



Summary

Client Satisfaction

Survey

Jack Wade
Strategic Leverage Pty Ltd

Finding Workable Solutions

Client Satisfaction Survey

During the fourth quarter of 2007, FWS undertook a feedback process designed to gauge levels of client satisfaction within the organisation.

1. Scope

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

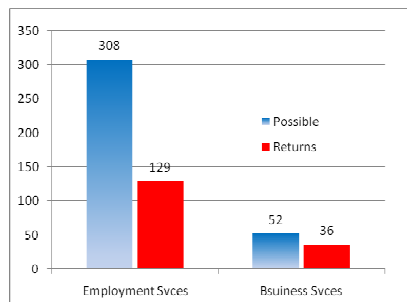
- Communication
- Rights and Responsibilities
- What the Staff Do
- What you think About Your Job
- What you think about FWS

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.

2. Responses

Questionnaires were distributed to a total of some 360 clients (308 Employment Services, 52 Business Services) from whom 129 Employment services questionnaires (41.9%) were received together with 36 questionnaires from Business Service clients (69.2%).

Response Rates:

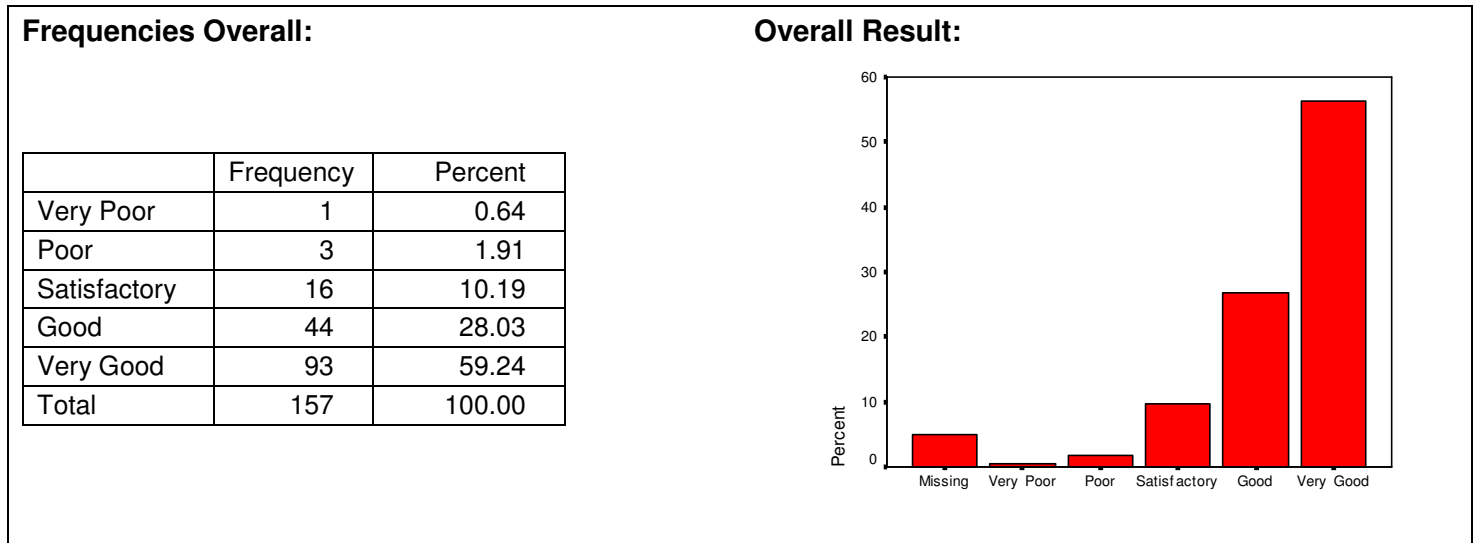


3. Overall Perceptions

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.***

As shown below, more than 87% of respondents rated the quality of service received from the organisation as either good or very good. The overall mean score for this question was 4.43 out of a possible 5.00. There was no significant difference between satisfaction levels of clients in Business services or receiving employment services from FWS, nor was there any significant difference between groups when analysed by gender, location or support level.

On a scale of 1 to 5, please rate quality of service of FWS.



Comment

Client responses indicate that there is an exceptionally high level of satisfaction with the quality of services provided by Finding Workable Solutions. Such levels of satisfaction with an organisation are outstanding and are particularly unusual in the current environment of significant change and instability at the hands of government purchasers of FWS services.

4. Communication

Survey respondents were asked how they felt about the quality of communication at FWS. Respondents were asked a series of questions that included:

How good do you think that FWS is at:

- *Keeping me informed about what is happening*
- *Making sure I know about any changes that occur*

As shown below, 77% of survey participants indicated they felt that FWS was good or very good at keeping them informed. Similarly, 78% of the participants indicated that FWS was good to very good at ensuring that they knew about changes that occur. The over all mean score for both these questions was 4.01 and 4.00 respectively out of a possible 5.00.

Additional Question

Clients of Employment Services at FWS were asked the additional question, *How good do you think FWS is/was at communicating generally.*

With a mean score of 4.32 and 87.5% of respondents indicating that they though FWS was good or very good at communicating generally, further analysis by gender, age, location and support level of clients indicates no statistically significant variation between groups.

5. Rights and Responsibilities

Participants where asked to indicate how they felt about their rights and responsibilities. Questions that fell into this category include:

- My rights as a job seeker are clearly explained to me (78% of clients either agreed or strongly agreed)
- My responsibilities are clearly explained to me. (83% of clients either agreed or strongly agreed)
- What I need to do to be a good employee is clearly explained to me. (79% of clients either agreed or strongly agreed)
- Information I give FWS is kept confidential. (87% of clients either agreed or strongly agreed)
- I know how to make a complaint if I need to. (84% of clients either agreed or strongly agreed)

Question	% responding agree or strongly agree	Mean Score (5 max)
My rights as a job seeker are clearly explained to me.	78%	4.24
My responsibilities are clearly explained to me.	83%	4.35
What I need to do to be a good employee is clearly explained to me.	79%	4.21
Information I give FWS is kept confidential.	87%	4.40
I know how to make a complaint if I need to.	84%	4.19

6. What the Staff Do

Participants were asked to indicate how strongly they disagreed or agreed with the following statements about the staff:

- I think that the staff treats me with respect. (92% either agreed or strongly agreed)
- I think that the staff relationships with workers' families &/or carers are. (84% either agreed or strongly agreed)
- The information that staff provide is usually good. (91% either agreed or strongly agreed)
- Staff are polite. (94% either agreed or strongly agreed)
- Staff helps me with my problems at work. (85% either agreed or strongly agreed)
- Staff helps me with problems outside work. (76% either agreed or strongly agreed)
- I can contact staff when I need help. (93% either agreed or strongly agreed)
- Staff does their job well. (92% either agreed or strongly agreed)

7. Job Perceptions

Participants were asked to agree or disagree with the following statements in relation to what they think about their job. The questions in this category were:

- I like my work. (85% either agreed or strongly agreed)
- I am happy with my hourly rate of pay. (66% either agreed or strongly agreed)
- I get enough hours per week. (70% either agreed or strongly agreed)
- I have to work too many hours per week. (67% either disagreed or strongly disagreed)

Mean scores for each question were as follows:

Question	Mean Score (Max 5.0)
I like my work	4.36
I am happy with my hourly rate of pay	3.67
I get enough hours per week	3.77
I have too many hours per week	2.17 (reverse poll)

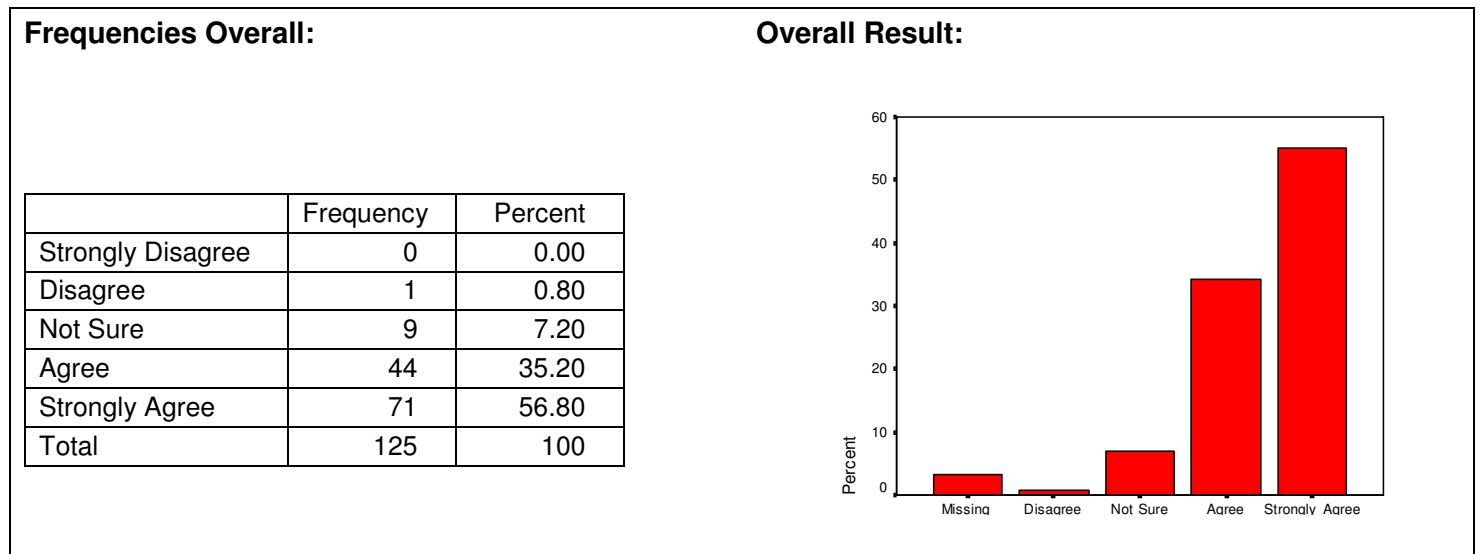
8. Employment services client satisfaction specific questions.

Clients of FWS Employment Services were asked a range of questions specific to the services they receive from the organisation.

Employment Service participants were asked to rate FWS on a number of questions to establish how good they felt FWS was at:

- Understanding my disability. (81% considered FWS to be either good or very good)
- Understanding my other issues that may present barriers to my employment. (84% considered FWS to be either good or very good)
- Introducing me to how FWS works. (81% considered FWS to be either good or very good)
- Helping me develop my work goals. (78% considered FWS to be either good or very good)
- Helping me understand how the employment assistance process works. (80% considered FWS to be either good or very good)
- Helping me prepare to get a job. (78% considered FWS to be either good or very good)
- Helping me to get a job. (79% considered FWS to be either good or very good)

8.1. I would use the services of FWS again, if I needed to



9. Business services satisfaction specific questions.

Clients of FWS Business Services were asked a range of questions specific to the services they receive from the organisation.

- Listening to my suggestions about FWS (67% agree or strongly agree)
- Listening to the problems I am having at work (59% agree or strongly agree)
- Listening to the problems I am having outside of work (52% agree or strongly agree)
- Encouraging me to ask questions about how things happen at FWS (54% agree or strongly agree)
- I am recognised when I do a good job (91% agree or strongly agree)
- I would recommend FWS as a place to work (91% agree or strongly agree)
- I get enough training to do my job (81% agree or strongly agree)
- The training I get is good (88% agree or strongly agree)
- Staff members have a good attitude towards clients (81% agree or strongly agree)
- My supervisor does a good job (97% agree or strongly agree)

10. Qualitative Responses

At the conclusion of the survey instrument, respondents were provided with the opportunity to make free form comments and identified the following as being the best things about FWS:

Staff Qualities and Characteristics

Staff qualities and characteristics generated the most frequent response to the *3 Best things about FWS* question

“The Staff” were identified in 23 responses from Employment Services clients as being one of the best things about FWS. In addition, staff were seen as being helpful, both with employment related issues and generally (additional 45 responses) and friendly (24 responses). Communication skills of staff (including listening skills) were also seen as being one of the best things about FWS in 14 responses

The helpfulness of the staff with finding a job or training course, with achieving goals and with both work related problems as well as problems outside of the employment arena was considered by nearly 35% of respondents as the one of the best things about FWS.

Other staff qualities identified by Employment Service clients as one of the best things about FWS included:

- Availability (6 responses)
- Politeness & courtesy (6 responses)
- Respectfulness (5 responses)
- Care and concern (4 responses)
- Honesty (3 responses)
- Loyalty (2 responses)
- Punctuality & reliability (2 responses)

Core Employment Services

The core employment services offered by FWS were identified as one of the 3 best things about FWS in 85 responses from Employment Services clients.

Understanding clients particular needs in relation to employment disability and personal needs received 19 responses in FWS favor. Provision of support (particularly assistance in obtaining employment) and information and advice both were quoted by 14 and 7 clients respectively as being one of the best things about FWS

Other positive aspects of FWS identified by Employment Services clients included the way in which staff talk to clients in general about employment and working, the follow up services provided by FWS and that FWS is knowledgeable about employment, work ethics and available courses to improve client's employability.

Characteristics of the Organisation

Characteristics of FWS identified by Employment Services clients as being positive included the geographic location of its offices (5 responses), local knowledge demonstrated by staff (3 responses), the fact that the organisation is people based, that it is positive and relaxed, that it demonstrates equality and that it is involved in community events.

Training Services

The fourth key area identified by Employment Services clients was the training services provided by FWS. Clients indicated that they thought the acquisition of new skills was a plus for FWS. Clients also indicated that they valued the training in work skills provided by FWS as both pre employment and on job training.