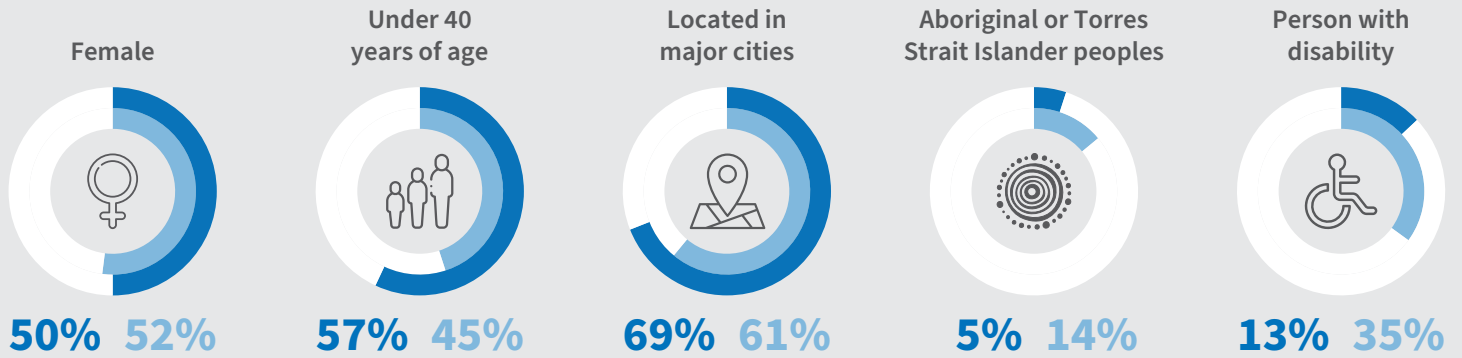




2022 Research Highlights

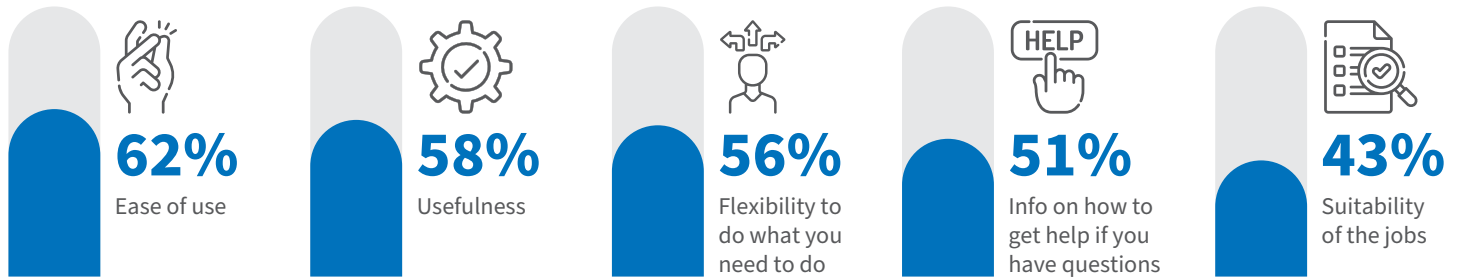
Participants' snapshot

● Workforce Australia Online ● Workforce Australia Services



Website/app functionality

(Total excellent + good)



Points Based Activation System

(Total agree)



Overall satisfaction

(Total satisfied)



Workforce Australia Online



Workforce Australia Services

Helplines





Flexibility in scheduling appointments with provider

(Total respondents with provider services)



66% said scheduling provider appointments was flexible

Assistance received from provider (Top 3)

(Total respondents with provider services)

65%



Talked to you about how they will help you get a job

58%



Encouraged you to use the Workforce Australia platform

56%



Helped you with the points system

Preferred job search websites

(Total respondents with online services)

Workforce Australia

26%

Other job search websites

66%

Don't know/Prefer not to say

9%

Respondent comments

Provider appointments



Focus Group
Workforce Australia Services
Regional

Mine's phone, but sometimes I go in there; I just pop in when I need to ... I just drop in, yeah.

Overall, [it was a] good [experience]. Except for the fact that I seemed to get inconsistent information month by month. Most of the time, whoever I spoke to was quite understanding [and] overall, the service was fine. My one piece of feedback would be [that there was a lack of] clarity surrounding the information

Satisfaction with helplines



Focus Group
Employed Participants
Nationwide

