

2015 Client Survey

The ACT Revenue Office (ACTRO) conducted a survey from 20 October 2015 to 18 December 2015 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 hardcopy 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 20 October 2015. News items were sent to all Revenue Office website subscribers.

The survey was also advertised on the:

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

There were 78 online responses for 2015 compared to 75 online and 20 hardcopy for the 2014 survey.

Customer service-level of satisfaction

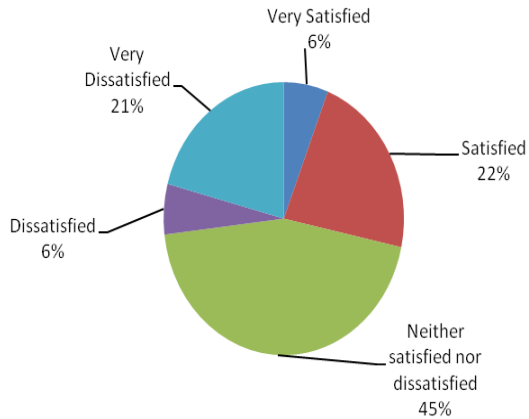
Customer Service	Satisfied or very satisfied		
	2014	2015	change
Service quality	75%	50%	25%
Accessibility of services	70%	40%	30%
Service time in relation to service standards	73%	51%	22%
Fairness of treatment	78%	60%	18%
Information and advice is complete	73%	50%	23%
Information and advice is reliable	74%	58%	16%
Information and advice is consistent	71%	60%	11%
Information and advice is clear	69%	44%	25%
Staff knowledge and competency	77%	63%	14%
Staff helpfulness	80%	66%	14%
Information and advice fulfilled your needs	70%	42%	28%
Accountability and transparency of decision making	74%	44%	30%

Website-level of satisfaction

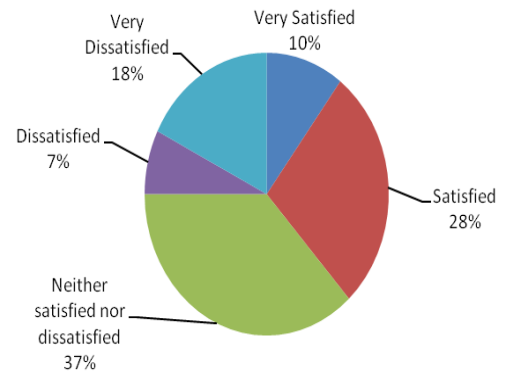
Website	Agree or strongly agree		
	2014	2015	change
Most web pages use plain English and are easy to understand	85%	58%	27%
For most webpage s the language used is suitable (eg.the reading level is easy to understand)	85%	74%	11%
The detailed and technical information provided in circulars is suitable for your needs	75%	53%	22%
Revenue Office forms are easy to understand and use	75%	47%	28%
The rates postal address update form is useful	86%	63%	23%
The calculators provide estimates of amounts payable. The calculators are useful	88%	69%	19%
Navigation on the site is simple and easy to use	75%	28%	47%
The site map is simple and easy to use	75%	55%	20%
The search functions for news and circulars are useful	69%	40%	29%
The subscription service is useful	82%	61%	21%

Customer service level of satisfaction charts

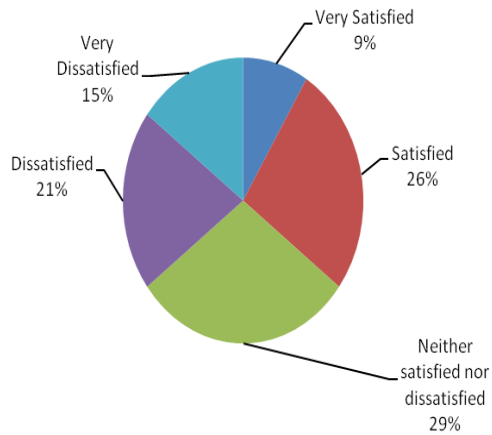
Service Time in Relation to Standards



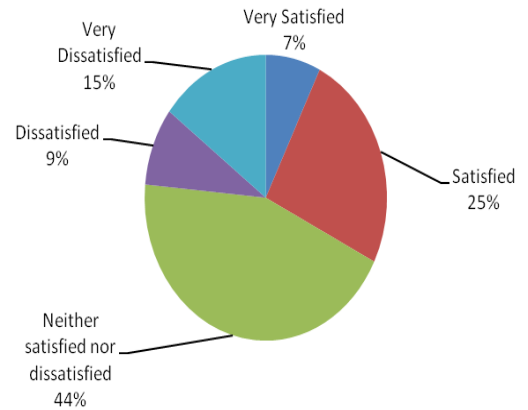
Fairness of Treatment



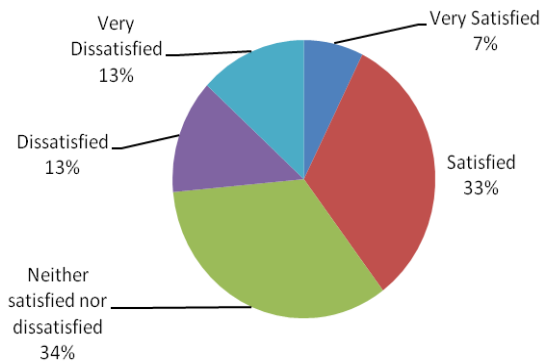
Information and Advice is Complete



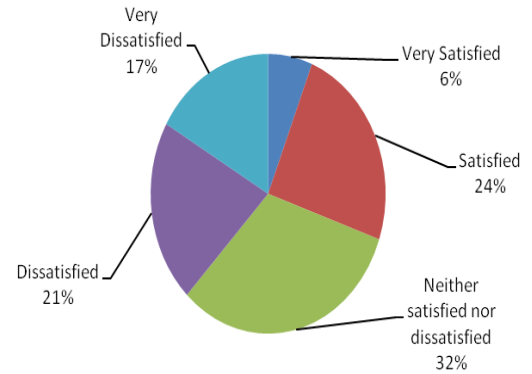
Information and Advice is Reliable



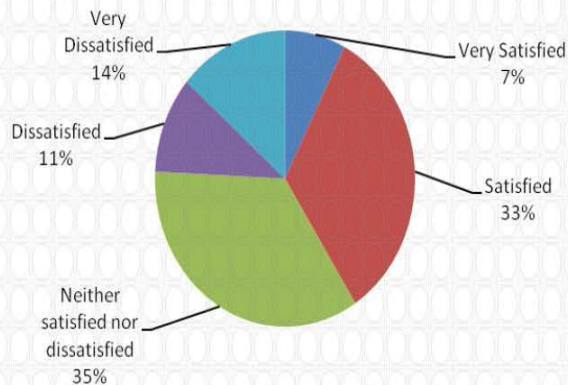
Information and Advice is Consistent



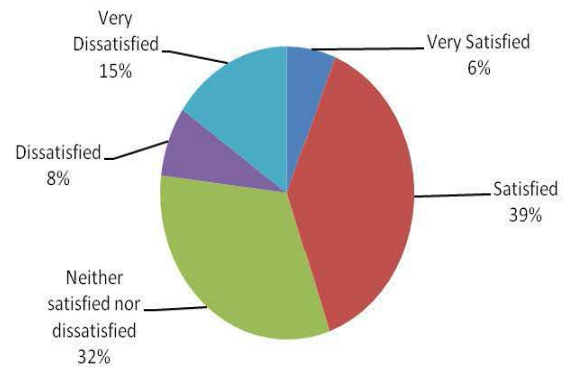
Information and Advice is Clear



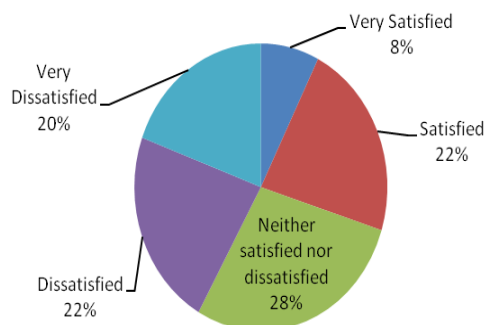
Staff Knowledge and Competency



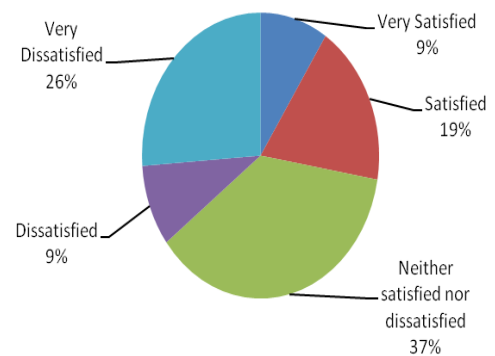
Staff Helpfulness



Information and Advice Fulfilled Your Needs

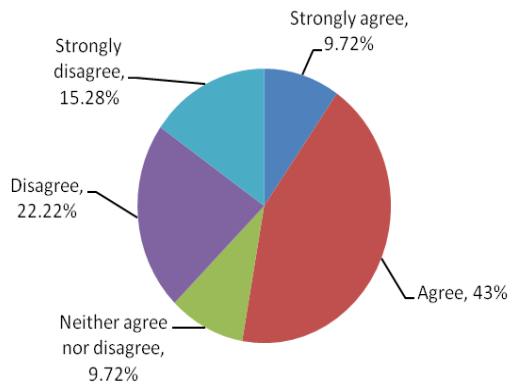


Accountability and Transparency of Decision Making

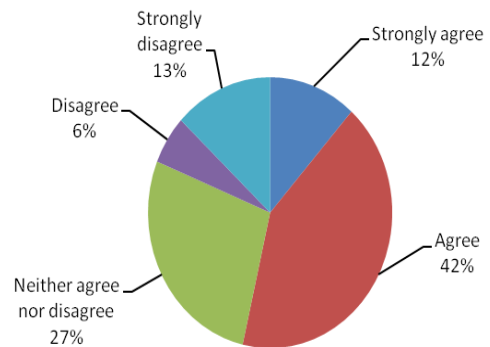


Website - level of satisfaction

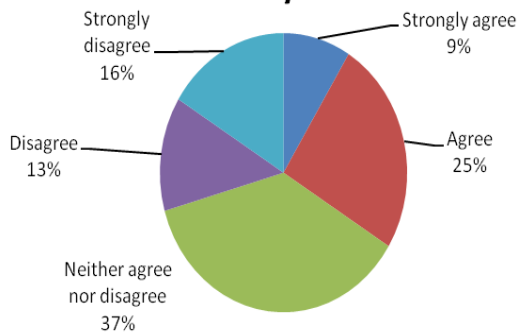
Most web pages use plain English and are easy to understand



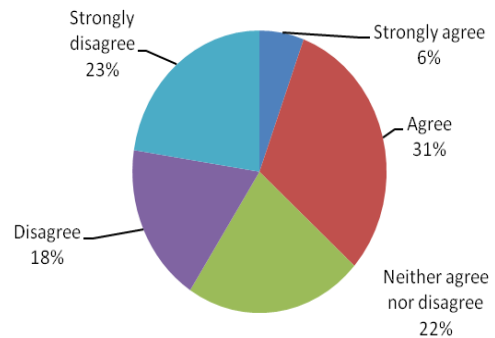
For most web pages the language used is suitable



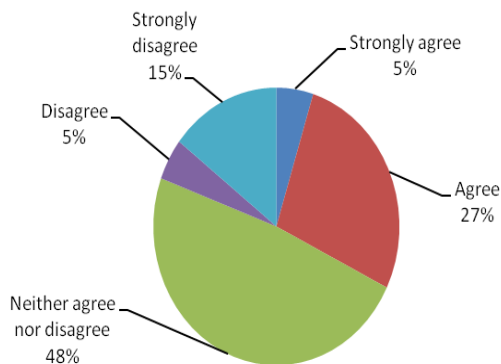
The detailed and technical information provided in circulars is suitable for your needs



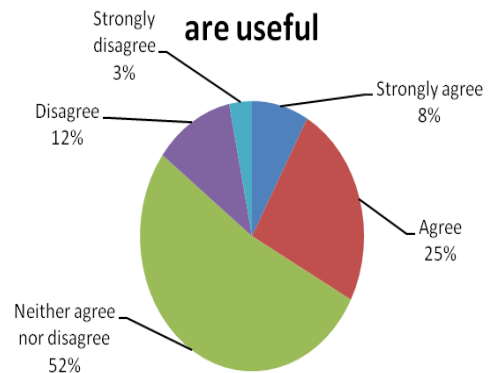
Revenue Office forms are easy to understand and use



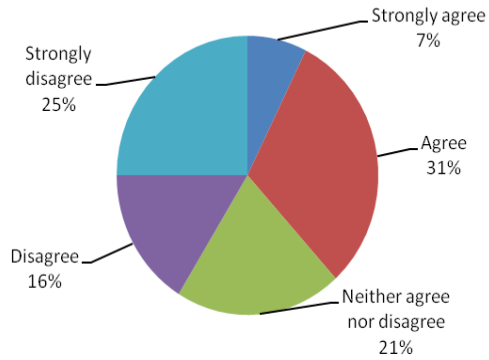
The rates postal address update form is useful



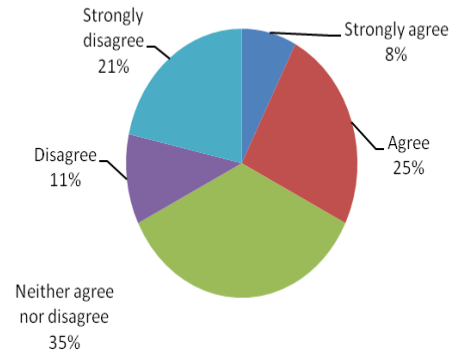
The calculators provide estimates of amounts payable. The calculators are useful



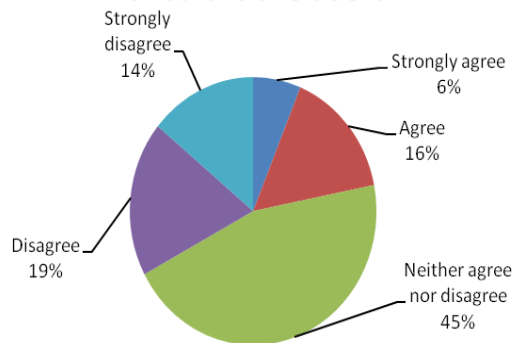
Navigation on the site is simple and easy to use



The site map is simple and easy to use



The search functions for news and circulars are useful



The subscription service is useful

