



# 2018 Satisfaction Survey Results

JOBSUPPORT DES SERVICES

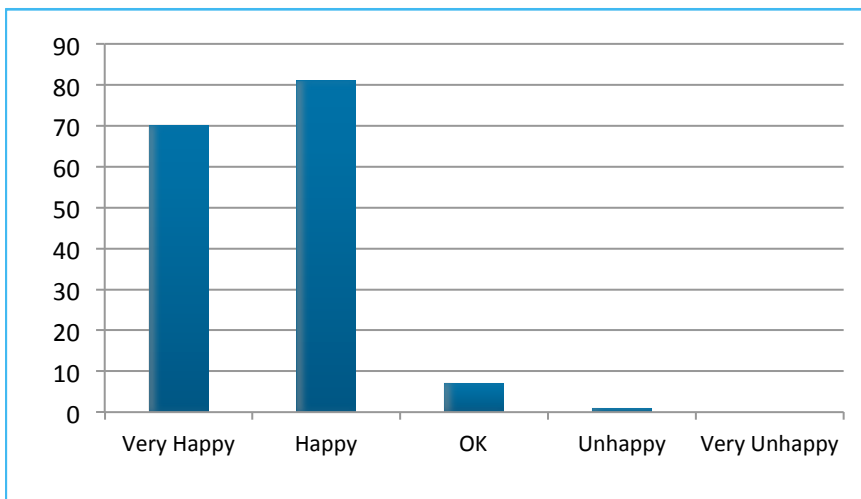
## DES SERVICES

This report is an overall summary of the graphical reports combining both Sydney and Melbourne offices for the 2018 calendar year. It therefore includes any survey completed between 01/01/18 and 31/12/18. These surveys were all conducted by external surveyors.

## CLIENT SATISFACTION SURVEYS

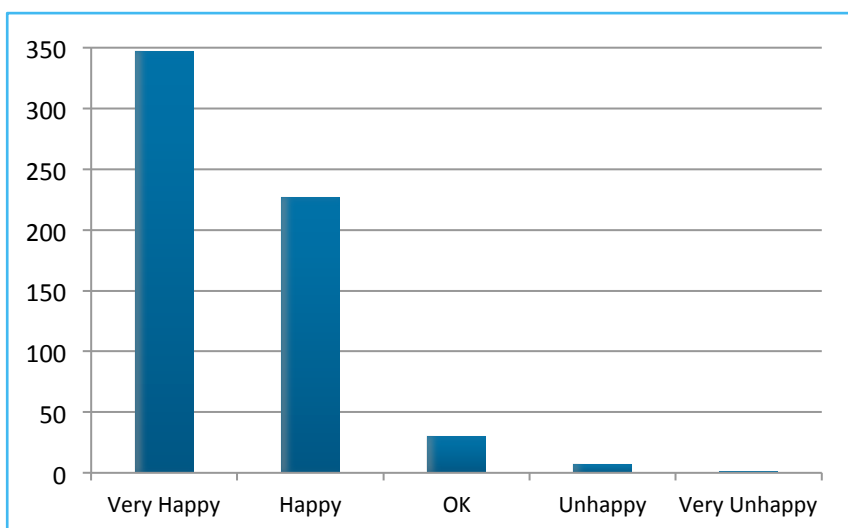
There are 6 questions in the client satisfaction survey that ask for ratings

### Question 1: When you learned your job or had further training, did you feel you had enough training?



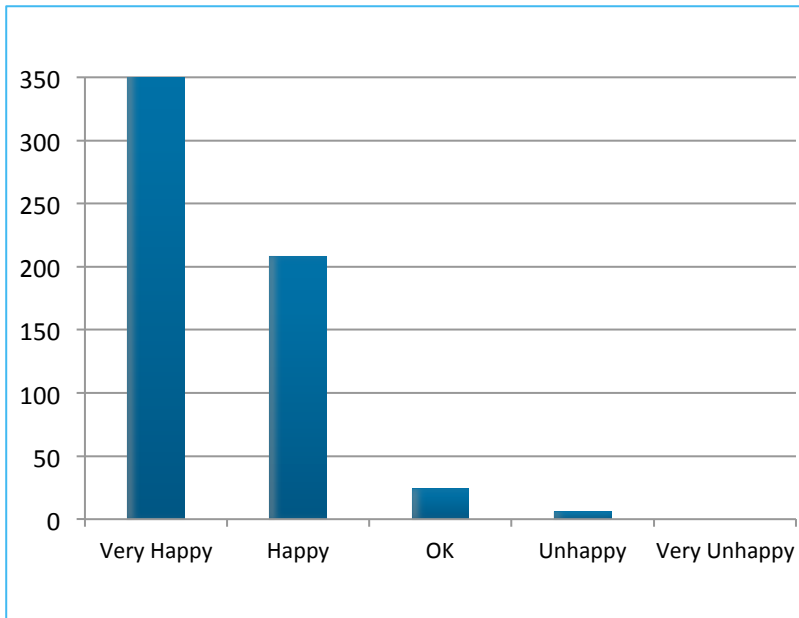
Rating	No.
Very Happy	70
Happy	81
OK	7
Unhappy	1
Very Unhappy	0
Average rating	4.4
% Happy or Very Happy	95%

### Question 2: How do you feel about your job and the work that you are doing?



Rating	No.
Very Happy	347
Happy	227
OK	30
Unhappy	7
Very Unhappy	1
Average rating	4.5
% Happy or Very Happy	94%

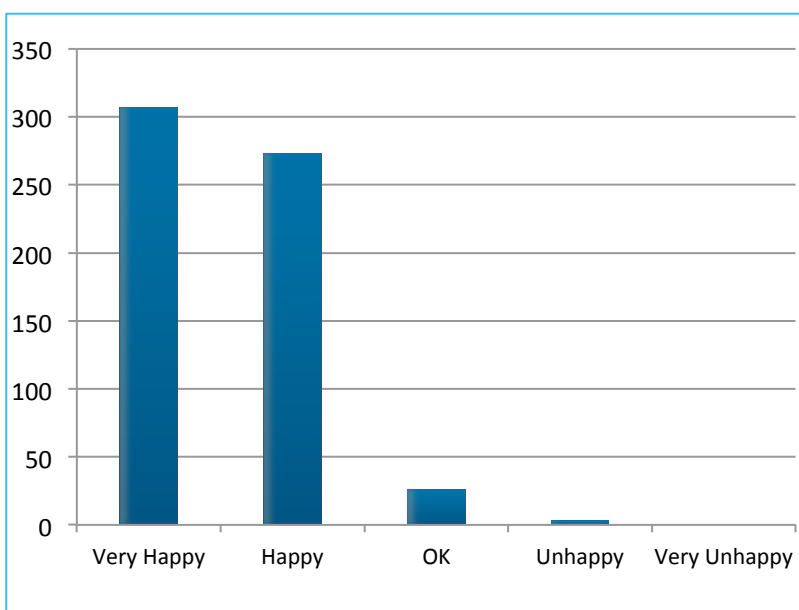
**Question 3: How do you feel about the support you are getting from your Jobsupport trainer?**



Rating	No.
Very Happy	372
Happy	208
OK	24
Unhappy	6
Very Unhappy	0

<b>Average rating out of 5</b>	<b>4.5</b>
<b>% Happy or Very Happy</b>	<b>95%</b>

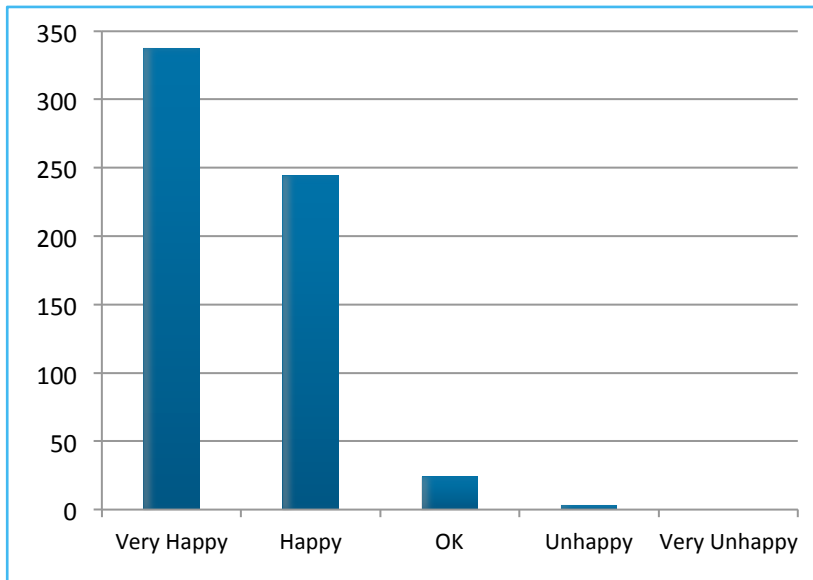
**Question 4: Are you happy with the number of visits that you have from your Jobsupport trainer?**



Rating	No.
Very Happy	307
Happy	273
OK	26
Unhappy	3
Very Unhappy	0

<b>Average rating out of 5</b>	<b>4.5</b>
<b>% Happy or Very Happy</b>	<b>95%</b>

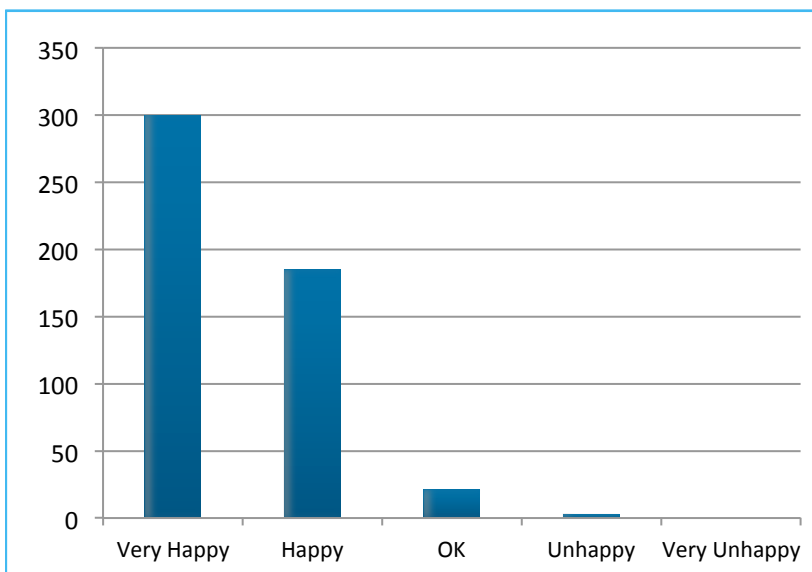
**Question 5: Does your Jobsupport trainer listen to what you say about work?**



Rating	No.
Very Happy	337
Happy	244
OK	24
Unhappy	3
Very Unhappy	0

<b>Average rating out of 5</b>	<b>4.5</b>
<b>% Happy or Very Happy</b>	<b>96%</b>

**Question 6: Does your Jobsupport trainer help you to fix problems at work?**



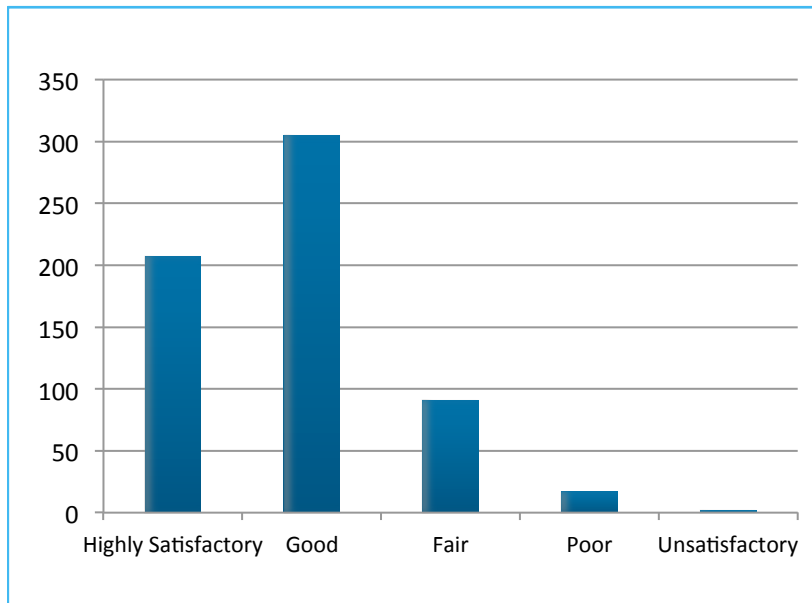
Rating	No.
Very Happy	300
Happy	185
OK	21
Unhappy	3
Very Unhappy	0

<b>Average rating out of 5</b>	<b>4.5</b>
<b>% Happy or Very Happy</b>	<b>95%</b>

Please Note: The lower number of responses to this question is a result of many clients saying they were unable to answer this question as they don't have/haven't had any problems needing to be fixed.

## EMPLOYER SATISFACTION SURVEYS

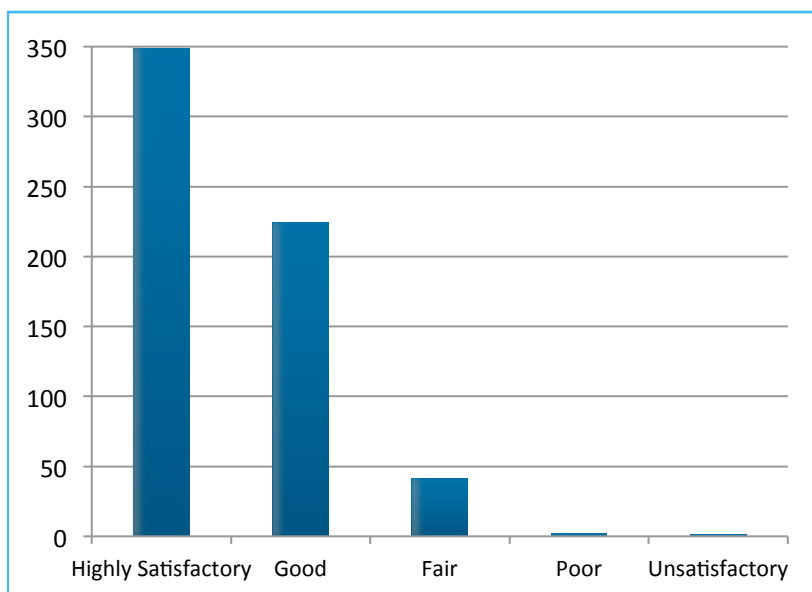
**Question 1: How satisfied are you with the performance of the client?**



Rating	No.
Highly Satisfactory	207
Good	305
Fair	91
Poor	17
Unsatisfactory	2

<b>Average rating out of 5</b>	<b>4.1</b>
<b>% Highly Satisfactory or Good</b>	<b>82%</b>

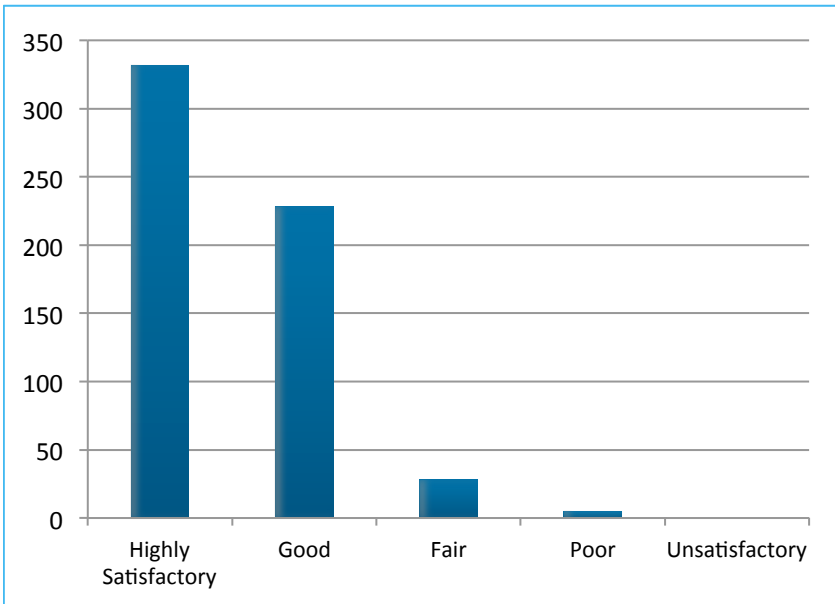
**Question 2: How satisfied are you with your current Jobsupport trainer?**



Rating	No.
Highly Satisfactory	349
Good	224
Fair	41
Poor	2
Unsatisfactory	1

<b>Average rating out of 5</b>	<b>4.5</b>
<b>% Highly Satisfactory or Good</b>	<b>93%</b>

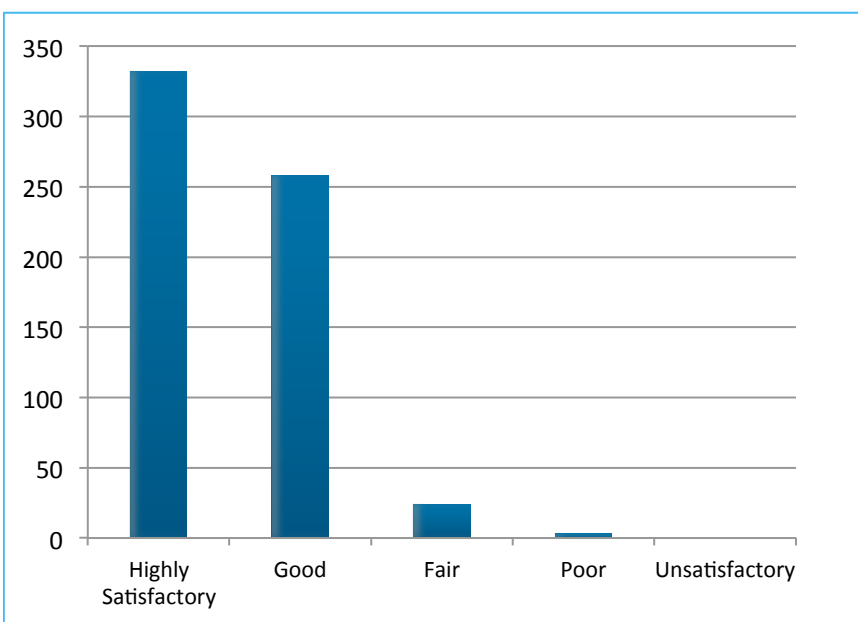
**Question 3: How effective is Jobsupport in addressing / solving any issues? Are they addressed and/or solved in a reasonable time frame?**



Rating	No.
Highly Satisfactory	332
Good	228
Fair	28
Poor	5
Unsatisfactory	0

<b>Average rating out of 5</b>	<b>4.5</b>
<b>% Highly Satisfactory or Good</b>	<b>94%</b>

**Question 4: How would you rate the service overall & how it meets your expectations?**



Rating	No.
Highly Satisfactory	332
Good	258
Fair	24
Poor	3
Unsatisfactory	0

<b>Average rating out of 5</b>	<b>4.5</b>
<b>% Highly Satisfactory or Good</b>	<b>96%</b>