

## EDUCATION, SCIENCE AND TRAINING

### SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE 2003-2004 ADDITIONAL ESTIMATES HEARING

**Outcome:** All

**Output Group:** All

#### **DEST Question No. E1013\_04**

Senator Carr provided in writing.

#### **Question:**

Did DEST conduct any surveys of attitudes towards programmes run by their department in 1997-1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03 and 2003-04 to date?

#### **Answer:**

##### *Surveys*

DEST contracts Centrelink to conduct an Assistance for Isolated Children (AIC) Scheme Customer Satisfaction Survey to measure customer satisfaction. One Customer Satisfaction Survey (in September 2003) was conducted during the periods framed by question E1013\_04.

An independent evaluation of the CRC Programme carried out by Howard Partners included a survey (conducted by ORIMA Research Pty Ltd) of current CRCs, businesses associated with CRCs and businesses that have no association with CRCs, but are engaged in Research and Development. The survey sought feedback on these organisations' experiences with key elements of the CRC Programme. The survey results were incorporated into the final Evaluation Report by Howard Partners, published on the CRC web site in August 2003 (at [www.crc.gov.au](http://www.crc.gov.au) )