



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

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

Inquiry into Annual and Financial Reports 2020-2021 ANSWER TO QUESTION TAKEN ON NOTICE 3 March 2022

Asked by Mark Parton MLA on 3 March 2022: Craig Neiberding, A/g Executive Branch Manager, Customer Coordination, Access Canberra, and Tara Cheyne MLA, Minister for Business and Better Regulation took on notice the following question(s):

[Ref: Hansard Uncorrected Proof Transcript 3 March 2022, Pages 66-67]

In relation to:

MR PARTON: Jokes, jokes, let us not. Let us go with building services centre, and this is Access Canberra regarding building regulations, so I am at CEMTEDD volume one, page 49. And that part of the annual report says that the building services centre handled an additional 67,000 calls, which sounds like a hell of a lot. What was the total number of calls handled, or does—is that 67,000 the actual number of total calls handled by that centre?

Ms Cheyne: Sorry, Mr Parton, could you just repeat the page, I think I missed it in my head.

MR PARTON: So I have got volume one, page 49. And so, under the headline, in the paragraph serving the community, it says we have filled an additional 67,000 calls through our building services centre.

Ms Cheyne: Thanks, Mr Parton, appreciate—I have found it now. I will check in with officials as to what that is directly referring to.

Mr Pryce: I do not know if my executive branch manager, customer coordination, has more detail on that, Craig.

Mr Neiberding: I will take that on notice for the clarifying details, however, that team did support our contact centre with the COVID support, so it could be that they supported that line. But we will take that on notice and come back with the exact detail of that line, what those reports related to.

MR PARTON: All right. So based on your answer, I am not supposing that, at this stage, anyone can tell me, you know, what were the sorts of things that people were calling about on that line, that you know, how many of those were complaints and additionally, when you consider the number of calls, what the average waiting time is before callers get through because that just sounds very, very busy to me.

Ms Cheyne: Yes, we will take that question on notice, Mr Parton, and if we have that detail while we are in this hearing, we will come back to it because I appreciate, you probably have some further follow up questions there.

MR PARTON: All right. And—

Mr Neiberding: Can I just add, Mr Parton, just as you see under table 14, also like just to put it in, I guess, perspective, building services shopfront transactions, the numbers there are fairly busy, so it is a busy service centre but we will give you more detail on notice.

MR PARTON: All right. And just the last thing to take on notice is, well unless you can answer me now, how many staff or FTE's are actually allocated to that service?

Ms Cheyne: We will take that on notice, Mr Parton, and come back to you.

MR PARTON: Thankyou, minister.

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

During 2020-21, there was a total of 67,022 calls to the Access Canberra Building Services Centre. Calls related to a variety of topics including:

- Environment, Planning and Land Services enquiries (23,262 calls)
- WorkSafe ACT enquiries (4,032)
- Building approvals and Certificate of Occupancy and Use enquiries (4,372)
- Building conveyancing enquiries (4,318)
- Building file search applications (1,541)
- Electrical inspections, bookings, and enquiries (12,181)
- Plumbing inspections, bookings, and enquiries (17,316)

The Environment, Planning and Land Services and WorkSafe ACT enquiries are handled by four staff members dedicated to answering calls. If call volumes increase, the Building Services Team assist with additional phonline support to ensure calls are answered efficiently.

All other calls relating to building, electrical and plumbing are managed across the Building Services Team as part of the overall day-to-day work so it is hard to quantify FTE allocated to answering these lines.

The average wait time was 24 seconds, with an average handle time of 3 minutes and 24 seconds for all calls received by the Access Canberra Building Services Team.

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

Signature: 

Date: 11/3/22

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