IPART Stakeholder Engagement Survey 2024

Independent Pricing and Regulatory Tribunal | NSW

the consulting space

Prepared for IPART by The Consulting Space
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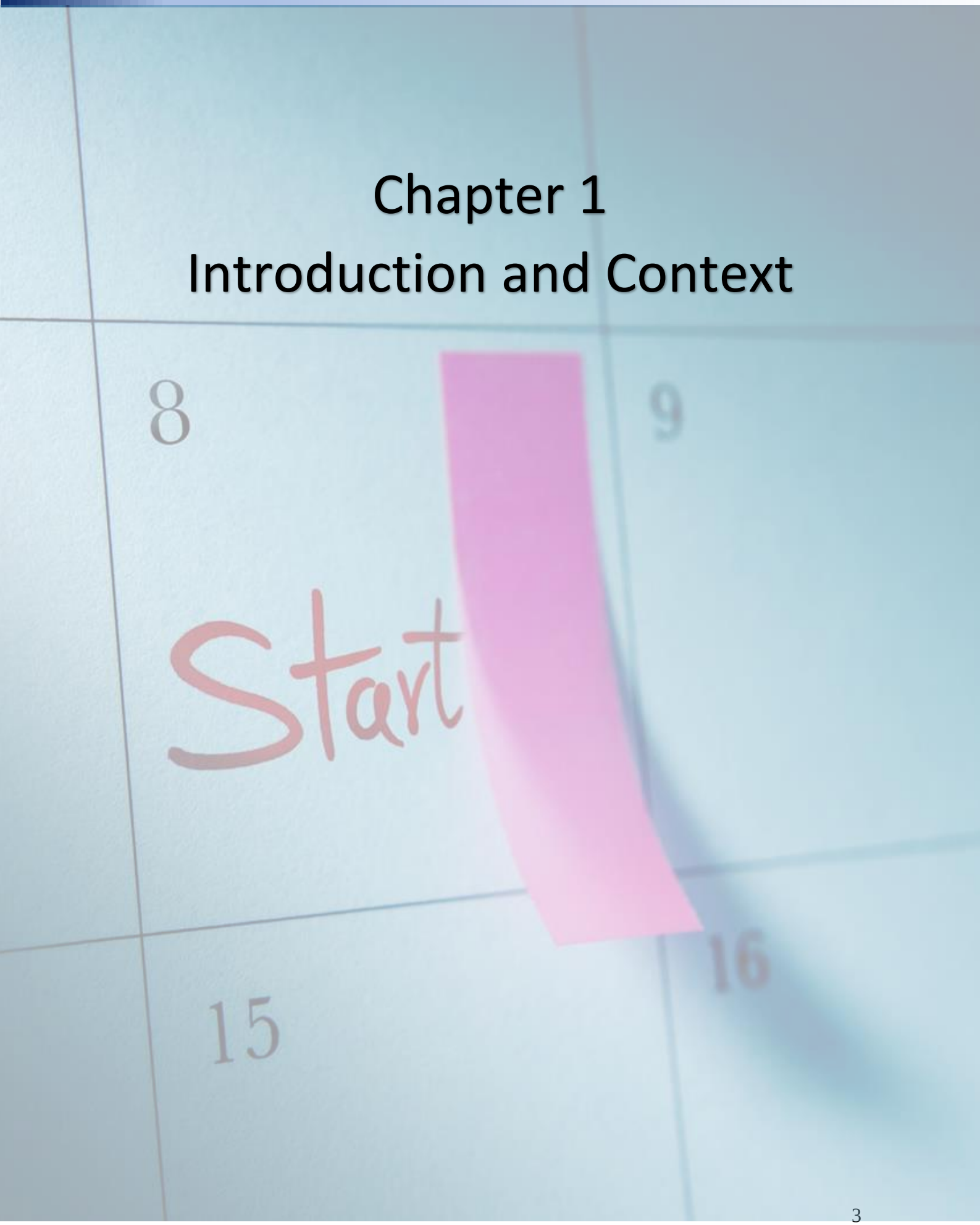
Introduction and Context



IPART has conducted stakeholder surveys since 2001. The surveys are important to assess their performance and identify areas for improvement in communication and engagement.

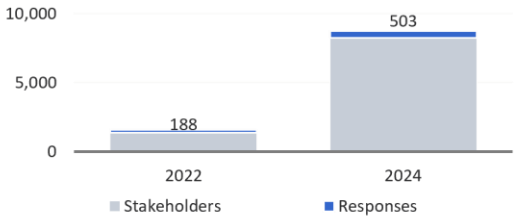
In 2022, they redesigned the survey to obtain more detailed feedback from a broader range of stakeholders to ensure they received meaningful insights from diverse sectors, including government agencies, regulated entities, businesses, peak bodies, and the community.

In 2024, the survey now also seeks to identify the proportion of survey respondents by type/category, helping better understand stakeholder needs and enhance the future strategies.

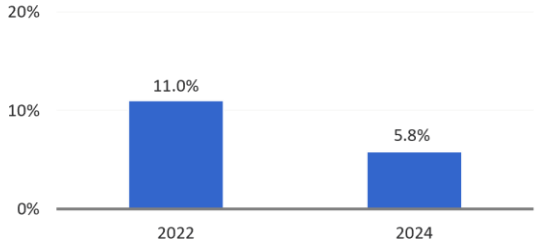
Survey Comparison

188
2022 responses
from 1,585 invitations

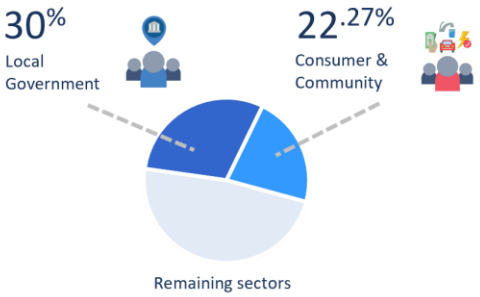
503
2024 responses
from 8,734 invitations



Completion rates[1]



Stakeholder representation[2]



Insights

- Stakeholders praise IPART professionalism, transparency, and dedication.
- Suggestions for further improvements to IPART communication and consultation processes.
- Higher survey participation has provided more diverse insights.

184%
Increase
in responses for 2024 survey

96
Respondents
volunteered for interview (30 interviews conducted)

1. While completion rates are down for 2024, responses are higher than 2022.
2. More detailed breakdown is available on page 9.

Introduction

The IPART Stakeholder Engagement Survey has been a longstanding initiative, dating back to its inception in 2001. This marks the 11th commission of the survey, with a significant overhaul undertaken in 2022, this is the second iteration of the new survey. In 2022, approximately 1585 stakeholders were invited, yielding 188 responses, representing an 11% completion rate.

Broadening their reach to stakeholders has been a strategic goal for IPART, resulting in 8,734 stakeholders being contacted. This was achieved through targeted engagement methods designed to attract individual stakeholders, including community members, on topics that significantly impact the lives and livelihoods of people in New South Wales. Enhancing community engagement will continue to be a strategic priority for IPART.

With the substantial increase in the number of stakeholders engaged to complete the survey stakeholders resulted in 503 responses and a completion rate of 6%. This expanded survey population led to a 184% increase in responses compared to 2022. With the survey's redesign in 2022, we can now compare survey periods, allowing for trend analysis over the past two years and establishing a developed baseline.

However, with the increase in survey participants it means that IPART is now receiving a broader range of perspectives compared to 2022. This change in approach makes direct performance comparisons between 2022 and 2024 challenging due to the significantly larger sample size.

Furthermore, the Local Government sector emerged as the predominant stakeholder group in this survey, with 149 respondents constituting 30% of the total. Following closely were Consumer and Community Groups, with 112 respondents accounting for 22% of the total. Together, these two categories made up over 50% of all respondents. In contrast, each of the remaining stakeholder categories individually represented less than 10% of the total respondents. This context is crucial for interpreting the survey results and verbatim comments, as they are likely more reflective of the perspectives from these two dominant stakeholder groups.

Stakeholders engage with IPART across a diverse range of functions, such as Pricing and Policy for Water, Local Government, Energy, Transport and Commissioned Reviews, and Regulation and Compliance of Energy Network operators, Water Licensing, and schemes under the NSW Energy Security Safeguard.

A wide spectrum of stakeholders participated in the survey, encompassing representatives from state and local government agencies, large-scale private organisations, small to medium enterprises, peak bodies, and individual private citizens.

Further, respondents had the opportunity to volunteer for short interviews, with 96 requests and 30 subsequently interviewed. These interviews were structured around themes from the initial survey analysis and tailored to the specific stakeholder interactions of each respondent. Insights from these interviews are integrated into this report.

The survey design incorporated optional comment boxes after each question, along with a standalone optional comment box in the final category. All verbatim responses and comments have been leveraged to identify themes and opportunities for IPART outlined in this report.

Privacy

To uphold respondent confidentiality, all responses remained anonymous unless individuals voluntarily disclosed their identity for interview participation. Even in such cases, survey responses were anonymised and aggregated into the broader survey results. Names and contact details were solely used for interview coordination and have been de-identified for the purpose of this report.

Report Structure

Chapter 1
Introduction

- Introduction
- Privacy

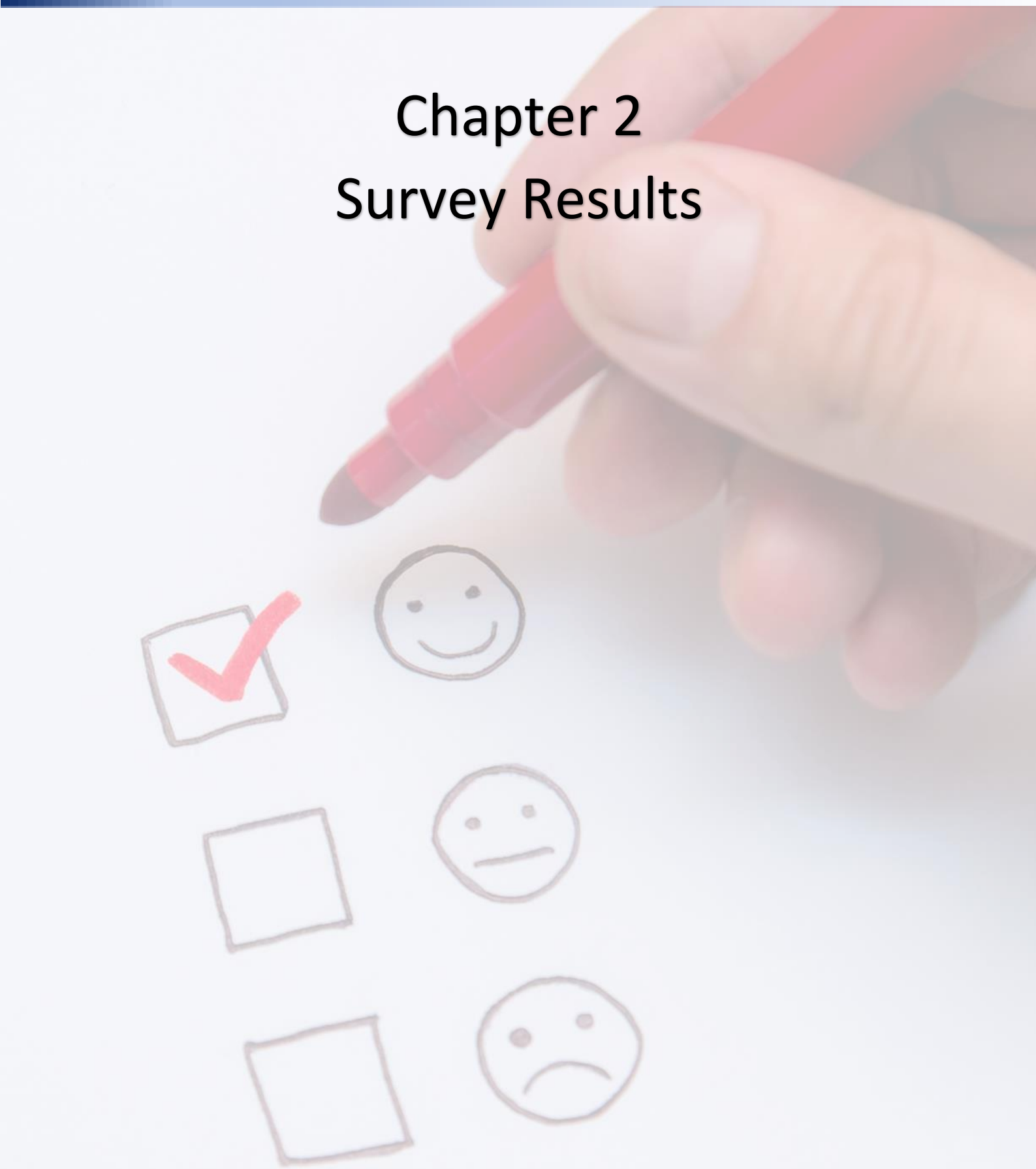
Chapter 2
Results

- Graphics: responses to key questions
- Quotes: Verbatim from survey and interviews
- Insights: Summary of findings from survey, verbatims and interviews

Chapter 3
Appendix

- Methodology
- Graphics: responses to remaining questions

Chapter 2
Survey Results



Category 1: Background & General Understanding

Category 1: Background & General Understanding, Key Survey Results

Category 1 encompasses questions aimed at gathering foundational information about stakeholders' interactions with IPART. These questions seek to understand the type of stakeholder, duration of engagement, the specific areas in which they interact with IPART, and their perceptions regarding IPART's comprehension of their industry or organisation.

Figure 1: Please select the stakeholder type that applies to you? (n503)

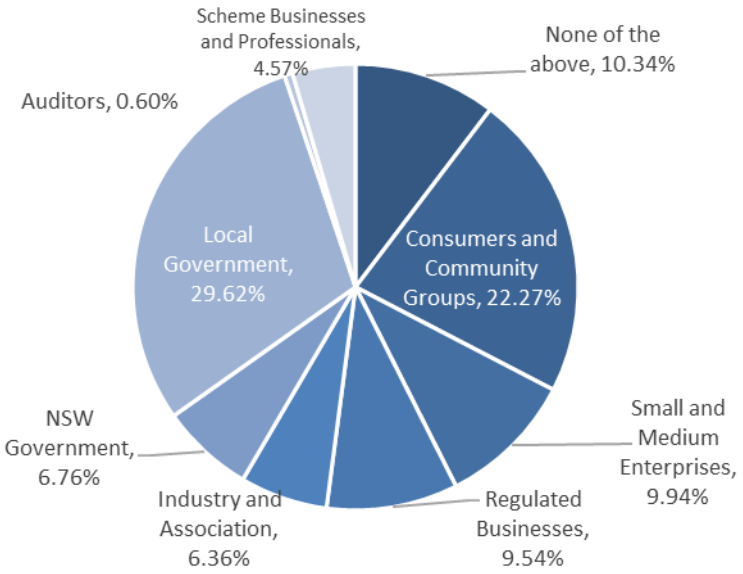
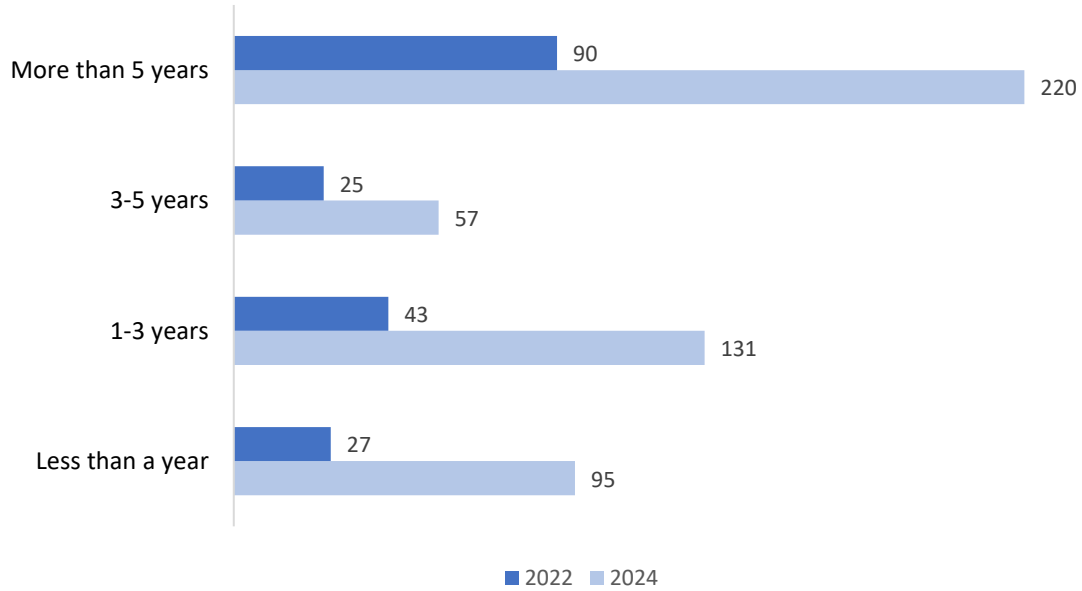
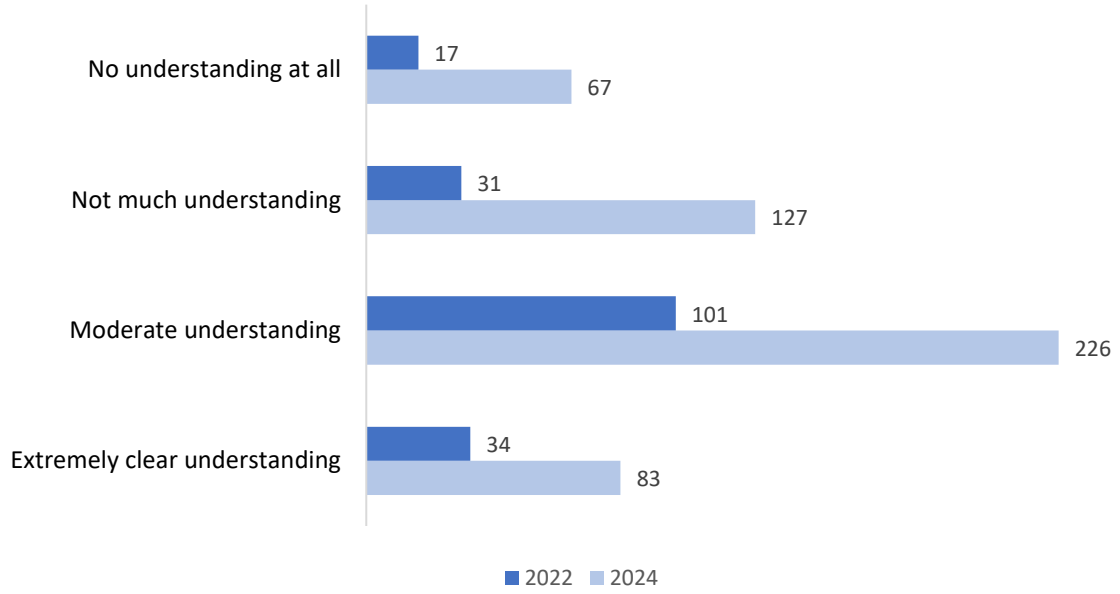


Figure 2: How long have you been dealing with IPART?



	2024	2022	% Change
Less than a year	19%	15%	4%
1-3 years	26%	23%	3%
3-5 years	11%	14%	-2%
More than 5 years	44%	49%	-5%

Figure 3: Do you feel IPART have an understanding of the primary issues facing you or your organisation?



	2024	2022	% Change
Extremely clear understanding	17%	19%	-2%
Moderate understanding	45%	55%	-10%
Not much understanding	25%	17%	8%
No understanding at all	13%	9%	4%

Verbatims

"IPART staff have expressed a strong interest to learn more about the issues facing our organisation"

"Perhaps there is an understanding of the primary issues but local government includes such a wide range of challenges, and there could be a better understanding of how these issues are scaled between urban, regional and remote areas"

"Seem to have a good 'overview ' level of understanding but lacks depth on key underpinning issues and drivers. Embedding independent subject specialists within items or topics will not only add depth to understanding but also credibility to findings and investigations"

"The more people that become involved with IPART, the greater is IPART's understanding of the issues we face will be"

Insights

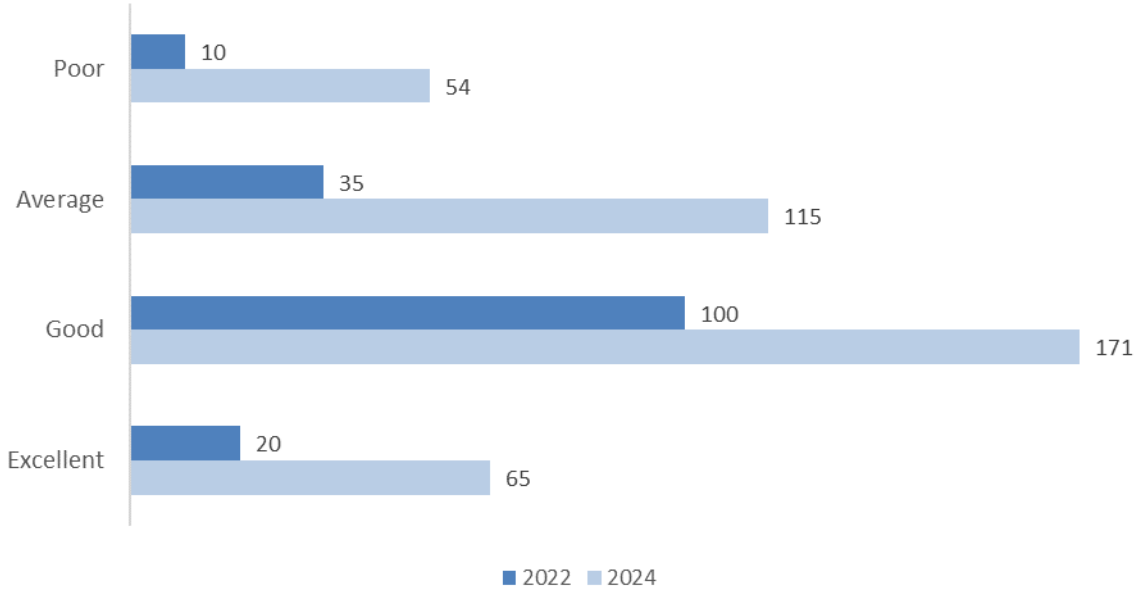
- The survey highlighted the Local Government sector as the largest stakeholder group, comprising 149 respondents, which accounted for 30% of the total. Consumer and Community Groups closely followed, with 112 respondents, representing 22.27% of the total. Combined, these two categories accounted for over 50% of all respondents. In contrast, each of the remaining stakeholder categories individually represented less than 10% of the total respondents.
- The duration of stakeholders' interactions with IPART has shown minimal change between the two surveys, with a slight increase of 7% in stakeholders engaging with IPART for three years or less.
- Despite some negative feedback in the survey, it's important to highlight that 60% of respondents provided positive responses to the question. This marks a decrease from 2022, where 75% of responses were positive.
- Some stakeholders perceive IPART's decisions, particularly regarding rate increases and special rate variations, which are against the interests of ratepayers, stakeholders believe that IPART's decisions favour government agendas over community interests.
- Other expressed frustrations with a perceived lack of engagement or responsiveness from IPART, especially regarding submissions or objections made by individuals or communities.
- While other respondents have found engagement with IPART generally positive and note continued improvement. Many stakeholders appreciate IPART's willingness to maintain regular communication through various channels such as email, website and forums.
- Recent positive changes observed within IPART's water compliance and pricing teams, indicating a proactive effort to enhance collaboration and engagement with stakeholders, have been greatly appreciated. IPART demonstrates a strong working knowledge of the water business, which is highly appreciated by stakeholders.
- There has been an acknowledgment of a shift towards a less formal approach by IPART, which has been positively received by many stakeholder groups.

Category 2: Communication & Information

Category 2: Communication & Information, Key Survey Results

Category 2 encompasses questions designed to understand how stakeholders engage with IPART, including their preferences for receiving information and their preferred communication channels. This section also examines the relevance and comprehensiveness of the information provided by IPART to its stakeholders.

Figure 4: Overall, how would you rate IPART's communication in providing useful & relevant information to you?



	2024	2022	% Change
Excellent	16%	12%	4%
Good	42%	61%	-18%
Average	28%	21%	7%
Poor	13%	6%	7%

Verbatims

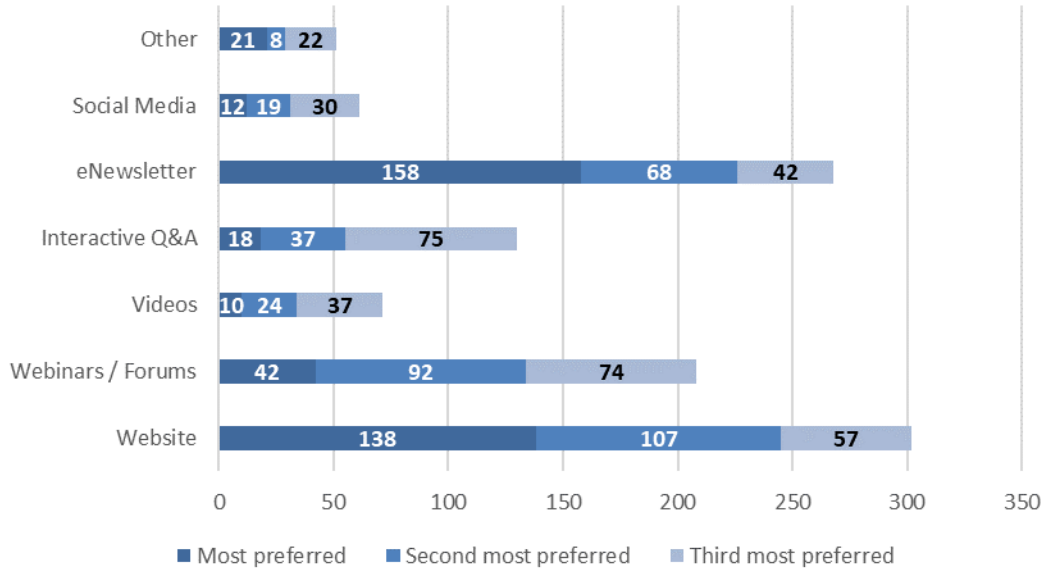
"Underlying information is very complex to understand"

"IPART's reporting is usually very consistent in its format"

"IPART is open to contributions and actively seeks clarity from stakeholders."

"characterised by objectivity and pragmatism, particularly in their economic assessments. While there may be instances where our perspectives differ, I appreciate that IPART is consistently transparent and clear in their reasoning, and open to constructive debate."

Figure 5: How would you prefer to receive information and news from IPART?



Verbatims

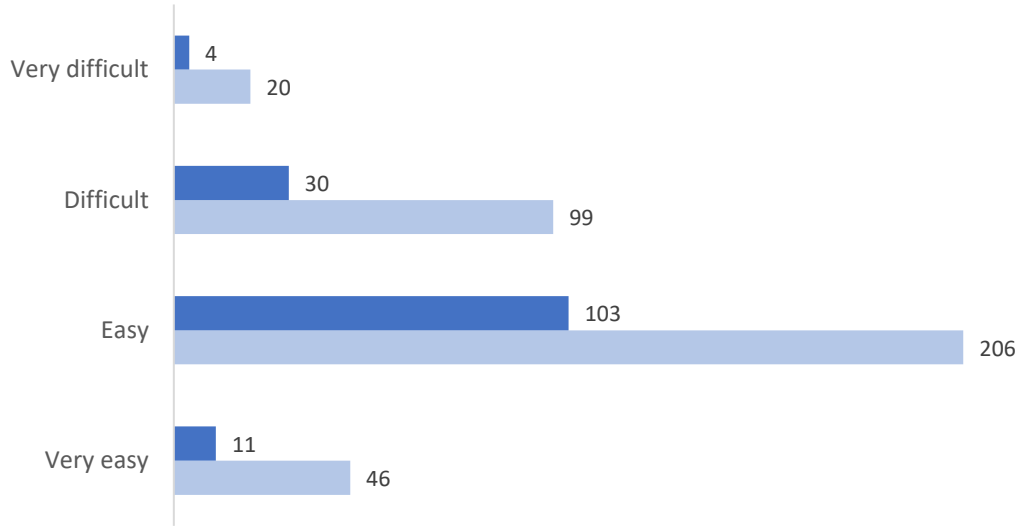
"Depends on the actual context of the situation, this can have a significant impact on the preferred communication method"

"There needs to be a one source of truth approach to providing and archiving information"

"The website is not sufficient for questions that may be quite specific. Hence, the need for Q&A phone calls"

"I find it relatively easy to communicate with IPART, thanks to the clear contact details provided on the project pages. This accessibility facilitates quick inquiries and clarifications, saving time for both us and IPART"

Figure 6: How easy is it to find information relevant to you on the IPART or ESS website?



	2024	2022	% Change
Very easy	12%	7%	5%
Easy	56%	70%	-14%
Difficult	27%	20%	6%
Very difficult	5%	3%	3%

Verbatims

"..it can be extremely useful when you find what you need, less so when you can't. No site map it relies on searches"

"It is quite awkward to use, similar to most government websites."

"Sometimes I do struggle with finding specific items but overall very useable"

"The content is very useful but it is very difficult to navigate, even as a frequent user. There are still some reports and reviews that I can only find by typing a very specific term in the search field."

Insights

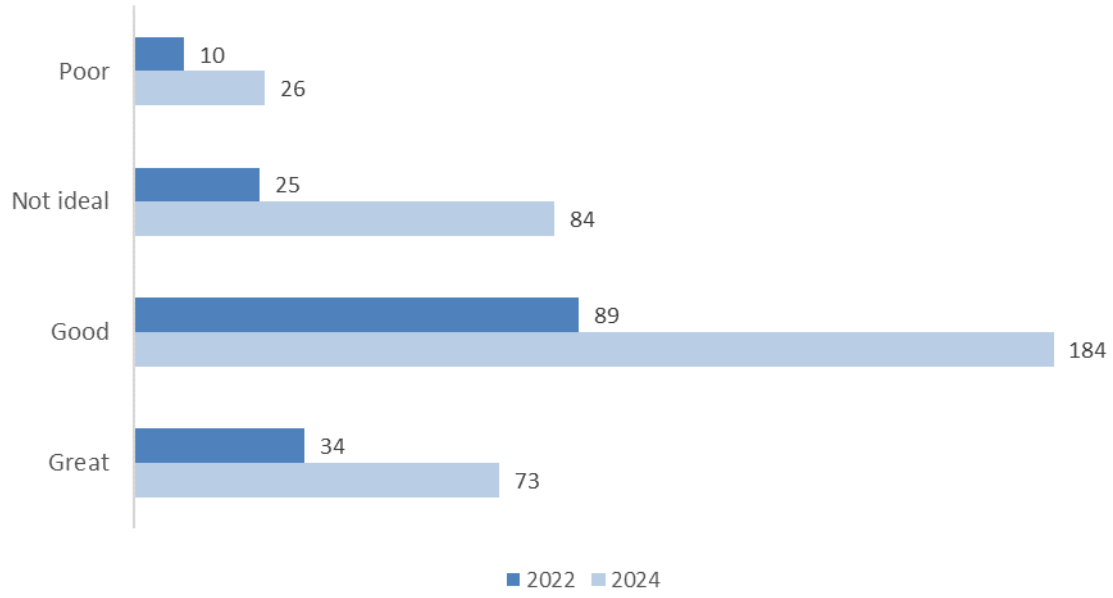
- In comparison to 2022, there has been a 4% uptick in stakeholders rating IPART's communication as excellent in providing relevant information. However, there has been an 18% decrease in stakeholders assessing IPART's communication as good. Upon analysing survey comments and interview insights, it appears that ratepayer stakeholders express the highest level of dissatisfaction, likely influencing this shift.
- Survey data indicates a notable preference for obtaining information through the IPART website and eNewsletters. Additionally, there is a growing demand for webinars and forums, as highlighted by stakeholder interviews. This form of engagement is highly valued, allowing stakeholders to address specific queries and issues proactively, ultimately saving them time and improving outcomes.
- The survey data also indicates there has been a slight decrease in the perceived 'easy' of finding relevant information on the IPART or ESS website from 2022. This is reflected in the overarching feedback that you 'need to know exactly what you are looking for'.
- A significant number of users struggle with website navigation, suggesting that the sites would benefit from the implementation of a site map to facilitate easier access to information. Additionally, users report difficulties in finding specific items.
- Generally, users find the websites useful despite their navigational challenges, most users appreciate the detail of the content, its often described as 'comprehensive'.
- Survey comments and stakeholder interviews varied widely in their assessment of IPART's communication effectiveness. Some respondents expressed appreciation for IPART's efforts to keep them informed, highlighting instances where direct engagement or email communication worked well for receiving relevant information.
- However other stakeholders, criticised IPART for poor communication, citing difficulties in understanding provided material or receiving timely responses to inquiries.
- Overwhelmingly, IPART's written reports and determinations are appreciated for being comprehensive, thorough and well-considered. Stakeholders frequently describe them as accurate and professional, reflecting IPART's commitment to delivering high-quality and insightful analysis.
- Overall, the survey highlights the importance of IPART providing diverse communication channels to cater to different stakeholder preferences and contexts.

Category 3: Professionalism & Interaction Channels

Category 3: Professionalism, Key Survey Results

Category 3 encompasses questions designed to understand stakeholders' perceptions of IPART's professionalism and effectiveness in their interactions. This section aims to gather insights into how IPART's conduct, communication, and overall approach are viewed.

Figure 7: Overall, how would you rate your interactions with IPART?



	2024	2022	% change
Great	20%	22%	-2%
Good	50%	56%	-6%
Not ideal	23%	16%	7%
Poor	7%	6%	1%

Verbatims

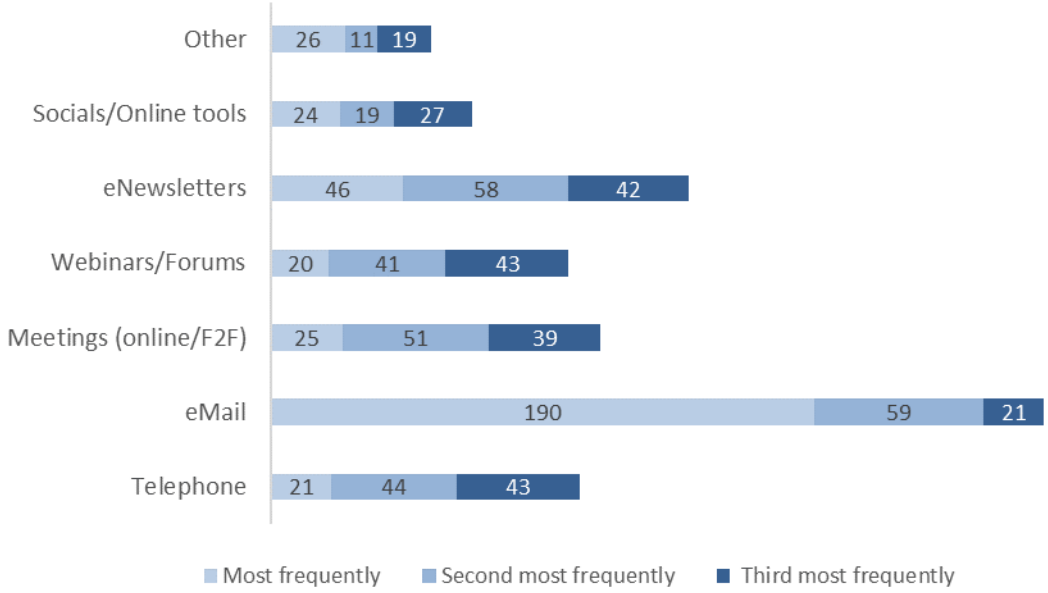
"A focus on responsiveness would be helpful as clarifications are sometimes needed which take time to implement in the organisation by a strict deadline."

"I value IPART and I have regularly praised the organisation in the past for professionalism, inclusion and level of transparency."

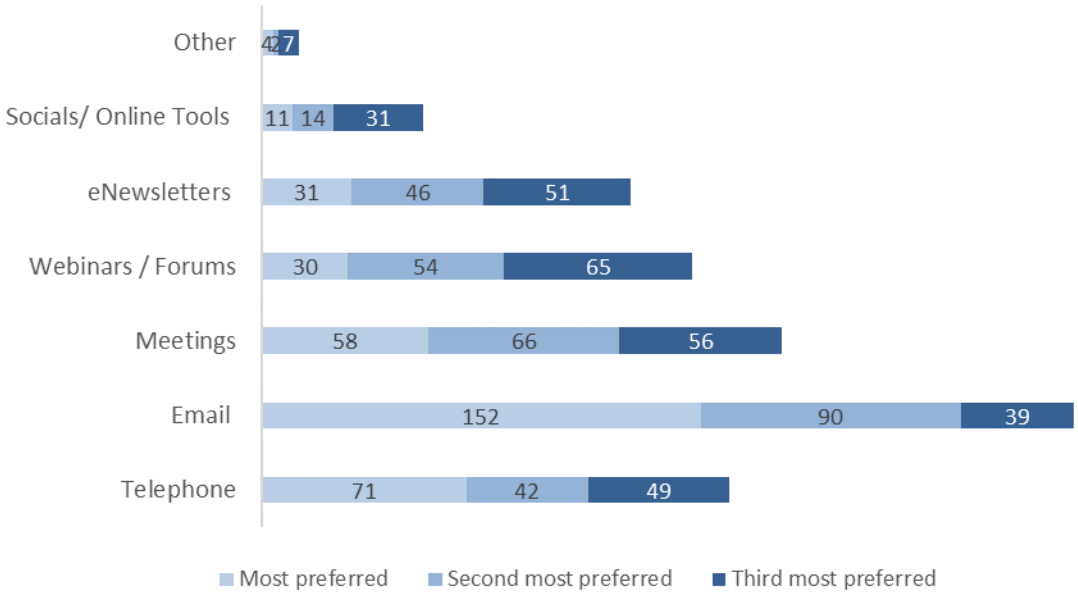
"The availability and willingness of IPART personnel to answer questions directly to ACPs regarding queries for compliance to rules has been extremely helpful to clarify specifics regarding planning for complex projects, especially where there may be unknowns. This reflects the usefulness of interaction, such as Q&A to clarify and understand ambiguities, but the fullness and permanence of available information should always be reflected on the website, as the go-to, updated, source of truth."

Figure 8: A comparison of Channel Preference

How do you most frequently interact with IPART at present?



How would you prefer to interact with IPART?



Verbatims

"Depends on the actual context of the situation, this can have a significant impact on the preferred communication method."

"Some industry briefing sessions may be useful in assisting customers of regulated industries."

"There needs to be a one source of truth approach to providing and archiving information"

"…fairly passive interaction in that I mostly read IPART reports"

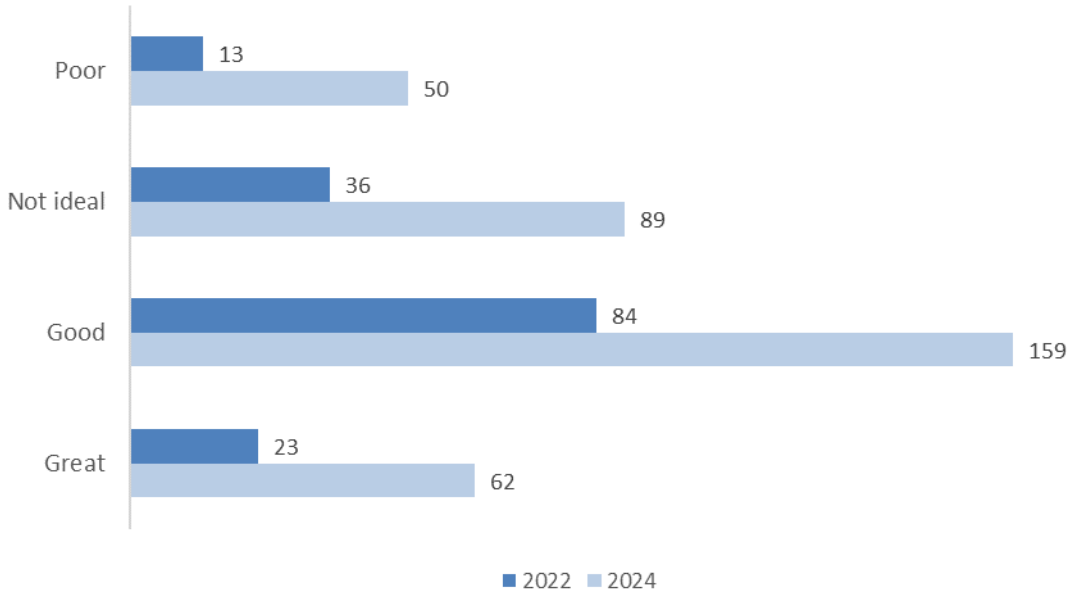
Insights

- The survey data reveals that 70% of respondents rated their interactions with IPART positively, down slightly from 78% in 2022. Analysing the survey data, comments and interview feedback, it is evident that Local Government stakeholders exhibit a higher level of dissatisfaction, with 42% expressing negative interactions with IPART.
- Quantitative data on channel preferences indicates that email is both the most used and the most preferred method for stakeholders engaging with IPART. Additionally, there is a strong preference for more in-person meetings like webinars and forums, suggesting stakeholders value direct, personal communication and opportunities for interactive, face-to-face discussions.
- Some respondents appreciate IPART's efforts to keep them informed, particularly through direct engagement or email communication. These stakeholders find the interactions professional, with knowledgeable staff providing relevant information.
- Despite the positive feedback, there are concerns about delays in receiving responses and difficulties in accessing meaningful information. Some stakeholders feel their concerns are not adequately addressed, and their submissions are ignored.
- Survey responses indicate varied preferences for interacting with IPART. While some participants prefer traditional channels like email for day-to-day interactions others favour accessing information through the website. Many respondents emphasise the importance of clarity and accessibility in communication, suggesting the need for detailed explanations via Q&A phone calls and more industry briefing sessions. There is also a strong desire for continued transparency, accountability and consistency in information disseminated by IPART.
- Overall, the comments highlight the importance of providing diverse communication channels to cater to different preferences and contexts for stakeholders. This approach would ensure that all stakeholders have access to the information they need in a manner that suits their individual preferences.

Category 4: Stakeholder Consultation

Category 4: Stakeholder Consultation, Key Survey Results

Figure 9: Overall, how would you rate IPART's stakeholder consultation?



	2024	2022	% Change
Great	17%	15%	2%
Good	44%	54%	-10%
Not ideal	25%	23%	2%
Poor	14%	8%	6%

Verbatims

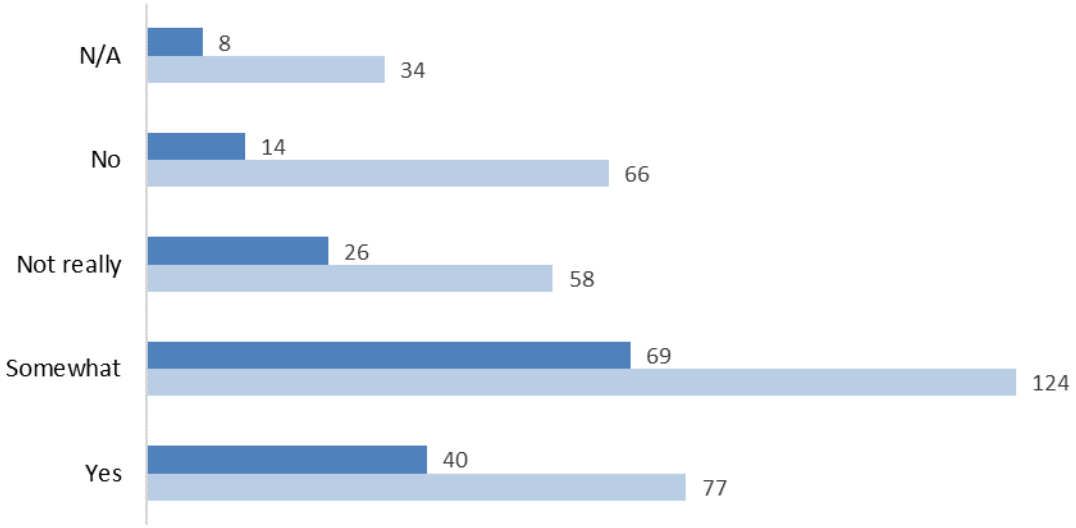
"I feel IPART conducts itself adequately, but the process has limitations."

"I would like to have IPART interact more with communities as a whole and not through Council."

"IPART is one of the better organisations when it comes to stakeholder engagement and consultation IPART welcomes the views of everyone."

"…concerns have been raised regarding a perceived imbalance in the consideration given to different stakeholders, IPART must ensure equitable treatment and representation across all parties involved."

Figure 10: Do you feel that stakeholders' views are considered during consultation?



	2024	2022	% Change
Yes	21%	25%	-4%
Somewhat	35%	44%	-9%
Not really	16%	17%	0%
No	18%	9%	9%
N/A	9%	5%	4%

Verbatims

"I feel the independence of IPART means that the views of an individual are not dismissed in the way they are by some other departments."

"We always feel like we have been heard and IPART is very respectful."

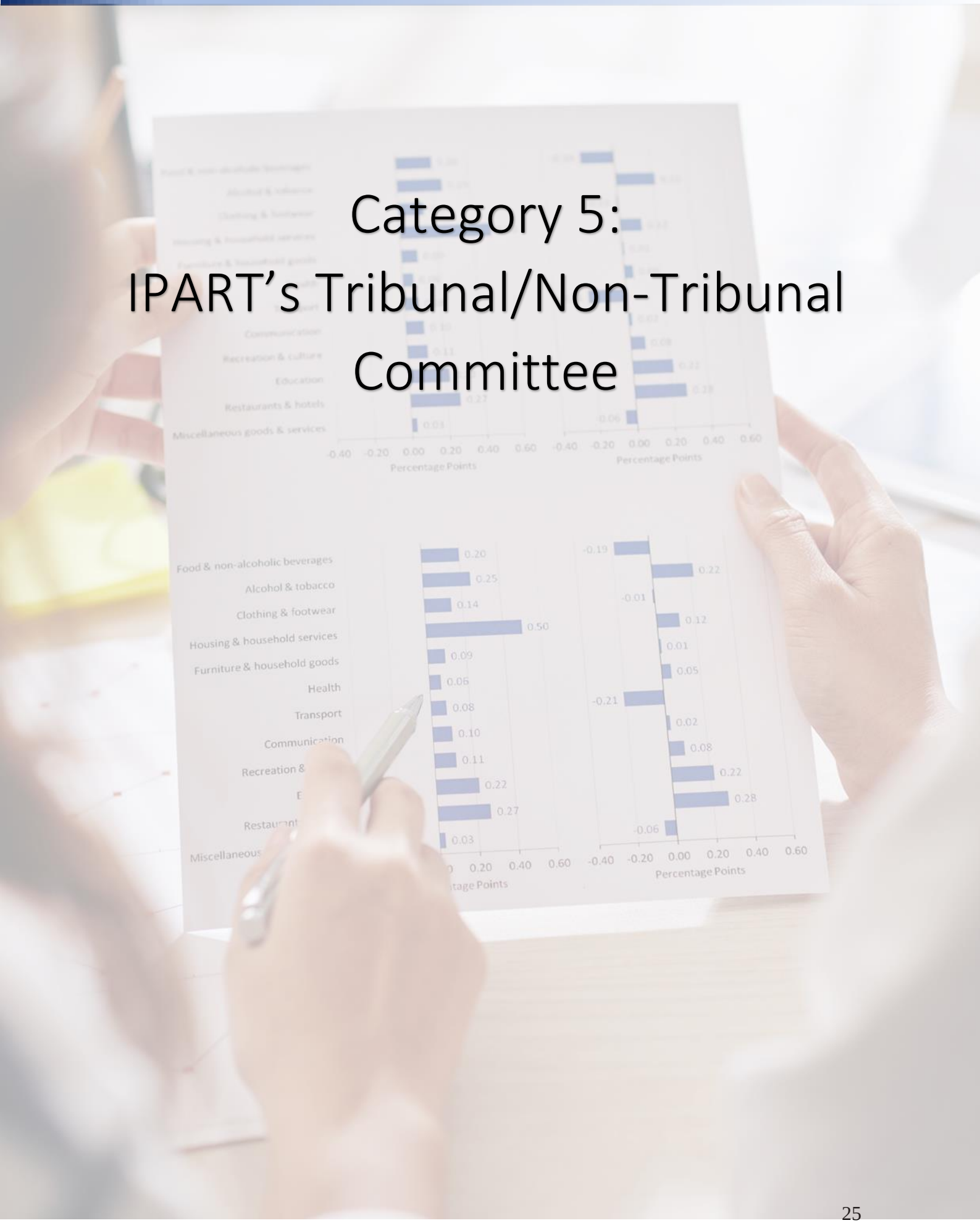
"A challenge with consultation is that the majority of stakeholders are silent and there are some loud opinionated stakeholders. IPART's reasonably good at understanding this but it needs to stay vigilant."

"IPART needs to explain why some recommendations are dismissed / ignored."

Insights

- The survey highlights a slight decline in stakeholder consultation ratings for IPART, with an 8% drop from 2022. However, a positive aspect is 17% of stakeholders rated their consultation as great, marking a 2% increase from the previous survey. Overall, 61% of respondents rated IPART's stakeholder consultation positively.
- There was an 13% decrease from 2022 in stakeholders who believe their views are considered during consultations. Despite this decline, 56% of respondents still hold a positive perspective on this aspect of IPART engagement.
- Stakeholder opinions on IPART's consultation process vary widely, with some expressing satisfaction and others feeling dissatisfied or sceptical.
- Survey feedback and interviews suggest some stakeholders feel that their views are not adequately considered, especially when it comes to local government issues like rate rises and council decisions. There's a perception amongst rate payers that IPART may favour certain stakeholders, such as councils and politicians, over community members.
- An equal number of respondents emphasised the need to give more weight to primary stakeholders. The reasons cited include the level of impact, the robustness of submissions, the size of the organisation's infrastructure or customer base.
- Some stakeholders criticise the perceived lack of genuine consultation, expressing the sentiment that decisions are predetermined, and their input is disregarded.
- Despite some negative feedback, there are also stakeholders who believe that their views have been respected and considered by IPART. Some stakeholders feel that IPART's engagement efforts have improved over time. They felt reaching out to IPART proved immensely beneficial, despite initial hesitation, their experience with IPART was excellent during consultation.
- Several stakeholders indicated that Senior level engagement at IPART is highly appreciated. Stakeholders find them accessible, respectful, and willing to engage in conversations. IPART is open to contributions and actively seeks clarity from stakeholders during consultation.
- Overall, IPART faces the challenge of effectively balancing the diverse needs of stakeholders throughout the consultation process while meeting their varying expectations. Achieving this requires finding the right evenness, demonstrating transparency, while ensuring that the terms of reference are fulfilled.

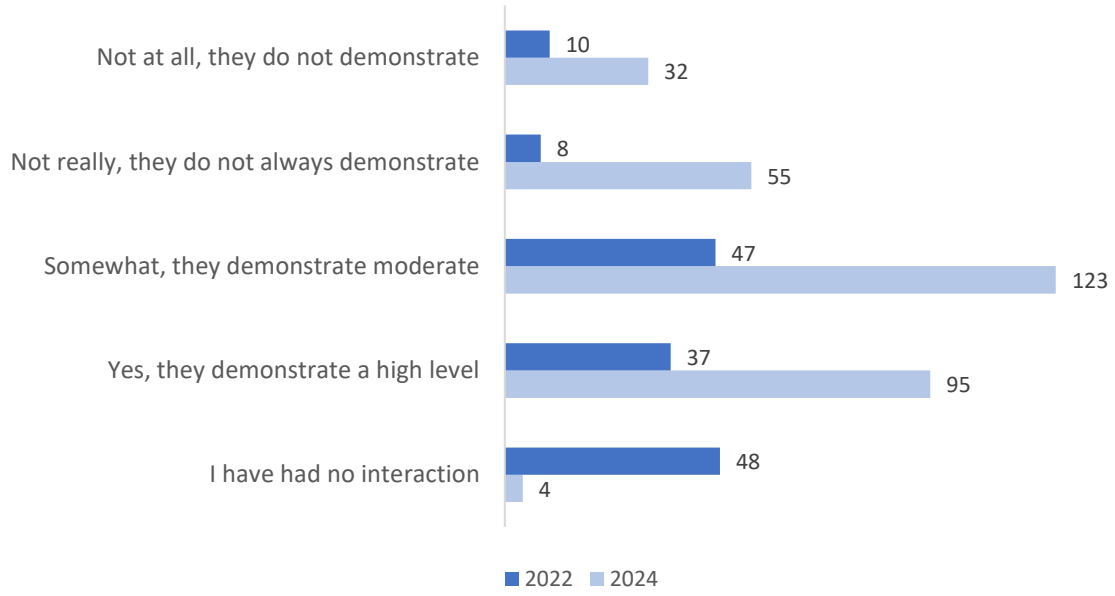
Category 5: IPART's Tribunal/Non-Tribunal Committee



Category 5: IPART's Tribunal, Key Survey Results

Category 5 includes questions aimed at understanding stakeholders' perceptions of the role of IPART Tribunal and Non-Tribunal Committee members. This section seeks to gather insights into how stakeholders view IPART's conduct, communication, and overall approach.

Figure 11: Overall, IPART's Tribunal members/Non-Tribunal Committee members demonstrates leadership and integrity in carrying out their responsibilities?



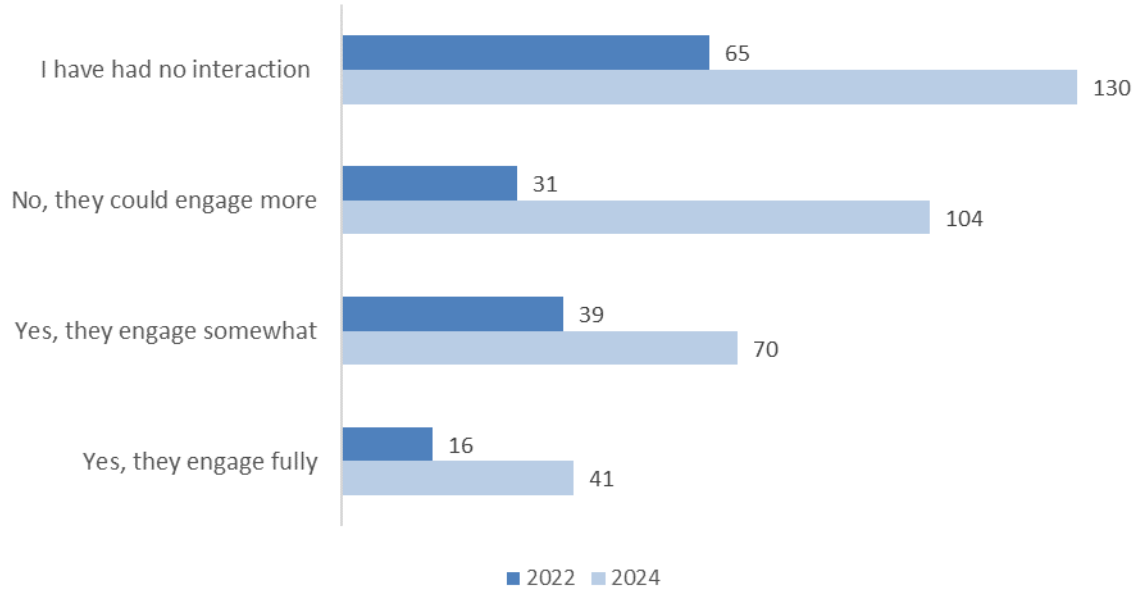
	2024	2022	% Change
I have had no interaction	1%	32%	-31%
Yes, they demonstrate a high level	31%	25%	6%
Somewhat, they demonstrate moderate	40%	31%	8%
Not really, they do not always demonstrate	18%	5%	12%
Not at all, they do not demonstrate	10%	7%	4%

Verbatims

"Although they could consult more with policy agencies before making their independent decision. This consultation could be done in a way that their independence is not undermined."

"recent dealings have appeared independent of government but I still believe government has a considerable influence"

Figure 12: Do you feel the IPART Tribunal/Non-Tribunal Committee engages enough with you or your organisation to understand issues in your sector?



	2024	2022	% Change
Yes, they engage fully	12%	11%	1%
Yes, they engage somewhat	20%	26%	-6%
No, they could engage more	30%	21%	10%
I have had no interaction	38%	43%	-5%

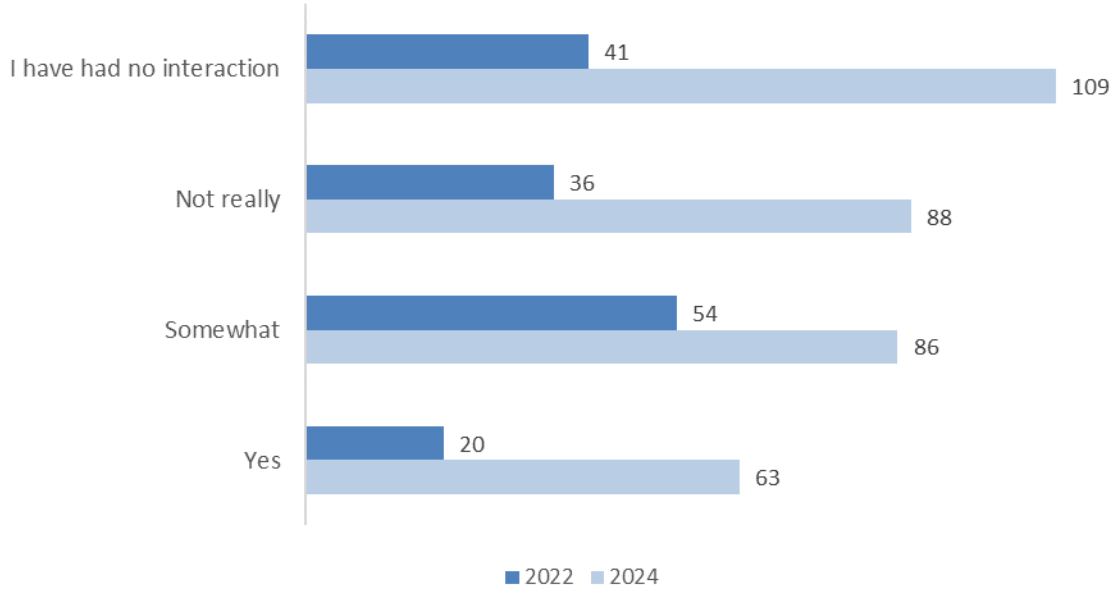
Verbatims

"The committee members may benefit from visiting entities to understand the varying environments and issues they are faced with."

"Whilst our engagement with the IPART staff is excellent, some direct engagement with the Tribunal would be beneficial"

"I really enjoyed a session I attended in relation to the review of the Rate Peg methodology. It was well run and enabled for contribution from all who attended."

Figure 13: Do you think IPART Tribunal/Non-Tribunal Committee decisions are sound and balanced?



	2024	2022	% Change
Yes	18%	13%	5%
Somewhat	25%	36%	-11%
Not really	25%	24%	2%
I have had no interaction	32%	27%	4%

Verbatims

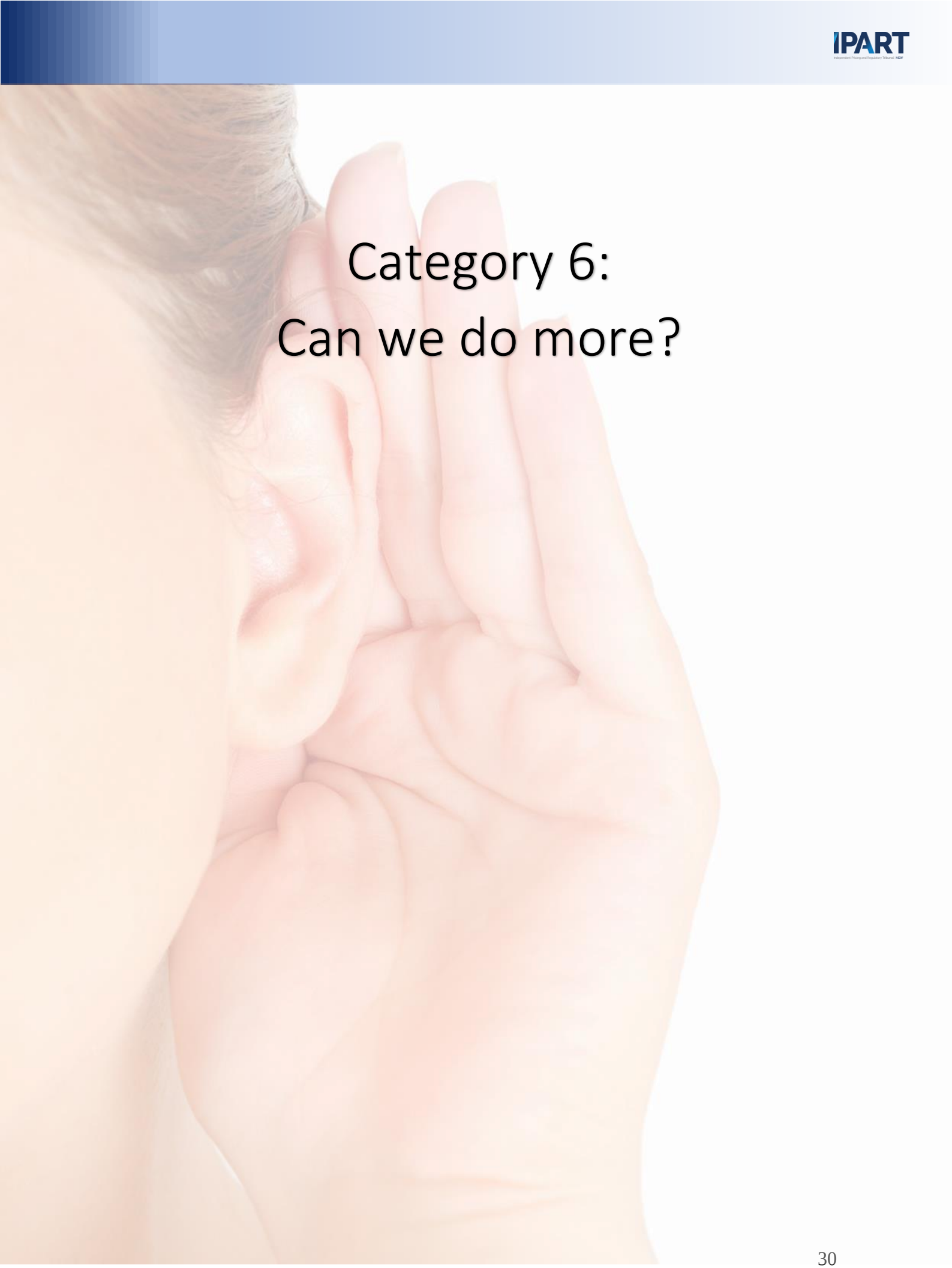
"I think there needs to be far more commentary on 'out of scope' and how TOR constraining 'creative problem solving."

"The Tribunal should be more economic in terms of their decisions. Some recent decisions have been made that have not reflected economic analysis as much as it should have."

"Some of IPART's rules / licence conditions are overly burdensome and not reflective of the environment we operate in or the risks."

Insights

- Approximately 40% of the survey respondents did not answer questions related to the Tribunal, likely because they have not had direct interactions with it. Allowing respondents to opt out of these questions ensured that the survey results accurately reflect the experiences of those with relevant interactions.
- The survey highlights a significant improvement in perceptions of Committee members' leadership and integrity. 71% of respondents believe that IPART's Committee demonstrates these qualities, an increase from 56% in 2022.
- Like the 2022 results, respondents indicated that there is still room for the IPART Tribunal/Non-Tribunal Committees to increase engagement with organisations to better understand sector issues.
- There has been a positive shift in perceptions regarding the decision-making of the IPART Tribunal/Non-Tribunal Committees, with a 5% increase from 2022 in stakeholders who believe the Committee "always" makes sound and balanced decisions.
- Survey comments and interviews reveal a variety of perspectives among stakeholders. Some express scepticism regarding the independence of IPART Tribunal/Non-Tribunal Committee members from government and regulated industries. Many respondents outright reject the notion of independence, citing perceived influences from government and industry stakeholders.
- Other stakeholders raise concerns about transparency, accountability, and the tribunal's understanding of sector-specific issues. There is a call for more consideration of diverse perspectives, improved communication, and greater accountability in decision-making processes. A sentiment exists that submissions are not 'equally' interrogated.
- On the other hand, some stakeholders feel engaged and impressed by recent interactions with the IPART Tribunal/Non-Tribunal Committee. Many express confidence in IPART's ability to make balanced decisions that are not influenced by predetermined outcomes. IPART demonstrates a commitment to fairness and thoroughness in their regulatory assessments.



Category 6:
Can we do more?

Category 6: Can we do more?

This category featured an open-ended question. Below is a summary of the themes distilled from the verbatim responses, along with selected quotes from stakeholders that highlight the common themes.

We really appreciate feedback from our stakeholders - please provide any comments about your dealings with IPART.

Key Themes

Positive Feedback and Acknowledgment

- A number of stakeholders appreciate IPART's efforts, professionalism, and transparency in certain areas.
- Positive interactions with specific IPART staff are highlighted, with praise for their professionalism, responsiveness, and clarity of communication.
- Some stakeholder's express satisfaction with the consultation process and the opportunities provided for feedback.
- There is recognition of IPART's role in addressing industry challenges and providing independent advice, particularly in the water sector.

Concerns about IPART's Processes and Decision-Making

- Stakeholders' express frustration with perceived inefficiencies in local government activities, particularly regarding rate-setting processes.
- Criticisms include the complexity and contradictions in regulations, lack of responsiveness to feedback, and a feeling of not being listened to.
- Some stakeholders highlight positive interactions with specific IPART teams but express some scepticism about the organisation's effectiveness and independence.
- There are calls for clearer communication, more transparency, and improved consultation processes to ensure that stakeholder feedback is adequately considered.

Verbatims

"We meet quarterly, and these sessions are invaluable."

"Very knowledgeable staff, but sometimes a bit too technical and not strategic enough"

"The reports are excellent. the commitment to transparency and accountability is excellent and unusual. There are some water industry issues that might benefit from broader consultation."

"Always professional and informative"

"Engagement and understanding of local government issues has improved and moved well beyond economic theory to address the underlying

"I only deal with IPART when guidance regarding the ESS is required and at closing out an audit. I wish there were more opportunities for learning and

governance, resourcing and complexity issues."	*discussing aspects of the Scheme that are not really clear to ACP's."*
"Terms of reference can be too narrow making the inquiry process pointless."	*"Overall I have a positive experience interacting with IPART recently and while there is always room for improvement, I can see a lot of positive changes in compare with my personal experience over the past 12 years interacting with IPART."*
"Listen to the people - particularly the long-suffering ratepayers of local governments."	*"When you connect with the right person it is effective. Need to improve collaboration rather than the us and them approach".*
Website is quite difficult to navigate	*"More communication when opportunities to participate arise"*

Chapter 3 Appendix

Appendix 1: Methodology

The survey is divided into 6 categories:

1. **General Information** – background information on the stakeholder
2. **Communication & Information** – feedback on IPART's one-way communication
3. **Professionalism** – feedback on dealing with IPART's staff
4. **Stakeholder Consultation** – feedback on two-way consultation processes
5. **IPART's Tribunal** – feedback on the work of IPART's Tribunal
6. **Can we do more?** – opportunity for further comments

Question Design & Scales

Satisfaction Questions

Respondents were asked to rate their level of satisfaction on a range of IPART's activities. The questions were predominantly multiple choice in structure, using a four-point forced Likert scale (with no neutral option provided). This scale is commonly used in market research as it forces respondents to choose positive or negative opinion (even if moderately so) and can avoid the 'auto-response' of neutral, where people are rushing to finish.

N/A (Not Applicable) was provided as an option for questions where there was a possibility of respondents feeling unequipped to provide an opinion due to lack of exposure to certain activities within IPART.

Channel Questions

Some questions required a forced ranking of answers, such as 1-3, 1 being most frequent, 2 being second most frequent etc. Given that respondents are not generally keen on these matrix-style responses, only 3 questions with this structure were included. The quality of the data that they would provide was deemed worth the risk of fatigue.

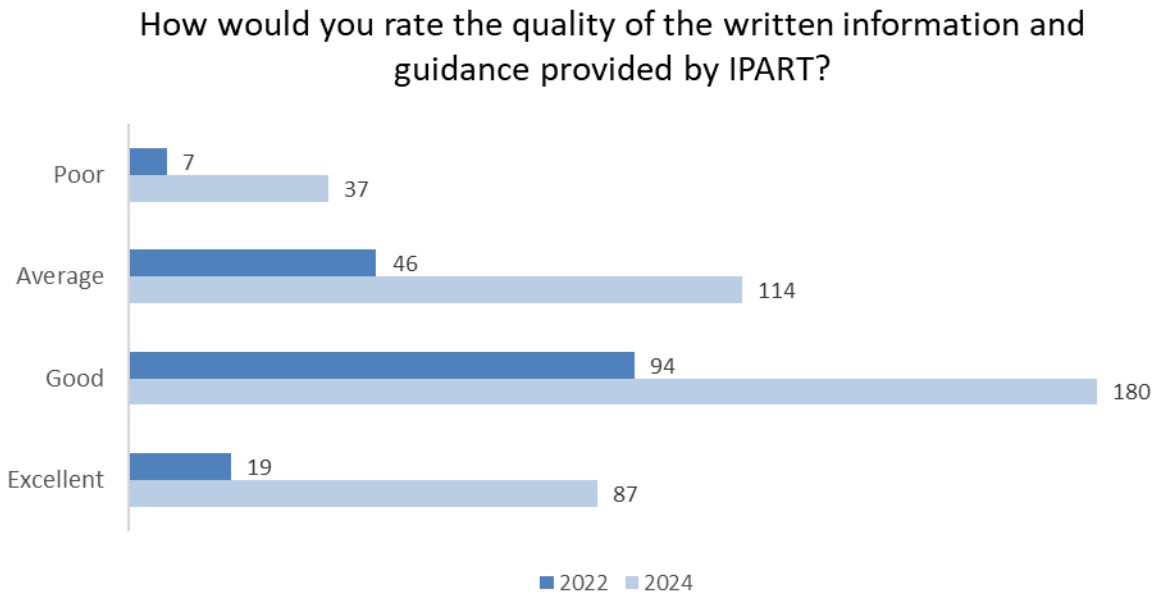
Open Comments

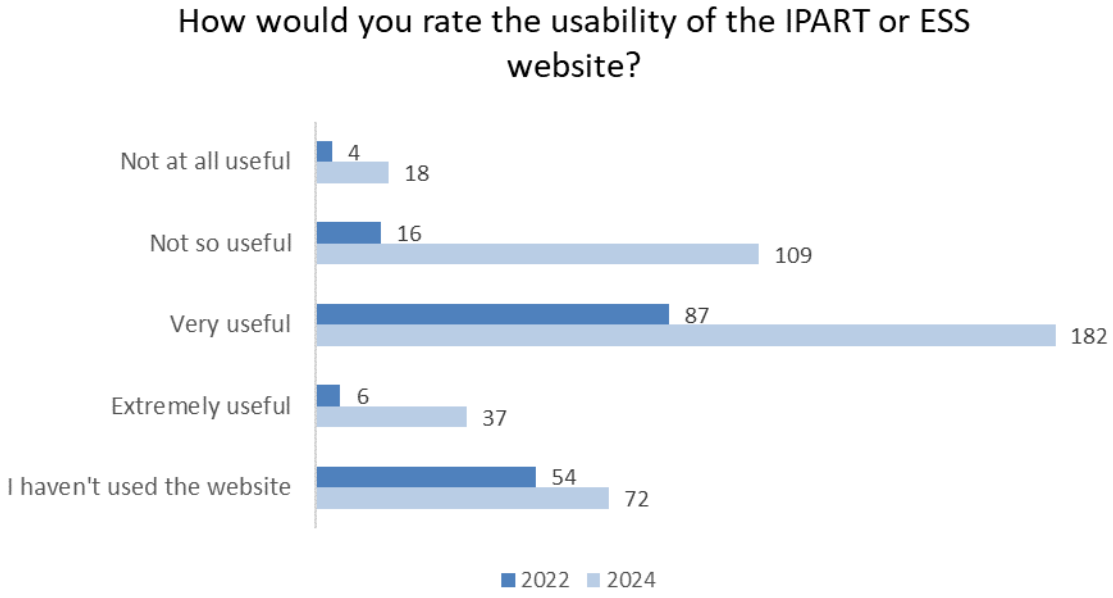
An optional comment box was provided after each question, as well as a standalone optional comment box in the last category of the survey.

Stakeholder Interviews

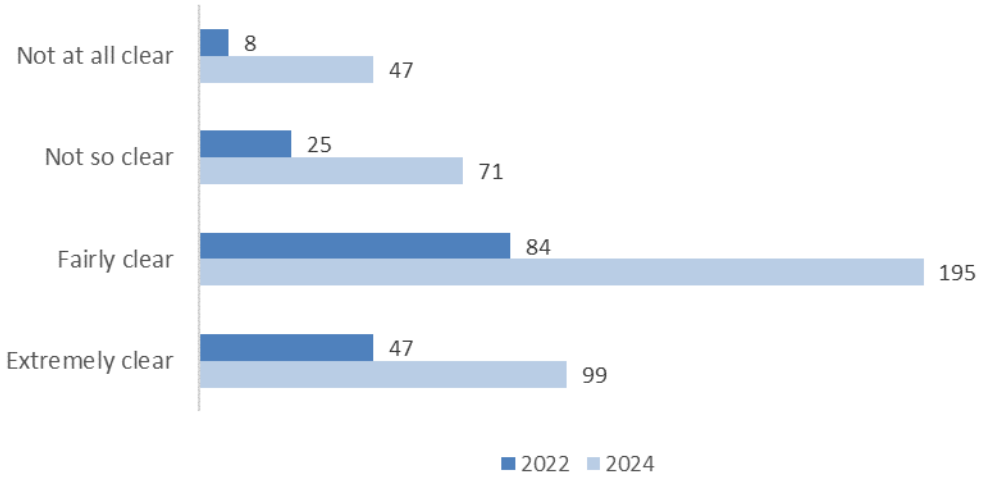
Survey respondents were also able to volunteer to take part in a short interview. 40 respondents volunteered and 27 were interviewed (some declined, others were unable to meet the scheduling window). Interviews were based on themes identified through initial analysis of the survey results and varied according to the respondent's type of stakeholder interaction (e.g. those involved in Special Reviews were interviewed on the themes that arose, relevant to that process).

Appendix 2: All Quantitative Survey Results

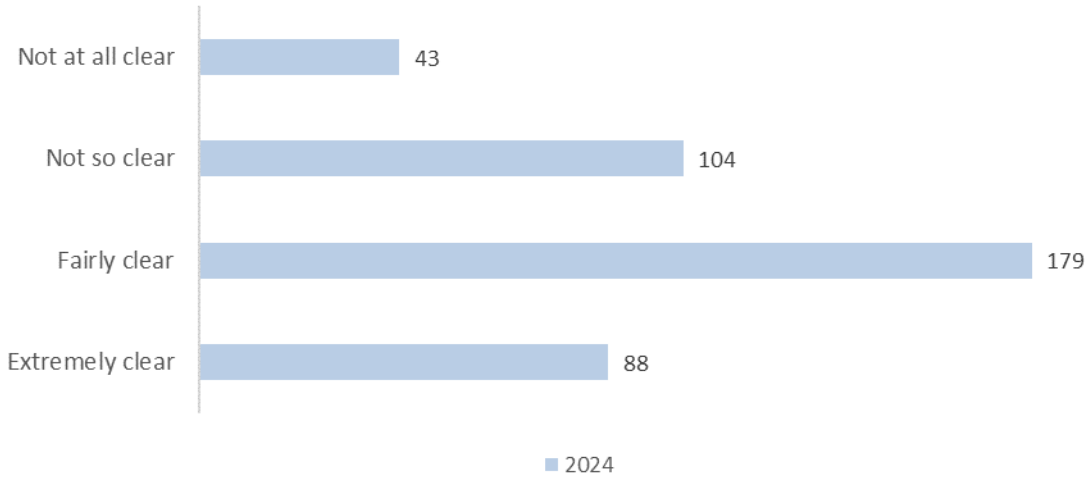


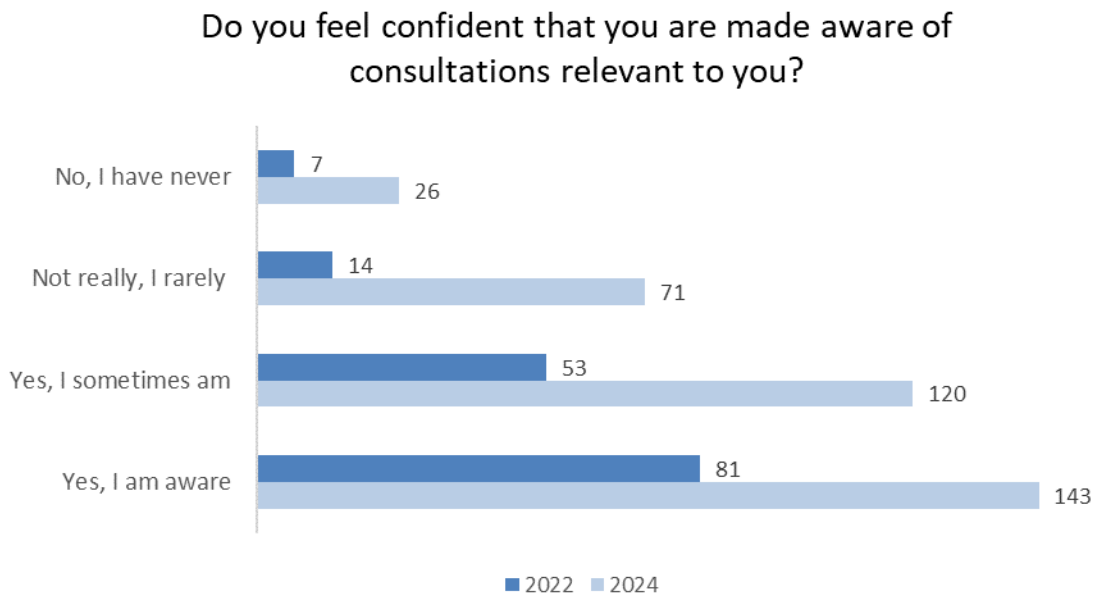


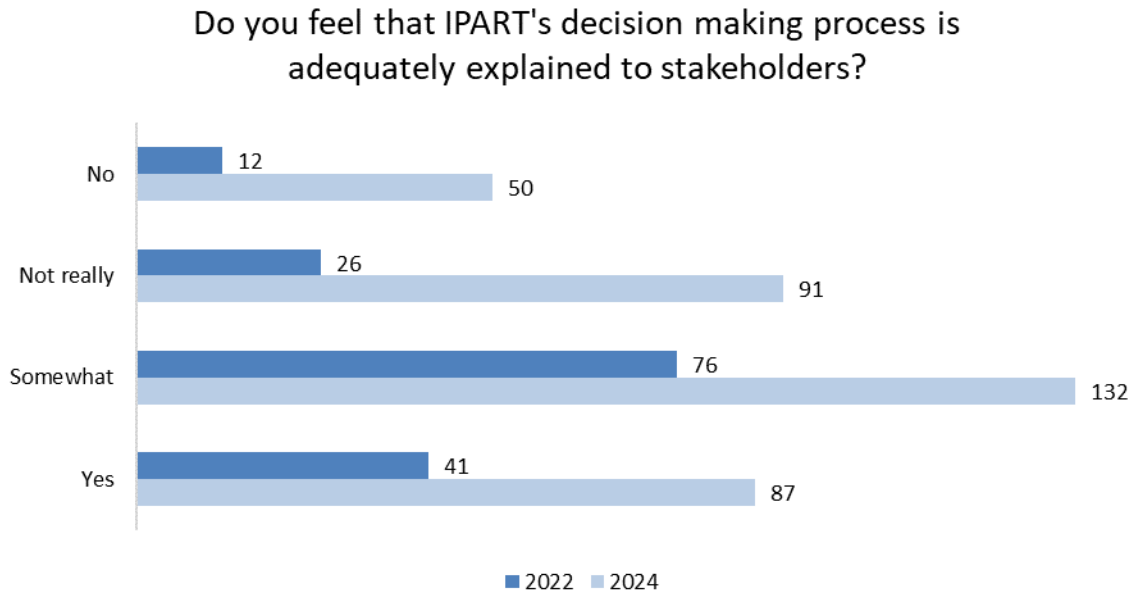
Do you feel IPART is clear with you about its role and responsibilities?

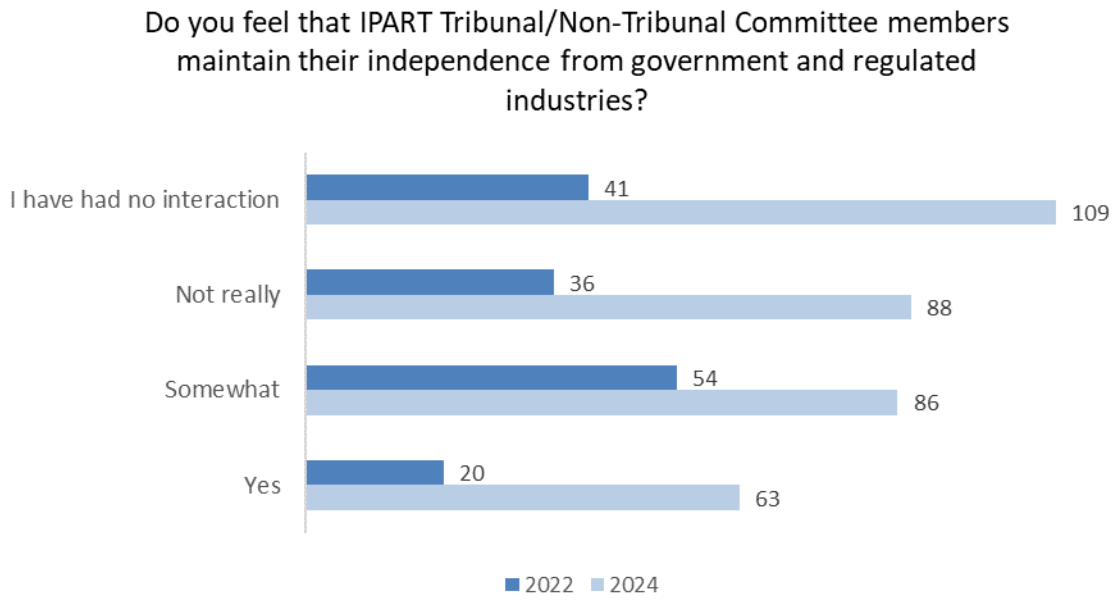


Do you feel IPART is clear with you about your role as a stakeholder?




Do you feel confident that you are made aware of consultations relevant to you?
No, I have never
7
26
Not really, I rarely
14
71
Yes, I sometimes am
53
120
Yes, I am aware
81
143
2022
2024


Do you feel that IPART's decision making process is adequately explained to stakeholders?
No
12
50
Not really
26
91
Somewhat
76
132
Yes
41
87
2022
2024


Do you feel that IPART Tribunal/Non-Tribunal Committee members maintain their independence from government and regulated industries?
I have had no interaction
41
109
Not really
36
88
Somewhat
54
86
Yes
20
63
2022
2024