

PRIMARY INDUSTRIES AND REGIONAL DEVELOPMENT — ROYALTIES FOR REGIONS —
COMMUNITY RESOURCE CENTRES SURVEY

321. Ms M.J. Davies to the minister representing the Minister for Regional Development:

I refer to Royalties for Regions expenditure on page 220 of Budget Paper No. 3 and the Department of Primary Industries and Regional Development (DPIRD) survey being undertaken by Painted Dog Research in relation to Community Resource Centres, and I ask:

- (a) What was the date this survey opened and on what date will the survey close;
- (b) Why was DPIRD unaware of the survey during the 2021–22 Estimates on 23–25 September when the survey had been shared on Government Members' social media from 16 September;
- (c) Who was notified about the survey and in what form and on what dates did those notices occur;
- (d) Who instructed for the survey to be created and why;
- (e) Who was consulted prior to the survey being published;
- (f) Who drafted the survey and was there any input from the Minister or their office with the wording of the survey;
- (g) What is the total cost of the survey and which department is paying for the survey;
- (h) What is the cost of the survey to date;
- (i) Will the results of the survey be made public and if yes, when;
- (j) How is the survey being publicised and how much money is being spent to publicise the survey; and
- (k) Some notices of the survey refer to e-gift cards. Can the Minister confirm:
 - (i) Whether these cards have been pre-purchased;
 - (ii) The total number of cards offered as a reward;
 - (iii) Whether the provision of gift cards is by Painted Dog Research, by the Government or if by another entity, the name of that entity; and
 - (iv) If the Government was aware that an e-gift card competition would be run concurrently with the survey?

Mr M. McGowan replied:

- (a) An online survey was conducted with Community Resource Centre (CRC) customers from 7 September 2021 to 31 October 2021 and with CRC stakeholders from 22 September 2021 to 31 October 2021.
- (b) The Department of Primary Industries and Regional Development (DPIRD) was aware of the survey.
- (c) On 7 September 2021, DPIRD sent flyers and posters to all CRCs for them to market the customer survey to their customer base. Each CRC and local government authority with a CRC within their boundary was invited to provide a list of stakeholders to participate in the stakeholder survey and to notify the stakeholders, where possible, that they would be contacted at the end of September 2021.
- (d) The survey was commissioned by DPIRD. Obtaining customer and stakeholder feedback is a requirement of the procurement process under the Department of Finance's Delivering Community Services in Partnership Policy. DPIRD undertook the survey in an endeavour to reduce the work required of CRCs in the procurement process.
- (e) DPIRD consulted with CRCs on the procurement process to be undertaken. This included the requirement for a survey.
- (f) The customer and stakeholder surveys were developed and managed by Painted Dog Research. There was no input from my office.
- (g)–(h) The survey was funded by DPIRD at a total cost of \$45,213.
- (i)–(j) The survey is now complete and the report is published on the DPIRD website. DPIRD will provide a copy to each CRC.
- (k) As an incentive to participate, respondents of the CRC customer survey were given the opportunity to enter a random draw to win one of five \$100 eGift Cards. The cost was funded by DPIRD.