

SES Client Satisfaction Survey Results Summary

Earlier this year, the Tasmania State Emergency Service carried out a Client Satisfaction Survey in order to ascertain the level of satisfaction with training among volunteers and gain a better understanding of issues and possible improvements in the area of Vocational Education and Training conducted by the organisation.

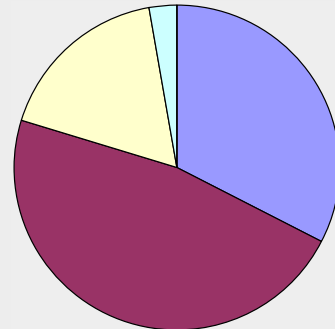
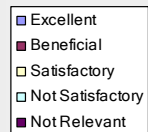
In total, 150 volunteers responded to the survey, which consisted of 11 questions relating to training. Volunteers were asked to indicate their level of satisfaction and/or provide feedback on what areas they thought worked well and what areas they thought were in need of improvement.

Question 1: How would you rate the quality of the training you are currently receiving?

80% of respondents indicated a high level of satisfaction with current training.

Comments indicated that many volunteers are satisfied with the practical nature of the training, working as part of a team, the knowledge and experience of trainers and the Nationally accredited status of the training.

Some volunteers also indicated that course cancellations could be handled differently and that more cross-unit, cross-region and cross-agency training would be welcome.

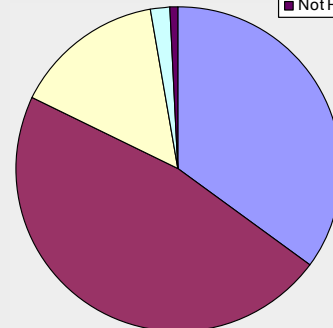
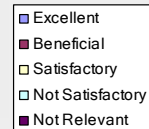


Question 2: How would you rate the quality of training materials/assessments you have received?

85% of respondents indicated a high level of satisfaction with the quality of training materials and assessments.

Many volunteers said the training materials are informative and easy to read.

However, it was indicated that training materials should be kept up to date and that they should be provided prior to the course.

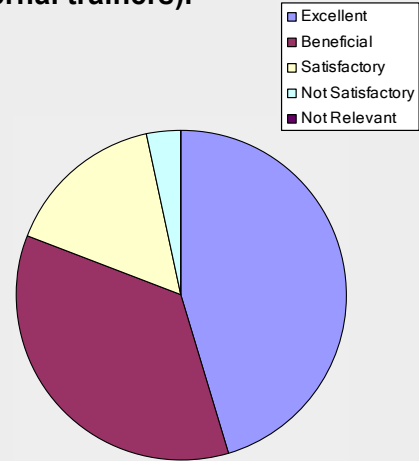


Question 3: How would you rate the regional trainers you have experienced? (This includes regional training staff, unit trainers and external trainers).

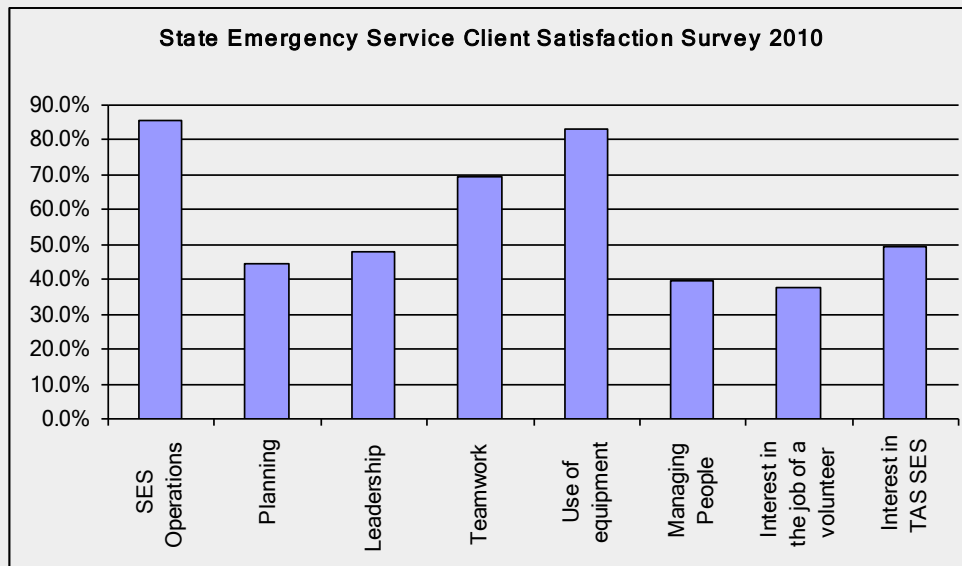
80% of respondents rated their trainers highly.

Volunteers felt that the trainers had a wealth of knowledge and experience, were approachable and displayed a high level of professionalism.

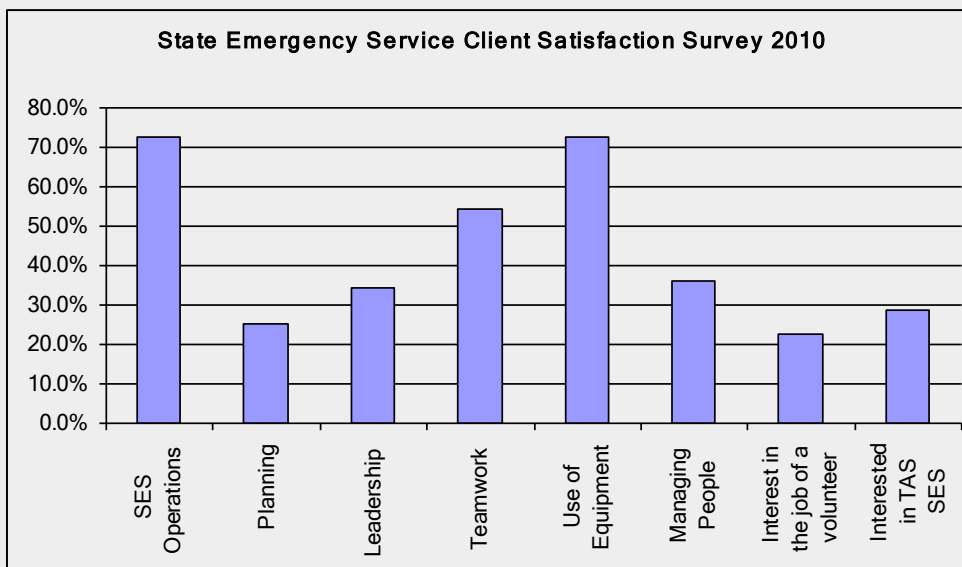
Comments indicated that some volunteers thought unit trainers would benefit from further professional development in the area of training.



Question 4: In which areas has training increased your skills and/or knowledge?



Question 5: Which have been your areas of greatest improvement during your participation in the TAS SES?



Question 6: Are there any areas you think the SES Learning section could improve to provide you with quality training? If so, please outline the areas that could be improved.

There were 64 responses to this question, including:

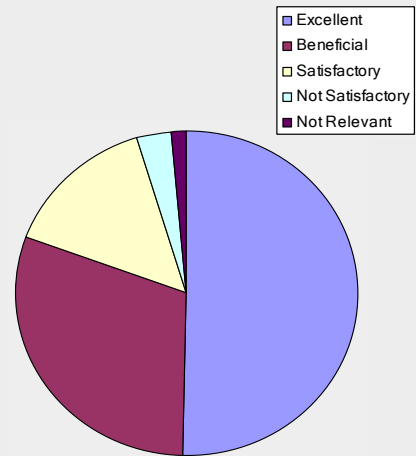
- Training materials on-line to enable members to read them prior to courses
- More challenges for experienced/advanced members
- Training of team leaders
- More courses offered
- More training with other agencies, regions and units.

Question 7: How would you rate the quality of learning support provided to you by the Regional Training Officers?

80% of respondents rated the quality of learning support from the Regional Training Officers highly, and 50% thought the quality was excellent.

Volunteers generally felt that the Regional Training Officers were knowledgeable, approachable and contactable.

Volunteers would prefer to have more Regional Training Officers available to cover cancellations and remote areas and to oversee training of unit trainers.

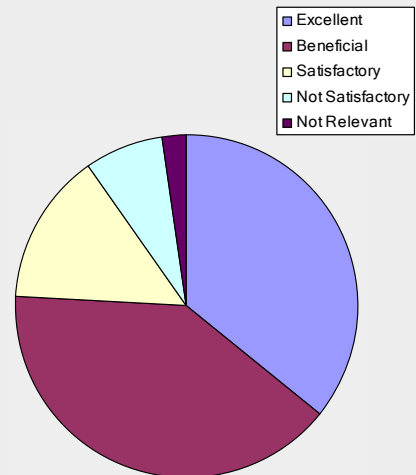


Question 8: How would you rate the overall quality of training activities you are receiving from your unit?

76% of respondents rated the quality of training activities as above satisfactory.

Volunteers indicated that unit training exercises team-building skills, is relevant to the Unit's role and improves the practical skill levels of members.

Volunteers would like to train more often with other units and agencies to ensure consistency of training and prefer training to be well organised.

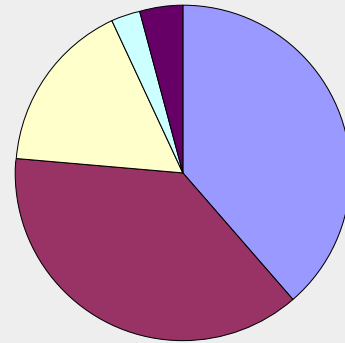
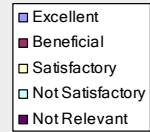


Question 9: How would you rate the organisation's commitment to volunteer training?

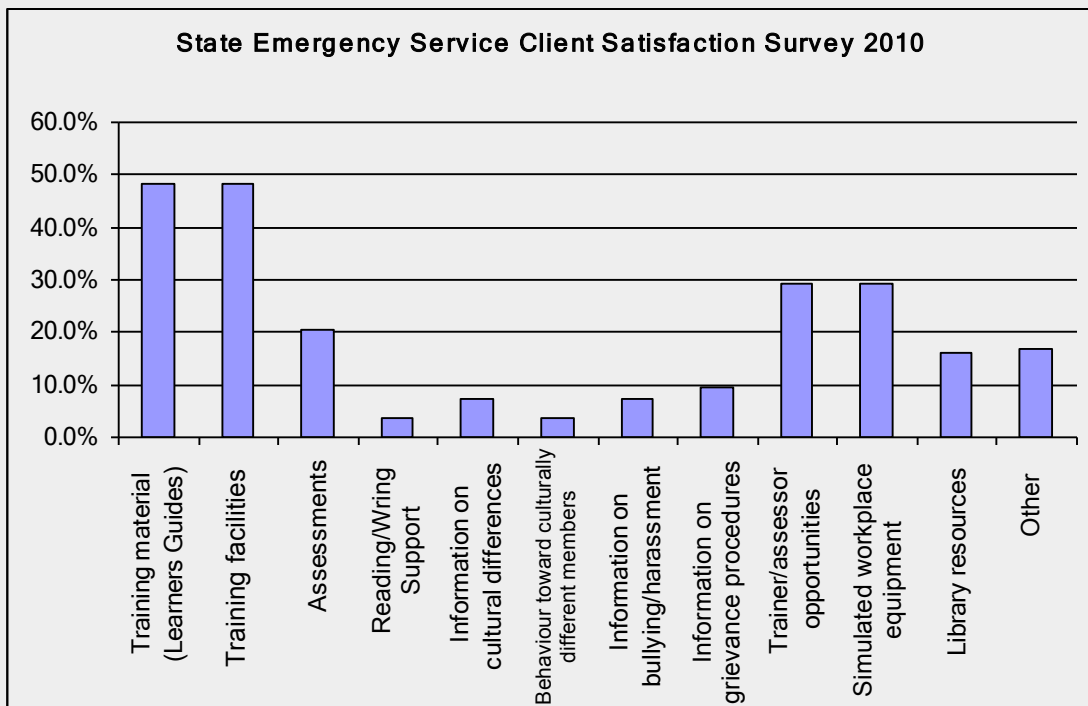
75% of respondents believed that the organisation's commitment to volunteer training was more than satisfactory.

Comments indicated that SES staff demonstrate commitment by providing training plans, organising training, timing training to suit as many as possible and providing help and encouragement when needed.

However, some volunteers felt that the timing and spacing of courses, more advance notice of course dates and fewer cancellations would see an improvement in this area.



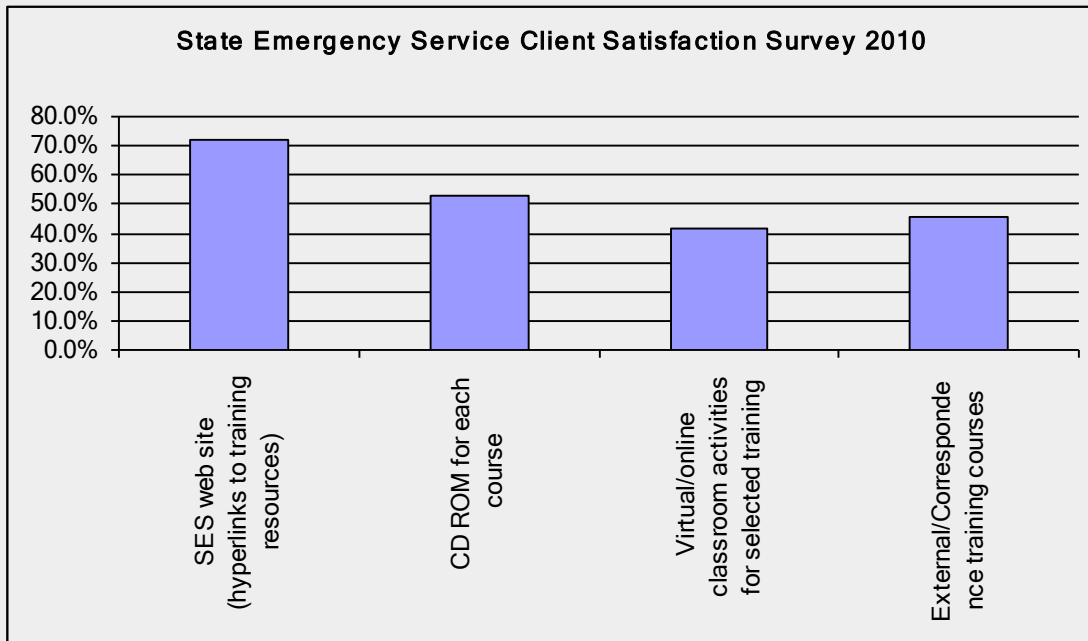
Question 10: Which of the following training areas would you like to see improve over the next 12 months?



There were 23 other training areas nominated for improvements. These included:

- Earlier notification of training dates
- Leadership training including team leaders
- Information on safety systems used interstate – for interstate deployment purposes

Question 11: Please tick one or more of the following areas you think training material could be made available to volunteers.



Conclusion

Overall, respondents indicated a high level of satisfaction with the trainers and training provided by the SES. While all of the feedback we received cannot be detailed here, issues raised and suggestions made by volunteers within this survey are being taken into consideration in forward planning.

We would like to thank everyone who participated in this survey and also those who participated in the ATQF Questionnaire that was distributed with the Client Satisfaction Survey. Your participation is highly valued by the Tasmania State Emergency Service.