

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Prime Minister and Cabinet Portfolio**

**Department of the Prime Minister and Cabinet**

Budget Hearings 2002-2003, 20 November 2002

**Question: PM7**

**Outcome 1, Output 4.3**

**Topic: Provision of a copy of the Colmar Brunton customer satisfaction survey**

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**Senator Faulkner asked:** Could I have a copy of the annual Colmar Brunton customer satisfaction survey reports?

**Answer:** The Department has received an FOI request for a copy of the executive summaries of these reports. While Colmar Brunton has no objection to the release of the summaries, both Starcom and Mitchell and Partners (the two agencies under survey) have indicated that they do not wish to have the summaries released on the grounds of commercial confidentiality. The Department is considering its position, but is disposed to releasing the summaries with references to Starcom and Mitchell and Partners deleted. This would render the summaries relatively meaningless as the bulk of the content refers to Starcom and Mitchell and Partners.

In response to the request from Senator Faulkner, the Department would be willing to release the reports with references to Starcom and Mitchell and Partners deleted.