



# Access Canberra

## Customer Satisfaction Research – 2018

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Date: April 26, 2018

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# **Background and Methodology**

# Background and Methodology

On the 16<sup>th</sup> of 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. Since 2016, however, 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, Digital Services
- 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
- Agreement with Regulatory Outcomes and perceptions of quality of life (included for the first time in 2018)

## Questionnaire

Micromex Research, together with the ACT Government, updated the 2017 survey for use in 2018. The survey was administered on Key Survey, using our CATI software.

A copy of the questionnaire is provided in Appendix B.

## Data collection

The survey was conducted during the period 3<sup>rd</sup> – 9<sup>th</sup> of April, 2018 from 4:30pm to 8:30pm Monday to Friday, and from 10am to 4pm Saturday.

## Survey area

The ACT Government Area.

## Sample selection and error

The sample consisted of 602 residents:

- 506 of the 602 respondents were selected by means of a computer based random selection process using the electronic White Pages (EWP).
- The remaining 96 respondents were 'number harvested' via face-to-face intercept at a number of areas around the ACT, i.e. Canberra City Centre, 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 only samples.

A sample size of 602 residents provides a maximum sampling error of plus or minus 4.0% at 95% confidence. This means that if the survey was replicated with a new universe of N=602 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.0% (for example, 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 2016 ABS census data for the ACT.



# 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 being over the age of 18, and not working for, nor having an immediate family member working for, the ACT Government.

## Data analysis

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

## Ratings questions

The Unipolar Scale of 1 to 5, where 1 was the lowest importance or satisfaction and 5 the highest importance or satisfaction, was used in all rating questions.

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

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

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

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

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

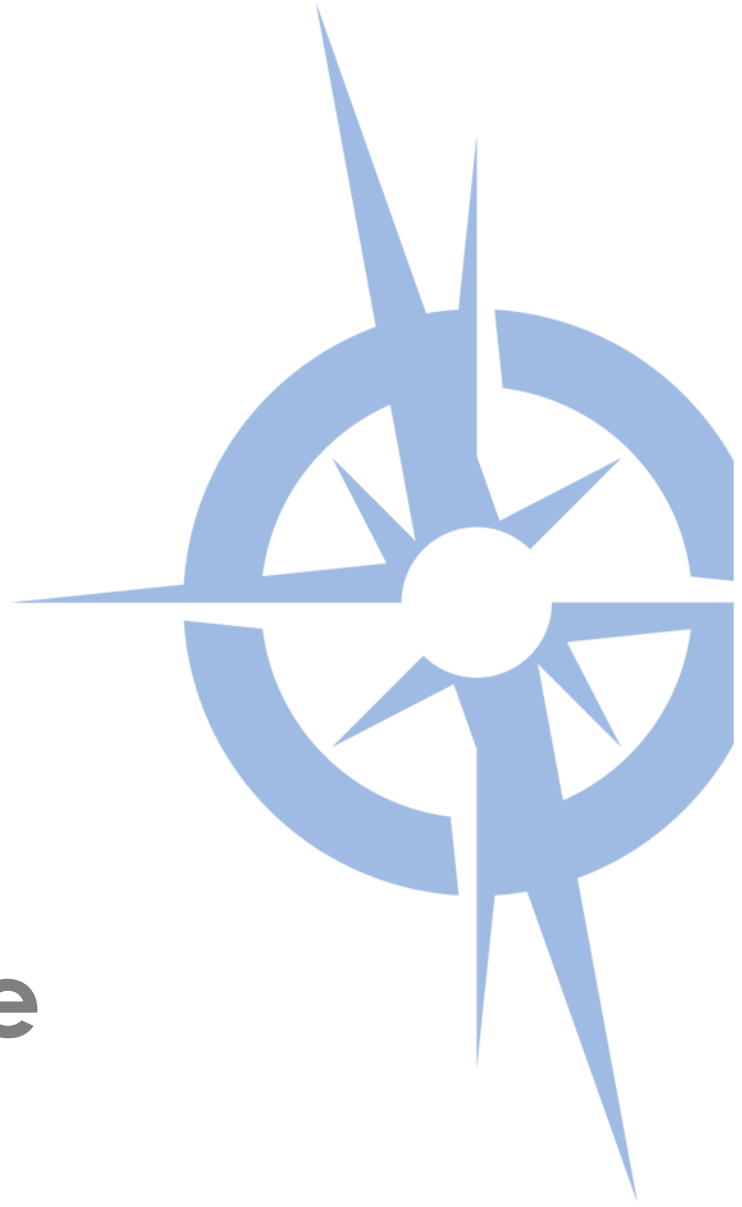
## Percentages

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

## Understanding the Drivers of Satisfaction – Advanced Shapley Outcomes

Users of each of the Service types were asked to rate their experience of attributes specific to them – 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').

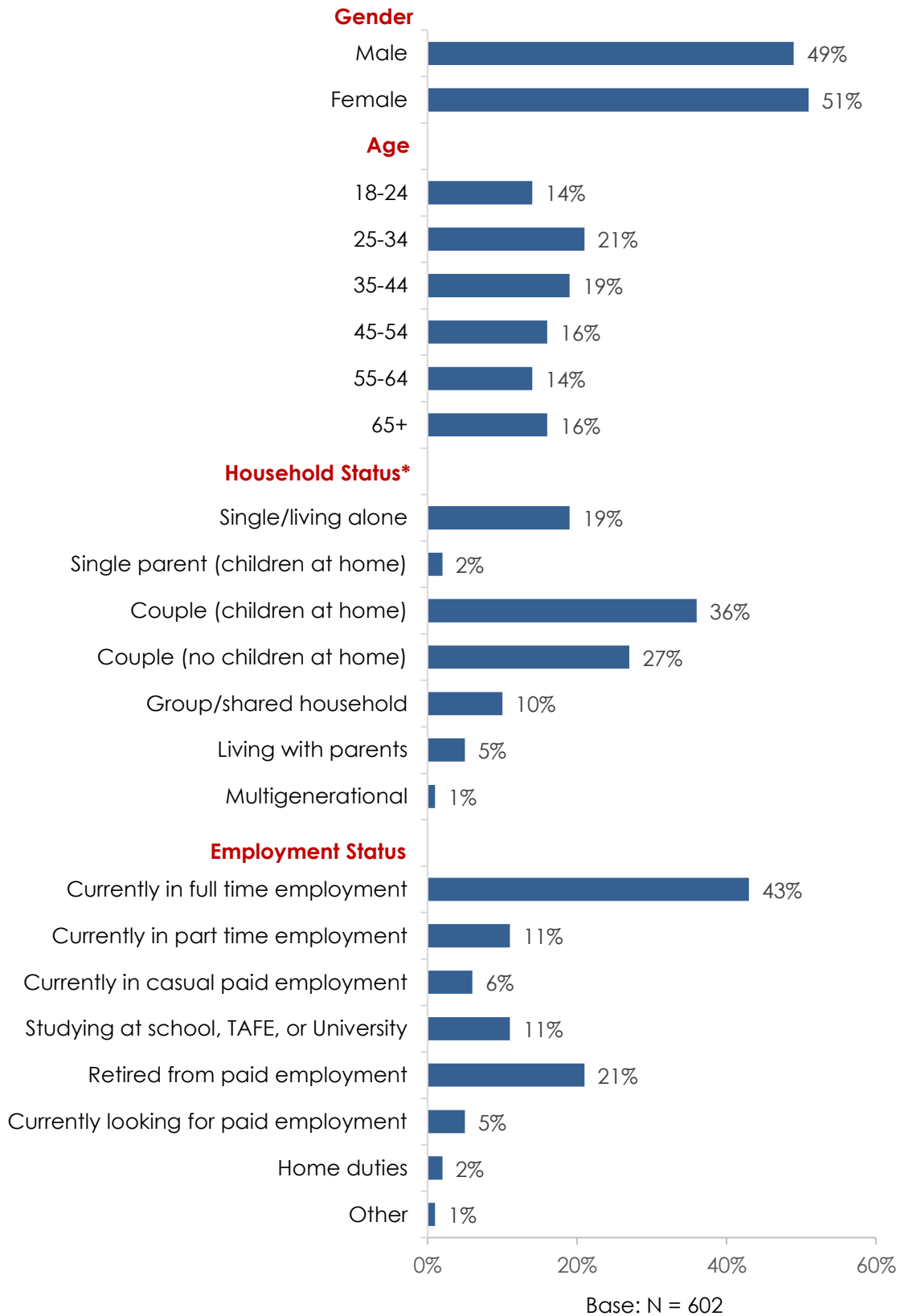




# Sample Profile



# Sample Profile






\*One respondent refused to state their household status.

A sample size of 602 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 2016 ABS community profile of the ACT.



# Key Findings

Summary	Service Centres 	Contact Centre 	Digital Services 
Overall satisfaction	96% satisfied	83% satisfied	90% satisfied
Average number of contacts to resolve issue	1.3 contacts	1.6 contacts	1.2 contacts
Ease of dealing with Access Canberra	93% easy	73% easy	87% easy
Reason for contact being 'easy'	<ul style="list-style-type: none"> <li>• Quick, didn't have to wait long</li> <li>• Able to complete in one visit</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledgeable staff</li> <li>• Quick, didn't have to wait long</li> </ul>	<ul style="list-style-type: none"> <li>• Information clearly presented</li> <li>• Able to complete in one visit</li> </ul>
Reason for contact being 'difficult'	Had to wait a long time	Had to wait a long time	Difficult to navigate/find what I was after
What would make you 'very satisfied' with the service	Shorter waiting times	Shorter waiting times	Easier navigation
Top drivers of overall satisfaction	<ul style="list-style-type: none"> <li>• How polite staff were</li> <li>• Length of time to be served</li> </ul>	<ul style="list-style-type: none"> <li>• Amount of time taken to assist you</li> <li>• The knowledge of staff</li> </ul>	<ul style="list-style-type: none"> <li>• Service experience met my expectations</li> <li>• How easy it was to find the information you needed</li> </ul>

# Executive Summary

## **Awareness of Access Canberra**

Awareness of Access Canberra has reached 89%, a very positive result considering just three years ago (several months after its launch) it sat at 20%. As awareness of Canberra Connect was 99% just before it transitioned into Access Canberra, Access Canberra needs to ensure it continues its promotions in order to reach those less likely to be aware of the services, namely younger residents (18-24).

## **Use of the Service**

In line with increased awareness, the proportion of residents that have used an Access Canberra Service within the past 12 months has significantly increased to 81% - identical to the 2015 result for the previous Canberra Connect entity. However, residents at either end of the age spectrum (18-24 and 65+) were significantly less likely to have used the service.

Usage of the Access Canberra Service Centres and Digital Services in particular have significantly increased in 2018, with 58% and 61% of residents using these services at least once in the past 12 months, respectively. The increase for the digital services may be due in part to a change in questionnaire wording in 2018, to make it clearer what was included in the digital offering.

## **Overall Satisfaction with Access Canberra Services in the Last 12 Months**

Overall satisfaction with Access Canberra's service has marginally increased in 2018, with 89% of residents stating that they are 'satisfied' to 'very satisfied'. By examining specific services though we see that satisfaction with Digital Services has significantly increased, whilst satisfaction with the telephone Contact Centre has significantly decreased. This means that for the first time since Access Canberra was created in 2015, Contact Centres are receiving the lowest stated satisfaction ratings of the three Service types.

When residents were asked what would have to change to make them 'very satisfied' with each service, the dominant response for all three service types revolved around time, with users of the Service Centres and Contact Centres wanting shorter waiting times, and users of Digital Services wanting the websites to be easier to navigate with better search engines to locate information quicker.

## **Ease of Dealing with the Service**

The proportion of residents that consider it to be 'very easy' to deal with Access Canberra has consistently stayed at 30% since 2016 (compared to 42% for Canberra Connect in 2015 – so there is room for improvement), with overall 88% stating that they believe it is 'easy' to 'very easy'.

**Access Canberra Service Centres** continue to be rated as the service that is the easiest to deal with. Residents that viewed it as easy to deal with Service Centres stated that it was due to not having to wait long for service and having a knowledgeable member of staff able to resolve their issue in just one visit.

**The Access Canberra Contact Centre** experienced a marginal decline with the ease of dealing with the service, which coupled with a significant increase for Digital Services means that the Contact Centre now has the lowest rating of the three service types for being easy to deal with. The primary reason residents stated they viewed it as 'difficult' to 'very difficult' to deal with Access Canberra Contact Centres, was due to having a long wait time, something that is a recurring subject in later sections.

**Access Canberra Digital Services** significantly increased in being 'easy to deal with' in 2018. Over half of residents that have used Access Canberra Digital Services in the past 12 months stated that the reason they view it as 'easy' to 'very easy' to deal with is because the information is clearly presented.

# Executive Summary

## Service Profiles

Contacts across all three service types continue to predominantly be for 'private' purposes, though the significant jump seen in 2017 for the proportion of business purpose contacts via the Contact Centre has remained in 2018, with three times as many contacts for business purposes being made via the Contact Centre (15%) than via the Service Centres (5%).

The majority of issues were able to be resolved after just one contact, though overall issues via the Contact Centre took marginally more to resolve (Service Centres: 1.3 contacts, Contact Centre: 1.6 contacts, Digital Services: 1.2 contacts).

## Understanding the Drivers of Satisfaction – Advanced Shapley Outcomes

Users of each of the Service types were asked to rate their experience of attributes specific to them – we refer to these as 'Independent Variables'. Using Shapley Regression Analysis, we are able to identify the contribution these independent variables make to overall satisfaction with each channel (known as the 'Dependent Variable').

Key drivers of satisfaction for **Service Centre** users include:

- Politeness of staff
- Length of time waited to be served

Key drivers of satisfaction for **Contact Centre** users was more focussed on staff/process efficiency: 'amount of time taken by staff to assist you', 'knowledge of staff', 'ease of getting through to someone who could assist', and 'length of time waited on line'.

Key drivers of satisfaction for **Digital Services** focussed on ease of use: 'easy to find information', 'straightforward/easy to understand process', and 'easy to understand information'.

Furthermore, the Shapley Regression analysis for both the Service Centres and Contact Centre suggests that as mean scores for wait times are declining, the relative importance of wait time as a driver of overall satisfaction (or dissatisfaction) is increasing.

## Recommendations

Based on the findings of this research and the collective knowledge that has been gained from conducting a tracking study of Access Canberra since just after its inception in late 2014, below are recommendations for Access Canberra's consideration:

### **Access Canberra Awareness and Usage:**

1. Target promotional campaigns to younger residents about what Access Canberra is, and the services they can receive there.
2. Educate older residents about the different methods they can use to access the variety of services offered by Access Canberra.

### **Perceptions of Time:**

Wait times are a concern, with mean scores declining for both Service Centres and the Contact Centre. Furthermore, the Shapley Regression analysis for both channels suggests that as mean scores are declining, the relative importance of wait time as a driver of overall satisfaction (or dissatisfaction) is increasing.

The result is that whilst still positive, the 'overall satisfaction' and 'ease of dealing' ratings for both channels (particularly the contact centre) have dropped in 2018.

The choices for Access Canberra appear to be:

- Dedicate additional resources to shortening the waiting time to be served, or
- Better manage customer perceptions around wait times – including promoting the ‘ease’ of the online channel. The 2018 survey results suggest that users are becoming more satisfied with the online platforms, so it is perhaps timely to drive more enquires to that channel.

**Digital Services:**

1. Continue to improve the navigability of the website and the search engine capabilities.
2. Continue to ensure that information is easy to understand and accessible.
3. Increase the number and variety of different submissions and transactions that can be performed using Digital Services.





# **Section A – Awareness and Usage Summary**

# Awareness of Access Canberra

## Summary

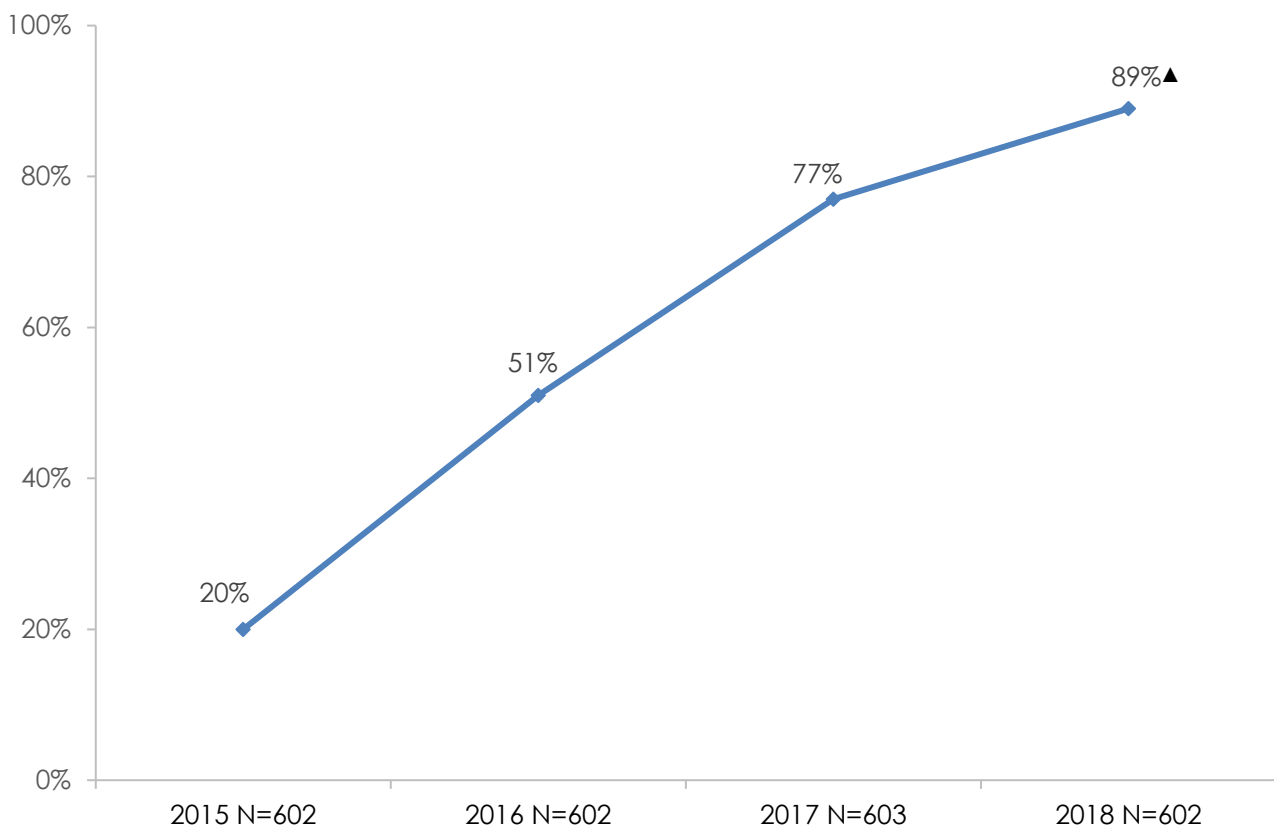
Awareness of Access Canberra has continued its upwards trend (89%), with significantly more residents stating that they are aware of the service than in 2017. As a comparison, in 2015 awareness of Canberra Connect was 99%.

Whilst younger residents (18-24) are significantly less likely to be aware of Access Canberra, three quarters of residents (74%) within this age bracket still stated that they were familiar with the service.

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

	Overall 2018	Overall 2017	Male	Female	18-24	25-44	45-64	65+
Yes, aware	89%▲	77%	89%	89%	74%▼	93%	92%	86%
Base	602	602	292	310	82	242	181	97

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





# Use of Access Canberra

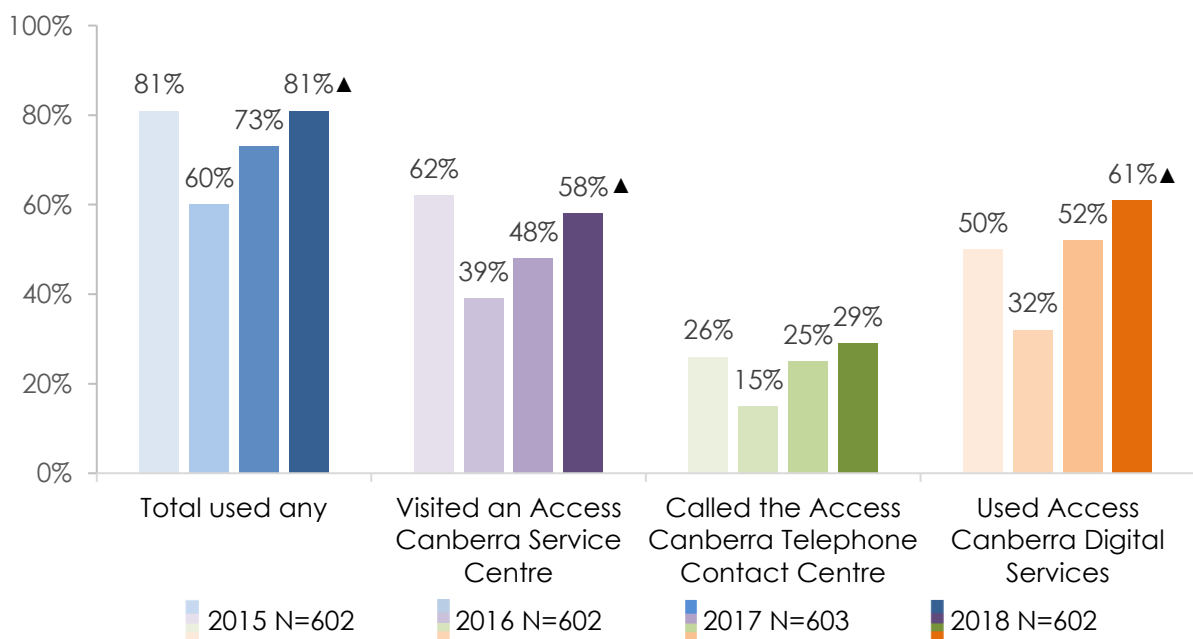
## Summary

There has been a significant increase in the proportion of residents that have used an Access Canberra service in the past 12 months – with net usage now identical to the Canberra Connect service back in 2015 (81%). Significant increases were recorded in 2018 for 'used Access Canberra Digital Services' (possibly due in part to a wording change in 2018) and 'visited an Access Canberra Service Centre'. 2% of residents have 'been visited at work by an Access Canberra representative/inspector', inline with 2017.

Residents aged 18-24 and 65+ were significantly less likely to have used an Access Canberra service in the past 12 months, with those aged 65+ being significantly less likely to have 'used Access Canberra digital services' and 18-24 year olds being significantly less likely to have 'called the Access Canberra telephone Contact Centre'.

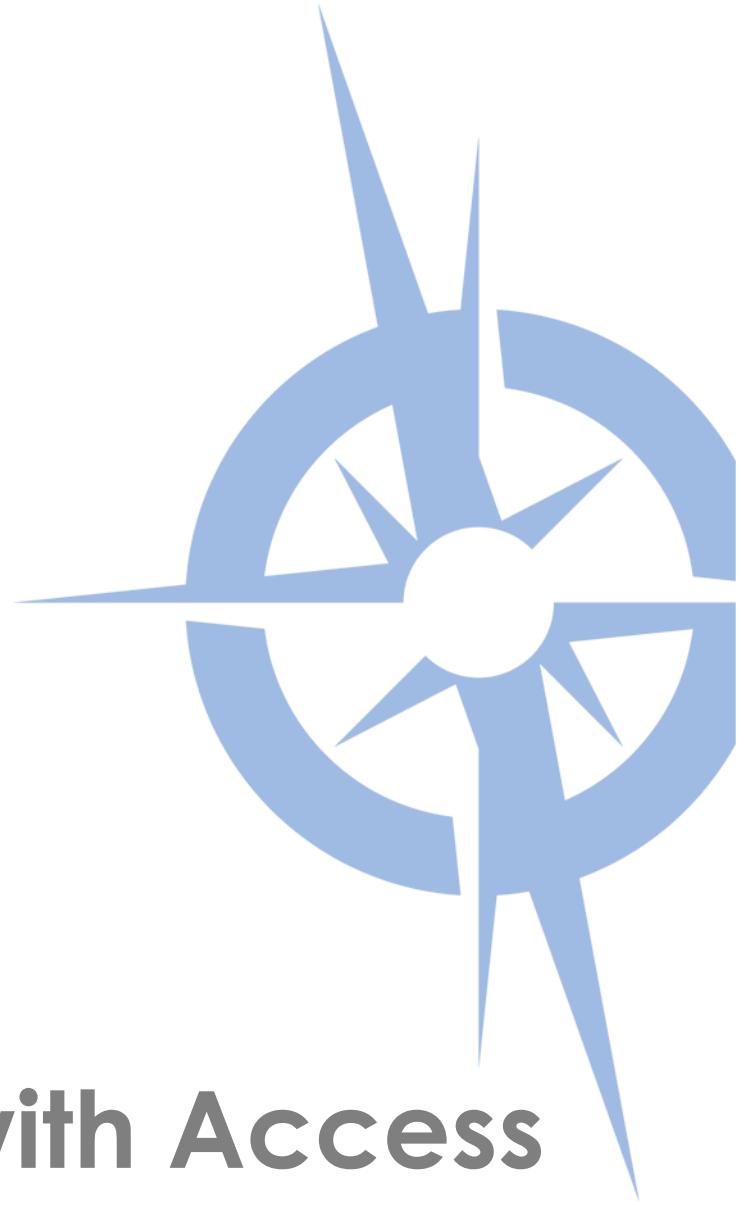
Q2a. Which, if any, of the following Access Canberra services have you used in the past 12 months?

	Overall 2018	Overall 2017	Male	Female	18-24	25-44	45-64	65+
Total used any	81%▲	73%	82%	79%	66%▼	85%	86%▲	72%▼
Visited an Access Canberra Service Centre	58%▲	48%	58%	58%	53%	63%	58%	53%
Called the Access Canberra telephone Contact Centre	29%	25%	27%	31%	17%▼	31%	36%	25%
Used Access Canberra digital services	61%▲	52%	63%	59%	49%	73%▲	64%	35%▼
Been visited at your work by an Access Canberra representative/inspector	2%	2%	2%	3%	3%	4%	1%	<1%▼
Base	602	602	292	310	82	242	181	97



▲▼ = A significantly higher/lower percentage

Note: 'Total used any' includes 'been visited at your work by an Access Canberra representative/inspector', but due to the low base size (N=14) further analysis has not been conducted for this group.



**Section B –  
Satisfaction with Access  
Canberra Services -  
Summary**

# Summary of Overall Satisfaction

## Summary

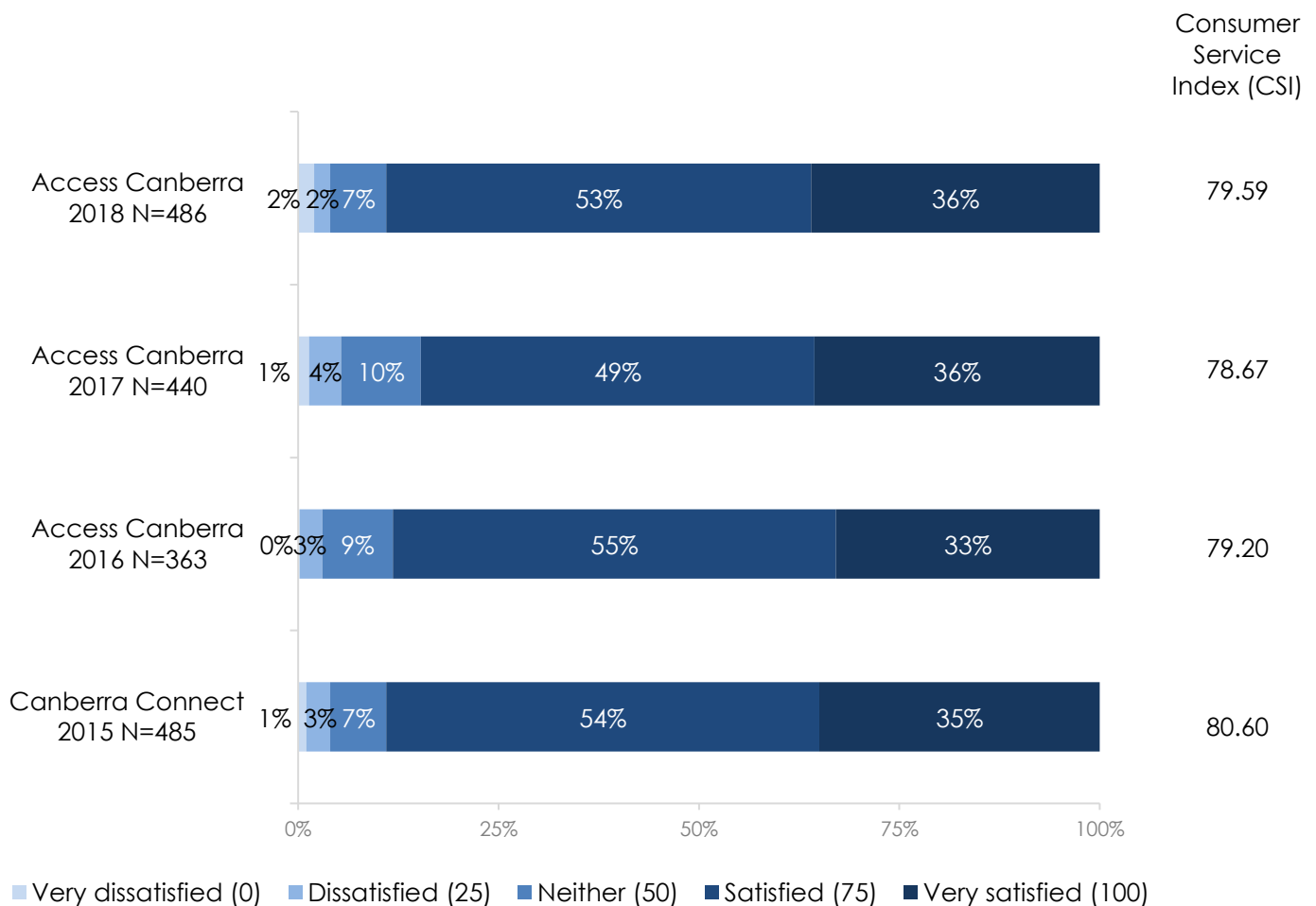
Overall satisfaction with the services provided by Access Canberra has marginally increased in 2018, with 89% of residents that have used the service in the past 12 months stating that they were 'satisfied' to 'very satisfied'. The finding that just 4% of residents that used the service were dissatisfied, is a very positive result for Access Canberra.

Females and residents aged 25-44 were significantly more likely to state that they were satisfied with the service, whilst residents over the age of 44 were significantly less likely.

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

	Overall 2018	Overall 2017	Male	Female	18-24	25-44	45-64	65+
Mean CSI	79.59	78.67	77.30	81.84▲	84.36	82.80▲	75.83▼	74.79▼
Base	486	440	241	245	55	206	155	70

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



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

# Summary of Satisfaction with Services

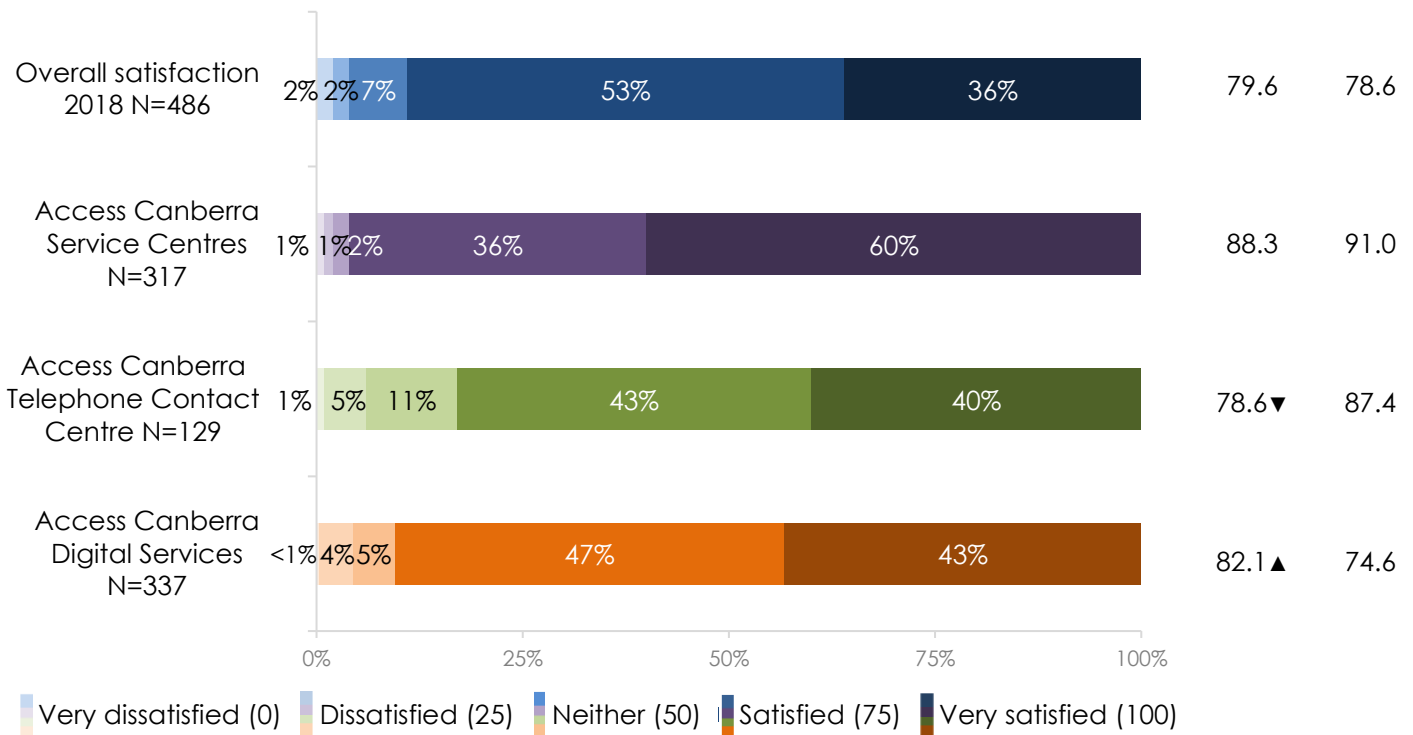
## Summary

Of the three service types, Access Canberra's Service Centres have continued to score the highest satisfaction rating, with 96% of residents that used the service stating that they were 'satisfied' to 'very satisfied'.

Satisfaction with Access Canberra's digital services has significantly increased in 2018, whilst satisfaction with the Telephone Contact Centres has significantly decreased.

- 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 digital service when you last used it?

Mean CSI  
2018 2017



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

# Summary of Overall Ease of Dealings

## Summary

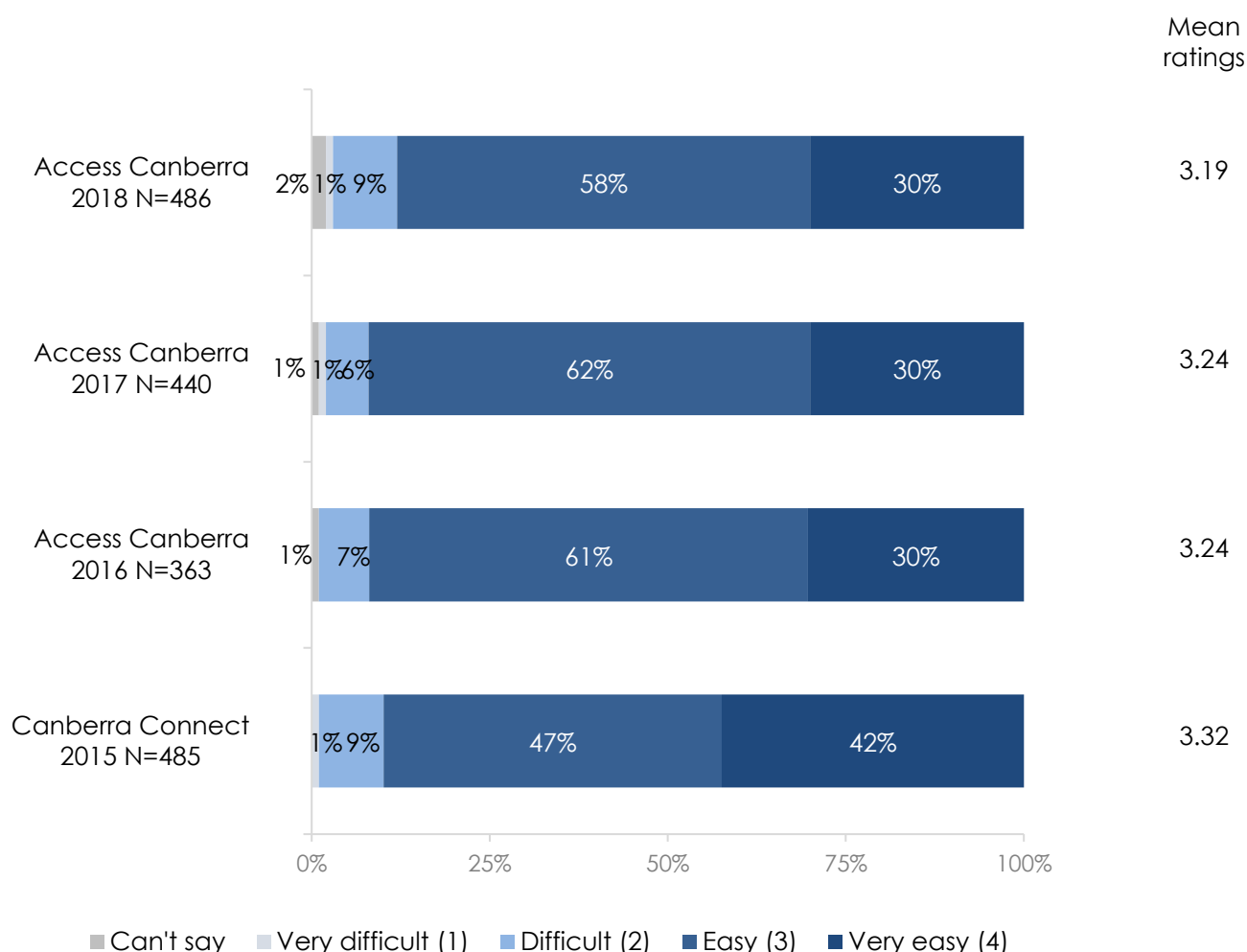
88% of residents that have used an Access Canberra service in the past 12 months stated that it was 'easy' to 'very easy' to deal with them. The proportion of residents that stated it was 'very easy' (30%) has remained consistent since 2016 – although this is still below the 2015 result for Canberra Connect, where 42% committed to the top code.

Residents over the age of 64 were significantly less likely to state that it was easy to deal with Access Canberra.

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

	Overall 2018	Overall 2017	Male	Female	18-24	25-44	45-64	65+
Mean rating	3.19	3.24	3.18	3.20	3.30	3.25	3.16	3.00▼
Base	486	440	237	237	55	195	155	70

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



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



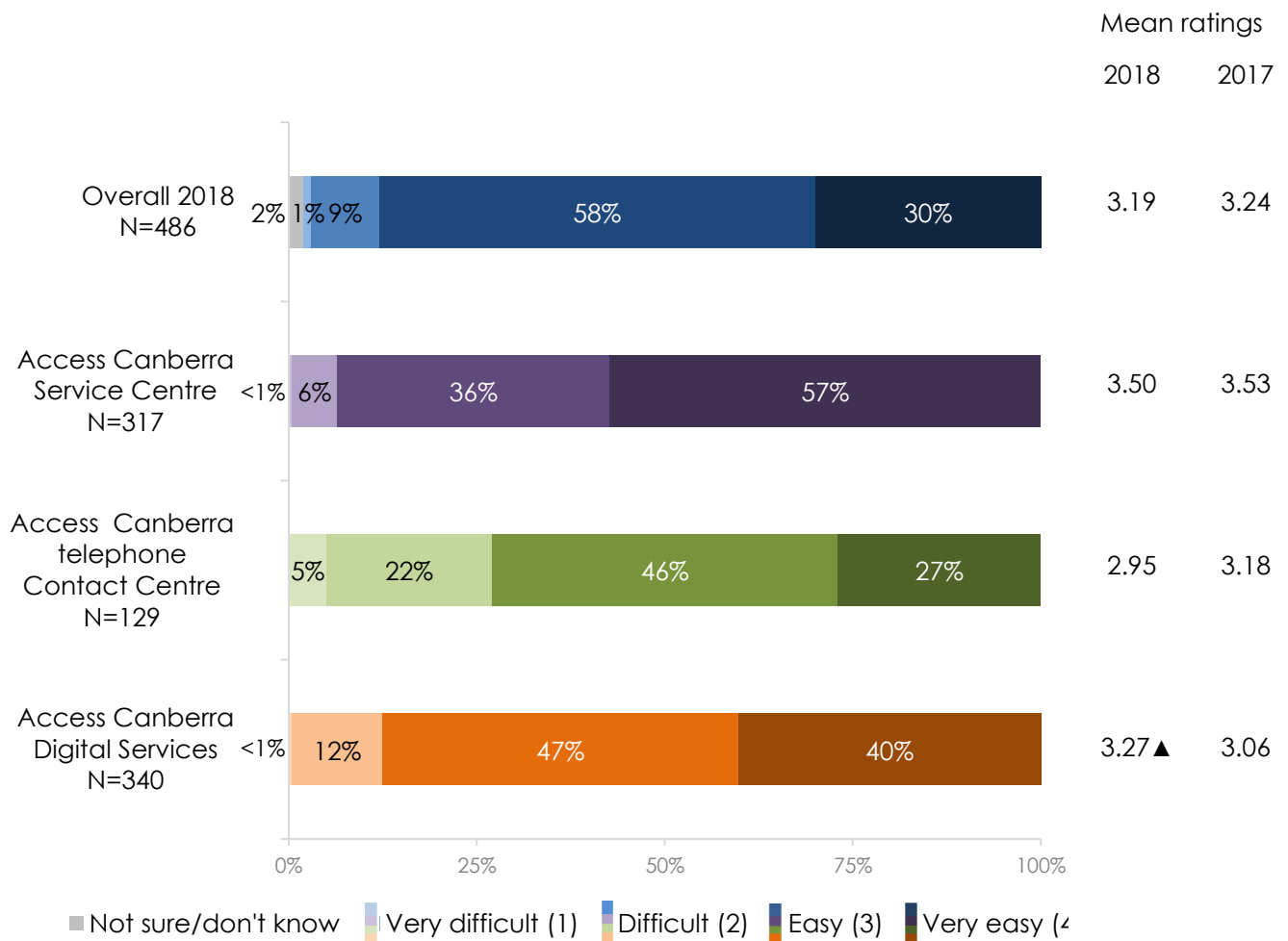
# Summary of Ease of Dealing with Each Service Type

## Summary

Access Canberra Service Centres continue to be viewed as the service type that is easiest to deal with, with 93% of residents that have visited a Service Centre in the past 12 months stating that it was 'easy' to 'very easy' to deal with.

Perceived ease of dealing with 'Access Canberra Digital Services' has significantly increased in 2018, whilst the ease of dealing with Access Canberra telephone Contact Centres has decreased marginally.

- 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 rating (by year)

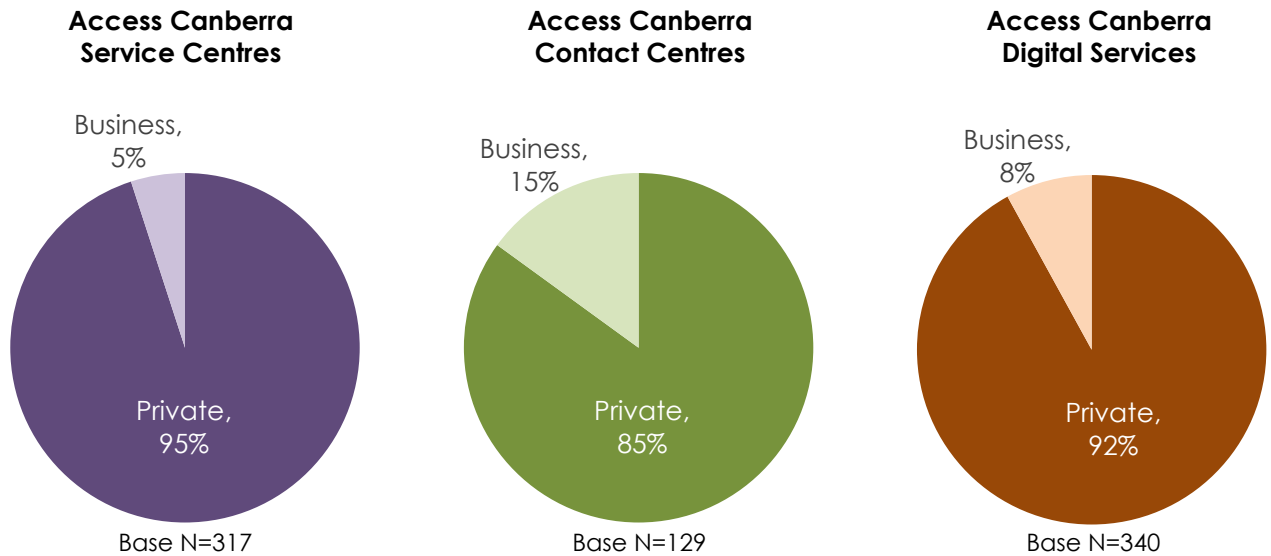
Scale: 1 = very difficult, 4 = very easy. Note: 'can't say' responses were excluded from the mean.

# Summary of Contact Purpose

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

'Private purposes' was the dominant reason for the majority of recent contacts with Access Canberra, though the Contact Centre received three times as many 'business' contacts (15%) than Service Centres (5%).

The dominant reason for contact with the telephone Contact Centres and Digital Services was in regards to 'car registration', whilst the dominant reason for contact with Service Centres regarded 'driver's licence'.



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

	Service Centres	Telephone Contact Centres	Digital Services
Car registration	32%	17%	32%
Driver's licence	37%	5%	7%
Rates payment	3%	2%	10%
Complaint	<1%	10%	4%
Working with vulnerable people card	13%	3%	9%
Base	317	129	340

Only responses that had a response of ≥10% for at least one of the service types are listed.

# Summary of Contact Frequency

## Summary

Of the residents that used each service, looking for information via Digital Services was the service used most frequently in the past 12 months (4.2 times).

The majority of residents were able to have their issue resolved after just one contact, though residents had a slightly higher number of contacts to resolve an issue via the Contact Centre (1.6).

Qs 4a, 5a, 6a, 6aa. In the past 12 months, how many times have you visited/called/used Access Canberra Services?  
Qs 4d, 5c, 6c. How many times did you contact Access Canberra before your issue was resolved?

Number of contacts in the past 12 months	Access Canberra Service Centre	Access Canberra telephone Contact Centre	Access Canberra Digital Services	
			Look for information	Conduct a transaction
<b>Average</b>	<b>2.6</b>	<b>3.8</b>	<b>4.2</b>	<b>2.3</b>
One (1)	35%	19%	17%	31%
Two (2)	27%	25%	20%	21%
Three (3)	18%	17%	17%	7%
Four (4)	7%	15%	6%	7%
Five (5)	7%	7%	8%	4%
Six to ten times (8)	4%	6%	10%	7%
More than ten times (11)	2%	11%	15%	3%
Not at all (0)	NA	NA	7%	20%
Base	317	128	340	340

Number of contacts required to resolve issue	Access Canberra Service Centre	Access Canberra telephone Contact Centre	Access Canberra Digital Services
<b>Average</b>	<b>1.3</b>	<b>1.6</b>	<b>1.2</b>
One (1)	81%	65%	86%
Two (2)	13%	20%	7%
Three (3)	3%	3%	2%
Four (4)	2%	4%	<1%
Five (5)	0%	<1%	<1%
More than five (6)	<1%	3%	1%
Don't know (NA)	1%	5%	3%
Base	317	129	340

Note: Numbers in brackets represent the values used to calculate the mean number of contacts. The 'don't know' responses have been excluded from the average.





# Summary of Specific Service Areas

## Summary

Satisfaction with 'the length of time you waited on the line for a Consultant to speak to you' via the Access Canberra telephone Contact Centre significantly decreased in 2018. The ratings for all other statements remained on par with 2017, with 7 of the 11 Service Centre statements, and one of the Contact Centre Statements receiving extremely high satisfaction levels.

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: Users of Digital Services were asked satisfaction on Digital Service specific statements, so are not comparable to Service Centres and Contact Centres.

	Access Canberra Service Centre		Access Canberra telephone Contact Centre	
	T2 Box	Means	T2 Box	Means
Base	317		129	
The staff thoroughly handling your matter	94%	4.69	78%	4.17
The fairness of the staff in dealing with your transaction	98%	4.74	85%	4.37
The willingness of staff to assist you	96%	4.69	88%	4.42
The knowledge of the staff	94%	4.58	73%	4.03
How polite staff were	94%	4.62	93%	4.52
How easy the information was to understand	93%	4.59	80%	4.21
Staff clearly explaining what you needed to know	93%	4.61	76%	4.02
The Concierge who may have greeted you when you arrived*/ The ease of getting through to someone who could assist**	86%	4.42	58%	3.53
The speed of response	86%	4.42	71%	3.74
The amount of time taken by staff to assist you	84%	4.31	76%	4.00
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**	60%	3.64	41%	3.04▼

\* Access Canberra Service Centre

\*\* Access Canberra telephone Contact Centre

Shaded cells = extremely high ratings

▲▼ = significantly higher/lower than 2017

Scale: 1 = very dissatisfied, 5 = very satisfied

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

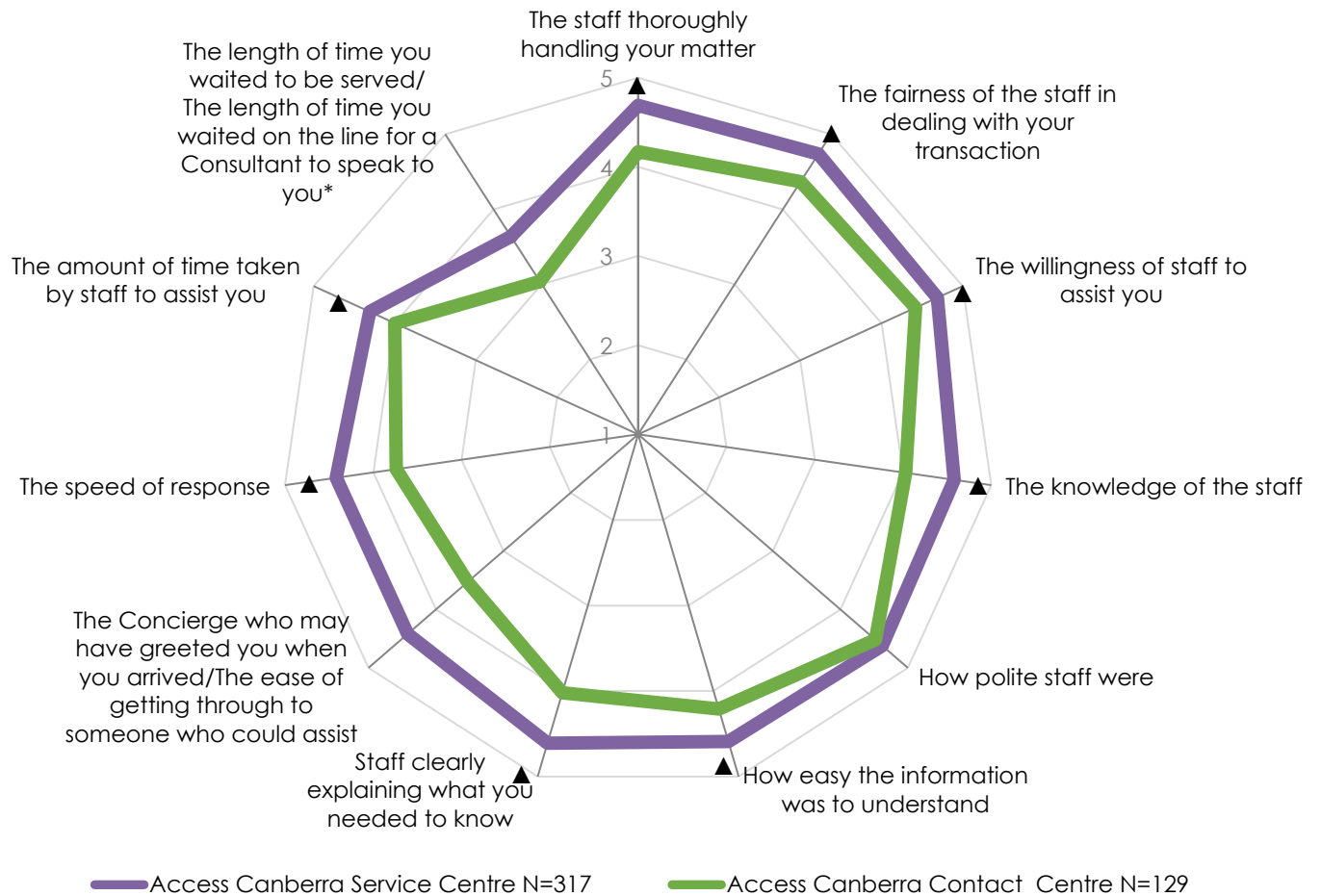
Mean scores from the above table have been graphically represented overleaf:

# Summary of Comparable Service Areas

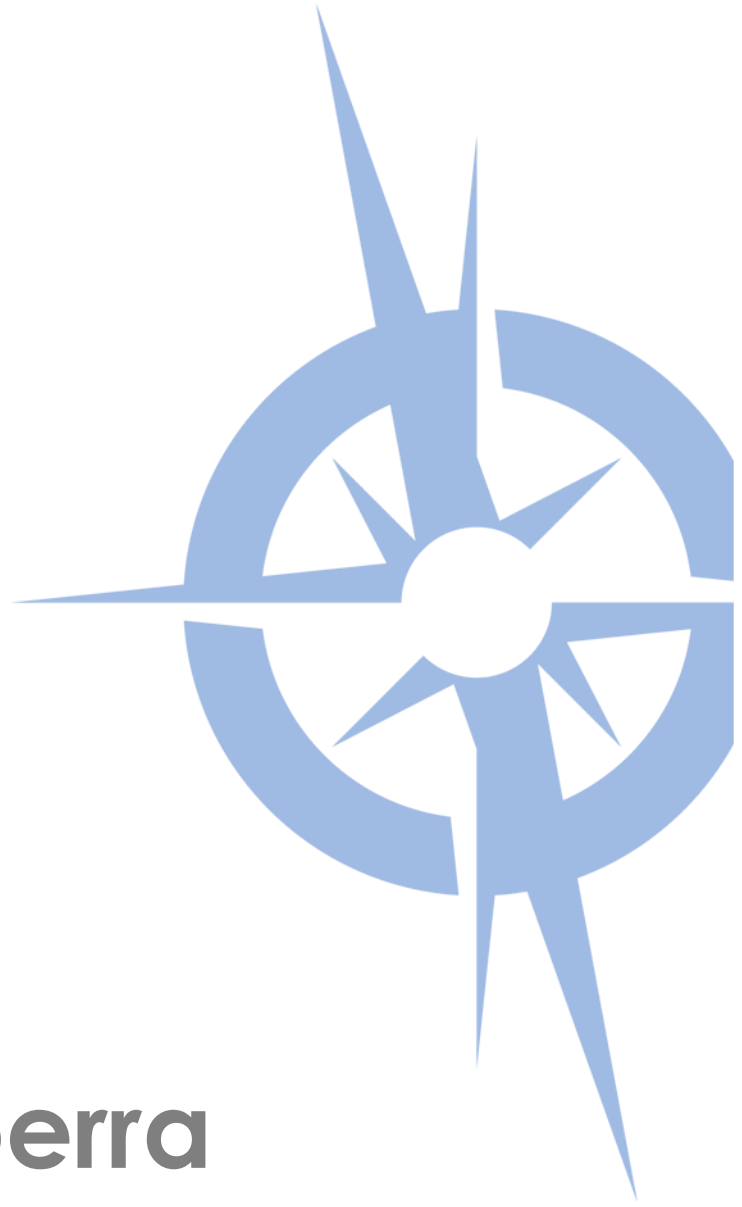
Service Centres were rated significantly higher in satisfaction than Contact Centres for all comparable statements, with the exception of 'how polite staff were'.

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: the attributes in this question regarding Access Canberra's digital offer are very different, so are not included here (see Section E for details of the Digital offer).



▲ ▼ = significantly higher/lower rating (than the Contact Centre)  
 \*due to differences in wording, these attributes have not been compared between Service Centres and Contact Centres.



# **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

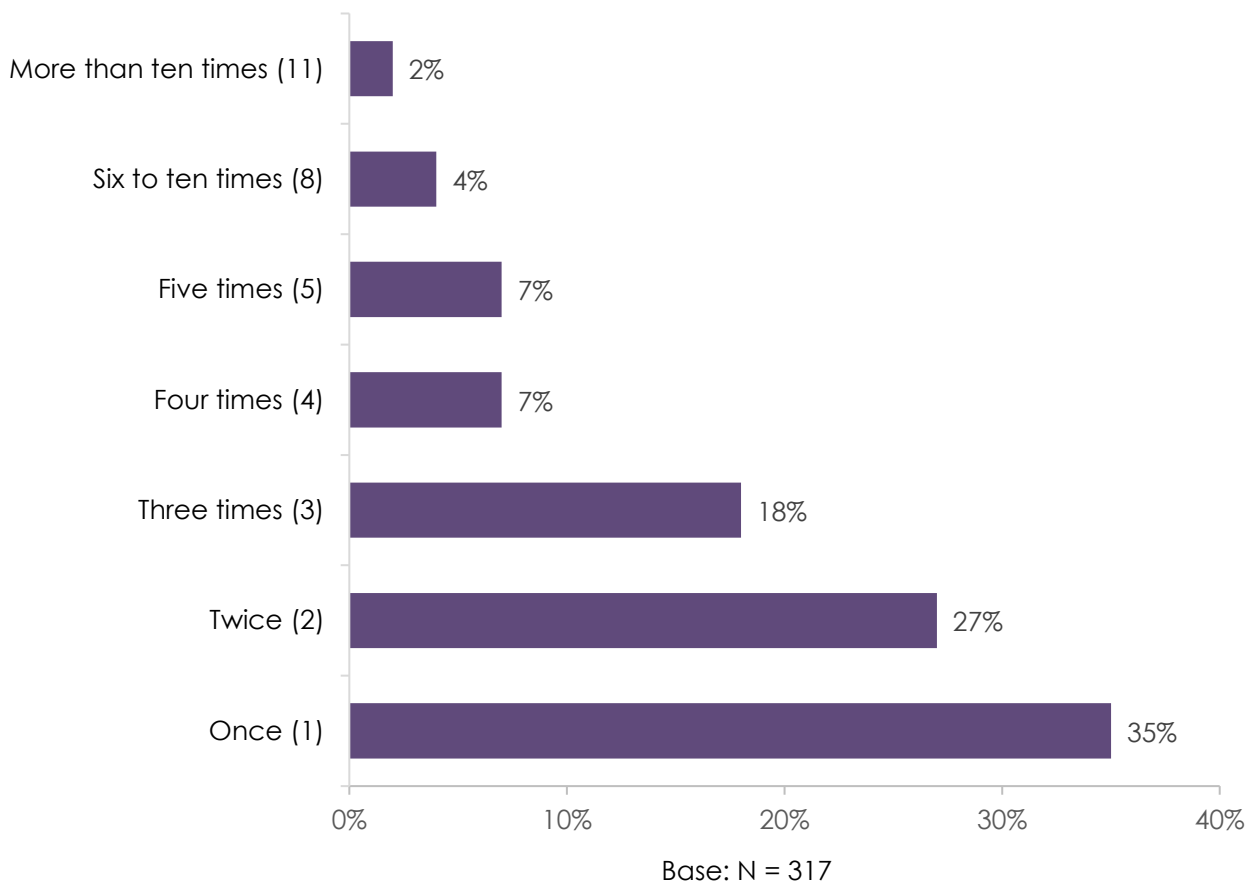
# Number of Visits to an Access Canberra Service Centre in the Past 12 Months

## Summary

Of those that have visited an Access Canberra Service Centre in the past 12 months, the average number of visits was 2.6 times, with 65% visiting more than once.

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

	Overall	Male	Female	18-24	25-44	45-64	65+
Number of visits	2.6	2.8	2.3	2.7	2.4	2.7	2.7
Base	317	153	164	40	132	95	50



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

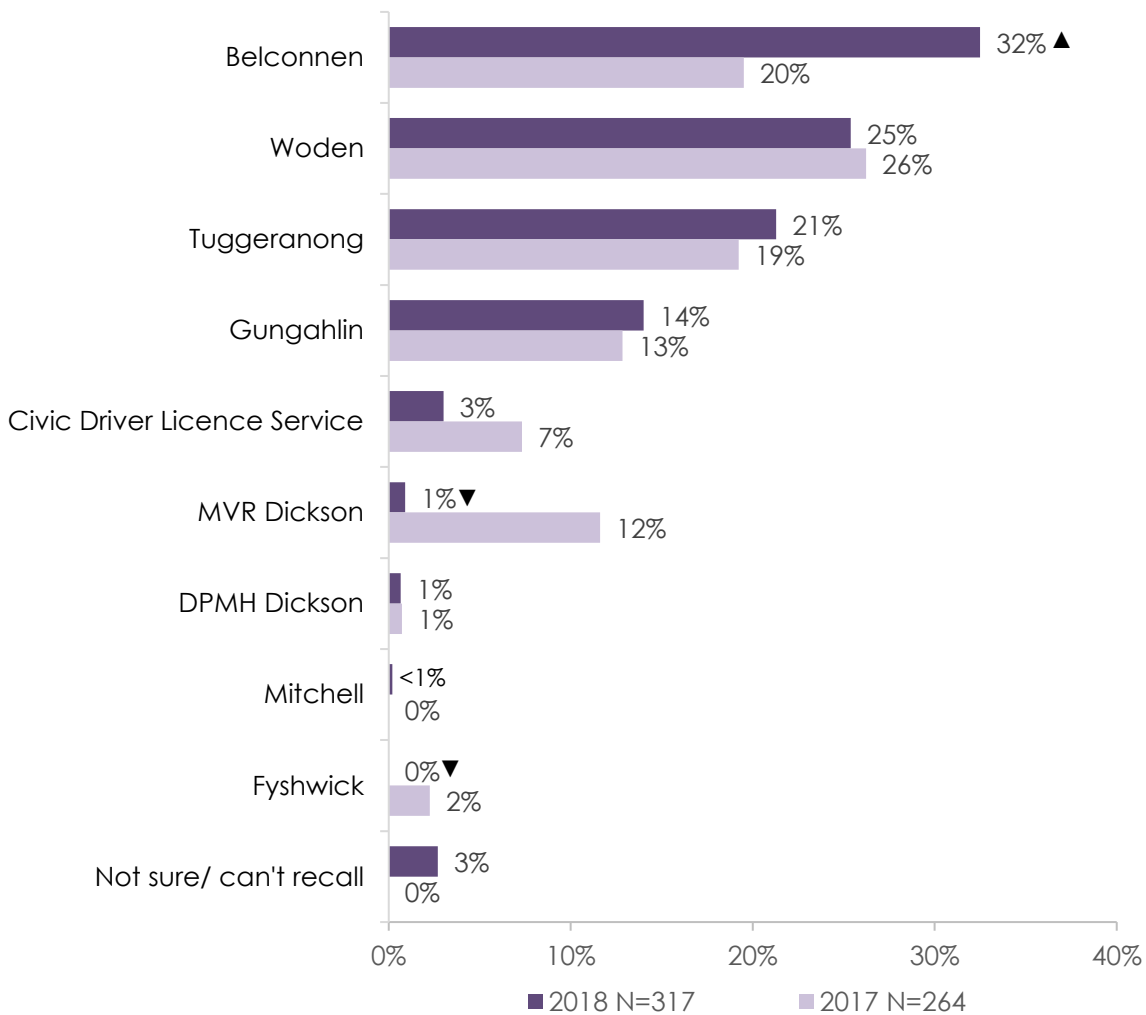
# Details of Most Recent Visit to an Access Canberra Service Centre

## Summary

'Belconnen', 'Woden' and 'Tuggeranong' remain the Service Centres most recently attended.

There has been a significant increase in the proportion of respondents that visited Belconnen most recently. However, this appears to be related to sampling methods, with significantly more people stating they used this centre most recently recruited via number harvesting (55%) than via the EWP (22%).

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



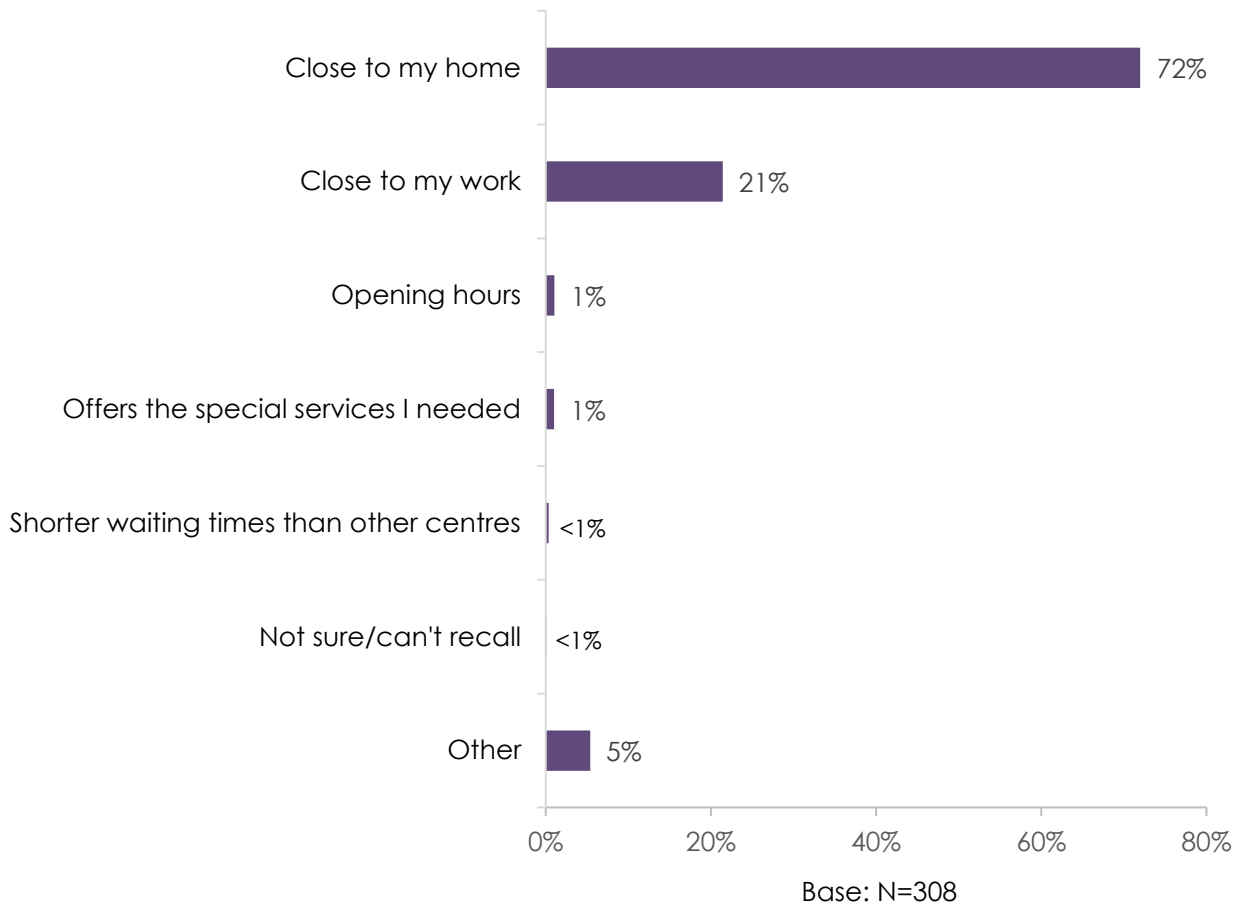
▲ ▼ = significantly higher/lower percentage (by year)

# Details of Most Recent Visit to an Access Canberra Service Centre

## Summary

Location appears to be the key factor determining the service centre that residents visited, with 'close to my home' (72%) and 'close to my work' (21%) collectively accounting for 93%.

Q4aaa. Why in particular did you choose the [service centre from Q4aa] service centre?



Other specified	Count
Most convenient/closest centre to me at the time	10
Better parking availability	2
Better atmosphere	1
Centre was recommended/was told to go there	1
My preferred Centre has closed down	1
Only centre I know of/know the location for	1
Public transport access	1

Note: see Appendix A for responses by service centre

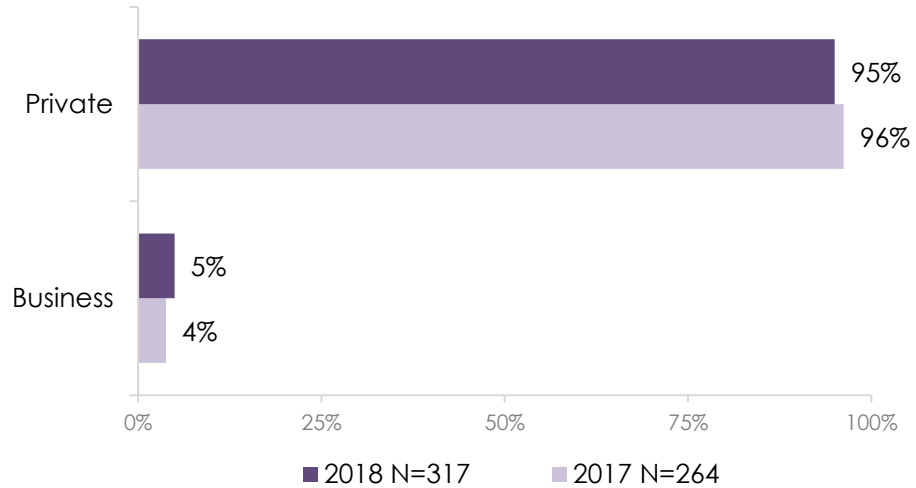


# Details of Most Recent Visit to an Access Canberra Service Centre

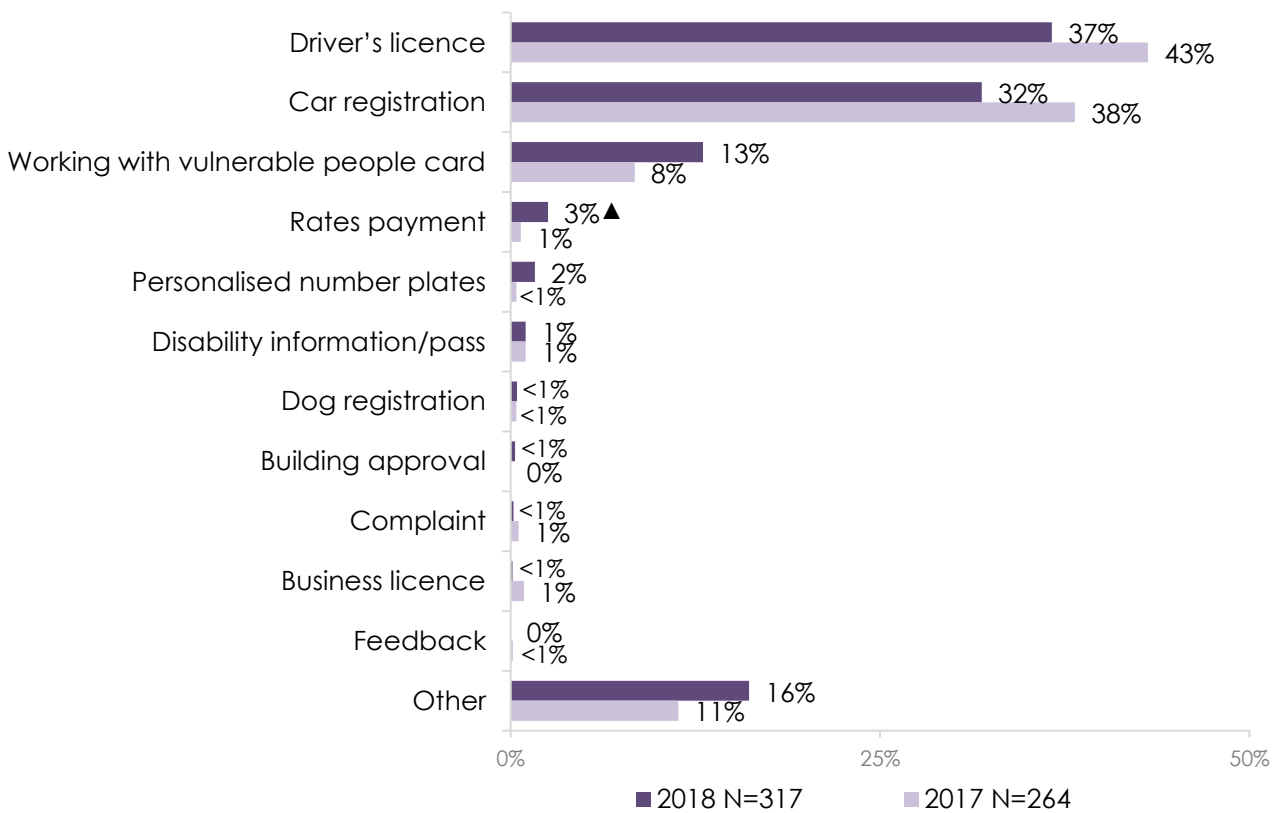
## Summary

The vast majority of contacts with Access Canberra Service Centres continue to be for 'private' purposes (95%) and in regards to a vehicle, either for a 'drivers licence (37%) or a 'car registration' (32%).

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



Q4c. What was this contact in relation to?



▲ ▼ = significantly higher/lower percentage (by year)  
See Appendix A for 'other specified' responses

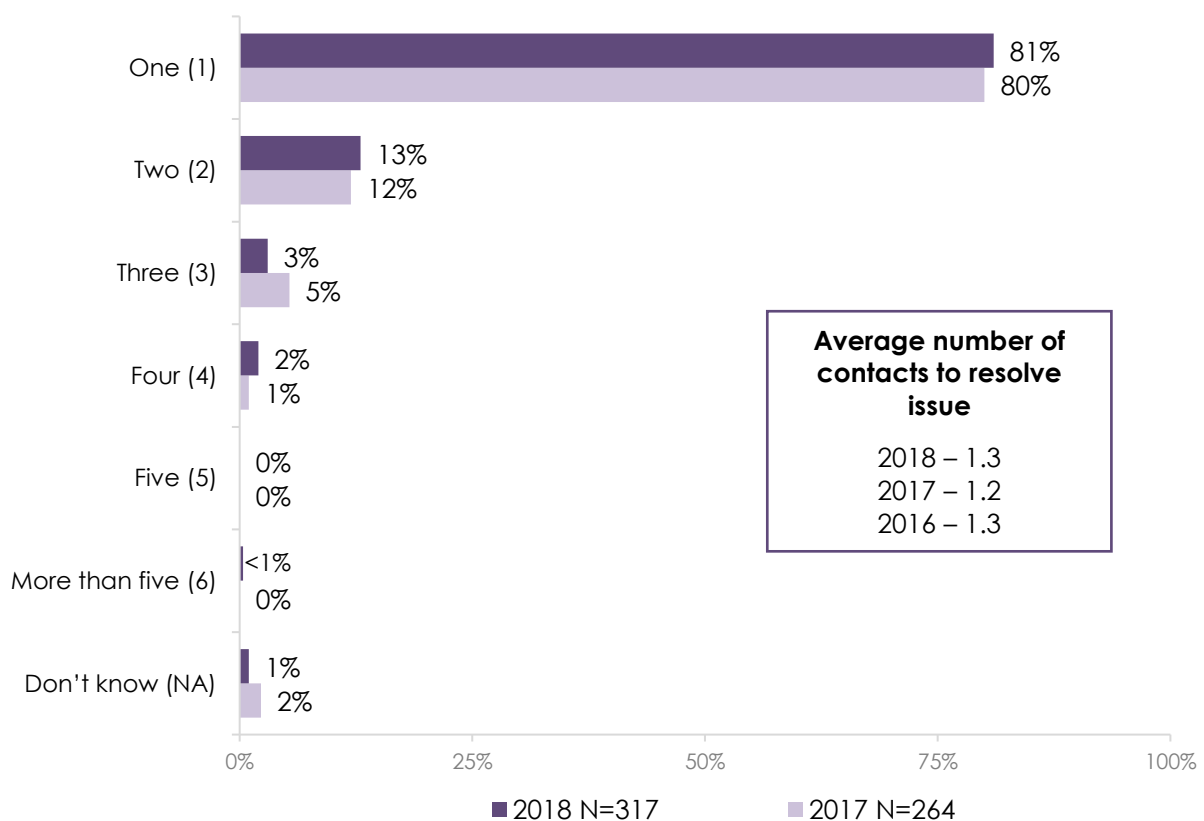
# Number of Contacts to Resolve Issue

## Summary

81% of residents that visited an Access Canberra Service Centre were able to have their issue resolved after just one visit. We noted earlier that average number of visits to any services centres in a 12-month period is 2.6 – and now we see that average number of visits to resolve one issue is 1.3. This suggests that on average, residents attend a service centre for two different issues each year – we say ‘suggests’ because they may also use other channels in conjunction with visiting service centres, so there is not necessarily a direct relationship between the two statistics.

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

	Overall 2018	Overall 2017	Service Centre visited				Reason for visit	
			Belconnen	Woden	Tuggeranong	Gungahlin	Car registration	Driver's Licence
<b>Average</b>	1.3	1.2	1.1	1.5	1.2	1.3	1.2	1.3
One time	81%	80%	85%	73%	79%	83%	84%	88%
Two times	13%	12%	13%	12%	19%	14%	9%	10%
Base	317	258	103	80	67	43	101	116



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



# Ease of Dealing with Access Canberra Service Centre

## Summary

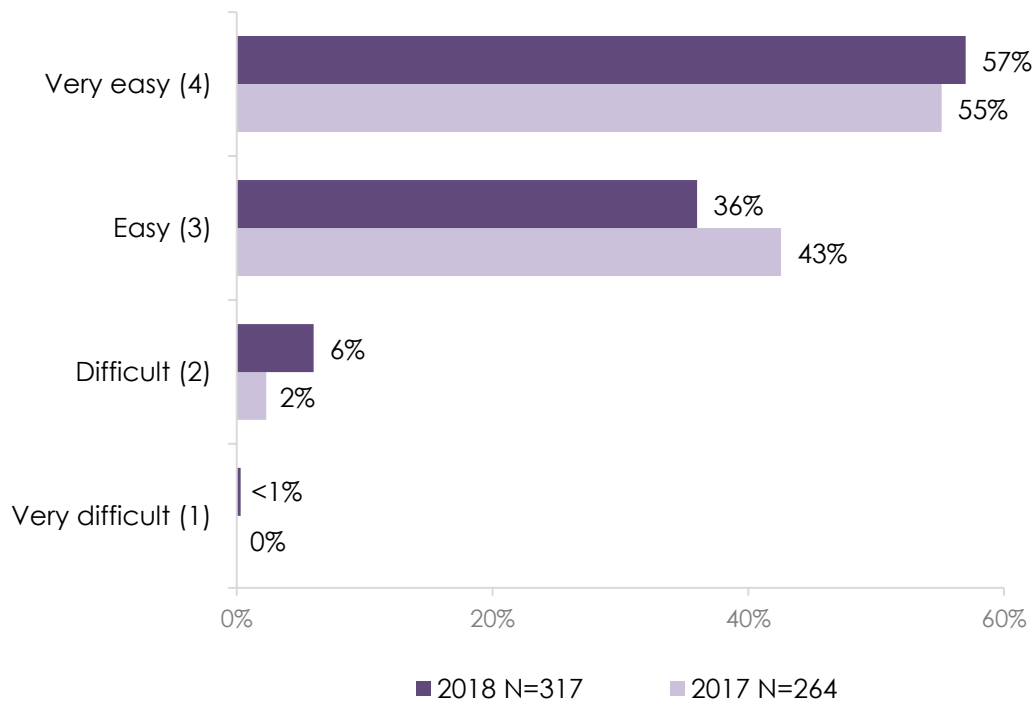
Ease of dealing with the Access Canberra Service Centre has remained consistent with 2017, with 57% of those that visited a Service Centre in the past 12 months stating that it was 'very easy' to deal with.

Residents visiting the 'Woden Service Centre' or visiting in regards to a 'car registration', were significantly less likely to state that it was easy, whilst those who had their issue resolved after just one visit were significantly more likely.

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

	Overall		Service Centre				Reason for visit		Number of contacts to resolve issue	
	2018	2017	Belconnen	Woden	Tuggeranong	Gungahlin	Car registration	Driver's licence	One	More than one
Mean rating	3.50	3.53	3.54	3.30▼	3.54	3.59	3.35▼	3.57	3.58▲	3.14
Base	317	264	103	80	67	43	101	116	257	58

▲ ▼ = significantly higher/lower rating (compared to the overall)



Scale: 1 = very difficult, 4 = very easy



# Ease of Dealing with Access Canberra Service Centre

## Summary

How quickly a person is served appears to be the dominant driver for how respondents rate the ease of dealing with an Access Canberra Service Centre, with 58% of those stating it was 'very easy' mentioning it was 'quick – didn't have to wait long' and 61% of those stating it was 'very difficult' – 'difficult' mentioning they 'had to wait a long time' (caution, small sample base).

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

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

	How easy was it to deal with the Service Centre	
	Easy (36%)	Very easy (57%)
Quick - didn't have to wait long	40%	58%
Able to complete in one visit	41%	45%
Person was knowledgeable	30%	39%
Had to wait a long time	3%	0%
Other	27%	15%
Base	113	182

	How easy was it to deal with the Service Centre	
	Very difficult – difficult (7%)	
Had to wait a long time	61%	
Person didn't appear to be knowledgeable	29%	
Had to come back	25%	
Other	18%	
Base	22	

See Appendix A for 'other specified' responses



# Satisfaction with Service Received at Service Centre

## Summary

96% of residents that visited an Access Canberra Service Centre in the past 12 months stated that overall, they were 'satisfied' – 'very satisfied' with the service they received.

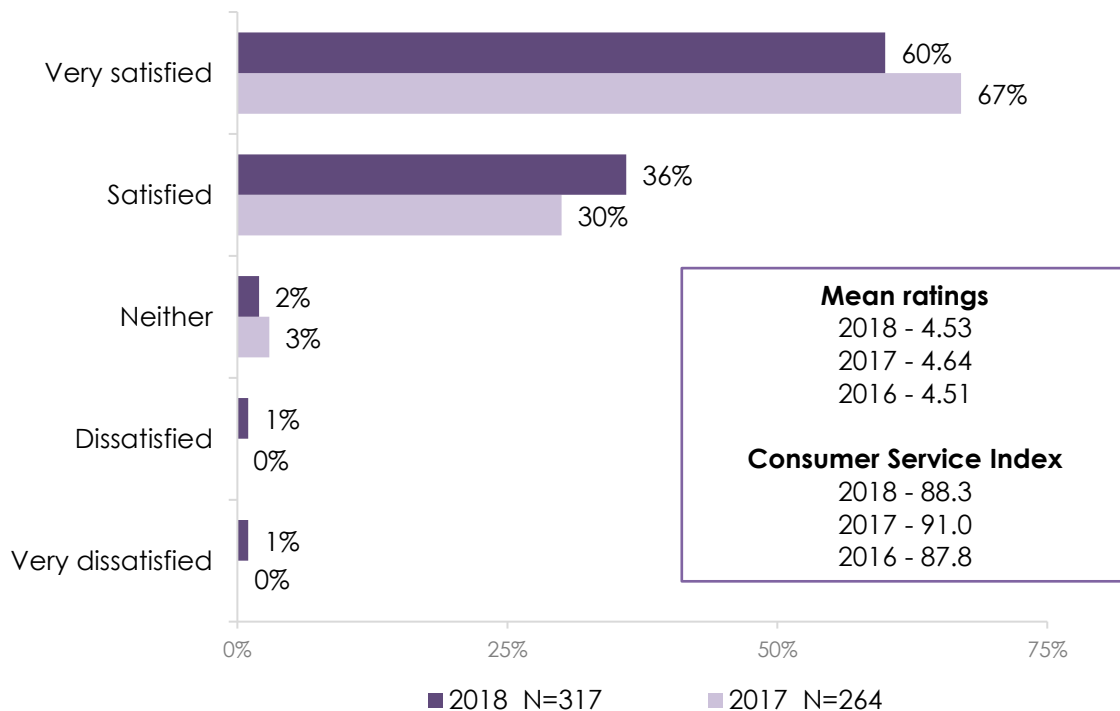
Residents aged 65+ and those that had to only visit once to resolve their issue, were marginally more likely to be satisfied.

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

	Overall 2018	Overall 2017	Male	Female	18-24	25-44	45-64	65+
Mean rating	4.53	4.64	4.53	4.54	4.41	4.57	4.49	4.61
CSI Score	88.3	91.0	88.2	88.4	85.2	89.3	87.3	90.3
Base	317	264	153	164	40	132	95	50

	Service Centre				Reason for visit		Number of contacts to resolve issue	
	Belconnen	Woden	Tuggeranong	Gungahlin	Car registration	Driver's licence	One	More than one
Mean rating	4.56	4.42	4.60	4.54	4.42	4.59	4.58	4.33
CSI Score	88.9	85.5	89.9	88.4	85.6	89.7	89.4	83.2
Base	103	80	67	43	101	116	257	58

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



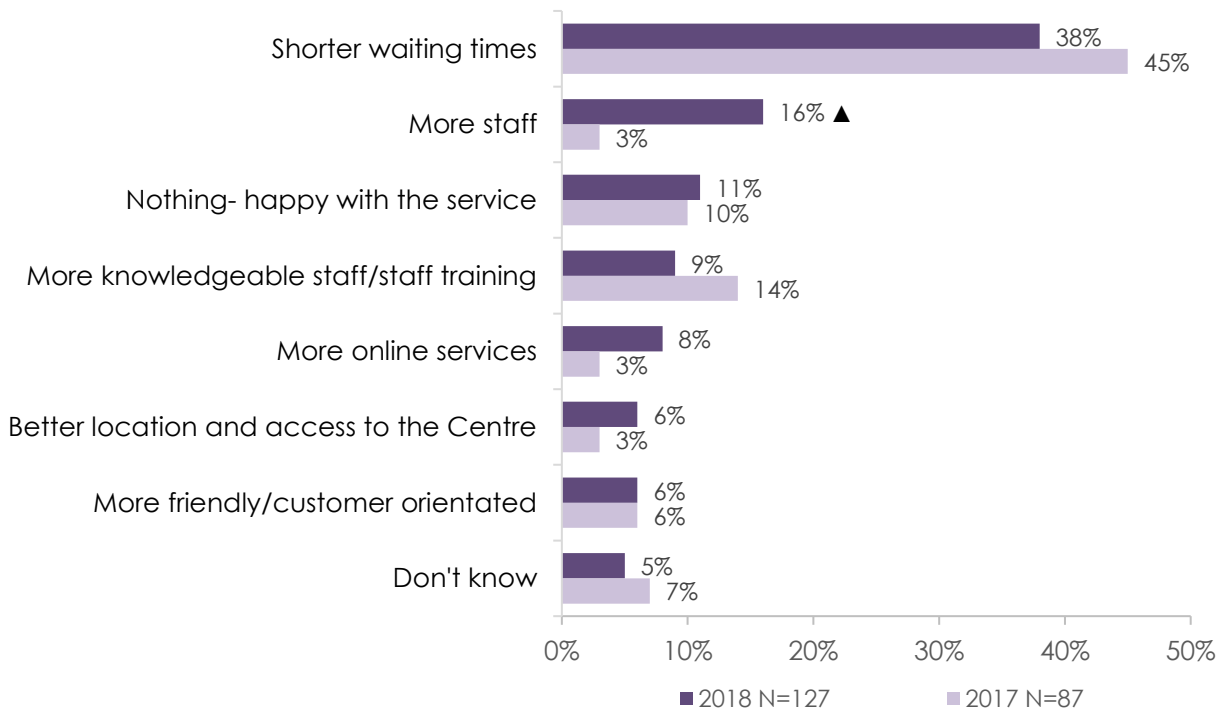
Rating scale: very dissatisfied = 1, very satisfied = 5  
 CSI scale: very dissatisfied = 0, very satisfied = 100

# Satisfaction with Service Received at Service Centre

## Summary

Of the residents that have visited a Service Centre in the past 12 months but were less than 'very satisfied' with the service, 38% stated that having 'shorter waiting times' would help to make them 'very satisfied'. References to 'more staff' increased significantly in 2018.

- Q4g. Overall, how satisfied or dissatisfied were you with the service you received at the Service Centre during your last visit?
- Q4h. [If less than very satisfied with Service Centre in Q4g] What would have to change to make you very satisfied with the Access Canberra Service Centre service?



See Appendix A for responses <5%

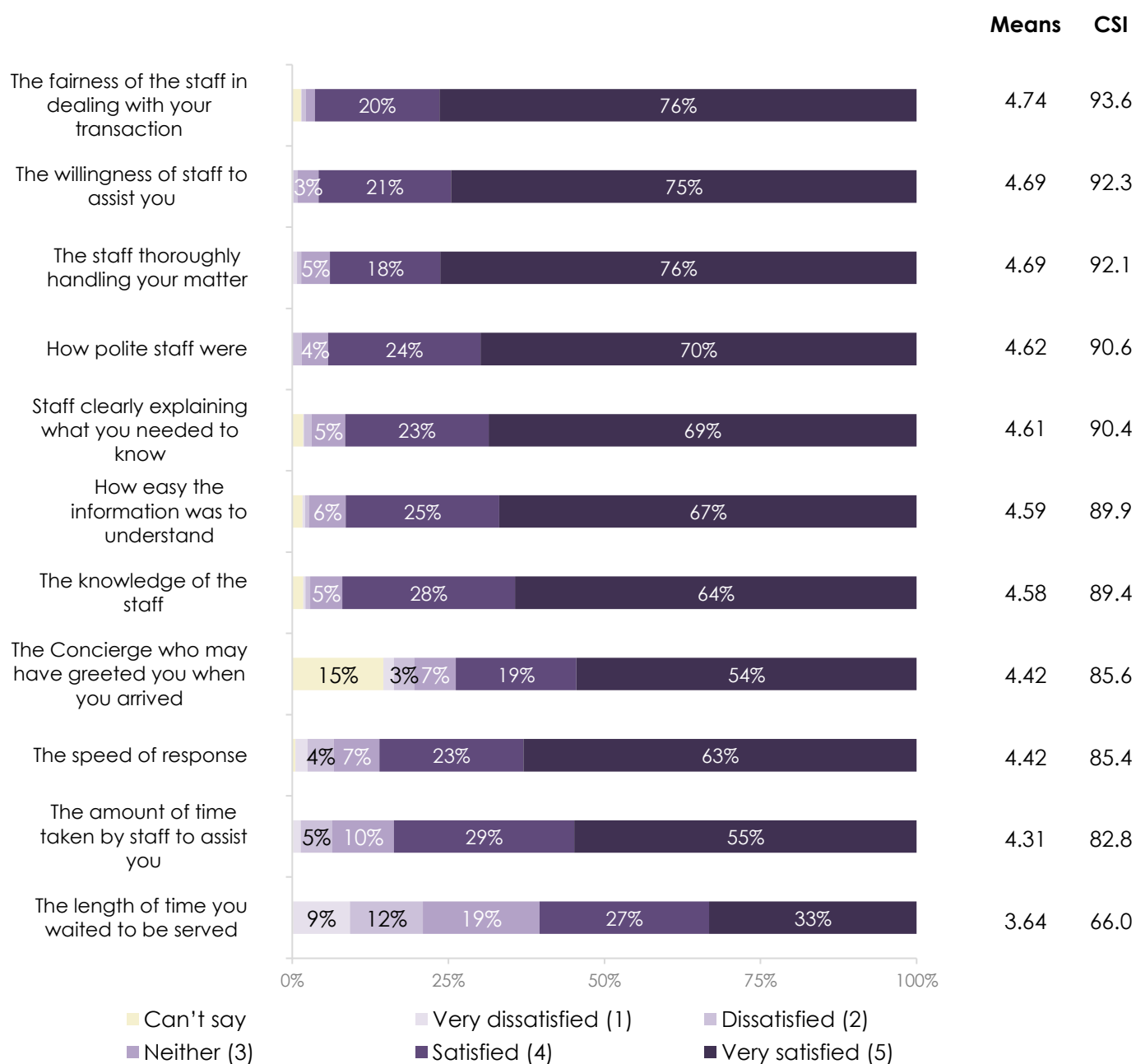
# Satisfaction with Specific Services Received at Service Centre

## Summary

More than half of respondents ( $\geq 54\%$ ) that have visited an Access Canberra Service Centre in the past 12 months were 'very satisfied' with 10 of the 11 statements relating to the service they received there, a very positive result. The only statement that falls below this threshold is 'the length of time you waited to be served' (33% 'very satisfied'), though 60% of respondents still stated they were 'satisfied' to 'very satisfied'.

Satisfaction with 7 of the 11 statements increased in 2018 compared to 2017 (see table overleaf).

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



Base: N=317

Note: Labels of  $\leq 2\%$  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



# Satisfaction with Specific Services Received at Service Centre

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

	Mean ratings		CSI scores	
	2018	2017	2018	2017
The fairness of the staff in dealing with your transaction	4.74	4.68	93.6	92.0
The willingness of staff to assist you	4.69	4.59	92.3	89.7
The staff thoroughly handling your matter	4.69	4.74	92.1	93.6
How polite staff were	4.62	4.58	90.6	89.5
Staff clearly explaining what you needed to know	4.61	4.50	90.4	87.4
How easy the information was to understand	4.59	4.54	89.9	88.5
The knowledge of the staff	4.58	4.58	89.4	89.5
The Concierge who may have greeted you when you arrived	4.42	4.49	85.6	87.3
The speed of response	4.42	4.38	85.4	84.6
The amount of time taken by staff to assist you	4.31	4.23	82.8	80.9
The length of time you waited to be served	3.64	3.77	66.0	69.2

	Male	Female	18-24	25-44	45-64	65+
The fairness of the staff in dealing with your transaction	4.71	4.78	4.72	4.83▲	4.66	4.68
The willingness of staff to assist you	4.63	4.75	4.57	4.79▲	4.60	4.71
The staff thoroughly handling your matter	4.65	4.71	4.64	4.81▲	4.57	4.62
How polite staff were	4.60	4.65	4.54	4.62	4.60	4.74
Staff clearly explaining what you needed to know	4.58	4.65	4.66	4.64	4.56	4.62
How easy the information was to understand	4.59	4.59	4.67	4.66	4.47	4.62
The knowledge of the staff	4.58	4.57	4.61	4.60	4.54	4.57
The Concierge who may have greeted you when you arrived	4.30	4.55	4.59	4.43	4.29	4.51
The speed of response	4.38	4.45	4.69▲	4.43	4.30	4.36
The amount of time taken by staff to assist you	4.31	4.32	4.38	4.33	4.25	4.32
The length of time you waited to be served	3.60	3.68	3.61	3.57	3.62	3.86

	Single/living alone	Single parent	Couple with children	Couple	Group/shared household
The fairness of the staff in dealing with your transaction	4.86▲	4.79	4.81	4.57▼	4.79
The willingness of staff to assist you	4.76	4.55	4.76	4.59	4.73
The staff thoroughly handling your matter	4.76	4.57	4.70	4.64	4.55
How polite staff were	4.77	4.42	4.70	4.47	4.65
Staff clearly explaining what you needed to know	4.76	4.82	4.58	4.58	4.58
How easy the information was to understand	4.65	4.55	4.67	4.40▼	4.79
The knowledge of the staff	4.74	4.71	4.56	4.50	4.64
The Concierge who may have greeted you when you arrived	4.45	4.88▲	4.42	4.31	4.49
The speed of response	4.35	4.27	4.45	4.27	4.52
The amount of time taken by staff to assist you	4.48	4.43	4.34	4.12	4.54
The length of time you waited to be served	3.70	3.51	3.55	3.58	3.76

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

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

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

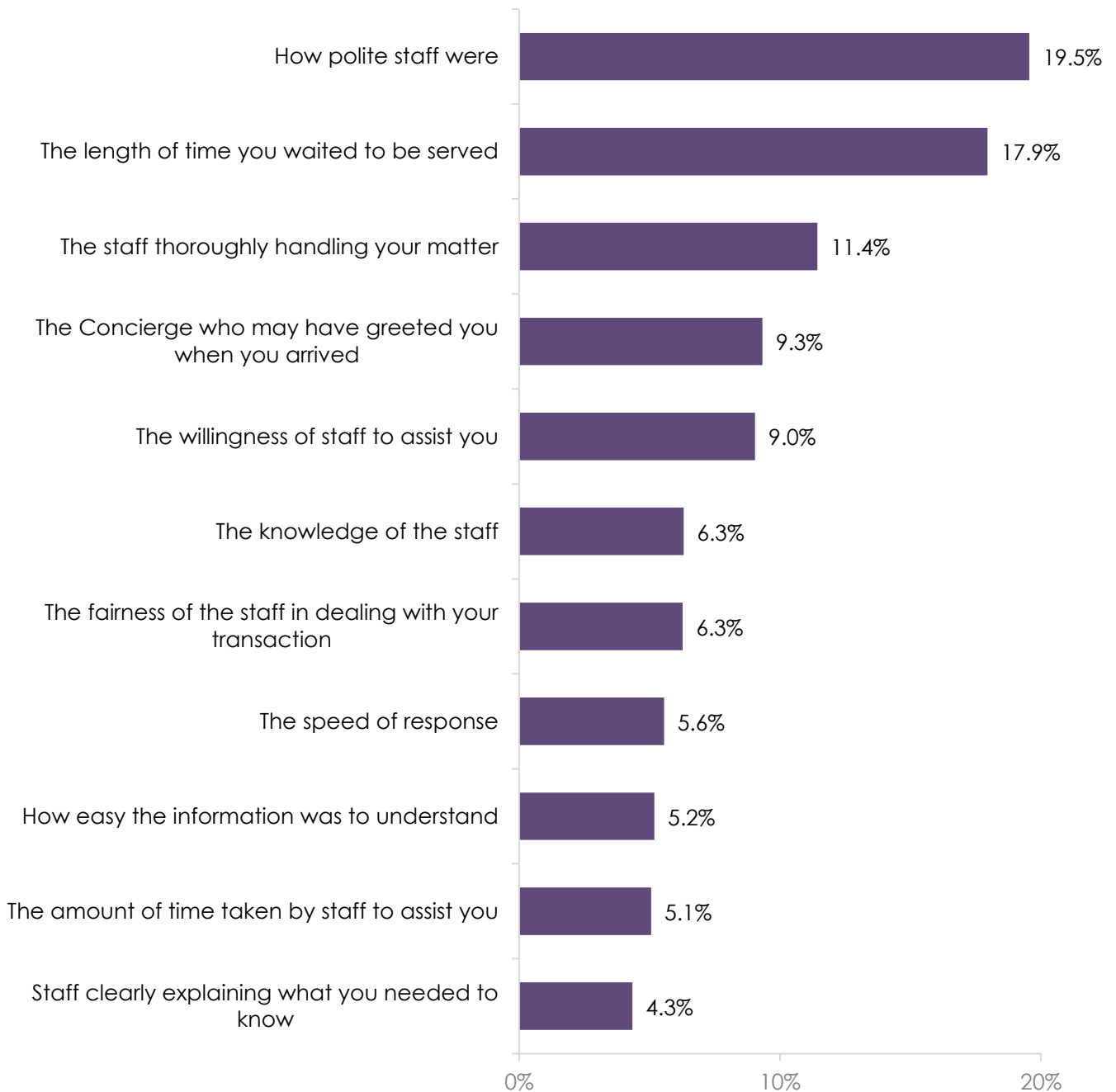


# Drivers of Overall Satisfaction with Service Centres

## Access Canberra Service Centres

This chart shows the overall contribution each of the attributes on the previous two pages have towards overall satisfaction with **Service Centres**, based on the Shapley Regression analysis.

'How polite staff were' and 'the length of time you waited to be served' were the dominant drivers of overall satisfaction at Access Canberra Service Centres.



# Drivers of Overall Satisfaction with Service Centres

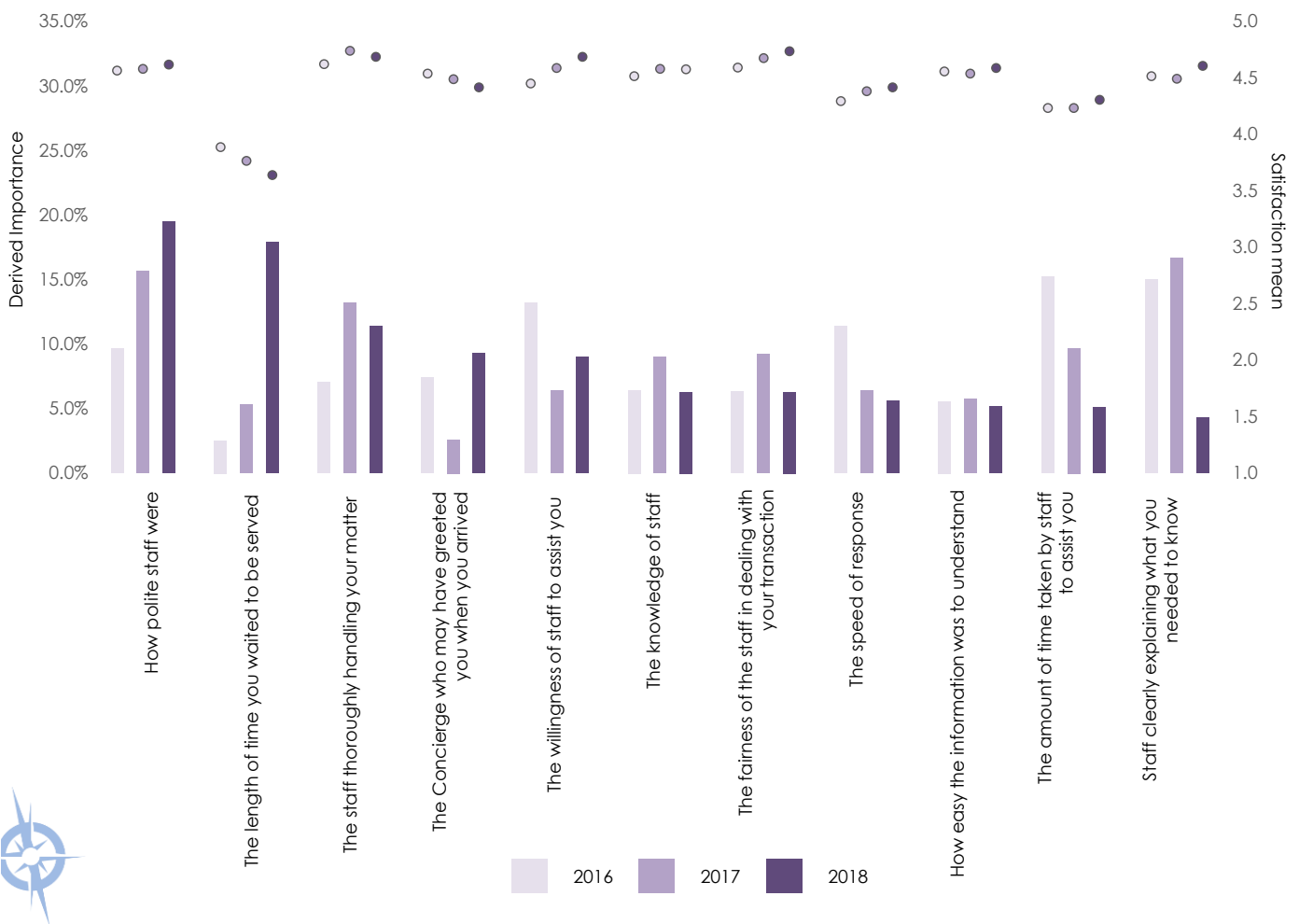
## Access Canberra Service Centres

The bars and circles on the chart below illustrate how the derived importance (ie: Shapley Regression values) and mean satisfaction of the different attributes have changed over time, respectively.

We can see some **potential** trends across the different attribute types:

- Attributes to do with **staff behaviour** (in particular, 'how polite staff were' – and potentially 'the willingness of staff to assist you' based on 2017-2018 data) appear to increase in derived importance as their mean satisfaction rating increases.
- Attributes associated with the **speed of service** (i.e. 'the length of time you waited to be served', 'the speed of response' and 'the amount of time taken by staff to assist you') appear to have an inverse relationship between derived importance and stated satisfaction: that is, they appear to increase in derived importance as their mean rating decreases, and decrease in derived importance as their mean rating increases.

'How polite staff were' and 'the length of time you waited to be served' have both been following a strong upward trend in derived importance over the three-year reporting period.





# Drivers of Overall Satisfaction with Service Centres

## Access Canberra Service Centres

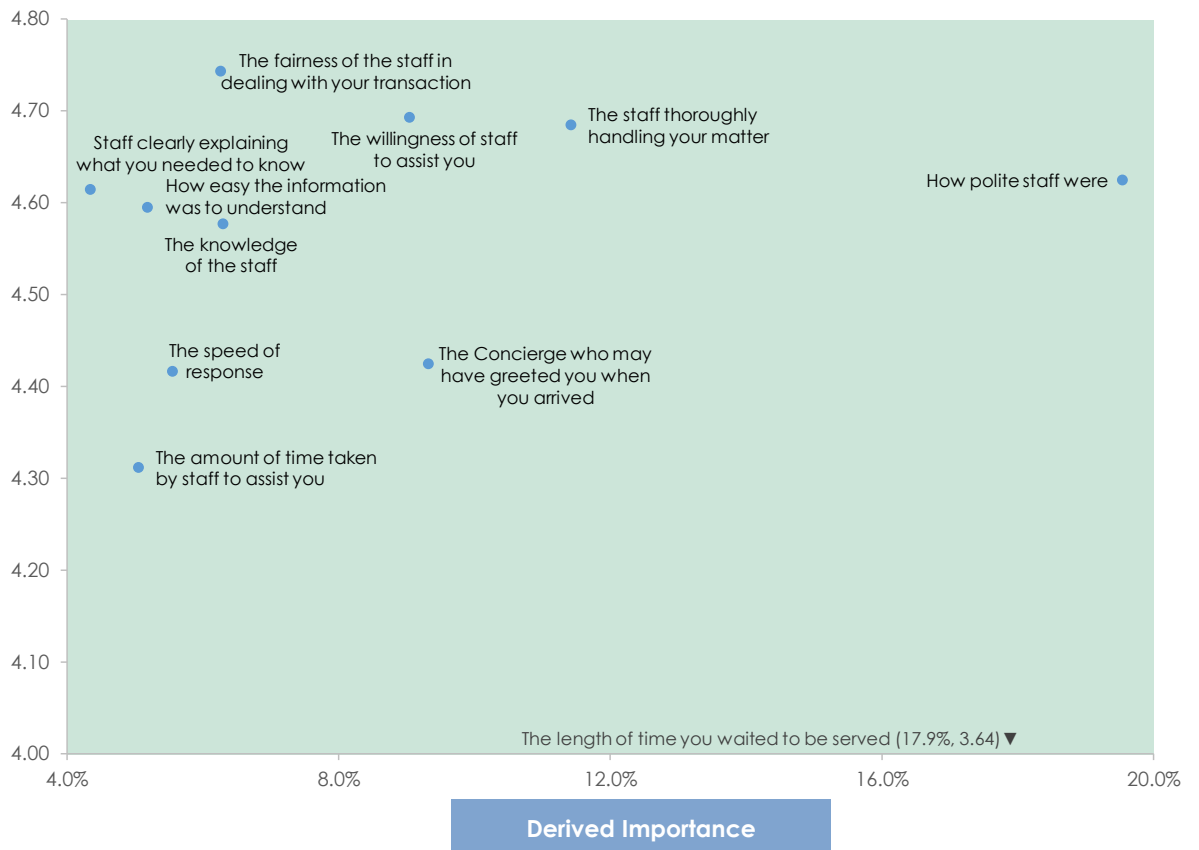
The chart below plots the 2018 Shapley Regression score from the previous pages (horizontal axis) against residents' stated satisfaction for Service Centres. The finding that all key drivers received at least a 'moderately high' satisfaction rating is a very positive result for Access Canberra, as it demonstrates that residents are largely satisfied with the attributes that are the strongest drivers of their overall satisfaction with the service overall. The placement of 'the length of time you waited to be served' at the bottom right of the chart, however, suggests that this is an area Service Centres should focus on improving.



## Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas for Service Centres

Stated Satisfaction

**Moderately High Satisfaction  $\geq 3.60$**





# **Section D – Access Canberra Telephone Contact Centre**

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

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

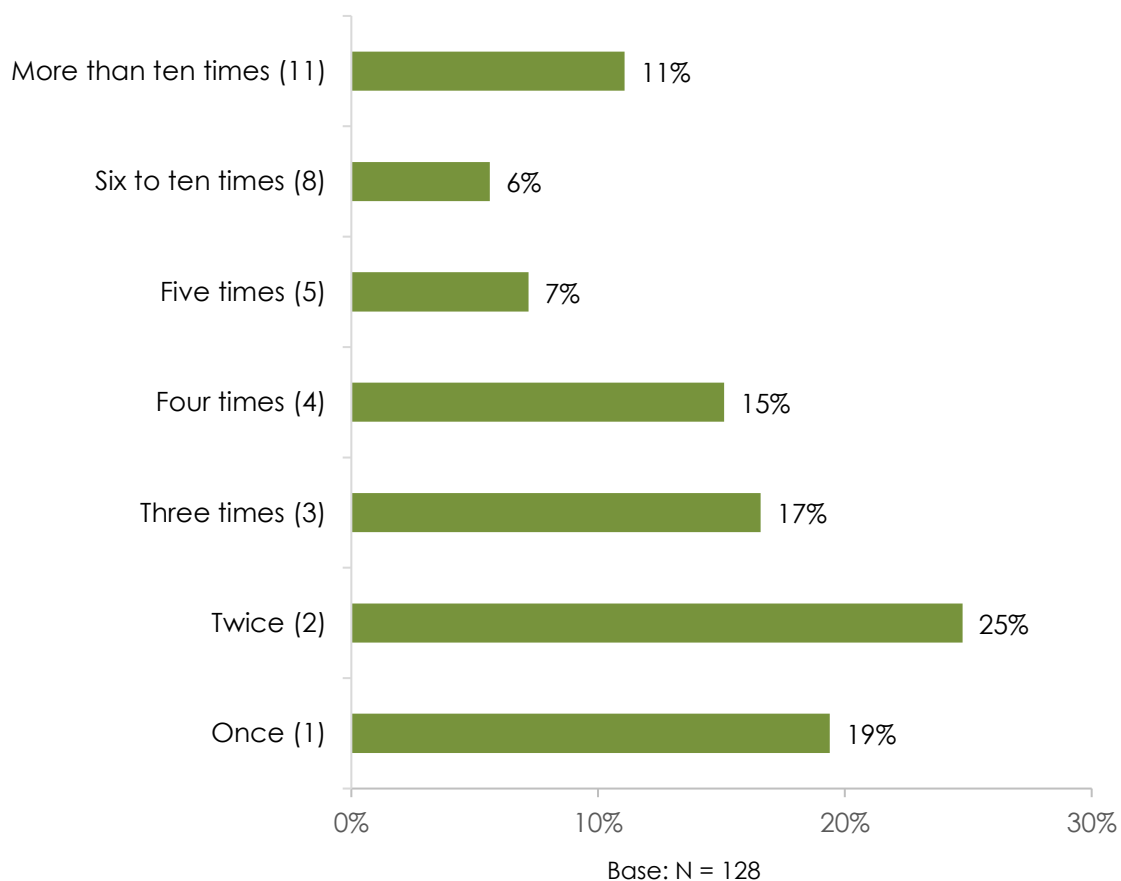
## Summary

Of the residents that have called the Access Canberra Telephone Contact Centre in the past 12 months, the average number of calls was 3.8, with males calling significantly more. There also appears to be a downward trend with age, with the number of calls decreasing as age increases.

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

	Overall	Male	Female	18-34	35-44	45-64	65+
Number of calls	3.8	4.7▲	3.1	4.5	4.4	3.3	3.2
Base	128	60	68	34	26	48	21

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



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

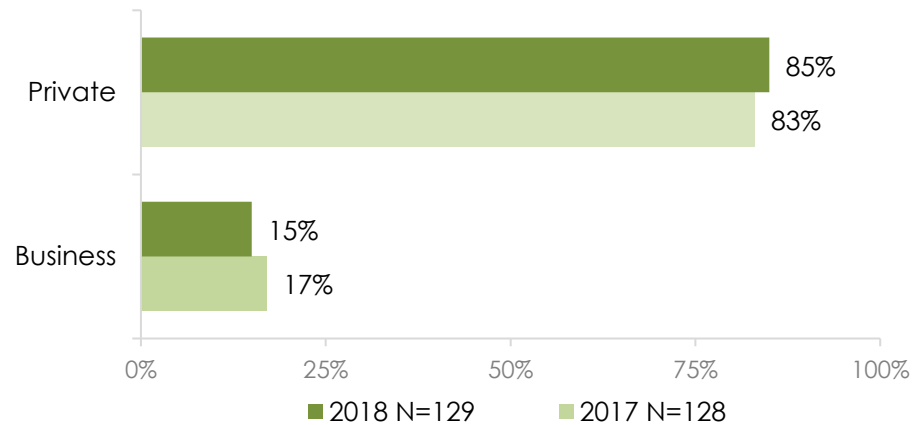


# Details of Most Recent Telephone Contact Centre

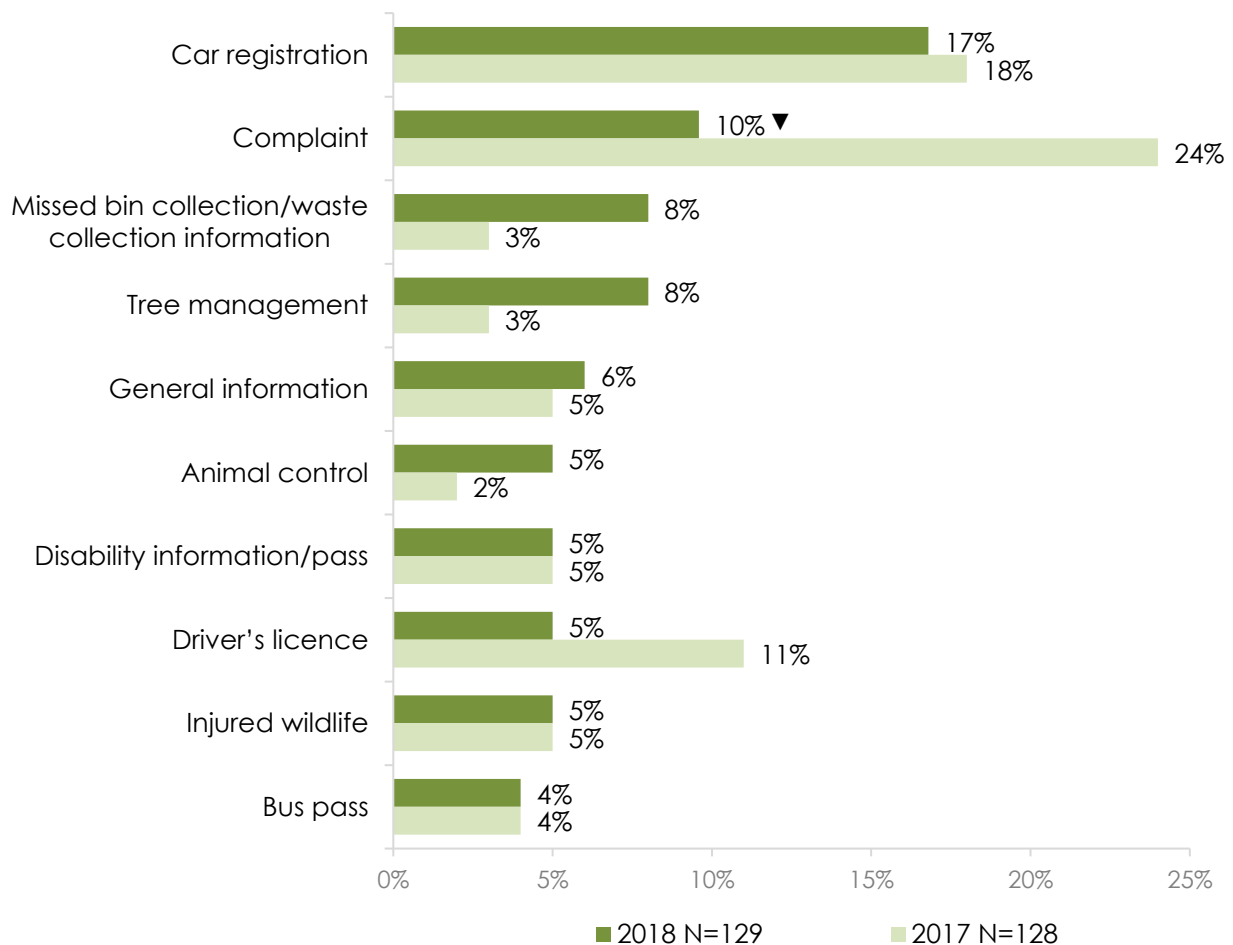
## Summary

85% of residents that telephoned the Contact Centre were calling in regards to a private issue. The most common enquires regarded car registration (17%) and making a complaint (10%), though the proportion making a complaint has significantly decreased since 2017.

Q5aa. 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?



▲ ▼ = significantly higher/lower percentage (by year)  
See Appendix A for results of <4%

# Number of Contacts to Resolve Issue

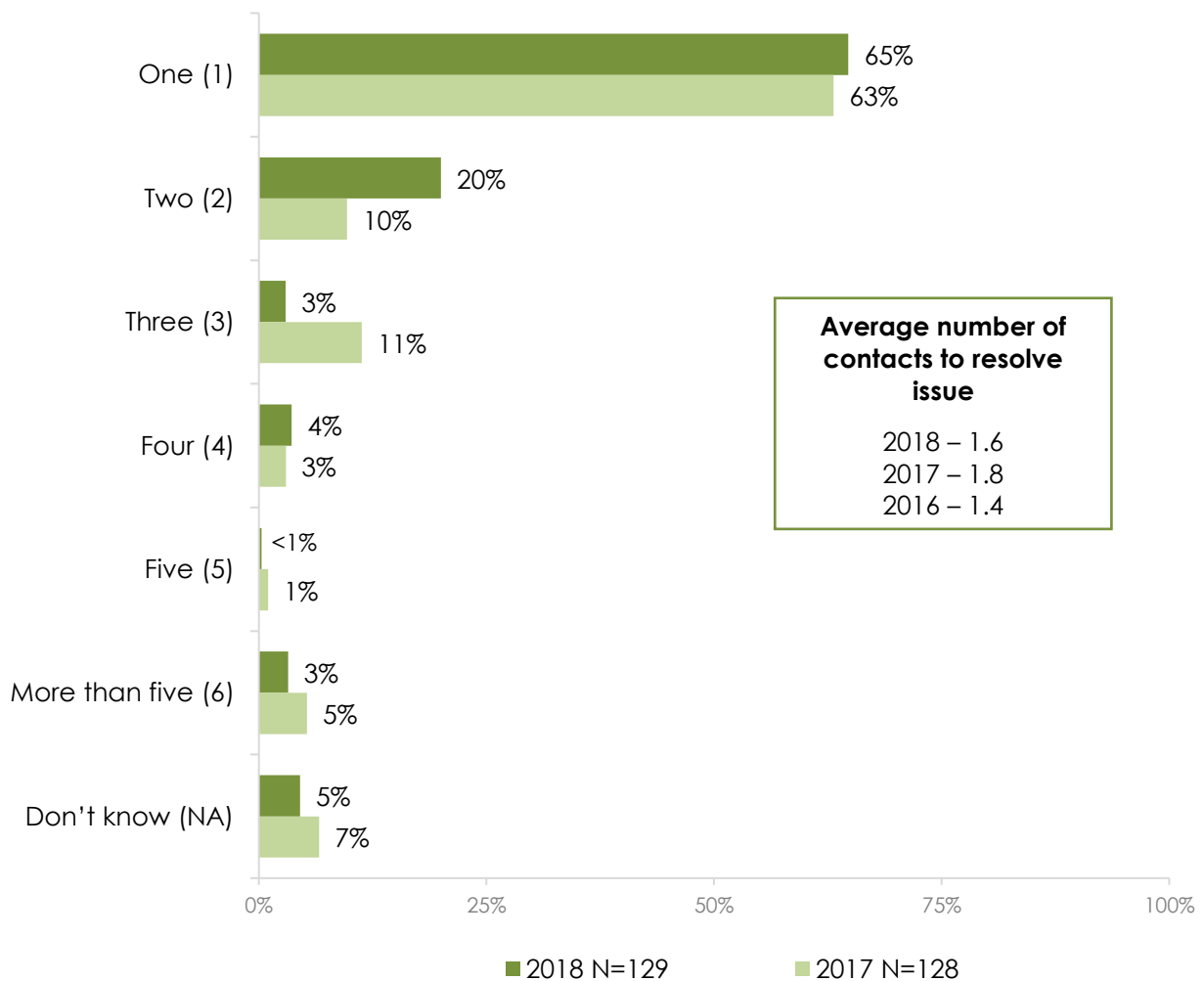
## Summary

65% of residents were able to have their issue resolved after just one contact with the Access Canberra Telephone Contact Centre, with residents on average requiring 1.6 contacts, a marginal decrease from 2017 (1.8).

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

	Overall 2018	Gender		Age				Reason for contact	
		Male	Female	18-34	35-44	45-64	65+	Car registration	Complaint
Number of visits	1.6	1.5	1.7	1.4	1.4	1.8	1.6	1.4	1.1
Base	128	58	65	34	26	44	19	22	10*

\*caution low base size



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

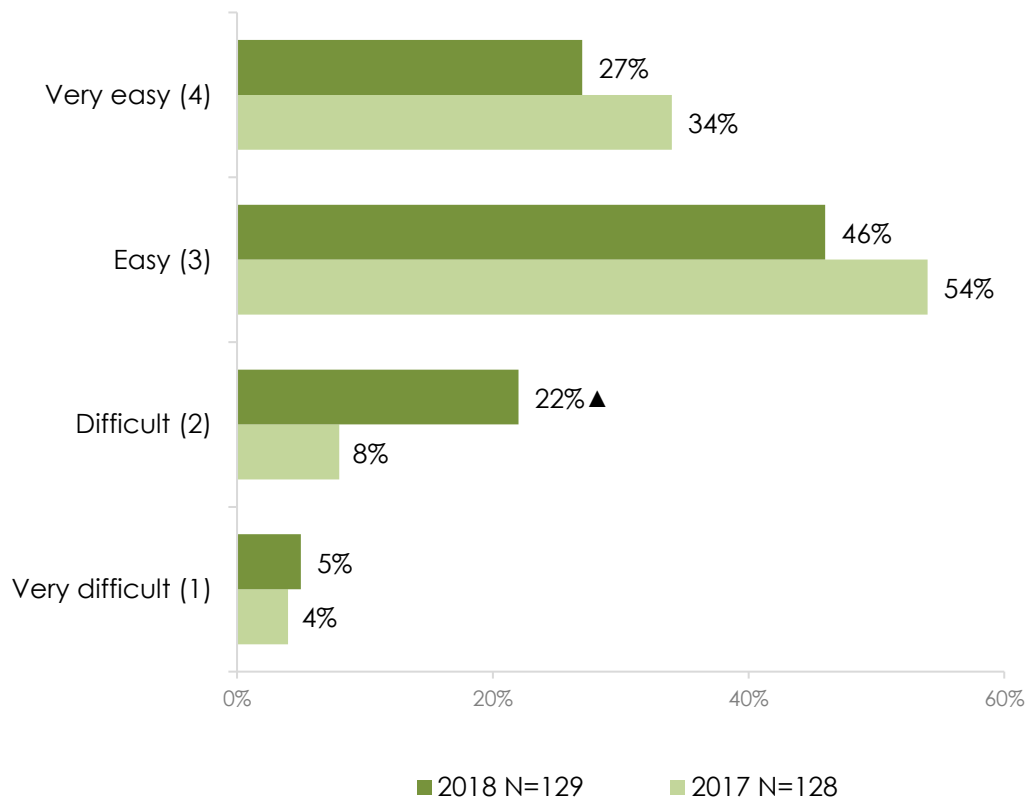
# Ease of Dealing with Access Canberra Contact Centre

## Summary

There has been a significant increase in the proportion of residents that specifically stated it was 'difficult' to deal with the Contact Centre, leading to an overall marginal decrease in the mean score compared to 2017.

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

	Overall 2018	Overall 2017	Gender		Age				Number of contacts to resolve issue	
			Male	Female	18-34	35-44	45-64	65+	One	More than one
Mean rating	2.95	3.18	2.89	3.01	2.98	3.12	2.96	2.67	3.08	2.74
Base	129	128	60	68	34	26	48	21	83	40



Scale: 1 = very difficult, 4 = very easy

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



# Ease of Dealing with Access Canberra Contact Centre

## Summary

Having a knowledgeable person on the telephone (44%), the call being answered quickly (40%) and the enquiry being resolved after just one call (30%), were the leading reasons for residents feeling that it was 'easy' or 'very easy' to deal with the Access Canberra Contact Centre.

In contrast, wait time (70%) is the dominant reason given by residents that stated they found it 'difficult' to 'very difficult', a significant increase from the proportion of residents that stated 'wait time' was the reason for them finding it 'difficult' to 'very difficult' in 2017 (34%, based on a small sample of 15 respondents).

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

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

	How easy was it to deal with the Access Canberra Contact Centre
	Easy - very easy (73%)
Person was knowledgeable	44%
Quick, didn't have to wait long	40%
Able to complete in one call	30%
Had to wait a long time	4%
Issue was resolved/enquiry answered	2%
Person didn't appear to be knowledgeable	2%
Difficult to locate phone number	1%
Had to ring back	1%
Issue was not resolved	1%
Simple process	1%
Base	94

	How easy was it to deal with the Access Canberra Contact Centre
	Difficult - very difficult (27%)
Had to wait a long time	70%
Person didn't appear to be knowledgeable	30%
Transferred and had a poor experience	29%
Had to ring back	7%
Did not like the automated system	3%
Difficult to locate phone number	3%
Issue not resolved	3%
Never received a call back/feedback	3%
Base	34



# Satisfaction with Service Received from Contact Centre

## Summary

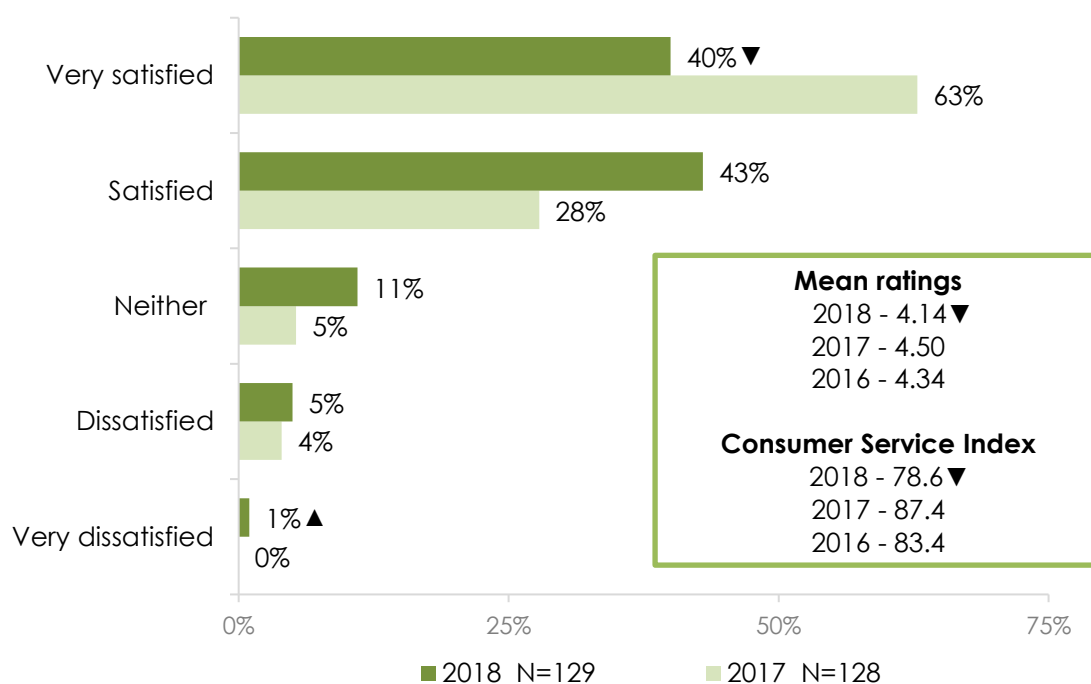
There has been a significant decrease in satisfaction with the service received from Contact Centres, with the proportion of residents that stated they were 'very satisfied' decreasing from 63% in 2017 to 40% in 2018. Despite this decrease, overall 83% of residents that had called the Access Canberra Contact Centre in the past 12 months stated that they were 'satisfied' to 'very satisfied' with the service they received.

Females were significantly more likely to state that they were satisfied with the service.

Q5f. Overall, how satisfied or dissatisfied were you with the service you received from the Contact Centre during your last call?

	Overall 2018	Overall 2017	Gender		Age				Number of contacts to resolve issue	
			Male	Female	18-34	35-44	45-64	65+	One	More than one
Mean rating	4.14▼	4.50	3.86	4.40▲	4.19	4.34	4.11	3.91	4.26	3.99
CSI	78.6▼	87.4	71.4	85.0▲	79.6	83.4	77.9	72.8	81.6	74.7
Base	129	128	60	68	34	26	48	21	83	40

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



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

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



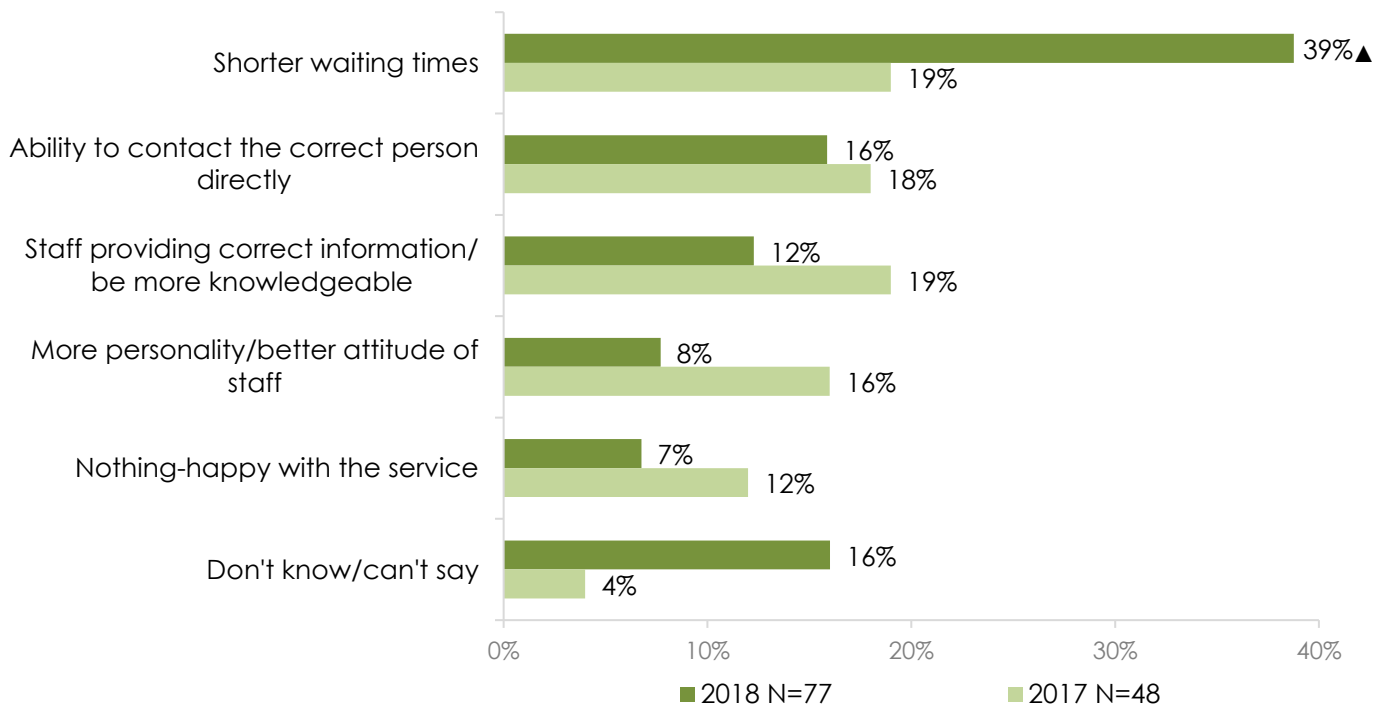
# Satisfaction with Service Received from Contact Centre

## Summary

There was a significant increase in the proportion of residents that stated having 'shorter waiting times' when calling the Contact Centre would make them more likely to be 'very satisfied' with the service they received. The second category discussed the most by residents was having the 'ability to contact the correct person directly'.

Q5f. Overall, how satisfied or dissatisfied were you with the service you received from the Contact Centre during your last call?

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?



▲▼ = significantly higher/lower percentage (by year)  
See Appendix A for responses <7%

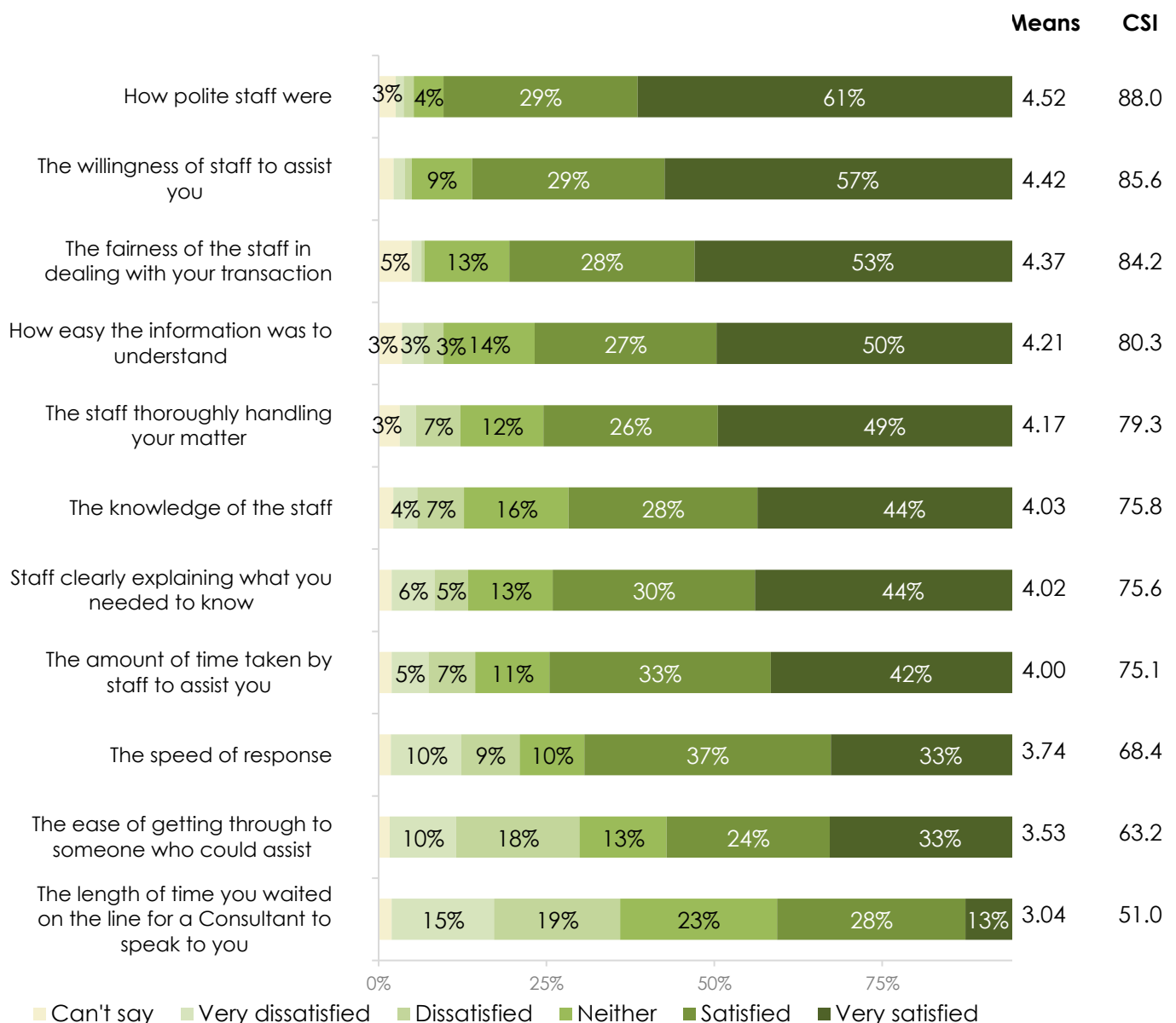
# Satisfaction with Specific Services Received from the Contact Centre

## Summary

Eight of the 11 statements were rated highly for satisfaction – although ten of the 11 statements have dropped relative to 2017 (albeit only one has dropped significantly – see below).

A possible area for improvement is 'the length of time you waited on the line for a consultant to speak to you', where just 41% of residents that had called the Contact Centre stated they were satisfied, a significant decrease from 2017 (see table on following page).

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?



Base: N=129

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

# Satisfaction with Specific Services Received from the Contact Centre

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?

	Mean ratings		CSI scores	
	2018	2017	2018	2017
How polite staff were	4.52	4.52	88.0	87.9
The willingness of staff to assist you	4.42	4.52	85.6	87.9
The fairness of the staff in dealing with your transaction	4.37	4.57	84.2	89.3
How easy the information was to understand	4.21	4.32	80.3	82.9
The staff thoroughly handling your matter	4.17	4.32	79.3	82.9
The knowledge of the staff	4.03	4.29	75.8	82.3
Staff clearly explaining what you needed to know	4.02	4.28	75.6	82.0
The amount of time taken by staff to assist you	4.00	4.18	75.1	79.5
The speed of response	3.74	4.11	68.4	77.7
The ease of getting through to someone who could assist	3.53	3.83	63.2	70.9
The length of time you waited on the line for a Consultant to speak to you	3.04▼	3.50	51.0▼	62.5

	Male	Female	18-34	35-44	45-64	65+
How polite staff were	4.37	4.65	4.34	4.70	4.66	4.28
The willingness of staff to assist you	4.34	4.49	4.35	4.79▲	4.48	3.96▼
The fairness of the staff in dealing with your transaction	4.20	4.52	4.25	4.52	4.52	4.05▼
How easy the information was to understand	4.25	4.18	4.06	4.34	4.29	4.15
The staff thoroughly handling your matter	4.09	4.24	3.87	4.39	4.39	3.92
The knowledge of the staff	3.87	4.18	3.92	4.34	4.00	3.92
Staff clearly explaining what you needed to know	3.91	4.12	4.08	4.12	4.02	3.81
The amount of time taken by staff to assist you	3.67	4.31▲	4.07	4.30	3.96	3.61▼
The speed of response	3.57	3.88	3.50	3.73	4.08	3.37
The ease of getting through to someone who could assist	3.25	3.78	3.81	3.67	3.50	2.96▼
The length of time you waited on the line for a Consultant to speak to you	2.87	3.20	3.00	2.97	3.35	2.53▼

	Single/living alone	Single parent	Couple with children	Couple	Group/shared household
How polite staff were	4.63	4.68	4.72▲	4.33	4.27
The willingness of staff to assist you	4.55	4.58	4.65▲	4.23	3.94
The fairness of the staff in dealing with your transaction	4.67▲	4.73	4.52	4.11	3.97
How easy the information was to understand	4.62▲	4.36	4.30	4.05	3.59
The staff thoroughly handling your matter	4.64▲	4.58	4.33	3.92	3.46
The knowledge of the staff	4.48▲	4.03	4.09	3.95	3.46
Staff clearly explaining what you needed to know	4.40	4.36	4.07	4.01	3.28
The amount of time taken by staff to assist you	4.54▲	4.25	4.20	3.68	3.41
The speed of response	4.27▲	4.14	3.90	3.50	2.98
The ease of getting through to someone who could assist	3.74	2.85	3.59	3.23	3.76
The length of time you waited on the line for a Consultant to speak to you	3.02	2.70	2.96	3.18	3.18

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

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

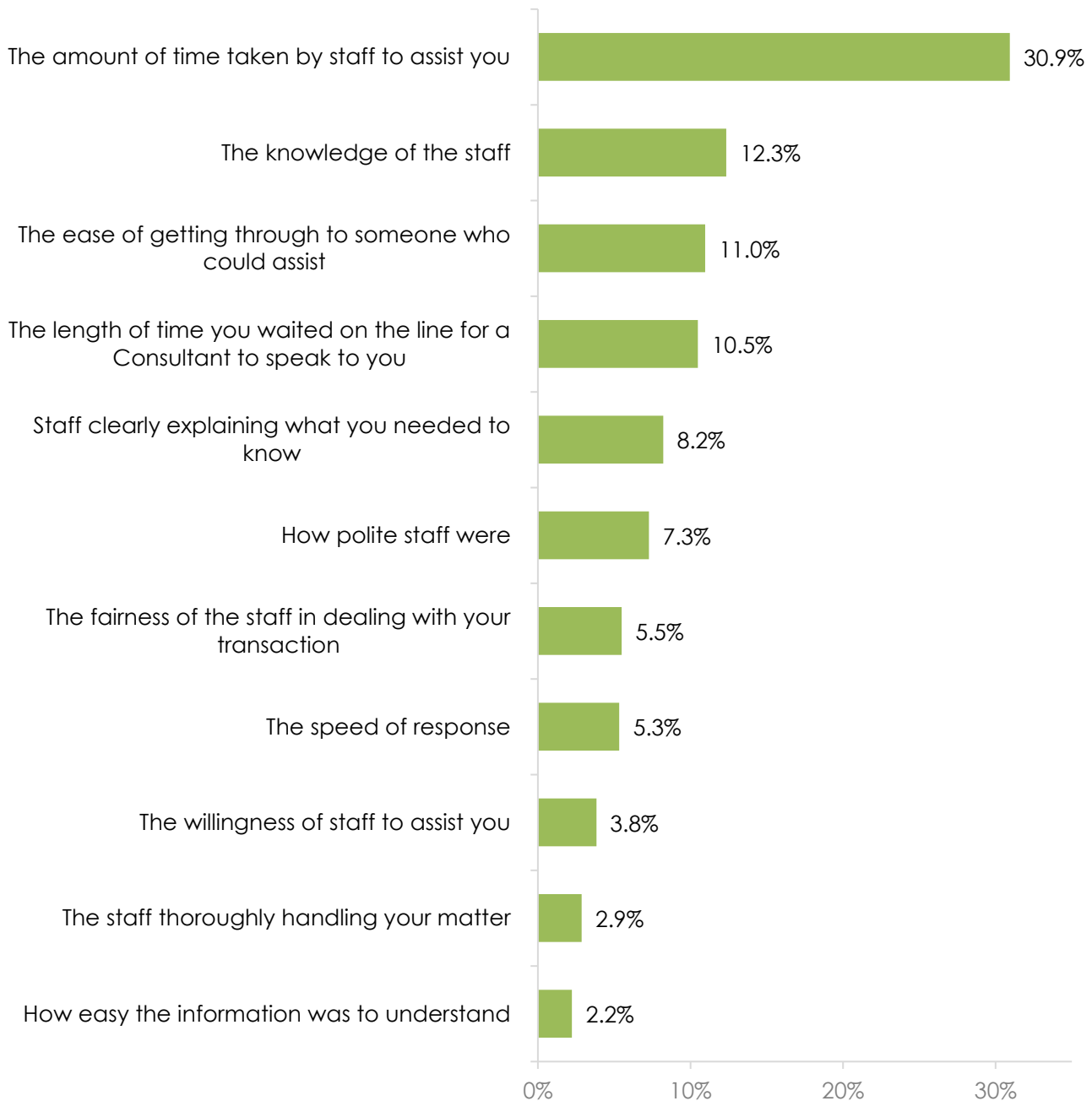
▲ ▼ = significantly higher/lower satisfaction (by group)



# Drivers of Overall Satisfaction with the Contact Centre

## Access Canberra Telephone Contact Centre

The chart below illustrates the overall contribution that each attribute on the previous two pages has towards overall satisfaction with the Contact Centre, based on the Shapley Regression analysis. 'The amount of time taken by staff to assist you' is clearly the dominant driver, singularly accounting for over 30% of the variation in overall satisfaction.



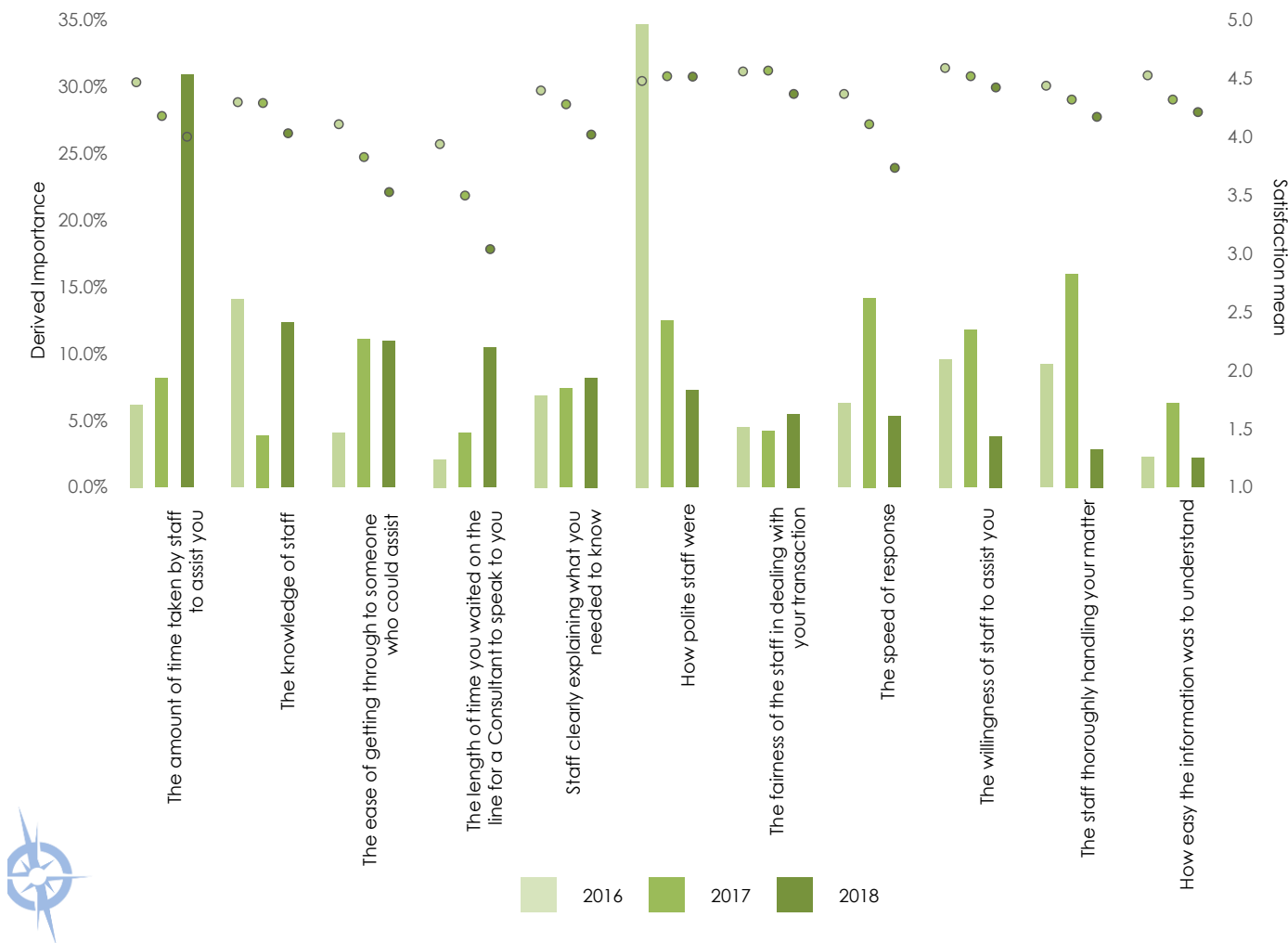
# Drivers of Overall Satisfaction with the Contact Centre

## Access Canberra Telephone Contact Centre

The bars and circles on the chart below illustrate how the derived importance (ie: Shapley regression values) and mean satisfaction of the different attributes have changed over time, respectively.

As with Service Centres, **time** appears to be an important driver of satisfaction for Contact Centres, with 'the amount of time taken by staff to assist you' and 'the length of time you waited on the line for a consultant to speak to you' both experiencing large increases in derived importance over the three-year reporting period but decreases in stated satisfaction. It should also be noted that 'shorter waiting times' was the open-ended change mentioned the most by residents as something that would make them more likely to state they were 'very satisfied' with Contact Centres.

'How polite staff were' has shown a large decrease in derived importance, despite stated satisfaction remaining relatively consistent. This is possibly reflective of residents coming to expect receiving a polite service from staff as standard now.



# Drivers of Overall Satisfaction with the Contact Centre

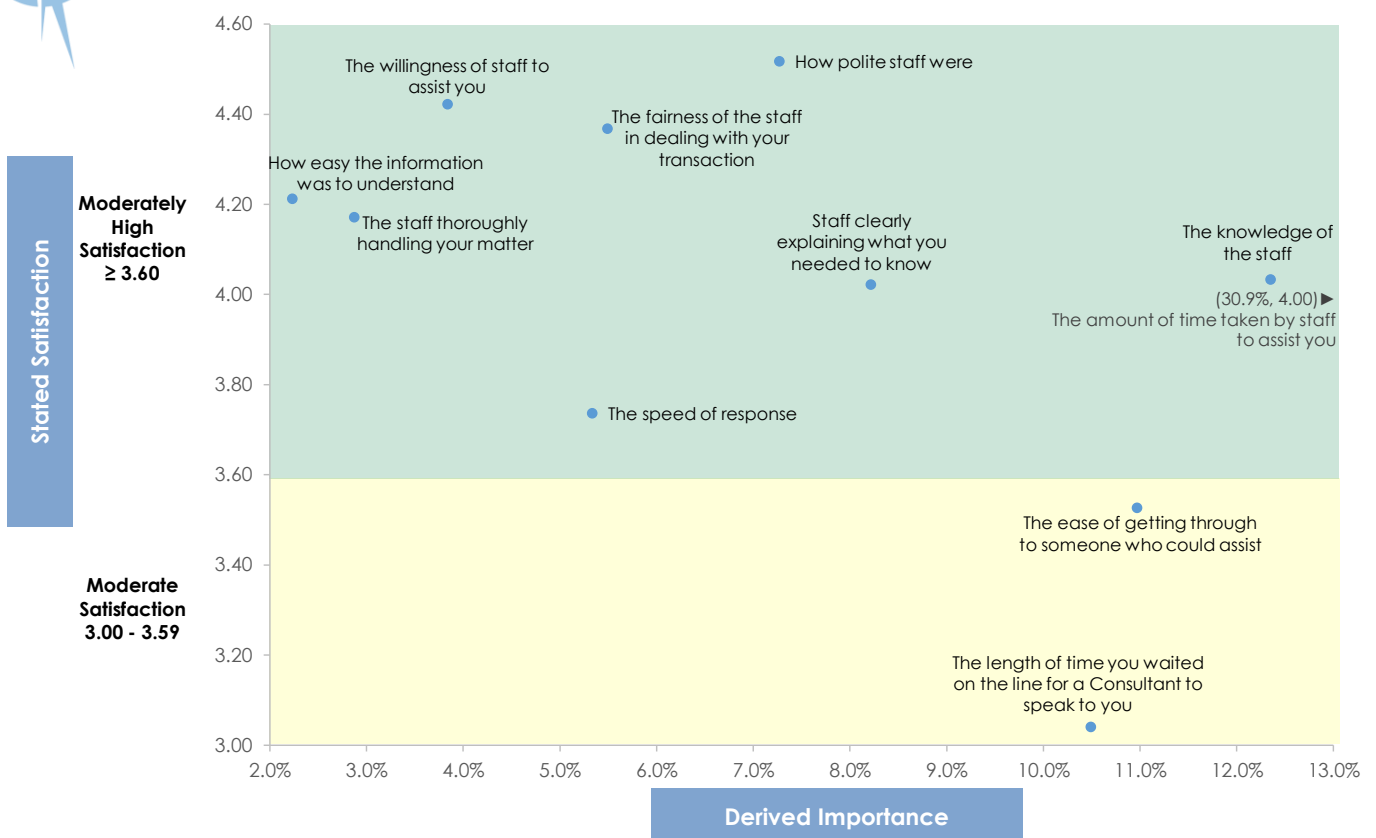
## Access Canberra Telephone Contact Centre

The chart below plots the 2018 Shapley Regression score from the previous pages (horizontal axis) against residents' stated satisfaction for the Contact Centre.

The dominant driver 'the amount of time taken by staff to assist you' is located within the top section, representing that residents stated their satisfaction was at least 'moderately high' with this attribute, a positive result considering its significance. The finding that the 3<sup>rd</sup> and 4<sup>th</sup> largest drivers ('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'), however, fall within the lower 'moderately satisfied' section of the graph suggests that these attributes could be targeted for optimisation in order to help driver overall satisfaction with Contact Centres.



## Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas for the Contact Centre





# **Section E – Access Canberra Digital Services**

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

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

## Summary

Of those residents that have used Access Canberra digital Services within the past 12 months (ie: **not** total residents), 93% have looked for information and 80% have conducted a transaction. On average, digital platform users looked for information 4.2 times and conducted a transaction 2.3 times.

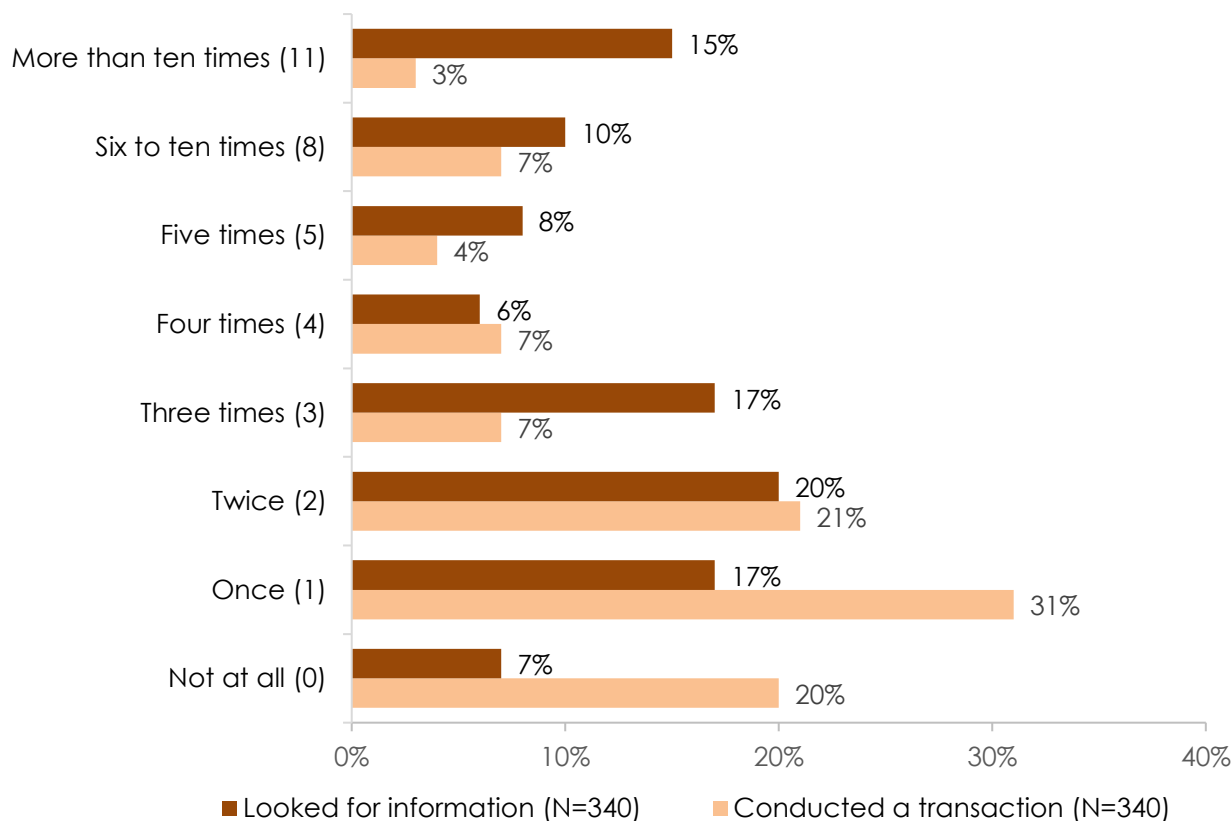
Males were significantly more likely than females to conduct more transactions, whilst residents over the age of 64 were significantly less likely to look for information.

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

Q6aa. In the past 12 months, how many times in total, if at all, would you have used any Access Canberra digital services to conduct a transaction?

	Overall	Male	Female	18-34	35-44	45-64	65+
Number times looked for information	4.2	4.5	3.8	4.8	4.1	3.8	3.3▼
Number of times conducted a transaction	2.3	2.8▲	1.8	2.1	2.5	2.5	2.1
Base	340	175	165	121	84	105	31

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



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



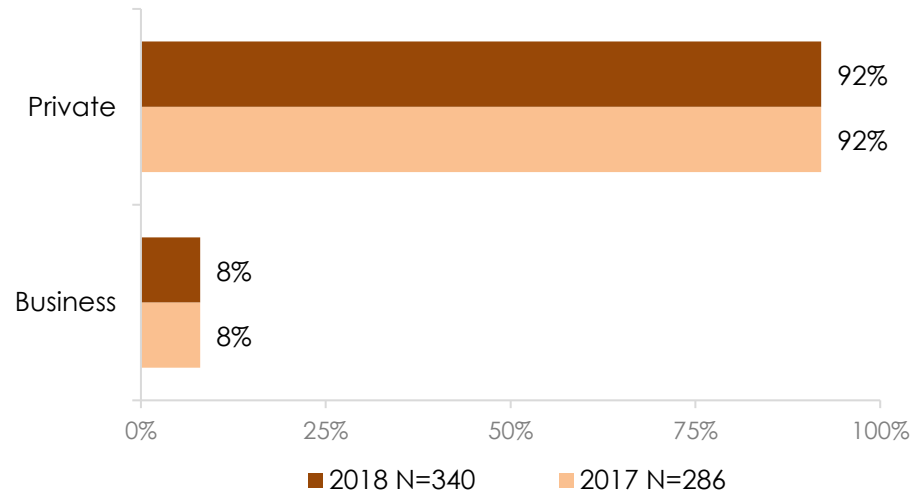


# Details of Most Recent Use of Digital Services

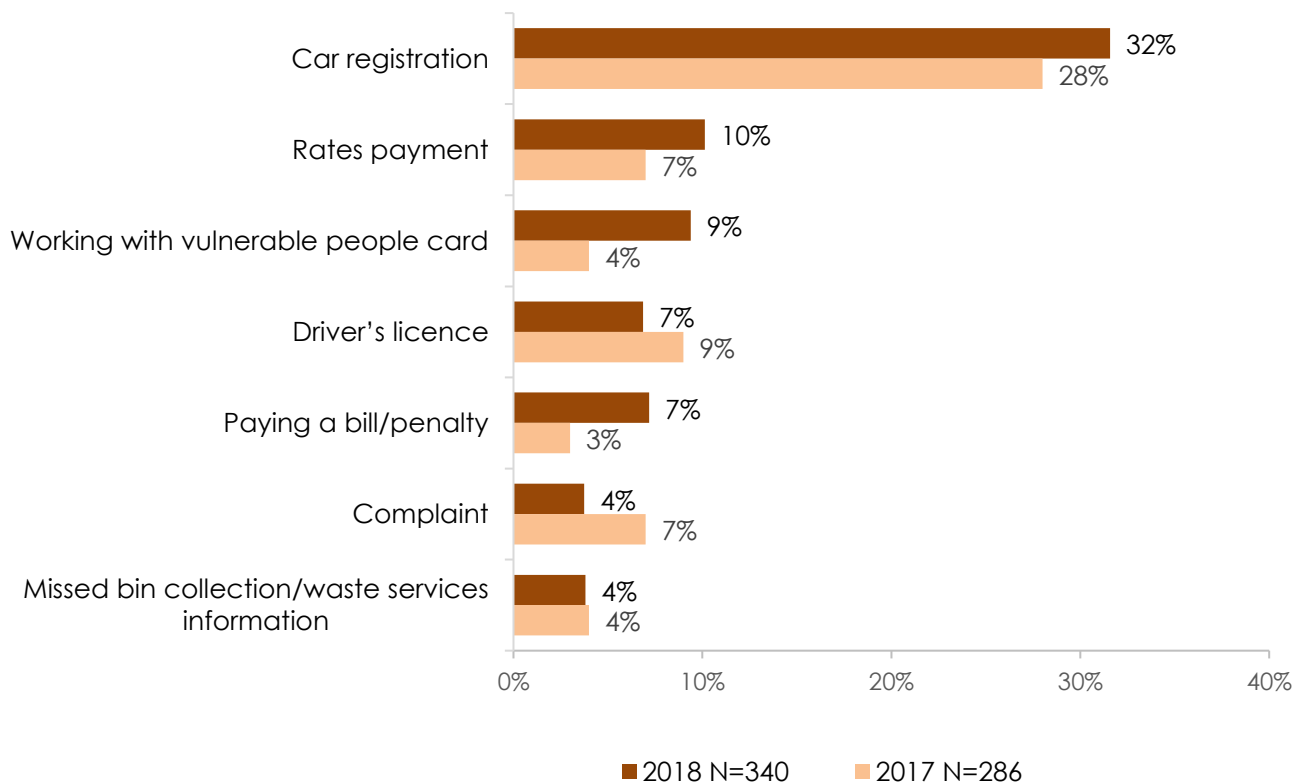
## Summary

92% of residents that used the Access Canberra website within the last 12 months did so for private purposes, inline with 2017. The dominant activity conducted using Digital Services was to register a car (32%)

Q6aaa. Thinking of your most recent use of the website, was it private or business purposes?



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



See Appendix A for responses <4%



# Number of Contacts to Resolve Issue

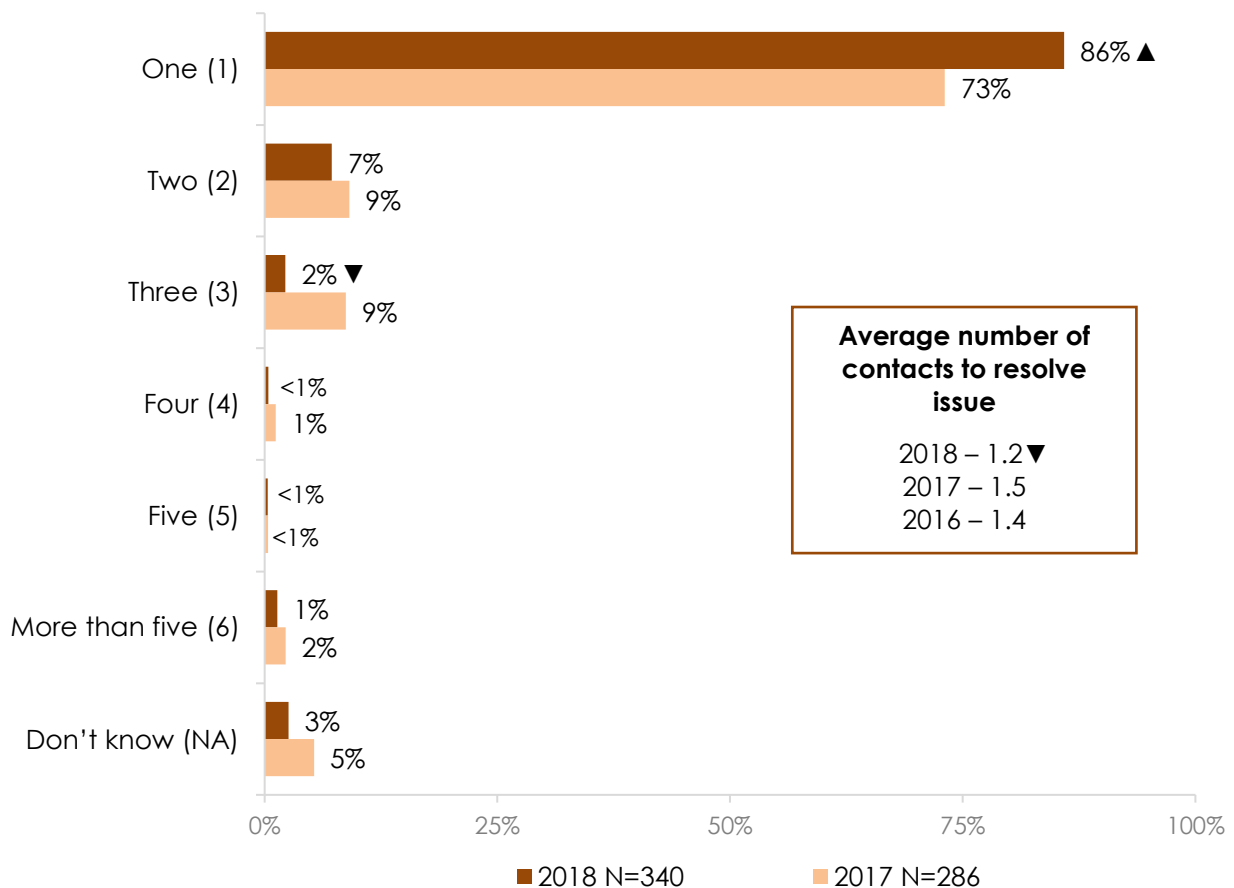
## Summary

There has been a significant improvement in the number of contacts required to resolve an issue, decreasing from an average of 1.5 contacts in 2017 to 1.2 in 2018, and 86% of residents that used digital services within the past 12 months having their issue resolved after just one contact.

Residents aged 18-34 were significantly less likely to require multiple contacts to have their issues resolved, whilst those aged 45-64 were significantly more likely.

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

	Overall 2018	Overall 2017	Gender		Age				Reason for contact	
			Male	Female	18-34	35-44	45-64	65+	Car registration	Rates payment
Number of contacts	1.2▼	1.5	1.2	1.2	1.1▼	1.2	1.4▲	1.3	1.1	1.0
Base	340	286	171	161	117	80	104	30	107	34



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

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

# Experience with the Access Canberra Website

## Device Used to Access the Website

### Summary

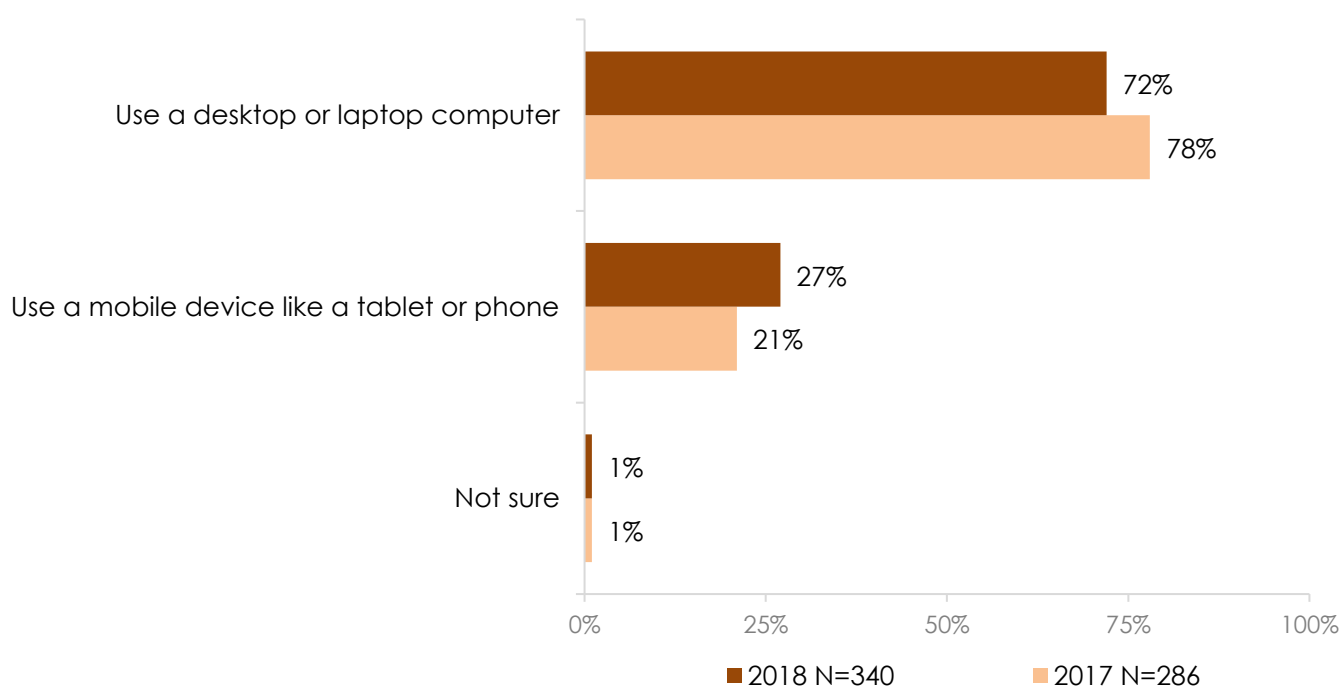
There has been a marginal increase in the proportion of residents that used a mobile device to access digital services (27% - up from 21% in 2017).

Younger residents (18-34) were significantly more likely to use a mobile device. Residents over the age of 64 were significantly less likely to use a mobile device, and significantly more likely to use a desktop or laptop computer.

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

	Overall 2018	Male	Female	18-34	35-44	45-64	65+
Use a desktop or laptop computer	72%	76%	67%	62%	74%	78%	84%▲
Use a mobile device like a tablet or phone	27%	24%	31%	38%▲	23%	22%	16%▼
Not sure	1%	0%	2%	0%	4%	0%	0%
Base	340	175	166	121	84	105	31

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



# Ease of Finding Information or Services

## Summary

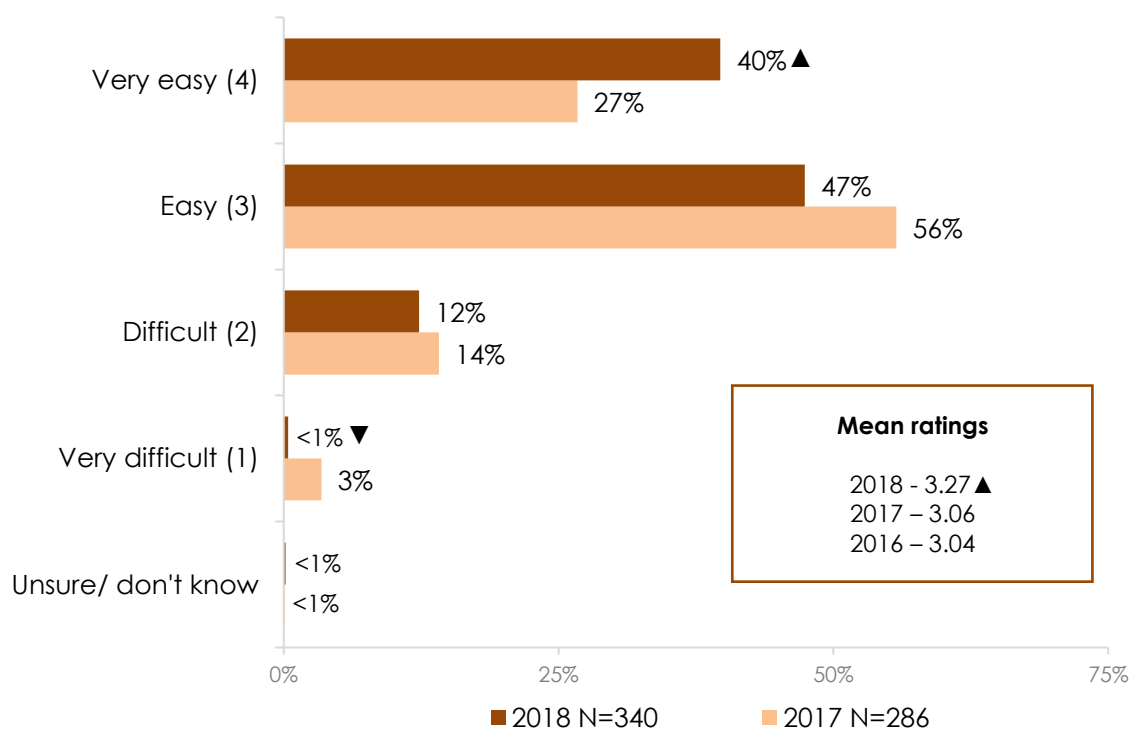
There has been a significant increase in how easy residents stated they found finding information and/or services on the Access Canberra website, with 40% of those who used an Access Canberra Digital Service in the past 12 months selecting the top box of 'very easy'.

Residents over the age of 64 were significantly less likely to find it easy to access information or services using Digital Services.

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

	Overall 2018	Overall 2017	Male	Female	18-34	35-44	45-64	65+	Desktop/ laptop computer	Mobile device
Mean rating	3.27▲	3.06	3.21	3.33	3.41	3.26	3.16	3.09▼	3.25	3.32
Base	340	286	175	166	121	84	105	31	244	93

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



Scale: 1 = very difficult, 4 = very easy



# Ease of Finding Information or Services

## Summary

Having information that is clearly presented (60%) is the leading reason given by residents that found finding information or services on the Access Canberra website 'easy' to 'very easy', whilst difficulty in navigating the site and finding what they were looking for (81%) was the dominant explanation given by residents that stated it was 'difficult' to 'very difficult'.

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

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

	How easy was it to deal with the Access Canberra Digital Service
	Easy - very easy (87%)
Information clearly presented	60%
Able to complete transaction in one visit	24%
Form easy to fill out	20%
Easy navigation/simple to find information	9%
Had some difficulty navigating/finding what I was after	7%
Simple process/no problems encountered	2%
Didn't fully understand the information/question on the form	1%
Familiar with process/done it before	1%
Had to find documents/card to complete transaction online	1%
Base	297

	How easy was it to deal with the Access Canberra Digital Service
	Difficult - very difficult (13%)
Had difficulty navigating/finding what I was after	81%
Didn't understand the information/question on the form	17%
Had to find documents/card to complete transaction online	10%
Information not provided in other languages	5%
Able to complete transaction in one visit	2%
Base	43



# Satisfaction with Access Canberra Digital Service

## Summary

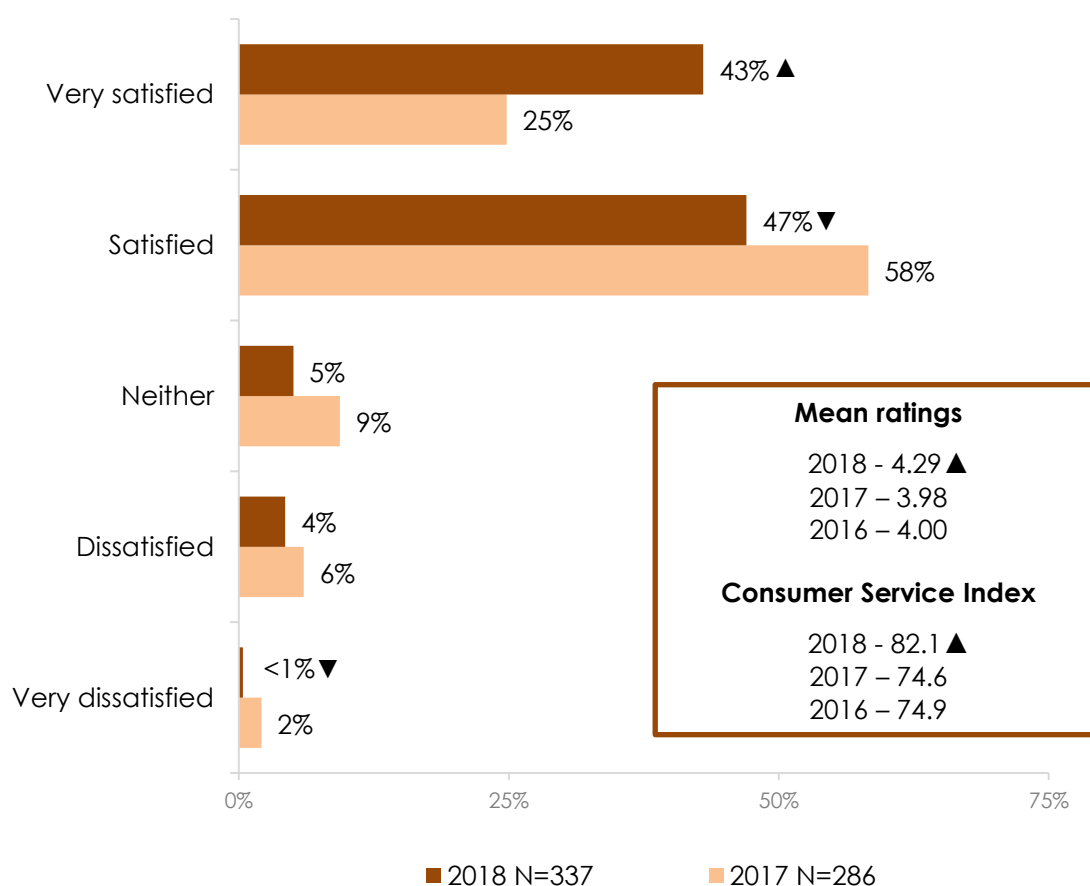
Overall satisfaction with Access Canberra's digital services has significantly increased, with 90% of residents that have used the service in the past 12 months committing to the top two boxes of 'satisfied' or 'very satisfied' for when they last used it – note in particular the commitment to the top code in 2018.

Residents over the age of 44 were significantly less likely to be satisfied with the service, whilst those that were able to have their issue resolved after just one contact were significantly more likely to be satisfied.

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

	Overall 2018	Overall 2017	Gender		Age				Number of contacts to resolve issue	
			Male	Female	18-34	35-44	45-64	65+	One	More than one
Mean rating	4.29▲	3.98	4.32	4.25	4.45	4.34	4.12▼	4.08▼	4.39▲	3.65
CSI	82.1▲	74.6	82.9	81.3	86.2	83.5	78.0▼	77.0▼	84.8▲	66.3
Base	337	286	171	166	117	84	105	31	289	39

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



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

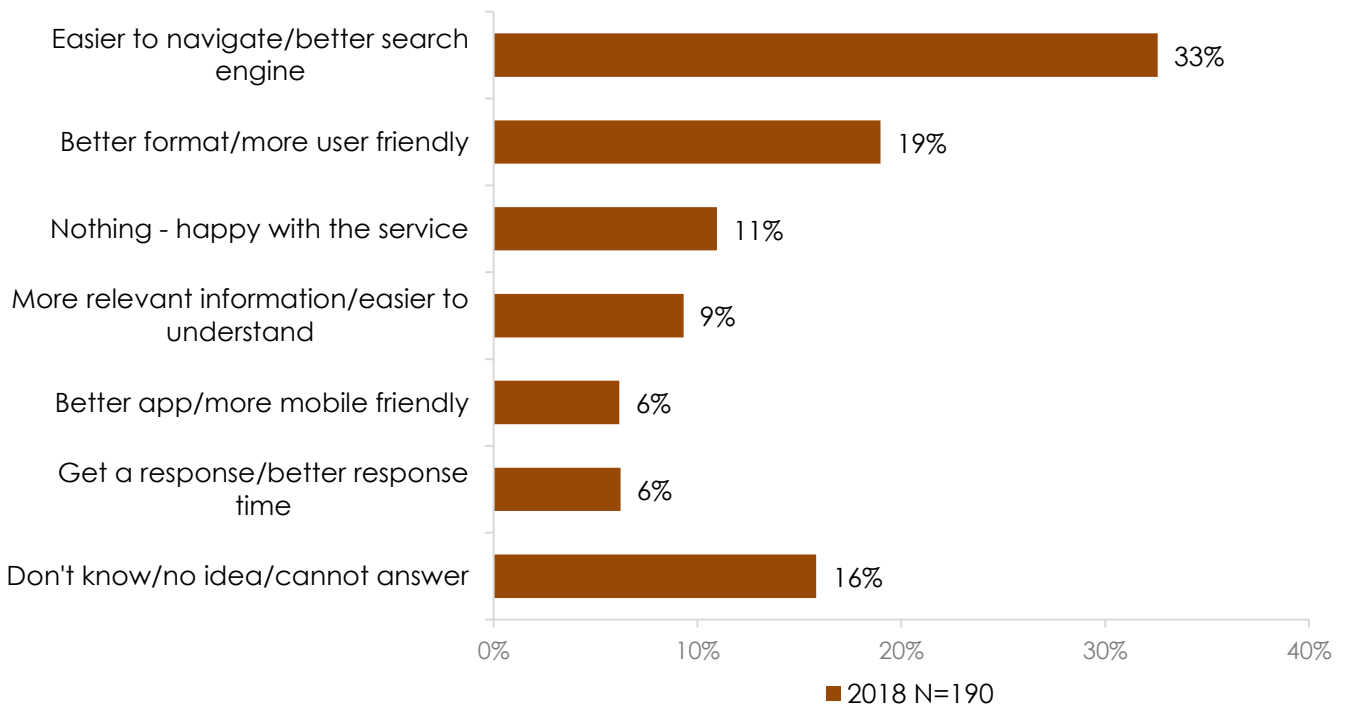


# Satisfaction with Access Canberra Digital Service

## Summary

Easier navigation of the website, with a better search engine was identified as a change that would make a third of users (33%) who are not currently 'very satisfied', more likely to be 'very satisfied' with Access Canberra's Digital Services.

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



Note: Q6h was not asked in previous years  
 See Appendix A for responses <6%

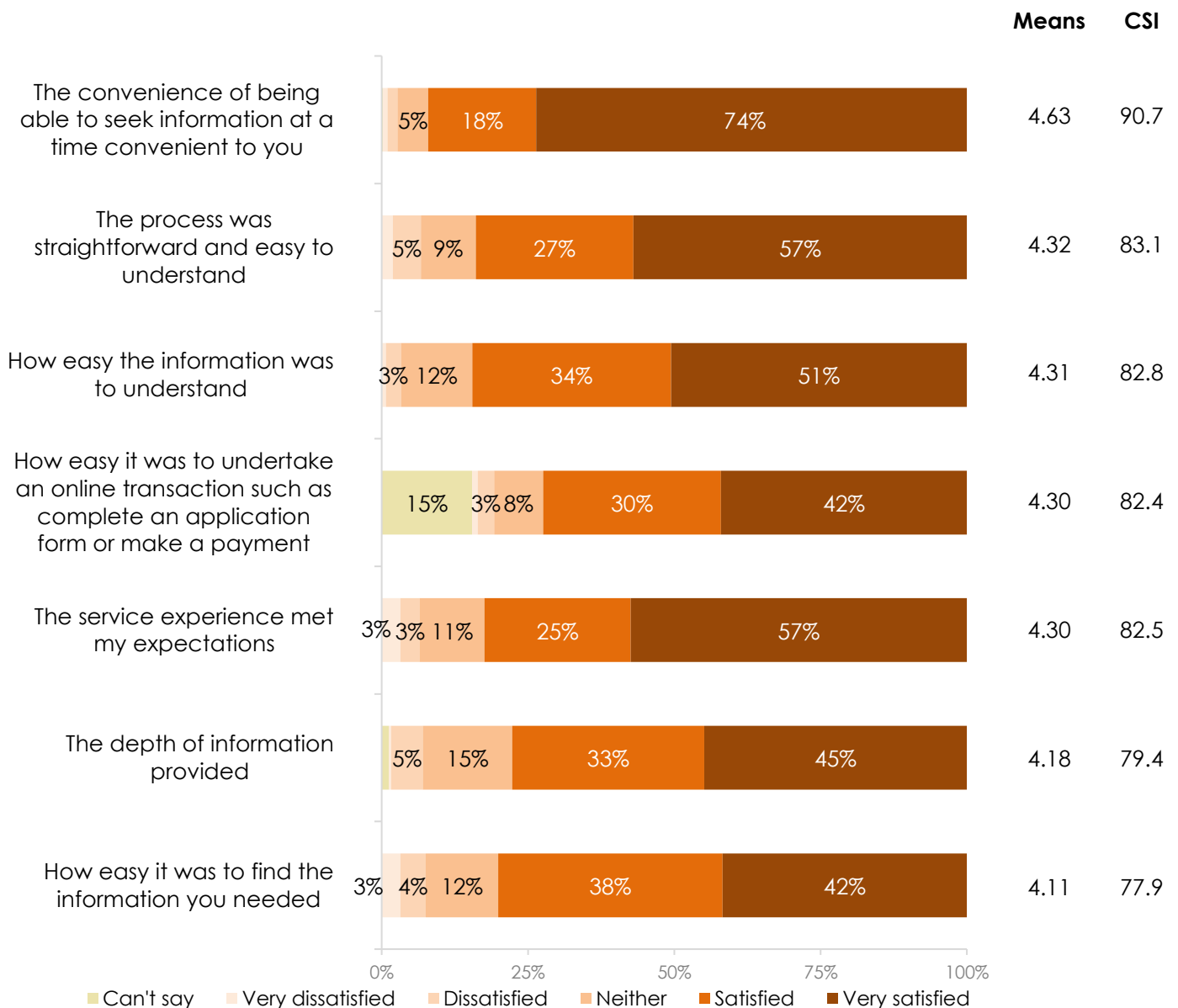
# Satisfaction with Specific Digital Services

## Summary

Satisfaction was high across all statements relating to Access Canberra's Digital Services, with 'the convenience of being able to seek information at a time convenient to you' the attribute receiving the highest overall satisfaction rating.

In line with comments on the previous page about wanting the website to be easier to navigate, the statement receiving the lowest level of satisfaction was 'how easy it was to find the information you needed', though 80% of users still stated that they were 'satisfied' – 'very satisfied' with their most recent experience.

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



Base: N=340

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





# Satisfaction with Specific Digital Services

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

	Male	Female	18-34	35-44	45-64	65+
The convenience of being able to seek information at a time convenient to you	4.60	4.65	4.64	4.80	4.52	4.48
The process was straightforward and easy to understand	4.25	4.40	4.54▲	4.31	4.13	4.16
How easy the information was to understand	4.27	4.36	4.43	4.38	4.17	4.17
How easy it was to undertake an online transaction such as complete an application form or make a payment	4.19	4.42	4.35	4.44	4.16	4.10
The service experience met my expectations	4.25	4.36	4.48	4.40	4.09▼	4.07
The depth of information provided	4.10	4.25	4.37▲	4.20	3.98▼	4.01
How easy it was to find the information you needed	4.07	4.16	4.33▲	4.15	3.90▼	3.89

	Single/living alone	Single parent	Couple with children	Couple	Group/shared household
The convenience of being able to seek information at a time convenient to you	4.50	4.51	4.70	4.44	4.95▲
The process was straightforward and easy to understand	4.56	4.25	4.30	4.16	4.58
How easy the information was to understand	4.44	4.16	4.33	4.07▼	4.77▲
How easy it was to undertake an online transaction such as complete an application form or make a payment	4.53	4.10	4.41	4.06▼	4.26
The service experience met my expectations	4.32	3.96	4.37	4.08	4.60
The depth of information provided	4.30	4.02	4.19	3.96	4.54
How easy it was to find the information you needed	4.17	3.88	4.17	3.92	4.44

Scale: very dissatisfied = 1, very satisfied = 5

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

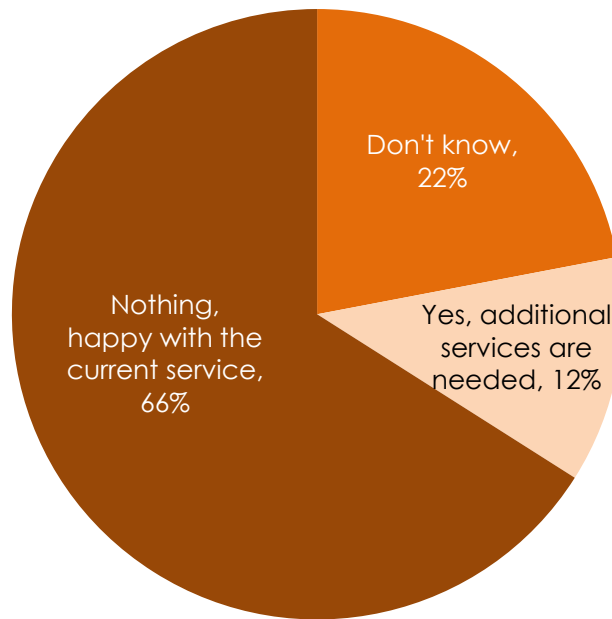


# Digital Services Not Currently Offered

## Summary

When asked on an open-ended question if there is anything currently not offered that should be, two thirds of those who have used Access Canberra's Digital Services within the past 12 months stated that there is 'nothing' as they are 'happy with the current service'. Of those that nominated additional services, the most mentioned was for an increased capacity of complete application/registration online.

Q6j. Are there any Access Canberra services which are not currently offered as part of Access Canberra's digital service that you would like to be offered?



Base: N=340

	Count
More ability to complete applications/registrations online	14
More access to information	6
Provide an app	6
More integration of services for e.g. when updating address only need to do once and other services are updated	3
Scheduled payments	3
Complaint service for neighbourhood issues such as trees, noise etc.	2
Feedback system/suggestion for town improvement	1
More accessible online services for the elderly	1

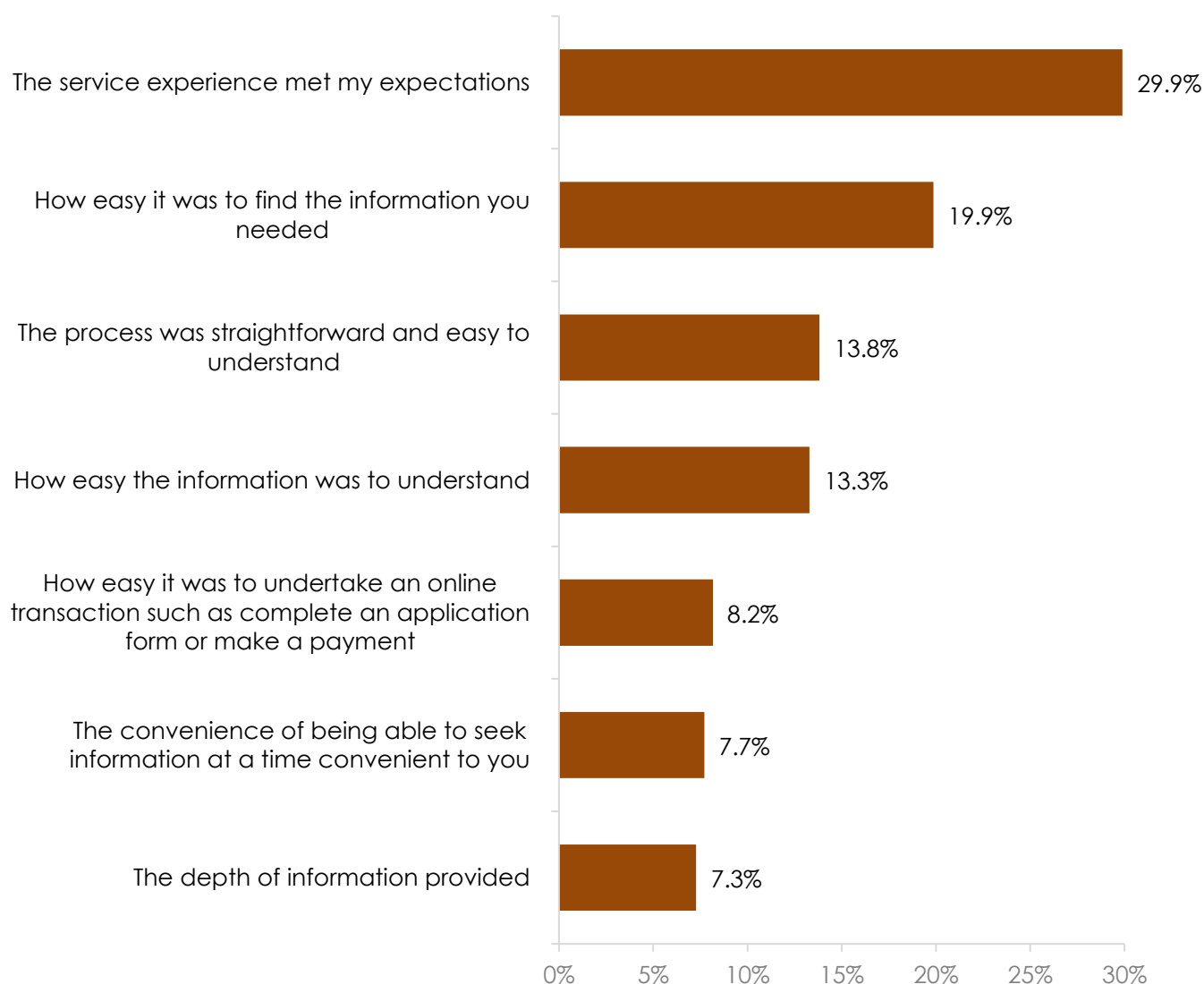


# Drivers of Overall Satisfaction with Digital Services

## Access Canberra Digital Services

The chart below illustrates the overall contribution that each attribute (on previous pages) has towards overall satisfaction with Digital Services, based on the Shapley Regression analysis. Just two attributes, 'the service experience met my expectations' and 'how easy it was to find the information you needed' collectively accounted for half (49.8%) of the variation in overall satisfaction.

However, it could be argued that 'the service experience met my expectations' is in effect a proxy for overall satisfaction, so that may explain its high contribution. If we ignore it, we can see the next three largest scoring attributes all deal with ease of use: easy to find information, straightforward/easy to understand process, and easy to understand information.



Note: 2018 was the first year that a Shapley regression analysis had been conducted on overall satisfaction with Digital Services.



# Drivers of Overall Satisfaction with Digital Services

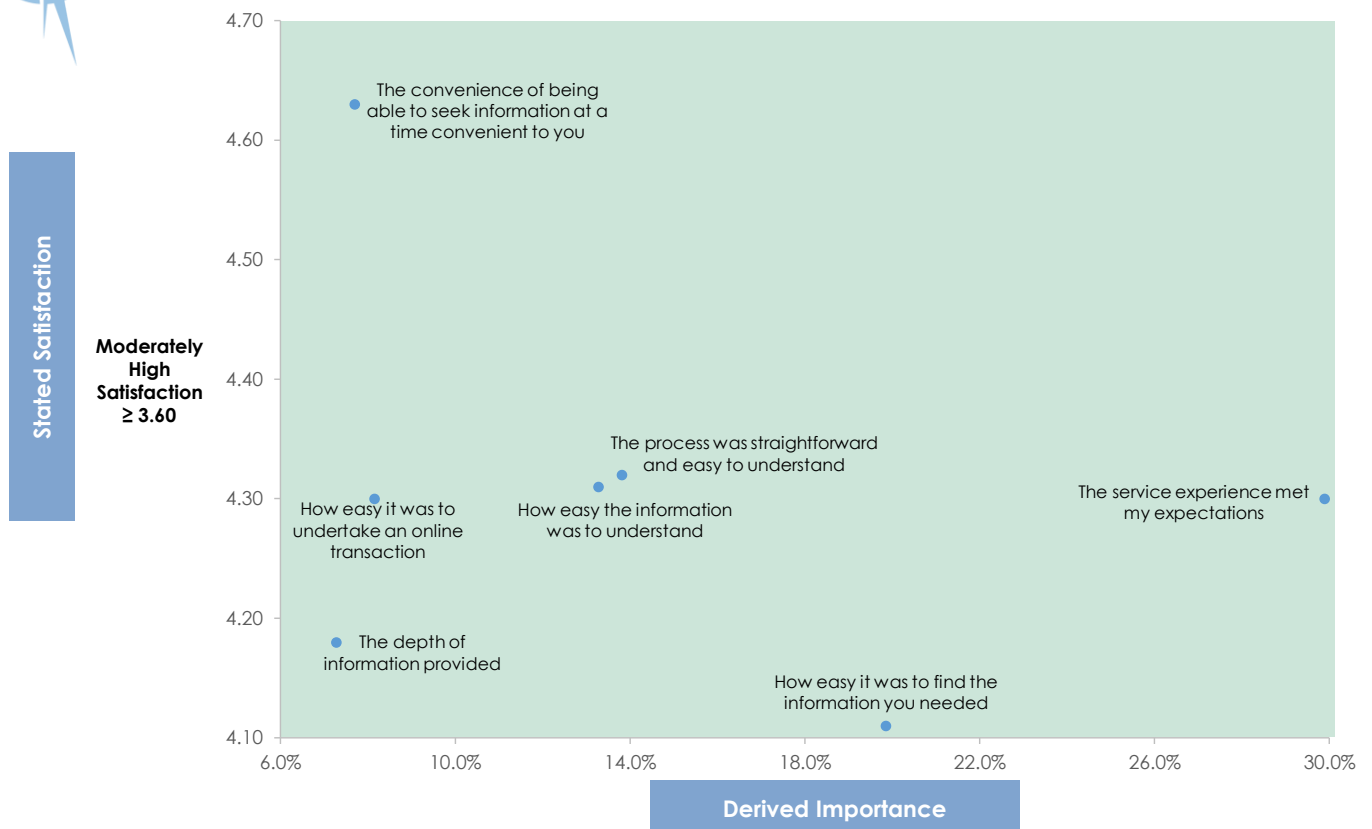
## Access Canberra Digital Services

The chart below plots the 2018 Shapley Regression score from the previous page (horizontal axis) against residents' stated satisfaction for Digital Services.

As with attributes relating to Service Centres, all attributes for Digital Services received a mean stated satisfaction rating that was at least 'moderately high'.



## Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas for the Digital Service





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

# Overall Perceptions of Access Canberra

## Summary

Agreement levels with all five general statements have increased in 2018, with agreement that Access Canberra 'makes it easy to pay ACT Government bills' and 'makes it easy for Canberra residents and local businesses to find out about ACT Government information' significantly increasing compared to 2017.

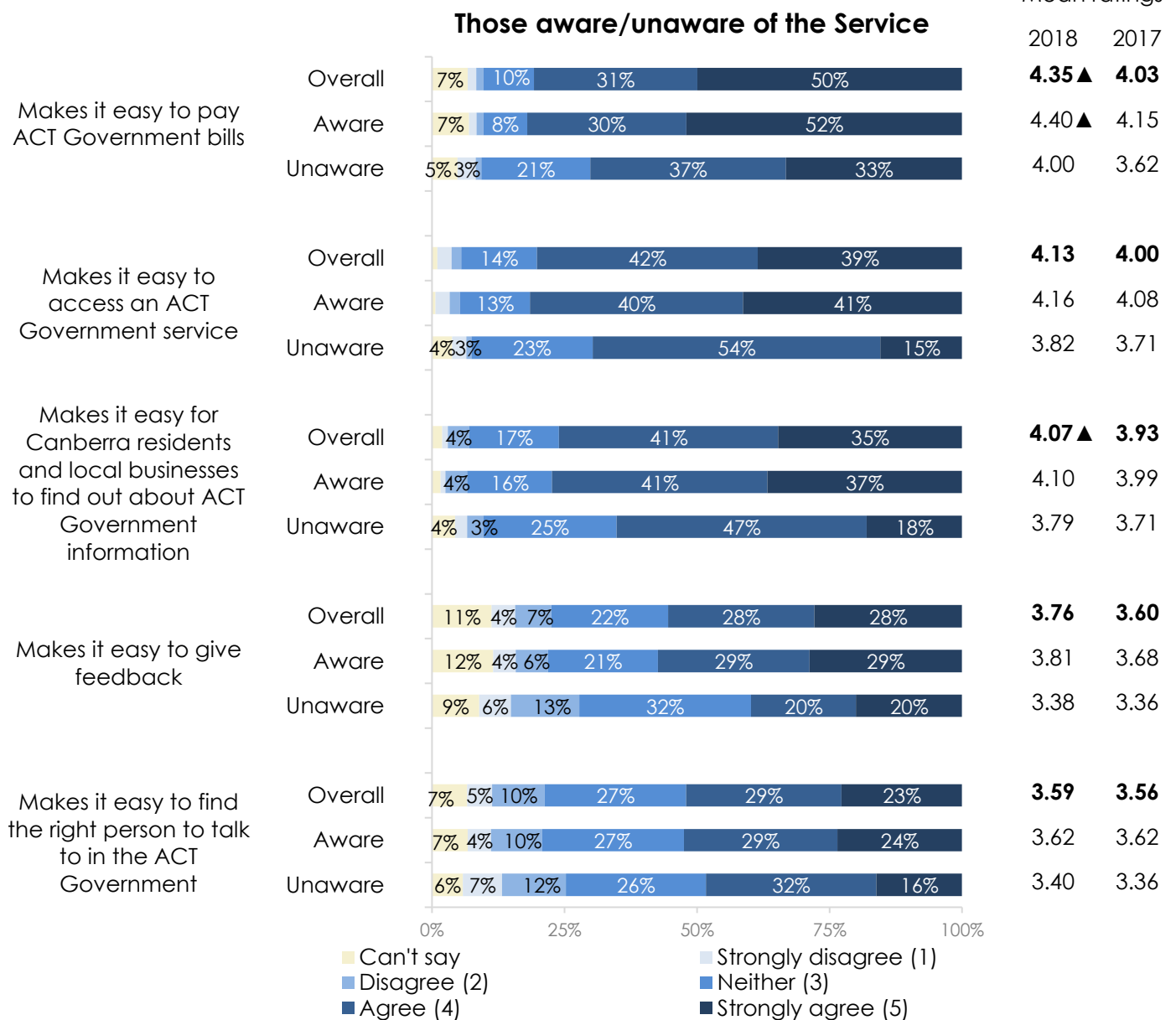
There has been a marked decrease in 2018 in the proportion of residents that stated they 'can't say' when asked their agreement on specific aspects of Access Canberra, by both those that initially stated they were 'aware' and those that stated they were 'unaware' of Access Canberra. This potentially highlights a growing 'latent' awareness of all of the different services that Access Canberra offers.

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

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 ratings

2018 2017



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

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.

2018 Base: overall N=602, aware N=537, unaware N=65. 2017 Base: overall N=603, aware N=463, unaware N=140

# Overall Perceptions of Access Canberra

## Summary

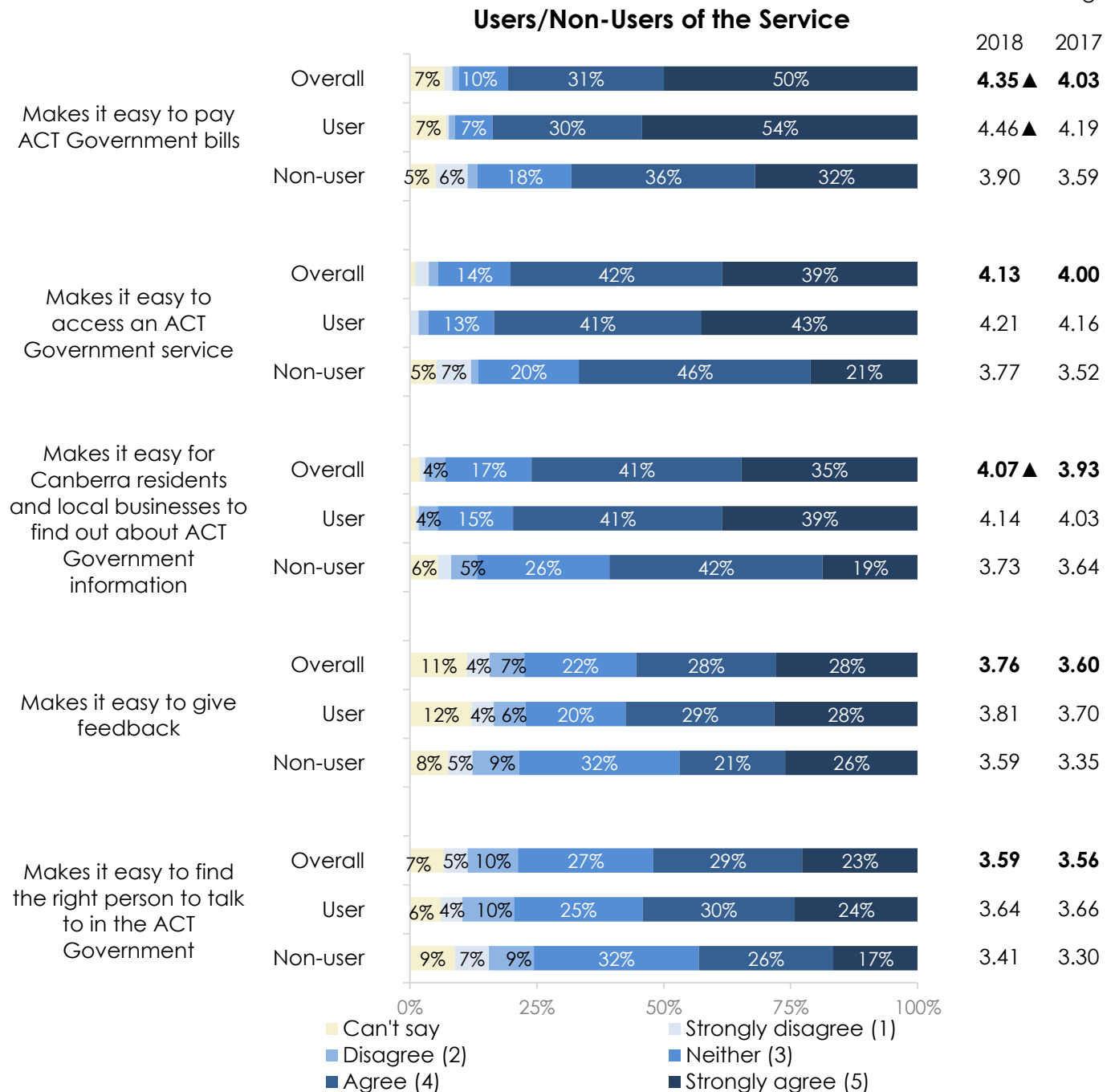
Users of Access Canberra services were significantly more likely to agree in 2018 than in 2017 that Access Canberra 'makes it easy to pay ACT Government bills'.

Across all statements, Access Canberra 'users' were more likely to agree, than 'non-users'.

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

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

Mean ratings



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

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.

2018 Base: overall N=602, user N=486, non-user N=116. 2017 Base: overall N=603, user N=440, non-user N=163

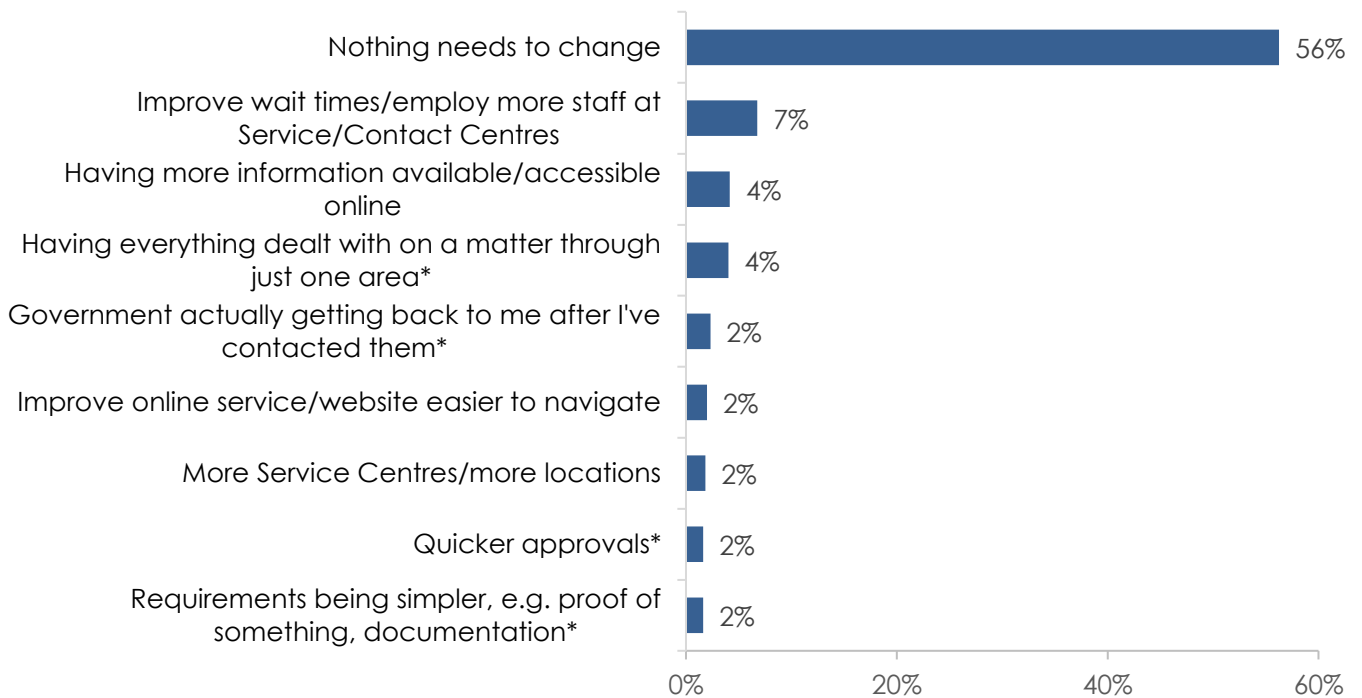
# Service Delivery Improvements

## Summary

Over half of residents do not believe that there are areas of the ACT Government's service delivery that needs to change. Of the changes that were suggested, 'improve wait times/employ more staff at Service/Contact Centres' (7%) was commented on the most.

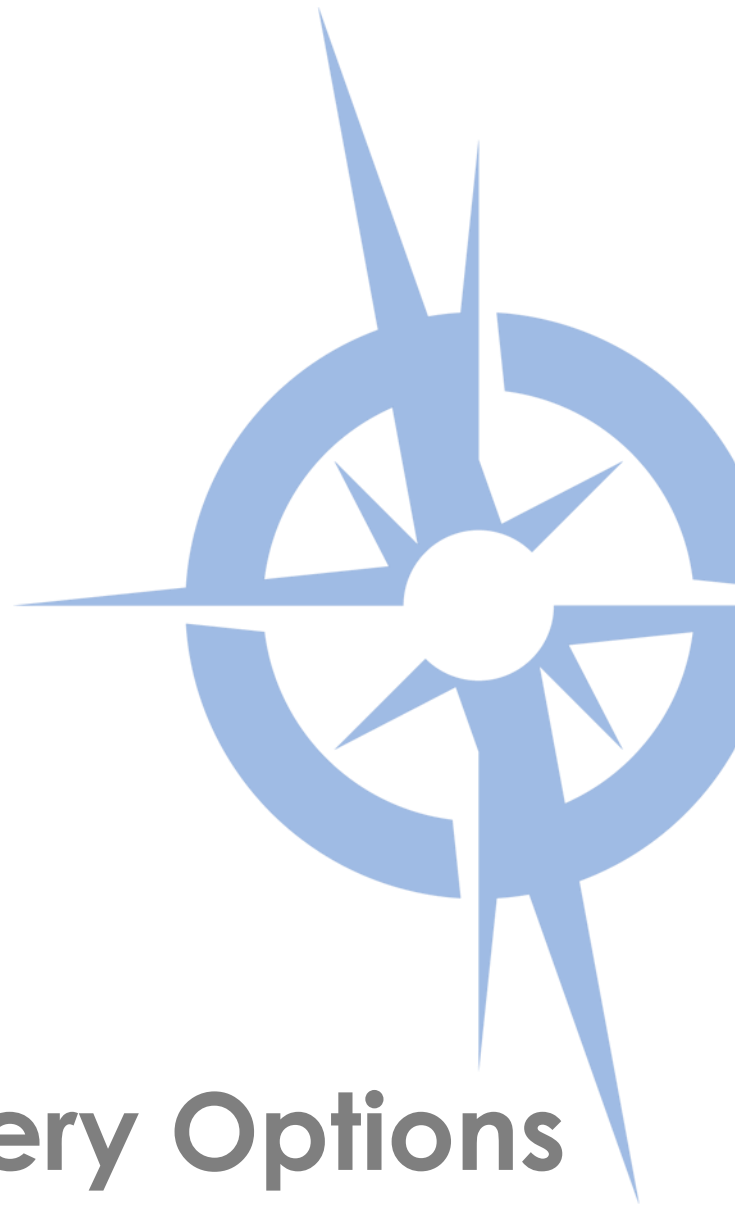
Suggested changes on the chart below marked with an \*, indicate unprompted pre-codes provided by Access Canberra. Despite being the changes expected to be most mentioned by residents, we can see that they were mentioned relatively infrequently, with 'knowing where things are up to in processes' listed in Appendix A for having a response of <2%.

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



See Appendix A for responses <2%





# **Section G – Service Delivery Options**

# Likelihood to Use Online Licence Update and Renewal Service

## Summary

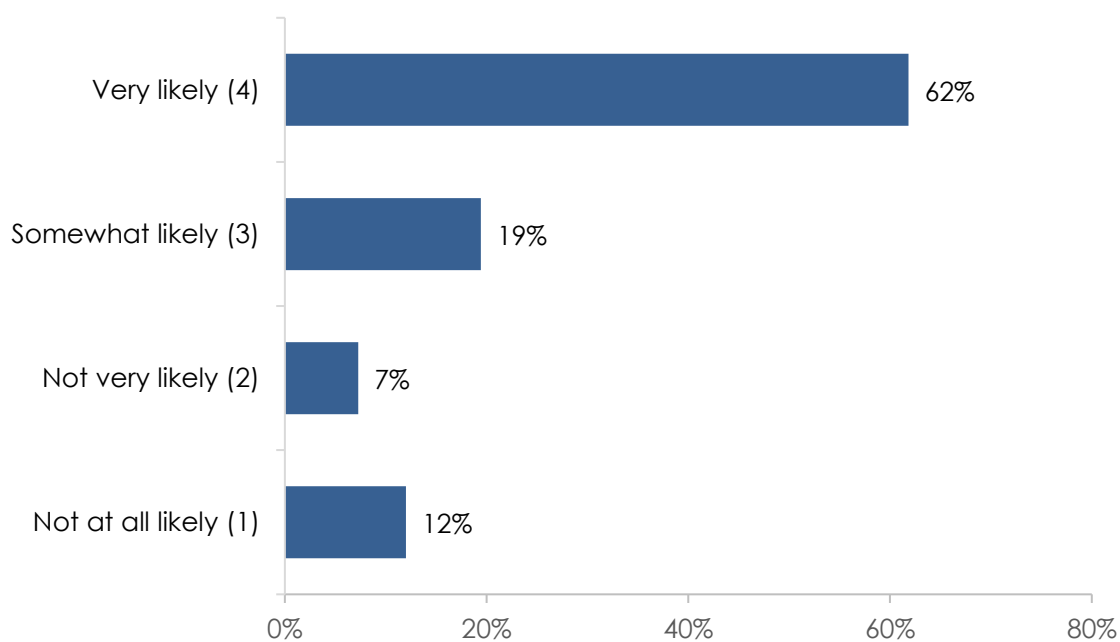
62% of residents stated that it is 'very likely' they would use an online licence update and renewal service if it was available. Residents that have used an Access Canberra Service in the past 12 months were significantly more likely to state they would use the licence service, and those that have specifically used a digital service in the past 12 months were significantly more likely than those that have not.

Q8. *In the future you may be able to update and renew licences managed by Access Canberra, such as driver's licences, Working With Vulnerable People Cards and Construction Licences, using your smartphone or tablet device.*

*If this online update and renewal service was available, how likely is it that you would use it?*

	Overall 2018	Q2a. Used Access Canberra Services in past 12 months			
		Users	Non-users	Used digital services	Not used digital services
Mean rating	3.32	3.38▲	3.06	3.51▲	3.07
Base	602	486	116	340	261

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



Base: N=602

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



# Preferred Method of Receiving ACT Government Bills

## Summary

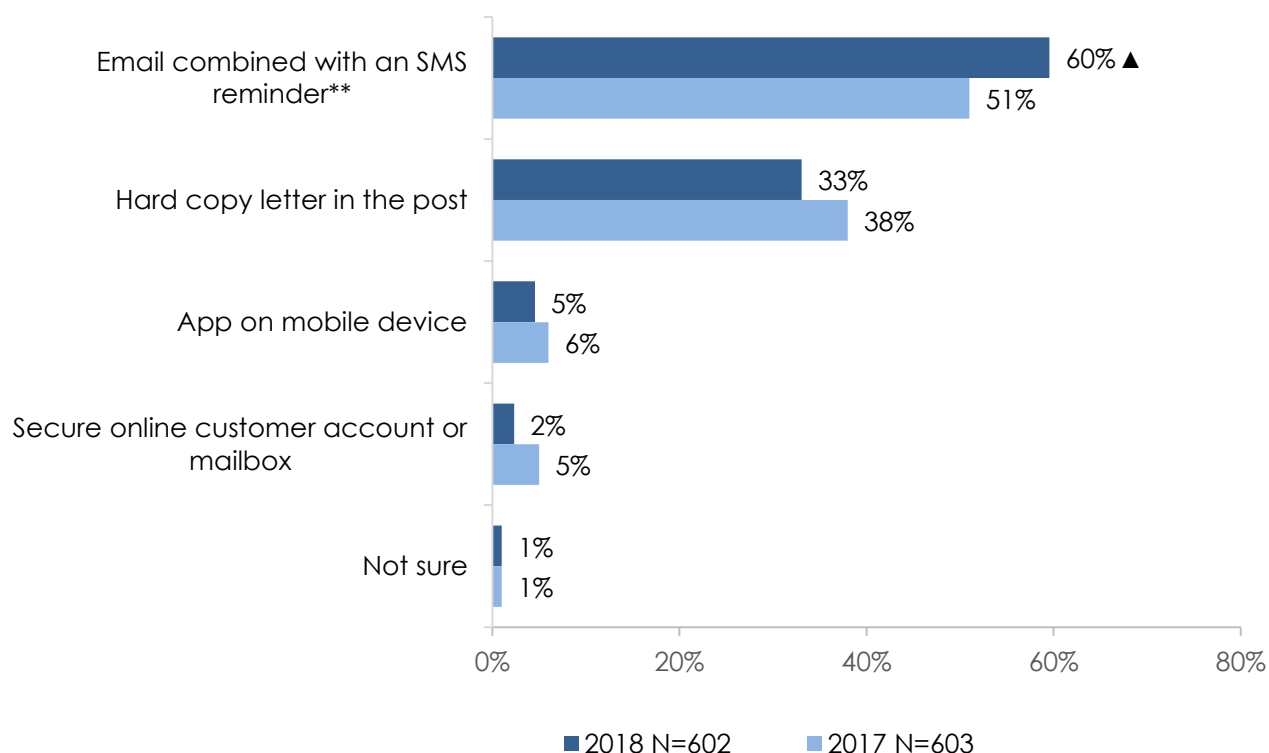
'Email combined with an SMS reminder' was the preferred method of receiving ACT Government bills by 60% of residents, a significant increase from 2017 – although this may be partly due to a question change in 2018 (in 2017 'sms' was a separate option, not combined with email).

There were clear differences by age, with older residents (45+) significantly more likely to prefer a 'hard copy letter in the post' and significantly less likely to prefer an 'email combined with an SMS reminder'. Younger residents (18-24) were significantly more likely to prefer an 'App on mobile device' and 25-44 year olds were significantly more likely to prefer an 'email combined with an SMS reminder'.

Q9. Which method would you prefer to receive your ACT government bills?

	Overall 2018	Overall 2017	Male	Female	18-24	25-44	45-64	65+
Email combined with an SMS reminder**	60%▲	51%	60%	59%	58%	79%▲	50%▼	30%▼
Hard copy letter in the post	33%	38%	31%	35%	18%▼	17%▼	43%▲	67%▲
App on mobile device	5%	5%	6%	3%	18%▲	1%	5%	1%▼
Secure online customer account or mailbox	2%	2%	2%	2%	6%	1%	2%	2%
Not sure	1%	1%	0%	1%	0%	1%	0%	0%
Base	602	603	292	310	82	242	181	97

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



\*\*Note: 'Email combined with an SMS reminder' was separated into 'email' and 'text message (SMS)' in 2017, they have been combined in this report in order for comparisons to be made to 2018 results.





# **Section H – Regulatory Outcomes**

# Quality of Life in the ACT

## Summary

Over half of residents (52%) stated that their quality of life is 'excellent' living in the ACT, with 85% describing it as 'good' to 'excellent'.

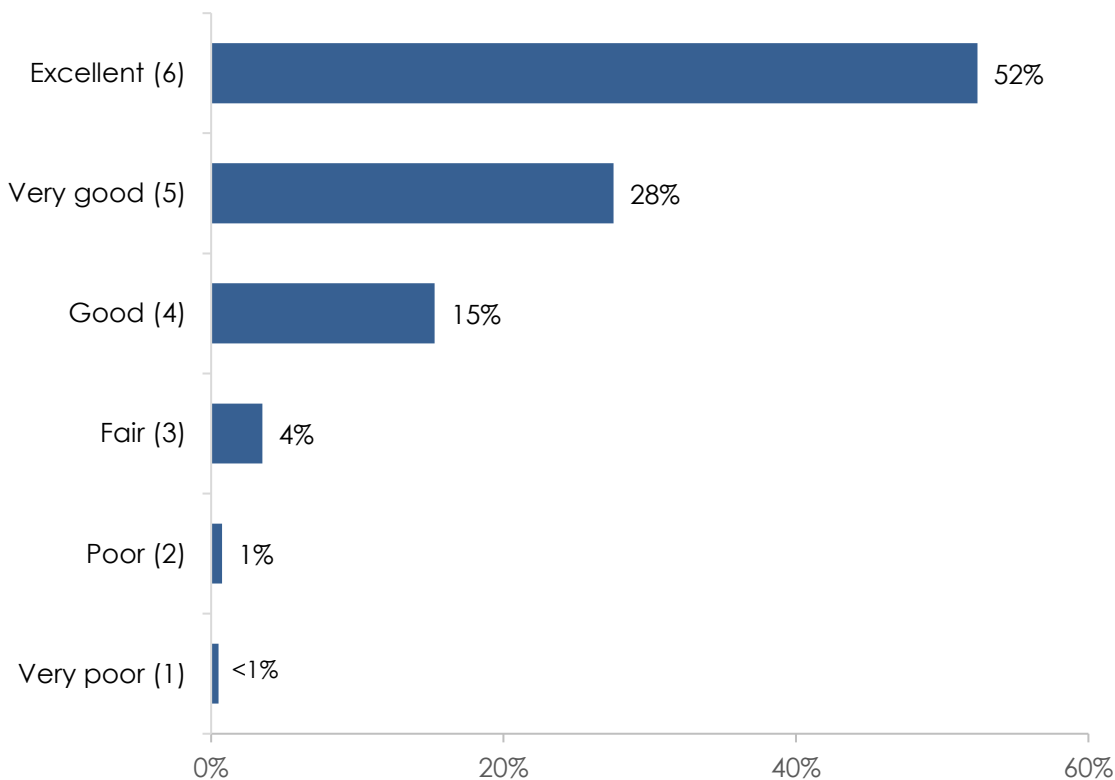
Whilst age and gender did not significantly affect stated quality of life, family and employment status did. 'Couples with children at home' and residents 'currently in full time paid employment' were significantly more likely to state their quality of life was higher, whilst residents who are 'single/living alone' were significantly less likely.

Interestingly, residents that were aware of Access Canberra, and residents that have used Access Canberra Services, were significantly more likely to rate their quality of life higher.

Q11. Overall, how would you rate the quality of life you have living in the ACT?

Average	Overall	Aware of Access Canberra	Unaware of Access Canberra	User of Access Canberra in past 12 months	Non-user of Access Canberra in past 12 months
Mean ratings	5.62	5.30▲	4.92	5.34▲	4.91
Base	602	537	65	486	116

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



Base: N=602

Scale: 1 = very poor, 6 = excellent  
See Appendix A for results by demographics

# Agreement with Statements About Living in the ACT

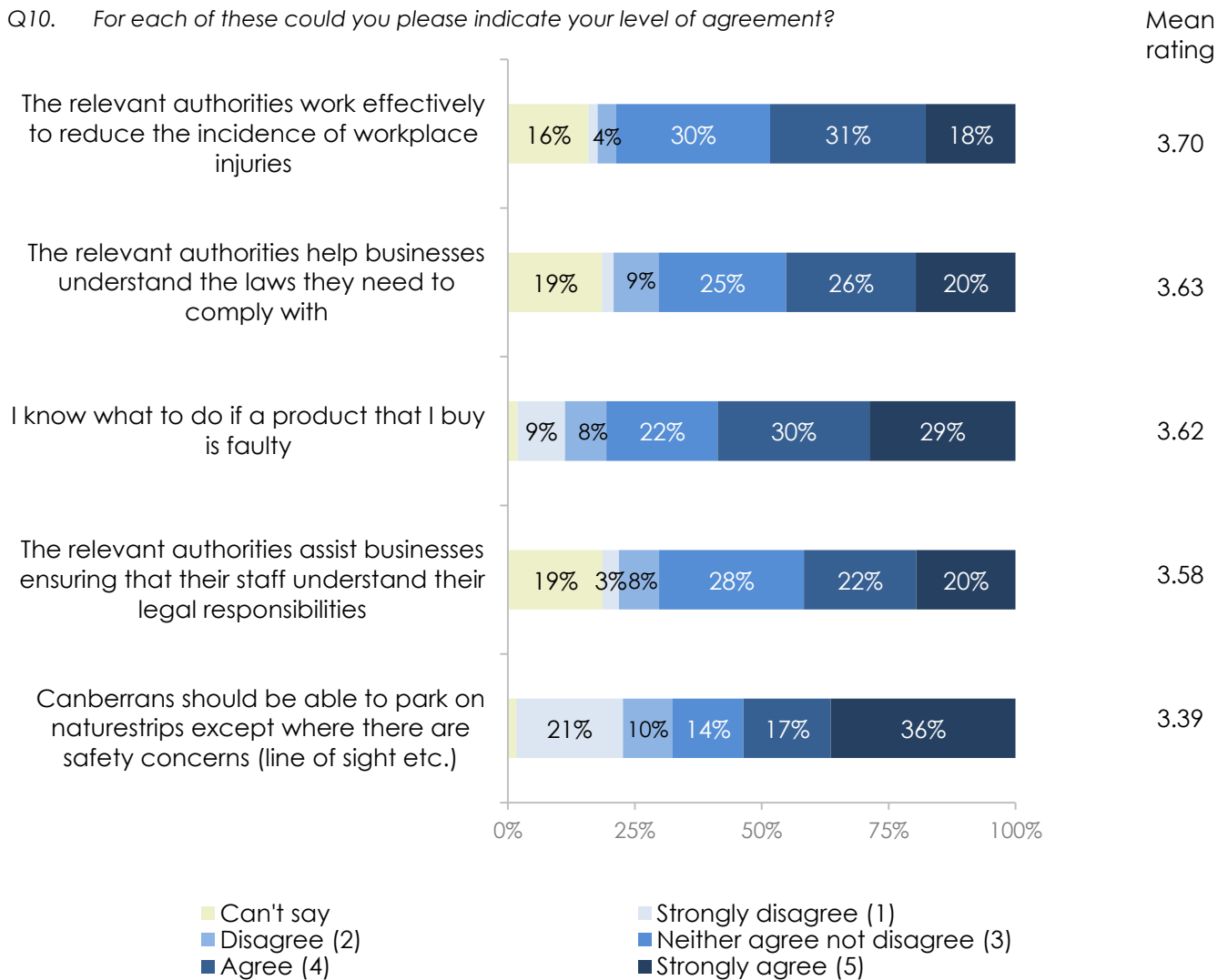
## Summary

These questions around regulatory outcomes were included for the first time in 2018, as a pilot-test for a potential future, larger regulatory-focused survey.

The statement with the highest overall agreement rating was 'the relevant authorities work effectively to reduce the incidence of workplace injuries', with 49% of residents agreeing.

'Canberrans should be able to park on nature strips except where there are safety concerns' polarised residents – it had the lowest overall agreement rating, but the highest percentage of residents that stated they 'strongly agree' (36%).

Q10. For each of these could you please indicate your level of agreement?



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: N=603

# Agreement with Statements About Living in the ACT by Quality of Life

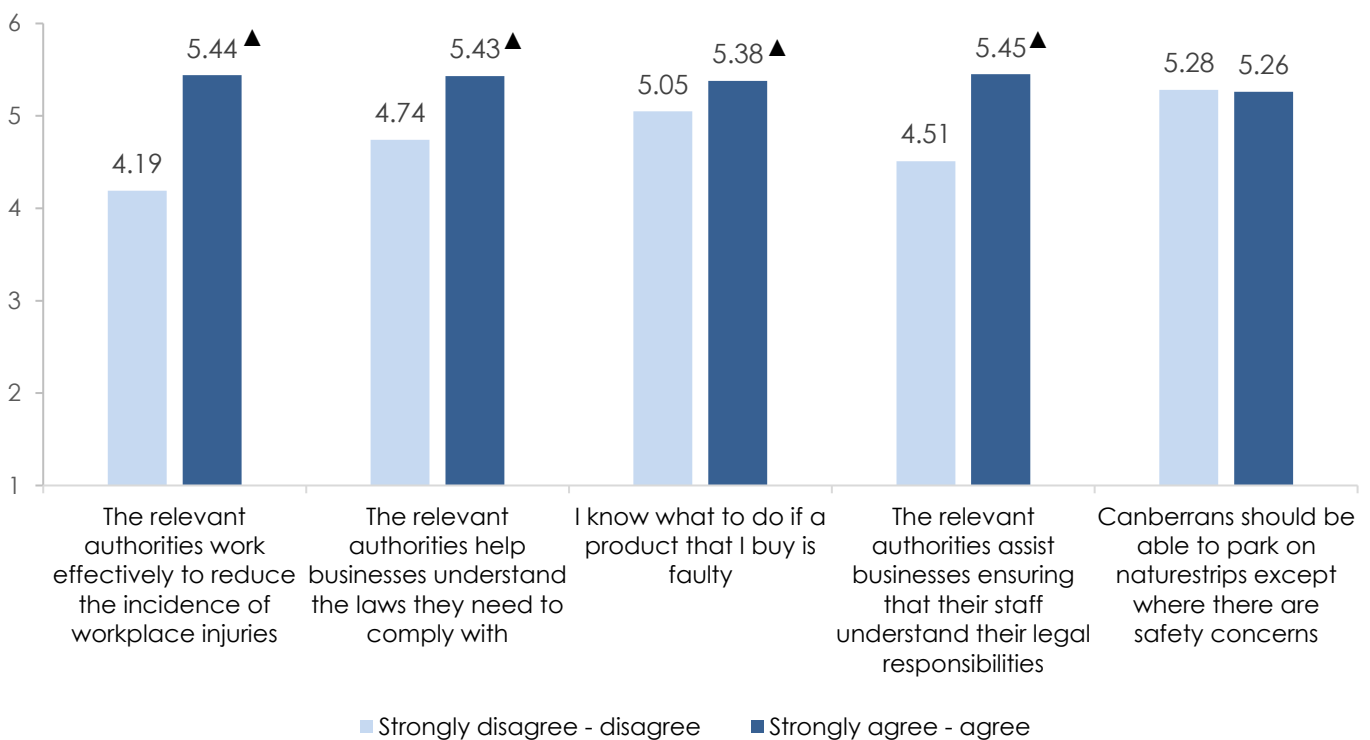
## Summary

The chart below shows the mean self-evaluated quality of life rating for residents that stated they 'strongly disagree – disagree' and 'strongly agree – agree' with each of the statements about living in the ACT.

Residents that 'strongly agree – agree' with statements were significantly more likely to rate their quality of life higher than those who 'strongly disagree - disagree', with the exception of the statement 'Canberrans should be able to park on nature-strips except where there are safety concerns'.

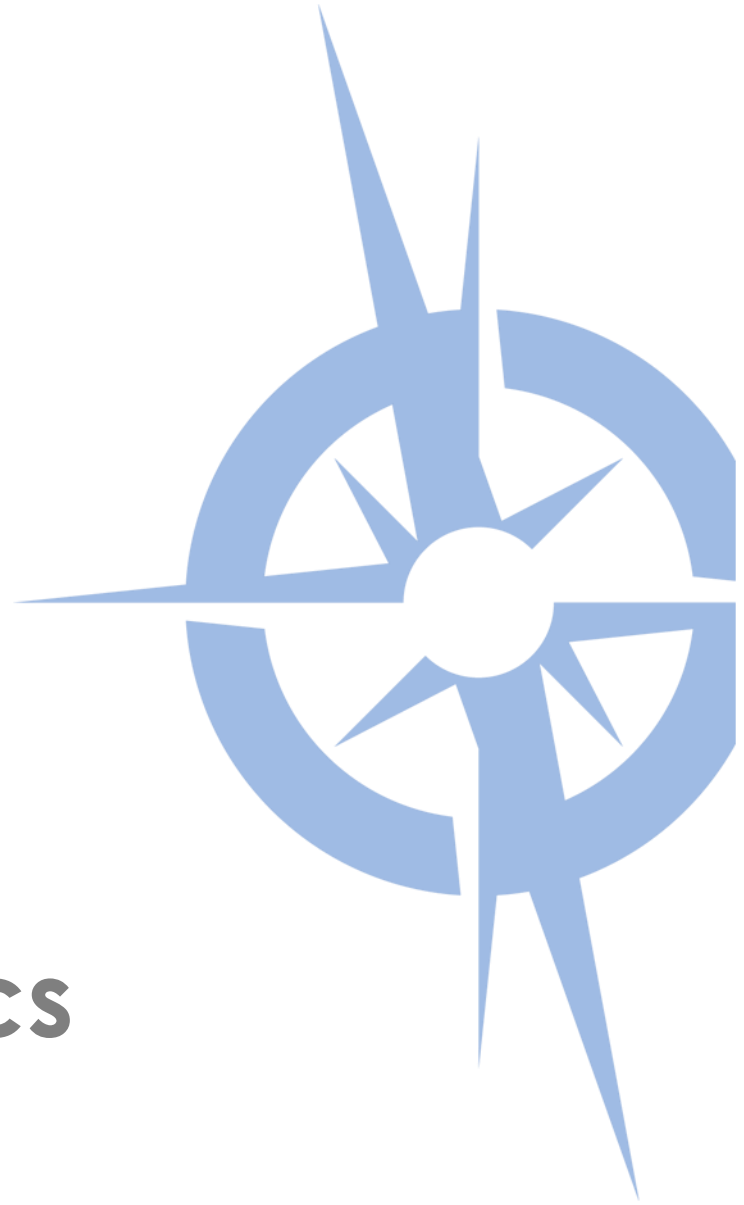
Q10. For each of these could you please indicate your level of agreement?

Q11. Overall, how would you rate the quality of life you have living in the ACT?



Scale: 1 = very poor, 6 = excellent





# Demographics



# Demographics

Q12. What is your gender?

	%
Male	49%
Female	51%

Base: N = 602

Q13. What age bracket are you in?

	%
18-24	14%
25-34	21%
35-44	19%
45-64	30%
65+	16%

Base: N = 602

Q14. What is your family status?

	%
Single/living alone	19%
Single parent (children at home)	2%
Couple (children at home)	36%
Couple (no children at home)	27%
Group/shared household	10%
Living with parents	5%
Multigenerational	1%

Base: N = 601

Q15. Which of the following best describes your current employment status?

	%
Currently in full time paid employment	43%
Currently in part time paid employment (at least 10 hours a week)	11%
Currently in casual paid employment	6%
Studying at school, TAFE, or university	11%
Retired from paid employment	21%
Currently looking for paid employment	5%
Home duties	2%
Disability/support pension	1%
Sick leave	<1%

Base: N = 602



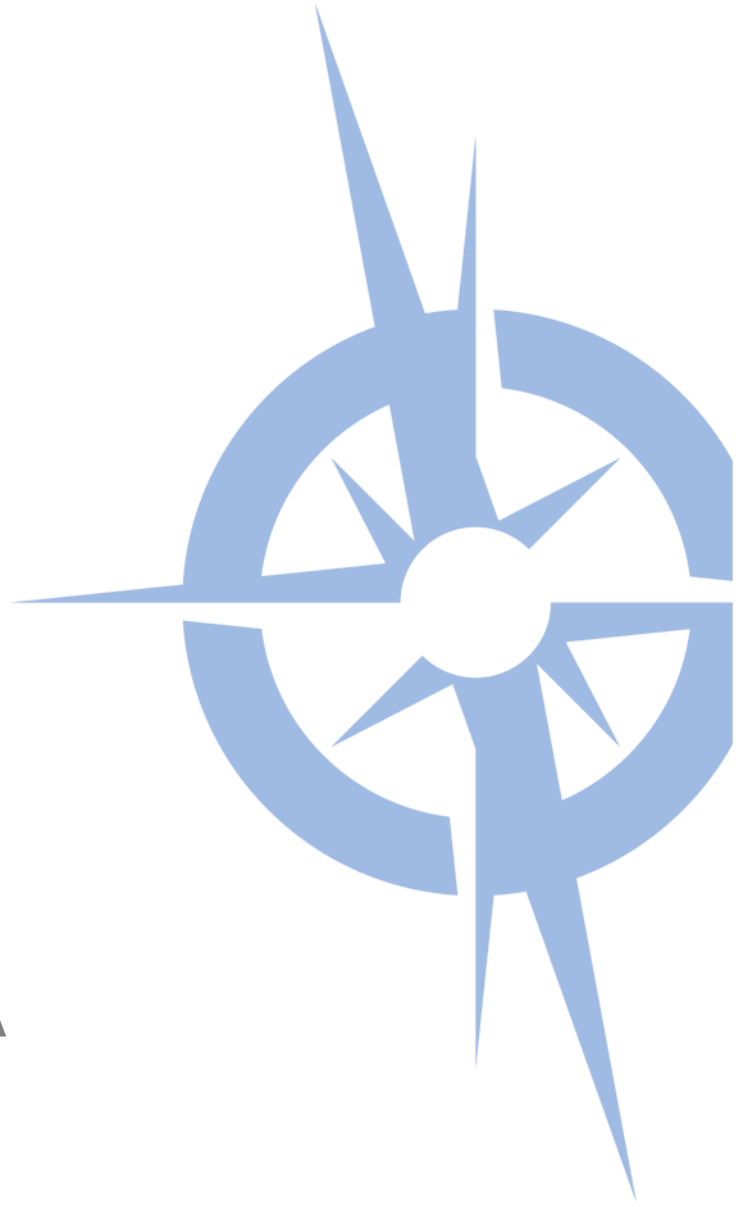
**Errors:** Data in this publication is subject to sampling variability because it is based on information relating to a sample of residents rather than the total number (sampling error).

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

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

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





# Appendix – A

# Experience with Access Canberra Service Centre - Details of Most Recent Visit

Q4aaa. Why in particular did you choose the [service centre from Q4aa] service centre?

	Belconnen	Woden	Tuggeranong	Gungahlin	Civic Driver Licence Service
Close to my home	70%	77%	80%	81%	29%▼
Close to my work	32%	20%	15%	9%	44%
Opening hours	0%	0%	5%▲	0%	3%
Offers the special services I needed	<1%	0%	0%	0%	12%▲
Shorter waiting times than other centres	0%	0%	<1%	2%▲	0%
Not sure/can't recall	0%	0%	0%	0%	3%▲
Other	5%	7%	1%▼	10%	12%
Base	103	80	67	43	10

▲ ▼ = significantly higher/lower percentage (by service centre)

Note: due to the low sample sizes, results for the 'MVT Dickson' and 'DPMH Dickson' service centres are not shown.



# Details of Most Recent Visit to an Access Canberra Service Centre

Q4c. What was this contact in relation to?

	Count
Bus card	12
Motorbike/trailer/caravan registration	8
Birth/death registration	7
Updating address/contact details	6
ID card	3
Collecting number plate	2
Construction licence	2
Marriage certificate	2
Tax file number	2
Account payment	1
Can not remember	1
Certificate of occupancy	1
Change of land title	1
Driving test	1
Green bin enquiry	1
Incorporation of a club	1
My gov card	1
Parking permit	1
Pay a parking fine	1
Registering for power of attorney	1



# Ease of Dealing with Access Canberra Service Centre

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

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

Other specified (Count)	How easy was it to deal with the Service Centre		
	Very difficult - Difficult	Easy	Very easy
Friendly staff	0	11	11
Simple/easy process	0	12	11
Concierge help at front desk	0	4	2
Helpful staff/did everything for me	0	2	2
Touch screen service	0	1	1
Plenty of staff working/available	0	1	1
Accessible location	0	3	1
Parking issues	0	1	0
Did not have the specific service I wanted	2	0	0
Could not help/solve my issue	1	0	0
Being able to talk to someone face-to-face	0	1	0
Was given incorrect information	1	1	0
Can see it has improved	0	1	0
They do not accept cash	2	1	0
Rude staff	1	0	0
Inconvenient location	1	0	0



# Satisfaction with Service Received at Service Centre

- Q4g. Overall, how satisfied or dissatisfied were you with the service you received at the Service Centre during your last visit?
- Q4h. [If less than very satisfied with Service Centre in Q4g] What would have to change to make you very satisfied with the Access Canberra Service Centre service?

	Count
More seating/refreshments available/better atmosphere	5
Clearer communication between staff and customers	2
Allow cash payments	1
Faster approval and response from staff	1
Had to return for a second visit	1
Less paperwork	1
More self-service counters	1
Photo licence equipment not working	1
Provide inbox for dropping off forms	1
Reduce cost	1



# Satisfaction with Specific Services Received at Service Centre

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

	Can't say	Very dissatisfied	Dissatisfied	Neither	Satisfied	Very satisfied
The fairness of the staff in dealing with your transaction	1%	0%	1%	1%	20%	76%
The willingness of staff to assist you	0%	0%	1%	3%	21%	75%
The staff thoroughly handling your matter	0%	1%	1%	5%	18%	76%
How polite staff were	0%	0%	1%	4%	24%	70%
Staff clearly explaining what you needed to know	2%	0%	1%	5%	23%	69%
How easy the information was to understand	2%	0%	1%	6%	25%	67%
The knowledge of the staff	2%	0%	1%	5%	28%	64%
The Concierge who may have greeted you when you arrived	15%	2%	3%	7%	19%	54%
The speed of response	1%	2%	4%	7%	23%	63%
The amount of time taken by staff to assist you	0%	1%	5%	10%	29%	55%
The length of time you waited to be served	0%	9%	12%	19%	27%	33%

Base: N=317





# Details of Most Recent Telephone Contact Centre

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

	2018
Repair/maintenance of council property	3%
Problems with/information about bus services	2%
Asbestos removal	1%
Birth/death	1%
Dial before you dig	1%
Education services	1%
Food licence	1%
Land title application	1%
Motorbike registration	1%
Parking permit	1%
Pay a bill	1%
Public housing	1%
Solar scheme	1%
Consumer protection information	<1%
Development issues	<1%
Drainage issues	<1%
Don't know/can't remember	2%
Base	129



# Satisfaction with Service Received from Contact Centre

- Q5f. Overall, how satisfied or dissatisfied were you with the service you received from the Contact Centre during your last call?
- 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?

	Count
Being called back	5
Resolving the issue	2
Do not like being on the phone in general	1
Having arrangements with all health insurance companies	1
Remove Access Canberra Service entirely	1



# Satisfaction with Specific Services Received from the Contact Centre

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

	Can't say	Very dissatisfied	Dissatisfied	Neither	Satisfied	Very satisfied	Base
How polite staff were	3%	1%	2%	4%	29%	61%	129
The willingness of staff to assist you	2%	2%	1%	9%	29%	57%	129
The fairness of the staff in dealing with your transaction	5%	1%	0%	13%	28%	53%	129
How easy the information was to understand	3%	3%	3%	14%	27%	50%	129
The staff thoroughly handling your matter	3%	2%	7%	12%	26%	49%	129
The knowledge of the staff	2%	4%	7%	16%	28%	44%	129
Staff clearly explaining what you needed to know	2%	6%	5%	13%	30%	44%	129
The amount of time taken by staff to assist you	2%	5%	7%	11%	33%	42%	129
The speed of response	2%	10%	9%	10%	37%	33%	129
The ease of getting through to someone who could assist	2%	10%	18%	13%	24%	33%	129
The length of time you waited on the line for a Consultant to speak to you	2%	15%	19%	23%	28%	13%	129



# Details of Most Recent Use of Digital Services

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

	Count
General information	10
Tree management	10
Checking opening hours/details of Service Centres	9
Feedback	7
Update contact details	7
Dog registration	5
Parking permit application/information	6
Public transport information/times	5
Business licence	4
Report government property that is damaged/requiring maintenance	4
Bus pass	3
Library services	3
Births/deaths	2
Disability information/pass	2
Personalised number plates	2
Animal control	1
Applying for senior's card	1
Building approval	1
Cycle ways	1
Employment regulations	1
Following up on a previous enquiry	1
Hiring Government facilities	1
Information about public holidays	1
Injured wildlife	1
Planning/development information	1
Power of attorney information	1
Request new facilities	1
Required a Justice of the Peace	1
RSA form	1
Strata/rental laws	1
Taxi services	1
Trailer registration	1
Don't know/can't remember	1



# Satisfaction with Specific Digital Services

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

	Can't say	Very dissatisfied	Dissatisfied	Neither	Satisfied	Very satisfied
The convenience of being able to seek information at a time convenient to you	0%	1%	2%	5%	18%	74%
How easy it was to undertake an online transaction such as complete an application form or make a payment	15%	1%	3%	8%	30%	42%
The process was straightforward and easy to understand	0%	2%	5%	9%	27%	57%
How easy the information was to understand	0%	1%	3%	12%	34%	51%
The service experience met my expectations	0%	3%	3%	11%	25%	57%
The depth of information provided	1%	0%	5%	15%	33%	45%
How easy it was to find the information you needed	0%	3%	4%	12%	38%	42%



# Satisfaction with Access Canberra Digital Service

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

	Count
Being able to upload larger documents	7
Be able to register gas vehicle/easier to perform registration	5
More payment options/simplify transactions	3
Speed of service	3
Not needed a face-to-face follow up	1
Stop changing the website	1



# Overall Perceptions of Access Canberra

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:

<b>All respondents N=602</b>	Can't say	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Makes it easy to pay ACT Government bills	7%	2%	1%	10%	31%	50%
Makes it easy to access an ACT Government service	1%	3%	2%	14%	42%	39%
Makes it easy for Canberra residents and local businesses to find out about ACT Government information	2%	1%	4%	17%	41%	35%
Makes it easy to give feedback	11%	4%	7%	22%	28%	28%
Makes it easy to find the right person to talk to in the ACT Government	7%	5%	10%	27%	29%	23%

<b>Respondents aware of Access Canberra N=537</b>	Can't say	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Makes it easy to pay ACT Government bills	7%	1%	1%	8%	30%	52%
Makes it easy to access an ACT Government service	1%	3%	2%	13%	40%	41%
Makes it easy for Canberra residents and local businesses to find out about ACT Government information	2%	1%	4%	16%	41%	37%
Makes it easy to give feedback	12%	4%	6%	21%	29%	29%
Makes it easy to find the right person to talk to in the ACT Government	7%	4%	10%	27%	29%	24%

<b>Respondents unaware of Access Canberra N=65</b>	Can't say	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Makes it easy to pay ACT Government bills	5%	3%	1%	21%	37%	33%
Makes it easy to access an ACT Government service	4%	3%	1%	23%	54%	15%
Makes it easy for Canberra residents and local businesses to find out about ACT Government information	4%	2%	3%	25%	47%	18%
Makes it easy to give feedback	9%	6%	13%	32%	20%	20%
Makes it easy to find the right person to talk to in the ACT Government	6%	7%	12%	26%	32%	16%



# Overall Perceptions of Access Canberra

Q7b. 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:

<b>Users of Access Canberra N=486</b>	Can't say	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Makes it easy to pay ACT Government bills	7%	1%	1%	7%	30%	54%
Makes it easy to access an ACT Government service	0%	2%	2%	13%	41%	43%
Makes it easy for Canberra residents and local businesses to find out about ACT Government information	1%	1%	4%	15%	41%	39%
Makes it easy to give feedback	12%	4%	6%	20%	29%	28%
Makes it easy to find the right person to talk to in the ACT Government	6%	4%	10%	25%	30%	24%

<b>Non-users of Access Canberra N=116</b>	Can't say	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Makes it easy to pay ACT Government bills	5%	6%	2%	18%	36%	32%
Makes it easy to access an ACT Government service	5%	7%	1%	20%	46%	21%
Makes it easy for Canberra residents and local businesses to find out about ACT Government information	6%	3%	5%	26%	42%	19%
Makes it easy to give feedback	8%	5%	9%	32%	21%	26%
Makes it easy to find the right person to talk to in the ACT Government	9%	7%	9%	32%	26%	17%





# Service Delivery Improvements

Q7a. If there was one area of service delivery in ACT Government you could fix, what would it be?

	Population
More knowledgeable/trained staff	9
Knowing where things are up to in processes	8
Greater promotion/awareness about the services and how to access them	7
Making it easier to change contact details/information	7
Simplify car registration process	5
Actions actually taken in response to feedback/complaints	5
Receiving feedback on how things were resolved/addressed	5
Better customer service from staff	4
Ability to transfer funds on the bus pass portal	3
Accept more payment option, e.g. American Express, cash	3
Extend opening hours	3
Making it easier to contact the right person directly	3
An Access Canberra App	2
Easier system to notify Council about trees requiring maintenance	2
Get rid of the automated phone service	2
Make it easier to report a problem/give feedback	2
Update IT system	2
Bus timetables available	1
Chairs in waiting areas suitable for the elderly/disabled	1
Easier to book a council facility	1
Make it easier to pay a bill/fee	1
More assistance for the elderly/disabled using the services	1
More car parking at Service Centres	1
More information/contact via the post	1
More overlap across services	1
No need for a concierge	1
Remove fees for submitting forms	1
Send renewal reminders	1



# Quality of Life in the ACT

Q11. Overall, how would you rate the quality of life you have living in the ACT?

	Male	Female	18-24	25-44	45-64	65+
Mean rating	5.25	5.27	5.25	5.28	5.27	5.19
Base	292	310	82	242	181	97

	Single/living alone	Single parent (children at home)	Couple (children at home)	Couple (no children at home)	Group/shared household
Mean rating	5.02▼	4.94	5.39▲	5.22	5.21
Base	112	13*	214	164	62

	Full time paid employment	Part time paid employment	Casual paid employment	Studying at school, TAFE, or university	Retired from paid employment	Looking for paid employment	Home duties
Mean rating	5.41▲	5.07	5.09	5.17	5.21	4.89	5.30
Base	260	67	33	63	129	32	10*

\*caution low base size

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





# Appendix – B

**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 a digital service including a website, online forms, online payments and online webchat - and there are 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)
- Used any Access Canberra digital services, such as the website, online forms, online payments or online webchat, either looking for information or to undertake a transaction
- Been visited at your work by an Access Canberra representative/inspector
- (Do NOT Prompt) None of these **(Go to 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)
- Used any Access Canberra digital services, such as the website, online forms, online payments or online webchat, either looking for information or to undertake a transaction (Go to Q6a)
- Called the Access Canberra telephone Contact Centre (13 22 81) (Go to Q5a)

**Section 2i: Service Centres**

(If visited a Service Centre on Q3 or Q2a)

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

- Once
- Twice
- Three times
- Four times
- Five times
- Six to ten times
- More than ten times
- C/S

**Q4aa. 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 (Skip to Q4b)

**Q4aaa. Why in particular did you choose the [service centre from Q4aa] service centre? (MR, Do NOT Prompt)**

- Close to my work
- Close to my home
- More payment options
- Opening hours
- Shorter waiting times than other centres
- Offers the special services I needed (such as land titles, health protection services, building/planning services, etc)
- Other (specify)
- Not sure/ can't recall

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

- Private
- Business

**Q4c. What was this contact in relation to? (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) In the past 12 months, how many times in total would you have called the Access Canberra Telephone Contact Centre 13 22 81? (Do NOT Prompt, SR)**

- Once
- Twice
- Three times
- Four times
- Five times
- Six to ten times
- More than ten times
- C/S

**Q5aa. 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"/>



- 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 an Access Canberra digital service, 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 digital service? (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 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 digital service when you last used it? (Prompt, SR)**

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- (Do NOT Prompt) Unsure

**Q6h. (Ask if less than very satisfied with digital – otherwise go to next question)  
What would have to change to make you very satisfied with the Access Canberra digital service?**

.....



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

**Standards:**

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

**Channel Specific:**

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

**Q6j. Are there any Access Canberra services which are not currently offered as part of Access Canberra's digital service that you would like to be offered?**

.....

**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)**

	Strongly disagree			Strongly agree	
	1	2	3	4	5
Makes it easy to access an ACT Government service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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. Thinking about the Access Canberra website... In the future you may be able to update and renew certain licences managed by Access Canberra, such as driver's licences, Working With Vulnerable People Cards, and Construction Licenses, using your smartphone or tablet device.**

**If this online licence update and renewal service was available, how likely is it that you would use it? (Prompt)**

- Very likely
- Somewhat likely
- Not very likely
- Not at all likely
- Not sure

**Q9. Which method would you prefer to receive your ACT government bills? (Prompt, SR)**

- Email combined with an SMS reminder
- Secure online customer account or mailbox
- App on mobile device
- Hard copy letter in the post
- None of these
- Not sure

## **Section 5: Regulatory Outcomes**

**Q10.** In this section I will read out a number of statements about living in the ACT. For each of these could you please indicate your level of agreement – the scale is from 1 to 5, where 1 is strongly disagree and 5 is strongly agree (Prompt, SR per item, include a C/S option as well)

	Strongly disagree			Strongly agree	
	1	2	3	4	5
The relevant authorities work effectively to reduce the incidence of workplace injuries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The relevant authorities help businesses understand the laws they need to comply with.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The relevant authorities assist businesses ensuring that their staff understand their legal responsibilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know what to do if a product that I buy is faulty.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Canberrans should be able to park on naturestrips except where there are safety concerns (line of sight etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q11.** Overall, how would you rate the quality of life you have living in the ACT? Prompt

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

## **Section 6: Demographics**

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

**Q12.** What is your gender? Do not prompt

- Male
- Female
- Indeterminate/Intersex/Unspecified

**Q13.** What age bracket are you in?

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

**Q14.** 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)

**Q15. 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

**Q16. 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        |                                       |

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

