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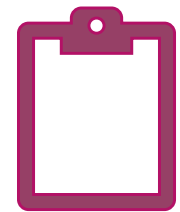
GEMS Regulator

GEMS Stakeholder Satisfaction Survey 2022-23 Results

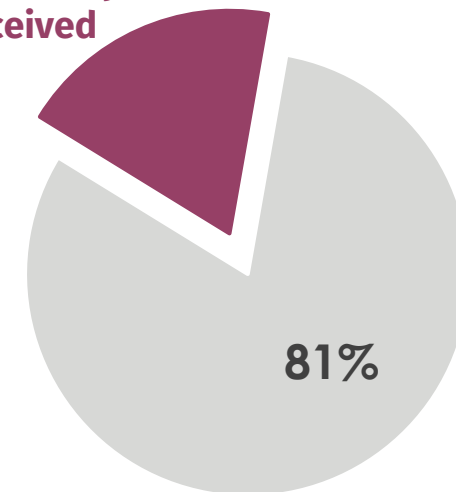
2022-23 Results

- ▶ The 6th annual survey of users of Greenhouse and Energy Minimum Standards (GEMS) registration and enquiry services.
- ▶ The survey was conducted in October 2023, looking back at activity in the 2022-23 Financial Year.
- ▶ Invitations were received by 822 registrants and contacts who emailed the GEMS Regulator over financial year.
- ▶ 156 responses were received – an 18 per cent response rate, consistent with previous surveys.

822 survey links
Received by stakeholders



18 Per cent of survey responses received

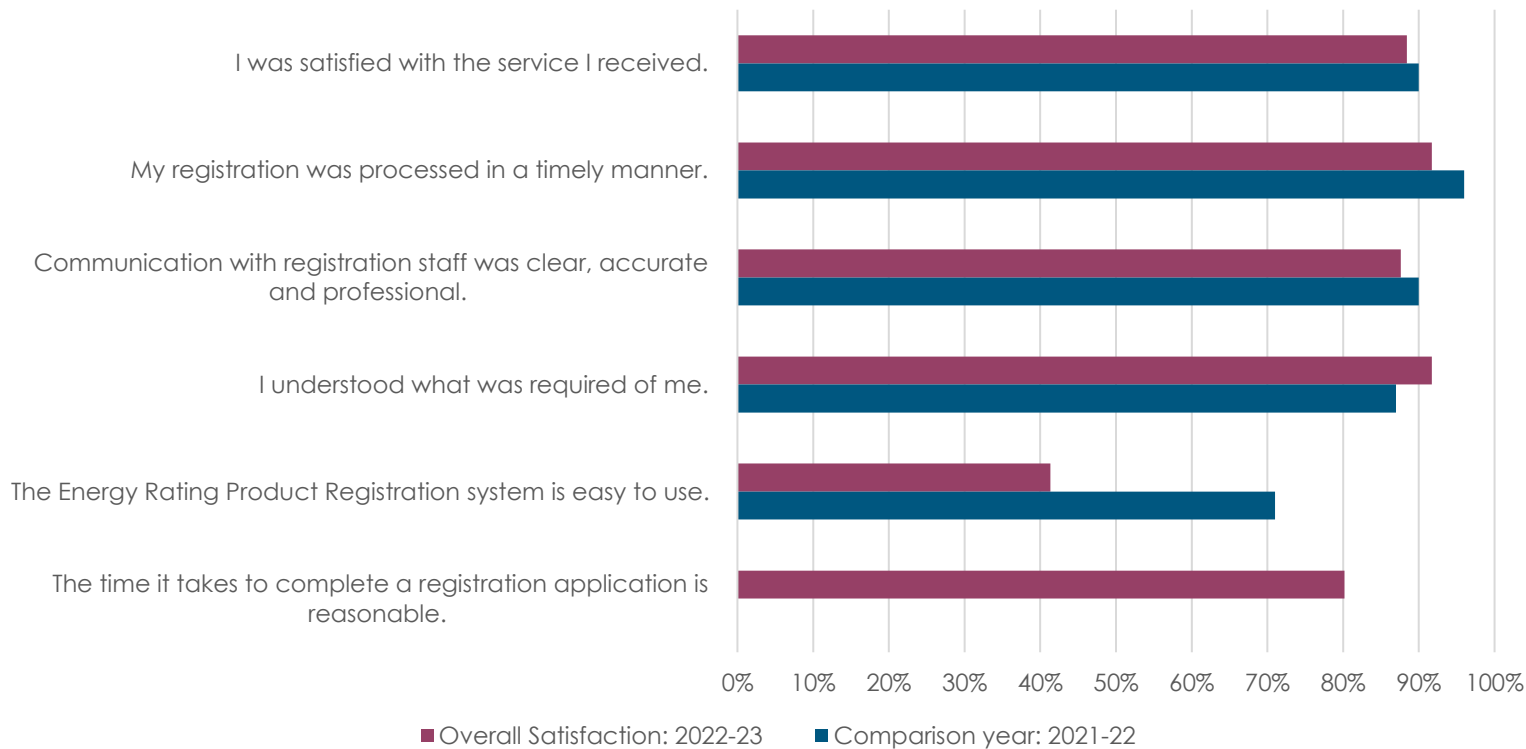


Headline Results



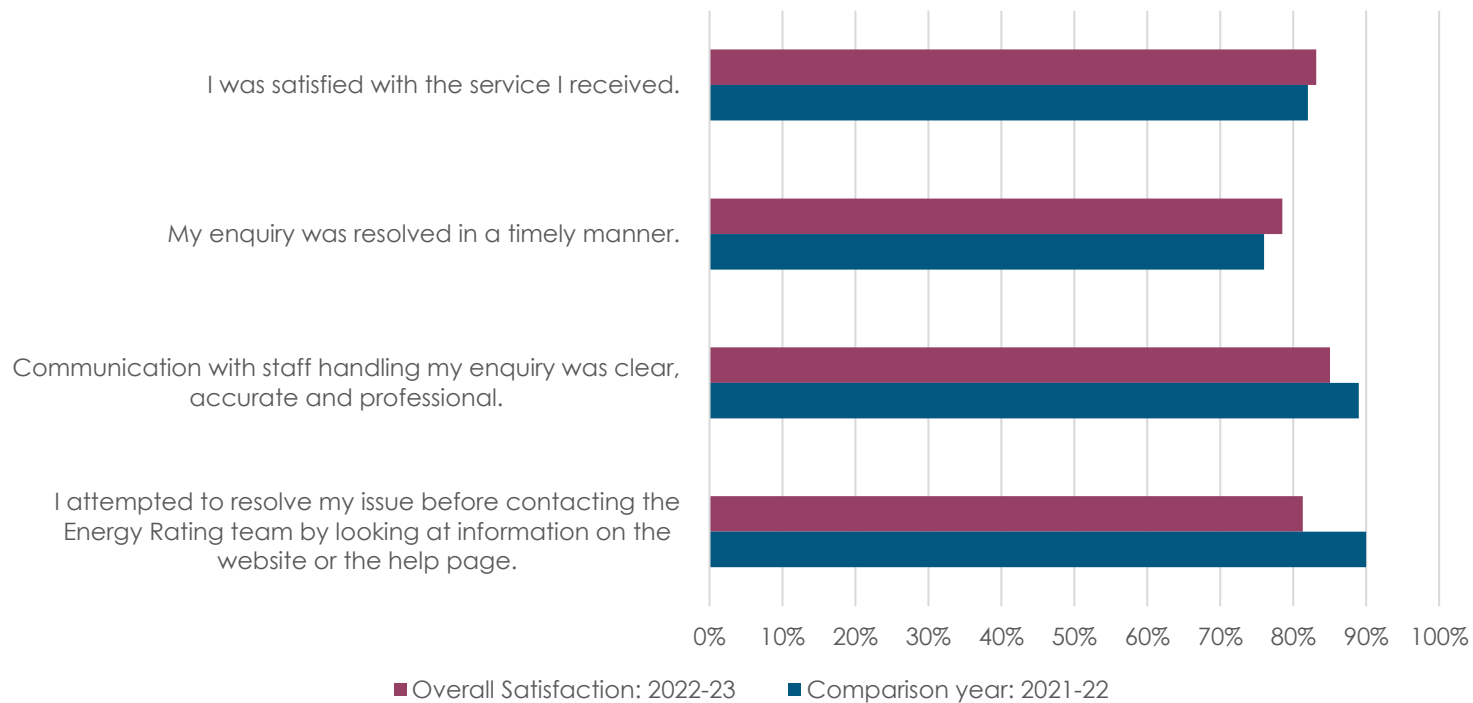
- ▶ Overall satisfaction (agree and strongly agree responses) remains high for stakeholders registering GEMS regulated products using the Product Registration System, or making enquiries. Marked drop in the ease of use rating for the registration system.

Results for the Product Registration System



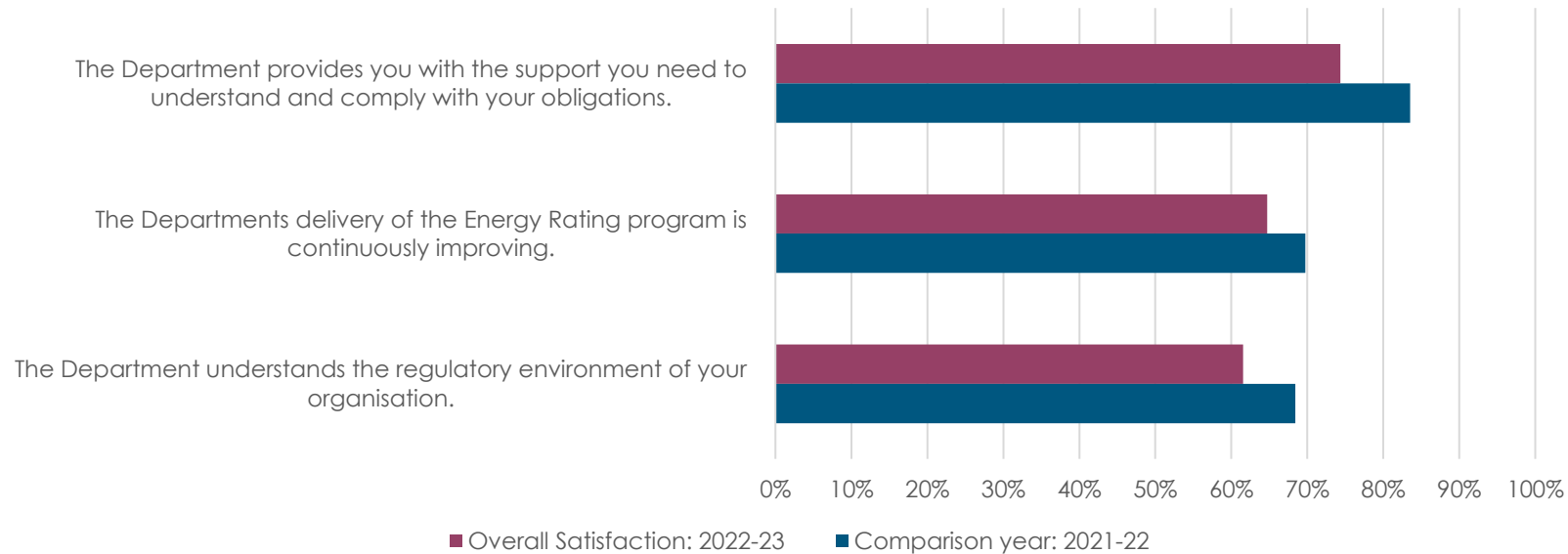
► Mostly high levels of satisfaction for the Product Registration System. The ‘ease of use’ result is concerning and the Regulator is examining ways of improving satisfaction in this area.

Results for the Energy Rating Team



► Consistently high levels of satisfaction for enquiries processing.

Results for the Department's energy rating program



- ▶ Lower scores across all categories although unlikely to be of statistical significance.



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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*

	Overall Satisfaction: 2022-23	Comparison year: 2021-22
On the last occasion you registered a product or contacted the Energy Rating team, how satisfied were you with the service you received?	83%	83%
Communication with registration staff was clear, accurate and professional.	88%	90%
My registration was processed in a timely manner.	92%	96%
Communication with staff handling my enquiry was clear, accurate and professional.	85%	88%
My enquiry was resolved in a timely manner.	79%	76%
The energy rating product registration system is easy to use.	41%	71%

- ▶ Overall satisfaction (agree and strongly agree responses) remains high for stakeholders registering GEMS regulated products using the Product Registration System, or making enquiries. Marked drop in the ease of use rating for the registration system.

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

	Overall Satisfaction: 2022-23	Comparison year: 2021-22
I was satisfied with the service I received.	88%	90%
My registration was processed in a timely manner.	92%	96%
Communication with registration staff was clear, accurate and professional.	88%	90%
I understood what was required of me.	92%	87%
The Energy Rating Product Registration system is easy to use.	41%	71%
The time it takes to complete a registration application is reasonable.	80%	NA

- ▶ Mostly high levels of satisfaction for the Product Registration System. The ‘ease of use’ result is concerning and the Regulator is examining ways of improving satisfaction in this area.

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

	Overall Satisfaction: 2022-23	Comparison year: 2021-22
I was satisfied with the service I received.	83%	82%
My enquiry was resolved in a timely manner.	79%	76%
Communication with staff handling my enquiry was clear, accurate and professional.	85%	89%
I attempted to resolve my issue before contacting the Energy Rating team by looking at information on the website or the help page.	81%	90%

- ▶ Consistently high levels of satisfaction for enquiries processing.

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

	Overall Satisfaction: 2022-23	Comparison year: 2021-22
The Department provides you with the support you need to understand and comply with your obligations.	74%	84%
The Departments delivery of the Energy Rating program is continuously improving.	65%	70%
The Department understands the regulatory environment of your organisation.	62%	68%

- ▶ Lower scores across all categories although unlikely to be of statistical significance.