



## LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

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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 on notice** following the public hearing of 23 February 2021

### **Business and Better Regulation portfolio**

## ACT Standing Committee on Economy and Gender and Economic Equality

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

Index QoN—following public hearing of 23 February 2021

### Business and Better Regulation portfolio

No. BBR#	Member	Subject	Minister	Answered
1	Pettersson	CMTEDD Annual report and ACT Budget: + Access Canberra—outsourcing	Minister for Business and Better Regulation	11 March 21
2	Cain	Budget Statement B 2020–21: + Access Canberra—customer services, customer satisfaction; and outsourcing	Minister for Business and Better Regulation	11 March 21
3	Davis	CMTEDD Annual report—Coordinator-General for the Whole-of-government (Non-health) COVID-19 response: + Joint Advisory Council Chairs	<i>Redirected to the Chief Minister</i>	12 March 21
4	Lawder	Budget Outlook 2020-21: + Infrastructure Investment Program—Better Online Services through Access Canberra	<i>Redirected to the Minister for Families and Community Services</i>	+ Redirected to the Minister for Families and Community Services—4 March 21



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

**EGEE QON 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 ON NOTICE**

Asked by Mr Michael Pettersson MLA:

In relation to:

In relation to Output Class 2: Access Canberra:

1. Is any part of Access Canberra outsourced?
  - a. If so, what?

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

1. Yes.
  - a. Please refer to the table below.

Service	Comments
After hours call service	Access Canberra operates a contact centre 24 hours a day, 7 days a week. While services are delivered by Access Canberra staff 7am to 8 pm weekdays, 8am to 5pm Saturdays, and 9am to 5pm Sundays, priority call services outside those hours are outsourced.
Learner driver online tests	Assessment of an individual's knowledge in order to obtain a learner's permit is outsourced.
Occupational therapist and Driving assessments	Practical driving assessments performed by an Occupational therapist or Driving assessor to determine an individual's fitness to continue to drive are outsourced.

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

Signature:

Date:

11/3/21

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



**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 ON NOTICE**

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Asked by Mr Peter Cain MLA:

In relation to:

[Ref: Budget Statement B, 2020–21]

In relation to Output 2.1 Access Canberra:

1. Please explain the 'no wrong door' approach to providing customer services (Budget Statements B, p. 22).
2. In Budget Statements B (p. 36), it is noted that Access Canberra's customer satisfaction result is determined by the responses to independent annual surveys of the Canberra community. How many respondents were there for Access Canberra's 2020 Customer Satisfaction Survey?
  - a. On average, how many customer service interactions occur per day at Access Canberra service centres?
  - b. Of the 438,000 transactions through Access Canberra Service Centres, can you provide a breakdown of transactions per Service Centre location?
  - c. Within the 2020 Access Canberra customer satisfaction survey, Question 4g and 4h with respect to "Satisfaction with Service received at Service Centres" only achieved 89 responses (2020 Access Canberra Customer Satisfaction Survey, Page 97). What is the cause of that sample being so small?
  - d. Do you believe that 89 responses to the question of "Satisfaction with Service received at Service Centres" accurately reflects the 438,000 annual transactions at Access Canberra Service Centres?
  - e. What actions is the government taking to increase the sample size of respondents to the customer satisfaction survey?



# LEGISLATIVE ASSEMBLY

## FOR THE AUSTRALIAN CAPITAL TERRITORY

EGEE QON No. 02

### STANDING COMMITTEE ON ECONOMY AND GENDER AND ECONOMIC EQUALITY

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

3. In 2020, what was the average wait time at each of the Access Canberra shopfronts?
  - a. In the 2020 Customer Satisfaction Survey, the most common changes Canberran's asked for was shorter wait times at Service Centres. What steps is the ACT Government taking in the current budget to reduce them?
  - b. Has the ACT government engaged any consultants regarding the outsourcing of Access Canberra functions?

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

1. The 'no wrong door approach' means that Access Canberra will try to make it as convenient and seamless as possible for a customer to contact and to do business with any part of the ACT Government. If a customer's first contact is with Access Canberra, yet the issue is not one that can be dealt with or addressed by Access Canberra, the team will do what they can to put the customer in contact with the right area of Government.
2. 606 respondents completed the 2020 Customer Satisfaction survey.
- 2(a). Depending on the day, between 300-500 transactions occur at each Service Centre each day. Fluctuations depend on a range of variables such a pay week, pension day, or being before or after a long weekend.

2(b).

Belconnen	24.9%
Gungahlin	25.5%
Tuggeranong	24.3%
Woden	25.3%

- 2(c). 299 respondents (almost half the survey sample) had visited a Service Centre in the last 12 months and rated their level of satisfaction or dissatisfaction with the service received (4g). The 89 respondents relate only to question 4h and represent the 30% of customers who rated their satisfaction (in 4g) as less than "very satisfied."
- 2(d). See response to 2(c). There were 299 respondents to questions relating to satisfaction with service received at Service Centre.

The survey results for overall satisfaction with Service Centres (94% 'Very Satisfied' or 'Satisfied') is slightly lower than the satisfaction scores submitted by customers following their transaction at in-store feedback pedestals. For the 2019-20 financial year there were 30,721 responses on the in-store pedestals with overall score of 97%, indicating the survey results are comparable with other measures of customer satisfaction collected by Access Canberra.



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

**EGEE QON No. 02**

**STANDING COMMITTEE ON ECONOMY AND GENDER AND ECONOMIC EQUALITY**

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

- 2(e). None. The sample size of 606 is considered statistically valid.
3. In 2019-20 the overall average wait time was 8 minutes 37 seconds. This result was impacted by COVID-19 restrictions which began in April 2020.

Belconnen	11 minutes 8 seconds
Gungahlin	8 minutes 18 seconds
Tuggeranong	3 minutes 52 seconds
Woden	10 minutes 25 seconds

- 3(a). Access Canberra continues to engage with customers to help them understand what services can be done online versus those services where attendance at a Service Centre is necessary.

The Dickson Service Centre opened in September 2020, which is another full-service location for customers to attend where face-to-face transactions are necessary.

To improve accessibility for customers needing to attend a Service Centre, and to help to reduce wait times, from Tuesday 9 March 2021 the opening times at all Service Centres were expanded to 9.00am-4.30pm on weekdays.

- 3(b). No.

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

Signature:

Date: 11/3/21

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



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

**QON No. BBR3**

**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 ON NOTICE**

**Johnathan Davis MLA:** To ask the Chief Minister

[Ref: CMTEDD Annual report—Coordinator-General for the Whole of Government (non-health) COVID-19 Response (p. 27)]

In relation to: Joint Advisory Council Chairs (the JACC)

1. What advice has the coordinator general had from the Joint Advisory Council Chairs as to the impact of COVID-19 on the communities they represent?
2. What does the ACT Government envision to be the role of the Joint Advisory Council Chairs in the development of ACT government policy including budgets?

**ANDREW BARR MLA:** The answer to the Member's question is as follows:—

1. The Joint Advisory Council Chairs (JACC) have provided advice on the impact of COVID-19 on the communities they represent to relevant Directorates rather than to the Coordinator General. At its April 2020 meeting, JACC members discussed the impacts of COVID-19, the experiences of the communities and domains they advise on and possible opportunities to support the response to COVID-19. As an action arising from this discussion, Senior Executives from the Community Recovery team in CSD and from the Public Information Coordination Centre in CMTEDD were invited to attend the June 2020 meeting of the JACC. The JACC provided information about experiences from their communities and discussed opportunities to work collaboratively on COVID-19 related communications, including dissemination of information and promoting messages of social cohesion. Individual Councils subsequently disseminated ACT Government public health social media messaging through their communication channels.
2. The JACC is a forum for the Chairs of various Ministerial Advisory Councils and similar bodies to explore matters of mutual interest. The JACC contributes to cross-portfolio alignment of effort to progress social issues, including discussion of systemic issues identified by the JACC. The JACC does not have a formal role in the development of policies or Budgets, but may provide advice on these matters if requested, or if members consider a collective submission is warranted.



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

**QON No. BBR3**

**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: 12.3.21

By the Chief Minister, Andrew Barr MLA