



Regional Partnerships Programme Evaluation: Stage 1.

**This form has been designed to be completed electronically and returned via email by
 Tuesday 21 December 2004.**

Confidentiality:

The DOTARS Analysis and Evaluation Team will ensure your responses are kept confidential. Your personal details will only be used to identify which region you are from so that we can report on the validity of responses we receive from each region. Once received, identifying information will be removed from your response before being evaluated.

Instructions:

This questionnaire has been designed to be completed electronically and returned via email. Press the TAB key or use your mouse to progress through the questions. When filling in the comments sections of the form – use letters and numbers only. Where the questionnaire has square boxes, please select the appropriate box by clicking your mouse on the box.

The instructions for returning the completed version of the questionnaire are located at the end of this document.

Any queries you may have in relation to completing the questionnaire should be directed to:
 Grant Jay, Analysis and Evaluation, Phone: 02-6274 8129, Email: eval@dotars.gov.au

Your Organisation

Name of your Organisation:...

Your Name:...

Your Role:...

(Please choose from the drop down)

Phone:...



Email:...

Type of Organisation: *Please select a box below.*

- | | | | |
|---|--|--|--|
| <input type="checkbox"/> Regional Organisation or Development Committee* | <input type="checkbox"/> Business Group (Chamber of Commerce etc) | <input type="checkbox"/> Private Sector (Business/industry) | <input type="checkbox"/> Community Group (Not for Profit) |
| <input type="checkbox"/> Local Government | <input type="checkbox"/> State Government | <input type="checkbox"/> Australian Government (Commonwealth/Federal) | <input type="checkbox"/> Sporting/other Club |

Other

* includes Area Consultative Committees (ACCs)

←  -----  →
 The section above the dotted line will be collected separately to ensure your confidentiality.

Launch and Communication

| <i>If a particular question does not apply to you, please select "not applicable".</i> | <i>Not at all Effective</i> | <i>Not too Effective</i> | <i>Somewhat Effective</i> | <i>Very Effective</i> | <i>Highly Effective</i> | <i>Not Applicable or unsure</i> |
|--|-----------------------------|--------------------------|---------------------------|--------------------------|--------------------------|---------------------------------|
| 1) How do you rate the following? | | | | | | |
| a) June 2003 launch and the local announcements of the Regional Partnerships (RP) Programme. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Communication strategy for RP. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Local launches of RP Projects. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) The Regional Partnerships website: is it easy to find the information you need? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | <i>Not at all Effective</i> | <i>Not too Effective</i> | <i>Somewhat Effective</i> | <i>Very Effective</i> | <i>Highly Effective</i> | <i>Not Applicable or unsure</i> |

Guidelines and Application form

| <i>If a particular question does not apply to you, please select "not applicable".</i> | <i>Strongly Disagree</i> | <i>Disagree</i> | <i>Neutral</i> | <i>Agree</i> | <i>Strongly Agree</i> | <i>Not Applicable or unsure</i> |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------------|
| 2) To what extent do you agree/disagree with the following statements? | | | | | | |
| a) The Regional Partnerships guidelines help me understand what I need to know about submitting a funding application for RP. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Obtaining the information required to complete an RP application is not too difficult. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) The application form is easy to fill in. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | <i>Strongly Disagree</i> | <i>Disagree</i> | <i>Neutral</i> | <i>Agree</i> | <i>Strongly Agree</i> | <i>Not Applicable or unsure</i> |

Programme Performance (IMPORTANCE)

If a particular question does not apply to you, please select “not applicable”.

By asking your opinion in the following questions we would like to determine what is important to you regarding some key activities of the Regional Partnerships (RP) Programme:

| 3) How important do you consider. | <i>Not at all Important</i> | <i>Not Important</i> | <i>In between</i> | <i>Important</i> | <i>Extremely Important</i> | <i>Not Applicable or unsure</i> |
|--|-----------------------------|--------------------------|--------------------------|--------------------------|----------------------------|---------------------------------|
| a) The time taken to assess Regional Partnerships (RP) applications. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Submitting a high quality RP application. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) The level of support that is provided to you/the applicant, by the Area Consultative Committee (ACC). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) The level of support that is provided to you/the applicant, by DOTARS. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Having the different roles and responsibilities of ACC and DOTARS staff, clearly understood. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Public recognition of Australian Government funding and support for projects. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Ensuring the different management and IT systems of RP are understood. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h) What RP systems are you referring to above (in question g) | | | | | | |
| i) The time taken from when you submit an application, to when you sign the funding agreement. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j) A high quality RP funding agreement. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k) The RP programme procedures manual being easy to use. <i>(This does not apply to funding applicants)</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| l) ACCs being well prepared and trained in RP operations. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| m) Training DOTARS staff to support the ACC. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| n) DOTARS handling responses to general enquires. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| o) DOTARS handling complaints. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| p) An appeal process, if the RP application is rejected. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If a particular question does not apply to you, please select “not applicable or unsure”. | <i>Not at all Important</i> | <i>Not Important</i> | <i>In between</i> | <i>Important</i> | <i>Extremely Important</i> | <i>Not Applicable or unsure</i> |

Programme Performance (EFFECTIVENESS)

If a particular question does not apply to you, please select “not applicable”.

In the following series of questions we ask your opinion on how well we do our business:

| 4) How do you rate DOTARS ensuring the... | Not at all Effective | Not Effective | In between | Effective | Extremely Effective | Not Applicable or unsure |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a) Regional Partnerships (RP) applications are assessed quickly. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Submission of high quality RP applications. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Level of support that is provided to you/the applicant, by the ACC. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) The level of support that is provided to you/the applicant, by DOTARS. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Having the different roles and responsibilities of ACC and DOTARS staff, clearly understood. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Public recognition of Australian Government funding and support for projects. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Different management and IT systems of RP are understood. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h) What RP systems are you referring to in question (g) | | | | | | |
| i) The time taken from when you submit an application, to when you sign the funding agreement, is not too long. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j) High quality of RP funding agreements. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k) RP procedures manual is easy to follow. <i>(This question does not apply to RP funding applicants)</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| l) ACCs are well prepared and trained in RP operations. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| m) ACCs role is well supported by DOTARS staff in the National Office | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| n) ACCs role is well supported by DOTARS staff in the Regional Office | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| o) General enquires are handled effectively by the DOTARS staff in the National Office . | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| p) General enquires are handled effectively by the DOTARS staff in the Regional Office | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| q) Complaints are dealt with properly by the DOTARS staff in the National Office . | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| r) Complaints are dealt with properly by the DOTARS staff in the Regional Office . | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| s) Appeal process, if the RP application is rejected. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If a particular question does not apply to you, please select “not applicable or unsure.” | Not at all Effective | Not Effective | In between | Effective | Extremely Effective | Not Applicable Or unsure |

General Levels of Satisfaction

5) How do you rate the overall level of service provided to you by....

We would like to know if you are satisfied with the level of service that has been provided to you by people associated with the Regional Partnerships Programme other than yourself. Please don't provide comment on your own performance.

| | <i>Unsure</i> | <i>Unsatisfactory</i> | <i>Fair</i> | <i>Good</i> | <i>Very Good</i> | <i>Exceptional</i> | <i>Not Applicable</i> |
|---------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a) DOTARS National Office | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) DOTARS Regional Office | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Area Consultative Committees | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Are there any examples you would like to provide:

6) How do you rate the overall performance of the Regional Partnerships programme?

| <i>Unsure</i> | <i>Unsatisfactory</i> | <i>Fair</i> | <i>Good</i> | <i>Very Good</i> | <i>Exceptional</i> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Are there any examples you would like to provide:

Are there any additional comments that you would like to make?

Thank you for your time and valuable assistance.

RETURN INSTRUCTIONS:

We encourage you to return your completed questionnaire via email

Email: eval@dotars.gov.au

Instructions for returning the completed version of this questionnaire via email.

- 1) Save the completed version of this questionnaire onto your computer;
- 2) Open an email addressed to eval@dotars.gov.au
- 3) Attached the saved version to the new email and send.

Alternatively you can send a hard copy of this questionnaire by post or fax:

Post Grant Jay
 Analysis and Performance Branch
 Transport and Regional Services
 Reply Paid
 GPO Box 594
 Canberra ACT 2601

Fax: Grant Jay
 Analysis and Performance Branch
 Analysis and Evaluation
 02 6274 7516