



2026 Customer Satisfaction Survey Results

Customers

Awareness and overall usage

 97% of Canberrans surveyed are aware of Access Canberra services.	
 88% of Canberrans surveyed have used at least one Access Canberra service within the past 12 months.	
Overall ease of dealing with Access Canberra services.	86%

Digital Services

 Around 74% of Canberrans surveyed used our digital services.	
Customers who find it easy to interact with Access Canberra online.	87%

Service Centres

 52% of Canberrans surveyed visited an Access Canberra Service Centre.	
Customers who find it easy to interact with Access Canberra in person.	92%

Contact Centre

 31% of Canberrans surveyed contacted our Contact Centre.	
Customers who find it easy to interact with Access Canberra by phone.	83%

Business

Overall

Overall ease of dealing with Access Canberra services.	84%
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Licensing

Overall ease of dealing with Access Canberra services.	80%
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Regulatory/Inspections

Overall ease of dealing with Access Canberra services.	89%
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Canberrans can access our services: