



# LEGISLATIVE ASSEMBLY

## FOR THE AUSTRALIAN CAPITAL TERRITORY

### SELECT COMMITTEE ON ESTIMATES 2024-2025

Ms Nicole Lawder MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair),  
Miss Laura Nuttall MLA

#### ANSWER TO QUESTION ON NOTICE

Asked by: Ms Leanne Castley MLA

Addressed to: Minister for Business

Redirected to: Minister for Government Services and Regulatory Reform

Reference: Business

Hearing date: Monday, 29 July 2024

In relation to: Approach to Business

QON lodgement date: Tuesday, 30 July 2024

Answer due date: Wednesday, 7 August 2024

The 2024-25 budget statement B page 9 reads that *“In line with the ACT Small Business Strategy 2023-2026 the Directorate, via Access Canberra, will also support economic growth by making it easier to do business with government. Access Canberra will shape the delivery of services around businesses, community groups and individuals seeking to engage with the ACT Government, enabling a ‘no wrong door’ approach and ensuring the appropriate level of community protection to make Canberra an even better place to live”*.

1. What is a ‘no wrong door’ approach?
2. What policy changes are you making to enable this? And how will you measure the success of a no wrong door policy?
3. What is ensuring the appropriate level of community protection? Is the community currently receiving the appropriate level of protection.

**Minister Cheyne:** The answer to the Member’s question is as follows:

#### **1. What is a ‘no wrong door approach’**

Access Canberra combines the territory’s service centres, shopfronts, contact centre and online services within a single organisation to provide the Canberra community with a services hub. It is a one-stop shop for ACT Government customer and regulatory services.

The ‘no wrong door approach’ means that Access Canberra will try to make it as convenient and seamless as possible for a customer to contact and to do business with any part of the ACT Government. If a customer’s first contact is with Access Canberra, yet the issue is not one that can be dealt with or addressed by Access Canberra, the team will do what they can to put the customer in contact with the right area of Government.

## **2. What policy changes are you making to enable this? How will you measure the success of a no wrong door policy?**

Examples of policy changes include:

- A. In 2023 and 2024 improvements have been made to the Resolution and Support Team (RST). The RST provides a single-entry point for raising regulatory concerns, enquiries and complaints that fall within Access Canberra's remit. When complaints are received which require redirection to other areas of government such as Transport Canberra and City Services (TCCS), ACT Housing or National Capital Authority for example, this is facilitated. It is anticipated that of the 22,000 complaints RST received, 18% were for other areas of government and this transfer facilitated. In 2023-24 the RST resolved or escalated complaints received in an average of 2.65 days.
- B. The Access Canberra Contact and Service Centres often support customers to navigate assistance and contact from other areas of government. This could mean, for example, supporting customers to understand bus timetables, how to log a Fix My Street job for TCCS, or assisting them to navigate enrolling in a public school. They also support customers who may need to connect with support or other services in the non-government sector.
- C. The Business Assist team supported 266 businesses in the 2023-24 financial year to understand regulatory requirements and approvals across ACT government, not just the ones of direct relevance to Access Canberra. The team recently launched a drop-in service at the Woden Access Canberra Service Centre where between 10am and 11am every Thursday, members of the public can attend the centre without a scheduled appointment to discuss regulatory requirements around their business proposal. In addition, businesses are able to contact the team by direct phone 6205 4400, email [ACBusinessTeam@act.gov.au](mailto:ACBusinessTeam@act.gov.au) or by using the [Business Assist enquiry form](#) located on the Access Canberra website.

Access Canberra's success is assessed through two accountability indicators that measure business perspectives on Access Canberra's performance, in particular the:

- percentage of business clients that find it easy to interact with Access Canberra person to person; and
- percentage of business clients that find it easy to interact with Access Canberra online.

An independent consultant, Micromex was engaged to undertake a 2023-24 survey which gauged business sentiment towards Access Canberra. The detailed on the survey findings is published [here](#) on the Access Canberra website.

## **3. What is ensuring the appropriate level of community protection? Is the community currently receiving the appropriate level of protection?**

Access Canberra regulates over 110 pieces of legislation and resources are allocated according to risk of harm to the community. This is guided by the Access Canberra Accountability Commitment documents. These documents explain how Access Canberra makes regulatory decisions, approaches its role as both a service provider and a risk-based regulator in a consistent and transparent way, including what factors will be considered when dealing with non-compliance.

There are five Accountability Commitment Policies for Access Canberra that are published [here](#) on the Access Canberra website, which operate in concert with the Access Canberra Compliance Frameworks. The Frameworks have been developed spanning the different sectors that Access Canberra regulates or where some risks require specific actions. These foundational governance documents are also available [here](#) on the website.

Approved for circulation to the Select Committee on Estimates 2024-2025

Signature: 

Date: 2 August 2024

By the Minister for Government Services and Regulatory Reform, Ms Tara Cheyne, MLA