



**Estimates and Financial Operations Committee  
2017-18 Annual Reports questions prior to hearings**

**Metropolitan Redevelopment Authority**

**The Committee asked:**

1. How frequently do you review your  
(a) key performance indicators

Answer:

The MRA was established on 1 January 2012 with 2012-13 its first full year of operation. A KPI review would have been undertaken in 2017-18 however with the announcement of the Land Agency Reform process in November 2017 the KPI review has been deferred until the reform process is complete.

- (b) Key performance indicator targets

Answer:

KPI targets are reviewed annually.

2. When were your key performance indicators last reviewed?

Answer:

See answer to 1(a)

3. Can you provide any documentation from your last review of your key performance indicators?

Answer:

Not applicable see answer to 1(a)

4. Can you list any new key performance indicators for this year?

Answer:

There are no new KPIs

5. In relation to credit and debit card payments

- (a) Do you allow a person to pay for goods and services with credit or debit card

Answer: Yes

(b) If so, when a person pays a fee or fine by credit or debit card

(i) What surcharge do you apply to process that card payment

Answer: Nil

(ii) Do you impose the same surcharge irrespective of which type card is used

Answer: N/A

(iii) Is that surcharge authorised by a legislative Instrument, for example, by regulations

Answer: N/A

(iv) What steps have you taken to ensure compliance with Reserve Bank of Australia Standard No. 3 2016 titled 'Scheme rules relating to merchant pricing for credit, debit and prepaid card transactions'

Answer: N/A

(v) As per the Standard, is your surcharge no greater than the average cost of acceptance of the lowest cost system, not an average of all cost systems?

Answer: N/A

