



Australian Government

Disability Employment Services Performance Framework—for job seekers

Helping you find a job

The Australian Government has Disability Employment Services to help you find and keep a job.

To make sure providers are doing the best job they can, the Government closely monitors the performance of Disability Employment Services. The performance framework is like a checklist that the provider can use to give you the best help.

The framework includes:

- Star Ratings to measure how well a provider is doing
- Disability Services Standards that providers must meet to make sure they give high-quality services
- a Service Guarantee that lists the help you can expect from providers
- a Code of Practice that guides the way providers work with you, employers and each other

The Government talked to Disability Employment Services providers, consumers and peak bodies to develop the performance framework.

Star Ratings

Star Ratings for Disability Employment Services are published every six months on the **Employment website** (www.employment.gov.au) and the **Job Search website** (jobsearch.gov.au).

Ratings are from one to five stars. One star is the lowest score. A three-star provider is average. Four stars means the provider is doing well. The highest score is five stars.

You can use Star Ratings to choose the best provider in your area to help you find a long-term job.

Standards to make sure you are getting the best service

All Disability Employment Services providers have to meet twelve Disability Services Standards. These standards cover things like:

- tailoring services to meet your needs
- making sure your working conditions are as good as those of the general workforce

This gives you, your family and your employer confidence that you are getting the service you deserve.

The Disability Employment Services Service Guarantee clearly shows the services you can expect from your provider. Depending on your individual needs they can help you with:

- preparing for work
- training
- using Australian Jobsearch
- work experience
- ongoing support

Find out more

For more information please visit the **Disability Employment Services website** (www.employment.gov.au/disability-employment-services).

