

Fact Sheet - Stakeholder Survey 2015



WHAT

In June 2015, we have completed our seventh Stakeholder Survey. The survey explores how stakeholders perceive our performance over time.



WHY

Our stakeholder survey tells us how we perform. We use the results of the survey to identify areas of improvement.



WHO

We have invited 189 stakeholders to complete an online survey and received 77 completed surveys. We also conducted 19 in-depth telephone interviews. The stakeholders surveyed included industries we regulate or where we have a licensing and compliance function. We also included government stakeholders, special interest groups and other regulators.



HOW

According to our stakeholders, in 2015, our overall performance remained strong. The Tribunal enjoys a high level of trust, our staff is perceived as professional and our decisions transparent.

For example:

- ▼ 87% of our stakeholders agree or strongly agree that the Tribunal members demonstrate leadership in implementing their legislative functions.
- ▼ 98% of our stakeholders agree or strongly agree that IPART's staff demonstrates a high level of professionalism.

While our performance in all areas remained strong in 2015, our stakeholders told us that we perform less well in some areas than in 2013:

- ▼ The survey results indicate that in 2015 more stakeholders feel that our decisions could be more practical.
- ▼ Fewer stakeholders indicated that that they believe our engagement processes are of high quality.
- ▼ Fewer stakeholders agreed or strongly agreed that the Tribunal's decision-making processes are fair and independent.

We will consider areas for improvement throughout our work and are currently reviewing how we can improve our engagement processes and communications in general.



WHAT NEXT

You can view the full report of our 2015 stakeholder survey on our website.

Our next stakeholder survey will be conducted in 2017.