



RightHandTurn

Transform | Design | Assure

Home Builders Compensation Fund

Customer Experience Research

June 2020

Table of Contents

Research into Customer Experience in the Home Building Compensation Fund (HBCF)	3
Who is Righthandturn Pty Ltd?	3
Why is the research being conducted?.....	3
When is the research occurring?.....	3
Who can participate?	3
What does it involve?.....	3
The expected benefits of the research	4
Risks to you	4
Your confidentiality	4
Your participation is voluntary	4
Feedback to you.....	4
Questions / further information	4
Privacy Statement – non disclosure	4
Terms of Reference.....	5
CONSENT FORM	7



Research into Customer Experience in the Home Building Compensation Fund (HBCF)

Lead Researcher: Mr Darrin Wright, Director Righthandturn Pty Ltd
Supported by: Dr Caroline Howe, Head of Research at icare NSW

Who is Righthandturn Pty Ltd?

Righthandturn is a management consultancy engaged by icare as an independent Customer Advocate, to engage with stakeholders and customers of icare business lines and advocate back into icare, systemic issues and concerns that can be acted upon to improve the customer experience.

Why is the research being conducted?

icare NSW have commissioned this research to enable a deeper understanding of the experience that NSW builders and homeowners have when engaging with icare.

For builders, this is focused on the experience that they have when arranging the appropriate policy cover and for homeowners, the experience that they have when lodging a claim with icare against a builder's policy.

This research will provide icare with a deeper evidence based understanding of the experience that customers having in accessing the services and benefits of the scheme. The research will not consider the structure of home builders warranty products in NSW as a separate review¹ is currently underway that will provide the NSW government, stakeholders and customers with specific feedback and recommendations on the design and structure of the scheme.

When is the research occurring?

The research is scheduled to commence in June 2020 with the independent report due to the icare Chief Executive Officer in September 2020. The report will incorporate insights from the engagement with stakeholders and customers and recommendations to improve customer experience.

Who can participate?

This research is open to stakeholders and customers of HBCF.

What does it involve?

HBCF customers will be sent a survey that is estimated to take 30 minutes to complete. This survey will ask questions specific to the experience customers have when engaging with and using the services of the HBCF and will be both qualitative and quantitative in nature.

Stakeholders and customers may be invited to engage in a 60 – 90 minute interview as an opportunity to provide greater in-depth feedback on their experiences. In the current COVID-19 environment, interviews will be conducted virtually through tools such as Skype.

¹Review being conducted by the Independent Pricing and Regulatory Tribunal
<https://www.ipart.nsw.gov.au/Home/Industries/Special-Reviews/Reviews/Home-building-compensation/Home-building-compensation-in-NSW>

Where possible, interviews will be recorded to ensure the accurate reflection of the interview in the findings presented to icare. Interview transcripts will be available to participants.

The expected benefits of the research

Individual participants are not expected to benefit personally from this research, however, customers collectively are expected to benefit from the implementation of any improvements icare makes to services, products and management practices.

Risks to you

Risks associated with participation in this research project are considered to be minimal. Participant information collected through survey or through individual interviews will not be divulged. The report will incorporate de-identified data and survey information in a summary format. Participants can request at any stage of the research project to have their data and information removed from the research outputs and icare will not be advised of any such requests at any time. There will be no adverse impacts on active claims, policies or eligibility assessments as a result of participating in the review.

icare will make publicly available the written report that Righthandturn Pty Ltd provides.

Your confidentiality

This research project will not identify any individual or organisation during the collection of information or in the production of the report. Whilst the researchers conducting interviews will know who the participants are, any identifying information will not be connected with data collected and all reporting of data will be de-identified.

Your participation is voluntary

Participation is voluntary. Individual decisions about participation or non-participation will not impact on your relationship with icare. All participants are free to withdraw from the research at any time without citing a reason.

Feedback to you

Participants that respond to the survey request will be able to view the summary of the quantitative data in the final report provided by Righthandturn Pty Ltd to icare. Qualitative data from survey responses and interviews will also be summarised in the report provided by Righthandturn Pty Ltd.

Questions / further information

Should participants have questions at any time throughout the research, these should be directed to the Researcher by email address d.wright@righthandturn.com.au

Privacy Statement – non disclosure

This research involves collecting and/or accessing identifiable information about you or your organisation. The information collected will remain confidential and will be reproduced in a de-identified manner for the purpose of reporting to icare in the Lead Researchers independent report. A de-identified copy of the data may be used for other research purposes.

Terms of Reference

The Home Building Compensation Fund (HBCF) is established under the *Home Building Act 1989*. The scheme compensates homeowners if their builder is unable to complete building work or fix defects because of insolvency, death, disappearance or licence suspension for non-compliance with a money order made by a court or the tribunal in favour of the homeowner.

The scheme applies to residential building work projects over \$20,000 (including GST) unless exempt, such as the construction of new houses, terraces, villas, multi-units up to three storeys in height, as well as home renovations and swimming pool building.

The scheme is regulated by the State Insurance Regulatory Authority (SIRA). The sole insurer currently offering cover under the scheme is Insurance and Care NSW (icare) on behalf of the NSW Self Insurance Corporation. Legislative amendments mean that since 2018, new providers can apply to SIRA for a licence to join².

icare Customer Advocate review

The Customer Advocate should review the experience that stakeholders and customers have in engaging with icare in the attainment of insurance and the management of claims under the scheme.

In particular, the Customer Advocate should research:

1. the experience that builders have when applying for insurance and where opportunities exist for enhancing that experience (systems, processes and practices); and
2. the experience that homeowners have when making a claim for loss and where opportunities exist for enhancing that experience (systems, processes and practices); and
3. the effectiveness of icare's engagement with stakeholders and customers and where opportunities exist for enhancing that experience.

In conducting the research and making recommendations to icare, the Customer Advocate should have regard to:

1. existing icare customer experience metrics which may include Net Promoter Score data, complaints data and dispute management data; and
2. prior reviews and research into HBCF conducted by icare or independent bodies; and
3. the non-commercial terms of engagement and performance of third party administrators engaged by icare to support the purchase of insurance and the management of claims (e.g.

² The opening 3 paragraphs of this Terms of Reference are taken from the Terms of Reference for the current IPART review of the HBCF, which can be found at <https://www.ipart.nsw.gov.au/files/sharedassets/website/shared-files/investigation-section-12-review-of-home-building-compensation-in-nsw/publications-review-of-home-building-compensation-in-nsw/final-terms-of-reference-review-of-home-building-compensation-in-nsw-february-2020.pdf>

service levels, key performance indicators, learning and development requirements, operational reporting requirements etc); and

4. icare claims experience data, outcomes and feedback;
5. existing engagement methodologies in use by icare (processes, systems and icare internal documentation).

Procedure

The research will commence in May 2020 and be complete by September 2020, subject to the availability of participants. To complete the research the Customer Advocate will consult stakeholders and customers individually and may use survey tools as required as an additional quantitative measure to support the research.

A final report will be provided to icare by 30 September 2020.



Research into Customer Experience in the Home Building Compensation Fund

Lead Researcher: Mr Darrin Wright, Director Righthandturn Pty Ltd

Supported by: Dr Caroline Howe, Head of Research at icare NSW

CONSENT FORM

RESEARCH TEAM

Mr Darrin Wright (Lead Researcher)
Director, Righthandturn Pty Ltd
d.wright@righthandturn.com.au
m: 0408 632 009

Dr Caroline Howe
icare NSW, Head of Research
carline.howe@icare.nsw.gov.au

By signing below, I confirm that I have read and understood the information package and in particular:

- I understand that my involvement in this research will include a response to an online survey and / or an interview with the Lead Researcher;
- I understand that the research may include audio visual and / or audio recording of any interviews that I participate in;
- I have had my questions answered to my satisfaction;
- I understand the risks involved;
- I understand that there will be no direct benefit to me from my participation in this research;
- I understand that my participation in this research is voluntary and that any decision I make to withdraw from the research will in no way impact on the service I receive from icare;
- I understand that if I have any additional questions, I can contact the Lead Researcher;
- I understand that I am free to withdraw at any time, without explanation or penalty;
- I understand that my name and other personal information that could identify me will be removed or de-identified in publications or presentations resulting from this research;
- I understand that I can contact the icare Research Team if I have any concerns about the ethical conduct of the research; and
- I agree to participate in the research.

Name: _____

Signature: _____

Date: _____