

**Service
Standards
Survey**

2009

Background

PEP Employment is an accredited disability support agency funded by the Commonwealth Department of Education, Employment and Workplace Relations (DEEWR). PEP Employment is required by the Federal Government to survey our clients annually for feedback on our performance against the National Disability Services Standards. The questions asked in the client survey form specifically address the National Disability Service Standards.

Thank you to everyone who took the time to complete the survey form and return it to us. Your support is greatly valued by the team at PEP.

Method

A questionnaire was available to all clients who attended PEP offices at Gosford and Hornsby between the 17 June and 27 July, 2009. Surveys were also posted out to clients with a stamped return envelope enclosed. Clients were asked to complete the form and deposit this in a sealed box in the reception area of each site or to post back in the return envelope provided. We received 126 completed surveys which is a response rate of 55% of all PEP clients between the two sites.

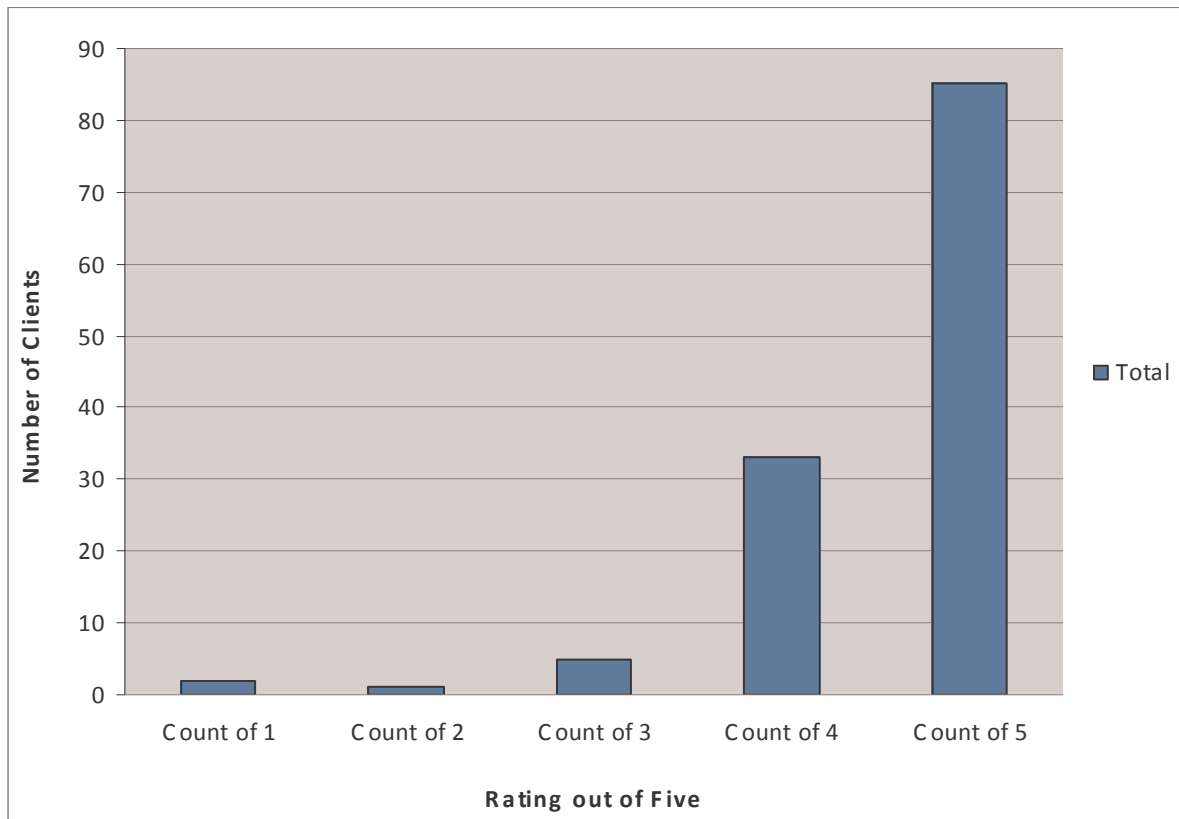
The survey was anonymous and no identifying information was asked in the survey. The survey consisted of 18 fixed response questions in which the clients were asked to indicate, "Yes", "No" and "Not Required", "When Required", "Sometimes", or "Not Sure", as appropriate to the question. Where respondents did not select one of the standard responses, their response was marked as "Blank" in the analysis.

In addition to the 18 fixed response questions, clients were invited to give feedback as to the things they do and don't like about PEP and were asked to provide any suggestions for changes they would like to see at PEP. Of the surveys returned, 97% of clients provided feedback in the free text field. These responses can be found in the qualitative response section at the end of this report.

In the following pages, the data is presented graphically for each question in the main survey followed by explanatory notes.

Question 1: Please give PEP an overall rating for its services in helping you to achieve your employment and career goals.

Circle your rating - 1 being very poor, 5 being very good

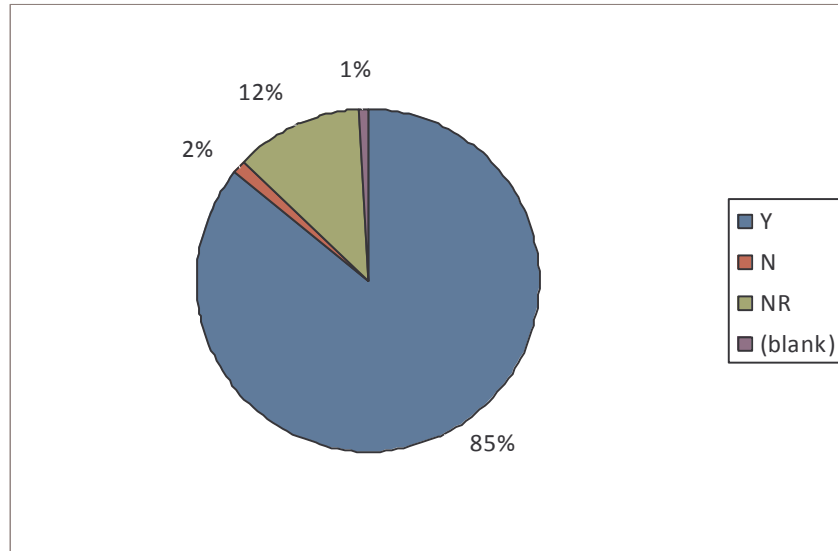


67% of PEP clients completing the survey indicated that they felt the service they were provided at PEP was “Very Good”, 26% gave a rating of 4 and 4% gave a rating of 3.

A “Very Poor” rating of only 2% and a non response rate of 0% is noted.

Question 2: Does PEP provide you with rehabilitation/preparation to re-enter the workforce?

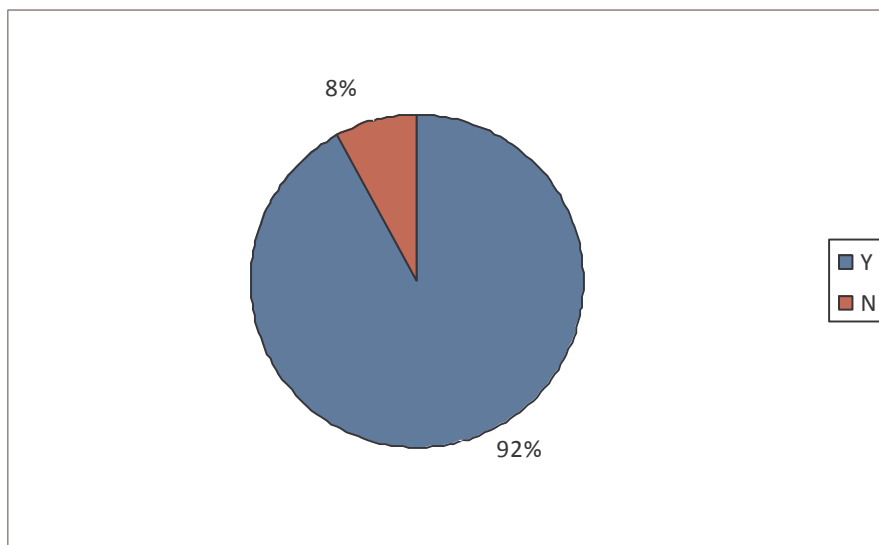
Yes (Y) No (N) Not Required (NR)



The data (with 85% “Yes” response and 12% “Not Required”) indicates that PEP is working to meet the individual needs of the clients.

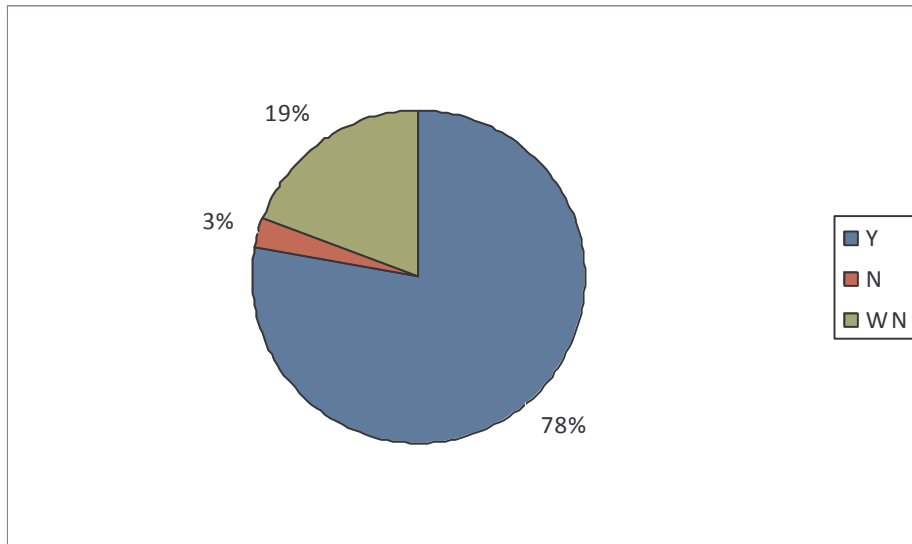
It is worth noting here, that under DEEWR program policies, PEP is not funded to provide rehabilitation services for clients.

Question 2a: Does PEP offer helpful career advice? Yes (Y) No (N)



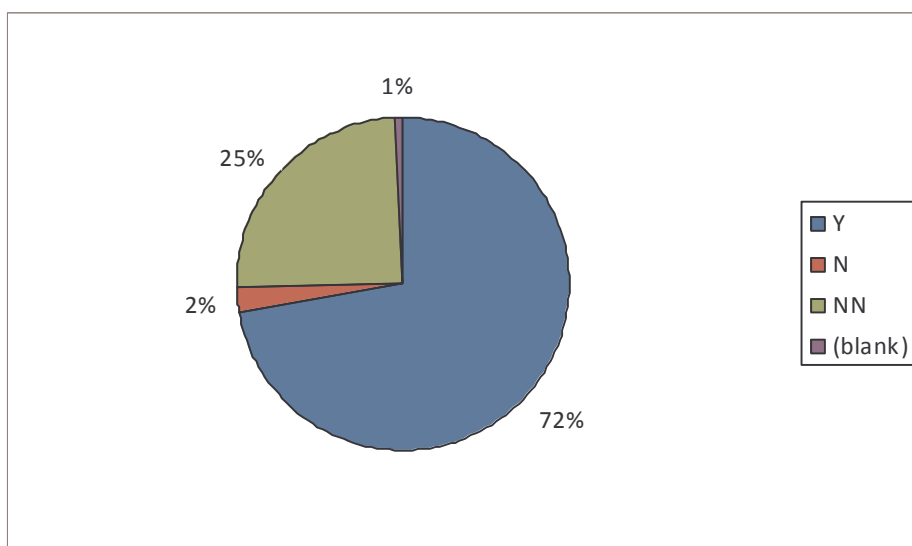
A significant majority (92%) of respondents indicate that the career advice provided to them through PEP is sound and helpful.

Question 2b: Does PEP assist you with preparing your resume? Yes (Y) No (N) When Needed (WN)



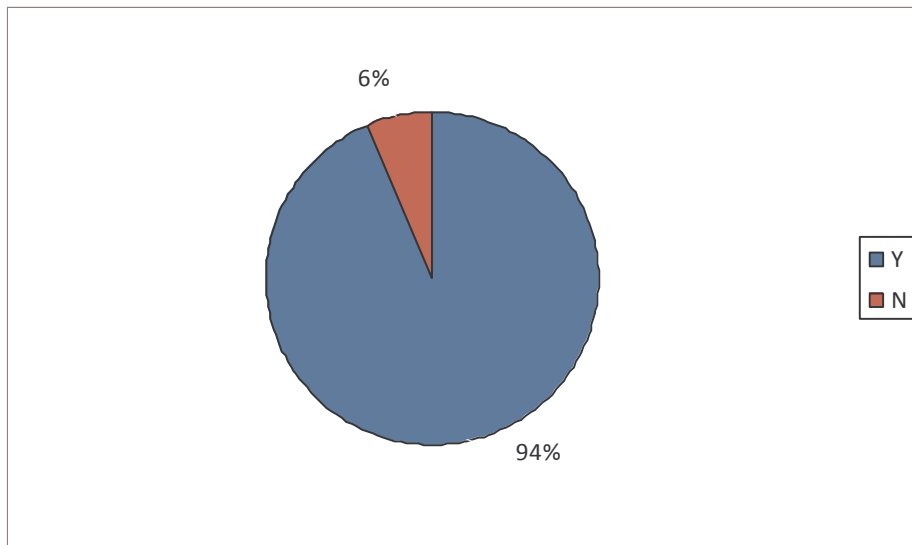
The majority of PEP clients seek assistance and advice from their consultant in preparing their resume. Some clients are competent with preparing a resume and seek advice and assistance only as needed.

Question 2c: If you have been out of the workforce for some time, and need assistance with vocational training, does PEP provide support and financial assistance with this? Yes (Y) No (N) Not Needed (NN)



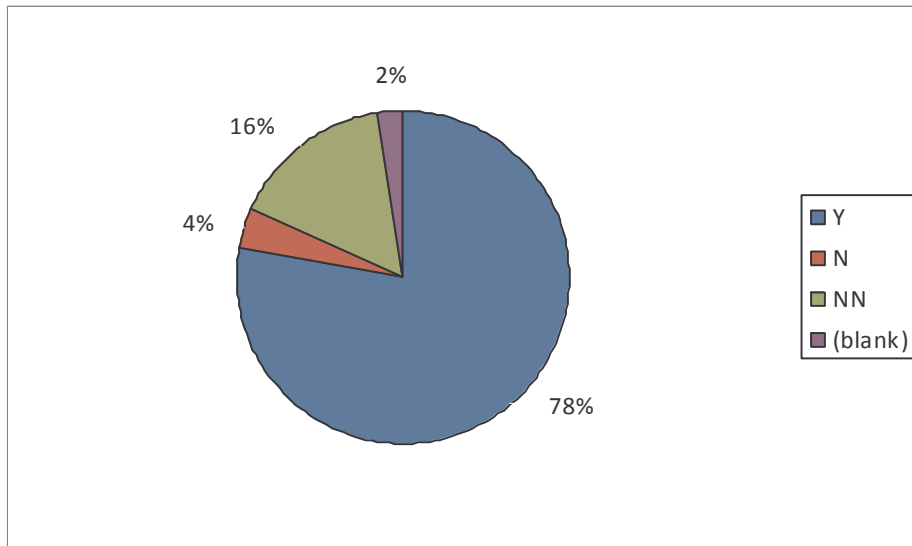
Often clients who are referred to PEP have not been in the workforce for a period of time, and as a result they need further training. In these instances, PEP will assist individuals to access appropriate training before entering the workforce.

Question 2d: Do you feel PEP staff supplied you with enough information to help you decide what direction your jobsearch should take? Yes (Y) No (N)



In this survey, 94% of respondents indicated that PEP assisted them with appropriate support and information about the direction their jobsearch should take.

Question 3: Does PEP ensure that you know your rights and responsibilities when you start a new job? Yes (Y) No (N) Not Needed (NN)

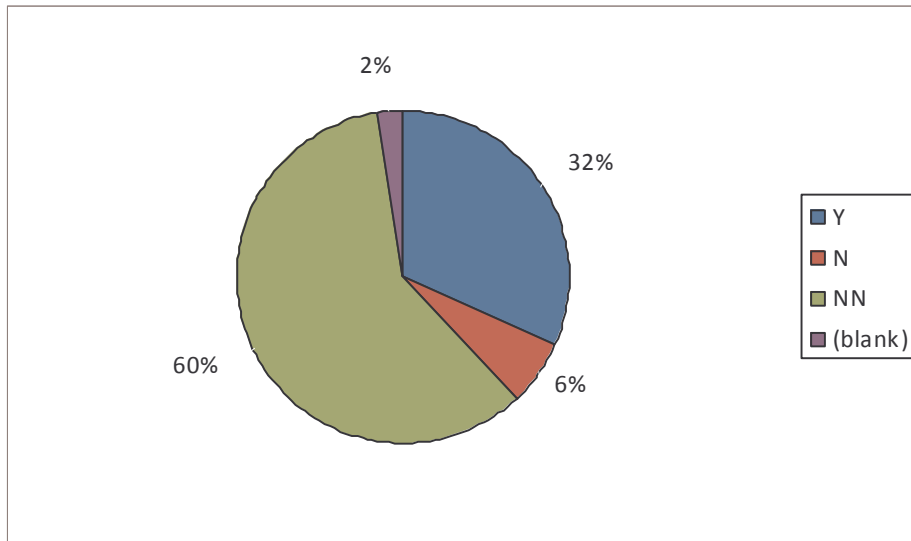


Of the respondents, 78% of clients indicated that PEP provides assistance to understand rights and responsibilities of the workplace.

The percentage of clients who either didn't respond or answered "No" or "Not Needed" is most likely due to:

- a) some clients have not yet gained employment with PEP support, or
- b) some clients are well informed of their rights and responsibilities in employment based on previous work history and experience.

Question 3a: Do PEP consultants contact your employer at your request to sort out any problems with work or salary or conditions? Yes (Y) No (N) Not needed (NN)

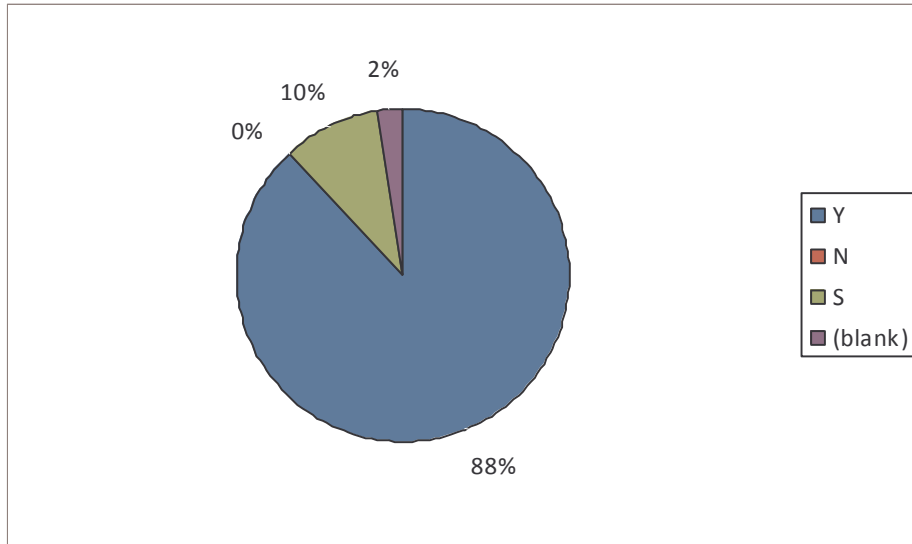


60% of the respondents indicated that this level of support is not needed. This most likely reflects that:

- a) a high number of clients either do not disclose their disability or their illness to their employer or they do not seek or require direct support in the workplace, and
- b) Some clients have not gained employment at this time.

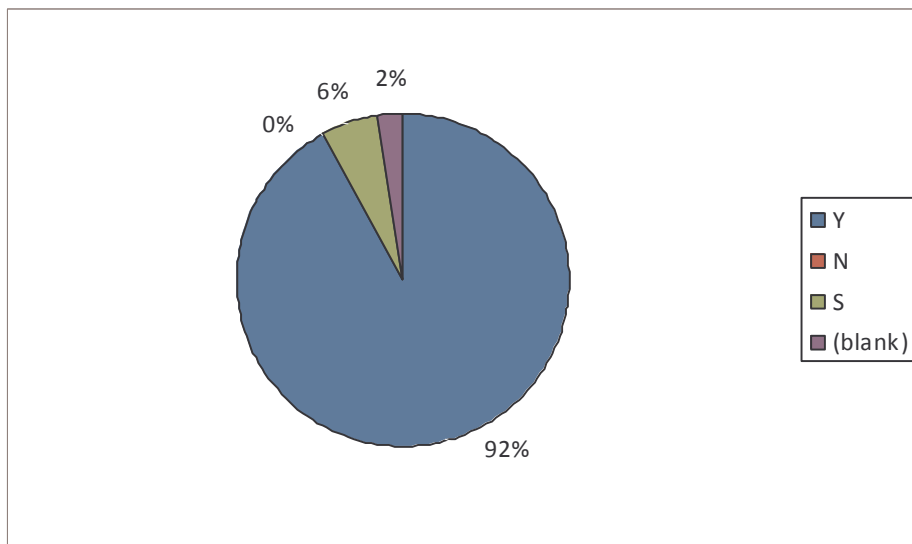
Of the remaining respondents the majority indicated that PEP does assist in the workplace as needed.

Question 4: Do PEP staff understand your mental health issues and your personal employment needs? Yes (Y) No (N) Sometimes (S)



A significant majority of respondents (88%) indicated that PEP staff understand their mental health issues and related employment needs. No respondents indicated that PEP staff do not understand these issues.

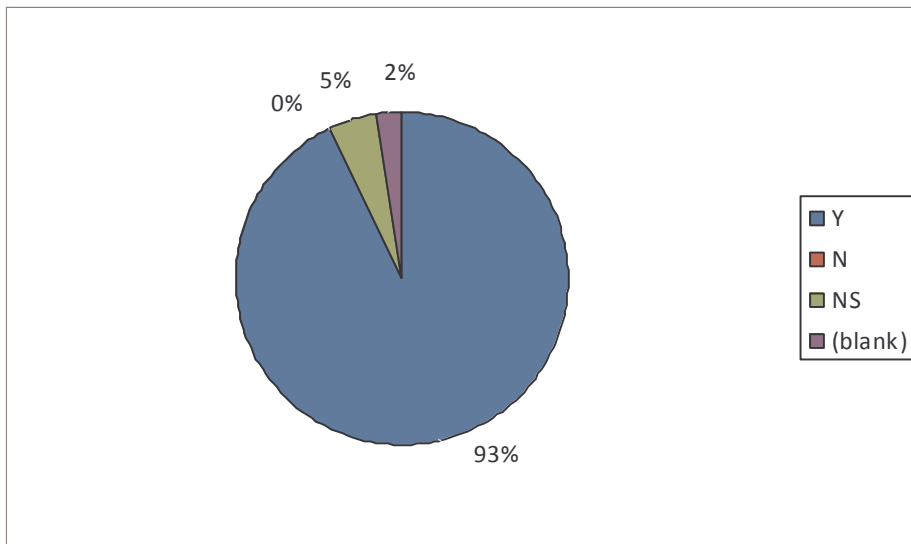
Question 4a: When you mention something that is important to you, do PEP staff listen and respond to it? Yes (Y) No (N) Sometimes (S)



92% of respondents felt that PEP staff listen and respond to their concerns. Again, no respondents indicated that this is not the case.

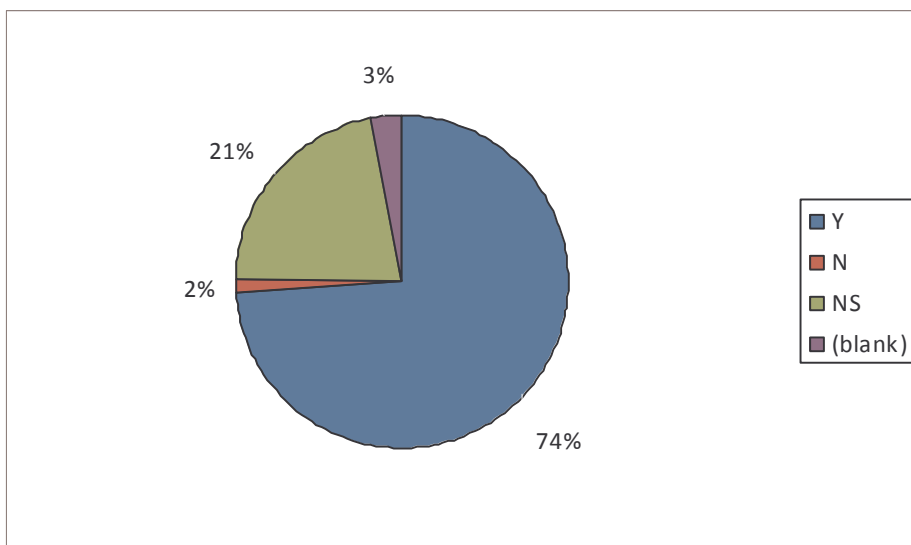
The results for questions 4 and 4a indicate that PEP staff demonstrate good understanding and are attentive to clients in relation to their mental health issues, employment needs and client areas of concern.

Question 4c: Do you feel confident that your personal information is kept private and treated with respect by PEP staff? Yes (Y) No (N) Not Sure (NS)



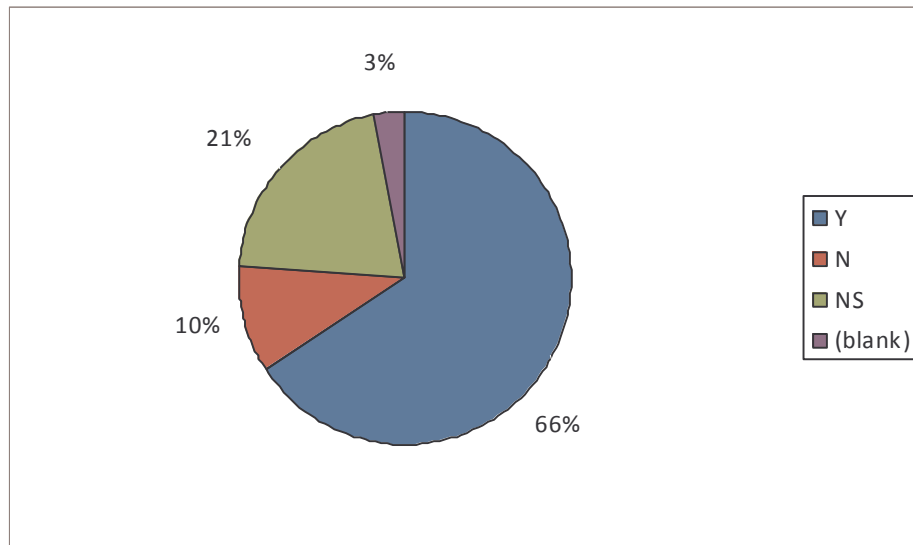
93% of respondents feel that the information that is collected and maintained by PEP is not disclosed unless appropriate and is treated with respect. Five per cent of respondents were unsure.

Question 4d: Do you have an individually-tailored service agreement with PEP which is revised regularly and/or when you request? Yes (Y) No (N) Not Sure (NS)



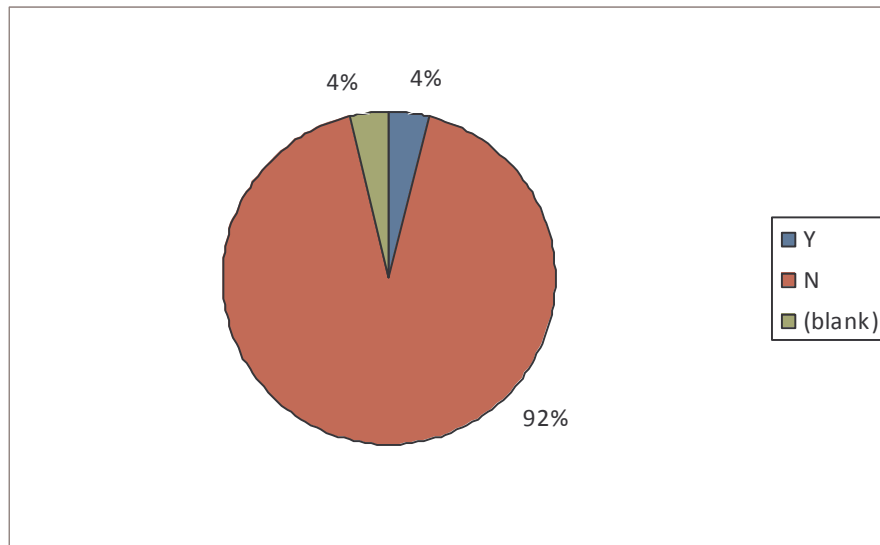
Note: All PEP clients must have an individually-tailored and signed agreement with PEP, now called an *Employment Pathway Plan*, in accordance with DEEWR requirements. The *Employment Pathway Plans* are reviewed regularly. However, 21% of respondents were unsure if this is the case.

Question 5: If you are not satisfied with the some aspects of PEP's services or the support you are offered, do you know how to go about making a complaint at PEP? Yes (Y) No (N) Not Sure (NS)



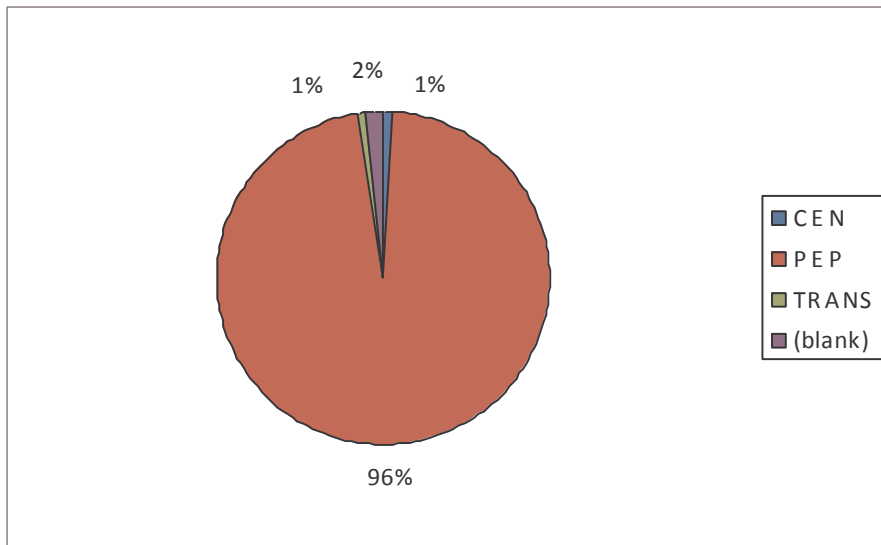
66% of respondents indicated they do know how to go about making a complaint. 31% either were not sure or did not know how to do this.

Question 5a(i): Have you ever made a complaint at PEP? Yes (Y) No (N)



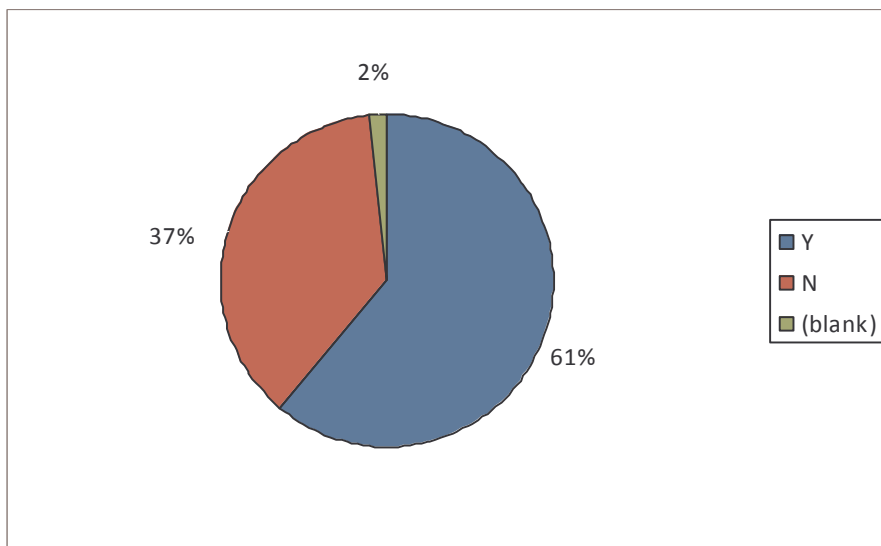
Only five respondents indicated they had made a complaint at PEP. Of these respondents, three indicated they were satisfied with the outcome of the complaint and one was not.

Question 5c: If you wanted to complain about something at PEP, would you talk to someone at PEP about it or would you go to Centrelink or another agency? Please circle the option that you would choose. Talk to PEP first Tell Centrelink Ask to be transferred to another provider



96% of respondents answering this question indicated they would talk to PEP first if they had a complaint about the service provided. Only 2% of respondents did not answer this question. This suggests a high level of trust and respect between clients and staff at PEP.

Question 5d(i): Did you know the PEP office has a suggestion box for anonymous or signed feedback? Yes (Y) No (N)



Question 5d(ii): Are you likely to use it? Yes (Y) No (N)

61% of respondents indicated they knew that the PEP office has a suggestion box for feedback about the service while 37% indicated they did not. Further to this issue, in part (ii) of this question 40% of respondents indicated they would be likely to use the feedback box while 56% indicated they would not.

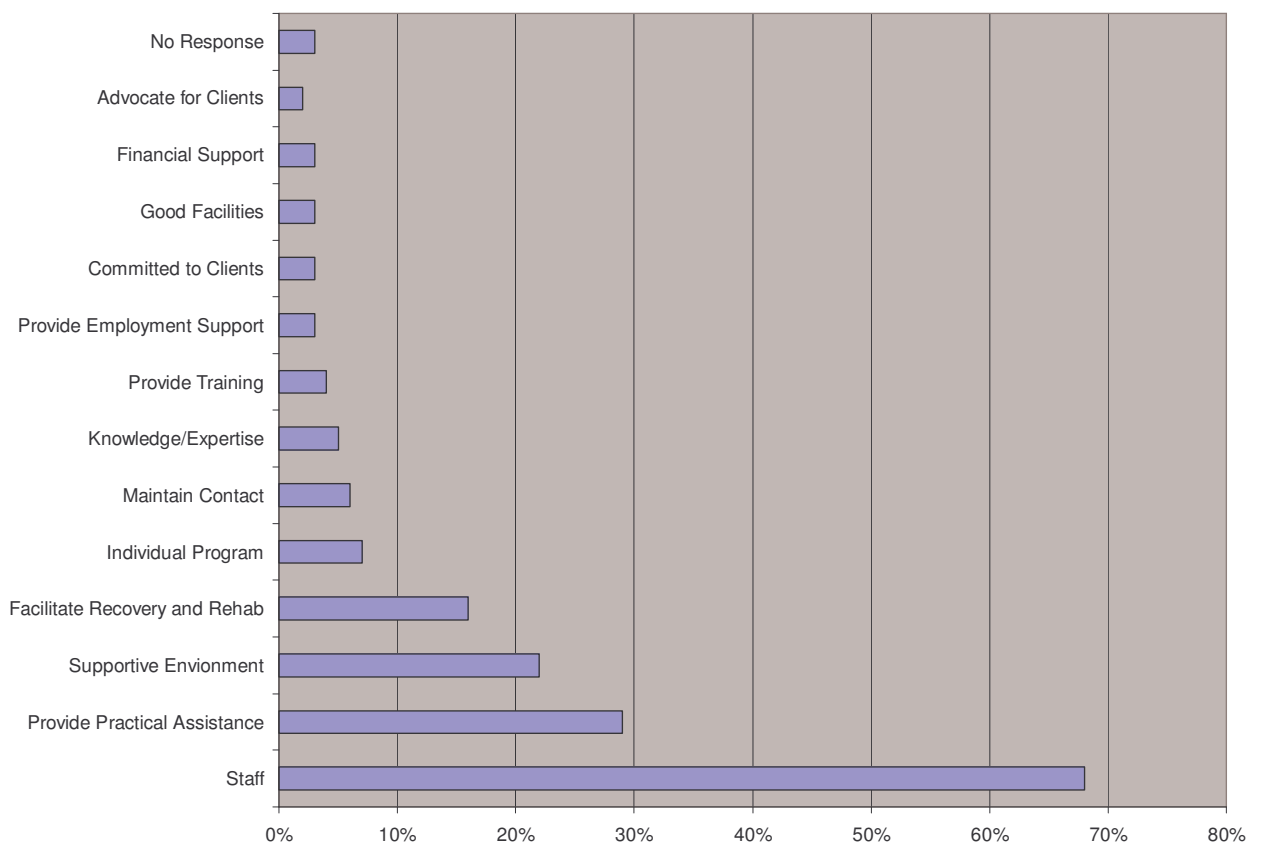
For questions 6.1, 6.2 and 6.3, quantitative analysis was undertaken on the comments provided in this section of the survey. Common factors were identified and responses to these were counted. The tables below demonstrate the common responses and the percentage of clients who have identified each factor. Please note that some clients included comments on several of the areas identified in their responses to these questions.

Question 6.1: Please tell us the best things about PEP in your view.

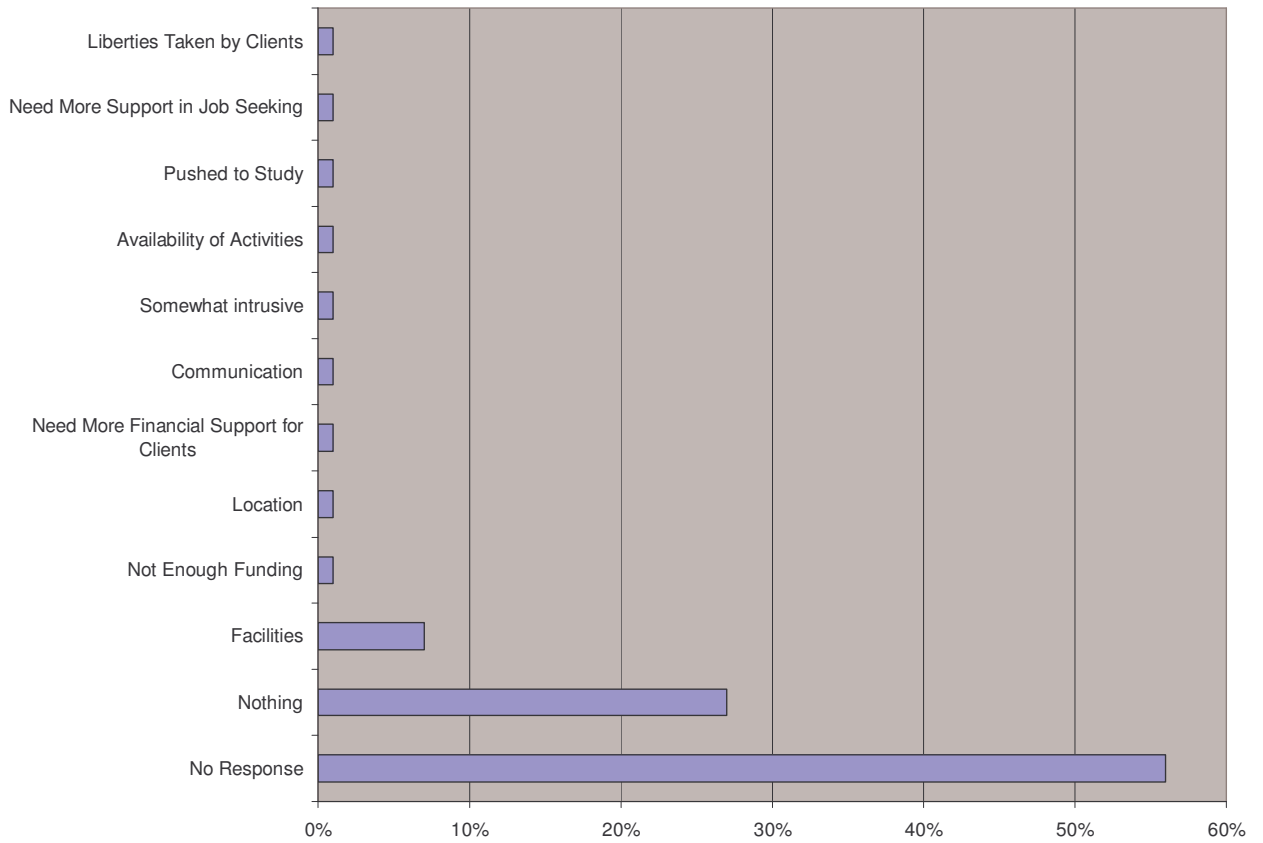
97% of respondents made comments in this section. This is a significant result indicative that clients have strong positive thoughts about the service provided to them at PEP.

The majority of the respondents indicated that the PEP staff are the most significant positive aspect of the service provided. Within this respondents described staff as being: caring; helpful; friendly; compassionate; understanding of the client’s illness and its impacts both personally and in relation to work; non-judgemental; professional; positive; approachable; and very knowledgeable. They also indicated PEP staff have genuine concern and interest for the clients, are committed to the clients and the work they do, and are advocates for the clients.

Other areas identified, i.e./ assistance with mental health issues and providing access to rehabilitation services and programs to facilitate recovery; and providing financial support, indicate that the service at PEP goes well beyond providing assistance with employment matters.

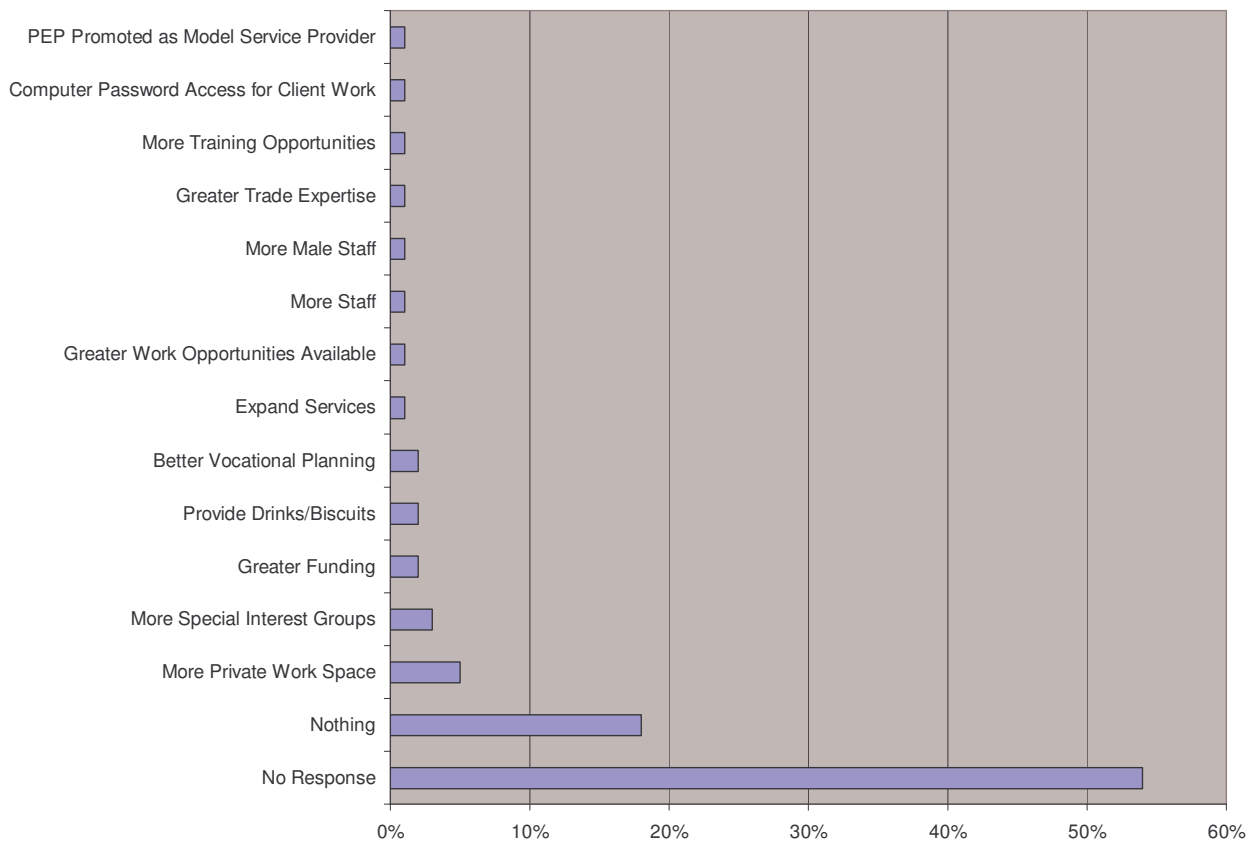


Question 6.2: And the things you don't like?



56% of respondents did not answer and 27% indicated “Nothing” in response to the question of listing anything that they did not like about PEP. This is also a significant result as it would appear that there are very few complaints about what is offered at PEP.

Question 6.3: And any changes you would like to see at PEP?



Again here there was a No Response rate of 54% and a “None” response of 18% which suggests that respondents are generally happy with the service they receive at PEP and do not have any suggestions for any changes they would like to see.