

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**PSS/CSS Boards**

February Estimates Hearings 2003-04 – 17 February 2004

**Question: F41.21**

**Outcome 1, Output 1**

**Topic: Findings of Surveys**

**Hansard page: N/A**

**Written Question on Notice: 17 February 2004**

**Senator Conroy asked:**

What were the findings of these surveys.

**Answer:**

The PSS Board has conducted two separate surveys during 2002-03 and 2003-04 in respect of PSS member satisfaction with communications and services provided by the Board and ComSuper.

Results from the survey undertaken in 2002-03 can be found on the PSS website at the following address:

[http://www.pss.gov.au/pss/news/ar\\_research.doc](http://www.pss.gov.au/pss/news/ar_research.doc)

In an additional survey undertaken at the end of January 2003, ORIMA Research Pty Ltd conducted cognitive testing interviews with 5 PSS and 5 CSS members to test the ease of navigating the 2002-2003 Annual Reports for Members.

Overall, participants were satisfied with the 'navigability' of their annual report pack. The main issue remains: getting members to read the reports. All participants indicated they did not have enough time and only read material that caught their attention and suggested they must know that information. The information also needs to be brief and easily accessible. Most participants preferred more personalised information, which is more likely to get their attention.

Almost all participants at least glanced at their Member Statement. Longer term members with larger stakes in their fund showed more interest in their statements.

100% of participants were able to navigate the report to find most of the important information with ease. Most were surprised by the relevance of a lot of the information they were asked to find. Some difficulties were experienced locating information that either did not have sub headings in the contents or the headings were not intuitive for those participants.