

## 2010 Client Survey

The ACT Revenue Office (ACTRO) conducted a survey from 11 October 2010 to 17 December 2010 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 11 October 2010. Another news item on 3 December 2010 advised that the survey was extended from 3 December to 17 December 2010. 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>; and
- o ACT Government portal at <http://www.act.gov.au/CAP/accesspoint?action=menuHome>.

There were 20 online responses and 3 hardcopy responses for 2010 compared to 26 and 12 for the 2009 survey.

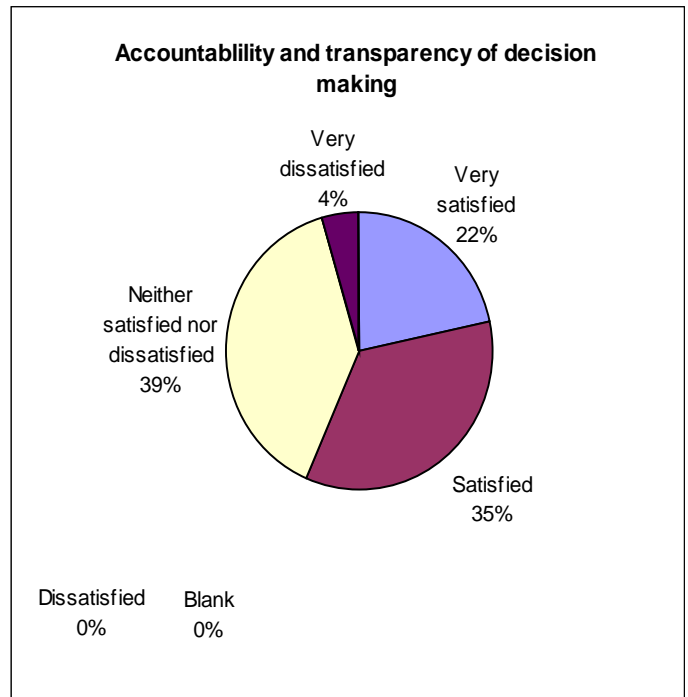
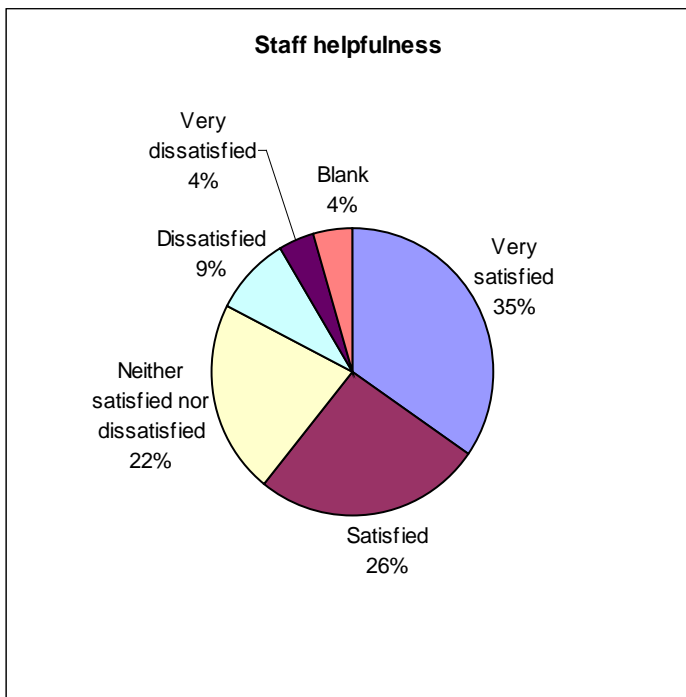
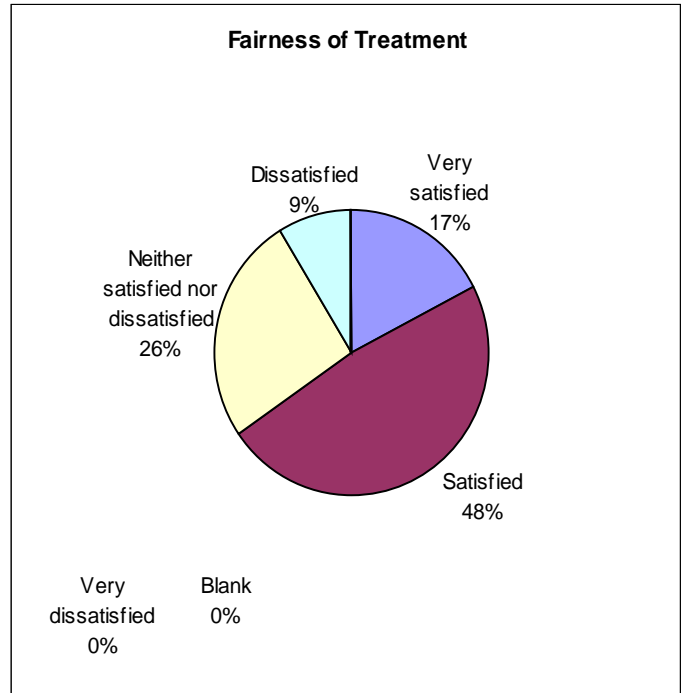
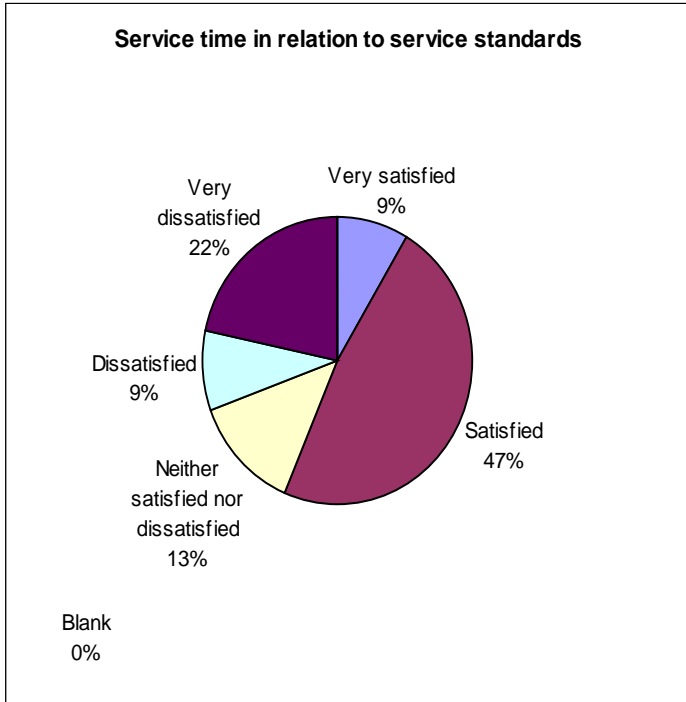
### Customer service - level of satisfaction

Customer Service	Satisfied or very satisfied		
	2009	2010	change
Service time in relation to service standards	56%	65%	9%
Fairness of treatment	81%	88%	7%
Staff helpfulness	73%	82%	10%
Accountability and transparency of decision making	56%	93%	37%
Staff knowledge and competency	73%	80%	7%
Service quality	56%	76%	20%
Accessibility of services	not measured	84%	not applicable
Information and advice is reliable		88%	
Information and advice is consistent		82%	
Information and advice is clear		83%	

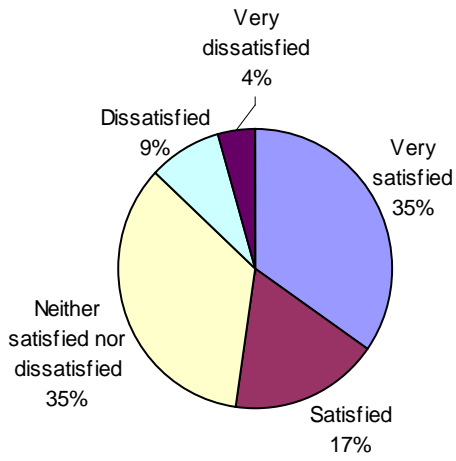
### Website - level of satisfaction

Website	Agree or strongly agree		
	2009	2010	change
Most web pages use plain English and are easy to understand	96%	94%	-2%
For most web pages the language used is suitable (e.g. the reading level is easy to understand)	88%	94%	6%
The detailed and technical information provided in circulars is suitable for your needs	90%	79%	-11%
Revenue Office forms are easy to understand and use	87%	83%	-4%
The rates postal address update form is useful	not applicable	100%	not applicable
The calculators provide estimates of amounts payable. The calculators are useful	100%	92%	-8%
Navigation on the site is simple and easy to use	90%	81%	-9%
The site map is simple and easy to use	81%	86%	5%
The search functions for news and circulars are useful	81%	85%	4%
The subscription service is useful	not measured	82%	not applicable

**Customer service – level of satisfaction charts**

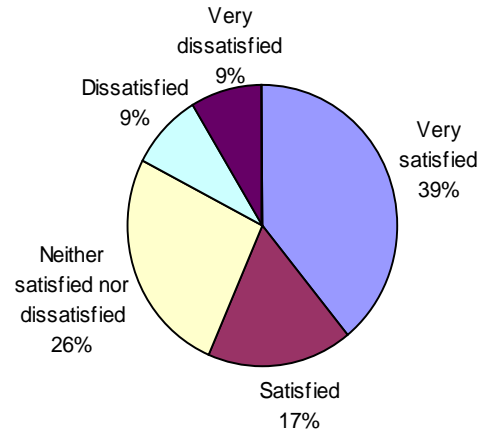


**Staff knowledge and competency**



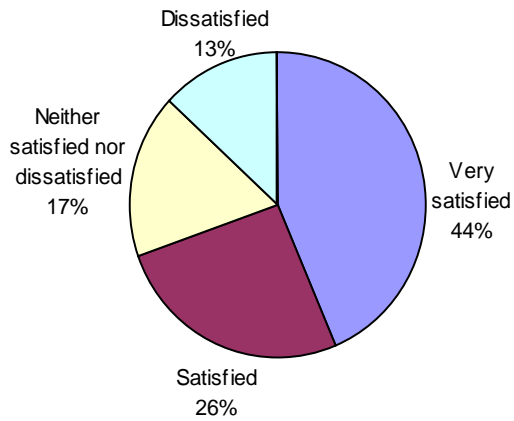
Blank  
0%

**Service quality**



Blank  
0%

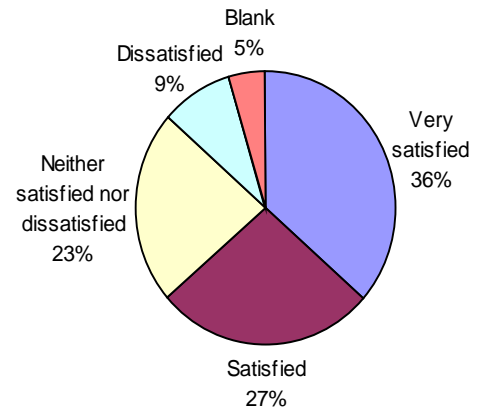
**Accessibility of services**



Very dissatisfied  
0%

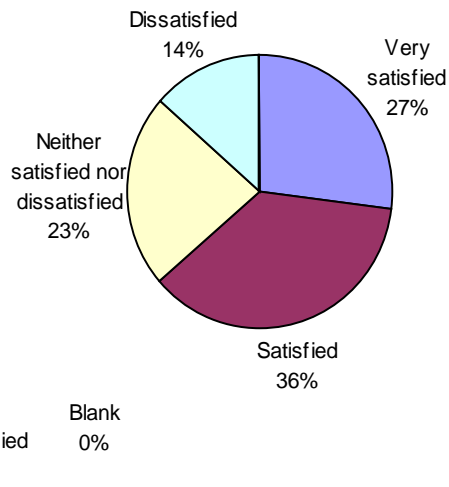
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0%

**Information and advice is reliable**

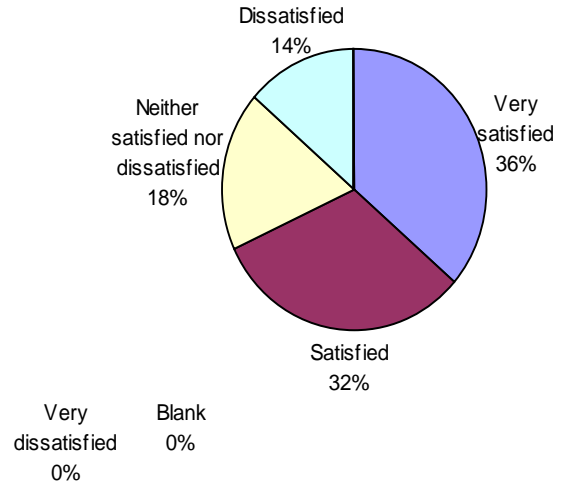


Very dissatisfied  
0%

**Information and advice is consistent**

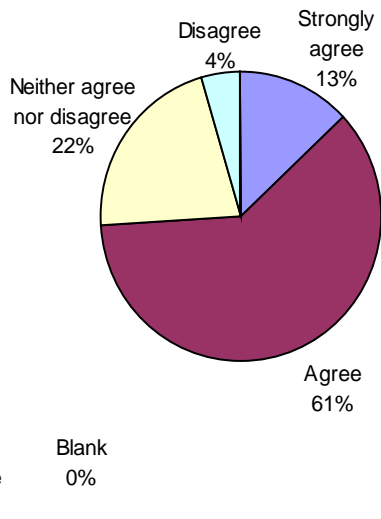


**Information and advice is clear**

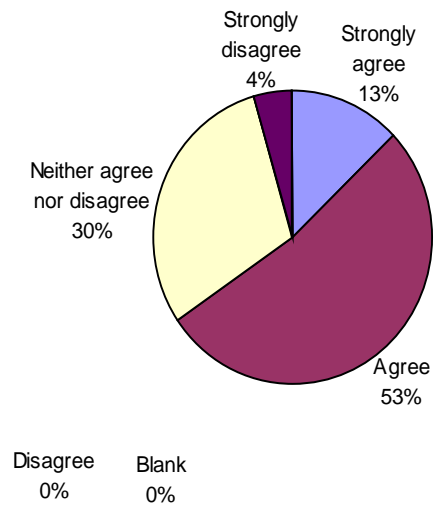


**Website – level of satisfaction**

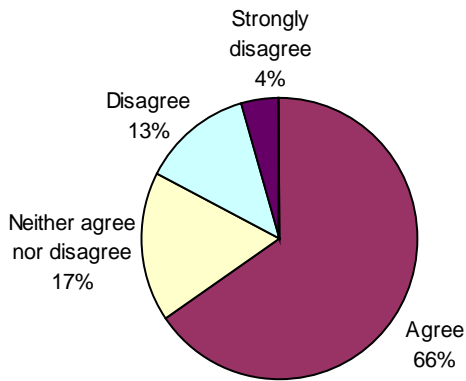
**Most web pages use plain English and are easy to understand**



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

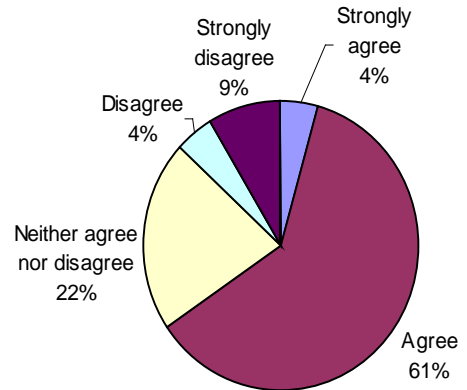


**The detailed and technical information provided in circulars is suitable for your needs**



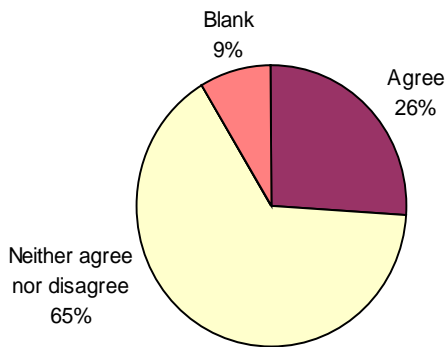
Strongly agree 0%  
Blank 0%

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



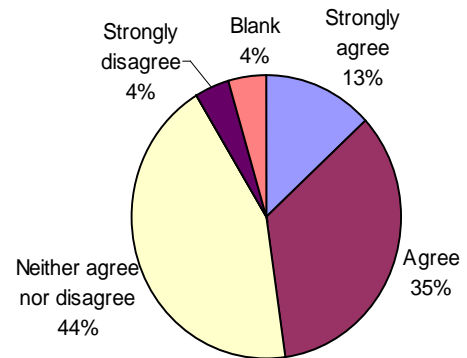
Blank 0%

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



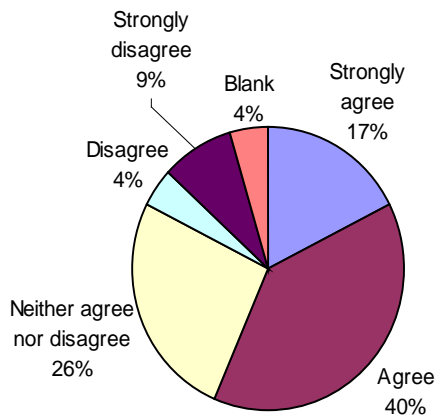
Disagree 0%  
Strongly agree 0%  
Strongly disagree 0%

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

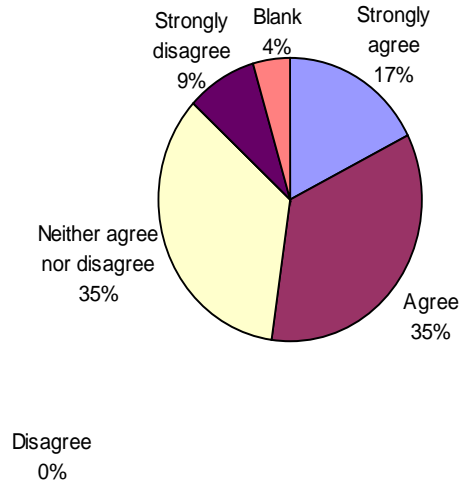


Disagree 0%

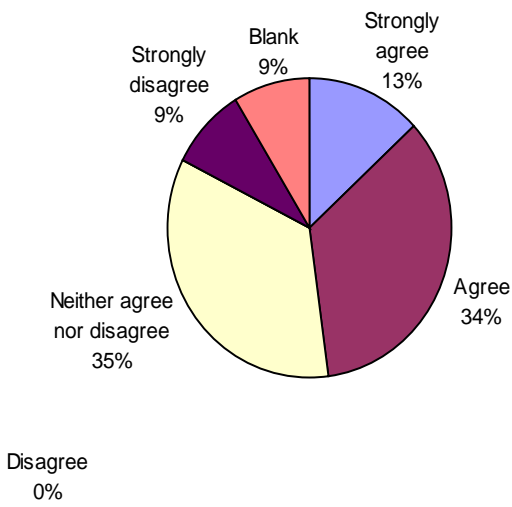
**Navigation on the site is simple and easy to use**



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



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



**The subscription service is useful**

