



## LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

### SELECT COMMITTEE ON ESTIMATES 2022-2023

Mr James Milligan MLA (Chair), Mr Andrew Braddock MLA (Deputy Chair),  
Dr Marisa Paterson MLA

### ANSWER TO QUESTION ON NOTICE

Ed Cocks MLA: To ask the Minister for Business and Better Regulation

Ref: Statement B, Table 38, p. 43

In relation to: Accountability Indicators

1. Regarding accountability indicator a, '*Efficient Service Delivery – percentage of customers satisfied with Access Canberra*', why did Access Canberra fail to achieve this accountability indicator?
  - a. Why has this deteriorated further from the previous year's result?
  - b. What policy or governance changes are being implemented to turn around this falling satisfaction rating?
2. Regarding accountability indicator b, '*Doing business in the ACT is easy - percentage of the Canberra community satisfied with the ease of interacting with Access Canberra*', why did Access Canberra fail to achieve this accountability indicator?
  - a. Why has this deteriorated even further from the previous year's result?
  - b. What policy or governance changes are being implemented to turn around this falling satisfaction rating?

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

The result for accountability indicator (a), '*Efficient Service Delivery – percentage of customers satisfied with Access Canberra*', was 85 per cent in 2020-21 and 84 per cent in 2021-22.

The result for accountability indicator (b), '*Doing business in the ACT is easy - percentage of the Canberra community satisfied with the ease of interacting with Access Canberra*', was 87 per cent in 2020-21 and 83 per cent in 2021-22.

During 2021-22, Access Canberra, in addition to its usual service delivery and regulatory activities, also provided additional supports to the ACT Government's response to the COVID-19 pandemic including:

- Responding to 189,240 calls to the COVID-19 helpline;
- Undertook 16,622 COVID-19 compliance inspections;
- Responded to a 60 per cent increase in the number of complaints received about business and regulatory issues, primarily driven by reports of non-compliance with Public Health Directions;

- Sent 197,540 direct emails to businesses and industry stakeholders to provide targeted communication in relation to the Public Health Directions;
- Assisted 54 businesses to utilise public outdoor areas in accordance with the Public Health Directions through the creation of the Outdoor Activation Taskforce;
- Introduced e-conveyancing in the ACT to support COVID-19 safe land transaction lodgements; and
- Supported economic recovery through the delivery of Government initiatives aimed at offsetting the financial impact of COVID-19 restrictions on the hospitality industry during COVID-19.

Access Canberra faced an ongoing challenging operational environment because of the continuing impacts of the COVID-19 pandemic. Access Canberra has continually adapted its service offerings to support COVID-19 priorities and ensure safe operating arrangements for staff and customers. This has had an impact on customer satisfaction with Access Canberra.

In 2021, Access Canberra had to close its service centres in response to the COVID-19 lockdown. These were gradually re-opened to support work health and safety requirements while also maintaining essential government services and supporting the government's pandemic response. This gradual re-opening, coupled with continued workforce pressures such as higher levels of unplanned absences, contributed to a decline in the overall ease of dealing with Access Canberra.

Access Canberra regularly reviews customer feedback received and is implementing several service changes to improve the efficiency of its service delivery and improve regulatory performance. This includes additional staffing as part of the 2022/23 Budget in service centres to support customers; additional staffing in the Working with Vulnerable People screening unit; a review of website content to support customers' online transactions and the development of a bookable service model across some business lines and services. This is in addition to initiatives already implemented, such as mobile queueing at service centres.

Approved for circulation to the Select Committee on Estimates 2022-2023

Signature: 

Date: 6/9/22

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