



Australian Government

Takeovers Panel

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Panel Releases Results of 2015 Stakeholder Survey

The Panel today released the results of its 2015 stakeholder survey.

The survey measured overall stakeholder satisfaction and the following specific topics:

- Panel process
- Panel performance
- sitting Panel composition
- Panel executive
- outcomes of proceedings and
- operational delivery

Almost all stakeholders surveyed were satisfied with the Panel, with 89% of stakeholders satisfied and 69% very satisfied (mean score was 7.7 out of 10). Statistically, the questions asked explained 90% of the variation in overall satisfaction, which suggests that the survey covered virtually all the issues that mattered to stakeholders.

The President of the Panel, Ms Vicki McFadden, said “I wish to thank the 124 stakeholders who responded to the survey and Evolve Research and Consulting which conducted it.

“It is pleasing to see the very strong support for the Panel communicated through the survey. I will be working with the Panel members and executive to look at the areas identified in the survey where we can potentially improve our operations further.”

The survey results are available on the Panel’s [website](#).

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Background

The Panel's 2015 stakeholder survey was sent by Evolve to 660 stakeholders – including legal practitioners and company representatives involved in Panel proceedings in the previous 5 years. The response rate was 19% (124 respondents). The survey was designed to measure satisfaction on a scale from 0 'not very satisfied' to 10 'extremely satisfied'.

The survey found that the outcomes of proceedings were the main driver of satisfaction for stakeholders.

The following are some high level findings from the survey (which do not include the responses of existing Panel members):

- 87% were satisfied¹ with the Panel process (mean – 7.4)
- 92% were satisfied with the Panel's performance as an organisation (mean – 7.7)
- 79% were satisfied with sitting Panel member's involvement in proceedings (mean – 7.2)
- 90% were satisfied with the Panel executive (mean – 7.9)
- 87% were satisfied with the outcome of proceedings (mean – 7.2)
- 93% were satisfied with the Panel's operations (mean – 7.5)

The survey identified possible areas of future Panel focus which could improve stakeholder satisfaction further, including:

- handling of novel issues and the amount of guidance in the Panel's reasons for decision
- the rate that the Panel declines to conduct proceedings and
- association cases.

¹ ie responded to the question with a rating of 6 to 10