



STANDING COMMITTEE ON ECONOMY AND GENDER AND ECONOMIC EQUALITY
Ms Leanne Castley MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair)

Standing Committee on Economy and Gender and Economic Equality

Inquiry into Annual and Financial Reports 2022-2023 **ANSWER TO QUESTION TAKEN ON NOTICE** **20 November 2023**

Asked by Mr Cocks on 20 November 2023: Ms McKinnon took on notice the following question(s):

Reference: Hansard Uncorrected Proof Transcript, 20 November 2023 pages 48-49]

In relation to:

Mr Cocks: So, in that case can you tell me, I mean, table 12 on page 69 of the annual report shows 27,769 transactions for establishing a vehicle registration and 22,429 for renewing a vehicle registration. Can you tell me if anyone one of those people—do you collect the information. Can you tell me if any of those people were turned away from Access Canberra Service Centre because they wanted to pay cash?

Ms McKinnon: Mr Cocks, what might help to the matter is if we took on notice how many transactions use the Australia Post method which is the option when you present with cash. You can go to Australia Post and do pay cash and Australia Post and then come back to us.

But if we told you how many of those transactions happen that gives you an indication of how many people want to pay for cash and cannot do it over the counter at a service centre and have to do that extra step. So, we could do that for you.

Mr Cocks: That would be useful but it sounds like you do not capture if someone turns up and has to leave Access Canberra and go somewhere else.

Ms Springett: It is quite rare because this has been in place now for three, in some cases five, six years across our service centres. And we are very clear and overt in our communication. So, often if somebody was to turn up and they are seeking to pay cash they are greeted by our concierge. We then have a conversation and understand their transaction further and give that guided direction if they do want to pay cash and ways that they can do that to facilitate their transaction.

Mr Cocks: So, that extra information would be useful if you can do that but I am interested in that general pattern as well.

Ms McKinnon: We will see what we can get you but, for example, renewal of registration, I think the majority of them are done online so therefore cash is not an issue. But we will see how many Australia Post-

Mr Cocks: And I ask because it is a significant constituent issue that is raised with our office relatively regularly.

Ms McKinnon: Okay, we will get that on notice.

Minster Cheyne MLA: The answer to the Member's question is as follows: –

In 2022-23, 1.671 million electronic payments were made through Access Canberra's Service Centres, by phone and online. In the same timeframe, a total of 29,276 cash payments were made to the ACT Government via Australia Post.

Customers can complete 15 ACT Government transactions at Australia Post nationwide. Cash is a payment option for all these transactions:

- Parking infringements
- Traffic infringements
- Time To Pay instalment
- Vehicle registration renewal
- ACT Government Beneficial services to the diplomatic community
- City centre marketing and improvement levy
- Conveyance tax
- General rates
- Land tax
- Monthly repayment of loans (Type 28 and Type 29)
- Residential land rent
- ACT Housing rent
- ACT Housing sundry
- Canberra Institute of Technology student fees

Approved for circulation to the Standing Committee on Economy and Gender and Economic Equality

Signature: 

Date: 29/11/23

By the Minister for Business and Better Regulation, Ms Tara Cheyne MLA