

May 2017



## Media Release

### **WORK OPTIONS SCORES 99.33% FOR CUSTOMER SATISFACTION**

The judging process for the 2017 Australian Achiever Awards for Australia's Employment, Training & Consultancy Services category was completed on 3rd May.

**Work Options** scored a highly recommended 99.33%.

Now into its twentieth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a business's own customers - an indication of a well-run business where satisfied customers are a sign that a business is healthy, worthy of praise and increased custom.

The award system focuses on seven criteria, each scored separately, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication and Overall Perception. The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service. A complete list of all businesses who have achieved over the last few years can be viewed at [www.achiever.com.au](http://www.achiever.com.au).

Some of the comments Australian Achiever received from Work Options clients are:

*The team at Work Options are fantastic. I work regularly with Margaret, Diana and Karen who all go above and beyond for us. They communicate well with my boys and are strong ladies, not easily intimidated. They are very skilled and more qualified than I can imagine. They take the time to debrief me and follow up the next day to see how I am. They are a fantastic support; I know they have my back. Their management style is creative, and the training is highly effective.*

*Work Options are extremely professional. The team really put effort into their work. All I have to do is send an email, and they are on the ball arranging a time to do our fit for work assessments. They handle the drug and alcohol testing extremely well; their manner with staff in that situation is amazing. They are very proactive with our return to work program; when a worker is injured and has to go through rehabilitation, they attend every doctors and physio appointment. They handle any issues very efficiently, and Karen, the Managing Director, is always available and happy to help to get the best resolution possible.*

*We have been using Work Options for many years now and are extremely happy with their service. The team do their job very well and always deliver everything for a very reasonable price.*

ENDS: For verification of this report, please contact  
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