



## ACT Revenue Office

ABN: 45 096 207 205

### 2013 Client Survey

The ACT Revenue Office (ACTRO) conducted a survey from 17 October 2013 to 16 December 2013 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 2013. Another news item on 4 December 2013 reminded clients about the survey. Both News items were sent to all Revenue Office website subscribers.

The survey was also advertised on the:

- Time to talk website at <http://www.timetotalk.act.gov.au>; and
- ACT Government portal as a hot topic at <http://www.act.gov.au>.

There were 65 online responses and 7 hardcopy responses for 2013 compared to 56 and 22 for the 2012 survey.

#### Customer service - level of satisfaction

Customer Service	Satisfied or very satisfied		
	2012	2013	change
Service quality	46%	69%	23%
Accessibility of services	47%	77%	30%
Service time in relation to service standards	45%	76%	31%
Fairness of treatment	59%	77%	18%
Information and advice is complete	-	74%	N/a
Information and advice is reliable	54%	82%	28%
Information and advice is consistent	56%	74%	18%
Information and advice is clear	47%	78%	31%
Staff knowledge and competency	63%	79%	16%
Staff helpfulness	56%	84%	28%
Information and advice fulfilled your needs	-	78%	N/a
Accountability and transparency of decision making	50%	71%	21%

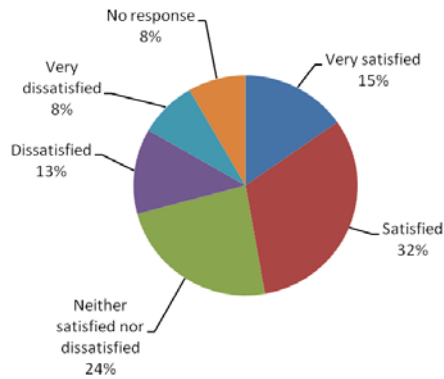
#### Website - level of satisfaction

Website	Agree or strongly agree		
	2012	2013	change
Most web pages use plain English and are easy to understand	74%	88%	14%
For most web pages the language used is suitable (e.g. the reading level is easy to understand)	80%	92%	12%
The detailed and technical information provided in circulars is suitable for your needs	77%	85%	8%
Revenue Office forms are easy to understand and use	71%	79%	8%
The rates postal address update form is useful	86%	87%	1%
The calculators provide estimates of amounts payable. The calculators are useful	88%	93%	5%
Navigation on the site is simple and easy to use	81%	74%	-7%
The site map is simple and easy to use	67%	75%	12%
The search functions for news and circulars are useful	71%	85%	14%
The subscription service is useful	89%	85%	-4%

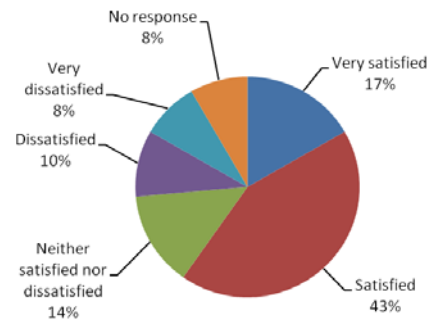


**Customer service – level of satisfaction charts**

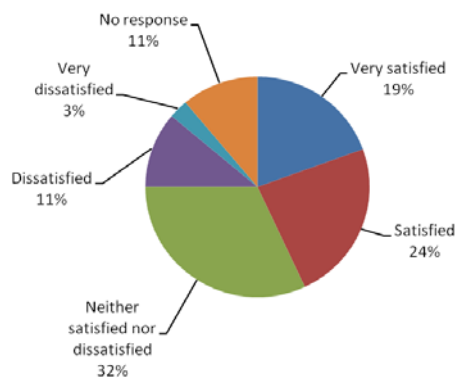
**Service Quality**



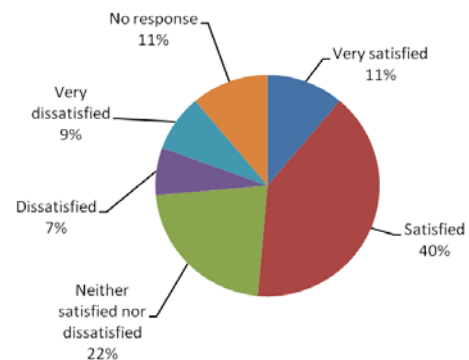
**Accessibility of Services**



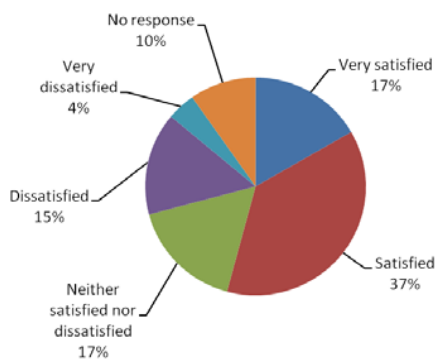
**Service Time in Relation to Standards**



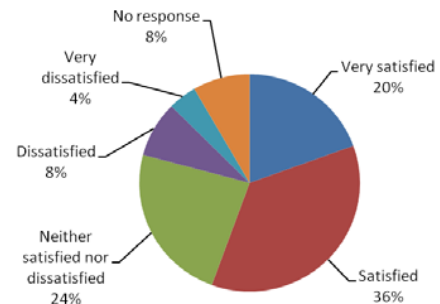
**Fairness of Treatment**



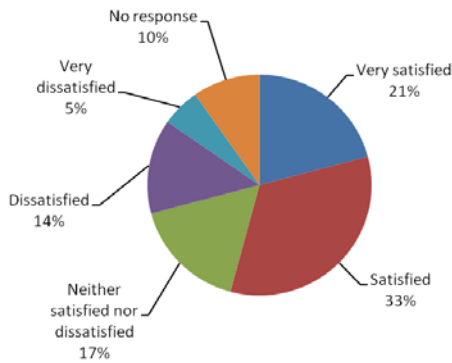
**Information and Advice is Complete**



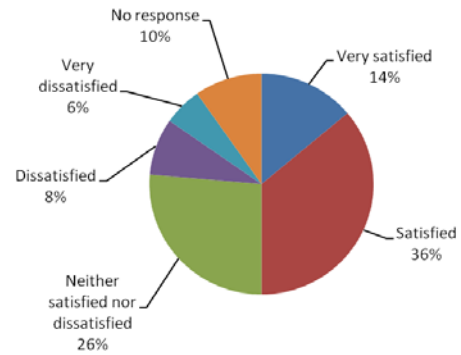
**Information and Advice is Reliable**



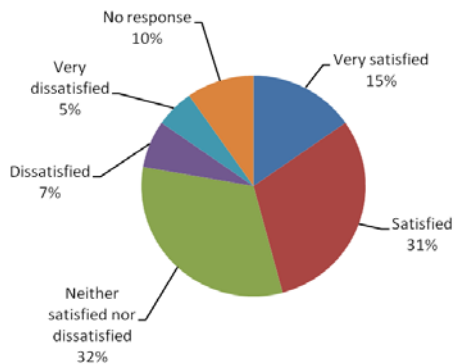
### Information and Advice is Consistent



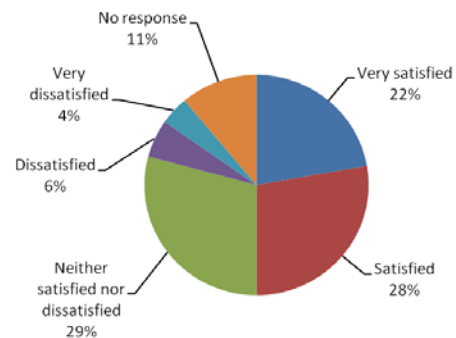
### Information and Advice is Clear



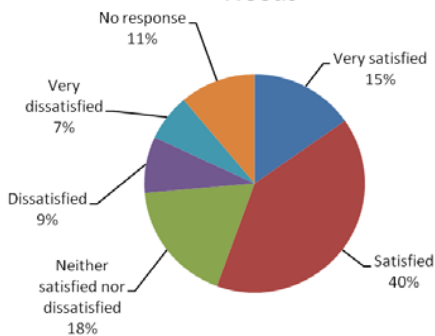
### Staff Knowledge and Competency



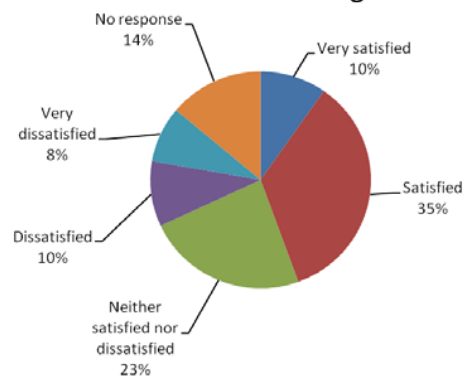
### Staff Helpfulness



### Information and Advice Fulfilled Your Needs

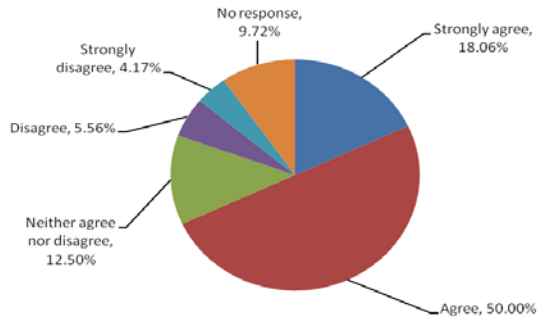


### Accountability and Transparency of Decision Making

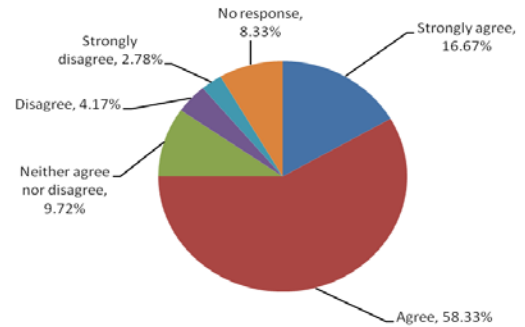


**Website - level of satisfaction**

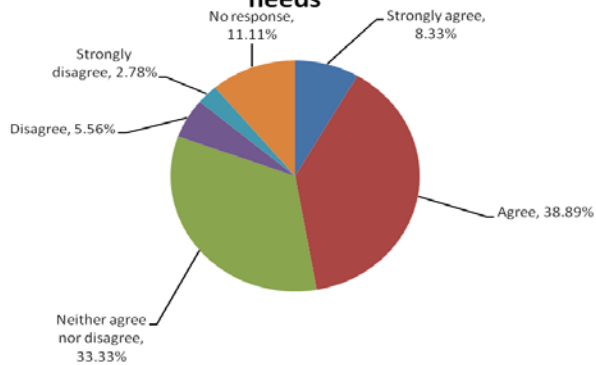
**Most web pages use plain English and are easy to understand**



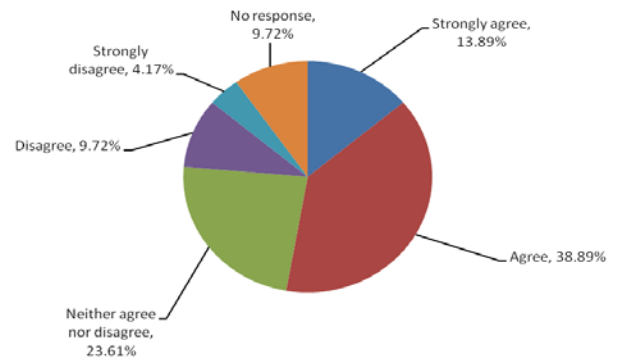
**For most web pages the language used is suitable**



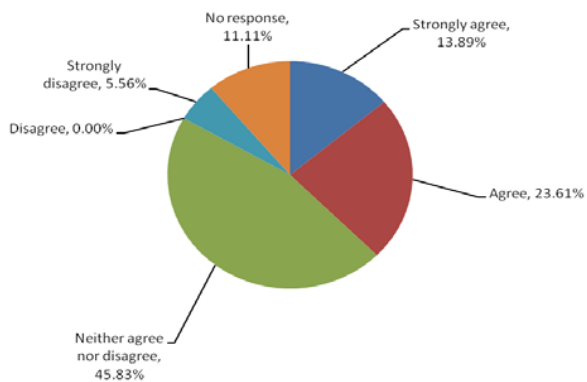
**The detailed and technical information provided in circulars is suitable for your needs**



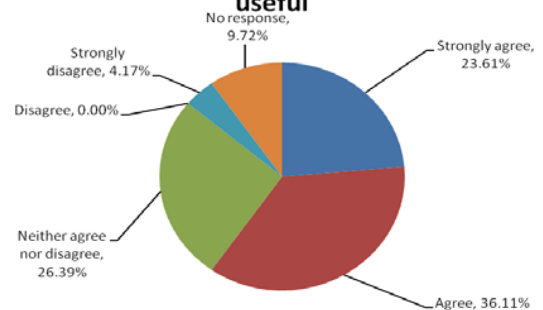
**Revenue Office forms are easy to understand and use**



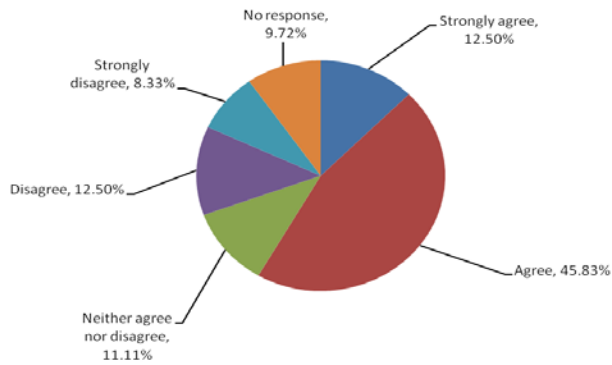
**The rates postal address update form is useful**



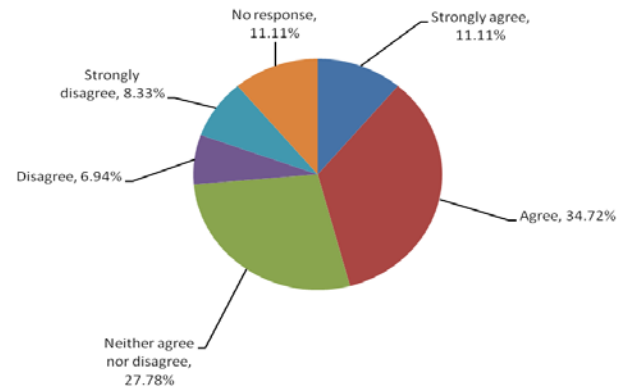
**The calculators provide estimates of amounts payable. The calculators are useful**



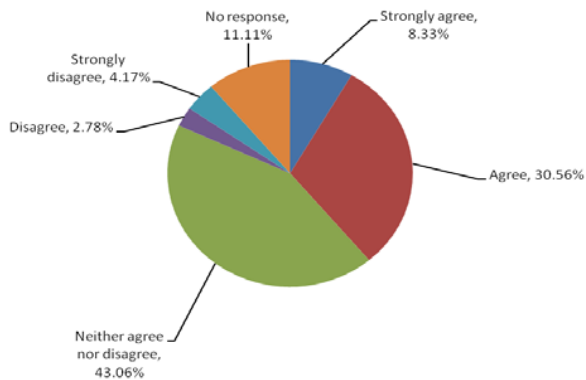
**Navigation on the site is simple and easy to use**



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



**The search functions for news and circulars are useful**



**The subscription service is useful**

