



Access Canberra

Customer Satisfaction Research – 2017

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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.

Customer research has been conducted on an annual basis in the past for Canberra Connect, one of the entities that was subsequently merged into Access Canberra. In the 2015 Canberra Connect survey, one or two questions were asked about Access Canberra – but the focus was still very much on Canberra Connect. In 2016 and subsequently 2017, the focus of the tracking survey was changed to the new Access Canberra entity, to address 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

Micromex Research, together with the ACT Government, amended the 2016 version of the questionnaire for use in 2017. 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 23rd January to 8th February from 4:30pm to 8:30pm Monday to Friday, and from 10am to 4pm Saturday.

The survey area was the Australian Capital Territory.

Sample selection and error

The sample consisted of 603 residents:

- 497 of the 603 respondents were selected by means of a computer based random selection process using the Electronic White Pages (EWP).
- The remaining 106 respondents were 'number harvested' via face-to-face intercept at a number of areas around the ACT, i.e. Canberra City, Woden Westfield, and Belconnen Westfield – and then re-contacted by phone to complete the full survey. This approach reaches those without a landline and younger residents, who tend to be missed in EWP samples. This is the first wave of the annual Access Canberra tracking survey where we have supplemented EWP sample with number harvesting.

A sample size of 603 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=603 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.0%. This means, for example, that 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 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, being over the age of 18, and not employed by, nor having an immediate family member employed by, the 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).

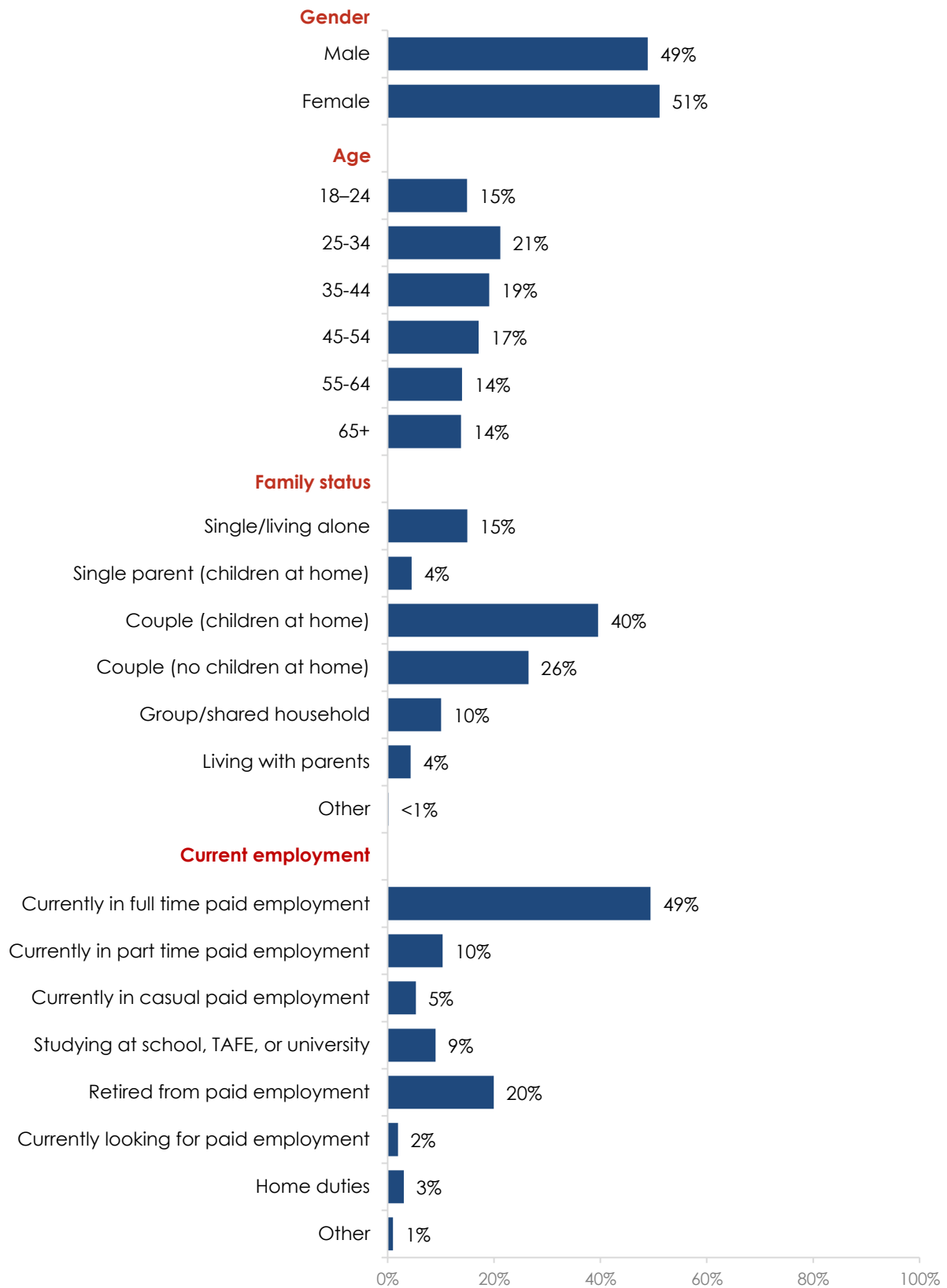
In addition, non-sampling error may occur due to imperfections in reporting and errors made in processing the data. This may occur in any enumeration, whether it is a full count or sample.

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.



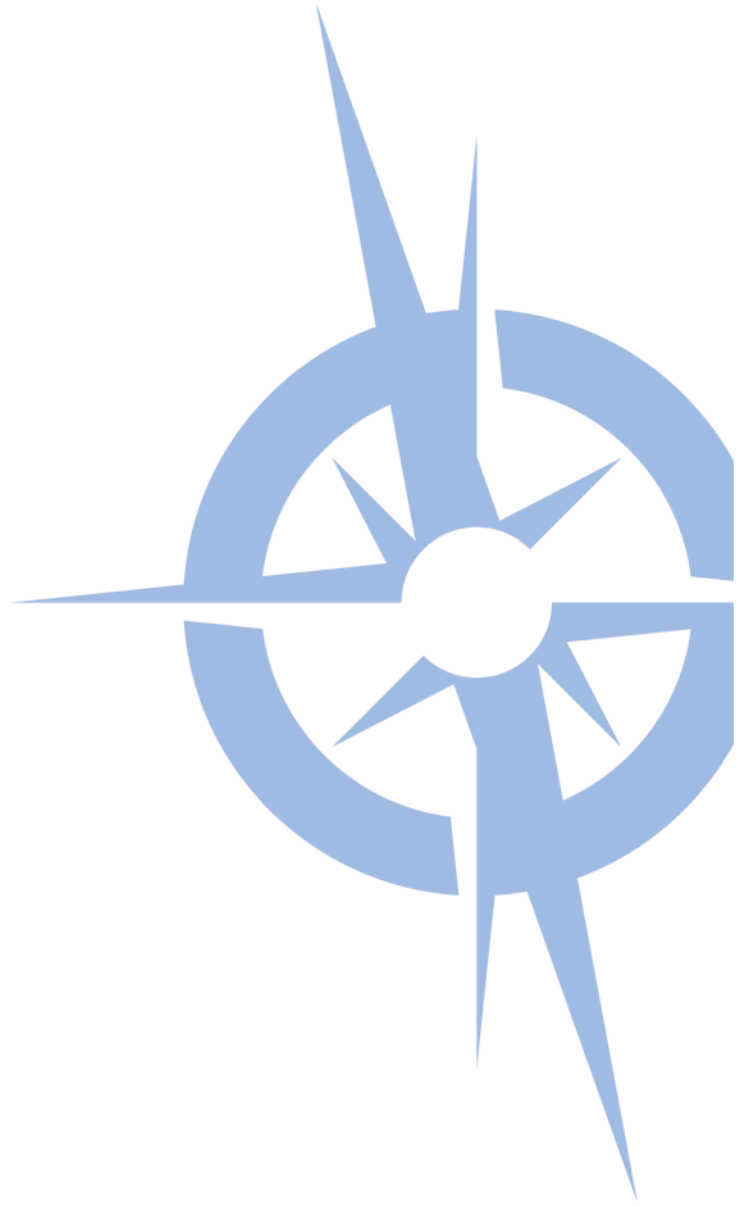
Sample Profile

Sample Profile



Base: N = 603

A sample size of 603 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 2011 ABS community profile.



Key Findings

Executive Summary

Awareness of Access Canberra

Awareness of the Access Canberra service has continued to increase significantly, from 20% awareness in 2015, only 3 months after its launch, to 51% in 2016 and 77% in 2017. Whilst this indicates that the branding/promotion of Access Canberra is working, the 2015 result for awareness of Canberra Connect of 99% shows there is opportunity for further improvement.

Use of the Service

Overall, 73% of residents had accessed one of the Access Canberra Services in the past 12 months, which shows a significant recovery from the lower figure of 60% in 2016, however, it is still lower than the result of 81% in 2015.

52% of residents had accessed the Website, significantly higher than last year's result of 32% and similar to the 2015 result (50%). Website usage now has the highest incidence (although not necessarily frequency) of all channels.

48% had accessed a Service Centre, significantly higher than last year's result (39%), but still significantly lower than in 2015 (62%). The most visited Service Centres were Woden (26%), Belconnen (20%) and Tuggeranong (19%). There was a significant increase in the number of visitors to the Gungahlin Centre, rising from 1% last year to 13%.

25% had called the Contact Centre, a significant increase from 2016 (15%), and similar to 2015 (26%).

Overall Satisfaction with the Services in the Last 12 Months

Overall satisfaction with the Access Canberra Service offering remained high, with 85% stating they were 'satisfied' or 'very satisfied' with the customer service offered across all channels. The Consumer Service Index (CSI) remained high at 78.6 (2016 – 79.2, 2015 80.6). Despite all the changes that have occurred in service provision over the past two years (i.e.: shifting from multiple services to one), satisfaction has remained largely unchanged.

Whilst Website use had increased, it remains the lowest of the individual overall satisfaction scores. This is possibly due to the fact that it's basically a self-serve option, without the benefit of speaking to a customer service representative who would be able to give a direct response; customers are left to pilot their way on the site, and some may not be as computer savvy as others.

The CSIs for Service Centres and the Contact Centre were extremely high at 91.0 & 88.0 respectively, whilst for the Website the result was 74.7.

Ease of Dealing with the Service

Ease of dealing with the Services remained similar to last year's results, with 92% of residents giving ratings of 'easy' to 'very easy'.

Individually, there were differences in the ease of dealing with each of the channels:

- Service Centres experienced a marginal increase over the result from 2016 (3.53 cf. 3.42), a very good result.
- The Contact Centre experienced a significant decline from the result in 2016 (3.18 cf. 3.47). Further analysis reveals that this decline can be attributed in part to the significantly lower score given to 'the length of time you waited on the line for a Consultant to speak to you', and the significant increase in the number of business transactions, a number of whom were significantly more likely to have rated their experience as 'difficult'. That said, as noted above, overall satisfaction with the Contact Centre remains high, which is encouraging.
- The Website, while still rated well, had a sample that experienced some difficulty in their use of the site (17%).

Executive Summary

Channel Profiles

All channels continued to be dominated by private contacts, however, there was a significant increase in the number of business dealings for the telephone Contact Centre.

- Amongst Service Centre users, 'driver's licence' (43%) and 'car registration' (38%) enquiries/renewals were the dominant services. Whilst the Contact Centre was also used for these services (11% and 18% respectively), residents were more likely to have called with a 'complaint' (24%). The Website also predominantly dealt with car registration enquiries/renewals (28%)
- The frequency of having to contact Access Canberra to have their issue resolved remained similar to the results from 2016 for the Service Centres (1.24 cf. 1.30) and the Website (1.45 cf. 1.38), but had increased for the Contact Centre (1.77 cf. 1.45)
- With the exception of the length of time waiting for service (rated moderately high for Service Centres and moderately for the Contact Centre) and 'the ease of getting through to someone who could assist' (rated moderately highly for the Contact Centre), specific criteria were generally rated as high to extremely high for both services

The Telephone Contact Centre

Of all three channels, results for the telephone Contact Centre have changed most in 2017:

- There has been a significant increase in business-related calls. Cross analysis reveals that the new sample design (i.e.: inclusion of number harvesting) has had no impact on this.
- There has been a noticeable (though not significant) increase in phone 'complaint' calls. We could hypothesise that the increase in complaints came from the extra business inquiries – but they are almost totally personal enquires.
- Average number of calls to have a matter dealt with has increased – due in part to the increase in complaint calls.
- 'Ease of dealing' with the Contact Centre has dropped – due in part to the increase in business calls

Against this backdrop, Satisfaction with the phone Contact Centre has actually increased! Even those who called about a complaint provided a favourable satisfaction rating. This is an encouraging result.

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** charts on Pages 12-14 overleaf report the results for the Service Centres, while the **green** charts on Pages 15-17 report the results for the telephone Contact Centre (in both cases, we have used combined 2016 and 2017 data to generate a more robust analysis).

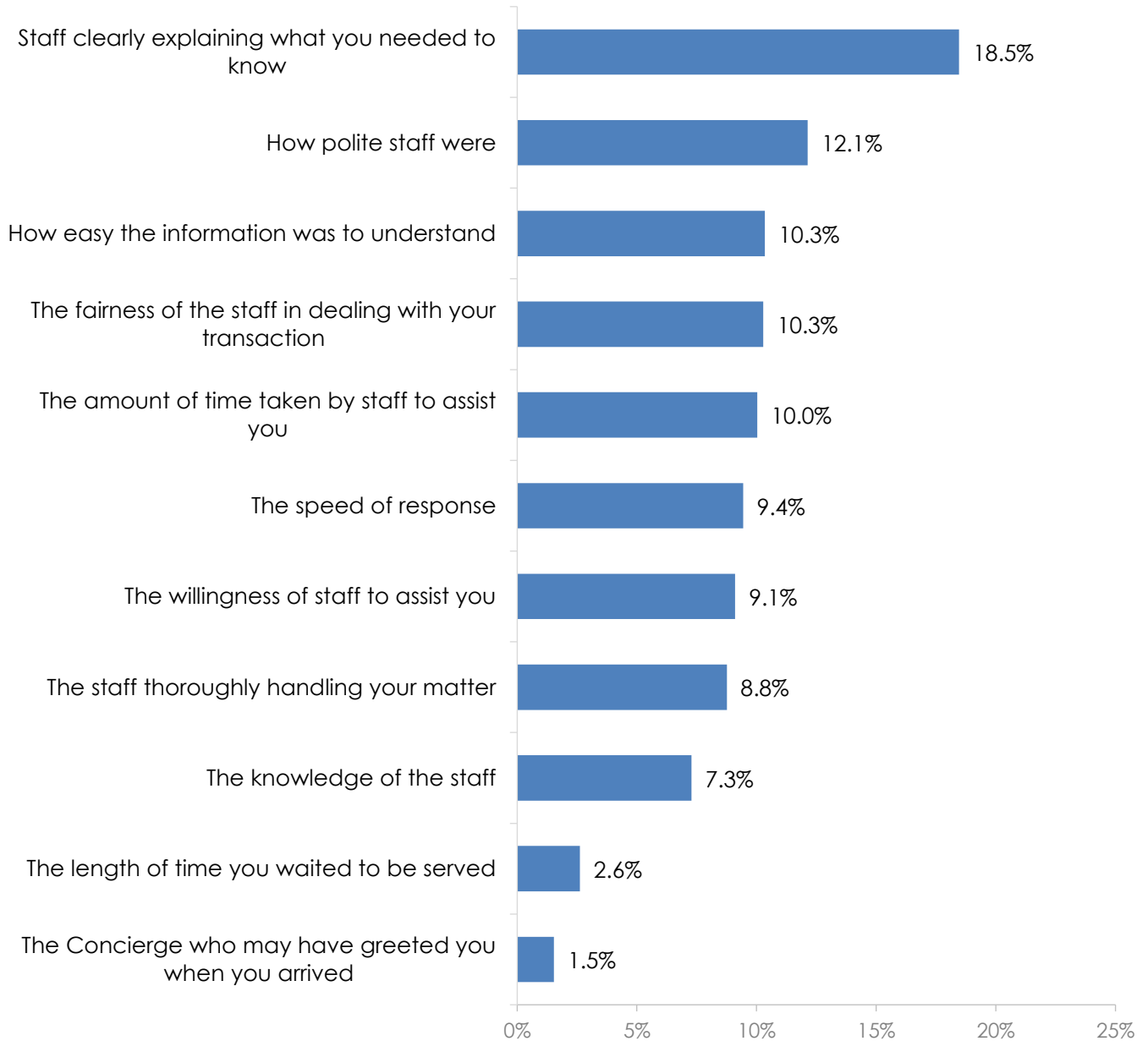
Those statements at the top of each chart contribute more towards overall satisfaction than those further down the chart.



Executive Summary

Access Canberra Service Centres

This chart shows the overall contribution each of the attributes has towards overall satisfaction with the **Service Centres**. 'Information provision' has become the most important driver of overall satisfaction, with 'staff clearly explaining what you needed to know' and 'how easy the information was to understand' being two of the highest contributors. 'How polite staff were' rounded out the top 3 drivers.



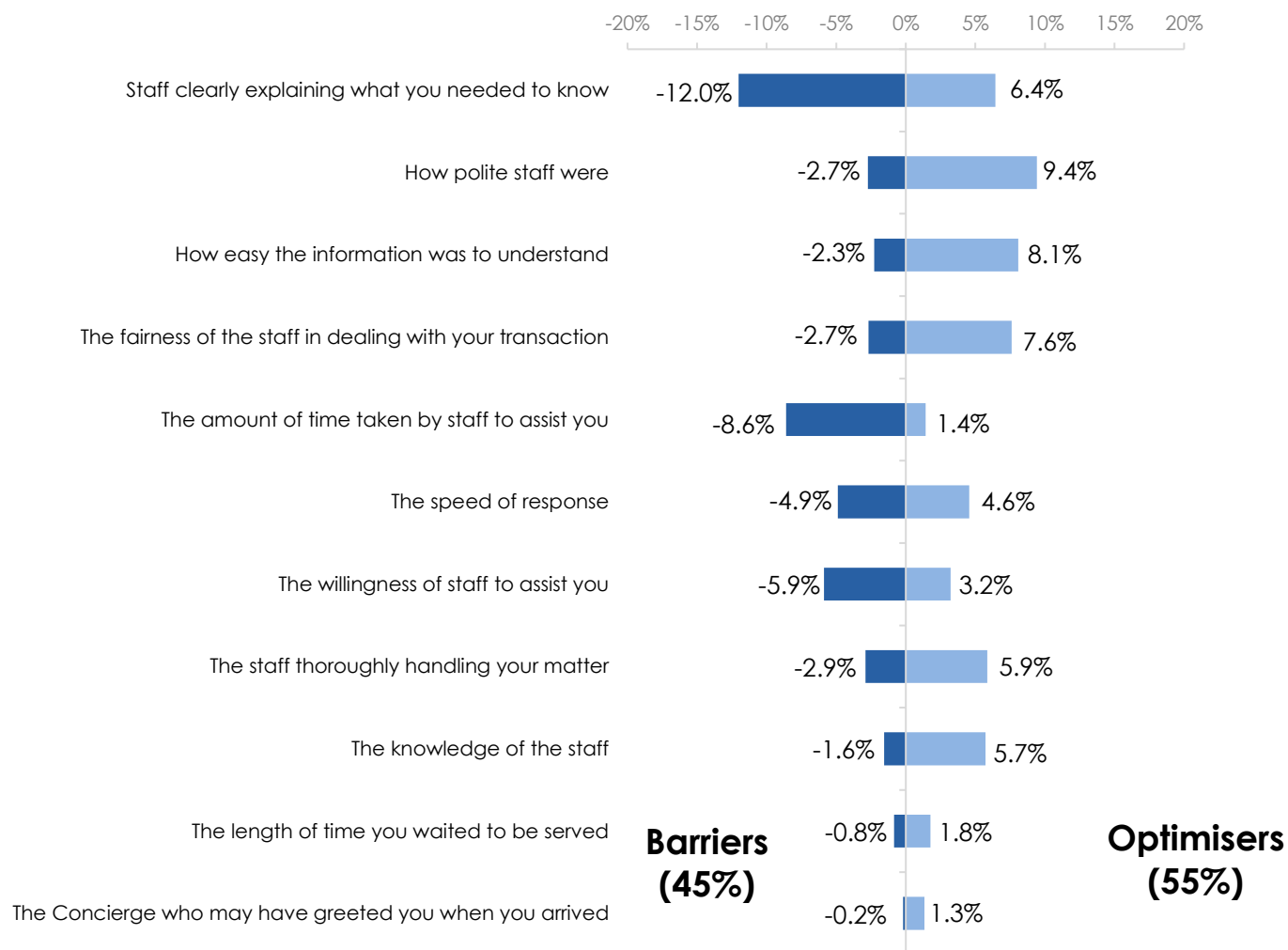
2016/17 data combined



Access Canberra Service Centres

The chart below illustrates 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



2016/17 data combined



Executive Summary

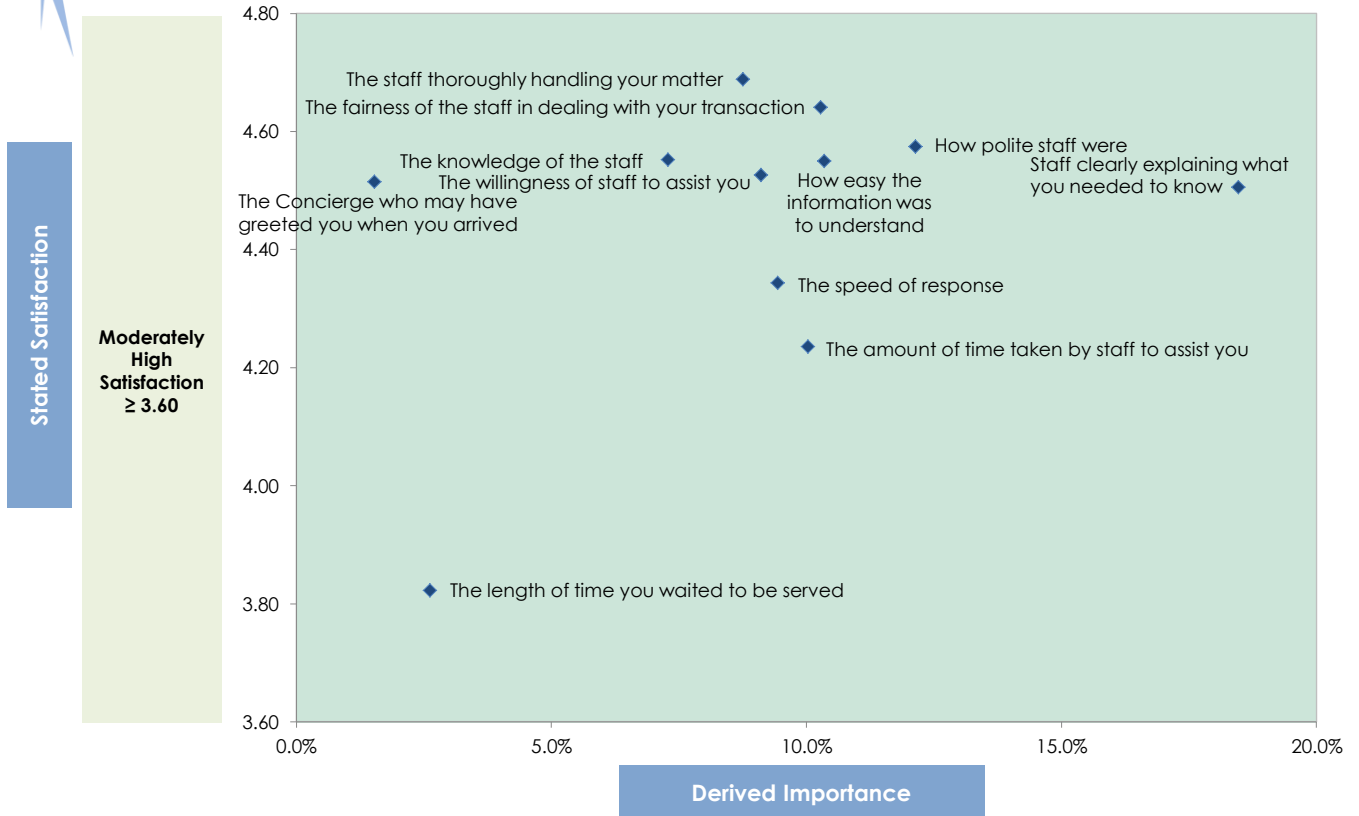
Access Canberra Service Centres

The table below plots the Shapley Regression score from the previous pages (horizontal axis) against residents' stated satisfaction. Had there been attributes in the bottom right of the chart (high derived importance, *relatively* low satisfaction), it would suggest areas of focus. However, satisfaction scores are generally all favourable and in line with derived importance. (Once again, data is combined 2016 and 2017)



Mapping Stated Satisfaction and Derived Importance Identifies the Priority Areas

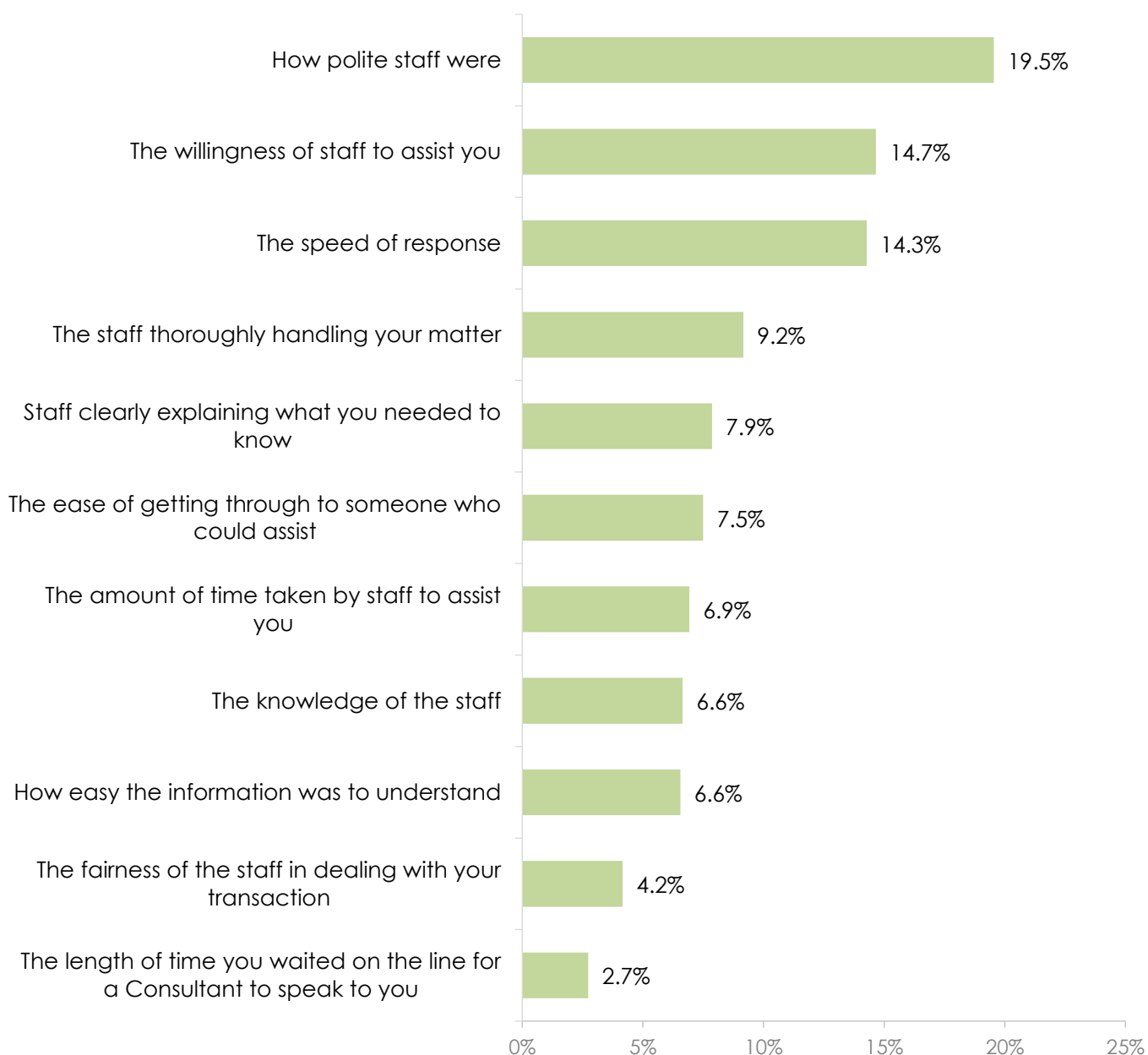
Access Canberra Service Centre



Executive Summary

Access Canberra Telephone Contact Centre

This chart shows the overall contribution each of the attributes has towards overall satisfaction with the Contact Centre. Customer service was the lead driver of overall satisfaction for the Contact Centre, with 'how polite staff were' and 'the willingness of staff to assist you' the main drivers, accounting for over a third of overall satisfaction – this may reflect the relatively high proportion of complaints that are directed through the phone channel. 'The speed of response' was also a leading factor in how satisfied residents were with the service they received, with these three attributes totalling almost 50%.



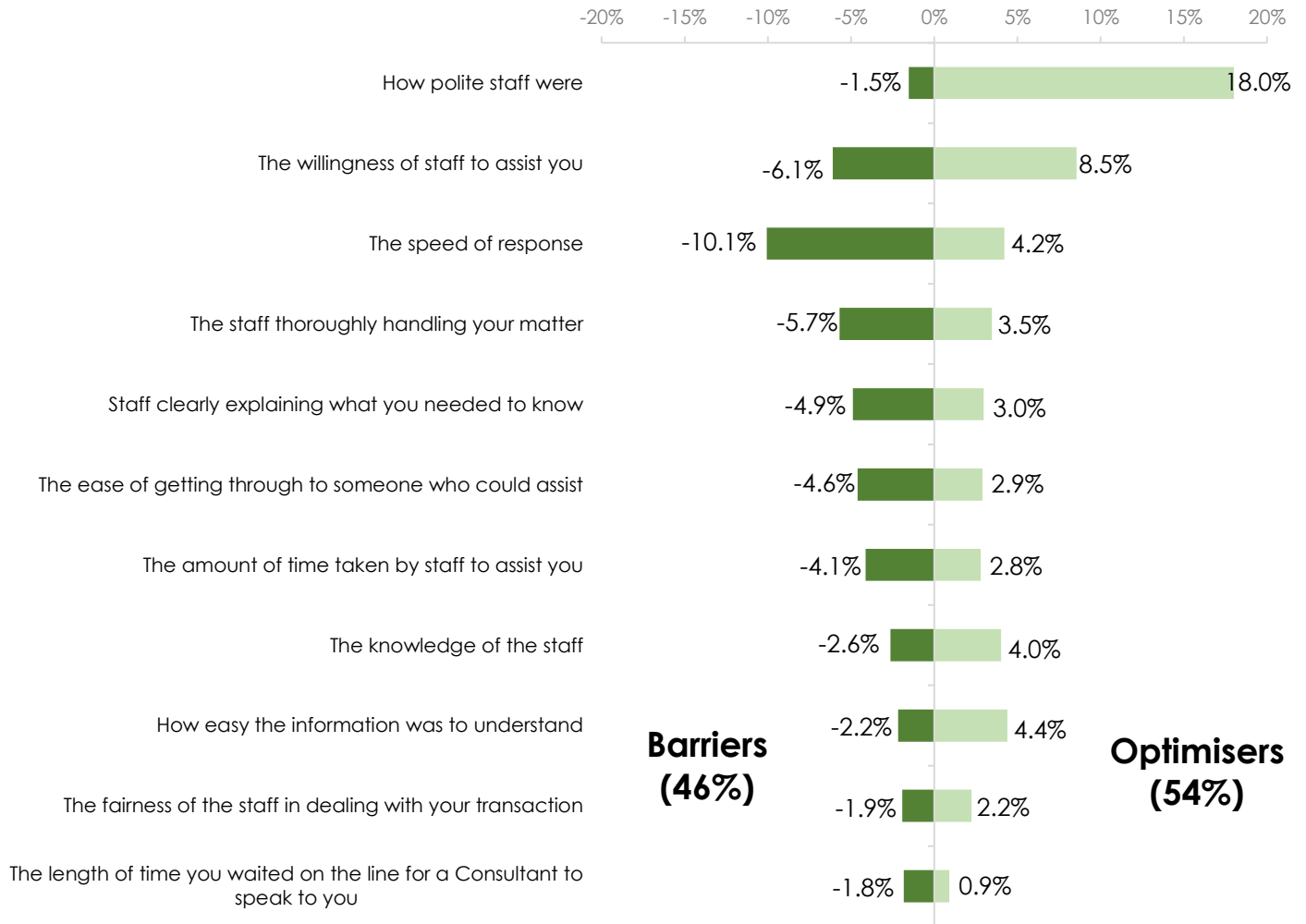
2016/17 combined



Access Canberra Telephone Contact Centre

The chart below illustrates 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



2016/17 combined

Executive Summary

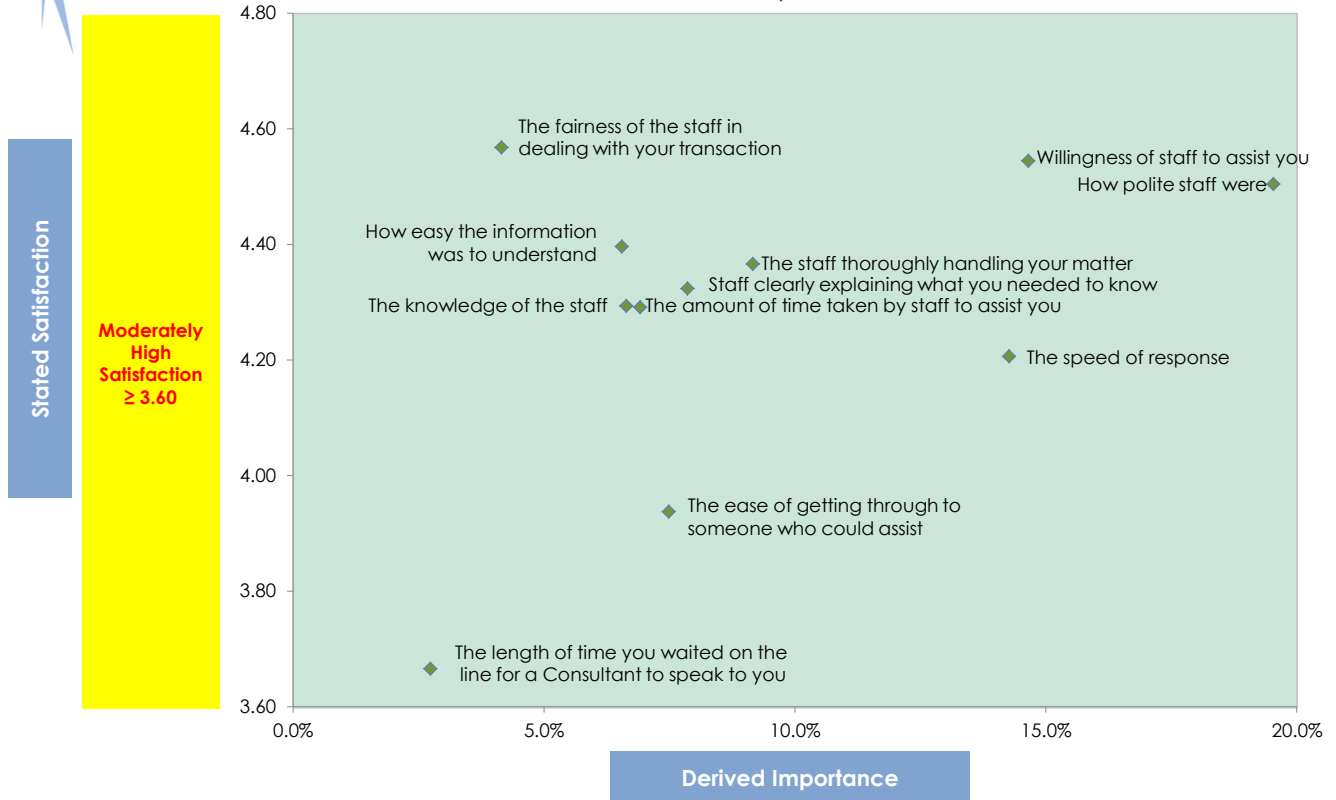
Access Canberra Telephone Contact Centre

Once again, the table below plots the Shapley Regression score from the previous pages (horizontal axis) against residents' stated satisfaction. As derived importance increases (horizontal axis), so too does satisfaction (vertical axis), which is encouraging. (Once again, data is combined 2016 and 2017)



Mapping Stated Satisfaction and Derived Importance Identifies the Priority Areas

Access Canberra Telephone Contact Centre



Executive Summary

Service Delivery Options

Attending a Service Centre

Due to a change in the methodology of the question, we are unable to compare the preferred time slots with the results from 2016. This year, residents were asked, rather than which would suit them best, how convenient each of the time slots would be for them.

In the likelihood they needed to visit a Service Centre, residents opted for time slots outside of normal business hours as most convenient, rating 'Saturdays from 8:45am to 12:00 noon' of the highest convenience, followed by 'weekdays, close later than 5:00pm'.

'Weekdays, open earlier than 9:00am' and 'weekdays, 9am to 5pm' were rated of significantly lower convenience.

Scheduling Call Backs from the Contact Centre

The likelihood of resident scheduling a call back from the Contact Centre, in the event the Centre was busy when they called, remained high with two-thirds (67%) of residents stating they would be 'likely' or 'very likely' to use this service.

Receiving Bills from the ACT Government

Almost half of the residents claimed the preferred method of receiving bills from the ACT Government was by 'email' (46%), followed by 'hard copy letter in the post' – although this method experienced a significant decline from last year (38% cf. 49%). Receiving bills by an 'App on mobile device' is becoming more popular, significantly increasing from 2% last year to 6% this year.

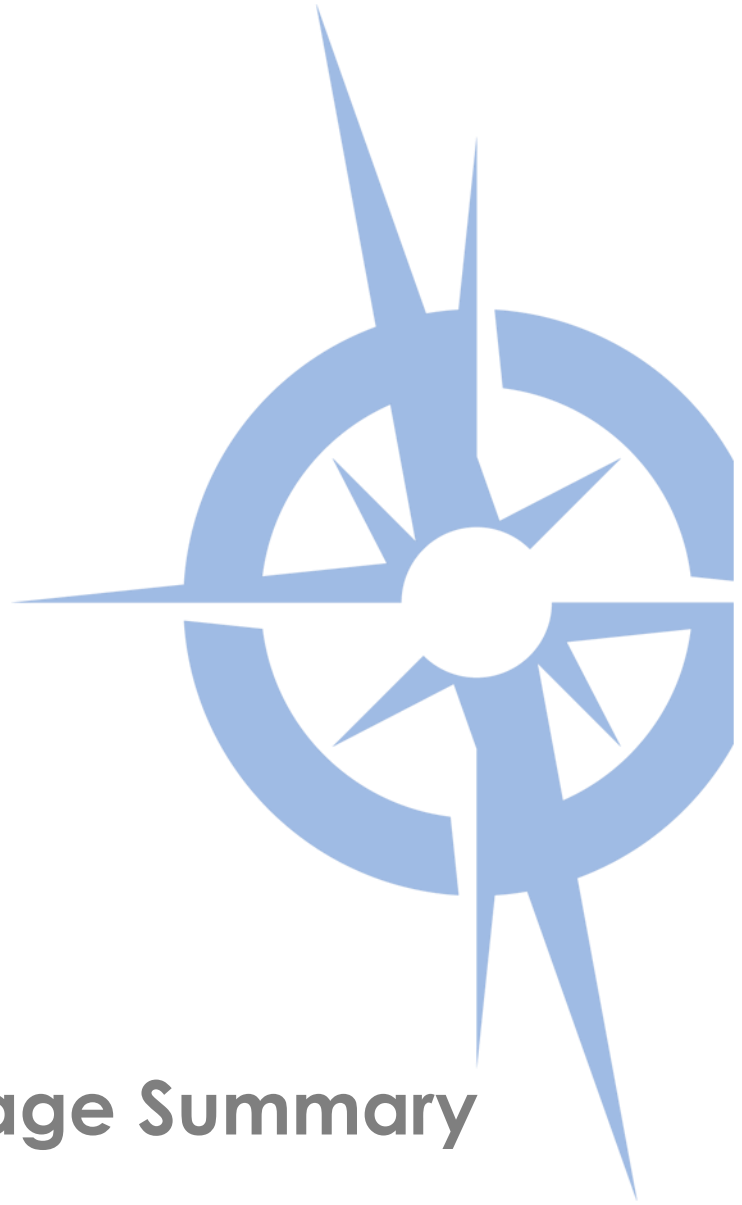
Online Customer Account Transactions

94% of residents indicated interest in an online customer account, a significant increase from 2015 of 87% (this question was not asked in 2016).

With the exception of 'update other personal details', residents were significantly more likely to want access to all of the prompted transactions compared to 2015, with results ranging from 72% to 92%.

The vast majority (85%) would prefer 'one ACT Government online customer account to access everything across the ACT Government'.





Section A – Awareness and Usage Summary

**This section is a high-level comparison of Access Canberra in
2017 versus 2016**

Awareness of Access Canberra

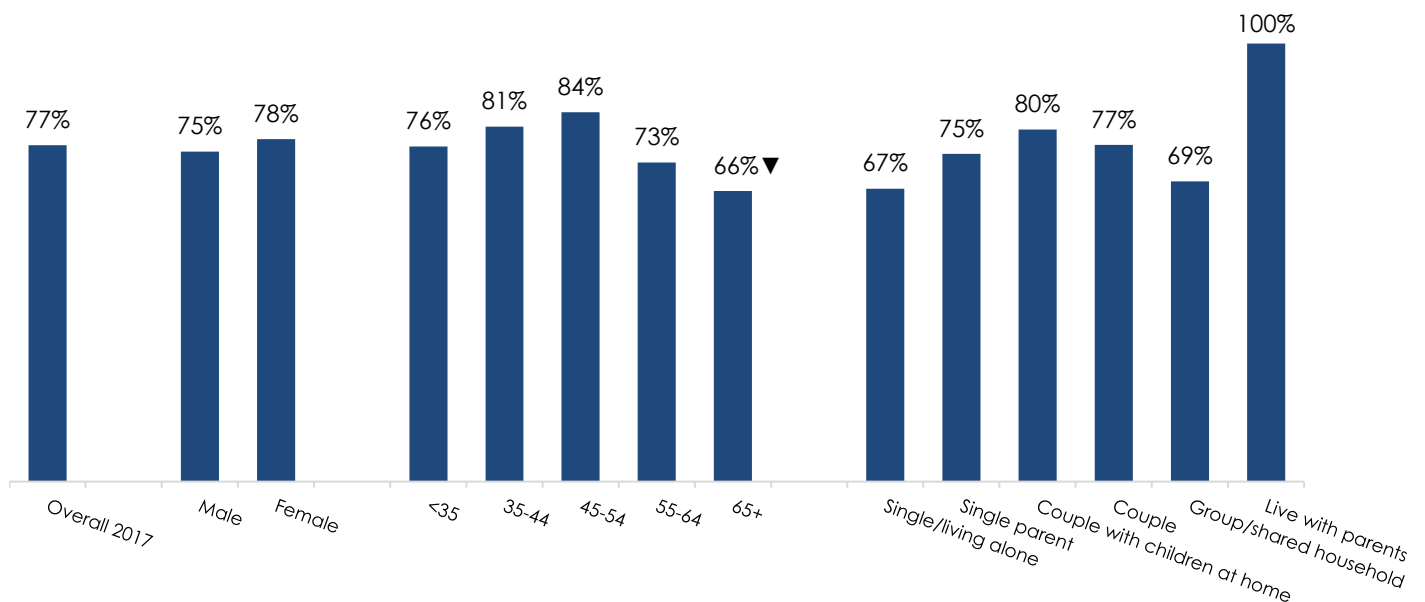
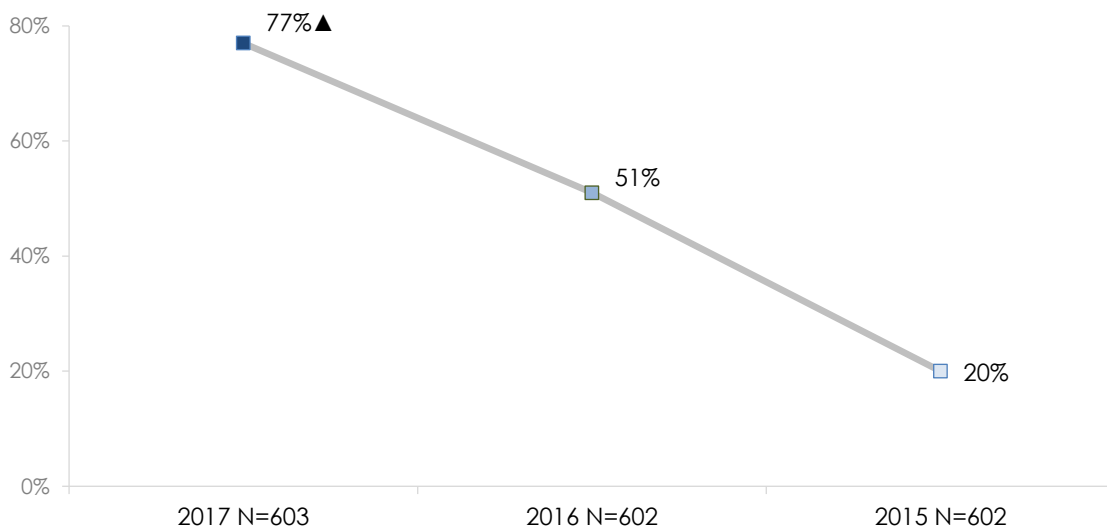
Summary

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

Awareness levels of Access Canberra have continued to significantly increase, rising from 20% in 2015 to 77% this year. (In 2015, aided awareness of the previous Canberra Connect entity was 99%)

Awareness levels were similar between males and females, whilst residents aged 65+ were significantly less likely to be aware.

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



▲ ▼ = significantly higher/lower than the overall



Use of Access Canberra

Summary

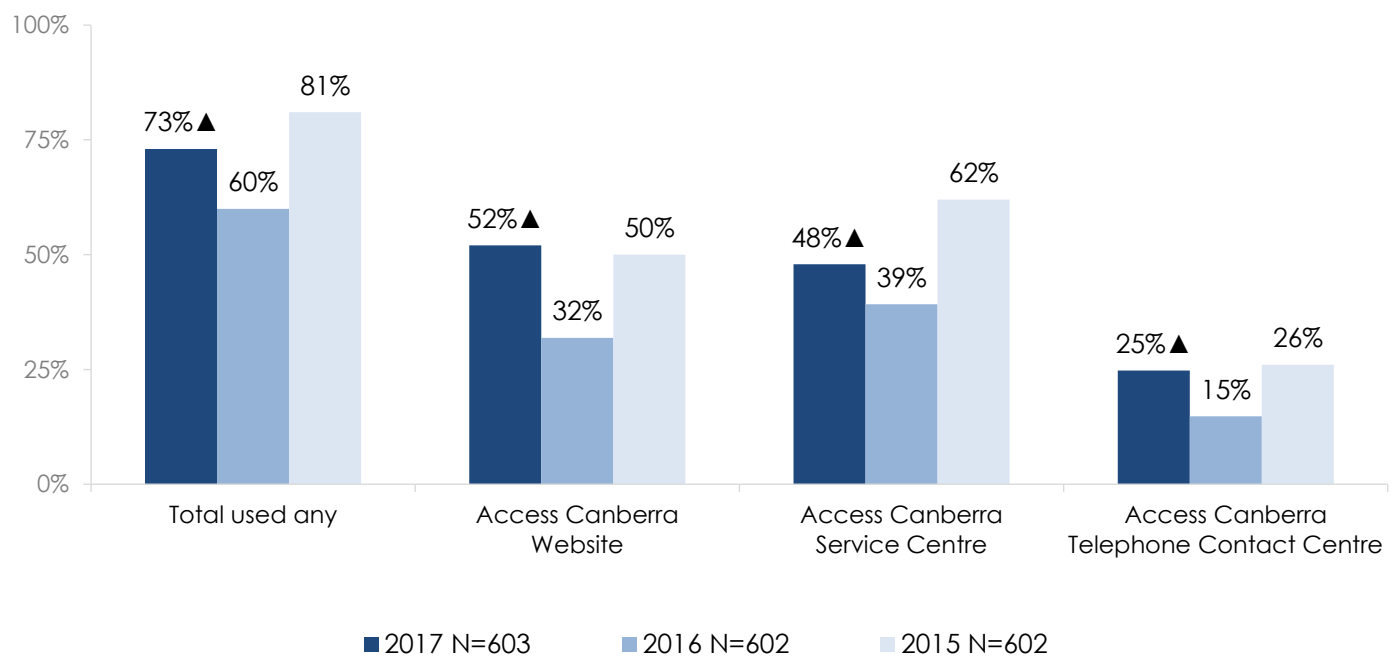
There has been a significant increase since last year in the number of residents who have used an Access Canberra service. This result is still significantly lower than in 2015, when 81% of residents stated they had used at least one of the services.

52% had accessed the Website, 48% a Service Centre, and 25% the Contact Centre. These results are all significantly higher than in 2016, with results for the Website and Contact Centre reverting to similar results from 2015 – although reported visits to the Service Centre have still fallen well below the 2015 result of 62%.

2% of residents had been visited at their workplace by a representative/inspector.

Consistent with last year's findings, residents aged 65+ were significantly less likely to have looked at or used the Access Canberra Website, or to have called the Contact Centre, than were their younger counterparts. In contrast to this result, couples with children were significantly more likely to have used the Website or Contact Centre.

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



▲ ▼ = significantly higher/lower than the overall

Note: Overall includes 'been visited at your work by an Access Canberra representative/inspector'. Due to the small base size (13), further analysis has not been conducted by this group.





Section B – Satisfaction with Access Canberra Services – Summary

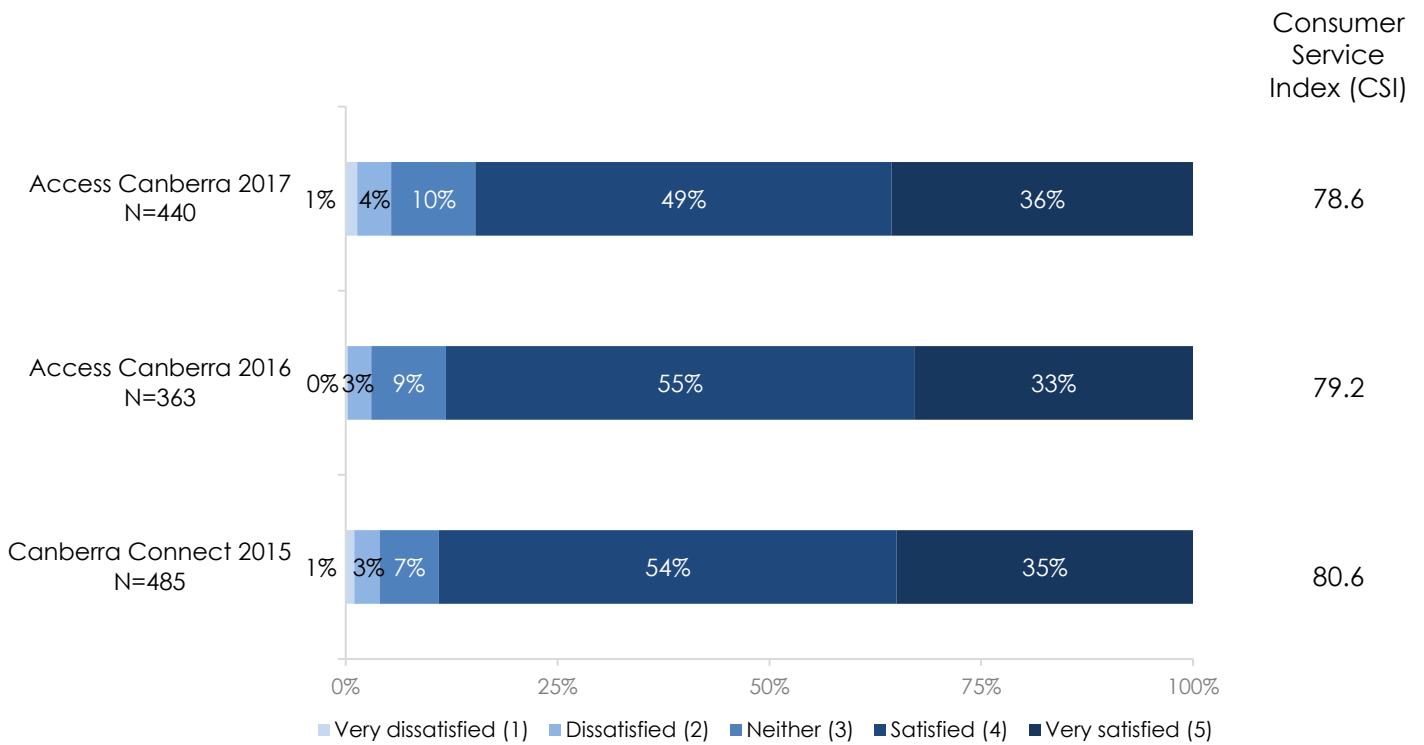
Summary of Overall Satisfaction

Summary

Overall satisfaction with the services provided by Access Canberra remains high, with 85% of residents expressing satisfaction with the customer service provided.

From a disaster check perspective, over the three waves (including Canberra Connect in 2015), the total dissatisfaction result has been a manageable 3-5%.

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

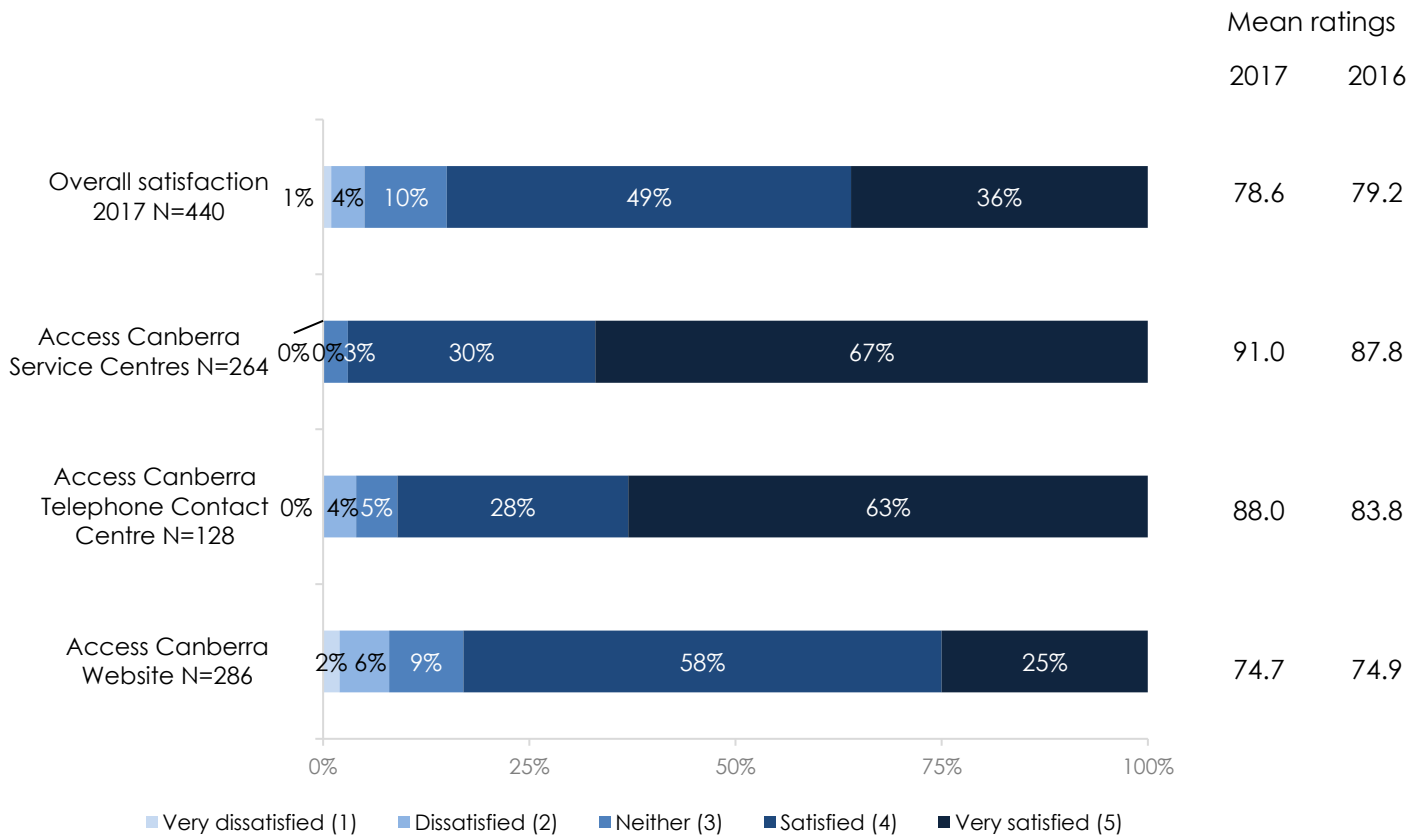
Summary

Access Canberra's Service Centres scored the highest overall satisfaction, with 97% claiming they were satisfied with the customer service provided. Two-thirds of visitors gave the top score of 'very satisfied', and no residents registered being dissatisfied.

The Contact Centre also provided a high level of customer care, with 91% of contacts rated positively – 63% giving the top score.

Whilst the Website didn't score as highly as the two centres, 83% still rated their access as satisfactory – and dissatisfaction was only 8%.

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

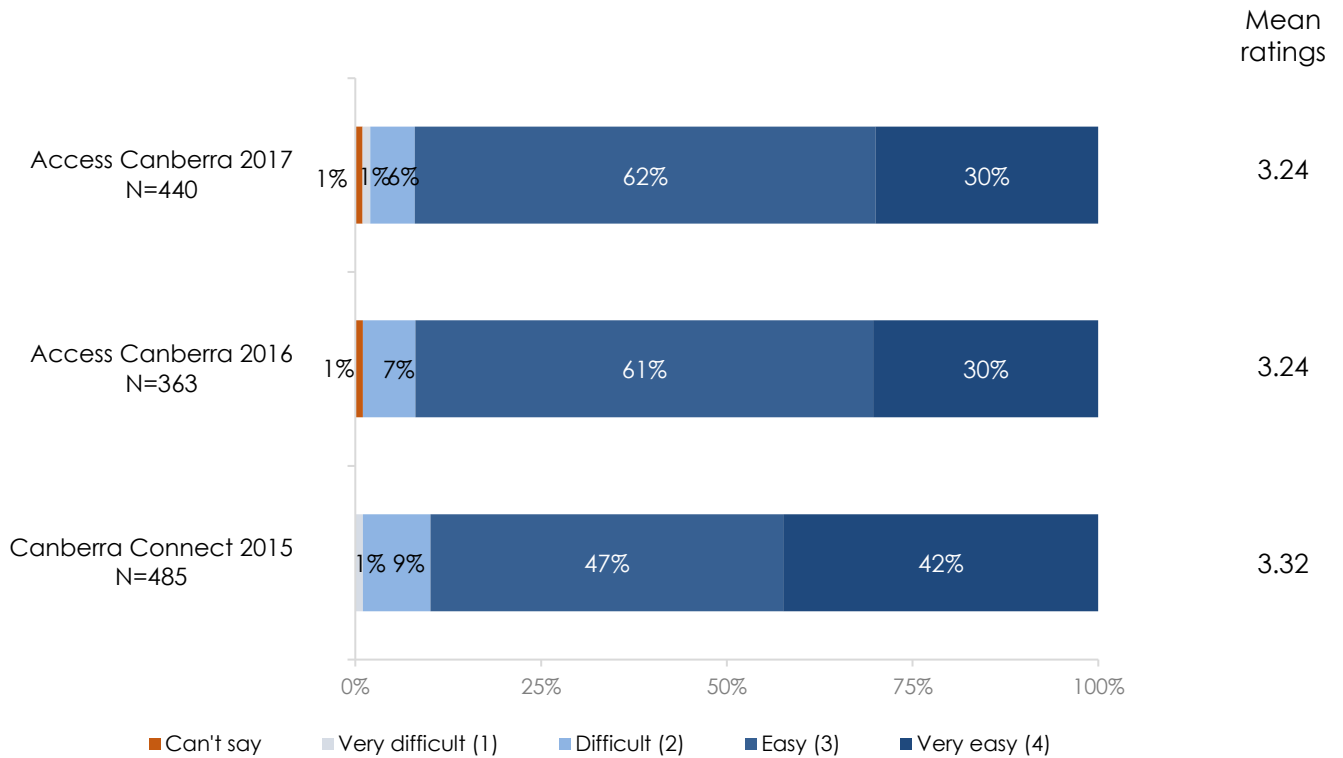
Base includes those who accessed the service.

Summary of Ease of Dealings

Summary

Service users found Access Canberra easy to deal with, with 92% rating their contact as 'easy' to 'very easy' – although there is still a reticence to commit to the top code.

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



Scale: 1 = very difficult, 4 = very easy. Note: 'can't say' responses were excluded from the mean. Base includes all residents who had accessed at least one service in the last 12 months

Summary of Ease of Dealings

Summary

Consistent with the previous responses, users of Access Canberra Service Centres were favourable in their overall ratings of the ease of dealing with the Centres – whilst not significant, there has been an increase in those who rated the Service Centres as 'very easy' to deal with (55% cf. 46%).

Compared to the results in 2016, the telephone Contact Centre rating has declined significantly. One possible explanation for this decline is the increase in the number of business transactions undertaken over the phone (up from 3% in 2016 to 17% this year – see next page), with these business-related contacts significantly more likely to be rated as 'very difficult' (21% cf. private purposes 1%).

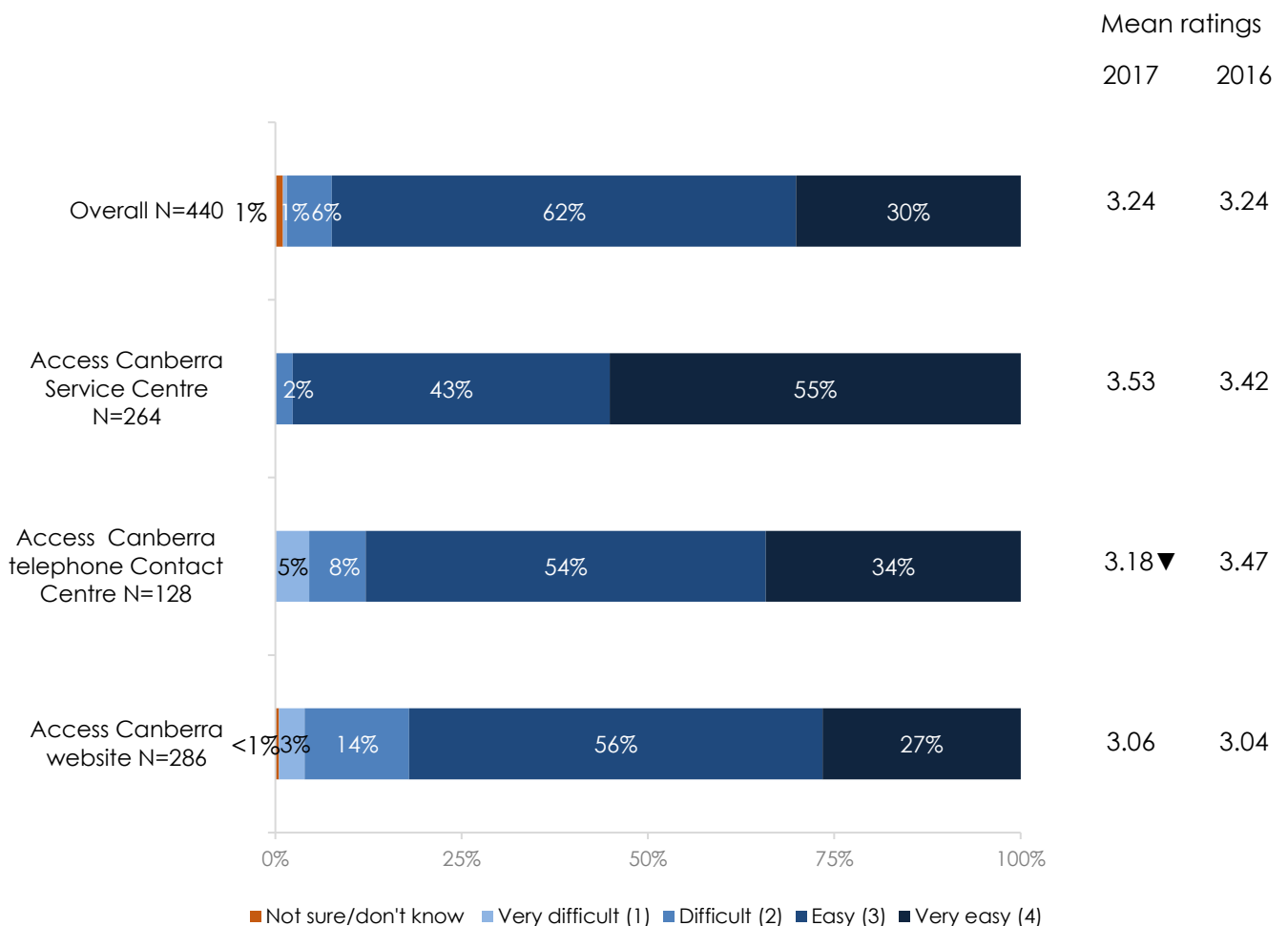
Website users continued to be more likely to express some difficulty dealing with the service.

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?



▲ ▼ = significantly higher/lower than 2016

Scale: 1 = very difficult, 4 = very easy. Note: 'can't say' responses were excluded from the mean.

Base includes all residents who had accessed at least one service in the last 12 months

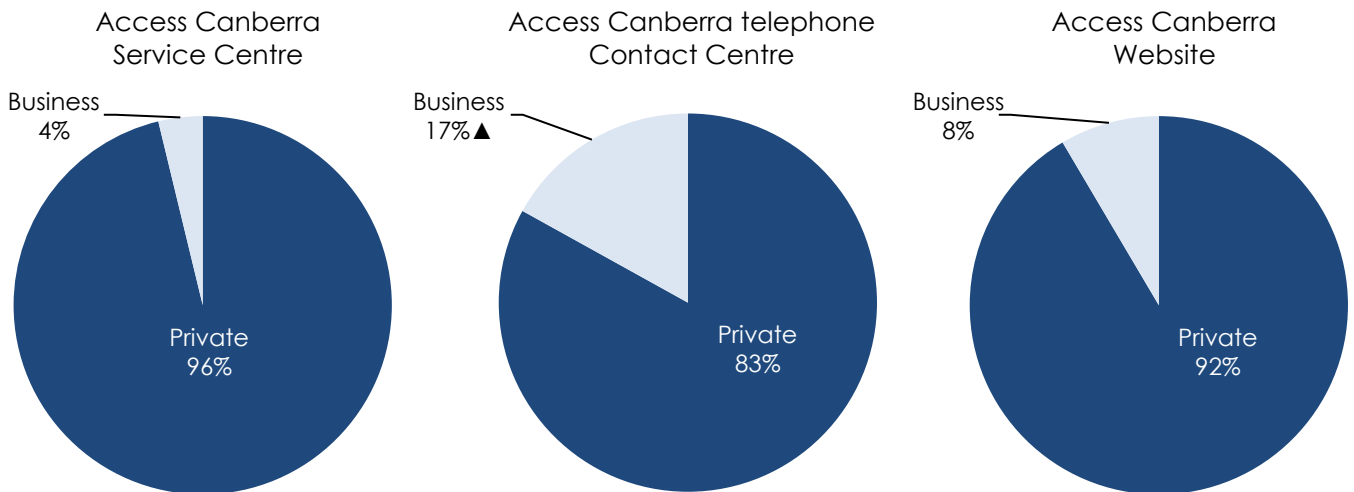


Summary of Contact Purpose

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

Whilst 'private purposes' remains the dominant reason for contacting Access Canberra across all three channels, there has been a significant increase in the number of 'business' enquiries at the telephone Contact Centre, up from 3% in 2016 to 17% in 2017.

The primary reason for contact was regarding a 'car registration' or 'driver's licence', however, 24% of those who called the Contact Centre did so in relation to a 'complaint'. It is therefore encouraging that overall satisfaction with the telephone Contact Centre is as positive as it is (refer to Page 24).



▲ ▼ = significantly higher/lower than 2016

Base: Service Centre N=264, Contact Centre N=128, Website N=286
Base includes those who had contact with the services.

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

	Service Centre	Telephone Contact Centre	Website
Base	264	128	286
Car registration	38%	18%	28%
Driver's licence	43%	11%	9%
Rates payment	1%	1%	7%
Complaint	1%	24%	7%
Working with vulnerable people card	8%	9%	4%

Only responses that had a score of 4% for any one of the sectors are shown here.

Summary of Contact Frequency

Summary

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

The higher average for the Contact Centre this year has been headed by the increase in those making a complaint (24% cf. 14% in 2016), with an average of 2.6 contacts to have their issue resolved.

Qs 4d, 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	264	128	286
Average	1.24	1.77	1.45
One	80%	63%	73%
Two	12%	10%	9%
Three	5%	11%	9%
Four	1%	3%	1%
Five	0%	1%	0%
More than five	0%	5%	2%
Don't know	2%	7%	5%

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



Summary of Specific Service Areas

Summary

Ratings remained similar to last year's results, with specific criteria relating to service being 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).

The length of time waiting on the line for a Consultant at the Contact Centre experienced a significant decline in satisfaction compared to last year (3.50 cf. 3.94).

Qs 4i, 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	264		128	
The staff thoroughly handling your matter	98%	4.74	84%	4.32
The fairness of the staff in dealing with your transaction	97%	4.68	94%	4.57
The willingness of staff to assist you	92%	4.59	90%	4.52
The knowledge of the staff	91%	4.58	84%	4.29
How polite staff were	95%	4.58	90%	4.52
How easy the information was to understand	93%	4.54	85%	4.32
Staff clearly explaining what you needed to know	88%	4.50	83%	4.28
The Concierge who may have greeted you when you arrived*/ The ease of getting through to someone who could assist**	90%	4.49	69%	3.83
The speed of response	88%	4.38	79%	4.11
The amount of time taken by staff to assist you	79%	4.23	81%	4.18
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**	61%	3.77	58%	3.50▼

* Access Canberra Service Centre

** Access Canberra telephone Contact Centre

Shaded cells = extremely high ratings

▲▼ = significantly higher/lower than 2016

Scale: 1 = very dissatisfied, 5 = very satisfied

T2 Box and Means have been calculated excluding 'can't say' responses.

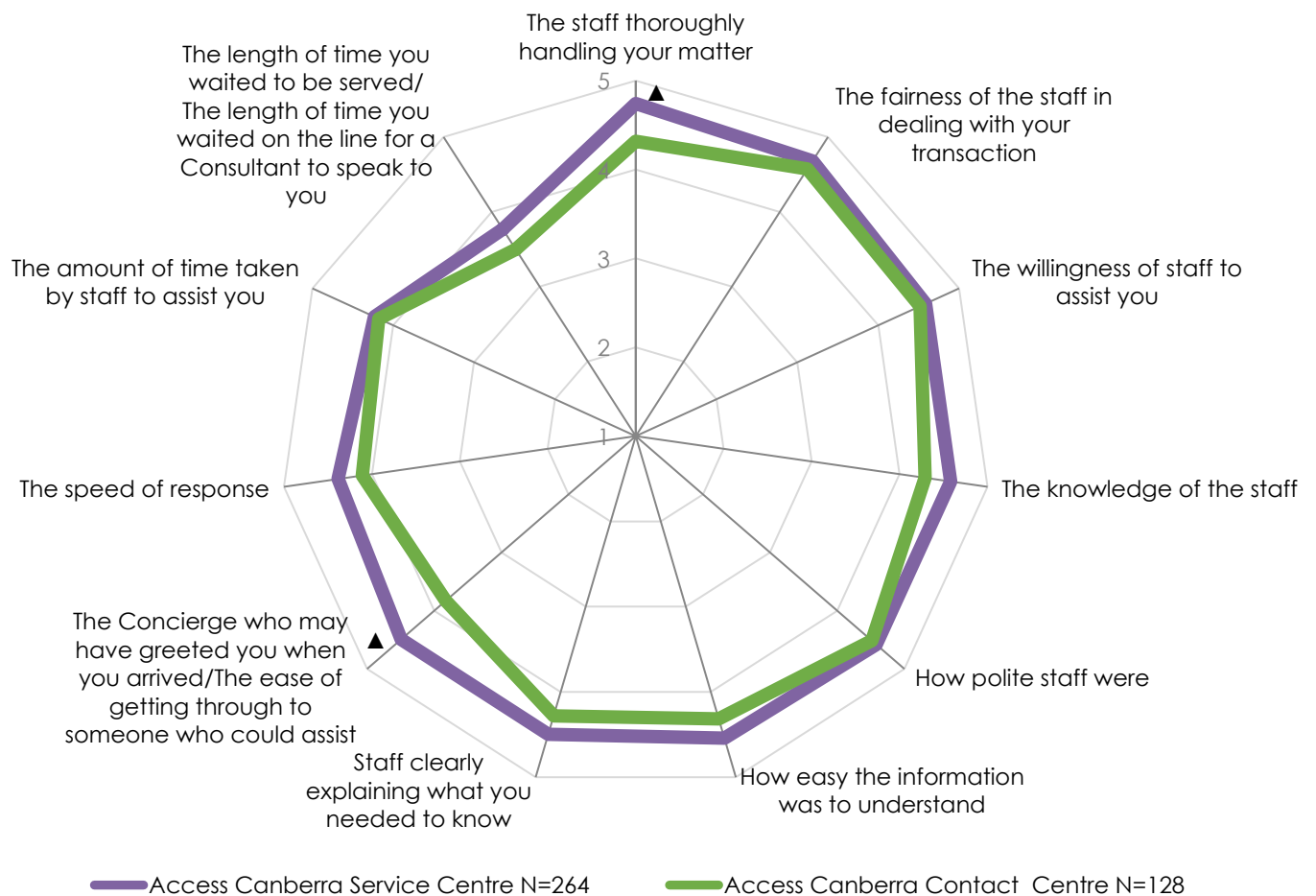
Mean scores from the above table have been graphically represented overleaf:

Summary of Comparable Service Areas

The Service Centres were rated significantly higher than the Contact Centre for the thoroughness of the handling of their matter, and for being greeted by a Concierge at the Service Centre, compared to getting through to someone who could assist in the Contact Centre (caution – not directly comparable attributes).

Qs 4i, 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.



▲ ▼ = significantly higher/lower than the Contact Centre



Section C – Access Canberra Service Centres

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

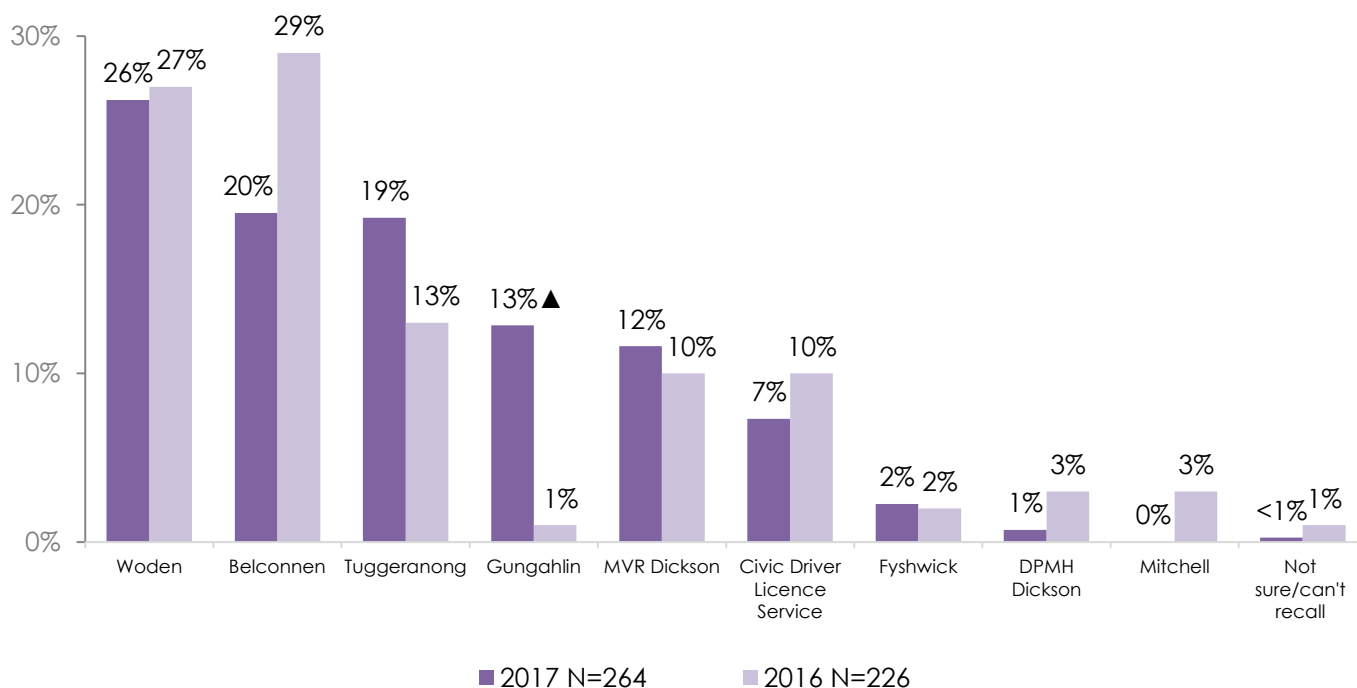
Experience with Access Canberra Service Centre

Details of Most Recent Visit

Summary

Residents had predominantly visited the Woden, Belconnen or Tuggeranong Centres, with a significant increase in the number of visitors to the Gungahlin Centre compared to last year (14% amongst the EWP sample, and 11% amongst the number harvest sample – so the increase isn't related to the changed sample frame in 2017).

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



▲▼ = significantly higher/lower than 2016
 Bases: Those who visited a Service Centre.



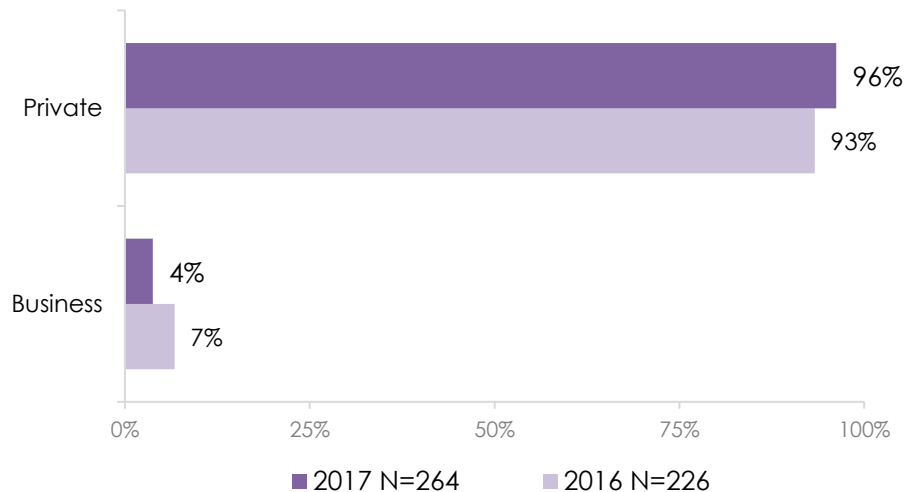
Experience with Access Canberra Service Centre

Details of Most Recent Visit

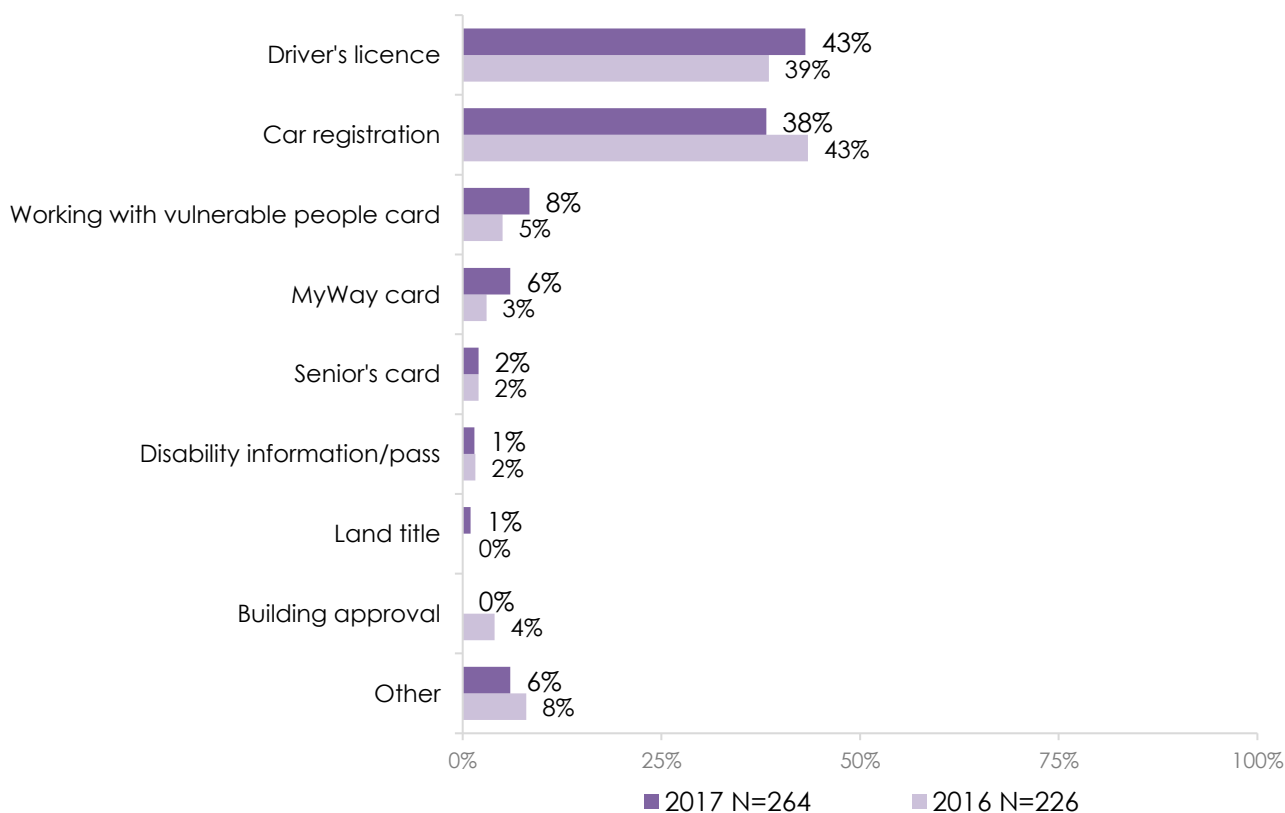
Summary

Visitors were more likely to have gone to the Centre for private purposes, primarily for a 'driver's licence' or 'car registration'. These results are similar to those in 2016.

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



Q4c. What was this contact in relation to?



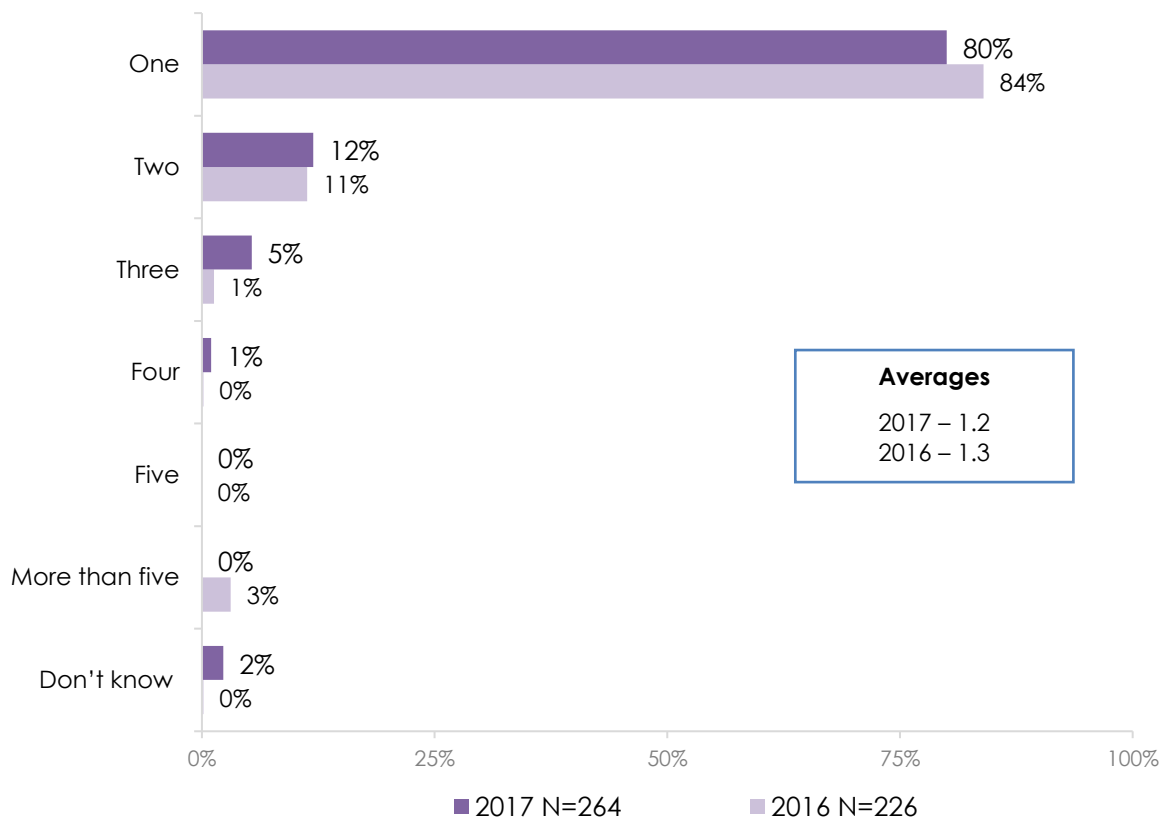
Bases: Those who visited a Service Centre.

Experience with Access Canberra Service Centre Contacts Required to Resolve Issue

Summary

On average, visitors to a Service Centre claimed their issue was resolved in approximately 1 visit.

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



The average number of visits was marginally higher for the Belconnen Centre, which averaged 1.4 visits.

2017 data	Centre visited			Reason for visit	
	Woden	Belconnen	Tuggeranong	Car registration	Driver's Licence
Base	69	52	51	96	113
Average	1.2	1.4	1.1	1.2	1.1
One	87%	70%	87%	82%	92%
Two	10%	19%	13%	12%	7%

Bases: Those who visited a Service Centre.



Experience with Access Canberra Service Centre

Ease of Dealings

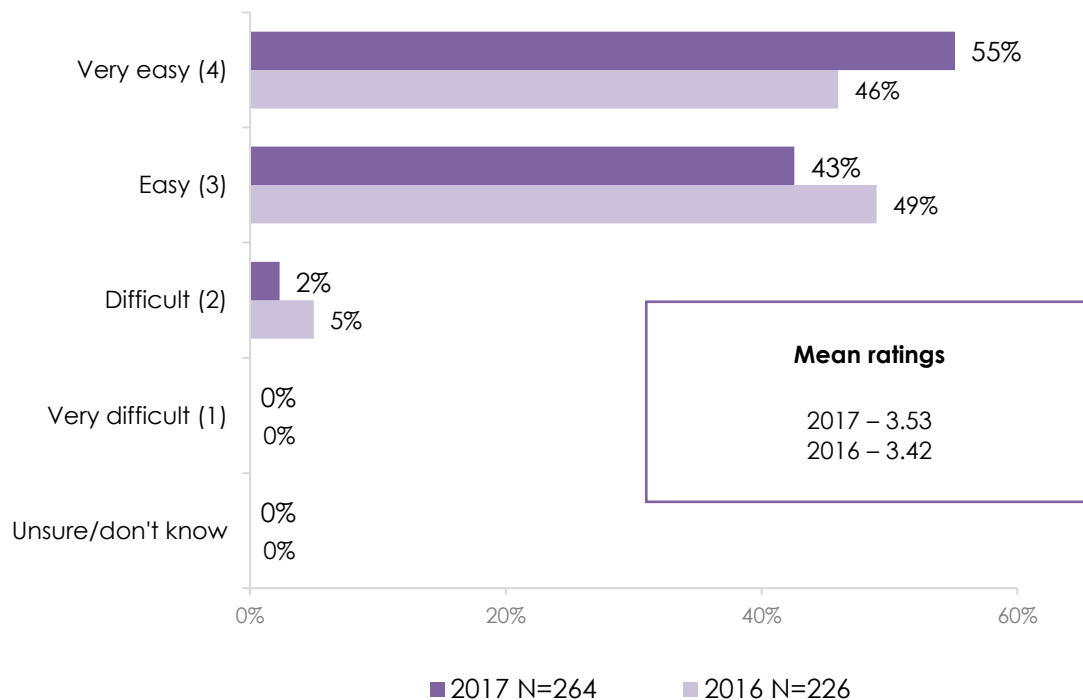
Summary

Almost all of the visitors to the Service Centres found them 'easy' (43%) to 'very easy' (55%) to deal with. Only 2% claimed any degree of difficulty during their visit. This result was a marginal improvement on last year's results.

The results were similar for each of the Centres, with a slightly higher result for 'driver's licence'.

Overall, females, and residents aged 65+ were significantly more likely to find the centres easy to deal with.

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



2017 data	Centre visited			Reason for visit	
	Woden	Belconnen	Tuggeranong	Car registration	Driver's Licence
Base	69	52	51	101	114
Average	3.52	3.47	3.47	3.48	3.60
Very easy	54%	51%	47%	49%	61%
Easy	43%	45%	53%	50%	38%
Difficult	3%	4%	0%	1%	1%
Very difficult	0%	0%	0%	0%	0%
Unsure/Don't know	0%	0%	0%	0%	0%

Bases: Those who visited a Service Centre.

Experience with Access Canberra Service Centre

Ease of Dealings

Summary

The main reasons for rating their visit as easy were the speed with which they were dealt, the ability to complete the transaction in one visit, and the knowledge of the person performing the customer service. Note that 'speed' and 'knowledge' appear to be differentiators between those who gave a 'very easy' rating and those who gave an 'easy' or 'difficult' rating.

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

Q4f Reason for selected rating	Q4e Rating	
	Very easy	Easy/Difficult
Base	145	118
Quick - didn't have to wait long	71%▲	51%
Able to complete in one visit	47%	40%
Person was knowledgeable	39%▲	20%
Person didn't appear to be knowledgeable	0%	7%
Had to wait a long time	0%	6%
Had to come back	0%	3%
Other	10%	11%

Bases: Those who visited a Service Centre.

▲▼ = significantly higher/lower by group

	Very easy
Other specified	
Chairs to sit on	2
All information was available online	1
Close vicinity to home	1
Concierge made it very easy to do transaction	1
Effective service	1
Friendly	1
Good number system to wait in queue	1
Quiet atmosphere to conduct business	1
Variety of signs and parking	1
	Easy/Difficult
Efficient conversation	1
Lack of information and information not clearly presented	1
Nothing negative happened	1
Signage clear, knew where to go and person was efficient	1
Simple process	1
Staff very approachable	1
Straightforward system	1
Time consuming	1
Too much paperwork	1
Trading hours suit my lifestyle	1

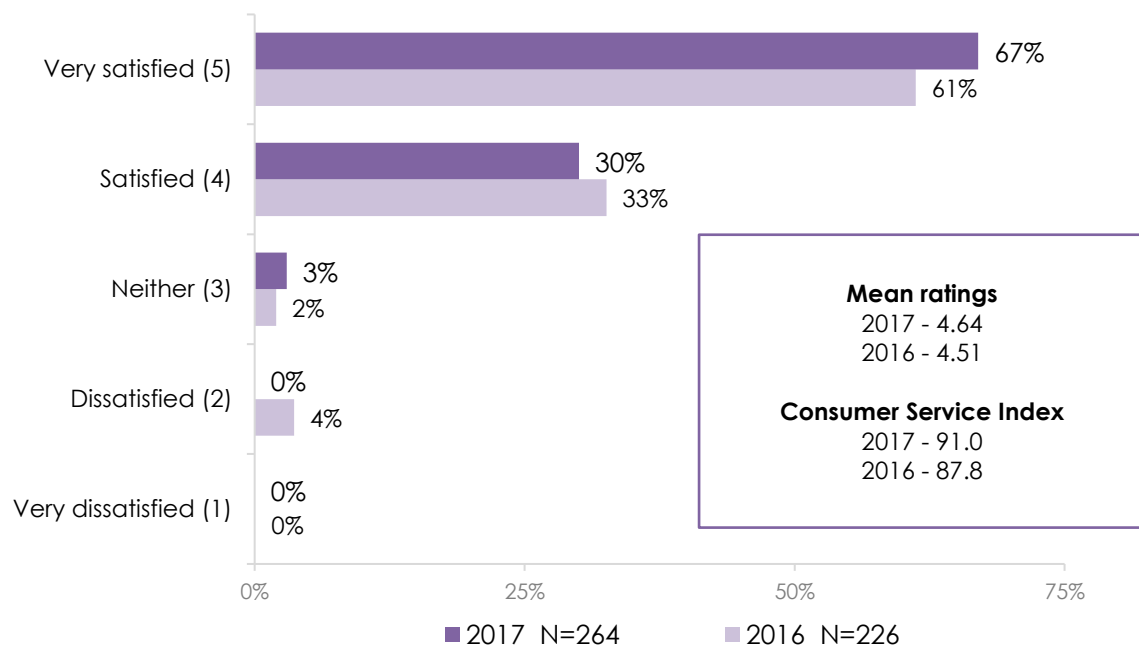
Experience with Access Canberra Service Centre

Satisfaction Ratings

Summary

Visitors were extremely satisfied with their visit, with two-thirds giving the top rating of 'very satisfied', and a further 30% stating they were 'satisfied'. This is marginally higher than last year's results, and similar across the demographics and different Centres/reasons for visiting.

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?



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

	Male	Female	<35	35-44	45-54	55-64	65+
Base	136	128	100	57	42	31	34
CSI Score	89.8	92.3	88.2	90.4	93.2	93.1	95.8

	Single/living alone	Single parent	Couple with children	Couple	Group/shared household	Live with parents
Base	28	13	110	75	16	21
CSI Score	92.0	91.6	91.5	90.4	95.4	85.6

	Woden	Belconnen	Tuggeranong	Car registration	Driver's Licence
Base	69	52	51	101	114
CSI Score	90.6	84.6	94.1	89.1	91.2

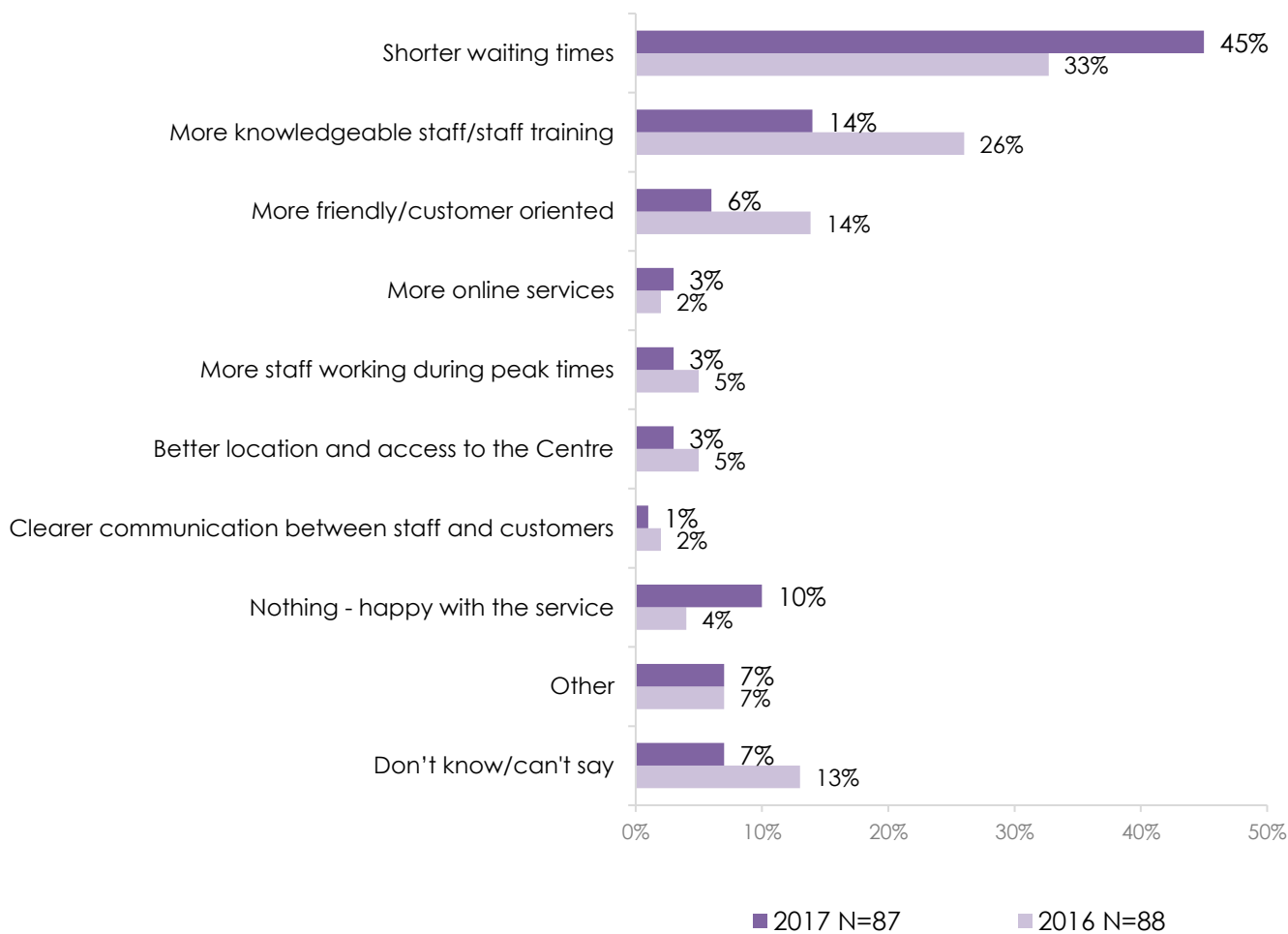
Bases: Those who visited a Service Centre.

Experience with Access Canberra Service Centre Satisfaction Ratings

Summary

For those whose rating was less than 'very satisfied', 45% identified 'shorter waiting times' as the main attribute that would encourage them to give the highest rating.

Q4h. (If less than very satisfied with Service Centre), what would have to change to make you very satisfied with the Access Canberra Service Centre service?



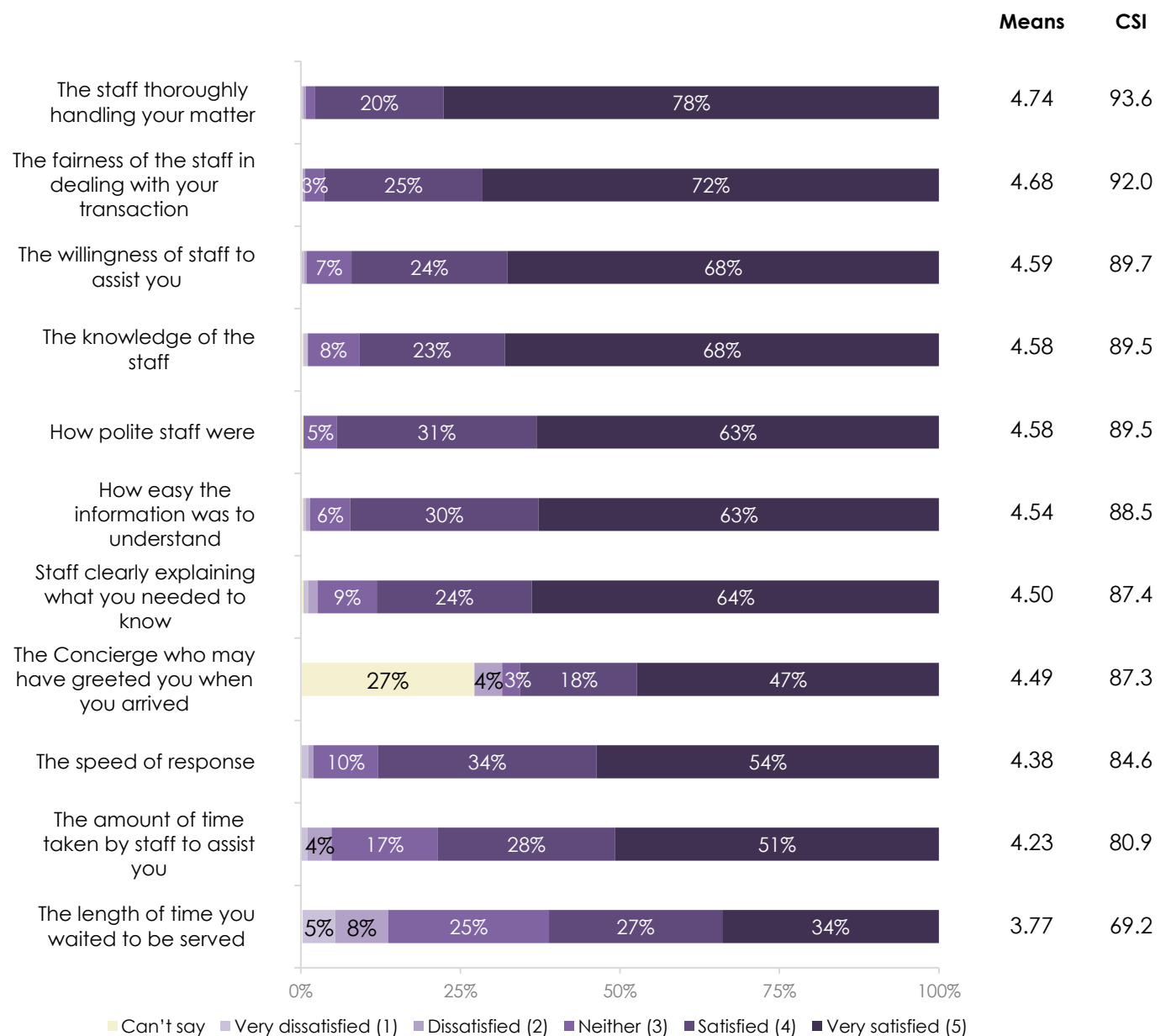
Base: Those who scored their visit to a Service Centre lower than 'very satisfied'.

Experience with Access Canberra Service Centre – Detailed Satisfaction Ratings

Summary

The satisfaction expressed for all attributes was very high to extremely high, with at least 50% of those who were able to rate them scoring the top code of 'very satisfied' for 10 of the 11 services – a similar result to 2016. The exception remained 'the length of time you waited to be served', which still attracted a combined satisfaction T2 score of 61%.

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?



Note: Labels of ≤2% have been removed from the chart, but are detailed in Appendix A.

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

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

Bases: N=264 - Those who visited a Service Centre.

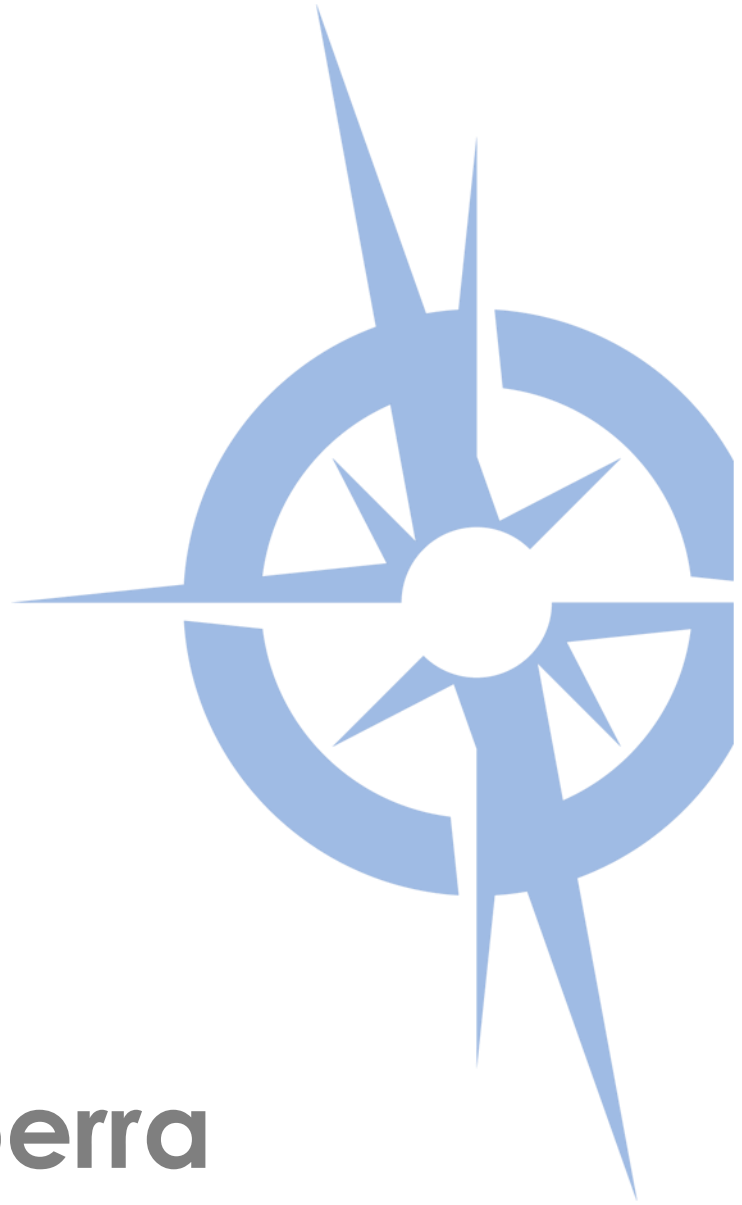
Experience with Access Canberra Service Centre – Detailed Satisfaction Ratings

	Mean ratings		CSI scores	
	2017	2016	2017	2016
The staff thoroughly handling your matter	4.74	4.62	93.6	90.6
The fairness of the staff in dealing with your transaction	4.68	4.60	92.0	89.9
The willingness of staff to assist you	4.59	4.45	89.7	86.3
The knowledge of the staff	4.58	4.52	89.5	87.9
How polite staff were	4.58	4.57	89.5	89.2
How easy the information was to understand	4.54	4.56	88.5	89.0
Staff clearly explaining what you needed to know	4.50	4.52	87.4	88.0
The Concierge who may have greeted you when you arrived	4.49	4.54	87.3	88.5
The speed of response	4.38	4.30	84.6	82.4
The amount of time taken by staff to assist you	4.23	4.24	80.9	80.9
The length of time you waited to be served	3.77	3.89	69.2	72.2

	Male	Female	<35	35-44	45-54	55-64	65+
The staff thoroughly handling your matter	4.69	4.80	4.81	4.58	4.67	4.76	4.90
The fairness of the staff in dealing with your transaction	4.63	4.73	4.65	4.63	4.67	4.68	4.86
The willingness of staff to assist you	4.51	4.67	4.41	4.64	4.64	4.67	4.89
The knowledge of the staff	4.46	4.71	4.68	4.27	4.56	4.67	4.75
How polite staff were	4.47	4.70	4.50	4.50	4.69	4.61	4.81
How easy the information was to understand	4.50	4.59	4.46	4.49	4.57	4.59	4.80
Staff clearly explaining what you needed to know	4.44	4.56	4.34	4.46	4.58	4.61	4.83
The Concierge who may have greeted you when you arrived	4.33	4.69	4.26	4.59	4.49	4.61	4.83
The speed of response	4.27	4.51	4.25	4.32	4.45	4.49	4.70
The amount of time taken by staff to assist you	4.13	4.35	4.00	4.27	4.37	4.31	4.63
The length of time you waited to be served	3.60	3.95	3.51	3.95	3.80	3.93	4.03

	Single/living alone	Single parent	Couple with children	Couple	Group/shared household	Live with parents
The staff thoroughly handling your matter	4.64	4.82	4.71	4.79	4.97	4.64
The fairness of the staff in dealing with your transaction	4.67	4.64	4.65	4.70	5.00	4.57
The willingness of staff to assist you	4.74	4.64	4.60	4.49	4.68	4.57
The knowledge of the staff	4.40	4.50	4.54	4.58	4.97	4.79
How polite staff were	4.58	4.65	4.59	4.59	4.94	4.21
How easy the information was to understand	4.63	4.46	4.53	4.56	4.33	4.57
Staff clearly explaining what you needed to know	4.52	4.57	4.51	4.37	4.66	4.64
The Concierge who may have greeted you when you arrived	4.15	4.30	4.54	4.72	5.00	3.67
The speed of response	4.32	4.32	4.40	4.56	4.07	4.00
The amount of time taken by staff to assist you	4.33	4.19	4.25	4.29	4.07	3.93
The length of time you waited to be served	3.53	3.78	3.83	3.92	4.01	3.00

Mean scale: very dissatisfied = 1, very satisfied = 5
 CSI scale: very dissatisfied = 0, very satisfied = 100
 Significantly higher/lower than overall



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 Access Canberra Contact Centre

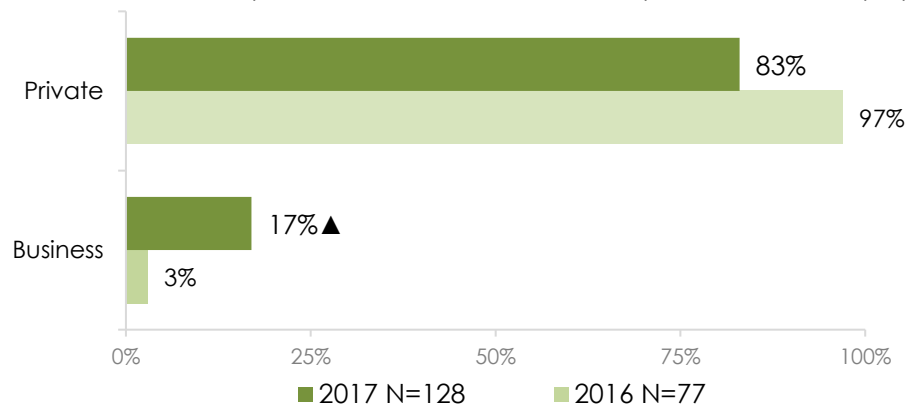
Details of Most Recent Contact

Summary

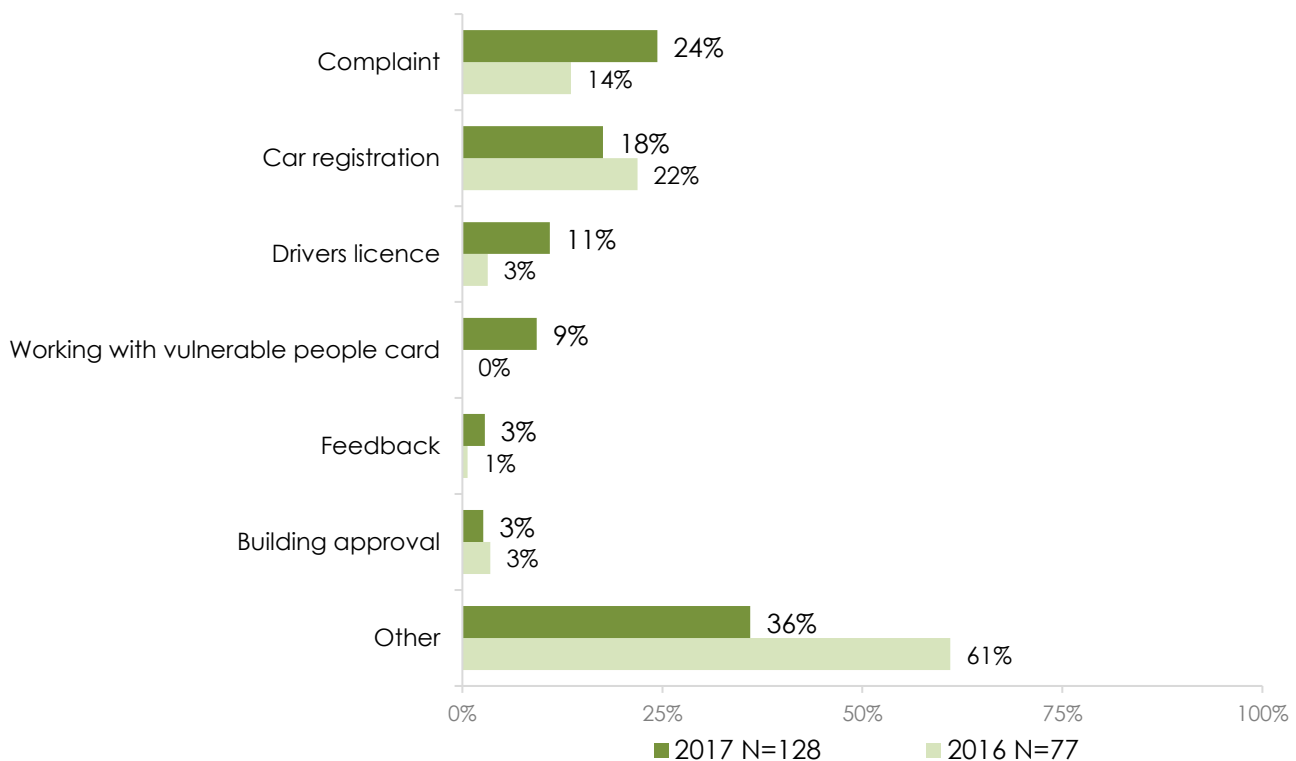
Whilst residents predominantly called the Contact Centre for private purposes, there was a significant increase in the number whose call was regarding a business matter (16% amongst the EWP sample, and 19% amongst the number harvest sample – so the increase isn't restricted to the new number harvest sample).

The primary reason for calling was to make a 'complaint', followed by 'car registration'. Once again, the increase in 'complaint' calls is not solely due to the change in sample design – 23% of the EWP sample and 28% of the number harvest sample mentioned 'complaint'. Furthermore, 'complaints' were primarily the domain of 'private' enquires (29%) rather than 'business' enquires (4%).

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?



Bases: Those who called the Contact Centre.

▲▼ = significantly higher/lower than 2016

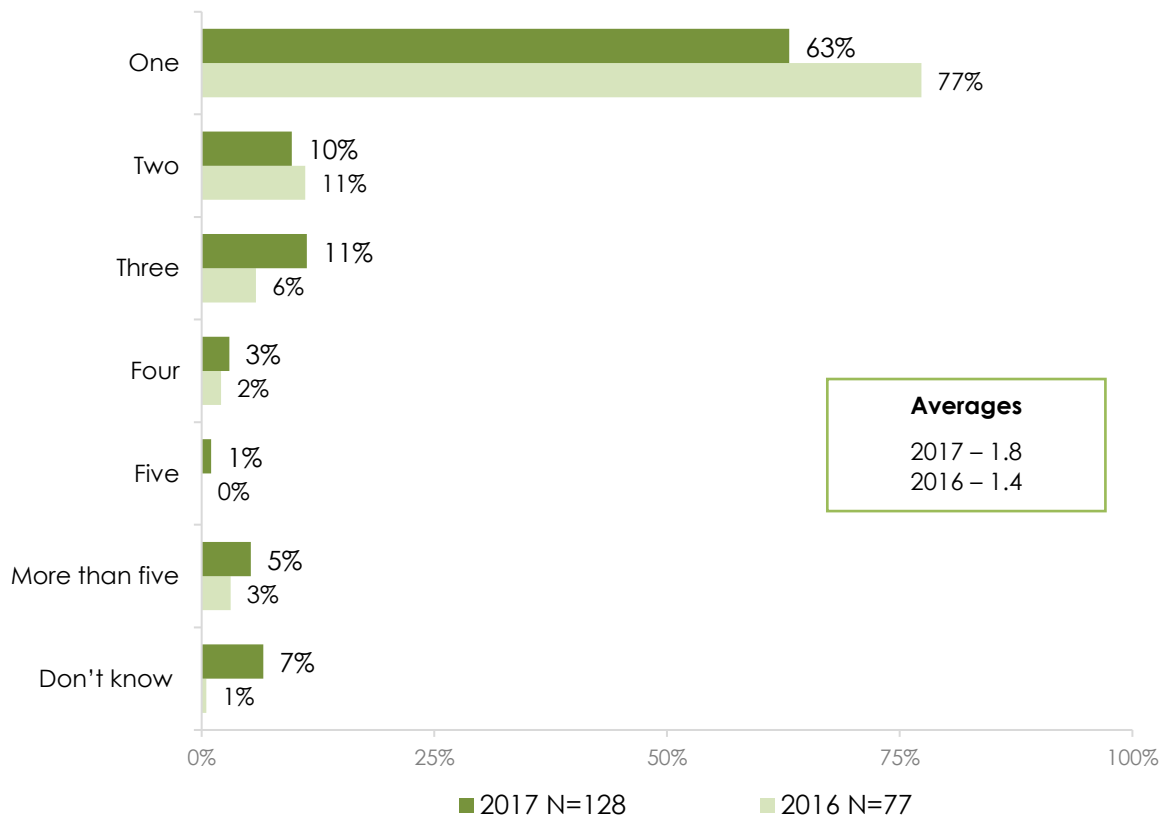
Experience with Access Canberra Contact Centre

Contacts Required to Resolve Issue

Summary

The average number of calls to resolve their issue rose from 1.4 to 1.8. The reason for this was largely due to the calls made to register a complaint, which took an average of 2.6 calls to achieve a resolution.

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



Bases: Those who called the Contact Centre.

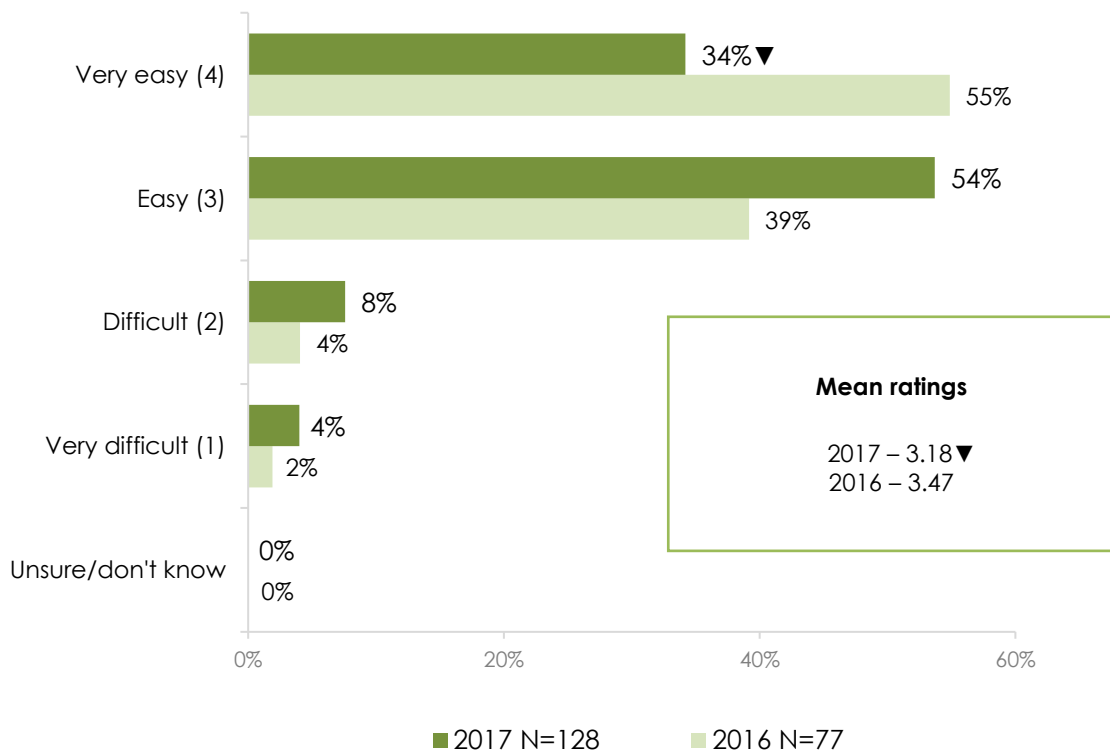
Experience with Access Canberra Contact Centre

Ease of Dealings

Summary

There has been a significant decrease in the number of callers who gave the top rating of 'very easy' resulting in a lower overall mean compared to 2016. This is reflective of the increase in business-related calls, which were significantly more likely to rate their experience as 'very difficult', and less likely to rate it 'very easy'.

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



	Private	Business
Base	181	24
Average	3.36	2.72

Scale: 1 = very difficult, 4 = very easy
 Bases: Those who called the Contact Centre.
 ▲ ▼ = significantly higher/lower than 2016

Experience with Access Canberra Contact Centre

Ease of Dealings

Summary

The main reasons for their 'ease of dealings' ratings were the same as for the Service Centres, i.e. the speed with which they were dealt, the ability to complete the transaction in one call, and the knowledge of the person performing the customer service.

Those who rated their experience as less than 'very easy' were significantly more likely to give their reason as 'had to wait a long time'.

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

Q5e Reason for selected rating	Q5d Rating	
	Very easy	Easy + Difficult
Base	44	84
Quick, didn't have to wait long	56%▲	26%
Able to complete in one call	50%▲	20%
Person was knowledgeable	49%	32%
Had to wait a long time	0%	23%▲
Person didn't appear to be knowledgeable	0%	8%
Transferred and had a poor experience	0%	3%
Had to ring back	0%	1%
Other	3%	13%

Bases: Those who called the Contact Centre.

▲▼ = significantly higher/lower than the other column

Other specified	Very easy
Can't recall	1
No particular reason	1
	Easy/Difficult
Person was polite	2
Quick transfer to right person who could assist	2
ACT government policy not to disclose phone numbers	1
Hard to find in the telephone directory	1
Spoke in understandable language	1
There were no incidents that made the call difficult	1
They need to call back	1
Very straightforward	1
Was able to complete the task	1

Experience with Access Canberra Contact Centre

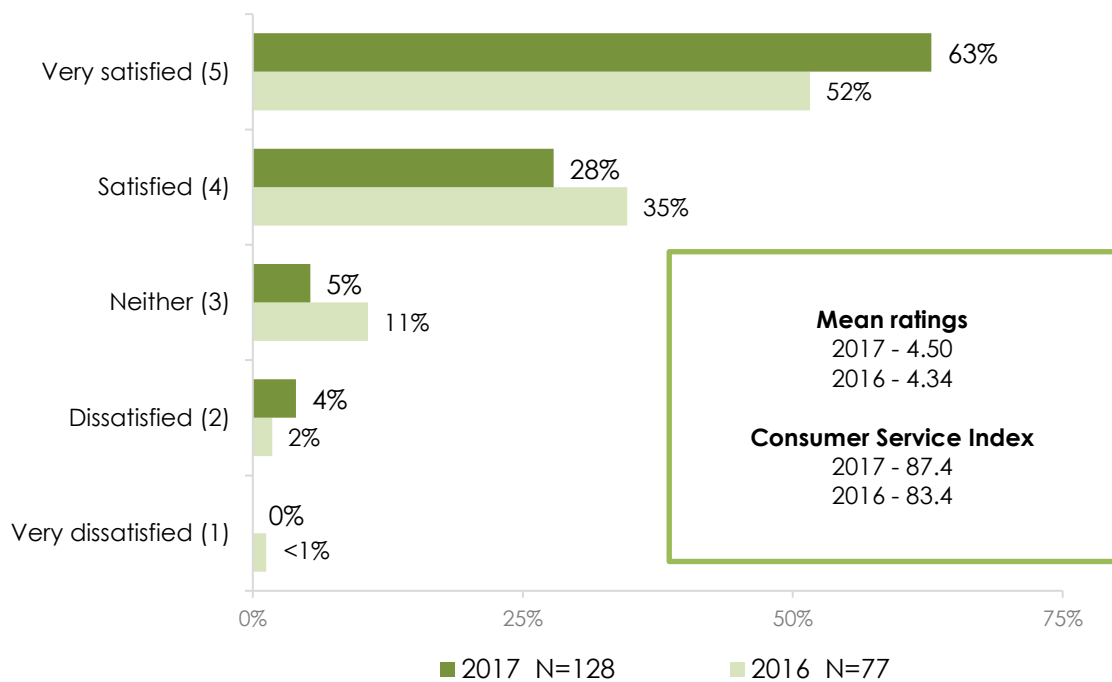
Satisfaction Ratings

Summary

Overall, residents were extremely satisfied with the customer service they received, with 91% giving ratings of 'very satisfied' (63%) and 'satisfied' (28%). This is encouraging given the increase in complaint calls and decrease in 'ease of dealings' ratings discussed earlier.

Those aged under 35 were significantly more satisfied, whilst those aged 55-64 were significantly less satisfied with their customer service.

Q5f. 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?



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

	Male	Female	<35	35-44	45-54	55-64	65+
Base	63	65	52	18	28	16	15
CSI Score	89.5	85.3	94.8	80.2	86.8	76.8	82.9

	Single/living alone	Single parent	Couple with children	Couple	Group/shared household	Live with parents
Base	15	5	61	33	15	0
CSI Score	82.2	88.3	86.9	89.7	89.3	N/A

Bases: Those who called the Contact Centre.

Experience with Access Canberra Contact Centre Satisfaction Ratings

Summary

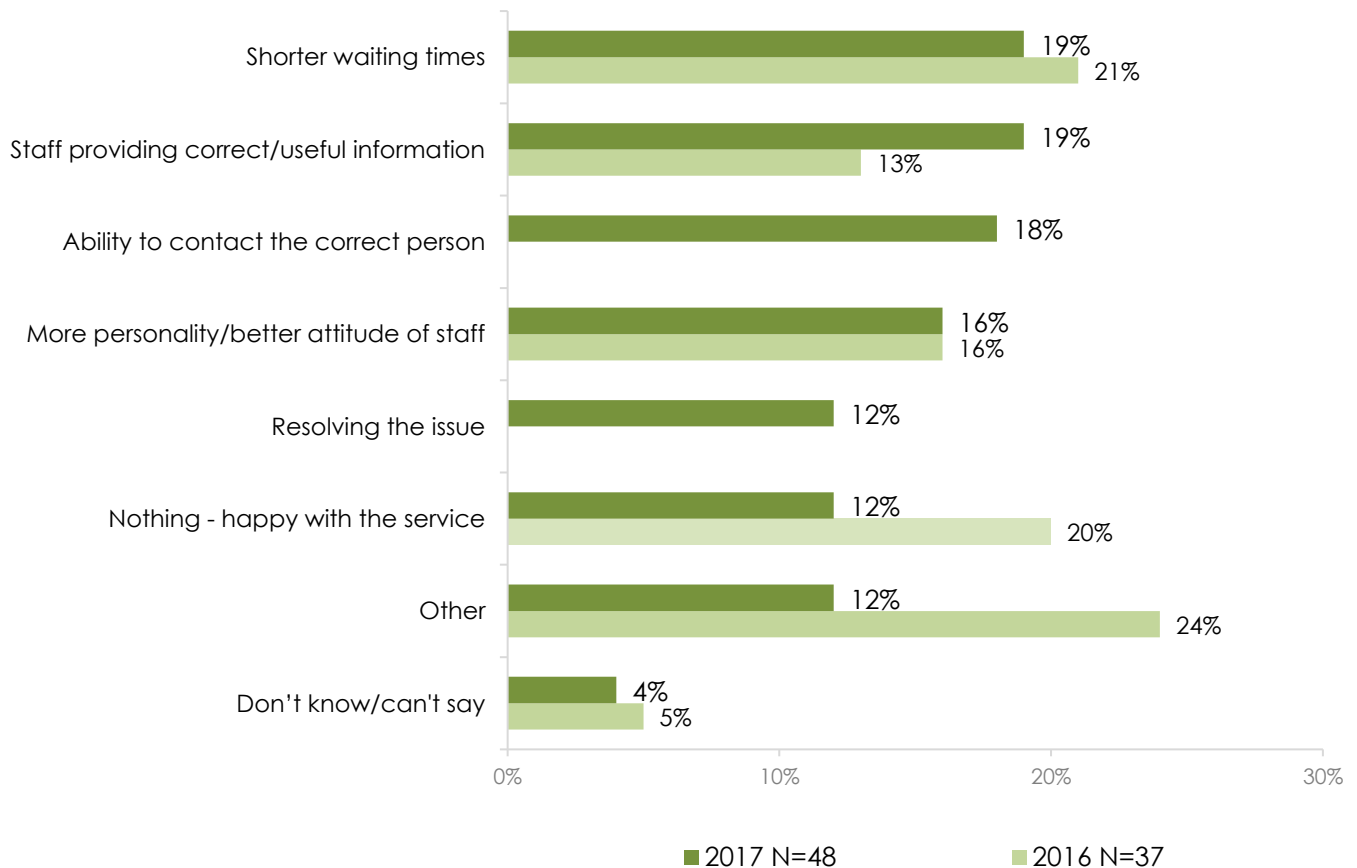
The table below reports the mean satisfaction rating (on a scale of 1-5, not the CSI) by other key sub-samples. As can be seen, even those who made a complaint call were still very favourable in their rating:

	EWP	Number Harvest	Private Matter	Business Matter	Complaint Call	All Other Calls
Base	92	36	106	22	31	100
MEAN Score (on 1-5 scale)	4.47	4.56	4.47	4.64	4.30	4.55

Bases: Those who called the Contact Centre.

For those who did not commit to the highest rating of 'very satisfied', 'shorter waiting times' and 'staff providing correct/useful information' remained the highest attributes that would inspire them to rate the Contact Centre more positively. Note also the references in 2017 to 'ability to contact the correct person'.

Q5g. (If less than very satisfied in Q5f), what would have to change to make you very satisfied with the Access Canberra telephone Contact Centre service?



Base: Those who scored their call to the Contact Centre as less than 'very satisfied'.

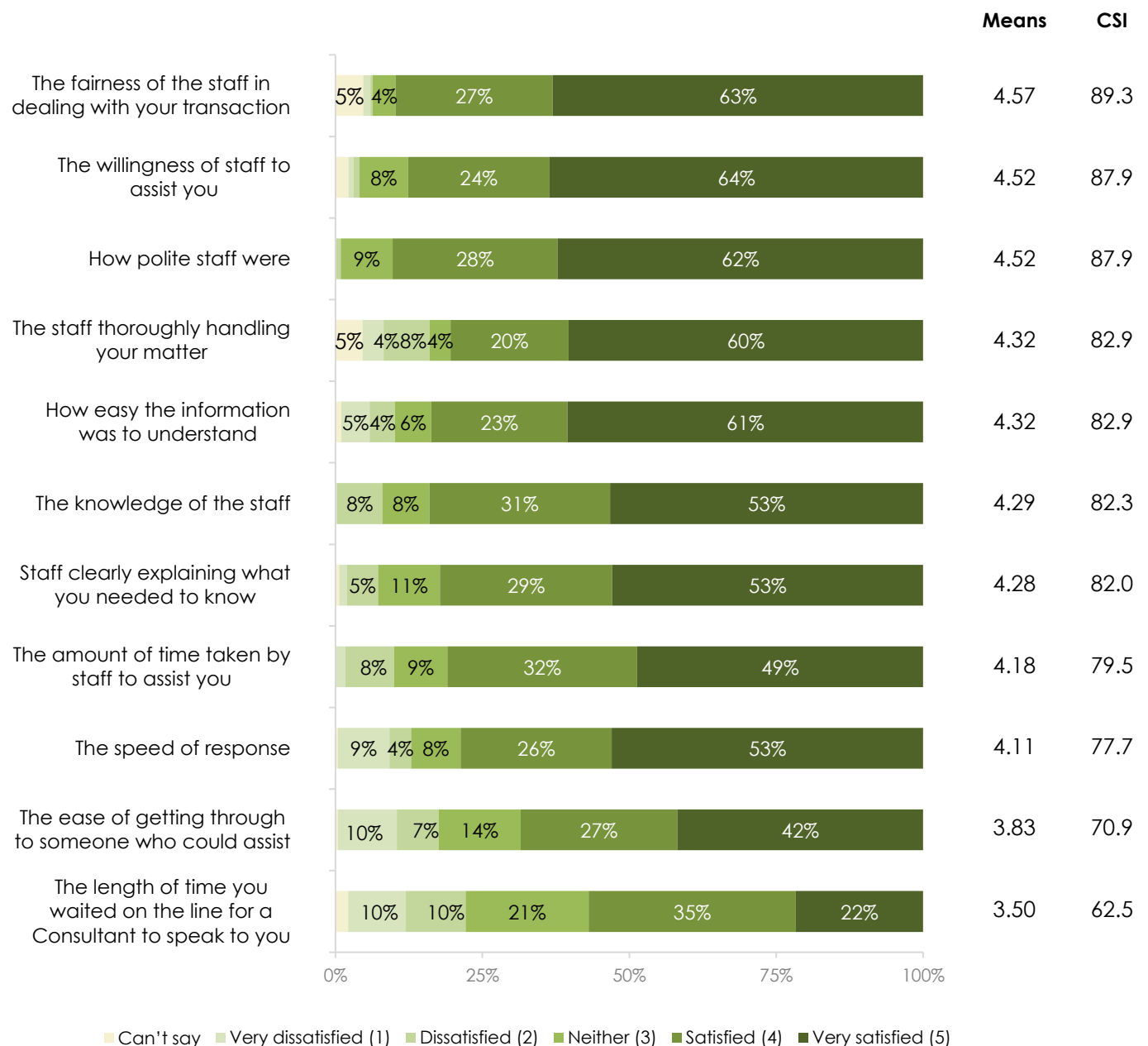
Experience with Access Canberra Contact Centre

Detailed Satisfaction Ratings

Summary

9 of the 11 attributes were ranked highly by callers, however, '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' attracted lower satisfaction ratings. The length of time spent waiting for a Consultant experienced a significant decline in satisfaction from 2016 (3.50 cf. 3.94).

Q5h. 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?



Note: Labels of ≤2% have been removed from the chart, but are detailed in Appendix A.

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

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

Bases: 128 - Those who called the Contact Centre.

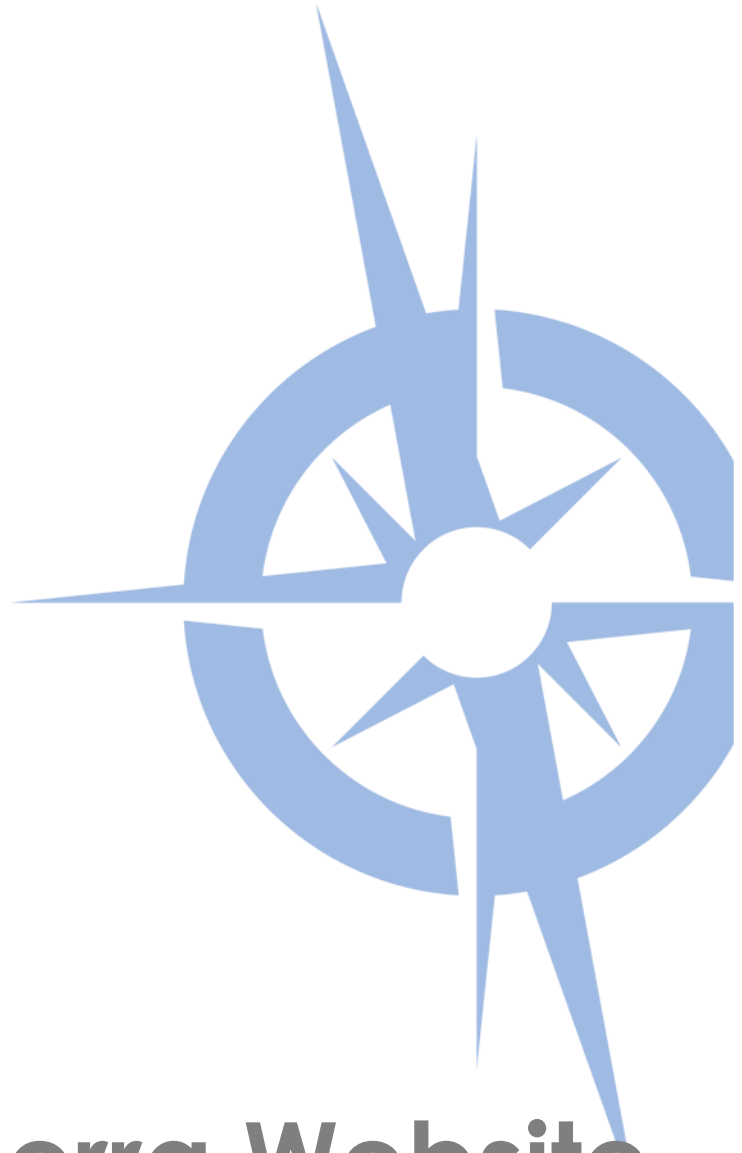
Experience with Access Canberra Contact Centre – Detailed Satisfaction Ratings

	Mean ratings		CSI scores	
	2017	2016	2017	2016
The fairness of the staff in dealing with your transaction	4.57	4.56	89.3	88.9
The willingness of staff to assist you	4.52	4.59	87.9	89.7
How polite staff were	4.52	4.48	87.9	87.1
The staff thoroughly handling your matter	4.32	4.44	82.9	86.1
How easy the information was to understand	4.32	4.53	82.9	88.3
The knowledge of the staff	4.29	4.30	82.3	82.5
Staff clearly explaining what you needed to know	4.28	4.40	82.0	84.9
The amount of time taken by staff to assist you	4.18	4.47	79.5	86.9
The speed of response	4.11	4.37	77.7	84.2
The ease of getting through to someone who could assist	3.83	4.11	70.9	77.7
The length of time you waited on the line for a Consultant to speak to you	3.50	3.94	62.5	73.5

	Male	Female	<35	35-44	45-54	55-64	65+
The fairness of the staff in dealing with your transaction	4.61	4.54	4.72	4.68	4.57	4.09	4.49
The willingness of staff to assist you	4.62	4.42	4.74	4.31	4.54	4.18	4.28
How polite staff were	4.56	4.48	4.64	4.49	4.46	4.27	4.47
The staff thoroughly handling your matter	4.45	4.20	4.65	3.99	4.45	3.79	3.97
How easy the information was to understand	4.25	4.38	4.42	4.26	4.32	4.11	4.22
The knowledge of the staff	4.16	4.42	4.44	4.33	4.25	3.95	4.18
Staff clearly explaining what you needed to know	4.21	4.35	4.54	4.28	4.28	3.79	3.89
The amount of time taken by staff to assist you	4.18	4.18	4.33	4.28	4.11	3.92	3.98
The speed of response	4.36	3.87	4.35	3.69	4.12	4.00	3.87
The ease of getting through to someone who could assist	3.80	3.87	3.98	3.94	3.78	3.48	3.70
The length of time you waited on the line for a Consultant to speak to you	3.33	3.67	3.41	3.62	3.56	3.51	3.55

	Single/living alone	Single parent	Couple with children	Couple	Group/shared household	Live with parents
The fairness of the staff in dealing with your transaction	4.35	4.18	4.71	4.62	4.27	N/A
The willingness of staff to assist you	4.04	4.38	4.65	4.48	4.61	N/A
How polite staff were	4.25	4.33	4.57	4.63	4.36	N/A
The staff thoroughly handling your matter	3.96	4.53	4.40	4.50	3.69	N/A
How easy the information was to understand	3.97	4.38	4.53	4.59	3.15	N/A
The knowledge of the staff	3.73	4.38	4.52	4.47	3.46	N/A
Staff clearly explaining what you needed to know	3.60	4.69	4.44	4.39	3.87	N/A
The amount of time taken by staff to assist you	3.79	4.18	4.42	4.25	3.44	N/A
The speed of response	3.57	4.30	4.21	4.38	3.56	N/A
The ease of getting through to someone who could assist	3.48	3.79	3.98	4.14	2.94	N/A
The length of time you waited on the line for a Consultant to speak to you	3.28	3.83	3.43	3.92	2.95	N/A

Mean scale: very dissatisfied = 1, very satisfied = 5
 CSI scale: very dissatisfied = 0, very satisfied = 100
 Significantly higher/lower than overall



Section E – Access Canberra Website

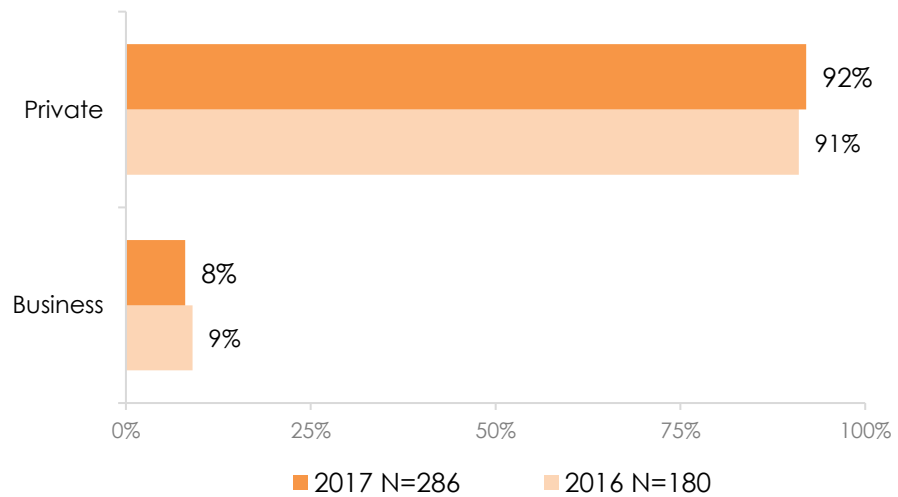
Experience with the Access Canberra Website

Details of Most Recent Visit

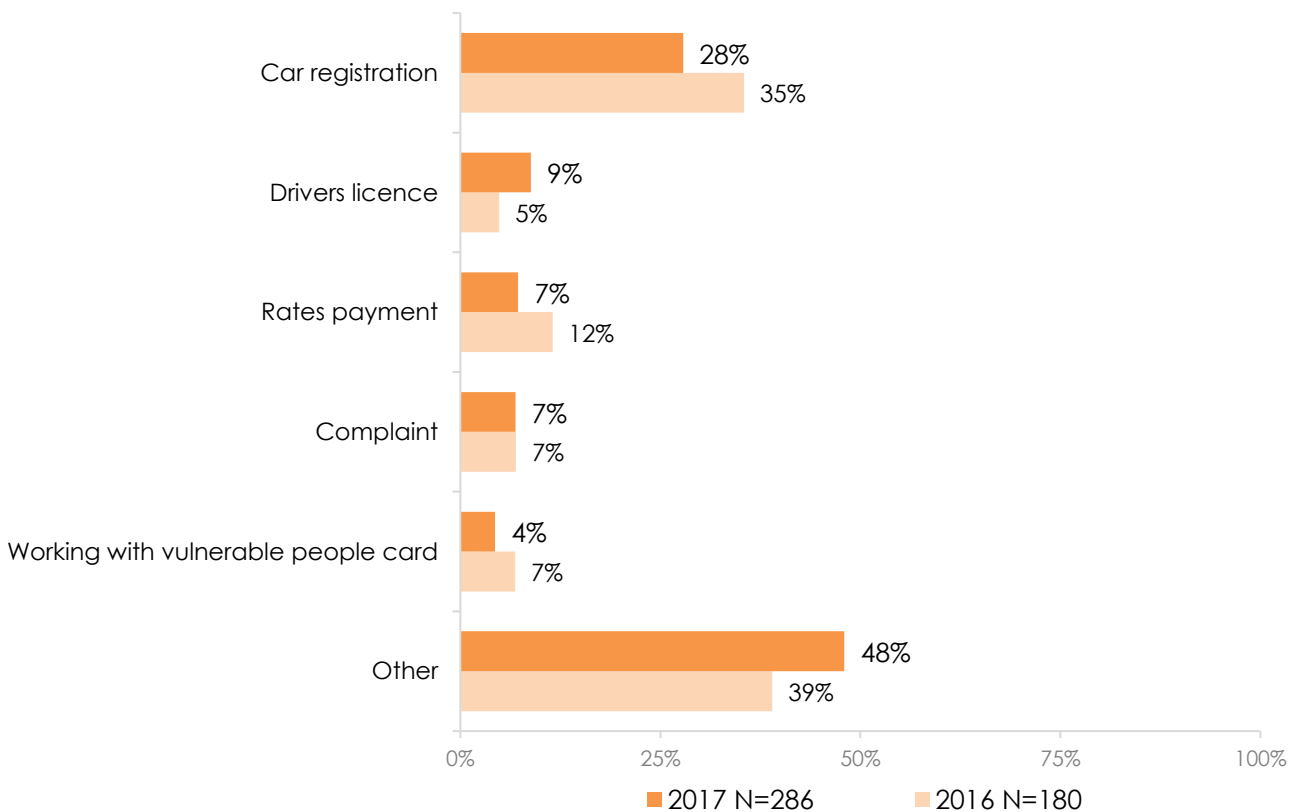
Summary

The majority of uses of the website were for private reasons, with 'car registration' the main aim of the web visit.

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



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



Bases: Those who accessed the Website

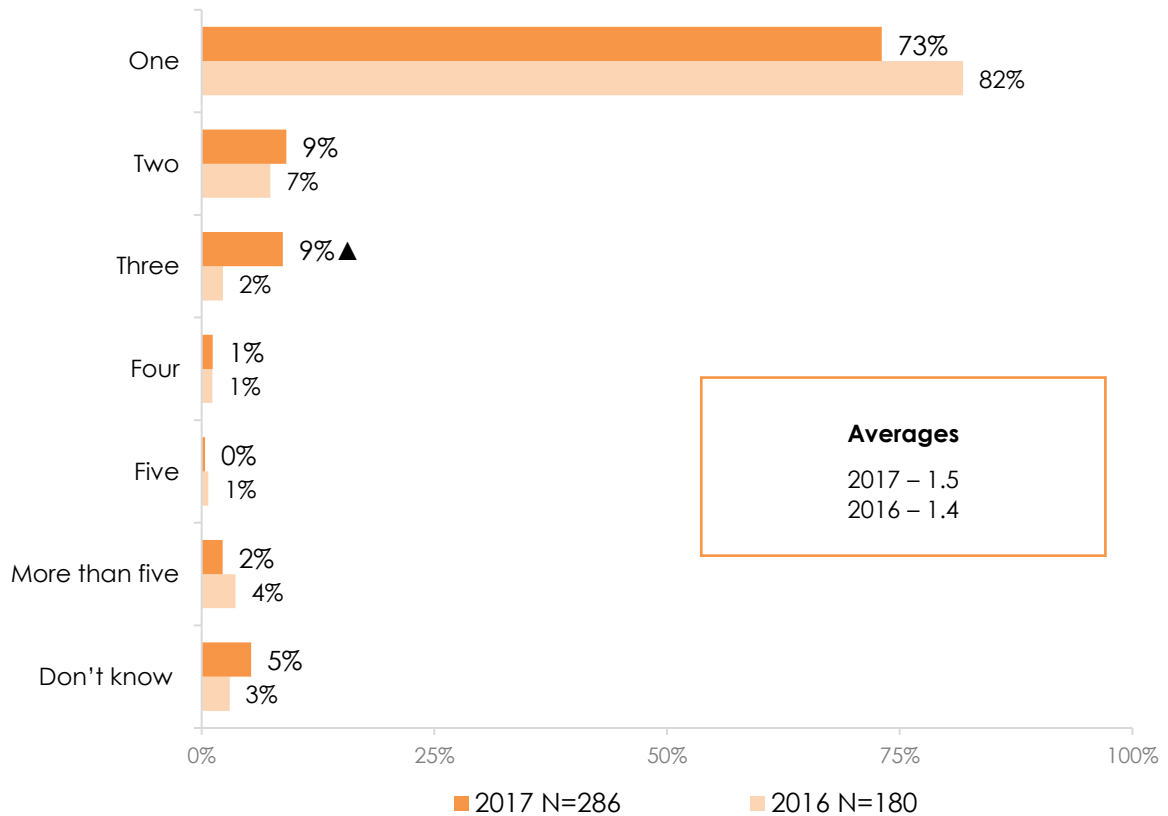
Experience with the Access Canberra Website

Contacts Required to Resolve Issue

Summary

Although there was a marginal decrease in the number of residents who had their issue resolved with their first contact, the average number of contacts remained similar to last year. Those who had to visit the site 3 times to resolve their issue has significantly increased.

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



Bases: Those who accessed the Website

Experience with the Access Canberra Website

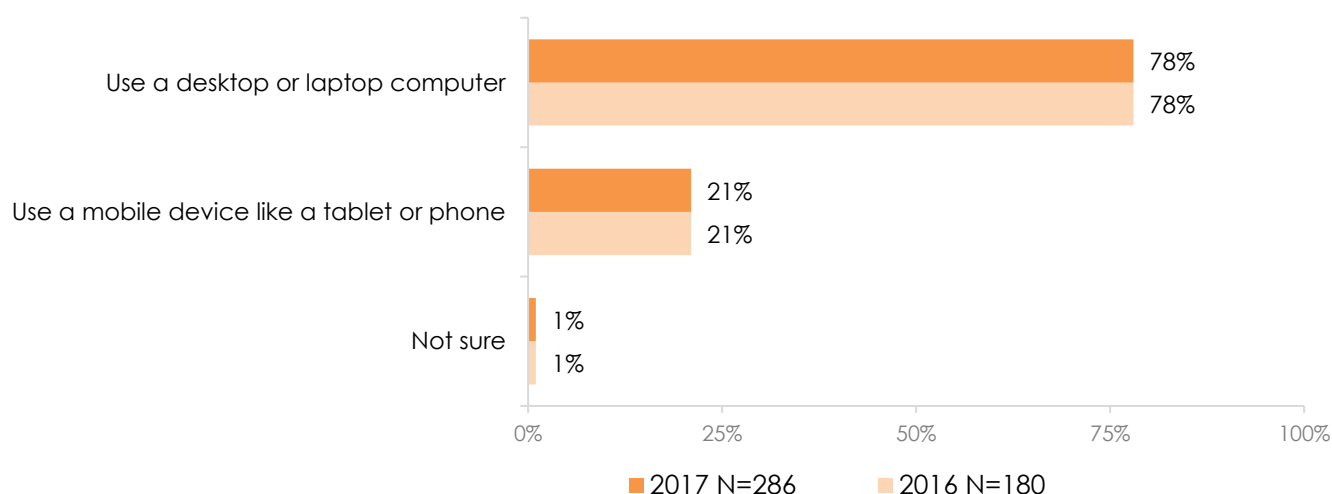
Device Used to Access the Website

Summary

78% stated they used a desktop or laptop computer to access the site, with 21% using a tablet or phone. These results are identical to those of 2016.

Residents aged 65+, and those who live in a group/shared household were significantly more likely to have used a desktop or laptop computer.

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



	Male	Female	<35	35-44	45-54	55-64	65+
Base	132	154	103	68	57	36	23
Use a desktop or laptop computer	85%	72%	70%	81%	87%	75%	90%▲
Use a mobile device like a tablet or phone	15%	26%	28%	19%	13%	25%	10%
Not sure	0%	2%	2%	0%	0%	0%	0%

	Single/living alone	Single parent	Couple with children	Couple	Group/shared household	Live with parents
Base	31	9	136	68	29	12
Use a desktop or laptop computer	78%	84%	74%	84%	100%▲	37%
Use a mobile device like a tablet or phone	22%	16%	24%	16%	0%	63%
Not sure	0%	0%	2%	0%	0%	0%

Bases: Those who accessed the Website

▲▼ = significantly higher/lower than overall



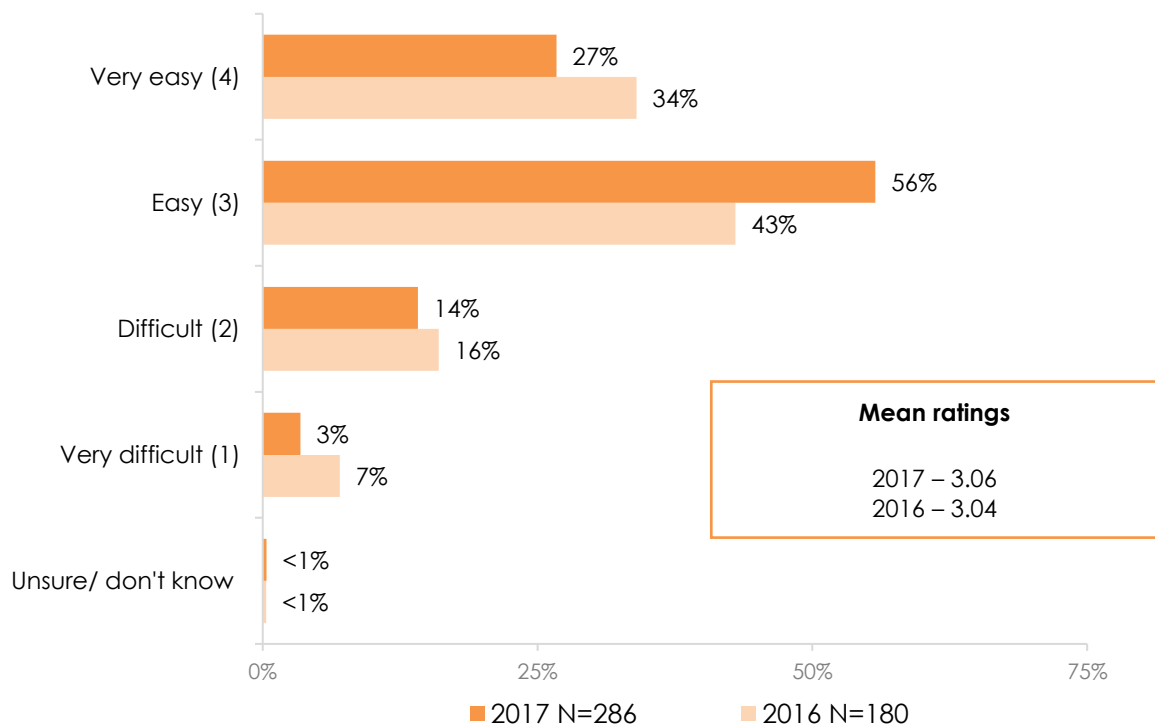
Experience with the Access Canberra Website

Ease of Finding Information or Services

Summary

Visitors to the Website rated it less easy than the other 2 methods, with 27% giving the top rating of 'very easy', and another 56% rating it 'easy'. This is perhaps because in contacting one of the Centres, either in person or by phone, they are able to speak to a representative. 17% expressed a level of difficulty in finding what they needed on the site.

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



Scale: 1 = very difficult, 4 = very easy
 Base: Those who accessed the Website

	Male	Female	<35	35-44	45-54	55-64	65+
Base	132	153	103	67	57	36	23
Mean ratings	3.05	3.07	3.12	2.98	3.07	2.96	3.10

	Single/living alone	Single parent	Couple with children	Couple	Group/shared household	Live with parents
Base	31	9	135	68	29	12
Mean ratings	2.89	2.92	3.03	3.00	3.40▲	3.37

Experience with the Access Canberra Website

Easy of Finding Information or Services

Summary

Those who found the Website 'very easy' to navigate gave their reasons as predominantly because the 'information was clearly presented', they were 'able to complete the transaction in one website visit', and the 'form was easy to fill out'. These responses were all significantly higher than for those who expressed difficulty. For these residents, their reasons were significantly more likely to be that they 'had difficulty navigating/finding what I was after', and 'didn't understand the information/question on the form'.

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	76	159	50
Information clearly presented	77%▲	69%▲	2%▼
Able to complete transaction in one website visit	49%▲	18%	0%▼
Form easy to fill out	21%▲	10%	0%▼
Had to find documents/card to complete transaction online	0%	2%▼	20%▲
Had a slow Internet speed	0%	0%	0%
Didn't understand the information/question on the form	0%	1%▼	22%▲
Had difficulty navigating/finding what I was after	0%▼	10%▼	92%▲
Other	8%	11%	25%

▲▼ = significantly higher/lower

Bases: Those who accessed the Website.



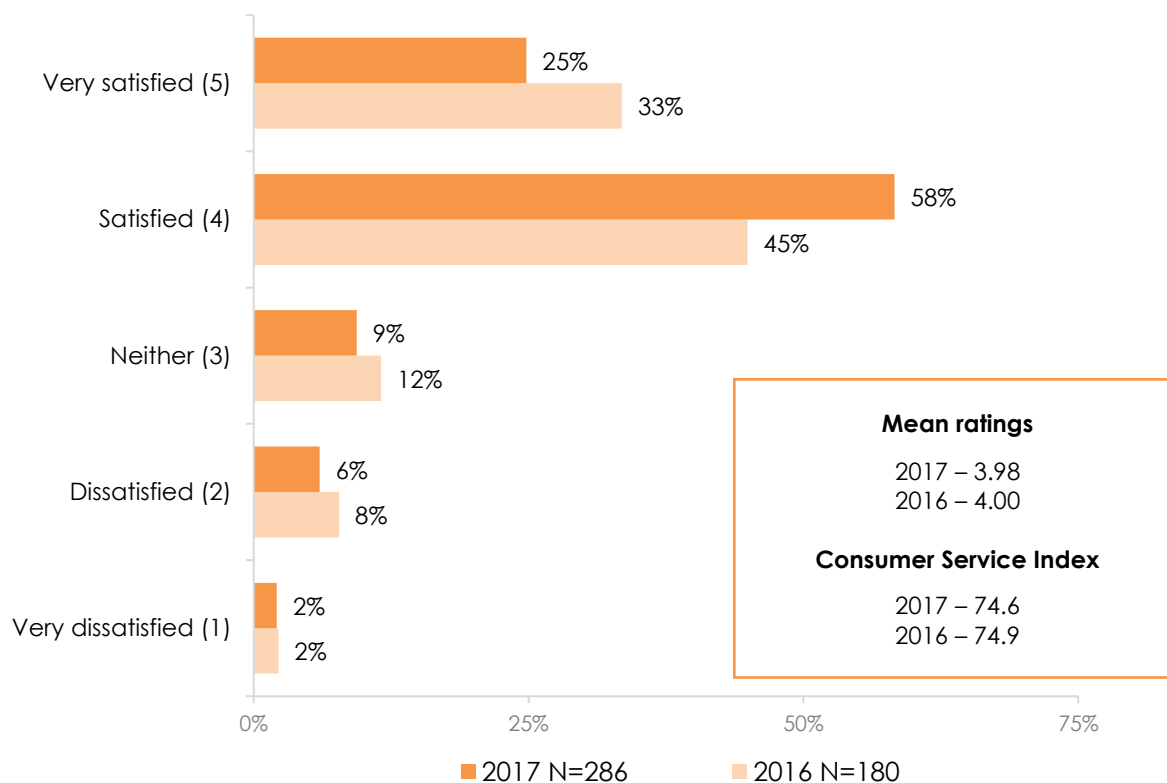
Experience with the Access Canberra Website

Satisfaction Ratings

Summary

Whilst there has been a slight softening in scores in 2017, overall satisfaction remains positive.

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

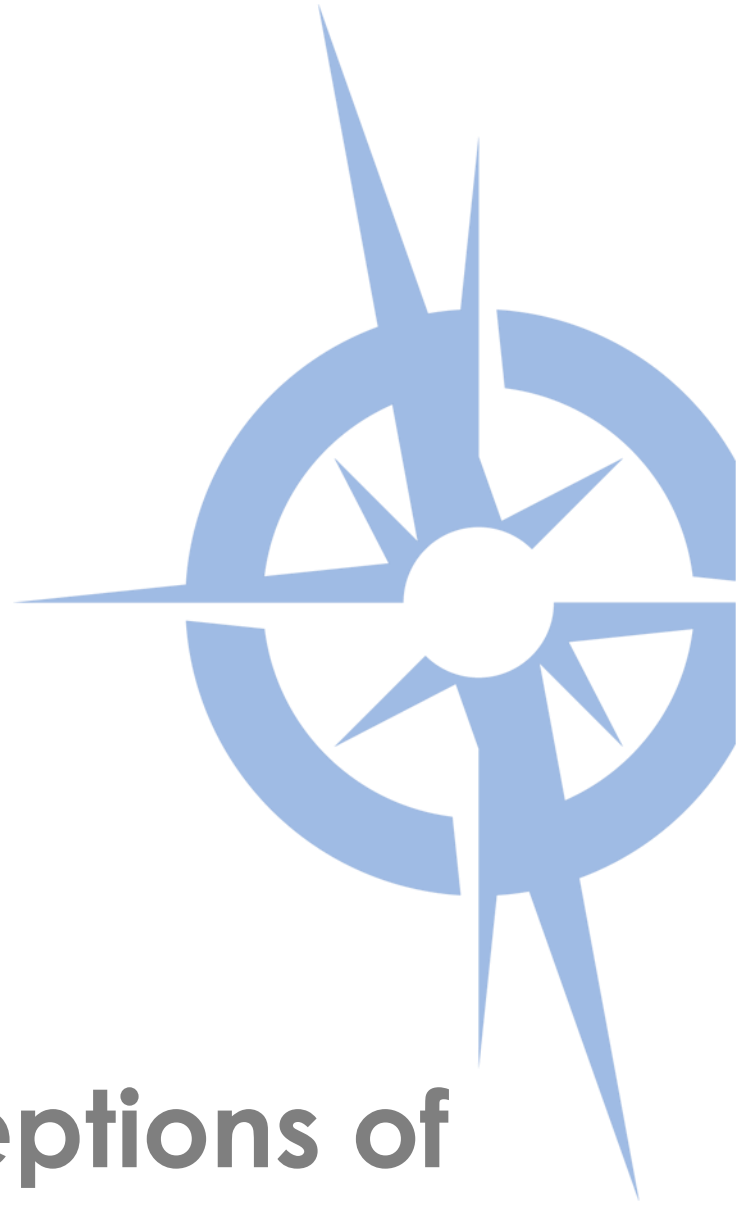


Mean scale: very dissatisfied = 1, very satisfied = 5
 CSI scale: very dissatisfied = 0, very satisfied = 100

	Male	Female	<35	35-44	45-54	55-64	65+
Base	132	154	103	68	57	36	23
CSI Score	74.1	75.0	76.1	70.5	78.8	70.6	75.2

	Single/living alone	Single parent	Couple with children	Couple	Group/shared household	Live with parents
Base	31	9	136	68	29	12
CSI Score	74.8	73.8	73.7	74.4	78.9	75.0





**Section F –
Overall Perceptions of
Access Canberra**

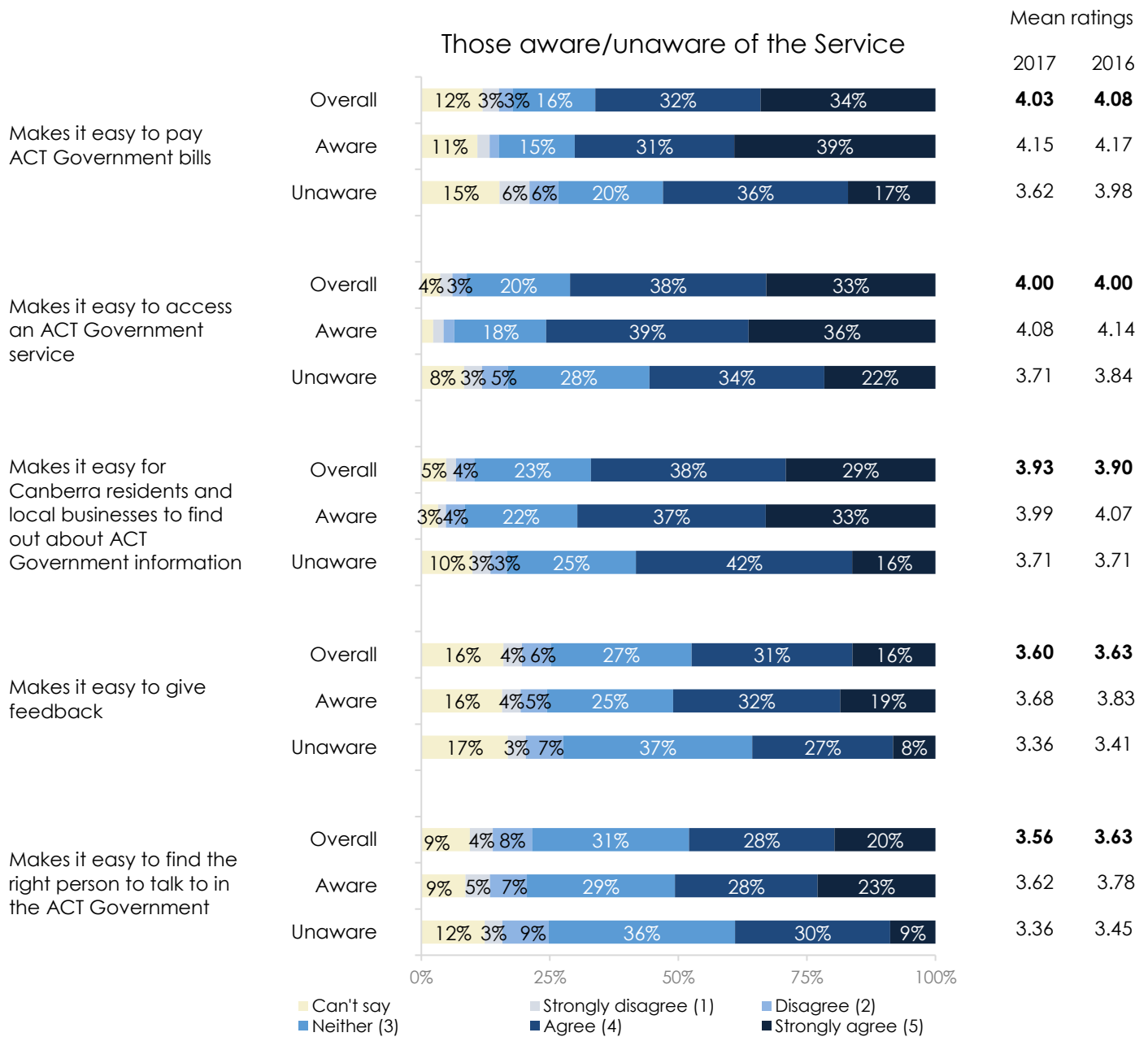
Overall Perceptions of Access Canberra

Summary

Although overall awareness of Access Canberra has increased significantly in 2017, awareness of specific features/benefits of the services have shown little movement. Is there a need to better communicate the benefits of the service?

Females were significantly more likely to agree that it was easier to pay ACT Government bills, whilst those aged 55-64 found it significantly less easy to access an ACT Government service, to find out about ACCT Government information, and to find the right person to talk to in the ACT Government.

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:



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

Note: Labels of ≤2% have been removed from the chart, but are detailed in Appendix A.

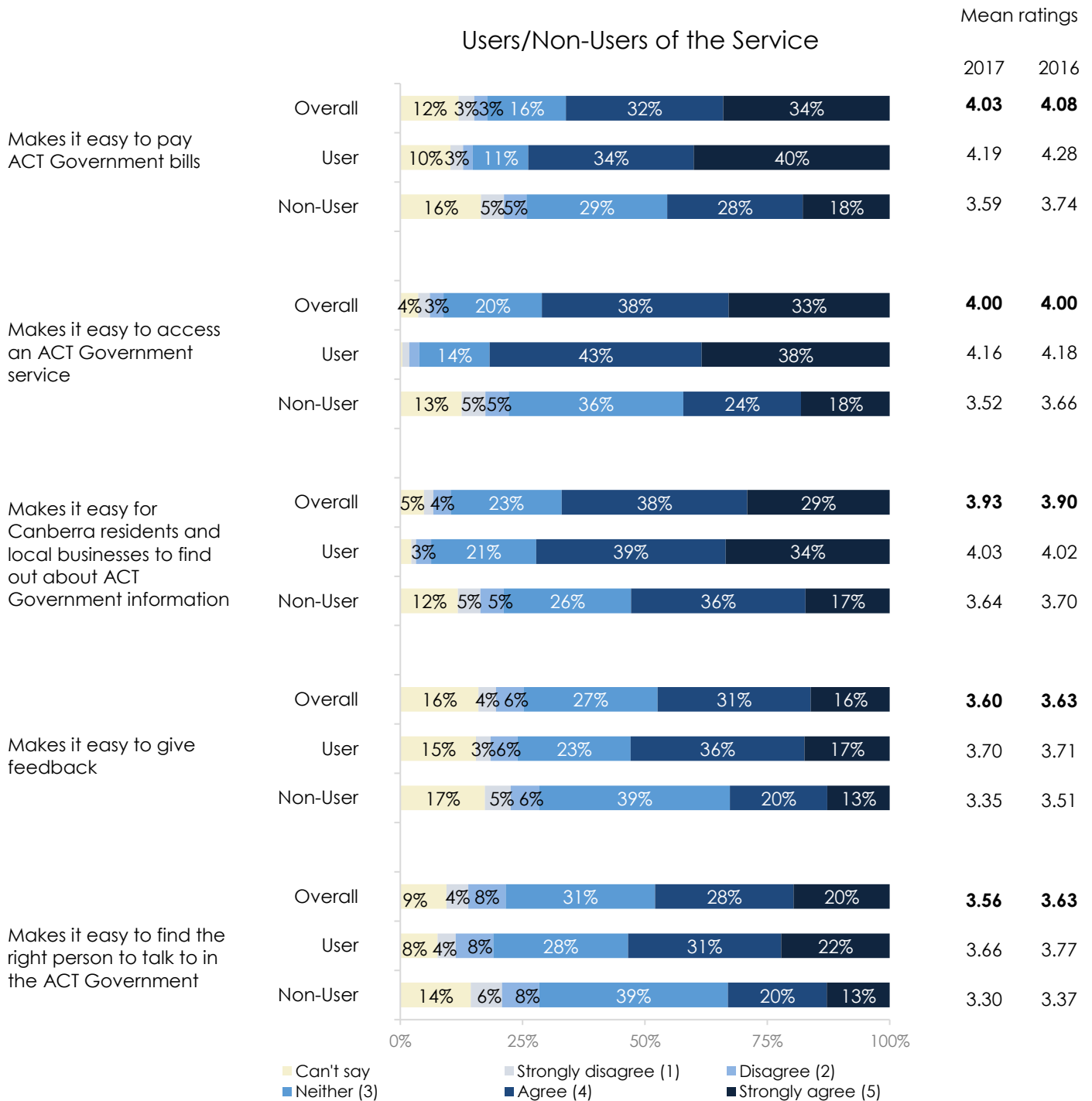
Base: Overall N=603, Aware N=463, Unaware N=140

Overall Perceptions of Access Canberra

Summary

Similar to the difference between those who were aware/unaware of the service (previous page), those who have recently used an Access Canberra Service were significantly more likely than their counterparts to agree with each of the statements.

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:



Mean scale: 1 = strongly disagree, 5 = strongly agree, Note: Mean scores exclude 'can't say' responses.
 Note: Labels of ≤2% have been removed from the chart, but are detailed in Appendix A.
 Base: Overall N=603, User N=440, Non-User N=163

Room for Improvement with Service Delivery

Summary

More than half of the residents surveyed were unable to nominate any area of service delivery that needed fixing, a result similar to last year's. This result was similar between those who are aware of Access Canberra and those who aren't, although non-users were a little less likely to suggest improvements.

Those who were aware of and those who had used the Service were significantly more likely to believe that Access Canberra needs 'more staff to improve wait times at Service/Contact Centres' and 'more Service Centres', and users expressed a need for 'knowing where things are up to in processes', whilst those who were not aware of the Services indicated a need for 'better promotion/publicity of information'.

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

	Overall 2017	Overall 2016	Aware of Access Canberra	Unaware of Access Canberra	Access Canberra User	Access Canberra Non User
Base	603	602	463	140	440	163
Nothing	53%	48%	54%	52%	50%	62%
Improve online services/website needs to be more user-friendly	6%	4%	7%	3%	7%	2%
More staff to improve wait times at Service/Contact Centres	6%	5%	7%▲	0%	8%▲	0%
More Service Centres, particularly Civic	4%	2%	5%▲	0%	5%▲	0%
Better promotion/publicity of information (i.e. information on service available/Access Canberra)	3%	3%	2%	8%▲	2%	6%
Having everything dealt with on a matter through just one area; not dealing with multiple areas	3%	2%	3%	3%	2%	4%
Knowing where things are up to in processes	3%	1%	2%	4%	3%▲	1%
Government actually getting back to me after I've contacted them	2%	3%	2%	3%	2%	4%
Quicker approvals	2%	3%	2%	5%	2%	2%
Better public transport/timetable	2%	3%	1%	5%	1%	4%
Requirements being simpler, e.g. proof of something, documentation	2%	1%	2%	1%	2%	1%
Improve street/park maintenance	2%	3%	1%	2%	2%	2%
Council staff having better customer service skills/improve staff training	1%	4%	1%	1%	1%	1%
Reduce fees/charges	1%	0%	1%	1%	2%	0%
Remove/improve automated service	1%	1%	1%	0%	1%	1%
Quicker response time	1%	<1%	1%	0%	1%	0%
Better access to services	1%	1%	0%	1%	0%	2%
Improve car registration processes/costs	1%	1%	1%	1%	1%	1%
Make it easier to access the correct department	1%	0%	1%	0%	1%	1%
Focus on aged/disability care/assistance	<1%	<1%	0%	1%	0%	1%
Regulation of building approvals	<1%	<1%	0%	0%	0%	0%
Improve rubbish collection/waste management	<1%	1%	0%	0%	0%	0%
Improve payment/direct debit services	<1%	1%	0%	0%	0%	0%
Eliminating tram/light rail	<1%	<1%	0%	0%	0%	0%
Other	6%	7%	5%	8%	6%	6%
Don't know/can't say	0%	4%	0%	0%	0%	0%



Section G – Service Delivery Options

Preferred Opening Times

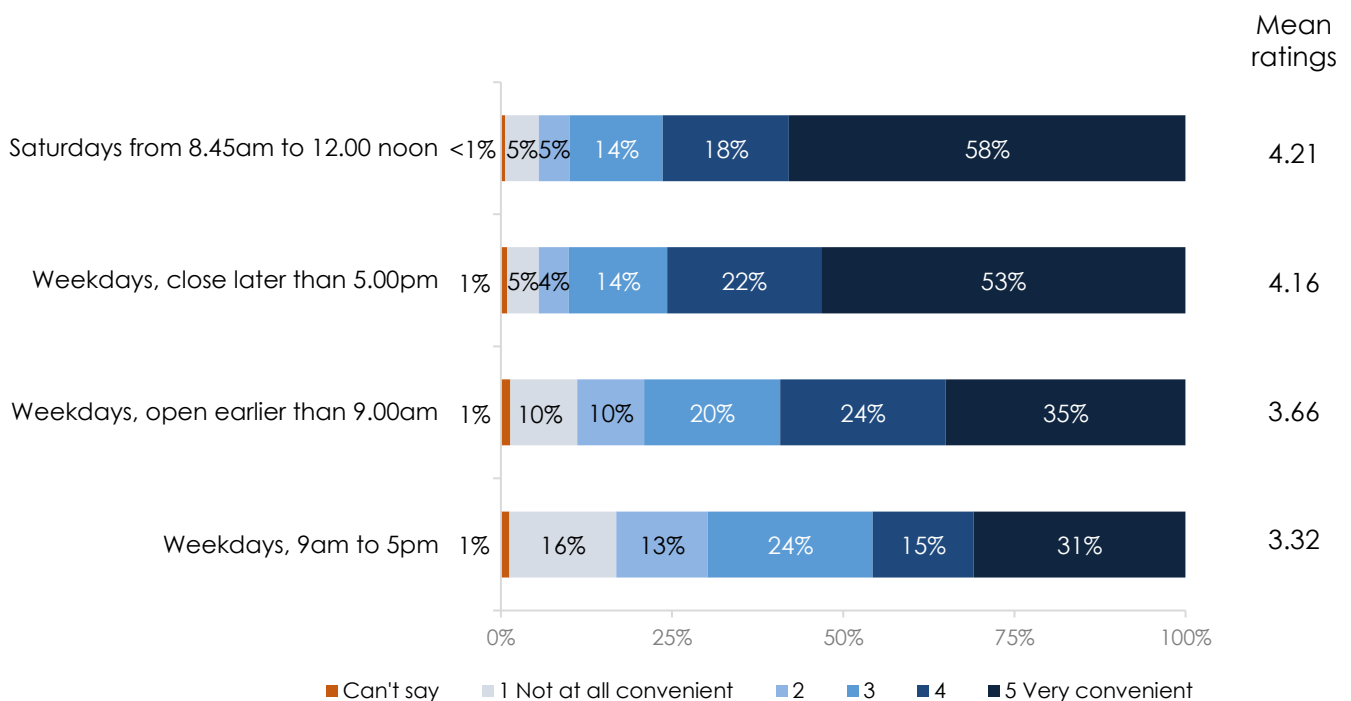
Summary

Saturday mornings and after 5.00pm weekdays generated most commitment on the five-point convenience scale, whilst current weekday opening hours were considered least convenient.

Those who have used a Service Centre in the last 12 months were significantly more likely to find three of the four suggested hours convenient – the one exception was weekdays after 5.00pm (see table overleaf).

Families with children would find it significantly more convenient to have the Centres open on Saturdays, as would younger adults under 35. Closing later than 5pm on weekdays would also be significantly more convenient for those under 35, and couples with children, whilst those who are single or living alone as well as those who are over 55 were significantly more likely to find weekdays 9am-5pm convenient.

Q8. Please imagine you had to visit an Access Canberra Service Centre, how convenient would each of the following time slots be for you?



Scale: 1 = not at all convenient, 5 = very convenient

The table below highlights that those who find regular weekday hours inconvenient provided even stronger ratings for Saturdays and after 5.00pm on weekdays:

	Those Who Find Weekdays 9-5 NOT Convenient (Codes 1 and 2)
Base	175
Weekdays, open earlier than 9.00am	3.54
Weekdays, close later than 5.00pm	4.25
Saturdays from 8.45am to 12.00 noon	4.32



Preferred Opening Times

Q8. Please imagine you had to visit an Access Canberra Service Centre, how convenient would each of the following time slots be for you?

	Overall	Aware of Access Canberra	Unaware of Access Canberra	Used a Service Centre L12M	Used at least one of the other Services L12M	Non-User
Base	603	451	152	274	320	186
Weekdays, 9am to 5pm	3.32	3.26	3.52	3.53▲	3.33	3.27
Weekdays, open earlier than 9.00am	3.66	3.69	3.54	3.80▲	3.79	3.42
Weekdays, close later than 5.00pm	4.16	4.15	4.23	4.22	4.26	3.97
Saturdays from 8.45am to 12.00 noon	4.21	4.22	4.16	4.33▲	4.34	3.91

	Male	Female	<35	35-44	45-54	55-64	65+
Base	132	154	103	68	57	36	23
Weekdays, 9am to 5pm	3.42	3.24	2.90▼	2.92▼	3.13	3.88▲	4.66▲
Weekdays, open earlier than 9.00am	3.58	3.73	3.83	3.66	3.64	3.50	3.40▼
Weekdays, close later than 5.00pm	4.12	4.21	4.42▲	4.31	4.27	3.74▼	3.58▼
Saturdays from 8.45am to 12.00 noon	4.15	4.27	4.41▲	4.37	4.34	3.72▼	3.77▼

	Single/living alone	Single parent	Couple with children	Couple	Group/shared household	Live with parents
Base	31	9	136	68	29	12
Weekdays, 9am to 5pm	3.96▲	3.47	3.12▼	3.50	2.60▼	3.43
Weekdays, open earlier than 9.00am	3.47	3.87	3.80	3.47	3.84	3.58
Weekdays, close later than 5.00pm	4.03	4.40	4.30▲	3.94▼	4.39	4.00
Saturdays from 8.45am to 12.00 noon	3.97	4.61▲	4.43▲	4.04▼	4.15	3.83

▲ ▼ = significantly higher/lower than the overall.



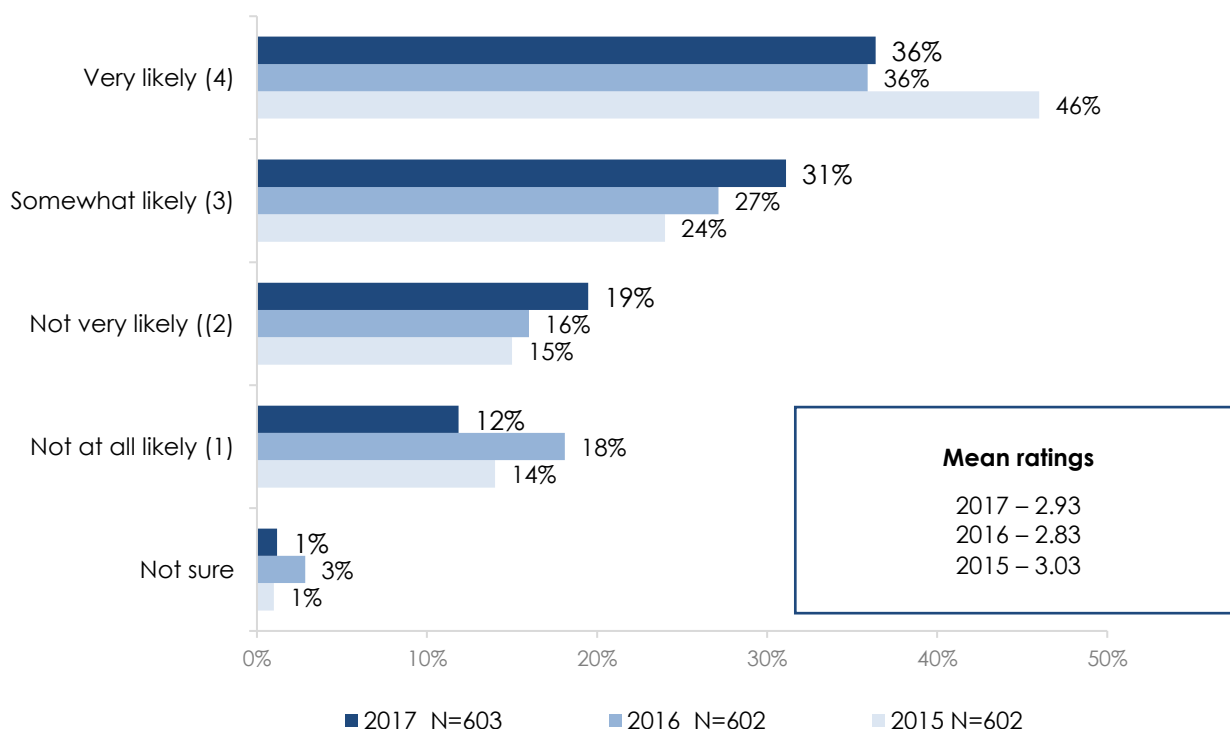
Scheduling Call Backs from the Contact Centre

Summary

Two-thirds of residents were likely to schedule a call back from the Contact Centre in the event that no one was available to take their call; this is similar to last year's result.

Those who have recently used the Contact Centre would be significantly more likely to take advantage of this offer, whilst those aged 55-64 would be significantly less likely.

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?



	Overall 2017	Aware of Access Canberra	Unaware of Access Canberra	Used Contact Centre L12M	Used at least one of the other Services L12M	Non-User
Base	603	463	140	149	420	163
Mean ratings	2.93	2.98	2.77	3.34▲	2.99	2.76

	Male	Female	<35	35-44	45-54	55-64	65+
Base	295	308	218	115	103	84	83
Mean ratings	2.98	2.88	3.07	2.99	2.82	2.70▼	2.86

	Single/living alone	Single parent	Couple with children	Couple	Group/shared household	Live with parents
Base	90	27	239	160	61	26
Mean ratings	2.78	3.20	3.01	2.94	2.87	2.58

Scale: 1 = not at all likely, 4 = very likely

▲ ▼ = significantly higher/lower





Section H – ACT Government Account

Preferred Method of Receiving Bills from ACT Gov't

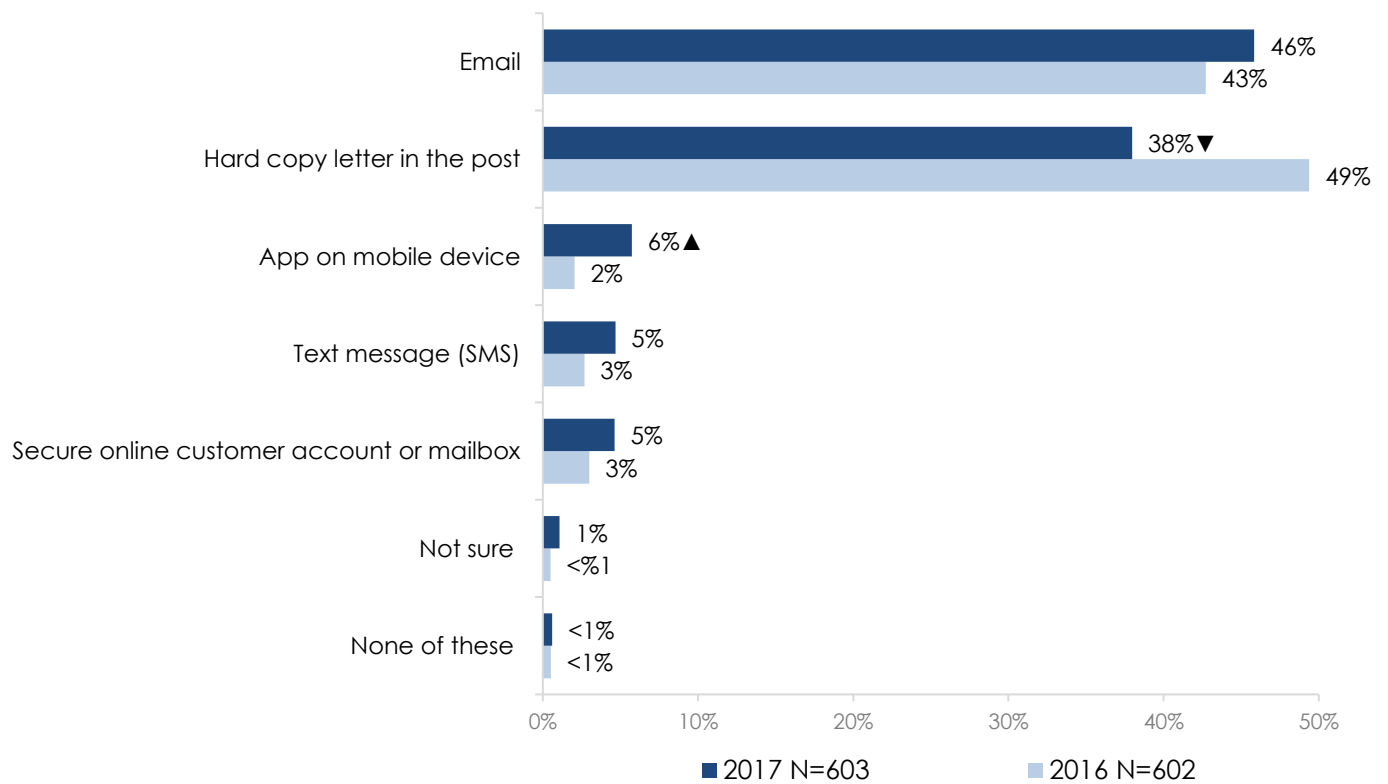
Summary

The most preferred method of receiving ACT Government bills was by 'email', followed by 'hard copy letter in the post' – although this method has experienced a significant decline since last year (38% cf. 49%).

Receiving bills by 'app on mobile device' has significantly increased since last year, although it was preferred by only 6% of the market. This is mainly contributable to the younger age group (<35), of whom 12% preferred this method.

The older age groups still prefer to receive their bills by post, with 53% of 55-64 year olds and 58% of those aged 65+ selecting this method.

Q10. By which method would you prefer to receive your ACT government bills?



▲ ▼ = significantly higher/lower than 2015



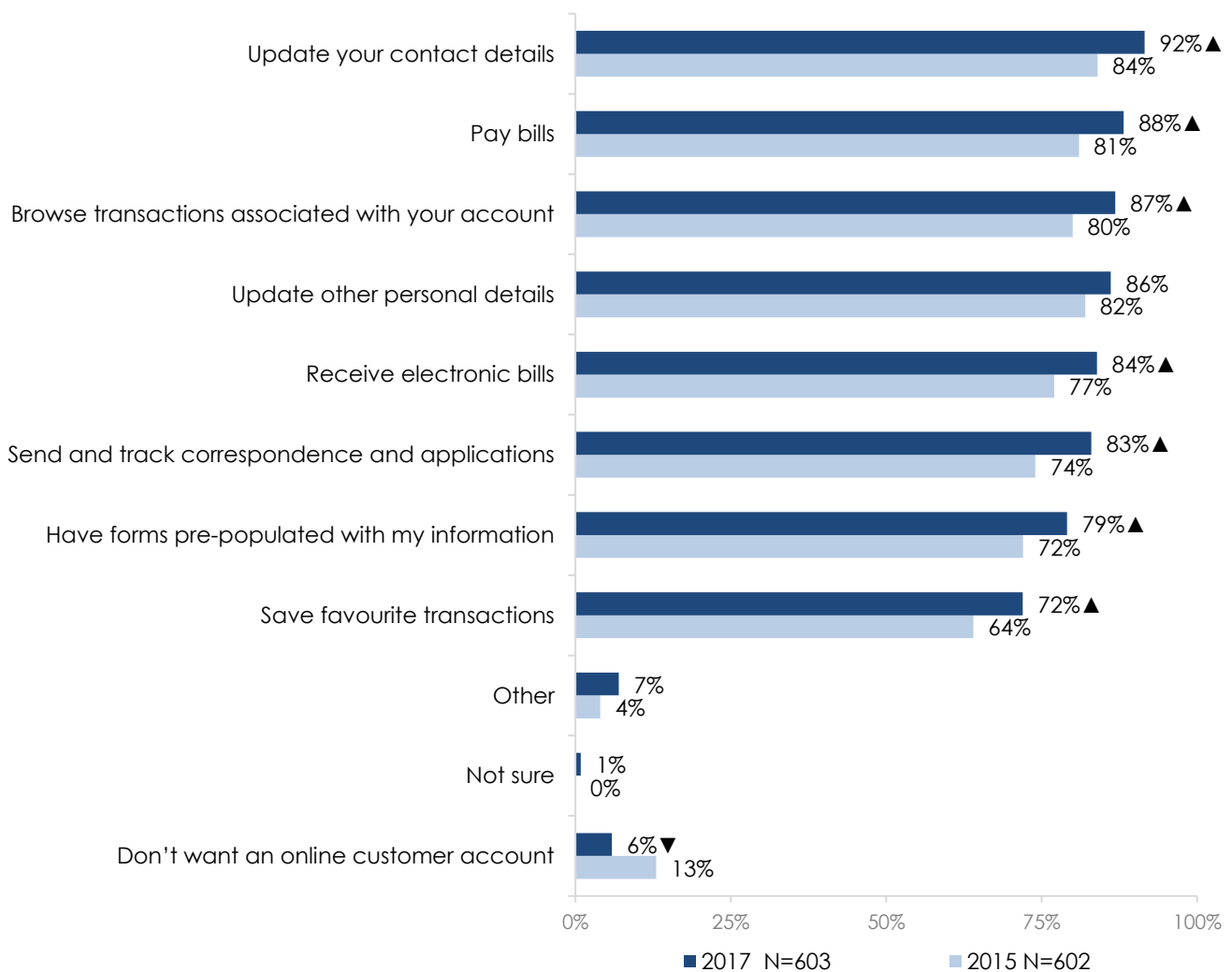
Online Customer Account Transactions

Summary

ACT residents indicated a significantly increased interest in having an online account compared to 2015 (when this question was last asked), with all but one transaction also increasing significantly.

Older residents showed more hesitancy in having an online account, with 11% of those aged 55-64 and 21% of those over 65 stating they don't want one.

Q11. *Online customer accounts are where you sign up or register at a website and your information and transactions are stored securely for future use. If it was available, which of the following would you expect to be able to do if you had an online customer account with ACT Government?*



▲ ▼ = significantly higher/lower than 2015

Note: This question was not asked in 2016.

Main 'other' comments included 'email or sms notifications of bills/appointments' (5 mentions) and 'comment section for queries and feedback (3 mentions).



Preferred Type of Account

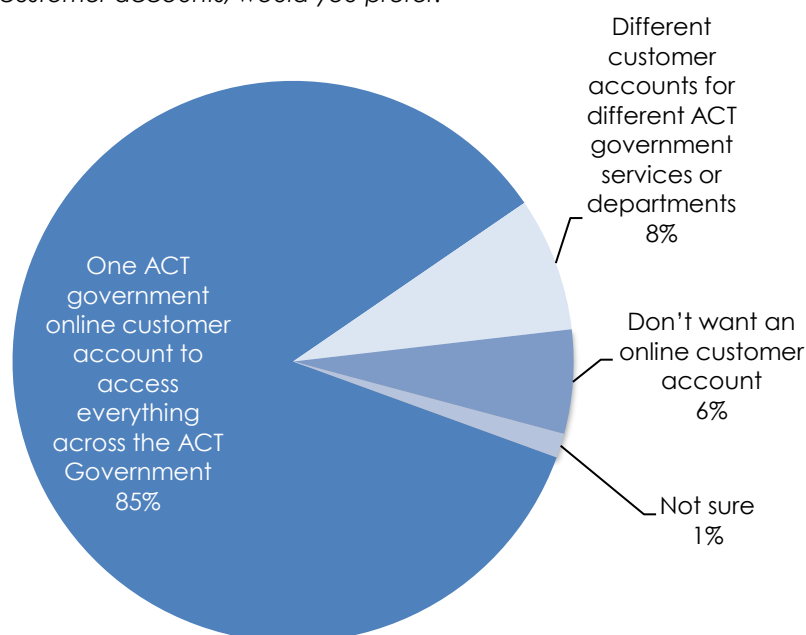
Summary

The majority of residents wanted an online customer account (95%), with 86% opting for the convenience of having one account that accesses everything across the ACT Government.

The younger age groups, <35 and 35-44 year olds, were significantly more likely to prefer 'one account', as were couples with children.

The older generation were significantly less likely to want an online account, but interestingly, there was a portion of this community who were significantly more likely to want 'different customer accounts' (22% compared to the overall figure of 8%).

Q12. Still thinking about online customer accounts, would you prefer:



	Male	Female	<35	35-44	45-54	55-64	65+
Base	295	308	218	115	103	84	83
One account	88%	84%	92%▲	95%▲	87%	77%▼	54%▼
Different accounts	8%	8%	4%	2%▼	6%	14%▲	22%▲
No account	4%	8%▲	3%	2%	6%	8%	18%▲
Unsure	0%	2%▲	1%	1%	0%	1%	5%▲

	Single/living alone	Single parent	Couple with children	Couple	Group/shared household	Live with parents
Base	90	27	239	160	61	26
One account	73%▼	88%	93%▲	78%▼	80%	100%
Different accounts	15%▲	2%	4%▼	12%▲	8%	0%
No account	10%▲	8%	3%	7%	12%	0%
Unsure	2%	1%	0%	3%▲	0%	0%



Appendix – 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 is a customer service facility that 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.

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
- (Do NOT Prompt) None of these **(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
- (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)
- Looked at or used the Access Canberra website (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. 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

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

- Private
- Business

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

- Building approval
- Car registration
- Driver's 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

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

Q4f. (Ask if able to rate how easy – otherwise go to next question)

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
- Other (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
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- (Do NOT Prompt)** Unsure/Don't know

Q4h. (Ask if less than very satisfied with Service Centre – otherwise go to next question) 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, include a C/S option as well)

Standards:

	Very dissatisfied			Very satisfied	
	1	2	3	4	5
How polite staff was	<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"/>
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"/>
Staff clearly explaining what you needed to know	<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"/>
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"/>
How easy the information was to understand	<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"/>
The speed of response	<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"/>
The length of time you waited to be served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 2ii: Contact Centre

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

You mentioned earlier that you have called the Access Canberra Telephone Contact Centre 13 22 81 in the past 12 months. Thinking of your most recent call to the telephone Contact Centre, was it for private or business purposes?

- Business
- Private

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

- Building approval
- Car registration
- Driver's 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

Q5d. 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

**Q5e. (Ask if able to rate how easy – otherwise go to next question)
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
- Other (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
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- (Do NOT Prompt)** Unsure

**Q5g. (Ask if less than very satisfied with Contact Centre – otherwise go to next question)
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, include a C/S option as well)

Standards:

	Very dissatisfied			Very satisfied	
	1	2	3	4	5
How polite staff were	<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"/>
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"/>
Staff clearly explaining what you needed to know	<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"/>
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"/>
How easy the information was to understand	<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"/>
The speed of response	<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	<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"/>

Section 2iii: Website

**Q6a. (If used the Website on Q3 or Q2a, continue)
You mentioned earlier that you have used the Access Canberra website in the past 12 months. Thinking of your most recent use of the website, was it for private or business purposes?**

- Business
- Private

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

- Building approval
- Car registration
- Driver's 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

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

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
- (Do NOT Prompt) Unsure/ don't know

**Q6f. (Ask if able to rate how easy – otherwise go to next question)
Why do you say that it was (previous answer)? (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
- (Do NOT Prompt) Unsure

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, include a C/S option as well)

Makes it easy to access an ACT Government service	<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 Govt information	<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 Govt	<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"/>
Makes it easy to pay ACT Government bills	<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 (specify)
- Nothing

Section 4: Service Delivery Options

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

Q8. Please imagine you had to visit an Access Canberra Service Centre... As I read out some different timeslots that the Service Centres could be open, please tell me how convenient each time slot would be for you, using a scale of 1 to 5 where 1 is 'not at all convenient' and 5 is 'very convenient'? (Prompt, SR per timeslot)

	Not at all convenient			Very convenient		
	1	2	3	4	5	C/S
Weekdays, 9am to 5pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weekdays, open earlier than 9.00am	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weekdays, close later than 5.00pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Saturdays from 8.45am to 12.00 noon	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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
- Not sure

Section 5: ACT Government Account

Q11. Online customer accounts are where you sign up or register at a website and your information and transactions are stored securely for future use. If it was available, which of the following would you expect to be able to do if you had an online customer account with ACT Government? (Prompt, MR)

- Update your contact details
- Update other personal details
- Receive electronic bills
- Pay bills
- Send and track correspondence and applications
- Browse transactions associated with your account
- Save favourite transactions
- Have forms pre-populated with my information
- Or something else (Specify)
- (Don't want an online customer account)
- (Not sure)

Q12. (Ask if interested in online customer account – otherwise go to next section) Still thinking about online customer accounts, would you prefer: (Prompt, SR)

- One ACT government online customer account to access everything across the ACT Government
- Different customer accounts for different ACT government services or departments
- (Don't want an online customer account)
- (Not sure)

Section 6: Demographics

Just a couple of questions now to help us analyse responses.

Q13. What is your gender?

- Male
- Female
- (Do NOT Read) Indeterminate/Intersex/Unspecified

Q14. What age bracket are you in?

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65 years +
- (Refused)

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)

Q16. Which of the following best describes your current employment status? (SR) Prompt

- 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

Q17. What suburb do you live in?

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

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