QON No. 35

# LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON ECONOMIC DEVELOPMENT AND TOURISM
JEREMY HANSON MLA (CHAIR), SUZANNE ORR MLA (DEPUTY CHAIR), MICHAEL PETTERSSON MLA

## Inquiry into referred 2017–18 Annual and Financial Reports
## ANSWER TO QUESTION ON NOTICE

Asked by MR COE MLA:

In relation to: Behaviourally informed service and program design

1. Will the Chief Minister outline how the Directorate assessed the use of behaviourally informed service and program design?
    a. What was the outcome of the assessment?

CHIEF MINISTER: The answer to the Member's question is as follows:–

1. CMTEDD's assessment of behavioural insights focussed on a randomised controlled trial to assess the effectiveness of behaviourally informed letters on the payment of outstanding traffic and parking infringements.

Different variants of a letter were sent to randomly selected individuals across ACT and NSW who had long-outstanding infringements. Responses to the two letters and a control group were measured to assess the effectiveness of the treatments.

a. Measured by payment rates, the first letter variant increased payment rates by two per cent compared to the control group, while the second variant increased payments rates by three and a half per cent.

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Signature: Andrew Barr Date: 27.11.18

By the Chief Minister, Andrew Barr MLA

and data collection requirements, insurances, business and company director checks and ICAC checks. The Territory undertakes further compliance assessments on Industrial Relations obligations for ACT suppliers wishing to be appointed to the Contractor Central arrangement. Long Service Leave Board, Unions ACT and Environmental Protection are also consulted on each supplier's compliance to conduct business in the ACT.

The Territory manages this contract arrangement in accordance with its Contract Management Plan which involves meetings with Comensura on a fortnightly basis to review labour hire activities occurring within the Territory. This also provides the forum for addressing any contract improvement, hiring, billing and stakeholder satisfaction issues as they arise. KPI performance management is undertaken on a quarterly basis. KPIs for this contract involve the timely submission of accurate and well drafted reports on appointments and committed budget, regular attendance at meetings, and effective communication with stakeholders.

b. Compliance audits are undertaken by NSW Procurement under their Head Agreement requirements as per Pre-Qualification Scheme rules.

Advertising and Creative Services

a. The Whole of Government (WoG) advertising and creative services panel contract (Creative Services Panel) is managed in accordance with a Contract Management Plan and the Territory's Panel Management Portal (PMP). The PMP tracks procurement activity and spend with Panel suppliers engaged to provide advertising or creative services across the Territory. Territory's Contract Manager monitors usage and supplier activity on the PMP and undertakes monthly reporting of activities to the Panel Manager.

b. The Territory is currently conducting surveys with Territory buyers to obtain and collate feedback for use in performance review meetings to be undertaken with the Panel suppliers. The survey information will support the feedback that will be provided to suppliers on their performance against the contract KPIs. KPIs involve service quality, delivery and price.

Approved for circulation to the Standing Committee on Economic Development and Tourism

Signature:  Date: 28/11/18

By the Minister for Government Services and Procurement, Ms Stephen-Smith MLA