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EXECUTIVE SUMMARY

OVERVIEW
Enhance Research was commissioned by DATSIP to undertake an online survey designed to measure users’ experience and satisfaction with the online portal and assess the service quality provided by DATSIP associated with the portal. This report is a final quantitative evaluation of the findings and is part of the fourth wave of research.

SATISFACTION
Overall satisfaction with the Cultural Heritage Online Portal remains high with 85% of users satisfied with the online portal overall.

The most frequently mentioned positive aspects of the portal are:
• Ease of use/navigation (24%)
• Search functions / parameters (23%)
• Speed of obtaining results (22%)

USAGE
One quarter of users (26%) use the portal daily or several times a week. A further two-fifths (38%) use it several times a month, while the remainder use it several times a year to just once a year.

Ease of Access and Use
Most users continue to find the portal accessible (85%) and easy to use (84%).

QUERY RESOLUTION
Almost all users (90%) stated that they often or always got the information/outcome they needed from the online portal.

Follow-up
Approximately half of portal users (51%) have contacted the department in the past 12 months for assistance with the Cultural Heritage Online Portal and one quarter (25%) have requested additional information following a search request.

Query resolution timing has improved from 2019, with 54% having their query resolved in less than one business day from 37%. This change represents a return to results from previous years.

PORTAL IMPROVEMENTS
Most commonly, portal improvement suggestions centre around improving the accuracy of the co-ordinates, in particular, the implementation of ground-truthing.

Other suggestions for improvement relate to improving the clarity of the map (e.g. magnifying icons / adding icons / information), and providing more formats for reporting and search.

STAFF PERFORMANCE
Users are highly satisfied with how staff handle their portal enquiries. The top aspects of staff performance is with attentiveness, where 97% of portal users agreed that staff were attentive.
INTRODUCTION
RESEARCH BACKGROUND AND OBJECTIVES

BACKGROUND

The Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) provide information from the Aboriginal and Torres Strait Islander Cultural Heritage Database and Register to land users seeking to comply with their cultural heritage duty of care. The Cultural Heritage Online Portal enables all land users, who have registered for special access, to undertake cultural heritage search requests. These search requests provide land users with information about Aboriginal or Torres Strait Islander areas and objects of traditional, customary and archaeological significance to assist land users in meeting their duty of care under the Aboriginal Cultural Heritage Act 2003 and Torres Strait Islander Cultural Heritage Act 2003.

Enhance Research was commissioned by DATSIP to undertake an online survey designed to measure users’ experience and satisfaction with the online portal and assess the service quality provided by DATSIP associated with the portal. This report is a final quantitative evaluation of the findings and is part of the fourth wave of research.

RESEARCH OBJECTIVES

The key objective of the survey was to evaluate the Cultural Heritage Online Portal, specifically the percentage of customers satisfied with services provided by DATSIP through the Aboriginal and Torres Strait Islander Cultural Heritage Online Portal.
METHODOLOGY AND INTERPRETATION

METHODOLOGY

Online surveys were sent to a list of 391 portal users provided by DATSIP between the 5th and 18th of March, 2020.

The online surveys were programmed and managed in-house by Enhance Research. A total of 99 completed surveys were achieved with a response rate of 25.3%.

REPORT INTERPRETATION

Please note the following when reading this report:
- Where question response percentages do not sum to 100%, this is due either to rounding or a question allowing multiple responses
- Caution is needed in interpreting data with small base sizes of around n=30 or less
- The base note included on each page throughout the report represents the number of respondents who answered the particular question

Statistical significance testing has been changed in this wave to testing within groups over time. Where previously, significance testing was between Government Organisations and Non-Government Organisations for example, the significance testing now looks at how Government Organisations have changed over time, for example. This has been done to avoid repeating points made in previous waves regarding differences between groups.

Statistical significance between years will be displayed on line charts with the use of a dashed line.

<table>
<thead>
<tr>
<th>ORGANISATION OF USER</th>
<th>N =</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queensland Government</td>
<td>49</td>
</tr>
<tr>
<td>Other Organisations</td>
<td>50</td>
</tr>
<tr>
<td>TOTAL</td>
<td>99</td>
</tr>
</tbody>
</table>
SATISFACTION
Overall satisfaction with the portal remains similarly high, with 85% of users satisfied with the online portal. Those from QLD Government Departments remain more likely to be satisfied than those from other organisations. Very frequent users are slightly more satisfied than last year, while infrequent users are slightly less satisfied.


Q3. Overall, how satisfied are you with the Cultural Heritage Online Portal? *Low base size (n<30). Interpret with caution.
Easy of use, search functions and instant results are the most commonly mentioned positive aspects of the portal from all users.

### ASPECTS OF THE PORTAL THAT WORK WELL

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Total</th>
<th>Queensland Government Department</th>
<th>Other Organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Easy to use/navigate</td>
<td>24%</td>
<td>27%</td>
<td>22%</td>
</tr>
<tr>
<td>Search function/parameters</td>
<td>23%</td>
<td>22%</td>
<td>24%</td>
</tr>
<tr>
<td>Instant/Timely results/information/reports</td>
<td>14%</td>
<td>12%</td>
<td>16%</td>
</tr>
<tr>
<td>Produces the results/data required</td>
<td>14%</td>
<td>12%</td>
<td>16%</td>
</tr>
<tr>
<td>All aspects work well</td>
<td>9%</td>
<td>10%</td>
<td>8%</td>
</tr>
<tr>
<td>Mapping of search/ Location of sites on map</td>
<td>8%</td>
<td>8%</td>
<td>10%</td>
</tr>
<tr>
<td>Easy to access/ DIY access</td>
<td>5%</td>
<td>8%</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>14%</td>
<td>16%</td>
<td>12%</td>
</tr>
</tbody>
</table>

Base: All respondents (n=99), Queensland Government Department (n=49), Other Organisation (n=50)

Q7. What aspects of the Cultural Heritage Online Portal worked well for you and why?
PORTAL USAGE

One-quarter of users are considered very frequent users (daily to several times a week), two-fifths are frequent users (several times a month, and the remaining one-third are infrequent (several times a year to once a year) users.
ACCESSIBILITY OF PORTAL

Accessibility of the portal is similarly high overall at 85%, and similarly high among the different groups of users.


Q1a. To what extent do you agree with the following statements...It was easy to access the Cultural Heritage Online Portal? *Low base size (n<30). Interpret with caution.
EASE OF USE OF THE PORTAL

Overall, ease of use is similar to the previous wave, with 84% of users agreeing that it is easy to use. Very frequent users have seen a slight but not significant increase since the previous year in the amount that agree it is easy to use.

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**EASE OF USE OF THE PORTAL**

Overall, ease of use is similar to the previous wave, with 84% of users agreeing that it is easy to use. Very frequent users have seen a slight but not significant increase since the previous year in the amount that agree it is easy to use.
CONTACT WITH DATSIP

Half of users sought assistance to use the online portal in the past 12 months, while just one quarter requested additional information following a search. Each of the user groups are similarly likely to have sought assistance and requested additional information following a search.

**SOUGHT ASSISTANCE TO USE THE ONLINE PORTAL % YES**

<table>
<thead>
<tr>
<th>Organisation type:</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queensland Government Department</td>
<td>43%</td>
</tr>
<tr>
<td>Other Organisation</td>
<td>58%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Access to portal:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Frequently</td>
<td>50%</td>
</tr>
<tr>
<td>Frequently</td>
<td>50%</td>
</tr>
<tr>
<td>Infrequently</td>
<td>51%</td>
</tr>
</tbody>
</table>

**REQUESTED ADDITIONAL INFORMATION FOLLOWING A SEARCH % YES**

<table>
<thead>
<tr>
<th>Organisation type:</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queensland Government Department</td>
<td>16%</td>
</tr>
<tr>
<td>Other Organisation</td>
<td>34%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Access to portal:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Frequently</td>
<td>38%</td>
</tr>
<tr>
<td>Frequently</td>
<td>18%</td>
</tr>
<tr>
<td>Infrequently</td>
<td>23%</td>
</tr>
</tbody>
</table>
TIMELINESS OF RESOLUTION

Just over half (54%) of enquiries made to DATSIP are resolved in less than 1 business day, which is back to levels seen in years prior to 2019.

LENGTH OF TIME TO RESOLVE ENQUIRY

<table>
<thead>
<tr>
<th>Time to Resolve</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 business day</td>
<td>54%</td>
<td>37%</td>
<td>39%</td>
<td>29%</td>
</tr>
<tr>
<td>1 - 2 business days</td>
<td>39%</td>
<td>29%</td>
<td>14%</td>
<td>8%</td>
</tr>
<tr>
<td>3 - 5 business days</td>
<td>14%</td>
<td>8%</td>
<td>8%</td>
<td>3%</td>
</tr>
<tr>
<td>More than 5 business days</td>
<td>8%</td>
<td>3%</td>
<td>8%</td>
<td>3%</td>
</tr>
</tbody>
</table>

Base: Respondents who had contact with the department (2020 n=59, 2019 n=49, 2018 n=40, 2017 n=40)
Q5. Thinking about your most recent contact with the Department of Aboriginal and Torres Strait Island Partnerships, how long did it take for your enquiry to be resolved?
DESIRABLE OUTCOME

Overall, 90% stated that they often/always got their desired information/outcome from the online portal, a similarly high result to in previous years. Among the different groups of users with exception to QLD Government Department users, there is a slight upward trend from 2019.
STAFF PERFORMANCE
Overall, most agree that staff were knowledgeable and competent in their most recent contact with DATSIP (92%), a similarly high result to previous years. Among groups excluding infrequent users, there appears to be a slight upward trend with agreeing that staff are knowledgeable and competent.
KEPT INFORMED

Overall, most (90%) agree that they were informed of everything they had to do to get the information they needed, which is the highest recorded by Enhance Research since 2017.


Q6b. Again, thinking of your most recent contact with the Department of Aboriginal and Torres Strait Islander Partnerships, how much do you agree with the following... I was informed of everything I had to do to get the information I needed? *Low base size (n<30). Interpret with caution.
Overall, nearly all agree (97%) that staff listened attentively to their query. Very frequent users are unanimous in their agreement that staff listened attentively to their query.

Q6c. Again, thinking of your most recent contact with the Department of Aboriginal and Torres Strait Islander Partnerships, how much do you agree with the following... Staff listened attentively to my query? *Low base size (n<30). Interpret with caution.
ABILITY TO ANSWER QUERIES

As with other categories, most (92%) feel that staff were able to answer their query. This is a slight upward movement from all previous years.

As with other categories, most (92%) feel that staff were able to answer their query. This is a slight upward movement from all previous years.
PORTAL IMPROVEMENTS
SUGGESTIONS FOR IMPROVEMENT

Suggestions for improvement centre around a few themes in general:

1) Improving the accuracy of cultural heritage areas
   • “Ground truth your entries, they are not where you think they are. Sometimes they are in the middle of car parks? remove the duds.”
   • “I would like to see CH sites ground-truthed as I often come across predicted sites that are non-existent or the co-ordinates are incorrect. The legislation then still directs our operations to exclude the incorrectly mapped areas.”
   • “Maybe a mention of coordinates of the closest cultural heritage site in case the location information given to the Cultural Heritage Officer is not accurate and then the Officer can ensure that there is no area of concern in close vicinity to the works.”
   • “The mapping interface is poor and lacks detail. I recommend upgrading to a better mapping overlay such as Google Maps for example. All DATSIP sites could then be overlaid onto the map to make assessment of projects easier and to give a greater understanding of larger context. Information relating to sites is pitifully limited. Suggest ground-truthing of sites and including information about which sites remain in situ and which have been removed/destroyed.”
   • “Archaeologists and others should be compelled to provide the results of field survey and excavation to DATSIP and this information should be added to the Register. That would avoid costly and unnecessary duplication of surveys by multiple parties. It would also increase the accuracy of the Register’s database. It would also make it a meaningful repository of data for research purposes, subject to indigenous cultural sensitivities.”

2) Format availability
   • “Ability to receive the information in kml or shp.”
   • “If the portal could create a PDF version of the search report automatically so I could just drag it into my files for my records of the search would be great.”
   • “Ability to use other spatial file types (such as kmz or kml) to search with.”

3) Map clarity
   • “However, the map in the report is not very useful - to small and hard to see the results. It would be good if you could make the map bigger, clearer and display the recorded sits better (different icons for what they are or with the reference number shown).”
   • “System works well currently, I guess just to display as much information in map format as possible.”
RESPONDENT PROFILE
DEMOGRAPHICS

GENDER

56% 36%

AGE

18 - 24 years: 0%
25 - 39 years: 33%
40 - 54 years: 32%
55+ years: 27%
Prefer not to say: 7%

Base: All respondents (n=99)
**FIRMOGRAPHICS**

**ORGANISATION TYPE**
- Queensland Government Department: 49%
- Heritage Consultant: 15%
- Local Government: 10%
- Government-owned corporation: 6%
- Other private sector organisation: 5%
- Mining or resources sector: 4%
- Legal firm: 2%
- Other: 8%

**EMPLOYMENT**
- Employee: 56%
- Supervisor/Team Leader: 27%
- Manager: 6%
- Senior Manager: 2%
- Other: 9%

Base: All respondents (n=99)