

Your voice matters



Easy English

This information is written in an easy to read way.

We use pictures to explain some ideas.

Some words are written in **bold**. We explain what these words mean.

You can ask for help to read this document.

A friend, family member or support person may be able to help you.

You may not want to read this whole document at once.

There are 2 main sections.

You may like to read these 1 at a time.

About this guide

This guide lets you know about our **Customer Surveys**

A survey is a set of questions, where you can give your opinion.

Tell us what you think



Sometimes we will ask you about your experience with us.

We use this information to improve the services that we provide to you and others like you.



We send the survey by email or SMS. It will come from 'CoAct Employment'.



Each survey starts with the same question:

How likely are you to recommend your employment services provider (CoAct Employment) to a friend or family member?



We will send you a survey every 3 months.

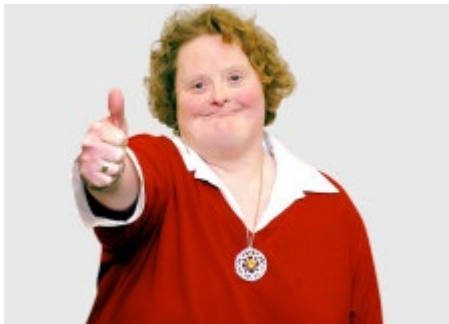
Survey scoring



1, 2, 3, 4, 5, 6 means you are unhappy with our service.



7, 8 means you think our service is ok.



9, 10 means you love our service and would recommend us to family and friends.

Do I have to do the surveys?



No. You can choose if you want to do the survey.