



STANDING COMMITTEE ON JUSTICE AND COMMUNITY SAFETY

JEREMY HANSON CSC MLA (CHAIR), MARISA PATERSON MLA (DEPUTY CHAIR), JO CLAY MLA

Inquiry into referred 2019–20 Annual and Financial Reports and Budget Estimates 2020-21
ANSWER TO QUESTION ON NOTICE

Asked by Peter Cain MLA:

In relation to:

1. Performance survey results in 2019-2020 Annual Report on page 58 show that 83% of survey respondents rated the ACT Legislation Register service as good or excellent, and 17% rated it as adequate, poor or very poor.
 - a. What is the response rate for the survey?
 - b. What measures is the office taking to improve user experience of the Legislation Register?
2. Performance survey results in the 2019-20 Annual Report on page 59 show that 83% of respondents rate the Drafting Service as excellent.
 - a. What is the response rate for the survey?
 - b. What measures is the office taking to improve user experience of the Drafting Service for the other 17% of respondents?

Shane Rattenbury MLA: The answer to the Member's questions are as follows:—

1. Performance survey results in the 2019-2020 Annual Report for the ACT Legislation Register
 - a. The survey for the legislation register elicited 227 responses, with ratings broken down as follows:

Excellent	99
Good	90
Adequate	31
Poor	5
Very poor	2
TOTAL	227

- b. The Parliamentary Counsel's Office (PCO) is committed to continuous improvement of the ACT Legislation Register website (register) to ensure its functionality aligns with users' expectations.



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

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The annual survey provides PCO with direct information from users on what is meeting their needs and where the register could do more.

- i. The redeveloped register went live in August 2018 and the first client survey for the new website was held in April 2019. In that survey 77% of respondents rated the service as good or excellent.
- ii. After the 2018-19 survey, PCO commenced website usability enhancement planning and held a workshop with a group of website users to review issues raised in the survey. The enhancements were delivered at the same time that new functionality for the legislation subscription service was implemented on the website in February 2020.
- iii. The 2019-20 survey was held in May 2020 and the results showed a significant improvement in user satisfaction over the previous year. The results and user comments indicated that the enhancements had improved the user experience, however, they also showed that there was still room for improvement.
- iv. PCO analysed the survey results and developed a further package of website enhancements based on user comments that were progressively deployed to the register in May, July and October 2020. Two future deployments are planned for April and August of this year. The success of these enhancements to improve the user experience will be assessed in this year's survey.

2. Performance survey results in the 2019-2020 Annual Report for Drafting Services

- a. The survey for drafting services elicited 52 responses, with ratings broken down as follows:

Excellent	43
Good	8
Adequate	1
Poor	0
Very Poor	0
TOTAL	52

- b. Overall, 98% percent of respondents were satisfied with the drafting services of PCO. In order to build on the user satisfaction of PCO's drafting services, the office is taking the following measures.
 - i. PCO is reviewing its drafting guidance to ensure its drafting practices reflect best practice and plain language principles.



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- ii. PCO has conducted pilot training sessions for its new training aimed at ACT public servants who are developing legislative proposals and instructing PCO to draft legislation.
- iii. PCO has prepared a new guide aimed at private members of the ACT Legislative Assembly, and has attended an induction session for new members to discuss PCO's role in preparing legislation.
- iv. PCO's internal electronic management system went live in September 2020. The system improves the ability of staff to share knowledge, collaborate and achieve greater consistency in the provision of drafting services.

Approved for circulation to the Standing Committee on Justice and Community Safety

Signature:

A handwritten signature in blue ink, appearing to read "Shane Rattenbury", is written over a horizontal line.

Date:

15/3/21

By the Attorney-General, Shane Rattenbury MLA