

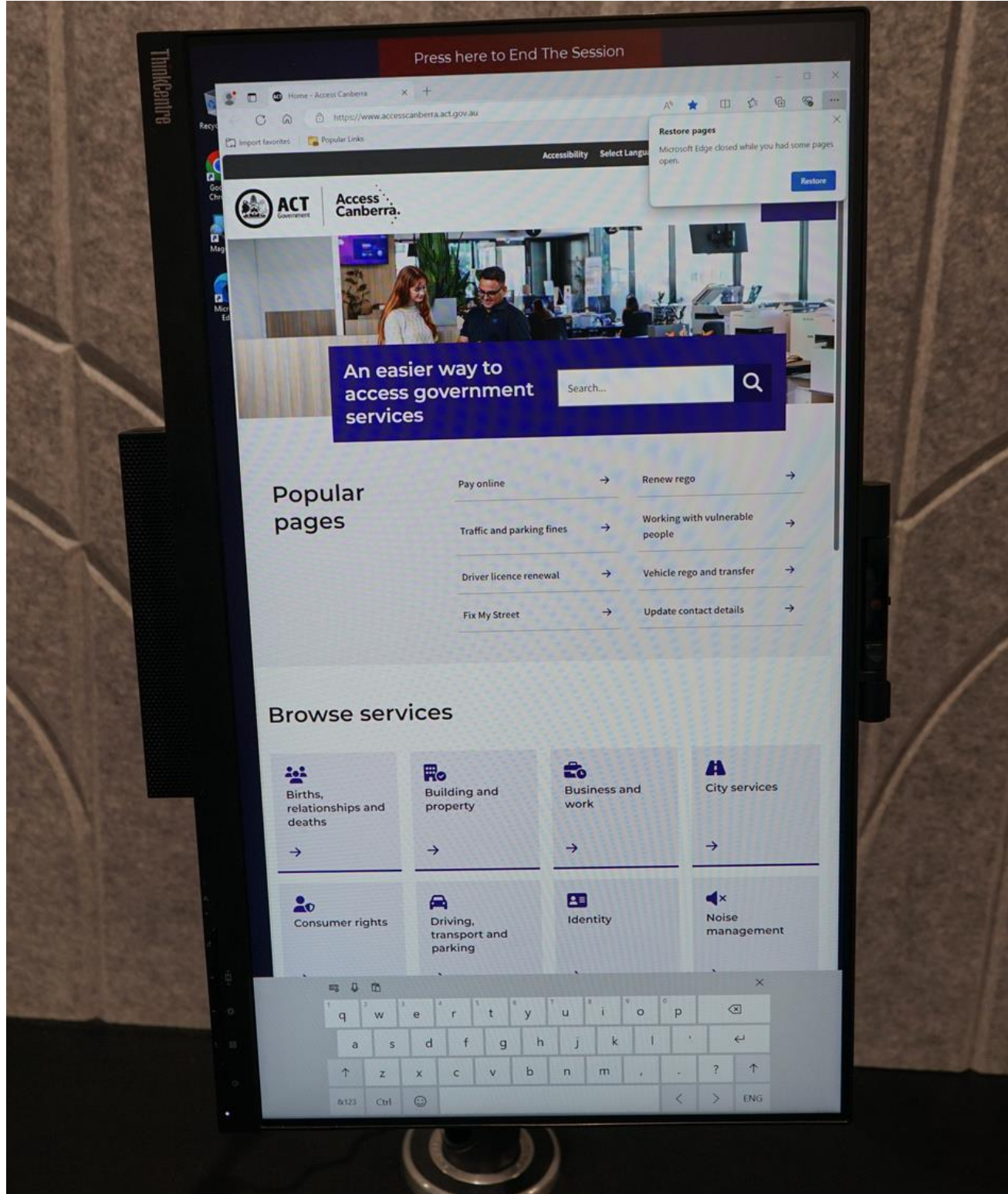


What to expect when you visit a Service Centre

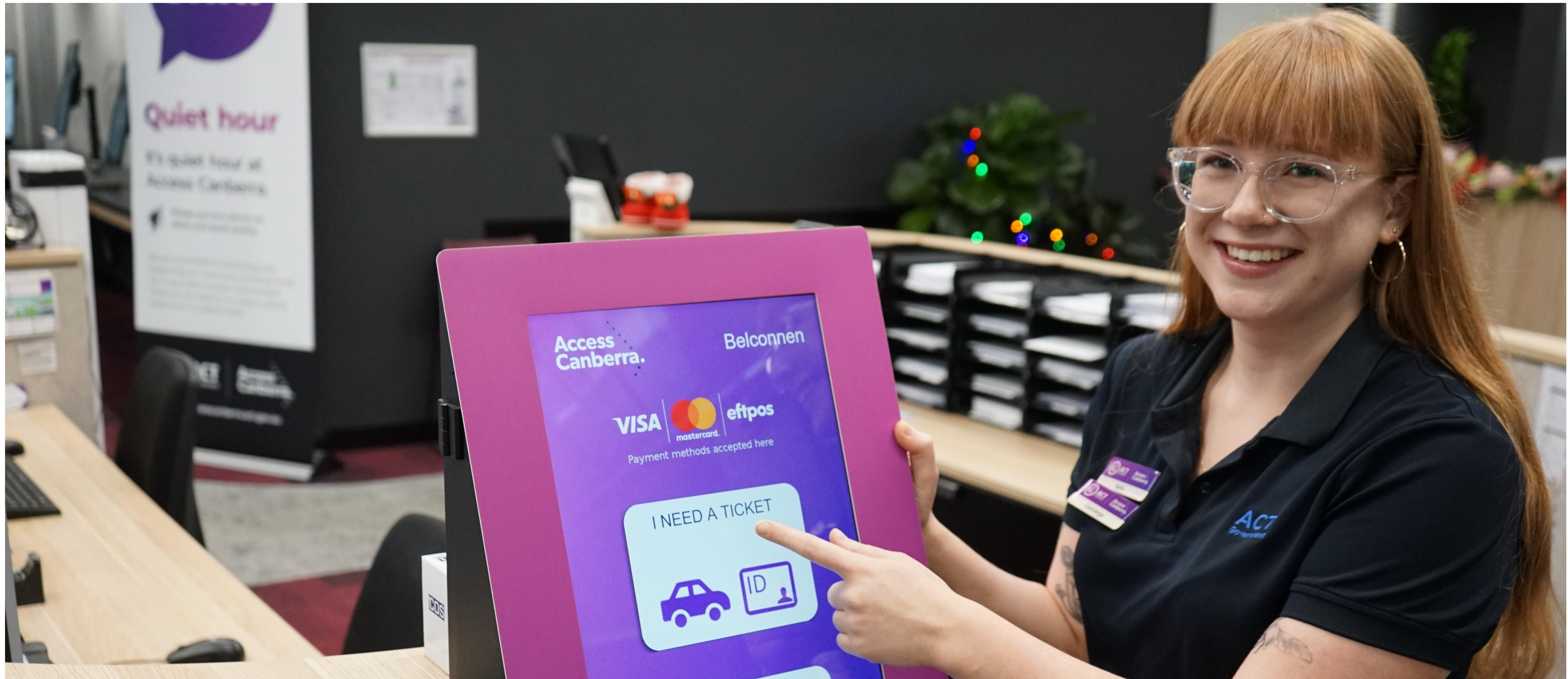




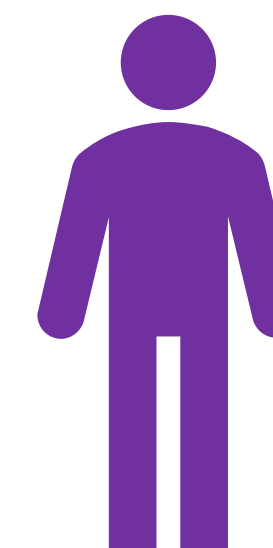
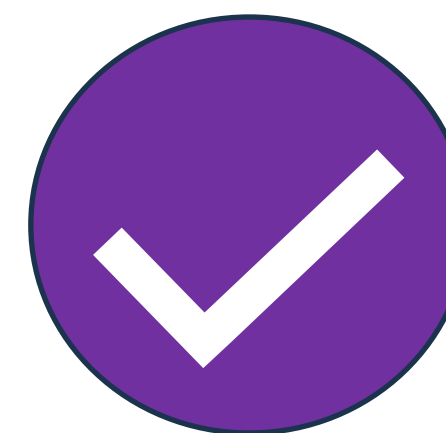
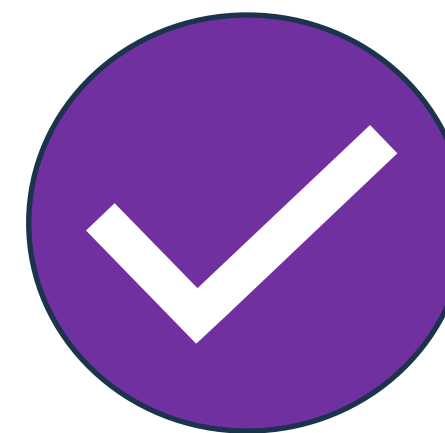
When you arrive, you'll be greeted by an Access Canberra team member. They can answer your questions and find the best way for you to complete your transaction. If it's busy, you might need to wait to speak to a team member.



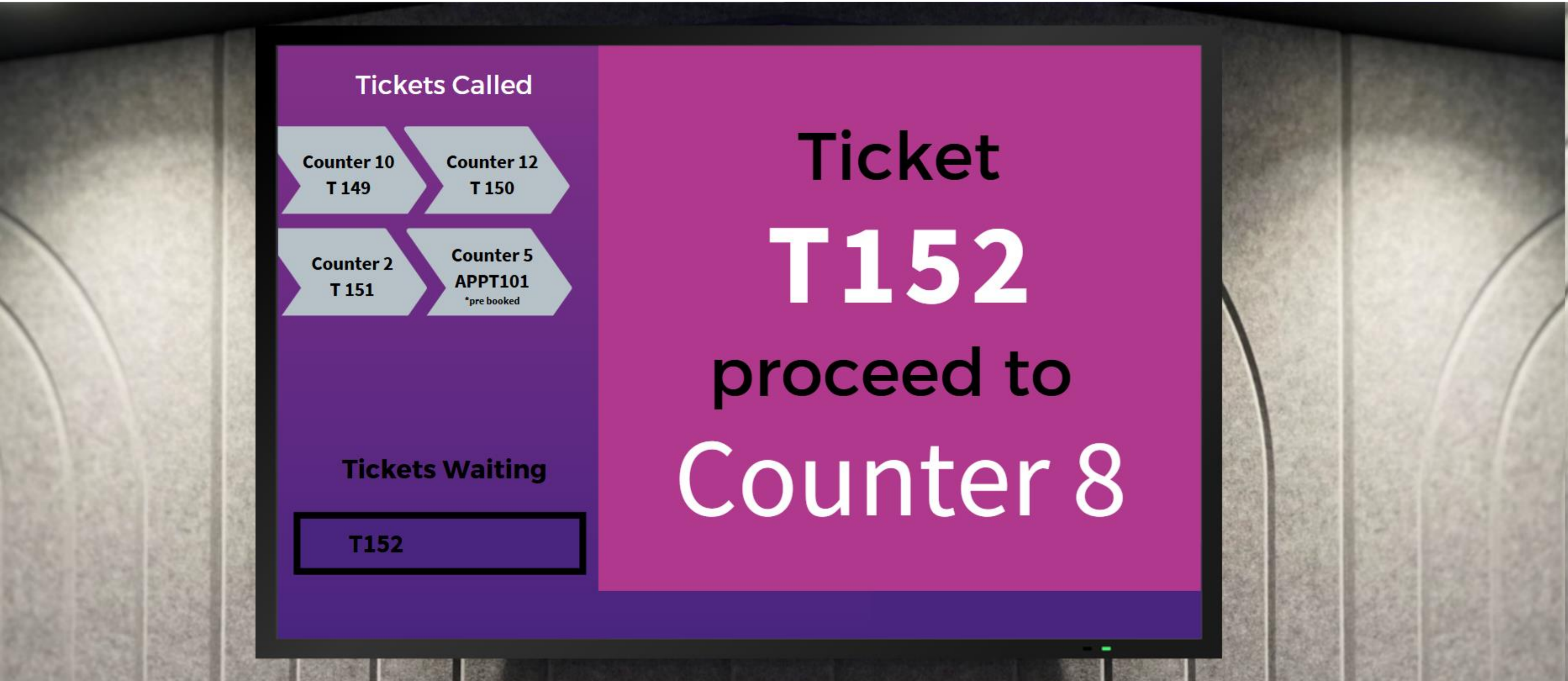
The team member may direct you to a self-service computer if your transaction can be completed online. Please talk to a team member if you need help.



At the check-in kiosk, you can either select a ticket to join the queue or check in for your appointment. A team member will tell you if you need to do anything else before you go to the counter.



Each ticket has a number that shows your place in the queue. You can sit down, relax and wait for your turn. If it's busy, it might be noisy and some people may need to stand. If you need to sit but there is no seat for you, please ask a team member for help.



The display screens will tell you when it's your turn. Look for your ticket number and which counter number you need to go to. If you miss your turn or need help knowing when it's your turn, please talk to a team member.



 **ACT**
Government

Access Canberra.

Your ticket number is

T152

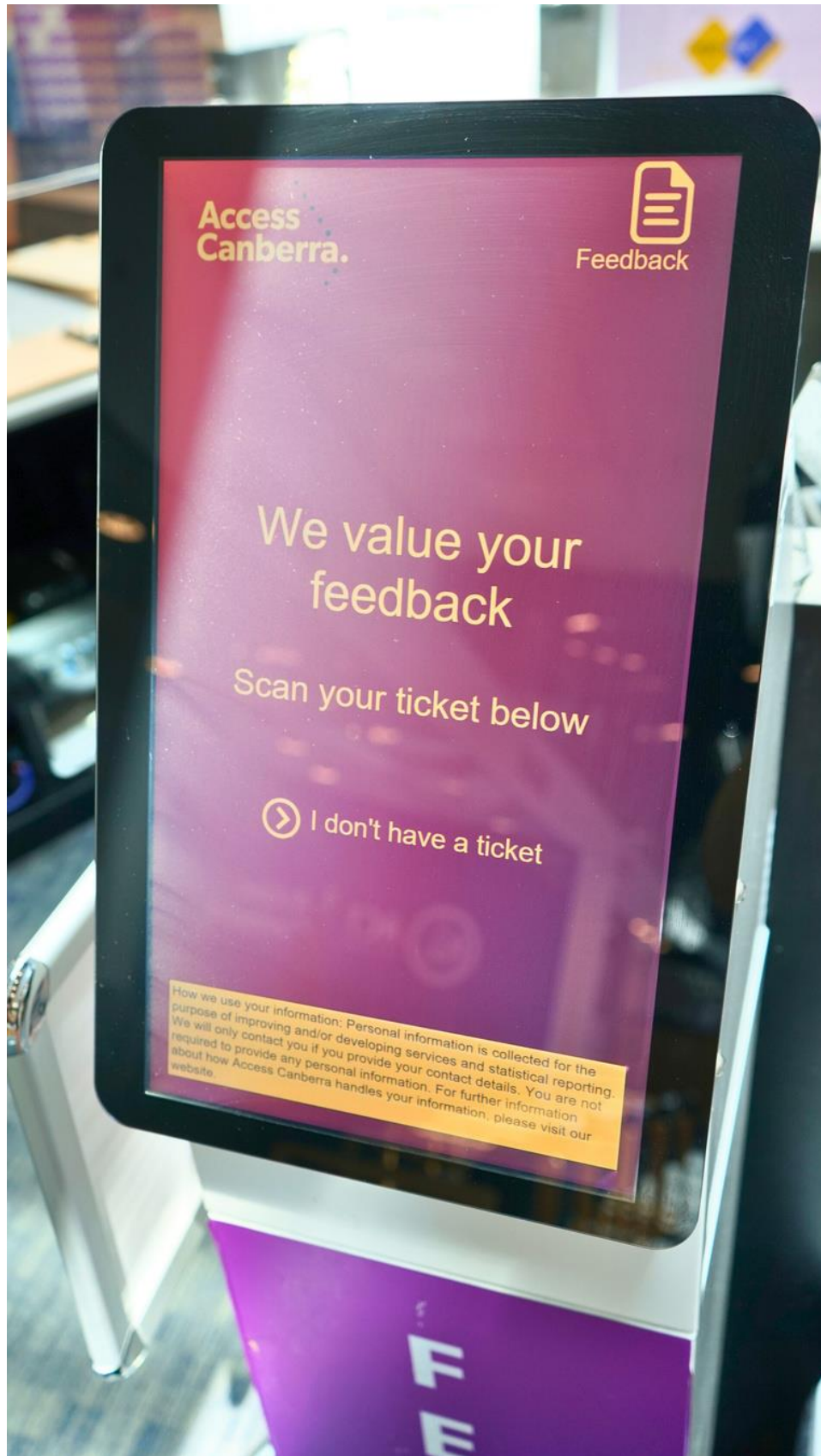
Digital Ticket

Please take a seat and wait for this number to be called

18/12/2024 10:07 AM



Go to the counter number shown on the screen. Show your ticket to the team member at that counter. They will help you complete your task.



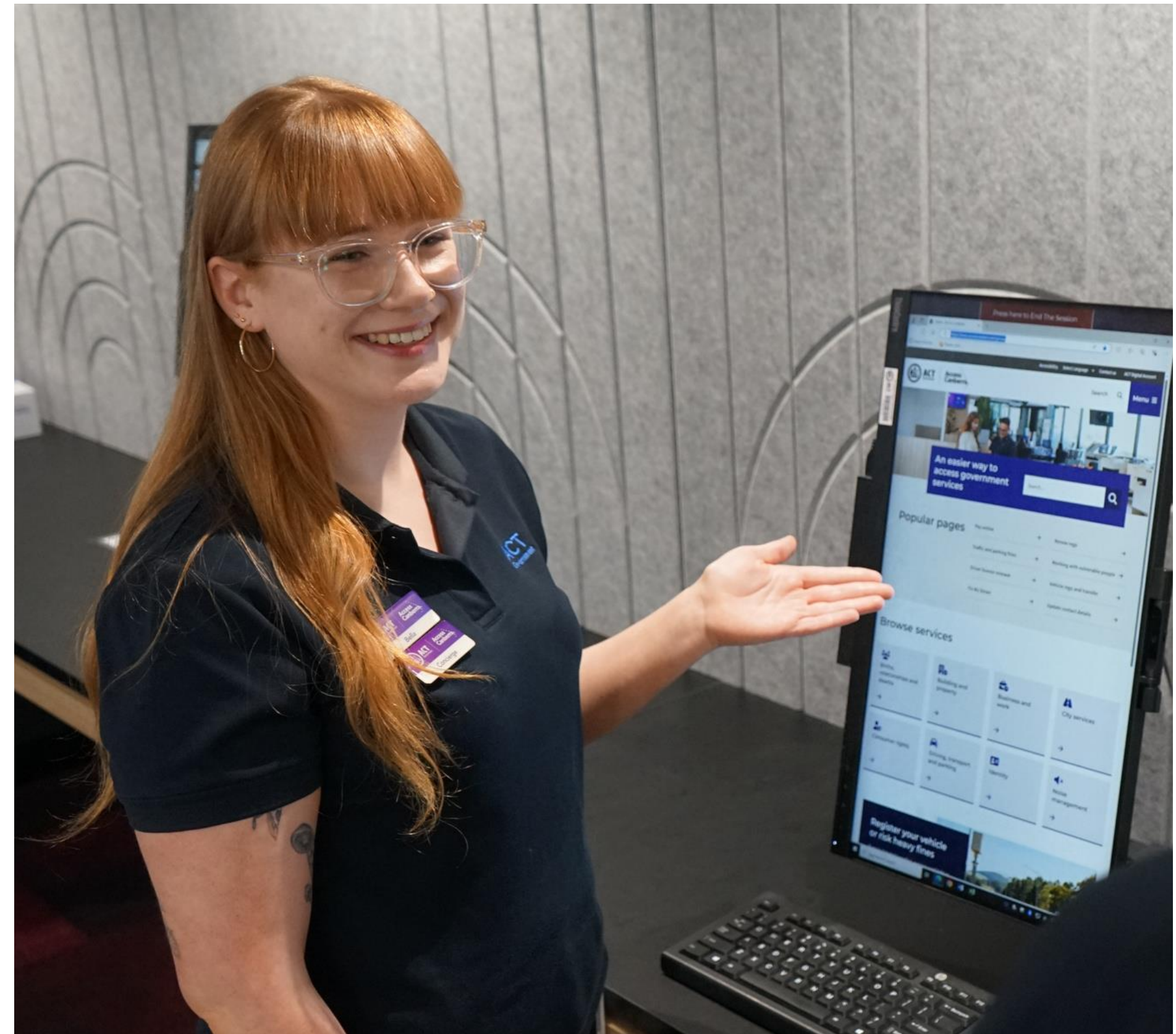
Once your transaction is complete, you can choose to give feedback by using our touchscreen feedback pedestal.

The Access Canberra team love getting feedback as it helps us get better at helping people.



- ✓ Special Quiet Hour times with lower lighting (where we can), music turned down and mobile phones on silent mode. Check your local service centre to find [Quiet hour times](#).
- ✓ Extra time and support if you need it. It helps us to help you. You might also see our staff wearing a Hidden Disability Sunflower Symbol badge.
- ✓ Help in your language.
- ✓ [Booked appointment times](#) to avoid wait times or delays.
- ✓ An Auslan Interpreter service is available by scanning an onsite QR code. You will be connected to the next available interpreter.
- ✓ A ramp or flat surfaces for wheelchair access at your local Access Canberra location.

- ✓ You can talk with us by calling 13 22 81.
- ✓ You can connect online with [ACT Government Service](#).



Service Centre locations, opening hours and other important information can be found on [Contact Us - Access Canberra](#).

