

31/10/18

LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS

2017-18 ANNUAL REPORT - QUESTION PRIOR TO HEARING

Metropolitan Cemeteries Board

The Committee asked:

1) How frequently do you review your

a) key performance indicators

Answer: Annually

b) key performance indicator targets?

Answer: Annually

2) When were your key performance indicators last reviewed?

Answer: July 2018

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

Answer: No, it was a desktop review as a part of the annual financial compliance audit

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

Answer: Not applicable

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

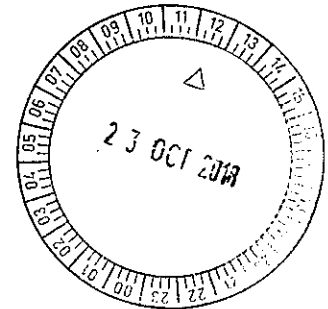
Answer: Not applicable

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

Answer: Not applicable

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: Not applicable




Initialed by _____

A handwritten signature in black ink, appearing to be "M".

- 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: Not applicable

Initialed by -----