



**National Native Title Tribunal
Client Satisfaction Questionnaire
February 2010**

Respondent type: (precoded from sample)

Indigenous applicant – representative body	1
Indigenous applicant – un-represented	2
State or Territory Government Native Title Units	3
Commonwealth Departments	4
Local government organisations (Councils)	5
Peak body/organisation	6
Individual parties (pastoralists, mining companies, utilities, etc)	7
Legal practitioners (Attorney General's Panel)	8
Legal practitioner (not on Panel)	9

On contact with organisation:

S.1 Good Morning/Afternoon, may I speak to (...name of targeted person from sample frame...)?

Yes – available 1 (continue to S.2)

No – unavailable 2 Make time for callback – ask when they will return

S.2 On contact with targeted person:

Good (...morning/afternoon...) I'm (...name...) from GA Research, a social research company. We are conducting client satisfaction research for the National Native Title Tribunal. You should have received a letter from the Tribunal in the last week or two advising that we would be calling. Your responses are confidential and no personal data will be provided to the Tribunal.

NOTE:

IF THEY DON'T RECALL, FAX/EMAIL STANDARD LETTER

S.3 The interview will take 15 to 20 minutes. Is this an appropriate time?

Yes 1 (continue)

No 2 (ask for suitable time and set appointment)

Q.1 Firstly, how long have you been dealing with the National Native Title Tribunal?

Less than 6 months	1
6 to 12 months	2
Over 12 to 24 months	3
Over 2 years to 5 years	4
Over 5 years	5

I am now going to ask you a series of questions about your most recent contact with the NNTT.

Q.2 When was your **most recent** contact with the NNTT?

Within last month	1
Between 1 and up to 3 months ago	2
Between 3 and up to 6 months ago	3
Between 6 and up to 12 months ago	4
Between 12 to up to 24 months	5
Over 24 months	6
(Can't recall)	7

If respondent type 8 or 9, ask. Else skip to Q4.

Q.3 Who were you representing in that most recent contact?

Indigenous applicant – representative body	1
Indigenous applicant – un-represented	2
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Commonwealth Departments	4
Local government organisations (Councils)	5
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Q.4 Which Tribunal office did you mainly deal with?

Queensland Cairns office	1
Queensland Brisbane office	2
New South Wales Sydney office	3
Victoria Melbourne office	4
South Australia Adelaide office	5
Western Australia Perth office	6
Northern Territory Darwin office	7
Perth-based head office	8

Q.5 Which of the following services did you receive from the Tribunal?

READ OUT, MULTIPLE RESPONSE

Information about native title processes	1
Assistance with research	2
Registration of a claim	3
Notification of a claim	4
Mediation	5
Indigenous land use agreement/s	6
Future act services	7
Maps and other geospatial products	8

Were there any other services that you received from the Tribunal?

SPECIFY.....

Q.6 Thinking of the ... (insert service received) ... you received, how would you rate the Tribunal's performance on a scale of 1 to 10 where....

- 10 is the **best** possible rating, indicating outstanding performance
- 5 is the minimum acceptable level, like a bare pass mark
- 1 is the **lowest** possible score

Q.7 Still thinking of the ...(insert service received)... , using the same scale, how would you rate the Tribunal's performance on each of the following aspects...

REMIND OF SCALE DESCRIPTORS

Politeness and friendliness of the staff	1
Staff knowledge and professionalism	2
Helpfulness of staff	3
Ease of contact and availability	4
Speed and timeliness of service	5
Staff responsiveness to your needs	6
Accuracy of the information or service given	7
Quality of advice given	8
Efficiency	9
Sensitivity to cultural issues and differences	10
The extent to which agreed tasks were completed	11

Repeat Q7 for each service mentioned in Q5.

If Q7 less than 5

Q.8 What makes you give the Tribunal a (insert score) for that particular aspect of the service?

Open response

Q.9 Please rate how satisfied you are **overall** with the Tribunal, using the same scale where:

- 10 is the **best** possible rating, indicating outstanding performance
- 5 is the minimum acceptable level, like a bare pass mark
- 1 is the **lowest** possible score.

|_|_|

If Q9 less than 5

Q.10 What makes you give the Tribunal an overall score of (insert score)?

Open response

Q.11 In all the time that you have been dealing with the NNTT, would you say that their services have:

- | | |
|-----------------|---|
| Improved | 1 |
| Stayed the same | 2 |
| Worsened | 3 |

(First time using NNTT/Haven't been dealing with them long enough)

(Don't know)

Q.12 Have you ever recommended the Tribunal to other individuals or organisations in the native title system?

- | | |
|------------|---|
| Yes | 1 |
| No | 2 |
| Don't know | 3 |

Q.13 Would you recommend the Tribunal to an individual or organisations in the future?

- | | |
|---------------------|---|
| Definitely would | 1 |
| Probably would | 2 |
| Might or might not | 3 |
| Probably wouldn't | 4 |
| Definitely wouldn't | 5 |

If Q13 =4 or 5

Q.14 Why would you not recommend the Tribunal?

Open response

The Tribunal is always reviewing the services it provides. As part of that process we are interested in your views.

Q15 Are there any new services you think the Tribunal could offer in the future?

Yes 1

No 2

If YES, what types of new services could the Tribunal offer in the future and why?

Open response

Q.16 Is there anything else about the National Native Title Tribunal that we haven't discussed that you would like to comment on?

Open response

Thank you for your time