

# 2023 Customer Satisfaction Survey Results

## Digital Services



Around 72% of Canberrans surveyed used our digital services - the highest level to date.



Customer satisfaction with our digital services

 3%

**88%**

## Service Centres



54% of Canberrans surveyed visited an Access Canberra Service Centre, an increase from 43% in 2022.



Customer satisfaction with our service centres

 1%

**92%**

## Contact Centre



37% of Canberrans surveyed contacted our Contact Centre, a decrease from 43% in 2022.



Customer satisfaction with our contact centre

 2%

**85%**

## Awareness and overall usage



97% of Canberrans surveyed are aware of Access Canberra services



88% of Canberrans surveyed used Access Canberra services in 2023



Overall satisfaction with Access Canberra services

 4%

**82%**

### Areas for improvement



#### Contact Centre & Service Centres

While satisfaction with wait times increased marginally for both our Contact Centre (2.97 to 3.17) and Service Centres (3.52 to 3.88) it continues to be an area of focus.

**GOAL FOR 2024:** Continue to improve the experience customers have when calling Access Canberra through reduced wait times and enhanced interactions with our staff to support fast and easy transactions and enquiries.



#### Digital Services

Use of Access Canberra digital services was at its highest in 2023. Despite this increase we recognise users want improvements to make it easier to find what they need and certainty that the information is up to date.

**GOAL FOR 2024:** Launch of the refreshed Access Canberra website, to deliver an improved experience for customers who deal with us online.

Canberrans can transact with us: