

## Provider performance scorecard

|                       |                              |
|-----------------------|------------------------------|
| <b>Provider</b>       | ETC                          |
| <b>Period</b>         | September 2025 quarter       |
| <b>Location</b>       | All Employment Service Areas |
| <b>Specialisation</b> | No                           |

Disability Employment Services (DES) providers are assessed on the Quality, Effectiveness and Efficiency of their services. The ratings for **ETC** 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 <b>or</b> 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.