

# Provider performance scorecard

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| **Provider** | Family Services Australia |
| **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 **Family Services Australia** 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 |
| A dark yellow happy cartoon face. This means the provider is meeting service expectations | A dark yellow happy cartoon face. This means the provider is meeting service expectations | A long blue flat line. This means the provider that did not have enough participants to be able to show a score or the score is not being measured. |

## What do the ratings mean?

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

| **Image** | **Meaning** |
| --- | --- |
| A green very happy cartoon face. | The provider is exceeding service expectations.  |
| A dark yellow happy cartoon face. | The provider is meeting service expectations. |
| A red unhappy cartoon face. | The provider did not fully meet the service expectations. The provider needs to improve.  |
| A long blue flat line. | 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.