

Response to question on notice

Questions on Notice Paper No 15

6 February 2026

Question No. 857

Ms Fiona Carrick MLA: To ask the Minister for Finance

What is the average wait time for people to receive a response on queries submitted via the ACT Revenue feedback form, excluding any automated acknowledgment email.

RACHEL STEPHEN-SMITH MLA - The answer to the Member's question is as follows:

Response times on queries submitted via the ACT Revenue "Contact Us" feedback form, may and can vary, often depending on the complexity of the request and whether there are competing priorities that may lengthen the time it takes for staff to get to a response.

The ACT Revenue Contact Centre receives on average 609 queries per month from the feedback form (excludes automated acknowledgments). This number can include follow up queries if more information or clarification is required.

Queries received are triaged and allocated to staff for a response, with more complicated queries allocated to subject matter experts, or senior staff.

On average, response times for straightforward queries, such as cancellation of direct debit payment arrangements or interest remissions would usually be managed within a 2-week period of receipt. More complicated queries for example refund requests, claims for tax exemptions could take weeks or months depending on the complexity of the request.

While the ACT Revenue Office makes every endeavour to turnaround all queries in as timely a manner as reasonably possible, there will be periods, such as during quarterly or annual billing, which could impact on staff availability to respond resulting in further delays.

The ACT Revenue Contact Centre is available for call queries Monday to Friday during business hours, with a callback system in place should there be a need for individuals to follow up on the progress of their query.

Approved for circulation to the Member and incorporation into Hansard.



Rachel Stephen-Smith MLA
Minister for Finance

Date: 15 / 3 / 26

This response required 3hrs 25mins to complete, at an approximate cost of \$393.62.