

LEGISLATIVE COUNCIL STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS

QUESTIONS PRIOR TO HEARING

Keystart Housing Scheme Trust

The Committee asked:



- (1) How frequently do you review your
 - (a) key performance indicators
 - (b) key performance indicator targets?

Answer:

Not applicable. Keystart does not publish separate key performance indicators. Data is provided to the Department of Communities, and Keystart's performance is then incorporated into the key performance indicators published annually by the Housing Authority. Please refer to responses provided by the Housing Authority.

- (2) When were your key performance indicators last reviewed?

Answer:

Not applicable. Keystart does not publish separate key performance indicators. Data is provided to the Department of Communities, and Keystart's performance is then incorporated into the key performance indicators published annually by the Housing Authority. Please refer to responses provided by the Housing Authority.

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

Answer:

Not applicable. Keystart does not publish separate key performance indicators. Data is provided to the Department of Communities, and Keystart's performance is then incorporated into the key performance indicators published annually by the Housing Authority. Please refer to responses provided by the Housing Authority.

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

Answer:

Not applicable. Keystart does not publish separate key performance indicators. Data is provided to the Department of Communities, and Keystart's performance is then incorporated into the key performance indicators published annually by the Housing Authority. Please refer to responses provided by the Housing Authority.

- (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:

No

- (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:

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Not applicable.

(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.

(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.


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