



ACT Revenue Office

ABN: 45 096 207 205

2014 Client Survey

The ACT Revenue Office (ACTRO) conducted a survey from 17 October 2014 to 16 December 2014 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 2014. Another news item on 5 December 2014 reminded clients about the survey. Both News items were sent to all Revenue Office website subscribers.

The survey was also advertised on the:

- o Timetotalkwebsiteat<http://www.timetotalk.act.gov.au>; and
- o ACT Government portal as a hot topic at<http://www.act.gov.au>.

There were 75 online responses and 20 hardcopy responses for 2014 compared to 65 online and 7 hardcopy for the 2013 survey.

Customer service – level of satisfaction

Customer Service	Satisfied or very satisfied		
	2013	2014	change
Service quality	69%	75%	6%
Accessibility of services	77%	70%	7%
Servicetime in relation to service standards	76%	73%	3%
Fairness of treatment	77%	78%	1%
Information and advice is complete	74%	73%	1%
Information and advice is reliable	82%	74%	8%
Information and advice is consistent	74%	71%	3%
Information and advice is clear	78%	69%	9%
Staff knowledge and competency	79%	77%	2%
Staff helpfulness	84%	80%	4%
Information and advice fulfilled your needs	78%	70%	8%
Accountability and transparency of decision making	71%	74%	3%

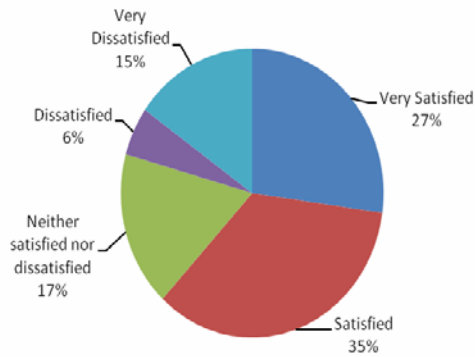
Website -level of satisfaction

Website	Agree or strongly agree		
	2013	2014	change
Most web pages use plain English and are easy to understand	88%	85%	3%
For most web pages the language used is suitable (e.g. the reading level is easy to understand)	92%	85%	7%
The detailed and technical information provided in circulars is suitable for your needs	85%	75%	10%
Revenue Office forms are easy to understand and use	79%	75%	4%
The rates postal address update form is useful	87%	86%	1%
The calculators provide estimates of amounts payable. The calculators are useful	93%	88%	5%
Navigation on the site is simple and easy to use	74%	75%	1%
The site map is simple and easy to use	75%	75%	0%
The search functions for news and circulars are useful	85%	69%	16%
The subscription service is useful	85%	82%	3%

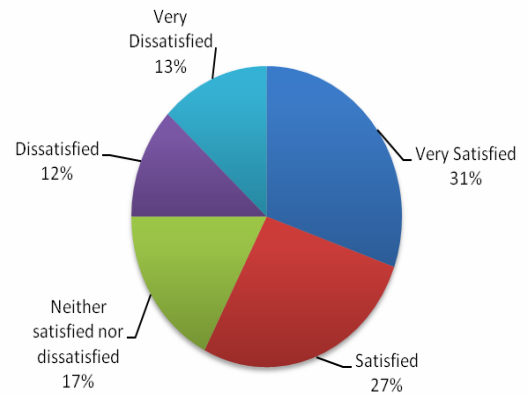


Customer service – level of satisfaction charts

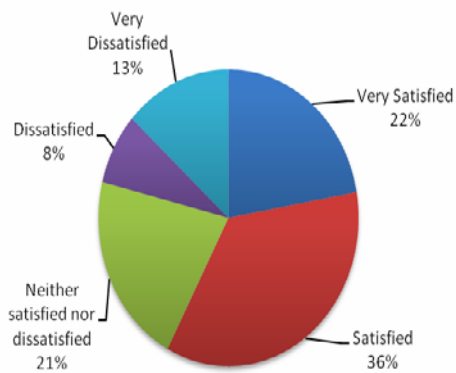
Service Quality



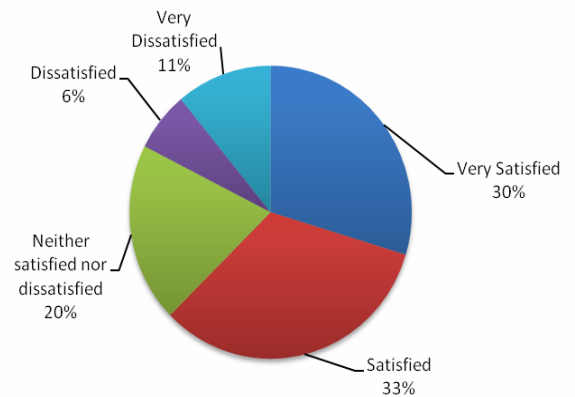
Accessibility of Services



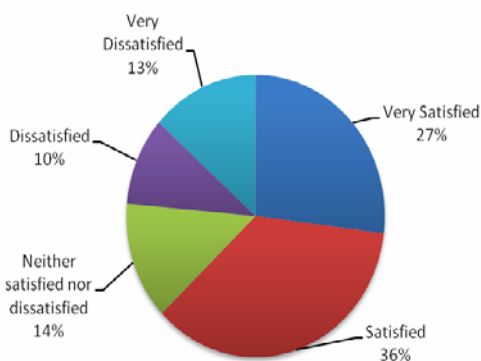
Service Time in Relation to Standards



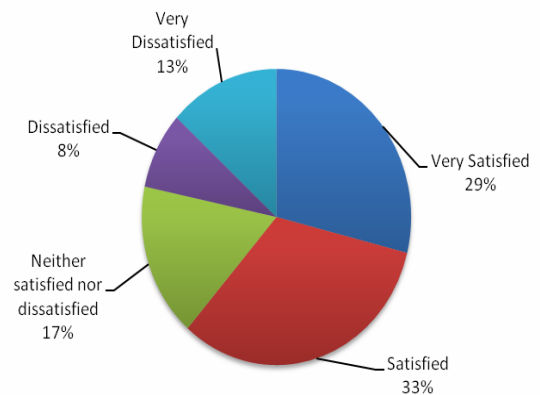
Fairness of Treatment



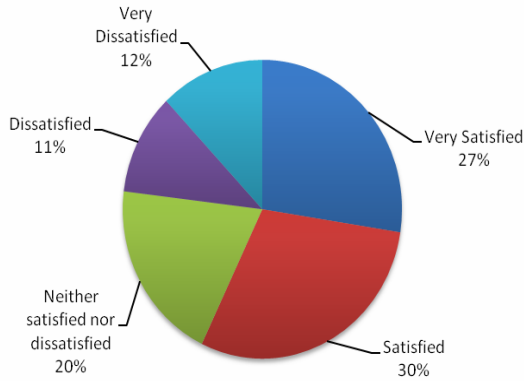
Information and Advice is Complete



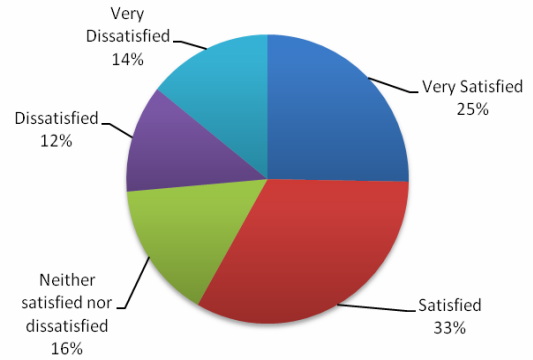
Information and Advice is Reliable



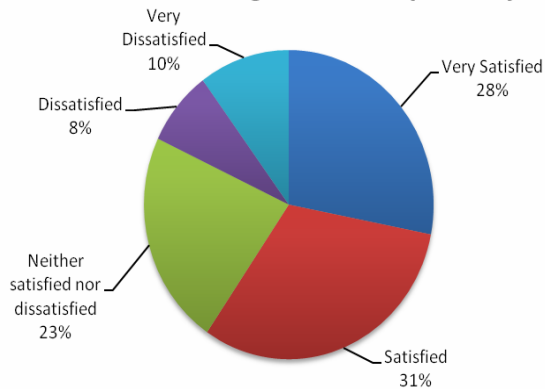
Information and Advice is Consistent



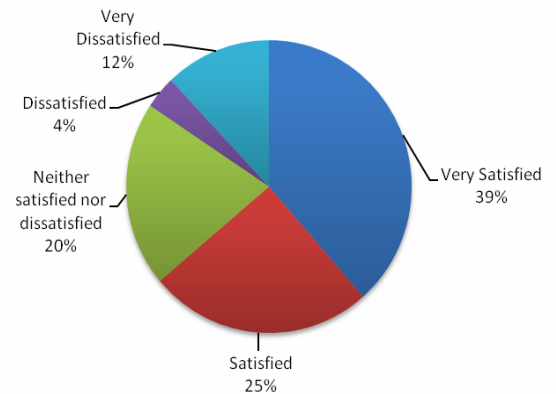
Information and Advice is Clear



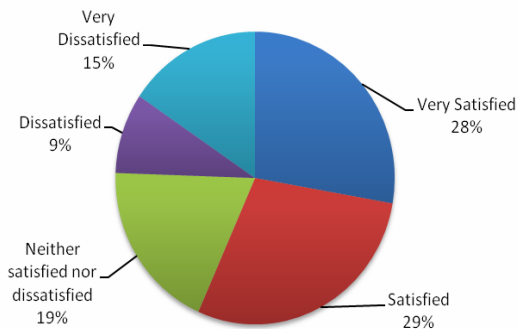
Staff Knowledge and Competency



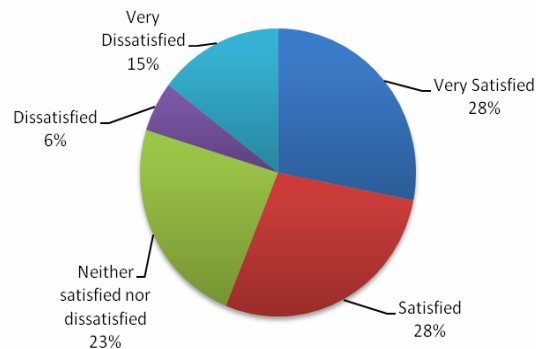
Staff Helpfulness



Information and Advice Fulfilled Your Needs

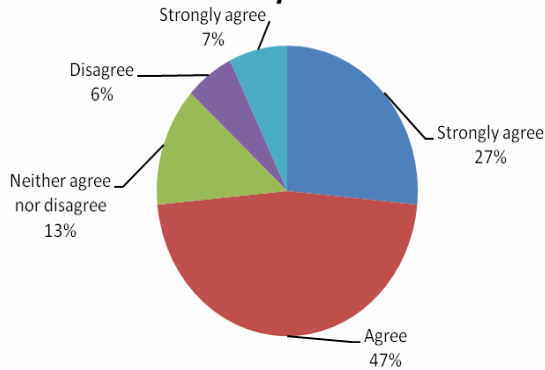


Accountability and Transparency of Decision Making

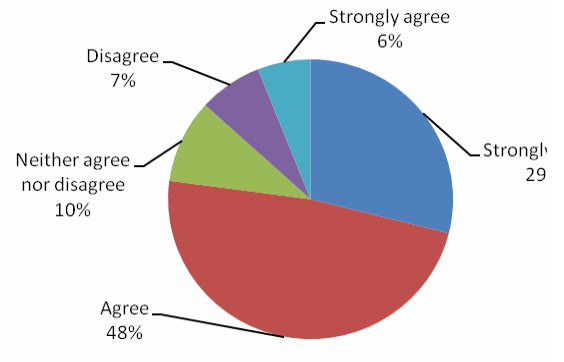


Website - level of satisfaction

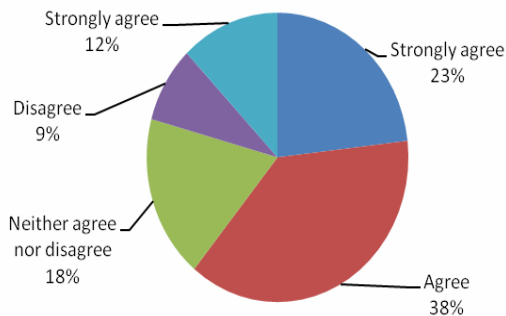
Most web pages use plain English and are easy to understand



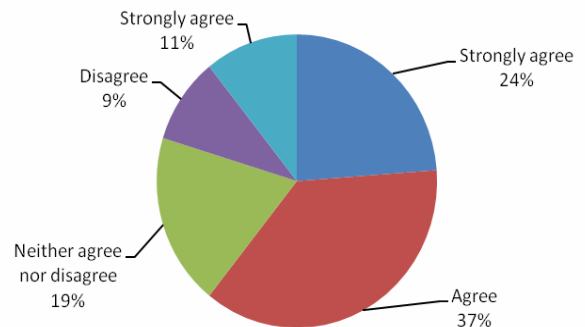
For most web pages the language used is suitable



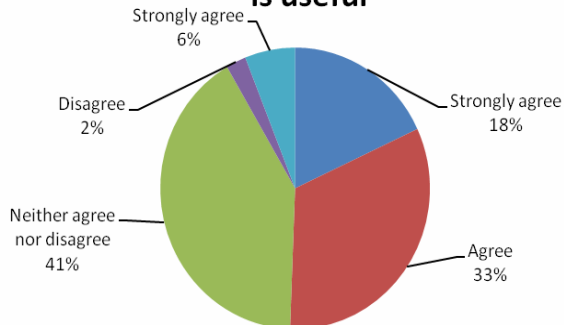
The detailed and technical information provided in circulars is suitable for your needs



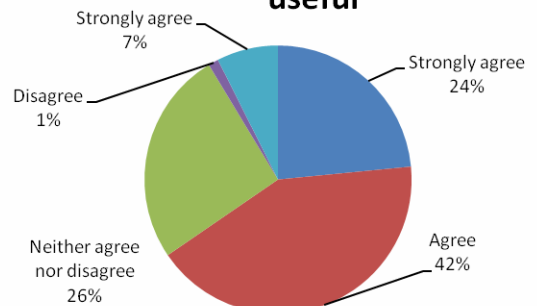
Revenue Office forms are easy to understand and use



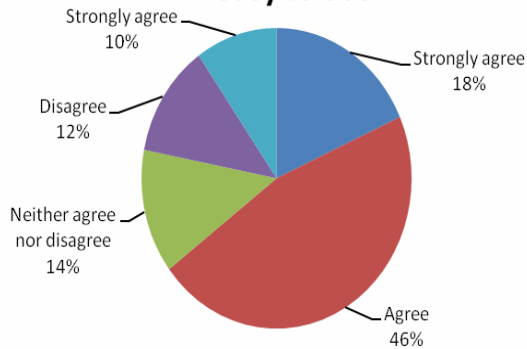
The rates postal address update form is useful



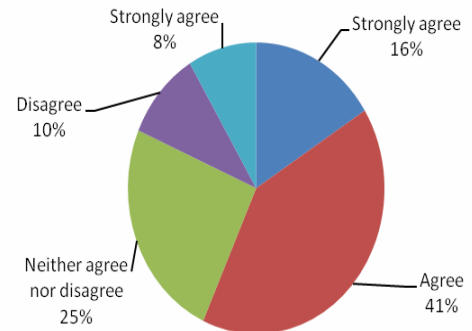
The calculators provide estimates amounts payable. The calculators are useful



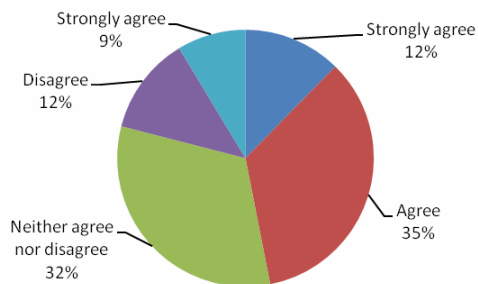
Navigation on the site is simple and easy to use



The site map is simple and easy to use



The search functions for news and circulars are useful



The subscription service is useful

