

## 2011 Client Survey

The ACT Revenue Office (ACTRO) conducted a survey from 17 October 2011 to 16 December 2011 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 2011. Another news item on 2 December 2011 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>; and
- ACT Government portal as a news item at <http://www.act.gov.au>.

There were 42 online responses and 15 hardcopy responses for 2011 compared to 20 and 3 for the 2010 survey.

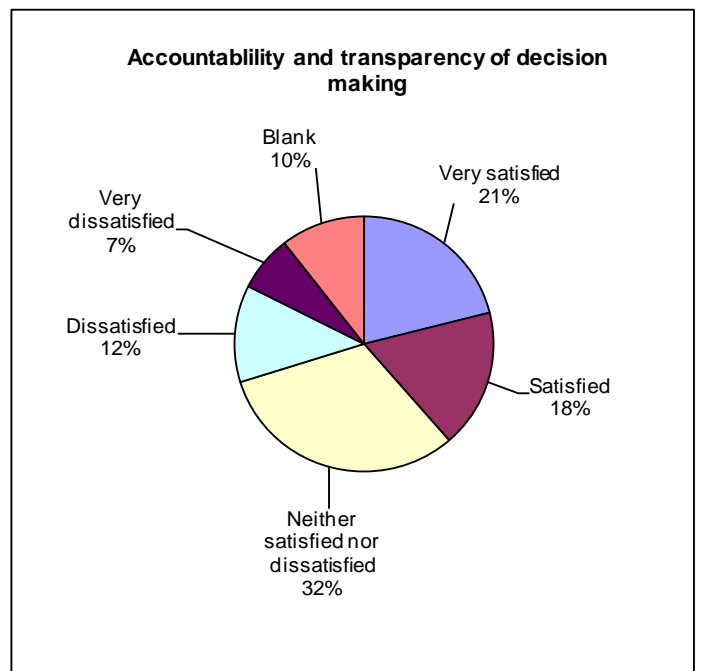
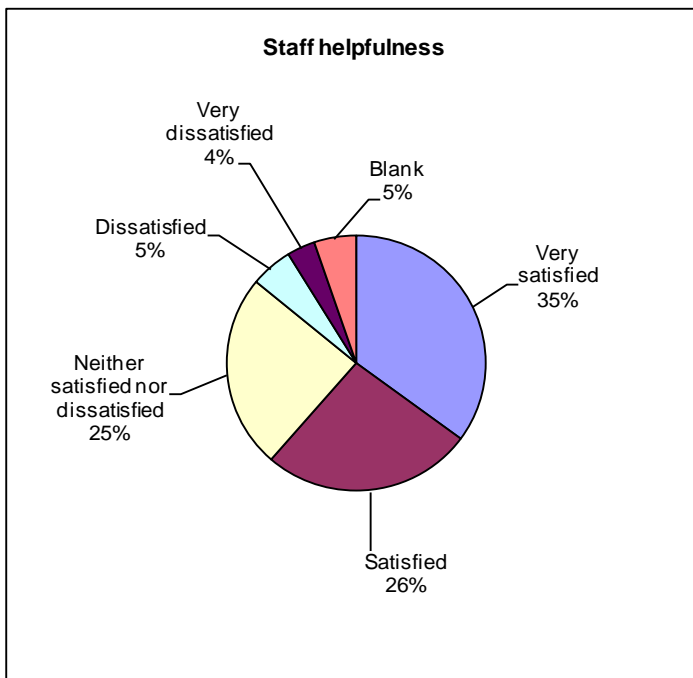
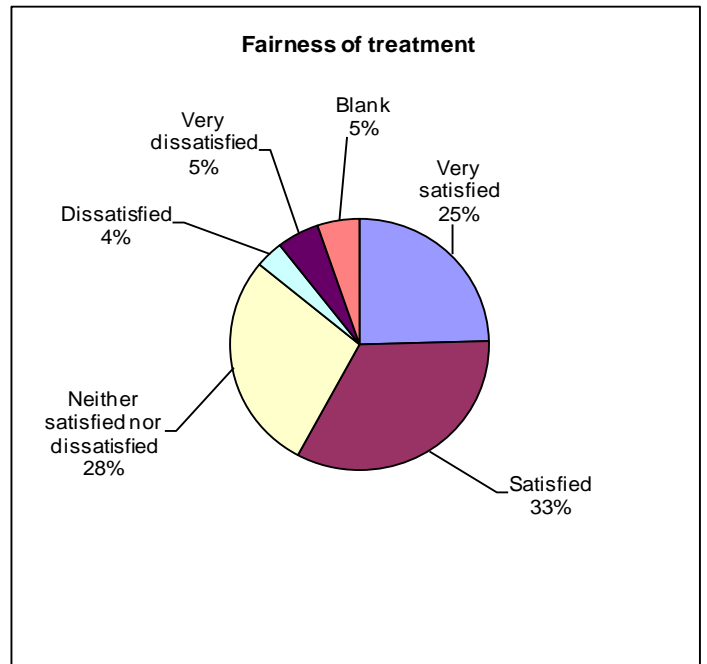
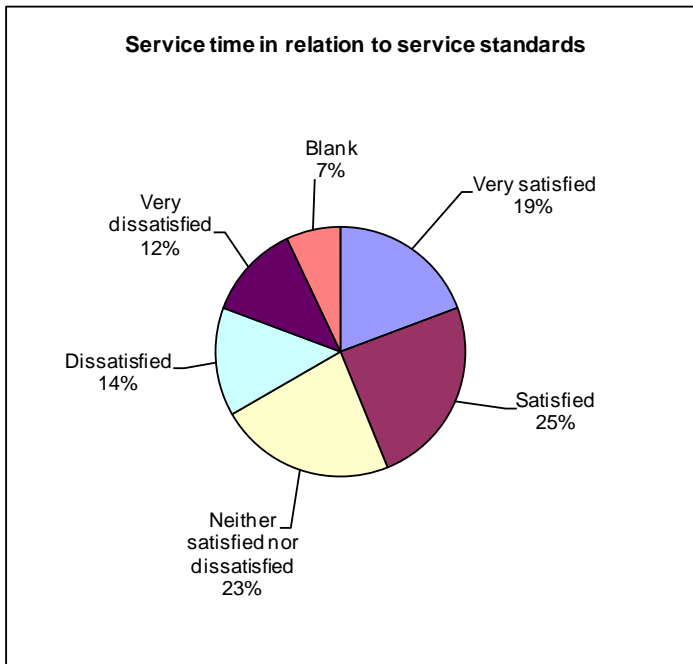
### Customer service - level of satisfaction

Customer Service	Satisfied or very satisfied		
	2010	2011	change
Service time in relation to service standards	65%	63%	-2%
Fairness of treatment	88%	87%	-1%
Staff helpfulness	82%	88%	6%
Accountability and transparency of decision making	93%	67%	-26%
Staff knowledge and competency	80%	83%	3%
Service quality	76%	79%	3%
Accessibility of services	84%	75%	-9%
Information and advice is reliable	88%	90%	2%
Information and advice is consistent	82%	83%	1%
Information and advice is clear	83%	81%	-2%

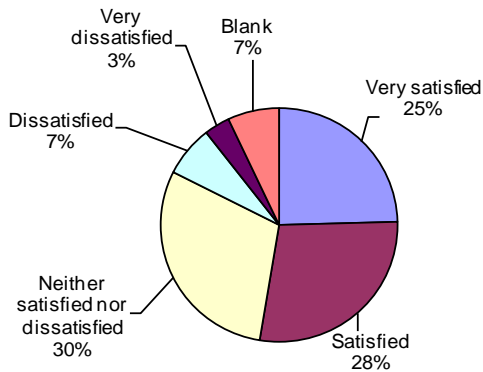
### Website - level of satisfaction

Website	Agree or strongly agree		
	2010	2011	change
Most web pages use plain English and are easy to understand	94%	89%	-5%
For most web pages the language used is suitable (e.g. the reading level is easy to understand)	94%	91%	-3%
The detailed and technical information provided in circulars is suitable for your needs	79%	79%	0%
Revenue Office forms are easy to understand and use	83%	78%	-5%
The rates postal address update form is useful	100%	91%	-9%
The calculators provide estimates of amounts payable. The calculators are useful	92%	88%	-4%
Navigation on the site is simple and easy to use	81%	80%	-1%
The site map is simple and easy to use	86%	81%	-5%
The search functions for news and circulars are useful	85%	86%	1%
The subscription service is useful	82%	85%	3%

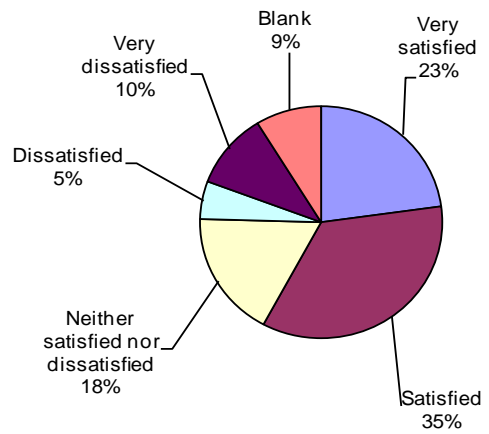
**Customer service – level of satisfaction charts**



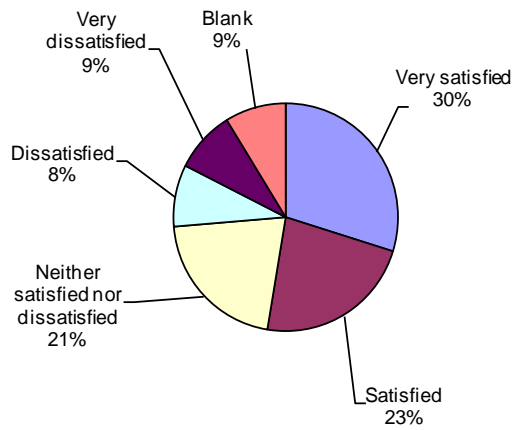
### Staff knowledge and competency



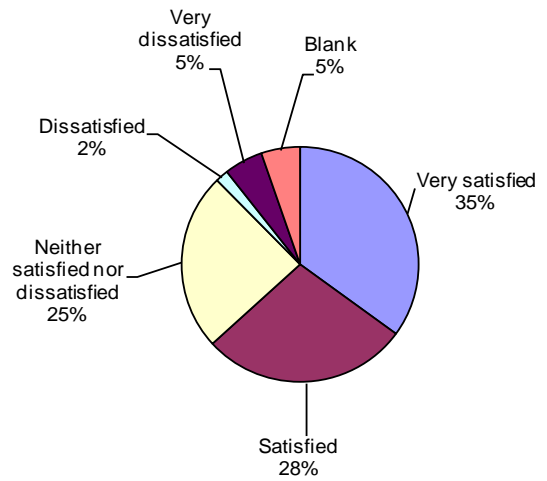
### Service quality



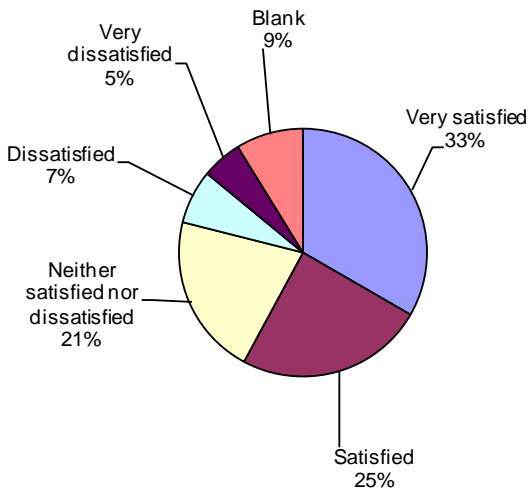
### Accessibility of services



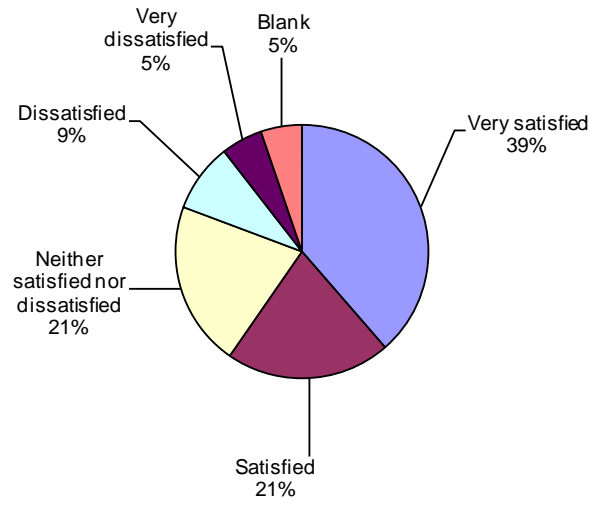
### Information and advice is reliable



**Information and advice is consistent**

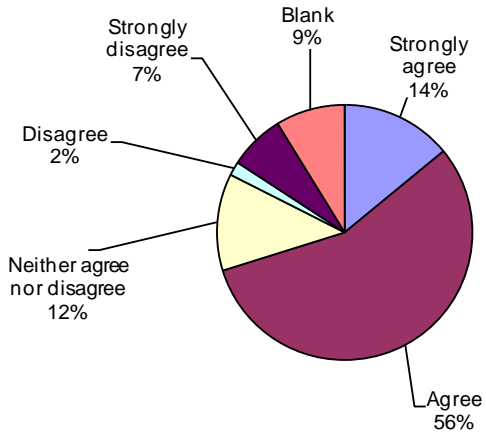


**Information and advice is clear**

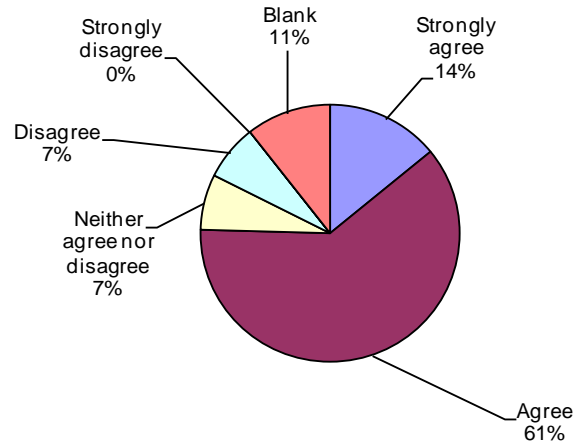


**Website - level of satisfaction**

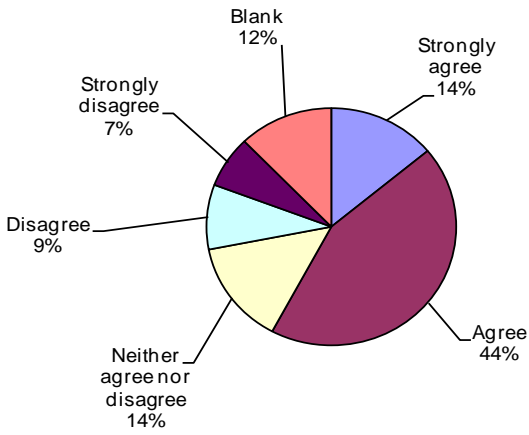
**Most web pages use plain English and are easy to understand**



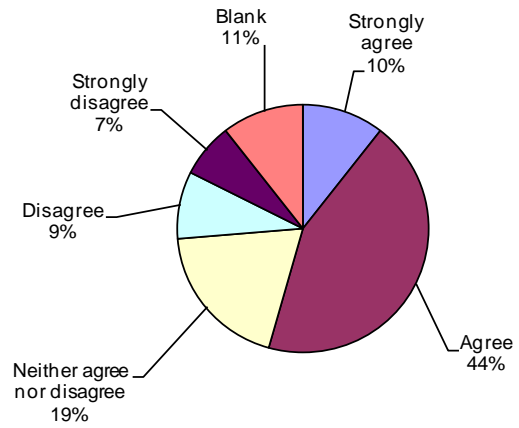
**For most web pages the language used is suitable (e.g. the reading level is easy to understand)**



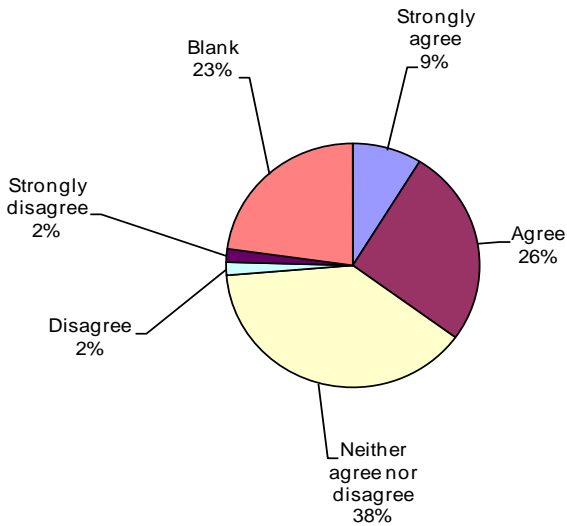
**The detailed and technical information provided in circulars is suitable for your needs**



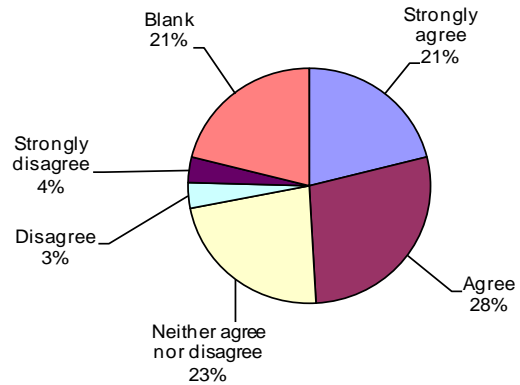
**Revenue Office forms and easy to understand and use**



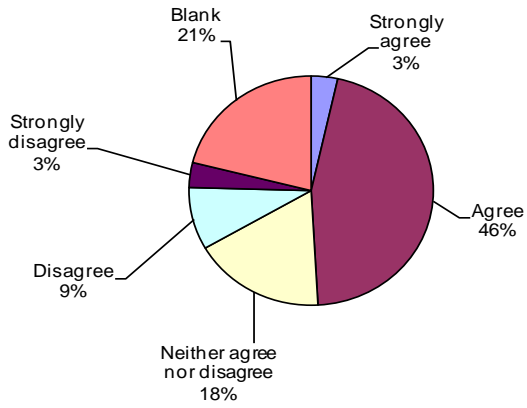
**The rates postal address update form is useful**



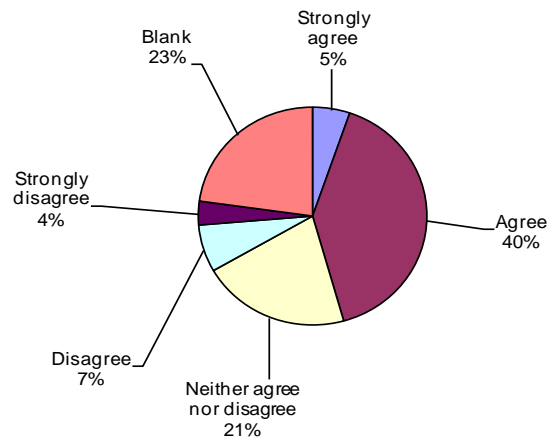
**The calculators provide estimates of amounts payable. The calculators are useful**



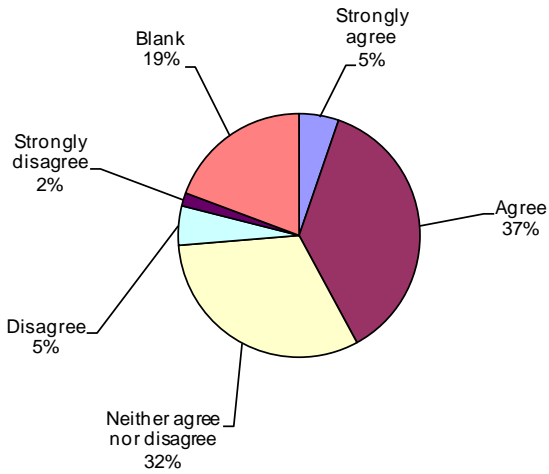
**Navigation on the site is simple and easy to use**



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



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



**The subscription service is useful**

