

**Economics Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
Industry, Innovation, Science, Research and Tertiary Education Portfolio  
Budget Estimates Hearing 2012-13  
28 and 29 May 2012

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**AGENCY/DEPARTMENT:** DEPARTMENT OF INDUSTRY, INNOVATION, SCIENCE, RESEARCH AND TERTIARY EDUCATION

**TOPIC:** Customer Satisfaction Surveys

**REFERENCE:** Question on Notice (Hansard, 29 May 2012, pages 22 and 57)

**QUESTION No.:** BI-103

**Senator RYAN:** This is my final question regarding AusIndustry. Between 1 January 2008 and now, if you have the information—you may have to take it on notice—how many AusIndustry customer satisfaction surveys were undertaken? Do you have an annual breakdown which you can just add up?

**Ms Butler:** I do. It is in my folder. I will look at it and come back. Just so I am not wasting your time flicking through my folder, I will go and look at it now.

**Senator RYAN:** Do you also have information on how much they cost and how much is spent each year?

**Ms Butler:** Sure. I will get that in my brief and come back to you, Senator.

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**Ms Butler:** On the customer satisfaction surveys, I will put that on the record. You asked a question earlier about AusIndustry. I have them here, but in the interests of time I will just put it on the record for you.

**ANSWER**

*AusIndustry Customer Satisfaction Surveys (1 January 2008 – 31 May 2012)*

<b>Year</b>	<b>Surveys</b>	<b>Interviews Conducted</b>	<b>Cost (GST exclusive)</b>
2008	2	1,109	\$65,793
2009	3	894	\$65,967
2010	4	1,029	\$87,936
2011	4	1,260	\$91,046
2012 (to 31 May)	0	0	\$0
<b>Total</b>	<b>13</b>	<b>4,292</b>	<b>\$310,743</b>