

Overview

As part of the Commission's [2022-2024 Strategic Plan](#), the Commission identified undertaking a regular stakeholder survey as a priority, with an indicator of success being a stakeholder survey undertaken at least once within a three-year period. The Commission's last stakeholder survey was conducted in 2020.

In June 2023, the Commission's 2023 stakeholder survey was emailed to about 80 stakeholders. The survey was also published on the Commission's website and included in the Commission's e-newsletter. The survey asked 13 questions which pertained to the Commission's conduct and outputs and whether stakeholders were satisfied that the Commission was achieving its objective of protecting the long-term interests of consumers. Some questions were comparable, but not identical to, the questions featured in the 2020 survey.

Responses were received from 21 stakeholders including regulated businesses, government or regulatory bodies, commercial businesses and others. Almost 70 per cent of stakeholders who provided a response identified as having more than 10 interactions with the Commission in the 12 months prior.

Results

Overall, 71 per cent of responses were positive, up from 63 per cent in the 2020 survey. The results from the survey are summarised below:

- 90 per cent of stakeholders agreed or strongly agreed the Commission conducts itself in a professional manner. This reflected an increase from 81 per cent in the 2020 survey.
- 86 per cent of stakeholders agreed or strongly agreed the Commission engages and communicates effectively with its stakeholders. This reflected an increase from 78 per cent in the 2020 survey.
- 81 per cent of stakeholders agreed or strongly agreed the Commission holds regulated businesses accountable for compliance with regulatory obligations. This reflected an increase from 44 per cent in the 2020 survey.
- 81 per cent of stakeholders agreed or strongly agreed the Commission's processes are conducted in a timely manner. This reflected an increase from 66 per cent in the 2020 survey.
- 76 per cent of stakeholders agreed or strongly agreed the Commission's website is up-to-date and easy to navigate. There was no comparable question in the 2020 survey.
- 71 per cent of stakeholders agreed or strongly agreed the Commission is transparent and accountable in its actions. This reflected an increase from 69 per cent in the 2020 survey.

- 71 per cent of stakeholders agreed or strongly agreed the Commission provides independent and impartial advice and decisions. There was no comparable question in the 2020 survey.
- 67 per cent of stakeholders agreed or strongly agreed the type and quality of the reports published by the Commission meets the needs of stakeholders. This reflected a decrease from 76 per cent in the 2020 survey.
- 62 per cent of stakeholders agreed or strongly agreed that the Commission is achieving its long term objective. This reflected an increase from 38 per cent in the 2020 survey.
- 62 per cent of stakeholders agreed or strongly agreed that the Commission provides credible, useful and robust economic and regulatory advice and decisions. This reflected an increase from 56 per cent in the 2020 survey.
- 62 per cent of stakeholder agreed or strongly agreed that the Commission's decisions and advice are clearly explained, well-informed, accurate and evidence-based. There was no comparable question in the 2020 survey.
- 62 per cent of stakeholders agreed or strongly agreed that the Commission works to ensure its codes, guidelines and licences and other regulatory instruments are relevant and current. There was no comparable question in the 2020 survey.
- 57 per cent of stakeholders agreed or strongly disagreed the Commission's response in dealing with matters of non-compliance is transparent, appropriate and effective. There was no comparable question in the 2020 survey.

While the proportion of negative responses was relatively low, the Commission received written negative feedback in regards to:

- the length of time taken to conduct reviews
- the Commission's website
- the applicability of the current regulatory instruments to new technologies
- the available data on customers experiencing hardship
- the timing of publication for the NTEOR.

Government or regulatory bodies and commercial businesses had the highest proportion of negative responses.

The Commission acknowledges and appreciates all feedback received. In its decision-making and consideration of priorities, the Commission will take this this feedback into account moving forward.