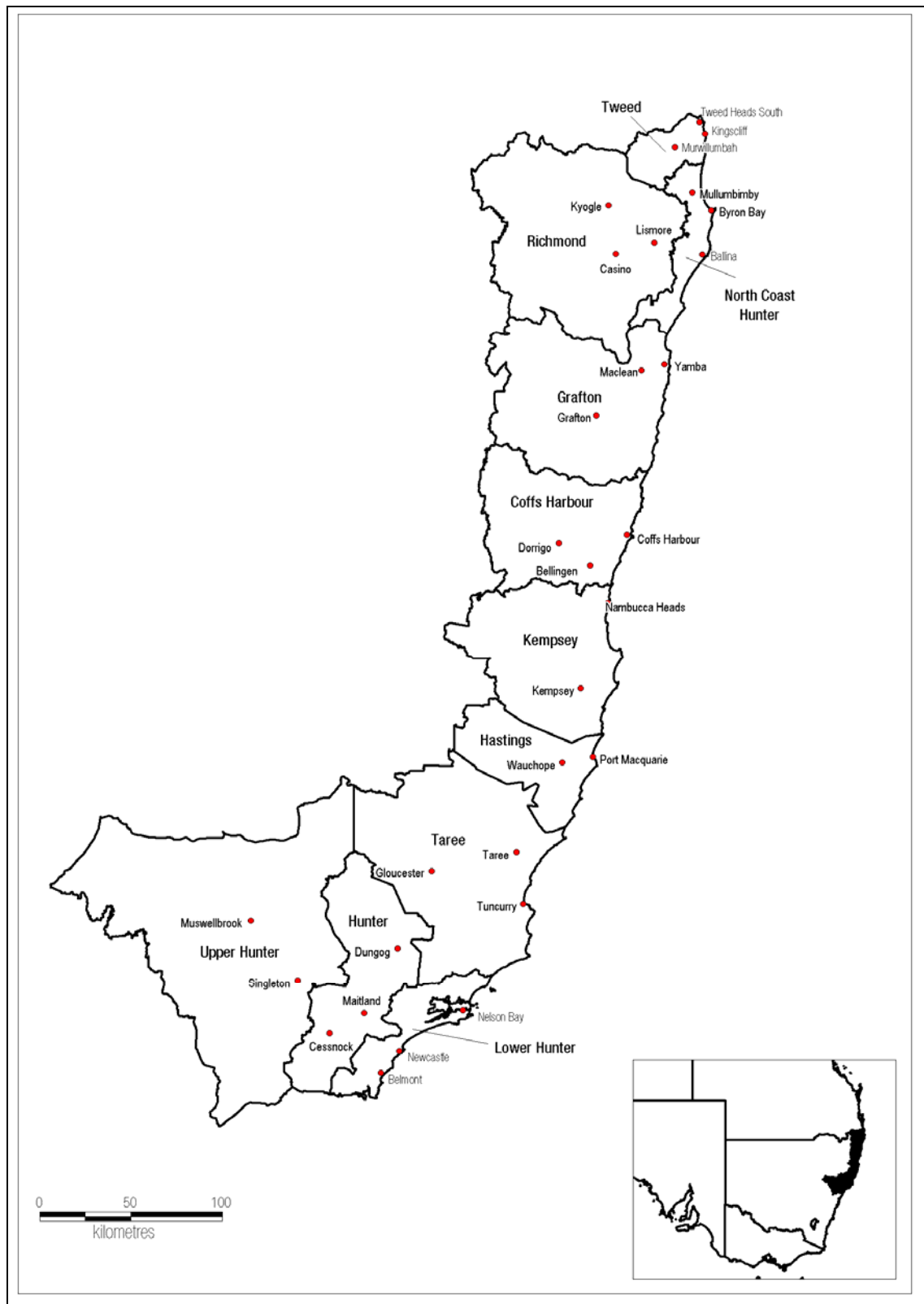
DEN STAR RATINGS—June 2008

SYDNEY

UNCAPPED SITES (continued)

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Inner West Sydney	Leichhardt Community Youth Association	★★
	Sydney Counselling Centre	–
	Sydney Counselling Centre (Specialist - Psychiatric)	★
	Vision Australia (Specialist - Blindness & Low Vision)	–
Macarthur	Ability Options Ltd	★★★★☆
	Macarthur Disability Services Ltd	★★
	Nova Employment & Training Program Inc	★★
North Shore Sydney	Job Centre Australia Limited	–
	Sydney Counselling Centre	–
	Sydney Counselling Centre (Specialist - Psychiatric)	★
Northern Beaches Sydney	Job Centre Australia Limited	–
	Sydney Counselling Centre (Specialist - Psychiatric)	–
	Sydney Rehabilitation Services Pty Ltd	★
	The Spastic Centre of NSW (Specialist - Complex Physical Disabilities)	–
Outer West Sydney	Ability Options Ltd	★★★★☆
	Break Thru Employment Solutions Ltd	★★★★
	Teldraw Pty Ltd	★★★★★
	WISE Employment Ltd	★★★★★
St George / Sutherland	Centacare Australia Ltd	★★★★☆
	Nova Employment & Training Program Inc	★
	Sydney Rehabilitation Services Pty Ltd	★☆

HUNTER AND NORTH COAST



DEN STAR RATINGS—June 2008

HUNTER AND NORTH COAST CAPPED SITES

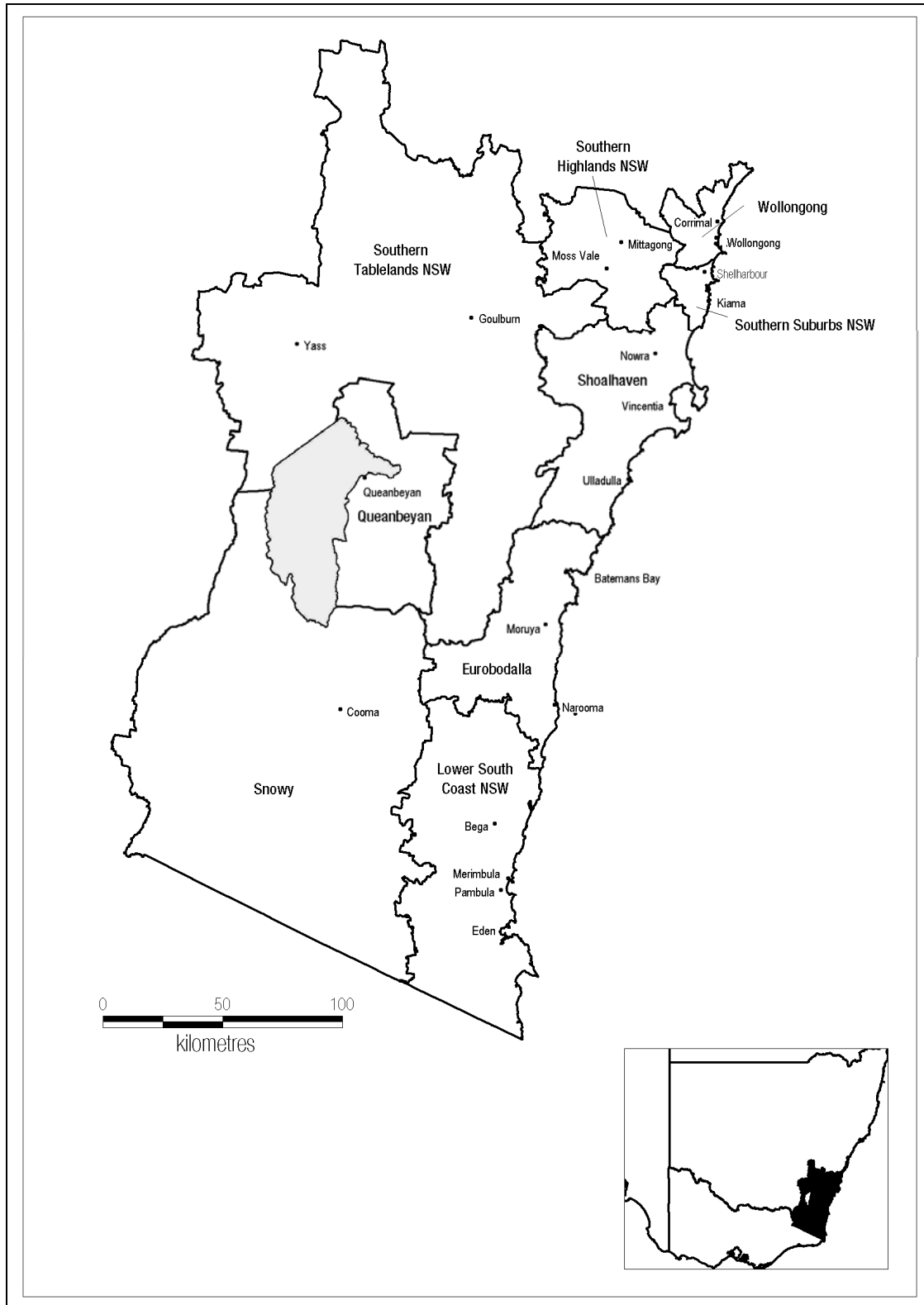
Site Name	Star rating ★ = 1 star ☆ = ½ star
Break Thru People Solutions Taree	★★
Castle Personnel Services Inc Newcastle	★★★★★
CDS Training and Employment Muswellbrook	★
Centacare Employment Kempsey	★★☆
Centacare Employment Port Macquarie	★
CHESS - Grafton Employment Support Service Grafton	★★★★★
Coffs Harbour Employment Support Service Coffs Harbour	★★★★★
Epic Employment Service Inc Lismore	★★★★★★
Hunter LabourForce Solutions Maitland	★★★★
Key Employment Coffs Harbour	★★★★☆
NOVA Employment Port Macquarie	★★☆
NOVA Employment Taree	★
On Track Community Programme Tweed Heads South	★★★★☆
On-Q Human Resources - Byron Bay	★★★★☆
Open Employment Lismore	★★★★★
Step One Employment South Murwillumbah	★★★★
Vision Australia Hamilton	★★☆

DEN STAR RATINGS—June 2008

HUNTER AND NORTH COAST UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Coffs Harbour	Key Employment Association Inc	★★☆
	Ostara Australia Limited (Specialist - Mental Health / Psychiatric)	★★★★
Grafton	Key Employment Association Inc	★★☆
	Ostara Australia Limited (Specialist - Mental Health / Psychiatric)	★★
Hastings	Centacare Australia Ltd	★
Hunter	Castle Personnel Services Inc	★★★★
	Mai-Wel Limited	★★☆
Kempsey	Centacare Australia Ltd	—
	Key Employment Association Inc	★☆
Lower Hunter	Break Thru Employment Solutions Ltd	★★★★☆
	Castle Personnel Services Inc	★★★★
	Job Centre Australia Limited	★★★★
	Ostara Australia Limited (Specialist - Mental Health / Psychiatric)	★★★★
North Coast Hunter	On-Q Human Resources Limited	★★★★
	UCA Assembly Limited	★★
Richmond	On-Q Human Resources Limited	★★☆
	UCA Assembly Limited	★★★★
Taree	Break Thru Employment Solutions Ltd	★★☆
	Nova Employment & Training Program Inc	★
Tweed	On-Q Human Resources Limited	★★
	NORTEC Employment and Training	★★★★☆
Upper Hunter	Castle Personnel Services Inc	—
	Challenge Disability Services	—

ILLAWARRA AND SOUTH EAST NEW SOUTH WALES



DEN STAR RATINGS—June 2008

ILLAWARRA AND SOUTH EAST NEW SOUTH WALES

CAPPED SITES

Site Name	Star rating ★ = 1 star ☆ = ½ star
121 Employment Campbelltown and Southern Highlands	★
Essential Personnel Goulburn	★★☆
Essential Personnel Mittagong	★★★★
Essential Personnel Nowra	★★★★
Essential Personnel Wollongong	★★★★☆
Greenacres Employment Solutions Unanderra	★★☆
LEAD Employment NSW	★★★★☆
Vision Australia Fairy Meadow	★
Workability Personnel Bega	★★★★☆
Workplace Shoalhaven Nowra	★★☆
Workskills Illawarra Warrawong	★★★★☆

DEN STAR RATINGS—June 2008

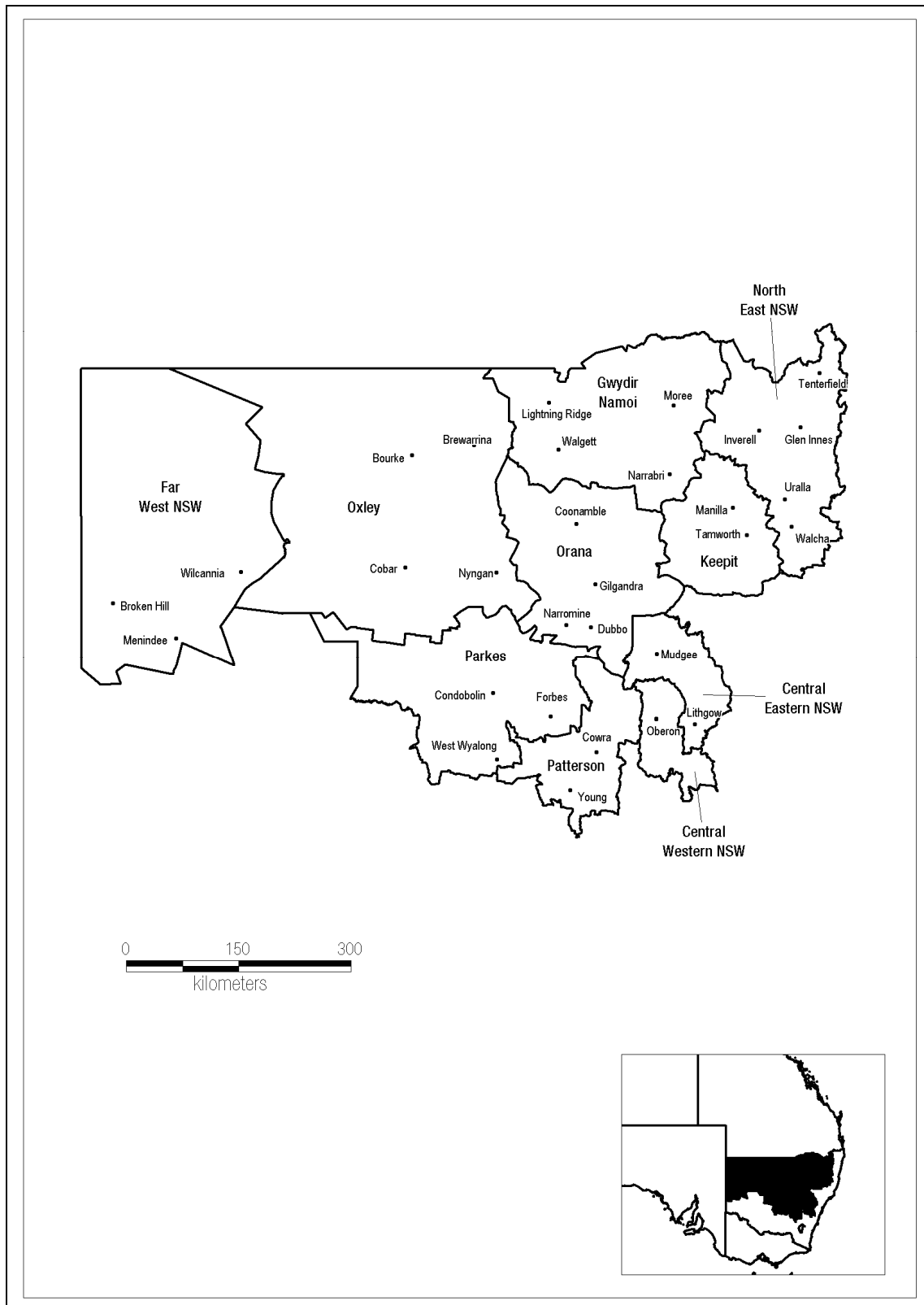
ILLAWARRA AND SOUTH EAST NEW SOUTH WALES

UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Eurobodalla	Break Thru Employment Solutions Ltd	★★
Lower South Coast NSW	Break Thru Employment Solutions Ltd	–
	Job Futures Ltd	–
Queanbeyan	Job Futures Ltd	–
	Vision Australia (Specialist - Blindness & Low Vision)	–
Shoalhaven	Essential Personnel Association Incorporated	★★
	Oasis Pre-Employment Network (OPEN) Inc	–
Snowy	Break Thru Employment Solutions Ltd	–
Southern Highlands NSW	Essential Personnel Association Incorporated	–
	Oasis Pre-Employment Network (OPEN) Inc	–
Southern Suburbs NSW	Greenacres Disability Services	★☆
	Illawarra Disability Trust	★★★☆
Southern Tablelands NSW	Essential Personnel Association Incorporated	★★★☆
	Oasis Pre-Employment Network (OPEN) Inc	–
	Vision Australia (Specialist - Blindness & Low Vision)	–
Wollongong	Essential Personnel Association Incorporated	★★★★
	Greenacres Disability Services	★★
	Illawarra Disability Trust	★★★☆

DEN STAR RATINGS—June 2008

WESTERN NEW SOUTH WALES



DEN STAR RATINGS—June 2008

WESTERN NEW SOUTH WALES

CAPPED SITES

Site Name	Star rating ★ = 1 star ☆ = ½ star
Break Thru People Solutions Coonabarabran	★★★★☆
Break Thru People Solutions Dubbo	★★★★☆
CDS Training and Employment Tamworth	★★☆
Central West Community College Bathurst	★★★★
Central West Community College Mudgee	★★★☆☆
Cowra Employment Service Cowra	★★★★
Forbes Employment Service Forbes	★★★★☆
Gateway Employment Lithgow	★★★★
Job Centre Australia Young	★★
Network Employment and Training Solutions Inverell	★★☆☆
Network Employment and Training Solutions Moree	★
NOVA Employment and Training Broken Hill	★★★★
Orange Employment Service Orange	★★★★
Peel Valley Mobile Service Tamworth	★★☆☆
Peel Valley Training Enterprise Gunnedah	★★☆
Peel Valley Training Enterprise Tamworth	★★★★★
Western District Supported Employment (ISJ) Nyngan	★

DEN STAR RATINGS—June 2008

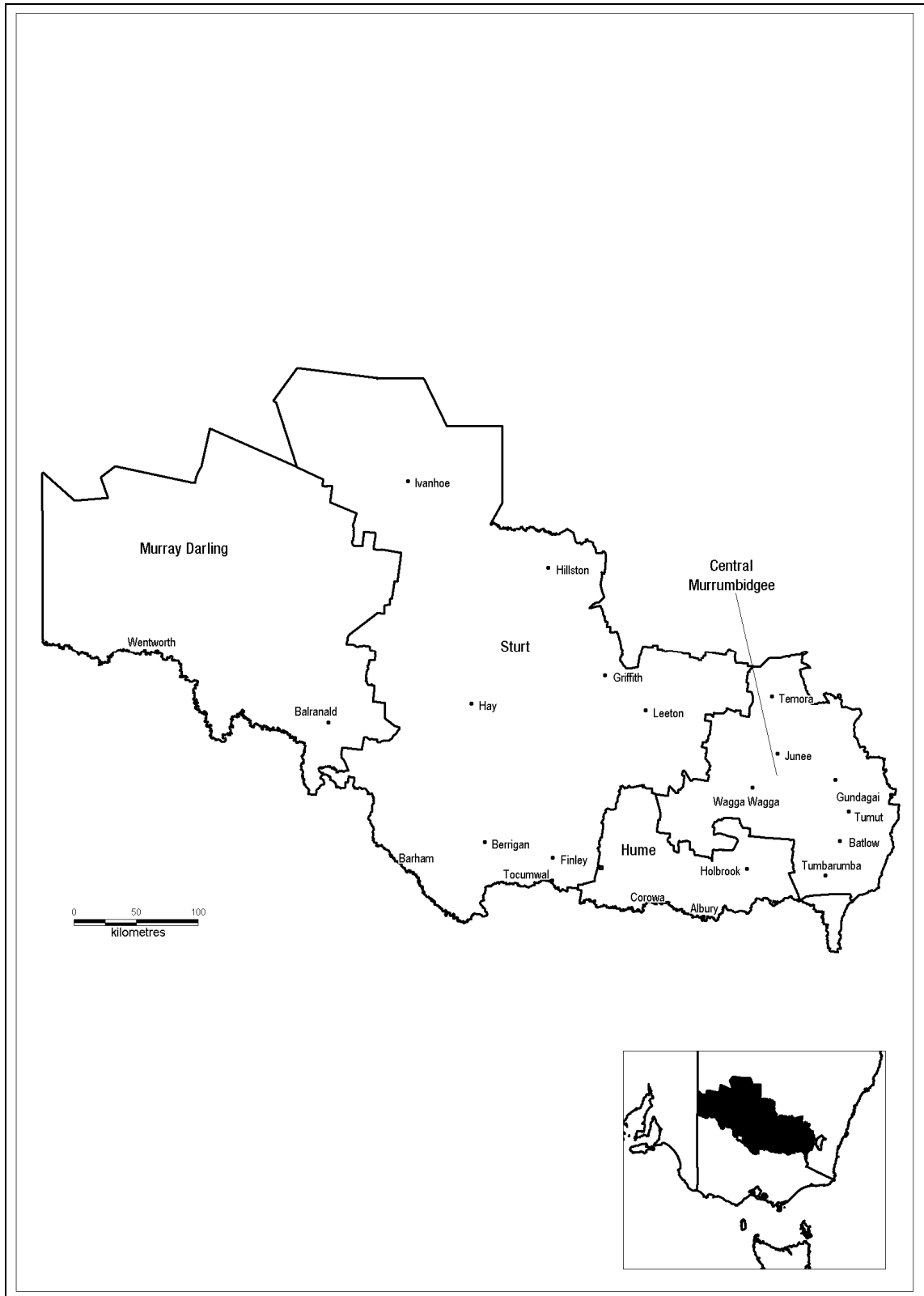
WESTERN NEW SOUTH WALES

UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Central Eastern NSW	OCTEC Incorporated	–
Central Western NSW	OCTEC Incorporated	–
Far West NSW	Nova Employment & Training Program Inc	–
Gwydir Namoi	BEST Employment Ltd	–
Keepit	Challenge Disability Services	★★☆
	Peel Valley Training & Employment	★★★
North East NSW	BEST Employment Ltd	★★★★☆
	Challenge Armidale Limited	★★★★★
Orana	Break Thru Employment Solutions Ltd	★★☆
Oxley	Nova Employment & Training Program Inc	–
Parkes	OCTEC Incorporated	–
Patterson	Job Centre Australia Limited	–
	OCTEC Incorporated	★★☆

DEN STAR RATINGS—June 2008

RIVERINA



DEN STAR RATINGS—June 2008

RIVERINA

CAPPED SITES

Site Name	Star rating ★ = 1 star ☆ = ½ star
Employment Works Hay	★★★★☆
Job Centre Australia Wagga Wagga	★★★
The Personnel Group - ISJ Albury	★★★★
The Personnel Group CETP Albury	★★★
The Personnel Group Deniliquin	★★
The Personnel Group Griffith	★★★★☆
Valmar Employment Support Tumut	★★☆
Worksolutions Wagga Wagga	★★★★☆

UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Central Murrumbidgee	Job Centre Australia Limited	–
	Kurrajong Waratah	–
Hume	Hume Employment Service Limited	★★★
	Work Options	★★★★★
Murray Darling	MADEC	–
Sturt	Kurrajong Waratah	★

DEN STAR RATINGS—June 2008

MELBOURNE



DEN STAR RATINGS—June 2008

MELBOURNE

CAPPED SITES

Site Name	Star rating ★ = 1 star ☆ = ½ star
Alpha Employment Service East Malvern	★★☆
Australian Community Support Organisation	★★★★★
Bromham Place Clubhouse Richmond	★★★☆☆
Brotherhood of St. Laurence Fitzroy	★
Conquest Employment Cheltenham	★★
Crosslink Employment Services Moonee Ponds	★★★☆☆
Dandenong Valley Job Support Dandenong	★★★★☆
DEAC Inc. Employment Central Melbourne	★★
Distinctive Options St Albans	★★★★
Eastern Access Community Health Lilydale	★★★★
Eastwork Employment Cheltenham	★★★★★☆☆
Eastwork Employment Glen Iris	★★★★★
Echo Employment Service	★★★★☆☆
Employment Focus Box Hill	★★★★☆☆
Employment Focus Heidelberg	★★★★
Employment Futures Moorabbin	★★
Employment Futures Mount Waverley	★★★★☆☆
Interact Employment Services Cranbourne	★★★☆☆
Interact Employment Services Richmond	★★★★★
Job Connections Werribee	★★★★★☆☆
Job Focus Frankston	★★
JobCo Employment Services Brunswick	★★★☆☆
Jobs West Essendon	★★★★★☆☆
Jobsupply Personnel South Yarra	★★★☆☆
MatchWorks DEN/VRS Werribee	★★★☆☆
Momentum Personnel Narre Warren	★★★★★☆☆
Multiple Sclerosis Society Blackburn	★★★★
North Star Employment Services Epping	★★★★

DEN STAR RATINGS—June 2008

MELBOURNE

CAPPED SITES (Continued)

Site Name	Star rating ★ = 1 star ☆ = ½ star
North West Employment Group Brunswick	★★★★☆
Paramount Personnel Dandenong	★★★★☆
Search Incorporated Highett	★★★★★
Senswide Services Frankston	★★★★☆
SkillsPlus (Peninsula) Inc Frankston	★★☆
South Coast Employment Wonthaggi	★★☆
The NEPS Centre Preston	★★☆
Vision Australia Employment Services Prahran 2	★★★
WCIG Footscray	★★★★★
Wesley and Uniting Care Footscray	★★
Wesley and Uniting Care Preston	★★☆
WISE Employment Northcote	★★★★☆
WISE Employment Richmond	★★★
Workbridge Rowville	★★
Working Arrangements Dandenong	★★☆
Working Arrangements Lilydale	★★★★★
YES Personnel Ringwood	★★★★★

DEN STAR RATINGS—June 2008

MELBOURNE

UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
East Melbourne	Echo Australia Inc	★★★
	SkillsPlus (Peninsula) Inc.	★★
	St. John Of God Services Victoria	★★★★★
	Vision Australia (Specialist - Blindness & Low Vision)	–
Inner East Melbourne	Deaf Children Australia	★★★★★
	Echo Australia Inc	★★★☆
	Victorian Deaf Society	–
	Vision Australia (Specialist - Blindness & Low Vision)	–
	WISE Employment Ltd	★★★★★
North Melbourne	Interact Australia (Victoria)	★★★☆
	North Star Specialist Employment Services	★★★☆
	Sarina Russo Jobs Access (Australia) Pty Ltd	★★★★☆
	Victorian Deaf Society	–
	Wesley Employment Services	★★☆
	WISE Employment Ltd	–
North West Melbourne	Karingal Inc	★★★★☆
	Wesley Employment Services	★★☆
	WISE Employment Ltd	★★★★
Peninsula Melbourne	Options Victoria Inc	★★☆
	SkillsPlus (Peninsula) Inc.	★★
	WISE Employment Ltd	★★★☆
South East Melbourne	Options Victoria Inc	★★★☆
	SkillsPlus (Peninsula) Inc.	★
	WISE Employment Ltd	★★★★
South Melbourne	Echo Australia Inc	★★★★☆
	Options Victoria Inc	★★★★
	SkillsPlus (Peninsula) Inc.	★★☆
	Vision Australia (Specialist - Blindness & Low Vision)	–

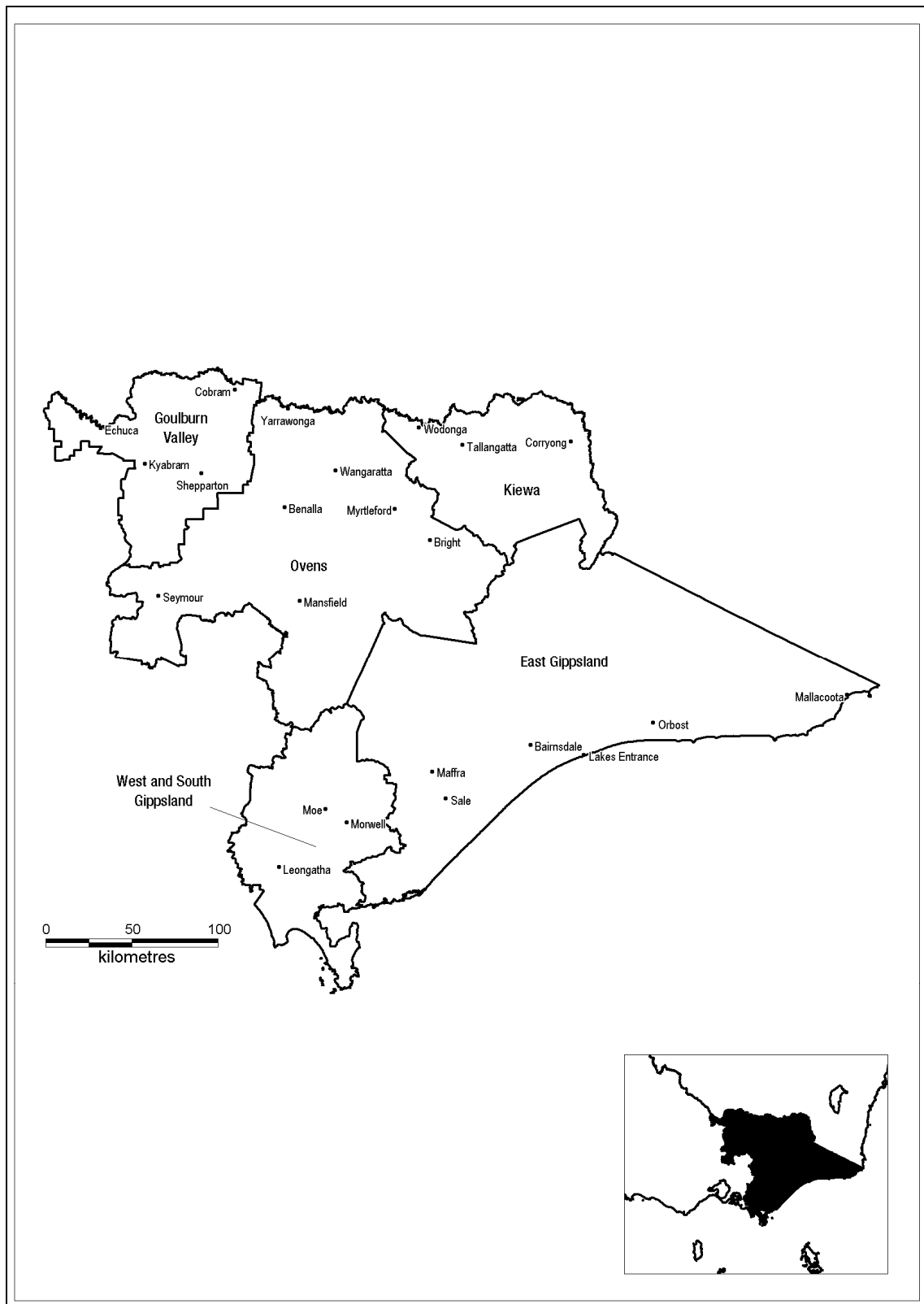
DEN STAR RATINGS—June 2008

MELBOURNE UNCAPPED SITES (Continued)

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
South West Melbourne	Wesley Employment Services	★★☆
	Westgate Community Initiatives Group Inc. (Specialist - Psychiatric)	★★★
	WISE Employment Ltd	★☆
West Melbourne	Karingal Inc	★★★★☆
	Westgate Community Initiatives Group Inc.	★★★★★
	Westgate Community Initiatives Group Inc. (Specialist - Psychiatric)	★★★★☆
	WISE Employment Ltd	★★★★☆

DEN STAR RATINGS—June 2008

EASTERN VICTORIA



DEN STAR RATINGS—June 2008

EASTERN VICTORIA

CAPPED SITES

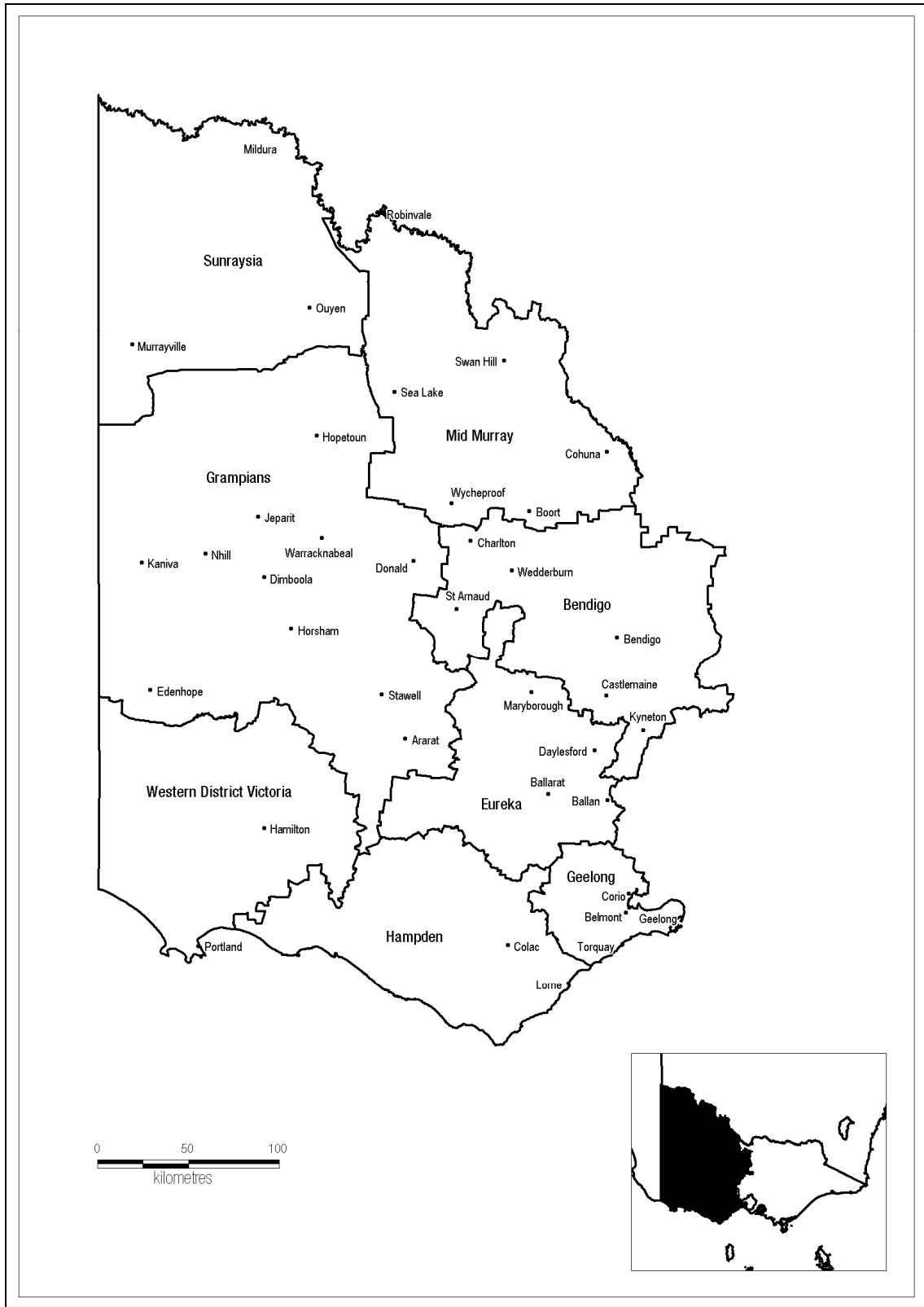
Site Name	Star rating ★ = 1 star ☆ = ½ star
Gippsland Personnel Sale	★★★
GippsTafe Employment Transitional Training Centre Morwell	★★
Hume Employment Service Limited Wodonga	★★★
Interact Employment Services Warragul	★☆
Work Solutions Gippsland Sale	★★★★☆
Worktrainers Ltd Cobram	★★★★★
Worktrainters Ltd Shepparton	★★★★☆

UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
East Gippsland	Work Solutions Gippsland Pty Ltd	★★★★
Goulburn Valley	Central Victorian Group Training Company Ltd	★★★☆
	Work Options	★★★★☆
Kiewa	Hume Employment Service Limited	★★★
Ovens	Hume Employment Service Limited	★★★☆
	Work Options	★★★★☆
West and South Gippsland	Job Futures Ltd	★★★
	Work Solutions Gippsland Pty Ltd	★★☆

DEN STAR RATINGS—June 2008

WESTERN VICTORIA



DEN STAR RATINGS—June 2008

WESTERN VICTORIA

CAPPED SITES

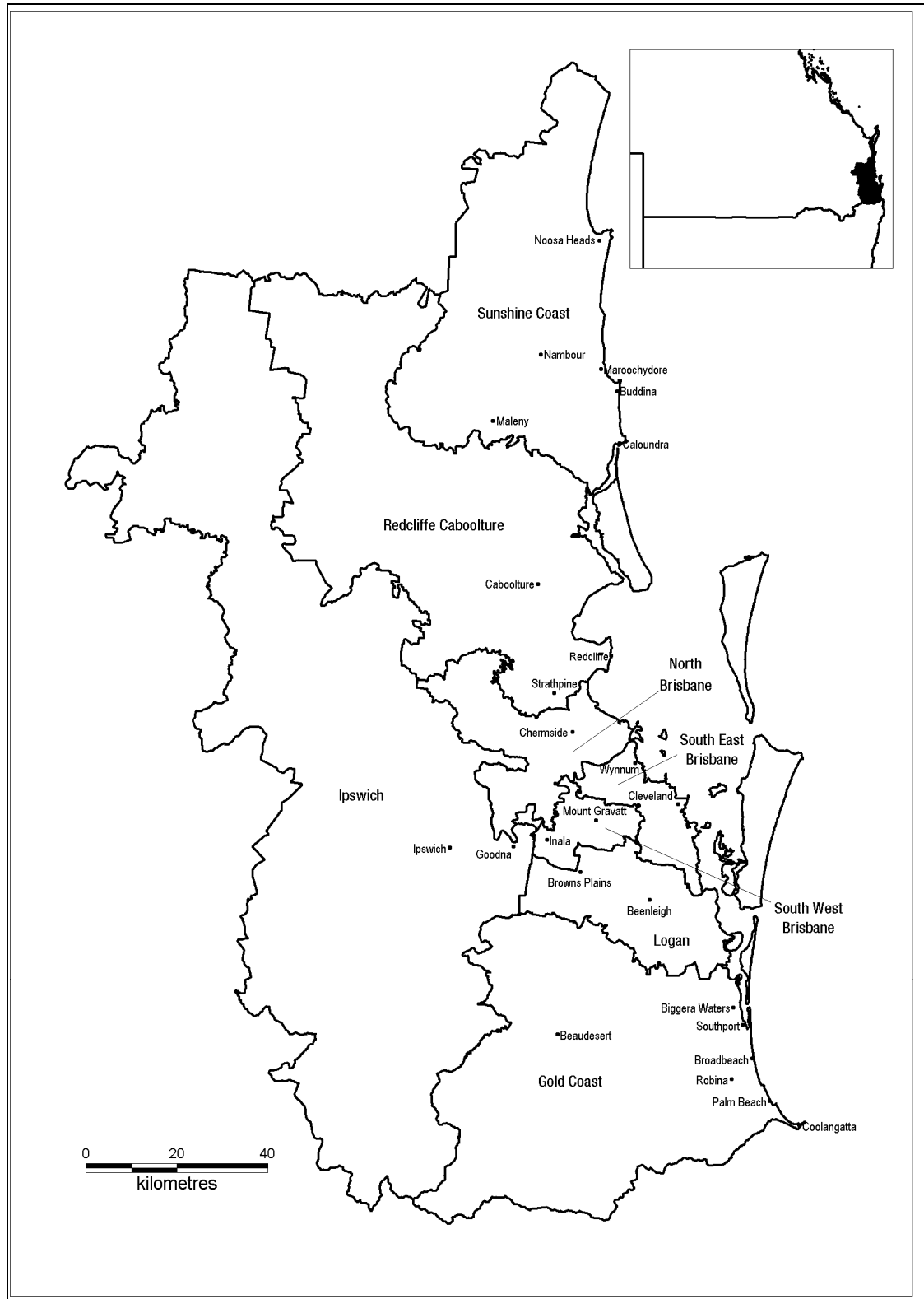
Site Name	Star rating ★ = 1 star ☆ = ½ star
Access Mildura Inc Mildura	★★★★☆
ASTERIA Business Services Maryborough	★★★★
Bendigo Access Employment Inc. Bendigo	★★★★☆
Community Axis Horsham	★★★★☆
Employment Works Swan Hill	★★★★☆
Encompass Community Services Incorporated Newtown	★★★☆☆
Finding Futures Ballarat	★★★☆☆
MatchWorks DEN/VRS Geelong	★★★★★
SkillsConnection Colac	★★☆☆
St Laurence Employment Services Geelong	★★★★★☆☆
Western District Employment Access Warrnambool	★★★★★☆☆
Worktrainers Bendigo	★★★★

UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Bendigo	Bendigo Access Employment Inc	★★★★
	Worktrainers Ltd	—
Eureka	Finding Futures	★★★★★
Geelong	Karingal Inc	★★★★★
	St Laurence Employment Services Inc	★★★★★
Grampians	Community Axis Incorporated	★★★★
Hampden	St Laurence Employment Services Inc	★★★★☆
	Western District Employment Access	★★★★★
Mid Murray	MADEC	★★☆☆
Sunraysia	Access Mildura Inc	★★★☆☆
	MADEC	★★★☆☆
Western District	Western District Employment Access	★★★★★☆☆

DEN STAR RATINGS—June 2008

BRISBANE



DEN STAR RATINGS—June 2008

BRISBANE

CAPPED SITES

Site Name	Star rating ★ = 1 star ☆ = ½ star
Access Employment North Metro Bowen Hills	★★★★★
Access Employment South Metro Greenslopes	★★★★★★
Australian Red Cross-Queensland Bowen Hills	★★★★☆
Bayside GATE Employment Cleveland	★★★★★
Centacare Employment Group Caboolture	★★★★☆
Centacare Employment Group Palm Beach	★★★★☆
Centacare Employment Group Stones Corner	★★★★★
Centacare Employment Group Toowong	★★★★☆
Comepass Employment Oxley	★★★★
Employment Options Woolloongabba	★★★★
Epic Employment Service Inc Windsor	★★★★
Gold Coast Employment Support Service Southport	★★★★☆
Help Enterprises Employment Services Nundah	★★★★★
House With No Steps Employment Service Andrews	★★★★★
Ipswich and Toowoomba Employment Agency Ipswich	★★★★☆
Job Placement Beenleigh	★★★★★
Job Placement Browns Plains	★★★★☆
Job Placement Logan Woodridge	★★★★★☆
Job Placement South Mount Gravatt	★★★★★
Keystone Employment Woodridge	★★★★
Link Personnel Capalaba	★★★★★
Mach 1 Employment Initiatives Sunny Bank Hills	★★★★★
NEPS Brisbane Fortitude Valley	★★★★☆
NOVA Employment Woodridge	★★★★★☆
On-Q Human Resources - Miami	★★★★
Open Minds Employment Woolloongabba	★★★★☆

DEN STAR RATINGS—June 2008

BRISBANE

CAPPED SITES (Continued)

Site Name	Star rating ★ = 1 star ☆ = ½ star
Sign On Employment Annerley	★★★★
Spectrum Employment Service Lawnton	★★★★
Stepping Stone Clubhouse Inc Coorparoo	★★
STEPS Employment Caloundra	★★★★☆
STEPS Employment Maroochydore	★★★★
Vision Employment Services Woolloongabba	★★★★
Work Solutions Fairfield	★★★★★
Work Venture Ipswich	★★★★☆
Workline Woolloongabba	★★★★★☆
Workscope Chermside	★★★★

UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Gold Coast	Corp Trustees Roman Catholic Archdiocese Brisbane	★★★★☆
	Job Futures Ltd	★★★★☆
	On-Q Human Resources Limited	★★★★☆
Ipswich	Australian Red Cross - Queensland	★★
	Corp Trustees Roman Catholic Archdiocese Brisbane	★★★★★
	The Uniting Church In Australia Property Trust	★★★★★☆
Logan	Australian Red Cross - Queensland	★★★★
	Corp Trustees Roman Catholic Archdiocese Brisbane	★★★★☆
	MAXNetWork Pty Ltd	★★★★★

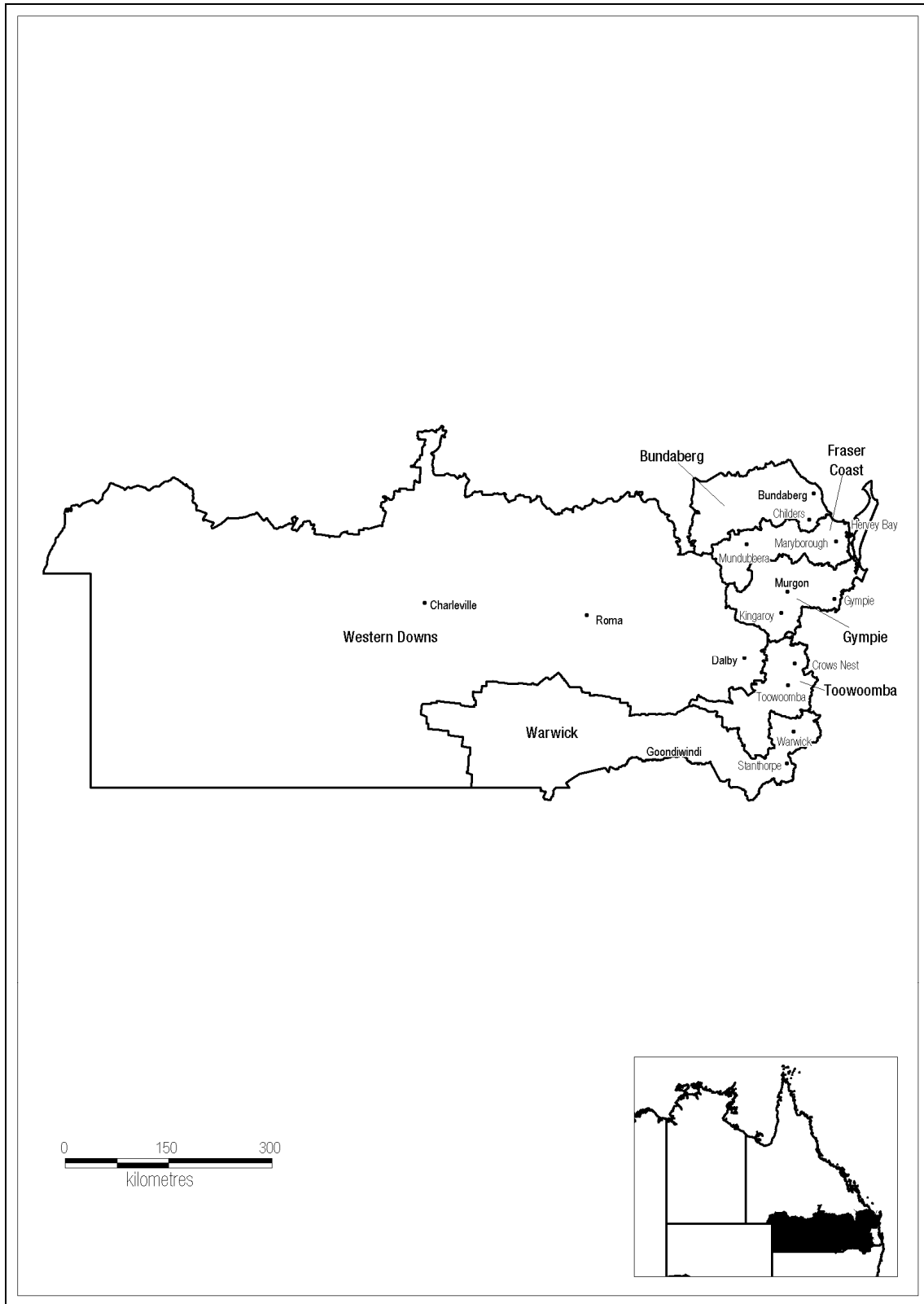
DEN STAR RATINGS—June 2008

BRISBANE UNCAPPED SITES (Continued)

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
North Brisbane	Australian Red Cross - Queensland	★★★★☆
	Corp Trustees Roman Catholic Archdiocese Brisbane	★★★★
	Help Enterprises	★★★★☆
	Ostara Australia Limited (Specialist - Mental Health / Psychiatric)	★★★★
	Spinal Injuries Association Inc. (Specialist - Spinal Cord Injuries, MS or other Physical Disability)	–
	Westside Community Services Limited	★★★★★
Redcliffe Caboolture	Australian Red Cross – Queensland	★★★★
	Corp Trustees Roman Catholic Archdiocese Brisbane	★★☆
	Help Enterprises	★★★★
South East Brisbane	Corp Trustees Roman Catholic Archdiocese Brisbane	★★★★☆
	Redlands Bayside Disability Services Inc.	★★★★☆
	Redlands Bayside Disability Services Inc. (Specialist - Psychiatric)	★★★★
	Spinal Injuries Association Inc. (Specialist - Spinal Cord Injuries, MS or other Physical Disability)	–
	Westside Community Services Limited	★★★★☆
South West Brisbane	Australian Red Cross - Queensland	★★★★☆
	Corp Trustees Roman Catholic Archdiocese Brisbane	★★★★☆
	Redlands Bayside Disability Services Inc. (Specialist - Psychiatric)	★★★★
	Spinal Injuries Association Inc. (Specialist - Spinal Cord Injuries, MS or other Physical Disability)	–
	Westside Community Services Limited	★★★★
Sunshine Coast	Corp Trustees Roman Catholic Archdiocese Brisbane	★★★★☆
	Epic Employment Service Inc	★★★★☆
	STEPS Disability Qld Inc	★★★★

DEN STAR RATINGS—June 2008

SOUTHERN QUEENSLAND



DEN STAR RATINGS—June 2008

SOUTHERN QUEENSLAND

CAPPED SITES

Site Name	Star rating ★ = 1 star ☆ = ½ star
Bridge Employment Dalby	★★★★☆
Community Employment Options Hervey Bay Pialba	★★☆
Community Employment Options Maryborough	★★★★
EmployABILITY Roma	★★
Impact Make Your Mark Bundaberg	★★★★☆
Jobmatch Employment Agency Gympie	★★★★
McIntyre Employment Solutions Goondiwindi	★★★★☆
Personnel West Toowoomba	★★★★☆
Resolutions Employment Service Toowoomba	★★★★
Sign On Employment Toowoomba	★★
South Burnett Jobmatch Kingaroy	★★★★★
Stanthorpe Specialist Employment Service Stanthorpe	★★★★☆
STEPS Employment Bundaberg	★★☆
Warwick Supported Employment Warwick	★★★★

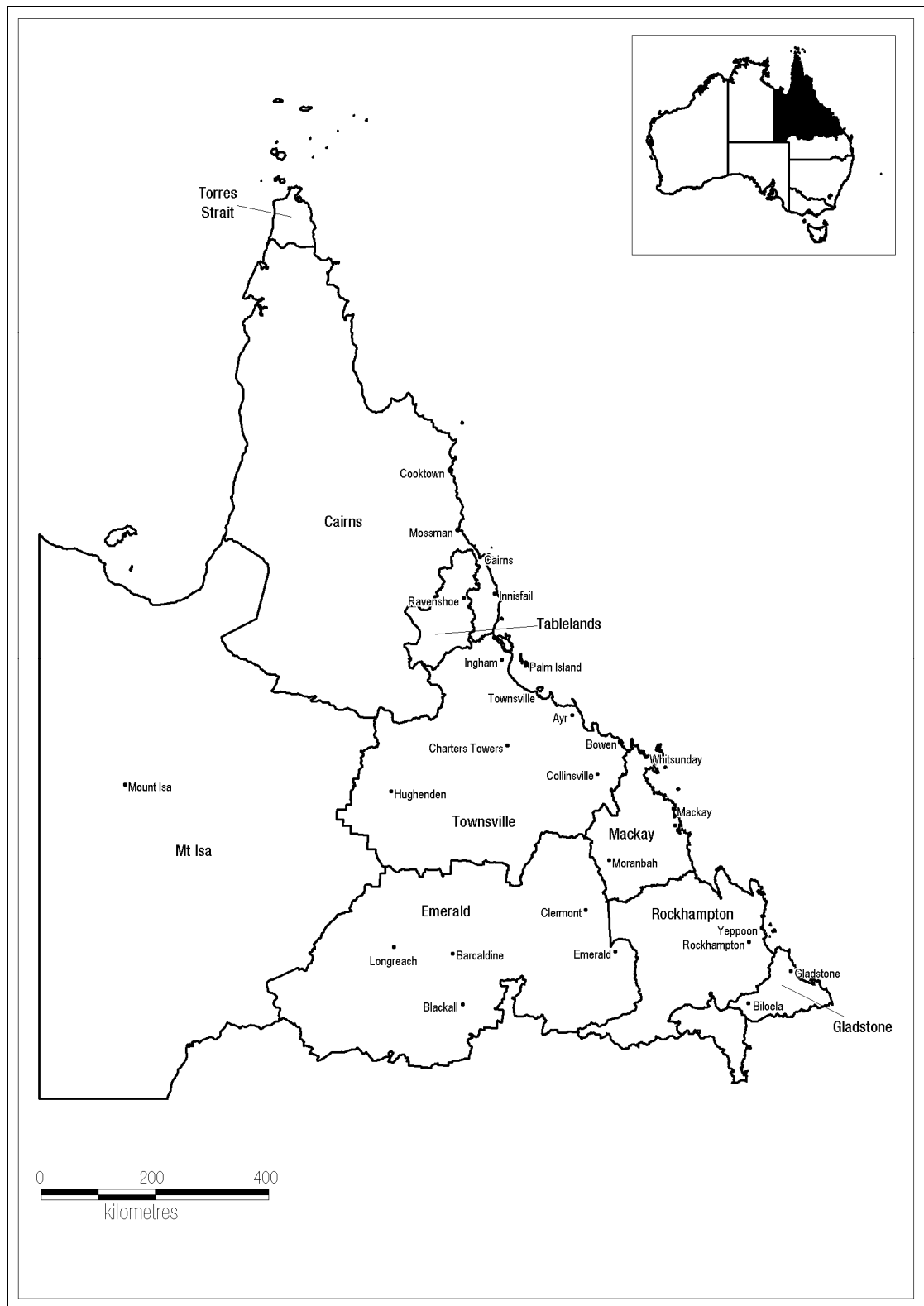
DEN STAR RATINGS—June 2008

SOUTHERN QUEENSLAND UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Bundaberg	Bundaberg Skills Centre Incorporated	★★★★★
	STEPS Disability Qld Inc	★★★★☆
Fraser Coast	Job Futures Ltd	★★★★☆
	STEPS Disability Qld Inc	★★★★★☆
Gympie	Jobmatch Association Inc	★★★★★
	South Burnett Jobmatch Association Inc	★★★★★☆
Toowoomba	Endeavour Foundation	★★★★☆
	The Uniting Church In Australia Property Trust (Qld.)	★★★☆☆
Warwick	BEST Employment Ltd	★★★★☆
Western Downs	Roma Town Council	Insufficient data
	St Marks Further Education Centre	Insufficient data

DEN STAR RATINGS—June 2008

CENTRAL AND NORTHERN QUEENSLAND



DEN STAR RATINGS—June 2008

CENTRAL AND NORTHERN QUEENSLAND

CAPPED SITES

Site Name	Star rating ★ = 1 star ☆ = ½ star
Advance Employment Currajong	★★★★☆
Capabilities Employment Service Townsville	★★★★★
Cassowary Coast Employment Group Inc Innisfail	★★★★★
Community Employment Options Emerald	★★★★★★
Community Employment Options Gladstone	★★★★★
Community Employment Options North Rockhampton	★★★☆☆
Competitive Employment Mt Isa	★★★★
Dalflin Employment Alliance Inc Charters Towers	★★☆☆
Direct Employment Services Limited Cairns	★★★★★
Hinchinbrook Employment Services Ingham	★★★★☆
Ideal Placements Mackay	★★★★★☆☆
Impact Employment Townsville	★★★★☆
NQ Competitive Employment Service - Ayr Kirwan	★★★★★☆☆
NQ Competitive Employment Service Kirwan	★★★★★
Pioneer Employment Mackay	★★★★★
STEPS Employment Bowen	★★★★☆
Tableland Employment Agency Inc Mareeba	★★★
Work Connection Ltd Airlie Beach	★★★★★
Worklink Employment Support Group Westcourt	★★★★★★

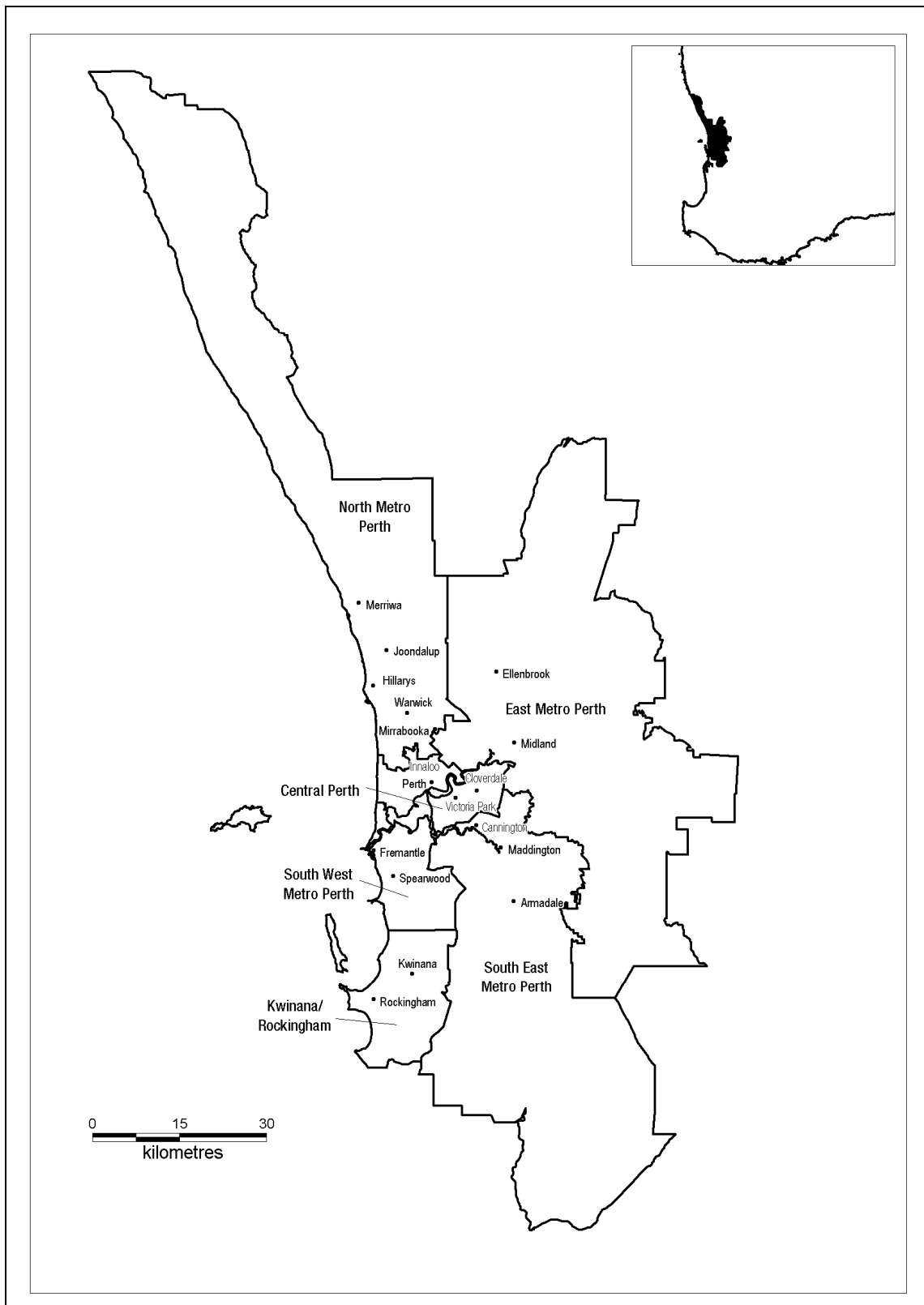
DEN STAR RATINGS—June 2008

CENTRAL AND NORTHERN QUEENSLAND UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Cairns	Direct Employment Services Limited	★★★★☆
	Jobfind Centres Australia Pty Ltd (Remote)	–
	Ostara Australia Limited	–
	Ostara Australia Limited (specialist - Mental Health / Psychiatric)	★★★★★
Emerald	Job Futures Ltd	★★★★★☆
Gladstone	Job Futures Ltd	★★★★★
Mackay	Industry Education Networking Pty Ltd	★★
	Innovative Disability Employment & Liaison Placements Association	★★★★★☆
Mt Isa	Job Futures Ltd (Remote)	–
Rockhampton	Job Futures Ltd	★★★★★
Tablelands	Ostara Australia Limited	-
Torres Strait	Industry Education Networking Pty Ltd (Remote)	–
Townsville	Jobfind Centres Australia Pty Ltd (Remote)	–
	NQ Competitive Employment Service	★★★★★
	NQ Competitive Employment Service (specialist - Psychiatric)	★★★★
	STEPS Disability Qld Inc	★★★★★☆

DEN STAR RATINGS—June 2008

PERTH



DEN STAR RATINGS—June 2008

PERTH

CAPPED SITES

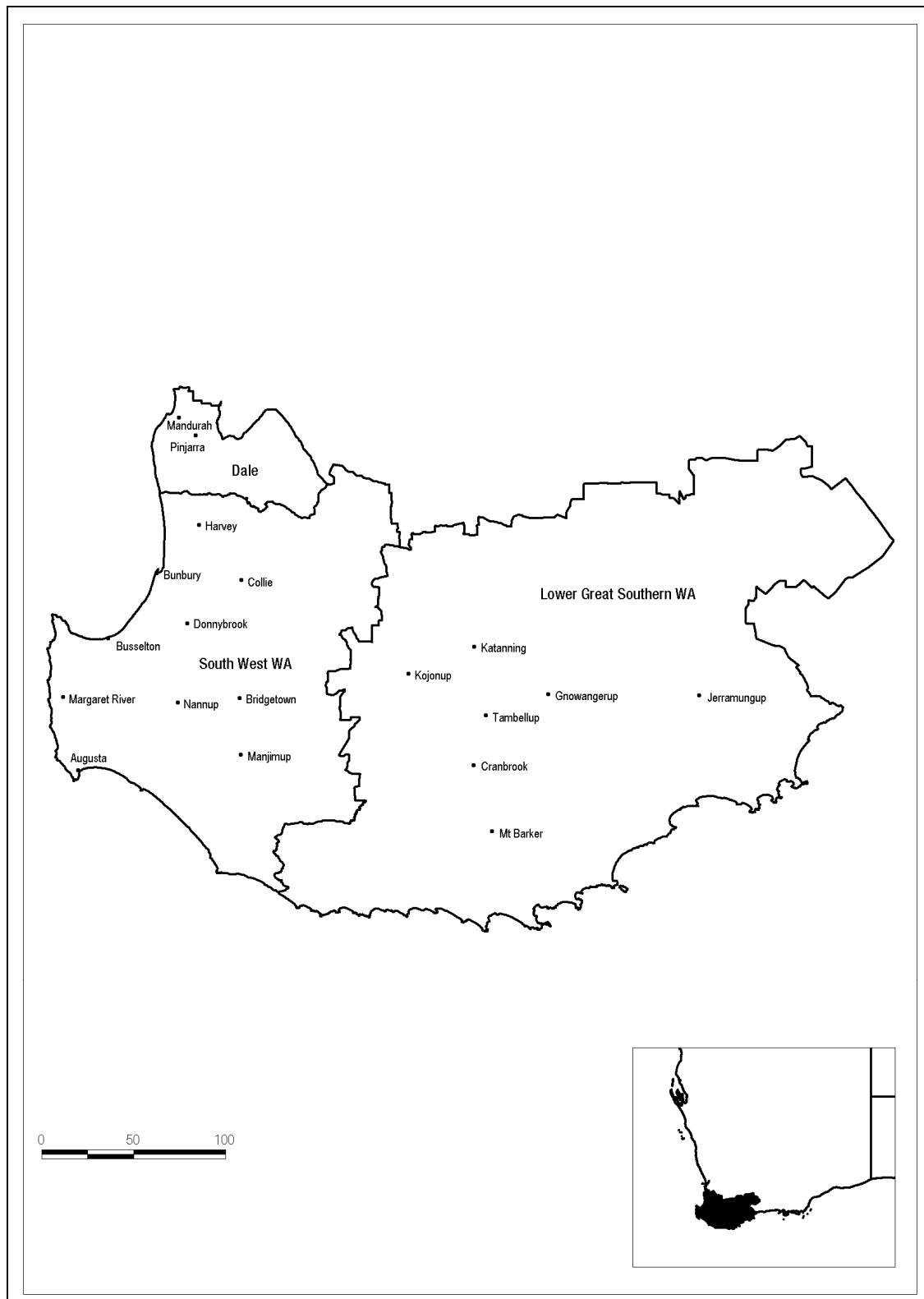
Site Name	Star rating ★ = 1 star ☆ = ½ star
AIM Employment Service - OE Subiaco	★★★★★
Aspire Employment Bassendean	★★★★☆
Bizlink Joondalup	★★★★★
Create Employment Coolbinia	★★★★☆
DEAFinite Employment Service East Perth	★★★★☆
Edge Employment Solutions Subiaco	★★★★★
Intework Gosnells	★
Intework Joondalup - OE Joondalup	★★★★☆
Intework Midland	★★★★☆
Intework Osborne Park	★★★★☆
Options Employment Cannington	★★★★☆
Options Employment Mirrabooka	★★
PEP Community Services Joondalup	★★★★★
PEP Community Services Victoria Park	★★★★★
PVS Workfind West Perth	★★★★☆
Rocky Bay Employment Services East Perth	★★★★☆
Ruah Workright Belmont	★★★★
SoundWorks Armadale	★★★★
SoundWorks Rockingham	★★☆
South Metropolitan Personnel Melville	★★★★☆
Workability Employment Strategies Perth	★★★★★

DEN STAR RATINGS—June 2008

PERTH UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Central Perth	Edge Employment Solutions Inc	★★★★★
	Intework Inc	—
	PEP Community Services Inc	★★★★★
East Metro Perth	Edge Employment Solutions Inc	★★★★★
	Intework Inc	—
	PEP Community Services Inc (Specialist - Vision Impaired)	—
Kwinana / Rockingham	Edge Employment Solutions Inc	—
	PEP Community Services Inc (Specialist - Vision Impaired)	—
	Professional Vocational Services Pty Ltd	—
North Metro Perth	Bizlink Inc	★★★★☆
	Edge Employment Solutions Inc	★★★★☆
	Good Samaritan Industries	★★★★☆
	PEP Community Services Inc (Specialist - Vision Impaired)	—
South East Metro Perth	Edge Employment Solutions Inc	—
	Good Samaritan Industries	★★★
	Intework Inc	—
	PEP Community Services Inc (Specialist - Vision Impaired)	—
South West Metro Perth	Edge Employment Solutions Inc	★★☆
	PEP Community Services Inc (Specialist - Vision Impaired)	—
	South Metropolitan Personnel Inc	★★

SOUTHERN WESTERN AUSTRALIA



DEN STAR RATINGS—June 2008

SOUTHERN WESTERN AUSTRALIA

CAPPED SITES

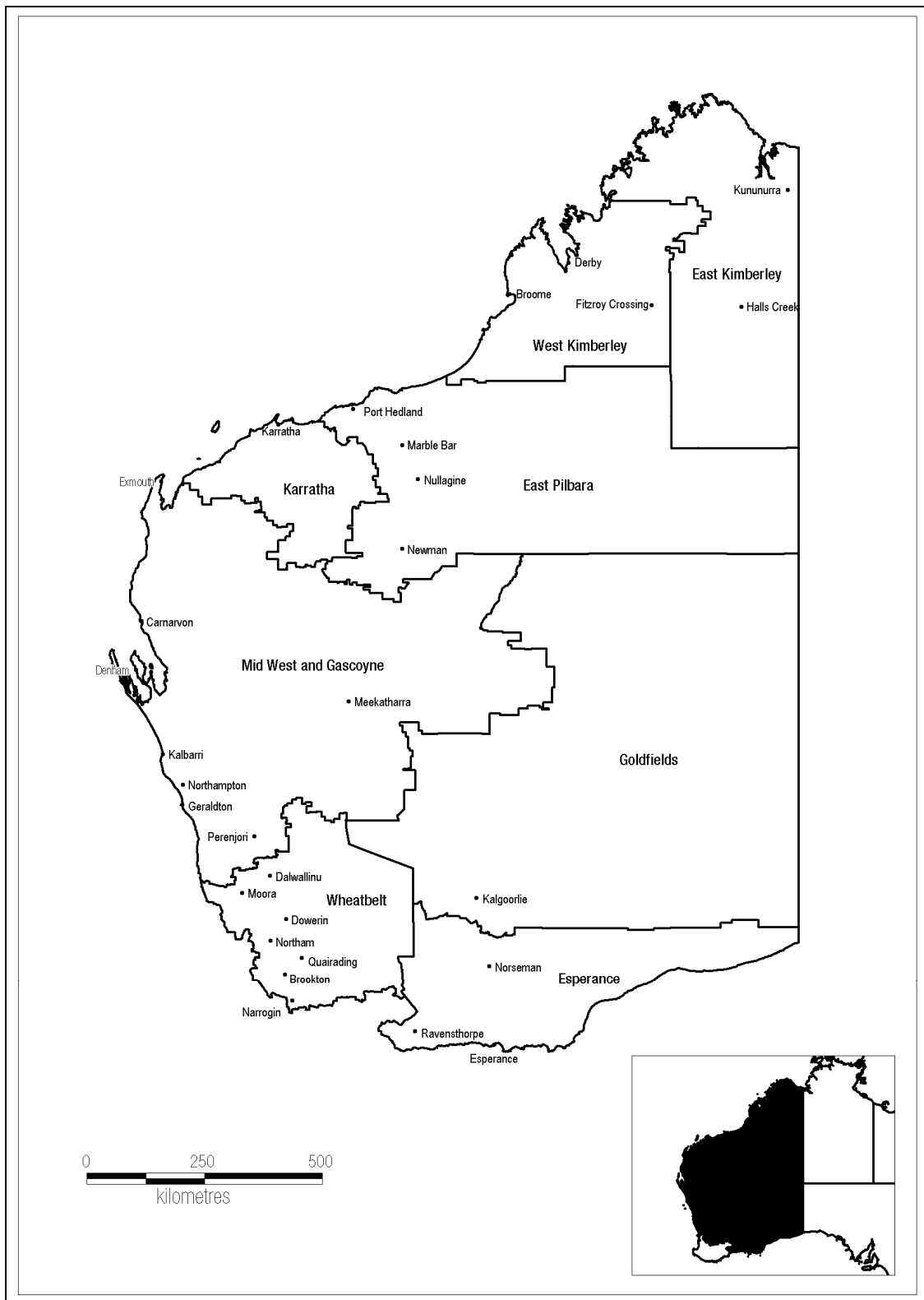
Site Name	Star rating ★ = 1 star ☆ = ½ star
Forrest Personnel Bunbury	★★★★
Great Southern Personnel Albany	★★★★
Peel Personnel Inc Mandurah	★★★
Warren Blackwood Personnel Bridgetown	★★★★

UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Dale	Ostara Australia Limited	–
Lower Great Southern WA	Great Southern Personnel Inc	–
	Professional Vocational Services Pty Ltd	–
South West WA	Forrest Personnel Inc	★★★★☆

DEN STAR RATINGS—June 2008

GREATER WESTERN AUSTRALIA



Note: The Christmas/Cocos Islands Employment Services Area does not appear here due to map scale.

DEN STAR RATINGS—June 2008

GREATER WESTERN AUSTRALIA

CAPPED SITES

Site Name	Star rating ★ = 1 star ☆ = ½ star
Career Contact Kalgoorlie	★★★★☆
Employment Esperance Inc Esperance	★★★☆☆
Essential Personnel Northam	★★★★☆
Geraldton Personnel Geraldton	★★★☆☆
Hedland Personnel Karratha	★★★☆☆
Hedland Personnel South Hedland	★★★☆☆
Hotham Personnel Incorporated Narrogin	★★★★☆
Kimberley Personnel Broome	★★★☆☆

UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
East Kimberley	CRS Australia (Remote)	—
East Pilbara	Job Futures Ltd (Remote)	—
Esperance	Ostara Australia Limited	—
Goldfields	Ostara Australia Limited	—
Karratha	Job Futures Ltd (Remote)	—
Mid West and Gascoyne	Job Futures Ltd (Remote)	—
Midlands/Wheatbelt	Avon Community Employment Support Centre Inc	—
West Kimberley	Job Futures Ltd (Remote)	—

ADELAIDE



DEN STAR RATINGS—June 2008

ADELAIDE

CAPPED SITES

Site Name	Star rating ★ = 1 star ☆ = ½ star
Autism-Open Employment Clovelly Park	–
Career Systems North Salisbury	★★★★☆
Career Systems South Morphett Vale	★★★★
Community Bridging Services (CBS) Adelaide/Gilles Plains	★★★★
Employment Access - Open Alberton	★
HETA Inc Adelaide Adelaide	★★★★★
Interwork Limited Mile End	★★★★☆
Jobplacement Service North East Metro Adelaide	★★
Jobplacement Service South Metro Adelaide	★★★★☆
MJP Employment Services Clovelly Park	★★★★★☆
Multiple Solutions Employment Specialists Klemzig	★★★★
Personnel Employment Adelaide	★★★★★☆
Royal Society for the Blind of SA Adelaide City	★★★★☆
SA Career Consultants Murraylands Murray Bridge	★☆
SACC Pty Ltd Adelaide	★★
UnitingCare Wesley Port Adelaide Christies Beach (DEN)	★★☆
UnitingCare Wesley Pt Adelaide Inc Elizabeth South	★★★★☆
Your Employment Success Bedford Park	★★★★★☆

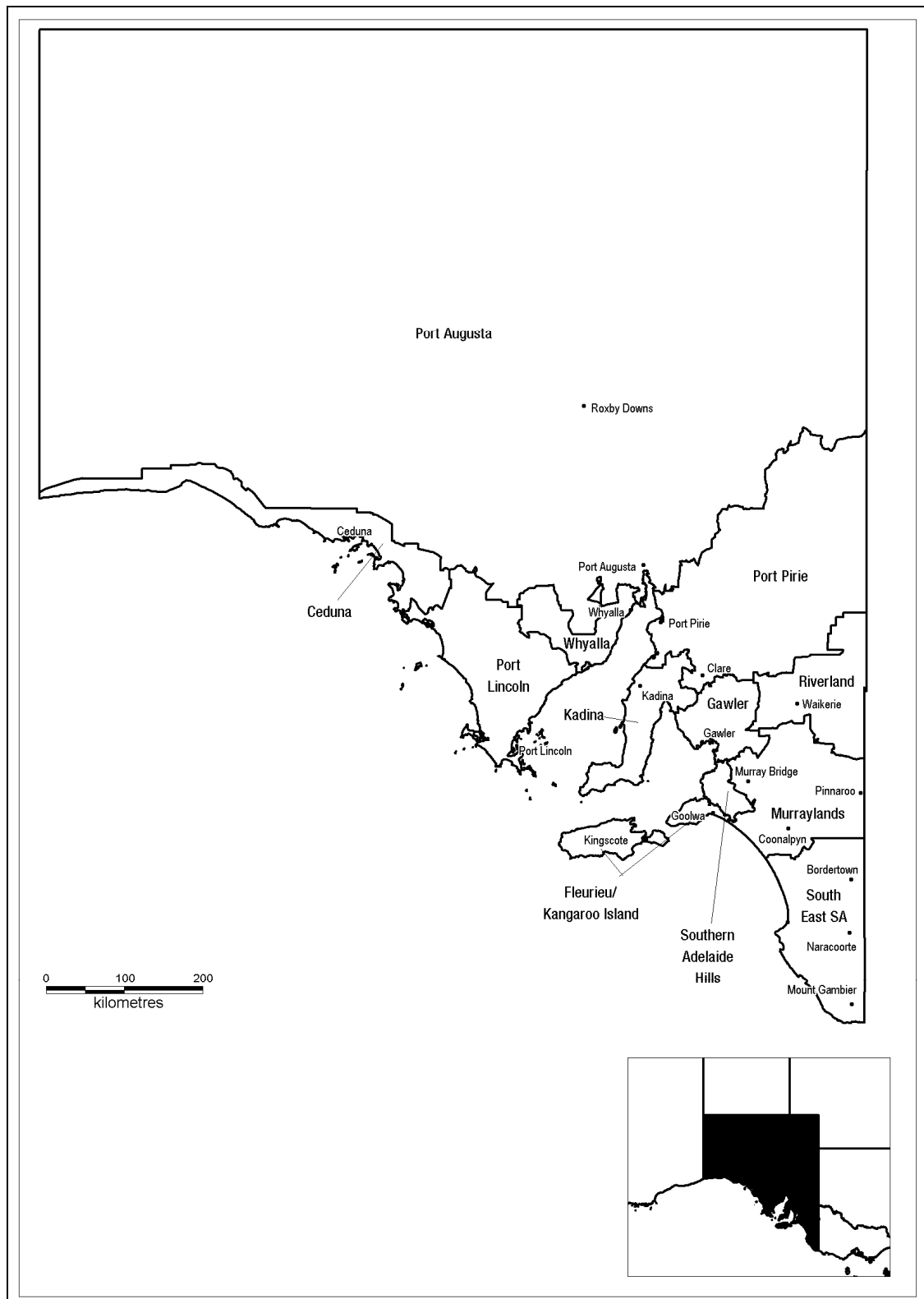
DEN STAR RATINGS—June 2008

ADELAIDE UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Adelaide Metropolitan	Barkuma Inc	★★★★★
	Employ SA Incorporated	★★★★★
	Interwork Limited	–
	Personnel Placement Consultancies Pty Ltd	★★★★★
	SACC Pty Ltd	★★☆
	The Multiple Sclerosis Society Of SA & NT Inc (Specialist - Neurological & Physical conditions)	–
North Eastern Adelaide	Employ SA Incorporated	★★★★★★
	Interwork Limited	★★
	The Multiple Sclerosis Society Of SA & NT Inc (Specialist - Neurological & Physical conditions)	–
North Western Adelaide	Barkuma Inc	★★☆
	Employ SA Incorporated	★★★★☆
	SACC Pty Ltd	★☆
	The Multiple Sclerosis Society Of SA & NT Inc (Specialist - Neurological & Physical conditions)	–
Northern Adelaide	Barkuma Inc	★★★★☆
	Employ SA Incorporated	★★★★★☆
	Interwork Limited	★★☆
	SACC Pty Ltd	★★☆
	The Multiple Sclerosis Society Of SA & NT Inc (Specialist - Neurological & Physical conditions)	–
South West Adelaide	Barkuma Inc	★★★★★☆
	Interwork Limited	★★
	Minda Incorporated (Specialist - Intellectual & Learning disabilities)	★★★★★☆
	SACC Pty Ltd	★★★★
	The Multiple Sclerosis Society Of SA & NT Inc (Specialist - Neurological & Physical conditions)	–
Southern Adelaide	Employ SA Incorporated	★★★★★
	FWS Employment Services Incorporated	★★★★☆
	Interwork Limited	★★★★★
	The Multiple Sclerosis Society Of SA & NT Inc (Specialist - Neurological & Physical conditions)	–

DEN STAR RATINGS—June 2008

SOUTH AUSTRALIA COUNTRY



DEN STAR RATINGS—June 2008

SOUTH AUSTRALIA COUNTRY

CAPPED SITES

Site Name	Star rating ★ = 1 star ☆ = ½ star
Barossa Joblink Nuriootpa	★★★★☆
Career Systems Central Mount Barker	★★★★
Career Systems Port Pirie/Kadina	★★☆
Community Bridging Services (CBS) Inc Port Pirie	★★
Community Bridging Services (CBS) Murray Bridge	★★★★☆
Employment Access Mount Gambier	★★★★
Finding Workable Solutions Inc Murray Bridge	★★★★★
Finding Workable Solutions Inc Victor Harbor	★★★★
Finding Workable Solutions Kangaroo Island	★★★★
Interwork Limited Clare	★★☆
Interwork Limited Mount Gambier	★★★★☆
Interwork Limited Murray Bridge	★★★★
Interwork Limited Port Augusta	★★
Jobnet Pt Lincoln	★★☆
Naracoorte Job Centre Naracoorte	★★★★
UnitingCare Wesley Port Adelaide Bordertown	★★★★★
UnitingCare Wesley Port Adelaide Inc Whyalla	★★

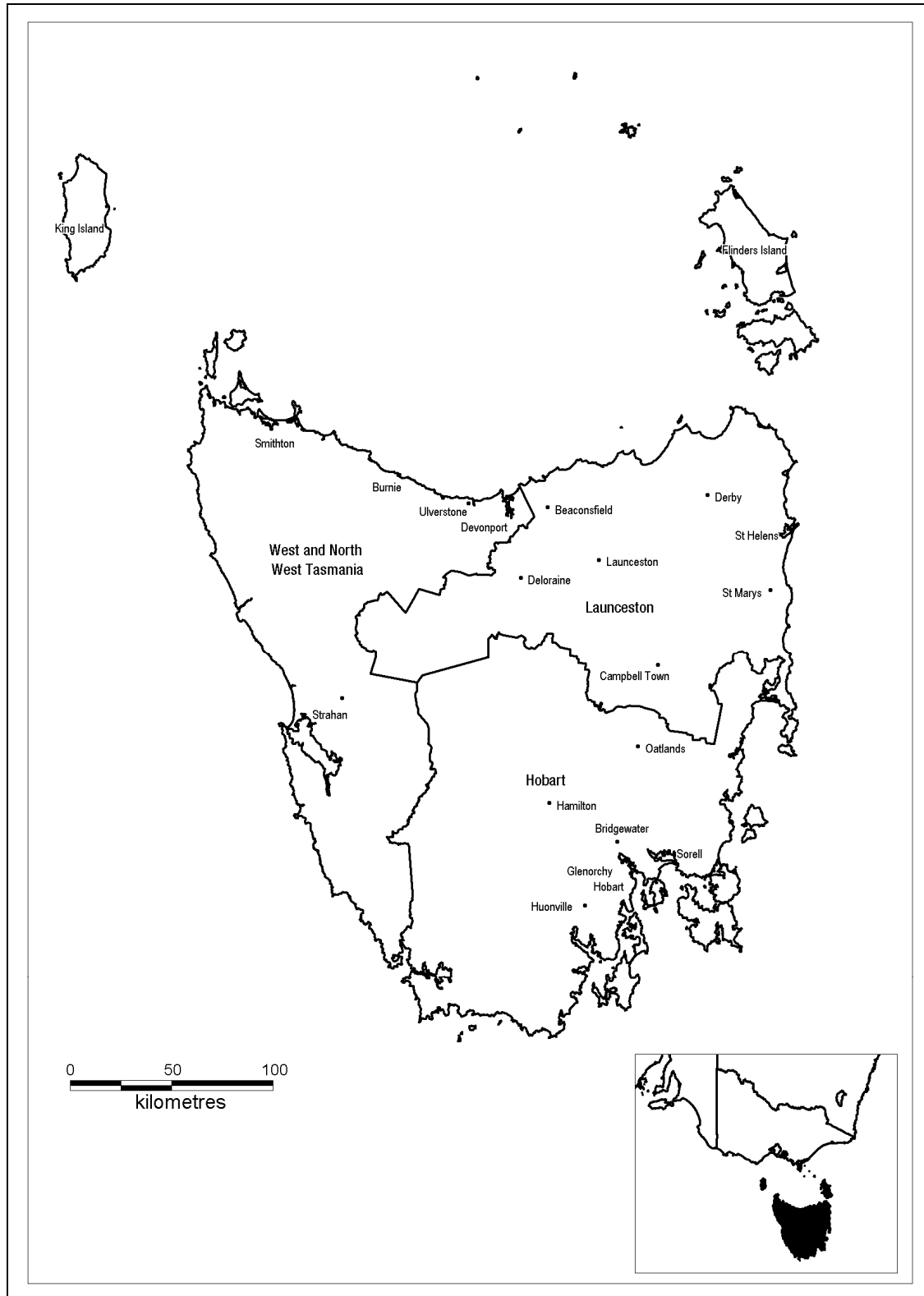
DEN STAR RATINGS—June 2008

SOUTH AUSTRALIA COUNTRY UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Ceduna	Interwork Limited (Remote)	–
Fleurieu / Kangaroo Island	FWS Employment Services Incorporated	★★★★
Gawler	FWS Employment Services Incorporated	★★★
	Interwork Limited	–
Kadina	Personnel Placement Consultancies Pty Ltd	★★★
Murraylands	FWS Employment Services Incorporated	★★★
Port Augusta	Industry Education Networking Pty Ltd (Remote)	–
	Interwork Limited	–
Port Lincoln	Interwork Limited	★★★★
Port Pirie	Interwork Limited	★☆
	UnitingCare Wesley Port Adelaide Inc	★☆
Riverland	Interwork Limited	–
South East SA	Interwork Limited	★★★★☆
Southern Adelaide Hills	FWS Employment Services Incorporated	★☆
Whyalla	Interwork Limited	★★☆

DEN STAR RATINGS—June 2008

TASMANIA



DEN STAR RATINGS—June 2008

TASMANIA

CAPPED SITES

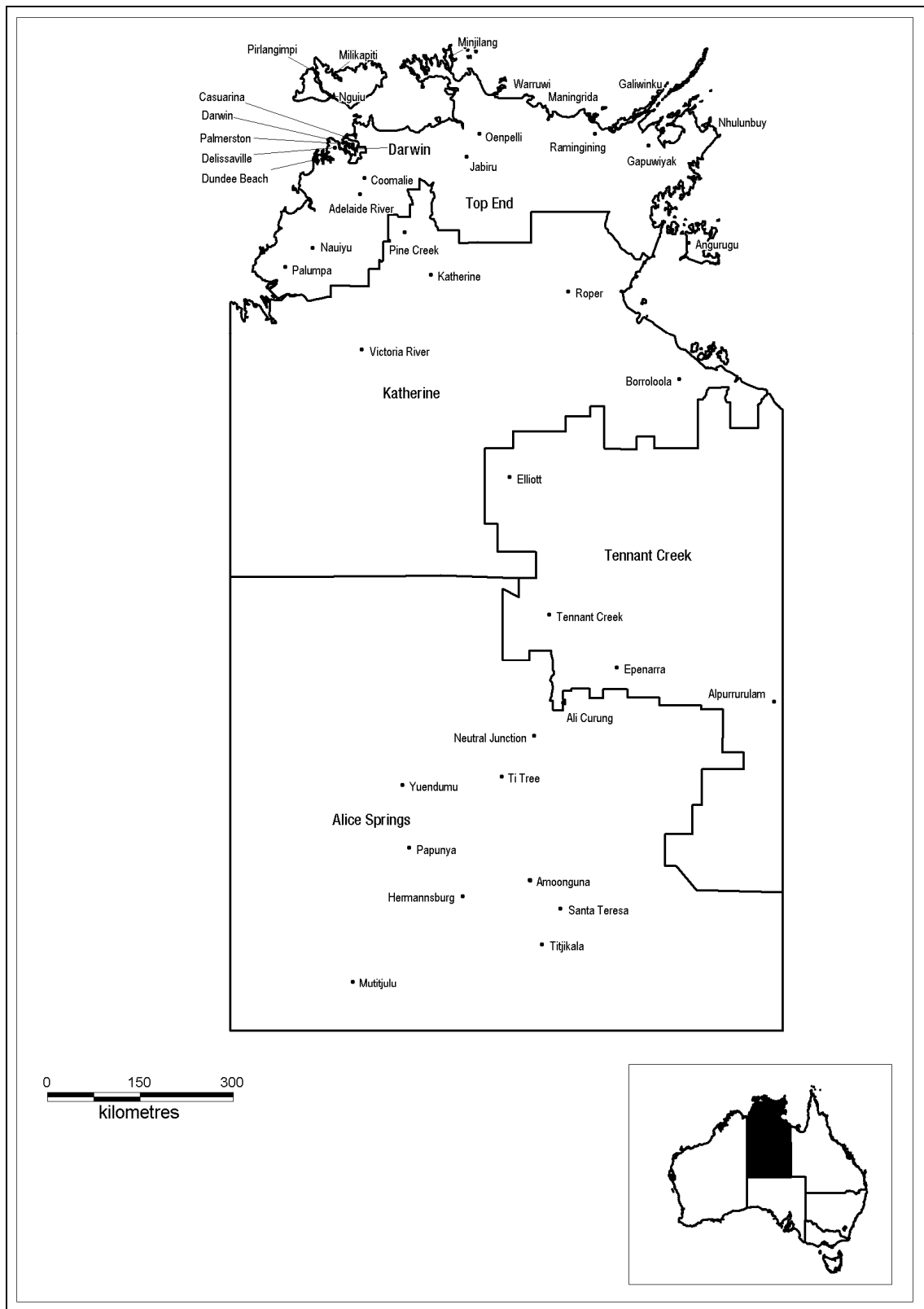
Site Name	Star rating ★ = 1 star ☆ = ½ star
Ability Employment Burnie	★★★★☆
Anglicare Tasmania Hobart	★★☆
BlueLine Employment Service Hobart	★★★★☆
Choice Employment St Helens	★★☆
Choice Employment Beaconsfield	★★
Choice Employment Launceston	★★★★☆
Headway rebuilding lives North Hobart	★★☆
WISE Employment George Town	★★★★☆
WISE Employment Hobart Deaflink	★★★★☆
WISE Employment Hobart Incorporated	★★
WISE Employment Launceston	★★★★☆
WISE Employment LTD Devonport	★★★★☆
WISE Employment Scottsdale	★★★★

UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Hobart	Anglicare Tasmania Inc	★★★★
	Headway rebuilding lives	★★
	WISE Employment Ltd	★★★★☆
Launceston	Ability Tasmania Group Inc	★★☆
	Business Enterprise Centre Mersey Incorporated	—
	WISE Employment Ltd	★★★★
West and North West Tasmania	Ability Tasmania Group Inc	★★★★☆
	WISE Employment Ltd	★★★★

DEN STAR RATINGS—June 2008

NORTHERN TERRITORY



DEN STAR RATINGS—June 2008

NORTHERN TERRITORY

CAPPED SITES

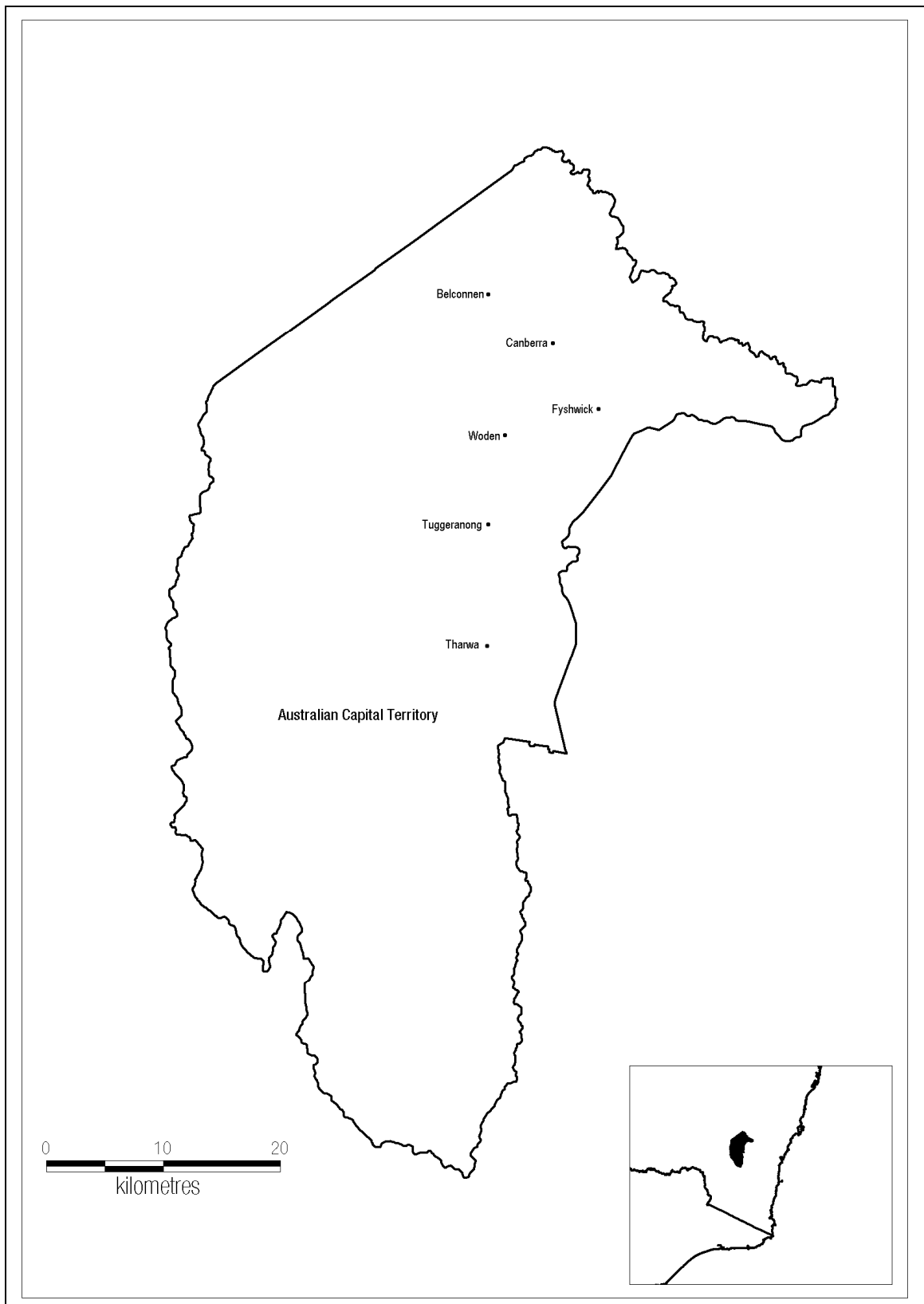
Site Name	Star rating ★ = 1 star ☆ = ½ star
Anglicare Employability Katherine	★★☆
Community Support Agency Tennant Creek	–
Darwin Skills Development Scheme Inc Nhulunbuy	★★★★☆
Darwin Skills Development Scheme Inc Nightcliff	★★★★★
STEPS Employment Alice Springs	★★★★☆

UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Alice Springs	Centacare Australia Ltd (Remote)	–
	Job Futures Ltd (Remote)	–
	STEPS Disability Qld Inc (Remote)	–
Darwin	Darwin Skills Development Scheme Incorporated	–
	MAXNetWork Pty Ltd	–
Katherine	Industry Education Networking Pty Ltd (Remote)	–
Tennant Creek	Industry Education Networking Pty Ltd (Remote)	–
	Job Futures Ltd (Remote)	–
Top End	Darwin Skills Development Scheme Incorporated (Remote)	–

DEN STAR RATINGS—June 2008

AUSTRALIAN CAPITAL TERRITORY



DEN STAR RATINGS—June 2008

AUSTRALIAN CAPITAL TERRITORY

CAPPED SITES

Site Name	Star rating ★ = 1 star ☆ = ½ star
Advance Personnel (Canberra) Inc Phillip	★★★★☆
Centacare Employment Services Watson	★★★☆☆
Job Solve Fyshwick	★★★★★
Koomarri Woden	★
LEAD Employment ACT	★★★★★
Work-Ways Inc Braddon	★★★★★

UNCAPPED SITES

ESA	Organisation	Star rating ★ = 1 star ☆ = ½ star
Australian Capital Territory	Advance Personnel Canberra Inc	★★★★
	Centacare Australia Ltd	–
	Ostara Australia Limited (Specialist - Mental Health / Psychiatric)	★★★★★☆☆
	Vision Australia (Specialist - Blindness & Low Vision)	–

DEN STAR RATINGS—June 2008

Note

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