| **Table 92:** Payments associated with market research organisations | | |
| --- | --- | --- |
| **Vendor** | **Description** | **2012–13 ($)** |
| Colmar Brunton | CAP (Indigenous Community) Agents Survey | 28,750 |
| Colmar Brunton | Evaluation of the Batemans Bay Community Hub —*baylink2* | 16,500 |
| Colmar Brunton | Medicare customer satisfaction 2011–121,2 | 14,997 |
| DBM Consultants | 2011–12 Post Complaints Survey program1,2 | 22,007 |
| DBM Consultants | Australian Passport Information Service customer satisfaction3 | 1,666,412 |
| DBM Consultants | Integrated Customer Satisfaction Program2 | 24,198 |
| DBM Consultants | Service Delivery Reform Health Check 20121,2 | 40,425 |
| Hall & Partners-Open Mind | Vulnerable families—customer and community provider research | 38,217 |
| Inside Story Knowledge Management | Australian Government online services | 44,000 |
| Inside Story Knowledge Management | Express Plus mobile apps | 60,000 |
| instinct and reason | Large practices project—trial sub-project | 30,800 |
| instinct and reason | Presentations/workshops communication with medical professionals2 | 175,230 |
| Ipsos Social Research Institute | Families Communication Improvement Strategy | 71,280 |
| Mark Dignam and Associates | Overseas Drug Diversion Program communication review2 | 25,131 |
| Market Access Consulting and Research | Testing theme products and supporting payment rates factsheets | 47,100 |
| ORC International | Evaluation of Local Connections to Work Program (focus on communication)2 | 69,377 |
| ORC International | Evaluation of Rouse Hill Service Outlet Pilot | 30,800 |
| ORC International | Physical Presence service offer evaluation | 78,695 |
| ORC International | Rural Agents and Access Points 2013 | 20,790 |
| Tall Poppies Research and Marketing | Recruitment of participants for multiple projects for usability evaluation sessions | 35,735 |
| **Total** |  | **2,540,444** |

1. Relates to a payment for research completed in 2011–12 but paid in 2012–13.

2. This constitutes a reportable payment to a market research organisation. This particular contract was commissioned separately from the Market and Social Research Panel.

3. The department commissioned the 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.