

CEOs Satisfaction Survey 2002

CQI for GPDV

The survey

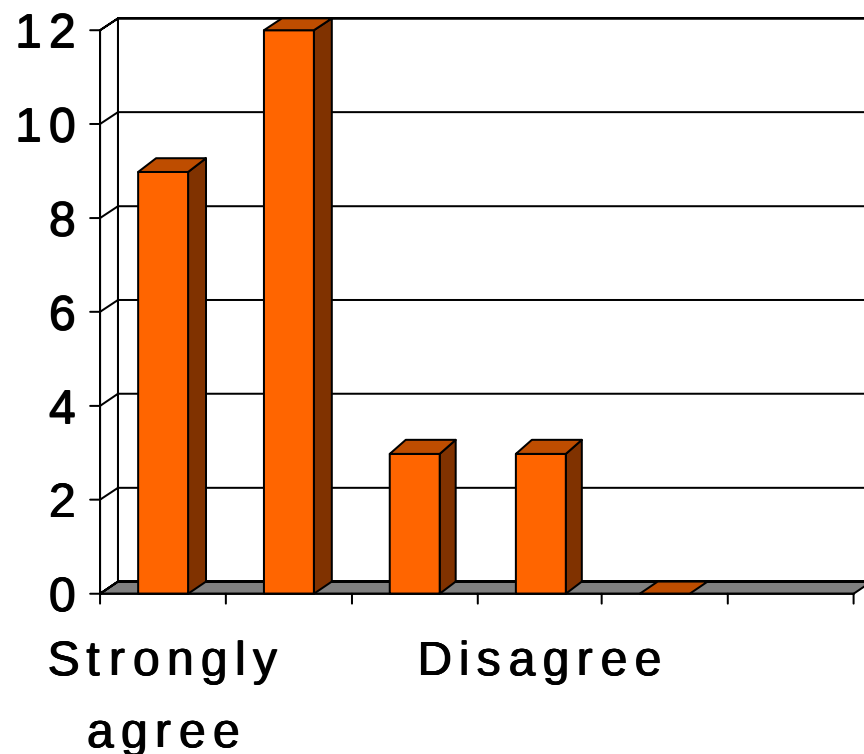
- Administered electronically
- 27 respondents from 30 division CEOs
- 10 questions, three re representation and advocacy, three re policy development processes and positions, four re information and support services.
- Strategic Plan outcomes: effective peak body with effective leadership & representation, lead role.

Survey Results

- Satisfaction high
- Largest group with concerns six divisions, others all four or under
- Unsure category strongly related to time as a CEO
- Correlation between personal differences and responses apparent

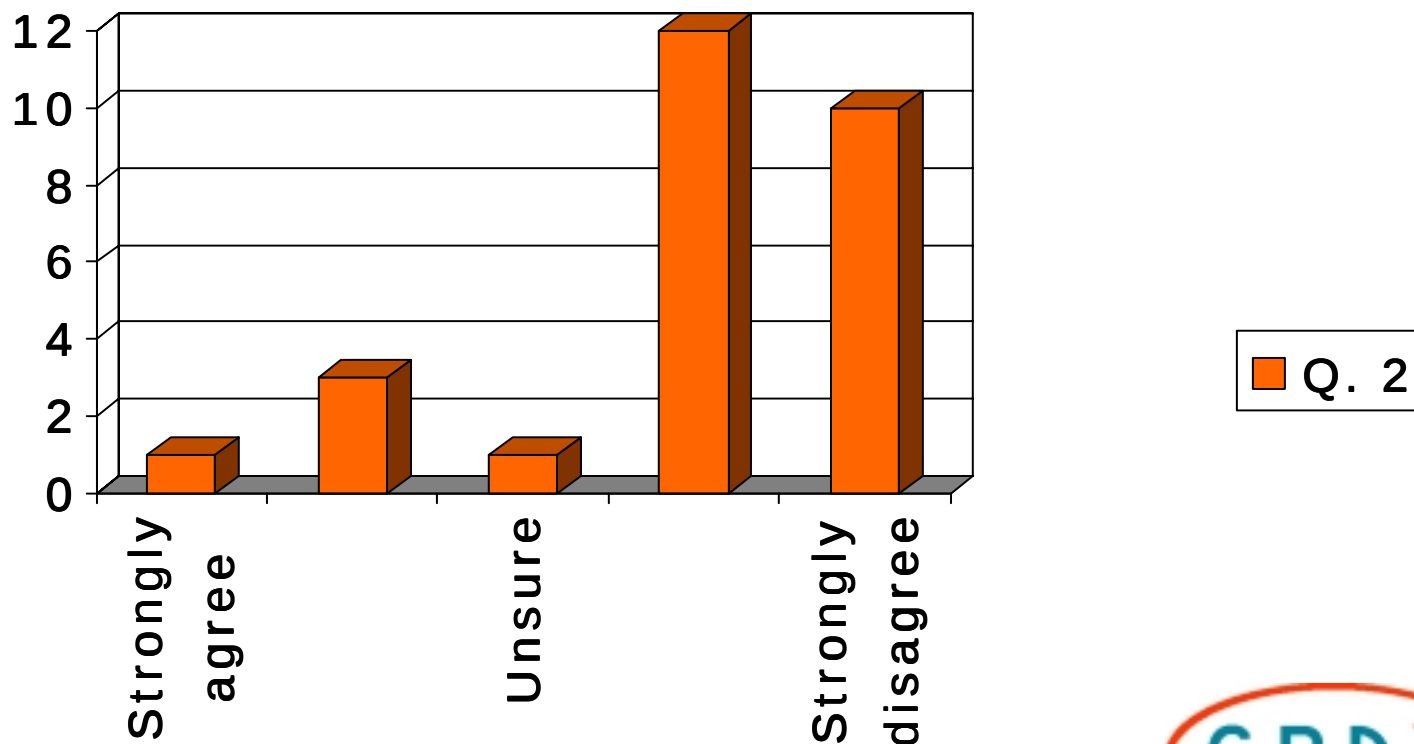
Representation & Advocacy: Q. 1

GPDV effectively represents Victorian divisions to commonwealth and state governments and to other key stakeholders



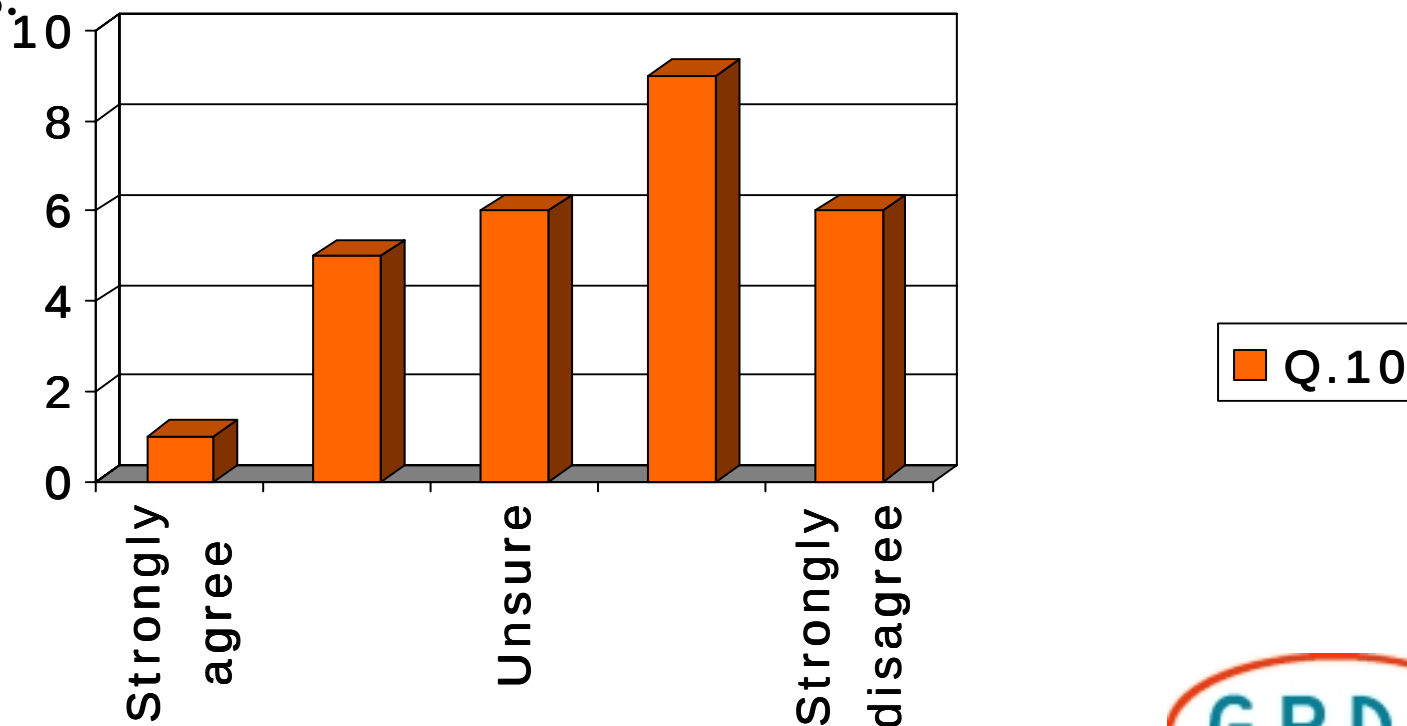
Representation & advocacy: Q. 2

GPDV often works in ways, which do not demonstrate a respect for, and accountability to Victorian divisions



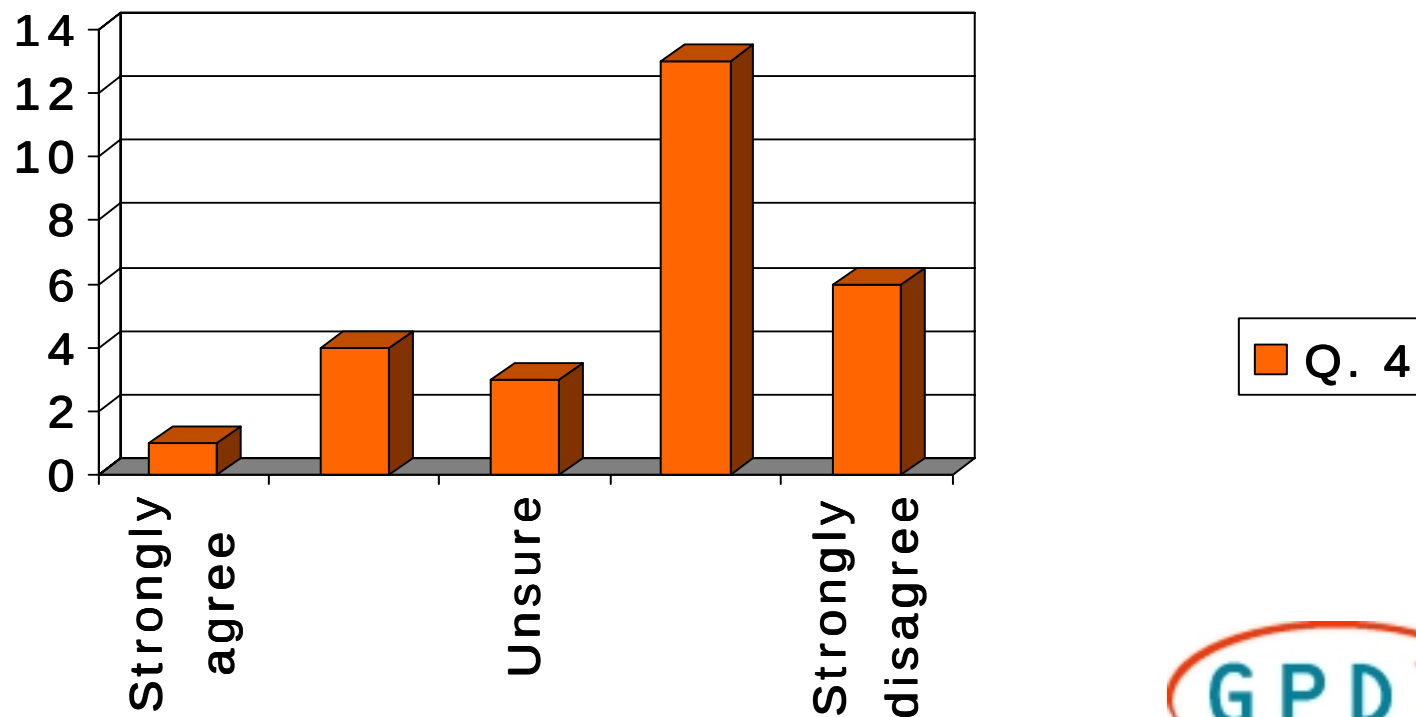
Representation & advocacy: Q. 10

GPDV does not adequately represent to government the difficulties divisions experience with the roll out of government programs.



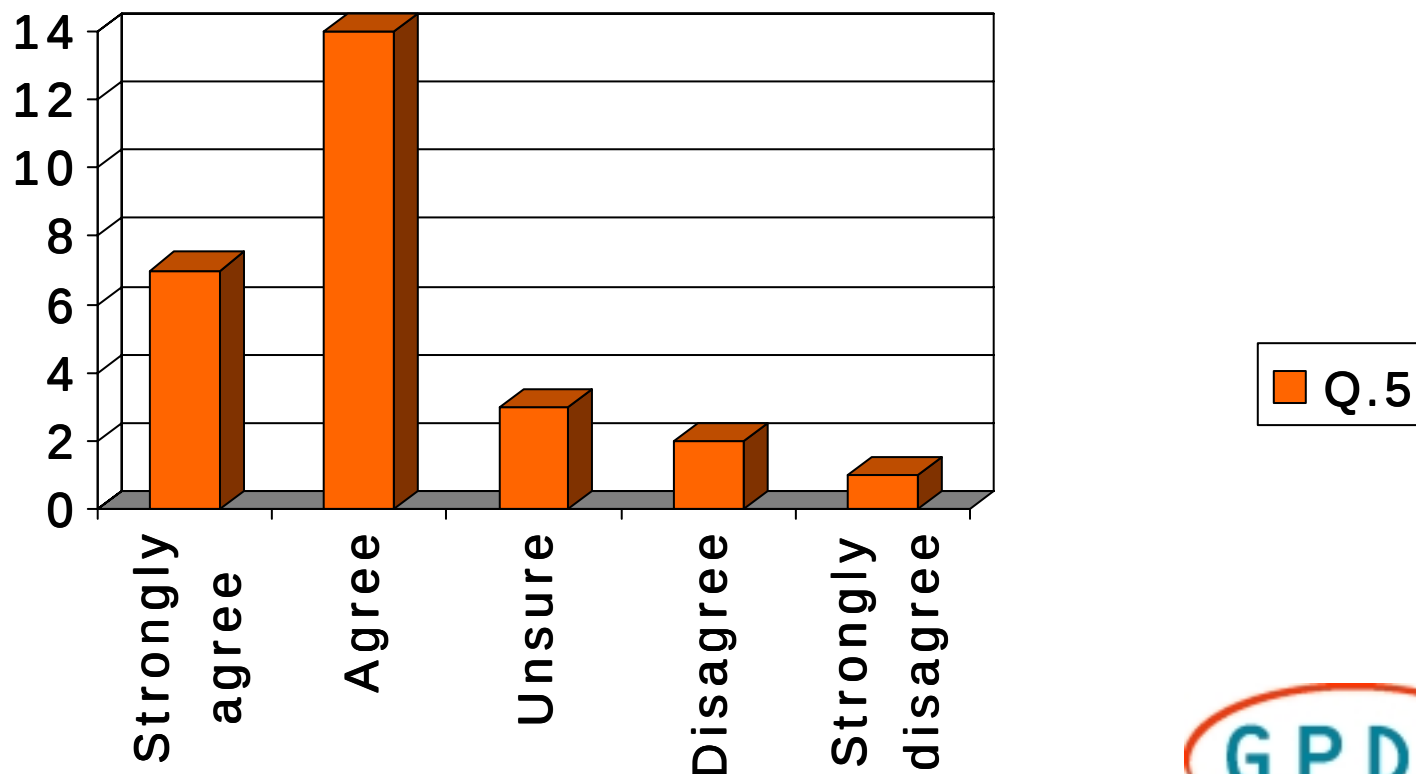
Policy and policy development: Q. 4

GPDV written communications are usually pitched at a level which is quite removed from the real issues facing this division.



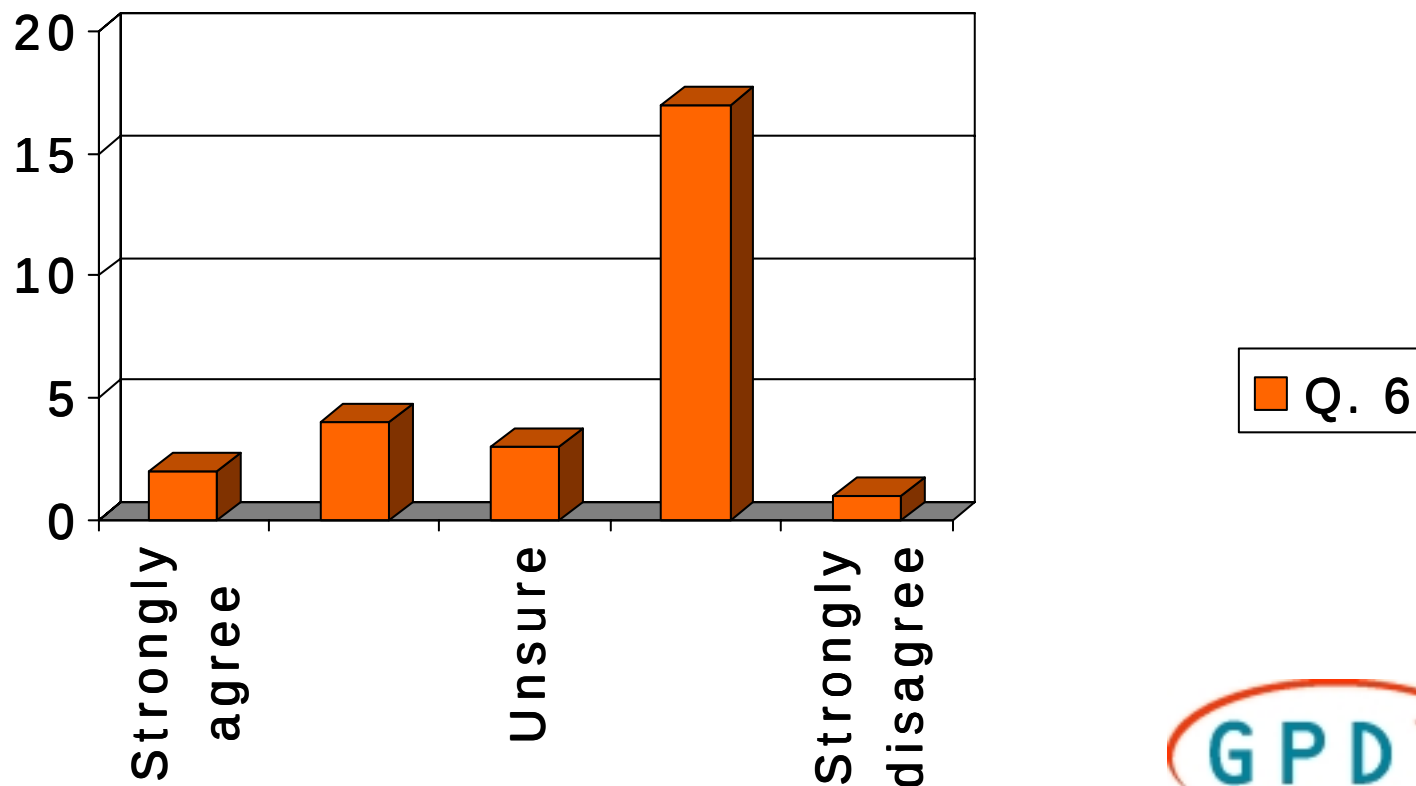
Policy and policy development: Q. 5

The processes GPDV uses to develop policy responses and policy positions are accessible and appropriate for participation



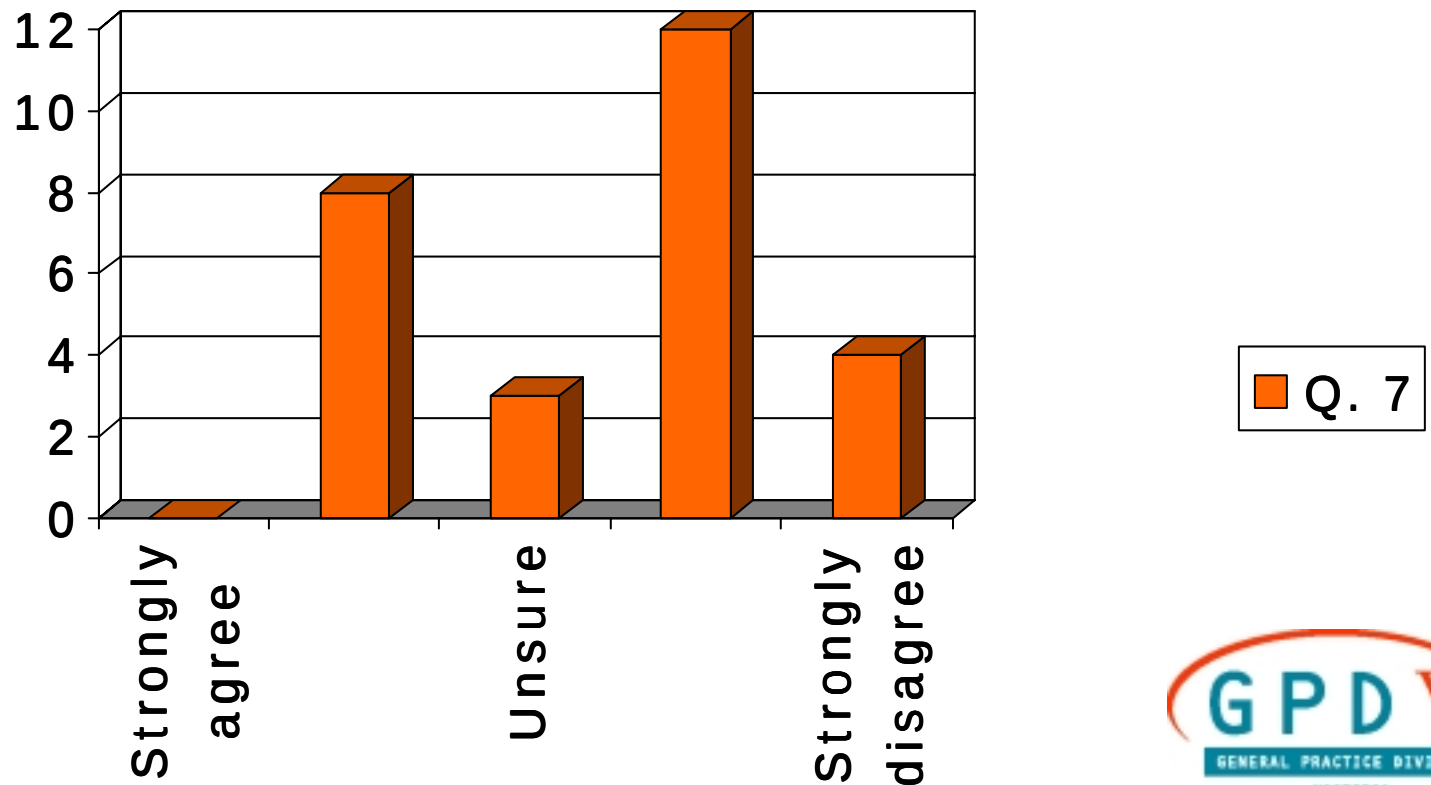
Policy and policy development: Q. 6

GPDV promotes positions on policy issues which our division would not generally support.



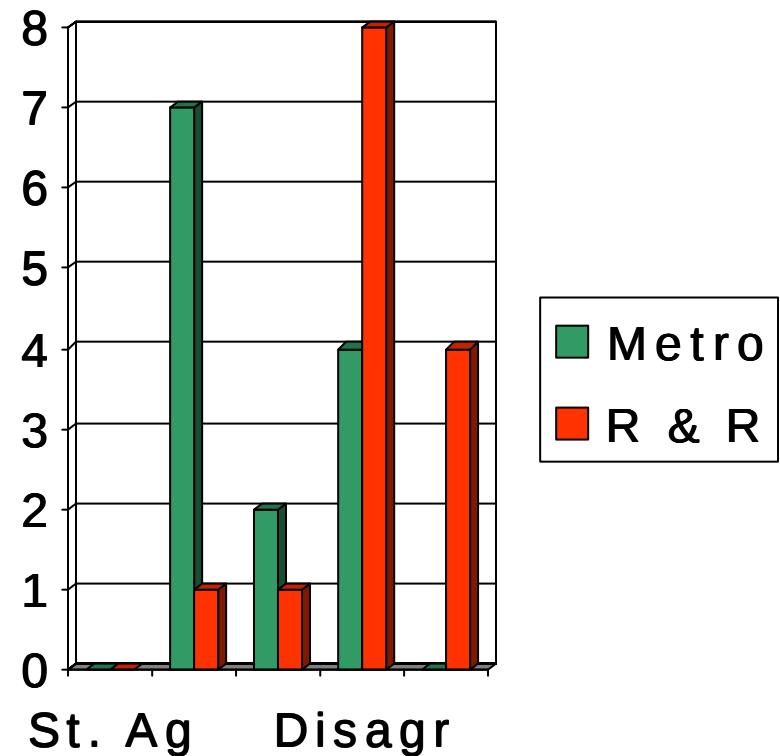
Support & information services: Q. 7

The practice of one GPDV Division's Consultant being the primary liaison point between GPDV and our division will generally be less needed in the future than it has in previous years.



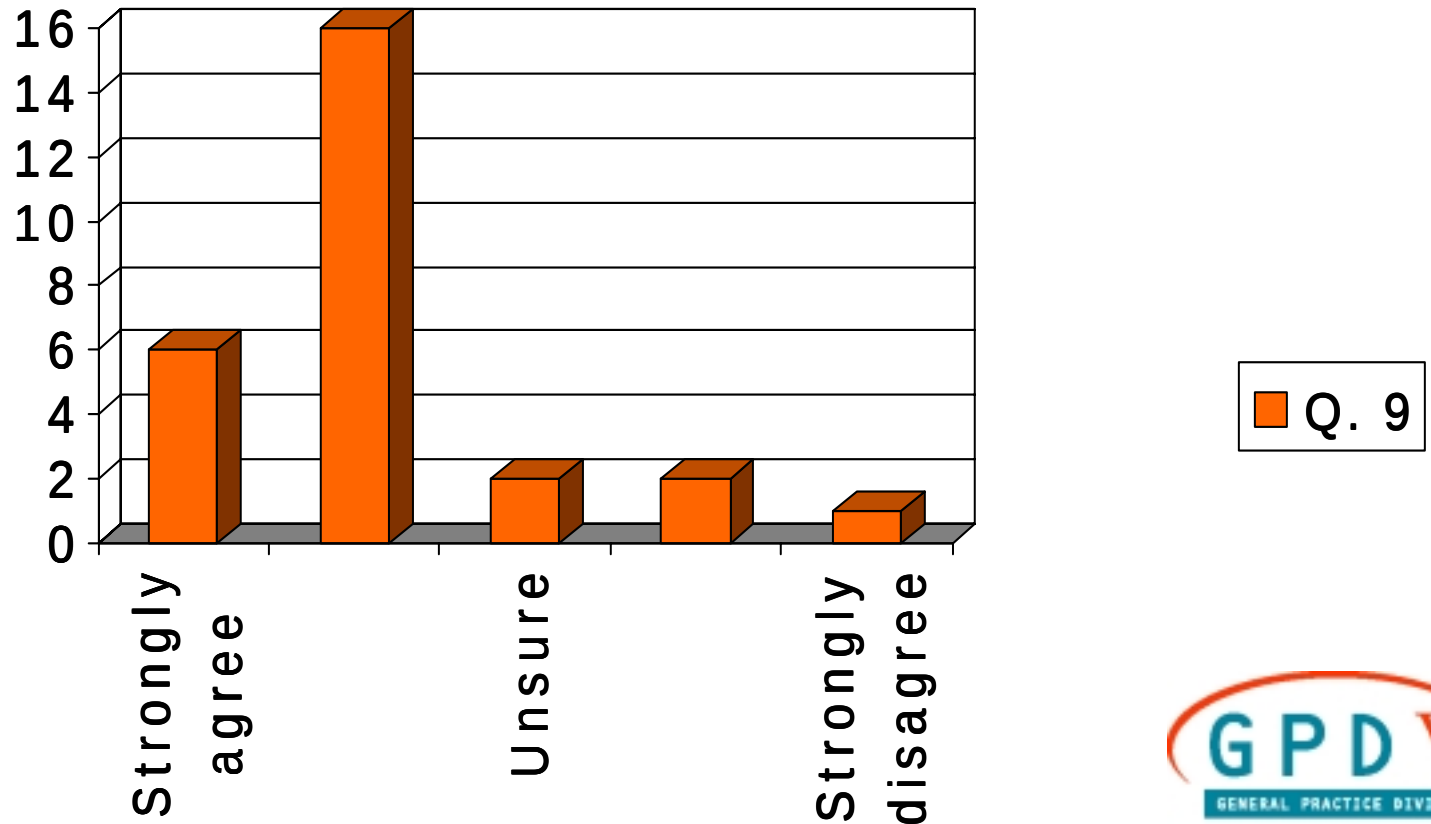
Q. 7 Metro & rural/regional differences

- In response to this question, many more rural & regional divisions support the division consultant role.



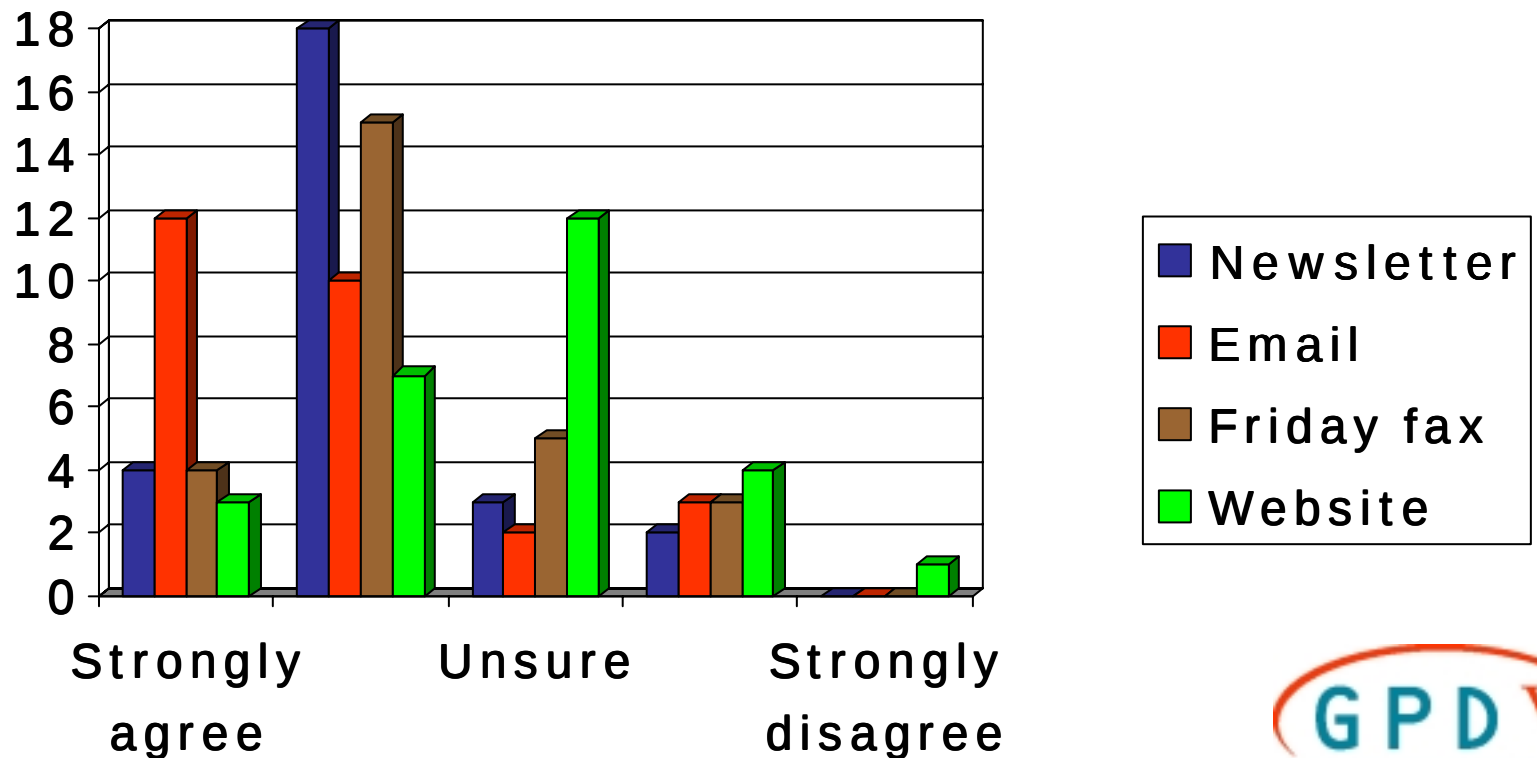
Support & information services: Q.9

GPDV provides the right level of coordination through workshops, updates and consultancy to our division to enable us to implement commonwealth programs like EPC, ITIM and CDM effectively.



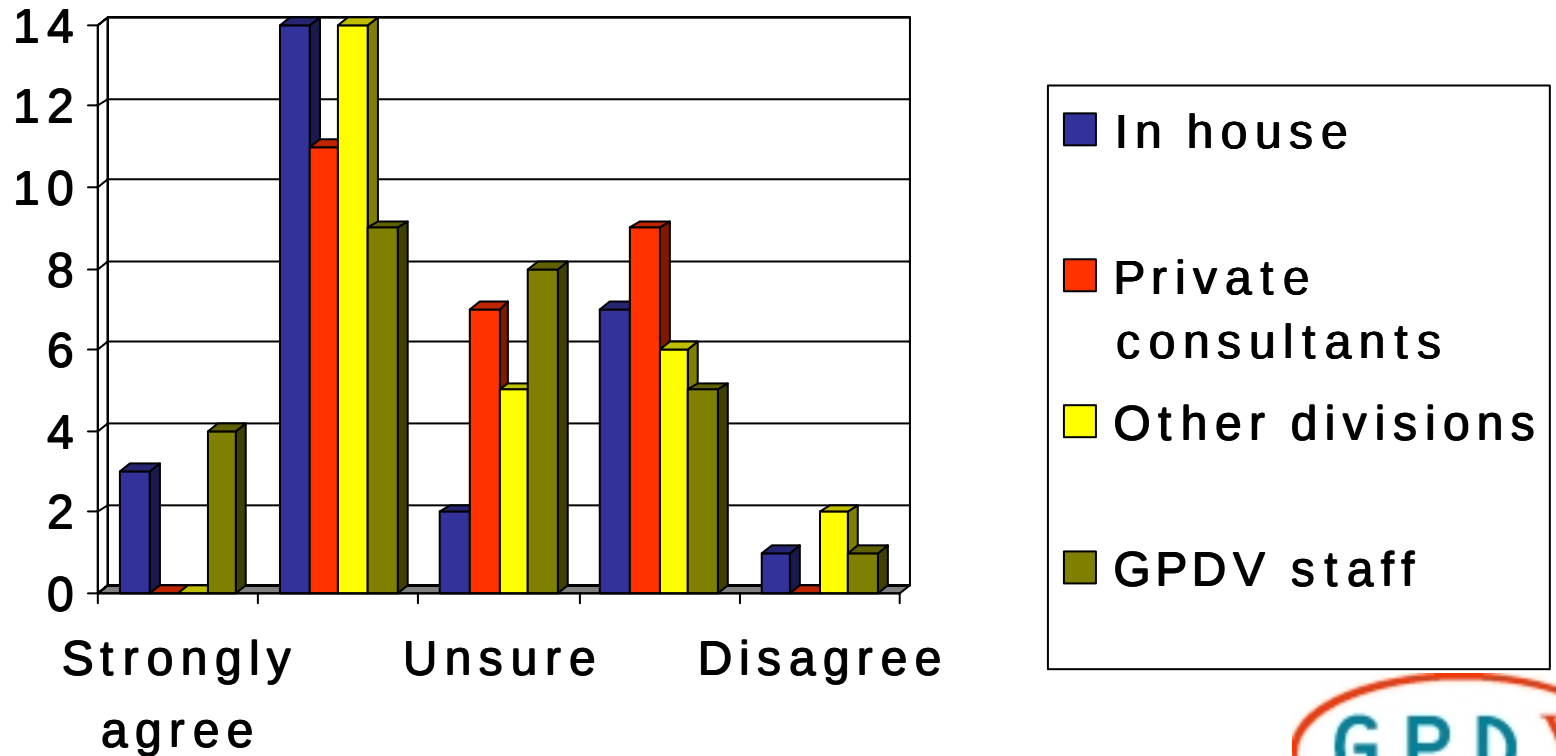
Support & information services: Q. 3

This division relies on the following for keeping up to date about news and issues relevant to Victorian divisions



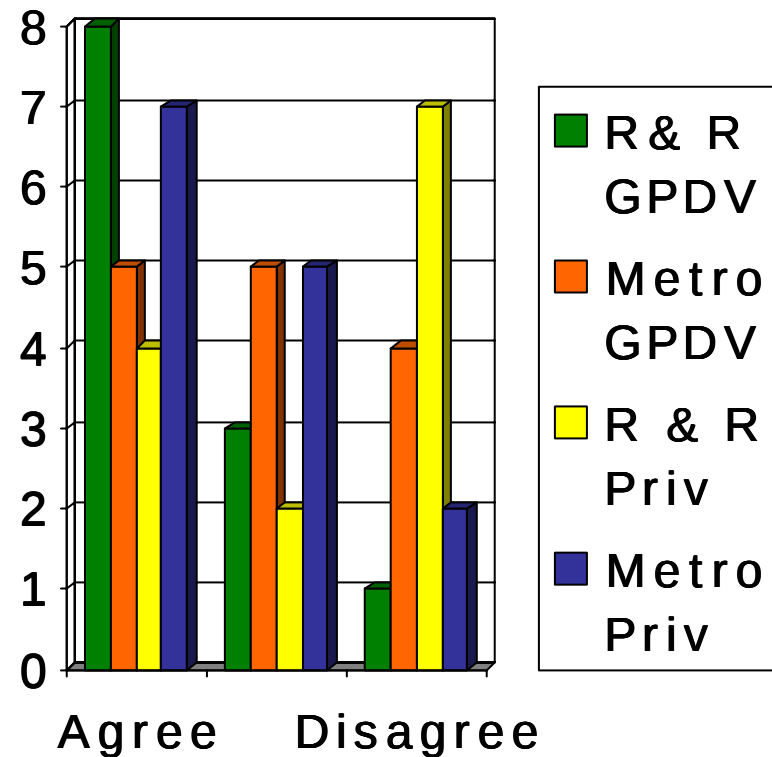
Support & information services: Q. 8

Which of the following options is likely to best suit your division in the future when you need info or advice re strategic planning or division management issues?



Q. 8 Support Needs

- Rural & regional divisions more likely to seek GPDV assistance,
- less likely to use private consultants



Issues for GPDV: communication

- The unsure responses for the categories relating to representation and policy suggest that GPDV needs to make clear to divisions/CEOs the processes used to develop policy, and the representation and advocacy made on behalf of divisions.
- Constant monitoring of the timeliness of communication is necessary.

Issues for GPDV: inclusion of divisions

- GPDV board members connection to & relationship with division boards
- GPDV Forums and discussion/feedback opportunities
- Ensuring that representation, advocacy and policy work is visible to divisions