| **Table 93**: Payments associated with market research organisations | | |
| --- | --- | --- |
| **Vendor** | **Description** | **2013–14 $** |
| Blue Planet Research and Consulting | Digital Wallet—concession provider research | 16,500 |
| Colmar Brunton | CAP (Indigenous Community) Agents Survey 20131 | 86,250 |
| DBM Consultants | Australian Passport Information Service customer satisfaction (2014)2 | 23,153 |
| DBM Consultants | Integrated Customer Satisfaction Programme | 1,329,703 |
| Grosvenor Management Consulting | Evaluation of the Community Innovation through Collaboration measure1 | 65,008 |
| Hall & Partners—Open Mind | Vulnerable families—customer and community provider research1 | 49,107 |
| instinct and reason | Large practices project—trial sub-project1 | 46,200 |
| instinct and reason | High Definition Video Conference Pilot Evaluation | 79,200 |
| Ipsos Social Research Institute | Families Communication Improvement Strategy1 | 115,720 |
| Lonergan Research | Families Customer Behaviour research | 93,253 |
| Newspoll | White Pages Advertising—omnibus research1 | 27,222 |
| ORC International | Rural Agents and Access Points 20131 | 48,790 |
| **Total** |  | **1,980,106** |

1. Relates to a payment for research completed in 2012–13 but paid in 2013–14.

2. The department commissioned this project and is paying the research company at the request of the Department of Foreign Affairs and Trade (DFAT). The research costs are being recovered in full from DFAT.