



31 March 2005

To whom it may concern

In November 2004, the Sustainable Energy Authority Victoria (SEAV) commissioned New Futures to conduct a survey to seek the views of staff on a range of factors that contribute to our workplace productivity and job satisfaction. The survey questionnaire was developed following discussions between Don Dunoon of New Futures and representatives of SEAV's management and staff. Don demonstrated the ability to quickly understand the SEAV context and was able to synthesize the information obtained to construct a questionnaire to comprehensively address the relevant issues.. This understanding was demonstrated through the relatively minor changes made from the first draft to final questionnaire. The final survey instrument was in an easy to use web format, contained clearly worded questions and was effective in meeting the needs of the organisation.

The survey report clearly presented the results, highlighted issues and provided useful commentary on the interpretation of the data. The survey has proved very useful, not only in identifying areas for improvement, but also as a mechanism to engage staff in constructive discussions and contributing ideas to what actions we could take to address the issues identified.

Throughout the project Don was very responsive to our needs, provided quick turn around of drafts and completed the project well within the agree timeframe. Don was able to provide sound advice on a number of matters relating to the survey, operated in a highly professional manner and provided good value for money. I would be happy to work Don again on future staff surveys or related projects.

Yours sincerely

Bev Smith
Deputy Chief Executive