



Quality and Progress Survey | Overall | October 2024 - September 2025

The Quality and Progress Survey provides information on participant satisfaction with their service provider and their progress to employment in two Workforce Australia employment programs – Workforce Australia Services and Transition to Work. Participants who were commenced on the caseload of either program and serviced by their provider for at least 91 days can receive the survey.

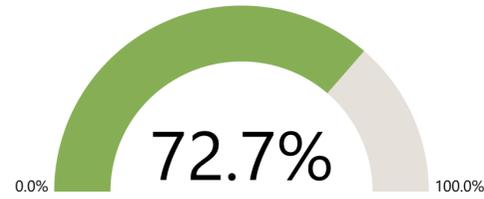


Workforce Australia Services⁽¹⁾

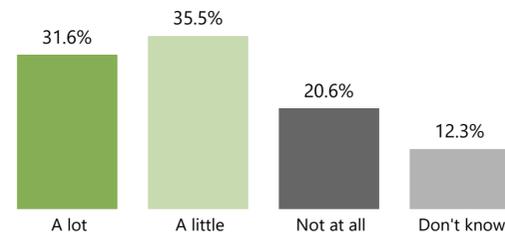
Satisfaction with Services⁽³⁾



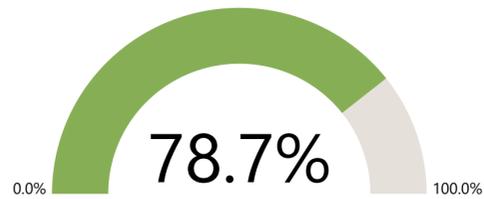
Services improved chances of getting a job Made progress to employment



Services helped to overcome the main reason stopping participants from finding a job or getting more hours



Satisfied with overall quality of service

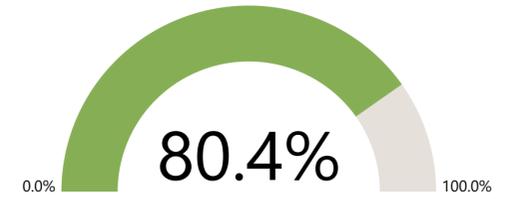


Transition to Work⁽²⁾

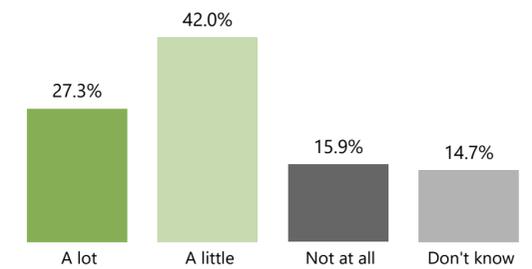
Satisfaction with Services⁽³⁾



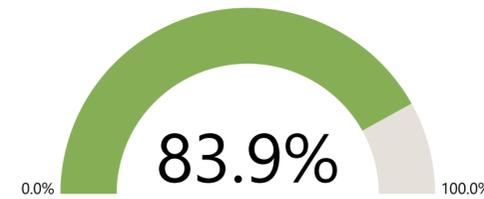
Services improved chances of getting a job Made progress to employment



Services helped to overcome the main reason stopping participants from finding a job or getting more hours



Satisfied with overall quality of service



Agreement that Services helped⁽⁴⁾



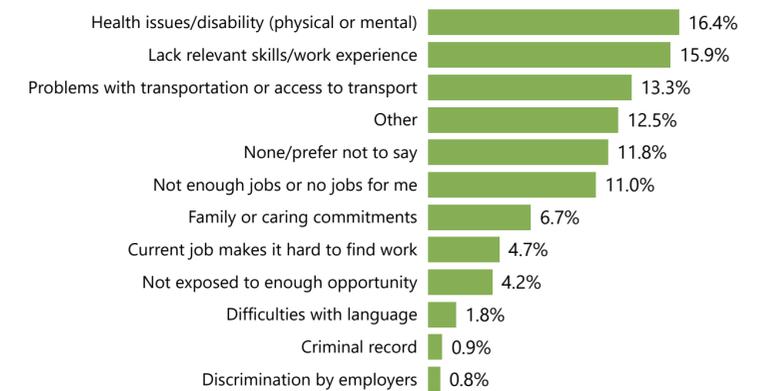
Main reason stopping participants from finding a job or getting more hours



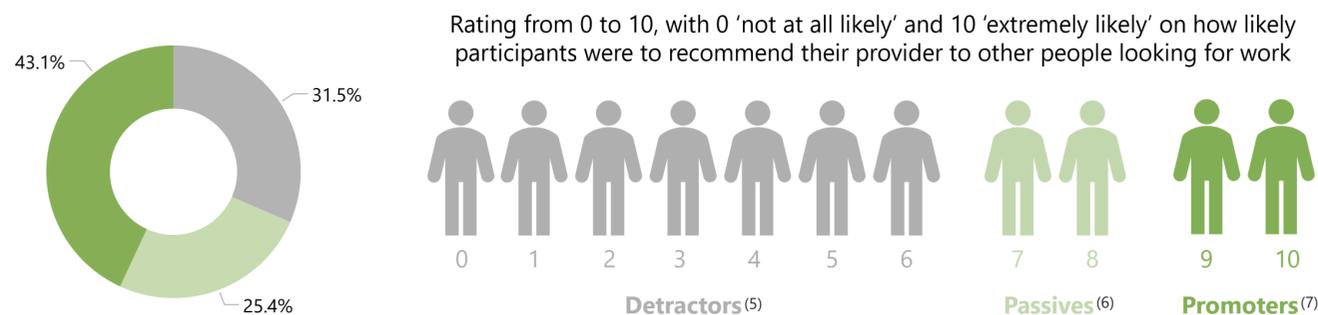
Agreement that Services helped⁽⁴⁾



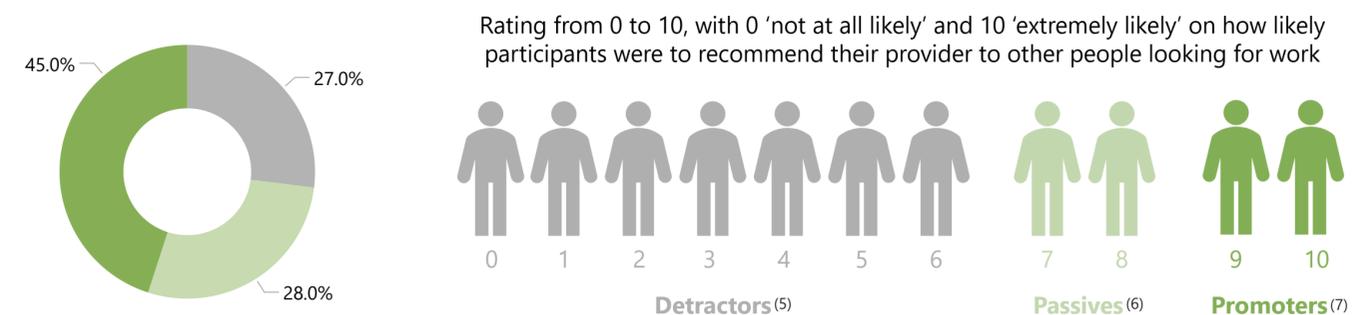
Main reason stopping participants from finding a job or getting more hours



Recommendation of Workforce Australia Provider to others



Recommendation of Transition to Work Provider to others



Notes

- (1) There were 49,128 responses for this reporting period for the Workforce Australia Services caseload.
- (2) There were 2,562 responses for this reporting period for the Transition to Work caseload.
- (3) Satisfied refers to respondents who indicated they were satisfied or very satisfied.
- (4) Agreed refers to respondents who indicated they agreed or strongly agreed.
- (5) Detractors responded with a rating of 0 to 6. Participants in this group were unlikely to recommend their provider to others.
- (6) Passives responded with a rating of 7 or 8. Participants in this group were satisfied with the service provided but were not happy enough to be a promoter.
- (7) Promoters responded with a rating of 9 or 10. Participants in this group were likely to recommend their provider to others.