



# Access Canberra

Customer Satisfaction Research - 2019

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Date: June 14, 2019



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# **Background and Methodology**

# Background and Methodology

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

- Establishing awareness of Access Canberra
- Usage of Access Canberra's channels, i.e. Service Centre, Contact Centre, Digital Services
- 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 and repeated in 2019)

## Questionnaire

Micromex Research, together with the ACT Government, updated the 2018 questionnaire for use in 2019.

A copy of the questionnaire is provided in Appendix B.

## Data collection

The survey was conducted during the period 8<sup>th</sup> – 15<sup>th</sup> May 2019 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

A total of 602 resident interviews were completed. 515 of the 602 respondents were selected by means of a computer based random selection process using the electronic White Pages and SamplePages. The remaining 87 respondents were 'number harvested' via face-to-face intercept at a number of areas around the ACT, i.e. Canberra Centre, Woden Westfield and Belconnen Westfield.

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.

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

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

## Ratings questions

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

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

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

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

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

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



# Background and Methodology

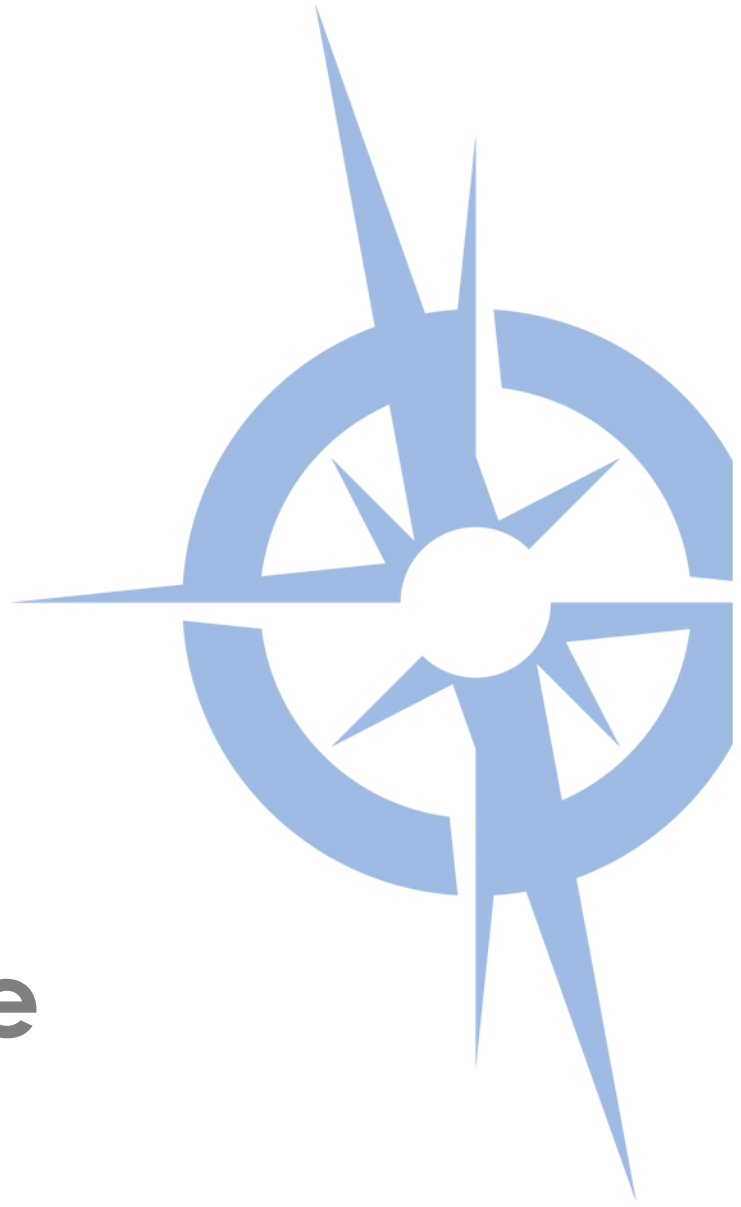
## Percentages

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

## Understanding the Drivers of Satisfaction – 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').

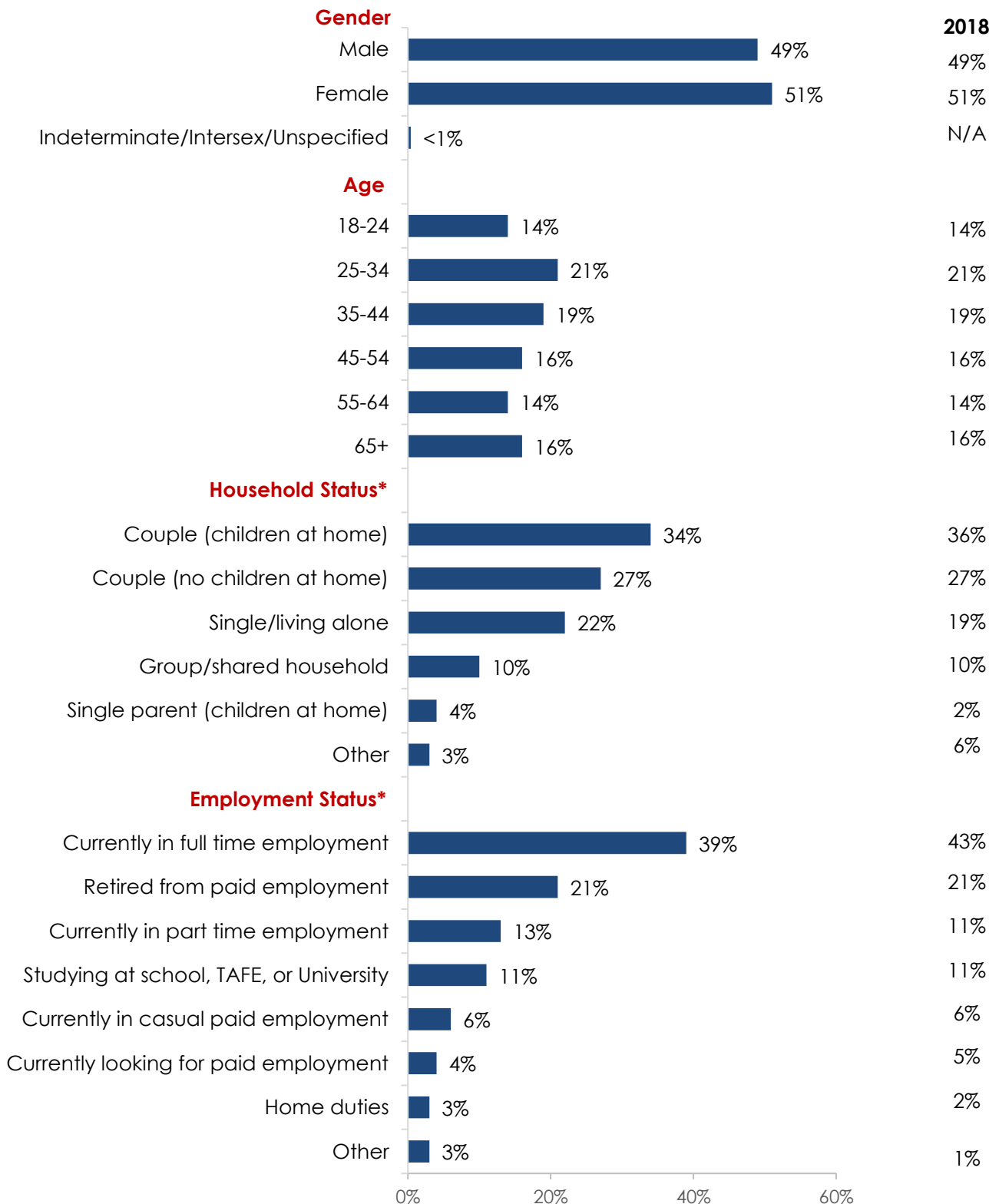




# Sample Profile



# Sample Profile



Base: N = 602

\*2 refused to answer 'household status' and 4 refused to answer 'employment status'

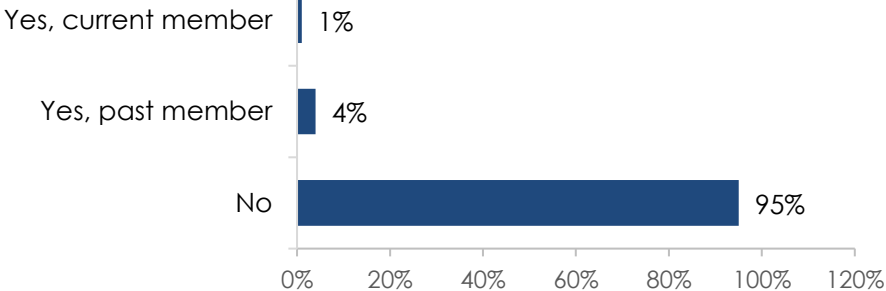
A sample size of 602 residents provides a maximum sampling error of plus or minus 4.0% at 95% confidence. The sample has been weighted by age and gender to reflect the 2016 ABS community profile of the ACT.

# Sample Profile

## Aboriginal and/or Torres Strait Islander



## Member of Australia's armed services



Base: N = 602

Please refer to Appendix A for some additional cross-analysis by armed services members.

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

At an overall level, we can see below that all 3 service units are similar in results and performing well, with residents indicating high satisfaction levels with all 3 services and the vast majority finding the services easy to deal with.

Measures to make the process faster e.g. shorter waiting times and easier navigation/clearer information were identified as areas to address.

	 <b>SERVICE CENTRE</b>	 <b>CONTACT CENTRE</b>	 <b>DIGITAL SERVICES</b>
<b>OVERALL SATISFACTION</b>	<b>97%</b> were satisfied/very satisfied with the service received	<b>92%</b> were satisfied/very satisfied with the service received	<b>88%</b> were satisfied/very satisfied with the service received
	<b>AVERAGE # OF CONTACTS FOR RESOLUTION</b>	1.3 contacts	1.6 contacts
<b>EASE OF DEALING WITH ACCESS CANBERRA</b>	<b>94%</b> easy/very easy	<b>81%</b> easy/very easy	<b>86%</b> easy/very easy
	<b>Reason for contact being 'easy':</b> Able to complete in one visit/Quick - didn't have to wait long <b>Reason for contact being 'difficult':</b> Had to wait a long time	Person was knowledgeable Able to complete in one call Had to wait a long time	Information clearly presented Able to complete in transaction in one visit Had difficulty navigating/finding what I was after
<b>WHAT WOULD MAKE YOU 'VERY SATISFIED' WITH THE SERVICE?</b>	Shorter waiting times/faster service	Shorter waiting times/faster process	Easier to navigate/clearer information/better search engine
<b>TOP DRIVERS OF OVERALL SATISFACTION</b>	<ul style="list-style-type: none"> <li>Fairness of staff</li> <li>Politeness of staff</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of staff</li> <li>Willingness of staff to assist</li> </ul>	<ul style="list-style-type: none"> <li>Ease of finding information</li> <li>Service met expectations</li> </ul>

# Executive Summary

## **Awareness and Usage of the Service**

Awareness of Access Canberra continues to grow, with 93% of residents aware of the service. A great result, considering awareness was at 20% in 2016 and has continued to increase. As with awareness, usage of the service has also increased reaching levels higher than those seen when the service was Canberra Connect in 2015 (83% total usage in 2019 compared to 81% total usage in 2015).

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

Overall satisfaction continues on an upward trend from 2017, with 87% of residents that have used the service in the past 12 months stating they were satisfied/very satisfied with the service provided.

Residents expressed very high to extremely high levels of satisfaction with all 3 service units. Service Centres continue to receive the highest level of satisfaction overall, with 97% satisfied/very satisfied. Satisfaction with Access Canberra's Digital Services has marginally increased, 88% satisfied/very satisfied. The biggest improvement is with the Contact Centre, with overall satisfaction significantly increasing from last year with 92% stating they were satisfied/very satisfied with the service.

Although the vast majority remain satisfied/very satisfied with the service, time improvements (i.e. faster response, shorter waiting times, easier navigation on the website) could see a shift to even greater satisfaction levels.

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

Overall, ease of dealing with Access Canberra has marginally improved, with the proportion of residents stating it was 'very easy' (35%) the highest it has been for Access Canberra alone and increasing closer to results last seen for Canberra Connect in 2015.

94% stated dealing with Service Centres was easy/very and 86% believe dealing with the Digital Services was easy/very easy. This year has seen a significant improvement in the ease of dealing with the Contact Centre, with 81% stating it was easy/very easy.

## **Satisfaction with Specific Service Areas**

The Service Centres continue to provide quality service, with 8 of the 11 Service Centre statements receiving extremely high satisfaction levels, with satisfaction greatest for the politeness and knowledge of staff.

7 of the 11 Contact Centre statements received very high satisfaction levels and residents indicated extremely high levels of satisfaction for the politeness of staff.

For the Digital Service, residents indicated very high satisfaction levels for 4 of the 7 statements and expressed an extremely high level of satisfaction for the convenience of being able to seek information at a time convenient to them.



# Executive Summary

## **Key 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').

The key drivers for Service Centres this year were centred on customer service, e.g. the fairness of staff when dealing with transactions, the politeness of staff and staff thoroughly handling the matter.

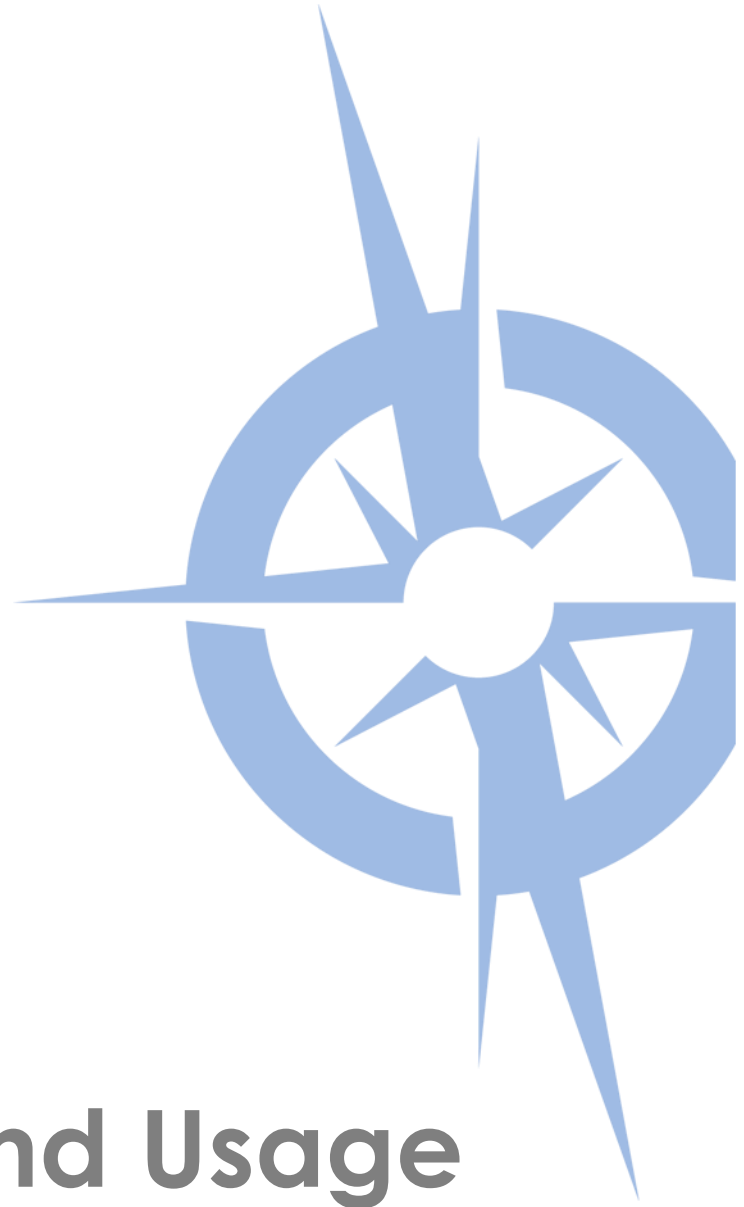
Key drivers of satisfaction for the Contact Centre also centred on the staff – but more-so their knowledge – with the top driver overall being the knowledge of staff, followed by the willingness of staff to assist and staff clearly explaining what the customer needs to know.

Ease of using Digital Services was a key theme for the top drivers of overall satisfaction with the service with the top 3 drivers being:

- How easy it was to find the information needed
- Service experience meeting expectations, and
- The process was straightforward and easy to understand

## **Recommendations**

- For Service Centres, time-related issues (i.e.: 'The length of time you waited to be served', 'The amount of time taken by staff to assist you', and 'The speed of response') have the lowest satisfaction scores – and 'shorter waiting times/faster service' was the most frequently mentioned open-ended reason for not being 'very satisfied'. However, at the moment, these items are moderate drivers of satisfaction based on the Shapley Regression – so whilst Access Canberra should not ignore them, they are not key drivers requiring immediate attention.
- For the Contact Centre, time was also an issue: 'shorter waiting times/faster process' was the most frequently mentioned open-ended reason for not being 'very satisfied' with the Contact Centre – and 'The length of time you waited on the line for a Consultant to speak to you' generated the lowest satisfaction score. However, it also generated the lowest Shapley Regression score, suggesting it is not a key driver. Access Canberra may be better served by focussing its attention on knowledge/information provision behaviours in the Contact Centre, which were larger drivers of satisfaction.
- For the Digital Services, the key attribute to focus on is 'How easy it was to find the information you needed' – which generated the lowest satisfaction score and the highest Shapley Regression score (and 'easier to navigate/clearer information' was the most frequently mentioned open-ended reason for not being 'very satisfied' with the digital service). That said, scores on a separate 'ease of finding information/services' rating question suggest ratings in 2018 and 2019 have been above the 2016 and 2017 levels – so improvements have been made. It may be worth Access Canberra undertaking some follow-up focus groups with digital service users to identify particular pain points (these would have to be 'useability' sessions where each participant would have access to a laptop/tablet – and respondents could potentially be recruited from those who said they found the digital service difficult or very difficult):
  - In the 2020 wave of research, it may be worth adding a question about awareness of the digital services – and if aware but not used, why not?



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

# Awareness of Access Canberra

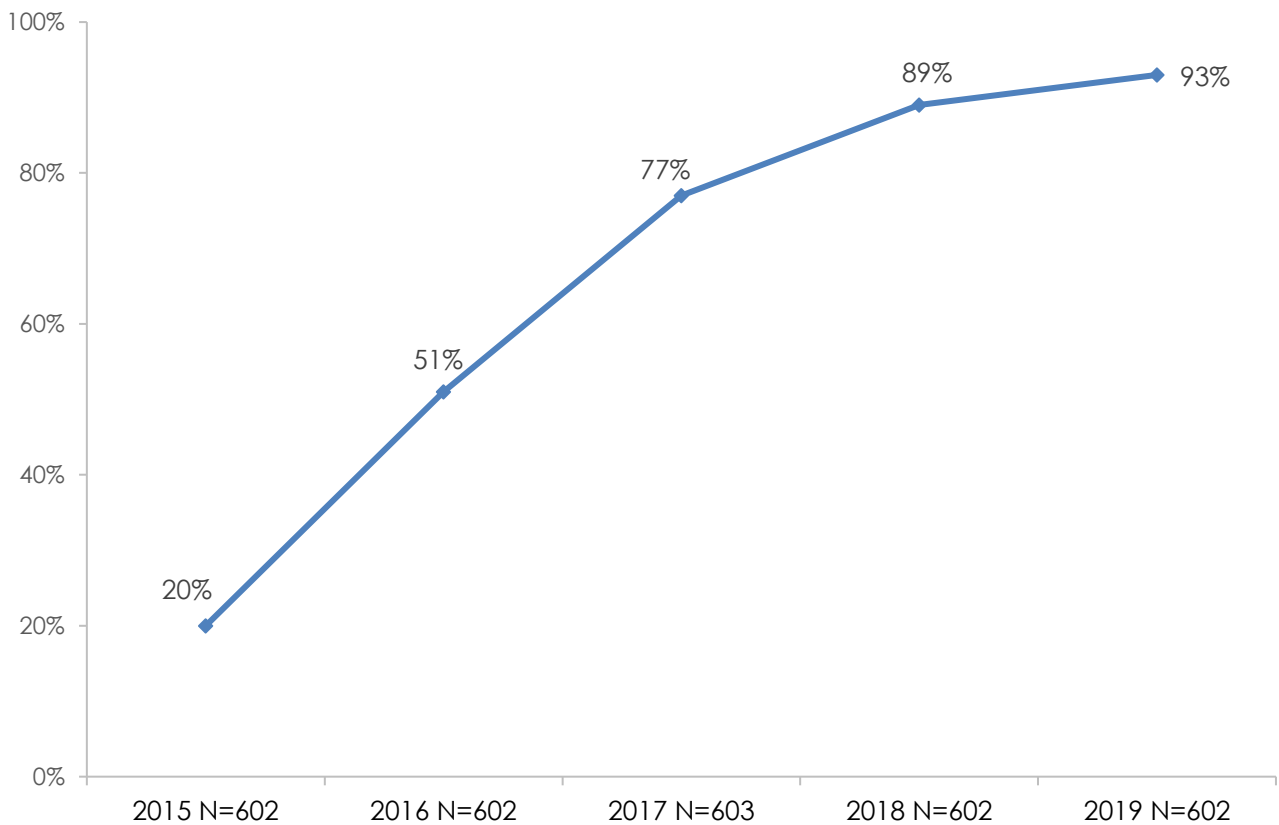
## Summary

Awareness of Access Canberra continues an upward trend, with 93% of respondents aware of the service. Residents aged 18-24 were significantly less likely to be aware of the service, however, even amongst this cohort awareness remains high at 85%. For comparison, awareness in 2015 for Canberra Connect was 99%.

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

	Overall 2019	Overall 2018	Male	Female	18-24	25-44	45-64	65+
Yes, aware	93%	89%	92%	94%	85%▼	96%▲	94%	89%
Base	602	602	292	310	83	242	180	97

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





# Use of Access Canberra

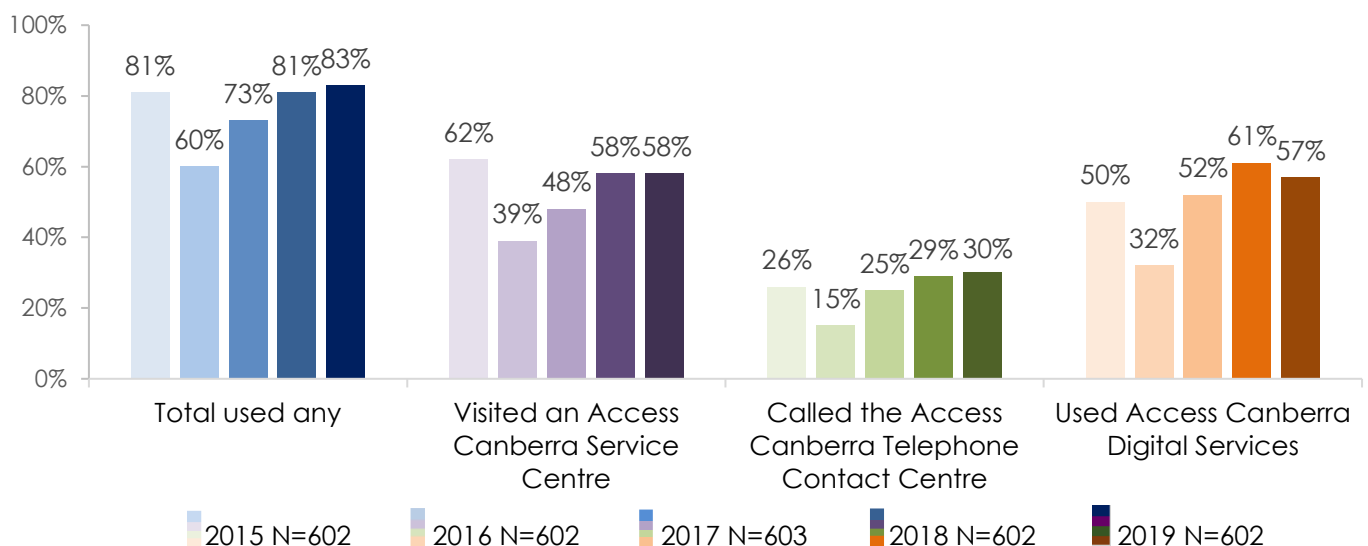
## Summary

Usage of all services remains on par with that seen in 2018, with 58% visiting the Service Centre and 57% using Access Canberra's Digital Services. Looking at the net usage of services (total used any, 83%), usage is for the first time marginally higher than what it was when it was previously Canberra Connect in 2015 (81%). The small decline in digital services usage is not significant – but needs to be watched.

Residents aged 25-44 were significantly more likely to have visited a Service Centre and used the Digital Services, whilst those aged 65+ were significantly less likely. Those aged 18-24 were significantly less likely to have called the Contact Centre.

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

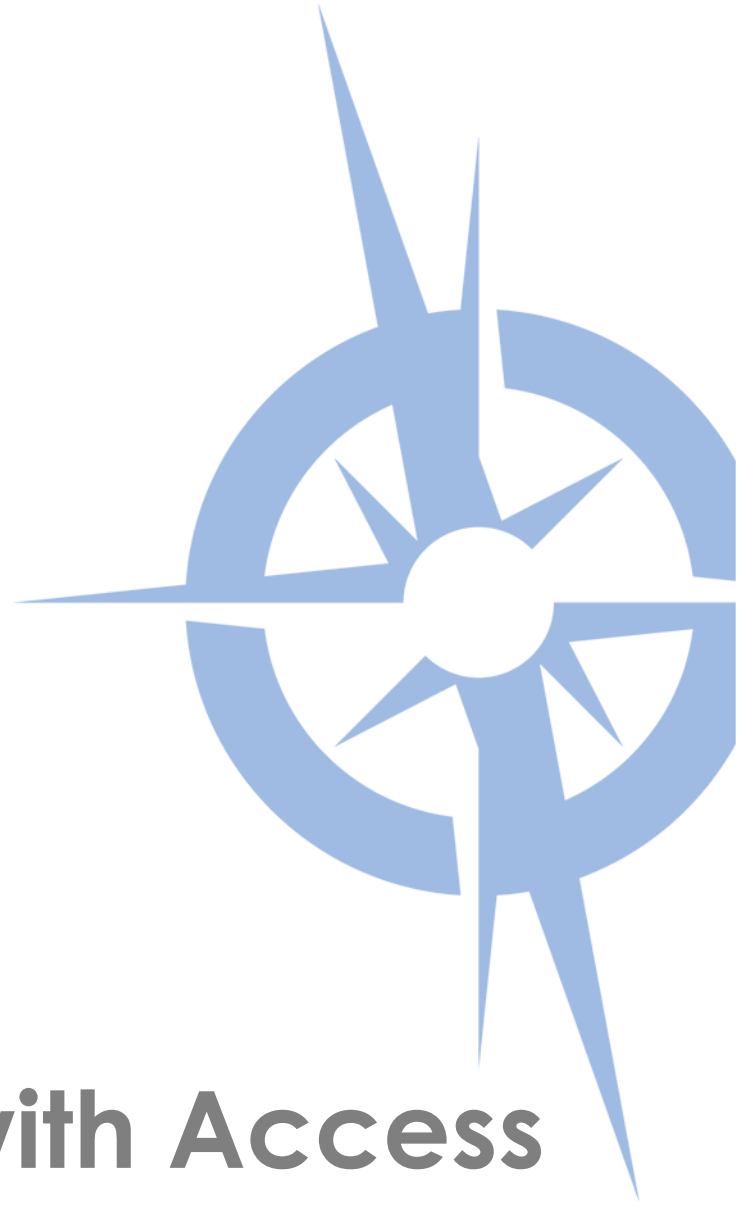
	Overall 2019	Overall 2018	Male	Female	18-24	25-44	45-64	65+
Total used any	83%	81%	81%	84%	67%▼	89%▲	87%	73%▼
Visited an Access Canberra Service Centre	58%	58%	57%	58%	46%	65%▲	58%	48%▼
Called the Access Canberra telephone Contact Centre	30%	29%	28%	31%	7%▼	34%	35%	27%
Used Access Canberra Digital Services	57%	61%	56%	58%	46%	65%▲	62%	35%▼
Been visited at your work by an Access Canberra representative/inspector	1%	2%	2%	1%	8%▲	1%	0%	0%
Base	602	602	292	310	83	242	180	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 further analysis has not been conducted for this group.





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

# Summary of Overall Satisfaction

## Summary

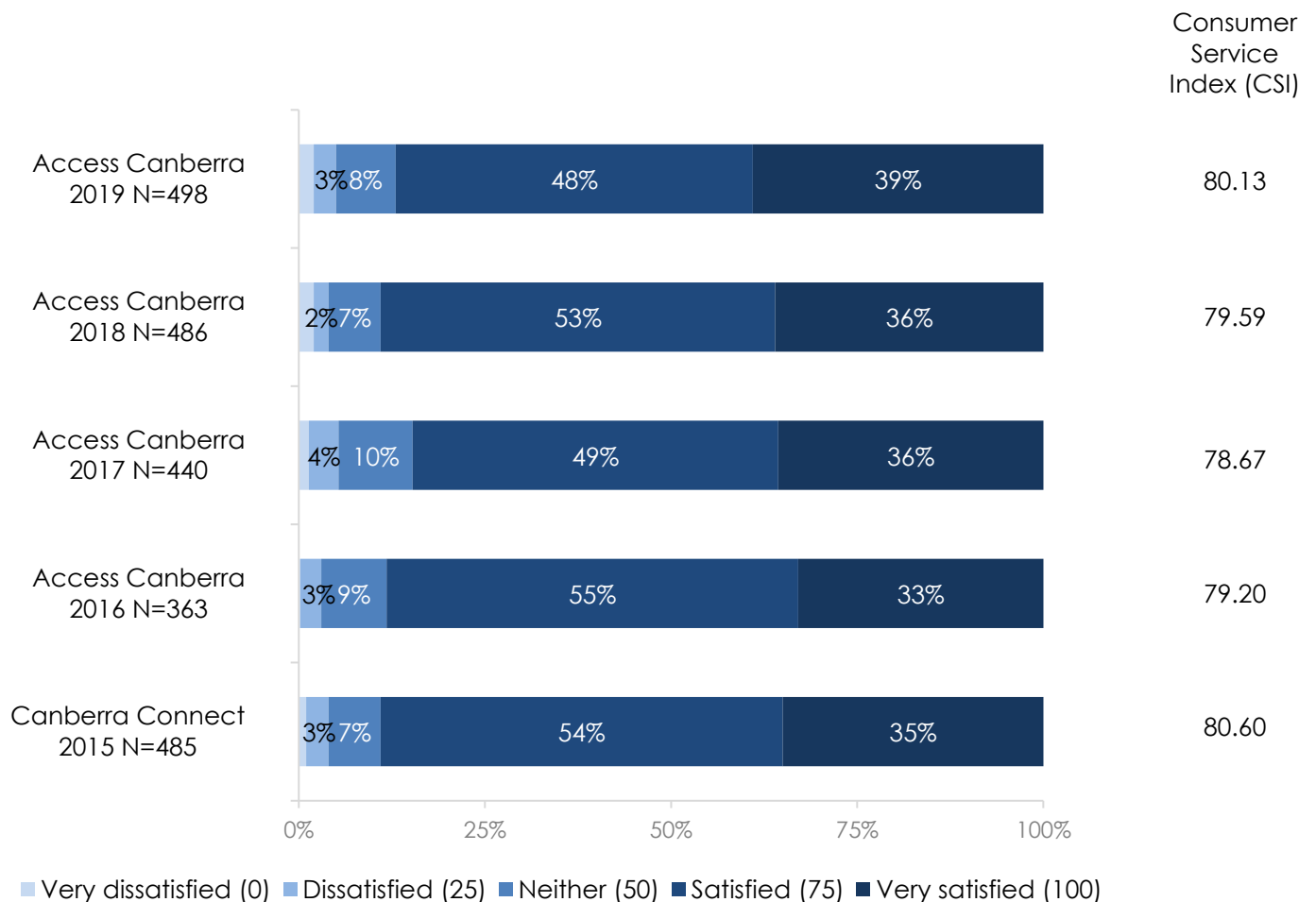
Overall satisfaction with the services provided by Access Canberra has continually increased from 2017, with 87% of residents that have used the service in the past 12 months stating that they were satisfied to very satisfied.

Residents aged 18-24 were significantly more likely to state that they were satisfied with the service.

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

	Overall 2019	Overall 2018	Male	Female	18-24	25-44	45-64	65+
Mean CSI	80.13	79.59	80.42	79.87	87.50▲	79.34	79.63	77.84
Base	498	486	237	261	56	215	156	71

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



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

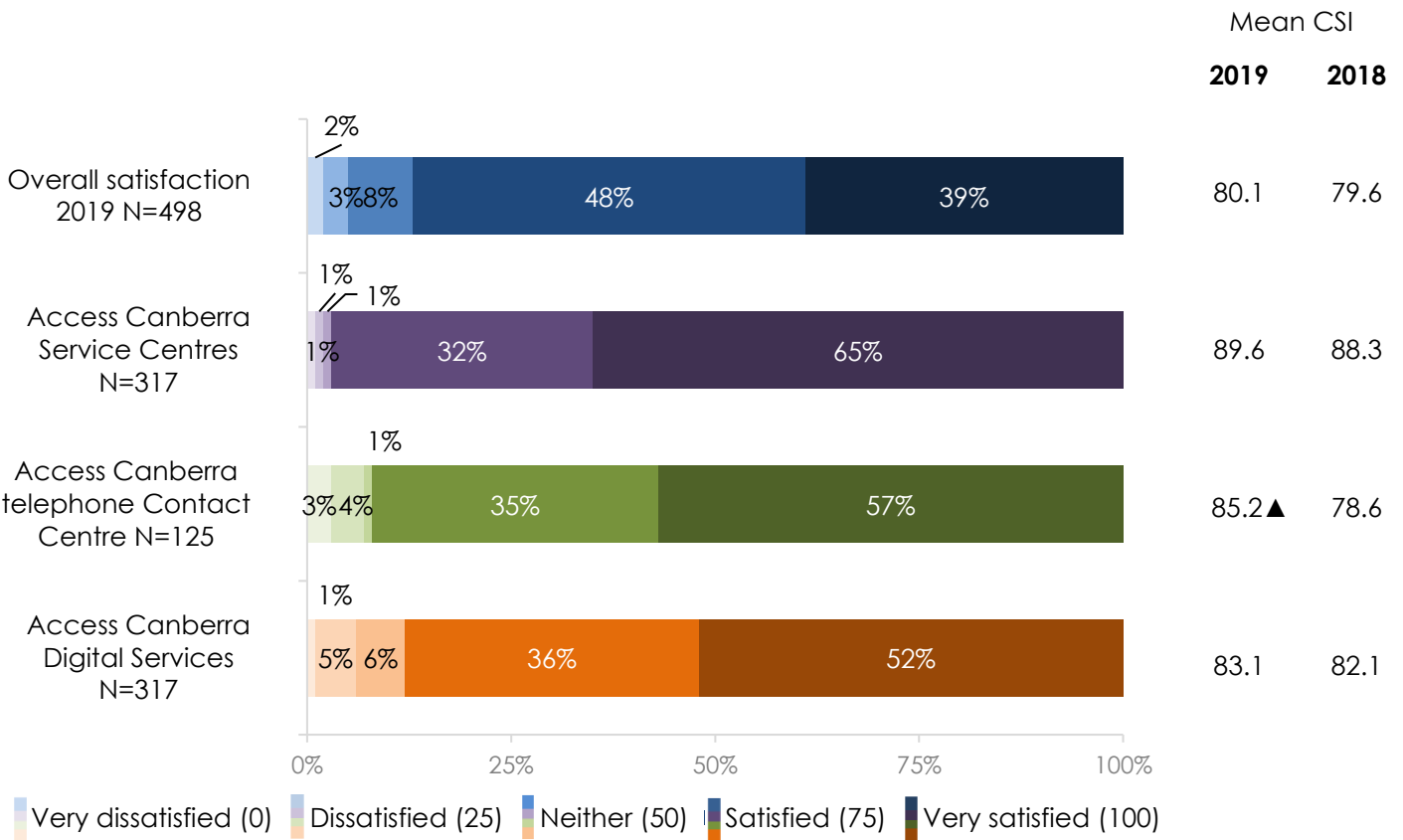
Note: percentages ≤2% are not shown above

# 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 97% of residents that used the service stating that they were satisfied to very satisfied. However, satisfaction with the telephone Contact Centre has significantly increased compared to last year and we are seeing results increase to those similar to the Service Centres, with 92% satisfied or very satisfied with the telephone Contact Centre.

- 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?



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

# Summary of Overall Ease of Dealings

## Summary

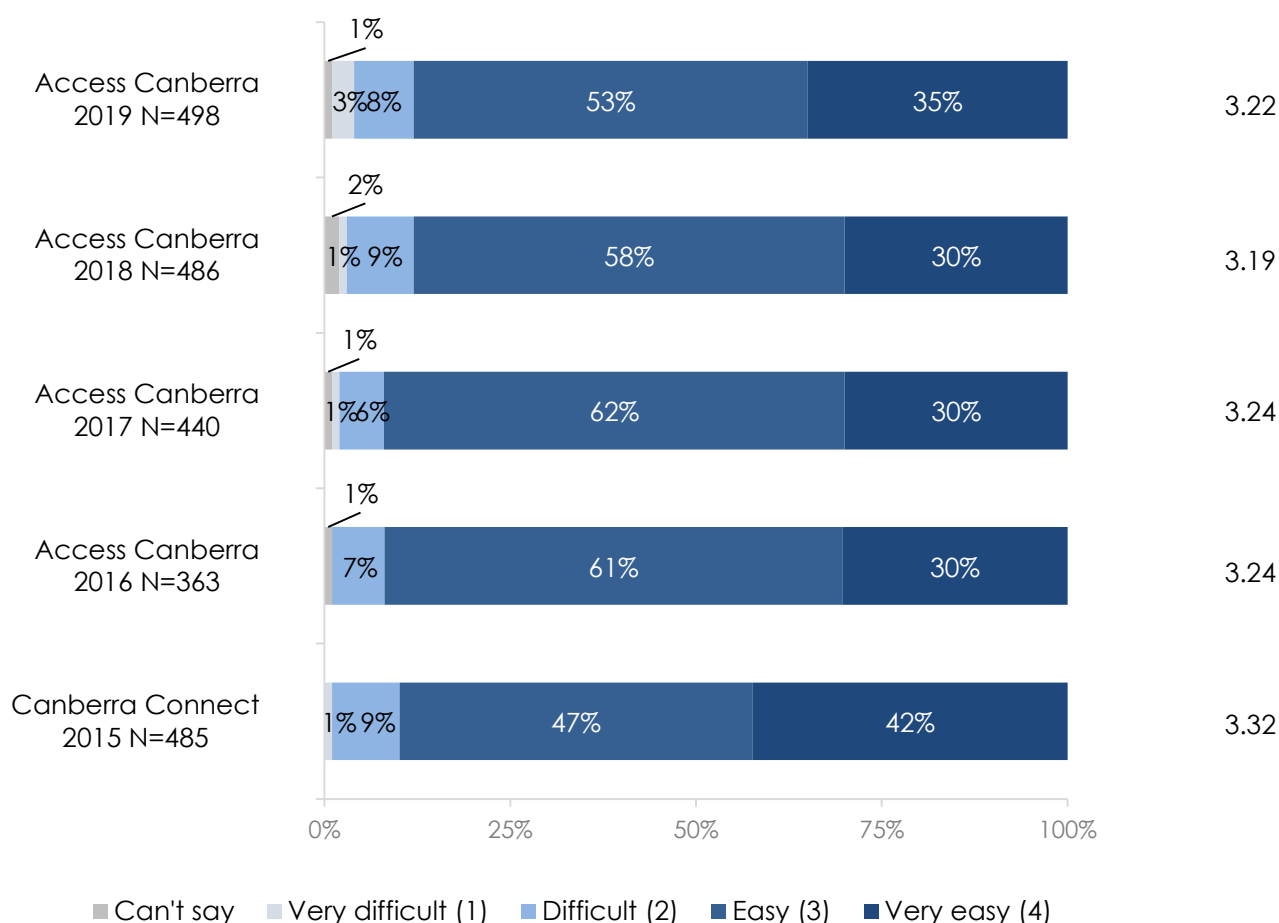
Similar to last year, 88% of residents that have used an Access Canberra service in the past 12 months stated that it was easy/very easy to deal with them. Commitment to the top 'very easy' code (35%) is the highest it has been for the Access Canberra entity – although it is still below the results seen for Canberra Connect in 2015.

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 2019	Overall 2018	Male	Female	18-24	25-44	45-64	65+
Mean rating	3.22	3.19	3.28	3.17	3.31	3.18	3.28	3.13
Base	492	486	233	258	56	212	155	69

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

Mean ratings



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



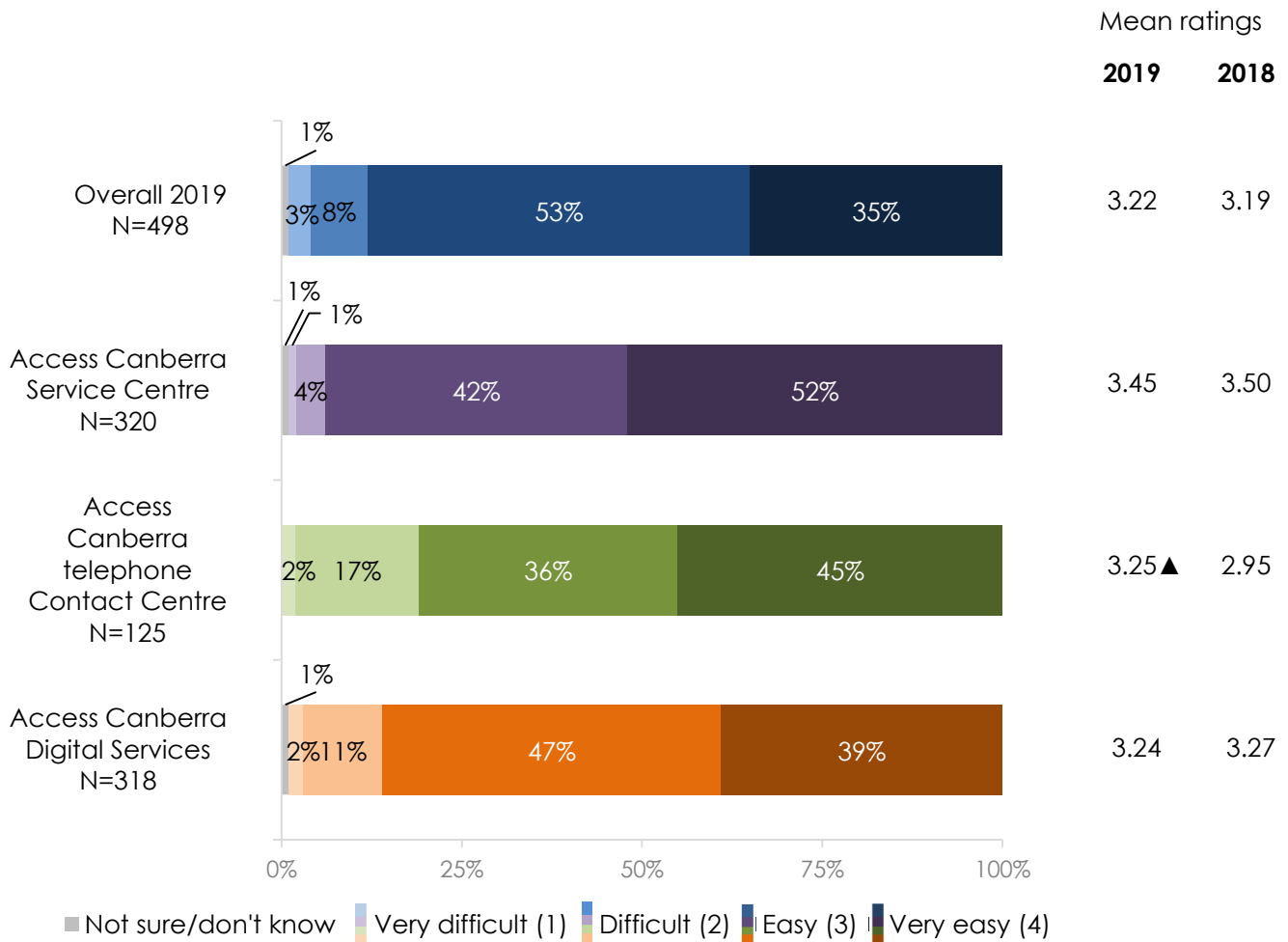
# Summary of Ease of Dealing with Each Service Type

## Summary

Again, Access Canberra Service Centres continue to be viewed as the service type that is easiest to deal with, with 94% of residents that have visited a Service Centre in the past 12 months stating that it was easy/very easy to deal with (and 52% committing to the top 'very easy' code).

Perceived ease of dealing with the Access Canberra telephone Contact Centre has significantly increased compared to 2018 – whilst results for the digital services remain virtually unchanged.

- 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.

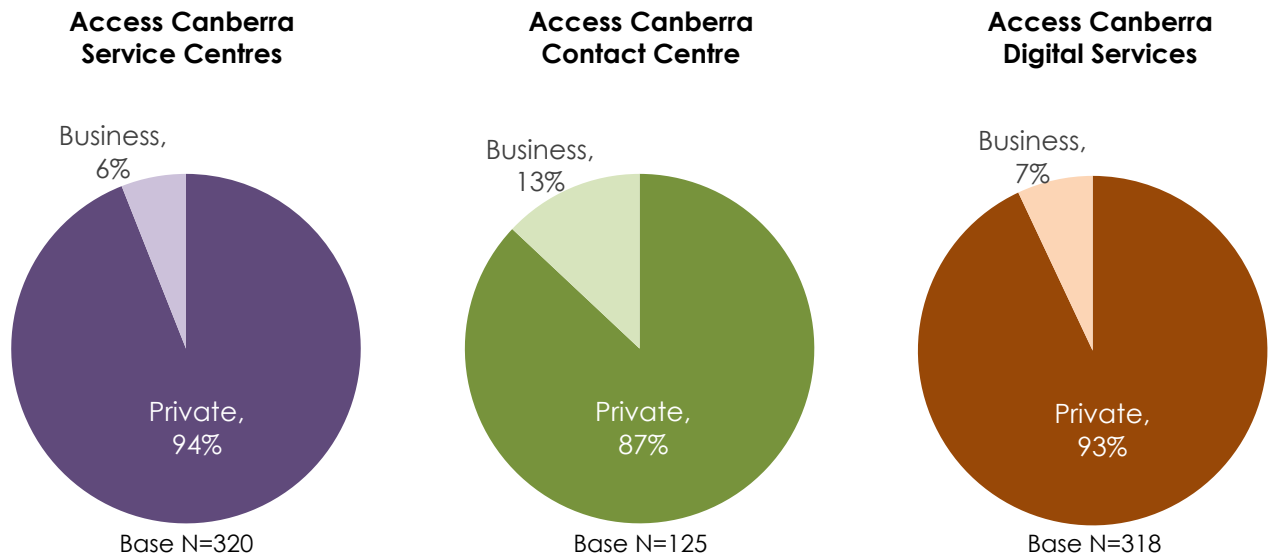
# Summary of Contact Purpose

## Summary

'Private purposes' was the dominant reason for the majority of recent contacts with Access Canberra.

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

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



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

	Service Centres	Telephone Contact Centres	Digital Services
Car registration	29%	20%	39%
Driver's licence	37%	6%	8%
Working with vulnerable people card	12%	2%	4%
Base	319	125	318

Only responses that had a response of  $\geq 10\%$  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 (4.4 times), followed by calling the Contact Centre (3.3 times).

Residents indicated a slightly higher number of contacts to resolve an issue via the Contact Centre (1.6) than Service Centres and Digital Services.

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>2.7 (2.6)</b>	<b>3.3 (3.8)</b>	<b>4.4 (4.2)</b>	<b>2.6 (2.3)</b>
One (1)	31%	22%	13%	27%
Two (2)	33%	35%	16%	16%
Three (3)	18%	11%	16%	13%
Four (4)	5%	9%	7%	10%
Five (5)	5%	8%	8%	2%
Six to ten times (8)	5%	12%	17%	8%
More than ten times (11)	2%	3%	14%	5%
Can't say/not at all (0)	1%	<1%	9%	19%
Base	320	125	316	317

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)	83%	70%	83%
Two (2)	10%	9%	8%
Three (3)	3%	10%	2%
Four (4)	1%	2%	0%
Five (5)	0%	<1%	0%
More than five (6)	2%	5%	2%
Don't know (NA)	1%	4%	5%
Base	320	125	318

Note: Numbers in brackets represent the values used to calculate the mean number of contacts. For comparison 2018 average results are displayed in brackets alongside 2019 averages. The 'can't say/don't know' responses have been excluded from the average.





# Summary of Contact Frequency

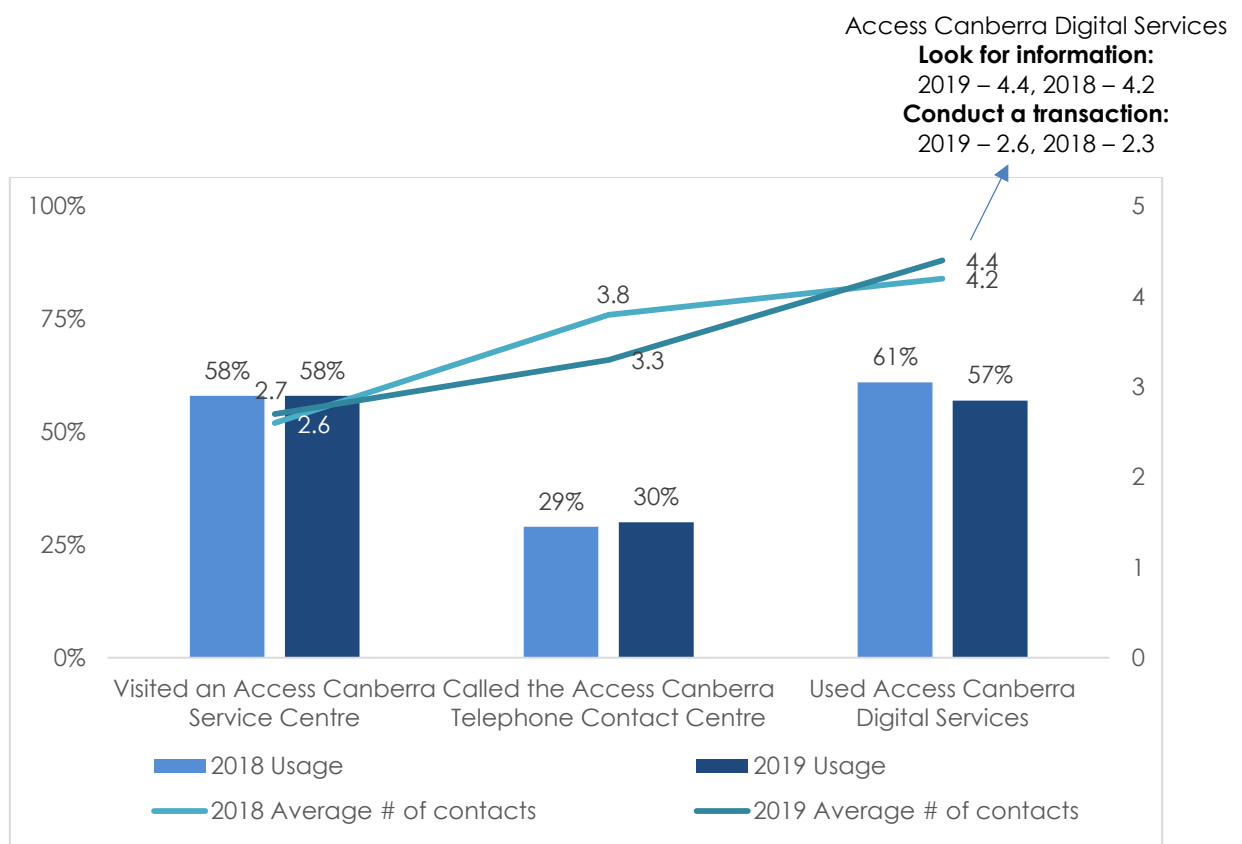
## Summary

Usage of the Access Canberra Service Centre has remained at 58% this year and the average number of contacts has marginally increased from 2018 (2019: 2.7 cf. 2018: 2.6).

Although usage of the Contact Centre has marginally increased, the average number of contacts per person has decreased.

Compared to 2018, usage of the Digital Services channel has marginally decreased, however average contacts has increased for both 'looking for information' and 'conducting a transaction'.

Q2a. Which, if any, of the following Access Canberra services have you used in the past 12 months?  
 Qs 4a, 5a, 6a, 6aa. In the past 12 months, how many times have you visited/called/used Access Canberra Services?



# Summary of Choosing Specific Service Areas

## Summary

This year we asked a new question of all three services – the intent was to understand why they used a channel (be it visit, phone or online) rather than a different channel (be it visit, phone or online).

Physically required (58%) was the main reason for those visiting a Service Centre.

In contrast, convenience, ease, and speed of service were the main reasons for those choosing the Contact Centre and the Digital Services.

Qs 4aaa, 5aaa, 6aaaa. *Thinking of your most recent visit/call/online service, why in particular did you choose this service rather than another service? (Open response)*

Reason	Service Centre N=306	Contact Centre N=125	Digital Services N=314
Physically required to visit in person e.g. licence, photo, eye test, provide documents, pick something up, needed to speak with someone for further clarification, complicated issue	58%	0%	0%
Convenience*	15%	20%	42%
Easier**	12%	24%	29%
Prefer face to face communication/Prefer to speak with someone over the phone/Prefer digital services	7%	6%	2%
Couldn't resolve online/difficulty with the website e.g. not clear enough, not sure how to do it online	0%	17%	0%
Quicker***	2%	12%	14%
Needed more detailed information	0%	10%	0%
Did not know of other services****	2%	1%	3%
Following up on an issue/Responding to an email/following a link	0%	6%	2%

\*Convenience e.g. close to work, already in the area, familiar (Service Centre). Convenience e.g. calling rather than going into a centre, after hours and during business hours, centre too far away (Contact Centre). Convenience e.g. more accessible, can do it from home/in my own time/after hours (Digital Services)

\*\*Easier e.g. easier to speak to someone in person (Service Centre). Easier e.g. easier to speak with someone, unsure who to speak with, easier to access, limited mobility (Contact Centre). Convenience e.g. more accessible, can do it from home/in my own time/after hours (Digital Services)

\*\*\*Quicker (Service Centre). Quicker/wanted to speak with someone quickly/wanted the issue resolved quickly (Contact Centre). Faster service/quicker resolution/no queues (Digital Services)

\*\*\*\*I didn't know you could do it online/another way (Service Centre). Did not know of other existing services (Contact Centre). Only option/didn't know you could use other services/told to do it online (Digital Services)



# Summary of Specific Service Areas – Service Centre and Contact Centre

## Summary

All of the detailed ratings for Service Centres and the Contact Centre remained on par with 2018, with the exception of 'the knowledge of the staff' (Contact Centre) and 'the length of time you waited on the line for a consultant to speak to you' (Contact Centre), where satisfaction levels significantly increased from 2018.

8 of the 11 Service Centre statements, and one of the Contact Centre Statements received 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	281-320		119-125	
How polite staff were	93%	4.65	94%	4.59
The knowledge of the staff	90%	4.54	85%	4.40▲
The amount of time taken by staff to assist you	77%	4.14	80%	4.25
Staff clearly explaining what you needed to know	88%	4.53	82%	4.31
The willingness of staff to assist you	93%	4.61	88%	4.48
The fairness of the staff in dealing with your transaction	92%	4.66	85%	4.49
How easy the information was to understand	88%	4.52	86%	4.42
The staff thoroughly handling your matter	92%	4.61	85%	4.33
The speed of response	85%	4.37	75%	4.06
The Concierge who may have greeted you when you arrived*/ The ease of getting through to someone who could assist**	88%	4.50	70%	3.90
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**	63%	3.76	61%	3.57▲

\* Access Canberra Service Centre

\*\* Access Canberra telephone Contact Centre

Shaded cells = extremely high ratings

▲▼ = significantly higher/lower than 2018  
Scale: 1 = very dissatisfied, 5 = very satisfied

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

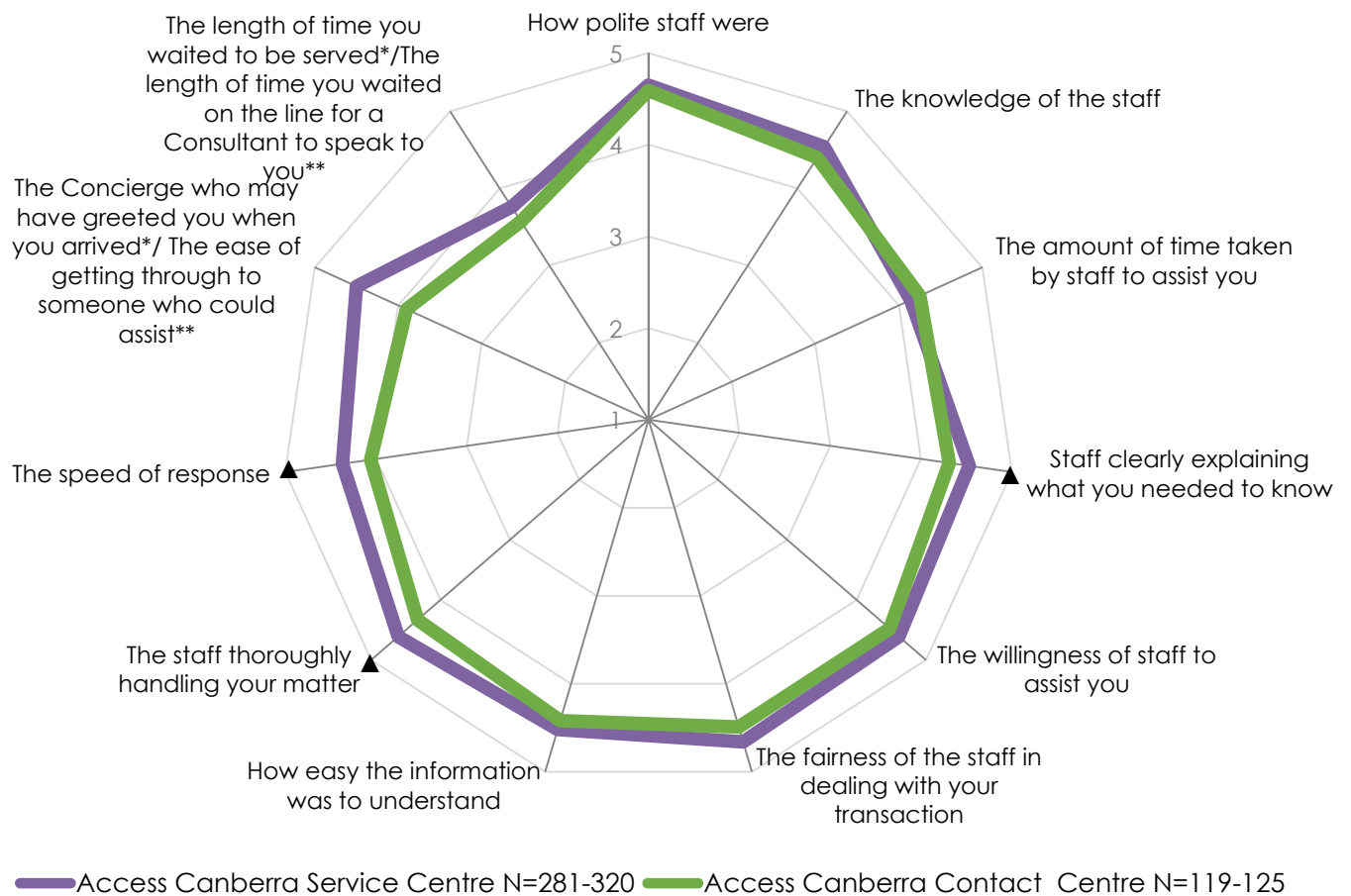
Mean scores from the above table have been graphically represented overleaf:

# Summary of Comparable Service Areas

Service Centres were rated significantly higher in satisfaction than Contact Centres for 'staff clearly explaining what you needed to know', 'the staff thoroughly handling your matter' and 'the speed of response'.

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.

# Summary of Specific Service Areas – Digital Services

## Summary

All service measures remained on par to results received in 2018. The convenience of being able to seek information at a time convenient to you received an extremely high level of satisfaction.

Q6i. *How satisfied or dissatisfied were you with each of the following in relation to your most recent use of an Access Canberra Digital Service.*

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

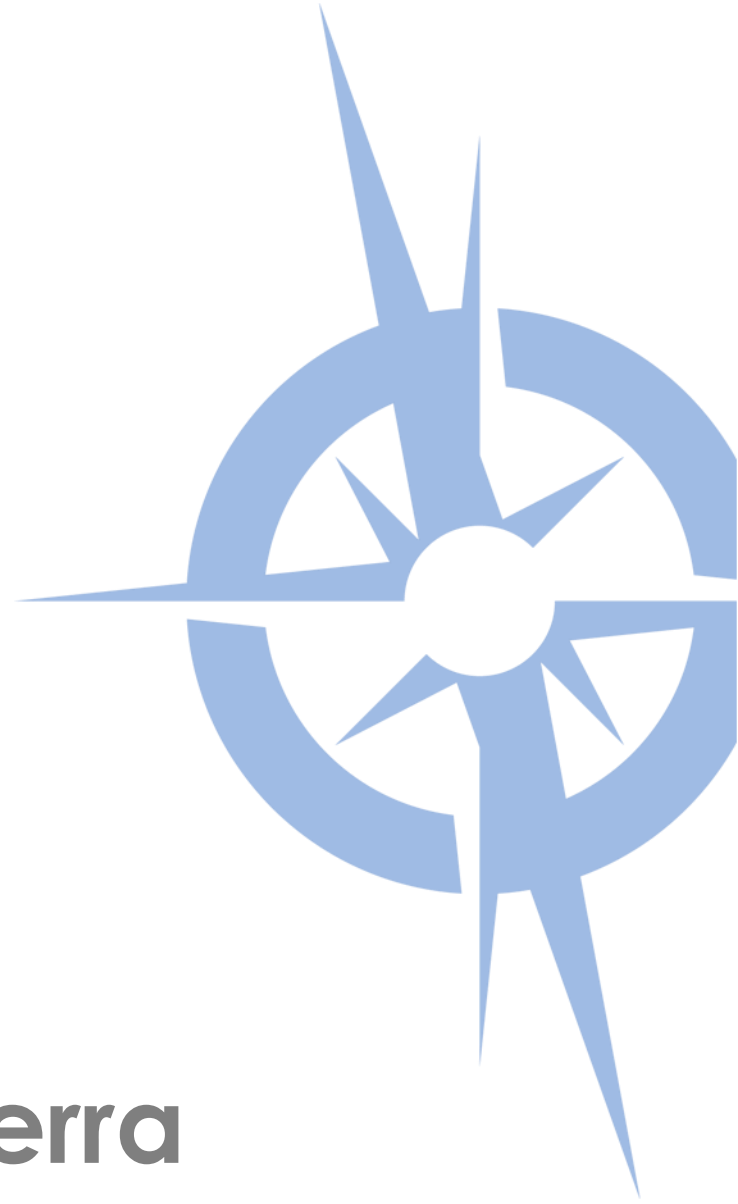
	2019			2018		
	T2 Box	Mean	CSI	T2 Box	Mean	CSI
Base	284-318					
The convenience of being able to seek information at a time convenient to you	96%	4.66	91.5	92%	4.63	90.7
How easy the information was to understand	87%	4.34	83.6	85%	4.31	82.8
How easy it was to undertake an online transaction such as complete an application form or make a payment	86%	4.31	82.7	86%	4.30	82.4
The service experience met my expectations	85%	4.31	82.6	82%	4.30	82.5
The process was straightforward and easy to understand	83%	4.26	81.6	84%	4.32	83.1
The depth of information provided	81%	4.13	78.3	79%	4.18	79.4
How easy it was to find the information you needed	79%	4.08	77.1	80%	4.11	77.9

Shaded cells = extremely high ratings

Scale: 1 = very dissatisfied, 5 = very satisfied

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





# **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

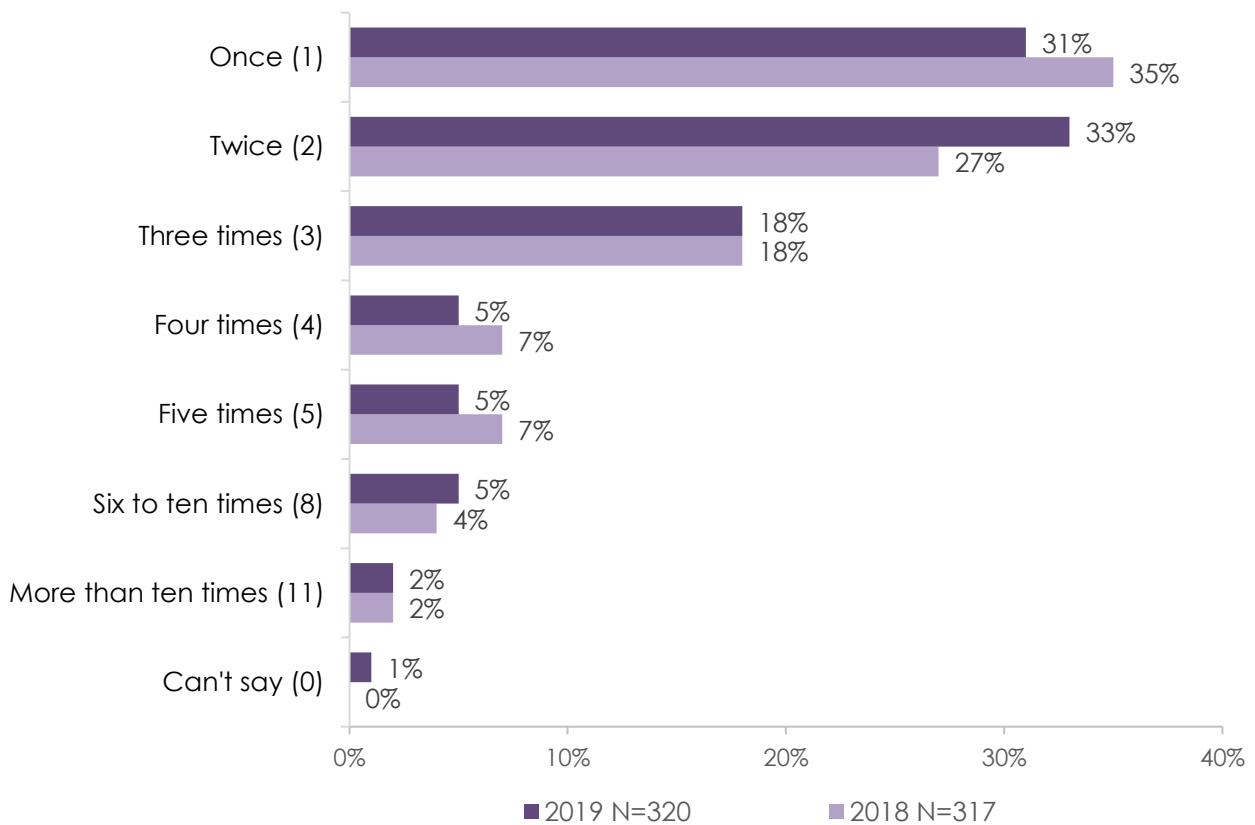
# Number of Visits to an Access Canberra Service Centre in the Past 12 Months

## Summary

Of those that have visited an Access Canberra Service Centre in the past 12 months, the average number of visits was 2.7 times (similar to last year), with 68% 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 2019	Overall 2018	Male	Female	18-24	25-44	45-64	65+
Number of visits	2.7	2.6	2.8	2.5	2.7	2.9	2.3 ▼	2.6
Base	316	317	149	168	38	140	93	45



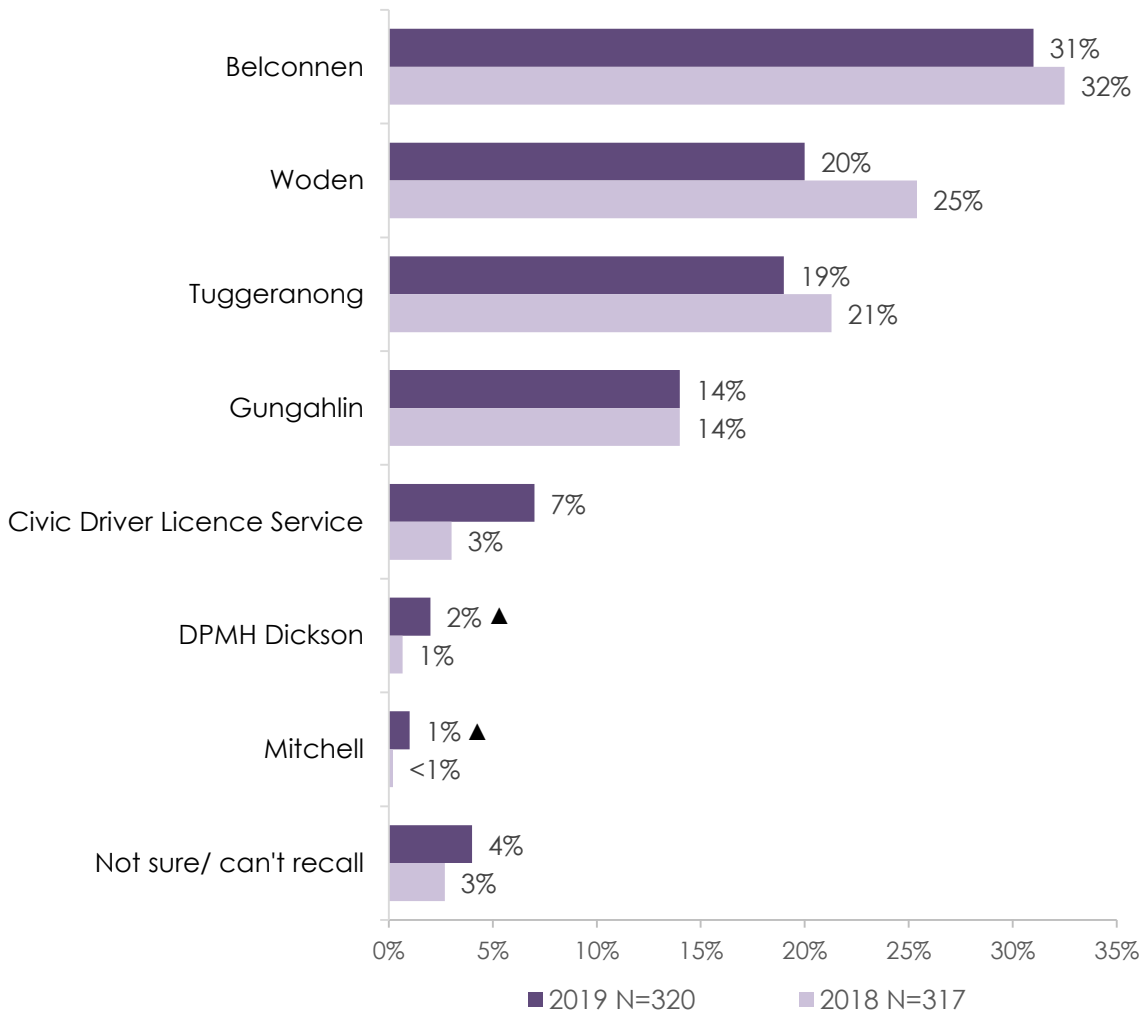
Note: numbers on chart labels in brackets represent the values used to calculate number of visits  
 'Can't say' responses have been excluded from the mean

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

## Summary

Similar to previous years, 'Belconnen', 'Woden' and 'Tuggeranong' remain the Service Centres most recently attended.

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



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





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

## Summary

58% of those that visited a Service Centre, did so over other channels, as they felt they were physically required to attend. Other reasons include the convenience and ease of speaking with someone face to face.

*Q4aaa. Thinking of that most recent visit, why in particular did you choose to visit an Access Canberra Service Centre rather than phone the Access Canberra Contact Centre or go online and use the Access Canberra Digital Services? (Open response)*

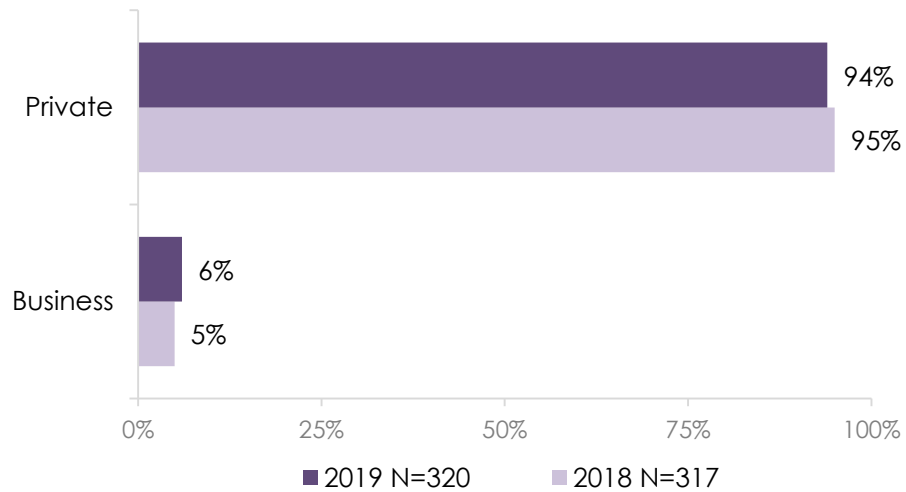
Reason for choosing the Service Centre	N=306
Physically required to visit in person e.g. licence, photo, eye test, provide documents, pick something up, needed to speak with someone for further clarification, complicated issue	58%
Convenience e.g. close to work, already in the area, familiar	15%
Easier e.g. easier to speak to someone in person	12%
Prefer face to face communication	7%
I didn't know you could do it online/another way	2%
Quicker e.g. than phone or using the website	2%
Website/phone takes too long/didn't help	2%
Can't access other services/service issues	1%
Do not have a computer/do not like to use computers	1%
I thought it was the best method to do what I needed	1%
Not sure how to do it online/on the phone/confusing/too old	1%
Think that it is the best way to solve my problem	1%
Wanted customer service information	1%
Easy parking	<1%
Impossible to have my father talk on the phone as he is deaf	<1%
Not sure	3%

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

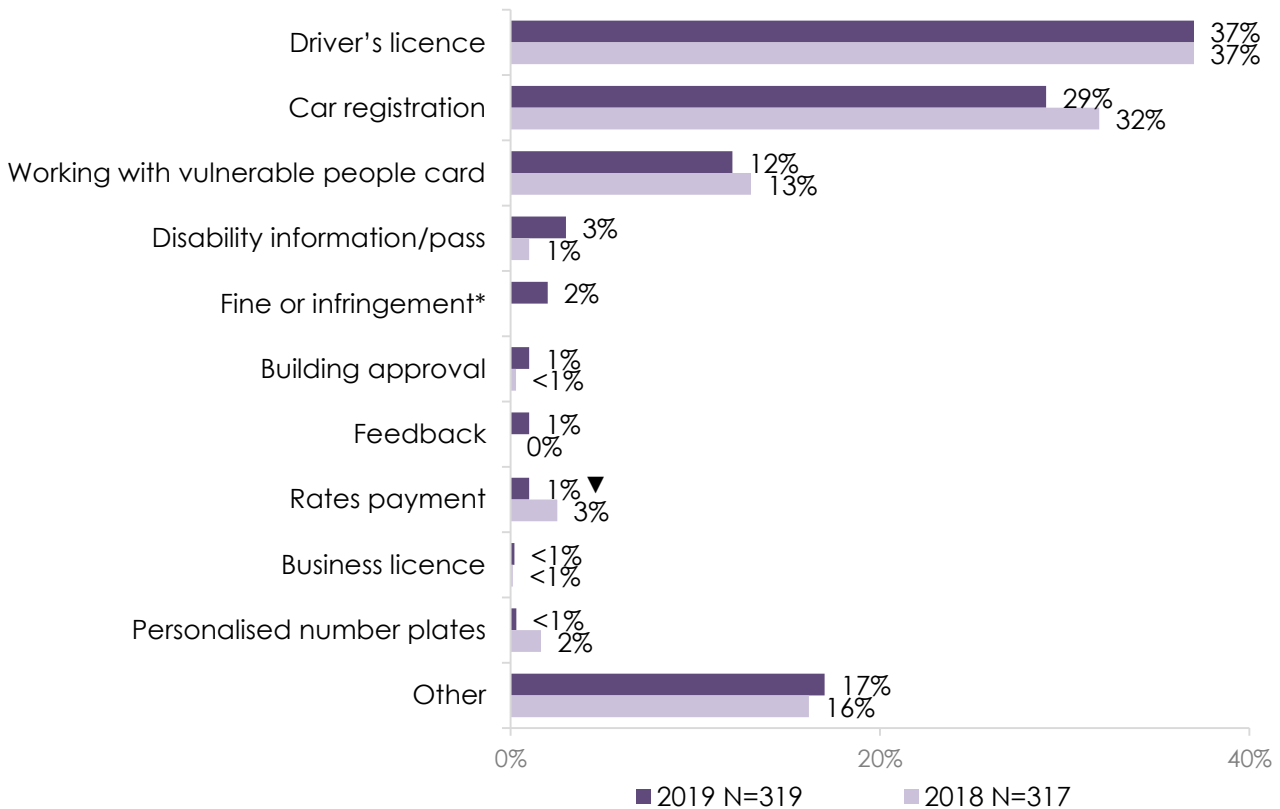
## Summary

Similar to last year, the vast majority of contacts with Access Canberra Service Centres was for 'private' purposes (94%). Again, contact was primarily in regards to a driver's licence (37%) and car registration (29%).

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



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



▲ ▼ = significantly higher/lower percentage (by year)  
 \*New in 2019. See Appendix A for 'other specified' responses

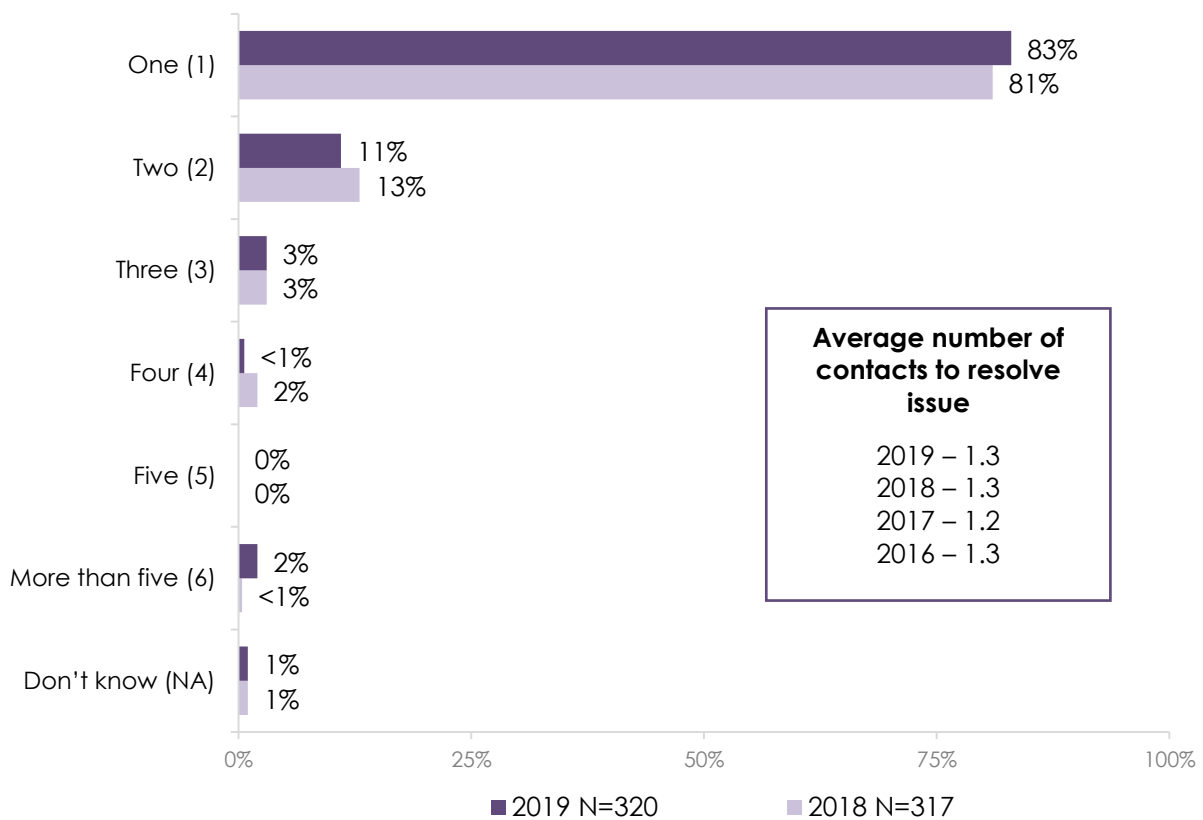
# Number of Contacts to Resolve Issue

## Summary

83% of residents that visited an Access Canberra Service Centre had their issue resolved after the first contact. The average number of contacts to resolve an issue has remained steady since 2016 and remains on par across the four main Service Centres visited.

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

	Overall 2019	Overall 2018	Service Centre visited				Reason for visit	
			Belconnen	Woden	Tuggeranong	Gungahlin	Driver's licence	Car registration
<b>Average</b>	1.3	1.3	1.3	1.2	1.2	1.4	1.2	1.4
One time	83%	81%	81%	86%	90%	72%	93%▲	83%
Two times	11%	13%	12%	6%	8%	21%	4%	7%
Base	320	317	98	65	62	46	119	93



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

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

# Ease of Dealing with Access Canberra Service Centre

## Summary

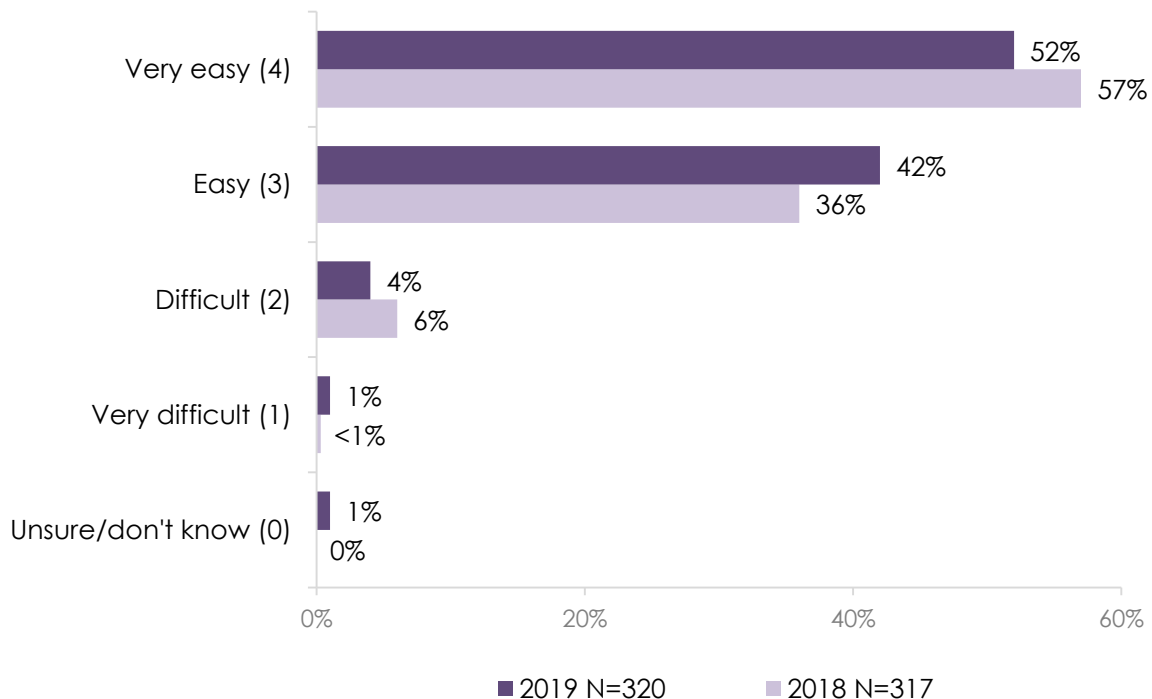
94% of those that visited a Service Centre in the past 12 months stated that it was very easy/easy to deal with.

Unsurprisingly, those who had their issue resolved after just one visit were significantly more likely to find the Service Centre easy to deal with. Results by Service Centre recently visited were on par, with the level of ease marginally higher for Tuggeranong.

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

	Overall 2019	Overall 2018	Service Centre				Reason for visit		Number of contacts to resolve issue	
			Belconnen	Woden	Tuggeranong	Gungahlin	Driver's licence	Car registration	One	More than one
Mean rating	3.45	3.50	3.44	3.31	3.61	3.48	3.45	3.34	3.50▲	3.15
Base	318	317	98	65	60	46	119	93	265	50

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



Scale: 1 = very difficult, 4 = very easy

Note: 'unsure/don't know' is not included in the mean



# Ease of Dealing with Access Canberra Service Centre

## Summary

Completing a transaction in one visit and how quickly a person is served are key drivers for how respondents rate the ease of dealing with an Access Canberra Service Centre, with 49% of those stating it was very easy mentioning it was 'quick – didn't have to wait long' and having to wait a long time was the leading reason for those stating it was very difficult/difficult.

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

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

	How easy was it to deal with the Service Centre	
	Easy (42%)	Very easy (52%)
Able to complete in one visit	49%	46%
Quick – didn't have to wait long	33%	49%
Person was knowledgeable	27%	39%
Had to wait a long time	16%	5%
Other	13%	12%
Base	133	166

	How easy was it to deal with the Service Centre	
	Very difficult – difficult (5%)	
Had to wait a long time	54%	
Person didn't appear to be knowledgeable	22%	
Had to come back	20%	
Other	34%	
Base	19	

See Appendix A for 'other specified' responses



# Satisfaction with Service Received at Service Centre

## Summary

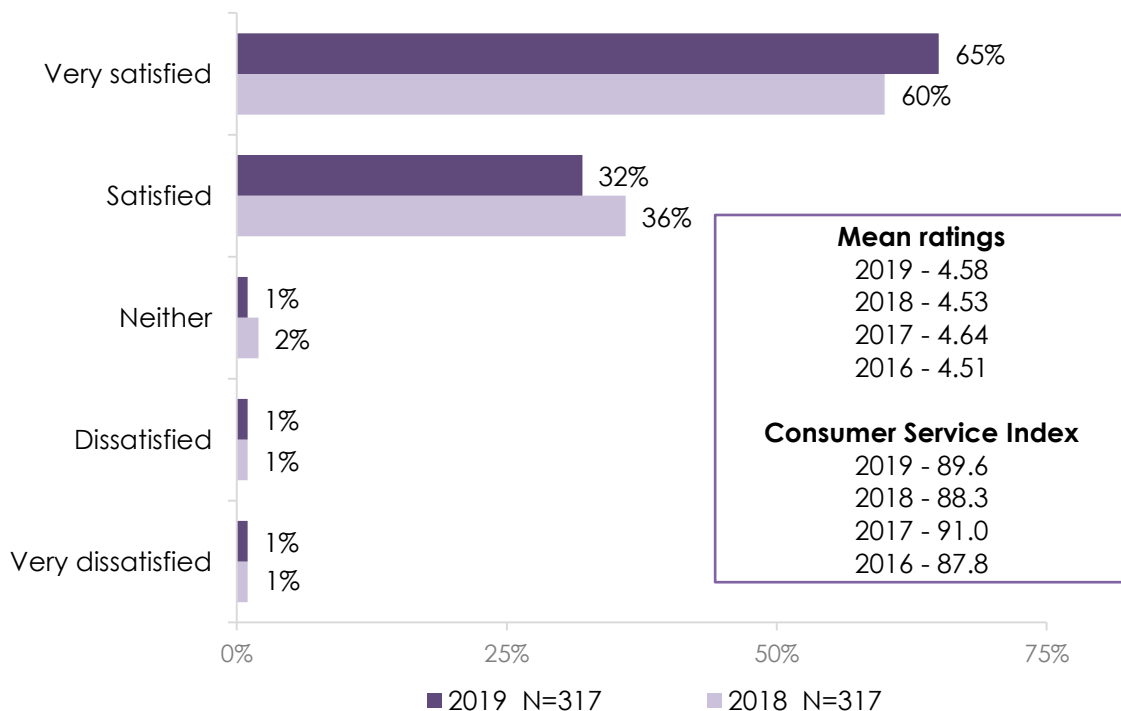
97% of residents that visited an Access Canberra Service Centre in the past 12 months stated that overall, they were satisfied/very satisfied with the service they received.

Residents aged 18-24 and those that had to only visit once to resolve their issue, were marginally more likely to be satisfied (we are unlikely to find significant differences by sub-samples when overall reactions are so positive).

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

	Overall 2019	Overall 2018	Male	Female	18-24	25-44	45-64	65+
Mean rating	4.58	4.53	4.57	4.60	4.77	4.49	4.63	4.64
CSI Score	89.6	88.3	89.2	89.9	94.1	87.2	90.8	91.0
Base	317	317	152	164	36	141	95	45

	Service Centre				Reason for visit		Number of contacts to resolve issue	
	Belconnen	Woden	Tuggeranong	Gungahlin	Driver's licence	Car registration	One	More than one
Mean rating	4.64	4.57	4.59	4.64	4.60	4.48	4.63	4.34
CSI Score	90.9	89.3	89.9	90.9	89.9	86.9	90.7	83.4
Base	98	65	61	46	117	91	263	50



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

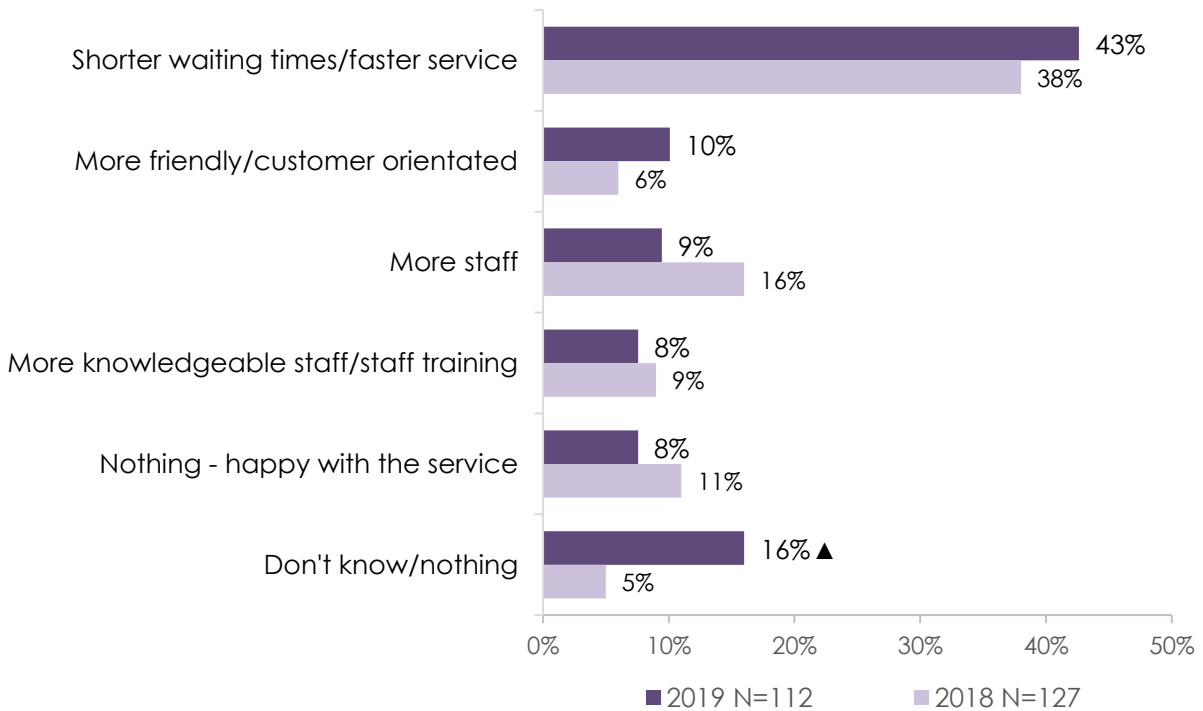
# Satisfaction with Service Received at Service Centre

## Summary

Of the residents that have visited a Service Centre in the past 12 months but were less than 'very satisfied' with the service, 43% stated that having shorter waiting times and a faster service would transition them to being very satisfied with the service.

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

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



See Appendix A for responses <8%

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



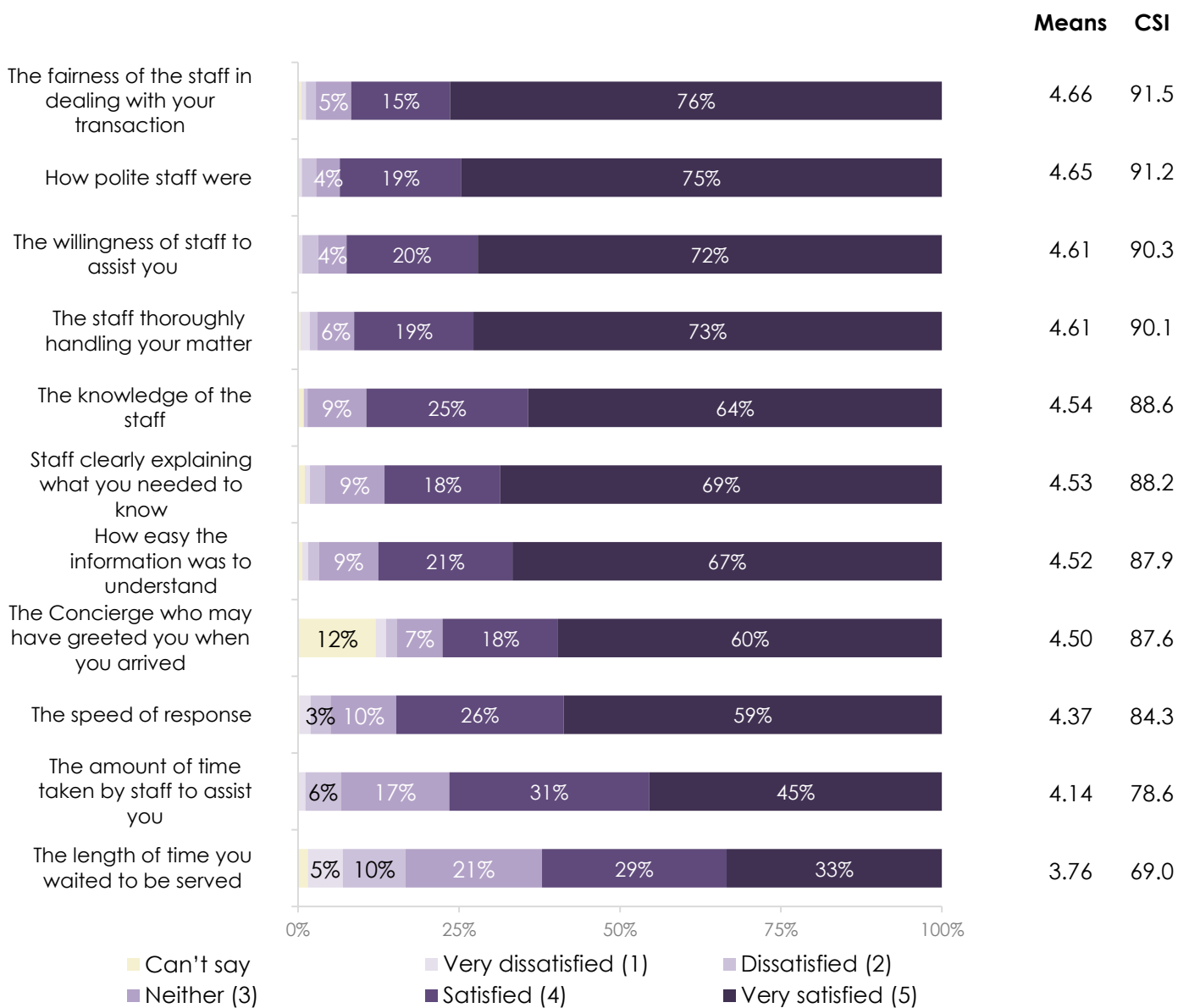
# Satisfaction with Specific Services Received at Service Centre

## Summary

Satisfaction with specific services received at Service Centres remain on par with 2018, with 8 of the 11 measures receiving extremely high levels of satisfaction. The fairness of staff was rated the highest, with 76% committing to the top box, stating they were very satisfied – followed very closely by the politeness, willingness and thoroughness of staff, .

Note that the three lowest scoring attributes all deal with time-related measures. Interestingly, residents aged 65+ were significantly more satisfied with time-related measures (speed of response, time taken for assistance and length of time waited).

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



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



# 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	
	2019	2018	2019	2018
The fairness of the staff in dealing with your transaction	4.66	4.74	91.5	93.6
How polite staff were	4.65	4.62	91.2	90.6
The willingness of staff to assist you	4.61	4.69	90.3	92.3
The staff thoroughly handling your matter	4.61	4.69	90.1	92.1
The knowledge of the staff	4.54	4.58	88.6	89.4
Staff clearly explaining what you needed to know	4.53	4.61	88.2	90.4
How easy the information was to understand	4.52	4.59	87.9	89.9
The Concierge who may have greeted you when you arrived	4.50	4.42	87.6	85.6
The speed of response	4.37	4.42	84.3	85.4
The amount of time taken by staff to assist you	4.14	4.31	78.6	82.8
The length of time you waited to be served	3.76	3.64	69.0	66.0

	Male	Female	18-24	25-44	45-64	65+
The fairness of the staff in dealing with your transaction	4.66	4.66	4.90▲	4.57	4.66	4.74
How polite staff were	4.68	4.62	4.79	4.56	4.66	4.78▲
The willingness of staff to assist you	4.61	4.61	4.62	4.61	4.58	4.68
The staff thoroughly handling your matter	4.58	4.63	4.73	4.55	4.59	4.69
The knowledge of the staff	4.55	4.54	4.73	4.43▼	4.57	4.67
Staff clearly explaining what you needed to know	4.51	4.54	4.73	4.46	4.50	4.65
How easy the information was to understand	4.53	4.50	4.68	4.46	4.46	4.70▲
The Concierge who may have greeted you when you arrived	4.49	4.52	4.61	4.57	4.30	4.61
The speed of response	4.40	4.35	4.45	4.31	4.33	4.60▲
The amount of time taken by staff to assist you	4.15	4.14	4.38	3.96▼	4.15	4.51▲
The length of time you waited to be served	3.83	3.69	4.11	3.62	3.62	4.19▲

	Couple with children	Couple	Single/living alone	Group/shared household	Single parent
The fairness of the staff in dealing with your transaction	4.62	4.78	4.50	4.79	4.63
How polite staff were	4.61	4.75	4.54	4.76	4.72
The willingness of staff to assist you	4.62	4.72	4.44	4.79	4.35
The staff thoroughly handling your matter	4.68	4.59	4.42	4.74	4.82
The knowledge of the staff	4.53	4.60	4.47	4.74	4.56
Staff clearly explaining what you needed to know	4.54	4.61	4.38	4.57	4.63
How easy the information was to understand	4.39	4.61	4.52	4.61	4.63
The Concierge who may have greeted you when you arrived	4.57	4.51	4.39	4.49	4.11
The speed of response	4.44	4.44	4.10	4.62	3.90
The amount of time taken by staff to assist you	4.13	4.16	4.08	4.48	3.83
The length of time you waited to be served	3.76	3.67	3.72	4.16	3.42

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

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

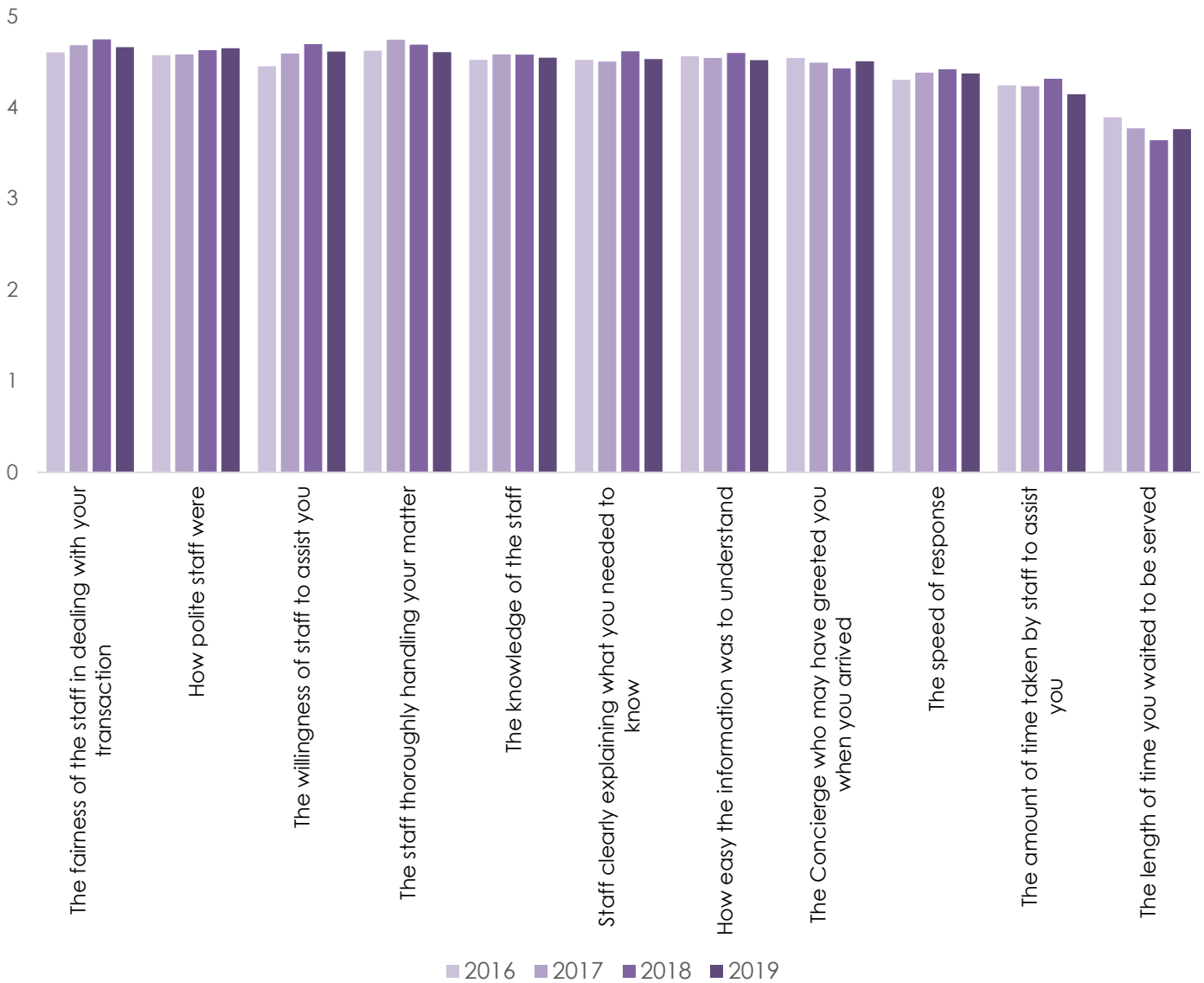
▲▼ = significantly higher/lower satisfaction (by group)



# Satisfaction with Specific Services Received at Service Centre

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

Satisfaction with Specific Services Trend Data



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

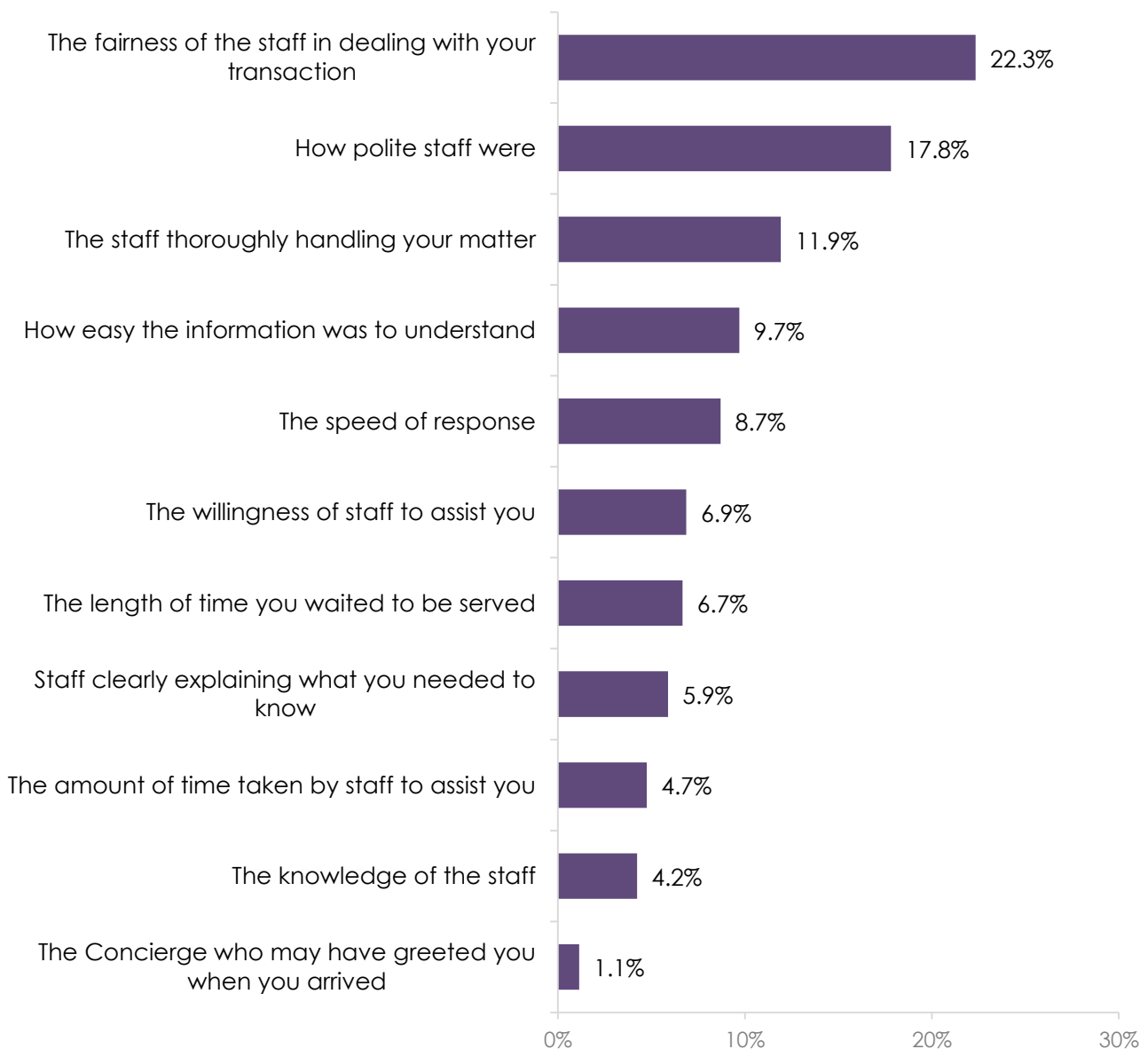


# Drivers of Overall Satisfaction with Service Centres

## Access Canberra Service Centres

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

'The fairness of the staff in dealing with your transaction' and 'how polite staff were' were the dominant drivers of overall satisfaction at Access Canberra Service Centres.



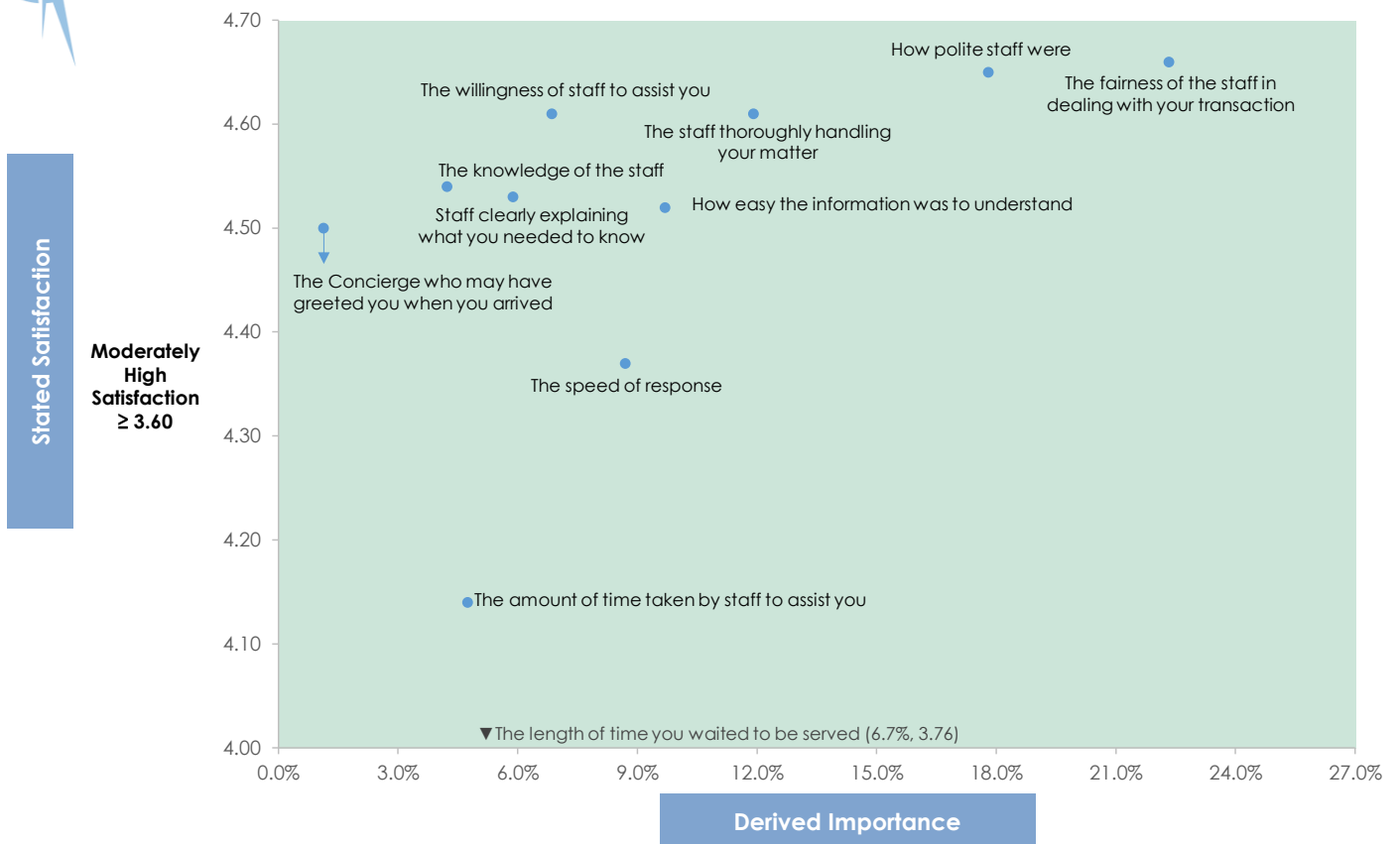
# Drivers of Overall Satisfaction with Service Centres

## Access Canberra Service Centres

The chart below plots the 2019 Shapley Regression score from the previous page against residents' stated satisfaction for Service Centres. As in 2018, 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. That said, the chart below highlights that two time-related variables ('length of time you waited to be served' and to a lesser extent, 'The amount of time taken by staff to assist you') are areas which the Service Centres should focus on improving.



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





# **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

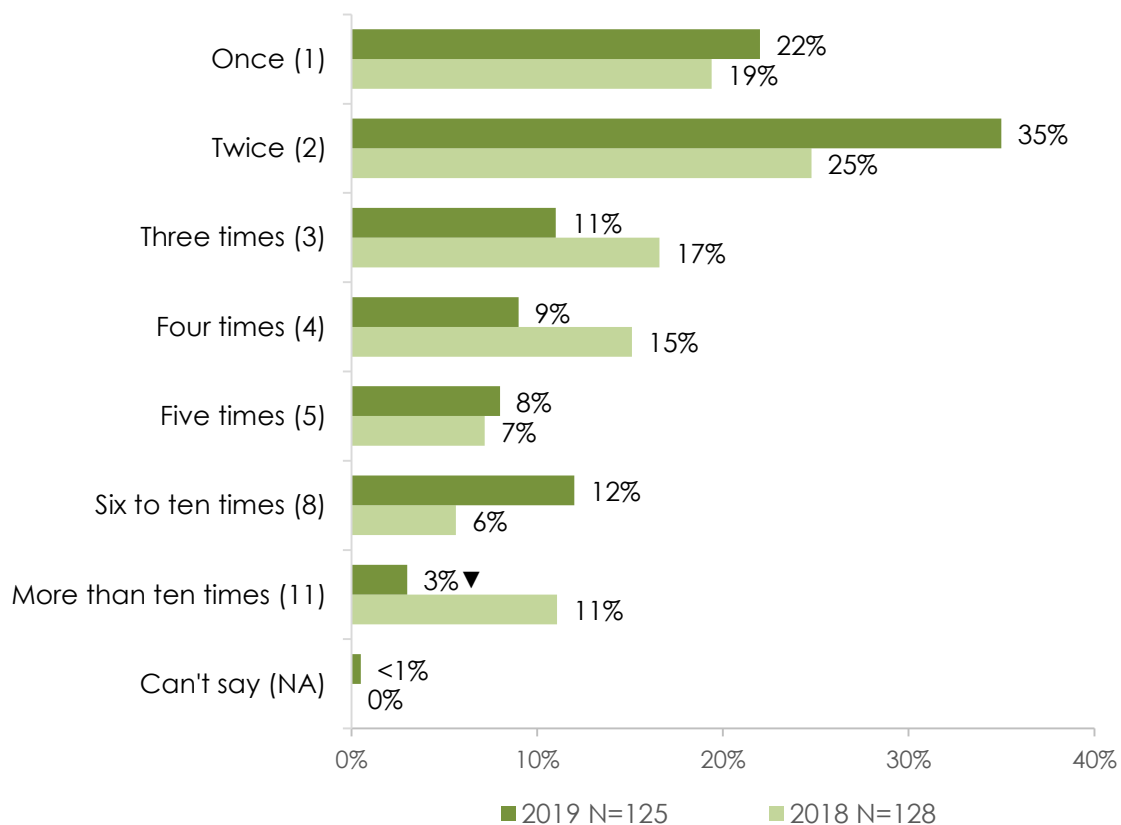
## Summary

Of the residents that have called the Access Canberra Telephone Contact Centre in the past 12 months, the average number of calls was 3.3, a reduction from last year. Females and those aged 65+ called a marginally higher number of times.

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 2019	Overall 2018	Male	Female	18-24	25-44	45-64	65+
Number of calls	3.3	3.8	2.9	3.7	N/A	3.3	3.0	3.9
Base	124	128	62	63	N/A	59	45	21

Note: no 18-24-year olds answered this question



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

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

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



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

## Summary

The leading reasons as to why residents chose the Access Canberra Contact Centre rather than other channels was ease, convenience and a lack of resolution online.

Q5aaa. Why in particular did you choose to call the Access Canberra Contact Centre rather than visit an Access Canberra Service Centre or go online and use the Access Canberra Digital Services? (Open response)

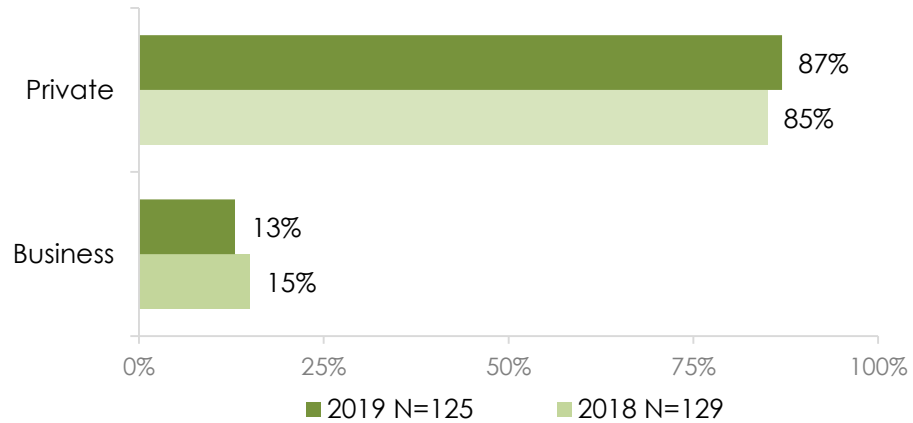
Reason for choosing the Contact Centre	N=125
Easier e.g. easier to speak with someone, unsure who to speak with, easier to access, limited mobility	24%
Convenience e.g. calling rather than going into a centre, after hours and during business hours, centre too far away	20%
Couldn't resolve online/difficulty with the website e.g. not clear enough, not sure how to do it online	17%
Quicker/wanted to speak with someone quickly/wanted the issue resolved quickly	12%
Needed more detailed information	10%
Following up on an issue	6%
Prefer to speak with someone over the phone	6%
No computer/internet access/do not like online	4%
To report an issue/pay a fine/make an appointment	4%
Did not know of other existing services	1%
I rang and was told to do it online	1%
I visited the centre and was advised to make a phone call	1%
I was doing a mental health plan which had to be completed over the phone only	1%
Don't know	3%

# Details of Most Recent Telephone Contact Centre

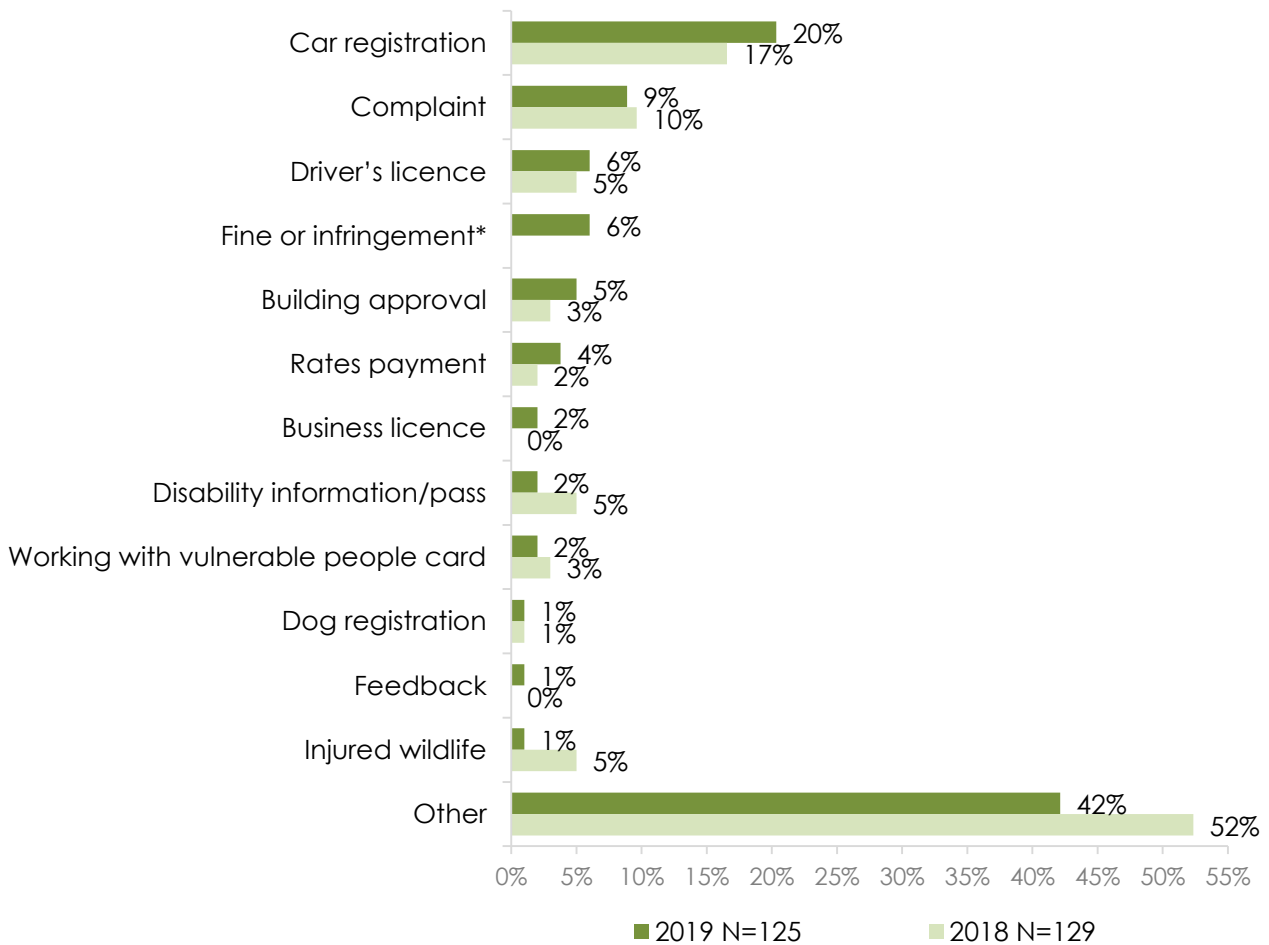
## Summary

87% of residents that telephoned the Contact Centre were calling in regards to a private issue. Similar to 2018, the most common enquires regarded car registration (20%) and making a complaint (9%). 6% of those calling the Contact Centre did so in relation to a fine or infringement.

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? (Pre coded)



\*New in 2019 See Appendix A for other specified



# Number of Contacts to Resolve Issue

## Summary

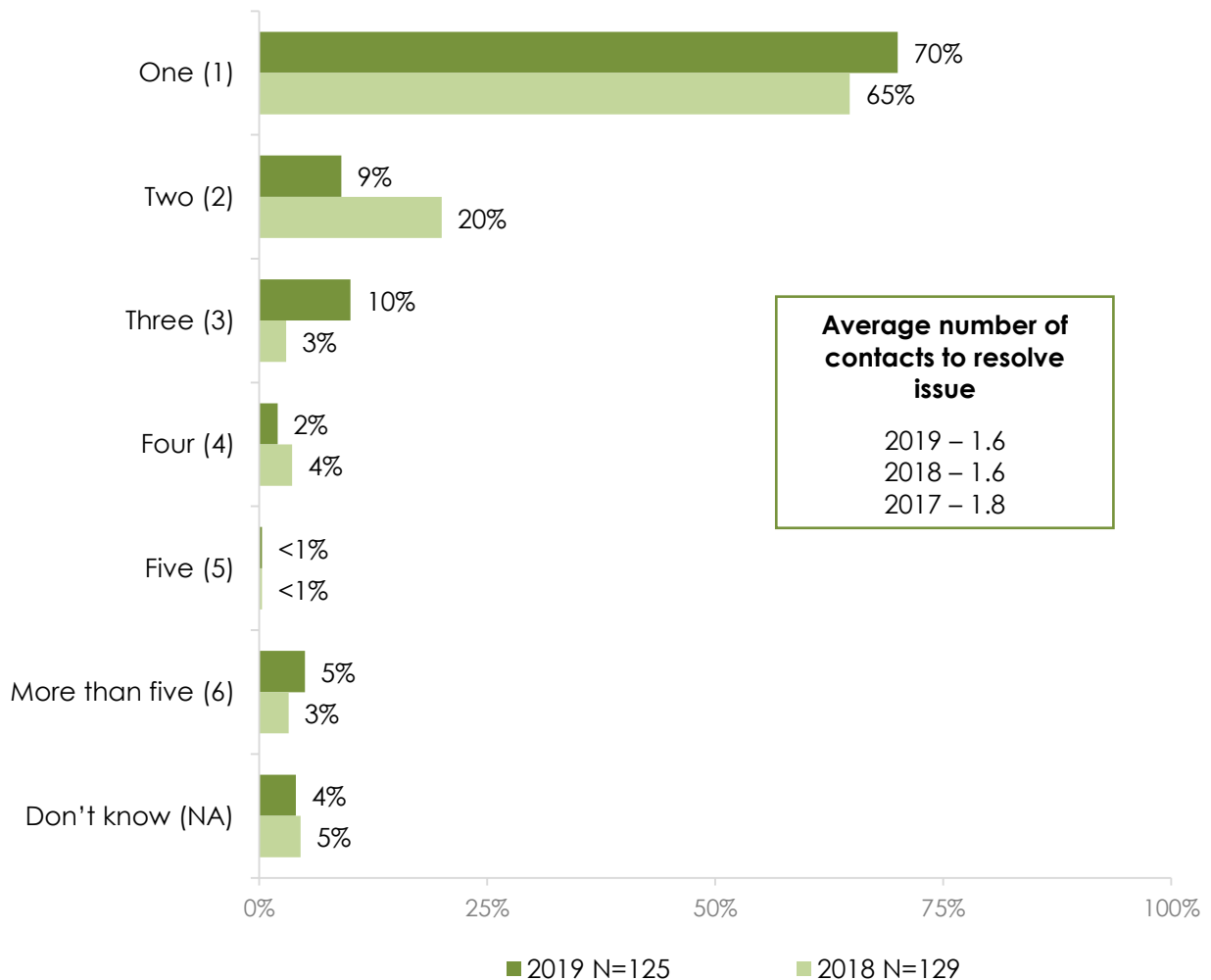
70% of residents were able to have their issue resolved after the first contact with the Contact Centre, with residents on average requiring 1.6 contacts – on par with 2018, but higher than other channels.

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

	Overall 2019	Gender		Age				Reason for contact	
		Male	Female	18-24	25-44	45-64	65+	Car registration	Complaint
Number of visits	1.6	1.4	1.9	N/A	1.6	1.7	1.5	1.7	2.3
Base	120	60	60	N/A	57	43	20	25	11*

\*caution low base size

Note: No 18-24-year olds answered this question



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

'Don't know' has not been included in the mean

# Ease of Dealing with Access Canberra Contact Centre

## Summary

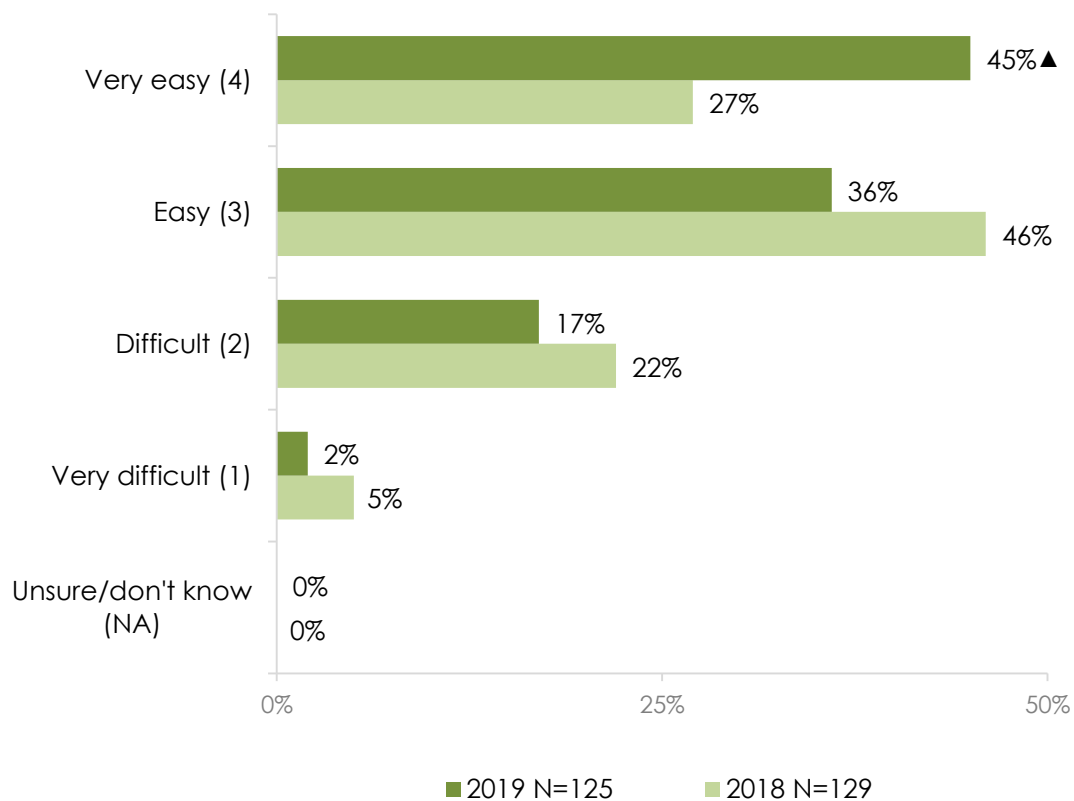
Ease of dealing with the Access Canberra telephone Contact Centre significantly improved compared to 2018, with significantly more stating it was very easy (45% cf. 27%).

Ease of dealing with the Contact Centre appears to decrease with age and was significantly higher for those that had their issue resolved after one contact.

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

	Overall 2019	Overall 2018	Gender		Age				Number of contacts to resolve issue	
			Male	Female	18-24	25-44	45-64	65+	One	More than one
Mean rating	3.25▲	2.95	3.26	3.25	N/A	3.33	3.26	3.05	3.47▲	2.73
Base	125	129	62	63	N/A	59	45	22	87	33

Note: No 18-24-year olds answered this question



Scale: 1 = very difficult, 4 = very easy

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

# Ease of Dealing with Access Canberra Contact Centre

## Summary

Having a knowledgeable person on the telephone (49%), being able to complete the request in one call (45%) and not having to wait long (43%), were the leading reasons for residents feeling that it was easy/very easy to deal with the Access Canberra Contact Centre.

The wait time (63%) is the dominant reason given by residents that stated they found it difficult/very difficult and 38% of those also stated they had a poor experience after being transferred.

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)? (Pre coded)

	How easy was it to deal with the Access Canberra Contact Centre
	Easy - very easy (81%)
Person was knowledgeable	49%
Able to complete in one call	45%
Quick, didn't have to wait long	43%
Had to wait a long time	7%
Transferred and had a poor experience	2%
Other	8%
Base	102

	How easy was it to deal with the Access Canberra Contact Centre
	Difficult - very difficult (19%)
Had to wait a long time	63%
Transferred and had a poor experience	38%
Person didn't appear to be knowledgeable	24%
Quick, didn't have to wait long	2%
Other	21%
Base	23

Please see Appendix A for other specified



# Satisfaction with Service Received from the Contact Centre

## Summary

Overall satisfaction with the Contact Centre significantly improved from 2018, with 93% stating they were satisfied/very satisfied with the service.

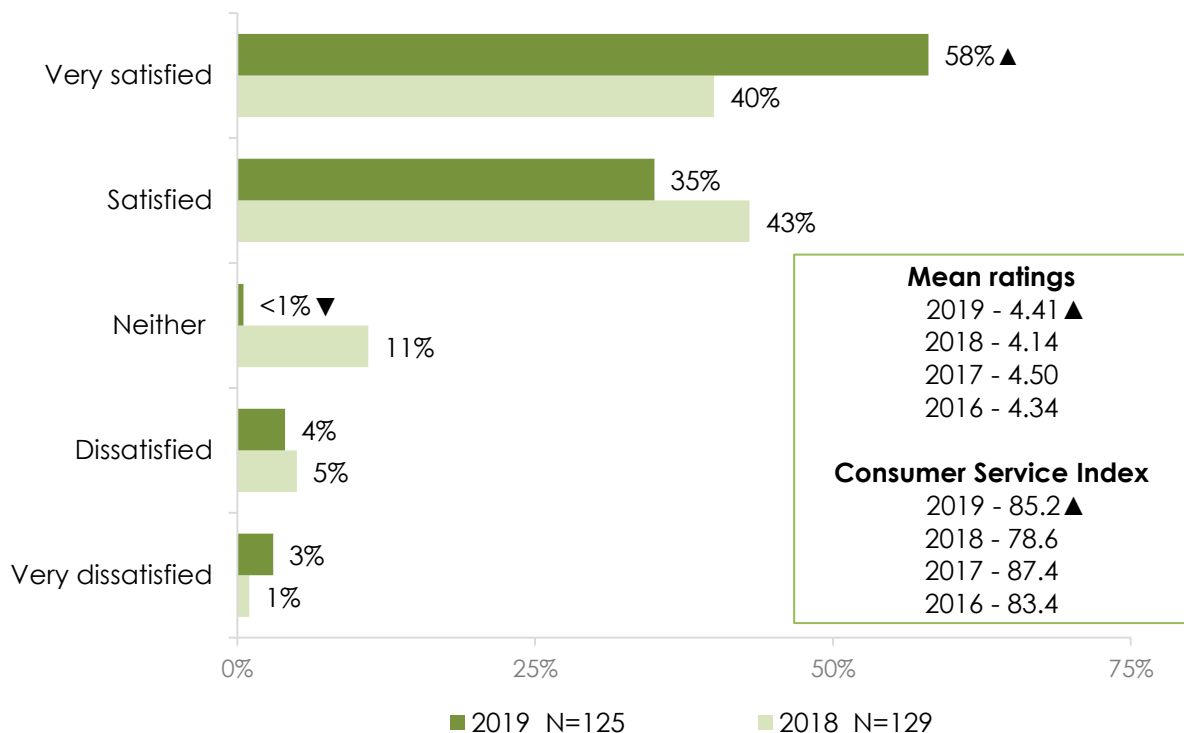
Similar to the ease of the service, satisfaction decreases with age and is greater for those that had their contact resolved after the first contact.

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

	Overall 2019	Overall 2018	Gender		Age				Number of contacts to resolve issue	
			Male	Female	18-24	25-44	45-64	65+	One	More than one
Mean rating	4.41▲	4.14	4.50	4.32	N/A	4.51	4.41	4.12	4.64▲	3.89
CSI	85.2▲	78.6	87.5	82.9	N/A	87.7	85.3	78.1	91.1▲	72.2
Base	125	129	62	63	N/A	59	45	22	87	33

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

Note: no 18-24-year olds answered this question



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

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



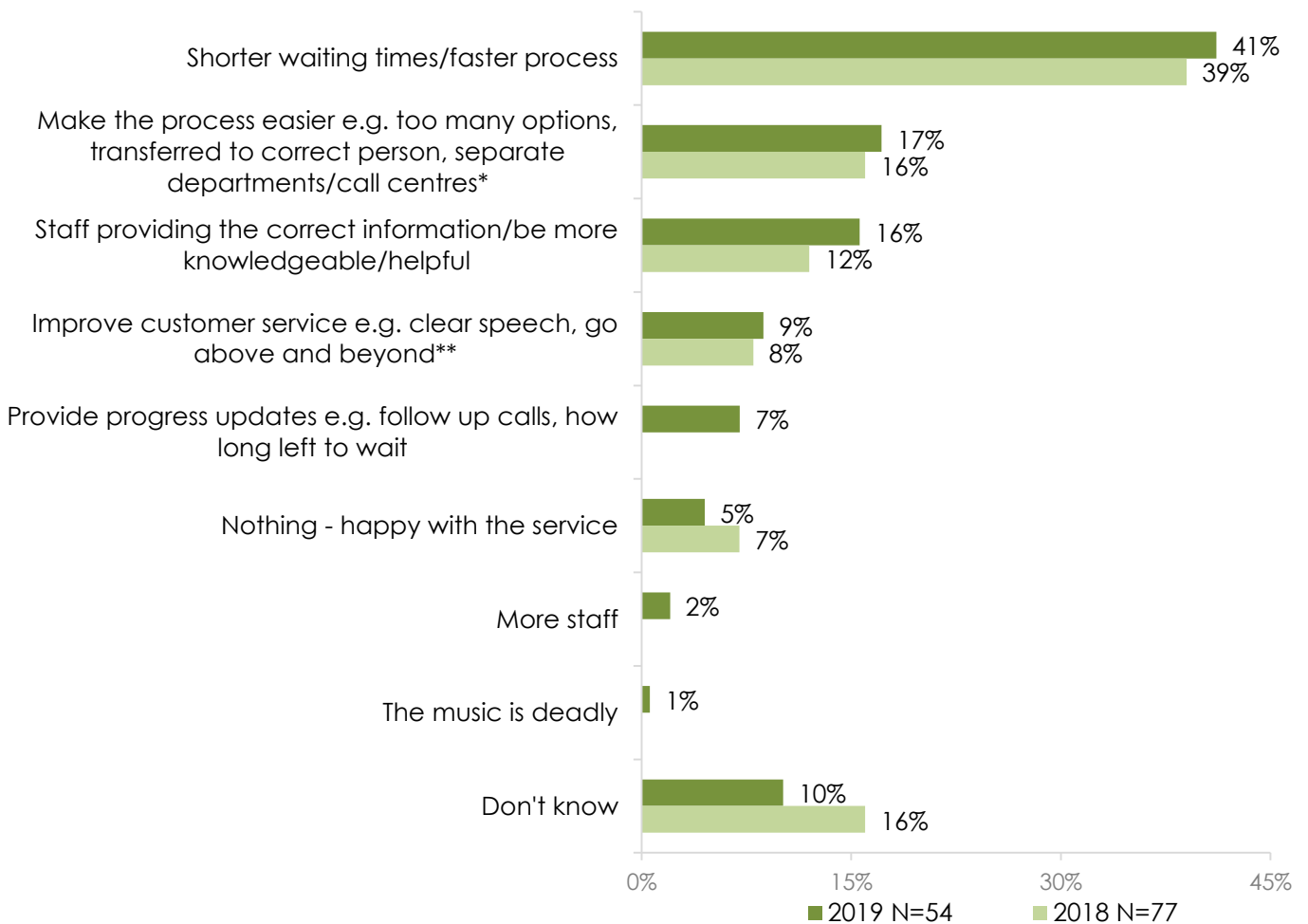
# Satisfaction with Service Received from the Contact Centre

## Summary

A faster and easier process were the leading reasons that could transition residents from lower to higher levels of satisfaction.

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

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



\*Compared to 'ability to contact the correct person directly' (2018)

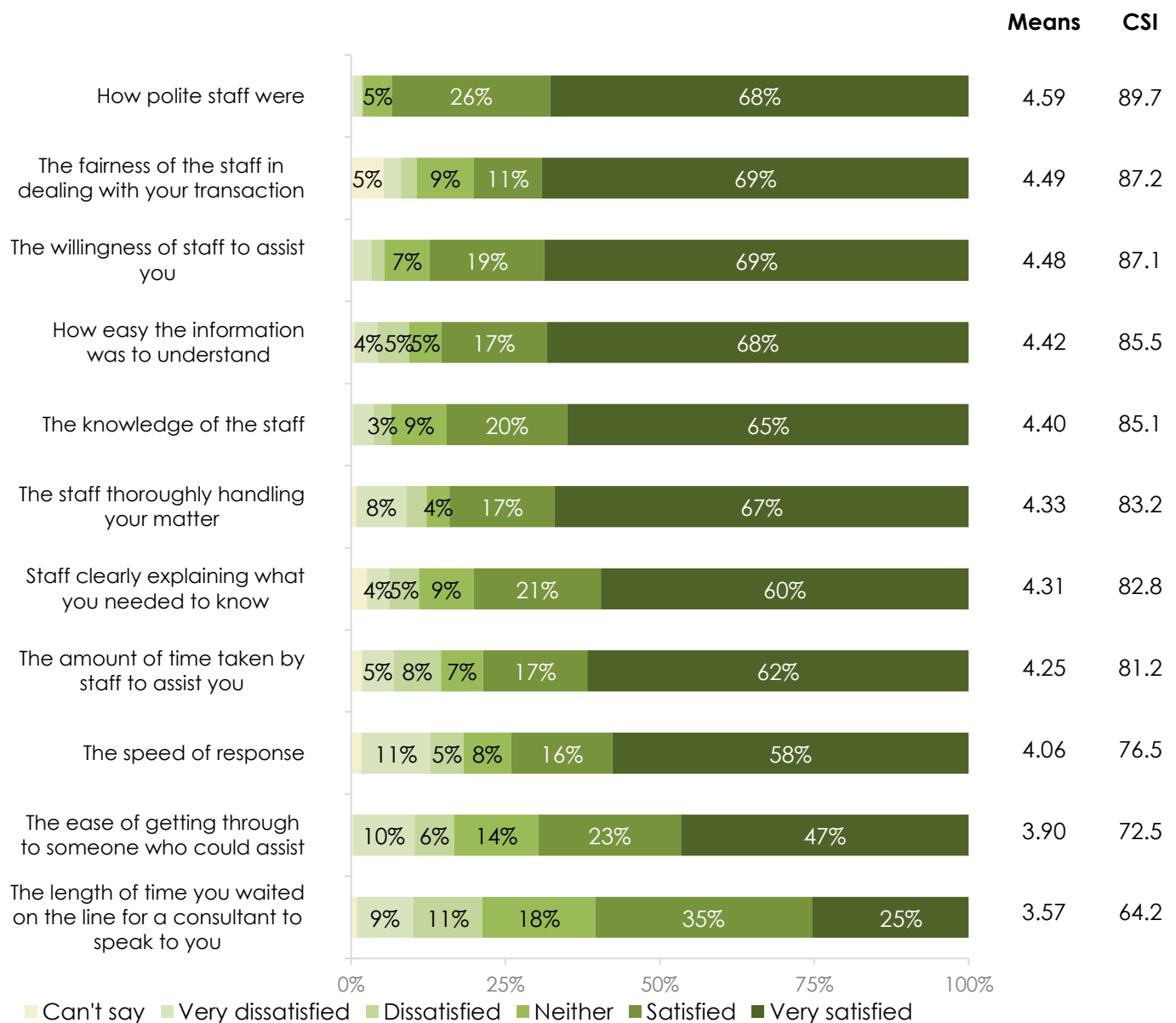
\*\* Compared to 'more personality/better attitude of staff' (2018)

# Satisfaction with Specific Services Received from the Contact Centre

## Summary

94% of those that had made contact with the Access Canberra Contact Centre were satisfied/very satisfied with the politeness of staff. Compared to 2018, satisfaction was significantly higher with the knowledge of staff and the length of time waited.

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 service?



Base: N=125

Note: labels of ≤3% 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 call to the Access Canberra telephone service?

	Mean ratings		CSI scores	
	2019	2018	2019	2018
How polite staff were	4.59	4.52	89.7	88.0
The fairness of the staff in dealing with your transaction	4.49	4.37	87.2	84.2
The willingness of staff to assist you	4.48	4.42	87.1	85.6
How easy the information was to understand	4.42	4.21	85.5	80.3
The knowledge of the staff	4.40▲	4.03	85.1▲	75.8
The staff thoroughly handling your matter	4.33	4.17	83.2	79.3
Staff clearly explaining what you needed to know	4.31	4.02	82.8	75.6
The amount of time taken by staff to assist you	4.25	4.00	81.2	75.1
The speed of response	4.06	3.74	76.5	68.4
The ease of getting through to someone who could assist	3.90	3.53	72.5	63.2
The length of time you waited on the line for a consultant to speak to you	3.57▲	3.04	64.2▲	51.0

	Male	Female	18-24	25-44	45-64	65+
How polite staff were	4.56	4.62		4.59	4.67	4.40
The fairness of the staff in dealing with your transaction	4.36	4.61		4.55	4.53	4.23
The willingness of staff to assist you	4.51	4.45		4.65	4.36	4.26
How easy the information was to understand	4.54	4.30		4.57	4.34	4.16
The knowledge of the staff	4.38	4.43		4.52	4.45	3.98▼
The staff thoroughly handling your matter	4.25	4.40		4.40	4.39	4.00
Staff clearly explaining what you needed to know	4.30	4.32		4.53	4.22	3.87▼
The amount of time taken by staff to assist you	4.01	4.47		4.44	4.18	3.85▼
The speed of response	4.06	4.06		4.26	3.96	3.70
The ease of getting through to someone who could assist	3.88	3.92		4.12	3.80	3.52
The length of time you waited on the line for a consultant to speak to you	3.53	3.61		3.79	3.44	3.23

	Couple with children	Couple	Single/living alone	Group/shared household*	Single parent *
How polite staff were	4.58	4.54	4.56	4.73	5.00
The fairness of the staff in dealing with your transaction	4.55	4.53	4.18	4.26	5.00
The willingness of staff to assist you	4.46	4.48	4.40	4.69	5.00
How easy the information was to understand	4.34	4.45	4.38	4.73	5.00
The knowledge of the staff	4.43	4.44	4.24	4.16	5.00
The staff thoroughly handling your matter	4.43	4.34	3.90	4.42	5.00
Staff clearly explaining what you needed to know	4.30	4.41	4.04	4.26	5.00
The amount of time taken by staff to assist you	4.38	4.31	3.53	4.68	5.00
The speed of response	4.03	4.14	3.74	4.31	5.00
The ease of getting through to someone who could assist	3.80	3.93	3.84	4.16	5.00
The length of time you waited on the line for a consultant to speak to you	3.45	3.83	3.31	3.73	4.00

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

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

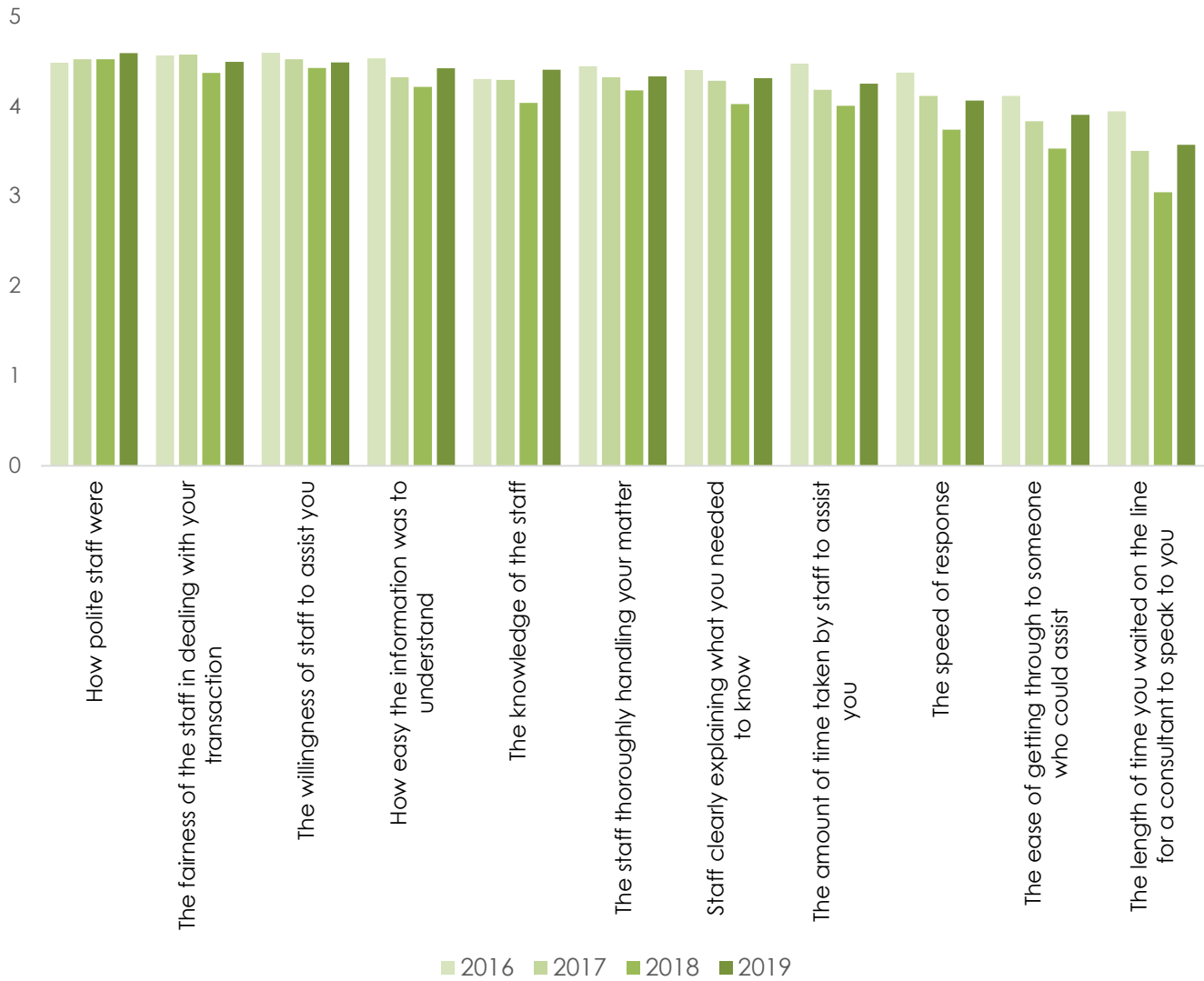
▲▼ = significantly higher/lower satisfaction (by group)

\*Caution small base size

# 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 service?

Satisfaction with Specific Services Trend Data



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

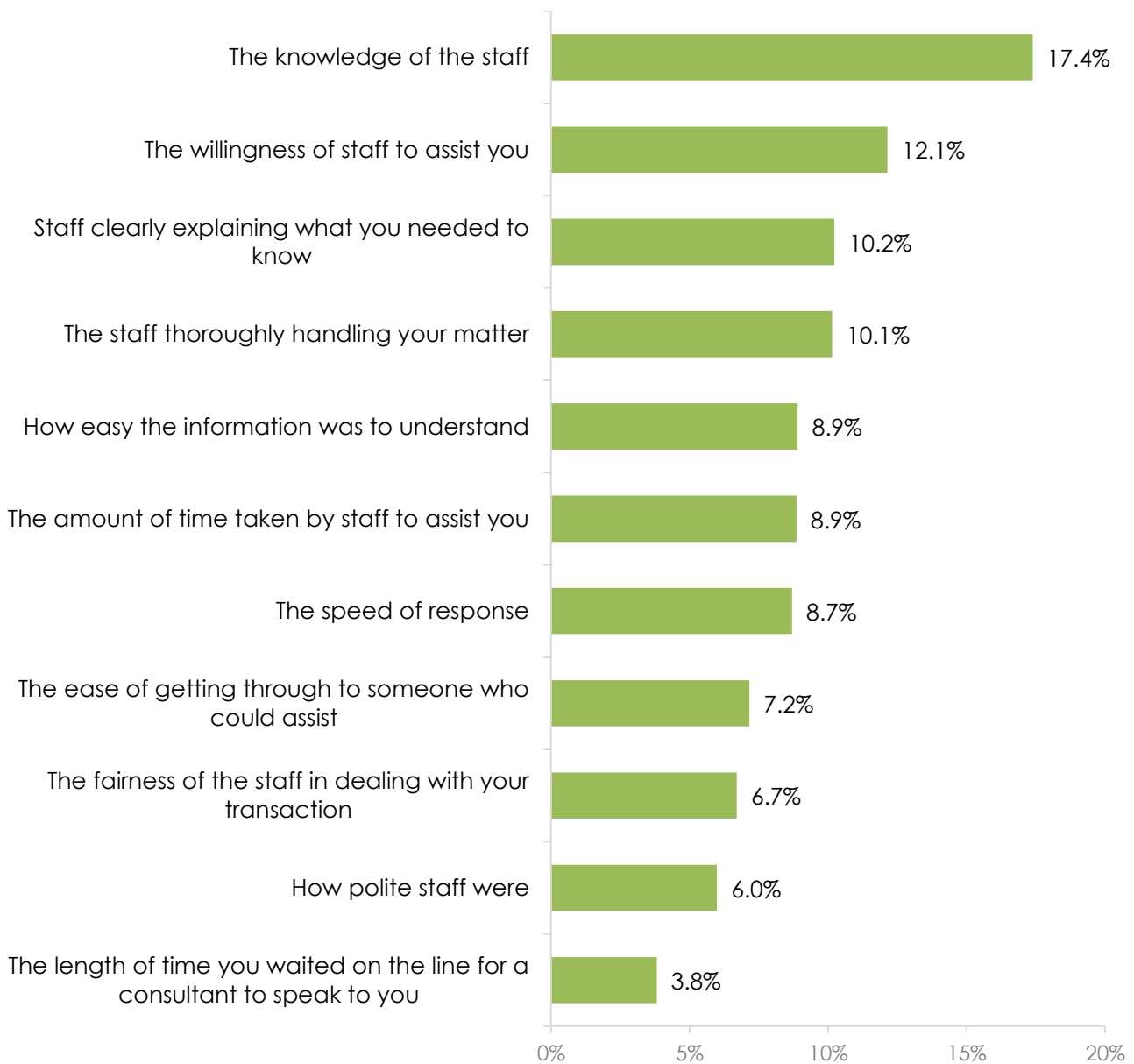


# Drivers of Overall Satisfaction with the Contact Centre

## 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. Information/knowledge attributes dominate, accounting for over a third of the Shapley values ('The knowledge of staff' 17.4%; 'Staff clearly explaining what you needed to know' 10.2%; 'How easy the information was to understand' 8.9%).

'The willingness of staff to assist you' (12.1%) and 'The staff thoroughly handling your matter' (10.1%) were also important drivers.



# Drivers of Overall Satisfaction with the Contact Centre

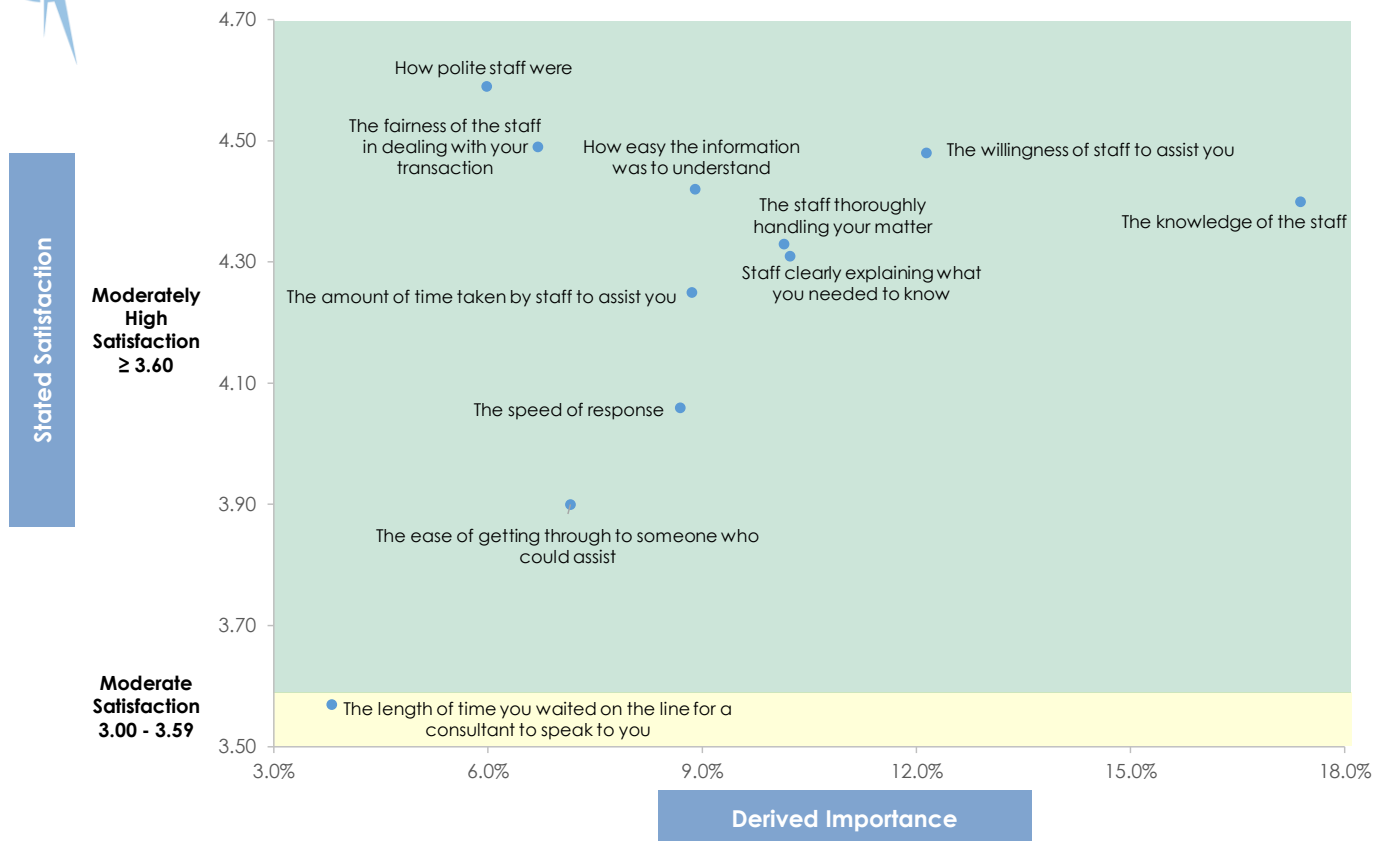
## Access Canberra Telephone Contact Centre

The chart below plots the 2019 Shapley Regression score from the previous page against residents' stated satisfaction for the Contact Centre.

Residents expressed moderately high levels of satisfaction for almost all measures, however, 'the length of time you waited on the line for a consultant to speak with you' fell within the lower 'moderately satisfied' section of the chart – although it does not appear to be a major driver.



## 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

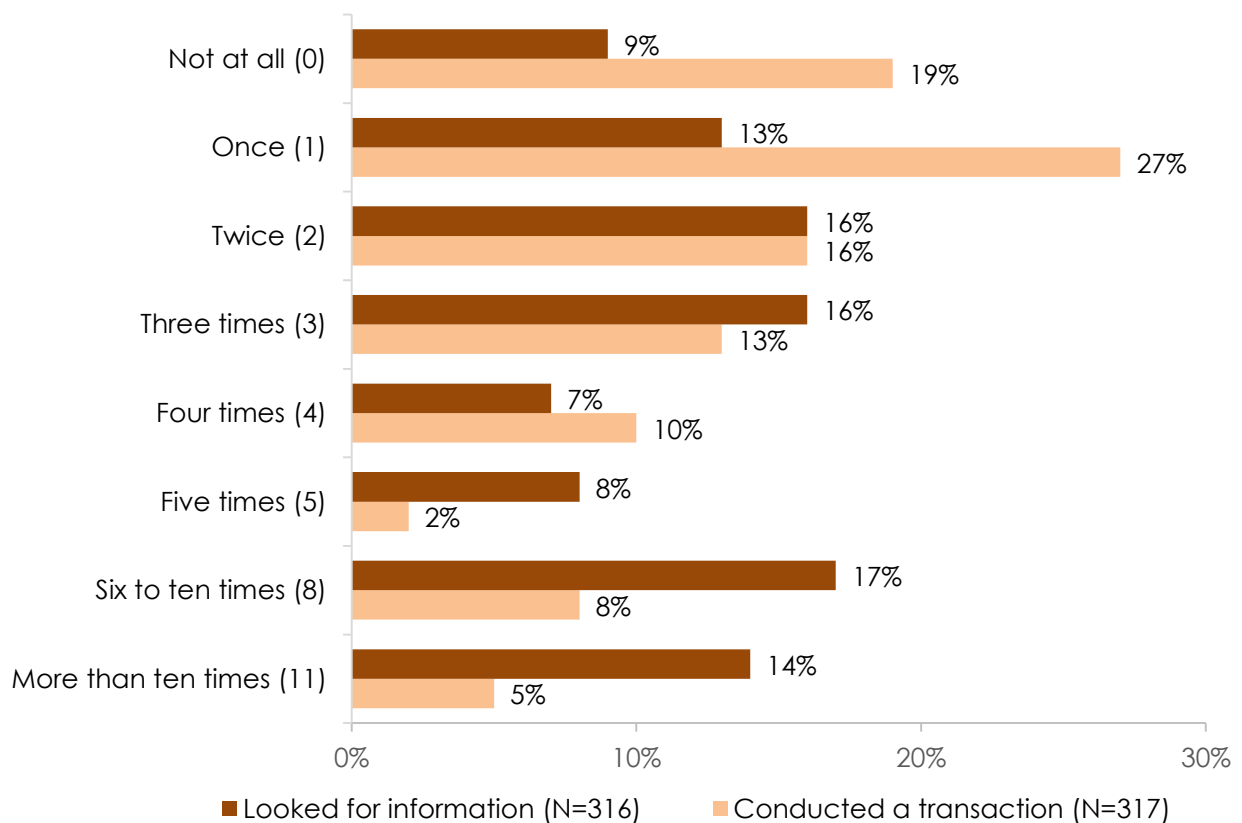
Usage of the Digital Services to look for information and conduct a transaction has marginally increased from 2018. Residents aged 25-44 were significantly more likely to look for information a higher number of times, whilst those aged 45-64 had a significantly lower number of times.

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 2019	Overall 2018	Male	Female	18-24	25-44	45-64	65+
Number times looked for information	4.4	4.2	4.6	4.3	4.3	5.2▲	3.8▼	3.9
Number of times conducted a transaction	2.6	2.3	2.8	2.5	2.6	2.9	2.4	2.6
Base	316-317	340	153-154	163	38	136-138	108	33

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



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

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

## Summary

Convenience and ease of service were the leading reasons for residents choosing to use the Digital Services rather than visiting a Service Centre or calling the Contact Centre.

Q6aaaa. Why in particular did you use an Access Canberra digital service rather than visit an Access Canberra Service Centre or call the Access Canberra Contact Centre? (Open response)

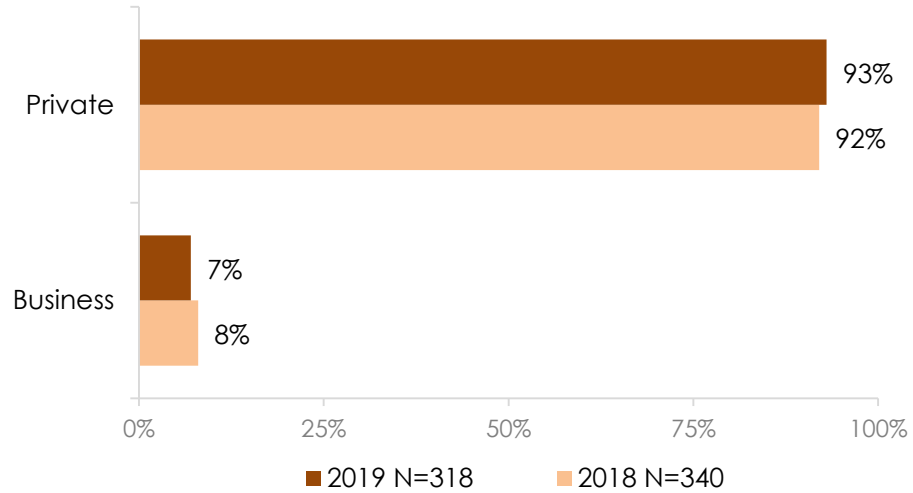
Reason for choosing Digital Services	N=314
Convenience e.g. more accessible, can do it from home/in my own time/after hours	42%
Easier e.g. find information online, make payments	29%
Faster service/quicker resolution/no queues	14%
Can be done online/just to look for information/conduct a simple transaction	13%
Only option/didn't know you could use other services/told to do it online	3%
Prefer digital services/didn't want to visit a Centre/make a call	2%
Responding to an email/following a link	2%
Decided to give it a go	1%
I can enter the data correctly/lack of trust	1%
Can get a receipt on your device/immediately	<1%
Paid for parking	<1%
Putting forward enquiries from multiple people	<1%
Can't recall	1%

# Details of Most Recent Use of Digital Services

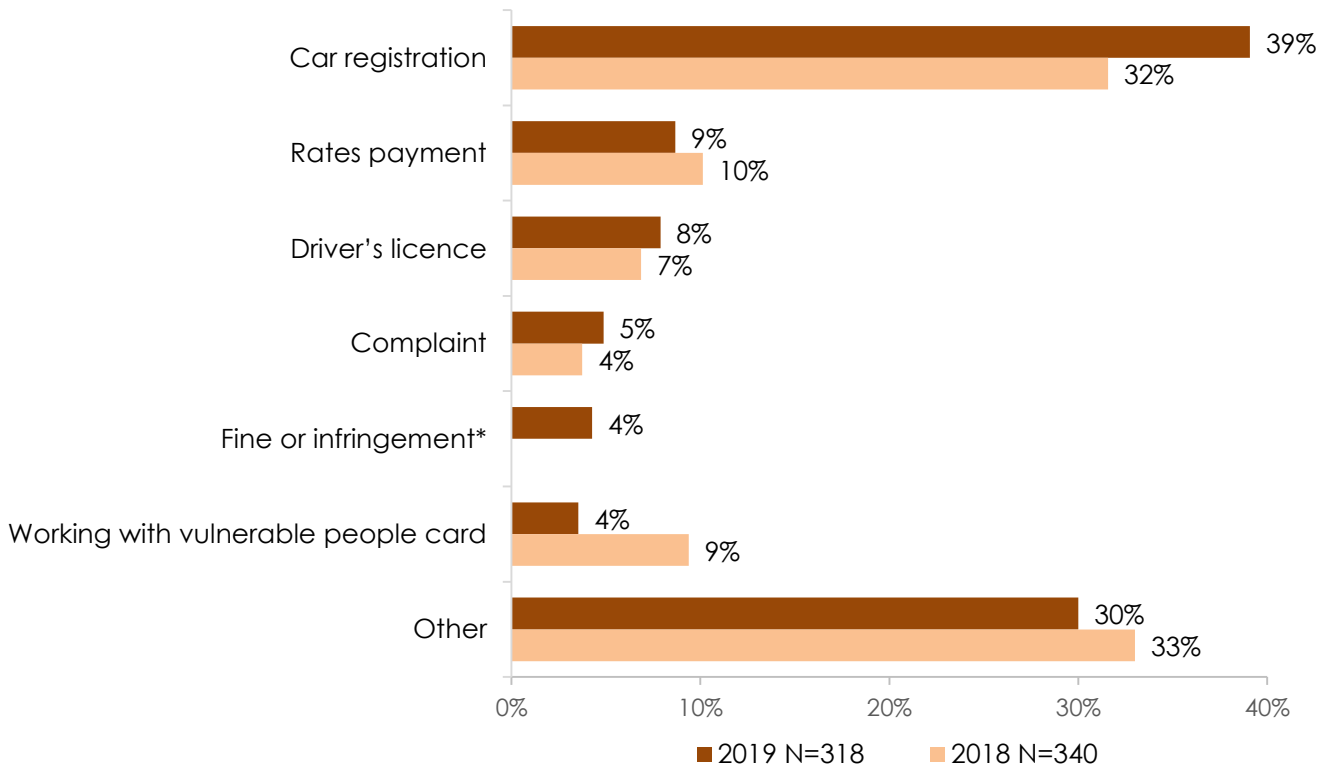
## Summary

Similar to 2018, 93% of residents that used the Access Canberra website within the last 12 months did so for private purposes. The dominant activity conducted using Digital Services continues to be car registration (39%) and 4% used the service in relation to a fine or infringement.

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? (Pre coded)



See Appendix A for responses <4% and other specified

\*New in 2019

# Number of Contacts to Resolve Issue

## Summary

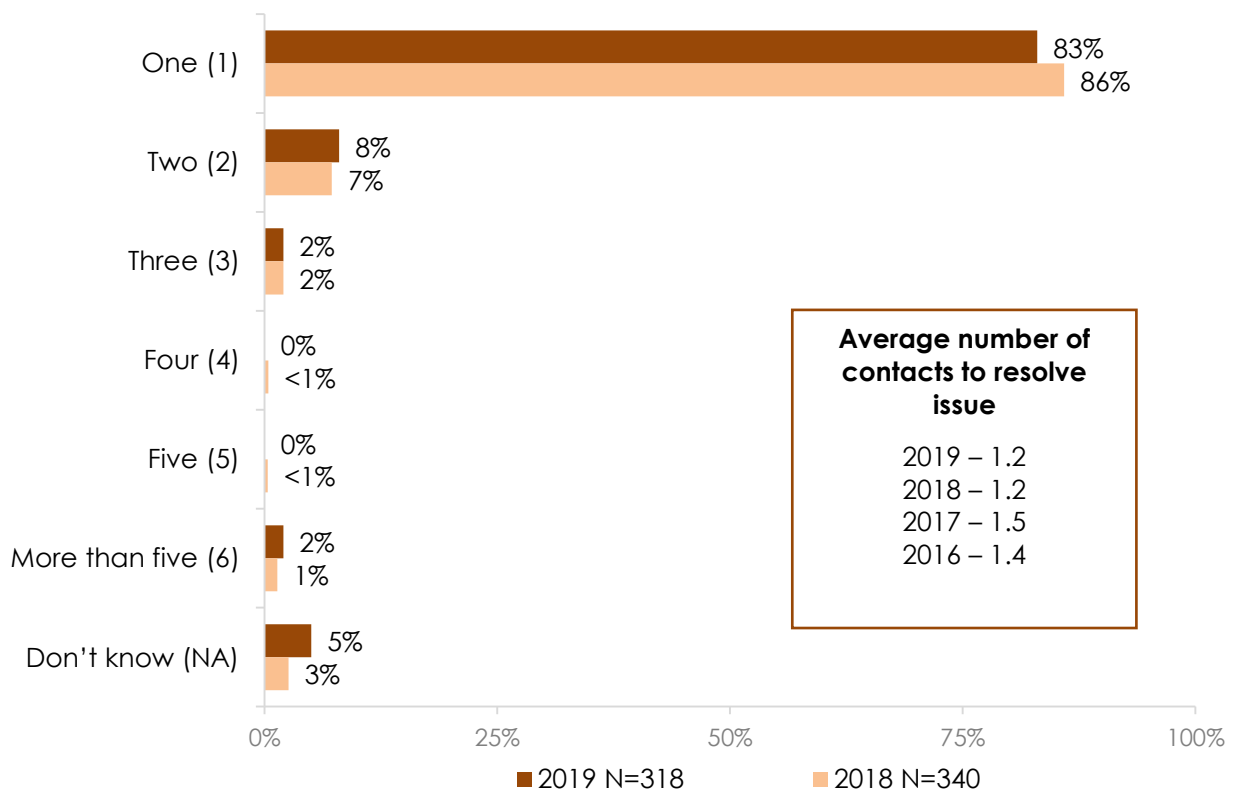
Similar to last year, the majority (83%) of residents had their issue resolved after the first contact. Residents aged 18-24 were significantly less likely to require multiple contacts to have their issues resolved. Although only 14 residents made contact in relation to a complaint, the number of times to resolve the issue was higher (2.2 times).

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

	Overall 2019	Overall 2018	Gender		Age			
			Male	Female	18-24	25-44	45-64	65+
Number of contacts	1.2	1.2	1.2	1.2	1.0▼	1.3	1.2	1.2
Base	301	332	148	154	37	130	103	31

\*Caution low base size

	Reason for contact			
	Car registration	Rates payment	Driver's licence	Complaint
Number of contacts	1.1	1.1	1.1	2.2
Base	123	24	25	14*



▲▼ = 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'.

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

\*Caution small base size

# Experience with the Access Canberra Website

## Device Used to Access the Website

### Summary

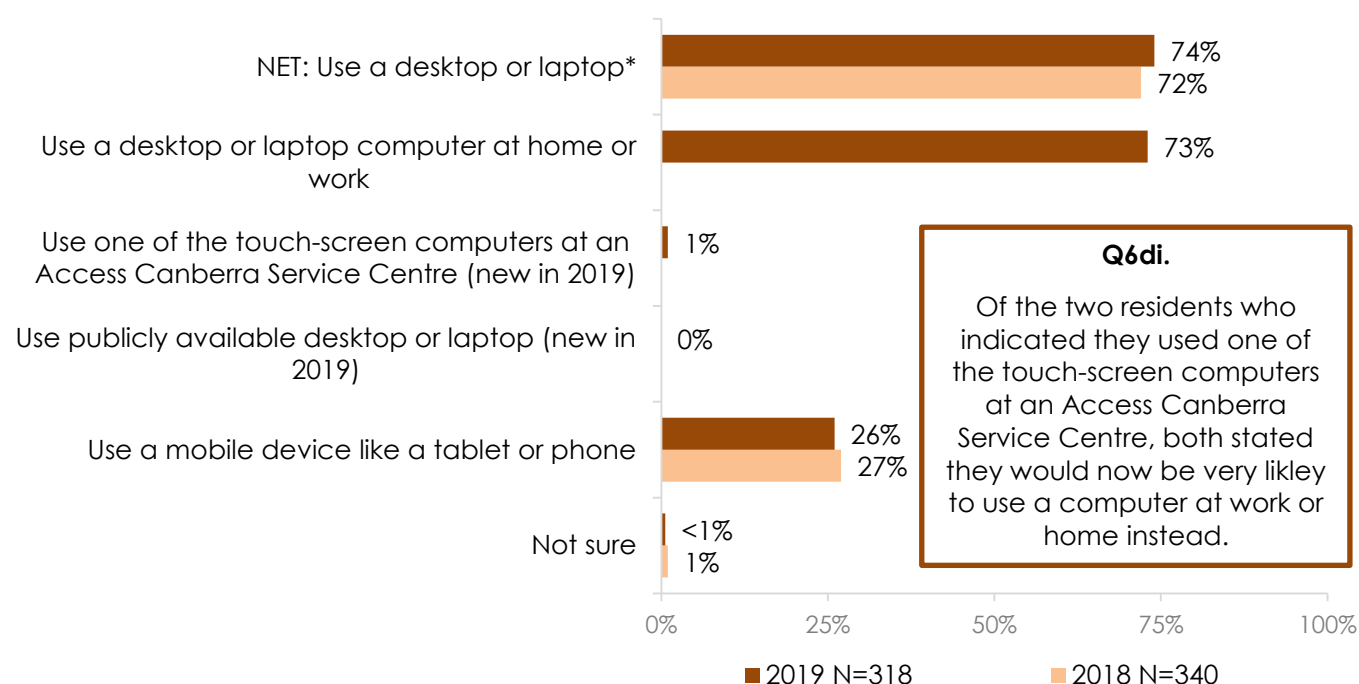
In line with 2018, 74% of residents indicated they have used a desktop or laptop to access Digital Services and 26% used a mobile device.

Younger residents (18-44) were more likely to use a mobile device, whilst those aged 45+ were significantly more likely to use a desktop or laptop.

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

	Overall 2019	Male	Female	18-24	25-44	45-64	65+
NET: Use a desktop or laptop computer	74%	74%	73%	66%	60%▼	88%▲	92%▲
Use a mobile device like a tablet or phone	26%	25%	27%	34%	39%▲	12%▼	8%▼
Not sure	<1%	1%	0%	0%	1%	0%	0%
Base	318	154	163	38	138	108	33

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



\*A net has been created (use a desktop or laptop at home or work, use one of the touch-screen computers and use publicly available desktop or laptop) for direct comparison to 'use a desktop or laptop computer' (2018)



# Ease of Finding Information or Services

## Summary

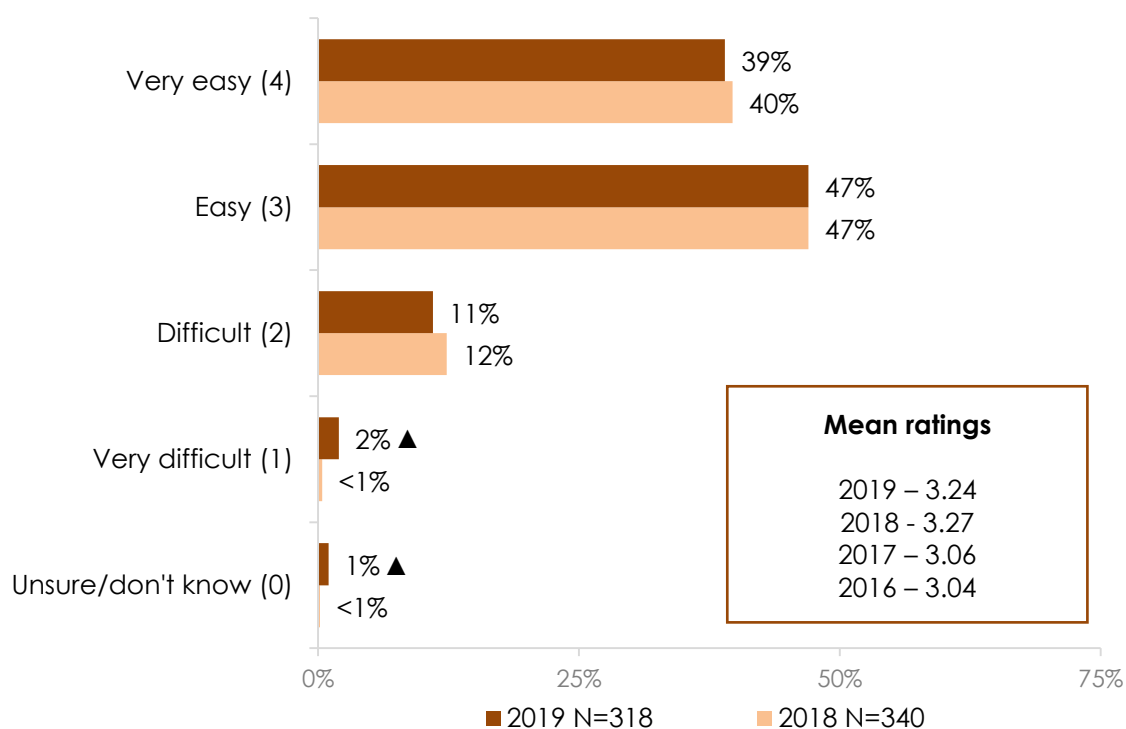
86% of those that used the digital services in the last 12 months found it easy/very easy to find information. Encouragingly, the 2019 results, which are in line with the 2018 results, suggest that the gains achieved in 2018 have been consolidated.

It is also encouraging to note that the 'ease of finding' scores were very similar by age.

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

	Overall 2019	Overall 2018	Male	Female	18-24	25-44	45-64	65+	Desktop/ laptop computer	Mobile device
Mean rating	3.24	3.27	3.21	3.27	3.27	3.26	3.18	3.28	3.21	3.29
Base	315	340	151	163	38	138	105	33	231	82

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



Scale: 1 = very difficult, 4 = very easy

# Ease of Finding Information or Services

## Summary

Clearly presenting information (56%) was the main reason for those that found the Digital Service easy/very easy. Of those that indicated the Digital Service was difficult/very difficult to find information, 84% stated they had difficulty with navigation – so there is still room for improvement here.

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

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

	How easy was it to deal with the Access Canberra Digital Service
	Easy - very easy (86%)
Information clearly presented	56%
Able to complete transaction in one visit	39%
Form easy to fill out	19%
Had difficulty navigating/finding what I was after	6%
Didn't understand the information/question on the form	1%
Had to find documents/card to complete transaction online	1%
Other	16%
Base	272

	How easy was it to deal with the Access Canberra Digital Service
	Difficult - very difficult (13%)
Had difficulty navigating/finding what I was after	84%
Didn't understand the information/question on the form	15%
Had to find documents/card to complete transaction online	6%
Other	13%
Base	43

# Satisfaction with Access Canberra Digital Service

## Summary

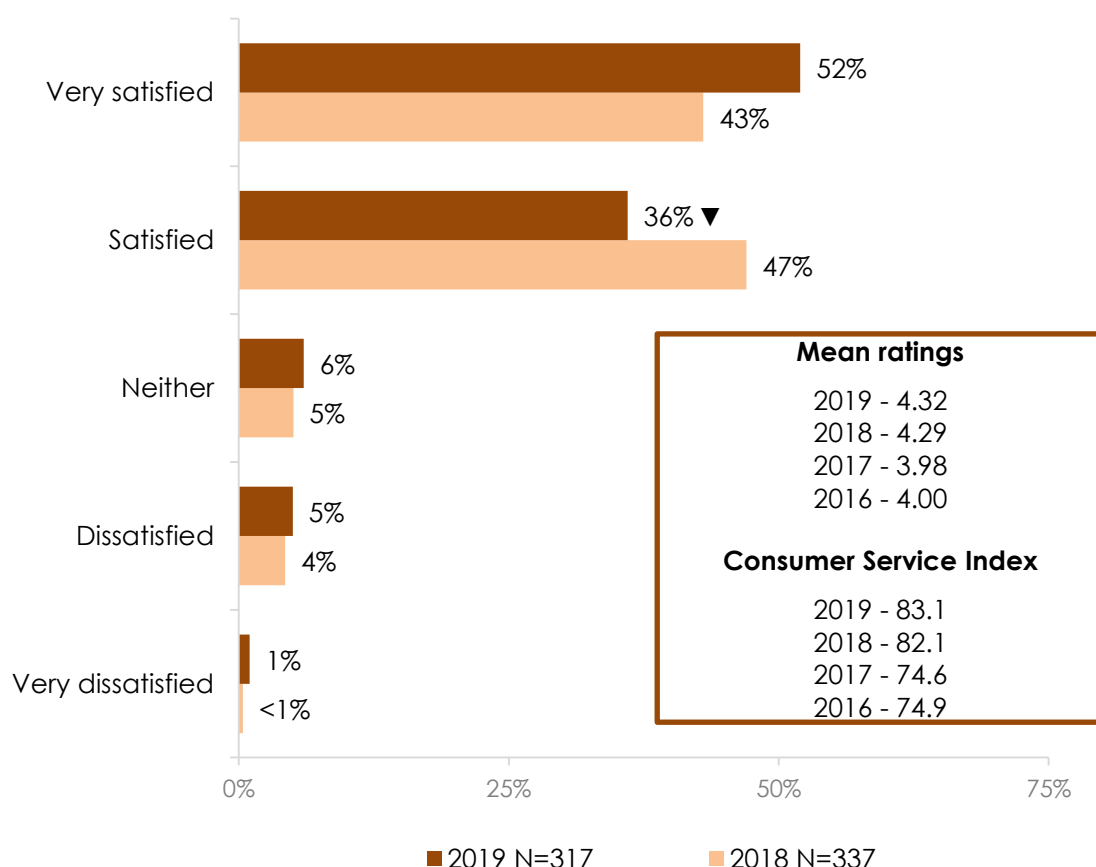
Consistent with the previous 'ease of finding information or services' results, the 2019 overall satisfaction scores, which are in line with the 2018 results, suggest that the gains achieved in 2018 have been consolidated in 2019.

Residents aged 18-24 and those that were able to have their issue resolved after just one contact were significantly more likely to be satisfied with the service.

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

	Overall 2019	Overall 2018	Gender		Age				Number of contacts to resolve issue	
			Male	Female	18-24	25-44	45-64	65+	One	More than one
Mean rating	4.32	4.29	4.35	4.30	4.83▲	4.28	4.20	4.32	4.49▲	3.59
CSI	83.1	82.1	83.7	82.6	95.8▲	82.0	80.0	82.9	87.1▲	64.8
Base	317	337	154	163	38	138	108	33	265	36

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



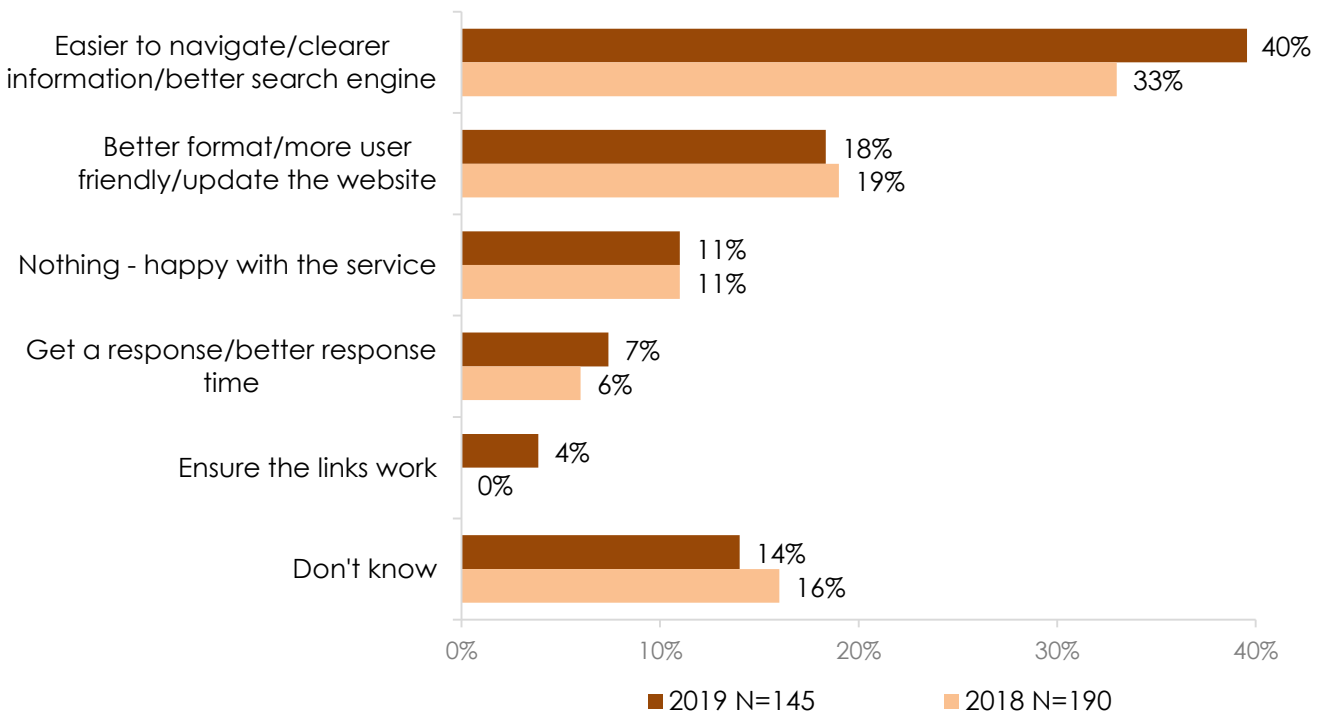
Mean scale: very dissatisfied = 1, very satisfied = 5  
 CSI scale: very dissatisfied = 0, very satisfied = 100

# Satisfaction with Access Canberra Digital Service

**Summary**

As in 2018, easier navigation, clearer information and a better search engine is the leading change residents would like to see to transition them to higher satisfaction levels. Residents would also like to see the website updated with a better format that is user friendly.

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



See Appendix A for responses <4%

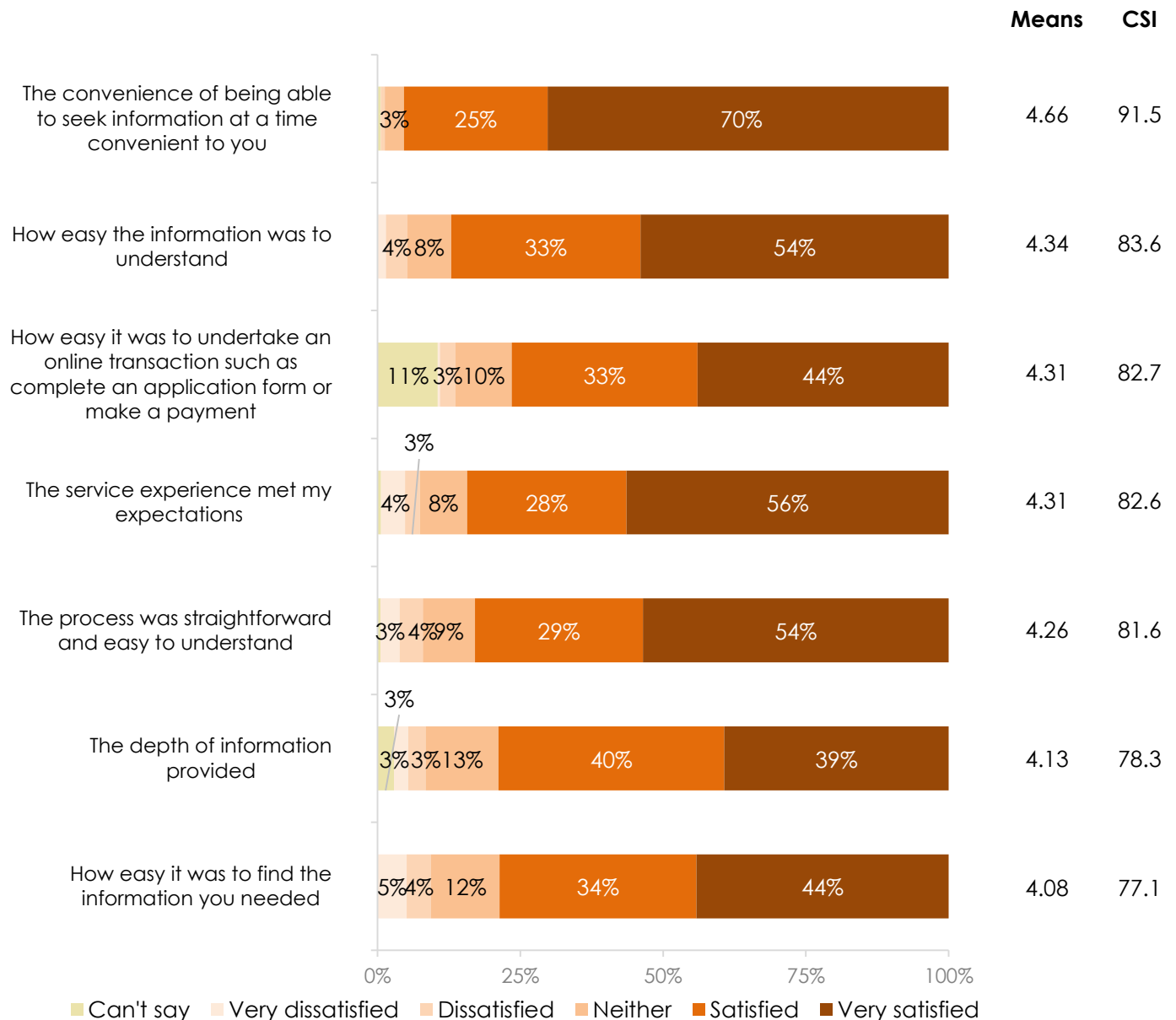
# Satisfaction with Specific Digital Services

## Summary

Residents that have used an Access Canberra Digital Service were most satisfied with the convenience of the service, with 95% indicating they were satisfied/very satisfied. Importantly, dissatisfaction scores were relatively low for all seven attributes

Residents aged 18-24 expressed significantly greater levels of satisfaction for the service meeting expectations and the ease of service (ease of understanding information, process was straight forward and easy to understand and ease of finding information).

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



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

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

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

# 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?

	Mean ratings		CSI scores	
	2019	2018	2019	2018
The convenience of being able to seek information at a time convenient to you	4.66	4.63	91.5	90.7
How easy the information was to understand	4.34	4.31	83.6	82.8
How easy it was to undertake an online transaction such as complete an application form or make a payment	4.31	4.30	82.7	82.4
The service experience met my expectations	4.31	4.30	82.6	82.5
The process was straightforward and easy to understand	4.26	4.32	81.6	83.1
The depth of information provided	4.13	4.18	78.3	79.4
How easy it was to find the information you needed	4.08	4.11	77.1	77.9

	Gender		Age group			
	Male	Female	18-24	25-44	45-64	65+
The convenience of being able to seek information at a time convenient to you	4.61	4.71	4.79	4.69	4.58	4.64
How easy the information was to understand	4.40	4.29	4.68▲	4.34	4.21	4.40
How easy it was to undertake an online transaction such as complete an application form or make a payment	4.28	4.33	4.49	4.32	4.24	4.32
The service experience met my expectations	4.26	4.35	4.62▲	4.28	4.21	4.33
The process was straightforward and easy to understand	4.24	4.29	4.63▲	4.20	4.21	4.28
The depth of information provided	4.11	4.15	4.45	4.14	4.00	4.16
How easy it was to find the information you needed	4.09	4.08	4.51▲	4.01	4.01	4.13

	Household type				
	Couple with children	Couple	Single/living alone	Group/shared household	Single parent
The convenience of being able to seek information at a time convenient to you	4.72	4.59	4.57	4.87▲	4.59
How easy the information was to understand	4.25	4.30	4.54	4.64	4.45
How easy it was to undertake an online transaction such as complete an application form or make a payment	4.29	4.26	4.36	4.42	4.56
The service experience met my expectations	4.31	4.20	4.33	4.63	4.39
The process was straightforward and easy to understand	4.22	4.16	4.36	4.77▲	4.45
The depth of information provided	4.09	4.08	4.22	4.16	4.31
How easy it was to find the information you needed	4.00	3.96	4.35	4.34	4.19

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

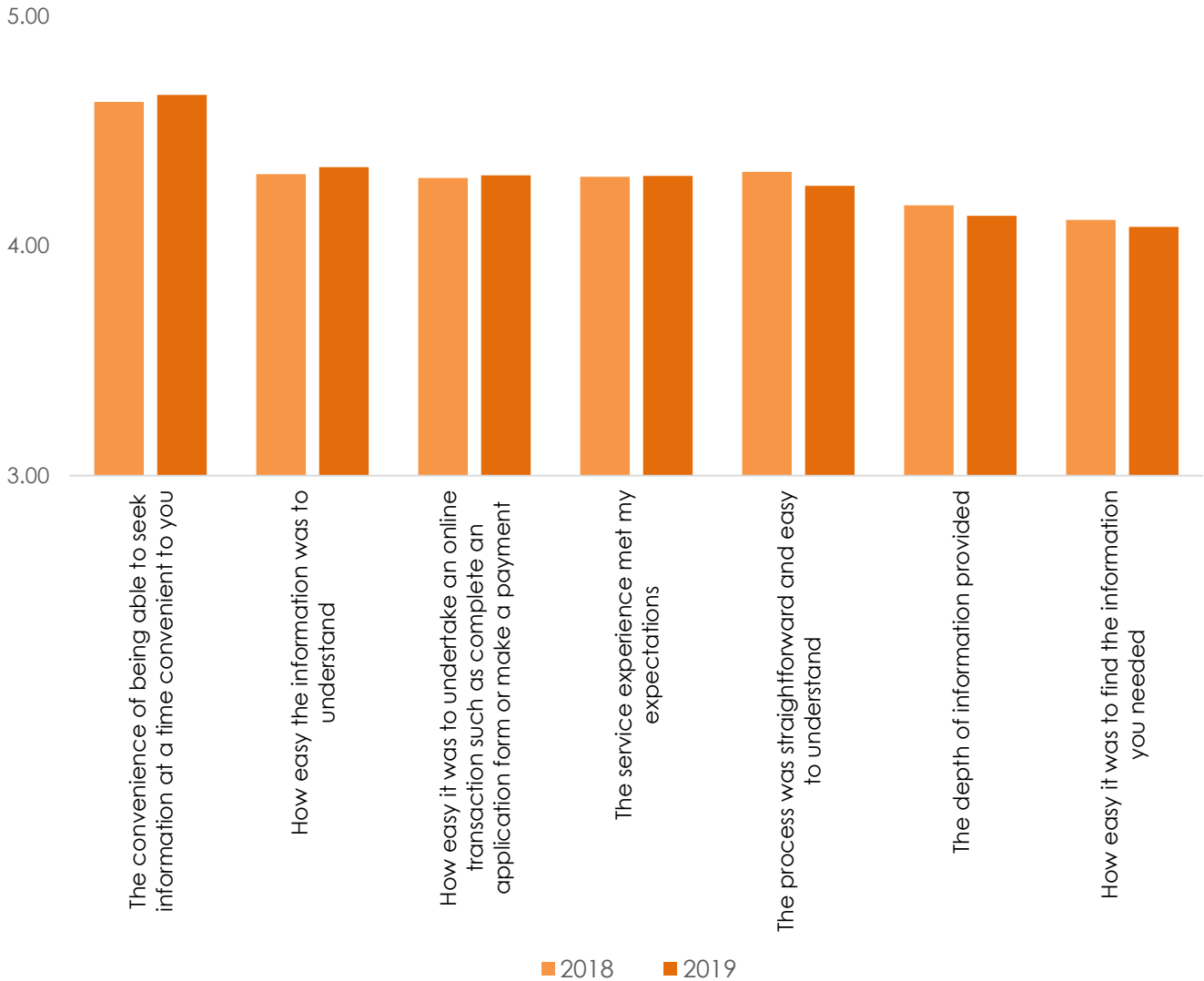
CSI scale: very dissatisfied = 0, very satisfied = 100

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

# Satisfaction with Specific Digital Services

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

Satisfaction with Specific Services Trend Data

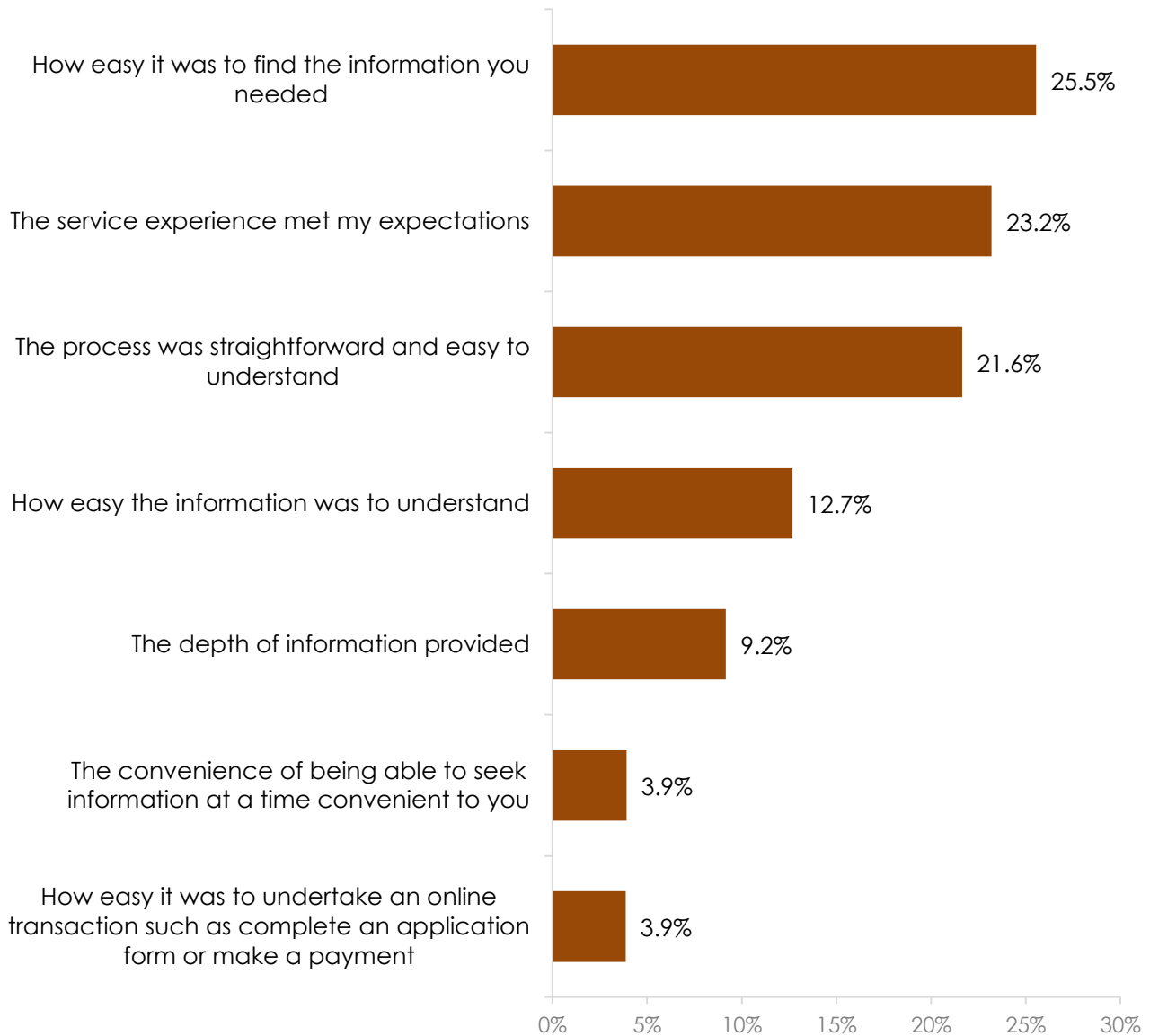


Mean scale: very dissatisfied = 1, very satisfied = 5

# Drivers of Overall Satisfaction with Digital Services

## Access Canberra Digital Services

The chart below illustrates the overall contribution that each attribute, has towards overall satisfaction with Access Canberra Digital Services, based on the Shapley Regression analysis. 'How easy it was to find the information you needed' was the key driver towards overall satisfaction with the service, closely followed by 'the service experience met my expectations' and 'the process was straightforward and easy to understand'.





# Drivers of Overall Satisfaction with Digital Services

## Access Canberra Digital Services

The chart below plots the 2019 Shapley Regression score from the previous page, against residents' stated satisfaction for Digital Services.

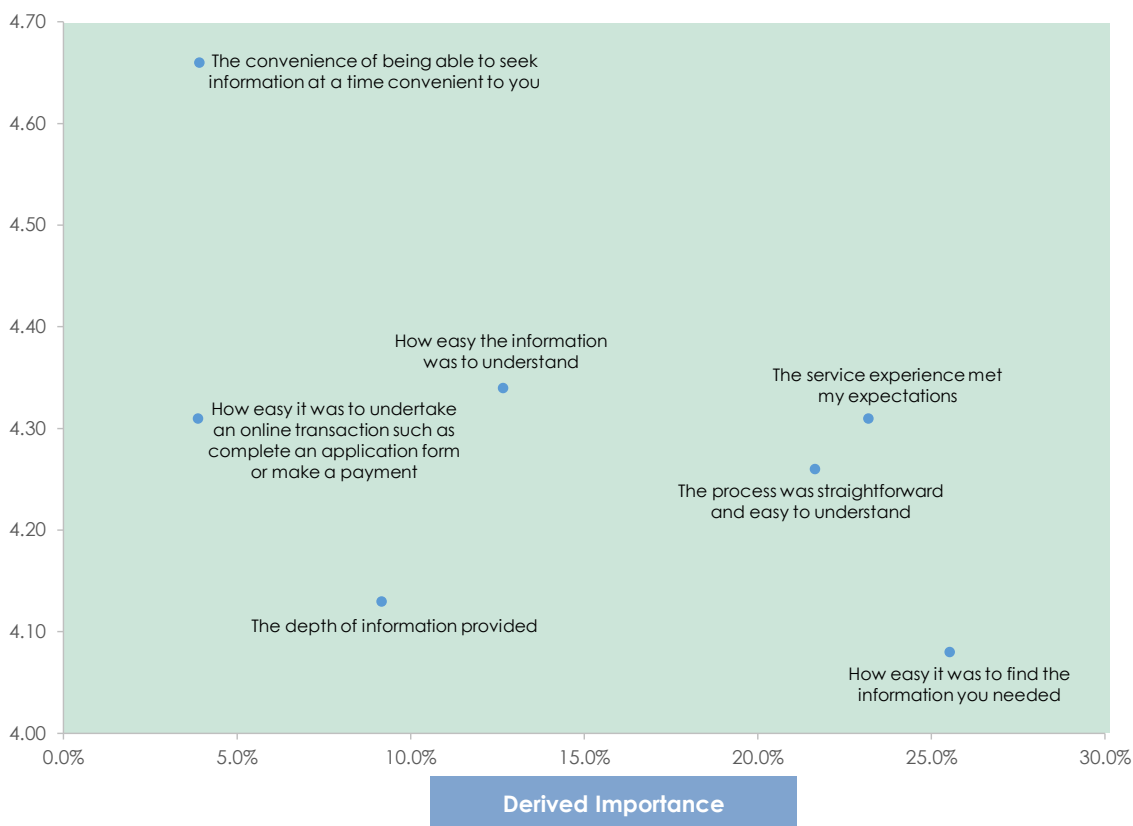
As with attributes relating to Service Centres, all attributes for Digital Services received a mean stated satisfaction rating that was at least 'moderately high'. However, the attribute with the highest Shapley score ('How easy it was to find the information you needed') has the lowest satisfaction mean score.



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

Stated Satisfaction

Moderately High Satisfaction  $\geq 3.60$

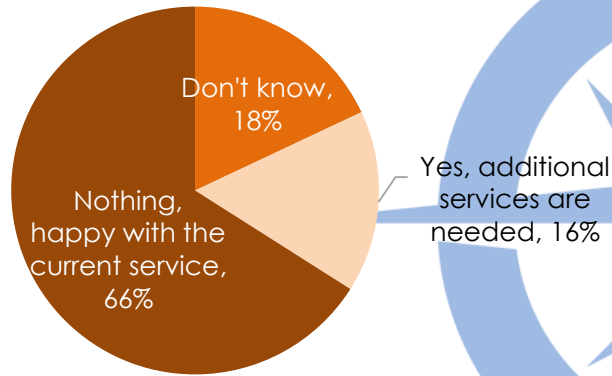


# Digital Services Not Currently Offered

## Summary

66% of those using the Digital Services in the last 12 months stated there is nothing they could add as an additional offering. 16% suggested an additional service, with the most frequently mentioned being more information on specific issues and services.

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? (Open response)



Base: N=227

	2019 N=227	2018 N=340
Yes, additional services are needed	16%	12%
Nothing, happy with the current service	66%	66%
Don't know	18%	22%

Additional services	Count
More information on specific issues/services e.g. waste, tax, trees, service centre locations	8
Applying for cards/permits e.g. driver's licence, seniors' card, parking permit	4
Development applications/access to building plans	3
Free services e.g. buses, dental, health, etc.	3
Pet registration	3
Report issues with street e.g. 'Fix my Street'/faster response	3
Easier navigation	2
Information on Staff and the ACT Government	2
Make an option for monthly direct debit car registration payments, similar to how rate payments are structured	2
Offering invoices for bank transfer transactions	2
Online voting	2
Requesting a curb side pickup e.g. for large items and people with disabilities	2
Ability to continue through forms if you don't provide an answer	1
Complaint section	1
Online service doesn't allow for older browser	1
The ability to charge my water and sewerage rates to a Visa card	1
Traffic suggestions/updates	1

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

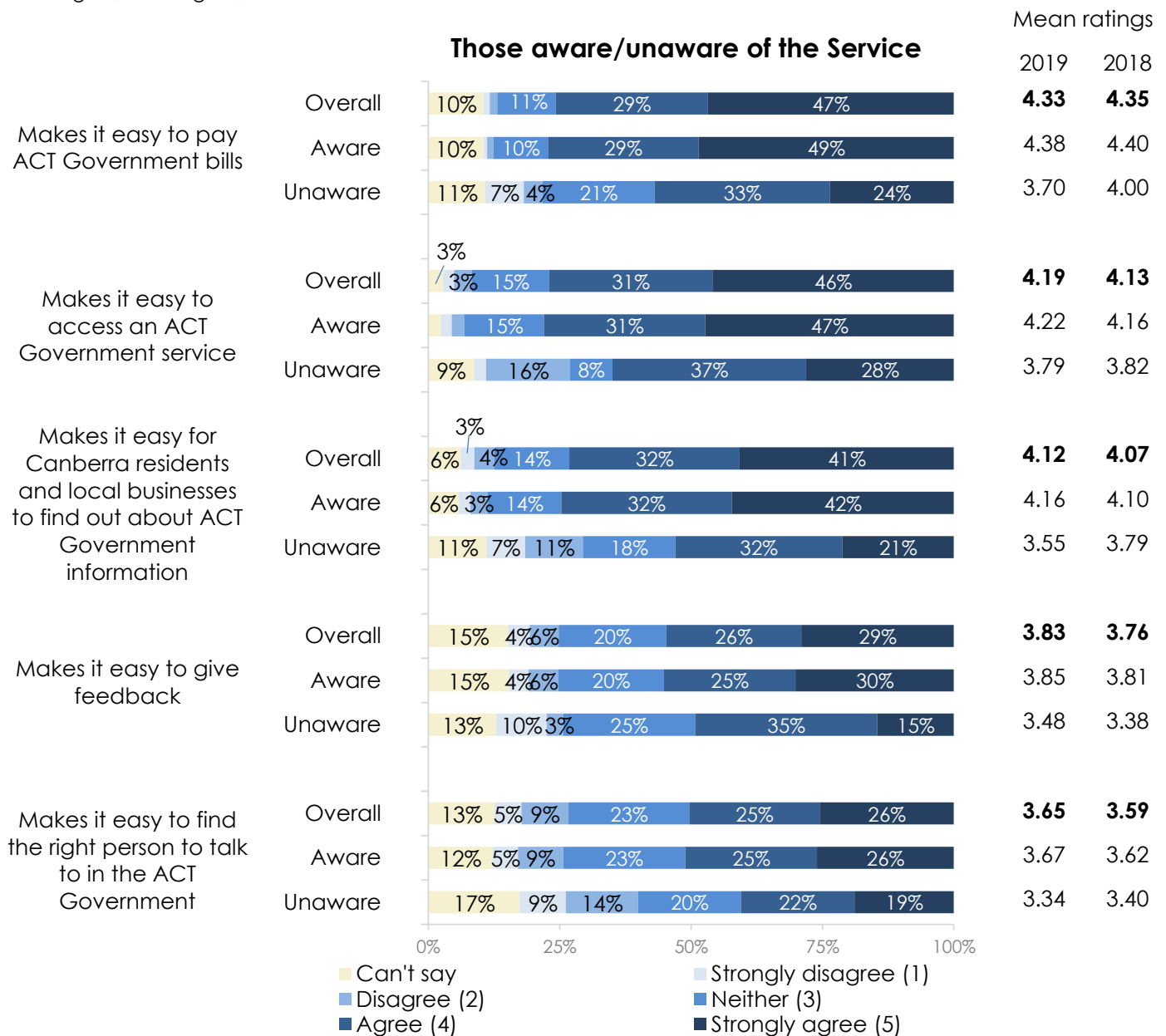
# Overall Perceptions of Access Canberra

## Summary – Based on AWARENESS

Generally, results at an overall sample level and amongst those that were aware of the service, marginally increased from 2018, with the exception of ease of paying bills. Although the proportion of those that were unaware was relatively small, this group indicated marginally lower levels of agreement compared to 2018, with the exception of ease of providing feedback which marginally increased.

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:



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.

2019 Base: overall N=602, aware N=559, unaware N=43. 2018 Base: overall N=602, aware N=537, unaware N=65



# Overall Perceptions of Access Canberra

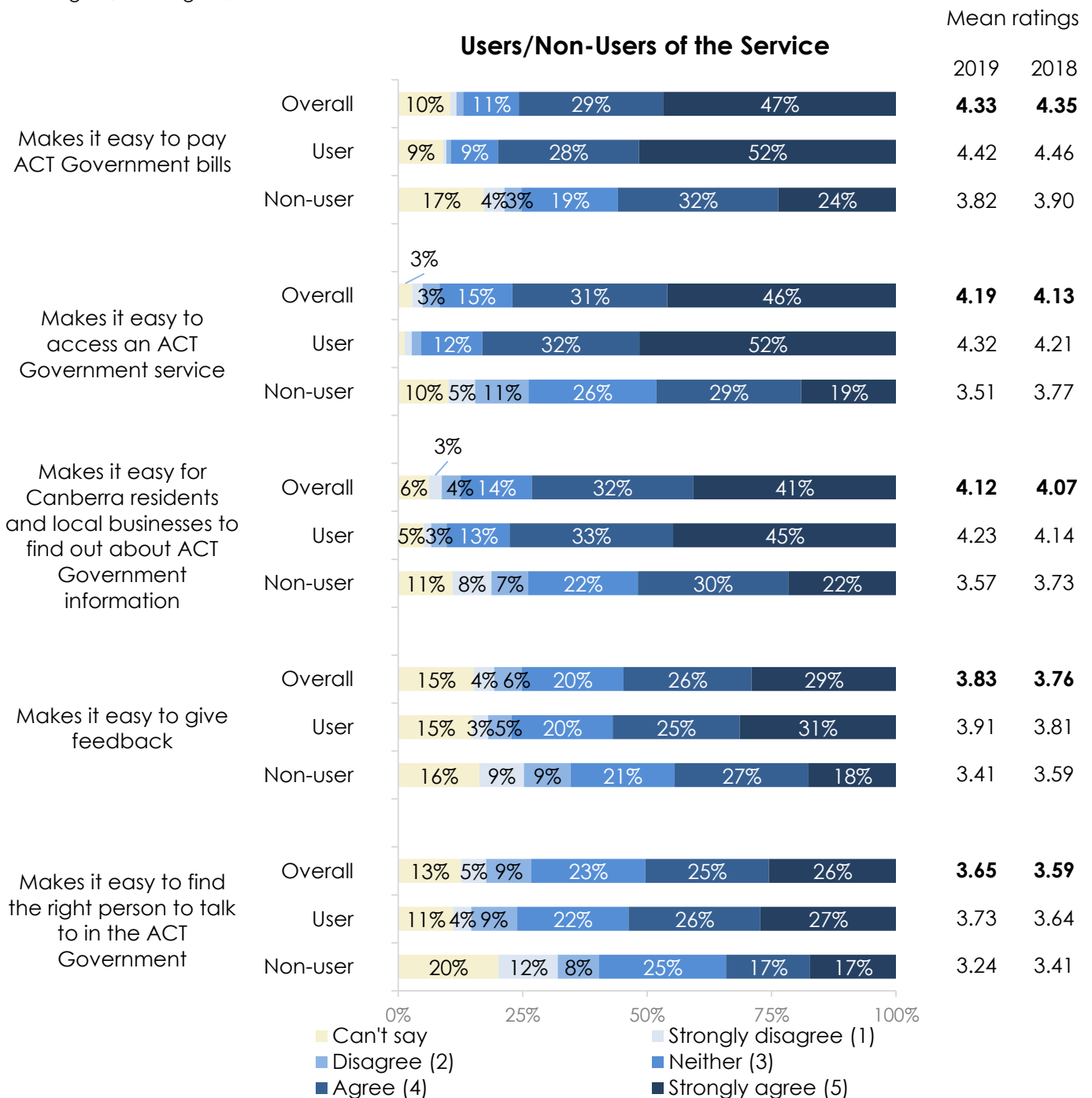
## Summary – Based on USAGE

Overall, the results remain on par with 2018. Users indicated marginally higher levels of agreement compared to 2018 with the exception of ease of paying bills, which marginally decreased.

Once again, 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:



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.

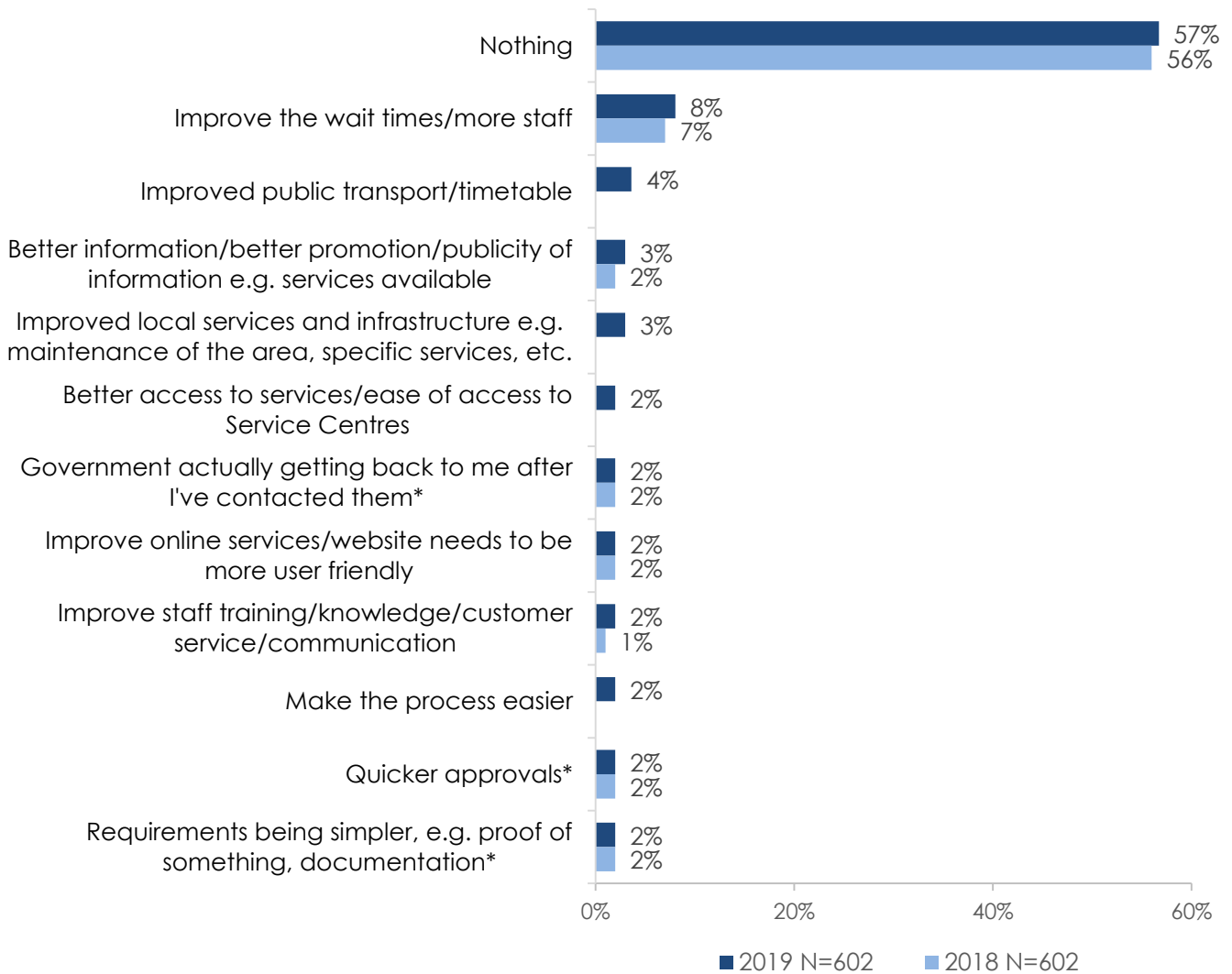
2019 Base: overall N=602, user N=498, non-user N=104. 2018 Base: overall N=602, user N=486, non-user N=116

# Service Delivery Improvements

## Summary

More than half of residents do not believe that there are areas of the ACT Government's service delivery that needs to change, a great result. Of the changes that were suggested, 8% would like to see the wait times improved and the employment of more staff to assist this, 4% also suggested improvements to the public transport network.

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

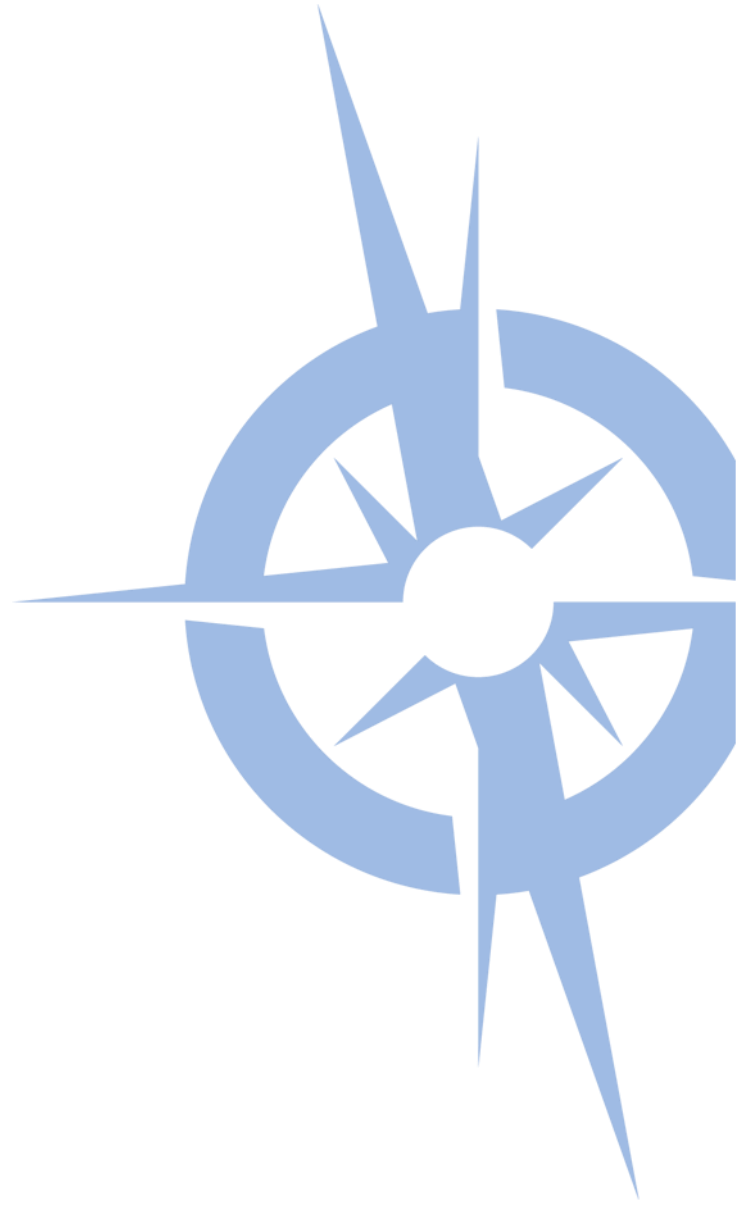


\*Indicate unprompted pre-codes provided by Access Canberra

Please note: not all responses are comparable

See Appendix A for responses <2%





# **Section G – Service Delivery Options**

# Likelihood to Use Online Licence Update and Renewal Service

## Summary

65% of residents indicated they would be at least somewhat likely to use the service if it were available – although there is only moderate commitment to the top ‘Very likely’ code, and over a third indicated they were unlikely. Likelihood to use this service was greater for those that have used the service in the past 12 months.

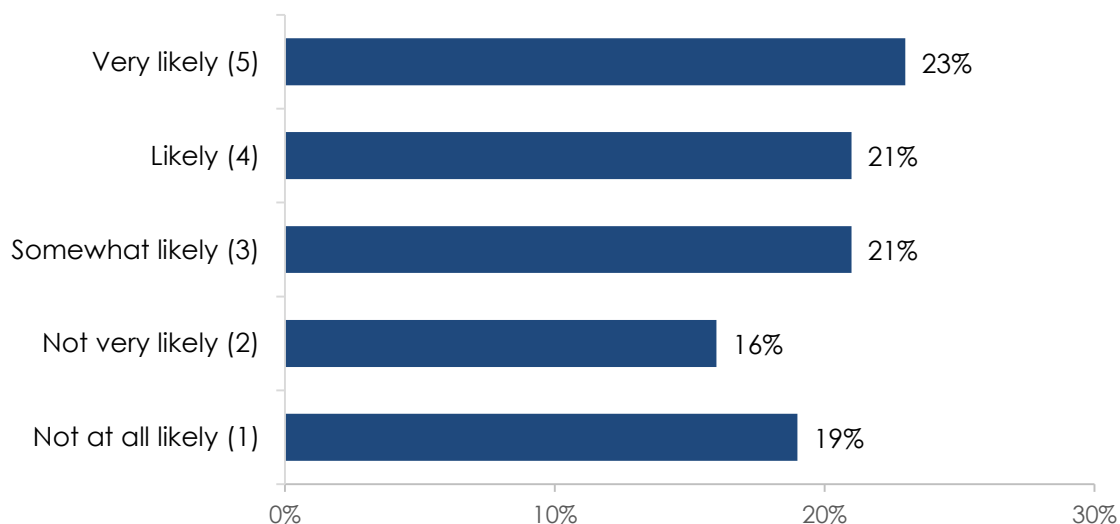
Residents aged 18-24 indicated they would be significantly more likely to use the service, whilst older residents (45+) were significantly less likely.

Q8. *Thinking about Access Canberra digital services. In the future you may be able to obtain information such as how much does it cost to renew my driver's licence, or complete transactions using a virtual assistant, chat bot or a voice assistant similar to Amazon's Alexa. If this service was available, how likely is it that you would use it?*

	Overall 2019	Q2a. Used Access Canberra Services in past 12 months			
		Users	Non-users	Used Digital Services	Not used Digital Services
Mean rating	3.12	3.11	3.15	3.25	3.02
Base	597	495	102	256	341

	Gender		Age			
	Male	Female	18-24	25-44	45-64	65+
Mean rating	3.08	3.16	3.83▲	3.30	2.77▼	2.69▼
Base	290	308	83	242	179	94

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



Base: N=597

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

5 respondents answered 'not sure'





# Preferred Method of Receiving ACT Government Bills

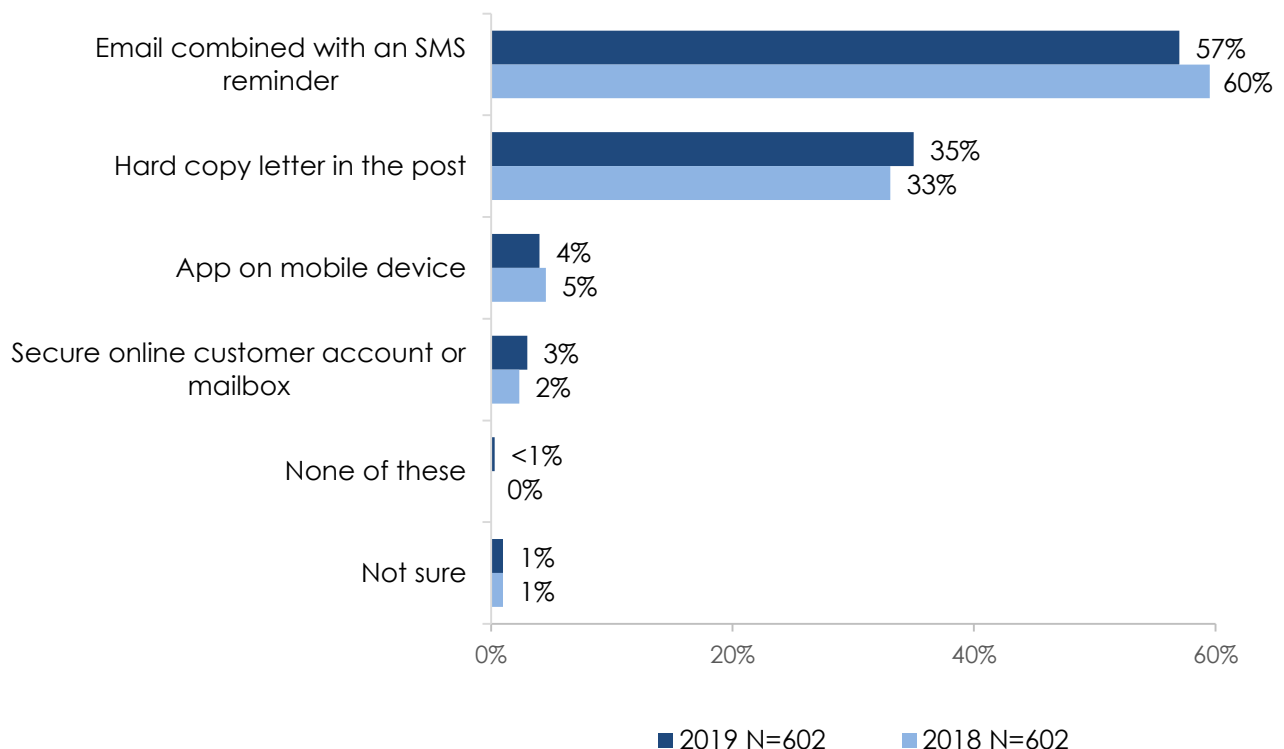
## Summary

Similar to 2018, email combined with an SMS reminder was preferred by the majority of residents (57%). Electronic methods were preferred more by younger residents, whilst hard copy letters were preferred significantly more by those aged 45+.

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

	Overall 2019	Overall 2018	Male	Female	18-24	25-44	45-64	65+
Email combined with an SMS reminder	57%	60%	55%	59%	74%▲	65%▲	51%	30%▼
Hard copy letter in the post	35%	33%	35%	35%	13%▼	23%▼	45%▲	64%▲
App on mobile device	4%	5%	7%▲	2%	5%	8%▲	0%▼	1%▼
Secure online customer account or mailbox	3%	2%	3%	3%	7%	3%	1%▼	4%
None of these	<1%	0%	0%	<1%	0%	0%	0%	<1%
Not sure	1%	1%	0%	1%	0%	0%	2%▲	0%
Base	602	602	292	310	83	242	180	97

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





# **Section H – Regulatory Outcomes**

# Quality of Life in the ACT

## Summary

95% of residents rated their quality of life living in the ACT as good to excellent.

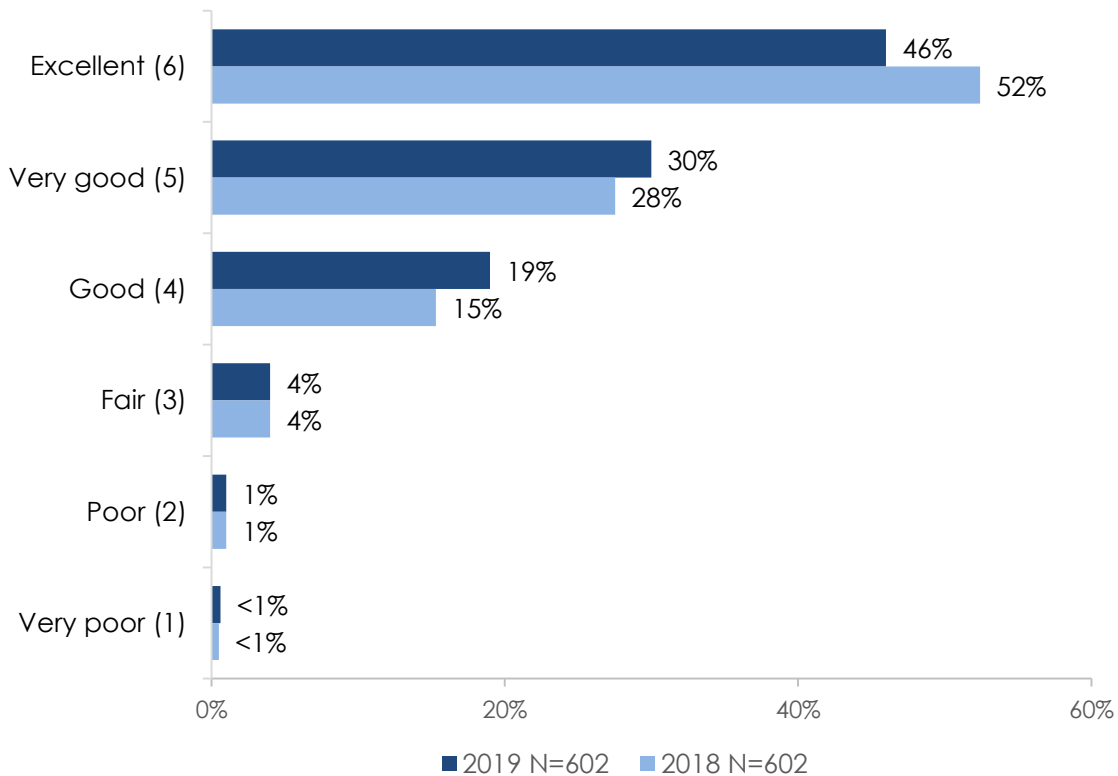
Residents aged 45-64 rated their quality of life significantly higher, whilst those aged 25-44 rated it significantly lower.

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

	Overall 2019	Overall 2018	Male	Female	18-24	25-44	45-64	65+
Mean ratings	5.14	5.26	5.16	5.12	5.33	4.96▼	5.28▲	5.15
Base	602	602	292	310	83	242	180	97

	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	5.15	4.95	5.17	5.01
Base	559	43	498	104

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



Scale: 1 = very poor, 6 = excellent

# Agreement with Statements About Living in the ACT

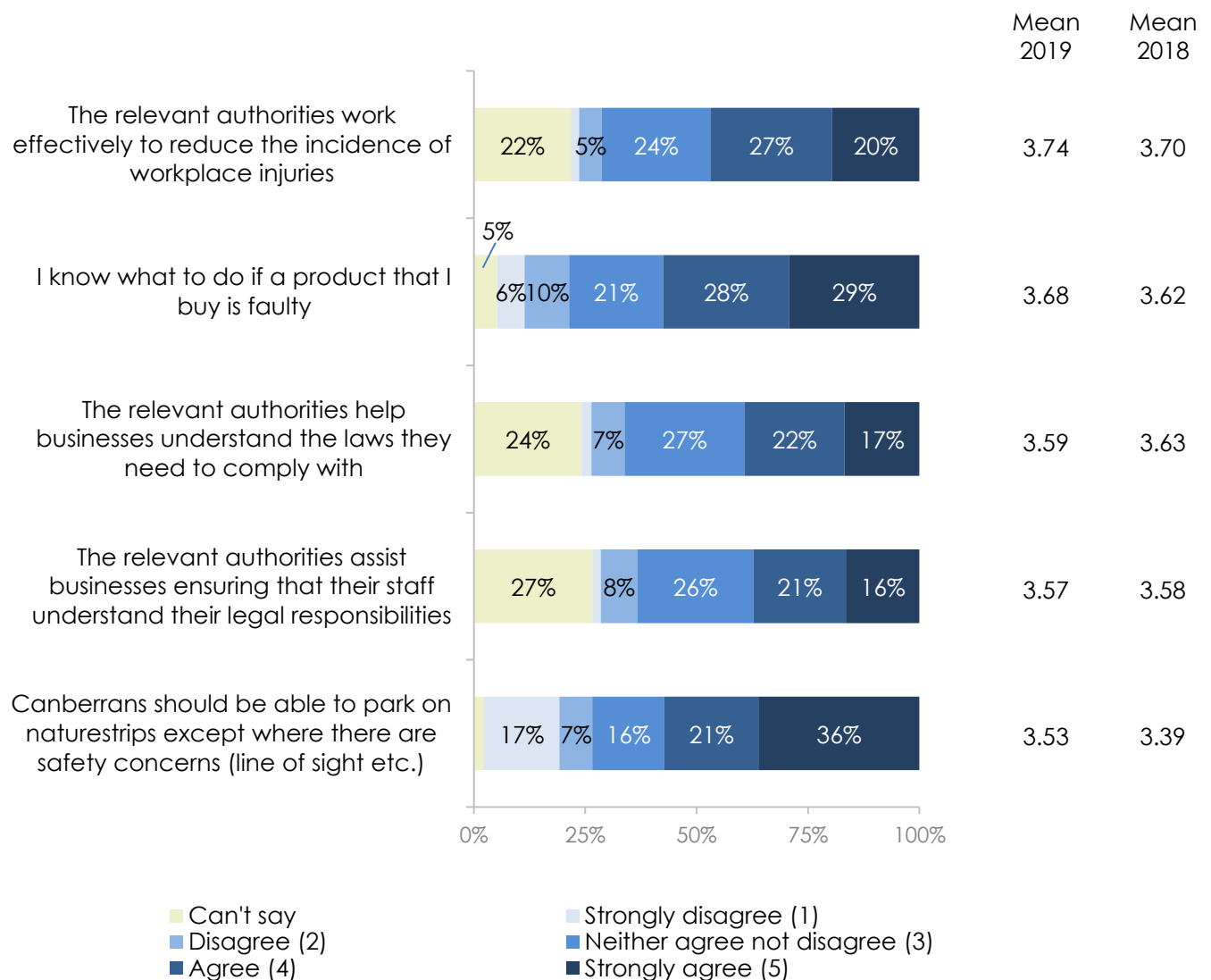
## Summary

Agreement was greatest for 'the relevant authorities work effectively to reduce the incidence of workplace injuries', with 47% stating they agree/strongly agree in 2019.

Once again, agreement levels were divided/polarised for 'Canberrans should be able to park on nature strips except where there are safety concerns', with the lowest level of agreement overall (mean), however with the highest proportion of residents selecting the top box 'strongly agree' (36%).

Residents aged 18-44 expressed higher agreement levels for all statements, whilst those aged 45+ indicated lower agreement levels.

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



Base: N=602

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.

Results by demographics can also be found in the Appendix.

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

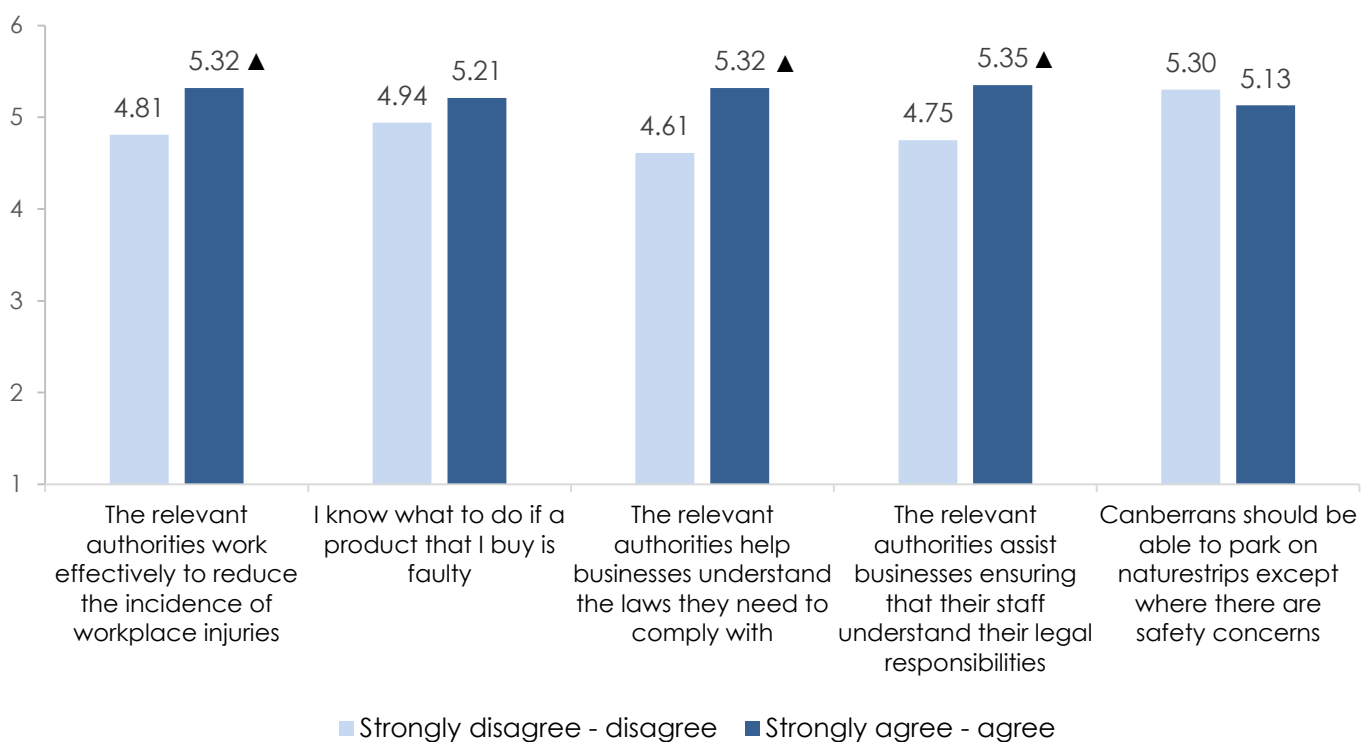
## Summary

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

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

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

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





# Demographics

# Demographics

Q12. What is your gender?

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

Base: N = 602

Q13. What age bracket are you in?

	%
18-24 years	14%
25-34 years	21%
35-44 years	19%
45-54 years	16%
55-64 years	14%
65+ years	16%

Base: N = 602

Q14. What is your family status?

	%
Couple (children at home)	34%
Couple (no children at home)	27%
Single/living alone	22%
Group/shared household	10%
Single parent (children at home)	4%
Other	3%

Base: N = 600

Other specified	Count
Living with parents	16
Living with an elderly person as their carer	2



# Demographics

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

	%
Currently in full time paid employment	39%
Retired from paid employment	21%
Currently in part time paid employment	13%
Studying at school, TAFE, or University	11%
Currently in casual paid employment	6%
Currently looking for paid employment	4%
Home duties	3%
Other	3%

Base: N = 598

Other specified	Count
Self employed	7
On disability support pension/pension	3
Employed at 6 jobs (mixed employment)	2
Maternity leave from full-time work	2
Work for family business without pay	2
Carer	1
Home education	1
Unemployed	1

Q16. Are you of Aboriginal and/or Torres Strait Islander origin?

	%
Yes	2%
No	98%

Base: N = 602

Q17. Are you a current or past member of Australia's armed services?

	%
Yes, current member	1%
Yes, past member (i.e.: veteran)	4%
No	95%

Base: N = 602





# Demographics

Q18. What suburb do you live in?

Suburb	N = 602	Suburb	N = 602	Suburb	N = 602
Belconnen	4%	Cook	1%	Stirling	1%
Kambah	4%	Dickson	1%	Theodore	1%
Bruce	3%	Downer	1%	Wanniassa	1%
Curtin	3%	Duffy	1%	Yarralumla	1%
Gungahlin	3%	Evatt	1%	Barton	<1%
Kaleen	3%	Fadden	1%	Bonython	<1%
O'Connor	3%	Farrer	1%	Casey	<1%
Amaroo	2%	Florey	1%	Conder	<1%
Chapman	2%	Flynn	1%	Coombs	<1%
Dunlop	2%	Forde	1%	Crace	<1%
Garran	2%	Giralang	1%	Deakin	<1%
Latham	2%	Gordon	1%	Fisher	<1%
Lyneham	2%	Gowrie	1%	Forrest	<1%
Macgregor	2%	Griffith	1%	Franklin	<1%
Mckellar	2%	Harrison	1%	Fraser	<1%
Melba	2%	Hawker	1%	Gilmore	<1%
Ngunnawal	2%	Higgins	1%	Greenway	<1%
Nicholls	2%	Holder	1%	Hackett	<1%
Turner	2%	Holt	1%	Hughes	<1%
Watson	2%	Isabella Plains	1%	Lawson	<1%
Weston	2%	Kingston	1%	Macarthur	<1%
Acton	1%	Lyons	1%	O'Malley	<1%
Ainslie	1%	Macquarie	1%	Oxley	<1%
Aranda	1%	Mawson	1%	Pearce	<1%
Banks	1%	Monash	1%	Pialligo	<1%
Braddon	1%	Moncrief	1%	Reid	<1%
Calwell	1%	Narrabundah	1%	Richardson	<1%
Campbell	1%	Page	1%	Rivett	<1%
Charnwood	1%	Palmerston	1%	Spence	<1%
Chifley	1%	Phillip	1%	Torrens	<1%
Chisholm	1%	Red Hill	1%	Uriarra Village	<1%
City	1%	Scullin	1%	Weetangera	<1%

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

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

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

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





# **Appendix A – Additional Analysis**

# Use of Access Canberra

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

	Overall 2019	Current member	Past member	Total member
Total used any	83%	100%	84%	87%
Visited an Access Canberra Service Centre	58%	48%	45%	45%
Called the Access Canberra telephone Contact Centre	30%	48%	23%	27%
Used Access Canberra Digital Services	57%	92%▲	54%	60%
Been visited at your work by an Access Canberra representative/inspector	1%	0%	0%	0%
None of these	17%	0%	16%	13%
Base	602	5*	25	30

▲▼ = A significantly higher/lower percentage

\*Caution low base size

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



# Overall Satisfaction and Ease of Dealing with Access Canberra

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

	Overall 2019	Current member	Past member	Total member
Mean CSI	80.13	85.06	78.06	79.35
Base	498	5*	21	26

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

\*Caution small base size

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 2019	Current member	Past member	Total member
Mean rating	3.22	3.25	3.37	3.34
Base	492	5*	21	26

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

\*Caution small base size

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



# 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)?

Very easy/easy - Other specified	Count
Friendly/helpful staff/concierge was helpful	16
Satisfied/service was good	10
Easy to access e.g. hours of service, close by	6
Incorrect information provided	2
Signage was well placed and clear	2
Very understanding staff	2
I also had to wait a long time	1
I was attended to quickly but the parking was terrible	1
Process was simple	1
They tried to make up for the mistakes that occurred	1
Can't remember last visit	1
Difficult/very difficult - Other specified	Count
Person was not helpful/not resolved	5
Ended having to get a new bus card, so I lost money, as I was unable to transfer money from the faulty card	2
Paperwork and certification required did not match the actual vehicle	2
Staff too busy to deal with me	2
The forms supplied do not address the issue	2
Access issues e.g. parking, mobility access, travel	1
Hard to find the location of the service centre in Woden	1



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

Q4c. What was this contact in relation to?

Other specified	Count
Bus card/My Way Card/travel concession	8
New number plates/replacement plates/plates for another state	7
Work related licences e.g. security, plumbing	7
Births, Deaths and Marriages Register	4
Proof of age/photo ID	4
General information e.g. tram services, power of attorney, etc.	3
Registrations/change in ownership e.g. caravans, motorcycles, trailers	3
Seniors Card	3
Clearing a defect on a vehicle	2
Enquiry/obtaining a new green bin	2
Lost property	2
Parking e.g. permits and fines	2
Vehicle roadworthy check	2
Visa registration	2
Changing/updating details	1
Paying bills	1
Removing a dead tree	1
Don't recall	3



# 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%	1%	2%	5%	15%	76%
How polite staff were	0%	1%	2%	4%	19%	75%
The willingness of staff to assist you	0%	1%	2%	4%	20%	72%
The staff thoroughly handling your matter	0%	1%	1%	6%	19%	73%
The knowledge of the staff	1%	0%	1%	9%	25%	64%
Staff clearly explaining what you needed to know	1%	1%	2%	9%	18%	69%
How easy the information was to understand	1%	1%	2%	9%	21%	67%
The Concierge who may have greeted you when you arrived	12%	2%	2%	7%	18%	60%
The speed of response	0%	2%	3%	10%	26%	59%
The amount of time taken by staff to assist you	0%	1%	6%	17%	31%	45%
The length of time you waited to be served	2%	5%	10%	21%	29%	33%

Base: N=320



# Details of Most Recent Telephone Contact Centre

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

Other specified	Count
General information e.g. local services, heritage, etc.	14
Enquiring/ordering bins/waste collection services	9
Report an issue to be investigated	8
Tree management/removal	5
Making an appointment	3
Animal control	2
Births, Deaths and Marriages Register	2
Parking e.g. permits	2
Vehicle roadworthy check	2
Work related licences e.g. real estate licence. electrical licence	2
Obtain a Controlled Activity Order	1
Payments for unit	1
Personal ID	1
Request for a street sweeper	1
Signage for nature reserve	1
Unsolicited parcel in my mail	1
Don't recall	2





# Ease of Dealing with Access Canberra Contact Centre

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)?

Very easy/easy - other specified	Count
Extended hours are suitable	3
Staff willing to find out which was most applicable form even though they did not know at beginning of call	2
Attended to politely and correctly	1
Convenience of having the phone on hand to call when an issue is noticed	1
Had no issues	1
Had to find the telephone number	1
Can't remember	2
Difficult/very difficult - other specified	Count
Service didn't help at all	2
They never followed up	2
Too many services within the call centre to get in contact with the right service	2
Didn't receive any feedback	1
Issue is not resolved	1
Too many choices and buttons to dial	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	0%	1%	0%	5%	26%	68%	125
The fairness of the staff in dealing with your transaction	5%	3%	3%	9%	11%	69%	125
The willingness of staff to assist you	0%	3%	2%	7%	19%	69%	125
How easy the information was to understand	1%	4%	5%	5%	17%	68%	125
The knowledge of the staff	0%	3%	3%	9%	20%	65%	125
The staff thoroughly handling your matter	1%	8%	3%	4%	17%	67%	125
Staff clearly explaining what you needed to know	3%	4%	5%	9%	21%	60%	125
The amount of time taken by staff to assist you	2%	5%	8%	7%	17%	62%	125
The speed of response	2%	11%	5%	8%	16%	58%	125
The ease of getting through to someone who could assist	0%	10%	6%	14%	23%	47%	125
The length of time you waited on the line for a consultant to speak to you	1%	9%	11%	18%	35%	25%	125

# Details of Most Recent Use of Digital Services

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

	N = 318
Building approval	1%
Business licence	1%
Disability information/pass	1%
Dog registration	1%
Injured wildlife	<1%

Other specified	N = 318
General information e.g. public transport information and timetables, recycling, community services, legal issues, etc.	9%
Enquiry/obtaining a green bin/bins and waste collection services	8%
Bus/public transport card	3%
Tree management/removal	2%
Change of house titles	1%
Gas permit	1%
Medicare card	1%
Providing feedback	1%
Reporting an issue to be investigated	1%
To obtain working with children's check	1%
Update address	1%
Work related licences e.g. building licence, real estate licence	1%
Animal control	<1%
Applying for a liquor permit	<1%
Downloading online forms for organisational return	<1%
Marriage certificate	<1%
Questionnaire for Government survey	<1%
Registrations e.g. car, trailer	<1%
Teacher registration	<1%
Don't recall	1%



# Satisfaction with Access Canberra Digital Service

- Q6e. How easy was it to find the information or services you were seeking on the Access Canberra Digital Service?  
 Q6f. Why do you say that it was (previous answer)?

Very easy/easy - other specified	Count
Easy to navigate/information was easy to find	22
Link took me straight to the payment/appropriate area	6
The appropriate departments for transport and infrastructure are not directly accessible through the website	3
The search engine function was good	3
Got sent an email or letter to seek information	2
Had no issues	2
Helpful information attached to the form	1
I have it bookmarked	1
Only reason it wasn't very easy, is because I needed to look for a bit before finding the information that I needed	1
Some things are easy to find online but other things are very difficult to find	1
Wasn't easy or difficult	1
Can't recall	2
Difficult/very difficult - other specified	Count
Links didn't work	3
Have to go through too many steps for simple rate payment	1
No response yet/unsure if it went through to correct department	1
Website was down the first time	1
Can't recall	1



# 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
Improving the online forms	5
Make the website faster e.g. improve the loading time of pages	5
Updated information	4
Take ownership of what they publish	3
Better app/mobile friendly	2
Improving payment options e.g. PayPal	2
To have a need for it	2
Use of voice recognition	2
Improve the feedback function	1
More relevant information/easier to understand	1
Transaction issues on the websites	1
Would have to be done for me	1



# Overall Perceptions of Access Canberra

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:

<b>All respondents N=602</b>	Can't say	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Makes it easy to pay ACT Government bills	10%	1%	1%	11%	29%	47%
Makes it easy to access an ACT Government service	3%	2%	3%	15%	31%	46%
Makes it easy for Canberra residents and local businesses to find out about ACT Government information	6%	3%	4%	14%	32%	41%
Makes it easy to give feedback	15%	4%	6%	20%	26%	29%
Makes it easy to find the right person to talk to in the ACT Government	13%	5%	9%	23%	25%	26%

<b>Respondents aware of Access Canberra N=559</b>	Can't say	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Makes it easy to pay ACT Government bills	10%	1%	1%	10%	29%	49%
Makes it easy to access an ACT Government service	2%	2%	2%	15%	31%	47%
Makes it easy for Canberra residents and local businesses to find out about ACT Government information	6%	2%	3%	14%	32%	42%
Makes it easy to give feedback	15%	4%	6%	20%	25%	30%
Makes it easy to find the right person to talk to in the ACT Government	12%	5%	9%	23%	25%	26%

<b>Respondents unaware of Access Canberra N=43</b>	Can't say	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Makes it easy to pay ACT Government bills	11%	7%	4%	21%	33%	24%
Makes it easy to access an ACT Government service	9%	2%	16%	8%	37%	28%
Makes it easy for Canberra residents and local businesses to find out about ACT Government information	11%	7%	11%	18%	32%	21%
Makes it easy to give feedback	13%	10%	3%	25%	35%	15%
Makes it easy to find the right person to talk to in the ACT Government	17%	9%	14%	20%	22%	19%



# Overall Perceptions of Access Canberra

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:

<b>Users of Access Canberra N=498</b>	Can't say	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Makes it easy to pay ACT Government bills	9%	1%	1%	9%	28%	52%
Makes it easy to access an ACT Government service	1%	1%	2%	12%	32%	52%
Makes it easy for Canberra residents and local businesses to find out about ACT Government information	5%	1%	3%	13%	33%	45%
Makes it easy to give feedback	15%	3%	5%	20%	25%	31%
Makes it easy to find the right person to talk to in the ACT Government	11%	4%	9%	22%	26%	27%

<b>Non-users of Access Canberra N=104</b>	Can't say	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Makes it easy to pay ACT Government bills	17%	4%	3%	19%	32%	24%
Makes it easy to access an ACT Government service	10%	5%	11%	26%	29%	19%
Makes it easy for Canberra residents and local businesses to find out about ACT Government information	11%	8%	7%	22%	30%	22%
Makes it easy to give feedback	16%	9%	9%	21%	27%	18%
Makes it easy to find the right person to talk to in the ACT Government	20%	12%	8%	25%	17%	17%



# Service Delivery Improvements

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

	Count
Extended operating hours	7
Having everything dealt with on a matter through just one area; not dealing with multiple areas*	7
Reduce fees/charges	7
Change of staff	5
Direct contact lines/directory/transferred to correct department	5
Knowing where things are up to in processes*	3
Planning e.g. forward planning, planning for the area	3
Provide a response/follow up	3
Provide an app to access services	3
Consultation e.g. within the community and the government	2
Maintaining face to face and phone contact	2
Making the ACT system consistent with the NSW system	2
Recharge transport cards instantly	2
Small business advice and coverage	2
To strengthen the contact between ACT government and service providers	2
Ability to top up your My Way card in more locations	1
Animal management	1
Changing the overall service	1
Changing the policies in regards to nature strips	1
Decrease domestic violence rates	1
Development application for housing	1
Enforce regulations of building, planning and leasing rules	1
Leave magazines to read while waiting	1
Not assuming everyone can use a computer	1
Outsource to much more efficient and responsive companies	1
Provide face to face information kiosks relating to public transport	1
Tree assessment/policy	1
Don't know	6

\*Indicate unprompted pre-codes provided by Access Canberra





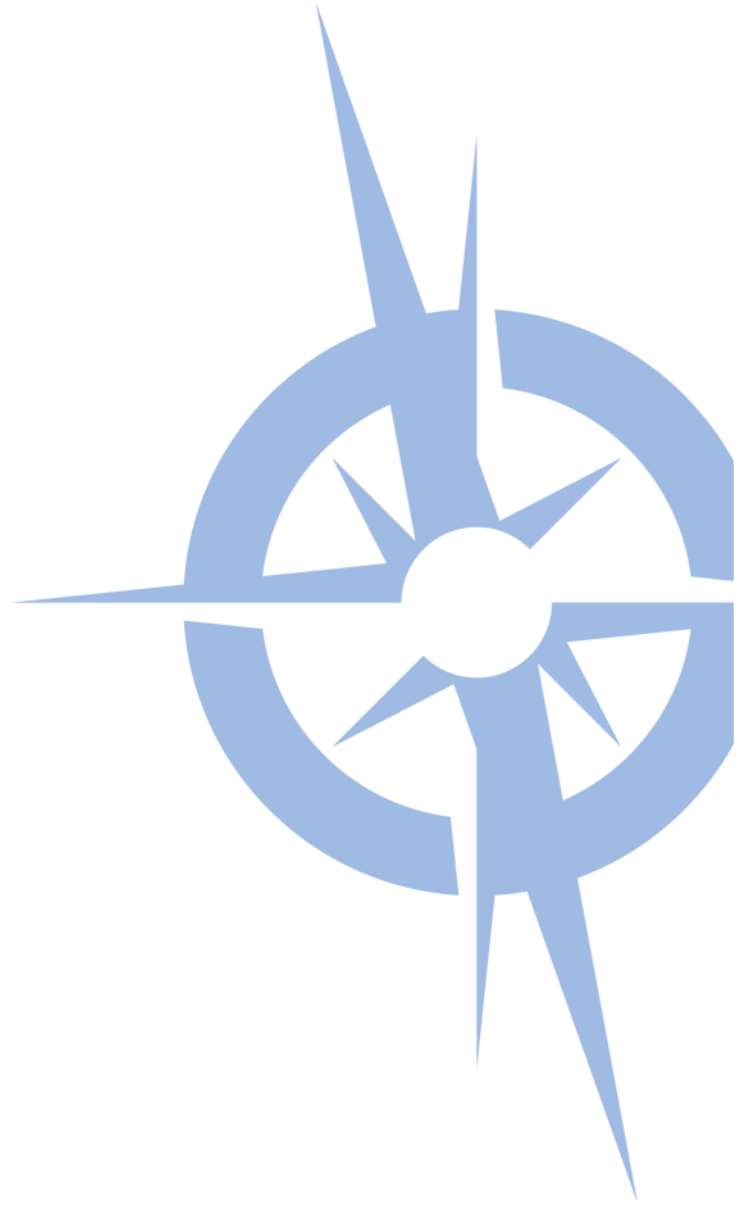
# Agreement with Statements About Living in the ACT

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

	Male	Female	18-24	25-44	45-64	65+
The relevant authorities work effectively to reduce the incidence of workplace injuries	3.76	3.71	4.24▲	3.80	3.47▼	3.50▼
I know what to do if a product that I buy is faulty	3.66	3.70	3.78	3.75	3.54	3.67
The relevant authorities help businesses understand the laws they need to comply with	3.51	3.66	3.97▲	3.68	3.30▼	3.38▼
The relevant authorities assist businesses ensuring that their staff understand their legal responsibilities	3.55	3.59	4.02▲	3.59	3.34▼	3.39
Canberrans should be able to park on nature strips except where there are safety concerns (line of sight etc.)	3.57	3.50	3.68	3.77▲	3.35	3.15▼

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





# Appendix B – Questionnaire

**ACT Government**  
**Access Canberra Customer Satisfaction Survey**  
**May 2019**

**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
- Can't say

**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
- Gungahlin
- Civic Driver Licence Service
- DPMH Dickson
- Mitchell
- Not sure/can't recall **(Go to Q4b)**



**Q4aaa. Thinking of that most recent visit, why in particular did you choose to visit an Access Canberra Service Centre rather than phone the Access Canberra Contact Centre or go online and use the Access Canberra Digital Services?**

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

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

- Private
- Business

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

- Building 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
- Fine or infringement
- 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

**(Go to Q4g)**



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

- Able to complete in one visit
- Quick - didn't have to wait long
- Person was knowledgeable
- Had to come back
- Had to wait a long time
- Person didn't appear to be knowledgeable
- Other (please specify) .....

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

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

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

.....

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

**Standards:**

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

**Channel specific:**

The Concierge who may have greeted you when you arrived	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The length of time you waited to be served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Section 2ii: Contact Centre**

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

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

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

**Q5aa. Thinking of your most recent call to the telephone Contact Centre, was it for private or business purposes?**

- Business
- Private

**Q5aaa. Why in particular did you choose to call the Access Canberra Service Centre rather than visit an Access Canberra Service Centre or go online and use the Access Canberra Digital Services?**

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

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

- Building 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
- Fine or infringement
- 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 **(Go to Q5f)**

**Q5e. 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 (please specify) .....

**Q5f. Now I'd like you to think about the actual customer service you experienced during your call regardless of whether or not you were satisfied with the outcome from that call. Overall, how satisfied or dissatisfied were you with the service you received from the Contact Centre during your last call? Prompt (SR)**

- Very satisfied **(Go to Q5h)**
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- (Do NOT Prompt) Unsure/don't know **(Go to Q5h)**

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

.....





**Q5h. Using a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, overall, how satisfied or dissatisfied were you with the following in relation to your most recent call to the Access Canberra telephone service? Prompt (SR per item)**

**Standards:**

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

**Channel Specific:**

The length of time you waited on the line for a consultant to speak to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ease of getting through to someone who could assist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Section 2iii: Website**

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

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

**Q6aa. And in the past 12 months, how many times in total, if at all, would you have used any Access Canberra digital services to conduct a transaction, such as completing online forms or making an online payment? Do NOT Prompt (SR)**

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

**Q6aaa. Thinking of your most recent use of an Access Canberra digital service, was it for private or business purposes?**

- Business
- Private

**Q6aaaa. Why in particular did you use an Access Canberra digital service rather than visit an Access Canberra Service Centre or call the Access Canberra Contact Centre?**

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

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

- Building 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
- Fine or infringement
- 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 at home or work
- Use a publicly available desktop or laptop computer, such as at a library
- Use one of the touch-screen computers at an Access Canberra service centre
- Use a mobile device like a tablet or phone
- Not sure

**Q6di. [If used touch-screen computers at Access Canberra on Q6d] You mentioned that you have used the touch screen computers at an Access Canberra Service Centre – if you needed to contact Access Canberra online in the future, how likely, if at all, would you be to use a computer at home or at work rather than using one of the touch-screen computers at the Service Centres? Prompt**

- Very likely
- Likely
- Somewhat likely
- Not very likely
- Not at all likely
- (Do NOT Prompt) Unsure/don't know

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

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

**Q6f. Why do you say that it was (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 **(Go to Q6i)**
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- (Do NOT Prompt) Unsure/don't know **(Go to Q6i)**

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

.....

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

**Standards:**

	Very dissatisfied			Very satisfied		Can't say
	1	2	3	4	5	
How easy the information was to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Channel Specific:**

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



**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)**

	Strongly disagree			Strongly agree		Can't say
	1	2	3	4	5	
Makes it easy to access an ACT Government service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makes it easy for Canberra residents and local businesses to find out about ACT Government information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makes it easy to find the right person to talk to in the ACT Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makes it easy to give feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makes it easy to pay ACT Government bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

**Section 4: Service Delivery Options**

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

**Q8. Thinking about Access Canberra digital services. In the future you may be able to obtain information such as how much does it cost to renew my driver's licence, or complete transactions using a virtual assistant, chat bot or a voice assistant similar to Amazon's Alexa. If this service was available, how likely is it that you would use it? Prompt**

- Very likely
- 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)**

	Strongly disagree			Strongly agree		Can't say
	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"/>	<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"/>	<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"/>	<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"/>	<input type="radio"/>
Canberrans should be able to park on nature strips 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"/>	<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**

Finally, just a few quick questions 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? Prompt**

- 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
- Other (please specify).....
- Refused

**Q15. Which of the following best describes your current employment status? Prompt (SR)**

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

**Q16. Are you of Aboriginal and/or Torres Strait Islander origin?**

- Yes
- No

**Q17. Are you a current or past member of Australia's armed services?**

- Yes, current member
- Yes, past member (i.e.: veteran)
- No



**Q18. 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"/> Moncrief        |
| <input type="radio"/> Aranda          | <input type="radio"/> Fyshwick        | <input type="radio"/> Narrabundah     |
| <input type="radio"/> Banks           | <input type="radio"/> Garran          | <input type="radio"/> Ngunnawal       |
| <input type="radio"/> Barton          | <input type="radio"/> Gilmore         | <input type="radio"/> Nicholls        |
| <input type="radio"/> Beard           | <input type="radio"/> Giralang        | <input type="radio"/> Oaks Estate     |
| <input type="radio"/> Belconnen       | <input type="radio"/> Gordon          | <input type="radio"/> O'Connor        |
| <input type="radio"/> Bonner          | <input type="radio"/> Gowrie          | <input type="radio"/> O'Malley        |
| <input type="radio"/> Bonython        | <input type="radio"/> Greenway        | <input type="radio"/> Oxley           |
| <input type="radio"/> Braddon         | <input type="radio"/> Griffith        | <input type="radio"/> Page            |
| <input type="radio"/> Bruce           | <input type="radio"/> Gungahlin       | <input type="radio"/> Palmerston      |
| <input type="radio"/> Calwell         | <input type="radio"/> Hackett         | <input type="radio"/> Parkes          |
| <input type="radio"/> Campbell        | <input type="radio"/> Hall            | <input type="radio"/> Pearce          |
| <input type="radio"/> Casey           | <input type="radio"/> Harrison        | <input type="radio"/> Phillip         |
| <input type="radio"/> Chapman         | <input type="radio"/> Hawker          | <input type="radio"/> Pialligo        |
| <input type="radio"/> Charnwood       | <input type="radio"/> Higgins         | <input type="radio"/> Red Hill        |
| <input type="radio"/> Chifley         | <input type="radio"/> Holder          | <input type="radio"/> Reid            |
| <input type="radio"/> Chisholm        | <input type="radio"/> Holt            | <input type="radio"/> Richardson      |
| <input type="radio"/> City            | <input type="radio"/> Hughes          | <input type="radio"/> Rivett          |
| <input type="radio"/> Conder          | <input type="radio"/> Hume            | <input type="radio"/> Russell         |
| <input type="radio"/> Cook            | <input type="radio"/> Isaacs          | <input type="radio"/> Scullin         |
| <input type="radio"/> Coombs          | <input type="radio"/> Isabella Plains | <input type="radio"/> Spence          |
| <input type="radio"/> Crace           | <input type="radio"/> Jacka           | <input type="radio"/> Stirling        |
| <input type="radio"/> Curtin          | <input type="radio"/> Kaleen          | <input type="radio"/> Symonston       |
| <input type="radio"/> Deakin          | <input type="radio"/> Kambah          | <input type="radio"/> Tharwa          |
| <input type="radio"/> Denman Prospect | <input type="radio"/> Kingston        | <input type="radio"/> Theodore        |
| <input type="radio"/> Dickson         | <input type="radio"/> Latham          | <input type="radio"/> Throsby         |
| <input type="radio"/> Downer          | <input type="radio"/> Lawson          | <input type="radio"/> Torrens         |
| <input type="radio"/> Duffy           | <input type="radio"/> Lyneham         | <input type="radio"/> Turner          |
| <input type="radio"/> Dunlop          | <input type="radio"/> Lyons           | <input type="radio"/> Uriarra Village |
| <input type="radio"/> Evatt           | <input type="radio"/> Macarthur       | <input type="radio"/> Wanniassa       |
| <input type="radio"/> Fadden          | <input type="radio"/> Macgregor       | <input type="radio"/> Waramanga       |
| <input type="radio"/> Farrer          | <input type="radio"/> Macquarie       | <input type="radio"/> Watson          |
| <input type="radio"/> Fisher          | <input type="radio"/> Mawson          | <input type="radio"/> Weetangera      |
| <input type="radio"/> Florey          | <input type="radio"/> Mckellar        | <input type="radio"/> Weston          |
| <input type="radio"/> Flynn           | <input type="radio"/> Melba           | <input type="radio"/> Wright          |
| <input type="radio"/> Forde           | <input type="radio"/> Mitchell        | <input type="radio"/> Yarralumla      |
| <input type="radio"/> Other           |                                       |                                       |

***Follow-up research recruitment (to Micromex Panel)***

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