



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2014-2015
Brendan Smyth MLA (Chair), Mary Porter MLA (Deputy-Chair),
Giulia Jones MLA, Yvette Berry MLA



ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS

Asked by Ms Nicole Lawder on 27 June 2014: Mr David Collett took on notice the following question(s):

[Ref: Hansard Transcript 27 June 2014 [PAGE #1264-1265]]

In relation to: Output 3.1 Indicator c), page 14.

Can you provide the Committee with a copy of tenant satisfaction survey form?

MINISTER BARR: The answer to the Member's question is as follows:-

A copy of the Community Facilities tenant satisfaction survey is at Attachment A.

Approved for circulation to the Select Committee on Estimates 2014-2015

Signature: *Andrew Barr*

Date: **3.7.14**

By the Minister for Community Services, Andrew Barr MLA

1 Overall, how satisfied or dissatisfied are you with the service and assistance provided to you by the Directorate over the past 12 months?

Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> N/A

2 Overall, do you think the service and assistance provided to you by the Directorate over the last 12 months was better, worse or about the same as in the previous 12 months? (Please tick one box)

Better	About the same	Worse	Don't know	Not Applicable
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> N/A

3 Thinking about specific aspects of the service and assistance you have received from the Directorate please indicate how satisfied or dissatisfied you are with the following:

1	2	3	4	5	N/A
Very Satisfied	Satisfied	Neither Satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	
The helpfulness of Directorate staff					
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> N/A
The availability of clear information from the Directorate about the things you need to know					
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> N/A
How the Directorate takes your views into account in its policy and planning					
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> N/A
The manner in which contractors/consultants working for the Directorate carried out work on your facility					
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> N/A

4 What type of facility does your organisation use?

- Child Care
- Community Hub
- Community Center or Hall

5 Thinking about your communication with the Directorate, please indicate how satisfied or dissatisfied you are with the following:

1	2	3	4	5	N/A
Very Satisfied	Satisfied	Neither Satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	
Communication with Directorate staff					
1	2	3	4	5	N/A
Timeliness of Directorate staff in responding to you					
1	2	3	4	5	N/A
The adequacy of the Directorate response					
1	2	3	4	5	N/A
How the Directorate addressed your concerns					
1	2	3	4	5	N/A

6 Where there any areas of service that you felt were lacking or did not meet your expectations?

7 Are there any other comments you would like to make about the activities or performance of the Directorate

8 If you were dissatisfied with the service you received from the Department, what was the main issue for you?

- Communication
- Timliness
- Inadequate response from Directorate
- Budget issues