



# Access Canberra

Customer Satisfaction Research – 2021

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Date: July 22, 2021



Access  
Canberra.

# Table of Contents

<b>Background and Methodology</b> .....	<b>3</b>
<b>Sample Profile</b> .....	<b>7</b>
<b>Key Findings</b> .....	<b>10</b>
<b>Section A – Awareness and Usage Summary</b> .....	<b>17</b>
Awareness of Access Canberra.....	18
Usage of Access Canberra .....	19
Most Recent Month of Visit/Usage .....	20
<b>Section B – Satisfaction with Access Canberra Services - Summary</b> .....	<b>21</b>
Summary of Overall Satisfaction .....	22
Summary of Satisfaction with Services.....	23
Summary of Overall Ease of Dealings .....	24
Summary of Ease of Dealing with Each Service Type .....	25
Summary of Contact Purpose .....	26
Summary of Contact Frequency .....	27
<b>Section C – Access Canberra Service Centres</b> .....	<b>28</b>
Number of Visits to an Access Canberra Service Centre in the Past 12 Months.....	29
Time of Most Recent Visit to a Service Centre .....	30
Access Canberra Service Centre Visited Most Recently .....	31
Choosing an Access Canberra Service Centre over the Contact Centre or Digital Services ..	32
Details of Most Recent Visit to an Access Canberra Service Centre .....	33
Number of Contacts to Resolve Issue .....	34
Ease of Dealing with Access Canberra Service Centre .....	35
Satisfaction with Service Received at Service Centre .....	37
Satisfaction with Specific Services Received at Service Centre .....	39
Drivers of Overall Satisfaction with Service Centres.....	42
<b>Section D – Access Canberra Telephone Contact Centre</b> .....	<b>44</b>
Number of Calls to an Access Canberra Telephone Contact Centre in the Past 12 Months ...	45
Time of Most Recent Call to the Access Canberra Contact Centre .....	46
Choosing the Access Canberra Contact Centre over a Service Centre or Digital Services.....	47
Details of Most Recent Telephone Contact.....	48
Number of Contacts to Resolve Issue .....	49
Ease of Dealing with Access Canberra Contact Centre .....	50
Satisfaction with Service Received from the Contact Centre.....	52
Satisfaction with Specific Services Received from the Contact Centre .....	54
Drivers of Overall Satisfaction with the Contact Centre .....	57



<b>Section E – Access Canberra Digital Services .....</b>	<b>59</b>
Number of Times Access Canberra Digital Services Were Used in the Past 12 Months.....	60
Use of Access Canberra Digital Services.....	61
Choosing Access Canberra Digital Services over a Service Centre or the Contact Centre.....	62
Details of Most Recent Use of Digital Services.....	63
Number of Contacts to Resolve Issue .....	64
Device Used to Access the Website .....	65
Use of Mobile Devices .....	66
Ease of Finding Information or Services .....	67
Satisfaction with Access Canberra Digital Service .....	69
Satisfaction with Specific Digital Services.....	71
Drivers of Overall Satisfaction with Digital Services.....	74
Digital Services Not Currently Offered .....	76
<b>Section F – Overall Perceptions of Access Canberra .....</b>	<b>77</b>
Overall Perceptions of Access Canberra.....	78
Service Delivery Improvements .....	80
<b>Section G – Service Delivery Options .....</b>	<b>81</b>
Likelihood to Use Online License Update and Renewal Service .....	82
Preferred Method of Receiving ACT Government Bills.....	83
<b>Section H – Quality of Life .....</b>	<b>84</b>
Quality of Life in the ACT.....	85
<b>Demographics .....</b>	<b>86</b>
<b>Appendix A – Additional Analysis.....</b>	<b>91</b>
<b>Appendix B – Questionnaire.....</b>	<b>107</b>



# **Background and Methodology**



# Background and Methodology

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

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

## Questionnaire

Micromex Research, together with the ACT Government, updated the 2020 questionnaire for use in 2021.

A copy of the questionnaire is provided in Appendix B.

## Data collection

The survey was conducted during the period 17<sup>th</sup> May – 12<sup>th</sup> June 2021 from 4:30pm to 8:30pm Monday to Friday, and from 10am to 4pm Saturday.

## Survey area

The ACT Government Area.

## Sample selection and error

A total of 600 resident interviews were completed. 558 of the 600 respondents were selected by means of a computer based random selection process using the electronic White Pages and SamplePages. The remaining 42 respondents were 'number harvested' via face-to-face intercept at a number of areas around the ACT including Canberra Centre, Woden Westfield, Belconnen Westfield, EPIC (Exhibition Park in Canberra) and Gungahlin Market Place, Hibberson St.

A sample size of 600 residents provides a maximum sampling error of plus or minus 4.0% at 95% confidence. This means that if the survey was replicated with a new universe of N=606 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.0% – for example, an answer such as 'yes' (50%) to a question could vary from 46% to 54%.

The sample was weighted by age and gender to reflect the 2016 ABS Census data for the ACT. The age groups used for weighting and cross analysis have changed in this report compared to previous reports due to fewer younger respondents participating this wave, i.e. the age groups 18-24 and 25-34 have been combined. The updated age groups are 18-34 years, 35-44 years, 45-64 years and 65+ years.



# Background and Methodology

## Interviewing

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

## Prequalification

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

## Data analysis

The data within this report was analysed using Q Professional.

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

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

## Ratings questions

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

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

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

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

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

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



# Background and Methodology

## Percentages

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

## Understanding the Drivers of Satisfaction – Regression Outcomes

Users of each of the Service types were asked to rate their experience of attributes specific to them – we refer to these as 'Independent Variables'. Using Regression Analysis, we are able to identify the contribution the independent variables make to overall satisfaction (known as the 'Dependent Variable').

## Word Frequency Tagging

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

## 2021 – Special Considerations

Events that transpired in 2020 – bushfires, hailstorms, the COVID-19 pandemic – potentially changed the way that many Canberra residents interact with Access Canberra services, and thus may impact results in this 2021 survey wave. For instance:

- Although notionally outside the survey period, staff shortages meant only the Belconnen and Woden Service Centres were open from April 1-6 2020.
- From April 6 2020, the role of Service Centres changed so they only dealt with transactions that could not be done over the phone or online.
- And social distancing requirements meant that customers had to queue outside, etc.
- Due to the number of vehicles damaged by hail in the January 2020 storms in the ACT, parking inspectors delivered new number plates to customers' homes (to avoid the customers having to visit a Service Centre).
- The emphasis is still on online transactions – with Concierges directing Service Centre visitors to self-serve kiosks where possible.
- The Contact Centre experienced growth in the number of business lines handled over 2020-21, including responsibility for the COVID-19 Helpline which saw a significant increase in demand for phone services.
- A brand new Customer Relationship Management (CRM) system was introduced in May 2021 which changed the way customers interacted with Access Canberra, and the quality of service Access Canberra was able to provide during transition.



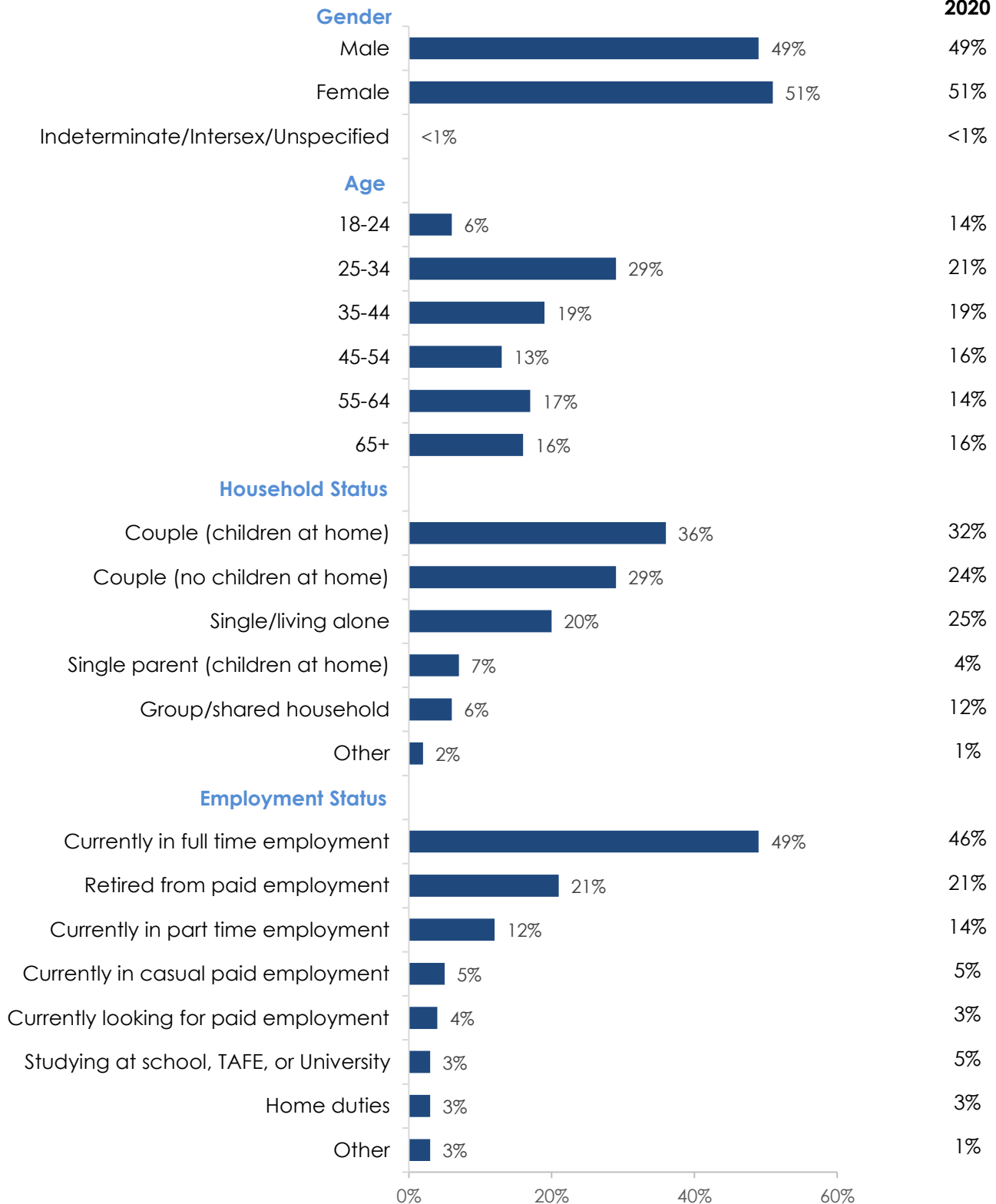
# Sample Profile





# Sample Profile

2020

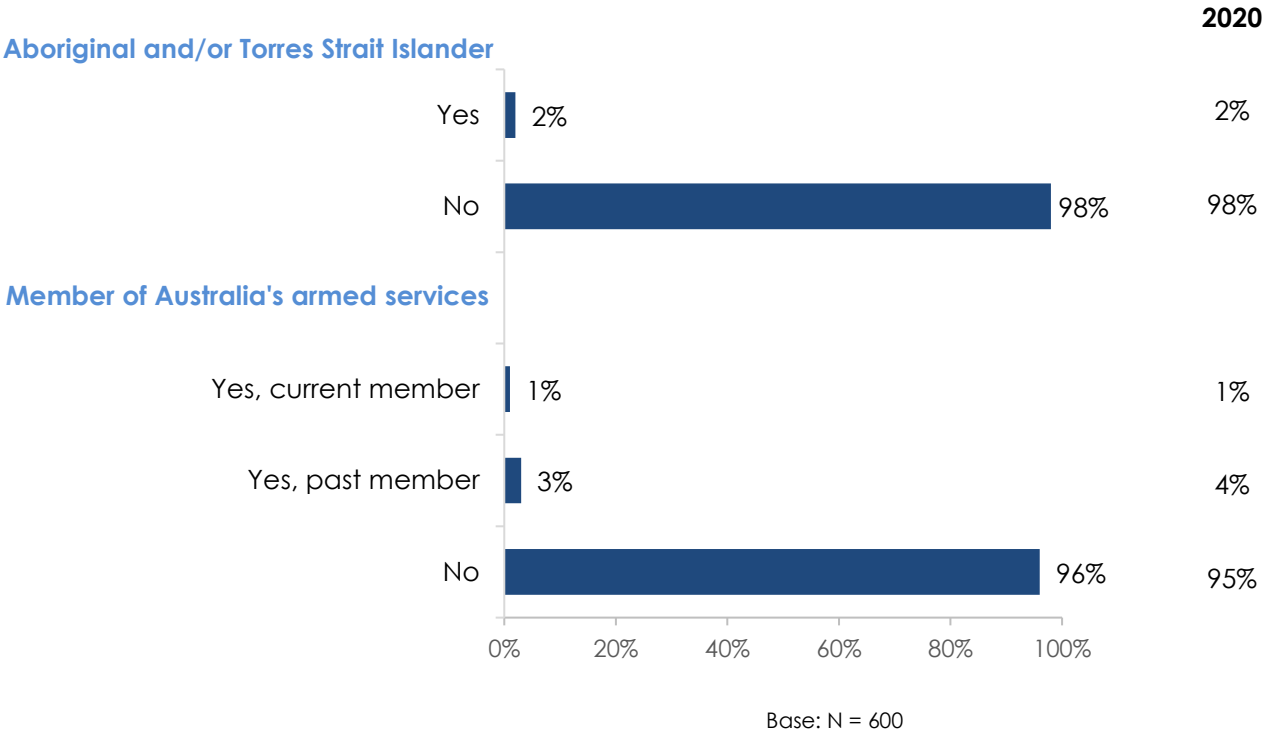


Base: N = 600

A sample size of 600 residents provides a maximum sampling error of plus or minus 4.0% at 95% confidence. The sample has been weighted by age and gender to reflect the 2016 ABS community profile of the ACT.  
 Note: <1% of respondents refused to state their household status.



# Sample Profile



A sample size of 600 residents provides a maximum sampling error of plus or minus 4.0% at 95% confidence. The sample has been weighted by age and gender to reflect the 2016 ABS community profile of the ACT.








# Key Findings



# Summary

	<b>Service Centres</b> 	<b>Telephone Contact Centre</b> 	<b>Digital Services</b> 
<b>Overall satisfaction</b>	95% Satisfied/very satisfied	76% Satisfied/very satisfied	87% Satisfied/very satisfied
<b>Average number of contacts for resolution</b>	1.4 contacts	1.8 contacts	1.3 contacts
<b>Ease of dealing with Access Canberra</b>	90% Easy/very easy	67% Easy/very easy	88% Easy/very easy
<b>Reason for contact being easy</b>	Quick – didn't have to wait long Able to complete in one visit	Person was knowledgeable Able to complete in one call	Information clearly presented Able to complete transaction in one visit
<b>Reason for contact being difficult</b>	Had to wait a long time Had to come back	Had to wait a long time Had to ring back	Had difficulty navigating/finding what I was after Had to find documents/card to complete transaction online
<b>What would make you 'very satisfied' with the service?</b>	Shorter wait times/faster service More knowledgeable staff/staff training	Shorter wait times/faster service More friendly/customer orientated	Better format/more user friendly/update the website Clearer information
<b>Top drivers of overall satisfaction</b>	The staff thoroughly handling your matter How easy the information was to understand	Staff thoroughly handling your matter The willingness of staff to assist you	The service experience met my expectations How easy it was to undertake an online transaction



# Executive Summary

## Overview

The challenges of the past 12-18 months – bushfires, storms, COVID-19 – have seemingly impacted **overall** brand perceptions for Access Canberra in 2021, with:

- Overall satisfaction based on all dealings in the past 12 months dropping significantly (albeit still overwhelmingly positive), and
- Ease of dealing with Access Canberra based on all dealings in the past 12 months also dropping significantly (although again, it remains overwhelmingly positive).

Whilst these overall perceptions are important to long-term brand health so should not be ignored, they potentially mask more encouraging results in 2021:



- **Service Centres:**
  - Incidence of use has dropped significantly from 58% in 2020 to 51% in 2021 – which is consistent with Access Canberra's move away from face-to-face servicing due to COVID
  - Whilst incidence may have dropped, frequency of use amongst those still using the channel has increased, from 2.4 visits per annum to 2.6 per annum. This may simply reflect that those still using Service Centres are those who don't use other channels (particularly online), so an increase in frequency could reasonably be expected.
  - Number of contacts to resolve the issue has risen marginally from 1.3 to 1.4.
  - Despite all the changes to face-to-face servicing within the Service Centres, overall satisfaction has remained at 2020 levels – and ease-of-dealing ratings have dropped only marginally (but still overwhelmingly positive).

In summary, a good result given the major changes that have occurred within the Service Centres.



- **Contact Centre:**
  - Incidence of calling the Contact Centre increased by 3% last year (potentially on the back of the 2019-2020 bushfires and January 2020 hailstorm) – and has increased significantly this year by another 6% to 39% – that's an increase of 9% incidence in two years.
  - And frequency of calling has increased noticeably this year, from 3.3 times per annum in 2020 to 3.6 times in 2021.
  - In essence, the Contact Centre has been dealt a double blow of increased incidence and frequency.
  - Number of contacts to resolve the issue has risen marginally from 1.7 to 1.8.
  - The result is a significant decline in overall satisfaction with the Contact Centre (the lowest rating in the years we have been measuring – and the lowest of all three channels), and a noticeable decline in the ease-of-dealing ratings (for instance, the combined 'difficult'/'very difficult' score has jumped from 21% in 2020 to 32% in 2021).

Whilst the declines in satisfaction/ease-of-dealing are understandable, efforts will be required to improve their ratings moving forward.





• **Digital Services:**

- Incidence of using Digital Services has increased from 57% in 2019 to 65% in 2020 (potentially on the back of the 2019-2020 bushfires and January 2020 hailstorm) – and now to 71% in 2021 – an increase of 14% in just two years.
- Frequencies of both looking up information and conducting a transaction online have also jumped in 2021 – from a total of 8.0 per annum last year to 8.8 this year.
- As the table below demonstrates, the challenge for Access Canberra is not just in increased digital usage – it's the changing profile of those accessing those services – for instance, it is those aged 35+ (including the 65+) who have mostly driven the increase in incidence over the past two years:

**Profile of Digital Services Users (2019 vs 2021)**

	Overall usage	Male	Female	18-34	35-44	45-64	65+
Used Digital Services (2019)	57%	56%	58%	62%	57%	62%	35%▼
2019 Base	602	292	310	211	114	180	97
Used Digital Services (2021)	71%↑	70%	71%	68%	85%▲	76%	49%▼
2021 Base	598	290	308	211	113	179	97

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

↑↓ = A significantly higher/lower percentage (by year)

- Encouragingly, the average number of times taken to resolve an issue using the digital services has remained steady at 1.3.
- Against this backdrop of an increasing/changing customer profile, key metrics for digital services have performed favourably:
  - Overall satisfaction with digital services is down marginally, but not significantly
  - Satisfaction ratings for most of the individual attributes have increased marginally (albeit not significantly)
  - 'Ease-of-dealing' rating has increased marginally – and is the highest recorded to date.

There is certainly scope for improvement across the digital service platform – however, our sense is that these results are encouraging.



## Opportunities – Service Centres



Several themes emerged as being important to residents in terms of the Service Centres:

- **Timing/Speed of Service:** When residents are asked, timing-related issues are very important to them when it comes to visiting the Service Centres – for instance:
  - When asked how to improve satisfaction with the channel, the main open-ended response was 'shorter wait/faster service'
  - Main reasons for saying the visit was easy included 'able to complete in one visit' and 'quick/didn't have to wait long' – whilst main reasons for saying it was not easy were 'had to wait a long time' and 'had to come back'.
  - When asked to rate satisfaction with 11 Service Centre attributes, the three lowest scoring attributes are all time-related: 'the length of time you waited to be served' (down significantly on 2020), 'the speed of response', and 'the amount of time taken by staff to assist you'.
- **Knowledge of Staff:** Residents also mentioned knowledge of staff on open-ended questions
  - When asked how to improve satisfaction, 'more knowledgeable staff' was a dominant response
  - And when asked why the visit was easy, mention was made of 'person is knowledgeable' – whilst those who found their visit difficult said the 'person was not knowledgeable'.
- **Other Staff Attributes:** When asked to rate satisfaction with 11 Service Centre attributes, the top three all focussed on the staff – their politeness, fairness and willingness.

However, based on the regression analysis, the key drivers identified for the Service Centres were:

- Staff thoroughly handling your matter – which potentially draws upon the 'knowledge of staff' issue mentioned above – and perhaps even their willingness to help.
- How easy the information was to understand
- The concierge who may have greeted you
- The length of time you waited to be served

Note that whilst timing/speed of service were key issues across multiple measures, they don't dominate the regression analysis. That's not to say that speed of service (or politeness, etc) are not important – if service levels were to decline in those areas then they may become more important drivers. However, at this time, staff thoroughly handling the matter and ease of understanding information are more important drivers.



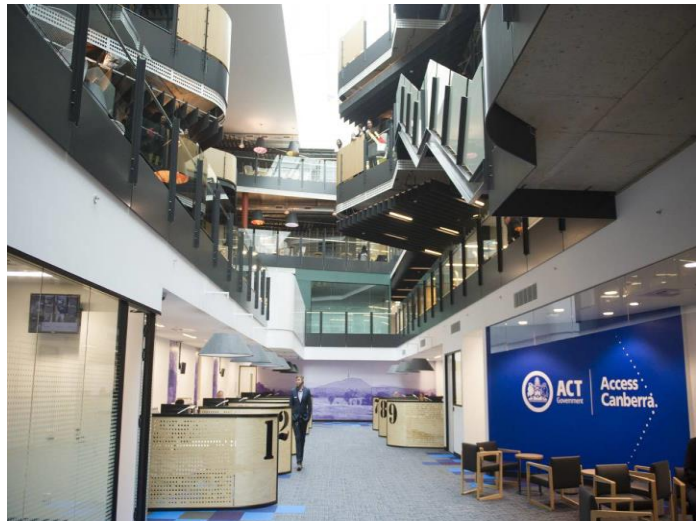
## Opportunities – Contact Centre



Similar themes to those for Service Centres emerged for the Contact Centre:

- **Timing/Speed of Service:**
  - When asked how to improve satisfaction with the channel, the main open-ended response was 'shorter wait times/faster service'
  - Main reasons for saying the visit was easy included 'able to complete in one call' and 'quick/didn't have to wait long' – whilst main reasons for saying it was not easy were 'had to wait a long time' and 'had to ring back'.
  - When asked to rate satisfaction with 11 Service Centre attributes, the four lowest scoring attributes are all time-related: 'The length of time you waited on the line for a consultant to speak to you', 'the ease of getting through to someone who could assist', 'the speed of response' (down significantly from 2020), and 'the amount of time taken by staff to assist you'.
- **Knowledge of Staff:** Residents also mentioned knowledge of staff on open-ended questions
  - When asked how to improve satisfaction, 'more knowledgeable staff/staff training' was a dominant response
  - And when asked why the visit was easy, mention was made of 'person is knowledgeable'.
- **Other Staff Attributes:** When asked to rate satisfaction with 11 Service Centre attributes, the top three all focussed on the staff – their politeness, willingness and fairness.

Based on the regression analysis, 'staff thoroughly handling your matter' was identified as the main driver, as was the case for Service Centres. This was followed by 'willingness of staff to assist', 'ease of getting through to someone' and 'how easy the information was to understand' (which was also a dominant driver for the Service Centres).





## Opportunities – Digital Services



It is no surprise that the main reasons for using the online channel rather than face-to-face or phone are because it is 'easier e.g. to find information online, to make payments, simple task' and 'Convenience e.g. more accessible, can do it from home/in my own time/after hours'. The convenience attribute generated by far the highest satisfaction score as well.

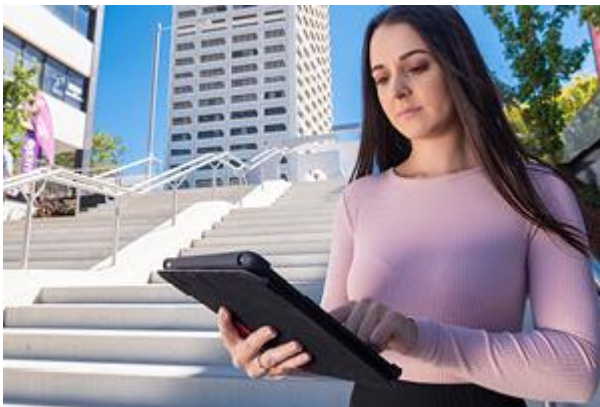
However, the potential opportunities for the Digital Services begin earlier in the survey – when asked why they called the Contact Centre rather than visiting a Service Centre or going online, 29% of callers said it was because *'it was easier/easier to call someone'*, and 35% of callers mentioned *"Couldn't resolve online/difficulty with the website e.g. not clear enough, not sure how to do it online"*. Some of these references no doubt mean that the transaction could not physically be done online – but others are saying they tried the online channel and could not work it out...

And the digital channel questions support this – when asked how to improve satisfaction with the channel, the main response was 'better format/more user-friendly/update the website' – whilst those who found the service difficult to use explained that it was because they 'had difficulty navigating/finding what I was really after'.

Elsewhere residents mentioned the importance of 'clear information provision' and 'making information easy to find/forms easy to fill out'.

Not surprisingly then, the one main driver\*\* based on the regression analysis for Digital Services was 'How easy it was to undertake an online transaction such as complete an application form or make a payment' – this is all about finding the right location to undertake the transaction, then making the transaction process as easy as possible.

(\*\*There was another key driver, 'the service experience met my expectations' – but we are ignoring it as to some extent it is a proxy for satisfaction so was bound to have a high regression score).





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

# Awareness of Access Canberra

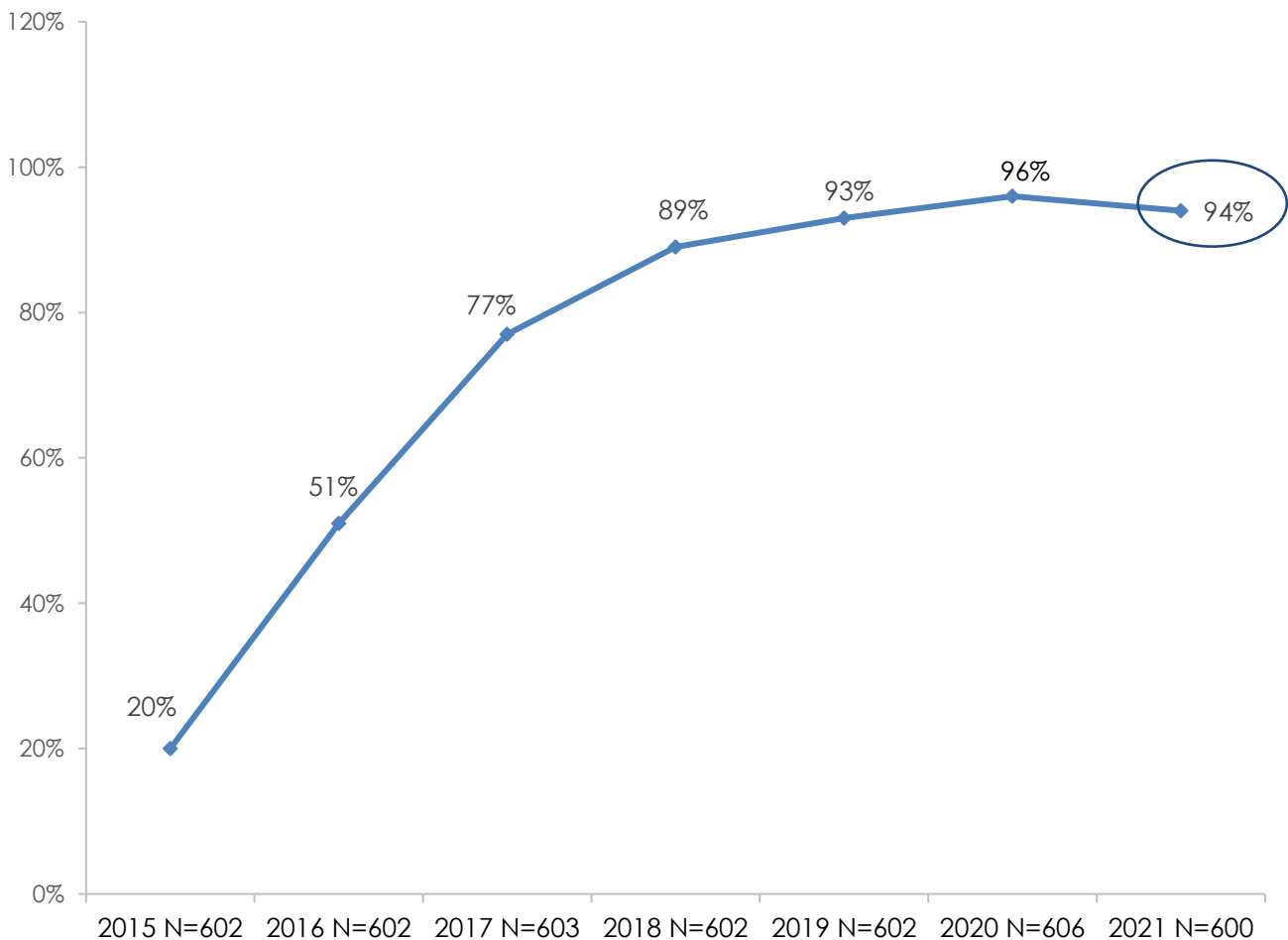
## Summary

Awareness of the Access Canberra service remains high among the resident population at 94%. The level of awareness has only slightly decreased since 2020, however, this change is not significant and awareness is still stronger than previous years. Awareness is slightly higher among younger age groups (18-44), and is significantly lower among the 65 years and older age group.

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

	Overall 2021	Overall 2020	Male	Female	18-34	35-44	45-64	65+
Yes, aware	94%	96%	94%	95%	96%	98%	93%	88%▼
Base	600	606	290	308	211	113	179	97

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



# Usage of Access Canberra

## Summary

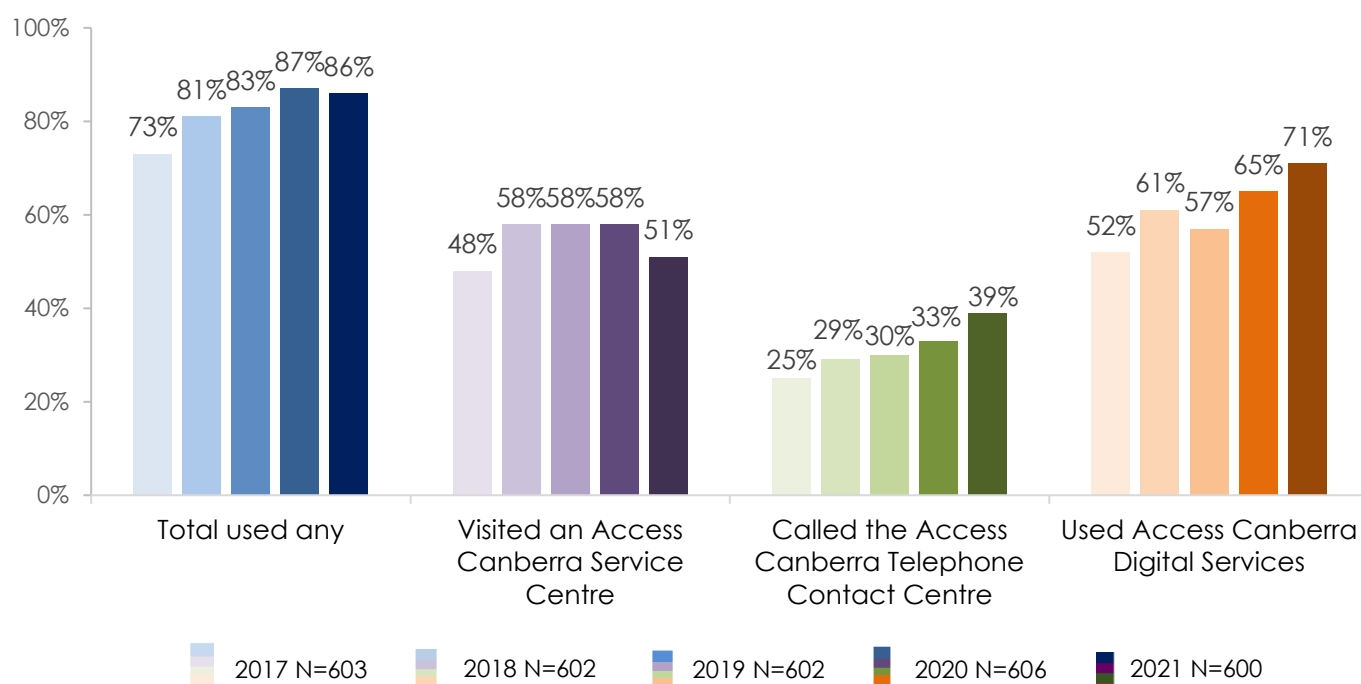
Overall usage of any Access Canberra service remains high, with 86% of residents stating they had used at least one of the services. Usage of 'Access Canberra Digital Services' and the 'Access Canberra telephone Contact Centre' have increased, while visitation to an 'Access Canberra Service Centre' has decreased. Residents aged 65+ were significantly less likely to have used any Access Canberra service in the past 12 months, and are significantly less likely to use digital services or the contact centre. 'Access Canberra Digital Services' has the highest usage among 35-44 year olds.

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

	Overall 2021	Overall 2020	Male	Female	18-34	35-44	45-64	65+
Total used any	86%	87%	88%	84%	84%	94%▲	90%	74%▼
Visited an Access Canberra Service Centre	51%▼	58%	54%	48%	54%	47%	52%	48%
Called the Access Canberra telephone Contact Centre	39%▲	33%	38%	41%	45%	44%	38%	26%▼
Used Access Canberra Digital Services	71%	65%	70%	71%	68%	85%▲	76%	49%▼
Been visited at your work by an Access Canberra representative/inspector	3%	2%	4%	1%	6%▲	2%	0%▼	1%
Base	600	606	290	308	211	113	179	97

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

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



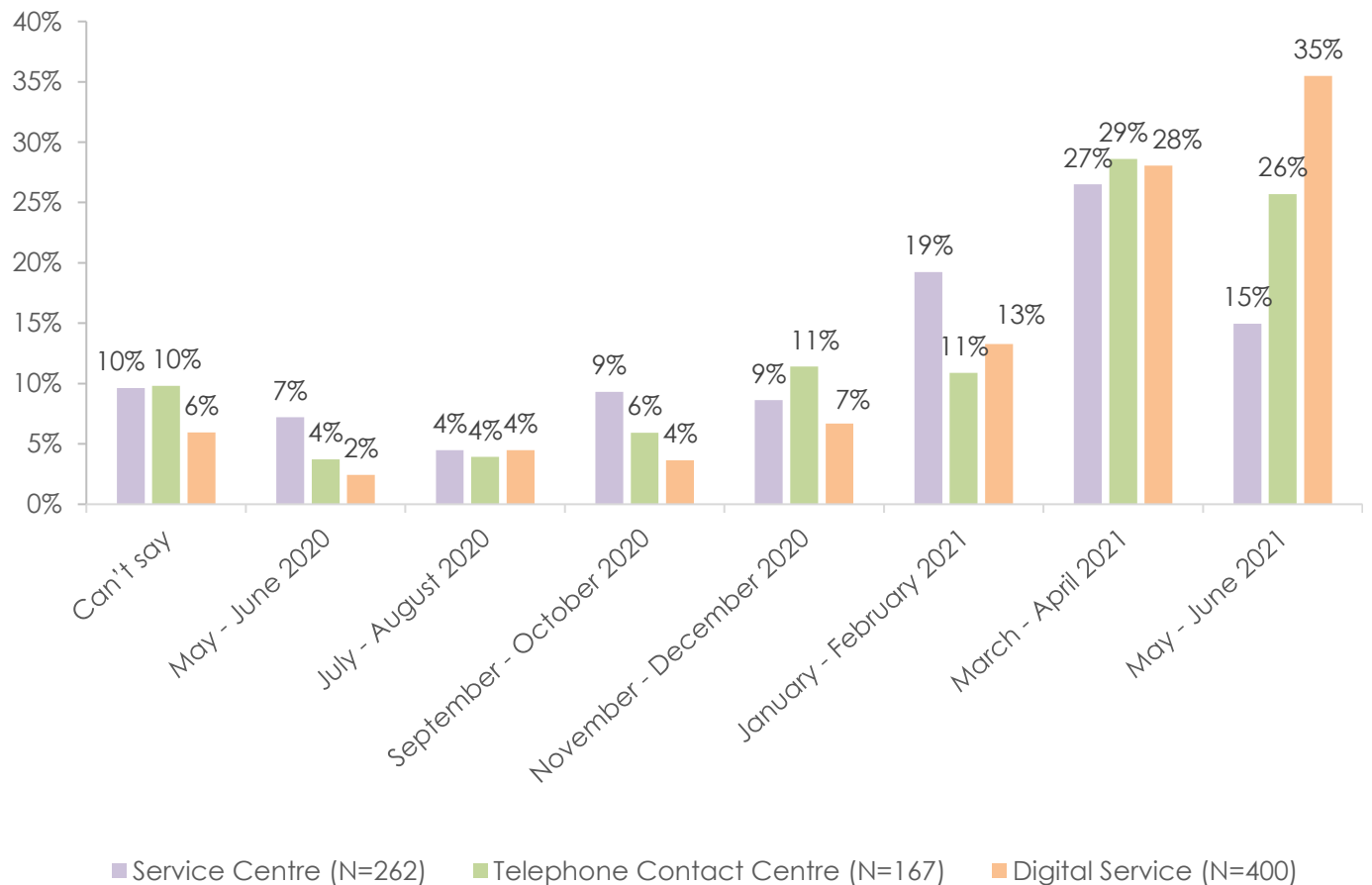
# Most Recent Month of Visit/Usage

## Summary

Across all three channels, most recent visit was more likely to be in 2021 than in 2020, which we would expect given most customers who dealt with each channel had multiple dealings, so there is more chance the most recent dealing will be in recent months.

In a similar vein, the relatively high frequency of digital service contacts (compared to Service Centre and Contact Centre contacts) in May-June 2021 also makes sense, as frequency of dealing with the digital services channel is **so much higher** than the other channels, so there is more chance of a very recent online contact.

- Q4ai. Thinking of your most recent visit to an Access Canberra Service, in which month was your most recent visit?  
 Q5ai. Thinking of your most recent call to the Access Canberra Telephone Contact Centre, in which month was your most recent call?  
 Q6aai. Thinking of your most recent use of an Access Canberra digital service, in which month was your most recent usage of the digital service?





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

# Summary of Overall Satisfaction

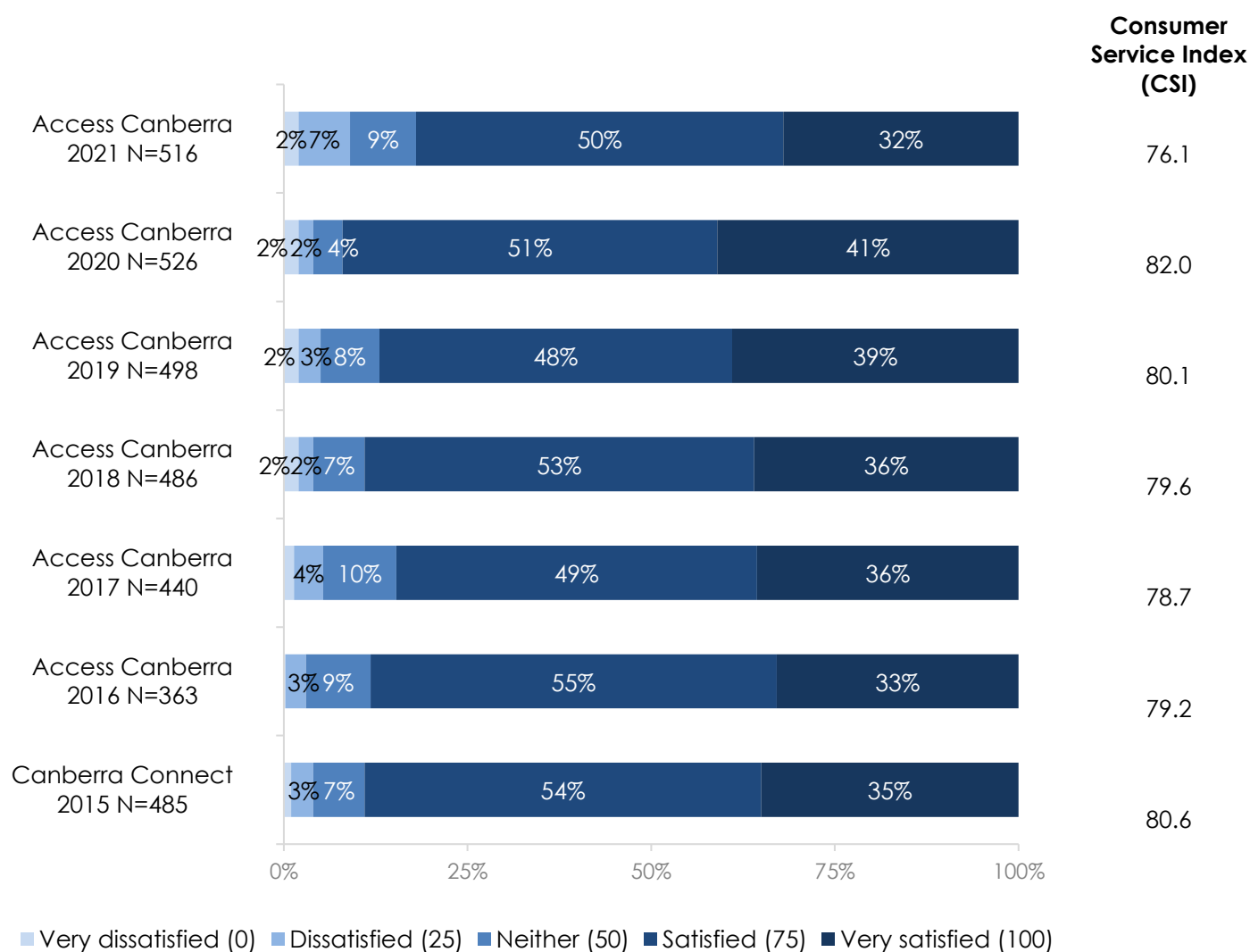
## Summary

Overall satisfaction (regardless of channel) with the Access Canberra service has decreased since 2020, driven by a decrease in those who were 'very satisfied' with the service and an increase in those who were 'neither satisfied nor dissatisfied' or 'dissatisfied'. Overall, 82% are 'satisfied' or 'very satisfied' with the service (vs 92% in 2020). The Consumer Service Index (CSI) of 76.1 is also lower than previous years).

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

	Overall 2021	Overall 2020	Male	Female	18-34	35-44	45-64	65+
Mean CSI	76.1 ▼	82.0	75.3	76.8	71.6 ▼	76.2	81.1 ▲	75.9
Base	516	526	256	260	178	106	161	72

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



CSI scale: 0 = very dissatisfied, 100 = very satisfied  
 Note: percentages <2% are not shown above

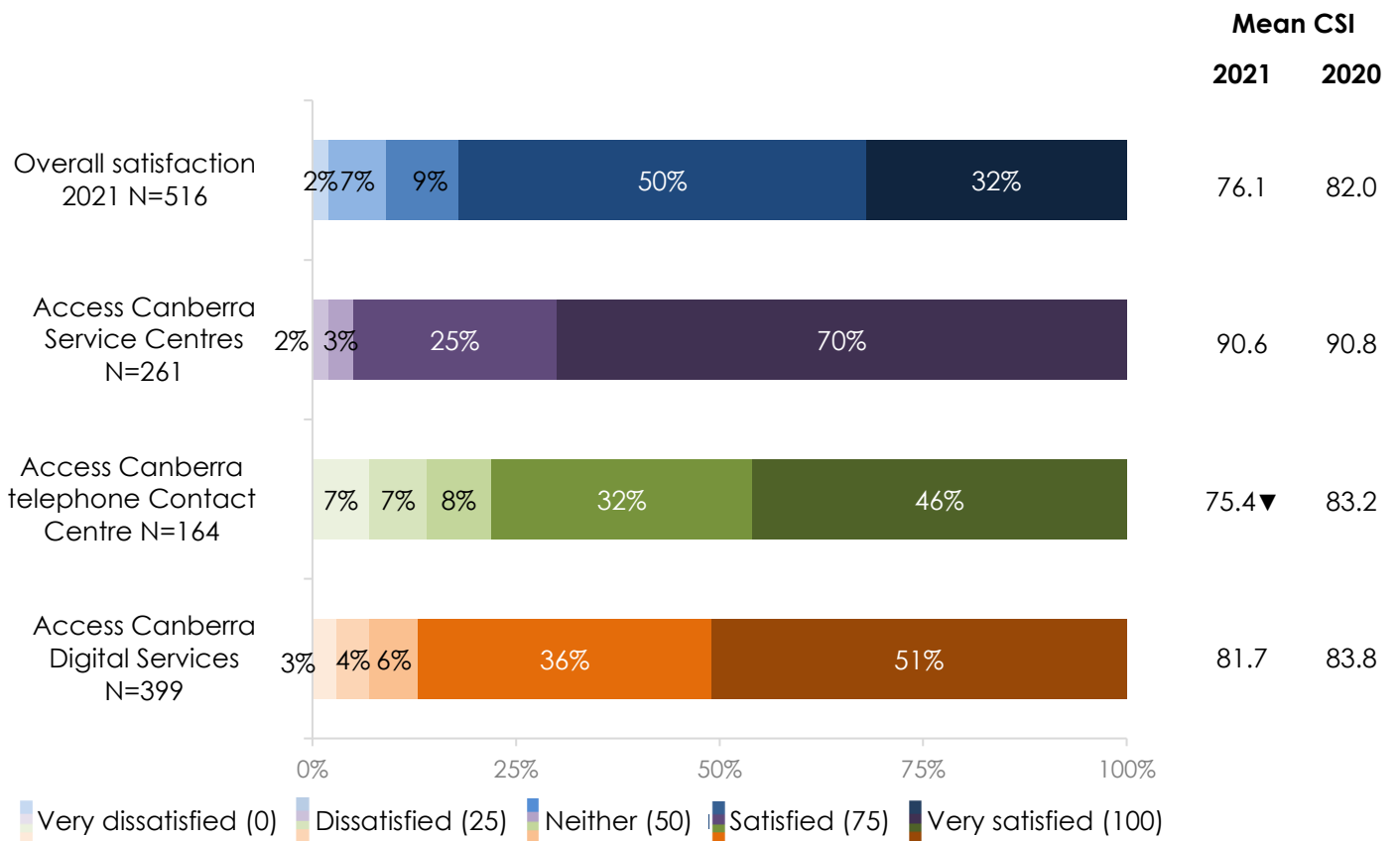


# Summary of Satisfaction with Services

## Summary

Satisfaction is highest among Service Centres, with 95% of users stating they are 'satisfied' or 'very satisfied' and a CSI of 90.6. Satisfaction for Digital Services is also high with a CSI of 81.7, while the Contact Centre has the lowest satisfaction level and a significant decrease since 2020. Identifying what is causing dissatisfaction with the Contact Centre experience can help to improve results for the call centre, and overall.

- Q2b. Based on all your dealings with Access Canberra in the last 12 months, overall how satisfied were you with the service?
- Q4g. Overall, how satisfied or dissatisfied were you with the service you received at the Service Centre during your last visit?
- Q5f. Overall, how satisfied or dissatisfied were you with the service you received from the Contact Centre during your last call?
- Q6g. Overall, how satisfied or dissatisfied were you with the Access Canberra digital service when you last used it?



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



# Summary of Overall Ease of Dealings

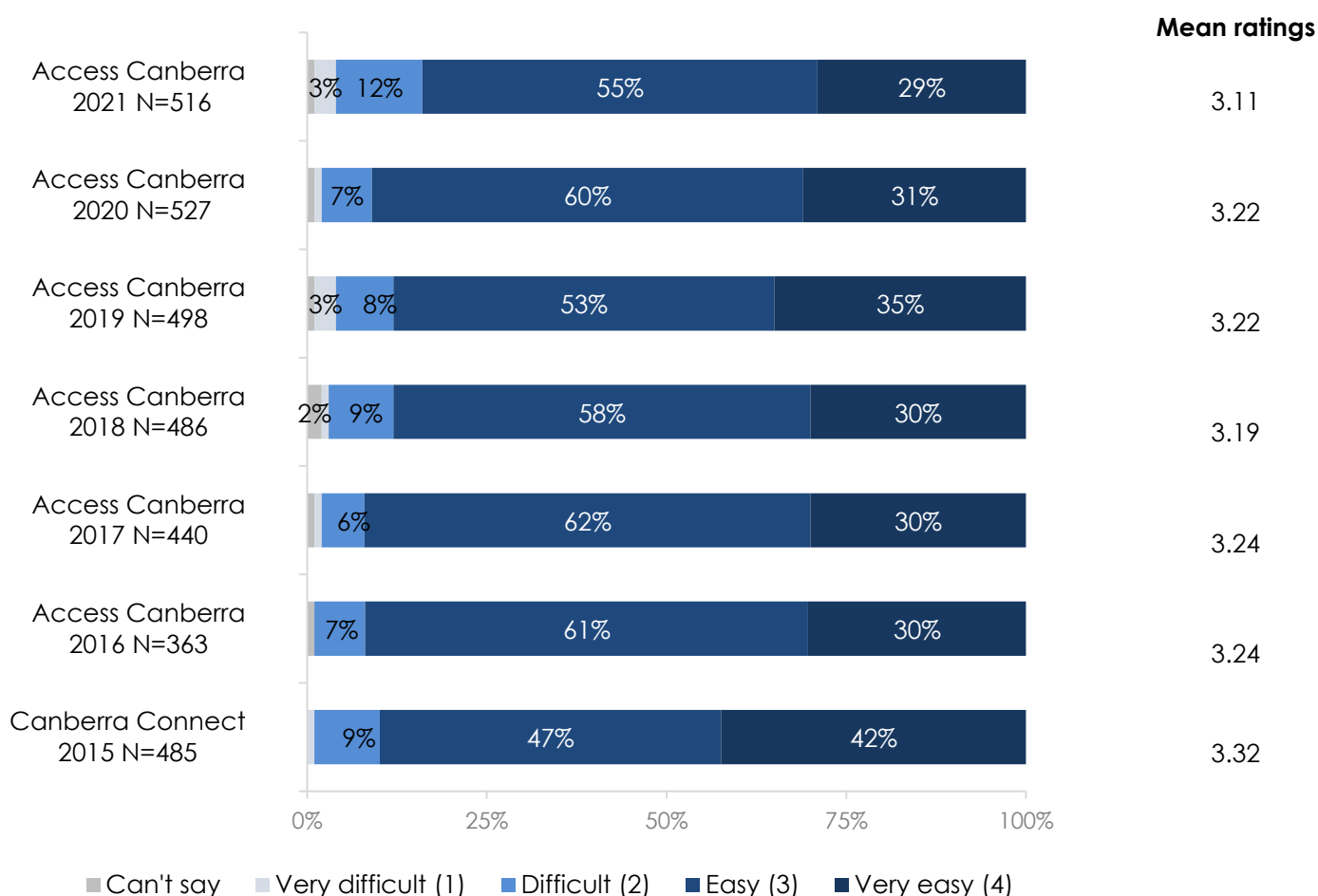
## Summary

84% of residents stated that dealings with Access Canberra in the last 12 months have been either 'easy' or 'very easy'. This is lower than in previous years (and significantly down on 2020), with an increase in residents who say their dealings have been 'difficult'. There are no significant differences by age group, however, ease is slightly higher for the 45-64 age group who have higher usage of Digital Services.

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

	Overall 2021	Overall 2020	Male	Female	18-34	35-44	45-64	65+
Mean rating	3.11 ▼	3.22	3.09	3.13	3.08	3.06	3.21	3.02
Base	511	521	253	258	175	105	161	71

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



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

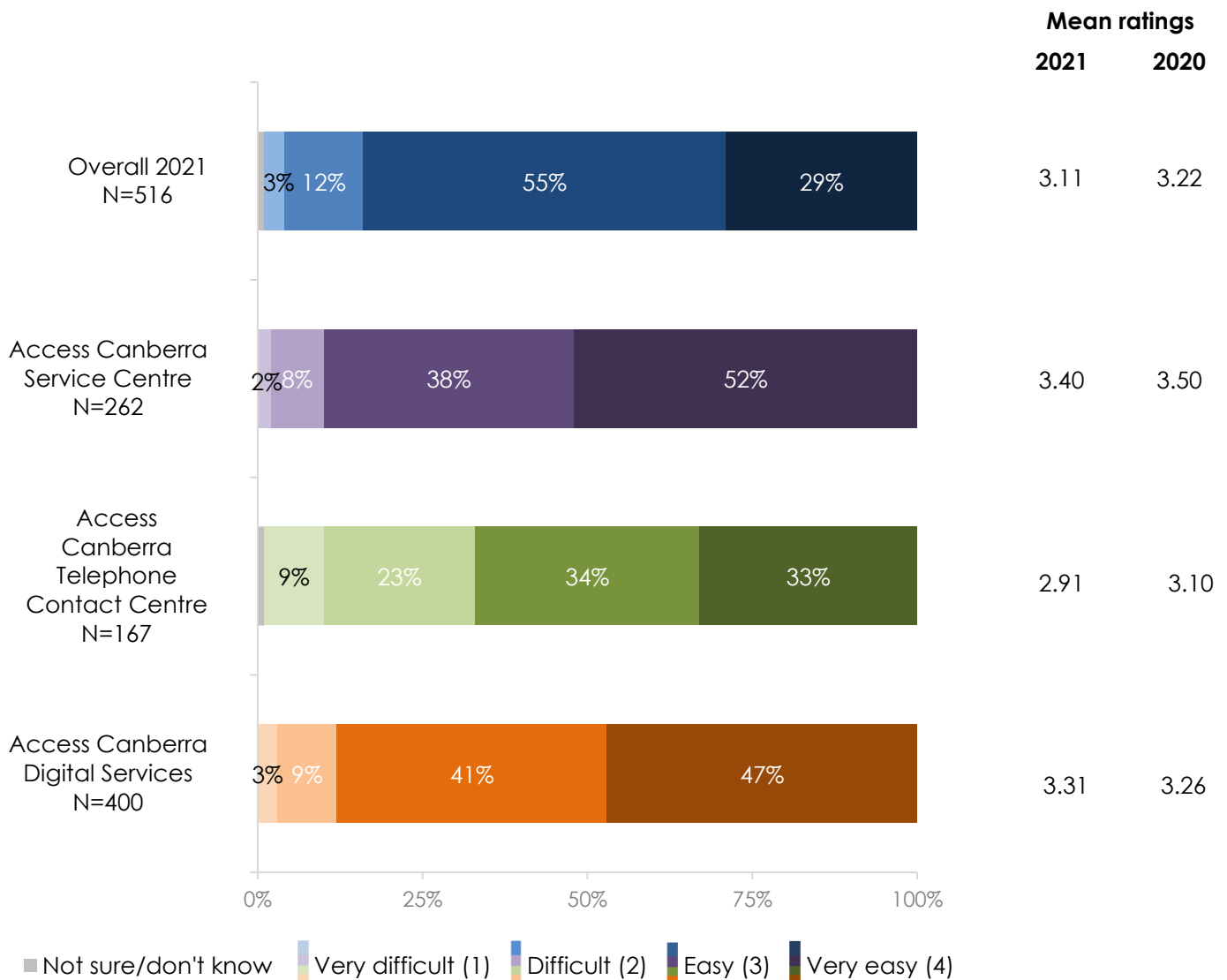


# Summary of Ease of Dealing with Each Service Type

## Summary

In line with satisfaction ratings, the Service Centres are rated as the easiest service type to deal with. Among those who had visited a Service Centre in the last 12 months, 89% state that their dealings were either 'easy' or 'very easy'. This is closely followed by Digital Services, with 88% of users reporting it was 'easy' or 'very easy' to find the information or services that they were looking for. Only 2 in 3 (67%) of Contact Centre users say that the service was 'easy' or 'very easy' to deal with.

- Q2c. Based on all your dealings with Access Canberra in the last 12 months, overall, how easy is it to deal with Access Canberra?
- Q4e. How easy was it to deal with the Access Canberra Service Centre?
- Q5d. How easy was it to deal with the Access Canberra telephone Contact Centre?
- Q6e. How easy was it to find the information or services you were seeking on the Access Canberra digital service?



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

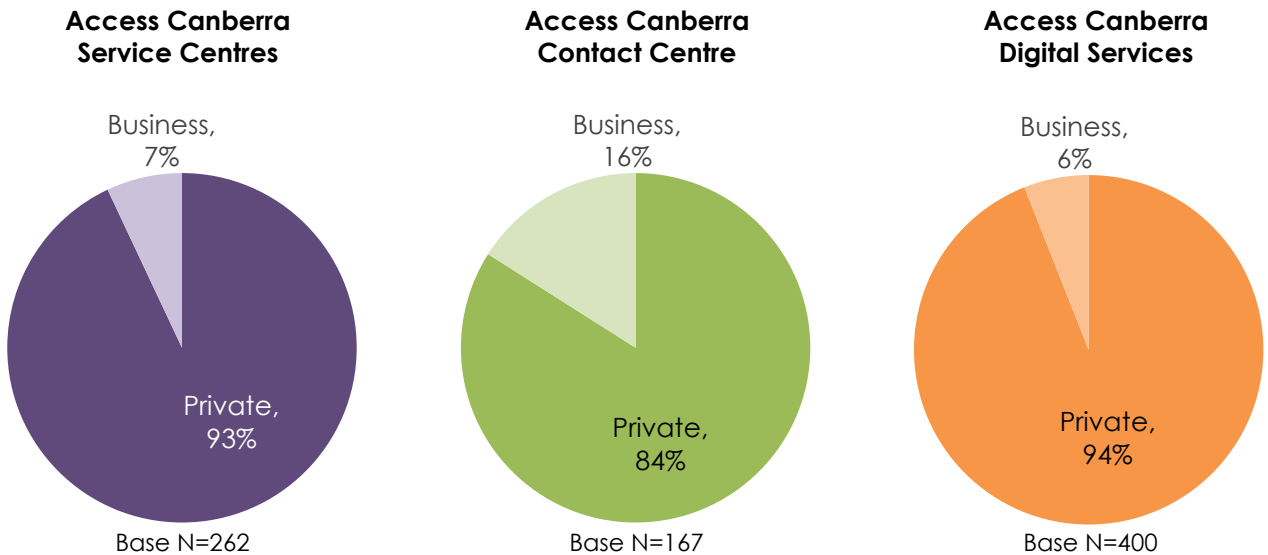
# Summary of Contact Purpose

## Summary

Access Canberra services are predominantly used for 'private' purposes as opposed to 'business' usage, across all 3 service channels. Contact centres, however, have relatively higher usage for 'business purposes'. 'Business' usage has also increased across all service types since 2020.

The main reasons for contacting all types of Access Canberra services are still 'car registration' and 'driver's licence'.

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



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

	Service Centres	Telephone Contact Centres	Digital Services
Car registration	28%	27%	47%
Driver's licence	41%	17%	11%
Complaint (NET)*	0%	3%	3%
Rates payment	<1%	3%	11%
Base	262	167	400

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

\*Complaint (NET) includes lodging a complaint about a particular government service or about Access Canberra.



# Summary of Contact Frequency

## Summary

There has been an increase in the frequency of usage of each channel and a marginal increase in the number of contacts required to resolve an issue for Service Centres and the Contact Centre. These increases are potentially contributing to the increase in difficulty of dealing with Access Canberra and decrease in overall satisfaction noted earlier. Looking for information online has seen the largest increase in frequency of service usage, while the number of contacts needed to resolve the issue remains unchanged since 2020.

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

Number of contacts in the past 12 months	Access Canberra Service Centre	Access Canberra Telephone Contact Centre	Access Canberra Digital Services – Look for information	Access Canberra Digital Services – Conduct a transaction
<b>Average</b>	<b>2.6 (2.4)</b>	<b>3.6 (3.3)</b>	<b>5.3 (4.7)</b>	<b>3.5 (3.3)</b>
One (1)	34%	16%	10%	22%
Two (2)	29%	27%	12%	19%
Three (3)	17%	23%	13%	15%
Four (4)	10%	8%	10%	14%
Five (5)	3%	8%	11%	6%
Six to ten times (8)	5%	10%	19%	8%
More than ten times (11)	2%	6%	13%	5%
Can't say/not at all (NA)	1%	2%	11%	10%
Base	262	167	399	398

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

Number of contacts required to resolve issue	Access Canberra Service Centre	Access Canberra Telephone Contact Centre	Access Canberra Digital Services
<b>Average</b>	<b>1.4 (1.3)</b>	<b>1.8 (1.7)</b>	<b>1.3 (1.3)</b>
One (1)	75%	58%	86%
Two (2)	12%	21%	4%
Three (3)	8%	7%	2%
Four (4)	0%	5%	2%
Five (5)	1%	1%	0%
More than five (6)	2%	5%	2%
Don't know (NA)	2%	3%	4%
Base	262	167	400

Note: Numbers in brackets represent the values used to calculate the mean number of contacts. For comparison 2020 average results are displayed in brackets in blue alongside 2021 averages. The 'can't say/don't know' responses have been excluded from the average.





# **Section C – Access Canberra Service Centres**

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

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

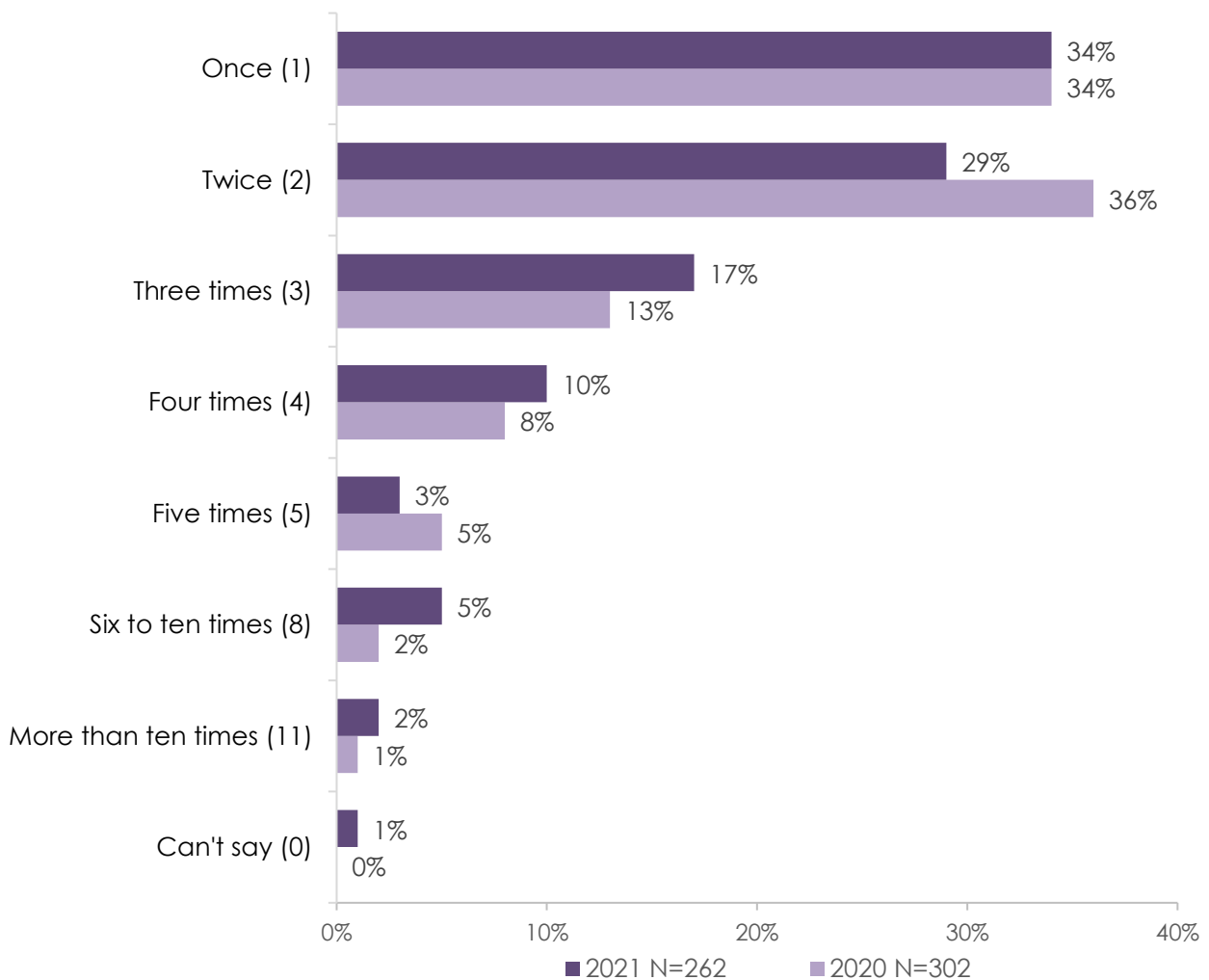
## Summary

Whilst we noted earlier that there has been a decline in the proportion of residents using the Service Centres, 65% of visitors stated they visited more than once, with an average number of 2.6 visits in the past 12 months (up from 2.4 in 2020).

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

	Overall 2021	Overall 2020	Male	Female	18-34	35-44	45-64	65+
Number of visits	2.6	2.4	2.8	2.3	2.7	3.0	2.4	2.2▼
Base	261	302	141	120	98	41	81	41

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



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

# Time of Most Recent Visit to a Service Centre

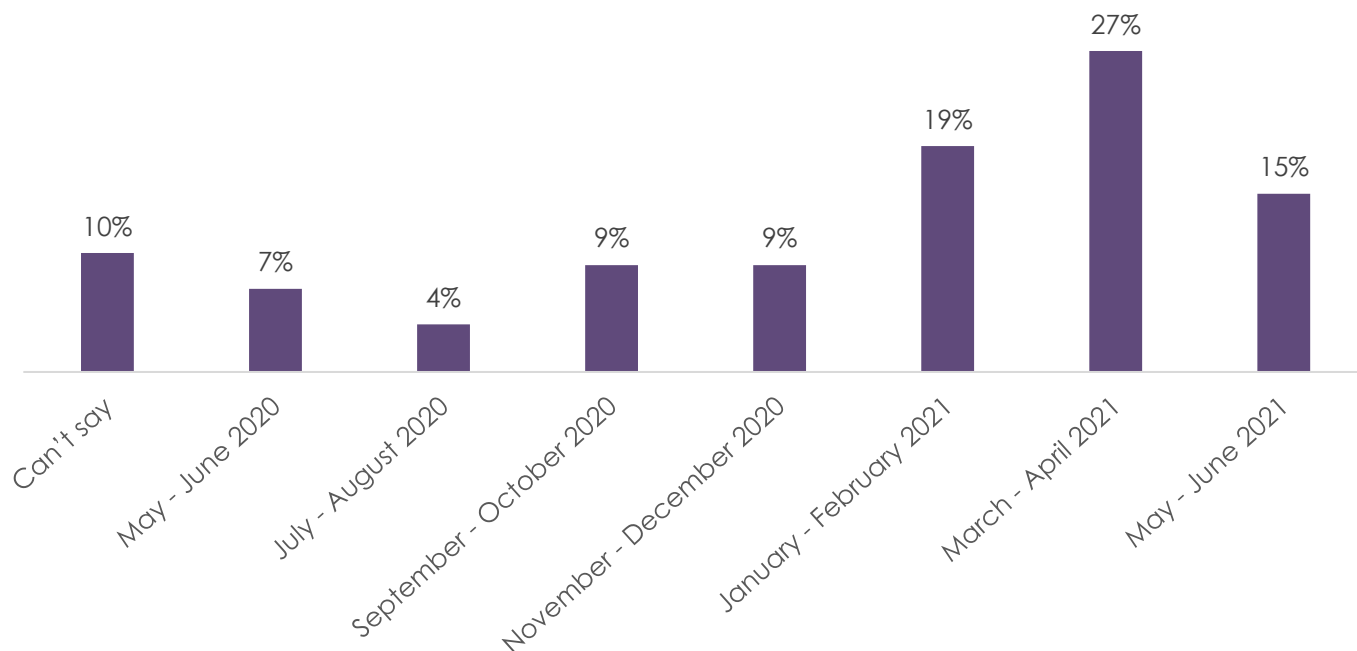
## Summary

March and April 2021 were the most common months that residents had **last visited** an Access Canberra Service Centre (27%).

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

	Overall 2021	Male	Female	18-34	35-44	45-64	65+
May - June 2020	7%	8%	6%	14%▲	0%	4%	5%
July - August 2020	4%	3%	6%	2%	0%	10%▲	3%
September - 2020	9%	7%	11%	9%	16%	8%	6%
November - December 2020	9%	8%	9%	7%	8%	11%	10%
January - February 2021	19%	22%	16%	22%	16%	20%	15%
March - April 2021	27%	33%▲	19%▼	21%	24%	36%	23%
May - June 2021	15%	11%	20%	16%	25%	4%▼	24%▲
Can't say	10%	8%	12%	9%	11%	8%	13%
Base	262	141	121	98	41	81	42

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



Base: N=262

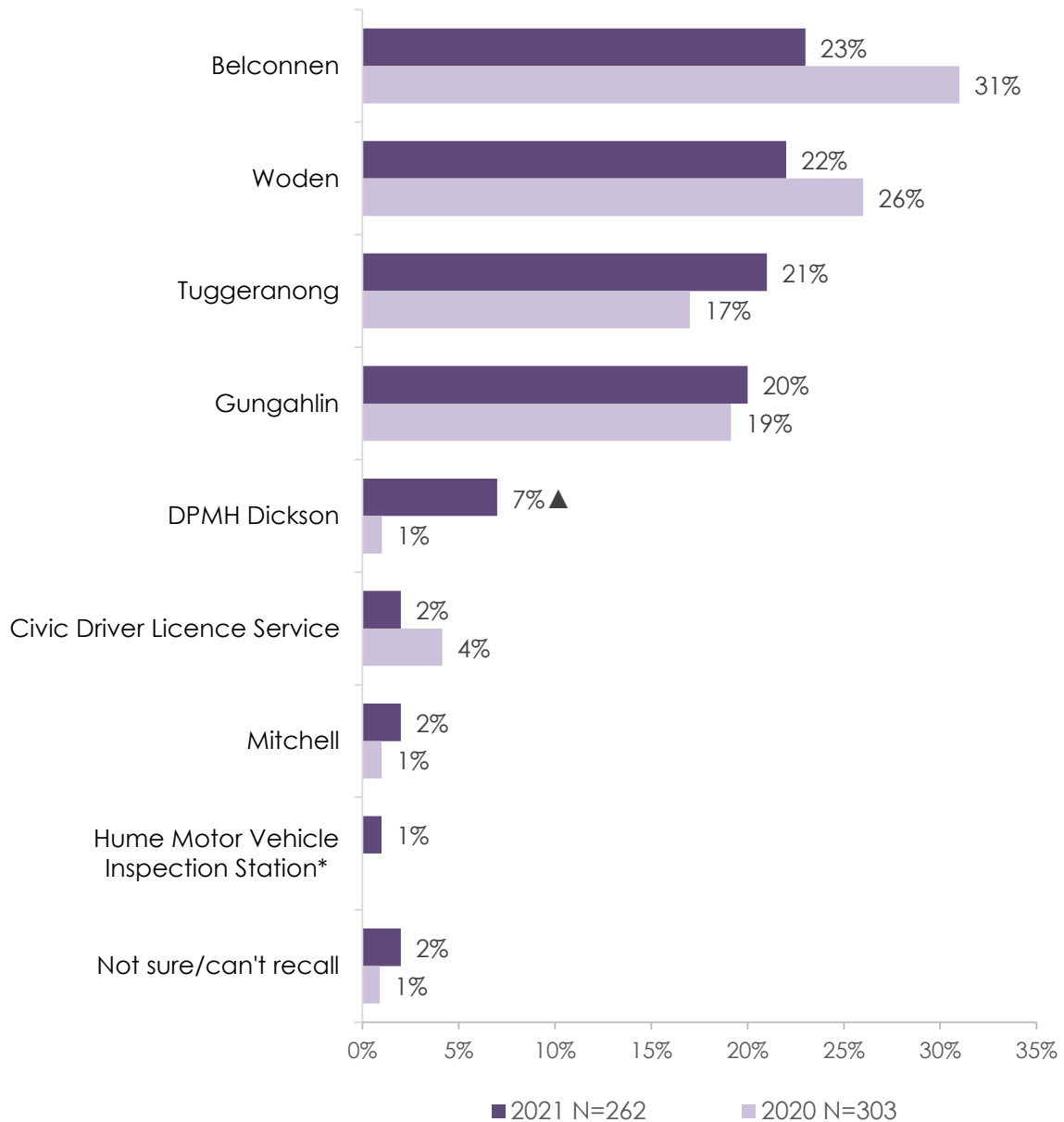


# Access Canberra Service Centre Visited Most Recently

## Summary

The 'Belconnen' Service Centre continues to be the most recently visited, closely followed by Woden, Tuggeranong, and Gungahlin. Tuggeranong and DPMH Dickson have had an increase in volume of visits since 2020, significantly so for DPMH.

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



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

\* Hume Motor Vehicle Inspection Station was added to the survey in 2021 after being mentioned by a respondent. Please see Appendix A for results by demographics.





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

## Summary

50% of residents that have visited an Access Canberra Service Centre in the past 12 months stated they chose to visit a service centre rather than go online or call the contact centre, as they were required to physically visit in person, and the service they required was not available online. 18% discussed finding it easier to resolve their issue in person, while 13% mentioned that the Service Centre was the most convenient option.

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

Reason for choosing the Service Centre	N=242
Physically required to visit in person e.g. licence, photo, eye test, provide documents, pick something up, service not available online	50%
Easier e.g. easier to speak to someone in person, renew registration, update details	18%
Convenience e.g. close to work, already in the area, familiar	13%
Not sure how to do it online/on the phone/confusing/too old	7%
Prefer face to face communication	7%
Quicker	4%
Can't access other services/service issues	3%
Issue not resolved using contact centre	2%
Do not have a computer, smartphone or internet/do not like to use computers	1%
Have planning department in the service centre	1%
I didn't know you could do it online/another way	1%
I thought it was the best method to do what I needed	<1%
Personal reasons	<1%
Publication acquisition	<1%
Privacy concerns with phone/online	<1%
Think that it is the best way to solve my problem	<1%
Don't know	1%

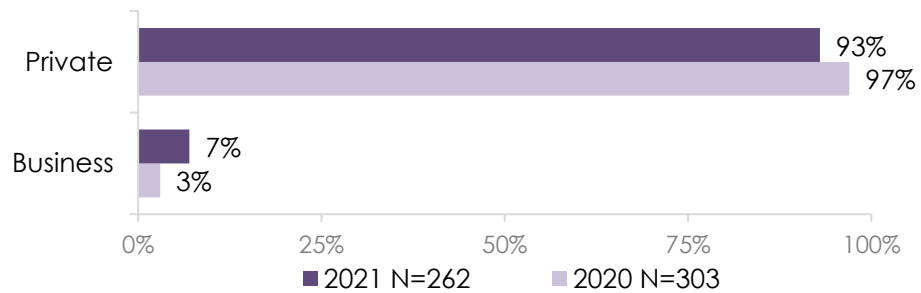


# Details of Most Recent Visit to an Access Canberra Service Centre

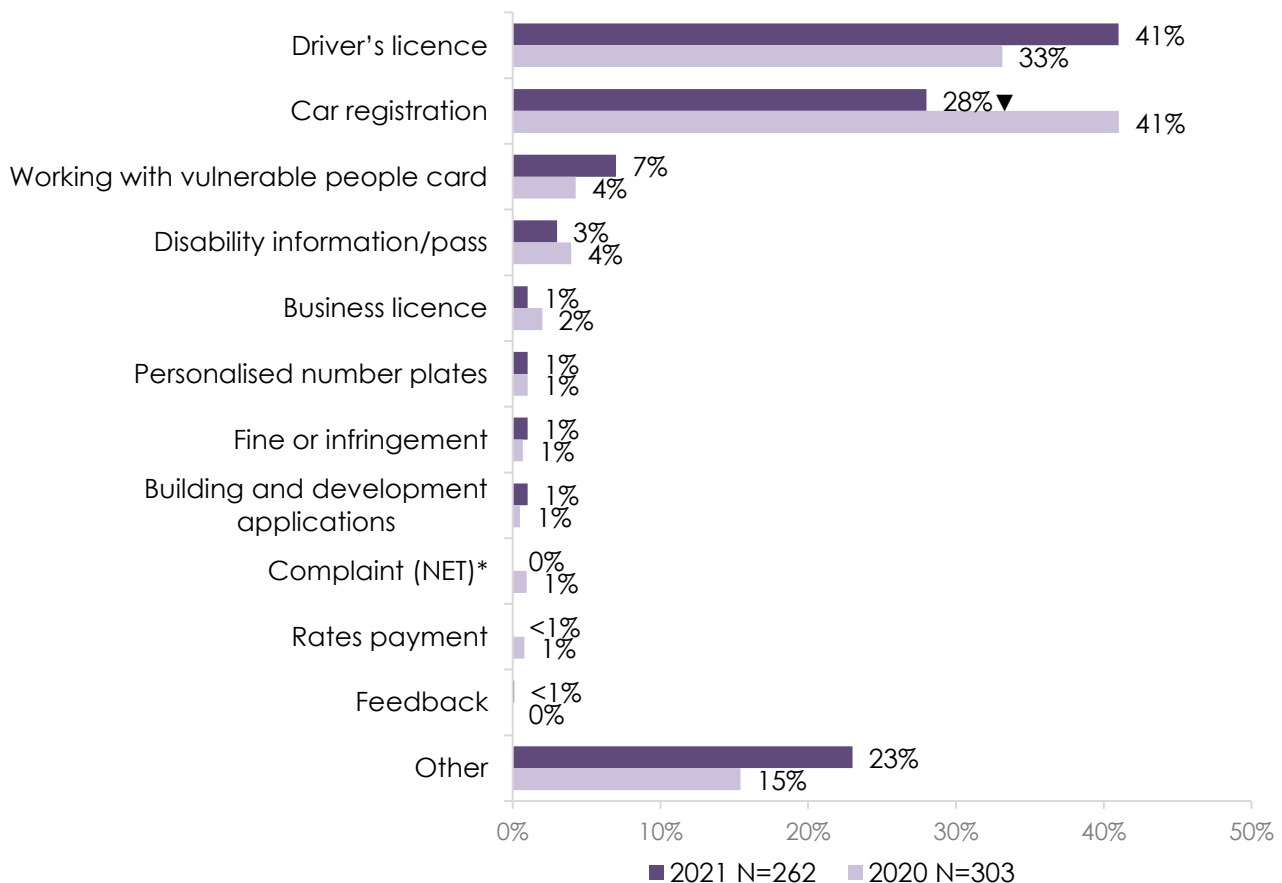
## Summary

93% of those who visited an Access Canberra Service Centre stated that the most recent contact was related to a private issue. The most common reasons for contact included drivers licences and car registrations – although note the significant decline in car registration-related visits compared to 2020, which is consistent with the move to having parking inspectors deliver plates to customers.

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



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



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

Complaint (NET) includes lodging a complaint about a particular government service or about Access Canberra in 2021. Wording for 'Building approval' has changed to 'Building and Development applications' in 2021.

Please see Appendix A for 'other specified' responses



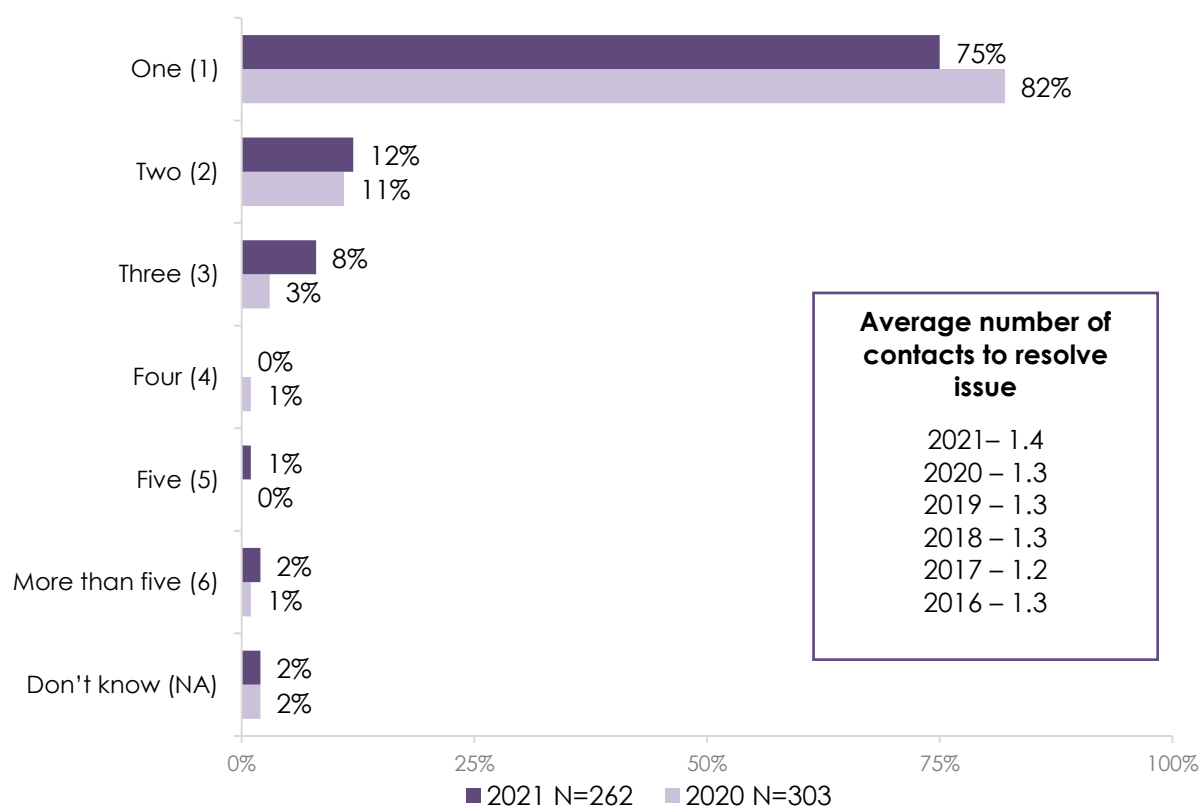
# Number of Contacts to Resolve Issue

## Summary

75% of those that had visited a Service Centre in the last 12 months stated they had their issue resolved after the first contact – down from 82% in 2020. The average number of contacts (1.4) has increased slightly since previous years.

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

	Overall 2021	Overall 2020	Service Centre visited				Reason for visit	
			Belconnen	Woden	Gungahlin	Tuggeranong	Car registration	Driver's license
<b>Average</b>	1.4	1.3	1.4	1.2▼	1.6	1.2	1.4	1.3▼
One time	75%	82%	75%	81%	69%	79%	77%	82%
Two or more times	23%	17%	23%	18%	29%	17%	23%	17%
Base	262	303	60	58	53	56	74	107



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

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



# Ease of Dealing with Access Canberra Service Centre

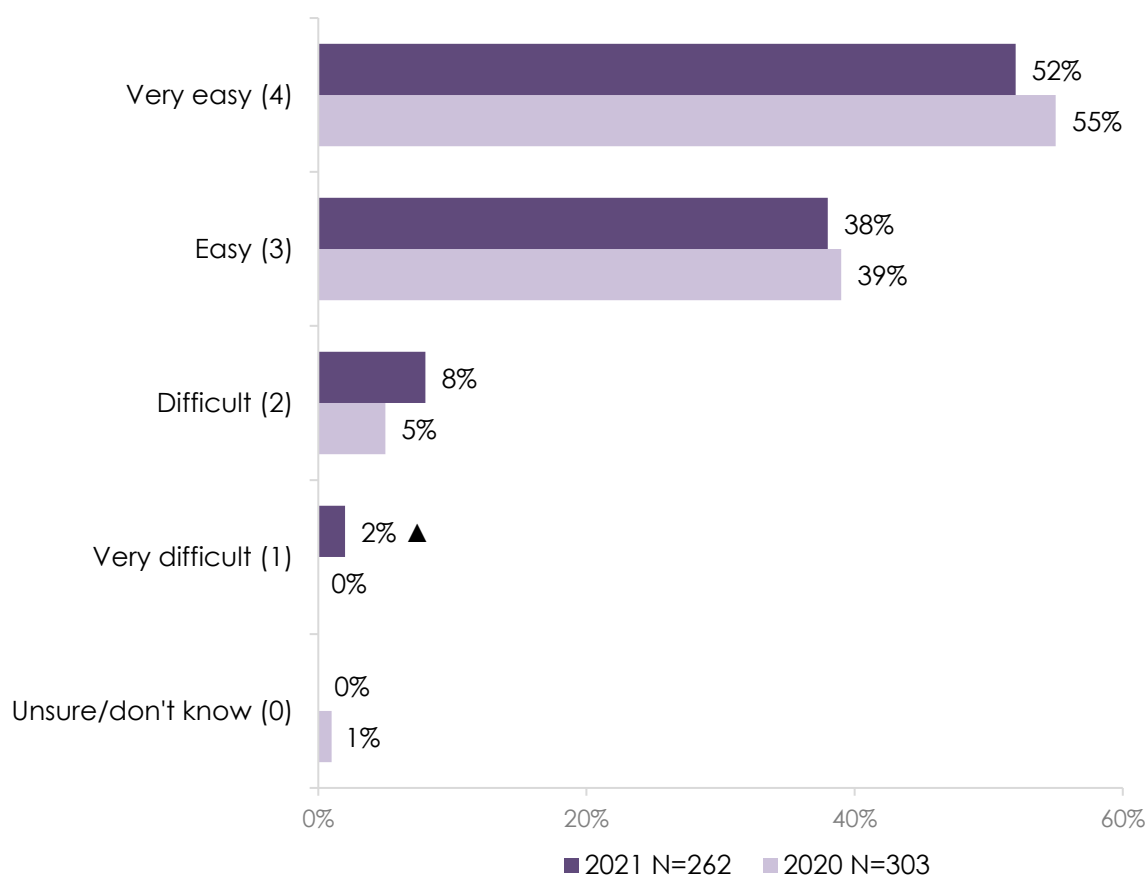
## Summary

90% of residents stated that it was either 'easy' or 'very easy' to deal with the Access Canberra Service Centre.

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

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

	Overall 2021	Overall 2020	Service Centre				Reason for visit		Number of contacts to resolve issue	
			Belconnen	Woden	Tuggeranong	Gungahlin	Car registration	Driver's License	One	More than one
Mean rating	3.40	3.50	3.33	3.40	3.43	3.45	3.39	3.49	3.57▲	2.95▼
Base	261	300	60	58	56	53	74	108	196	61



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

Scale: 1 = very difficult, 4 = very easy

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



# Ease of Dealing with Access Canberra Service Centre

## Summary

Wait time and ability to complete in one visit are clear drivers in how residents rate the ease of dealing with the Access Canberra Service Centre. Among residents who stated their visit was 'very easy', 59% and 62% attributed this to quick service and resolving the issue in one visit respectively. Conversely, the most common reason among residents who rated their dealings as either 'very difficult' or 'difficult', was that they 'had to wait a long time'.

Knowledgeable staff is also one of the key reasons that residents rated their experience as 'easy' or 'very easy'.

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

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

	All visitors to a Service Centre	How easy was it to deal with the Service Centre		
		Very difficult – difficult (10%)	Easy (38%)	Very easy (52%)
Quick – didn't have to wait long	43%	0%▼	34%	59%▲
Able to complete in one visit	50%	0%▼	48%	62%▲
Person was knowledgeable	34%	0%▼	33%	41%▲
Had to wait a long time	10%	58%▲	7%	2%▼
Person didn't appear to be knowledgeable	2%	14%▲	0%	1%
Had to come back	3%	22%▲	0%	1%
Language barrier	0%	0%	0%	0%
Other reason	21%	41%▲	25%	14%▼
Base	261	27	98	136

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

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

See Appendix A for 'other specified' responses



# Satisfaction with Service Received at Service Centre

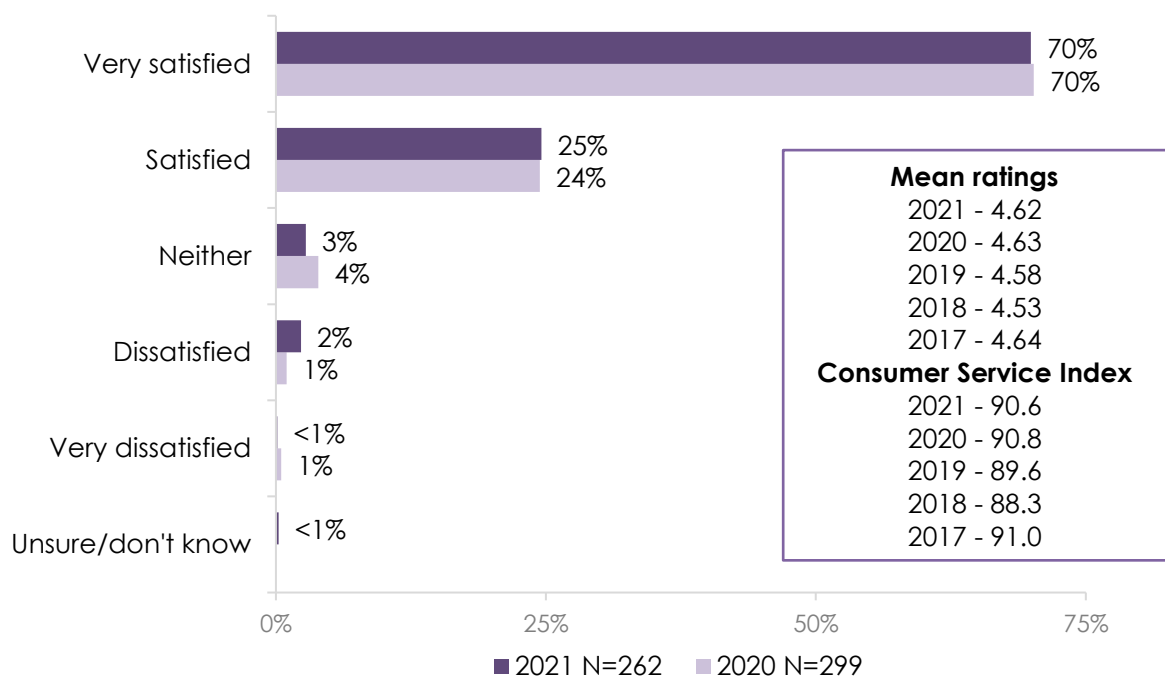
## Summary

For those that had visited an Access Canberra Service Centre in the past 12 months, 95% were either satisfied or very satisfied with the service they received (vs 94% in 2020). Females have higher satisfaction, as do those visiting with regards to a driver's licence and resolving the issue in one visit. Those aged 35-44 have lower satisfaction with Service Centres.

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

	Overall 2021	Overall 2020	Male	Female	18-34	35-44	45-64	65+
Mean rating	4.62	4.63	4.53▼	4.73▲	4.60	4.35▼	4.75	4.69
CSI Score	90.6	90.8	88.2▼	93.3▲	90.0	83.9▼	93.8	92.3
Base	261	299	141	120	98	41	81	42

	Service Centre				Reason for visit		Number of contacts to resolve issue	
	Belconnen	Woden	Tuggeranong	Gungahlin	Driver's licence	Car registration	One	More than one
Mean rating	4.64	4.62	4.70	4.63	4.76▲	4.62	4.73▲	4.31▼
CSI Score	91.1	90.5	92.5	90.9	94.0▲	90.5	93.3▲	82.8▼
Base	60	58	56	53	108	74	196	61



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



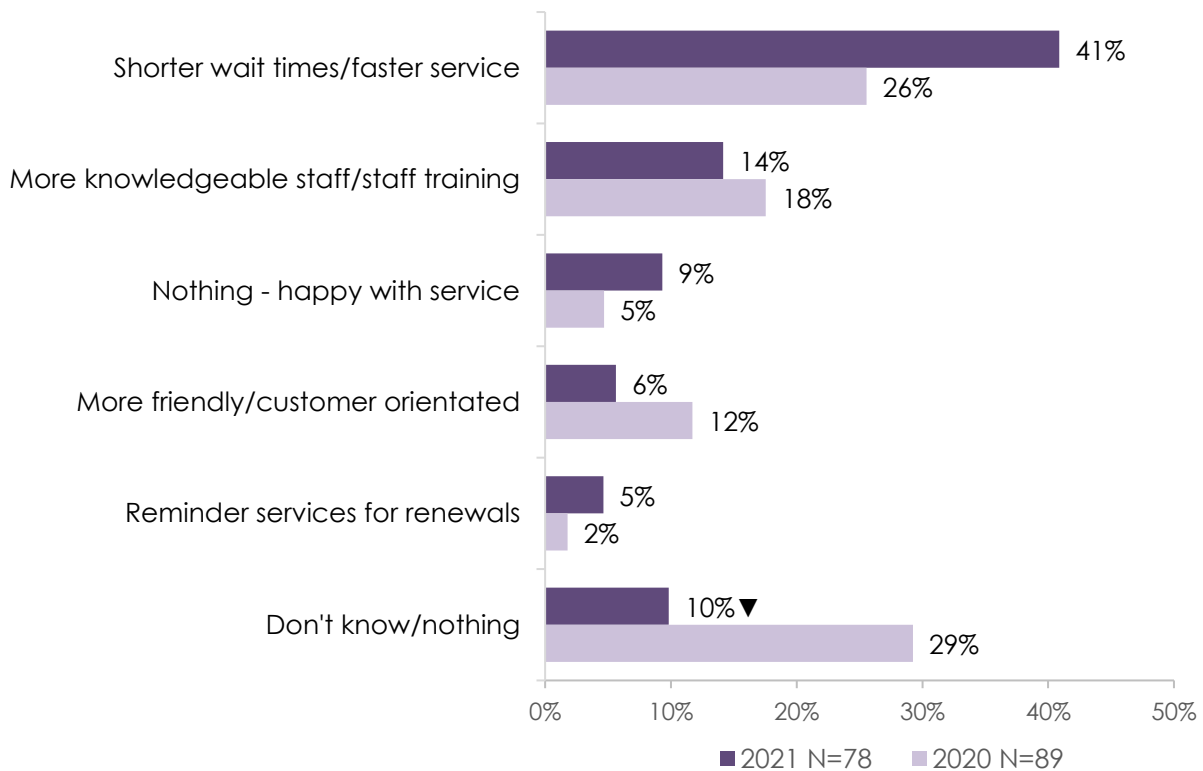
# Satisfaction with Service Received at Service Centre

## Summary

41% of residents that have visited a Service Centre in the past 12 months but were less than 'very satisfied' with the service, stated 'shorter wait times/faster service' would have to occur in order for them to be more satisfied, and 14% discussed requiring 'more knowledgeable staff/staff training'.

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

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



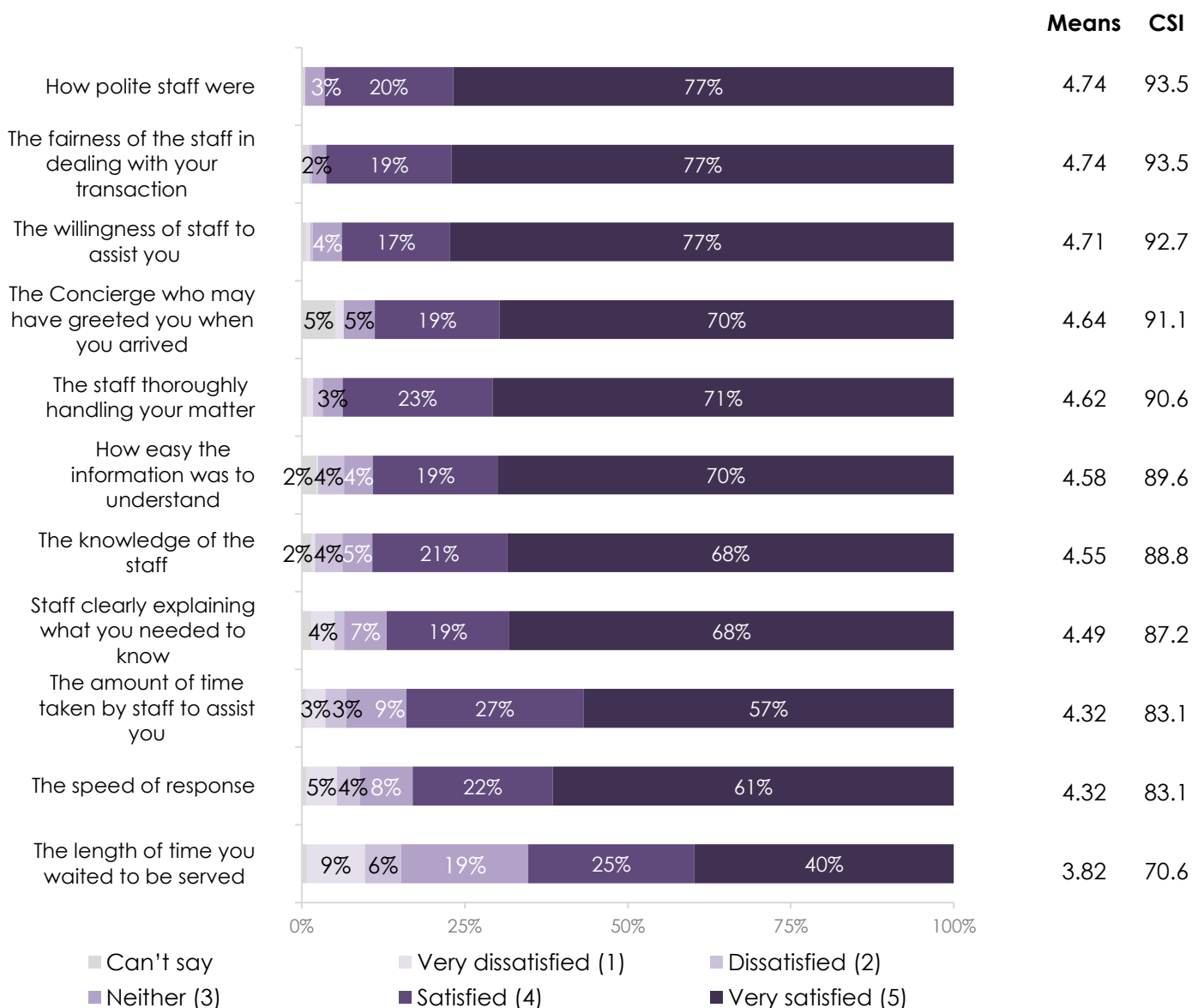
▲ ▼ = significantly higher/lower percentage (by year)  
Please see Appendix A for full list of responses

# Satisfaction with Specific Services Received at Service Centre

## Summary

Politeness of staff and fairness of staff remain the two aspects of service that are rated most highly. Overall, 6 of the 11 service aspects have a marginally higher mean score than in 2020 (as seen in the table on the next page). However, the length of time residents waited to be served performed significantly lower than last year – and 'the amount of time taken by staff to assist' and 'the speed of response' were both down marginally. Those in the 35-44 age group demonstrated significantly lower levels of satisfaction across a number of attributes including 'how easy the information was to understand', 'staff clearly explaining what you needed to know' and 'the knowledge of the staff'.

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



Base: N=262

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



# Satisfaction with Specific Services Received at Service Centre

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

	Mean ratings		CSI scores	
	2021	2020	2021	2020
How polite staff were	4.74	4.69	93.5	92.3
The fairness of the staff in dealing with your transaction	4.74	4.66	93.5	91.5
The willingness of staff to assist you	4.71	4.62	92.7	90.4
The Concierge who may have greeted you when you arrived	4.64	4.63	91.1	90.9
The staff thoroughly handling your matter	4.62	4.60	90.6	90.0
How easy the information was to understand	4.58	4.54	89.6	88.5
The knowledge of the staff	4.55	4.56	88.8	88.9
Staff clearly explaining what you needed to know	4.49	4.57	87.2	89.2
The amount of time taken by staff to assist you	4.32	4.38	83.1	84.4
The speed of response	4.32	4.50	83.1	87.6
The length of time you waited to be served	3.82▼	4.09	70.6▼	77.3

	Male	Female	18-34	35-44	45-64	65+
How polite staff were	4.64▼	4.86▲	4.74	4.56	4.83	4.75
The fairness of the staff in dealing with your transaction	4.68	4.81	4.79	4.59	4.77	4.73
The willingness of staff to assist you	4.62▼	4.81▲	4.74	4.45	4.78	4.75
The Concierge who may have greeted you when you arrived	4.60	4.69	4.75	4.36▼	4.64	4.70
The staff thoroughly handling your matter	4.55	4.71	4.58	4.33	4.76	4.78▲
How easy the information was to understand	4.46▼	4.72▲	4.59	4.26▼	4.69	4.70
The knowledge of the staff	4.41▼	4.72▲	4.46	4.27▼	4.70	4.76▲
Staff clearly explaining what you needed to know	4.34▼	4.66▲	4.38	4.14▼	4.73▲	4.62
The amount of time taken by staff to assist you	4.25	4.41	4.16	4.17	4.59▲	4.34
The speed of response	4.17	4.50	4.19	3.97	4.56▲	4.53
The length of time you waited to be served	3.76	3.90	3.62	3.66	4.07	3.99

	Couple with children	Couple	Single/living alone	Group/shared household	Single parent
How polite staff were	4.66	4.81	4.73	4.82	4.72
The fairness of the staff in dealing with your transaction	4.66	4.76	4.75	4.97▲	4.70
The willingness of staff to assist you	4.61	4.80	4.75	4.65	4.74
The Concierge who may have greeted you when you arrived	4.62	4.60	4.68	4.79	4.65
The staff thoroughly handling your matter	4.51	4.75	4.52	4.87	4.55
How easy the information was to understand	4.54	4.68	4.40	4.82	4.43
The knowledge of the staff	4.32▼	4.78▲	4.40	5.00▲	4.51
Staff clearly explaining what you needed to know	4.29	4.77▲	4.17	4.80▲	4.57
The amount of time taken by staff to assist you	4.18	4.45	4.05	4.48	4.61
The speed of response	4.18	4.50	4.09	4.55	4.52
The length of time you waited to be served	3.83	3.93	3.37	3.89	4.12

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

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

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



# Satisfaction with Specific Services Received at Service Centre

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

Satisfaction with Specific Services Trend Data



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

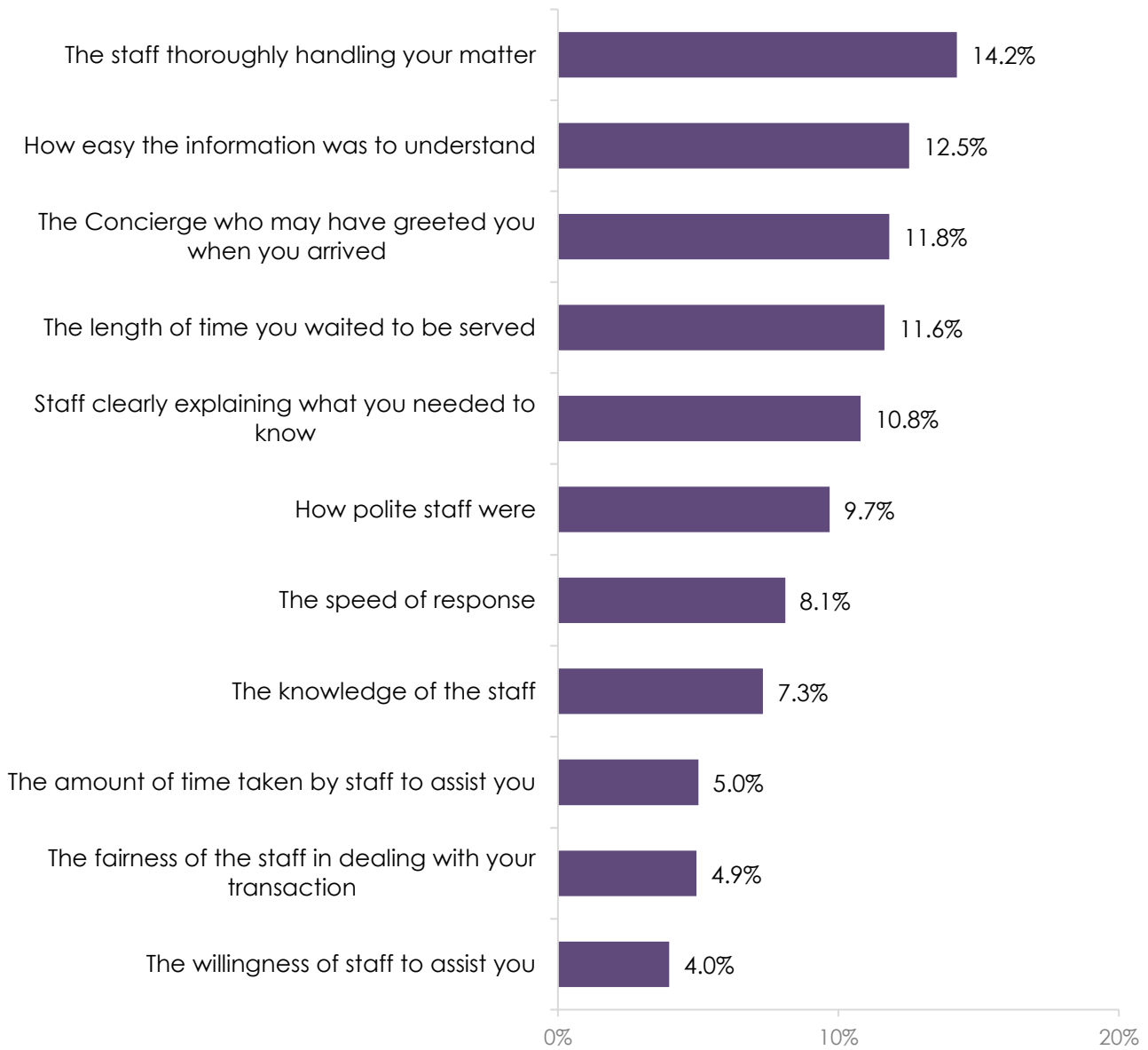


# Drivers of Overall Satisfaction with Service Centres

## Access Canberra Service Centres

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

The strongest driver of overall satisfaction at Access Canberra Service Centres was 'the staff thoroughly handling your matter', contributing to 14.2% of the variation observed in overall satisfaction.



# Drivers of Overall Satisfaction with Service Centres

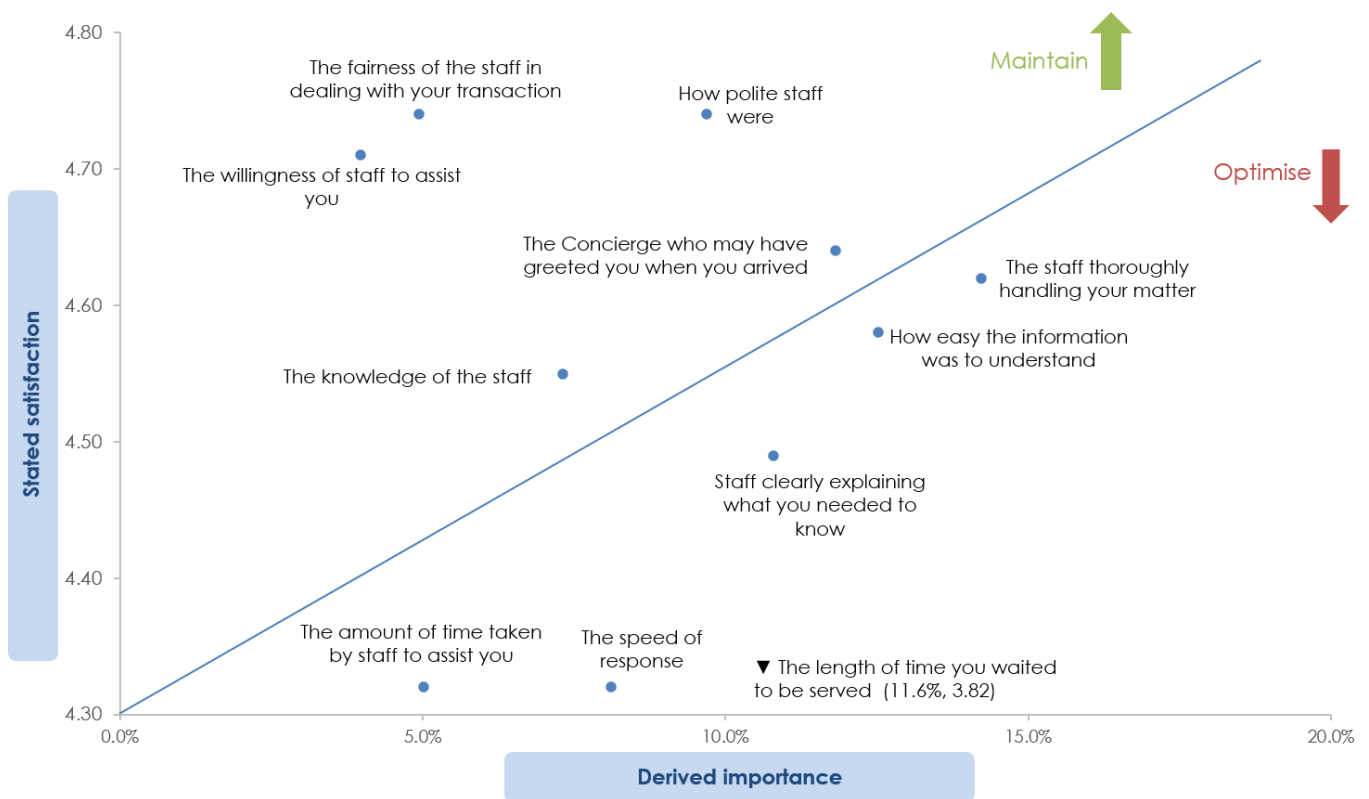
## Access Canberra Service Centres


The chart below plots the 2021 Regression score (see previous page) against residents' stated satisfaction for Access Canberra Service Centres.

Note that the three highest drivers (i.e.: those furthest to the right in the chart) have relatively high stated satisfaction scores – so it is a case of keep on keeping on.

All three time-related attributes ('the length of time you waited to be served', 'the speed of response' and 'the amount of time taken by staff to assist you') continue to be areas for potential optimisation.

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





# **Section D – Access Canberra Telephone Contact Centre**

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

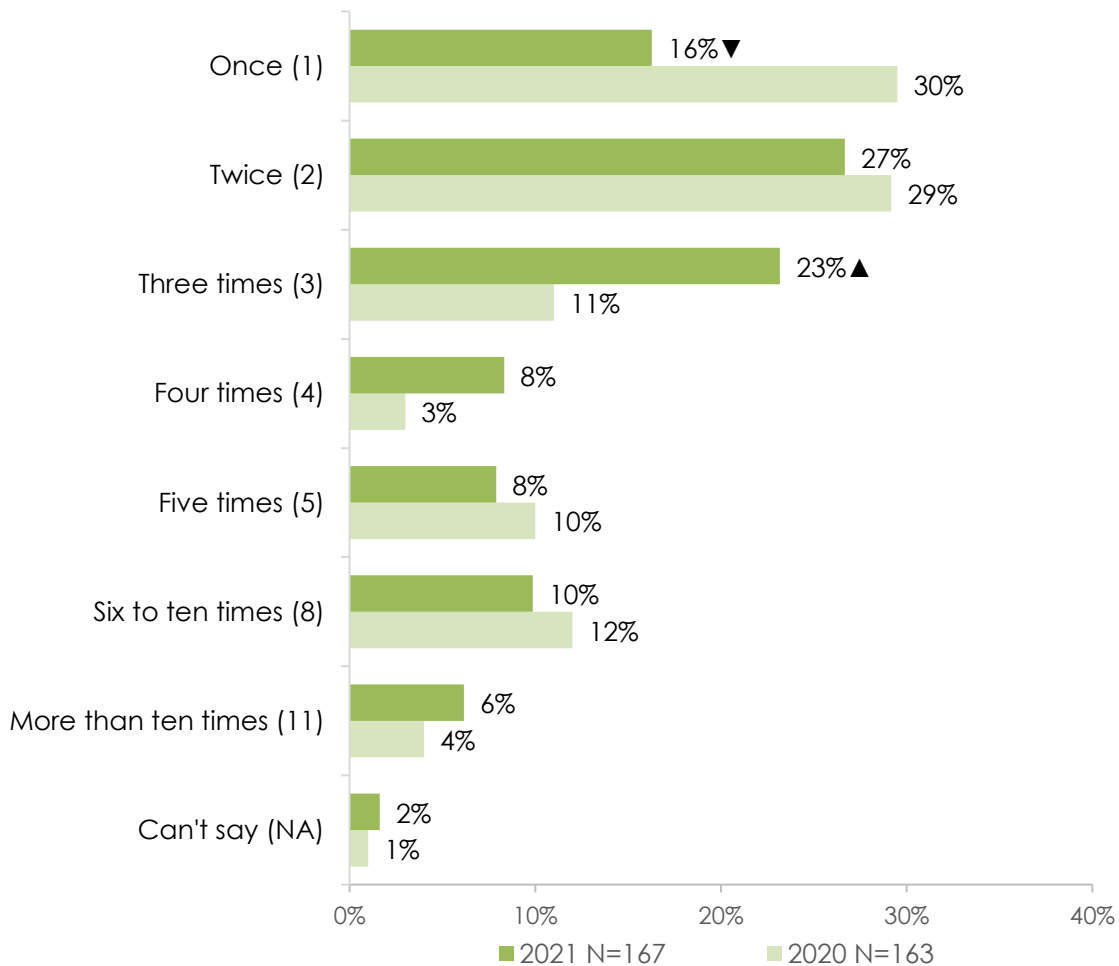
# Number of Calls to an Access Canberra Telephone Contact Centre in the Past 12 Months

## Summary

We noted earlier that there has been an increase in the proportion of residents calling the Contact Centre over the past 12 months. Furthermore, the average number of calls amongst those who have called has increased since 2020, with more residents calling the contact centre 3-4 times versus 1-2 times.

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

	Overall 2021	Overall 2020	Male	Female	18-34	35-44	45-64	65+
Number of calls	3.6	3.3	4.2	3.2	4.1	3.7	3.1	3.3
Base	164	162	74	90	59	38	47	20



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

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

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



# Time of Most Recent Call to the Access Canberra Contact Centre

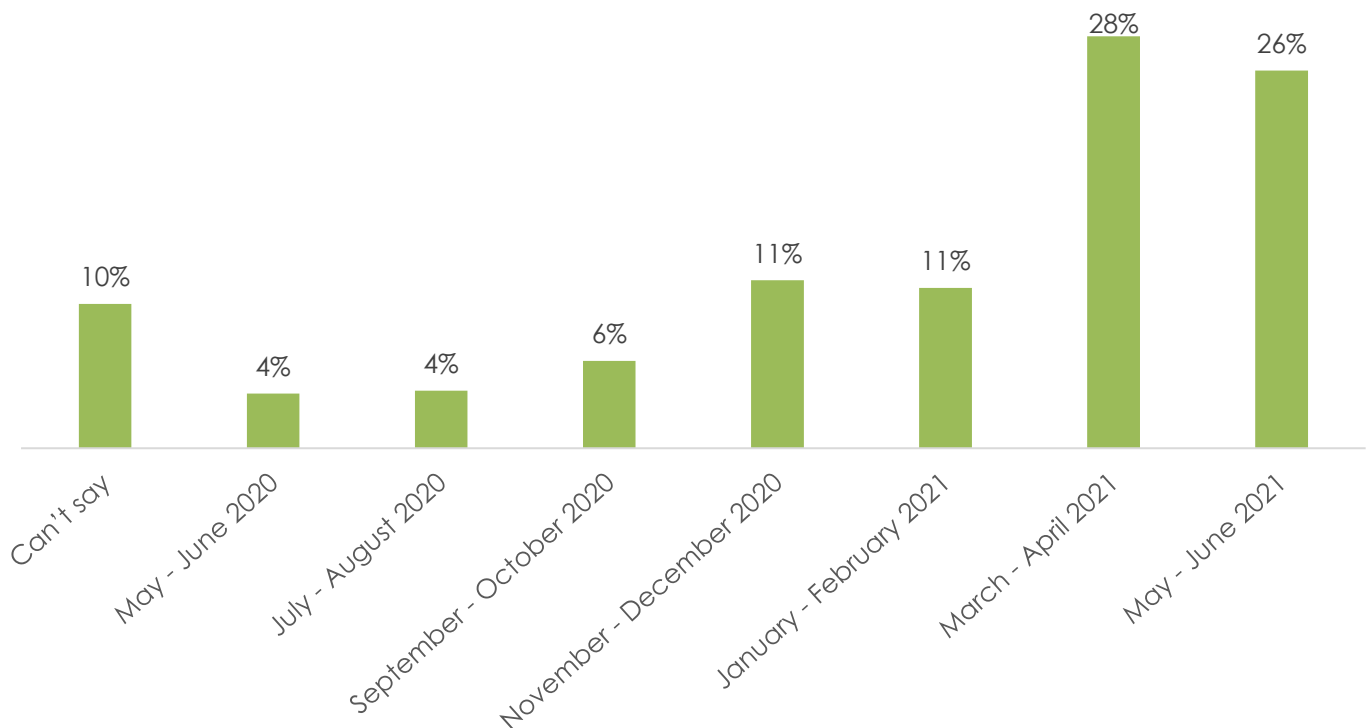
## Summary

More than half (54%) of those who have called the Contact Centre have called in recent months (March – June 2021).

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

	Overall 2021	Male	Female	18-34	35-44	45-64	65+
May - June 2020	4%	4%	4%	0%	8%	4%	6%
July - August 2020	4%	5%	3%	0%	3%	11%▲	2%
September - October 2020	6%	0%▼	10%▲	7%	5%	7%	3%
November - December 2020	11%	10%	13%	7%	11%	18%	11%
January - February 2021	11%	6%	15%	17%	8%	3%	15%
March - April 2021	28%	41%▲	19%▼	37%	28%	22%	19%
May - June 2021	26%	26%	25%	18%	29%	35%	22%
Can't say	10%	8%	11%	14%	9%	0%▼	22%▲
Base	167	74	93	61	38	47	21

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



Base: N=167



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

## Summary

The two main reasons for choosing to call the contact centre over visiting a service centre or using digital services, were that they were unable to resolve the issue using other methods – particularly online (35%), and that it was easier (29%). 16% of those who called the Contact Centre also stated it was quicker to speak to someone and resolve the issue quickly.

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

Reason for choosing the Contact Centre	N=162
Couldn't resolve online/difficulty with the website e.g. not clear enough, not sure how to do it online	35%
Easier e.g. easier to speak with someone, unsure who to speak with, easier to access, limited mobility	29%
Quicker/wanted to speak with someone quickly/wanted the issue resolved quickly	16%
Convenience e.g. calling rather than going into a centre, after hours and during business hours, centre too far away	12%
Due to COVID-19 restrictions - encouraged to stay home	6%
Following up on an issue	5%
Called and went in/providing notice of visit	3%
No computer/internet access/do not like online	2%
Needed more detailed information	1%
Information was only available over the phone	<1%
I was told to call/number was on the paper	<1%
Cash not accepted in service centres	<1%
Prefer not to say	1%
Other	5%
Don't know	<1%



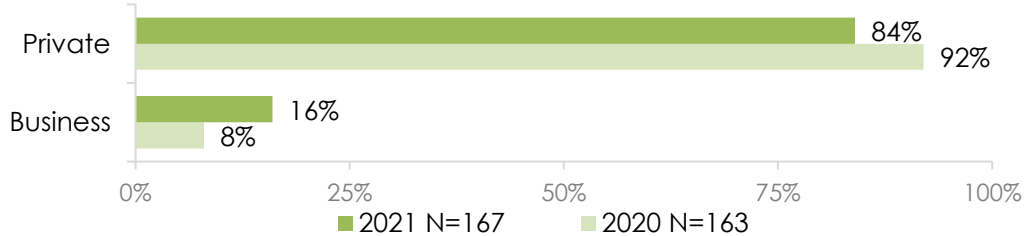


# Details of Most Recent Telephone Contact

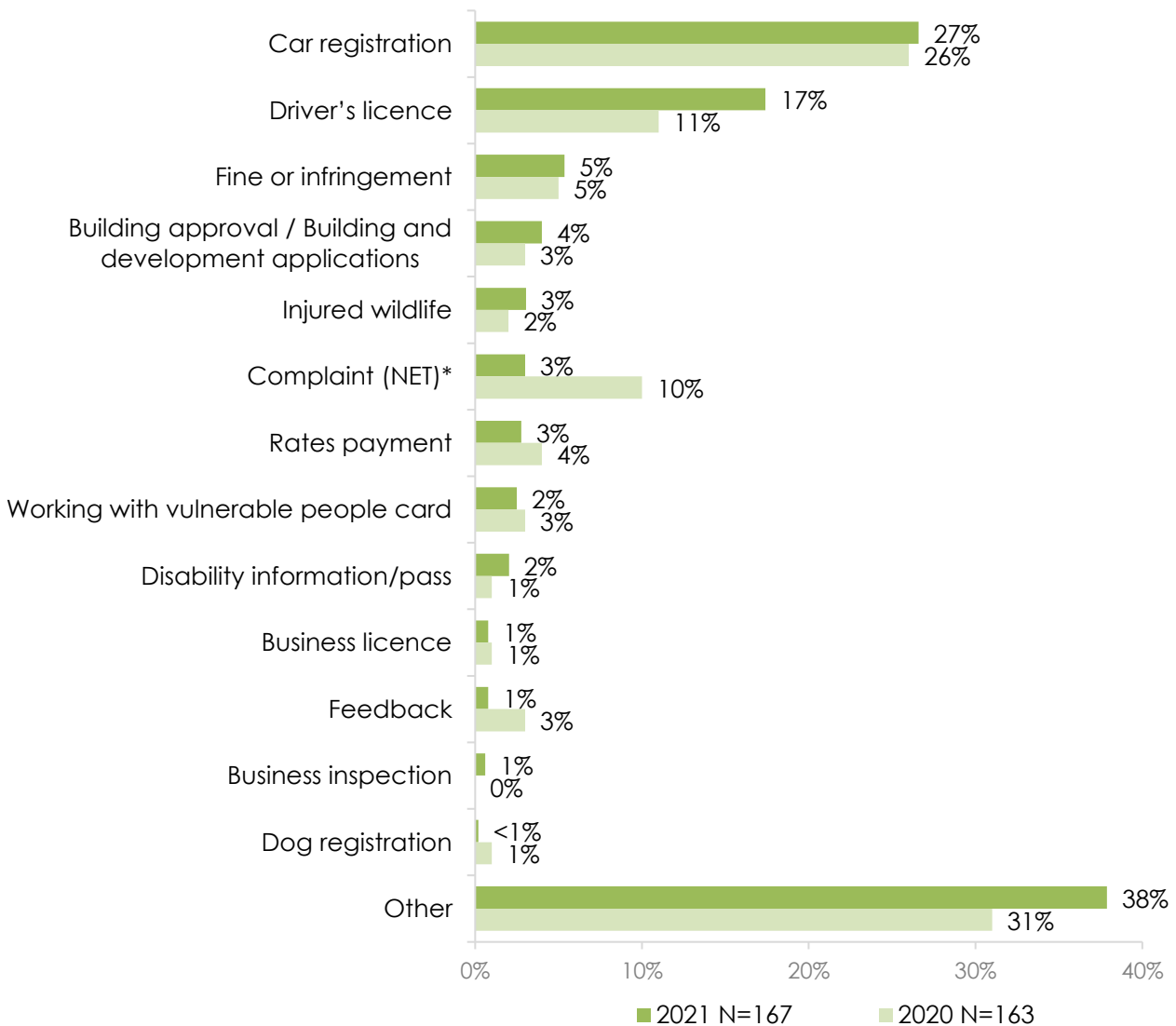
## Summary

84% of those who had recently called the Telephone Contact Centre stated that the call was related to a private issue. As is the case with Access Canberra Service Centres, the most common reasons for contact included car registrations (27%) and driver's licences (17%), followed by fines or infringements (5%).

Q5a. Thinking of your most recent call to the telephone Contact Centre, was it for private or business purposes?



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



\*Complaint (NET) includes lodging a complaint about a particular government service or about Access Canberra in 202. Wording for 'Building approval' has changed to 'Building and Development applications' in 2021.

Please see Appendix A for 'other specified' responses



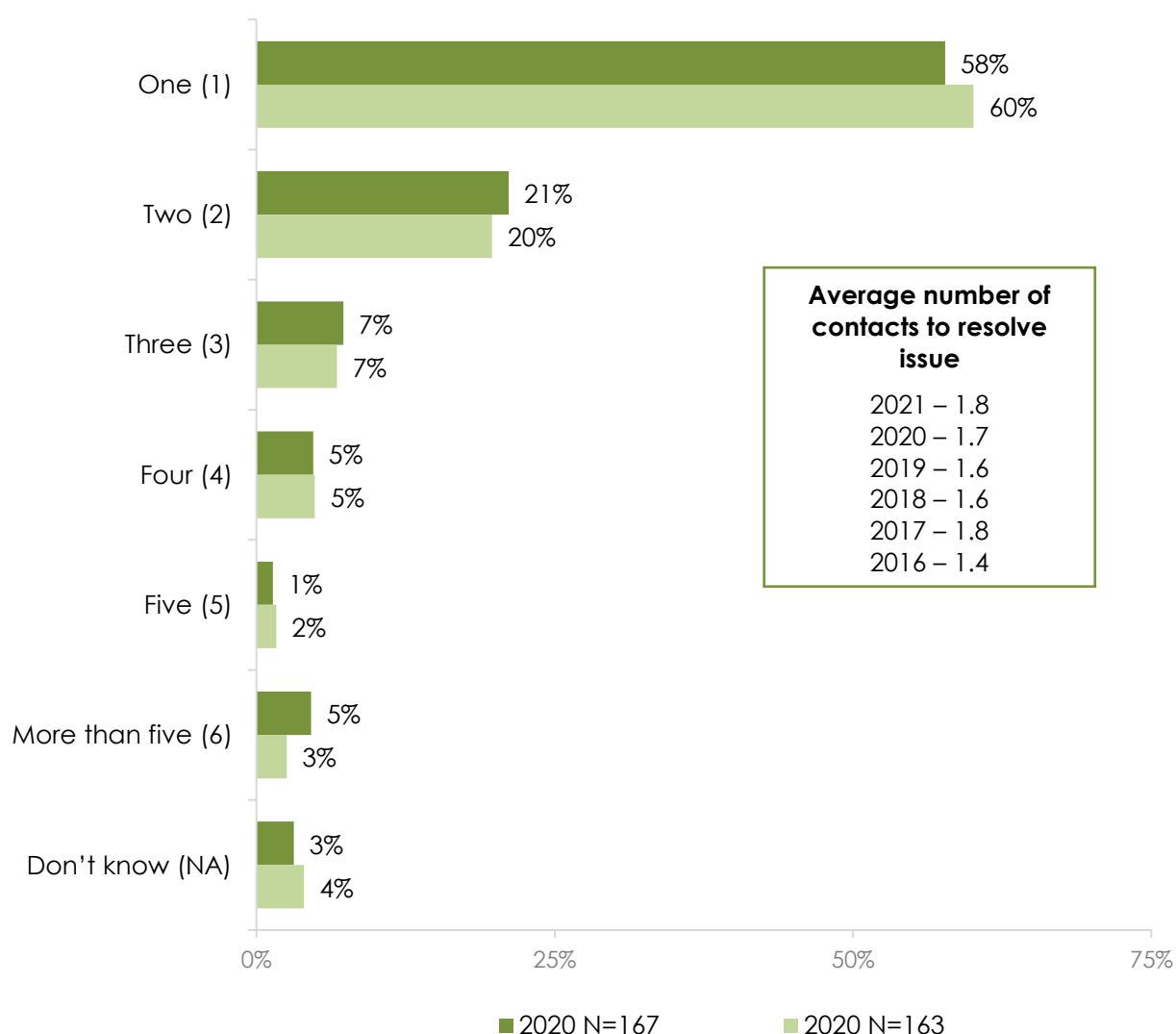
# Number of Contacts to Resolve Issue

## Summary

58% of those that had called the telephone Contact Centre stated they had their issue resolved after the first call. The number of contacts taken to resolve an issue has been increasing marginally since 2019.

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

	Overall 2021	Overall 2020	Gender		Age				Reason for contact	
			Male	Female	18-34	35-44	45-64	65+	Car registration	Driver's License
Number of contacts	1.8	1.7	2.0	1.6	2.0	1.9	1.5	1.6	1.5	2.0
Base	162	156	72	90	61	35	47	19	44	28



▲ ▼ = significantly higher/lower percentage (compared to 2020)

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

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



# Ease of Dealing with Access Canberra Contact Centre

## Summary

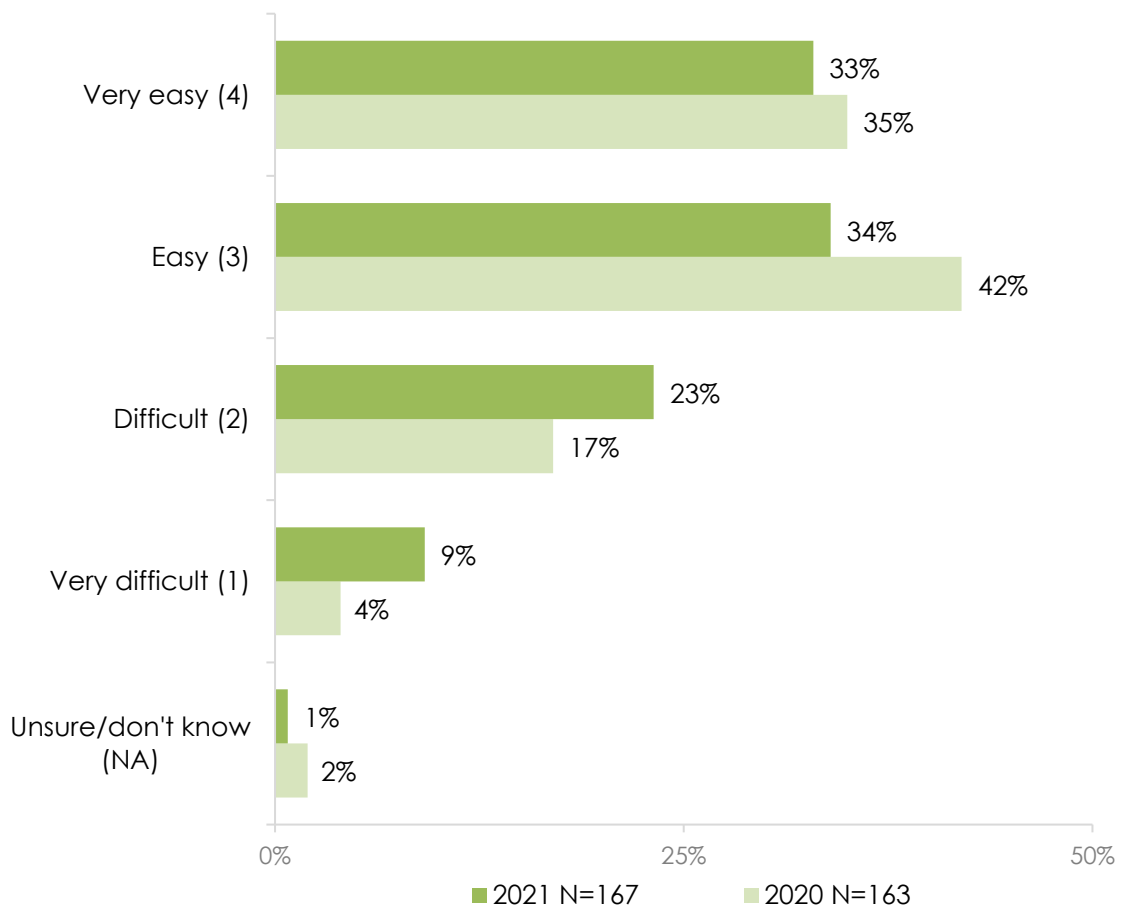
Roughly two-thirds (67%) of those who contacted the Access Canberra Telephone Contact Centre stated their dealings were easy or very easy. There has been an increase in the proportion of residents rating their dealings with the Contact Centre as difficult or very difficult compared to 2020.

Those that had their issue resolved after the first contact demonstrated a significantly higher 'easy to deal with' result.

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

	Overall 2021	Overall 2020	Gender		Age				Number of contacts to resolve issue	
			Male	Female	18-34	35-44	45-64	65+	One	More than one
Mean rating	2.91	3.10	2.85	2.97	2.81	2.87	3.17	2.72	3.26▲	2.45▼
Base	166	161	74	91	61	37	47	20	96	64

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



Scale: 1 = very difficult, 4 = very easy



# Ease of Dealing with Access Canberra Contact Centre

## Summary

Knowledge, ease and speed of service were key attributes that influenced residents' perceptions of how easy it was to deal with the Access Canberra Telephone Contact Centre. 'Person was knowledgeable', 'able to complete in one call' and 'quick, didn't have to wait long' were the top reasons for why residents stated they found the experience easy/very easy, whilst 'had to wait a long time' was the dominant reason for stating it was 'difficult-very difficult', followed by 'had to ring back'.

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

Q5e. Why do you say that it was (insert answer from Q5d)? (Pre coded)

	All residents that have called the Telephone Contact Centre	How easy was it to deal with the Telephone Contact Centre	
		Difficult - very difficult (32%)	Easy - very easy (67%)
Person was knowledgeable	37%	4%	53%▲
Able to complete in one call	35%	0%	52%▲
Quick, didn't have to wait long	27%	0%	41%▲
Had to wait a long time	19%	40%▲	9%
Had to ring back	7%	22%▲	0%
Transferred and had a poor experience	5%	15%▲	0%
Person didn't appear to be knowledgeable	3%	8%▲	0%
Language barrier	1%	4%▲	0%
Other	24%	50%	11%
Base	166	54	112

▲▼ = significantly higher/lower percentage (by ease of contact)

Language barrier was added to the survey in 2021.

Please see Appendix A for 'other specified' responses



# Satisfaction with Service Received from the Contact Centre

## Summary

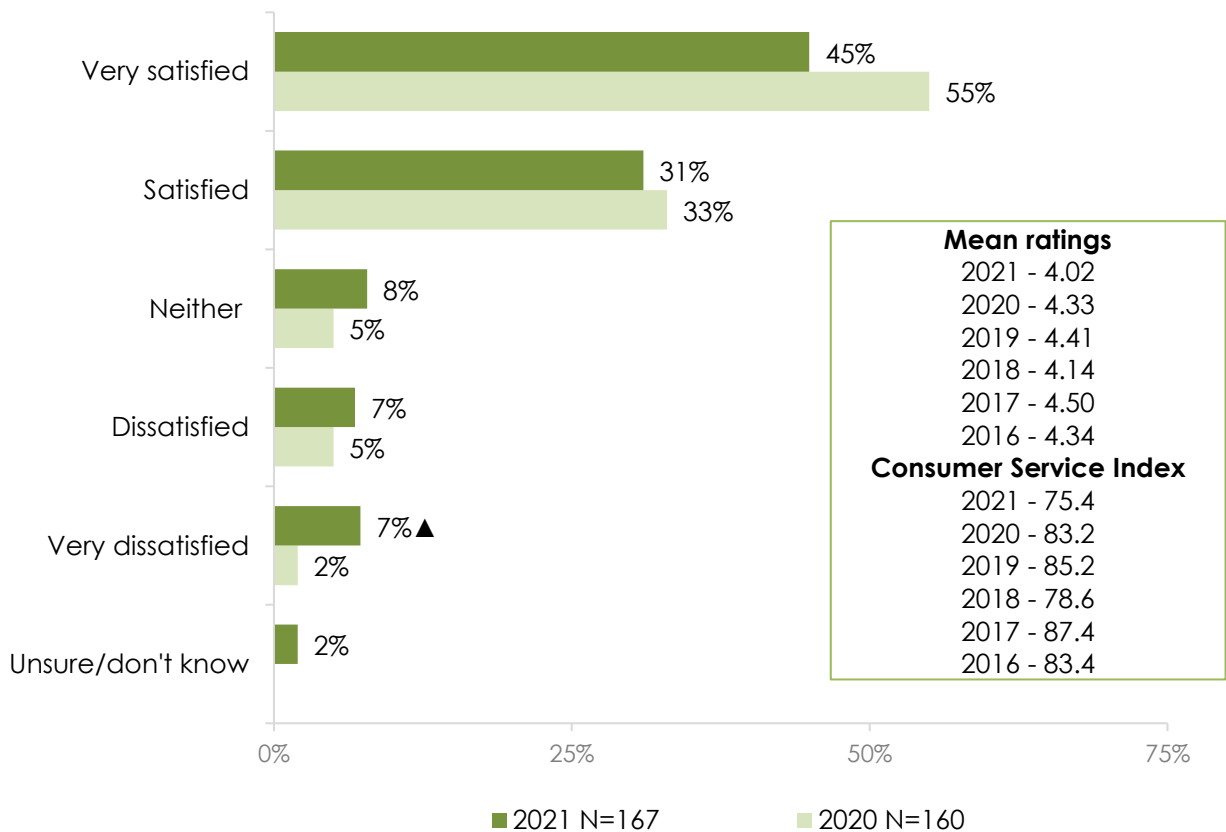
76% of residents were either satisfied or very satisfied with the service they received from the telephone Contact Centre, a decrease from 2020 results (88%). The resultant mean score of 4.02 out of 5 is significantly down on the 2020 result.

Those that had their issue resolved after one contact demonstrated significantly higher levels of satisfaction.

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

	Overall 2021	Overall 2020	Gender		Age				Number of contacts to resolve issue	
			Male	Female	18-34	35-44	45-64	65+	One	More than one
Mean rating	4.02▼	4.33	3.84	4.16	4.06	3.98	4.12	3.72	4.42▲	3.44▼
CSI	75.4▼	83.2	70.9	78.9	76.6	74.4	77.9	68.1	85.6▲	61.0▼
Base	164	160	72	93	59	38	47	20	96	63

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



▲ ▼ = significantly higher/lower percentage (compared to 2020)

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

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



# Satisfaction with Service Received from the Contact Centre

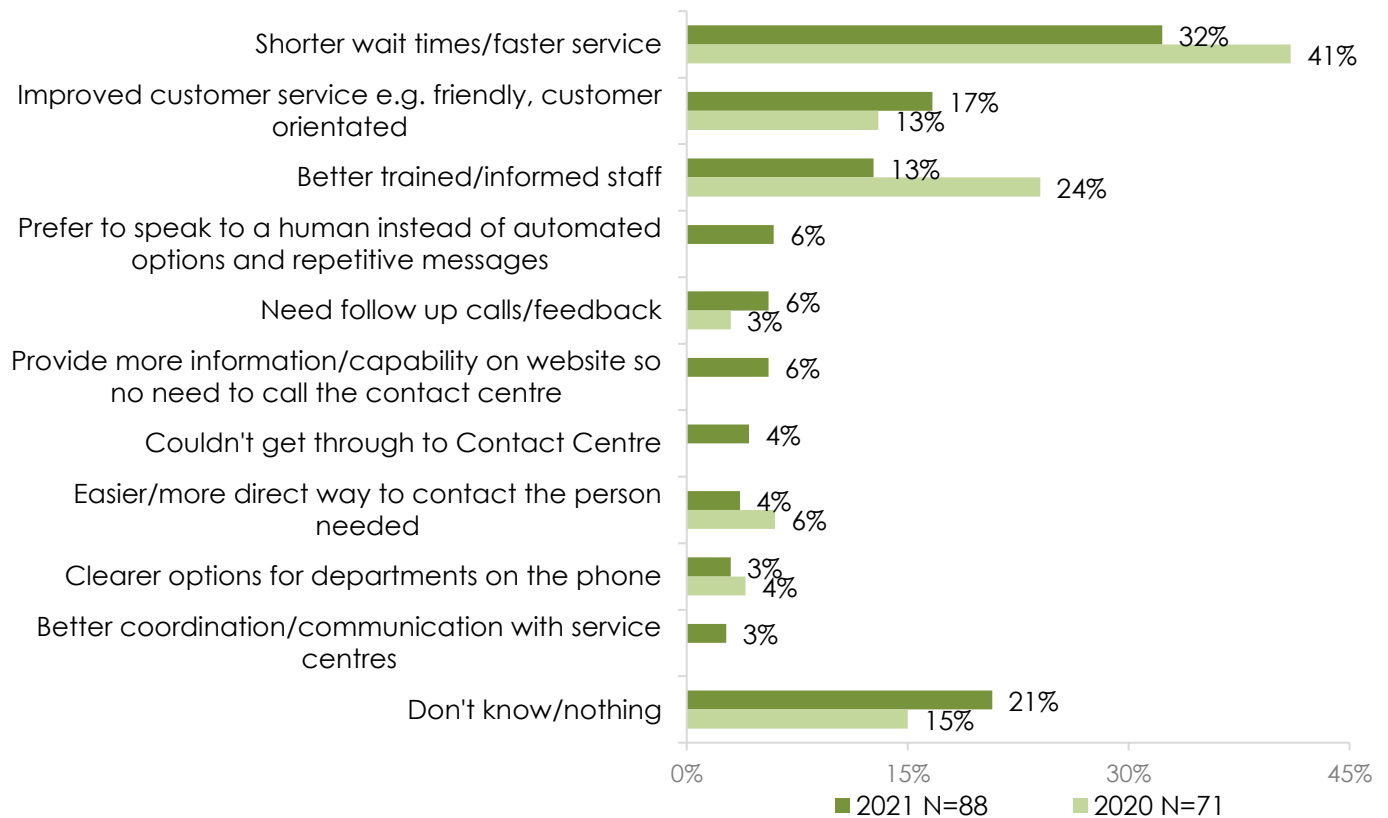
## Summary

As was the case in 2020, 'shorter wait times/faster service' was the most frequently mentioned aspect that is required in order for residents to be 'very satisfied' with the service they received from the Contact Centre. Improved customer service and better trained/informed staff are also highlighted as important.

Although only mentioned by a handful of callers each, there are some more nuanced responses in 2021, such as wanting to speak to a human instead of automated menu options, clearer information online so that residents don't need to call for help and difficulties in getting through to the contact centre.

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

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



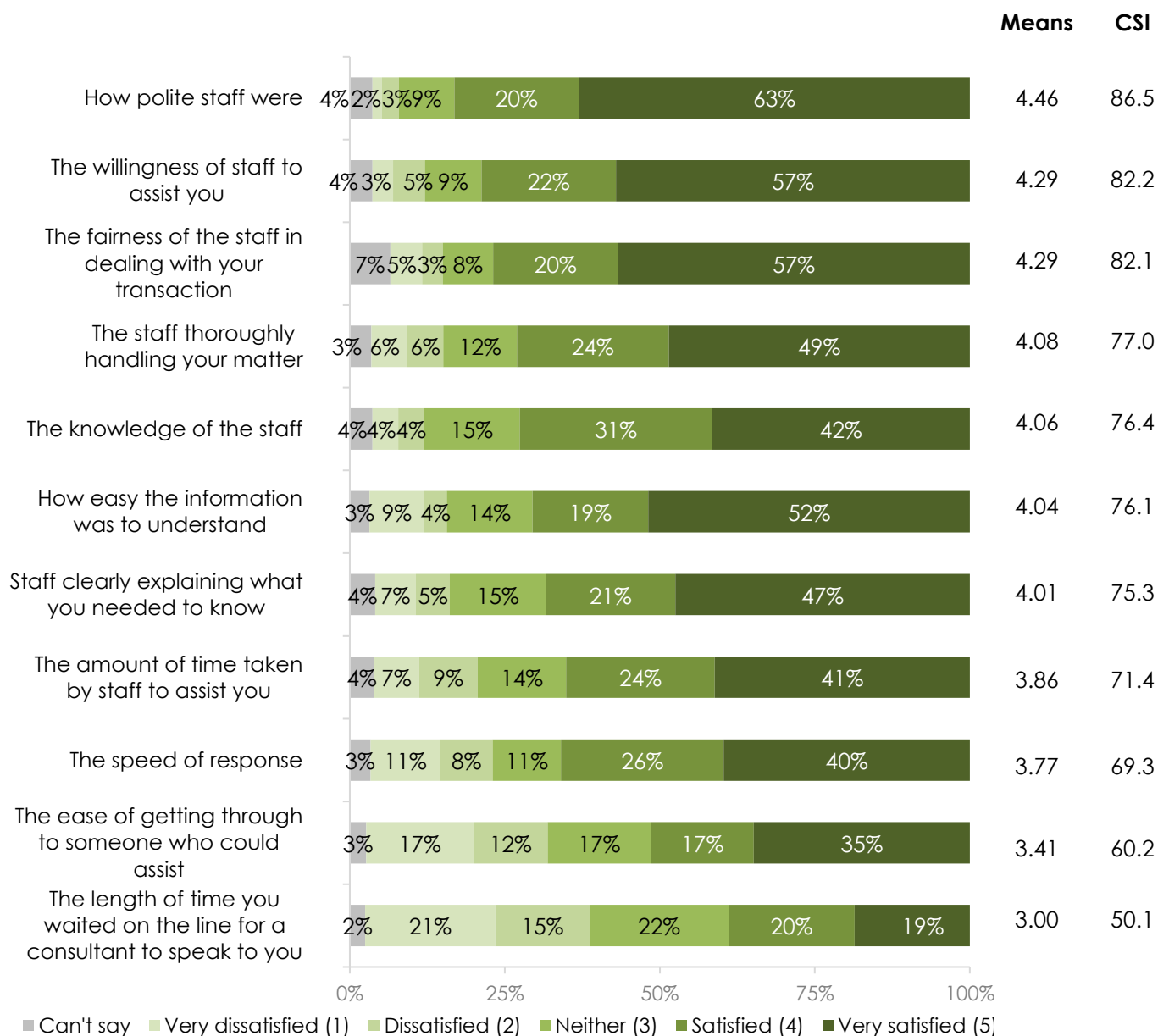
Please see Appendix A for full list of responses

# Satisfaction with Specific Services Received from the Contact Centre

## Summary

Satisfaction was highest for 'how polite staff were', 'the fairness of the staff in dealing with your transaction' and 'the willingness of staff to assist you' in relation to a resident's most recent call. Satisfaction has decreased compared to 2020 for 10 of the 11 attributes (significantly so for 2 of them, as shown on the next page). 'The length of time you waited on the line for a consultant to speak to you' continues to be the lowest rated service aspect.

Q5h. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent call to the Access Canberra telephone service?



Base: N=167

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

Q5h. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent call to the Access Canberra telephone service?

	Mean ratings		CSI scores	
	2021	2020	2021	2020
How polite staff were	4.46	4.45	86.5	86.2
The willingness of staff to assist you	4.29	4.39	82.2	84.7
The fairness of the staff in dealing with your transaction	4.29	4.45	82.1	86.3
The staff thoroughly handling your matter	4.08	4.24	77.0	80.9
The knowledge of the staff	4.06	4.31	76.4	82.7
How easy the information was to understand	4.04▼	4.41▲	76.1▼	85.1▲
Staff clearly explaining what you needed to know	4.01	4.27	75.3	81.7
The amount of time taken by staff to assist you	3.86	4.14	71.4	78.5
The speed of response	3.77▼	4.11▲	69.3▼	77.8▲
The ease of getting through to someone who could assist	3.41	3.71	60.2	67.7
The length of time you waited on the line for a consultant to speak to you	3.00	3.34	50.1	58.5

	Male	Female	18-34	35-44	45-64	65+
How polite staff were	4.39	4.51	4.38	4.35	4.64	4.45
The willingness of staff to assist you	4.11	4.42	4.15	4.35	4.41	4.28
The fairness of the staff in dealing with your transaction	4.16	4.38	4.15	4.25	4.43	4.41
The staff thoroughly handling your matter	3.89	4.22	4.06	3.97	4.23	3.97
The knowledge of the staff	3.93	4.15	3.92	3.99	4.39▲	3.80
How easy the information was to understand	3.89	4.16	3.80	4.09	4.34	3.97
Staff clearly explaining what you needed to know	3.82	4.15	3.95	3.93	4.31	3.63
The amount of time taken by staff to assist you	3.83	3.87	4.01	3.66	3.85	3.81
The speed of response	3.57	3.92	3.79	3.62	3.96	3.56
The ease of getting through to someone who could assist	3.32	3.48	3.58	3.17	3.52	3.02
The length of time you waited on the line for a consultant to speak to you	3.01	3.00	3.02	2.83	3.12	3.00

	Couple with children	Couple	Single/living alone	Group/shared household	Single parent
How polite staff were	4.30	4.55	4.53	4.74	4.57
The willingness of staff to assist you	4.20	4.31	4.12	4.87▲	4.66
The fairness of the staff in dealing with your transaction	4.20	4.23	4.30	4.87▲	4.53
The staff thoroughly handling your matter	4.01	4.07	3.84	4.87▲	4.49
The knowledge of the staff	3.99	4.04	3.96	4.51	4.40
How easy the information was to understand	4.04	3.98	3.83	4.74	4.32
Staff clearly explaining what you needed to know	3.89	4.05	3.85	4.74	4.40
The amount of time taken by staff to assist you	3.79	3.69	3.79	4.87▲	4.23
The speed of response	3.70	3.65	3.62	4.74▲	4.32
The ease of getting through to someone who could assist	3.45	3.17	3.08	4.74▲	3.87
The length of time you waited on the line for a consultant to speak to you	2.99	2.83	2.93	3.71	3.41

Mean scale: 1 = very dissatisfied, 5 = very satisfied  
 CSI scale: 0 = very dissatisfied, 100 = very satisfied  
 ▲ ▼ = significantly higher/lower satisfaction (by group)

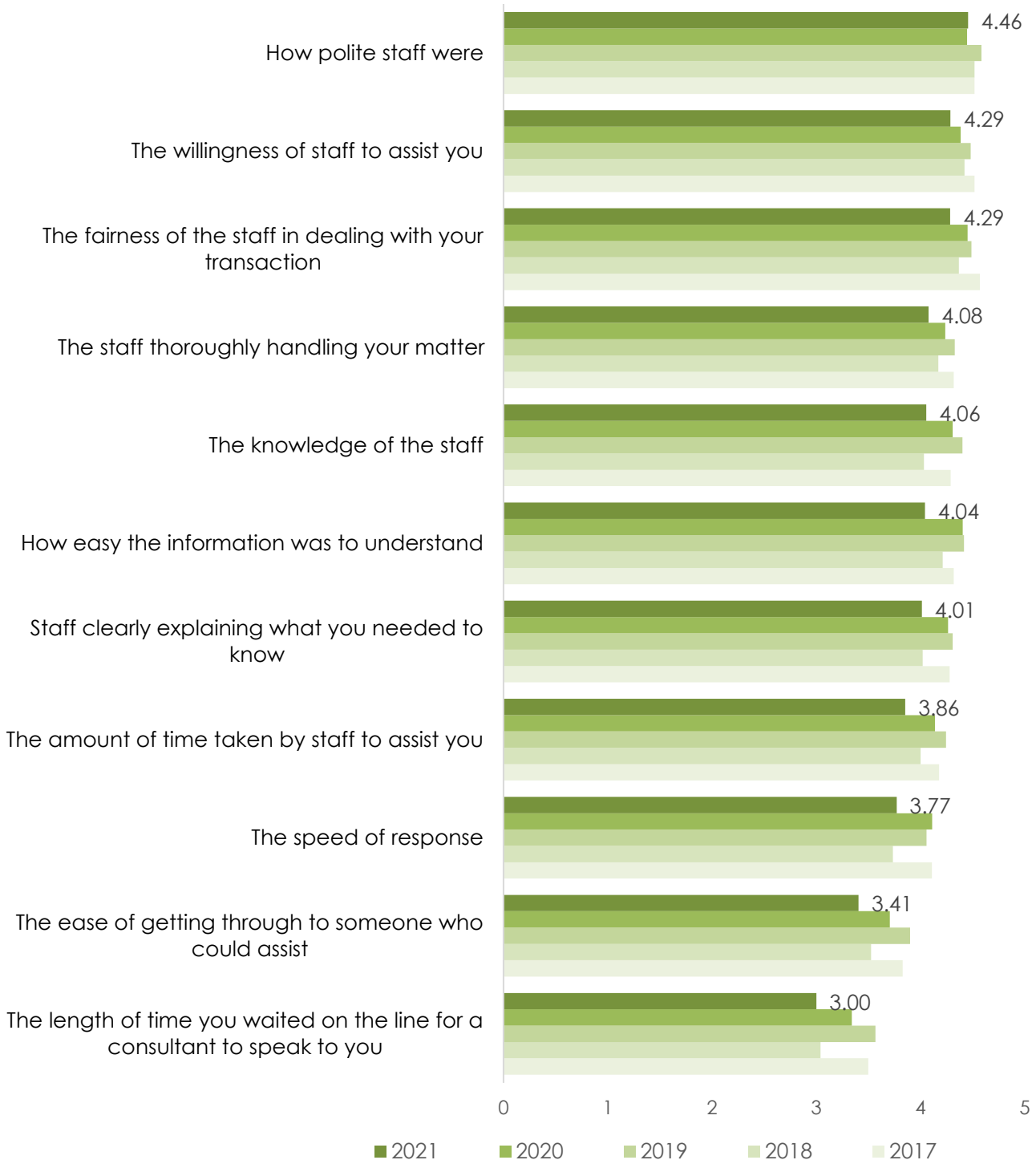




# Satisfaction with Specific Services Received from the Contact Centre

Q5h. Overall, how satisfied or dissatisfied were you with each of the following in relation to your most recent call to the Access Canberra telephone service?

Satisfaction with Specific Services Trend Data



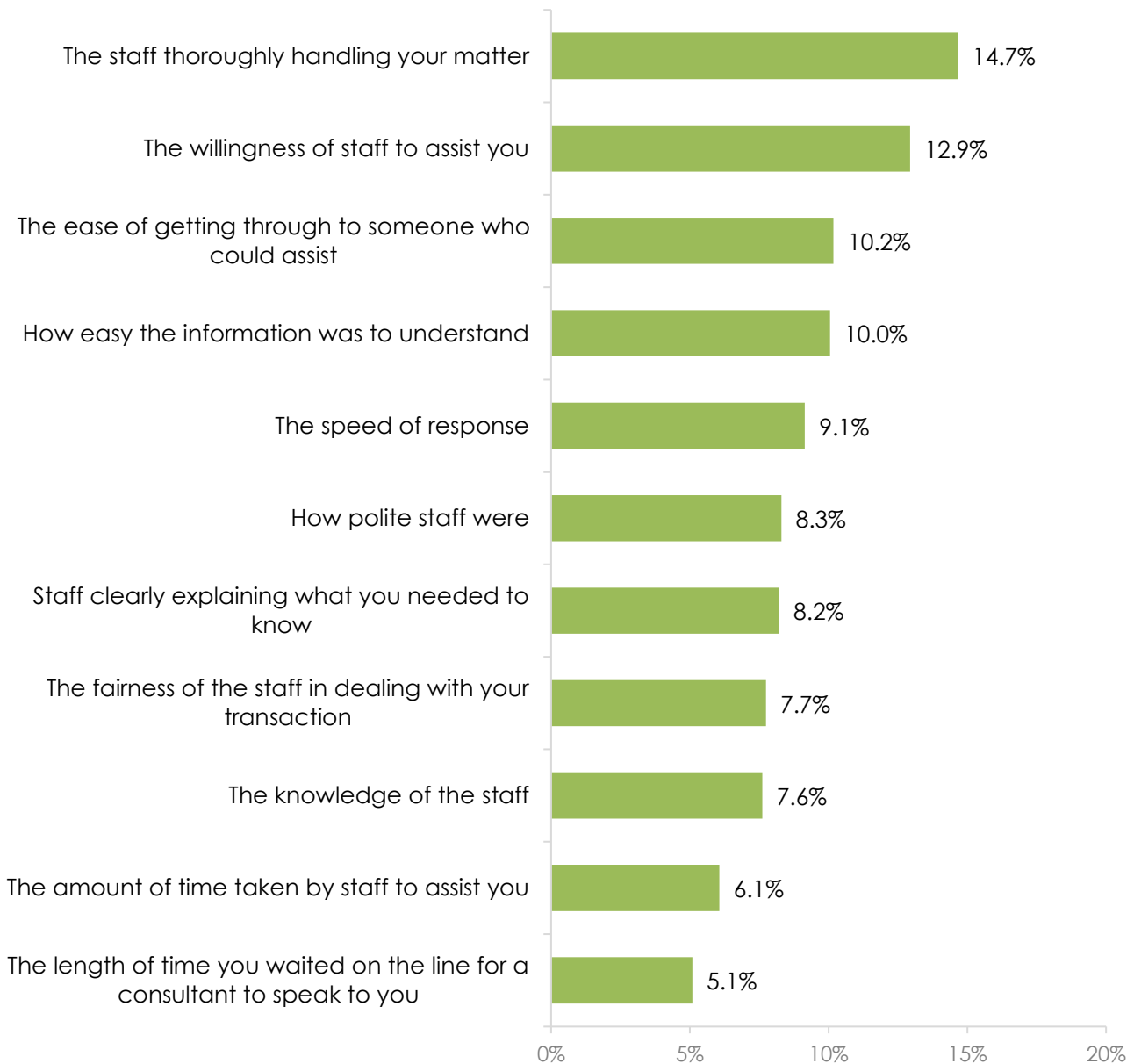
Mean scale: 1 = very dissatisfied, 5 = very satisfied



# Drivers of Overall Satisfaction with the Contact Centre

## Access Canberra Telephone Contact Centre

The chart below illustrates the overall contribution that each attribute from Q5h (see previous pages) has towards overall satisfaction with the Telephone Contact Centre, based on a Regression analysis. The strongest driver of overall satisfaction was 'the staff thoroughly handling your matter' contributing 14.7% towards overall satisfaction (based on the tested attributes), closely followed by 'the willingness of staff to assist you' (12.9%).



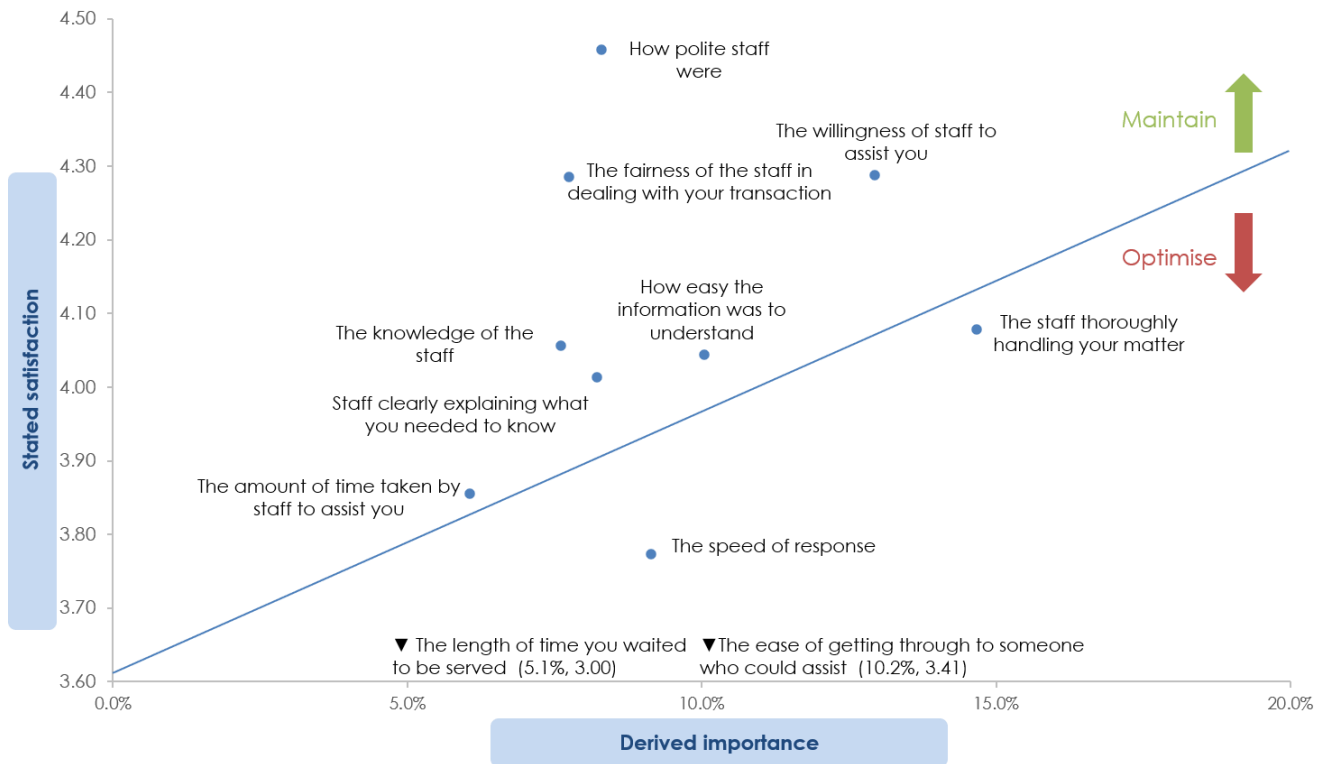
# Drivers of Overall Satisfaction with the Contact Centre

## Access Canberra Telephone Contact Centre

The chart below plots the 2021 Regression score from the previous page against residents' stated satisfaction for the Telephone Contact Centre.

Similar to 2020, residents expressed moderately high levels of satisfaction for almost all key measures. The areas that should be targeted for optimisation, however, are 'staff thoroughly handling your matter' (satisfaction is relatively strong, but given its importance as a driver it could be better) along with time/ease related attributes such as with 'the length of time you waited to be served', the speed of response' and 'the ease of getting through to someone who could assist you'.

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





# **Section E – Access Canberra Digital Services**

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

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

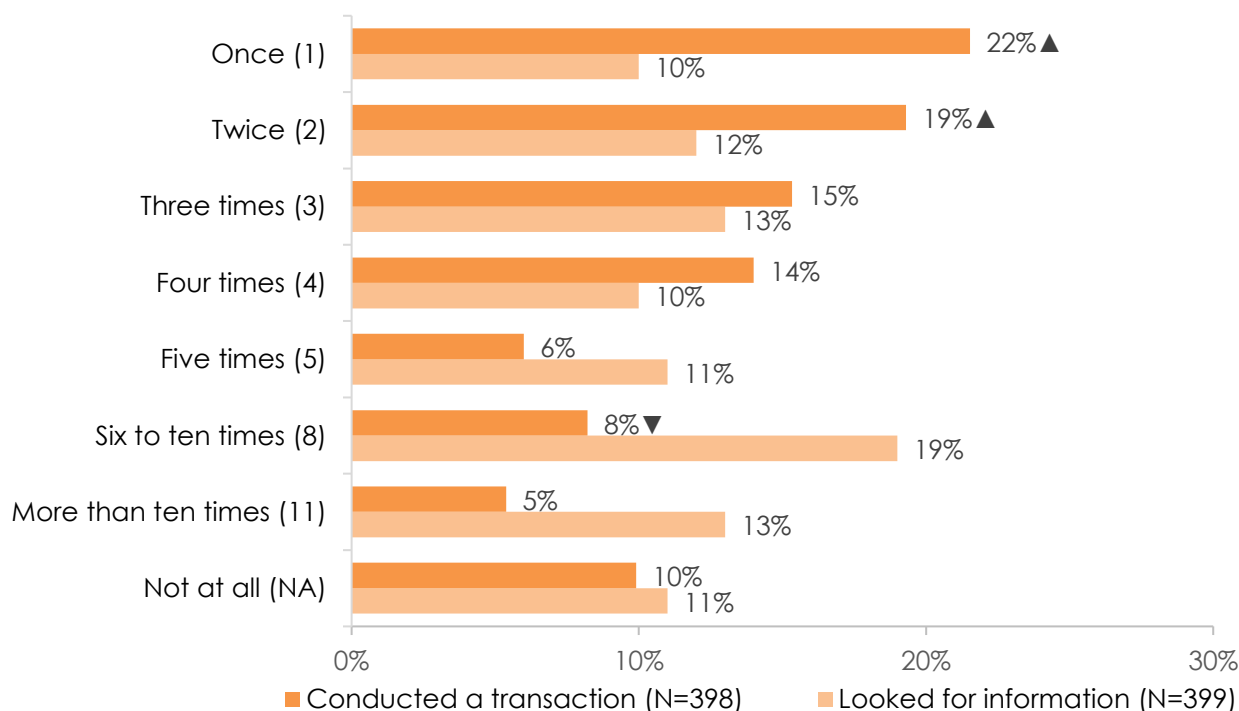
## Summary

The incidence of residents using digital services has increased from 65% in 2020 to 71% in 2021. Furthermore, amongst those who have used Access Canberra's digital services in the past 12 months, frequency of using (both to look for information and to conduct a transaction) have increased noticeably. These increases are consistent with the move by Access Canberra in 2020 to only deal with transactions in the Service Centres that can't be handled online.

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

Q6aa. In the past 12 months, how many times in total, if at all, would you have used any Access Canberra digital services to conduct a transaction?

	Overall 2021	Overall 2020	Male	Female	18-34	35-44	45-64	65+
Number times looked for information	5.3	4.7	5.2	5.3	5.6	5.1	5.4	4.1▼
Number of times conducted a transaction	3.5	3.3	3.8	3.3	3.3	3.9	3.5	3.7
Base	355-358	312-352	164-168	190-191	123-124	85	109-114	37



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

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

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



# Use of Access Canberra Digital Services

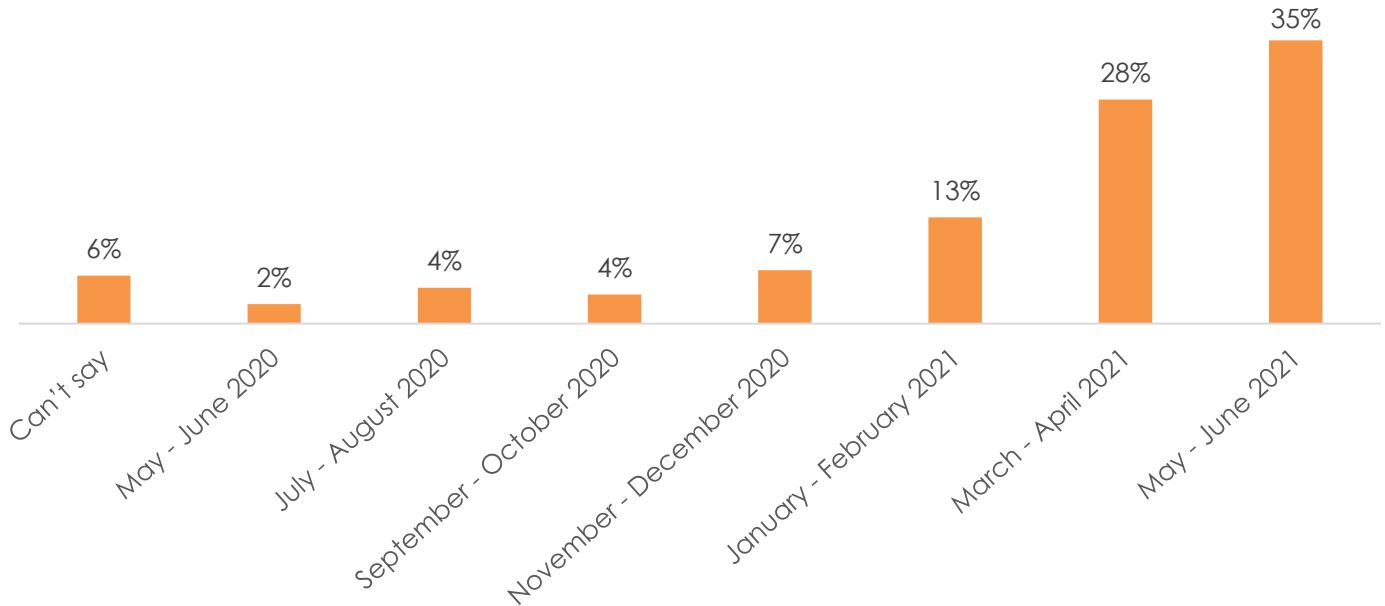
## Summary

76% of those who had used the Access Canberra digital services in the past 12 months stated their most recent contact was in 2021 – as noted earlier, this is to be expected given they have so many online interactions in a 12 month period, it is very likely the most recent transaction was in the last few months.

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

	Overall 2021	Male	Female	18-34	35-44	45-64	65+
May - June 2020	2%	2%	3%	3%	4%	1%	1%
July - August 2020	4%	5%	4%	3%	5%	7%	1%
September - 2020	4%	1%	6%▲	1%	5%	5%	4%
November - December 2020	7%	5%	8%	8%	5%	8%	4%
January - February 2021	13%	12%	14%	16%	13%	11%	14%
March - April 2021	28%	33%	24%	34%	27%	23%	24%
May - June 2021	35%	34%	37%	27%	37%	42%	40%
Can't say	6%	8%	4%	8%	5%	3%	10%
Base	400	190	210	139	89	127	46

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



Base: N=400



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

## Summary

Ease of use was the most common reason for using Access Canberra digital services rather than visiting a Service Centre or calling the Telephone Contact Centre, with 49% of Digital Service users giving this as their main reason. Users also mention convenience of online services as a key factor (27%). Compared to 2020, digital service users talked less about reasons such as COVID-19 and online being the only option.

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

Reason for choosing Digital Services	N=385
Easier e.g. to find information online, to make payments, simple task	49%
Convenience e.g. more accessible, can do it from home/in my own time/after hours	27%
Faster service/quicker resolution/no queues	17%
Can be done online/just to look for information/conduct a simple transaction	8%
Prefer digital services/didn't want to visit a Centre/make a call	4%
Only option/didn't know you could use other services/told to do it online	3%
Due to the COVID-19 situation/social distancing	2%
Couldn't get through/couldn't resolve issue through Contact Centre	1%
Prefer other methods	1%
Cash payment not accepted in centres	<1%
Decided to give it a go	<1%
Not enough seating in service centres	<1%
Travel/parking	<1%
Wheelchair access	<1%
Don't know/can't recall	1%

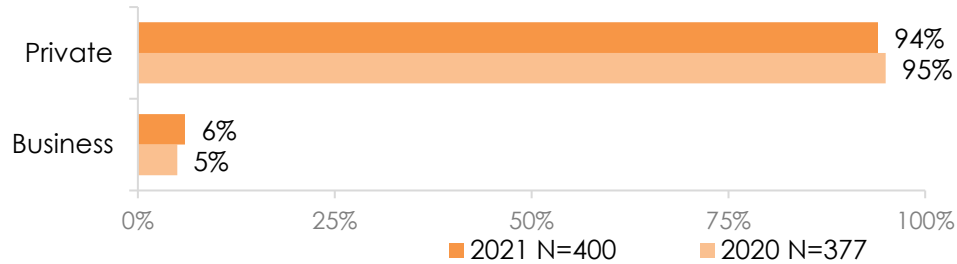


# Details of Most Recent Use of Digital Services

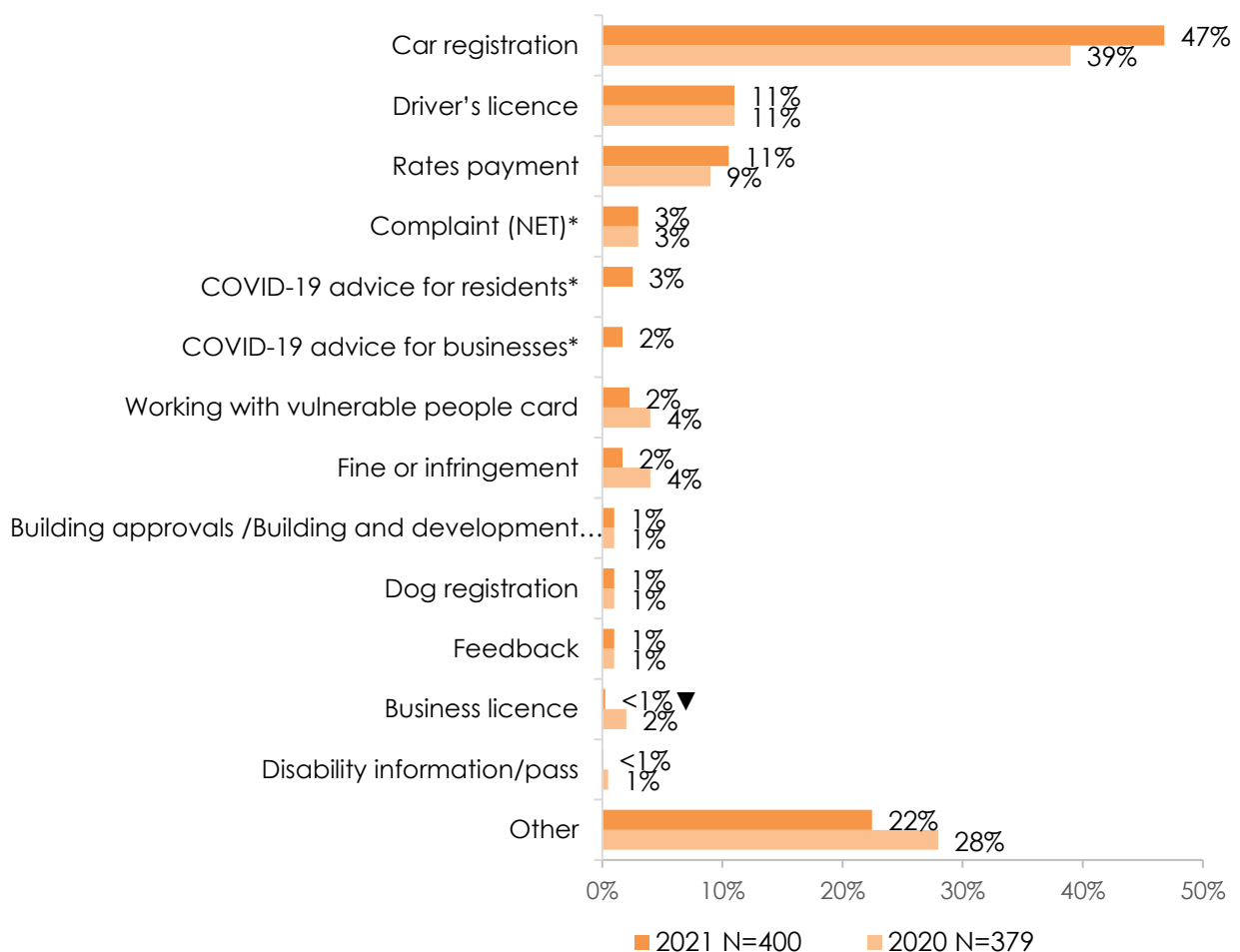
## Summary

94% of residents that used the Access Canberra digital services within the last 12 months did so for private purposes. Car registration remains the top reason for using Digital Services (47%) – and has increased in 2021, perhaps reflecting that online registrations (with parking inspectors delivering plates) was enabled in 2020 due to COVID and the January 2020 hail storms.

Q6aaa. Thinking of your most recent use of the website, was it private or business purposes?



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



See Appendix A for 'other specified'. Wording for 'Building approval' has changed to 'Building and Development applications' in 2021.

\*Complaint (NET) includes lodging a complaint about a particular government service or about Access Canberra in 2021

\*COVID-19 advice for residents and COVID-19 advice for businesses options were added to the survey in 2021





# Number of Contacts to Resolve Issue

## Summary

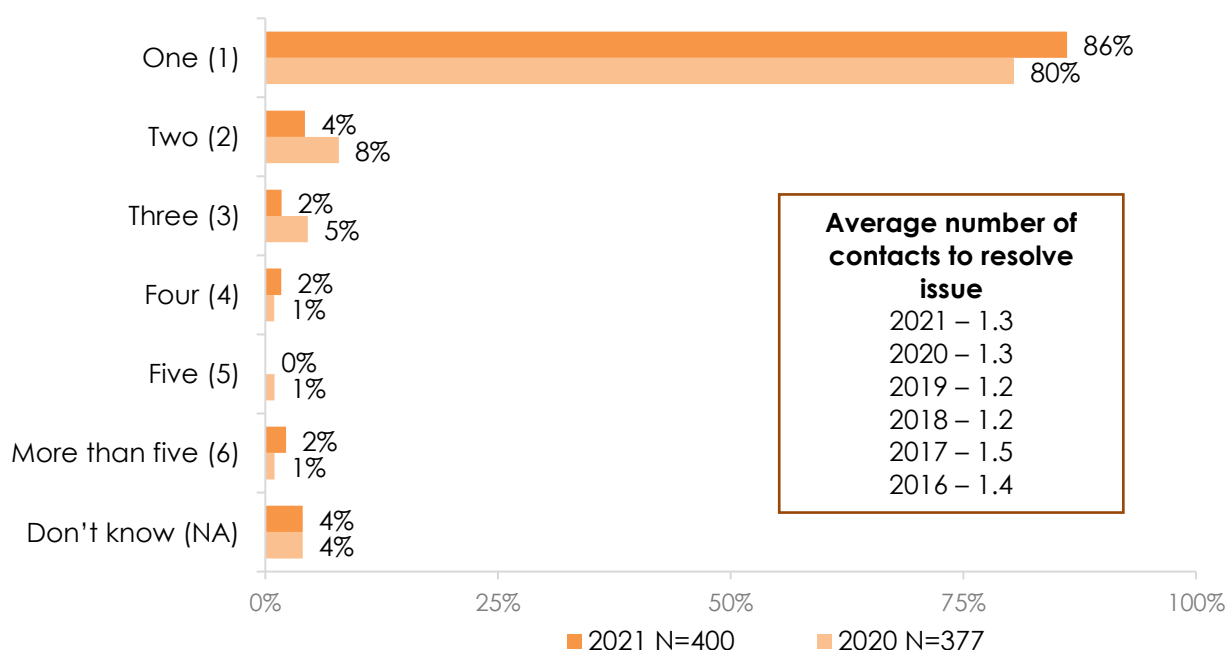
86% of residents that had made contact via digital services stated they had their issue resolved after the first contact, an increase since 2020 – although overall the average number of contacts required has remained unchanged since 2020 (1.3). Those that used digital services for 'car registration' and 'rates payment' were significantly less likely to require multiple contacts to have their issue resolved.

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

	Overall 2021	Overall 2020	Gender		Age			
			Male	Female	18-34	35-44	45-64	65+
Number of contacts	1.3	1.3	1.3	1.2	1.3	1.2	1.3	1.2
Base	385	362	186	199	130	89	124	42

	Reason for contact		
	Car registration	Driver's licence	Rates payment
Number of contacts	1.1 ▼	1.3	1.0 ▼
Base	180	45	41

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



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

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



# Device Used to Access the Website

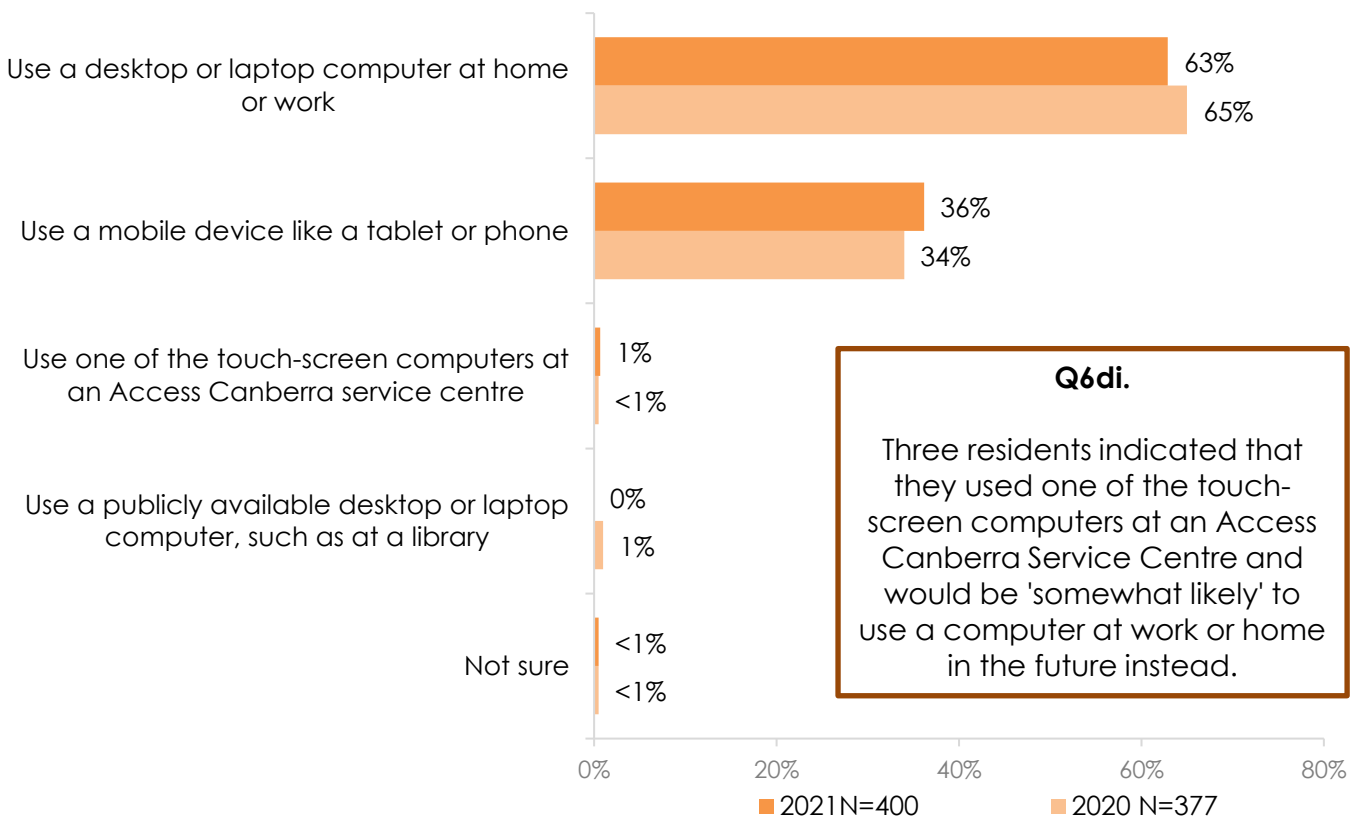
## Summary

63% of residents stated they used a desktop or laptop computer at home or work to access the digital services, and 36% used a mobile device – in both cases very similar to 2020 results (explored further overleaf). Younger residents (18-44) were more likely to have used a mobile device to access the digital services, and those aged 45+ were more likely to use a desktop or laptop.

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

	Overall 2021	Overall 2020	Male	Female	18-34	35-44	45-64	65+
Use a desktop or laptop computer at home or work	63%	65%	70%	56%▼	53%▼	53%▼	75%▲	81%▲
Use a mobile device like a tablet or phone	36%	34%	28%	44%▲	46%▲	47%▲	25%▼	16%▼
Use one of the touch-screen computers at an Access Canberra service centre	1%	<1%	1%	0%	2%	0%	0%	0%
Use a publicly available desktop or laptop computer, such as at a library	0%	1%	0%	0%	0%	0%	0%	0%
Not sure	<1%	<1%	0%	0%	0%	0%	0%	2%▲
Base	400	377	190	210	139	89	127	46

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



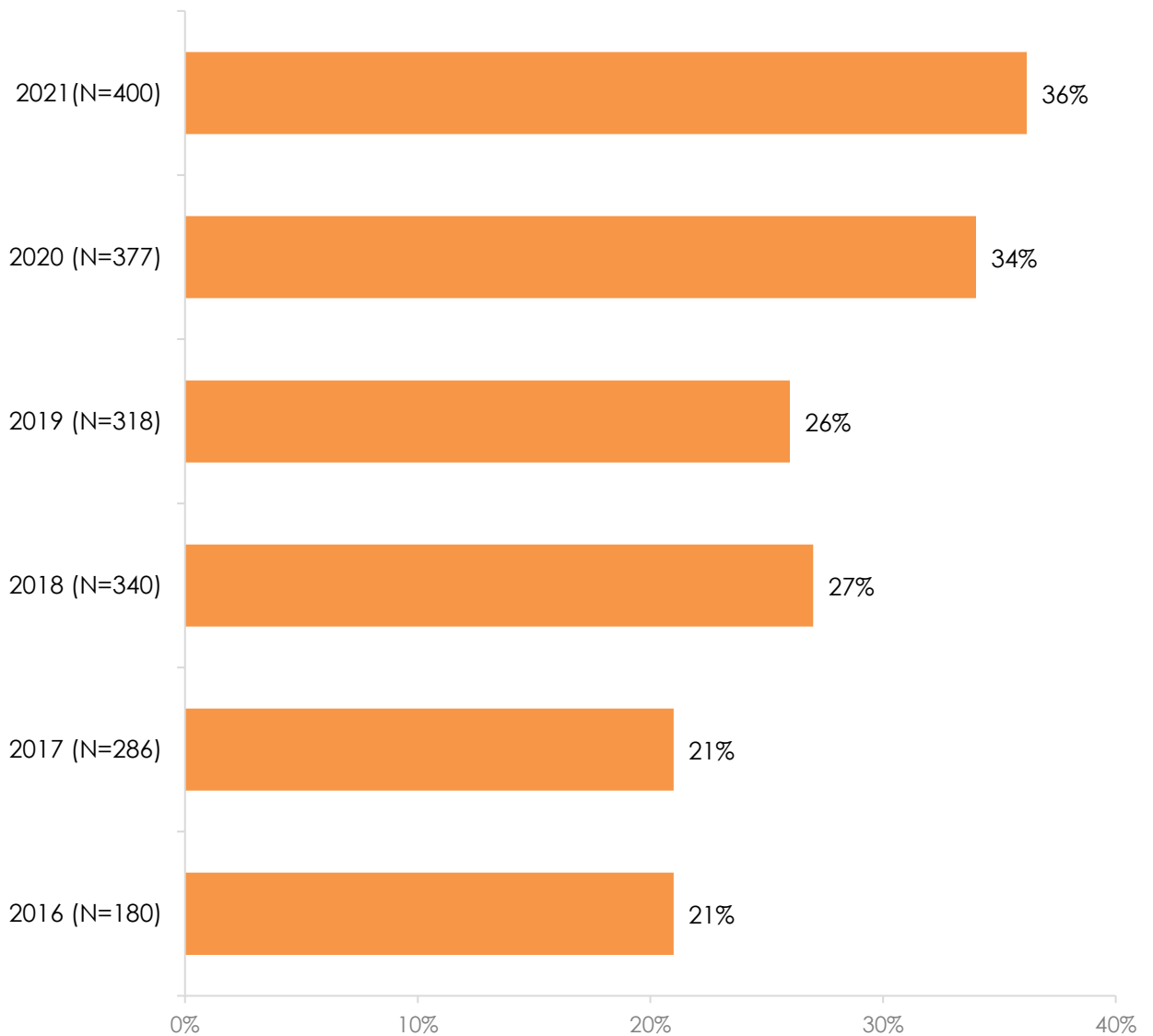
# Use of Mobile Devices

## Summary

Whilst the wording of this question has changed a little over the years, there is a sense in the data below that using a mobile device such as a phone or tablet for Access Canberra Digital Services has trended upwards since 2016. This will likely continue to increase as a wider range of digital services are released, however, there may be barriers to mobile usage for older residents aged 45+.

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

### Those Using a Mobile Device to Access Digital Services



Base: Those using Access Canberra's digital services



# Ease of Finding Information or Services

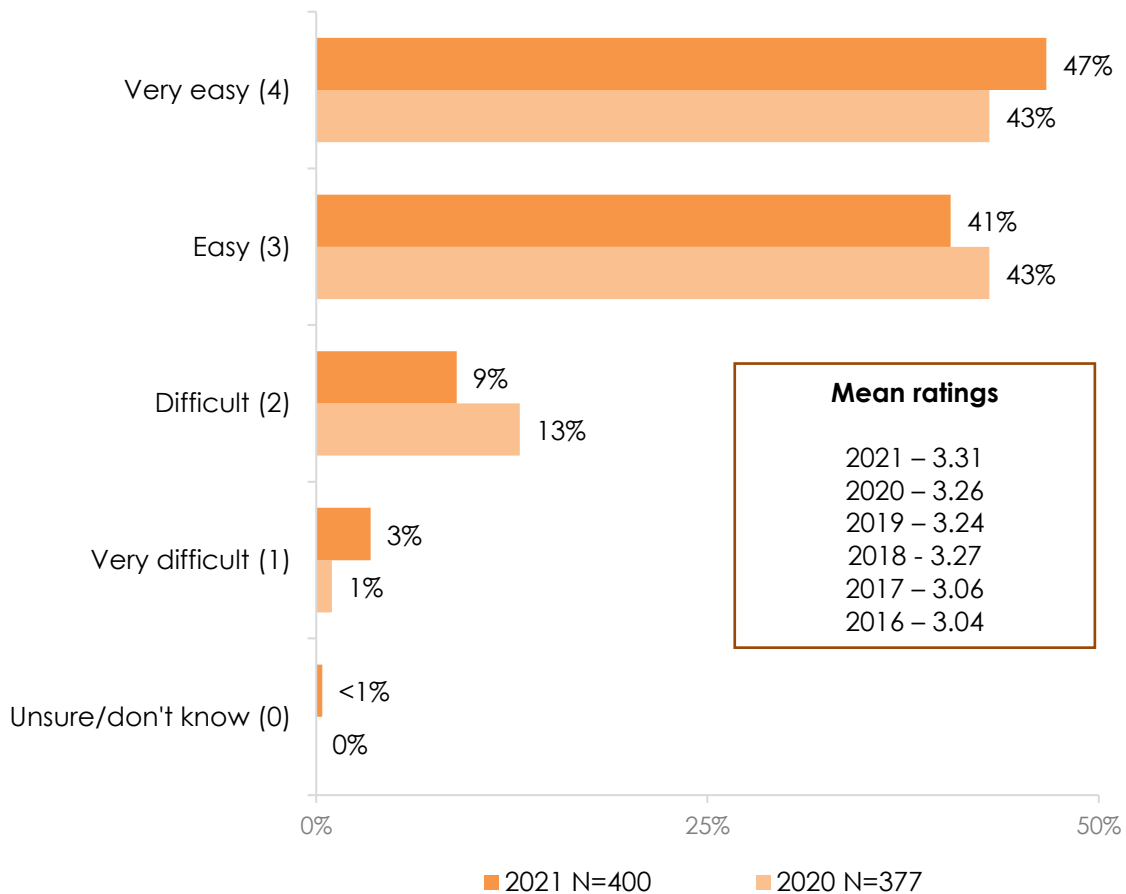
## Summary

88% of those that used the digital services in the last 12 months stated they found it easy/very easy to find information. The mean score of 3.31 out of 4 in 2021 has slowly increased since a score of 3.04 in 2016. Residents aged 18-44 are somewhat more likely to experience ease of finding information or services.

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

	Overall 2021	Overall 2020	Male	Female	18-34	35-44	45-64	65+	Used a desktop or laptop at home or work	Used a mobile device
Mean rating	3.31	3.26	3.29	3.32	3.38	3.43	3.19	3.18	3.28	3.36
Base	399	377	188	210	139	88	127	45	252	144

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



Scale: 1 = very difficult, 4 = very easy



# Ease of Finding Information or Services

## Summary

For those that found it easy or very easy to find information/services on the Access Canberra digital services, the main reason was that the information was clearly presented. For those who found it difficult or very difficult, the main reason was that they 'had difficulty navigating/finding what I was after' (78%).

Those who say it was very easy to find information or services are also more likely to say 'form easy to fill out' and 'able to complete in one visit'.

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

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

	All residents that have used digital services in the past 12 months	How easy was it to deal with the Access Canberra Digital Service		
		Difficult - very difficult (12%)	Easy (41%)	Very easy (47%)
Information clearly presented	60%	4%▼	60%	75%▲
Able to complete transaction in one visit	36%	0%▼	31%	51%▲
Form easy to fill out	26%	0%▼	19%▼	38%▲
Had difficulty navigating/finding what I was after	13%	78%▲	8%▼	0%▼
Didn't understand the information/question on the form	3%	9%▲	3%	0%▼
Had to find documents/card to complete transaction online	2%	11%▲	2%	0%▼
Other	15%	29%▲	14%	11%
Base	399	50	162	187

▲▼ = significantly higher/lower percentage (by level of ease)

Please see Appendix A for 'other specified' responses



# Satisfaction with Access Canberra Digital Service

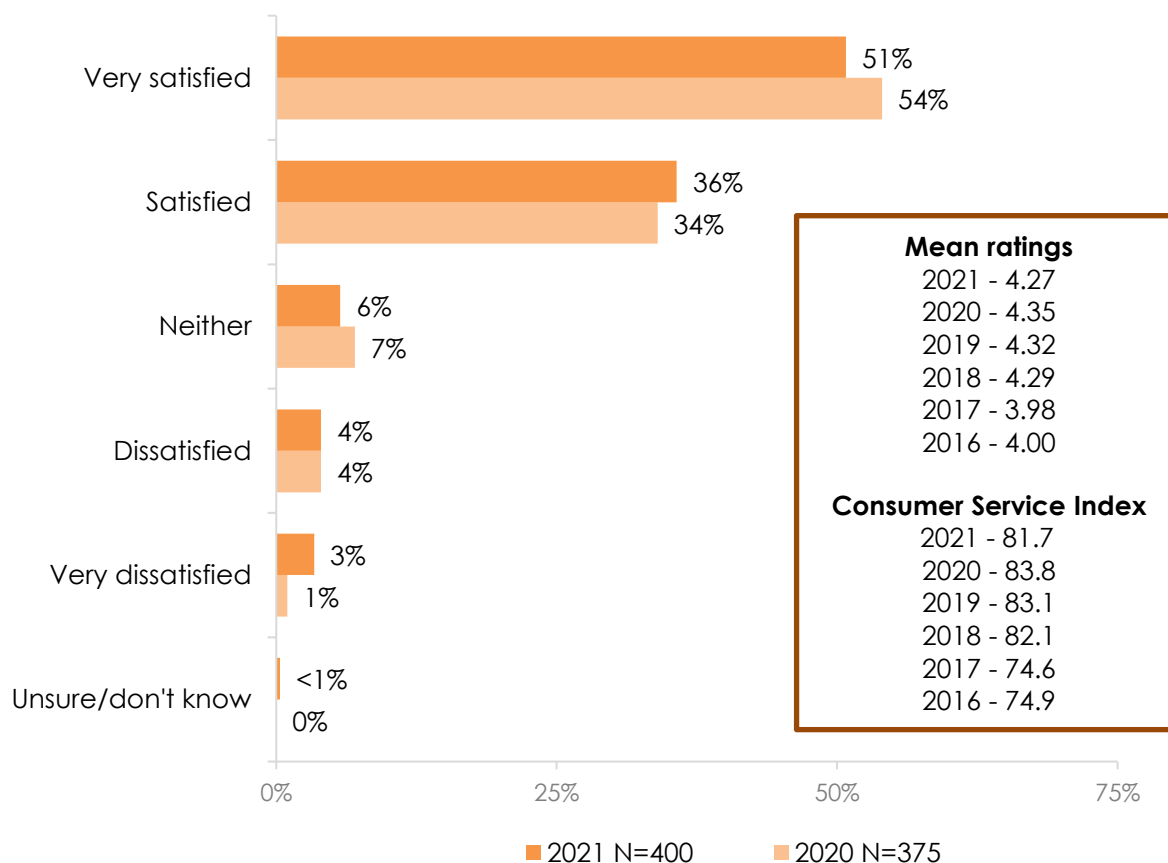
## Summary

87% of residents that had used the Access Canberra digital services were either satisfied or very satisfied with the service, on par with 2019 and 2020. Those who required more than one contact to resolve their issue are significantly less satisfied than those who resolved their issue on the first attempt.

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

	Overall 2021	Overall 2020	Gender		Age				Number of contacts to resolve issue	
			Male	Female	18-34	35-44	45-64	65+	One	More than one
Mean rating	4.27	4.35	4.15	4.37	4.30	4.25	4.23	4.32	4.43▲	3.20▼
CSI	81.7	83.8	78.9	84.3	82.6	81.2	80.7	82.9	85.8▲	55.0▼
Base	399	375	189	210	139	89	127	44	345	40

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



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



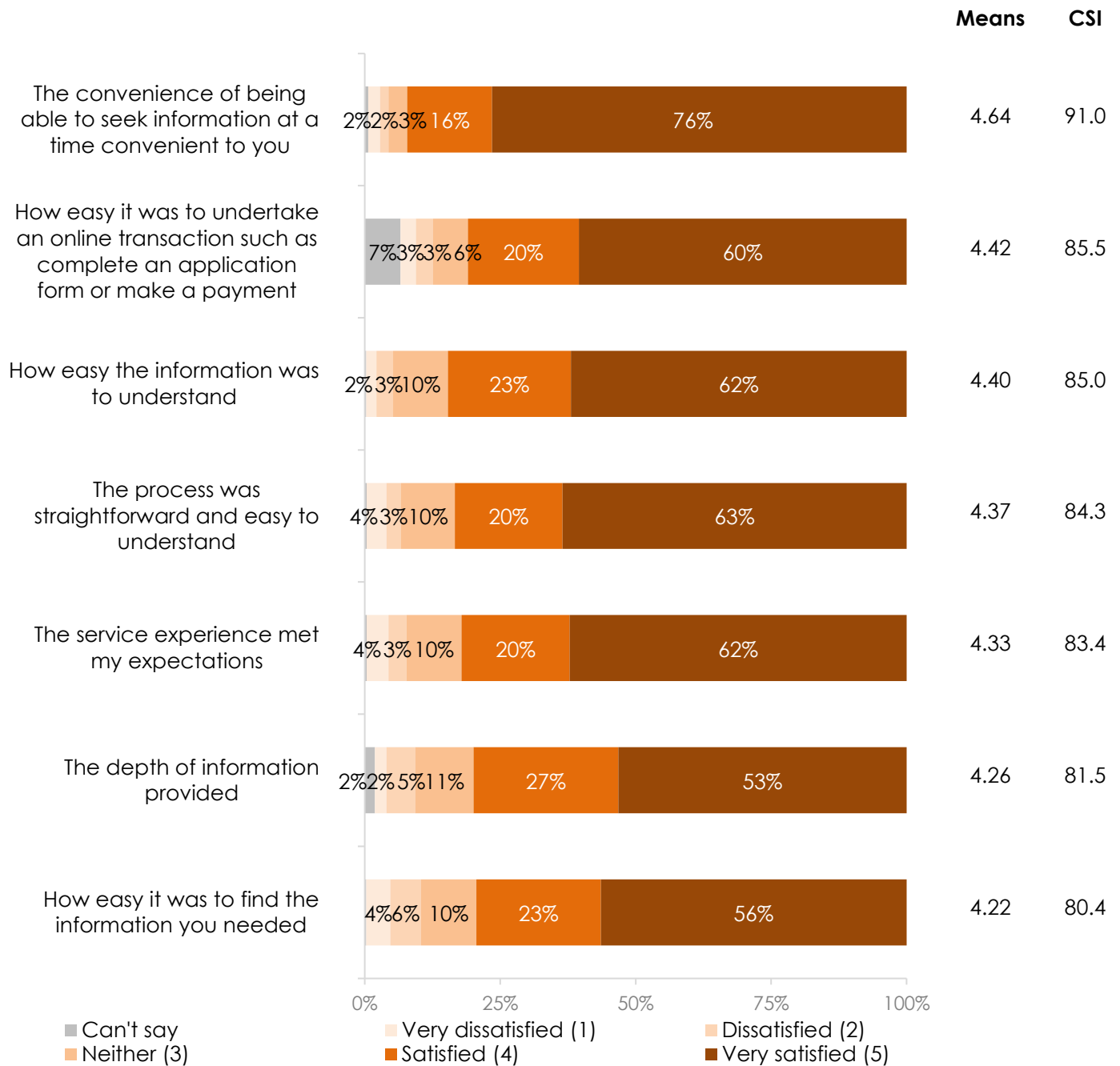


# Satisfaction with Specific Digital Services

## Summary

Mean satisfaction of Digital Services increased for 5 out of 7 attributes in 2021 (although not significantly). Convenience continues to be the area with the highest level of satisfaction, with 92% indicating they were satisfied/very satisfied. Satisfaction remains the lowest for 'how easy it was to find the information you needed', with 10% of users indicating they were dissatisfied/very dissatisfied, however, the mean score has improved marginally since 2020.

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



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

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

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





# Satisfaction with Specific Digital Services

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 ratings		CSI scores	
	2021	2020	2021	2020
The convenience of being able to seek information at a time convenient to you	4.64	4.70	91.0	92.5
How easy it was to undertake an online transaction such as complete an application form or make a payment	4.42	4.36	85.5	83.9
How easy the information was to understand	4.40	4.36	85.0	84.0
The process was straightforward and easy to understand	4.37	4.31	84.3	82.7
The service experience met my expectations	4.33	4.34	83.4	83.4
The depth of information provided	4.26	4.24	81.5	81.0
How easy it was to find the information you needed	4.22	4.12	80.4	77.9

	Gender		Age group			
	Male	Female	18-34	35-44	45-64	65+
The convenience of being able to seek information at a time convenient to you	4.61	4.67	4.75	4.63	4.57	4.48
How easy it was to undertake an online transaction such as complete an application form or make a payment	4.28	4.54▲	4.47	4.57	4.33	4.19▼
How easy the information was to understand	4.26	4.52▲	4.57▲	4.42	4.28	4.16▼
The process was straightforward and easy to understand	4.24	4.49▲	4.52	4.45	4.20	4.24
The service experience met my expectations	4.28	4.39	4.38	4.36	4.30	4.23
The depth of information provided	4.21	4.31	4.45▲	4.14	4.17	4.19
How easy it was to find the information you needed	4.10	4.32	4.26	4.28	4.19	4.04

	Household type				
	Couple with children	Couple	Single/living alone	Group/shared household	Single parent
The convenience of being able to seek information at a time convenient to you	4.60	4.65	4.44	4.96▲	4.94▲
How easy it was to undertake an online transaction such as complete an application form or make a payment	4.45	4.31	4.29	4.70	4.73▲
How easy the information was to understand	4.33	4.43	4.26	4.64	4.74▲
The process was straightforward and easy to understand	4.34	4.38	4.10	4.74▲	4.76▲
The service experience met my expectations	4.25	4.30	4.17	4.69▲	4.88▲
The depth of information provided	4.21	4.18	4.11	4.64▲	4.65▲
How easy it was to find the information you needed	4.19	4.15	3.98	4.64	4.64▲

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

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

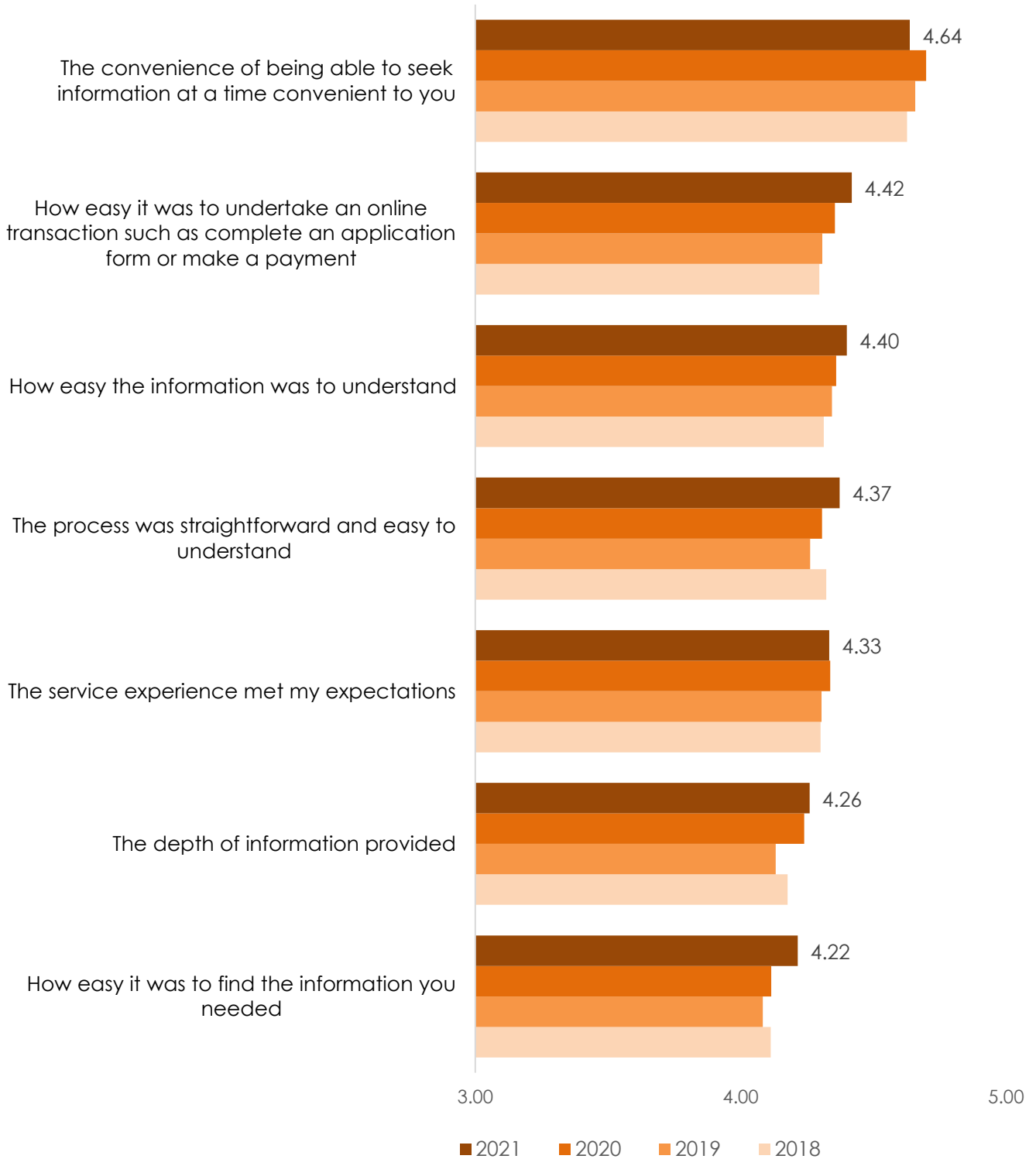
▲▼ = significantly higher/lower satisfaction (by group)



# Satisfaction with Specific Digital Services

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

Satisfaction with Specific Services Trend Data



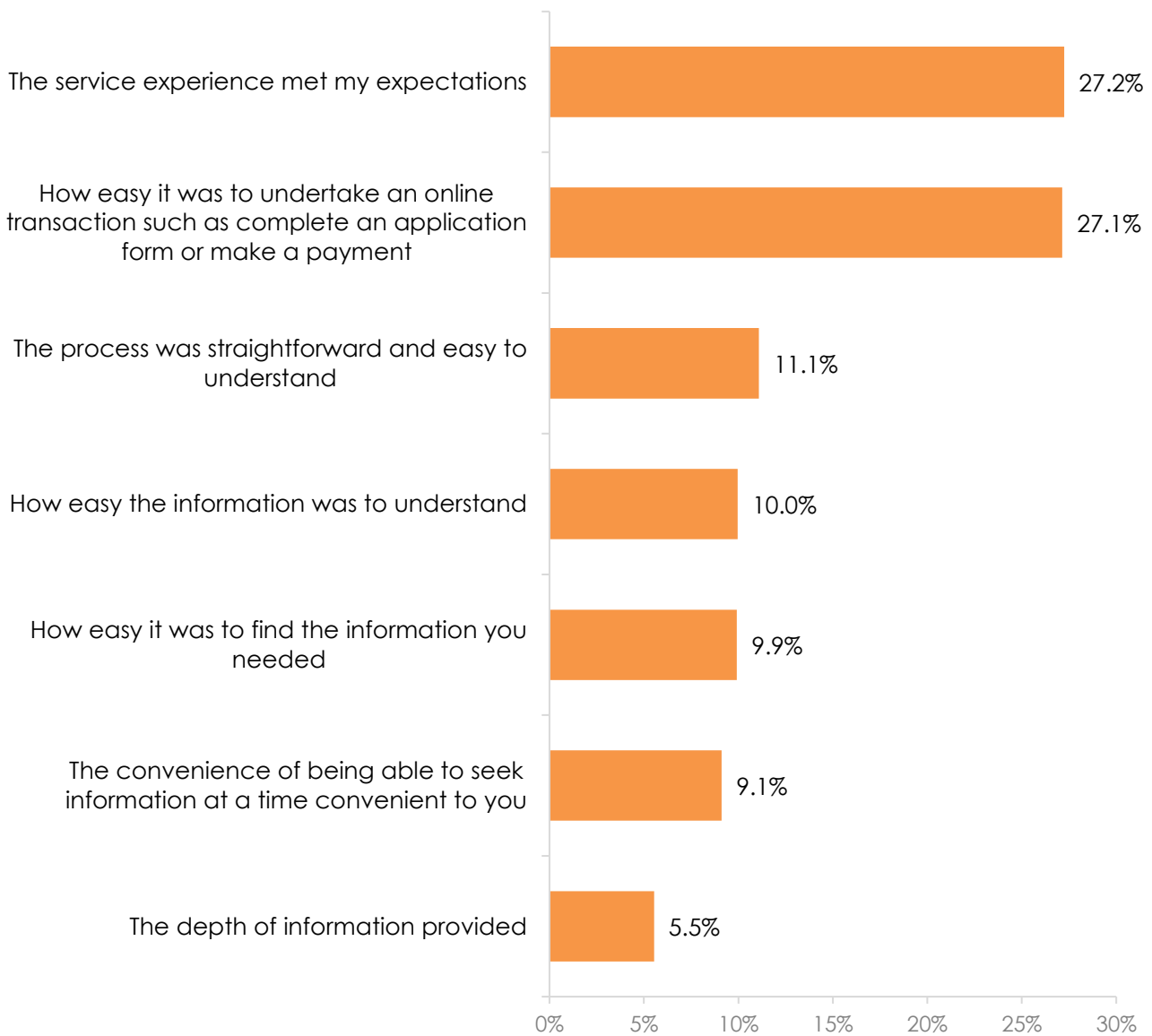
Mean scale: 1 = very dissatisfied, 5 = very satisfied



# Drivers of Overall Satisfaction with Digital Services

## Access Canberra Digital Services

The chart below illustrates the overall contribution that each attribute has towards overall satisfaction with Access Canberra Digital Services, based on a Regression analysis. 'The service experience met my expectations' was the strongest driver of overall satisfaction with the service (27.2%), closely followed by 'how easy it was to undertake an online transaction such as complete an application form or make a payment' (27.1%).

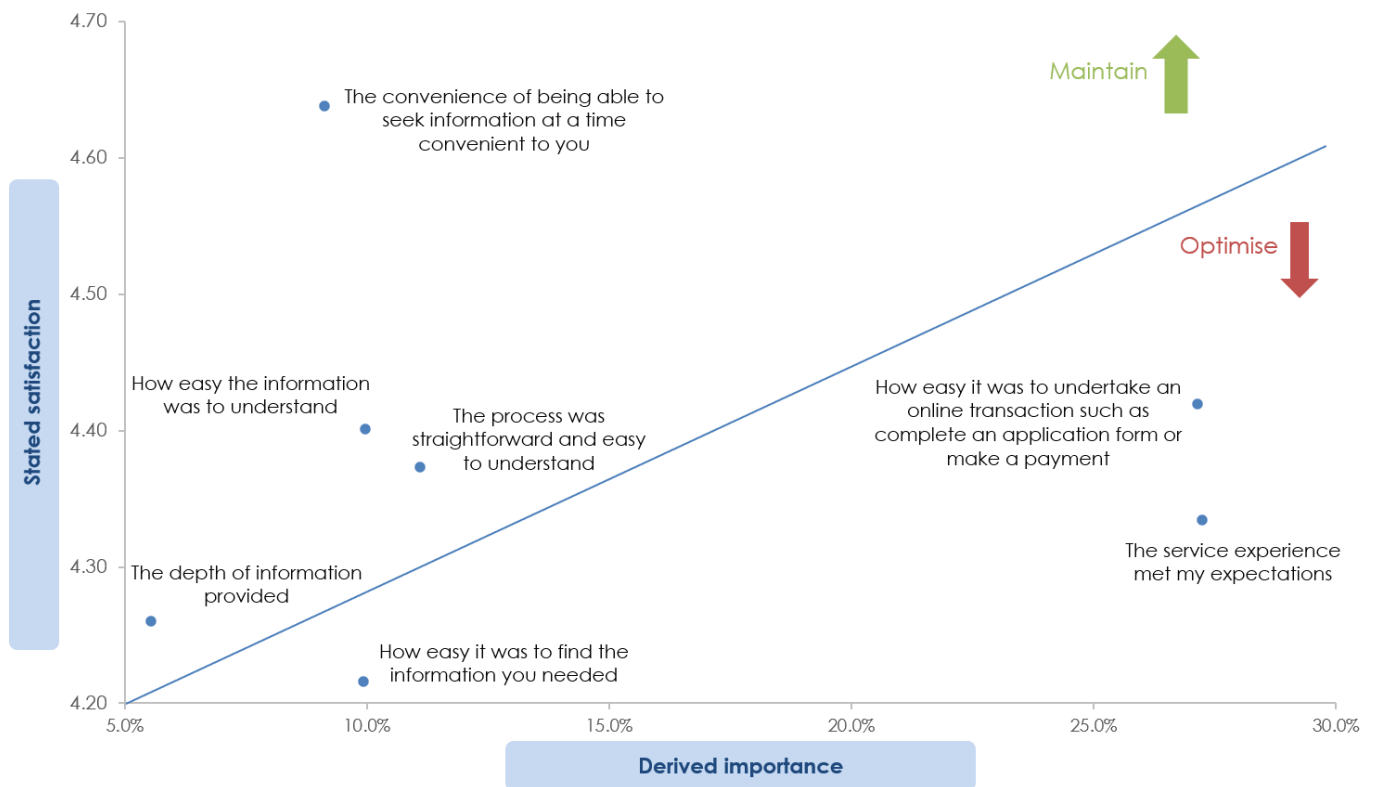


# Drivers of Overall Satisfaction with Digital Services

## Access Canberra Digital Services

The chart below plots the 2021 Regression score (previous page), against residents' stated satisfaction for Digital Services. Identifying methods to increase satisfaction with 'the service experience met my expectations', 'how easy it was to complete an online transaction' and 'how easy it was to find the information you needed', should lead to an increase in overall satisfaction by residents.

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

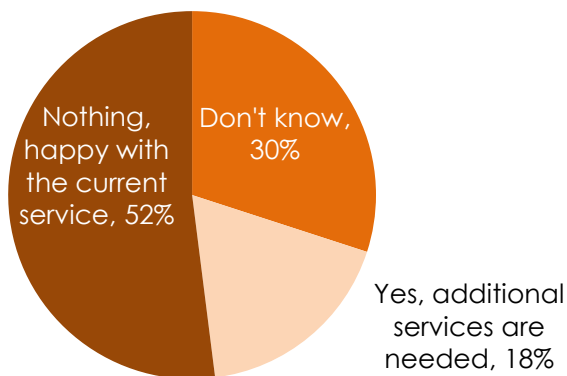


# Digital Services Not Currently Offered

## Summary

For those that have used Access Canberra digital services in the past 12 months, 52% stated that they are happy with the current services offered online – and a further 30% didn't know. For those who would like to see more services added (18%), the most common suggestion was 'incorporate MyWay cards/transport services'.

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



Base: N=371

	2021 N=371	2020 N=369
Yes, additional services are needed	18%	15%
Nothing, happy with the current service	52%	57%
Don't know	30%	28%

Suggested Services	Count	Suggested Services	Count
Incorporate MyWay cards/transport services	5	Registration confirmation	2
Digital ID/drivers licence	4	Register paperwork online e.g. birth of a child	2
Order additional number plates/renew number plates	4	Faster updates of COVID information/scenario planning and outcomes	2
Reminders about vehicle registration e.g. SMS, print out sticker	3	Pet registration	2
Rates payment services e.g. direct debit, payment history, change of address	3	Dangerous dogs hotline	2
Working with vulnerable people application/updates	3	Vaccination forms	2
Pensioner discounts offered online	2	Ability to renew drivers licence for 10 years online	2
Include opportunity to do hypothetical calculations	2	High risk licence renewal	2
Pay parking fines	2	Information for installing a fireplace/wood stove and chimney	2
Other certifications to be digitised	2	Complaint section	2

Please see Appendix A for full list of responses





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

# Overall Perceptions of Access Canberra

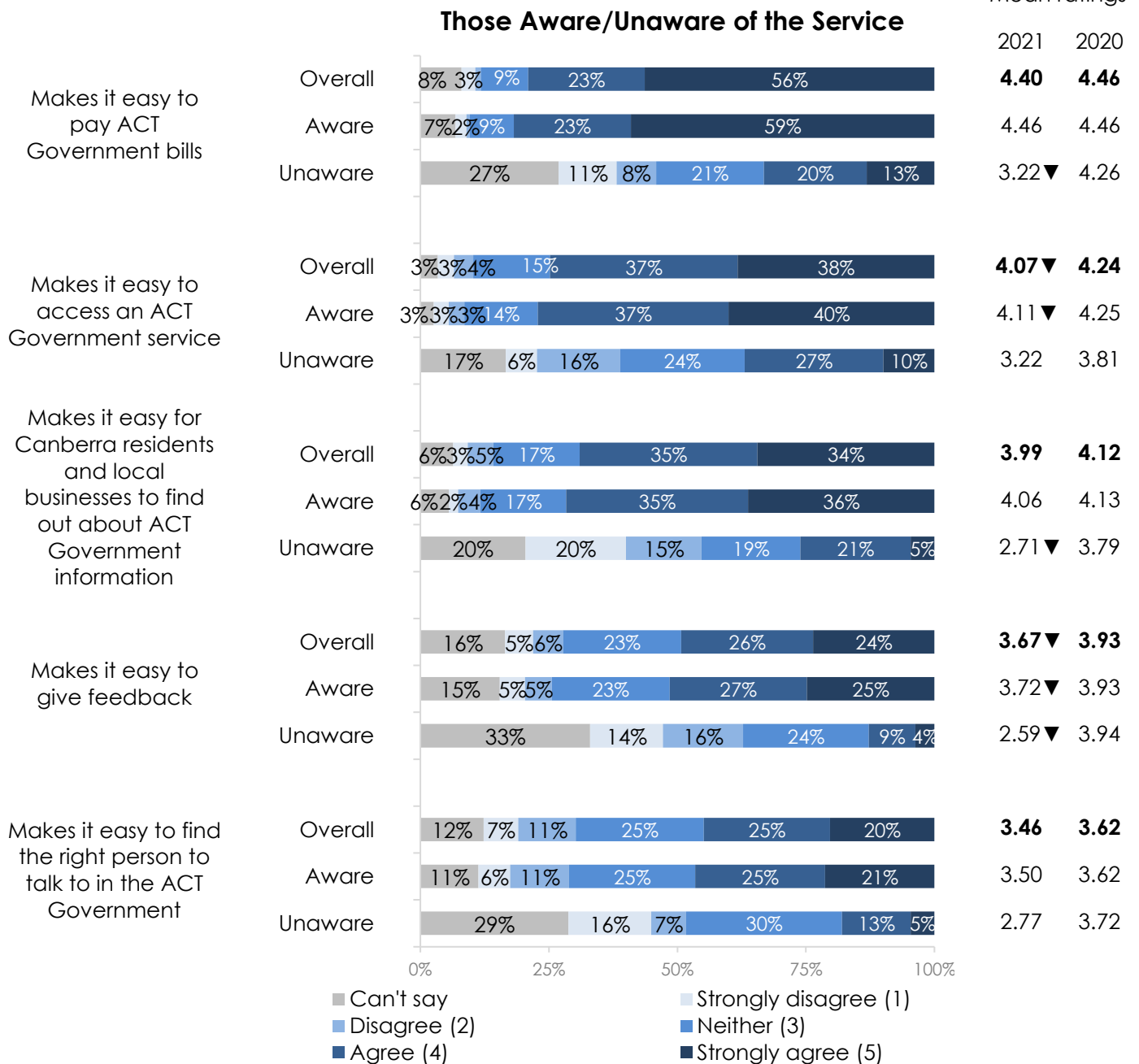
## Summary – Based on AWARENESS

The area with the highest level of agreement continues to be Access Canberra 'makes it easy to pay ACT Government bills', with 79% in agreement. The least agreed upon statement was that Access Canberra 'makes it easy to find the right person to talk to in the ACT Government' which has decreased significantly since 2020. Ease of giving feedback has also decreased significantly since last year. (Note: the 'unaware' scores are based on small samples).

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

Q7a. Based on all you know of Access Canberra, even if you have not used their services, overall how much do you agree, or disagree, that Access Canberra:

Mean ratings



Scale: 1 = strongly disagree, 5 = strongly agree. Note: Mean scores exclude 'can't say' responses. Base: overall N=600, aware N=565, unaware N=35, 2020 Base: overall N=606, aware N=580, unaware N=26. ▲ ▼ = significantly higher/lower level of agreement (by year)

# Overall Perceptions of Access Canberra

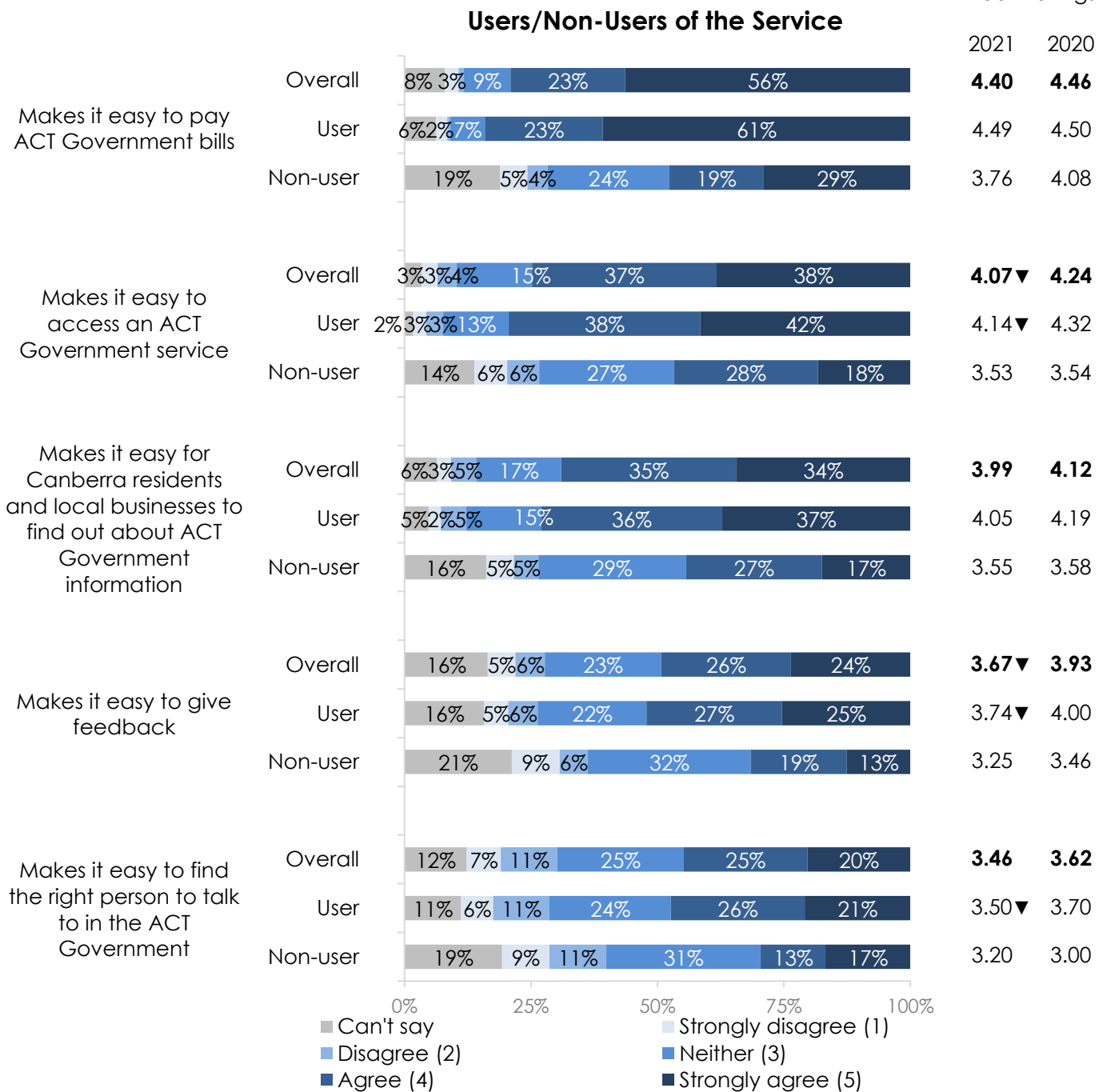
## Summary – Based on USAGE

Across all statements, Access Canberra 'users' were more likely to agree, than were 'non-users'. However, as per the previous page, results even amongst Users are generally down, significantly so for three attributes.

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

Q7a. Based on all you know of Access Canberra, even if you have not used their services, overall how much do you agree, or disagree, that Access Canberra:

Mean ratings



Scale: 1 = strongly disagree, 5 = strongly agree. Note: Mean scores exclude 'can't say' responses.  
 Base: overall N=600, user N=516, non-user N=84, 2020 Base: overall N=606, user N=527, non-user N=79.  
 ▲▼ = significantly higher/lower level of agreement (by year)

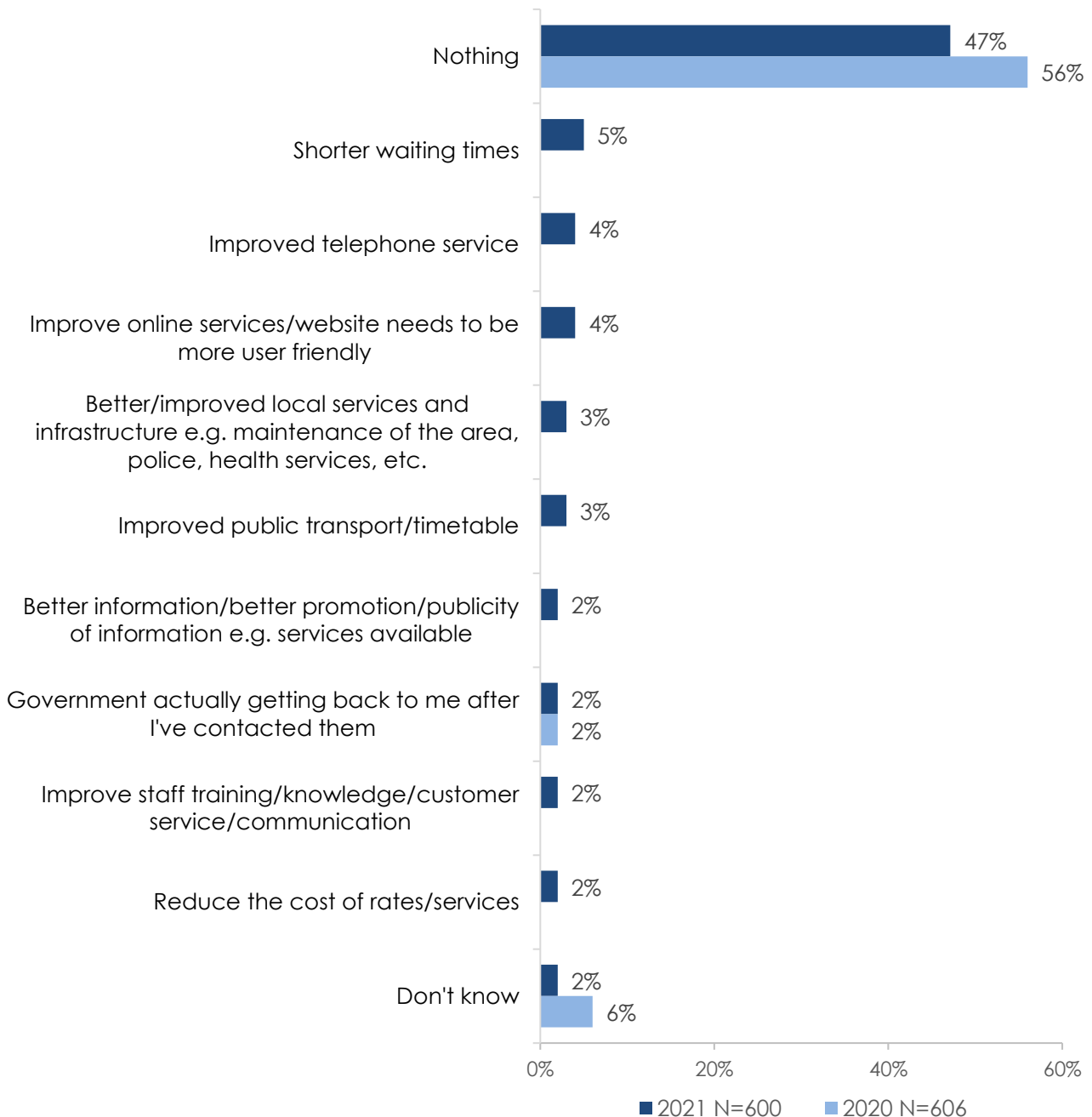


# Service Delivery Improvements

## Summary

In 2021, 47% of residents said 'Nothing/Can't say' when asked about areas of service delivery that they would like to see changed – this means 53% did suggest one or more changes – and as per the chart below the codes are fragmented and have largely changed since 2020. For those that made a suggestion, improvements to the Telephone Contact Centre, Digital Services and shorter waiting times were the most common responses – which are consistent with some of the earlier channel-specific findings this year.

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



Please see Appendix A for other responses



# **Section G – Service Delivery Options**

# Likelihood to Use Online License Update and Renewal Service

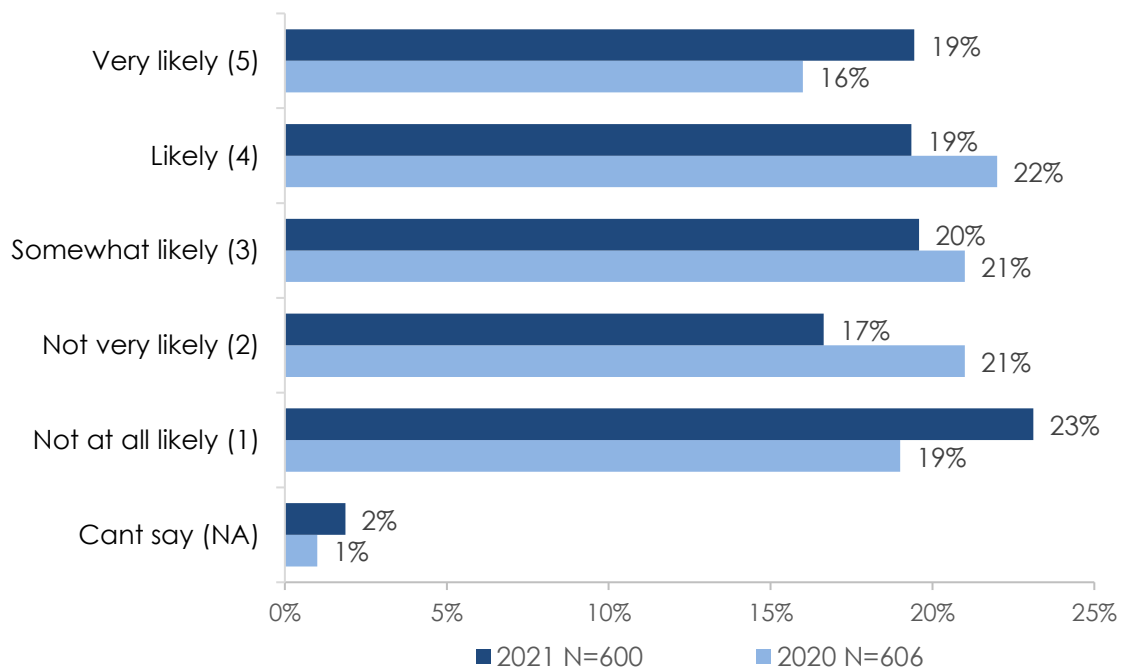
## Summary

58% of residents stated they would be at least somewhat likely to use the new service if it became available (almost identical to the 59% in 2020), with younger residents (18-34) significantly more likely.

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

	Overall 2021	Overall 2020	Used Access Canberra services in the past 12 months			
			User	Non-user	Used digital services	Not used digital services
Mean rating	2.95	2.94	2.96	2.88	2.99	2.86
Base	589	598	509	80	418	170

	Gender		Age			
	Male	Female	18-34	35-44	45-64	65+
Mean rating	2.83	3.08	3.40▲	2.88	2.77	2.33▼
Base	285	302	211	113	176	89



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

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

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



# Preferred Method of Receiving ACT Government Bills

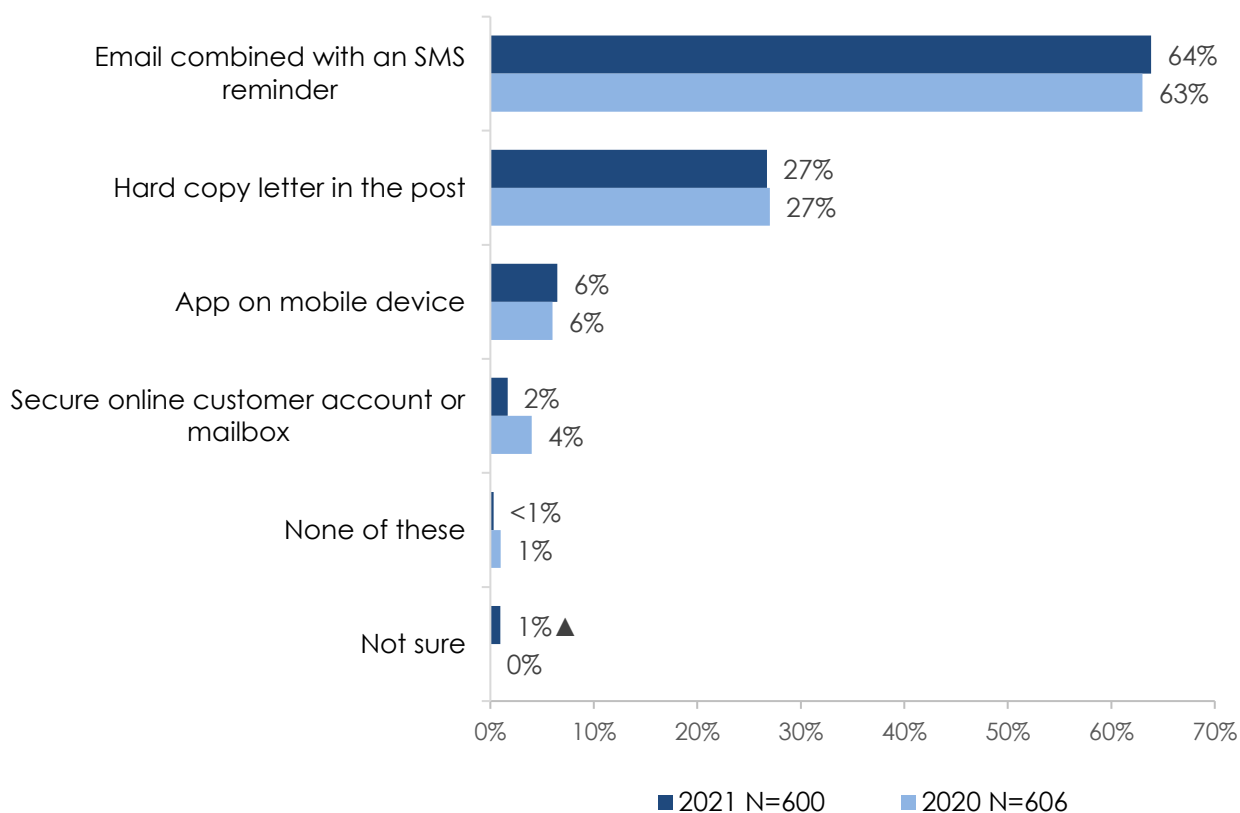
## Summary

The most preferred method overall for receiving ACT Government bills was email combined with an SMS reminder. Information distributed via email/SMS and mobile app is preferred by younger residents, whilst older residents prefer traditional hard copy letters. Results are virtually identical to 2020.

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

	Overall 2021	Overall 2020	Male	Female	18-34	35-44	45-64	65+
Email combined with an SMS reminder	64%	63%	62%	66%	74%▲	71%	60%	40%▼
Hard copy letter in the post	27%	27%	29%	25%	12%▼	18%▼	35%▲	54%▲
App on mobile device	6%	6%	7%	6%	11%▲	10%	2%▼	<1%▼
Secure online customer account or mailbox	2%	4%	2%	1%	2%	1%	1%	3%
None of these	<1%	1%	0%	1%	0%	0%	1%▲	<1%
Not sure	1%▲	0%	<1%	1%	1%	0%	1%	2%
Base	600	606	290	308	211	113	179	97

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



# **Section H – Quality of Life**



# Quality of Life in the ACT

## Summary

Perceived quality of life in the ACT remains high, with 94% of residents rating it as good to excellent. The slight decrease in overall quality of life rating is due mainly to a decrease in the proportion of residents who provided an 'excellent' rating – and a slight increase in 'fair' to 'very poor' ratings. The result is a small but significant decline in the overall mean score.

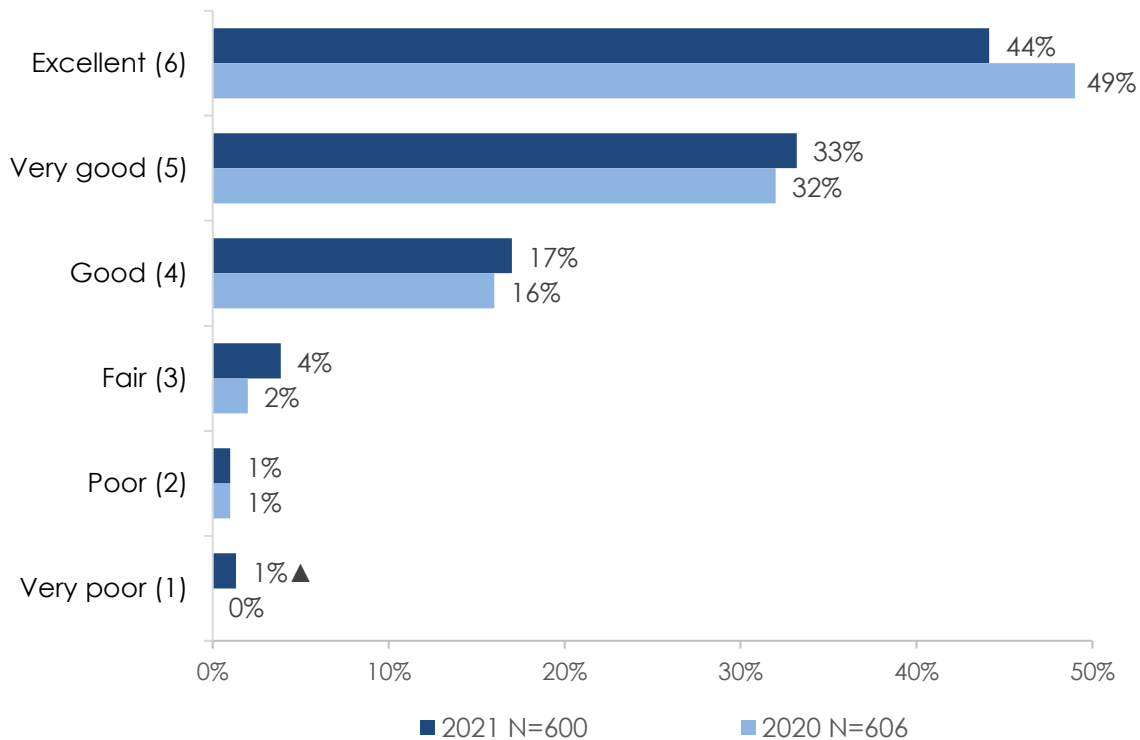
Quality of life continues to be marginally higher among those that were aware of Access Canberra as well as those that used Access Canberra services in the past 12 months.

Q10. Overall, how would you rate the quality of life you have living in the ACT?

	Overall 2021	Overall 2020	Male	Female	18-34	35-44	45-64	65+
Mean ratings	5.12▼	5.26	4.98▼	5.23▲	5.13	5.09	5.18	4.99
Base	600	606	290	308	211	113	179	97

	Aware of Access Canberra	Unaware of Access Canberra	User of Access Canberra in past 12 months	Non-user of Access Canberra in past 12 months
Mean ratings	5.14	4.69	5.15	4.92
Base	565	35	516	84

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



Scale: 1 = very poor, 6 = excellent





# Demographics

# Demographics

Q11. What is your gender?

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

Base: N = 600

Q12. What age bracket are you in?

	%
18-24 years	6%
25-34 years	29%
35-44 years	19%
45-54 years	13%
55-64 years	17%
65+ years	16%

Base: N = 600

Q13. What is your family status?

	%
Couple (children at home)	36%
Couple (no children at home)	29%
Single/living alone	20%
Single parent (children at home)	7%
Group/shared household	6%
Other	2%

Base: N = 600

Other specified	Count
Living with parents/other family	12
Couch surfing	2
Prefer not to say	1
Don't know	1





# Demographics

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

	%
Currently in full time paid employment	49%
Retired from paid employment	21%
Currently in part time paid employment (at least 10 hours a week)	12%
Currently in casual paid employment	5%
Currently looking for paid employment	4%
Studying at school, TAFE, or university	3%
Home duties	3%
Other	3%

Base: N = 600

Other specified	Count
Disability	6
Retired	4
Maternity leave	4
Career break	2
Unemployed – not actively seeking employment	2
Self employed	1

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

	%
Yes	2%
No	98%

Base: N = 600

Q16. Are you a current or past member of Australia's armed services?

	%
Yes, current member	1%
Yes, past member (i.e. veteran)	3%
No	96%

Base: N = 600



# Demographics

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

	%
Yes	19%
No	81%

Base: N = 600

Q17b. (If yes on Q17a), What language or languages do you primarily speak at home?

Languages spoken	Count	Languages spoken	Count
Mandarin	19	Swahili	3
Korean	9	Vietnamese	3
Spanish	9	Greek	2
Croatian	6	Italian	2
French	6	Punjabi	2
Hindi	6	Tagalog	2
Dinka	5	Bangla	1
Thai	5	Czech	1
Arabic	4	Hungarian	1
Bengali	4	Maltese	1
Cantonese	4	Polish	1
Indonesian	4	Servina	1
Macedonian	4	Tamil	1
Nepalese	4	Telugu	1
German	3	Tongan	1
Portuguese	3	Turkish	1
Russian	3		

Q17c. (If yes on Q17a), Do you believe having English as a second language reduces the quality of service you receive from Access Canberra?

	%
Yes	20%
No	80%

Base: N = 111



# Demographics

Q18. What suburb do you live in?

Suburb	N=600	Suburb	N=600	Suburb	N=600
Belconnen	4%	Dickson	1%	Waramanga	1%
Kaleen	3%	Downer	1%	Weetangera	1%
Kambah	3%	Evatt	1%	Weston	1%
Nicholls	3%	Fisher	1%	Wright	1%
Bonython	2%	Flynn	1%	Yarralumla	1%
Braddon	2%	Forde	1%	Acton	<1%
Coombs	2%	Franklin	1%	Barton	<1%
Dunlop	2%	Garran	1%	Canberra airport	<1%
Florey	2%	Giralang	1%	Chapman	<1%
Gungahlin	2%	Gordon	1%	Cook	<1%
Hackett	2%	Gowrie	1%	Duffy	<1%
Holt	2%	Greenway	1%	Fadden	<1%
Macgregor	2%	Griffith	1%	Farrer	<1%
Ngunnawal	2%	Harrison	1%	Forrest	<1%
Turner	2%	Hawker	1%	Fraser	<1%
Wanniassa	2%	Higgins	1%	Gilmore	<1%
Watson	2%	Isabella Plains	1%	Hall	<1%
Ainslie	1%	Kingston	1%	Holder	<1%
Amaroo	1%	Lynham	1%	Hughes	<1%
Aranda	1%	Lyons	1%	Isaacs	<1%
Banks	1%	Macquarie	1%	Latham	<1%
Bonner	1%	Mawson	1%	Lawson	<1%
Bruce	1%	Mckellar	1%	Macarthur	<1%
Calwell	1%	Melba	1%	Moncrief	<1%
Campbell	1%	Monash	1%	O'Malley	<1%
Casey	1%	Narrabundah	1%	Page	<1%
Charnwood	1%	O'Connor	1%	Pearce	<1%
Chifley	1%	Oxley	1%	Reid	<1%
Chisholm	1%	Palmerston	1%	Spence	<1%
City	1%	Phillip	1%	Stirling	<1%
Conder	1%	Richardson	1%	Symonston	<1%
Crace	1%	Rivett	1%	Torrens	<1%
Curtin	1%	Scullin	1%		
Deakin	1%	Taylor	1%		
Denman Prospect	1%	Theodore	1%	Other	1%

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

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

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

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



# **Appendix A – Additional Analysis**



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

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

## Results by Demographics

	Overall	Male	Female	18-34	35-44	45-64	65+
Belconnen	23%	20%	26%	18%	15%	31%	26%
Woden	22%	23%	21%	20%	21%	21%	30%
Tuggeranong	21%	15%▼	29%▲	18%	23%	24%	22%
Gungahlin	20%	25%	14%	28%	24%	15%	10%▼
Dickson	7%	7%	7%	7%	11%	6%	6%
Civic Driver Licence Service	2%	2%	2%	2%	0%	2%	1%
Mitchell	2%	3%	0%	2%	6%	0%	0%
Hume Motor Vehicle Inspection Station*	1%	2%	0%	2%▲	0%	0%	1%
Not sure/can't recall	2%	3%▲	0%▼	2%	0%	0%	2%
Base	262	141	121	98	41	81	42

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

\* Hume Motor Vehicle Inspection Station was added to the survey in 2021 after being mentioned by a respondent.



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

Q4c. What was this contact in relation to?

Other specified	Count
Registrations/change in ownership e.g. caravans, motorcycles, trailers	9
New number plates/replacement plates/plates for another state	8
Changing/updating details	6
Seniors Card/ Pensioner benefits	5
Bus card/My Way Card/travel concession	4
Births, Deaths and Marriages Register	4
Property title/land ownership	4
Work related licences e.g. security, plumbing	4
Proof of age/photo ID	3
Accident	2
General information e.g. tram services, power of attorney, etc.	2
Business car decals	2
Parking e.g. permits and fines	1
Health services e.g. medical form renewal, medical refunds	1
Firearms	1
Truck log book	1
Trees	1
Unemployment benefits	1
Prefer not to say	1
Don't know/don't recall	2



# Ease of Dealing with Access Canberra Service Centre

- Q4e. How easy was it to deal with the Access Canberra Service Centre?  
 Q4f. Why do you say that it was (previous answer)?

Very easy/easy - Other specified	Count
Helpful/friendly staff	20
Simple/easy process	8
Convenient e.g. close to home/work	6
Easily accessible/good parking	4
Need longer opening hours	4
Had no issues with the transaction/met my expectations	2
Instructions were set out clearly during COVID-19	2
Process was a bit confusing	2
Too many COVID measures/restrictions	2
Being able to speak to someone face to face	1
Don't like using computers due to age and tech skills	1
Issue wasn't resolved	1
Lack of parking	1
Pleasant waiting experience	1
Don't know/nothing	1
Difficult/very difficult - Other specified	Count
Long process	7
Lack of training/awareness of staff	2
Problems with security	2
Too many COVID measures/restrictions	2
Unclear queueing	2
Couldn't find the centre	1
Given the wrong information by staff	1
Issue wasn't resolved	1
Process was a bit confusing	1



# Satisfaction with Service Received at Service Centre

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

Other specified	N=78
Shorter wait times/faster service	41%
More knowledgeable staff/staff training	14%
Nothing - happy with service	9%
More friendly/customer orientated	6%
Reminder services for renewals	5%
Resolving issues during the first visit/instance	5%
Ability to book appointments	4%
Extended operating hours	3%
Number plates posted instead of requiring collection in person	3%
Provide more information/explanation to customers	3%
Issue drivers licence on the spot	2%
Increase staff	1%
More service centre locations	1%
Prefer dealing with staff face to face	1%
Extended online services	<1%
Improve responsiveness to complaints	<1%
Make centres more accessible/easy to travel to	<1%
Unclear process/guidelines	<1%
Updated information on residents	<1%
Don't know/nothing	10%





# Satisfaction with Specific Services Received at Service Centre

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

	Can't say	Very dissatisfied	Dissatisfied	Neither	Satisfied	Very satisfied	Base
How polite staff were	1%	0%	0%	3%	20%	77%	262
The fairness of the staff in dealing with your transaction	1%	0%	0%	2%	19%	77%	262
The willingness of staff to assist you	1%	1%	0%	4%	17%	77%	262
The Concierge who may have greeted you when you arrived	5%	1%	0%	5%	19%	70%	262
The staff thoroughly handling your matter	1%	1%	1%	3%	23%	71%	262
How easy the information was to understand	2%	0%	4%	4%	19%	70%	262
The knowledge of the staff	2%	0%	4%	5%	21%	68%	262
Staff clearly explaining what you needed to know	1%	4%	1%	7%	19%	68%	262
The amount of time taken by staff to assist you	1%	3%	3%	9%	27%	57%	262
The speed of response	1%	5%	4%	8%	22%	61%	262
The length of time you waited to be served	1%	9%	6%	19%	25%	40%	262



# Details of Most Recent Call to the Telephone Contact Centre

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

Other specified	Count
Report an issue to be investigated	9
Housing/real estate information	9
General information e.g. local services, heritage, etc.	7
Tree management/removal	6
Registrations/change in ownership/disposal	5
Business services	3
Births, Deaths and Marriages Register	2
Booking a COVID vaccine	2
Enquiring/ordering bins/waste collection services	2
Giving notice of my visit	2
Health service enquiry	2
Refunds	2
Transport services	2
Animal control	1
Arrange a direct debit for utilities	1
Footpaths maintenance	1
Legal services	1
New number plates/replacement plates	1
Paperwork not received	1
Parking e.g. permits	1
Requesting contact information for parliament members	1
Seniors Card	1
Tax returns	1
Volunteering	1
Water and sewerage services	1
Unsure/don't recall	4



# Ease of Dealing with Access Canberra Contact Centre

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

Q5e. Why do you say that it was (insert answer from Q5d)?

<b>Very easy/easy - other specified</b>	<b>Count</b>
Attended to politely and correctly	3
Had to call several times	2
They never followed up	2
Faster call times/shorter waiting time	1
Had no issues	1
Had to find the telephone number	1
Menu options were clear	1
Was quick/convenient	1
Can't remember	1
<b>Difficult/very difficult - other specified</b>	<b>Count</b>
The call wasn't answered/couldn't get through/got disconnected	12
Transferred too many times/unable to speak to the right person	5
Website was confusing, had to call for help	4
Staff were difficult to deal with	2
Struggled with number menu at start of call	2
Took too long to respond	2
Was told it was my fault	2
Issue is not resolved	1
Faster call times/shorter waiting time	1
Frustrating experience	1
Prefer speaking to a human	1



# Satisfaction with Service Received from the Contact Centre

- Q5f. Overall, how satisfied or dissatisfied were you with the service you received from the Contact Centre during your last call?
- Q5g. What would have to change to make you very satisfied with the Access Canberra telephone Contact Centre service? (Open response)

	N = 88
Shorter wait times/faster service	32%
More friendly/customer orientated	16%
More knowledgeable staff/staff training	12%
Prefer to speak to a human instead of automated options and repetitive messages	6%
Need follow up calls/feedback	5%
Provide more information/capability on website so no need to call the contact centre	5%
Couldn't get through to contact centre	4%
Easier/more direct way to contact the person needed	4%
Clearer options for departments on the phone	3%
Better coordination/communication with service centres	3%
Improved language skills e.g. speaking better English	2%
More staff	2%
Provide call back option	2%
Information about wait time	1%
Provide more information/clearer information	1%
Nothing - happy with service	1%
Change of system operation	<1%
Provide more assistance in local issues	<1%
Take notice of community feedback/opinions	<1%
Don't know/nothing	23%



# Details of Most Recent Use of Digital Services

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

Other specified	Count	Other specified	Count
Enquiry/obtaining a green bin/bins and waste collection services	11	Registrations e.g. car, trailer, motorbike	2
General information e.g. public transport information and timetables, recycling, community services, legal issues, etc.	11	Registration/change of number plates	2
Making a payment	10	Stamp duty	2
Bus/public transport card	6	Youth allowance	2
Reporting an issue to be investigated	6	Car insurance	1
Update details e.g. address	5	Certificate submission	1
Tree management/removal	4	Firearms license	1
Births, deaths and marriages register	3	'Fix your street' form	1
Property matters	3	Obtaining documentation	1
Business applications/registrations	2	Pet registration	1
Electrical job form	2	Solar panel rebates	1
Footpaths and roads	2	Tax services	1
JP registration	2	Vaccination history	1
Land transfer	2	Water and sewerage services	1
Parking and permits	2	Don't recall	6



# Ease of Finding Information or Services – Digital Services

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

Very easy/easy - other specified	Count
Easy to navigate/information was easy to find	10
Got to the website through a simple Google search	7
Familiar with the website as I've used it before	6
Simple email link	6
The search engine function was good	5
Difficult to navigate	2
Struggled to use computer/not tech savvy	2
Could only find form through Google search	1
Didn't get automatic registration confirmation	1
Entering your car registration makes it easy	1
Fix My Street was hard to find	1
Had no issues	1
Had to request help via contact centre or service centre staff	1
Information needed was on the paperwork mailed out	1
Website translates well to a mobile phone	1
Don't know	2
Difficult/very difficult - other specified	Count
Difficult to navigate	6
Could not find the information I was looking for	2
Had to request help via contact centre or service centre staff	2
Lack of depth of information	2
Could only find form through Google search	1
Easy to navigate/information was easy to find	1
Not recognising login details	1
Struggled to use computer/not tech savvy	1
Don't know/can't recall	1



# Satisfaction with Access Canberra Digital Service

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

Q6h. (If less than very satisfied in Q6g), what would have to change to make you very satisfied with the Access Canberra Digital Service?

	N=196		N=196
Better format/more user friendly/update the website	31%	Mobile/tablet compatibility	1%
Clearer information	15%	More electronic reminders/updates	1%
Better structured/more intuitive online forms	3%	More information about service centre locations	1%
Complete drivers licence renewal online/renew drivers licence for 10 years online	3%	More online services	1%
Technical issues e.g. broken links, speed, system issues	3%	Need for a help line/chat bot	1%
Easier login/verification and password reset process	2%	Payment methods accepted online/in person	1%
Easier to check/top up MyWay balance	2%	Prefer face-to-face interactions	1%
Nothing - happy with the service	2%	Ticket history doesn't show up in my profile	1%
Reduce wait times/faster response	2%	Asked to provide too much/irrelevant information	<1%
A confirmation email/response from Access Canberra	1%	Better follow up/resolution of complaints	<1%
Automatic renewals	1%	Cost of government services is high	<1%
Centre hours should be extended	1%	Make the website easier to find online	<1%
Include a loop check for age relating to eye testing	1%	More assistance for retirees	<1%
Information for transferring licence between states	1%	Transactions should be able to be made in person	<1%
Limited workflow	1%		
Mobile app for Access Canberra	1%	Don't know/nothing	34%



# Satisfaction with Specific Digital Services

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

	Can't say	Very dissatisfied	Dissatisfied	Neither	Satisfied	Very satisfied	Base
The convenience of being able to seek information at a time convenient to you	1%	2%	2%	3%	16%	76%	400
How easy it was to undertake an online transaction such as complete an application form or make a payment	7%	3%	3%	6%	20%	60%	400
How easy the information was to understand	0%	2%	3%	10%	23%	62%	400
The process was straightforward and easy to understand	0%	4%	3%	10%	20%	63%	400
The service experience met my expectations	0%	4%	3%	10%	20%	62%	400
The depth of information provided	2%	2%	5%	11%	27%	53%	400
How easy it was to find the information you needed	0%	4%	6%	10%	23%	56%	400





# Digital Services Not Currently Offered

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

Suggested Services	Count	Suggested Services	Count
Digital ID/drivers licence	9	Registration confirmation	2
Incorporate MyWay cards/transport services	5	Type B gas appliance submission	2
Order additional number plates/renew number plates	4	Vaccination forms	2
Rates payment services e.g. direct debit, payment history, change of address	3	Applying for cards/permits e.g. driver's licence, seniors card, parking permit	1
Reminders about vehicle registration e.g. SMS, print out sticker	3	Being able to pay/book an extra bin online	1
Working with vulnerable people application/updates	3	Digital transfer of money onto digital account	1
Ability to renew drivers licence for 10 years online	2	Disposal of vehicles	1
Apply for working with vulnerable people card online	2	Easier navigation/user friendly digital service	1
Complaint section	2	Easier to pass on information about road concerns	1
Dangerous dogs hotline	2	Fair trading option/service	1
Faster updates of COVID information/scenario planning and outcomes	2	Free services e.g. buses, dental, health, etc.	1
Gas start works notice online	2	Improved accessibility e.g. for blind people	1
High risk licence renewal	2	Include aged care services	1
Include opportunity to do hypothetical calculations	2	Link library services	1
Information for installing a fireplace/wood stove and chimney	2	Pay land tax	1
Other certifications to be digitised	2	Pay with a credit card online	1
Pay parking fines	2	Plumbing inspections e.g. taking a photo and uploading it	1
Pensioner discounts offered online	2	Report issues with street e.g. 'Fix my Street'/faster response	1
Pet registration	2	Sewerage and electrical plans for older properties	1
Plan better for residents travelling interstate	2	Ticketing system for feedback and issues reported indicating progress/updates	1
Register paperwork online e.g. birth of a child	2	Transfer registration information easier to find	1



# Service Delivery Improvements

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

	Count		Count
Availability of public housing	8	Certifications to be digitalised	2
Improved postal/mail service e.g. faster/more frequent deliveries, tracking	8	Disability services/NDIS transparency	2
Provide a response/follow up	8	Easier certification of modified vehicles e.g. campervans	2
Extended operating hours	7	Extending ACT mental services	2
More online services/capabilities	7	Getting reminders for when things are due	2
Improved Fix My Street service/reporting issues	6	Housing builder needs to do what is required by customer	2
Aged care services	4	More support for business dealings with Access Canberra	2
Alternative options/flexibility	4	Reduce speeding fines	2
Better resource allocation/spending	4	Streamline swimming pool approval process	2
Consultation e.g. within the community and the government	4	Tree assessment/policy	2
Easier contact centre process/faster service	4	Ability to book an appointment	1
More effective complaints system	4	Accept cash at Service Centres	1
More service centre locations	4	Animal management	1
Easier licence renewal/updating details	3	Automatic registration confirmation/receipt after payment	1
Improved Centrelink services	3	Changing the overall service	1
Planning e.g. forward planning, planning for the area	3	Checking accuracy of data input	1
Small business advice and coverage	3	Clear contact information for relevant services/departments	1
Structure of Government	3	Digital phone licenses	1
Allow debit/credit cards to be used for public transport instead of travel cards	2	Direct contact lines/directory/transferred to correct department	1
Better access to services/ease of access to Service Centres	2	Easier appeal process/clear information regarding fines and infringements	1
Better front desk coordination/efficiency in service centres	2	Free legal advice	1



# Service Delivery Improvements

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

	Count		Count
Improve service for homeless people	1	More access to Parks and Recreation/Wildlife services	1
Improved building accessibility for those with disabilities	1	More discounts for people with disabilities	1
Improved development application processing	1	More interface for blind and disabled people	1
Make COVID vaccines and information easier to receive	1	Receive information about infrastructure and zoning	1
Make the process easier	1	Support for strata living	1



# **Appendix B – Questionnaire**



**Section 1: Awareness and Usage**

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

- Yes – aware
- No – unaware

**Q2a. Access Canberra is a customer service facility that allows ACT residents to access a whole range of ACT Government Services, such as car registrations, administration of development applications, licences and rate payments – residents can use Access Canberra to perform services, seek advice, provide feedback, lodge complaints about a particular government service, etc. Access Canberra has Service Centres that you can visit, a phone centre you can call, plus a digital service including a website, online forms, online payments and online webchat and there are other services for businesses.**

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

- Visited an Access Canberra Service Centre
- Called the Access Canberra telephone Contact Centre (13 22 81)
- Used any Access Canberra digital services such as the website, online forms, online payments or online webchat, either looking for information or to undertake a transaction
- Been visited at your work by an Access Canberra representative/inspector
- (Do NOT Prompt) None of these **(Go to Q7a)**

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

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- (Do NOT prompt) Can't say

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

- Very easy
- Easy
- Difficult
- Very difficult
- (Do NOT prompt) Not sure/don't know

**Routing Instructions:**

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

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



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

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

## **Section 2i: Service Centres**

**(If visited a Service Centre on Q3 or Q2a)**

**Q4a. In the past 12 months, how many times in total would you have visited an Access Canberra Service Centre? Do NOT Prompt (SR)**

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

**Q4ai. Thinking of your most recent visit to an Access Canberra Service Centre, in which month was your most recent visit? (Prompt if necessary, SR, if 'May' ask 'May 2020 or May 2021' and if 'June' ask 'June 2020 or June 2021')**

- May 2020 (Check if May 2020 or May 2021)
- June 2020
- July 2020
- August 2020
- September 2020
- October 2020
- November 2020
- December 2020
- January 2021
- February 2021
- March 2021
- April 2021
- May 2021 (Check if May 2020 or May 2021)
- June 2021 (Check if June 2020 or June 2021)
- (Do NOT Prompt) Can't say

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

- Woden
- Tuggeranong
- Belconnen
- Gungahlin
- Civic Driver Licence Service
- Dame Pattie Menzies House (DPMH)
- Dickson
- Mitchell
- Not sure/can't recall **(Go to Q4b)**



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

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

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

- Private
- Business

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

- Building and development applications
- Car registration
- Driver's licence
- Business licence
- Business inspection
- Rates payment
- Feedback
- Lodge a complaint about a particular government service (Interviewer: Check below)
- Lodge a complaint about Access Canberra (Interviewer: Check above)
- Disability information/pass
- Dog registration
- Injured wildlife
- Personalised number plates
- Working with vulnerable people card
- Fine or infringement
- COVID-19 advice for residents (check if 'resident advice' or 'business advice')
- COVID-19 advice for businesses (check if 'resident advice' or 'business advice')
- Other (please specify) .....

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

- One
- Two
- Three
- Four
- Five
- More than five
- Don't know

**Q4e. How easy was it to deal with the Access Canberra Service Centre? (Prompt)**

- Very easy
- Easy
- Difficult
- Very difficult
- (Do NOT Prompt) Unsure/don't know **(Go to Q4g)**



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

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

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

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

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

.....

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

**Standards:**

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

**Channel specific:**

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





**Section 2ii: Contact Centre**

**Q5a. (If called the Contact Centre on Q3 or Q2a, continue)  
In the past 12 months, how many times in total would you have called the Access Canberra Telephone Contact Centre 13 22 81? Do NOT Prompt (SR)**

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

**Q5ai. Thinking of your most recent call to the Access Canberra Telephone Contact Centre, in which month was your most recent call? (Prompt if necessary, SR, If 'May' ask 'May 2020 or May 2021' and if 'June' ask 'June 2020 or June 2021'?)**

- May 2020 (Check if May 2020 or May 2021)
- June 2020
- July 2020
- August 2020
- September 2020
- October 2020
- November 2020
- December 2020
- January 2021
- February 2021
- March 2021
- April 2021
- May 2021 (Check if May 2020 or May 2021)
- June 2021 (Check if June 2020 or June 2021)
- (Do NOT Prompt) Can't say

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

- Business
- Private

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

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

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

- Building and development applications
- Car registration
- Driver's licence
- Business licence
- Business inspection
- Rates payment
- Feedback
- Lodge a complaint about a particular government service ((interviewer: Check below)
- Lodge a complaint about Access Canberra (Interviewer: Check above)
- Disability information/pass
- Dog registration
- Injured wildlife
- Personalised number plates
- Working with vulnerable people card
- Fine or infringement
- COVID-19 advice for residents (check if 'resident advice' or 'business advice')
- COVID-19 advice for businesses (check if 'resident advice' or 'business advice')
- Other (please specify) .....

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

- One
- Two
- Three
- Four
- Five
- More than five
- Don't know

**Q5d. How easy was it to deal with the Access Canberra telephone Contact Centre? Prompt**

- Very easy
- Easy
- Difficult
- Very difficult
- (Do NOT Prompt) Unsure/don't know **(Go to Q5f)**



**Q5e. Why do you say that it was (previous answer)? Do NOT Prompt (MR)**

- Able to complete in one call
- Quick, didn't have to wait long
- Person was knowledgeable
- Had to ring back
- Had to wait a long time
- Person didn't appear to be knowledgeable
- Transferred and had a poor experience
- Language barrier
- Other (please specify) .....

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

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

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

.....

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

**Standards:**

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

**Channel Specific:**

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



## **Section 2iii: Website**

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

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

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

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

**Q6aai. Thinking of your most recent use of an Access Canberra digital service, in which month was your most recent usage of the digital services? (Prompt if necessary, SR, If 'May' ask 'May 2020 or May 2021' and if 'June' ask 'June 2020 or June 2021'?)**

- May 2020 (Check if May 2020 or May 2021)
- June 2020
- July 2020
- August 2020
- September 2020
- October 2020
- November 2020
- December 2020
- January 2021
- February 2021
- March 2021
- April 2021
- May 2021 (Check if May 2020 or May 2021)
- June 2021 (Check if June 2020 or June 2021)
- (Do NOT Prompt) Can't say

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

- Business
- Private



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

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

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

- Building and development applications
- Car registration
- Driver's licence
- Business licence
- Business inspection
- Rates payment
- Feedback
- Lodge a complaint about a particular government service (Interviewer: Check below)
- Lodge a complaint about Access Canberra (Interviewer: Check above)
- Disability information/pass
- Dog registration
- Injured wildlife
- Personalised number plates
- Working with vulnerable people card
- Fine or infringement
- COVID-19 advice for residents (check if 'resident advice' or 'business advice')
- COVID-19 advice for businesses (check if 'resident advice' or 'business advice')
- Other (please specify) .....

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

- One
- Two
- Three
- Four
- Five
- More than five
- Don't know

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

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

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

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



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

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

**Q6f. Why do you say that it was (previous answer)? Do NOT Prompt (MR)**

- Able to complete transaction in one visit
- Information clearly presented
- Form easy to fill out
- Had to find documents/card to complete transaction online
- Had a slow internet speed
- Didn't understand the information/question on the form
- Had difficulty navigating/finding what I was after
- Language barrier
- Other (please specify) .....

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

- Very satisfied **(Go to Q6i)**
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- (Do NOT Prompt) Unsure/don't know **(Go to Q6i)**

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

.....

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

**Standards:**

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

**Channel Specific:**

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



**Q6j. Are there any Access Canberra services which are not currently offered as part of Access Canberra's digital service that you would like to be offered?**

.....

**Section 3: Overall Perceptions of Access Canberra**

**Q7a. Using a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, based on all you know of Access Canberra, even if you have not used their services, overall how much do you agree or disagree that Access Canberra...? Prompt (SR per item)**

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

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

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

**Section 4: Service Delivery Options**

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

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

- Very likely
- Likely
- Somewhat likely
- Not very likely
- Not at all likely
- Not sure

**Q9. Which method would you prefer to receive your ACT government bills? Prompt (SR)**

- Email combined with an SMS reminder
- Secure online customer account or mailbox
- App on mobile device
- Hard copy letter in the post
- None of these
- Not sure

## **Section 5: Quality of Life**

**Q10. Overall, how would you rate the quality of life you have living in the ACT? Prompt**

- Excellent
- Very good
- Good
- Fair
- Poor
- Very poor

## **Section 6: Demographics**

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

**Q11. What is your gender? Do not prompt**

- Male
- Female
- Indeterminate/Intersex/Unspecified

**Q12. What age bracket are you in? Prompt**

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65 years +
- Refused

**Q13. What is your family status? Prompt**

- Single/living alone
- Single parent (children at home)
- Couple (children at home)
- Couple (no children at home)
- Group/shared household
- Other (please specify).....
- Refused

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

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

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

- Yes
- No





**Q16. Are you a current or past member of Australia's armed services?**

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

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

- Yes
- No

**Q17b [If 'Yes' on Q17a, ask] What language or languages do you primarily speak at home? Do not prompt**

- Mandarin
- Cantonese
- Vietnamese
- Hindi
- Spanish
- Other:\_\_\_\_\_

**Q17c [If 'Yes' on Q17a, ask] Do you believe having English as a second language reduces the quality of service you receive from Access Canberra?**

- Yes
- No



**Q18. What suburb do you live in?**

- |  |                                       |                                       |
|--|---------------------------------------|---------------------------------------|
| <input type="radio"/> Acton            | <input type="radio"/> Franklin        | <input type="radio"/> Moncrief        |
| <input type="radio"/> Ainslie          | <input type="radio"/> Fraser          | <input type="radio"/> Mulanggari      |
| <input type="radio"/> Amaroo           | <input type="radio"/> Fyshwick        | <input type="radio"/> Narrabundah     |
| <input type="radio"/> Aranda           | <input type="radio"/> Garran          | <input type="radio"/> Ngunnawal       |
| <input type="radio"/> Banks            | <input type="radio"/> Gilmore         | <input type="radio"/> Nicholls        |
| <input type="radio"/> Barton           | <input type="radio"/> Giralang        | <input type="radio"/> Oaks Estate     |
| <input type="radio"/> Beard            | <input type="radio"/> Gordon          | <input type="radio"/> O'Connor        |
| <input type="radio"/> Belconnen        | <input type="radio"/> Gowrie          | <input type="radio"/> O'Malley        |
| <input type="radio"/> Bonner           | <input type="radio"/> Greenway        | <input type="radio"/> Oxley           |
| <input type="radio"/> Bonython         | <input type="radio"/> Griffith        | <input type="radio"/> Page            |
| <input type="radio"/> Braddon          | <input type="radio"/> Gungahlin       | <input type="radio"/> Palmerston      |
| <input type="radio"/> Bruce            | <input type="radio"/> Hackett         | <input type="radio"/> Parkes          |
| <input type="radio"/> Calwell          | <input type="radio"/> Hall            | <input type="radio"/> Pearce          |
| <input type="radio"/> Campbell         | <input type="radio"/> Harrison        | <input type="radio"/> Phillip         |
| <input type="radio"/> Canberra airport | <input type="radio"/> Hawker          | <input type="radio"/> Pialligo        |
| <input type="radio"/> Capital Hill     | <input type="radio"/> Higgins         | <input type="radio"/> Red Hill        |
| <input type="radio"/> Casey            | <input type="radio"/> Holder          | <input type="radio"/> Reid            |
| <input type="radio"/> Chapman          | <input type="radio"/> Holt            | <input type="radio"/> Richardson      |
| <input type="radio"/> Charnwood        | <input type="radio"/> Hughes          | <input type="radio"/> Rivett          |
| <input type="radio"/> Chifley          | <input type="radio"/> Hume            | <input type="radio"/> Russell         |
| <input type="radio"/> Chisholm         | <input type="radio"/> Isaacs          | <input type="radio"/> Scullin         |
| <input type="radio"/> City             | <input type="radio"/> Isabella Plains | <input type="radio"/> Spence          |
| <input type="radio"/> Conder           | <input type="radio"/> Jacka           | <input type="radio"/> Stirling        |
| <input type="radio"/> Cook             | <input type="radio"/> Kaleen          | <input type="radio"/> Strathnairn     |
| <input type="radio"/> Coombs           | <input type="radio"/> Kambah          | <input type="radio"/> Symonston       |
| <input type="radio"/> Crace            | <input type="radio"/> Kenny           | <input type="radio"/> Taylor          |
| <input type="radio"/> Curtin           | <input type="radio"/> Kingston        | <input type="radio"/> Tharwa          |
| <input type="radio"/> Deakin           | <input type="radio"/> Kinlyside       | <input type="radio"/> Theodore        |
| <input type="radio"/> Denman Prospect  | <input type="radio"/> Latham          | <input type="radio"/> Throsby         |
| <input type="radio"/> Dickson          | <input type="radio"/> Lawson          | <input type="radio"/> Torrens         |
| <input type="radio"/> Downer           | <input type="radio"/> Lyneham         | <input type="radio"/> Turner          |
| <input type="radio"/> Duffy            | <input type="radio"/> Lyons           | <input type="radio"/> Uriarra Village |
| <input type="radio"/> Dunlop           | <input type="radio"/> Macarthur       | <input type="radio"/> Wanniasa        |
| <input type="radio"/> Evatt            | <input type="radio"/> Macgregor       | <input type="radio"/> Waramanga       |
| <input type="radio"/> Fadden           | <input type="radio"/> Macnamara       | <input type="radio"/> Watson          |
| <input type="radio"/> Farrer           | <input type="radio"/> Macquarie       | <input type="radio"/> Weetangera      |
| <input type="radio"/> Fisher           | <input type="radio"/> Mawson          | <input type="radio"/> Weston          |
| <input type="radio"/> Florey           | <input type="radio"/> Mckellar        | <input type="radio"/> Whitlam         |
| <input type="radio"/> Flynn            | <input type="radio"/> Melba           | <input type="radio"/> Wright          |
| <input type="radio"/> Forde            | <input type="radio"/> Mitchell        | <input type="radio"/> Yarralumla      |
| <input type="radio"/> Ginninderry      | <input type="radio"/> Molonglo        | <input type="radio"/> Other           |
| <input type="radio"/> Forrest          | <input type="radio"/> 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 Access Canberra (if respondent wants our number, it is 1800 639 599 – Access Canberra Contact is 13 22 81).**



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