



GEMS STAKEHOLDER SATISFACTION SURVEY – 2018-19 RESULTS

The fourth annual survey of users of GEMS registration and enquiry services was conducted in June 2019. The overall satisfaction level remained high at 83 per cent.

Response

A total of 791 invitations to participate were sent to registrants and contacts who had emailed the energy rating team over the year. There was an increase of participants at 192, a rise from 19 to 24 per cent.

Of all respondents 57 per cent were Australian, with China, New Zealand and Taiwan coming in at 20, nine and eight per cent respectively. There were also responses from the USA, Switzerland, Singapore, Hong Kong, South Korea, Mexico, Fiji and the European Union. GEMS is truly a global undertaking.

Of those who registered a product (52 per cent of the total) 24 per cent had registered between two and five times with 37 per cent registering more than 10 times.

Results Overview

Overall satisfaction with GEMS registration and/or enquiries remains high at 83 per cent (82 and 84 per cent in the last two years). Registration processing time satisfaction remains high at 92 per cent. The biggest improvement was in communication with staff handling registrations rising five per cent to 88. The largest decrease in satisfaction was also five per cent with ease of use of the registration website dropping from 77 to 72. The time it takes to complete a registration question, introduced last year in response to concerns from stakeholders that it was too long, was down one per cent to 76.

Free text comments on service experience were sought. The majority were positive and related to prompt and professional handling of enquiries and very good application approval times. Motors registrations and the inability to contact us by telephone received multiple comments.

Charts with the results overall and for each question are attached.

There were no questions about compliance in this year's survey.

Analysing and using the results

The survey results are analysed in-house to determine themes, trends and gaps in service performance.

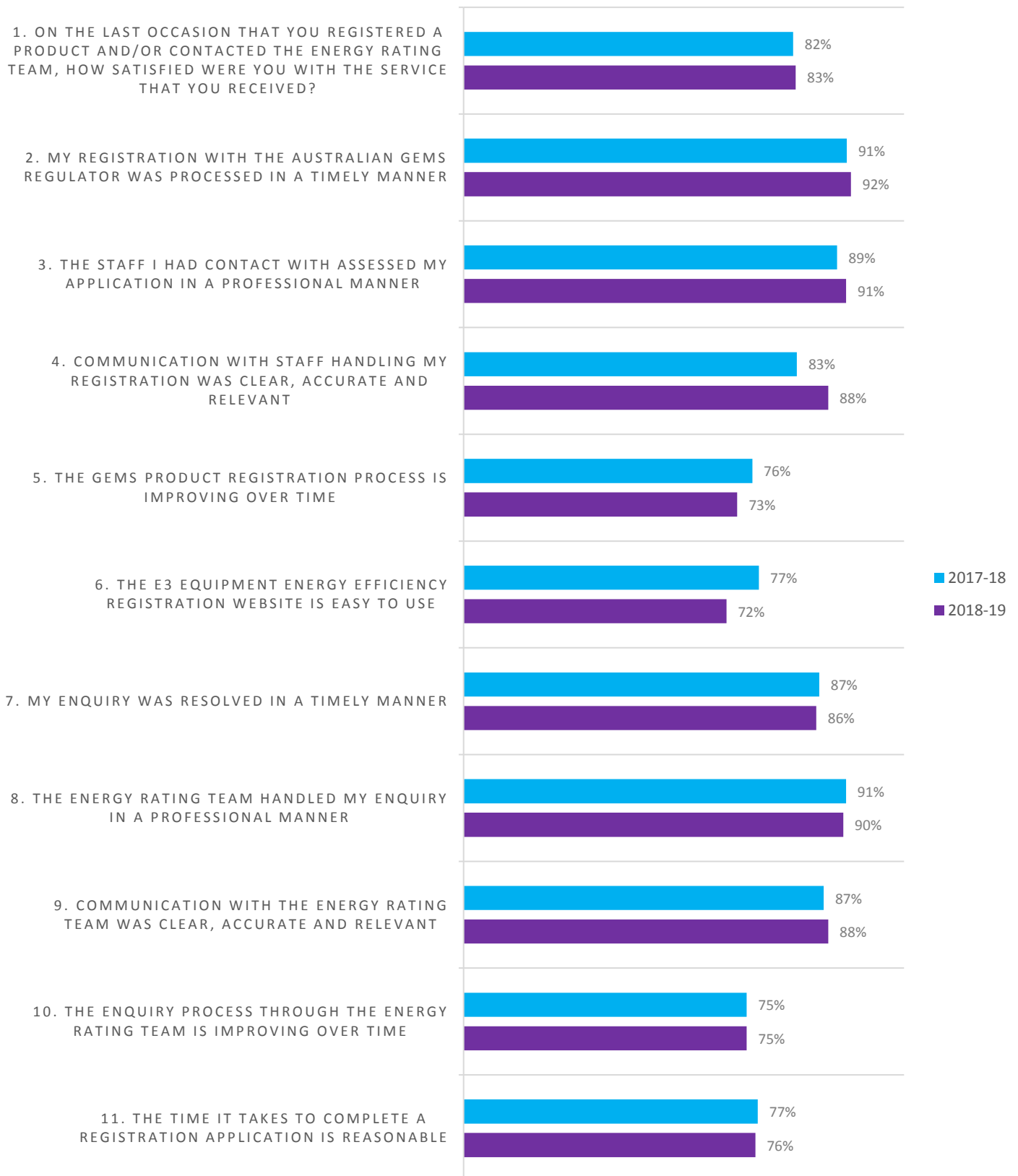
We have looked at the lack of a telephone hotline in the past and may need to revisit this issue given the number of comments received in this survey. The feedback on motors issues will be useful for the review of the motors determination.

Reporting

An article on the survey was published in the July 2019 edition of the Efficiency Standard and results published on energyrating.gov.au.

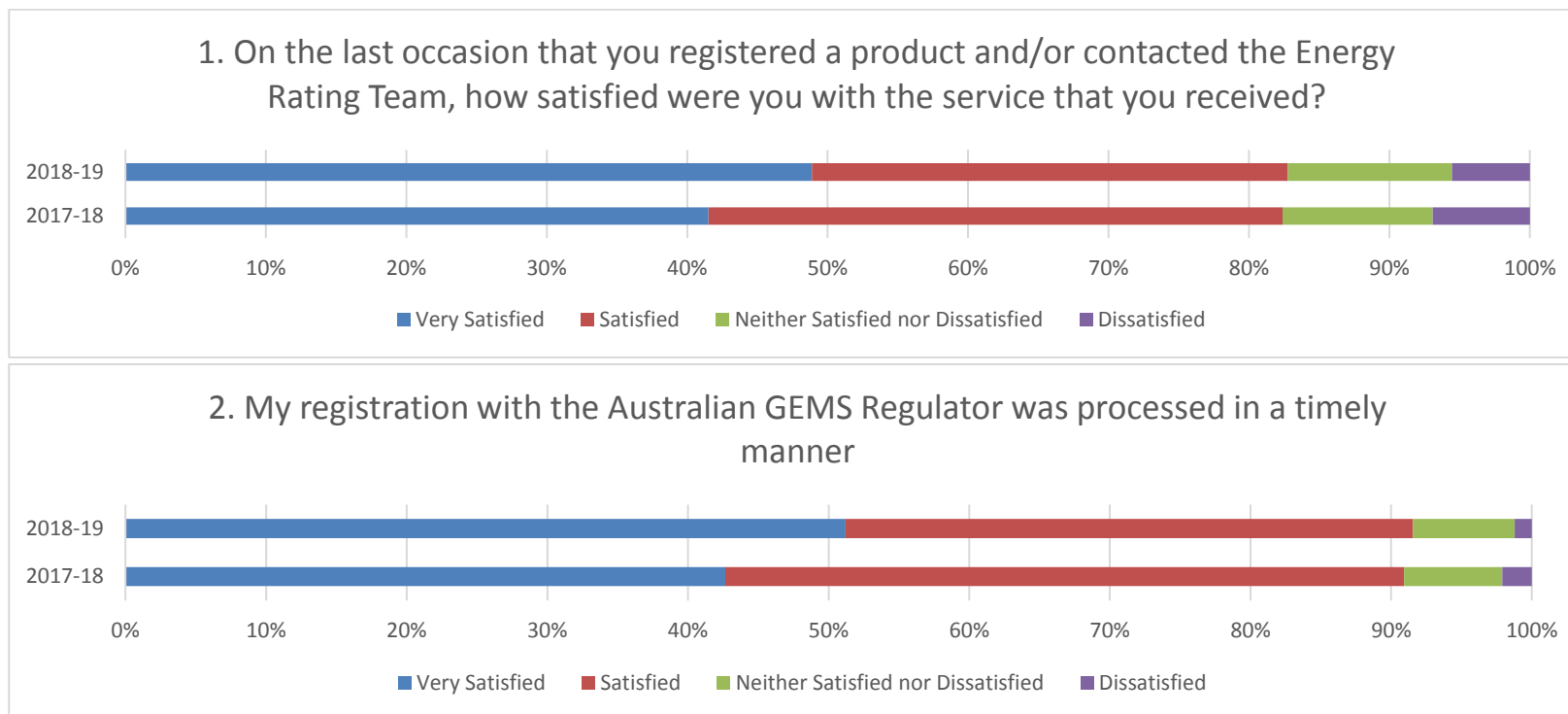
Attachment: Satisfaction with GEMS Enquiry and Registration Services

SATISFACTION PERCENTAGES 18/19 (AND 17/18 COMPARED)

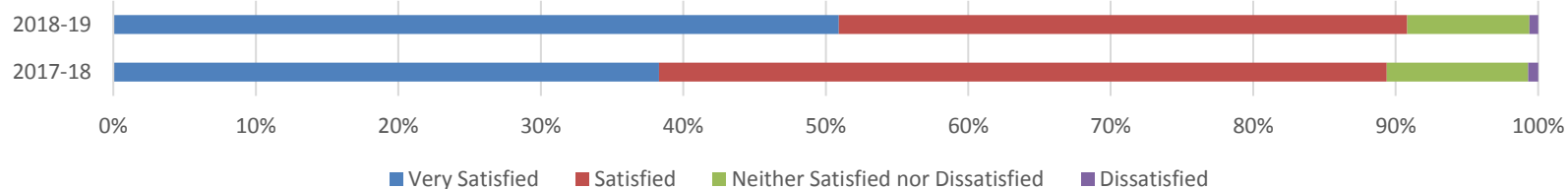




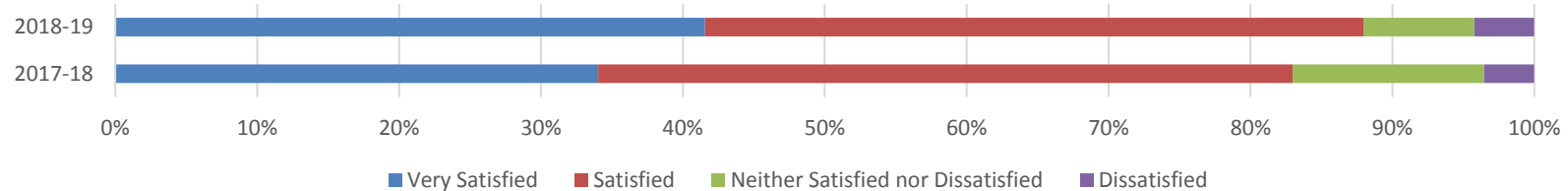
Detailed satisfaction graphs



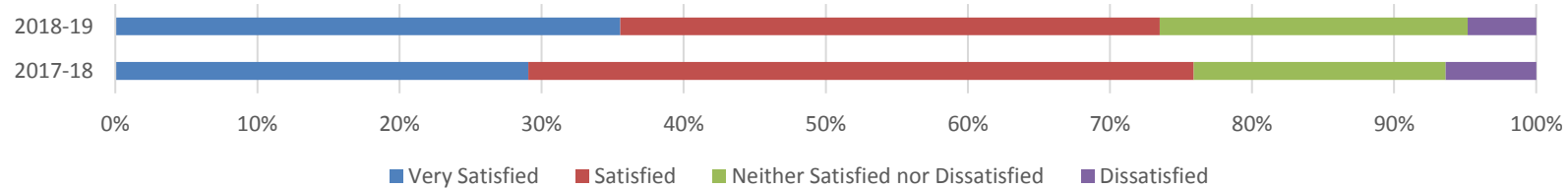
3. The Staff I had contact with assessed my application in a professional manner



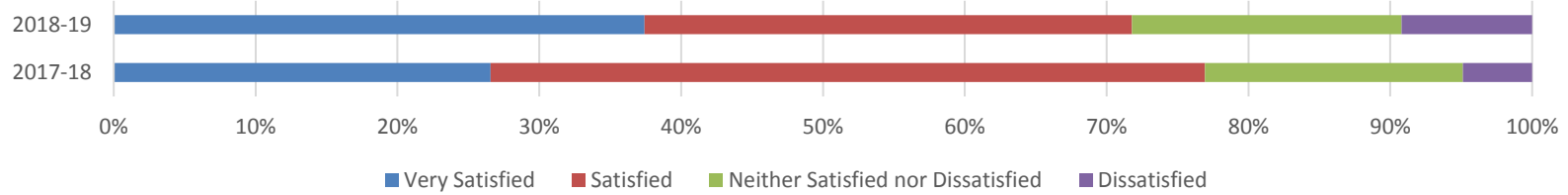
4. Communication with Staff handling my registration was clear, accurate and relevant



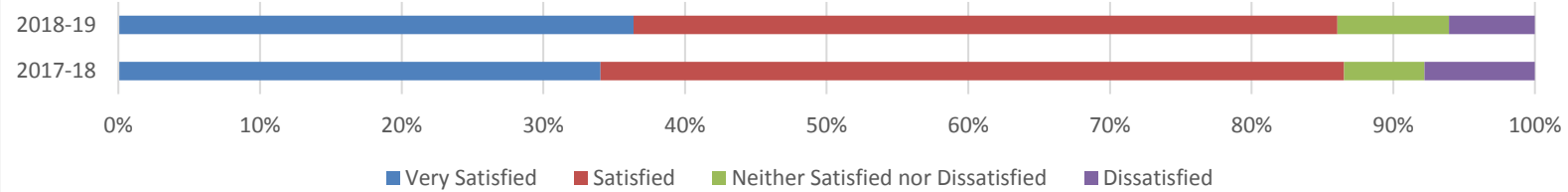
5. The GEMS product registration process is improving over time



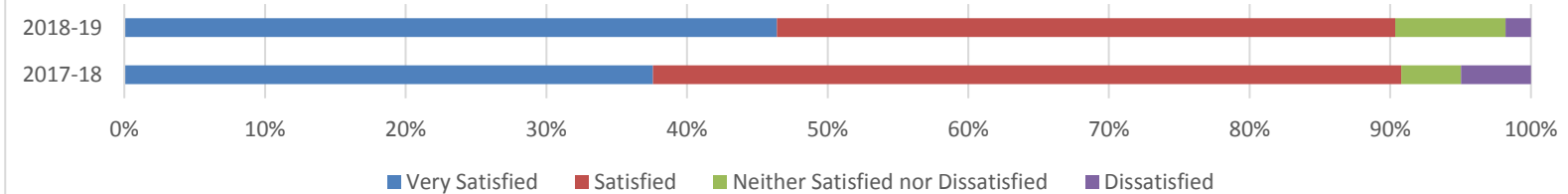
6. The E3 Equipment Energy Efficiency registration website is easy to use



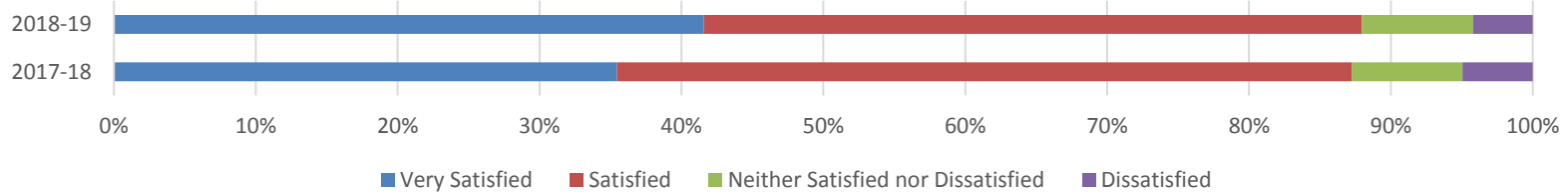
7. My enquiry was resolved in a timely manner



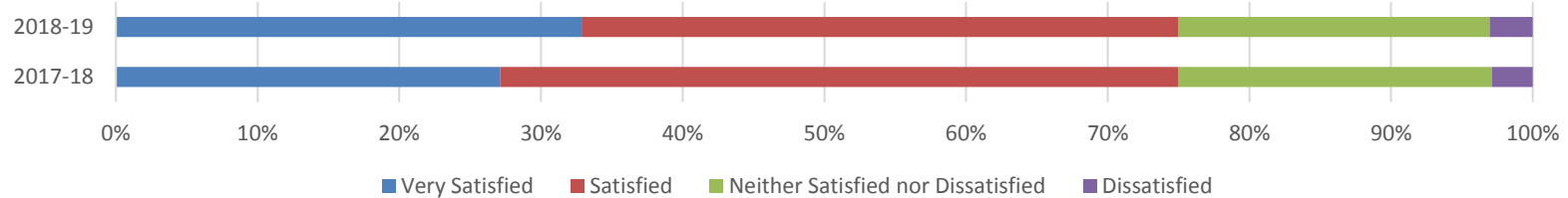
8. The Energy Rating Team handled my enquiry in a professional manner



9. Communication with the Energy Rating Team was clear, accurate and relevant



10. The enquiry process through the Energy Rating Team is improving over time



11. The time it takes to complete a registration application is reasonable

