

FY20 Customer Interactions and Monitoring Report

Attachment 2: Energy Simplified Webinar Feedback

Feedback from 12 community workers who completed one of the first Energy Simplified online webinars is presented below. We intend to gather more feedback from workers and households as more webinars are rolled-out.

Q: <u>Before</u> the webinar, how confident were you helping clients get their concessions?	
Not very confident	8.3%
Neutral	25%
Confident	50%
Very confident	16.7%
Q: <u>Before</u> the webinar, how confident were you helping clients to get a better energy plan?	
Not very confident	16.7%
Neutral	41.7%
Confident	25%
Very confident	16.7%
Q: <u>Before</u> the webinar, how confident were you helping clients save energy?	
Not very confident	16.7%
Neutral	58.3%
Confident	25%
Very confident	0%
Q: <u>Before</u> the webinar, how confident were you helping clients get payment assist?	
Not very confident	8.3%
Neutral	33.3%
Confident	41.7%
Very confident	16.7%
Q: <u>Before</u> the webinar, how confident were you in reading energy bills?	
Not very confident	16.7%
Neutral	33.3%
Confident	41.7%
Very confident	8.3%
Q: <u>Before</u> the webinar, how confident were you overall about helping clients manage their energy bills?	
Not very confident	8.3%
Neutral	41.7%
Confident	41.7%
Very confident	8.3%
Q: How easy was it to understand the information in the webinar?	
Very difficult	0%
Difficult	0%
Neutral	8.3%
Easy	25%
Very easy	66.7%
Q: <u>Following</u> the webinar, how confident do you now feel helping clients get their concessions?	
Not very confident	0%
Neutral	0%
Confident	16.7%
Very confident	83.3%

Q: Following the webinar, how confident do you now feel helping clients get a better energy plan?	
Not very confident	0%
Neutral	8.3%
Confident	16.7%
Very confident	75%
Q: Following the webinar, how confident do you now feel helping clients save energy?	
Not very confident	0%
Neutral	8.3%
Confident	25%
Very confident	66.7%
Q: Following the webinar, how confident do you now feel helping clients get payment assist?	
Not very confident	0%
Neutral	8.3%
Confident	25%
Very confident	66.7%
Q: Following the webinar, how confident do you now feel about reading energy bills?	
Not very confident	0%
Neutral	8.3%
Confident	33.3%
Very confident	58.3%
Q: Following the webinar, how confident do you now feel overall about helping clients manage their energy bills?	
Not very confident	0%
Neutral	8.3%
Confident	33.3%
Very confident	58.3%
Q: How likely are you to use the information in the webinar to support your clients?	
Very unlikely	0%
Unlikely	0%
Neutral	8.3%
Likely	8.3%
Very likely	83.3%