

VOICE PROJECT CLIENT SURVEY

We heard your voice!

In October & November 2009, Break Thru asked clients to complete a survey, which asked how well you thought Break Thru was doing in a number of important areas.

650 clients completed the survey.

And...THE RESULTS ARE IN!!!

Areas where you said Break Thru is doing well:

- Break Thru staff are friendly
- Break Thru treats clients with respect
- Break Thru Consultants provide enough support to clients when they start a new job
- Break Thru makes clients feel welcome
- Break Thru staff have good people and communication skills
- High satisfaction levels with the service provided to clients
- Clients would continue to use the Break Thru service if they needed to
- Staff within Break Thru do their job well

Areas where you said Break Thru could improve:

- Improve the advertising, promotion, brand and awareness of Break Thru
- Ensure that translation services continue to be provided for clients in need
- Create more opportunities for clients to access job-related training
- Continue to ensure clients know how to provide feedback about Break Thru if they need to



How will the VOICE Project help you?

- Break Thru's Management team will develop a plan to implement your recommendations, and your feedback will help Break Thru staff deliver better services to you
- Break Thru will keep you informed of the progress we make to continually improve our service

A **BIG THANK YOU** to everyone who contributed!

breakthru.org.au

Breaking thru barriers, creating futures.

