

2009 Client Survey

The ACT Revenue Office (ACTRO) conducted a survey from 4 November 2009 to 28 February 2010 as part of its commitment to maintaining and improving its customer service and website.

The survey was available online on the ACTRO website and as 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 appeared as a News item on 4 November 2009 and was available until 5 January 2010. Another news item appeared on 22 December 2009 to advise that the survey period was extended to 28 February 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>
- o ACT Government portal as a Hot Topic and events item <http://www.act.gov.au/CAP/accesspoint?action=menuHome>

Despite the long period and high profile there were only 26 online responses and 12 hardcopy responses. For the same period there were 26,134 "unique visitors" to the website (November to February 6642, 5862, 6809, 6821) and the survey page was viewed 2,151 times (November to February 546, 534, 460, 611).

Customer service - level of satisfaction

Clients were asked to rate their level of satisfaction with customer service.

Customer service	Satisfied or very satisfied	Dissatisfied or very dissatisfied
Service time in relation to service standards	56%	44%
Fairness of treatment	81%	19%
Staff helpfulness	73%	27%
Accountability and transparency of decision making	56%	44%
Staff knowledge and competency	73%	27%
Service quality	56%	44%

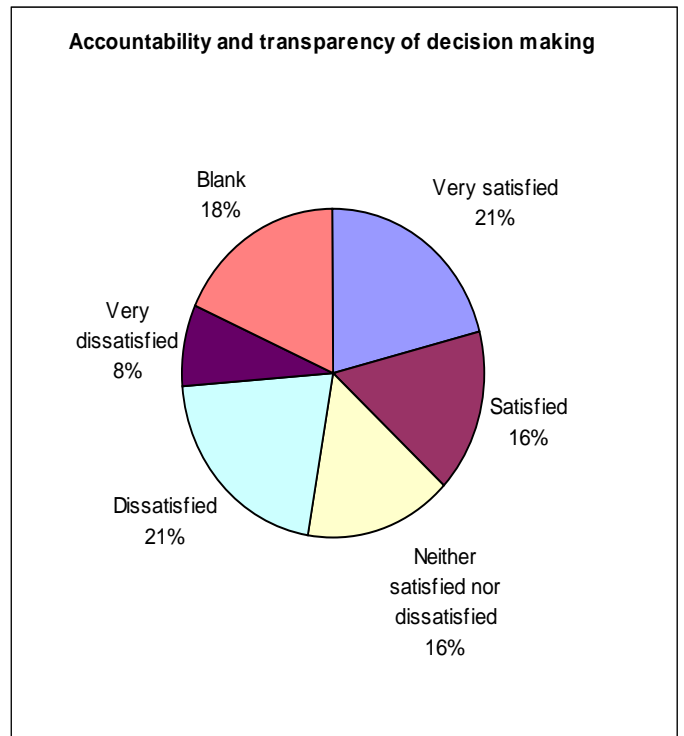
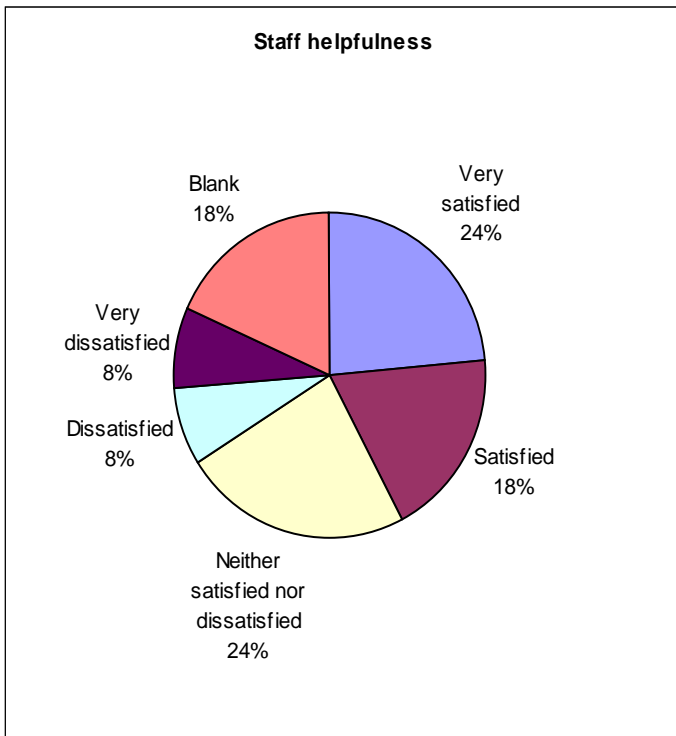
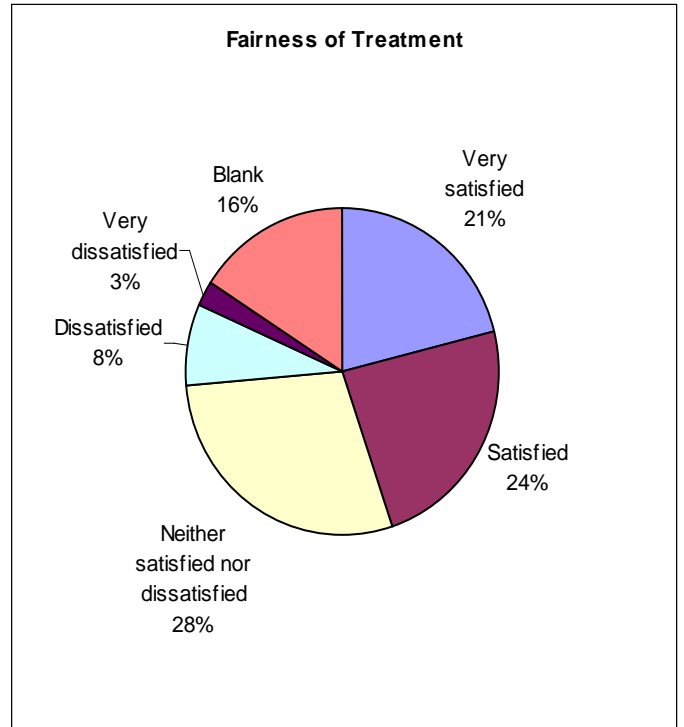
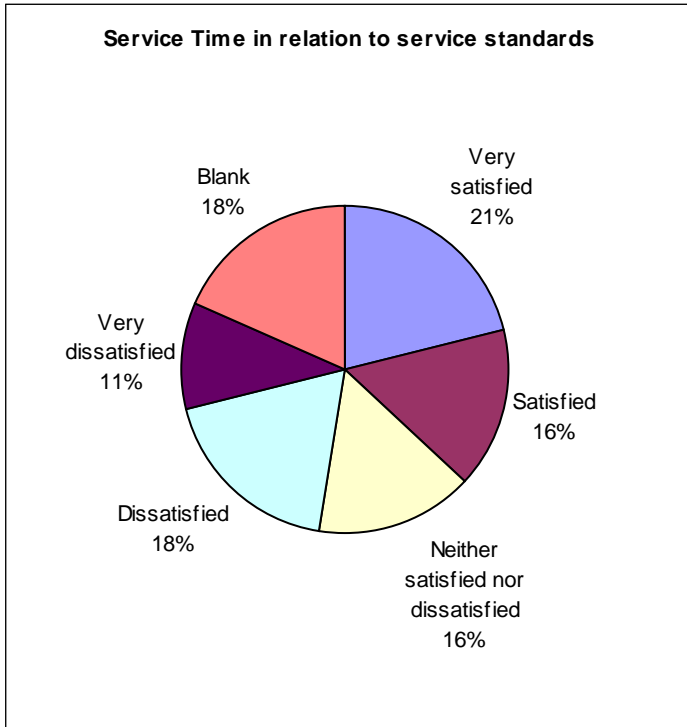
Website - level of satisfaction

Clients were asked to rate their level of satisfaction with the website.

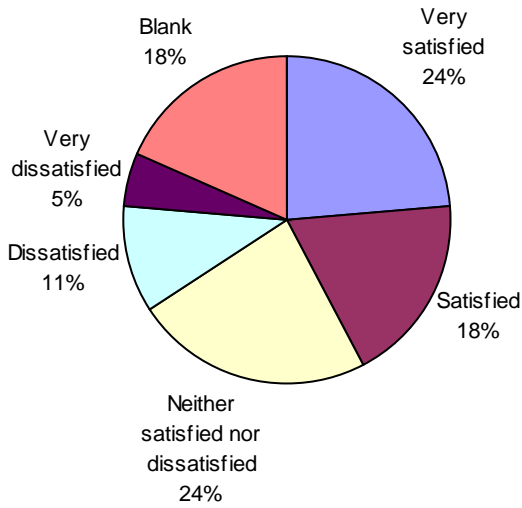
Website	Agree or strongly agree	Disagree or strongly disagree
Most web pages use plain English and are easy to understand	96%	4%
For most web pages the language used is suitable (e.g. the reading level is easy to understand)	88%	12%
The detailed and technical information provided in circulars is suitable for your needs	90%	10%
Revenue Office forms are easy to understand and use	87%	13%
The search functions for news and circulars are useful	81%	19%
The results for the search functions for news and circulars show appropriate detail	83%	17%
The calculators provide estimates of amounts payable. The calculators are useful	100%	0%
Navigation on the site is simple and easy to use	90%	10%
The site map is simple and easy to use	81%	19%

Statement/question	6	10	20	30	Able to specify the number	No limit	Blank	Total
The search functions for news and circulars currently list a maximum of 6 results on a page. How many results should be listed on a page	7	10	4	1	3	3	10	38

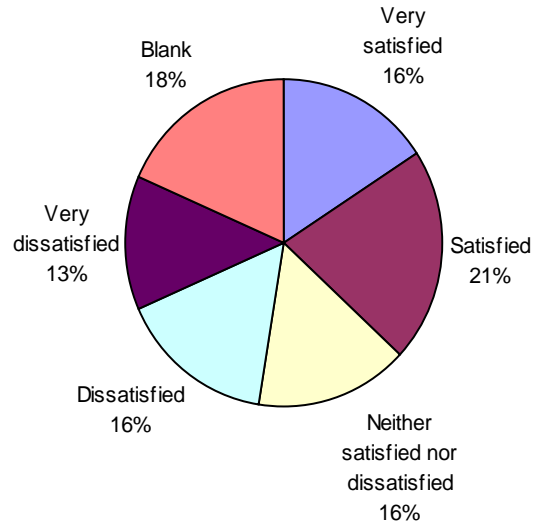
Customer service - level of satisfaction charts



Staff knowledge and competency

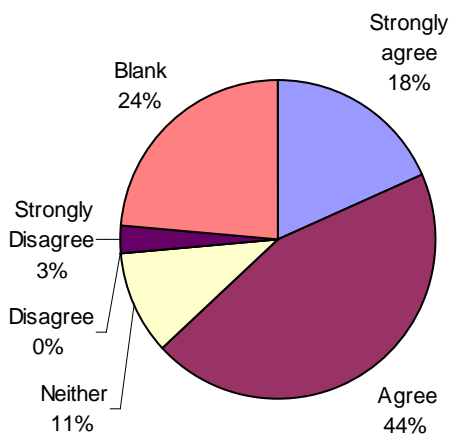


Service quality

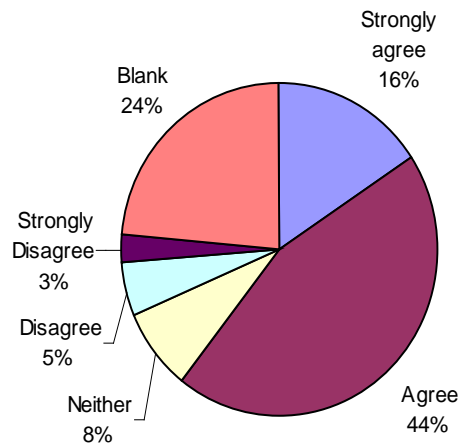


Website - level of satisfaction charts

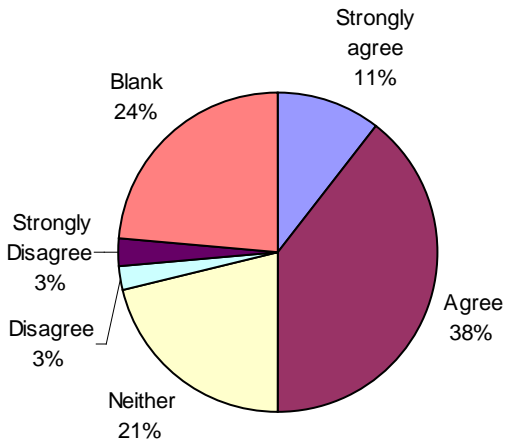
Most web pages use plain English and are easy to understand



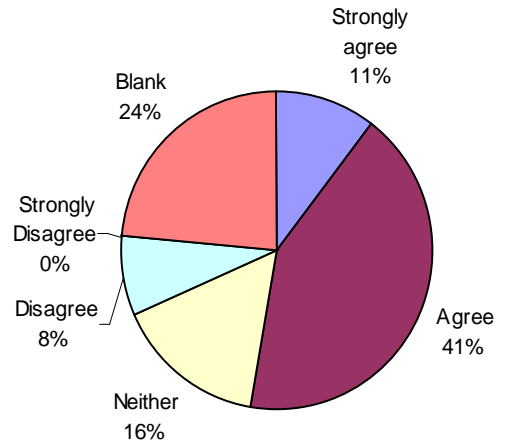
For most web pages the language used is suitable (e.g. the reading level is easy to understand)



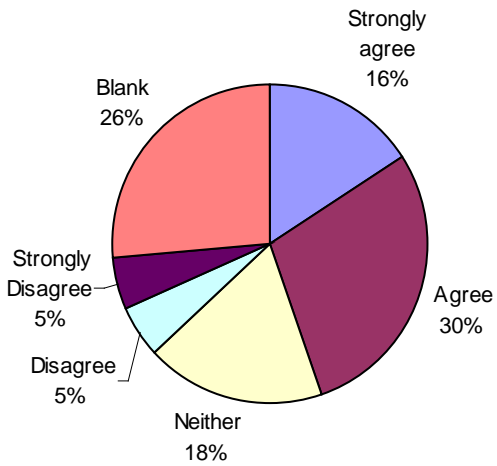
The detailed and technical information provided in circulars is suitable for your needs



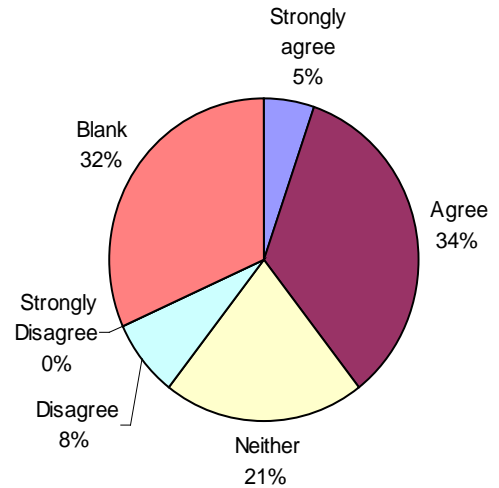
Revenue Office forms are easy to understand and use



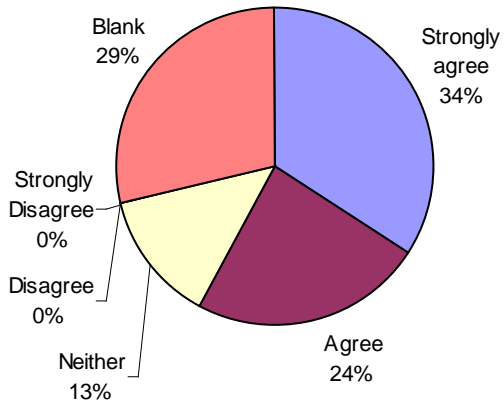
The search functions for news and circulars are useful



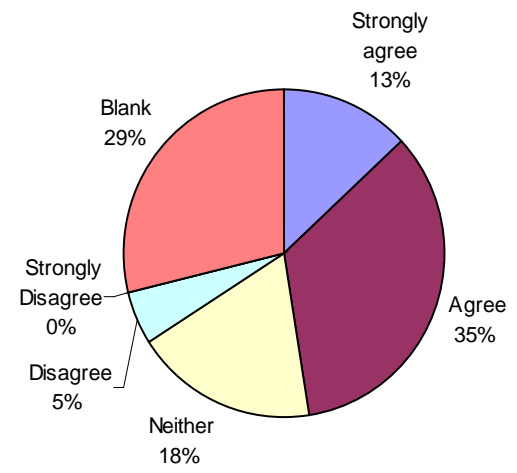
The results for the search functions for news and circulars show appropriate detail



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

