

All Services Participant Survey 2018 SUMMARY REPORT

We wish to thank the 62 participants who provided feedback about our services by completing a Satisfaction Survey between December 2018 and January 2019. These annual surveys provide an important opportunity for us to evaluate our services and identify any opportunities for improvement. This was the second time that a survey was conducted across all of the programs delivered by The Bridge Employment.

A text message was sent directly to participants that included the survey link and a reminder text message sent a few days later. This was the first time a text was used to deliver the survey.

Results showed very high levels of satisfaction with The Bridge Employment services across most categories and 92% of respondents indicated that they would recommend The Bridge Employment to others. Below are highlights from the survey responses:

Planning and Activities

- 97% of respondents indicated they have been involved with planning their pathway to work and 93% agreed that staff members understand their situation and tailor the program appropriately.
- 93.5 % of respondents agreed that the activities they have been undertaking with The Bridge Employment will/have supported them to find or maintain work and 92% indicated satisfaction with the assistance received.

Job Opportunities and assistance with Employment

- 80% of respondents indicated satisfaction with the suitability of jobs they have applied for with support from The Bridge Employment
- 42 respondents indicated they had started a job with the help from the service at the time of survey completion. For those participants there was a 90% satisfaction rate in the assistance received from The Bridge Employment.

Feedback and Complaints

- 96% agree that staff explained how information is kept private and confidential and 92% indicated they are comfortable to raise complaint or give feedback about The Bridge Employment to service staff.

Staff Communication, Respect and Skills

- 95% respondents indicated confidence in the skills and knowledge of staff and 99% satisfaction with staff treating participants with respect and dignity.
- 18 people specifically commented on the friendliness/supportive/helpful nature of staff or indicated that staff are good/excellent.

Areas for Improvement

Some responses to survey questions indicated areas for improvement to service delivery. Where there was more than 5% dissatisfaction the issue has been added to our Continuous Improvement Register as an item for consideration. These areas included suggestions for better assistance to find employment and more opportunities for work experience.

Thanks again for taking part in our survey - we look forward to more of your feedback in 2019!