



Outcome of feedback from Disability Employment Services (DES) Clients November 2017

Feedback collated and analysed from both the Focus Group and client surveys:

- All clients felt respected and that their *Employment Advisers* are providing the services they need and want, that they genuinely care about their clients and want to support them towards achieving their goals
- Across all the feedback via either the completed questionnaires or the focus group attendees, there was only a single person who was not happy with *TURSA* (and this was from a questionnaire)
- All except one client stated they would be happy to recommend *TURSA* to their family and/or friends, the dissenting client commented they would recommend “half-heartedly”
- Concern was raised regarding the accessibility of the reception bell – arrangements are currently in place for a buzzer to be installed at each site on the front side of the counter, as this is more visible and accessible. Also, a full time *Customer Service Officer* is being appointed to the Lismore site
- A recommendation was made about having a Community Notice Board set up in offices – this was considered, however our primary focus must remain assisting clients towards gaining and sustaining employment. Whilst this is a good idea, ultimately these need to be maintained to ensure currency of content, and issues may arise if a community organisation cannot be accommodated because of the number/volume of other notices on the board at any particular time. Each site does have brochure/information stands that contain local information and resources regarding employment
- There was also a recommendation that ‘job club’ type groups be set up on a regular basis. A training calendar has been set up for North Coast that includes job searching and other soft skills programs such as Resume Writing, Healthy Lifestyle and Career Planning. Clients receiving Disability Employment Services (DES) from *TURSA* can access and be integrated into these programs. A reminder will also be sent to DES staff reminding them that DES job seekers can also participate in a WfD Placement to increase their skill set and employability
- Where it may not already be in place, each site will also put up a sign on the front side of the counter identifying the location of the closest disabled parking and toilets
- Lismore training and public computers have been updated since the floods and there should not be any issues with these. Our ICT section is currently reviewing the public access and training computers for the Kyogle and Casino sites
- A number of clients at the focus group appreciated the opportunity to participate, one person saying “It’s great to meet like this and be able to have our say”.