



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QTON No. 22

STANDING COMMITTEE ON ECONOMIC DEVELOPMENT AND TOURISM
JEREMY HANSON MLA (CHAIR), DEEPAK-RAJ GUPTA MLA, MICHAEL PETERSSON MLA

Inquiry into referred 2018–19 Annual and Financial Reports
ANSWER TO QUESTION TAKEN ON NOTICE
7 November 2019

Asked by Candice Burch MLA:

In relation to: Reporting of Accountability Indicators where targets are not met.

MISS C BURCH: Yes, so that is my question. You have 10 accountability indicators, three failed to meet the targets and are not listed in the annual report. The annual report only seems to list the two that you have just mentioned, that did actually exceed the target by five per cent.

Mr Pryce: I will have to get more detail then on those specific ones.

MISS C BURCH: Okay. All right.

THE CHAIR: So you will take that on notice?

Mr Pryce: Sorry?

Ms Chan: Yu-Lan Chan, Executive Branch Manager of Project, Governance and Support at Access Canberra.

So they the ones we have referred to, so—in doing business in the ACT is easier. So our target was 95 per cent and we actually achieved was 91 per cent. So this is the percentage of the community that is satisfied with how easy it is to do business with us, to interact with us—

MISS C BURCH: Yes.

Ms Chan: So that was four per cent underneath our target.

MISS C BURCH: Yes.

Ms Chan: Percentage of services completed online. So our target was for 85 per cent of service to be done online, when 84 is what was achieved.

Rejection of regulatory burden on business by undertaking risk based coordinated inspection activities. Our target was 80 per cent. We achieved 79 per cent.

MISS C BURCH: Okay. And why are those not actually listed in the annual report?



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Mr Gentleman: We might take that on notice and see if we can come back to you.

Gordon Ramsay MLA: The answer to the Member's question is as follows:—

Access Canberra's Accountability Indicators are presented in full in the Statement of Performance contained in Financial Statements Volume 2.1 of the Annual Report (pages 166-168).

Three indicators did not meet their targets by very small margins (4 percent, 1 percent and 1 percent respectively), so greater detail was not included in the Access Canberra Performance Analysis section contained in Organisational Overview and Non-Financial Reporting Volume 1 (page 61) of the Annual Report on this occasion.

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

Signature:

Date:

18/11/19

By the Minister for Business and Regulatory Services, Gordon Ramsay MLA