

**Respondents were asked to rate the following statements about TasBuild Limited.**

Employers were asked to score the statement on between 1 to 5, where 1 means the statement is totally incorrect and where 5 means the statement is totally correct, numbers in between indicated the tendency of the statement to be correct or incorrect.

	AVERAGE
1. Dealing with TasBuild Limited is easy.	4.1
2. TasBuild Limited staff are helpful.	4.6
3. TasBuild Limited staff know what they are talking about.	4.2
4. TasBuild staff are friendly and easy to work with.	4.6
5. When I deal with TasBuild I am treated fairly.	4.2
6. TasBuild always gives me all the information I need.	4.3
7. TasBuild staff go the extra mile to make sure I got what I needed.	3.8
8. TasBuild staff respond quickly to my concerns or issues.	4.0
9. I understand what TasBuild requires.	3.6
10. TasBuild’s financial forms are easy to understand.	3.6
11. TasBuild information sheets are easy to understand.	4.2
12. TasBuild’s written communications are easy to understand.	4.3
13. I understand my obligations to TasBuild.	3.7
14. TasBuild’s web page is easy to use.	3.1
15. TasBuild’s correspondence is accurate and easy to understand.	4.0
16. TasBuild regularly communicates with me/my business.	2.6
17. TasBuild’s contact with my business, is about right (frequency).	3.6

**18. Based on your own experience, how would you describe the ease or difficulty of the following:**  
(The following were ranked from 1 to 5, where 1 means very easy and where 5 means very difficult.)

<b>Employer Registration</b>	1.3
<b>Employer Returns</b>	1.9
<b>Employer Statements</b>	2.0
<b>Communications with TasBuild</b>	1.1
<b>Paying TasBuild</b>	1.7
<b>Problem Solving</b>	2.1

**19. Based on your own experience, what if anything would you change regarding the following?**

**Employer Registration**

**Employer Comments.**

Most of the employer's surveyed had been registered with TasBuild for an extended period of time and as such comments provided did not identify any changes.

**Employer Returns,**

**Employer Comments.**

Has an issue with casual employees and the time it takes to complete the Return with the hours worked. It is time consuming.

Easy doing Returns, wishes all paper work was as easy as TasBuild.

It takes 2 hours to complete a Return.

Difficult to remove employees, one employee consistently appears on their Return and cant seem to have them removed

The time it takes to collate the information and then time to input the details is of concern. Suggest a standard template would be useful

Would be of assistance to be able to send a spreadsheet with the required information.

Have problems with the days versus period pay otherwise the system is simple.

Would like to be able to report quarterly.

**Employer Statements**

**Employer Comments.**

Good. Very easy to read.

Difficult to understand should identify what I have to pay.

Could be simplified re dates etc, the accounting period could be removed, only have an "as at date".

Too much information supplied

Unreadable, information not relevant to the statement. Cant stress these comments enough.

**Communications with TasBuild**

**Employer Comments.**

Would rate 4.5 out of 5

**Employer Comments.**

Good via EFT  
 Easy via cheque  
 Happy via EFT

**Problem Solving**

**Employer Comments.**

No real issue here except with casual employees but that is our issue.  
 Happy with TasBuild has not needed to contact them for some time.

**20.Overall out of 10 how would you rate the performance of TasBuild Limited. 7.6**

**21.Thinking of the Employer Statement:**

Do you understand it? 2.4  
 Do you think these documents would be easier or more difficult to understand? 2.8  
 How would you feel about us using these forms instead of the Employer Statement? 2.5

**22.Thinking of the Employer Return:**

How much time do you spend in completing the current Return? 3.9  
 Time in hours to complete 1.5  
 How would you feel about a process where, for your full time staff, we provided you with a completed Return? 3.7

**Employer Comments.**

Would rather complete the Return themselves as they employ casuals and the process proposed would not assist them.  
 TasBuild forms are easy to fill out. As he employs casuals would still need to complete information for them and so would prefer to complete information for them and so would prefer to complete the whole Return. Bookkeeper has thing under control, the only complaint is the rise from 0.3% to 2%.  
 Has a problem with Internet Returns with days and amounts and employees being terminated. It is a problem to rectify these areas as you have to send an email to TasBuild and you sometimes forget that the Return is not completed.  
 Change in Return is not likely to ease burden due to company structure.  
 Changes on Returns is difficult due to the need for the employer to email TasBuild with the changes. Employee entitlement confirmation fax should be sent as an email due to privacy issues.  
 Changing to reporting hourly rate would be easier as it would be better to put in confirmed information.  
 There could be an Issue with apprentice rates changing during the period.  
 Would prefer to input the information rather than check the information provided.  
 A large number of employees makes things difficult under the proposed changes.

**Employer General Comments.**

The increase of the contribution rate to 2% was too high a jump.  
 Would prefer a more easily understood eligibility criteria.  
 The 2% is a cause of concern and needs to be explained to industry.  
 The level of industry knowledge generally about TasBuild is low.  
 The contributions could be at a fixed level and amounts rebated in good years (not dissimilar to the tax system).  
 Information sessions re the TasBuild's investment strategy and where funds are invested would assist.  
 Board representation needs to be reviewed to provide for each sector to be represented.  
 Investment strategy and details of where funds are invested needs to be communicated.  
 I think things are OK as they are.  
 I would like to know when and if the contribution rate would be reviewed and is it likely to go up or down.  
 If the internet is off you can't complete the Return; a reminder that it hasn't been submitted would be good.  
 For small business an email reminder re returns would be good.  
 The increase from 0.3% to 2.0% has been a major issue for small business. This has been a huge increase for small business to handle in a short period.  
 Employer suggest the C+Bus return system as being easy and we should consider.  
 Internet tips: larger submit button, larger print button. Log out to be more clear and also supports an email reminder to submit