

**E SENATE STANDING COMMITTEE ON
EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS**

**QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES 2008-09**

Agency **Office of the Australian Building and Construction Commissioner**

DEEWR Question No. EW1160_09

Senator Cameron asked on 26 February 2009, EEWR Proof Hansard page 30

Question

Can you provide information on the methodology of the client satisfaction survey reported on page 27 of your 2007-08 Annual Report?

Answer

The Office of the Australian Building and Construction Commissioner has provided the following response.

The ABCC conducts client satisfaction surveys each quarter. The survey group includes individuals that contacted the ABCC during the specified quarter.

The ABCC surveys:

- A random sample equating to 30% of clients whose enquiries were resolved without upgrading to investigation level.
- All clients whose enquiry was upgraded to the investigation level.

Clients are contacted by telephone and are asked a set of 8 standard questions. The clients that do not wish to participate or are unable to be contacted are removed from the sample group.