



STANDING COMMITTEE ON ECONOMY AND GENDER AND ECONOMIC EQUALITY
Ms Leanne Castley (Chair), Ms Suzanne Orr (Deputy Chair), Mr Johnathan Davis MLA

Inquiry into ACT Budget 2021–22
ANSWER TO QUESTION ON NOTICE

Asked by PETER CAIN MLA:

Ref: Access Canberra, Budget Statements B

In relation to: Ease of dealing with Access Canberra

1. Strategic indicator 3c 'Ease of dealing with Access Canberra' (p. 15), please provide targets and survey results disaggregated into all of the different groups surveyed, from FY2016-17 to 2020-21.
2. Budget Statements B 2021-22, p. 46, note 'a', addresses service delivery constraints during Covid and the significant increase in demand for telephone services.
 - a. What was the number of telephone service delivery staff prior to March 2020?
 - b. What was the number of face-to-face service delivery staff prior to March 2020?
 - c. What is the number of telephone service delivery staff from March 2020 to the present?
 - d. What is the number of face-to-face service delivery staff from March 2020 to the present?
 - e. Did any staff who normally work in face-to-face delivery shift to telephone delivery from March 2020 to the present?
 - i. If so, how many?
 - f. Did you increase the number of telephone service delivery staff during Covid to meet demand?
 - g. When do you expect full face-to-face services to resume?
3. What is Access Canberra's FTE headcount for the financial years 2016-17 to 2020-21?
 - a. Is this number included as part of the CMTEDD headcount?
 - i. If yes, since when has this been the case?
4. Is Access Canberra planning to deliver digital driver licences and other licences/permits?
 - a. If so, when will this be implemented?

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

1. Since 2016-17 the 'ease of dealing with Access Canberra' target has been set at 95%. The Strategic Indicator is consistent with the Accountability Indicator and is a combined measure of overall customer (ie community and business) satisfaction of ease of dealing with Access Canberra, calculated as the aggregated results from two different survey methods.

The annual Access Canberra Customer Satisfaction Survey measures, among other things, customers' satisfaction with the ease of interacting with Access Canberra via its Service Centres, Contact Centre and digital channels. These respondents include individuals who identify as engaging with Access Canberra for a business purpose, but sampling is not designed to obtain a sample of business customers.

Access Canberra undertakes regular surveys of businesses it has engaged with during its regulatory activities. The results relate entirely to the views of businesses. Since 2018, the reported results have included only the responses collected at a similar time to the annual satisfaction survey period to present a consistent measure of 'ease of dealing with Access Canberra' at a point in time.

2021			
	Responses	Target	Result
Annual Survey	516	95%	84%
Regular Survey	114	95%	99%
Reported result in 2020-21		95%	87%

2020			
	Responses	Target	Result
Annual Survey	527	95%	91%
Regular Survey	75	95%	100%
Reported result in 2019-20		95%	92%

2019			
	Responses	Target	Result
Annual Survey	498	95%	88%
Regular Survey	196	95%	100%
Reported result in 2018-19		95%	91%

2018			
	Responses	Target	Result
Annual Survey	486	95%	88%
Regular Survey	57	95%	98%
Reported result in 2017-18		95%	89%

2017			
	Responses	Target	Result
Annual Survey	440	95%	92%
Regular Survey	482	95%	98%
Reported result in 2016-17		95%	95%

2.
 - a. The number of telephone service delivery staff in the Contact Centre for March 2020 was **39.5 FTE**.
 - b. The number of face-to-face service delivery staff for March 2020 was **58 FTE**.
 - c. The present number of telephone service delivery in the Contact Centre staff is **50.5 FTE**.

- d. The present number of face-to-face service delivery staff is **54.5 FTE**.
- e. Yes, staff from across Access Canberra pivoted temporarily to assist with the demand for telephone services from March 2020 to present.
 - i. Approximately 100 staff.
- f. Yes, staff from across Access Canberra pivoted to assist with the demand for telephone services during COVID-19 including through the *Jobs for Canberrans* initiative.
- g. Aligned to the *ACT Pathway Forward* and public health restrictions, face-to-face service delivery resumed on Monday, 1 November 2021, at the Belconnen, Gungahlin, Tuggeranong, and Woden Service Centres; and the Dickson Service Centre is temporarily only open for Land Titles transactions.

3.

	2016-17	2017-18	2018-19	2019-20	2020-21
FTE	559.93	567.99	609.72	694.03	705.74
Headcount	576	587	629	728	738

- a. Access Canberra's FTE and headcount numbers are included as part of CMTEDD headcount.
 - i. Yes, these numbers have been included as part of CMTEDD headcount since December 2014.

4. The ACT Government is committed to moving the delivery of more services online.

As seen across the world, focusing on COVID responses has meant that government has needed to prioritise its resources. The announcement of the 2021-22 Budget on 6 October 2021 outlined the government's priorities for the year ahead. In 2021-22 we will continue to make it easier for people to access government services online by focusing on the delivery of concessions, notifying government of a change in your circumstances, and supporting the implementation of the Automatic Mutual Recognition scheme, which allows automatic recognition of a range of occupational licences from other states and territories.

We will continue to consider the introduction of more digital services that provide value to the community, including digital drivers licences, as part of the ACT Digital Strategy.

Full details of the 2021-22 Budget can be found at www.treasury.act.gov.au/budget/budget-2021-22/home.

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

Signature:



Date: 4/11/21

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