Quality and Progress Survey | Overall | April 2025 - March 2026

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.

Australian Government | Workforce Australia

Workforce Australia Services[1]

Satisfaction with Services[3]

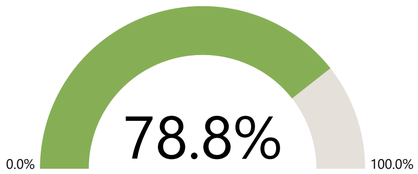
75.2% Satisfied with getting advice on how to look for work

62.6% Satisfied with getting connected to employers who had job vacancies

73.1% Satisfied with getting connected to support services

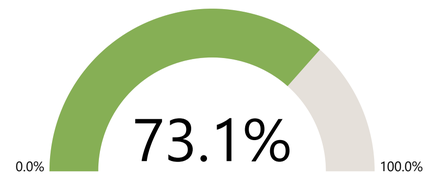
86.3% Satisfied they were treated fairly and with respect

Satisfied with overall quality of service

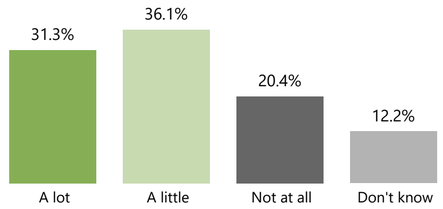


Services improved chances of getting a job

Made progress to employment



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



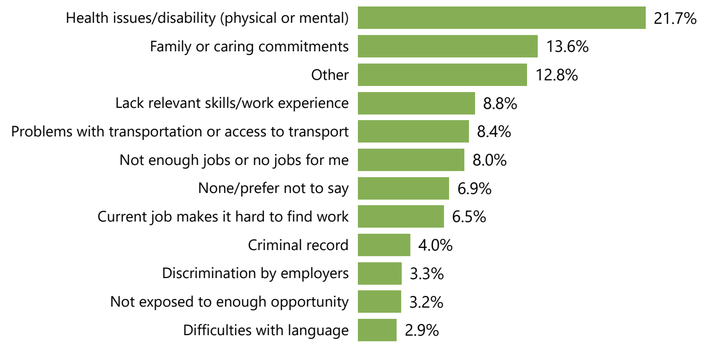
Agreement that Services helped[4]

72.4% Agreed that the support offered matched their needs

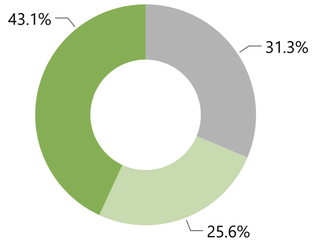
65.9% Agreed that the services they received helped them to find a job or get more hours

71.9% Agreed that the services they received helped them further into the future

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



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



Transition to Work[2]

Satisfaction with Services[3]

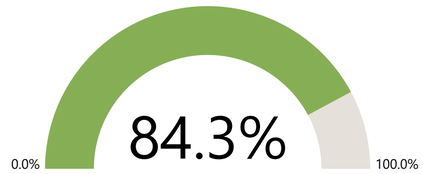
81.0% Satisfied with getting advice on how to look for work

66.8% Satisfied with getting connected to employers who had job vacancies

78.7% Satisfied with getting connected to support services

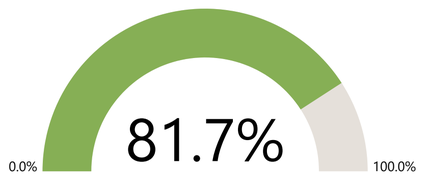
91.2% Satisfied they were treated fairly and with respect

Satisfied with overall quality of service

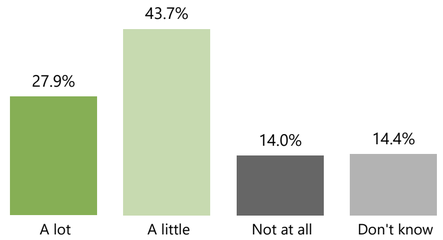


Services improved chances of getting a job

Made progress to employment



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



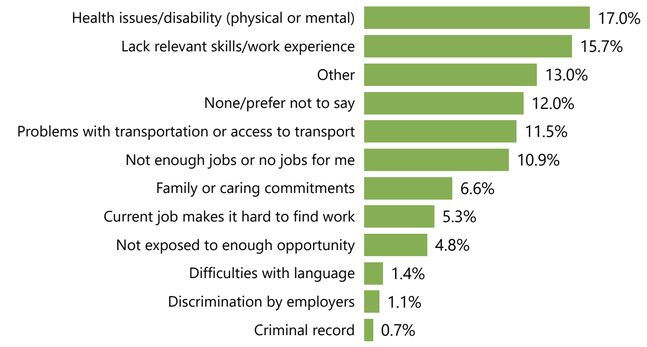
Agreement that Services helped[4]

81.2% Agreed that the support offered matched their needs

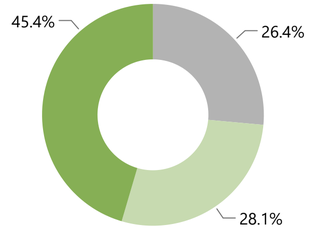
73.3% Agreed that the services they received helped them to find a job or get more hours

81.5% 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 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 51,563 responses for this reporting period for the Workforce Australia Services caseload.
(2) There were 2,583 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.