



ACT
Government

Chief Minister, Treasury and
Economic Development

Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2019-209

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	N/A
6. Processing time (in working days)	9
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

From: [REDACTED]
To: [CMTEDD FOI](#)
Subject: FOI request
Date: Wednesday, 11 September 2019 11:03:11 AM

Good morning,

I'd like to place an FOI request for the following information:

1. Minimum, longest and average hold times for speaking to ACT Revenue staff using the 62070028 number over the past 12 months;
2. Absolute number and percentage of calls to that number unanswered and diverted to voicemail.

Kind regards

[REDACTED]



ACT
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Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI2019-209

[REDACTED]
via email [REDACTED]

Dear [REDACTED]

FREEDOM OF INFORMATION REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 11 September 2019, in which you sought access to the following statistical information:

1. Minimum, longest and average hold times for speaking to ACT Revenue staff using the 62070028 number over the past 12 months;
2. Absolute number and percentage of calls to that number unanswered and diverted to voicemail.

Authority

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

Timeframes

In accordance with section 40 of the Act, CMTEDD is required to provide a decision on your access application by 10 October 2019.

Decision on access

Searches were completed for relevant documents and one document has been identified that falls within the scope of your request.

I have included as **Attachment A** to this decision a schedule which outlines the relevant document. This provides a description of the document that falls within the scope of your request and the access decision for that document. I have decided to grant full access to this document and it is provided as **Attachment B** to this letter.

Charges

Pursuant to *Freedom of Information (Fees) Determination 2017 (No 2)* processing charges are not applicable for this request because the total number of pages to be released to you is below the charging threshold of 50 pages.

Online publishing – Disclosure Log

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. A description of the access application and my decision will be published in the CMTEDD disclosure log three days after the date of my decision. Your personal contact details will not be published. You may view the CMTEDD disclosure log at <https://www.cmtedd.act.gov.au/functions/foi/disclosure-log>.

Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek a review by the Ombudsman of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in the CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601

via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made by the Ombudsman under section 82(1), you may apply to the ACAT for a review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore St
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 02 6207 7754 or by email at CMTEDDFOI@act.gov.au.

Yours sincerely,



Sarah McBurney
Information Officer
Information Access Team
Chief Minister, Treasury and Economic Development Directorate

24 September 2019



ACT
Government

Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
[REDACTED]	Phone Statistics in relation to ACT Revenue, including minimum, longest and average hold times over the past 12 months and the percentage of unanswered or calls diverted to voicemail.	CMTEDDFOI2019-209

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-2	Phone Statistics (12-month period)	Sept2018 – Sept 2019	Full release	N/A	Yes
Total No of Docs						
1						

CSQ Name	Avg hold Time
ACTRO DebtMgt	0:00:41
ACTRO DefDuty	0:00:52
ACTRO Deferral	0:01:34
ACTRO DutiesGeneral	0:01:37
ACTRO FirstHome	0:01:32
ACTRO Funeral	0:00:30
ACTRO HomeBuyer	0:01:38
ACTRO LandRent	0:01:03
ACTRO LandTax	0:00:59
ACTRO Levies	0:00:32
ACTRO Payroll	0:00:46
ACTRO Pensioner	0:01:50
ACTRO RBLodgments	0:01:02
ACTRO RBQueries	0:00:53
ACTRO RBRefunds	0:00:43
ACTRO Rates	0:01:02
ACTRO Specs	0:00:21
ACTRO Status	0:01:33
ACTRO Taxi	0:00:27
ACTRO Utilities	0:01:33

Toal	0:01:03
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CSQ Name	Voice mail	Calls Presented	%Voice mail
ACTRO DebtMgt	122	2,047	6%
ACTRO DefDuty	38	891	4%
ACTRO Deferral	45	696	6%
ACTRO DutiesGeneral	284	5,773	5%
ACTRO FirstHome	25	594	4%
ACTRO Funeral	1	83	1%
ACTRO HomeBuyer	89	1,401	6%
ACTRO LandRent	44	1,611	3%
ACTRO LandTax	243	11,328	2%
ACTRO Levies	4	125	3%
ACTRO Payroll	142	3,440	4%
ACTRO Pensioner	18	175	10%
ACTRO RBLodgments	200	3,737	5%
ACTRO RBQueries	94	2,237	4%
ACTRO RBRefunds	368	16,004	2%
ACTRO Rates	996	51,654	2%
ACTRO Specs	3	454	1%
ACTRO Status	41	1,218	3%
ACTRO Taxi	34	2,093	2%
ACTRO Utilities	66	1,049	6%

Total	2,857	106,610	3%
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Note: Call centre line opens at 10:30am on Wednesday's, this is where a lot of calls need to be called back.