



Access Canberra

2023 Customer Satisfaction Research

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Table of Contents

Background & Methodology	4
Sample Profile	8
Key Findings	11
Section A: Awareness & Usage Summary	19
Awareness of Access Canberra	20
Usage of Access Canberra	21
Most Recent Month of Visit/Usage	22
Reasons for Using Each Service Channel.....	23
Section B: Satisfaction with Access Canberra Services Summary	24
Summary of Overall Satisfaction	25
Summary of Satisfaction with Services	26
Summary of Overall Ease of Dealings	27
Summary of Ease of Dealing with Each Service Type	28
Summary of Contact Purpose	29
Summary of Contact Frequency	30
Summary of Number of Contacts to Resolve Issue.....	31
Section C: Access Canberra Service Centres	32
Number of Visits to an Access Canberra Service Centre in the Past 12 Months	33
Time of Most Recent Visit to a Service Centre	34
Access Canberra Service Centre Visited Most Recently	35
Choosing an Access Canberra Service Centre over the Contact Centre or Digital Services	36
Details of Most Recent Visit to an Access Canberra Service Centre	37
Number of Contacts to Resolve Issue	39
Ease of Dealing with Access Canberra Service Centre.....	40
Satisfaction with Service Received at Service Centre	42
Satisfaction with Specific Services Received at Service Centre	45
Satisfaction with Specific Services Received at Service Centre	46
Drivers of Overall Satisfaction with Service Centres.....	49
Drivers of Ease To Deal With Service Centres	51
Usage of the 'Mobile Queue' Service	53
Section D: Access Canberra Telephone Contact Centre	54
Number of Calls to the Access Canberra Telephone Contact Centre in the Past 12 Months	55
Time of Most Recent Call to the Access Canberra Contact Centre	56
Choosing the Access Canberra Contact Centre over a Service Centre or Digital Services.....	57
Details of Most Recent Telephone Contact	58
Number of Contacts to Resolve Issue	60
Reason for Calling Multiple Times	61
Number of Staff Spoken to on Most Recent Call.....	62

Ease of Dealing with Access Canberra Contact Centre	63
Satisfaction with Service Received from the Contact Centre	65
Satisfaction with Specific Services Received from the Contact Centre	67
Drivers of Overall Satisfaction with the Contact Centre	71
Drivers of Ease of Dealing with the Contact Centre	73
Section E: Access Canberra Digital Services	75
Number of Times Access Canberra Digital Services Were Used in the Past 12 Months	76
Use of Access Canberra Digital Services	77
Choosing Access Canberra Digital Services over a Service Centre or the Contact Centre	78
Details of Most Recent Use of Digital Services	79
Number of Contacts to Resolve Issue	81
Devices Used to Access the Website	82
Usage of Mobile Devices	83
Ease of Finding Information or Services	84
Satisfaction with Access Canberra Digital Service	86
Satisfaction with Specific Digital Services	88
Drivers of Overall Satisfaction with Digital Services	91
Drivers of Ease of Dealing with Digital Services	93
Section F: Overall Perceptions of Access Canberra	95
Overall Perceptions of Access Canberra	96
Section G: Quality of Life	98
Quality of Life in the ACT	99
Appendix A: Additional Analysis	100
Details of Most Recent Visit to an Access Canberra Service Centre	101
Ease of Dealing with Access Canberra Service Centres	103
Satisfaction with Service Received at Service Centres	104
Satisfaction with Specific Services Received at Service Centre	105
Details of Most Recent Call to the Telephone Contact Centre	106
Ease of Dealing with Access Canberra Contact Centre	107
Satisfaction with Service Received from the Contact Centre	108
Details of Most Recent Use of Digital Services	109
Ease of Finding Information or Services – Digital Services	110
Satisfaction with Access Canberra Digital Services	111
Appendix B: Demographics	112
Appendix C: Questionnaire	117



Background & Methodology

Background and Methodology

Each year, Access Canberra (and prior to 2016, the previous Canberra Connect entity) undertakes a client satisfaction survey, to address the following research objectives:

- Establishing awareness of Access Canberra
- Usage of Access Canberra's channels, i.e. Service Centre, Contact Centre, Digital Services
- Key metrics for Access Canberra overall and each of the three channels, such as:
 - Overall satisfaction
 - Ease of dealing with Access Canberra
 - Satisfaction with specific service attributes
- Drivers of overall satisfaction and suggested improvements for services used
- Understand perceptions of quality of life

Questionnaire

Micromex Research, together with the ACT Government, updated the 2022 questionnaire for use in 2023.

A copy of the questionnaire is provided in Appendix C.

Data collection

The survey – conducted by telephone – was conducted during the period 11th – 22nd April 2023 from 4:30pm to 8:30pm Monday to Friday, and from 10am to 4pm Saturday.

Survey area

The Australian Capital Territory (ACT) Government Area.

Sample selection and error

A total of 601 resident interviews were completed. 559 of the 601 respondents were selected by means of a computer based random selection process using Australian Marketing Lists, Leading Lists, and List Brokers. The remaining 42 respondents were 'number harvested' via face-to-face intercept at two areas in the ACT: Canberra Centre and Belconnen Westfield.

A sample size of 601 residents provides a maximum sampling error of plus or minus 4.0% at 95% confidence. This means that if the survey was replicated with a new universe of N=601 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.0% – for example, an answer such as 'yes' (50%) to a question could vary from 46% to 54%.

The sample was weighted by age and gender to reflect the 2021 ABS Census data for the ACT.



Background and Methodology

Interviewing

Interviewing was conducted in accordance with The Research Society's Code of Professional Behaviour.

Prequalification

Participants in this survey were pre-qualified as being over the age of 18, and not working for, nor having an immediate family member working for, the ACT Government.

Data analysis

The data within this report was analysed using Q Professional.

Significance difference testing is a statistical test performed to evaluate the difference between two measurements. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

Within the report, ▲▼ are used to identify statistically significant differences between groups, i.e., gender and age.

Ratings questions

The bi-polar Scale of 1 to 5, where 1 was the lowest rating and 5 the highest rating, was used in most rating questions.

This scale allowed us to identify different levels of agreement and satisfaction across respondents.

Additionally, to be consistent with waves prior to 2015 a Customer Service Index (CSI) was calculated for satisfaction questions:

Very satisfied	=	100
Satisfied	=	75
Neither	=	50
Dissatisfied	=	25
Very dissatisfied	=	0

For example, if a respondent provided a rating of 'very satisfied' their response received the highest rating of 100, and if a respondent provided a rating of 'very dissatisfied' their response received a rating of 0. The CSI represents an average of these scores.

CSI and mean scores are calculated with the **exclusion** of unprompted codes (i.e.: Not sure/Can't say/Don't know).



Background and Methodology

Percentages

All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

Understanding the Drivers of Satisfaction – Regression Outcomes

Users of each of the service channels (Service Centres, Telephone Contact Centre and Digital Services) were asked to rate their experience of attributes specific to them – we refer to these as 'Independent Variables'. Using Regression Analysis, we are able to identify the contribution the independent variables make to overall satisfaction with each service channel (known as the 'Dependent Variable').

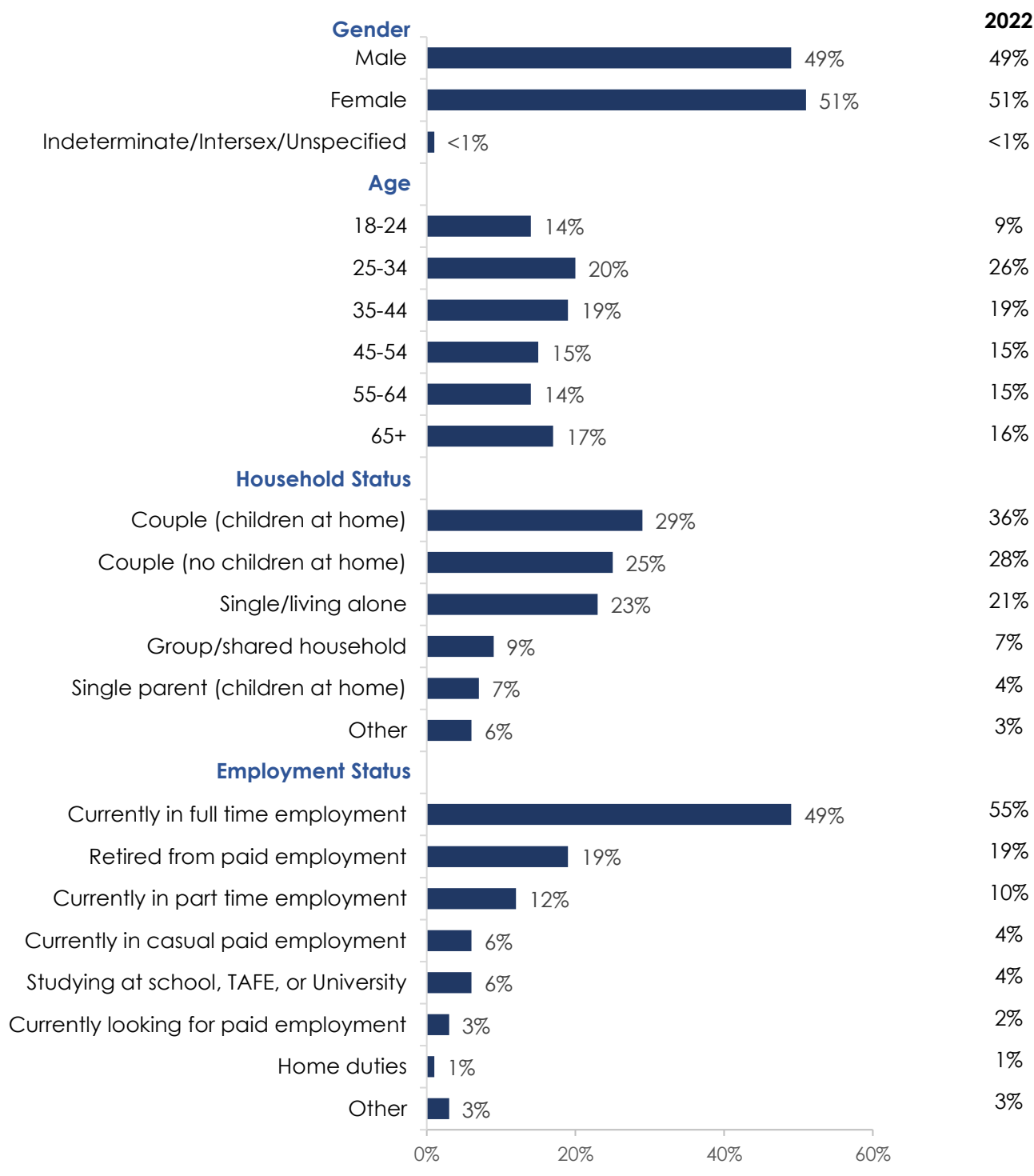




Sample Profile



Sample Profile (Weighted)



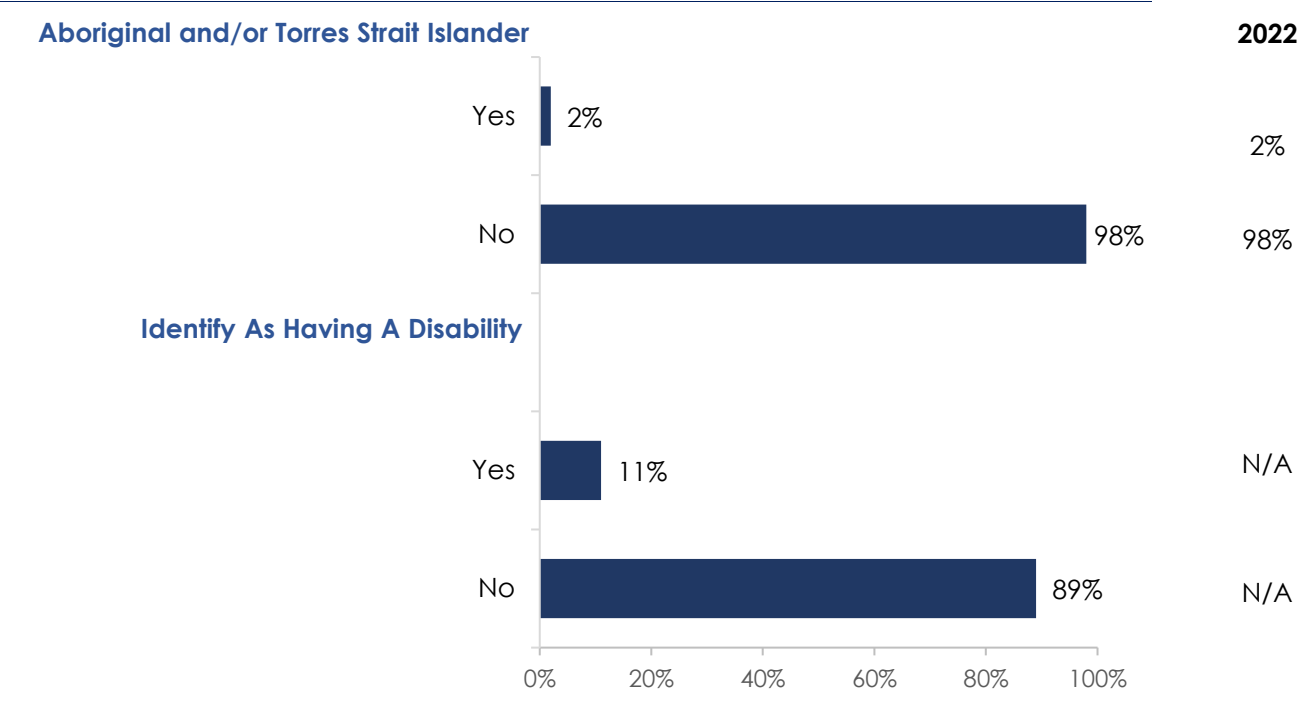
Base: N = 601

A sample size of 601 residents provides a maximum sampling error of plus or minus 4.0% at 95% confidence. The sample has been weighted by age and gender to reflect the 2021 ABS community profile of the ACT.

Note: 5 respondents refused to state household status and 2 refused to state employment status.



Sample Profile



Base: N = 601

A sample size of 601 residents provides a maximum sampling error of plus or minus 4.0% at 95% confidence. The sample has been weighted by age and gender to reflect the 2021 ABS community profile of the ACT.





Key Findings



Summary

	Service Centres 	Telephone Contact Centre 	Digital Services 
Overall satisfaction	92% Satisfied/very satisfied	85% Satisfied/very satisfied	88% Satisfied/very satisfied
Average number of contacts (channel specific)	1.3 contacts	1.5 contacts	1.3 contacts
Engagements via other channels	0.7 contacts	0.9 contacts	0.4 contacts
Total contacts to resolve	2.0 contacts	2.3 contacts	1.7 contacts
Ease of dealing with Access Canberra	91% Easy/very easy	81% Easy/very easy	90% Easy/very easy
Reason for contact being easy	Able to complete in one visit Quick – didn't have to wait long	Able to complete in one call Person was knowledgeable	Information clearly presented Able to complete transaction in one visit
Reason for contact being difficult	Had to wait a long time Person didn't appear to be knowledgeable	Had to wait a long time Person didn't appear to be knowledgeable	Had difficulty navigating/finding what I was after Didn't understand the information/question on the form
What would make you 'very satisfied' with the service?	Shorter wait times/faster service More knowledgeable staff/staff training	Shorter wait times/faster service Better trained/informed staff	Better format/more user friendly/update the website Clearer/updated information
Top drivers of overall satisfaction	Staff clearly explaining what you needed to know How easy the information was to understand	How easy the information was to understand The fairness of the staff in dealing with your situation	The service experience met my expectations How easy it was to find the information you needed
Top drivers of ease of dealing with the service	The fairness of the staff in dealing with your transaction How easy the information was to understand	The ease of getting through to someone who could assist The staff thoroughly handling your matter	How easy it was to find the information you needed The process was straight forward and easy to understand

Overview

Awareness

Awareness of Access Canberra amongst the ACT population remains very high at 97% (see Page 20).

Usage

There have been noticeable changes in the incidence of using Access Canberra services in the 2023 wave compared to the 2022 wave (remembering that each wave asks respondents to think back 12 months, to the 2023 wave includes 2022 and the 2022 wave includes 2021):

- Nett incidence of using any Access Canberra services in past 12 months has increased marginally (but not significantly) from 85% in 2022 to 88% in 2023 (see Page 21).
- Incidence of visiting a Service Centre has increased significantly, from 43% to 54% (see Page 21):
 - And when asked why they used a Service Centre rather than another channel, there has been a significant increase in those stating that they are physically required to visit in person (for photos, eye tests, etc) (see Page 38).
- In contrast, incidence of calling the Contact Centre has decreased significantly, from 43% to 37% (see Page 21).
- Incidence of using the digital services has remained steady, increasing by just 1% to 72% in 2023 (see Page 21).

The average number of contacts required to solve an issue has dropped marginally for both Service Centres and Contact Centre. However, there has been a small increase in contacts required for the digital channels (see Page 31).

Customer Satisfaction

Community satisfaction/sentiment has increased in 2023 relative to 2022 on most relevant measures:

- Overall satisfaction based on all dealings in the past 12 months (irrespective of channel) has recovered from the small decline in 2022. However, the 2023 Consumer Service Index (CSI) of 76.3 out of 100 is still below the peak of 82 achieved in 2020 (conducted in May 2020, so COVID was already a factor, although respondents would have been thinking of their experiences from May 2019 to May 2020, so a lot of their perceptions may have been formed pre-COVID) (see Page 25).
- Following on from the above, based on their most recent usage of each channel, the CSI for each channel has increased marginally for all channels (albeit not significantly) (see Page 26).
- The same pattern is seen with the 'ease of dealings' measures:
 - Overall ease of dealings (irrespective of channel) has recovered most of the ground lost in 2022 – although again, based on earlier years there is room for further improvement (see Page 27).
 - And all three channels have improved in terms of their most recent usage ease-of-dealing results – significantly so for the Contact Centre (see Page 28).



Overview (continued)

- And at a broader, perceptual level, four of five metrics about Access Canberra ('makes it easy to access an ACT Government service', 'Makes it easy for Canberra residents and local businesses to find out about ACT Government information', 'Makes it easy to give feedback', and 'Makes it easy to find the right person to talk to in the ACT Government') have increased significantly in 2023 (see Page 96).



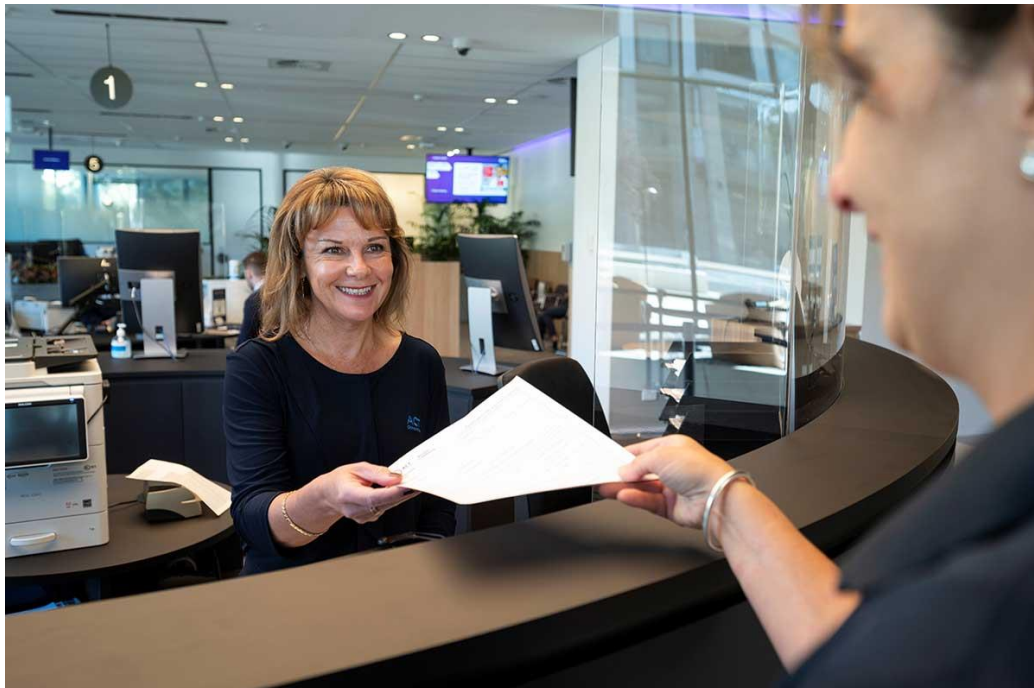
Opportunities – Service Centres



Where are the opportunities to improve community perceptions of the Service Centres?

- When asked an open-ended question about what would have to change to make them very satisfied with the Service Centres, 'Shorter wait times' dominated, followed by 'More knowledgeable staff' and 'More friendly/customer oriented' (see Page 44).
- Similarly, when asked an open-ended question about why they rated the ease of dealing with the Service Centre as either positive or negative (see Page 41):
 - 'Quick/didn't have to wait long' featured as a main reason for being positive – and 'Had to wait a long time' featured as a main reason for being negative.
 - 'Able to complete in one visit' featured as a main reason for being positive – and 'Had to come back' featured as a main reason for being negative.
 - 'Person was knowledgeable' featured as a main reason for being positive – and 'Person didn't appear to be knowledgeable' featured as a main reason for being negative.
- When we ran a regression analysis of 15 individual ratings of Service Centres – using overall satisfaction as the dependent variable – the top three drivers were: 'Staff clearly explaining what you needed to know', 'How easy the information was to understand', and 'The knowledge of the staff' (see Page 49):
 - And when we view the regression results within the context of how satisfied respondents were with each attribute, the main opportunity (i.e.: relatively higher regression score, relatively low satisfaction score) appears to be with 'Staff clearly explaining what you needed to know', which has the highest regression score and a little lower satisfaction score. In reality, attention could be placed on all three of the above attributes – their satisfaction scores are by no means poor, but they could be better (see Page 50).

In summary, based on a range of open and closed-ended questions, the key opportunities for the Service Centres appear to be **primarily** with information provision/knowledge – and to a lesser extent, speed of service.



Opportunities – Contact Centre



Using the same approach as the previous page – but focussed on the Contact Centre – we can identify the opportunities most relevant there:

- When asked an open-ended question about what would have to change to make them very satisfied with the Contact Centre, 'Shorter wait times' again dominated, followed by 'Better trained/informed staff' and 'Easier/more direct way to contact the person needed' (see Page 66)
- Similarly, when asked an open-ended question about why they rated the ease of dealing with the Contact Centre as either positive or negative (see Page 64):
 - 'Person was knowledgeable' featured as a main reason for being positive – and 'Person didn't appear to be knowledgeable' featured as a main reason for being negative.
 - 'Able to complete in one visit' featured as a main reason for being positive – and 'Had to ring back' featured as a main reason for being negative.
 - 'Quick/didn't have to wait long' featured as a main reason for being positive – and 'Had to wait a long time' featured as a main reason for being negative.
 - An additional reason for being negative was 'Transferred and had a poor experience'.

Note that the first three themes above are identical to those raised for the Service Centres on the previous page.

- When we ran a regression analysis of 11 individual ratings of the Contact Centre – using overall satisfaction as the dependent variable – the top four drivers were: 'How easy the information was to understand', 'The fairness of staff in dealing with your transaction', 'Staff thoroughly handling your matter', and 'The amount of time taken by staff to assist you' (see Slide 71):
 - And when we view the regression results within the context of how satisfied respondents were with each attribute, the main opportunities (i.e.: relatively higher regression score, relatively low satisfaction score) appear to be time-related attributes: 'The amount of time taken by staff to assist you', 'The speed of response after your call was answered', and 'The length of time you waited to be served'.

And consistent with one of the open-ended responses, 'The ease of getting through to someone who could assist' also features as a potential opportunity (see Page 72).

In summary, the priority of the potential opportunities for the Contact Centre appears a little different to those of the Service Centres:

- Speed of service issues dominate.
- Making it easier to find someone to assist is also a potential opportunity.
- Information provision/knowledge are still key drivers – however, the Contact Centre appears to be performing well in these areas, so it is a case of more of the same.





Focussing now on the Access Canberra digital services, the opportunities most relevant there are:

- When asked an open-ended question about what would have to change to make them very satisfied with the Digital Services, references to 'Better format/more user-friendly/update the website' dominated, followed by 'Clearer/updated information (see Page 87)
- Similarly, when asked an open-ended question about why they rated the ease of dealing with the Contact Centre as either positive or negative (see Page 85):
 - 'Information clearly presented' was by far the main reason for being positive – whilst 'Had difficulty navigating/finding what I was after' featured as the main reason for being negative:
 - So why do many say the information is easy to find, but some say it is not? We looked at the reason for using the digital channel by the 125 respondents who indicated that they found digital easy because the information was clearly presented, versus the 25 respondents who indicated that they found digital difficult because they had difficulty navigating/finding what they were after.

Those who had difficulty finding information online were less likely than those who found it easy to have been undertaking a 'core' activity, such as car registration and drivers licence – and more likely to have been dealing with less common enquiries such as a fine/infringement or lodging a complaint about a government service. So it is possible that part of their negativity may stem from the nature of their dealings.
 - 'Form easy to fill out' also featured as a main reason for being positive – and 'Didn't understand the information/question on the form' featured as a main reason for being negative
 - An additional reason for being positive was 'Able to complete transaction in one visit'
- When we ran a regression analysis of seven individual ratings of the Digital Services – using overall satisfaction as the dependent variable – the main driver was 'The service experience met my expectations'.

However, to some extent this attribute is a proxy measure of satisfaction, which would explain why it has the highest driver score. So, putting it aside, the other three highest attributes were: 'How easy it was to find the information you needed', 'The process was straightforward and easy to understand', and 'How easy the information was to understand' (see Page 91):

- And when we view the regression results within the context of how satisfied respondents were with each attribute, the main opportunities (i.e.: relatively higher regression score, relatively low satisfaction score) appear to be with: 'How easy it was to find the information you needed', and 'The process was straightforward and easy to understand' (see Page 92).

In summary, the potential opportunities for Access Canberra's Digital Services are very different to those for the Service Centres and Contact Centre. The emphasis should be on making it easier to find the information the resident requires.



‘Satisfaction’ v ‘Ease of Dealing’

In this 2023 Report, we have run two lots of regression analyses:

- One regression per channel, where the dependent variable is overall satisfaction with that channel – this is what we have also done in previous years.
- Another set of regression analyses per channel, where we have used ‘Ease of dealing’ as the dependent variable – we have not undertaken this before.

The report highlights that for Service Centres and the Contact Centre in particular, the regressions scores for some attributes can differ markedly depending on whether ‘overall satisfaction’ or ‘ease of dealing’ are used as the dependent variable – for instance:

- For **Service Centres**, using the ‘ease of dealing’ metric as the dependent variable gives more weight to timing issues and fairness of staff, and less weight to knowledge/clear explanations, willingness to assist, and politeness (when compared to using ‘overall satisfaction’ as the dependent variable) (see Page 51).
- For the **Contact Centre**, using the ‘ease of dealing’ metric as the dependent variable gives a lot more weight to the ease of getting through to someone who could assist, and to a lesser extent the amount of time spent waiting on the line – and less weight particularly to how easy the information was to understand (when compared to using ‘overall satisfaction’ as the dependent variable) (see Page 73).

Quality of Life

Since 2018 we have included a self-reported quality of life question in the Access Canberra survey. Results are generally very positive. However, they have been dropping marginally since a peak in 2020 (see Page 99).

As explained earlier, the 2020 wave was conducted in May, so COVID was already impacting – although it was still relatively early on in the pandemic. Perhaps COVID is impacting the quality of life scores. However, in 2024 it may be worth asking a follow-up question about whether their quality of life is better/same/worse than a few years ago – and if better/worse, ask why. These diagnostics could assist Access Canberra to understand the mental health of the community.





Section A:

Awareness & Usage Summary



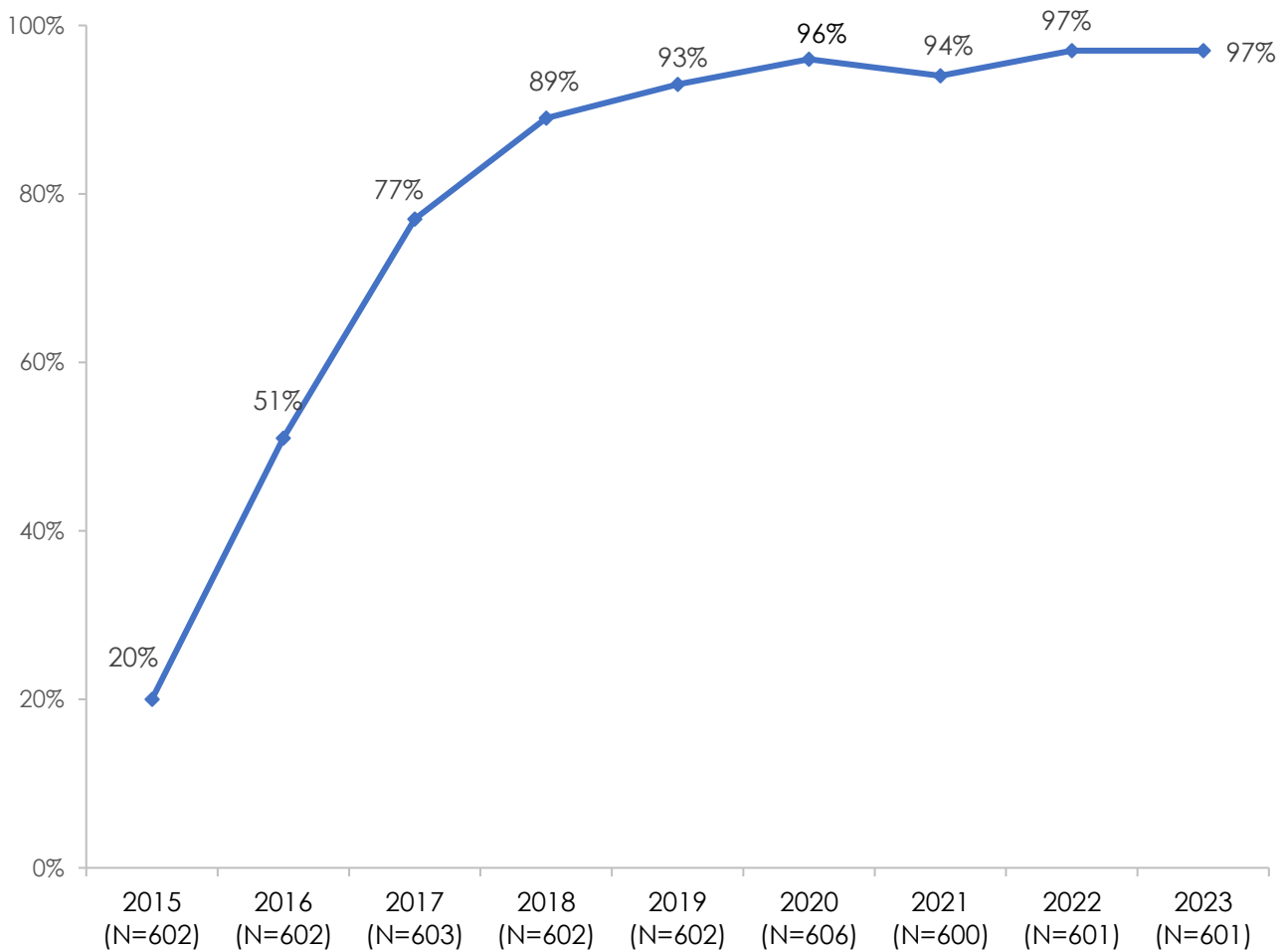
Awareness of Access Canberra

Summary

Overall, 97% of residents are aware of Access Canberra – remaining stable since 2022. All groups have similar levels of awareness, though awareness is marginally lower among residents aged 18 to 34 and 65+.

Q1. Before today were you aware of the ACT Government service known as Access Canberra?

	Overall 2022	Overall 2022	Male	Female	18-34	35-44	45-64	65+
Yes, aware	97%	97%	96%	98%	95%	98%	99%	96%
Base	601	601	293	308	208	117	171	105



Usage of Access Canberra

Summary

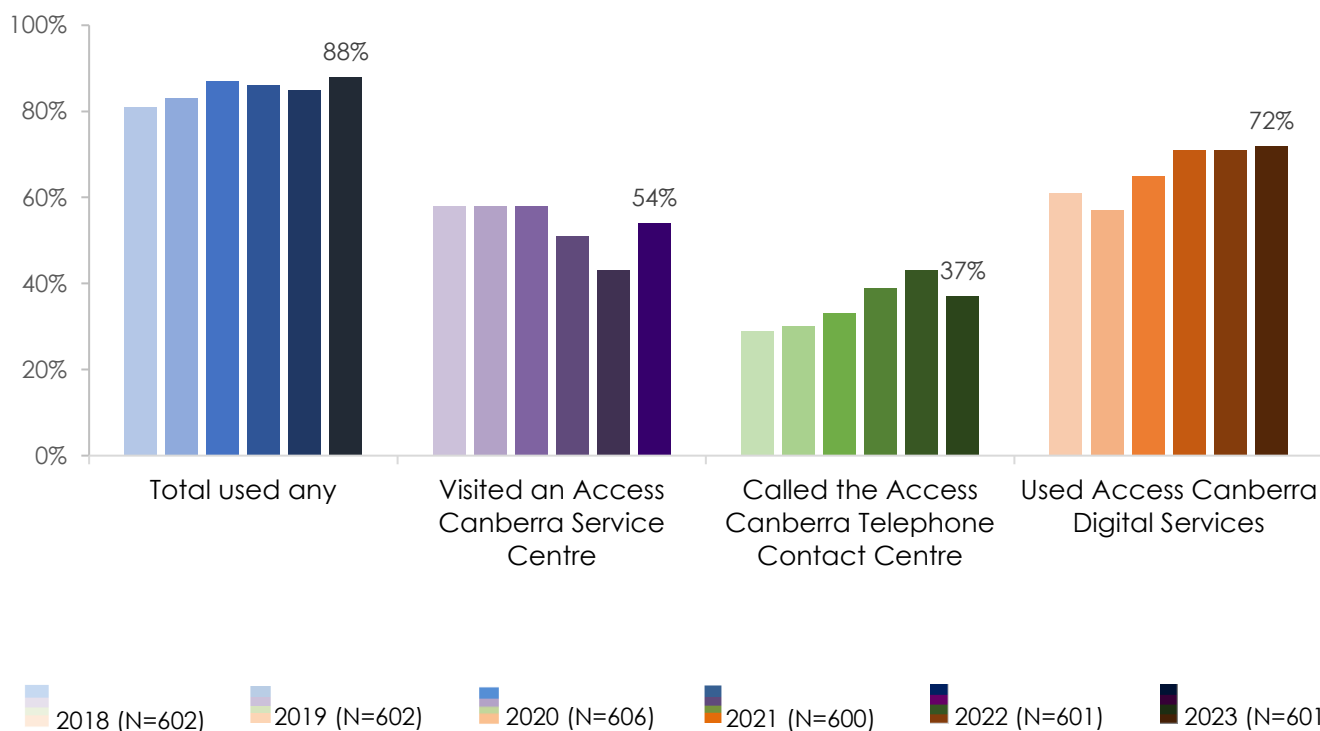
88% of residents claim to have used at least one Access Canberra service within the past 12 months, the highest level seen so far. Visitation to Access Canberra Service Centres has increased significantly since 2022 (54% v 43%) and is now more on par with pre-COVID levels. In contrast, residents are significantly less likely to have called the Telephone Contact Centre in 2023 (37% this year vs 43% in 2022). Usage of Access Canberra Digital Services has slightly increased to 72%, the highest level so far. In 2023, residents aged 65+ were again significantly less likely to have used any Access Canberra service in the past 12 months, with the largest gap being usage of Digital Services (again, also seen in 2022/2021).

Q2a. Which, if any, of the following Access Canberra services have you used in the past 12 months?

	Overall 2023	Overall 2022	Male	Female	18-34	35-44	45-64	65+
Total used any	88%	85%	89%	88%	88%	91%	93%▲	78%▼
Visited an Access Canberra Service Centre	54%▲	43%	53%	54%	59%▲	47%	53%	51%
Called the Access Canberra telephone Contact Centre	37%▼	43%	38%	36%	33%	42%	41%	33%
Used Access Canberra Digital Services	72%	71%	75%	69%	71%	86%▲	78%▲	48%▼
Been visited at your work by an Access Canberra representative/inspector	4%	3%	4%	4%	7%▲	5%	2%	0%▼
Base	601	601	293	308	208	117	171	105

▲ ▼ = A significantly higher/lower percentage (by group)

Note: 'Total used any' includes 'been visited at your work by an Access Canberra representative/inspector', but due to the low base size further analysis has not been conducted for this group.



Most Recent Month of Visit/Usage

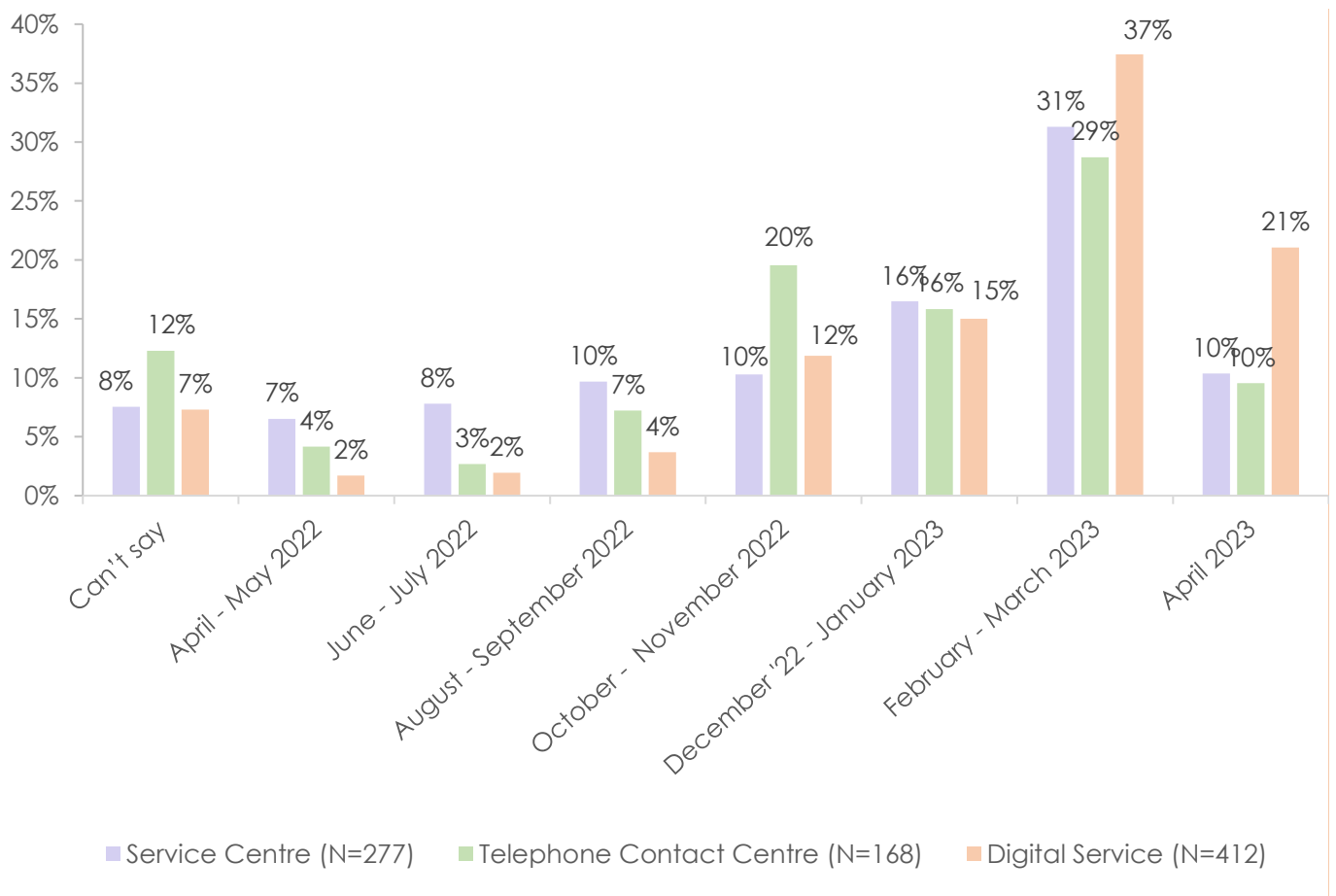
Summary

As with previous years, given that residents may have had multiple contacts with Access Canberra over the past 12 months, it is not surprising that the month of 'most recent visit/usage' tends to be skewed to 2023 – this is particularly noticeable for Digital Services, with 58% of all the most recent digital transactions occurring between February and April 2023. In comparison, 41% of most recent Service Centre visits and 39% of the most recent Contact Centre transactions occurred within the same timeframe. The average number of Digital Service transactions over the last 12 months is also much higher compared to the average number of visits to a Service Centre or calls to the Telephone Contact Centre (see page 31).

Q4ai. Thinking of your most recent visit to an Access Canberra Service Centre, in which month was your most recent visit?

Q5ai. Thinking of your most recent call to the Access Canberra Telephone Contact Centre, in which month was your most recent call?

Q6aai. Thinking of your most recent use of an Access Canberra digital service, in which month was your most recent usage of the digital service?



Reasons for Using Each Service Channel

Summary

Nearly two-thirds of Service Centre users claim to have visited a Service Centre rather than using other channels because they specifically needed to visit in person to complete their transaction, with ease and convenience being secondary reasons for visiting Service Centres. One of the main reasons for calling the Contact Centre was that residents had difficulty trying to resolve their issue on the website or just found it easier to just talk to someone. So, to further increase the usage of Digital Services, it continues to be a priority to further identify ways to resolve issues without physical contact and helping users to find information/conduct transactions themselves. The main reasons for residents using Digital Services are ease, convenience, self-service and faster resolution.

Q4iii. *Thinking of that most recent visit, why in particular did you choose to visit an Access Canberra Service Centre rather than phone the Access Canberra Contact Centre or go online and use the Access Canberra Digital Services? (Open response)*

Q5aiii. *Why in particular did you choose to call the Access Canberra Contact Centre rather than visit an Access Canberra Service Centre or go online and use the Access Canberra Digital Services? (Open response)*

Q6aiii. *Why in particular did you use an Access Canberra digital service rather than visit an Access Canberra Service Centre or call the Access Canberra Contact Centre? (Open response)*

Top reasons for choosing Service Centres	N=253
Physically required to visit in person e.g. licence, photo, eye test, provide documents, pick something up, service not available online	65%
Easier e.g. easier to speak to someone in person	12%
Convenience e.g. close to work, already in the area, familiar	8%
Not sure how to do it online/on the phone/confusing/too old	6%
Prefer face to face communication	6%

Top reasons for choosing the Contact Centre	N=151
Couldn't resolve online/difficulty with the website/online access issue e.g. not clear enough, not sure how to do it online	34%
Easier e.g. easier to speak with someone, unsure who to speak with, easier to access, limited mobility	24%
Convenience e.g. calling rather than going into a centre, after hours and during business hours, centre too far away	13%
Quicker/wanted to speak with someone quickly/wanted the issue resolved quickly	13%
Prefer to speak with someone over the phone	10%
Needed more detailed information	4%

Top reasons for choosing Digital Services	N=376
Easier e.g. to find information online, to make payments	34%
Convenience e.g. more accessible, can do it from home/in my own time/after hours	24%
Can be done online/just to look for information/conduct a simple transaction	21%
Faster service/quicker resolution/no queues	10%
Prefer digital services/didn't want to visit a centre/make a call	4%
Only option/didn't know you could use other services/told to do it online	4%





Section B:

Satisfaction with Access Canberra Services Summary



Summary of Overall Satisfaction

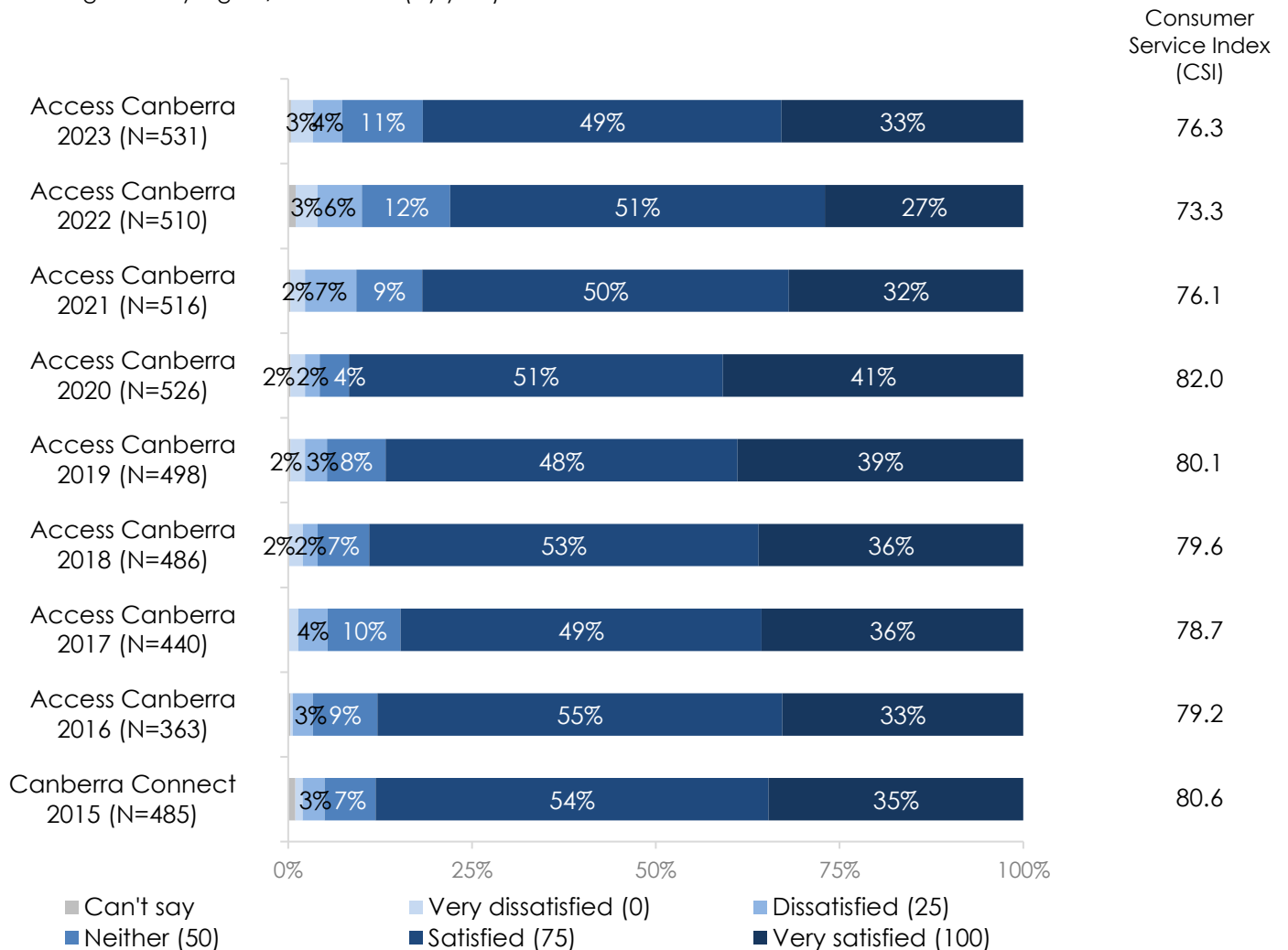
Summary

Overall satisfaction (regardless of channel) with the Access Canberra service has increased this year, however, the level of satisfaction is still noticeably lower than in 2020 and results going back to 2015. Overall, 82% are 'satisfied' or 'very satisfied' with the service (vs 78% in 2022). The Consumer Service Index (CSI) of 76.3 is also higher than last year.

Q2b. Based on all your dealings with Access Canberra in the last 12 months, overall how satisfied were you with the service?

	Overall 2023	Overall 2022	Male	Female	18-34	35-44	45-64	65+
Mean CSI	76.3▲	73.3	74.7	77.9	75.9	78.0	77.2	73.2
Base	529	506	260	270	184	106	158	81

▲▼ = A significantly higher/lower index (by year)



CSI scale: 0 = very dissatisfied, 100 = very satisfied

Note: percentages <2% are not shown above

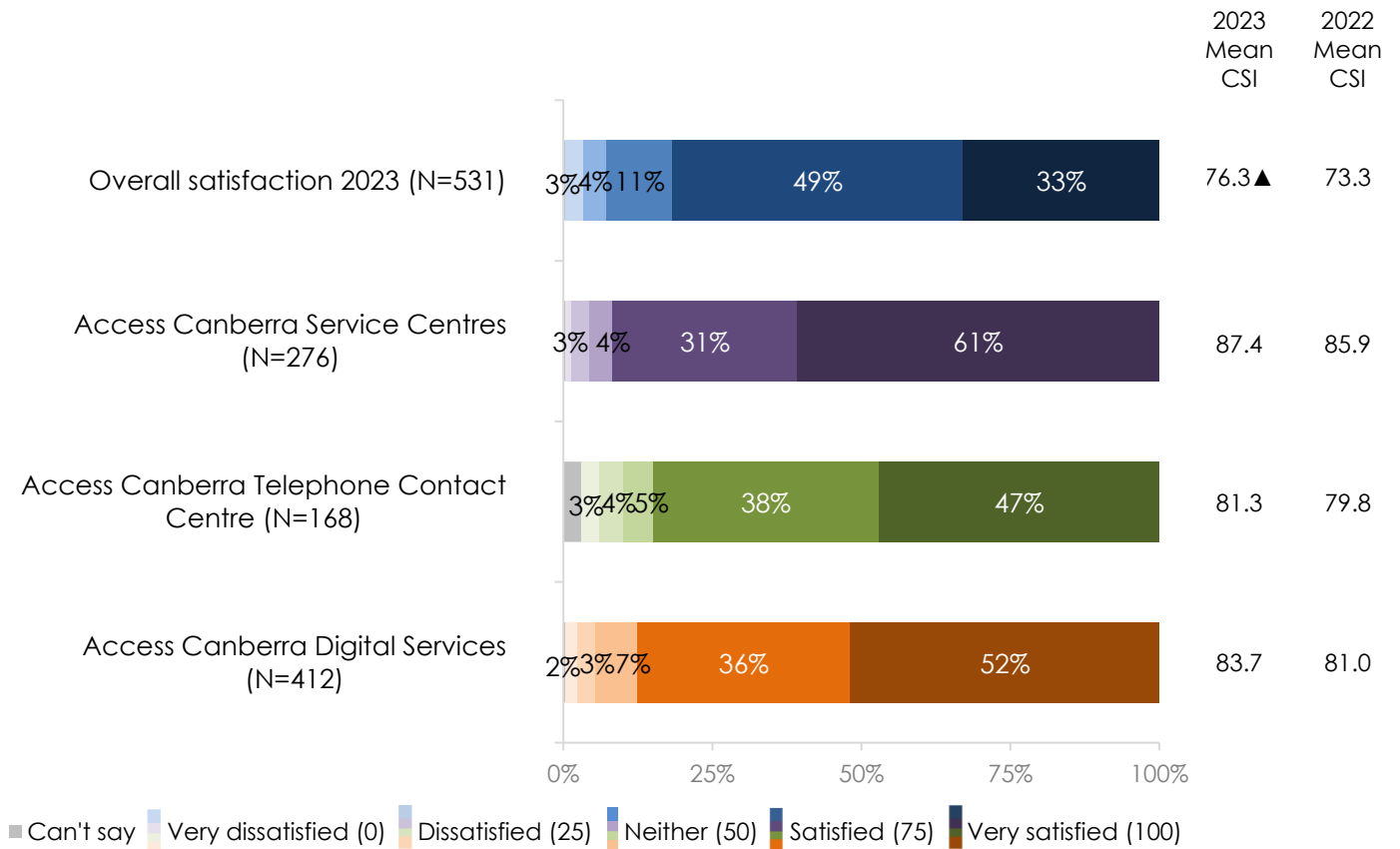


Summary of Satisfaction with Services

Summary

All channels saw an increase this year, and although individually they are not significant, overall satisfaction did see a statistically significant increase this year. Satisfaction for Service Centre visits was again the highest, with 92% of Service Centre users stating they were 'satisfied' or 'very satisfied', with a CSI of 87.4.

- Q2b. Based on all your dealings with Access Canberra in the last 12 months, overall how satisfied were you with the service?
- Q4g. Overall, how satisfied or dissatisfied were you with the service you received at the Service Centre during your last visit?
- Q5g. Overall, how satisfied or dissatisfied were you with the service you received from the Contact Centre during your last call?
- Q6g. Overall, how satisfied or dissatisfied were you with the Access Canberra digital service when you last used it?



CSI scale: 0 = very dissatisfied, 100 = very satisfied

▲ ▼ = A significantly higher/lower index (by year)



Summary of Overall Ease of Dealings

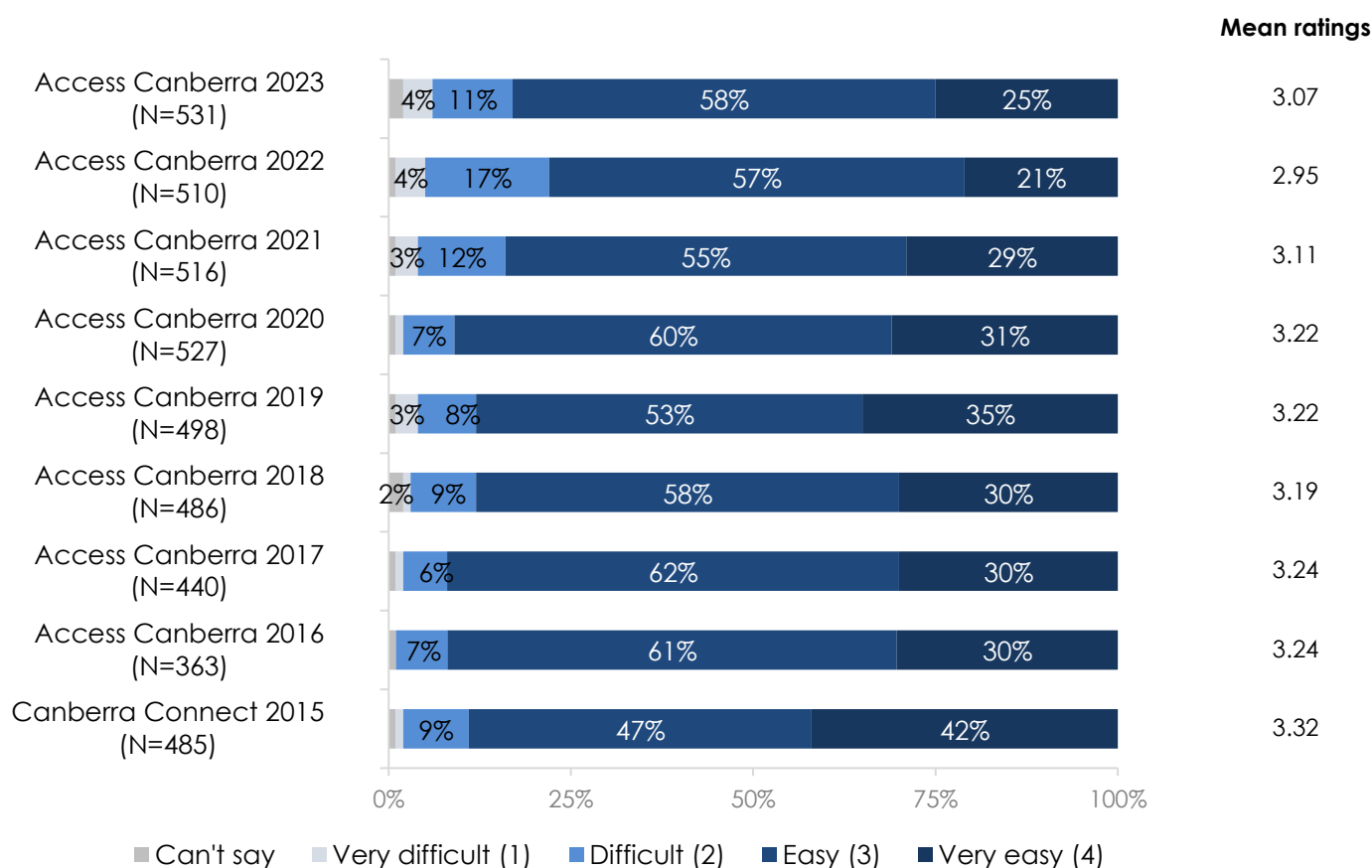
Summary

83% of residents stated that dealings with Access Canberra overall (regardless of channel) in the last 12 months have been either 'easy' or 'very easy', an increase from 2022, but still below results from 2020 and before. Overall ease of dealings was similar across age and gender, with residents aged 65+ are rating it slightly lower.

Q2c. Based on all your dealings with Access Canberra in the last 12 months, overall, how easy is it to deal with Access Canberra?

	Overall 2023	Overall 2022	Male	Female	18-34	35-44	45-64	65+
Mean rating	3.07▲	2.95	3.06	3.09	3.08	3.13	3.09	2.94
Base	522	505	254	268	181	105	158	77

▲▼ = A significantly higher/lower rating (by year/group)



Scale: 1 = very difficult, 4 = very easy

Note: 'can't say' responses were excluded from the mean. Percentages <2% are not shown in the chart above.

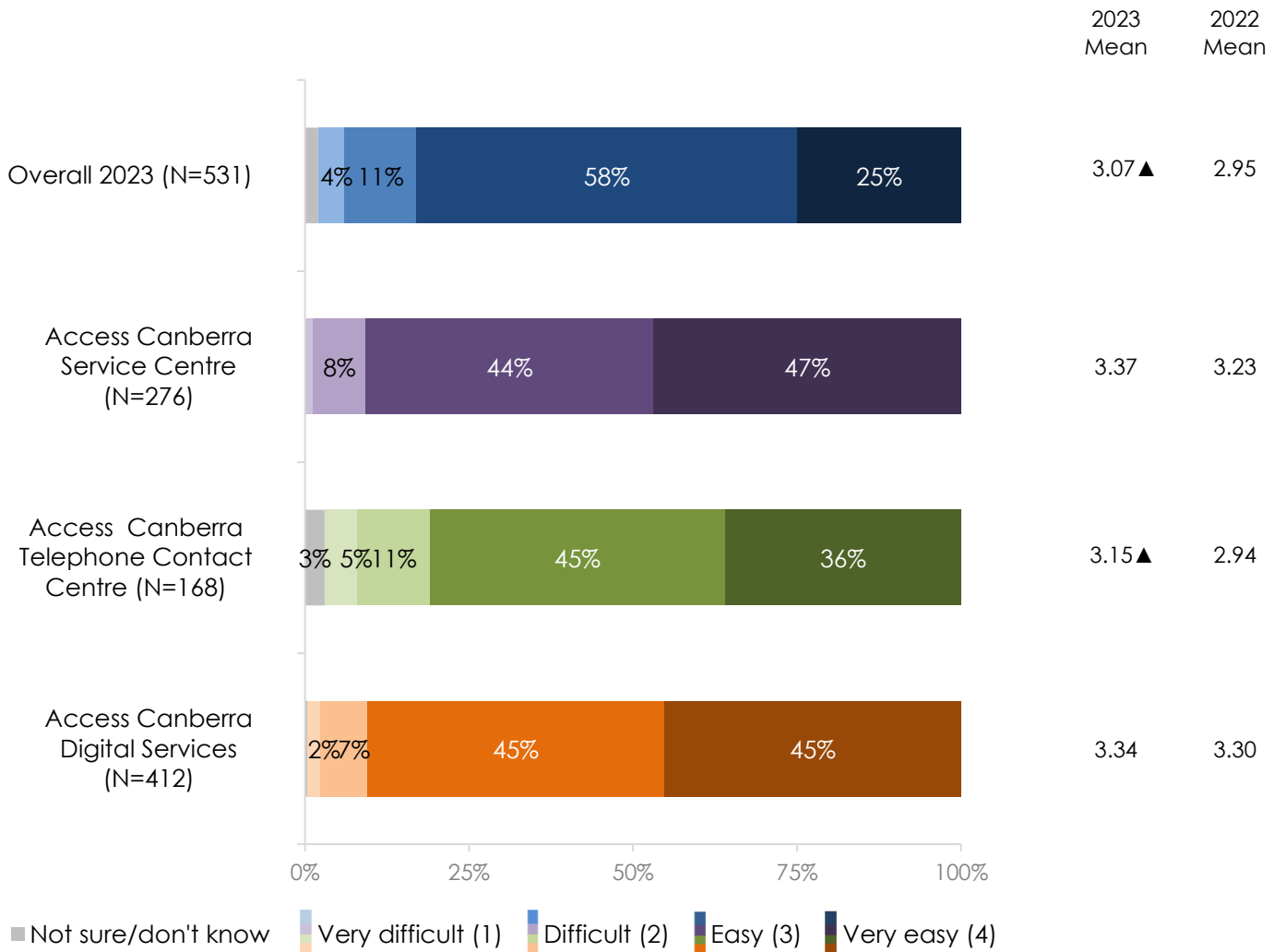


Summary of Ease of Dealing with Each Service Type

Summary

Ease of dealing with Access Canberra Service Centres has increased for all channels, in line with higher satisfaction ratings. Telephone contact has remained the lowest of the three channels for ease of dealing – although based on mean scores it has increased significantly in 2023.

- Q2c. Based on all your dealings with Access Canberra in the last 12 months, overall, how easy is it to deal with Access Canberra?
- Q4e. How easy was it to deal with the Access Canberra Service Centre?
- Q5e. How easy was it to deal with the Access Canberra telephone Contact Centre?
- Q6e. How easy was it to find the information or services you were seeking on the Access Canberra digital service?



Scale: 1 = very difficult, 4 = very easy.
 Note: 'can't say' responses were excluded from the mean.
 Labels <2% are not shown above
 ▲ ▼ = A significantly higher/lower mean (by year)

Summary of Contact Purpose

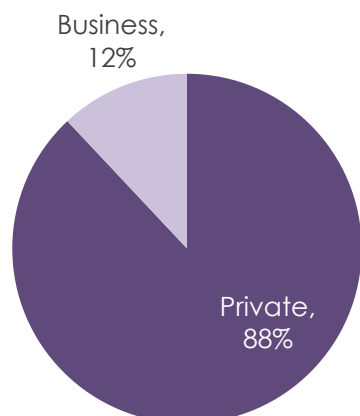
Summary

All Access Canberra services continue to be primarily used for 'private' purposes. 'Business' usage is relatively consistent across all service channels.

The main reasons for using all types of Access Canberra services are still 'car registration' and 'driver's licence'.

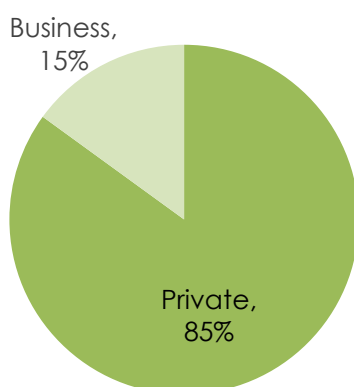
Qs 4b, 5aa, 6aaa. Was this most recent contact for private or business purposes?

Chart 1: Access Canberra Service Centres



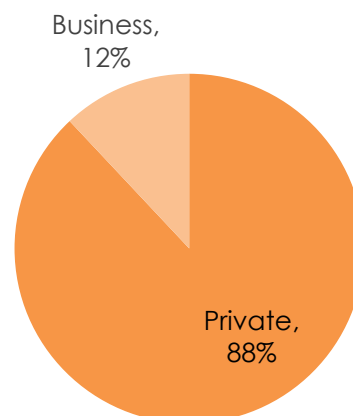
Base: N=277

Chart 2: Access Canberra Contact Centre



Base: N=168

Chart 3: Access Canberra Digital Services



Base: N=412

Qs 4c, 5b, 6b. What was this contact in relation to?

	Service Centres	Telephone Contact Centres	Digital Services
Car or other vehicle registration (NETT)*	24%	18%	41%
Car or other vehicle registration (renewal)	15%	14%	36%
Car or other vehicle registration (new owner)	10%	4%	5%
Driver's licence	39%	14%	10%
Working with vulnerable people card	17%	6%	7%
Complaint (NETT)*	0%	5%	1%
Rates payment	<1%	3%	7%
Base	276	168	412

The full list of 'reasons for contact' are reported in Appendix A.

*Car registration (NETT) includes renewal of an existing registration or registration of a new owner. Complaint (NETT) includes lodging a complaint about a particular government service or about Access Canberra. COVID-19 advice (NETT) includes advice for residents or businesses.



Summary of Contact Frequency

Summary

All service channels, except for conducting a transaction digitally, have remained similar to or seen a slight decline in the frequency of contacts amongst users of the channels since 2022.

Qs 4a, 5a, 6a, 6aa. In the past 12 months, how many times have you visited/called/used Access Canberra services?

Number of contacts in the past 12 months	Access Canberra Service Centre	Access Canberra Telephone Contact Centre	Access Canberra Digital Services – Look for information	Access Canberra Digital Services – Conduct a transaction
Average	2.2 (2.4)	3.4 (3.4)	4.7 (4.9)	3.8 (3.4)
One (1)	42%	24%	14%	20%
Two (2)	30%	30%	16%	18%
Three (3)	14%	15%	14%	14%
Four (4)	7%	11%	11%	12%
Five (5)	5%	6%	11%	7%
Six to ten times (8)	2%	8%	11%	11%
More than ten times (11)	1%	7%	14%	7%
Can't say/not at all (NA)	<1%	1%	8%	12%
Base	277	168	412	412

Note: Numbers in brackets represent the values used to calculate the mean number of contacts.

For comparison 2022 average results are displayed in brackets in blue alongside 2023 averages.

The 'can't say/don't know', 'not at all' and 'issue not resolved' responses have been excluded from the average.



Summary of Number of Contacts to Resolve Issue

Summary

The average total number of contacts required to resolve an issue is still highest for calls to the Contact Centre, however, the number of contacts required has reduced since 2022, which is encouraging. The number of contacts required for use with the Digital Services increased slightly.

Qs 4d, 5c, 6c. How many times did you have to visit an Access Canberra Service Centre/call the Access Canberra Contact Centre/use the Access Canberra Digital Service before your issue was resolved?

Qs 4di, 5d,6ci. And how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue?

Number of contacts required to resolve issue	Service Centre Visits	Engagements via Other Channels	2023 Total Contacts	2022 Total Contacts
Average	1.3	0.7	2.0	2.1
None (0)	N/A	60%	N/A	N/A
One (1)	79%	22%	50%	54%
Two (2)	16%	9%	27%	21%
Three (3)	2%	3%	12%	10%
Four (4)	1%	1%	5%	7%
Five (5)	0%	1%	2%	3%
More than five (6)	1%	1%	1%	5%
Don't know/Issue not resolved (NA)	1%	2%	3%	1%
Base	276	276	276	205

Number of contacts required to resolve issue	Calls to Canberra Contact Centre	Engagements via Other Channels	2023 Total Contacts	2022 Total Contacts
Average	1.5	0.9	2.3	2.6
None (0)	N/A	53%	N/A	N/A
One (1)	71%	26%	42%	38%
Two (2)	16%	9%	29%	22%
Three (3)	5%	4%	11%	14%
Four (4)	2%	1%	7%	7%
Five (5)	0%	0%	2%	4%
More than five (6)	3%	4%	8%	9%
Don't know/Issue not resolved (NA)	3%	3%	2%	6%
Base	168	168	168	220

Number of contacts required to resolve issue	Uses of Digital Services	Engagements via Other Channels	2023 Total Contacts	2022 Total Contacts
Average	1.3	0.4	1.7	1.5
None (0)	N/A	77%	N/A	N/A
One (1)	81%	13%	69%	73%
Two (2)	11%	6%	15%	14%
Three (3)	2%	1%	6%	4%
Four (4)	2%	1%	4%	3%
Five (5)	<1%	<1%	2%	1%
More than five (6)	2%	<1%	2%	2%
Don't know/Issue not resolved (NA)	2%	2%	1%	4%
Base	412	412	412	398

Note: The 'don't know', and 'issue not resolved' responses have been excluded from the average.





Section C:

Access Canberra Service Centres

This section is a more detailed analysis of the questions about residents' visits to Access Canberra Service Centres.



Number of Visits to an Access Canberra Service Centre in the Past 12 Months

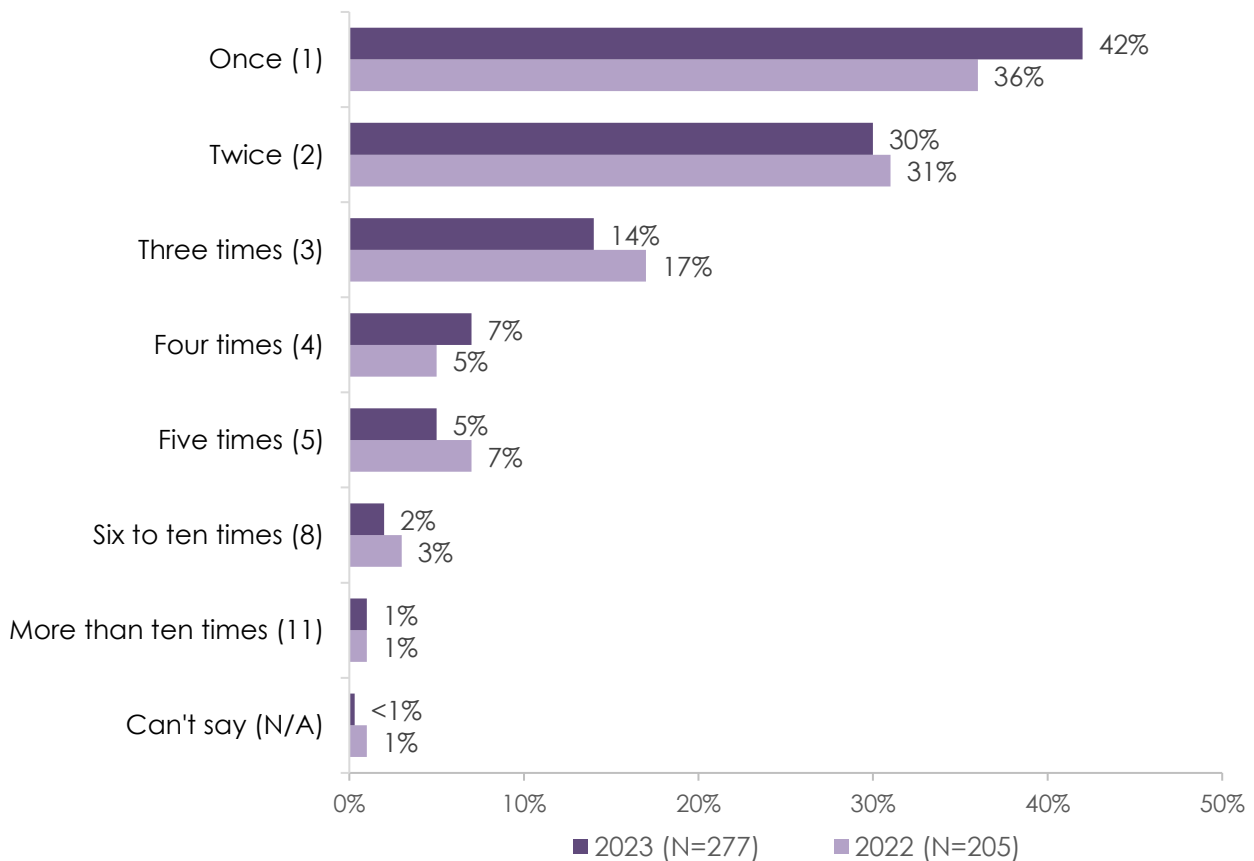
Summary

We noted earlier (see Page 21) that there has been a significant increase in the proportion of residents using the Service Centres – up from 43% in 2022 to 54% in 2023. However, despite a higher incidence in usage, there has been a continued decline in frequency of visitation this year (an average of 2.2 visits per visitor in the past 12 months compared to 2.4 in 2022 and 2.6 in 2021). Whilst causality cannot be determined, these findings suggest that perhaps newer users have a lower usage frequency.

Q4a. In the past 12 months, how many times in total would you have visited an Access Canberra Service Centre?

	Overall 2023	Overall 2022	Male	Female	18-34	35-44	45-64	65+
Number of visits	2.2	2.4	2.4	2.0▼	2.3	2.5	1.9▼	2.2
Base	276	203	128	148	108	44	76	48

▲ ▼ = significantly higher/lower number of visits (by group)



Note: numbers on chart labels in brackets represent the values used to calculate number of visits
 'Can't say' responses have been excluded from the mean.

Time of Most Recent Visit to a Service Centre

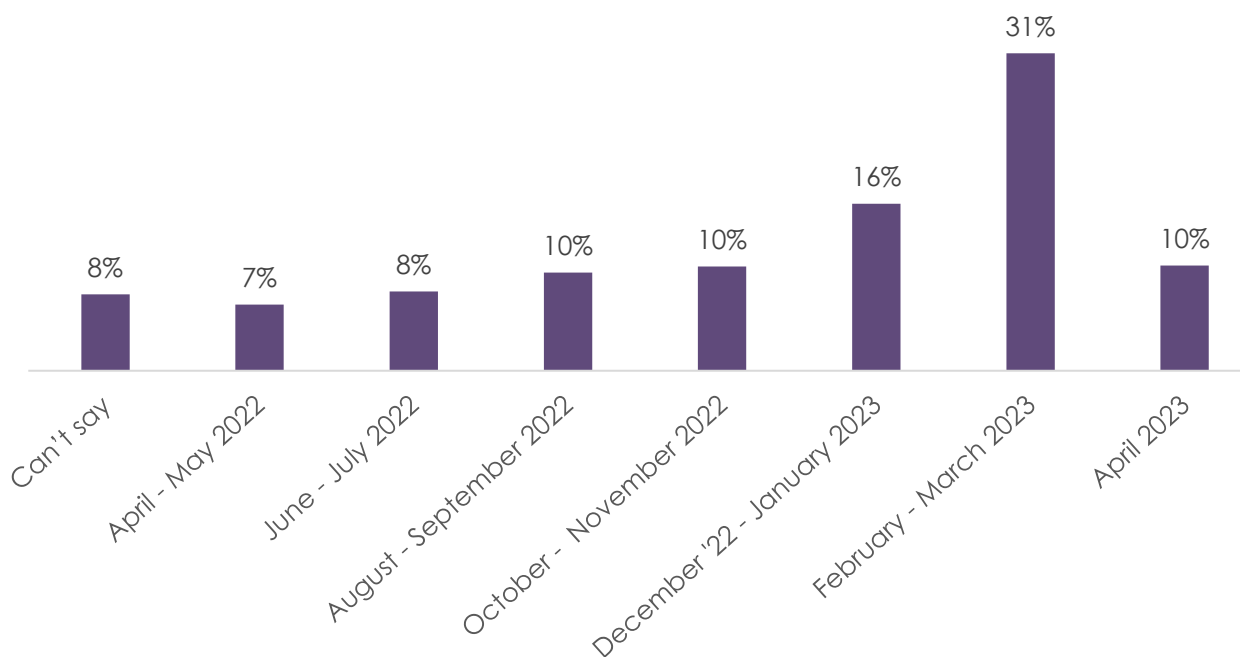
Summary

41% of those who visited a service centre in the last 12 months most recently visited in February, March or April 2023.

Q4ai. Thinking of your most recent visit to an Access Canberra Service Centre, in which month was your most recent visit?

	Overall 2023	Male	Female	18-34	35-44	45-64	65+
April - May 2022	7%	6%	7%	3%▼	8%	14%▲	2%
June - July 2022	8%	9%	7%	7%	18%▲	5%	4%
August - September 2022	10%	6%	13%	12%	13%	6%	7%
October - November 2022	10%	8%	12%	9%	12%	8%	17%
December 2022 - January 2023	16%	16%	17%	18%	11%	14%	22%
February - March 2023	31%	38%	25%▼	33%	29%	30%	31%
April 2023	10%	10%	11%	10%	8%	13%	9%
Can't say	8%	7%	8%	8%	2%	9%	10%
Base	277	128	149	108	44	77	48

▲▼ = significantly higher/lower number of visits (by group)



Base: N=277

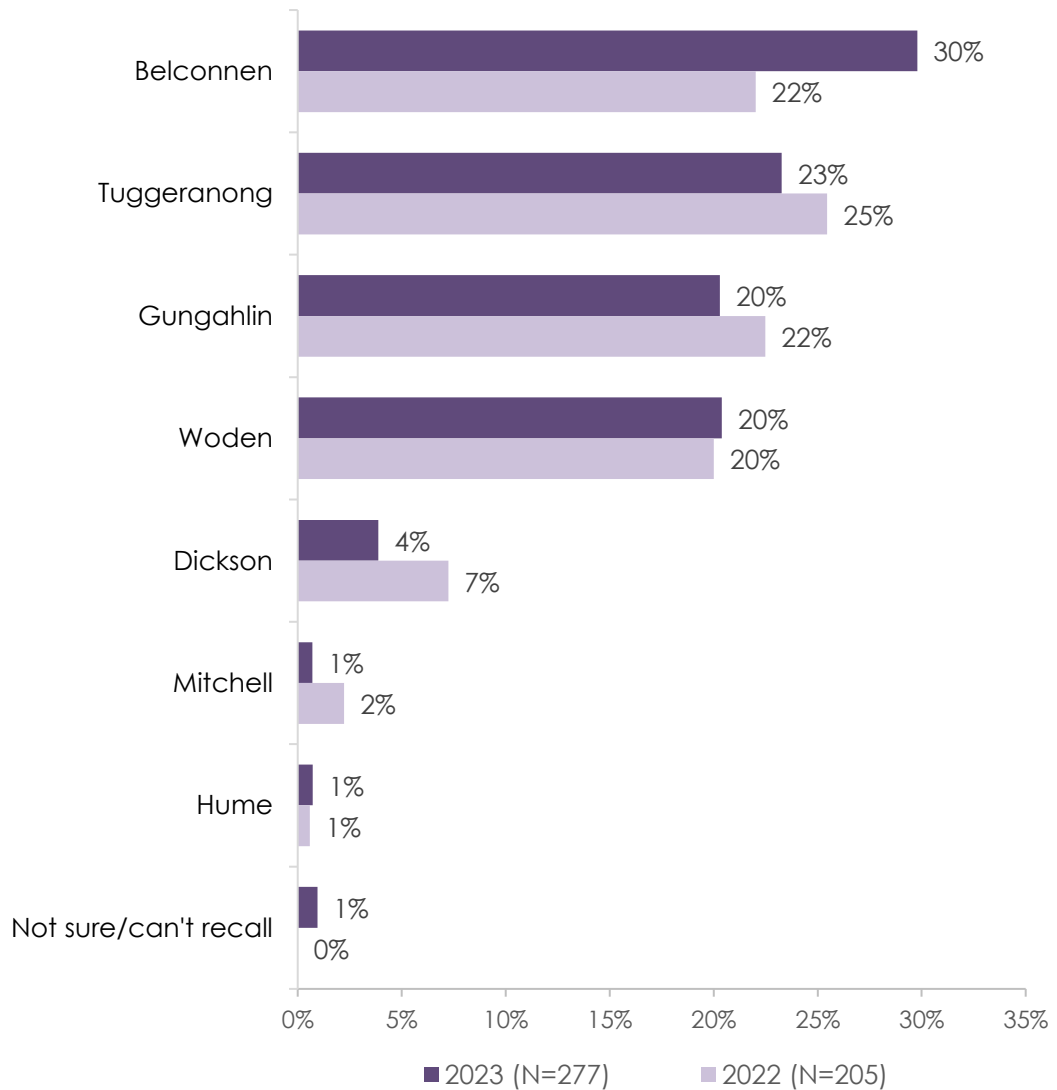


Access Canberra Service Centre Visited Most Recently

Summary

Belconnen, Tuggeranong, Gungahlin and Woden service centres continue to have the highest visitation amongst our samples

Q4aa. Thinking of your most recent visit to an Access Canberra Service Centre, which Service Centre did you attend?



Please see Appendix A for results by demographics.



Choosing an Access Canberra Service Centre over the Contact Centre or Digital Services

Summary

Nearly two-thirds (65%) of residents that visited an Access Canberra Service Centre in the past 12 months stated they chose to visit a service centre rather than go online or call the contact centre because they were required to physically visit in person, a significant increase from 2022 (48%). Ease of speaking to someone and convenience were also common reasons for choosing the Service Centre over other channels.

Q4a.iii. *Thinking of that most recent visit, why in particular did you choose to visit an Access Canberra Service Centre rather than phone the Access Canberra Contact Centre or go online and use the Access Canberra Digital Services? (Open response)*

Reason for choosing the Service Centre	2023 N=253	2022 N=196
Physically required to visit in person e.g. licence, photo, eye test, provide documents, pick something up, service not available online	65%▲	48%
Easier e.g. easier to speak to someone in person	12%	18%
Convenience e.g. close to work, already in the area, familiar	8%	9%
Not sure how to do it online/on the phone/confusing/too old	6%	4%
Prefer face to face communication	6%	7%
Quicker	1%	3%
I thought it was the best method to do what I needed	1%	1%
I didn't know you could do it online/another way	0%	1%
Can't access other services/service issues	0%▼	6%

▲▼ = significantly higher/lower percentage (by year)

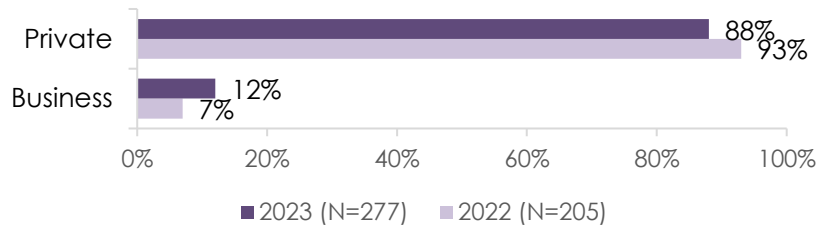


Details of Most Recent Visit to an Access Canberra Service Centre

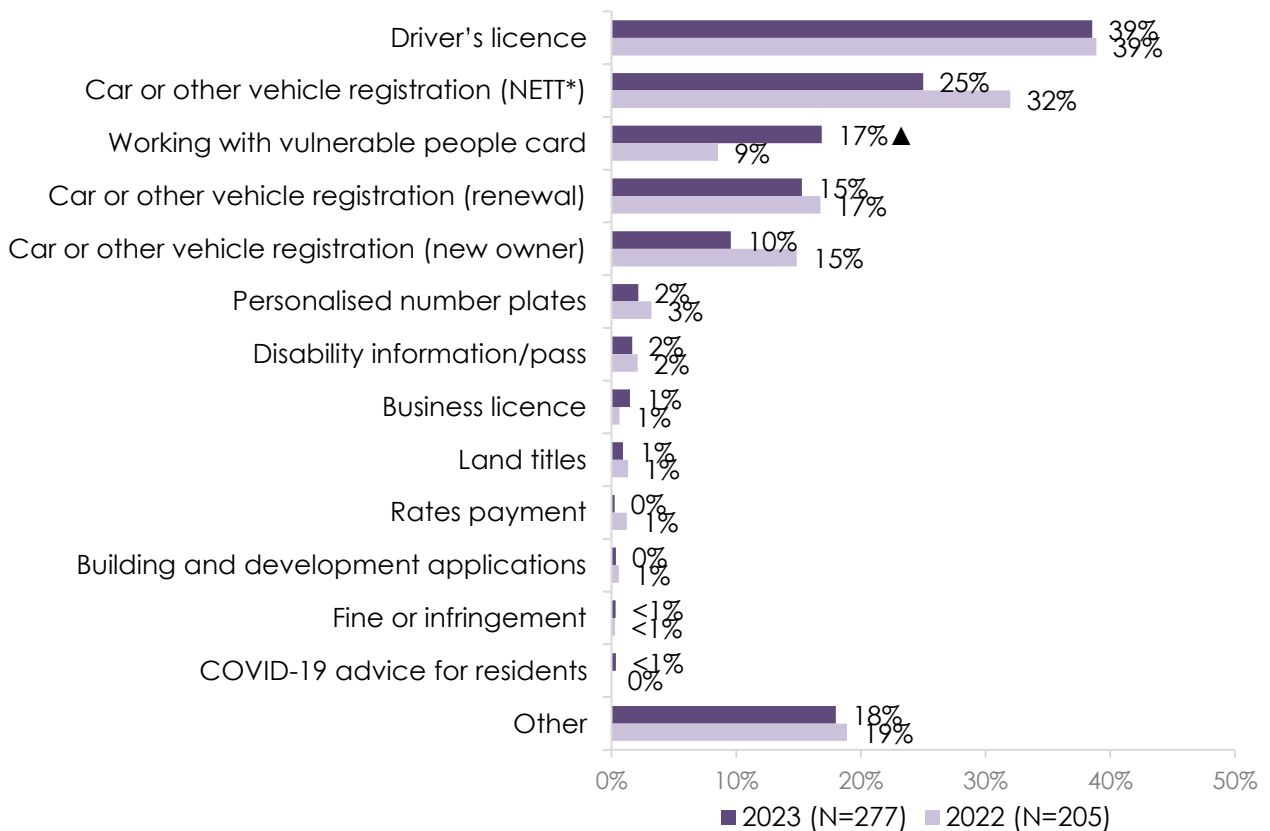
Summary

88% of those who visited an Access Canberra Service Centre stated that the most recent contact was related to a private issue, declining slightly from 93% in 2022 (and 2021). The most common reasons for contact are still driver's licences, car registrations, and working with people cards – with the latter increasing significantly in 2023.

Q4b. Was this most recent contact for private or business purposes?



Q4c. What was this contact in relation to? (Pre coded)



*Note: Car or other vehicle registration (NETT) includes a renewal of an existing registration or a registration of a new owner.

▲ ▼ = significantly higher/lower percentage (by year)

Please see Appendix A for 'other specified' responses



Details of Most Recent Visit to an Access Canberra Service Centre

Summary

Those with a driver's license, working with vulnerable people card, and car registration for new owner enquiries are considerably more likely to state they visited an Access Canberra Service Centre because they were physically required to.

The figures in blue are from 2022 – the two enquiries with the most noticeable increase in 'physically required to visit' mentions were 'drivers licence' and 'car registration for new owner' – have the rules around how these enquiries are handled changed as social distancing rules have been relaxed, or is there a community perception/expectation that the rules have changed?

Q4a.iii. Thinking of that most recent visit, why in particular did you choose to visit an Access Canberra Service Centre rather than phone the Access Canberra Contact Centre or go online and use the Access Canberra Digital Services? (Open response)

Q4c. What was this contact in relation to?

	Overall	Driver's licence	Car or other vehicle registration (NETT)	Car or other vehicle registration (renewal)	Working with vulnerable people card	Car or other vehicle registration (new owner)
Physically required to visit in person e.g. licence, photo, eye test, provide documents, pick something up, service not available online	65%	75%▲ (44%)	49%▼ (34%)	35%▼ (35%)	68% (54%)	71% (35%)
Easier e.g. easier to speak to someone in person	12%	7%▼	17%	23%▲	12%	7%
Convenience e.g. close to work, already in the area, familiar	8%	9%	13%	19%▲	0%▼	4%
Not sure how to do it online/on the phone/confusing/too old	6%	3%	9%	12%	10%	4%
Prefer face to face communication	6%	6%	12%▲	10%	0%	15%▲
Base	253	99	60	36	46	26

▲▼ = A significantly higher/lower percentage (by group)

Note: only the top reasons for choosing Service Centres and top reasons for contact are shown



Number of Contacts to Resolve Issue

Summary

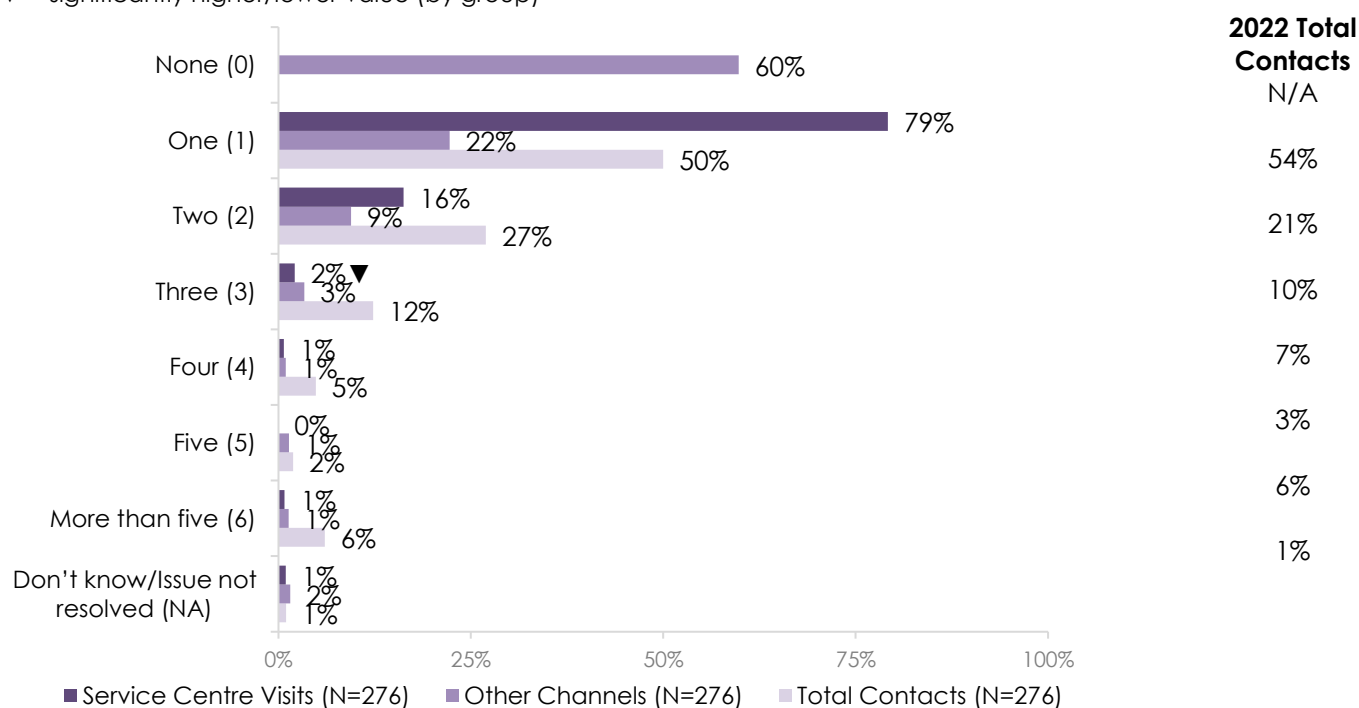
An average of 1.3 visits to a Service Centre were required – and an additional average of 0.7 contacts were required using other channels. In total, 2.0 contacts were required using any channel, only marginally less than in 2022. Note that 60% of Service Centre users did not need to engage via any other channels to resolve their issue.

Q4d. How many times did you have to visit an Access Canberra Service Centre before your issue was resolved?

Q4di. And how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue?

	Service Centre Visits	Other Channels	2023 Total Contacts	2022 Total Contacts
Average	1.3	0.7	2.0	2.1
None	N/A	60%	N/A	N/A
One time	79%	22%	50%	54%
Two or more times	20%	16%	49%	46%
Base	276	276	276	205

▲ ▼ = significantly higher/lower value (by group)



Year on Year Trends	2016	2017	2018	2019	2020	2021	2022	2023
Mean	1.3	1.2	1.3	1.3	1.3	1.4	2.1	2.0

Note: numbers in brackets on chart represent the value used to calculate the 'average number of contacts to resolve issue'. Respondents who said 'don't know' or 'issue not resolved' have been excluded from the calculation of the mean.

▲ ▼ = significantly higher/lower percentage (by year)



Ease of Dealing with Access Canberra Service Centre

Summary

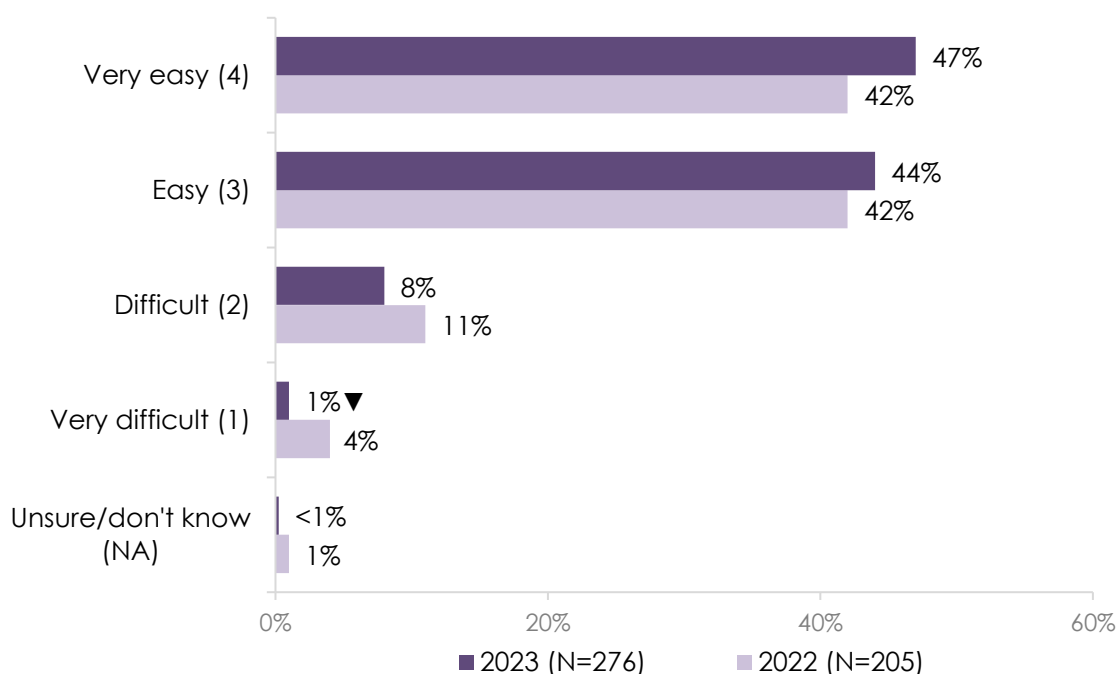
91% claimed that it was easy or very easy to deal with the Access Canberra Service Centre, an increase from 84% of Service Centre users in 2022. Not surprisingly, those who were able to resolve their issue in one contact and those who didn't have to engage with Access Canberra through other channels to resolve their issue provided significantly higher ratings for ease of dealing with Access Canberra.

Q4e. How easy was it to deal with the Access Canberra Service Centre?

	Year		Service Centre Visited				Reason for Visit	
	Overall 2023	Overall 2022	Belconnen	Tuggeranong	Gungahlin	Woden	Car registration (NETT)	Driver's license
Mean rating	3.37	3.23	3.42	3.52▲	3.25	3.25	3.38	3.45
Base	276	203	81	64	56	56	67	106

	Number of contacts to resolve issue		Engagements via other channels	
	One	More than one	None	One or more
Mean rating	3.44▲	3.10	3.46▲	3.25
Base	217	55	164	107

▲ ▼ = significantly higher/lower rating (by group/year)



Scale: 1 = very difficult, 4 = very easy

Note: Car registration (NETT) includes renewals and registration of new owners



Ease of Dealing with Access Canberra Service Centre

Summary

Wait time and ability to complete in one visit were again clear drivers in the perceived ease of dealing with the Access Canberra Service Centre. Among residents who stated their visit was 'very easy', 55% attributed this to quick service and 49% attributed it to resolving the issue in one visit. Conversely, the most common reasons among the 25 residents who rated their dealings as either 'very difficult' or 'difficult' were that they 'had to wait a long time' or that the 'person did not appear to be knowledgeable' (caution, small sample).

Q4e. How easy was it to deal with the Access Canberra Service Centre?

Q4f. Why do you say that it was (previous answer)? (Pre coded)

	Overall	Very difficult – difficult to deal with the Service Centre (9%)	Easy to deal with the Service Centre (44%)	Very easy to deal with the Service Centre (47%)
Able to complete in one visit	41%	4%▼	39%	49%▲
Quick - didn't have to wait long	40%	0%▼	32%▼	55%▲
Person was knowledgeable	37%	4%▼	33%	47%▲
Had to wait a long time	8%	45%▲	9%	1%▼
Person didn't appear to be knowledgeable	3%	29%▲	0%▼	0%▼
Had to come back	4%	22%▲	4%	0%▼
Language barrier	0%	0%	0%	0%
Other 'COVID - Specific' Mentions	0%	0%	0%	0%
Any others	30%	42%	28%	30%
Base	275	25	121	129

▲▼ = significantly higher/lower percentage (by group)

Note: Each column totals more than 100% as residents could give more than one response

See Appendix A for 'other specified' responses



Satisfaction with Service Received at Service Centre

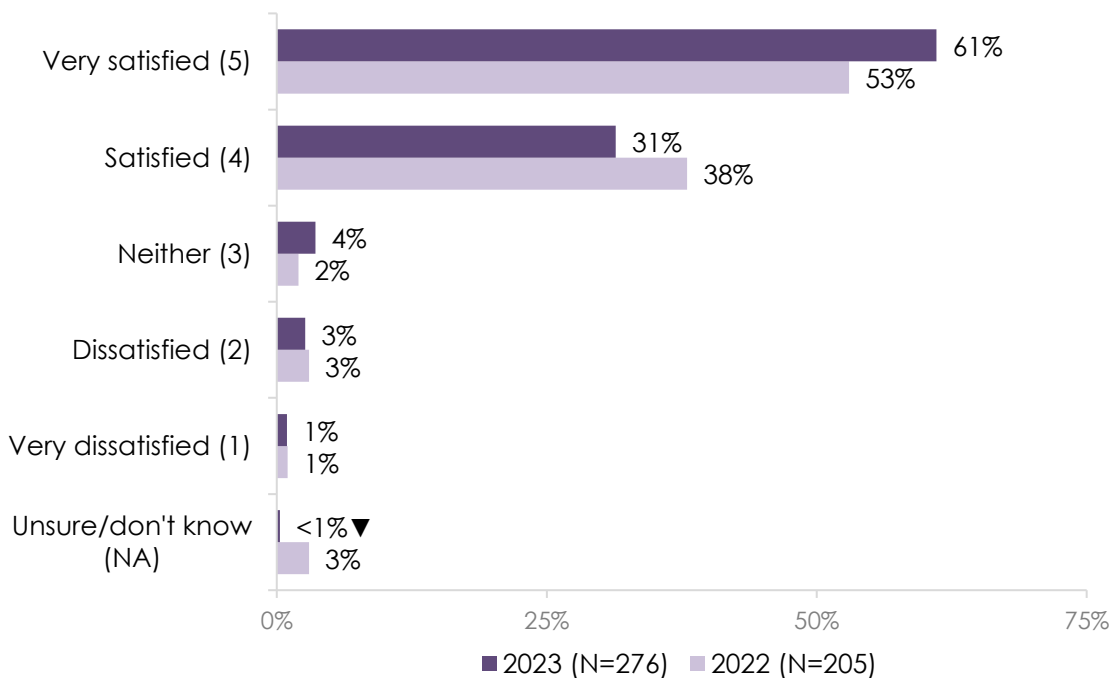
Summary

For those that had visited an Access Canberra Service Centre in the past 12 months, 92% were either satisfied or very satisfied with the service they received (vs 91% in 2022). There has been a slight increase in the overall mean rating and Consumer Service Index due to an increase in those who were very satisfied and a decline in those who were satisfied – but negative ratings remain low.

Q4g. Overall, how satisfied or dissatisfied were you with the service you received at the Service Centre during your last visit?

	Overall 2023	Overall 2022	Male	Female	18-34	35-44	45-64	65+
Mean rating	4.50	4.43	4.43	4.55	4.46	4.31	4.60	4.57
CSI Score	87.4	85.8	85.7	88.8	86.6	82.7	90.0	89.4
Base	275	199	127	148	108	44	75	48

▲ ▼ = significantly higher/lower rating (by year)



Year on Year Trends	2016	2017	2018	2019	2020	2021	2022	2023
Mean rating	4.51	4.64	4.53	4.58	4.63	4.62	4.43	4.50
CSI Score	87.8	91.0	88.3	89.6	90.8	90.6	85.8	87.4

▲ ▼ = significantly higher/lower percentage (by year)

Rating scale: 1 = very dissatisfied, 5 = very satisfied

CSI scale: 0 = very dissatisfied, 100 = very satisfied



Satisfaction with Service Received at Service Centre

Summary

Those who visited the Tuggeranong Service Centre had higher levels of satisfaction, while those who visited the Gungahlin Service Centre had lower levels of satisfaction. Satisfaction was significantly higher among customers who were able to resolve their issue within a single contact and those who did not have to engage with Access Canberra via other channels to resolve their issue. Analysis by when visited does not reveal any particular pattern of responses.

Q4g. Overall, how satisfied or dissatisfied were you with the service you received at the Service Centre during your last visit?

Service Centre	Overall	Belconnen	Tuggeranong	Gungahlin	Woden
Mean rating	4.50	4.55	4.68▲	4.26▼	4.39
CSI Score	87.4	88.7	92.0	81.6	84.8
Base	275	81	64	55	56

Reason for visit	Driver's licence	Car or other vehicle registration (NETT)	Car or other vehicle registration (renewal)	Car or other vehicle registration (new owner)
Mean rating	4.54	4.48	4.51	4.42
CSI Score	88.5	87.1	87.7	88.9
Base	105	67	42	26

Number of contacts to resolve issue	One	More than one
Mean rating	4.59▲	4.11
CSI Score	89.8▲	77.7
Base	217	55

Number of engagements via other channels	None	One or more
Mean rating	4.57	4.39
CSI Score	89.2	84.6
Base	165	106

Month of visit	April – July 2022	August – October 2022	November 2022 – January 2023	February – April 2023
Mean rating	4.48	4.50	4.47	4.52
CSI Score	87.1	87.4	86.7	88.1
Base	40	43	57	115

▲▼ = significantly higher/lower rating (by group)

Rating scale: 1 = very dissatisfied, 5 = very satisfied

CSI scale: 0 = very dissatisfied, 100 = very satisfied



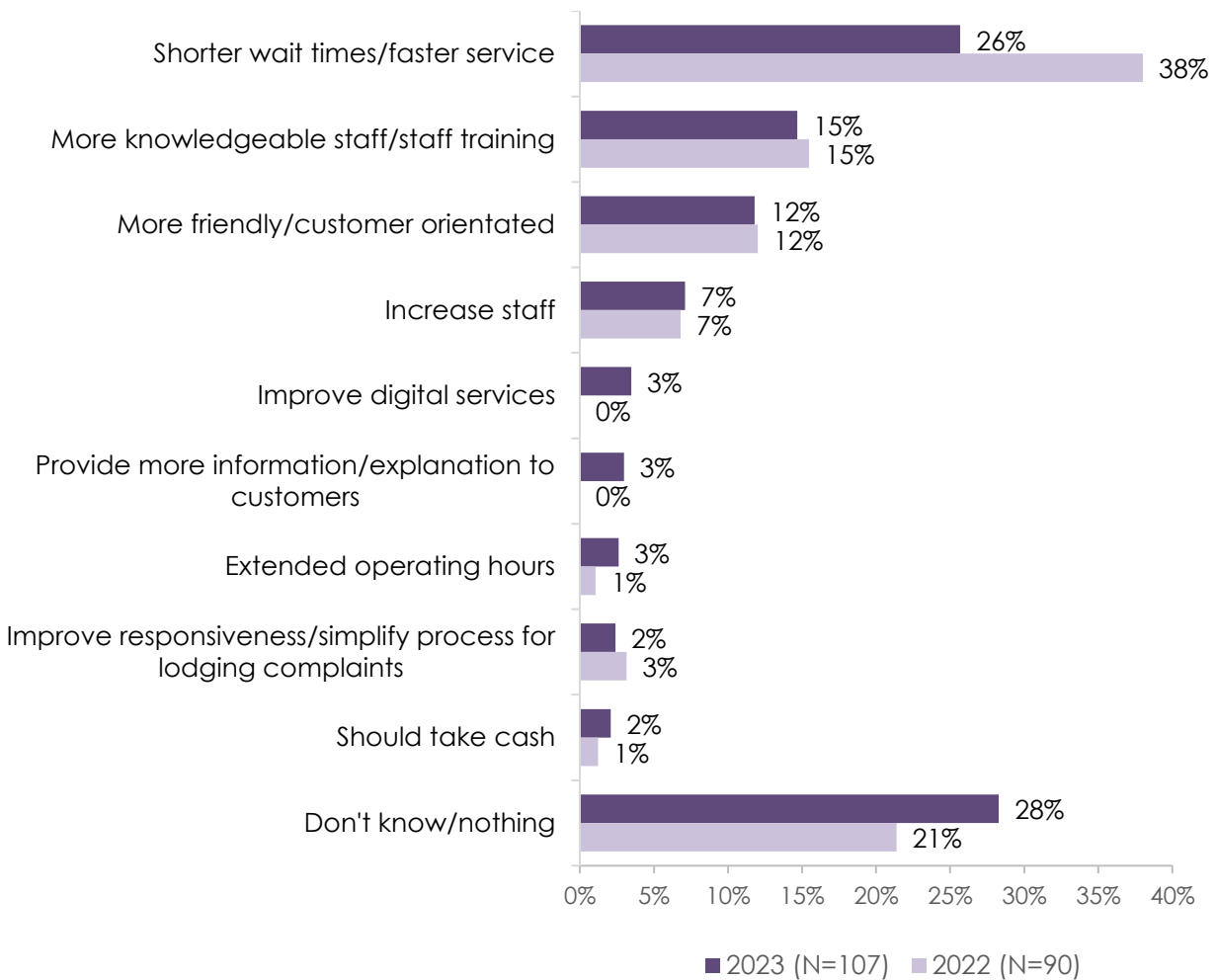
Satisfaction with Service Received at Service Centre

Summary

Among those who visited a Service Centre in the past 12 months but were less than 'very satisfied' with the service, shorter wait times/faster service and more knowledgeable staff remained the main changes needed to make them very satisfied.

Q4g. Overall, how satisfied or dissatisfied were you with the service you received at the Service Centre during your last visit?

Q4h. [If less than very satisfied with Service Centre in Q4g] What would have to change to make you very satisfied with the Access Canberra Service Centre service? (Open response)



Please see Appendix A for full list of responses

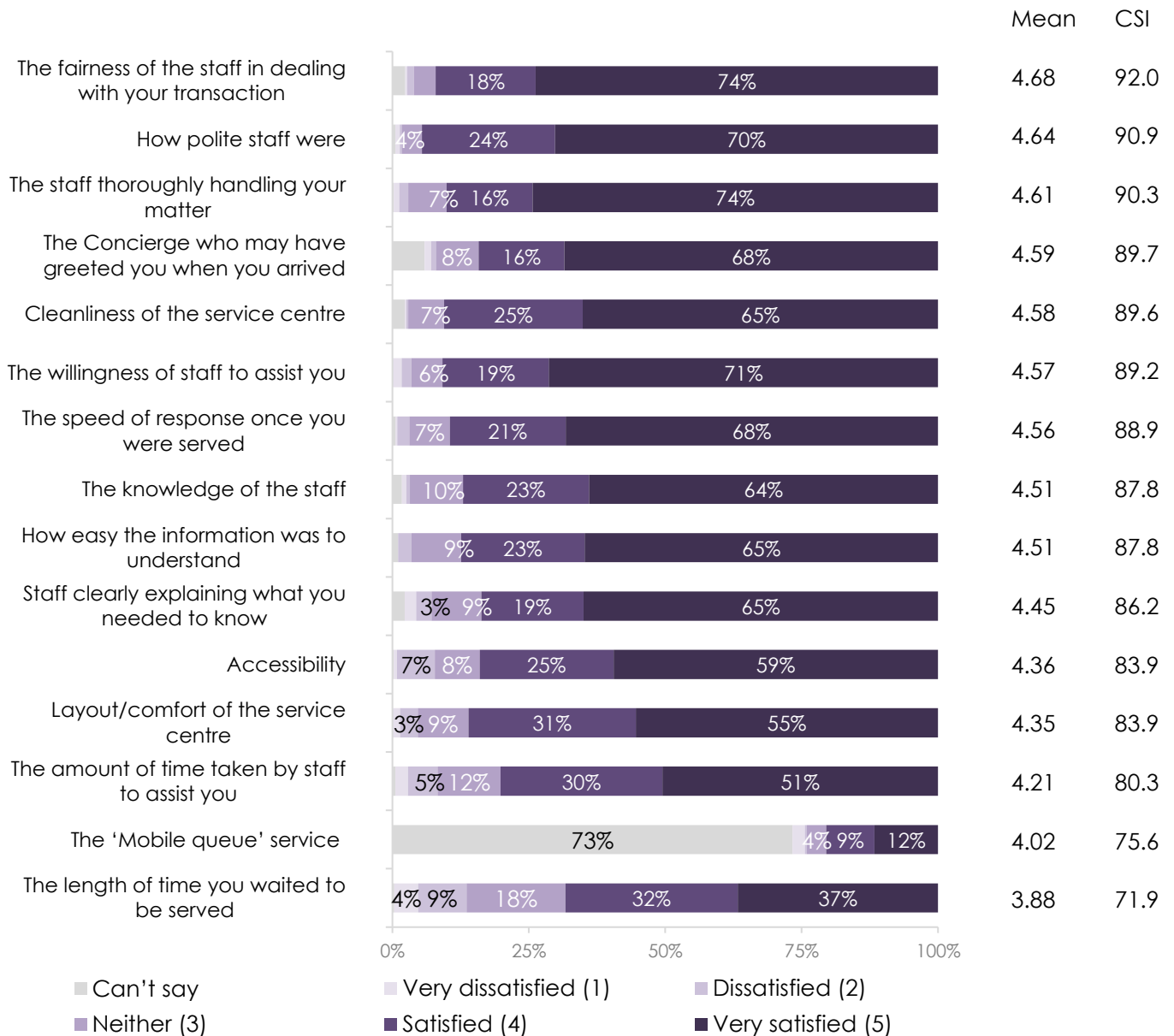


Satisfaction with Specific Services Received at Service Centre

Summary

Fairness and politeness of staff were the highest rated attributes for respondents most recent visit to the Service Centre. Year-on-year (see tables overleaf), satisfaction with the length of time waiting to be served significantly increased this year. Other attributes saw few changes since 2022. There were also very few (two total) significant differences across age, gender, and household status.

Q4i. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent visit to the Access Canberra Service Centre Service?



Base: N=276

Note: Labels of <3% have been removed from the chart, but are detailed in Appendix A.

Mean scale: 1 = very dissatisfied, 5 = very satisfied | CSI scale: 0 = very dissatisfied, 100 = very satisfied



Satisfaction with Specific Services Received at Service Centre

Q4i. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent visit to the Access Canberra Service Centre service?

	2023 Mean	2022 Mean	2023 CSI	2022 CSI
The fairness of the staff in dealing with your transaction	4.68	4.64	92.0	90.9
How polite staff were	4.64	4.62	90.9	90.5
The staff thoroughly handling your matter	4.61	4.58	90.3	89.5
The Concierge who may have greeted you when you arrived	4.59	4.52	89.7	87.9
Cleanliness of the service centre	4.58	4.68	89.6	91.9
The willingness of staff to assist you	4.57	4.61	89.2	90.1
The speed of response once you were served	4.56	4.55	88.9	88.7
The knowledge of the staff	4.51	4.49	87.8	87.2
How easy the information was to understand	4.51	4.50	87.8	87.4
Staff clearly explaining what you needed to know	4.45	4.45	86.2	86.3
Accessibility	4.36	4.44	83.9	85.9
Layout/comfort of the service centre	4.35	4.28	83.9	82.1
The amount of time taken by staff to assist you	4.21	4.19	80.3	79.8
The 'Mobile queue' service where you could provide your mobile number and leave the Centre*	4.02	3.87	75.6	71.7
The length of time you waited to be served	3.88▲	3.52	71.9▲	62.9

	Male	Female	18-34	35-44	45-64	65+
The fairness of the staff in dealing with your transaction	4.71	4.66	4.65	4.71	4.75	4.61
How polite staff were	4.61	4.67	4.58	4.70	4.64	4.70
The staff thoroughly handling your matter	4.60	4.62	4.65	4.38	4.65	4.67
The Concierge who may have greeted you when you arrived	4.56	4.61	4.56	4.62	4.61	4.60
Cleanliness of the service centre	4.58	4.58	4.59	4.58	4.55	4.64
The willingness of staff to assist you	4.58	4.56	4.58	4.48	4.63	4.54
The speed of response once you were served	4.53	4.58	4.53	4.58	4.62	4.51
The knowledge of the staff	4.46	4.56	4.48	4.39	4.57	4.62
How easy the information was to understand	4.49	4.53	4.55	4.41	4.53	4.51
Staff clearly explaining what you needed to know	4.37	4.52	4.40	4.33	4.55	4.51
Accessibility	4.44	4.29	4.42	4.54	4.22	4.25
Layout/comfort of the service centre	4.35	4.36	4.40	4.40	4.32	4.26
The amount of time taken by staff to assist you	4.20	4.22	4.06	4.48▲	4.34	4.11
The 'Mobile queue' service where you could provide your mobile number and leave the Centre*	3.97	4.07	3.93	4.35	4.19	3.25
The length of time you waited to be served	3.96	3.81	3.76	4.10	3.97	3.78

*and you were messaged back when a staff member could attend to you

Mean scale: 1 = very dissatisfied, 5 = very satisfied

CSI scale: 0 = very dissatisfied, 100 = very satisfied

▲ ▼ = significantly higher/lower satisfaction (by group)



Satisfaction with Specific Services Received at Service Centre

Q4i. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent visit to the Access Canberra Service Centre service?

	Couple with children	Couple	Single/living alone	Group/shared household	Single parent
The fairness of the staff in dealing with your transaction	4.75	4.58	4.66	4.63	4.67
How polite staff were	4.67	4.58	4.67	4.51	4.65
The staff thoroughly handling your matter	4.68	4.58	4.52	4.69	4.38
The Concierge who may have greeted you when you arrived	4.71	4.43	4.71	4.52	4.27
Cleanliness of the service centre	4.51	4.58	4.63	4.61	4.64
The willingness of staff to assist you	4.62	4.55	4.54	4.44	4.48
The speed of response once you were served	4.65	4.46	4.56	4.32	4.47
The knowledge of the staff	4.49	4.53	4.57	4.59	4.32
How easy the information was to understand	4.47	4.48	4.55	4.57	4.45
Staff clearly explaining what you needed to know	4.38	4.46	4.38	4.51	4.49
Accessibility	4.37	4.36	4.40	4.35	4.11
Layout/comfort of the service centre	4.38	4.42	4.27	4.43	4.13
The amount of time taken by staff to assist you	4.27	4.13	4.17	4.34	4.19
The 'Mobile queue' service where you could provide your mobile number and leave the Centre*	4.29	3.84	3.69	3.98	4.07
The length of time you waited to be served	3.87	3.74	3.81	4.23▲	3.76

*and you were messaged back when a staff member could attend to you

Mean scale: 1 = very dissatisfied, 5 = very satisfied

CSI scale: 0 = very dissatisfied, 100 = very satisfied

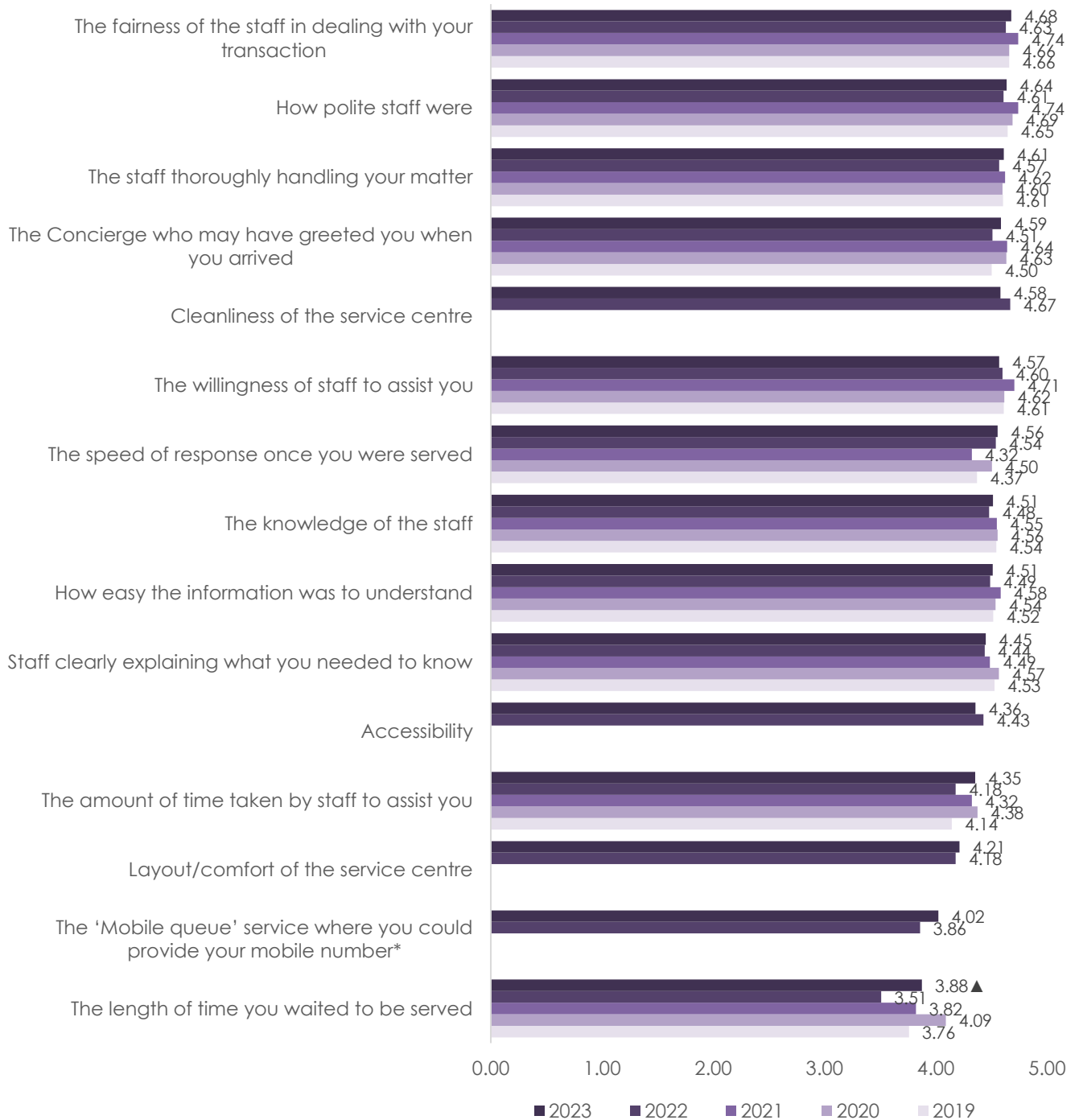
▲ ▼ = significantly higher/lower satisfaction (by group)



Satisfaction with Specific Services Received at Service Centre

Q4i. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent visit to the Access Canberra Service Centre service?

Satisfaction with Specific Services Trend Data



*and leave the Centre – and you were messaged back when a staff member could attend to you

Mean scale: 1 = very dissatisfied, 5 = very satisfied

▲▼ = significantly higher/lower satisfaction (by year)

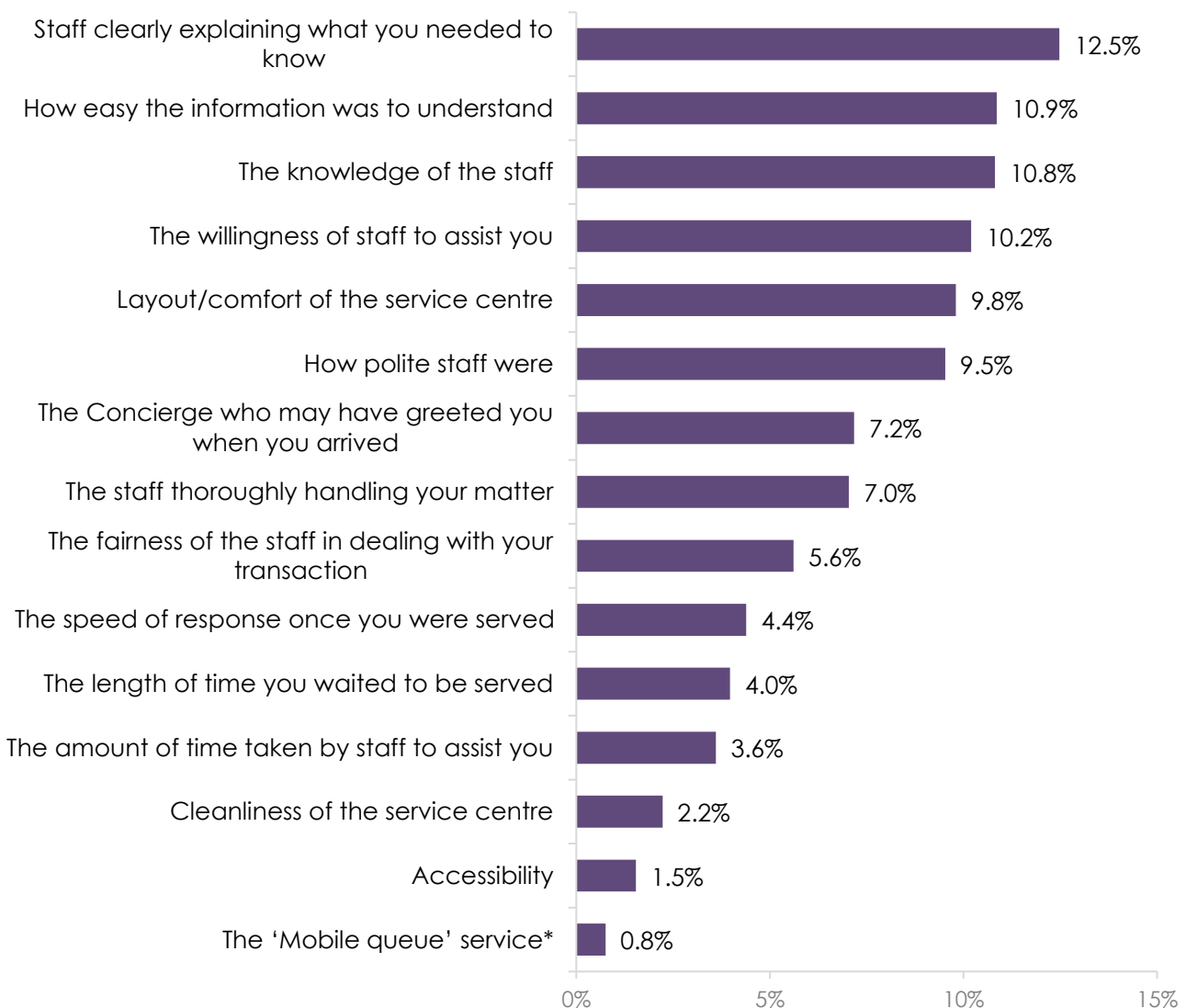


Drivers of Overall Satisfaction with Service Centres

Access Canberra Service Centres

The below chart displays the overall contribution each of the attributes on Pages 45-48 (Q4i) have towards **overall satisfaction** with Access Canberra **Service Centres**, based on a Regression analysis.

The two strongest drivers of overall satisfaction at Access Canberra Service Centres were 'staff clearly explaining what you needed to know' and 'how easy the information was to understand', contributing to 12.5% and 10.9% of the variation observed in overall satisfaction respectively. The top 6 attributes are clearly the most important – they are all related to how well staff met customer expectations and the comfort/layout of the service centre – contributing nearly 64% of the variation in overall satisfaction with Service Centres.



*The Mobile queue service is a new service introduced where you could provide your mobile number and leave the Centre – and you were messaged back when a staff member could attend to you



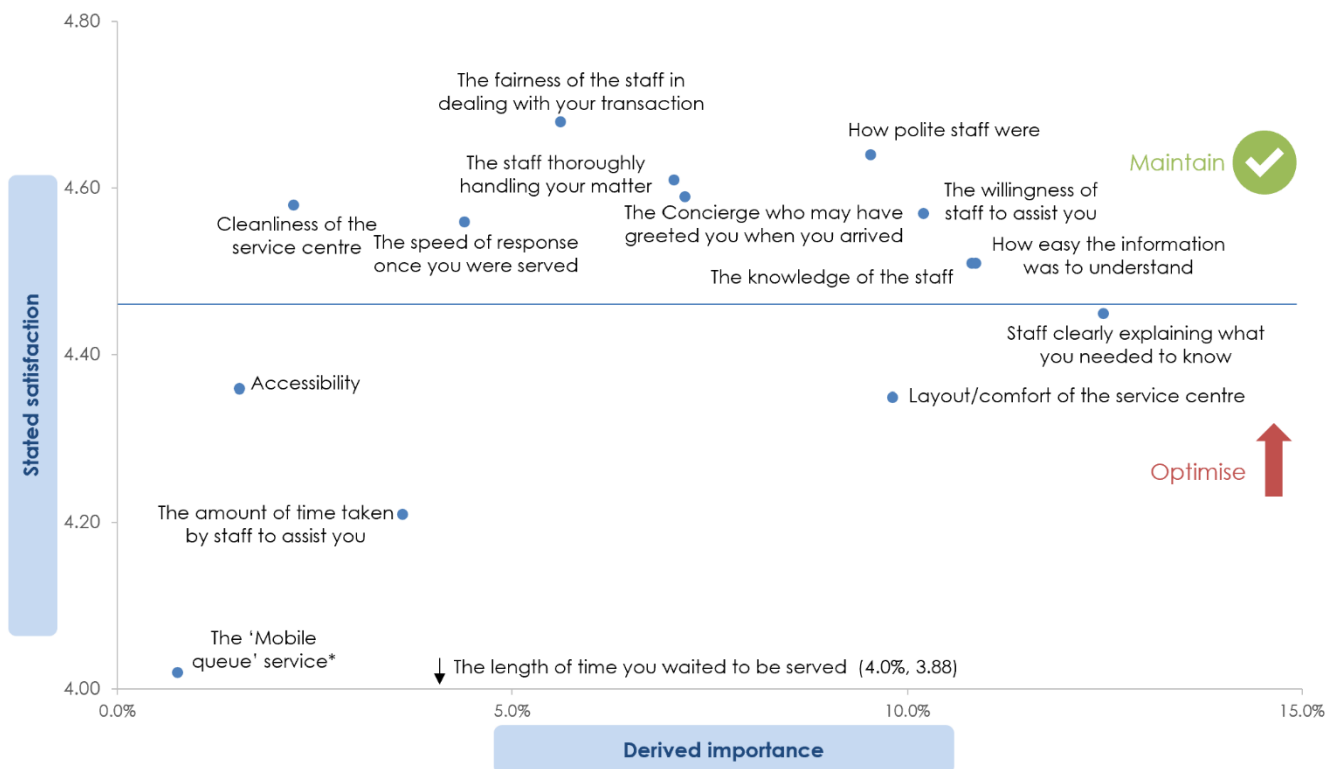
Drivers of Overall Satisfaction with Service Centres

Access Canberra Service Centres

The chart below plots the 2023 Regression score (see previous page) against residents' stated satisfaction for each of the 15 service attributes relating to Access Canberra Service Centres.

The main opportunity (i.e.: relatively higher regression score, relatively low satisfaction score) appears to be with 'Staff clearly explaining what you needed to know', which has the highest regression score and a little lower satisfaction score. In reality though, attention could also be placed on 'How easy the information was to understand' and 'The knowledge of the staff' – their satisfaction scores are by no means poor, but they could be better given their relatively high importance as measured by the regression.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas

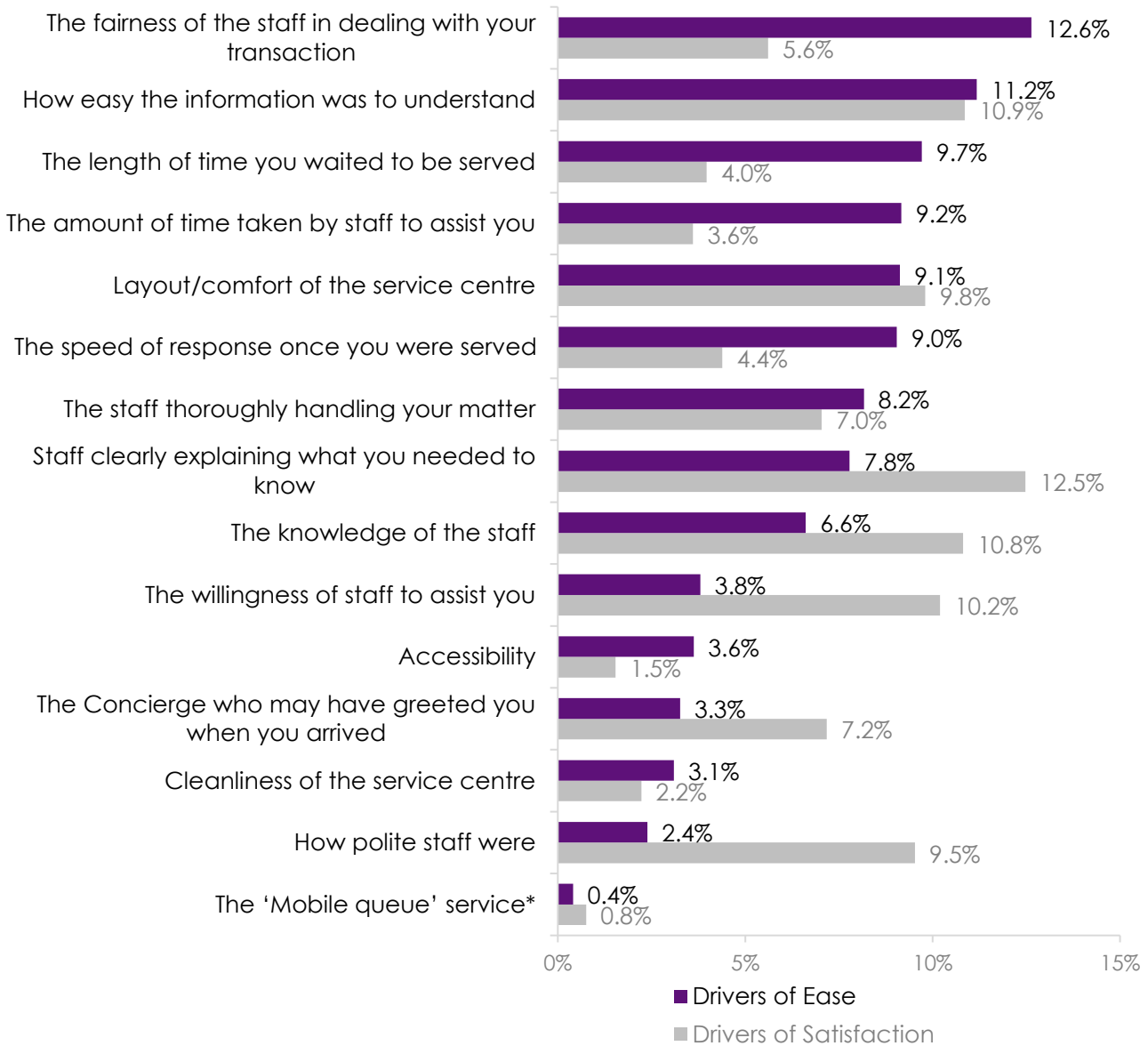


Drivers of Ease To Deal With Service Centres

Access Canberra Service Centres

This year, we have repeated the regression analysis, using the 'ease of dealing with the Access Canberra Service Centres' rating as the dependent variable. We have included (in grey) the drivers for overall satisfaction so that any key differences are easily compared.

The key point to note here is that the order of the independent variables is quite different to the earlier regression where we used satisfaction as the dependent variable (see Page 49). This suggests that there are meaningful differences in drivers of satisfaction and ease of use.



*The Mobile queue service is a new service introduced where you could provide your mobile number and leave the Centre – and you were messaged back when a staff member could attend to you



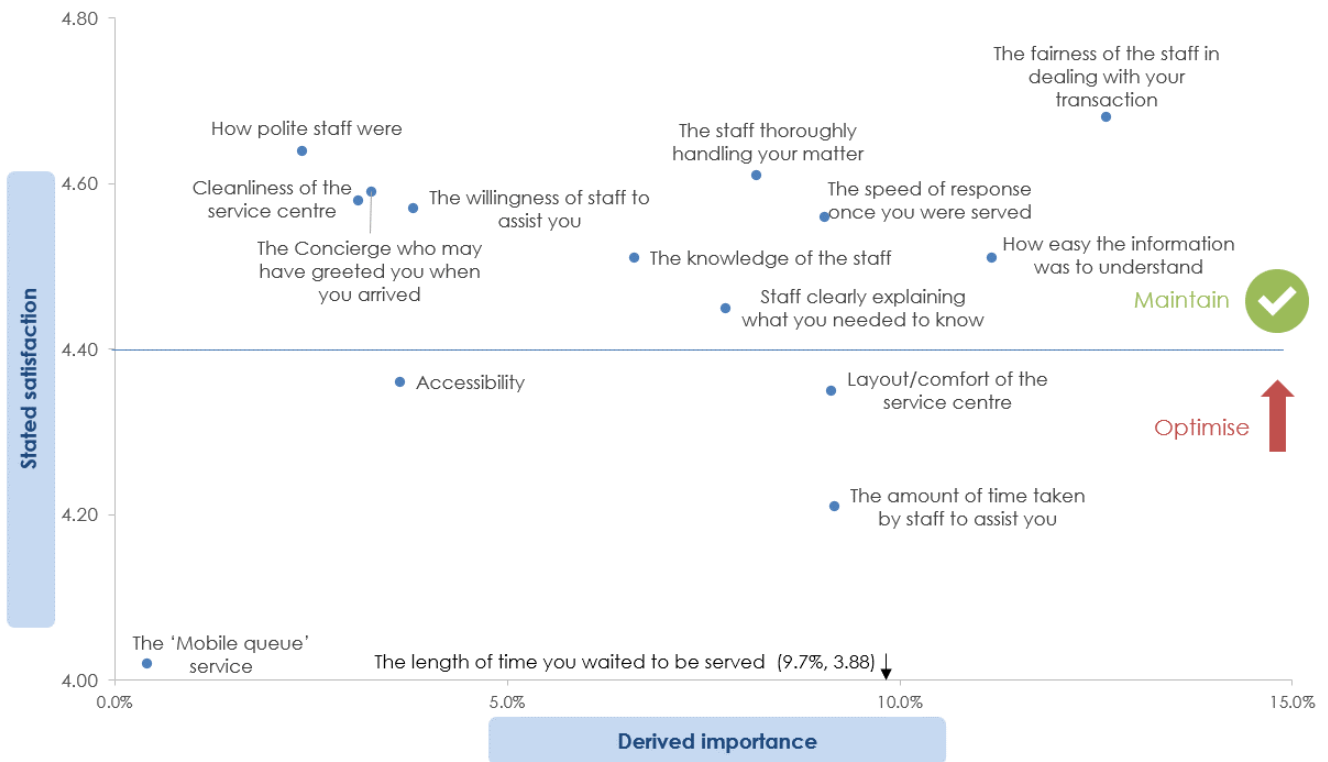
Drivers of Ease To Deal With Service Centres

Access Canberra Service Centres

The chart below plots the 2023 Regression score based on ease of dealing (see previous page) against residents' stated satisfaction for each of the 15 service attributes relating to Access Canberra Service Centres.

Time related attributes such as 'the length of time you waited to be served' and 'the amount of time taken by staff to assist you' are areas for improvement.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas

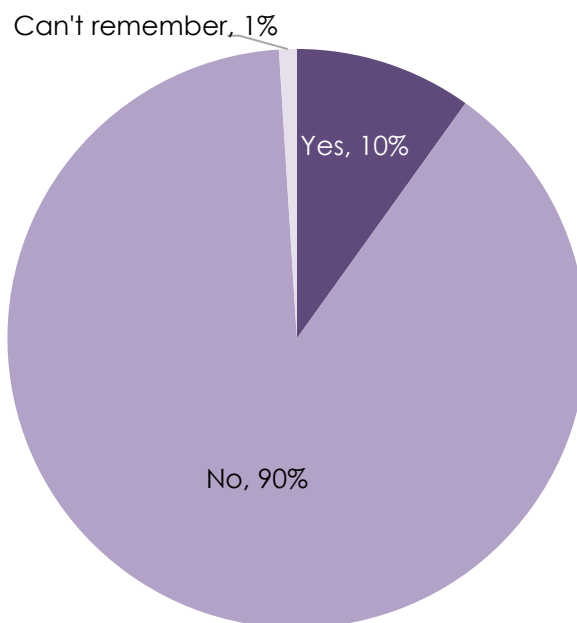


Usage of the 'Mobile Queue' Service

Summary

10% of those who visited a service centre used the Mobile queue service where they were able to leave the service centre and were messaged back when a staff member was able to attend to them, this is a significant decline in usage from last year (this was a new service introduced in 2022). Those who used the Mobile queue service on their most recent visit provided a satisfaction rating of 3.96 out of 5 for the Mobile queue service itself, slightly lower than those who did not use the service on their most recent visit (4.06).

Q4j. On your most recent visit to the Access Canberra Service Centre, did you use the 'Mobile queue' service? (where you could provide your mobile number and leave the Centre – and you were messaged back when a staff member could attend to you)?



Base: N=276

	Overall 2023	Overall 2022	Male	Female	18-34	35-44	45-64	65+
Yes %	10% ▼	23%	9%	10%	13%	8%	8%	5%
Base	276	203	128	148	108	44	76	48

Satisfaction with Mobile Queue Service	Used the mobile queue on most recent visit	Didn't use mobile queue on most recent visit
Mean rating	3.96	4.06
Base	26	48

▲ ▼ = significantly higher/lower satisfaction (by year)





Section D:

Access Canberra Telephone Contact Centre

This section is a more detailed analysis of the questions about residents' calls to the Access Canberra Telephone Contact Centre.



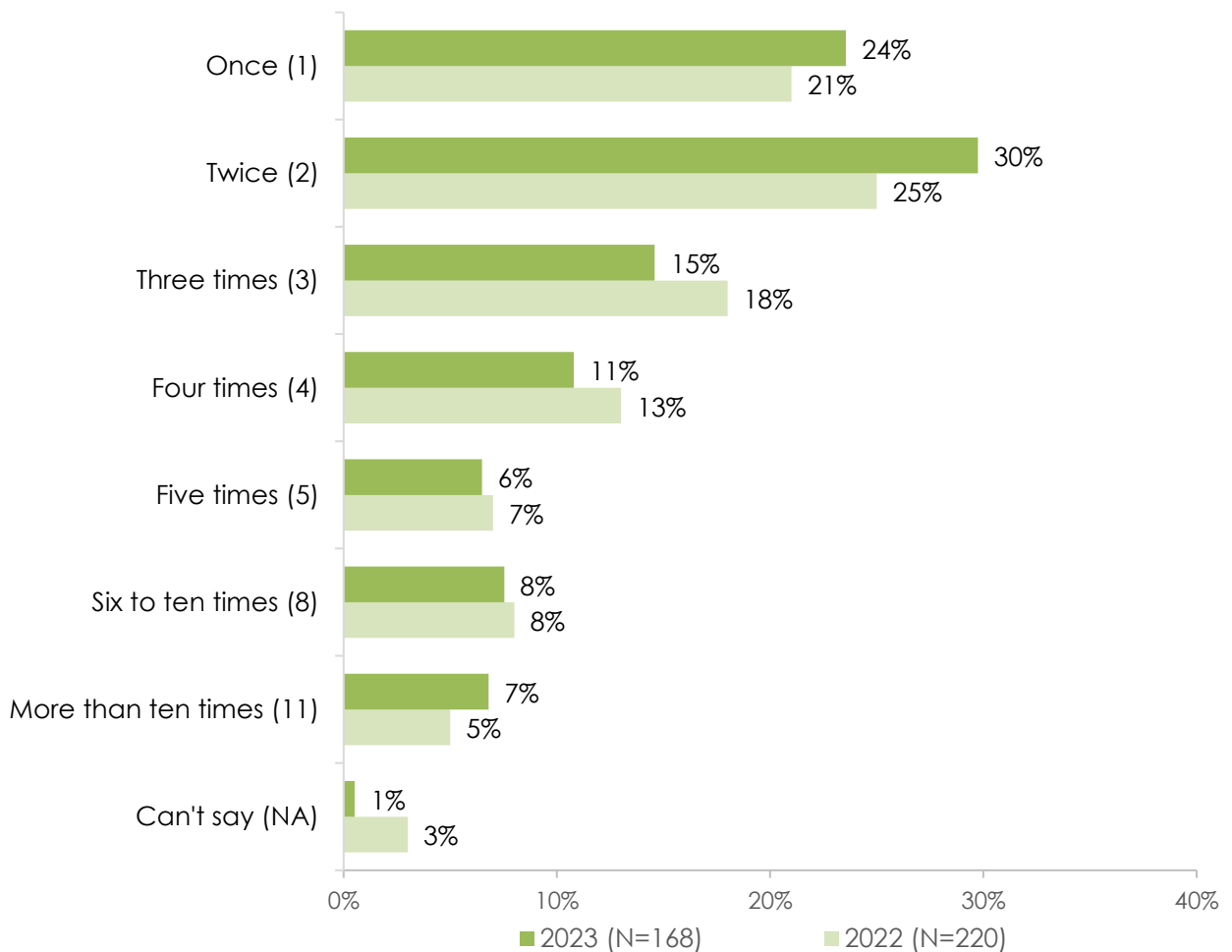
Number of Calls to the Access Canberra Telephone Contact Centre in the Past 12 Months

Summary

Although there has been a significant decrease in the proportion of residents calling the Contact Centre over the past 12 months (see Page 21), the average number of calls amongst those calling has remained the same (3.4 in 2023 and 2022). This combination suggests a decline in the overall volume of contacts to the Call Centre over the past 12 months. Males contacted the call centre significantly more often than females.

Q5a. In the past 12 months, how many times in total would you have called the Access Canberra Telephone Contact Centre 13 22 81?

	Overall 2023	Overall 2022	Male	Female	18-34	35-44	45-64	65+
Number of calls	3.4	3.4	4.0▲	2.8	3.7	3.1	3.6	3.0
Base	168	215	80	87	49	36	50	33



Note: numbers on chart labels in brackets represent the values used to calculate mean number of calls.

'Can't say' responses have been excluded from the mean

▲ ▼ = significantly higher/lower satisfaction (by year)



Time of Most Recent Call to the Access Canberra Contact Centre

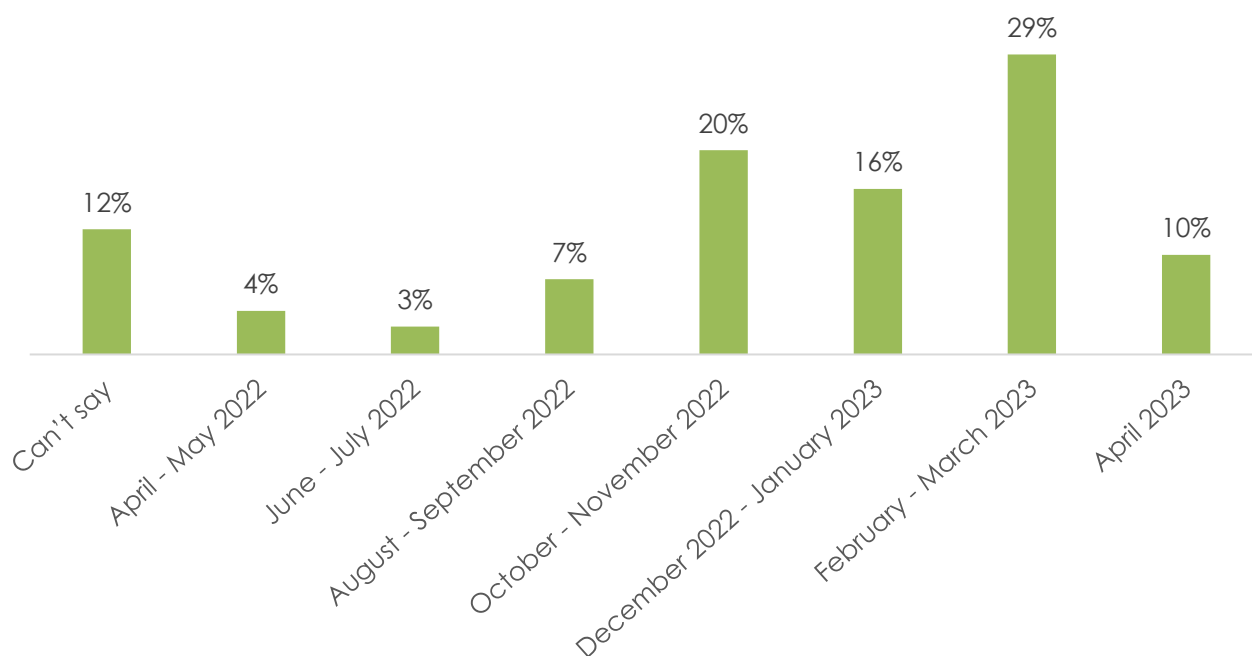
Summary

39% of residents who contacted the Access Canberra Telephone Contact Centre within the past 12 months made recent contact in February, March or April of 2023.

Q5ai. Thinking of your most recent call to the Access Canberra Telephone Contact Centre, in which month was your most recent call?

	Overall 2022	Male	Female	18-34	35-44	45-64	65+
April - May 2022	4%	4%	4%	9%▲	0%	2%	5%
June - July 2022	3%	1%	4%	3%	4%	2%	2%
August - September 2022	7%	6%	8%	2%	13%	8%	7%
October - November 2022	20%	24%	15%	17%	20%	22%	19%
December 2022 - January 2023	16%	13%	19%	14%	20%	12%	20%
February - March 2023	29%	30%	28%	29%	18%	34%	32%
April 2023	10%	15%▲	4%	16%	9%	8%	3%
Can't say	12%	7%	17%▲	10%	16%	12%	12%
Base	168	81	87	49	37	50	33

▲▼ = significantly higher/lower percentage (by group)



Base: N=168



Choosing the Access Canberra Contact Centre over a Service Centre or Digital Services

Summary

The two main reasons for choosing the Telephone Contact Centre over other channels were difficulty resolving the transaction online or using the website (34% - up significantly from 19% in 2022, suggesting there is room for further improvement with the website) and ease of being able to speak to someone (24%).

Q5aiii. Why in particular did you choose to call the Access Canberra Contact Centre rather than visit an Access Canberra Service Centre or go online and use the Access Canberra Digital Services? (Open response)

Reason for choosing the Contact Centre	2023 N=151	2022 N=212
Couldn't resolve online/difficulty with the website/online access issue e.g. not clear enough, not sure how to do it online	34%▲	19%
Easier e.g. easier to speak with someone, unsure who to speak with, easier to access, limited mobility	24%	20%
Convenience e.g. calling rather than going into a centre, after hours and during business hours, centre too far away	13%	14%
Quicker/wanted to speak with someone quickly/wanted the issue resolved quickly	13%	10%
Prefer to speak with someone over the phone	10%▲	2%
Needed more detailed information	4%▼	9%
I am disabled	1%	0%
Following up on an issue	1%	3%
COVID Restrictions	1%	1%
Simple interaction e.g. to report an issue/pay a fine/make an appointment/renew licence or registration	0%▼	4%
Service centres were closed/COVID-19 restrictions/lockdown	0%▼	13%

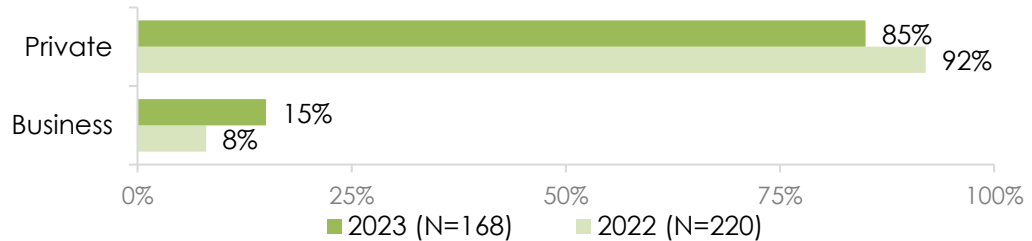


Details of Most Recent Telephone Contact

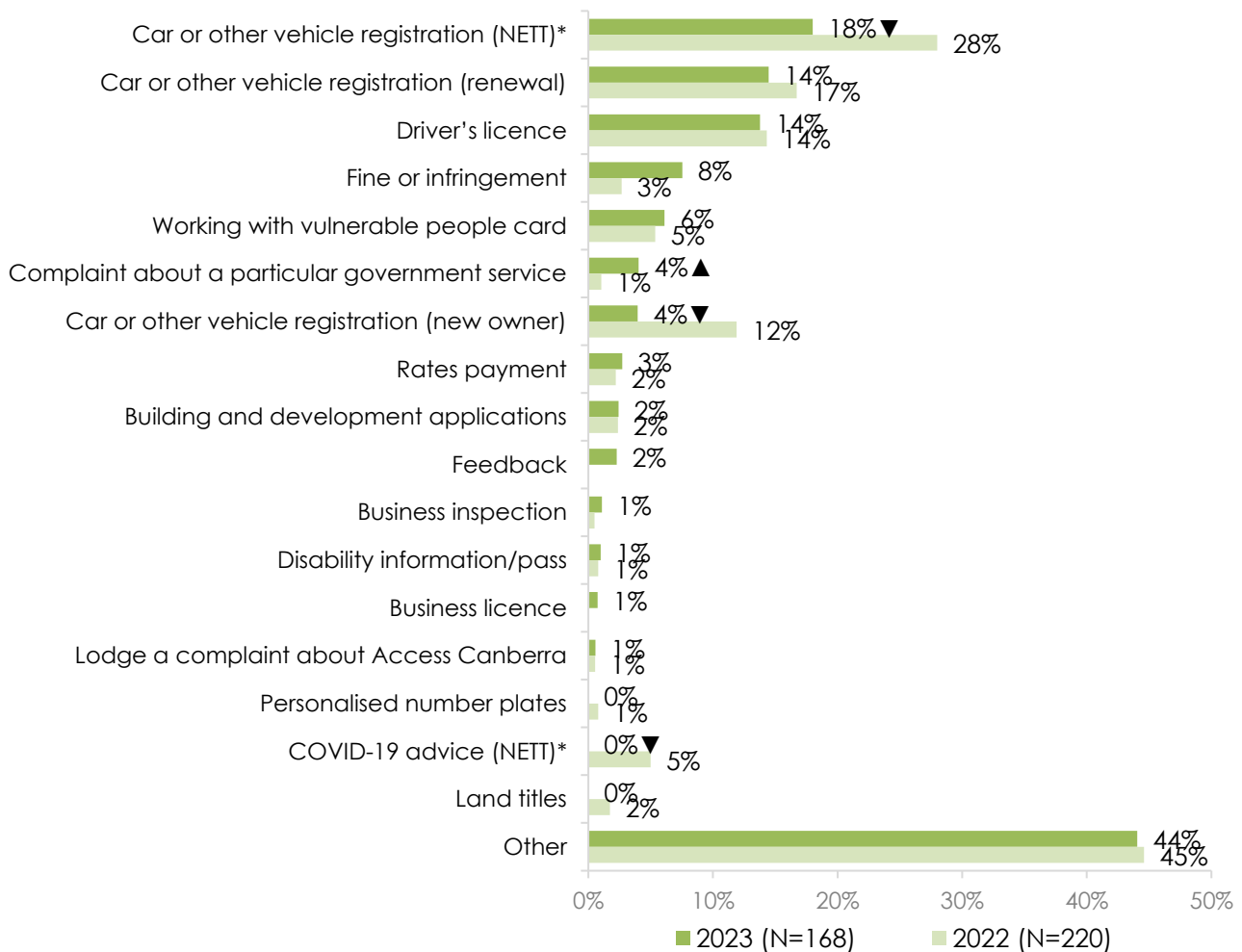
Summary

85% of those who had recently called the Telephone Contact Centre stated that the call was related to a private issue, a decline from 2022. As was the case with Access Canberra Service Centres, the most common reasons for contact included car registrations (18%) and driver's licences (14%). The number of contacts regarding new car owner registrations has significantly declined (4% down from 12% in 2022).

Q5a.ii. Thinking of your most recent call to the telephone Contact Centre, was it for private or business purposes?



Q5b. What was this most recent contact in relation to? (Pre coded)



*Note: Car or other vehicle registration (NETT) includes a renewal of an existing registration or a registration of a new owner. COVID-19 advice (NETT) includes advice for residents or businesses.

▲ ▼ = significantly higher/lower percentage (by year)

Please see Appendix A for 'other specified' responses



Details of Most Recent Telephone Contact

Summary

Not being able to resolve online/difficulty with the website/internet was a more common reason for car registration renewal (caution, small sample sizes in email below).

Q5a.iii. Why in particular did you choose to call the Access Canberra Contact Centre rather than visit an Access Canberra Service Centre or go online and use the Access Canberra Digital Services? (Open response)

Q5b. What was this contact in relation to?

	Overall	Car or other vehicle registration (NETT)	Car or other vehicle registration (renewal)	Driver's licence	Fine or infringement
Couldn't resolve online/difficulty with the website/online access issue e.g. not clear enough, not sure how to do it online	34%	45%	37%	21%	28%
Easier e.g. easier to speak with someone, unsure who to speak with, easier to access, limited mobility	24%	24%	32%	26%	36%
Convenience e.g. calling rather than going into a centre, after hours and during business hours, centre too far away	13%	13%	12%	20%	0%
Quicker/wanted to speak with someone quickly/wanted the issue resolved quickly	13%	3%	4%	9%	8%
Prefer to speak with someone over the phone	10%	3%	4%	19%	19%
Needed more detailed information	4%	8%	6%	5%	9%
Base	151	28	21	21	11

Note: only the top reasons for choosing the Contact Centre and top reasons for contact are shown



Number of Contacts to Resolve Issue

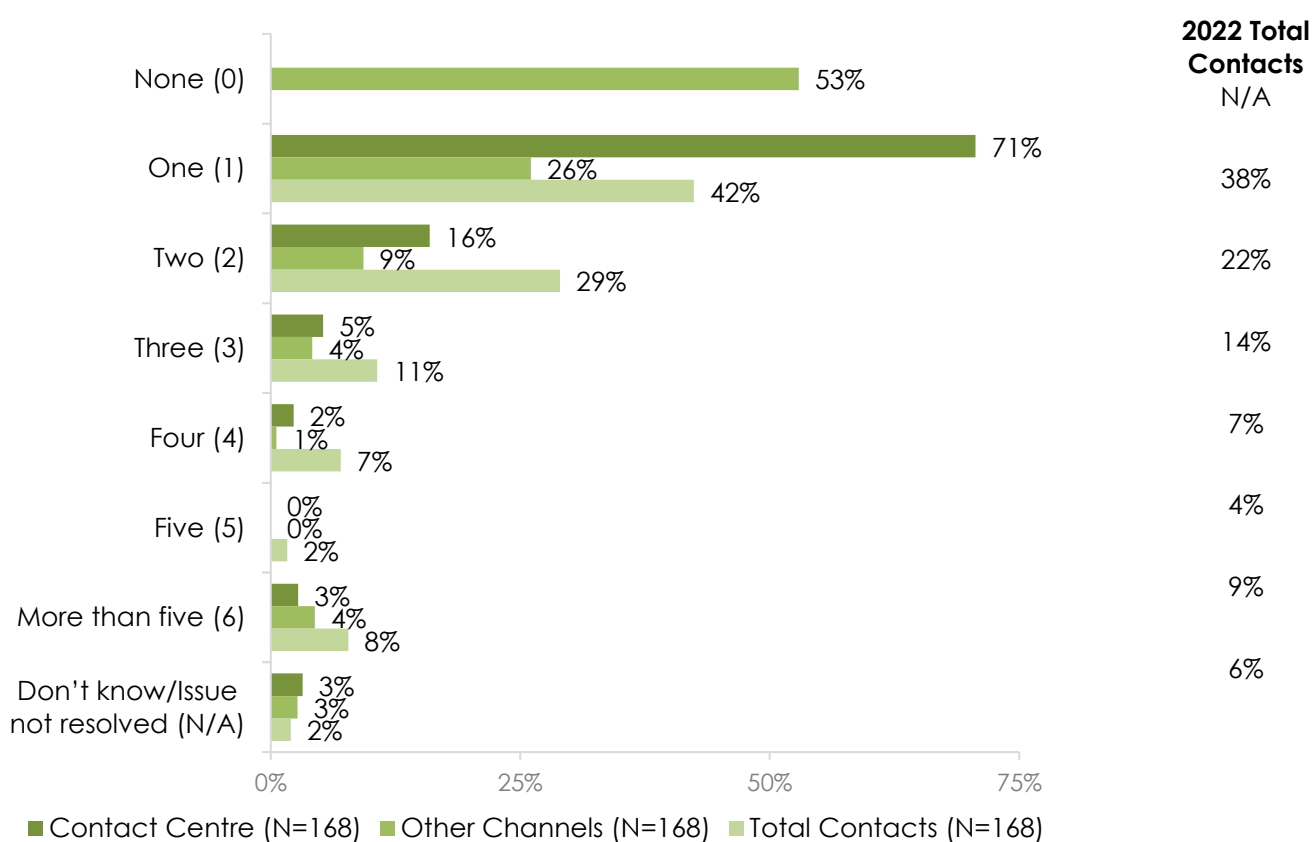
Summary

The total number of contacts to resolve the issue (regardless of channel) is estimated to be 2.3, a decline since 2022 (2.6). When asked how many contacts Contact Centre users made via other channels in order to resolve their issue, almost half (44%) engaged with Access Canberra via another channel at least once.

Q5c. How many times did you have to call the Access Canberra Contact Centre before your issue was resolved?

Q5d. And how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue?

	Contact Centre	Other Channels	2023 Total Contacts	2022 Total Contacts
Average	1.5	0.9	2.3	2.6
Base	168	168	168	220



Year on Year Trends	2016	2017	2018	2019	2020	2021	2022	2023
Mean	1.4	1.8	1.6	1.6	1.7	1.8	2.6	2.3

Note: numbers in brackets on chart represent the value used to calculate the 'average number of contacts to resolve issue'. 5 respondents mentioned that their issue had not been resolved. Respondents who said 'don't know' or 'issue not resolved' have been excluded from the calculation of the mean.

▲ ▼ = significantly higher/lower percentage (by year)

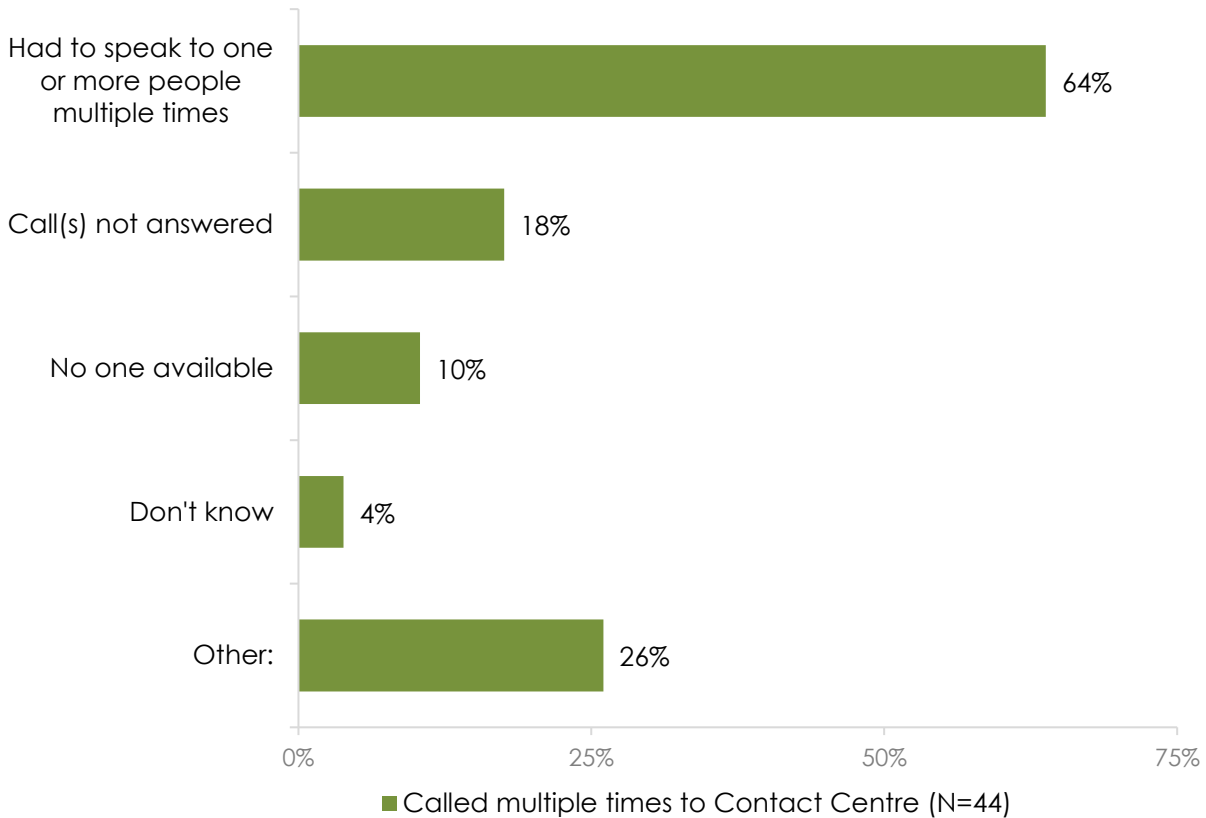


Reason for Calling Multiple Times

Summary

Of the 44 respondents who called multiple times to resolve their issue, by far the most common reason was that they needed to speak to one or more people multiple times, rather than the call not being answered or no staff being available.

Q5ci. *[If two or more times on Q5c, ask] Did you have to call multiple times because one or more of your calls weren't answered, or your calls were answered but no one who could help was available, or because you had to speak to one or more people multiple times to sort out your issue?*



Other specified	Count
For a better response	3
Long wait	3
Disconnected	2
Reschedule	2
Did not specify	1

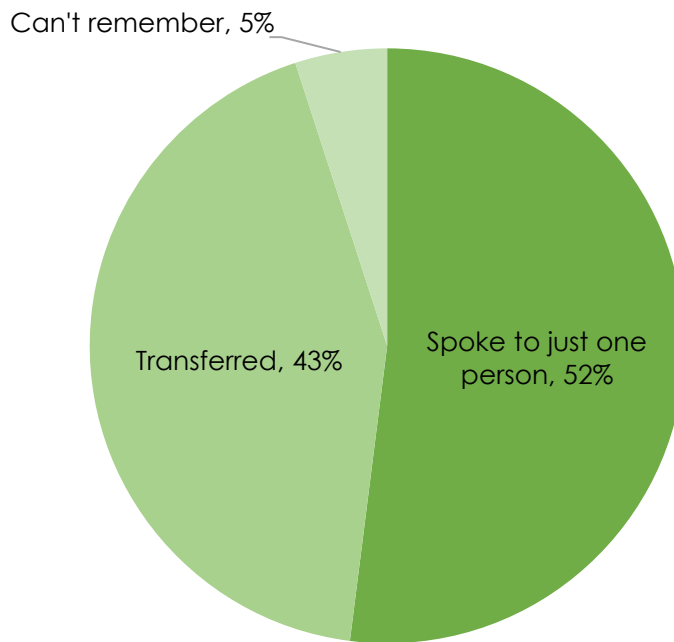


Number of Staff Spoken to on Most Recent Call

Summary

When asked about the number of staff they spoke to on their most recent call to the Telephone Contact Centre, slightly more than half (52%) spoke to just one staff member, whilst 43% were transferred to other staff – these results are consistent with 2022. Of those who were transferred, the total number of staff spoken to was 2.2 on average, which is slightly lower than 2022.

Q5j. On your most recent call to the Access Canberra telephone service, did you speak to just one staff member or were you transferred to other staff? (If Transferred: "How many staff in total did you speak to on that call?")



Base: N=168

	2023	2022
Spoke to just one person	52%	55%
Transferred	43%	40%
Can't remember*	5%	5%
Average number of staff	2.2	2.5
Base	168	220

*'Can't remember' not included in average calculation

Note: 1 person mentioned that they were transferred but hung up after waiting too long



Ease of Dealing with Access Canberra Contact Centre

Summary

81% of those who contacted the Access Canberra Telephone Contact Centre stated their dealings were easy or very easy, an increase from 75% in 2022. Looking at results on a mean rating basis, the level of ease reported has significantly improved since 2022.

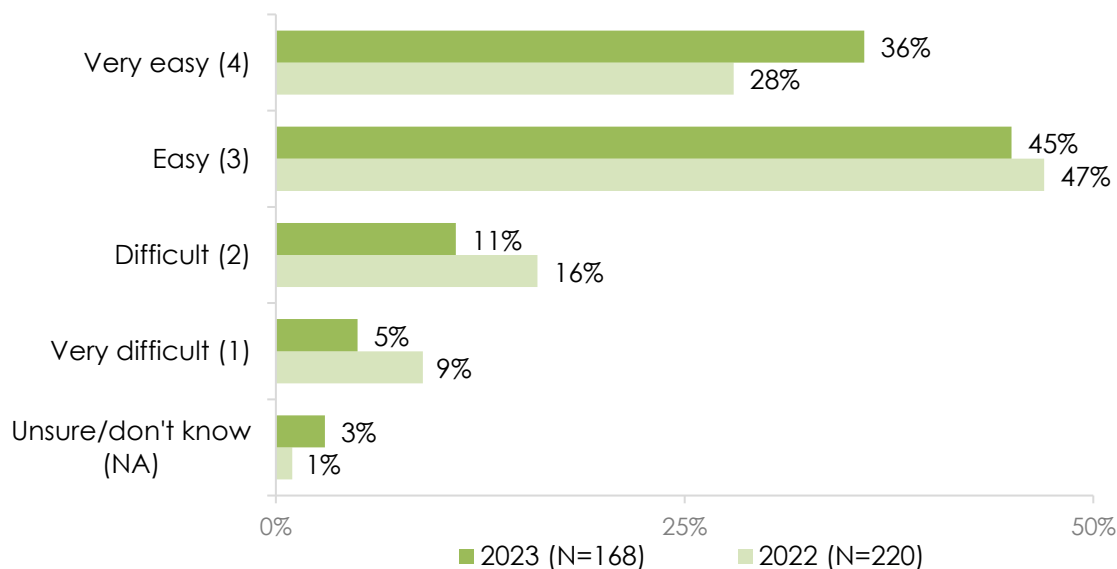
As was the case with service centres, those who had their issue resolved after the first contact and those who didn't have to engage Access Canberra via other channels to resolve their issue demonstrated a significantly higher rating for ease of dealing with the Telephone Contact Centre.

Q5e. How easy was it to deal with the Access Canberra Telephone Contact Centre?

	Overall 2023	Overall 2022	Male	Female	18-34	35-44	45-64	65+	One contact	More than one contact
Mean rating	3.15▲	2.94	3.14	3.15	3.15	3.12	3.26	2.99	3.40▲	2.62
Base	163	218	79	85	46	36	50	31	116	42

Engagements via other channels	None	One or more
Mean rating	3.34▲	2.95
Base	87	73

▲ ▼ = significantly higher/lower mean (by group)



▲ ▼ = significantly higher/lower percentage (by year)

Scale: 1 = very difficult, 4 = very easy



Ease of Dealing with Access Canberra Contact Centre

Summary

Knowledge, ease and speed of service were again key attributes that influenced residents' perceptions of how easy it was to deal with the Access Canberra Telephone Contact Centre:

- 'Able to complete in one call', 'person was knowledgeable' and 'quick, didn't have to wait long' were the top reasons for why residents stated they found the experience easy/very easy
- Whilst 'had to wait a long time' was the dominant reason for stating it was 'difficult' or 'very difficult'.

Other reasons attributed to residents saying that the Contact Centre was difficult or very difficult to deal with included being transferred and having a poor experience, dealing with staff who weren't knowledgeable and having to ring back.

Q5e. How easy was it to deal with the Access Canberra Telephone Contact Centre?

Q5f. Why do you say that it was (insert answer from Q5e)? (Pre coded)

	Overall	Very difficult – difficult to deal with the Contact Centre (16%)	Easy -Very easy to deal with the Contact Centre (81%)
Able to complete in one call	37%	0%	44%▲
Quick, didn't have to wait long	29%	0%	35%▲
Person was knowledgeable	38%	3%	45%▲
Had to ring back	8%	30%▲	4%
Had to wait a long time	18%	56%▲	10%
Person didn't appear to be knowledgeable	6%	31%▲	1%
Transferred and had a poor experience	4%	22%▲	1%
Language barrier	0%	0%	0%
Other 'COVID-specific' mentions	0%	0%	0%
Other	21%	35%	18%
Base	163	27	136

▲▼ = significantly higher/lower percentage (by ease of contact)

Please see Appendix A for 'other specified' responses



Satisfaction with Service Received from the Contact Centre

Summary

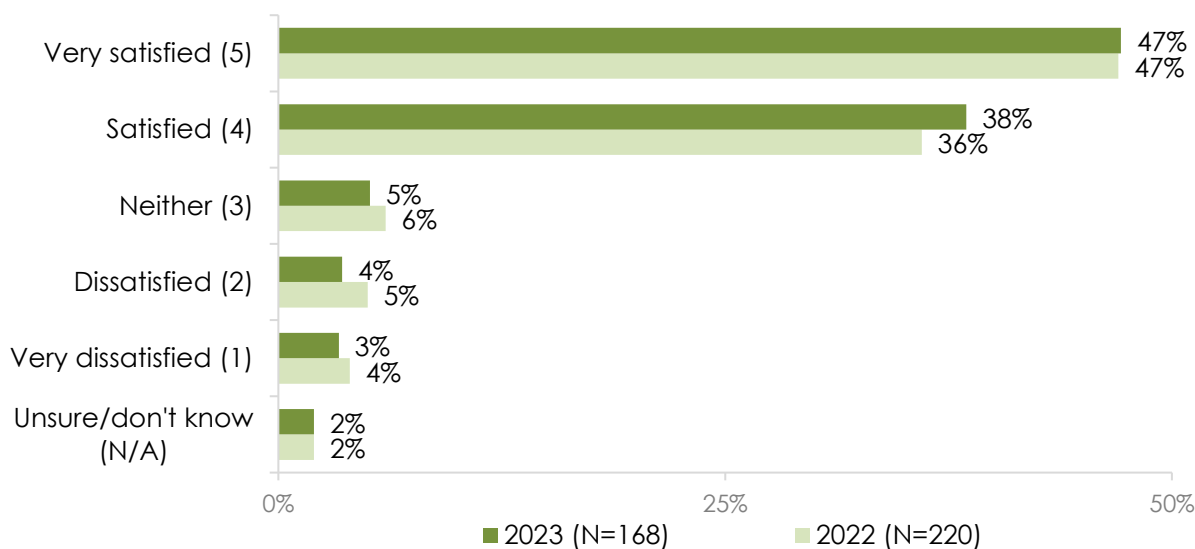
85% of residents were either satisfied or very satisfied with the service they received from the telephone Contact Centre, a small increase compared to 2022 (83%) and a substantial increase since 2021 (76%). The mean score of 4.25 out of 5 is also up compared to 2022, though not significantly. Those who had their issue resolved after one contact, or had no engagement via other channels, demonstrated significantly higher levels of satisfaction.

Q5g. Overall, how satisfied or dissatisfied were you with the service you received from the Contact Centre during your last call?

	Overall 2023	Overall 2022	Male	Female	18-34	35-44	45-64	65+	One contact	More than one contact
Mean rating	4.25	4.19	4.30	4.21	4.12	4.35	4.39	4.12	4.51▲	3.73
CSI	81.3	79.8	82.5	80.2	78.1	83.8	84.9	77.9	87.7▲	68.2
Base	164	216	78	86	48	37	48	32	116	43

Engagements via other channels	None	One or more
Mean rating	4.45▲	4.12
CSI	86.3▲	76.8
Base	86	75

▲▼ = significantly higher/lower rating (by group)



Year on Year Trends	2016	2017	2018	2019	2020	2021	2022	2023
Mean rating	4.34	4.50	4.14	4.41	4.33	4.02	4.19	4.25
CSI Score	83.4	87.4	78.6	85.2	83.2	75.4	79.8	81.3

Mean scale: very dissatisfied = 1, very satisfied = 5
 CSI scale: very dissatisfied = 0, very satisfied = 10



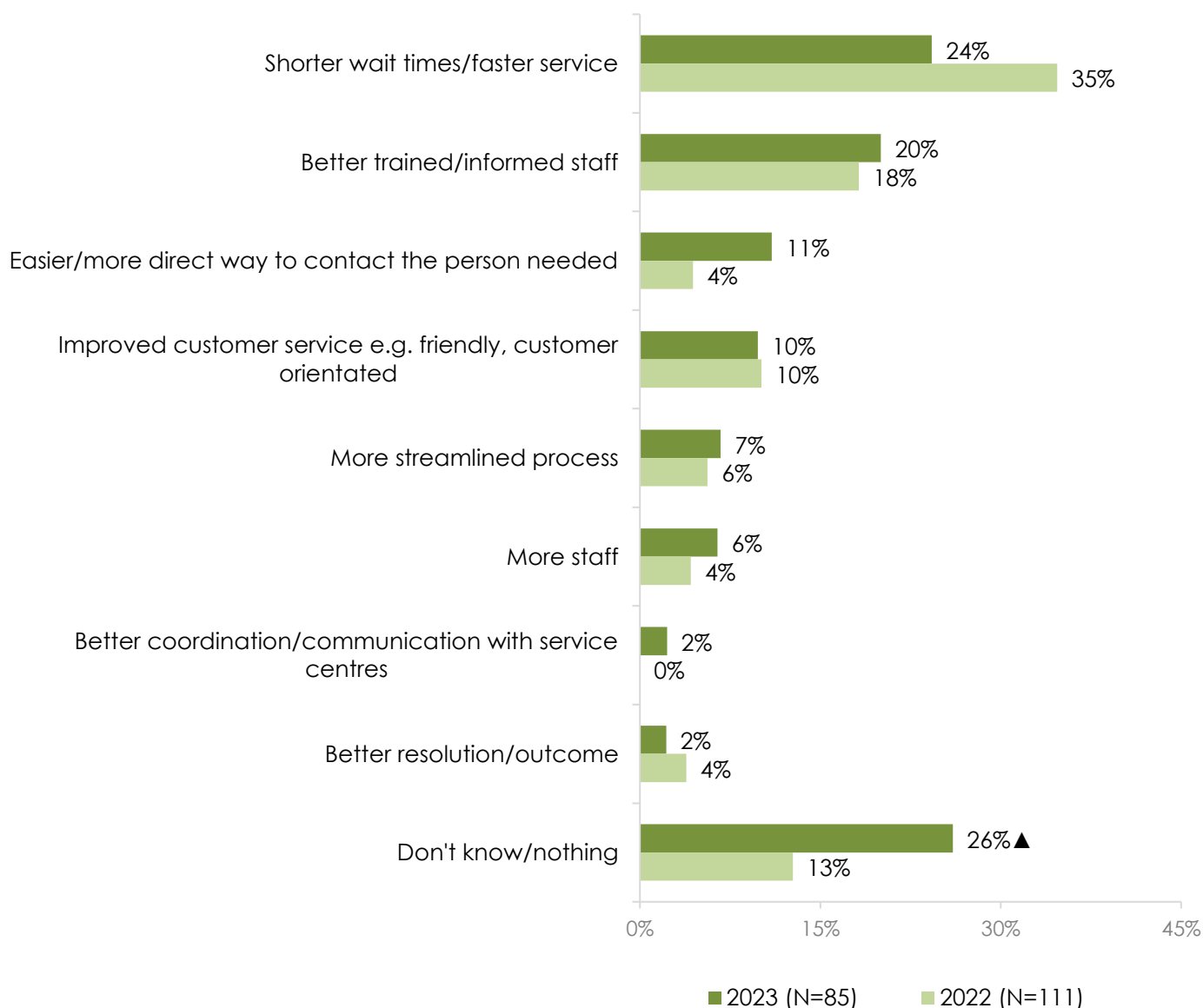
Satisfaction with Service Received from the Contact Centre

Summary

'Shorter wait times/faster service' was again the most frequently mentioned aspect in order for residents to be 'very satisfied' with the service they received from the Contact Centre, closely followed by 'better trained/informed staff'.

Q5g. Overall, how satisfied or dissatisfied were you with the service you received from the Contact Centre during your last call?

Q5h. What would have to change to make you very satisfied with the Access Canberra telephone Contact Centre service? (Open response)



Please see Appendix A for full list of responses
 ▲ ▼ = significantly higher/lower percentage (by year)

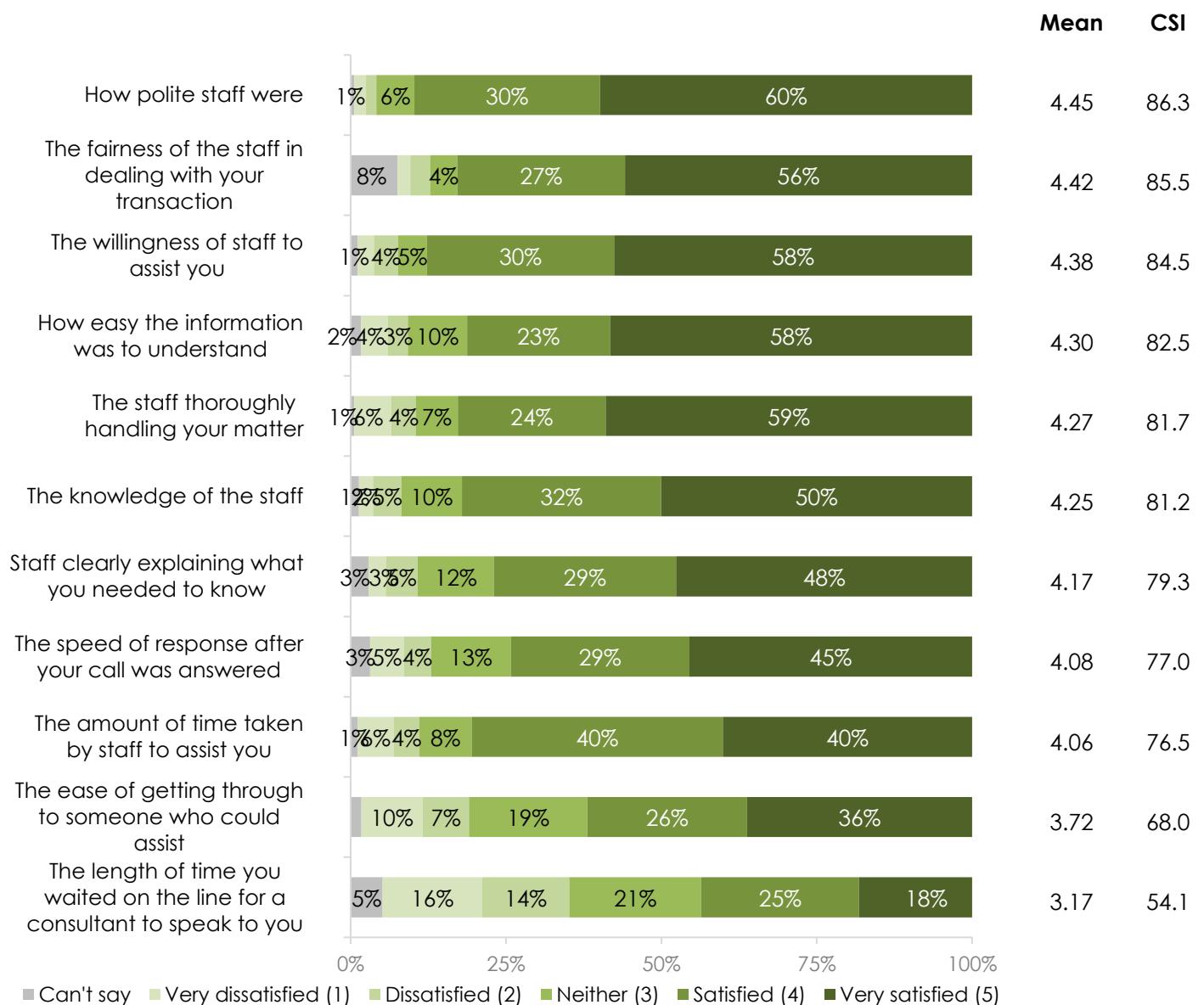


Satisfaction with Specific Services Received from the Contact Centre

Summary

Satisfaction continues to be highest for 'how polite staff were', 'the fairness of the staff in dealing with your transaction' and 'the willingness of staff to assist you' in regards to respondents most recent Contact Centre transactions. Satisfaction did not change significantly this year for any attributes (see overleaf). 'The length of time you waited on the line for a consultant to speak to you' continues to be the lowest rated service aspect.

Q5i. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent call to the Access Canberra telephone service?



Labels <3% are not shown on the above chart
 Mean scale: 1 = very dissatisfied, 5 = very satisfied
 CSI scale: 0 = very dissatisfied, 100 = very satisfied



Satisfaction with Specific Services Received from the Contact Centre

Q5i. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent call to the Access Canberra telephone service?

	2023 Mean	2022 Mean	2023 CSI	2022 CSI
How polite staff were	4.45	4.54	86.3	88.49
The fairness of the staff in dealing with your transaction	4.42	4.47	85.5	86.80
The willingness of staff to assist you	4.38	4.47	84.5	86.70
How easy the information was to understand	4.30	4.33	82.5	83.31
The staff thoroughly handling your matter	4.27	4.19	81.7	79.79
The knowledge of the staff	4.25	4.08	81.2	77.00
Staff clearly explaining what you needed to know	4.17	4.16	79.3	78.97
The speed of response after your call was answered	4.08	3.96	77.0	73.97
The amount of time taken by staff to assist you	4.06	3.83	76.5	70.72
The ease of getting through to someone who could assist	3.72	3.59	68.0	64.79
The length of time you waited on the line for a consultant to speak to you	3.17	2.97	54.1	49.24

	Male	Female	18-34	35-44	45-64	65+
How polite staff were	4.42	4.48	4.27	4.62	4.55	4.38
The fairness of the staff in dealing with your transaction	4.38	4.46	4.41	4.34	4.56	4.33
The willingness of staff to assist you	4.36	4.40	4.37	4.32	4.55	4.20
How easy the information was to understand	4.10	4.49▲	4.22	4.23	4.41	4.32
The staff thoroughly handling your matter	4.16	4.37	4.37	4.19	4.35	4.08
The knowledge of the staff	4.17	4.32	4.10	4.33	4.45	4.06
Staff clearly explaining what you needed to know	4.06	4.28	4.13	4.15	4.23	4.17
The speed of response after your call was answered	4.03	4.12	4.07	4.23	4.04	3.99
The amount of time taken by staff to assist you	3.93	4.19	3.99	4.21	4.14	3.88
The ease of getting through to someone who could assist	3.60	3.83	3.72	3.58	3.90	3.61
The length of time you waited on the line for a consultant to speak to you	3.12	3.21	2.90	3.19	3.42	3.15

	Couple with children	Couple	Single/living alone	Group/shared household	Single parent
How polite staff were	4.44	4.64▲	4.35	4.70	3.95
The fairness of the staff in dealing with your transaction	4.29	4.58	4.32	4.68	4.50
The willingness of staff to assist you	4.28	4.45	4.41	4.64	4.50
How easy the information was to understand	4.21	4.41	4.25	4.33	4.49
The staff thoroughly handling your matter	4.10	4.33	4.17	4.64▲	4.45
The knowledge of the staff	4.28	4.28	4.07	4.14	4.19
Staff clearly explaining what you needed to know	4.05	4.29	4.07	4.25	4.34
The speed of response after your call was answered	4.07	4.10	3.90	4.31	4.12
The amount of time taken by staff to assist you	4.00	4.10	3.92	4.70▲	3.86
The ease of getting through to someone who could assist	3.67	3.81	3.71	3.52	3.75
The length of time you waited on the line for a consultant to speak to you	3.00	3.34	3.33	3.46	3.09

Mean scale: 1 = very dissatisfied, 5 = very satisfied
 CSI scale: 0 = very dissatisfied, 100 = very satisfied
 ▲ ▼ = significantly higher/lower satisfaction (by group)



Satisfaction with Specific Services Received from the Contact Centre

Q5i. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent call to the Access Canberra telephone service?

Those who spoke to just one person when they called the Contact Centre provided higher satisfaction mean scores on all attributes than did those who were transferred to other staff, significantly so for most attributes:

	Spoke to just one person (N=87)	Transferred (N=73)	Can't say (N=8)
How polite staff were	4.52	4.39	4.26
The fairness of the staff in dealing with your transaction	4.58▲	4.28	3.91
The willingness of staff to assist you	4.56▲	4.25	3.52
How easy the information was to understand	4.62▲	3.97▼	3.83
The staff thoroughly handling your matter	4.52▲	4.03▼	3.52
The knowledge of the staff	4.44▲	4.05▼	3.99
Staff clearly explaining what you needed to know	4.47▲	3.88▼	3.50
The speed of response after your call was answered	4.35▲	3.87▼	2.97
The amount of time taken by staff to assist you	4.31▲	3.84▼	3.39
The ease of getting through to someone who could assist	4.01▲	3.44▼	3.31
The length of time you waited on the line for a consultant to speak to you	3.38▲	2.92	3.14

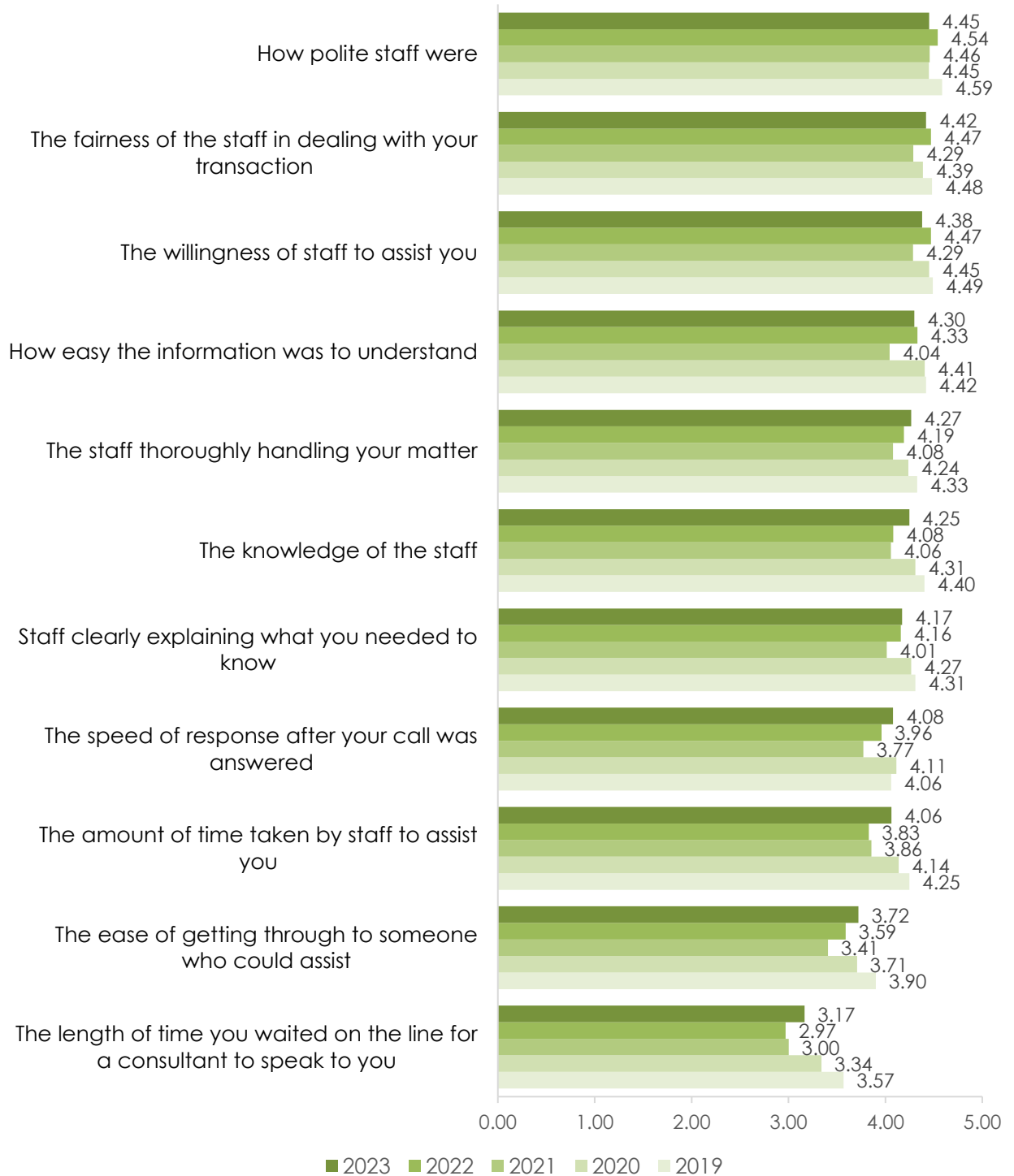
Mean scale: 1 = very dissatisfied, 5 = very satisfied
 ▲▼ = significantly higher/lower satisfaction (by group)



Satisfaction with Specific Services Received from the Contact Centre

Q5i. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent call to the Access Canberra telephone service?

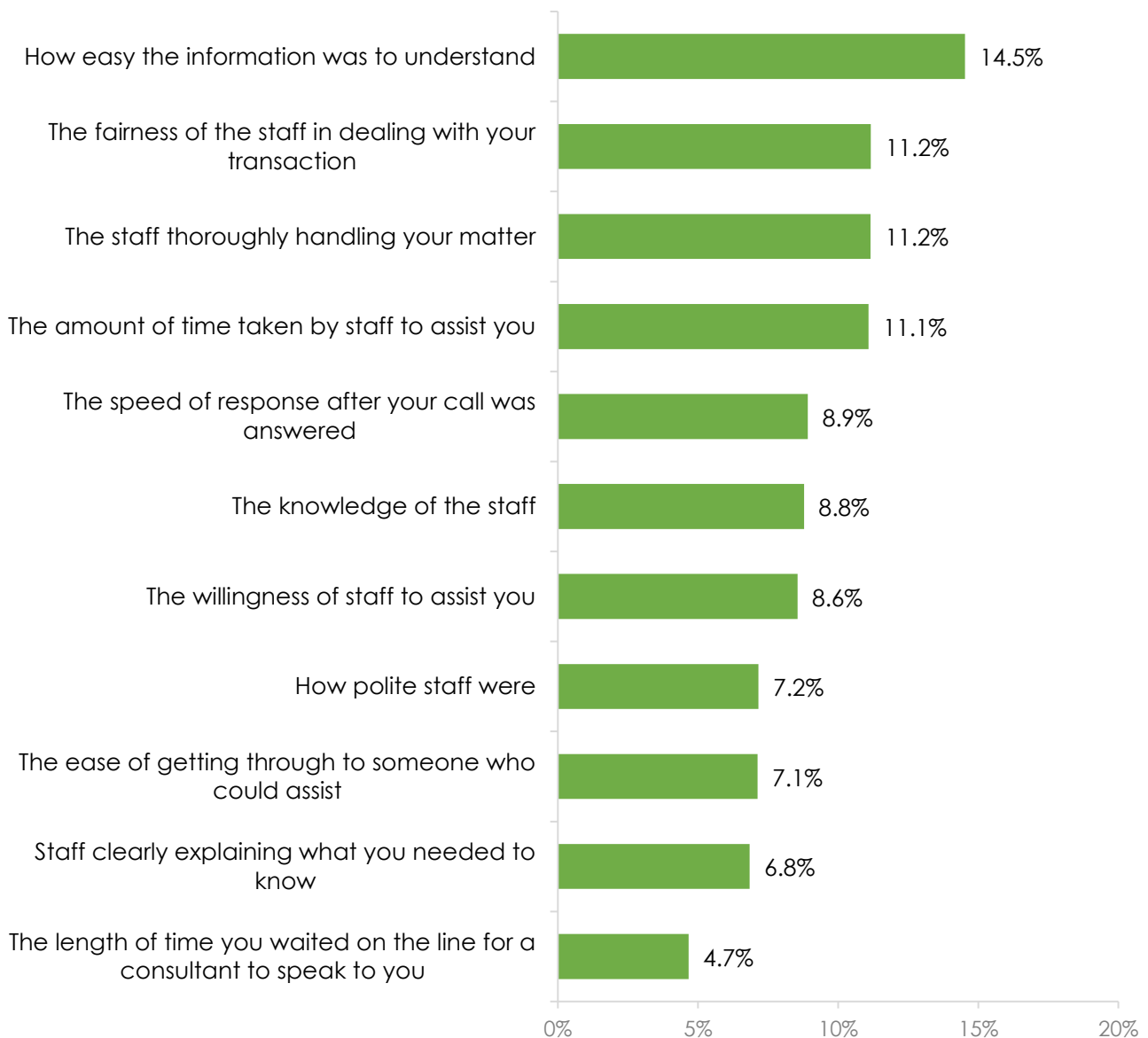
Satisfaction with Specific Services Trend Data



Drivers of Overall Satisfaction with the Contact Centre

Access Canberra Telephone Contact Centre

The chart below illustrates the contribution that each individual attribute from Q5i (see previous pages) has towards overall satisfaction with the Telephone Contact Centre, based on a Regression analysis. The strongest driver of overall satisfaction was 'how easy the information was to understand' contributing 14.5% towards overall satisfaction (among the attributes measured), the next 3 key contributors related to the fairness of staff, staff thoroughly handling the matter, and the amount of time taken.



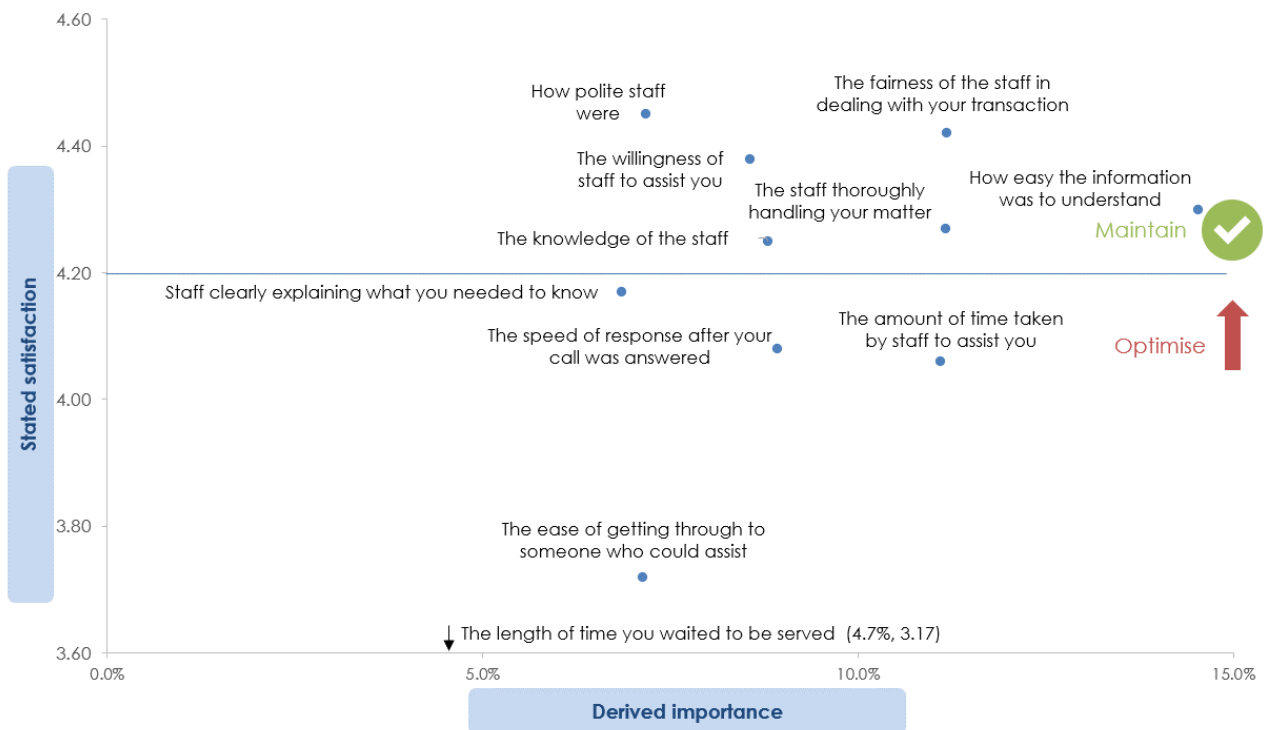
Drivers of Overall Satisfaction with the Contact Centre

Access Canberra Telephone Contact Centre

The chart below plots the 2023 Regression score from the previous page against residents' stated satisfaction for the Telephone Contact Centre.

As with 2022 and 2021, most key measures achieved moderately high levels of satisfaction. The areas that could be targeted for optimisation, as seen in 2022, are several time-related attributes – 'the speed of response after your call was answered', 'the amount of time taken by staff to assist you', 'the ease of getting through to someone who could assist' and 'the length of time you waited to be served'.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas

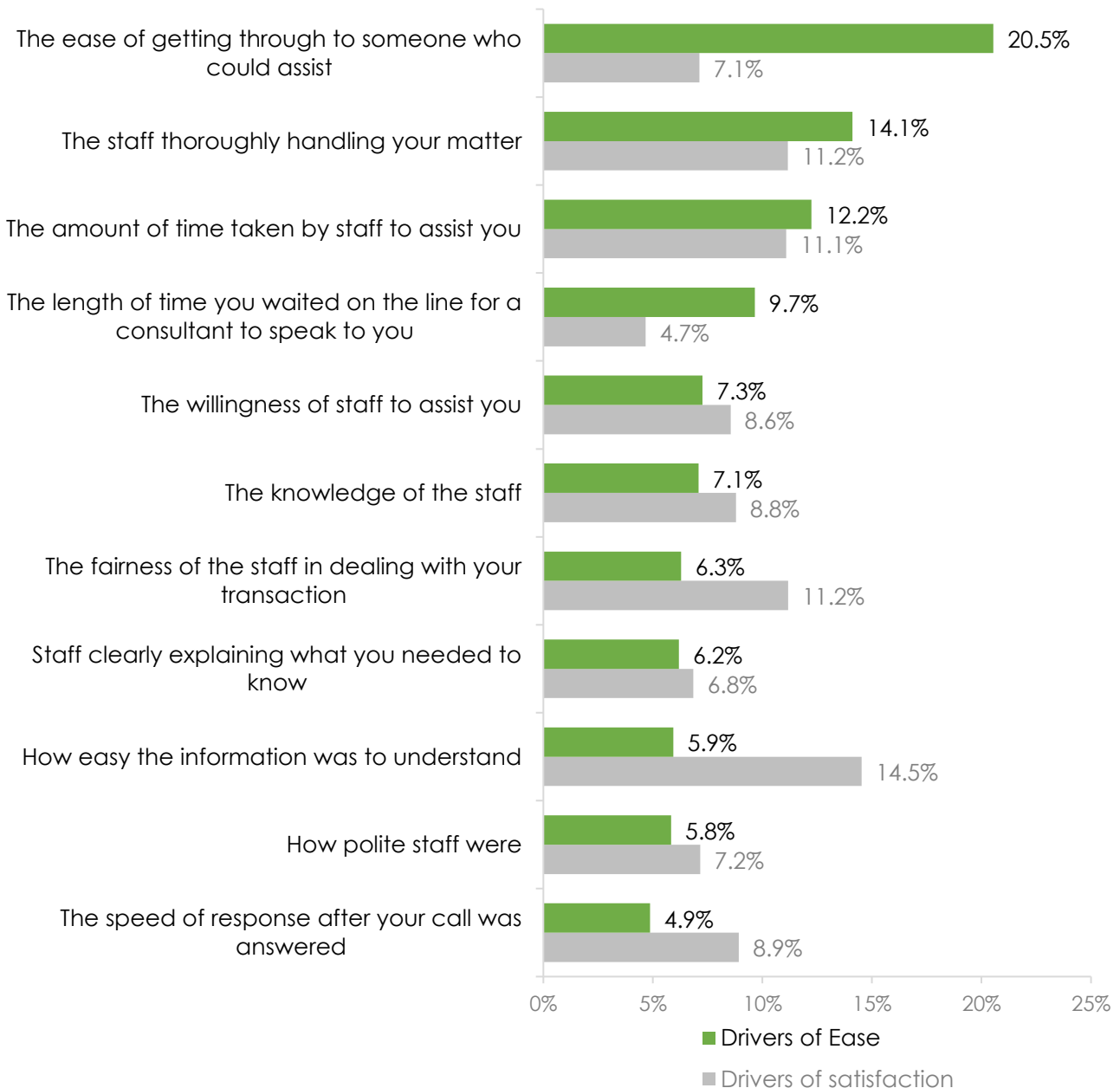


Drivers of Ease of Dealing with the Contact Centre

Access Canberra Telephone Contact Centre

The chart below illustrates the contribution that each individual attribute from Q5i (see Pages 67-70) has towards a different dependent variable, namely the **ease of dealing** with the Telephone Contact Centre, based on a Regression analysis (with the earlier satisfaction regression results in grey).

As was the case with the Services Centres earlier, the regression scores for some attributes are very different when the dependent variable is ease of dealing with the Contact Centre.



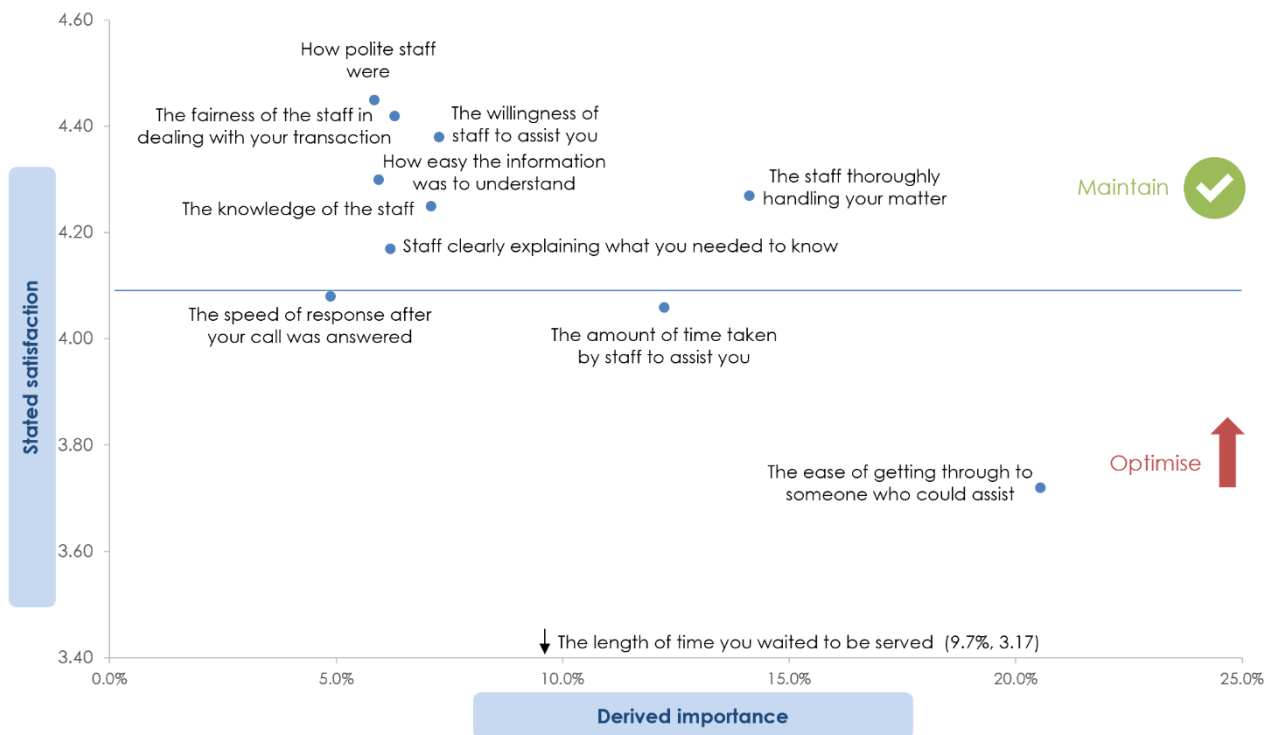
Drivers of Ease of Dealing with the Contact Centre

Access Canberra Telephone Contact Centre

The chart below plots the 2023 'ease of use' Regression score from the previous page against residents' stated satisfaction for the Telephone Contact Centre.

Aside from 'the ease of getting through to someone who could assist', the areas for optimising ease are several time-related attributes – particularly 'the length of time you waited to be served'.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas





Section E:

Access Canberra Digital Services

This section is a more detailed analysis of the questions about residents' use of Access Canberra Digital Services.

Number of Times Access Canberra Digital Services Were Used in the Past 12 Months

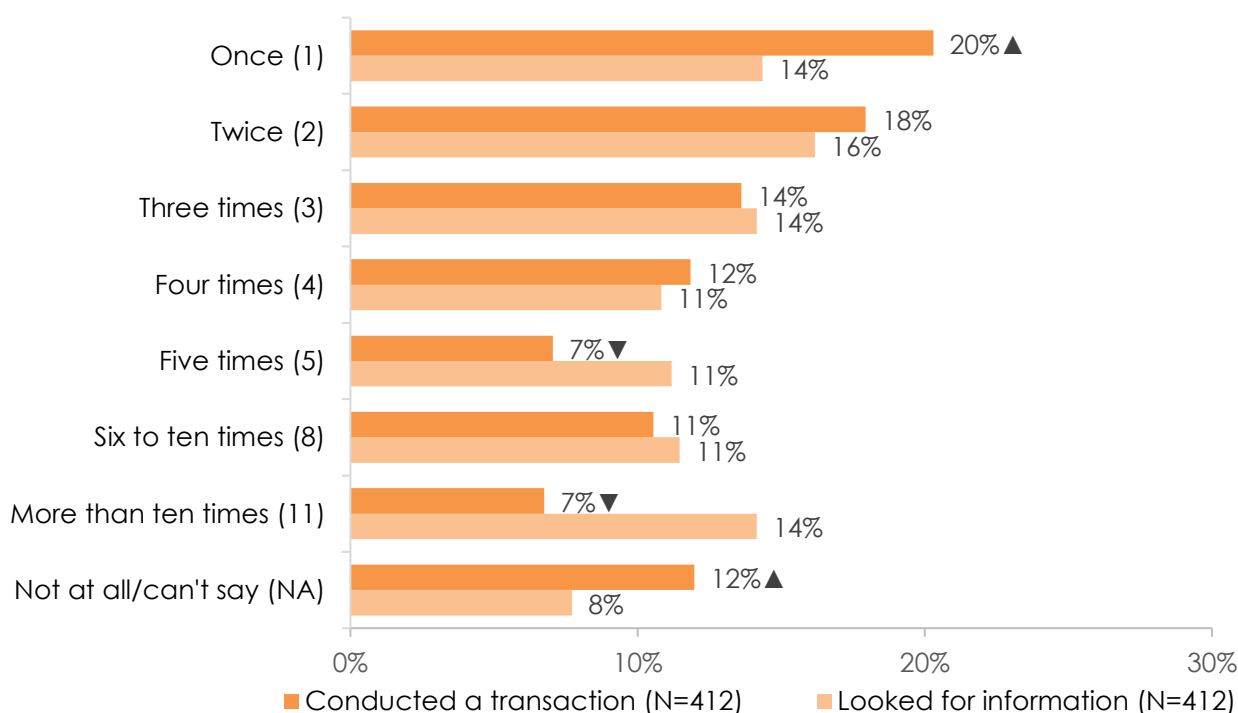
Summary

The incidence of residents using Digital Services remains on par with 2022 (72% vs. 71% - see Page 21). Interestingly, the frequency of looking for information has declined slightly, but the frequency of conducting a transaction over the last 12 months has increased significantly. The nett average number of uses is 8.5 (vs 8.3 in 2022 and 8.8 in 2021), much higher than for any other channel.

Q6a. In the past 12 months, how many times in total, if at all, would you have used any Access Canberra digital services to look for information?

Q6ai. In the past 12 months, how many times in total, if at all, would you have used any Access Canberra digital services to conduct a transaction?

	Overall 2023	Overall 2022	Male	Female	18-34	35-44	45-64	65+
Number times looked for information	4.7	4.9	5.0	4.5	5.0	4.8	4.7	4.1
Number of times conducted a transaction	3.8▲	3.4	4.1	3.5	3.3▼	4.2	4.3	3.4
Base	363-381	354-375	185-188	178-192	121-132	86-91	115-120	36-43



▲▼ = significantly higher/lower value (by group/year)

Note: Numbers on chart labels in brackets represent the values used to calculate usage.

Note: The mean number of times looked for information/conducted a transaction was calculated excluding 'not at all', this was to allow comparisons with usage of other Access Canberra service types, which only measure usage in residents that had used the service in the past 12 months.



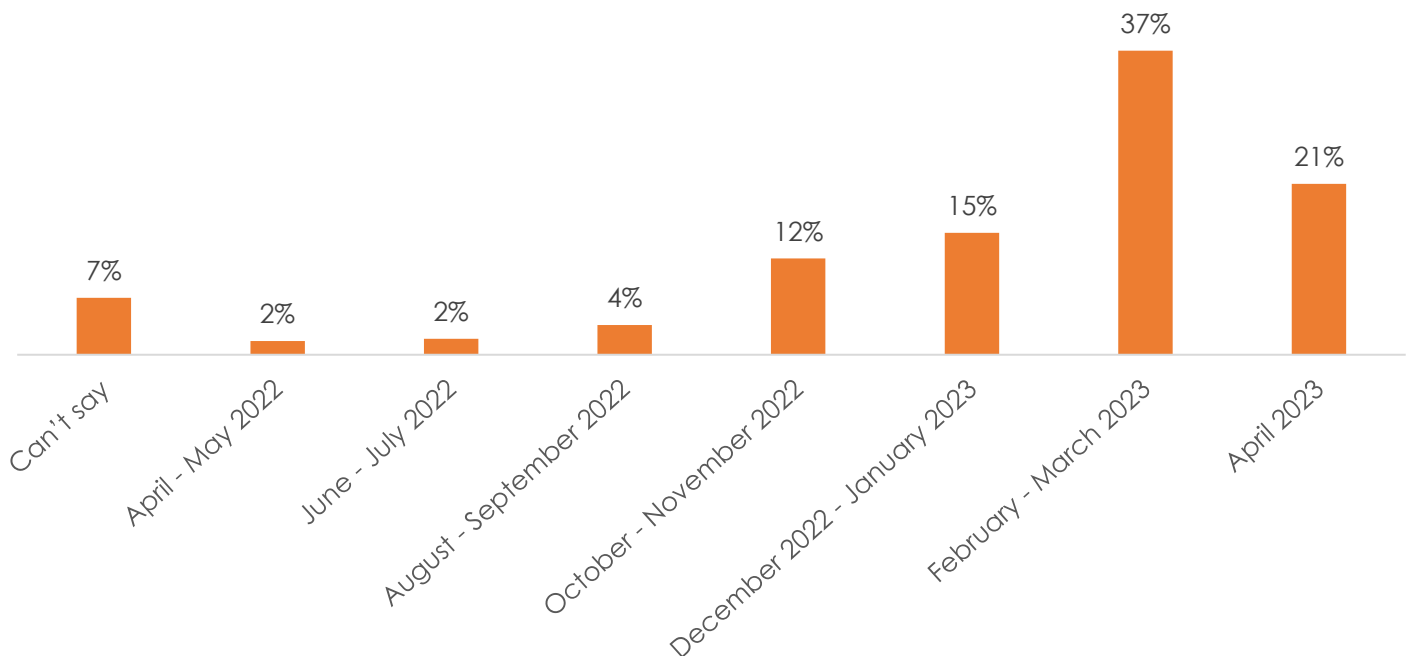
Use of Access Canberra Digital Services

Summary

58% of those who had used the Access Canberra Digital Services in the past 12 months stated their most recent contact was in the last 3 months (April, March, or February). Given the repeat usage of Digital Services over a 12 month period (see previous page), it is to be expected that there would be a skew for the most recent usage to be in the past few months.

Q6a.ii. Thinking of your most recent use of an Access Canberra digital service, in which month was your most recent usage of the digital services?

	Overall 2023	Male	Female	18-34	35-44	45-64	65+
April - May 2022	2%	1%	3%	1%	2%	3%	0%
June - July 2022	2%	3%	1%	3%	3%	0%	1%
August - September 2022	4%	3%	5%	4%	5%	3%	1%
October - November 2022	12%	12%	11%	13%	13%	8%	17%
December 2022 - January 2023	15%	16%	14%	19%	13%	15%	5%▼
February - March 2023	37%	33%	42%	36%	34%	40%	40%
April 2023	21%	25%▲	17%	17%	23%	24%	23%
Can't say	7%	8%	7%	7%	6%	7%	12%
Base	412	208	204	140	97	129	47



Base: N=412



Choosing Access Canberra Digital Services over a Service Centre or the Contact Centre

Summary

Ease of use was the main reason for using Access Canberra Digital Services rather than visiting a Service Centre or calling the Telephone Contact Centre, as mentioned by 34% of Digital Service users (39% in 2022). Convenience (e.g. more accessible, available any time) increased significantly as a reason, while COVID-19 impacts/service centre closures were only mentioned by 1% of visitors (6% in 2022)

Q6aiiii. Why in particular did you use an Access Canberra digital service rather than visit an Access Canberra Service Centre or call the Access Canberra Contact Centre? (Open response)

Reason for choosing the Digital Services	2023 N=376	2022 N=396
Easier e.g. to find information online, to make payments	34%	39%
Convenience e.g. more accessible, can do it from home/in my own time/after hours	24%▲	18%
Can be done online/just to look for information/conduct a simple transaction	21%	16%
Faster service/quicker resolution/no queues	10%	10%
Prefer digital services/didn't want to visit a centre/make a call	4%	3%
Only option/didn't know you could use other services/told to do it online	4%	5%
Couldn't get through/ couldn't resolve issue through contact centre	1%	1%
Due to the COVID-19 situation/service centres being closed	1%▼	6%
Away from Canberra	1%	0%
Responding to an email/following a link	0%	1%
Prefer other methods	0%	1%

▲▼ = significantly higher/lower value (by year)

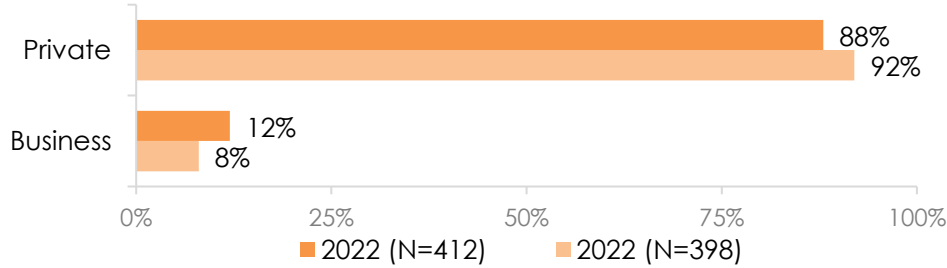


Details of Most Recent Use of Digital Services

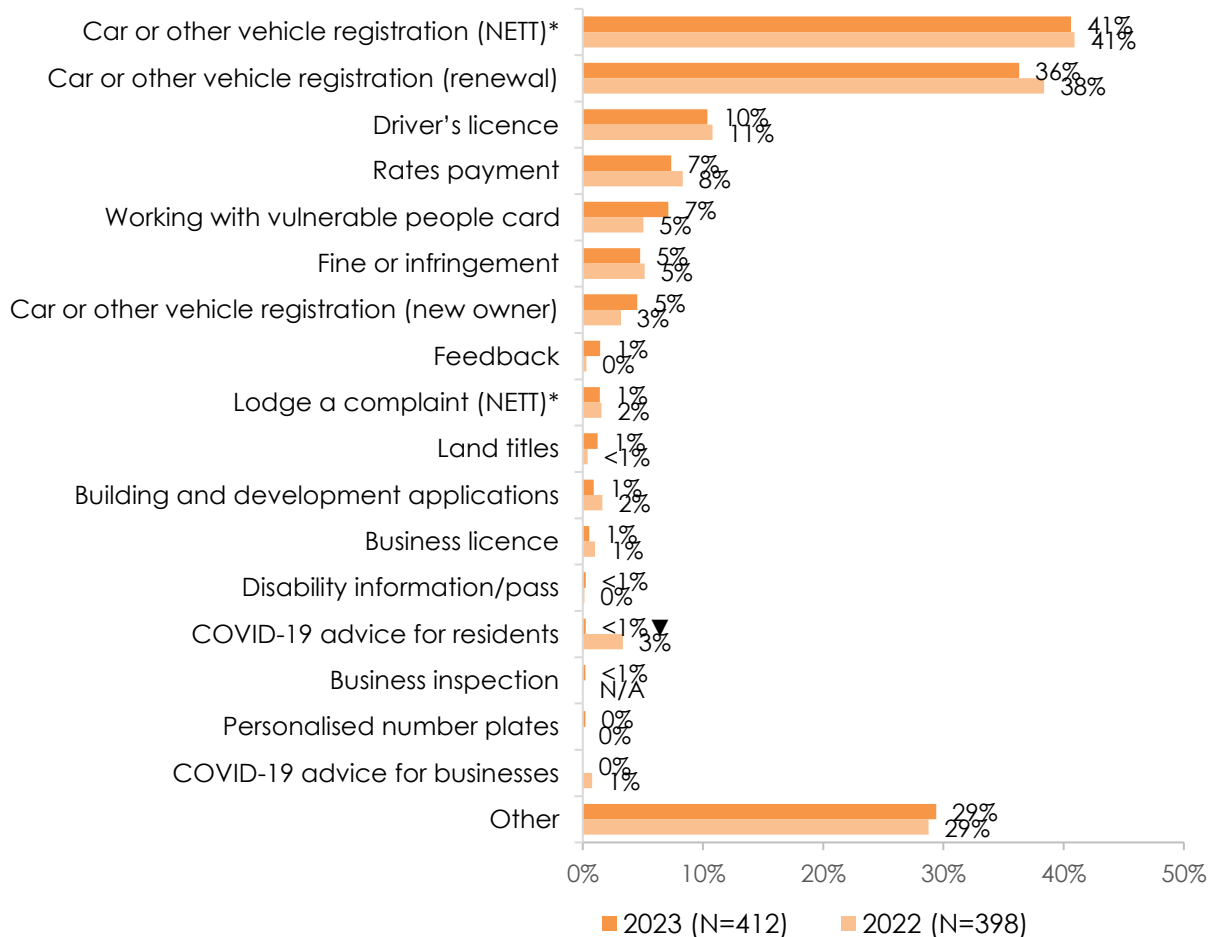
Summary

88% of residents that used the Access Canberra digital services within the last 12 months did so for private purposes. Car registration (NETT) remains the top reason for using Digital Services (41%), with the majority of registrations being renewals (36%) and only 5% being registrations of new owners. Driver's licences, rates payments and working with vulnerable people card were also commonly mentioned.

Q6a.iii. Thinking of your most recent use of the website, was it private or business purposes?



Q6b. What was this most recent usage of an Access Canberra digital service in relation to? (Pre coded)



Please see Appendix A for 'other specified'. *Car or other vehicle registration (NETT) includes a renewal of an existing registration or a registration of a new owner. Complaint (NETT) includes lodging a complaint about a particular government service or about Access Canberra.

▲ ▼ = significantly higher/lower percentage (by year)



Details of Most Recent Use of Digital Services

Summary

Those who said that their main reason for contact was related to driver's license, rates payment or a working with vulnerable people card were slightly more likely to say that they chose to use Digital Services because it was easier, significantly less likely for contacts relating to working with vulnerable people card.

Q6a.iii. Why in particular did you use an Access Canberra digital service rather than visit an Access Canberra Service Centre or call the Access Canberra Contact Centre? (Open response)

Q6b. What was this contact in relation to?

	Overall	Car registration (NETT)	Car or other vehicle registration (renewal)	Driver's licence
Easier e.g., to find information online, to make payments	34%	35%	36%	49%
Convenience e.g. more accessible, can do it from home/in own time/after hours	24%	31%▲	30%	22%
Can be done online/just to look for information/conduct a simple transaction	21%	14%▼	14%▼	22%
Faster service/quicker resolution/no queues	10%	14%	15%▲	5%
Prefer digital services/didn't want to visit a centre/make a call	4%	3%	4%	0%
Only option/didn't know you could use other services/told to do it online	4%	1%	0%▼	0%
Base	376	149	134	40

	Rates payment	Working with vulnerable people card	Fine or infringement	Car or other vehicle registration (new owner)
Easier e.g., to find information online, to make payments	48%	15%▼	31%	23%
Convenience e.g. more accessible, can do it from home/in own time/after hours	13%	22%	35%	36%
Can be done online/just to look for information/conduct a simple transaction	18%	24%	24%	14%
Faster service/quicker resolution/no queues	10%	21%	5%	0%
Prefer digital services/didn't want to visit a centre/make a call	9%	7%	0%	0%
Only option/didn't know you could use other services/told to do it online	3%	0%	5%	13%▲
Base	29	28	17	15

▲▼ = A significantly higher/lower percentage (by group)

Note: only the top reasons for choosing Digital Services and top reasons for contact are shown



Number of Contacts to Resolve Issue

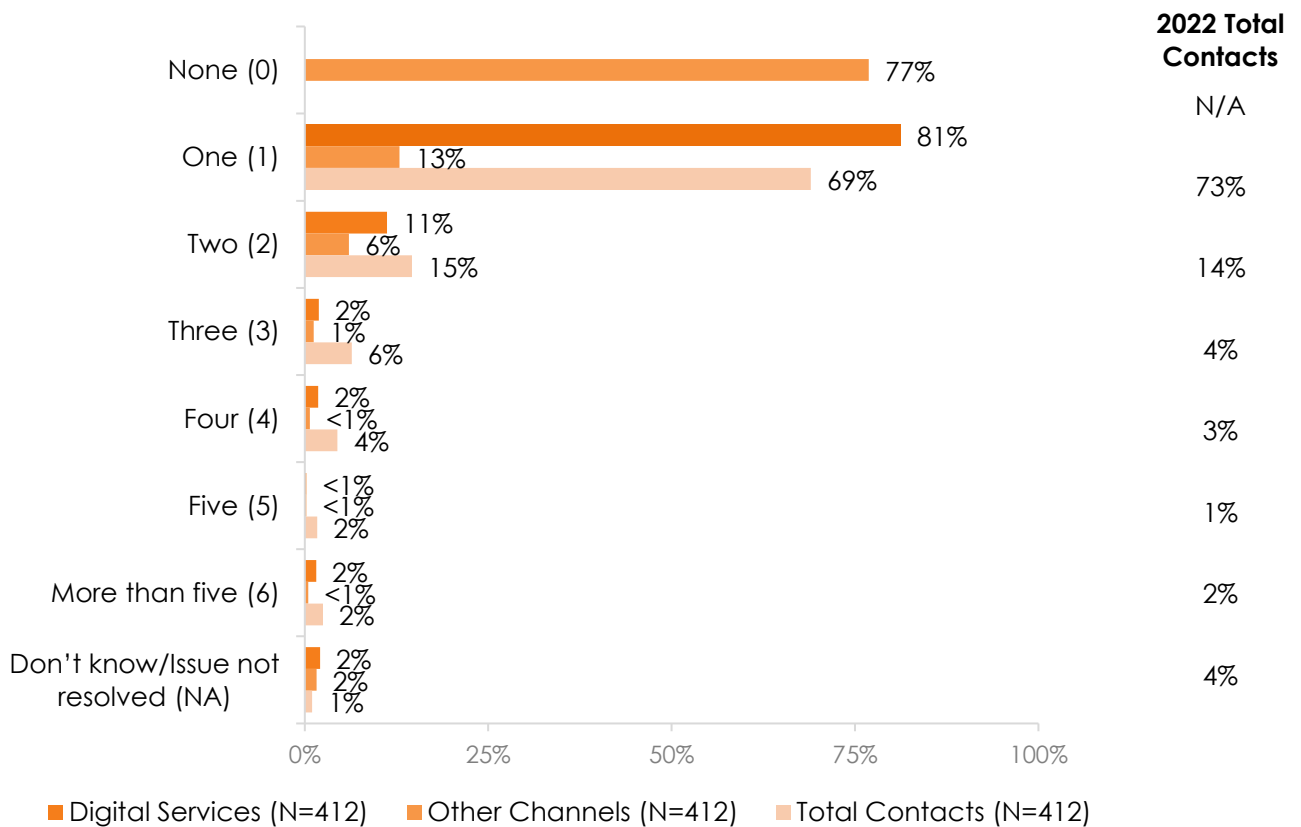
Summary

The average number of contacts to resolve an issue has slightly increased compared to 2022 when taking into account Digital Service contacts and contacts via other channels. Those that used Digital Services for 'car registration' required significantly less contacts to have their issue resolved (1.3), while those getting a 'working with vulnerable people card' required significantly more contacts (2.6).

Q6c. How many times did you have to use the Access Canberra Digital Service before your issue was resolved?
 Q6ci. And how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue?

	Digital Services	Other Channels	2023 Total Contacts	2022 Total Contacts
Average	1.3	0.4	1.7	1.5
Base	412	412	412	398

▲ ▼ = significantly higher/lower number of contacts (by group)



Year on Year Trends	2016	2017	2018	2019	2020	2021	2022	2023
Mean	1.4	1.5	1.2	1.2	1.3	1.3	1.5	1.7

Note: numbers in brackets on chart represent the value used to calculate the 'average number of contacts to resolve issue'.

'Don't know' and 'Issue not resolved' responses have not been included in the mean

Devices Used to Access the Website

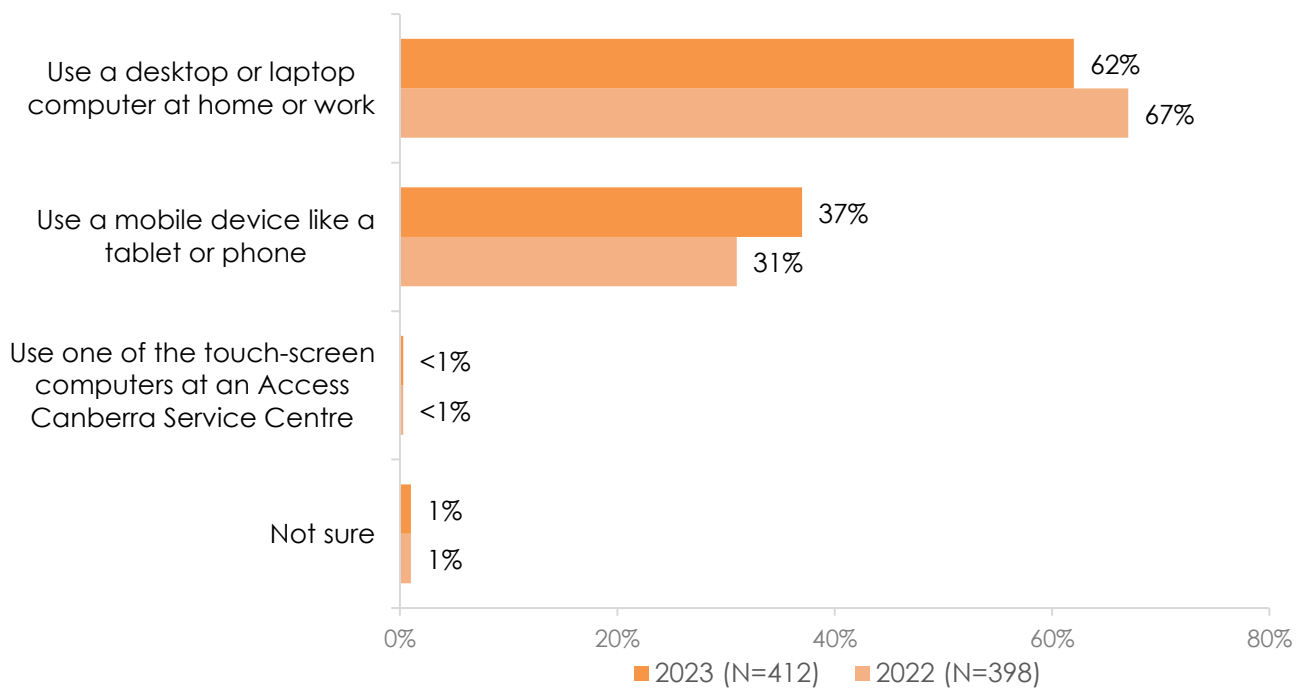
Summary

62% of Digital Service users completed their most recent transaction on a desktop or laptop computer, and this is significantly higher among residents aged 55+.

Q6d. When you last used an Access Canberra digital service, did you:

	Overall 2023	Overall 2022	Male	Female	18-34	35-44	45-64	65+
Use a desktop or laptop computer at home or work	62%	67%	66%	58%	52%▼	58%	68%	84%▲
Use a mobile device like a tablet or phone	37%	31%	34%	40%	47%▲	42%	31%	14%▼
Use one of the touch-screen computers at an Access Canberra Service Centre	<1%	<1%	0%	1%	1%	0%	0%	0%
Not sure	<1%	1%	0%	1%	0%	0%	1%	2%
Base	412	398	208	204	140	97	129	47

▲▼ = significantly higher/lower percentage (by group)



Note: 1 respondent used a touch-screen computer at an Access Canberra Service Centre in 2022. This respondent claimed they would be 'very likely' to use a computer at home or work if they needed to contact Access Canberra online in the future. There were no responses for 'Use a publicly available desktop or laptop computer, such as at a library'.

▲▼ = significantly higher/lower percentage (by year)



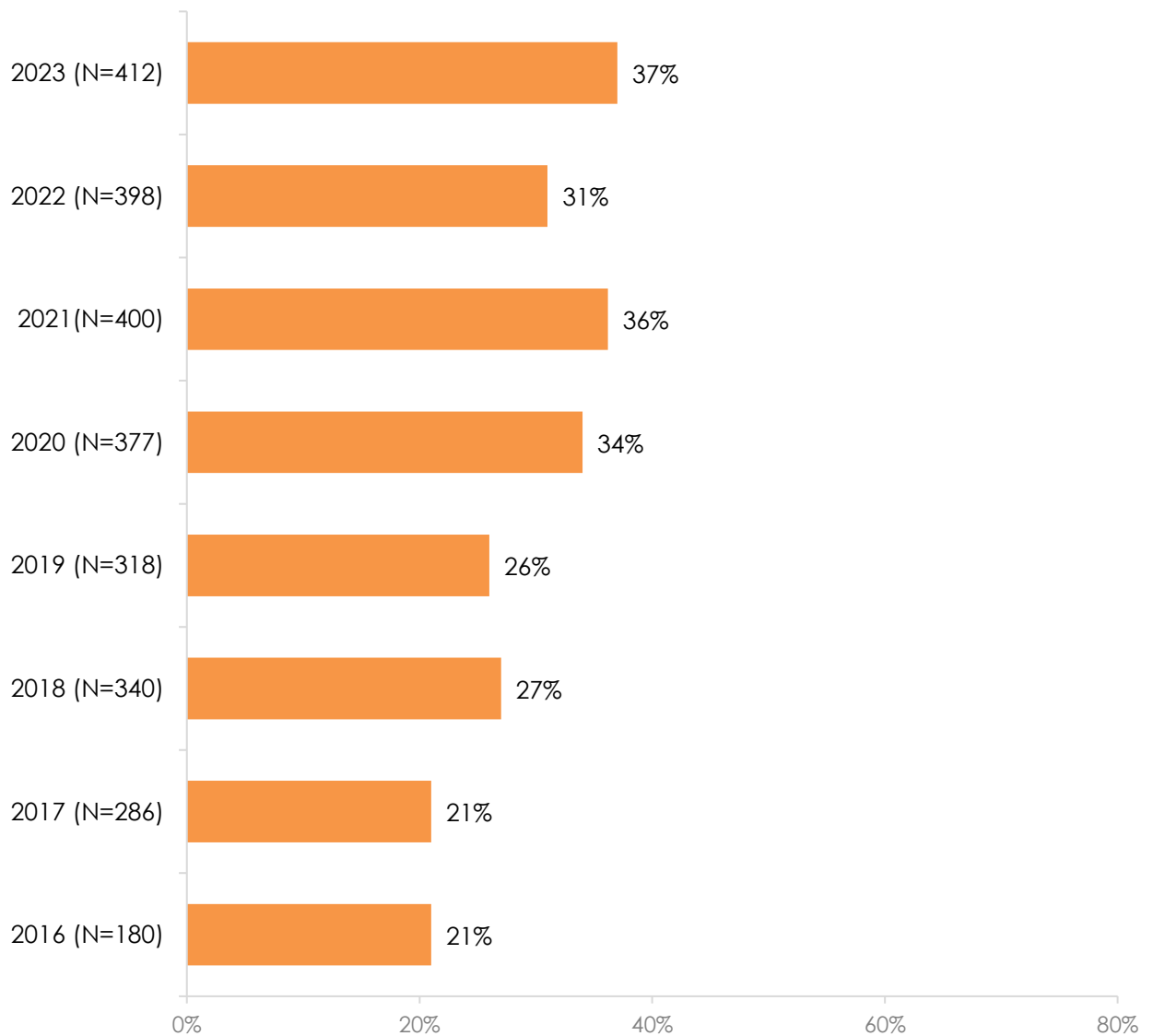
Usage of Mobile Devices

Summary

Following on from the previous page, 37% of Digital Service users completed their most recent transaction on a mobile device such as a tablet or phone, the highest level so far recorded. As shown on the previous page, residents were slightly less likely in 2023 to have used a desktop or laptop to conduct their most recent transaction than they were in 2022.

Q6d. When you last used an Access Canberra digital service, did you:

Those Using a Mobile Device to Access Digital Services



Base: Those using Access Canberra's Digital Services



Ease of Finding Information or Services

Summary

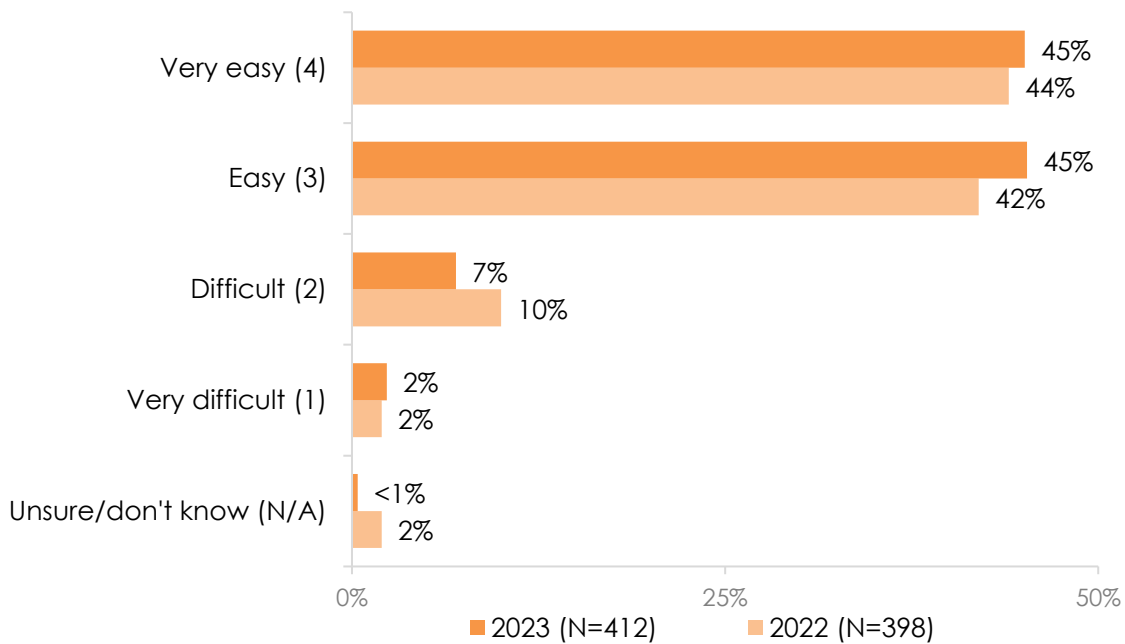
90% of those who used the digital services in the last 12 months stated they found it easy/very easy to find information. The mean score of 3.34 out of 4 is slightly higher than the 2022 score and is the highest seen since 2016. Although there were no significant differences across age, there is a clear downward trend with increasing age. Those using a desktop/laptop reported a significantly lower level of ease compared to those who used a mobile device.

Q6e. How easy was it to find the information or services you were seeking on the Access Canberra Digital Service?

	Overall 2023	Overall 2022	Male	Female	18-34	35-44	45-64	65+	Used desktop/laptop at home or work	Used a mobile device
Mean rating	3.34	3.30	3.28	3.39	3.42	3.37	3.27	3.20	3.28▼	3.42
Base	411	391	208	203	140	97	129	45	256	153

	One contact	More than one contact	No other engagements via other channels	One or more engagements
Mean rating	3.46▲	2.76	3.41▲	3.12
Base	333	69	315	89

▲ ▼ = significantly higher/lower rating (by group)



Year on Year Trends	2016	2017	2018	2019	2020	2021	2022	2023
Mean	3.04	3.06	3.27	3.24	3.26	3.31	3.30	3.34

Scale: 1 = very difficult, 4 = very easy



Ease of Finding Information or Services

Summary

Digital Service users who said it was 'very easy' to find the information or services they were looking for attributed this to information being clearly presented, able to complete transaction in one visit and forms being easy to fill out. On the other hand, those who said it was 'difficult' or 'very difficult' to find the information or services they were looking for cited that they 'had difficulty navigating/finding what I was after' as the main reason, as well as not understanding the information or question on the form.

Q6e. How easy was it to find the information or services you were seeking on the Access Canberra digital service?

Q6f. Why do you say that it was (insert answer from Q6e)? (Pre coded)

	Overall	Very difficult – difficult to find information/ services (10%)	Easy to find information/ service (45%)	Very easy to find information/ services (45%)
Information clearly presented	51%	5%▼	44%▼	67%▲
Able to complete transaction in one visit	27%	2%▼	27%	33%▲
Form easy to fill out	22%	2%▼	19%	30%▲
Had difficulty navigating/finding what I was after	11%	64%▲	11%	0%▼
Didn't understand the information/question on the form	3%	22%▲	3%	0%▼
Had to find documents/card to complete transaction online	2%	5%	2%	3%
Had a slow internet speed	1%	0%	1%	0%
Language barrier	0%	0%	0%	0%
Other 'COVID-specific' mentions	0%	0%	0%	0%
Other	27%	49%▲	29%	20%▼
Base	411	38	186	186

▲ ▼ = significantly higher/lower percentage (by ease of contact)

Please see Appendix A for 'other specified' responses



Satisfaction with Access Canberra Digital Service

Summary

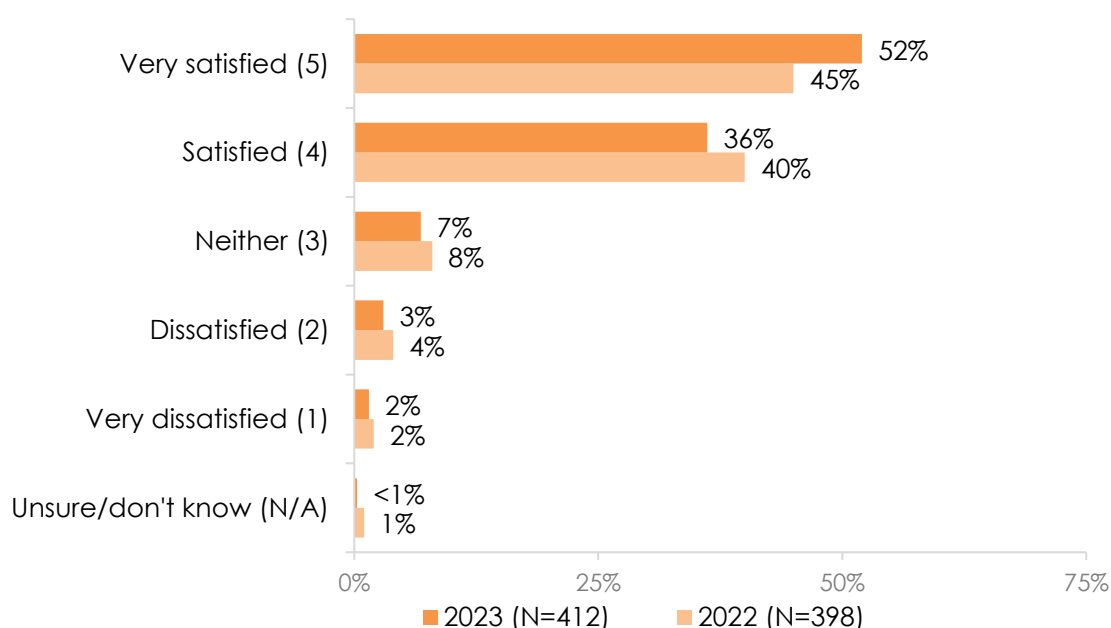
88% of Digital Services users stated that they were either satisfied or very satisfied with the service, a slight improvement from 2022 (85%). Females were more likely than males to be satisfied with their contact. Not surprisingly, those who required more than one contact to resolve their issue or engaged with Access through another channel to resolve their issue were significantly less satisfied.

Q6g. Overall, how satisfied or dissatisfied were you with the Access Canberra Digital Service when you last used it?

	Overall 2023	Overall 2022	Male	Female	18-34	35-44	45-64	65+	One contact	More than one contact
Mean rating	4.35	4.24	4.26	4.44▲	4.41	4.40	4.28	4.26	4.49▲	3.72
CSI	83.7	81.0	81.6	85.9▲	85.1	85.0	82.0	81.5	87.4▲	68.0
Base	410	395	207	203	140	97	127	47	334	68

Engagements via other channels	None	One or more
Mean rating	4.42▲	4.19
CSI	85.4▲	79.7
Base	315	89

▲ ▼ = significantly higher/lower rating (by group)



Year on Year Trends	2016	2017	2018	2019	2020	2021	2022	2023
Mean rating	4.00	3.98	4.29	4.32	4.35	4.27	4.24	4.35
CSI Score	74.9	74.6	82.1	83.1	83.8	81.7	81.0	83.7

Mean scale: 1 = very dissatisfied, 5 = very satisfied

CSI scale: 0 = very dissatisfied, 100 = very satisfied

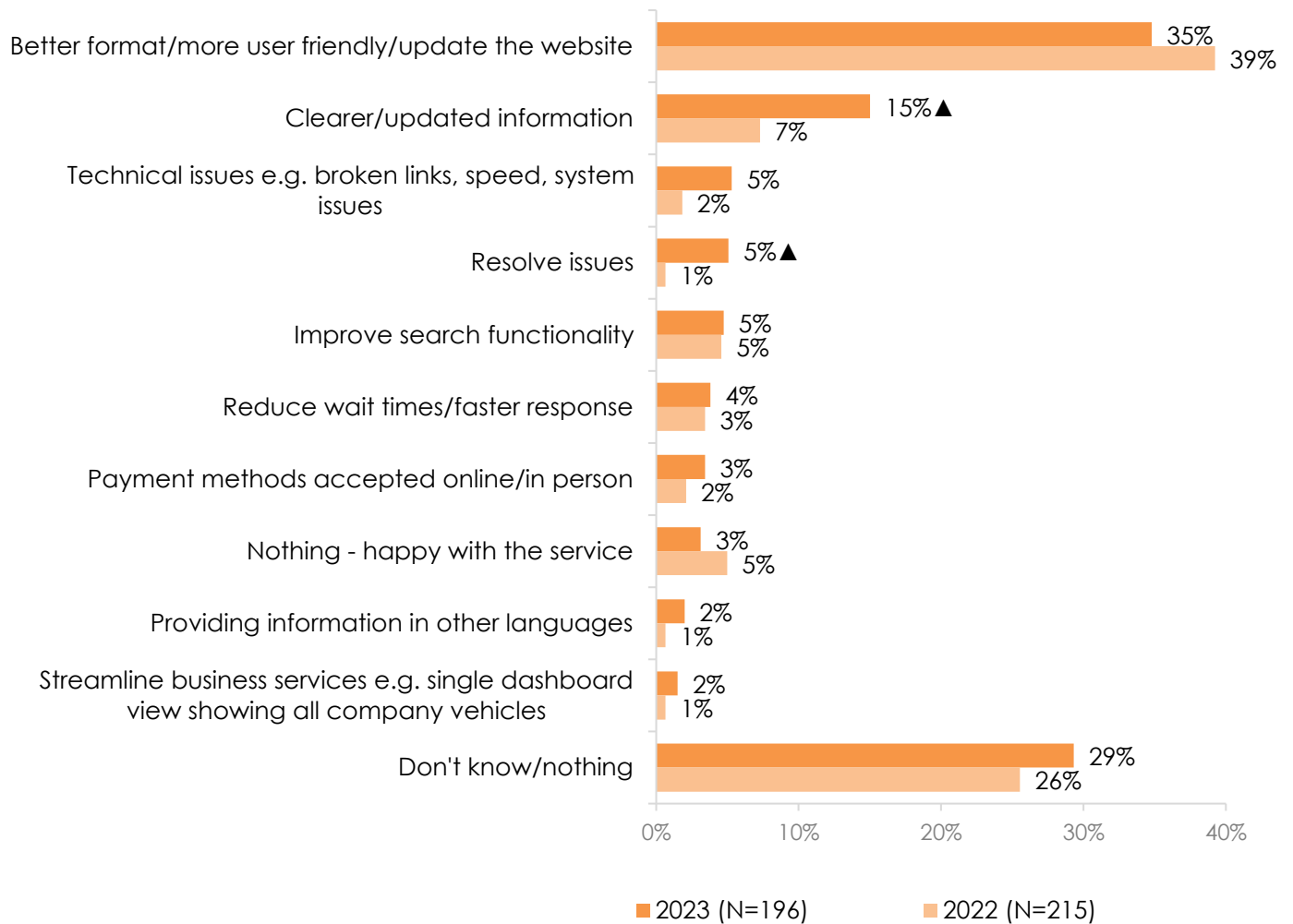


Satisfaction with Access Canberra Digital Service

Summary

Improving the format of the website and making the website more user friendly are the main requirements needed to make users 'very satisfied' with Digital Services. Clearer/updated information, fixing technical issues, and resolving customer issues are the next commonly mentioned suggestions.

Q6g. Overall, how satisfied or dissatisfied were you with the Access Canberra Digital Service when you last used it?
 Q6h. (If less than very satisfied in Q6g), what would have to change to make you very satisfied with the Access Canberra Digital Service? (Open response)



▲▼ = significantly higher/lower rating (by year)
 Please see Appendix A for full list of responses

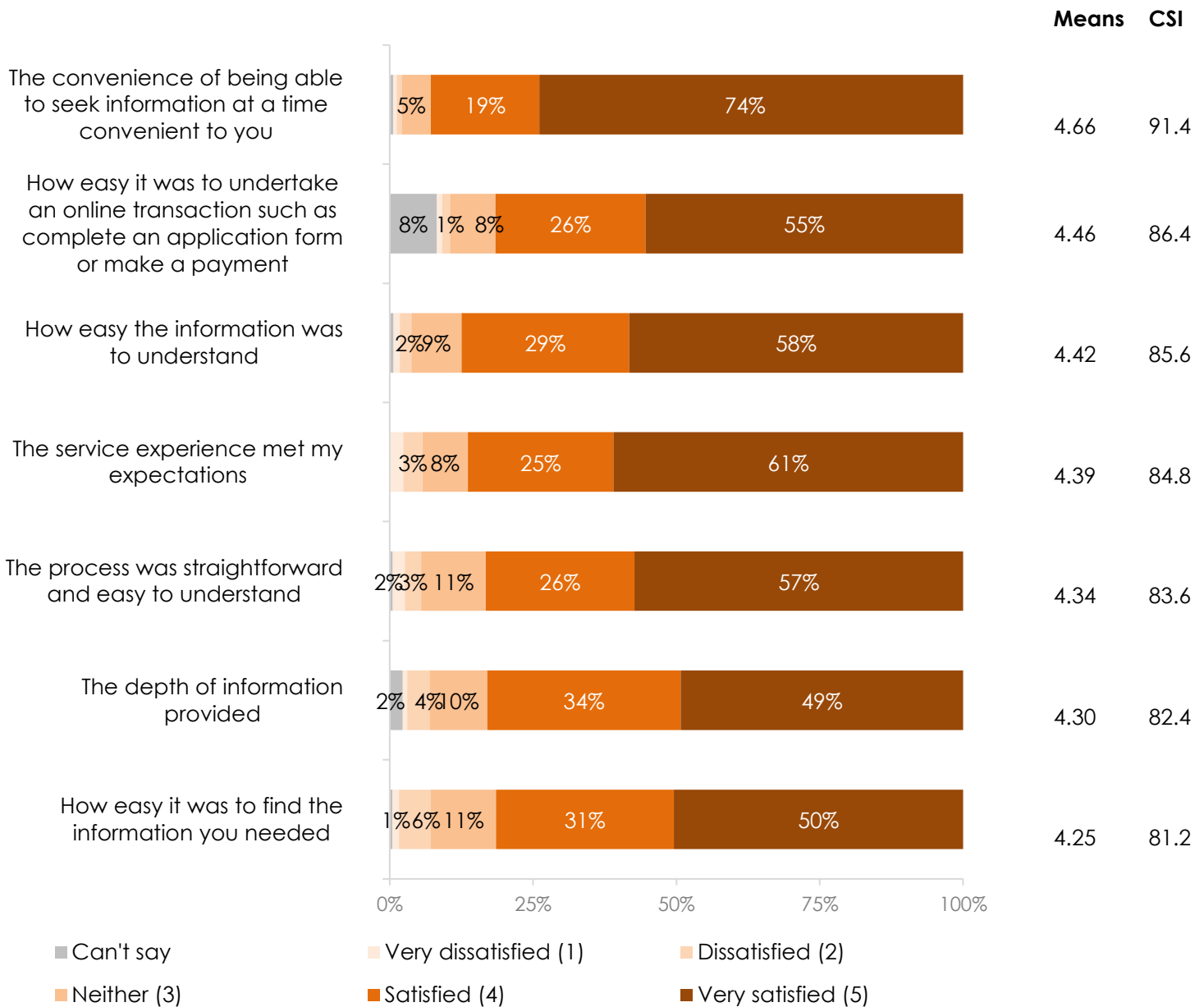


Satisfaction with Specific Digital Services

Summary

Mean satisfaction slightly increased across 6 of the 7 Digital Services attributes, though not significantly. Apart from being a key reason for choosing Digital Services over other channels (see Page 78), 93% of users were satisfied or very satisfied with the 'convenience of being able to seek information at a time convenient to you'. 'How easy it was to find the information you needed' and 'the depth of information provided' continue to have relatively lower levels of satisfaction, although users are certainly not overly dissatisfied with these attributes.

Q6i. Overall, how satisfied or dissatisfied were you with the following in relation to your most recent use of an Access Canberra Digital Service?



Base: N=412

Note: labels of <2% have been removed from the chart, but are detailed in Appendix A.
 Mean scale: 1 = very dissatisfied, 5 = very satisfied
 CSI scale: 0 = very dissatisfied, 100 = very satisfied



Satisfaction with Specific Digital Services

Q6i. Overall, how satisfied or dissatisfied were you with the following in relation to your most recent use of an Access Canberra digital service?

	2023 Mean	2022 Mean	2023 CSI	2022 CSI
The convenience of being able to seek information at a time convenient to you	4.66	4.61	91.4	90.2
How easy it was to undertake an online transaction such as complete an application form or make a payment	4.46	4.38	86.4	84.5
How easy the information was to understand	4.42	4.33	85.6	83.3
The service experience met my expectations	4.39	4.28	84.8	82.1
The process was straightforward and easy to understand	4.34	4.36	83.6	83.9
The depth of information provided	4.30	4.24	82.4	80.9
How easy it was to find the information you needed	4.25	4.17	81.2	79.3

	Male	Female	18-34	35-44	45-64	65+
The convenience of being able to seek information at a time convenient to you	4.58	4.73▲	4.63	4.76▲	4.72	4.35▼
How easy it was to undertake an online transaction such as complete an application form or make a payment	4.41	4.51	4.44	4.60▲	4.42	4.32
How easy the information was to understand	4.32	4.53▲	4.51	4.46	4.36	4.26
The service experience met my expectations	4.29	4.50▲	4.51	4.49	4.32	4.06▼
The process was straightforward and easy to understand	4.25	4.43	4.35	4.47	4.30	4.17
The depth of information provided	4.20	4.40▲	4.38	4.39	4.18	4.16
How easy it was to find the information you needed	4.14	4.36▲	4.34	4.39	4.11	4.04

	Couple with children	Couple	Single/living alone	Group/shared household	Single parent
The convenience of being able to seek information at a time convenient to you	4.79▲	4.61	4.58	4.45	4.70
How easy it was to undertake an online transaction such as complete an application form or make a payment	4.61▲	4.35	4.33	4.37	4.61
How easy the information was to understand	4.54▲	4.32	4.33	4.53	4.33
The service experience met my expectations	4.47	4.25	4.45	4.47	4.50
The process was straightforward and easy to understand	4.49▲	4.24	4.27	4.41	4.36
The depth of information provided	4.41▲	4.17	4.29	4.33	4.40
How easy it was to find the information you needed	4.36	4.12	4.24	4.35	4.20

Mean scale: 1 = very dissatisfied, 5 = very satisfied

CSI scale: 0 = very dissatisfied, 100 = very satisfied

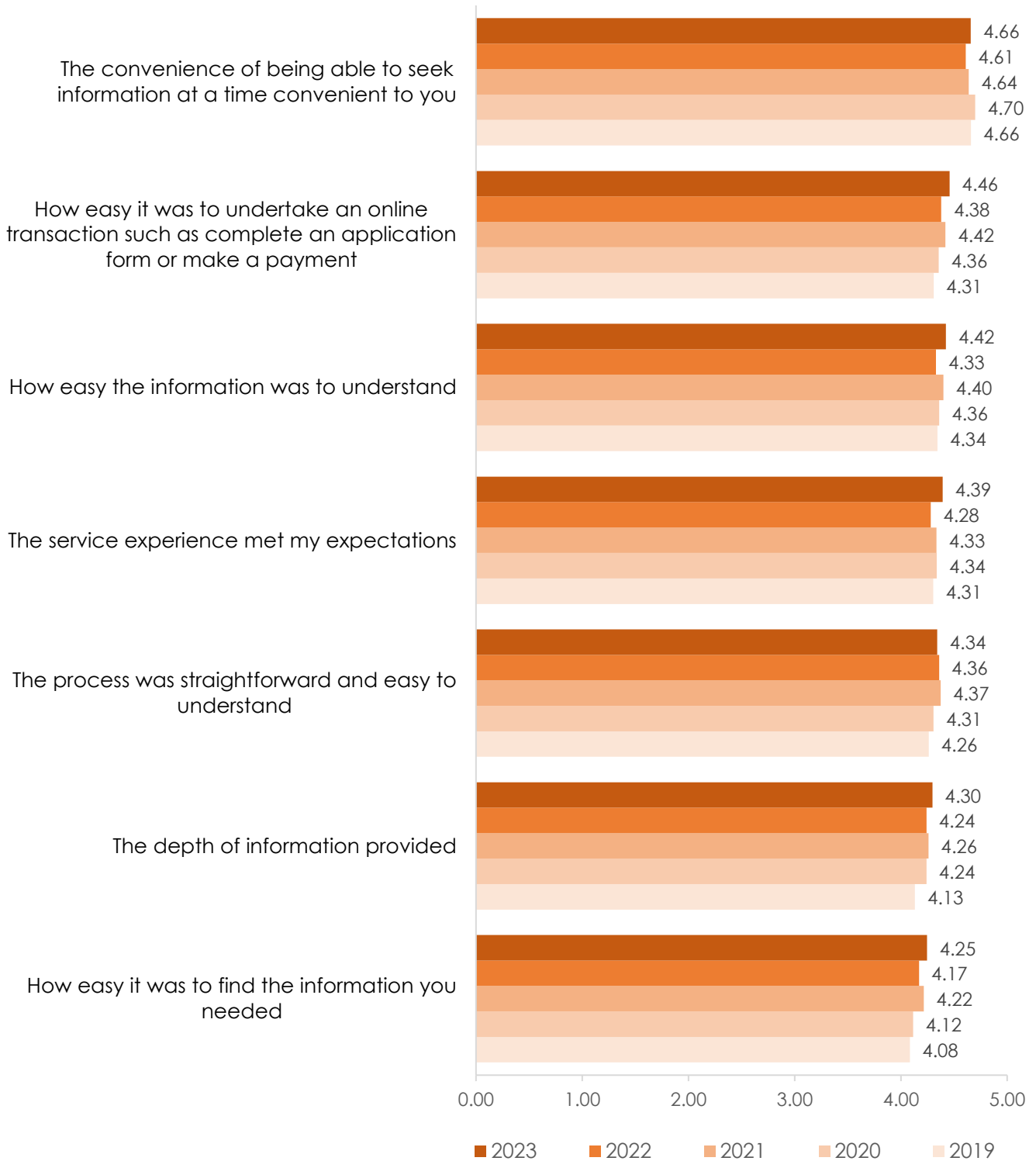
▲▼ = significantly higher/lower satisfaction (by group)



Satisfaction with Specific Digital Services

Q6i. Overall, how satisfied or dissatisfied were you with the following in relation to your most recent use of an Access Canberra digital service?

Satisfaction with Specific Services Trend Data



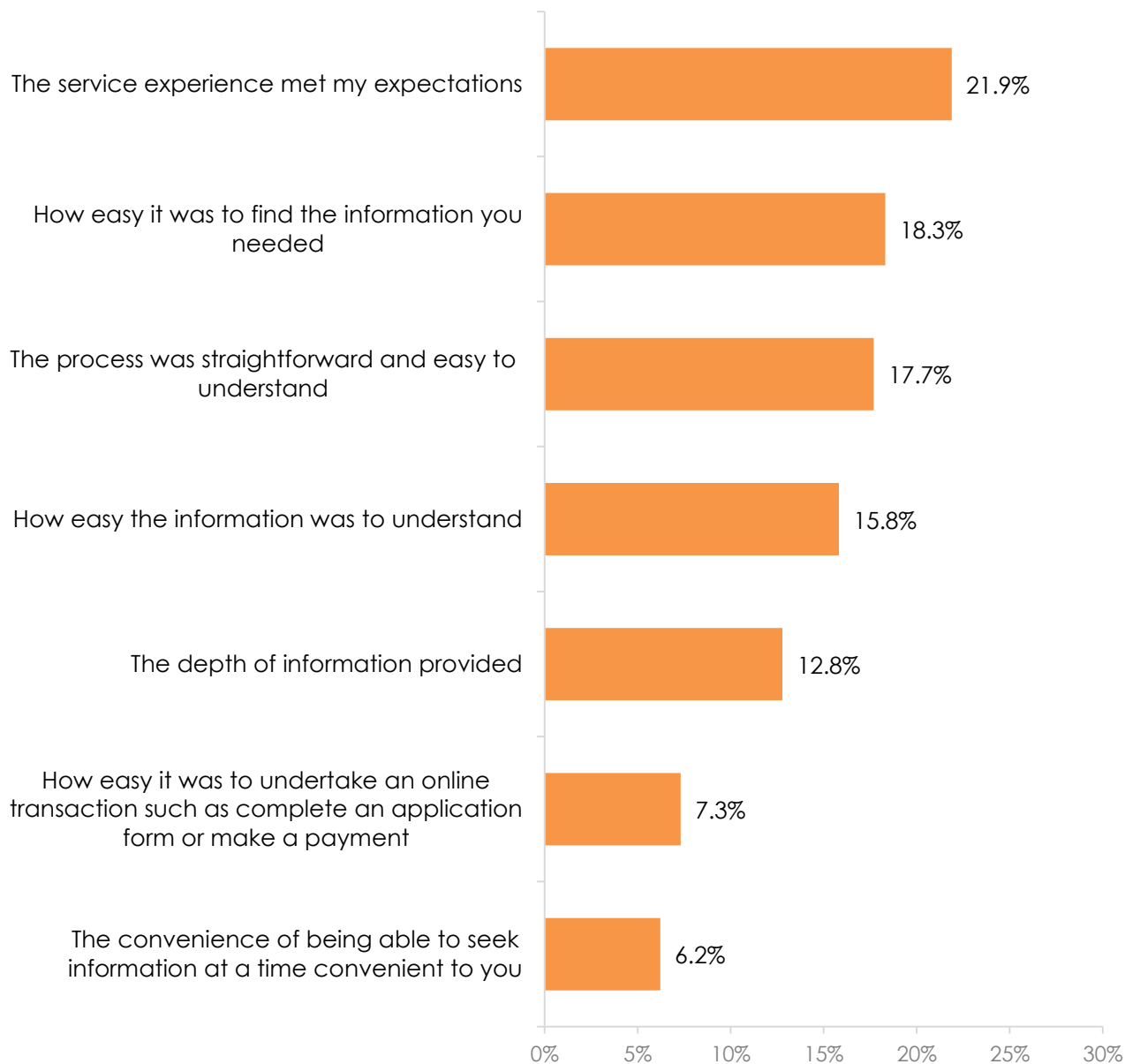
Mean scale: 1 = very dissatisfied, 5 = very satisfied



Drivers of Overall Satisfaction with Digital Services

Access Canberra Digital Services

The chart below illustrates the contribution that each attribute has towards overall satisfaction with Access Canberra Digital Services, based on a Regression analysis. 'The service experience met my expectations' was again the strongest driver of overall satisfaction with the service (21.9%). The next highest drivers were ease of finding information, ease of understanding the process, and ease of understanding information.

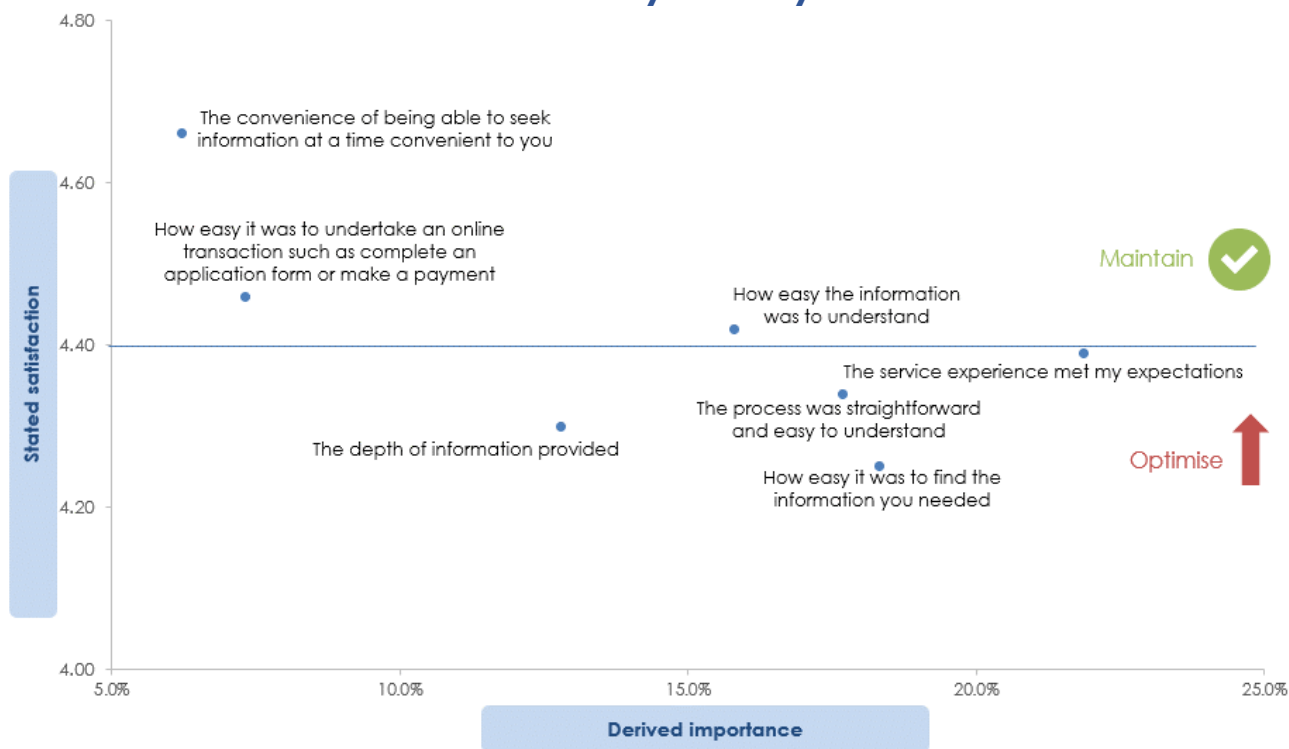


Drivers of Overall Satisfaction with Digital Services

Access Canberra Digital Services

The chart below plots the 2023 Regression score (previous page), against residents' stated satisfaction for Digital Services. Identifying ways to increase satisfaction with 'the service experience met my expectations', 'how easy it was to find the information you needed', 'the process was straight forward and easy to understand' and 'the depth of information provided', should lead to an increase in overall satisfaction by residents.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas

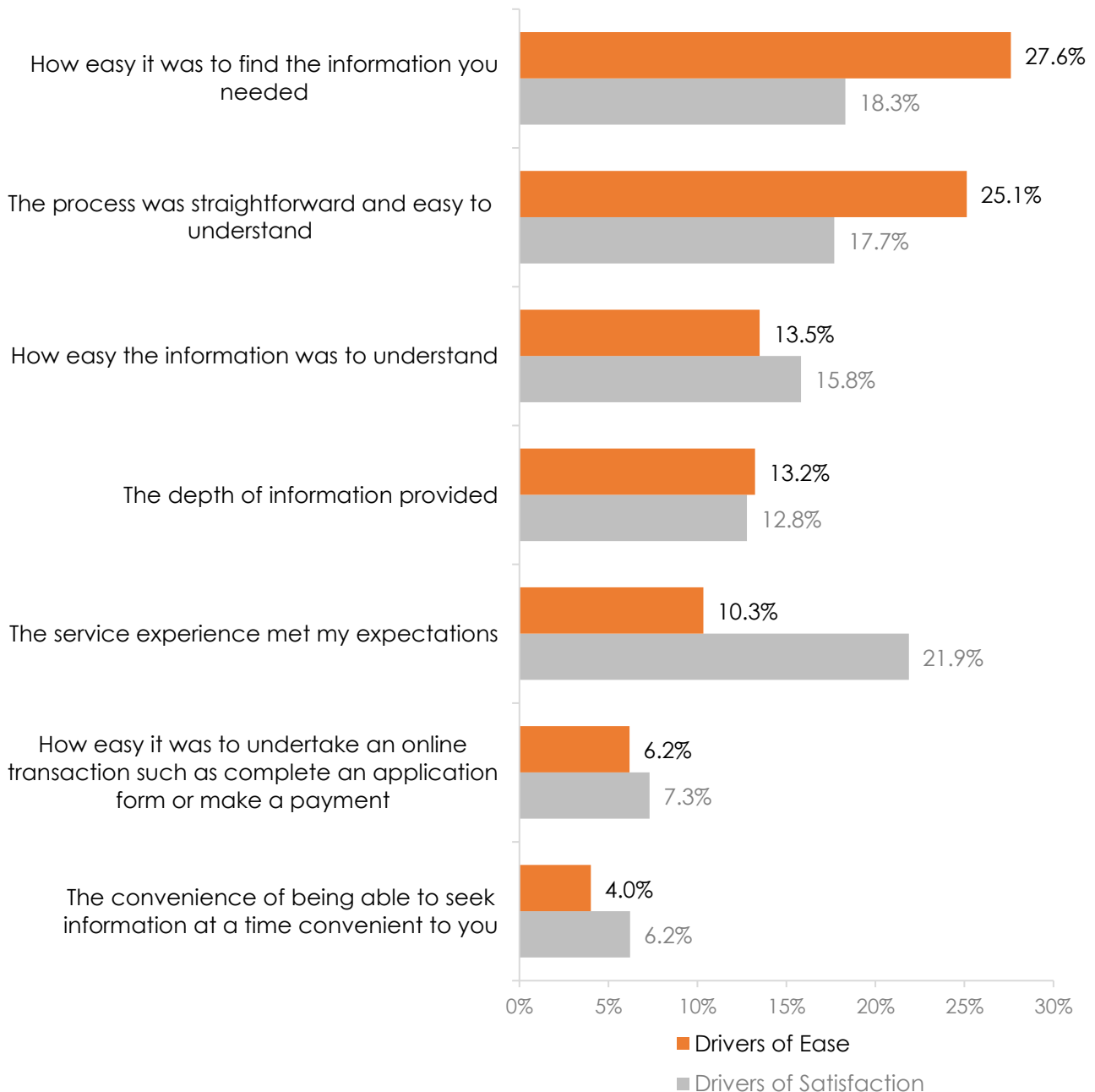


Drivers of Ease of Dealing with Digital Services

Access Canberra Digital Services

The chart below illustrates the contribution that each attribute has towards a different dependent variable, namely ease of dealing with Access Canberra Digital Services, based on a Regression analysis (with the satisfaction regression results shown in grey).

Compared to the earlier regression where we used overall satisfaction as the dependent variable (see Slide 92), the order of regression scores in this ease of dealing version is generally similar – except for 'The service experience met my expectations', which has a much lower regression score in the current analysis.

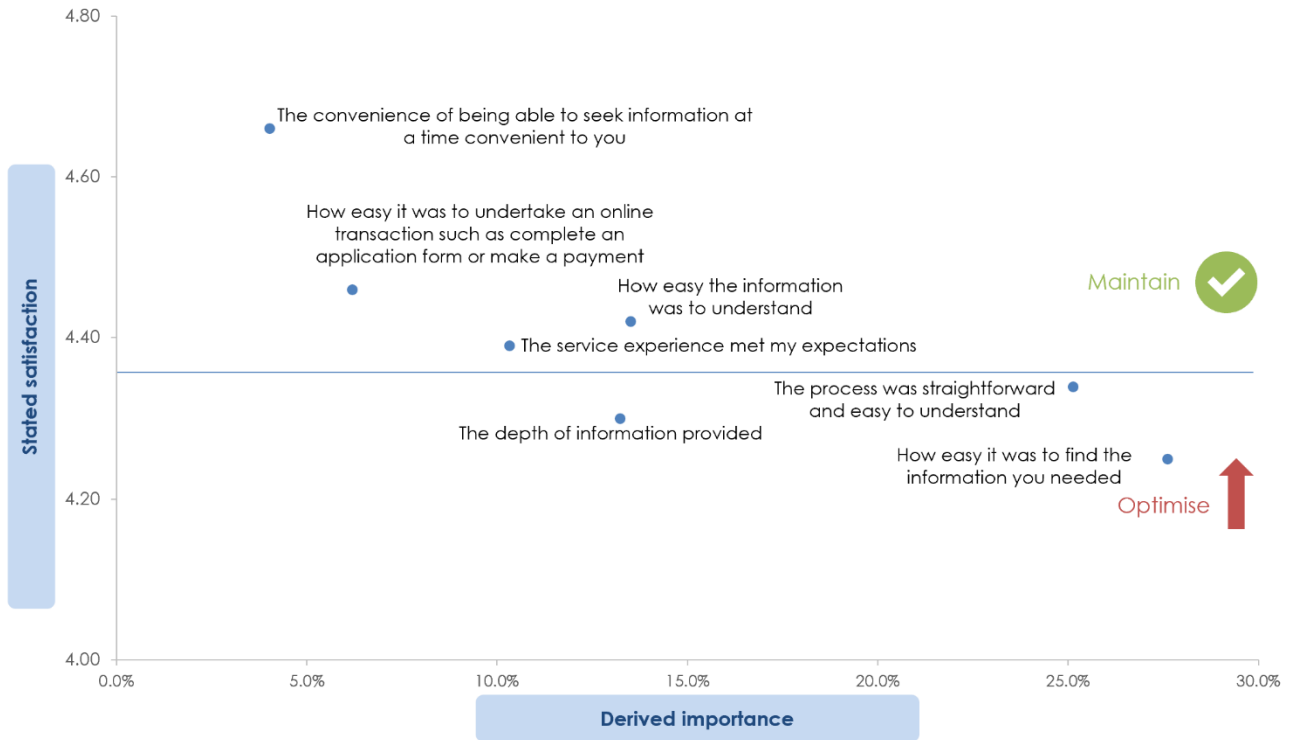


Drivers of Ease of Dealing with Digital Services

Access Canberra Digital Services

The chart below plots the 2023 ease of dealing Regression score (previous page), against residents' stated satisfaction for Digital Services. Identifying ways to increase satisfaction with 'how easy it was to find the information you needed', 'the process was straightforward and easy to understand' and 'the depth of information provided', should lead to an increase in the ease of dealing with the service.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas





Section F:

Overall Perceptions of Access Canberra

This section explores residents' overall perceptions towards Access Canberra including ease of paying ACT Government bills, accessing ACT Government services, ease of finding relevant information, providing feedback and the right person to speak to.

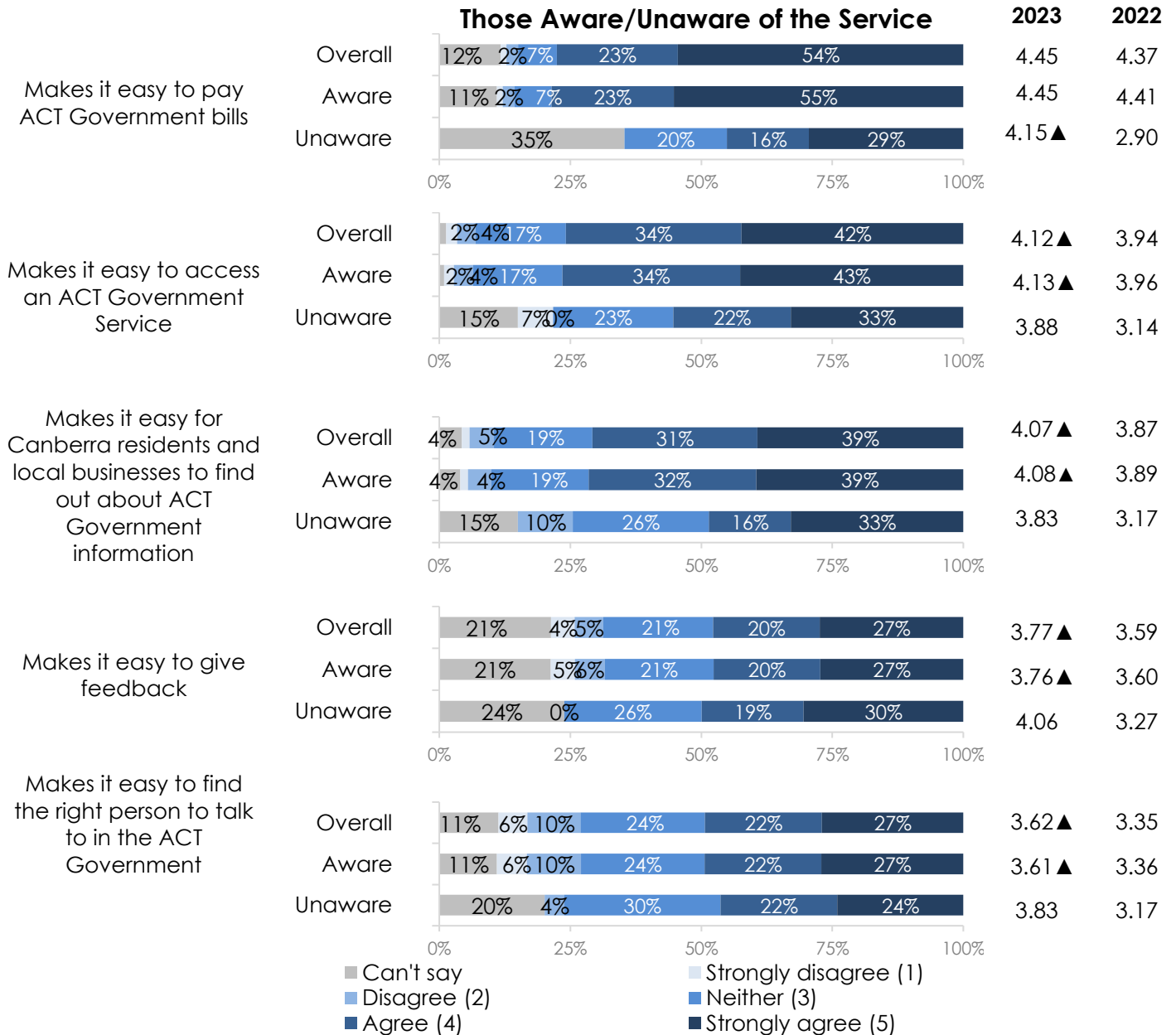


Overall Perceptions of Access Canberra

Summary – Based on AWARENESS

77% of residents agree that Access Canberra 'makes it easy to pay ACT Government bills', a similar result to 2022 and 2021. Overall mean scores are higher across all 5 areas, significantly so 4 of the 5 areas. (Note: the 'unaware' scores are based on small samples).

- Q1. Before today were you aware of the ACT Government service known as Access Canberra?
 Q7. Based on all you know of Access Canberra, even if you have not used their services, overall how much do you agree, or disagree, that Access Canberra:



Scale: 1 = strongly disagree, 5 = strongly agree. Note: Mean scores exclude 'can't say' responses.
 2022 Base: Overall (N=601), Aware (N=583), Unaware (N=18), 2021 Base: Overall (N=601), Aware (N=582), Unaware (N=19).
 ▲ ▼ = significantly higher/lower level of agreement (by year)

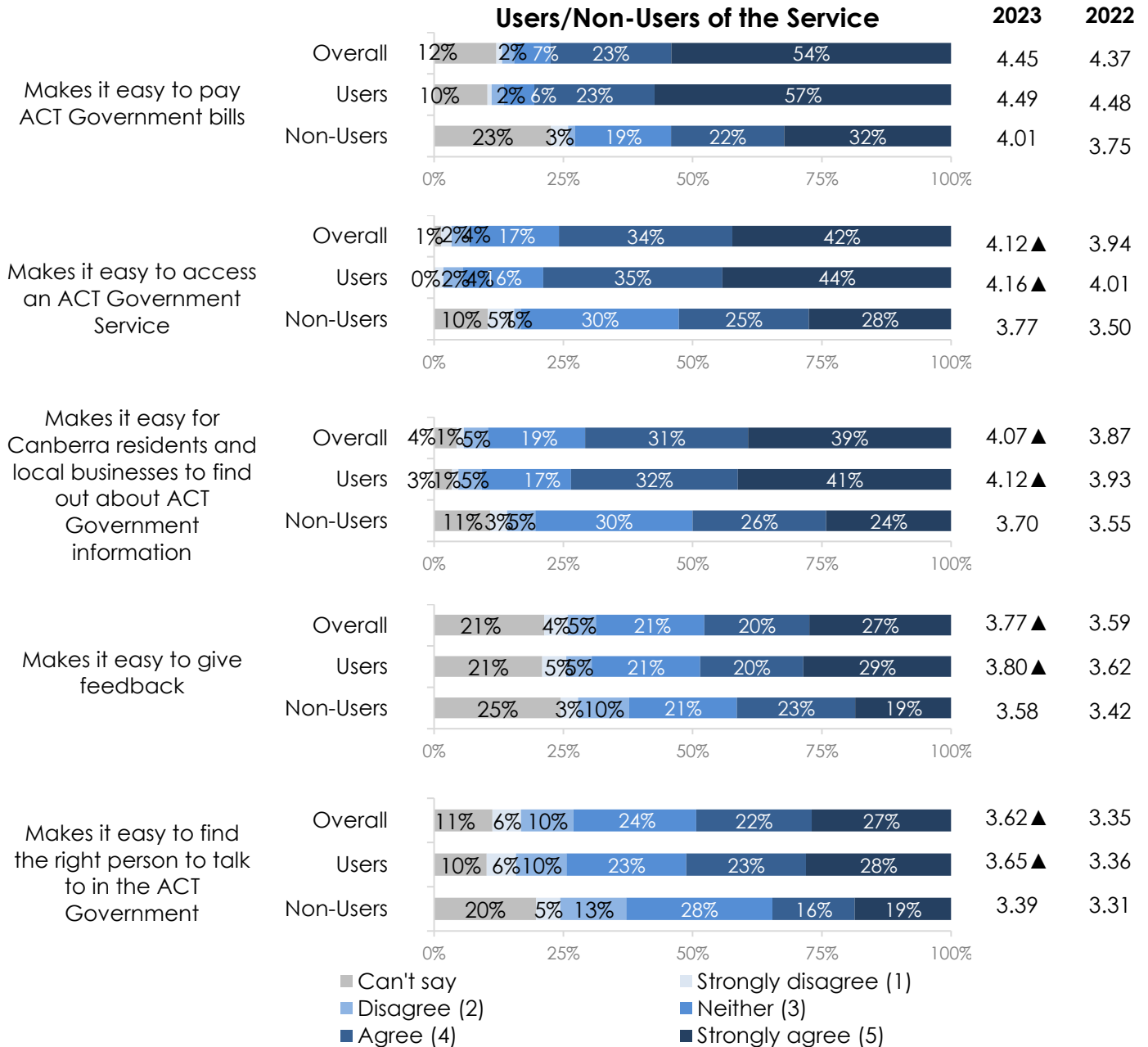
Overall Perceptions of Access Canberra

Summary – Based on USAGE

As was seen in 2022, those who used any Access Canberra Service were more likely to agree to all statements (compared to non-users). However, in line with overall results, mean ratings amongst users and non-users have increased in 2023 for all statements.

Q2a. Which, if any, of the following Access Canberra services have you used in the past 12 months?

Q7a. Based on all you know of Access Canberra, even if you have not used their services, overall how much do you agree, or disagree, that Access Canberra:



Scale: 1 = strongly disagree, 5 = strongly agree. Note: Mean scores exclude 'can't say' responses.

Base: Overall (N=601), Users (N=531), Non-Users (N=70), 2021 Base: Overall (N=601), Users (N=510), Non-Users (N=91).

▲ ▼ = significantly higher/lower level of agreement (by year)





Section G: Quality of Life

This section explores residents' opinions about the perceived quality of life they have living in the ACT.



Quality of Life in the ACT

Summary

90% of residents rated their quality of life living in the ACT as good to excellent, declining slightly from 2022 results (and down since a peak in 2020) – driven mostly by a decline in the number of residents stating an ‘excellent’ quality of life. There were no significant differences across demographics, however, males and residents aged 18 to 34 reported slightly lower quality of life.

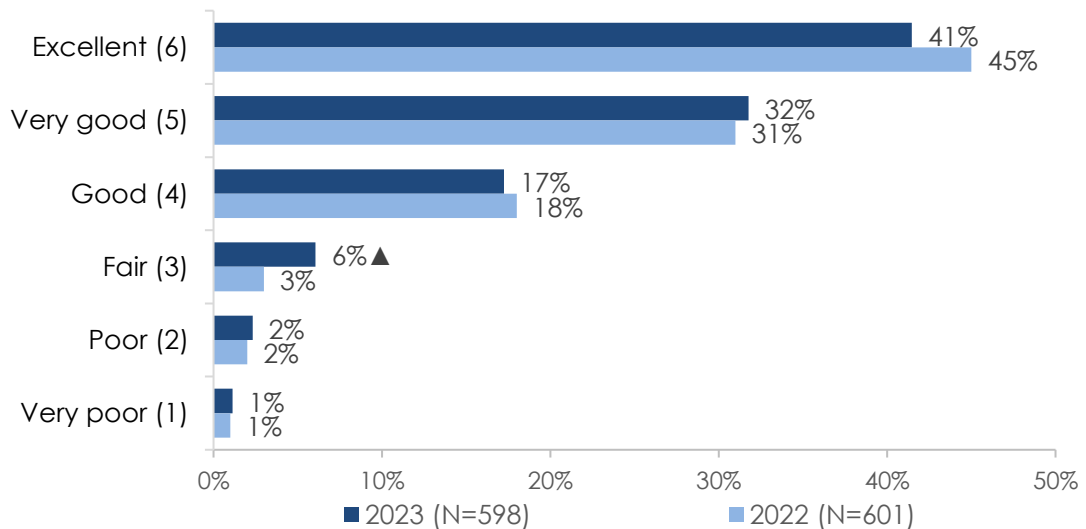
Quality of life was not significantly different based on awareness of Access Canberra, but the number of those not aware is very low and difficult to statistically compare. Quality of life was, however, marginally higher amongst those who have used Access Canberra services in the last 12 months.

Q8. Overall, how would you rate the quality of life you have living in the ACT?

	Overall 2023	Overall 2022	Male	Female	18-34	35-44	45-64	65+
Mean ratings	5.01	5.11	4.92	5.09	4.94	5.10	5.02	5.01
Base	598	601	292	306	208	115	171	103

	Aware of Access Canberra	Unaware of Access Canberra	User of Access Canberra in past 12 months	Non-user of Access Canberra in past 12 months
Mean ratings	5.00	5.08	5.03	4.83
Base	580	18*	528	70

▲ ▼ = significantly higher/lower rating (by group)



Year on Year Trends	2018	2019	2020	2021	2022	2023
Mean	5.26	5.14	5.26	5.12	5.11	5.01

Scale: 1 = very poor, 6 = excellent

▲ ▼ = significantly higher/lower level of agreement (by year)





Appendix A:

Additional Analysis



Details of Most Recent Visit to an Access Canberra Service Centre

Q4a.ii. Thinking of your most recent visit to an Access Canberra Service Centre, which Service Centre did you attend?
(Pre coded)

Results by Demographics

	Overall	Male	Female	18-34	35-44	45-64	65+
Belconnen	30%	36%	25%	34%	23%	25%	33%
Tuggeranong	23%	20%	26%	18%	23%	29%	27%
Gungahlin	20%	23%	18%	23%	34%▲	16%	11%▼
Woden	20%	15%	25%	20%	13%	22%	26%
Dickson	4%	3%	5%	3%	8%	5%	0%
Mitchell	1%	1%	1%	0%	0%	3%▲	0%
Hume	1%	2%	0%	1%	0%	1%	1%
Not sure/can't recall	1%	1%	1%	1%	0%	0%	1%
Base	277	128	149	108	44	77	48

▲ ▼ = A significantly higher/lower percentage (by group)



Details of Most Recent Visit to an Access Canberra Service Centre

Q4c. What was this contact in relation to?

Other specified	Count
Registrations/change in ownership e.g. caravans, motorcycles, trailers	14
New number plates/replacement plates/plates for another state	6
Proof of age/photo ID	5
Changing/updating details	4
Health services e.g. medical form renewal, medical refunds	4
Births, Deaths and Marriages Register	3
Work related licences e.g. security, plumbing	2
Bus card/My Way Card/travel concession	2
Housing	2
Submitting documents	2
Forklift licence	1
Don't know/don't recall	1
Dog registration	1
Physio service	1
Seniors Card/ Pensioner benefits	1
Other	2



Ease of Dealing with Access Canberra Service Centres

Q4e. How easy was it to deal with the Access Canberra Service Centre?

Q4f. Why do you say that it was (previous answer)?

Very easy/easy - Other specified	Count
Helpful/friendly staff	28
Simple/easy process	18
Had no issues with the transaction/met my expectations	9
Easily accessible/good parking	8
Guide at the service centre is very clear	7
Lack of training/awareness of staff	4
Convenient e.g. close to home/work	4
Long process	1
Issue wasn't resolved	1
Lack of parking	1
Don't know/nothing	1
Too many COVID measures/restrictions	1
Being able to speak to someone face to face	1
Pleasant waiting experience	1
Unclear queueing	1
Not all service centres offer specific services	1
Difficult/very difficult - Other specified	Count
Helpful/friendly staff	2
Simple/easy process	2
Long process	2
Issue wasn't resolved	2
Lack of training/awareness of staff	1
Lack of parking	1
Process was a bit confusing	1
Couldn't find the centre	1
Not enough staff	1
Does not accept cash	1



Satisfaction with Service Received at Service Centres

Q4g. Overall, how satisfied or dissatisfied were you with the service you received at the Service Centre during your last visit?

Q4h. [If less than very satisfied with Service Centre in Q4g] What would have to change to make you very satisfied with the Access Canberra Service Centre service? (Open response)

	N=107
Shorter wait times/faster service	26%
More knowledgeable staff/staff training	15%
More friendly/customer orientated	12%
Increase staff	7%
Improve digital services	3%
Provide more information/explanation to customers	3%
Extended operating hours	3%
Improve responsiveness/simplify process for lodging complaints	2%
Should take cash	2%
Ability to book appointments	1%
Always room for improvement	1%
Cost too high compared to income	1%
Don't assume everyone knows how to use the online services	1%
Extended online services	1%
Follow up service requests/status updates	1%
Issue drivers licence on the spot	1%
More seating inside the centre	1%
More service centre locations	1%
Prefer dealing with staff face to face	1%
Reminder services for renewals	1%
Unclear process/guidelines	1%
Website information needs to be clearer	1%
Don't know/nothing	28%



Satisfaction with Specific Services Received at Service Centre

Q4i. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent visit to the Access Canberra Service Centre service?

	Can't say	Very dissatisfied	Dissatisfied	Neither	Satisfied	Very satisfied	Base
The fairness of the staff in dealing with your transaction	2%	0%	1%	4%	18%	74%	276
How polite staff were	1%	1%	0%	4%	24%	70%	276
The staff thoroughly handling your matter	0%	1%	2%	7%	16%	74%	276
The Concierge who may have greeted you when you arrived	6%	1%	1%	8%	16%	68%	276
Cleanliness of the service centre	2%	0%	0%	7%	25%	65%	276
The willingness of staff to assist you	0%	2%	2%	6%	19%	71%	276
The speed of response once you were served	1%	0%	2%	7%	21%	68%	276
The knowledge of the staff	2%	1%	1%	10%	23%	64%	276
How easy the information was to understand	1%	0%	2%	9%	23%	65%	276
Staff clearly explaining what you needed to know	2%	2%	3%	9%	19%	65%	276
Accessibility	0%	1%	7%	8%	25%	59%	276
Layout/comfort of the service centre	0%	1%	3%	9%	31%	55%	276
The amount of time taken by staff to assist you	1%	2%	5%	12%	30%	51%	276
The 'Mobile queue' service	73%	2%	0%	4%	9%	12%	276
The length of time you waited to be served	0%	4%	9%	18%	32%	37%	276



Details of Most Recent Call to the Telephone Contact Centre

Q5b. What was this most recent contact in relation to?

Other specified	Count
Tree management/removal	11
General information e.g. local services, heritage, etc.	8
Animal control	7
Housing/real estate information	7
Unsure/don't recall	6
Enquiring/ordering bins/waste collection services	6
Health service enquiry	6
Parking e.g. permits	5
Report an issue to be investigated	4
Births, Deaths and Marriages Register	4
Registrations/change in ownership/disposal	3
Bus card/MyWay card	2
Payments/pay bills	2
Business and legal services	1
Fines and demerit points	1
Obtain a Controlled Activity Order	1
Payments for unit	1
Personal ID/documentation/name change	1
Seniors Card	1
Work related licences e.g. real estate licence. electrical licence	1



Ease of Dealing with Access Canberra Contact Centre

Q5d. How easy was it to deal with the Access Canberra Telephone Contact Centre?

Q5f. Why do you say that it was (insert answer from Q5d)?

Very easy/easy - Other specified	Count
Was quick/convenient	9
Attended to politely and correctly + Helpful staff	8
Long process	2
Couldn't get all the information needed	1
Issue is not resolved	1
Prefer face-to-face	1
Prefer speaking to a human	1
Staff were difficult to deal with	1
Transferred to the correct department	1
Transferred too many times/unable to speak to the right person	1
Other	1
Difficult/very difficult - Other specified	Count
Took too long to respond	3
Service didn't help at all	2
Issue is not resolved	1
The call wasn't answered/couldn't get through/got disconnected	1
Transferred too many times/unable to speak to the right person	1
Was quick/convenient	1
Other	1



Satisfaction with Service Received from the Contact Centre

- Q5g. Overall, how satisfied or dissatisfied were you with the service you received from the Contact Centre during your last call?
- Q5h. What would have to change to make you very satisfied with the Access Canberra telephone Contact Centre service? (Open response)

	N = 85
Shorter wait times/faster service	24%
Better trained/informed staff	20%
Easier/more direct way to contact the person needed	11%
Improved customer service e.g. friendly, customer orientated	10%
More streamlined process	7%
More staff	6%
Better coordination/communication with service centres	2%
Better resolution/outcome	2%
Accept cash payments	1%
Change of system operation	1%
Clearer options for departments on the phone	1%
Efficiency of communication between Access Canberra and other organisations	1%
Improvement to Mobile queue service e.g. be able to get updates on expected wait time online/via contact centre	1%
Need follow up calls/feedback	1%
Play better hold music	1%
Provide call back option	1%
Provide more information/capability on website so no need to call the contact centre	1%
Don't know/nothing	26%



Details of Most Recent Use of Digital Services

Q6b. What was this most recent online visit in relation to?

Other specified	Count	Other specified	Count
General information e.g. public transport information and timetables, recycling, community services, legal issues, etc.	19	Education payment	2
Registrations e.g. car, trailer, motorbike	11	Leasing/housing applications	2
Pet registration	8	Property matters	2
Enquiry/obtaining a green bin/bins and waste collection services	7	Reporting an issue to be investigated	2
'Fix My Street'	7	Tax services	2
Complaint e.g. illegal dumping, illegal parking, noise etc	6	Teacher registration	2
Making a payment	6	Working with Vulnerable People	2
Tree management/removal	5	Applying for a liquor permit	1
Births, deaths and marriages register	5	Business applications/registrations	1
Parking and permits	4	Certificate submission	1
Work related licences e.g. building licence, real estate licence	4	Drivers licence	1
Electrical job form	3	Fines	1
Land transfer	3	Firearms license	1
Medical services	3	Land tax exemption	1
Bus/public transport card	2	Seniors card	1
Change of house titles	2	Update details e.g. address	1
Development application	2	Don't recall	6



Ease of Finding Information or Services – Digital Services

Q6e. How easy was it to find the information or services you were seeking on the Access Canberra Digital Service?

Q6f. Why do you say that it was (previous answer)?

Very easy/easy - Other specified	Count
Easy to navigate/information was easy to find	40
Familiar with the website as I've used it before	14
Link took me straight to the payment/appropriate area	11
The search engine function was good	11
Difficult to navigate	7
Got to the website through a simple Google search	3
Don't know/can't recall	3
Struggled to use computer/not tech savvy	2
Could not find the information I was looking for	1
Guided through it by a staff member at Service centre	1
Font too small on a mobile phone	1
Had no issues	1
Difficult/very difficult - Other specified	Count
Difficult to navigate	11
Could not find the information I was looking for	3
Font too small on a mobile phone	2
Easy to navigate/information was easy to find	1
Links didn't work	1
Search engine is not that good	1
Struggled to use computer/not tech savvy	1



Satisfaction with Access Canberra Digital Services

- Q6g. Overall, how satisfied or dissatisfied were you with the Access Canberra digital service when you last used it?
 Q6h. (If less than very satisfied in Q6g), what would have to change to make you very satisfied with the Access Canberra Digital Service?

	N=196
Better format/more user friendly/update the website	35%
Clearer/updated information	15%
Technical issues e.g. broken links, speed, system issues	5%
Resolve issues	5%
Improve search functionality	5%
Reduce wait times/faster response	4%
Payment methods accepted online/in person	3%
Nothing - happy with the service	3%
Providing information in other languages	2%
Streamline business services e.g. single dashboard view showing all company vehicles	2%
Need for a help line/chat bot	1%
Easier login/verification and password reset process	1%
A confirmation email/response from Access Canberra	1%
More electronic reminders/updates	1%
Prefer face-to-face interactions	1%
Other	1%
Mobile/tablet compatibility	<1%
More online services	<1%
Mobile app for Access Canberra	<1%
Improved follow up	<1%
Don't know/nothing	29%





Appendix B:

Demographics



Demographics

Q11. What is your gender?

	%
Male	49%
Female	51%
Indeterminate/Intersex/Unspecified	<1%

Base: N = 601

Q12. What age bracket are you in?

	%
18-24 years	14%
25-34 years	20%
35-44 years	19%
45-54 years	15%
55-64 years	14%
65+ years	17%

Base: N = 601

Q13. What is your family status?

	%
Couple (children at home)	29%
Couple (no children at home)	25%
Single/living alone	23%
Group/shared household	9%
Single parent (children at home)	7%
Other	6%
Refused	1%

Base: N = 601

Other specified	Count
Living with parents/other family	29
Extended family household	3
Separated with children	1
Widow with children	1

Demographics

Q14. Which of the following best describes your current employment status?

	%
Currently in full time paid employment	49%
Retired from paid employment	19%
Currently in part time paid employment (at least 10 hours a week)	12%
Currently in casual paid employment	6%
Studying at school, TAFE, or university	6%
Currently looking for paid employment	3%
Home duties	1%
Other	3%
Refused/can't say	1%

Base: N = 601

Other specified	Count
Self employed	9
Disability	2
Full time carer	2
Retired	2
Volunteer	1
Working and studying	1

Q15. Are you of Aboriginal and/or Torres Strait Islander origin?

	%
Yes	2%
No	98%

Base: N = 601



Demographics

Q16a. Do you speak a language other than English at home?

	%
Yes	26%
No	74%

Base: N = 601

Q17b. (If yes on Q17a), What language or languages do you primarily speak at home?

Languages spoken	Count	Languages spoken	Count
Arabic	9	Telegu	2
Filipino	6	Telugu	2
Indonesian	5	Thai	2
Greek	4	Tibetan	2
Nepalese	4	Belarussian	1
Other Indian languages	4	Bhutanese	1
Urdu	4	Croatian	1
Afrikaans	3	Fijian	1
Farsi	3	Hebrew	1
French	3	Hungarian	1
German	3	Indigenous	1
Japanese	3	Irish	1
Korean	3	Malayalam	1
Punjabi	3	Malaysian	1
AUSLAN	2	Persian	1
Bengali	2	Samoan	1
Dari	2	Serbian	1
Dutch	2	Shona	1
Italian	2	Swahili	1
Pidgin English	2	Tamil	1
Polish	2	Turkish	1
Portuguese	2	Other	2
Russian	2		

Q17c. (If yes on Q17a), Do you believe having English as a second language reduces the quality of service you receive from Access Canberra?

	%
Yes	25%
No	75%

Base: N = 153



Demographics

Q18. What suburb do you live in?

Suburb	N=601	Suburb	N=601	Suburb	N=601
Belconnen	4%	Franklin	1%	Stirling	<1%
Gungahlin	3%	Garran	1%	Isabella Plains	<1%
Kambah	3%	Gilmore	1%	Chapman	<1%
Acton	2%	Giralang	1%	Deakin	<1%
Campbell	2%	Gordon	1%	Fraser	<1%
Cook	2%	Gowrie	1%	Strathnairn	<1%
Dunlop	2%	Greenway	1%	Scullin	<1%
Evatt	2%	Hackett	1%	Uriarra Village	<1%
Griffith	2%	Harrison	1%	Lawson	<1%
Kingston	2%	Hawker	1%	Pearce	<1%
Monash	2%	Higgins	1%	Moncrief	<1%
Narrabundah	2%	Holt	1%	Rivett	<1%
Ngunnawal	2%	Kaleen	1%	City	<1%
Watson	2%	Latham	1%	Woden	<1%
Ainslie	1%	Lyneham	1%	Isaacs	<1%
Amaroo	1%	Macgregor	1%	Canberra airport	<1%
Aranda	1%	Macquarie	1%	Florey	<1%
Banks	1%	Mawson	1%	Throsby	<1%
Bonner	1%	Mckellar	1%	Yarralumla	<1%
Bonython	1%	Melba	1%	Hughes	<1%
Braddon	1%	Nicholls	1%	Chifley	<1%
Bruce	1%	O'Connor	1%	Hall	<1%
Calwell	1%	Oxley	1%	Parkes	<1%
Casey	1%	Page	1%	Weetangera	<1%
Charwood	1%	Palmerston	1%	Lyons	<1%
Chisholm	1%	Phillip	1%	Tharwa	<1%
Conder	1%	Red Hill	1%	Torrens	<1%
Coombs	1%	Reid	1%	Holder	<1%
Crace	1%	Richardson	1%	Symonston	<1%
Curtin	1%	Spence	1%	Capital Hill	<1%
Denman Prospect	1%	Taylor	1%	Kenny	<1%
Dickson	1%	Theodore	1%	Tuggeranong	<1%
Downer	1%	Turner	1%	Macarthur	<1%
Duffy	1%	Wanniassa	1%	Jacka	<1%
Fadden	1%	Waramanga	1%	Molonglo	<1%
Fisher	1%	Weston	1%	Mulanggari	<1%
Flynn	1%	Wright	1%	Forrest	<1%
Forde	1%	Barton	<1%		

Errors: Data in this publication is subject to sampling variability because it is based on information relating to a sample of residents rather than the total number (sampling error).

In addition, non-sampling error may occur due to imperfections in reporting and errors made in processing the data. This may occur in any enumeration, whether it is a full count or sample.

Efforts have been made to reduce both sampling and non-sampling error by careful design of the sample and questionnaire, and detailed checking of completed questionnaires.

As the raw data has been weighted to reflect the real community profile of the ACT, the outcomes reported here reflect an 'effective sample size'; that is, the weighted data provides outcomes with the same level of confidence as unweighted data of a different sample size. In some cases, this effective sample size may be smaller than the true number of surveys conducted.





Appendix C: Questionnaire



Section 1: Awareness and Usage

Q1. Before today were you aware of the ACT Government service known as Access Canberra?

- Yes – aware
- No – unaware

Q2a. Access Canberra provides multiple customer service channels that allow ACT residents to access a wide range of ACT Government Services. Customers can perform services, seek information or advice, provide feedback and lodge complaints about ACT government services. You can visit Access Canberra at a Service Centre, Call the Access Canberra Contact Centre or engage digitally using the Access Canberra website

**Which, if any, of the following Access Canberra services have you used in the past 12 months?
Prompt (MR)**

- Visited an Access Canberra Service Centre
- Called the Access Canberra telephone Contact Centre (13 22 81)
- Used any Access Canberra digital services such as the website, online forms, online payments or online webchat, either looking for information or to undertake a transaction
- Been visited at your work by an Access Canberra representative/inspector
- (Do NOT Prompt)** None of these **(Go to Q7)**

Q2b. Based on all your dealings with Access Canberra in the last 12 months, overall, how satisfied were you with the service? Prompt

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- (Do NOT prompt)** Can't say

Q2c. And based on all your dealings with Access Canberra in the last 12 months, overall, how easy is it to deal with Access Canberra? Prompt

- Very easy
- Easy
- Difficult
- Very difficult
- (Do NOT prompt)** Not sure/Don't know



Routing Instructions:

If only one or two of 'Visited Service Centre', 'Website', 'Called Contact Centre' (ignoring 'Visited at work by Rep') selected on Q2a, ask appropriate Section 2i and/or 2ii and/or 2iii below

If all three of 'Visited Service Centre', 'Website', 'Called Contact Centre' (ignoring 'Visited at work by Rep') selected on Q2a, ask:

Q3. Of the following three ways of dealing with Access Canberra, which two have you conducted most recently? Prompt (MR)

- Visited an Access Canberra Service Centre **(Go to Q4a)**
- Used any Access Canberra digital services, such as the website, online forms, online payments, or online webchat, either looking for information or to undertake a transaction **(Go to Q6a)**
- Called the Access Canberra telephone Contact Centre (13 22 81) **(Go to Q5a)**

Section 2i: Service Centres

(If visited a Service Centre on Q3 or Q2a)

Q4a. In the past 12 months, how many times in total would you have visited an Access Canberra Service Centre? Do NOT Prompt (SR)

- Once
- Twice
- Three times
- Four times
- Five times
- Six to ten times
- More than ten times
- (Do NOT Prompt)** Can't say

Q4ai. Thinking of your most recent visit to an Access Canberra Service Centre, in which month was your most recent visit? Prompt if necessary (SR) If 'April' ask 'April 2022 or April 2023?'

- April 2022 (check if April 2022 or 2023)
- May 2022
- June 2022
- July 2022
- August 2022
- September 2022
- October 2022
- November 2022
- December 2022
- January 2023
- February 2023
- March 2023
- April 2023 (check if April 2022 or 2023)
- (Do NOT Prompt)** Can't say



Q4a.ii. Thinking of your most recent visit to an Access Canberra Service Centre, which Service Centre did you attend? Prompt if necessary (SR)

- Woden
- Tuggeranong
- Belconnen
- Gungahlin
- Dickson
- Mitchell
- Hume
- (Do NOT Prompt)** Not sure/can't recall

Q4a.iii. Thinking of that most recent visit, why in particular did you choose to visit an Access Canberra Service Centre rather than phone the Access Canberra Contact Centre or go online and use the Access Canberra Digital Services?

(Coders: See comment at Q4c below about potential codes to look for on this open-ended question – see Mark)

- Other (please specify)
- Not sure/can't recall

Q4b. Was this most recent contact for private or business purposes?

- Private
- Business

Q4c. What was this contact in relation to? Prompt if necessary (MR)

- Building and development applications
- Car or other vehicle registration: (Interviewer ask "Was that...")
 - A renewal of an existing registration, or
 - A registration of a new owner
- Driver's licence
- Business licence
- Business inspection
- Rates payment
- Feedback
- Lodge a complaint about a particular government service (Interviewer: Check below)
- Lodge a complaint about Access Canberra (Interviewer: Check above)
- Disability information/pass
- Personalised number plates
- Working with vulnerable people card
- Fine or infringement
- COVID-19 advice for residents (check if 'resident advice' or 'business advice')
- COVID-19 advice for businesses (check if 'resident advice' or 'business advice')
- Land titles
- Other (please specify)



Q4d. How many times did you have to visit an Access Canberra Service Centre before your issue was resolved? Do NOT Prompt (SR)

- One
- Two
- Three
- Four
- Five
- More than five
- Don't know

Q4di. And how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue? Do NOT Prompt (SR)

- None
- One
- Two
- Three
- Four
- Five
- More than five
- Don't know

Q4e. How easy was it to deal with the Access Canberra Service Centre? Prompt

- Very easy
- Easy
- Difficult
- Very difficult
- (Do NOT Prompt) Unsure/don't know** **(Go to Q4g)**

Q4f. Why do you say that it was (previous answer)? Do NOT Prompt (MR)

- Able to complete in one visit
- Quick - didn't have to wait long
- Person was knowledgeable
- Had to come back
- Had to wait a long time
- Person didn't appear to be knowledgeable
- Language barrier
- Other 'COVID-specific' mentions:.....
- Any Others (please specify)

Q4g. Now I'd like you to think about the actual customer service you experienced during your last visit regardless of whether or not you were satisfied with the outcome from that visit. Overall, how satisfied or dissatisfied were you with the service you received at the Service Centre during your last visit? Prompt (SR)

- Very satisfied **(Go to Q4i)**
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- (Do NOT Prompt) Unsure/don't know** **(Go to Q4i)**



Q4h. What would have to change to make you very satisfied with the Access Canberra Service Centre service?

.....

Q4i. Using a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent visit to the Access Canberra Service Centre service? (Prompt, SR per item)

Standards:

	Very dissatisfied			Very satisfied		Can't say
	1	2	3	4	5	
How polite staff were	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The knowledge of the staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The amount of time taken by staff to assist you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff clearly explaining what you needed to know	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The willingness of staff to assist you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The fairness of the staff in dealing with your transaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy the information was to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The staff thoroughly handling your matter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The speed of response once you were served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Channel specific:

The Concierge who may have greeted you when you arrived	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The length of time you waited to be served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Layout/comfort of the service centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of the service centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The 'Mobile queue' service where you could provide your mobile number and leave the Centre – and you were phoned back when a staff member could attend to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4j. On your most recent visit to the Access Canberra Service Centre, did you use the 'Mobile queue' service? (where you could provide your mobile number and leave the Centre – and you were messaged back when a staff member could attend to you)? (SR)

- Yes
- No
- Can't remember



Section 2ii: Contact Centre

Q5a. (If called the Contact Centre on Q3 or Q2a, continue)

In the past 12 months, how many times in total would you have called the Access Canberra Telephone Contact Centre 13 22 81? Do NOT Prompt (SR)

- Once
- Twice
- Three times
- Four times
- Five times
- Six to ten times
- More than ten times
- Can't say

Q5ai. Thinking of your most recent call to the Access Canberra Telephone Contact Centre, in which month was your most recent call? Prompt if necessary (SR) If 'April' ask 'April 2022 or April 2023?'

- April 2022 (check if April 2022 or 2023)
- May 2022
- June 2022
- July 2022
- August 2022
- September 2022
- October 2022
- November 2022
- December 2022
- January 2023
- February 2023
- March 2023
- April 2023(check if April 2022 or 2023)
- (Do NOT Prompt) Can't say

Q5aai. Thinking of your most recent call to the telephone Contact Centre, was it for private or business purposes?

- Business
- Private

Q5aiii. Why in particular did you choose to call the Access Canberra Contact Centre rather than visit an Access Canberra Service Centre or go online and use the Access Canberra Digital Services?

- Other (please specify)
- Not sure/ can't recall



Q5b. What was this most recent contact in relation to? Prompt if necessary (MR)

- Building and development applications
- Car or other vehicle registration: (Interviewer ask "Was that...)
- A renewal of an existing registration, or
- A registration of a new owner
- Driver's licence
- Business licence
- Business inspection
- Rates payment
- Feedback
- Lodge a complaint about a particular government service ((interviewer: Check below)
- Lodge a complaint about Access Canberra (Interviewer: Check above)
- Disability information/pass
- Personalised number plates
- Working with vulnerable people card
- Fine or infringement
- COVID-19 advice for residents (check if 'resident advice' or 'business advice')
- COVID-19 advice for businesses (check if 'resident advice' or 'business advice')
- Land titles
- Other (please specify)

Q5c. How many times did you have to call the Access Canberra Contact Centre before your issue was resolved? Do NOT Prompt (SR)

- One
- Two
- Three
- Four
- Five
- More than five
- Don't know

Q5ci. [If two or more times on Q5c, ask] Did you have to call multiple times because one or more of your calls weren't answered, or your calls were answered but no one who could help was available, or because you had to speak to one or more people multiple times to sort out your issue? (MR)

- Call(s) not answered
- No one available
- Had to speak to one or more people multiple times
- (Do NOT Prompt) Other: :.....
- (Do NOT Prompt) Don't know

Q5d. And how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue? Do NOT Prompt (SR)

- None
- One
- Two
- Three
- Four
- Five
- More than five
- Don't know



Q5e. How easy was it to deal with the Access Canberra telephone Contact Centre? Prompt

- Very easy
- Easy
- Difficult
- Very difficult
- (Do NOT Prompt)** Unsure/don't know **(Go to Q5g)**

Q5f. Why do you say that it was (previous answer)? Do NOT Prompt (MR)

- Able to complete in one call
- Quick, didn't have to wait long
- Person was knowledgeable
- Had to ring back
- Had to wait a long time
- Person didn't appear to be knowledgeable
- Transferred and had a poor experience
- Language barrier
- Other 'COVID-specific' mentions:.....
- Any Others (please specify)

Q5g. Now I'd like you to think about the actual customer service you experienced during your call regardless of whether or not you were satisfied with the outcome from that call. Overall, how satisfied or dissatisfied were you with the customer service you received from the Contact Centre during your last call? Prompt (SR)

- Very satisfied **(Go to Q5i)**
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- (Do NOT Prompt)** Unsure/don't know **(Go to Q5i)**

Q5h. What would have to change to make you very satisfied with the Access Canberra telephone Contact Centre service?

.....

Q5i. Using a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, overall, how satisfied or dissatisfied were you with the following in relation to your most recent call to the Access Canberra telephone service? Prompt (SR per item)

Standards:

	Very dissatisfied			Very satisfied		
	1	2	3	4	5	C/S
How polite staff were	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The knowledge of the staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The amount of time taken by staff to assist you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff clearly explaining what you needed to know	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The willingness of staff to assist you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The fairness of the staff in dealing with your transaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy the information was to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The staff thoroughly handling your matter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The speed of response after your call was answered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Channel Specific:

The length of time you waited on the line for a consultant to speak to you

The ease of getting through to someone who could assist

Q5j. On your most recent call to the Access Canberra telephone service, did you speak to just one staff member or were you transferred to other staff? Do NOT Prompt (SR)

- Spoke to just one person
- Transferred: "How many staff in total did you speak to on that call?"
.....
- (Do NOT Prompt)** Can't remember



Section 2iii: Website

Q6a. (If used any of the digital services on Q3 or Q2a, continue) In the past 12 months, how many times in total, if at all, would you have used any Access Canberra digital services to look for information? Do NOT Prompt (SR)

- Not at all
- Once
- Twice
- Three times
- Four times
- Five times
- Six to ten times
- More than ten times
- Can't say

Q6ai. And in the past 12 months, how many times in total, if at all, would you have used any Access Canberra digital services to conduct a transaction, such as completing online forms or making an online payment? Do NOT Prompt (SR)

- Not at all
- Once
- Twice
- Three times
- Four times
- Five times
- Six to ten times
- More than ten times
- Can't say

Q6aii. Thinking of your most recent use of an Access Canberra digital service, in which month was your most recent usage of the digital services? (Prompt, if necessary, SR, If 'April' ask 'April 2022 or April 2023?')

- April 2022 (check if April 2022 or 2023)
- May 2022
- June 2022
- July 2022
- August 2022
- September 2022
- October 2022
- November 2022
- December 2022
- January 2023
- February 2023
- March 2023
- April 2023(check if April 2022 or 2023)
- (Do NOT Prompt) Can't say

Q6aiii. Thinking of your most recent use of an Access Canberra digital service, was it for private or business purposes?

- Business
- Private

Q6aiiii. Why in particular did you use an Access Canberra digital service rather than visit an Access Canberra Service Centre or call the Access Canberra Contact Centre?



- Other (please specify)
- Not sure/can't recall

Q6b. What was this most recent usage of an Access Canberra digital service in relation to? Prompt if necessary (MR)

- Building and development applications
- Car or other vehicle registration: (Interviewer ask "Was that...)
- A renewal of an existing registration, or
- A registration of a new owner
- Driver's licence
- Business licence
- Business inspection
- Rates payment
- Feedback
- Lodge a complaint about a particular government service (Interviewer: Check below)
- Lodge a complaint about Access Canberra (Interviewer: Check above)
- Disability information/pass
- Personalised number plates
- Working with vulnerable people card
- Fine or infringement
- COVID-19 advice for residents (check if 'resident advice' or 'business advice')
- COVID-19 advice for businesses (check if 'resident advice' or 'business advice')
- Land titles
- Other (please specify)

Q6c. How many times did you have to use the Access Canberra digital service before your issue was resolved? Do NOT Prompt

- One
- Two
- Three
- Four
- Five
- More than five
- Don't know

Q6ci. And how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue? Do NOT Prompt

- None
- One
- Two
- Three
- Four
- Five
- More than five
- Don't know



Q6d. When you last used an Access Canberra digital service, did you: Prompt (SR)

- Use a desktop or laptop computer at home or work
- Use a publicly available desktop or laptop computer, such as at a library
- Use one of the touch-screen computers at an Access Canberra service centre
- Use a mobile device like a tablet or phone
- (Do NOT Prompt)** Not sure

Q6e. How easy was it to find the information or services you were seeking on the Access Canberra digital service? Prompt

- Very easy
- Easy
- Difficult
- Very difficult
- (Do NOT Prompt)** Unsure/don't know **(Go to Q6g)**

Q6f. Why do you say that it was (Q6e)? Do NOT Prompt (MR)

- Able to complete transaction in one visit
- Information clearly presented
- Form easy to fill out
- Had to find documents/card to complete transaction online
- Had a slow internet speed
- Didn't understand the information/question on the form
- Had difficulty navigating/finding what I was after
- Language barrier
- Other 'COVID-specific' mentions:.....
- Other (please specify)

Q6g. Overall, how satisfied, or dissatisfied were you with the Access Canberra digital service when you last used it? Prompt (SR)

- Very satisfied **(Go to Q6i)**
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- (Do NOT Prompt)** Unsure/don't know **(Go to Q6i)**

Q6h. What would have to change to make you very satisfied with the Access Canberra digital service?

.....



Q6i. Using a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, overall, how satisfied or dissatisfied were you with the following in relation to your most recent use of an Access Canberra digital service? Prompt (SR per item)

Standards:

	Very dissatisfied			Very satisfied		C/S
	1	2	3	4	5	
How easy the information was to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Channel Specific:

How easy it was to find the information you needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy it was to undertake an online transaction such as complete an application form or make a payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The depth of information provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The convenience of being able to seek information at a time convenient to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process was straightforward and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service experience met my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 3: Overall Perceptions of Access Canberra

Q7. Using a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, based on all you know of Access Canberra, even if you have not used their services, overall, how much do you agree or disagree that Access Canberra...? Prompt (SR per item)

	Strongly disagree			Strongly agree		C/S
	1	2	3	4	5	
Makes it easy to access an ACT Government service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makes it easy for Canberra residents and local businesses to find out about ACT Government information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makes it easy to find the right person to talk to in the ACT Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makes it easy to give feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makes it easy to pay ACT Government bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Section 4: Quality of Life

Q8. Overall, how would you rate the quality of life you have living in the ACT? Prompt

- Excellent
- Very good
- Good
- Fair
- Poor
- Very poor

Section 6: Demographics

Finally, just a few quick questions to help us analyse responses.

[There are no Q's 9 or 10]

Q11. What is your gender? Do NOT prompt

- Male
- Female
- Indeterminate/Intersex/Unspecified

Q12. What age bracket are you in? Prompt

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65 years +
- (Do NOT prompt)** Refused

Q13. What is your family status? Prompt

- Single/living alone
- Single parent (children at home)
- Couple (children at home)
- Couple (no children at home)
- Group/shared household
- Other (please specify).....
- (Do NOT prompt)** Refused

Q14. Which of the following best describes your current employment status? Prompt (SR)

- Currently in full time paid employment
- Currently in part time paid employment (at least 10 hours a week)
- Currently in casual paid employment
- Studying at school, TAFE, or university
- Retired from paid employment
- Currently looking for paid employment
- Home duties
- Other (please specify).....
- (Do NOT prompt)** Refused/Can't Say



Q15. Are you of Aboriginal and/or Torres Strait Islander origin?

- Yes
- No

Q16a. Do you identify as having a disability?

- Yes
- No

Q16b. And does anyone else in your household identify as having a disability?

- Yes
- No

Q17a. Do you speak a language other than English at home?

- Yes
- No

Q17b. [If 'Yes' on Q17a, ask] What language or languages do you primarily speak at home? Do NOT prompt

- Mandarin
- Cantonese
- Vietnamese
- Hindi
- Spanish
- Other (please specify).....

Q17c. [If 'Yes' on Q17a, ask] Do you believe having English as a second language reduces the quality of service you receive from Access Canberra?

- Yes
- No



Q18. What suburb do you live in?

- | | | |
|--|---------------------------------------|---------------------------------------|
| <input type="radio"/> Acton | <input type="radio"/> Franklin | <input type="radio"/> Moncrief |
| <input type="radio"/> Ainslie | <input type="radio"/> Fraser | <input type="radio"/> Mulanggari |
| <input type="radio"/> Amaroo | <input type="radio"/> Fyshwick | <input type="radio"/> Narrabundah |
| <input type="radio"/> Aranda | <input type="radio"/> Garran | <input type="radio"/> Ngunnawal |
| <input type="radio"/> Banks | <input type="radio"/> Gilmore | <input type="radio"/> Nicholls |
| <input type="radio"/> Barton | <input type="radio"/> Giralang | <input type="radio"/> Oaks Estate |
| <input type="radio"/> Beard | <input type="radio"/> Gordon | <input type="radio"/> O'Connor |
| <input type="radio"/> Belconnen | <input type="radio"/> Gowrie | <input type="radio"/> O'Malley |
| <input type="radio"/> Bonner | <input type="radio"/> Greenway | <input type="radio"/> Oxley |
| <input type="radio"/> Bonython | <input type="radio"/> Griffith | <input type="radio"/> Page |
| <input type="radio"/> Braddon | <input type="radio"/> Gungahlin | <input type="radio"/> Palmerston |
| <input type="radio"/> Bruce | <input type="radio"/> Hackett | <input type="radio"/> Parkes |
| <input type="radio"/> Calwell | <input type="radio"/> Hall | <input type="radio"/> Pearce |
| <input type="radio"/> Campbell | <input type="radio"/> Harrison | <input type="radio"/> Phillip |
| <input type="radio"/> Canberra airport | <input type="radio"/> Hawker | <input type="radio"/> Pialligo |
| <input type="radio"/> Capital Hill | <input type="radio"/> Higgins | <input type="radio"/> Red Hill |
| <input type="radio"/> Casey | <input type="radio"/> Holder | <input type="radio"/> Reid |
| <input type="radio"/> Chapman | <input type="radio"/> Holt | <input type="radio"/> Richardson |
| <input type="radio"/> Charnwood | <input type="radio"/> Hughes | <input type="radio"/> Rivett |
| <input type="radio"/> Chifley | <input type="radio"/> Hume | <input type="radio"/> Russell |
| <input type="radio"/> Chisholm | <input type="radio"/> Isaacs | <input type="radio"/> Scullin |
| <input type="radio"/> City | <input type="radio"/> Isabella Plains | <input type="radio"/> Spence |
| <input type="radio"/> Conder | <input type="radio"/> Jacka | <input type="radio"/> Stirling |
| <input type="radio"/> Cook | <input type="radio"/> Kaleen | <input type="radio"/> Strathnairn |
| <input type="radio"/> Coombs | <input type="radio"/> Kambah | <input type="radio"/> Symonston |
| <input type="radio"/> Crace | <input type="radio"/> Kenny | <input type="radio"/> Taylor |
| <input type="radio"/> Curtin | <input type="radio"/> Kingston | <input type="radio"/> Tharwa |
| <input type="radio"/> Deakin | <input type="radio"/> Kinlyside | <input type="radio"/> Theodore |
| <input type="radio"/> Denman Prospect | <input type="radio"/> Latham | <input type="radio"/> Throsby |
| <input type="radio"/> Dickson | <input type="radio"/> Lawson | <input type="radio"/> Torrens |
| <input type="radio"/> Downer | <input type="radio"/> Lyneham | <input type="radio"/> Turner |
| <input type="radio"/> Duffy | <input type="radio"/> Lyons | <input type="radio"/> Uriarra Village |
| <input type="radio"/> Dunlop | <input type="radio"/> Macarthur | <input type="radio"/> Wanniasa |
| <input type="radio"/> Evatt | <input type="radio"/> Macgregor | <input type="radio"/> Waramanga |
| <input type="radio"/> Fadden | <input type="radio"/> Macnamara | <input type="radio"/> Watson |
| <input type="radio"/> Farrer | <input type="radio"/> Macquarie | <input type="radio"/> Weetangera |
| <input type="radio"/> Fisher | <input type="radio"/> Mawson | <input type="radio"/> Weston |
| <input type="radio"/> Florey | <input type="radio"/> Mckellar | <input type="radio"/> Whitlam |
| <input type="radio"/> Flynn | <input type="radio"/> Melba | <input type="radio"/> Wright |
| <input type="radio"/> Forde | <input type="radio"/> Mitchell | <input type="radio"/> Yarralumla |
| <input type="radio"/> Molonglo | <input type="radio"/> Forrest | <input type="radio"/> Other |
| <input type="radio"/> Monash | <input type="radio"/> Ginninderry | <input type="radio"/> Woden |

Follow-up research recruitment (to Micromex Panel)

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. Just to remind you, I am calling from Micromex Research on behalf of Access Canberra (if respondent wants our number, it is 1800 639 599 – Access Canberra Contact is 13 22 81).



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