

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS
NATIONAL NATIVE TITLE TRIBUNAL

Question No. 23

Senator Humphries asked the following question at the hearing on 18 October 2010:

Regarding the client satisfaction survey conducted this year:

- a. From what to what was the improvement in the ranking of the performance of tribunal members?
- b. Please provide a copy of the survey questions that were asked.

The answer to the honourable senator's question is as follows:

a. The performance of Tribunal members is not directly measured in the Tribunal's client satisfaction survey. The survey measures different aspects of service delivery by the Tribunal grouped into the following categories: staff, process and outcomes. The aspects of service delivery measured are set out in the attached questionnaire, and include mediation, indigenous land use agreements and future act services.

Overall, the 2010 client satisfaction study showed many improvements in clients' opinion of the Tribunal and the services it offers. The overall satisfaction rating for the Tribunal continued to rise in 2010, to an average of 7.47 out of 10, compared with 7.15 in 2008 and 6.77 in 2005. The percentage of respondents who rated the Tribunal 8 or higher out of 10 was 57 per cent in 2010 – an increase of 20 per cent from 2008.

- b. A copy of the 2010 Client Satisfaction Survey questionnaire is attached.