

Customer Service / SIRA Customer Research Program 2022 - 2026 - SIRA/7351

RFT ID SIRA/7351

RFT Type Open Tenders

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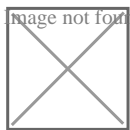
Covered Procurement Yes

Category (based on [UNSPSC](#))

80141500 - Market research

Agency SIRA

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Tender Details

Two years ago, SIRA began the first Australian study to measure customer experience, insurer conduct, trust, and health and social outcomes across workers compensation and compulsory third-party (CTP) motor vehicle insurance. This established the baseline for a long-term research program to help us understand what elements of scheme design, service delivery, supervision activity and insurer service contribute to better outcomes for injured people.

In both years to date, the program has involved an initial survey (mixture of phone and online) of up to 1000 claimants for each scheme, two repeat surveys and some qualitative research.

SIRA is now seeking a vendor to take this program forward, with a focus on delivering engaging, actionable insights that will lead to positive change for our customers.

Location

NSW Regions: Far North Coast, Mid North Coast, New England, Central Coast, Hunter, Cumberland/Prospect, Nepean, Northern Sydney, Inner West, South East Sydney, South West Sydney, Central West, Orana/Far West, Riverina/Murray, Illawarra, Southern Highlands

RFT Type

Open Tenders - An invitation to tender by public advertisement with no restriction placed on who may tender.

Tenderers will normally be required to demonstrate in their tender that they have the necessary skills, resources, experience, financial capacity, and in some cases licences, accreditations, etc., to fulfil the tender requirements.

Multi Agency Access

No