



**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 2020-216

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)	6
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:** Freedom of Information request  
**Date:** Friday, 13 November 2020 2:17:16 PM

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**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Please find online enquiry details below. Please ensure this enquiry is responded to within fourteen working days.

### Your details

**All fields are optional, however an email address OR full postal address must be provided for us to process your request. An email address and telephone contact number will assist us to contact you quickly if we need to discuss your request.**

Title: [REDACTED]

First Name:

Last Name:

Business/Organisation:

Address:

Suburb:

Postcode:

State/Territory: ACT

Phone/mobile: [REDACTED]

Email address: [REDACTED]

### Request for information

**(Please provide as much detail as possible, for example subject matter and relevant dates, and also provide details of documents that you are not interested in.)**

Under the Freedom of Information Act 2016 I want to access the following document/s (\*required field):

1. Access Canberra Strategic Plan 2020-2022;
2. The most recent business plan for the Access Canberra Contact Centre.

I do not want to access the following documents in relation to my request::

Thank you.

Freedom of Information Coordinator



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

Our ref: CMTEDDFOI 2020-216

Anonymous Applicant

via email: [REDACTED]

Dear Applicant

### **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 13 November 2020, in which you sought access to:

- Access Canberra Strategic Plan 2020-2022; and
- The most recent business plan for the Access Canberra Contact Centre.

### **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 of section 40 of the Act, CMTEDD was required to provide a decision on your access application by 11 December 2020.

### **Decision on access**

Searches were completed for relevant documents and two documents were identified that fall within the scope of your request.

I have included as **Attachment A** to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

I have decided to grant full access to all relevant documents. The documents released to you are provided as **Attachment B** to this letter.

### **Charges**

Processing charges are not applicable for this request because the number of pages being released to you is less than the charging threshold of 50.

### **Online publishing – Disclosure Log**

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the CMTEDD disclosure log after 26 November 2020. Your personal contact details will not be

published. You may view CMTEDD disclosure log at <https://www.cmtedd.act.gov.au/functions/foi/disclosure-log-2020>.

### **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 Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

We recommend using this form [Applying for an Ombudsman Review](#) to ensure you provide all of the required information. Alternatively, you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601

Via email: [actfoi@ombudsman.gov.au](mailto:actfoi@ombudsman.gov.au)

### **ACT Civil and Administrative Tribunal (ACAT) Review**

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for 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 6207 7754 or email [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au).

Yours sincerely,



Philip Dachs  
Information Officer  
Information Access Team  
Chief Minister, Treasury and Economic Development Directorate

23 November 2020



**ACT**  
Government

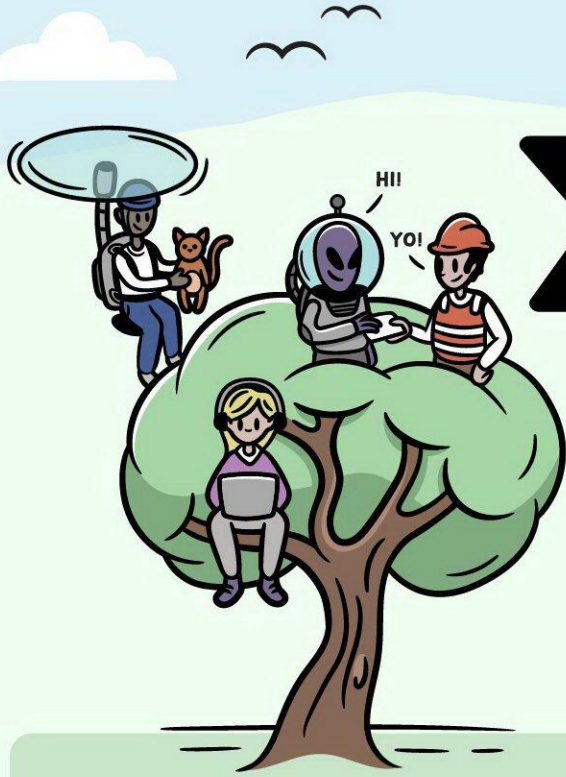
Chief Minister, Treasury and  
Economic Development

## FREEDOM OF INFORMATION REQUEST SCHEDULE

WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
Access Canberra Strategic Plan 2020-2022; and The most recent business plan for the Access Canberra Contact Centre.	CMTEDDFOI 2020-216

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1	Access Canberra Strategic Plan 2020-2022	Undated	Full release	N/A	Yes
2	2-16	Customer Coordination 2019/20 Business Plan	Undated	Full release	N/A	Yes
<b>Total No of Docs</b>						
2						

# STRATEGIC PLAN 2020-22



## OUR PRIORITIES

Access Canberra will support a safe and liveable city by focussing on the Territory's economic recovery across 2020-22.

Key to this will be supporting government priorities through:

- our risk-based compliance approach
- evidence led planning and implementation
- continued focus on digital service delivery
- implementing policies and programs

### ACCESS FOR ALL, DIGITALLY ENABLED

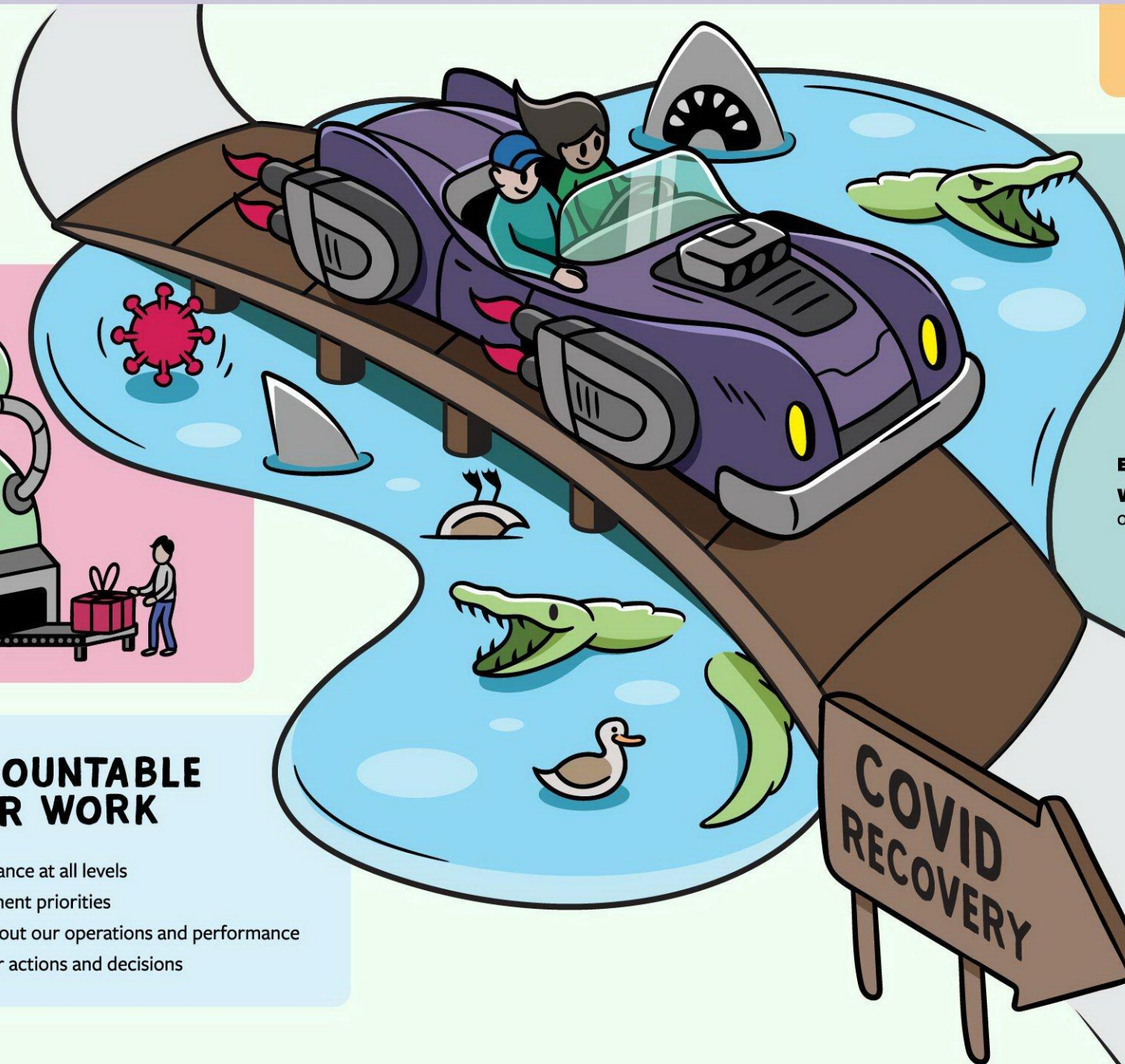
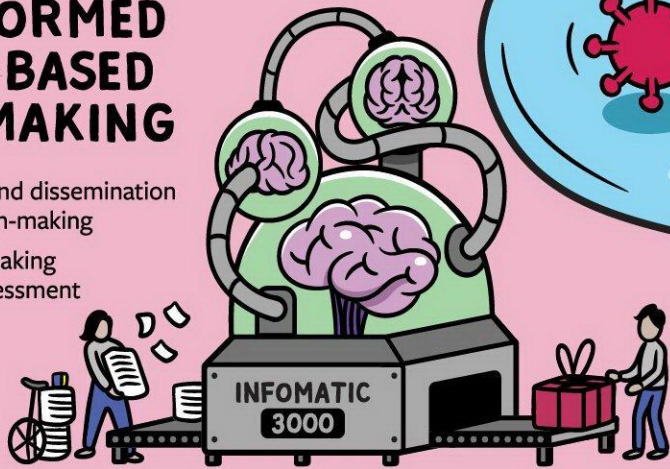
- Embracing** digital solutions that create efficient and effective services
- Supporting** accessibility for our most vulnerable Canberrans
- Reducing** complexity in our processes to improve customer experience and useability
- Embracing** change and empowering our people to lead and innovate

### PUTTING PEOPLE FIRST

- Listening** to our customers, industry and the community
- Engaging** effectively to understand our working environment
- Supporting** safety, wellbeing and mental health for our people
- Valuing** diversity and inclusion
- Best practice** processes for recruitment, onboarding and development of our people

### DATA INFORMED AND RISK-BASED DECISION MAKING

- Effective** collection, analysis and dissemination of key data to underpin decision-making
- Supporting** robust decision making through data analytics, risk assessment and intelligence evaluation
- Ongoing analysis** and improvement of our delivery of regulatory services and practices



### VALUING OUR PARTNERSHIPS

- Engaging** effectively with stakeholders and our community
- Working collaboratively** with stakeholders to maximise public value and outcomes
- Supporting community expectations** by understanding our community's needs and priorities
- Improving** policy development and service delivery through data, analysis and research
- Bringing a solutions focus** to achieve results with our partners

### BEING ACCOUNTABLE FOR OUR WORK

- Ensuring** good governance at all levels
- Delivering** on government priorities
- Being transparent** about our operations and performance
- Accountability** for our actions and decisions



### FOUNDATIONAL DOCUMENTS

- ACTPS Values and Code of Conduct
- ACT Government Budget Papers
- CMTEED Strategic Intent 2020
- Accountability Commitment
- Service Charter, Regulatory Compliance & Enforcement Policy, Decision Making Policy, Complaint Investigation Policy

	What we do	2019-20 Accountability Indicators	Priority Projects
<b>Events and Business Coordination</b>	<ul style="list-style-type: none"> <li>The Event &amp; Business Co-Ordination (EBC) team provides an event coordination service to help ensure events meet all the necessary legislative and safety obligations in the ACT. We provide a single point of contact throughout the event planning and implementation process. The team also provides pathway solutions for new businesses in the ACT.</li> </ul>	<p><b>Efficient Service Delivery</b> - Percentage of Customers satisfied with Access Canberra</p> <ul style="list-style-type: none"> <li>The 2019-20 target for this measure - 90%.</li> <li>The results are determined by the responses to an independent annual survey of the Canberra community.</li> </ul>	<ul style="list-style-type: none"> <li>Deliver 3 new AI projects</li> <li>Relocate from Transact and DPMH to new Dickson Office Building</li> <li>Open new Service Centre in Dickson</li> <li>Procure new ticketing system for service centres and shopfronts</li> <li>Belconnen Service Centre Relocation</li> <li>Building file digitisation</li> <li>Implement KRONOS scheduling system</li> <li>eDevelopment Renovation project</li> <li>Land Titles Modernisation project</li> <li>Intelligent Regulator project</li> <li>WWVP reforms Project including WWVP Act review, NDIS worker screening and Negative notice register (National reference system)</li> </ul>
<b>Complaints Management Team</b>	<ul style="list-style-type: none"> <li>The Complaint Management Team (CMT) is the central, single entry point for complaints received by Access Canberra. It provides customers a single face and facilitates the allocation and management of complaints across the regulatory and customer service areas.</li> </ul>	<p><b>Doing business in the ACT is easy</b> - Percentage of Customers satisfied with the ease of interacting with Access Canberra</p> <ul style="list-style-type: none"> <li>The 2019-20 target for this measure - 95%.</li> <li>Results are determined by the responses to an independent annual survey of the Canberra community.</li> </ul>	
<b>Land Titles</b>	<ul style="list-style-type: none"> <li>Land Titles is responsible for registration of all land related transactions pertaining to the purchase and sale of land and properties in the ACT and maintaining the land titles register under the <i>Land Titles Act 1925</i>.</li> </ul>	<p><b>Percentage of services available online</b></p> <ul style="list-style-type: none"> <li>The 2019-20 target for this measure - 75%</li> <li>This reflects the government's commitment to continue to increase the number of services available online (online interactions are those that can be conducted, at least in part via the internet).</li> </ul>	
<b>Applications and Approvals</b>	<ul style="list-style-type: none"> <li>The Environment Planning and Land Shopfront (EPL) is responsible for the administration of development applications and associated processes. The team provides rigorous support to the Planning Delivery Branch of EPSDD and takes the lead for managing the eDevelopment ICT system and various other systems that manage land and planning. The EPL shopfront is regularly the first point of contact for all planning matters and in coordination with the Land Titles Office manages counter operations at the Dame Pattie Menzies House.</li> <li>The Building Services Shopfront is responsible for the administrative services across construction activity in the ACT. The team provides support to the Plumbing, Gas, and Electrical inspectorates in Access Canberra, supports the Construction Audit team and is responsible for all records on the Building Files. This includes building file documentation and Conveyancing reports that provides prospective buyers up-to-date and accurate information as part of the property sales process. The team is also responsible for the digitising of the hardcopy building files.</li> </ul>	<p><b>Percentage of services completed online</b></p> <ul style="list-style-type: none"> <li>The 2019-20 target for this measure - 87%</li> <li>This reflects the government's commitment to encourage the use of online services for those customers who prefer digital interactions to in-person or phone interactions.</li> </ul> <p><b>Average number of days to issue business authorisation</b></p> <ul style="list-style-type: none"> <li>The 2019-20 target for this measure - 10 working days or less for business authorisations.</li> <li>The overall processing times may be affected by Access Canberra's practice of accepting incomplete business applications, then assisting those customers to complete. While this practice increases processing times it also enhances the customers' experience.</li> </ul>	
<b>WWVP</b>	<ul style="list-style-type: none"> <li>The Working with Vulnerable Scheme commenced 8 November 2012 and aims to reduce the incidence of sexual, physical, emotional or financial harm or neglect of vulnerable people in the ACT.</li> <li>The WWVP team is responsible for receiving, assessing and determining applications made under the <i>Working with Vulnerable People (Background Checking) Act 2011</i> (the WWVP Act).</li> </ul>	<p><b>Average number of days to issue personal registration</b></p> <ul style="list-style-type: none"> <li>The 2019-20 target for this measure - 5 working days or less for personal registrations.</li> </ul>	

<p><b>Contact Centre</b></p>	<ul style="list-style-type: none"> <li>The Contact Centre provides a telephone service for the ACT Community to access the ACT Government this includes a webchat and call back service. It also provides a 24/7 stand-up capability to the State Emergency Service (SES) during severe weather events and is an integral component of the ACT Emergency Plan by means of public information dissemination.</li> </ul>		
<p><b>Service Centres and Civic Driver Licence Service</b></p>	<ul style="list-style-type: none"> <li>Service Centres provide approximately 300 services including various road transport related transactions, working with vulnerable people applications, Births, Deaths and Marriage transactions, proof of identity cards, seniors cards and various business and industry licencing transactions. The Civic Driver License Service issue Drivers Licences and facilitates the lodgement of WWVP applications.</li> </ul>		
<p><b>Intelligent Regulator project</b></p>	<ul style="list-style-type: none"> <li>This project aims to deliver a business licensing system with common capabilities that offers:             <ul style="list-style-type: none"> <li>- Online self-service options; and</li> <li>- End to end automated transactions;</li> <li>- Risk based assessments;</li> <li>- Streamlined application processes; and</li> <li>- Digital real time information about application</li> </ul> </li> </ul>		



Measuring social, financial and environmental data to create a more liveable city	
	<b>Data and Intelligence Team</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>• Establish Data and Intelligence team</li> <li>• Establish organisational and governance structure for data and analytics projects</li> <li>• Complete 10 data and analytics assessments</li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>• Data and Intelligence team established</li> <li>• Organisational and governance structure for data and analytics projects established</li> <li>• Projects complete</li> <li>• We have answered 10 questions</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>• June 2020</li> </ul>
<b>Progress</b>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>WHO</b>	Kevin Bell
	<b>Enhanced data capture</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>• Enhance data capture process to better improve data quality and provide more meaningful trend analysis</li> <li>• Develop and test new workspace</li> <li>• Training CRM users on utilising the workspace</li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>• Improved data quality for more effective analysis, through weekly QA reporting, post rebuild</li> <li>• Enhanced reporting and intelligence capability</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>• January 2020</li> </ul>
<b>Progress</b>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>WHO</b>	Kevin Bell

	<b>AI for better Services</b>
	<b>Artificial Intelligence Projects</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>• Increase the number of AI process</li> <li>• Measure benefits realised - economic benefit to the community</li> <li>• Three new services delivered</li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>• Reduction in wait times and transaction times</li> <li>• Agent trust account audit and security licence application automation</li> <li>• Three new services delivered via Smart Bots</li> <li>• AI reduces administrative effort and resources are redirected to deliver better outcomes for the community</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>• June 2020</li> </ul>
<b>Progress</b>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>WHO</b>	Luke Madden

	<p><b>Develop culture and diversify staff skill sets</b>  <b>Upskilling Staff</b>  <b>Enhance professional development of staff</b></p>
	<b>Staff Rotation and Training Programs</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>• Encourage staff participation in the rotation program</li> <li>• Consider the rotation register as a first point when making staffing decisions</li> <li>• Fill short term vacancies wherever possible from the rotation register</li> <li>• Identify development needs of individuals as informed by the evaluation process determined by Baseline</li> <li>• Identify suitable training from the workforce learning and development site</li> <li>• Cross-training across a wider range of Access Canberra services</li> <li>• Build networks with customer coordination teams such as attending manager meetings</li> <li>• Compulsory job specific training for supervisors/managers</li> <li>• Incorporate Access Canberra knowledge as part of all PDP's</li> <li>• Establish accountability for undertaking training via PDP discussions</li> <li>• Regular performance reviews and programs outside the PDP process</li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>• Increase the number of short-term vacancies offered to staff on the rotation register - workforce capability report will measure</li> <li>• Every staff member will participate in at least one professional development course per annual PDP review period</li> <li>• Participation in professional development courses will be confirmed through the cyclical review of PDP's</li> <li>• Well trained workforce with a diverse range of transferable skills</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>• June 2020</li> </ul>
<b>Progress</b>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>WHO</b>	<p>Service Centres – Jennie Gannon          Applications and Approvals &amp; Land Titles – Fred Arugay          Contact Centre – Michael Gallon          Complaints Management Team – James Bradford          WWVP – Narelle Bramwell          Events and Business – Leah Mokany</p>

	<b>Implement ministerial and government training workshops across Access Canberra</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>• Deliver workshops that will:             <ul style="list-style-type: none"> <li>○ Enhance quality of ministerial responses across Access Canberra</li> <li>○ Enhance the knowledge and understanding of government and assembly business across AC</li> <li>○ Improve timeliness of responses</li> <li>○ Create an educational baseline of Government awareness</li> </ul> </li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>• Improved quality and timeliness of responses</li> <li>• Feedback from Ministers office</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>• Deliver by January 2020</li> </ul>
<b>Progress</b>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>WHO</b>	Complaints Management Team – James Bradford
	<b>CMT Roadshow</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>• Engage and educate Access Canberra line areas on the role of CMT and services provided by the Intel &amp; Analysis team.</li> <li>• Provide CRM training and support</li> <li>• Develop presentation and training package.</li> <li>• Schedule meeting with line areas</li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>• Access Canberra staff are educated on CMT roles and responsibilities</li> <li>• Attendance at training sessions</li> <li>• Increase in number of requests for data/data analysis</li> <li>• Improved quality and timeliness in responses to ministerial, briefs and general correspondence</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>• Complete January 2020</li> </ul>
<b>Progress</b>	
<b>WHO</b>	CMT – James Bradford

	<b>Recruitment and Training Strategy – Service Centres, Contact Centre and BS&amp;T</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>• Map current recruitment and training processes in Service Centres, Contact Centre and Business Support and Training</li> <li>• Identify similarities, differences and opportunities</li> <li>• Modernise training materials</li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>• Reduced duplication of effort</li> <li>• Consistency in training</li> <li>• Ability to on-board staff quickly</li> <li>• Clearer career paths for employees</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>• March 2020</li> </ul>
<b>Progress</b>	
<b>WHO</b>	<p>Service Centres – Jennie Gannon            Contact Centre – Michael Gallon            Licensing and Registration Division – Felicity Burns</p>

	<p><b>Continuing to fulfil Government priorities</b>  <b>Co-designed regulatory &amp; customer service approaches</b>  <b>New Normal way of Working</b>  <b>Less paper more Digital</b></p>
	<p><b>Move to Dickson Office Building – open new Service Centre</b></p>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>• Move to new Dickson office building</li> <li>• Develop new service model in conjunction with EPSDD and SLA</li> <li>• Facilitate process changes to implement electronic only payments</li> <li>• Develop comprehensive transition plan for move to ABW work environment</li> <li>• New digital forms for current paper processes</li> <li>• ABW transition (functionality)</li> <li>• Electronic only payments</li> <li>• Hours of operation changes (flexible hours)</li> <li>• Equipment Plan and requirements (e.g. printers)</li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>• Service Model is developed and implemented early 2020</li> <li>• Legislative and process changes are finalised and communicated to key stakeholders</li> <li>• Transition plan developed and endorsed</li> <li>• Open electronic payments only service centre</li> <li>• Staff move to activity base workplace with minimal disruption to business as usual</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>• early 2020</li> </ul>
<b>Progress</b>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>WHO</b>	<p>Service Centres – Jennie Gannon          Applications and Approvals &amp; Land Titles – Fred Arugay          Contact Centre – Michael Gallon          Complaints Management Team – James Bradford</p>

	<b>Starting a new business in the ACT– The Guide</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>• Draft a new business guide to assist businesses starting up in the ACT</li> <li>• Engage Access Canberra teams and other Directorates to facilitate information packs for new businesses.</li> <li>• Review and update into single source</li> <li>• Obtaining endorsement from information owners</li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>• Streamlining of information delivery for new business proponents</li> <li>• First Draft sent to line areas (content owners) by June 2020</li> <li>• Feedback from new business customers</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>• June 2020</li> </ul>
<b>Progress</b>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>WHO</b>	Events and Business – Leah Mokany
	<b>Intelligent Regulator Project</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>• Procuring a replacement business licensing system with common capabilities and offering:             <ul style="list-style-type: none"> <li>○ Online self-service options; and</li> <li>○ End to end automated transactions;</li> <li>○ Risk based assessments;</li> <li>○ Streamlined application processes; and</li> <li>○ Digital real time information about application.</li> </ul> </li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>• 95% of all applications received online within the first 6 months of implementation.</li> <li>• 30% reduction in the time to complete a license/permit application.</li> <li>• For a renewal, 50% reduction in time to complete the renewal application for a permit</li> <li>• Reduction of assessment time frames by 40% within the first 3 months.</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>• October 2019</li> </ul>
<b>Progress</b>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>WHO</b>	Project lead - Nardia Cassidy

	<b>Implementation of KRONOS Workforce Scheduling System</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>• Implement an automatic scheduling system to suit the Contact Centre and Service Centres scheduled workforce.</li> <li>• Identification and documentation of shift patterns and allocations.</li> <li>• Training and management of exceptions over time.</li> <li>• Engagement with teams</li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>• Kronos is available to all staff</li> <li>• Kronos is fully implemented across SC and CC</li> <li>• Scheduling of workers is completed within agreed timeframes</li> <li>• Workplaces are adequately staffed to manage workload including peaks and troughs</li> <li>• Staff are able to take rostered days off</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>• Complete December 2019</li> </ul>
<b>Progress</b>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>WHO</b>	<p>Service Centres – Jennie Gannon Contact Centre – Michael Gallon</p>
	<b>Commence EBC Future Opportunities Project</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>• Explore Coordination of all new and changing business proposals that reach out to EBC and what that would include.</li> <li>• Identify time and effort along with resources required to deliver coordination services to all incoming business enquiries.</li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>• Sample data collected throughout 2019/20 based on coordination of new liquor businesses.</li> <li>• Concierge service to clients providing a clear entry point for all new businesses who engage with EBC.</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>• June 2020</li> </ul>
<b>Progress</b>	
<b>WHO</b>	Events and Business Team – Leah Mokany



	<b>eDevelopment Renovation</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>Support EPSDD to replace the current Development Application (DA) system and the Building Approval (BA) system with a new system that will be simple to use, have a consistent look and feel, and encompass more processes.</li> <li>Build workflows and customer portals way where modifications can be made over time to address legislative and business changes.</li> <li>Training for internal and external users, proactive industry engagement</li> <li>Data analytic considerations</li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>Improved lodgement outcomes with an improved completeness check success rate than previous FY</li> <li>Better reporting capability – number of self-serve reports identified and built</li> <li>Legislation changers are easier and quicker to be implement on the new system.</li> <li>High attendance to training sessions</li> <li>Develop ongoing support and maintenance arrangements</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>June 2020</li> </ul>
<b>Progress</b>	
<b>WHO</b>	Applications and Approvals - Fred Arugay
	<b>Land Titles System Modernisation</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>Introduce an accounts system for ACTLIS subscribers</li> <li>Delivery of historical document searches</li> <li>Upgrade the system to implement Paper less titles</li> <li>Include a new product to ACTLIS being the Title watch Service</li> <li>Develop ACTLIS to align to the National Electronic Conveyancing Data Standards so e-Conveyancing can be introduced.</li> <li>Work with CMTEDD Regulatory Reform team to adopt the e-Conveyancing National Law and modernise the <i>Land Titles Act 1925</i>.</li> <li>Join ARNECC and sign the Intergovernmental Agreement</li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>Adopt National Law by Dec 2019</li> <li>Alignment of regulatory and technical outcomes upon production release by May 2020.</li> <li>Improved business workflows such as registration timeframes and ICT outages (2020-21 measure)</li> <li>The ICT system is sustainable over the long term</li> <li>Strengthens the Land Titles register and further protects property owners from fraud</li> <li>Industry support and involvement – this can be measured by attendance at training sessions and other means such as surveys</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>June 2020</li> </ul>
<b>Progress</b>	
<b>WHO</b>	Applications and Approvals - Fred Arugay

	<b>Digitisation Building Files</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>Digitise approximately 65,000 paper building files that require scanning to make Objective file the true and correct source of documentation. This is year 2 of a 5 year project with 11,000 paper building files having been scanned.</li> <li>Scan all paper building files to Objective utilising scanning equipment both existing and new</li> <li>Consolidate files scanned on the network drive to Objective.</li> <li>WAE survey microfilm scanning or archiving</li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>Improve the current inconsistencies in the building file records structure with the aim to have the one true source of data. This includes removal of the network drives that also hold building file data</li> <li>High quality scans and consistent naming of documents and plans</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>
<b>Progress</b>	
<b>WHO</b>	Applications and Approvals – Fred Arugay
	<b>Belconnen Service Centre relocation 2021</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>Engage with Property Group to Identify suitable site to relocate Belconnen Service Centre</li> <li>Establish working group</li> <li>Prepare budget bid</li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>New site identified</li> <li>Working group established</li> <li>Budget bid prepared</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>December 2019</li> </ul>
<b>Progress</b>	
<b>WHO</b>	Service Centre – Jennie Gannon

	<b>Service Centre and Shopfront Queuing System Replacement Procurement</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>Engage with Procurement Services to develop procurement plan</li> <li>Go to market</li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>Procurement process finalised prior to the expiration of current Qflow contract.</li> </ul>
<b>TIMEFRAME</b>	<ul style="list-style-type: none"> <li>December 2019</li> </ul>
<b>Progress</b>	
<b>Who</b>	Service Centre –Jennie Gannon
	<b>WWVP reforms Project including WWVP Act review, NDIS worker screening and Negative notice register (National reference system)</b>
<b>HOW?</b>	<ul style="list-style-type: none"> <li>Support the development of the systems necessary to support the reforms through the attendance at all relevant project meetings and discovery workshops and are prepared to put these broad reforms into operation.</li> </ul>
<b>MEASURES/SUCCESS</b>	<ul style="list-style-type: none"> <li>Access to information and our systems will be simple and seamless for those wanting to engage with our most vulnerable in the community.</li> <li>Strengthened protections for vulnerable people in our community and is a step toward greater national consistency for background screening checks.</li> </ul>
<b>TIMEFRAME</b>	July 2020
<b>Progress</b>	
<b>Who</b>	WWVP Team- Narelle Bramwell

	How	Measures	Reporting
<b>Complaints Management</b>	Capture incoming regulatory complaints within Access Canberra and enter into the database (CRM), complaints are then prioritized based on thresholds/risk-harm, information accessed for investigation or managed for conciliation, response provided to complainants.	<ul style="list-style-type: none"> <li>Complaints received are created in CRM and responded to within timeframes, matters escalated to line areas <b>within 10 days</b>, regulatory matters actioned <b>within 30 days</b></li> <li>Internal Quality assurance framework</li> </ul>	<ul style="list-style-type: none"> <li>Current open cases (Business Unit)</li> <li>Last customer contact (Business Unit)</li> <li>Weekly case report (Business Unit)</li> </ul>
<b>Fair Trading Enquiries</b>	<p>Receive enquiries under <i>Fair Trading (Australian Consumer Law) Act 1992</i> and enter into the CRM. Complaints are then prioritised based on thresholds/risk-harm, information accessed for investigation or managed for conciliation, response provided to complainants.</p> <p>Provide information online and over the phone to businesses and consumers to ensure they are informed and confident when trading or making purchases.</p>	<ul style="list-style-type: none"> <li>Enquiries received and created in CRM and responded with customer outcome provided <b>within 30 days</b></li> <li>Internal Quality assurance framework</li> </ul>	<ul style="list-style-type: none"> <li>Current open cases (Business Unit)</li> <li>Last customer contact (Business Unit)</li> <li>Weekly case report (Business Unit)</li> </ul>
<b>Coordinate Ministerial correspondence and other DLO information requests</b>	Ministerial correspondence and DLO information requests triaged, circulated, proofed and clearance process. Various document management systems used – TRIM, Objective, CRM and Outlook are primary information / document management resources.	<ul style="list-style-type: none"> <li>Ministerial correspondence complete and emailed / posted to constituent <b>within one fortnight</b></li> <li>Other DLO requests completed as soon as possible in most cases <b>same day or less than 3 days</b> depending on complexity</li> <li>Minister office call back requests to be completed <b>within one business day</b></li> <li><b>No more than 12 ministerials overdue in a year</b></li> </ul>	<ul style="list-style-type: none"> <li>Weekly overdue report to head of service (HOS)</li> <li>Internal reporting via TRIM to indicate current ministerial status (AC Executive)</li> </ul>
<b>Quality Assurance</b>	Dedicated resource conducts random sample of CRM complaint data and quality assurance checks and provides feedback to originator to amend, clear and resubmit.	<ul style="list-style-type: none"> <li>Weekly Case Manager QA report provided to CMT Management for review.</li> <li><b>Minimum of 10%</b> of all CMT cases to be reviewed by Quality Assurance Team Leaders</li> </ul>	<ul style="list-style-type: none"> <li>Weekly Case Manager QA report (Business Unit)</li> <li>Weekly team QA report (Business Unit)</li> </ul>

<p><b>Call Handling</b></p>	<ul style="list-style-type: none"> <li>Measure the average time that customers wait for call to be answered by Contact Centre and ELP Call Centre</li> </ul>	<p>Maintain average call wait time at <b>less than 4 minutes</b></p> <p>Average number of contacts for resolution – <b>less than 2</b></p>	<ul style="list-style-type: none"> <li>Daily monitoring</li> <li>Monthly reports</li> </ul>
<p><b>Land Titles Examination and Registration Processes</b></p>	<ul style="list-style-type: none"> <li>Examination and Registration of Dealings</li> <li>Register and amend plans as required</li> <li>Perform counter services for Land Titles lodgements and ACT Revenue transactions</li> </ul>	<p>Average timeframe for examination and registration of dealings <b>less than 10 working days</b></p>	<ul style="list-style-type: none"> <li>Monthly report</li> </ul>
<p><b>WWVP</b></p>	<ul style="list-style-type: none"> <li>Examination and registration of WWVP applications</li> </ul>	<p>Average timeframe for examination and registration of WWVP applications <b>less than 15 working days</b></p>	<ul style="list-style-type: none"> <li>Monthly report</li> </ul>
<p><b>Service Centre and Shopfront Wait times</b></p>	<ul style="list-style-type: none"> <li>Measure the average time that customers wait to be served in Service Centres and Shopfronts</li> </ul>	<p>Average wait time <b>less than 10 minutes</b></p> <p>Average number of contacts for resolution – <b>less than 2</b></p>	<ul style="list-style-type: none"> <li>Daily monitoring</li> <li>Monthly reporting</li> </ul>