

Finding Workable Solutions

Client Satisfaction Survey 2009

Background

During the second quarter of 2009, FWS undertook a feedback process designed to gauge levels of client satisfaction within the organisation.

Two separate but similar instruments were used for the survey, one for use with Employment Services clients, and one for use with Business Services clients.

Scope

The survey instruments covered the following areas and were made available to all clients of the organisation:

- Communication
- Rights and Responsibilities
- What the Staff Do
- What you think About Your Job
- What you think about FWS

Employment services clients were asked an additional series of questions about the *quality of Employment Assistance provided* while Business Services clients were asked additional questions about their jobs within FWS.

Summary of Responses

Mean Scores

The following tables show the mean scores (out of a maximum possible score of 5) for each of the divisions of the organisation. Scores above 3.5 are considered to be more than satisfactory, above 4.0 good, and above 4.5 outstanding.

Disability Employment Services:

Question	Mean
Communicating Generally	4.19
Keeping me informed about what is happening	4.04
Making sure I know about any changes that occur	4.00
Understanding my disability	4.09
Understanding my other issues that may present barriers to my employment	4.00

Introducing me to how FWS works	4.00
Helping me develop work goals	3.90
Helping me understand how the employment assistance process works	3.89
Helping me to prepare to get a job	3.97
Helping me to get a job	3.90
My rights as a job seeker are clearly explained to me..	4.11
My responsibilities are clearly explained to me	4.24
What I need to do to be a good employee are clearly explained to me	4.04
The information I give FWS is kept confidential	4.36
I know how to make a complaint if I need to	4.13
Staff treat me with respect	4.53
Staff relationships with clients' families &/or carers are appropriate	4.34
The information that staff provide is 3 4	4.29
Staff are polite	4.57
Staff help me with any problems at work	4.08
Staff help me with any problems outside of work	4.01
I can contact staff when I need help	4.32
Staff do their job well	4.28
I would recommend FWS to help someone with a disability to get a job	4.28
I like my job	4.06
I am happy with the hourly rate of pay	3.80
I get enough hours a week	3.69
I have to work too many hours per week	2.04
I would use the services of FWS again if I needed to	4.31
FWS has a good reputation in the community	3.98

Australian Disability Enterprises

Question	Mean
Keeping me informed about what is happening at work	3.63
Making sure I know about any changes that are happening	3.31
Listening to my suggestions about FWS	3.50
Listening to the problems I am having at work	3.71
Listening to the problems I am having outside work	3.44
Encouraging me to ask questions about how things happen at FWS	3.57
My rights as a worker are clearly explained to me	3.96
My responsibilities are clearly explained to me	4.21
What I need to do to be a good employee are clearly explained to me	4.32
The information I give FWS is kept confidential	4.30
I know how to make a complaint if I need to	4.15
I think that staff treat me with respect	4.27
I think that staff relationships with workers' families &/or carers are	3.68
The information that staff provide is usually good	3.93
Staff are polite	4.00
Staff help me with my problems at work	4.00
Staff help me with problems outside work	3.73
I can contact staff when I need help	3.87
Staff do their job well	4.07
I like my job	4.43
I am recognised when I do a good job	4.30
I would recommend FWS as a place to work	4.07
I am happy with my hourly rate of pay	3.77
I get enough hours per week	4.69
I have to work too many hours per week	2.32
I get enough training to do my job	3.90

The training I get is good	3.93
Staff members have a good attitude clients	3.93
My supervisor does a good job.	4.28
My crew works as a team	4.24

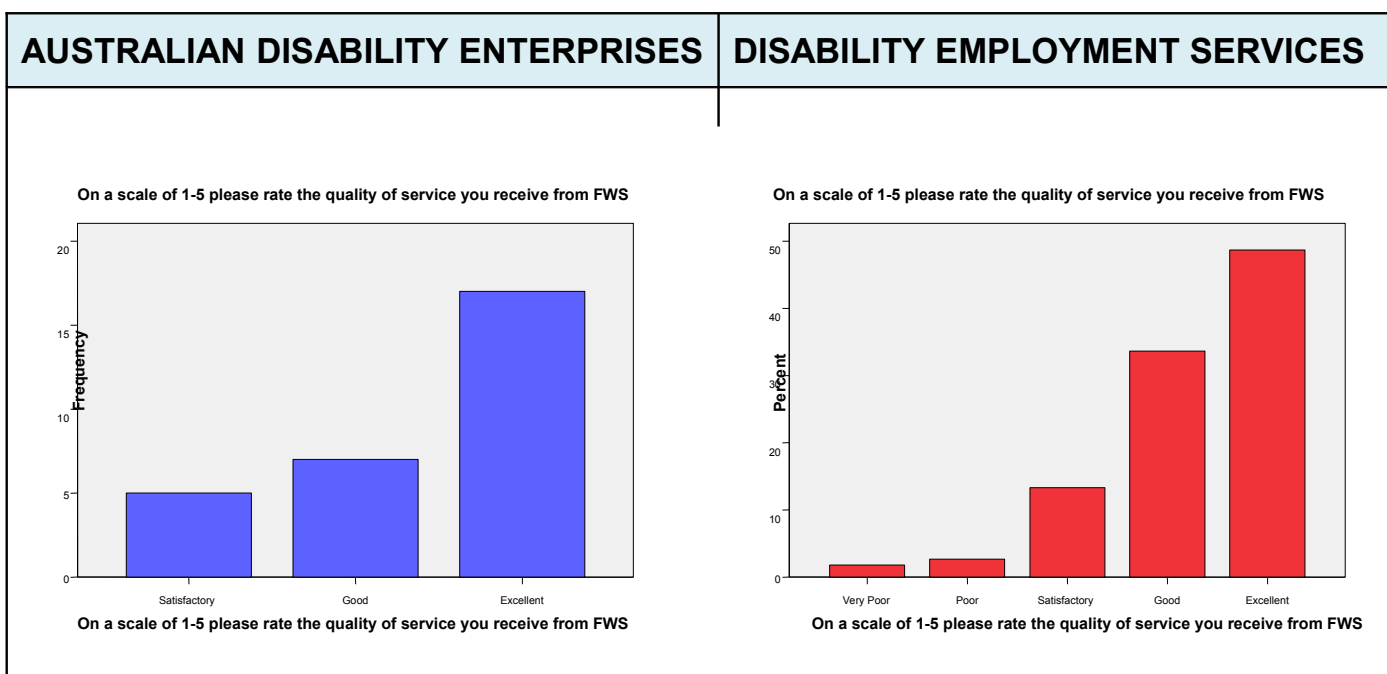
After responding to a range of more than 25 questions covering the areas described above, all clients were asked; **On a scale of 1 to 5, please rate the quality of service you receive from FWS.**

Mean scores for the two divisions of the organisation were as follows:

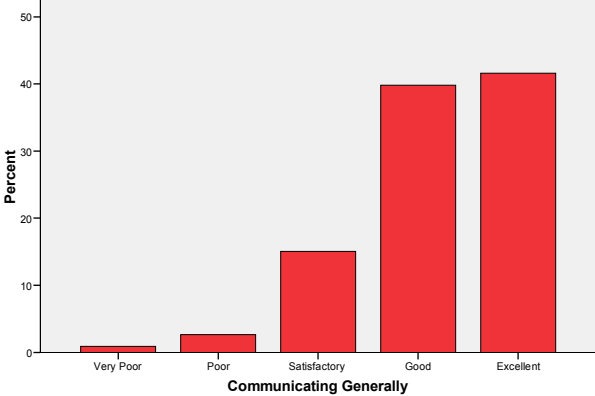
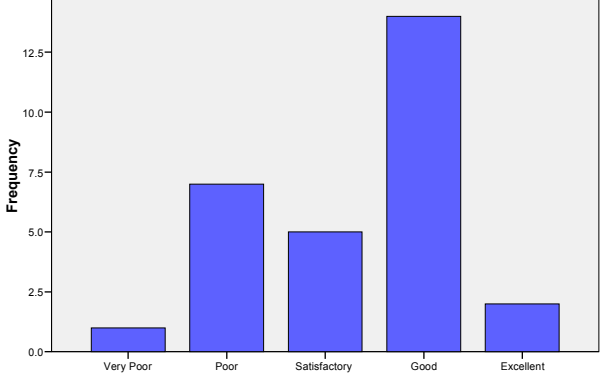
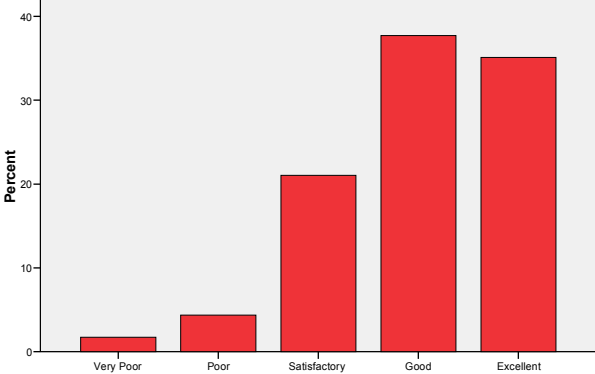
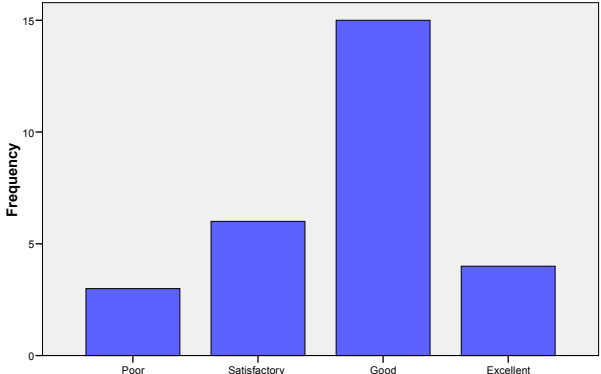
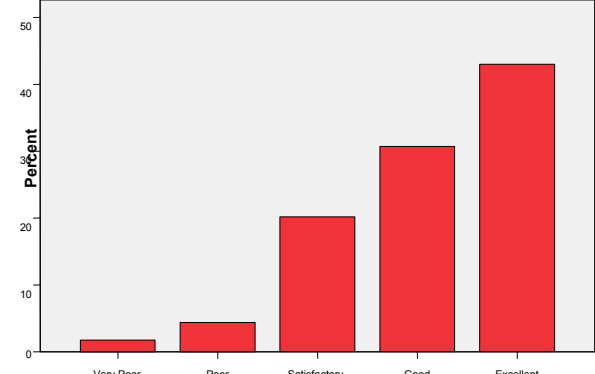
Disability Employment Services	4.25
Australian Disability Enterprises	4.41

These score indicate an exceptionally high level of satisfaction with the services provided by FWS and show a marginal increase (.02 out of 5) over feedback analyzed in 2007.

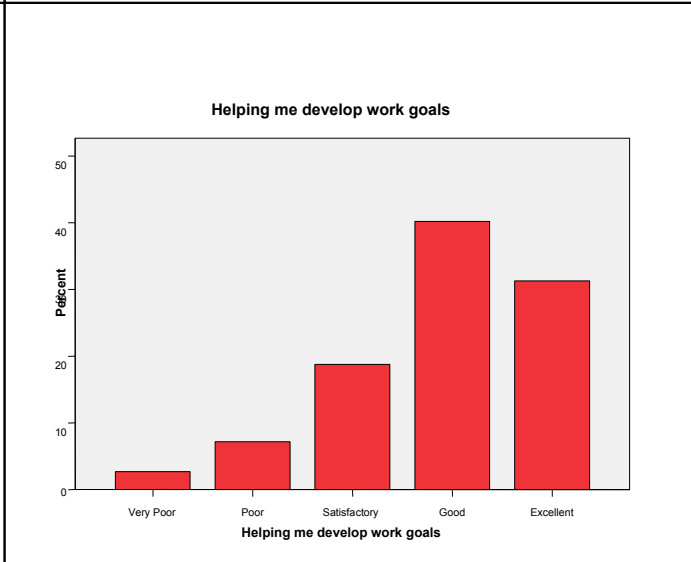
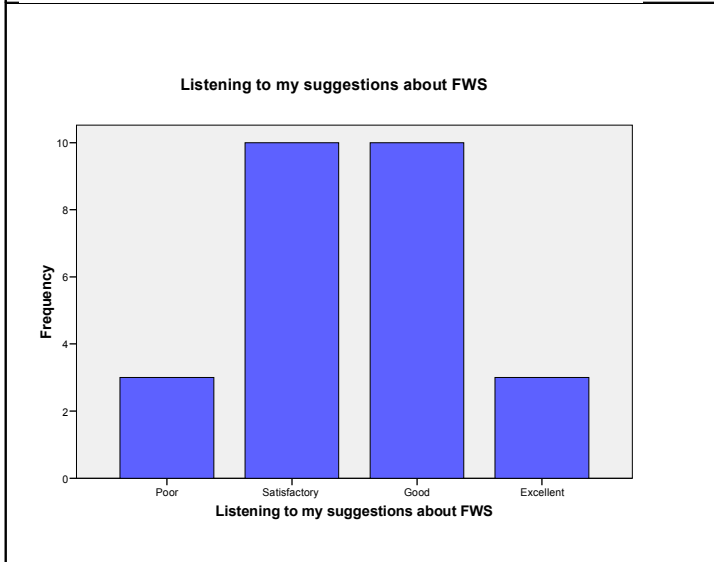
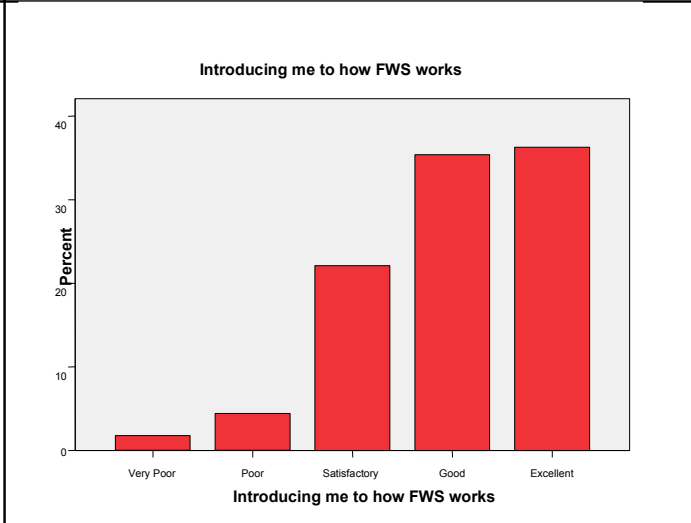
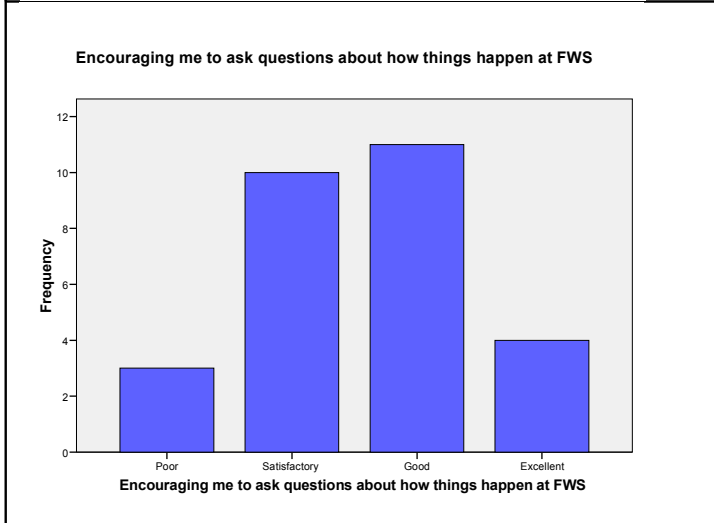
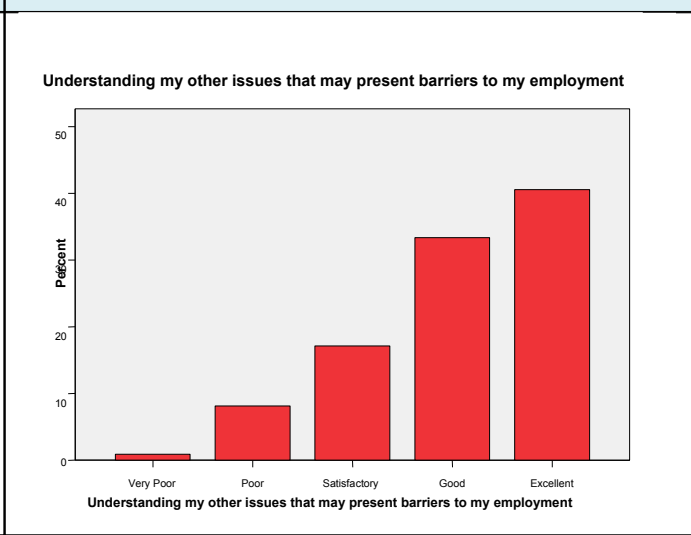
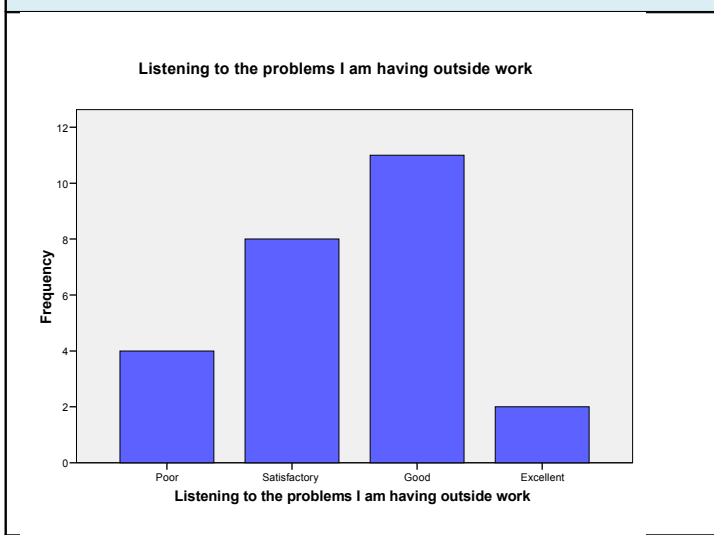
Graphical representations of the responses to this question by clients of each of the divisions of FWS are shown below:

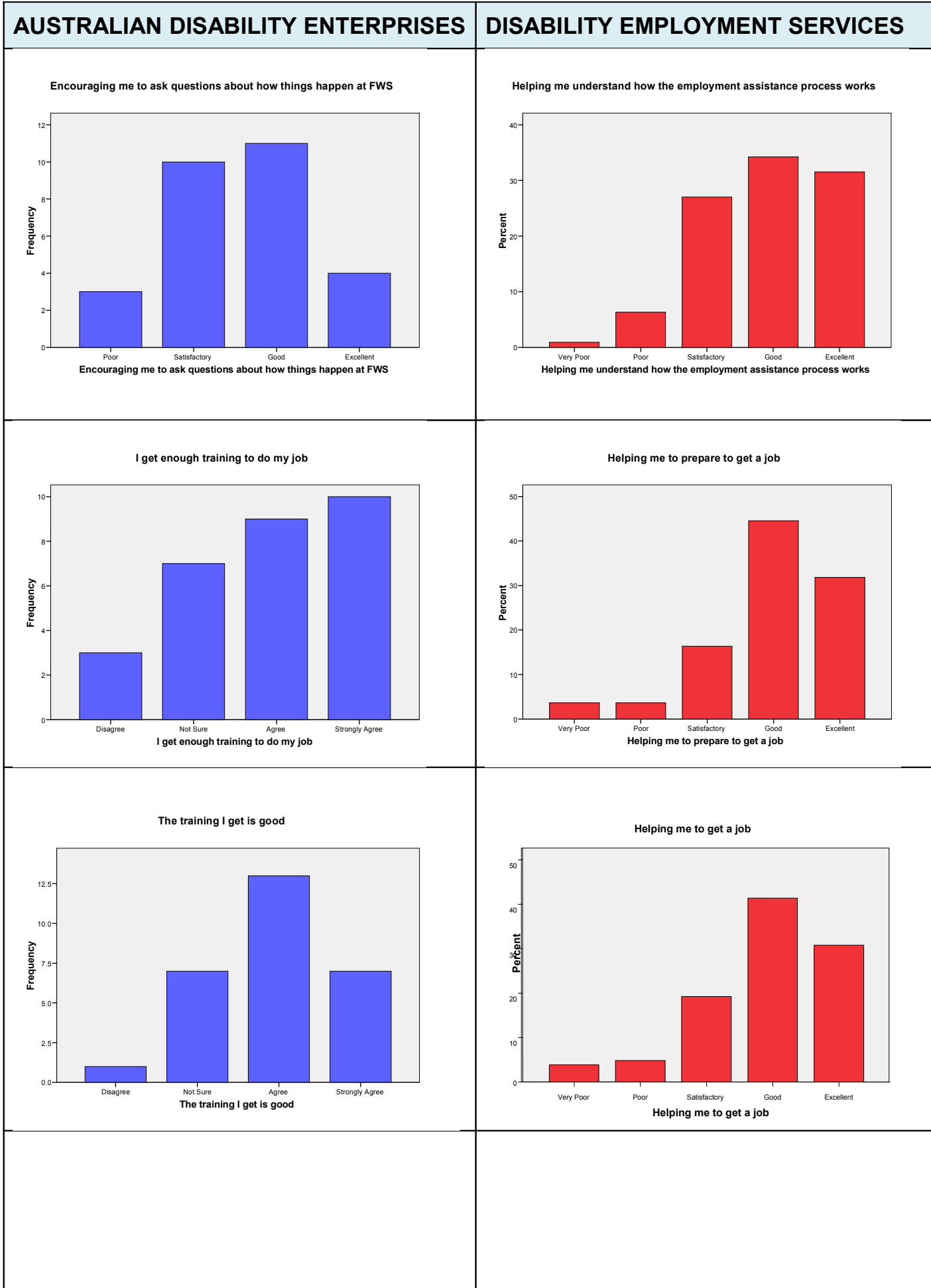


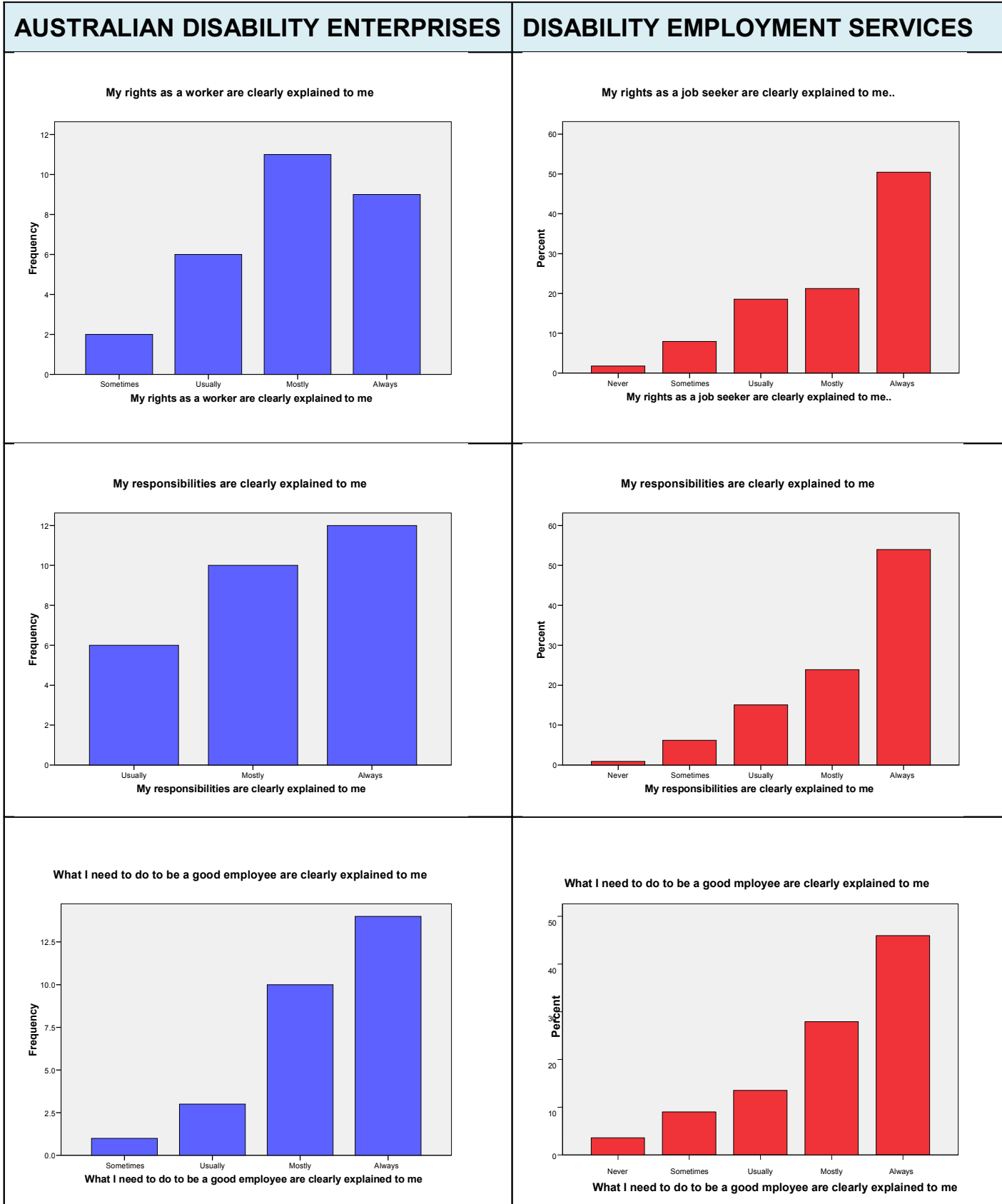
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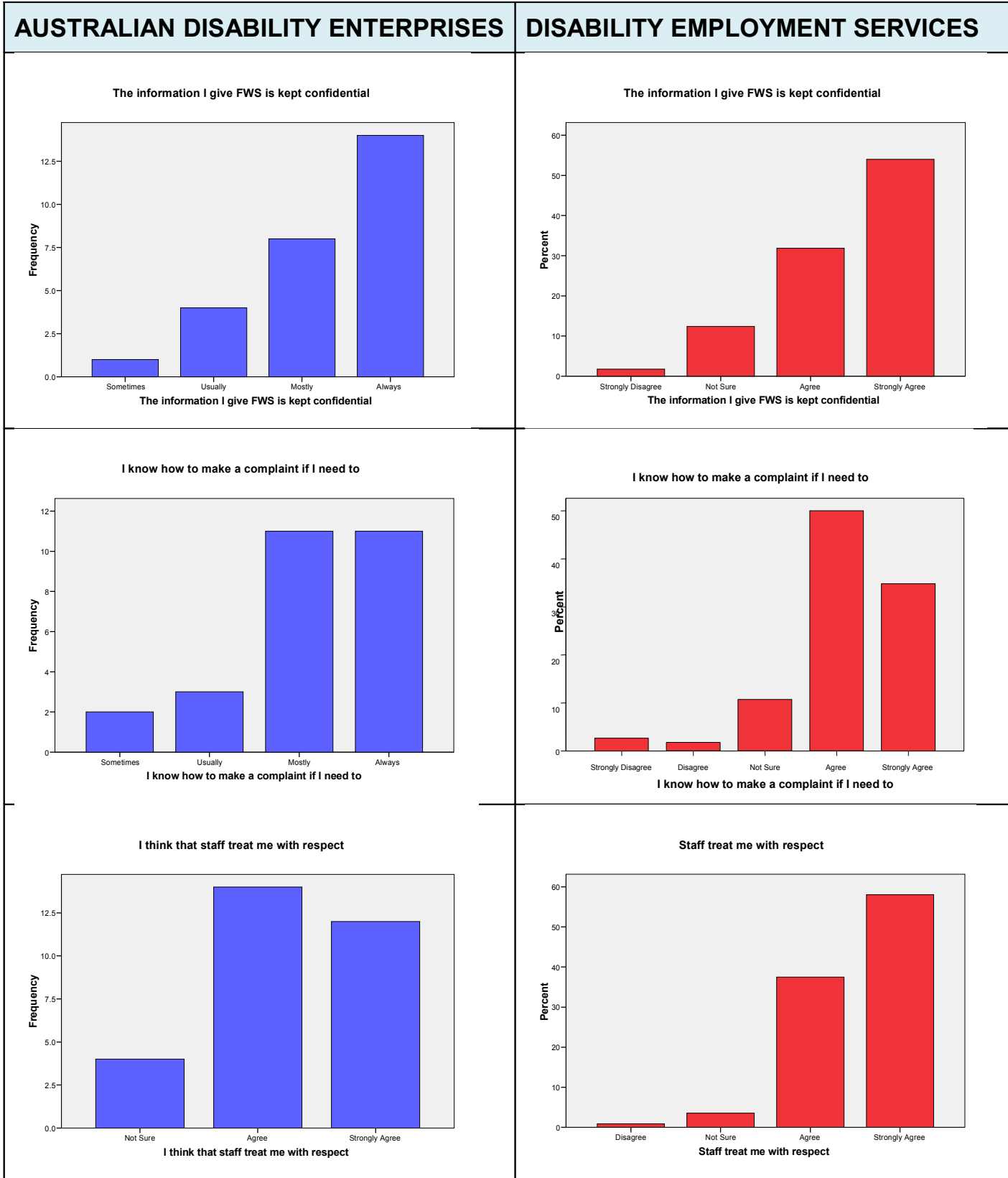
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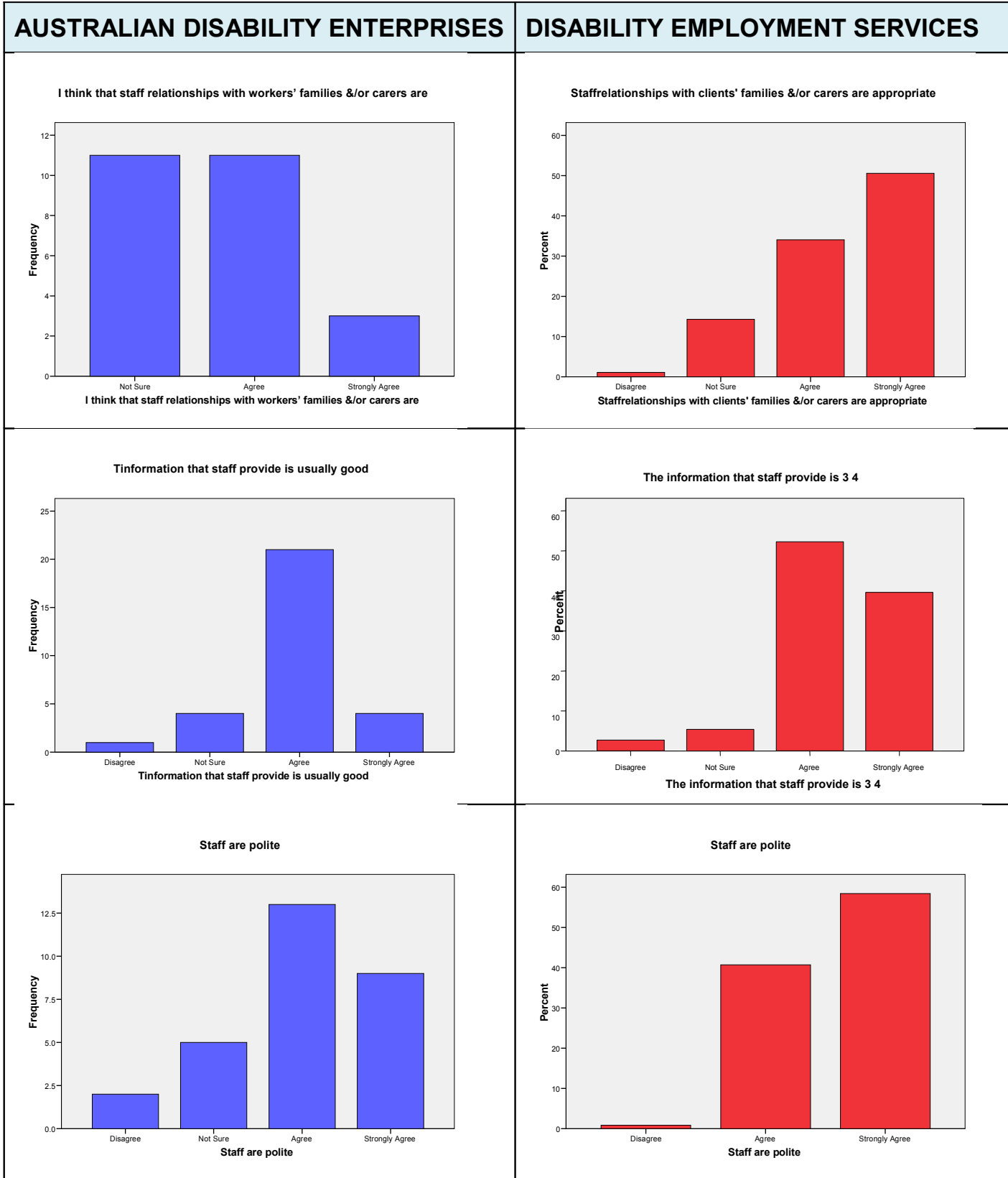
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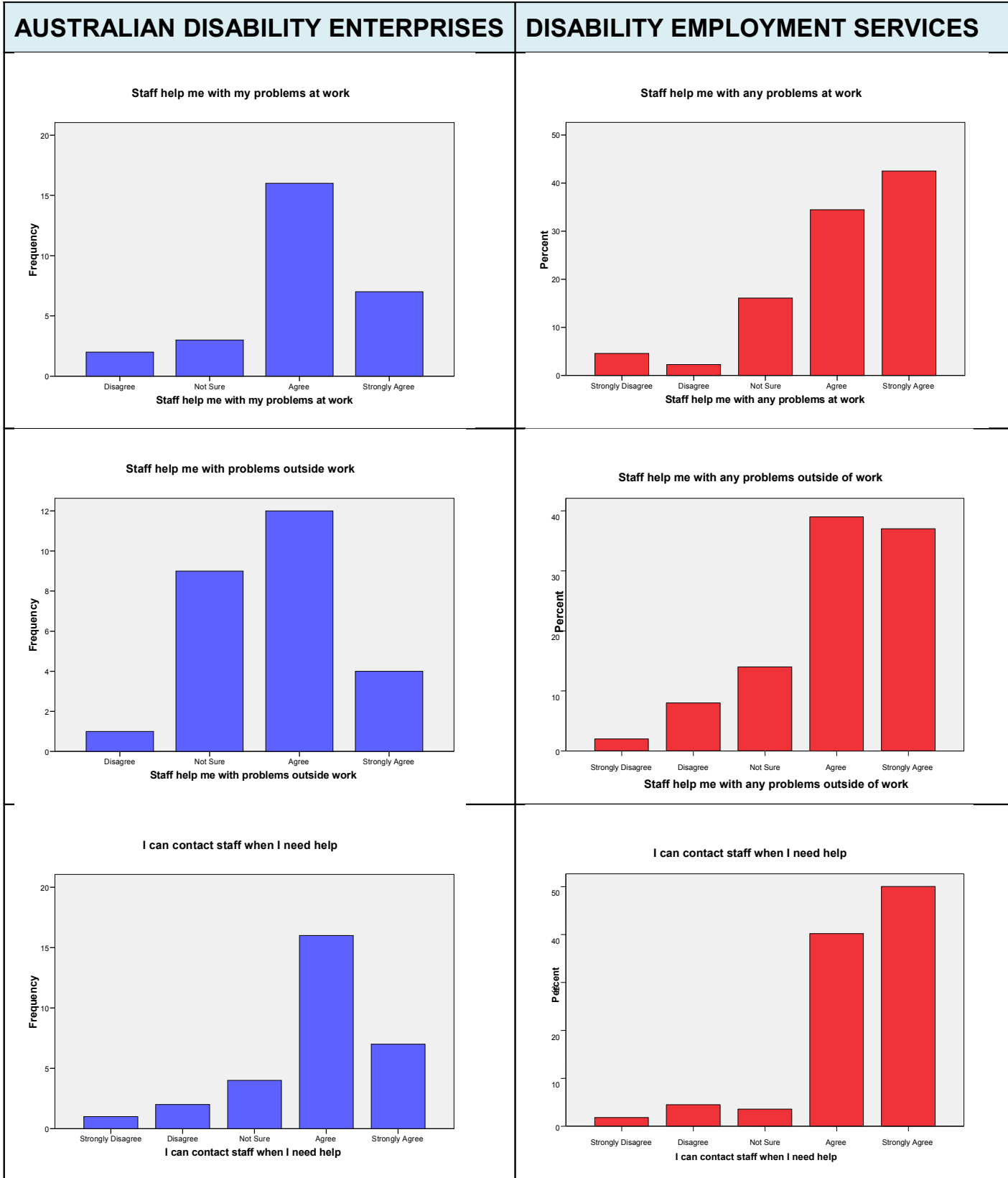


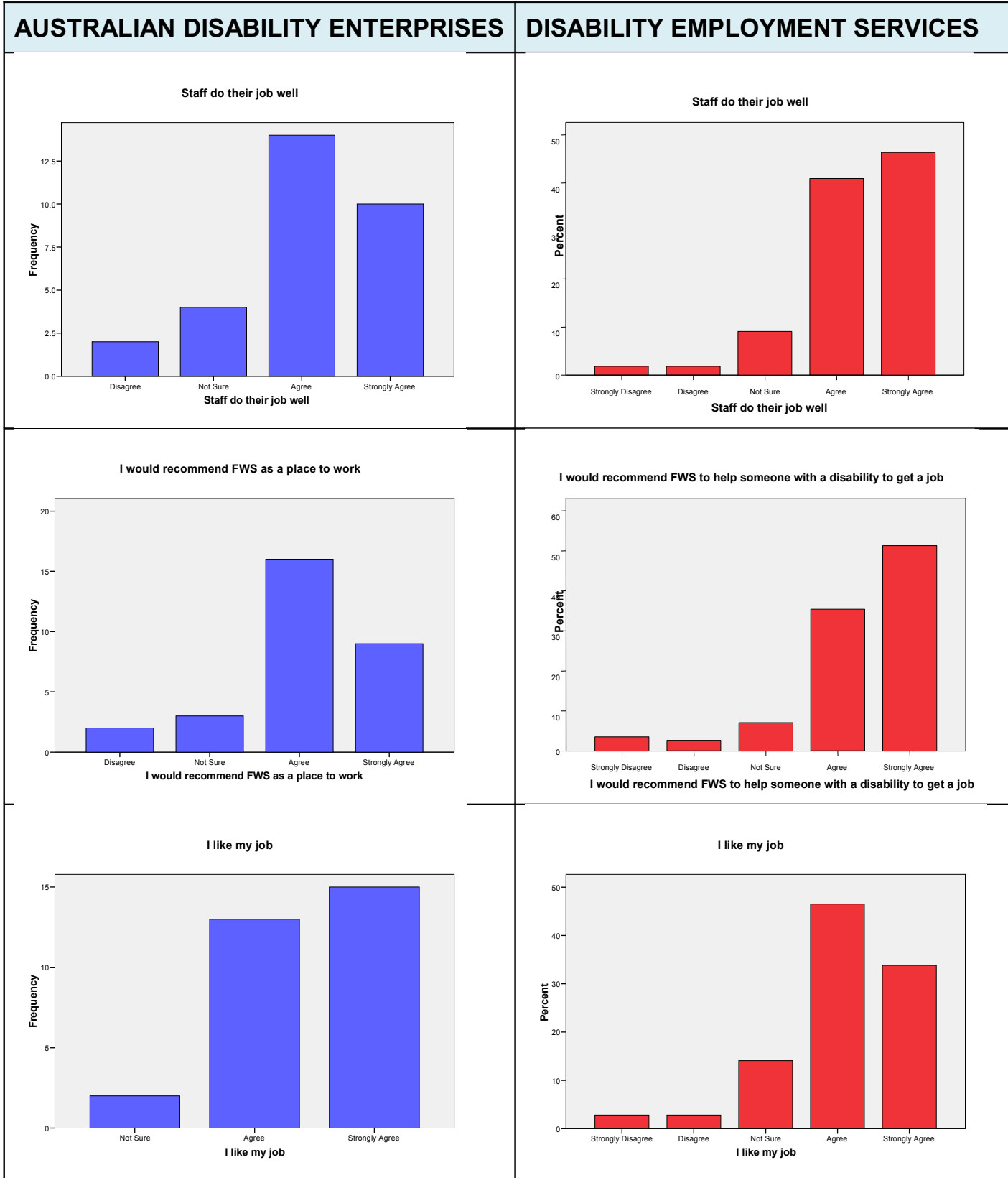


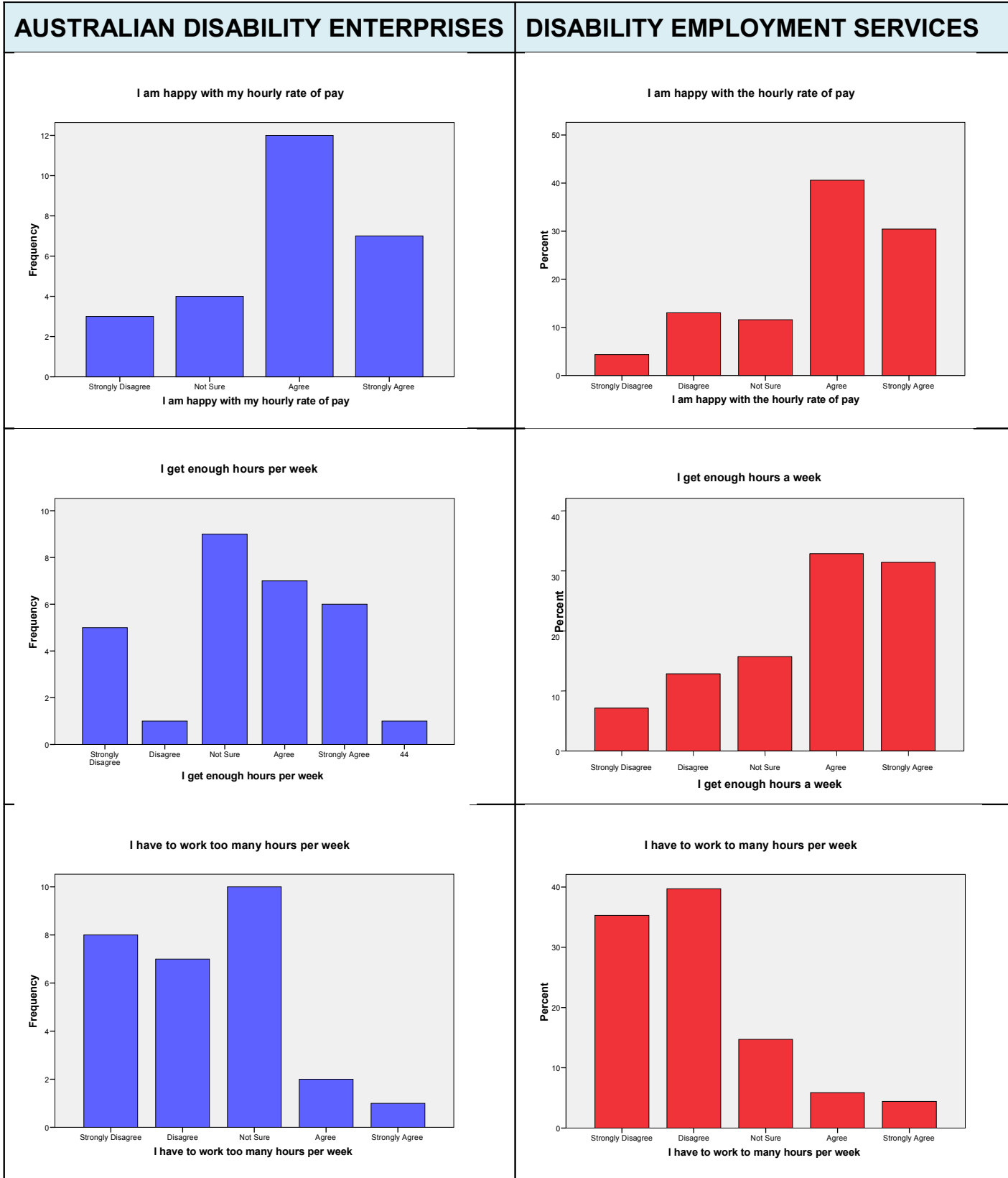












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