# 2010 Client Survey

The ACT Revenue Office (ACTRO) conducted a survey from 11 October 2010 to 17 December 2010 as part of its commitment to maintaining and improving its customer service as well as its website.

The survey was available on the ACTRO website and as a hard copy at the ACTRO Customer Services Counter. Regular clients at the ACT Revenue Office Customer Services Counter were encouraged to respond. On the website the survey was announced as a News item on 11 October 2010. Another news item on 3 December 2010 advised that the survey was extended from 3 December to 17 December 2010. Both News items were sent to all Revenue Office website subscribers.

The survey was also advertised on the:

* community engagement website at <http://www.communityengagement.act.gov.au/functions/news>; and
* ACT Government portal at
<http://www.act.gov.au/CAP/accesspoint?action=menuHome>.

There were 20 online responses and 3 hardcopy responses for 2010 compared to 26 and 12 for the 2009 survey.

**Customer service - level of satisfaction**

|  |  |
| --- | --- |
| **Customer Service** | **Satisfied or very satisfied** |
| **2009** | **2010** | **change** |
| Service time in relation to service standards | 56% | 65% | 9% |
| Fairness of treatment | 81% | 88% | 7% |
| Staff helpfulness | 73% | 82% | 10% |
| Accountability and transparency of decision making | 56% | 93% | 37% |
| Staff knowledge and competency | 73% | 80% | 7% |
| Service quality | 56% | 76% | 20% |
| Accessibility of services | not measured | 84% | not applicable |
| Information and advice is reliable | 88% |
| Information and advice is consistent | 82% |
| Information and advice is clear | 83% |

**Website - level of satisfaction**

|  |  |
| --- | --- |
| **Website** | **Agree or strongly agree** |
| **2009** | **2010** | **change** |
| Most web pages use plain English and are easy to understand | 96% | 94% | -2% |
| For most web pages the language used is suitable (e.g. the reading level is easy to understand) | 88% | 94% | 6% |
| The detailed and technical information provided in circulars is suitable for your needs | 90% | 79% | -11% |
| Revenue Office forms are easy to understand and use | 87% | 83% | -4% |
| The rates postal address update form is useful | not applicable | 100% | not applicable |
| The calculators provide estimates of amounts payable. The calculators are useful | 100% | 92% | -8% |
| Navigation on the site is simple and easy to use  | 90% | 81% | -9% |
| The site map is simple and easy to use | 81% | 86% | 5% |
| The search functions for news and circulars are useful | 81% | 85% | 4% |
| The subscription service is useful  | not measured | 82% | not applicable |

**Customer service – level of satisfaction charts**

 

 

 

 

 

**Website – level of satisfaction**

 

 

 

 

 