



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2014-2015  
Brendan Smyth MLA (Chair), Mary Porter MLA (Deputy-Chair),  
Giulia Jones MLA, Yvette Berry MLA



**ANSWER TO QUESTION ON NOTICE**

MR STEVE DOSZPOT, MLA : To ask the Treasurer

Ref: Commerce and Works, ICT, Budget paper 3, page number #127, output class: 2

In relation to: Revenue Collection Transformation

1. What risks are associated with current dated technology?
2. How will the new system modernise on-line tax services?
3. What savings are predicted through the implementation of this system?

TREASURER : The answer to the Member's question is as follows:-

1. The main risk of the current dated technology is that vendors will cease to provide maintenance and support for the system. This risk has been managed by signing a three year support agreement with the vendor of the Territory Revenue System. Other risks are around future processing capacity as the number of transactions increases and a lack of system flexibility to incorporate changes to the tax system.
2. A new system will improve services to ACT taxpayers, including on-line access to billing information (self-service), electronic billing (rather than paper based accounts), enhanced taxpayer self-assessment (particularly of duties), and expanded on-line payment options. It also aims to promote a "one-stop shop" concept for government service delivery through a single access channel and better system integration with other government systems.
3. The objective of the new system is to reduce risks and provide improved services to customers. Funding was not provided on the basis that a new system would provide significant cost savings, however, there are likely to be some efficiencies realised from changes to business processes, however, overtime there will be the opportunity to improve productivity through changed business processes.

Approved for circulation to the Select Committee on Estimates 2014-2015

Signature: *Andrew Barr*

Date: 2.7.14

By the Treasurer, Andrew Barr MLA