



Access Canberra Customer Satisfaction Research 2026

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Research Objectives

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

- Establishing awareness of Access Canberra
- Usage of Access Canberra's channels, i.e. Service Centre, Contact Centre, Digital Services
- Key metrics for Access Canberra overall and for each of the three channels, such as:
 - Ease of dealing with Access Canberra
 - Overall satisfaction
 - Satisfaction with specific service attributes
- Drivers of overall satisfaction and suggested improvements for services used
- Understand perceptions of quality of life

Sample (How?)

- Mixed-mode telephone (N=400 residents) and online (N=200) survey of ACT residents. This is the second year including online sample – all waves prior to 2025 have been phone-only sample
- Greatest margin of error +/- 4.0%

Timing (When?)

- Fieldwork conducted 13th March – 1st April 2026

Background & Methodology

Questionnaire

Micromex Research, together with the ACT Government, updated the 2025 questionnaire for use in 2026.

A copy of the questionnaire is provided in the final section of this report: Questionnaire.

Data collection

Respondents were selected using a mixed-mode approach. The telephone survey was conducted during the period 13th March – 1st April 2026 from 4:30pm to 8:30pm Monday to Friday, and from 10am to 4pm Saturday. Online respondents were recruited using internal and external online panel providers over the period 23rd March – 1st April 2026.

This is the second wave using a mixed-mode approach – all waves prior to 2025 have been phone-only sample.

Survey area

The Australian Capital Territory (ACT) Government Area.

Interviewing

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

Prequalification

Participants in this survey were pre-qualified as being over the age of 18, and not working for, nor having an immediate family member working for, the ACT Government.

Sample selection and error

We set targets of 400 Phone and 200 Online interviews. However, we achieved 393 Phone and 444 Online interviews. The online sample was weighted down to 200 interviews. This approach was taken to maintain consistency with future survey waves, as the ongoing target will remain 200 online interviews. Weighting ensures that the 2025 and 2026 results are not disproportionately influenced by online respondents compared with future years. As a result, the sample profile is as follows:

	Unweighted	Weighted
Phone	393	400
Online	444	200
Total...	837	600

In practice, the findings in this report are based on all 837 completed interviews, but the data has been weighted to represent a sample size of 600, aligning with the intended design for future waves.

362 of the 393 phone respondents were selected by means of a computer based random selection process using Australian Marketing Lists. The remaining 31 respondents were 'number harvested' via face-to-face intercept at the Canberra Centre.

A weighted-down sample size of 600 residents provides a notional 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=600 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.0% – for example, an answer such as 'yes' (50%) to a question could vary from 46% to 54%.

The sample was weighted by age and gender to reflect the 2021 ABS Census data for the ACT.

Background & Methodology (Cont'd)

Ratings questions

The bi-polar Scale of 1 to 5, where 1 was the lowest rating and 5 the highest rating, was used in most rating questions.

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

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

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

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

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

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** and **blue** font is used to identify statistically significant differences between groups, i.e., gender and age.

Percentages

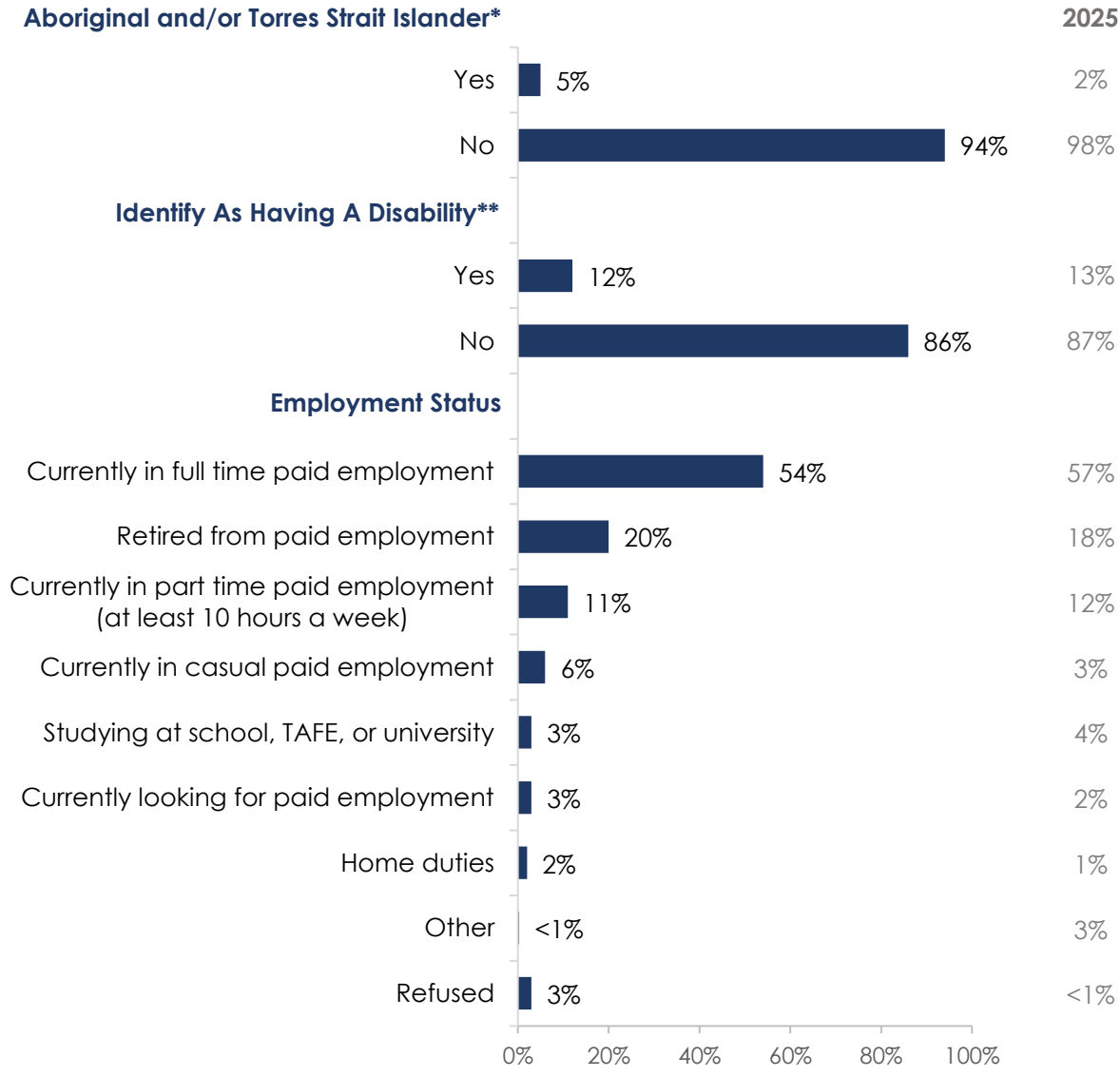
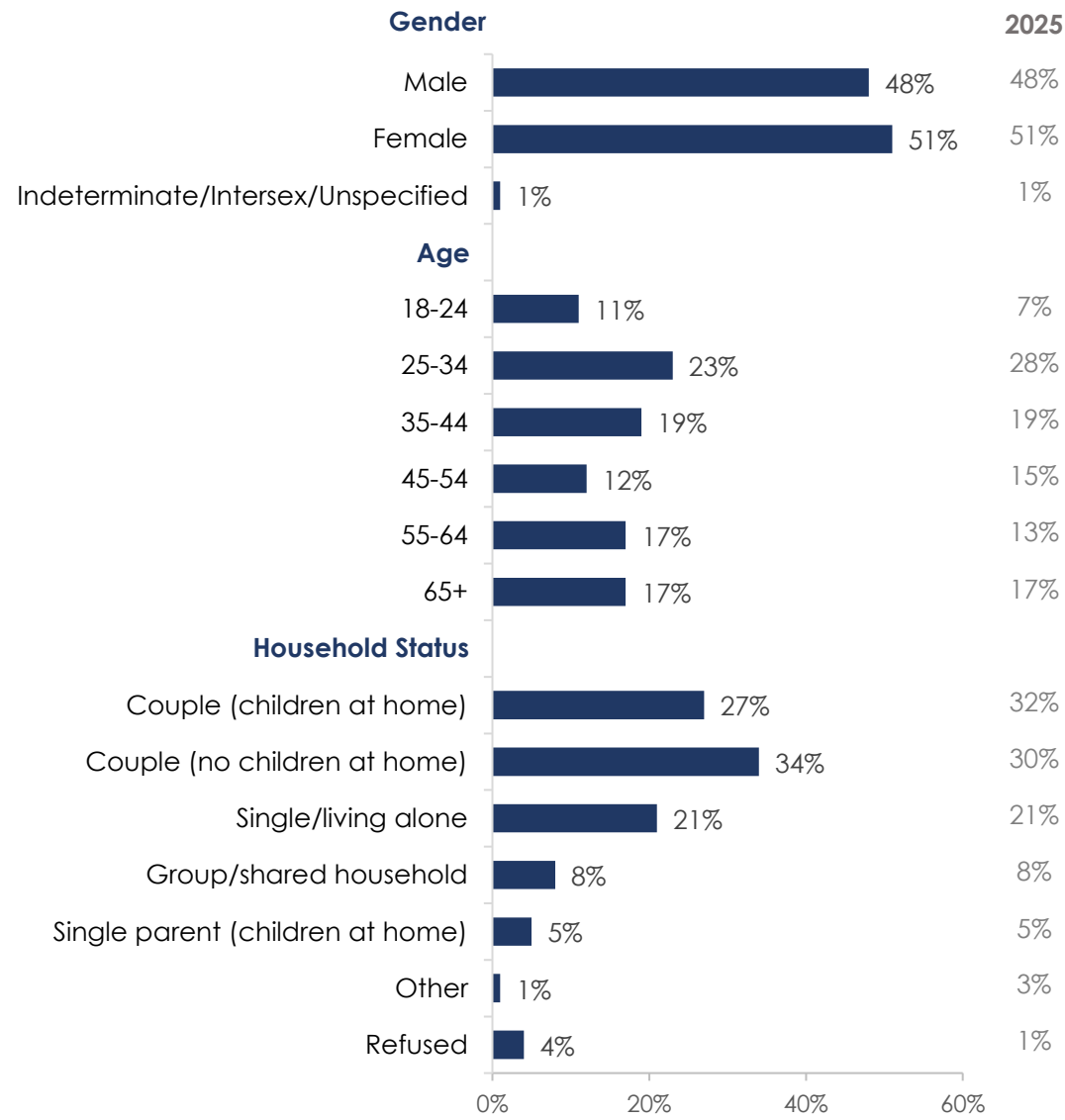
All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

Understanding the Drivers of Satisfaction – Regression Outcomes

Users of each of the service channels (Service Centres, Telephone Contact Centre and Digital Services) were asked to rate their experience of attributes specific to them – we refer to these as 'Independent Variables'. Using Regression Analysis, we are able to identify the contribution the independent variables make to overall satisfaction with each service channel (known as the 'Dependent Variable').

2026 Sample Profile

The sample was weighted by age and gender to reflect the 2021 ABS Census data for the ACT.



*1% prefer not to say
**13% have others in the household who identify as having a disability (Q16b) and 1% prefer not to say

Summary Findings



Overview – Usage and Customer Satisfaction

Awareness and Usage

97% are aware of Access Canberra. Nett incidence of using any Access Canberra services in past 12 months has remained stable at 88% - 52% visited a Service Centre, 31% called the Contact Centre and 74% used the Digital Service.



Customer Satisfaction

Overall (irrespective of channel), 82% of residents stated they were satisfied or very satisfied with their dealings with Access Canberra over the past 12 months, which is in line with 2025. This year the Consumer Service Index (CSI) score (75.8 out of 100) has slightly increased returning to similar scores seen in 2024 and 2023 (76.4 in 2024 and 76.3 in 2023).

Based on their most recent usage of each channel, the CSI continues to increase for the Service Centres (85.9 in 2024, 87.3 in 2025 and 87.9 in 2026), while the CSI continues to slightly drop for Digital Services (82.0 in 2024, 81.5 in 2025 and 79.9 in 2026). The CSI for the Contact Centre significantly increased from 76.8 in 2025 to 83.6 this year (see Slides 26 and 27).

Ease of Dealing with Access Canberra

86% of residents believe that overall dealings with Access Canberra (regardless of channel) in the last 12 months have been 'easy' or 'very easy' (see Slide 28).

Ease of dealing improved slightly across all channels compared with 2025, with the largest increase recorded for the Contact Centre (+0.17). Across all channels, residents whose issues were resolved at first contact reported higher ease of dealing ratings than those who required follow-up or used multiple channels.

Summary – Key Results By Channel

	Service Centres 	Telephone Contact Centre 	Digital Services 
Usage in last 12 months (proportion of residents)	52% of residents	31% of residents	74% of residents
Overall satisfaction	93% Satisfied/very satisfied	89% Satisfied/very satisfied	85% Satisfied/very satisfied
Average number of contacts (channel specific) to resolve most recent issue	1.2 visits	1.6 calls	1.4 times used
Engagements via other channels to resolve most recent issue	0.5 contacts	0.8 contacts	0.3 contacts
Total contacts to resolve	1.7 contacts	2.4 contacts	1.6 contacts
Ease of dealing with Access Canberra	92% Easy/very easy	83% Easy/very easy	87% Easy/very easy
Reason for contact being easy	Quick – didn't have to wait long Person was knowledgeable	Person was knowledgeable Able to complete in one call Quick – didn't have to wait long	Information clearly presented Form easy to fill out
Reason for contact being difficult	Had to wait a long time Person didn't appear to be knowledgeable	Person didn't appear to be knowledgeable Had to wait a long time	Difficulty navigating/finding what I was after Had to find documents/ card to complete transaction online
What would make you 'very satisfied' with the service?	Shorter wait times/faster service More knowledgeable staff/staff training	Shorter wait times/faster service Better resolution/outcome	Better format/more user friendly/update the website Online process could be easier
Top drivers of ease of dealing with the service	Staff clearly explaining what you needed to know The knowledge of staff	The ease of getting through to someone who could assist The knowledge of staff	How easy it was to find the information you needed The process was straightforward and easy to understand

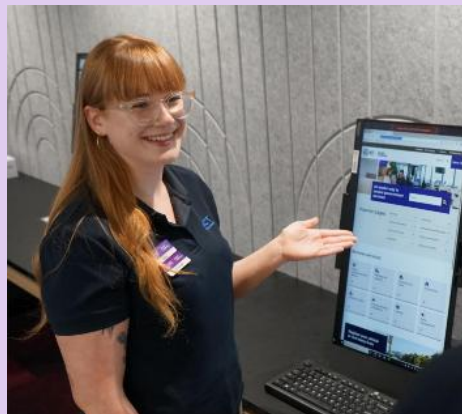
Service Centres – Overall



Service Centres remain one of Access Canberra's strongest-performing channels, with 93% of residents satisfied or very satisfied and 92% finding the experience easy or very easy. The channel is also resolving issues more efficiently, with average total contacts declining from 1.9 to 1.7, and 65% of users needing no other channel to resolve their issue.

The Service Centre experience is strengthened by staff performance, with politeness, fairness and willingness to assist all rated highly. However, wait time remains a pain point. It is the lowest-rated service attribute and remains the most commonly suggested improvement among those not very satisfied – although based on the regression analysis, length of time waiting has reduced in importance (from top priority in 2025 to fourth in 2026).

An opportunity for Access Canberra is to protect the high-quality in-person experience – not just politeness, fairness and willingness to assist, but also clearly explaining what customers need to know and the knowledge of staff – both of which were the top two drivers of interaction ease based on the regression analysis.



What changed since last year?

What improved:

- Overall satisfaction remains high with 93% satisfied/very satisfied
- Ease increased to 92% easy/very easy
- Average total contacts decreased from 1.9 to 1.7
- The proportion requiring no other channel increased from 59% to 65%
- Staff-related attributes remained strong, especially politeness, fairness, and willingness to assist

Areas to monitor, improve or prioritise:

- Wait time remains the lowest-rated attribute and shorter wait times/faster service remains the top suggested improvement among those not very satisfied. Therefore a focus should remain on reducing the queue and wait time in Centres
- Improve first-visit resolution as repeat-visitors rate ease and satisfaction lower
- Identify which Service Centre visits could transition to Digital Services as most visits are still concentrated in high-volume transaction types such as driver's licence and vehicle registration
- Maintain and continue staff education and training to further improve ease of dealings and hold high satisfaction with customer service and knowledge.

In summary: The priority is to maintain strong in-person service quality while reducing unnecessary visits, improving first-visit resolution, and directing routine transactions to better digital pathways.

Service Centres – By Location



Belconnen performs strongest overall, with the highest satisfaction (97%) and ease (96%), and stronger ratings for willingness to assist and clear explanations.

And Woden generally scores below the Total.

However, ignoring the bottom row of the table (which is factual, not attitudinal), there are only six significant differences in the table – in other words, results are generally similar by location, and consistent service delivery is at the heart of service quality.

Measure	Total	Belconnen (N=75)	Tuggeranong (N=70)	Woden (N=54)	Gungahlin (N=51)
Overall satisfaction (Very satisfied/ satisfied) (Q4g)	93%	97%	91%	87%	94%
Ease of dealing with Access Canberra (Very easy/ easy) (Q4e)	92%	96%	94%	88%	90%
Satisfaction with customer service metrics (Very satisfied/ satisfied) (Q4i)					
How polite staff were	92%	94%	94%	82%	93%
Cleanliness of the service centre	90%	92%	90%	84%	93%
The fairness of the staff in dealing with your transaction	89%	90%	91%	84%	92%
The knowledge of the staff	89%	90%	83%	87%	94%
The willingness of staff to assist you	88%	94%	83%	80%	91%
The staff thoroughly handling your matter	88%	93%	86%	80%	89%
How easy the information was to understand	87%	90%	85%	81%	93%
Staff clearly explaining what you needed to know	86%	91%	81%	84%	88%
The speed of response once you were served	85%	88%	87%	80%	85%
The Concierge who may have greeted you when you arrived	84%	86%	92%	70%	87%
The amount of time taken by staff to assist you	82%	84%	82%	77%	84%
Layout/comfort of the service centre	82%	85%	81%	74%	87%
Accessibility	80%	73%	88%	72%	90%
The length of time you waited to be served	73%	72%	75%	69%	71%
Booked an appointment prior to visit (Q4k)	11%	9%	4%	7%	3%

The Contact Centre – Overall



The Contact Centre has recovered in 2026, with satisfaction and ease both improving significantly after last year's decline. Satisfaction with the most recent call increased to 89% satisfied/very satisfied, while 83% found the Contact Centre easy or very easy to deal with. Customer service metrics significantly improved this year for the politeness of staff, willingness to assist, the amount of time taken for assistance and wait time to speak to a consultant.

Despite improvements seen, resolution via the Contact Centre is lower compared with other channels. Residents required an average of 2.4 total contacts to resolve their issue, 39% used another channel, and 42% were transferred during their most recent call. Transferred callers rated all aspects of the experience lower, highlighting transfers as a key operational pain point.



To further lift satisfaction and ease of use, the Contact Centre could focus on reducing avoidable effort: improving first-contact resolution, reducing transfers, and strengthening staff knowledge and consistency. The strongest driver of ease (based on the regression analysis) is the ability to get through to someone who can assist, followed by staff knowledge and wait time, making these the clearest priority areas for continued improvement.

What changed since last year?

What improved:

- Satisfaction recovered from 78% to 89%
- Ease recovered from 71% to 83%
- 'Had to wait a long time' significantly reduced from 23% last year to 12% this year as a reason their level of ease rating (56% to 36% amongst those rating ease as 'difficult or very difficult'). On the other hand, 'person was knowledgeable' increased from 33% to 43% as a reason for ease
- Satisfaction improved across 10 of 11 service attributes

Areas to monitor, improve or prioritise:

- Improve first-contact resolution as total contacts increased from 2.2 to 2.4 and 39% still used another channel
- Strengthen staff knowledge / authority to make decisions or improve routing to the right person as 42% were transferred. Transferred callers rated every attribute lower and getting through to the right person remains the strongest driver of ease

In summary: The strongest driver of ease is getting through to someone who can assist, indicating that service improvement should focus resolution capability, routing, and reducing avoidable effort.



Access Canberra Digital Services continue to perform strongly, with 85% of users satisfied or very satisfied and 87% finding it easy or very easy to locate the information or services they needed. The channel remains efficient, with an average of 1.6 total contacts required to resolve an issue and most users not needing to engage through another Access Canberra channel.

Overall, satisfaction and ease remain high but has continued to soften from its 2023 peak. However, individual digital service metrics remain stable. Users who required multiple digital contacts or another channel were significantly less satisfied, indicating that the digital experience is not yet consistently seamless.

The regression analysis shows that ease of finding the information needed is the dominant driver of ease, ahead of process simplicity and information clarity. It is worth noting that 'information clearly presented' is a dominant reason for saying it was easy to find information/services (see Slide 88) – and on an open-ended question about 'what would make you very satisfied', the dominant response was 'better format/more user friendly...' (see Slide 90). In 2027 it may be worth adding a satisfaction rating about 'presentation' so it can be included in the regression analysis



What changed since last year?

What improved:

- Ease of finding information/services remained strong at 87% easy/very easy
- Satisfaction with how easy the information was to find significantly improved from 76% to 81% being satisfied/very satisfied
- Satisfaction with how easy the information was to understand significantly improved from 82% to 88% being satisfied/very satisfied

Areas to monitor, improve or prioritise:

- Simplify task pathways for common transactions as the ease of undertaking an online transaction (such as complete an application form or make a payment) continued its downward trend from 4.46 in 2023 to 4.22 in 2026
 - Explore potential issues around form submissions and access to payment pathways
- 'Convenience' as a reason for choosing Digital Services slightly softened from 25% last year to 22% this year
- Older residents remain less satisfied across digital service measures
- Improve guidance for complex or less routine tasks to reduce channel switching as users who required multiple contacts or another channel were significantly less satisfied overall

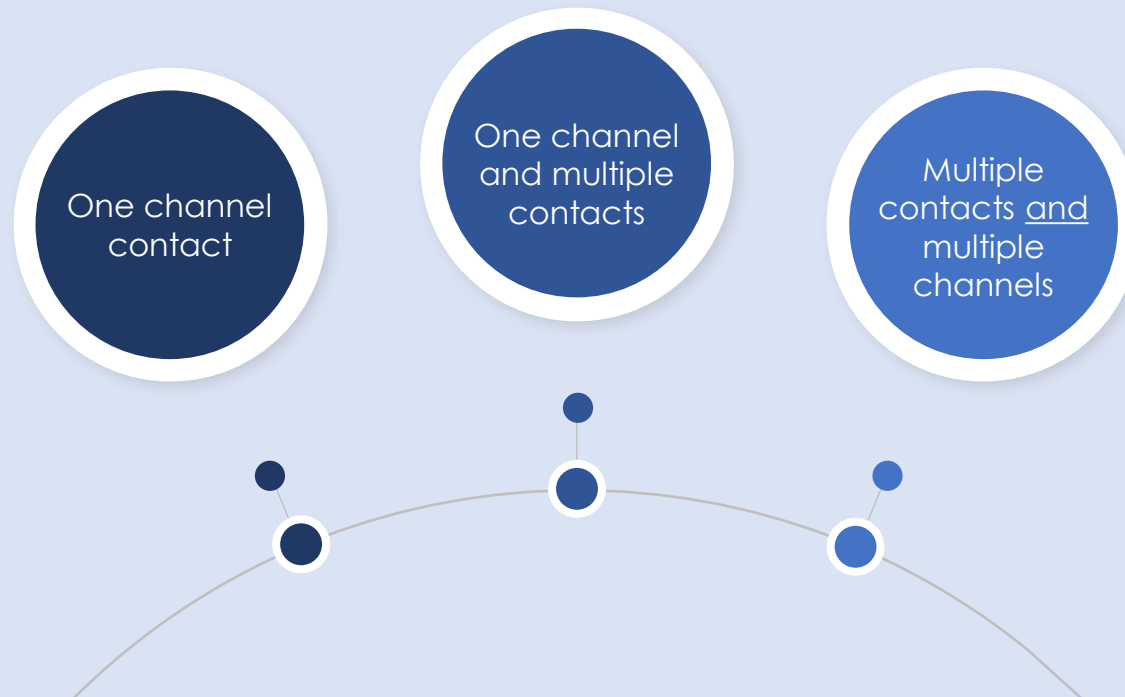
In summary: The priority is ensuring residents can quickly find the right information, complete the right task, and resolve their issue without needing to repeat the process or move to another channel.

Exploring the Impact of 'Required Contacts'

The next three slides shows analysis for each service channel by a 'required contacts' break which is created using two questions; How many times did you have to visit an Access Canberra Service Centre/ Call the Access Canberra Contact Centre/ Use the Access Canberra Digital Service before your issue was resolved AND how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue.

Using these two questions for each service channel we have determined three distinct groups:

- 'One Channel Contact': A seamless experience which required just one contact in one channel for a resolution
- 'One Channel Multiple Contacts': A repeat or follow-up experience which required multiple contacts through one channel, and
- 'Multiple Contacts Multiple Channels': A more fragmented experience which involved multiple contacts and multiple channels for a resolution



Service Centres – Required Contacts



Our sense from the table at right is that what tends to negatively impact the Service Centre experience is:

- Less about the number of contacts – note that results for ‘One channel contact’ and ‘One channel multiple contacts’ are similar
- And more about having to use multiple channels – note that the last column generally has more negative results.

Those having multiple visits/multiple channels were more likely to have booked an appointment (25%), suggesting these multiple visits/multiple channels respondents had more complex needs, which is likely to contribute to their ratings.

A significantly **higher/lower** percentage (by group)

Measure	Total (N=274)	One channel contact (N=155)	One channel and multiple contacts (N=65)	Multiple contacts and multiple channels (N=53)
Overall satisfaction (Very satisfied/ satisfied) (Q4g)	93%	94%	92%	90%
Ease of dealing with Access Canberra (Very easy/ easy) (Q4e)	92%	95%	95%	80%
Satisfaction with customer service metrics (Very satisfied/ satisfied) (Q4i)				
How polite staff were	92%	95%	92%	82%
Cleanliness of the service centre	90%	92%	87%	86%
The fairness of the staff in dealing with your transaction	89%	92%	91%	78%
The knowledge of the staff	89%	92%	91%	76%
The willingness of staff to assist you	88%	92%	88%	76%
The staff thoroughly handling your matter	88%	93%	87%	72%
How easy the information was to understand	87%	90%	88%	74%
Staff clearly explaining what you needed to know	86%	89%	89%	74%
The speed of response once you were served	85%	89%	88%	71%
The Concierge who may have greeted you when you arrived	84%	88%	80%	78%
Layout/comfort of the service centre	82%	86%	74%	78%
The amount of time taken by staff to assist you	82%	85%	82%	71%
Accessibility	80%	81%	78%	79%
The length of time you waited to be served	73%	74%	76%	67%
Booked an appointment prior to visit (Q4k)	11%	6%	13%	25%
Reason for visiting (Q4c)				
Driver's licence	41%	45%	39%	31%
Nett: Car registration (renewal and new owner)	32%	30%	31%	37%
Working with vulnerable people card	8%	6%	5%	14%

The Contact Centre – Required Contacts



As per the previous slide, the Contact Centre experience is seemingly less impacted by number of interactions and more by there being multiple interactions across multiple channels.

Perhaps not surprisingly, transfers linked to multiple channel usage, with 63% of those requiring multi channel / multi contacts being transferred, compared with 32% of those resolving in one contact.

Measure	Total (N=128)	One channel contact (N=55)	One channel and multiple contacts (N=32)	Multiple contacts and multiple channels (N=42)
Overall satisfaction (Very satisfied/ satisfied) (Q5g)	89%	97%	99%	73%
Ease of dealing with Access Canberra (Very easy/ easy) (Q5e)	83%	97%	95%	55%
Satisfaction with customer service metrics (Very satisfied/ satisfied) (Q5i)				
How polite staff were	93%	99%	100%	80%
The willingness of staff to assist you	86%	95%	97%	67%
The fairness of the staff in dealing with your transaction	82%	91%	92%	62%
The amount of time taken by staff to assist you	80%	93%	92%	54%
How easy the information was to understand	79%	95%	90%	50%
The knowledge of the staff	77%	95%	91%	42%
The staff thoroughly handling your matter	78%	92%	91%	51%
Staff clearly explaining what you needed to know	76%	92%	93%	43%
The speed of response after your call was answered	75%	90%	89%	43%
The ease of getting through to someone who could assist	58%	88%	58%	19%
The length of time you waited on the line for a consultant to speak to you	54%	75%	45%	33%
Transferred to another staff member (Q5j)	42%	32%	33%	63%
Reason for contacting (Q5b)				
Driver's licence	14%	12%	27%	6%
Nett: Car registration (renewal and new owner)	20%	17%	28%	16%

A significantly higher/lower percentage (by group)

Digital Services – Required Contacts



In contrast to the two previous slides, for Digital Services the experience is noticeably impacted by number of interactions, even if within the same channel. This may reflect the importance of 'convenience' as a driver of the digital channels.

The key opportunity is to reduce the need for repeat digital visits and/or support through other channels.

Measure	Total (N=420)	One channel contact (N=290)	One channel and multiple contacts (N=54)	Multiple contacts and multiple channels (N=77)
Overall satisfaction (Very satisfied/ satisfied) (Q6g)	85%	92%	65%	71%
Ease of dealing with Access Canberra (Very easy/ easy) (Q6e)	87%	93%	81%	71%
Satisfaction with customer service metrics (Very satisfied/ satisfied) (Q6i)				
The convenience of being able to seek information at a time convenient to you	90%	94%	84%	79%
How easy the information was to understand	88%	94%	72%	75%
The process was straightforward and easy to understand	82%	90%	65%	66%
The service experience met my expectations	83%	91%	62%	69%
How easy it was to undertake an online transaction	77%	84%	58%	65%
How easy it was to find the information you needed	81%	87%	72%	66%
The depth of information provided	76%	83%	65%	61%
Reason for contacting (Q6b)				
Nett: Car registration (renewal and new owner)	51%	59%	34%	34%
Driver's licence	11%	9%	13%	18%



Awareness & Usage Summary

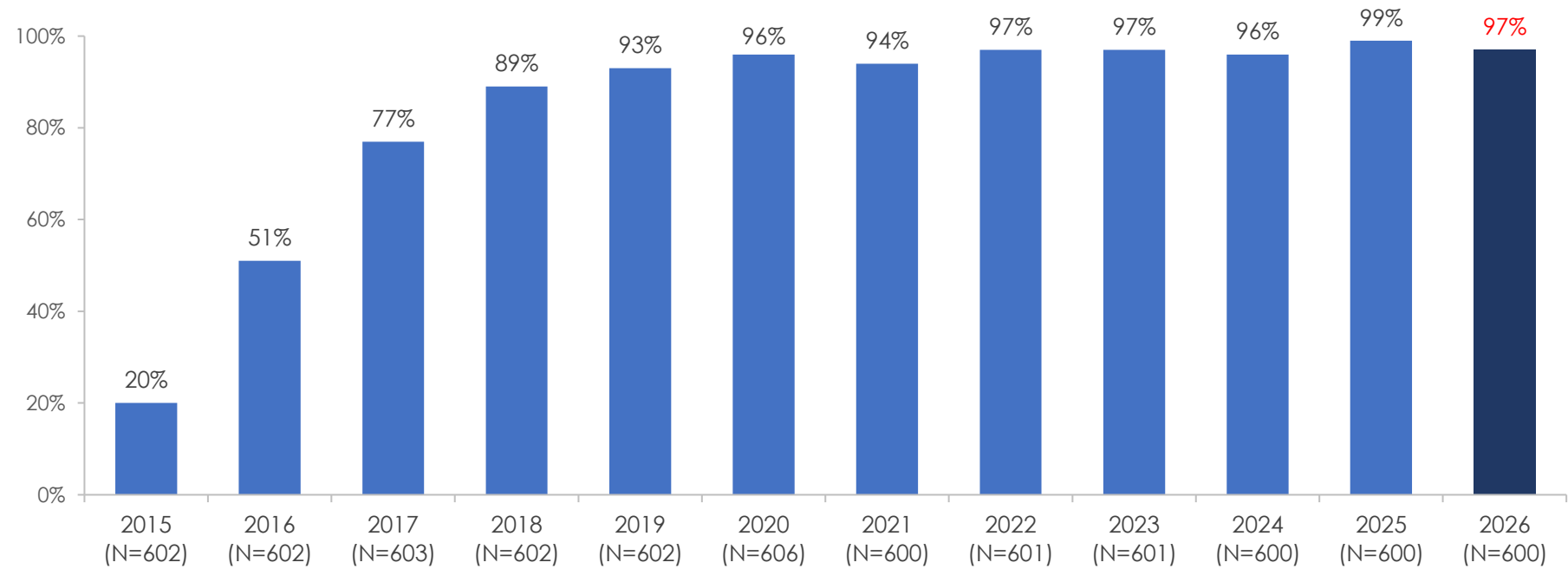
This section provides a summary of awareness of Access Canberra, service channels used in the last 12 months, and the reason for using a particular service channel/s.

Section One

Awareness of Access Canberra

Compared to last year, awareness of Access Canberra has dropped (97% aware) – although it remains very high and in line with 2020 to 2024 results. The decline is more pronounced amongst those aged 65+, where awareness dropped from 98% last year to 94% this year.

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



	Total 2026	2026 Online	2026 Phone	Male	Female	18-34	35-44	45-64	65+
Yes, aware	97%	99%	96%	96%	98%	96%	99%	99%	94%
Base	600	200	400	290	301	208	117	171	105

Base: N=600 (all respondents)

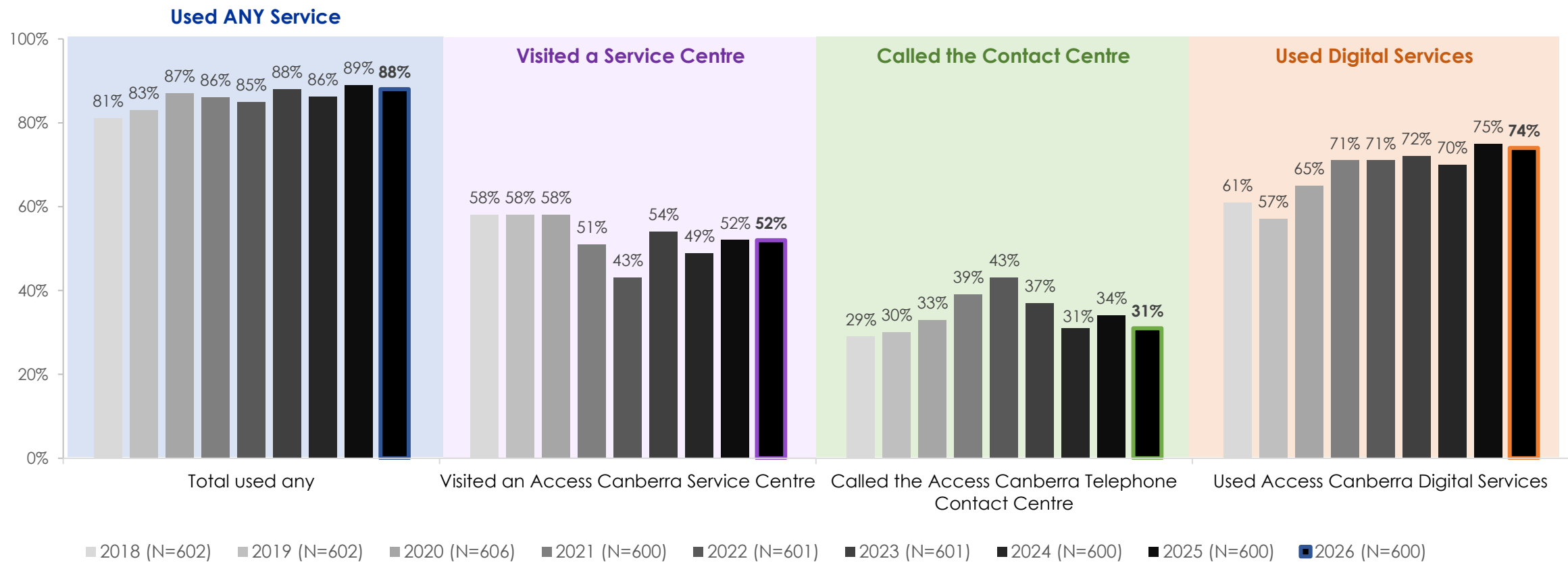
Q1. Before today were you aware of the ACT Government service known as Access Canberra?

A significantly higher/lower percentage (compared to 2025/by sample type) 19

Usage of Access Canberra

Overall, 88% of residents claim to have used at least one Access Canberra service within the past 12 months. Usage of the Contact Centre declined slightly this year, while visits to the Service Centre remained stable – and the increase in those who have used digital services noted in 2025 has largely been maintained.

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



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

Base: N=600 (all respondents)

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

Usage of Access Canberra (Cont'd)

Similar to last year, those aged 35-64 were more likely to have used Access Canberra services, particularly, Digital Services.

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

	2026	2025	Male	Female	18-34	35-44	45-64	65+
Total used any	88%	89%	89%	86%	88%	90%	91%	80%
Visited an Access Canberra Service Centre	52%	52%	57%	47%	56%	46%	54%	46%
Called the Access Canberra telephone Contact Centre	31%	34%	31%	32%	27%	31%	37%	29%
Used Access Canberra Digital Services	74%	75%	74%	74%	70%	84%	80%	60%
Been visited at your work by an Access Canberra representative/inspector	3%	2%	4%	2%	2%	7%	2%	1%
Base	600	600	290	301	208	117	171	105

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

Base: N=600 (all respondents)

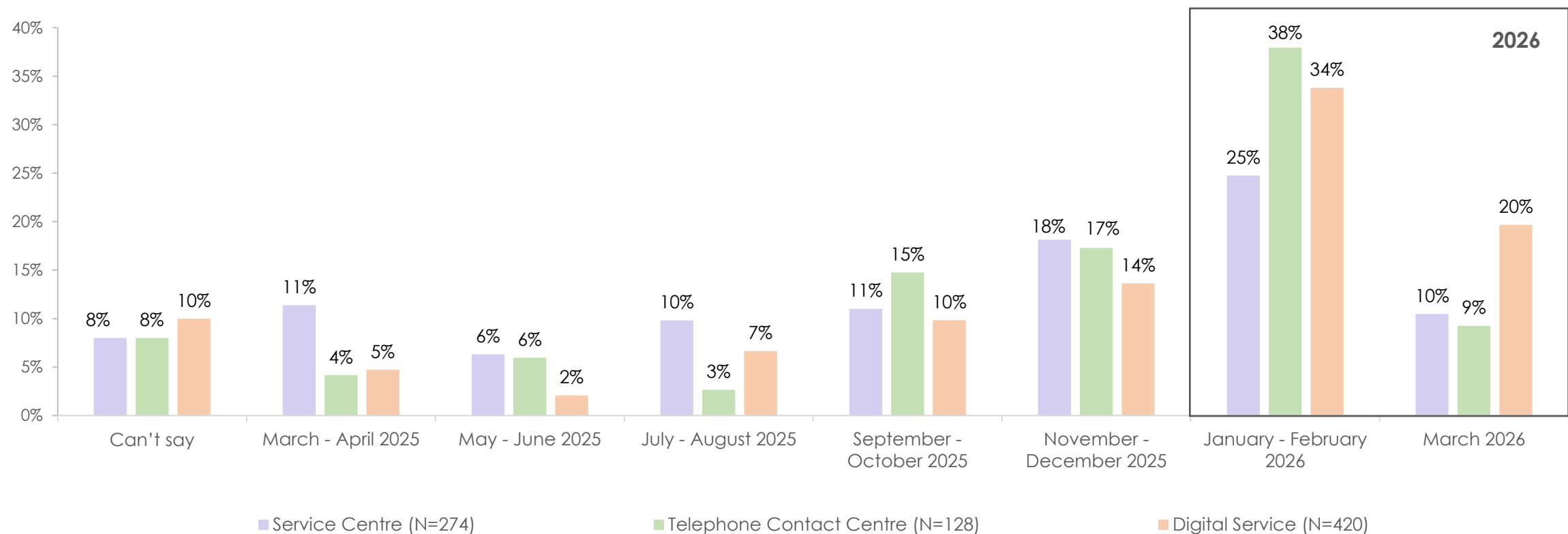
Q2a. Which, if any, of the following Access Canberra services have you used in the past 12 months?

A significantly higher/lower percentage (by year/group) 21

Most Recent Month of Visit/Usage

As in previous years, residents may have interacted with Access Canberra multiple times over the past 12 months, meaning the timing of their 'most recent' contact is naturally weighted toward 2026. Between January and March 2026, 35% of most recent Service Centre visits, 47% of most recent Contact Centre transactions, and 54% of most recent Digital Services usage occurred.

...in which month was your most recent usage of the [channel used] services?



Q4ai. Thinking of your most recent visit to an Access Canberra Service Centre, in which month was your most recent visit?
Q5ai. Thinking of your most recent call to the Access Canberra Telephone Contact Centre, in which month was your most recent call?
Q6aii. Thinking of your most recent use of an Access Canberra digital service, in which month was your most recent usage of the digital service?

Reasons for Using Each Service Channel

Service channel choice continues to be shaped by residents' needs and circumstances.

Service Centres are used primarily where an in-person visit is required (64%), although ease of speaking to someone face-to-face has increased significantly as a reason for use (14%, up from 8% in 2025).

The Contact Centre is most often selected because residents perceive it to be easier (26%) and quicker (15%). Fewer residents reported using the phone because they could not resolve their issue online (13%, down from 23% last year).

Digital Services remain strongly associated with ease (35%) and convenience (22%).

Overall, residents continue to prioritise ease and speed when choosing a service channel, with further opportunity to shift more complex or currently in-person tasks to online channels where feasible.

Top reasons for choosing Service Centres	2026 (N=273)	2025 (N=265)	2024 (N=260)	2023 (N=253)	2022 (N=196)
Physically required to visit in person e.g. licence, photo, eye test, provide documents, pick something up, service not available online	64%	70%	51%	65%	48%
Easier e.g. easier to speak to someone in person	14%	8%	19%	12%	18%
Convenience e.g. close to work, already in the area, familiar	5%	5%	11%	8%	9%
Prefer face to face communication	4%	6%	8%	6%	7%

Top reasons for choosing the Contact Centre	2026 (N=128)	2025 (N=147)	2024 (N=140)	2023 (N=151)	2022 (N=212)
Easier e.g. easier to speak with someone, unsure who to speak with, easier to access, limited mobility	26%	12%	17%	24%	20%
Quicker/wanted to speak with someone quickly/wanted the issue resolved quickly	15%	7%	16%	13%	10%
Convenience e.g. calling rather than going into a centre, after hours and during business hours, centre too far away	14%	20%	24%	13%	14%
Couldn't resolve online/difficulty with the website e.g. not clear enough, not sure how to do it online	13%	23%	15%	6%	18%

Top reasons for choosing Digital Services	2026 (N=420)	2025 (N=434)	2024 (N=389)	2023 (N=376)	2022 (N=396)
Easier e.g. to find information online, to make payments	35%	32%	39%	34%	39%
Convenience e.g. more accessible, can do it from home/in my own time/after hours	22%	25%	24%	24%	18%
Can be done online/just to look for information/conduct a simple transaction	21%	20%	16%	21%	16%
Faster service/quicker resolution/no queues	11%	10%	8%	10%	10%

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

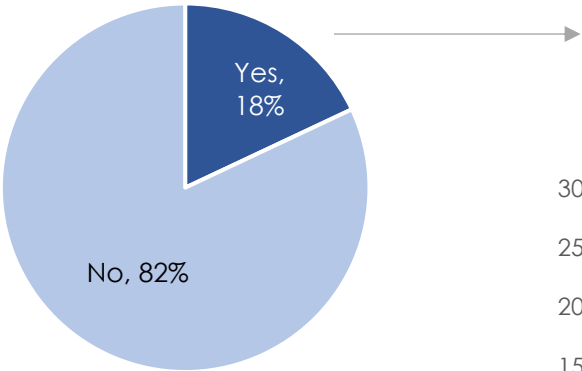
(Open response)
Q4aiii. Why in particular did you choose to visit an Access Canberra Service Centre rather than phone the Access Canberra Contact Centre or go online and use the Access Canberra Digital Services?
Q5aiii. Why in particular did you choose to call the Access Canberra Contact Centre rather than visit an Access Canberra Service Centre or go online and use the Access Canberra Digital Services?
Q6aiii. Why in particular did you use an Access Canberra digital service rather than visit an Access Canberra Service Centre or call the Access Canberra Contact Centre?

Service Quality for Multilingual Residents

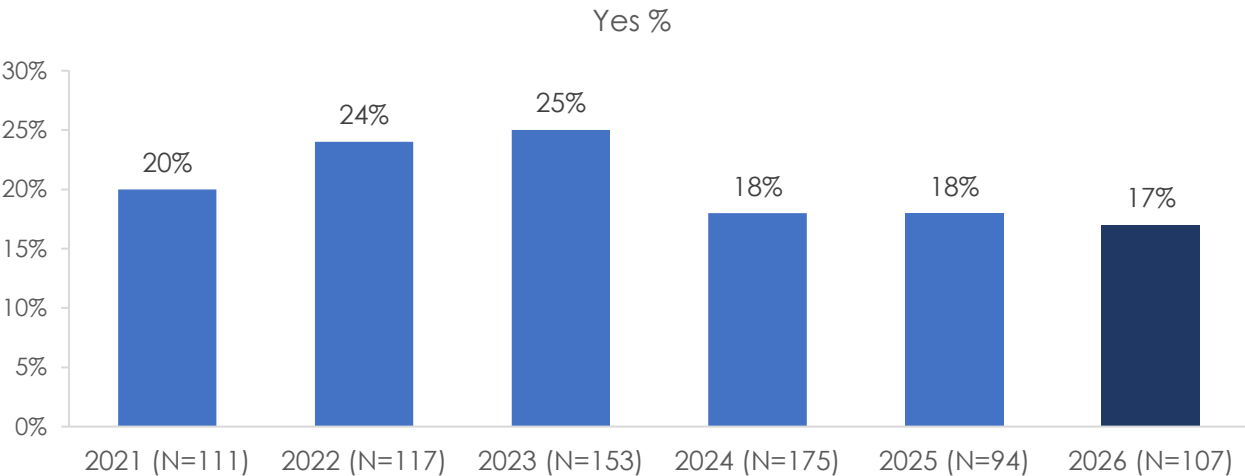
18% of residents speak a language other than English at home. Among multilingual speakers, 17% believe English as a second language reduces the quality of service received from Access Canberra, which is in line with results since 2024.

Speaks another language other than English at home

Language spoken	N=107
Mandarin	13%
Cantonese	5%
Vietnamese	9%
Hindi	2%
Spanish	7%
Other	67%



Do you believe having English as a second language reduces the quality of service you receive from Access Canberra?



	2021	2022	2023	2024	2025	2026
Yes %	19%	20%	26%	29%	16%	18%
Base	600	600	601	600	600	600

Q17a. Do you speak a language other than English at home?
Q17c. [If yes] Do you believe having English as a second language reduces the quality of service you receive from Access Canberra?



Satisfaction with Access Canberra Services Summary

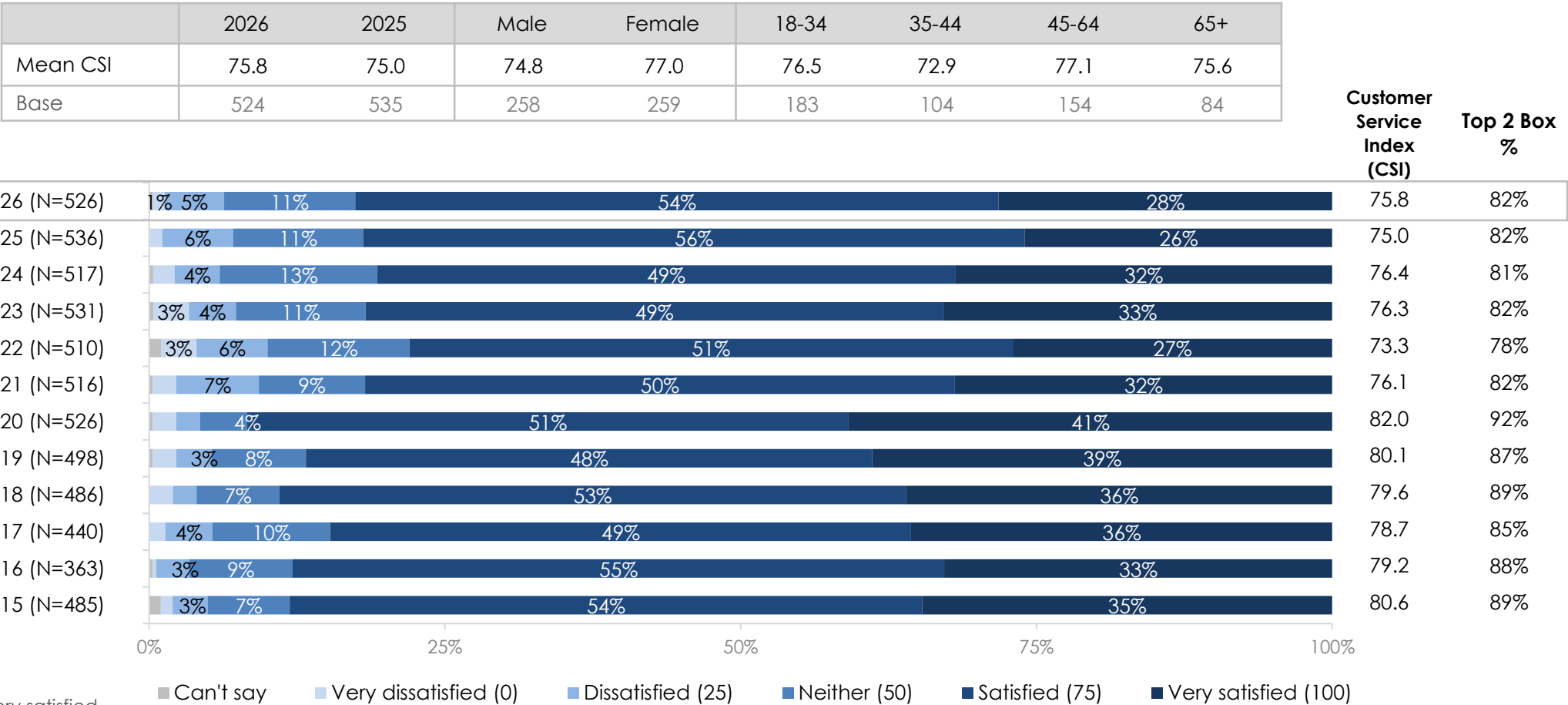
This section provides a summary of overall satisfaction, satisfaction with the service, and service channels, the ease of dealings and contact frequency.

Section Two

Summary of Overall Satisfaction

Overall satisfaction with Access Canberra services over the past 12 months remained stable, regardless of channel used. In 2026, 82% of residents were satisfied or very satisfied with the service received, consistent with the 2025 result.

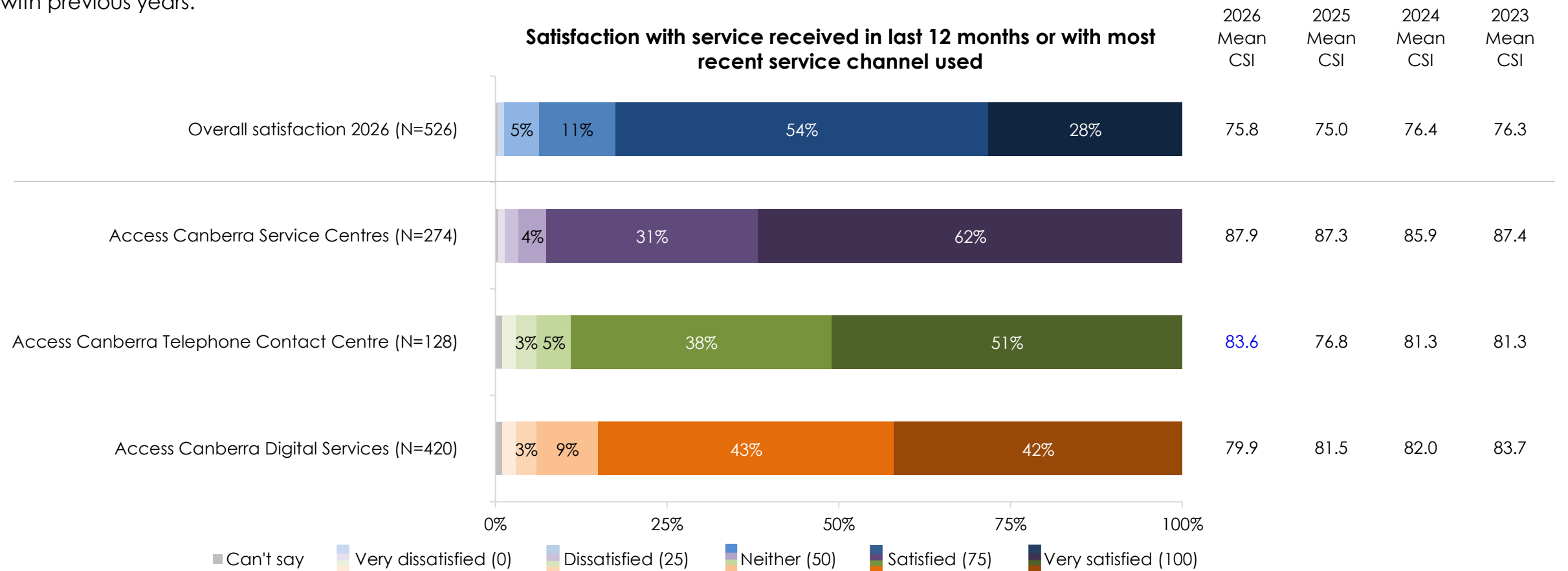
Based on all your dealings with Access Canberra in the last 12 months, overall, how satisfied were you with the service?



Summary of Satisfaction with Service and Service Channels

Although overall satisfaction with Access Canberra remained stable, satisfaction varied by service channel. Service Centre visits continue to record the highest satisfaction, with 93% of residents satisfied or very satisfied, followed by the Contact Centre at 89% and Digital Services at 85%.

Based on the CSI scores, the Contact Centre result shows a recovery following the decline recorded in 2025, with its mean satisfaction score increasing from 76.8 in 2025 to 83.6 in 2026. Service Centres remain consistently strong, while satisfaction with Digital Services continues to soften slightly compared with previous years.

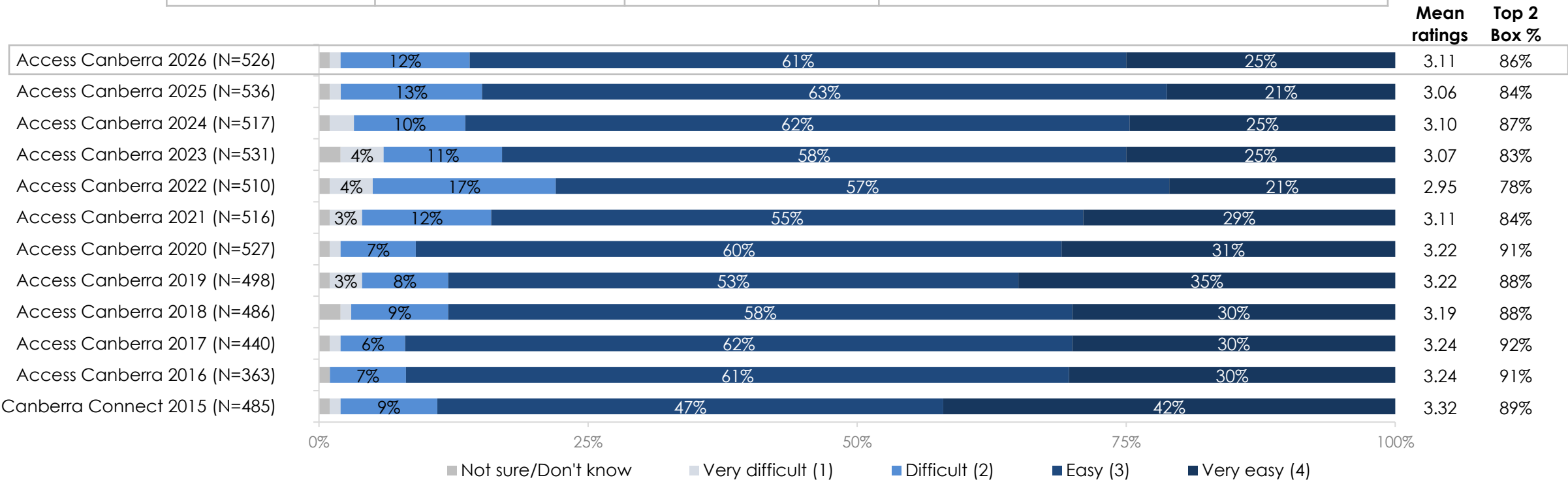


Summary of Overall Ease of Dealings

Overall, 86% of residents rated their dealings with Access Canberra over the past 12 months as 'easy' or 'very easy', representing a slight improvement compared to 2025.

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

	2026	2025	Male	Female	18-34	35-44	45-64	65+
Mean rating	3.11	3.06	3.08	3.16	3.17	3.04	3.14	3.03
Base	520	528	258	255	181	103	153	84



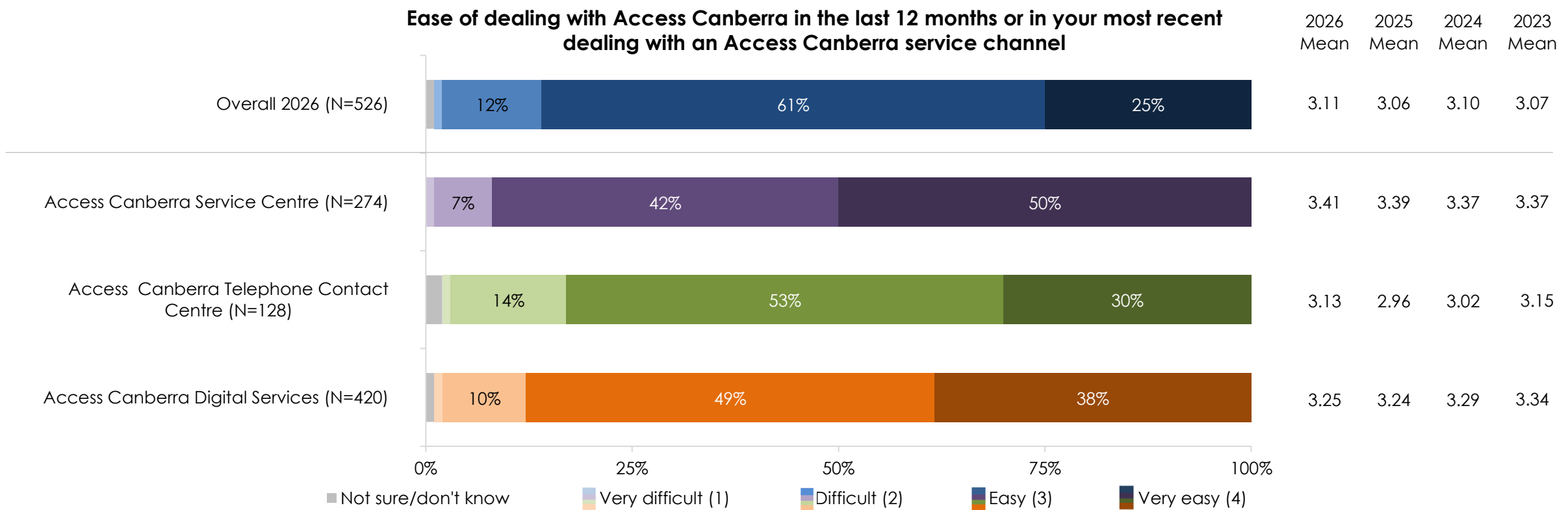
Note: Percentages <3% are not shown in the chart above.

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

Scale: 1 = very difficult, 4 = very easy
Note: 'Not sure/Don't know' responses were excluded from the mean.
A significantly higher/lower mean (by group)

Summary of Ease of Dealing with Each Service Channel

Service Centres remain the strongest-performing channel for ease of dealing, continuing their gradual year-on-year improvement. The Telephone Contact Centre also shows a recovery following its 2025 decline, with the mean score increasing from 2.96 to 3.13. Digital Services remain relatively stable in 2026, although ease of use continues to sit slightly below the 2023 result.



Q2c. Based on all your dealings with Access Canberra in the last 12 months, overall, how easy is it to deal with Access Canberra?
Q4e. How easy was it to deal with the Access Canberra Service Centre?
Q5e. How easy was it to deal with the Access Canberra telephone Contact Centre?
Q6e. How easy was it to find the information or services you were seeking on the Access Canberra digital service?

Scale 1 = very difficult, 4 = very easy.
Note: 'not sure/don't know' responses were excluded from the mean.
Labels <3% are not shown above

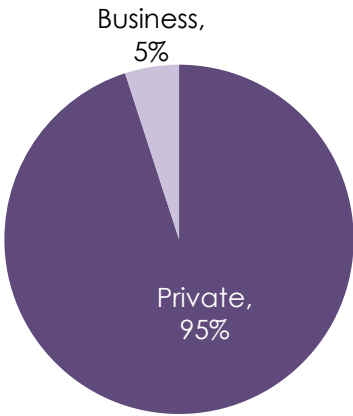
Summary of Contact Purpose: Private or Business

The results show Access Canberra services continue to be primarily used for 'private' purposes. 'Business' usage is highest amongst those calling the Access Canberra Contact Centre.

The main reasons for contact are for 'car registration' and 'driver's licence'.

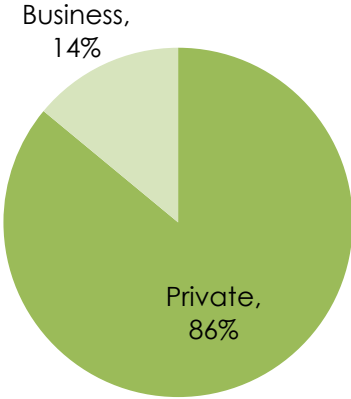
Was this most recent contact for private or business purposes?

Chart 1: Access Canberra Service Centres



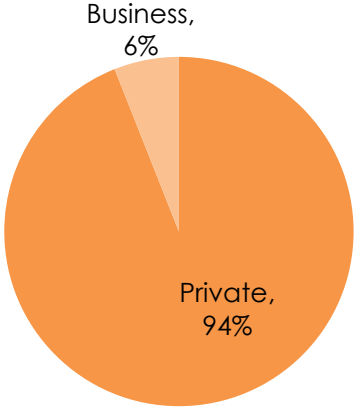
Base: N=274

Chart 2: Access Canberra Contact Centre



Base: N=128

Chart 3: Access Canberra Digital Services



Base: N=420

	Service Centres	Telephone Contact Centres	Digital Services
Car or other vehicle registration (NETT)*	32%	20%	51%
Car or other vehicle registration (renewal)	17%	14%	48%
Car or other vehicle registration (new owner)	18%	6%	3%
Driver's licence	41%	14%	11%
Working with vulnerable people card	8%	3%	3%
Fine or infringement	2%	7%	4%
Rates payment	1%	2%	7%
Base	274	128	420

The full list of 'reasons for contact' are reported in the main body of the report.
*Car registration (NETT) includes renewal of an existing registration or registration of a new owner.

Summary of Contact Frequency

Digital Services are the most frequently used Access Canberra channel, particularly when residents are looking for information, with an average of 4.8 contacts in the past 12 months (and an average of 3.2 contacts when conducting transactions). Use of the Telephone Contact Centre is also comparatively frequent, averaging 3.6 contacts, while Service Centre visits are less frequent, averaging 2.1 visits over the past year.

In the past 12 months, how many times have you visited/called/used Access Canberra services?

Number of contacts in the past 12 months	Access Canberra Service Centre	Access Canberra Telephone Contact Centre	Access Canberra Digital Services – Look for information	Access Canberra Digital Services – Conduct a transaction
Average	2.1 (2.1)	3.6 (3.1)	4.8 (4.7)	3.2 (3.7)
One (1)	38%	26%	10%	21%
Two (2)	36%	19%	17%	24%
Three (3)	13%	16%	16%	16%
Four (4)	6%	9%	8%	12%
Five (5)	3%	9%	11%	6%
Six to ten times (8)	1%	13%	14%	5%
More than ten times (11)	1%	4%	11%	5%
Can't say/not at all (NA)	1%	4%	14%	11%
Base	274	128	420	420

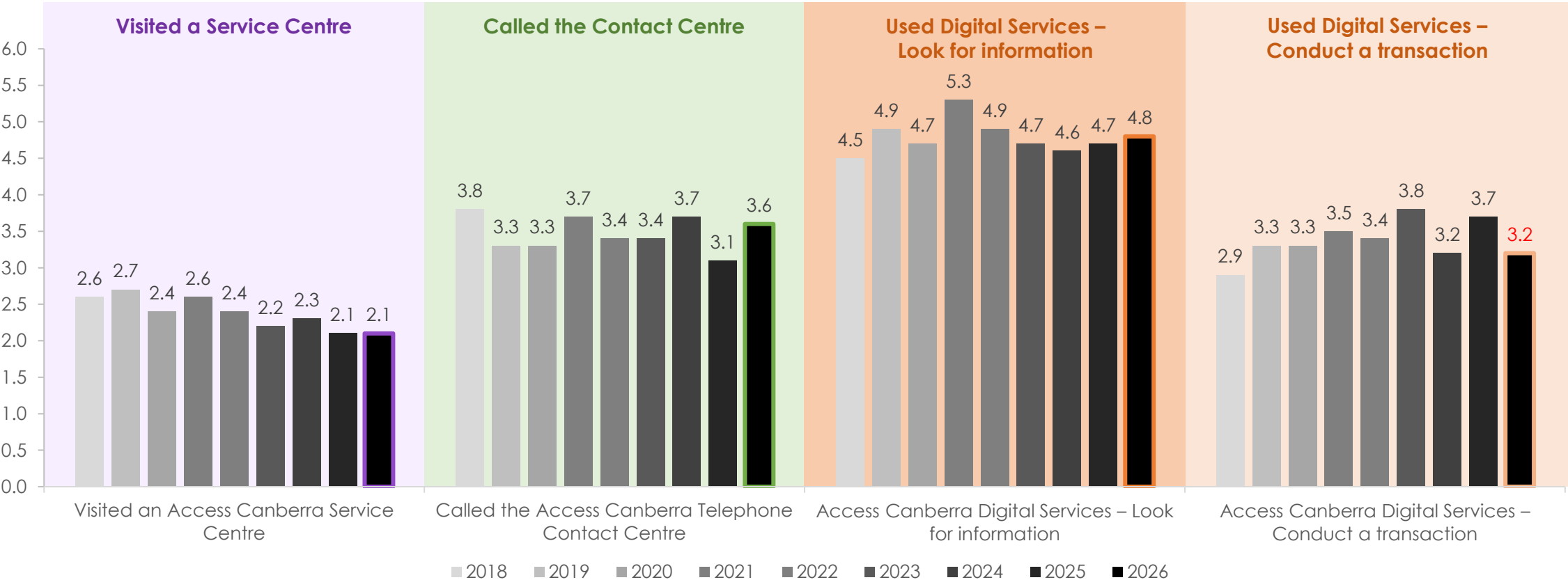
Note: Numbers in brackets represent the values used to calculate the mean number of contacts.
For comparison 2025 average results are displayed in brackets in blue alongside 2026 averages.
The 'can't say/don't know', 'not at all' and 'issue not resolved' responses have been excluded from the average.
Qs 4a, 5a, 6a, 6ai. In the past 12 months, how many times have you visited/called/used Access Canberra services?

Summary of Contact Frequency – Trend

Average contact frequency is broadly consistent with 2025 across most Access Canberra service channels. Digital Services used to look for information remained the highest-frequency channel, increasing slightly from 4.7 contacts in 2025 to 4.8 in 2026.

Contact Centre usage has also increased from 3.1 to 3.6 average contacts, returning to a level broadly consistent with earlier years. Service Centre visits remain comparatively infrequent at 2.1 visits on average, unchanged from 2025. Digital Services used to conduct a transaction have declined significantly, falling from 3.7 average contacts in 2025 to 3.2 in 2026.

In the past 12 months, how many times have you visited/called/used Access Canberra services? (average)



Summary of Number of Contacts to Resolve Issue

On average, residents required 2.4 total contacts to resolve an issue when they called the Contact Centre (up from 2.2 in 2025), compared with 1.7 contacts for Service Centre visits and 1.6 contacts for Digital Services. This higher Contact Centre result reflects both repeat calls and the need to engage through other channels to resolve the issue:

- On average, residents who called the Contact Centre required 1.6 calls and a further 0.8 engagements via other channels
- Those using Service Centres required 1.2 Service Centre visits and 0.5 other-channel engagements
- Digital Services users required 1.3 uses of Digital Services and 0.3 other-channel engagements.

Access Canberra Telephone Contact Centre: Number of Contacts to Resolve Issue

Number of contacts required to resolve issue	Calls to Access Canberra Contact Centre	Engagements via Other Channels	2026 Total Contacts	2025 Total Contacts
Average	1.6	0.8	2.4	2.2
None (0)	N/A	61%	N/A	N/A
One (1)	67%	17%	45%	43%
Two (2)	12%	7%	22%	25%
Three (3)	10%	5%	11%	9%
Four (4)	2%	1%	7%	4%
Five (5)	1%	1%	3%	6%
More than five (6)	4%	3%	7%	7%
Don't know/Issue not resolved (NA)	5%	5%	5%	5%
Base	128	128	128	148

Access Canberra Service Centre: Number of Contacts to Resolve Issue

Number of contacts required to resolve issue	Service Centre Visits	Engagements via Other Channels	2026 Total Contacts	2025 Total Contacts
Average	1.2	0.5	1.7	1.9
None (0)	N/A	65%	N/A	N/A
One (1)	81%	22%	57%	49%
Two (2)	14%	6%	25%	27%
Three (3)	4%	3%	11%	13%
Four (4)	<1%	2%	3%	5%
Five (5)	0%	0%	1%	2%
More than five (6)	0%	<1%	3%	2%
Don't know/Issue not resolved (NA)	1%	1%	1%	2%
Base	274	274	274	270

Access Canberra Digital Services: Number of Contacts to Resolve Issue

Number of contacts required to resolve issue	Uses of Digital Services	Engagements via Other Channels	2026 Total Contacts	2025 Total Contacts
Average	1.4	0.3	1.6	1.6
None (0)	N/A	82%	N/A	N/A
One (1)	79%	9%	70%	69%
Two (2)	8%	3%	13%	14%
Three (3)	5%	1%	6%	4%
Four (4)	2%	1%	3%	3%
Five (5)	<1%	<1%	1%	2%
More than five (6)	2%	<1%	4%	3%
Don't know/Issue not resolved (NA)	4%	3%	4%	5%
Base	420	420	420	436

Note: The 'don't know', and 'issue not resolved' responses have been excluded from the average.

Qs 4d, 5c, 6c. How many times did you have to visit an Access Canberra Service Centre/call the Access Canberra Contact Centre/use the Access Canberra Digital Service before your issue was resolved?
Qs 4di, 5d,6ci. And how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue?



Access Canberra Service Centres

This section is a more detailed analysis of key measures regarding residents' visits to Access Canberra Service Centres.

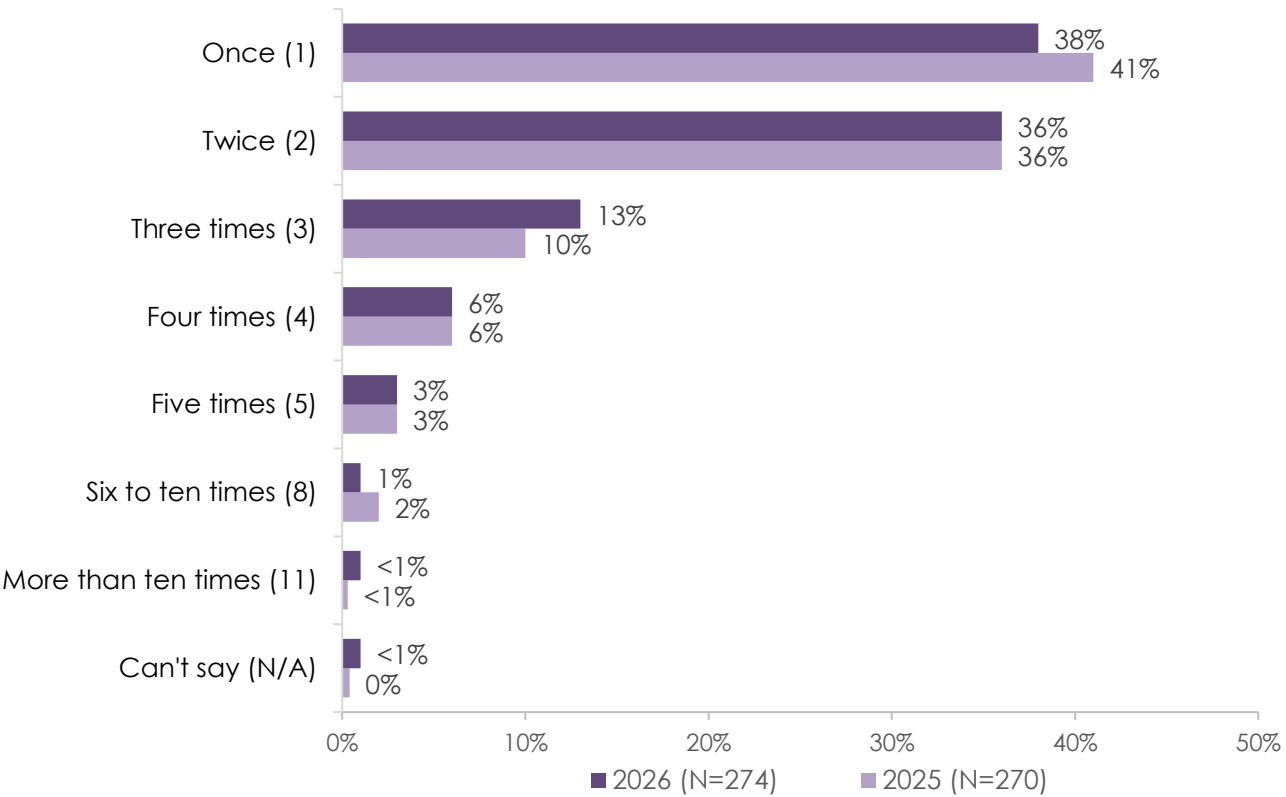
Section Three

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

Service Centre visit frequency remained stable in 2026, with residents averaging 2.1 visits, consistent with 2025. Most residents visited once or twice in the past 12 months, while higher-frequency visitation remains limited.

Residents aged 65+ reported a higher average number of visits than other age cohorts, at 2.5 visits.

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

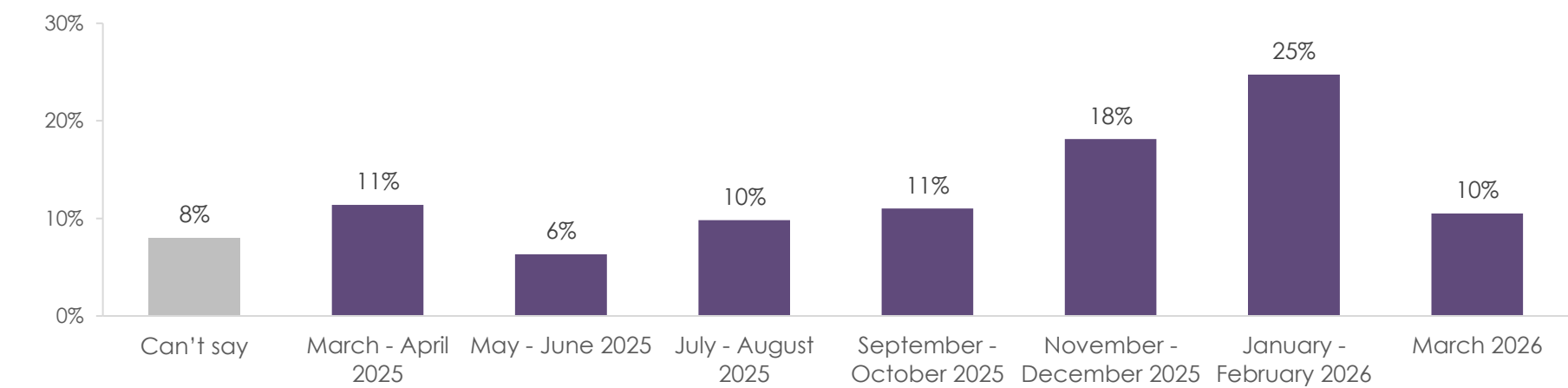


	2026	2025	2024	2023	2022	2021	Male	Female	18-34	35-44	45-64	65+
Average number of visits	2.1	2.1	2.3	2.2	2.4	2.6	2.2	1.9	2.0	2.0	1.9	2.5
Base	272	269	263	276	203	261	136	131	103	49	70	48

Time of Most Recent Visit to a Service Centre

35% of those who visited a Service Centre in the last 12 months most recently visited between January and March 2026.

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



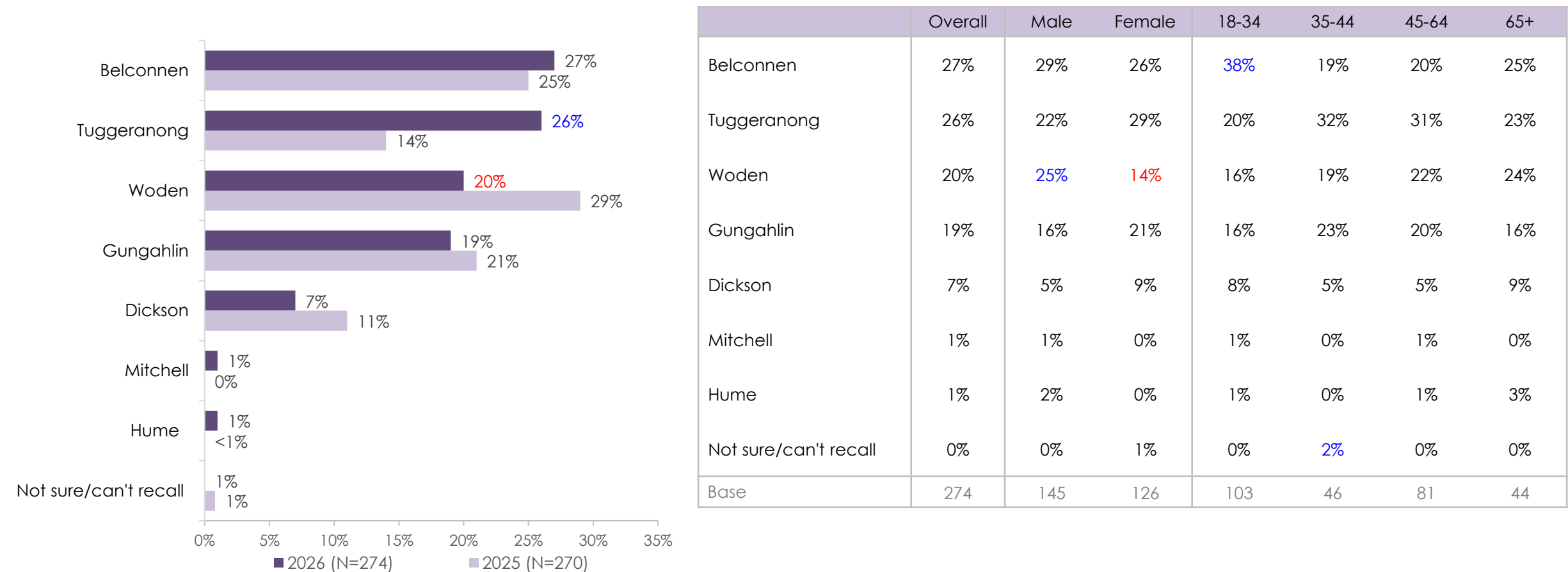
	Overall	Male	Female	18-34	35-44	45-64	65+
March – April 2025	11%	13%	9%	12%	18%	10%	6%
May – June 2025	6%	7%	6%	7%	13%	1%	8%
July – August 2025	10%	7%	13%	10%	8%	8%	14%
September – October 2025	11%	9%	13%	11%	5%	18%	4%
November – December 2025	18%	21%	15%	15%	14%	23%	21%
January – February 2026	25%	25%	26%	23%	30%	22%	29%
March 2026	10%	11%	9%	13%	3%	14%	5%
Can't say	8%	8%	8%	9%	9%	5%	12%
Base	274	145	126	103	46	81	44

Access Canberra Service Centre Visited Most Recently

Based on most recent visit, Belconnen had the highest visitation amongst our sample (27%). Visits to Tuggeranong have significantly increased this year (+12%, returning to 2024 levels), while visits to Woden have significantly decreased (-9%).

Those aged 18-34 were significantly more likely to have visited Belconnen in the last 12 months (38%).

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



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

The key reason for visiting a Service Centre over other channels remains a (perceived) requirement for a physical visit to undertake their transaction (64%).

For 14% of residents their preference for visiting the Service Centre was based on perceptions of ease when dealing face to face, which increased significantly this year (14% cf. 8%).

Reason for choosing the Service Centre

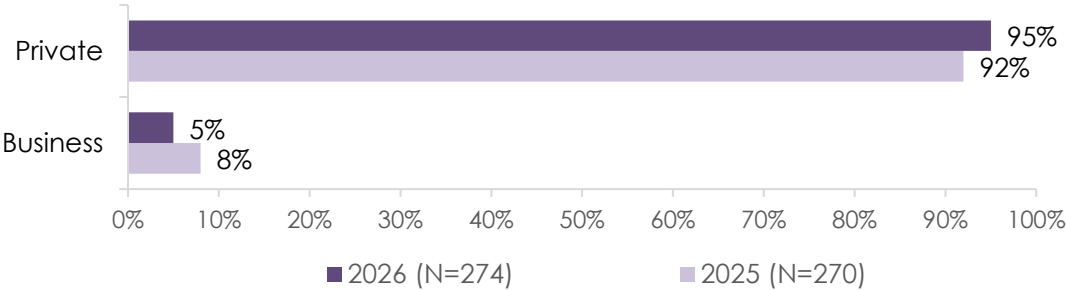
	2026 (N=273)	2025 (N=265)	2024 (N=260)	2023 (N=253)	2022 (N=196)
Physically required to visit in person e.g. licence, photo, eye test, provide documents, pick something up, service not available online	64%	70%	51%	65%	48%
Easier e.g. easier to speak to someone in person	14%	8%	19%	12%	18%
Convenience e.g. close to work, already in the area, familiar	5%	5%	11%	8%	9%
Prefer face to face communication	4%	6%	8%	6%	7%
Wanted customer service information	2%	<1%	2%	0%	2%
Not sure how to do it online/on the phone/confusing/too old	2%	1%	0%	6%	4%
Accessibility issues	1%	<1%	<1%	0%	0%
I thought it was the best method to do what I needed	1%	2%	0%	1%	1%
I didn't know you could do it online/another way	1%	<1%	0%	<1%	1%
Do not have a computer, smartphone or internet/do not like to use computers	1%	1%	<1%	0%	1%
Quicker	1%	3%	<1%	1%	3%
Can't access other services/service issues	<1%	2%	7%	<1%	6%
Security reasons	0%	0%	<1%	0%	0%

Details of Most Recent Visit to an Access Canberra Service Centre

Most recent Service Centre visits continue to be predominantly for private purposes, increasing to 95% in 2026.

Driver's licences remain the main reason for visiting a Service Centre (41%), followed by vehicle registration matters. Vehicle registration for a new owner increased from 12% in 2025 to 18% in 2026, while 'renewing an existing registration' visits remained broadly stable.

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



	2026	2025	2024	2023	2022	2021
Private	95%	92%	93%	88%	93%	93%
Business	5%	8%	7%	12%	7%	7%
Base	274	270	266	276	203	261

Q4b. Was this most recent contact for private or business purposes?
Q4c. What was this most recent contact in relation to?

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

Reason for contact	2026 (N=274)	2025 (N=270)
Driver's licence	41%	39%
Car or other vehicle registration (NETT*)	32%	30%
Car or other vehicle registration (new owner)	18%	12%
Car or other vehicle registration (renewal)	17%	19%
Working with vulnerable people card	8%	9%
Building and development applications	2%	2%
Disability information/pass	2%	4%
Fine or infringement	2%	0%
Rates payment	1%	1%
Personalised number plates	1%	0%
Feedback	<1%	0%
Business licence	0%	1%
Land titles	0%	1%
Other	19%	20%

*Note: Car or other vehicle registration (NETT) includes a renewal of an existing registration or a registration of a new owner.
Note: Options that had 0% for 2026 and 2025 have not been shown above

Details of Most Recent Visit to an Access Canberra Service Centre

As noted on Slide 38, Service Centre visits are primarily driven by the need to complete tasks in person, with 64% saying they were physically required to attend. This is particularly high for driver's licence matters (78%), new owner vehicle registration (69%), and Working with Vulnerable People cards (67%). However, 40% of those renewing an existing registration also felt they were physically required to visit, which may not be the case.

Ease of speaking to someone in person is a secondary driver overall (14%), but is more prominent for vehicle registration renewals (31%).

Reason for choosing the Service Centre by reason for contact

	Overall	Driver's licence	Car or other vehicle registration (NETT)	Car or other vehicle registration (new owner)	Car or other vehicle registration (renewal)	Working with vulnerable people card
Physically required to visit in person e.g. licence, photo, eye test, provide documents, pick something up, service not available online	64%	78%	55%	69%	40%	67%
Easier e.g. easier to speak to someone in person	14%	10%	22%	12%	31%	0%
Convenience e.g. close to work, already in the area, familiar	5%	3%	6%	5%	7%	16%
Prefer face to face communication	4%	1%	6%	5%	7%	1%
Base	273	111	87	50	46	21

Note: only the top reasons for choosing Service Centres and top reasons for contact are shown

Number of Contacts to Resolve Issue

The table below covers two questions, firstly, how many visits to a Service Centre were required to resolve the issue, and secondly how many contacts (if any) to another channel were required to resolve the same issue.

An average 1.2 visits to a Service Centre were required – and an additional average of 0.5 contacts were required using other channels. 1.7 contacts were required using any channel, which is slightly fewer contacts required than in 2025.

Positively, 65% of Service Centre users did not need to engage/make contact via any other channels to resolve their issue, an improvement from last year (59%)

How many times did you have to visit/contact before your issue was resolved?

	Service Centre Visits	Other Channels	2026 Total Contacts	2025 Total Contacts
Average	1.2	0.5	1.7	1.9
None (0)	N/A	65%	N/A	N/A
One (1)	81%	22%	57%	49%
Two (2)	14%	6%	25%	27%
Three (3)	4%	3%	11%	13%
Four (4)	<1%	2%	3%	5%
Five (5)	0%	0%	1%	2%
More than five (6)	0%	<1%	3%	2%
Don't know/Issue not resolved (NA)	1%	1%	1%	2%
Base	274	274	274	270

Year-on-year trend – Average number of total contacts

	2026	2025	2024	2023	2022	2021	2020	2019	2018	2017	2016
Average total contacts	1.7	1.9	2.0	2.0	2.1	1.4	1.3	1.3	1.3	1.2	1.3

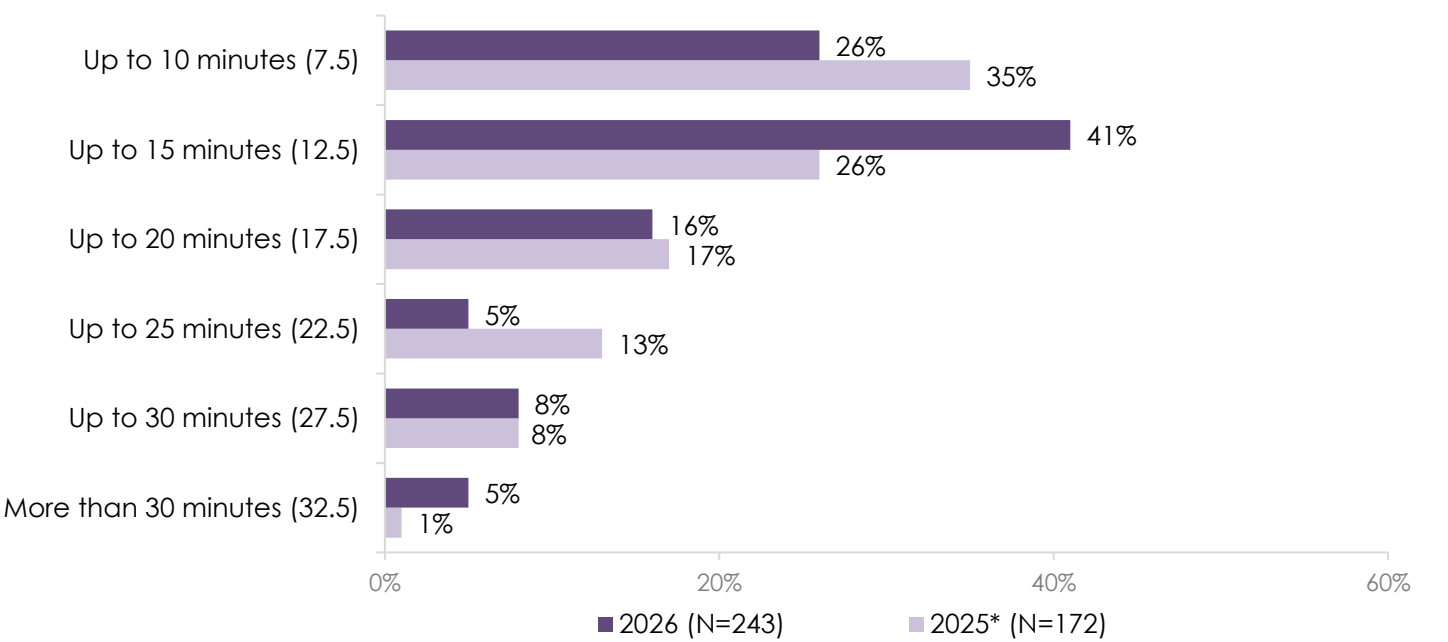
Note: numbers in brackets on chart represent the value used to calculate the 'average number of contacts to resolve issue'. Respondents who said 'don't know' or 'issue not resolved' have been excluded from the calculation of the mean.

Q4d. How many times did you have to visit an Access Canberra Service Centre before your issue was resolved?
Q4di. And how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue?

Reasonable Wait Time

On average, Service Centre visitors consider approximately 15 minutes to be a reasonable wait time before being served, with the average increasing slightly from 14.2 minutes in 2025 to 14.6 minutes in 2026.

Most residents expect to be served within 15 minutes, with 67% nominating a wait time of up to 10 or 15 minutes. Expectations are broadly consistent by gender and Service Centre visited, although younger residents aged 18–34 are willing to wait longer (16.1 minutes).



	2026	2025	Male	Female	18-34	35-44	45-64	65+
Average wait time	14.6	14.2	14.7	14.4	16.1	16.0	11.9	13.7
Base	243	172	125	115	100	43	66	34

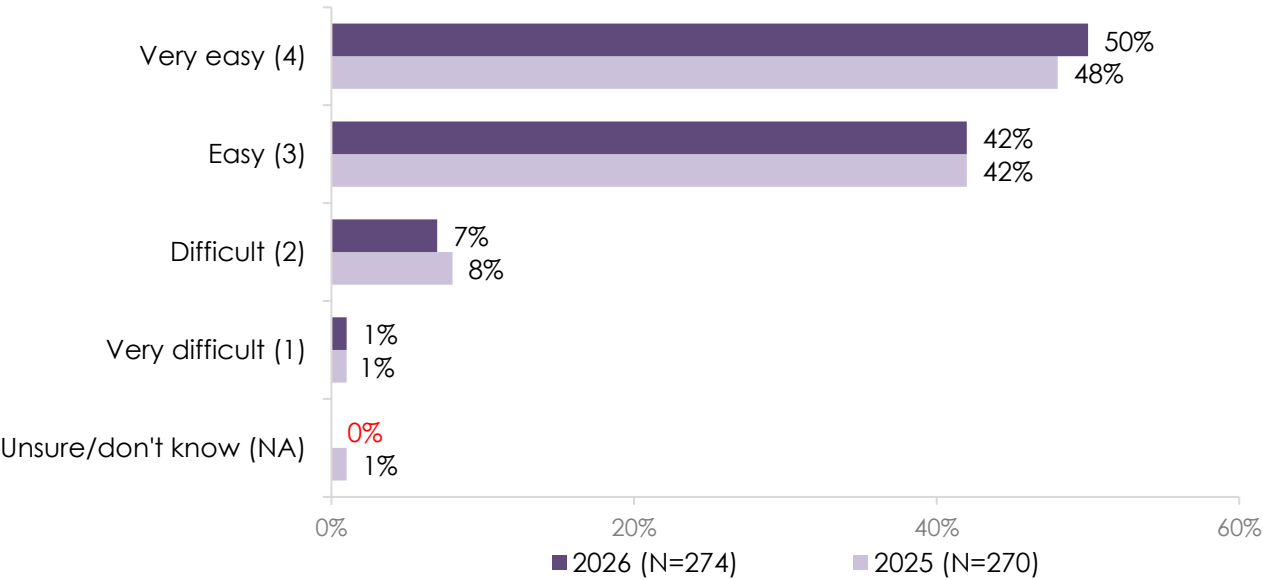
	Overall	Service Centre Visited					Reason for Visit	
		Belconnen	Tuggeranong	Woden	Gungahlin	Dickson	Car registration* (NETT)	Driver's license
Average wait time	14.6	14.8	14.7	14.1	15.0	13.5	14.3	15.1
Base	243	72	62	46	43	17	72	104

Note: This was a new question in 2025 (*only Phone sample results were shown in 2025 due to an issue with the Online survey programming)

Numbers in brackets represent value used to create the average number of minutes

Ease of Dealing with Access Canberra Service Centre

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



92% believe it was easy or very easy to deal with the Access Canberra Service Centre, a slight increase on 2025.

As was seen in previous years, those who were able to resolve their issue in one contact provided significantly higher ratings for ease of dealing.

There were no significant differences across Service Centre location or when comparing the results by reason for visit.

	2026	2025	2024	2023	2022	2021
Mean rating	3.41	3.39	3.37	3.37	3.23	3.40
Base	274	270	266	276	203	261

	Overall	Service Centre Visited					Reason for Visit	
		Belconnen	Tuggeranong	Woden	Gungahlin	Dickson	Car registration* (NETT)	Driver's license
Mean rating	3.41	3.46	3.48	3.29	3.46	3.31	3.47	3.45
Base	274	75	70	54	51	18	87	111

	Overall	Number of visits to resolve issue		Engagements via other channels	
		One	More than one	None	One or more
Mean rating	3.41	3.49	3.06	3.44	3.36
Base	274	220	51	179	91

Scale: 1 = very difficult, 4 = very easy
*Note: Car registration (NETT) includes renewals and registration of new owners
Q4e. How easy was it to deal with the Access Canberra Service Centre?

Ease of Dealing with Access Canberra Service Centre

A short wait time and the knowledge of staff are key reasons for the perceived ease of dealing with the Access Canberra Service Centre.

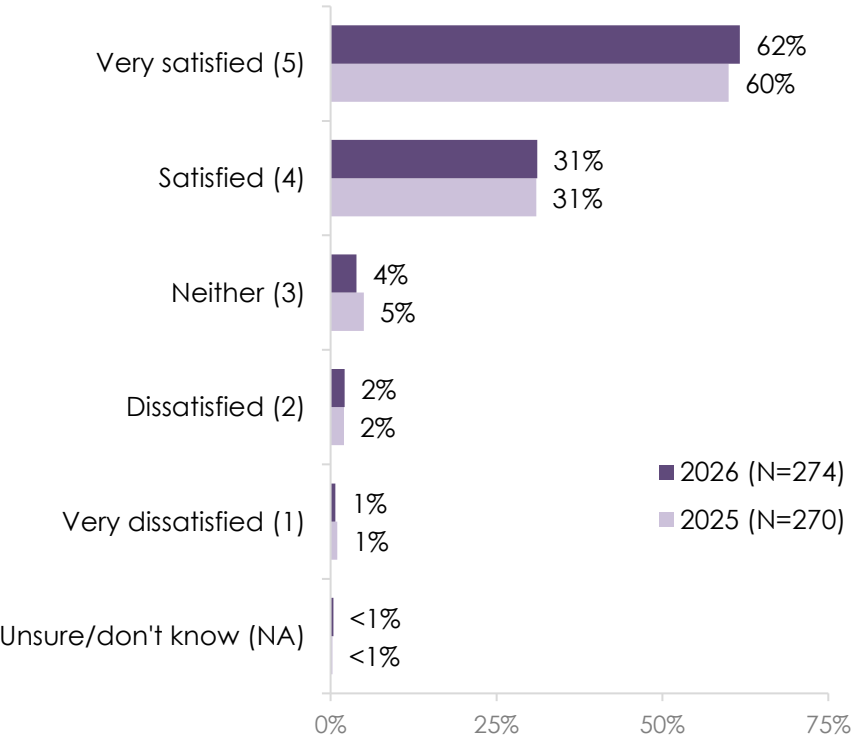
Among residents who stated their visit was 'very easy', 53% attributed this to a quick service. Conversely, the most common reasons among the 21 residents who rated their dealings as either 'very difficult' or 'difficult' were that the 'person did not appear to be knowledgeable' or they 'had to wait a long time' (note, small sample).

Why do you say that it was difficult/easy?

	Year					2026 by Ease Rating		
	2026	2025	2024	2023	2022	Very difficult – difficult to deal with the Service Centre (8%)	Easy to deal with the Service Centre (42%)	Very easy to deal with the Service Centre (50%)
Quick - didn't have to wait long	41%	49%	46%	41%	36%	0%	35%	53%
Person was knowledgeable	38%	38%	34%	37%	37%	0%	41%	43%
Able to complete in one visit	29%	54%	31%	40%	39%	0%	27%	35%
Had to wait a long time	6%	7%	3%	8%	13%	31%	8%	0%
Person didn't appear to be knowledgeable	4%	4%	3%	3%	6%	37%	0%	0%
Had to come back	1%	4%	1%	4%	3%	12%	0%	0%
Language barrier	0%	1%	1%	0%	0%	0%	0%	0%
Any others	41%	21%	38%	30%	28%	63%	35%	41%
Base	274	270	266	275	203	21	116	136

Satisfaction with Service Received at Service Centre

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



For those that had visited an Access Canberra Service Centre in the past 12 months, 93% were either satisfied or very satisfied with the service they received (increasing from 90% in 2024 and 91% in 2025).

The result this year is not significantly different from recent years, however, is following a small upward trend from 2024.

	Overall	Male	Female	18-34	35-44	45-64	65+
Mean rating	4.52	4.49	4.54	4.54	4.60	4.40	4.60
CSI Score	87.9	87.2	88.4	88.4	90.0	84.9	90.0
Base	274	145	126	102	46	81	44

Year on Year Trends	2026	2025	2024	2023	2022	2021	2020	2019	2018	2017	2016
Mean rating	4.52	4.49	4.44	4.50	4.43	4.62	4.63	4.58	4.53	4.64	4.51
CSI Score	87.9	87.3	85.9	87.4	85.8	90.6	90.8	89.6	88.3	91.0	87.8

A significantly higher/lower rating (by group)
Rating scale: 1 = very dissatisfied, 5 = very satisfied
CSI scale: 0 = very dissatisfied, 100 = very satisfied

Satisfaction with Service Received at Service Centre

Satisfaction with the service received did not significantly differ when compared by Service Centre location or whether other channels were required to resolve the issue. Those who only had to visit once to resolve their issue and those visiting in relation to a car/ other vehicle registration (new owner) were significantly more satisfied than those requiring more than one visit for a resolution and other reasons for visiting the Centre.

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

By Service Centre	Overall	Belconnen	Tuggeranong	Woden	Gungahlin	Dickson
Mean rating	4.52	4.59	4.47	4.37	4.61	4.64
CSI Score	87.9	89.7	86.8	84.3	90.3	90.9
Base	274	75	69	54	51	18

By Number of visits to resolve issue (Q4d)	One	More than one
Mean rating	4.57	4.28
CSI Score	89.4	82.1
Base	219	51

By Reason for visit	Driver's licence	Car or other vehicle registration (NETT)	Car or other vehicle registration (new owner)	Car or other vehicle registration (renewal)
Mean rating	4.47	4.58	4.67	4.50
CSI Score	86.7	89.4	91.8	87.6
Base	111	87	50	47

By Number of engagements via other channels (Q4di)	None	One or more
Mean rating	4.56	4.45
CSI Score	89.0	86.2
Base	178	91

By Month of visit	March – July 2025	August – October 2025	November – December 2025	January – March 2026
Mean rating	4.61	4.52	4.58	4.42
CSI Score	90.2	88.0	89.6	85.6
Base	61	44	50	96

A significantly higher/lower rating (by group)

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

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

What Would Make You ‘Very Satisfied’ with the Service Centres

Based on an open-ended question, shorter wait times/faster service continues to be the most desired change for those who were not ‘very satisfied’ with the service they received on their last visit (25%), while 17% also suggested improvements to staff knowledge/training.

What would have to change to make you very satisfied with the Access Canberra Service Centre service?
(asked if less than ‘very satisfied’)

	2026 (N=101)	2025 (N=106)	2024 (N=106)	2023 (N=85)	2022 (N=111)
Shorter wait times/faster service	25%	24%	23%	26%	39%
More knowledgeable staff/staff training	17%	16%	20%	15%	15%
Simplified process/Easier to find the right person to speak to	6%	8%	0%	0%	0%
Extended/improved digital services/reduce need to go into Centre	6%	5%	0%	1%	2%
Don't know/nothing	20%	13%	19%	28%	21%

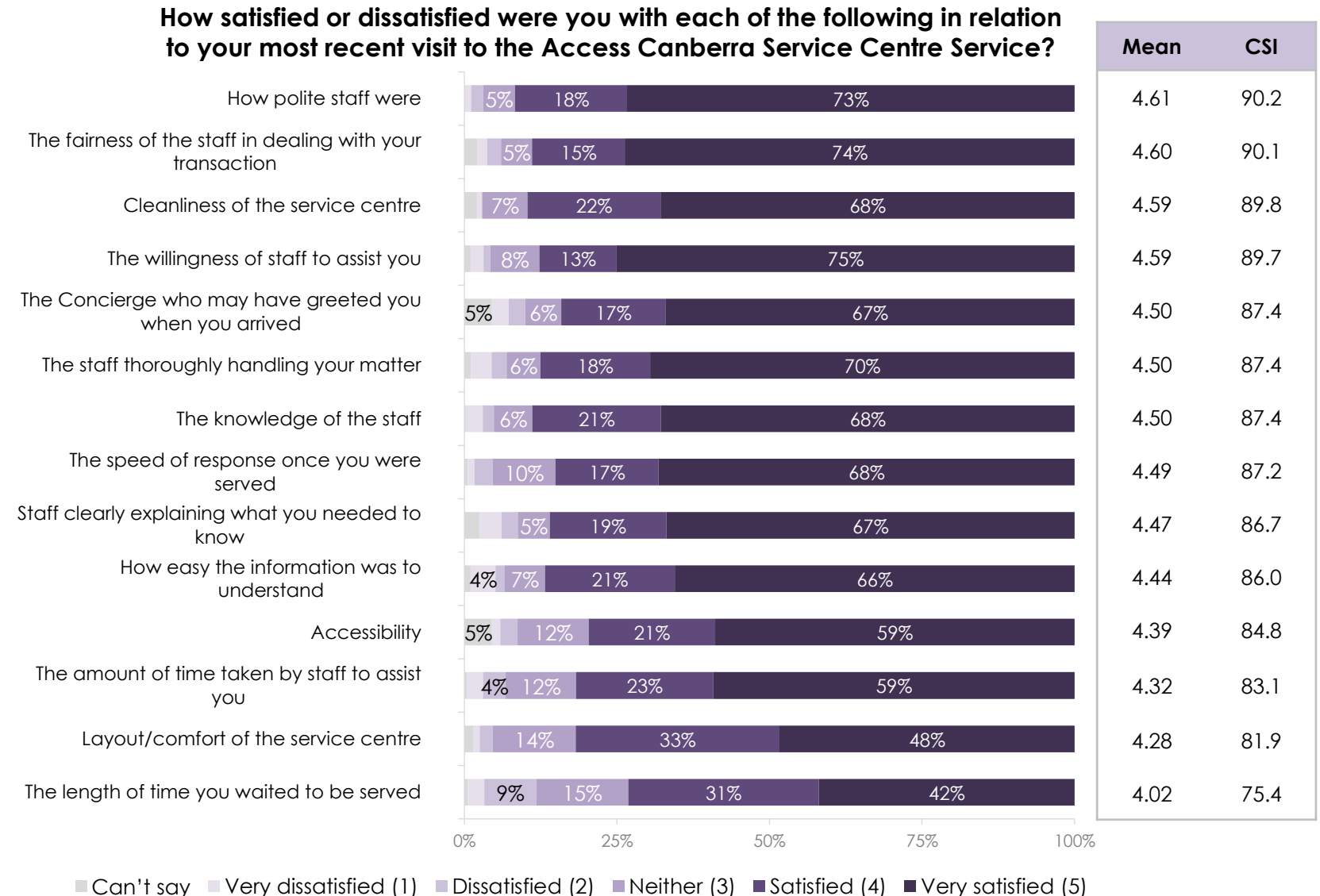
Q4g. Overall, how satisfied or dissatisfied were you with the service you received at the Service Centre during your last visit?
Q4h. [If less than very satisfied with Service Centre in Q4g] What would have to change to make you very satisfied with the Access Canberra Service Centre service? (Open response)

Satisfaction with Specific Services Received at Service Centre

The politeness and fairness of staff remain the highest rated attributes regarding respondents' most recent visit to a Service Centre.

Year-on-year (see charts on the next two slides), all satisfaction measures have remained stable or improved. 'The amount of time taken by staff to assist you' has shown continued improvement since 2022.

Despite being the fourth ranked measure, commitment to the top box 'very satisfied' is highest for 'the willingness of staff to assist you' (75%).



Base: N=274

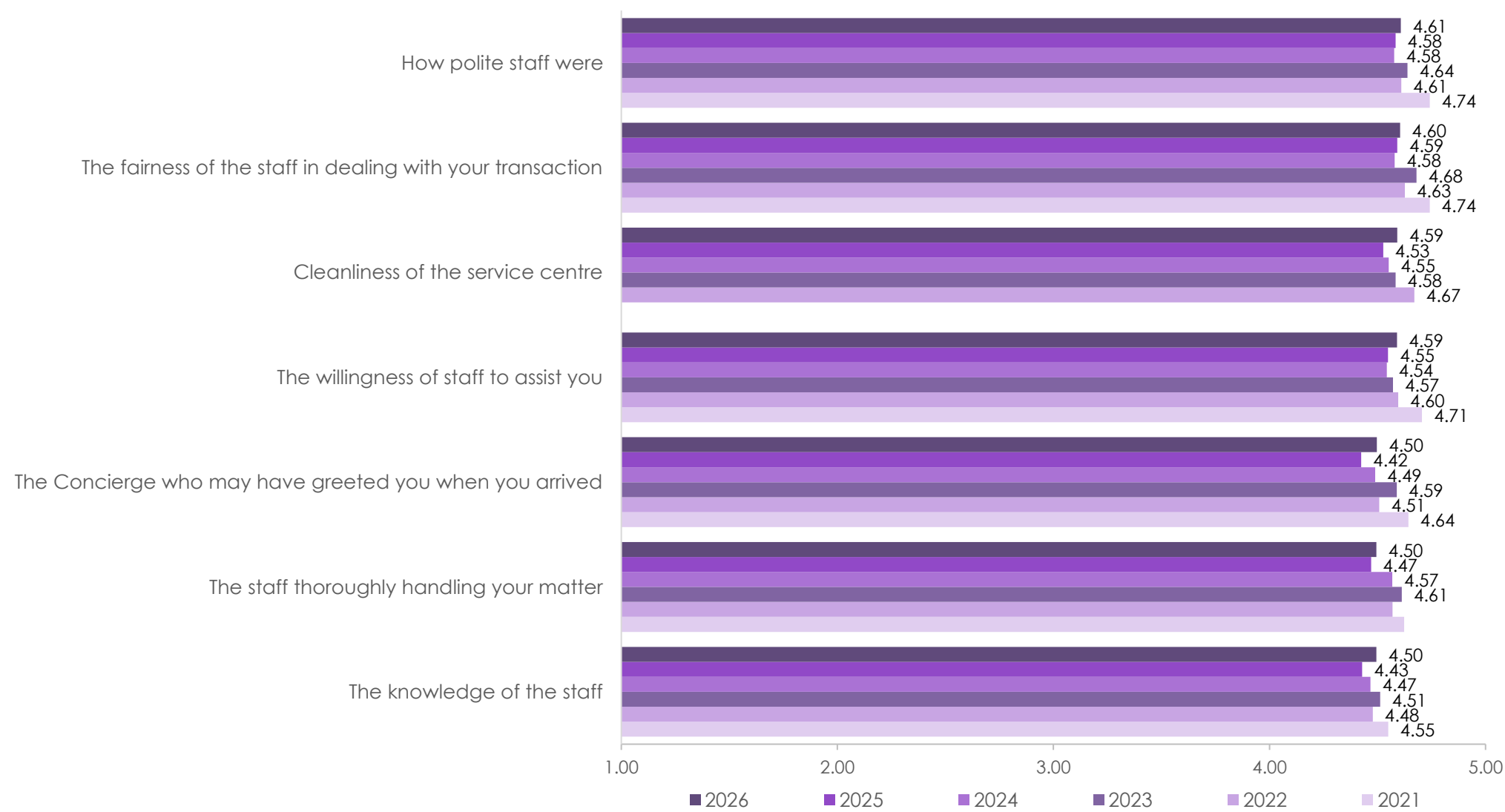
Note: Labels of <4% are not shown

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

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

Satisfaction with Specific Services Received at Service Centre

Satisfaction with Specific Services Trend Data (Top 7)

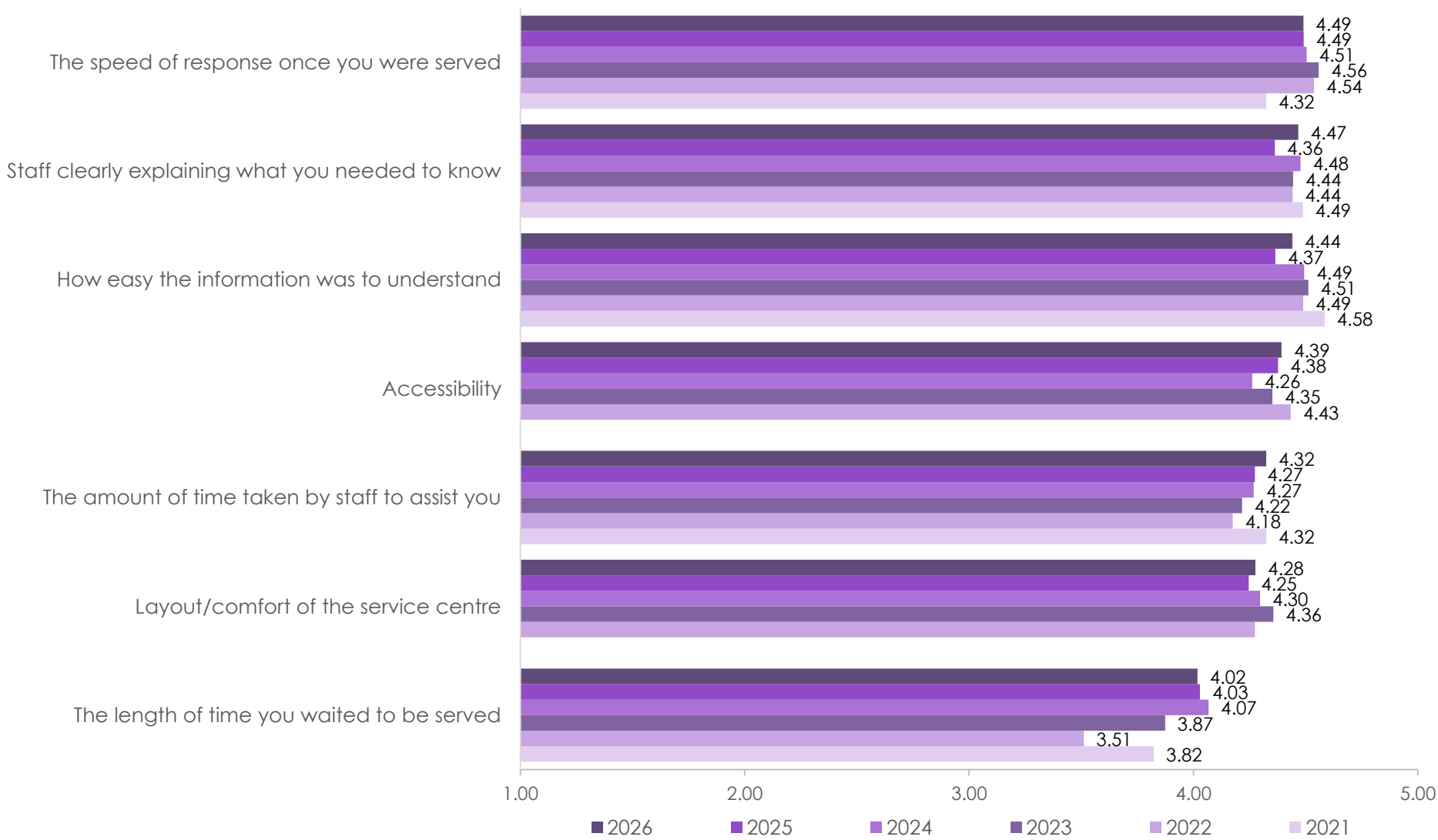


Mean scale: 1 = very dissatisfied, 5 = very satisfied

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

Satisfaction with Specific Services Received at Service Centre

Satisfaction with Specific Services Trend Data (Bottom 7)



Mean scale: 1 = very dissatisfied, 5 = very satisfied
Q4i. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent visit to the Access Canberra Service Centre service?

Satisfaction with Specific Services Received at Service Centre

How satisfied or dissatisfied were you with each of the following in relation to your most recent visit to the Access Canberra Service Centre Service?
(by age and gender)

	Overall	Male	Female	18-34	35-44	45-64	65+
How polite staff were	4.61	4.54	4.68	4.61	4.70	4.55	4.62
The fairness of the staff in dealing with your transaction	4.60	4.53	4.68	4.63	4.65	4.55	4.59
Cleanliness of the service centre	4.59	4.57	4.61	4.65	4.56	4.50	4.65
The willingness of staff to assist you	4.59	4.50	4.68	4.64	4.60	4.53	4.56
The Concierge who may have greeted you when you arrived	4.50	4.36	4.64	4.48	4.54	4.47	4.55
The staff thoroughly handling your matter	4.50	4.44	4.57	4.54	4.51	4.42	4.51
The knowledge of the staff	4.50	4.45	4.54	4.50	4.62	4.48	4.36
The speed of response once you were served	4.49	4.38	4.63	4.44	4.55	4.51	4.50
Staff clearly explaining what you needed to know	4.47	4.43	4.51	4.54	4.53	4.34	4.46
How easy the information was to understand	4.44	4.39	4.50	4.53	4.41	4.31	4.50
Accessibility	4.39	4.32	4.47	4.46	4.47	4.29	4.35
The amount of time taken by staff to assist you	4.32	4.25	4.41	4.35	4.33	4.21	4.46
Layout/comfort of the service centre	4.28	4.18	4.38	4.32	4.26	4.20	4.34
The length of time you waited to be served	4.02	3.93	4.15	3.97	4.07	4.06	4.01

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

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

A significantly higher/lower rating (by group) 51

Satisfaction with Specific Services Received at Service Centre

How satisfied or dissatisfied were you with each of the following in relation to your most recent visit to the Access Canberra Service Centre Service?
(by household status)

	Overall	Couple (no children)	Couple (with children)	Single/living alone	Group/shared household	Single parent
How polite staff were	4.61	4.70	4.63	4.61	4.39	4.57
The fairness of the staff in dealing with your transaction	4.60	4.75	4.59	4.65	4.08	4.72
Cleanliness of the service centre	4.59	4.74	4.48	4.62	4.59	4.64
The willingness of staff to assist you	4.59	4.70	4.63	4.59	4.10	4.57
The Concierge who may have greeted you when you arrived	4.50	4.76	4.50	4.39	3.87	4.76
The staff thoroughly handling your matter	4.50	4.68	4.48	4.40	4.24	4.41
The knowledge of the staff	4.50	4.63	4.53	4.36	4.18	4.49
The speed of response once you were served	4.49	4.64	4.54	4.38	4.23	4.35
Staff clearly explaining what you needed to know	4.47	4.62	4.46	4.50	4.07	4.24
How easy the information was to understand	4.44	4.64	4.38	4.46	3.99	4.73
Accessibility	4.39	4.36	4.45	4.46	3.94	4.56
The amount of time taken by staff to assist you	4.32	4.55	4.32	4.11	3.99	4.30
Layout/comfort of the service centre	4.28	4.44	4.22	4.21	4.10	4.46
The length of time you waited to be served	4.02	4.26	4.02	3.80	3.64	4.21

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

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

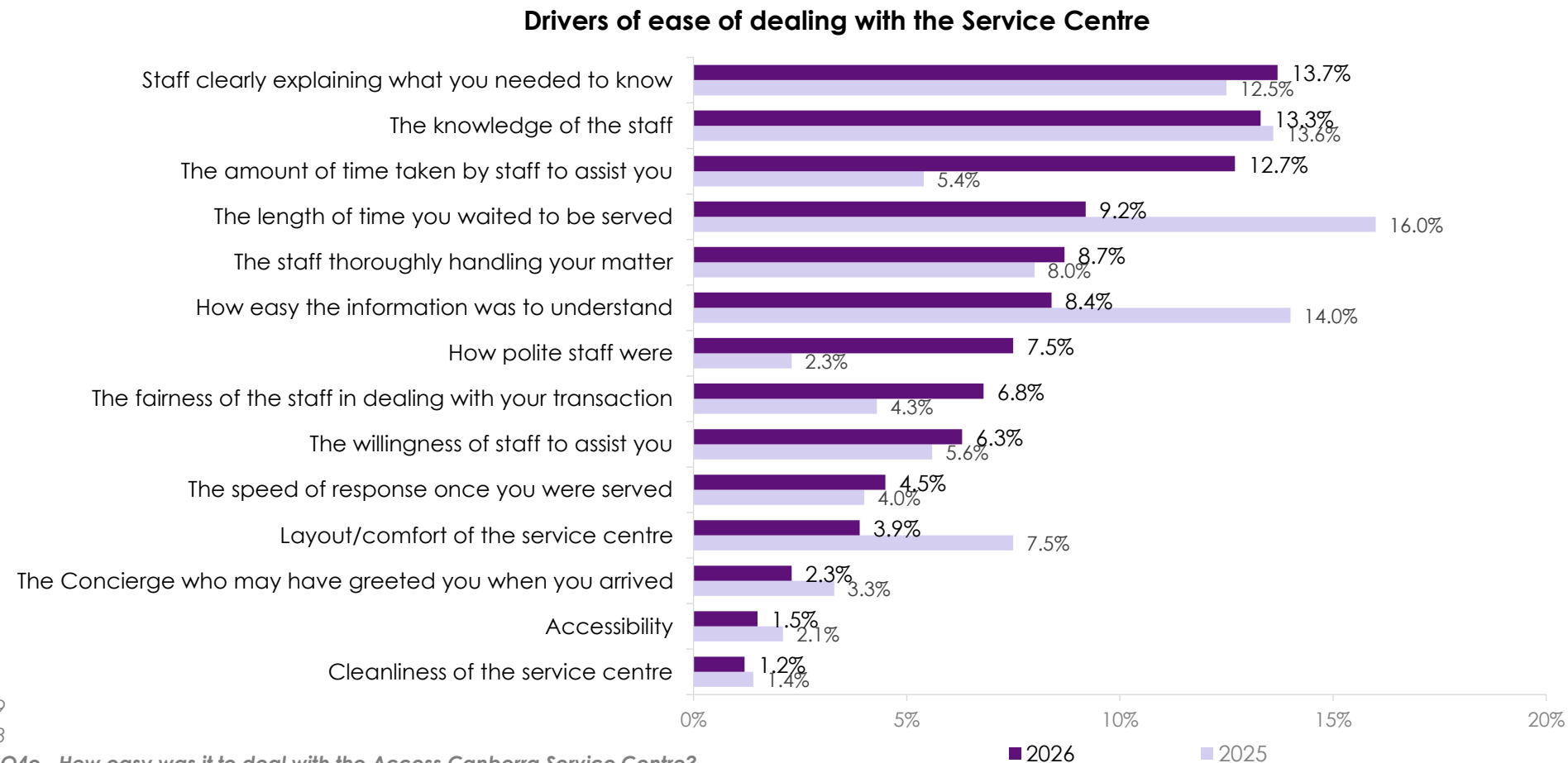
A significantly higher/lower rating (by group) 52

Drivers of Ease To Deal With Service Centres

The chart below illustrates the contribution that each detailed satisfaction attribute has towards the ease of dealing with Access Canberra Service Centres, based on a Regression analysis (with 2025 regression results shown in light purple).

'Staff clearly explaining what you needed to know' was the strongest driver for ease of dealings (13.7%), closely followed by 'the knowledge of staff' (13.3%) and 'the amount of time taken by staff to assist you' (12.7%).

Compared to 2025, there are noticeable increases in the time taken for assistance (+7.3%) and the politeness of staff (+5.2%) and noticeable decreases in the contribution of wait time to be served (-6.8%) and 'How easy the information was to understand' (-5.6%) to driving perceptions of overall ease.



2026 R-Squared = 0.39
2025 R-Squared = 0.33

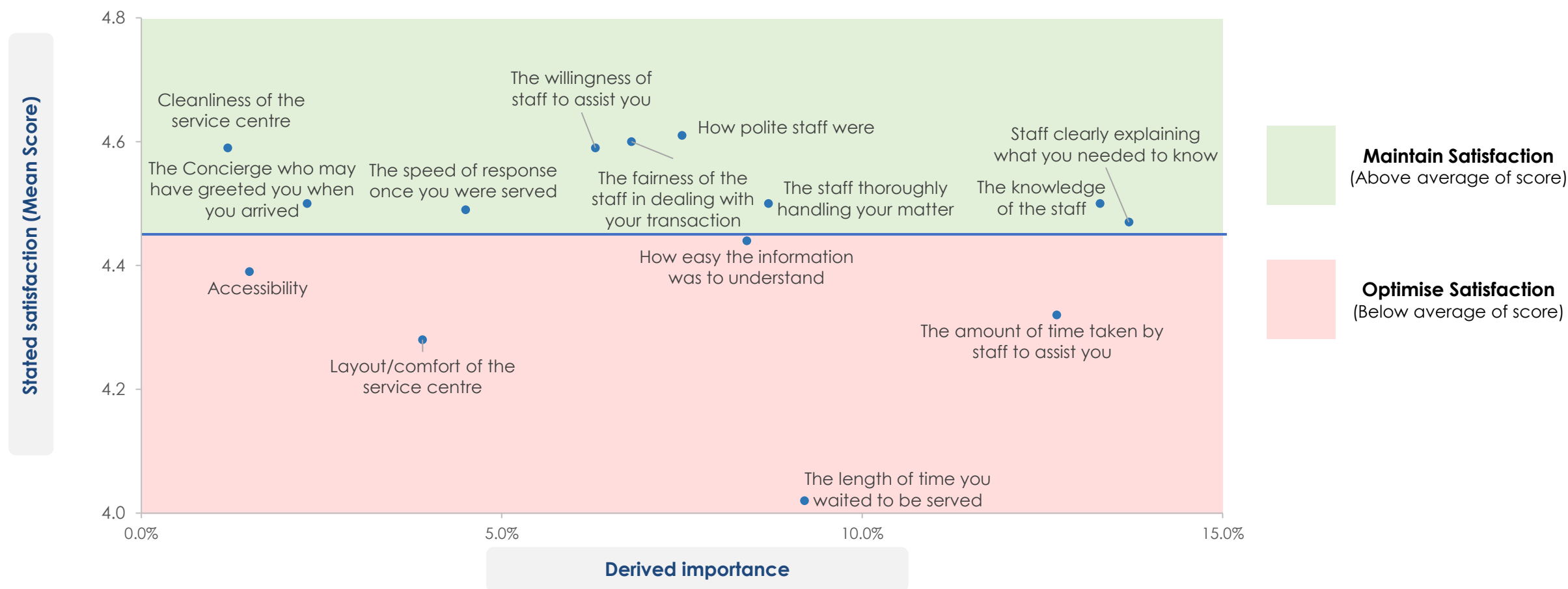
Dependent Variable: Q4e. How easy was it to deal with the Access Canberra Service Centre?
Independent Variables: Q4i. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent visit to the Access Canberra Service Centre Service?

Drivers of Ease To Deal With Service Centres

The chart below plots the 2026 Regression scores based on ease of dealing (see previous slide) against resident stated satisfaction for each of the 14 service attributes relating to Access Canberra Service Centres.

For the largest drivers (i.e.: furthest to the right), there is an opportunity to lift their satisfaction scores – particularly for 'the amount of time taken by staff to assist you' and 'the length of time you waited to be served'.

Mapping Stated Satisfaction and Derived Importance Identifies the Priority Areas for Ease

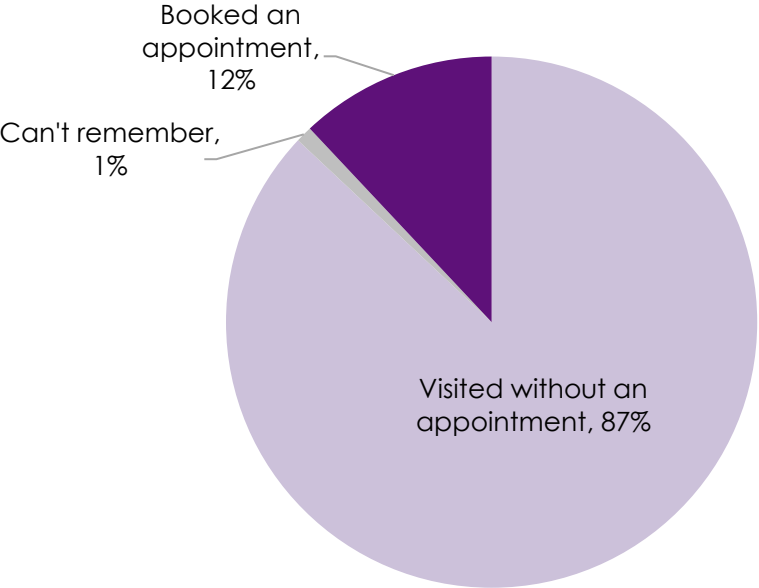


Did You Book an Appointment?

12% of those who visited a Service Centre booked an appointment beforehand, with residents aged 18-34 most likely to have pre-booked.

Looking at the results for overall satisfaction and ease, there were no significant differences when comparing those who booked previously and those who didn't.

On your most recent visit to the Access Canberra Service Centre, did you book an appointment, or did you visit without an appointment?



On your most recent visit to the Access Canberra Service Centre, did you book an appointment, or did you visit without an appointment?
(by age and gender)

	2026	2025	2024	Male	Female	18-34	35-44	45-64	65+
Booked an appointment	12%	12%	10%	12%	11%	16%	7%	10%	9%
Visited without an appointment	87%	85%	89%	86%	88%	83%	93%	88%	90%
Can't remember	1%	3%	1%	2%	0%	2%	0%	2%	0%
Base	274	270	266	145	126	103	46	81	44

Overall satisfaction and ease of dealing by whether resident made an appointment

	Q4g. Overall Satisfaction		Q4e. Ease of Dealing	
	Booked	Did not book	Booked	Did not book
Mean rating	4.47	4.52	3.38	3.41
Base	31	241	31	242



Section Four

Access Canberra Telephone Contact Centre

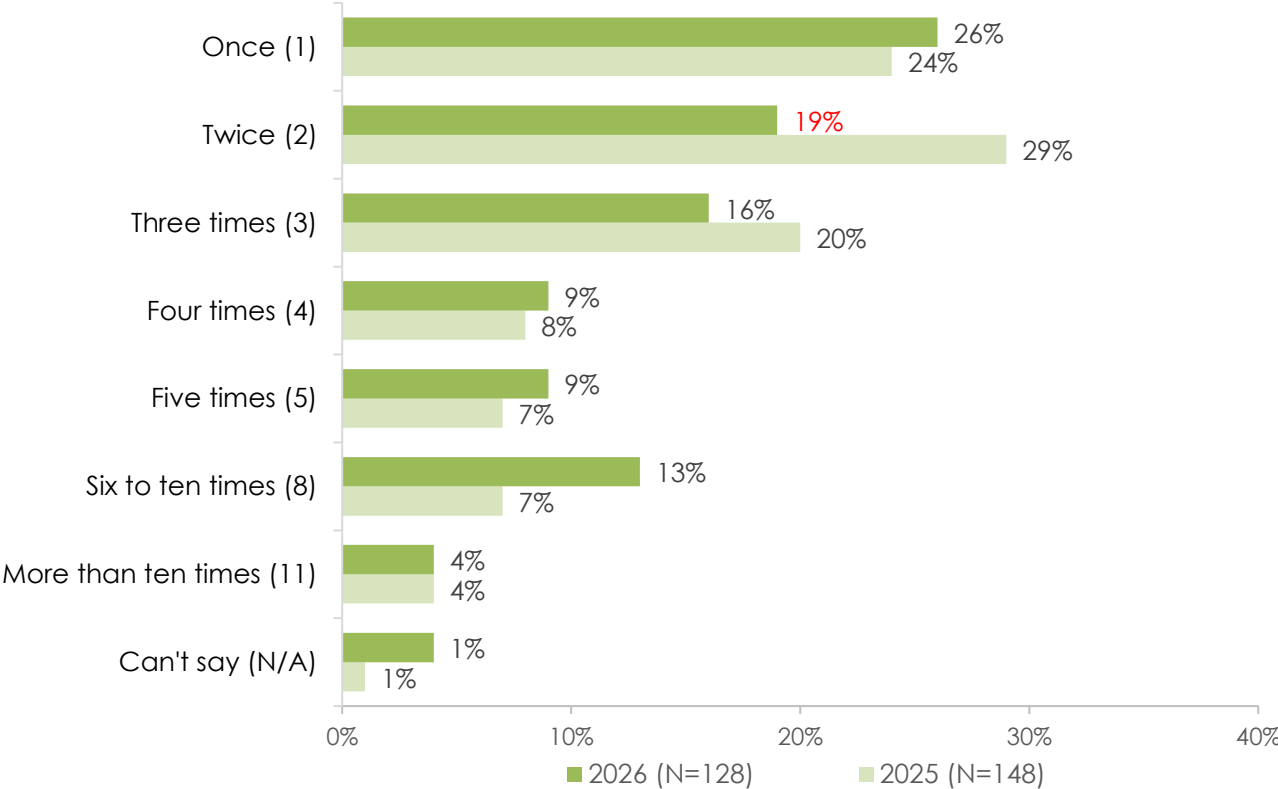
This section is a more detailed analysis of the measures regarding residents' calls to the Access Canberra Telephone Contact Centre.

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

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

Amongst the 128 residents who had called the Contact Centre at all in the past 12 months, the average number of contacts has increased to 3.6 from 3.1 last year – returning to similar contact levels in 2024.

Looking across demographic cohorts, males made a significantly greater number of calls than females, and those aged 65+ made significantly fewer calls than other age groups (2.6 calls on average).



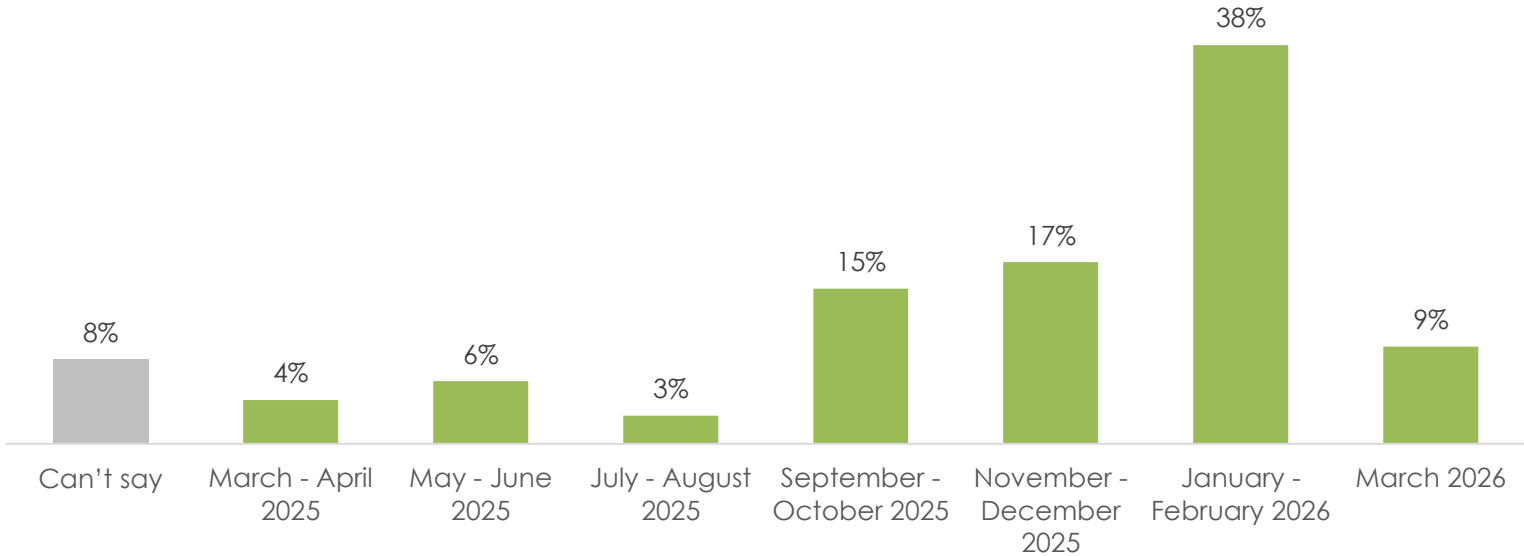
	2026	2025	2024	2023	2022	2021	Male	Female	18-34	35-44	45-64	65+
Average number of calls	3.6	3.1	3.7	3.4	3.4	3.6	4.6	2.7	3.8	4.4	3.5	2.6
Base	123	146	145	167	215	164	57	63	37	23	42	21

Note: numbers on chart labels in brackets represent the values used to calculate mean number of calls.
'Can't say' responses have been excluded from the mean
Q5a. In the past 12 months, how many times in total would you have called the Access Canberra Telephone Contact Centre 13 22 81?

Time of Most Recent Call to the Access Canberra Contact Centre

47% of those who called the Contact Centre in the last 12 months, most recently called in January, February or March 2026.

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



	Overall	Male	Female	18-34	35-44	45-64	65+
March – April 2025	4%	5%	4%	3%	7%	4%	3%
May – June 2025	6%	2%	10%	7%	3%	3%	13%
July – August 2025	3%	4%	2%	3%	7%	1%	1%
September – October 2025	15%	19%	9%	12%	11%	21%	11%
November – December 2025	17%	24%	12%	5%	35%	14%	26%
January – February 2026	38%	33%	42%	52%	25%	39%	26%
March 2026	9%	9%	9%	13%	10%	7%	6%
Can't say	8%	4%	12%	5%	3%	11%	13%
Base	128	60	66	37	24	45	22

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

Over one quarter (26%) of those calling the Contact Centre did so (rather than using another channel) as they believed it was easier, which significantly increased from 12% in 2025. Calling the Contact Centre as it was quicker also significantly increased from 7% last year to 15%, while online resolution/difficulty using the website significantly decreased.

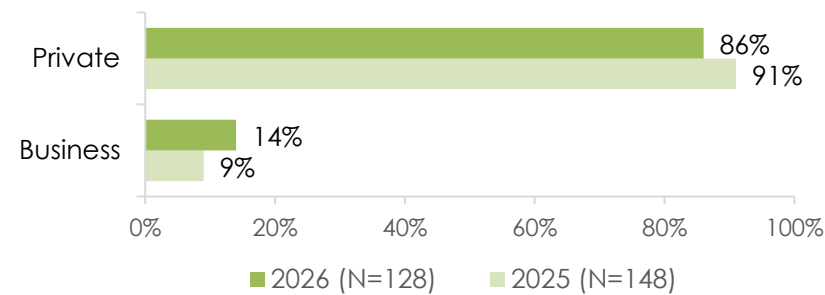
Reason for choosing the Telephone Contact Centre over other channels

Reason for choosing the Contact Centre	2026 (N=128)	2025 (N=147)	2024 (N=140)	2023 (N=151)	2022 (N=212)
Easier e.g. easier to speak with someone, unsure who to speak with, easier to access, limited mobility	26%	12%	17%	24%	20%
Quicker/wanted to speak with someone quickly/wanted the issue resolved quickly	15%	7%	16%	13%	10%
Convenience e.g. calling rather than going into a centre, after hours and during business hours, centre too far away	14%	20%	24%	13%	14%
Couldn't resolve online/difficulty with the website e.g. not clear enough, not sure how to do it online	13%	23%	15%	6%	18%
Needed more detailed information	9%	7%	12%	4%	9%
Prefer to speak with someone over the phone	6%	7%	4%	10%	2%
I was advised to make a phone call (after visiting centre/doing online)	6%	3%	3%	0%	2%
Simple interaction e.g. to report an issue/pay a fine/make an appointment/renew licence or registration	4%	9%	4%	0%	4%
Following up on an issue	2%	3%	2%	1%	3%
I am disabled	1%	1%	1%	1%	0%
Information was only available over the phone	<1%	5%	3%	0%	1%
Don't know/can't recall	4%	1%	0%	0%	0%

Details of Most Recent Telephone Contact

86% of those who had recently contacted the telephone Contact Centre called regarding a private issue (rather than a business issue), a slight decrease compared to in 2025 (91%). Car registrations (20%) and driver's license (14%) remain the most common reasons for calling the Contact Centre.

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



	2026	2025	2024	2023	2022	2021
Private	86%	91%	87%	85%	92%	84%
Business	14%	9%	13%	15%	8%	16%
Base	128	148	145	168	220	167

What was this most recent contact in relation to? (Pre coded)

Reason for contact	2026 (N=128)	2025 (N=148)
Car or other vehicle registration (NETT)*	20%	14%
Car or other vehicle registration (renewal)	14%	11%
Car or other vehicle registration (new owner)	6%	5%
Driver's licence	14%	17%
Fine or infringement	7%	5%
Lodge a complaint about a particular government service	4%	3%
Working with vulnerable people card	3%	2%
Building and development applications	2%	5%
Rates payment	2%	3%
Feedback	2%	2%
Lodge a complaint about Access Canberra	1%	1%
Land titles	1%	1%
Personalised number plates	1%	1%
Disability information/pass	1%	1%
Business licence	1%	1%
Business inspection	1%	0%
Other	37%	49%

Q5aii. Thinking of your most recent call to the telephone Contact Centre, was it for private or business purposes?
Q5b. What was this most recent contact in relation to?

*Note: Car or other vehicle registration (NETT) includes a renewal of an existing registration or a registration of a new owner

Details of Most Recent Telephone Contact

The table below shows the most common reasons for choosing the Telephone Contact Centre over other channels (see Slide 59) by the different reasons for calling (see Slide 60). The base sizes for contact reasons are low and should be viewed at an interest level only.

Reason for choosing the Telephone Contact Centre by reason for contact

	Overall	Car or other vehicle registration (NETT)	Car or other vehicle registration (renewal)	Driver's licence
Easier e.g. easier to speak with someone, unsure who to speak with, easier to access, limited mobility	26%	29%	35%	38%
Quicker/wanted to speak with someone quickly/wanted the issue resolved quickly	15%	7%	4%	6%
Convenience e.g. calling rather than going into a centre, after hours and during business hours, centre too far away	14%	20%	24%	14%
Couldn't resolve online/difficulty with the website e.g. not clear enough, not sure how to do it online	13%	5%	5%	19%
Needed more detailed information	9%	11%	0%	0%
Prefer to speak with someone over the phone	6%	4%	6%	3%
I was advised to make a phone call (after visiting centre/doing online)	6%	12%	10%	11%
Base	128	25	18*	18*

Note: only the top reasons for choosing the Contact Centre and top reasons for contact are shown

Q5a.iii. Why in particular did you choose to call the Access Canberra Contact Centre rather than visit an Access Canberra Service Centre or go online and use the Access Canberra Digital Services? (Open response)

Q5b. What was this contact in relation to?

Number of Contacts to Resolve Issue

For those contacting the Contact Centre, the total number of contacts to resolve the issue (regardless of channel) is estimated to be 2.4, with 67% resolving their issue with the Contact Centre after one contact only (slightly up from 63% last year).

When asked how many contacts were made to resolve their issue via other channels, 39% engaged with another Access Canberra channel at least once.

How many times did you have to call/contact before your issue was resolved?

	Contact Centre Calls	Other Channels	2026 Total Contacts	2025 Total Contacts
Average	1.6	0.8	2.4	2.2
None (0)	N/A	61%	N/A	N/A
One (1)	67%	17%	45%	43%
Two (2)	12%	7%	22%	25%
Three (3)	10%	5%	11%	9%
Four (4)	2%	1%	7%	4%
Five (5)	1%	1%	3%	6%
More than five (6)	4%	3%	7%	7%
Don't know/Issue not resolved (NA)	5%	5%	5%	5%
Base	128	128	128	148

Year-on-year trend – Average number of total contacts

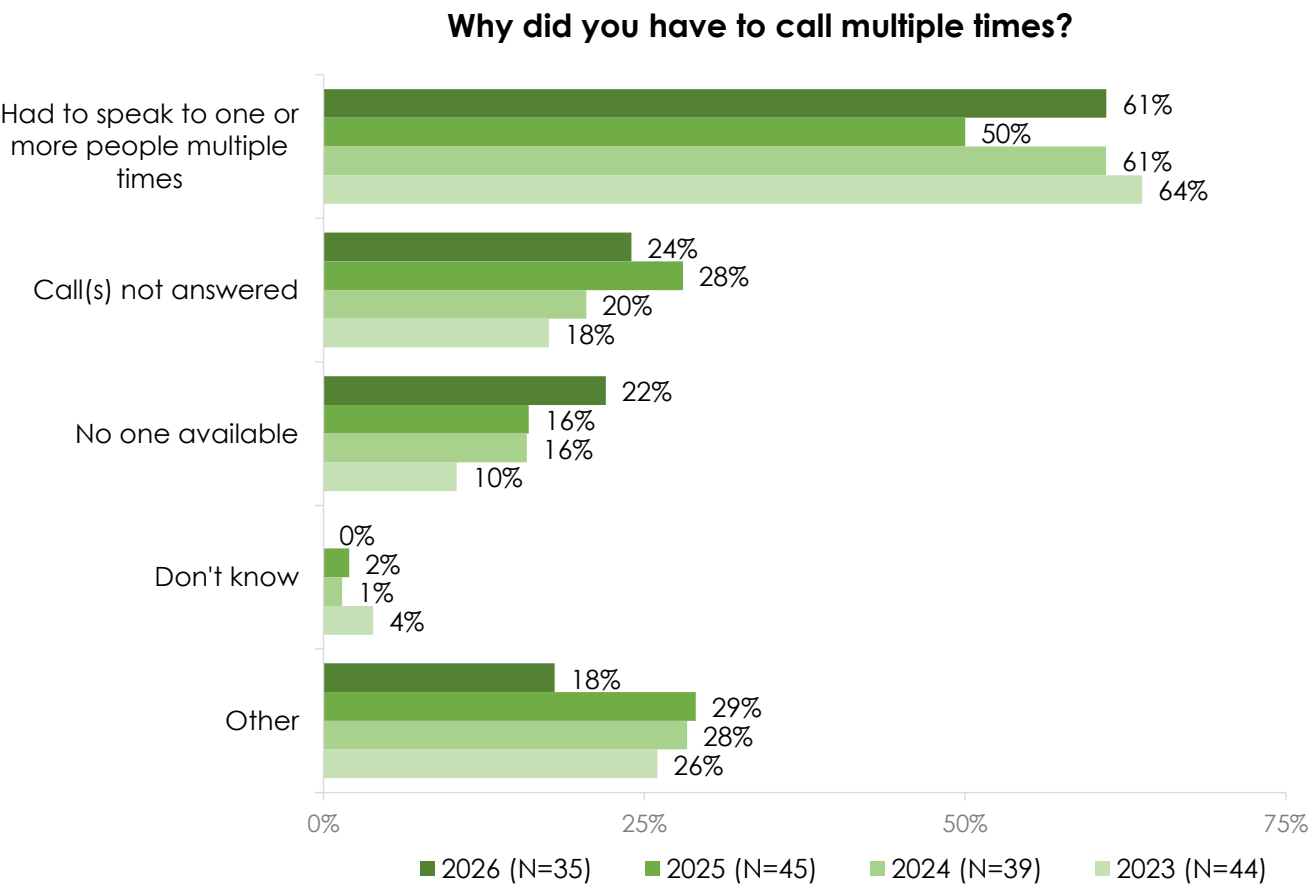
	2026	2025	2024	2023	2022	2021	2020	2019	2018	2017	2016
Average total contacts	2.4	2.2	2.6	2.3	2.6	1.8	1.7	1.6	1.6	1.8	1.4

Note: numbers in brackets on chart represent the value used to calculate the 'average number of contacts to resolve issue'. Respondents who said 'don't know' or 'issue not resolved' have been excluded from the calculation of the mean.

Q5c. How many times did you have to call the Access Canberra Contact Centre before your issue was resolved?
Q5d. And how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue?

Reason for Calling Multiple Times

Of those who called more than once to resolve their issue, 61% stated they 'had to speak to one or more people multiple times'.



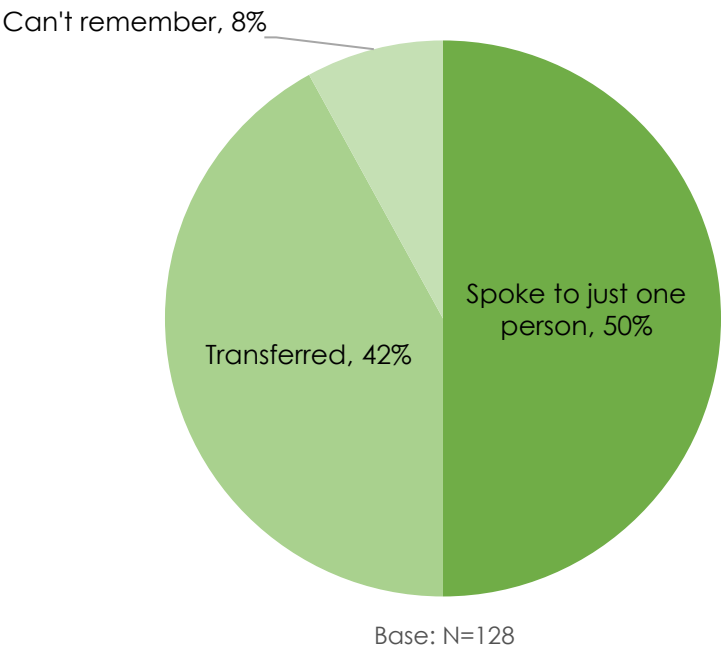
'Other' specified – Verbatim
"Difficult to follow the options to get through to the right person"
"Wasn't actioned"
"Phone call was interrupted"
"There was a change in how the system worked the staff weren't aware of the change"
"Call goes to an automated line"
"Issue reported wasn't followed up satisfactorily"
"It wasn't Access Canberra's responsibility, but the website failed to say so, and in fact misinformed me"
"Wrong person first time"
"Wait time is far too long. Feel sorry for the few employees who have to deal with grumpy ratepayers and citizens"
"Missed bin collection has been an ongoing issue on and off over years for my end of the street. It seems to have been currently (fingers crossed) resolved"

Number of Different Staff Spoken to on Most Recent Call

When phoning the Telephone Contact Centre, 50% spoke to just one staff member, whilst 42% were transferred to other staff:

- On average residents spoke to 1.6 different staff members on their most recent call.
- On par with 2025, for those who had to be transferred, the average total number of staff spoken to was 2.3.

Number of Staff Spoken to on Most Recent Call



	2026	2025	2024	2023	2022
Spoke to just one person	50%	58%	54%	52%	55%
Transferred	42%	37%	42%	43%	40%
Can't remember*	8%	5%	4%	5%	5%
Average number of different staff (Overall)	1.6	1.5	1.6	1.6	1.6
Average number of different staff (Transferred)	2.3	2.3	2.5	2.2	2.5
Base	128	102	145	168	220

*'Can't remember' not included in average calculation

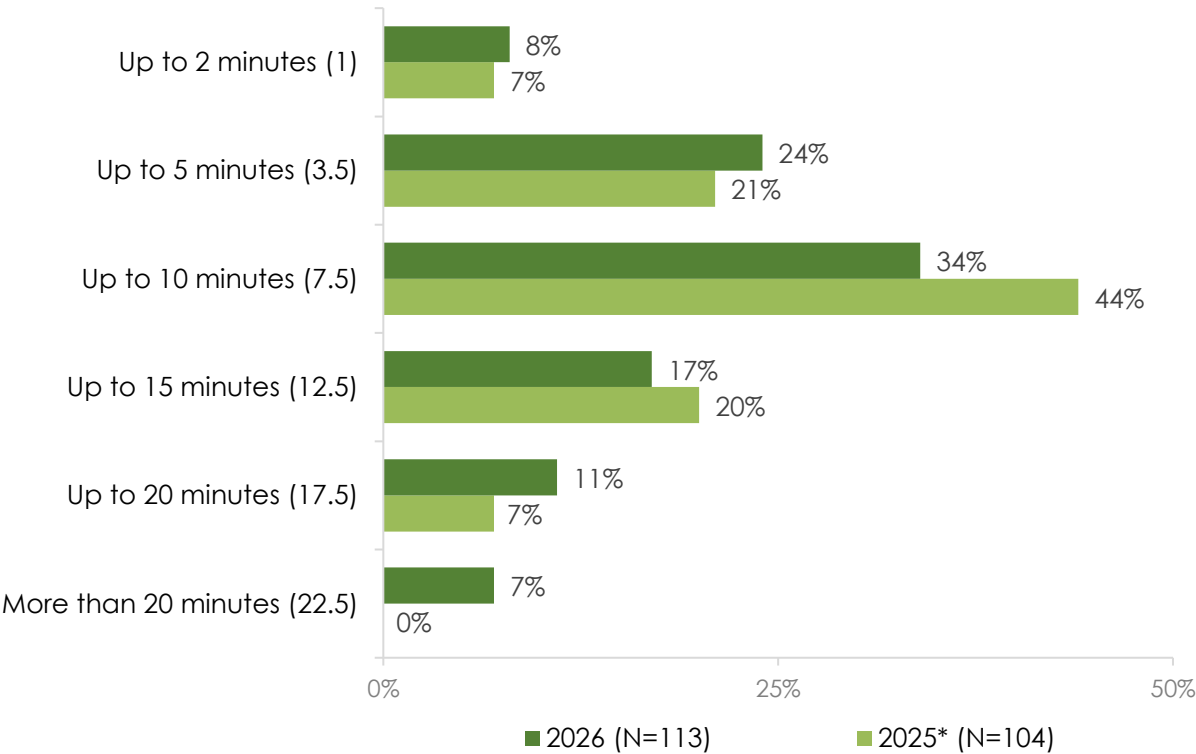
Q5j. On your most recent call to the Access Canberra telephone service, did you speak to just one staff member or were you transferred to other staff? (If Transferred: "How many staff in total did you speak to on that call?")

Reasonable Wait Time

Contact Centre callers consider around 9 minutes to be a reasonable wait time before their call is answered, increasing from 7.9 minutes in 2025 to 9.1 minutes in 2026.

Two-thirds of callers consider a wait time of up to 10 minutes reasonable, while longer wait expectations remain limited.

Residents aged 65+ have the lowest tolerance for waiting, with an average reasonable wait time of 6.5 minutes.



	2026	2025	Male	Female	18-34	35-44	45-64	65+
Average wait time	9.1	7.9	8.9	9.2	10.7	10.1	8.0	6.5
Base	113	104	54	57	37	23	35	17

A significantly higher/lower average wait time (by group)

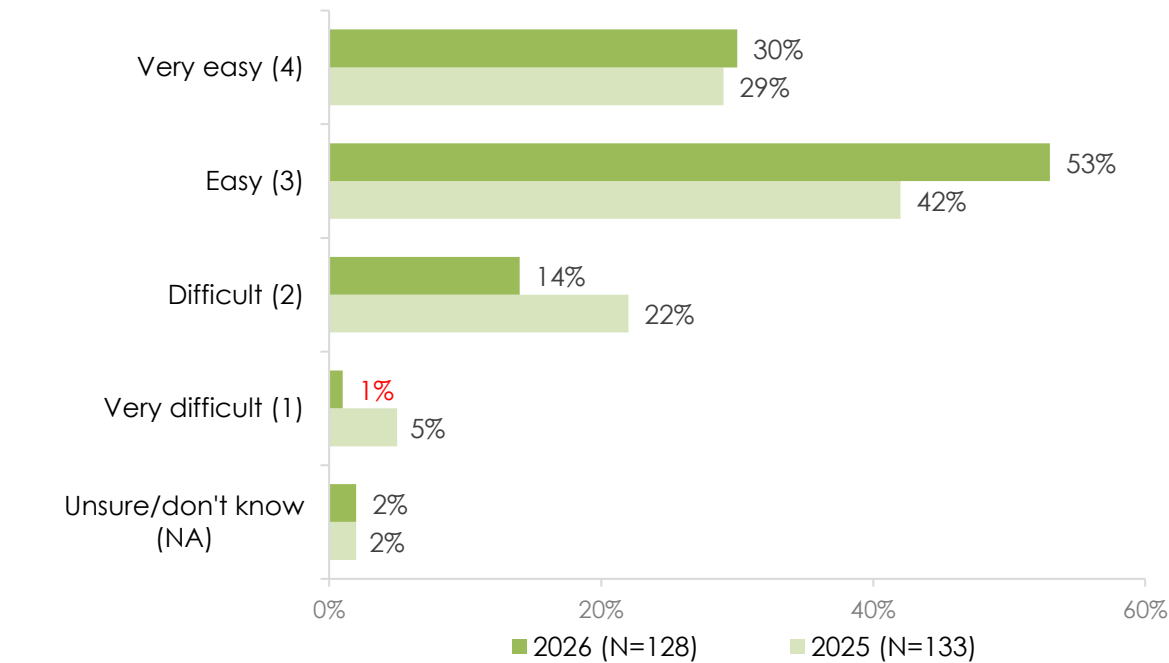
Note: This was a new question in 2025 (*only Phone sample results were shown in 2025 due to an issue with the Online survey programming)

Numbers in brackets represent value used to create the average number of minutes

Q5ii. When ringing Access Canberra, how long do you think is reasonable for you to wait on hold before a staff member is able to answer your call and speak to you?

Ease of Dealing with Access Canberra Contact Centre

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



Ease of dealing with the Telephone Contact Centre has recovered in 2026 following softer results in 2024 and 2025, with 83% of users rating their experience as easy or very easy (71% in 2025).

The mean rating increased to 3.13, returning to the level recorded in 2023 and above the 2024 and 2025 results. Ease of dealing was strongest among those whose issue was resolved in one call, with a mean rating of 3.34 compared with 2.64 among those who needed more than one call.

	2026	2025	2024	2023	2022	2021
Mean rating	3.13	2.96	3.02	3.15	2.94	2.91
Base	126	131	143	163	218	166

	Overall	Male	Female	18-34	35-44	45-64	65+
Mean rating	3.13	3.01	3.26	3.10	3.10	3.19	3.10
Base	126	58	65	37	24	44	21

	Overall	Number of calls to resolve issue		Engagements via other channels	
		One	More than one	None	One or more
Mean rating	3.13	3.34	2.64	3.18	3.07
Base	126	86	34	78	42

'Unsure/don't know' are not included in the mean calculation

Ease of Dealing with Access Canberra Contact Centre

'Person was knowledgeable' is the driving reason for ease of contact, with mentions increasing from 33% in 2025 to 43% this year. Those stating they 'had to wait a long time' significantly decreased from 23% last year to 12% this year.

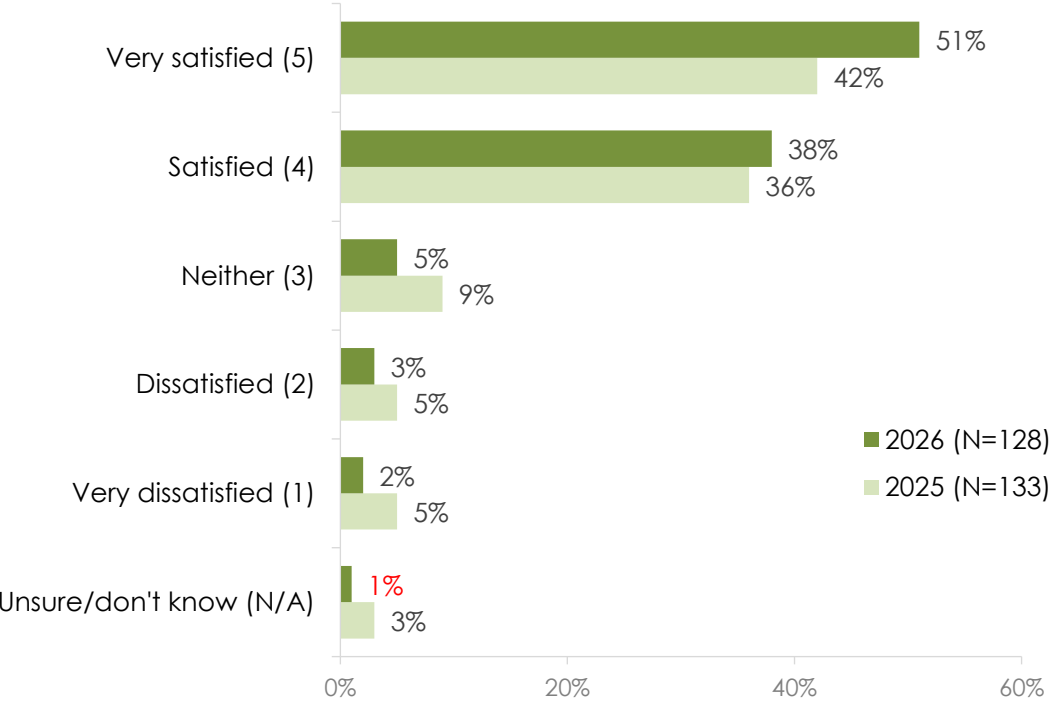
	Why do you say that it was difficult/easy?					2026 by Ease Rating	
	Year					Very difficult – difficult to deal with the Contact Centre (16%)	Easy - Very easy to deal with the Contact Centre (83%)
	2026	2025	2024	2023	2022		
Person was knowledgeable	43%	33%	34%	38%	35%	0%	53%
Able to complete in one call	31%	41%	18%	37%	37%	0%	37%
Quick, didn't have to wait long	31%	32%	26%	29%	33%	0%	37%
Had to wait a long time	12%	23%	19%	18%	22%	36%	6%
Person didn't appear to be knowledgeable	9%	11%	10%	6%	7%	39%	3%
Transferred and had a poor experience	5%	8%	8%	4%	6%	24%	1%
Had to ring back	4%	5%	5%	8%	5%	24%	0%
Language barrier	0%	1%	2%	0%	0%	0%	0%
Other	27%	20%	33%	21%	21%	64%	18%
Base	126	131	143	163	218	20	106

Q5e. How easy was it to deal with the Access Canberra Telephone Contact Centre?
Q5f. Why do you say that it was (insert answer from Q5e)? (Pre coded)

Please see the Appendix for 'other specified' responses
A significantly higher/lower percentage (by group/compared to 2025) 67

Satisfaction with Service Received from the Contact Centre

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



A significant improvement this year in satisfaction amongst those calling the Contact Centre. 89% of residents were 'satisfied' or 'very satisfied' with the service they received from the Telephone Contact Centre, an increase from 78% in 2025.

Those who had their issue resolved after one contact were significantly more likely to be satisfied.

	Overall	Male	Female	18-34	35-44	45-64	65+
Mean rating	4.34	4.27	4.43	4.30	4.34	4.51	4.08
CSI Score	83.6	81.7	85.9	82.5	83.4	87.8	76.9
Base	127	59	66	37	24	44	21

	Overall	Number of calls to resolve issue		Engagements via other channels	
		One	More than one	None	One or more
Mean rating	4.34	4.61	3.86	4.45	4.20
CSI Score	83.6	90.3	71.6	86.4	80.0
Base	127	86	35	78	43

Year on Year Trends	2026	2025	2024	2023	2022	2021	2020	2019	2018	2017	2016
Mean rating	4.34	4.07	4.25	4.25	4.19	4.02	4.33	4.41	4.14	4.50	4.34
CSI Score	83.6	76.8	81.3	81.3	79.8	75.4	83.2	85.2	78.6	87.4	83.4

What Would Make You ‘Very Satisfied’ with the Contact Centre

Residents identified shorter wait times/ faster service, and improved resolution or outcomes as key ways to increase their satisfaction with the Contact Centre service.

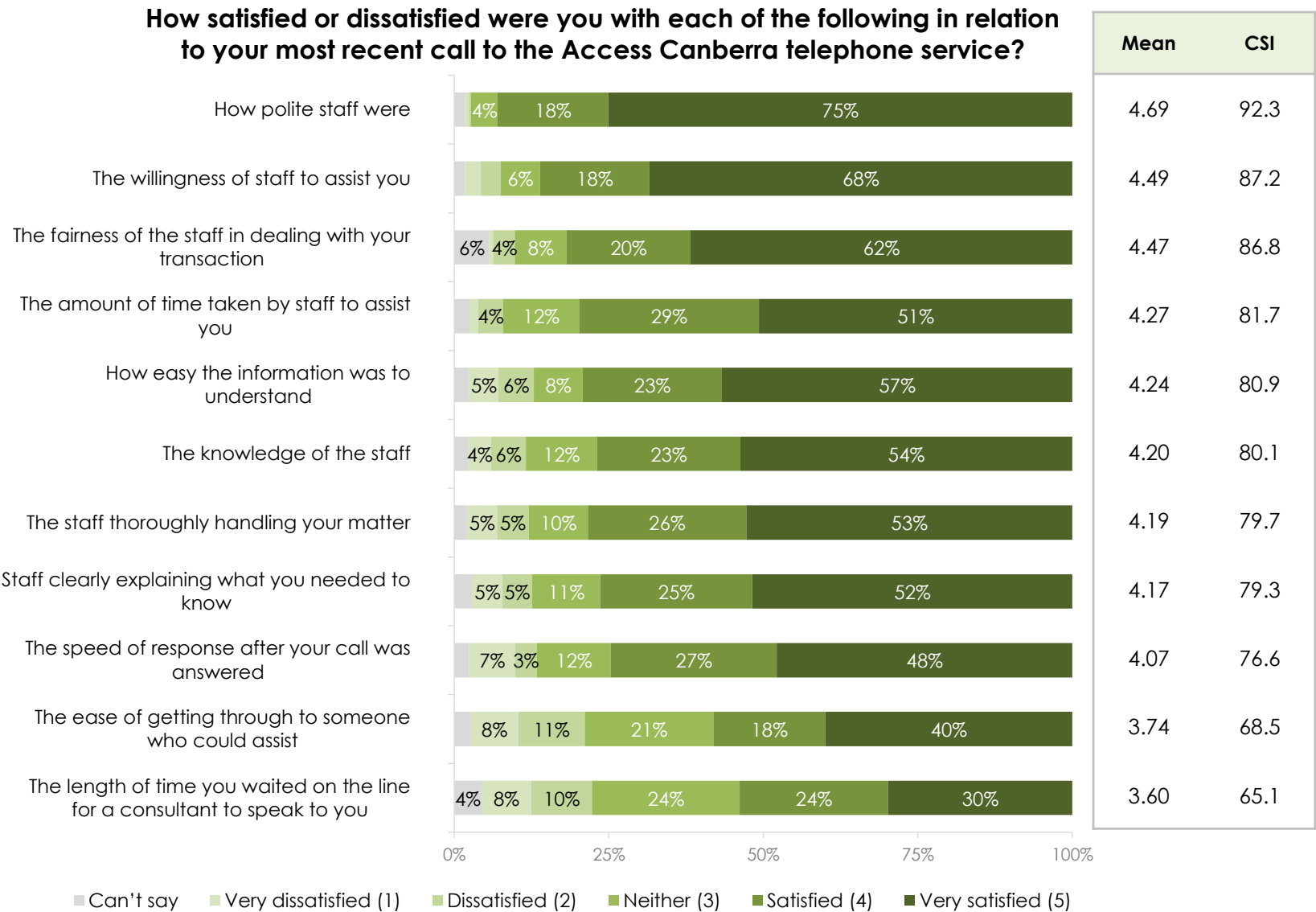
What would have to change to make you very satisfied with the Access Canberra Contact Centre service?
(asked if less than ‘very satisfied’)

	2026 (N=62)	2025 (N=73)	2024 (N=79)	2023 (N=85)	2022 (N=111)
Shorter wait times/faster service	22%	27%	21%	24%	35%
Better resolution/outcome	21%	10%	4%	2%	4%
Easier/more direct way to contact the person needed	17%	9%	10%	11%	4%
Better trained/informed staff	11%	12%	23%	20%	18%
Don't know/nothing	16%	12%	22%	26%	13%

Satisfaction with Specific Services Received from the Contact Centre

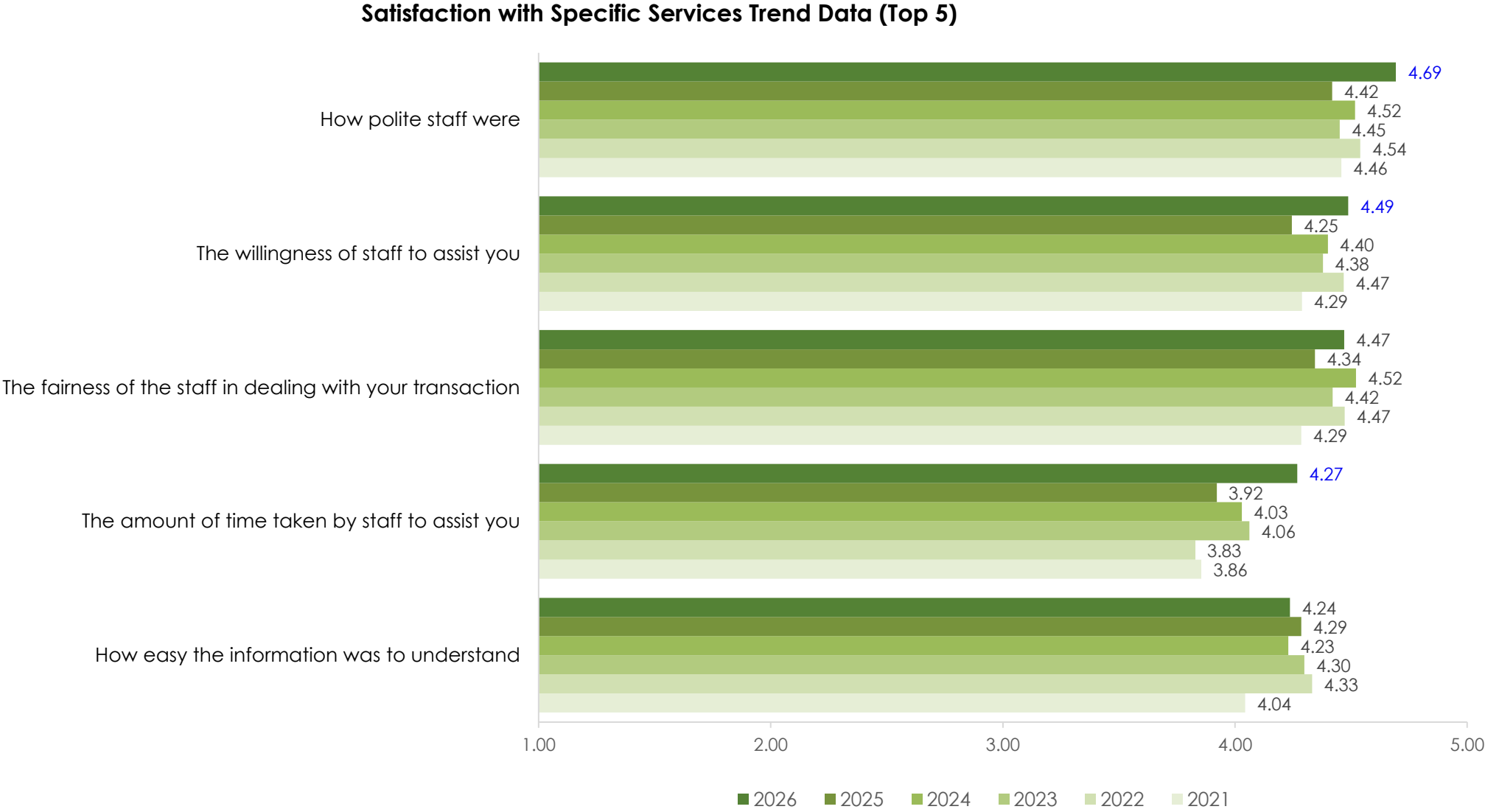
The politeness and willingness of staff to assist were rated highest in terms of satisfaction with customer service metrics, followed by the fairness of staff.

Year-on-year (see charts on the next two slides), satisfaction increased for 10 of the 11 measures. Significant increases in satisfaction occurred for 'How polite staff were' (+0.27), 'The willingness of staff to assist you' (+0.24), 'The amount of time taken by staff to assist you' (+0.35) and 'The length of time you waited on the line for a consultant to speak to you' (+0.45).



Base: N=128
Labels <4% are not shown on the above chart
Mean scale: 1 = very dissatisfied, 5 = very satisfied
CSI scale: 0 = very dissatisfied, 100 = very satisfied

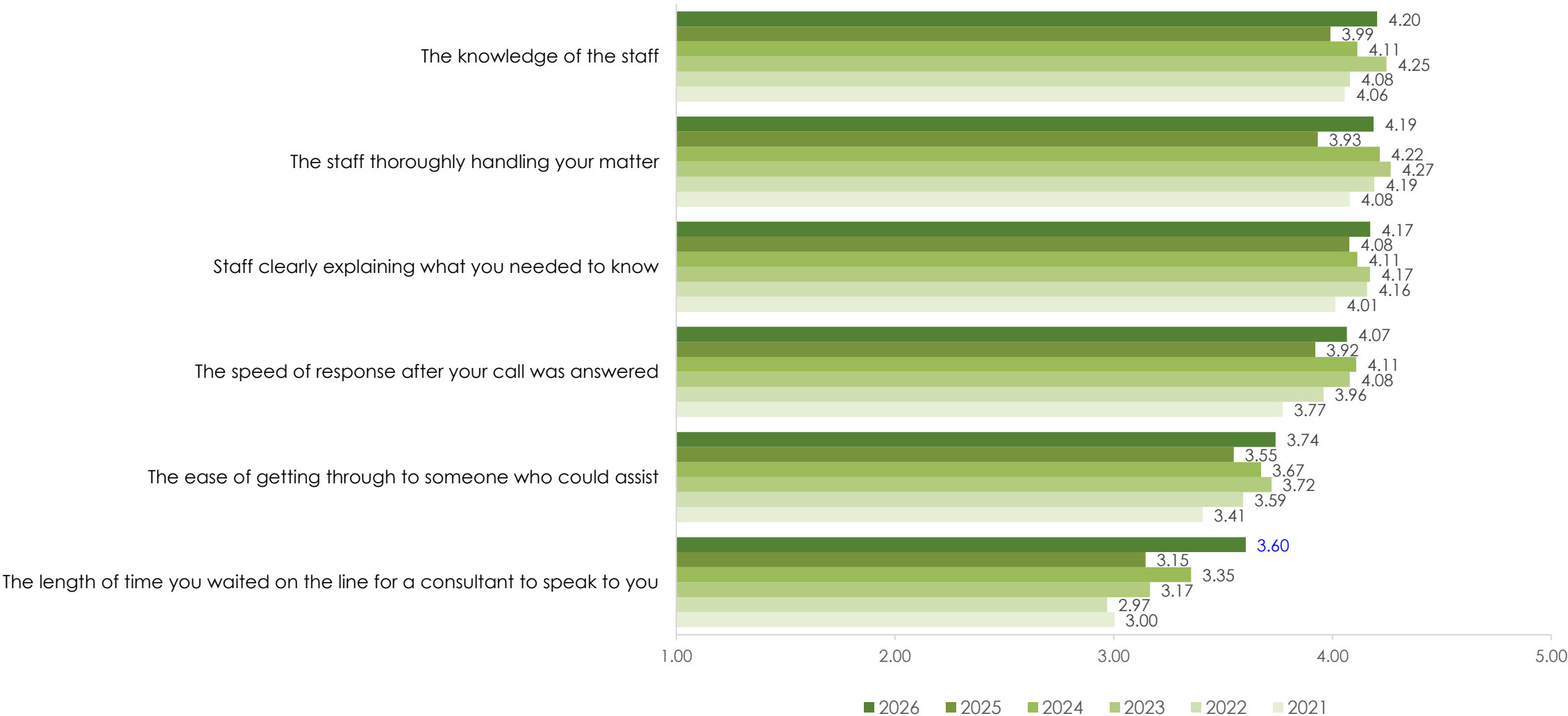
Satisfaction with Specific Services Received from the Contact Centre



A significantly higher/lower rating (compared to 2025)

Satisfaction with Specific Services Received from the Contact Centre

Satisfaction with Specific Services Trend Data (Bottom 6)



A significantly higher/lower rating (compared to 2025)

Satisfaction with Specific Services Received from the Contact Centre

Females recorded higher levels of satisfaction with the Telephone Contact Centre than males, significantly higher for 8 of the 11 measures.

How satisfied or dissatisfied were you with each of the following in relation to your most recent call to the Access Canberra telephone service?
(by age and gender)

	Overall	Male	Female	18-34	35-44	45-64	65+
How polite staff were	4.69	4.62	4.78	4.71	4.62	4.74	4.65
The willingness of staff to assist you	4.49	4.32	4.64	4.57	4.27	4.53	4.50
The fairness of the staff in dealing with your transaction	4.47	4.35	4.59	4.52	4.38	4.47	4.49
The amount of time taken by staff to assist you	4.27	4.07	4.44	4.22	4.10	4.36	4.36
How easy the information was to understand	4.24	3.96	4.46	4.18	4.10	4.33	4.32
The knowledge of the staff	4.20	3.96	4.43	4.11	4.00	4.35	4.28
The staff thoroughly handling your matter	4.19	3.93	4.41	4.26	3.93	4.24	4.26
Staff clearly explaining what you needed to know	4.17	3.90	4.39	4.14	4.01	4.25	4.26
The speed of response after your call was answered	4.07	3.81	4.27	4.23	3.79	4.18	3.86
The ease of getting through to someone who could assist	3.74	3.51	3.95	3.89	3.51	3.82	3.56
The length of time you waited on the line for a consultant to speak to you	3.60	3.42	3.77	3.60	3.23	3.76	3.73

A significantly higher/lower rating (by group)

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

Q5i. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent call to the Access Canberra telephone service?

Satisfaction with Specific Services Received from the Contact Centre

There was little variation for satisfaction scores across household status.

How satisfied or dissatisfied were you with each of the following in relation to your most recent call to the Access Canberra telephone service?
(by household status)

	Overall	Couple (no children)	Couple (with children)	Single/living alone	Group/shared household	Single parent
How polite staff were	4.69	4.73	4.72	4.52	4.78	4.93
The willingness of staff to assist you	4.49	4.28	4.49	4.63	4.89	4.71
The fairness of the staff in dealing with your transaction	4.47	4.39	4.50	4.47	4.64	4.93
The amount of time taken by staff to assist you	4.27	4.01	4.35	4.45	4.39	4.46
How easy the information was to understand	4.24	4.19	4.19	4.51	4.00	4.52
The knowledge of the staff	4.20	4.03	4.22	4.39	4.14	4.77
The staff thoroughly handling your matter	4.19	3.98	4.22	4.44	4.00	4.45
Staff clearly explaining what you needed to know	4.17	4.07	4.14	4.44	4.11	4.39
The speed of response after your call was answered	4.07	3.89	4.11	4.17	4.18	4.35
The ease of getting through to someone who could assist	3.74	3.70	3.91	3.69	3.61	4.11
The length of time you waited on the line for a consultant to speak to you	3.60	3.55	3.79	3.68	3.41	3.37

A significantly higher/lower rating (by group)

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

Q5i. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent call to the Access Canberra telephone service?

Satisfaction with Specific Services Received from the Contact Centre

Those who only spoke with one person during their most recent call were significantly more satisfied across all measures compared to those who were transferred.

How satisfied or dissatisfied were you with each of the following in relation to your most recent call to the Access Canberra telephone service?
(by number of staff spoken to)

	Overall	Q5j. Number of Staff Spoken to on Most Recent Call	
		Spoke to just one person (N=61-63)	Transferred (N=53-54)
How polite staff were	4.69	4.86	4.54
The willingness of staff to assist you	4.49	4.69	4.25
The fairness of the staff in dealing with your transaction	4.47	4.67	4.24
The amount of time taken by staff to assist you	4.27	4.59	3.89
How easy the information was to understand	4.24	4.62	3.81
The knowledge of the staff	4.20	4.62	3.72
The staff thoroughly handling your matter	4.19	4.55	3.77
Staff clearly explaining what you needed to know	4.17	4.56	3.74
The speed of response after your call was answered	4.07	4.43	3.69
The ease of getting through to someone who could assist	3.74	4.28	3.17
The length of time you waited on the line for a consultant to speak to you	3.60	4.07	3.07

A significantly higher/lower rating (by group)

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

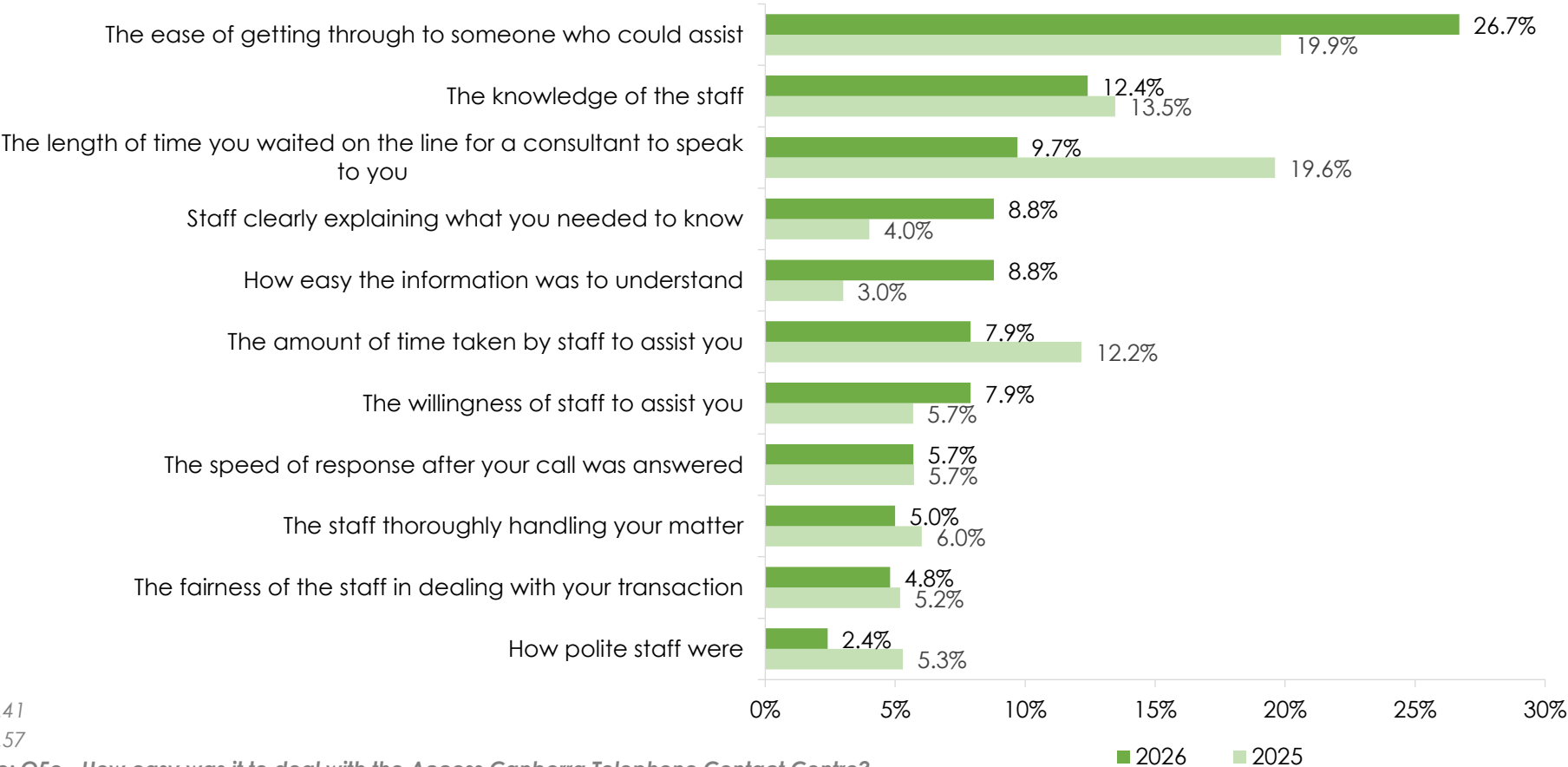
Q5i. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent call to the Access Canberra telephone service?

Drivers of Ease of Dealing with the Contact Centre

The chart below illustrates the contribution that each individual attribute from Q5i (see Slide 70) has towards the ease of dealing with the Telephone Contact Centre, based on a Regression analysis.

The ease of getting through to someone and knowledge of staff have the greatest impact on the perception of ease, overall, both contributing to almost 40% in the variation of ease of dealing with the Contact Centre (ease of getting through to someone contributes to almost 27% alone). Compared to 2025, there was a noticeable drop in the contribution of wait time (-9.9%).

Drivers of ease of dealing with the Telephone Contact Centre

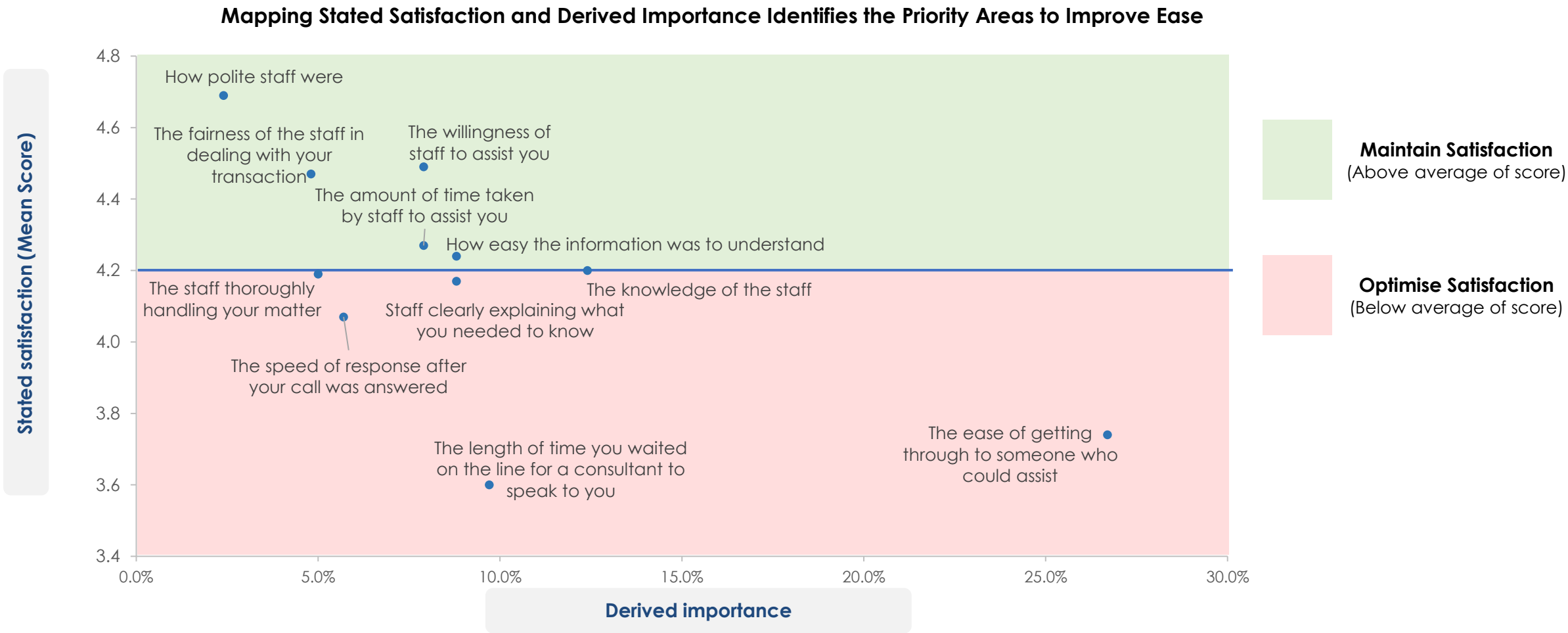


2026 R-Squared = 0.41
2025 R-Squared = 0.57
Dependent Variable: Q5e. How easy was it to deal with the Access Canberra Telephone Contact Centre?
Independent Variables: Q5i. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent call to the Access Canberra telephone service?

Drivers of Ease of Dealing with the Contact Centre

The chart below plots the 2026 Regression score from the previous slide against resident stated satisfaction with elements of dealing with the Telephone Contact Centre.

For the largest driver 'the ease of getting through to someone who could assist' (i.e.: furthest to the right), there is certainly an opportunity to lift satisfaction.





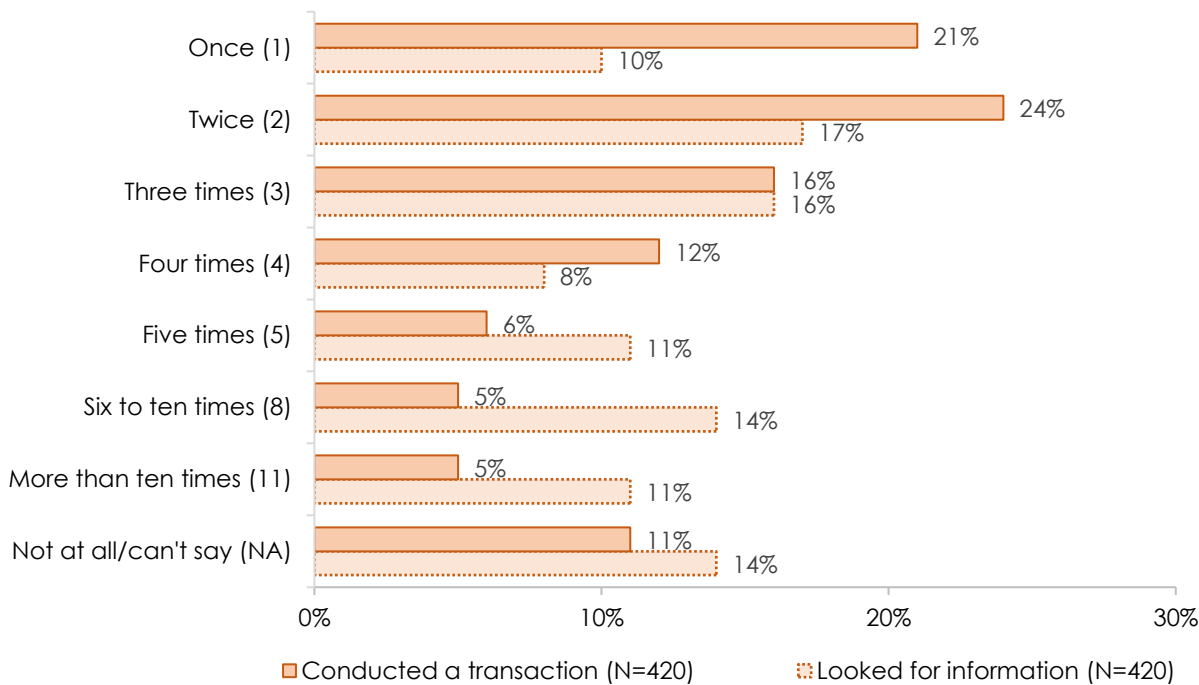
Access Canberra Digital Services

This section is a more detailed analysis of the measures regarding residents' use of Access Canberra Digital Services.

Section Five

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

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



The frequency of **looking for information** has continued to increase marginally from 2024 (4.6 in 2024, 4.7 in 2025 to 4.8 in 2026).

The frequency of **conducting a transaction** has returned to similar levels seen in 2024 (3.2 in 2026 and 2024).

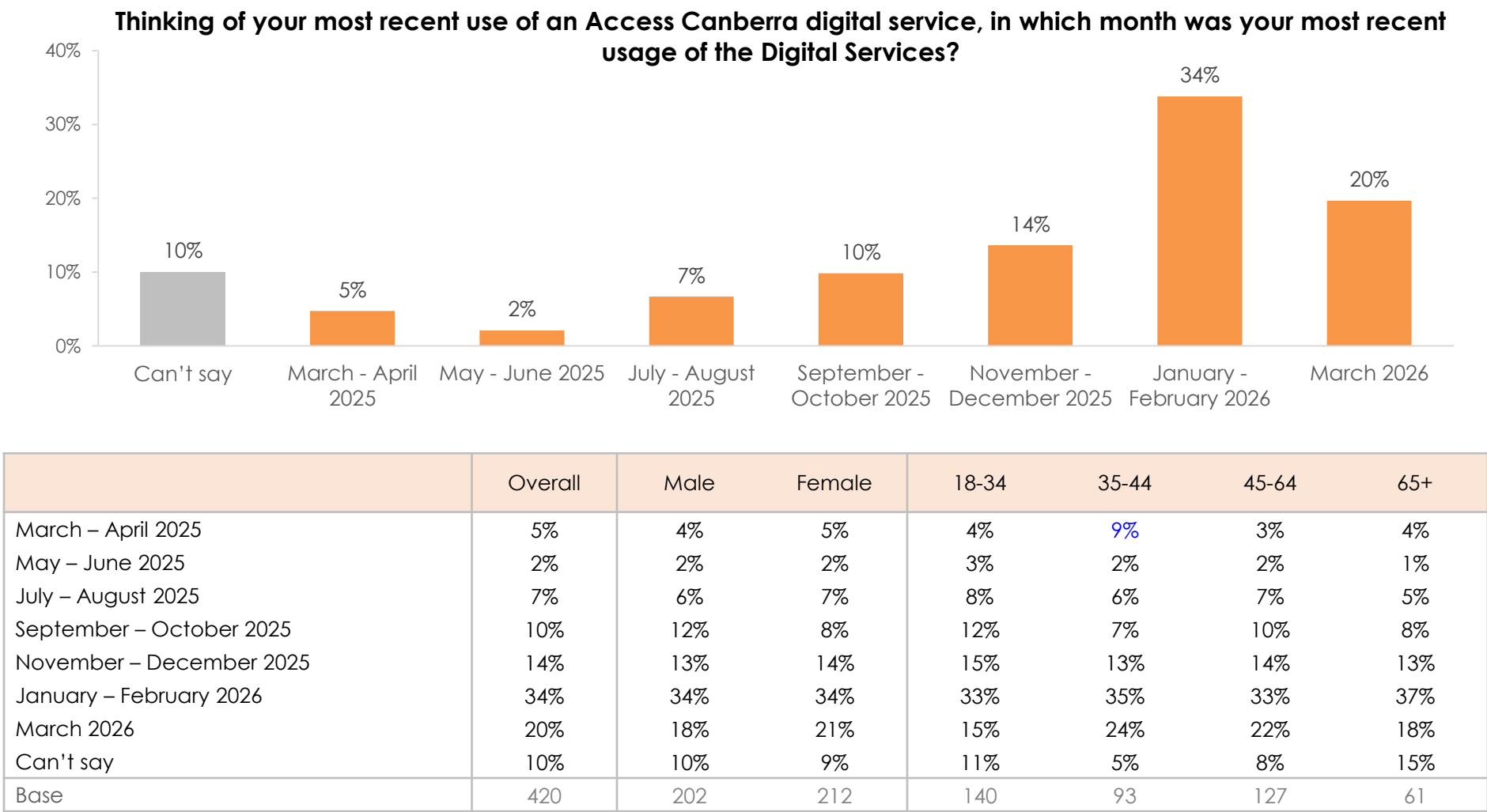
	2026	2025	2024	2023	2022	2021	Male	Female	18-34	35-44	45-64	65+
Number times looked for information	4.8	4.7	4.6	4.7	4.9	5.3	5.0	4.6	4.6	5.3	5.0	3.8
Number of times conducted a transaction	3.2	3.7	3.2	3.8	3.4	3.5	3.6	2.9	2.9	3.8	3.1	3.4
Base	363-374	383-401	345-354	363-381	354-375	355-358	172-181	186-187	122	81-90	111-112	49-51

A significantly higher/lower percentage/average (by group)

Note: Numbers on chart labels in brackets represent the values used to calculate usage.
Note: The mean number of times looked for information/conducted a transaction was calculated excluding 'not at all', this was to allow comparisons with usage of other Access Canberra service types, which only measure usage in residents that had used the service in the past 12 months.
Q6a. In the past 12 months, how many times in total, if at all, would you have used any Access Canberra digital services to look for information?
Q6ai. In the past 12 months, how many times in total, if at all, would you have used any Access Canberra digital services to conduct a transaction?

Use of Access Canberra Digital Services

54% of those who had used Access Canberra Digital Services in the past 12 months indicated that their most recent contact was in the last 3 months.



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

Ease and convenience continue to be the main reasons for using Access Canberra Digital Services rather than visiting a Service Centre or calling the Telephone Contact Centre, with ease being mentioned by 35% of Digital Service users.

The ability to conduct the transaction online (21%) and speed of service (11%) continues to increase very marginally from 2024. The proportion of those stating it was their only option/told to do it online significantly reduced from 6% last year to 1% this year.

Reason for choosing Digital Services instead of a different channel

Reason for choosing the Digital Services	2026 (N=419)	2025 (N=434)	2024 (N=389)	2023 (N=376)	2022 (N=396)
Easier e.g. to find information online, to make payments	35%	32%	39%	34%	39%
Convenience e.g. more accessible, can do it from home/in my own time/after hours	22%	25%	24%	24%	18%
Can be done online/just to look for information/conduct a simple transaction	21%	20%	16%	21%	16%
Faster service/quicker resolution/no queues	11%	10%	8%	10%	10%
Prefer digital services/didn't want to visit a centre/make a call	4%	1%	4%	4%	3%
Only option/didn't know you could use other services/told to do it online	1%	6%	6%	4%	5%
Couldn't get through/ couldn't resolve issue through contact centre	1%	1%	1%	1%	1%
Other	<1%	1%	<1%	0%	<1%
Don't know/don't recall	5%	1%	0%	0%	0%

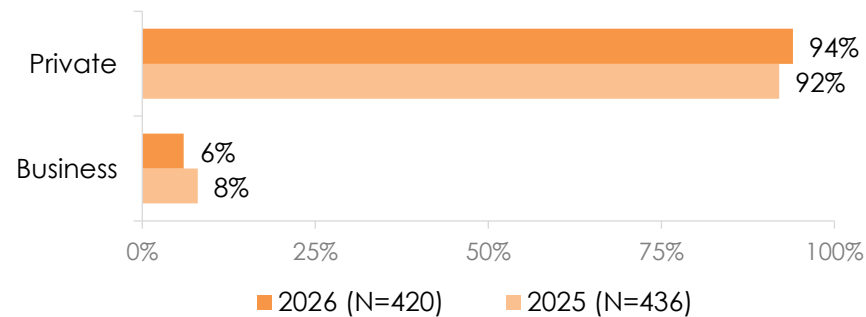
Details of Most Recent Use of Digital Services

94% of residents indicated that their most recent use of an Access Canberra digital service was for private purposes, which is slightly higher than in 2025.

Car/other vehicle registration (NETT) continues to be the main reason for using digital services (51%), with the results showing a greater proportion of residents renewing the registration of an existing vehicle (increasing from 37% in 2025 to 48% in 2026).

There was a significant decline in residents using the digital service to pay rates this year (7% cf. 12%).

Q6aiii. Thinking of your most recent use of an Access Canberra digital service, was it private or business purposes?



	2026	2025	2024	2023	2022	2021
Private	94%	92%	93%	88%	92%	94%
Business	6%	8%	7%	12%	8%	6%
Base	420	436	394	412	398	400

Q6aiii. Thinking of your most recent use of an Access Canberra digital service, was it for private or business purposes?
Q6b. What was this most recent usage in relation to?

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

Reason for use	2026 (N=420)	2025 (N=436)
Car or other vehicle registration (NETT)*	51%	42%
Car or other vehicle registration (renewal)	48%	37%
Driver's licence	11%	11%
Rates payment	7%	12%
Fine or infringement	4%	6%
Car or other vehicle registration (new owner)	3%	5%
Working with vulnerable people card	3%	3%
Building and development applications	1%	2%
Lodge a complaint (NETT)*	1%	2%
Business licence	1%	1%
Feedback	1%	1%
Disability information/pass	1%	1%
Personalised number plates	<1%	1%
Land titles	1%	<1%
Business inspection	0%	<1%
Other	19%	26%

A significantly higher/lower percentage (compared to 2025)

Please see the Appendix for 'other specified'. *Car or other vehicle registration (NETT) includes a renewal of an existing registration or a registration of a new owner. Complaint (NETT) includes lodging a complaint about a particular government service or about Access Canberra.⁸²

Details of Most Recent Use of Digital Services

Those who went online to perform a car or other vehicle registration (Nett: renewal and new owner) were more likely to state ‘ease’ as being their reason for choosing the online service than those going online for their driver’s licence (39% v 25%).

Reason for choosing Digital Services by reason for contact

	Overall	Car or other vehicle registration (NETT)	Car or other vehicle registration (renewal)	Driver's licence	Rates payment
Easier e.g. to find information online, to make payments	35%	39%	39%	25%	34%
Convenience e.g. more accessible, can do it from home/in my own time/after hours	22%	21%	22%	22%	24%
Can be done online/just to look for information/conduct a simple transaction	21%	20%	21%	24%	24%
Faster service/quicker resolution/no queues	11%	12%	12%	17%	10%
	419	214	202	47	29

Note: only the top reasons for choosing Digital Services and top reasons for contact are shown

Q6aiiii. Why in particular did you use an Access Canberra digital service rather than visit an Access Canberra Service Centre or call the Access Canberra Contact Centre? (Open response)

Q6b. What was this most recent usage in relation to?

Number of Contacts to Resolve Issue

The average number of total contacts required to resolve residents' issues has remained consistent with 2024 and 2025.

On average, residents used the digital services 1.4 times prior to a resolution and required only 0.3 contacts using other Access Canberra channels for a resolution.

How many times did you have to access/contact before your issue was resolved?

	Using Digital Services	Using Other Channels	2026 Total Contacts	2025 Total Contacts
Average	1.4	0.3	1.6	1.6
None (0)	N/A	82%	N/A	N/A
One (1)	79%	9%	70%	69%
Two (2)	8%	3%	13%	14%
Three (3)	5%	1%	6%	4%
Four (4)	2%	1%	3%	3%
Five (5)	<1%	<1%	1%	2%
More than five (6)	2%	<1%	4%	3%
Don't know/Issue not resolved (NA)	4%	3%	4%	5%
Base	420	420	420	436

Year-on-year trend – Average number of total contacts

	2026	2025	2024	2023	2022	2021	2020	2019	2018	2017	2016
Average total contacts	1.6	1.6	1.6	1.7	1.5	1.3	1.3	1.2	1.2	1.5	1.4

Note: numbers in brackets on chart represent the value used to calculate the 'average number of contacts to resolve issue'.
'Don't know' and 'Issue not resolved' responses have not been included in the mean

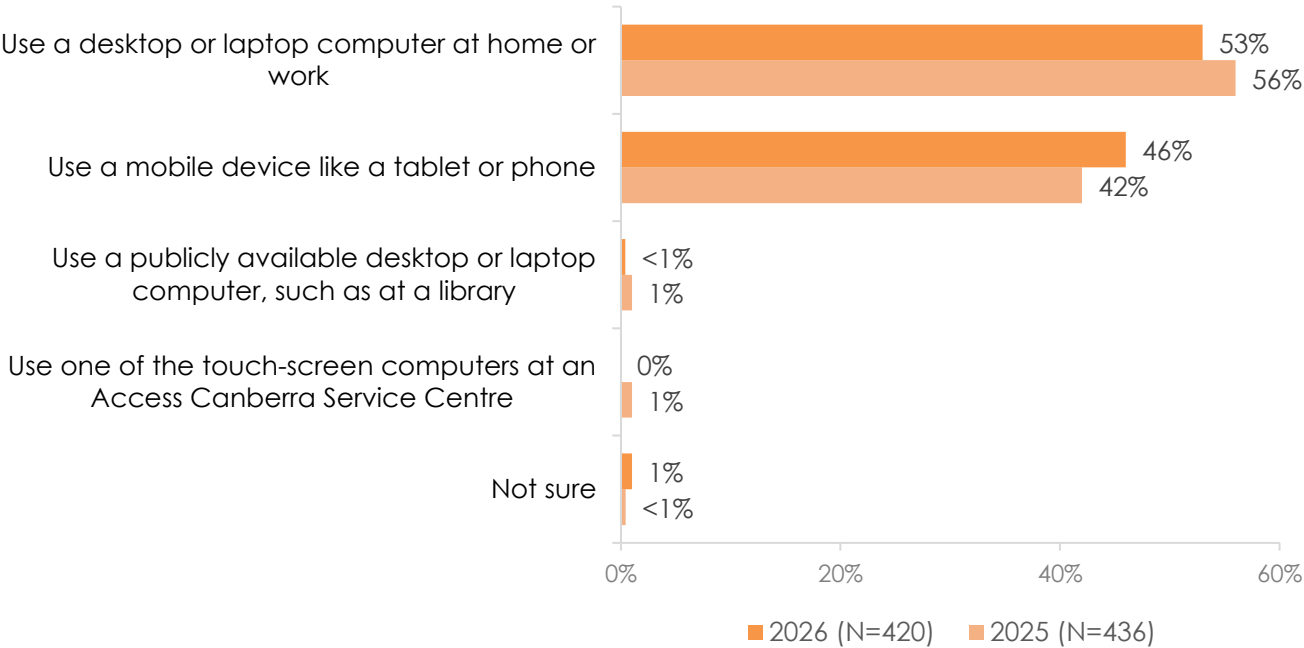
Q6c. How many times did you have to use the Access Canberra Digital Service before your issue was resolved?
Q6ci. And how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue?

Devices Used to Access the Website

When accessing the Digital Services, 53% of residents used a desktop or laptop computer and 46% used a mobile device such as a tablet or phone.

Older residents are more likely using a desktop or laptop.

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

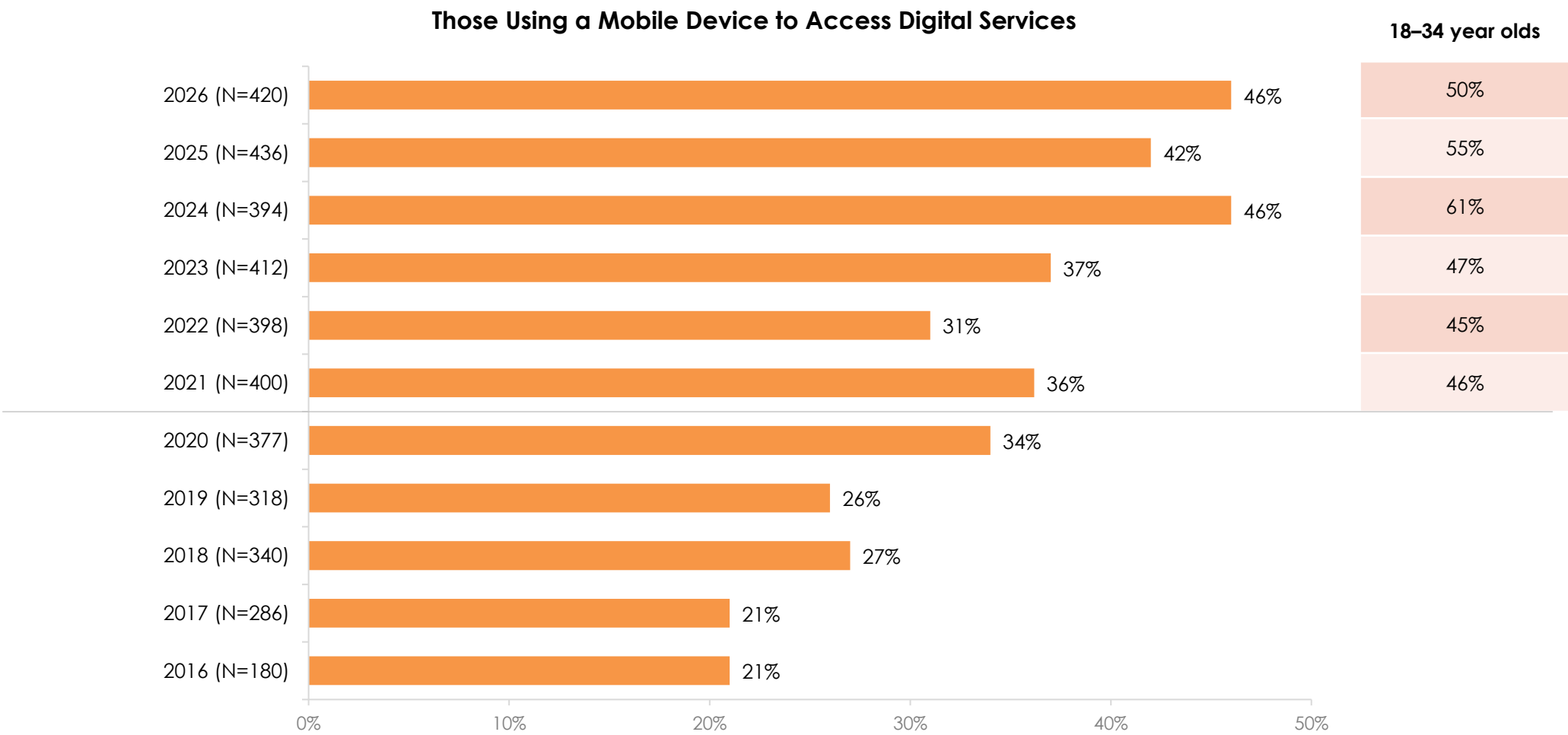


	2026	2025	2024	2023	2022	Male	Female	18-34	35-44	45-64	65+
Use a desktop or laptop computer at home or work	53%	56%	53%	62%	67%	57%	49%	49%	40%	60%	67%
Use a mobile device like a tablet or phone	46%	42%	46%	37%	31%	41%	50%	50%	58%	40%	29%
Use a publicly available desktop or laptop computer	<1%	1%	0%	N/A	N/A	0%	1%	1%	1%	0%	0%
Use one of the touch-screen computers	0%	1%	0%	0%	<1%	0%	0%	0%	0%	0%	0%
Not sure	1%	<1%	1%	0%	1%	2%	1%	1%	1%	1%	5%
Base	420	436	394	412	398	202	212	140	93	127	61

Usage of Mobile Devices

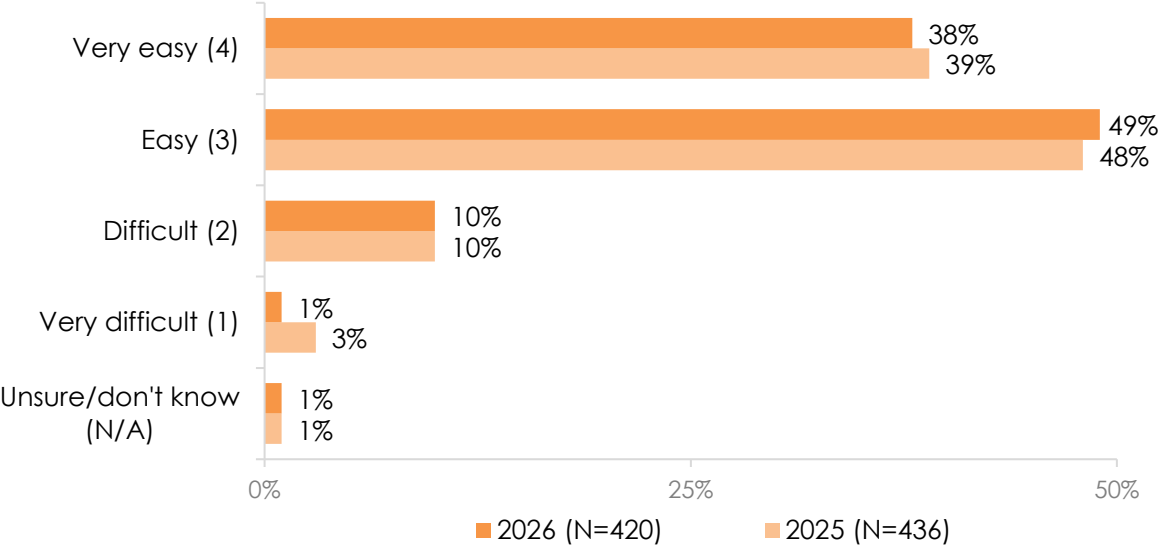
Whilst there has been some fluctuation across mobile phone usage to access the Digital Service, we have seen mobile phone usage increase from 21% in 2016 to 46% in 2026.

Usage amongst 18–34 year olds has shown further decline, with 50% using a mobile device this year - a decline from 61% in 2024.



Ease of Finding Information or Services

How easy was it to deal with the Access Canberra Digital Services?



87% of residents rate the ease of finding information or services on the Access Canberra Digital Service as easy/very easy. Not surprisingly, residents who only experienced a single contact and required no other engagement via other channels rated the ease significantly higher.

Analysis by demographics shows that ease decreases as age increases, with those aged 18-34 finding the information or services significantly easier than did older residents. 55% of those aged 18-34 and using their mobile device find it 'very easy' to find information/services – although, 8% find it 'difficult'.

	Overall	Male	Female	18-34	35-44	45-64	65+	Used desktop/ laptop at home or work	Used a mobile device
Mean rating	3.25	3.26	3.25	3.45	3.19	3.16	3.07	3.24	3.27
Base	420	198	211	140	92	125	59	218	192

	Overall	Number of times used to resolve issue		Engagements via other channels	
		One	More than one	None	One or more
Mean rating	3.25	3.35	2.95	3.33	2.93
Base	420	329	70	341	63

Year on Year Trend	2026	2025	2024	2023	2022	2021	2020	2019	2018	2017	2016
Mean rating	3.25	3.24	3.29	3.34	3.30	3.31	3.26	3.24	3.27	3.06	3.04

Ease of Finding Information or Services

67% of residents who rated the ease of finding information/services as 'very easy' believe information is clearly presented – noticeably higher than for those who gave an 'easy' rating (51%). In other words, clear presentation of information appears to be a main driver of higher 'ease' ratings.

For those who found seeking information or services 'difficult' or 'very difficult', primary issues included difficulty navigating/finding what was needed.

Why do you say that it was difficult/easy?

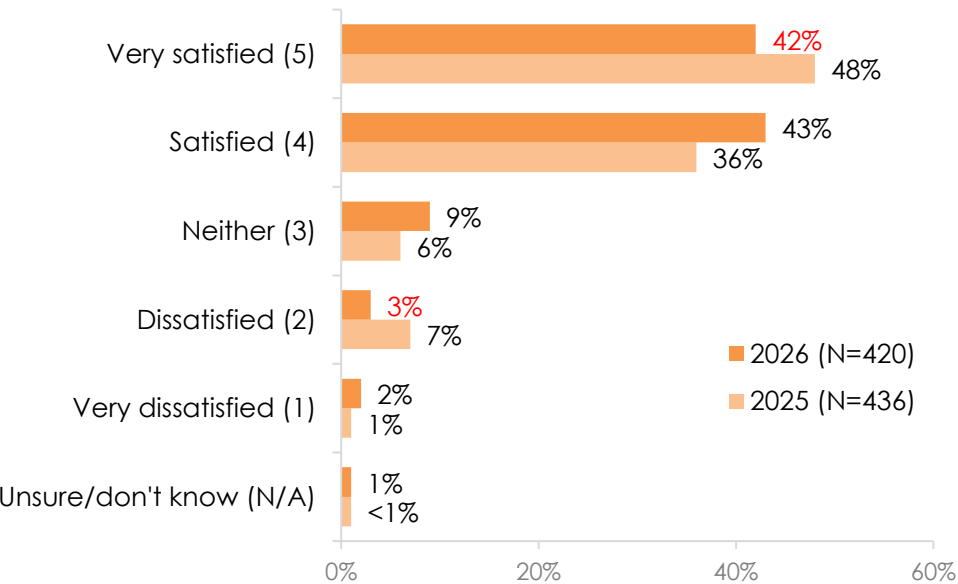
	Year					2026 by Ease Rating		
	2026	2025	2024	2023	2022	Very difficult – difficult to find information/ services (11%)	Easy to find information/ service (49%)	Very easy to find information/ services (38%)
Information clearly presented	53%	53%	53%	51%	54%	4%	51%	67%
Form easy to fill out	21%	34%	14%	22%	28%	0%	26%	20%
Able to complete transaction in one visit	15%	38%	15%	27%	33%	0%	15%	17%
Had difficulty navigating/finding what I was after	13%	15%	14%	11%	11%	79%	10%	0%
Had to find documents/card to complete transaction online	2%	6%	1%	2%	3%	13%	2%	0%
Didn't understand the information/question on the form	1%	3%	3%	3%	3%	7%	0%	0%
Language barrier	0%	<1%	<1%	0%	0%	0%	0%	0%
Had a slow internet speed	0%	<1%	0%	1%	1%	0%	0%	0%
Other	36%	18%	36%	27%	24%	49%	31%	39%
Base	420	436	394	411	398	48	209	159

Q6e. How easy was it to find the information or services you were seeking on the Access Canberra digital service?
Q6f. Why do you say that it was (insert answer from Q6e)? (Pre coded)

Please see the Appendix for 'other specified' responses
A significantly higher/lower rating (compared to 2025/by ease rating) 88

Satisfaction with Access Canberra Digital Service

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



85% of residents are 'satisfied' or 'very satisfied' with their last use of the Digital Service, which has remained in line with the 2025 results.

Residents who only had a single contact, and those that required no further enquiries via other channels, expressed a significantly higher level of satisfaction with the Digital Service.

Younger residents also expressed significantly higher satisfaction with the Digital Service.

	Overall	Male	Female	18-34	35-44	45-64	65+
Mean rating	4.20	4.13	4.27	4.34	4.13	4.12	4.12
CSI Score	79.9	78.4	81.8	83.5	78.3	78.1	78.1
Base	420	201	209	138	93	126	60

	Overall	Number of contacts to resolve issue		Engagements via other channels	
		One	More than one	None	One or more
Mean rating	4.20	4.34	3.75	4.27	3.93
CSI Score	79.9	83.5	68.6	81.8	73.1
Base	420	331	70	341	63

Year on Year Trends	2026	2025	2024	2023	2022	2021	2020	2019	2018	2017	2016
Mean rating	4.20	4.26	4.28	4.35	4.24	4.27	4.35	4.32	4.29	3.98	4.00
CSI Score	79.9	81.5	82.0	83.7	81.0	81.7	83.8	83.1	82.1	74.6	74.9

Mean scale: 1 = very dissatisfied, 5 = very satisfied
CSI scale: 0 = very dissatisfied, 100 = very satisfied
A significantly higher/lower result (by year/group)

What Would Make You ‘Very Satisfied’ with Access Canberra Digital Service

Improving the format and usability of the Digital Service remains the most commonly suggested way to increase satisfaction (26%), despite a significant decline from last year. In contrast, mentions of making the online process easier and addressing technical issues such as broken links and speed increased significantly compared with 2025.

What would have to change to make you very satisfied with the Access Canberra Digital Service?
(asked if less than ‘very satisfied’)

	2026 (N=238)	2025 (N=222)	2024 (N=199)	2023 (N=196)	2022 (N=215)
Better format/more user friendly/update the website	26%	42%	27%	34%	38%
Online process could be easier	11%	3%	4%	0%	2%
Clearer/updated information	9%	10%	17%	15%	8%
Technical issues e.g. broken links, speed, system issues	5%	0%	2%	5%	2%
Don't know/nothing	24%	16%	32%	31%	26%

Example verbatims of ‘Online process could be easier’:

“Think more carefully about how content about more complex issues is presented. Perhaps more actions/steps”

“Fewer buttons to press, more automatic rather than having to type in VIN”

“Less links/pathways to click through”

“Easy and direct to the point”

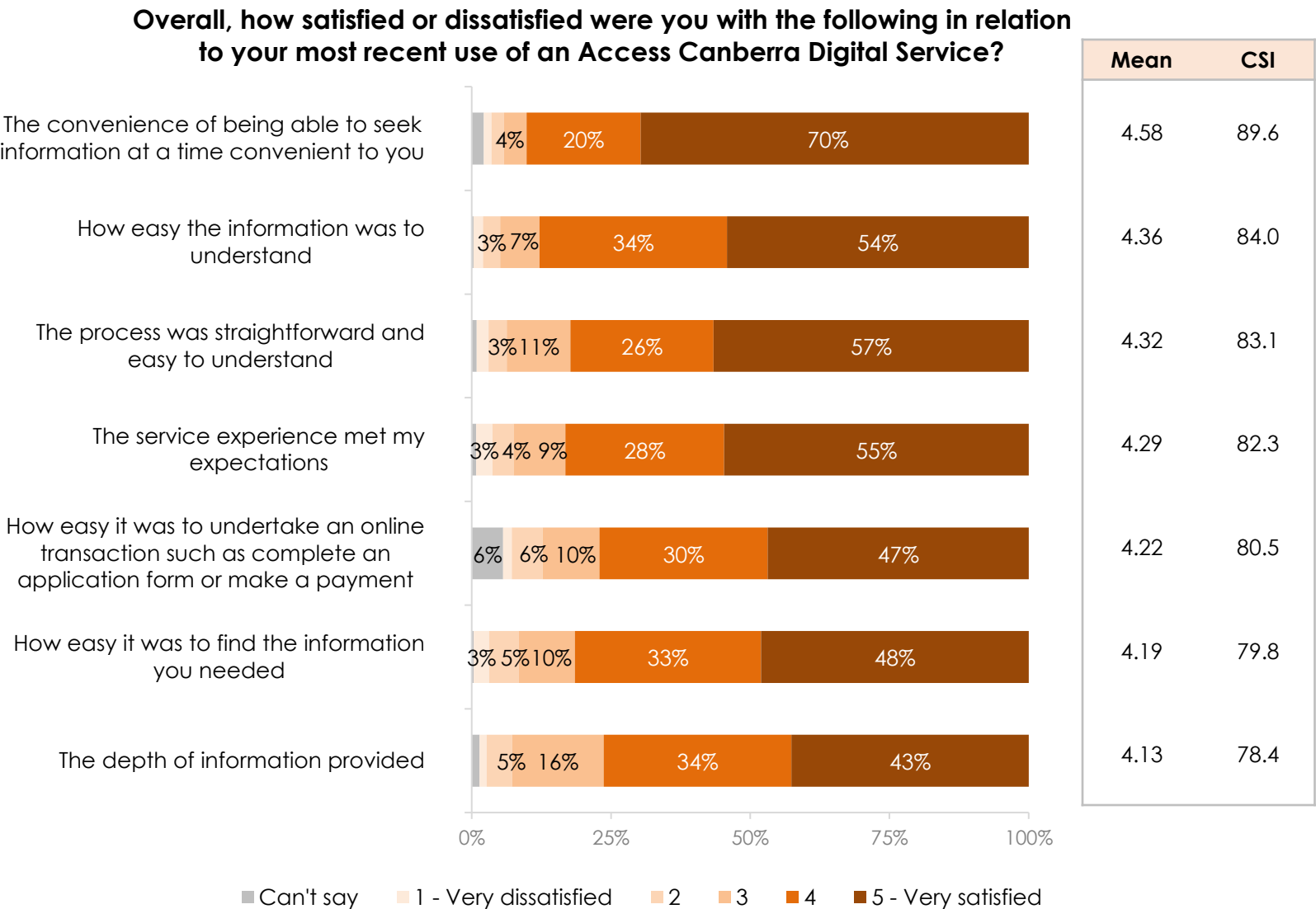
“Need to go into portal and have copy of rates notice to pay rates rather than just entering address”

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

Satisfaction with Specific Digital Services

Satisfaction with Access Canberra Digital Services is strong across all measured aspects, with convenience the clear standout. Nine in ten residents were satisfied or very satisfied with being able to access information at a time convenient to them, giving this aspect the highest mean score of 4.58.

Residents also rated Digital Services highly for ease of understanding the information, straightforward processes and meeting expectations, with more than 8 in 10 satisfied across these measures.



Note: labels of <3% have been removed from the chart.

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

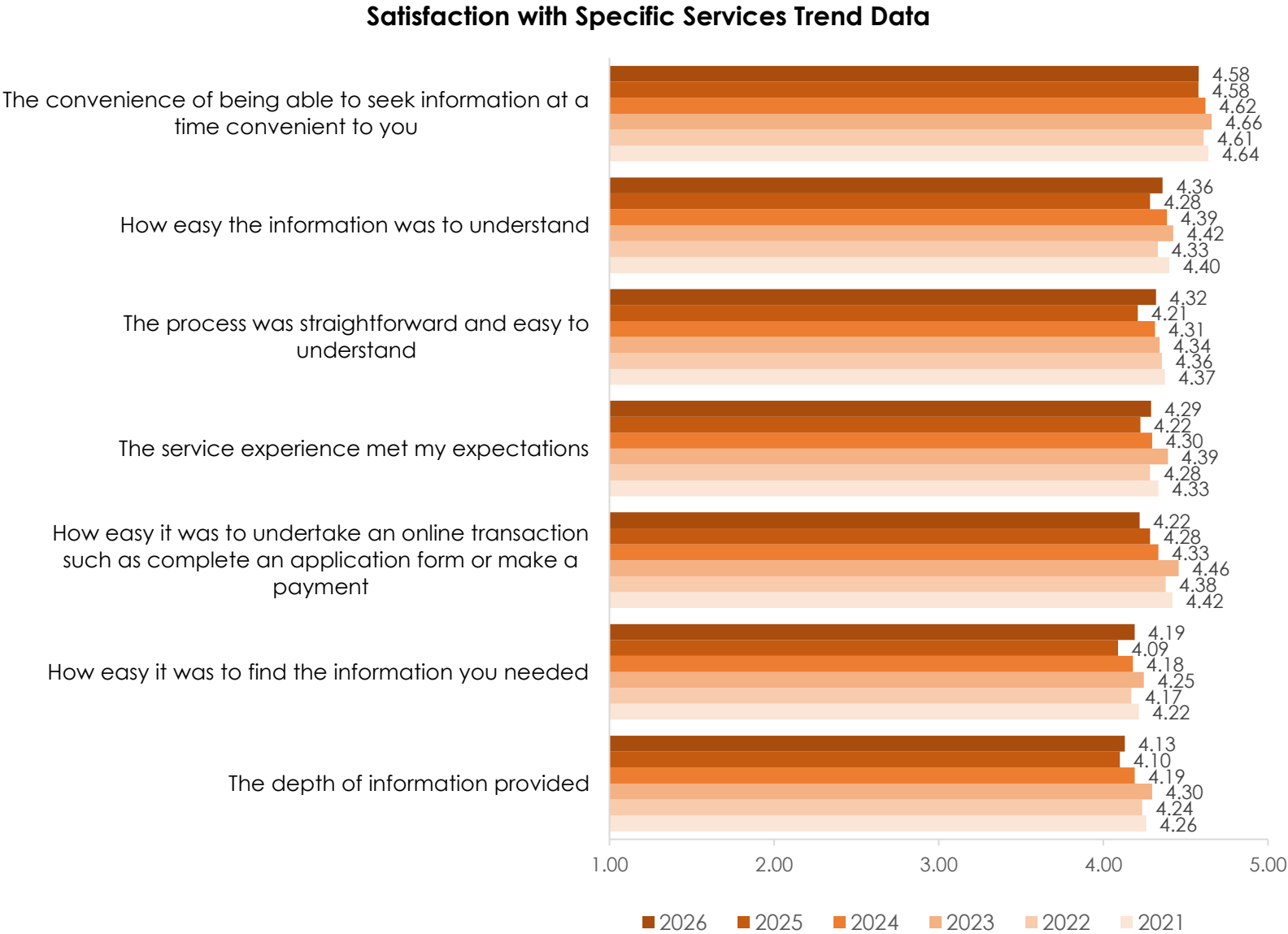
Mean scale: 1 = very dissatisfied, 5 = very satisfied
CSI scale: 0 = very dissatisfied, 100 = very satisfied 91

Satisfaction with Specific Digital Services Metrics

The chart to the right shows the trend data since 2021 across the 7 specific digital service measures.

Digital Services satisfaction remains strong and broadly consistent over time, with convenience continuing to perform best in 2026.

Most service aspects remain stable, however, the ease of undertaking an online transaction continues to decline from 2023 (4.46/5 in 2023 to 4.22/5 in 2026).



A significantly higher/lower satisfaction (by group)

Satisfaction with Specific Digital Services

Comparisons by demographics show those aged 18-34 are significantly more satisfied with all measures regarding the Digital Service.

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

	Overall	Male	Female	18-34	35-44	45-64	65+
The convenience of being able to seek information at a time convenient to you	4.58	4.54	4.62	4.71	4.59	4.58	4.27
How easy the information was to understand	4.36	4.34	4.37	4.61	4.23	4.27	4.17
The process was straightforward and easy to understand	4.32	4.29	4.36	4.60	4.19	4.25	4.06
The service experience met my expectations	4.29	4.22	4.37	4.50	4.18	4.25	4.08
How easy it was to undertake an online transaction such as complete an application form or make a payment	4.22	4.15	4.30	4.42	4.15	4.13	4.07
How easy it was to find the information you needed	4.19	4.19	4.20	4.48	4.08	4.11	3.87
The depth of information provided	4.13	4.05	4.21	4.29	4.11	4.08	3.94

	Couple (no children)	Couple (with children)	Single/living alone	Group/shared household	Single parent
The convenience of being able to seek information at a time convenient to you	4.53	4.55	4.67	4.56	4.96
How easy the information was to understand	4.33	4.26	4.58	4.44	4.36
The process was straightforward and easy to understand	4.26	4.28	4.47	4.41	4.44
The service experience met my expectations	4.16	4.25	4.53	4.42	4.41
How easy it was to undertake an online transaction such as complete an application form or make a payment	4.16	4.21	4.34	4.30	4.21
How easy it was to find the information you needed	4.10	4.14	4.44	4.16	4.27
The depth of information provided	4.09	4.08	4.29	4.18	4.10

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

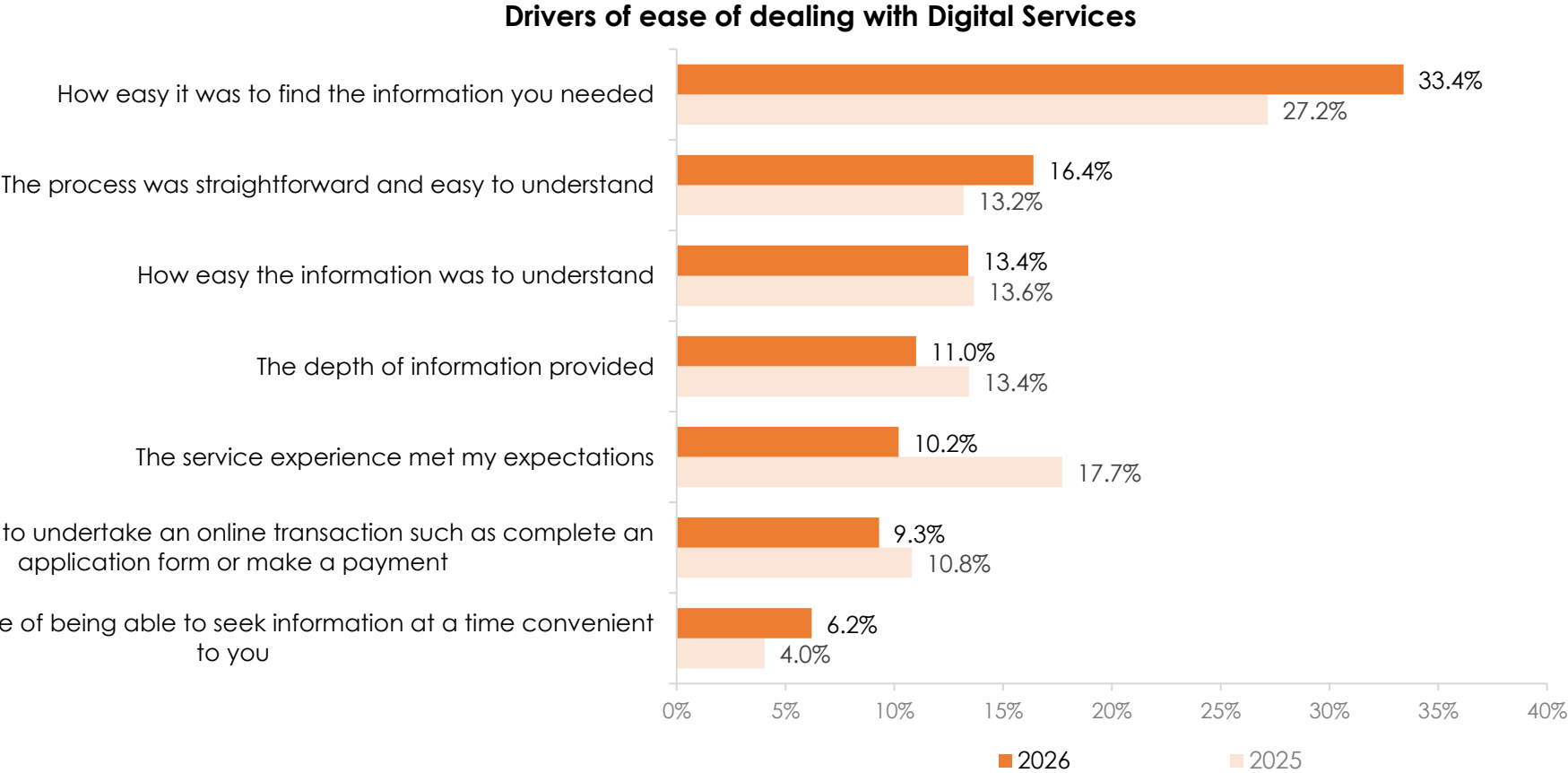
A significantly **higher/lower** rating (by group) 93

Drivers of Ease of Dealing with the Digital Services

The chart below illustrates the contribution that each attribute has towards the ease of dealing with Access Canberra Digital Services, based on a Regression analysis (with 2025 regression results shown in light orange).

'How easy it was to find the information you needed' (33.4%) remains the strongest driver for ease of digital dealings, followed by 'the process was straightforward and easy to understand' (16.4%).

Compared to 2025, there was an increase in the level of contribution for the ease of finding information (+6.2%), and large decrease in contribution of service expectation (-7.5%) on perceptions of overall ease.



2026 R-Squared = 0.38
2025 R-Squared = 0.50

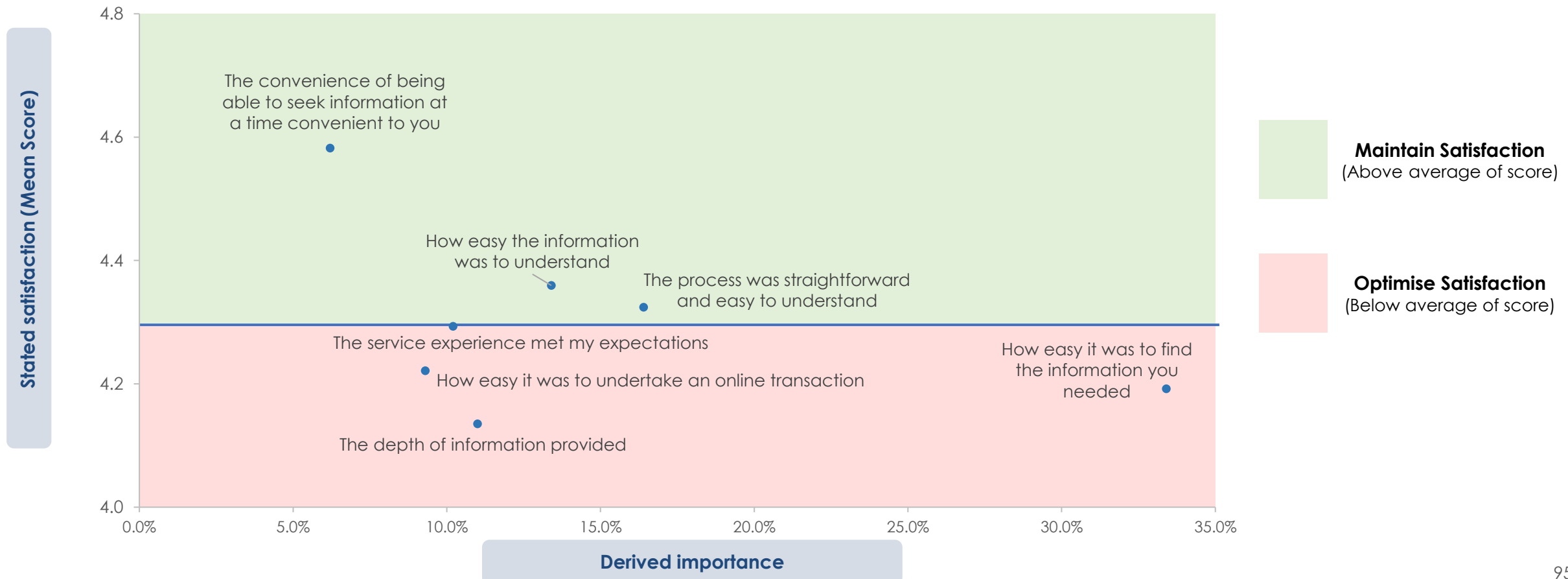
Dependent Variable: Q6e. How easy was it to find the information or services you were seeking on the Access Canberra Digital Service?
Independent Variables: Q6i. Overall, how satisfied or dissatisfied were you with the following in relation to your most recent use of an Access Canberra Digital Service?

Drivers of Ease of Dealing with the Digital Services

The chart below plots the 2026 ease of dealing Regression score (previous slide), against resident stated satisfaction for Digital Services.

As with previous years, identifying ways to increase satisfaction with 'how easy it was to find the information you needed' should lead to an increase in the ease of dealing with the service.

Mapping Stated Satisfaction and Derived Importance Identifies the Priority Areas for Ease





Section Six

Overall Perceptions of Access Canberra

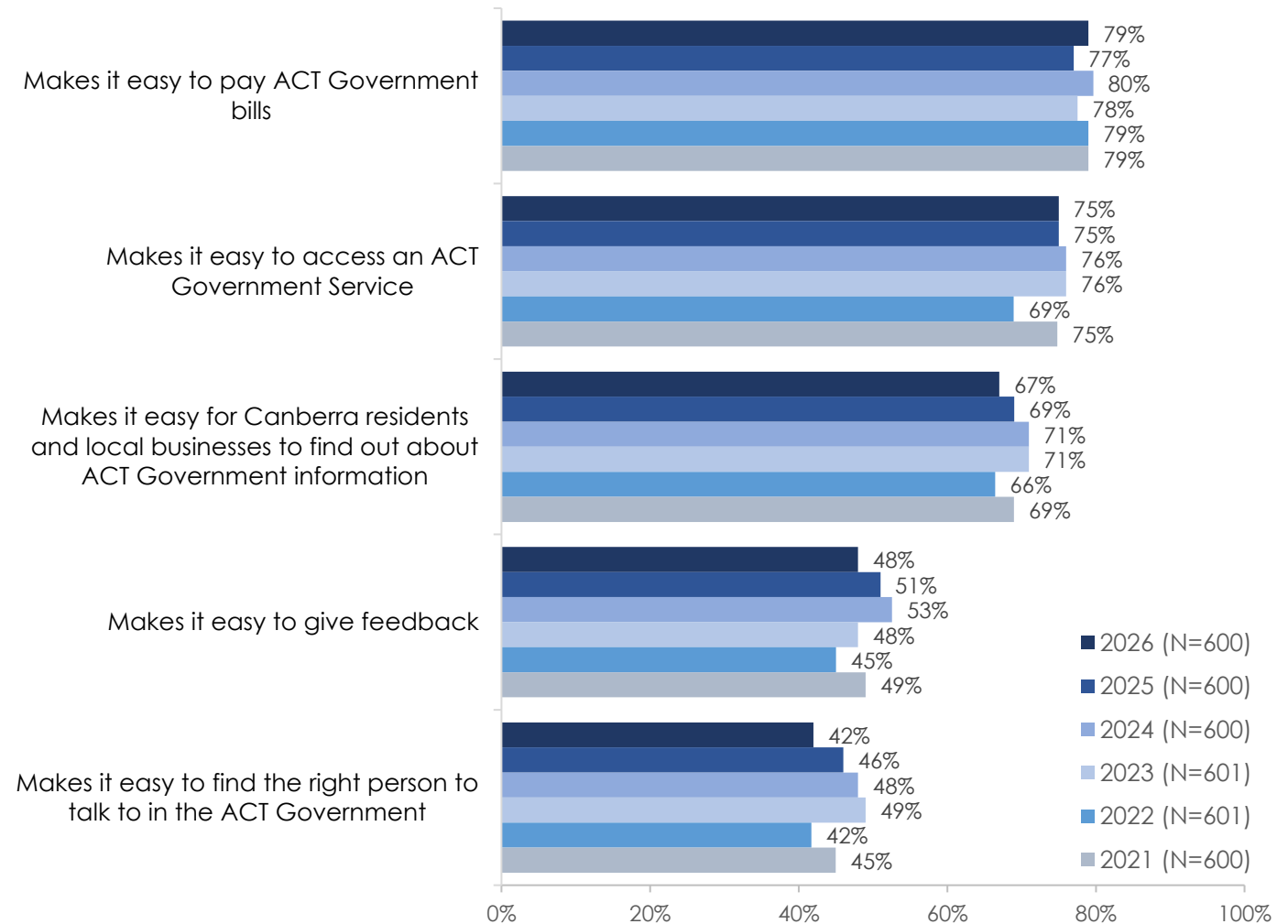
This section explores residents' overall perceptions of Access Canberra including ease of paying ACT Government bills, accessing ACT Government services, ease of finding relevant information, providing feedback and the right person to speak to.

Overall Perceptions of Access Canberra

Overall perceptions of Access Canberra remain strongest for transactional access, with high agreement that it makes it easy to pay ACT Government bills (79%) and access ACT Government services (75%).

Perceptions are softer for more relational or navigational aspects of service. Fewer than half agree that Access Canberra makes it easy to give feedback (48%) or find the right person to speak to in ACT Government (42%), with both measures easing from 2024. This suggests the core service offer remains well regarded, while navigation and feedback pathways are potential areas for improvement.

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



■ 2026 (N=600)
■ 2025 (N=600)
■ 2024 (N=600)
■ 2023 (N=601)
■ 2022 (N=601)
■ 2021 (N=600)

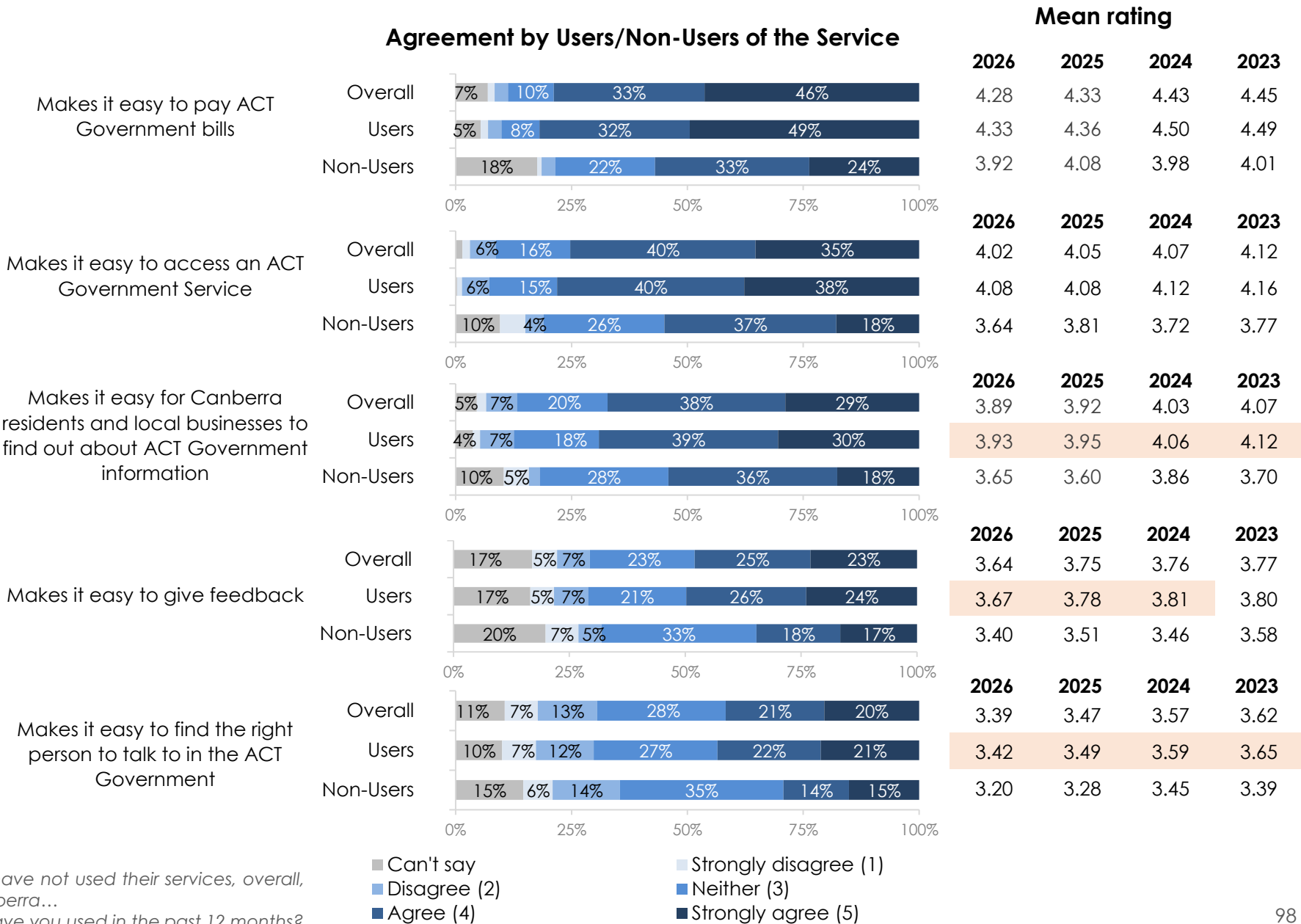
Overall Perceptions of Access Canberra – By Usage

Comparisons by usage of Access Canberra services show that respondents who have not used a service in the past 12 months report lower agreement across all measures.

Among users, agreement has trended downward since 2023 for ease of finding ACT Government information and for ease of finding the right person to speak to (see shaded orange cells). Agreement has also declined since 2024 for users' ability to provide feedback (see shaded orange cells).

Note: labels of <4% have been removed from the chart
Base: Overall N=600, User N=526, Non-user N=74
A significantly higher/lower rating (compared to 2025)
Scale: 1 = strongly disagree, 5 = strongly agree

Q7a. Based on all you know of Access Canberra, even if you have not used their services, overall, how much do you agree, or disagree, that Access Canberra...
Q2a. Which, if any, of the following Access Canberra services have you used in the past 12 months?





Quality of Life

This section explores residents' perceptions of their quality of life in the ACT.

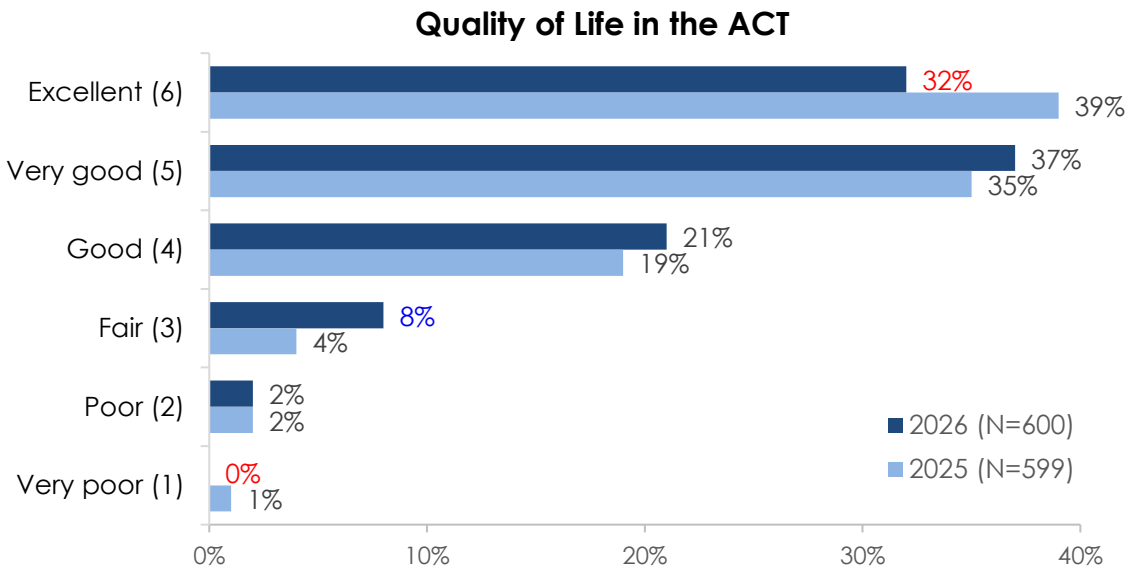
Section Seven

Quality of Life in the ACT

90% of residents rate their quality of life in the ACT as 'good' to 'excellent' – although commitment to the top code has dropped significantly.

Quality of Life mean scores in the ACT are visibly lower in 2023-2026 (bottom table) than in 2018-2022 – although our benchmark data (see blue row in bottom table), shows a similar decline.

Younger residents tended to report lower quality of life ratings, particularly those aged 35-44. Lower quality of life amongst younger residents compared to older residents is in line with our benchmarks (see blue box below).



AC 2026	Micromex Benchmark
Under 45: 4.80	Under 50: 4.83
Over 45: 5.02	Over 50: 4.91

	Overall 2026	Overall 2025	Male	Female	18-34	35-44	45-64	65+
Mean ratings	4.90	5.03	4.91	4.91	4.83	4.74	5.01	5.03
Base	600	599	290	301	208	117	171	105

	Aware of Access Canberra	Unaware of Access Canberra	User of Access Canberra in past 12 months	Non-user of Access Canberra in past 12 months
Mean ratings	4.91	4.60	4.91	4.79
Base	583	17*	526	74

Year on Year Trends	2026	2025	2024	2023	2022	2021	2020	2019	2018
Mean ratings	4.90	5.03	4.83	5.01	5.11	5.12	5.26	5.14	5.26
Micromex benchmark	4.67				4.91				

*Caution, very low base size



Additional Results and 'Other' Specified

Appendix

Details of Most Recent Visit to an Access Canberra Service Centre

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

Other specified	Count
Registrations/change in ownership e.g. caravans, motorcycles, trailers	9
Changing/updating details	7
Parking e.g. permits and fines	7
New number plates/replacement plates/plates for another state	4
Unemployment benefits	4
Work related licenses e.g. security, plumbing	4
Proof of age/photo ID	3
Births, Deaths and Marriages Register	2
Licence application	2
Seniors Card/Pensioner benefits	2
Bus card/My Way Card/travel concession	1
Health services e.g. medical form renewal, medical refunds	1
Seeking specific information	1
Submitting documents	1
WWVP/WWCC	1

Satisfaction with Service Received at Service Centre (Full List)

Q4h. What would have to change to make you very satisfied with the Access Canberra Service Centre service?
(asked if less than 'very satisfied')

	2026 N=101	2025 N=106	2024 N=107	2023 N=107	2022 N=90
Shorter wait times/faster service	25%	24%	23%	26%	39%
More knowledgeable staff/staff training	17%	16%	20%	15%	15%
Simplified process/Easier to find the right person to speak to	6%	8%	0%	0%	0%
Extended/improved digital services/reduce need to go into Centre	6%	5%	1%	4%	2%
Update payment policy	4%	0%	1%	0%	0%
More friendly/customer orientated	4%	15%	15%	12%	12%
Resolving issues during the first visit/instance	4%	4%	4%	0%	0%
Unclear process/guidelines	3%	1%	1%	2%	1%
Issue drivers licence on the spot	3%	1%	2%	1%	0%
Increase staff	2%	1%	11%	7%	7%
Positive comments	2%	1%	1%	1%	1%
More service centre locations	2%	1%	0%	1%	0%
Always room for improvement	2%	4%	3%	1%	0%
Should take cash	1%	3%	0%	2%	1%
Provide more information/explanation to customers	1%	4%	3%	3%	0%
Increased parking at centres	1%	0%	0%	0%	0%
Extended operating hours	1%	0%	0%	3%	1%
Improve rules and regulations	1%	2%	0%	0%	1%
Website information needs to be clearer	1%	1%	0%	1%	0%
More seating inside the centre	1%	1%	0%	1%	0%
Improve responsiveness/simplify process for lodging complaints	1%	0%	0%	2%	3%
Other comment	4%	3%	2%	3%	6%
Don't know/nothing	20%	11%	18%	25%	21%

A significantly higher/lower percentage (compared to 2025)

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

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

Details of Most Recent Telephone Contact (Full List)

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

Other specified	Count
Registrations/change in ownership/disposal	6
Working with vulnerable people card	5
Traffic management/maintenance	4
Animal control	3
Births, Deaths and Marriages Register	3
Centrelink Service	3
Accessibility	2
Bus card/MyWay card	2
Business and legal services	2
Enquiring/ordering bins/waste collection services	2
Footpaths maintenance	2
General information e.g. local services, heritage, etc.	2
Parking e.g. permits	2
Firearms licence	1
Fix my Street	1
Following up a service centre visit/online transaction	1
Health service enquiry	1
Infrastructure maintenance	1
New number plates/replacement plates	1
Personal ID/documentation/name change	1
Report an issue to be investigated	1
Vehicle roadworthy check	1
Water and sewerage services	1
Work related licences e.g. real estate licence, electrical licence	1

Ease of Dealing with Access Canberra Contact Centre (Other)

Q5f. Why do you say that it was difficult/easy? (Other Specified)

Very easy/easy - Other specified	Count
Was quick/convenient	19
Attended to politely and correctly	14
Had no issues	2
Helpful staff	2
Long process	2
Staff were difficult to deal with	2
Issue is not resolved	1
Transferred to the correct department	1
Was told it was my fault	1
Can't remember	1

Difficult/very difficult - Other specified	Count
Issue is not resolved	4
Staff were difficult to deal with	3
Cultural/disability discrimination	1
IT issues	1
Long process	1
Struggled with number menu at start of call	1
Too many choices and buttons to dial	1
Too many services within the call centre to get in contact with the right service	1
Website was confusing, had to call for help	1

Satisfaction with Service Received from the Contact Centre

Q55h. What would have to change to make you very satisfied with the Access Canberra Contact Centre service?
(asked if less than 'very satisfied')

	2026 N=62	2025 N=73	2024 N=79	2023 N=85	2022 N=111
Shorter wait times/faster service	22%	27%	23%	25%	35%
Better resolution/outcome	21%	11%	5%	2%	4%
Easier/more direct way to contact the person needed	17%	9%	10%	11%	4%
Better trained/informed staff	11%	12%	23%	19%	18%
More streamlined process	7%	4%	0%	7%	6%
Need follow up calls/feedback	6%	4%	5%	1%	3%
Happy with the services provided	4%	1%	0%	0%	2%
Positive comments	4%	0%	0%	0%	0%
Improved customer service e.g. friendly, customer orientated	2%	8%	13%	11%	11%
Better coordination/communication with service centres	2%	2%	0%	2%	0%
Prefer to speak to a human instead of automated options and repetitive messages	1%	0%	6%	0%	2%
More staff	1%	1%	4%	6%	4%
Other comments	3%	8%	11%	6%	5%
Don't know/nothing	16%	11%	18%	23%	14%

Details of Most Recent Usage of Digital Service (Full List)

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

Other specified	Count
General information e.g. public transport information and timetables, recycling, community services, legal issues, etc.	11
MyWay Card/student bus pass	8
Pet registration	7
'Fix My Street'	6
Complaint e.g. illegal dumping, illegal parking, noise etc	5
Footpaths, roads, and public infrastructure	5
Enquiry/obtaining a green bin/bins and waste collection services	4
Making a payment	4
Births, deaths and marriages register	3
Parking and permits	2
Registrations e.g. car, trailer, motorbike	2
Update details e.g. address	2
Volunteering license	2
Working with Vulnerable People	2
Bus/public transport card	1
Business applications/registrations	1
Certificate submission	1
Drivers licence	1
Fines	1
Land transfer	1
Lawn maintenance	1
Registration/change of number plates	1
Residency	1
Tax services	1
Teacher registration	1
Work related licences e.g. building licence, real estate licence	1
Don't recall	3

Ease of Finding Information or Services

Q6f. Why do you say that it was difficult/easy? (Other Specified)

Very easy/easy - Other specified	Count
Easy to navigate/information was easy to find	90
Link took me straight to the payment/appropriate area	26
Got to the website through a simple Google search	24
Familiar with the website as I've used it before	20
Had no issues	12
The search engine function was good	10
Difficult to navigate	9
Helpful staff	2
Could be more user friendly	1
Have to go through too many steps	1
Wasn't easy or difficult	1
Website translates well to a mobile phone	1
Don't know/can't recall	1

Difficult/very difficult - Other specified	Count
Difficult to navigate	12
Could not find the information I was looking for	7
The appropriate departments for transport and infrastructure are not directly accessible through the website	3
Unresolved issue	3
Technical issue	2
Website was down the first time	2
Easy to navigate/information was easy to find	1
Fix My Street was hard to find	1
Got to the website through a simple Google search	1
Information was hard to find/ambiguous/too much	1
Struggled to use computer/not tech savvy	1

What Would Make You Satisfied with Access Canberra Digital Service

What would have to change to make you very satisfied with the Access Canberra Digital Service?
(asked if less than 'very satisfied')

	2026 N=238	2025 N=222	2024 N=199	2023 N=196	2022 N=215
Better format/more user friendly/update the website	26%	42%	27%	34%	38%
Online process could be easier	11%	3%	4%	0%	2%
Clearer/updated information	9%	10%	17%	15%	8%
Technical issues e.g. broken links, speed, system issues	5%	<1%	2%	5%	2%
Reduce wait times/faster response	4%	7%	1%	4%	3%
Payment methods accepted online/in person	3%	<1%	1%	3%	2%
No change - happy with the service	3%	4%	2%	1%	5%
Better structured/more intuitive online forms	3%	2%	3%	1%	2%
Resolve issues	3%	<1%	0%	5%	1%
Access Canberra App/mobile/tablet compatibility	2%	1%	4%	1%	3%
Better follow up/resolution of complaints	2%	0%	3%	1%	0%
Improve search functionality	2%	4%	4%	5%	6%
Easier login/verification and password reset process	1%	<1%	0%	1%	0%
Reduce cost of fees/registration	1%	1%	3%	0%	0%
Improved follow up	1%	0%	2%	0%	2%
Prefer face-to-face interactions	1%	<1%	0%	1%	0%
Always room for improvement	1%	2%	2%	0%	1%
More electronic reminders/updates	<1%	0%	0%	1%	1%
A confirmation email/response from Access Canberra	<1%	0%	0%	0%	1%
Automatic renewals	<1%	0%	<1%	0%	0%
Need for a help line/chat bot	<1%	3%	1%	1%	1%
Other comments	4%	4%	6%	1%	5%
Don't know/nothing	24%	16%	32%	30%	26%

A significantly higher/lower percentage (compared to 2025)

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



Questionnaire

ACT Government
Access Canberra Customer Satisfaction Survey
March 2026

[CATI:] Good morning/afternoon/evening, my name is ____ I'm calling on behalf of the ACT Government from a company called Micromex. We are conducting research about local services and facilities in the area, would now be a good time to share your opinions?

[ONLINE:] This survey is being conducted by Micromex Research on behalf of the ACT Government. It will take up to 10 minutes to complete. Please note that your responses to these questions will only be reported in aggregate form - and your name/contact details will be kept confidential. To answer the questions, either select one or more of the listed responses, or type in your comments where space is provided (please provide as much detail as possible when typing in the comments). If you have any trouble accessing this survey, please call Micromex on 1800 639 599. Please enter your password below to begin the survey.

Section 1: Awareness and Usage

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

Position	Answers	Notes
1	Yes – aware	
2	No – unaware	

Q2a. Access Canberra provides multiple customer service channels that allow ACT residents to access a wide range of ACT Government Services. Customers can perform services, seek information or advice, provide feedback and lodge complaints about ACT Government services. You can visit Access Canberra at a Service Centre, Call the Access Canberra Contact Centre or engage digitally using the Access Canberra website.

Which, if any, of the following Access Canberra services have you used in the past 12 months? (MR)

[CATI:] Prompt

[ONLINE:] Please select all that apply

Position	Answers	Notes
1	Visited an Access Canberra Service Centre	
2	Called the Access Canberra telephone Contact Centre (13 22 81)	
3	Used any Access Canberra digital services such as the website, online forms, online payments, either looking for information or to undertake a transaction	
4	Been visited at your work by an Access Canberra representative/inspector	
5	None of these	CATI: Do not prompt [ALL:] Exclusive

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

[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

Q2c. And based on all your dealings with Access Canberra in the last 12 months, overall, how easy is it to deal with Access Canberra? (SR)

[CATI:] Prompt

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

Routing Instructions:

If only one or two of 'Visited Service Centre', 'Website', 'Called Contact Centre' (ignoring 'Visited at work by Rep') selected on Q2a, ask appropriate Section 2i and/or 2ii and/or 2iii

If all three of 'Visited Service Centre', 'Website', 'Called Contact Centre' (ignoring 'Visited at work by Rep') selected on Q2a, ask Q3

Q3. Of the following three ways of dealing with Access Canberra, which two have you conducted most recently? (MR)

[CATI:] Prompt

[ONLINE:] Please select the two that apply

Position	Answers	Notes
1	Visited an Access Canberra Service Centre	Go to Q4a
2	Used any Access Canberra digital services, such as the website, online forms, online payments, either looking for information or to undertake a transaction	Go to Q6a
3	Called the Access Canberra telephone Contact Centre (13 22 81)	Go to Q5a

Section 2i: Service Centres

(If visited a Service Centre on Q3 or Q2a)

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

[CATI:] Do not prompt

Position	Answers	Notes
1	Once	
2	Twice	
3	Three times	
4	Four times	
5	Five times	
6	Six to ten times	
7	More than ten times	
8	Can't say	

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

[CATI:] Prompt if necessary

[CATI:] If 'March' ask 'March 2025 or March 2026?'

Position	Answers	Notes
1	March 2025	CATI: (check if March 2025 or 2026)
2	April 2025	
3	May 2025	
4	June 2025	
5	July 2025	
6	August 2025	
7	September 2025	
8	October 2025	
9	November 2025	
10	December 2025	
11	January 2026	
12	February 2026	
13	March 2026 (check if March 2025 or 2026)	CATI: (check if March 2025 or 2026)
14	Can't say	CATI: Do not prompt

Q4aii. Thinking of your most recent visit to an Access Canberra Service Centre, which Service Centre did you attend? (SR)

[CATI:] Prompt if necessary

Position	Answers	Notes
1	Woden	
2	Tuggeranong	
3	Belconnen	
4	Gungahlin	
5	Dickson	
6	Mitchell	
7	Hume	
8	Not sure/can't recall	CATI: Do not prompt

Q4aiii. Thinking of that most recent visit, why in particular did you choose to visit an Access Canberra Service Centre rather than phone the Access Canberra Contact Centre or go online and use the Access Canberra Digital Services?

(Codiers: For all open-enders please ensure you use code frames from previous waves)

Position	Answers	Notes
1	Other (please specify)	Text box
2	Not sure/can't recall	CATI: Do not prompt

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

Position	Answers	Notes
1	Private	
2	Business	

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

[CATI:] Prompt if necessary

Position	Answers	Notes
1	Building and development applications	
2	Car or other vehicle registration: A renewal of an existing registration, or	
3	Car or other vehicle registration: A registration of a new owner	
4	Driver's licence	
5	Business licence	
6	Business inspection	
7	Rates payment	
8	Feedback	
9	Lodge a complaint about a particular government service (Interviewer: Check below)	
10	Lodge a complaint about Access Canberra (Interviewer: Check above)	
11	Disability information/pass	
12	Personalised number plates	
13	Working with vulnerable people card	
14	Fine or infringement	
15	Land titles	
16	Animal control	
17	Tree management/removal	
18	Booking waste collection service	
19	Other (please specify)	Text box

Q4d. How many times did you have to visit an Access Canberra Service Centre before your issue was resolved? (SR)

[CATI:] Do not prompt

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

Q4di. And how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue? (SR)

[CATI:] Do not prompt

Position	Answers	Notes
1	None	
2	One	
3	Two	
4	Three	
5	Four	
6	Five	
7	More than five	
8	Don't know	

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

[CATI:] Prompt

Value	Answers	Notes
4	Very easy	
3	Easy	
2	Difficult	
1	Very difficult	
0	Unsure/don't know	CATI: Do not prompt ALL: Go to Q4g

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

[CATI:] Do not prompt

[ONLINE:] Open text

Position	Answers	Notes
1	Able to complete in one visit	
2	Quick - didn't have to wait long	
3	Person was knowledgeable	
4	Had to come back	
5	Had to wait a long time	
6	Person didn't appear to be knowledgeable	
7	Language barrier	
8	Any Others (please specify)	Text box

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

[ONLINE:] Thinking about the actual customer service you experienced during your last visit regardless of whether or not you were satisfied with the outcome from that visit... Overall, how satisfied or dissatisfied were you with the service you received at the Service Centre during your last visit?

Position	Answers	Notes
1	Very satisfied	ALL: Go to Q4i
2	Satisfied	
3	Neither	
4	Dissatisfied	
5	Very dissatisfied	
6	Unsure/don't know	CATI: Do not prompt ALL: Go to Q4i

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

Position	Answers	Notes
1	Text box	CATI: 5 Lines / Online: Large box

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

[CATI:] Prompt

Value	Answers	Notes
5	Very satisfied – 5	
4	4	
3	3	
2	2	
1	Not at all satisfied – 1	

Standards:

Position	Answers	Notes
1	How polite staff were	
2	The knowledge of the staff	
3	The amount of time taken by staff to assist you	
4	Staff clearly explaining what you needed to know	
5	The willingness of staff to assist you	
6	The fairness of the staff in dealing with your transaction	
7	How easy the information was to understand	
8	The staff thoroughly handling your matter	
9	The speed of response once you were served	

Channel specific:

Position	Answers	Notes
1	The Concierge who may have greeted you when you arrived	
2	The length of time you waited to be served	
3	Layout/comfort of the service centre	
4	Cleanliness of the service centre	
5	Accessibility	

Q4ii. When visiting an Access Canberra Service Centre service, how long do you think is reasonable for you to wait before a staff member is able to serve you at a counter for your transaction? (SR)

[CATI:] Please say yes when you hear the time you think is reasonable.

[CATI:] Prompt

[ONLINE:] Do you think it is reasonable to wait...

Rotate (high-to-low, stop when 'yes')/(low-to-high, stop when 'No')

Position	Answers	Notes
1	Up to 10 minutes	
2	Up to 15 minutes	
3	Up to 20 minutes	
4	Up to 25 minutes	
5	Up to 30 minutes	
6	More than 30 minutes	

[There is NO Q4i]

Q4k. And on your most recent visit to the Access Canberra Service Centre, did you book an appointment, or did you visit without an appointment? (SR)

Position	Answers	Notes
1	Booked an appointment	
2	Visited without an appointment	
3	Can't remember	CATI: Do not prompt

Section 2ii: Contact Centre

(If Called the Contact Centre on Q3 or Q2a)

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

[CATI:] Do not prompt

Position	Answers	Notes
1	Once	
2	Twice	
3	Three times	
4	Four times	
5	Five times	
6	Six to ten times	
7	More than ten times	
8	Can't say	

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

[CATI:] Prompt if necessary

[CATI:] If 'March' ask 'March 2025 or March 2026?'

Position	Answers	Notes
1	March 2025	CATI: (check if March 2025 or 2026)
2	April 2025	
3	May 2025	
4	June 2025	
5	July 2025	
6	August 2025	
7	September 2025	
8	October 2025	
9	November 2025	
10	December 2025	
11	January 2026	
12	February 2026	
13	March 2026 (check if March 2025 or 2026)	CATI: (check if March 2025 or 2026)
14	Can't say	CATI: Do not prompt

Q5aii. Thinking of your most recent call to the telephone Contact Centre, was it for private or business purposes?

Position	Answers	Notes
1	Business	
2	Private	

Q5aiii. Why in particular did you choose to call the Access Canberra Contact Centre rather than visit an Access Canberra Service Centre or go online and use the Access Canberra Digital Services?

Position	Answers	Notes
1	Other (please specify)	Text box
2	Not sure/ can't recall	CATI: Do not prompt

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

[CATI:] Prompt if necessary

Position	Answers	Notes
1	Building and development applications	
2	Car or other vehicle registration: A renewal of an existing registration, or	
3	Car or other vehicle registration: A registration of a new owner	
4	Driver's licence	
5	Business licence	
6	Business inspection	
7	Rates payment	
8	Feedback	
9	Lodge a complaint about a particular government service (Interviewer: Check below)	
10	Lodge a complaint about Access Canberra (Interviewer: Check above)	
11	Disability information/pass	
12	Personalised number plates	
13	Working with vulnerable people card	
14	Fine or infringement	
15	Land titles	
16	Animal control	
17	Tree management/removal	
18	Booking waste collection service	
19	Other (please specify)	Text box

Q5c. How many times did you have to call the Access Canberra Contact Centre before your issue was resolved? (SR)

[CATI:] Do not prompt

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

Q5ci. Did you have to call multiple times because one or more of your calls weren't answered, or your calls were answered but no one who could help was available, or because you had to speak to one or more people multiple times to sort out your issue? (MR) [If two or more times on Q5c, ask]

[CATI:] Prompt

Position	Answers	Notes
1	Call(s) not answered	
2	No one available	
3	Had to speak to one or more people multiple times	
4	Other:	Text box [CATI:] Do not prompt
5	Don't know	[CATI:] Do not prompt

Q5d. How many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue? (SR)

[CATI:] Do not prompt

Position	Answers	Notes
1	None	
2	One	
3	Two	
4	Three	
5	Four	
6	Five	
7	More than five	
8	Don't know	

Q5e. How easy was it to deal with the Access Canberra telephone Contact Centre?

[CATI:] Prompt

Position	Answers	Notes
1	Very easy	
2	Easy	
3	Difficult	
4	Very difficult	
5	Unsure/don't know	[CATI:] Do not prompt [ALL:] Go to Q5g

Q5f. Why do you say that it was (previous answer)? (MR)

[CATI:] Do not prompt

[ONLINE:] Open text

Position	Answers	Notes
1	Able to complete in one call	
2	Quick, didn't have to wait long	
3	Person was knowledgeable	
4	Had to ring back	
5	Had to wait a long time	
6	Person didn't appear to be knowledgeable	
7	Transferred and had a poor experience	
8	Language barrier	
9	Other (please specify)	Text box

Q5g. [CATI:] Now I'd like you to think about the actual customer service you experienced during your call regardless of whether or not you were satisfied with the outcome from that call. Overall, how satisfied or dissatisfied were you with the customer service you received from the Contact Centre during your last call? Prompt (SR)

[ONLINE:] Thinking about the actual customer service you experienced during your call regardless of whether or not you were satisfied with the outcome from that call. Overall, how satisfied or dissatisfied were you with the customer service you received from the Contact Centre during your last call?

Position	Answers	Notes
1	Very satisfied	ALL: Go to Q5i
2	Satisfied	
3	Neither	
4	Dissatisfied	
5	Very dissatisfied	
6	Unsure/don't know	CATI: Do not prompt ALL: Go to Q5i

Q5h. What would have to change to make you very satisfied with the Access Canberra telephone Contact Centre service?

Position	Answers	Notes
1	Text box	CATI: 5 Lines / Online: Large box

Q5i. Using a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, overall, how satisfied or dissatisfied were you with the following in relation to your most recent call to the Access Canberra telephone service? (SR per item)
[CATI:] Prompt

Value	Answers	Notes
5	Very satisfied – 5	
4	4	
3	3	
2	2	
1	Not at all satisfied – 1	
0	Can't say	[CATI: Do not prompt]

Standards:

Position	Answers	Notes
1	How polite staff were	
2	The knowledge of the staff	
3	The amount of time taken by staff to assist you	
4	Staff clearly explaining what you needed to know	
5	The willingness of staff to assist you	
6	The fairness of the staff in dealing with your transaction	
7	How easy the information was to understand	
8	The staff thoroughly handling your matter	
9	The speed of response after your call was answered	

Channel Specific:

Position	Answers	Notes
1	The length of time you waited on the line for a consultant to speak to you	
2	The ease of getting through to someone who could assist	

Q5ii. When ringing Access Canberra, how long do you think is reasonable for you to wait on hold before a staff member is able to answer your call and speak to you?

[CATI:] Please say yes when you hear the time you think is reasonable.

[CATI:] Prompt

[ONLINE:] Do you think it is reasonable to wait...

Rotate (high-to-low, stop when 'yes')/(low-to-high, stop when 'No')

Position	Answers	Notes
1	Up to 2 minutes	
2	Up to 5 minutes	
3	Up to 10 minutes	
4	Up to 15 minutes	
5	Up to 20 minutes	
6	More than 20 minutes	
7	Can't say	CATI: Do not prompt

Q5j. On your most recent call to the Access Canberra telephone service, did you speak to just one staff member or were you transferred to other staff? (SR)
[CATI:] Do not prompt

Position	Answers	Notes
1	Spoke to just one person	
2	Transferred	
3	Can't remember	

Q5ji. How many staff in total did you speak to on that call? [Ask if 'Transferred' selected at Q5j]

Position	Answers	Notes
1	Text box	Small box

Section 2iii: Website

(If used any of the digital services on Q3 or Q2a)

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

[CATI:] Do not prompt

Position	Answers	Notes
1	Not at all	
2	Once	
3	Twice	
4	Three times	
5	Four times	
6	Five times	
7	Six to ten times	
8	More than ten times	
9	Can't say	

Q6ai. And in the past 12 months, how many times in total, if at all, would you have used any Access Canberra digital services to conduct a transaction, such as completing online forms or making an online payment? (SR)

[CATI:] Do not prompt

Position	Answers	Notes
1	Not at all	
2	Once	
3	Twice	
4	Three times	
5	Four times	
6	Five times	
7	Six to ten times	
8	More than ten times	
9	Can't say	

Q6aii. Thinking of your most recent use of an Access Canberra digital service, in which month was your most recent usage of the digital services? (SR)

[CATI:] Prompt if necessary

[CATI:] If 'March' ask 'March 2025 or March 2026?'

Position	Answers	Notes
1	March 2025	CATI: (check if March 2025 or 2026)
2	April 2025	
3	May 2025	
4	June 2025	
5	July 2025	
6	August 2025	
7	September 2025	
8	October 2025	
9	November 2025	
10	December 2025	
11	January 2026	
12	February 2026	
13	March 2026 (check if March 2025 or 2026)	CATI: (check if March 2025 or 2026)
14	Can't say	CATI: Do not prompt

Q6aii. Thinking of your most recent use of an Access Canberra digital service, was it for private or business purposes?

Position	Answers	Notes
1	Business	
2	Private	

Q6aiv. Why in particular did you use an Access Canberra digital service rather than visit an Access Canberra Service Centre or call the Access Canberra Contact Centre?

Position	Answers	Notes
1	Other (please specify)	Text box
2	Not sure/ can't recall	CATI: Do not prompt

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

[CATI:] Prompt if necessary

Position	Answers	Notes
1	Building and development applications	
2	Car or other vehicle registration: A renewal of an existing registration, or	
3	Car or other vehicle registration: A registration of a new owner	
4	Driver's licence	
5	Business licence	
6	Business inspection	
7	Rates payment	
8	Feedback	
9	Lodge a complaint about a particular government service (Interviewer: Check below)	
10	Lodge a complaint about Access Canberra (Interviewer: Check above)	
11	Disability information/pass	
12	Personalised number plates	
13	Working with vulnerable people card	
14	Fine or infringement	
15	Land titles	
16	Animal control	
17	Tree management/removal	
18	Booking waste collection service	
19	Other (please specify)	Text box

Q6c. How many times did you have to use the Access Canberra digital service before your issue was resolved?

[CATI:] Do not prompt

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

Q6ci. And how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue?

[CATI:] Prompt if necessary

Position	Answers	Notes
1	None	
2	One	
3	Two	
4	Three	
5	Four	
6	Five	
7	More than five	
8	Don't know	

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

[CATI:] Prompt

Position	Answers	Notes
1	Use a desktop or laptop computer at home or work	
2	Use a publicly available desktop or laptop computer, such as at a library	
3	Use one of the touch-screen computers at an Access Canberra service centre	
4	Use a mobile device like a tablet or phone	
5	Not sure	CATI: Do not prompt

Q6e. How easy was it to find the information or services you were seeking on the Access Canberra digital service? (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 ALL: Go to Q6g

Q6f. Why do you say that it was (Q6e)? (MR)

[CATI:] Do not prompt

[ONLINE:] Open text

Position	Answers	Notes
1	Able to complete transaction in one visit	
2	Information clearly presented	
3	Form easy to fill out	
4	Had to find documents/card to complete transaction online	
5	Had a slow internet speed	
6	Didn't understand the information/question on the form	
7	Had difficulty navigating/finding what I was after	
8	Language barrier	
9	Other (please specify)	Text box

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

[CATI:] Prompt

Value	Answers	Notes
5	Very satisfied	ALL: Go to Q6i
4	Satisfied	
3	Neither	
2	Dissatisfied	
1	Very dissatisfied	
0	Unsure/don't know	CATI: Do not prompt ALL: Go to Q6i

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

Position	Answers	Notes
1	Text box	CATI: 5 Lines / Online: Large box

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

[CATI:] Prompt

Value	Answers	Notes
5	Very satisfied – 5	
4	4	
3	3	
2	2	
1	Not at all satisfied – 1	
0	Can't say	[CATI: Do not prompt]

Standards:

Position	Answers	Notes
1	How easy the information was to understand	

Channel Specific:

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	
6	The service experience met my expectations	

Section 3: Overall Perceptions of Access Canberra

[ASK ALL]

Q7. Using a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, based on all you know of Access Canberra, even if you have not used their services, overall, how much do you agree or disagree that Access Canberra...? (SR per item)

[CATI:] Prompt

Value	Answers	Notes
5	Strongly agree – 5	
4	4	
3	3	
2	2	
1	Strongly disagree – 1	

Position	Answers	Notes
1	Makes it easy to access an ACT Government service	
2	Makes it easy for Canberra residents and local businesses to find out about ACT Government information	
3	Makes it easy to find the right person to talk to in the ACT Government	
4	Makes it easy to give feedback	
5	Makes it easy to pay ACT Government bills	

Section 4: Quality of Life

Q8. Overall, how would you rate the quality of life you have living in the ACT? (SR)

[CATI:] Prompt

Value	Answers	Notes
6	Excellent	
5	Very good	
4	Good	
3	Fair	
2	Poor	
1	Very poor	

Section 5: Demographics

Finally, just a few quick questions to help us analyse responses.

Q11. How do you describe your gender?

[CATI:] Do not prompt

Position	Answers	Notes
1	Woman	
2	Man	
3	Non-binary	
4	I use a different term (please specify)	Text box
5	Prefer not to answer	CATI: Do not prompt

Q12. What age bracket are you in? (SR)

[CATI:] Prompt

Position	Answers	Notes
1	18-24 years	
2	25-34 years	
3	35-44 years	
4	45-54 years	
5	55-64 years	
6	65 years +	
7	[CATI:] Refused [ONLINE:] Prefer not to say	CATI: Do not prompt

Q13. What is your family status? (SR)

[CATI:] Prompt

Position	Answers	Notes
1	Single/living alone	
2	Single parent (children at home)	
3	Couple (children at home)	
4	Couple (no children at home)	
5	Group/shared household	
6	Other (please specify)	Text box
7	[CATI:] Refused [ONLINE:] Prefer not to say	CATI: Do not prompt

Q14. Which of the following best describes your current employment status? (SR)

[CATI:] Prompt

Position	Answers	Notes
1	Currently in full time paid employment	
2	Currently in part time paid employment (at least 10 hours a week)	
3	Currently in casual paid employment	
4	Studying at school, TAFE, or university	
5	Retired from paid employment	
6	Currently looking for paid employment	
7	Home duties	
8	Other (please specify)	Text box
9	[CATI:] Refused [ONLINE:] Prefer not to say	CATI: Do not prompt

Q15. Are you of Aboriginal and/or Torres Strait Islander origin?

[CATI:] Prompt

Position	Answers	Notes
1	Yes	
2	No	
3	[CATI:] Refused [ONLINE:] Prefer not to say	CATI: Do not prompt

Q16a. Do you identify as having a disability?

[CATI:] Prompt

Position	Answers	Notes
1	Yes	
2	No	
3	[CATI:] Refused [ONLINE:] Prefer not to say	CATI: Do not prompt

Q16b. And does anyone else in your household identify as having a disability?

[CATI:] Prompt

Position	Answers	Notes
1	Yes	
2	No	
3	[CATI:] Refused [ONLINE:] Prefer not to say	CATI: Do not prompt

Q17a. Do you speak a language other than English at home?

[CATI:] Prompt

Position	Answers	Notes
1	Yes	
2	No	
3	[CATI:] Refused [ONLINE:] Prefer not to say	CATI: Do not prompt

Q17b. What language or languages do you primarily speak at home? (MR)

[If 'Yes' on Q17a, ask]

[CATI:] Do not prompt

Position	Answers	Notes
1	Mandarin	
2	Nepali	
3	Vietnamese	
4	Punjabi	
5	Hindi	
6	Other	Show 5 line text box

Q17c. Do you believe having English as a second language reduces the quality of service you receive from Access Canberra?

[If 'Yes' on Q17a, ask]

Position	Answers	Notes
1	Yes	
2	No	

Q18. What suburb do you live in?

Suburb	Suburb	Suburb
Acton	Fraser	Moncrief
Ainslie	Fyshwick	Mulanggari
Amaroo	Garran	Narrabundah
Aranda	Gilmore	Ngunnawal
Banks	Ginninderry	Nicholls
Barton	Giralang	Oaks Estate
Beard	Gordon	O'Connor
Belconnen	Gowrie	O'Malley
Bonner	Greenway	Oxley
Bonython	Griffith	Page
Braddon	Gungahlin	Palmerston
Bruce	Hackett	Parkes
Calwell	Hall	Pearce
Campbell	Harrison	Phillip
Canberra airport	Hawker	Pialligo
Capital Hill	Higgins	Red Hill
Casey	Holder	Reid
Chapman	Holt	Richardson
Charnwood	Hughes	Rivett
Chifley	Hume	Russell
Chisholm	Isaacs	Scullin
City	Isabella Plains	Spence
Conder	Jacka	Stirling
Cook	Kaleen	Strathnairn
Coombs	Kambah	Symonston
Crace	Kenny	Taylor
Curtin	Kingston	Tharwa
Deakin	Kinlaysia	Theodore
Denman Prospect	Latham	Throsby
Dickson	Lawson	Torrens
Downer	Lyneham	Turner
Duffy	Lyons	Uriarra Village
Dunlop	Macarthur	Wanniassa
Evatt	Macgregor	Waramanga
Fadden	Macnamara	Watson
Farrer	Macquarie	Weetangera
Fisher	Mawson	Weston
Florey	Mckellar	Whitlam
Flynn	Melba	Woden
Forde	Mitchell	Wright
Forrest	Molonglo	Yarralumla
Franklin	Monash	

Follow-up research recruitment (to Micromex Panel)

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