



Queensland Competition Authority

Stakeholder Survey 2022 – Report on Findings

July 2022

FINAL

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1. Executive summary

1.1. Key findings

Thirty-two out of seventy-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 44% response rate among those invited to participate in the research.

Overall, the survey results show that there has been an improvement in nearly all key performance measures since 2020, including in terms of, but not limited to the:

- QCA's overall performance
- QCA contributing to making Queensland's economy more competitive through efficient and effective economic regulation
- QCA contributing to ensuring that those who need to use key Queensland services can do so fairly.

The survey results also indicate that, on average:

- Stakeholders held highly positive views of the QCA's effectiveness in regulating access to both rail network services and port services, moderately positive views in terms of contributing to water regulation and slightly positive views about the QCA's effectiveness in regulating electricity.
- Stakeholders held positive views of the QCA's effectiveness in relation to stakeholder engagement and regulatory processes, and moderately positive views in terms of QCA's fees.
- Government entities reported the most favourable views of the QCA's effectiveness across stakeholder groups, followed by regulated entities and then non-regulated entities.
- Port and rail stakeholders held highly positive views of the QCA's overall performance, followed by moderately positive views by water stakeholders with electricity stakeholders indicating slightly positive views.

2. Introduction

2.1. 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 key performance areas specified in the QCA's Performance Framework over the preceding two years.

This report presents the findings from the research conducted with key stakeholders in relation to the QCA's performance over the past two years (2020 to 2022). The research will inform annual reporting to Parliament. It will also inform management action planning for areas identified for continuous quality improvement.

2.2. 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 in 2020 and retained for 2022 to facilitate benchmarking. The questionnaire included better practice stakeholder effectiveness questions aligned to the 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 staff from Queensland Government departments and stakeholders from the water, ports, electricity, and rail sectors. The survey was implemented as an attempted census of all stakeholders in the sampling frame. Accordingly, the survey results are not subject to statistical sampling error.

Fieldwork

QUANTITATIVE ONLINE SURVEY

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 sent by ORIMA Research to all stakeholders selected to participate in the survey. The email contained a secure web link to the survey, unique to each stakeholder. The unique, secure web link to the survey enabled stakeholders to save their survey responses part-way through completion and return to the survey when it was convenient, as well as ensuring that all stakeholders could only answer the questionnaire once.

Survey fieldwork was conducted between Monday 6 June and Friday 24 June 2022.

To maximise the response rate, ORIMA Research sent out three reminder emails during the fieldwork period to those who were invited to participate in the survey but who had not yet responded. Fieldwork was also extended by one week in recognition that the lead up to the end of

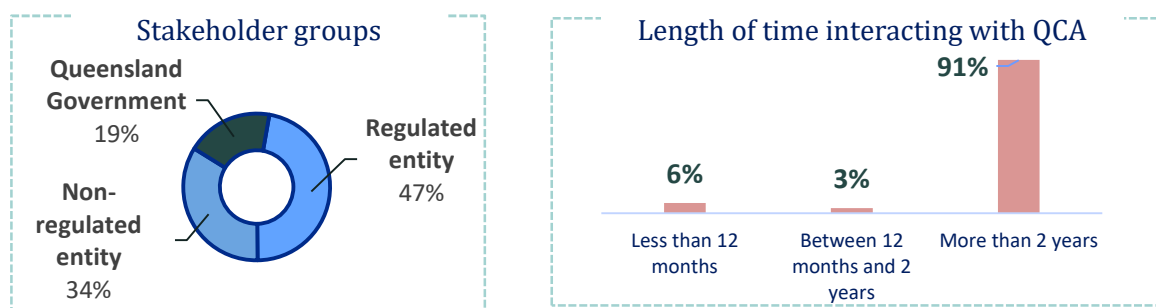
the financial year is a busy time for stakeholders and that many people may not have had an opportunity to participate.

In addition to this, during the extension period from Monday 20 June to Friday 24 June, ORIMA Research analysts conducted several phone calls with the remaining 30 stakeholders yet to begin the survey to remind them of the closing date and to encourage survey participation.

2.3. Response rates

32 out of 72 external stakeholders that were invited to participate in the survey responded, representing a response rate of 44%. As shown in Figure 1, 15 respondents were from regulated entities, 11 from non-regulated entities, and 6 stakeholders were from the Queensland Government. A large proportion of the total stakeholders were familiar with the QCA as 91% of those stakeholders indicated that they had interacted with QCA for a period of 2 years or longer.

Figure 1 – Response rate profile



2.4. Statistical precision of quantitative results

As this survey was an attempted census of all key stakeholders applicable to QCA, the survey is not subject to sampling error. It is, however, subject to non-sampling measurement error.

Unlike sampling error, non-sampling error is generally not mathematically measurable. The main non-sampling error risk with this survey is the potential for non-response bias to affect results. Non-response bias arises if the people who respond to the survey differ systematically to non-respondents in terms of characteristics relevant to the survey.

Reported results for each section are based on responses from informed high-level observers. While the total number of respondents to each section can be low, consistent with the sampling design, the reliability and validity of results remain high.

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.

2.5. 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. Scores are reported as index points (ip).

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 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 the questions covering an area of performance, the index score would be 0.

2.6. 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's project team, ensuring a 'gated', systematic and risk managed approach to the engagement.

This project was conducted in accordance with the international quality standard ISO 20252, the international information security standard ISO 27001, as well as the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). ORIMA Research also adheres to the Privacy (Market and Social Research) Code 2021 administered by the Australian Data and Insights Association (ADIA).

3. Summary of performance measures

Table 1: Summary of performance measures

	Result (index points)	
	2022	2020
Overall impression of the QCA	68ip	66ip
The QCA's effectiveness in regulating access to rail network services	98ip	76ip
The QCA's effectiveness in regulating access to port services	90ip	75ip
The QCA's effectiveness in contributing to water regulation	61ip	54ip
The QCA's effectiveness in electricity regulation	60ip	63ip
The QCA's regulatory processes	76ip	61ip
The QCA's engagement with stakeholders	71ip	65ip
The QCA's fees	63ip	61ip

cohort result is higher (green), or lower (red) than overall result:	10% +
	5%
	5%
	10% -

4. QCA’s overall performance

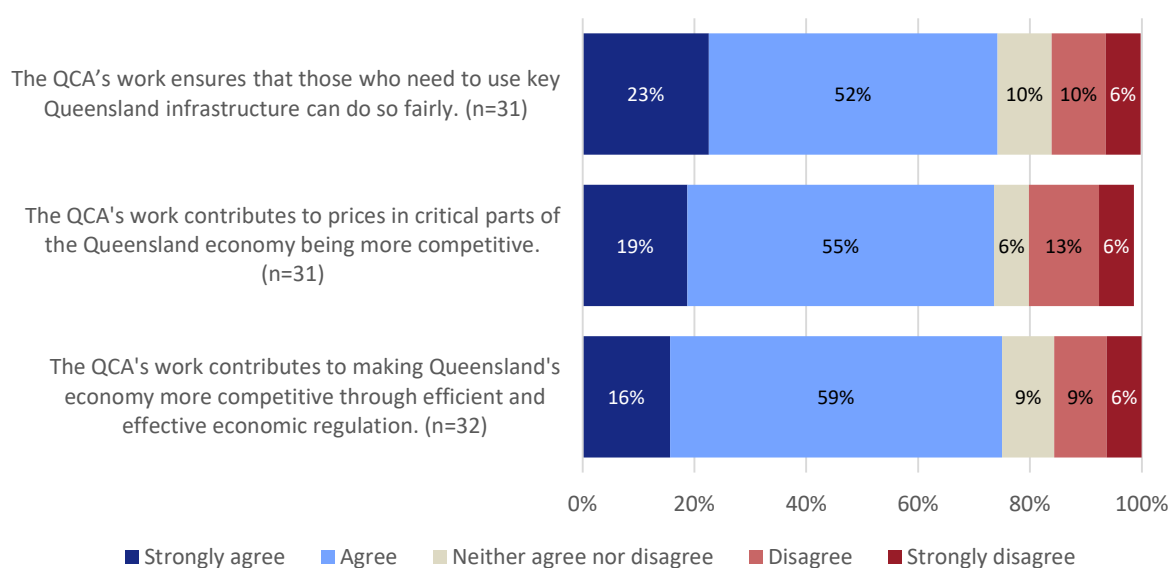
This section provides an overview of QCA’s overall performance. Due to very low volumes of relevant stakeholders responding to some sections, large variations in ratings are expected and should be interpreted with caution.

Overall, stakeholders’ impressions of the QCA have improved since the last survey (up 2ip to 68ip in 2022). When looking at the data in the Red-Green Table (RGT) in Appendix B, it can be seen that ports, rail and water stakeholders have improved in their overall impressions of the QCA, with electricity stakeholders dropping to slightly positive (55ip, from 63ip).

Table 2 – Overall impressions of the QCA

	Result	
	2022	2020
Summary score: Overall impressions of the QCA	68ip	66ip
The QCA's work contributes to making Queensland's economy more competitive through efficient and effective economic regulation.	67ip	59ip
The QCA's work contributes to prices in critical parts of the Queensland economy being more competitive.	67ip	69ip
The QCA's work ensures that those who need to use key Queensland services can do so fairly.	70ip	68ip

Figure 2 – Overall impressions of the QCA



5. The QCA’s effectiveness in electricity regulation

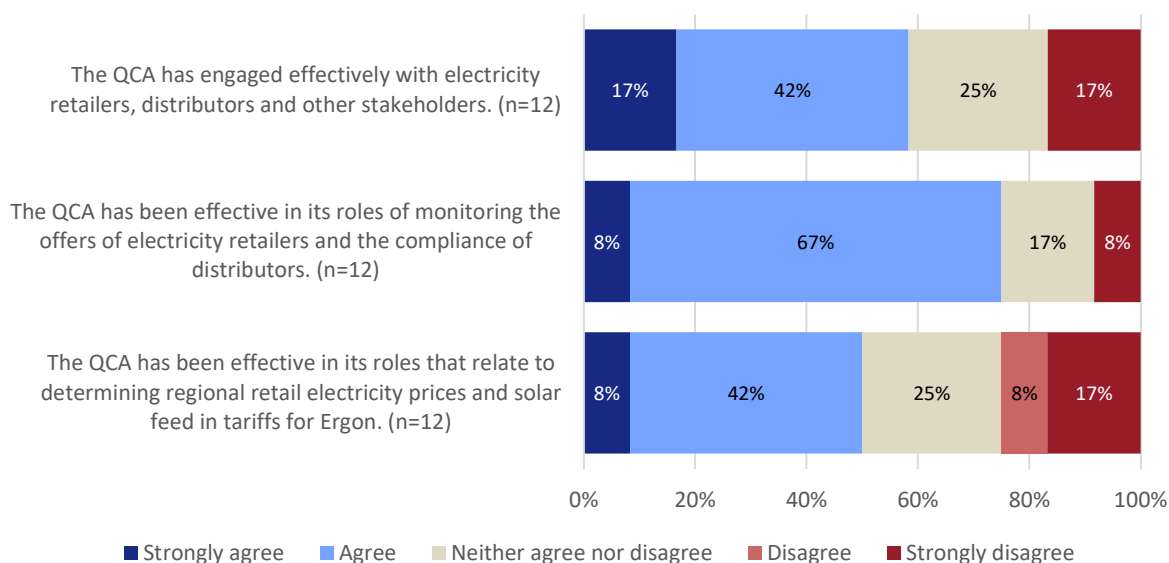
Respondents reported slightly positive sentiment in relation to the QCA’s effectiveness in electricity regulation (60ip), as shown in Table 3. Stakeholders indicated that the QCA had been effective in its roles of monitoring the offers of electricity retailers and the compliance of distributors (67ip), and that the QCA had engaged effectively with electricity retailers, distributors and other stakeholders. (60ip).

As shown in the RGT (Appendix B), both Government (79ip) and regulated entity (74ip) respondents indicated positive views of the QCA’s effectiveness in electricity regulation, however non-regulated (45ip) stakeholders indicated slightly negative views.

Table 3: Summary of the QCA’s effectiveness in electricity regulation

	Result	
	2022	2020
Summary score: The QCA’s effectiveness in electricity regulation	60ip	63ip
The QCA has been effective in its roles that relate to determining regional retail electricity prices and solar feed in tariffs for Ergon Energy.	54ip	60ip
The QCA has been effective in its roles of monitoring the offers of electricity retailers and the compliance of distributors.	67ip	71ip
The QCA has engaged effectively with electricity retailers, distributors and other stakeholders.	60ip	61ip

Figure 3: The QCA’s effectiveness in electricity regulation



6. The QCA’s effectiveness in contributing to water regulation

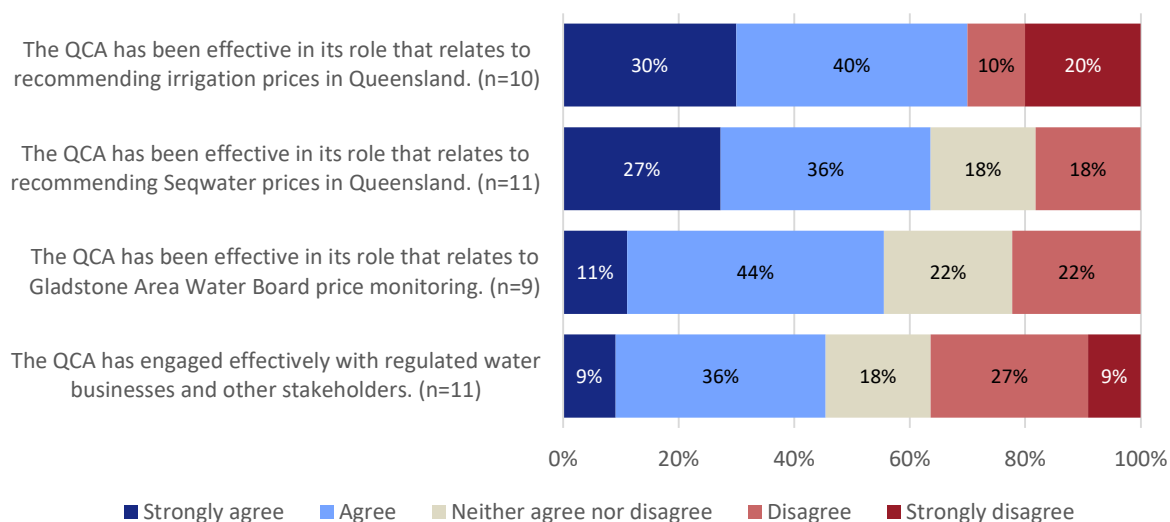
As shown in Table 4, stakeholders’ views of the QCA’s effectiveness in contributing to water regulation has increased since the last survey (61ip, from 54ip). Table 4 also shows that results for all sub-component questions have improved since 2020.

Table 4: Summary of the QCA’s effectiveness in contributing to water regulation

	Result	
	2022	2020
Summary score: The QCA’s effectiveness in contributing to water regulation	61ip	54ip
The QCA has been effective in its role that relates to recommending irrigation prices in Queensland.	63ip	52ip
The QCA has been effective in its role that relates to recommending Seqwater prices in Queensland.	68ip	*63ip
The QCA has been effective in its role that relates to Gladstone Area Water Board price monitoring.	61ip	-
The QCA has engaged effectively with regulated water businesses and other stakeholders.	52ip	48ip

**In 2020, this question inquired about both recommending Seqwater prices and monitoring prices. In 2022 an extra question was created so that pricing and monitoring could be separately assessed.*

Figure 4: The QCA’s effectiveness in contributing to water regulation



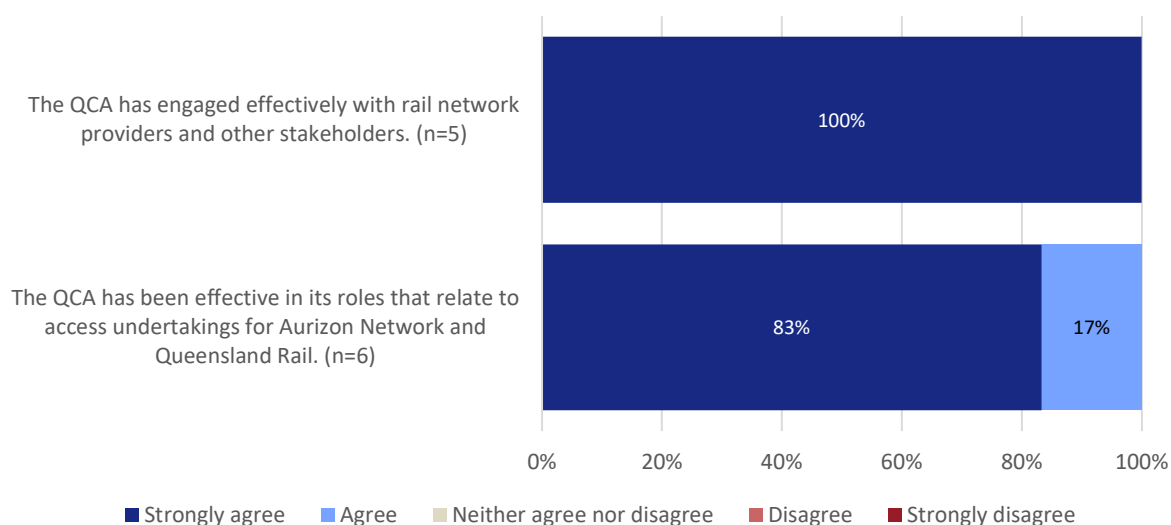
7. The QCA’s effectiveness in regulating access to rail network services

Feedback on the QCA’s effectiveness in regulating access to rail network services shows that, on average, respondents held highly positive views (98ip). Five stakeholders provided the most positive rating possible when responding to the QCA’s effectiveness in engaging with rail network providers and other stakeholders (100ip). Similarly, respondents held highly positive views of the QCA’s effectiveness in relation to its role in access undertakings for Aurizon Network and Queensland Rail (96ip).

Table 5: Summary of the QCA’s effectiveness in regulating access to rail network services

	Result	
	2022	2020
Summary score: The QCA’s effectiveness in regulating access to rail network services	98ip	76ip
The QCA has been effective in its roles that relate to access undertakings for Aurizon Network and Queensland Rail.	96ip	77ip
The QCA has engaged effectively with rail network providers and other stakeholders.	100ip	75ip

Figure 5: The QCA’s effectiveness in regulating access to rail network services



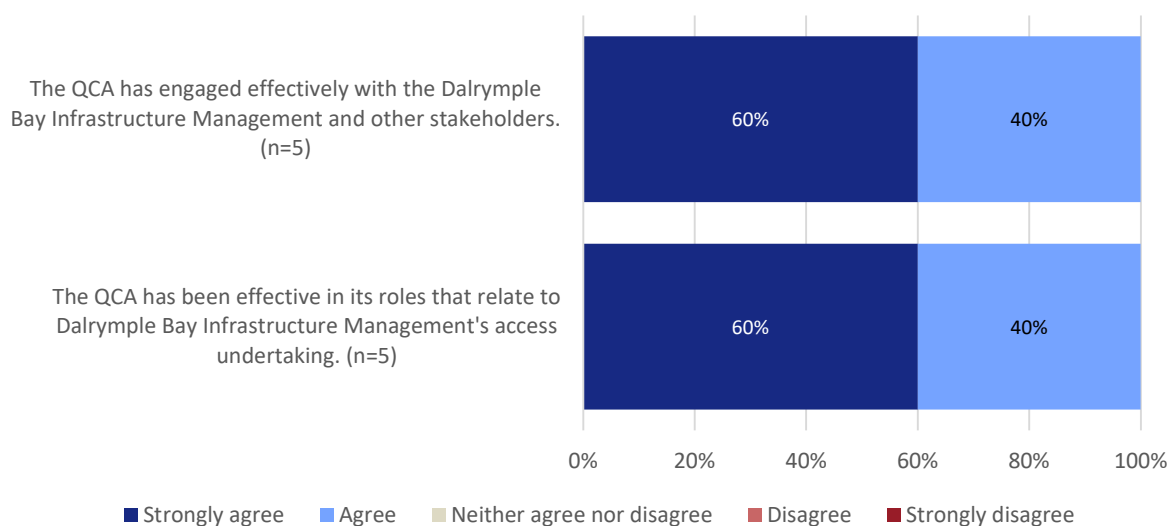
8. The QCA’s effectiveness in regulating access to port services

As shown in Table 6, stakeholders provided highly positive views of the QCA’s effectiveness in regulating access to port services (90ip, from 75ip). Similarly, stakeholders held highly positive views about the QCA’s engagement with Dalrymple Bay Infrastructure Management’s (DBIM) and other stakeholders (90ip) and the QCA’s effectiveness in its roles that relate to DBIM’s access undertaking.

Table 6: Summary of the QCA’s effectiveness in regulating access to port services

	Result	
	2022	2020
Summary score: The QCA’s effectiveness in regulating access to port services	90ip	75ip
The QCA has been effective in its roles that relate to Dalrymple Bay Infrastructure Management’s access undertaking.	90ip	70ip
The QCA has engaged effectively with the Dalrymple Bay Infrastructure Management and other stakeholders.	90ip	78ip

Figure 6: The QCA’s effectiveness in regulating access to port services



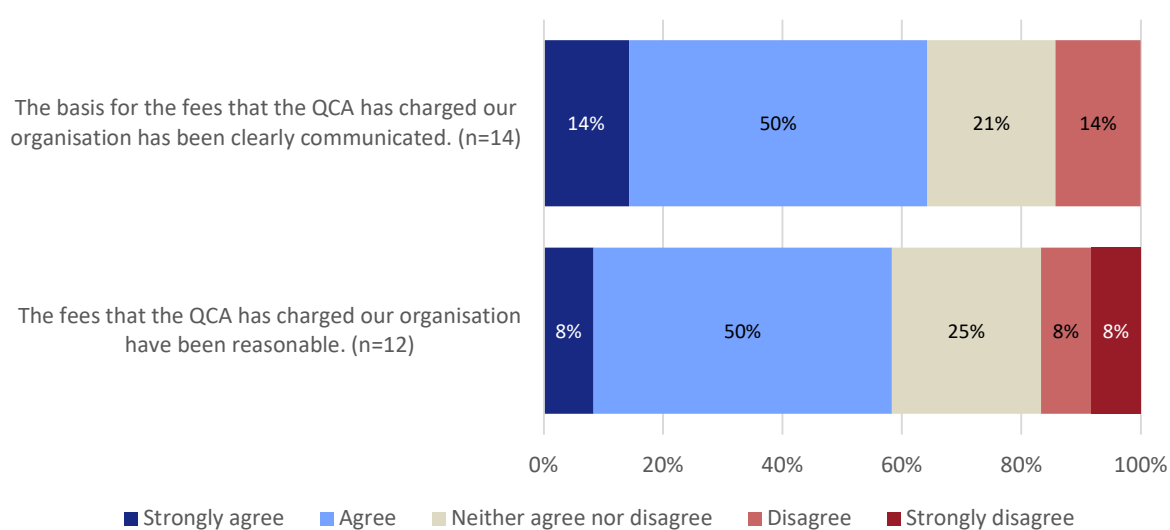
9. The QCA's fees

Overall, responses indicated that stakeholders held moderately positive views of the QCA's fees (63ip). Respondents' perceptions of the reasonableness of the fees charged by QCA improved to slightly positive (60ip, from 47ip). When looking at the RGT (Appendix B), responses show that port stakeholders held the most positive views relating to clear communication for the basis of fees charged to their organisation (83ip) followed by rail (75ip) and electricity (75ip) with water stakeholders indicating slightly negative views (45ip).

Table 7: Summary of the QCA's fees

	Result	
	2022	2020
Summary score: The QCA's fees	63ip	61ip
The fees that the QCA has charged our organisation have been reasonable.	60ip	47ip
The basis for the fees that the QCA has charged our organisation has been clearly communicated.	66ip	72ip

Figure 7: The QCA's fees



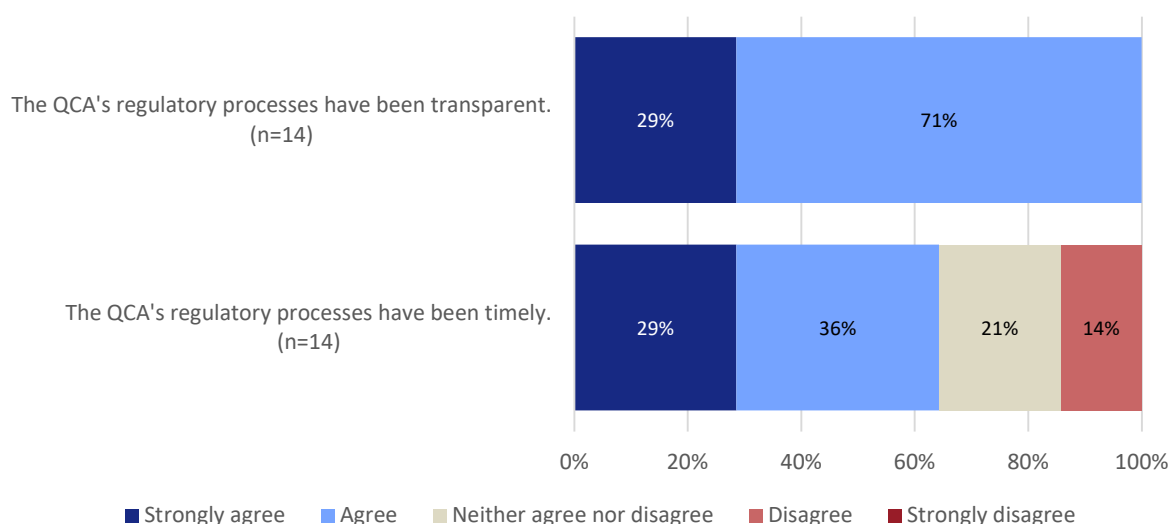
10. The QCA’s regulatory processes

Stakeholders held positive views in relation to QCA’s regulatory processes (76ip, up from 61ip). In particular, the survey results showed that stakeholders held highly positive views in relation to the QCA’s regulatory processes as being transparent (82ip) and moderately positive views in relation to the timeliness of regulatory processes (70ip).

Table 8: Summary of the QCA’s regulatory processes

	Result	
	2022	2020
Summary score: The QCA’s regulatory processes	76ip	61ip
The QCA’s regulatory processes have been transparent	82ip	65ip
The QCA’s regulatory processes have been timely.	70ip	58ip

Figure 8: The QCA’s regulatory processes



11. The QCA’s stakeholder engagement

Stakeholders held positive views of the QCA’s engagement with their organisation (71ip; see Table 9). On average, responses indicated positive views relating to adequate opportunities to provide input into QCA’s processes (75ip), effective communication (73ip), receiving sufficient information (73ip), information provided in a timely manner (72ip) and ability to inform stakeholders about its position on important regulatory matters (71ip). Stakeholders were moderately positive in their ratings of QCA staff demonstrating a desire to genuinely understand stakeholder position on issues (68ip) and in terms of adequately understanding the operating environment of stakeholder organisations (66ip).

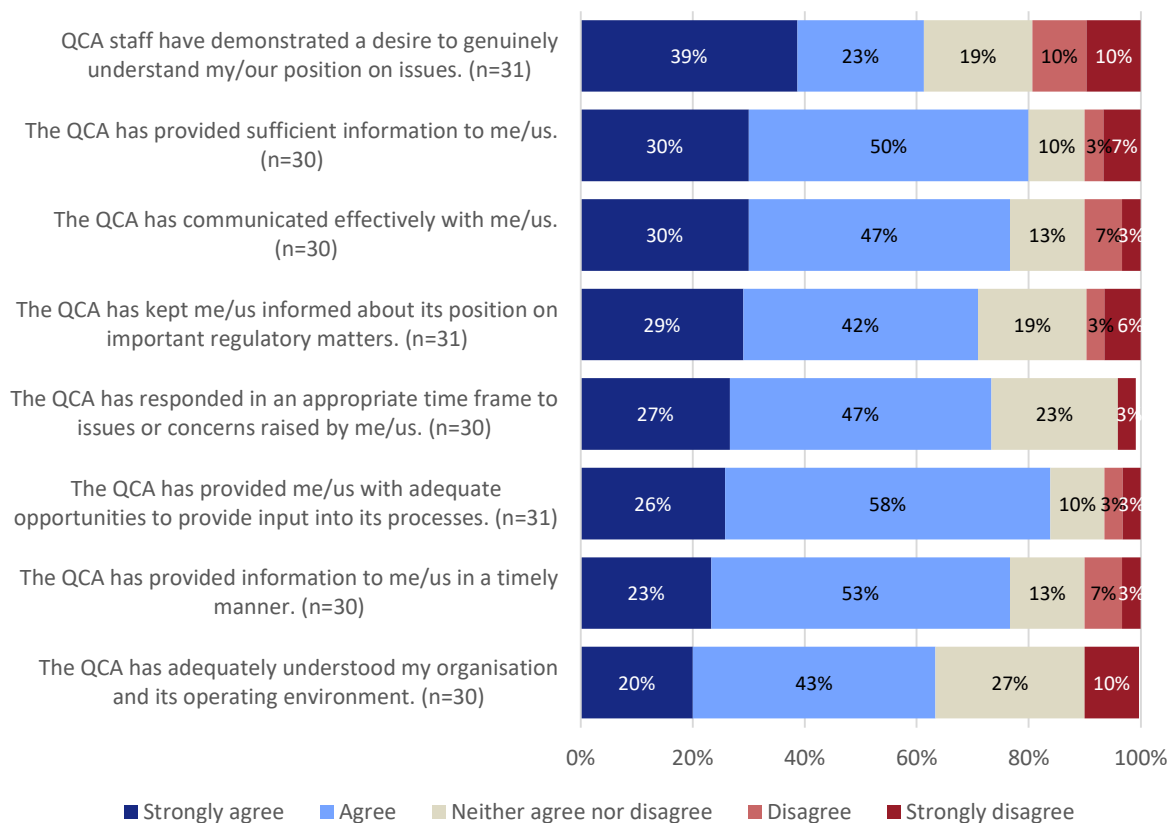
Respondents indicated that the QCA was effective in keeping stakeholders informed about its position on important regulatory matters (71ip; an increase of 16ip from 2020). Responses provided by Government stakeholders indicated highly positive views in relation to the QCA’s understanding of stakeholder organisations and their operating environments (83ip), followed by positive views held by regulated entities (75ip) with non-regulated entities indicating slightly negative views (45ip).

Table 9: Summary of the QCA’s stakeholder engagement

	Result	
	2022	2020
Summary score: The QCA’s engagement with stakeholders	71ip	65ip
The QCA has provided me/us with adequate opportunities to provide input into its processes.	75ip	69ip
The QCA has communicated effectively with me/us.	73ip	68ip
The QCA has kept me/us informed about its position on important regulatory matters.	71ip	55ip
The QCA has adequately understood my organisation and its operating environment.	66ip	59ip

QCA staff have demonstrated a desire to genuinely understand my/our position on issues.	68ip	64ip
The QCA has provided sufficient information to me/us.	73ip	68ip
The QCA has provided information to me/us in a timely manner.	72ip	66ip
The QCA has responded in an appropriate time frame to issues or concerns raised by me/us.	73ip	68ip

Figure 9: The QCA’s stakeholder engagement



Quality and Compliance Statement

This project was conducted in accordance with the international quality standard ISO 20252, the international information security standard ISO 27001, as well as the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). ORIMA Research also adheres to the Privacy (Market and Social Research) Code 2021 administered by the Australian Data and Insights Association (ADIA).

Acknowledgments

ORIMA pays respect to Aboriginal and Torres Strait Islander Peoples past and present, their cultures and traditions and acknowledges their continuing connection to land, sea and community.

We would also like to acknowledge and thank all the participants who were involved in our research for their valuable contribution.

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Queensland Competition Authority

Stakeholder Survey 2022

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 annual report to Parliament. 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. Please note that your answers will only be used for the purposes of the research.

Are answers treated as confidential?

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.

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 5.00pm on Friday 17 June 2022.

If you have any questions or require further information about the survey, please do not hesitate to contact Sharon Ibardolaza, Director Corporate Services, QCA on (07) 3222 0555 (e-mail: sharon.ibardolaza@qca.org.au).

If you have any technical questions about the survey, please contact the Queensland Division of ORIMA Research on (07) 3112 1052 (e-mail: qld.division@orima.com).

SECTION A: Association with the QCA

1. Please indicate how long you have 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 ensures that prices in these critical parts of the economy are competitive, and those who need to use services can do so fairly. The QCA’s purpose is to enhance efficiency and growth in the Queensland economy. The QCA is also responsible for competitive neutrality and can investigate and report on any complaints received relevant to State and Local Government businesses.

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

2. Rate your level of agreement or disagreement with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know/not applicable
a The QCA's work contributes to making Queensland's economy more competitive through efficient and effective economic regulation.	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 services can do so fairly.	1	2	3	4	5	6

3. If you chose 'strongly disagree' or 'disagree' at any item in question 2, please provide further detail.

{TEXT}

4. 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 FLAGGED AS ELECTRICITY STAKEHOLDERS AS INDICATED IN THE SURVEY SAMPLE]

5. 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/not applicable
a The QCA has been effective in its roles that relate to determining regional retail electricity prices and solar feed in tariffs for Ergon Energy.	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

6. If you chose ‘strongly disagree’ or ‘disagree’ at any item in question 5, please provide further detail.

{TEXT}

7. 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 FLAGGED AS WATER STAKEHOLDERS AS INDICATED IN THE SURVEY SAMPLE]

8. 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/not applicable
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 role that relates to recommending Seqwater prices in Queensland.	1	2	3	4	5	6
c The QCA has been effective in its role that relates to Gladstone Area Water Board price monitoring	1	2	3	4	5	6
d The QCA has engaged effectively with regulated water businesses and other stakeholders.						

9. If you chose ‘strongly disagree’ or ‘disagree’ at any item in question 8, please provide further detail.

{TEXT}

10. 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 network services

[ONLY ASKED OF RESPONDENTS FLAGGED AS RAIL STAKEHOLDERS AS INDICATED IN THE SURVEY SAMPLE]

11. Please rate your level of agreement or disagreement with the following statements concerning the QCA’s regulation of access to rail network services over the past 2 years:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know/not applicable
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

12. If you chose ‘strongly disagree’ or ‘disagree’ at any item in question 11, please provide further detail.

{TEXT}

13. If you would like to provide additional comments in relation to the QCA’s effectiveness in regulating access to rail network services, please do so here.

{TEXT}

SECTION F: The QCA’s effectiveness in regulating access to port services

[ONLY ASKED OF RESPONDENTS FLAGGED AS PORT STAKEHOLDERS AS INDICATED IN THE SURVEY SAMPLE]

14. Please rate your level of agreement or disagreement with the following statements concerning the QCA’s regulation of access to **port** services over the past 2 years:

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

15. If you chose ‘strongly disagree’ or ‘disagree’ at any item in question 14, please provide further detail.
 {TEXT}

16. If you would like to provide additional comments in relation to the QCA’s effectiveness in regulating access to port services, 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]

17. 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/not applicable
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

18. If you chose ‘strongly disagree’ or ‘disagree’ at any item in question 17, please provide further detail.

{TEXT}

19. 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]

20. 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/not applicable
a The QCA’s regulatory processes have been transparent	1	2	3	4	5	6
b The QCA’s regulatory processes have been timely.	1	2	3	4	5	6

21. If you chose ‘strongly disagree’ or ‘disagree’ at any item in question 20, please provide further detail.

{TEXT}

22. 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 engagement with stakeholders

23. 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 its position 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

24. If you chose ‘strongly disagree’ or ‘disagree’ at any item in question 23, please provide further detail.

{TEXT}

25. If you would like to provide additional comments in relation to the QCA’s engagement with stakeholders, please do so here.

{TEXT}

SECTION J: Conclusion

26. 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. Indicate in the next question whether or not you give your consent that ORIMA Research can provide a copy of your completed questionnaire to the QCA.

27. Consent that these answers can be provided to the QCA:

- 1 I consent
- 2 I do not consent

This is the end of the survey.

Please click Submit to finish, or the back arrow to return to previous sections of the survey 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.

Appendix B
Red-Green Table
July 2022

cohort result is higher (green), or lower (red) than overall result:	10% +
	5%
	5%
	10% -

	2022	2020	Type			Functions			
	Total	Total	Regulated Entity	Non-regulated Entity	Government	Electricity	Water	Rail	Ports
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Overall base size n=	32	47	15	11	6	15	13	7	7
Section B: Overall impressions of the QCA									
The QCA's work contributes to making Queensland's economy more competitive through efficient and effective economic regulation.	67	59	70	57	79	57	65	79	82
The QCA's work contributes to prices in critical parts of the Queensland economy being more competitive.	67	69	70	57	80	54	65	83	83
The QCA's work ensures that those who need to use key Queensland services can do so fairly.	70	68	79	50	79	55	62	82	86
Summary score: Overall impressions of the QCA	68	66	73	55	79	55	64	81	84
Section C: The QCA's effectiveness in electricity regulation									
The QCA has been effective in its roles that relate to determining regional retail electricity prices and solar feed in tariffs for Ergon Energy.	54	60	67	39	88	54			
The QCA has been effective in its roles of monitoring the offers of electricity retailers and the compliance of distributors.	67	71	75	55	75	67			
The QCA has engaged effectively with electricity retailers, distributors and other stakeholders.	60	61	81	42	75	60			
Summary score: The QCA's effectiveness in electricity regulation	60	63	74	45	79	60			
Section D: The QCA's effectiveness in contributing to water regulation									
The QCA has been effective in its role that relates to recommending irrigation prices in Queensland.	63	52	50	50	92		63		
The QCA has been effective in its role that relates to recommending Seqwater prices in Queensland.	68	-	55	63	88		68		
The QCA has been effective in its role that relates to Gladstone Area Water Board price monitoring.	61	-	44	63	83		61		
The QCA has engaged effectively with regulated water businesses and other stakeholders.	52	48	44	38	83		52		
The QCA has been effective in its roles that relate to recommending and monitoring bulk water prices and services in Queensland (2020 only)	-	63	-	-	-		-		
Summary score: The QCA's effectiveness in contributing to water regulation	61	54	48	53	86		61		
Section E: The QCA's effectiveness in regulating access to rail network services									
The QCA has been effective in its roles that relate to access undertakings for Aurizon Network and Queensland Rail.	96	77	100	100	88			96	
The QCA has engaged effectively with rail network providers and other stakeholders.	100	75	100	100	-			100	
Summary score: The QCA's effectiveness in regulating access to rail network services	98	76	100	100	88			98	
Section F: The QCA's effectiveness in regulating access to port services									
The QCA has been effective in its roles that relate to Dalrymple Bay Infrastructure Management's access undertaking.	90	70	100	-	-				90
The QCA has engaged effectively with the Dalrymple Bay Infrastructure Management and other stakeholders.	90	78	100	-	-				90
Summary score: The QCA's effectiveness in regulating access to port services	90	75	100	-	-				90
Section G: The QCA's fees									
The fees that the QCA has charged our organisation have been reasonable.	60	47	60			63	38	-	83
The basis for the fees that the QCA has charged our organisation has been clearly communicated to us.	66	72	66			75	45	75	83
Summary score: The QCA's fees	63	61	63			69	41	75	83
Section H: The QCA's regulatory processes									
The QCA's regulatory processes have been transparent.	82	65	82			75	80	88	92
The QCA's regulatory processes have been timely.	70	58	70			81	65	63	67
Summary score: The QCA's regulatory processes	76	61	76			78	73	75	79
Section I: The QCA's engagement with stakeholders									
The QCA has provided me/us with adequate opportunities to provide input into its processes.	75	69	82	61	83	65	73	82	82
The QCA has communicated effectively with me/us.	73	68	82	55	90	64	67	83	79
The QCA has kept me/us informed about its position on important regulatory matters.	71	55	80	52	83	55	67	82	75
The QCA has adequately understood my organisation and its operating environment.	66	59	75	45	83	54	62	71	71
QCA staff have demonstrated a desire to genuinely understand my/our position on issues.	68	64	75	55	75	52	63	75	64
The QCA has provided sufficient information to me/us.	73	68	77	61	90	63	69	79	83
The QCA has provided information to me/us in a timely manner.	72	66	75	61	85	63	73	79	71
The QCA has responded in an appropriate time frame to issues or concerns raised by me/us.	73	68	75	66	85	68	73	79	71
Summary score: The QCA's engagement with stakeholders	71	65	78	57	84	60	68	79	75