



Inquiry into the operation of the 2024 ACT Election and the *Electoral Act 1992*

Answer to question taken on notice

Asked by: Mr Ed Cocks MLA

Addressed to: Attorney-General

In relation to: Attorney-General and Access Canberra resources for additional election workload

Hearing: DD Month 9 December 2025

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Answer Due: 24 December 2025

THE CHAIR: And looking back at the submission, and there is some data in there around Access Canberra—I think there is the Access Canberra Contact Centre responding to calls related to the election. There is also the enforcement work that happened around moveable signs. Were there additional resources that had to be invested to respond to the additional workload that comes with the election? And have you done any work on costing what the overall impact was?

Ms Cheyne: I will take that on notice. I do not think so in the ranger space. And in the Access Canberra space, I think it is a service that the Access Canberra Contact Centre absorbs and offers, but it is kind of above and beyond its usual workload. I know I have been briefed on this, so if I might just take that on notice and come back to you?

THE CHAIR: No, that is great. We would be grateful for any data that you have.

Ms Cheyne: Sure, no problem.

THE CHAIR: And alongside that I am interested in, if it was simply absorbed and you were trying to make do with the resources you have, whether there was any shift to the call drop rate, the number of people who did not make it through.

Ms Cheyne: Sure.

THE CHAIR: Or was there any sort of degradation in service levels because it was being absorbed?

[...]

Mr Ng: Mr Cocks, just to obviate the need to take that question on notice, you asked about the degradation in service quality in the absorbed services that Access Canberra offered during the election period. I will just refer you to page 5 of the government submission to the inquiry which ...(indistinct)... [4.19.40] the contact centre answered 4,883 of 5,185 calls offered during the relevant period and the average wait

time was—

Mr Fitzgerald: 54 seconds.

Mr Ng: 54 seconds. Yes, that is a lot of numbers. And 6 per cent of the calls were abandoned.

THE CHAIR: Yes, so my point of interest is, how was that different to any other day?

Ms Cheyne: How did that compare to the usual, and I will take that bit on notice. I definitely have that information because I know it is collected. But I do not have it on me and any kind of comparison on the fly I will stuff up.

TARA CHEYNE MLA: The answer to the Member's question is as follows:

The Contact Centre facilitated call handling for the ACT Election via a fee-for-service model.

Election related enquiries were prioritised over standard information calls; however, urgent public safety matters remained the key priority.

The main questions relating to the election period from the community that were answered by the Contact Centre related to polling place information (such as location, accessibility, hours of operation) as well as questions regarding employment options as part of the election's activity (such as at polling places).

Election related calls were taken in September and October 2024. Data on calls answered, average wait times and handle times during these months and the two months before and after this period are outlined in the table below.

	Calls Answered	Average Wait Time	Average Handle Time
Jul-24	32,944	00:02:47	00:03:43
Aug-24	31,039	00:02:45	00:03:45
Sep-24	29,661	00:04:35	00:03:57
Oct-24	29,728	00:05:34	00:03:50
Nov-24	24,557	00:07:53	00:04:02
Dec-24	21,557	00:05:52	00:04:04

Approved for circulation to the Standing Committee on the Integrity Commission and Statutory Office Holders

Signature: 
By the Attorney-General, Ms Tara Cheyne

Date: 22/12/25