



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON ECONOMY AND GENDER AND ECONOMIC EQUALITY

Ms Nicole Lawder MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair),

Mr Johnathan Davis MLA

Standing Committee on Economy and Gender and Economic Equality

Inquiries into Annual and Financial Reports 2019–2020 and ACT Budget 2020–2021

Responses to **questions taken on notice** at public hearing of 23 February 2021

Business and Better Regulation portfolio

ACT Standing Committee on Economy and Gender and Economic Equality

Inquiries into Annual and Financial reports 2019–20 and ACT Budget 2020–21

Index QToN—Public hearing—23 February 2021

Business and Better Regulation portfolio

No.	Date	Member	Subject	Minister	Answered
BBR 1	23 Feb 21	Lawder	CBR Check-in App—recent announcement re it being made compulsory—measures for communicating to Canberrans—in particular, seniors that purchasing a smart phone is not required. Minister Cheyne agreed to provide further information re how this was being communicated to seniors.	Minister for Business and Better Regulation	1 March 21
BBR 2	23 Feb 21	Castley	What is the ChooseCBR admin fee going forward—is it expected to spend much more than \$123,000? [Minister Cheyne advised expect not to have an answer as it was a matter for government but agreed to check].	Minister for Business and Better Regulation	4 March 21
BBR 3	23 Feb 21	Davis	Customer Surveys—Digital Services Satisfaction Surveys—is it possible to get data from contacts to delineate customer satisfaction ratings by district?	Minister for Business and Better Regulation	2 March 21



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QTON No. 01

STANDING COMMITTEE ON ECONOMY AND GENDER AND ECONOMIC EQUALITY

MS NICOLE LAWDER MLA (CHAIR), MS SUZANNE ORR MLA (DEPUTY CHAIR), MR JOHNATHAN DAVIS MLA

Inquiries into Annual and Financial Reports 2019–20 and ACT Budget 2020–21
ANSWER TO QUESTION TAKEN ON NOTICE
23 February 2021

Asked by Ms Suzanne Orr MLA:

In relation to: **Check in CBR App – Information for Seniors**

Suzanne Orr MLA: Yes, just in communicating out to seniors because I have actually had a few as well write to me, what plans are there just to, sort of, help push that message out there?.

Tara Cheyne MLA: Any time we have been getting a response, getting feedback, we have been responding immediately. So please feel free to forward that on to us but if it is useful for members, I am very happy to give you the lines that we have been using to—so you can have that clarification.

Nicole Lawder MLA: If you could provide them to the committee, that may be useful for us.

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

On 24 February 2021, I wrote to the Committee with my response to this question. I have attached this correspondence at Attachment A.

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

Signature:

Date:

26/2/21

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



Tara Cheyne MLA

Assistant Minister for Economic Development

Minister for the Arts

Minister for Business and Better Regulation

Minister for Human Rights

Minister for Multicultural Affairs

Member for Ginninderra

Attachment A

Ms Nicole Lawder MLA

Chair

Standing Committee on

Economy and Gender and Economic Equality

By email: LACommitteeEGEE@parliament.act.gov.au

24 February 2021

Dear Ms Lawder

Nicole

During your committee's Inquiry into Annual and Financial Reports 2019-2020 and ACT 2020-2021 Budget on 23 February 2021, I committed to provide the committee with advice on the new business profile within the Check In CBR app.

Use of Check In CBR is an important part of our response to COVID-19. Check In CBR is free, easy and secure to implement. Importantly, it provides the ability to contact trace quickly and accurately. This is because information entered at a venue using Check In CBR is sent directly to ACT Health when a person checks in. Information collected in the app goes directly to ACT Health and is stored for 28 days to assist with contact tracing; it is only accessed if required for these purposes. The privacy policy is available from within the app or on the ACT Check In CBR information website: health.act.gov.au/privacy.

As you know, all restricted businesses or venues under the public health direction must register for and be using the app by 6 March 2021. Restricted businesses are defined in Attachment A of the direction:

<https://www.legislation.act.gov.au/View/ni/2021-98/current/PDF/2021-98.PDF>

It will also be mandatory for a person aged 16 years and older to record their attendance at a restricted business or venue using the app if they are there for 15 minutes or more.

Where a patron does not have a smart device or is otherwise not able to check themselves in, the restricted business or venue will need to check in the customer using the business profile function of the app. The business profile became available late last week and can be accessed here:

<https://www.covid19.act.gov.au/business-and-work/check-in-cbr/information-for-businesses/using-your-business-profile>

ACT Legislative Assembly London Circuit, GPO Box 1020, Canberra ACT 2601



+61 2 6205 0100



cheyne@act.gov.au



@In_The_Taratory



[taaraforinninderra](https://www.facebook.com/taaraforinninderra)



[in_the_taratory](https://www.instagram.com/in_the_taratory)

Thank you for the opportunity to further explain this change.

Sincerely

A handwritten signature in blue ink, reading "Tara Cheyne". The signature is fluid and cursive, with the first name "Tara" written in a large, sweeping loop and the last name "Cheyne" following in a similar style.

Tara Cheyne MLA
Minister for Business and Better Regulation



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QTON No. BBR 2

STANDING COMMITTEE ON ECONOMY AND GENDER AND ECONOMIC EQUALITY

MS NICOLE LAWDER MLA (CHAIR), MS SUZANNE ORR MLA (DEPUTY CHAIR), MR JOHNATHAN DAVIS MLA

Inquiries into Annual and Financial Reports 2019–20 and ACT Budget 2020–21
ANSWER TO QUESTION TAKEN ON NOTICE
23 February 2021

Asked by LEANNE CASTLEY MLA:

In relation to:

MS CASTLEY: It is just about the admin. Are we expecting to spend much more than \$123,000, going forward?

Ms Cheyne: I can't say at this stage.

THE CHAIR: Perhaps you could take that on notice.

Ms Cheyne: Yes, I will. Ms Castley and I are having a chat, when our diaries align, to talk about feedback.

THE CHAIR: Nevertheless, for the committee's benefit, could you take that on notice.

Ms Cheyne: Sure. I suspect I will not have an answer—simply because these are decisions for government—but I will check.

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

Any further administrative expenditure related to the scheme would be a decision for government.

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

Signature:

Date:

4/3/21

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



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QTON No. 04

STANDING COMMITTEE ON ECONOMY AND GENDER AND ECONOMIC EQUALITY

MS NICOLE LAWDER MLA (CHAIR), MS SUZANNE ORR MLA (DEPUTY CHAIR), MR JOHNATHAN DAVIS MLA

Inquiries into Annual and Financial Reports 2019–20 and ACT Budget 2020–21

ANSWER TO QUESTION TAKEN ON NOTICE

23 February 2021

Asked by Mr Johnathan Davis MLA:

In relation to: **Digital Services Satisfaction Surveys**

Johnathan Davis MLA: Do you keep demographic data of the numbers of people per district who are sort of contacting you and perhaps delineate those customer satisfaction ratings by district?

You know, it would be interesting to see if, for example, the people in Belconnen are incredibly delighted, as opposed to the people in Tuggeranong who may be left wanting to varying degrees? I wonder if that demographic data would be useful if you have it?

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

Access Canberra does not collect demographic data from customers who contact Access Canberra unless it is necessary in providing the service they are requesting.

A summary of the demographic profile of participants in the annual Access Canberra customer satisfaction survey includes information such as: gender, age, household status, employment status, and if the person is Aboriginal or Torres Strait Islander, or a veteran. Locational data is not collected as part of this survey.

The report is available on the Access Canberra website at 'About Access Canberra', see:

https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1782/related/1#!tabs-2a.

Within Access Canberra Service Centres, customers are invited to leave customer satisfaction feedback at a pedestal terminal on completion of their transaction. This information is collated by location. However, it is known that a proportion of customers access services close to where they work, rather than where they live. Therefore, these results cannot be interpreted as being representative of satisfaction with services within a residential catchment.

In 2019-20*, recorded pedestal customer satisfaction results were:

- Belconnen: 96% (7,114 responses)
- Gungahlin: 97% (5,838 responses)
- Tuggeranong: 98% (11,926 responses)
- Woden: 98% (5,843 responses)

*Customers were not invited to leave feedback between April - November 2020 due to COVID safety precautions. The number of feedback responses is lower than in previous years.



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QTON No. 04

STANDING COMMITTEE ON ECONOMY AND GENDER AND ECONOMIC EQUALITY

MS NICOLE LAWDER MLA (CHAIR), MS SUZANNE ORR MLA (DEPUTY CHAIR), MR JOHNATHAN DAVIS MLA

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

Signature: 

Date: 1/3/21

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