



Access Canberra

Customer Satisfaction Research – 2016

Prepared by: Micromex Research

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Background and Methodology

Background and Methodology

On 16 December 2014, the new ACT Chief Minister announced the establishment of a new agency, Access Canberra, to bring together ACT Government customer services and regulatory arms into a single entity.

Access Canberra consolidates Canberra Connect with six other existing agencies: Office of Regulatory Services; Environment Protection Agency; Construction and Client Services; Health protection Services (food services); Gaming and Racing; and public unleased land permits.

Customer research has been conducted on an annual basis in the past for Canberra Connect. In 2015, one or two questions were asked about Access Canberra – but the focus was still very much on Canberra Connect. For the current wave (2016 Wave), the focus of tracking survey was structured to achieve the following research objectives:

- Establishing awareness of Access Canberra
- Usage of Access Canberra's channels, i.e. Service Centre, Contact Centre, Website
- Overall satisfaction, ease of use and suggested changes for those Centres used – and drivers of overall satisfaction
- Identifying the community's preferences for undertaking transactions or interactions with ACT Government/Access Canberra

Micromex Research was contracted to review a survey template developed by Access Canberra, undertake research fieldwork (community telephone survey), and report on the survey findings.

Questionnaire

The ACT Government, together with Micromex Research, developed the telephone survey questionnaire, based on the 2015 version but reflecting the evolving role of Access Canberra. The survey was administered on Key Survey, our CATI software.

A copy of the questionnaire is provided in the Appendix.

Data collection

The survey was conducted during the period 19th January – 30th January 2016 from 4:30pm to 8:30pm Monday to Friday, and from 10am to 4pm Saturday.

Survey area

The Australian Capital Territory.

Sample selection and error

The sample consisted of a total of 602 residents. The selection of respondents was by means of a computer based random selection process using the electronic White Pages.

A sample size of 602 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=602 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.0%. For example, the answer "satisfied" (54%) to the 'overall satisfaction with Canberra Connect' question could vary from 50% to 58%.

The sample was weighted by age and gender to reflect the 2011 ABS census data.



Background and Methodology

Interviewing

Interviewing was conducted in accordance with the AMSRS (Australian Market and Social Research Society) Code of Professional Behaviour.

Prequalification

Participants in this survey were pre-qualified as living in the ACT Government area and not being employed, nor having an immediate family member employed, by ACT Government.

Data analysis

The data within this report was analysed using Q Professional. 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.

Customer Service Index

Respondents were asked to rate their satisfaction with Access Canberra services throughout the survey. Consistent with previous waves, the following scale was used to calculate the Customer Service Index (CSI):

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).

Percentages

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

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).

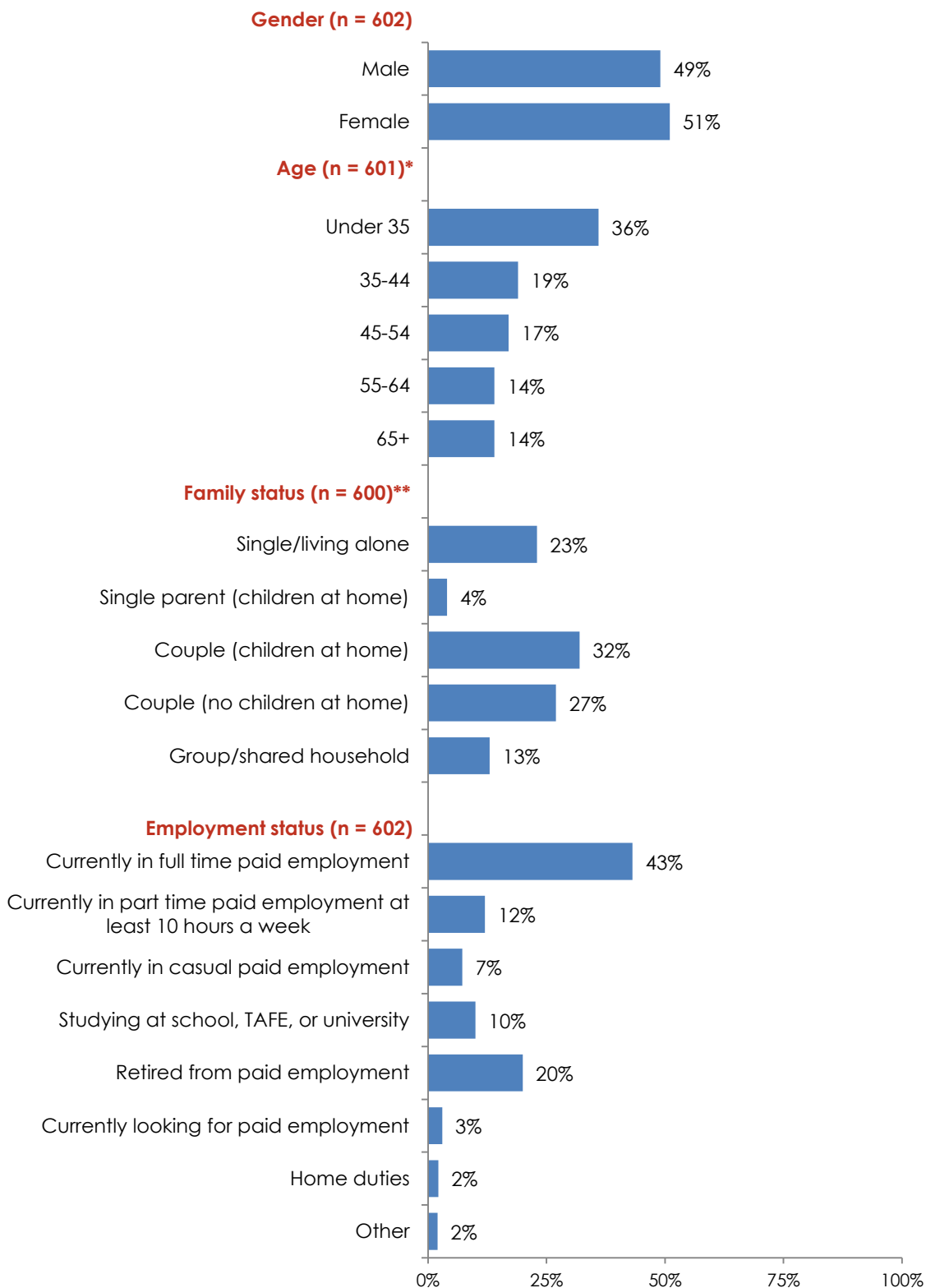
In addition, non-sampling error may occur due to imperfections in reporting and errors made in processing the data. This may occur in any enumeration, whether it is a full count or sample.

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.



Sample Profile

Sample Profile

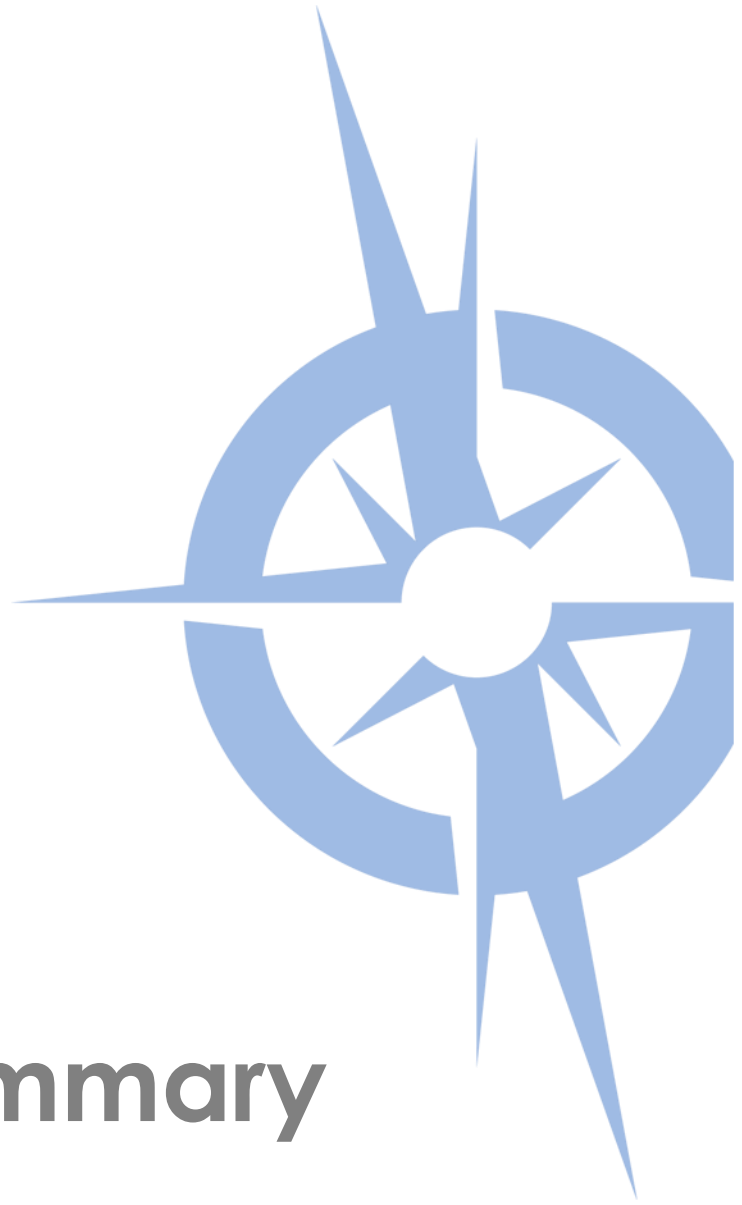


Sampling error

A sample size of 602 residents provides a sampling error of plus or minus 4.0% at 95% confidence. The sample has been weighted by age and gender to reflect the 2011 ABS census data.

***Note:** 1 respondent preferred not to answer

****Note:** 2 respondents preferred not to answer



Executive Summary

Executive Summary

Awareness of Access Canberra

Awareness of Access Canberra has significantly increased over the last year, from 20% in 2015 to 51% in 2016. Low levels of awareness were expected in 2015 given the entity was only launched three months prior to the research being conducted. Despite the increase, awareness is well below last year's results for Canberra Connect which had peaked at 99%.

Use of the Service

Overall, 60% of residents claimed to have used Access Canberra services in the past 12 months – this compares to 81% in 2015.

39% of residents had visited an Access Canberra Service Centre, 32% browsed or utilised the website, and 15% stated they have called the Access Canberra telephone Contact Centre. Whilst utilisation of all three channels is significantly lower than that achieved by Canberra Connect in 2015, the pattern of responses by channel is the same (i.e.: service centres have the highest incidence, telephone contact centre has the lowest). Although the survey did not directly measure reasons for not using Access Canberra services, anecdotal feedback obtained by some interviewers suggests that some residents deal with the individual departments directly, others say they have direct debits in place so don't have to deal with anyone.

In terms of visiting service centres, residents had predominantly attended the Belconnen or Woden Centres.

Overall Satisfaction with the Service in the Last 12 Months

Overall satisfaction with the service provided by Access Canberra was positive, with 88% of residents 'satisfied' or 'very satisfied' with the customer service provided by Access Canberra (across all channels). Satisfaction ratings are almost identical to those achieved by Canberra Connect in 2015.

In terms of individual channels, Access Canberra Service Centres received the highest satisfaction rating, with 94% of those who had used the service being 'satisfied' or 'very satisfied'. Noticeably fewer people were 'very satisfied' with the Access Canberra website – they weren't overly negative, they were simply less positive.

Ease of Dealing with the Service

Overall, Access Canberra users were less likely to commit to the top 'very easy' code when compared to Canberra Connect in 2015 (30% cf. 42%) – again, they weren't negative towards Access Canberra, just less positive.

Users of Access Canberra Service Centres and the telephone Contact Centre were favourable in their overall ratings of the ease of dealing with the services.

Website users were less positive, with 23% indicating some degree of difficulty using the website.

For Service Centres:

- Main reasons for saying the service was 'very easy' or 'easy' were speed of service and able to complete in one visit
- However, what appears to differentiate between a customer who says 'very easy' versus everyone else is the knowledge of staff. This is an opportunity for Access Canberra to explore further

Executive Summary

For the telephone Contact Centre, speed of service and knowledge of staff were key drivers of a 'very easy' rating.

The Website polarised users, with many users praising how clearly information was presented and that everything could be done in one visit, whilst others simply couldn't navigate their way around/find what they were after.

Channel Profiles

Comparing the three channels:

- All channels were dominated by private rather than business enquiries
- Services centres were overwhelmingly used for car registration and driver's licence renewals. In contrast, services were more fragmented for the Phone and Web channels – car registrations were still important, but so too were complaints, injured wildlife, rates payments and working with vulnerable people card/disability information pass enquires
- Frequency of having to contact Access Canberra to resolve an issue was similar by channel – 1.3 contacts for Service Centres, 1.38 contacts for Website, and 1.45 for telephone Contact Centre. It is possible that the higher frequency for the Contact Centre may reflect scheduled call-backs (rather than having customers waiting on the line) and/or the need for residents to call/be called for clarification based on an initial enquiry using a different channel
- Ratings of specific criteria relating to service were generally rated highly for both the Service Centre and the Telephone Contact Centre. The exceptions to this were 'the length of time you waited to be served' (Service Centre), or 'waited on the line for a Consultant to speak to you' (Contact Centre) and 'the ease of getting through to someone who could assist' (Contact Centre). While these criteria were rated lower than the others, they are still rated moderately highly in satisfaction

Understanding the Drivers of Satisfaction – Advanced Shapley Outcomes

Users of the Service Centres and the telephone Contact Centre were asked to rate their experience of the channel on 11 attributes – we refer to these as 'Independent Variables'. Using Shapley Regression Analysis, we are able to identify the contribution the independent variables make to overall satisfaction (known as the 'Dependent Variable').

The blue chart overleaf reports the results for the Service Centres, while the green chart on the following page reports the results for the telephone Contact Centre (caution, small sample size for telephone Contact Centre).

Those statements at the top of each chart contribute more towards overall satisfaction than those further down the chart. And the charts illustrate the positive/negative contribution the key drivers provide towards overall satisfaction. Some drivers can contribute both negatively (left bar) and positively (right bar) depending on the overall opinion of the residents.

The scores on the negative indicate the contribution the driver makes to impeding transition towards satisfaction. If we can address these areas we will see a lift in our future overall satisfaction results, as we will positively transition residents who are currently 'not at all satisfied' towards being 'satisfied' with Access Canberra's overall performance.



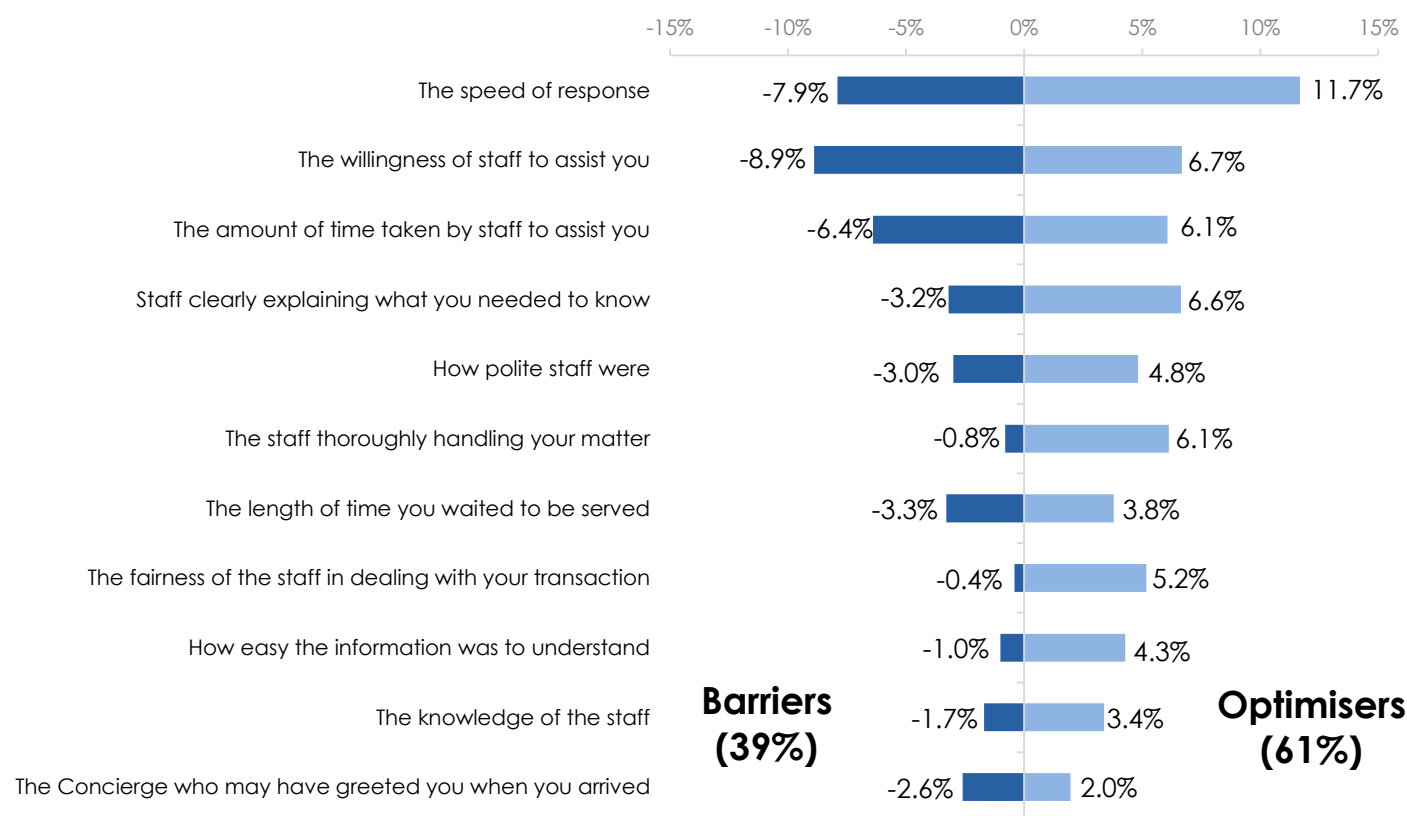
Executive Summary

The scores on the positive indicate the contribution the driver makes towards optimising satisfaction. If we can address these areas we will see a lift in our future overall satisfaction results, as we will positively transition residents who are currently already 'somewhat satisfied', towards being more satisfied with Access Canberra's overall performance.

Access Canberra Service Centres

For Service Centres:

- Timeliness is important – note the dominance of 'Speed of response' and 'Amount of time taken by staff to assist you'. And these can both be Dis-satisfiers (what we call 'Barriers' below) and Satisfiers ('Optimisers' below)
- 'Willingness of staff to assist' is also an important driver
- The three attributes referred to above account for almost 50% of the contribution to overall satisfaction – so they are key drivers

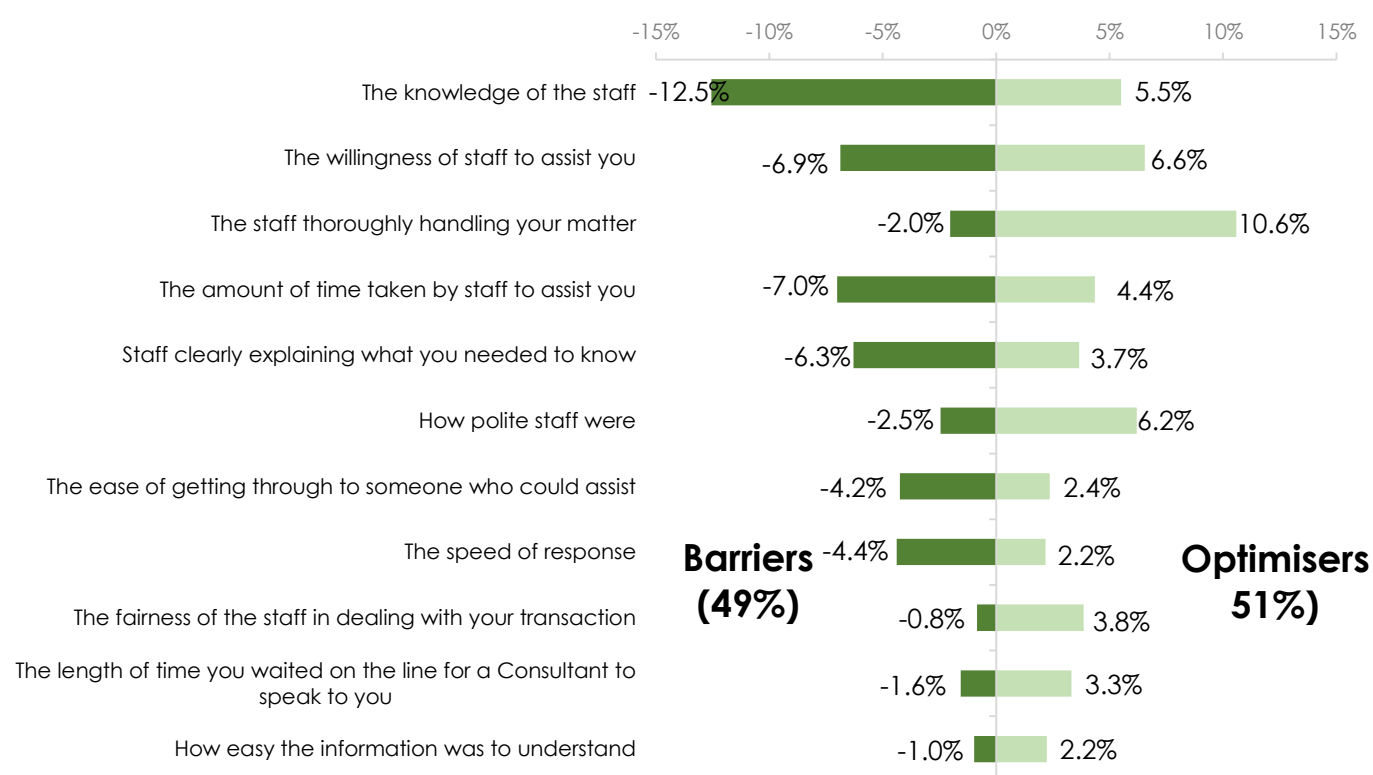


Executive Summary

Access Canberra Telephone Contact Centre

As there were only 77 residents who had used the telephone Contact Centre, the Shapley Regression analysis results are indicative only. However, they suggest that:

- Timeliness is less important than it was for the Service Centres. In its place is the 'Knowledge of staff' as the dominant driver – this may indicate that when dealing with someone 'remotely' over the phone, having a sense they are knowledgeable is more important than it is in a face-to-face transaction
- Perhaps aligned to the above is 'the staff thoroughly handling your matter', which was the third highest driver
- 'Willingness of staff to assist' is also an important driver, as it was for the Service Centres. The results of the two separate Shapley Regressions suggests staff should always project a sense of willingness to help/assist



Service Delivery Options

When asked which one timeslot would suit them best to visit an Access Canberra Service Centre, weekdays 9.00am to 5.00pm was selected most frequently (39%):

- However, if 39% selected weekdays 9.00am to 5.00pm, the majority (61%) selected an out-of-hours timeslot. That said, 24% of those who selected an out-of-normal-business-hours timeslot as first preference selected weekdays 9.00am to 5.00pm as a secondary option – so they can make it during normal business hours
- If we take into account first and second preferences, the option of Saturday mornings is popular, as is an after 5.00pm close on weekdays



Executive Summary

Likelihood of using an automated call-back system was positive, with just under two thirds (63%) indicating they would be 'somewhat likely' or 'very likely'. However, one third indicated they were unlikely to use the system. Interestingly, there was significantly less support than identified in 2015.

In terms of receiving ACT Government bills, two methods were clearly preferred: letter in the post (particularly amongst those aged 65+ years) and email.

Feedback Channels

When asked how they would prefer to provide feedback to the ACT Government, the majority (53%) said online. Other options had fragmented support: Email (16%), phone (15%) and in writing (10%) were the main other options.

10% of residents had provided feedback to the ACT Government via a government website in the past year or so. Most were satisfied with the experience – although a sizeable minority requested improved communication/follow-up.





Summary Section A

Awareness and Usage

**This section is a high-level comparison of Access
Canberra in 2016 versus Canberra Connect in
2015**

Awareness of Access Canberra

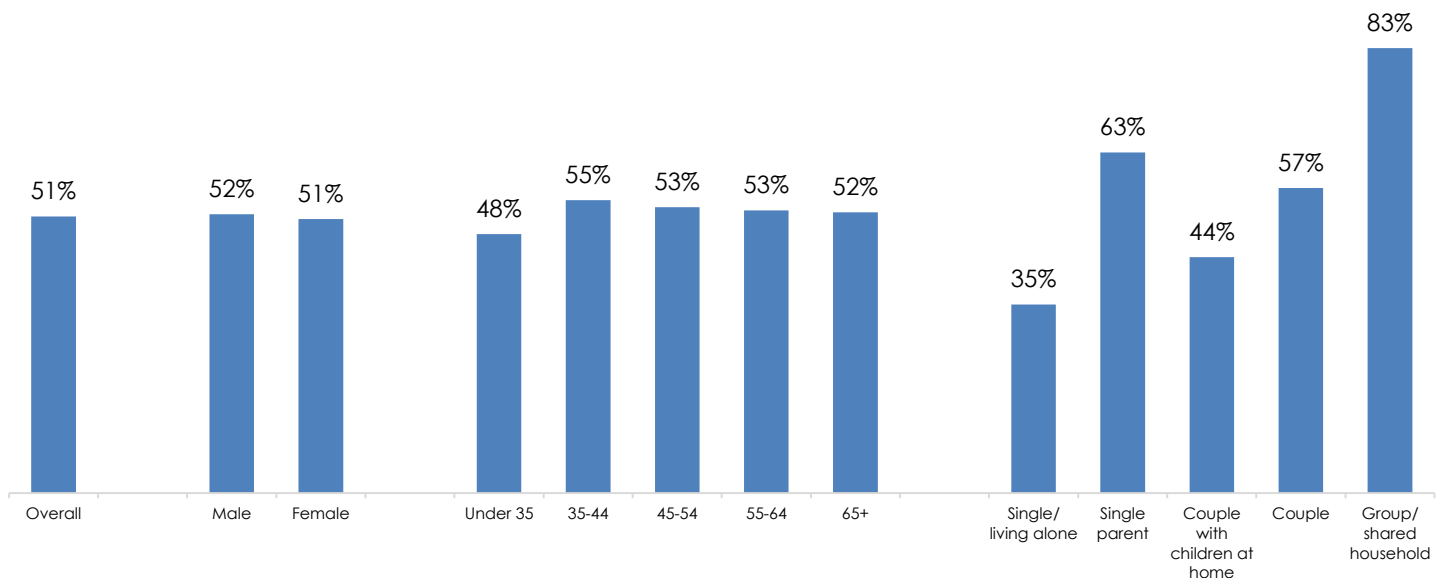
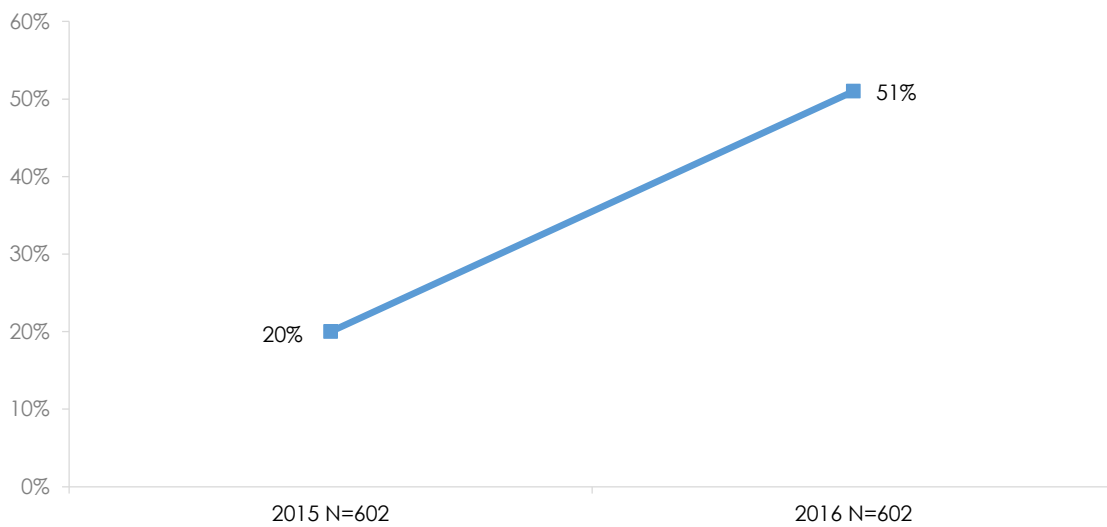
Summary

At the start of the survey, we collected aided awareness for Access Canberra.

Awareness levels of Access Canberra have significantly increased over the last year, from 20% in 2015 (just after its launch in December 2014) to 51% in 2016. Low levels of awareness were expected in 2015 given the entity was only launched three months earlier. Despite the increase, awareness is well below last year's results for Canberra Connect which had peaked at 99%.

Awareness levels are similar between males and females and across the age sub-groups. People residing in a group/shared household expressed significantly higher levels of awareness (83%). Those who were single/living alone were the least likely demographic to have been aware of Access Canberra (35%).

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



Base: Overall N=602, Gender N=602, Age N=601, Family status N=600

Usage of Access Canberra

Summary

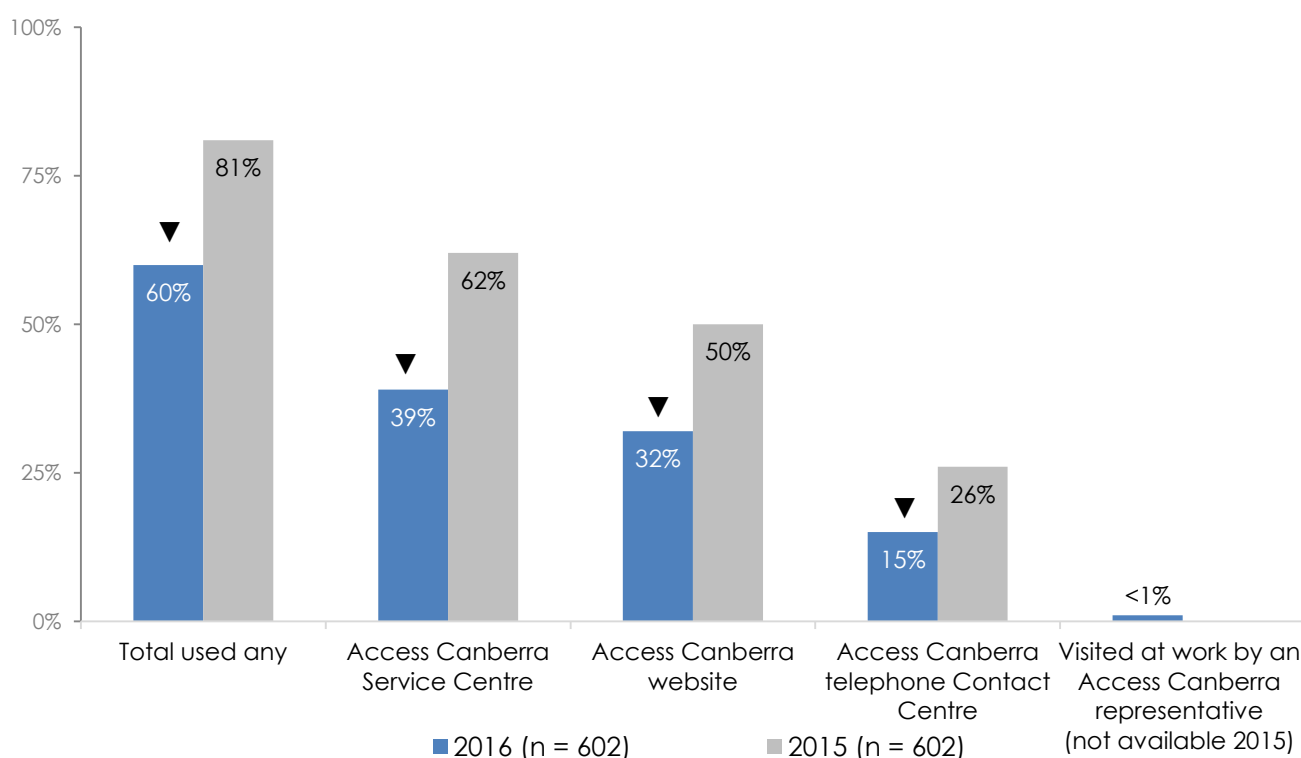
Overall, 60% of residents claimed to have used Access Canberra services in the past 12 months. In comparison, 81% of residents claimed to have used Canberra Connect services in 2015.

39% of residents had visited an Access Canberra Service Centre, 32% browsed or utilised the website, and 15% stated they have called the Access Canberra telephone Contact Centre. Whilst usage of all three channels is down compared to Canberra Connect in 2015, the incidence of usage (i.e.: service centres have highest usage incidence, telephone has the lowest) is the same.

Consistent with last year's findings, residents aged 65+ were significantly less likely to have looked at or used the Access Canberra website than were their younger counterparts.

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

Note: In 2015 residents were asked this question for a 6 month period.



Note: The following spiel was read to interviewees prior to being asked this question. After the first night, we added the section that is bolded to reduce confusion, expecting that usage results would increase, however, the reverse occurred and the result for the Service Centres dropped from 50% usage to 36% (averaging at 39%).

Access Canberra is a customer service facility that **replaced a number of other services, such as Canberra Connect, Office of Regulatory Services, etc. about a year ago.** Access Canberra allows ACT residents to access a whole range of ACT Government Services, such as car registrations, building approvals, licences, and rate payments. Residents can use Access Canberra to perform services, seek advice, provide feedback, lodge complaints, etc. Access Canberra has Service Centres that you can visit, a phone centre you can call, plus an interactive website, and other services for businesses.





Summary Section B

Satisfaction with Access Canberra Services

This section is a high-level comparison of:

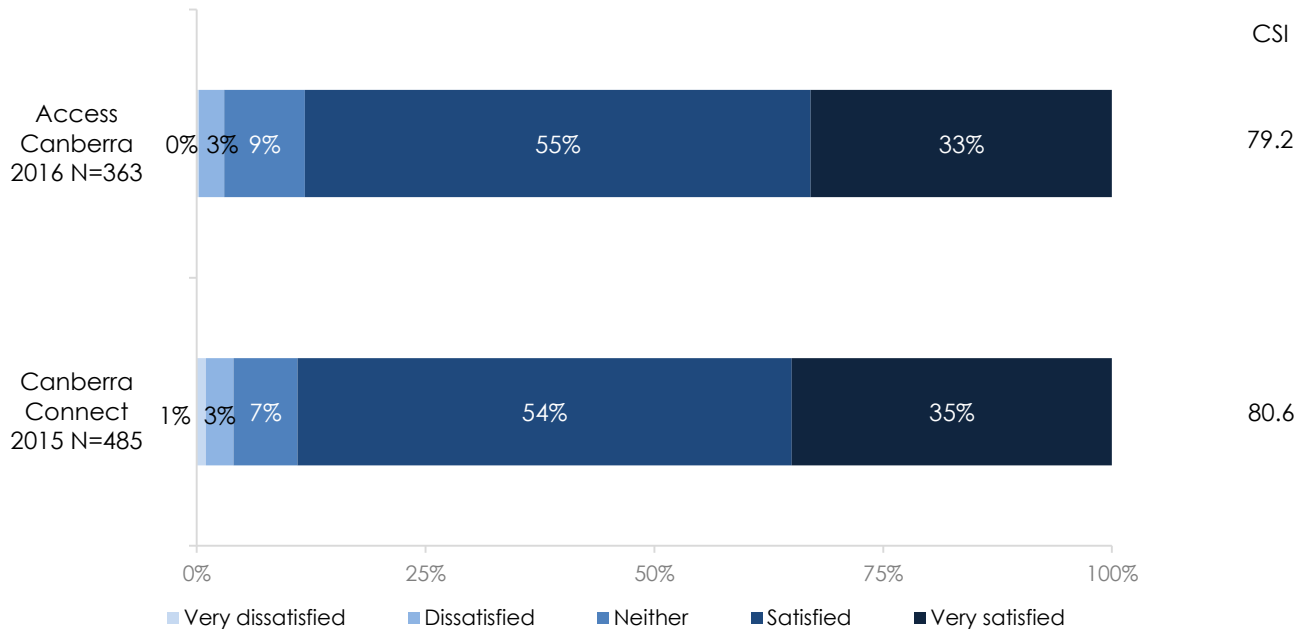
- Access Canberra in 2016 versus Canberra Connect in 2015
- The three Access Canberra channels in 2016

Summary of Overall Satisfaction

Summary

Overall satisfaction with the service provided by Access Canberra (across all channels) was positive, with 88% of residents 'satisfied' or 'very satisfied' with the customer service provided by Access Canberra. Satisfaction ratings have remained steady since 2015.

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



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



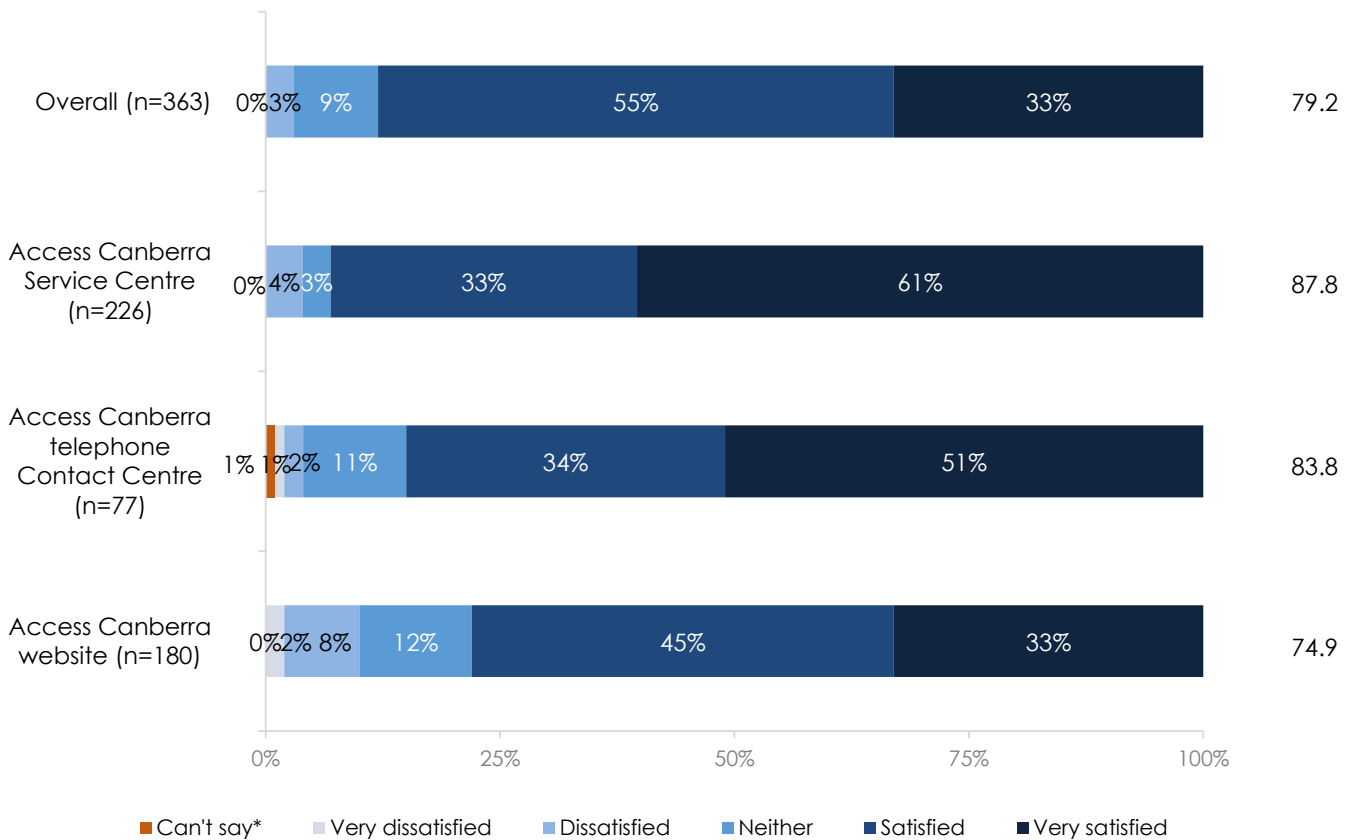
Summary of Satisfaction with Services

Summary

Access Canberra Service Centres received the highest satisfaction rating, with 94% of those who had used the service being 'satisfied' or 'very satisfied' – note that 61% committed to the top 'Very satisfied' code. Fewer people were 'very satisfied' with the Access Canberra website – it's not that they were negative, they were simply less positive.

- 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?
- Q5f. 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 website when you last used it?

CSI



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

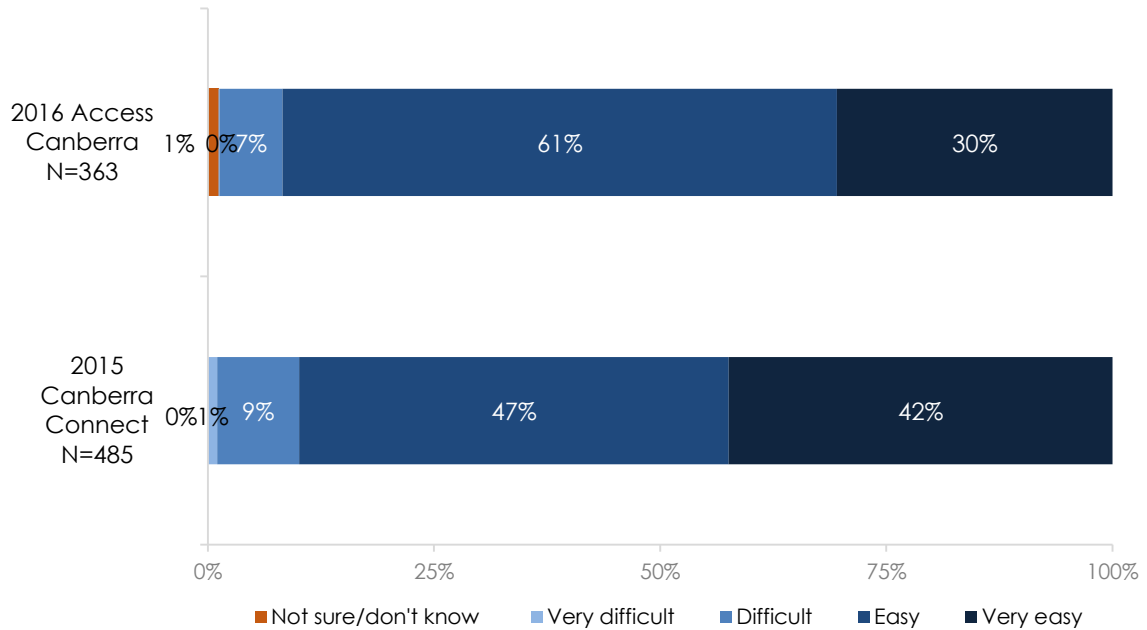


Summary of Ease of Dealings

Summary

Access Canberra users were less likely to commit to the top 'very easy' code when compared to Canberra Connect from 2015 (30% cf. 42%) – although again, they weren't negative, just less positive.

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



Summary of Ease of Dealings

Summary

Consistent with the previous responses, users of Access Canberra were favourable in their overall ratings of the ease of dealing with the services.

Users of the Access Canberra telephone Contact Centre were more likely to commit to the top 'very easy' code.

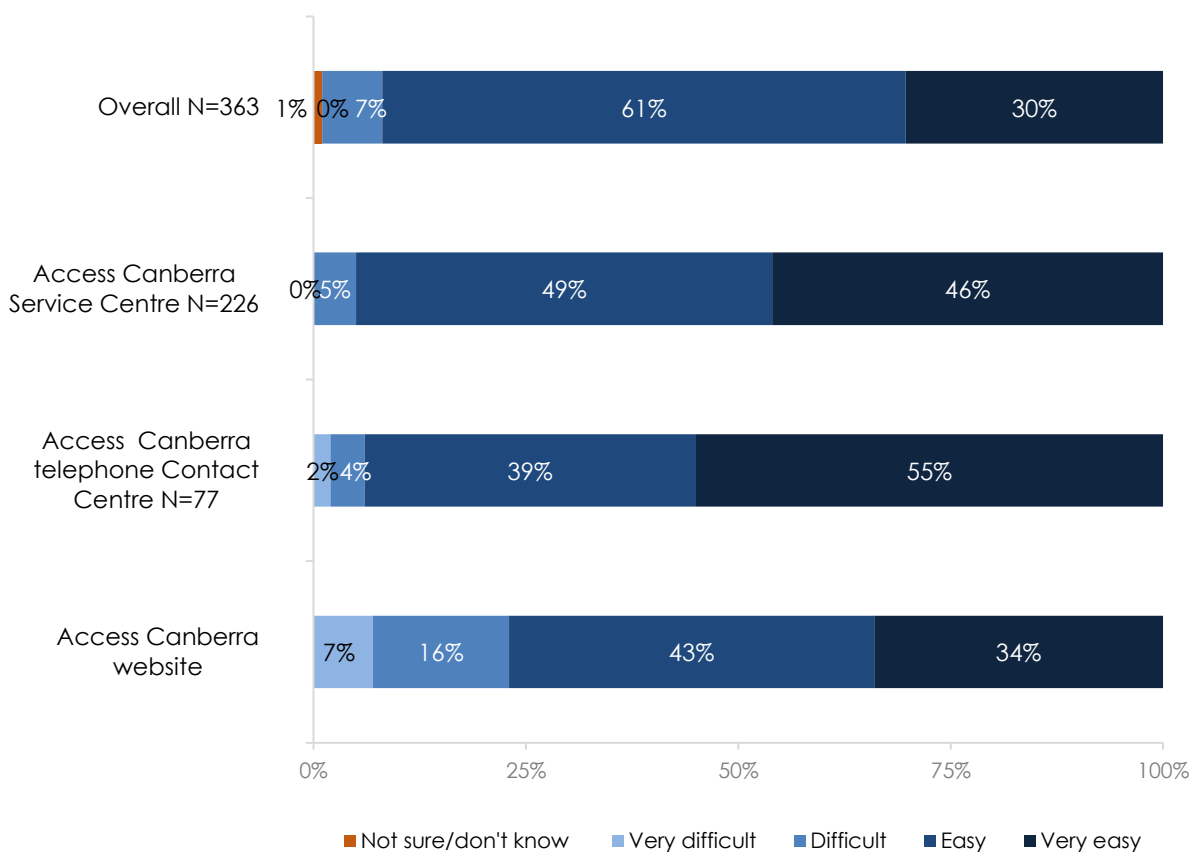
Website users were more likely to express some difficulty dealing with the service.

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?

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

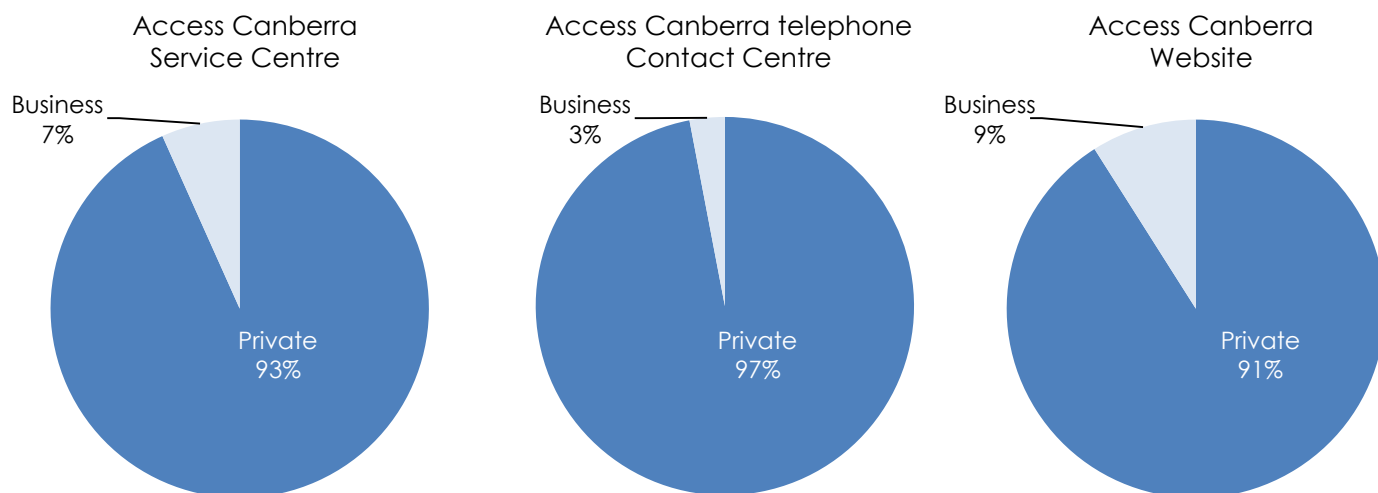
Q6e. How easy was it to find the information or services you were seeking on the Access Canberra website?



Summary of Comparable Service Areas

Q4b, 5a, 6a. Was this most recent contact for private or business purposes?

At least 91% of users' most recent contact was for a private purpose, the predominant contact being in relation to 'car registration', followed by 'driver's licence'.



Base: Service Centre N=226, Contact Centre N=77, Website N=180

Q4c, 5b, 6b. What was this contact in relation to?

	Service Centre	Telephone Contact Centre	Website
Base	226	77	180
Car registration	43%	22%	35%
Driver's licence	39%	3%	5%
Complaint	0%	14%	7%
Rates payment	0%	4%	12%
Injured wildlife	0%	9%	1%
Working with vulnerable people card	5%	<1%	7%
Building approval	4%	3%	5%
Fines (traffic/parking)	1%	6%	4%
Disability information/pass	2%	5%	0%
Can't recall/unsure		2%	5%
Tree removal/maintenance		5%	1%

Only responses that had at least a score of 5% for any one of the sectors are shown here.



Summary of Comparable Service Areas

Summary

On average, users' issues were resolved in just over 1 contact with Access Canberra.

Q4d, 5c, 6c. *How many times did you contact Access Canberra before your issue was resolved?*

	Access Canberra Service Centre	Access Canberra telephone Contact Centre	Access Canberra website
Base	226	77	180
Average	1.30	1.45	1.38
One	84%	77%	82%
Two	11%	11%	7%
Three	1%	6%	2%
Four	0%	2%	1%
Five	0%	0%	1%
More than five	3%	3%	4%
Don't know	0%	1%	3%

Note: The 'don't know' responses have been excluded from the average.



Summary of Comparable Service Areas

Summary

Ratings of specific criteria relating to service were rated highly for both the Service Centre and the Telephone Contact Centre. The exceptions to this were 'the length of time you waited to be served' (Service Centre), or 'waited on the line for a Consultant to speak to you' (Contact Centre) and 'the ease of getting through to someone who could assist' (Contact Centre)

Q4i, 5h. How satisfied or dissatisfied were you with each of the following in relation to your most recent visit/call to the Access Canberra service?

Note: This question was not asked of those who accessed the website.

	Access Canberra Service Centre		Access Canberra telephone Contact Centre	
	T2 Box	Means	T2 Box	Means
Base	226		77	
The staff thoroughly handling your matter	92%	4.62	88%	4.44
The fairness of the staff in dealing with your transaction	92%	4.60	88%	4.56
How polite staff were	94%	4.57	85%	4.48
How easy the information was to understand	91%	4.56	88%	4.53
The Concierge who may have greeted you when you arrived*/ The ease of getting through to someone who could assist**	90%	4.54	75%	4.11
The knowledge of the staff	93%	4.52	85%	4.30
Staff clearly explaining what you needed to know	91%	4.52	84%	4.40
The willingness of staff to assist you	88%	4.45	91%	4.59
The speed of response	83%	4.30	84%	4.37
The amount of time taken by staff to assist you	84%	4.24	87%	4.47
The length of time you waited to be served*/ The length of time you waited on the line for a Consultant to speak to you**	65%	3.89	68%	3.94

* Access Canberra Service Centre

**Access Canberra telephone Contact Centre

Shaded cells = extremely high ratings

Scale: 1 = very dissatisfied, 5 = very satisfied

T2 Box and Means have been calculated with the exclusion of 'can't say' responses.

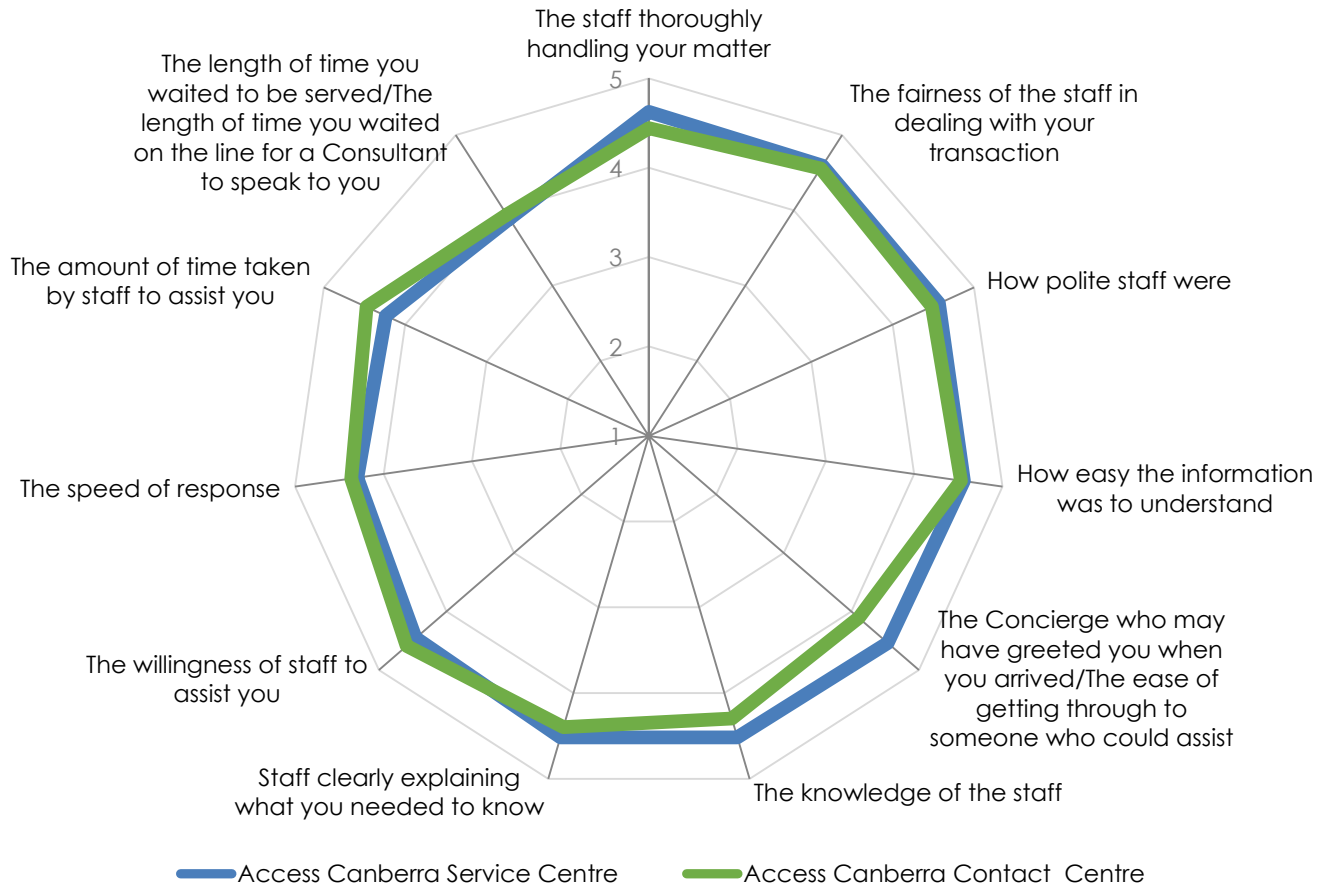
Mean scores from the above table have been graphically represented overleaf – note how similar results generally are between the Service Centre and Telephone Contact Centre.



Summary of Comparable Service Areas

Q4i, 5h. How satisfied or dissatisfied were you with each of the following in relation to your most recent visit to the Access Canberra service?

Note: This question was not asked of those who accessed the website.



Base: Service Centre N=226, Contact Centre N=77





Section C

Access Canberra Service Centres – in Detail

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

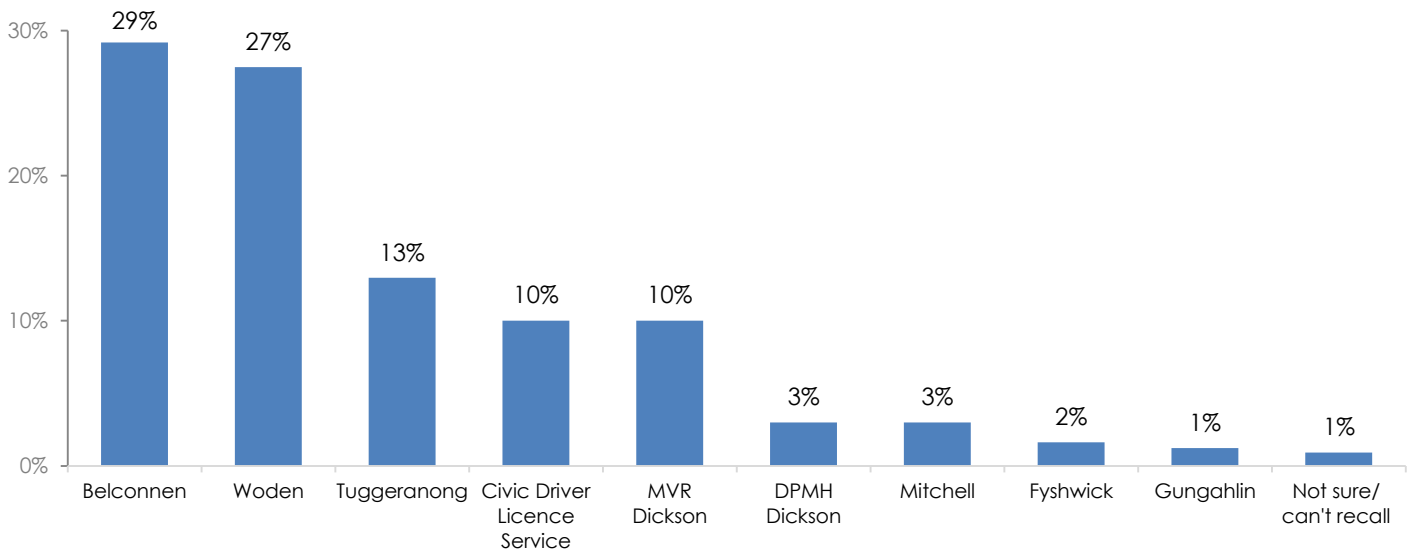
Experience with Access Canberra Service Centre - Details

Summary

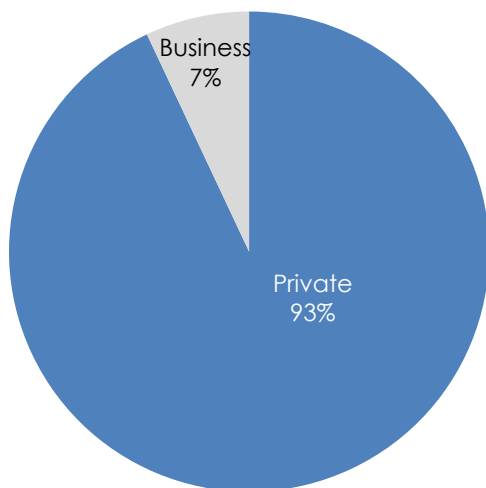
Respondents had predominantly attended the Belconnen or Woden Centres.

93% indicated their contact was for 'private' purposes, generally in relation to their 'car registration' or 'driver's licence'.

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

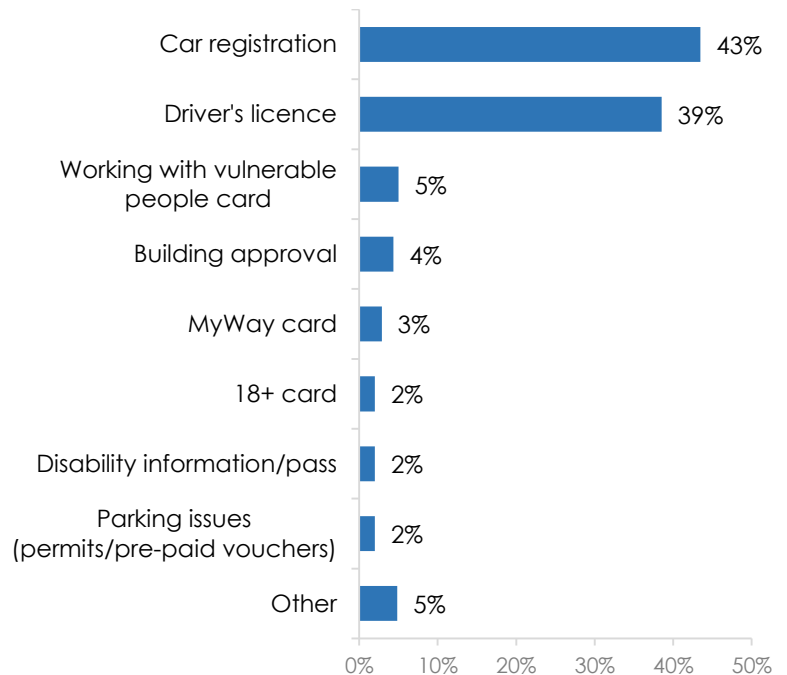


Q4b. Was this most recent contact for private or business purposes?



Base: N=226

Q4c. What was this contact in relation to?

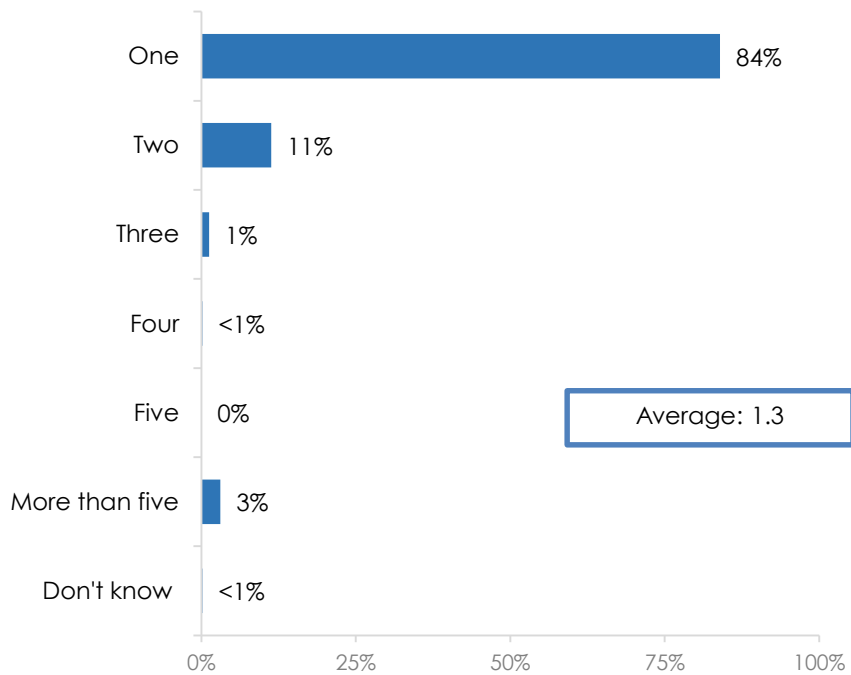


Experience with Access Canberra Service Centre – Frequency of Contacts

Summary

The majority of respondents, 84%, had only to contact an Access Canberra Service Centre once to have their issue resolved.

Q4d. How many times did you have to contact Access Canberra before your issue was resolved?



Base: N=226

Average number of contacts were identical for the two dominant Centres (Woden and Belconnen) – and slightly lower for Driver's Licence enquiries relative to Registration enquiries.

	Centre visited		Reason for visit	
	Woden	Belconnen	Car registration	Driver's Licence
Base	62	66	98	87
Average	1.2	1.2	1.2	1.0
One	80%	84%	79%	97%▲
Two	19%	13%	20%	3%

▲ = significantly higher than overall



Experience with Access Canberra Service Centre – Ease of Dealings

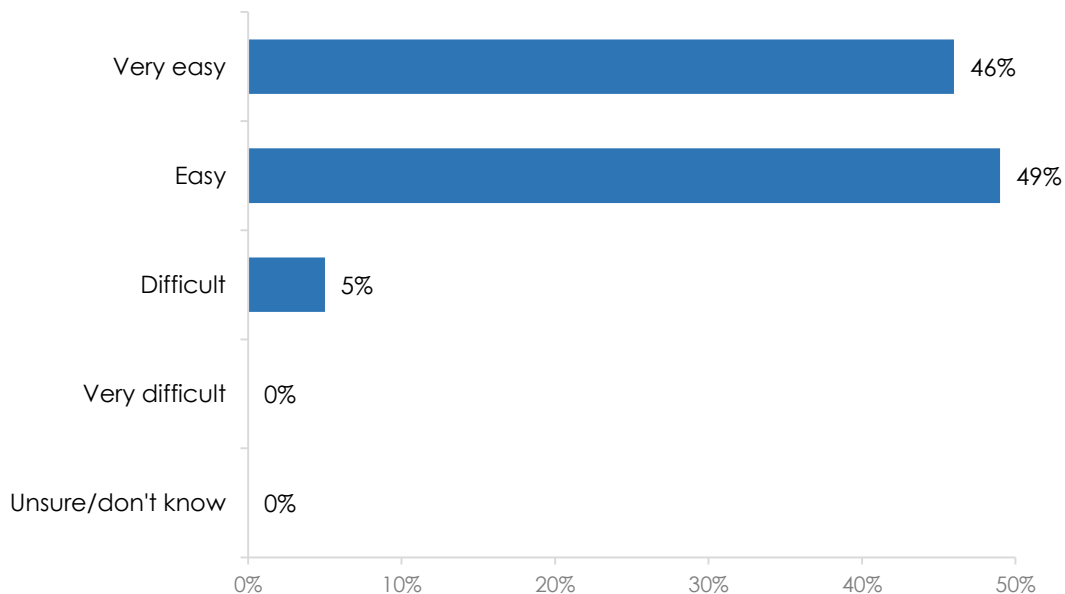
Summary

95% of visitors stated that it was 'easy' to 'very easy' to deal with the Service Centre – results were similar by the two main Centres and the two main enquiry types.

The main reasons for these positive ratings were that it was 'quick – didn't have to wait long', and 'able to complete in one visit' (see overleaf).

Importantly, as shown in the table overleaf, there was a significant difference between those who rated their dealing with the Service Centre as 'very easy' and 'easy or difficult' when it came to the knowledge of the person they were dealing with. This suggests that knowledge may be a driver of finding the service 'very easy' (as opposed to simply 'easy') – thus, this may be an opportunity for Access Canberra to improve their service by making sure that their staff members have the knowledge necessary for their position.

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



Base: N=226

	Centre visited		Reason for visit	
	Woden	Belconnen	Car registration	Driver's Licence
Base	62	66	98	87
Very easy	50%	48%	49%	43%
Easy	47%	48%	48%	55%
Difficult	2%	4%	2%	2%
Very difficult	0%	0%	0%	0%
Unsure/don't know	1%	0%	0%	0%



Experience with Access Canberra Service Centre – Ease of Dealings

Q4f. Why do you say that it was (insert answer from Q4e):

Q4f Reason for selected rating	Q4e Rating	
	Very easy	Easy/Difficult
Base	104	121
Quick - didn't have to wait long	66%	56%
Able to complete in one visit	46%	39%
Person was knowledgeable	36%▲	17%
Staff provided clear information	4%	0%
Good service/helpful/friendly/efficient staff	4%	3%
Efficient ticket system/easy process	2%	1%
Location is well known/convenient	0%	6%
Person didn't appear to be knowledgeable	0%	5%
Had to wait a long time	0%	5%
Ticket dispenser was out of order	0%	5%
Other	2%	9%

▲ Significantly higher than easy/difficult

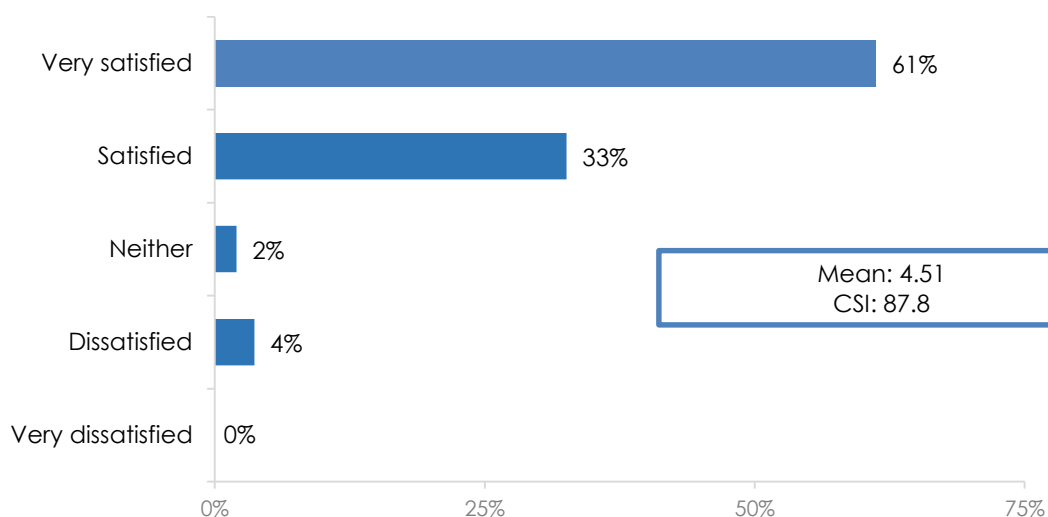


Experience with Access Canberra Service Centre – Satisfaction Rating

Summary

94% of visitors to a Service Centre rated their actual customer service experience as 'satisfied' (33%) to 'very satisfied' (61%), a result that was similar across all demographics.

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?



Base: N=226

These satisfaction levels were uniform across the community demographics, with no significant differences recorded.

	Overall	Gender		Age				
	2016	Male	Female	< 35	35-44	45-54	55-64	65+
Base	226	116	110	74	50	43	30	29
CSI scores	87.8	87.8	87.9	86.8	84.6	88.8	91.2	90.9

	Household type				
	Single/ living alone	Single parent (children at home)	Couple (children at home)	Couple (no children at home)	Group/ shared household
Base	43	8*	70	64	41
CSI scores	87.8	90.5	87.6	89.4	85.3

	Centre visited		Reason for visit	
	Woden	Belconnen	Car registration	Driver's Licence
Base	62	66	98	87
CSI scores	87.9	90.9	90.1	87.4

Scale CSI: 0 = very dissatisfied, 100 = very satisfied
Scale mean: 1 = very dissatisfied, 5 = very satisfied

* Caution – small base

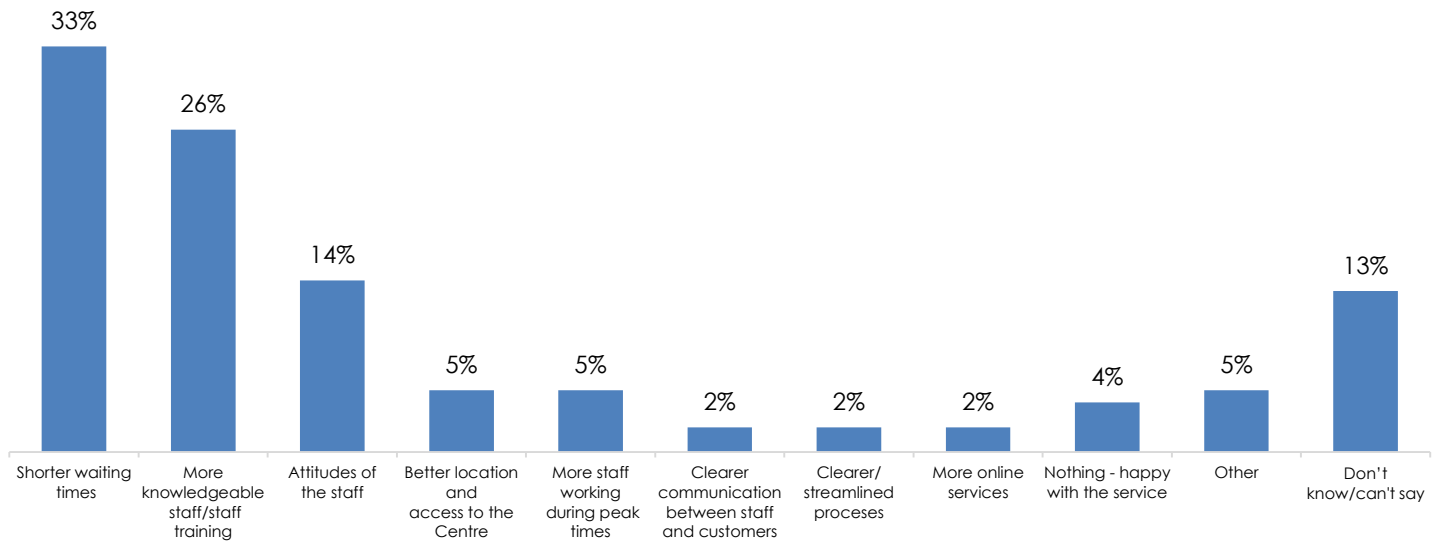


Experience with Access Canberra Service Centre – Satisfaction Rating

Summary

'Shorter waiting times' and 'more knowledgeable staff/staff training' were identified as the principal suggestions from visitors to improve their satisfaction rating of the Centre.

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



Base N=88

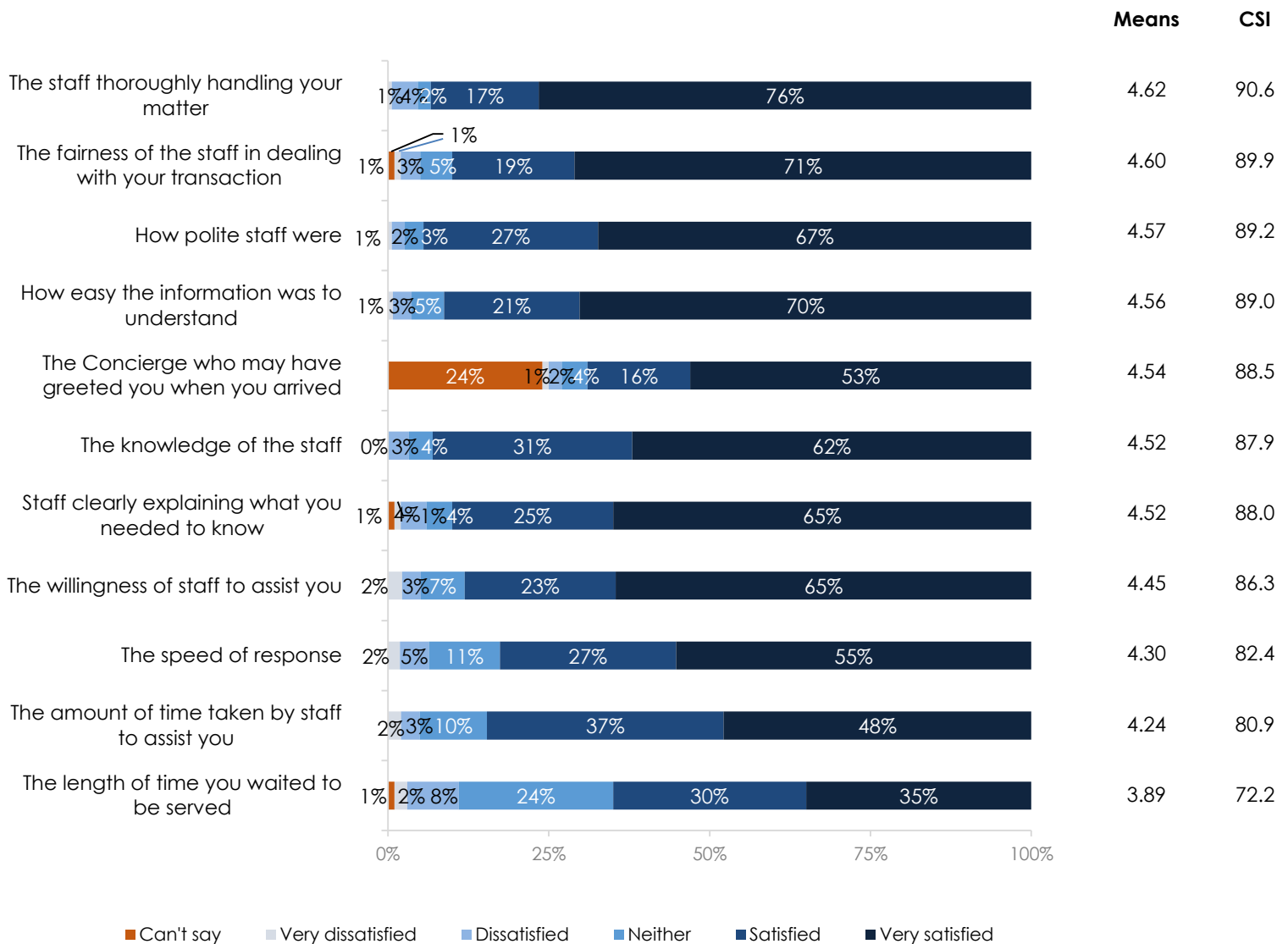


Experience with Access Canberra Service Centre – Detailed Satisfaction Ratings

Summary

Customers validated the overall satisfaction score given, with 10 of the 11 specific criteria receiving very high to extremely high scores. In this fast-paced world, 'the length of time you waited to be served' at the Service Centre received the lowest rating, with a moderately high score.

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=224-225 for all but 'the Concierge who may have greeted you when you arrived' N=172

Scale Means: 1 = very dissatisfied, 5 = very satisfied

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



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**

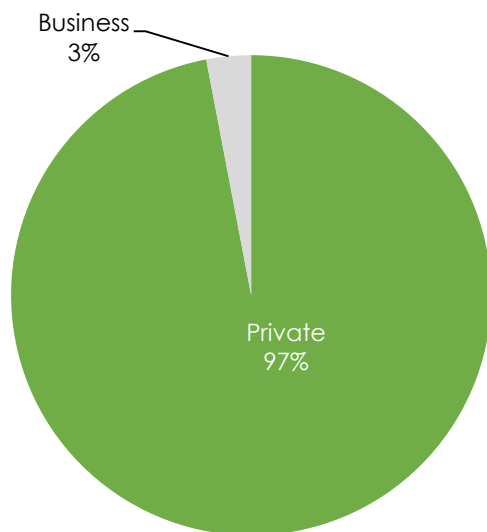
Experience with the Access Canberra Telephone Contact Centre - Details

Summary

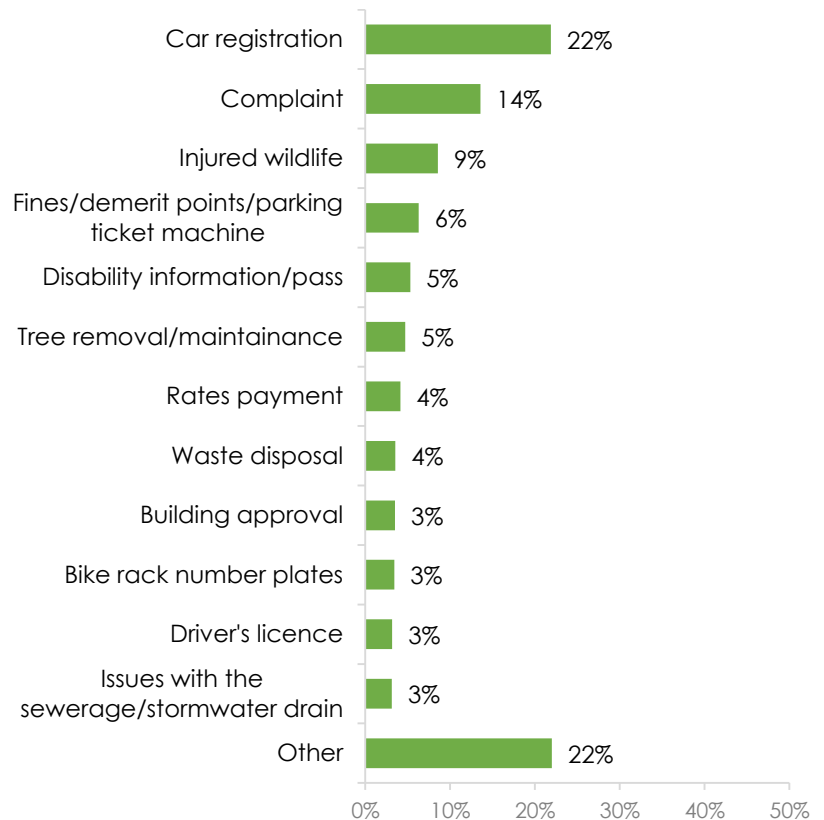
97% of customers had called the Contact Centre for private purposes, the dominant reason for the call being 'car registration' – although reasons were more fragmented than for visiting the Contact Centres.

77% had their issue resolved with the first contact.

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

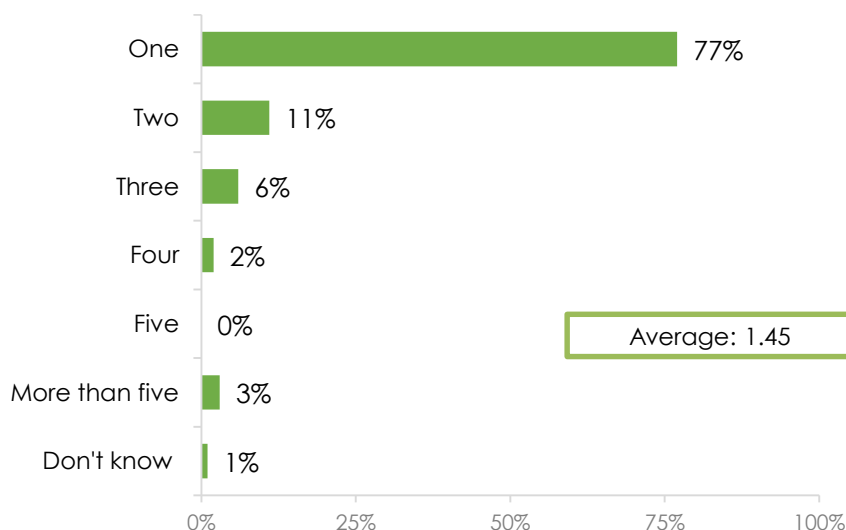


Q5b. What was this most recent contact in relation to?



Base: All charts this page N=77

Q5c. How many times did you have to contact Access Canberra before your issue was resolved?

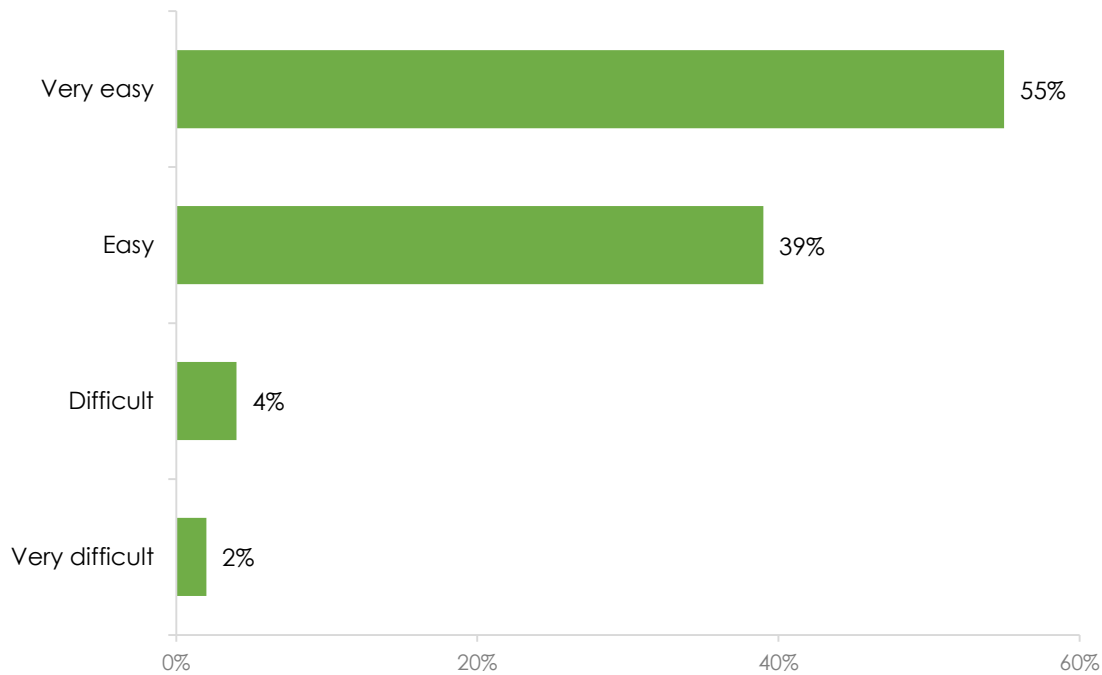


Experience with the Access Canberra Telephone Contact Centre – Ease of Dealings

Summary

The majority (94%) of callers to the Contact Centre found their dealings 'easy' to 'very easy'. The main reasons supplied for giving these ratings were 'quick – didn't have to wait long', 'person was knowledgeable', and 'able to complete in one call' – note in particular that the first two appear to be 'drivers' of a more positive rating.

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



Base: N=77

Q5e. Why do you say that it was (insert answer from Q5d)?

Q5e Reason for selected rating	Q5d Rating	
	Very easy	Easy + Difficult
Base	42	35
Quick, didn't have to wait long	63%▲	24%
Person was knowledgeable	58%▲	33%
Able to complete in one call	40%	34%
Had to wait a long time	0%	12%
Person didn't appear to be knowledgeable	0%	8%
Had to ring back	0%	6%
Transferred and had a poor experience	0%	4%
Was confused by the name change	0%	4%
Other	0%	8%



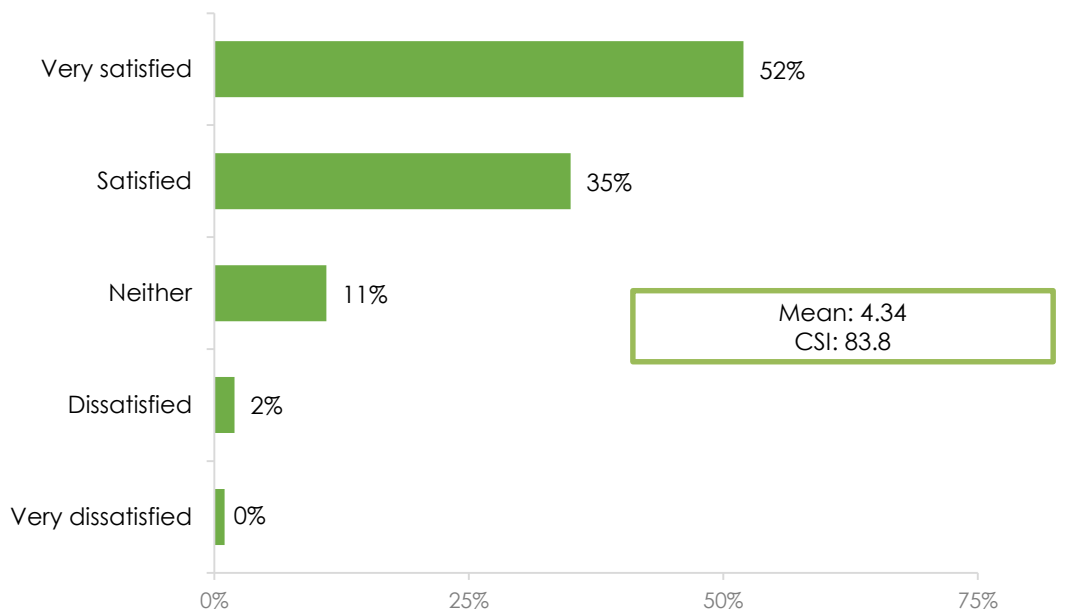
Experience with the Access Canberra Telephone Contact Centre – Satisfaction Rating

Summary

There was a very high level of satisfaction with the customer service experienced with their call to the Telephone Contact Centre. The majority of users (52%) were 'very satisfied', while a further 35% were 'satisfied'.

21% of those who did not commit to the highest 'very satisfied' rating suggested that 'shorter waiting times/time spent on hold' would encourage them to rate the Contact Centre more positively.

Q5f. 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 service you received from the Contact Centre during your last call?



Base: N=77

These satisfaction levels were uniform across the community demographics, with no significant differences recorded.

	Overall	Gender		Age				
	2016	Male	Female	< 35	35-44	45-54	55-64	65+
Base	77	27	51	13*	19*	16*	17*	12*
CSI scores	83.4	84.0	83.1	71.0	90.0	87.2	79.9	86.2

	Household type				
	Single/ living alone	Single parent (children at home)	Couple (children at home)	Couple (no children at home)	Group/ shared household
Base	13*	10*	27	19*	8*
CSI scores	81.8	68.1	89.7	85.8	78.2

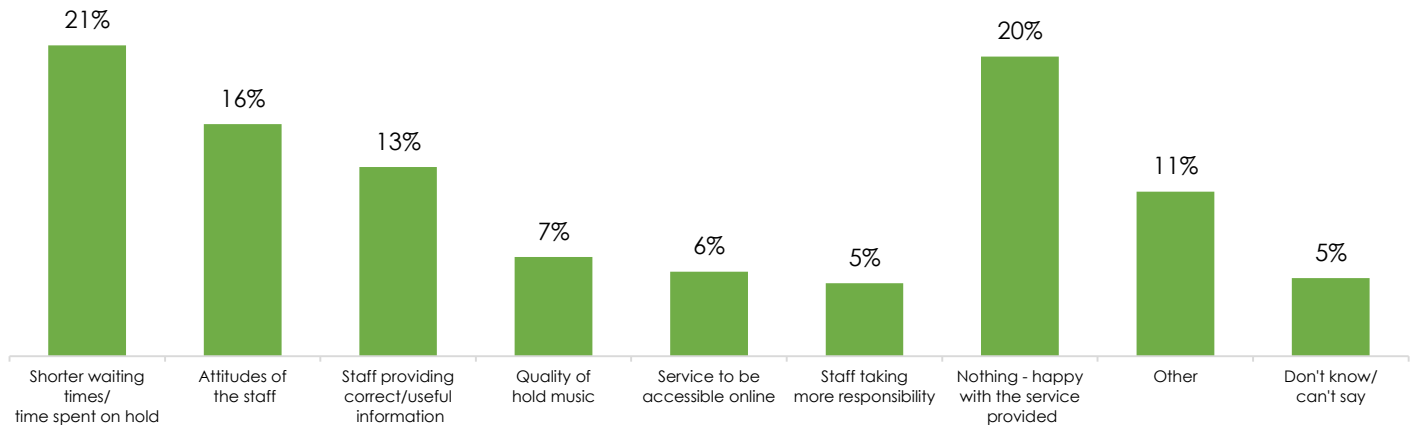
Scale CSI: 0 = very dissatisfied, 100 = very satisfied

Scale mean: 1 = very dissatisfied, 5 = very satisfied

* Caution – small base

Experience with the Access Canberra Telephone Contact Centre – Satisfaction Rating

Q5g. What would have to change to make you very satisfied with the Access Canberra telephone Contact Centre service?



Base: N=37



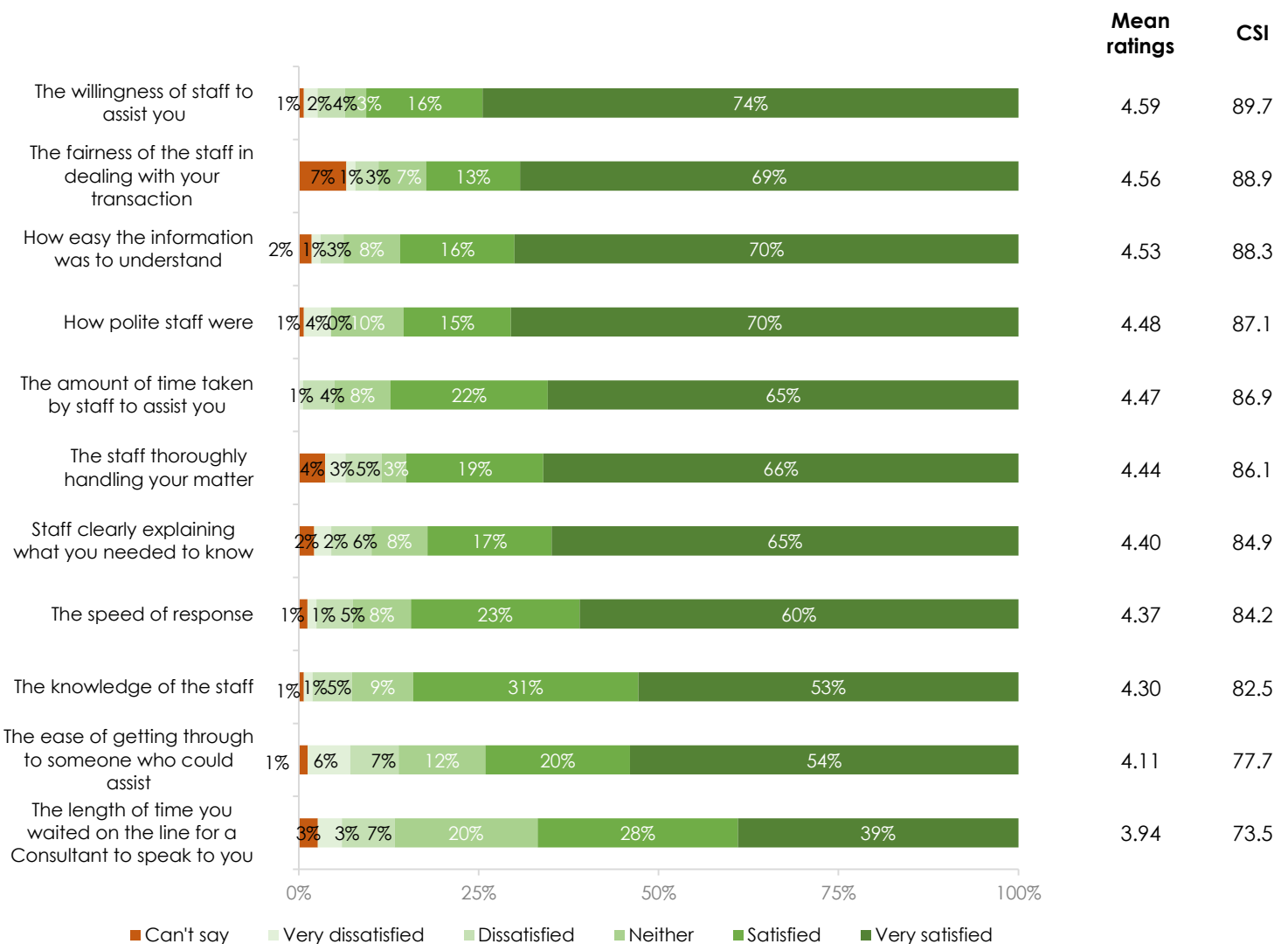
Experience with the Access Canberra Telephone Contact Centre – Detailed Satisfaction Ratings

Summary

Overall, users expressed very high to extremely high levels of satisfaction for these criteria. The exceptions being 'the ease of getting through to someone who could assist', and 'the length of time you waited on the line for a Consultant to speak to you', which were rated of moderately high satisfaction.

'The willingness of staff to assist you', 'the fairness of the staff in dealing with your transaction', and 'how easy the information was to understand' were considered the outstanding features of their experience with the Contact Centre.

Q5h. Overall, how satisfied or dissatisfied were you with the following in relation to your most recent call to the Access Canberra telephone service?



Base: N=72-77

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

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



Section E

Access Canberra Website

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

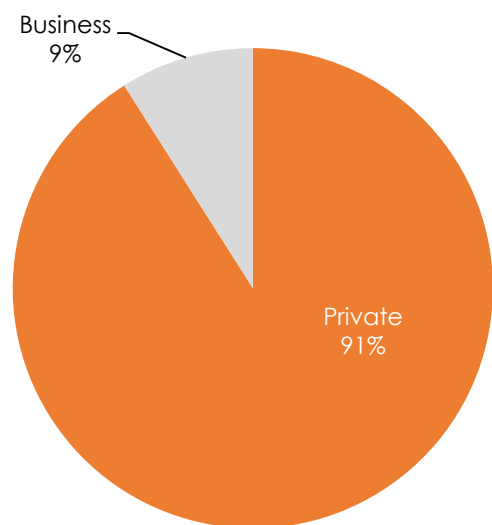
At the time of undertaking the 2016 wave of research, not all services have been integrated into the Access Canberra website.

Experience with the Access Canberra Website- Details

Summary

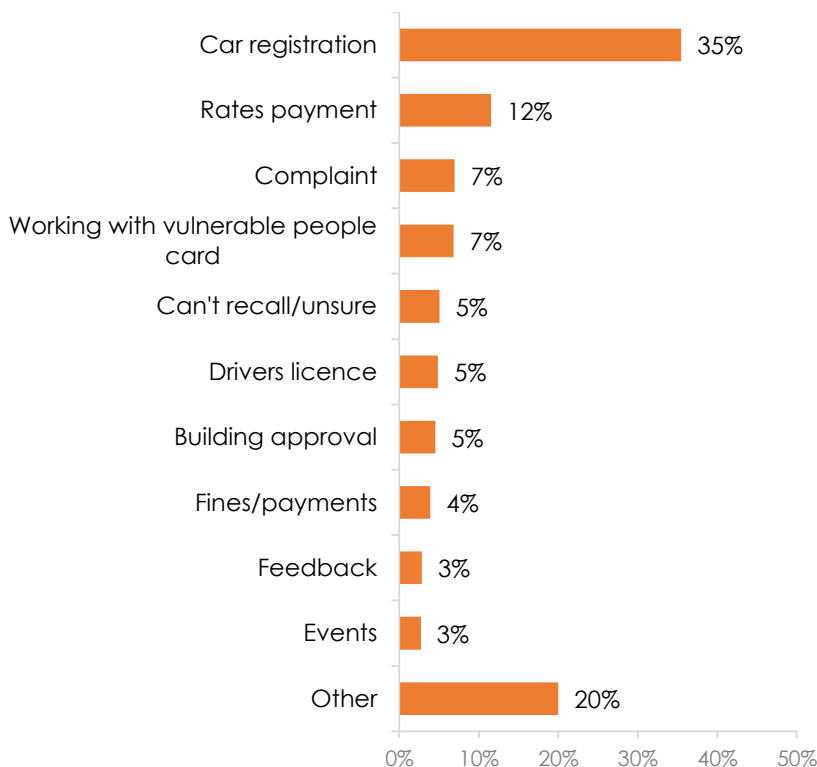
91% of the most recent uses of the website were for personal reasons. The predominant reason for visiting the site was 'car registration' (although again there is more fragmentation of services than there was for visiting Contact Centres), and the majority of issues were resolved on the first contact.

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



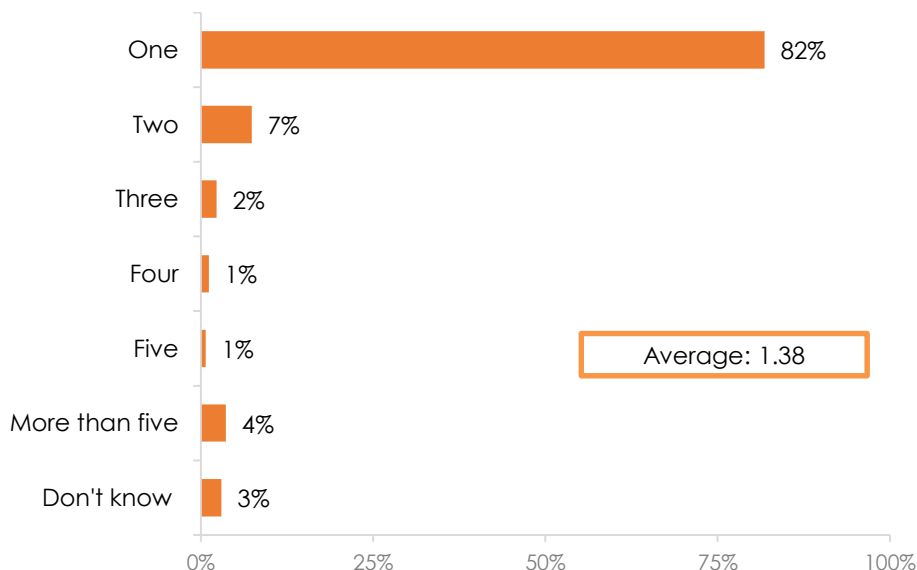
Base: N=180

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



Base: N=180

Q6c. How many times did you have to contact Access Canberra before your issue was resolved?



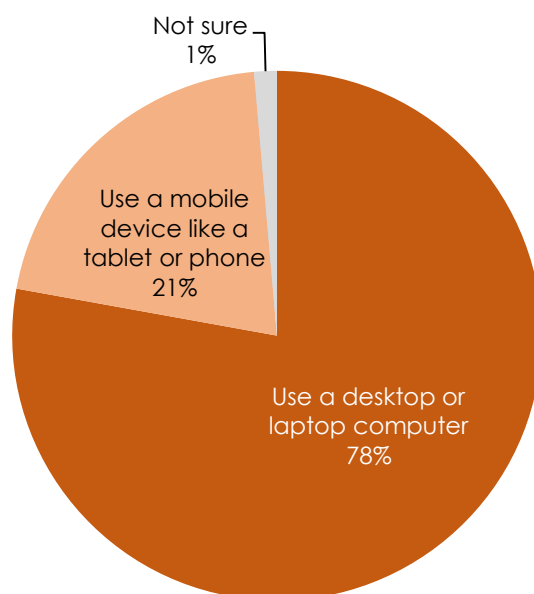
Base: N=180

Experience with the Access Canberra Website - Details

Summary

78% stated they used a desktop or laptop computer to access the site. However, a significant minority (21%) used a tablet or phone. Whilst females and under 35 year olds appear more likely to have used a tablet/mobile phone, the differences were not significant.

Q6d. When you last used the website, did you:



Base: N=180

	Overall	Gender		Age				
	2016	Male	Female	< 35	35-44	45-54	55-64	65+
Base	180	95	85	65	37	39	28	11
Desktop/Laptop	78%	82%	73%	71%	83%	76%	82%	96%
Tablet/Phone	21%	17%	25%	29%	14%	21%	18%	4%
Not sure	1%	1%	2%	0%	4%	3%	0%	0%

	Household type				
	Single/ living alone	Single parent (children at home)	Couple (children at home)	Couple (no children at home)	Group/ shared household
Base	40	13	58	38	32
Desktop/Laptop	71%	38%	84%	86%	82%
Tablet/Phone	26%	62%	14%	14%	18%
Not sure	3%	0%	2%	0%	0%

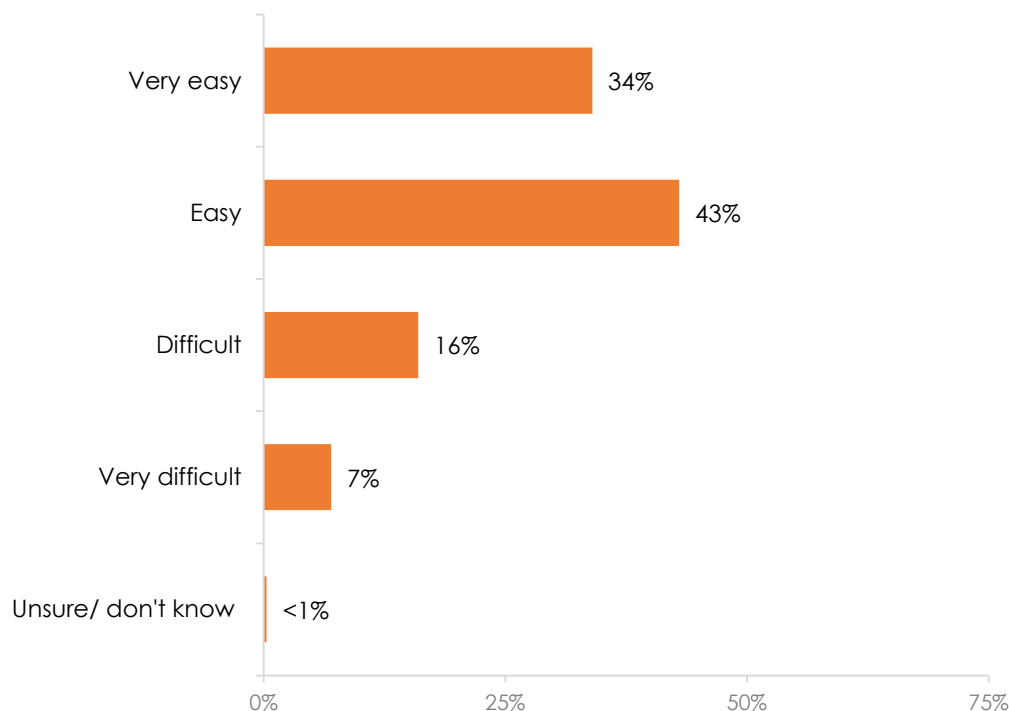


Experience with the Access Canberra Website – Ease of Dealings

Summary

Whilst just over three-quarters of users rated the ease of finding information or services on the website as 'easy' or 'very easy', 23% expressed some difficulty (there were no significant differences by demographics). The table on the next page illustrates the usability gap that exists between those who found the site 'very easy'/'easy' ('information being clearly presented, the ability to complete their transaction in one visit) versus those who found it 'difficult'/'very difficult' ('difficulty navigating the site', and 'not understanding the information on forms').

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



	Overall	Gender		Age				
	2016	Male	Female	< 35	35-44	45-54	55-64	65+
Base	180	95	85	65	37	39	28	11*
Mean	3.04	3.22	2.85	3.16	2.85	2.94	3.21	2.96

	Household type				
	Single/ living alone	Single parent (children at home)	Couple (children at home)	Couple (no children at home)	Group/ shared household
Base	40	13*	58	38	32
Mean	3.28	2.01	2.94	3.26	3.09

Scale: 1 = very difficult, 4 = very easy

*Caution – small base



Experience with the Access Canberra Website – Ease of Dealings

Q6f. Why did you say that it was (insert answer from Q6e)?

Q6f Reason for giving rating	Q6e Rating		
	Very easy	Easy	Difficult/Very difficult
Base	61	78	41
Information clearly presented	87%▲	67%▼	0%▼
Able to complete transaction in one website visit	50%▲	47%▲	0%▼
Form easy to fill out	27%	15%	0%
Had to find documents/card to complete transaction online	0%	2%	4%
Had a slow Internet speed	0%	0%	1%
Didn't understand the information/question on the form	0%▼	1%▼	9%▲
Had difficulty navigating/finding what I was after	0%	2%	98%▲
Inaccurate information provided	0%	0%	2%
Can't recall	0%	1%	0%
Limited computer knowledge	0%	0%	1%

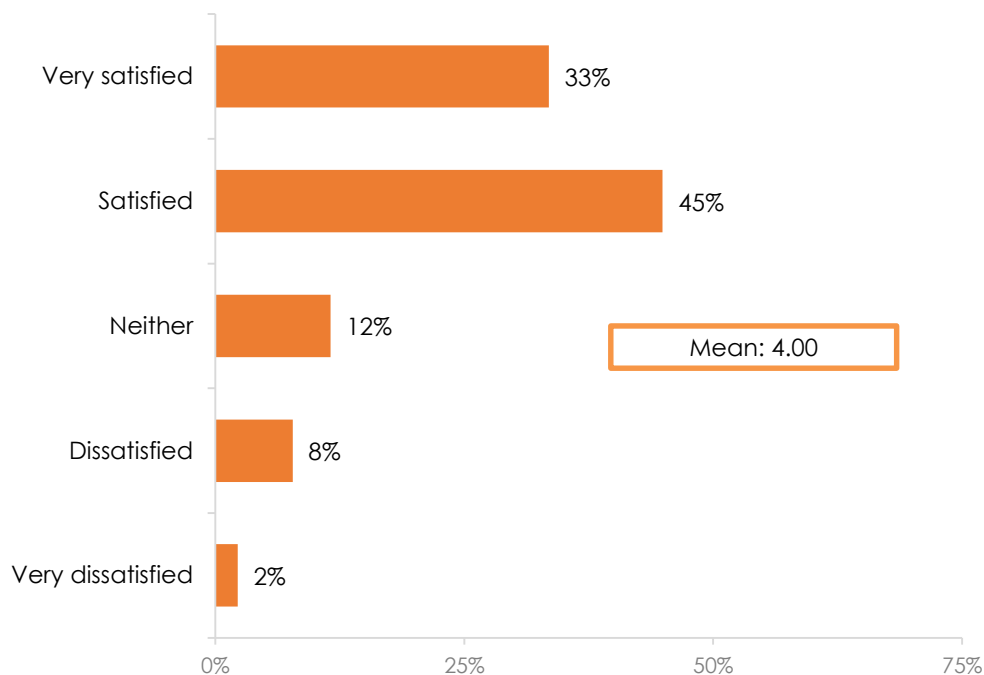
▲ ▼ Significantly higher/lower

Experience with the Access Canberra Website – Satisfaction Rating

Summary

Overall, website users expressed a high level of satisfaction with the site – there were no significant differences in mean scores by demographics.

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



Base: 180

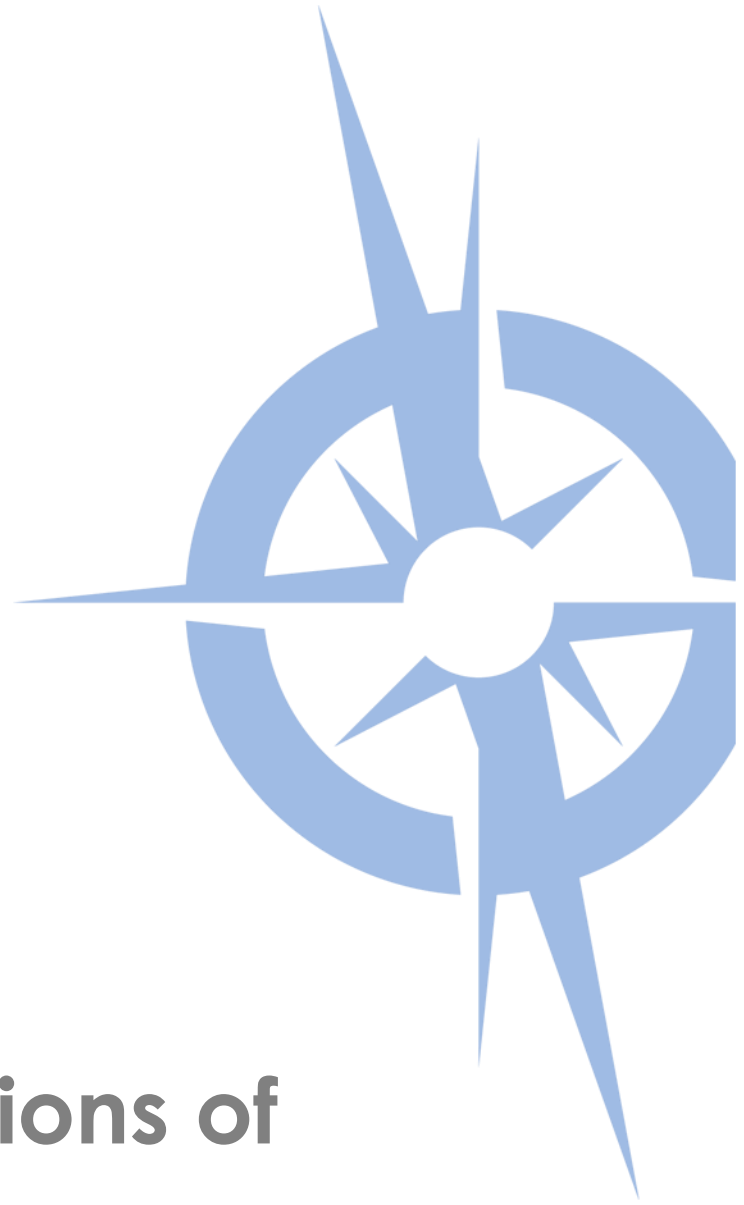
	Overall	Gender		Age				
	2016	Male	Female	< 35	35-44	45-54	55-64	65+
Base	180	95	85	65	37	39	28	11*
Mean	4.00	4.17	3.81	4.25	3.72	3.77	4.21	3.70

	Household type				
	Single/ living alone	Single parent (children at home)	Couple (children at home)	Couple (no children at home)	Group/ shared household
Base	40	13*	58	38	32
Mean	4.19	2.99	3.94	4.09	4.15

Scale: 1 = very dissatisfied, 5 = very satisfied

*Caution – small base





Section F

Overall Perceptions of Access Canberra

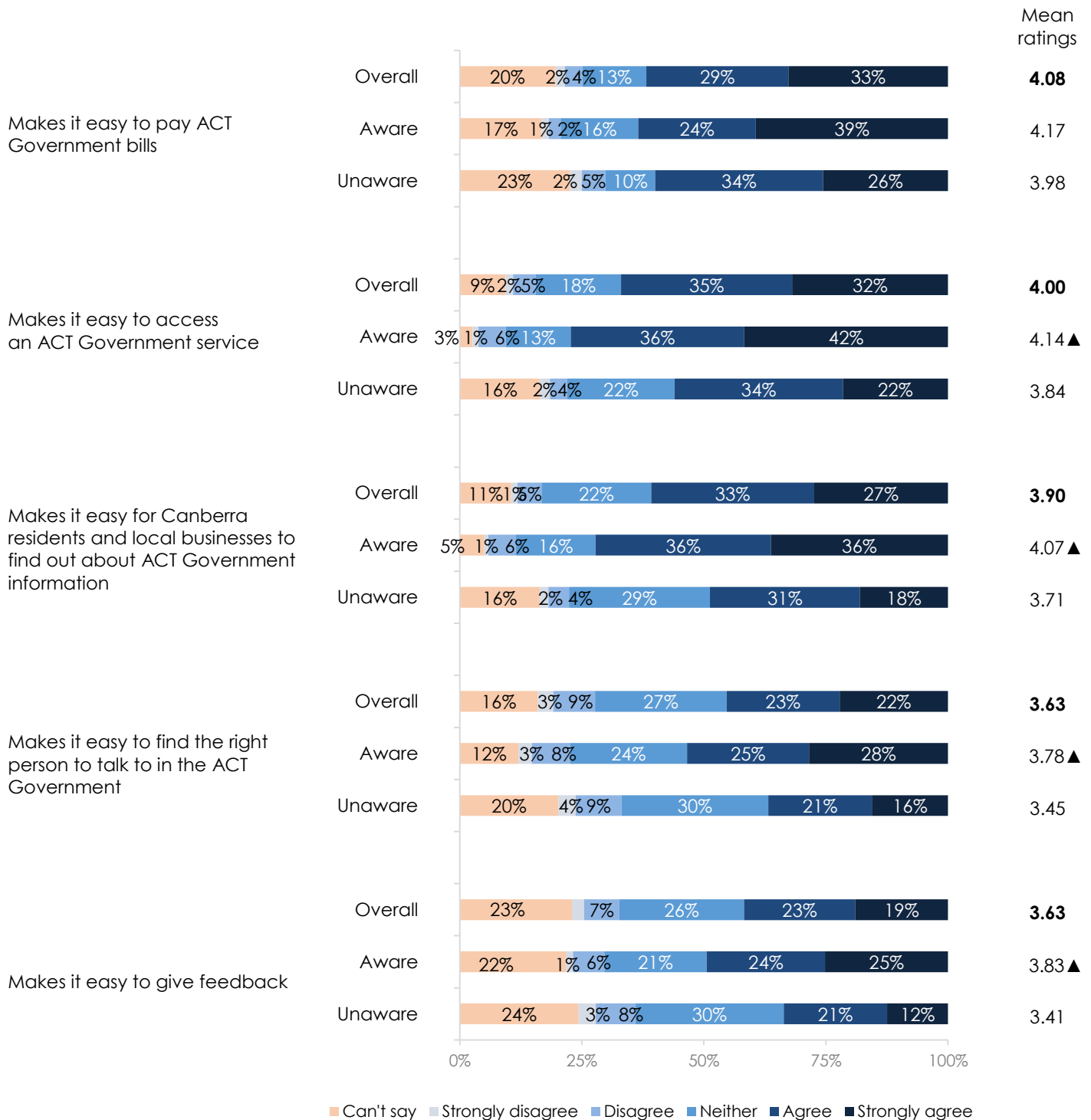
Overall Perceptions of Access Canberra

Those aware/unaware of Access Canberra

Summary

Unsurprisingly, those who were aware of Access Canberra gave generally higher agreement scores. However, it is perhaps surprising that the differences in mean scores were not higher – this suggests that even those not aware of the service can easily grasp its purpose.

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:



▲ = Significantly higher than 'unaware'
 Base: N=602, Aware N=310, Unaware N=292

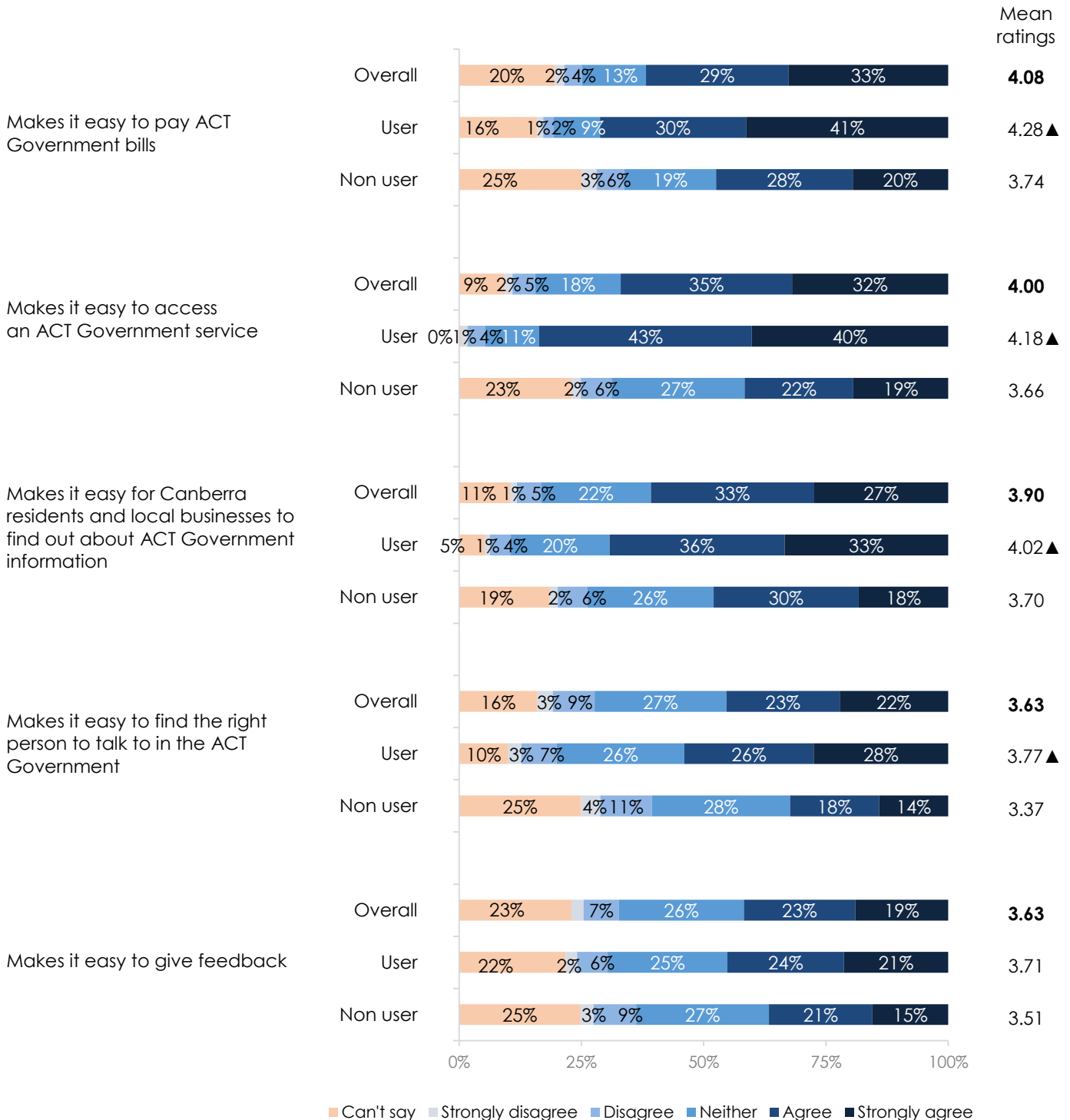
Overall Perceptions of Access Canberra

Users/Non users of Access Canberra

Summary

Similarly, users of the Service were more likely to agree with the statements than were non-users of the service. Based on the total resident results, areas for Access Canberra to work on are perceptions of 'ease of giving feedback' and 'finding the right person to contact'.

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:



▲ = Significantly higher than 'non user'

Base: Overall N=602, User (of an Access Canberra Service) N=363, Non user (off Access Canberra Services) N=239

Overall Perceptions of Access Canberra

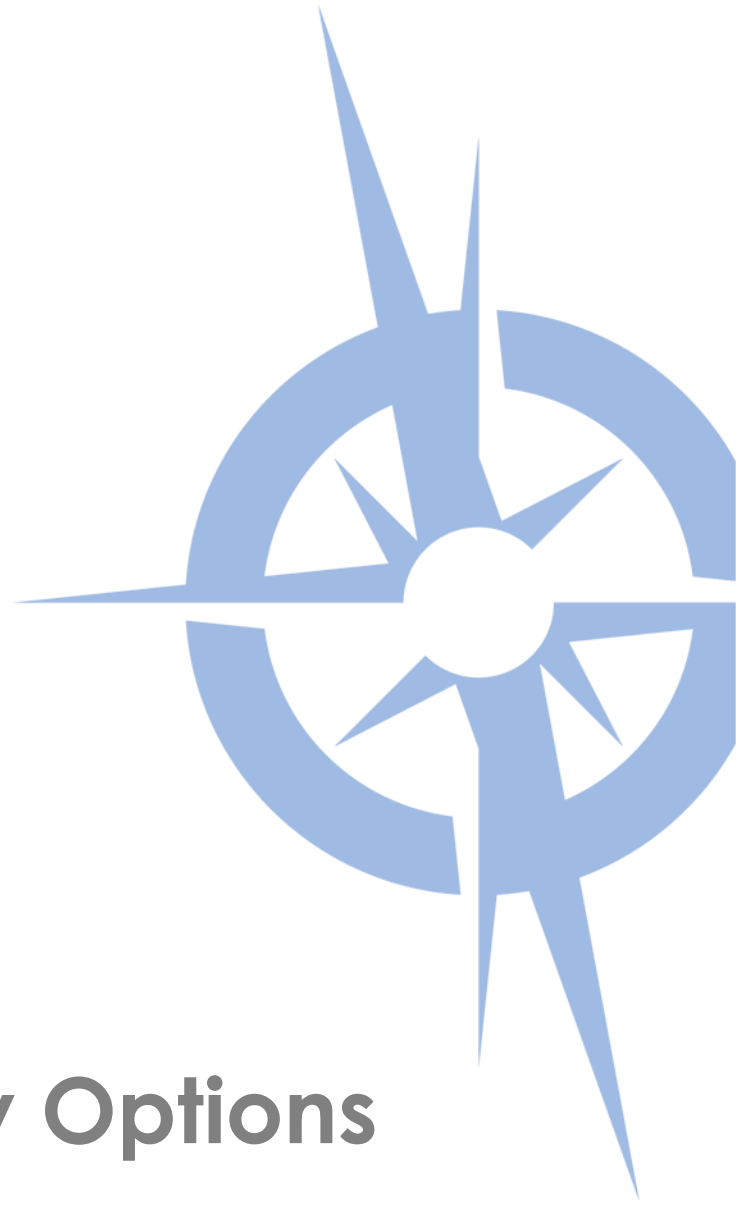
Summary

Approximately half of the respondents felt there was no need to fix any of the service delivery areas of Access Canberra, with users and those aware of the Service more likely (though not significant) to give this response.

Of the suggestions that were given, there was no one single predominant recommendation.

Q7b. If there was one area of service delivery in ACT Government you could fix, what would it be?

	Overall	Aware of Access Canberra	Unaware of Access Canberra	Access Canberra User	Access Canberra Non User
Base	602	310	292	363	239
Nothing	48%	53%	43%	52%	41%
Other	5%	6%	4%	5%	5%
Council staff having better customer service skills/improve staff training	4%	5%	3%	6%	2%
Don't know/can't say	4%	1%	7%	3%	5%
Improve online service	4%	6%	2%	6%	2%
Improve street/park maintenance	4%	3%	4%	2%	6%
Shorter wait times at Service Centres/on phone	4%	3%	5%	5%	2%
Better public transport/timetable	3%	2%	5%	1%	7%
Greater publicity of information (i.e. information on services available/Access Canberra)	3%	1%	5%	1%	6%
Quicker approvals	3%	3%	3%	2%	4%
Government actually getting back to me after I've contacted them	2%	2%	3%	3%	1%
Having everything dealt with on a matter through just one area; not dealing with multiple areas	2%	0%	3%	1%	3%
More service centres/shopfronts	2%	1%	3%	2%	2%
Better access to services	1%	1%	1%	1%	0%
Better communication between Council and residents	1%	1%	1%	1%	1%
Better medical/health services	1%	<1%	1%	0%	1%
Improve car registration processes/costs	1%	2%	<1%	<1%	3%
Improve payment/direct debit services	1%	1%	2%	1%	2%
Improve rubbish collection/waste management	1%	1%	1%	1%	1%
Knowing where things are up to in processes	1%	2%	0%	<1%	2%
Remove/improve automated service	1%	2%	0%	1%	0%
Requirements being simpler, e.g. proof of something, documentation	1%	2%	<1%	1%	1%
Better educational services	<1%	<1%	<1%	1%	0%
Eliminating tram/light rail	<1%	<1%	0%	0%	<1%
Focus on aged care	<1%	0%	<1%	<1%	1%
Longer trading hours of Service Centre	<1%	<1%	<1%	1%	0%
Lower rates	<1%	0%	<1%	0%	<1%
More efficient management of government finances	<1%	0%	<1%	0%	<1%
More staff to reduce wait times	<1%	<1%	1%	1%	0%
Quicker response time	<1%	<1%	1%	0%	1%
Regulation of building approvals	<1%	1%	0%	0%	<1%
Revert to Canberra Connect rather than Access Canberra	<1%	<1%	<1%	<1%	<1%
Traffic Control	<1%	<1%	<1%	0%	0%



Section G

Service Delivery Options

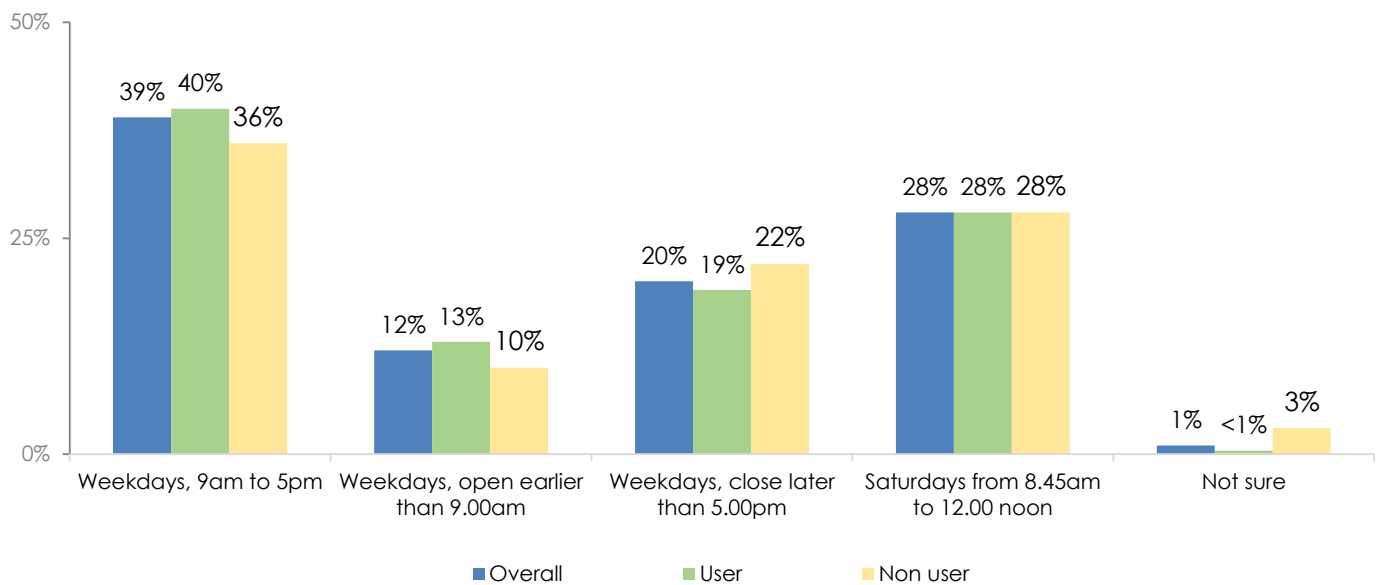
Service Delivery Options – Opening Hours

Summary

There was little difference in the selection of opening hours between users and non users, with a first preference given to 'weekdays, 9am to 5pm', followed by 'Saturdays from 8.45am to 12.00 noon. If we take the second choice into account, the option for being open on a Saturday morning appears popular, as does the later close on a weekday.

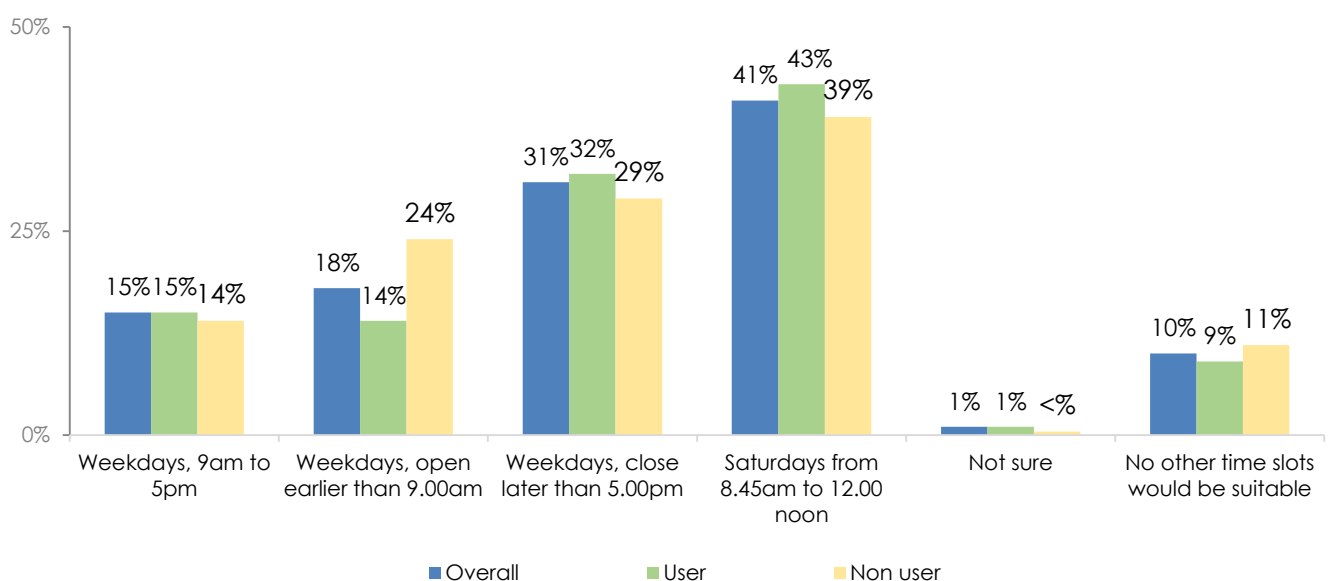
24% of those who originally selected hours outside the 'norm' of business hours, that is earlier than 9am, later than 5pm or Saturdays, subsequently selected weekdays 9am-5pm.

Q8a. If you had to visit any of the Access Canberra Service Centres, which one of the following timeslots would suit you best?



Base: Overall N=602, User N=363, Non user N=239

Q8b. Which other timeslots, if any, would also suit you?



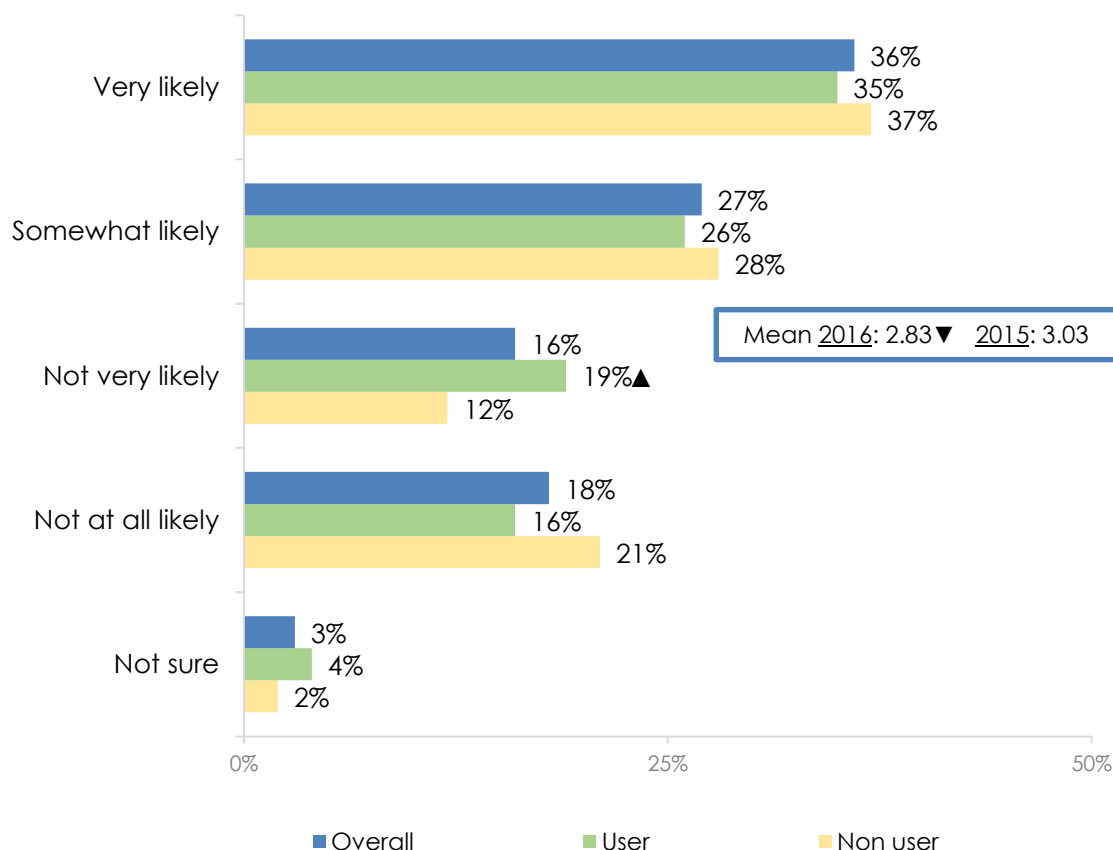
Base: Overall N=593, User N=362, Non user N=232

Service Delivery Options – Call-back Option

Summary

Overall, 63% of respondents would be likely to take advantage of a scheduled call back from Access Canberra – the mean score of 2.83 out of 4 in 2016 is significantly down on the 2015 result of 3.03.

Q9. Thinking now about the Access Canberra telephone Contact Centre, if it was available, how likely is it that you would schedule a call back from Access Canberra if you call them and their lines are busy?



Base: Overall N=602, User N=363, Non user N=239

▲ = Significantly higher than non user

Scale: 1 = not at all likely, 4 = very likely. Those who responded 'not sure' were excluded from the mean calculation.

	Overall	Gender		Age				
	2016	Male	Female	< 35	35-44	45-54	55-64	65+
Base	585	282	303	209	112	102	83	79
Mean	2.83	2.86	2.81	2.81	2.94	2.84	2.74	2.83

	Household type				
	Single/ living alone	Single parent (children at home)	Couple (children at home)	Couple (no children at home)	Group/ shared household
Base	134	25	189	154	80
Mean	2.81	3.09	2.81	2.80	2.93

*Caution – small base

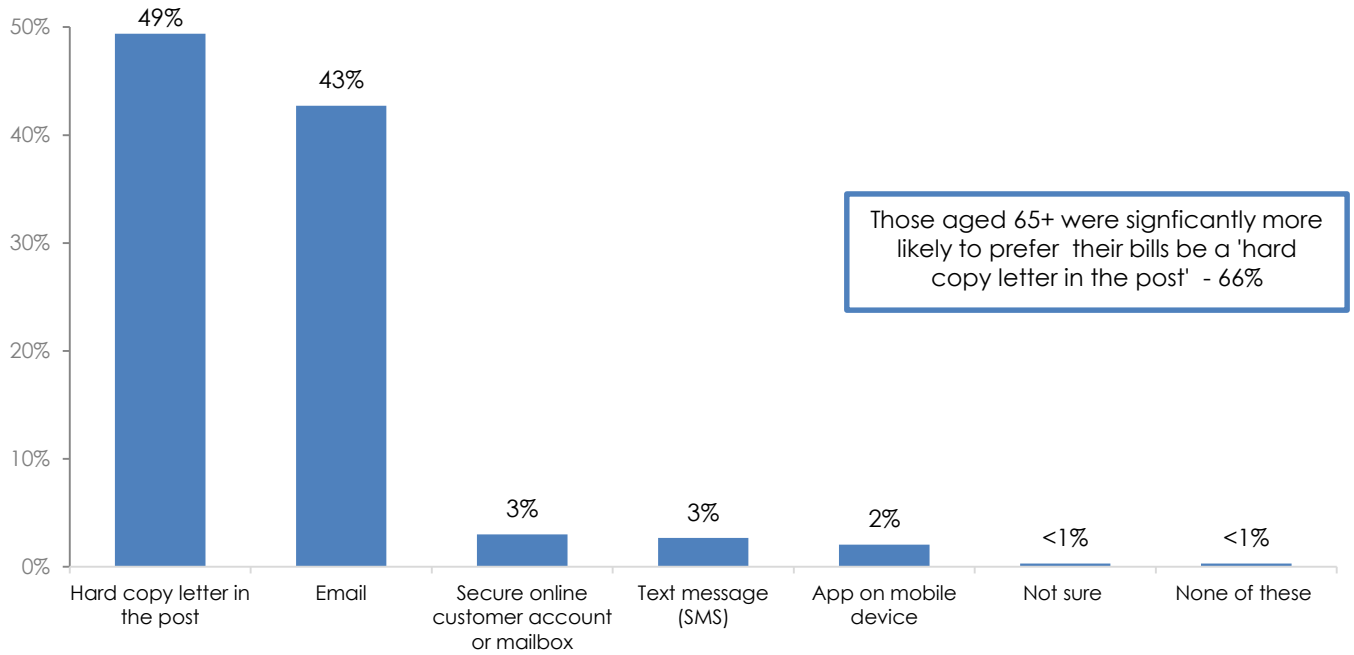
There were no significant differences in mean scores by demographics.

Service Delivery Options – Receiving ACT Government Bills

Summary

Residents were most likely to prefer their bills mailed or emailed to them.

Q10. Which method would you prefer to receive your ACT Government bills?

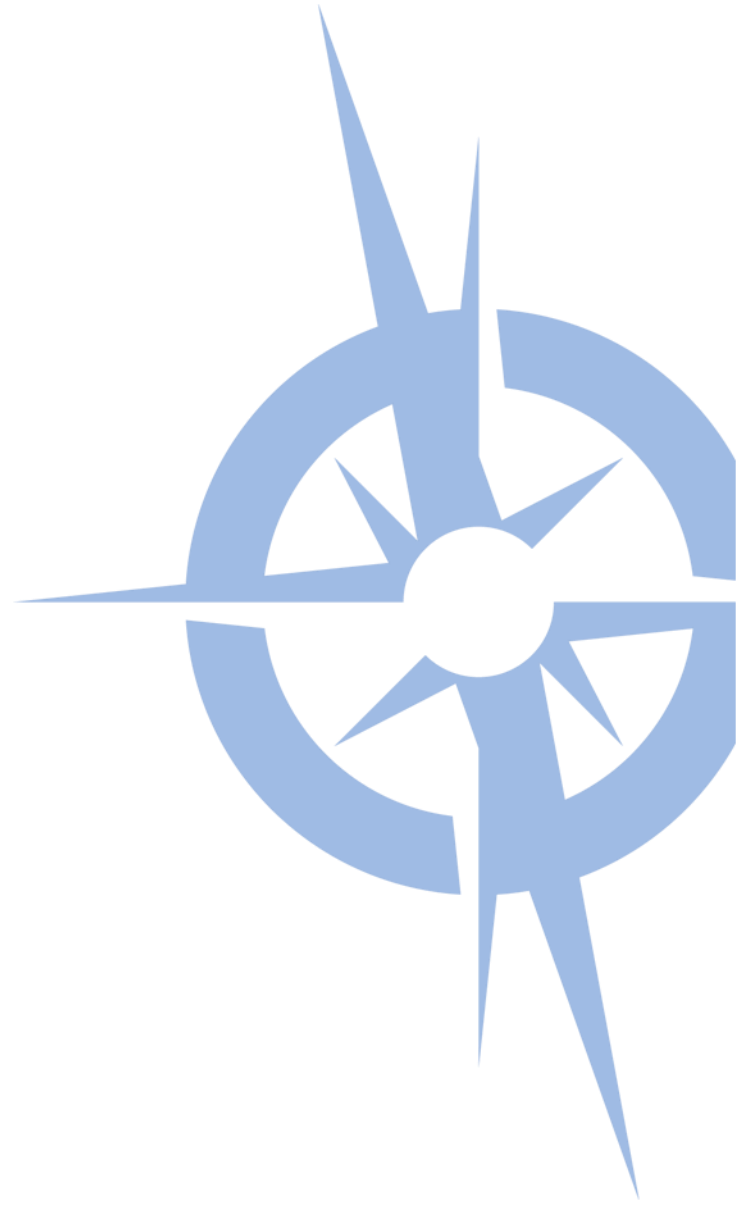


Base: N=602



Section H

Feedback

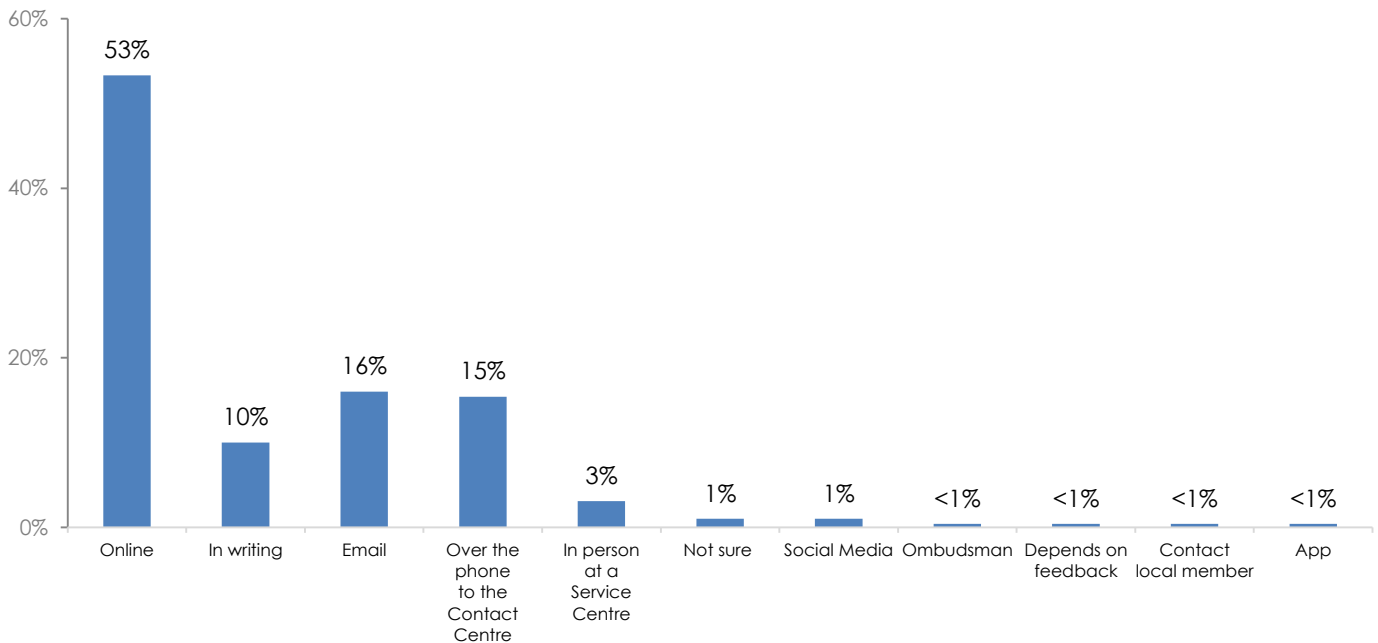


Feedback

Summary

Residents were significantly more likely to prefer 'online' as the portal for providing feedback to the ACT Government. Their main reason for choosing online was 'ease/convenience'.

Q11a. Now I'd like to ask you about providing feedback to ACT Government. If you wanted to provide feedback to ACT Government, how would you most prefer to provide it?



Base: N=602

Q11b. Why would you prefer to provide feedback via (insert answer from Q11a)?

	Online	In writing	Email	Over the phone to the Contact Centre	In person at a Service Centre
Base	321	60	95	93	19
Prefer to talk to someone	0%▼	0%	0%	50%▲	69%▲
Confident/trust method	6%	30%▲	2%▼	6%	42%▲
So I can fully explain the issue	13%	25%	5%▼	14%	49%▲
Quickest method	25%	3%▼	20%	17%	2%▼
Access after hours	17%	2%▼	9%	6%	0%
Ease/convenience	81%▲	29%▼	77%	55%	6%▼
Record of feedback	11%	28%▲	22%	1%▼	0%
Preferred method depends on feedback	4%	3%	0%	1%	5%
Not sure	0%	3%▲	0%	0%	0%
Likelihood of reply	0%▼	3%	1%	1%	13%▲

Note: Only responses greater than 10 for at least one category are shown here.

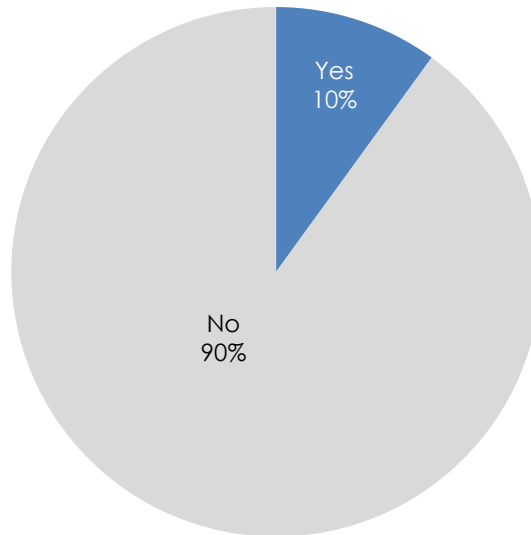


Feedback

Summary

Only 10% of residents had provided feedback to the government via a government website, with 'improve communication/follow ups' the primary suggestion for improvement.

Q12a. In the past year or so, have you provided feedback to the ACT Government via a government website?

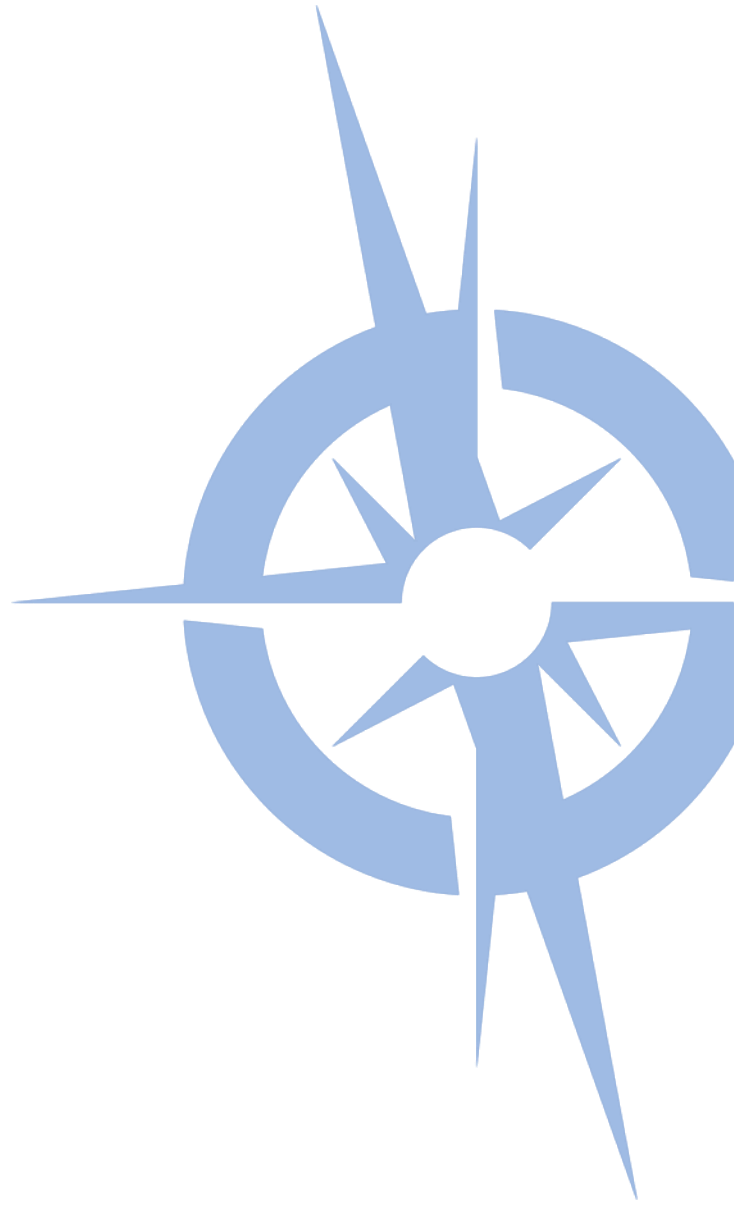


Q12b. How could this online feedback service be improved?

Code	Count
Happy with the service provided	28
Improve communication/follow up	24
Faster response time	5
Improve user friendliness of website	5
Attitude of staff	1
Improve complaints handling	1
Not sure	1
Registration for chat service	1
Should have been more impartial	1



Appendix – Questionnaire



**Access Canberra
Customer Satisfaction Survey
January 2016**

Section 1: Awareness and Usage

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

- Yes - aware
- No - unaware

Access Canberra is a customer service facility that replaced a number of other services, such as Canberra Connect, Office of Regulatory Services, etc. about a year ago. Access Canberra allows ACT residents to access a whole range of ACT Government Services, such as car registrations, building approvals, licences, and rate payments. Residents can use Access Canberra to perform services, seek advice, provide feedback, lodge complaints, etc. Access Canberra has Service Centres that you can visit, a phone centre you can call, plus an interactive website, and other services for businesses.

**Q2a. 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)
- Looked at or used the Access Canberra website
- Been visited at your work by an Access Canberra representative/inspector
- None of these (do not prompt) **(Go to Q7a)**

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
- Can't say (do not prompt)

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
- Not sure/don't know (do not prompt)



Routing Instructions:

- If less than 3 selected between Q2A.A1, Q2A.A2 or Q2A.A3 skip Q3
- If Q2A.A1, Q2A.A2 AND Q2A.A3 selected, ask Q3

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)
- Called the Access Canberra telephone Contact Centre (13 22 81) (Go to Q5a)
- Looked at or used the Access Canberra website (Go to Q6a)

Section 2i: Service Centres

Routing Instructions:

Answer section 2i if Q3.A1 or Q2A.A1 and not Q3.A1, Q3.A2 or Q3.A3

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

- Woden
- Tuggeranong
- Belconnen
- MVR Dickson
- Gungahlin
- Civic Driver Licence Service
- DPMH Dickson
- Mitchell
- Fyshwick
- Not sure/can't recall (do not prompt)

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 approval
- Car registration
- Drivers licence
- Business licence
- Business inspection
- Rates payment
- Feedback
- Complaint
- Disability information/pass
- Dog registration
- Injured wildlife
- Personalised number plates
- Working with vulnerable people card
- Other (please specify).....



Q4d. How many times did you have to contact Access Canberra before your issue was resolved?

- One
- Two
- Three
- Four
- Five
- More than five
- Don't know (do not prompt)

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

- Very easy
- Easy
- Difficult
- Very difficult
- Unsure/don't know (do not prompt) **(Go to Q4g)**

Q4f. Why do you say that it was [Q4e]? 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
- Other (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
- Unsure/don't know (do not prompt)

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)

	Very dissatisfied		Very satisfied			C/S
	1	2	3	4	5	
<u>Standards:</u>						
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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Channel specific:</u>						
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"/>

Section 2ii: Contact Centre

Routing Instructions:

Answer section 2ii if Q3.A2 or Q2A.A2 and not Q3.A1, Q3.A2 or Q3.A3

Q5a. You mentioned earlier that you have called the Access Canberra telephone Contact Centre 13 22 81 in the past 6 months. Thinking of your most recent call to the telephone Contact Centre, was it for private or business purposes?

- Private
- Business

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

- Building approval
- Car registration
- Drivers licence
- Business licence
- Business inspection
- Rates payment
- Feedback
- Complaint
- Disability information/pass
- Dog registration
- Injured wildlife
- Personalised number plates
- Working with vulnerable people card
- Other (please specify).....

Q5c. How many times did you have to contact Access Canberra before your issue was resolved?

- One
- Two
- Three
- Four
- Five
- More than five
- Don't know (do not prompt)

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

- Very easy
- Easy
- Difficult
- Very difficult
- Unsure/don't know (do not prompt) **(Go to Q5f)**

Q5e. Why do you say that it was [Q5d]? 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
- Other (please specify).....

Q5f. 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 service you received from the Contact Centre during your last call? Prompt (SR)

- Very satisfied **(Go to Q5h)**
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- Unsure (do not prompt)

Q5g. What would have to change to make you very satisfied with the Access Canberra telephone Contact Centre service?

.....



Q5h. 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)

	Very dissatisfied		Very satisfied			C/S
	1	2	3	4	5	
<u>Standards:</u>						
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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Channel specific:</u>						
The length of time you waited on the line for a Consultant to speak to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ease of getting through to someone who could assist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 2iii: Website

Routing Instructions:

Answer section 2iii if Q3.A2 or Q2A.A2 and not Q3.A1, Q3.A2 or Q3.A3

Q6a. You mentioned earlier that you have used the Access Canberra website in the past 6 months. Thinking of your most recent use of the website, was it for private or business purposes?

- Private
- Business

Q6b. What was this most recent online visit in relation to? Prompt if necessary (MR)

- Building approval
- Car registration
- Drivers licence
- Business licence
- Business inspection
- Rates payment
- Feedback
- Complaint
- Disability information/pass
- Dog registration
- Injured wildlife
- Personalised number plates
- Working with vulnerable people card
- Other (please specify).....

Q6c. How many times did you have to contact Access Canberra before your issue was resolved?

- One
- Two
- Three
- Four
- Five
- More than five
- Don't know (do not prompt)

Q6d. When you last used the website, did you: Prompt (SR)

- Use a desktop or laptop computer
- Use a mobile device like a tablet or phone
- Not sure (do not prompt)

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

- Very easy
- Easy
- Difficult
- Very difficult
- Unsure/don't know (do not prompt) **(Go to Q6g)**

Q6f. Why do you say that it was [Q6e]? Do not prompt (MR)

- Able to complete transaction in one website 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
- Other (please specify).....

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

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- Unsure (do not prompt)



Section 3: Overall Perceptions of Access Canberra

Q7a. 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		3	Strongly agree		C/S
	1	2		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"/>

Q7b. If there was one area of service delivery in ACT Government you could fix, what would it be? Do not prompt (SR)

- Government actually getting back to me after I've contacted them
- Quicker approvals
- Knowing where things are up to in processes
- Having everything dealt with on a matter through just one area; not dealing with multiple areas
- Requirements being simpler, e.g. proof of something, documentation
- Other (please specify).....
- Nothing

Section 4: Service Delivery Options

I'd now like to ask you some questions about how Access Canberra services could be improved.

Q8a. If you had to visit any of the Access Canberra Service Centres, which one of the following timeslots would suit you the best? Prompt (SR)

- Weekdays, 9am to 5pm
- Weekdays, open earlier than 9.00am
- Weekdays, close later than 5.00pm
- Saturdays from 8.45am to 12.00 noon
- Not sure (do not prompt) **(Go to Q9)**

Q8b. Which other timeslots, if any, would also suit you? Prompt (MR)

- Weekdays, 9am to 5pm
- Weekdays, open earlier than 9.00am
- Weekdays, close later than 5.00pm
- Saturdays from 8.45am to 12.00 noon
- Not sure (do not prompt)
- No other timeslots would be suitable (do not prompt)

Q9. Thinking now about the Access Canberra telephone Contact Centre, if it was available, how likely is it that you would schedule a call back from Access Canberra if you call them and their lines are busy? Prompt

- Very likely
- Somewhat likely
- Not very likely
- Not at all likely
- Not sure (do not prompt)

Q10. Which method would you prefer to receive your ACT Government bills? Prompt (SR)

- Text message (SMS)
- Email
- Secure online customer account or mailbox
- App on mobile device
- Hard copy letter in the post
- None of these (do not prompt)
- Not sure (do not prompt)

Section 5: Feedback

Q11a. Now I'd like to ask you about providing feedback to ACT Government. If you wanted to provide feedback to ACT Government, how would you most prefer to provide it? Do NOT Prompt (SR)

- In person at a Service Centre
- Over the phone to the Contact Centre
- Online
- In writing
- Social Media, e.g. Twitter
- Other (please specify).....
- Not sure (do not prompt) **(Go to Q12a)**

Q11b. Why would you prefer to provide feedback via [Q11a]? Do not prompt (MR)

- Prefer to talk to someone
- Confident/trust method
- So I can fully explain the issue
- Quickest method
- Access after hours
- Ease/convenience
- Record of feedback
- Preferred method depends on feedback
- Other (please specify).....
- Not sure (do not prompt)

Q12a. In the past year or so, have you provided feedback to the ACT Government via a government website?

- Yes
- No **(Go to Q13)**

Q12b. How could this online feedback service be improved?

.....



Section 6: Demographics

The following information is used for demographic purposes only.

Q13. Gender:

- Male
- Female

Q14. Please stop me when I read out your age group: Prompt

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- Refused (do not prompt)

Q15. 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
- Refused (do not prompt)

Q16. 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).....
- Refused/Can't say (do not prompt)



D1. Which suburb do you live in?

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

This concludes our survey. Thank you so much for your time and assistance, your feedback is extremely important.