

## Performance scorecard

|                 |   |
|-----------------|---|
| Provider:       | Gold Coast Employment Support Service Inc |
| Published:      | July 2024 Scorecard                       |
| Location:       | All ESAs                                  |
| Specialisation: | No  |

### Overview

This Performance Scorecard shows the performance of **Gold Coast Employment Support Service Inc** against Effectiveness, Efficiency and Quality measures. \*

| 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 does each score mean?

|   |  |
|---|--|
|  | Providers did not fully meet service expectations and improvement was required.  |
|  | Providers are meeting service expectations   |
|  | Providers are exceeding service expectations.  |
|  | Insufficient data or not assessed: Providers that did not have enough participants to be able to show a score <b>or</b> the score is not being measured. |

For further information, please contact your provider or the Department of Social Services.

The department reserves the right to retrospectively amend results if they change due to compliance activities. Results are based on evidence at a point in time.

\*Expectations are outlined in the DES Grant Agreement