



Access Canberra Business Transaction Research 2026

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Overview: Research Objectives and Methodology

Since 2002, the ACT Government has conducted community surveys for its Canberra Connect/Access Canberra service. In 2024 and 2025, Access Canberra commissioned Micromex Research to conduct the survey with businesses across the ACT who have completed a transaction with Access Canberra in the last 12 months – This research has been repeated in 2026 and is the subject of this Report.

Objectives

- Track businesses' satisfaction with Access Canberra's services in the last 12 months
- Determine the stated ease of dealing with Access Canberra in terms of overall service in the last 12 months, and with their most recent transaction
- Determine satisfaction with customer service during most recent transaction
- Evaluate the performance of customer interactions across face-to-face/phone, email/SMS, and digital services (website).
- Identify drivers of satisfaction with customer service

Sample and Timing

- Telephone and online survey (telephone N=181 and online N=426) with N=607 respondents from a database of 11,905 unique business transaction contacts. The sample was provided by Access Canberra – see the following three slides for more details.
- Greatest margin of error +/- 4.0% at the 95% confidence level.
- Fieldwork was conducted in three waves this year (There was only 1 wave in 2024 and 2025):

September 28th – November 4th 2025; February 5th – March 2nd 2026; May 20th – June 11th 2026

The Licensing and Regulatory Business Survey was conducted in all three waves, while the Community Sector Stakeholders Survey was conducted only once during the third wave (May 2026).

Background & Methodology



Questionnaire

The research utilised two almost identical surveys, one for Licensing and Regulatory/ Inspections and one for Gambling and Racing (GRC) interactions. These sample segments are further explained overleaf.

Micromex Research, together with the ACT Government, developed the questionnaires.

Copies of the questionnaires are provided in Appendix 1 and Appendix 2.

Data collection

Access Canberra provided sampling lists of businesses that had interactions in the last 12 months (see next page for breakdown), data was collected via:

- Telephone (N=181): Interviews were mainly conducted during the first and third wave from 9am-5pm Monday to Friday.
- Online (N=426): The questionnaire was hosted online via KeySurvey and Qualtrics platforms, invitations were sent to respondents via email from Micromex, with a unique passcode per business. The online survey was distributed in all three waves.

Prequalification

Participants in this survey were pre-qualified as remembering a business interaction with Access Canberra in the last 12 months (S4 of the questionnaire, see Appendix 1 and 2).

Interviewing

Interviewing was conducted in accordance with The Research Society's Code of Professional Behaviour.

Survey area

The Australian Capital Territory (ACT) Government Area.

Sample error

A total of 607 interviews were completed.

A sample size of 607 respondents gives 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=607 respondents, 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%.

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, **Red (lower)** and **Blue (higher)** text is used to identify statistically significant differences between groups, i.e., contact channels.

Note: The GRC sample size is small, resulting in greater variability; the findings should be interpreted with caution.

Sample & Weighting

Sample Introduction

For each of the three waves, Access Canberra provided two databases of business contacts, one for Licensing and Regulatory/Inspections and one for Gambling and Racing Commission (GRC) Stakeholders. For the purposes of analysis, those from Regulatory/Inspections who had a 'Gambling and Racing' interaction were treated as GRC responses, so we have shown them here as such.

See the explanations below with reference to the table.

Cleaning

After the databases were provided, they were cleaned to remove duplicates (any duplicates with the same category, the most recent record was preferred).

Quotas

The 'Set Quota' column outlines the sampling quota based on the sample size needs for certain sub-categories. For some sub-categories, this quota did not accurately reflect the distribution in the final database, so a weighting formula was formulated and applied.

Weighting

The 589 responses from the License and Regulatory/Inspections database were weighted to ensure fair representation for overall results. The groups chosen to weight were sub-categories where 'Percentage of Database' was over 10%, which encompasses 3 groups, the fourth and fifth categories were the combined groups of all other sub-categories for Licensing and Regulatory/ Inspections. The weighting was applied so that the proportion matched the 'Percentage of Database' column, the 'Weighted Responses' column represents the 'effective sample size' of each category after weighting. GRC responses were given a weighting of 1, as they represent themselves within their own questionnaire and do not have sufficient sub-categories to weight within.

Sample Databases – Quotas, Responses, and Weighted Responses

	Final database	Percentage of Database	Set Quota	Actual Responses	Weighted Responses
Licensing Category	8,155	69.3%	405	401	408
Construction Occupations	5,840	49.6%	290	283	292
Security	1,476	12.5%	73	61	74
Business, Real estate or Stock Agents	487	4.1%	24	29	21
Controlled Sports	92	0.8%	5	5	4
Environment Protection Authority	91	0.8%	5	4	3
Traders	54	0.5%	3	5	4
Liquor	47	0.4%	2	5	4
Authorised Examiner Repairer	33	0.3%	2	3	2
Tobacco Licence	23	0.2%	1	3	2
Authorised Inspection Station	8	0.1%	0	2	1
Public Unleased Land	4	0.0%	0	1	1
Regulatory/Inspections category	3,620	30.7%	180	188	181
Construction Occupations	2,560	21.7%	127	123	128
Health Protection Service	607	5.2%	30	30	24
Community, Industry and Trader	125	1.1%	6	9	8
Authorised Examiner Repairer	122	1.0%	6	6	5
Liquor	95	0.8%	5	9	7
Authorised Inspection Station	46	0.4%	2	4	3
Security	24	0.2%	1	1	1
Working with Vulnerable People	23	0.2%	1	1	2
Controlled Sports	9	0.1%	0	2	2
Public Unleased Land	9	0.1%	0	3	1
Total – Licensing & Regulatory/Inspections	11,775	100%	585	589	589
Total – Gambling and Racing Commission (GRC)	130	100%	15	18	18
Stakeholders	33	25.6%	10	9	9
Regulatory/Inspections – Gambling and Racing	97	74.4%	5	9	9
				Total	607

Weighted Sample by Year

Each year, we set approximate quotas and weight the data to reflect the sample of businesses we receive in the year. The table at right presents a year-on-year comparison of weighted responses from 2024 to 2026.

By transaction, Licensing respondents are fewer while Regulatory/Inspection respondents have increased:

- Within Licensing, Construction Occupation respondents rose by 5% from 2025, whereas Security respondents fell by 7%.
- Sub-category proportions within Regulatory/Inspections were relatively consistent.
- 'Stakeholders' accounted for a lower share this year (1% vs. 3% in 2025) for GRC respondents.

Weighted Sample by year			
Weighted Responses (%)	2026	2025	2024
Licensing Category	67%	70%	77%
Construction Occupations	48%	43%	32%
Security	12%	19%	28%
Community, Industry and Trader	0%	0%	15%
Business, Real estate or Stock Agents	3%	4%	0%
Controlled Sports	1%	0%	0%
Environment Protection Authority	0%	0%	0%
Traders	1%	1%	0%
Liquor	1%	1%	0%
Authorised Examiner Repairer	0%	0%	0%
Tobacco Licence	0%	0%	0%
Authorised Inspection Station	0%	0%	0%
Public Unleased Land	0%	0%	0%
Regulatory/Inspections category	30%	27%	17%
Construction Occupations	21%	21%	13%
Health Protection Service	4%	2%	3%
Community, Industry and Trader	1%	1%	0%
Authorised Examiner Repairer	1%	1%	0%
Liquor	1%	1%	1%
Authorised Inspection Station	0%	0%	0%
Security	0%	0%	0%
Working with Vulnerable People	0%	0%	0%
Controlled Sports	0%	0%	0%
Public Unleased Land	0%	0%	0%
Total – Licensing & Regulatory/Inspections	97%	96%	94%
Total – Gambling and Racing Commission (GRC)	3%	4%	6%
Stakeholders	1%	3%	5%
Regulatory/Inspections – Gambling and Racing	1%	0%	1%
TOTAL OVERALL	100%	100%	100%

Reporting Conventions

Satisfaction Ratings: For satisfaction, the questionnaire used a bi-polar scale of 1 to 5, where 1 'very dissatisfied' was the lowest rating and 5 'very satisfied' the highest rating. Respondents did have the option to state 'don't know/can't say', these responses were not reported in this instance.

As a summary statistic, 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 a numerical average of these scores; this is generally reported as 'CSI (mean score)' throughout the report.

Ease Ratings: Questions that rated a level of ease used a bi-polar scale of 1 to 4:

Very easy	=	4
Easy	=	3
Difficult	=	2
Very difficult	=	1

Respondents did have the option to state 'unsure/don't know', these responses were not reported in this instance.

A mean score was calculated using the values above, providing a score between a minimum of 1 and a maximum of 4. For example, if the mean score was 3.5, this indicates the average stated ease is between 'easy' and 'very easy'.

Percentages

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

Understanding the Drivers of Satisfaction – Regression Outcomes

Users of each of the different interaction channels (Personal, Digital Services, Email/SMS Received) were asked to rate their experience of aspects specific to them – we refer to these as 'Independent Variables'. Using Regression Analysis, we can identify the contribution the independent variables make to overall satisfaction with customer service experienced (known as the 'Dependent Variable').

Exit Questions and GRC Demographics

Exit Questions

The end of the questionnaire had two questions that were not research metrics, but do provide a sense of engagement of the respondents:

Q8a. As mentioned at the start of the survey, would you prefer your answers to be strictly confidential and anonymous, or are you happy to have your organisation's name linked to your answers and shared with the ACT Gambling and Racing Commission and Access Canberra, so that they can better understand your circumstances (although they would NOT contact you about your survey answers)?

- 29% answered: 'Happy to have company name linked to my answers' (31% in 2025)
- 71% answered: 'My answers are to remain strictly confidential and anonymous' (69% in 2025)

Q8b. (Whilst your answers will remain strictly confidential and anonymous), Do you need someone from the ACT Gambling and Racing Commission to contact you about the service you receive from the ACT Gambling and Racing Commission?

- 5% answered: 'Yes, please contact me' (5% in 2025)
- 95% answered: 'No contact required' (95% in 2025)

The details of those who wished to be contacted have been passed onto Access Canberra.

GRC Demographics

GRC respondents were asked the following question about what organisation type they work for, we have imputed 'Regulatory/Inspections – Gambling and Racing' respondents to show the whole sample of GRC that was analysed. Of the 18 GRC respondents, 9 were from the GRC sample, and 9 were from the Regulatory/Inspection sample this year.

Q7aa. How would you describe the organisation you work for?*

	%	Count
Regulatory/Inspections – Gambling and Racing	56%	9
Community support sector	38%	6
Gambling industry Licensee	0%	0
Gambling industry association	0%	0
Other (Specify: University)	6%	1
Base	16	16

* Two GRC respondents did not answer this question

It is also worth noting that there was a change in the composition of the GRC sample in 2026 compared to the last two waves: In both 2024 and 2025, Micromex received a file with contact details for three types of samples: Gambling Contact Officers, CEO, and Community. However, this year we only included Community in the GRC sample, while the other two were not included.

Additional Note:

In cross-analysis, we use the abbreviation 'BRESA' to refer to 'Business, Real Estate or Stock Agents'.



Summary Findings

Overall Performance

For overall perceptions (based on all interactions with Access Canberra in the past 12 months – first table below), ease of dealing has remained stable (82%), while satisfaction reached its highest level since 2024 (79%: a 3% increase from 2025).

For the most recent transaction (second table below), ease of dealing recorded its highest rating since 2024 (84%), and satisfaction remained stable.

Despite overall positive results, trends vary across transaction categories:

- **Licensing:** While the results were positive, they were marginally lower than in 2025. Further, this cohort was also the least likely to state it was easy/very easy to deal with Access Canberra, and they also gave the lowest satisfaction rating.
- **Regulatory/Inspections:** Both ease and satisfaction among Regulatory/Inspection respondents have increased/remaind consistent since 2025.
- **GRC:** GRC achieved its highest ratings for both satisfaction and ease across the past three waves, with a significant increase in satisfaction since 2025.

Overall Metrics: Q1b. Ease of Dealing and Q1a. Satisfaction with Service Received

By year	Overall			Licensing			Regulatory/ Inspections			GRC		
	2026	2025	2024	2026	2025	2024	2026	2025	2024	2026	2025	2024
Very easy/Easy %	82%	82%	80%	79%↓	81%	79%	89%↑	86%	86%	88%↑	75%	85%
Very satisfied/Satisfied %	79%↑	76%	75%	74%↓	75%	73%	87%↑	80%	82%	94%↑	62%	86%
Base	572-590	576-589	572-594	381-392	399-408	436-455	175-180	157-160	102-104	16-18	20-21	34-35

Most Recent Transaction: Q2c. Ease of Dealing and Q2e. Satisfaction with Customer Service

By year	Overall			Licensing			Regulatory/ Inspections			GRC		
	2026	2025	2024	2026	2025	2024	2026	2025	2024	2026	2025	2024
Very easy/Easy %	84%↑	83%	81%	80%↓	81%	79%	89%	89%	87%	94%↑	75%	85%
Very satisfied/Satisfied %	82%	82%	79%	77%↓	79%	77%	90%↑	88%	87%	100%↑	76%	82%
Base	574-576	560-567	573-581	383-385	385-387	436-445	173-178	154-159	102-103	16	20-21	34

Scale: 1 = very difficult, 4 = very easy
Scale: 0 = very dissatisfied, 100 = very satisfied

↑/↓ = Increase/decrease from 2025
A significantly higher/lower level of satisfaction (compared to 2025) 10

Details of Most Recent Transaction

Transaction category: Across all transactions analysed, Licensing accounted for 67% (70% in 2025), Regulatory/Inspections increased to 30% (from 27%), and Gambling and Racing Commission (GRC) transactions remained at 3%.

Business Interactions: 61% of transactions were undertaken for a business, while 38% were for the respondent personally. Of the business interactions: 58% were undertaken by the owner of the business, 23% by a senior manager and 19% by employees/other staff.

Methods used in the transaction:

- 59% of transactions involved personal interactions (phone/face-to-face), which is in line with last year. 32% of transactions were exclusively through personal dealings, a significant increase from 2025 (21%). Personal dealings were more common for Regulatory/Inspections and GRC transactions.
- 44% of interactions involved Emails/SMS received from Access Canberra, which has significantly decreased from 61% in 2025. In line with 2025, 19% of transactions were exclusively via Email/SMS received. Email/SMS was more common for Licensing interactions.
- 38% of interactions involved dealing with Digital Services (website), which has significantly decreased from 46% last year, with 15% being exclusively through Digital Services. Digital services dealings were also more common for Licensing interactions.
- Compared to 2025, significantly fewer respondents (34% cf. 48% in 2025) had mixed dealings (a mix of personal and/or digital and/or Email/SMS interactions). This is consistent with the decreased usage of Email/SMS and Digital Services compared to last year.

Number of separate dealings: On average, respondents had 3.2 dealings with Access Canberra as part of their interaction, which is consistent with the 2025 result.

- Regulatory/Inspections and GRC interactions had more dealings on average (3.5/3.6) compared with Licensing (3.1).
- Those who used exclusively one channel for their transaction had 2.6 interactions on average, while those who had a mix of interactions had 4.4 on average.

Details of most recent transaction (By year)		2026 (N=607)	2025 (N=594)	2024 (N=600)
Transaction category	Licensing	67%	70%	77%
	Regulatory/Inspections	30%	27%	17%
	GRC	3%	4%	6%
Business transactions	Business	61%	58%	51%
	Personal	38%	42%	49%
	Senior manager	1%	0%	0%
	Other staff	<1%	0%	0%
Position in business	Owner of this business	58%	58%	49%
	Senior Manager	23%	20%	26%
	Employee/Other	19%	22%	25%
Methods used in the transaction	Email/SMS interaction	44%	61%	46%
	Personal interaction	59%	59%	51%
	Digital Services interaction	38%	46%	38%
Methods used in the transaction (exclusive)	Exclusively Personal	32%	21%	27%
	Exclusively Email/SMS	19%	19%	25%
	Exclusively Digital Services	15%	12%	18%
	Mixed dealings	34%	48%	31%
Number of separate dealings		3.2	3.2	2.9

Ease of, and Satisfaction with, Most Recent Transaction

- Transaction category was a significant factor. The transaction category had a significant influence on the stated ease and satisfaction scores. Consistent with 2025, Licensing respondents were less likely to rate their transaction as easy/very easy or to be satisfied/very satisfied.
- The number of separate dealings involved in the transaction also had a large impact on ease and satisfaction ratings. Respondents who only had one or two dealings/interactions with Access Canberra were significantly more likely to state their transaction was easy or very easy compared to those who had five or more dealings, the same pattern was also seen across satisfaction ratings.
- Respondents using mixed channels tended to give lower ratings for ease and satisfaction of their dealings. Transactions were separated into 4 mutually-exclusive groups: **only personal interactions (face-to-face/phone), only website interactions, only Email/SMS received interactions, and a mix of interactions.** Those who had a mix of interactions reported significantly lower satisfaction (73%) and ease of dealing with Access Canberra (72%).
- For Regulatory/Inspections, whether the respondent was present at the visit also had an impact on ease and satisfaction. Those who were present at the visit were significantly more likely to rate the ease and satisfaction higher than those who were not present at the visit.
- Other factors frequently mentioned in the open-ended questions: After respondents rated their ease of dealings/satisfaction, we asked them to give reasons/suggestions. Very similar to 2024 and 2025, the reasons/suggestions given centred on improving simplicity, response times, and staff friendliness/ helpfulness/ knowledge.



Satisfaction With The Interaction: Personal Interactions

Respondents whose recent transaction involved a **Personal interaction** (Face-to-face at an Access Canberra Service centre, Face-to-face with an Access Canberra Officer that visited their business, or over the phone) were most satisfied with 'staff were professional and courteous in their dealings with you' (consistent with 2024 and 2025). Satisfaction declined across all measures compared to 2025, most notably for 'the time taken for the new license to be issued to you':

- Satisfaction among Licensing respondents declined across all measures compared with 2025, with a significant decrease for 'the time taken for the new license to be issued to you'. In contrast, most measures showed increased satisfaction among Regulatory/Inspection and GRC respondents.
- Respondents who experienced a face-to-face visit from an Access Canberra officer were more likely to be satisfied across almost all aspects, with significantly higher ratings in 8 of the 9 areas.
- Analysis by number of dealings indicates higher satisfaction among those with one or two interactions, and lower satisfaction among those with three or more.
- Respondents who interacted exclusively via face-to-face or phone channels reported higher satisfaction across all aspects compared to those who used multiple channels.

Regression analysis indicates that as was the case in 2025, 'staff kept you up to date on progress' and 'staff were responsive' are the primary drivers of overall customer service satisfaction for respondents with a personal interaction – perceptions of responsiveness are very important.

Satisfaction (CSI) and Derived Importance with aspects of face-to-face/phone contact

	CSI (mean score)			**Relative importance		
	2026	2025	2024	2026	2025	2024
Staff were professional and courteous in their dealings with you	82.5	84.0	80.2	1.0%	8.0%	16.5%
The fairness of the staff in dealing with you	80.8	82.9	77.6	6.6%	7.6%	15.3%
Staff were helpful	80.0	80.3	76.1	13.2%	16.9%	5.2%
Staff were responsive	78.6	79.0	74.0	18.0%	19.4%	30.4%
Information provided was relevant and useful	77.5	78.9	73.9	11.8%	13.2%	1.9%
The knowledge of the staff	77.5	78.2	74.2	14.7%	5.6%	5.9%
Staff followed through on any action that was agreed to (if required)	77.3	81.0	73.0	12.6%	10.3%	13.0%
Staff kept you up-to-date on progress (if required)	70.9	72.9	64.1	22.2%	19.1%	11.8%
The time taken for the new license to be issued to you*	52.9	65.5	58.8			
Base	91-356	195-338	189-302			

CSI Scale: 0 = very dissatisfied, 100 = very satisfied
A significantly higher/lower level of satisfaction (compared to 2025)

Base: Had a face-to-face or phone dealing with Access Canberra (*only asked of Licensing interactions)

**See Section 4 for more detailed analysis and explanation of regression analysis (results on this slide are rounded).

Satisfaction With The Interaction: Digital Services

For 227 respondents, their most recent transaction involved an interaction with the **Access Canberra Website**. As in 2024 and 2025, satisfaction has remained highest for 'how easy it was to undertake an online transaction, such as completing an application form or making a payment'. However, satisfaction declined across all six measures compared with 2025, with five showing significant decreases:

- By transaction category, satisfaction among Licensing respondents declined significantly for four of six metrics compared with 2025. Although satisfaction also fell slightly among Regulatory/Inspection respondents, no significant differences were observed.
- Those who used only Digital Services reported higher satisfaction than respondents who interacted across multiple channels.

Regression analysis examining the impact of satisfaction with individual aspects on overall customer service satisfaction indicates that 'the convenience of being able to seek information at a time convenient to you' remains the key driver for respondents who interacted via digital services – although in reality, the only attribute that appears not to be a key driver is 'How easy it was to undertake an online transaction such as complete an application form or make a payment'.

Satisfaction (CSI) and Derived Importance with aspects of Digital Services (Website)

	CSI (mean score)			**Relative importance		
	2026	2025	2024	2026	2025	2024
How easy it was to undertake an online transaction such as complete an application form or make a payment	78.2	83.1	78.1	0.4%	0.3%	8.5%
The convenience of being able to seek information at a time convenient to you	73.4	80.2	73.7	28.4%	30.7%	39.0%
The process was straightforward and easy to understand	72.0	78.0	72.6	25.7%	29.2%	11.3%
The depth of information provided	70.8	77.4	70.8	24.3%	26.4%	39.4%
How easy it was to find the information you needed	66.8	72.8	68.7	21.3%	13.4%	1.7%
The time taken for the new license to be issued to you*	57.1	70.1	59.2			
Base	74-222	197-271	220-223			

CSI Scale: 0 = very dissatisfied, 100 = very satisfied
A significantly higher/lower level of satisfaction (compared to 2025)

**See Section 5 for more detailed analysis and explanation of regression analysis (results on this slide are rounded).

Base: Visited the Access Canberra website in dealing with Access Canberra (*only asked of Licensing interactions)
Q4. How satisfied or dissatisfied were you with each of the following in relation to your dealings with Access Canberra's digital services?

Satisfaction With The Interaction: Emails/SMS Received

For 267 respondents, their most recent transaction involved having **Emails/SMS received from Access Canberra**.

Respondents rated their satisfaction across five aspects of the interaction, with the highest rating for 'how easy it was to find the information you needed within the emails/SMS sent by Access Canberra'. All satisfaction metrics declined significantly compared with 2025, but are more in line with 2024:

- For the Licensing sample, all satisfaction metrics have decreased from 2025, significantly so for 4 of them. Satisfaction also declined slightly among Regulatory/Inspection respondents, while it has increased for GRC respondents.
- Respondents with only one/two dealings were more satisfied, compared to those who had three or more dealings.

Regression analysis examining the impact of satisfaction with individual aspects on overall satisfaction indicates that 'how quick it was to receive information from Access Canberra via email/SMS' is the primary driver, accounting for over 40% of the variation in satisfaction.

Satisfaction (CSI) and Derived Importance with aspects of SMS/Emails Received

	CSI (mean score)			**Relative importance		
	2026	2025	2024	2026	2025	2024
How easy it was to find the information you needed within the emails/SMS sent by Access Canberra	76.3	81.2	73.4	0.5%	24.8%	10.6%
The convenience of being able to review emails/SMS' from Access Canberra (and respond if necessary) at a time convenient to you	75.8	82.3	75.0	27.9%	23.6%	25.1%
The depth of information provided by Access Canberra	72.2	78.6	70.4	28.4%	25.9%	31.6%
How quickly it was to receive information from Access Canberra by email/SMS	71.5	77.3	66.5	43.2%	25.7%	32.7%
The time taken for the new license to be issued to you*	59.0	69.3	62.2			
Base	90-251	259-351	257-264			

CSI Scale: 0 = very dissatisfied, 100 = very satisfied
A significantly higher/lower level of satisfaction (compared to 2025)

**See Section 6 for more detailed analysis and explanation of regression analysis (results on this slide are rounded).

Base: Received email or SMS during dealing with Access Canberra (*only asked of Licensing interactions)
Q5. How satisfied or dissatisfied were you with each of the following in relation to emails/SMS' you received from Access Canberra?

Opportunities

Overall, both the ease of dealing with Access Canberra and customer satisfaction remained strong in 2026, with satisfaction improving and ease remaining stable compared to 2025. However, satisfaction declined across most Digital Services and Email/SMS measures, largely driven by Licensing interactions.

- Licensing transactions were more likely than Regulatory transactions to involve Digital Services or Email/SMS interactions (i.e.: Licensing transactions have more impact than do Regulatory transactions in terms of digital/email/SMS interactions)
- Satisfaction with Digital Services among Licensing respondents decreased for all 6 measures, significantly so for 4 of them, including the most important driver of overall satisfaction ('the process was straightforward and easy to understand'). There were also decreases this year for the Regulatory sample, although to a lesser extent
- Satisfaction with Email/SMS amongst both the Licensing and Regulatory cohorts also decreased compared to 2025, including the key driver ('how quickly it was to receive information from Access Canberra by email/SMS').
- Satisfaction with 'the time taken for the new license to be issued to you' was at its lowest since 2024 across all transaction methods (Face-to-Face/Phone, Digital Services, and Email/SMS).
- Licensing respondents were more likely to use mixed methods (more than one channel) to contact Access Canberra – and satisfaction and ease ratings among mixed-channel users were the lowest.

To some extent, the somewhat different profile of Licensing transactions this year compared to 2024 and 2025 (i.e.: fewer security, more construction interactions – see Slide 6) may explain the declines. However, while overall performance remains positive in 2026, there is an opportunity for Access Canberra to optimise Licensing processes, particularly across digital and email/SMS channels, to enable faster, simpler resolution.



Opportunities (Continued)

The suggestions below may help Access Canberra further improve the customer experience across Licensing and other transaction types:

Faster response and processing times

Faster response times and more efficient licensing processing are consistently identified as key opportunities to improve satisfaction and ease. This appears particularly important for online interactions via the Website and Email/SMS. There is an opportunity to explore ways to provide quicker feedback and responses across these channels.

Simpler, more streamlined processes

As noted previously, transactions requiring three or more interactions are typically associated with lower satisfaction. Similarly, customers using multiple channels are more likely to report lower ease and satisfaction. Among Licensing respondents, 'the process was straightforward and easy to understand' is the strongest driver of Digital Services satisfaction, yet its rating has declined significantly since 2025. This highlights an opportunity to simplify processes and reduce the number of interactions required.

Improved staff capability and support

Staff helpfulness and knowledge (both ability and willingness) remain key drivers of overall satisfaction and ease. Among those who found it difficult to deal with Access Canberra, 21% mentioned that staff were not helpful or concerned. Additionally, 34% of those dissatisfied with customer service suggested improving staff knowledge. Strengthening staff capability presents a clear opportunity to enhance the customer experience.

Greater convenience and proactive communication

Convenience and timely updates are also important drivers of satisfaction. Among Licensing respondents, satisfaction with 'the convenience of seeking information at a time that suits you' via the Website declined significantly from 2025. Similarly, 'staff kept you up to date on progress' and 'staff were responsive', both key drivers for Face-to-Face/Phone interactions, also saw small declines amongst the Licensing sample. This suggests an opportunity to provide more accessible information and more consistent, proactive updates across all channels.





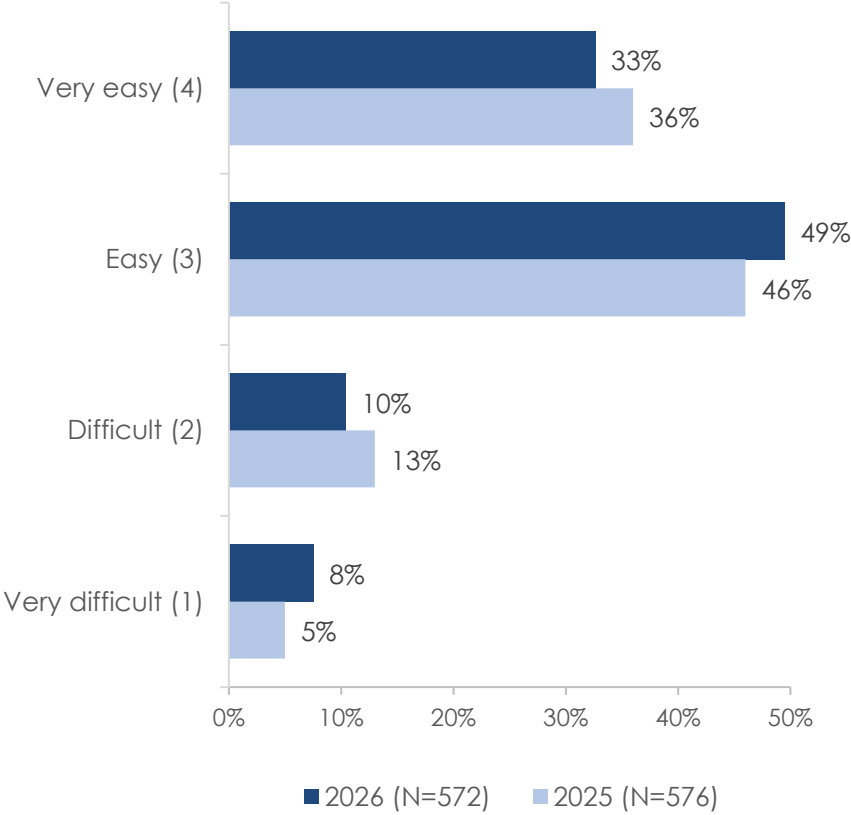
Overall Metrics

This section explores how businesses rated overall satisfaction and ease of dealing with Access Canberra over the last 12 months, ***based on all business-related interactions***, not just based on their most recent transaction.

Section One

Ease of Dealing with Access Canberra in the Last 12 Months

How easy, if at all, was it to deal with Access Canberra?



In line with the 2025 results, 82% of respondents stated that their licensing or regulation/inspection dealings in the last 12 months were easy or very easy.

By transaction category (see next slide), respondents dealing with Regulatory/Inspection matters were significantly more likely to rate their interactions as easy or very easy (with a small improvement in 2026), while those handling Licensing enquiries were less likely to do so.

By year	Overall		
	2026	2025	2024
Very easy/ Easy %	82%	82%	80%
Mean rating	3.07	3.12	3.06
Base	572	576	572

Base: (all respondents, excluding those who stated 'unsure/ don't know')
Note: GRC respondents were asked specifically about interactions with the GRC
Q1b. And based on all your licensing or regulation/inspection dealings with Access Canberra {GRC} in the last 12 months, overall, how easy is it to deal with Access Canberra for these types of issues?

Ease of Dealing with Access Canberra in the Last 12 Months

Ease by most recent transaction category

By year	Licensing			Regulatory/ Inspections			GRC		
	2026	2025	2024	2026	2025	2024	2026	2025	2024
Very easy/ Easy %	79%↓	81%	79%	89%↑	86%	86%	88%	75%	85%
Mean rating	3.01↓	3.09	3.03	3.20↑	3.22	3.20	3.25	3.00	3.06
Base	381	399	436	175	157	102	16	20	34

Ease by exclusive transaction category in the last 12 months

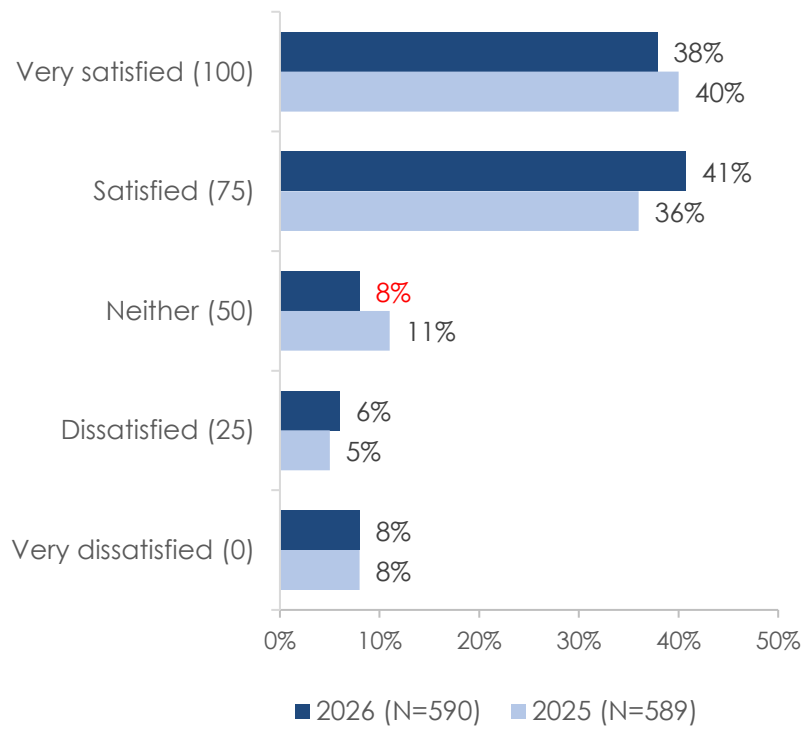
By year	Licensing Exclusively			Regulatory/ Inspections Exclusively			GRC Exclusively			Mix of categories		
	2026	2025	2024	2026	2025	2024	2026	2025	2024	2026	2025	2024
Very easy/ Easy %	79%↓	83%	81%	93%↑	94%	90%	92%	79%	87%	80%	76%	71%
Mean rating	3.01	3.11	3.08	3.23↑	3.33	3.32	3.31	3.05	3.10	3.06	3.06	2.84
Base	285	279	356	110	80	65	13	19	30	164	198	120

Base: (all respondents, excluding those who stated 'unsure/ don't know')
Note: GRC respondents were asked specifically about interactions with the GRC
Q1b. And based on all your licensing or regulation/inspection dealings with Access Canberra {GRC} in the last 12 months, overall, how easy is it to deal with Access Canberra for these types of issues?

Scale: 1 = very difficult, 4 = very easy
↑↓ = A significantly higher/lower level of ease (compared by 2026 group)

Overall Satisfaction with Access Canberra in Last 12 Months

How satisfied were you with the service received in the last 12 months?



Overall, 79% of respondents were satisfied or very satisfied with the service received from Access Canberra, continuing an upward trend since 2024 (75%).

GRC respondents were significantly more likely to be satisfied compared with 2025. Consistent with the ease of dealing results, Regulatory/Inspection respondents were more likely to be satisfied, while Licensing respondents were less likely (see next slide).

By year	Overall		
	2026	2025	2024
Very satisfied/ Satisfied %	79%	76%	75%
CSI (mean score)	73.7	73.9	71.1
Base	590	589	594

Base: (all respondents, excluding those who stated 'can't say')
Note: GRC respondents were asked specifically about interactions with the GRC
Q1a. Based on all your licensing or regulation/inspection dealings with Access Canberra {GRC} in the last 12 months, overall, how satisfied were you with the service you received?

Overall Satisfaction with Access Canberra in Last 12 Months

Satisfaction by most recent transaction category

By year	Licensing			Regulatory/ Inspections			GRC		
	2026	2025	2024	2026	2025	2024	2026	2025	2024
Very satisfied/ Satisfied %	74%↓	75%	73%	87%↑	80%	82%	94%	62%	86%
CSI (mean score)	70.6↓	73.7	69.4	79.4↑	75.9	77.3	84.7	63.1	75.0
Base	392	408	455	180	160	104	18	21	35

Satisfaction by exclusive transaction category in the last 12 months

By year	Licensing Exclusively			Regulatory/ Inspections Exclusively			GRC Exclusively			Mix of categories		
	2026	2025	2024	2026	2025	2024	2026	2025	2024	2026	2025	2024
Very satisfied/ Satisfied %	74%↓	75%	75%	92%↑	86%	84%	93%	65%	87%	77%	75%	68%
CSI (mean score)	70.4↓	73.5	71.3	81.9↑	81.7	79.7	85.0	65.0	75.8	73.2	72.2	64.7
Base	294	285	374	112	82	66	15	20	31	169	202	123

Base: (all respondents, excluding those who stated 'can't say')

Note: GRC respondents were asked specifically about interactions with the GRC

Q1a. Based on all your licensing or regulation/inspection dealings with Access Canberra {GRC} in the last 12 months, overall, how satisfied were you with the service you received?

Scale: 0 = very dissatisfied, 100 = very satisfied

A significantly higher/lower level of satisfaction (compared to 2025)

↑↓ = A significantly higher/lower level of satisfaction (compared by 2026 group)



Recent Transaction – Details

The previous section examined overall perceptions of Access Canberra based on all business-related dealings over the past 12 months. In contrast, this section focuses on the respondent's **most recent transaction**, including relevant business characteristics where applicable. These are used for subsequent cross-analysis.

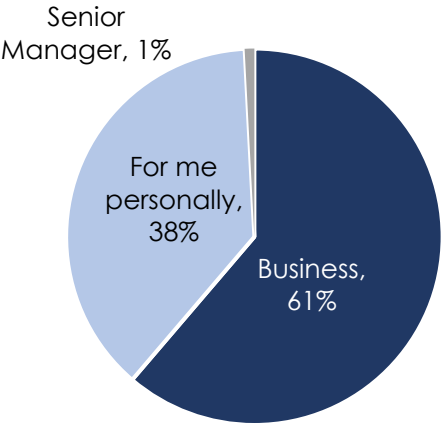
Section Two

Business or Personal Interaction

Among all respondents surveyed in 2026, 61% reported that their transactions were for a business, while 38% were for the respondent 'personally'.

Licensing transactions were more likely to be personal, particularly for Licensing-Security transactions, where 74% were undertaken on a personal basis.

Was the recent interaction undertaken for a business or for you personally?



Was the recent interaction undertaken for a business or for you personally?
(by transaction category)

By year	Overall			Licensing			Regulatory/Inspections			GRC		
	2026	2025	2024	2026	2025	2024	2026	2025	2024	2026	2025	2024
Business	61%	58%	51%	48%	44%	39%	90%	87%	90%	61%	100%	100%
For me personally	38%	42%	49%	52%	56%	61%	10%	13%	10%	0%	0%	0%
Senior manager	1%	0%	0%	0%	0%	0%	0%	0%	0%	28%	0%	0%
Other staff	<1%	0%	0%	0%	0%	0%	0%	0%	0%	11%	0%	0%
Base	607	594	600	408	413	461	181	160	104	18	21	35

2026 results only	Overall	Licensing					Regulatory/Inspections			GRC
		Licensing - Overall	Construction Occupations	Security	BRESA*	Other	Regulatory/Inspections - Overall	Construction Occupations	Other	
Business	61%	48%	51%	26%	55%	79%	90%	86%	98%	61%
For me personally	38%	52%	49%	74%	45%	21%	10%	14%	2%	0%
Senior manager	1%	0%	0%	0%	0%	0%	0%	0%	0%	28%
Other staff	<1%	0%	0%	0%	0%	0%	0%	0%	0%	11%
Base	607	408	292	74	21	21	181	128	53	18

Base: (all respondents)

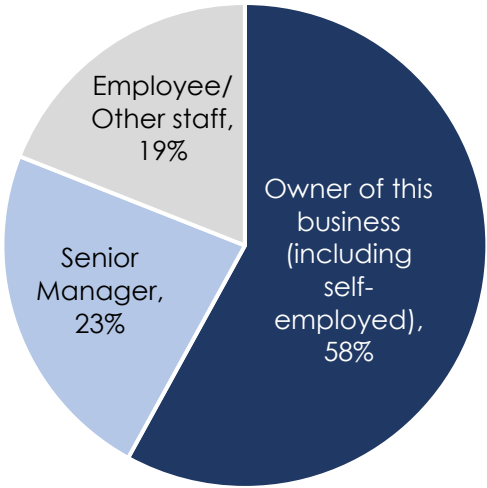
Q7a. In terms of the recent interaction with Access Canberra, was that interaction undertaken for a business (be it your own business or someone else's business) or for you personally?

* Throughout this Report, 'BRESA' stands for Business, Real Estate or Stock Agents

Position in Business

For business transactions in 2026, 58% were conducted by the business owner (in line with the 2025 result), 23% by a senior manager, and 19% by an employee or other staff. Licensing respondents were more likely to be an owner of a business.

Position in business
(business interactions only)



Position in business by transaction category (business interactions only)

By year	Overall			Licensing			Regulatory/Inspections			GRC		
	2026	2025	2024	2026	2025	2024	2026	2025	2024	2026	2025	2024
Owner of this business*	58%	58%	49%	66%	61%	52%	51%	62%	62%	0%	0%	0%
Senior Manager	23%	20%	26%	19%	14%	24%	25%	18%	13%	78%	90%	71%
Employee/Other	19%	22%	25%	15%	24%	24%	24%	20%	26%	22%	10%	29%
Base	369	341	306	197	183	178	163	139	93	9	20	35

2026 results only	Overall	Licensing					Regulatory/Inspections			GRC
		Licensing - Overall	Construction Occupations	Security	BRESA	Other	Regulatory/Inspections - Overall	Construction Occupations	Other	
Owner of this business* (including self-employed)	58%	66%	71%	56%	25%	59%	51%	57%	41%	0%
Senior Manager	23%	19%	19%	13%	25%	23%	25%	10%	55%	78%
Employee/Other staff	19%	15%	10%	31%	50%	18%	24%	33%	5%	22%
Base	369	197	150	19	12	16	163	110	52	9

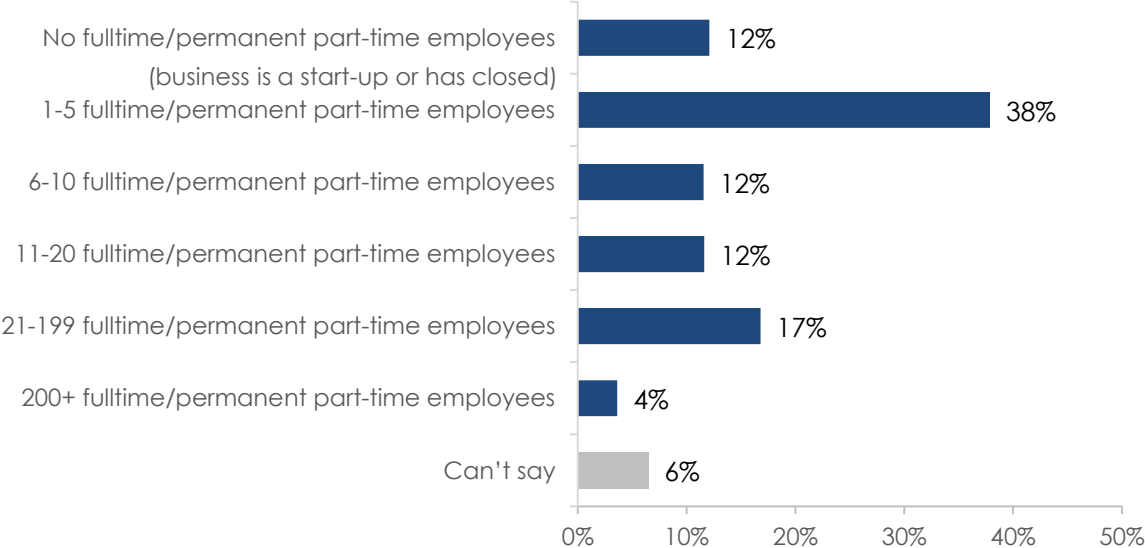
*Note: 'Owner of this business' is not an option in the Community Sector Stakeholders Survey

Base: (business interactions)

Q7b. How would you describe your position in your business?

Number of Employees

Number of fulltime/part-time employees
(business interactions only)



Consistent with 2025, a range of business sizes were represented this year, with businesses employing 1 to 5 full-time or part-time staff being the most common.

See the next slide for detailed analysis by transaction category.

By year	Overall			Licensing			Regulatory/ Inspections			GRC		
	2026	2025	2024	2026	2025	2024	2026	2025	2024	2026	2025	2024
None	12%	12%	9%	14%	13%	8%	11%	12%	9%	0%	0%	0%
1-5 PT/FT employees	38%	38%	39%	37%	36%	38%	37%	41%	43%	56%	0%	0%
6-20 PT/FT employees	23%	20%	19%	22%	19%	18%	26%	22%	21%	0%	0%	33%
21+ PT/FT employees	20%	21%	22%	20%	21%	23%	20%	19%	19%	44%	100%	67%
Can't say	6%	9%	10%	7%	11%	12%	6%	5%	7%	0%	0%	0%
Base	369	322	277	197	183	178	163	139	93	9*	1*	6

Base: (business interactions, *excludes respondents from the Community Sector Stakeholders Survey, as this question wasn't asked)

Q7c. Approximately how many fulltime or permanent part-time staff do you employ now (including the business owner)?

Number of Employees

Number of fulltime/part-time employees by transaction category (groups for cross analysis)

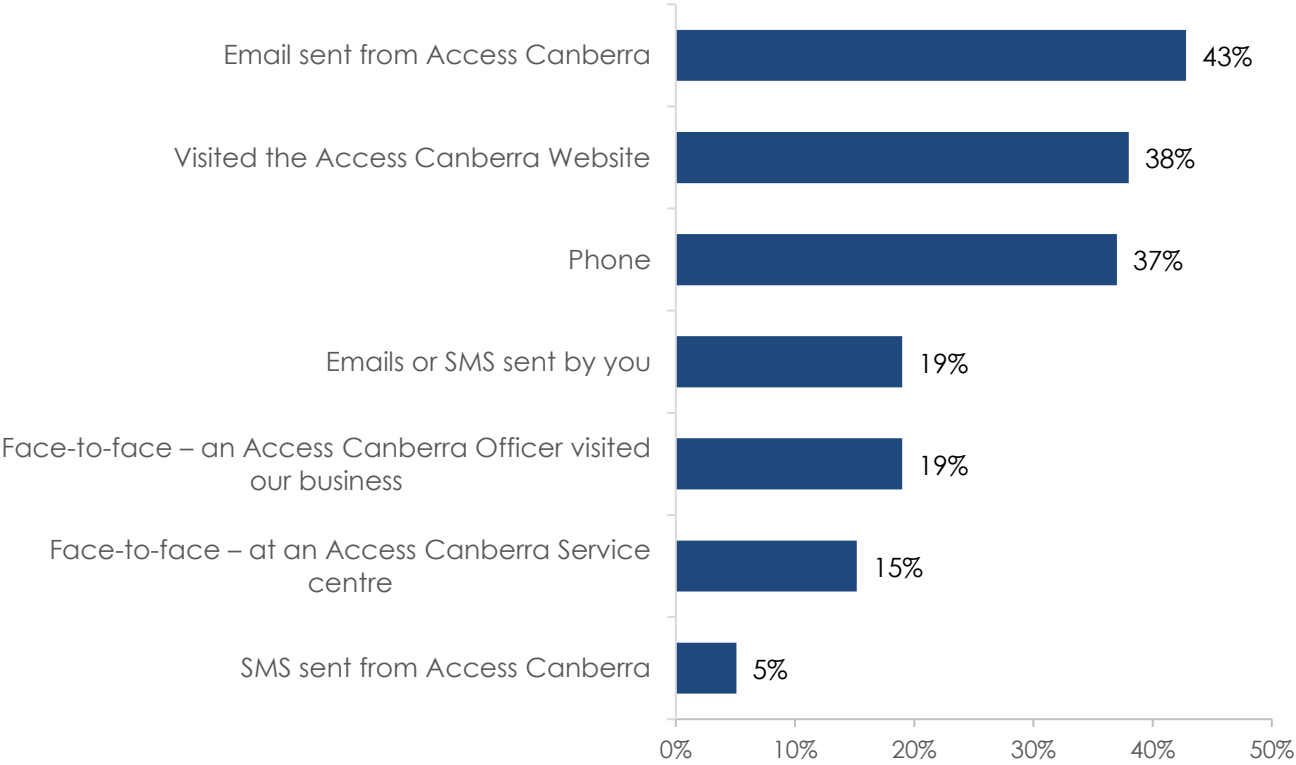
2026 results only	Overall	Licensing					Regulatory/Inspections			GRC
		Licensing - Overall	Construction Occupations	Security	BRESA	Other	Regulatory/ Inspections - Overall	Construction Occupations	Other	
None	12%	14%	12%	31%	13%	5%	11%	9%	14%	0%
1-5 PT/FT employees	38%	37%	39%	25%	25%	50%	37%	40%	33%	56%
6-20 PT/FT employees	23%	22%	24%	6%	19%	18%	26%	29%	20%	0%
21+ PT/FT employees	20%	20%	19%	13%	31%	27%	20%	17%	25%	44%
Can't say	6%	7%	6%	25%	13%	0%	6%	5%	8%	0%
Base	369	197	150	19	12	16	163	110	52	9*

Methods Involved in Recent Interaction/Transaction

Overall, the average number of methods involved in each interaction significantly declined from 2025 (1.8 in 2026 vs. 2.2 in 2025).

For Licensing transactions, email and the website were the most used channels, with respondents also more likely to visit a Service Centre. In contrast, respondents involved in Regulatory/Inspections and GRC were significantly more likely to receive a visit from an Access Canberra officer at their business.

Methods involved in recent interaction



Licensing (N=408)	Regulatory/ Inspections (N=181)	GRC (N=17)
50%	29%	18%
45%	24%	12%
37%	42%	6%
21%	17%	18%
3%	51%	59%
18%	10%	18%
6%	4%	0%

Average number of methods used		
2026	2025	2024
1.8	2.2	1.6

Methods Involved in Recent Interaction/Transaction

We noted on the previous slide that the average number of methods involved in each interaction significantly declined from 2025. Usage significantly decreased for 4 methods, including email and SMS (sent by Access Canberra and individuals), and the Access Canberra website.

By year	Overall			Licensing			Regulatory/ Inspections			GRC		
	2026 (N=606)	2025 (N=594)	2024 (N=600)	2026 (N=408)	2025 (N=413)	2024 (N=461)	2026 (N=181)	2025 (N=160)	2024 (N=104)	2026 (N=17)	2025 (N=21)	2024 (N=35)
Email sent from Access Canberra	43%	60%	45%	50%	64%	47%	29%	50%	33%	18%	48%	51%
Visited the Access Canberra Website	38%	46%	38%	45%	49%	44%	24%	42%	18%	12%	19%	11%
Phone	37%	42%	34%	37%	39%	32%	42%	52%	50%	6%	29%	26%
Emails or SMS sent by you	19%	29%	19%	21%	30%	21%	17%	26%	11%	18%	38%	29%
Face-to-face – an Access Canberra Officer visited our business	19%	15%	12%	3%	4%	2%	51%	40%	56%	59%	38%	17%
Face-to-face – at an Access Canberra Service centre	15%	14%	12%	18%	17%	13%	10%	8%	5%	18%	5%	20%
SMS sent from Access Canberra	5%	11%	3%	6%	11%	2%	4%	13%	7%	0%	0%	0%

Base: (all respondents)

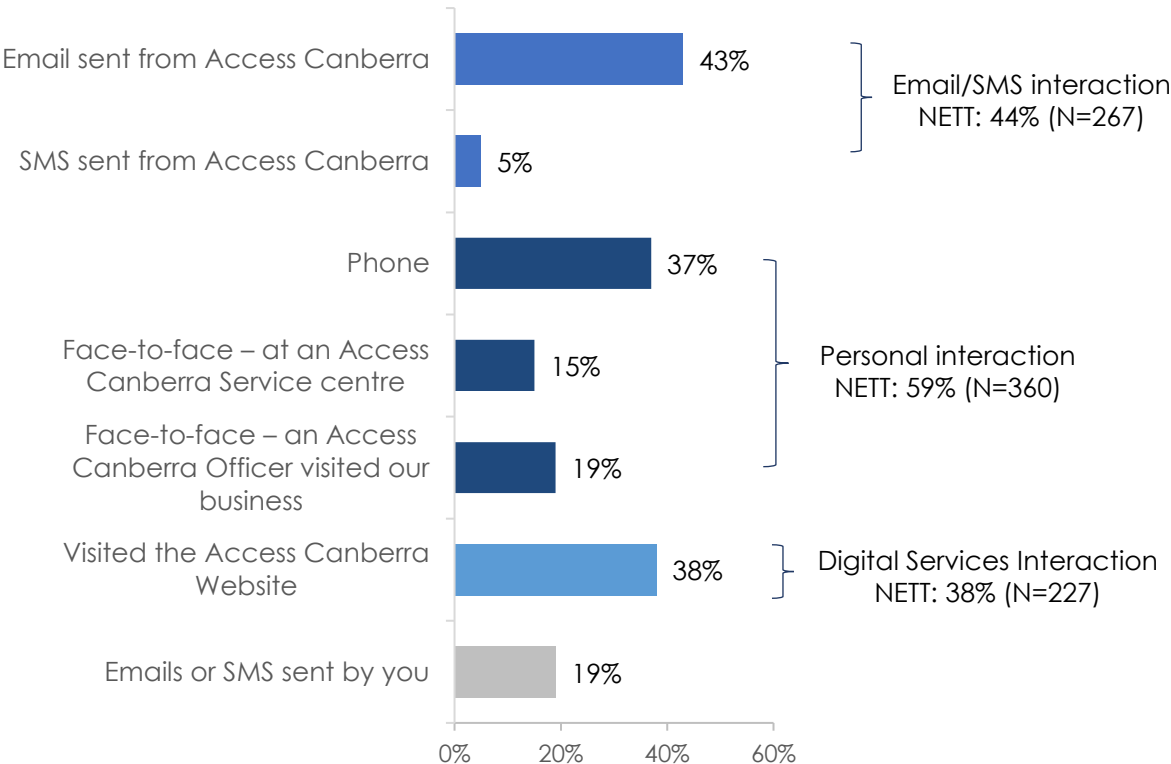
Q2a. Which of the following methods were you personally involved in for your recent interaction with Access Canberra {GRC}?

A significantly higher/lower percentage (compared to 2025) 29

Methods of Recent Interaction – Groups and Exclusive Groupings

Following on from the previous slide, below is the chart of different contact methods, but grouped into 3 separate non-exclusive channels: email/SMS from Access Canberra (44%), personal (phone or face-to-face, 59%), and digital services (website, 38%). The option 'Emails or SMS sent by you' was not allocated to a group for further analysis purposes.

Methods involved in recent interaction (Grouped)



The first table below summarises these non-exclusive channel groups by transaction category. Below this (second table), we have created 4 exclusive channel groups, where the respondent dealt only with that channel and not any of the others (the fourth group being 'mixed dealings'). As the questions in this section don't ask specifically about the channel in question, these exclusive groups allow us to determine any significant differences between channel groups.

Methods involved in recent interaction (Grouped)
(by transaction category)

2026 results only	Overall (N=606)	Licensing (N=408)	Regulatory/ Inspections (N=181)	GRC (N=17)
Email/SMS interaction	44%	52%	29%	18%
Personal interaction	59%	49%	81%	76%
Digital Services interaction	38%	45%	24%	12%

Methods involved in recent interaction (Grouped, Exclusive)
(by transaction category)

2026 results only	Overall (N=607)	Licensing (N=408)	Regulatory/ Inspections (N=181)	GRC (N=18)
Exclusively Personal	32%	20%	55%	67%
Exclusively Email/SMS	19%	23%	9%	17%
Exclusively Digital Services	15%	19%	8%	6%
Mixed dealings	34%	38%	28%	11%

Methods of Recent Interaction – Groups and Exclusive Groupings

Licensing transactions were more likely to be via digital services or email/SMS, while Regulatory/Inspection transactions were more likely to be exclusively personal (face-to-face/phone).

Methods involved in recent interaction (Grouped)
(by transaction sub-category)

2026 results only	Overall	Licensing					Regulatory/Inspections			GRC
		Licensing - Overall	Construction Occupations	Security	BRESA	Other	Regulatory/ Inspections - Overall	Construction Occupations	Other	
Email/SMS interaction	44%	52%	51%	46%	62%	82%	29%	25%	38%	18%
Personal interaction	59%	49%	43%	74%	34%	61%	81%	77%	91%	76%
Digital Services interaction	38%	45%	47%	34%	45%	43%	24%	27%	17%	12%
Base	606	408	292	74	21	21	181	128	53	17

Methods involved in recent interaction (Grouped, Exclusive)
(by transaction sub-category)

2026 results only	Overall	Licensing					Regulatory/Inspections			GRC
		Licensing - Overall	Construction Occupations	Security	BRESA	Other	Regulatory/ Inspections - Overall	Construction Occupations	Other	
Exclusively Personal	32%	20%	18%	34%	17%	7%	55%	54%	57%	67%
Exclusively Email/SMS	19%	23%	24%	18%	34%	14%	9%	10%	8%	17%
Exclusively Digital Services	15%	19%	24%	5%	10%	4%	8%	11%	2%	6%
Mixed dealings	34%	38%	34%	43%	38%	75%	28%	26%	34%	11%
Base	607	408	292	74	21	21	181	128	53	18

Methods of Recent Interaction – Groups and Exclusive Groupings

Now looking at interaction type and exclusive channels by year:

- Email/SMS significantly decreased for both Licensing and Regulatory/Inspections compared to 2025
- Personal interactions have remained consistent with previous waves
- Digital services significantly decreased for Regulatory/Inspections
- Exclusively personal contact increased from 2025, with a significant decrease in mixed dealings this year

Methods involved in recent interaction (Grouped)

(by transaction category)

By year	Overall			Licensing			Regulatory/ Inspections			GRC		
	2026 (N=606)	2025 (N=594)	2024 (N=600)	2026 (N=408)	2025 (N=413)	2024 (N=461)	2026 (N=181)	2025 (N=160)	2024 (N=104)	2026 (N=17)	2025 (N=21)	2024 (N=35)
Email/SMS interaction	44%	61%	46%	52%	65%	48%	29%	53%	37%	18%	48%	51%
Personal interaction	59%	59%	51%	49%	50%	43%	81%	79%	84%	76%	67%	60%
Digital Services interaction	38%	46%	38%	45%	49%	44%	24%	42%	18%	12%	19%	11%

Methods involved in recent interaction (Grouped, Exclusive)

(by transaction category)

By year	Overall			Licensing			Regulatory/ Inspections			GRC		
	2026 (N=607)	2025 (N=594)	2024 (N=600)	2026 (N=408)	2025 (N=413)	2024 (N=461)	2026 (N=181)	2025 (N=160)	2024 (N=104)	2026 (N=18)	2025 (N=21)	2024 (N=35)
Exclusively Personal	32%	21%	27%	20%	16%	19%	55%	32%	55%	67%	38%	40%
Exclusively Email/SMS	19%	19%	25%	23%	20%	27%	9%	12%	10%	17%	33%	31%
Exclusively Digital Services	15%	12%	18%	19%	15%	22%	8%	5%	5%	6%	0%	3%
Mixed dealings	34%	48%	31%	38%	48%	31%	28%	50%	30%	11%	29%	26%

Base: (all respondents)

Q2a. Which of the following methods were you personally involved in for your recent interaction with Access Canberra {GRC}?

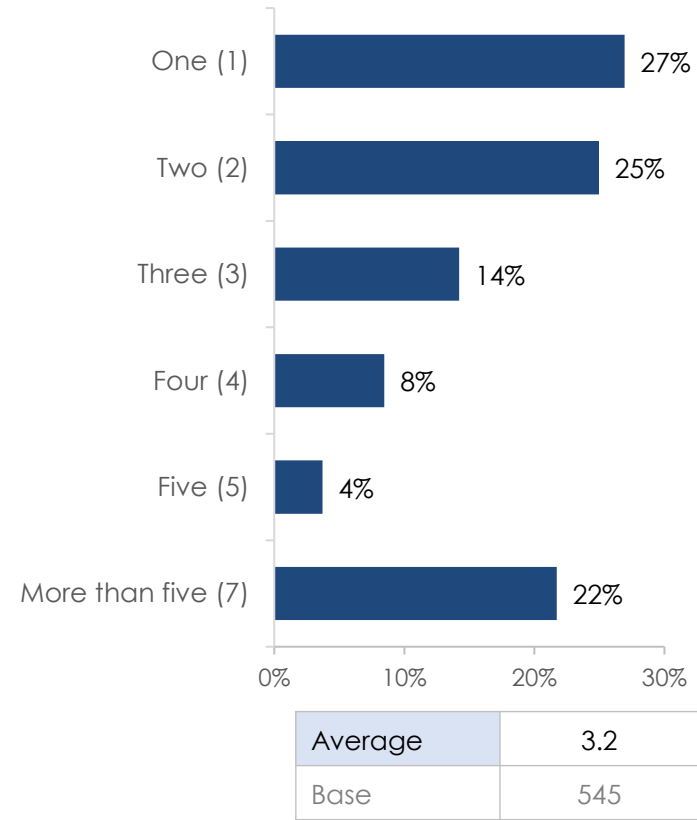
A significantly higher/lower percentage (compared to 2025) 32

How Many Separate Dealings as Part of the Interaction

On average, respondents had 3.2 dealings with Access Canberra as part of their interaction. Those who dealt with a Licensing enquiry had 3.1 dealings, while Regulatory/Inspection and GRC respondents had more on average.

2026 results only

Number of separate dealings



Licensing					Regulatory/Inspections			GRC
Licensing – Overall	Construction Occupations	Security	BRESA	Other	Regulatory/ Inspections - Overall	Construction Occupations	Other	
26%	30%	18%	12%	21%	27%	26%	31%	43%
26%	26%	30%	31%	14%	24%	24%	23%	7%
16%	16%	20%	15%	7%	11%	11%	10%	0%
10%	10%	13%	8%	11%	4%	3%	8%	14%
3%	3%	2%	15%	4%	5%	6%	2%	0%
18%	16%	18%	19%	43%	29%	30%	26%	36%
3.1	2.9	3.2	3.6	4.3	3.5	3.6	3.3	3.6
368	260	68	19	21	163	113	50	14

Base: (all respondents, excluding all that answered 'Can't recall')
Q2b. How many separate times, in total, did you deal with Access Canberra (in person or digitally) as part of the interaction?

Note: average value was calculated using the bracketed numbers in the chart
A significantly higher/lower (compared by group)

How Many Separate Dealings as Part of the Interaction

While the average number of dealings remained stable for Licensing and Regulatory/Inspection interactions, it has increased for GRC transactions since 2024 (note small sample size).

Number of separate dealings

By year	Overall			Licensing			Regulatory/ Inspections			GRC		
	2026 (N=545)	2025 (N=515)	2024 (N=518)	2026 (N=368)	2025 (N=357)	2024 (N=402)	2026 (N=163)	2025 (N=141)	2024 (N=90)	2026 (N=14)	2025 (N=17)	2024 (N=26)
One (1)	27%	23%	28%	26%	23%	32%	27%	21%	17%	43%	24%	19%
Two (2)	25%	24%	27%	26%	23%	27%	24%	27%	21%	7%	18%	38%
Three (3)	14%	19%	19%	16%	20%	20%	11%	16%	17%	0%	29%	15%
Four (4)	8%	13%	7%	10%	15%	6%	4%	8%	13%	14%	6%	8%
Five (5)	4%	3%	3%	3%	4%	3%	5%	2%	4%	0%	0%	0%
More than five (7)	22%	18%	16%	18%	14%	13%	29%	27%	28%	36%	24%	19%
Average	3.2	3.2	2.9	3.1	3.1	2.7	3.5	3.5	3.8	3.6	3.4	3.1

Base: (all respondents, excluding all that answered 'Can't recall')
Q2b. How many separate times, in total, did you deal with Access Canberra (in person or digitally) as part of the interaction?

Note: average value was calculated using the bracketed numbers in the chart
A significantly higher/lower (compared to 2025)

How Many Separate Dealings as Part of the Interaction

As expected, respondents using multiple channels reported a higher number of dealings, while those using a single channel, particularly website only, reported fewer interactions.

Number of separate dealings
(By exclusive transaction channel groups)

	Overall 2026	Exclusively Personal	Exclusively Email/SMS	Exclusively Website	NETT: Exclusively one channel	Mixed
One (1)	27%	31%	32%	57%	38%	8%
Two (2)	25%	33%	25%	24%	29%	17%
Three (3)	14%	11%	15%	8%	11%	19%
Four (4)	8%	5%	10%	2%	6%	13%
Five (5)	4%	2%	4%	2%	3%	6%
More than five (7)	22%	17%	14%	6%	14%	37%
Average	3.2	2.8	2.9	1.9	2.6	4.4
Base	545	172	95	85	352	193

Base: (all respondents, excluding all that answered 'Can't recall')
Q2b. How many separate times, in total, did you deal with Access Canberra (in person or digitally) as part of the interaction?

Note: average value was calculated using the bracketed numbers in the tables
A significantly higher/lower (compared to 2025/by group)



Recent Transaction – Satisfaction/Ease

This section examines key aspects of respondents' most recent interaction, including channel used, number of dealings, ease of interaction, and satisfaction with customer service.

Respondents who selected 'unsure/don't know' are excluded from the relevant analyses.

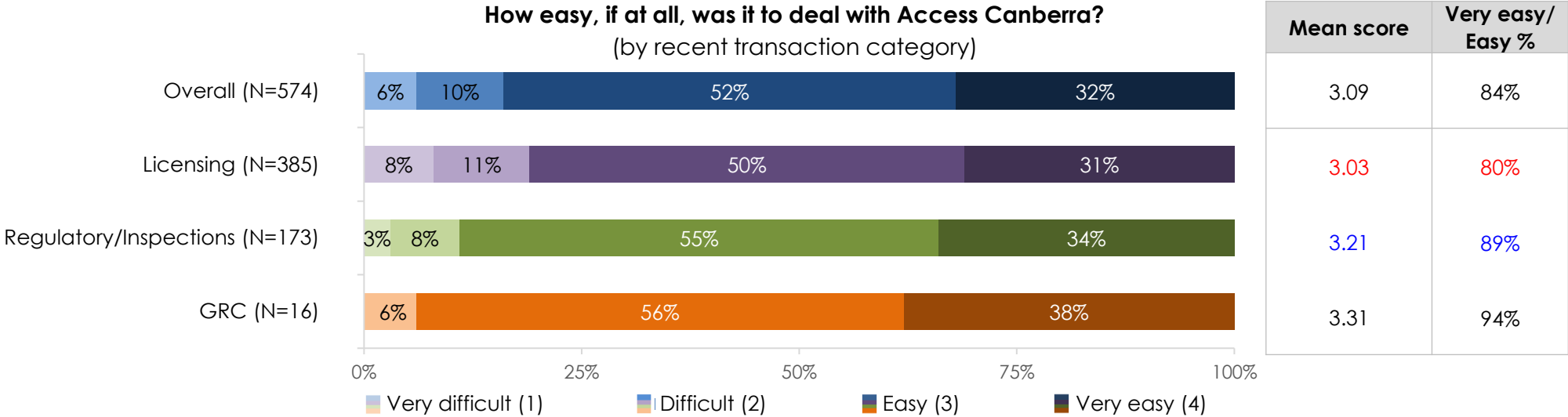
Section Three

Ease of Dealing with Access Canberra for Specific Transaction

Overall, 84% of respondents found it easy or very easy to deal with Access Canberra, continuing a slight upward trend since 2024. Ease ratings were higher among those dealing with Regulatory/Inspections and GRC (89% and 94%, respectively). Despite the small GRC sample size, this represents an increase of nearly 20% since 2025.

By year	Overall			Licensing			Regulatory/ Inspections			GRC		
	2026	2025	2024	2026	2025	2024	2026	2025	2024	2026	2025	2024
Very easy/Easy %	84%	83%	81%	80%	81%	79%	89%	89%	87%	94%	75%	85%
Mean rating	3.09	3.12	3.08	3.03	3.10	3.02	3.21	3.20	3.26	3.31	2.90	3.21
Base	574	560	581	385	385	445	173	154	102	16	20	34

How easy, if at all, was it to deal with Access Canberra?
(by recent transaction category)



Base: (all respondents, excluding those who stated 'unsure/ don't know')
Q2c. How easy, if at all, was it to deal with Access Canberra/the ACT Government?

Ease of Dealing with Access Canberra for Specific Transaction

Within Licensing, ease of dealing varied by sub-category, with Security transactions rated higher, while Construction Occupations and BRESA interactions were significantly less likely to be rated as easy or very easy.

Ease of dealing by transaction subcategory

2026 results only	Overall	Licensing					Regulatory/Inspections			GRC
		Licensing - Overall	Construction Occupations	Security	BRESA	Other	Regulatory/ Inspections - Overall	Construction Occupations	Other	
Very easy/Easy %	84%	80%	79%	86%	72%	86%	89%	89%	90%	94%
Mean rating	3.09	3.03	3.01	3.16	2.79	3.11	3.21	3.19	3.27	3.31
Base	574	385	276	68	21	21	173	125	48	16

Regulatory/Inspection respondents who were present for the interactions were more likely to find it very easy/easy to deal with Access Canberra than those who were not present.

Ease of dealing by respondent details

2026 results only	Overall	Who was interaction for?		Business position (Business interactions)		Number of FT/PT staff (Business interactions)				Were you present for the interaction (Regulatory/Inspections)	
		Personal	Business	Owner/Senior Manager	Employee/ Other	None	1-5	6-20	21+	I was present	Not present, but aware of it
Very easy/Easy %	84%	83%	84%	84%	84%	88%	86%	81%	80%	91%	86%
Mean rating	3.09	3.04	3.12	3.16	3.02	3.23	3.15	3.12	3.06	3.33	3.00
Base	574	215	359	285	67	42	134	81	73	130	52

Base: (all respondents, excluding those who stated 'unsure/ don't know')
Q2c. How easy, if at all, was it to deal with Access Canberra/the ACT Government?

Ease of Dealing with Access Canberra for Specific Transaction

Respondents who used a single contact channel were more likely to find it easy or very easy to deal with Access Canberra compared to those using multiple channels. Among those with personal interactions, face-to-face visits from Access Canberra officers were associated with higher ease ratings.

Ease of dealing by exclusive contact channel (Q2a)							Ease of dealing by exclusive personal contact method (Q2a)			
2026 results only	Overall	Exclusively Personal	Exclusively Email/SMS	Exclusively Website	NETT: Exclusively one channel	Mixed	Exclusively Personal	Exclusively Personal Contact Methods		
							Overall	Phone	F2F – at an AC Service centre	F2F – an AC Officer visited our business
Very easy/Easy %	84%	91%	85%	94%	90%	72%	91%	88%	88%	94%
Mean rating	3.09	3.26	3.09	3.26	3.21	2.88	3.26	3.21	3.20	3.34
Base	574	183	101	87	371	204	183	85	42	71

Ease of dealing declined as the number of interactions increased, with those having more than five dealings significantly less likely to report ease, while those with one or two dealings were more likely to do so

Ease of dealing by number of dealings (Q2b)							
2026 results only	Overall	One	Two	Three	Four	Five	More than five
Very easy/Easy %	84%	96%	94%	85%	73%	82%	60%
Mean rating	3.09	3.36	3.27	3.13	2.89	3.09	2.64
Base	574	140	132	77	46	19	114

Reason for The Transaction Being Difficult or Easy

An easy or simple process remains the most commonly cited reason for finding it easy to deal with Access Canberra. Those rating the experience as 'very easy' were more likely to also highlight friendly, helpful and knowledgeable staff, as well as fast response times. In contrast, difficulty was most often attributed to slow response times, complex processes, and unhelpful staff.

	Reason for recent transaction being easy or difficult			Q2c. Ease of dealing with Access Canberra		
	Overall 2026	Overall 2025	Overall 2024	Very difficult / Difficult (16%)	Easy (52%)	Very easy (32%)
Was easy/simple process	46%	43%	36%	0%	54%	57%
Friendly/helpful/knowledgeable staff	20%	22%	24%	1%	22%	28%
Fast response time	10%	7%	9%	0%	10%	15%
Slow response/long wait times	7%	6%	9%	34%	2%	1%
Clear/good communication	6%	9%	3%	0%	7%	8%
Difficult process	5%	3%	3%	24%	2%	1%
Inspection team were good	5%	4%	1%	0%	5%	7%
Staff are not helpful/concerned	4%	8%	6%	21%	1%	0%
Other	21%	27%	29%	67%	14%	9%
Base	574	560	581	95	296	184

Other reasons (very difficult/difficult to deal with Access Canberra)

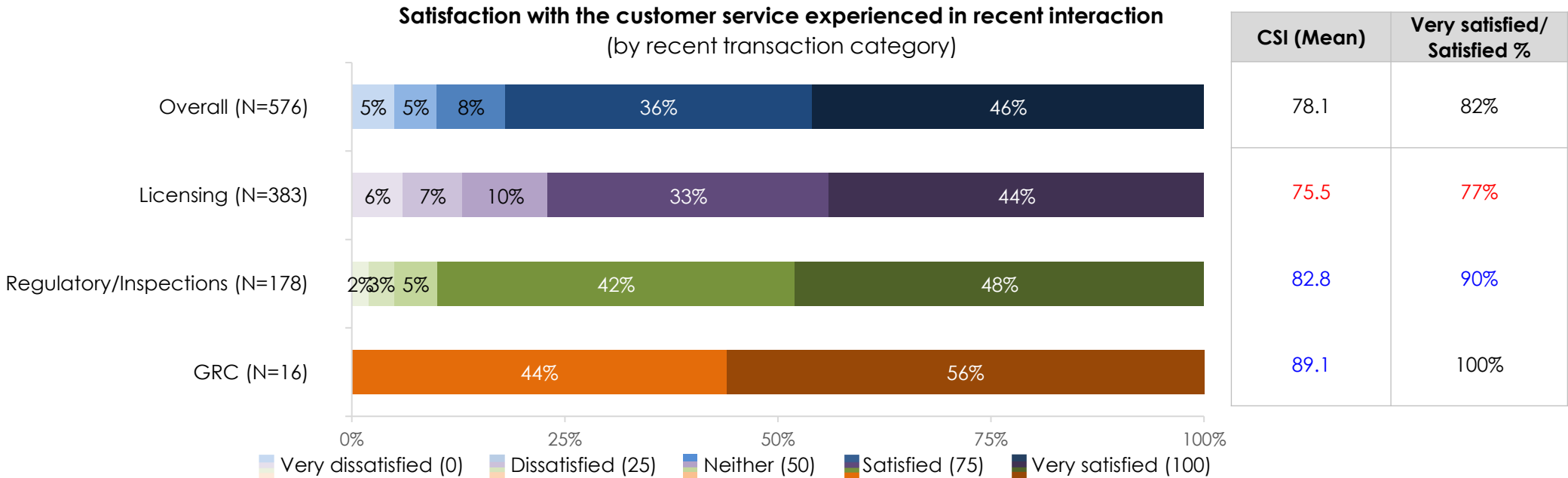
- Slow processing and delays**
"Due to this significant delay it costed me a contract and plus loss of hours on work"
"Extended approval time, it was over 18 months"
- Poor follow-up and visibility of progress**
"They were unable to provide any updates on my license application"
"Keep following up regarding the license but there is no response and no help"
- Confusing progress/inconsistent advice**
"It was not a clear process, sometimes provided incorrect advice which took time"
"Because some of the information I found online was out of date"

Base: (all respondents, excluding those who stated 'unsure/ don't know')
Q2c. How easy, if at all, was it to deal with Access Canberra/the ACT Government?
Q2d. Why do you say that it was (answer from Q2c)?

Satisfaction with Customer Service (Regardless of Outcome)

82% of respondents were satisfied or very satisfied with the customer service experienced during their recent interactions with Access Canberra, unchanged from 2025. Notably, GRC respondents' satisfaction significantly increased this year. Similar to last year, Licensing respondents were less likely to be satisfied, while Regulatory/Inspection respondents were more likely to report a higher satisfaction rating.

By year	Overall			Licensing			Regulatory/ Inspections			GRC		
	2026	2025	2024	2026	2025	2024	2026	2025	2024	2026	2025	2024
Very satisfied/ Satisfied %	82%	82%	79%	77%	79%	77%	90%	88%	87%	100%	76%	82%
CSI	78.1	78.4	76.4	75.5	77.4	74.7	82.8	80.9	83.4	89.1	77.4	76.5
Base	576	567	573	383	387	436	178	159	103	16	21	34



Base: (all respondents, excluding those who stated 'unsure/ don't know')
Q2e. Overall, how satisfied or dissatisfied were you with the actual customer service you experienced from Access Canberra/the ACT Government, regardless of whether or not you were satisfied with the outcome of your recent interactions?

Scale: 0 = very dissatisfied, 100 = very satisfied
A significantly higher/lower level of satisfaction (compared to 2025/by group)

Satisfaction with Customer Service (Regardless of Outcome)

Construction Occupations and BRESA transactions within Licensing category were the least satisfied with customer service, while 93% of those dealing with Regulatory/Inspections – Construction Occupations were satisfied/ very satisfied with the customer service.

Satisfaction with customer service by transaction subcategory

2026 results only	Overall	Licensing					Regulatory/Inspections			GRC
		Licensing - Overall	Construction Occupations	Security	BRESA	Other	Regulatory/ Inspections - Overall	Construction Occupations	Other	
Very satisfied/ Satisfied %	82%	77%	75%	84%	75%	84%	90%	93%	84%	100%
CSI	78.1	75.5	73.4	81.9	74.1	84.0	82.8	84.6	78.2	89.1
Base	576	383	274	70	21	18	178	127	51	16

Consistent with the ease-of-dealing findings, satisfaction was higher among respondents who were present during the interaction.

Satisfaction with customer service by respondent details

2026 results only	Overall	Who was interaction for?		Business position (Business interactions)		Number of FT/PT staff (Business interactions)				Were you present for the interaction (Regulatory/Inspections)	
		Personal	Business	Owner/Senior Manager	Employee/ Other	None	1-5	6-20	21+	I was present	Not present, but aware of it
Very satisfied/ Satisfied %	82%	78%	84%	83%	85%	81%	83%	87%	85%	93%	85%
CSI	78.1	75.9	79.5	79.1	80.5	78.4	79.0	81.1	80.7	85.4	77.8
Base	576	218	359	285	66	43	133	84	71	134	53

Base: (all respondents, excluding those who stated 'unsure/ don't know')
Q2e. Overall, how satisfied or dissatisfied were you with the actual customer service you experienced from Access Canberra/the ACT Government, regardless of whether or not you were satisfied with the outcome of your recent interactions?

Scale: 0 = very dissatisfied, 100 = very satisfied
A significantly higher/lower level of satisfaction (compared by group)

Satisfaction with Customer Service (Regardless of Outcome)

Consistent with ease of dealing, respondents who used a single channel were more likely to be satisfied than those who used multiple channels.

Satisfaction with customer service by exclusive contact channel (Q2a)

Satisfaction by exclusive personal contact method (Q2a)

2026 results only	Overall	Exclusively Personal	Exclusively Email/SMS	Exclusively Website	NETT: Exclusively one channel	Mixed
Very satisfied/ Satisfied %	82%	93%	78%	82%	86%	73%
CSI	78.1	84.7	76.3	81.5	81.7	71.7
Base	576	187	100	85	372	205

Exclusively Personal	Exclusively Personal Contact Methods		
Overall	Phone	F2F – at an AC Service centre	F2F – an AC Officer visited our business
93%	90%	91%	97%
84.7	81.9	85.1	87.2
187	87	44	72

Respondents who had only one or two interactions were more likely to be satisfied, while those who had more than five interactions were less likely to be satisfied.

Satisfaction with customer service by number of dealings (Q2b)

2026 results only	Overall	One	Two	Three	Four	Five	More than five
Very satisfied/ Satisfied %	82%	92%	92%	82%	79%	76%	62%
CSI	78.1	84.2	85.9	79.9	75.5	79.1	63.1
Base	576	139	132	75	45	19	115

Suggestions to Improve Satisfaction with Customer Service

Those who did not select very satisfied were asked to suggest changes that would make them very satisfied.

Both satisfied and dissatisfied respondents most frequently suggested 'faster response times/shorter wait time', while other common suggestions included faster processing time, improving staff knowledge, and clearer communication.

Suggestions to improve satisfaction with customer service

	Overall 2026	Overall 2025	Overall 2024	Q2e. Satisfaction with customer service		
				Very dissatisfied/ Dissatisfied	Neither	Satisfied
Faster response time/shorter wait time	16%	17%	19%	27%	16%	13%
Faster processing time	12%	7%	9%	24%	12%	8%
Improve staff knowledge	11%	6%	9%	34%	10%	4%
Clearer communication	10%	9%	9%	20%	7%	7%
Better website/easier access to information	6%	7%	2%	3%	13%	5%
Already doing well	5%	2%	8%	2%	0%	7%
Easy to contact	5%	4%	4%	13%	6%	2%
Improved inspector training/behaviour	4%	5%	1%	5%	2%	4%
Other	15%	32%	29%	18%	25%	12%
NA/Nothing	34%	29%	22%	5%	30%	43%
Base	311	312	331	59	46	206

Base: (NOT 'very satisfied' on Q2e.)
Q2e. Overall, how satisfied or dissatisfied were you with the actual customer service you experienced from Access Canberra/the ACT Government, regardless of whether or not you were satisfied with the outcome of your recent interactions?
Q2f. What would have to change to make you very satisfied with the service you received from Access Canberra?

Responses <4% were grouped as 'other responses'
A significantly higher/lower percentage (compared to 2025/by level of satisfaction)

Ease of Transaction Vs. Satisfaction with Customer Service

The analysis below is based on the 563 respondents who provided both ease and satisfaction ratings (excluding 'can't say/don't know' responses). The results show a strong positive relationship between ease of transaction and satisfaction with customer service. For example, 98% of those who rated their transaction as very easy also reported being satisfied or very satisfied. More broadly, respondents who found their transaction easy or very easy were highly likely to be satisfied, while those who found it difficult were more likely to report dissatisfaction.

Satisfaction with customer service (Q2e) by stated ease of transaction (Q2c)

Column %	Very difficult (1)	Difficult (2)	Easy (3)	Very easy (4)	Overall	Base (rows)
Dissatisfied / Very dissatisfied %	87%	32%	2%	1%	10%	57
Neither %	2%	35%	7%	1%	8%	43
Satisfied / Very satisfied %	11%	32%	91%	98%	82%	464
Base (columns)	36	58	288	181	563	

Base: N= 563 (all respondents, excluding those who stated 'unsure/ don't know' to either Q2c or Q2e)
Q2e. Overall, how satisfied or dissatisfied were you with the actual customer service you experienced from Access Canberra/the ACT Government, regardless of whether or not you were satisfied with the outcome of your recent interactions?
Q2c. How easy, if at all, was it to deal with Access Canberra?



Transaction – Personal Dealings (Face-To-Face and Phone Dealings)

This section explores satisfaction with aspects of face-to-face/phone dealings for the respondents' most recent interaction.

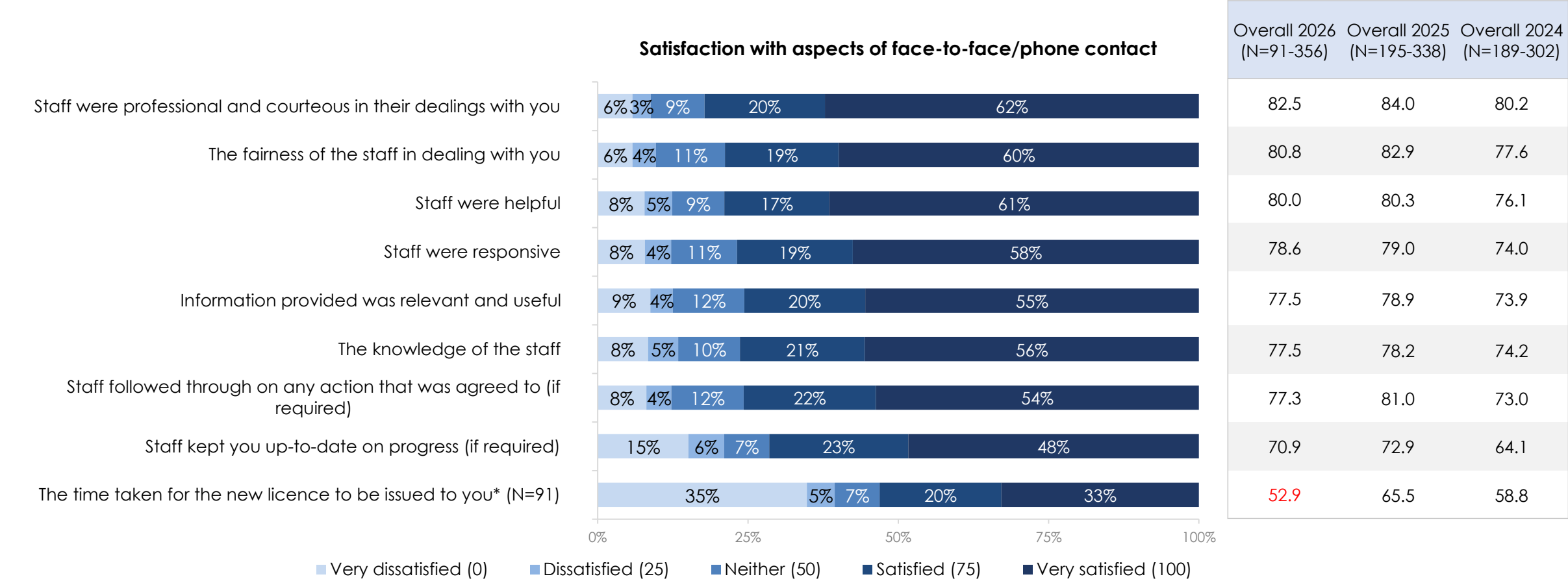
Note that in this section, those who selected 'can't say' for a question are excluded from the analysis of that question.

Section Four

Satisfaction with Aspects of Face-To-Face/Phone Dealings

Based on CSI scores, satisfaction with Face-to-Face/Phone dealings remains high, with more than half of respondents satisfied or very satisfied across all measures.

However, satisfaction has softened (albeit marginally in most cases) across all aspects compared with 2025 – significantly so for ‘the time taken for the new license to be issued to you’. Despite this, most measures remain above 2024 levels, with the exception of ‘the time taken for the new license to be issued to you’, which is below both 2024 and 2025 results.



Base: (Had a face-to-face or phone dealing with Access Canberra)(*only asked of Licensing interactions)
Q3. How satisfied or dissatisfied were you with each of the following in relation to your dealings with Access Canberra staff?

Scale: 0 = very dissatisfied, 100 = very satisfied
A significantly higher/lower level of satisfaction (compared to 2025)

Satisfaction with Aspects of Face-To-Face/Phone Dealings

Across all measures, respondents who dealt with Access Canberra by Phone were significantly less likely than those who had a face-to-face interaction to be satisfied. In contrast, those who had Face-to-face interactions with officers visiting their businesses were more likely to be satisfied.

CSI (Mean) by dealing channel

	Overall 2026 (N=91-356)	Phone (N=64-223)	Face-to-face – at an Access Canberra Service centre (N=35-92)	Face-to-face – an Access Canberra Officer visited our business (N=4-111)
Staff were professional and courteous in their dealings with you	82.5	78.9	78.6	90.7
The fairness of the staff in dealing with you	80.8	76.7	79.5	88.2
Staff were helpful	80.0	75.0	77.8	90.1
Staff were responsive	78.6	73.2	75.7	91.9
Information provided was relevant and useful	77.5	71.5	74.2	88.6
The knowledge of the staff	77.5	71.8	75.9	87.4
Staff followed through on any action that was agreed to (if required)	77.3	72.5	75.9	89.5
Staff kept you up-to-date on progress (if required)	70.9	64.5	69.1	86.8
The time taken for the new license to be issued to you*	52.9	45.8	60.7	75.0**

**Caution: very small base

Scale: 0 = very dissatisfied, 100 = very satisfied

Base: (Had a face-to-face or phone dealing with Access Canberra)(*only asked of Licensing interactions)

Q3. How satisfied or dissatisfied were you with each of the following in relation to your dealings with Access Canberra staff?

A significantly higher/lower level of satisfaction (compared by group)

Satisfaction with Aspects of Face-To-Face/Phone Dealings

By transaction category, satisfaction increased for most measures among respondents involved in Regulatory/Inspections and GRC interactions. However, satisfaction has decreased for all measures among Licensing respondents from 2025, significantly so for 'the time taken for the new license to be issued to you'.

CSI (Mean) by transaction category by year

By year	Overall			Licensing			Regulatory/ Inspections			GRC		
	2026 (N=91-356)	2025 (N=195-338)	2024 (N=189-302)	2026 (N=91-199)	2025 (N=193-202)	2024 (N=182-194)	2026 (N=125-145)	2025 (N=113-125)	2024 (N=79-87)	2026 (N=9-12)	2025 (N=13-14)	2024 (N=16-21)
Staff were professional and courteous in their dealings with you	82.5	84.0	80.2	77.0	81.7	77.3	88.8	86.9	84.0	95.8	91.1	90.5
The fairness of the staff in dealing with you	80.8	82.9	77.6	76.3	80.4	75.0	85.7	86.1	82.1	95.8	89.3	82.5
Staff were helpful	80.0	80.3	76.1	73.3	77.9	73.3	88.1	83.5	81.6	95.8	85.7	78.6
Staff were responsive	78.6	79.0	74.0	71.2	74.9	70.9	87.2	84.9	80.8	95.8	83.9	75.0
Information provided was relevant and useful	77.5	78.9	73.9	70.2	75.6	70.0	86.6	83.7	81.0	87.5	85.7	79.8
The knowledge of the staff	77.5	78.2	74.2	70.9	75.5	71.9	85.5	82.7	80.9	89.6	76.8	67.9
Staff followed through on any action that was agreed to (if required)	77.3	81.0	73.0	71.0	77.8	69.3	85.6	86.5	80.2	91.7	78.8	77.9
Staff kept you up-to-date on progress (if required)	70.9	72.9	64.1	62.1	69.8	57.4	82.7	79.0	78.7	91.7	67.3	68.8
The time taken for the new license to be issued to you*	52.9	65.5	58.8	52.9	65.5	58.8	N/A	N/A	N/A	N/A	N/A	N/A

Base: Had a face-to-face or phone dealing with Access Canberra (*only asked of Licensing interactions)
Q3. How satisfied or dissatisfied were you with each of the following in relation to your dealings with Access Canberra staff?

Scale: 0 = very dissatisfied, 100 = very satisfied
A significantly higher/lower level of satisfaction (compared to 2025)

Satisfaction with Aspects of Face-To-Face/Phone Dealings

Licensing – Construction Occupations interactions recorded the lowest satisfaction across all aspects of Face-to-Face/Phone contact, while Regulatory/Inspections – Construction Occupations respondents were significantly more satisfied across most measures.

Satisfaction (CSI) with aspects of face-to-face/phone contact by transaction subcategory

	Overall	Licensing					Regulatory/Inspections			GRC
		Licensing - Overall	Construction Occupations	Security	BRESA	Other	Regulatory/ Inspections - Overall	Construction Occupations	Other	
Staff were professional and courteous in their dealings with you	82.5	77.0	71.3	84.4	85.0	97.1	88.8	89.0	88.6	95.8
The fairness of the staff in dealing with you	80.8	76.3	70.1	85.2	83.3	94.1	85.7	87.0	83.2	95.8
Staff were helpful	80.0	73.3	66.1	85.6	80.0	88.2	88.1	88.4	87.3	95.8
Staff were responsive	78.6	71.2	64.2	82.4	80.0	88.2	87.2	87.9	85.8	95.8
Information provided was relevant and useful	77.5	70.2	63.3	83.3	65.0	83.8	86.6	87.8	84.1	87.5
The knowledge of the staff	77.5	70.9	62.8	85.6	75.0	85.9	85.5	87.5	81.5	89.6
Staff followed through on any action that was agreed to (if required)	77.3	71.0	63.5	83.1	75.0	88.2	85.6	86.3	84.2	91.7
Staff kept you up-to-date on progress (if required)	70.9	62.1	52.4	78.9	62.5	81.3	82.7	82.7	82.7	91.7
The time taken for the new license to be issued to you*	52.9	52.9	44.8	60.0	43.8**	79.5	N/A	N/A	N/A	N/A
Base	91-356	91-199	50-125	30-54	3-7	8-13	125-145	84-98	40-48	9-12

**Caution: very small base

Scale: 0 = very dissatisfied, 100 = very satisfied

Base: Had a face-to-face or phone dealing with Access Canberra (*only asked of Licensing interactions)

Q3. How satisfied or dissatisfied were you with each of the following in relation to your dealings with Access Canberra staff?

A significantly higher/lower level of satisfaction (compared by group)

Satisfaction with Aspects of Face-To-Face/Phone Dealings

Respondents generally reported higher satisfaction with business interactions (compared to personal interactions) across most staff/service measures, excluding time taken for the new license to be issued to you.

Satisfaction (CSI) with aspects of face-to-face/phone contact by respondent details

	Overall	Who was interaction for?		Business position (Business interactions)		Number of FT/PT staff (Business interactions)				Were you present for the interaction (Regulatory/Inspections)	
		Personal	Business	Owner/ Senior Manager	Employee/ Other	None	1-5	6-20	21+	I was present	Not present, but aware of it
Staff were professional and courteous in their dealings with you	82.5	77.5	84.7	85.2	82.6	84.2	83.7	86.3	86.8	90.5	84.0
The fairness of the staff in dealing with you	80.8	78.1	82.1	81.1	85.1	82.6	80.0	82.3	86.8	88.0	79.6
Staff were helpful	80.0	76.3	81.8	81.6	82.1	78.6	79.9	84.6	87.9	89.4	85.2
Staff were responsive	78.6	73.7	80.8	80.3	82.0	80.9	78.5	82.4	84.4	89.1	82.1
Information provided was relevant and useful	77.5	75.8	78.2	77.9	79.2	75.3	78.6	79.5	81.3	88.1	80.8
The knowledge of the staff	77.5	74.6	78.9	78.5	79.6	75.3	78.8	79.9	82.5	87.2	79.6
Staff followed through on any action that was agreed to (if required)	77.3	72.0	79.9	80.0	78.9	82.0	77.3	81.3	81.2	86.9	81.7
Staff kept you up-to-date on progress (if required)	70.9	69.0	71.8	72.3	69.2	72.5	70.7	75.5	72.4	85.6	74.0
The time taken for the new license to be issued to you*	52.9	58.6	46.3	51.4	30.8	49.0**	44.6	49.1	58.4	N/A	N/A
Base	91-356	49-114	42-244	31-190	10-51	4-30	13-92	10-61	12-48	105-126	26-30

**Caution: very small base

Scale: 0 = very dissatisfied, 100 = very satisfied

A significantly higher/lower level of satisfaction (compared by group)

Base: Had a face-to-face or phone dealing with Access Canberra (*only asked of Licensing interactions)
Q3. How satisfied or dissatisfied were you with each of the following in relation to your dealings with Access Canberra staff?

Satisfaction with Aspects of Face-To-Face/Phone Dealings

Satisfaction with Face-to-Face/Phone interactions was higher among respondents who used this channel exclusively, compared to those who used multiple channels.

Satisfaction (CSI) with aspects of face-to-face/phone contact by exclusivity of contact

	Overall	Have also had a dealing with another channel (mixed)	Exclusively dealt with face-to-face/phone
Staff were professional and courteous in their dealings with you	82.5	77.0	87.2
The fairness of the staff in dealing with you	80.8	75.1	85.7
Staff were helpful	80.0	73.1	86.3
Staff were responsive	78.6	70.3	85.8
Information provided was relevant and useful	77.5	69.1	84.9
The knowledge of the staff	77.5	67.8	86.2
Staff followed through on any action that was agreed to (if required)	77.3	71.2	82.8
Staff kept you up-to-date on progress (if required)	70.9	61.7	80.1
The time taken for the new license to be issued to you*	52.9	46.5	61.9
Base	91-356	53-167	38-190

Base: Had a face-to-face or phone dealing with Access Canberra (*only asked of Licensing interactions)
Q3. How satisfied or dissatisfied were you with each of the following in relation to your dealings with Access Canberra staff?

Scale: 0 = very dissatisfied, 100 = very satisfied
A significantly higher/lower level of satisfaction (compared by group) 52

Satisfaction with Aspects of Face-To-Face/Phone Dealings

The analysis below looks only at those who exclusively dealt with Access Canberra via Face-To-Face/Phone interactions.

Those who only had 1 or 2 dealings with Access Canberra staff were more satisfied across almost all measures.

Satisfaction (CSI) with aspects of face-to-face/phone contact by number of dealings (Q2b)
(only those who exclusively dealt with face-to-face/phone)

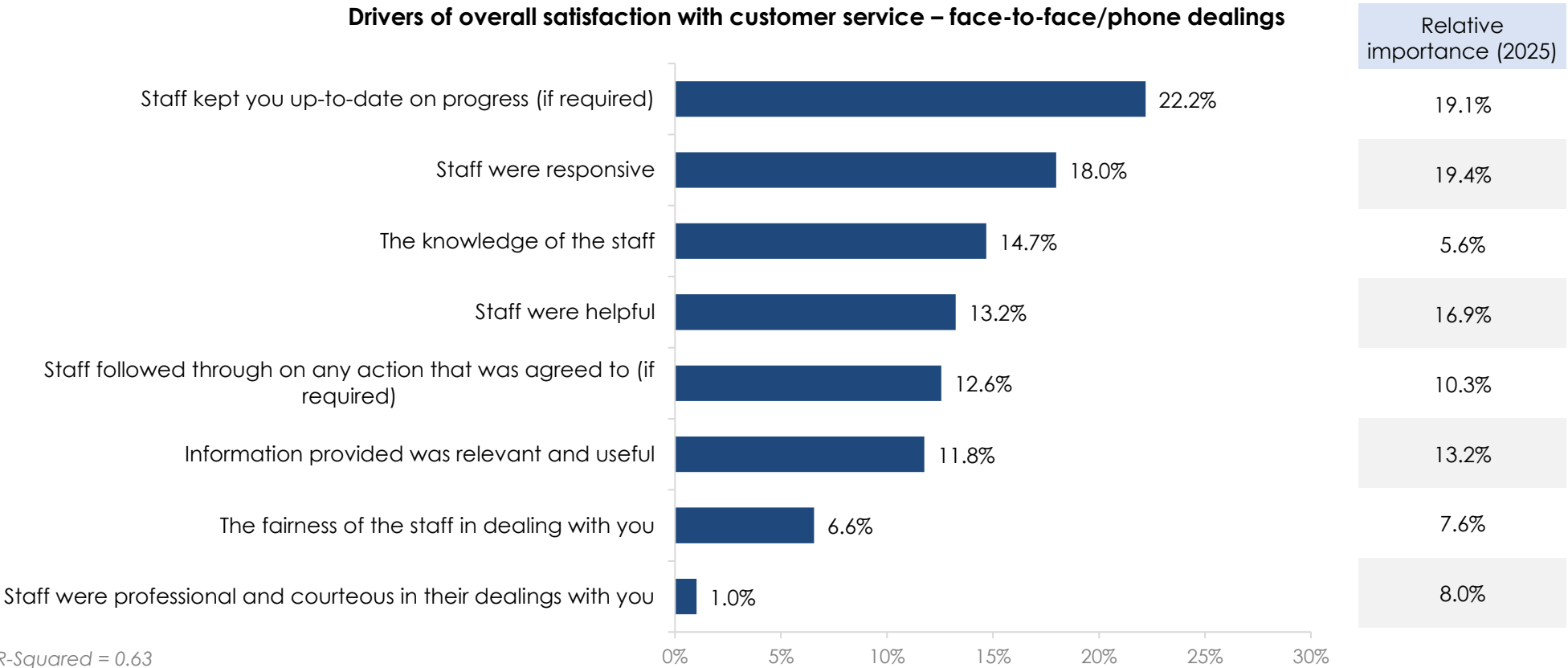
	Overall (Exclusive)	Number of dealings		
		One	Two	Three or more
Staff were professional and courteous in their dealings with you	87.2	89.7	91.7	83.0
The fairness of the staff in dealing with you	85.7	88.3	88.2	81.4
Staff were helpful	86.3	88.7	91.5	79.5
Staff were responsive	85.8	87.1	90.1	82.6
Information provided was relevant and useful	84.9	87.2	90.0	79.9
The knowledge of the staff	86.2	87.3	94.7	79.9
Staff followed through on any action that was agreed to (if required)	82.8	85.2	89.6	76.1
Staff kept you up-to-date on progress (if required)	80.1	85.3	87.7	70.6
The time taken for the new license to be issued to you*	61.9	73.8	66.0	54.5
Base	38-190	10-54	11-56	13-61

Drivers of Satisfaction: Face-To-Face/Phone Dealings

The below chart displays the overall contribution each of the aspects of Face-To-Face/Phone Dealings (Q3) have towards overall satisfaction with the customer service experienced with Access Canberra (Q2e), based on a regression analysis.

‘Staff kept you up-to-date on progress’ and the ‘responsiveness of staff’ are top drivers, as they were in 2025.

Drivers of overall satisfaction with customer service – face-to-face/phone dealings



Relative importance (2025)
19.1%
19.4%
5.6%
16.9%
10.3%
13.2%
7.6%
8.0%

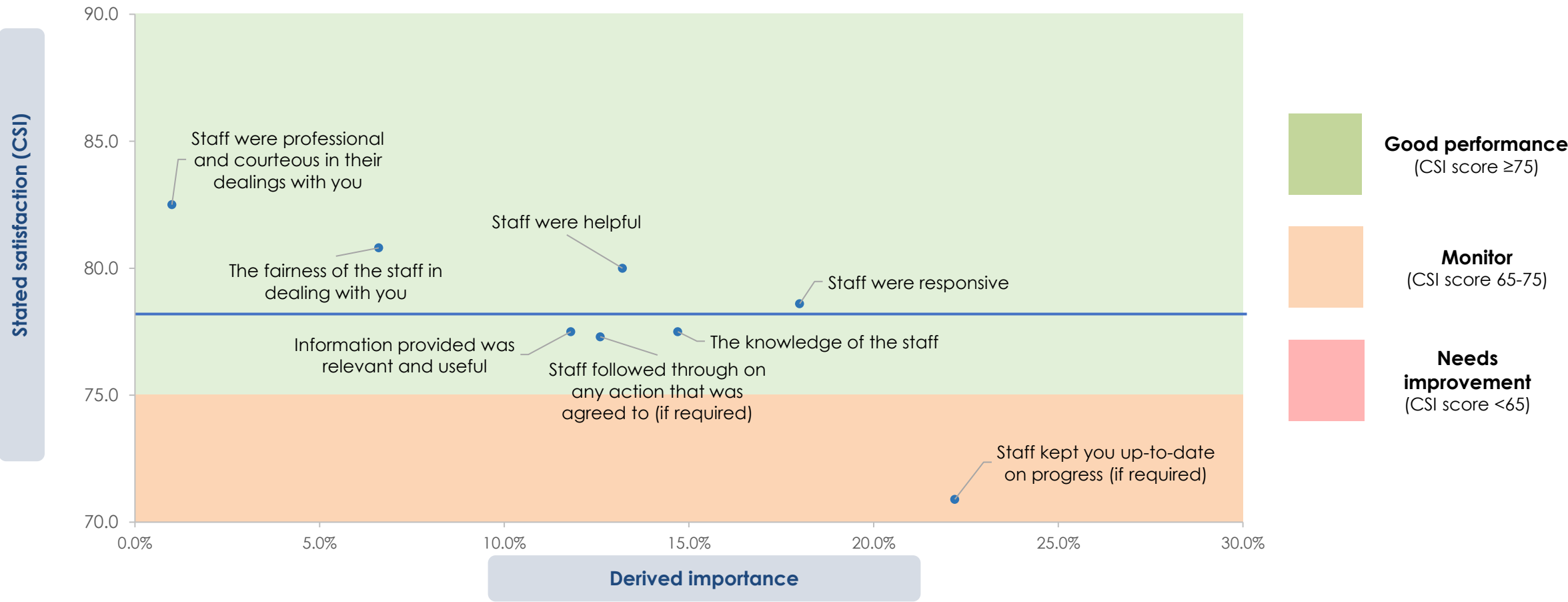
Note: For investigating the influence of each measure towards overall satisfaction, regression analysis was applied. The score assigned to each area is not a measure of satisfaction/ dissatisfaction – rather, it indicates the percentage of influence each measure contributes to overall satisfaction with customer service experienced from Access Canberra, the score is often referred to as the ‘derived importance’. All areas are important – but if Access Canberra can increase satisfaction in relatively more important driver areas, they will likely see an improvement in overall satisfaction.

R-Squared = 0.63
Base: Had a face-to-face or phone dealing with Access Canberra
Dependent Variable: Q2e. Overall, how satisfied or dissatisfied were you with the actual customer service you experienced from Access Canberra, regardless of whether or not you were satisfied with the outcome of your recent interactions?
Independent Variables: Q3. How satisfied or dissatisfied were you with each of the following in relation to your dealings with Access Canberra staff?

Mapping Stated Satisfaction Against Derived Importance: Face-To-Face/Phone Dealings

The below chart looks at the relationship between stated satisfaction (CSI, vertical axis) and derived importance (Regression result, horizontal axis) to identify the level of contribution of each measure. Any aspects below the blue line (which is the average satisfaction score of all aspects) are areas where there is opportunity to lift scores.

Satisfaction with 'staff kept you up-to-date on progress', the top driver, was lower than the average satisfaction (CSI) of other measures – whilst 'staff were responsive', also a key driver, has a relatively higher satisfaction score.

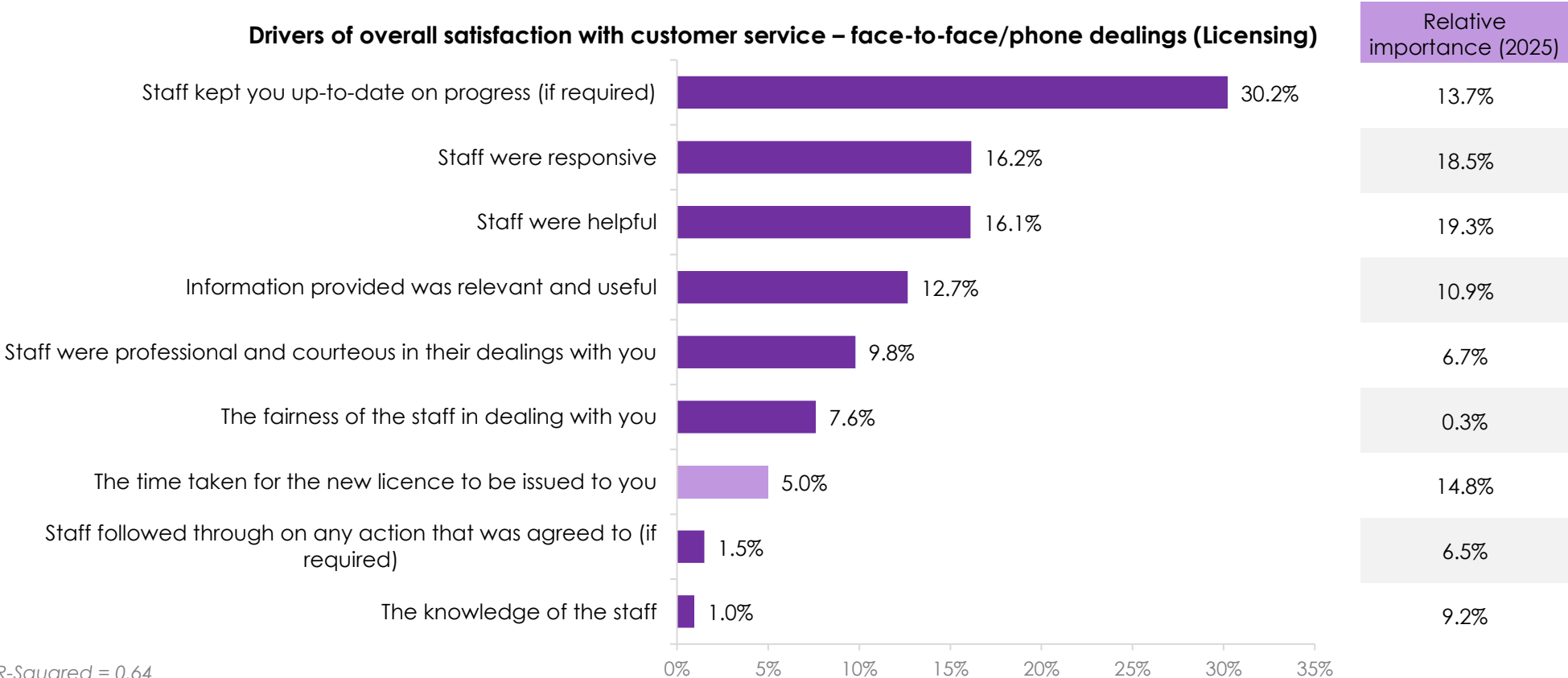


Note: Blue line represents the average CSI score of all measures

Drivers of Satisfaction: Face-To-Face/Phone Dealings (Licensing)

In the chart below we have re-run the regression analysis, but only for those with Licensing transactions, and with the inclusion of 'time taken for the new license to be issued to you' to the model.

'Staff kept you up-to-date on progress' remains the top driver overall, which accounts for 30% of the variation in overall satisfaction – followed by 'staff were responsive'. Interestingly, 'time taken for new license to be issued' is not a key driver at this stage.



Relative importance (2025)
13.7%
18.5%
19.3%
10.9%
6.7%
0.3%
14.8%
6.5%
9.2%

Note: For investigating the influence of each measure towards overall satisfaction, regression analysis was applied. The score assigned to each area is not a measure of satisfaction/ dissatisfaction – rather, it indicates the percentage of influence each measure contributes to overall satisfaction with customer service experienced from Access Canberra, the score is often referred to as the 'derived importance'. All areas are important – but if Access Canberra can increase satisfaction in relatively more important driver areas, they will likely see an improvement in satisfaction.

Base: Recent Licensing interaction and had a face-to-face or phone dealing with Access Canberra for that interaction

Dependent Variable: Q2e. Overall, how satisfied or dissatisfied were you with the actual customer service you experienced from Access Canberra, regardless of whether or not you were satisfied with the outcome of your recent interactions?

Independent Variables: Q3. How satisfied or dissatisfied were you with each of the following in relation to your dealings with Access Canberra staff?



Section Five

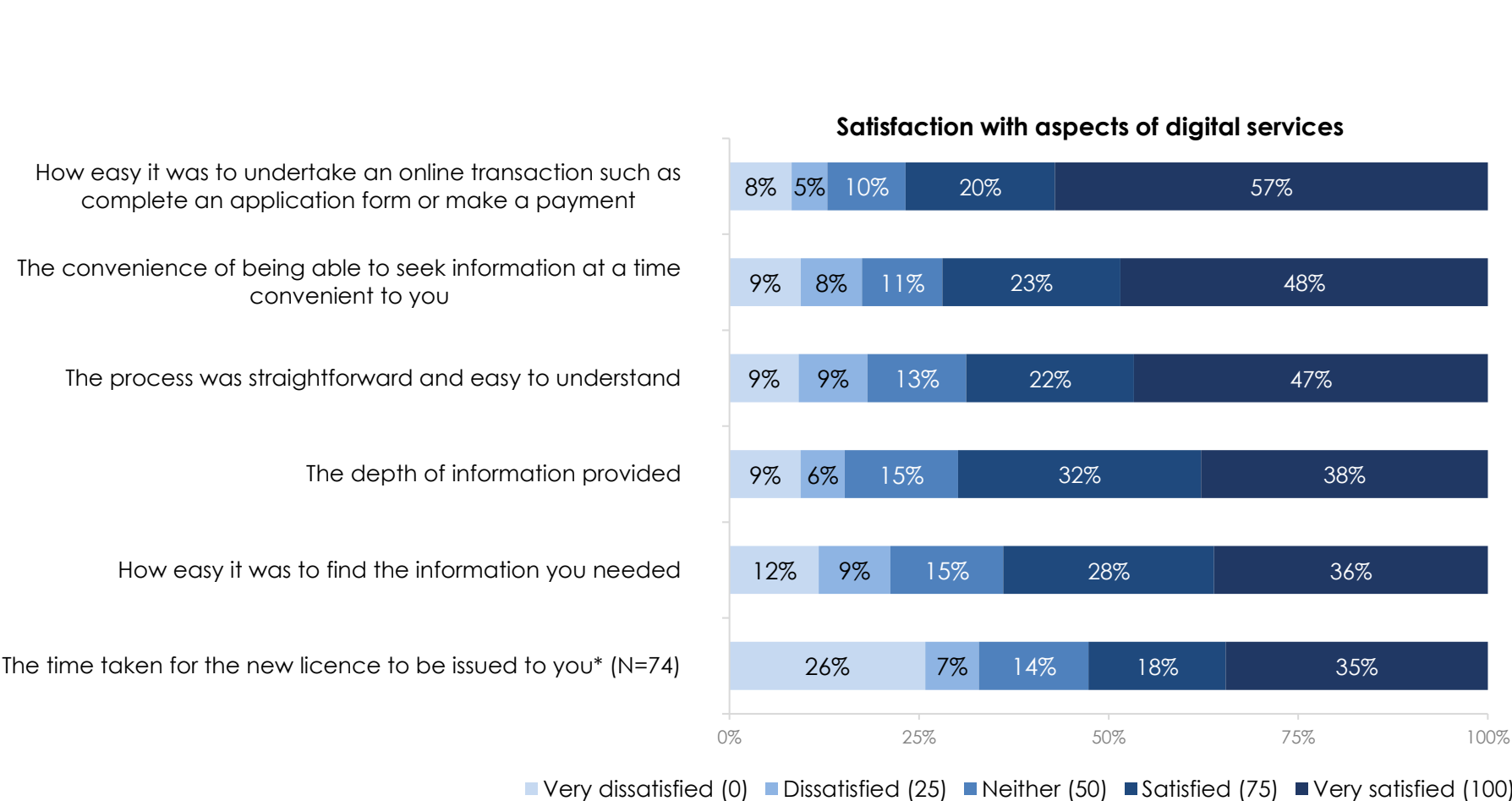
Transaction – Digital Services (Website)

This section explores satisfaction with aspects of Digital Service dealings for the respondents' most recent interaction.

Note that in this section, those who selected 'can't say' for a question are excluded from the analysis of that question.

Satisfaction with Aspects of Digital Services (Website)

Over half of respondents were satisfied or very satisfied with all measures regarding Access Canberra's Digital Services. Satisfaction was highest for ease of making a payment online, while it was lowest for the time taken for a new license to be issued. There was no significant difference across transaction categories (caution: very small base size for GRC respondents).



CSI (Mean) by transaction category			
Overall 2026 (N=74-222)	Licensing (N=74-177)	Regulatory/ Inspections (N=42-43)	GRC (N=1-2**)
78.2	77.5	81.3	75.0
73.4	71.6	79.7	87.5
72.0	71.2	75.3	75.0
70.8	70.2	72.7	75.0
66.8	66.2	69.2	62.5
57.1	57.1	N/A	N/A

Base: (Visited the Access Canberra website in dealing with Access Canberra) (*only asked of Licensing interactions)
Q4. How satisfied or dissatisfied were you with each of the following in relation to your dealings with Access Canberra's digital services?

**Caution: very low base size
Scale: 0 = very dissatisfied, 100 = very satisfied

Satisfaction with Aspects of Digital Services (Website)

Satisfaction with Digital Services declined across all six measures compared to 2025, with significant decreases in five areas. These declines appear to be largely driven by Licensing respondents, who experienced significant declines in four of the six measures.

CSI (Mean) by transaction category by year

By year	Overall			Licensing			Regulatory/ Inspections			GRC		
	2026 (N=74-222)	2025 (N=197-271)	2024 (N=220-223)	2026 (N=74-177)	2025 (N=197-202)	2024 (N=199-201)	2026 (N=42-43)	2025 (N=63-67)	2024 (N=17-18)	2026 (N=1-2**)	2025 (N=3-4**)	2024 (N=3-4**)
How easy it was to undertake an online transaction such as complete an application form or make a payment	78.2	83.1	78.1	77.5	83.4	78.5	81.3	82.8	71.6	75.0	66.7	91.7
The convenience of being able to seek information at a time convenient to you	73.4	80.2	73.7	71.6	80.0	73.5	79.7	81.2	72.1	87.5	68.8	87.5
The process was straightforward and easy to understand	72.0	78.0	72.6	71.2	77.7	72.3	75.3	79.6	73.4	75.0	68.8	91.7
The depth of information provided	70.8	77.4	70.8	70.2	76.4	70.6	72.7	81.8	68.7	75.0	56.3	87.5
How easy it was to find the information you needed	66.8	72.8	68.7	66.2	73.6	68.3	69.2	72.0	70.6	62.5	43.8	81.3
*The time taken for the new license to be issued to you	57.1	70.1	59.2	57.1	70.1	59.2	N/A	N/A	N/A	N/A	N/A	N/A

**Caution: very low base size

Scale: 0 = very dissatisfied, 100 = very satisfied

A significantly higher/lower level of satisfaction (compared to 2025)

Satisfaction with Aspects of Digital Services (Website)

Relatively consistent CSI scores were seen across sub-categories, with Regulatory/Inspections – Construction Occupations having significantly higher satisfaction with ‘the convenience of being able to seek information at a time convenient to you’.

Satisfaction (CSI) with aspects of digital services by transaction subcategory

	Overall	Licensing					Regulatory/Inspections			GRC
		Licensing - Overall	Construction Occupations	Security	BRESA	Other	Regulatory/ Inspections - Overall	Construction Occupations	Other	
How easy it was to undertake an online transaction such as complete an application form or make a payment	78.2	77.5	77.2	76.2	77.1	85.4	81.3	83.6	72.7	75.0
The convenience of being able to seek information at a time convenient to you	73.4	71.6	71.4	70.2	76.9	72.9	79.7	83.3	65.9	87.5
The process was straightforward and easy to understand	72.0	71.2	70.3	71.4	75.0	79.2	75.3	79.5	59.1	75.0
The depth of information provided	70.8	70.2	69.0	72.5	73.1	79.2	72.7	75.8	61.4	75.0
How easy it was to find the information you needed	66.8	66.2	65.5	67.9	71.2	66.7	69.2	71.2	61.4	62.5
*The time taken for the new license to be issued to you	57.1	57.1	60.1	43.2	25.0**	65.6	N/A	N/A	N/A	N/A
Base	74-222	74-177	54-133	13-25	1-10	6-9	42-43	33-34	9	1-2**

**Caution: very low base size

Scale: 0 = very dissatisfied, 100 = very satisfied

Satisfaction with Aspects of Digital Services (Website)

Results were consistent across personal and business interactions, with no significant differences by business role or number of employees.

Satisfaction (CSI) with aspects of digital services by respondent details

	Overall	Who was interaction for?		Business position (Business interactions)		Number of FT/PT staff (Business interactions)			
		Personal	Business	Owner/ Senior Manager	Employee/ Other	None	1-5	6-20	21+
How easy it was to undertake an online transaction such as complete an application form or make a payment	78.2	77.5	78.7	79.3	76.2	79.2	77.8	86.3	72.7
The convenience of being able to seek information at a time convenient to you	73.4	73.3	73.4	72.5	76.3	60.9	71.4	82.4	79.9
The process was straightforward and easy to understand	72.0	71.3	72.6	72.4	73.3	67.6	72.4	80.7	69.5
The depth of information provided	70.8	71.9	69.9	71.2	64.0	62.4	70.5	79.3	66.8
How easy it was to find the information you needed	66.8	69.3	64.6	65.5	61.0	50.3	66.3	74.3	65.0
*The time taken for the new license to be issued to you	57.1	58.4	55.5	56.1	53.0	83.3**	57.8	36.0**	60.0
Base	74-222	42-101	32-121	26-97	6-23	3-17	12-49	4-18	9-27

Base: Visited the Access Canberra website in dealing with Access Canberra (*only asked of Licensing interactions)
Q4. How satisfied or dissatisfied were you with each of the following in relation to your dealings with Access Canberra's digital services?

**Caution: very low base size
Scale: 0 = very dissatisfied, 100 = very satisfied

Satisfaction with Aspects of Digital Services (Website)

Respondents who dealt exclusively with Digital Services for their transaction were more likely to be satisfied with aspects of their Digital Services dealing than were those who also dealt with other channels (mixed).

Satisfaction (CSI) with aspects of Digital Services by exclusivity of contact

	Overall	Have had a dealing with another channel (mixed)	Exclusively dealt with Digital Services
How easy it was to undertake an online transaction such as complete an application form or make a payment	78.2	74.4	83.8
The convenience of being able to seek information at a time convenient to you	73.4	69.7	78.9
The process was straightforward and easy to understand	72.0	68.5	77.3
The depth of information provided	70.8	67.3	75.9
How easy it was to find the information you needed	66.8	63.8	71.1
*The time taken for the new license to be issued to you	57.1	48.8	69.7
Base	74-222	44-133	29-89

Satisfaction with Aspects of Digital Services (Website)

To isolate the impact of channel use, the analysis below focuses on respondents who exclusively used Digital Services.

While not all differences are statistically significant due to small sample sizes, those who used Digital Services only once tended to report higher satisfaction.

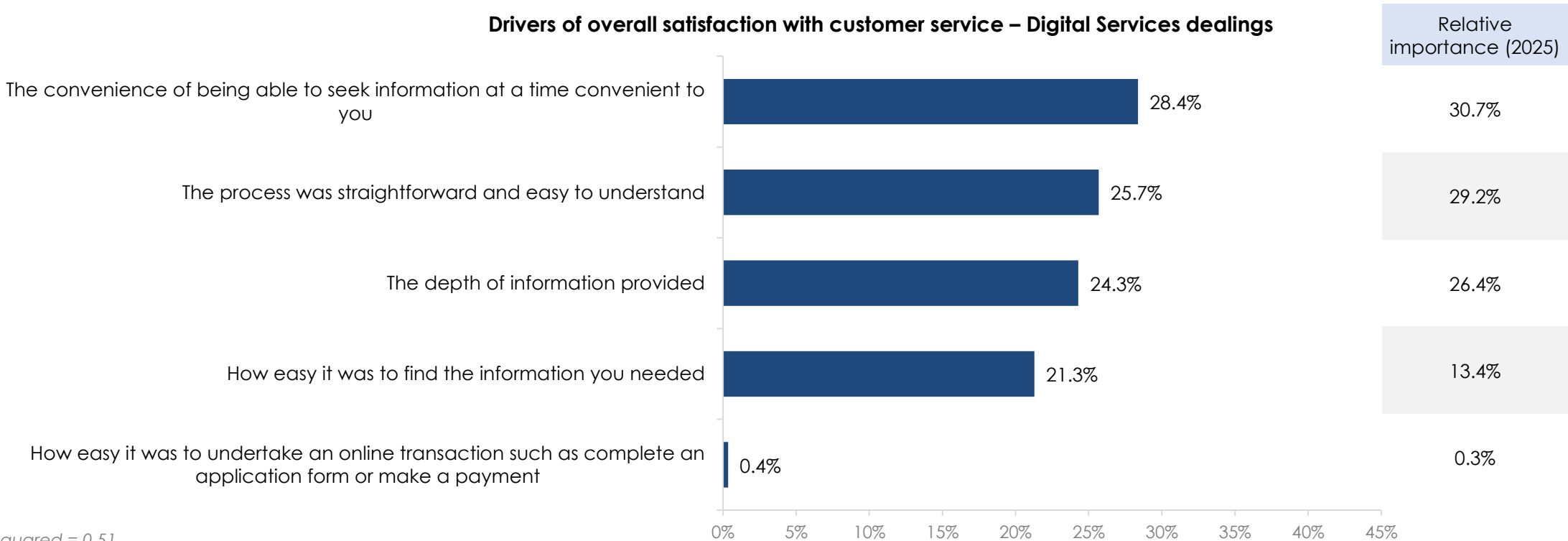
Satisfaction (CSI) with aspects of digital services by number of dealings (Q2b)
(only those who exclusively dealt with Digital Services)

	Overall (Exclusive)	Number of dealings		
		One	Two	Three or more
How easy it was to undertake an online transaction such as complete an application form or make a payment	83.8	89.3	80.0	78.6
The convenience of being able to seek information at a time convenient to you	78.9	81.7	77.5	77.0
The process was straightforward and easy to understand	77.3	82.9	70.0	73.8
The depth of information provided	75.9	81.0	71.3	72.6
How easy it was to find the information you needed	71.1	75.6	66.3	67.8
*The time taken for the new license to be issued to you	69.7	80.2	57.1	44.0**
Base	29-89	16-47	7-21	4-16

Satisfaction with Aspects of Digital Services (Website)

The below chart displays the overall contribution each of the aspects of Digital Services (website) dealings (Q4) have towards overall satisfaction with the customer service experienced with Access Canberra (Q2e), based on a regression analysis.

'The convenience of being able to seek information at a time convenient to you' is the most important driver, followed by 'the process was straightforward and easy to understand' and 'the depth of information provided'. These were also the dominant drivers in 2025.



R-Squared = 0.51

Base: Visited the Access Canberra website in dealing with Access Canberra

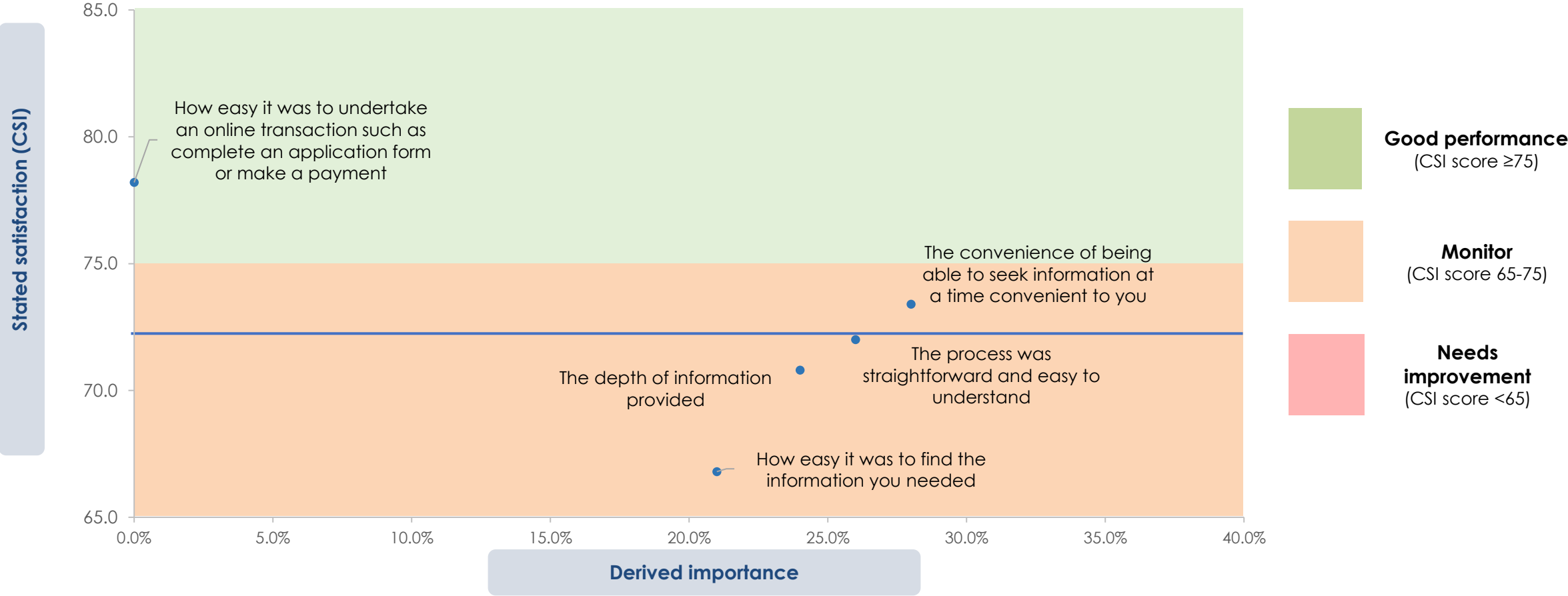
Dependent Variable: Q2e. Overall, how satisfied or dissatisfied were you with the actual customer service you experienced from Access Canberra, regardless of whether or not you were satisfied with the outcome of your recent interactions?

Independent Variables: Q4. How satisfied or dissatisfied were you with each of the following in relation to your dealings with Access Canberra's digital services?

Mapping Stated Satisfaction Against Derived Importance: Digital Services (Website)

The below chart looks at the relationship between stated satisfaction (CSI, vertical axis) and derived importance (Regression result, horizontal axis) to identify the level of contribution of each measure. Any aspects below the blue line (which is the average satisfaction score of all aspects) are areas where there is opportunity to lift scores.

While the top driver, 'the convenience of being able to seek information at a time convenient to you', had a higher satisfaction CSI score than average, the second and third highest drivers, 'the process was straightforward and easy to understand' and 'the depth of information provided', had slightly below-average satisfaction CSI scores.

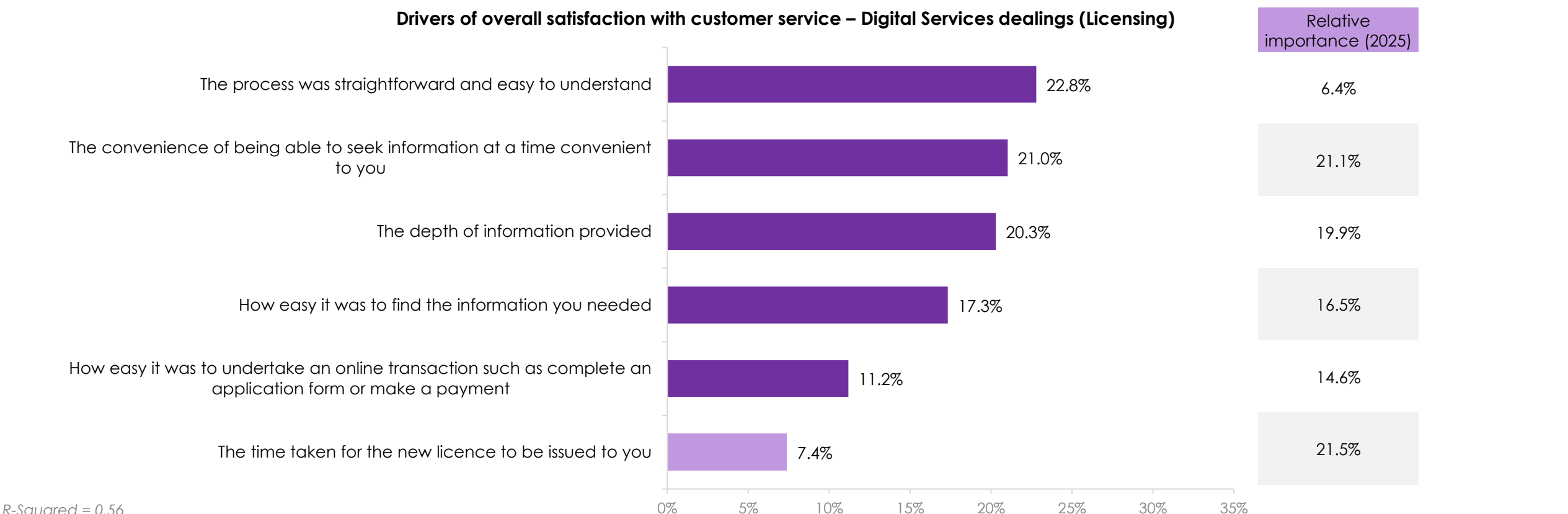


Note: Blue line represents the average CSI score of all measures

Satisfaction with Aspects of Digital Services (Website) – Licensing

In the chart below we have re-run the regression analysis, but only for those with Licensing transactions, and with the inclusion of 'time taken for the new license to be issued to you' into the model.

The top three drivers remain the same as in the previous model, including 'the convenience of being able to seek information at a time convenient to you', 'The process was straightforward and easy to understand' and 'the depth of information provided'.



Base: Visited the Access Canberra website in dealing with Access Canberra for a Licensing transaction

Dependent Variable: Q2e. Overall, how satisfied or dissatisfied were you with the actual customer service you experienced from Access Canberra, regardless of whether or not you were satisfied with the outcome of your recent interactions?

Independent Variables: Q4. How satisfied or dissatisfied were you with each of the following in relation to your dealings with Access Canberra's digital services?



Section Six

Transaction – Email/SMS Received

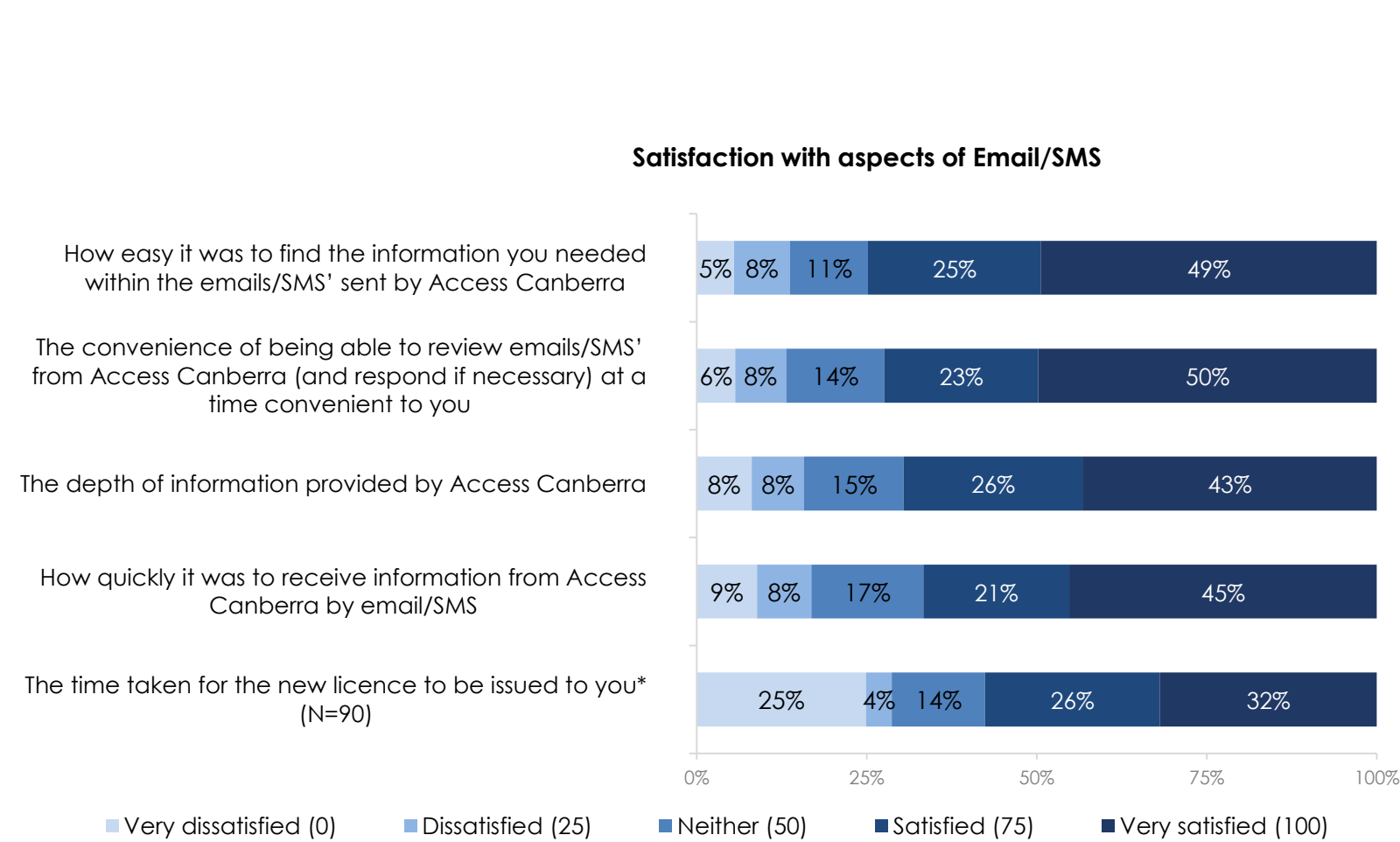
This section explores satisfaction with aspects of Emails/SMS received for the respondents' most recent interaction.

Note that in this section, those who selected 'can't say' for a question are excluded from the analysis of that question.

Satisfaction with Aspects Emails/SMS Received

Satisfaction with email/SMS interactions has dropped significantly from 2025 but remains above 2024 levels, except for time taken to issue a new license.

Comparisons between Email and SMS showed that those involved in SMS interactions were more likely to be satisfied across all measures. (Caution: low bases for SMS interactions.)



CSI (Mean) by year and dealing channel				
Overall 2026 (N=90-251)	Overall 2025 (N=259-351)	Overall 2024 (N=257-264)	2026 Only	
			Email sent from Access Canberra (N=88-244)	SMS sent from Access Canberra (N=6-30)
76.3	81.2	73.4	75.6	87.5
75.8	82.3	75.0	75.2	84.3
72.2	78.6	70.4	71.4	86.4
71.5	77.3	66.5	70.7	81.7
59.0	69.3	62.2	59.2	67.2

Base: (Received email or SMS during dealing with Access Canberra)(*only asked of Licensing interactions)
Q5. How satisfied or dissatisfied were you with each of the following in relation to emails/SMS' you received from Access Canberra?

Satisfaction with Aspects Emails/SMS Received

By transaction category, satisfaction among Licensing respondents declined significantly across four of five measures compared with 2025. Satisfaction also decreased slightly among Regulatory/Inspection respondents.

CSI (Mean) by transaction category by year

By year	Overall			Licensing			Regulatory/ Inspections			GRC		
	2026 (N=90-251)	2025 (N=259-351)	2024 (N=257-264)	2026 (N=90-197)	2025 (N=259-261)	2024 (N=205-209)	2026 (N=51-52)	2025 (N=80-82)	2024 (N=35-38)	2026 (N=3**)	2025 (N=9)	2024 (N=17)
How easy it was to find the information you needed within the emails/SMS' sent by Access Canberra	76.3	81.2	73.4	75.8	80.8	72.9	77.3	83.1	78.5	91.7	75.0	69.1
The convenience of being able to review emails/SMS' from Access Canberra (and respond if necessary) at a time convenient to you	75.8	82.3	75.0	75.7	82.1	74.6	75.4	83.1	78.5	91.7	80.6	73.5
The depth of information provided by Access Canberra	72.2	78.6	70.4	71.5	78.9	69.7	74.4	79.7	78.0	83.3	58.3	63.2
How quickly it was to receive information from Access Canberra by email/SMS	71.5	77.3	66.5	69.5	77.1	64.9	77.6	79.0	76.9	100.0	66.7	61.8
The time taken for the new license to be issued to you*	59.0	69.3	62.2	59.0	69.3	62.2	N/A	N/A	N/A	N/A	N/A	N/A

**Caution: very low base size

Scale: 0 = very dissatisfied, 100 = very satisfied

A significantly higher/lower level of satisfaction (compared to 2025)

Base: Received email or SMS during dealing with Access Canberra (*only asked of Licensing interactions)
Q5. How satisfied or dissatisfied were you with each of the following in relation to emails/SMS' you received from Access Canberra?

Satisfaction with Aspects Emails/SMS Received

Within the Licensing category, Construction Occupations and BRESA respondents reported lower satisfaction across all measures, while Security and Other respondents rated them relatively higher. For Regulatory/Inspections interactions, Construction Occupations respondents were more satisfied with how quickly it was to receive information from Access Canberra by Email/SMS.

Satisfaction (CSI) with aspects of Email/SMS received by transaction subcategory

	Overall	Licensing					Regulatory/Inspections			GRC
		Licensing - Overall	Construction Occupations	Security	BRESA	Other	Regulatory/ Inspections - Overall	Construction Occupations	Other	
How easy it was to find the information you needed within the emails/SMS' sent by Access Canberra	76.3	75.8	73.9	81.5	71.4	83.0	77.3	80.0	72.9	91.7
The convenience of being able to review emails/SMS' from Access Canberra (and respond if necessary) at a time convenient to you	75.8	75.7	74.6	81.3	63.2	83.3	75.4	75.0	76.0	91.7
The depth of information provided by Access Canberra	72.2	71.5	69.5	82.1	57.8	75.0	74.4	76.7	71.0	83.3
How quickly it was to receive information from Access Canberra by email/SMS	71.5	69.5	67.6	79.6	60.3	72.7	77.6	82.5	70.0	100.0
The time taken for the new license to be issued to you*	59.0	59.0	57.4	65.6	43.8	64.6	N/A	N/A	N/A	N/A
Base	90-251	90-197	56-137	19-34	6-13	9-16	51-52	31	20	3**

Base: Received email or SMS during dealing with Access Canberra (*only asked of Licensing interactions)
Q5. How satisfied or dissatisfied were you with each of the following in relation to emails/SMS' you received from Access Canberra?

**Caution: very low base size
Scale: 0 = very dissatisfied, 100 = very satisfied
A significantly higher/lower level of satisfaction (compared by category)

Satisfaction with Aspects Emails/SMS Received

There was little difference in results when compared by business position, staffing and interaction type.

Satisfaction (CSI) with aspects of Email/SMS received by respondent details

	Overall	Who was interaction for?		Business position (Business interactions)		Number of FT/PT staff (Business interactions)			
		Personal	Business	Owner/ Senior Manager	Employee/ Other	None	1-5	6-20	21+
How easy it was to find the information you needed within the emails/SMS' sent by Access Canberra	76.3	77.8	75.3	74.5	80.2	78.0	75.2	72.2	77.5
The convenience of being able to review emails/SMS' from Access Canberra (and respond if necessary) at a time convenient to you	75.8	75.3	76.2	76.7	71.3	75.7	74.4	75.2	81.4
The depth of information provided by Access Canberra	72.2	72.4	72.2	72.7	67.8	75.6	69.5	71.5	76.3
How quickly it was to receive information from Access Canberra by email/SMS	71.5	73.2	70.5	69.7	73.2	76.7	65.8	68.4	73.2
The time taken for the new license to be issued to you*	59.0	61.6	56.3	54.9	66.7	41.7**	49.6	51.2	77.7
Base	90-251	46-97	44-157	39-137	5-18	3-23	19-52	12-39	9-35

Base: Received email or SMS during dealing with Access Canberra (*only asked of Licensing interactions)
Q5. How satisfied or dissatisfied were you with each of the following in relation to emails/SMS' you received from Access Canberra?

**Caution: very low base size
Scale: 0 = very dissatisfied, 100 = very satisfied
A significantly higher/lower level of satisfaction (compared by group)

Satisfaction with Aspects Emails/SMS Received

There were minimal differences between respondents who used Email/SMS exclusively and those who used multiple channels.

Satisfaction (CSI) with aspects of Email/SMS by exclusivity of contact

	Overall	Have had a dealing with another channel (mixed)	Exclusively dealt with Emails/SMS
How easy it was to find the information you needed within the emails/SMS' sent by Access Canberra	76.3	76.4	76.0
The convenience of being able to review emails/SMS' from Access Canberra (and respond if necessary) at a time convenient to you	75.8	76.2	75.1
The depth of information provided by Access Canberra	72.2	71.0	74.9
How quickly it was to receive information from Access Canberra by email/SMS	71.5	71.8	71.1
The time taken for the new license to be issued to you*	59.0	57.9	60.7
Base	90-251	55-170	35-83

Base: Received email or SMS during dealing with Access Canberra (*only asked of Licensing interactions)
Q5. How satisfied or dissatisfied were you with each of the following in relation to emails/SMS' you received from Access Canberra?

Satisfaction with Aspects Emails/SMS Received

Focusing on respondents who used Email/SMS only, satisfaction was higher among those with one or two dealings than those with three or more.

Satisfaction (CSI) with aspects of Emails/SMS by number of dealings (Q2b)
(only those who exclusively dealt with Emails/SMS)

	Overall (Exclusive)	Number of dealings		
		One	Two	Three or more
How easy it was to find the information you needed within the emails/SMS' sent by Access Canberra	76.0	81.4	84.5	70.3
The convenience of being able to review emails/SMS' from Access Canberra (and respond if necessary) at a time convenient to you	75.1	77.3	82.1	72.5
The depth of information provided by Access Canberra	74.9	79.9	90.3	68.9
How quickly it was to receive information from Access Canberra by email/SMS	71.1	81.5	79.1	61.6
The time taken for the new license to be issued to you*	60.7	79.2	56.6	45.1
Base	35-83	8-22	7-16	14-33

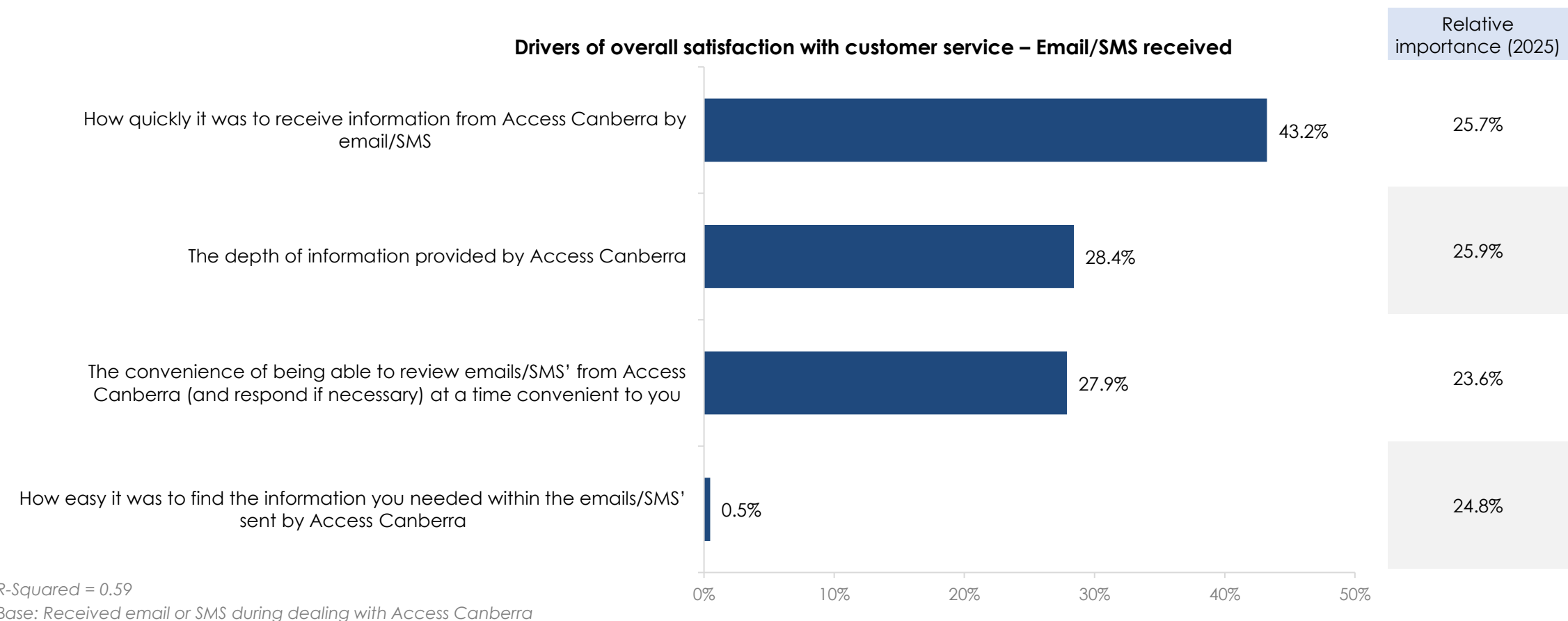
Base: Received email or SMS during dealing with Access Canberra (*only asked of Licensing interactions)
Q5. How satisfied or dissatisfied were you with each of the following in relation to emails/SMS' you received from Access Canberra?

Scale: 0 = very dissatisfied, 100 = very satisfied
A significantly higher/lower level of satisfaction (compared by group)

Satisfaction with Aspects Emails/SMS Received

The below chart displays the overall contribution each of the aspects of Email/SMS received (Q5) have towards overall satisfaction with the customer service experienced with Access Canberra (Q2e), based on a regression analysis.

'How quickly it was to receive information from Access Canberra by Email/SMS' accounts for over 40% of the variation in overall satisfaction, making it the most important driver (whereas in 2025 all four independent variables had very similar regression scores).



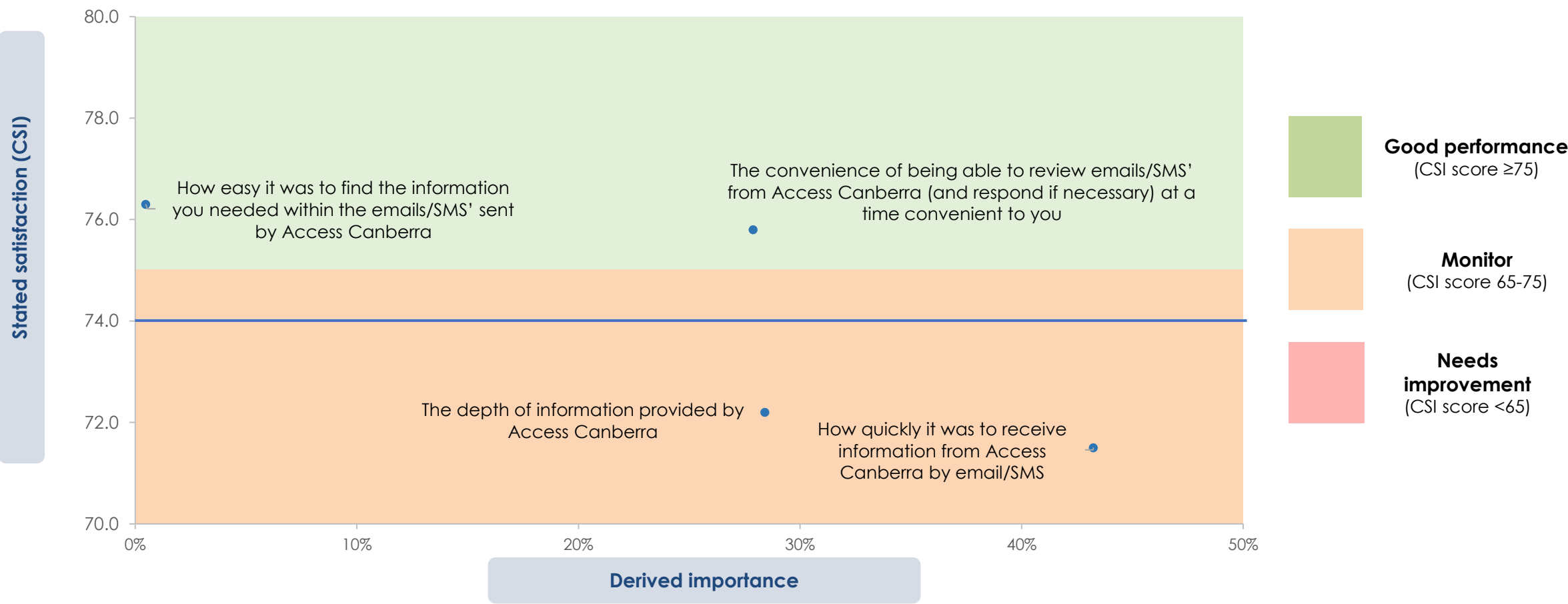
Dependent Variable: Q2e. Overall, how satisfied or dissatisfied were you with the actual customer service you experienced from Access Canberra, regardless of whether or not you were satisfied with the outcome of your recent interactions?

Independent Variables: Q5. How satisfied or dissatisfied were you with each of the following in relation to emails/SMS' you received from Access Canberra?

Mapping Stated Satisfaction Against Derived Importance: Emails/SMS Received

The below chart looks at the relationship between stated satisfaction (CSI, vertical axis) and derived importance (Regression result, horizontal axis) to identify the level of contribution of each measure. Any aspects below the blue line (which is the average satisfaction score of all aspects) are areas where there is opportunity to lift scores.

Top 2 drivers received relatively low satisfaction scores compared to average CSI scores, indicating that there is still room for improvement.

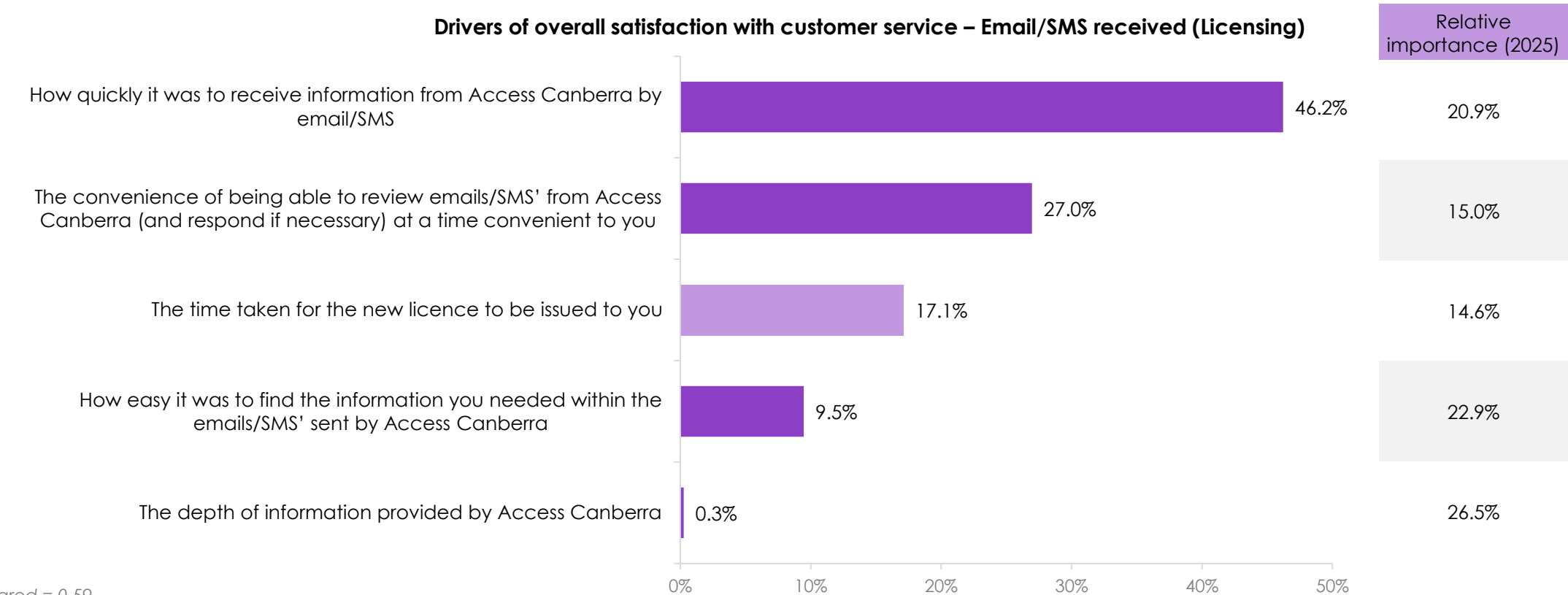


Note: Blue line represents the average CSI score of all measures

Satisfaction with Aspects Emails/SMS Received

In the chart below we have re-run the regression analysis, but for only those with Licensing transactions, and with the inclusion of 'time taken for the new license to be issued to you' to the model.

'How quickly it was to receive information from Access Canberra by Email/SMS' remains the most important driver, while the second top driver in the previous model, 'the depth of information provided by Access Canberra', accounts for only 0.3% of the variation in overall satisfaction among Licensing respondents.



Base: Received email or SMS during dealing with Access Canberra for a Licensing transaction

Dependent Variable: Q2e. Overall, how satisfied or dissatisfied were you with the actual customer service you experienced from Access Canberra, regardless of whether or not you were satisfied with the outcome of your recent interactions?

Independent Variables: Q5. How satisfied or dissatisfied were you with each of the following in relation to emails/SMS' you received from Access Canberra?



Section Seven

Actions Performed by Access Canberra Officer

This section asks respondents (N=121) who had a recent face-to-face Regulatory/Inspections visit from an Access Canberra Officer whether the officer performed certain actions during the visit.

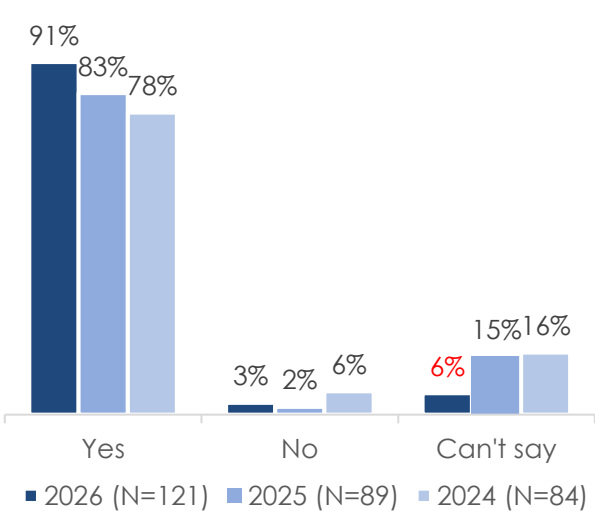
Actions Performed by Access Canberra Officer

121 respondents had a recent Regulatory/Inspections interaction where an Access Canberra Officer visited face to face this year. These respondents were asked if the officer performed certain actions as part of the inspection.

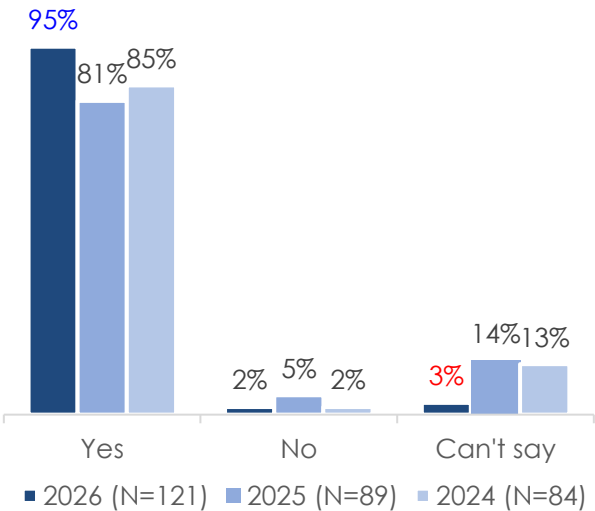
Compared to 2025, there was an increase in the proportion of respondents who reported the Officer explained their role and identified themselves upon arrival and explained the purpose of the visit.

On the next slide we look at these same questions again but filtered to only those who were present for the visit.

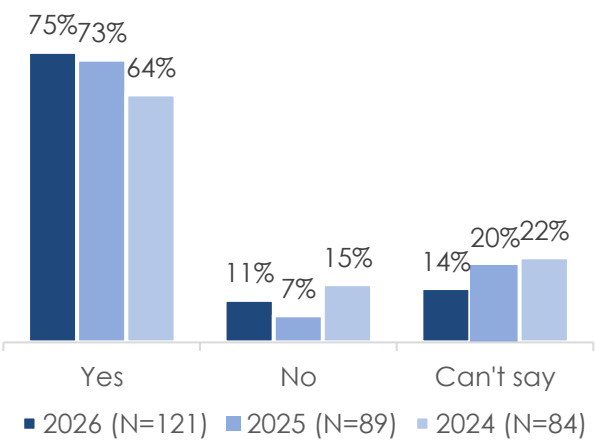
Q6a. When an Access Canberra Officer visited your business, did they clearly explain their role and relevant Access Canberra roles



Q6b. When an Access Canberra Officer visited your business, did they identify themselves upon arrival at your business and explain the purpose of the visit



Q6c. When an Access Canberra Officer visited your business, did they clearly advise you of your rights and relevant responsibilities



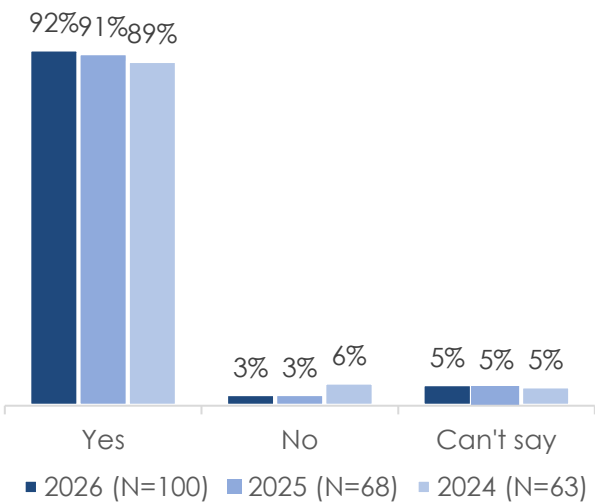
Base: (Most recent transaction was Regulatory/Inspections and were visited face-to-face by an Access Canberra Officer)
Q6. When an Access Canberra Officer visited your business, did they...

Actions Performed by Access Canberra Officer (Present for the Visit)

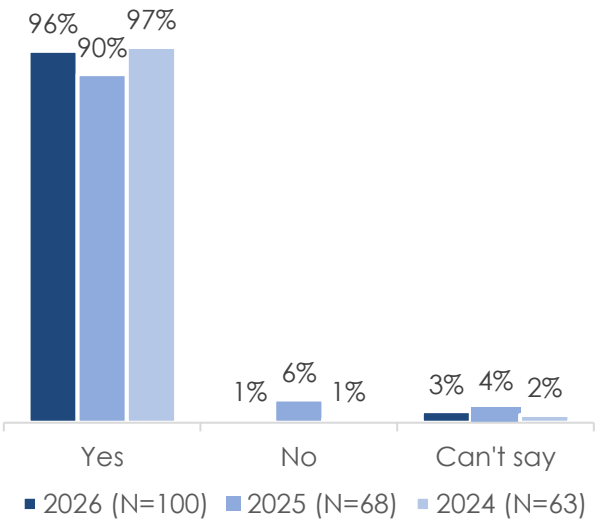
121 respondents had a recent Regulatory/Inspections interaction where an Access Canberra Officer visited face to face (results on previous slide), **however, only 100 of these respondents were present for the visit**. Looking at these respondents may give more accurate results, given the first-hand experience of the respondent.

Among respondents who were present during the visit, a higher proportion reported that the officer explained their role, identified themselves upon arrival, and explained the purpose of the visit.

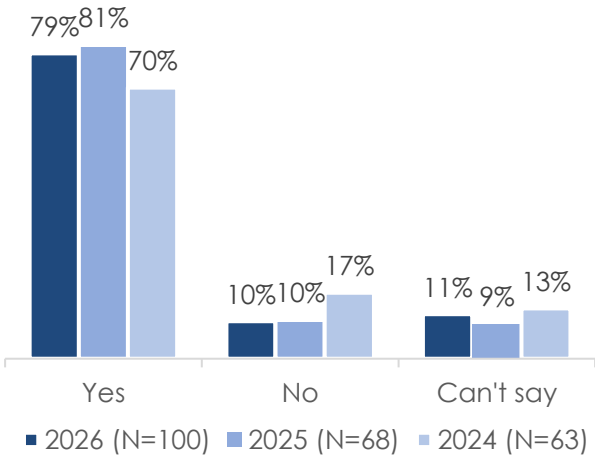
Q6a. When an Access Canberra Officer visited your business, did they clearly explain their role and relevant Access Canberra roles



Q6b. When an Access Canberra Officer visited your business, did they identify themselves upon arrival at your business and explain the purpose of the visit



Q6c. When an Access Canberra Officer visited your business, did they clearly advise you of your rights and relevant responsibilities



Base: (Most recent transaction was Regulatory/Inspections and were visited face-to-face by an Access Canberra Officer and was present for the visit)
S4a. Were you actually present for the interaction, or were you aware of it but not present?
Q6. When an Access Canberra Officer visited your business, did they...



Questionnaire 1: Licensing and Regulatory/Inspections

Appendix 1



Licensing and Regulatory Business Survey ONLINE Questionnaire

Thank you for completing this survey. It will take up to 10 minutes to complete.

This survey is being conducted by Micromex Research on behalf of Access Canberra. Your answers will go directly to Micromex Research, they don't go to Access Canberra. Your responses will be combined with those from other businesses and will be reported to Access Canberra in aggregate form.

At the end of the survey, once you have answered all the questions, you will be asked whether you would prefer your answers to be strictly confidential and anonymous, or whether you are happy to have your company name linked to your answers and shared with Access Canberra, so that Access Canberra can better understand your circumstances – the choice will be yours.

If you are unable to answer all questions in one sitting, please save the page you are on – then when you click on the survey link later, you will return to where you left off.

At the end of the survey, please remember to click the 'submit' button to ensure your responses are recorded.

To start this survey, please enter the password that was emailed to you:

Password:

Section 1: Screeners, Profiling (headings won't appear for respondents)

S1. [Record sample type from list provided by Access Canberra – some broad quotas to be set]

Primary

- ☐ Licensing
☐ Regulatory/Inspections

Secondary

Licensing	Regulatory/Inspections
Authorised Examiner Repairer	Authorised Examiner Repairer
Authorised Inspection Station	Authorised Inspection Station
Business, Real estate or Stock Agents	
	Community, Industry and Trader
Construction Occupations	Construction Occupations
Controlled Sports	Controlled Sports
Environment Protection Authority	
	Gambling and Racing
	Health Protection Service
Liquor	Liquor
Public Unleased Land	Public Unleased Land
Security	Security
Tobacco Licence	
Traders	
	Working with Vulnerable People

S2. [If possible, record MONTH (but not exact date) of interaction, from AC sample lists]

Month: _____

S4. According to our records, in [Month from S2] you had a [secondary from S1] [Primary from S1] interaction with Access Canberra (If Regulatory/Inspection, add "[although you may not have been present for the actual inspection]"). Do you remember that? (SR)

- ☐ Yes (Continue)
☐ No (Terminate)
☐ I didn't, but someone else did ("Could you please forward this survey to the person in your business that had that interaction?")

S4a. (If Regulatory/Inspection, ask AND answered yes on S4) Were you actually present for the [secondary from S1] [Primary from S1], or were you aware of it but not present? (SR)

- ☐ I was present (Continue)
☐ Not present, but was aware of it (Continue)

S5. (Apart from that particular interaction with Access Canberra), in the past 12 months, have you had any of the following business-related interactions with Access Canberra? (MR, Do NOT rotate. IF 'Yes' on S4, do NOT show interaction type from S1)

Primary

- ☐ Licensing
☐ Regulatory/Inspections

Secondary

Licensing	Regulatory/Inspections
Authorised Examiner Repairer	Authorised Examiner Repairer
Authorised Inspection Station	Authorised Inspection Station
Business, Real estate or Stock Agents	
	Community, Industry and Trader
Construction Occupations	Construction Occupations
Controlled Sports	Controlled Sports
Environment Protection Authority	
	Gambling and Racing
	Health Protection Service
Liquor	Liquor
Public Unleased Land	Public Unleased Land
Security	Security
Tobacco Licence	
Traders	
	Working with Vulnerable People

Other – Please describe: 40

None of these 41

Section 2: Overall Metrics (headings won't appear for respondents)

Q1a. Based on all your licencing or regulation/inspection dealings with Access Canberra in the last 12 months, overall, how satisfied were you with the service you received? (SR, flip)

- ☐ Very satisfied
☐ Satisfied
☐ Neither
☐ Dissatisfied
☐ Very dissatisfied
☐ Can't say

Q1b. And based on all your licencing or regulation/inspection dealings with Access Canberra in the last 12 months, overall, how easy is it to deal with Access Canberra for these types of issues? (SR, flip)

- ☐ Very easy
☐ Easy
☐ Difficult
☐ Very difficult
☐ Not sure/Don't know

If 'No' on S4 (but one or more selected on S5), terminate – NOT counted as a survey complete but their results ARE kept.

Section 3: Transaction-specific – GENERAL (headings won't appear for respondents)

The remaining questions are specifically about the [secondary from S1] [Primary from S1] interaction with Access Canberra from [month from S2]...

Q2a. Which of the following methods were you personally involved in for your recent [secondary from S1] [Primary from S1] interaction with Access Canberra? (MR, Do not rotate)

- Face-to-face – at an Access Canberra Service centre 1
Face-to-face – an Access Canberra Officer visited
our business 2
Phone 3
Visited the Access Canberra Website 4
Email sent from Access Canberra 5
SMS sent from Access Canberra 6
Emails or SMS sent by you 7

Q2b. How many separate times, in total, did you deal with Access Canberra (in person or digitally) as part of the [secondary from S1] [Primary from S1] interaction? (SR)

- ☐ One
☐ Two
☐ Three
☐ Four
☐ Five
☐ More than five
☐ Can't recall

Q2c. How easy, if at all, was it to deal with Access Canberra? (Flip) Prompt

- ☐ Very easy
☐ Easy
☐ Difficult
☐ Very difficult
☐ Unsure/don't know

(Go to Q2e)

Q2d. Why do you say that it was (answer from Q2c)?

.....

Q2e. Overall, how satisfied or dissatisfied were you with the actual customer service you experienced from Access Canberra, regardless of whether or not you were satisfied with the outcome of your recent interactions? (Flip) (SR)

- ☐ Very satisfied (Go to Q3)
☐ Satisfied
☐ Neither
☐ Dissatisfied
☐ Very dissatisfied
☐ (Do NOT Prompt) Unsure/don't know (Go to Q3)

Q2f. What would have to change to make you very satisfied with the service you received from Access Canberra?

.....

Section 4: Transaction-specific – DETAILED ATTRIBUTES (headings won't appear for respondents)

Q3. PERSONAL - [Ask if Codes 1-3 on Q2a] How satisfied or dissatisfied were you with each of the following in relation to your dealings with Access Canberra staff? If a particular item is not applicable, please select 'Can't say'. (SR per item. Randomise attributes)

	Very dissatisfied			Very satisfied		Can't say
	1	2	3	4	5	
a. Staff were professional and courteous in their dealings with you	☐	☐	☐	☐	☐	☐
b. The knowledge of the staff.....	☐	☐	☐	☐	☐	☐
c. Staff were responsive	☐	☐	☐	☐	☐	☐
d. Information provided was relevant and useful.....	☐	☐	☐	☐	☐	☐
e. Staff followed through on any action that was agreed to (if required)	☐	☐	☐	☐	☐	☐
f. Staff kept you up-to-date on progress (if required).....	☐	☐	☐	☐	☐	☐
g. The fairness of the staff in dealing with you.....	☐	☐	☐	☐	☐	☐
h. Staff were helpful	☐	☐	☐	☐	☐	☐
i. [If Codes 1-8 on S1, ask] The time taken for the new licence to be issued to you	☐	☐	☐	☐	☐	☐

Q4. WEBSITE - [Ask if Code 4 on Q2a] How satisfied or dissatisfied were you with each of the following in relation to your dealings with Access Canberra's digital services? If a particular item is not applicable, please select 'Can't say'. (SR per item. Randomise attributes)

	Very dissatisfied			Very satisfied		Can't say
	1	2	3	4	5	
a. How easy it was to find the information you needed	☐	☐	☐	☐	☐	☐
b. How easy it was to undertake an online transaction such as complete an application form or make a payment	☐	☐	☐	☐	☐	☐
c. The depth of information provided	☐	☐	☐	☐	☐	☐
d. The convenience of being able to seek information at a time convenient to you	☐	☐	☐	☐	☐	☐
e. The process was straightforward and easy to understand	☐	☐	☐	☐	☐	☐
f. [If Codes 1-8 on S1, ask] The time taken for the new licence to be issued to you	☐	☐	☐	☐	☐	☐

Q5. **EMAIL/SMS** - [Ask if Codes 5-6 on Q2a] How satisfied or dissatisfied were you with each of the following in relation to emails/SMS' you received from Access Canberra? If a particular item is not applicable, please select 'Can't say'. (SR per item. Randomise attributes)

	Very dissatisfied			Very satisfied		Can't say
	1	2	3	4	5	
a. How easy it was to find the information you needed within the emails/SMS' sent by Access Canberra	☐	☐	☐	☐	☐	☐
b. How quick it was to receive information from Access Canberra by email/SMS	☐	☐	☐	☐	☐	☐
c. The depth of information provided by Access Canberra	☐	☐	☐	☐	☐	☐
d. The convenience of being able to review emails/SMS' from Access Canberra (and respond if necessary) at a time convenient to you	☐	☐	☐	☐	☐	☐
e. [If Codes 1-8 on S1, ask] The time taken for the new licence to be issued to you	☐	☐	☐	☐	☐	☐

Q6. [Ask if REGULATORY on S1] and Code 2 on Q2a (so were visited)] When an Access Canberra Officer visited your business, did they... (SR per item. Randomise attributes)

	Yes	No	C/S
a. Clearly explain their role and relevant Access Canberra roles	☐	☐	☐
a. Identify themselves upon arrival at your business and explain the purpose of the visit.....	☐	☐	☐
c. Clearly advise you of your rights and relevant responsibilities.....	☐	☐	☐

Section 5: Demographics

Finally, some demographic questions about your business...

Q7a. In terms of the [secondary from S1] [Primary from S1] interaction with Access Canberra from [month from S2], was that interaction undertaken for a business (be it your own business or someone else's business) or for you personally?

- ☐ Business
☐ For me personally (Skip to Q8a)

Q7b. How would you describe your position in your business? (SR)

- ☐ Owner of this business (including self-employed)
☐ Senior Manager of this business
☐ Employee

Q7c. Approximately how many full-time or permanent part-time staff do you employ now (including the business owner)? Please include all those you employ, even if they are temporarily not working due to factors beyond your control, such as COVID-19, bushfires, floods, etc. (SR)

- ☐ No full-time/permanent part-time employees (business is a start-up or has closed)
☐ 1-5 full-time/permanent part-time employees
☐ 6-10 full-time/permanent part-time employees
☐ 11-20 full-time/permanent part-time employees
☐ 21-199 full-time/permanent part-time employees
☐ 200+ full-time/permanent part-time employees
☐ Can't say

That is the end of the survey, thank you for your time and assistance.

Q8a. As mentioned at the start of the survey, would you prefer your answers to be strictly confidential and anonymous, or are you happy to have your company name linked to your answers and shared with Access Canberra, so that Access Canberra can better understand your circumstances (although they would NOT contact you about your survey answers)?

- ☐ My answers are to remain strictly confidential and anonymous
☐ Happy to have company name linked to my answers

Q8b. (Whilst your answers will remain strictly confidential and anonymous), Do you need someone from Access Canberra to contact you about the service you receive from Access Canberra?

- ☐ Yes, please contact me (Check email and phone details from sample – and add the following text: "Contact from Access Canberra may be in a week or so, once the survey fieldwork is completed")
☐ No contact required

This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. The research has been conducted by Micromex Research (02 4352 2388) on behalf of Access Canberra.



Questionnaire 2: Stakeholders (GRC)

Appendix 2



Community Sector Stakeholders Survey Questionnaire

[CATI:] Good morning/afternoon/evening, my name is ____ I'm calling on behalf of the ACT Gambling and Racing Commission and Access Canberra from a company called Micromex. We are conducting research to better understand your circumstances, would now be a good time to share your opinions?

[ONLINE:] Thank you for completing this survey. It will take up to 10 minutes to complete.

This survey is being conducted by Micromex Research on behalf of the ACT Gambling and Racing Commission and Access Canberra. Your answers will go directly to Micromex Research, they don't go to the ACT Gambling and Racing Commission or Access Canberra. Your responses will be combined with other responses and will be reported to the ACT Gambling and Racing Commission and Access Canberra in aggregate form. At the end of the survey, once you have answered all the questions, you will be asked whether you would prefer your answers to be strictly confidential and anonymous, or whether you are happy to have your name linked to your answers and shared with the ACT Gambling and Racing Commission and Access Canberra, so that they can better understand your circumstances – the choice will be yours. If you are unable to answer all questions in one sitting, you can close your survey window – then when you click on the survey link later, you will return to where you left off. Once you have completed the survey, please remember to click the 'submit' button to ensure your responses are recorded.

To start this survey, please enter the password that was emailed to you:

Password:

Section 1: Screeners, Profiling

S6. In the last 12 months, have you personally had any dealings with the ACT Government about gambling and/or racing related issues – either with the Gambling and Racing Commission (GRC), or via Access Canberra that provides services on behalf of the GRC? [SR]

Position	Answers	Notes
1	Yes	
2	No	Terminate
3	Can't say	Terminate

S7. Thinking about your most recent dealing with the ACT Government about a gambling or racing related issue, what were the dealings mostly about? [SR]
[CATI:] Prompt

Position	Answers	Notes
1	Training	
2	Gambling harm prevention initiative	
3	Licence or authorisation	
4	Compliance (inspection or investigation)	
5	Grants/grant applications	
6	Finance	
7	Other	5 Lines

S2. What month was your most recent interaction with the ACT Government about a gambling or racing related issue? [SR]

Position	Answers	Notes
1	January	
2	February	
3	March	
4	April	
5	May	
6	June	
7	July	
8	August	
9	September	
10	October	
11	November	
12	December	

Section 2: Overall Metrics

Q1a. Based on all your interactions with the ACT Government about gambling and/or racing related issues in the last 12 months, overall, how satisfied were you with the service you received? [SR] FLIP
[CATI:] Prompt

Value	Answers	Notes
5	Very satisfied	
4	Satisfied	
3	Neither	
2	Dissatisfied	
1	Very dissatisfied	
0	Can't say	[CATI:] Do not prompt

Q1b. And based on all your gambling and/or racing related issues in the last 12 months, overall, how easy is it to deal with the ACT Government? [SR] FLIP
[CATI:] Prompt

Value	Answers	Notes
4	Very easy	
3	Easy	
2	Difficult	
1	Very difficult	
0	Not sure/Don't know	[CATI:] Do not prompt

Section 3: Transaction-specific – GENERAL

The remaining questions are specifically about the [insert answer from S7] interaction with the ACT Government from [month from S2]...

Q2a. Which of the following methods were used for your recent [answer from S7] interaction? [MR] [CATI:] Prompt

Position	Answers	Notes
1	Face-to-face – at an Access Canberra office	
2	Face-to-face –an Access Canberra Officer visited our business	
3	Phone	
4	Visited the ACT Gambling and Racing Commission Website	
5	Email sent from ACT Gambling and Racing Commission or Access Canberra	
6	SMS sent from ACT Gambling and Racing Commission or Access Canberra	
7	Emails or SMS sent by you	

Q2b. How many separate times, in total, did you deal with the ACT Government (in person or digitally) as part of the [answer from S7] interaction? [SR] [CATI:] Prompt

Position	Answers	Notes
1	One	
2	Two	
3	Three	
4	Four	
5	Five	
6	More than five	
7	Can't recall	

Q2c. How easy, if at all, was it to deal with the ACT Government? [SR] [CATI:] Prompt

Value	Answers	Notes
4	Very easy	
3	Easy	
2	Difficult	
1	Very difficult	
0	Unsure/don't know	[CATI:] Do not prompt Go to Q2e

Q2d. Why do you say that it was [answer from Q2c]?

Position	Answers	Notes
1		5 lines

Q2e. Overall, how satisfied or dissatisfied were you with the actual customer service you experienced from the ACT Government, regardless of whether or not you were satisfied with the outcome of your recent interactions? [SR] FLIP [CATI:] Prompt

Value	Answers	Notes
5	Very satisfied	[Go to Q3]
4	Satisfied	
3	Neither	
2	Dissatisfied	
1	Very dissatisfied	
0	Unsure/don't know	[CATI:] Do not prompt [Go to Q3]

Q2f. What would have to change to make you very satisfied with the service you received from the ACT Government?

Position	Answers	Notes
1		5 lines

Section 4: Transaction-specific – DETAILED ATTRIBUTES

Q3. PERSONAL - [Ask if Codes 1-3 on Q2a] How satisfied or dissatisfied were you with each of the following in relation to your interaction with the ACT Government staff? If a particular item is not applicable, please select 'Can't say'. [SCALE] RANDOMISE [CATI:] Prompt

Value	Answers	Notes
5	5 - Very satisfied	
4	4	
3	3	
2	2	
1	1 – Very dissatisfied	
0	Can't say	

Position	Answers	Notes
1	Staff were professional and courteous in their dealings with you	
2	The knowledge of the staff	
3	Staff were responsive	
4	Information provided was relevant and useful	
5	Staff followed through on any action that was agreed to (if required)	
6	Staff kept you up-to-date on progress (if required)	
7	The fairness of the staff in dealing with you	
8	Staff were helpful	

Q4. WEBSITE - [Ask if Code 4 on Q2a] How satisfied or dissatisfied were you with each of the following in relation to your interaction with the ACT Government's digital services? If a particular item is not applicable, please select 'Can't say'. [SCALE] RANDOMISE [CATI:] Prompt

Value	Answers	Notes
5	5 - Very satisfied	
4	4	
3	3	
2	2	
1	1 – Very dissatisfied	
0	Can't say	

Position	Answers	Notes
1	How easy it was to find the information you needed	
2	How easy it was to undertake an online transaction such as complete an application form or make a payment	
3	The depth of information provided	
4	The convenience of being able to seek information at a time convenient to you	
5	The process was straightforward and easy to understand	

Q5. EMAIL/SMS - [Ask if Codes 5-6 on Q2a] How satisfied or dissatisfied were you with each of the following in relation to emails/SMS' you received from the ACT Government? If a particular item is not applicable, please select 'Can't say'. [SCALE] RANDOMISE [CATI:] Prompt

Value	Answers	Notes
5	5 - Very satisfied	
4	4	
3	3	
2	2	
1	1 – Very dissatisfied	
0	Can't say	

Position	Answers	Notes
1	How easy it was to find the information you needed within the emails/SMS' sent by the ACT Government	
2	How quickly you received information from the ACT Government by email/SMS	
3	The depth of information provided by the ACT Government	
4	The convenience of being able to review emails/SMS' from the ACT Government (and respond if necessary) at a time convenient to you	

Section 5: Future Dealings

Q7b. If you needed to deal with the ACT Government again in the future about gambling and/or racing related issues, which, if any, of the following ways would you prefer to interact with them? (MR) FLIP
[CATI:] Prompt

Position	Answers	Notes
1	Face-to-face – at an Access Canberra office	
2	Face-to-face –an Access Canberra Officer visited our business	
3	Phone	
4	Visiting the ACT Gambling and Racing Commission Website	
5	Email sent from ACT Gambling and Racing Commission or Access Canberra	
6	SMS sent from ACT Gambling and Racing Commission or Access Canberra	
7	Emails or SMS sent by you	
8	Other	5 lines

Section 6: Demographics

Finally, some demographic questions about the organisation you work for...

Q7aa. How would you describe the organisation you work for? (SR)
[CATI:] Prompt

Position	Answers	Notes
1	Gambling industry association	
2	Gambling industry licensee	
3	Community support sector	
4	Other	1 line

Q7a. How would you describe your position in the organisation? (SR)
[CATI:] Prompt

Position	Answers	Notes
1	Senior Manager	
2	Other staff	

[CATI:] That is the end of the survey, thank you for your time and assistance.

Q8a. As mentioned at the start of the survey, would you prefer your answers to be strictly confidential and anonymous, or are you happy to have your organisation's name linked to your answers and shared with the ACT Gambling and Racing Commission and Access Canberra, so that they can better understand your circumstances (although they would NOT contact you about your survey answers)? (SR)
[CATI:] Prompt

Position	Answers	Notes
1	My answers are to remain strictly confidential and anonymous	
2	Happy to have company name linked to my answers	

Q8b. (Whilst your answers will remain strictly confidential and anonymous), Do you need someone from the ACT Government to contact you about the service you receive from them? (SR)
[CATI:] Prompt

Position	Answers	Notes
1	Yes, please contact me (Check email and phone details from sample)	Go to Q8c
2	No contact required	

Q8c. In order for someone from the ACT Government to contact you, please provide your contact information below:

Position	Answers	Notes
1	Name:	1 line
2	Best contact telephone number:	1 line
3	Email address (can leave this blank if you would like to use the email address that received this survey)	1 line

Thank you for completing this survey. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. The research has been conducted by Micromex Research (02 4352 2388) on behalf of the ACT Gambling and Racing Commission and Access Canberra.

[ONLINE:] To submit your answers, please click the 'Submit' button below. This may take up to 30 seconds.