

Are we working for you? Feedback Campaign 2023

workwise
employment agency

What we heard from people using services

This year's "Are we working for you?" survey gathered feedback from people during March 2023. We wanted to hear directly from people so that we can improve our services and enable their voices to contribute to future developments.

We received 223 responses from across the motu - Auckland, Waikato, Thames, Taranaki, Whanganui, Bay of Plenty and Wellington - with a response rate of 15%.

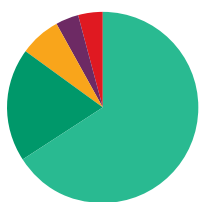
This result was a big increase on the feedback we received last time we ran our survey in 2021. We saw a high level of satisfaction from people that use Workwise services in 2023. The positive results are in line with 2020 and 2021, which means that Workwise has been consistently providing a good service to the people that need us.

We also received valuable feedback and ideas about what we are doing well and what could be done better. This feedback reminds us of the importance of good practice, and to always think about how our service is received.

We sincerely appreciate the 223 people who took the time to share their thoughts and contribute to our results for 2023.

85% of people are "satisfied" or "very satisfied" with the quality of Workwise service

This result is in line with 2020 and 2021, which means that Workwise has consistently been providing a good service.

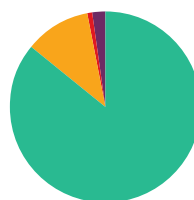


Q1. Please rate the quality of the service you received:

- 66% Very satisfied
- 19% Satisfied
- 7% Neutral
- 4% Unsatisfied
- 4% Very unsatisfied

86% of people said that they "always" receive support that meets their expectations

This result is in line with 2020 and 2021, which means that Workwise has consistently been providing a good service.

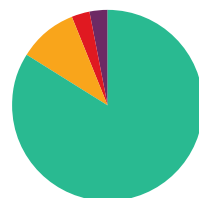


Q2. Did your employment consultant provide support in the way you expected?

- 86% Always
- 11% Some of the time
- 1% Not at all
- 2% No opinion

84% of people are positive about their progress towards achieving their employment goals

A significant improvement was reached for this question (up from 61% in 2021).

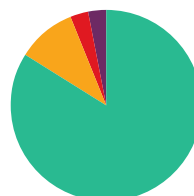


Q3. Do you think you are making progress towards achieving your employment goals?

- 84% Always
- 10% Some of the time
- 3% Not at all
- 3% No opinion

84% of people felt that the support they received was flexible

This result is in line with 2020 and 2021, which means that Workwise has consistently been providing a good service, in a way that suits a person's needs.



Q4. Do you feel that the support was delivered in a flexible way?

- 84% Always
- 10% Some of the time
- 3% Not at all
- 3% No opinion

Most people's preference is to meet in person with their employment consultant

Face-to-face was selected the most, noting that some people selected more than one method. Everyone has a different preference and this can change depending on the person's situation.

Q5. When receiving support, do you prefer to meet face-to-face or online?



214 Face-to-face



54 Phone



25 Online

Many people took the time to give us their feedback and suggestions on what could be improved

What could be improved?	Actions we will take
General feedback about my employment consultant and the employment support service	<p>Ensure that we share the feedback received with our teams and use it to continue improving our service</p> <p>We'll focus on listening better to tāngata whai mahi:</p> <ul style="list-style-type: none">• Ensure that employment consultants are well trained in assessment
Sometimes my employment consultant could be more responsive, reliable and available	<p>Increase our focus on clarity and timeliness of communication between the employment consultant and person:</p> <ul style="list-style-type: none">• Ensure that employment consultants are well trained in customer service• Include information in the Job Seeker's Welcome Pack around the service people can expect• Add a task to our Employment Plan about expectations and agreement
Make it easier for me to access information and look for work when I have difficulty understanding things, or a disability	<p>We'll review and refresh training for employment consultants, as appropriate:</p> <ul style="list-style-type: none">• Available supports for numeracy and literacy challenges• Active listening and reflective practice• In-work support – ongoing and for further roles• Working with and around barriers <p>Ensure documents and information are as accessible as possible</p>
The process takes a long time, is confusing and there is a lot of paperwork	<p>Offer the use of new tools, such as a CV builder app</p> <p>We'll develop a simplified Employment Plan that can be created by the person and shared with others</p>
Give me more help with job searching and information about different industries	<p>We'll explore more job search training for employment consultants</p> <p>Encourage sharing of best practice (tips and tricks) between employment consultants</p>



What people said

"My employment consultant gives me hope that I am a worthy person and will get a job"

"Workwise listened to what I would like to be and believed in my goals"

"I have felt safe in sharing information throughout the time with my employment consultant. My voice has always been heard and respected"

"I thought I wouldn't find a job but through Workwise I am supporting my family"

"Every obstacle I overcome gives me more confidence to overcome other obstacles"