

WARWICK LICENSING CENTRE, CLOSURE

3227. Mrs C.L. Edwardes to the Minister for Planning and Infrastructure

I refer to the Minister's decision to close the Warwick Licensing Centre and her statement that the decision was based on the results of a customer survey and ask -

- (a) when was this survey carried out;
- (b) where was the survey carried out;
- (c) by whom;
- (d) what was the size of the survey;
- (e) what were the questions asked;
- (f) will the Minister table a copy of the results; and
- (g) if not, why not?

Ms A.J. MacTIERNAN replied:

- (a) October 2000;
- (b) At the Warwick Licensing Centre. The "survey" was an intercept study, which involved face-to-face interviews with visitors to the Centre;
- (c) Market Equity Pty Ltd;
- (d) 1,003 visitors to the Warwick Licensing Centre;
- (e) The objectives of the study were to determine the following:
 - the services people were using the licensing centre for;
 - where users of the licensing centre live;
 - where users of the licensing centre work;
 - where users travelled from to get to the licensing centre;
 - user awareness of Australia Post as a contracted service provider to deal with simple transactions; and
 - user awareness of alternative methods of paying accounts, whether it be by mail, internet or by phone using their credit cards.
- (f)-(g) Yes. [See paper No 3059.]