



# Quality and Progress Survey | Overall | December 2022 - November 2023

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.

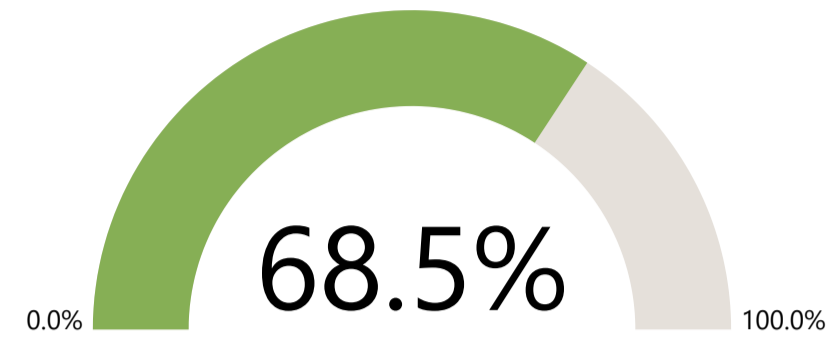


## Workforce Australia Services<sup>(1)</sup>

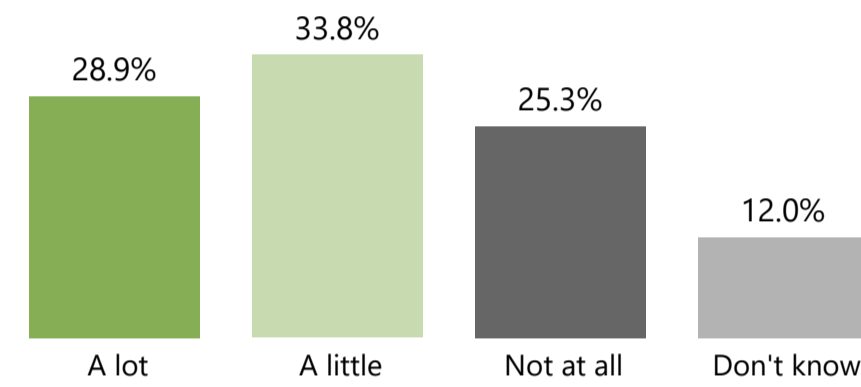
### Satisfaction with Services<sup>(3)</sup>



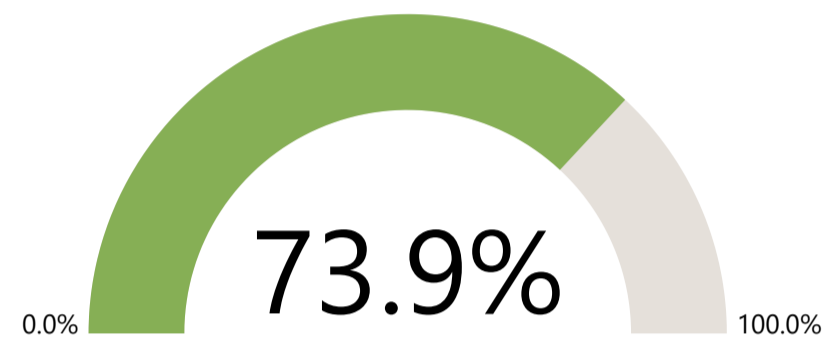
### Services improved chances of getting a job Made progress to employment



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

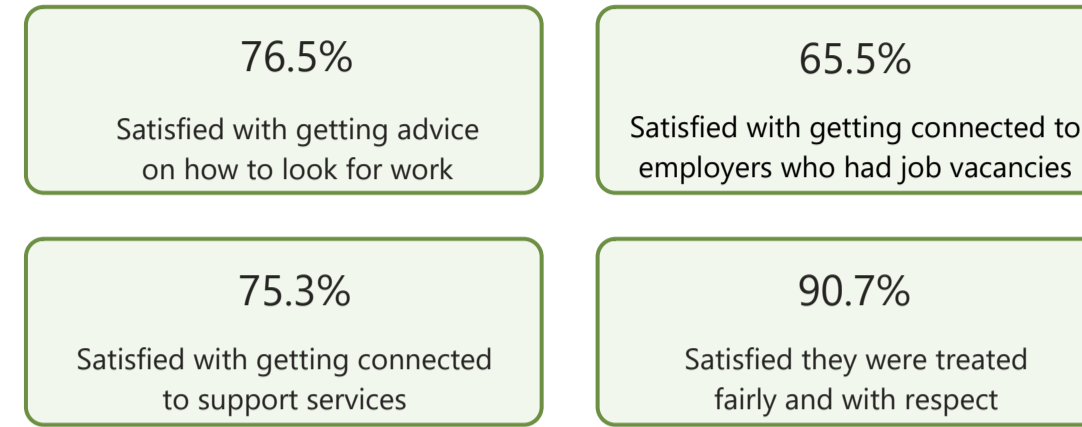


### Satisfied with overall quality of service

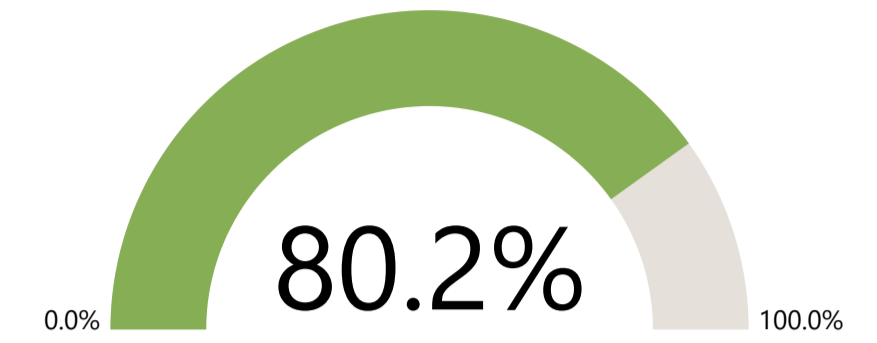


## Transition to Work<sup>(2)</sup>

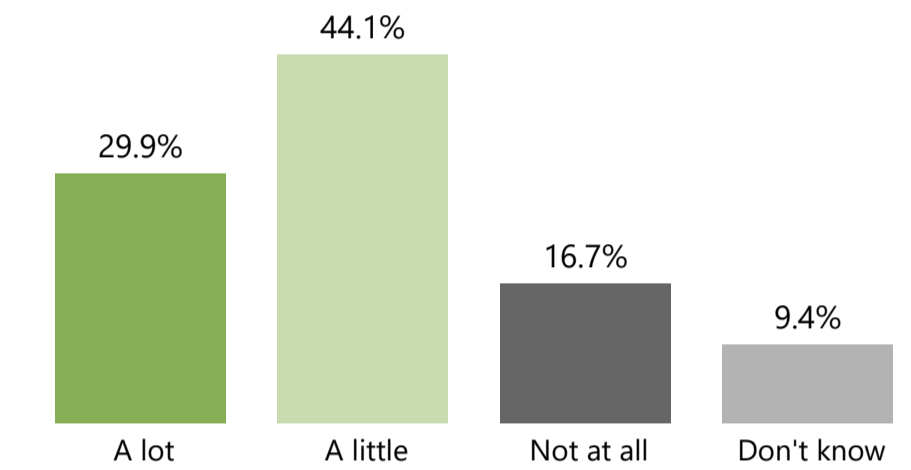
### Satisfaction with Services<sup>(3)</sup>



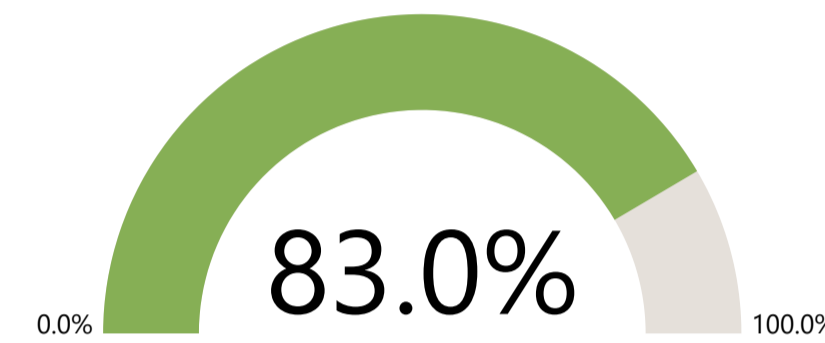
### Services improved chances of getting a job Made progress to employment



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



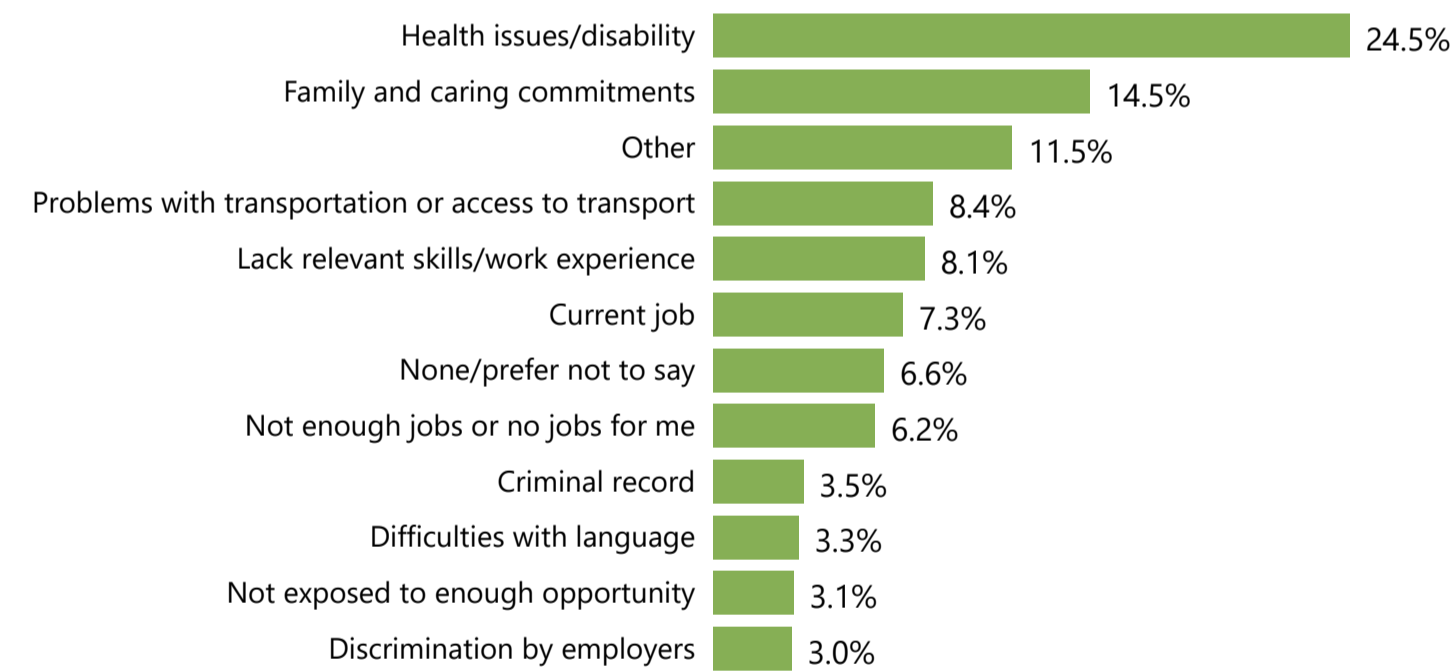
### Satisfied with overall quality of service



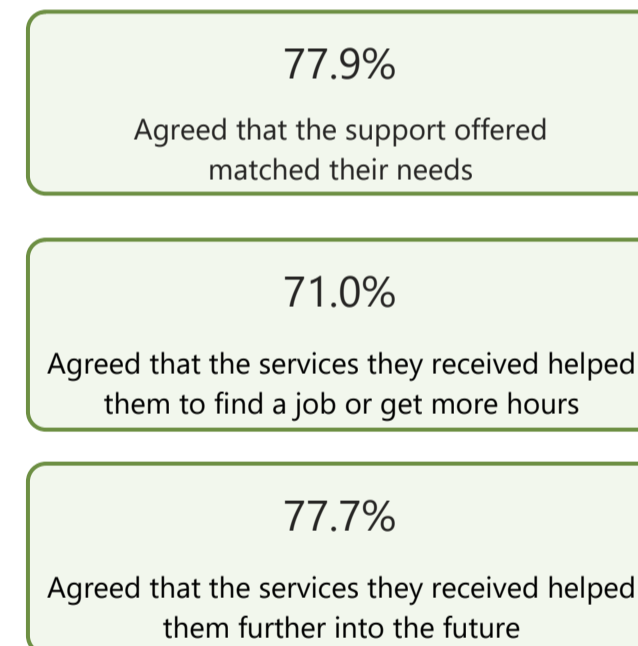
### Agreement that Services helped<sup>(4)</sup>



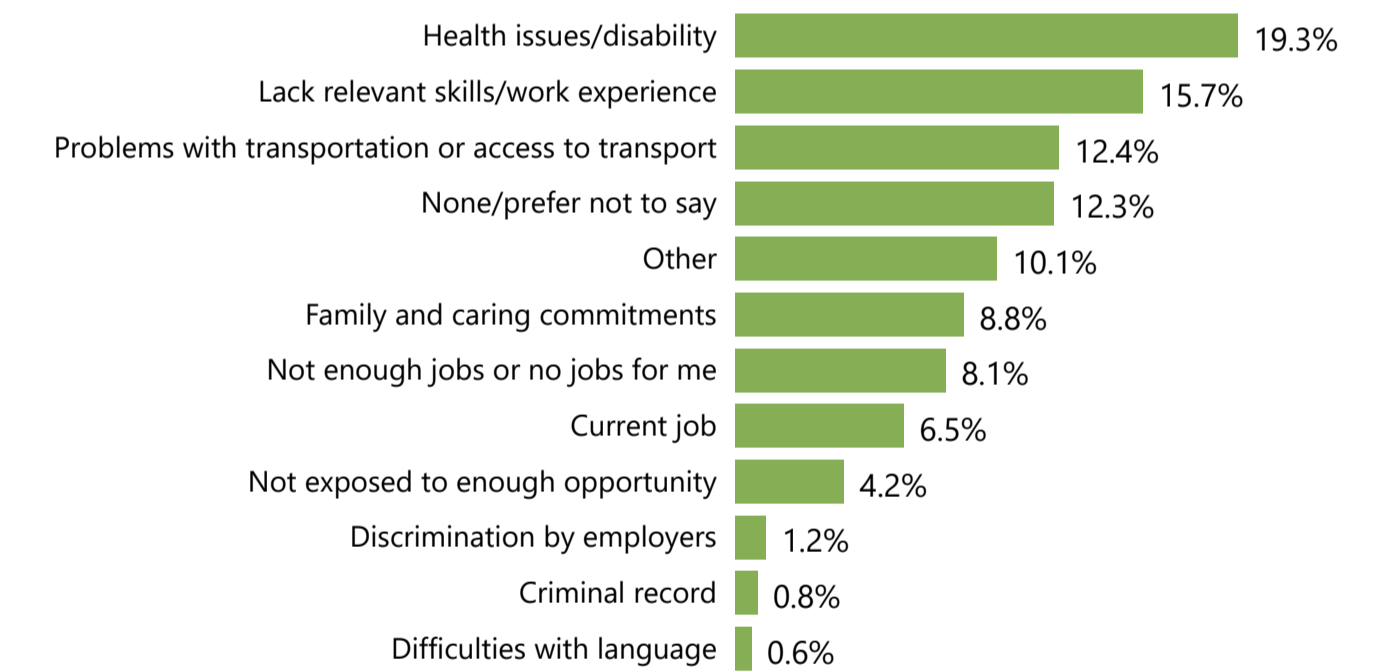
### Main reason stopping participants from finding a job or getting more hours



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

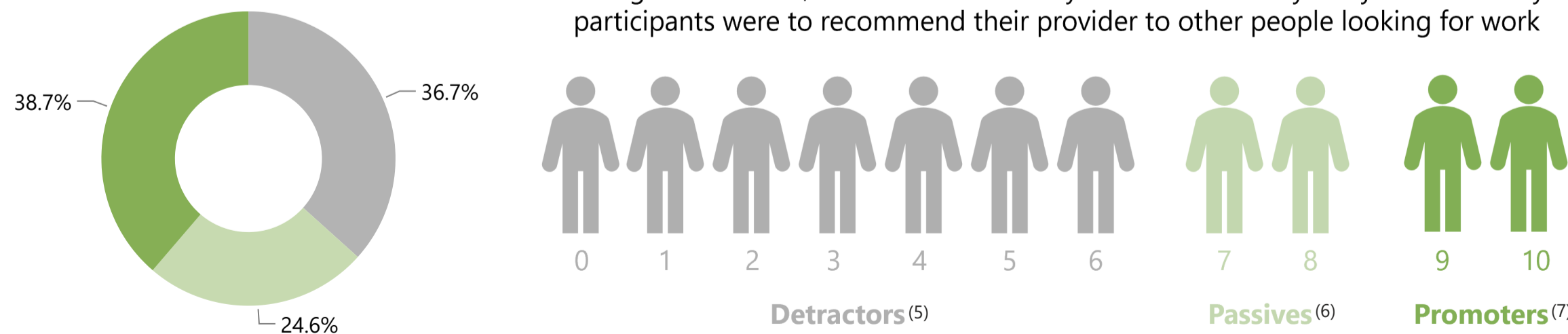


### Main reason stopping participants from finding a job or getting more hours



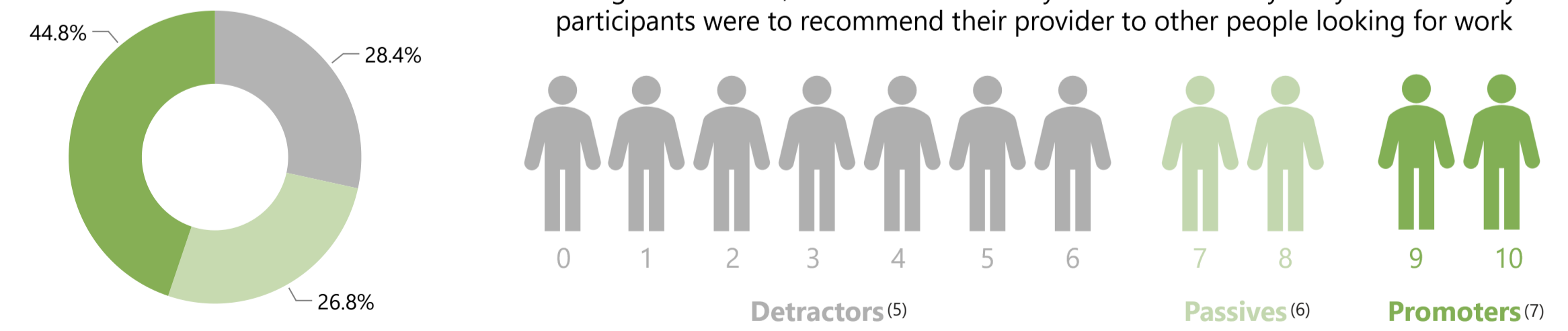
### Recommendation of Workforce Australia Provider to others

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 46,501 responses for this reporting period for the Workforce Australia Services caseload.
- (2) There were 2,433 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.