

INDIGO Help Desk Response to the Client Satisfaction survey

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Executive Summary

INDIGO is the Indigenous Education Online system used by DEEWR/DIISRTE officers to manage agreements, payments and associated reporting for Indigenous Education program elements. The INDIGO Help Desk ('the help desk') provides support to both DEEWR/DIISRTE officers and external Providers who seek assistance when using the INDIGO system.

The help desk runs an annual online satisfaction survey to determine how effectively they meet the needs of INDIGO users; in 2012 this survey was conducted between 3 and 14 September 2012. In addition to collecting client satisfaction data, the survey also gathers information about client preferences when using the help desk, the helpfulness of available training resources and suggestions to improve the help desk service.

The survey is sent to all active registered INDIGO users (1979 users at the time of the survey) and there were 184 respondents to the satisfaction sections. Of the respondents, just under half (46 per cent) were Performance Reporting Provider users, 43 per cent were DEEWR and DIISRTE officers and the remainder were Provider users split between IYLP (5 per cent) and IYMP (6 per cent).

Overall, 92 per cent of respondents were satisfied with the service provided by the help desk with DEEWR/DIISRTE officers reporting a slightly higher level of satisfaction than Provider users – 92 per cent compared to 91 per cent. This satisfaction rating is a great improvement on the 2011 result of 86 per cent.

The help desk provides a variety of training resources ranging from task cards (step-by-step guides), videos of task cards (virtual tours through INDIGO) and webinars (training sessions delivered virtually by the help desk that can be accessed by attendees from their desk). Respondents identified all of these training resources as helpful – 97 per cent for task cards, 77 per cent for videos of task cards and 95 per cent for webinars.

Introduction

INDIGO is the Indigenous Education Online system used by DEEWR/DIISRTE officers to manage agreements, payments and associated reporting for Indigenous Education program elements. The INDIGO Help Desk provides support to both DEEWR/DIISRTE officers and external Providers who seek assistance when using the INDIGO system.

The INDIGO Help Desk ran an online satisfaction survey over 3 – 14 September 2012 to determine how effectively they meet the needs of INDIGO users. In addition to collecting client satisfaction data, the survey also gathered information about client preferences when using the help desk and suggestions to improve the INDIGO Help Desk service. A copy of the survey questionnaire is available at [Appendix A](#). The key findings from previous year's surveys, together with users' suggestions, the department's responses and subsequent actions to improve our service, are available on the INDIGO page on the [DEEWR website](#).

Methodology

*The survey was conducted online and there were 208 respondents of which 184 completed the satisfaction sections of the survey. In statistical terms, with a sample size of 184 respondents and a population size of 1979 INDIGO users, where **92 per cent** of respondents indicate they are **satisfied**; we can be **95 per cent** confident that **88 to 96 per cent** of the whole population are **satisfied**. The relative standard error (RSE) of the survey result is low (2.1%), thereby making the data presented in this report reliable and a reasonable basis on which to consider future decision making in relation to the help desk service.*

Just under half (46 per cent) of the respondents were Performance Reporting Provider users, 43 per cent were DEEWR & DIISRTE officers and the remainder were Provider users split between IYLP (5 per cent) and IYMP (6 per cent). Further demographic information about the respondents is available at [Appendix B](#), including the distribution of respondents across states/territories and metropolitan/regional/remote areas.

For the purpose of this report, client satisfaction is defined as the sum average of those respondents that indicated 'very satisfied' and 'satisfied', or 'strongly agree' and 'agree' to the client satisfaction statements. Client dissatisfaction is defined as the sum average of those respondents that indicated 'dissatisfied', 'very dissatisfied' or 'disagree' and 'strongly disagree' to the client satisfaction statements. For more details, please refer to [Appendix E](#).

Survey results

Key findings

Overall, **92 per cent** of clients were **satisfied** with the service provided by the INDIGO Help Desk. DEEWR/DIISRTE officers reported a slightly higher level of satisfaction than Provider users¹, **92 per cent compared to 91 per cent**.

Clients were asked to respond to a range of specific statements about the help desk service. Their responses in rank order from highest to lowest level of agreement were as follows:

- **94 per cent** agreed 'The INDIGO Help Desk staff were **courteous** when dealing with me'
- **93 per cent** agreed 'The INDIGO Help Desk staff were **knowledgeable** about INDIGO'
- **93 per cent** agreed 'The INDIGO Help Desk staff **understood** my query or problem'
- **92 per cent** agreed 'I generally **achieved my original objective** when contacting the INDIGO Help Desk'
- **91 per cent** agreed 'The INDIGO Help Desk staff were able to **answer or resolve** my query or problem'
- **91 per cent** agreed 'My INDIGO Help Desk problem or query was resolved in a **timely manner**'
- **89 per cent** agreed 'The explanation I received from the INDIGO Help Desk staff was **easy to understand**'

Over half (57 per cent) of all survey respondents indicated they were **very satisfied** with the overall service provided by the help desk. In most cases, respondents identified a particular task or enquiry with which they had received assistance. The courteousness of help desk staff was also identified by several respondents.

Other highlights were the depth of understanding of staff, thoroughness, clarity of advice and the prompt response times. A selection of client comments about the aspects of the service with which respondents were **most satisfied** follows:

'The helpdesk staff and management are always very practical, being able to understand business needs and meet them within the parameters of the system. The team always shows concern for meeting the identified requirements of Departmental policy while still welcoming opportunities for innovation and business improvement. The quality of client service provided by the INDIGO team is absolutely second to none. The team should be so very highly commended.'

'I have been satisfied with all advice and experiences with communicating with the help desk. The turnaround time in responses has been of great improvement in comparison to a few years back.'

'I often call INDIGO help desk and my questions (whether big or small) are responded to positively. The INDIGO help desk also provide advice quickly and always suggest a solution to an INDIGO challenge which supports me to do my job in a timely manner and well.'

¹ Includes Performance Reporting Providers, IYLP and IYMP.

'The Helpdesk staffs are always courteous and all enquiries are dealt with in a timely manner. And should your enquiry not be an INDIGO Related on, the INDIGO Help Desk will point you in the right direction and provide you with another contact. Also, the helpdesk staffs are happy to help you with menial queries. I enjoy the fact, that I can give them a quick call and ask a question and get a response. And I appreciate it, that the staff will give you a call to talk about your query should your email raise several questions.'

'The majority of calls to the Helpdesk are answered and rarely required to leave a message. Response times are quick and most problems easily resolved. The Helpdesk staff are friendly and courteous. The Webinar for Financial Acquittals was great and is the next best alternative to face-to-face training.'

'I have always received a high level of service and advice.'

Only **one per cent** of respondents identified an aspect of the help desk service with which they were **dissatisfied**; namely problems in completing online Performance Reports.

The INDIGO Help Desk hosted a number of webinar training sessions that aim to enhance contract/program managers' understanding of the functions and common reports available in INDIGO. Of the **39 DEEWR/DIISRTE officers** who attended a webinar training session over the period 1 January to 30 June 2012, **49 per cent** found the webinar training sessions '**very effective**', while another **46 per cent** found them '**somewhat effective**'. Only **5 per cent** found the training to be '**somewhat ineffective**'.

Those DEEWR/DIISRTE officers had attended webinar training sessions to varying degrees:

- 16 per cent attended 3 or more sessions
- 12 per cent attended 2 sessions
- 24 per cent attended 1 session
- 48 per cent never attending a session

INDIGO task cards and videos (step-by-step guides) are also available on the DEEWR intranet (dnet) to assist DEEWR/DIISRTE officers in the use of various functions in INDIGO. Of the **86 DEEWR/DIISRTE officers** responding to the task card survey questions, **87 per cent** were aware of their availability. Of the **85 DEEWR/DIISRTE officers** responding to the video survey questions **65 per cent** were aware of their availability.

Those DEEWR/DIISRTE officers aware of the task cards and videos had used them to varying degrees:

Task Cards

- 9 per cent had used the task cards more than 10 times
- 49 per cent had used the task cards 2-9 times
- 20 per cent had used the task cards once
- 21 per cent had never used the task cards

97 per cent of the DEEWR/DIISRTE officers that used the task cards found them **helpful**.

Videos

- 6 per cent had used the videos 2-9 times
- 18 per cent had used the videos once
- 76 per cent had never used the videos

77 per cent of the DEEWR/DIISRTE officers that used the videos found them **helpful**.

Preferred method of training for INDIGO

The preferred method of training for the **84 DEEWR/DIISRTE officers** responding to this survey question is listed in preference order below:

1. Face-to-face
2. Webinar sessions
3. Online resources
4. Phone
5. Email
6. Via remote access

Management Response

*The INDIGO Business Support Team (IBST) is very pleased with the 2012 results. The results verify that the INDIGO Help Desk continued to deliver a **high quality service** to INDIGO users and that strategies employed from the 2011 survey results to further improve the level of service were effective.*

*We note in 2012 the satisfaction rose to **92 per cent** compared to **86 per cent** in 2011 and only **one per cent** of respondents were **least satisfied** with the INDIGO Help Desk service in the two years (2012 & 2011). Given that we received 1990 enquiries on the INDIGO Help Desk between 1 January and 30 June 2012, the results show that the vast majority of help desk clients are **satisfied** with the service they receive.*

The comments of dissatisfaction from Provider users related to issues with completing online Performance Reports. Task cards (step-by-step guides) on how to complete online Performance Reports are available for Provider users on the [DEEWR website](#). These task cards and their associated videos are also available on our DEEWR intranet (dnet) page (for DEEWR staff to disseminate to Provider users), or may be provided upon request to the help desk (by DEEWR/DIISRTE & Provider users).

The INDIGO Help Desk hosted a number of webinar training sessions for DEEWR staff and IYMP Provider users during 2012 & 2013. This is in addition to the task cards (step-by-step guides) and video simulations available on our dnet page.

Volume of enquiries: Charts 1a & 1b (below) indicate the number of DEEWR/DIISRTE and Provider users (where 'Provider users' includes IYLP, IYMP, and Performance

Reporting Provider users) who contacted the INDIGO Help Desk with an enquiry between 1 January and 30 June for the years 2012, 2011 and 2010.

The usual peak of enquiries associated with completing Performance Reports and Financial Acquittals are evident (these were due on 31 May in 2010 and 2011, and on 31 March in 2012). The charts indicate the number of enquiries from both DEEWR/DIISRTE and Provider users has declined over the years. In the period January to June 2012 there were 1990 compared to 2011 in the same period in 2011 and 2503 in 2010.

Chart 1a – Enquiries by DEEWR & DIISRTE users in 2010, 2011 and 2012 (Jan-Jun)

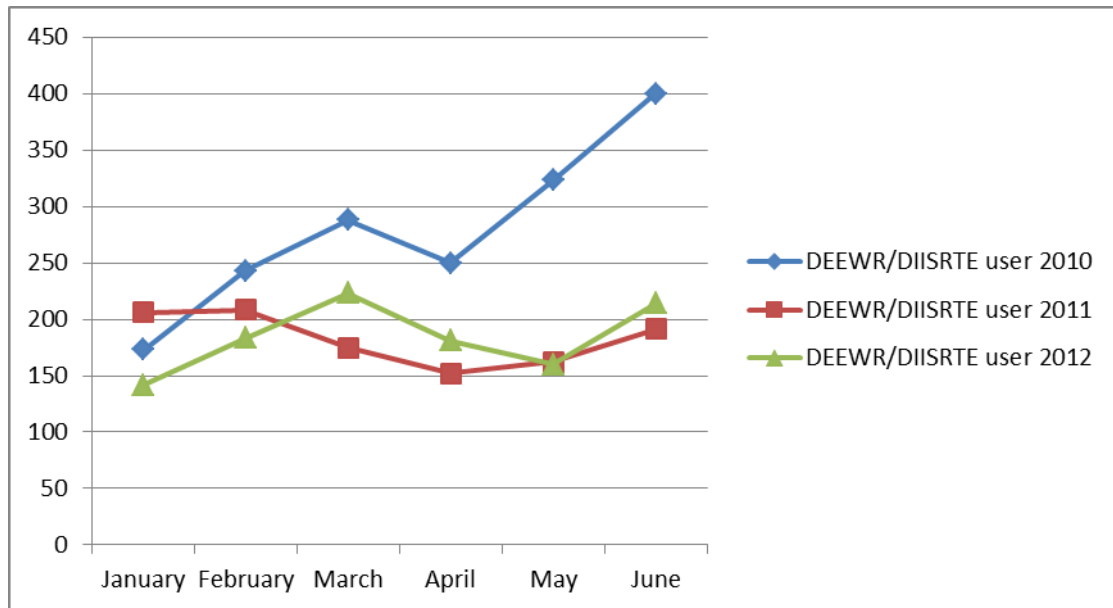
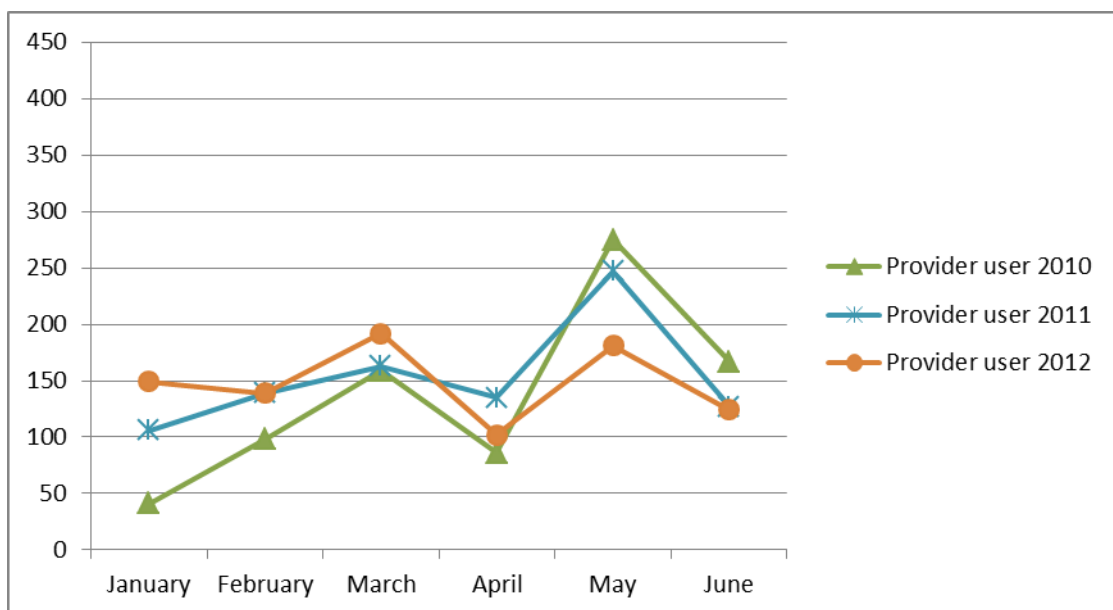


Chart 1b – Enquiries by Provider users in 2010, 2011 and 2012 (Jan-Jun)



Training delivery: Since early 2012, INDIGO webinar training was delivered as per the training calendar published on the INDIGO dnet page and on request by DEEWR staff. The 2012 response indicates a desire for face-to-face training; however the decline in

the volume of enquiries received on the INDIGO Help Desk in 2012, compared to the volume in 2011 and 2010, may indicate that the DEEWR/DIISRTE and Provider users have benefited from the webinar training.

Help desk staffing: *The need for an increased presence on the help desk is again emphasised in the 2012 help desk survey. The 2012 Survey Response shows that despite having only two full-time staff to provide help desk service (with part time support from other staff) the level of satisfaction of users improved. While any staffing reduction would lead to an increase in occasions where the help desk is not staffed (e.g. due to conducting training exercises or staff absences due to illness), the IBST will endeavour to maximise the availability of the help desk during operating hours.*

INDIGO usage

The variation in the frequency of INDIGO usage in 2012 among respondents was similar to 2011 (in brackets):

- 21 (22) per cent were daily users
- 15 (13) per cent were weekly users
- 6 (6) per cent were fortnightly users
- 14 (12) per cent were monthly users
- 19 (20) per cent were quarterly users
- 16 (14) per cent were bi-annual users

Management Response:

The system usage results above further illustrate the diversity and complexity of user circumstance and experience with which the INDIGO Help Desk staff must engage to provide a quality service to all INDIGO users.

INDIGO Help Desk usage

36 per cent of respondents indicated their preference for contacting the help desk depended on the type of query, **34 per cent** preferred contacting the help desk by phone, **22 per cent** preferred email, and **8 per cent** did not have a preference.

Of those respondents that phoned the INDIGO Help Desk over the period 1 January to 30 June 2012 the frequency of calling was as follows:

- 3 per cent called weekly
- 7 per cent called fortnightly
- 18 per cent called monthly
- 23 per cent called quarterly
- 21 per cent called bi-annually

Of those respondents that emailed the INDIGO Help Desk over the period 1 January to 30 June 2012 the frequency of emailing was as follows:

- 2 per cent emailed weekly
- 4 per cent emailed fortnightly
- 14 per cent emailed monthly

- 27 per cent emailed quarterly
- 22 per cent emailed bi-annually

Management Response:

The help desk usage results show that the preferred means of contact for INDIGO users continues to be phone. As illustrated in many of the comments from users, they prefer to resolve issues as quickly as possible and find that by talking to someone they can either resolve the issue immediately or obtain advice as to when/how the issue will be resolved.

Suggestions

Respondents offered a range of suggestions to improve the INDIGO Help Desk service:

- Face-to-face training
- Increase the availability of staff to answer queries by phone
- Automatic transfer of data/details from INDIGO to the Grants Register

For the full list of respondents’ suggestions and IBST responses refer to [Appendix F](#).

Management Response:

IBST agrees face-to-face training will benefit INDIGO user; however, given the current budget restrictions on travel, the webinar training sessions delivered on a regular and on-demand basis and remote access delivery for DEEWR staff/teams is the next best alternative. The IBST has categorised the help desk survey suggestions in the table below (Table 1 – 2012 Suggestions).

Table 1 - 2012 Suggestions:

Suggestion Category	Total
Affirmation	15
INDIGO System/Program Administration	12
INDIGO Training/User documentation	11
INDIGO Staff Resources	6
INDIGO Help Desk response	4
INDIGO Access/Password	1
Grand Total	49

There were 49 suggestions from the 184 respondents who completed the satisfaction sections of the survey. Of these suggestions, 15 respondents provided affirmation that the help desk was providing a great service and to continue the good work.

From the above user suggestions, the IBST proposed the following actions (Table 2 – 2012 Action Items):

Table 2 - 2012 Action Items

No	Proposed Actions	Timeframe	Status
1	Continue to provide INDIGO training to DEEWR, DIISRTE and IYLP/IYMP Provider users through webinar training sessions and publish training material as they become available	Ongoing	Ongoing
2	Continue to adhere to INDIGO Help Desk published standard response times	Ongoing	Ongoing
3	Continue to provide feedback to staff based in State and Regional offices and Program Managers on INDIGO systems development and hot topics via the INDIGO User Group	Ongoing	Ongoing
4	Continue to rotate staff lunch breaks to try and facilitate availability of help desk staff during operating hours	Ongoing	Ongoing
5	Continue to support Contract Managers to comply with the Grants Reporting requirements	June 2013	Completed
6	Continue to improve the INDIGO Help Desk presence on the DEEWR website and the DEEWR intranet (dnet) including publishing survey results and training documentation for both DEEWR officers and Provider users.	Ongoing	Ongoing

For a full list of respondents' suggestions and INDIGO Help Desk responses please see [Appendix F](#).

Table 3 - 2011 Action Items

No	Proposed Actions	Timeframe	Status
1	Continue to adhere to INDIGO Help Desk published standard response times	Ongoing	Ongoing
2	Continue to support Contract Managers to provide timely contractual obligation information to Providers via the INDIGO User Group and Reports training	Ongoing	Ongoing
3	Continue to provide feedback to staff based in State and Regional offices on INDIGO systems development and hot topics via the INDIGO User Group	Ongoing	Ongoing
4	Rotate staff lunch breaks to try and facilitate availability of help desk staff during operating hours	Ongoing	Ongoing

No	Proposed Actions	Timeframe	Status
5	Continue to train and develop INDIGO Business Support Team staff to support the needs of the INDIGO Help Desk	Ongoing	Ongoing
6	Support Contract Managers to comply with the Grants Reporting requirements	July 2012	Completed
7	Continue to provide INDIGO training to State and Regional office staff through face-to-face & webinar training sessions	Ongoing	Ongoing
8	Continue to improve the INDIGO Help Desk presence on the DEEWR website and the DEEWR intranet (dnet) including publishing survey results and training documentation for both DEEWR officers and Provider users.	Ongoing	Ongoing

Appendix A – 2012 Questionnaire

INDIGO Help Desk Satisfaction Survey

INDIGO is the Indigenous Education Online system used the Department of Education, Employment and Workplace Relations (DEEWR) and the Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) to manage agreements, payments and associated reporting for Indigenous Education program elements.

The INDIGO Help Desk provides support to DEEWR and DIISRTE officers and to external Providers who seek assistance when using the INDIGO system.

The INDIGO Help Desk runs a satisfaction survey annually to assess how effectively they meet the needs of INDIGO users. The feedback you provide will be used to guide improvements to the Help desk service. The survey covers a 6 month period from January to June of each year.

The key findings of last year's survey, together with users' suggestions, the department's responses and subsequent actions to improve our service, is available on our [DEEWR website](#).

Thanks again to those who contributed to last year's survey.

This survey relates to the period January to June 2012 and will take approximately 5 to 10 minutes to complete.

To start the survey now, select the 'Next' button below.

Questions

1. In which **state or territory** do you **work**?

- ACT
- NSW
- NT
- QLD
- SA
- TAS
- VIC
- WA

2. Select the category which best represents the location of your **place of work**:

- Metropolitan
- Rural/Provincial
- Remote
- Very remote

3. How **often** have **you logged** onto INDIGO **over the period January to June 2013?**

Select the option which best represents your usage.

- Never
- Daily
- Weekly
- Fortnightly
- Monthly
- Quarterly
- Bi-annually

4. Ideally, do you **prefer to phone or email** the **INDIGO Help Desk** with your enquiries?

- Phone
- Email
- It depends on the type of enquiry
- No particular preference

5. How **often** have **you phoned** the INDIGO Help Desk **over the period January to June 2012?**

Select the option which best represents your frequency of phoning the help desk.

- Never
- Daily
- Weekly
- Fortnightly
- Monthly
- Quarterly
- Bi-annually

6. How **often** have **you emailed** the INDIGO Help Desk **over the period January to June 2012?**

Select the option which best represents your frequency of emailing the help desk.

- Never
- Daily
- Weekly
- Fortnightly
- Monthly
- Quarterly
- Bi-annually

7. Select the category which best represents your **user type in INDIGO:**

- DEEWR / DIISRTE Officer-----go to question 8
- IYLP Provider-----go to question 24
- IYMP Provider-----go to question 24
- Performance Reporting Provider-----go to question 20

8. Are you **aware of the webinar training sessions** available for DEEWR/DIISRTE users?

- Yes-----go to question 9
- No-----go to question 12

If you answered '**No**' and would like to know more about **INDIGO training sessions**, visit the [INDIGO Help page](#).

9. How **many webinar training sessions** for INDIGO have you attended **over the period January to June 2012**?

- 0-----go to question 12
- 1
- 2
- 3+

10. Which **webinar training session(s)** have you attended?

- PaCE
- Financial Acquittals & Recovery Process
- Reports Workshop
- Work Tray & Event Types
- Contract Variations
- Performance Indicators & Performance Reports

11. How **effective** have you found the webinar training sessions?

- Very effective
- Somewhat effective
- Neither effective nor ineffective
- Somewhat ineffective
- Very ineffective

12. Do you have any suggestions for **improving the webinar training sessions** provided by the INDIGO Help Desk?

Free text

13. Are you **aware of the task cards** for INDIGO users on dnet?

- Yes-----go to question 13
- No-----go to question 15

If you answered '**No**' and would like to know more about **task cards**, visit the [INDIGO Help page](#).

14. How **many times** have you used the **task cards** for INDIGO over the period **January to June 2012**?

- 0 -----go to question 15
- 1
- 2 - 9
- 10+

15. How **helpful** do you find the **task cards** for INDIGO?

- Very helpful
- Somewhat helpful
- Neither helpful nor unhelpful
- Somewhat unhelpful
- Very unhelpful

16. Do you have any suggestions for **improving the task cards** published by the INDIGO Help Desk?

Free text

17. Are you **aware of the videos** associated with some task cards for INDIGO users on dnet?

- Yes-----go to question 18
- No-----go to question 19

Videos (virtual tours through INDIGO) of task cards are being developed and published progressively to dnet. If you answered '**No**' and would like to know more about these videos, visit the [INDIGO Help page](#).

18. How **many times** have you used the **videos** for INDIGO over the period **January to June 2012**?

- 0-----go to question 19
- 1
- 2-9
- 10+

19. How **helpful** do you find the **videos** for INDIGO?

- Very helpful
- Somewhat helpful
- Neither helpful nor unhelpful
- Somewhat unhelpful
- Very unhelpful

20. Do you have any suggestions for **improving the videos** published by the INDIGO Help Desk?

Free text

21. **What is your preferred method of Training** for INDIGO?

Please rate the options below in order of preference from 1 to 6.

- Face-to-face
- Via remote access
- Webinar session(s)
- Online resources
- Email
- Phone

22. Are you **aware of the task cards** for Provider Performance Reporting users?

- Yes-----go to question 23
- No-----go to question 24

If you answered '**No**' and would like to know more about these task cards, please visit the [DEEWR website](#), contact your local DEEWR Contract Manager or phone the INDIGO Help Desk on (02) 6240 8852.

23. **How helpful** do you find the **task cards** for Provider Performance Reporting users?

- Very helpful
- Somewhat helpful
- Neither helpful nor unhelpful
- Somewhat unhelpful
- Very unhelpful

24. Do you have any suggestions for **improving the task cards** published by the INDIGO Help Desk?

Free text

25. Are you **aware of the videos** for Provider Performance Reporting users?

- Yes-----go to question 26
- No-----go to question 28

If you answered '**No**' and would like to know more about these videos, please contact your local DEEWR Contract Manager or phone the INDIGO Help Desk on (02) 6240 8852.

26. **How helpful** do you find the **videos** for the Provider Performance Reporting users?

- Very helpful

- Somewhat helpful
- Neither helpful nor unhelpful
- Somewhat unhelpful
- Very unhelpful

27. Do you have any suggestions for **improving the videos** published by the INDIGO Help Desk?

Free text

28. The following questions relate to **experiences during any contact** you had with the INDIGO Help Desk staff over the **period January to June 2012**.

(If you have not had contact with the INDIGO Help Desk staff over the period January to June 2012 please leave this question blank and proceed to the next question.)

Considering all your experiences with the INDIGO Help Desk staff over the period January to June 2012 please indicate how much you **agree or disagree** with the following **statements**.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a) The INDIGO Help Desk staff understood my query or problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The INDIGO Help Desk staff were able to answer or resolve my query or problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The INDIGO Help Desk staff were knowledgeable about INDIGO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The explanation I received from the INDIGO Help Desk staff was easy to understand .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) My INDIGO Help Desk problem or query was resolved in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The INDIGO Help Desk staff were courteous when dealing with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) I generally achieved my original objective when contacting the INDIGO Help Desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. Now thinking about the service you received from the INDIGO Help Desk, **how satisfied were you overall?**

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

30. What advice or experience with the INDIGO Help Desk were you **most satisfied** with?

Free text

31. What advice or experience with the INDIGO Help Desk were you **least satisfied** with?

Free text

32. Do you have any suggestions for **improving the service** provided by the INDIGO Help Desk (in addition to any suggestions provided at previous questions about INDIGO Help Desk training materials)?

Free text

33. If you would like to be contacted regarding your suggestions, please provide your details below:

Free text

You have now completed the survey. Thank you for your participation.

Appendix B – Demographic Data

As some questions in the survey were not mandatory there are differences in the number of respondents (population size = n) recorded against the results below.

Table 1: Number (Count) and Distribution (%) of respondents across states and territories

State/Territory	Count	%
Australian Capital Territory	32	15.4%
New South Wales	67	32.2%
Northern Territory	19	9.1%
Queensland	32	15.4%
South Australia	15	7.2%
Tasmania	6	2.9%
Victoria	22	10.6%
Western Australia	15	7.2%

n=208 (respondents who answered this question)

Table 2: Number (Count) and Distribution (%) of respondents by user type

User type	Count	%
DEEWR/DIISRTE officer	87	42.6%
IYLP	10	4.9%
IYMP	13	6.4%
Provider (performance reporting)	94	46.1%

n=204 (respondents who answered this question)

Table 3: Number (Count) and Distribution (%) of respondents by user type by state and territory

	DEEWR/ DIISRTE officer	IYLP Provider	IYMP Provider	Performance Reporting Provider
Australian Capital Territory	30 (34.5%)	1 (10.0%)	0 (0%)	0 (0.0%)
New South Wales	18 (20.7%)	1 (10.0%)	2 (15.4%)	43 (45.7%)
Northern Territory	13 (14.9%)	0 (0.0%)	1 (7.7%)	5 (5.3%)
Queensland	10 (11.5%)	4 (40.0%)	4 (30.8%)	14 (14.9%)
South Australia	6 (6.9%)	1 (10.0%)	1 (7.7%)	7 (7.4%)
Tasmania	2 (2.3%)	0 (0.0%)	2 (15.4%)	2 (2.1%)
Victoria	4 (4.6%)	3 (30.0%)	1 (7.7%)	14 (14.9%)
Western Australia	4 (4.6%)	0 (0.0%)	2 (15.4%)	9 (9.6%)

n=204 (respondents who answered this question)

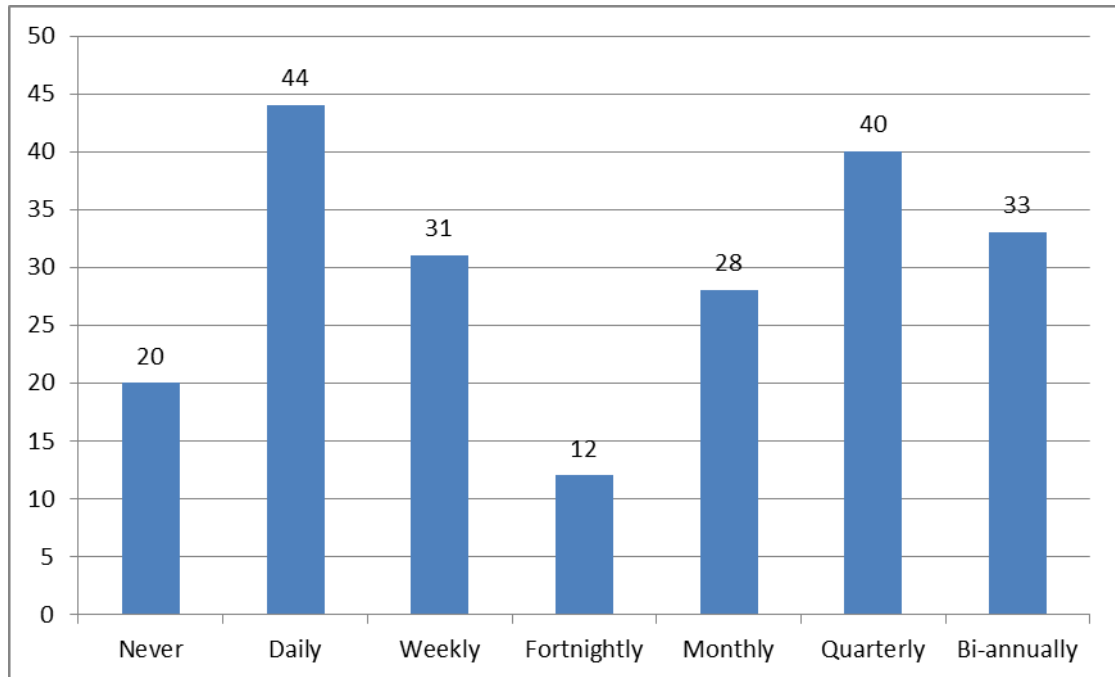
Table 4: Number (Count) and Distribution (%) of respondents by level of remoteness

Level of remoteness	Count	%
Metropolitan	98	47.1%
Rural/Provincial	73	35.1%
Remote	30	14.4%
Very remote	7	3.4%

n=208 (respondents who answered this question)

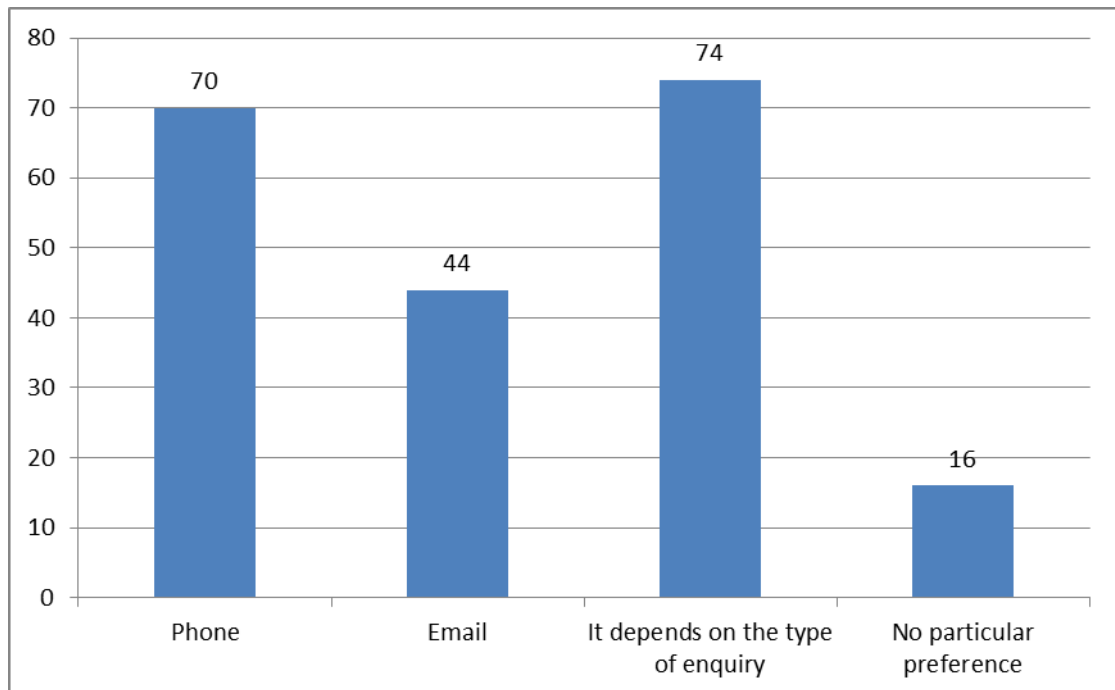
Appendix C – INDIGO and INDIGO Help Desk usage

Chart 1: Frequency of INDIGO Usage



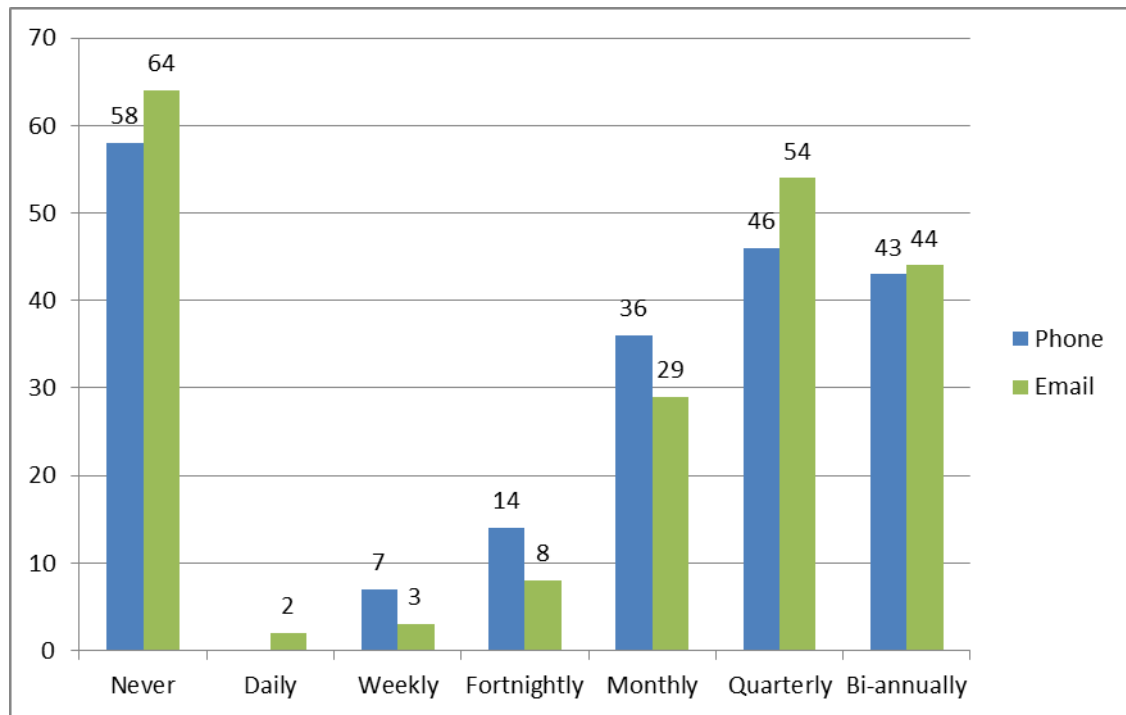
n=208

Chart 2: INDIGO Help Desk Contact Preference



n=204

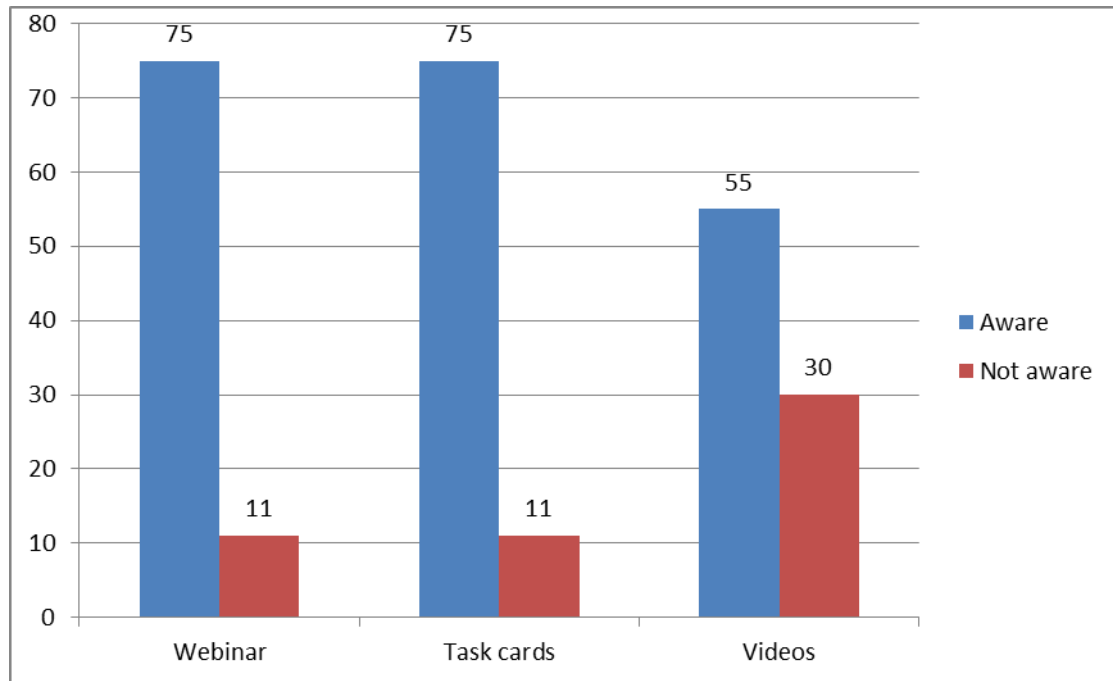
Chart 3: Frequency of phoning/emailing the INDIGO Help Desk



n=204

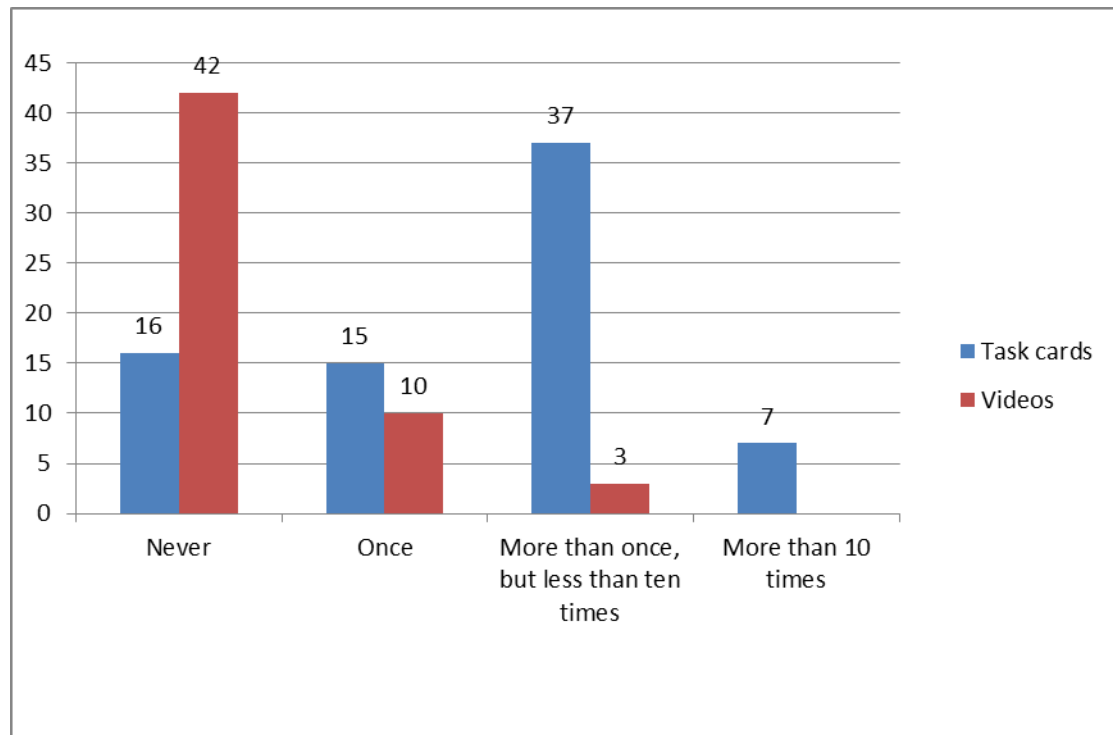
Appendix D – Online Resources

Chart 1: Awareness of webinar, task cards and video resources available for DEEWR/DIISRTE users



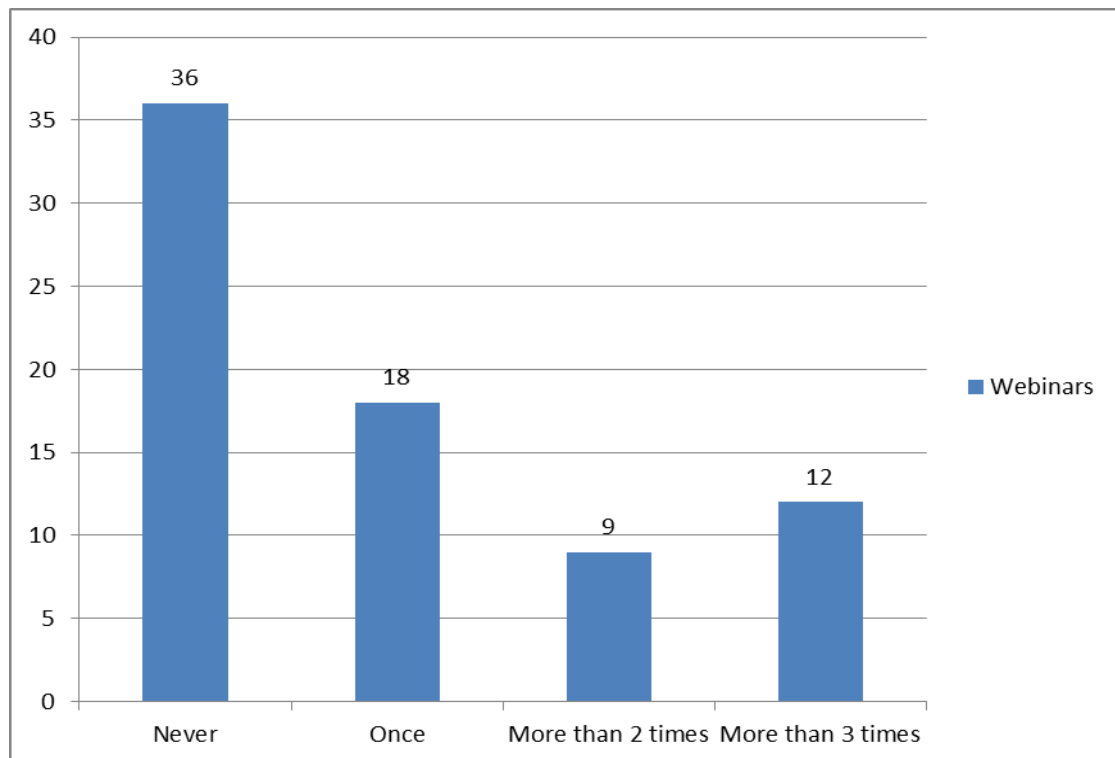
n=86 (Webinar and Task cards) n=85 (Videos)

Chart 2: Frequency of use of task cards and video resources available for DEEWR /DIISRTE users



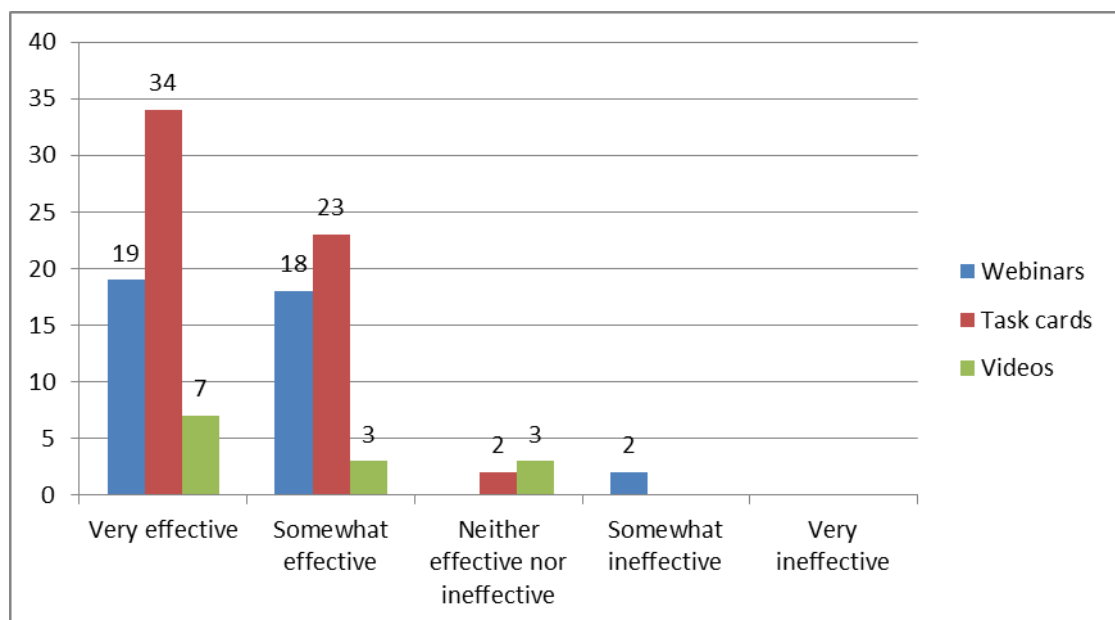
n=75 (Task cards) n=55 (Videos)

Chart 3: **Frequency** of webinar attendance by DEEWR/DIISRTE users



n=75 Webinars

Chart 4: Response to '**How effective/helpful**' do you find the **webinars, task cards** and **videos** for INDIGO?

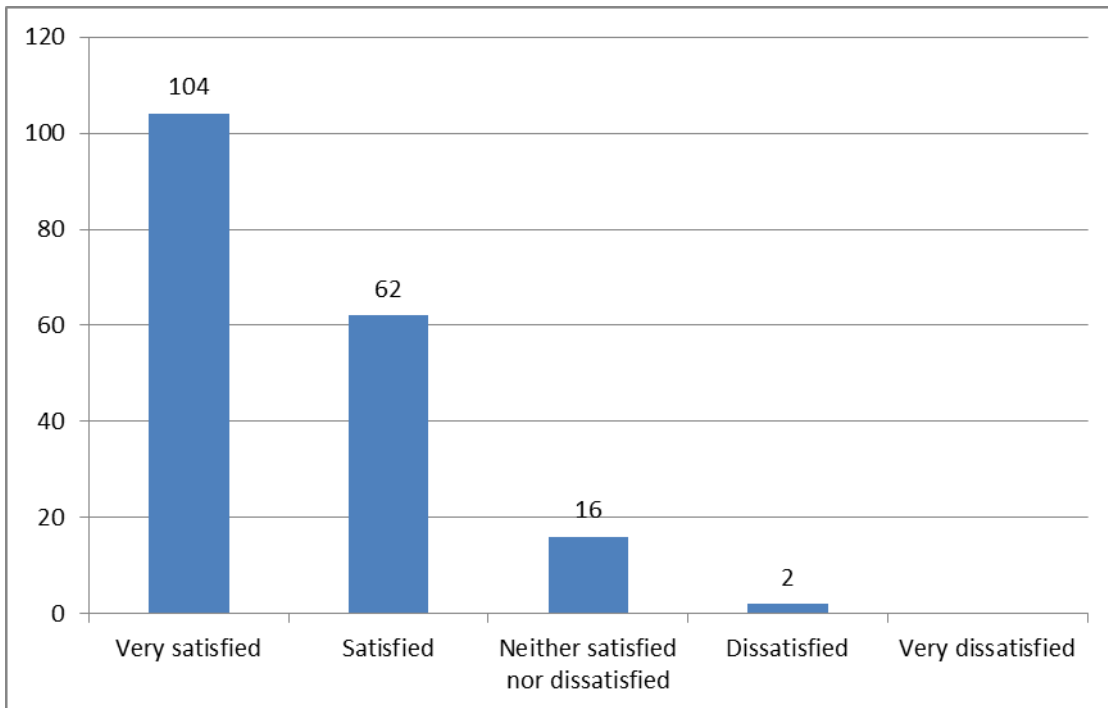


n=39 (Webinars), n=59 (Task cards), n=13 (Videos)

Note: the survey questions to which this chart relates measures effectiveness and helpfulness; effective/ineffective in the graph above takes into account helpful/unhelpful

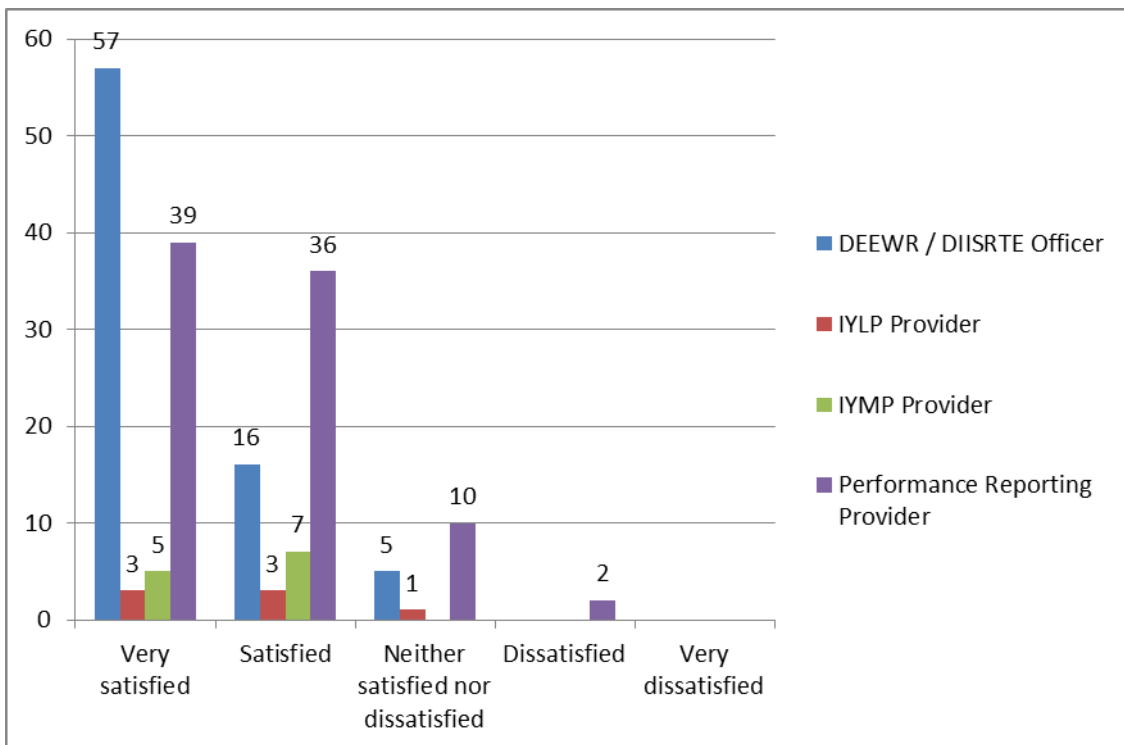
Appendix E – Client Satisfaction Data

Chart 1a: Overall satisfaction of respondents with the service received from the INDIGO Help Desk (Count)



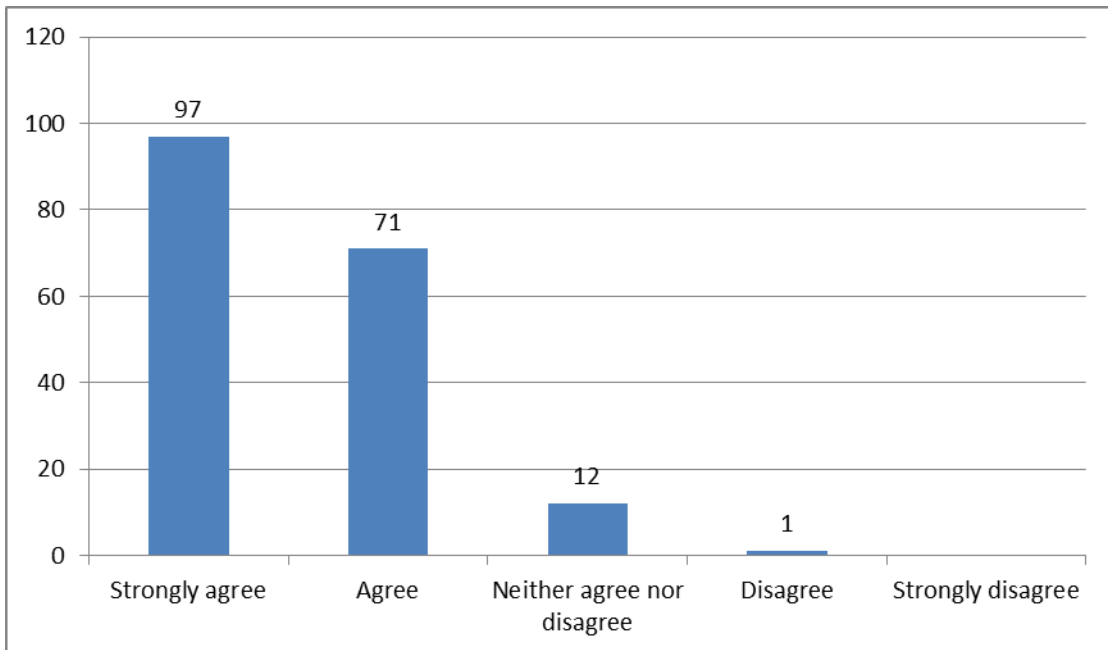
n=184

Chart 1b: Overall satisfaction of respondents with the service received from the INDIGO Help Desk by user type (Count)



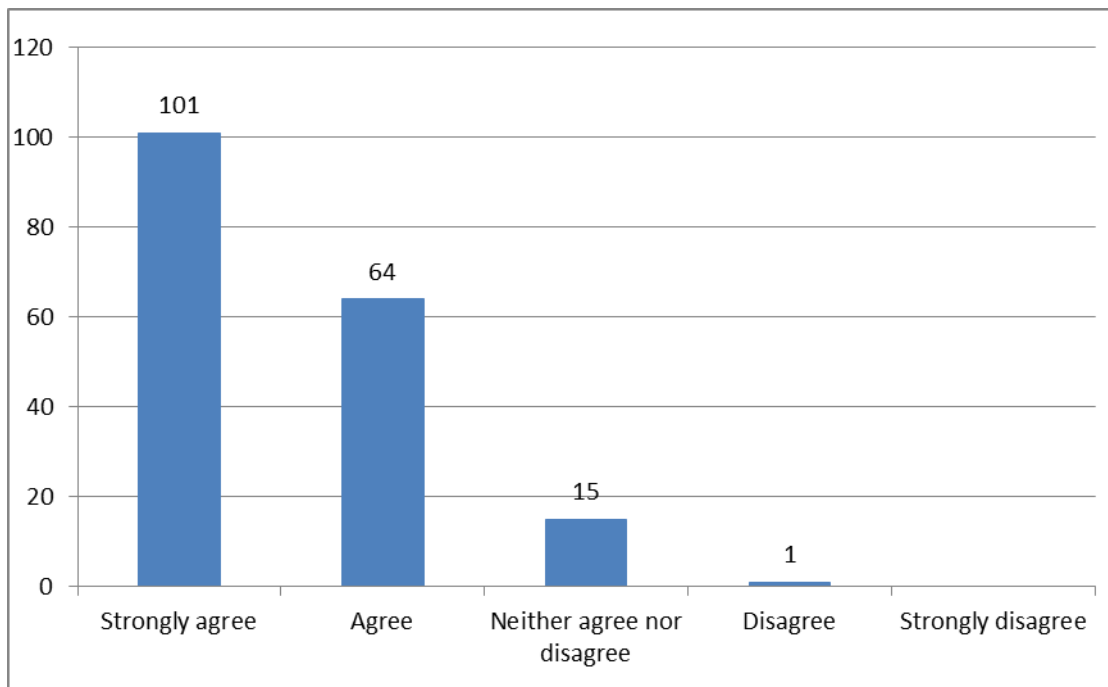
n=184

Chart 2a: Response to the statement 'The INDIGO Help Desk staff **understood** my query or problem' (Count)



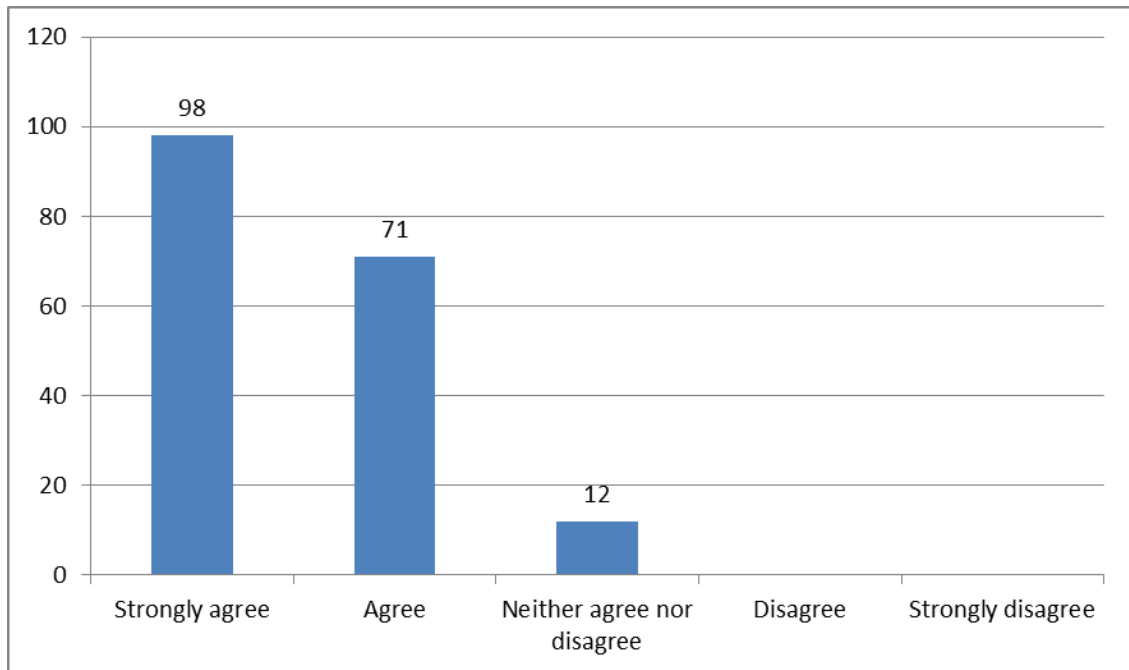
n=181

Chart 2b: Response to the statement 'The INDIGO Help Desk staff were able to **answer or resolve** my query or problem' (Count)



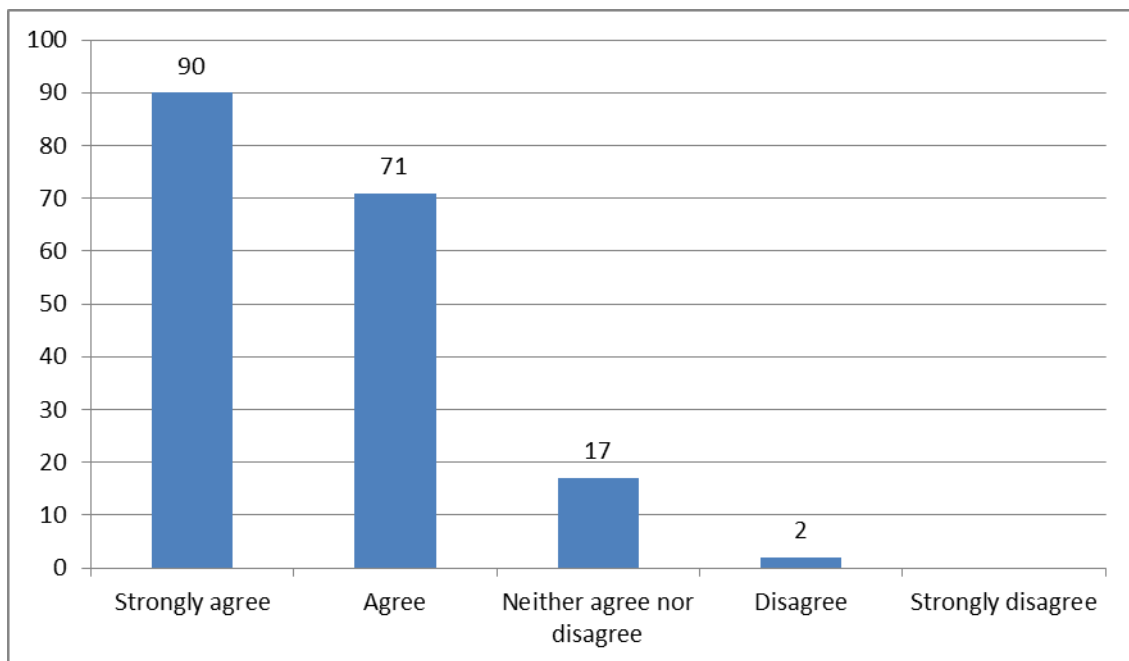
n=181

Chart 2c: Response to the statement 'The INDIGO Help Desk staff were **knowledgeable** about INDIGO' (Count)



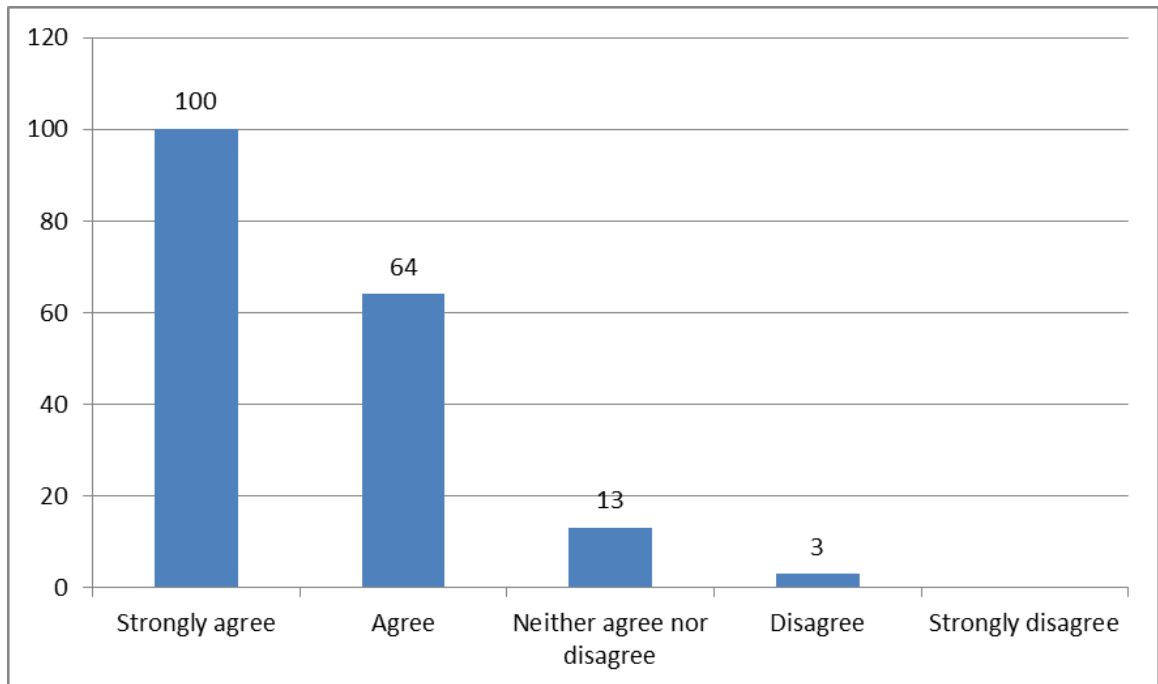
n=181

Chart 2d: Response to the statement 'The explanation I received from the INDIGO Help Desk staff was **easy to understand**' (Count)



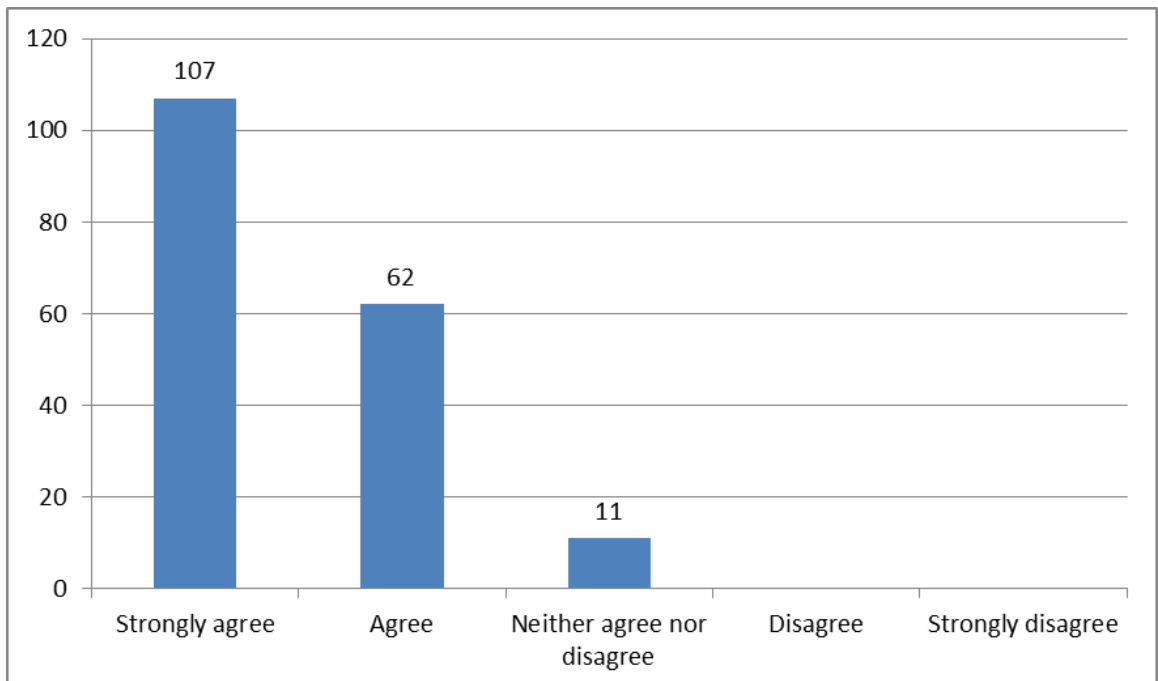
n=180

Chart 2e: Response to the statement 'My INDIGO Help Desk problem or query was resolved in a **timely manner**' (Count)



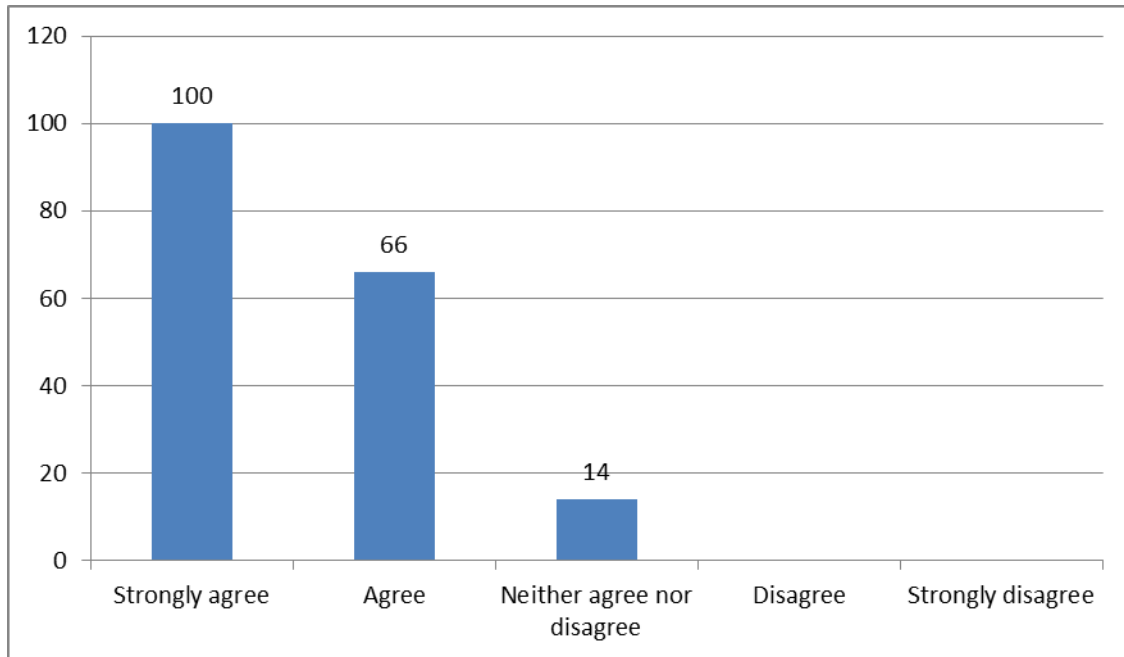
n=180

Chart 2f: Response to the statement 'The INDIGO Help Desk staff were **courteous** when dealing with me' (Count)



n=180

Chart 2g: Response to the statement 'I generally **achieved my original objective** when contacting the INDIGO Help Desk'



n=180

Appendix F – Suggestions

Suggestion Category	Suggestion	User Type	Response	Action Item No.
INDIGO Access/Passwords	no, the help desk is great it is just the access that i have to call the help desk about is the issue i have.	Performance Reporting Provider	The current access and password functions are a DEEWR security requirement. The INDIGO Help Desk reviewed the timeframe for password expiry and found that it is not possible to extend the expiry to 12 months. The current password expiry is 6 months.	No action required
INDIGO Help Desk Response	Having to wait for a minimum of a day for a response	IYMP Provider	The automatic email states that the INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. This is usually achieved unless the issue is of a complex nature and more time is required.	2

Suggestion Category	Suggestion	User Type	Response	Action Item No.
INDIGO Help Desk Response	The staff should be more aware of the contract management process and if there needs to be a reset of an entry, maybe a process needs to be in place where a team leader approves the reset and the Help desk also do this. Also at one point we were advised (for PaCE) that if a proposal brief differs from the actual proposal (changed during negotiation or through a variation) to advise the helpdesk to reset the proposal and change it. I did this but was advised to just do a file note which means the proposal in INDIGO is incorrect even though it is linked to the contract.	DEEWR/DIISRTE	The INDIGO Business Support Team supports users to use the INDIGO system and is not authorised to provide contract management advice. Contract Managers should contact the relevant program area for specific assistance regarding programs or refer to the IETA Policy and Procedures Manual.	3

Suggestion Category	Suggestion	User Type	Response	Action Item No.
INDIGO Help Desk Response	The time it took for feedback on my original report submission. took about a month, was very inconvenient	Performance Reporting Provider	The INDIGO Business Support Team supports users to complete their online Performance Reports for submission to DEEWR. Contract Managers are responsible for reviewing and approving online Performance Reports and liaising with Providers regarding the information required in the Performance Report and when the reports are due. Providers should contact their Contract Manager regarding any issues/delays with their Performance Reports.	No actioned required
	time	Performance Reporting Provider	The automatic email states that the INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. This is usually achieved unless the issue is of a complex nature and more time is required.	2
INDIGO Staff Resources	Sometimes no-one answers the phone during business hours	DEEWR/DIISRTE	The INDIGO Business Support Team will continue to make every effort to ensure the Help Desk is staffed and available during operating hours. Currently there are two full-time help desk operators, with support provided by other team members on a part time basis. The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day, as stated in the help desk auto-response email that acknowledges receipt of an email/voice mail. Where response times are likely to be longer (e.g. due to the nature of the enquiry, complexity of the issue, or staff absences), a notification will be sent (via email or phone) to the user. Ongoing updates on the progression of the issue are provided until the matter has been resolved.	4
	Yes if a number is given it must be to a live person especially around deadline time	DEEWR/DIISRTE		
	sometimes difficult to get in touch with	Performance Reporting Provider		
	Sometimes it is hard to make contact with an operator on the phone.	DEEWR/DIISRTE		

Suggestion Category	Suggestion	User Type	Response	Action Item No.
	The occasional inability to speak on the phone with staff at the Helpdesk.	DEEWR/DIISRTE		
	Additional help desk staff	DEEWR/DIISRTE		
INDIGO System/Program Administration	It would be more time effective and efficient with the testing and assessment process if it could be electronic rather than manual and then all information to be data entry into INDIGO - which makes it a time consuming and ineffective process for IYMP.	IYMP Provider	The INDIGO Business Support Team has referred this suggestion to the Indigenous Youth Mobility Program Team - business owners for the IYMP Program.	No action required
INDIGO System/Program Administration	I only use the INDIGO system during one part of the year and I find it hard to recall the particular steps to take when you are trying to send the completed document. I don't find it intuitive and I always contact the help desk at least one time each year because of it.	Performance Reporting Provider	The INDIGO Business Support Team (IBST) has published task cards (step-by-step guides) on the DEEWR website to assist Performance Reporting Provider users to complete Performance Reports in INDIGO. Video simulations of these task cards are also published on the DEEWR intranet (dnet) and Contract Managers can email the videos to Provider users if required. The IBST also provides training sessions throughout the course of the year for DEEWR users on how to use INDIGO. Users are encouraged to contact the help desk on (02) 6240 8852 or email INDIGOHelpDesk@deewr.gov.au for any additional assistance.	6

Suggestion Category	Suggestion	User Type	Response	Action Item No.
INDIGO System/Program Administration	Make the system easier to use	Performance Reporting Provider	The INDIGO Business Support Team has published task cards (step-by-step guides) on the DEEWR website to assist Performance Reporting Provider users to complete Performance Reports in INDIGO. Video simulations of these task cards are also published on the DEEWR intranet and Contract Managers can email the videos to Provider users if required. Users are encouraged to contact the help desk on (02) 6240 8852 or email INDIGOHelpDesk@deewr.gov.au for any additional assistance.	6
INDIGO System/Program Administration	The time it took to navigate the process.	Performance Reporting Provider	The INDIGO Business Support Team (IBST) has published task cards (step-by-step guides) on the DEEWR website to assist Performance Reporting Provider users to complete Performance Reports in INDIGO. Video simulations of these task cards published on the DEEWR intranet (dnet) and Contract Managers can email the videos to Provider users if required. The IBST also provides training sessions throughout the course of the year for DEEWR users on how to use INDIGO. Users are encouraged to contact the help desk on (02) 6240 8852 or email the INDIGOHelpDesk@deewr.gov.au for any additional assistance.	6
INDIGO System/Program Administration	I would suggest at some stage we have a face to face meeting because I would need much bigger text boxes to cover the issues	Performance Reporting Provider	Thank you for your suggestion. The INDIGO Business Support Team will send an individual response relating to this suggestion.	Email response sent

Suggestion Category	Suggestion	User Type	Response	Action Item No.
INDIGO System/Program Administration	Can you make easier instructions to follow?	IYMP Provider	The INDIGO Business Support Team (IBST) held three webinar training sessions for IYMP provider users during the first half of 2013. The IBST also provides training sessions throughout the year for DEEWR users on how to use INDIGO. Users are encouraged to contact their DEEWR Contract Managers or the help desk on (02) 6240 8852 or email INDIGOHelpDesk@deewr.gov.au for any additional assistance.	1
INDIGO System/Program Administration	(1.) I would love for INDIGO to be upgraded so that it talks to the DEEWR Grant Register the current situation is too onerous and timely. (2) Grant or Procurement Reporting Details: It would be great to get a “notes” field added to this section – to record your situation like this one - Grant Register Publication Form complete and approved by delegate, now just waiting on register to be updated to retrieve Grant Reference Number. In the meantime I have been updating the “Notes” field in the section above – ‘add/edit initiative’. (3) INDIGO Users should be	DEEWR/DIISRTE	Thank you for your suggestions. The INDIGO Business Support Team has reviewed this suggestion which would need an accompanying business process to be defined and agreed before it could be implemented. It will be discussed at the next INDIGO User Group meeting if required.	3

Suggestion Category	Suggestion	User Type	Response	Action Item No.
	<p>given a list of all the events they will need to make "Notes" against i.e. Scheduled Payments as well as Milestones. As User will update the "note" against an outstanding report but forget to make a "note" against the schedule payment that has not been processed due to the outstanding report. (4.) I would love for another debt recovery reminder (item) be generated in the INDIGO Work-tray after 2 weeks of completing the "add/edit recovery details" in the Recovery Events Details screen to remind staff to (a) Raise the tax Invoice in Connect. Then (b) after 6 weeks generate another item in the INDIGO Work Tray to "complete the Requested Recovery Event in INDIGO".</p>			

Suggestion Category	Suggestion	User Type	Response	Action Item No.
INDIGO System/Program Administration	No suggestions re improving the service as I think it's fantastic. However, I'd like to suggest an idea for the INDIGO data base. As mentioned to Dexter - a flag or alert system on the Client ID screen enabling staff to indicate any concerns with a provider. ie poor performance, compliance issues or even advice on future contracting with a certain provider.	DEEWR/DIISRTE	Thank you for your suggestions. The INDIGO Business Support Team has reviewed this suggestion and believes there could be complicated consequences if a flag or alert is added to the Client ID screen. We are happy to review/discuss this decision at the next INDIGO User Group meeting if required.	No action required .

Suggestion Category	Suggestion	User Type	Response	Action Item No.
INDIGO System/Program Administration	Utilise reports from State training authority for quantitative data requirements.	Performance Reporting Provider	The Performance Indicators in the Performance Reports are designed to measure outcomes against the objectives of a particular program. Where applicable, Providers can use quantitative data information from State Training Authority reports to complete the Performance Reports in INDIGO. Providers are also encouraged to discuss the Performance Reporting with the relevant DEEWR Contract Manager who can pass the information onto the relevant Program Managers.	No action required
INDIGO System/Program Administration	When a letter is generated staff to be able to change details on the letter for eg. address, contact details.	DEEWR/DIISRTE	The functionality to amend the contact details of a client and re-generate letters is already available. If you require assistance, contact the INDIGO Help Desk. The INDIGO Business Support Team is investigating the possibility of generating letters as a word document so that they can be manually amended.	1
INDIGO System/Program Administration	Help desk are great, INDIGO system is oftem confusing.	DEEWR/DIISRTE	The INDIGO Business Support Team has hosted a number of webinar training sessions and is continually developing training materials (task cards and videos) that are published on the DEEWR intranet (dnet) to assist DEEWR users when performing actions in INDIGO. Users are encouraged to contact the help desk on (02) 6240 8852 or email INDIGOHelpDesk@deewr.gov.au for any specific training requirements.	1
INDIGO System/Program Administration	Get rid of INDIGO - it's an appalling system!!!	Performance Reporting Provider	The INDIGO Business Support Team welcomes specific information regarding the INDIGO system that users are dissatisfied with. Please contact the INDIGO help desk on (02) 6240 8852 or email INDIGOHelpDesk@deewr.gov.au if you would like to provide any further details.	No action required

Suggestion Category	Suggestion	User Type	Response	Action Item No.
INDIGO Training/Documentation	more training for the users in the program	Performance Reporting Provider	The INDIGO Business Support Team (IBST) has published task cards (step-by-step guides) on the DEEWR website to assist Performance Reporting Provider users to complete Performance Reports in INDIGO. Video simulations of these task cards are also published on the DEEWR intranet (dnet) and Contract Managers can email the videos to Provider users if required. The IBST also provides training sessions throughout the course of the year for DEEWR users on how to use INDIGO. Users are encouraged to contact the help desk on (02) 6240 8852 or email INDIGOHelpDesk@deewr.gov.au for any additional assistance.	6
INDIGO Training/Documentation	More direct training (face to face or group training)	DEEWR/DIISRTE	Budget constraint has limited the delivery of face-to-face INDIGO training. Face-to-face training can be arranged where funded by the line area. To discuss the options available for face-to-face training please contact the INDIGO Help Desk. To support ongoing training needs the INDIGO Business Support Team has hosted a number of webinar training sessions and continually develops training materials (task cards and videos). These are published on the DEEWR intranet (dnet) to assist DEEWR users when performing actions in INDIGO. Users are encouraged to contact the help desk on (02) 6240 8852 or email INDIGOHelpDesk@deewr.gov.au for any specific training requirements.	1
	More Face to Face Sessions	DEEWR/DIISRTE		
INDIGO Training/Documentation	Although there is Webinar training, face to face training would still be the preferred option for staff out in the states. Once or twice a year visit by the INDIGO Team to the states would improve DEEWR staff's working knowledge of the system better than webinar.	DEEWR/DIISRTE		
	Some face to face sessions in the new year would be great	DEEWR/DIISRTE		

Suggestion Category	Suggestion	User Type	Response	Action Item No.
	delvier training out in reagions/states.	DEEWR/DIISRTE		
INDIGO Training/Documentation	I understand that face to face training sessions are unlikely but I think the webinars are a good tool and medium but need to be a little more targeted (like the acquittals one we had not long ago).	DEEWR/DIISRTE	The INDIGO Business Support Team will continue to make every effort to target webinar training sessions to meet the requirements of Contract Managers, and to keep each session as short as possible. Suggestions for specific webinar training sessions can be made during the INDIGO User Group meeting or by contacting the help desk on (02) 6240 8852 or email INDIGOHelpDesk@deewr.gov.au for any specific training requirements.	1
INDIGO Training/Documentation	Some expansion of the task cards perhaps	DEEWR/DIISRTE	The INDIGO Business Support Team has hosted a number of webinar training sessions and continually develops training materials (task cards and videos). These are published on the DEEWR intranet (dnet) to assist DEEWR users when performing actions in INDIGO. Users are encouraged to contact the help desk on (02) 6240 8852 or email INDIGOHelpDesk@deewr.gov.au for any specific training requirements.	1
INDIGO Training/Documentation	If orginal materials were clearer it would alleviate then need to ring helpdesk eg acronyms in this survey assume everyone knows what they mean	IYLP Provider	The INDIGO Business Support Team endeavours to make training materials easy to understand and user friendly. IYLP users are encouraged to contact the IYLP Team in National Office or their DEEWR Contract Manager for any specific training requirements or concerns regarding available training resources.	1

Suggestion Category	Suggestion	User Type	Response	Action Item No.
	The flow charts and manual are good and I try to refer to them as much as possible. The one big ask in improving service would be for more training especially if there are new staff on board, i was thrown in the deep end.....	IYLP Provider		
INDIGO Training/Documentation	More online workshop training to be made available	IYMP Provider	The INDIGO Business Support Team held three Webinar training sessions for IYMP provider users during the first half of 2013. Users are encouraged to contact their DEEWR Contract Managers or the help desk on (02) 6240 8852 or email INDIGOHelpDesk@deewr.gov.au for any specific training requirements.	1