

Provider performance scorecard

Provider	NOVA Employment
Period	December 2024 quarter
Location	All Employment Service Areas
Specialisation	No

Disability Employment Services (DES) providers are assessed on the Quality, Effectiveness and Efficiency of their services. The ratings for **NOVA Employment** are in the table below.

Quality	Effectiveness	Efficiency
Quality of services provided to people with disability 	Ability of providers to help people with disability complete education and find jobs 	Time taken for people with disability to start in the program 

What do the ratings mean?

There are 4 possible rating levels. They are explained in the table below.

Image	Meaning
	The provider is exceeding service expectations.
	The provider is meeting service expectations.
	The provider did not fully meet the service expectations. The provider needs to improve.
	The provider did not have enough participants to be able to show a score or the score is not being measured.

Important things to know about

Results are based on information available at a point in time. The Department of Social Services may change the results if new compliance information is received.

If you have any questions, please contact your provider.