



Australian Government

GEMS Regulator

Greenhouse and Energy Minimum Standards (GEMS) Stakeholder Satisfaction Survey 2023-24 Results

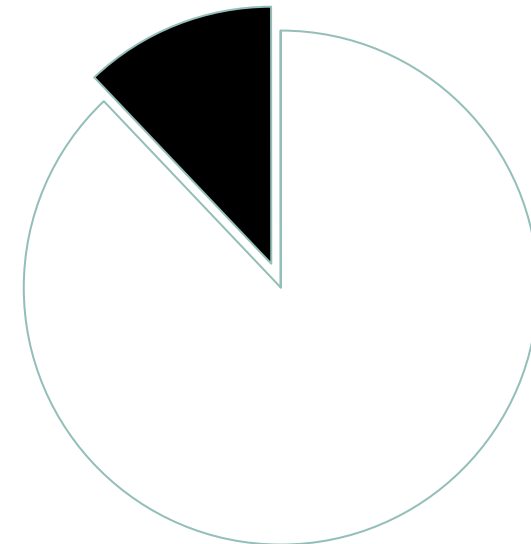
Summary of the seventh annual survey

- ▶ The survey
 - ▶ includes users of GEMS registration and enquiry services.
 - ▶ was conducted in October 2024, for the 2023-24 financial year.
 - ▶ included new questions.
- ▶ 1,303 invitations were sent to registrants and contacts who emailed the GEMS Regulator over the period.
- ▶ 179 responses were received, which is a 14 per cent response rate. This is down four per cent compared with previous surveys.

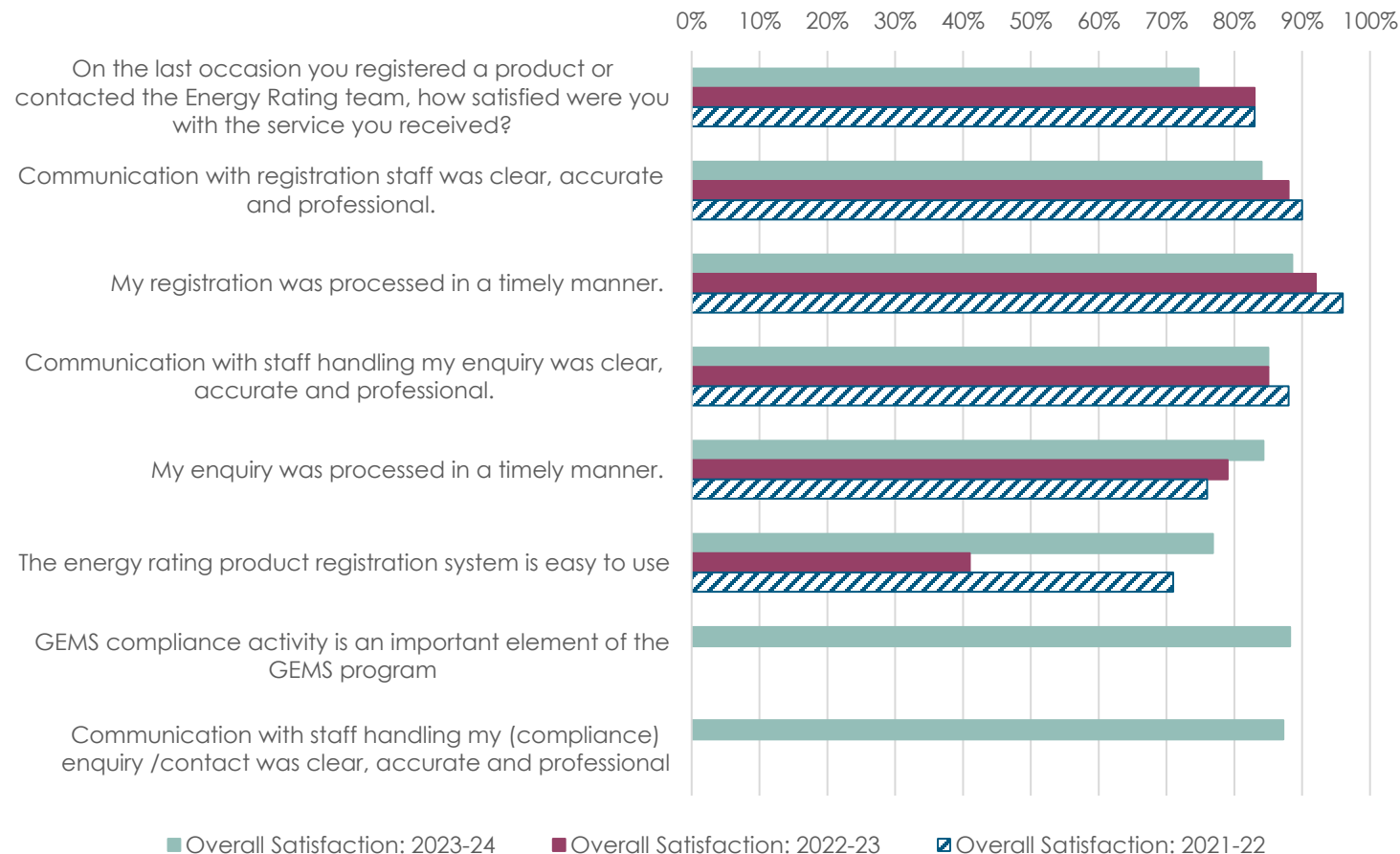
1,303 stakeholders contacted



**14 per cent of survey
responses received**

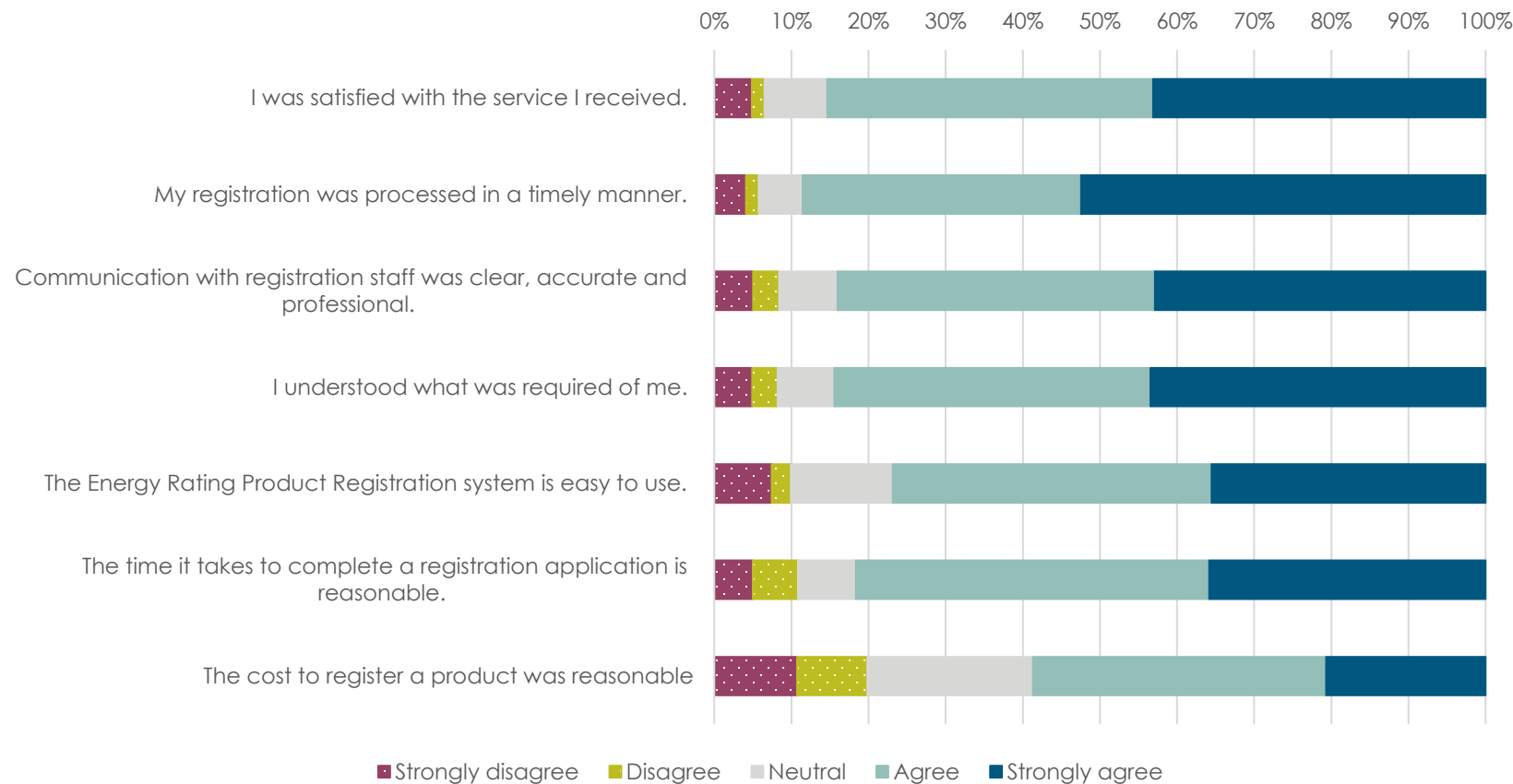


Headline Results



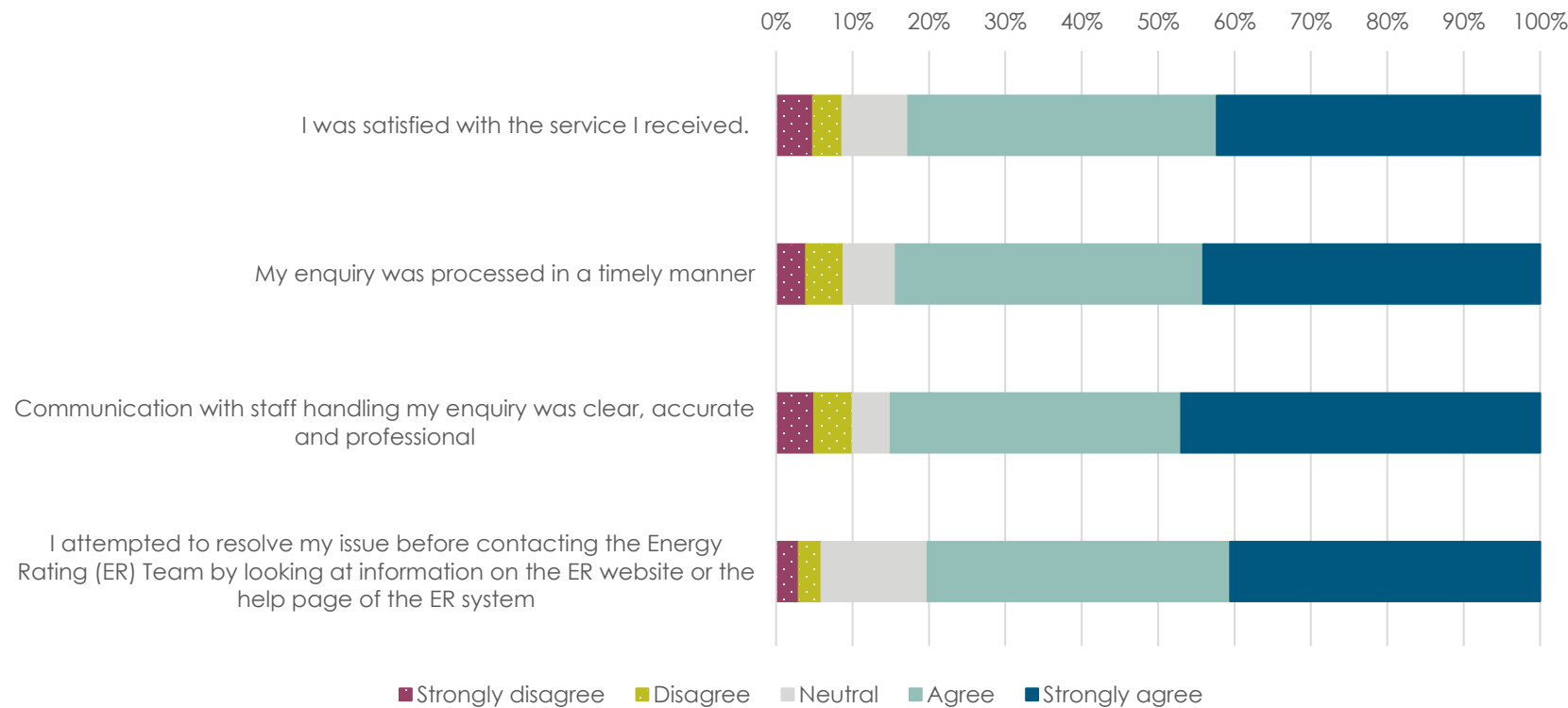
- ▶ Overall satisfaction (agree and strongly agree responses) decreased by eight per cent.
- ▶ There was a marked improvement in the ease of use rating for the registration system.
- ▶ Compliance questions were introduced to broaden the scope of the survey.

Results for the Product Registration System



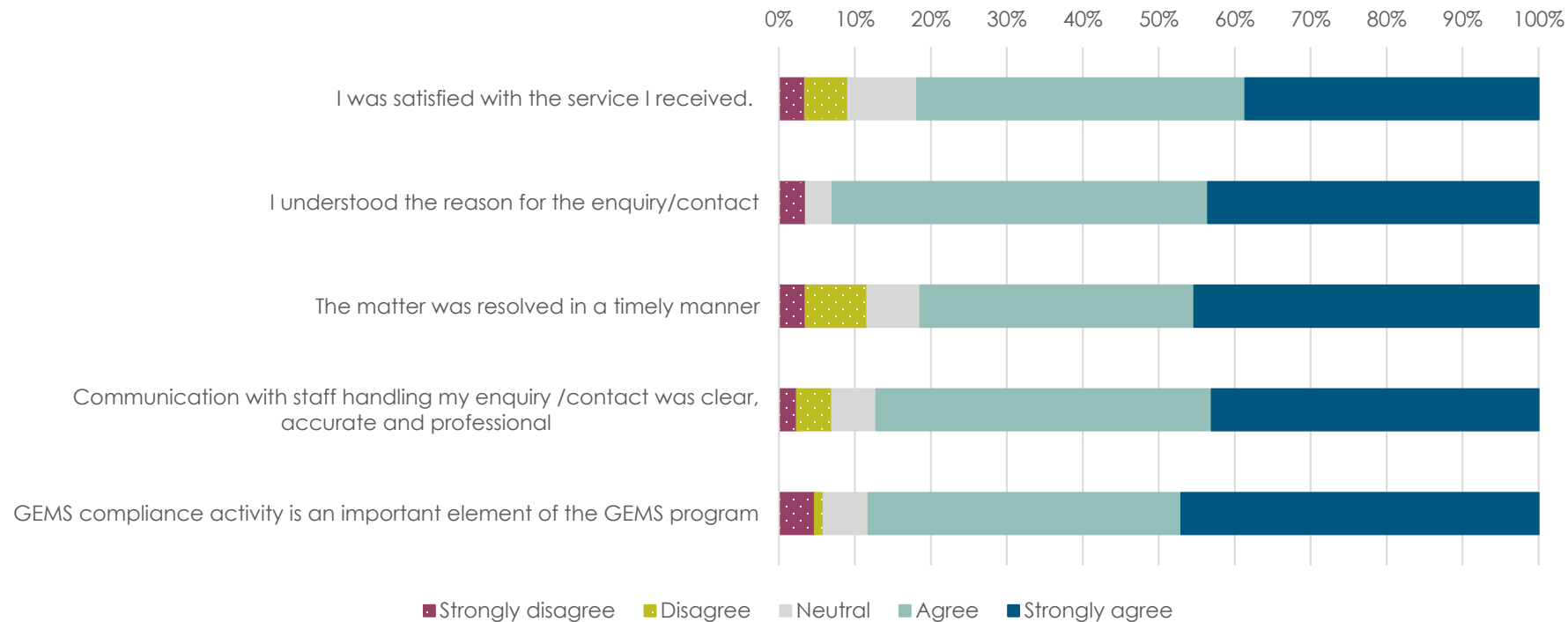
- ▶ High levels of satisfaction across the board for the Product Registration System.
- ▶ This is the first year for inclusion of a 'cost to register' question.

Results for the Energy Rating Team



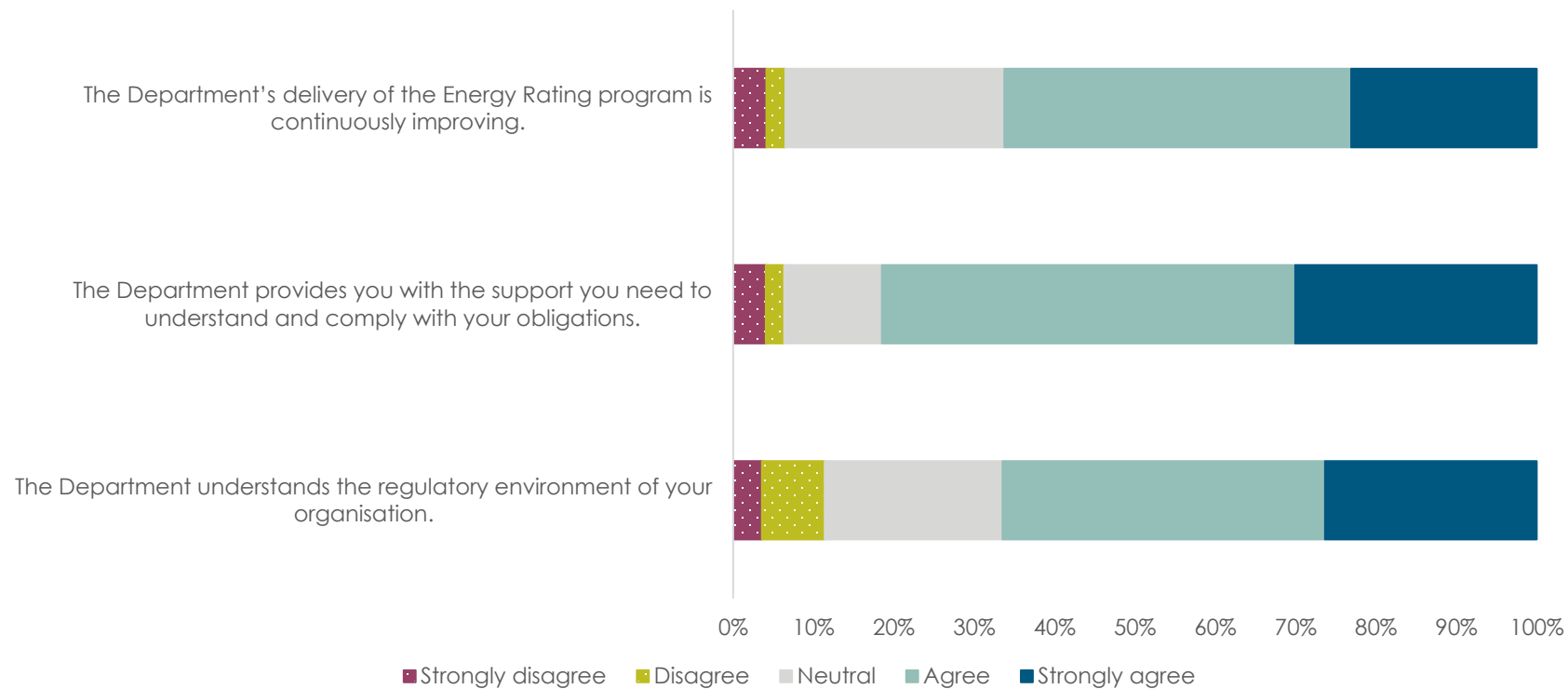
- Consistently high levels of satisfaction for enquiries processing with scores of 80 percent or above.

Results for GEMS compliance



- ▶ These results are from stakeholders who had contact with the GEMS compliance team.
- ▶ Satisfaction scores all above 80 percent.

Results for the Department's energy rating program



► Scores are broadly consistent with previous years.



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Alternative text section

This section contains the data represented in all the charts presented in this report for accessibility and transparency purposes

Alternative table for the chart on the *Headline results slide*

Scale	Overall Satisfaction: 2023-24	Overall Satisfaction: 2022-23
On the last occasion you registered a product or contacted the Energy Rating team, how satisfied were you with the service you received?	75%	83%
Communication with registration staff was clear, accurate and professional.	84%	88%
My registration was processed in a timely manner.	89%	92%
Communication with staff handling my enquiry was clear, accurate and professional.	85%	85%
My enquiry was processed in a timely manner.	84%	79%
The energy rating product registration system is easy to use	77%	41%
GEMS compliance activity is an important element of the GEMS program	88%	
Communication with (compliance) staff handling my enquiry /contact was clear, accurate and professional	87%	

- ▶ Overall satisfaction (agree and strongly agree responses) decreased by eight per cent.
- ▶ There was a marked improvement in the ease of use rating for the registration system.
- ▶ Compliance questions were introduced to broaden the scope of the survey.

Alternative table for the chart on the *Results for the Product Registration System*

Scale	I was satisfied with the service I received.	My registration was processed in a timely manner.	Communication with registration staff was clear, accurate and professional.	I understood what was required of me.	The Energy Rating Product Registration system is easy to use.	The time it takes to complete a registration application is reasonable.	The cost to register a product was reasonable
Strongly disagree	5%	4%	5%	5%	7%	5%	11%
Disagree	2%	2%	3%	3%	2%	6%	9%
Neutral	8%	6%	8%	7%	13%	8%	21%
Agree	42%	36%	41%	41%	41%	46%	38%
Strongly agree	43%	52%	43%	43%	36%	36%	21%

- ▶ High levels of satisfaction across the board for the Product Registration System.
- ▶ This is the first year for inclusion of a 'cost to register' question.

Alternative table for the chart on the *Results for the Energy Rating Team*

Scale	I was satisfied with the service I received.	My enquiry was processed in a timely manner	Communication with staff handling my enquiry was clear, accurate and professional	I attempted to resolve my issue before contacting the Energy Rating (ER) Team by looking at information on the ER website or the help page of the ER system
Strongly disagree	5%	4%	5%	3%
Disagree	4%	5%	5%	3%
Neutral	9%	7%	5%	14%
Agree	40%	40%	38%	40%
Strongly agree	42%	44%	47%	41%

- Consistently high levels of satisfaction for enquiries processing with scores of 80 percent or above.

Alternative table for the chart on the *results for GEMS compliance*

Scale	I was satisfied with the service I received.	I understood the reason for the enquiry/contact	The matter was resolved in a timely manner	Communication with staff handling my (compliance) enquiry /contact was clear, accurate and professional	GEMS compliance activity is an important element of the GEMS program
Strongly disagree	3%	4%	3%	2%	5%
Disagree	6%	0%	8%	5%	1%
Neutral	9%	4%	7%	6%	6%
Agree	43%	49%	36%	44%	41%
Strongly agree	39%	44%	45%	43%	47%

- ▶ These results are from stakeholders who had contact with the GEMS compliance team.
- ▶ Satisfaction scores all above 80 percent.

Alternative table for the chart Results for the *Department's Energy Rating Program*

Scale	The Department understands the regulatory environment of your organisation.	The Department provides you with the support you need to understand and comply with your obligations.	The Department's delivery of the Energy Rating program is continuously improving.
Strongly disagree	4%	4%	4%
Disagree	8%	2%	2%
Neutral	22%	12%	27%
Agree	40%	51%	43%
Strongly agree	26%	30%	23%

- Scores are broadly consistent with previous years.