



# Quality and Progress Survey | Overall | July 2023 - June 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>

72.6%

Satisfied with getting advice on how to look for work

61.7%

Satisfied with getting connected to employers who had job vacancies

69.9%

Satisfied with getting connected to support services

84.4%

Satisfied they were treated fairly and with respect

### Satisfied with overall quality of service

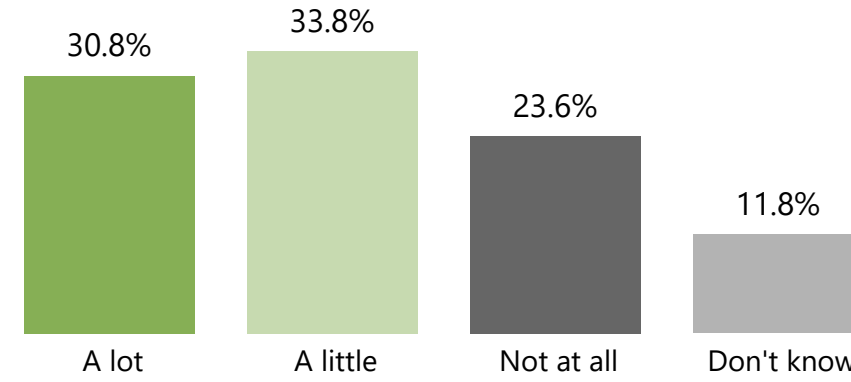
75.8%

### Services improved chances of getting a job

Made progress to employment

70.1%

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



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

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

79.8%

Satisfied with getting advice on how to look for work

66.8%

Satisfied with getting connected to employers who had job vacancies

77.3%

Satisfied with getting connected to support services

92.2%

Satisfied they were treated fairly and with respect

### Satisfied with overall quality of service

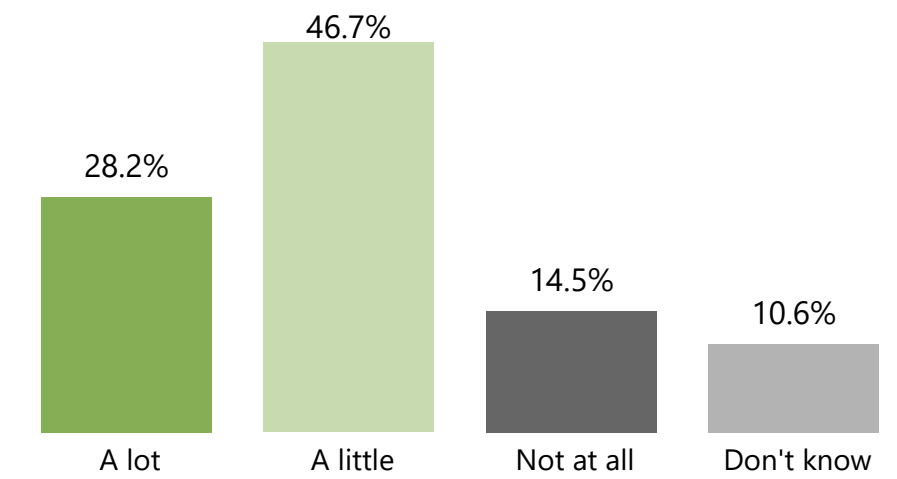
84.0%

### Services improved chances of getting a job

Made progress to employment

80.1%

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



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

69.6%

Agreed that the support offered matched their needs

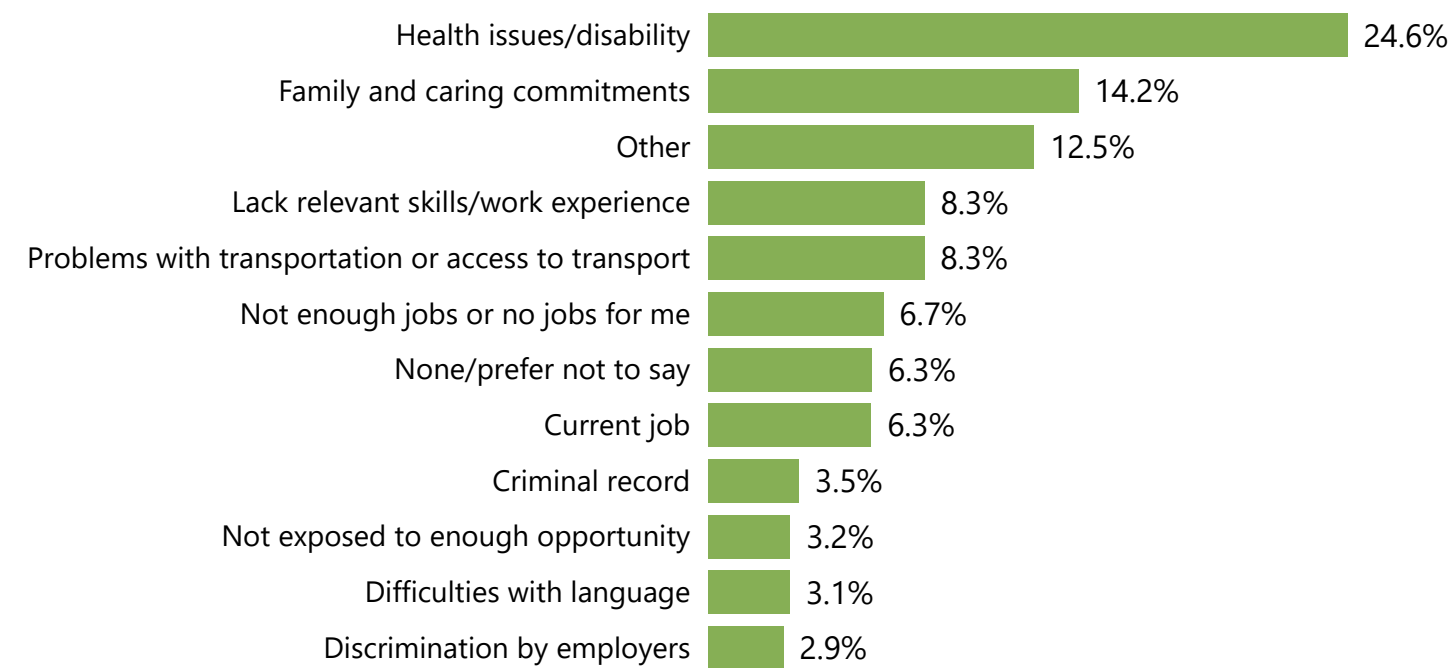
63.8%

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

68.9%

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>

80.0%

Agreed that the support offered matched their needs

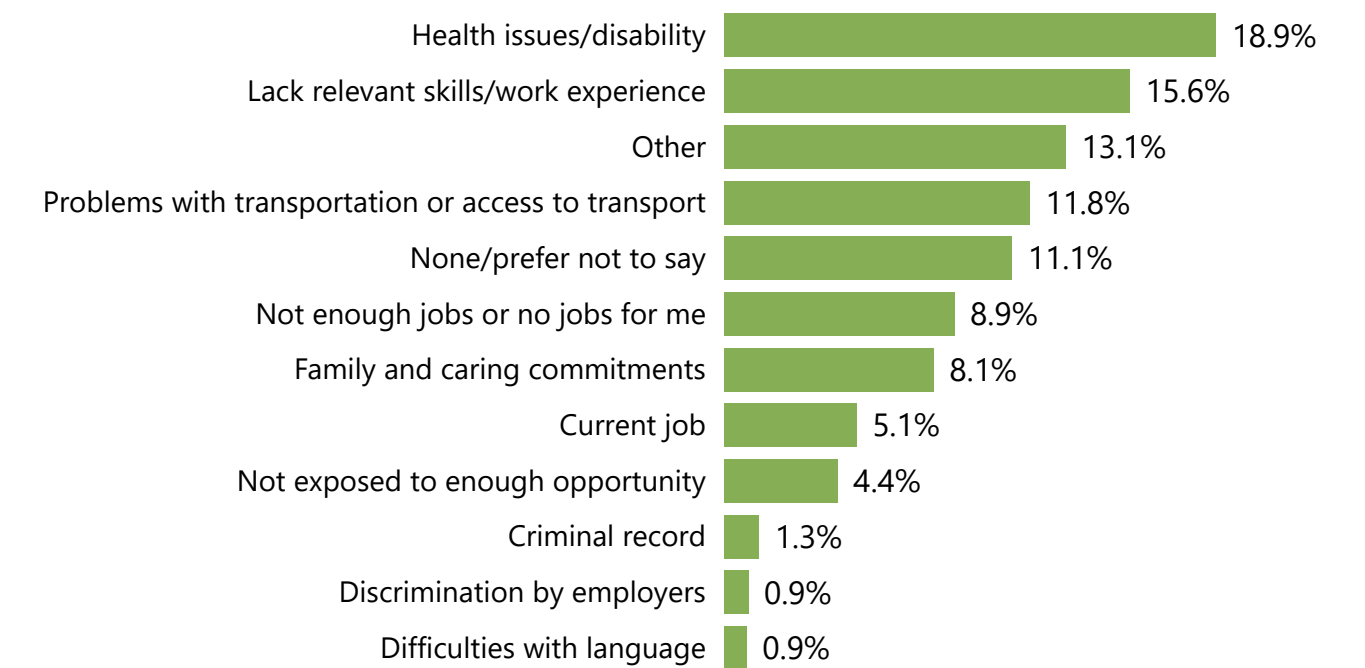
72.3%

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

78.8%

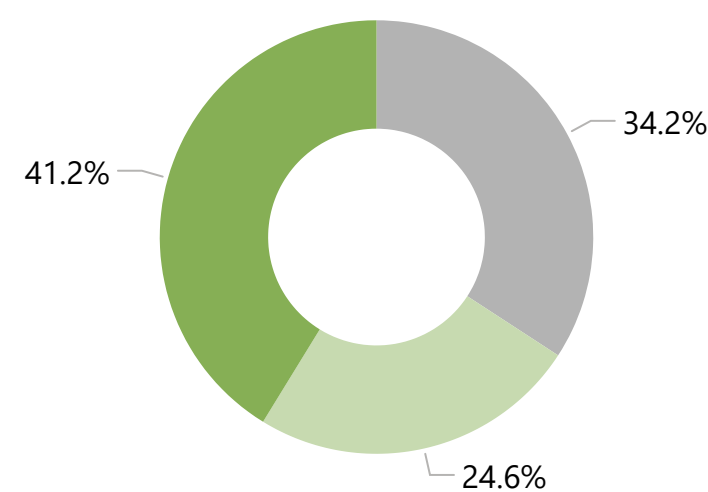
Agreed that the services they received helped them further into the future

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



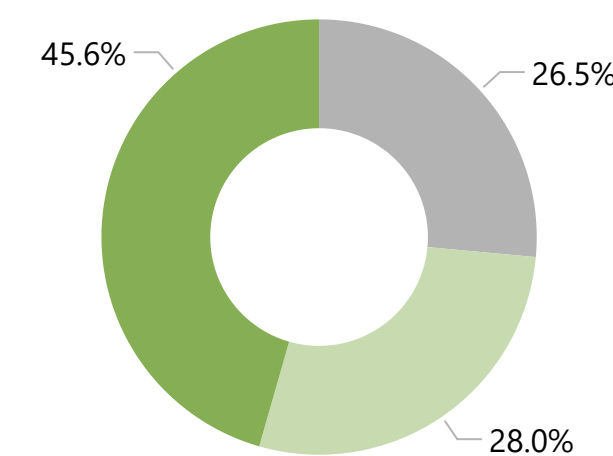
### Recommendation of Workforce Australia Provider to others

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



### 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



#### Notes

(1) There were 41,742 responses for this reporting period for the Workforce Australia Services caseload.

(2) There were 2,465 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.