

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:

- o Community Engagement website at <http://www.communityengagement.act.gov.au/functions/news>;
- o Time to talk website at <http://www.timetotalk.act.gov.au>; and
- o ACT Government portal as a news item at <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

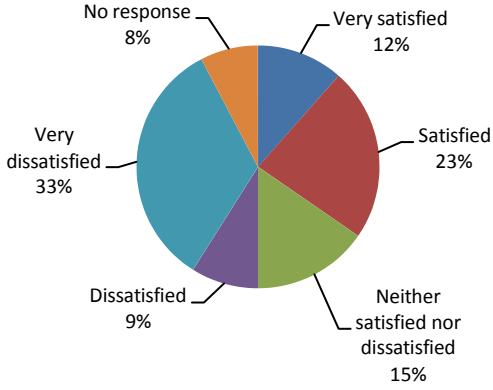
Customer Service	Satisfied or very satisfied		
	2011	2012	change
Service time in relation to service standards	63%	45%	-18%
Fairness of treatment	87%	59%	-28%
Staff helpfulness	88%	56%	-31%
Accountability and transparency of decision making	67%	50%	-17%
Staff knowledge and competency	83%	63%	-20%
Service 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

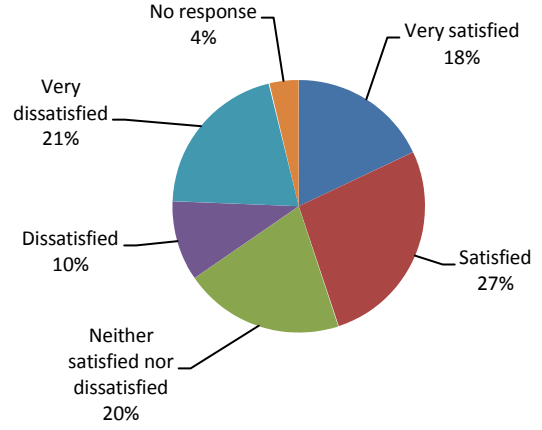
Website	Agree or strongly agree		
	2011	2012	change
Most web pages use plain English and are easy to understand	89%	74%	-15%
For most web pages the language used is suitable (e.g. the reading level is easy to understand)	91%	80%	-11%
The detailed and technical information provided in circulars is suitable 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

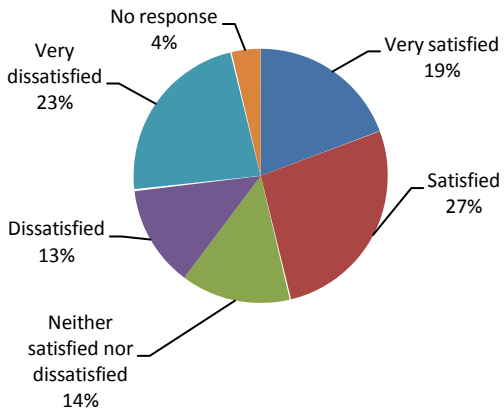
Service Time in Relation to Service Standards



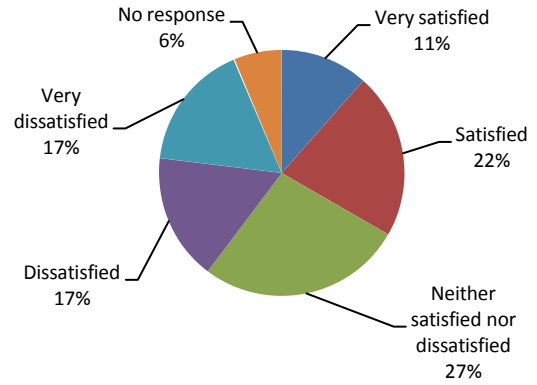
Fairness of Treatment



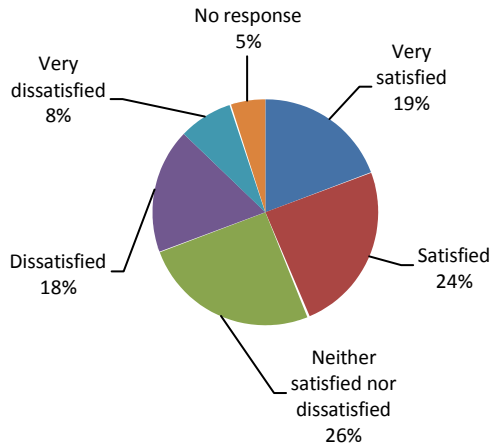
Staff Helpfulness



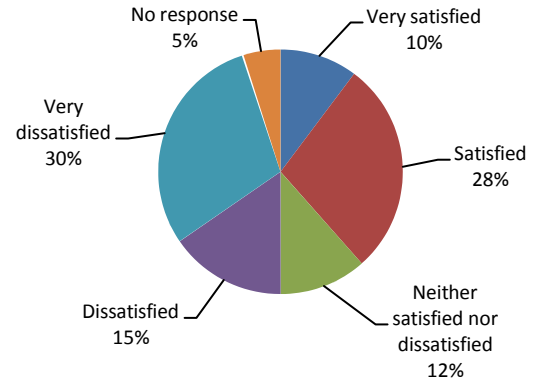
Accountability and Transparency of Decision Making



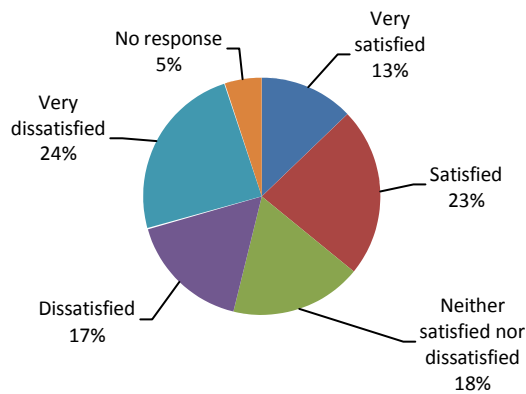
Staff Knowledge and Competency



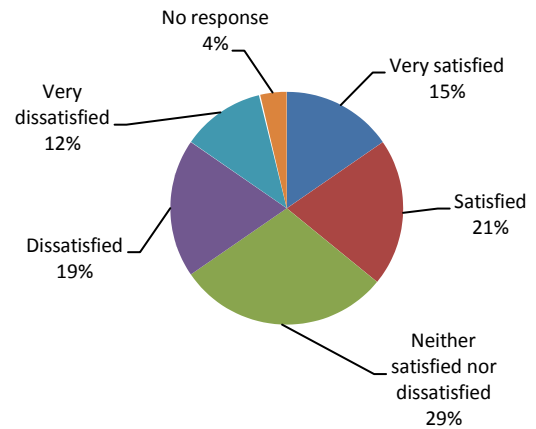
Service Quality



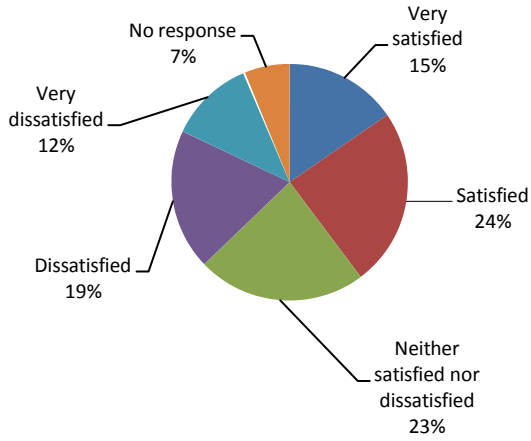
Accessibility of Services



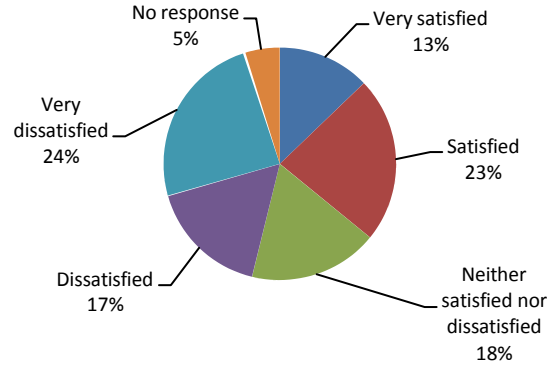
Information and Advice is Reliable



Information and Advice is Consistent

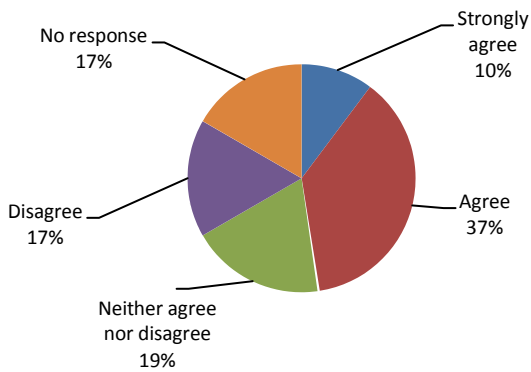


Information and Advice is Clear

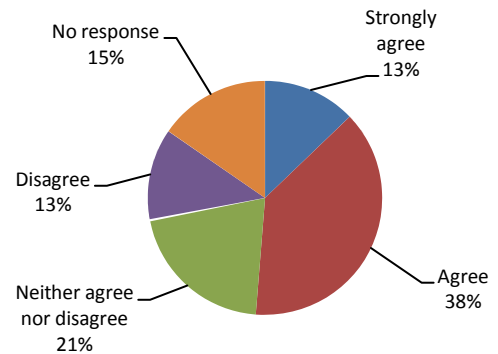


Website - level of satisfaction

Most web pages use plain English and are easy to understand

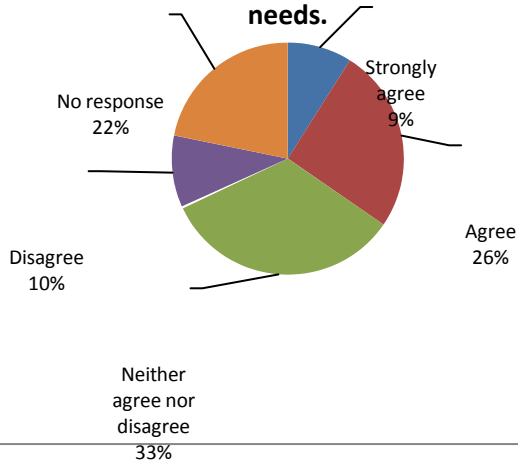


For most web pages the language used is suitable

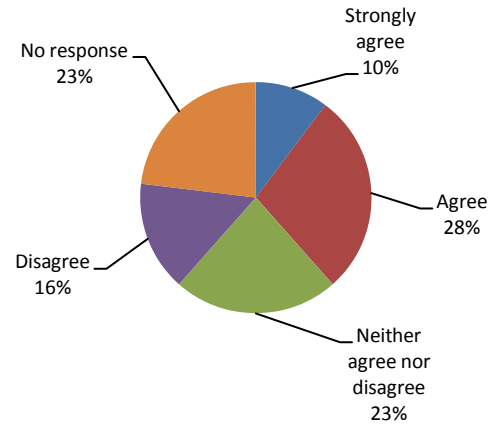




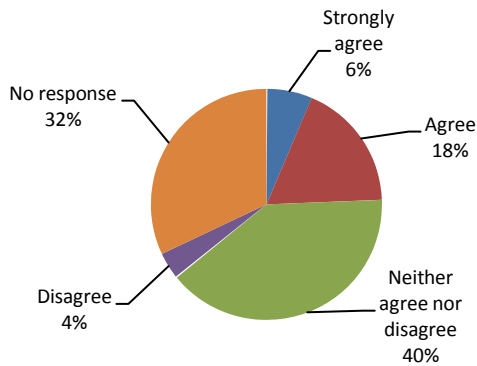
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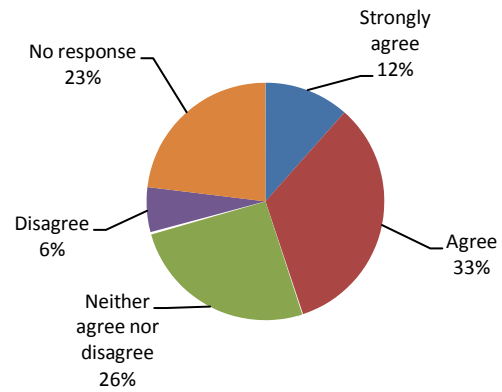
Revenue Office forms are easy to understand and use



The rates postal address update form is useful

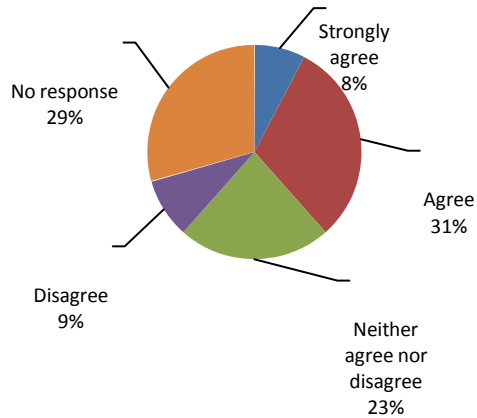


The calculators provide estimates of amounts payable. The calculators are useful

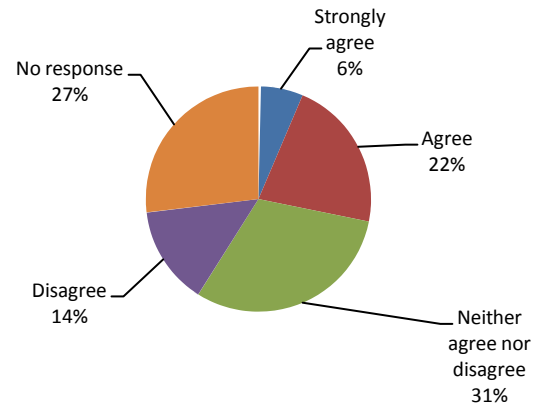




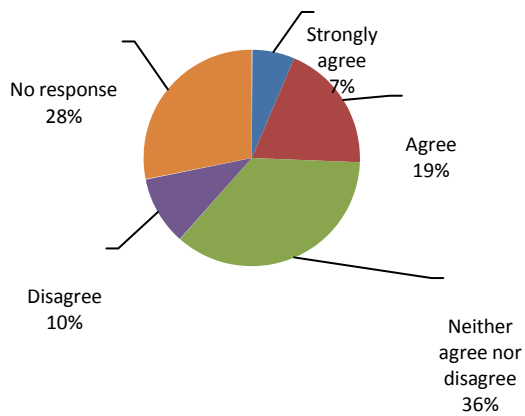
Navigation on the site is simple and easy to use



The site map is simple and easy to use



The search functions for news and circulars are useful



The subscription service is useful

