



Access Canberra

Customer Satisfaction Research - 2020

Prepared by: Micromex Research

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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
- Understand perceptions of quality of life

Questionnaire

Micromex Research, together with the ACT Government, updated the 2019 questionnaire for use in 2020.

A copy of the questionnaire is provided in Appendix B.

Data collection

The survey was conducted during the period 14th May – 1st June 2020 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 606 resident interviews were completed. 482 of the 606 respondents were selected by means of a computer based random selection process using the electronic White Pages and SamplePages. The remaining 124 respondents had been 'number harvested' via face-to-face intercept at a number of areas around the ACT in prior research (excluding prior Access Canberra projects) – This method was used in 2020 instead of conducting new number harvesting due to social distancing and other restrictions related to COVID-19.

A sample size of 606 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=606 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 Research Society's 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 – 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').

Word Frequency Tagging

Verbatim responses for 'open ended' questions within the report were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned

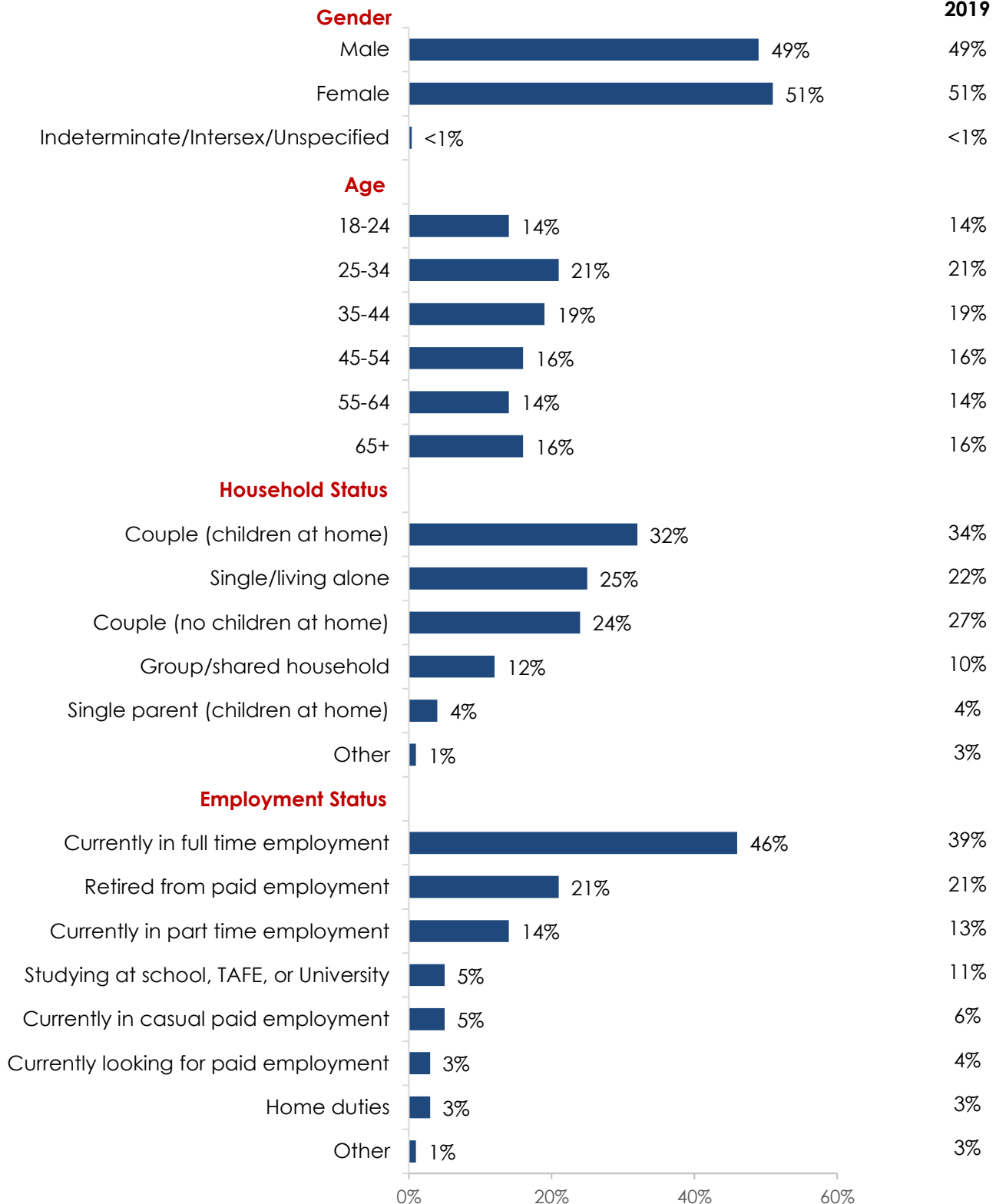




Sample Profile

Sample Profile

2019



Base: N = 606

A sample size of 606 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.

Note: 2% of respondents refused to state their household status and 2% refused employment status.

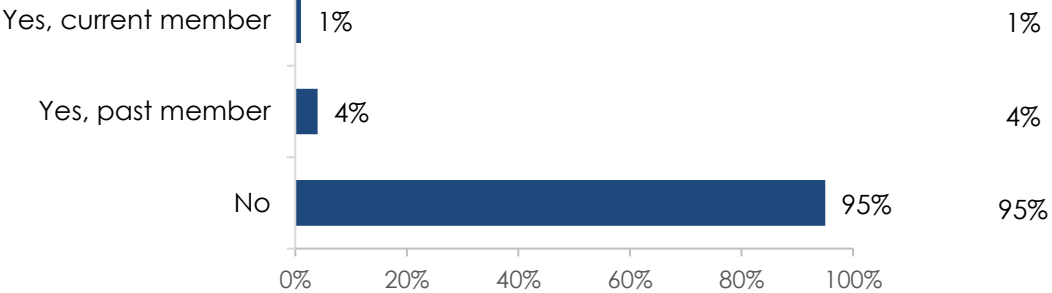
Sample Profile

2019

Aboriginal and/or Torres Strait Islander



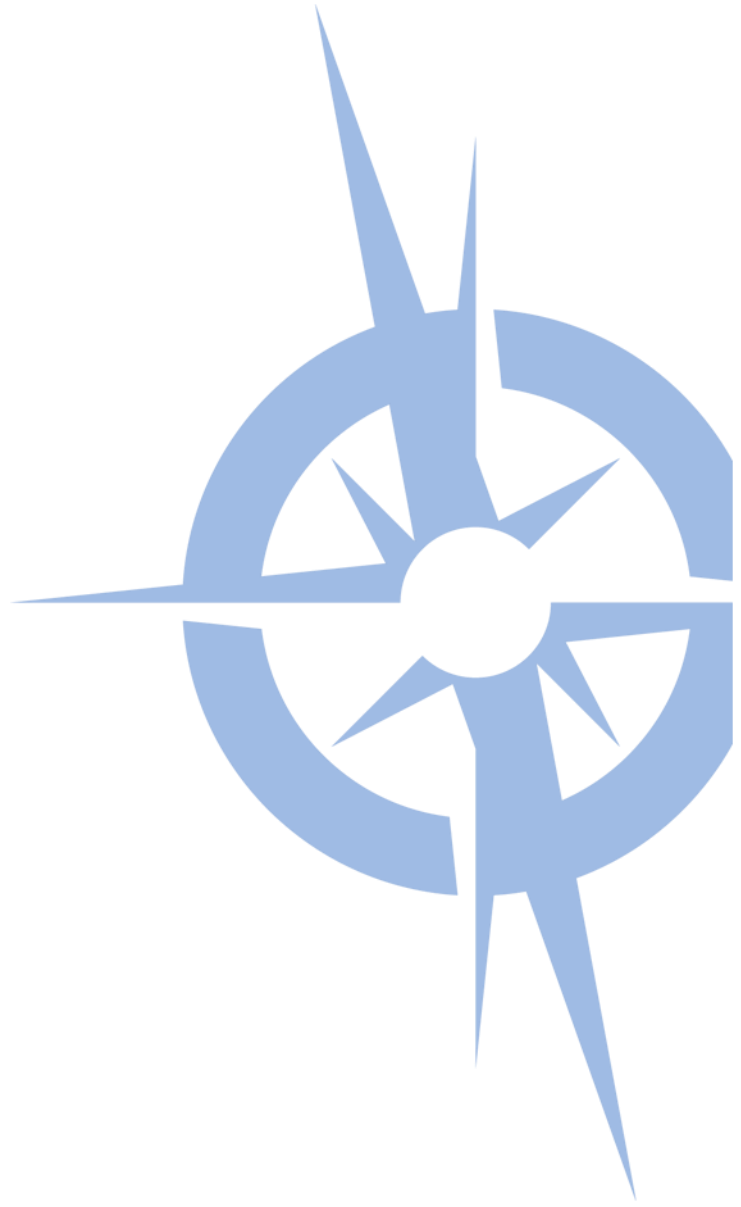
Member of Australia's armed services



0% 20% 40% 60% 80% 100%




Base: N = 606

A sample size of 606 residents provides a maximum sampling error of plus or minus 4.0% at 95% confidence. The sample has been weighted by age and gender to reflect the 2016 ABS community profile of the ACT.



Key Findings

Summary

	Service Centres 	Telephone Contact Centre 	Digital Services 
Overall satisfaction	94% Satisfied/very satisfied	88% Satisfied/very satisfied	88% Satisfied/very satisfied
Average number of contacts for resolution	1.3 contacts	1.7 contacts	1.3 contacts
Ease of dealing with Access Canberra	94% Easy/very easy	77% Easy/very easy	86% Easy/very easy
Reason for contact being easy	Able to complete in one visit Quick – didn't have to wait long	Person was knowledgeable Quick, didn't have to wait long	Information clearly presented Able to complete transaction in one visit
Reason for contact being difficult	Had to wait a long time Person didn't appear to be knowledgeable	Had to wait a long time Transferred and had a poor experience	Had difficulty navigating/finding what I was after Didn't understand the information/question on the form
What would make you 'very satisfied' with the service?	Shorter wait times/faster service More knowledgeable staff/staff training	Shorter wait times/faster service Better trained/informed staff	Better format/more user friendly/update the website Clearer information
Top drivers of overall satisfaction	<ul style="list-style-type: none"> The staff thoroughly handling your matter The willingness of staff to assist you 	<ul style="list-style-type: none"> Staff clearly explaining what you needed to know Staff thoroughly handling your matter 	<ul style="list-style-type: none"> The service experience met my expectations How easy it was to undertake an online transaction

Executive Summary

Awareness and Usage of Access Canberra

Both awareness and usage of the ACT Government service known as Access Canberra have continued upward trends in 2020, with 96% and 87% of residents stating they were aware/used the service, respectively.

When we look at the usage across the different service types, we see that the proportion of residents that visited an Access Canberra Service Centre (58%) or called the Telephone Contact Centre (33%) remained relatively consistent with 2019, but the proportion that accessed Access Canberra's Digital Services significantly increased (65%, up from 57% in 2019).

Satisfaction with Access Canberra Services Over the Past 12 Months

Overall satisfaction with the service received from Access Canberra increased again in 2020, with 92% of those that accessed the service stating they were satisfied/very satisfied - the highest level of satisfaction recorded across the reporting period (beginning in 2015) – and especially pleasing against the backdrop of the summer bushfires/storms and the COVID-19 situation.

Satisfaction is very high across all three service types, though it is highest for the Access Canberra Service Centres (Service Centres: 94%, Telephone Contact Centre: 88%, Digital Services: 88%). When asked what would have to change in order to make them 'very satisfied' with the service, residents discussed shorter wait times and more knowledgeable staff for both Service Centres and Telephone Contact Centres, and the need for a more user-friendly website when using Digital Services.

Ease of dealing with Access Canberra

Overall perceptions of how easy it is to deal with Access Canberra have remained very high, with 91% stating that it was easy/very easy.

The proportion of residents that specifically stated it was 'very easy' to deal with the Service Centre or find information or services they were seeking via the Digital Services, have both shown marginal increases in 2020. However, the proportion that reported it was 'very easy' to deal with the Telephone Contact Centre decreased compared to 2019, shifting instead to stating it was 'easy'.

Efficiency was the dominant topic discussed when residents were asked the reason for their perceptions of 'ease', with those that found their visit to a Service Centre or their call to a Telephone Contact Centre easy/very easy, commenting on being able to complete their required task in one visit/call, not having to wait long to be served and knowledgeable staff. Likewise, those that stated their visit/call was difficult/very difficult reported having to wait a long time, being transferred and staff lacking the appropriate knowledge. The leading reasons for stating it was easy/very easy to find information or conduct services via Access Canberra Digital Services was that the information was clearly presented and they were able to conduct their transaction in one visit, whilst those that found it difficult/very difficult discussed finding it difficult to navigate the website.

Satisfaction with Specific Service Areas

The 'fairness of the staff in dealing with your transaction', and 'how polite staff were' were the top two rated services for satisfaction for both Service Centres and Telephone Contact Centres, whilst 'the length of time you waited to be served/on the line for a consultant to speak to you' received the lowest mean satisfaction rating.



Across the 11 measures examined at Service Centres, 9 demonstrated increased satisfaction compared to 2019 (two significantly increased). However, when looking at 11 specific services related to the Telephone Contact Centre, 10 marginally decreased.

All 7 specific services examined within Digital Services increased in satisfaction in 2020. 'The convenience of being able to seek information at a time convenient to you' continues to be the area with the highest level of satisfaction overall, whilst 'how easy it was to find the information you needed' continues to be the lowest.


Key Drivers of Satisfaction – 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').

Despite residents primarily discussing time related issues when directly asked what would increase their level of satisfaction/perceptions of ease for both Service Centres and Telephone Contact Centres, the dominant drivers of overall satisfaction identified by the Shapley Regression Analysis were actually staff related:

Service Centres 	Telephone Contact Centres 
Staff thoroughly handling your matter: 23.4%	Staff clearly explaining what you needed to know: 15.1%
The willingness of staff to assist you: 16.5%	The staff thoroughly handling your matter: 14.5%
How polite staff were: 14.6%	The willingness of staff to assist you: 9.6%

For Digital Services, the key drivers related to ease and meeting expectations, with residents appearing to expect Digital Services to be more convenient than visiting a Service Centre in person or calling a Telephone Contact Centre. The top three drivers of overall satisfaction for Digital Services were:

Digital Services 
The service experience met my expectations: 20.8%
How easy it was to undertake an online transaction such as complete an application form or make a payment: 17.1%
The process was straightforward and easy to understand: 16.7%

In early 2020 some Access Canberra Service Centres were closed temporarily due to the summer bushfires. Then COVID-19 resulted in two Centres (Tuggeranong and Gungahlin) being closed for a three day period, and then operating under restricted hours from the 6th of April 2020. Furthermore, Access Canberra actively encouraged residents to use the phone and online channels rather than the face-to-face Service Centres, in line with Government advice to socially isolate and only leave the home for essential reasons.

The survey results clearly show usage of the Service Centres decreasing in recent months (March – May 2020), but increasing for Telephone Contact Centres and Digital Services. Digital Services actually reported their highest usage since reporting began in 2015, with 65% of residents stating they had used the service within the past 12 months.

Satisfaction and ease with dealing with the service were both at their lowest in the months of March – May 2020 for Service Centres and Telephone Contact Centres (the period when COVID-19 restrictions were in place), suggesting COVID-19 related restrictions/changed operations may have caused some dissatisfaction..

However, looking at the Service Centre results below (where we have reasonable sample sizes), there is some suggestion that results for May-Aug 2019 are more favourable than in Sept-Dec 2019 – both these periods were largely before the summer bushfires/storms, and certainly before COVID-19. In other words, it is **possible** that perceptions of satisfaction and ease improve as time goes by (especially if the issue had been resolved /the effects of any outcomes were being experienced), so the decrease experienced in recent months **may not solely** be a direct effect of the summer bushfires/storms or COVID-19.

For Digital Services, satisfaction and ease did not follow a clear pattern across months – which is perhaps to be expected as they are less likely to be impacted by peaks/troughs in demand.

Service Centres:

	May-Aug 2019	Sept – Dec 2019	Jan – Feb 2020	Mar – May 2020
Satisfaction (Q4g)	4.81	4.69	4.63	4.53
Ease (Q4e)	3.75	3.52	3.59	3.35
Base	43	67	74	71

Telephone Contact Centres:

	May-Dec 2019	Jan – Feb 2020	Mar –Apr 2020	May 2020
Satisfaction (Q5f)	4.55	4.38	4.31	4.14
Ease (Q5d)	3.34	3.11	3.21	2.88
Base	42	36	37	32

Digital Services:

	May-Dec 2019	Jan – Feb 2020	Mar –Apr 2020	May 2020
Satisfaction (Q6g)	4.31	4.45	4.47	4.28
Ease (Q6e)	3.28	3.22	3.26	3.29
Base	63	83	109	97

Satisfaction: 1 = very dissatisfied, 5 = very satisfied

Ease: 1 = very difficult, 4 = very easy

When we look at self-reported quality of life, we see that despite the recent challenges faced by the community (not only COVID-19 but also the bushfires experienced in the summer of 2019), quality of life actually increased, with 97% of residents stating it is 'good – excellent'.

Recommendations

This research has highlighted that awareness, usage and satisfaction with Access Canberra is very positive in 2020, especially considering the extra challenges faced in relation to the summer bushfires/storms and COVID-19.

In order to continue these upward trends, Access Canberra should consider the following points:

- For both Service Centres and Telephone Contact Centres, staff are your key asset. Residents discuss wanting shorter wait times and a faster service, but the dominant drivers of overall satisfaction (as identified by the Shapley Regression Analysis) actually related to perceptions of staff being fair, polite, willing to assist and handling matters thoroughly. Continuing to invest in staff training and ensuring that residents interact with staff that are knowledgeable across all topics could help to lift overall satisfaction in these service types.
- Users of the Digital Services primarily want a service that is easy and convenient to use, and meeting these expectations is the key driver of overall satisfaction. Focusing on improvements to the website to make it more user friendly, with residents easily able to navigate to the information/service they require, should lead to an overall increase in satisfaction of users.





Section A – Awareness and Usage Summary

Awareness of Access Canberra

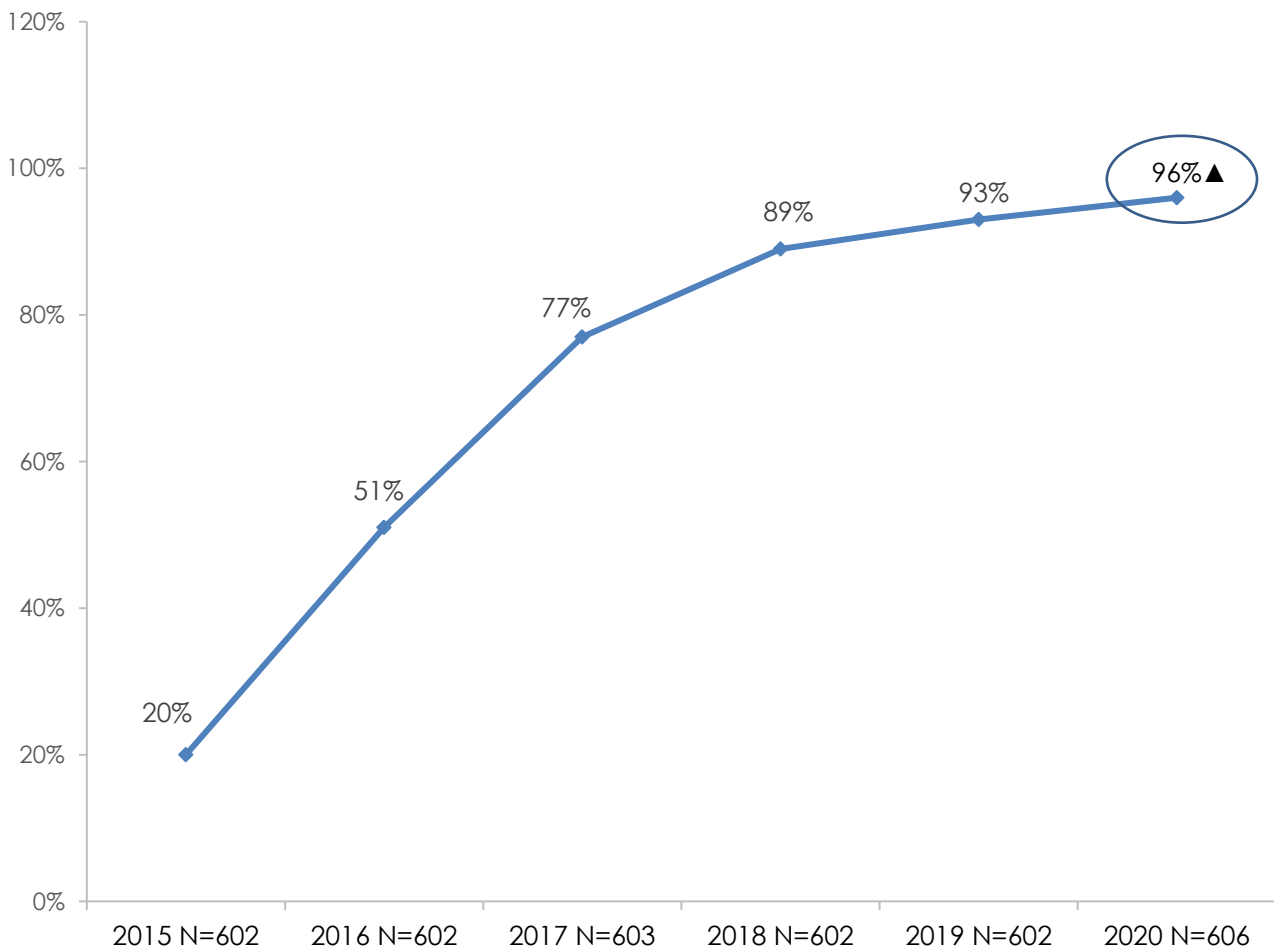
Summary

Level of awareness of the ACT Government service known as Access Canberra has continued to increase, with 96% of residents aware in 2020. All residents in the 18-24 age group stated they were aware of Access Canberra, with awareness following a downward trend across age (although 90% awareness amongst those aged 65+ is still a very high level of awareness overall).

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

	Overall 2020	Overall 2019	Male	Female	18-24	25-44	45-64	65+
Yes, aware	96%▲	93%	95%	96%	100%▲	97%	95%	90%▼
Base	606	602	294	312	83	244	182	98

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



Use of Access Canberra

Summary

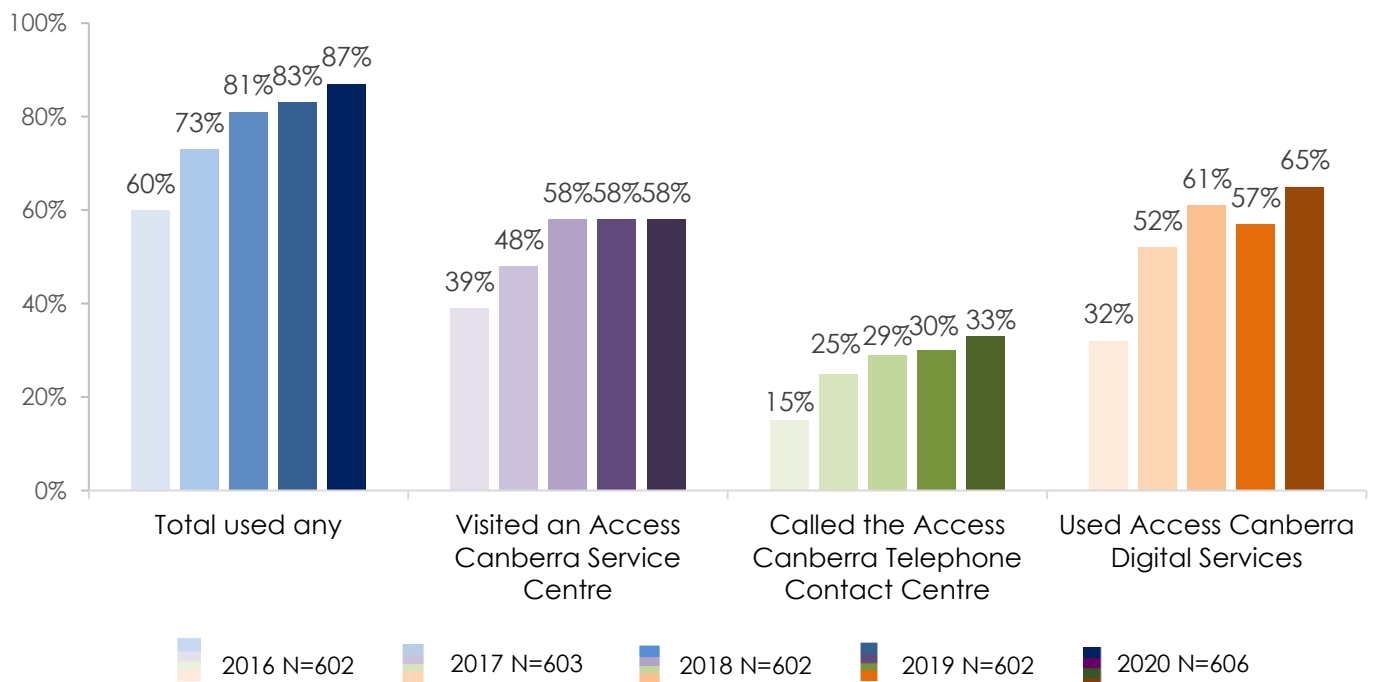
Overall usage of any services has increased since 2019 (although not significantly), with 87% of residents stating they had used at least one of the services. Usage of 'Access Canberra Digital Services' has significantly increased in 2020. Residents aged 65+ were significantly less likely to have used any Access Canberra service in the past 12 months, consistent with the finding on the previous page (Q1) that older residents have lower levels of awareness of the service. Younger residents (18-44) were more likely to have used 'Access Canberra Digital Services'.

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

	Overall 2020	Overall 2019	Male	Female	18-24	25-44	45-64	65+
Total used any	87%	83%	89%	85%	85%	91%▲	91%	72%▼
Visited an Access Canberra Service Centre	58%	58%	62%	55%	66%	57%	61%	50%▼
Called the Access Canberra telephone Contact Centre	33%	30%	29%	36%	30%	35%	32%	30%
Used Access Canberra Digital Services	65%▲	57%	70%▲	61%	72%	73%▲	68%	35%▼
Been visited at your work by an Access Canberra representative/inspector	2%	1%	4%	1%	2%	2%	4%	1%
Base	606	602	294	312	83	244	182	98

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

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.



Most Recent Month of Visit/Usage

Summary

It is perhaps not surprising that 'most recent use' tends to be higher in the more recent months – note for instance the small but steady increases for all three channels from May-June 2019 to November-December 2019.

However, there is then a sizeable jump in 'most recent use' of all channels in January-February 2020, most likely associated with the summer fires and storms.

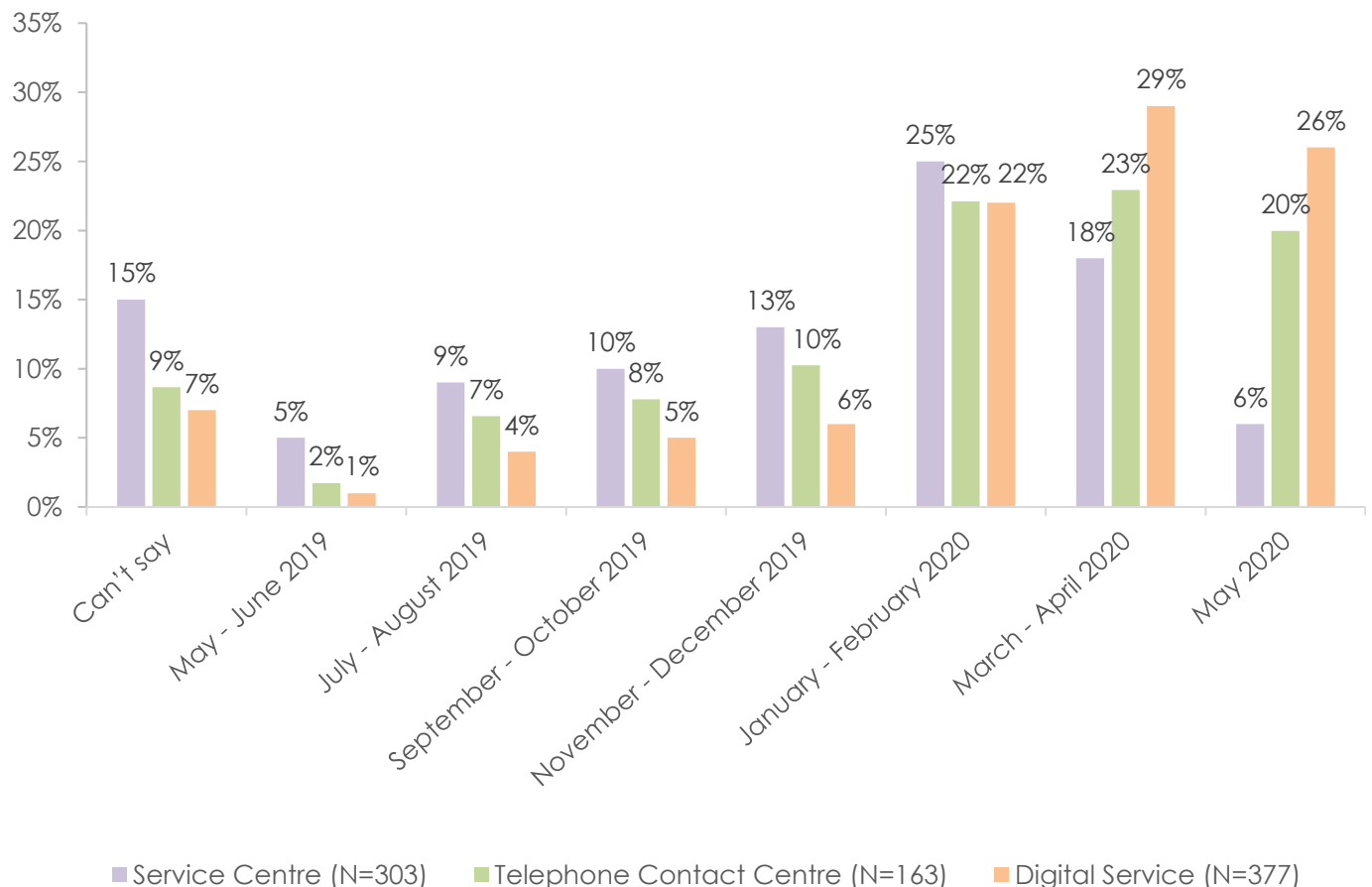
Then visitation to a Service Centre drops over 2020, consistent with some shop front closures during the recent bushfires due to smoke, as well as closures and restricted hours due to social distancing regulations around COVID-19.

There is some sense in the data that post the summer bushfires/storms and with the emergence of COVID-19, usage has switched more to online than phone.

Q4ai. Thinking of your most recent visit to an Access Canberra Service, in which month was your most recent visit?

Q5ai. Thinking of your most recent call to the Access Canberra Telephone Contact Centre, in which month was your most recent call?

Q6aai. Thinking of your most recent use of an Access Canberra digital service, in which month was your most recent usage of the digital service?





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

Summary of Overall Satisfaction

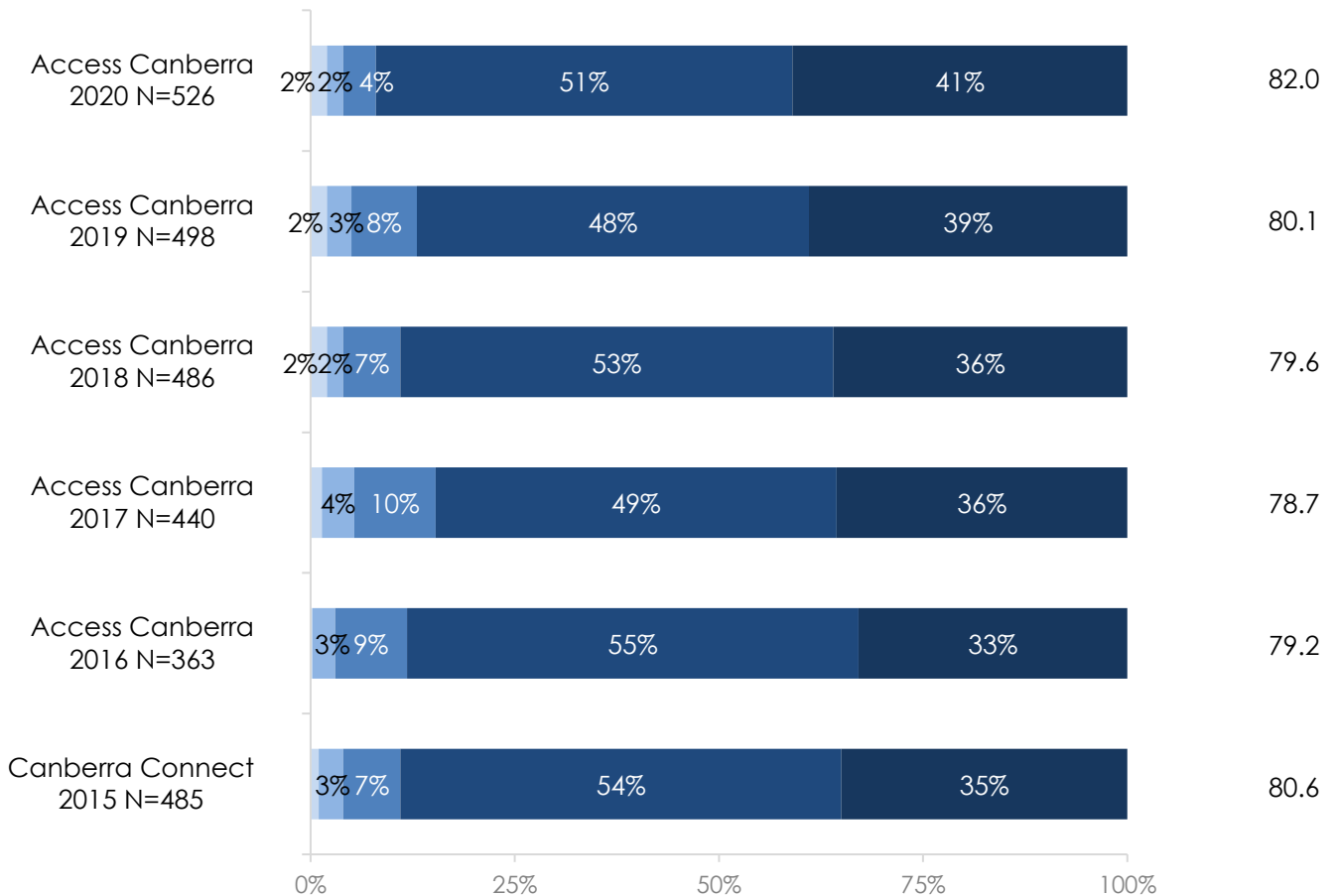
Summary

Satisfaction with the Access Canberra service has increased again in 2020, with 92% of residents stating they are satisfied or very satisfied. Importantly, there has been an upward trend in residents committing to the top box option of 'very satisfied'. The consumer Service Index (CSI) of 82.0 is the highest it has been across all reporting years (from 2015). There were no significant differences in levels of satisfaction across demographics.

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

	Overall 2020	Overall 2019	Male	Female	18-24	25-44	45-64	65+
Mean CSI	82.0	80.1	81.5	82.6	83.4	81.3	82.6	81.6
Base	526	498	262	264	70	221	164	71

Consumer Service Index (CSI)



■ Very dissatisfied (0) ■ Dissatisfied (25) ■ Neither (50) ■ Satisfied (75) ■ Very satisfied (100)

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

Note: percentages <2% are not shown above

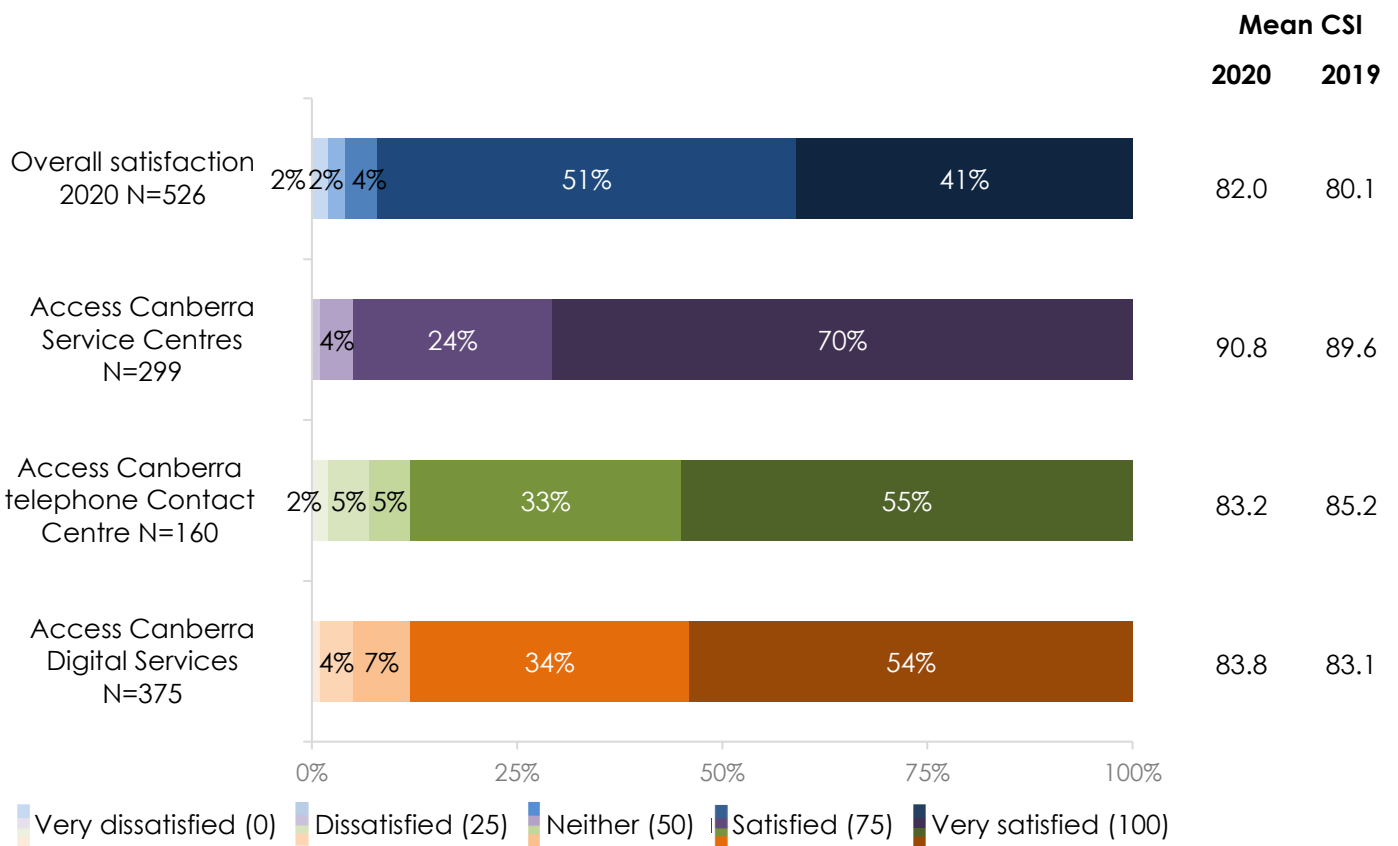


Summary of Satisfaction with Services

Summary

Satisfaction across all three service types was very high, with at least 88% of the users stating they were satisfied or very satisfied. Overall, satisfaction was highest for Service Centres, with 94% of those who had visited a service centre in the last 12 months being satisfied/very satisfied – and 70% committing to the top 'Very satisfied' code.

- 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
 Note: percentages <2% are not shown above

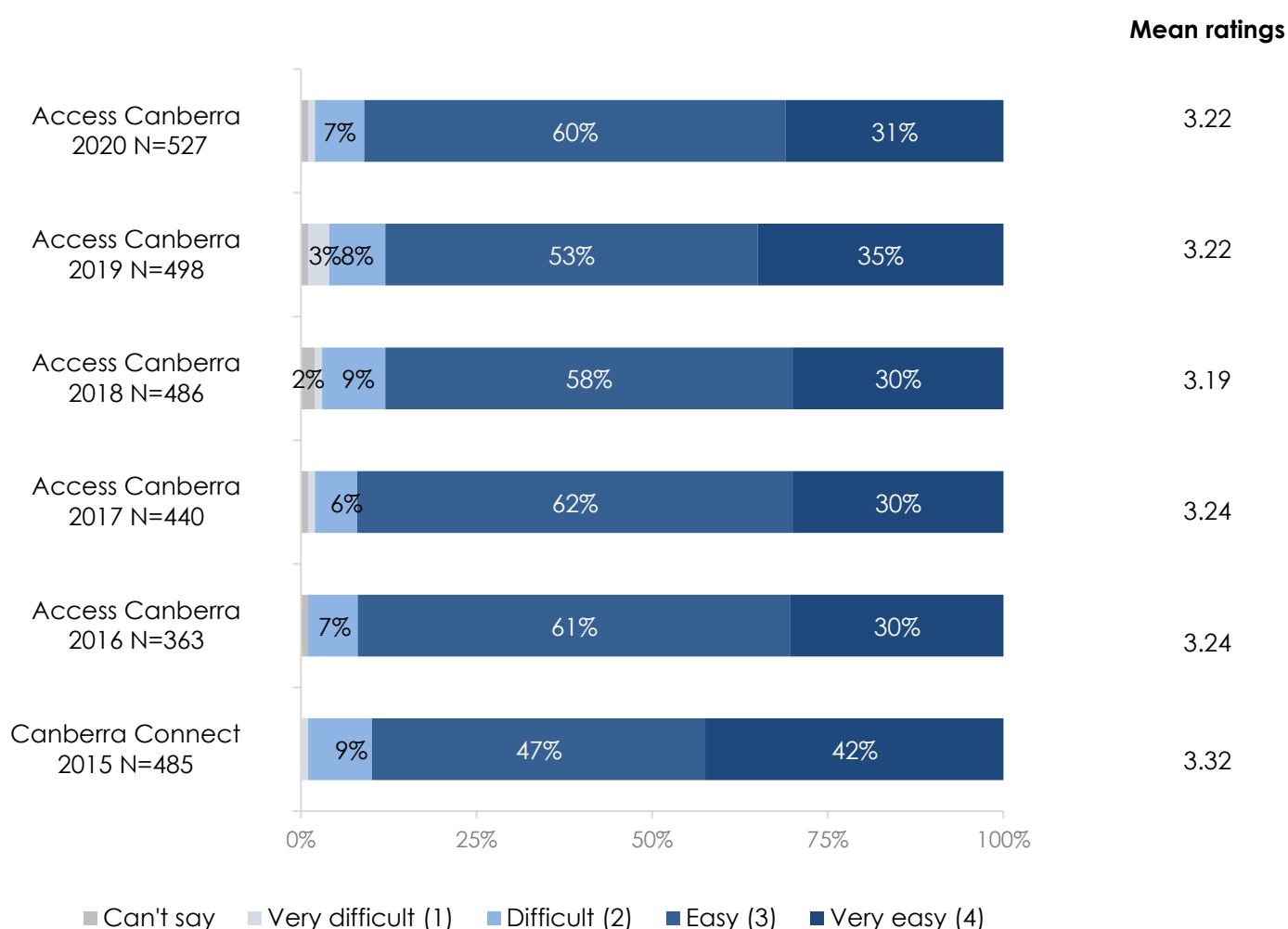
Summary of Overall Ease of Dealings

Summary

91% of residents suggested that dealings with Access Canberra in the last 12 months have been either easy or very easy, with results remaining on par with 2019. As was observed in previous years, the 18-24 age group were more likely to suggest their dealing with Access Canberra was easy.

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 2020	Overall 2019	Male	Female	18-24	25-44	45-64	65+
Mean rating	3.22	3.22	3.23	3.22	3.34	3.21	3.20	3.20
Base	521	492	261	261	70	221	162	68



Scale: 1 = very difficult, 4 = very easy. Note: 'can't say' responses were excluded from the mean.
Note: percentages <2% are not shown above

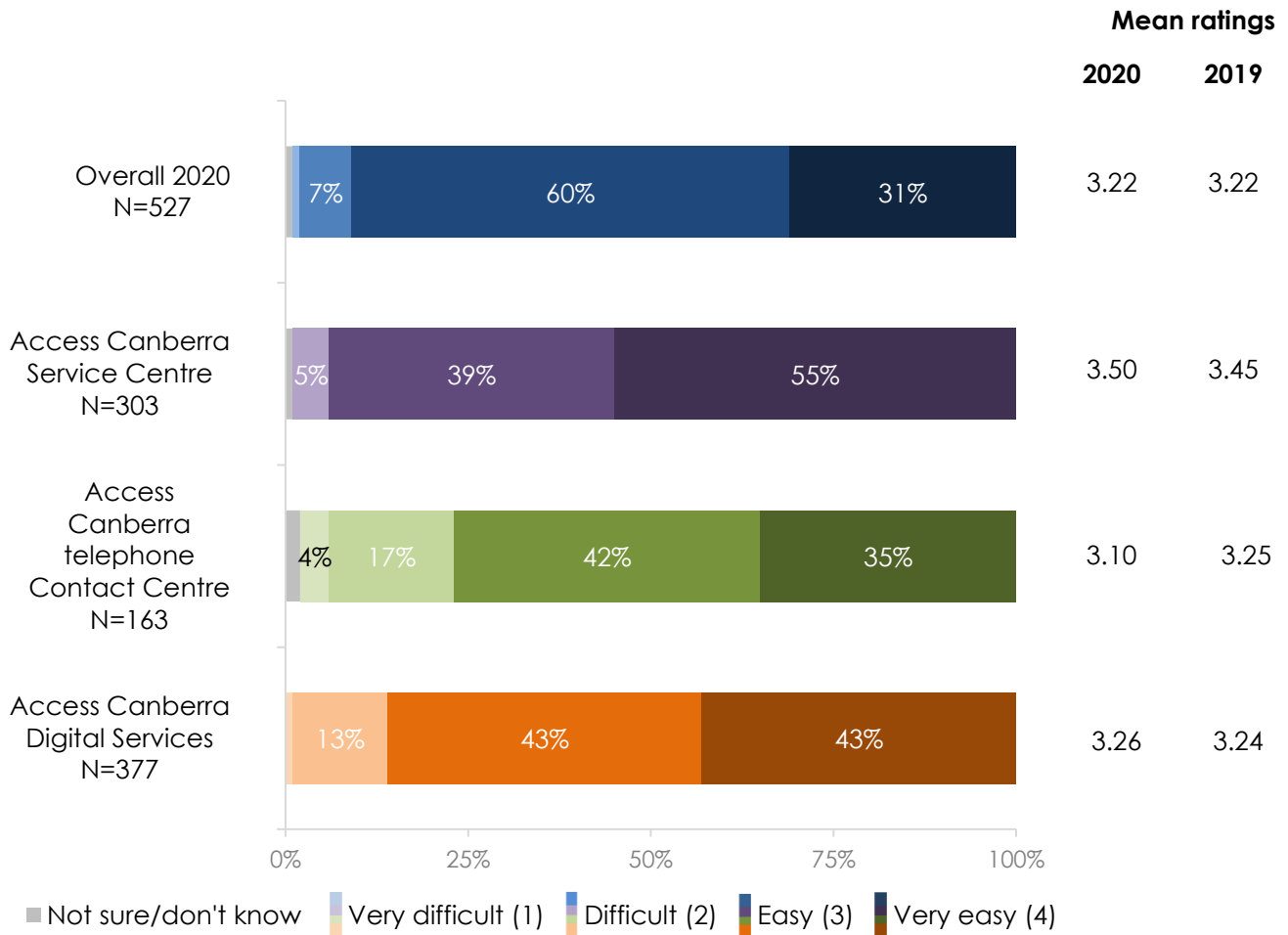


Summary of Ease of Dealing with Each Service Type

Summary

As was the case with satisfaction, Access Canberra Service Centres are the service type residents rated as the easiest to deal with – with 91% of those who had visited a Service Centre within the last 12 months stating their dealings were either easy or very easy.

- 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 digital service?



Scale: 1 = very difficult, 4 = very easy.
 Note: 'can't say' responses were excluded from the mean.
 Labels <2% are not shown above

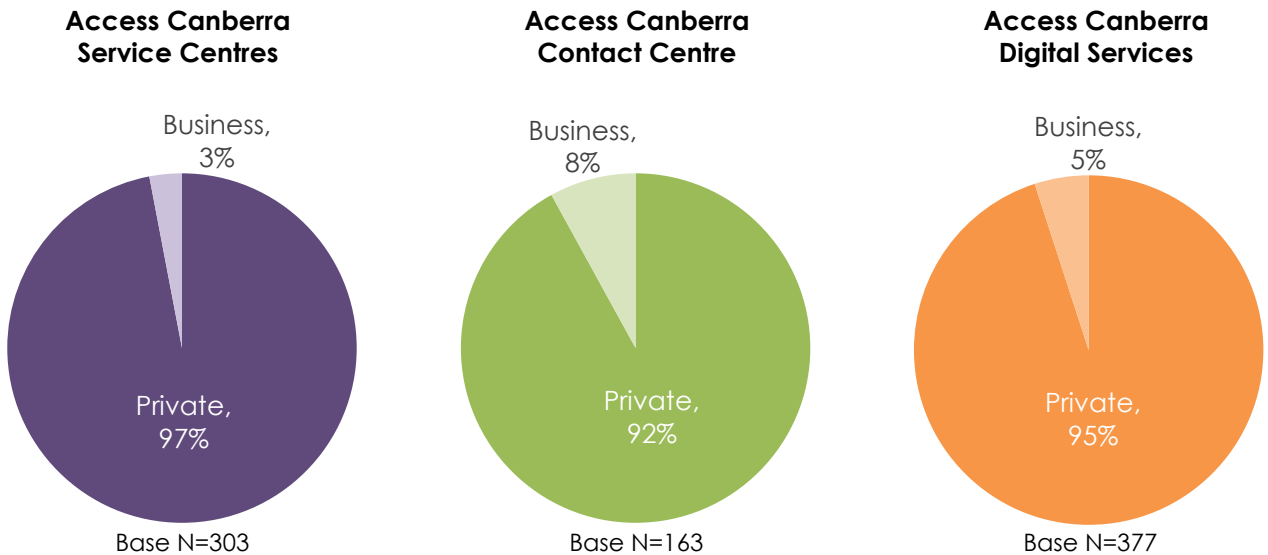
Summary of Contact Purpose

Summary

Use of Access Canberra services was predominantly for 'private' purposes rather than 'business', across all 3 service types.

The most common reason for contacting all types of Access Canberra services were 'car registration' and 'driver's license'.

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	41%	26%	39%
Driver's licence	33%	11%	39%
Complaint	1%	10%	3%
Rates payment	1%	4%	9%
Base	303	163	379

The full list of 'reason for contact' are reported in Section B.

Summary of Contact Frequency

Summary

Whilst there has been a drop in average number of visits to Access Canberra Service Centres in 2020 (to be expected with shopfront closures due to COVID-19), it is perhaps surprising there has not been a corresponding increase in average calls to the Contact Centre or usage of the Digital Services (although there are more residents using the Contact Centre and Digital Services, so overall contact volumes through these two channels are likely to have increased).

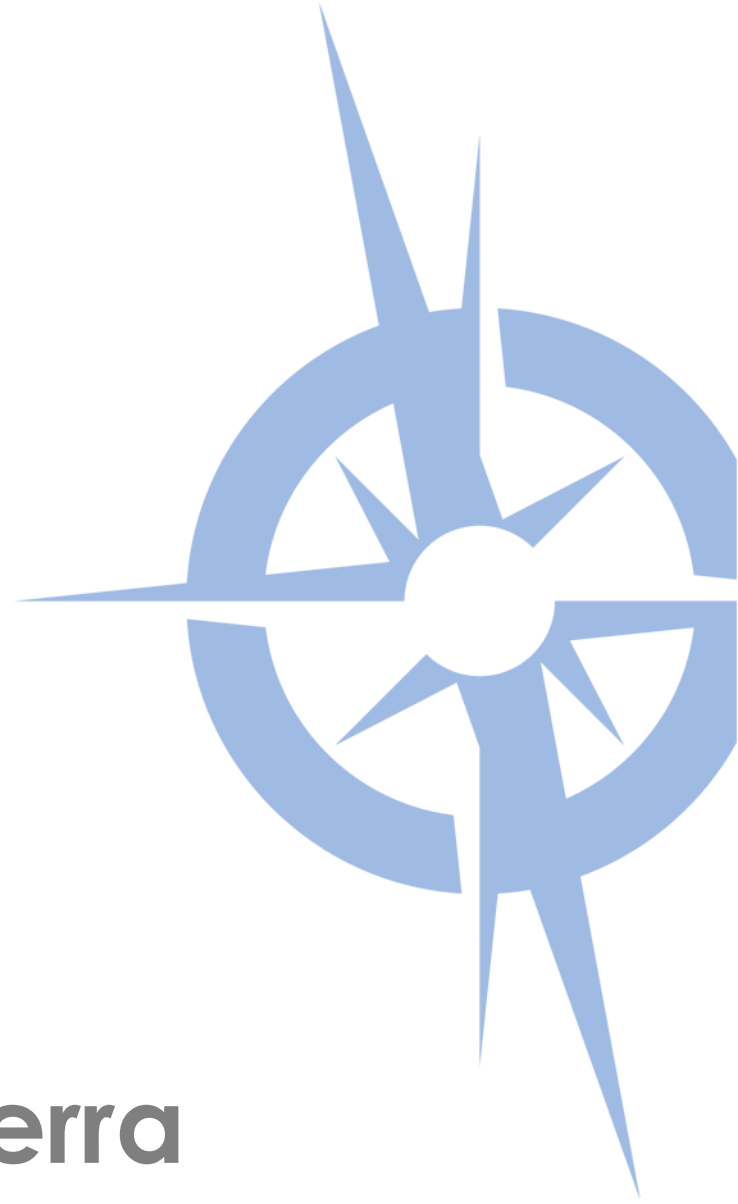
Qs 4a, 5a, 6a, 6aa. In the past 12 months, how many times have you visited/called/used Access Canberra services?

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
Average	2.4 (2.7)	3.3 (3.3)	4.7 (4.9)	3.3 (3.3)
One (1)	34%	30%	15%	23%
Two (2)	36%	29%	18%	22%
Three (3)	13%	11%	16%	12%
Four (4)	8%	3%	8%	9%
Five (5)	5%	10%	9%	5%
Six to ten times (8)	2%	12%	13%	10%
More than ten times (11)	1%	4%	14%	4%
Can't say/not at all (NA)	<1%	1%	6%	16%
Base	303	163	374	370

Qs 4d, 5c, 6c. How many times did you contact Access Canberra before your issue was resolved?

Number of contacts required to resolve issue	Access Canberra Service Centre	Access Canberra telephone Contact Centre	Access Canberra Digital Services
Average	1.3 (1.3)	1.7 (1.6)	1.3 (1.2)
One (1)	83%	60%	80%
Two (2)	11%	20%	8%
Three (3)	3%	7%	5%
Four (4)	1%	5%	1%
Five (5)	0%	2%	1%
More than five (6)	1%	3%	1%
Don't know (NA)	2%	4%	4%
Base	303	163	377

Note: Numbers in brackets represent the values used to calculate the mean number of contacts. For comparison 2019 average results are displayed in brackets in red alongside 2020 averages. The 'can't say/don't know' responses have been excluded from the average, 2019 values for digital services have been updated to this methodology for comparison.



Section C – Access Canberra Service Centres

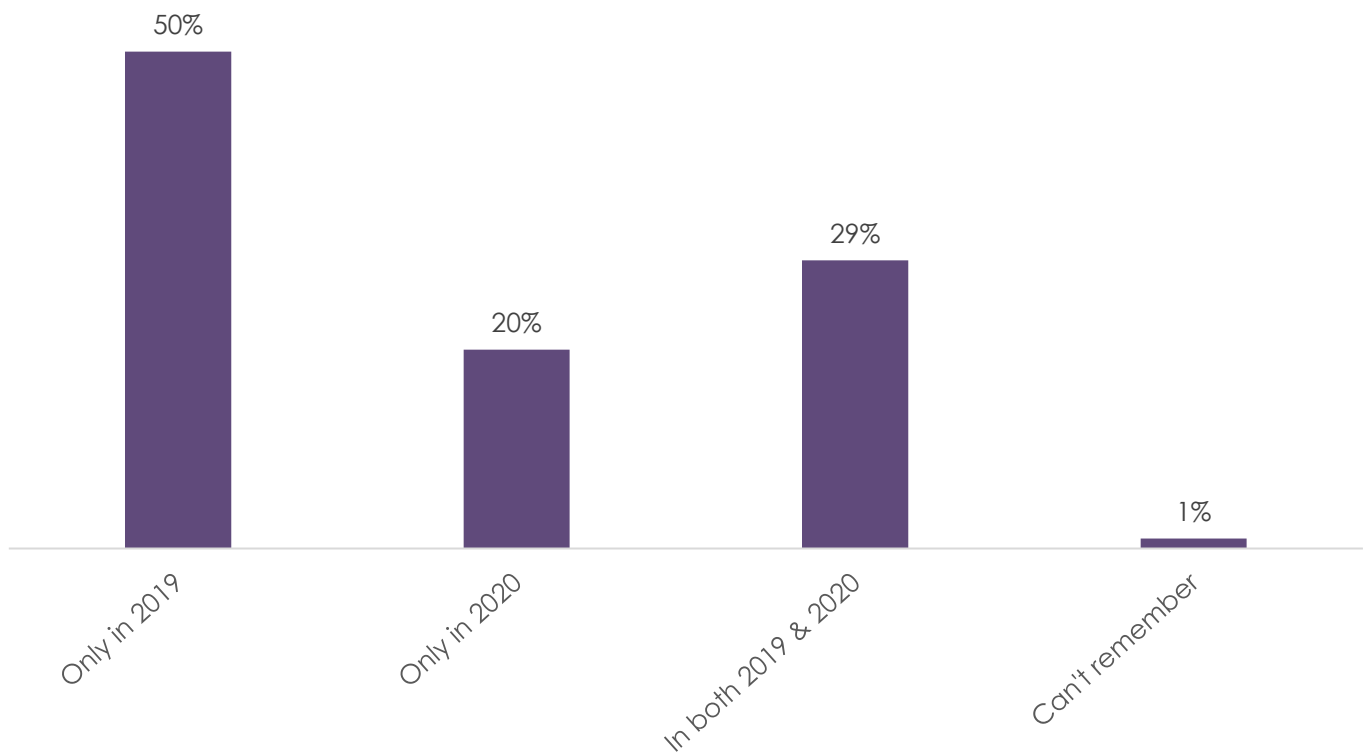
This section is a more detailed analysis of the questions about residents' visits to the Access Canberra Service Centres

Year of Visit to an Access Canberra Service Centre

Summary

Overall, 79% of those that had visited an Access Canberra Service Centre stated they visited in 2019 and 49% stated they visited in 2020.

Q2ai. You mentioned that you visited an Access Canberra Service Centre in the past 12 months.. To the best of your memory did you visit....



Base: N=354



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

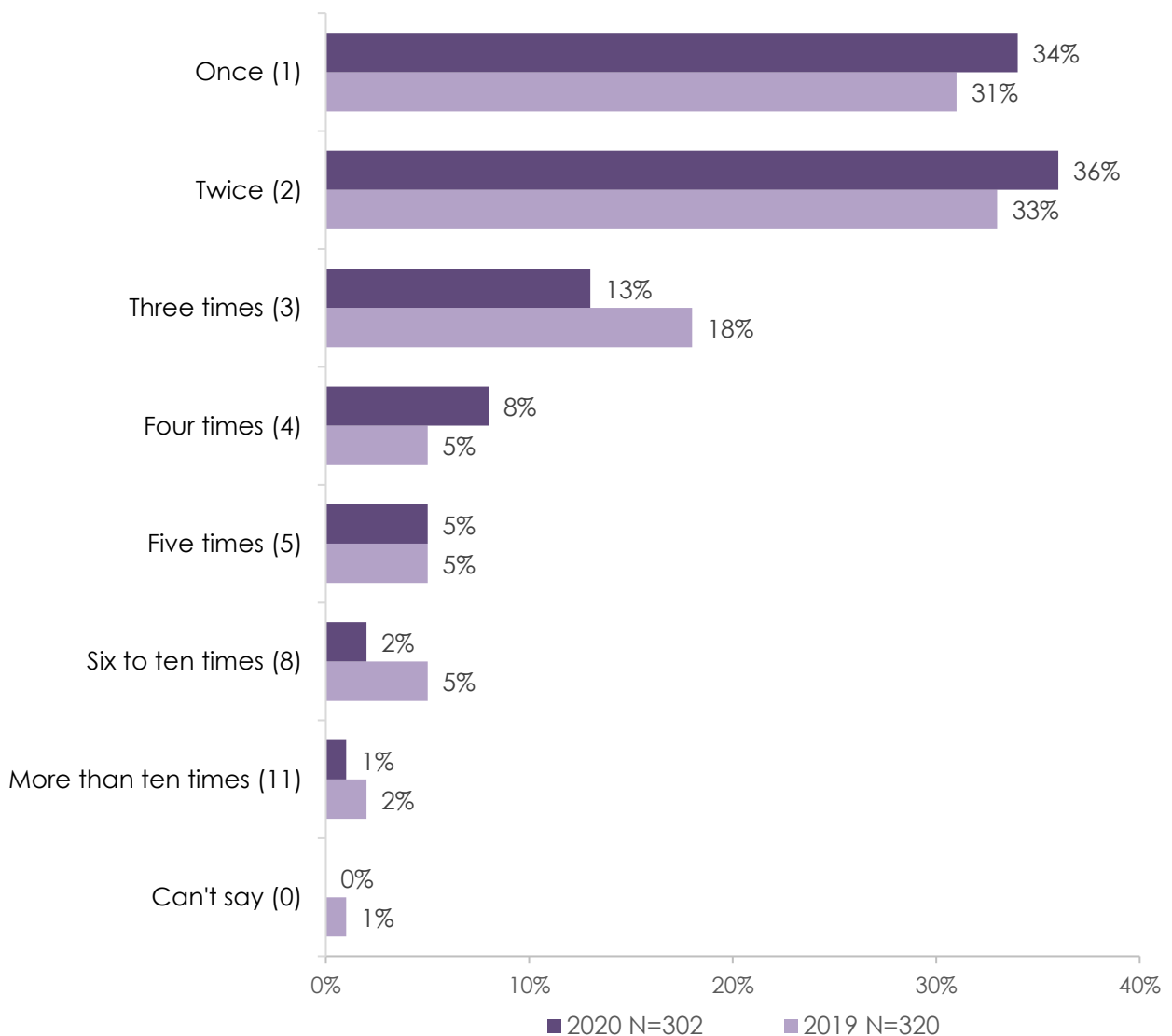
Summary

Of the residents that have visited an Access Canberra Service Centre in the past 12 months, 65% stated they visited more than once, with an average number of 2.4 visits (down from 2.7 in 2019, most likely due to COVID-19). Males visited Services Centres (2.6 visits) significantly more than females (2.1 visits).

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

	Overall 2020	Overall 2019	Male	Female	18-24	25-44	45-64	65+
Number of visits	2.4	2.7	2.6▲	2.1	2.3	2.2	2.6	2.3
Base	302	316	164	139	49	111	98	44

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



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.

Time of Most Recent Visit to a Service Centre

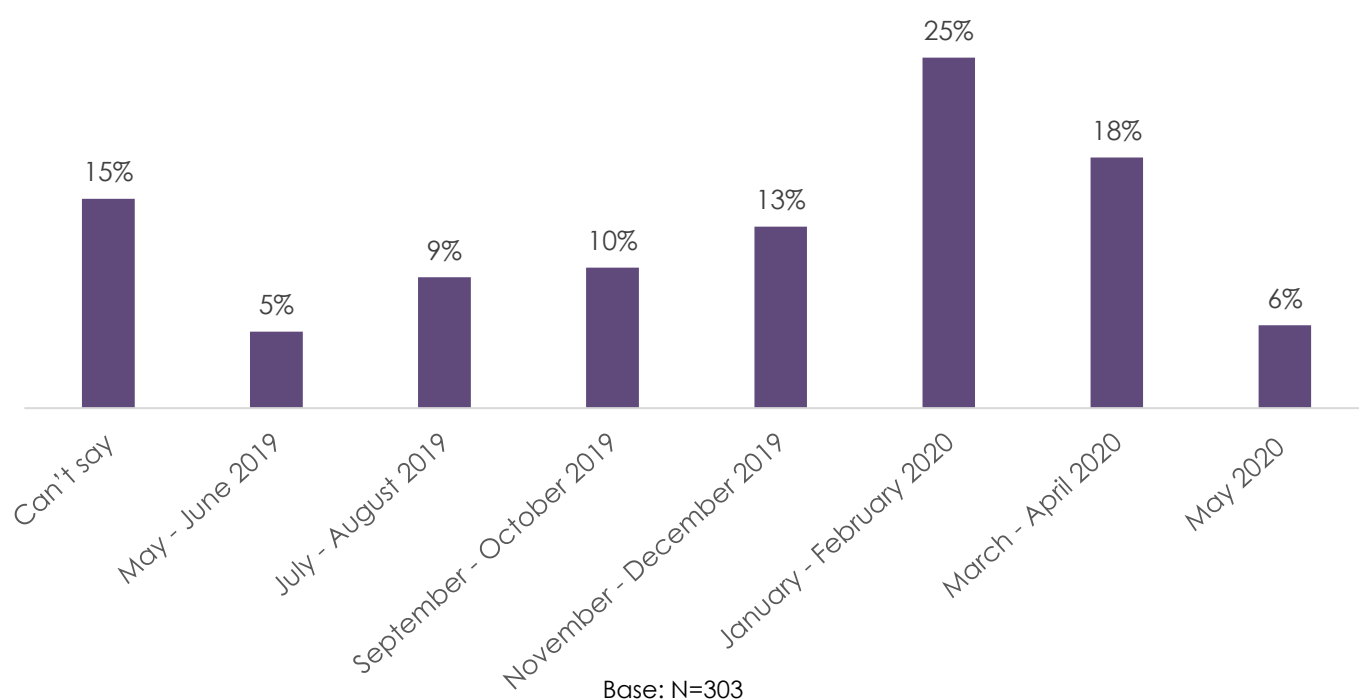
Summary

January and February 2020 were the most common months that residents had last visited an Access Canberra Service Centre (25%). It is important to note that two of the Access Canberra Service Centres (Tuggeranong and Gungahlin) were closed for a three-day period during the month of April 2020, and were then operating under restricted hours from the 6th April, due to the COVID-19 pandemic. Some Service Centres were also closed for up to a week at the beginning of 2020, due to smoke from the recent summer bushfires. The decrease in 'most recent visit' in April and May are likely to have been impacted by COVID-19, and we see in analyses in Sections D and E (Q5ai and Q6aai) that usage of the Telephone Contact Centre and Digital Services increased during these months.

Q4ai. Thinking of your most recent visit to an Access Canberra Service Centre, in which month was your most recent visit?

	Overall 2020	Male	Female	18-24	25-44	45-64	65+
May - June 2019	5%	3%	9%	6%	5%	6%	4%
July - August 2019	9%	11%	7%	12%	10%	6%	11%
September - 2019	10%	11%	9%	13%	7%	8%	17%
November - December 2019	13%	11%	15%	14%	12%	16%	5%▼
January - February 2020	25%	21%	29%	23%	26%	25%	22%
March - April 2020	17%	20%	15%	22%	20%	14%	16%
May 2020	6%	6%	5%	0%	1%▼	14%▲	7%
Can't say	15%	17%	12%	11%	18%	12%	18%
Base	303	164	140	49	112	98	45

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



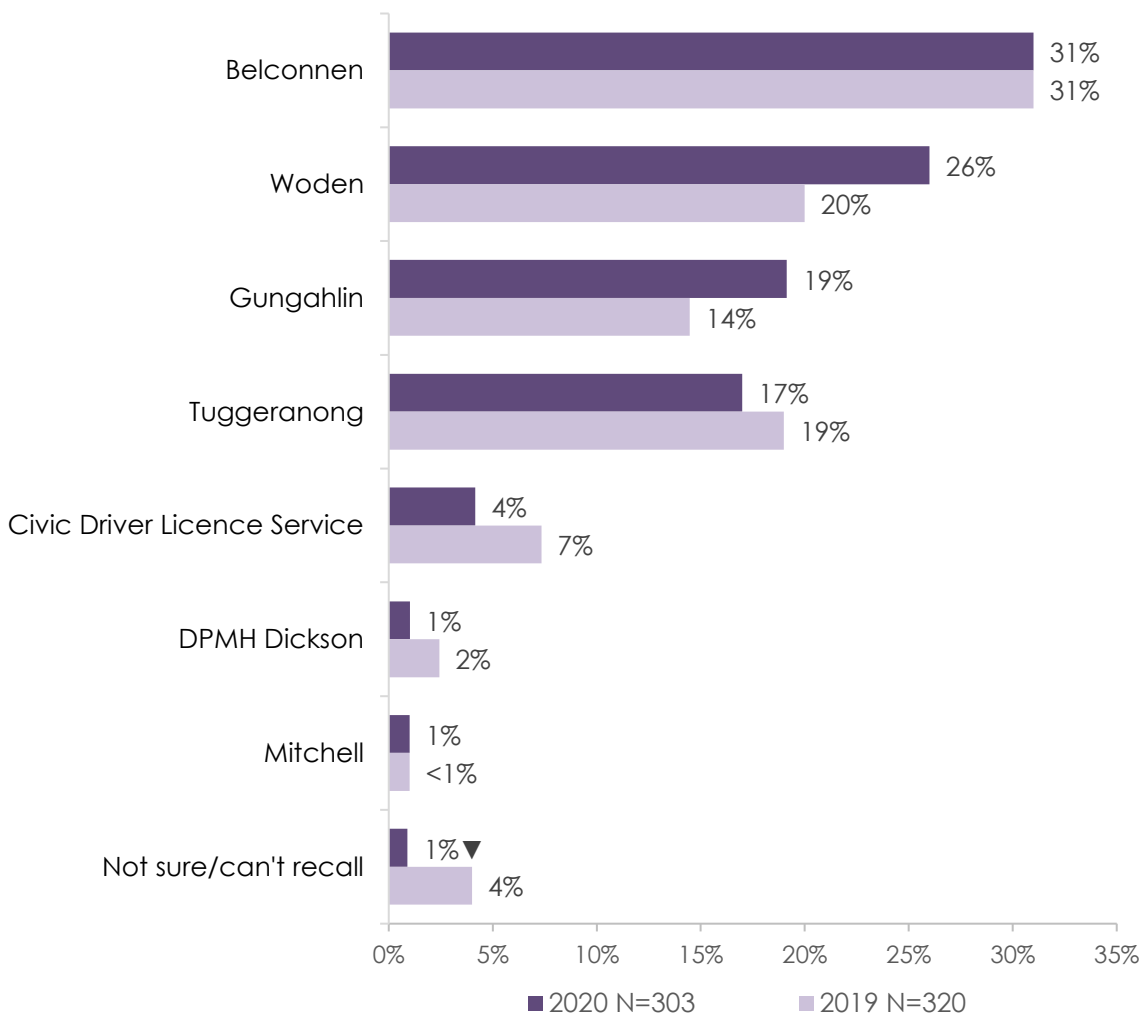
Details of Most Recent Visit to an Access Canberra Service Centre

Summary

The 'Belconnen' Service Centre continues to be the most recently visited. However, the volume of residents visiting 'Woden' and 'Gungahlin' has increased since 2019 (although not significantly).

Once again it is important to note that Tuggeranong and Gungahlin Service Centres were closed for 3 days during the COVID-19 pandemic, and were operating under restricted hours from the 6th April.

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



Please see Appendix A for results by demographics.



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

Summary

66% of residents that have visited an Access Canberra Service Centre in the past 12 months stated they chose to visit a service centre rather than go online or call the contact centre, as they were required to physically visit in person, and the service required was not available online. 12% discussed finding it easier to visit in person and 10% commented on the Service Centre being the most convenient option.

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=287
Physically required to visit in person e.g. licence, photo, eye test, provide documents, pick something up, service not available online	66%
Easier e.g. easier to speak to someone in person	12%
Convenience e.g. close to work, already in the area, familiar	10%
Prefer face to face communication	9%
Quicker	6%
Not sure how to do it online/on the phone/confusing/too old	3%
I didn't know you could do it online/another way	2%
Do not have a computer/do not like to use computers	1%
Able to get more detailed information in person	<1%
Can't access other services/service issues	<1%
I thought it was the best method to do what I needed	<1%
Impossible to have my father talk on the phone as he is deaf	<1%
Less busy	<1%
Think that it is the best way to solve my problem	<1%

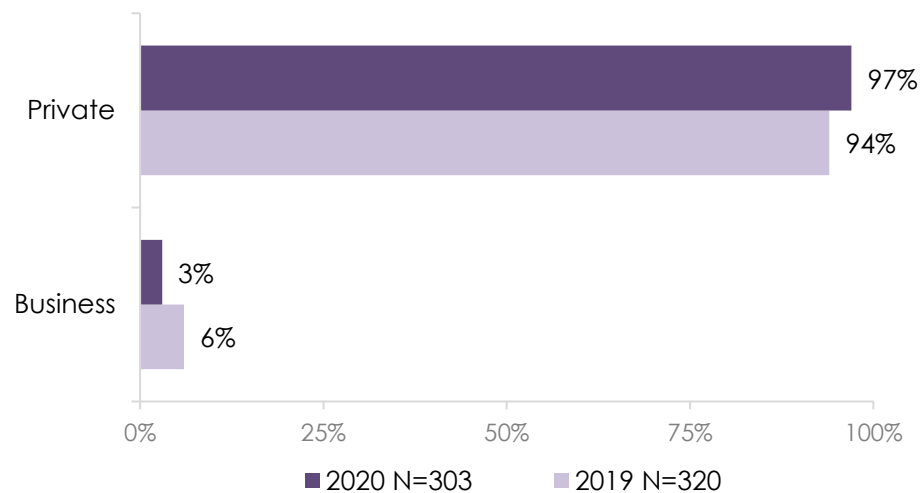


Details of Most Recent Visit to an Access Canberra Service Centre

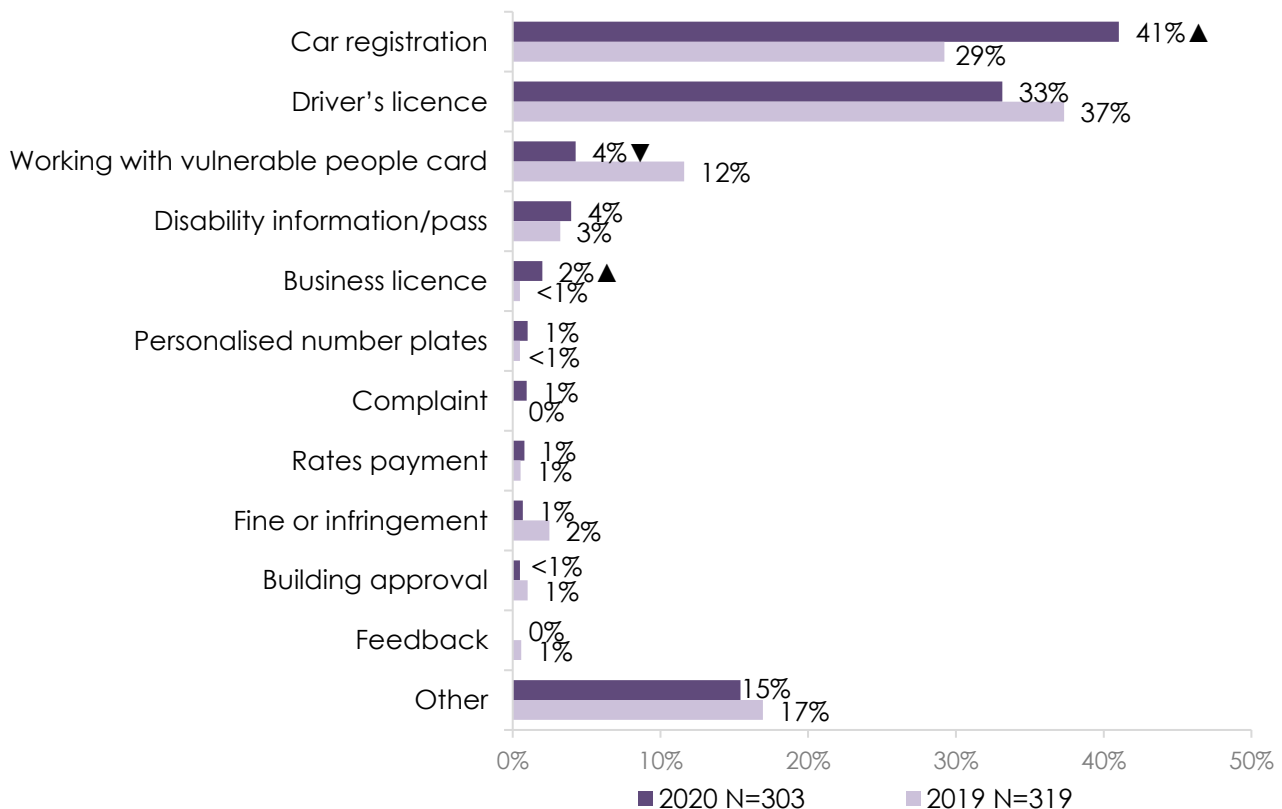
Summary

97% of those who had visited an Access Canberra Service Centre stated that the most recent contact was related to a private issue. The most common reasons for contact included car registrations and driver's Licences.

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)
Please see Appendix A for 'other specified' responses

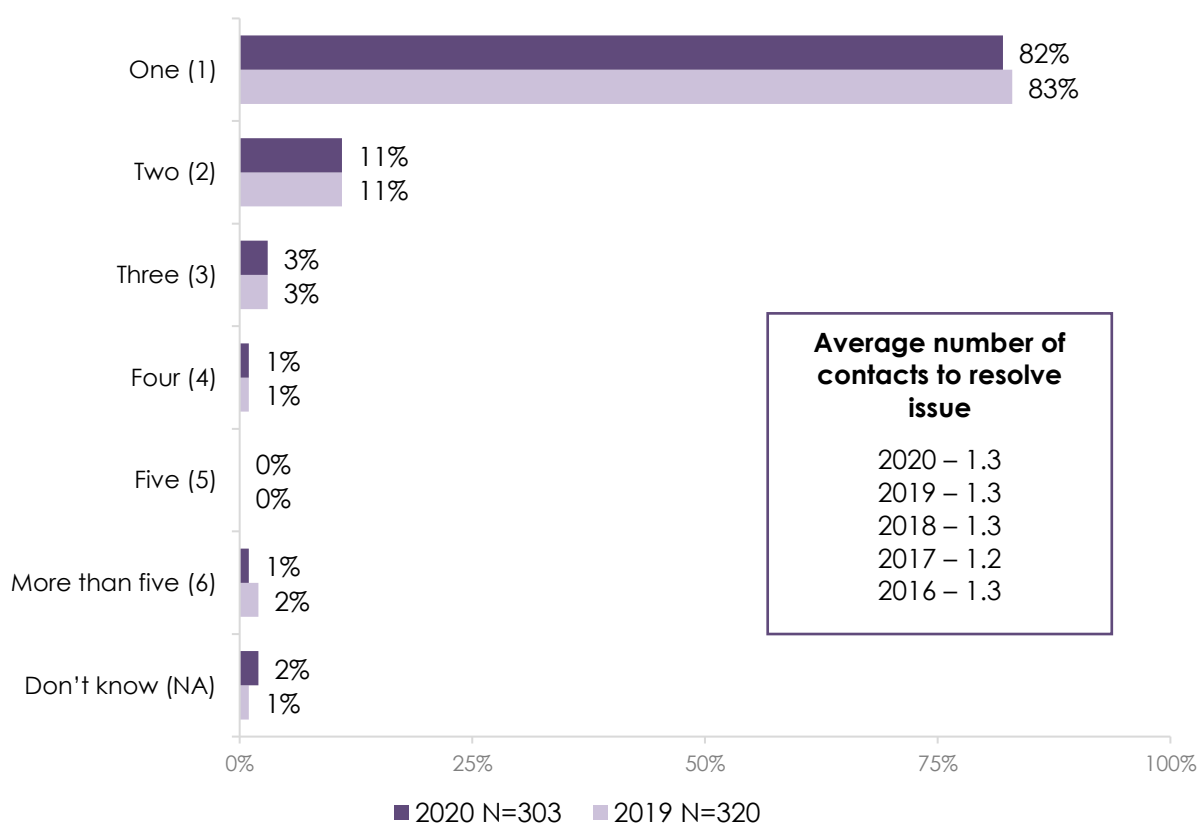
Number of Contacts to Resolve Issue

Summary

82% of those that had visited a Service Centre in the last 12 months stated they had their issue resolved after the first contact. The average number of contacts (1.3) has remained relatively consistent since 2016.

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

	Overall 2020	Overall 2019	Service Centre visited				Reason for visit	
			Belconnen	Woden	Gungahlin	Tuggeranong	Car registration	Driver's license
Average	1.3	1.3	1.2	1.2	1.3	1.2	1.2	1.2
One time	82%	83%	85%	77%	81%	86%	81%	87%
Two or more times	17%	16%	14%	19%	19%	14%	17%	12%
Base	303	320	94	78	58	52	124	101



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



Ease of Dealing with Access Canberra Service Centre

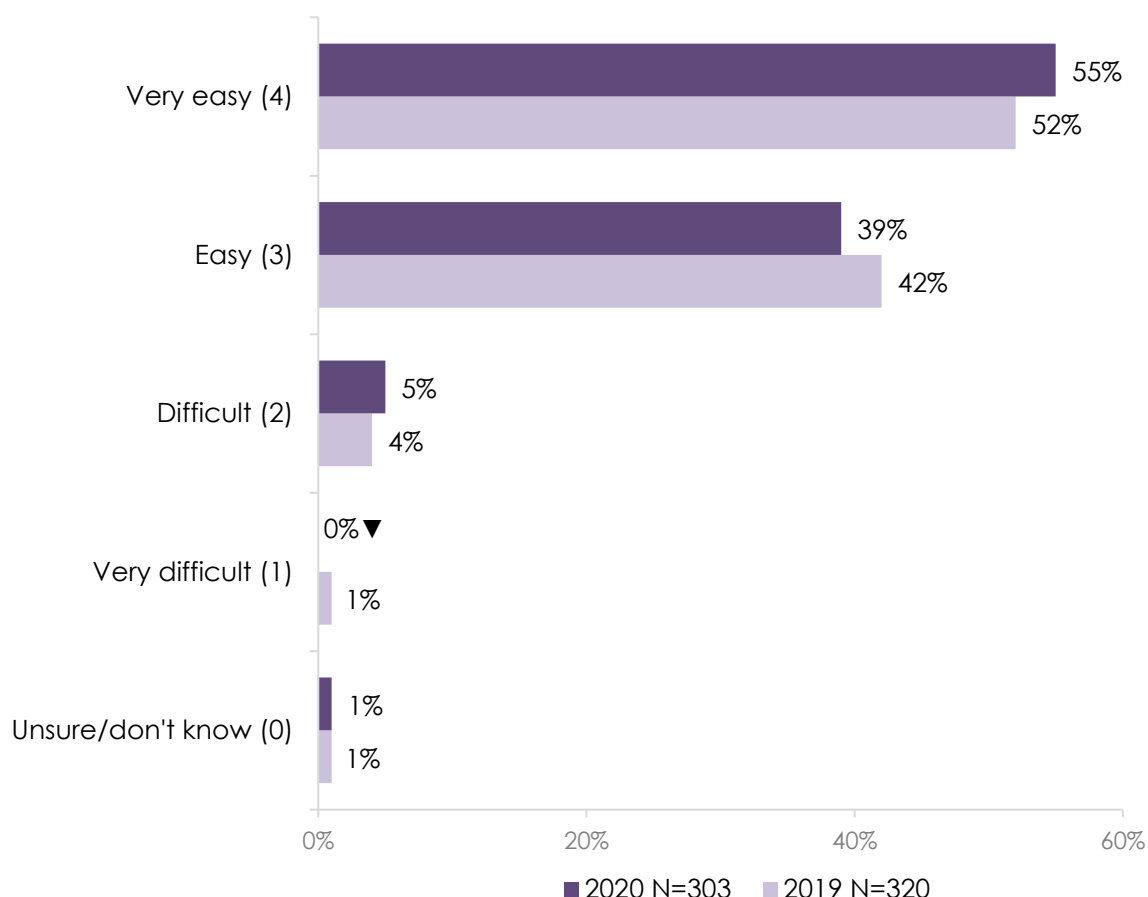
Summary

As was the case in 2019, 94% of residents stated that it was either easy or very easy to deal with the Access Canberra Service Centre – though there has been a positive shift in those stating 'very easy' from 'easy'.

Those that had their issue resolved after the first contact were significantly more likely to find dealings with the Service Centre easy, and although not significant, across Service Centres, those that had visited Tuggeranong were more likely to suggest the dealing was easy.

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

	Overall 2020	Overall 2019	Service Centre				Reason for visit		Number of contacts to resolve issue	
			Belconnen	Woden	Tuggeranong	Gungahlin	Car registration	Driver's License	One	More than one
Mean rating	3.50	3.45	3.51	3.49	3.63	3.46	3.46	3.49	3.56▲	3.27
Base	300	318	92	78	52	58	124	100	245	51



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

Scale: 1 = very difficult, 4 = very easy

Note: 'unsure/don't know' was not included in the calculation of the mean



Ease of Dealing with Access Canberra Service Centre

Summary

Wait time is a clear driver in how residents rate the ease of dealing with the Access Canberra Service Centre, with 45% and 49% of residents that stated their visit was easy and very easy, respectively, attributing this rating to their visit being 'quick – didn't have to wait long'. Furthermore, the most common reason amongst the 15 residents who rated their dealings as either very difficult or difficult, was that they 'had to wait a long time'.

When we look at the differences between residents that rated their dealing as 'easy' or 'very easy', we see that those that stated their experience was 'very easy' were significantly more likely to say that they were able to complete their enquiry in one visit, and that the 'person was knowledgeable'.

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)

	All visitors to a Service Centre	How easy was it to deal with the Service Centre		
		Very difficult – difficult (5%)	Easy (39%)	Very easy (55%)
Quick – didn't have to wait long	45%	0%▼	45%	49%
Able to complete in one visit	42%	14%▼	33%▼	51%▲
Person was knowledgeable	31%	3%▼	25%	38%▲
Had to wait a long time	3%	35%▲	4%	0%▼
Person didn't appear to be knowledgeable	2%	32%▲	0%	0%▼
Had to come back	<1%	10%▲	0%	0%
Other reason	27%	53%	3%	20%
Base	300	15	118	167

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

Note: Each column totals more than 100% as residents could give more than one response

See Appendix A for 'other specified' responses



Satisfaction with Service Received at Service Centre

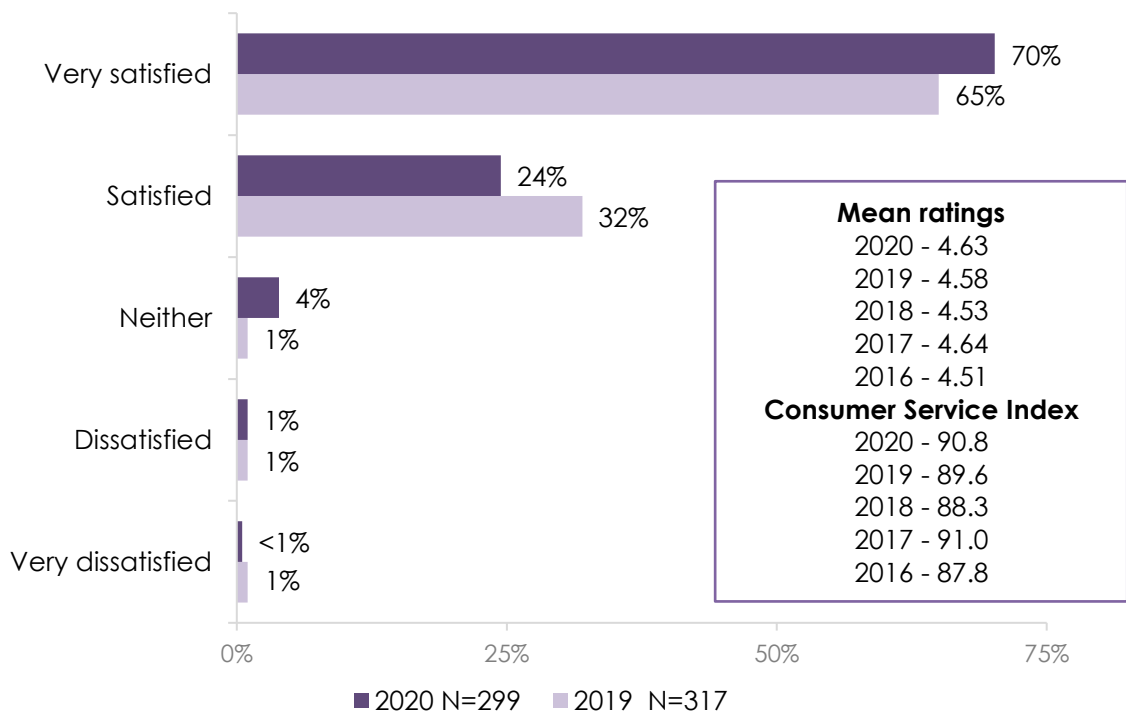
Summary

For those that had visited an Access Canberra Service Centre in the past 12 months, 94% were either satisfied or very satisfied with the service they received. Whilst this is a marginal decrease from 2019 (97%), there has been an increase in those specifically stating they were very satisfied, leading to an overall increase in the mean rating and CSI score in 2020. Those aged 25-44 demonstrated significantly lower levels of satisfaction with the service received.

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

	Overall 2020	Overall 2019	Male	Female	18-24	25-44	45-64	65+
Mean rating	4.63	4.58	4.64	4.62	4.73	4.49▼	4.72	4.68
CSI Score	90.8	89.6	90.9	90.6	93.3	87.2▼	92.9	92.0
Base	299	317	161	138	47	110	98	44

	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	4.59	4.69	4.70	4.57	4.61	4.54	4.68	4.49
CSI Score	89.8	92.3	92.6	89.3	90.3	88.6	92.0	87.3
Base	92	77	52	58	100	123	244	51



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



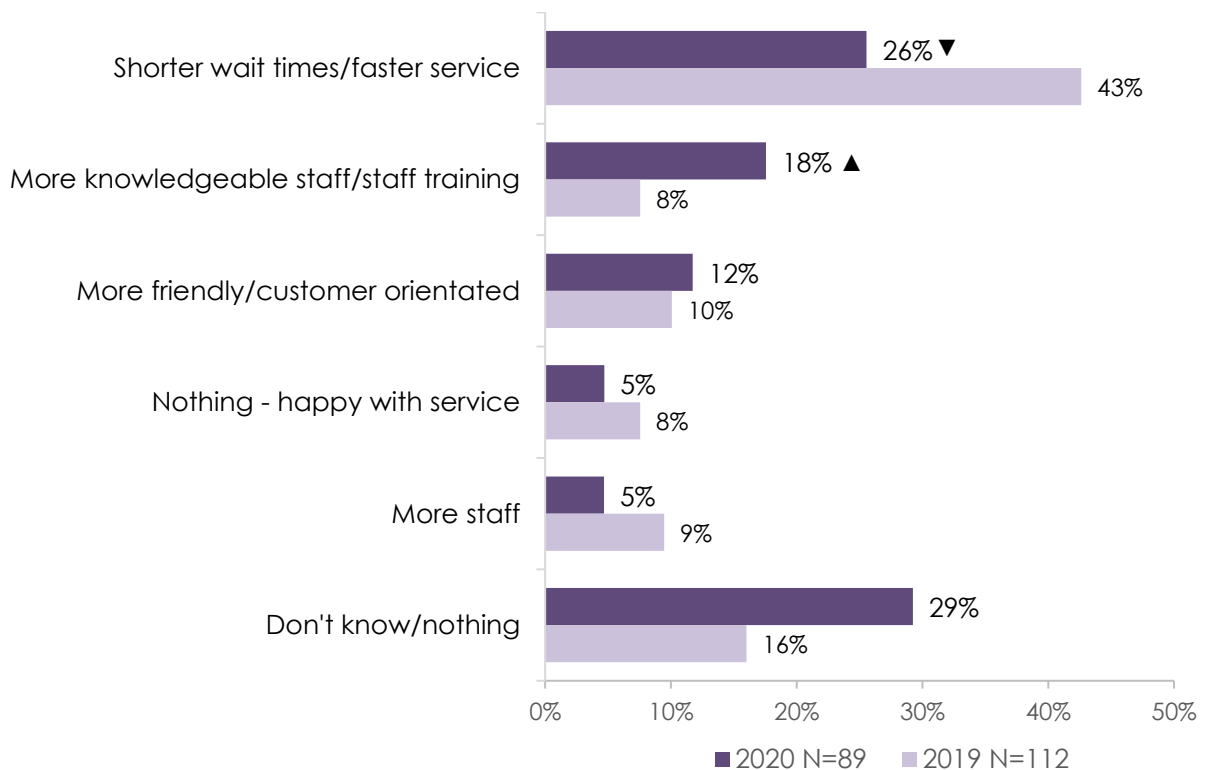
Satisfaction with Service Received at Service Centre

Summary

26% of residents that have visited a Service Centre in the past 12 months but were less than 'very satisfied' with the service, stated 'shorter wait times/faster service' would have to occur in order for them to state they were very satisfied, and 18% discussed requiring 'more knowledgeable staff/staff training'.

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)



Please see Appendix A for full list of responses

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



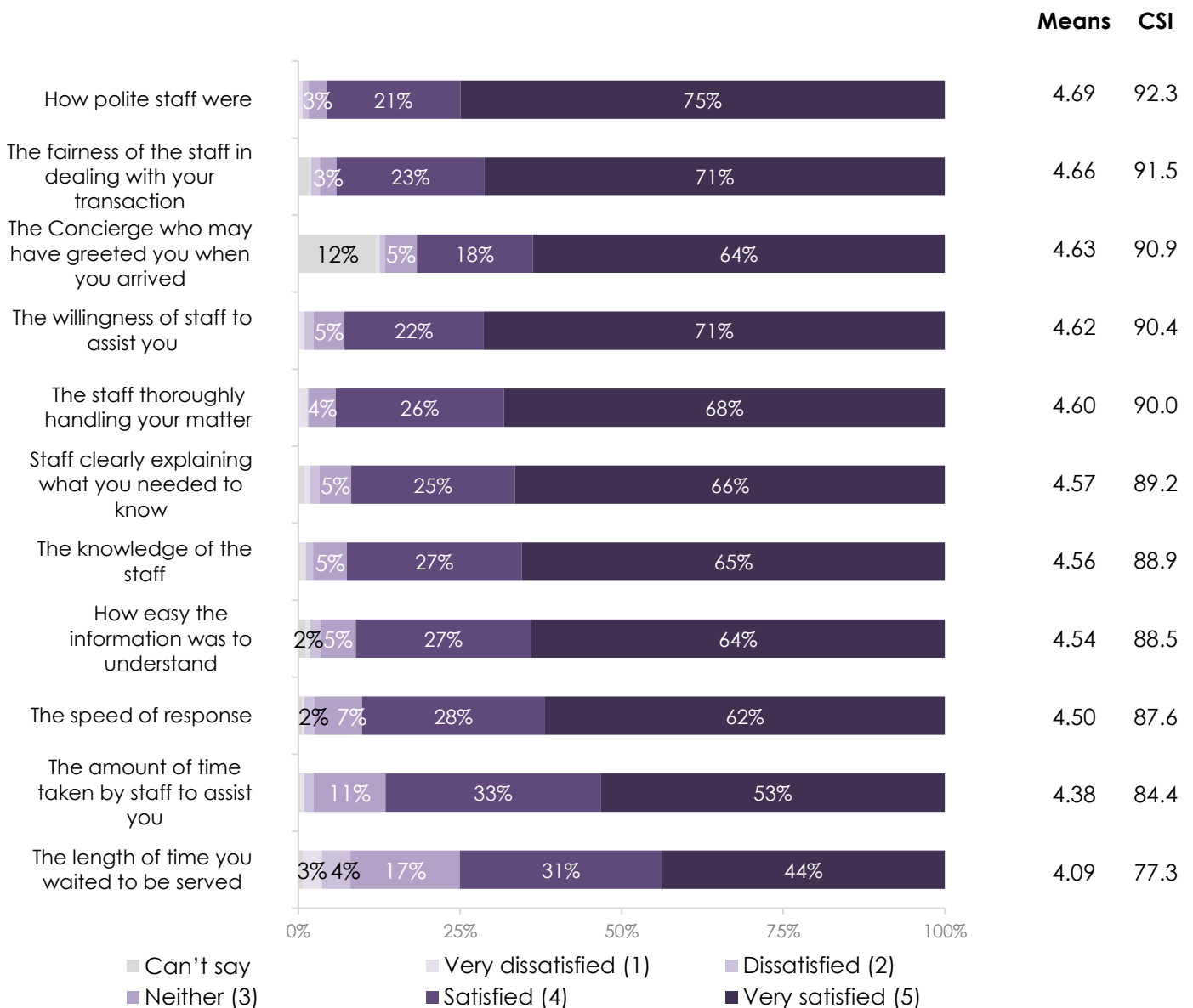
Satisfaction with Specific Services Received at Service Centre

Summary

As seen in 2019 (see table on following page), satisfaction with specific services received at Service Centres is high, with 9 of the 11 measures receiving extremely high mean ratings. Furthermore, 9 of the services demonstrated increased satisfaction compared to 2019 (significantly so for two). The highest rated service was 'how polite staff were', with 75% stating they were very satisfied with this specific service.

Those in the 25-44 age group demonstrated significantly lower levels of satisfaction for 'how easy the information was to understand'.

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



Base: N=303

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	
	2020	2019	2020	2019
How polite staff were	4.69	4.65	92.3	91.2
The fairness of the staff in dealing with your transaction	4.66	4.66	91.5	91.5
The Concierge who may have greeted you when you arrived	4.63	4.50	90.9	87.6
The willingness of staff to assist you	4.62	4.61	90.4	90.3
The staff thoroughly handling your matter	4.60	4.61	90.0	90.1
Staff clearly explaining what you needed to know	4.57	4.53	89.2	88.2
The knowledge of the staff	4.56	4.54	88.9	88.6
How easy the information was to understand	4.54	4.52	88.5	87.9
The speed of response	4.50	4.37	87.6	84.3
The amount of time taken by staff to assist you	4.38▲	4.14	84.4▲	78.6
The length of time you waited to be served	4.09▲	3.76	77.3▲	69.0

	Male	Female	18-24	25-44	45-64	65+
How polite staff were	4.68	4.71	4.73	4.59	4.77	4.72
The fairness of the staff in dealing with your transaction	4.62	4.71	4.74	4.56	4.69	4.75
The Concierge who may have greeted you when you arrived	4.56	4.72	4.62	4.62	4.62	4.73
The willingness of staff to assist you	4.57	4.67	4.61	4.49	4.72	4.69
The staff thoroughly handling your matter	4.52	4.69	4.63	4.53	4.61	4.72
Staff clearly explaining what you needed to know	4.51	4.63	4.61	4.51	4.57	4.65
The knowledge of the staff	4.50	4.63	4.60	4.52	4.58	4.55
How easy the information was to understand	4.49	4.60	4.57	4.38▼	4.66	4.65
The speed of response	4.44	4.58	4.51	4.44	4.52	4.62
The amount of time taken by staff to assist you	4.31	4.45	4.40	4.30	4.40	4.49
The length of time you waited to be served	3.96	4.24	4.24	3.83	4.31	4.13

	Couple with children	Couple	Single/living alone	Group/shared household	Single parent
How polite staff were	4.67	4.77	4.63	4.69	4.66
The fairness of the staff in dealing with your transaction	4.60	4.78▲	4.64	4.60	4.74
The Concierge who may have greeted you when you arrived	4.63	4.67	4.58	4.67	4.51
The willingness of staff to assist you	4.60	4.76▲	4.55	4.47	4.73
The staff thoroughly handling your matter	4.57	4.71	4.58	4.35	4.66
Staff clearly explaining what you needed to know	4.56	4.71▲	4.48	4.42	4.51
The knowledge of the staff	4.54	4.65	4.50	4.52	4.49
How easy the information was to understand	4.32▼	4.68▲	4.64	4.57	4.72
The speed of response	4.38	4.70▲	4.48	4.42	4.61
The amount of time taken by staff to assist you	4.31	4.53▲	4.33	4.32	4.37
The length of time you waited to be served	4.01	4.19	4.16	4.23	4.07

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

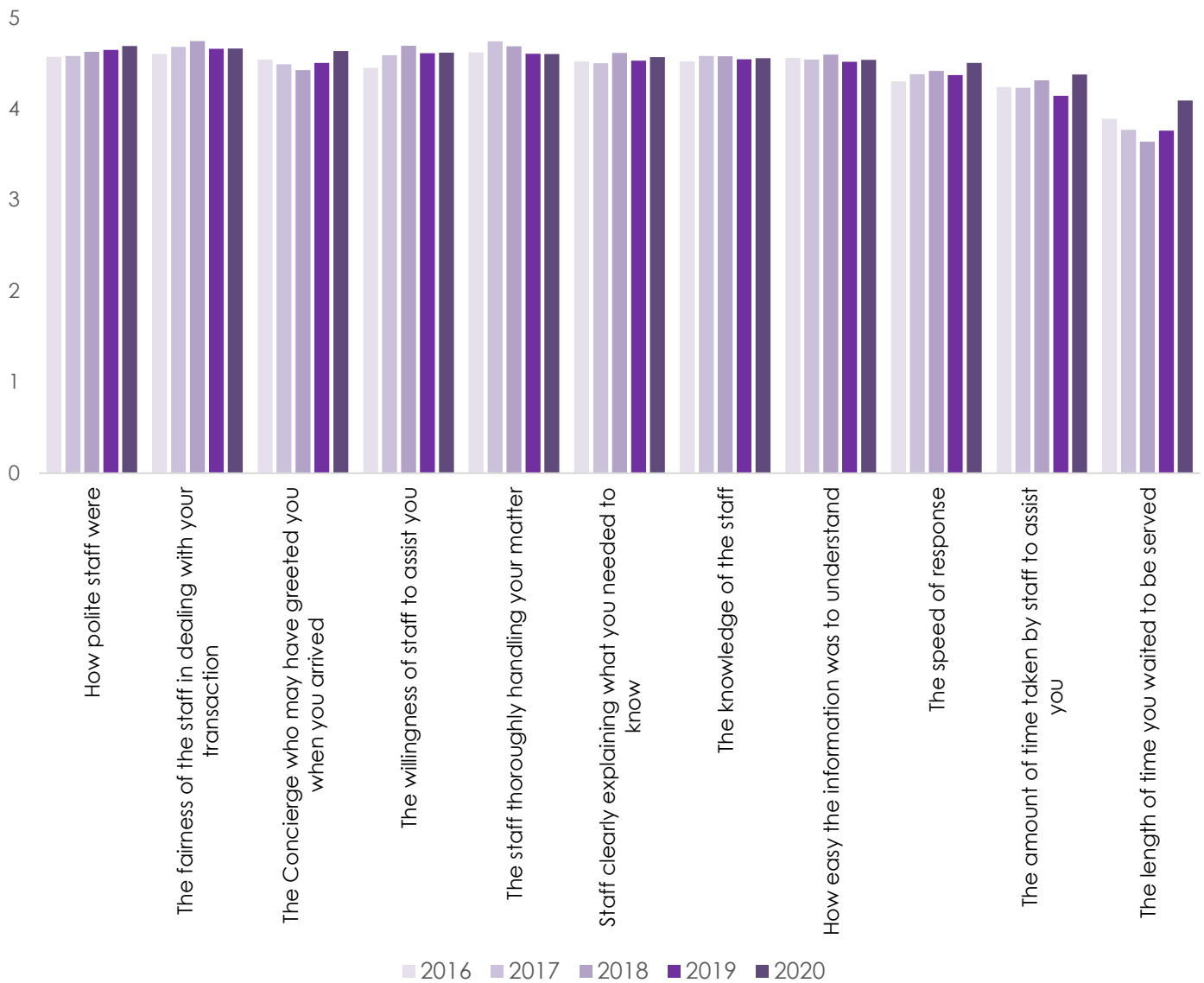
CSI scale: very dissatisfied = 0, very satisfied = 100

▲ ▼ = 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

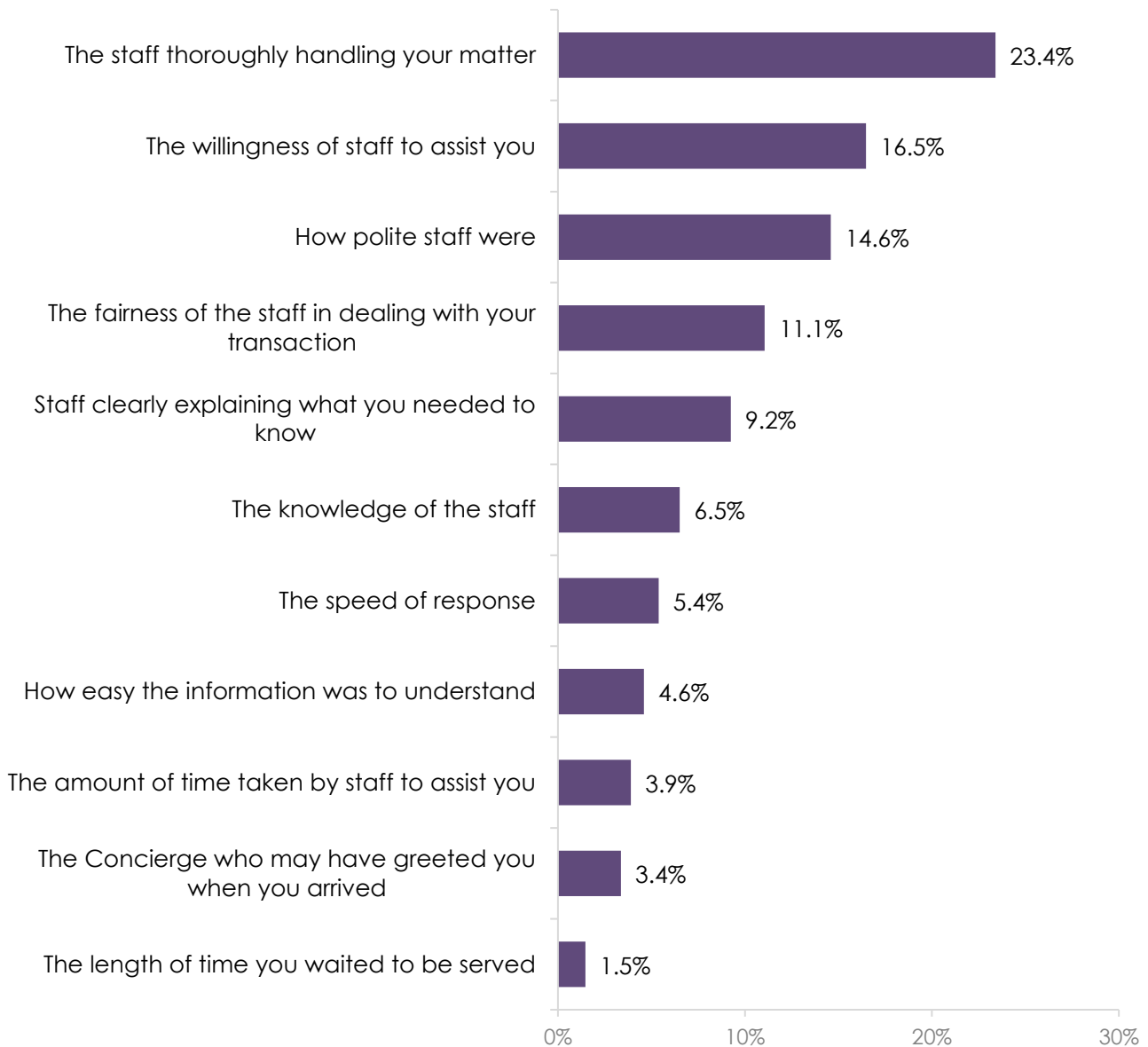


Drivers of Overall Satisfaction with Service Centres

Access Canberra Service Centres

The below chart displays the overall contribution each of the attributes on the previous pages (Q4i) have towards overall satisfaction with Access Canberra **Service Centres**, based on the Shapley Regression analysis.

The strongest driver of overall satisfaction at Access Canberra Service Centres was 'the staff thoroughly handling your matter', contributing to 23.4% of the variation observed in overall satisfaction.



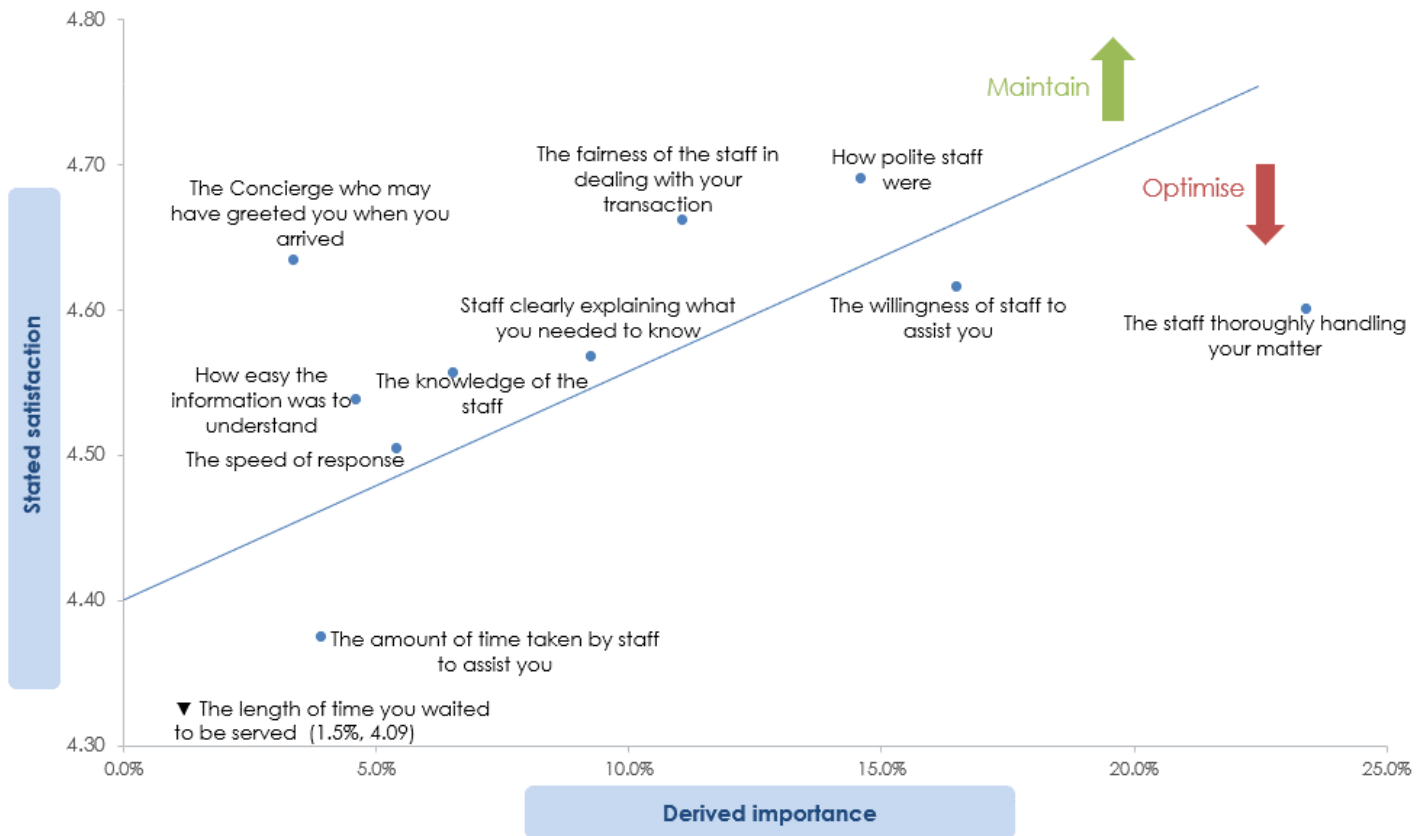
Drivers of Overall Satisfaction with Service Centres

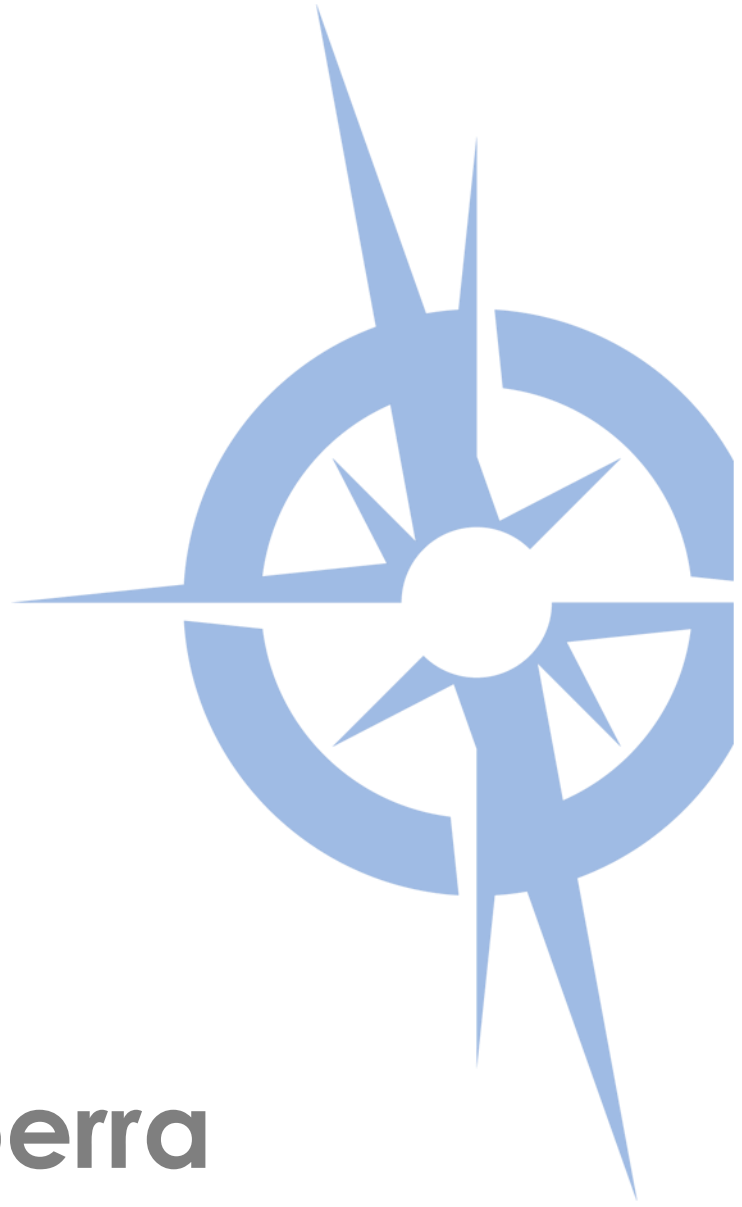
Access Canberra Service Centres

The chart below plots the 2020 Shapley Regression score (see previous page) against residents' stated satisfaction for Access Canberra Service Centres.

As in 2019, 'time-related' measures including 'the length of time you waited to be served' and 'the amount of time taken by staff to assist you' continue to be optimisation areas for Service Centres. However, whilst the willingness of staff and perceptions of staff thoroughly handling your matter have higher levels of satisfaction, they are also far stronger drivers of overall satisfaction, suggesting that marginal increases in these attributes could lead to larger benefits in overall satisfaction.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas





Section D – Access Canberra Telephone Contact Centre

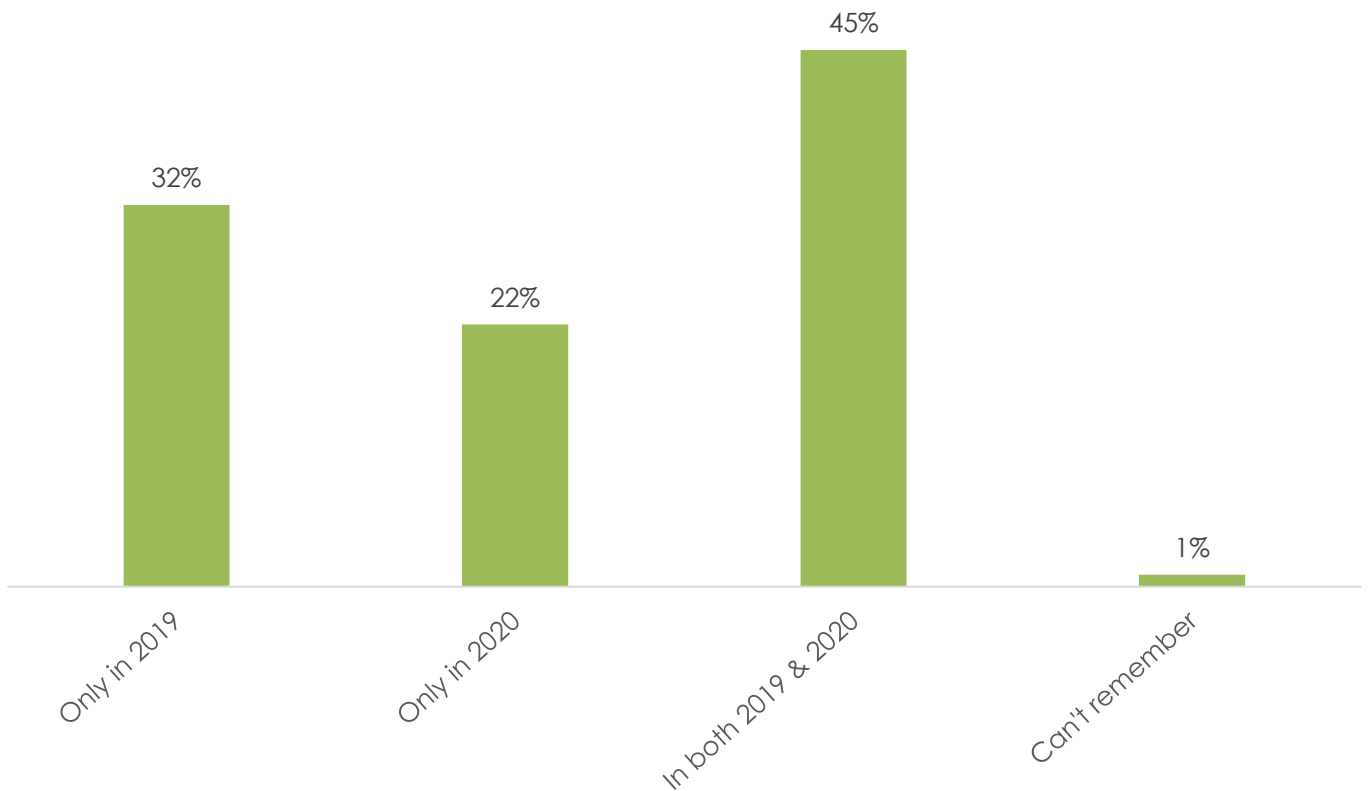
This section is a more detailed analysis of the questions about residents' calls to the Access Canberra Telephone Contact Centre

Year of Visit to an Access Canberra Service Centre

Summary

Of those who had called the Access Canberra Telephone Contact Centre in the past 12 months, 77% had called in 2019 and 67% had called in 2020.

Q2a.ii. You mentioned that you called an Access Canberra Telephone Contact Centre in the past 12 months... to the best of your memory did you call....



Base: N=198



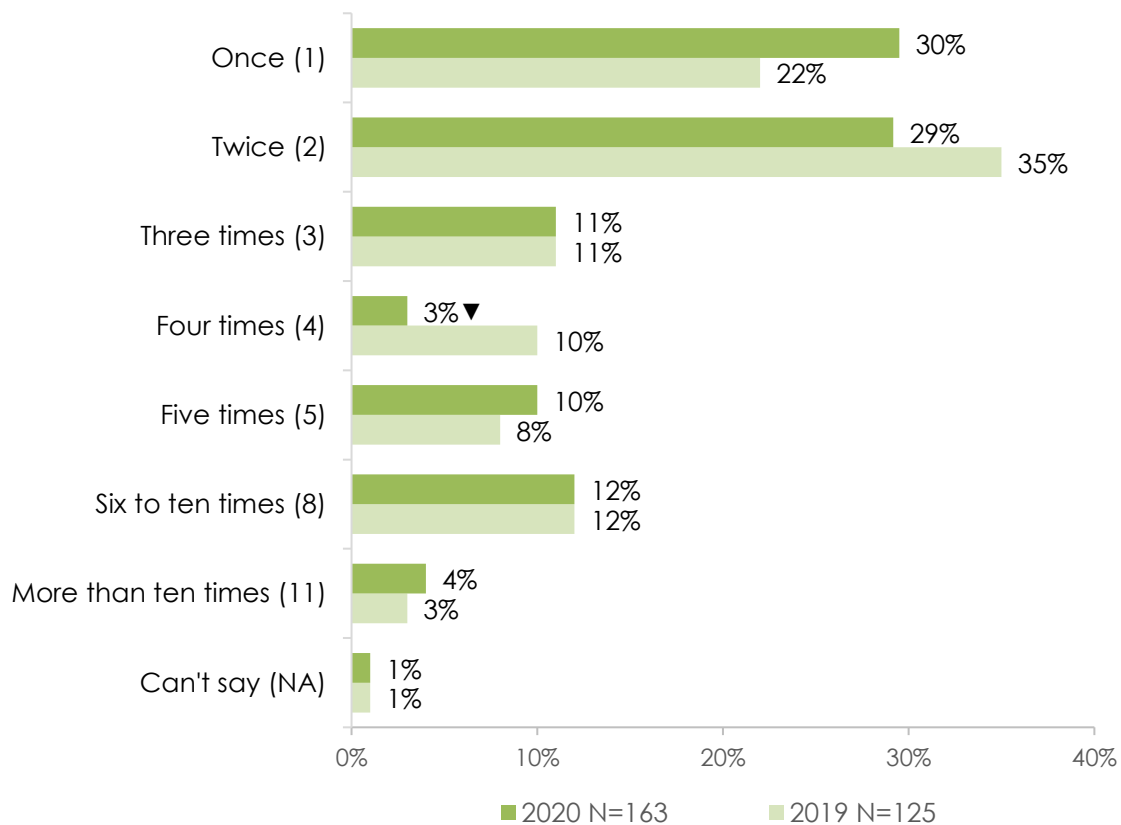
Number of Calls to an Access Canberra Telephone Contact Centre in the Past 12 Months

Summary

The average number of calls to Access Canberra has remained on par with 2019 results, and 30% of residents suggested they only contacted once.

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 2020	Overall 2019	Male	Female	18-24	25-44	45-64	65+
Number of calls	3.3	3.3	3.2	3.3	2.6	3.7	2.9	3.3
Base	162	124	66	95	20	70	45	26



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

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

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



Time of Most Recent Visit to an Access Canberra Service Centre

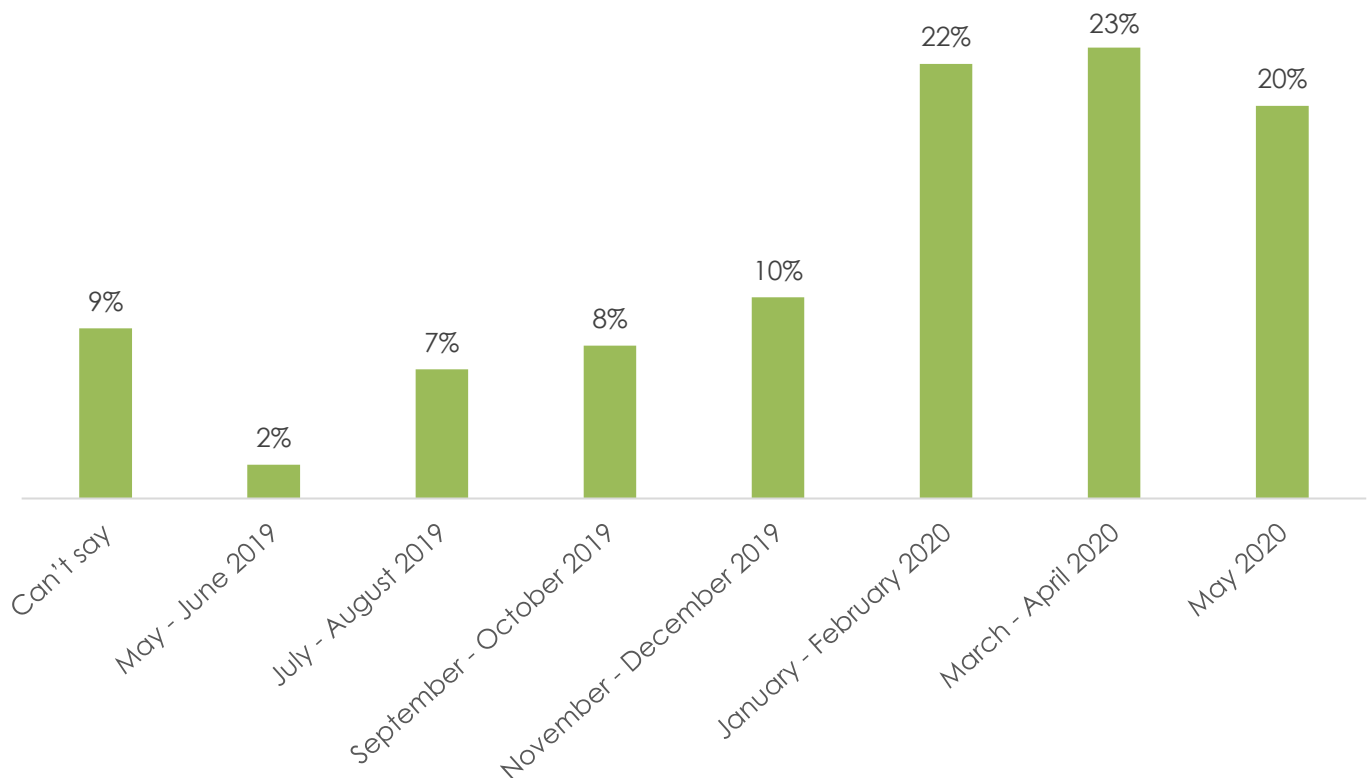
Summary

65% of those who had contacted the Access Canberra Telephone Contact Centre in the past 12 months, stated their most recent visit was in 2020. This may be attributed to the current COVID-19 situation, where residents were encouraged to call Access Canberra before visiting a Service Centre, to reduce the amount of face-to-face contact where possible.

Q5ai. Thinking of your most recent call to the Access Canberra Telephone Contact Centre, in which month was your most recent call?

	Overall 2020	Male	Female	18-24	25-44	45-64	65+
May - June 2019	2%	0%	3%	7%▲	0%	0%	5%
July - August 2019	7%	10%	4%	9%	7%	5%	5%
September - 2019	8%	7%	8%	7%	6%	7%	13%
November - December 2019	10%	12%	9%	17%	10%	11%	4%
January - February 2020	22%	23%	21%	7%	27%	17%	28%
March - April 2020	23%	20%	25%	38%	14%▼	28%	26%
May 2020	20%	16%	23%	7%	23%	27%	10%
Can't say	9%	11%	7%	7%	12%	5%	7%
Base	163	67	96	20	71	45	27

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



Base: N=163



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

Summary

The two main reasons for choosing to call a contact centre over visiting a service centre or using the digital services, was that they were unable to resolve the issue using other methods (24%) and that it was easier (23%). 16% of residents also stated it was due to COVID-19 restrictions, where they were encouraged to stay home and some of the service centres were closed for a short period of time to minimise face-to-face interactions.

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=153
Couldn't resolve online/difficulty with the website e.g. not clear enough, not sure how to do it online	24%
Easier e.g. easier to speak with someone, unsure who to speak with, easier to access, limited mobility	23%
Due to COVID-19 restrictions - encouraged to stay home	16%
Convenience e.g. calling rather than going into a centre, after hours and during business hours, centre too far away	14%
Quicker/wanted to speak with someone quickly/wanted the issue resolved quickly	13%
Needed more detailed information	8%
Prefer to speak with someone over the phone	7%
Service centres were closed	3%
I was told to call/number was on the paper	2%
Did not know of other existing services	1%
Information was only available over the phone	1%
Following up on an issue	<1%
Keeping people employed	<1%
No computer/internet access/do not like online	<1%
Prefer face-to-face	<1%
Thought I would try this method	<1%

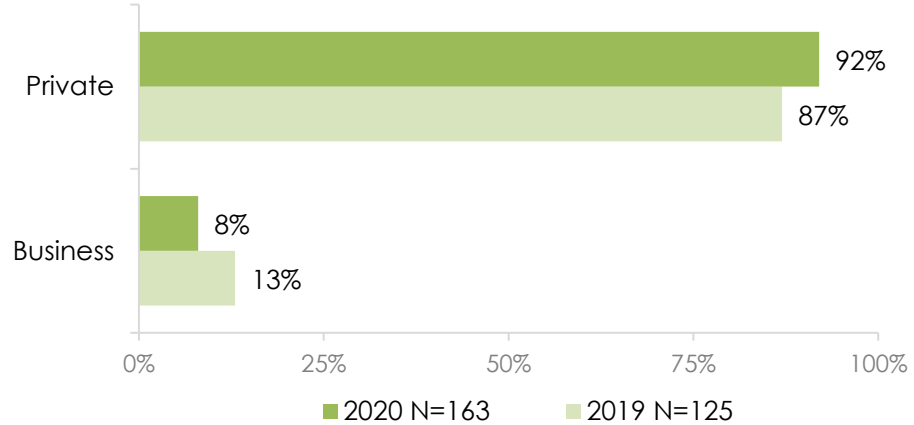


Details of Most Recent Telephone Contact

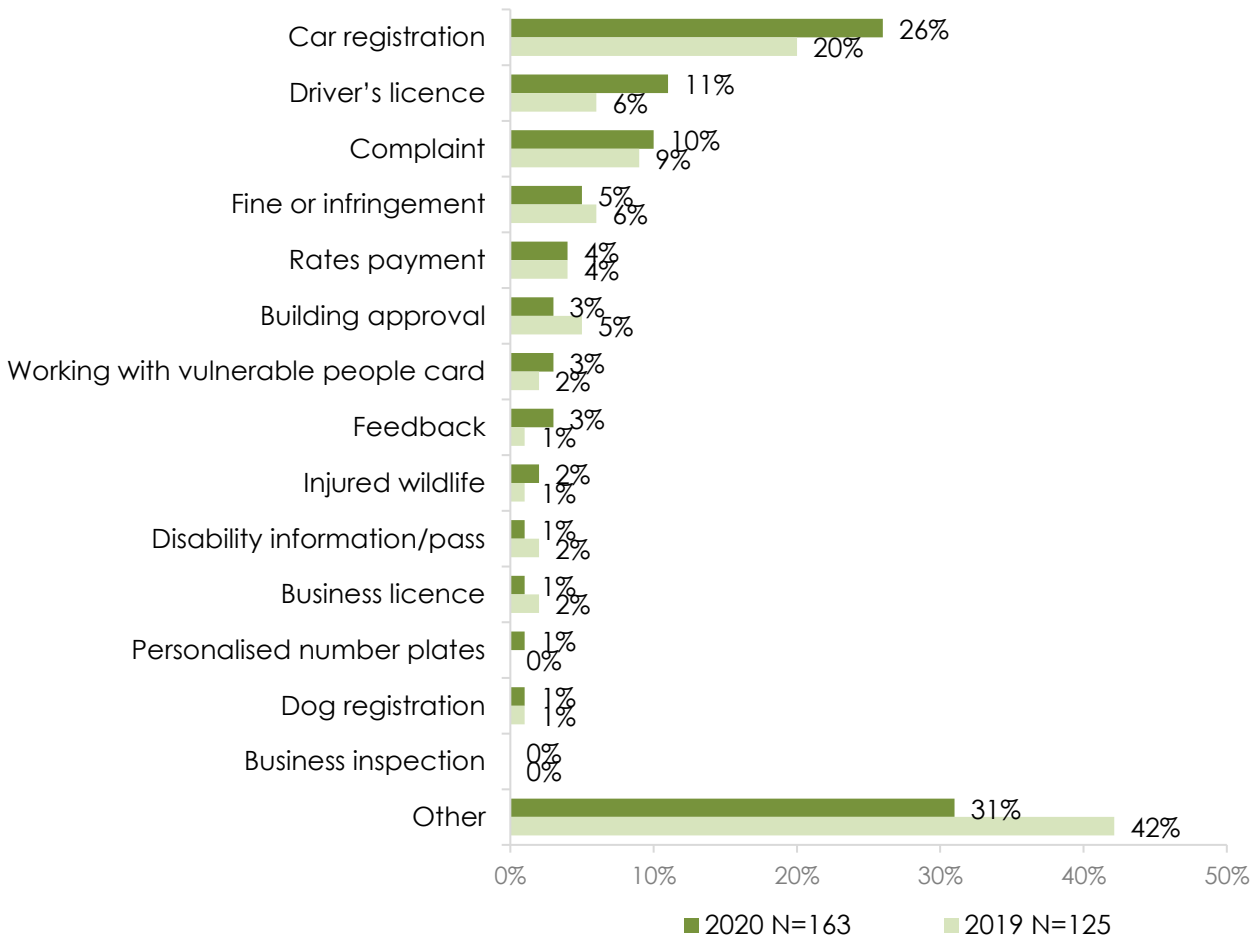
Summary

92% of those who had recently called the Telephone Contact Centre stated that the call was related to a private issue. As is the case with Access Canberra Service Centres, the most common reasons for contact included car registrations (26%) and driver's licences (11%), though this was closely followed by complaints (10%).

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)



Please see Appendix A for 'other specified' responses

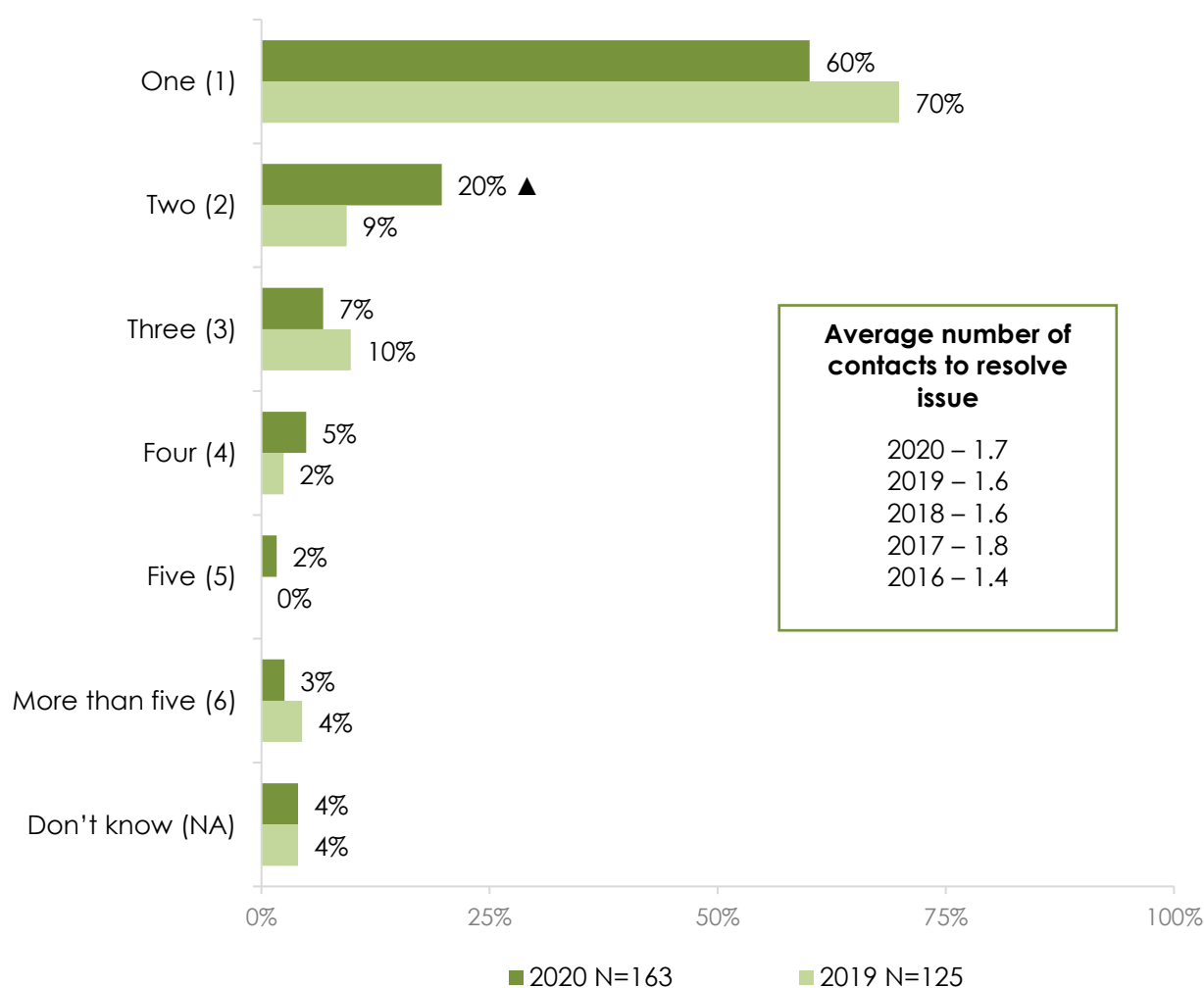
Number of Contacts to Resolve Issue

Summary

60% of those that had called the telephone Contact Centre stated they had their issue resolved after the first call, a slight decrease from 2019 (70%) – offset with a significant increase in two calls to resolve (from 9% in 2019 to 20% in 2020). The average number of contacts (1.7) has remained relatively consistent with previous results.

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

	Overall 2020	Overall 2019	Gender		Age				Reason for contact	
			Male	Female	18-24	25-44	45-64	65+	Car registration	Driver's License
Number of contacts	1.7	1.6	1.7	1.7	1.4	1.7	1.8	1.8	1.9	1.4
Base	156	120	63	94	20	67	44	26	43	18



▲ ▼ = significantly higher/lower percentage (compared to 2019)

Note: numbers 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 calculation.



Ease of Dealing with Access Canberra Contact Centre

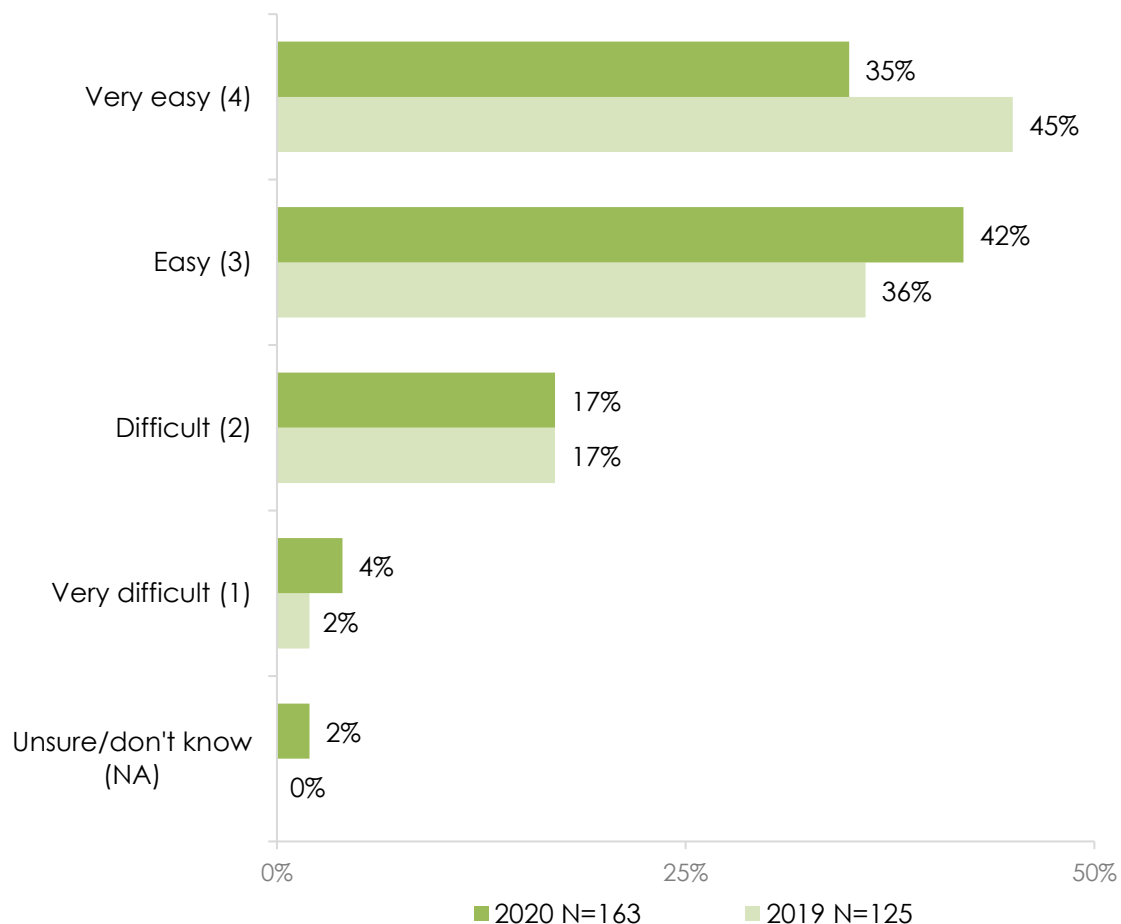
Summary

77% of those who contacted the Access Canberra Telephone Contact Centre stated their dealings were easy or very easy. There has been a significant decrease in perceptions of ease compared to 2019, driven by a decrease in those committing to the top box of 'very easy'. Those that had their issue resolved after the first contact demonstrated a significantly higher 'easy to deal with' result.

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

	Overall 2020	Overall 2019	Gender		Age				Number of contacts to resolve issue	
			Male	Female	18-24	25-44	45-64	65+	One	More than one
Mean rating	3.10▼	3.25	3.04	3.14	3.28	3.13	3.05	2.94	3.34▲	2.76
Base	161	125	67	94	19	71	45	26	96	58

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



Scale: 1 = very difficult, 4 = very easy

Ease of Dealing with Access Canberra Contact Centre

Summary

Speed and efficiency were key attributes that influenced residents' perceptions of how easy it was to deal with the Access Canberra Telephone Contact Centre. 'Able to complete in one call' and 'quick, didn't have to wait long' were two of the top reasons for why residents stated they found the experience easy/very easy, whilst 'had to wait a long time' was the dominant reason for stating it was 'difficult-very difficult'.

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)

	All residents that have called the Telephone Contact Centre	How easy was it to deal with the Telephone Contact Centre	
		Difficult - very difficult (21%)	Easy - very easy (77%)
Able to complete in one call	30%	6%	36%▲
Person was knowledgeable	30%	3%	37%▲
Quick, didn't have to wait long	29%	0%	37%▲
Had to wait a long time	12%	48%▲	2%
Transferred and had a poor experience	5%	23%▲	0%
Person didn't appear to be knowledgeable	3%	12%▲	0%
Had to ring back	2%	9%▲	1%
Other	21%	29%	19%
Base	161	35	126

▲▼ = significantly higher/lower percentage (by ease of contact)
Please see Appendix A for 'other specified' responses



Satisfaction with Service Received from the Contact Centre

Summary

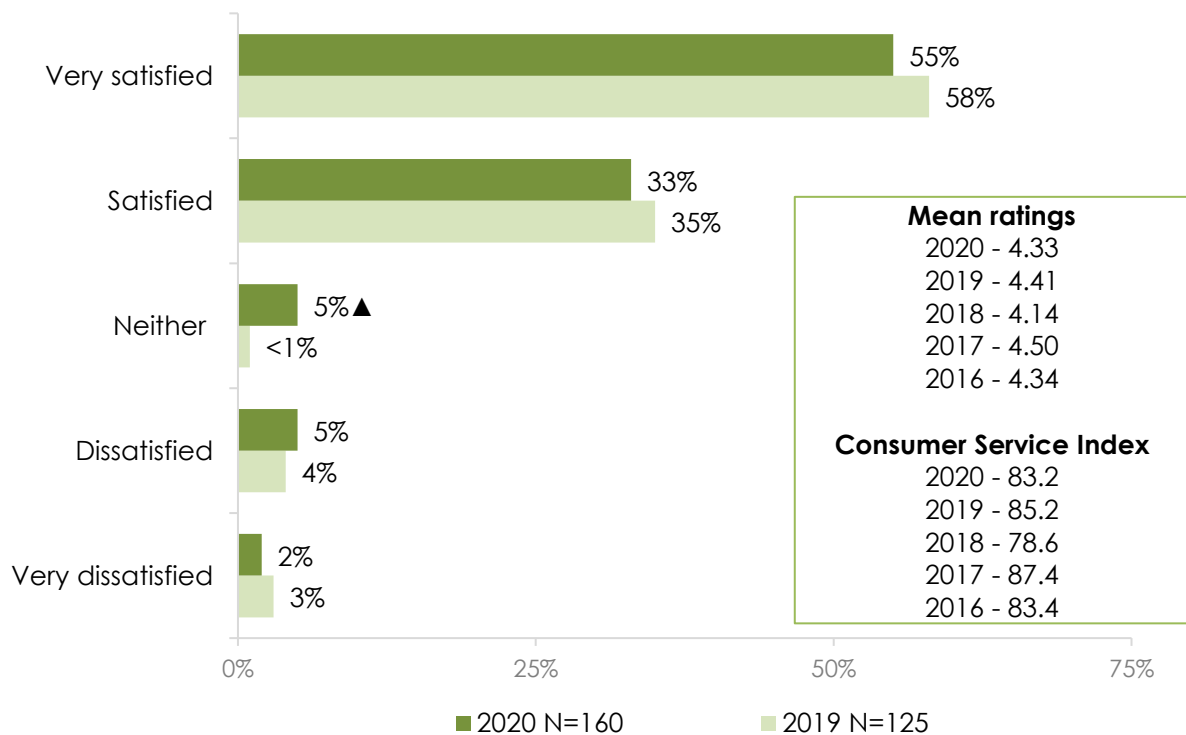
88% of residents were either satisfied or very satisfied with the service they received from the telephone Contact Centre, a slight decrease from 2019 results (93%).

Satisfaction followed a downward trend with age, whilst those that had their issue resolved after one contact demonstrated significantly 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?

	Overall 2020	Overall 2019	Gender		Age				Number of contacts to resolve issue	
			Male	Female	18-24	25-44	45-64	65+	One	More than one
Mean rating	4.33	4.41	4.25	4.38	4.62	4.34	4.32	4.10	4.54▲	4.06
CSI	83.2	85.2	81.2	84.6	90.5	83.4	82.9	77.4	88.4▲	76.6
Base	160	125	66	94	20	68	45	27	97	58

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



▲▼ = significantly higher/lower percentage (compared to 2019)

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

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



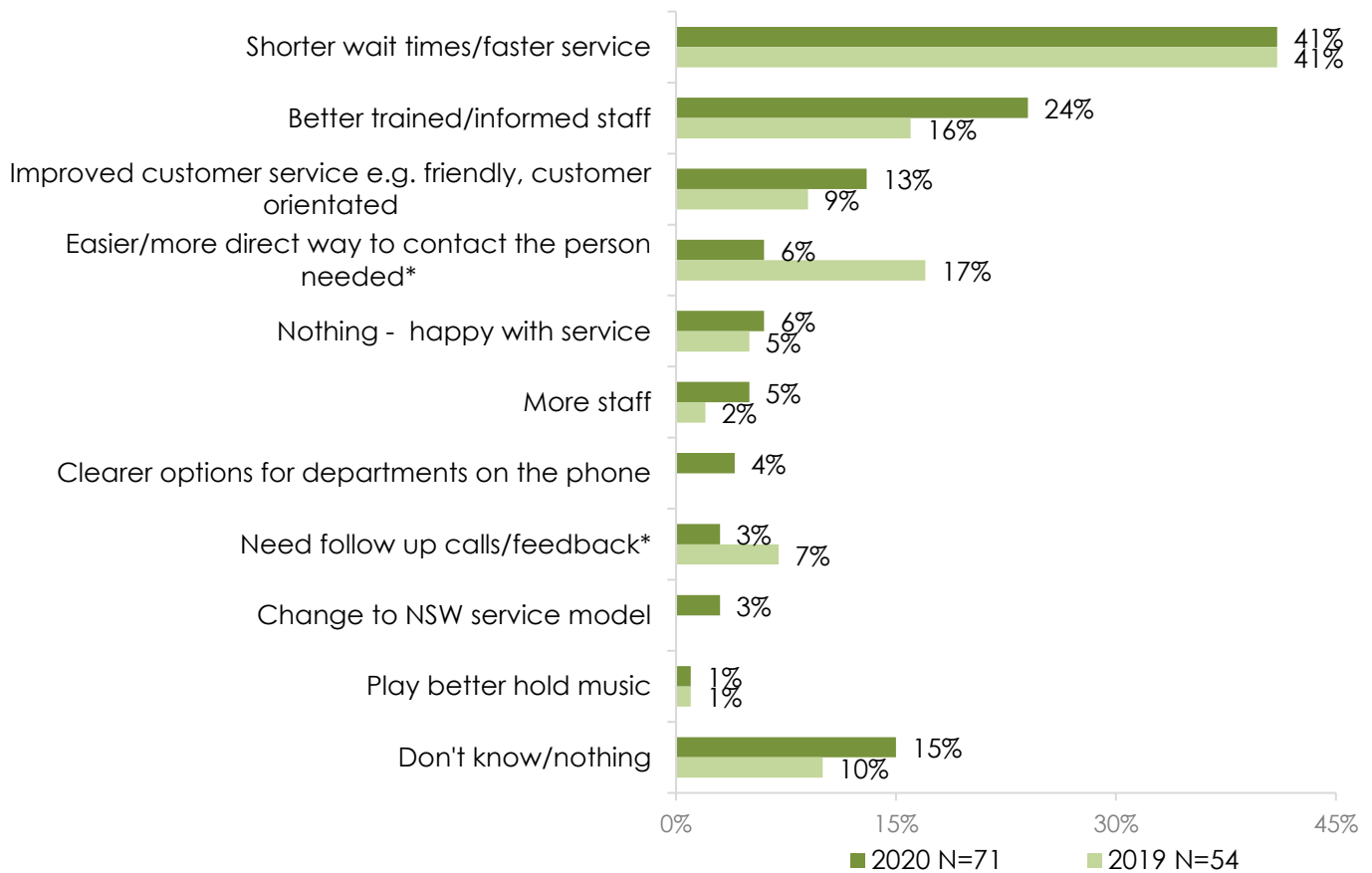
Satisfaction with Service Received from the Contact Centre

Summary

As was the case in 2019, 'shorter wait times/faster service' was the most common change residents stated would be required in order to change them to being 'very satisfied' with the service they received from the Contact Centre.

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 'making the process easier' (2019)

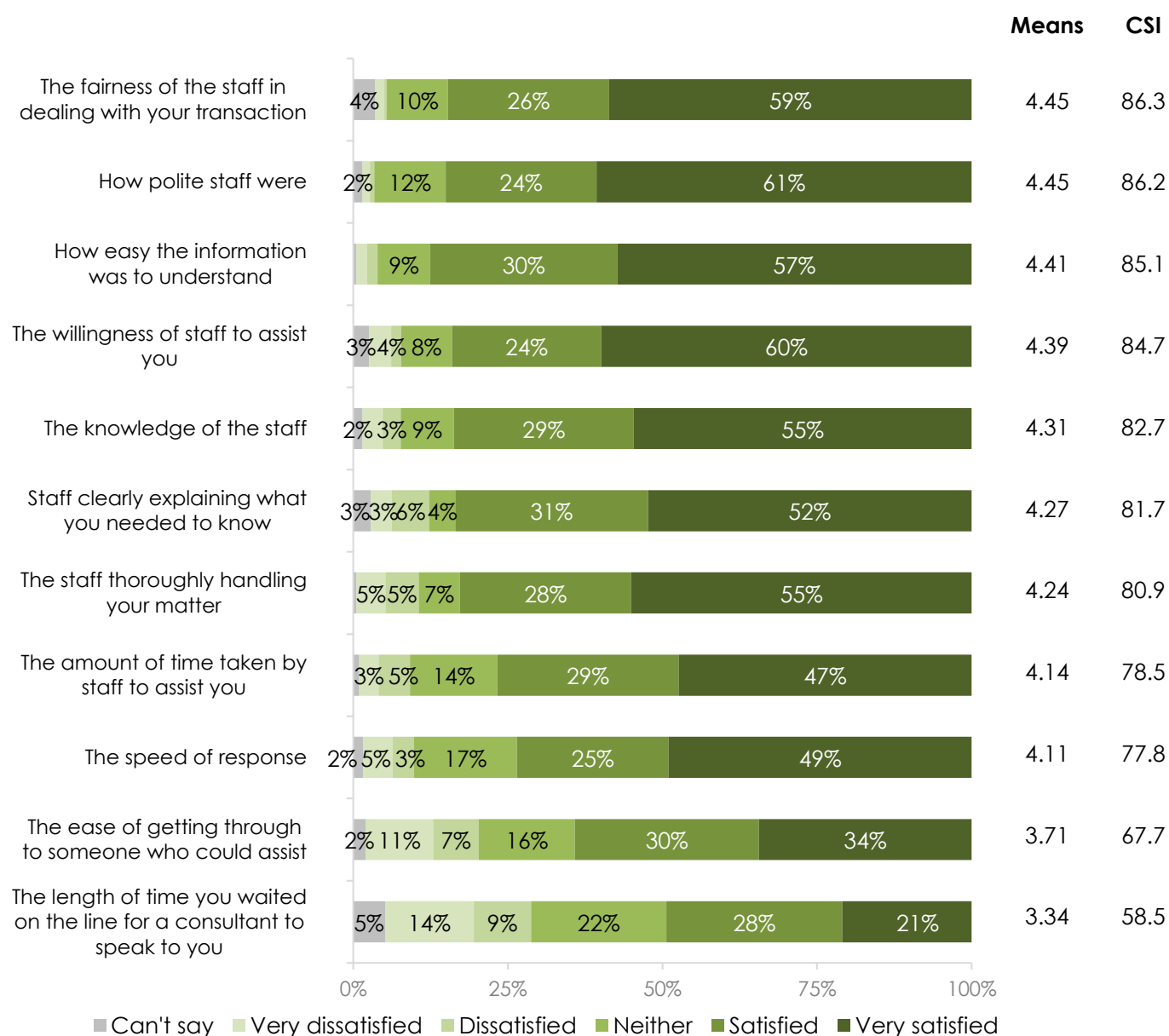
* Compared to 'provide progress updates' (2019)

Satisfaction with Specific Services Received from the Contact Centre

Summary

Satisfaction was highest for 'the fairness of the staff in dealing with your transaction' and 'how polite staff were' in relation to a resident's most recent call, with 85% of residents that called the Telephone Contact Centre stating they were satisfied/very satisfied with each. Although satisfaction is high for 9 of the 11 services, satisfaction has marginally decreased compared to 2019 for 10 of them (albeit not significantly). 'The length of time you waited on the line for a consultant to speak to you' continues to be the lowest rated service.

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=163

Note: labels of <2% have are not shown in the above 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
The fairness of the staff in dealing with your transaction	4.45	4.49	86.3	87.2
How polite staff were	4.45	4.59	86.2	89.7
How easy the information was to understand	4.41	4.42	85.1	85.5
The willingness of staff to assist you	4.39	4.48	84.7	87.1
The knowledge of the staff	4.31	4.40	82.7	85.1
Staff clearly explaining what you needed to know	4.27	4.31	81.7	82.8
The staff thoroughly handling your matter	4.24	4.33	80.9	83.2
The amount of time taken by staff to assist you	4.14	4.25	78.5	81.2
The speed of response	4.11	4.06	77.8	76.5
The ease of getting through to someone who could assist	3.71	3.90	67.7	72.5
The length of time you waited on the line for a consultant to speak to you	3.34	3.57	58.5	64.2

	Male	Female	18-24	25-44	45-64	65+
The fairness of the staff in dealing with your transaction	4.39	4.50	4.71	4.43	4.49	4.24
How polite staff were	4.43	4.46	4.55	4.46	4.43	4.37
How easy the information was to understand	4.35	4.44	4.71	4.34	4.51	4.17
The willingness of staff to assist you	4.40	4.38	4.69	4.37	4.37	4.23
The knowledge of the staff	4.24	4.36	4.50	4.38	4.24	4.09
Staff clearly explaining what you needed to know	4.24	4.29	4.48	4.33	4.15	4.13
The staff thoroughly handling your matter	4.29	4.20	4.50	4.27	4.19	4.03
The amount of time taken by staff to assist you	4.18	4.11	4.26	4.11	4.17	4.05
The speed of response	4.17	4.07	4.33	4.16	4.08	3.86
The ease of getting through to someone who could assist	3.66	3.74	3.95	3.69	3.73	3.54
The length of time you waited on the line for a consultant to speak to you	3.26	3.40	2.86	3.41	3.52	3.24

	Couple with children	Couple	Single/living alone	Group/shared household	Single parent
The fairness of the staff in dealing with your transaction	4.37	4.41	4.53	4.75▲	4.63
How polite staff were	4.38	4.39	4.56	4.65	4.60
How easy the information was to understand	4.38	4.31	4.48	4.63	4.52
The willingness of staff to assist you	4.30	4.35	4.45	4.83▲	4.42
The knowledge of the staff	4.25	4.22	4.40	4.74▲	4.02
Staff clearly explaining what you needed to know	4.19	4.15	4.48	4.64	4.01
The staff thoroughly handling your matter	4.14	4.29	4.21	4.63	4.26
The amount of time taken by staff to assist you	4.01	4.13	4.22	4.61▲	4.17
The speed of response	4.17	3.65▼	4.27	4.53	4.58
The ease of getting through to someone who could assist	3.75	3.37	4.01	4.03	3.37
The length of time you waited on the line for a consultant to speak to you	3.39	3.24	3.37	3.58	3.12

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

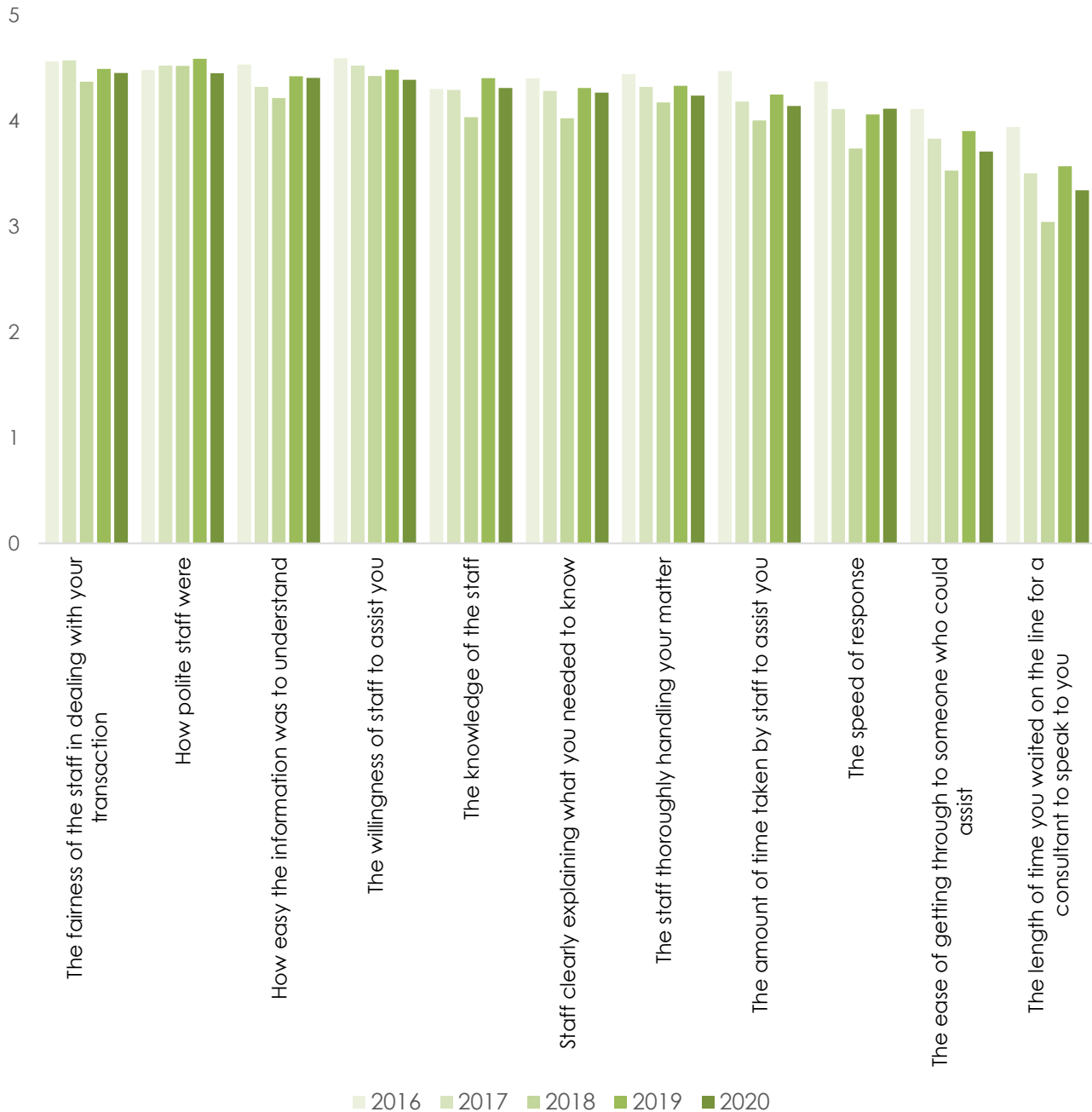
CSI scale: very dissatisfied = 0, very satisfied = 100

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

Satisfaction with Specific Services Received 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

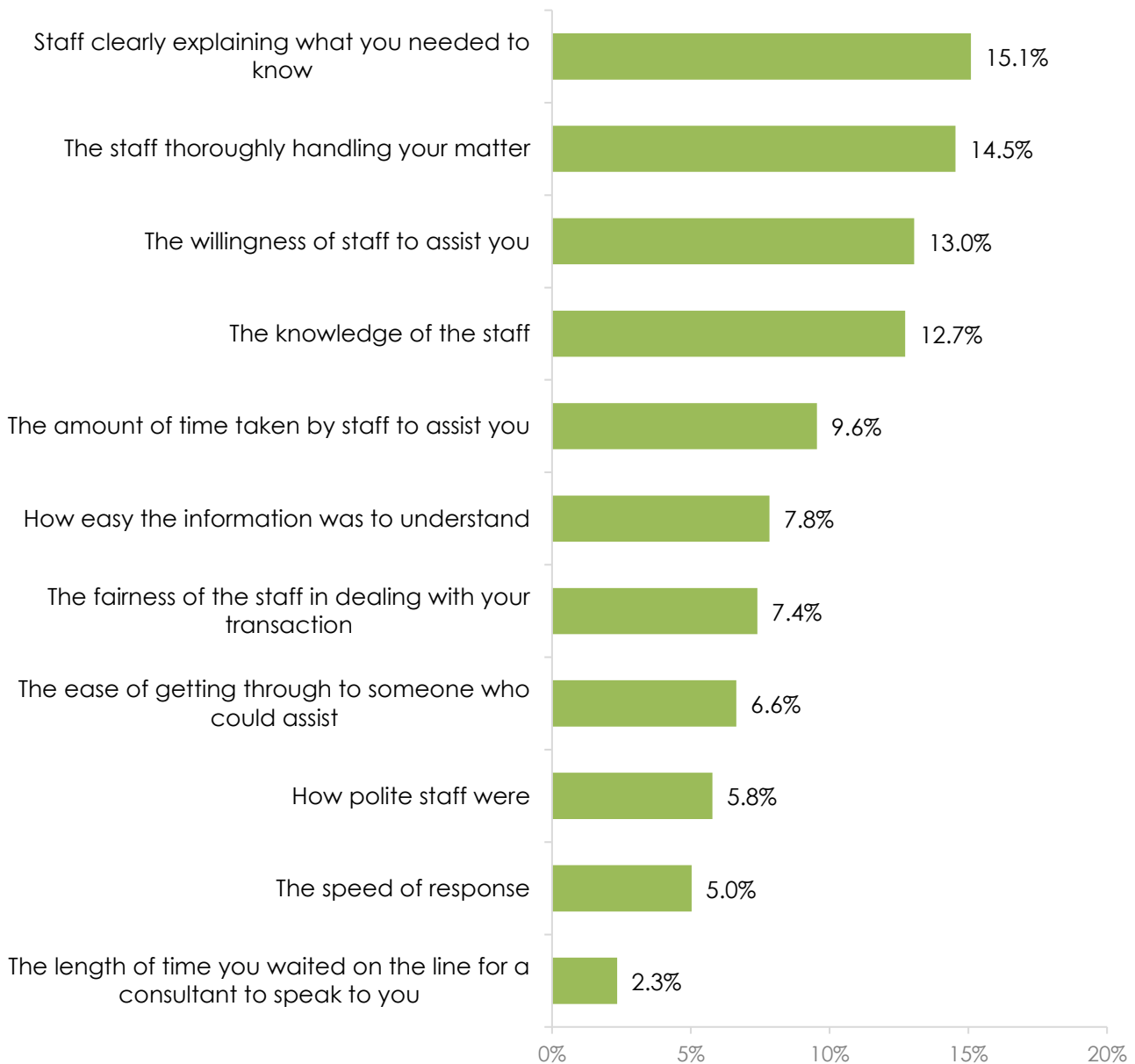


Mean scale: very dissatisfied = 1, very satisfied = 5

Drivers of Overall Satisfaction with the Contact Centre

Access Canberra Telephone Contact Centre

The chart below illustrates the overall contribution that each attribute from Q5h (see previous pages) has towards overall satisfaction with the Telephone Contact Centre, based on the Shapley Regression analysis. The strongest driver of overall satisfaction was 'staff clearly explaining what you needed to know' contributing 15.1% towards overall satisfaction (based on the tested attributes), closely followed by 'the staff thoroughly handling your matter' (14.5%).



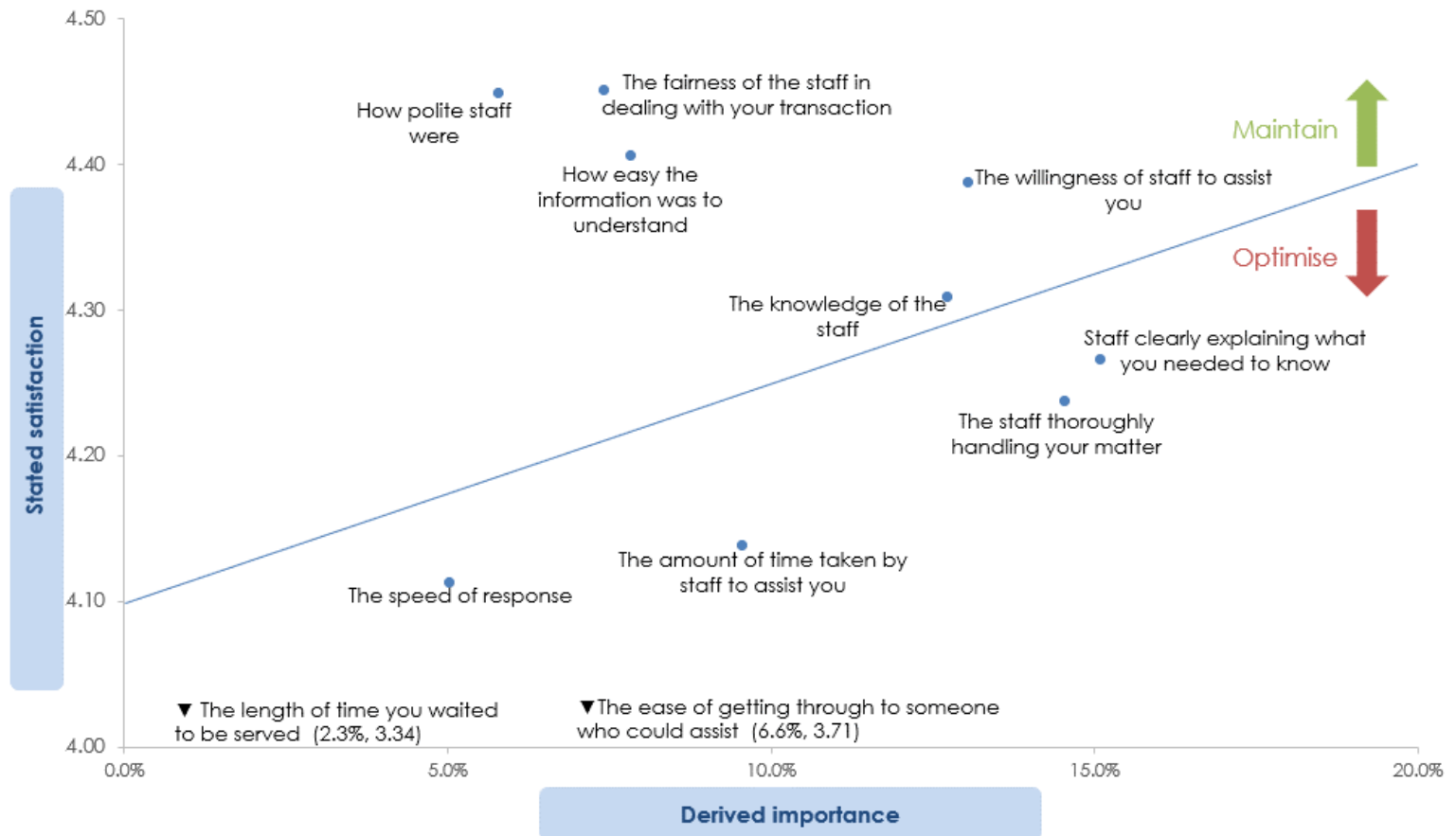
Drivers of Overall Satisfaction with the Contact Centre

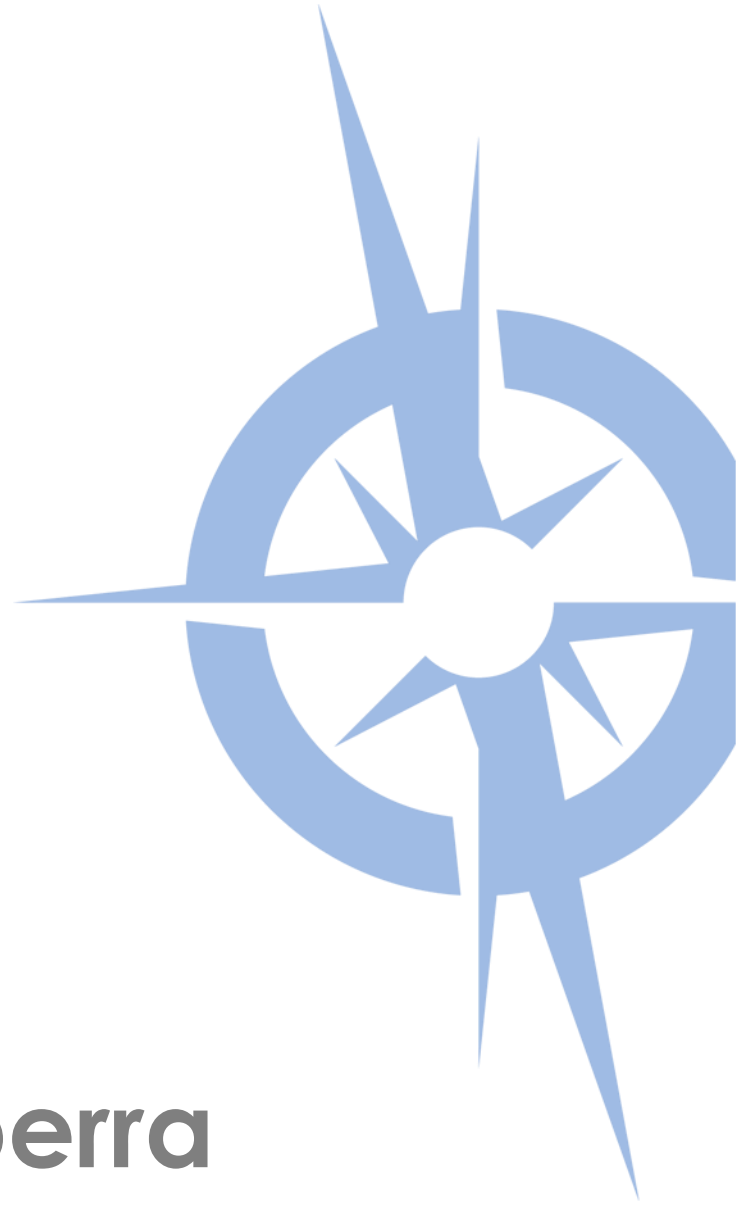
Access Canberra Telephone Contact Centre

The chart below plots the 2020 Shapley Regression score from the previous page against residents' stated satisfaction for the Telephone Contact Centre.

Similar to 2019, residents expressed moderately high levels of satisfaction for almost all key measures. The areas that should be targeted for optimisation, however, are time related, with 'the amount of time taken by staff to assist you' and 'the ease of getting through to someone who could assist you' both contributing to >5% of the variation in overall satisfaction but are currently receiving relatively lower levels of satisfaction.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas





Section E – Access Canberra Digital Services

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



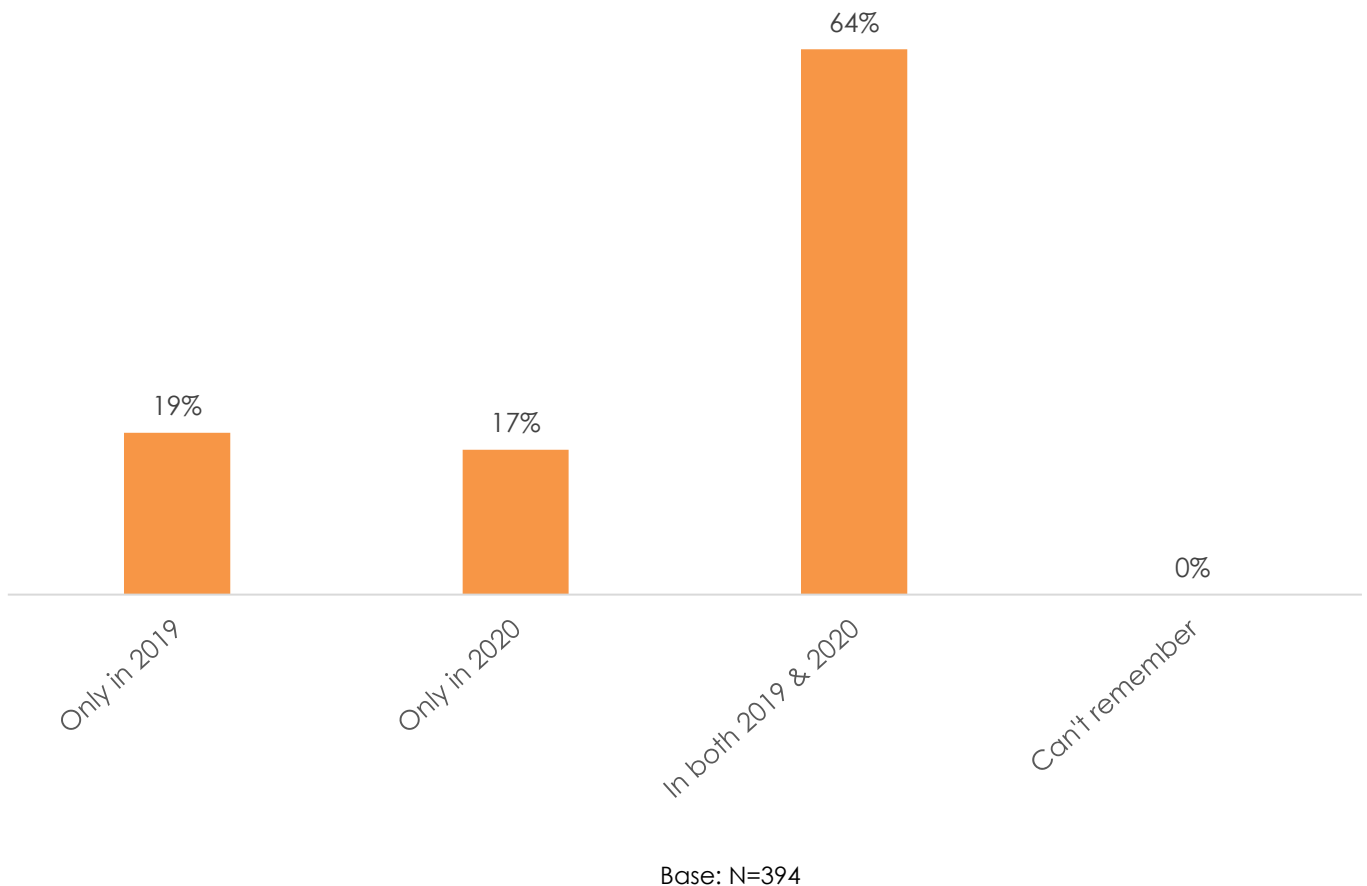
Use of Access Canberra Digital Services

Summary

64% of residents that have used Access Canberra digital services in the past 12 months, stated they used them in both 2019 & 2020. This is significantly higher than for visiting Service Centres (29% of visitors had used in both years) and calling the Contact Centre (45% of callers had used in both years) – whilst this doubtless reflects in part the impact of COVID-19 (e.g.: fewer visits to Service Centres in 2020), it also reflects the higher volume of contacts made each year via Digital Services compared with Services Centres and the Contact Centre – that is, more contacts in a 12 month period means more likelihood of covering both 2019 and 2020).

81% of digital service users stated they used the service in 2020 and 83% stated they used the service in 2019.

Q2aiii. You mentioned that you used some Access Canberra digital services such as the website, online forms, online payments or online webchat in the past 12 months... to the best of your memory, did you use the digital services....



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

Summary

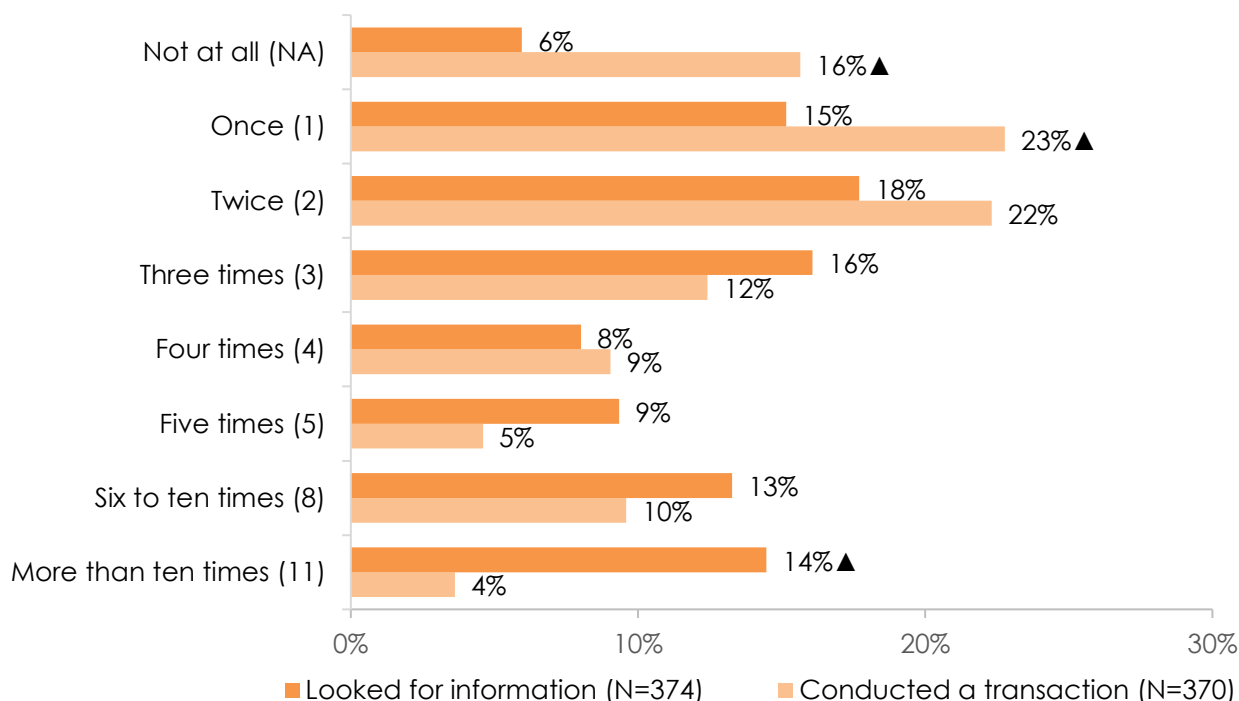
Residents that have used Access Canberra's digital services in the past 12 months to look for information, on average used the service 4.7 times, whilst those that conducted a transaction on average conducted 3.3 transactions. The nett average number of uses is 7.2, well in excess of any other channel.

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 2020	Overall 2019	Male	Female	18-24	25-44	45-64	65+
Number times looked for information	4.7	4.9	4.7	4.7	3.9	5.0	4.5	5.2
Number of times conducted a transaction	3.3	3.3	3.4	3.2	2.8	3.5	3.2	3.8
Base	312-352	257-287	161-185	151-167	39-54	148-164	101-106	24-28

	2020	2019
Total number of digital uses (looking for information and conducting a transaction)	7.2	7.1
Base	376	318



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

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

Note: The mean number of times looked for information/conducted a transaction was calculated excluding 'not at all', this was to allow comparisons with usage of other Access Canberra service types, which only measure usage in residents that had used the service in the past 12 months.

Use of Access Canberra Digital Services

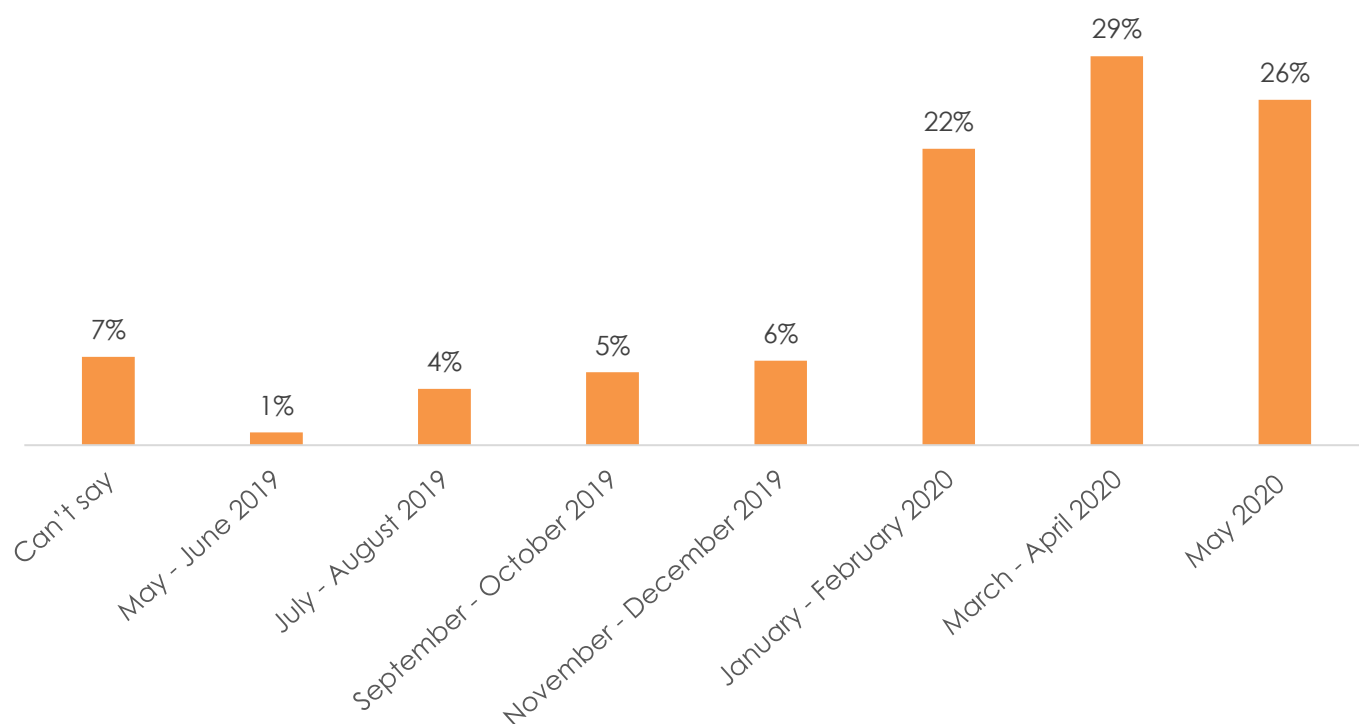
Summary

77% of those who had used the Access Canberra digital services in the past 12 months stated their most recent contact was in 2020. This may be attributed to both the summer bushfires/storms (note the pre-COVID-19 jump in January/February 2020) and then the current COVID-19 situation, where two service centres were closed for a 3-day period, and were operating under restricting hours from the 6th of April, and residents were encouraged to complete transactions online rather than visiting a Service Centre.

Q6aai. Thinking of your most recent use of an Access Canberra digital service, in which month was your most recent usage of the digital services?

	Overall 2020	Male	Female	18-24	25-44	45-64	65+
May - June 2019	1%	1%	1%	0%	1%	1%	3%
July - August 2019	4%	5%	4%	9%	4%	1%	5%
September - 2019	5%	5%	6%	0%	5%	6%	13%▲
November - December 2019	6%	6%	7%	9%	4%	7%	10%
January - February 2020	22%	21%	23%	29%	15%▼	30%▲	20%
March - April 2020	29%	29%	29%	35%	33%	20%▼	27%
May 2020	26%	26%	25%	8%▼	31%	30%	12%▼
Can't say	7%	8%	5%	9%	6%	4%	11%
Base	377	197	180	57	173	116	32

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



Base: N=377

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

Summary

Ease of use was the most common reason for using Access Canberra digital services, rather than visiting a Service Centre or calling the Telephone Contact Centre, with 38% of Digital Service users giving this as their main reason. 7% of Digital Service users also stated they used online services due to the COVID-19 situation, during which digital services were encouraged.

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)

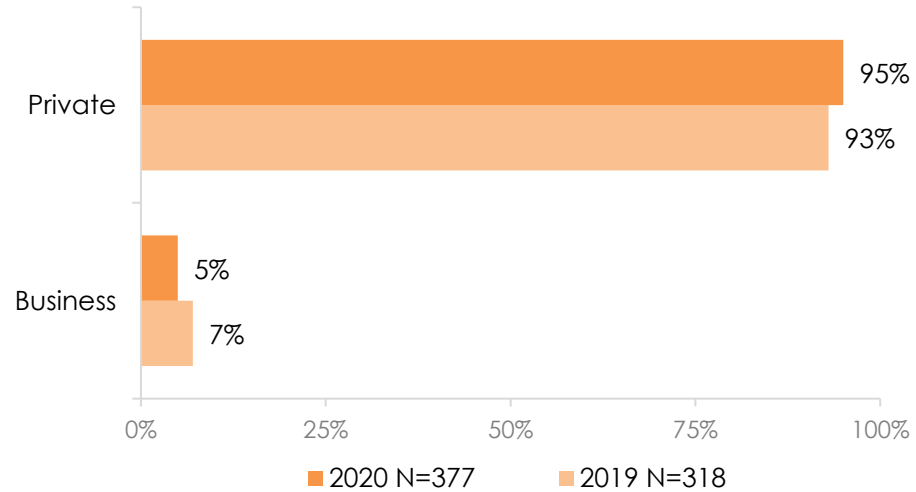
Reason for choosing Digital Services	N=368
Easier e.g. to find information online, to make payments	38%
Convenience e.g. more accessible, can do it from home/in my own time/after hours	28%
Faster service/quicker resolution/no queues	16%
Can be done online/just to look for information/conduct a simple transaction	11%
Only option/didn't know you could use other services/told to do it online	8%
Due to the COVID-19 situation/social distancing	7%
Prefer digital services/didn't want to visit a Centre/make a call	5%
Service centre wasn't open	1%
Could not find the information I needed online	1%
A friend recommended the website	<1%
Digital services are more cost effective	<1%
Don't know/can't recall	1%

Details of Most Recent Use of Digital Services

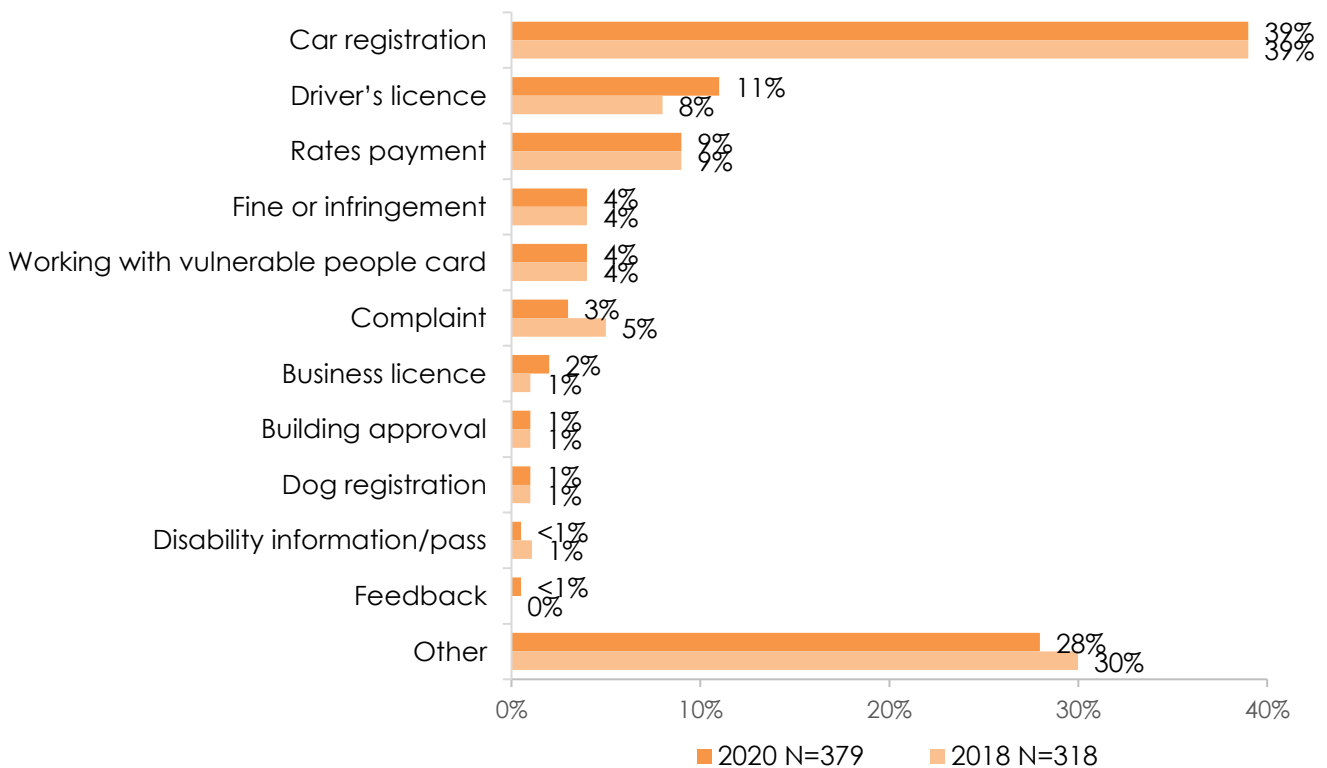
Summary

95% of residents that used the Access Canberra digital services within the last 12 months did so for private purposes. As was found in 2019, the dominant reason for using Digital Services was 'car registration' (39%).

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 'other specified'

Number of Contacts to Resolve Issue

Summary

80% of residents that had made contact via digital services stated they had their issue resolved after the first contact. Those that contacted for 'rates payment' were significantly less likely to require multiple contacts to have their issue resolved.

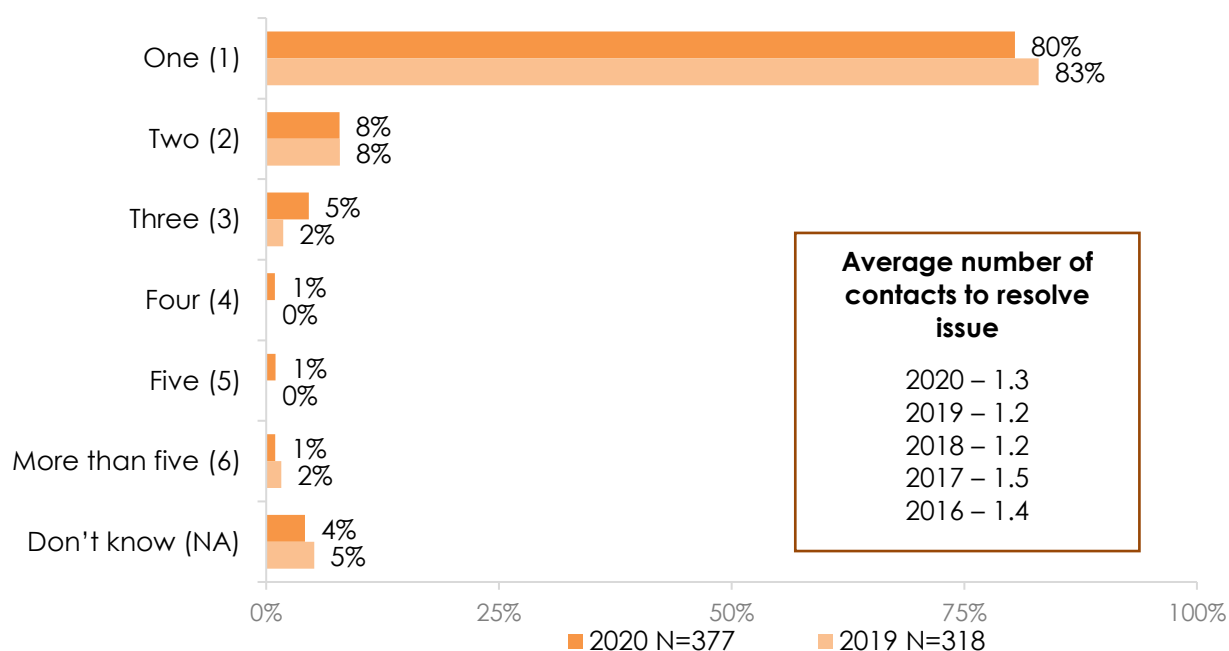
Q6c. How many times did you have to contact Access Canberra before your issue was resolved?

	Overall 2020	Overall 2019	Gender		Age			
			Male	Female	18-24	25-44	45-64	65+
Number of contacts	1.3	1.2	1.3	1.3	1.2	1.3	1.4	1.2
Base	362	301	191	171	54	167	111	30

	Reason for contact		
	Car registration	Driver's licence	Rates payment
Number of contacts	1.3	1.4	1.1 ▼
Base	145	40	33

	Those looking for information only	Those conducting a transaction only	Those who used digital services to both look for information and conduct a transaction
Number of contacts	1.4	1.6	1.5
Base	107	44	407

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



Note: numbers 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.

Device Used to Access the Website

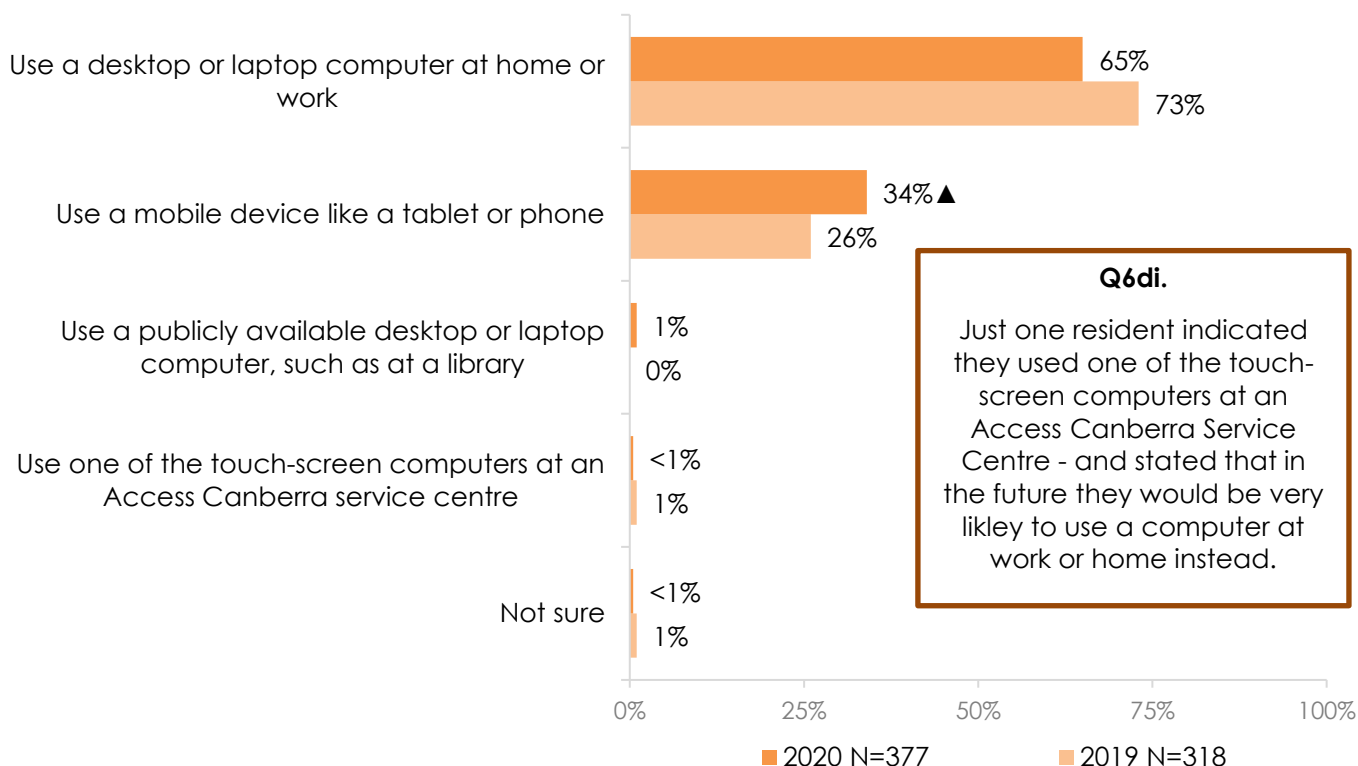
Summary

65% of residents stated they had used a desktop or laptop computer at home or work to access the digital services, and 34% had used a mobile device (up significantly from 26% in 2019). Younger residents (18-44) were more likely to have used a mobile device to access the digital services, and those aged 45+ were more likely to use a desktop or laptop.

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

	Overall 2020	Overall 2019	Male	Female	18-24	25-44	45-64	65+
Use a desktop or laptop computer at home or work	65%	73%	69%	60%	59%	58%▼	82%▲	87%▲
Use a mobile device like a tablet or phone	34%	26%	30%	38%	40%	40%▲	17%▼	12%▼
Use a publicly available desktop or laptop computer, such as at a library	1%	0%	0%	1%	0%	0%	1%	0%
Use one of the touch-screen computers at an Access Canberra service centre	<1%	1%	0%	1%	2%	1%	0%	0%
Not sure	<1%	1%	0%	0%	0%	1%	0%	1%
Base	377	318	197	180	95	311	223	65

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



▲ ▼ = significantly higher/lower percentage (compared to 2019)

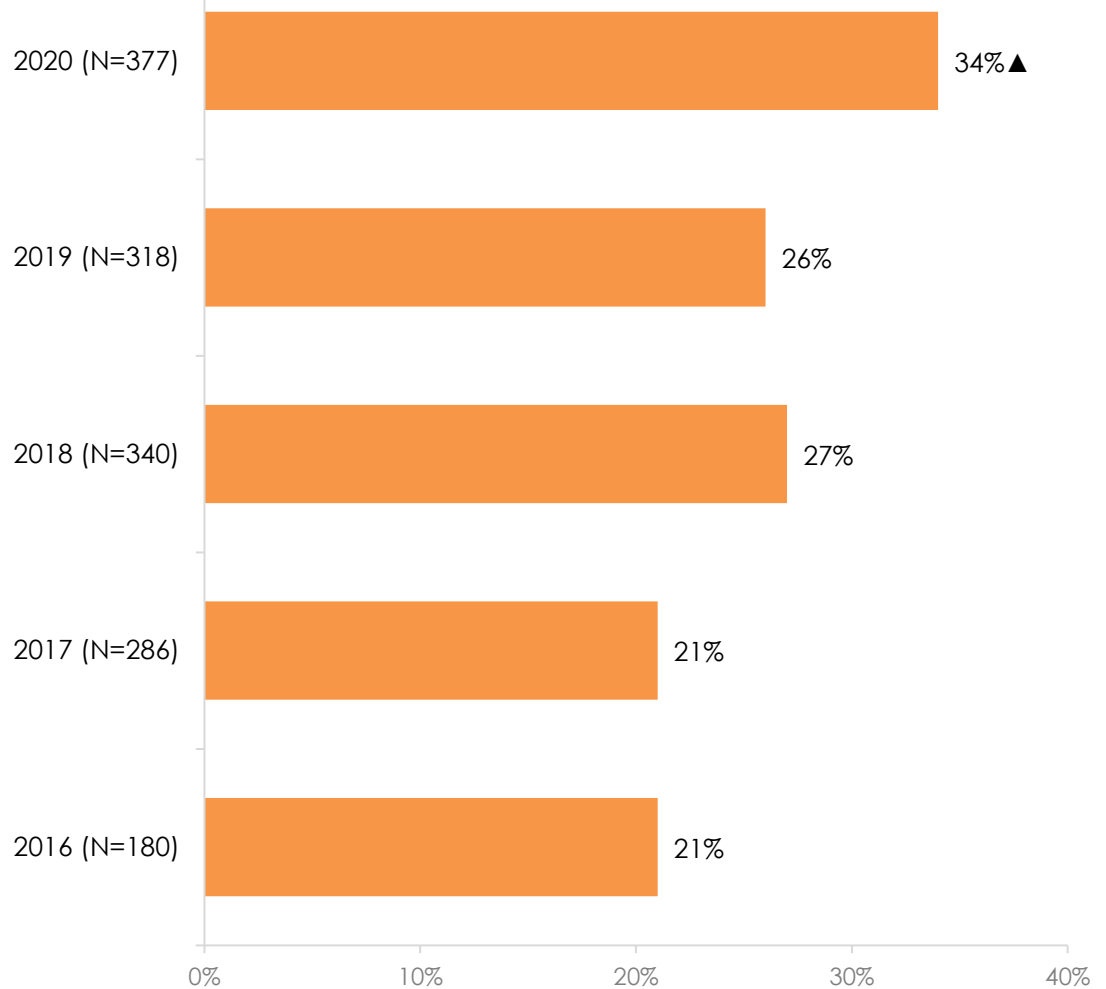
Use of Mobile Devices

Summary

Following on from the previous page, whilst the answer options for Q6d have changed a little over the years, the 'Use a mobile device like a tablet or phone' option has remained unchanged. And as shown in the chart below, mentions of mobile devices has climbed since 2016 – significantly so in 2020.

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

Those Using a Mobile Device to Access Digital Services



Base: Those using Access Canberra's digital services

▲▼ = significantly higher/lower percentage (compared to 2019)



Ease of Finding Information or Services

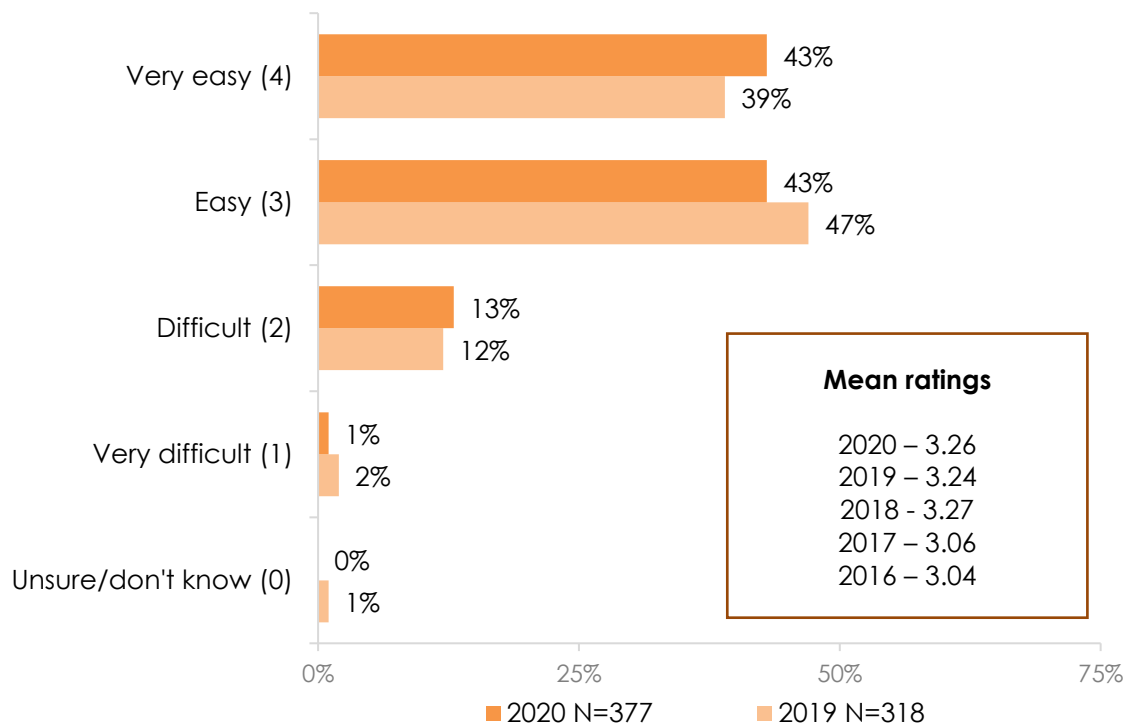
Summary

86% of those that used the digital services in the last 12 months stated they found it easy/very easy to find information. Results have remained on par with 2019 and 2018 – and are above the earlier 2017 and 2016 results, suggesting the changes to the digital platform made back in 2017-2018 have been successful. Those aged 18-24 reported significantly higher levels of ease.

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

	Overall 2020	Overall 2019	Male	Female	18-24	25-44	45-64	65+	Used a desktop or laptop at home or work	Used a mobile device
Mean rating	3.26	3.24	3.32	3.20	3.48▲	3.31	3.06▼	3.35	3.22	3.35
Base	377	315	197	180	57	173	116	32	245	127

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



Scale: 1 = very difficult, 4 = very easy

Ease of Finding Information or Services

Summary

For those that found it easy or very easy to find information on the Access Canberra digital services, the main reason for giving their rating was that the information was clearly presented. For those that found it difficult or very difficult, the main reason was that they 'had difficulty navigating/finding what I was after' (75%).

There is some sense in the data that what differentiates a 'very easy' response from an 'easy' response is 'form easy to fill out' and 'able to complete in one visit'.

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)

	All residents that have used digital services in the past 12 months	How easy was it to deal with the Access Canberra Digital Service		
		Difficult - very difficult (14%)	Easy (43%)	Very easy (43%)
Information clearly presented	56%	0%	64%▲	68%▲
Able to complete transaction in one visit	21%	2%	20%	29%▲
Had difficulty navigating/finding what I was after	14%	75%▲	8%▼	0%
Form easy to fill out	14%	0%	9%	24%▲
Didn't understand the information/question on the form	4%	25%▲	0%	0%
Had to find documents/card to complete transaction online	2%	13%▲	0%	<1%
Had a slow internet speed	<1%	3%▲	0%	0%
Other	20%	24%	17%	22%
Base	377	56	161	161

▲▼ = significantly higher/lower percentage (by level of ease)
Please see Appendix A for 'other specified' responses

Satisfaction with Access Canberra Digital Service

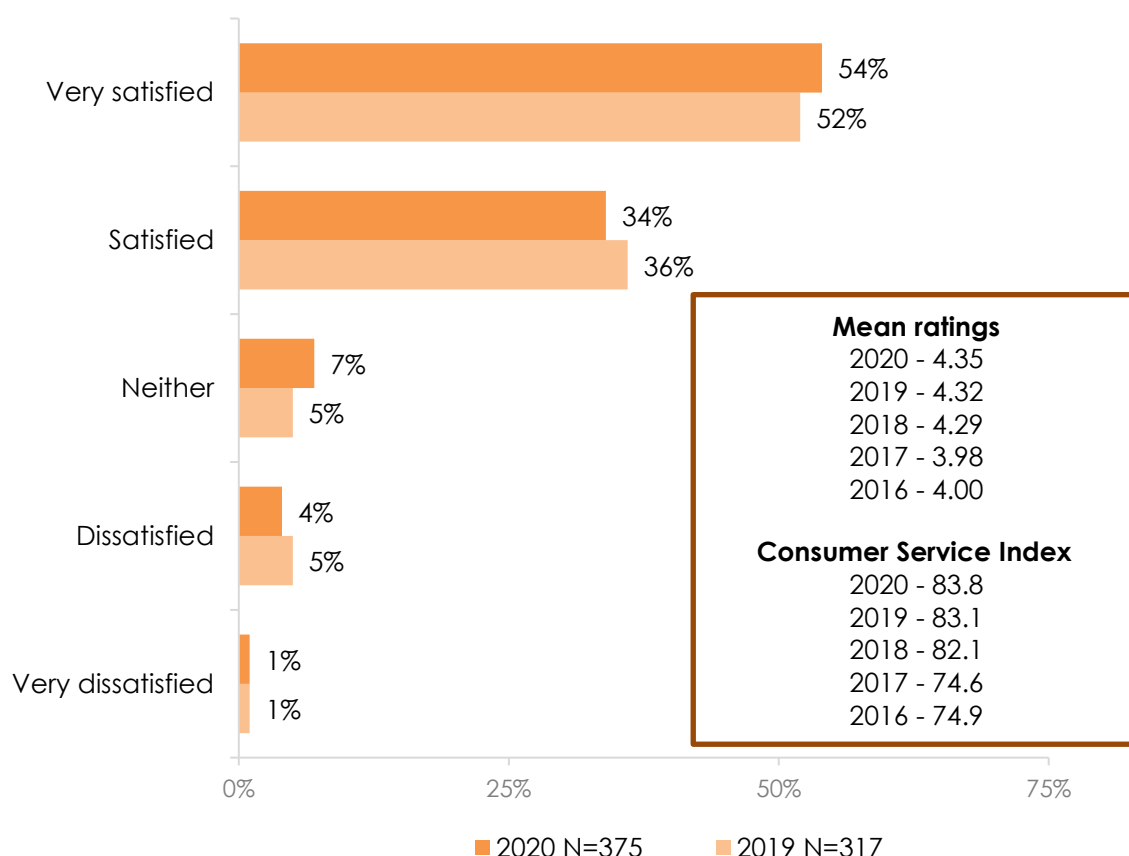
Summary

88% of residents that had used the Access Canberra digital services were either satisfied or very satisfied with the service, on par with 2019. As with the 'ease of dealing' question earlier, note how the jump in satisfaction from 2017 to 2018 has been maintained (and slightly built upon) in 2019 and 2020. Those in the 45-64 age group demonstrated significantly lower levels of satisfaction, whilst satisfaction was significantly higher for those that had their issue resolved after the first contact.

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

	Overall 2020	Overall 2019	Gender		Age				Number of contacts to resolve issue	
			Male	Female	18-24	25-44	45-64	65+	One	More than one
Mean rating	4.35	4.32	4.48▲	4.21	4.52	4.41	4.13▼	4.53	4.56▲	3.46
CSI	83.8	83.1	87.1▲	80.2	88.1	85.2	78.4▼	88.2	88.9▲	61.4
Base	375	317	195	180	57	171	116	32	301	58

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



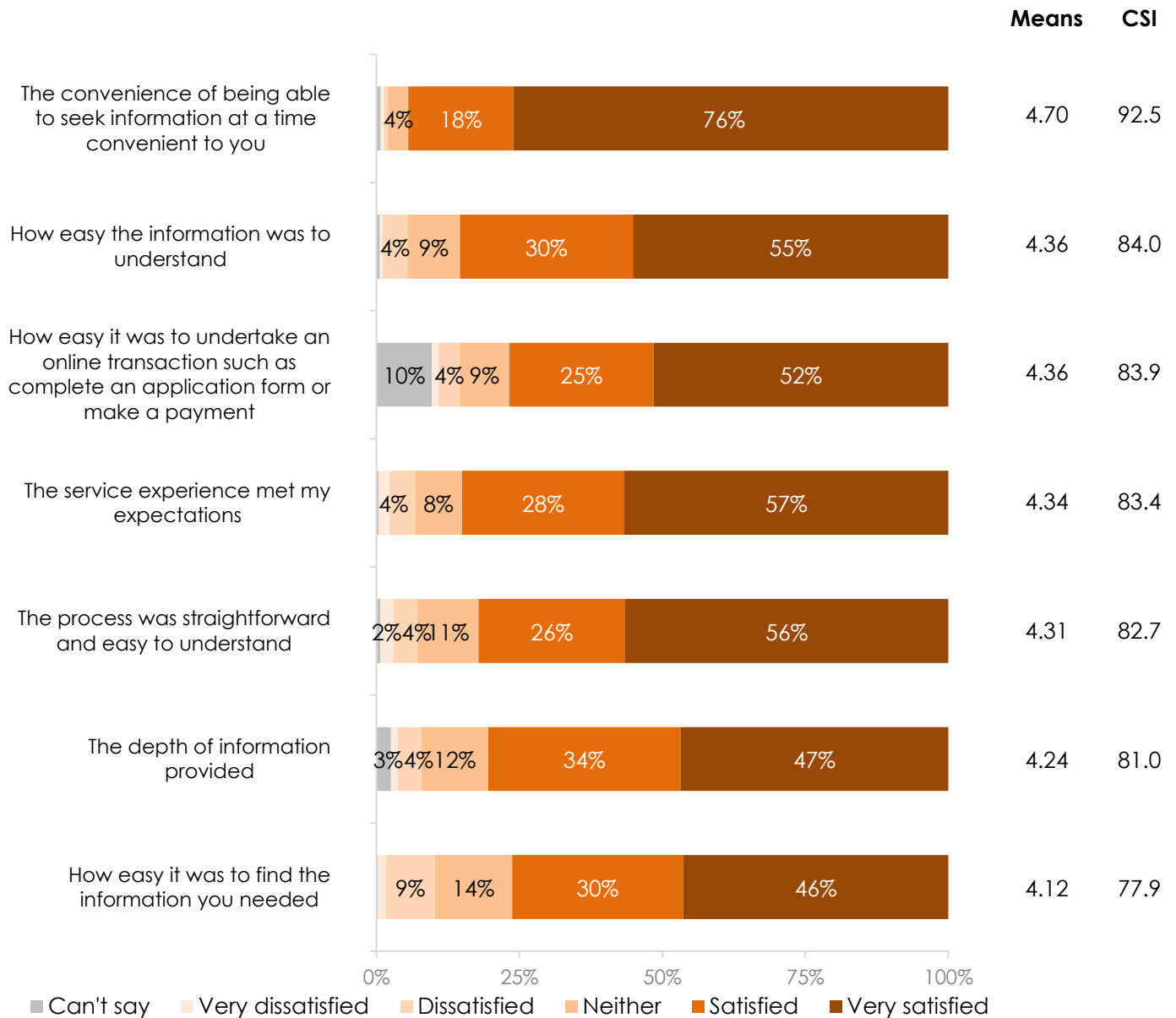
Mean scale: very dissatisfied = 1, very satisfied = 5
 CSI scale: very dissatisfied = 0, very satisfied = 100

Satisfaction with Specific Digital Services

Summary

All 7 attributes of Access Canberra's digital services increased in satisfaction in 2020 (although not significantly). 'The convenience' of the service continued to be the area with the highest level of satisfaction, with 94% indicating they were satisfied/very satisfied. Satisfaction was lowest for 'how easy it was to find the information you needed', with 23% of users indicating they were dissatisfied/very dissatisfied.

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



Base: N=377

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	
	2020	2019	2020	2019
The convenience of being able to seek information at a time convenient to you	4.70	4.66	92.5	91.5
How easy the information was to understand	4.36	4.34	84.0	83.6
How easy it was to undertake an online transaction such as complete an application form or make a payment	4.36	4.31	83.9	82.7
The service experience met my expectations	4.34	4.31	83.4	82.6
The process was straightforward and easy to understand	4.31	4.26	82.7	81.6
The depth of information provided	4.24	4.13	81.0	78.3
How easy it was to find the information you needed	4.12	4.08	77.9	77.1

	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	4.75	4.64	4.87▲	4.72	4.60	4.64
How easy the information was to understand	4.44	4.28	4.51	4.47	4.11▼	4.41
How easy it was to undertake an online transaction such as complete an application form or make a payment	4.42	4.29	4.41	4.50▲	4.13▼	4.29
The service experience met my expectations	4.48▲	4.18	4.58▲	4.49▲	3.99▼	4.33
The process was straightforward and easy to understand	4.38	4.23	4.70▲	4.47▲	3.88▼	4.29
The depth of information provided	4.32	4.15	4.50▲	4.24	4.11	4.24
How easy it was to find the information you needed	4.20	4.03	4.19	4.25▲	3.82▼	4.31

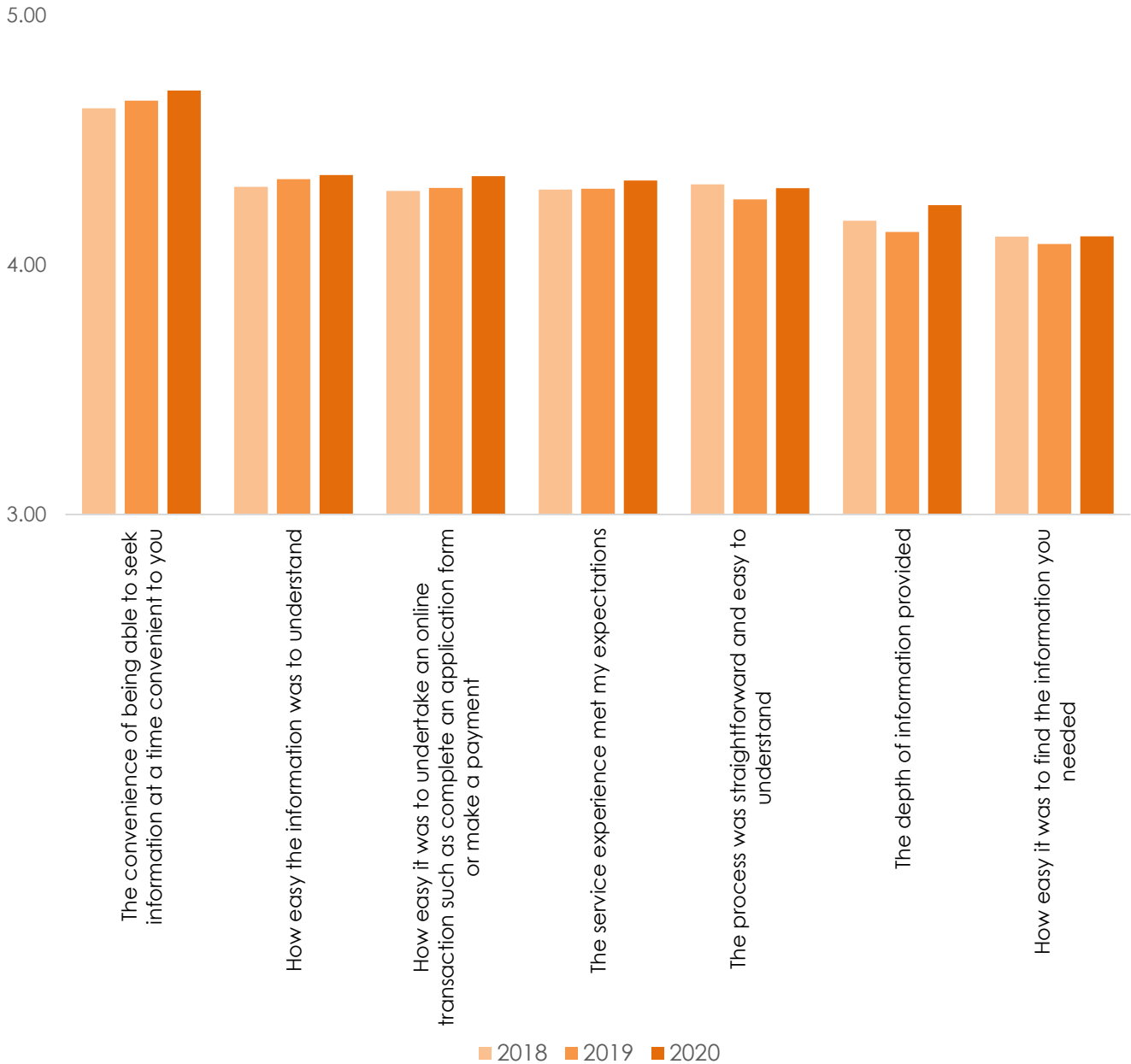
	Household type				
	Couple with children	Couple	Single/living alone	Group/shared household	Single parent
The convenience of being able to seek information at a time convenient to you	4.65	4.75	4.66	4.80	4.84
How easy the information was to understand	4.37	4.39	4.26	4.71▲	4.25
How easy it was to undertake an online transaction such as complete an application form or make a payment	4.23	4.46	4.36	4.55	4.21
The service experience met my expectations	4.25	4.39	4.25	4.79▲	4.05
The process was straightforward and easy to understand	4.28	4.33	4.20	4.75▲	3.85
The depth of information provided	4.16	4.32	4.26	4.45	4.22
How easy it was to find the information you needed	4.05	4.23	4.10	4.42▲	3.63

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

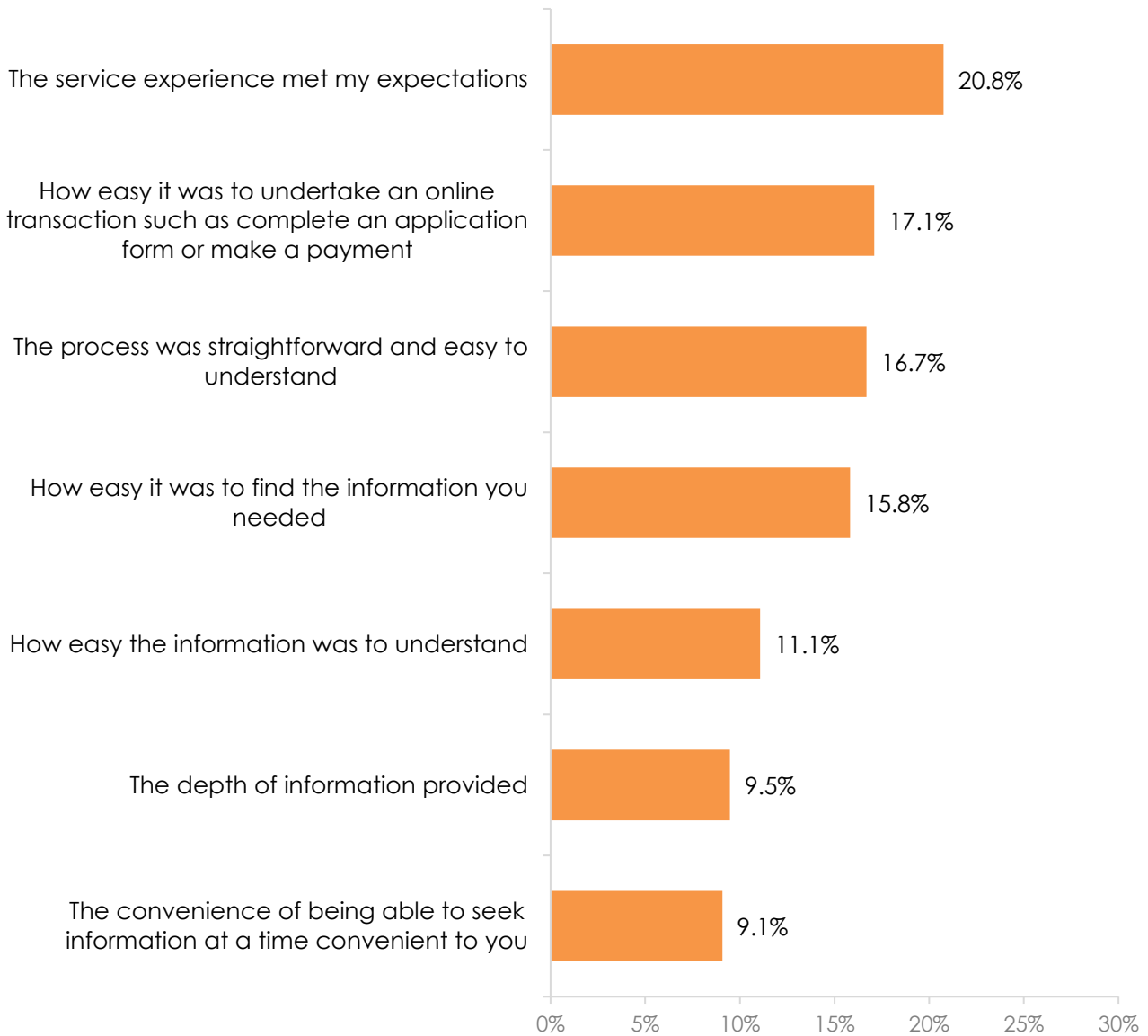


Mean scale: very dissatisfied = 1, very satisfied = 5

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. 'The service experience met my expectations' was the strongest driver of overall satisfaction with the service.

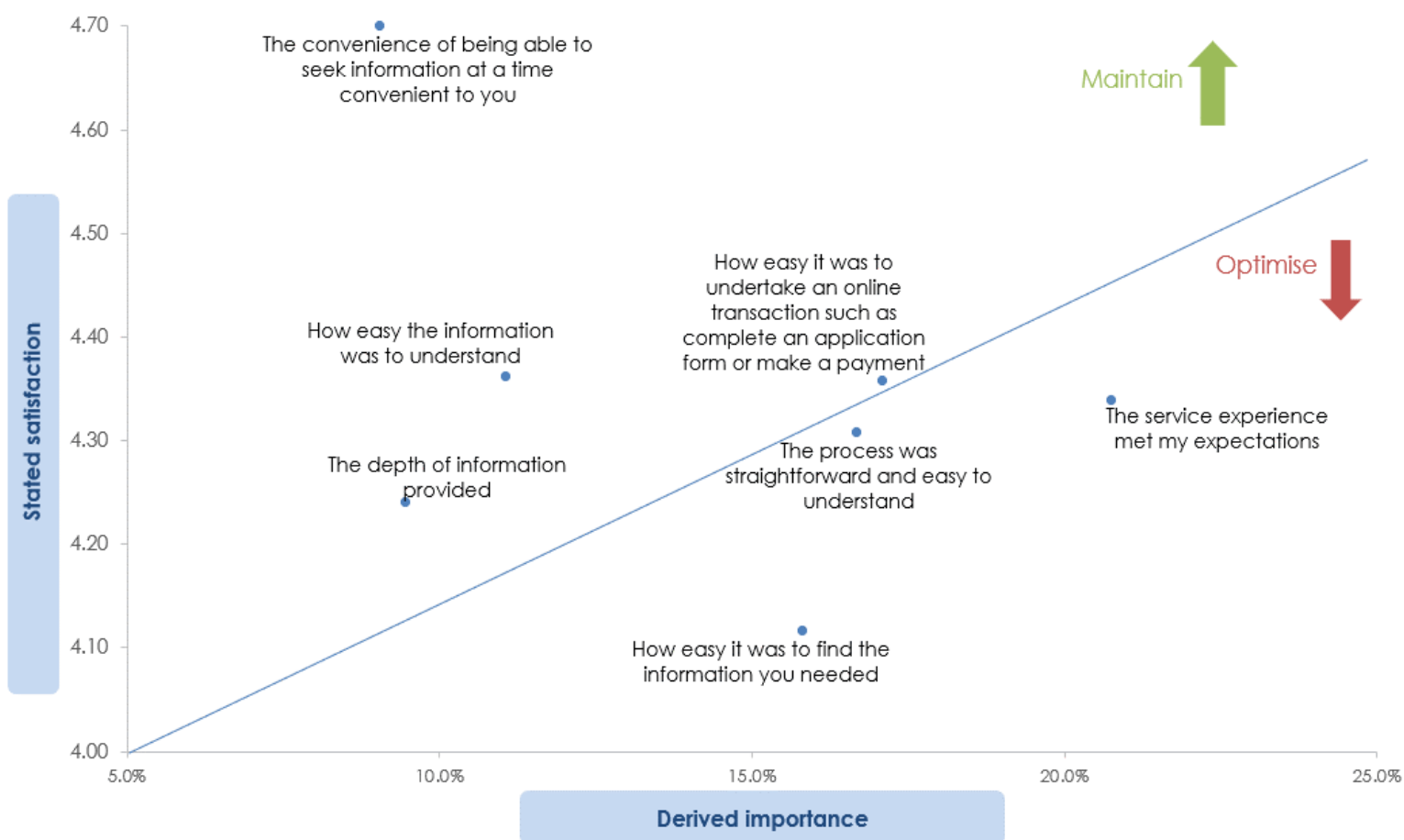


Drivers of Overall Satisfaction with Digital Services

Access Canberra Digital Services

The chart below plots the 2020 Shapley Regression score (previous page), against residents' stated satisfaction for Digital Services. Identifying methods to increase satisfaction with 'the service experience met my expectations' and 'how easy it was to find the information you needed', should lead to an increase in overall satisfaction by residents.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas

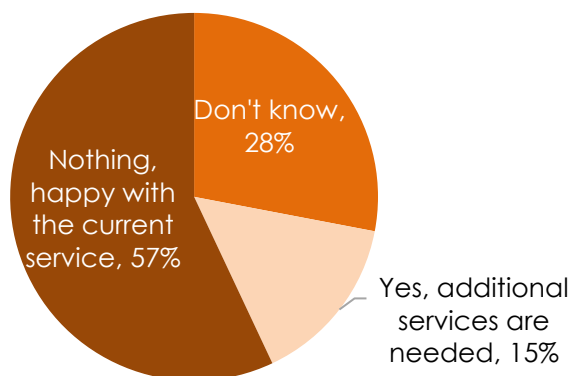


Digital Services Not Currently Offered

Summary

For those that have used Access Canberra digital services in the past 12 months, 57% stated there is nothing they need as an additional offering – and a further 28% didn't know. For those that suggested an additional service is needed (15%), the most common suggestion was 'more information on specific issues/services'.

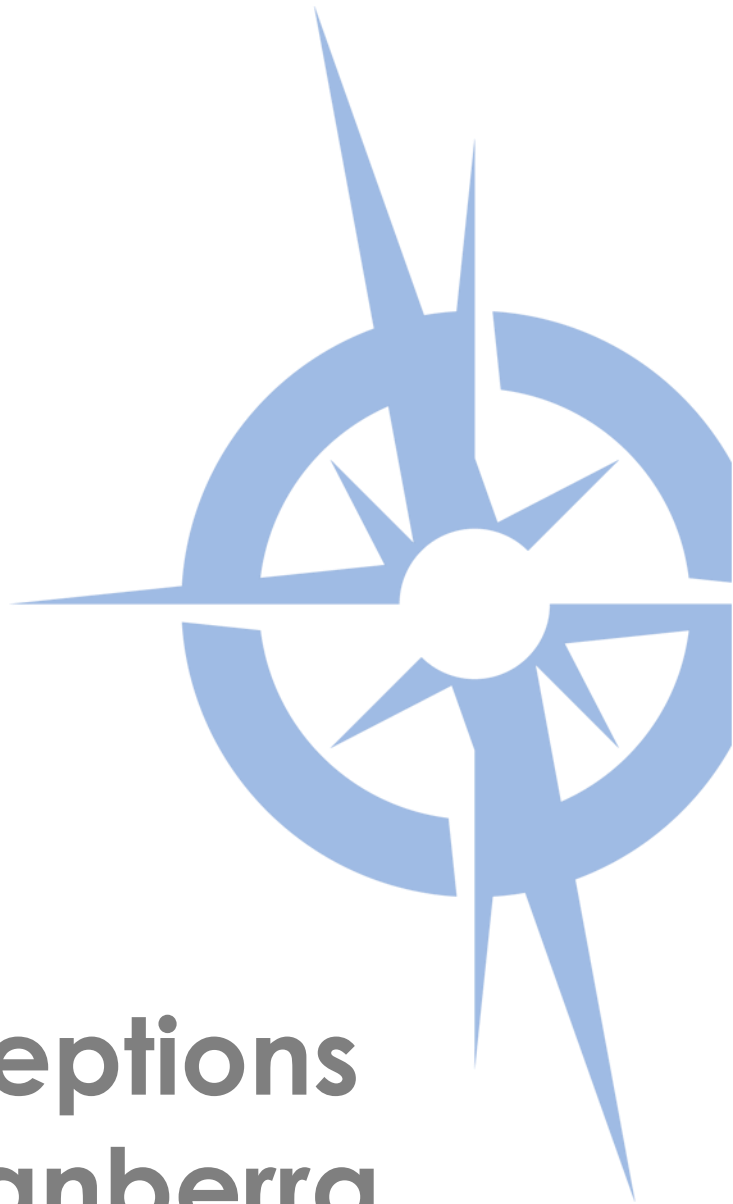
Q6j. Are there any Access Canberra services which are not currently offered as part of Access Canberra's Digital Service that you would like to be offered? (Open response)



Base: N=369

	2020 N=369	2019 N=227
Yes, additional services are needed	15%	16%
Nothing, happy with the current service	57%	66%
Don't know	28%	18%

	Count		Count
More information on specific issues/services e.g. waste, tax, trees, service centre locations	11	Ability to apply online for reptile license	1
Vehicle registrations and transfers	10	Ability to book driving test online	1
Applying for cards/permits e.g. driver's licence, seniors' card, parking permit	5	An Access Canberra app	1
Streamline their customer service more digitally	4	Better UI for phone	1
More general information	3	Contact with the dam	1
Building approvals	2	Include opportunity to do hypothetical calculations	1
Check details before sending out emails i.e. links	2	Incorporated associations management	1
Complaint section	2	Insurance comparisons	1
Continuous disclosure for donations	2	Notices of disposal for cars	1
Demerit point checking	2	Planning information	1
Easier to provide feedback to politicians	2	Real time tracking e.g. bus services, emergencies	1
Keep some services face-to-face	2	Show all activity like MyGov website	1
Live online chat function	2	Topping up bus card online	1
More disability information	2	Updating address	1
Reporting a parking infringement	2	Will not use digital services in future	1



Section F – Overall Perceptions of Access Canberra



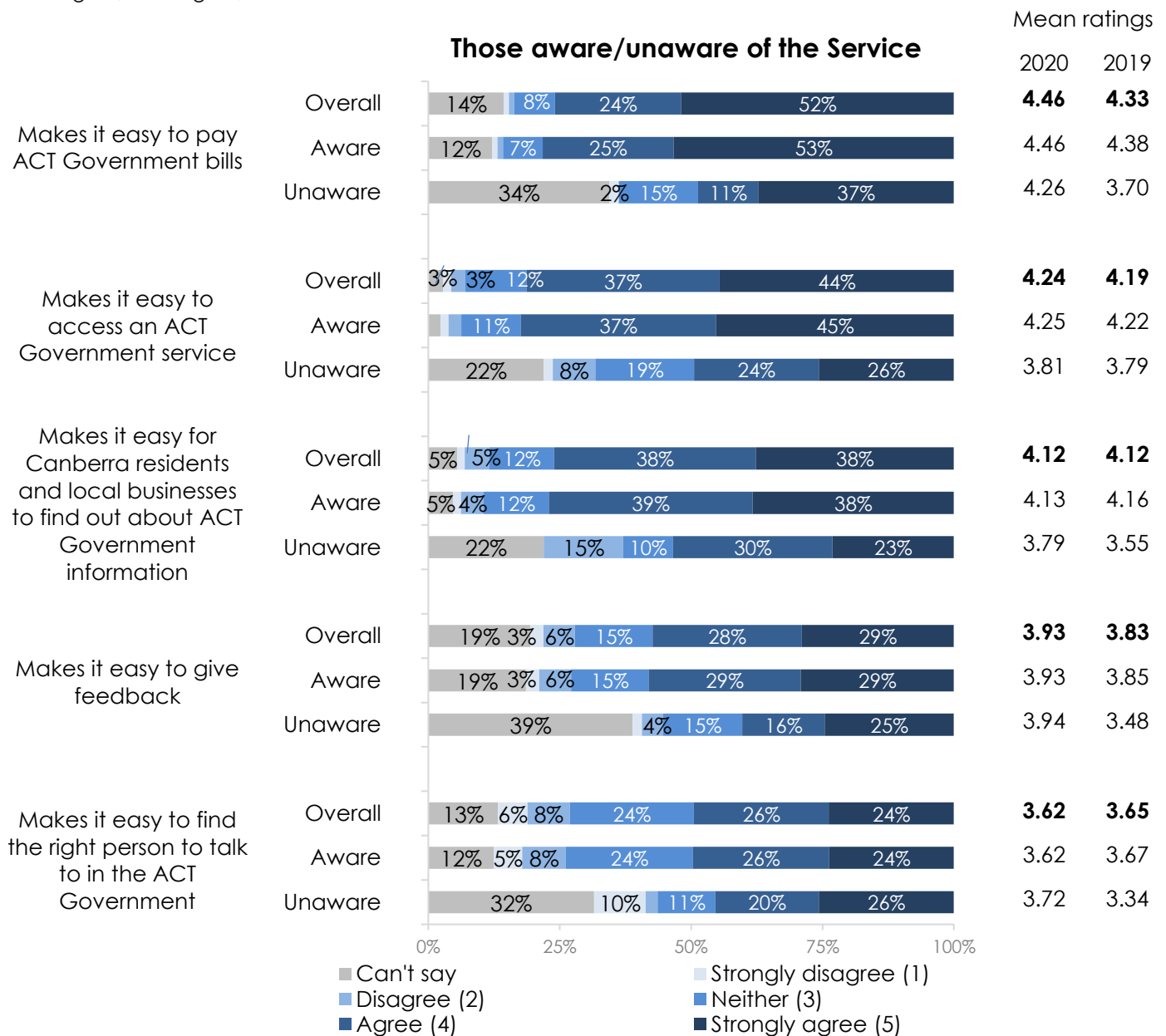
Overall Perceptions of Access Canberra

Summary – Based on AWARENESS

The area with the highest level of agreement continues to be Access Canberra 'makes it easy to pay ACT Government bills', with 76% in agreement. The least agreed upon statement was that Access Canberra 'makes it easy to find the right person to talk to in the ACT Government'. Three of the five statements increased marginally in agreement in 2020.

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 <3% are not shown above

2020 Base: overall N=606, aware N=580, unaware N=26, 2019 Base: overall N=602, aware N=559, unaware N=43.



Overall Perceptions of Access Canberra

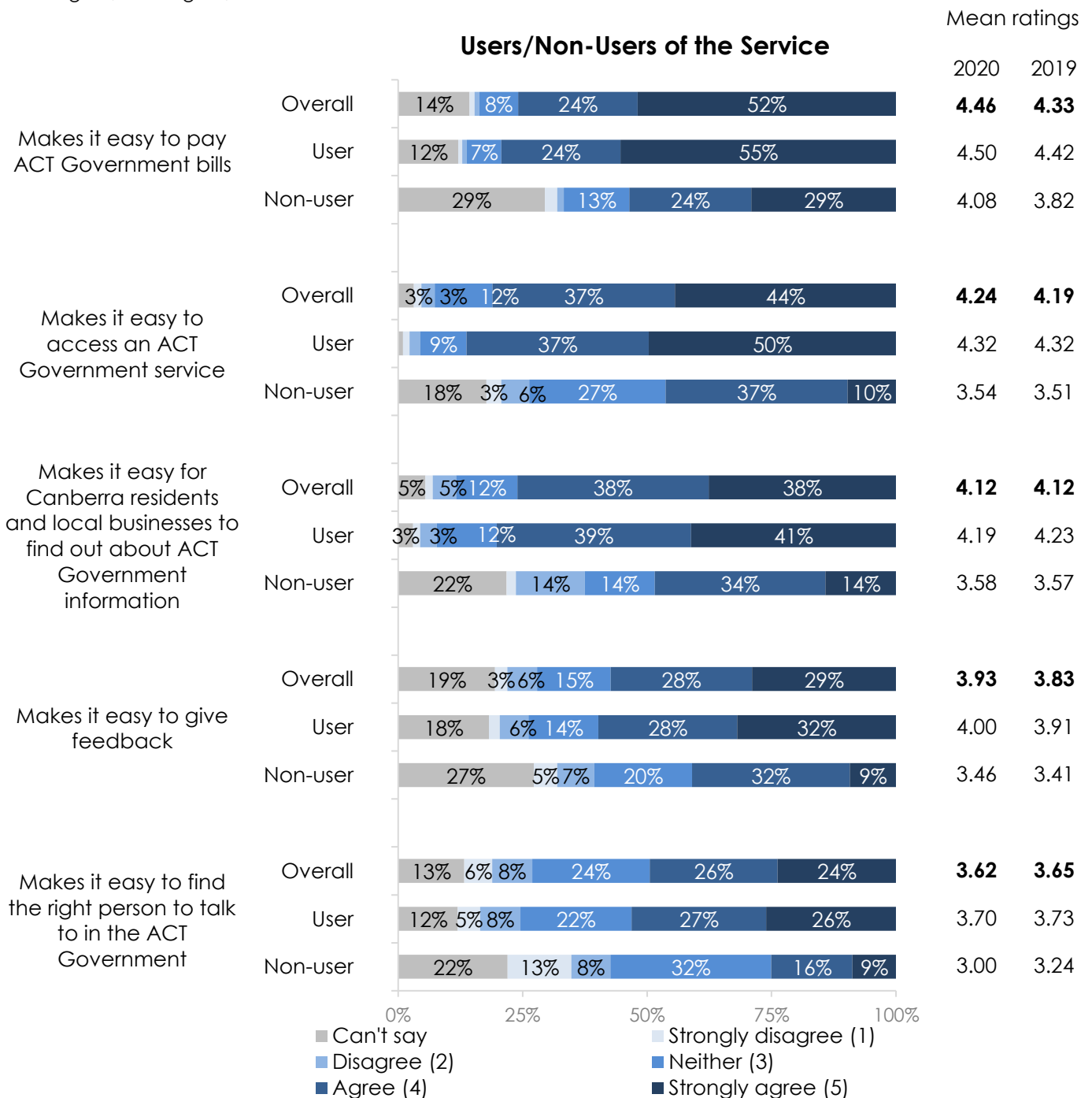
Summary – Based on USAGE

Overall, the results remain on par with 2019. Users indicated marginally higher levels of agreement compared to 2019 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 <3% are not shown above.

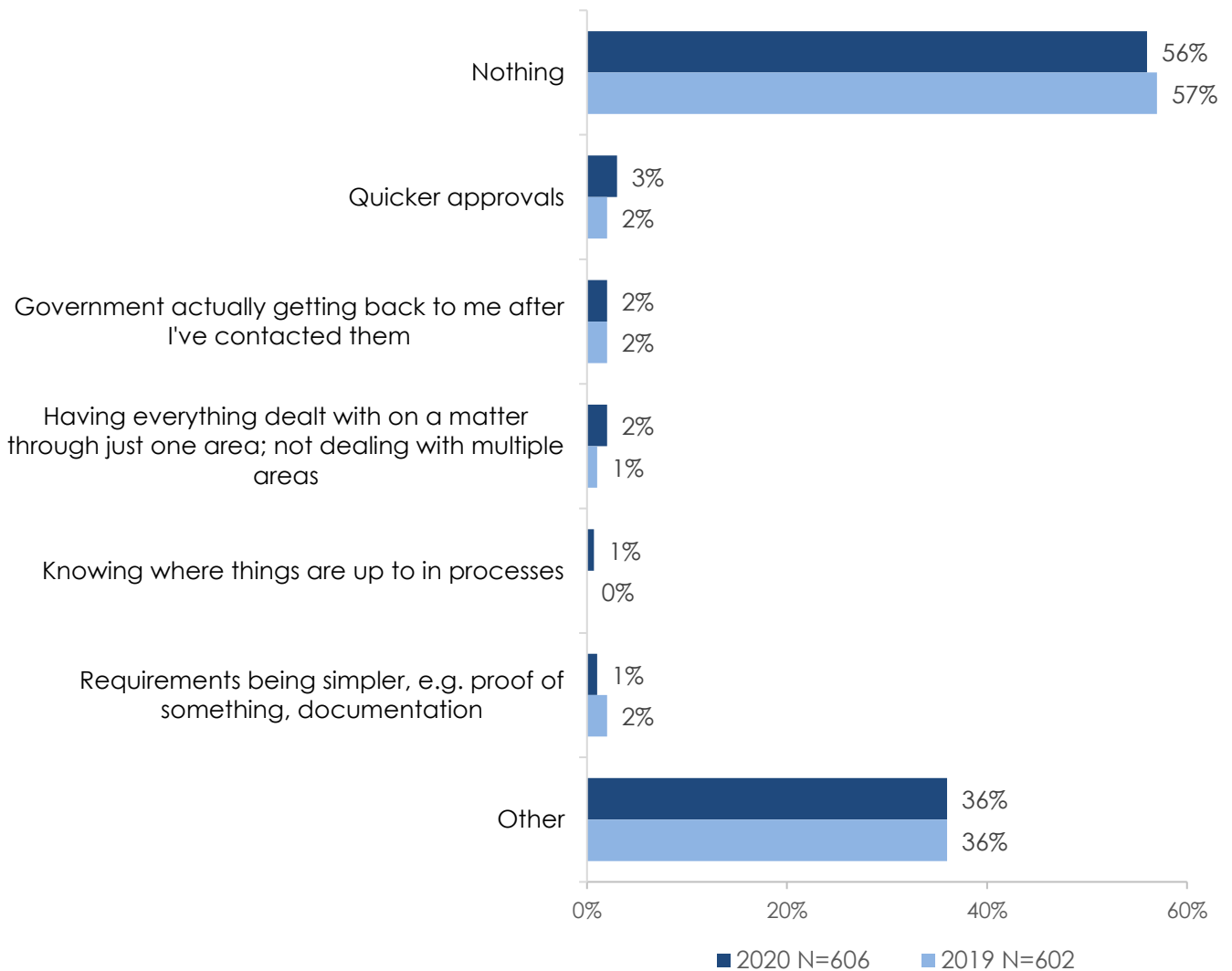
2020 Base: overall N=606, user N=527, non-user N=79, 2019 Base: overall N=602, user N=498, non-user N=104.

Service Delivery Improvements

Summary

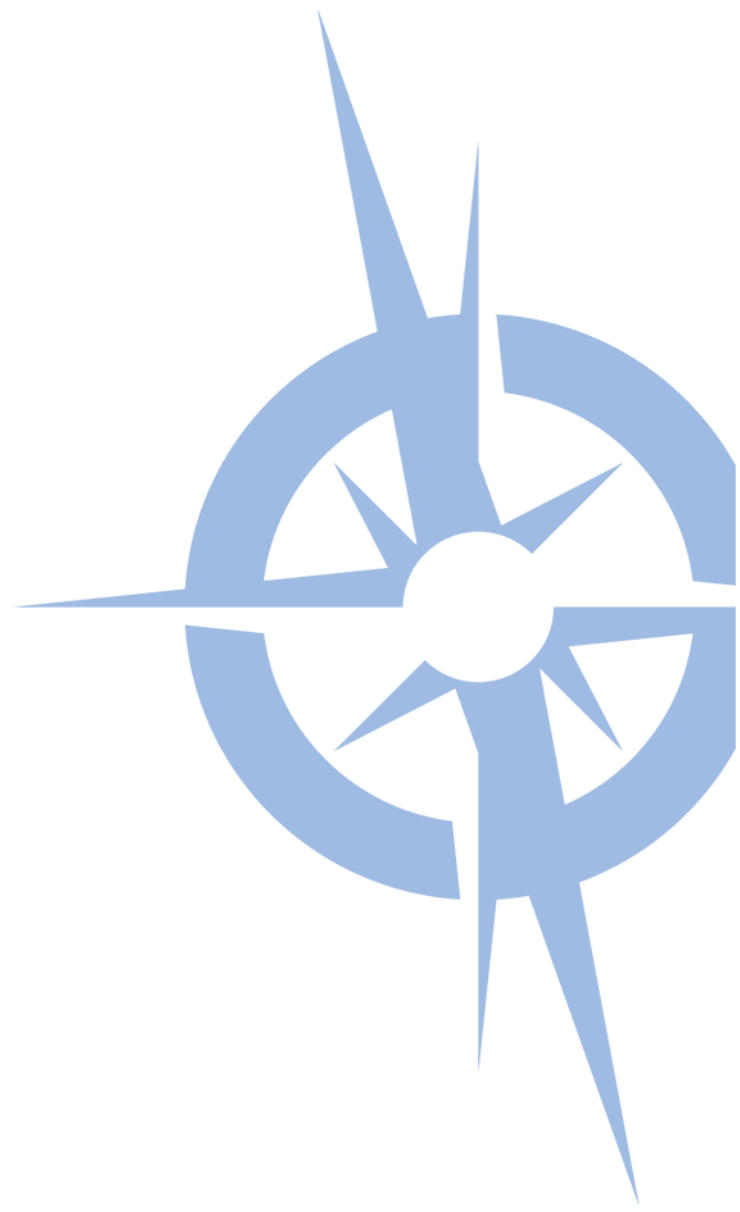
Similar to 2019, 56% of residents do not believe that there are areas of the ACT Government's service delivery that needs to change, a positive result. For those that suggested improvements, 'quicker approvals' was the most common response.

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



Please See Appendix A for 'other specified' responses





Section G – Service Delivery Options

Likelihood to Use Online License Update and Renewal Service

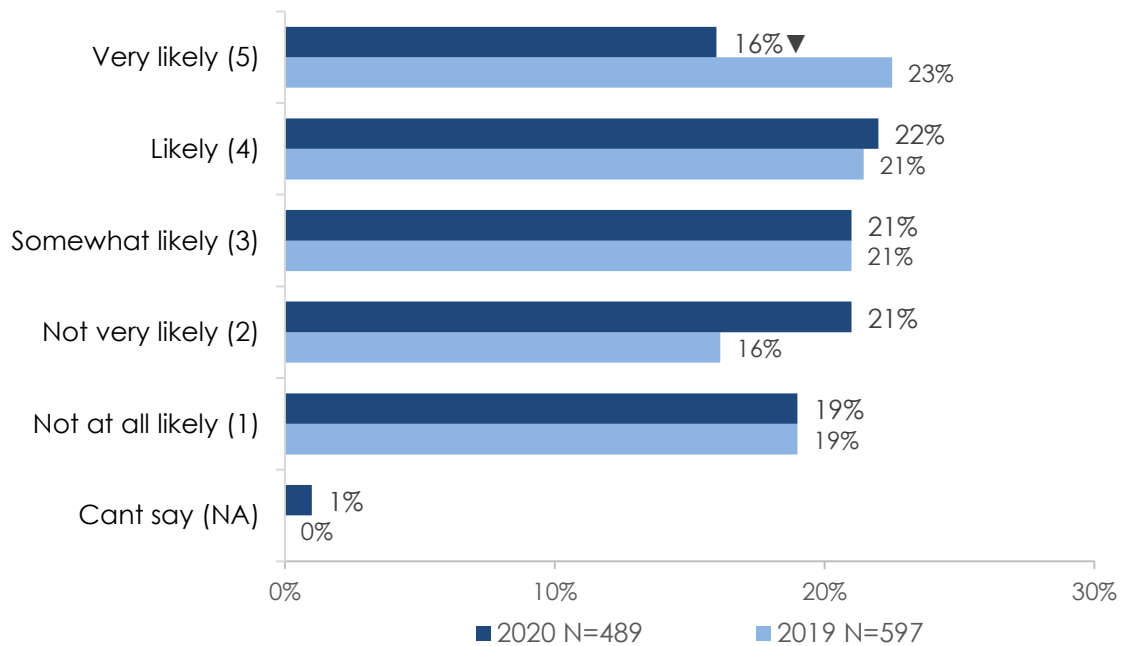
Summary

59% of residents stated they would be at least somewhat likely to use the new service if it became available, with younger residents (18-44) significantly more likely. There has been a marginal decrease overall in likelihood, with a significant decrease in residents specifically stating they would be 'very 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 2020	Overall 2019	Used Access Canberra services in the past 12 months			
			User	Non-user	Used digital services	Not used digital services
Mean rating	2.94	3.12	2.99	2.57	2.78	3.03
Base	598	597	523	75	206	392

	Gender		Age			
	Male	Female	18-24	25-44	45-64	65+
Mean rating	2.83	3.04	3.31▲	3.17▲	2.76	2.36
Base	288	310	81	242	182	93



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

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

Note: Numbers in brackets on chart represent the value used to calculate the mean. 'Not sure' responses were not included in the mean calculation.



Preferred Method of Receiving ACT Government Bills

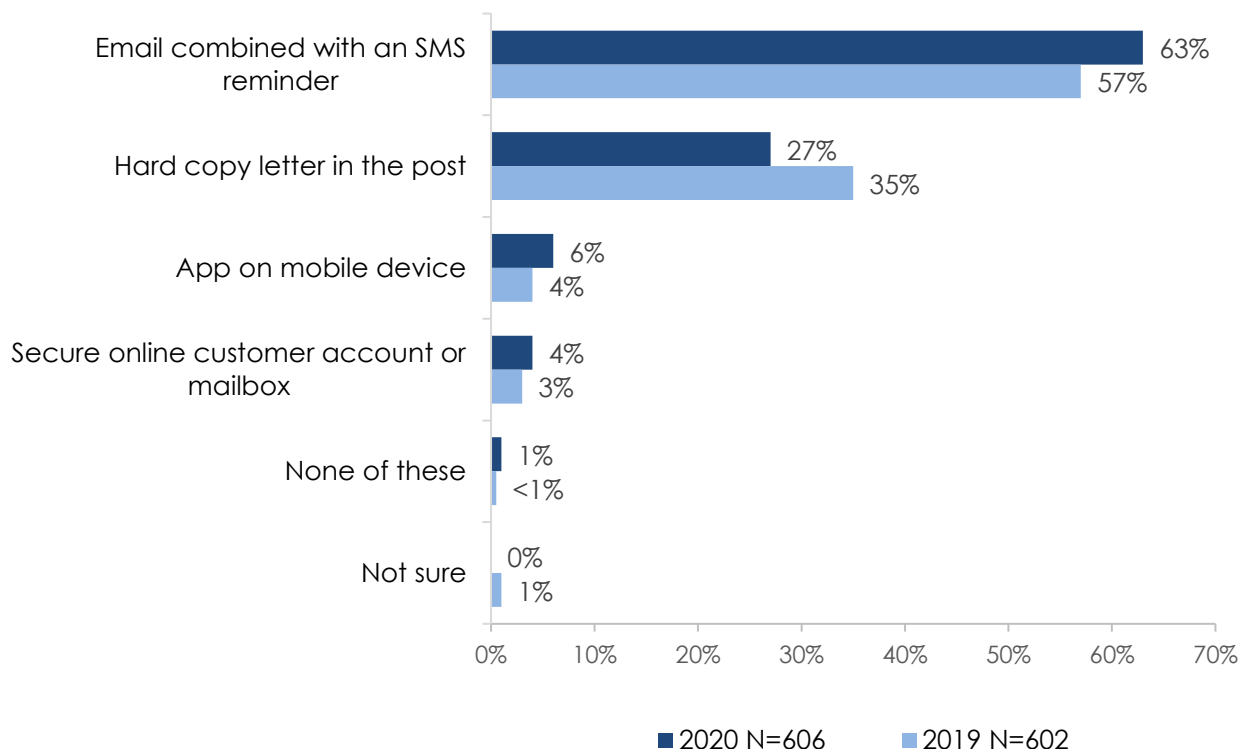
Summary

The most preferred method overall for receiving ACT Government bills was email combined with an SMS reminder, with those aged 18-44 significantly more likely to prefer this method. Older residents (65+), however, stated their preferred method was 'hard copy letter in the post' (61%).

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

	Overall 2020	Overall 2019	Male	Female	18-24	25-44	45-64	65+
Email combined with an SMS reminder	63%	57%	64%	61%	77%▲	70%▲	61%	36%▼
Hard copy letter in the post	27%▼	35%	26%	28%	12%▼	15%▼	31%	61%▲
App on mobile device	6%	4%	5%	7%	9%	9%	4%	2%▼
Secure online customer account or mailbox	4%	3%	5%	3%	2%	5%	4%	1%▼
None of these	1%▲	<1%	1%	1%	0%	1%▲	0%	0%
Not sure	0%	1%	0%	0%	0%	0%	0%	0%
Base	606	602	294	312	83	244	182	98

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



Section H – Quality of Life



Quality of Life in the ACT

Summary

Perceived quality of life in the ACT is high, with 97% of residents rating it as good to excellent. The marginal increase in perceived quality of life in 2020 is a very positive result, especially considering the bushfires experienced in the summer of 2019 and the COVID-19 pandemic.

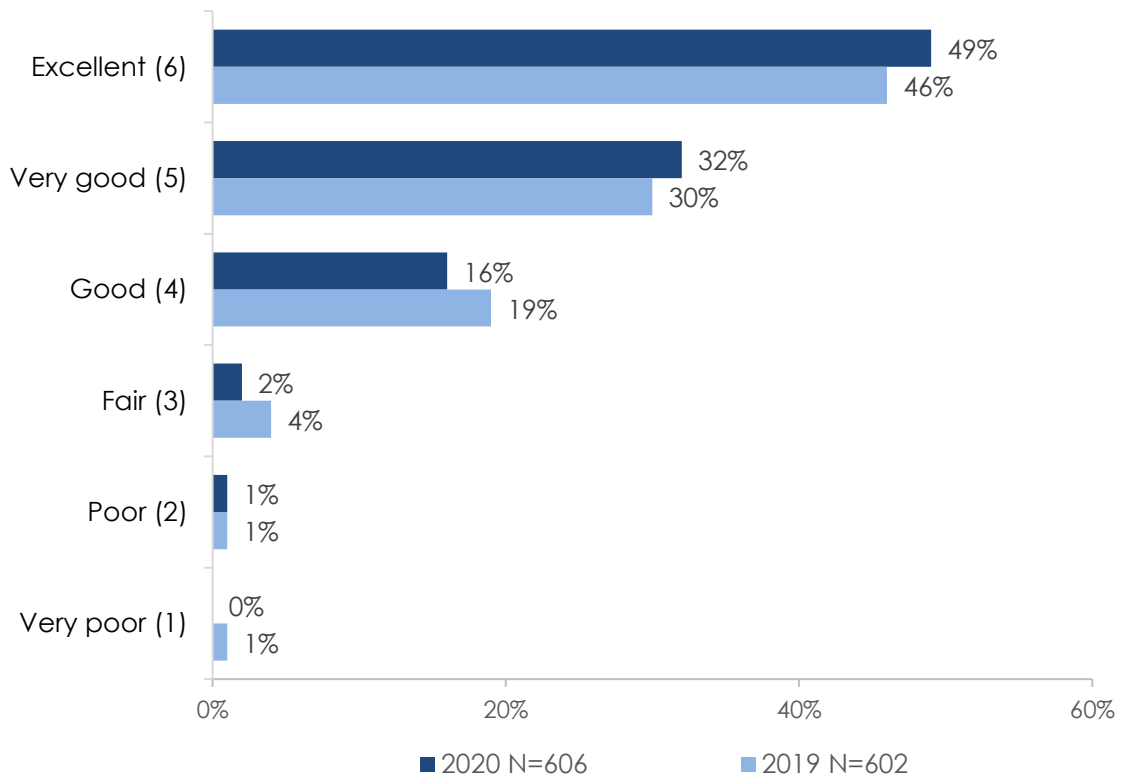
Quality of life was higher among those that were aware of Access Canberra as well as those that had used the services in the past 12 months.

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

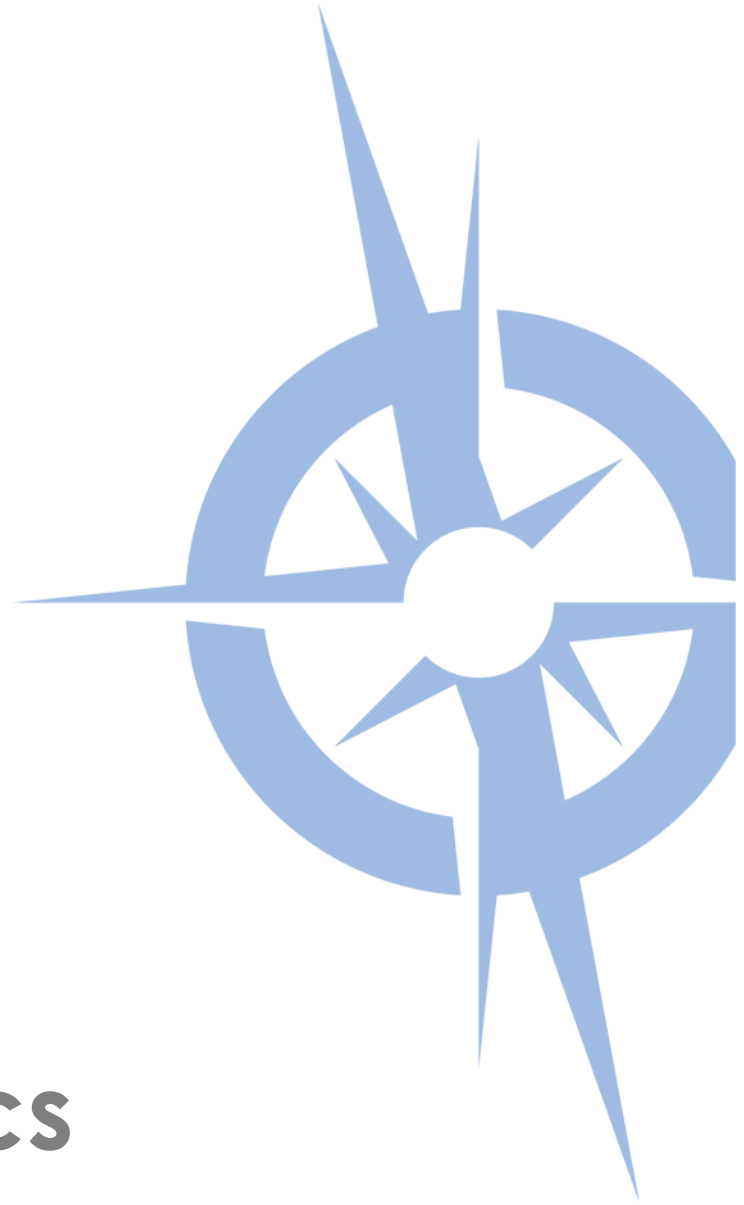
	Overall 2020	Overall 2019	Male	Female	18-24	25-44	45-64	65+
Mean ratings	5.26	5.14	5.19	5.32	5.10	5.25	5.35	5.24
Base	606	602	294	312	83	244	182	98

	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	5.27 ▲	4.95	5.32 ▲	4.89
Base	580	26	527	79

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



Scale: 1 = very poor, 6 = excellent



Demographics

Demographics

Q12. What is your gender?

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

Base: N = 606

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 = 606

Q14. What is your family status?

	%
Couple (children at home)	32%
Single/living alone	25%
Couple (no children at home)	24%
Group/shared household	12%
Single parent (children at home)	4%
Other	1%

Base: N = 606

Other specified	Count
Living with parents/other family	5
Full time carer	1
Couple about to have first child	1
Widower	1



Demographics

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

	%
Currently in full time paid employment	46%
Retired from paid employment	21%
Currently in part time paid employment	14%
Studying at school, TAFE, or University	5%
Currently in casual paid employment	5%
Currently looking for paid employment	3%
Home duties	3%
Other	1%

Base: N = 606

Other specified	Count
Self employed	3
Volunteer	2
Full time carer	1

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

	%
Yes	2%
No	98%

Base: N = 606

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 = 606



Demographics

Q18. What suburb do you live in?

Suburb	N = 605	Suburb	N = 602	Suburb	N = 605
Belconnen	5%	Dickson	1%	Weetangera	1%
Kambah	4%	Downer	1%	Wright	1%
Harrison	3%	Evatt	1%	Yarralumla	1%
Lyneham	3%	Fadden	1%	Acton	<1%
Amaroo	2%	Farrer	1%	Barton	<1%
Braddon	2%	Florey	1%	Bonner	<1%
Bruce	2%	Flynn	1%	Chisholm	<1%
Casey	2%	Garran	1%	Crace	<1%
Dunlop	2%	Gilmore	1%	Deakin	<1%
Gungahlin	2%	Giralang	1%	Duffy	<1%
Kaleen	2%	Gordon	1%	Fisher	<1%
Macgregor	2%	Gowrie	1%	Forde	<1%
Monash	2%	Griffith	1%	Forrest	<1%
Ngunnawal	2%	Higgins	1%	Franklin	<1%
Nicholls	2%	Holder	1%	Fraser	<1%
O'Connor	2%	Holt	1%	Greenway	<1%
Rivett	2%	Hughes	1%	Hackett	<1%
Wanniassa	2%	Isaacs	1%	Hawker	<1%
Weston	2%	Isabella Plains	1%	Latham	<1%
Ainslie	1%	Kingston	1%	Macarthur	<1%
Aranda	1%	Lyons	1%	Macquarie	<1%
Banks	1%	Mawson	1%	Melba	<1%
Bonython	1%	Mckellar	1%	Moncrief	<1%
Calwell	1%	Narrabundah	1%	O'Malley	<1%
Campbell	1%	Page	1%	Phillip	<1%
Chapman	1%	Palmerston	1%	Spence	<1%
Charnwood	1%	Pearce	1%	Stirling	<1%
Chifley	1%	Red Hill	1%	Symonston	<1%
City	1%	Reid	1%	Theodore	<1%
Conder	1%	Richardson	1%	Throsby	<1%
Cook	1%	Torrens	1%	Uriarra Village	<1%
Coombs	1%	Turner	1%	Waramanga	<1%
Curtin	1%	Watson	1%	Other	1%

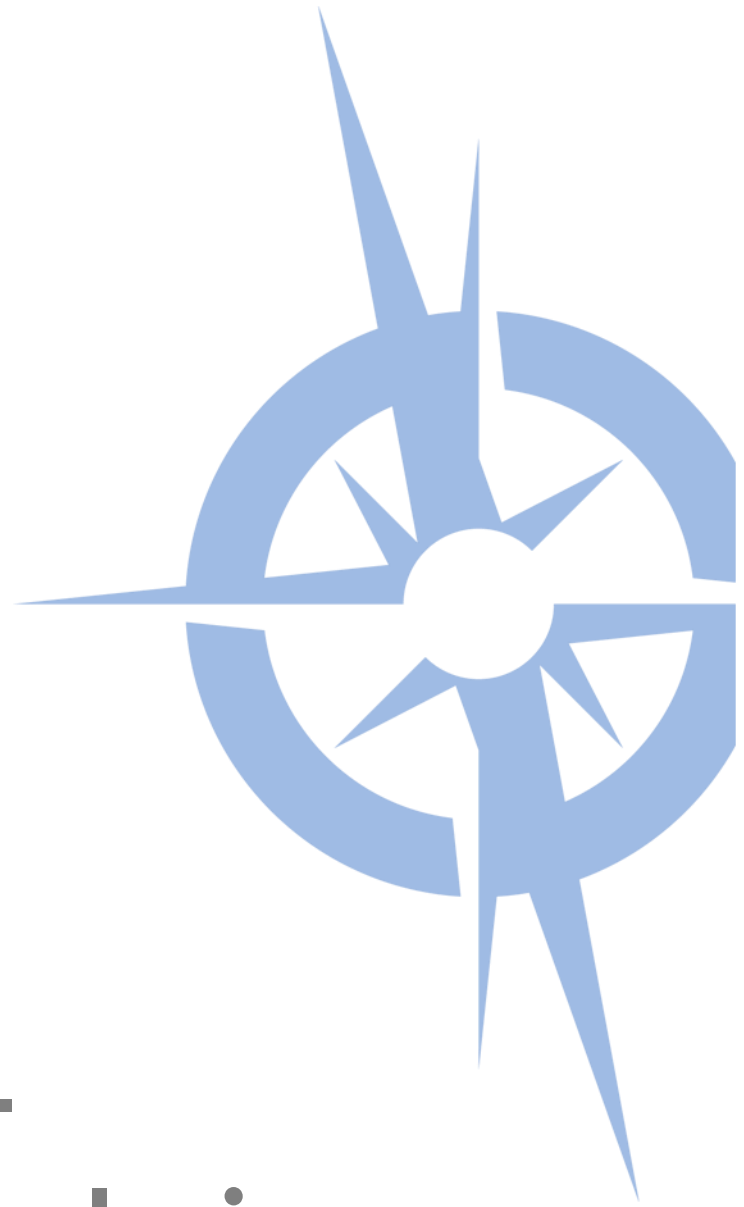
Errors: Data in this publication is subject to sampling variability because it is based on information relating to a sample of residents rather than the total number (sampling error).

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

Details of Most Recent Visit to an Access Canberra Service Centre

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

Results by Demographics

	Male	Female	18-24	25-44	45-64	65+
Woden	24%	28%	14%	28%	24%	37%▲
Tuggeranong	15%	20%	14%	18%	15%	22%
Belconnen	34%	28%	37%	34%	30%	20%▼
Gungahlin	18%	20%	21%	16%	24%	14%
Civic Driver Licence Service	5%	4%	15%▲	2%	2%	3%
DPMH Dickson	2%	0%	0%	1%	2%	0%
Mitchell	2%	0%	0%	0%	3%▲	0%
Not sure/can't recall	1%	1%	0%	1%	0%	5%▲
Base	164	140	49	112	98	45

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

Details of Most Recent Visit to an Access Canberra Service Centre

Q4c. What was this contact in relation to?

Other specified	Count
Proof of age/photo ID	8
Births, Deaths and Marriages Register	7
Registrations/change in ownership e.g. caravans, motorcycles, trailers	4
Hail damage	4
Changing/updating details	3
Firearms	2
Work related licences e.g. security, plumbing	2
New number plates/replacement plates/plates for another state	2
Don't recall	2
Bus card/My Way Card/travel concession	2
General information e.g. tram services, power of attorney, etc.	2
Parking e.g. permits and fines	1
Seniors Card	1
Trees	1
Social club	1
Don't know/can't remember	2

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
Simple/easy process	25
Helpful/friendly staff	24
Had no issues with the transaction/met my expectations	8
Issue was dealt with promptly	2
Convenient e.g. close to home/work	2
I am familiar with the process	2
Guide at the service centre is very clear	2
Long process	1
Process was a bit confusing	1
Don't know/nothing	1
Difficult/very difficult - Other specified	Count
Long process	4
Helpful/friendly staff	2
Lack of training/awareness of staff	2
Too many forms	2

Satisfaction with Service Received at Service Centre

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

	N=89
Shorter wait times/faster service	26%
More knowledgeable staff/staff training	18%
More friendly/customer orientated	12%
Nothing - happy with service	5%
More staff	5%
Easier identification requirements	3%
Extended operating hours	2%
More seating inside the centre	2%
Reminder services for renewals	2%
Should be more like NSW service	2%
Website information needs to be clearer	2%
Always room for improvement	1%
Don't assume everyone knows how to use the online services	1%
Extended online services	1%
Improved signage	1%
Increased parking at centres	1%
More drinks/food facilities in the centre	1%
Phone services are painful	1%
Should take cash	1%
Take multiple photos and give you a choice of picture	1%
Don't know/nothing	29%

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
How polite staff were	0%	0%	1%	3%	21%	75%
The fairness of the staff in dealing with your transaction	2%	0%	1%	3%	23%	71%
The Concierge who may have greeted you when you arrived	12%	0%	1%	5%	18%	64%
The willingness of staff to assist you	0%	1%	1%	5%	22%	71%
The staff thoroughly handling your matter	0%	1%	0%	4%	26%	68%
Staff clearly explaining what you needed to know	1%	1%	1%	5%	25%	66%
The knowledge of the staff	0%	1%	1%	5%	27%	65%
How easy the information was to understand	1%	1%	2%	5%	27%	64%
The speed of response	1%	0%	2%	7%	28%	62%
The amount of time taken by staff to assist you	0%	1%	1%	11%	33%	53%
The length of time you waited to be served	1%	3%	4%	17%	31%	44%

Details of Most Recent Telephone Contact Centre

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

Other specified	Count
COVID-19 regulations	5
General information e.g. local services, heritage, etc.	5
Tree management/removal	4
Enquiring/ordering bins/waste collection services	3
Hail damage	3
Housing application	3
Personal ID/documentation/name change	3
Rates enquiry	3
Bus card/My Way card	2
Collecting a delivery	2
Health service enquiry	2
Report an issue to be investigated	2
Tax returns	2
Lost property	1
General permits	1
Library operating hours	1
Rental service	1
This survey	1
Traffic light outage	1
Transport services	1
Unsure/don't recall	5

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
Was quick/convenient	8
Helpful staff	6
Attended to politely and correctly	2
Couldn't get all the information needed	2
Efficiency/responsiveness of staff	2
Had no issues	2
Transferred to the correct department	2
Prefer face-to-face	1
Service didn't help at all	1
Inconsistent information across departments	1
Too many services within the call centre to get in contact with the right service	1
Can't remember	2
Difficult/very difficult - other specified	Count
Too many services within the call centre to get in contact with the right service	4
Service didn't help at all	3
Inconsistent information across departments	2
Frustrating experience	1
Issue is not resolved	1
Was quick/convenient	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
The fairness of the staff in dealing with your transaction	4%	1%	0%	10%	26%	59%	163
How polite staff were	2%	1%	1%	12%	24%	61%	163
How easy the information was to understand	1%	2%	2%	9%	30%	57%	163
The willingness of staff to assist you	3%	4%	2%	8%	24%	60%	163
The knowledge of the staff	2%	3%	3%	9%	29%	55%	163
Staff clearly explaining what you needed to know	3%	3%	6%	4%	31%	52%	163
The staff thoroughly handling your matter	1%	5%	5%	7%	28%	55%	163
The amount of time taken by staff to assist you	1%	3%	5%	14%	29%	47%	163
The speed of response	2%	5%	3%	17%	25%	49%	163
The ease of getting through to someone who could assist	2%	11%	7%	16%	30%	34%	163
The length of time you waited on the line for a consultant to speak to you	5%	14%	9%	22%	28%	21%	163

Details of Most Recent Use of Digital Services

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

Other specified	N=106	Other specified	N=106
General information e.g. public transport information and timetables, recycling, community services, legal issues, etc.	15%	Noise complaint	1%
Making a payment	12%	Animal control	1%
My Way Card/student bus pass	9%	Firearms license	1%
Registrations e.g. car, trailer, motorbike	8%	Footpaths	1%
COVID-19 information	7%	Hail damage	1%
Enquiry/obtaining a green bin/bins and waste collection services	6%	Identification card	1%
Leasing/housing applications	5%	JP registration	1%
Tree management/removal	4%	Land transfer	1%
Reporting an issue to be investigated	3%	Plumbing tie search	1%
Births, deaths and marriages register	3%	Social group registration	1%
Don't recall	3%	To obtain working with children's check	1%
'Fix your street' form	3%	Volunteering license	1%
Parking and permits	3%	Work related licences e.g. building licence, real estate licence	1%
Downloading online forms for organisational return	2%	Bushfires	<1%
Development application	2%	Committee registrar	<1%
Pet registration	2%	Land tax exemption	<1%
Update address	2%		

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	46
Link took me straight to the payment/appropriate area	4
The search engine function was good	4
Could be more user friendly	2
Website translates well to a mobile phone	2
Could not find the information I was looking for	1
Got sent an email or letter to seek information	1
Had no issues	1
Don't know/can't recall	4
Difficult/very difficult - other specified	Count
Some things are easy to find online but other things are very difficult to find	3
Could not find the information I was looking for	2
Links transferred to an incorrect form	2
Outdated website	2
Difficult to classify feedback	1
Easy to navigate/information was easy to find	1
Search engine is not that good	1
Some things are hard to complete on mobile phone	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?

	N=145
Better format/more user friendly/update the website	37%
Clearer information	21%
Nothing - happy with the service	5%
Reduce wait times/faster response	4%
A confirmation email/letter from Access Canberra	3%
More online services	2%
Need for a help line/chat bot	2%
A more central location for the service centre	1%
Add pictures to the website	1%
Always room for improvement	1%
Better promotion of services available online	1%
Better structured questions on forms	1%
Centre hours should be extended	1%
Electronic reminders	1%
Larger space to write out the issue	1%
More checklists for bike license	1%
Paper forms not compatible with digital	1%
Transactions should be able to be made in person	1%
Calculator for child care estimate should include option 'still pregnant'	<1%
Need for more open-ended questions on forms	<1%
Online process could be easier	<1%
Prefer face-to-face interactions	<1%
Reduce cost of fees/registration	<1%
Should be able to pick your photo for ID	<1%
Don't know/nothing	32%

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:

Users of Access Canberra N=498	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%

Non-users of Access Canberra N=104	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		Count
Improve the wait times/more staff	26	Extending ACT mental services	2
Better information/better promotion/publicity of information e.g. services available	19	Improving accessibility within ACT Government services	2
Improve online services/website needs to be more user friendly	18	TANS processes better funded	2
Better/improved local services and infrastructure e.g. maintenance of the area, police, health services, etc.	14	Digital phone licenses	1
Improve staff training/knowledge/customer service/communication	12	Environmental education	1
Improved public transport/timetable	10	Improved Centrelink services	1
Consultation e.g. within the community and the government	9	Improving the hold music	1
Extended operating hours	8	Make the services more accessible for those that don't speak English	1
Make the process easier	7	More civilised approach	1
Improving car registration process	6	More effective complaints system	1
Maintaining face to face and phone contact	6	More efficient operations during COVID-19	1
Improved development application processing	5	More promotion of Access Canberra and the services offered	1
Provide a response/follow up	4	Online chat service	1
Direct contact lines/directory/transferred to correct department	3	Provide an app to access services	1
Reduce fees/charges	3	Provide tools for measuring heights	1
Ability to top up your My Way card in more locations/top them up instantly	2	Send license renewal reminders more in advance	1
Access cash at Government locations	2	Utilise libraries more	1
Availability of public housing	2	Don't know	37
Better access to services/ease of access to Service Centres	2		



Appendix B – Questionnaire

ACT Government
Access Canberra Customer Satisfaction Survey – Final
May 13, 2020

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)**

Q2ai. [If Visited on Q2a] You mentioned that you visited an Access Canberra Service Centre in the past 12 months... To the best of your memory, did you visit... (Prompt, SR)

- Only in 2019
- Only in 2020
- In both 2019 and 2020
- (Do NOT Prompt) Can't remember

Q2aii. [If Called on Q2a] You mentioned that you called the Access Canberra Telephone Contact Centre in the past 12 months... To the best of your memory, did you call... (Prompt, SR)

- Only in 2019
- Only in 2020
- In both 2019 and 2020
- (Do NOT Prompt) Can't remember

Q2aiii. [If Digital on Q2a] You mentioned that you used some Access Canberra digital services such as the website, online forms, online payments or online webchat in the past 12 months... To the best of your memory, did you use the digital services... (Prompt, SR)

- Only in 2019
- Only in 2020
- In both 2019 and 2020
- (Do NOT Prompt) Can't remember

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

Q4ai. Thinking of your most recent visit to an Access Canberra Service Centre, in which month was your most recent visit? (Prompt if necessary, SR, If 'May' ask 'May 2019 or May 2020?')

- May 2019 (Check if May 2019 or May 2020)
- June 2019
- July 2019
- August 2019
- September 2019
- October 2019
- November 2019
- December 2019
- January 2020
- February 2020
- March 2020
- April 2020
- May 2020 (Check if May 2019 or May 2020)
- (Do NOT Prompt) 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

Q5ai. Thinking of your most recent call to the Access Canberra Telephone Contact Centre, in which month was your most recent call? (Prompt if necessary, SR, if 'May' ask 'May 2019 or May 2020?')

- May 2019 (Check if May 2019 or May 2020)
- June 2019
- July 2019
- August 2019
- September 2019
- October 2019
- November 2019
- December 2019
- January 2020
- February 2020
- March 2020
- April 2020
- May 2020 (Check if May 2019 or May 2020)
- (Do NOT Prompt) 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

Q6aai. Thinking of your most recent use of an Access Canberra digital service, in which month was your most recent usage of the digital services? (Prompt if necessary, SR, If 'May' ask 'May 2019 or May 2020?')

- May 2019 (Check if May 2019 or May 2020)
- June 2019
- July 2019
- August 2019
- September 2019
- October 2019
- November 2019
- December 2019
- January 2020
- February 2020
- March 2020
- April 2020
- May 2020 (Check if May 2019 or May 2020)
- (Do NOT Prompt) 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: Quality of Life

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"/> Curfin | <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 |
- 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).

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