



LEGISLATIVE ASSEMBLY

FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2024-2025

Ms Nicole Lawder MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair),
Miss Laura Nuttall MLA

ANSWER TO QUESTION ON NOTICE

Asked by: Mr Ed Cocks, MLA

Addressed to: The Minister for Government Services and Regulatory Reform

Reference: Chief Minister, Treasury and Economic Development Directorate

Hearing date: Tuesday, 30 July 2024

In relation to: Access Canberra and Operational Costs of Service Centres

QON lodgement date: Wednesday, 31 July 2024

Answer due date: Thursday, 8 August 2024

1. For each of the four walk-in service centres for Access Canberra, what is the operating cost for each centre, while fully staffed, for a regular working business day?
 - a) What is the breakdown of staffing (staffing levels and classifications) for each of the four walk-in service centres in Access Canberra.

Ms Tara Cheyne, MLA: The answer to the Member's question is as follows:

Responses to Questions 1 and 1a) are included in the tables below.

Also included for your interest is the number of customer interactions as well as transactions for each of the four walk-in Service Centres

Classification	Belconnen		Gungahlin		Tuggeranong		Woden		Total \$
	FTE	\$	FTE	\$	FTE	\$	FTE	\$	
ASO6	1	144,794	1	144,794	1	144,794	1	144,794	
ASO5	1	132,780	1	132,780	1	132,780	1	132,780	
ASO4	4	493,671	4	493,671	4	493,671	4	493,671	
ASO3	16	1,816,166	17	1,929,676	14	1,589,145	17	1,929,676	
TOTAL	22	2,587,411	23	2,700,922	20	2,360,391	23	2,700,922	10,349,646
Number of days service centres are opened	244		244		244		244		
Estimated daily operating cost		\$10,604		\$11,069		\$9,674		\$11,069	\$42,417

	Total Customers	Total Transactions	Av Transactions per Customer	Number of Transactions per day
Belconnen	81,437	129,379	1.6	530
Gungahlin	69,571	102,716	1.5	421
Tuggeranong	69,486	97,514	1.4	400
Woden	77,734	107,923	1.4	442
	298,228	437,532	1.5	1793

Approved for circulation to the Select Committee on Estimates 2024-2025

Signature: 

Date: 7/8/24

By the Minister for Government Services and Regulatory Reform, Ms Tara Cheyne, MLA