



# Quality and Progress Survey | Overall | April 2023 - March 2024

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 (TtW). 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<sup>(1)</sup>

### Satisfaction with Services<sup>(3)</sup>

72.0%

Satisfied with getting advice on how to look for work

61.1%

Satisfied with getting connected to employers who had job vacancies

69.2%

Satisfied with getting connected to support services

83.9%

Satisfied they were treated fairly and with respect

### Satisfied with overall quality of service

75.3%

### Services improved chances of getting a job

Made progress to employment

69.8%

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



A lot

A little

Not at all

Don't know

## Transition to Work<sup>(2)</sup>

### Satisfaction with Services<sup>(3)</sup>

79.0%

Satisfied with getting advice on how to look for work

65.5%

Satisfied with getting connected to employers who had job vacancies

76.2%

Satisfied with getting connected to support services

91.5%

Satisfied they were treated fairly and with respect

### Satisfied with overall quality of service

83.6%

### Services improved chances of getting a job

Made progress to employment

80.7%

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



A lot

A little

Not at all

Don't know

### Agreement that Services helped<sup>(4)</sup>

68.7%

Agreed that the support offered matched their needs

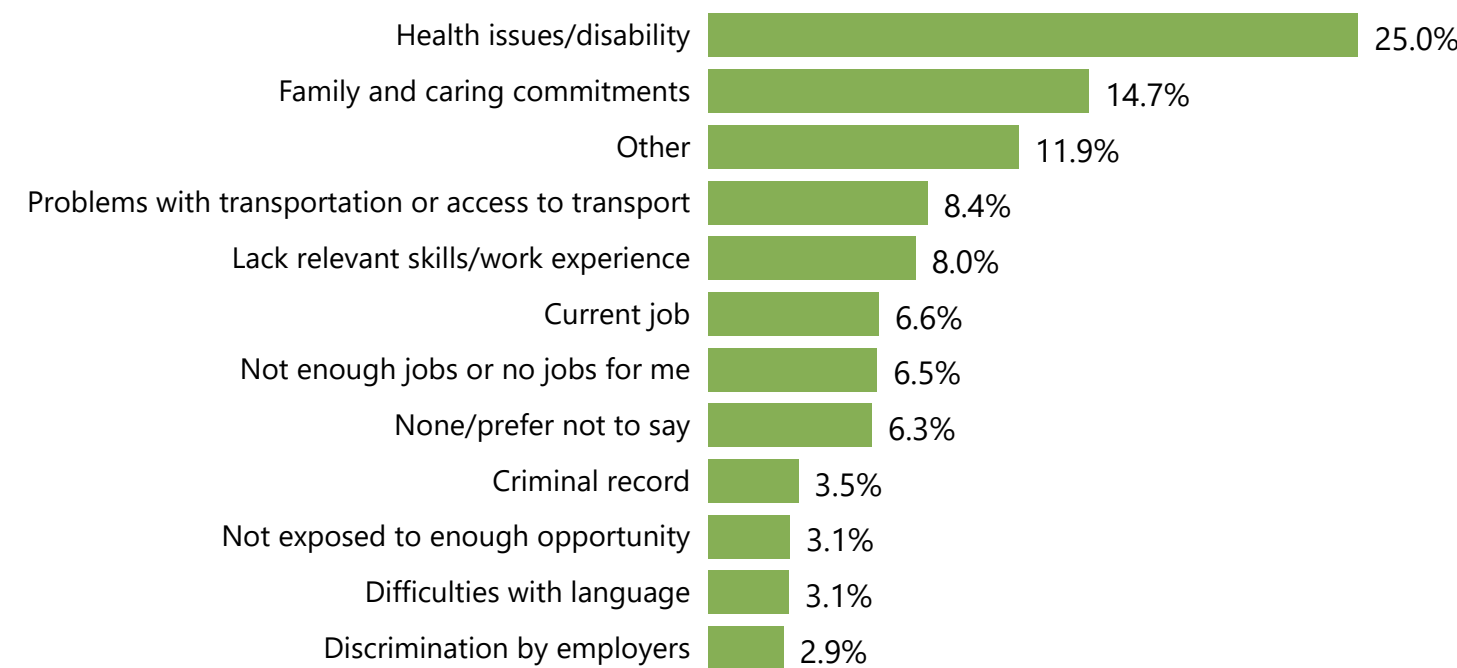
63.1%

Agreed that the services they received helped them to find a job or get more hours

68.0%

Agreed that the services they received helped them further into the future

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



### Agreement that Services helped<sup>(4)</sup>

79.2%

Agreed that the support offered matched their needs

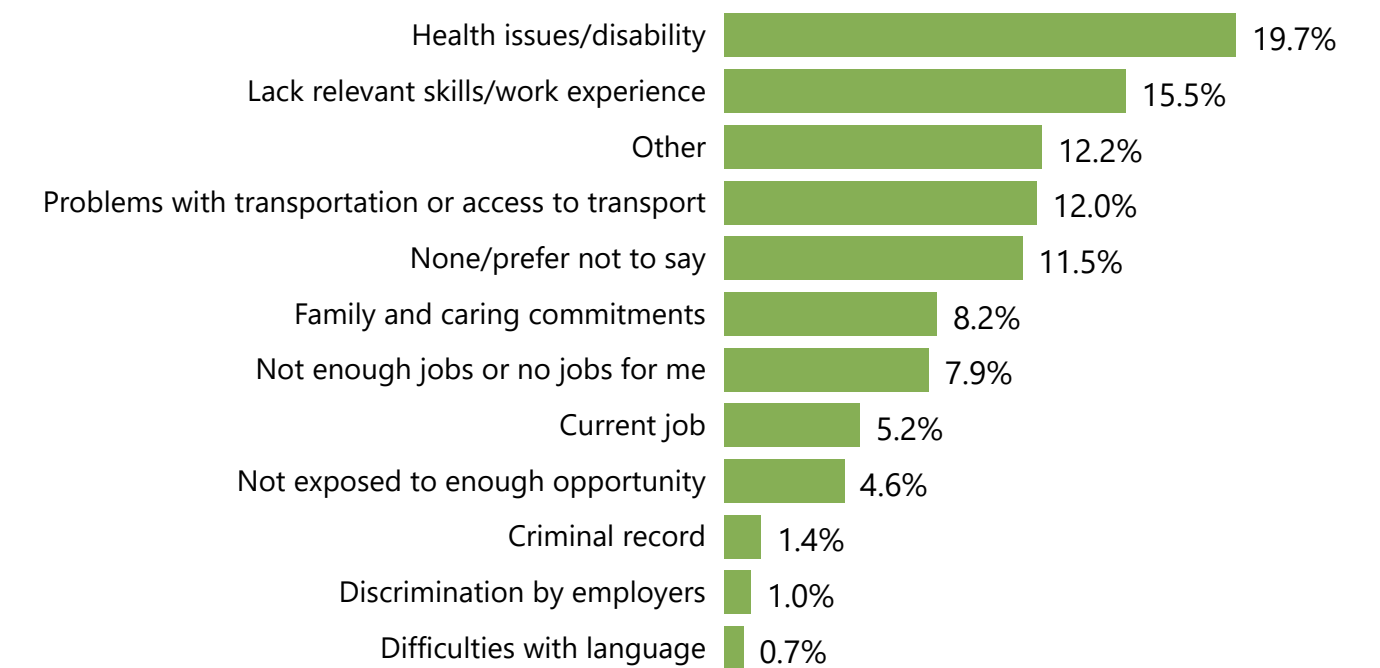
71.5%

Agreed that the services they received helped them to find a job or get more hours

78.2%

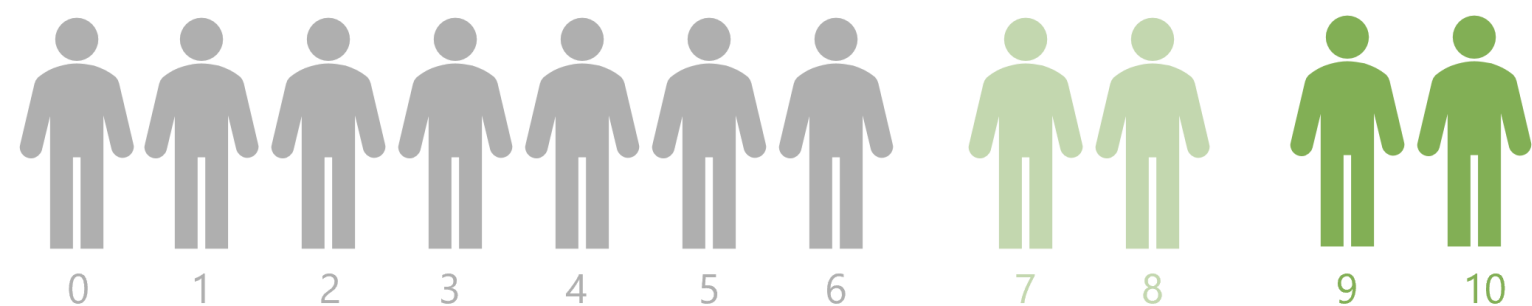
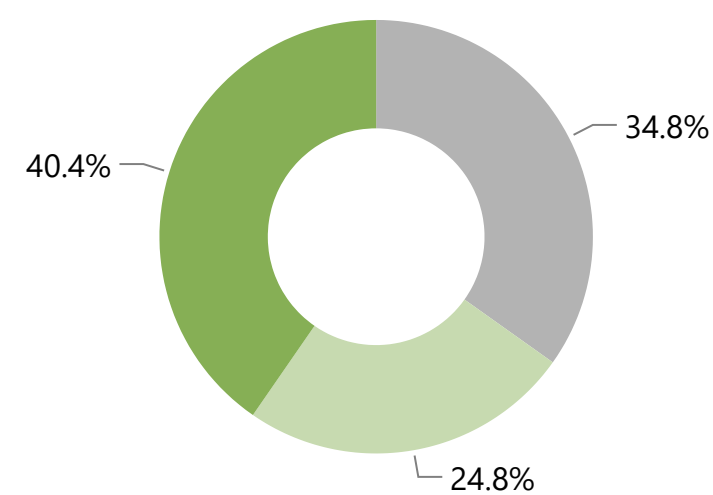
Agreed that the services they received helped them further into the future

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



### Recommendation of Workforce Australia Provider to others

Rating from 0 to 10, with 0 'not at all likely' and 10 'extremely likely' on how likely participants were to recommend their provider to other people looking for work



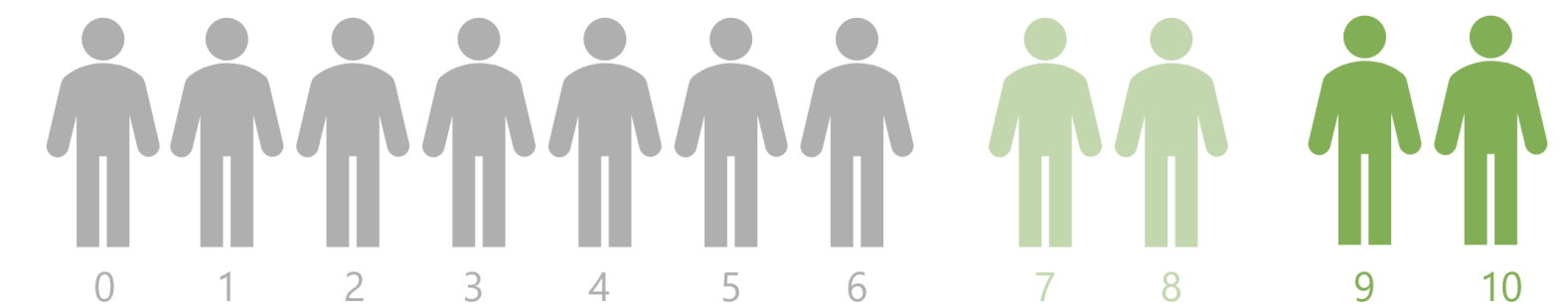
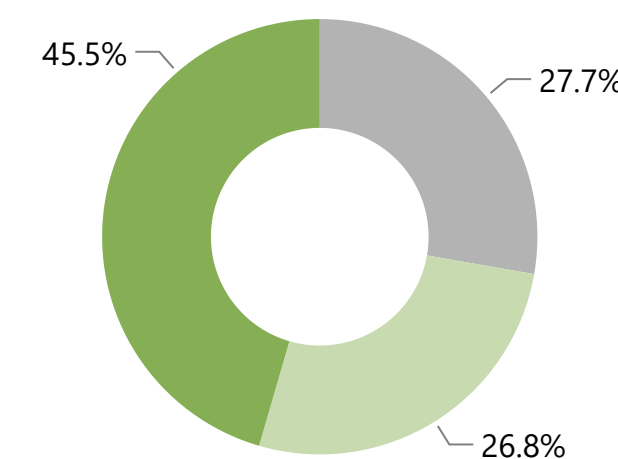
Detractors<sup>(5)</sup>

Passives<sup>(6)</sup>

Promoters<sup>(7)</sup>

### Recommendation of Transition to Work Provider to others

Rating from 0 to 10, with 0 'not at all likely' and 10 'extremely likely' on how likely participants were to recommend their provider to other people looking for work



Detractors<sup>(5)</sup>

Passives<sup>(6)</sup>

Promoters<sup>(7)</sup>

#### Notes

(1) There were 41,433 responses for this reporting period for the Workforce Australia Services caseload.

(2) There were 2,852 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 others to their provider.

(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 others to their provider.