

# QUEENSLAND COMPETITION AUTHORITY

## EXTERNAL STAKEHOLDER SURVEY

REPORT ON FINDINGS

FINAL

OUR REF: 4209

**AUGUST 2020**

# Contents

<b>I. Executive Summary.....</b>	<b>1</b>
<b>II. Introduction.....</b>	<b>2</b>
A. Background and research objectives.....	2
B. Research methodology.....	2
Questionnaire development.....	2
Sampling design.....	2
Fieldwork.....	3
C. Response rates.....	4
D. Presentation of quantitative results.....	5
E. Calculation and interpretation of index scores.....	5
F. Quality standards.....	6
<b>III. Summary of performance measures.....</b>	<b>7</b>
<b>IV. Overall impressions of the QCA.....</b>	<b>8</b>
<b>V. The QCA’s effectiveness in regulating access to rail networks.....</b>	<b>9</b>
<b>VI. The QCA’s effectiveness in regulating access to ports.....</b>	<b>10</b>
<b>VII. The QCA’s effectiveness in electricity regulation.....</b>	<b>11</b>
<b>VIII. The QCA’s effectiveness in contributing to water regulation.....</b>	<b>12</b>
<b>IX. The QCA’s fees.....</b>	<b>13</b>
<b>X. The QCA’s regulatory processes.....</b>	<b>14</b>
<b>XI. The QCA’s stakeholder engagement.....</b>	<b>15</b>
<b>Appendix A – Red-Green Table.....</b>	<b>17</b>
<b>Appendix B – Questionnaire.....</b>	<b>18</b>

## I. Executive Summary

Forty-seven out of ninety-two key stakeholders took the opportunity to voice their opinions about the performance of the Queensland Competition Authority (QCA) over the preceding two years. This represents a solid 51% response rate among those invited to participate in the research.

Overall, the assessment feedback indicates that the QCA has been effective in:

- ◆ achieving its purpose of enhancing efficiency and growth in the Queensland economy;
- ◆ contributing to prices in critical parts of the Queensland economy being more competitive; and
- ◆ working to ensure that those who need to use key Queensland infrastructure can do so fairly.

The survey results also show that, on average:

- ◆ stakeholders were positive in their ratings of the effectiveness of the QCA in relation to regulating rail networks and ports, moderately positive about the QCA's effectiveness with regard to electricity regulation, and slightly positive in terms of the QCA contributing to water regulation;
- ◆ stakeholders reported moderately positive ratings in relation to the QCA's fees, regulatory processes and stakeholder engagement;
- ◆ government entities reported the most favourable ratings of all stakeholder groups, followed by non-regulated and then regulated entities; and
- ◆ rail and ports stakeholders were more positive in their overall impressions of the QCA than electricity and water stakeholders.

## II. Introduction

### A. Background and research objectives

It is widely recognised better practice for statutory authorities to obtain feedback regularly from their stakeholders. Consistent with this, the Queensland Competition Authority (QCA) commissioned ORIMA Research to obtain feedback from its key stakeholders in relation to the effectiveness of the QCA over the preceding two years in performing against four key themes outlined in the QCA Performance Framework (2018):

1. Efficiency and prudence of QCA costs and regulatory fees
2. Timely and transparent processes
3. Effective and efficient regulatory outcomes
4. Effective stakeholder engagement.

This report presents the findings from the research conducted with key stakeholders. The findings will form an input into the first two-yearly review of the QCA's approach to delivering services. Through the review the QCA is seeking to identify if changes are needed to improve what it does, so it can better deliver relevant outcomes and impacts for the Queensland community.

### B. Research methodology

#### Questionnaire development

The data collection method for the research was an online self-completion survey. The questionnaire was co-designed by ORIMA Research and the QCA. The questionnaire included better practice stakeholder effectiveness questions aligned to the four key performance themes in the QCA Performance Framework.

A copy of the questionnaire is presented in [Appendix A](#).

#### Sampling design

The sampling frame (population list) for the survey consisted of key external stakeholders identified by the QCA as being knowledgeable observers who were in a position to provide an informed view about the QCA's effectiveness. The sampling frame included user groups, staff from government departments and stakeholders from the water, ports, electricity, and rail sectors. The sampling method was an attempted census of all stakeholders on the sampling frame. Accordingly, the survey results are not subject to statistical sampling error.

## Fieldwork

To encourage participation in the survey, an introductory email was sent by the QCA to all stakeholders selected to participate in the survey. This was followed by an invitation email from ORIMA to participate, which contained a secure web link to the survey and instructions on how to access the online survey via Qualtrics. The survey enabled stakeholders to save the survey results mid-way through and return to them when it was convenient, as well as ensuring that all stakeholders could only answer their questionnaire once.

QCA provided ORIMA Research with a list of 91 stakeholders, including email addresses, who were invited to participate. Of these, two Qualtrics-generated survey invitation emails bounced and were subsequently re-sent manually (with one email later being resolved for a successful completion). Two respondents opted out from participating and one further stakeholder was added to the sample frame as per the QCA's request. The final number of stakeholders invited to participate was 92.

The survey was conducted between Monday 6 and Friday 24 July 2020.

To maximise the response rate, ORIMA Research sent 4 reminder emails during the fieldwork period to those who were invited to participate in the survey but who had not yet responded. The following number of stakeholders received reminder emails on the following dates:

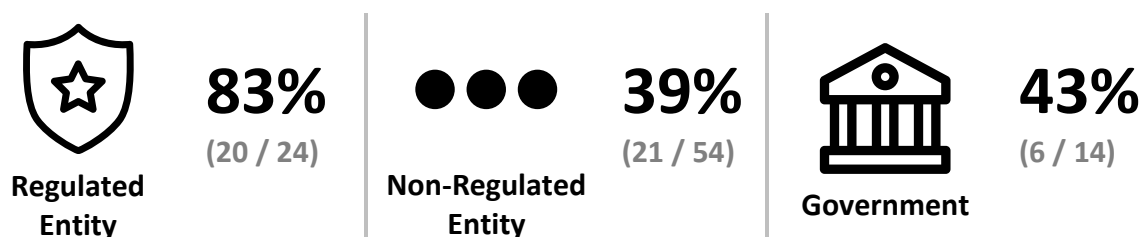
- 78 on 9 July 2020
- 68 on 15 July 2020
- 59 on 17 July 2020
- 50 on 22 July 2020

The median time taken for respondents to complete the survey was 11 minutes.

## C. Response rates

Forty-seven out of ninety-two stakeholders that were invited to participate in the survey responded, representing a solid response rate of 51%. As shown in Figure 1, twenty respondents were from regulated entities, twenty-one from non-regulated entities, and six stakeholders were from the Queensland Government.

**Figure 1 – Response rate profile per stakeholder type**

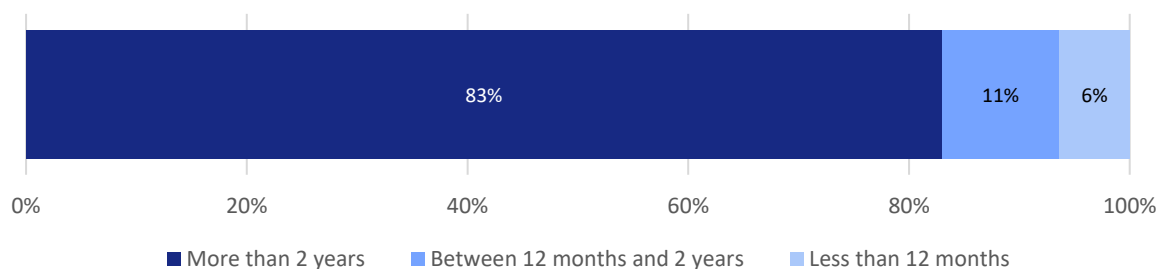


Percentage is response rate by stakeholder type  
(Number of stakeholders who responded to survey / Number of stakeholders invited to participate)

One respondent completed only the first three questions of the survey and was excluded from response rate reporting and further analysis.

Figure 2 shows that most stakeholders who responded to the survey had been dealing with the QCA for more than 2 years.

**Figure 2 – Length of time dealing with QCA**



## D. Presentation of quantitative results

Reported percentages are based on the total number of valid responses made to the particular issue being reported on. The total number of valid responses occasionally differs from the total number of completed survey questionnaires because of omissions in the completed questionnaires. The results reflect the responses of people who had a view and for whom the questions were applicable (i.e. 'Don't know' or 'Not applicable' responses have been omitted).

Percentage results throughout the report may not add up to 100% due to rounding.

Reported results for each measure is based on respondents critical to the success of the specific key performance area.

## E. Calculation and interpretation of index scores

The survey questionnaire contained groups of questions addressing external stakeholder perceptions of the QCA's performance in key performance areas specified in the QCA's Performance Framework. Composite index measures were constructed for each area addressed. Each reported index for a measure is the average of individual question indices for questions that address the area.

The index for a question is the mean (average) response for the question across respondents (using the numerical score from the 5-point response scale) transformed into a 0 to 100-point scale.

The aggregate indices have the following properties:

- ◆ index scores of 0-19 indicate that, on average, respondents held highly negative views of the QCA's effectiveness against a measure;
- ◆ index scores of 20-29 indicate that, on average, respondents held negative views of the QCA's effectiveness against a measure;
- ◆ index scores of 30-39 indicate that, on average, respondents held moderately negative views of the QCA's effectiveness against a measure;
- ◆ index scores of 40-49 indicate that, on average, respondents held slightly negative views of the QCA's effectiveness against a measure;
- ◆ an index score of 50 indicates that, on average, respondents held neutral views of the QCA's effectiveness against a measure;
- ◆ index scores of 51-60 indicate that, on average, respondents held slightly positive views of the QCA's effectiveness against a measure;
- ◆ index scores of 61-70 indicate that, on average, respondents held moderately positive views of the QCA's effectiveness against a measure;
- ◆ index scores of 71-80 indicate that, on average, respondents held positive views of the QCA's effectiveness against a measure;

- ◆ index scores of 81-100 indicate that, on average, respondents held highly positive views of the QCA's effectiveness against a measure;
- ◆ the higher the index score, the more positive the average respondent's perception of the QCA's performance;
- ◆ if all respondents provided the most positive rating possible to all of the questions covering an area of performance, the index score would be 100; and
- ◆ if all respondents provided the least positive rating possible to all of the questions covering an area of performance, the index score would be 0.

## F. Quality standards

Consistent with research better practice, all key stages and research documentation were quality assured through a fit-for-purpose governance arrangement created between ORIMA and the QCA, ensuring a 'gated', systematic and risk managed approach to the engagement.

This project was conducted in accordance with the international quality standard ISO 20252 and the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).



### III. Summary of performance measures

Table 1 shows that stakeholders were, on average, positive in their ratings of the effectiveness of the QCA in relation to regulating rail networks (76ip) and ports (75ip), moderately positive in terms of the QCA's effectiveness with regard to electricity regulations (63ip), and slightly positive in terms of the QCA contributing to water regulation (54ip). On average, stakeholders also reported moderately positive ratings in relation to stakeholder engagement (65ip), the QCA's fees (61ip) and the QCA's regulatory processes (61ip).

**Table 1: Summary of performance measure**

	Result (index points)
Overall impressions of the QCA	66ip
QCA's effectiveness in regulating access to rail networks	76ip
QCA's effectiveness in regulating access to ports	75ip
QCA's effectiveness in electricity regulation	63ip
QCA's effectiveness in contributing to water regulation	54ip
QCA's fees	61ip
QCA's regulatory processes	61ip
QCA's stakeholder engagement	65ip

## IV. Overall impressions of the QCA

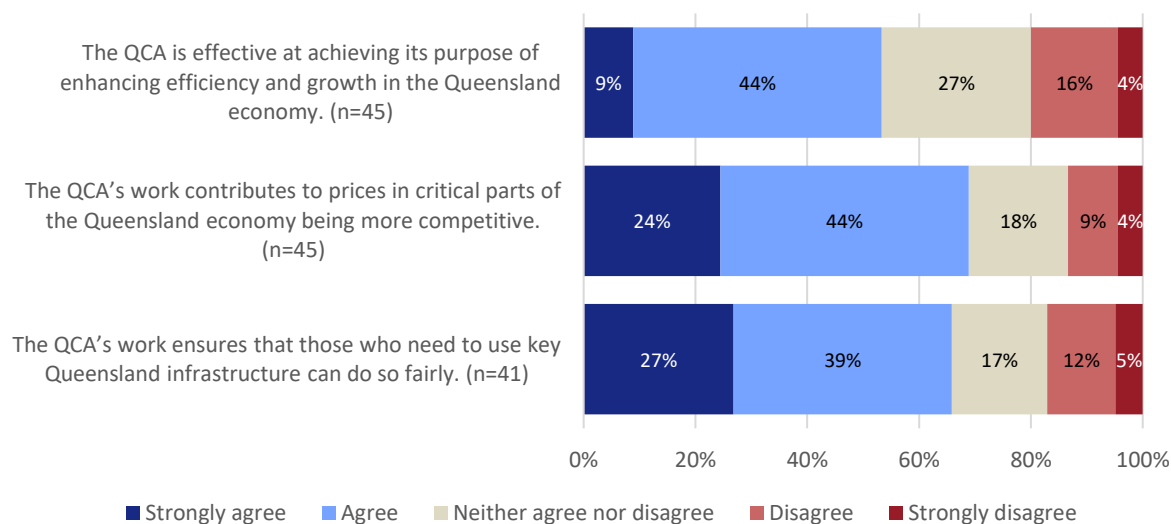
As shown in Table 2, stakeholders, on average, held moderately positive overall impressions of the QCA (66ip). They indicated that the QCA helped critical parts of economy be more competitive (69ip), those who need to use infrastructure could do so fairly (68ip), and that the QCA has been effective in enhancing efficiency and growth (59ip, slightly less positive than the other questions).

The summary score was more positive for government entities (81ip) than for non-regulated (66ip) and regulated entities (61ip).

**Table 2 – Overall impressions of the QCA**

	Total	Stakeholder Type		
		Regulated Entity	Non-regulated Entity	Government Entity
<b>Summary score: Overall impressions of the QCA</b>	<b>66</b>	<b>61</b>	<b>66</b>	<b>81</b>
The QCA is effective at achieving its purpose of enhancing efficiency and growth in the Queensland economy.	59	56	57	79
The QCA's work contributes to prices in critical parts of the Queensland economy being more competitive.	69	64	70	83
The QCA's work ensures that those who need to use key Queensland infrastructure can do so fairly.	68	63	71	75

**Figure 3 – Overall impressions of the QCA**



## V. The QCA's effectiveness in regulating access to rail networks

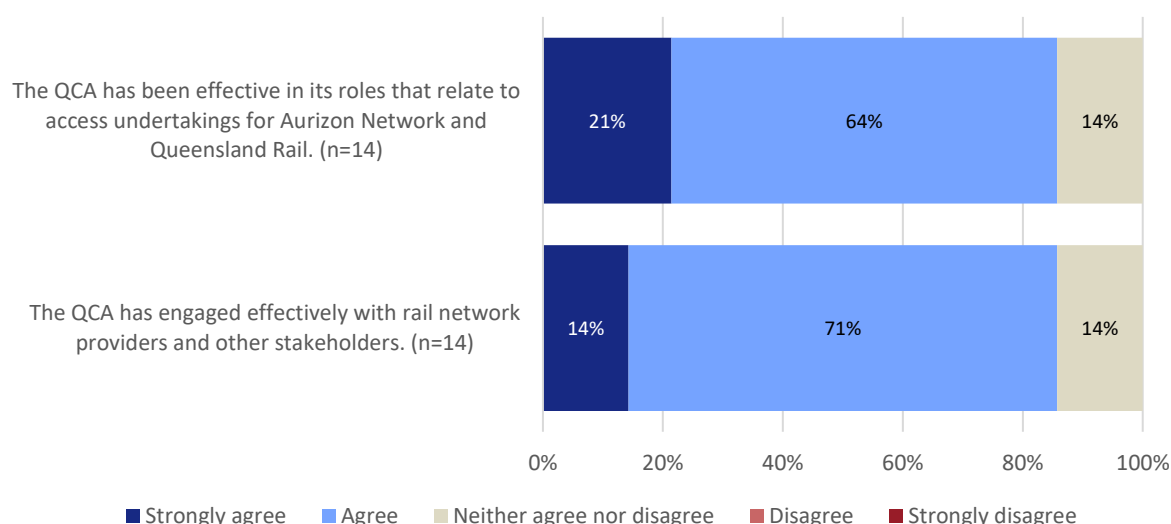
Stakeholders reported positive sentiment in relation to the QCA's effectiveness in regulating access to rail networks (76ip), as shown in Table 3. They indicated that the QCA had been effective in managing access for Aurizon Network and Queensland Rail (77ip), and that the QCA had engaged effectively with stakeholders (75ip). There were no stakeholders who disagreed with either of these statements.

The summary score was consistently favourable across non-regulated (80ip), government (75ip) and regulated entities (70ip).

**Table 3 – The QCA's effectiveness in regulating access to rail networks**

	Total	Stakeholder Type		
		Regulated Entity	Non-regulated Entity	Government Entity
<b>Summary score: The QCA's effectiveness in regulating access to rail networks</b>	<b>76</b>	<b>70</b>	<b>80</b>	<b>75</b>
The QCA has been effective in its roles that relate to access undertakings for Aurizon Network and Queensland Rail.	77	70	82	75
The QCA has engaged effectively with rail network providers and other stakeholders.	75	70	79	75

**Figure 4 – The QCA's effectiveness in regulating access to rail networks**



## VI. The QCA's effectiveness in regulating access to ports

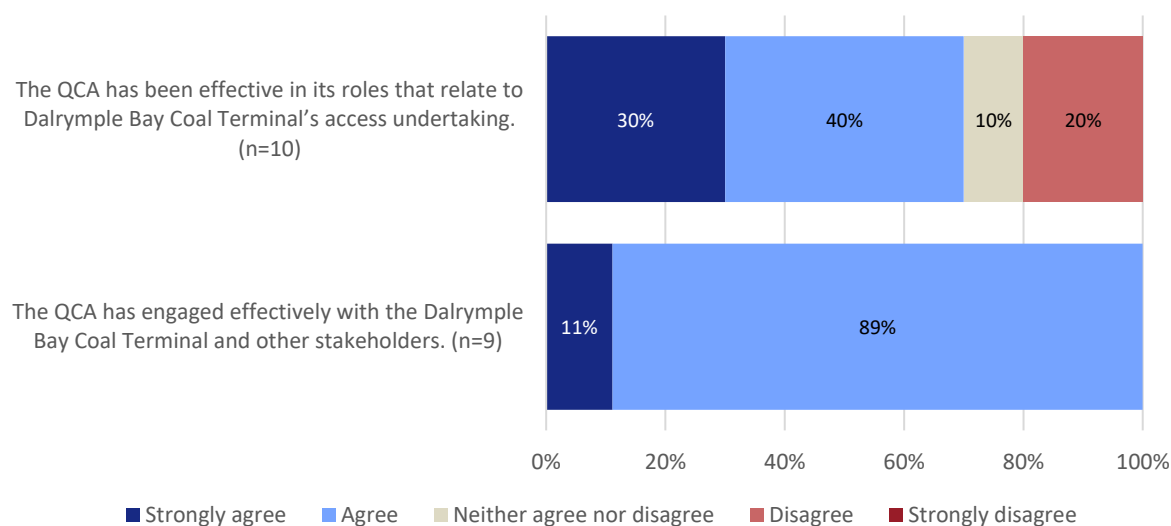
On average, stakeholders held positive views of the QCA's effectiveness in regulating access to ports (75ip; see Table 4). They indicated that the QCA had been effective in managing access for Dalrymple Bay Coal Terminal (70ip). All stakeholders agreed that the QCA had engaged effectively with stakeholders (78ip).

The summary score was positive for non-regulated (78ip), government (75ip) and regulated entities (72ip).

**Table 4 – The QCA's effectiveness in regulating access to ports**

	Total	Stakeholder Type		
	Total	Regulated Entity	Non-regulated Entity	Government Entity
<b>Summary score: The QCA's effectiveness in regulating access to ports</b>	<b>75</b>	<b>72</b>	<b>78</b>	<b>75</b>
The QCA has been effective in its roles that relate to Dalrymple Bay Coal Terminal's access undertaking.	<b>70</b>	63	75	75
The QCA has engaged effectively with the Dalrymple Bay Coal Terminal and other stakeholders.	<b>78</b>	81	75	75

**Figure 5 – The QCA's effectiveness in regulating access to ports**



## VII. The QCA’s effectiveness in electricity regulation

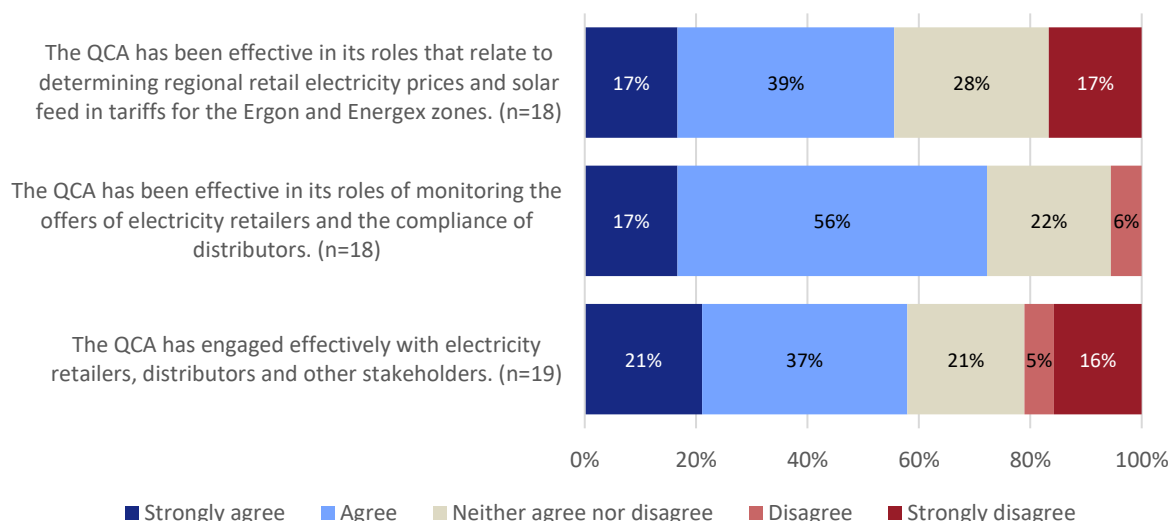
Stakeholders reported moderately positive ratings of the QCA’s effectiveness in electricity regulation (63ip), as shown in Table 5. In particular, stakeholders indicated that the QCA had been effective in monitoring the offers of electricity retailers and the compliance of distributors (71ip). Stakeholders were slightly less positive that the QCA had been effective in determining regional electricity prices and solar feed in tariffs (60ip) and had engaged effectively with stakeholders (61ip).

The summary score was more positive for government entities (83ip) than for regulated (64ip) and non-regulated entities (60ip).

**Table 5 – The QCA’s effectiveness in electricity regulation**

	Total	Stakeholder Type		
		Regulated Entity	Non-regulated Entity	Government Entity
<b>Summary score: The QCA’s effectiveness in electricity regulation</b>	<b>63</b>	<b>64</b>	<b>60</b>	<b>83</b>
The QCA has been effective in its roles that relate to determining regional retail electricity prices and solar feed in tariffs for the Ergon and Energex zones.	60	67	54	88
The QCA has been effective in its roles of monitoring the offers of electricity retailers and the compliance of distributors.	71	75	70	75
The QCA has engaged effectively with electricity retailers, distributors and other stakeholders.	61	58	57	88

**Figure 6 – The QCA’s effectiveness in electricity regulation**



## VIII. The QCA's effectiveness in contributing to water regulation

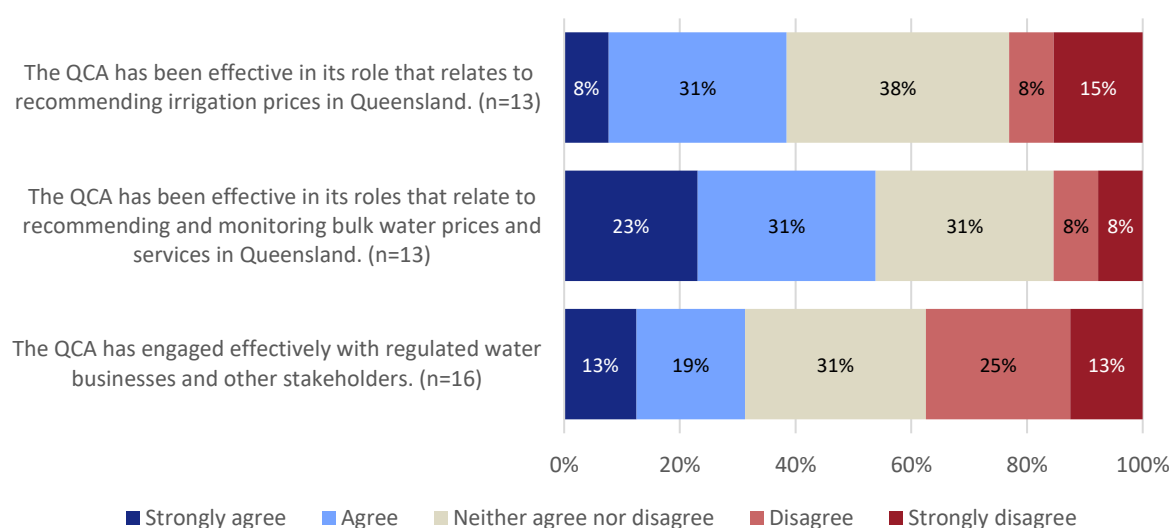
Assessment of the QCA's effectiveness in contributing to water regulation was slightly positive (54ip; see Table 6). Stakeholders were moderately positive that the QCA had been effective in recommending and monitoring bulk water prices and services (63ip). Stakeholders were slightly less positive that the QCA has been effective in recommending irrigation prices (52ip), and provided slightly negative ratings in terms of the effectiveness of the QCA's engagement with stakeholders (48ip; lower for regulated entities at 34ip).

The summary score was highly positive for government entities (81ip), slightly positive for non-regulated entities (52ip) and slightly negative for regulated entities (41ip). Regulated entities were particularly unfavourable in their ratings of the QCA's engagement with regulated water businesses and other stakeholders.

**Table 6 – The QCA's effectiveness in contributing to water regulation**

	Total	Stakeholder Type		
		Regulated Entity	Non-regulated Entity	Government Entity
<b>Summary score: The QCA's effectiveness in contributing to water regulation</b>	<b>54</b>	<b>41</b>	<b>52</b>	<b>81</b>
The QCA has been effective in its role that relates to recommending irrigation prices in Queensland.	52	42	33	81
The QCA has been effective in its roles that relate to recommending and monitoring bulk water prices and services in Queensland.	63	50	58	88
The QCA has engaged effectively with regulated water businesses and other stakeholders.	48	34	50	75

**Figure 7 – The QCA's effectiveness in contributing to water regulation**



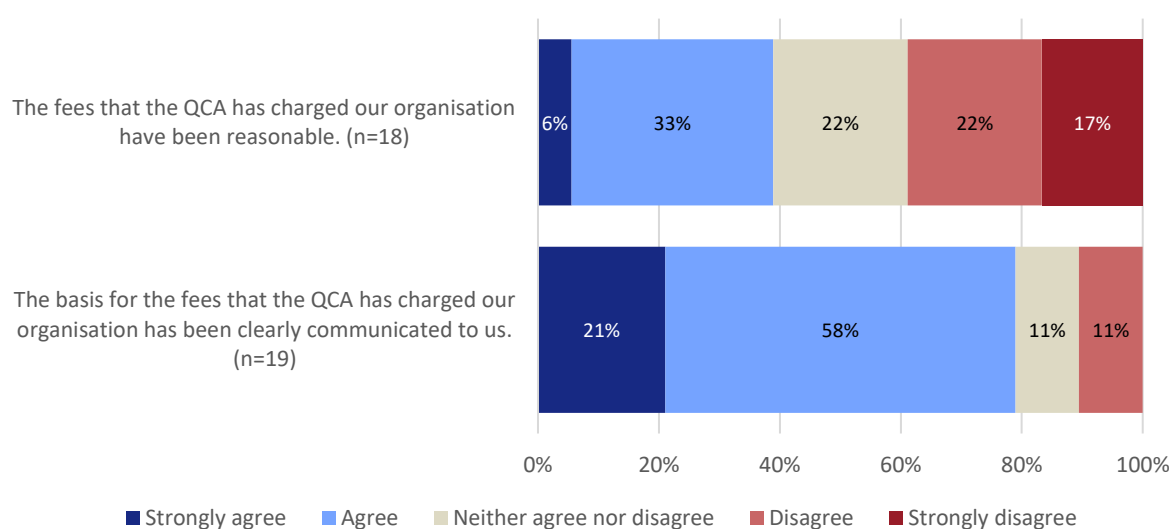
## IX. The QCA's fees

Table 7 shows that regulated entities held moderately positive views of the QCA's fees (61ip). While they indicated that the QCA's fees were clearly communicated (72ip), regulated entities also provided slightly unfavourable ratings with regard to their reasonableness (47ip).

**Table 7 – The QCA's fees**

	Total	Stakeholder Type		
		Regulated Entity	Non-regulated Entity	Government Entity
<b>Summary score: The QCA's fees</b>	<b>61</b>	<b>61</b>		
The fees that the QCA has charged our organisation have been reasonable.	47	47		
The basis for the fees that the QCA has charged our organisation has been clearly communicated to us.	72	72		

**Figure 8 – The QCA's fees**



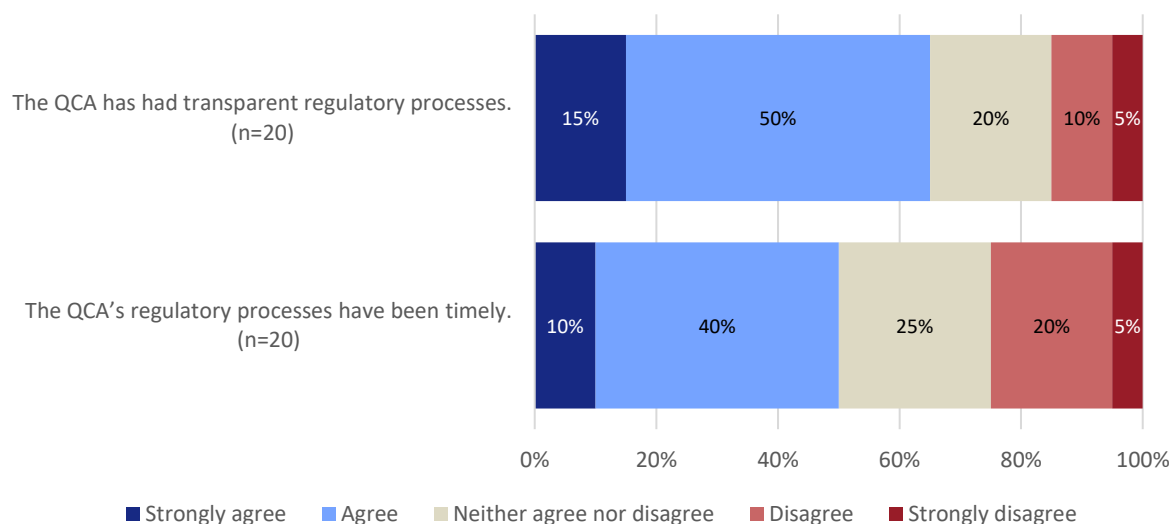
## X. The QCA’s regulatory processes

Regulated entities held moderately positive views of the QCA’s regulatory processes (61ip; see Table 8). On average, they indicated that regulatory processes were transparent (65ip) and timely (58ip).

**Table 8 – The QCA’s regulatory processes**

	Total	Stakeholder Type		
		Regulated Entity	Non-regulated Entity	Government Entity
<b>Summary score: The QCA’s regulatory processes</b>	<b>61</b>	<b>61</b>		
The QCA has had transparent regulatory processes.	65	65		
The QCA’s regulatory processes have been timely.	58	58		

**Figure 9 – The QCA’s regulatory processes**





## XI. The QCA's stakeholder engagement

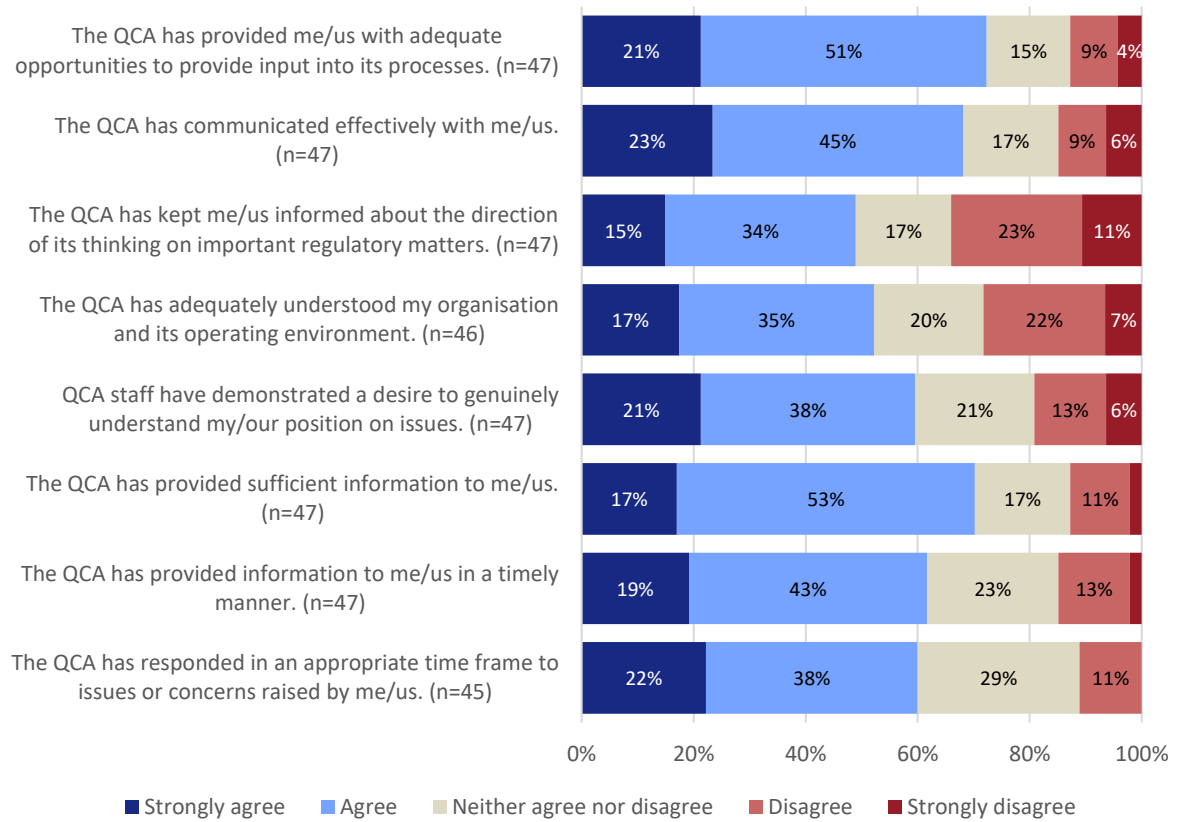
Overall, stakeholders were favourable in their ratings of the QCA's stakeholder engagement (65ip), as shown in Table 9. They were moderately positive about opportunities to provide input into QCA's processes (69ip), receiving sufficient information (68ip), timeliness of response to issues or concerns (68ip), effective communication (68ip), timely information (66ip), and a genuine understanding of the stakeholder's position (64ip). Stakeholders were slightly positive in their ratings of the QCA's understanding of the stakeholder's organisation and operating environment (59ip) and ability to inform them of the direction of their thinking on important regulatory matters (55ip).

The summary score was highly positive for government entities (90ip) and moderately positive for non-regulated entities (65ip). While the summary score for regulated entities was slightly positive (56ip), they did provide slightly negative ratings in relation to the QCA keeping them informed about the direction of its thinking on regulatory matters (46ip), and adequately understanding their operating environment (48ip).

**Table 9 – The QCA's stakeholder engagement**

	Total	Stakeholder Type		
		Regulated Entity	Non-regulated Entity	Government Entity
<b>Summary score: The QCA's stakeholder engagement</b>	<b>65</b>	<b>56</b>	<b>65</b>	<b>90</b>
The QCA has provided me/us with adequate opportunities to provide input into its processes.	69	65	67	92
The QCA has communicated effectively with me/us.	68	63	65	92
The QCA has kept me/us informed about the direction of its thinking on important regulatory matters.	55	46	52	92
The QCA has adequately understood my organisation and its operating environment.	59	48	61	88
QCA staff have demonstrated a desire to genuinely understand my/our position on issues.	64	51	69	88
The QCA has provided sufficient information to me/us.	68	65	65	88
The QCA has provided information to me/us in a timely manner.	66	56	68	92
The QCA has responded in an appropriate time frame to issues or concerns raised by me/us.	68	56	72	92

**Figure 10 – The QCA’s stakeholder engagement**



Appendix A: Red-Green Table

Cohort result is higher (green), or lower (red) than overall result:

10ip +
5ip
5ip
10ip -

	Total	Type			Functions				Years of relationship	
		Regulated Entity	Non-regulated Entity	Government	Rail	Ports	Electricity	Water	<2	2+
									Mean	Mean
Overall base size n=	47	20	21	6	14	11	20	16	8	39
<b>Section B: Overall impressions of the QCA</b>										
The QCA is effective at achieving its purpose of enhancing efficiency and growth in the Queensland economy.	59	56	57	79	61	64	60	56	69	57
The QCA's work contributes to prices in critical parts of the Queensland economy being more competitive.	69	64	70	83	80	82	64	63	78	67
The QCA's work ensures that those who need to use key Queensland infrastructure can do so fairly.	68	63	71	75	89	85	63	52	72	67
<b>Summary score: Overall impressions of the QCA</b>	<b>66</b>	<b>61</b>	<b>66</b>	<b>81</b>	<b>77</b>	<b>77</b>	<b>63</b>	<b>57</b>	<b>73</b>	<b>64</b>
<b>Section E: The QCA's effectiveness in regulating access to rail networks</b>										
The QCA has been effective in its roles that relate to access undertakings for Aurizon Network and Queensland Rail.	77	70	82	75	77				75	77
The QCA has engaged effectively with rail network providers and other stakeholders.	75	70	79	75	75				75	75
<b>Summary score: The QCA's effectiveness in regulating access to rail networks</b>	<b>76</b>	<b>70</b>	<b>80</b>	<b>75</b>	<b>76</b>				<b>75</b>	<b>76</b>
<b>Section F: The QCA's effectiveness in regulating access to ports</b>										
The QCA has been effective in its roles that relate to Dalrymple Bay Coal Terminal's access undertaking.	70	63	75	75		70			25	75
The QCA has engaged effectively with the Dalrymple Bay Coal Terminal and other stakeholders.	78	81	75	75		78			75	78
<b>Summary score: The QCA's effectiveness in regulating access to ports</b>	<b>75</b>	<b>72</b>	<b>78</b>	<b>75</b>		<b>75</b>			<b>50</b>	<b>78</b>
<b>Section C: The QCA's effectiveness in electricity regulation</b>										
The QCA has been effective in its roles that relate to determining regional retail electricity prices and solar feed in tariffs for the Ergon and Energex zones.	60	67	54	88			60		58	60
The QCA has been effective in its roles of monitoring the offers of electricity retailers and the compliance of distributors.	71	75	70	75			71		63	72
The QCA has engaged effectively with electricity retailers, distributors and other stakeholders.	61	58	57	88			61		50	63
<b>Summary score: The QCA's effectiveness in electricity regulation</b>	<b>63</b>	<b>64</b>	<b>60</b>	<b>83</b>			<b>63</b>		<b>56</b>	<b>64</b>
<b>Section D: The QCA's effectiveness in contributing to water regulation</b>										
The QCA has been effective in its role that relates to recommending irrigation prices in Queensland.	52	42	33	81				52	63	50
The QCA has been effective in its roles that relate to recommending and monitoring bulk water prices and services in Queensland.	63	50	58	88				63	88	59
The QCA has engaged effectively with regulated water businesses and other stakeholders.	48	34	50	75				48	75	42
<b>Summary score: The QCA's effectiveness in contributing to water regulation</b>	<b>54</b>	<b>41</b>	<b>52</b>	<b>81</b>				<b>54</b>	<b>75</b>	<b>49</b>
<b>Section G: The QCA's fees</b>										
The fees that the QCA has charged our organisation have been reasonable.	47	47			44	83	58	31	56	45
The basis for the fees that the QCA has charged our organisation has been clearly communicated to us.	72	72			63	88	75	69	69	73
<b>Summary score: The QCA's fees</b>	<b>61</b>	<b>61</b>			<b>53</b>	<b>84</b>	<b>67</b>	<b>50</b>	<b>63</b>	<b>60</b>
<b>Section H: The QCA's regulatory processes</b>										
The QCA has had transparent regulatory processes.	65	65			55	81	75	59	69	64
The QCA's regulatory processes have been timely.	58	58			35	69	58	66	69	55
<b>Summary score: The QCA's regulatory processes</b>	<b>61</b>	<b>61</b>			<b>45</b>	<b>75</b>	<b>67</b>	<b>63</b>	<b>69</b>	<b>59</b>
<b>Section I: The QCA's stakeholder engagement</b>										
The QCA has provided me/us with adequate opportunities to provide input into its processes.	69	65	67	92	68	86	68	72	69	69
The QCA has communicated effectively with me/us.	68	63	65	92	66	82	65	66	75	66
The QCA has kept me/us informed about the direction of its thinking on important regulatory matters.	55	46	52	92	52	61	56	59	53	55
The QCA has adequately understood my organisation and its operating environment.	59	48	61	88	59	75	63	52	63	58
QCA staff have demonstrated a desire to genuinely understand my/our position on issues.	64	51	69	88	66	75	68	52	72	62
The QCA has provided sufficient information to me/us.	68	65	65	88	71	82	63	67	72	67
The QCA has provided information to me/us in a timely manner.	66	56	68	92	70	80	64	67	66	66
The QCA has responded in an appropriate time frame to issues or concerns raised by me/us.	68	56	72	92	71	78	70	67	66	68
<b>Summary score: The QCA's stakeholder engagement</b>	<b>65</b>	<b>56</b>	<b>65</b>	<b>90</b>	<b>65</b>	<b>77</b>	<b>64</b>	<b>63</b>	<b>67</b>	<b>64</b>

## Appendix B – Questionnaire

# Queensland Competition Authority

## Stakeholder Survey 2020

**Final**

## Introduction

Thank you for taking the time to participate in this survey to provide feedback on the Queensland Competition Authority's (QCA's) performance. The QCA values the views of key stakeholders on its performance. The feedback will give the QCA an indication of what it is doing well and where it could improve.

The QCA will publish the results from the survey in its 2019–20 annual report. The reporting might quote your responses to the survey (anonymously) to ensure stakeholder perspectives are captured in their full nuance.

### Who is conducting the survey?

The QCA has engaged an independent market and social research firm, ORIMA Research, to conduct the research. ORIMA Research will treat all your responses, comments and information as strictly confidential. Your email contact details were provided to ORIMA Research by the QCA solely for the purposes of this survey.

### Is my participation voluntary?

We encourage all stakeholders to complete the survey so your views can be taken into account. However, please be aware that participation is voluntary: You can choose to answer all or some of the questions and you can decide to stop at any time. The usefulness of the survey depends on how closely it reflects your actual views.

### Confidentiality provisions

Unless you indicate otherwise, your completed questionnaire will be provided to the QCA. If you would prefer for your response to remain anonymous, please indicate this in the section at the end of the questionnaire. Anonymous responses will only be seen by ORIMA Research and will only be presented in aggregate form so that the identification of your responses by the QCA will not be possible.

ORIMA's report to the QCA on the survey results will focus on common themes that were identified among the stakeholders surveyed and important issues that were raised. The report will also contain some unattributed and de-identified quotes from the open-ended responses to this survey.

Participation in this research is voluntary. You can choose not to answer any question or to stop at any time. Your answers will only be used for the purposes of the research.

## How long will the survey take?

This questionnaire should take 10–15 minutes to complete, depending on what comments you include when invited to provide additional information. Please complete the survey by COB Friday 17 July 2020.

If you have any questions or require further information about the survey, please do not hesitate to contact Ray Rapinette, Director Corporate Services, QCA on (07) 3222 0505 (e-mail: [ray.rapinette@qca.org.au](mailto:ray.rapinette@qca.org.au)).

If you have any technical questions about the survey, please contact Vaun Peate, Queensland General Manager, ORIMA Research on (07) 3112 1052 (e-mail: [vaun.peate@orima.com](mailto:vaun.peate@orima.com)).

## SECTION A: Relating to the QCA

1. Please indicate which of the following **core QCA functions** you are familiar with: [Please select all that apply. Your response will direct you to the most appropriate questions in survey]
  - 1 Regulating/monitoring retail **electricity** prices and service levels
  - 2 Investigating and recommending or monitoring **water** supply prices
  - 3 Regulating access to **rail** networks
  - 4 Regulating access to **ports**
  
2. How long have you personally had dealings with the QCA?
  - 1 Less than 12 months
  - 2 Between 12 months and 2 years
  - 3 More than 2 years

## SECTION B: Overall impressions of the QCA

The QCA regulates businesses that provide vital infrastructure in Queensland, such as railways and ports, or that deliver essential services, such as water and energy. The QCA aims to ensure that prices in these critical parts of the economy are competitive, and those who need to use infrastructure can do so fairly. The QCA's purpose is to enhance efficiency and growth in the Queensland economy.

Please answer the following questions taking into account the independent regulatory role and purpose of the QCA.

3. Please rate your level of agreement or disagreement with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
a The QCA is effective at achieving its purpose of enhancing efficiency and growth in the Queensland economy.	1	2	3	4	5	6
b The QCA's work contributes to prices in critical parts of the Queensland economy being more competitive.	1	2	3	4	5	6
c The QCA's work ensures that those who need to use key Queensland infrastructure can do so fairly.	1	2	3	4	5	6

4. If you chose 'strongly disagree' or 'disagree' at any item in question 3, please provide further detail.

{TEXT}

5. If you would like to provide additional comments, please do so here.

{TEXT}



## SECTION C: The QCA's effectiveness in electricity regulation

[ONLY ASKED OF RESPONDENTS WHO INDICATE FAMILIARITY WITH THIS FUNCTION AT Q1]

6. Please rate your level of agreement or disagreement with the following statements concerning the QCA's regulation of retail **electricity** prices and service levels over the past 2 years:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
a The QCA has been effective in its roles that relate to determining regional retail electricity prices and solar feed in tariffs for the Ergon and Energex zones.	1	2	3	4	5	6
b The QCA has been effective in its roles of monitoring the offers of electricity retailers and the compliance of distributors.	1	2	3	4	5	6
c The QCA has engaged effectively with electricity retailers, distributors and other stakeholders.	1	2	3	4	5	6

7. If you chose 'strongly disagree' or 'disagree' at any item in question 6, please provide further detail.

{TEXT}

8. If you would like to provide additional comments in relation to the QCA's effectiveness in electricity regulation, please do so here.

{TEXT}

## SECTION D: The QCA's effectiveness in contributing to water regulation

[ONLY ASKED OF RESPONDENTS WHO INDICATE FAMILIARITY WITH THIS FUNCTION AT Q1]

9. Please rate your level of agreement or disagreement with the following statements concerning the QCA's investigations and recommendations in relation to **water** supply over the past 2 years:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
a The QCA has been effective in its role that relates to recommending irrigation prices in Queensland.	1	2	3	4	5	6
b The QCA has been effective in its roles that relate to recommending and monitoring bulk water prices and services in Queensland.	1	2	3	4	5	6
c The QCA has engaged effectively with regulated water businesses and other stakeholders.	1	2	3	4	5	6

10. If you chose 'strongly disagree' or 'disagree' at any item in question 9, please provide further detail.

{TEXT}

11. If you would like to provide additional comments in relation to the QCA's effectiveness in contributing to water regulation, please do so here.

{TEXT}

## SECTION E: The QCA's effectiveness in regulating access to rail networks

[ONLY ASKED OF RESPONDENTS WHO INDICATE FAMILIARITY WITH THIS FUNCTION AT Q1]

12. Please rate your level of agreement or disagreement with the following statements concerning the QCA's regulation of access to **rail** networks over the past 2 years:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
a The QCA has been effective in its roles that relate to access undertakings for Aurizon Network and Queensland Rail.	1	2	3	4	5	6
b The QCA has engaged effectively with rail network providers and other stakeholders.	1	2	3	4	5	6

13. If you chose 'strongly disagree' or 'disagree' at any item in question 12, please provide further detail.

{TEXT}

14. If you would like to provide additional comments in relation to the QCA's effectiveness in regulating access to rail networks, please do so here.

{TEXT}

## SECTION F: The QCA's effectiveness in regulating access to ports

[ONLY ASKED OF RESPONDENTS WHO INDICATE FAMILIARITY WITH THIS FUNCTION AT Q1]

15. Please rate your level of agreement or disagreement with the following statements concerning the QCA's regulation of access to **ports** over the past 2 years:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
a The QCA has been effective in its roles that relate to Dalrymple Bay Coal Terminal Management's access undertaking.	1	2	3	4	5	6
b The QCA has engaged effectively with the Dalrymple Bay Coal Terminal Management and other stakeholders.	1	2	3	4	5	6

16. If you chose 'strongly disagree' or 'disagree' at any item in question 15, please provide further detail.

{TEXT}

17. If you would like to provide additional comments in relation to the QCA's effectiveness in regulating access to ports, please do so here.

{TEXT}

## SECTION G: The QCA's fees

**[ONLY ASKED OF RESPONDENTS WHO ARE FLAGGED AS REGULATED ENTITIES THAT HAVE BEEN CHARGED FEES IN THE SURVEY SAMPLE]**

18. Please rate your level of agreement or disagreement with the following statements about the QCA's fees over the past 2 years:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
a The fees that the QCA has charged our organisation have been reasonable.	1	2	3	4	5	6
b The basis for the fees that the QCA has charged our organisation has been clearly communicated.	1	2	3	4	5	6

19. If you chose 'strongly disagree' or 'disagree' at any item in question 18, please provide further detail.

{TEXT}

20. If you would like to provide additional comments in relation to the QCA's fees, please do so here.

{TEXT}

## SECTION H: The QCA's regulatory processes

[ONLY ASKED OF RESPONDENTS WHO ARE FLAGGED AS REGULATED ENTITIES IN THE SURVEY SAMPLE]

21. Please rate your level of agreement or disagreement with the following statements about the QCA's regulatory processes over the past 2 years:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
a The QCA has had transparent regulatory processes.	1	2	3	4	5	6
b The QCA's regulatory processes have been timely.	1	2	3	4	5	6

22. If you chose 'strongly disagree' or 'disagree' at any item in question 21, please provide further detail.

{TEXT}

23. If you would like to provide additional comments in relation to the QCA's regulatory processes, please do so here.

{TEXT}

## SECTION I: The QCA's stakeholder engagement

24. Please rate your level of agreement or disagreement with the following statements about the QCA's engagement with you/your organisation over the past 2 years:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
a The QCA has provided me/us with adequate opportunities to provide input into its processes.	1	2	3	4	5	6
b The QCA has communicated effectively with me/us.	1	2	3	4	5	6
c The QCA has kept me/us informed about the direction of its thinking on important regulatory matters.	1	2	3	4	5	6
d The QCA has adequately understood my organisation and its operating environment.	1	2	3	4	5	6
e QCA staff have demonstrated a desire to genuinely understand my/our position on issues.	1	2	3	4	5	6
f The QCA has provided sufficient information to me/us.	1	2	3	4	5	6
g The QCA has provided information to me/us in a timely manner.	1	2	3	4	5	6
h The QCA has responded in an appropriate time frame to issues or concerns raised by me/us.	1	2	3	4	5	6

25. If you chose 'strongly disagree' or 'disagree' at any item in question 24, please provide further detail.

{TEXT}

26. If you would like to provide additional comments in relation to the QCA's stakeholder engagement, please do so here.

{TEXT}

## SECTION J: Conclusion

27. Are there any general comments you wish to make about the issues covered in the survey?  
{TEXT}

The information from the survey will best help the QCA improve its performance if the QCA can obtain a copy of your completed questionnaire (in addition to ORIMA's aggregated report on the survey findings).

However, the QCA and ORIMA recognise that some respondents may prefer that their individual responses not be provided to the QCA. If you do not consent to ORIMA providing a copy of your completed questionnaire to the QCA, please indicate so in the space below.

28. Consent to responses being provided to QCA

- 1 I consent
- 2 I do not consent

This is the end of the survey.

Please click Submit to finish, or Previous to go back and make any changes.

**Thank you, your participation is greatly appreciated.**

ORIMA Research will not disclose any identifiable research information for a purpose other than conducting our research unless we have your express prior consent or are required to do so by an Australian law.

Our Privacy Policy contains further details regarding how you can access or correct information we hold about you, how you can make a privacy related complaint and how that complaint will be dealt with. Should you have any questions about our privacy policy or how we will treat your information, you may contact our Privacy Officer, Liesel van Straaten, on (03) 9526 9000.

Unless we de-identify our research records, you have the right to access the information that we hold about you as a result of this survey. You may request at any time to have this information de-identified or destroyed.