

**NPS SUMMARY**  
MARCH 2016 – MAY 2018

**HEALTH & COMMUNITY SERVICES**

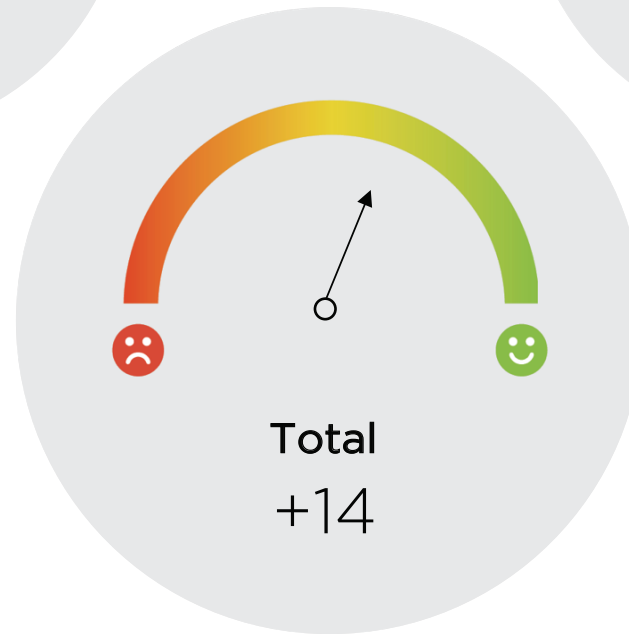


**TOTAL\*** n=3,140  
\*Total survey responses for this industry

MEAN EXPECTATION ..... 3.42

MEAN CUSTOMER EFFORT ..... 6.82

**NPS**



**CUSTOMER SERVICE MEAN SCORES**



**Polite & friendly**

TOTAL .....	4.1
Injured Worker .....	4.1
Employer .....	4.2



**Easily accessible**

TOTAL .....	3.4
Injured Worker .....	3.5
Employer .....	3.3



**Easy to understand**

TOTAL .....	3.7
Injured Worker .....	3.8
Employer .....	3.5



**Knowledgeable & helpful**

TOTAL .....	3.7
Injured Worker .....	3.7



**Dealt with in timely manner**

TOTAL .....	3.5
Injured Worker .....	3.5



**Clear instruction & expectations**

TOTAL .....	3.6
Injured Worker .....	3.6



**SURVEYS**  
Sent in last 12 months



Sent survey invitations 8,944



Responses received 1,430



Injured Workers 1,305



Employers 125



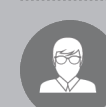
**MARCS**



MARCS 650  
Most at risk customers, 0-4 score in NPS



Injured Workers 548



Employers 59



Others 43