**2012 Client Survey**

The ACT Revenue Office (ACTRO) conducted a survey from 17 October 2012 to 16 December 2012 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 17 October 2012. Another news item on 2 December 2012 reminded clients about the survey. 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>;
* Time to talk website at [http://www.timetotalk.act.gov.au](http://www.timetotalk.act.gov.au/); and
* ACT Government portal as a news item at [http://www.act.gov.au](http://www.act.gov.au/).

There were 56 online responses and 22 hardcopy responses for 2012 compared to 42 and 15 for the 2011 survey.

**Customer service - level of satisfaction**

|  |  |
| --- | --- |
| **Customer Service** | **Satisfied or very satisfied** |
| **2011** | **2012** | **change** |
| Service time in relation to service standards | 63% | 45% | -18% |
| Fairness of treatment | 87% | 59% | -28% |
| Staff helpfulness | 88% | 56% | -31% |
| Accountability and transparency of decision making | 67% | 50% | -17% |
| Staff knowledge and competency | 83% | 63% | -20% |
| Service quality | 79% | 46% | -32% |
| Accessibility of services | 75% | 47% | -28% |
| Information and advice is reliable | 90% | 54% | -36% |
| Information and advice is consistent | 83% | 56% | -26% |
| Information and advice is clear | 81% | 47% | -34% |

**Website - level of satisfaction**

|  |  |
| --- | --- |
| **Website** | **Agree or strongly agree** |
| **2011** | **2012** | **change** |
| Most web pages use plain English and are easy to understand | 89% | 74% | -15% |
| For most web pages the language used is suitable(e.g. the reading level is easy to understand) | 91% | 80% | -11% |
| The detailed and technical information provided in circulars is suitable for your needs | 79% | 77% | -1% |
| Revenue Office forms are easy to understand and use | 78% | 71% | -6% |
| The rates postal address update form is useful | 91% | 86% | -5% |
| The calculators provide estimates of amounts payable. The calculators are useful | 88% | 88% | 0% |
| Navigation on the site is simple and easy to use | 80% | 81% | 1% |
| The site map is simple and easy to use | 81% | 67% | -15% |
| The search functions for news and circulars are useful | 86% | 71% | -14% |
| The subscription service is useful | 85% | 89% | 4% |

# Customer service – level of satisfaction charts

## Service Time in Relation to Service Standards

**Fairness of Treatment**

Very

No response 8%

Very satisfied 12%

Satisfied

Very dissatisfied 21%

No response 4%

Very satisfied 18%

dissatisfied

33%

Dissatisfied 9%

23%

Neither satisfied nor dissatisfied 15%

Dissatisfied 10%

Neither satisfied nor dissatisfied 20%

Satisfied 27%

## Staff Helpfulness

**Accountability and Transparency of Decision Making**

Very dissatisfied 23%

Dissatisfied

No response 4%

Very satisfied 19%

Satisfied 27%

Very dissatisfied 17%

No response 6%

Very satisfied 11%

Satisfied 22%

13%

Neither satisfied nor dissatisfied 14%

Dissatisfied 17%

Neither satisfied nor dissatisfied 27%

## Staff Knowledge and Competency

**Service Quality**

Very dissatisfied 8%

No response 5%

Very satisfied 19%

Very dissatisfied 30%

No response 5%

Very satisfied 10%

Satisfied 28%

Dissatisfied 18%

Neither satisfied nor dissatisfied 26%

Satisfied 24%

Dissatisfied 15%

Neither satisfied nor dissatisfied 12%

## Accessibility of Services

**Information and Advice is Reliable**

Very dissatisfied 24%

No response 5%

Very satisfied 13%

Satisfied 23%

Very dissatisfied 12%

Dissatisfied 19%

No response 4%

Very satisfied 15%

Satisfied 21%

Dissatisfied 17%

Neither satisfied nor dissatisfied 18%

Neither satisfied nor dissatisfied 29%

# Information and Advice is Consistent

**Information and Advice is Clear**

Very dissatisfied 12%

No response 7%

Very satisfied 15%

Satisfied 24%

Very dissatisfied 24%

No response 5%

Very satisfied 13%

Satisfied 23%

Dissatisfied 19%

Neither satisfied nor dissatisfied 23%

Dissatisfied 17%

Neither satisfied nor dissatisfied 18%

### Website - level of satisfaction

**Most web pages use plain English and are easy to understand**

**For most web pages the language used is suitable**

No response 17%

Strongly agree 10%

No response 15%

Strongly agree 13%

Disagree 17%

Neither agree nor disagree 19%

Agree 37%

Disagree 13%

Neither agree nor disagree 21%

Agree 38%

# The detailed and technical information provided in circulars is suitable for your needs.

**Revenue Office forms are easy to understand and use**

No response 22%

Strongly agree 9%

No response 23%

Strongly agree 10%

Disagree 10%

Neither agree nor disagree 33%

Agree 26%

Disagree 16%

Neither agree nor disagree 23%

Agree 28%

# The rates postal address update form is useful

**The calculators provide estimates of amounts payable. The calculators are useful**

No response 32%

Strongly agree 6%

Agree 18%

No response 23%

Strongly agree 12%

Disagree 4%

Neither agree nor disagree 40%

Disagree 6%

Neither agree nor disagree 26%

Agree 33%

# Navigation on the site is simple and easy to use

**The site map is simple and easy to use**

No response 29%

Strongly agree 8%

Agree 31%

No response 27%

Strongly agree 6%

Agree 22%

Disagree 9%

Neither agree nor disagree 23%

Disagree 14%

Neither agree nor disagree 31%

# The search functions for news and circulars are useful

**The subscription service is useful**

No response 28%

Strongly agree 7%

Agree 19%

No response 23%

Disagree 4%

Strongly agree 8%

Agree 23%

Disagree 10%

Neither agree nor disagree 36%

Neither agree nor disagree 42%