

NPS SUMMARY

MARCH 2016 – MAY 2018

GOVERNMENT ADMINISTRATION & DEFENCE

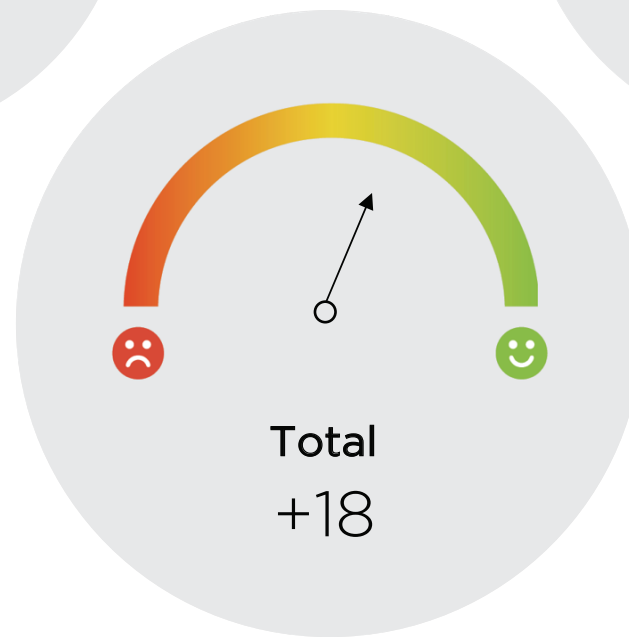
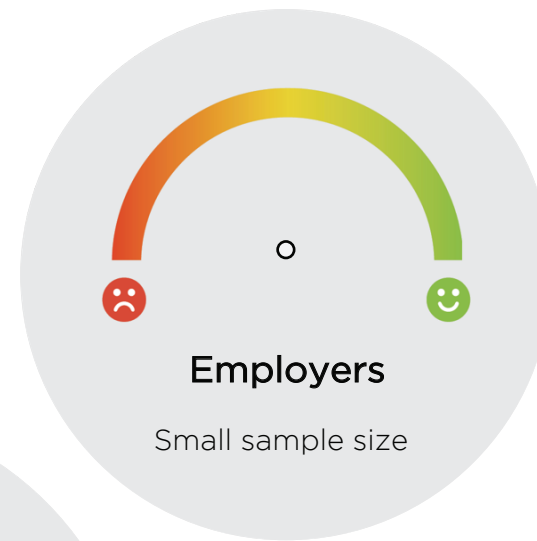


TOTAL* n=136
*Total survey responses for this industry

MEAN EXPECTATION 3.31

MEAN CUSTOMER EFFORT 7.35

NPS



CUSTOMER SERVICE MEAN SCORES



Polite & friendly

TOTAL	4.0
Injured Worker	4.0
Employer	4.0



Easily accessible

TOTAL	3.4
Injured Worker	3.3
Employer	4.0



Easy to understand

TOTAL	4.2
Injured Worker	4.2
Employer	4.0



Knowledgeable & helpful

TOTAL	3.6
Injured Worker	3.6



Dealt with in timely manner

TOTAL	3.3
Injured Worker	3.3



Clear instruction & expectations

TOTAL	3.7
Injured Worker	3.7



SURVEYS

Sent in last 12 months



Sent survey invitations

487



Responses received

71



Injured Workers

67



Employers

4



MARCS



MARCS

26

Most at risk customers, 0-4 score in NPS



Injured Workers

23



Employers

1



Others

2