

Access Canberra

2022 Customer Satisfaction Research

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Background & 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 2021 questionnaire for use in 2022.

A copy of the questionnaire is provided in Appendix C.

Data collection

The survey – conducted by telephone – was conducted during the period 18th March – 2nd April 2022 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 601 resident interviews were completed. 485 of the 601 respondents were selected by means of a computer based random selection process using Australian Marketing Lists and SamplePages. The remaining 116 respondents were recruited via the Micromex Community Panel or '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 601 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=601 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.0% – for example, an answer such as 'yes' (50%) to a question could vary from 46% to 54%.

The sample was weighted by age and gender to reflect the 2016 ABS Census data for the ACT.



Background and Methodology

Interviewing

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

Prequalification

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

Data analysis

The data within this report was analysed using Q Professional.

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

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

Ratings questions

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

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

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

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

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

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



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

Word Frequency Tagging

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

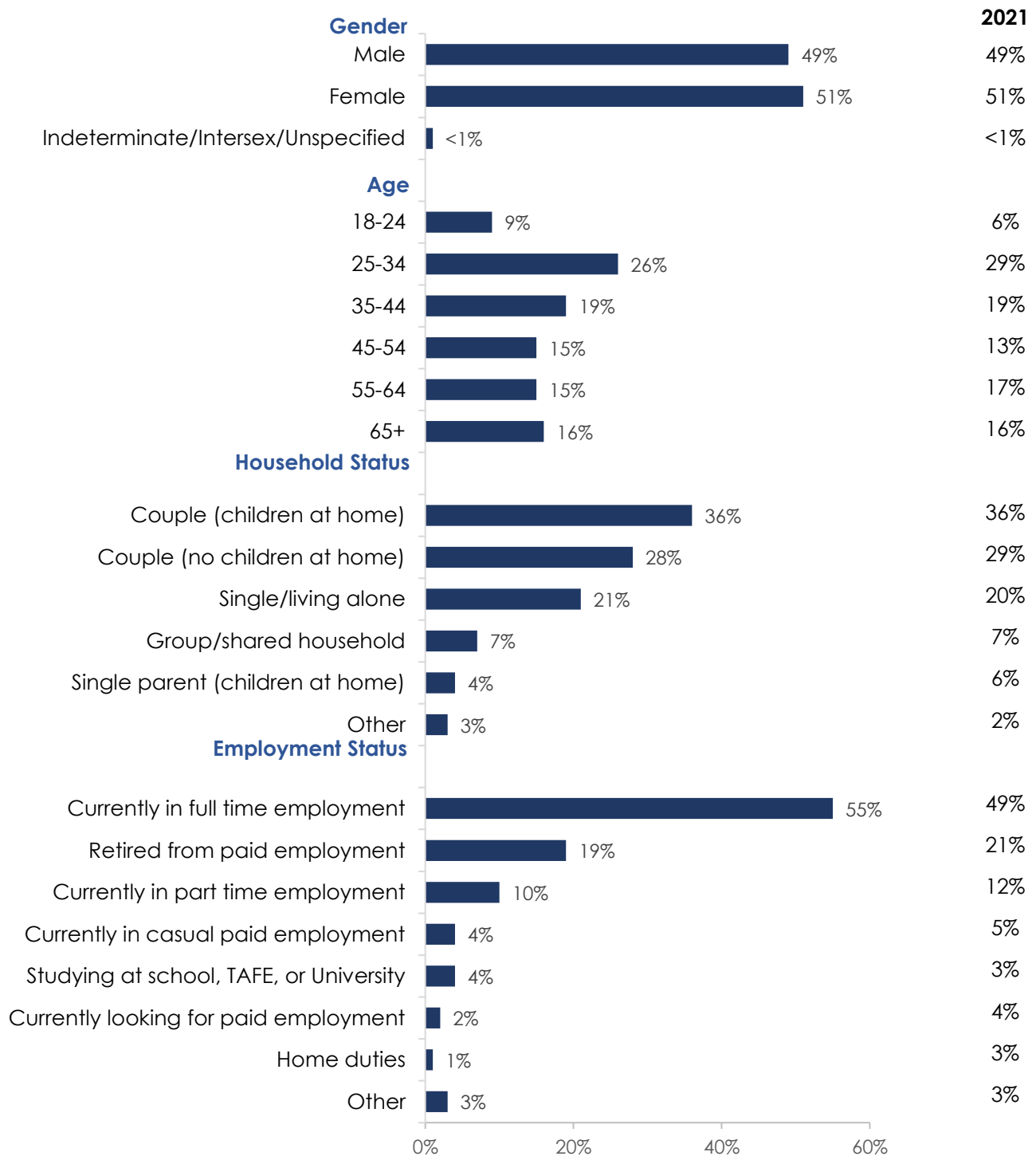




Sample Profile



Sample Profile



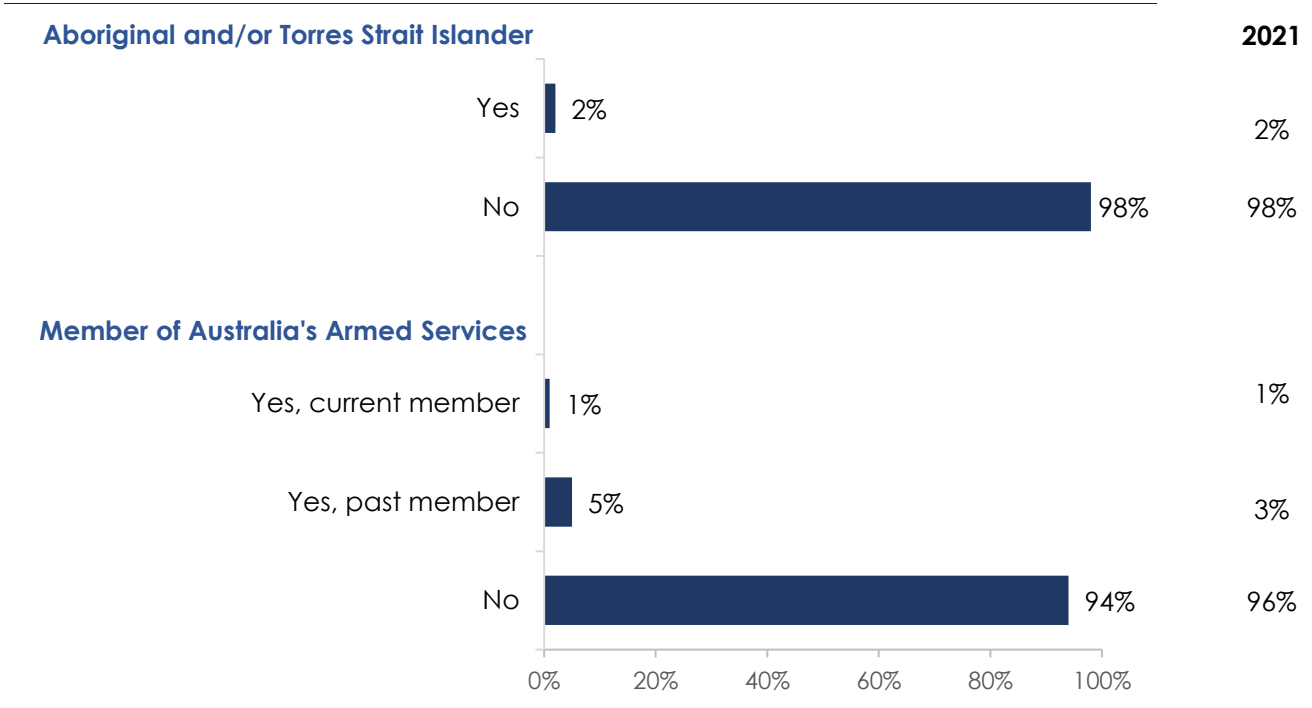
Base: N = 601

A sample size of 601 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: 3 respondents refused to state household status and employment status.



Sample Profile



Base: N = 601

A sample size of 601 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 respondent refused to answer whether they were of Aboriginal and/or Torres Strait Islander origin or a current or past member of Australia's Armed Services.








Key Findings



Summary

| | Service Centres  | Telephone Contact Centre  | Digital Services  |
|---|---|---|--|
| Overall satisfaction | 91% Satisfied/very satisfied | 83% Satisfied/very satisfied | 85% Satisfied/very satisfied |
| Average number of contacts (channel specific) | 1.3 contacts | 1.7 contacts | 1.2 contacts |
| Engagements via other channels | 0.8 contacts | 1.0 contacts | 0.3 contacts |
| Total contacts to resolve | 2.1 contacts | 2.6 contacts | 1.5 contacts |
| Ease of dealing with Access Canberra | 84% Easy/very easy | 75% Easy/very easy | 86% Easy/very easy |
| Reason for contact being easy | Able to complete in one visit Person was knowledgeable | Able to complete in one call Person was knowledgeable | Information clearly presented Able to complete transaction in one visit |
| Reason for contact being difficult | Had to wait a long time Person didn't appear to be knowledgeable | Had to wait a long time Transferred and had a poor experience | Had difficulty navigating/finding what I was after Didn't understand the information/question on the form |
| What would make you 'very satisfied' with the service? | Shorter wait times/faster service More knowledgeable staff/staff training | Shorter wait times/faster service Better trained/informed staff | Better format/more user friendly/update the website Clearer/updated information |
| Top drivers of overall satisfaction | Staff clearly explaining what you needed to know The amount of time taken by staff to assist you | Staff clearly explaining what you needed to know The knowledge of the staff | The service experience met my expectations How easy it was to undertake an online transaction |

Executive Summary

Overview

Usage

The COVID-19 Pandemic has presented operational challenges for Access Canberra over the past two years, on top of other significant recent events such as bushfires, floods and hailstorms (for instance, forced closures, reduced hours, reduced staffing due to COVID, etc). This has impacted the way that residents interact with Access Canberra:

- Incidence of visiting Service Centres has declined from 58% in the 2020 Wave (which asked about experiences in 2019 to 2020, so mainly pre-COVID) to 43% in the current wave.
 - And frequency of visits amongst those who do visit has also dropped marginally this year.
- Incidence of calling the Contact Centre has slowly increased from 29% in 2018 to 43% in the current wave – with a 10% increase since 2020:
 - As an aside, frequency of making calls amongst those who have called the Contact Centre has dropped marginally this wave – so whilst incidence has increased marginally, frequency has dropped marginally, suggesting overall call volumes in the past 12 months may be in line with the previous 12 months.
- Incidence of using the digital services for any purpose remains high at 71% - although frequency of using the service has dropped a little in 2022.

Customer Satisfaction

During the same period, Access Canberra has trialled some service enhancements to improve residents' ease of dealing with Access Canberra. The result is that, based on the 2022 research, the overall customer experience has remained generally favourable:

- Overall satisfaction based on all dealings in the past 12 months (irrespective of channel) has 'softened' for the second consecutive year, with a small decline in 'Very satisfied' selections and a slight increase in 'Neither' selections. Note however that dissatisfied ratings remain relatively low at 9% (same as last year) - so results are still positive.
- Similarly, satisfaction with the most recent visit to a Service Centre has also 'softened' – there has been a significant decline in 'Very satisfied' responses but a significant increase in 'Satisfied' responses. So again, dissatisfaction scores remain very low (4%), there has simply been less commitment to the top very satisfied code.
- In contrast, satisfaction with the Contact Centre is up marginally (but not significantly) in the current wave, with only 9% of dissatisfaction ratings.
- And satisfaction for Digital Services is virtually unchanged from 2021 and remains positive, with only 6% dissatisfaction ratings.



Overview (continued)

Number of Contacts to Resolve Issue

In previous years, we asked how many times users of each channel had to contact Access Canberra to resolve their issue. However, this year, we asked how many contacts users had with individual channels, and then how many times they engaged with Access Canberra via other channels, in order to resolve their issue. By combining these two measures, we have calculated a 'total' number of contacts to resolve the issue.

The result is that the number of contacts needed to resolve an issue has increased for each channel relative to previous waves. However, the new results arguably provide a more holistic and accurate view of the number of contacts that users had with Access Canberra.

The total number of contacts increased most notably for Contact Centre users (1.8 in 2021 to 2.6 in 2022) and Service Centre users (1.4 in 2021 to 2.1 in 2022). In contrast, total number of contacts required to resolve a digital enquiry only increased from 1.3 in 2021 to 1.5 in 2022 – this **suggests** that phone and visit contacts are often used in combination, whereas online is used more in isolation – although we would need to change the questionnaire to be more transaction focused (rather than its current channel focus) in order to properly explore this...



Wait Times...

When preparing the questionnaire for the current wave, Access Canberra management indicated that wait-times for the Service Centres and the Contact Centre had suffered during the preceding 12 months due to the impacts of COVID. It is not surprising then that one area where scores have declined noticeably in the 2022 wave is 'wait times' for Service Centres and the Contact Centre:

Service Centres

- In terms of 'The length of time you waited to be served' for Service Centres... On a five-point scale ranging from 'Very dissatisfied (1)' to 'Very satisfied (5)', in 2020 the mean score for this attribute was 4.09 out of 5. This dropped to 3.82 in 2021 and then to 3.51 in the current wave – very noticeable and significant declines.
- On an open-ended question about what would make them very satisfied, mentions of 'Shorter wait times/faster service' dominated.
- And on a separate unprompted question about why some customers felt the transaction was not easy, one of the main responses was 'Had to wait a long time'.
- When presented with five potential service enhancements, reduced wait times at Service Centres was one of the top two most appealing options.

Contact Centre

- Similarly, in terms of 'The length of time you waited on the line for a consultant to speak to you' for the Contact Centre... In 2019 the mean score for this attribute was 3.57 out of 5 – but has now dropped to 2.97 in the current wave.
- On an open-ended question about what would make them very satisfied, mentions of 'Shorter wait times/faster service' again dominated.
- And on a separate unprompted question about why some customers felt the transaction was not easy, the main response was 'Had to wait a long time'
- When presented with five potential service enhancements, reduced wait times for the Contact Centre was one of the top two most appealing options

However, in both cases the 'Length of time you waited...' attribute generated a relatively low regression score, suggesting it is not a key driver of overall satisfaction. This does not necessarily mean that Access Canberra should ignore wait times/allow them to grow even further – perhaps there is a tipping point where the community will react negatively – or perhaps the community has been understanding of wait times within the COVID environment, but may not remain so understanding for much longer.



Knowledgeable/Engaged Staff...

Following on from the preceding discussion about wait times... Summarised below are the top four drivers of overall satisfaction based on the regression analyses, for the Service Centres and the Contact Centre:

Service Centres:

- Staff clearly explaining what you needed to know
- The amount of time taken by staff to assist you
- The willingness of staff to assist you
- The knowledge of the staff

Contact Centre:

- Staff clearly explaining what you needed to know
- The knowledge of the staff
- The willingness of staff to assist you
- The staff thoroughly handling your matter

As can be seen, results are very similar per channel – with staff knowledge and willingness to help dominating. Wait times do not dominate. And interestingly, 'Hygiene' factors (particularly for Service Centres, such as 'Layout/comfort of the service centre', 'The concierge...', and even 'Cleanliness of the Service Centre' which could have been expected to be an issue during these COVID times) generated very low regression driver scores.



Opportunities for Service Centres



As previously mentioned, wait times and knowledgeable staff are key themes that emerged for Service Centres. And, although speed of service is top of mind, staff related attributes were found to be relatively more important in terms of driving overall satisfaction with service received from the Service Centres (based on the regression analysis). This is a similar trend to what results in 2021 showed, where staff related attributes and quality of service are relatively more important than speed of service.

This may be because customers are somewhat understanding of the challenges due to COVID-19, as well as many customers opting to use other channels where possible i.e. they only use Service Centres if they feel they need to. However, this does not mean speed of service is not important, and if service levels were to decline in this area, time related attributes may become more important.

Awareness of Channel Offerings

Nearly half (48%) of residents that visited a Service Centre chose to do so because they believed they were physically required to do so. Whilst this may be the case in many instances, of those who went to a Service Centre for a registration renewal, 35% mentioned that they chose to visit the Service Centre because they were physically required to. This suggests there is an opportunity to reduce Service Centre workloads by better informing the community of their channel options.

Service Delivery/Service Enhancements

Although reducing wait times for Service Centres and the Contact Centre were seen as the most appealing service enhancements overall, booking appointments, the Mobile queue service and the option to conduct an online discussion rather than visiting a Service Centre were all seen as highly appealing service enhancements to customers. The Mobile queue service and online discussions were particularly appealing to residents aged 18-34.

Hours of Operation

Only 47% of residents said that the traditional operating hours (Mon-Fri 9.00am to 5.00pm) were convenient or very convenient. In comparison, 'Saturdays 8:45am – 12:00noon' (77%) and 'Weekdays, close later than 5pm' (also 77%) were considered the most convenient operating hours:

- A sizeable minority of the community (25%) said that the Saturday timeslot was convenient or very convenient and the regular weekday timeslot was not very/not at all convenient (this was 23% in 2017 when this question was last asked)
- Similarly, 28% of residents who said that weekdays closing after 5pm was convenient or very convenient and that regular weekday hours (9am – 5pm) were not very or not at all convenient (24% in 2017).

As shown below, these two groups already tend to have higher usage of the Contact Centre and Digital Services – that is, they're already using the other channels. And of those who said Saturdays or Weekdays after 5pm were convenient and weekdays 9am-5pm was not convenient, those who used Service Centres were slightly more likely to say they chose Service Centres because they were required to visit, couldn't access other services or prefer face to face communication (not included in table below).

| | Overall | Saturday 8:45am-12:00pm convenient and Mon-Fri 9am-5pm NOT convenient | Weekdays close after 5pm convenient and Mon-Fri 9am-5pm NOT convenient |
|-------------------------------------|---------|---|--|
| Total Used Any | 85% | 88% | 85% |
| Visited a Service Centre | 43% | 42% | 41% |
| Called the Telephone Contact Centre | 43% | 50% | 47% |
| Used any Digital Services | 71% | 78% | 76% |
| Base | 601 | 151 | 165 |



Opportunities for the Telephone Contact Centre

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



- **Wait times/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 difficult were 'had to wait a long time', 'transferred and had a poor experience' or 'had to ring back'. Those who only spoke to one staff member (i.e.: weren't transferred) provided higher satisfaction ratings for all 11 service attributes (significantly so for 10 of them).
 - The lowest scoring attributes continue to be 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 amount of time taken by staff to assist you' and 'the speed of response after your call was answered'.
 - When asked about potential service enhancements, reducing wait times for the Contact Centre was considered most appealing and marginally higher than reducing the wait time for Service Centres.
- **Knowledge of Staff:** Residents also mentioned knowledge of staff on open-ended questions
 - When asked how to improve satisfaction, better trained/informed staff and improved customer service were dominant responses.
 - And when asked why the visit was easy, mention was made of 'person is knowledgeable'.
 - When asked to rate satisfaction with 11 Contact Centre attributes, the top three all focussed on the staff – their politeness, fairness and willingness (as was the case in 2021).

Based on the regression analysis, 'staff clearly explaining what you needed to know', 'the knowledge of the staff' and 'the willingness of staff to assist you' were all key drivers of overall satisfaction with service received from the Contact Centre. These attributes were also top drivers of satisfaction with Service Centres.

Integration with other channels

In many cases, residents who used the Contact Centre had also engaged Access Canberra via other channels (demonstrated by a higher number of total contacts to resolve their issue). Ease of speaking to someone/unsure who to speak with and being unable to resolve an issue online were the top two reasons for choosing to call the Contact Centre. Other common reasons included convenience and being unable to access Service Centres due to COVID. Therefore, increased support to resolve issues via other channels (particularly enabling residents to complete transactions themselves using Digital Services), as well as faster resolution of simple requests/transactions via the Contact Centre are likely to lead to improvements in overall customer satisfaction.





- **Ease of use:**
 - The main reasons for using Digital Services over other channels is that it is easier to conduct simple transactions such as look for information or make a payment, and it is convenient. Those whose contact was in relation to car registration, fines/infringements or working with vulnerable people cards were more likely to say that they chose to use Digital Services over other service channels because it was easier.
 - The main reasons for saying that finding information or services using Access Canberra Digital Services was 'very easy' were information clearly presented, able to complete transaction in one visit and forms being easy to fill out. The main reasons for contacts being 'difficult/very difficult' were difficulties navigating the website and not understanding the information/questions on forms.
 - Better format/user experience of the website was the dominant mention of what would need to change in order to make users very satisfied. Thus, there is a sense that in order to improve the overall user experience with Digital Services, there needs to be more assistance to help the user complete their self-service transaction.
 - In the event that users need help or the nature of their transaction is more complex, online help could further increase adoption of Digital Services – for instance 72% of residents indicated that 'being able to conduct an online discussion with Access Canberra staff rather than having to visit a Service Centre' was appealing/very appealing (and only 10% felt it was not appealing).

- **Convenience and faster service/resolution:**
 - Convenience of being able to conduct transactions after hours/at home or on the go/greater accessibility and faster service/resolution times were some of the other key benefits of residents using Digital Services. However, residents not being able to resolve their issue online or having difficulties with completing their online transaction was one of the main reasons for using the Contact Centre.

- **Drivers of satisfaction:**
 - In line with results from previous years, the top driver* of satisfaction 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'. Ease of finding and understanding the information, the depth of information and the process being straightforward and easy to understand were also important and are arguably related to one another.
 - Based on the regression analysis, 'the service experience met my expectations', 'how easy it was to find the information you needed', 'how easy the information was to understand' and 'the depth of information provided' were identified as potential areas of optimisation, with higher relative importance and relatively lower (though still positive) stated satisfaction scores.

*Note: Although 'the service experience met my expectations' was in fact the most important driver of satisfaction with Digital Services, it is essentially a proxy measure of overall satisfaction, and therefore we have looked at the other top drivers.





Section A:

Awareness & Usage Summary



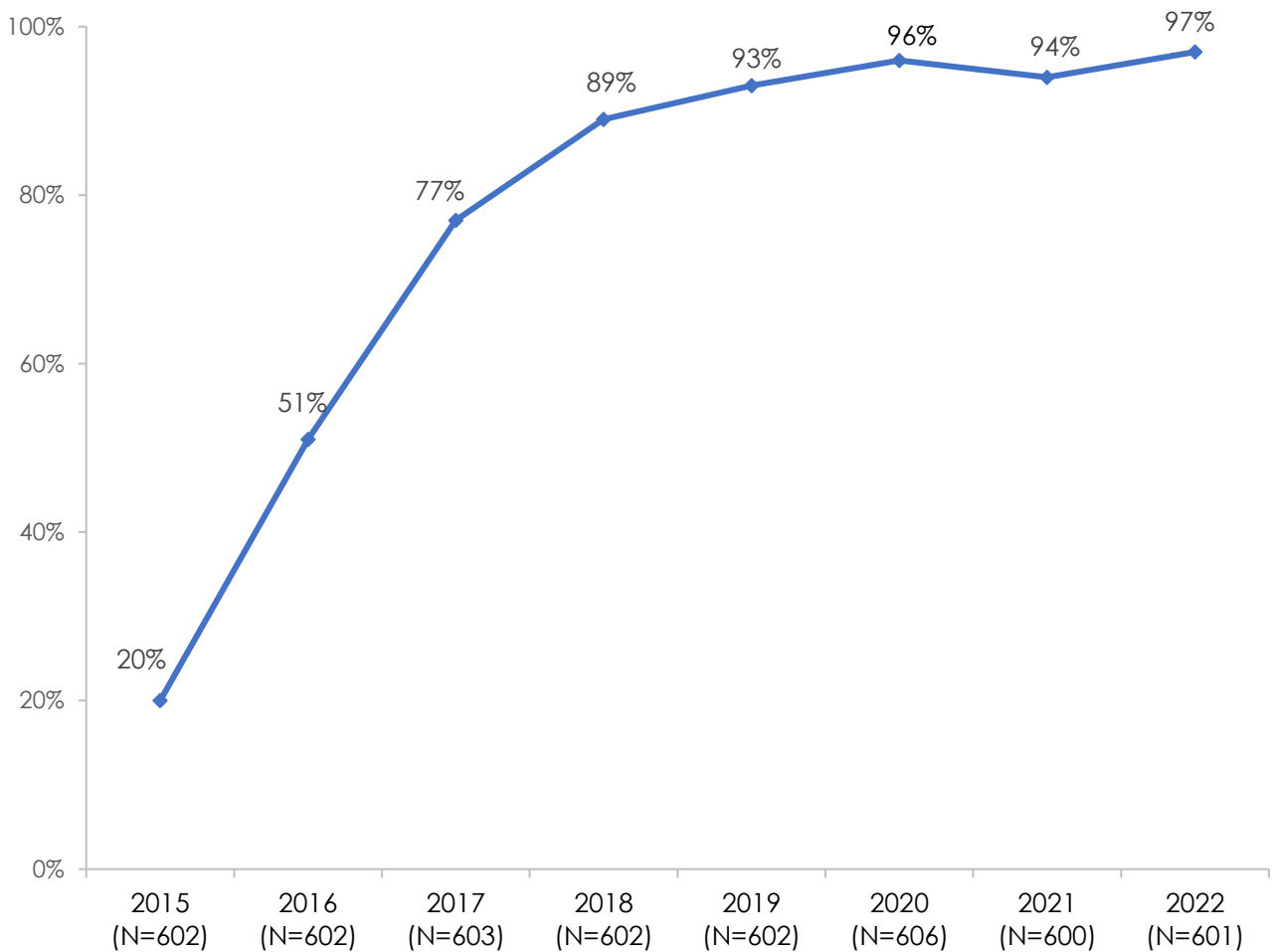
Awareness of Access Canberra

Summary

Overall, 97% of residents are aware of Access Canberra - the highest level of awareness to date. All groups have similar levels of awareness (to be expected given overall awareness is so high), though awareness is marginally lower among residents aged 65+.

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

| | Overall 2022 | Overall 2021 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|------------|--------------|--------------|------|--------|-------|-------|-------|-----|
| Yes, aware | 97% | 94% | 97% | 96% | 97% | 98% | 97% | 94% |
| Base | 601 | 600 | 290 | 302 | 211 | 113 | 180 | 97 |



Usage of Access Canberra

Summary

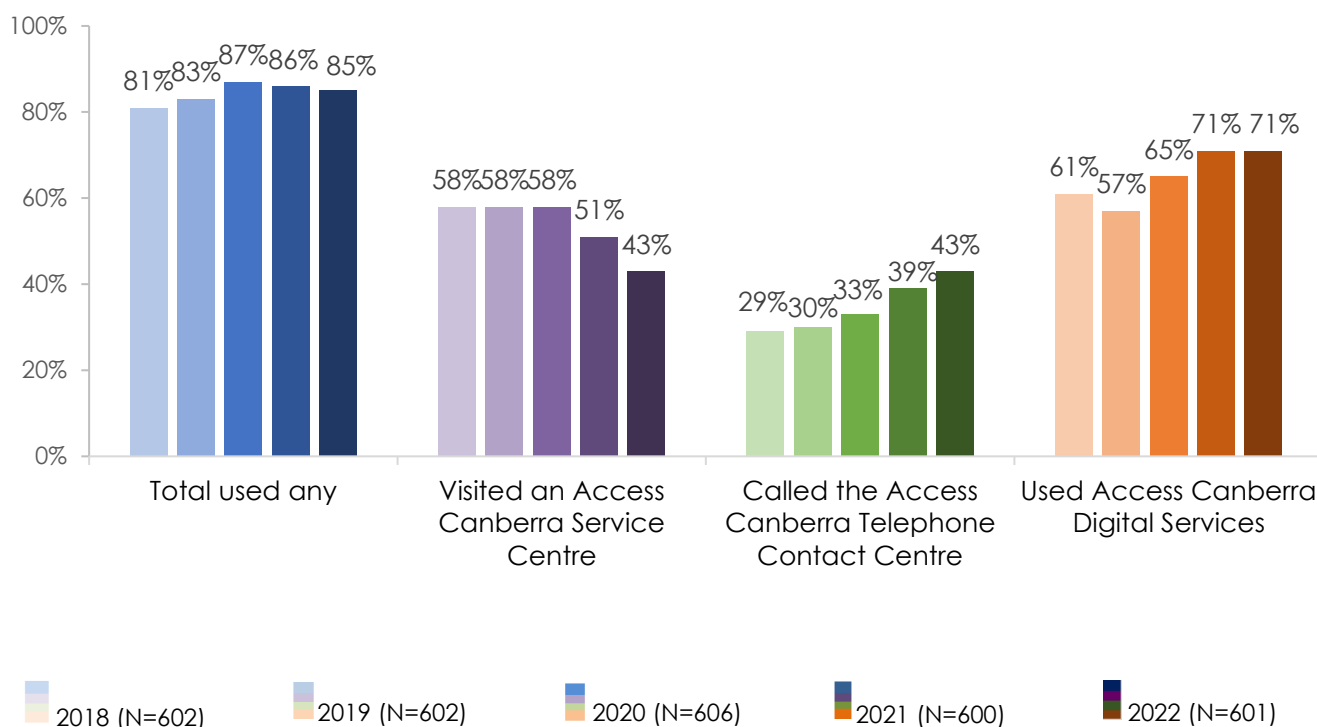
85% of residents claim to have used at least one Access Canberra service within the past 12 months. Visitation of Access Canberra Service Centres has declined significantly since 2021 (43% v 51%), and is down from 58% in 2020. Residents are slightly more likely to have called the Telephone Contact Centre in 2022 (43% vs 39% in 2021), whilst usage of Access Canberra Digital Services remains at a high of 71%, on par with 2021. In 2022, residents aged 65+ were again significantly less likely to have used any Access Canberra service in the past 12 months, with the largest gap being usage of Digital Services.

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

| | Overall 2022 | Overall 2021 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|--|--------------|--------------|------|--------|-------|-------|-------|------|
| Total used any | 85% | 86% | 88% | 83% | 81% | 92%▲ | 91%▲ | 74%▼ |
| Visited an Access Canberra Service Centre | 43%▼ | 51% | 48% | 38%▼ | 49% | 35% | 45% | 34%▼ |
| Called the Access Canberra telephone Contact Centre | 43% | 39% | 43% | 43% | 44% | 47% | 45% | 33%▼ |
| Used Access Canberra Digital Services | 71% | 71% | 74% | 69% | 67% | 82%▲ | 80%▲ | 54%▼ |
| Been visited at your work by an Access Canberra representative/inspector | 3% | 3% | 4% | 2% | 4% | 3% | 3% | 1%▼ |
| Base | 601 | 600 | 290 | 302 | 211 | 113 | 180 | 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

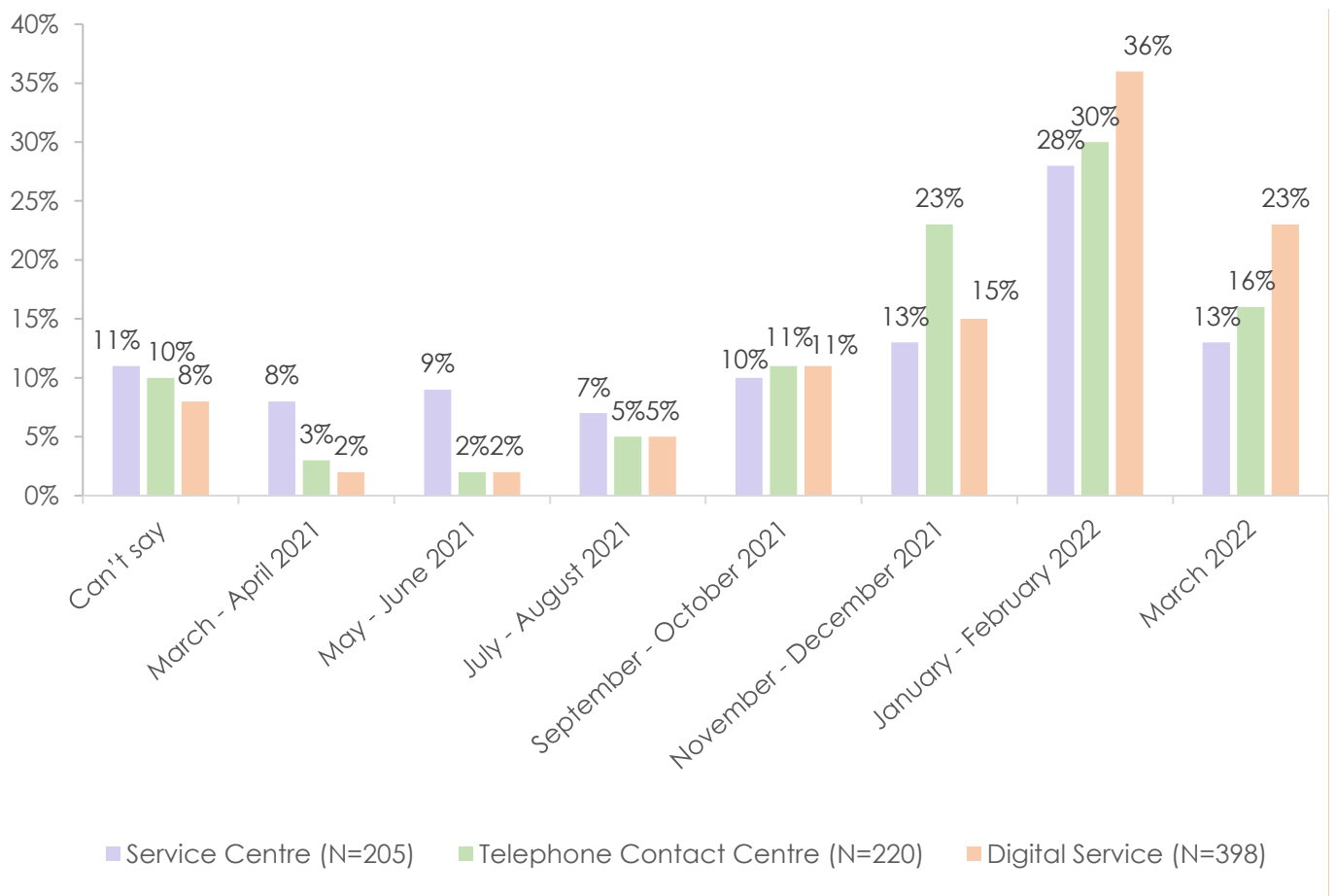
Summary

Given that residents may have had multiple contacts with Access Canberra over the past 12 months, it is not surprising that the month of 'most recent visit/usage' tends to be skewed to 2022 – this is particularly noticeable for Digital Services, with nearly 60% of all the most recent digital transactions occurring between January and March 2022. In comparison, 46% of most recent Contact Centre transactions and 41% of the most recent Service Centre visits occurred within the same timeframe. The average number of Digital Service transactions over the last 12 months is also much higher compared to the average number of visits to a Service Centre or calls to the Telephone Contact Centre (see page 32).

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

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

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?



Reasons for Using Each Service Channel

Summary

The temporary closure of Service Centres/social distancing requirements due to COVID have contributed at least to some extent to higher usage of the Contact Centre and/or Digital Services. However, nearly half of Service Centre users claim to have visited a Service Centre rather than using other channels because they specifically needed to visit in person to complete their transaction, with ease and convenience being secondary reasons for visiting Service Centres. One of the main reasons for calling the Contact Centre was that residents either couldn't resolve their issue online or that they had difficulty trying to resolve it on the website. Thus, further identifying ways to resolve issues without physical contact and helping users to find information/conduct transactions themselves is required to further increase usage of Digital Services. The main reasons for residents using Digital Services are ease, convenience, self-service and faster resolution.

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)

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)

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)

| Top reasons for choosing Service Centres | N=196 |
|---|-------|
| Physically required to visit in person e.g., licence, photo, eye test, provide documents, pick something up, service not available online | 48% |
| Easier e.g., easier to speak to someone in person | 18% |
| Convenience e.g., close to work, already in the area, familiar | 9% |
| Prefer face-to-face communication | 7% |
| Can't access other services/service issues | 6% |
| Not sure how to do it online/on the phone/confusing/too old | 4% |

| Top reasons for choosing the Contact Centre | N=212 |
|---|-------|
| Easier e.g., easier to speak to someone, unsure who to speak with, easier to access, limited mobility | 20% |
| Couldn't resolve online/difficulty with the website e.g., not clear enough, not sure how to do it online | 19% |
| Convenience e.g., calling rather than going into a centre, after hours and during business hours, centre too far away | 14% |
| Service Centres were closed/COVID-19 restrictions/lockdown | 13% |
| Needed more detailed information | 10% |
| Quicker/wanted to speak with someone quickly/wanted the issue resolved quickly | 10% |

| Top reasons for choosing Digital Services | N=396 |
|---|-------|
| Easier e.g., to find information online, to make payments | 39% |
| Convenience e.g., more accessible, can do it from home/in my own time/after hours | 18% |
| Can be done online/just to look for information/conduct a simple transaction | 16% |
| Faster service/quicker resolution/no queues | 10% |
| Due to the COVID-19 situation/Service Centres being closed | 6% |
| Only option/didn't know you could use other services/told to do it online | 5% |





Section B:

Satisfaction with Access Canberra Services Summary



Summary of Overall Satisfaction

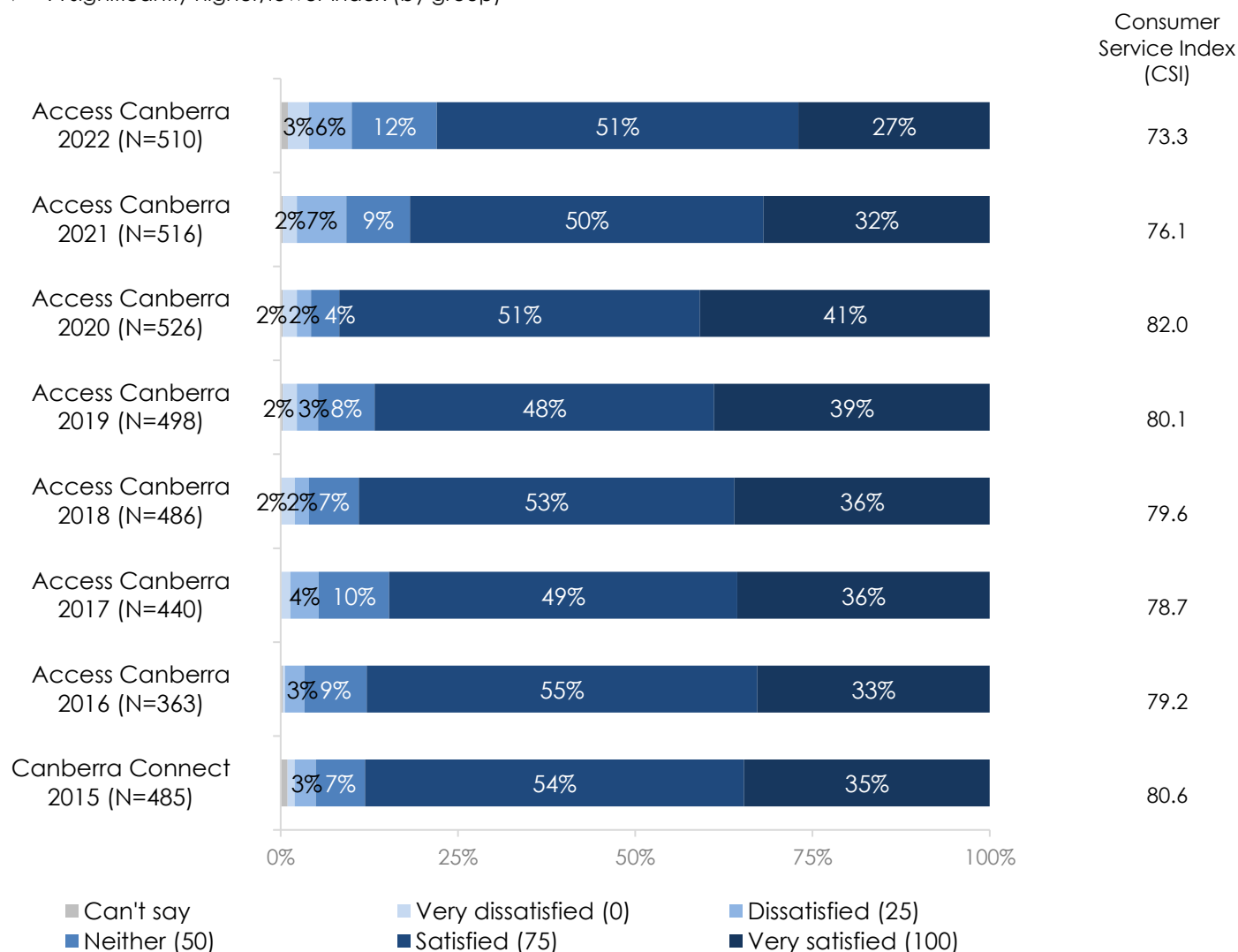
Summary

Overall satisfaction (regardless of channel) with the Access Canberra service has continued to decrease since 2020, driven by a decrease in those who were 'very satisfied' with the service and a small increase in those who were 'neither satisfied nor dissatisfied'. Overall, 78% are 'satisfied' or 'very satisfied' with the service (vs 82% in 2021). The Consumer Service Index (CSI) of 73.3 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 2022 | Overall 2021 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|----------|--------------|--------------|------|--------|-------|-------|-------|-------|
| Mean CSI | 73.3 | 76.1 | 73.2 | 73.6 | 75.6 | 72.0 | 75.3 | 65.3▼ |
| Base | 506 | 516 | 254 | 248 | 170 | 103 | 161 | 72 |

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



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

Note: percentages <2% are not shown above

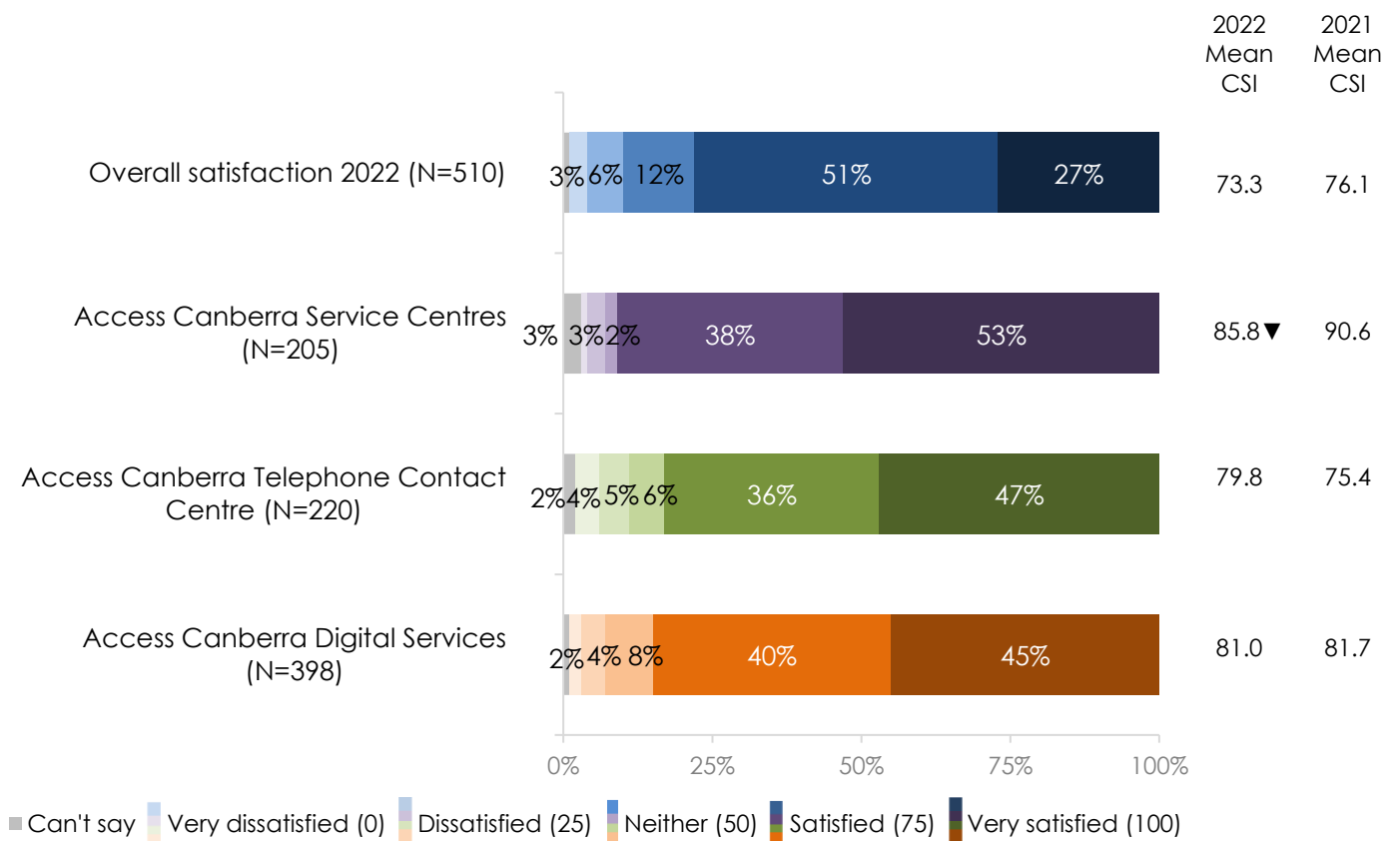


Summary of Satisfaction with Services

Summary

Service Centres continue to have the highest level of satisfaction across all channels, despite a significant decrease in the CSI since 2021. 91% of Service Centre users stated they were 'satisfied' or 'very satisfied', with a CSI of 85.8. Positively, the Contact Centre has an improved CSI of 79.8. Satisfaction for Digital Services remains high with a CSI of 81.0.

- 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

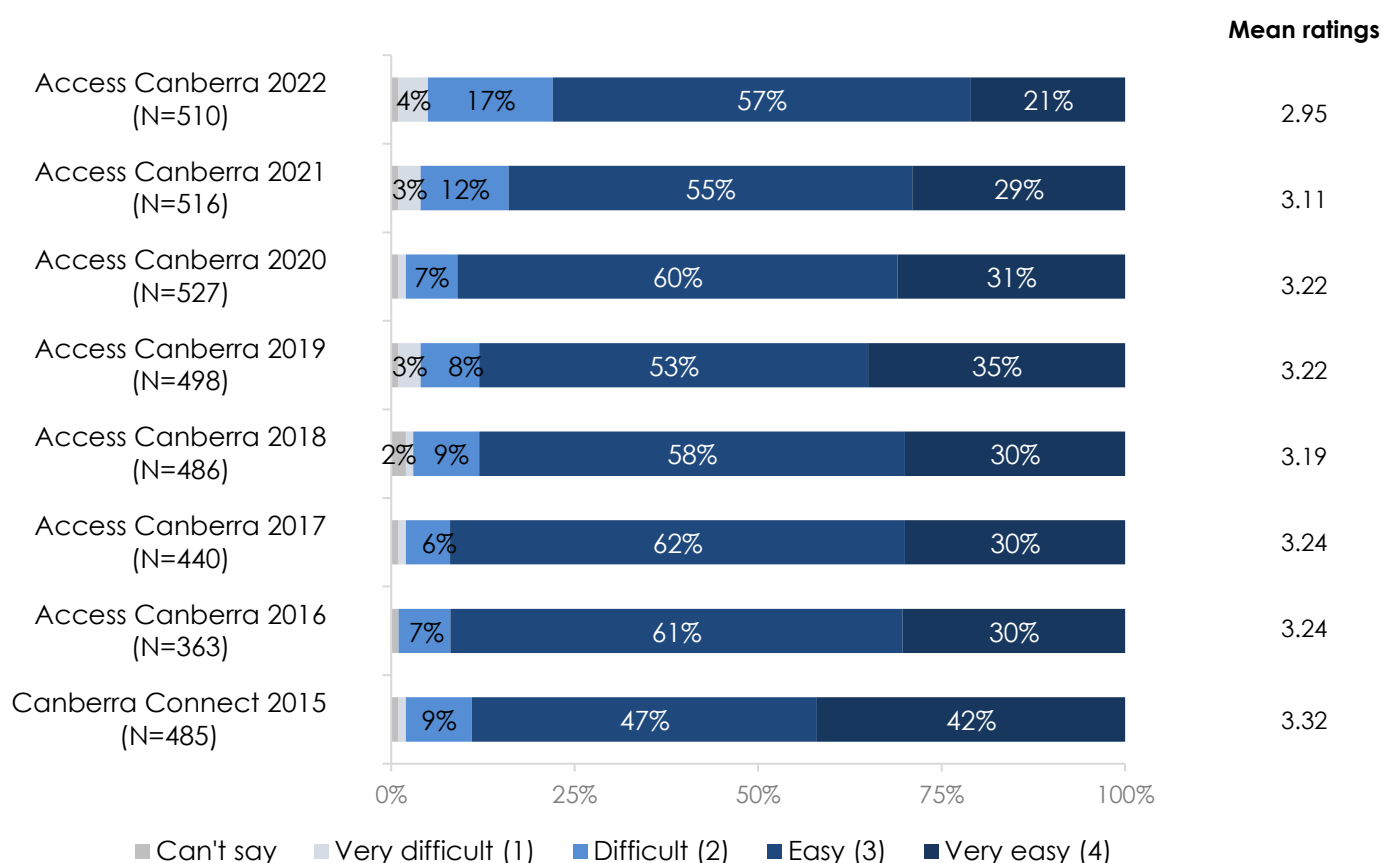
Summary

78% of residents stated that dealings with Access Canberra overall (regardless of channel) in the last 12 months have been either 'easy' or 'very easy'. Since 2021, ease of dealing with Access Canberra has significantly decreased, driven by a small increase in residents who say their dealings have been 'difficult'. Residents aged 65+ are significantly more likely to have said their dealings with Access Canberra have been difficult, whilst residents aged 18-34 are most likely to have said their dealings were easy.

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

| | Overall 2022 | Overall 2021 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|-------------|--------------|--------------|------|--------|-------|-------|-------|-------|
| Mean rating | 2.95▼ | 3.11 | 2.96 | 2.94 | 3.03 | 2.94 | 2.99 | 2.72▼ |
| Base | 505 | 511 | 254 | 247 | 169 | 104 | 161 | 70 |

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



Scale: 1 = very difficult, 4 = very easy

Note: 'can't say' responses were excluded from the mean. Percentages <2% are not shown in the chart above.



Summary of Ease of Dealing with Each Service Type

Summary

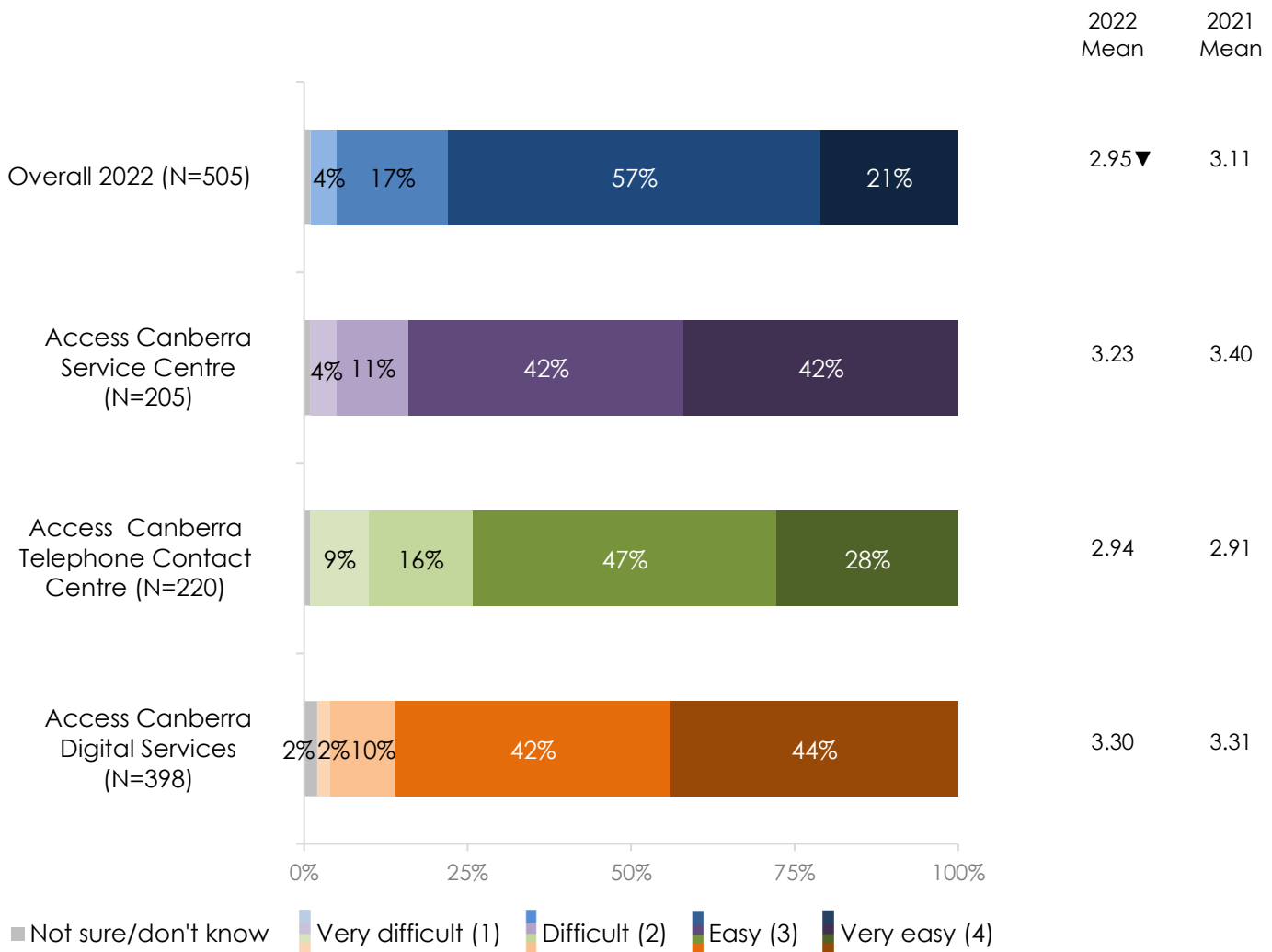
Ease of dealing with Access Canberra Service Centres has decreased in line with lower satisfaction ratings for this channel. This means Digital Services now has the highest ease rating compared to other channels and overall. Positively, ease of dealing with the Telephone Contact Centre has increased marginally since 2021 with 75% of users saying that it was 'easy' or 'very easy' (compared to 67% in 2021).

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

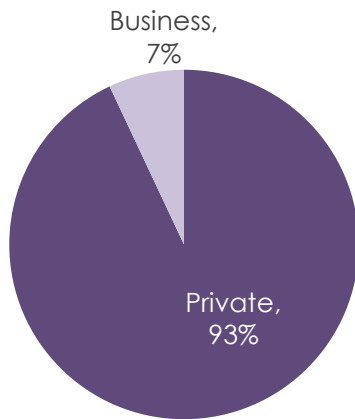
Summary

All Access Canberra services continue to be primarily used for 'private' purposes. 'Business' usage is relatively consistent across all service channels.

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

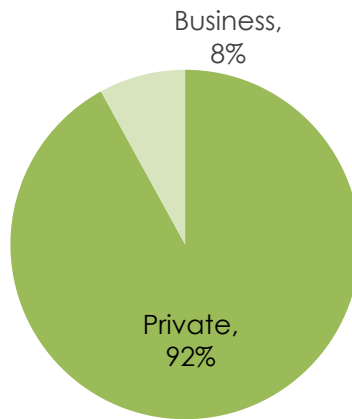
Qs 4b, 5aa, 6aaa. Was this most recent contact for private or business purposes?

Chart 1: Access Canberra Service Centres



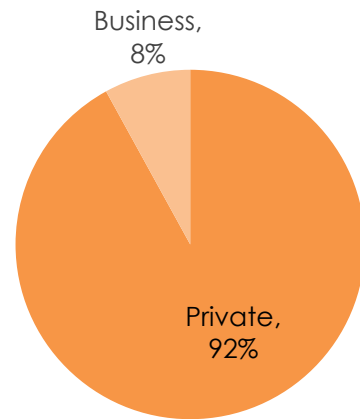
Base: N=205

Chart 2: Access Canberra Contact Centre



Base: N=220

Chart 3: Access Canberra Digital Services



Base: N=398

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

| | Service Centres | Telephone Contact Centres | Digital Services |
|---|-----------------|---------------------------|------------------|
| Car or other vehicle registration (NETT)* | 32% | 28% | 41% |
| Car or other vehicle registration (renewal) | 18% | 17% | 38% |
| Car or other vehicle registration (new owner) | 15% | 12% | 3% |
| Driver's licence | 39% | 14% | 11% |
| COVID-19 advice (NETT)* | 0% | 5% | 4% |
| Complaint (NETT)* | 0% | 2% | 2% |
| Rates payment | 1% | 2% | 8% |
| Base | 205 | 220 | 398 |

The full list of 'reasons for contact' are reported in Appendix A.

*Car registration (NETT) includes renewal of an existing registration or registration of a new owner. Complaint (NETT) includes lodging a complaint about a particular government service or about Access Canberra. COVID-19 advice (NETT) includes advice for residents or businesses.



Summary of Contact Frequency

Summary

All service channels have seen a slight decline in the frequency of contacts amongst users of the channels.

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 |
|--|--------------------------------|--|---|--|
| Average | 2.4 (2.6) | 3.4 (3.6) | 4.9 (5.3) | 3.4 (3.5) |
| One (1) | 36% | 21% | 10% | 22% |
| Two (2) | 31% | 25% | 18% | 19% |
| Three (3) | 17% | 18% | 16% | 15% |
| Four (4) | 5% | 13% | 10% | 13% |
| Five (5) | 7% | 7% | 13% | 7% |
| Six to ten times (8) | 3% | 8% | 13% | 9% |
| More than ten times (11) | 1% | 5% | 15% | 3% |
| Can't say/not at all (NA) | 1% | 3% | 6% | 11% |
| Base | 205 | 220 | 398 | 398 |

Note: Numbers in brackets represent the values used to calculate the mean number of contacts.

For comparison 2021 average results are displayed in brackets in blue alongside 2022 averages.

The 'can't say/don't know', 'not at all' and 'issue not resolved' responses have been excluded from the average.



Summary of Number of Contacts to Resolve Issue

Summary

In 2022 we have changed the 'number of contacts required to resolve' questions, by splitting what was previously one question into 'number of contacts for main channel' and 'number of contacts, if any, for other channels'. The result is a noticeable increase in contacts required for both the Service Centres and the Contact Centre. For instance, an average of 2.1 contacts were required for Service Centre enquiries (1.3 contacts at Service Centres and 0.8 using other channels).

Qs 4d, 5c, 6c. How many times did you have to visit an Access Canberra Service Centre/call the Access Canberra Contact Centre/use the Access Canberra Digital Service before your issue was resolved?

Qs 4di, 5ci, 6ci. And how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue?

| Number of contacts required to resolve issue | Service Centre Visits | Engagements via Other Channels | 2022 Total Contacts | 2021 Total Contacts |
|--|-----------------------|--------------------------------|---------------------|---------------------|
| Average | 1.3 | 0.8 | 2.1 | 1.4 |
| None (0) | N/A | 58% | N/A | N/A |
| One (1) | 82% | 19% | 54% | 75% |
| Two (2) | 11% | 11% | 21% | 12% |
| Three (3) | 1% | 5% | 10% | 8% |
| Four (4) | 1% | 1% | 7% | <1% |
| Five (5) | 1% | 1% | 3% | 1% |
| More than five (6) | 1% | 3% | 5% | 2% |
| Don't know/Issue not resolved (NA) | 2% | 2% | 1% | 2% |
| Base | 205 | 205 | 205 | 262 |

| Number of contacts required to resolve issue | Calls to Canberra Contact Centre | Engagements via Other Channels | 2022 Total Contacts | 2021 Total Contacts |
|--|----------------------------------|--------------------------------|---------------------|---------------------|
| Average | 1.7 | 1.0 | 3.0 | 1.8 |
| None (0) | N/A | 48% | N/A | N/A |
| One (1) | 61% | 23% | 38% | 58% |
| Two (2) | 12% | 9% | 22% | 21% |
| Three (3) | 10% | 6% | 14% | 7% |
| Four (4) | 1% | 1% | 7% | 5% |
| Five (5) | 2% | 1% | 4% | 1% |
| More than five (6) | 3% | 4% | 9% | 5% |
| Don't know/Issue not resolved (NA) | 10% | 7% | 6% | 3% |
| Base | 220 | 220 | 220 | 167 |

| Number of contacts required to resolve issue | Uses of Digital Services | Engagements via Other Channels | 2022 Total Contacts | 2021 Total Contacts |
|--|--------------------------|--------------------------------|---------------------|---------------------|
| Average | 1.2 | 0.3 | 1.5 | 1.3 |
| None (0) | N/A | 82% | N/A | N/A |
| One (1) | 83% | 10% | 73% | 86% |
| Two (2) | 8% | 2% | 14% | 4% |
| Three (3) | 2% | 2% | 4% | 2% |
| Four (4) | 1% | <1% | 3% | 2% |
| Five (5) | 1% | 1% | 1% | 0% |
| More than five (6) | <1% | <1% | 2% | 2% |
| Don't know/Issue not resolved (NA) | 5% | 3% | 4% | 4% |
| Base | 398 | 398 | 398 | 400 |

Note: The 'don't know', and 'issue not resolved' 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 Access Canberra Service Centres.



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

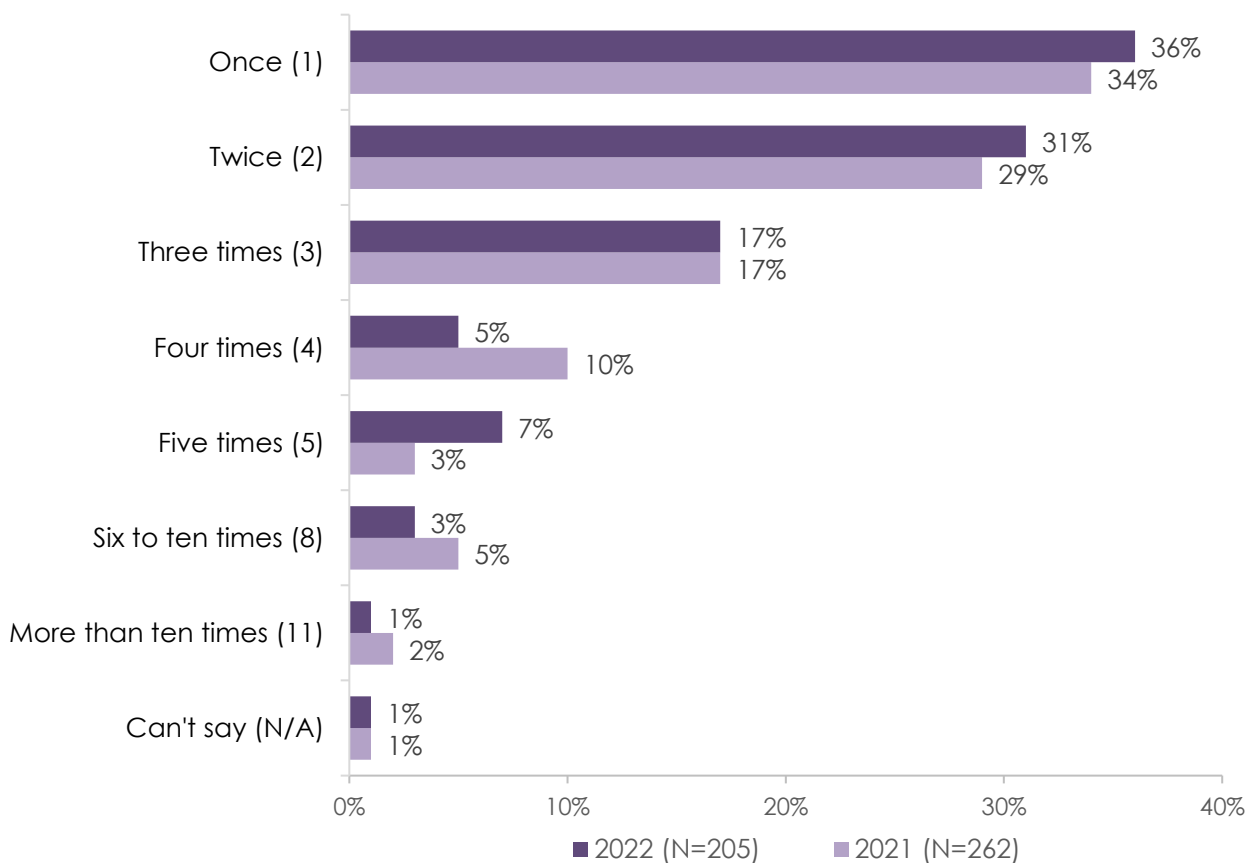
Summary

We noted earlier (see Page 23) that there has been a significant decline in the proportion of residents using the Service Centres – down from 58% in 2020 to 51% in 2021 and 43% in 2022. Furthermore, there has been a softening in frequency of visitation this year amongst the fewer visitors (2.4 visits in the past 12 months compared to 2.6 in 2021).

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

| | Overall 2022 | Overall 2021 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|------------------|--------------|--------------|------|--------|-------|-------|-------|-----|
| Number of visits | 2.4 | 2.6 | 2.7 | 2.0▼ | 2.5 | 2.4 | 2.2 | 2.3 |
| Base | 203 | 261 | 110 | 90 | 78 | 32 | 64 | 29 |

▲ ▼ = 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.

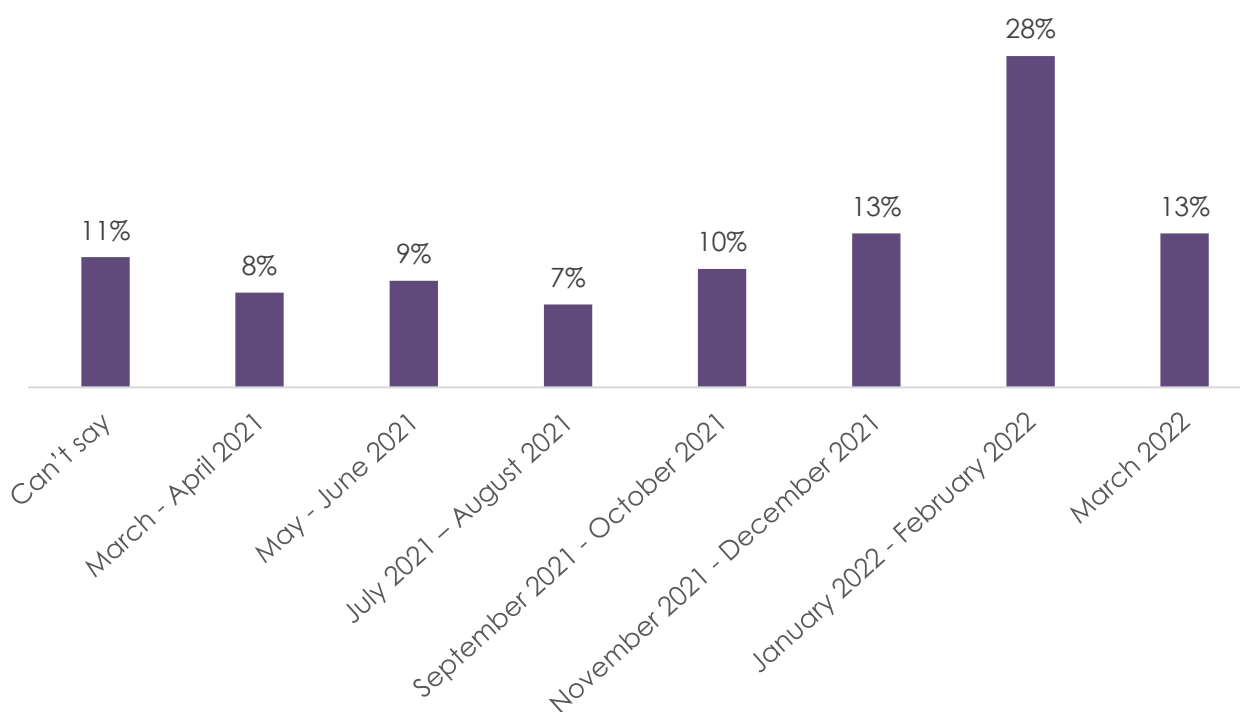
Time of Most Recent Visit to a Service Centre

Summary

41% of those who visited a service centre in the last 12 months most recently visited in January, February or March 2022.

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

| | Overall 2022 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|-------------------------------|--------------|------|--------|-------|-------|-------|-----|
| March - April 2021 | 8% | 6% | 11% | 7% | 6% | 9% | 12% |
| May - June 2021 | 9% | 8% | 11% | 12% | 3% | 9% | 9% |
| July 2021 – August 2021 | 7% | 8% | 7% | 7% | 6% | 9% | 6% |
| September 2021 - October 2021 | 10% | 13% | 7% | 10% | 18% | 7% | 9% |
| November 2021 - December 2021 | 13% | 13% | 13% | 8% | 12% | 16% | 17% |
| January 2022 - February 2022 | 28% | 23% | 33% | 32% | 21% | 23% | 33% |
| March 2022 | 13% | 16% | 11% | 12% | 18% | 14% | 10% |
| Can't say | 11% | 14% | 7% | 12% | 15% | 12% | 4% |
| Base | 205 | 112 | 90 | 80 | 32 | 64 | 29 |



Base: N=205

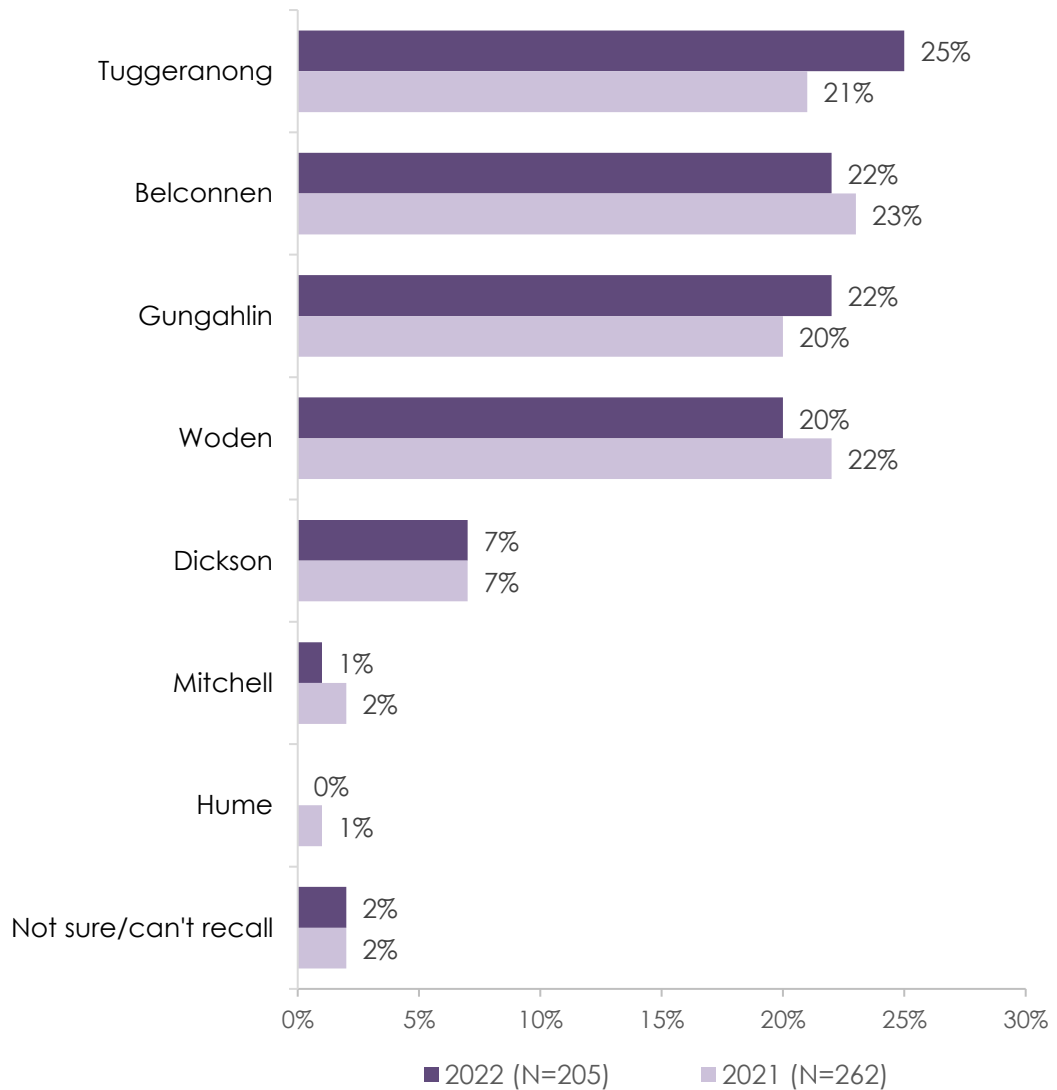


Access Canberra Service Centre Visited Most Recently

Summary

Tuggeranong and Gungahlin had slightly higher levels of visitation, whilst visitation was slightly lower for Belconnen and Woden service centres compared to 2021.

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



Please see Appendix A for results by demographics.



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

Summary

In line with 2021 results, nearly half (48%) 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 because they were required to physically visit in person, and they couldn't complete the transaction online. Ease of speaking to someone and convenience were also common reasons for choosing the Service Centre over other channels.

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=196 |
|---|-------|
| Physically required to visit in person e.g., licence, photo, eye test, provide documents, pick something up, service not available online | 48% |
| Easier e.g., easier to speak to someone in person | 18% |
| Convenience e.g., close to work, already in the area, familiar | 9% |
| Prefer face-to-face communication | 7% |
| Can't access other services/service issues | 6% |
| Not sure how to do it online/on the phone/confusing/too old | 4% |
| Quicker | 3% |
| Wanted customer service information | 2% |
| Do not have a computer, smartphone or internet/do not like to use computers | 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% |

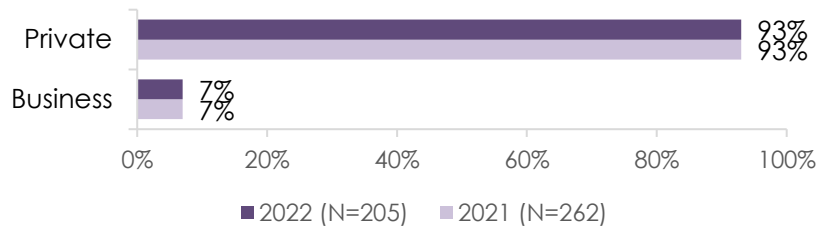


Details of Most Recent Visit to an Access Canberra Service Centre

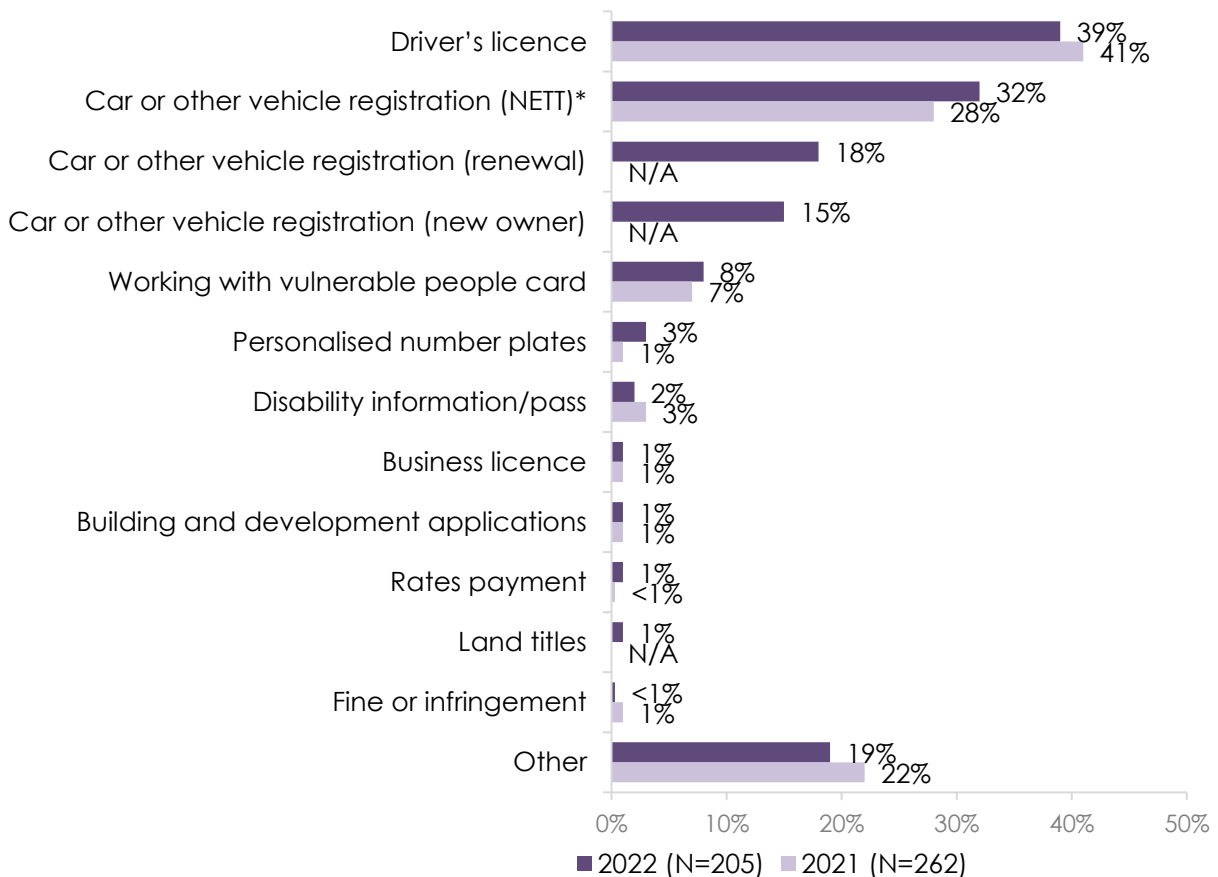
Summary

As in 2021, 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 are still driver's licences and car registrations, with 18% being registration renewals and 15% new registrations.

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



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



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

Please see Appendix A for 'other specified' responses



Details of Most Recent Visit to an Access Canberra Service Centre

Summary

Whilst sample sizes are small, for both those undertaking a registration renewal and those obtaining a new registration, 35% said they chose to visit a service centre because they were 'physically required to visit in person' – if visits are not required for renewals, this could be an opportunity to divert renewal enquires to other channels.

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)

Q4c. What was this contact in relation to?

| | Overall | Driver's licence | Car or other vehicle registration (NETT) | Car or other vehicle registration (renewal) | Car or other vehicle registration (new owner) | Working with vulnerable people card | New number plates/replacement plates/plates for another state |
|---|---------|------------------|--|---|---|-------------------------------------|---|
| Physically required to visit in person | 48% | 44% | 34%▼ | 35% | 35% | 54% | 90%▲ |
| Easier e.g. to speak to someone in person | 18% | 25% | 23% | 25% | 19% | 8% | 0% |
| Convenience e.g. close to work, already in the area | 9% | 11% | 6% | 2%▼ | 11% | 0% | 0% |
| Prefer face-to-face communication | 7% | 9% | 11% | 6% | 16%▲ | 3% | 10% |
| Can't access other services/services issues | 6% | 2% | 7% | 5% | 9% | 14% | 0% |
| Not sure how to do it online/on the phone/confusing/too old | 4% | 4% | 4% | 3% | 5% | 20%▲ | 0% |
| Base | 196 | 77 | 62 | 35 | 28 | 17 | 10 |

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

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



Number of Contacts to Resolve Issue

Summary

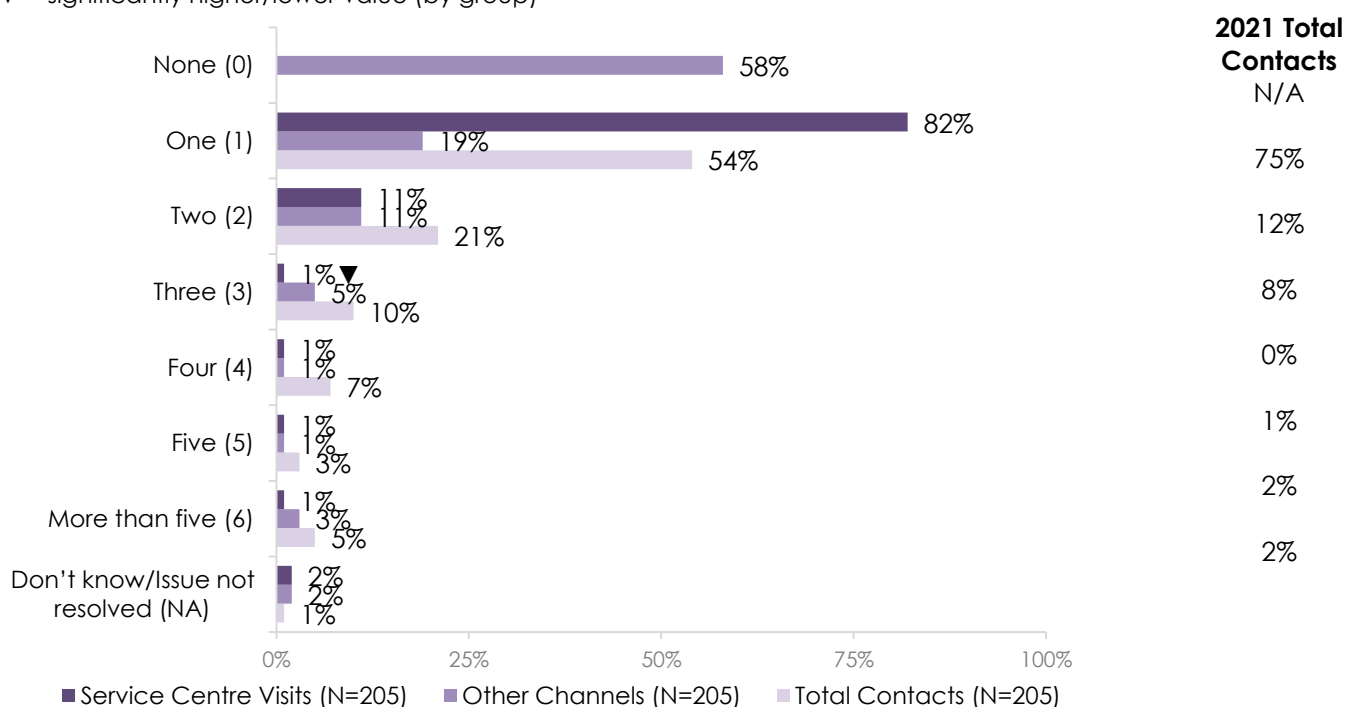
This year, we changed the 'number of contacts to resolve' question, splitting it into two (so results are no longer directly comparable with 2021 results). An average of 1.3 visits to a Service Centre were required – and an additional average of 0.8 contacts were required using other channels. In total, 2.1 contacts were required using any channel. Note that 58% of Service Centre users did not need to engage via any other channels to resolve their issue.

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

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

| | Service Centre Visits | Other Channels | 2022 Total Contacts | 2021 Total Contacts |
|-------------------|-----------------------|----------------|---------------------|---------------------|
| Average | 1.3 | 0.8 | 2.1 | 1.4 |
| None | N/A | 58% | N/A | N/A |
| One time | 82% | 19% | 54% | 75% |
| Two or more times | 16% | 21% | 46% | 23% |
| Base | 205 | 205 | 205 | 262 |

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



| Year on Year Trends | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |
|---------------------|------|------|------|------|------|------|------|
| Mean | 1.3 | 1.2 | 1.3 | 1.3 | 1.3 | 1.4 | 2.1 |

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

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



Ease of Dealing with Access Canberra Service Centre

Summary

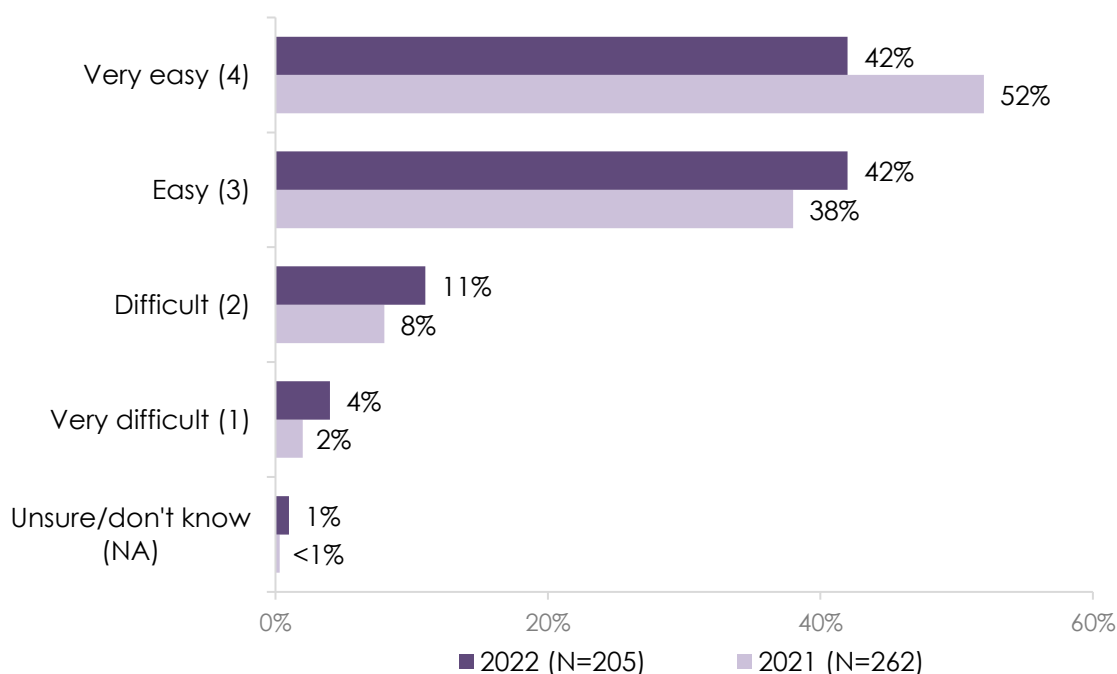
84% claimed that it was easy or very easy to deal with the Access Canberra Service Centre, a slight drop compared to 90% of Service Centre users in 2021 – note in particular the softening in the 'very easy' response code. Not surprisingly, those who were able to resolve their issue in one contact and those who didn't have to engage with Access Canberra through other channels to resolve their issue provided significantly higher ratings for ease of dealing with Access Canberra.

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

| | Year | | Service Centre Visited | | | | Reason for Visit | |
|--------------------|--------------|--------------|------------------------|-----------|-----------|-------|-------------------------|------------------|
| | Overall 2022 | Overall 2021 | Tuggeranong | Gungahlin | Belconnen | Woden | Car registration (NETT) | Driver's license |
| Mean rating | 3.23 | 3.40 | 3.23 | 3.33 | 3.25 | 3.19 | 3.18 | 3.15 |
| Base | 203 | 261 | 52 | 46 | 45 | 41 | 64 | 79 |

| | Number of contacts to resolve issue | | Engagements via other channels | |
|--------------------|-------------------------------------|---------------|--------------------------------|-------------|
| | One | More than one | None | One or more |
| Mean rating | 3.39▲ | 2.56 | 3.38▲ | 3.07 |
| Base | 167 | 32 | 118 | 80 |

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



Scale: 1 = very difficult, 4 = very easy

Note: Car registration (NETT) includes renewals and registration of new owners



Ease of Dealing with Access Canberra Service Centre

Summary

Wait time and ability to complete in one visit were again clear drivers in the perceived ease of dealing with the Access Canberra Service Centre. Among residents who stated their visit was 'very easy', 51% attributed this to quick service and resolving the issue in one visit. Knowledgeable staff was also a key reason attributed to the Service Centre being easy or very easy to deal with. Conversely, the most common reasons among residents who rated their dealings as either 'very difficult' or 'difficult', were that they 'had to wait a long time' or that the 'person did not appear to be knowledgeable'.

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

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

| | Overall | Very difficult – difficult to deal with the Service Centre (15%) | Easy to deal with the Service Centre (42%) | Very easy to deal with the Service Centre (42%) |
|--|---------|--|--|---|
| Able to complete in one visit | 40% | 0%▼ | 43% | 51%▲ |
| Person was knowledgeable | 37% | 2%▼ | 42% | 45% |
| Quick – didn't have to wait long | 36% | 4%▼ | 33% | 51%▲ |
| Had to wait a long time | 13% | 48%▲ | 12% | 1%▼ |
| Person didn't appear to be knowledgeable | 6% | 40%▲ | 0%▼ | 0%▼ |
| Had to come back | 3% | 20%▲ | 0%▼ | 0%▼ |
| Other 'COVID-specific' mentions | 3% | 9%▲ | 1% | 2% |
| Other reason | 28% | 49%▲ | 27% | 21% |
| Base | 203 | 31 | 86 | 86 |

▲▼ = 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

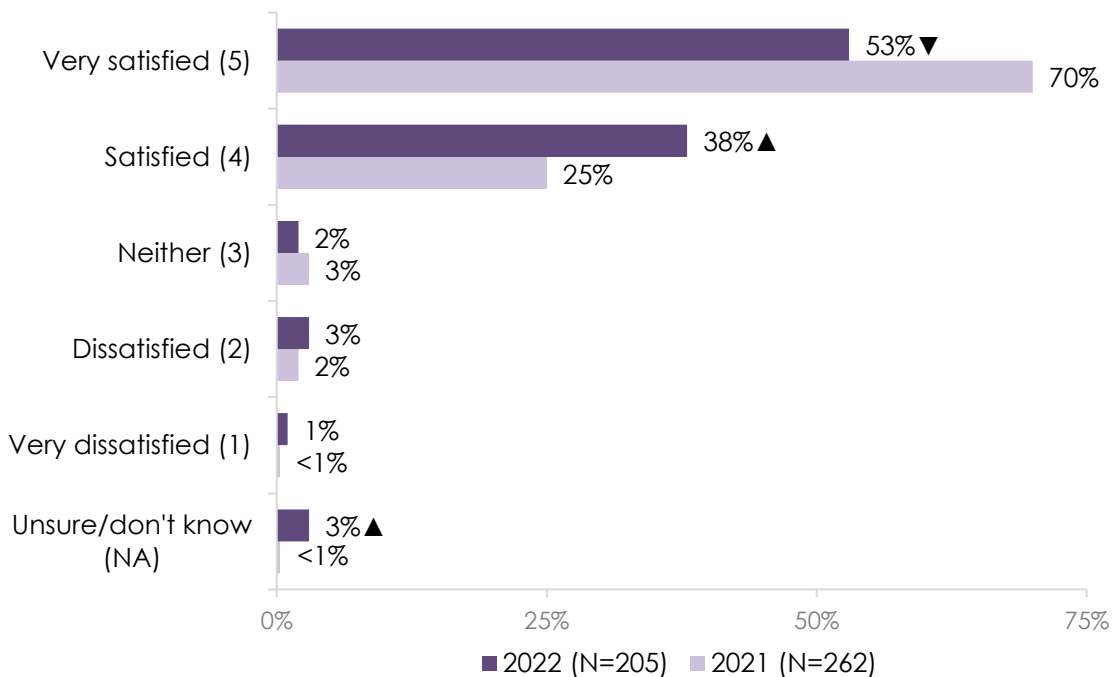
Summary

For those that had visited an Access Canberra Service Centre in the past 12 months, 91% were either satisfied or very satisfied with the service they received (vs 95% in 2021). There has been a softening in the overall mean rating and Consumer Service Index due to a decrease in those who were very satisfied and an increase in those who were satisfied or were unsure – but negative ratings remain low.

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

| | Overall 2022 | Overall 2021 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|-------------|--------------|--------------|------|--------|-------|-------|-------|------|
| Mean rating | 4.43▼ | 4.62 | 4.45 | 4.39 | 4.38 | 4.42 | 4.52 | 4.38 |
| CSI Score | 85.8▼ | 90.6 | 86.2 | 84.9 | 84.6 | 85.6 | 87.9 | 84.4 |
| Base | 199 | 261 | 107 | 89 | 77 | 32 | 62 | 29 |

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



| Year on Year Trends | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |
|---------------------|------|------|------|------|------|------|------|
| Mean rating | 4.51 | 4.64 | 4.53 | 4.58 | 4.63 | 4.62 | 4.43 |
| CSI Score | 87.8 | 91.0 | 88.3 | 89.6 | 90.8 | 90.6 | 85.8 |

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

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

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



Satisfaction with Service Received at Service Centre

Summary

Those who visited the Tuggeranong Service Centre had slightly lower levels of satisfaction, consistent with slightly lower ease ratings (compared to Gungahlin and Belconnen). Satisfaction was slightly higher among customers who were able to resolve their issue within a single contact and significantly higher among those who did not have to engage with Access Canberra via other channels to resolve their issue. Analysis by when visited does not reveal any particular pattern of responses.

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

| Service Centre | Overall | Tuggeranong | Gungahlin | Belconnen | Woden |
|----------------|---------|-------------|-----------|-----------|-------|
| Mean rating | 4.43 | 4.39 | 4.47 | 4.46 | 4.41 |
| CSI Score | 85.8 | 84.8 | 86.7 | 86.6 | 85.3 |
| Base | 199 | 52 | 46 | 43 | 40 |

| Reason for visit | Driver's licence | Car or other vehicle registration (NETT) | Car or other vehicle registration (renewal) | Car or other vehicle registration (new owner) |
|------------------|------------------|--|---|---|
| Mean rating | 4.42 | 4.45 | 4.56 | 4.30 |
| CSI Score | 85.6 | 86.2 | 89.1 | 82.6 |
| Base | 76 | 64 | 35 | 30 |

| Number of contacts to resolve issue | One | More than one |
|-------------------------------------|------|---------------|
| Mean rating | 4.51 | 4.16 |
| CSI Score | 87.7 | 78.9 |
| Base | 165 | 32 |

| Number of engagements via other channels | None | One or more |
|--|-------|-------------|
| Mean rating | 4.54▲ | 4.28 |
| CSI Score | 88.6▲ | 81.9 |
| Base | 118 | 79 |

| Month of visit | March – June 2021 | July – September 2021 | October – December 2021 | January – March 2022 |
|----------------|-------------------|-----------------------|-------------------------|----------------------|
| Mean rating | 4.54 | 4.31 | 4.54 | 4.39 |
| CSI Score | 88.5 | 82.8 | 88.5 | 84.8 |
| Base | 36 | 24 | 38 | 81 |

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

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

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

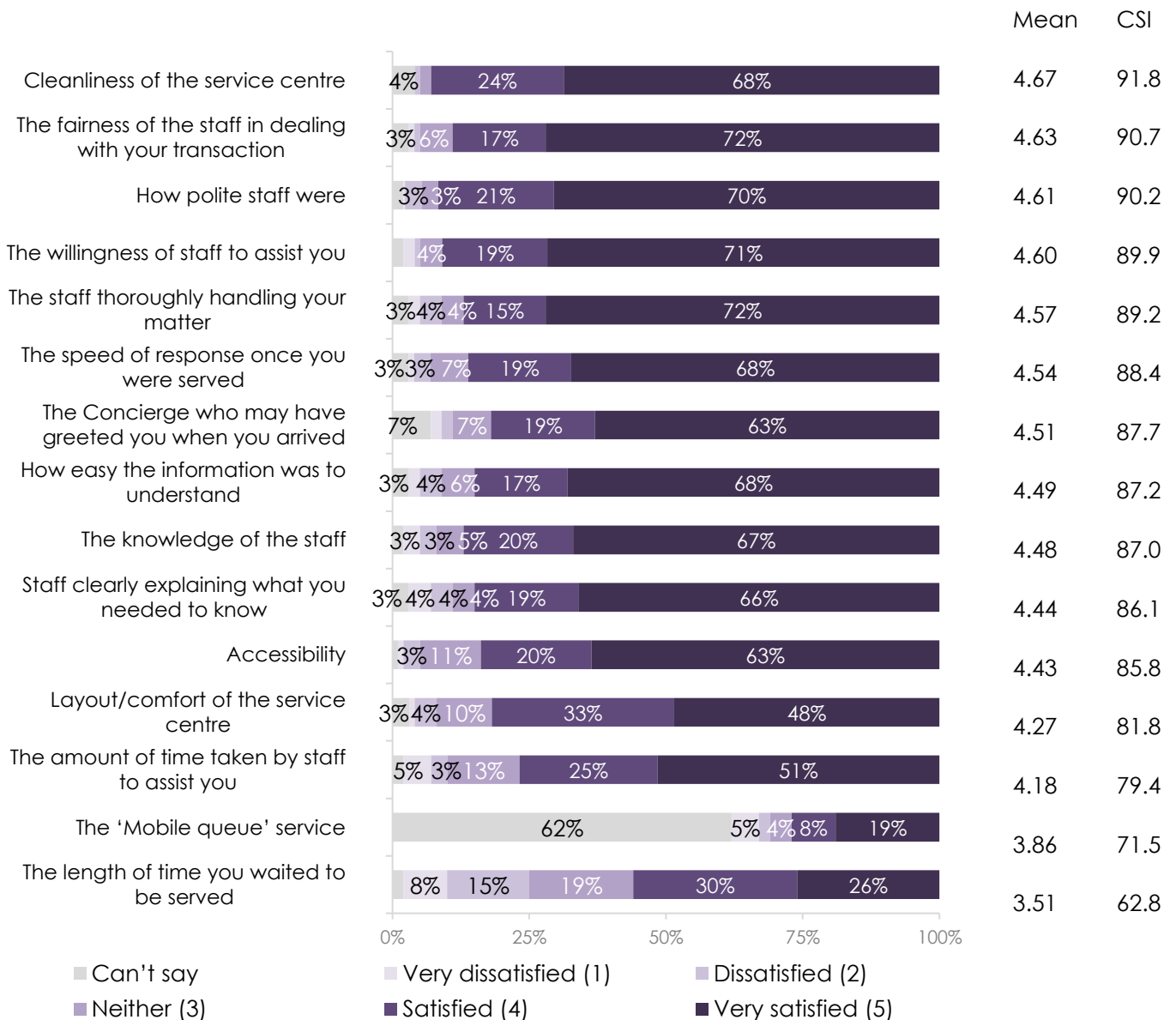


Satisfaction with Specific Services Received at Service Centre

Summary

Cleanliness of service centres (a new attribute in 2022) received the highest overall satisfaction rating. Fairness, politeness and willingness of staff are also rated highly, compared to the ratings of all other service attributes in 2022. Year-on-year (see tables overleaf), satisfaction with the politeness of staff and length of time waiting to be served significantly decreased. Conversely, satisfaction with 'the speed of response once you were served' significantly increased (however, this could be due to a slight wording change putting the emphasis on 'once you were served' as opposed to the speed of response in general which may be perceived to include waiting time). All other comparable service attributes saw a slight decrease in satisfaction compared to 2021.

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=205

Note: Labels of <3% 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?

| | 2022 Mean | 2021 Mean | 2022 CSI | 2021 CSI |
|---|-----------|-----------|----------|----------|
| Cleanliness of the service centre | 4.67 | N/A | 91.8 | N/A |
| The fairness of the staff in dealing with your transaction | 4.63 | 4.74 | 90.7 | 93.5 |
| How polite staff were | 4.61 ▼ | 4.74 | 90.2 ▼ | 93.5 |
| The willingness of staff to assist you | 4.60 | 4.71 | 89.9 | 92.7 |
| The staff thoroughly handling your matter | 4.57 | 4.62 | 89.2 | 90.6 |
| The speed of response once you were served | 4.54 ▲ | 4.32 | 88.4 ▲ | 83.1 |
| The Concierge who may have greeted you when you arrived | 4.51 | 4.64 | 87.7 | 91.1 |
| How easy the information was to understand | 4.49 | 4.58 | 87.2 | 89.6 |
| The knowledge of the staff | 4.48 | 4.55 | 87.0 | 88.8 |
| Staff clearly explaining what you needed to know | 4.44 | 4.49 | 86.1 | 87.2 |
| Accessibility | 4.43 | N/A | 85.8 | N/A |
| Layout/comfort of the service centre | 4.27 | N/A | 81.8 | N/A |
| The amount of time taken by staff to assist you | 4.18 | 4.32 | 79.4 | 83.1 |
| The 'Mobile queue' service where you could provide your mobile number and leave the Centre* | 3.86 | N/A | 71.5 | N/A |
| The length of time you waited to be served | 3.51 ▼ | 3.82 | 62.8 ▼ | 70.6 |

| | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|---|------|--------|--------|--------|--------|------|
| Cleanliness of the service centre | 4.62 | 4.73 | 4.72 | 4.70 | 4.67 | 4.51 |
| The fairness of the staff in dealing with your transaction | 4.69 | 4.54 | 4.56 | 4.76 | 4.63 | 4.66 |
| How polite staff were | 4.57 | 4.64 | 4.51 | 4.73 | 4.72 | 4.50 |
| The willingness of staff to assist you | 4.65 | 4.52 | 4.44 | 4.64 | 4.74 | 4.67 |
| The staff thoroughly handling your matter | 4.64 | 4.48 | 4.42 | 4.67 | 4.66 | 4.64 |
| The speed of response once you were served | 4.52 | 4.55 | 4.38 | 4.52 | 4.76 ▲ | 4.49 |
| The Concierge who may have greeted you when you arrived | 4.50 | 4.51 | 4.33 | 4.55 | 4.66 | 4.61 |
| How easy the information was to understand | 4.47 | 4.54 | 4.30 | 4.64 | 4.57 | 4.65 |
| The knowledge of the staff | 4.52 | 4.44 | 4.40 | 4.52 | 4.55 | 4.48 |
| Staff clearly explaining what you needed to know | 4.52 | 4.36 | 4.29 | 4.57 | 4.55 | 4.47 |
| Accessibility | 4.36 | 4.50 | 4.41 | 4.49 | 4.51 | 4.29 |
| Layout/comfort of the service centre | 4.19 | 4.38 | 4.27 | 4.44 | 4.24 | 4.18 |
| The amount of time taken by staff to assist you | 4.15 | 4.18 | 4.14 | 3.95 | 4.35 | 4.15 |
| The 'Mobile queue' service where you could provide your mobile number and leave the Centre* | 4.23 | 3.44 ▼ | 3.44 ▼ | 4.87 ▲ | 4.00 | 3.28 |
| The length of time you waited to be served | 3.44 | 3.62 | 3.44 | 3.37 | 3.63 | 3.63 |

*and you were messaged back when a staff member could attend to you

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?

| | Couple with children | Couple | Single/living alone | Group/shared household | Single parent |
|---|----------------------|--------|---------------------|------------------------|---------------|
| Cleanliness of the service centre | 4.75 | 4.63 | 4.58 | 4.92▲ | 4.30 |
| The fairness of the staff in dealing with your transaction | 4.59 | 4.62 | 4.58 | 4.81 | 4.65 |
| How polite staff were | 4.72 | 4.41 | 4.66 | 4.38 | 4.65 |
| The willingness of staff to assist you | 4.59 | 4.55 | 4.64 | 4.57 | 4.57 |
| The staff thoroughly handling your matter | 4.64 | 4.52 | 4.56 | 4.61 | 4.54 |
| The speed of response once you were served | 4.69 | 4.43 | 4.48 | 4.35 | 4.59 |
| The Concierge who may have greeted you when you arrived | 4.70▲ | 4.46 | 4.29 | 4.50 | 4.40 |
| How easy the information was to understand | 4.48 | 4.56 | 4.49 | 4.07 | 4.41 |
| The knowledge of the staff | 4.56 | 4.47 | 4.47 | 4.16 | 4.59 |
| Staff clearly explaining what you needed to know | 4.47 | 4.39 | 4.54 | 4.28 | 4.61 |
| Accessibility | 4.62▲ | 4.33 | 4.19 | 4.92▲ | 4.29 |
| Layout/comfort of the service centre | 4.36 | 4.27 | 4.17 | 4.56 | 3.56 |
| The amount of time taken by staff to assist you | 4.19 | 4.22 | 4.14 | 4.11 | 4.23 |
| The 'Mobile queue' service where you could provide your mobile number and leave the Centre* | 4.10 | 3.67 | 3.25 | 4.80▲ | 3.01 |
| The length of time you waited to be served | 3.35 | 3.50 | 3.78 | 3.42 | 3.38 |

*and you were messaged back when a staff member could attend to you

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

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

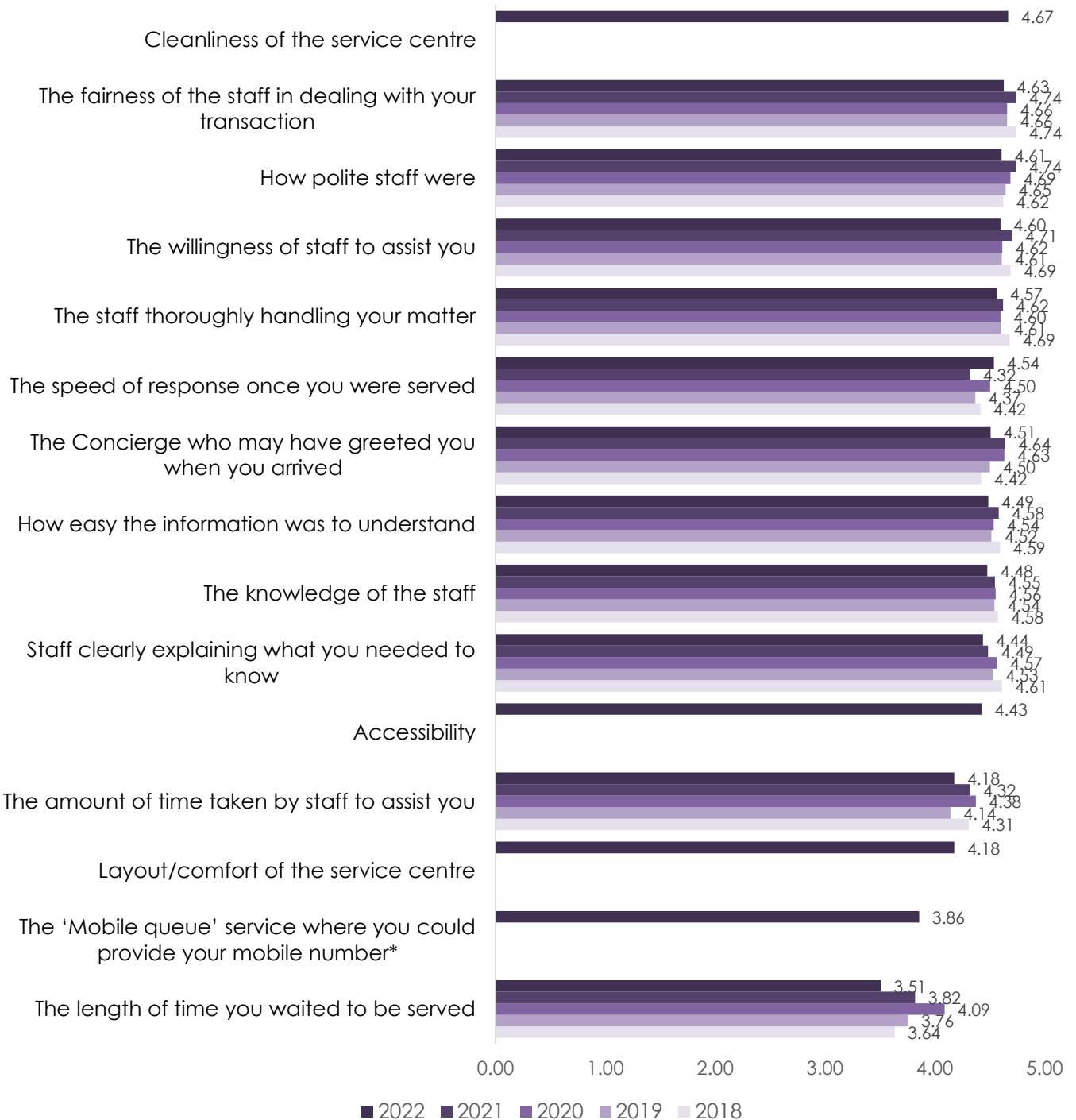
▲ ▼ = significantly higher/lower satisfaction (by group)



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



*and leave the Centre – and you were messaged back when a staff member could attend to you
 Mean scale: 1 = very dissatisfied, 5 = very satisfied

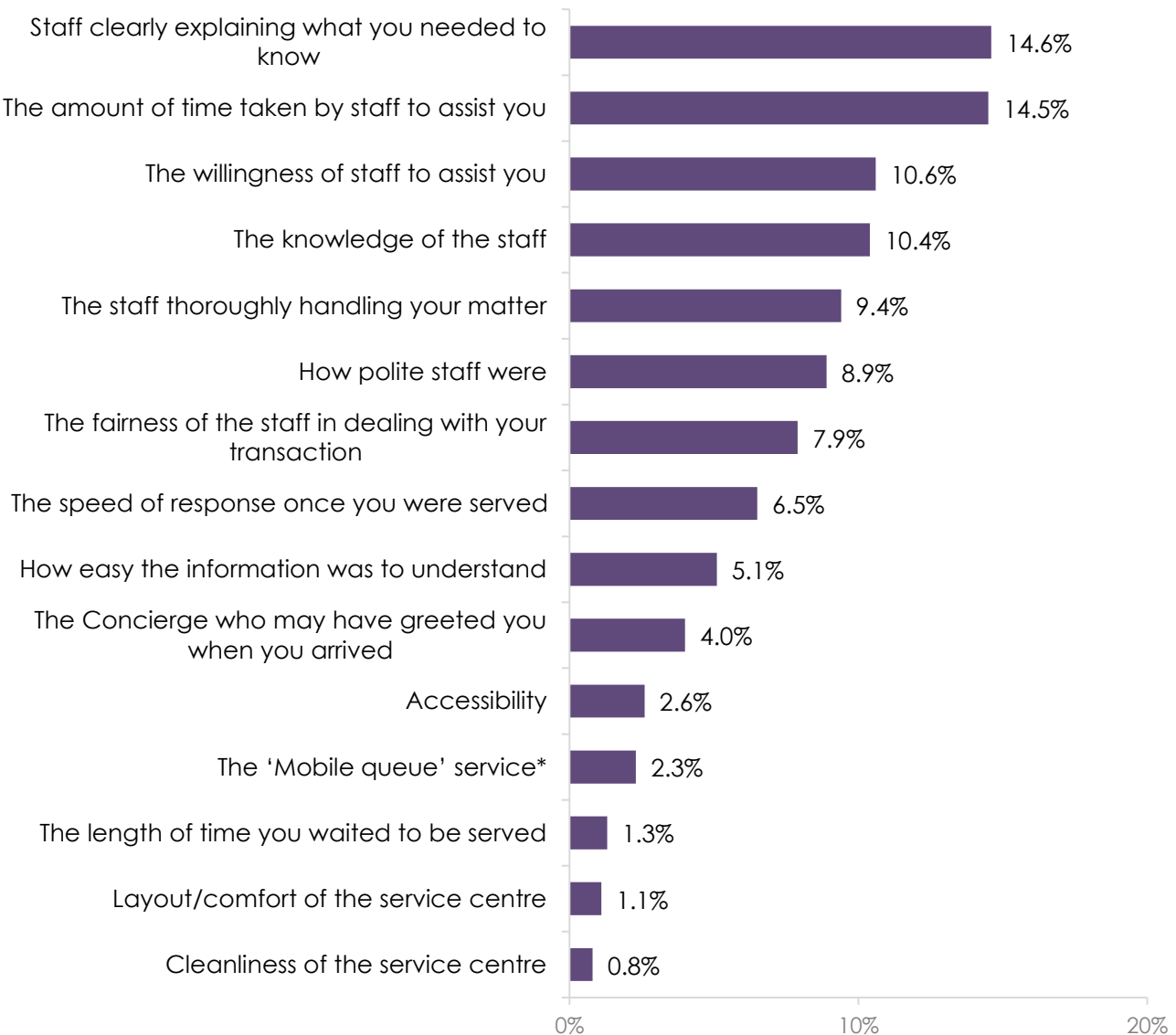


Drivers of Overall Satisfaction with Service Centres

Access Canberra Service Centres

The below chart displays the overall contribution each of the attributes on Pages 47-50 (Q4i) have towards overall satisfaction with Access Canberra **Service Centres**, based on a Regression analysis.

The two strongest drivers of overall satisfaction at Access Canberra Service Centres were 'staff clearly explaining what you needed to know' and 'the amount of time taken by staff to assist you', contributing to 14.6% and 14.5% of the variation observed in overall satisfaction respectively. The top 5 attributes – all related to how well staff met customer expectations – contributed to nearly 60% of the variation in overall satisfaction with Service Centres.



*The Mobile queue service is a new service introduced where you could provide your mobile number and leave the Centre – and you were messaged back when a staff member could attend to you



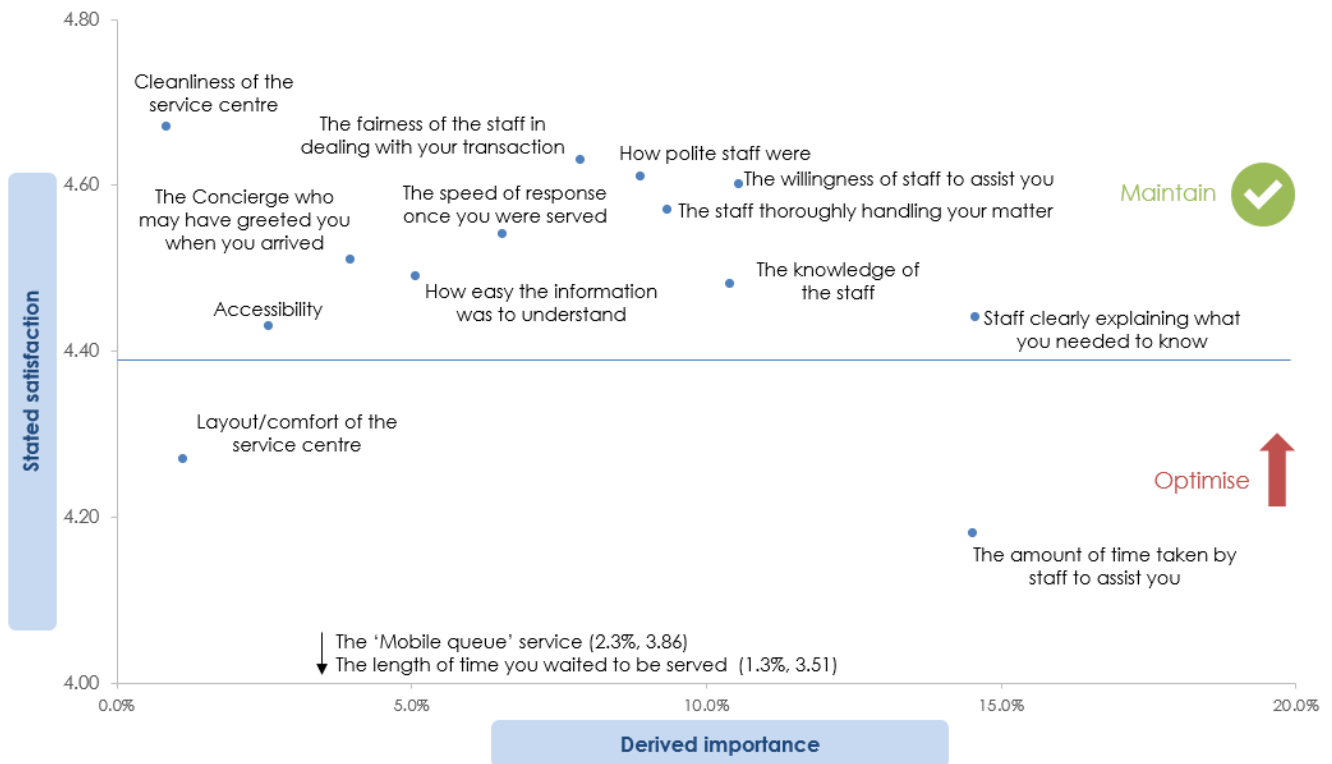
Drivers of Overall Satisfaction with Service Centres

Access Canberra Service Centres

The chart below plots the 2022 Regression score (see previous page) against residents' stated satisfaction for each of the 15 service attributes relating to Access Canberra Service Centres. There were 4 additional attributes this year including cleanliness of service centres, accessibility, layout/comfort and the 'Mobile queue' service, though none of these were found to be key drivers of satisfaction.

Time related attributes such as 'the length of time you waited to be served' and 'the amount of time taken by staff to assist you' continue to be areas for improvement, as is 'the mobile queue service'.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas

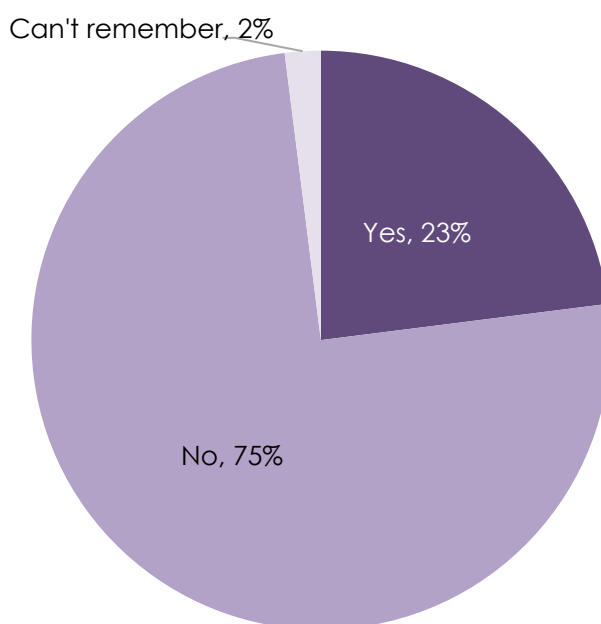


Usage of the 'Mobile Queue' Service

Summary

23% of those who visited a service centre used the Mobile queue service where they were able to leave the service centre and were messaged back when a staff member was able to attend to them. This was a new service introduced in 2022. As mentioned in a handful of open-ended responses (see Page 107), the delivery of this service could be further improved by providing more accurate, real-time estimates about wait times at service centres. Those who used the Mobile queue service on their most recent visit provided a satisfaction rating of 4.11 out of 5 for the Mobile queue service itself.

Q4j. On your most recent visit to the Access Canberra Service Centre, did you use the 'Mobile queue' service? (where you could provide your mobile number and leave the Centre – and you were messaged back when a staff member could attend to you)?



Base: N=205

| | Overall | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|-------|---------|------|--------|-------|-------|-------|-----|
| Yes % | 23% | 20% | 25% | 25% | 34% | 22% | 8% |
| Base | 205 | 112 | 90 | 80 | 32 | 64 | 29 |

| Satisfaction with Mobile Queue Service | Used the mobile queue on most recent visit | Didn't use mobile queue on most recent visit |
|--|--|--|
| Mean rating | 4.11 | 3.48 |
| Base | 47 | 32 |

Note: this was a new question in 2022.

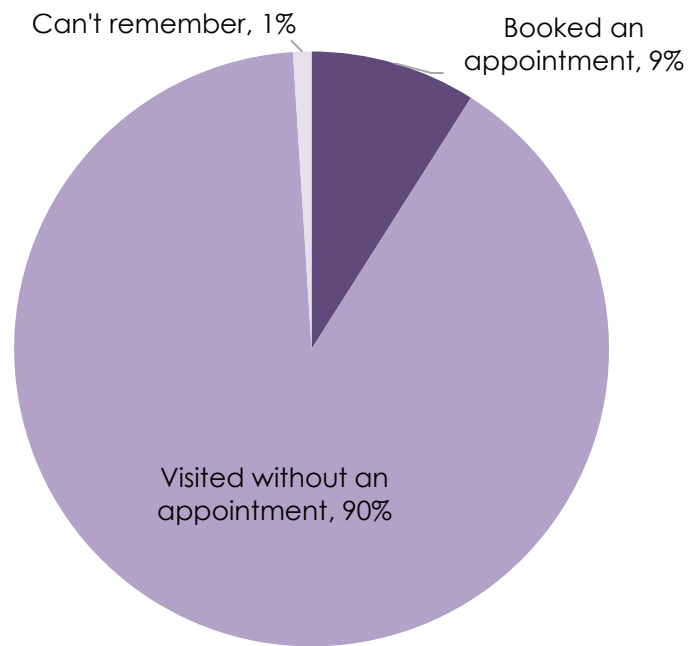


Booking Appointments at a Service Centre

Summary

Almost one in ten (9%) of those who visited a service centre booked an appointment, however, this was only available to residents during lockdown and for Land Titles transactions. Extending this capability to all service types and service centres could be an opportunity to improve customer satisfaction with the length of time waiting to be served.

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



Base: N=205

| | Overall | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|-----------------------|---------|------|--------|-------|-------|-------|-----|
| Booked an appointment | 9% | 11% | 6% | 10% | 9% | 11% | 0% |
| Base | 205 | 112 | 90 | 80 | 32 | 64 | 29 |

Note: 'Bookable' appointments were only used during lockdown and by land titles. This was a new question in 2022.





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.



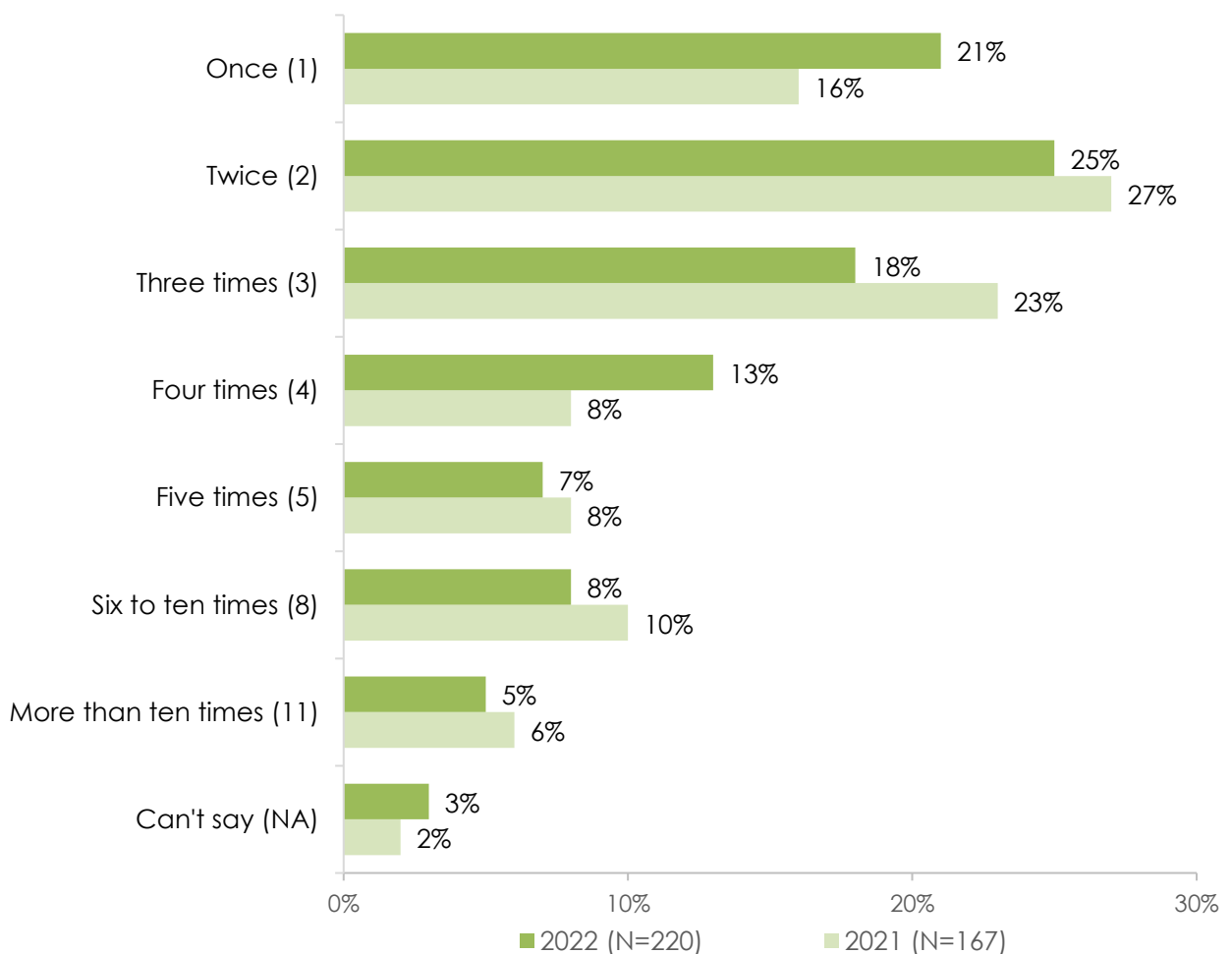
Number of Calls to the Access Canberra Telephone Contact Centre in the Past 12 Months

Summary

In contrast to the small increase in the proportion of residents calling the Contact Centre over the past 12 months (see Page 23), the average number of calls amongst those calling has decreased marginally (3.4 vs 3.6 in 2021). These figures suggest overall call volumes to the Call Centre over the past 12 months should be similar to the year before.

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 2022 | Overall 2021 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|-----------------|--------------|--------------|------|--------|-------|-------|-------|-----|
| Number of calls | 3.4 | 3.6 | 3.6 | 3.3 | 3.5 | 3.5 | 3.5 | 3.0 |
| Base | 215 | 164 | 103 | 110 | 80 | 48 | 58 | 28 |



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



Time of Most Recent Call to the Access Canberra Contact Centre

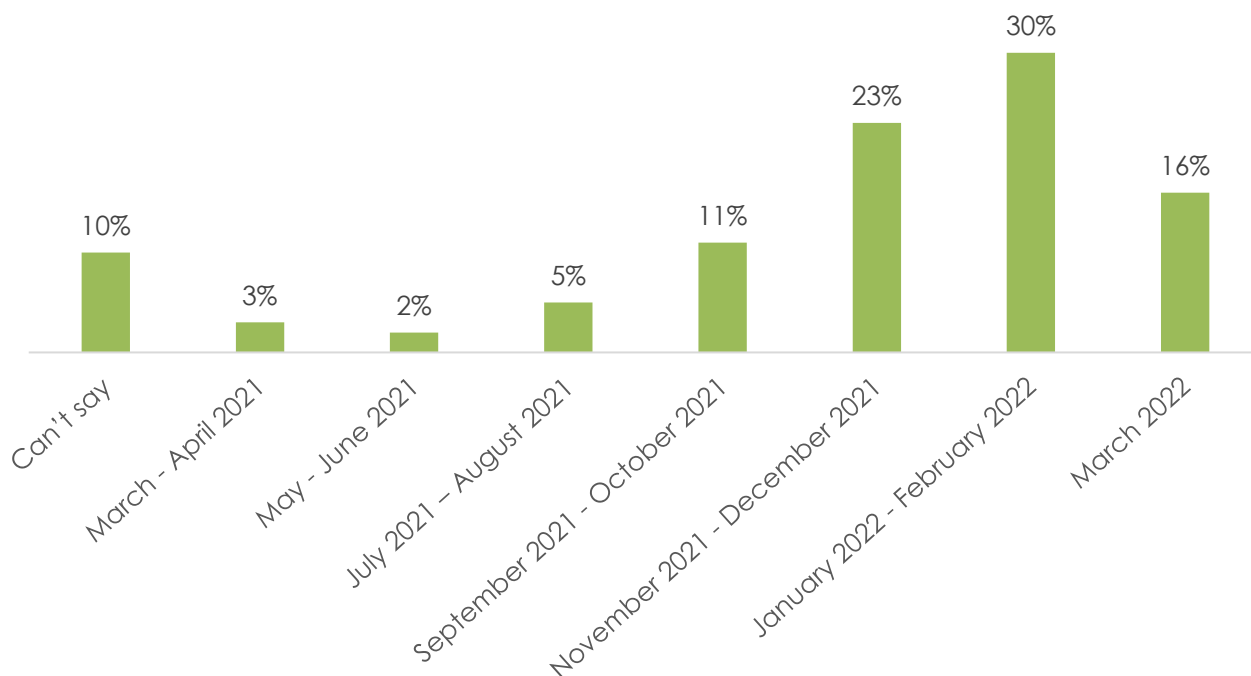
Summary

Nearly half (46%) of residents who contacted the Access Canberra Telephone Contact Centre within the past 12 months made recent contact in January, February or March of 2022.

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

| | Overall 2022 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|-------------------------------|--------------|------|--------|-------|-------|-------|-----|
| March - April 2021 | 3% | 5% | 2% | 3% | 4% | 2% | 6% |
| May - June 2021 | 2% | 1% | 4%▲ | 0% | 2% | 4% | 6% |
| July 2021 - August 2021 | 5% | 5% | 6% | 5% | 6% | 6% | 4% |
| September 2021 - October 2021 | 11% | 10% | 11% | 19%▲ | 6% | 6% | 12% |
| November 2021 - December 2021 | 23% | 20% | 26% | 26% | 22% | 20% | 21% |
| January 2022 - February 2022 | 30% | 32% | 28% | 32% | 24% | 31% | 29% |
| March 2022 | 16% | 19% | 13% | 13% | 20% | 19% | 8% |
| Can't say | 10% | 9% | 11% | 2%▼ | 16% | 13% | 16% |
| Base | 220 | 105 | 113 | 80 | 49 | 62 | 29 |

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



Base: N=220



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

Summary

The two main reasons for choosing the Telephone Contact Centre over other channels were ease of being able to speak to someone (20%), and difficulty resolving the transaction online or using the website (19%). Convenience and being unable to access Service Centres e.g. due to COVID-19 lockdowns and restrictions or simply wanting to minimise physical contact were also common reasons for preferring to use the Telephone Contact Centre.

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=212 |
|---|-------|
| Easier e.g., easier to speak to someone, unsure who to speak with, easier to access, limited mobility | 20% |
| Couldn't resolve online/difficulty with the website e.g., not clear enough, not sure how to do it online | 19% |
| Convenience e.g., calling rather than going into a centre, after hours and during business hours, centre too far away | 14% |
| Service centres were closed/COVID-19 restrictions/lockdown | 13% |
| Needed more detailed information | 10% |
| Quicker/wanted to speak with someone quickly/wanted the issue resolved quickly | 10% |
| Simple interaction e.g., to report an issue/pay a fine/make an appointment/renew licence or registration | 4% |
| Following up on an issue | 3% |
| I visited a Service Centre and was advised to make a phone call | 2% |
| Prefer to speak to someone over the phone | 2% |
| Called another number e.g., SES and transferred to Access Canberra | 1% |
| Information was only available over the phone | 1% |
| Staff shortages in Service Centres | 1% |
| Did not know of other existing services | <1% |
| I rang and was told to do it online | <1% |
| No computer/internet access/do not like online | <1% |

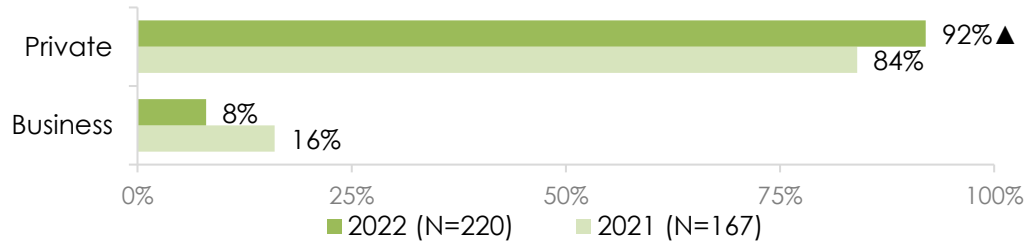


Details of Most Recent Telephone Contact

Summary

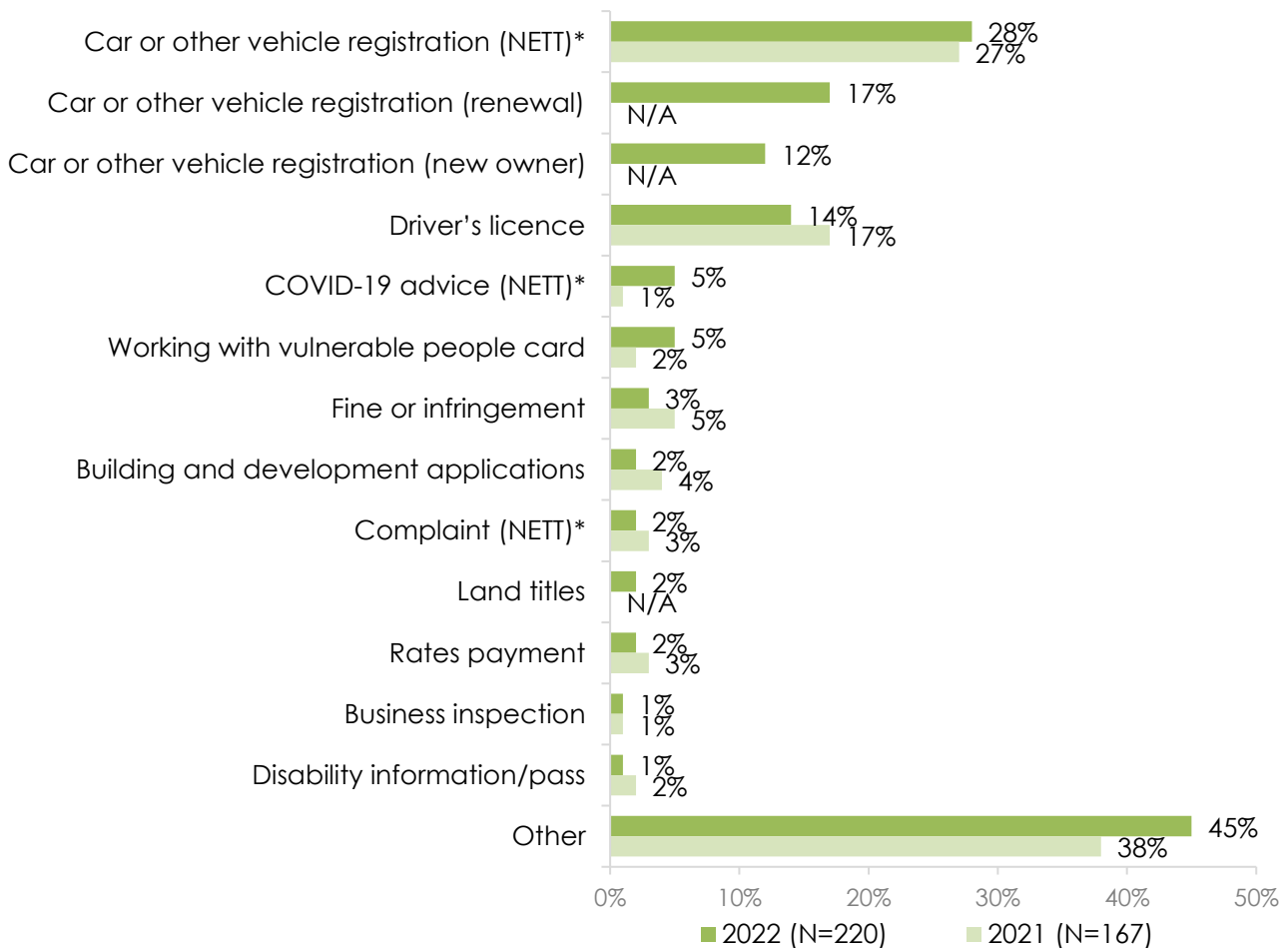
92% of those who had recently called the Telephone Contact Centre stated that the call was related to a private issue. As was the case with Access Canberra Service Centres, the most common reasons for contact included car registrations (28%) and driver's licences (14%), followed by COVID-19 advice (5%) and working with vulnerable people cards (5%).

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



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

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



*Note: Car or other vehicle registration (NETT) includes a renewal of an existing registration or a registration of a new owner. COVID-19 advice (NETT) includes advice for residents or businesses. Complaint (NETT) includes lodging a complaint about a particular government service or about Access Canberra. Please see Appendix A for 'other specified' responses



Details of Most Recent Telephone Contact

Summary

Although sample sizes are very small, those who said that their main reason for contact was related to a working with vulnerable people card or COVID-19 advice (for residents or businesses) were more likely to say that their reason for using the Contact Centre was due to not being able to resolve the issue online. On the other hand, those reporting an issue or seeking general information were more likely to say that they chose the Contact Centre because it was easier to speak with someone or they were unsure who to speak with. Residents seeking COVID-19 advice were more likely to say that they chose the Contact Centre because Service Centres were closed/COVID-19 restrictions.

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)

Q5b. What was this contact in relation to?

| | Overall | Car or other vehicle registration (NETT) | Car or other vehicle registration (renewal) | Car or other vehicle registration (new owner) | Driver's licence |
|---|---------|--|---|---|------------------|
| Easier e.g., to speak with someone, unsure who to speak with | 20% | 16% | 12% | 21% | 3%▼ |
| Couldn't resolve online/difficulty with the website | 19% | 17% | 23% | 12% | 22% |
| Convenience e.g. calling rather than going into a centre, after hours and during business hours | 14% | 12% | 15% | 7% | 15% |
| Service Centres were closed/COVID-19 restrictions/lockdown | 13% | 18% | 17% | 23% | 14% |
| Needed more detailed information | 10% | 16% | 13% | 17% | 14% |
| Quicker/wanted to speak with someone quickly/wanted the issue resolved quickly | 10% | 10% | 14% | 4% | 11% |
| Base | 212 | 58 | 35 | 25 | 32 |

| | Report an issue to be investigated | General information | Working with vulnerable people card | COVID-19 advice (NETT) |
|---|------------------------------------|---------------------|-------------------------------------|------------------------|
| Easier e.g., to speak with someone, unsure who to speak with | 30% | 33% | 19% | 0% |
| Couldn't resolve online/difficulty with the website | 6% | 20% | 40% | 27% |
| Convenience e.g. calling rather than going into a centre, after hours and during business hours | 18% | 4%▼ | 8% | 0% |
| Service Centres were closed/COVID-19 restrictions/lockdown | 0% | 0% | 9% | 56%▲ |
| Needed more detailed information | 0% | 20% | 0% | 17% |
| Quicker/wanted to speak with someone quickly/wanted the issue resolved quickly | 20% | 16% | 12% | 0% |
| Base | 16 | 15 | 12 | 9 |

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

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



Number of Contacts to Resolve Issue

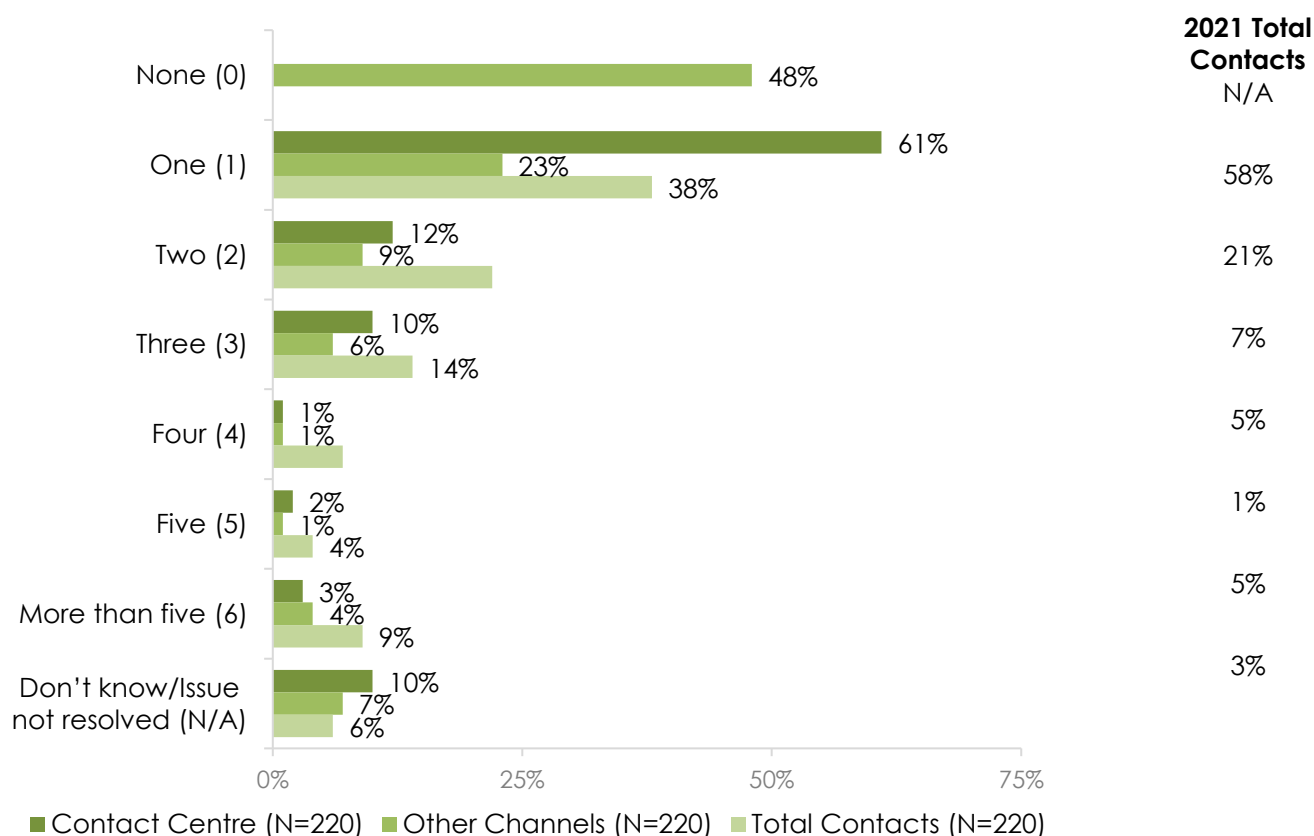
Summary

This question has changed since 2021, so results are not directly comparable. When asked how many contacts Contact Centre users made via other channels in order to resolve their issue, more than half (52%) engaged with Access Canberra via another channel at least once. Therefore, the total number of contacts to resolve the issue (regardless of channel) is estimated to be 2.6.

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

Q5ci. And how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue?

| | Contact Centre | Other Channels | 2022 Total Contacts | 2021 Total Contacts |
|----------------|----------------|----------------|---------------------|---------------------|
| Average | 1.7 | 1.0 | 2.6 | 1.8 |
| Base | 198 | 204 | 204 | 162 |



| Year on Year Trends | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |
|---------------------|------|------|------|------|------|------|------|
| Mean | 1.4 | 1.8 | 1.6 | 1.6 | 1.7 | 1.8 | 2.6 |

Note: numbers in brackets on chart represent the value used to calculate the 'average number of contacts to resolve issue'. 5 respondents mentioned that their issue had not been resolved. Respondents who said 'don't know' or 'issue not resolved' have been excluded from the calculation of the mean.

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



Ease of Dealing with Access Canberra Contact Centre

Summary

Positively, 75% of those who contacted the Access Canberra Telephone Contact Centre stated their dealings were easy or very easy. A significantly higher proportion of residents provided an 'easy' rating, with fewer providing a 'difficult' rating.

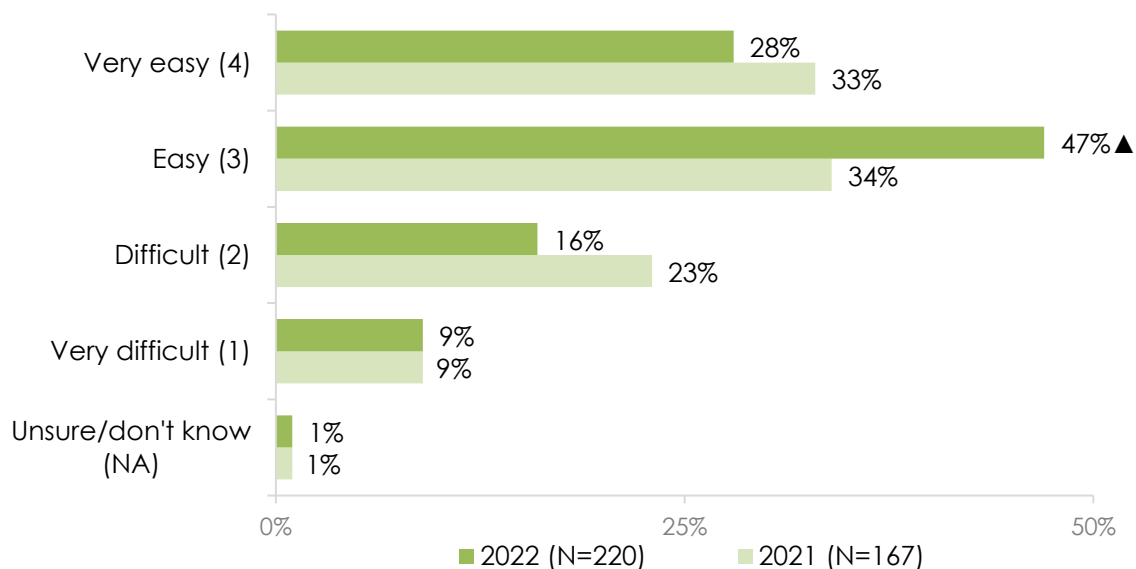
As was the case with service centres, those who had their issue resolved after the first contact and those who didn't have to engage Access Canberra via other channels to resolve their issue demonstrated a significantly higher rating for ease of dealing with the Telephone Contact Centre.

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

| | Overall 2022 | Overall 2021 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ | One contact | More than one contact |
|-------------|--------------|--------------|------|--------|-------|-------|-------|------|-------------|-----------------------|
| Mean rating | 2.94 | 2.91 | 2.90 | 2.96 | 3.05 | 2.90 | 2.92 | 2.77 | 3.30▲ | 2.41 |
| Base | 218 | 166 | 104 | 112 | 79 | 49 | 61 | 29 | 133 | 64 |

| Engagements via other channels | None | One or more |
|--------------------------------|-------|-------------|
| Mean rating | 3.09▲ | 2.87 |
| Base | 106 | 97 |

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



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

Scale: 1 = very difficult, 4 = very easy



Ease of Dealing with Access Canberra Contact Centre

Summary

Knowledge, ease and speed of service were again key attributes that influenced residents' perceptions of how easy it was to deal with the Access Canberra Telephone Contact Centre. 'Able to complete in one call', 'person was knowledgeable' 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' or 'very difficult'. Other reasons attributed to residents saying that the Contact Centre was difficult or very difficult to deal with included being transferred and having a poor experience, dealing with staff who weren't knowledgeable and having 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)

| | Overall | Very difficult – difficult to deal with the Contact Centre (25%) | Easy -Very easy to deal with the Contact Centre (75%) |
|--|---------|--|---|
| Able to complete in one call | 37% | 0% | 49%▲ |
| Person was knowledgeable | 35% | 4% | 45%▲ |
| Quick, didn't have to wait long | 33% | 4% | 43%▲ |
| Had to wait a long time | 22% | 61%▲ | 9% |
| Person didn't appear to be knowledgeable | 7% | 21%▲ | 3% |
| Transferred and had a poor experience | 6% | 22%▲ | 1% |
| Had to ring back | 5% | 17%▲ | 1% |
| Other 'COVID-specific' mentions | <1% | 0% | <1% |
| Other reason | 21% | 37%▲ | 15% |
| Base | 218 | 54 | 164 |

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

Please see Appendix A for 'other specified' responses



Satisfaction with Service Received from the Contact Centre

Summary

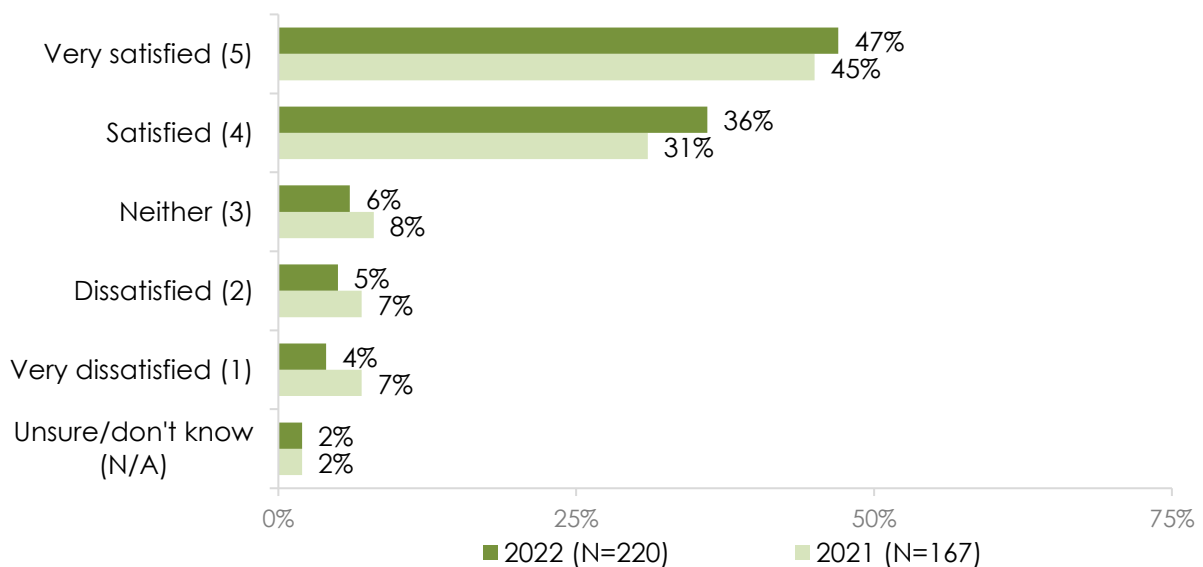
83% of residents were either satisfied or very satisfied with the service they received from the telephone Contact Centre, a small increase compared to 2021 (76%). The mean score of 4.19 out of 5 is also up compared to 2021, though not significantly. Those who had their issue resolved after one contact 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 2022 | Overall 2021 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ | One contact | More than one contact |
|-------------|--------------|--------------|------|--------|-------|-------|-------|-------|-------------|-----------------------|
| Mean rating | 4.19 | 4.02 | 4.16 | 4.21 | 4.32 | 4.21 | 4.24 | 3.71▼ | 4.43▲ | 3.85 |
| CSI | 79.8 | 75.4 | 79.0 | 80.2 | 83.1 | 80.1 | 80.9 | 67.7▼ | 85.9▲ | 71.3 |
| Base | 216 | 164 | 101 | 112 | 80 | 49 | 57 | 29 | 134 | 63 |

| Engagements via other channels | None | One or more |
|--------------------------------|------|-------------|
| Mean rating | 4.28 | 4.12 |
| CSI | 82.1 | 77.9 |
| Base | 105 | 98 |

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



| Year on Year Trends | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |
|---------------------|------|------|------|------|------|------|------|
| Mean rating | 4.34 | 4.50 | 4.14 | 4.41 | 4.33 | 4.02 | 4.19 |
| CSI Score | 83.4 | 87.4 | 78.6 | 85.2 | 83.2 | 75.4 | 79.8 |

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

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

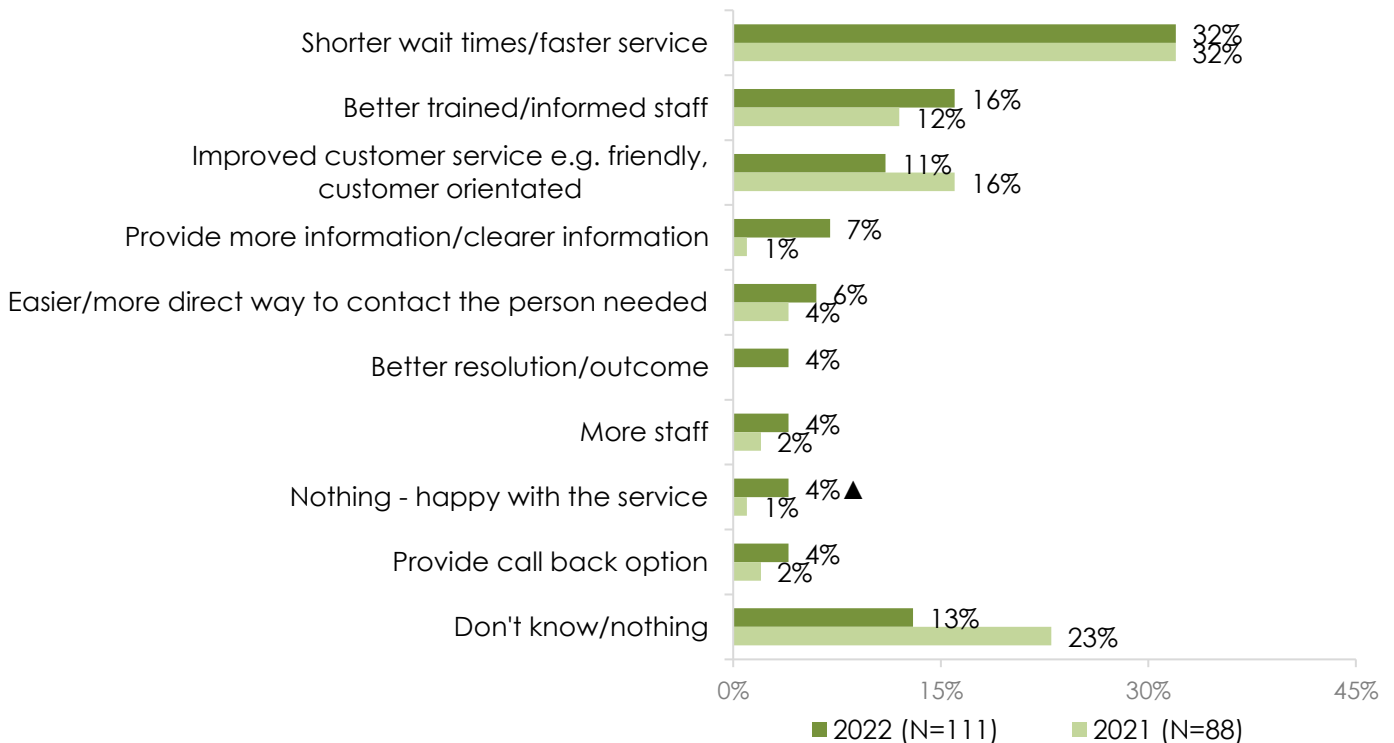


Satisfaction with Service Received from the Contact Centre

Summary

'Shorter wait times/faster service' was again the most frequently mentioned aspect 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 opportunities for improvement, whilst providing more information/clearer information received an increasing number of mentions this year.

- 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)



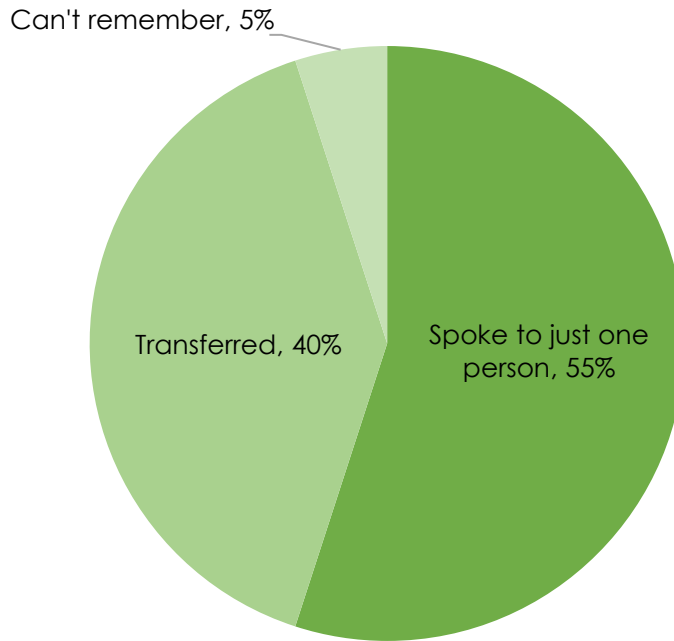
Please see Appendix A for full list of responses
 ▲ ▼ = significantly higher/lower percentage (by year)

Number of Staff Spoken to on Most Recent Call

Summary

When asked about the number of staff they spoke to on their most recent call to the Telephone Contact Centre, slightly more than half (55%) spoke to just one staff member, whilst 40% were transferred to other staff. Of those who were transferred, the total number of staff spoken to was 2.5 on average.

Q5i. On your most recent call to the Access Canberra telephone service, did you speak to just one staff member or were you transferred to other staff? (If Transferred: "How many staff in total did you speak to on that call?")



Base: N=220

| | (If transferred), total number of staff spoken to |
|-------------------------|---|
| Average number of staff | 2.5 |
| Base | 86 |

Note: 1 person mentioned that they were transferred but hung up after waiting too long

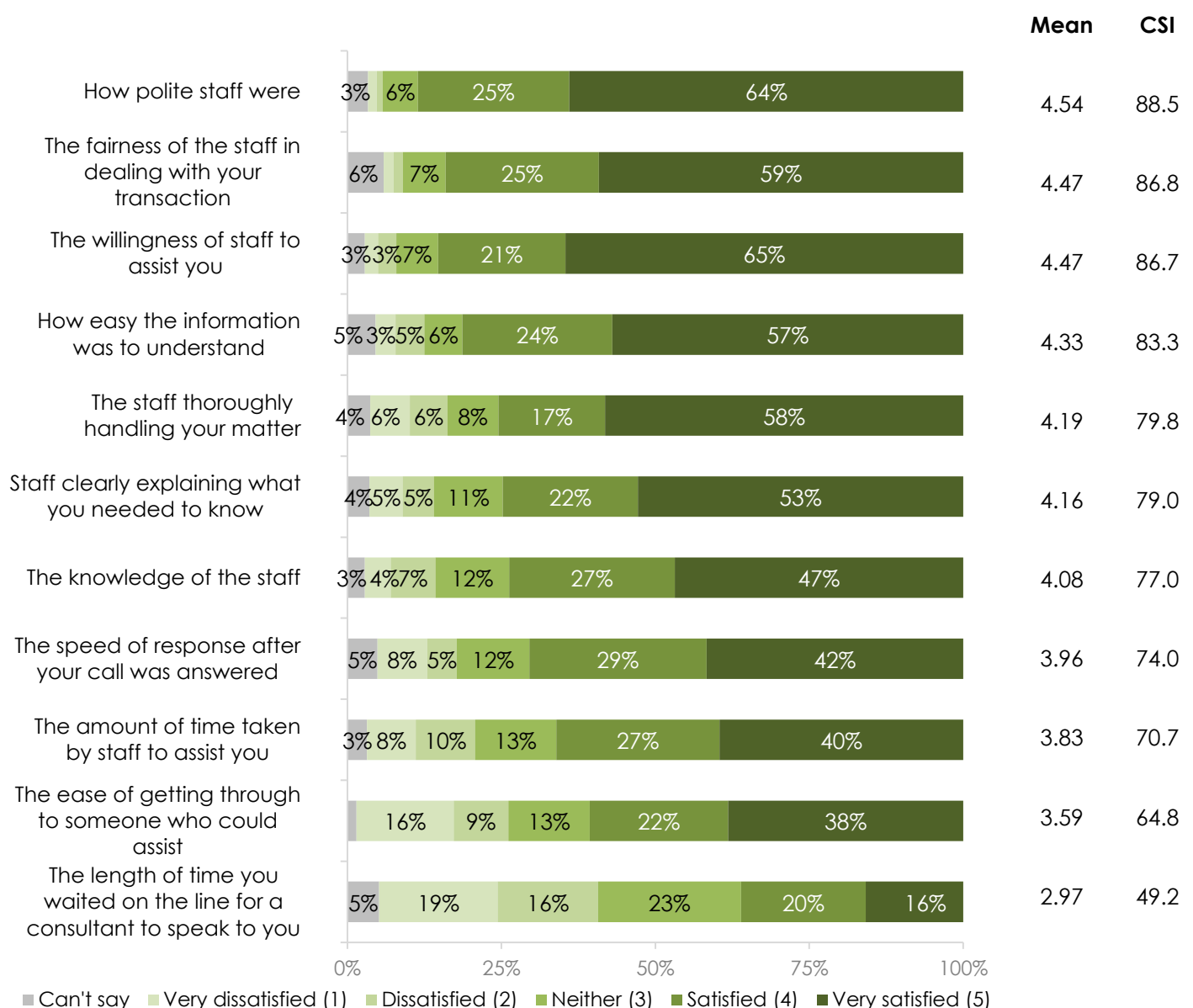


Satisfaction with Specific Services Received from the Contact Centre

Summary

Satisfaction continues to be 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 residents' most recent Contact Centre transactions. Satisfaction has increased marginally for 9 of the 11 attributes compared to 2021 results (though there are no significant changes). '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?



Labels <3% are not shown on the above chart
 Mean scale: 1 = very dissatisfied, 5 = very satisfied
 CSI scale: 0 = very dissatisfied, 100 = very satisfied



Satisfaction with Specific Services Received from the Contact Centre

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?

| | 2022 Mean | 2021 Mean | 2022 CSI | 2021 CSI |
|--|-----------|-----------|----------|----------|
| How polite staff were | 4.54 | 4.46 | 88.5 | 86.5 |
| The fairness of the staff in dealing with your transaction | 4.47 | 4.29 | 86.8 | 82.1 |
| The willingness of staff to assist you | 4.47 | 4.29 | 86.7 | 82.2 |
| How easy the information was to understand | 4.33 | 4.04 | 83.3 | 76.1 |
| The staff thoroughly handling your matter | 4.19 | 4.08 | 79.8 | 77.0 |
| Staff clearly explaining what you needed to know | 4.16 | 4.01 | 79.0 | 75.3 |
| The knowledge of the staff | 4.08 | 4.06 | 77.0 | 76.4 |
| The speed of response after your call was answered | 3.96 | 3.77 | 74.0 | 69.3 |
| The amount of time taken by staff to assist you | 3.83 | 3.86 | 70.7 | 71.4 |
| The ease of getting through to someone who could assist | 3.59 | 3.41 | 64.8 | 60.2 |
| The length of time you waited on the line for a consultant to speak to you | 2.97 | 3.00 | 49.2 | 50.1 |

| | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|--|------|--------|-------|-------|-------|-------|
| How polite staff were | 4.55 | 4.53 | 4.70▲ | 4.44 | 4.57 | 4.20▼ |
| The fairness of the staff in dealing with your transaction | 4.54 | 4.41 | 4.61 | 4.52 | 4.43 | 4.06▼ |
| The willingness of staff to assist you | 4.55 | 4.39 | 4.71▲ | 4.34 | 4.46 | 4.02▼ |
| How easy the information was to understand | 4.33 | 4.32 | 4.44 | 4.27 | 4.41 | 3.95▼ |
| The staff thoroughly handling your matter | 4.21 | 4.16 | 4.54▲ | 4.13 | 3.91 | 3.86 |
| Staff clearly explaining what you needed to know | 4.17 | 4.14 | 4.35 | 3.93 | 4.30 | 3.69▼ |
| The knowledge of the staff | 4.11 | 4.04 | 4.27 | 3.79▼ | 4.26 | 3.69▼ |
| The speed of response after your call was answered | 3.91 | 3.99 | 4.17 | 3.83 | 3.94 | 3.62 |
| The amount of time taken by staff to assist you | 3.85 | 3.80 | 4.08▲ | 3.71 | 3.74 | 3.50 |
| The ease of getting through to someone who could assist | 3.63 | 3.55 | 3.96▲ | 3.60 | 3.28 | 3.21 |
| The length of time you waited on the line for a consultant to speak to you | 3.08 | 2.87 | 3.14 | 2.77 | 2.90 | 3.00 |

| | Couple with children | Couple | Single/living alone | Group/shared household | Single parent |
|--|----------------------|--------|---------------------|------------------------|---------------|
| How polite staff were | 4.49 | 4.50 | 4.55 | 4.71 | 4.78 |
| The willingness of staff to assist you | 4.40 | 4.44 | 4.49 | 4.71 | 4.74 |
| The fairness of the staff in dealing with your transaction | 4.37 | 4.43 | 4.62 | 4.71 | 4.23 |
| The staff thoroughly handling your matter | 4.28 | 4.33 | 4.35 | 4.38 | 4.30 |
| The knowledge of the staff | 3.96 | 4.21 | 4.56 | 4.25 | 3.84 |
| How easy the information was to understand | 4.05 | 4.06 | 4.32 | 4.57 | 3.83 |
| Staff clearly explaining what you needed to know | 3.98 | 4.08 | 4.24 | 4.06 | 3.94 |
| The amount of time taken by staff to assist you | 3.78 | 4.07 | 4.20 | 3.83 | 3.45 |
| The speed of response after your call was answered | 3.87 | 3.70 | 3.95 | 4.14 | 3.62 |
| The ease of getting through to someone who could assist | 3.48 | 3.50 | 3.77 | 4.10 | 3.26 |
| The length of time you waited on the line for a consultant to speak to you | 2.86 | 2.99 | 3.16 | 3.16 | 2.88 |

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?

Those who spoke to just one person when they called the Contact Centre provided significantly higher satisfaction mean scores on all but one attribute than did those who were transferred to other staff:

| | Spoke to just one person (N=108) | Transferred (N=81) | Can't say (N=6) |
|--|----------------------------------|--------------------|-----------------|
| How polite staff were | 4.65▲ | 4.49 | 3.09 |
| The fairness of the staff in dealing with your transaction | 4.32▲ | 3.84▼ | 3.02 |
| The willingness of staff to assist you | 4.07▲ | 3.58▼ | 3.01 |
| How easy the information was to understand | 4.34▲ | 3.97 | 3.39 |
| The staff thoroughly handling your matter | 4.59▲ | 4.38 | 3.54 |
| Staff clearly explaining what you needed to know | 4.55 | 4.45 | 3.47 |
| The knowledge of the staff | 4.61▲ | 4.03▼ | 3.42 |
| The speed of response after your call was answered | 4.41▲ | 3.97▼ | 3.22 |
| The amount of time taken by staff to assist you | 4.19▲ | 3.72▼ | 2.77 |
| The ease of getting through to someone who could assist | 3.25▲ | 2.73▼ | 1.66▼ |
| The length of time you waited on the line for a consultant to speak to you | 4.12▲ | 3.03▼ | 2.22▼ |

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

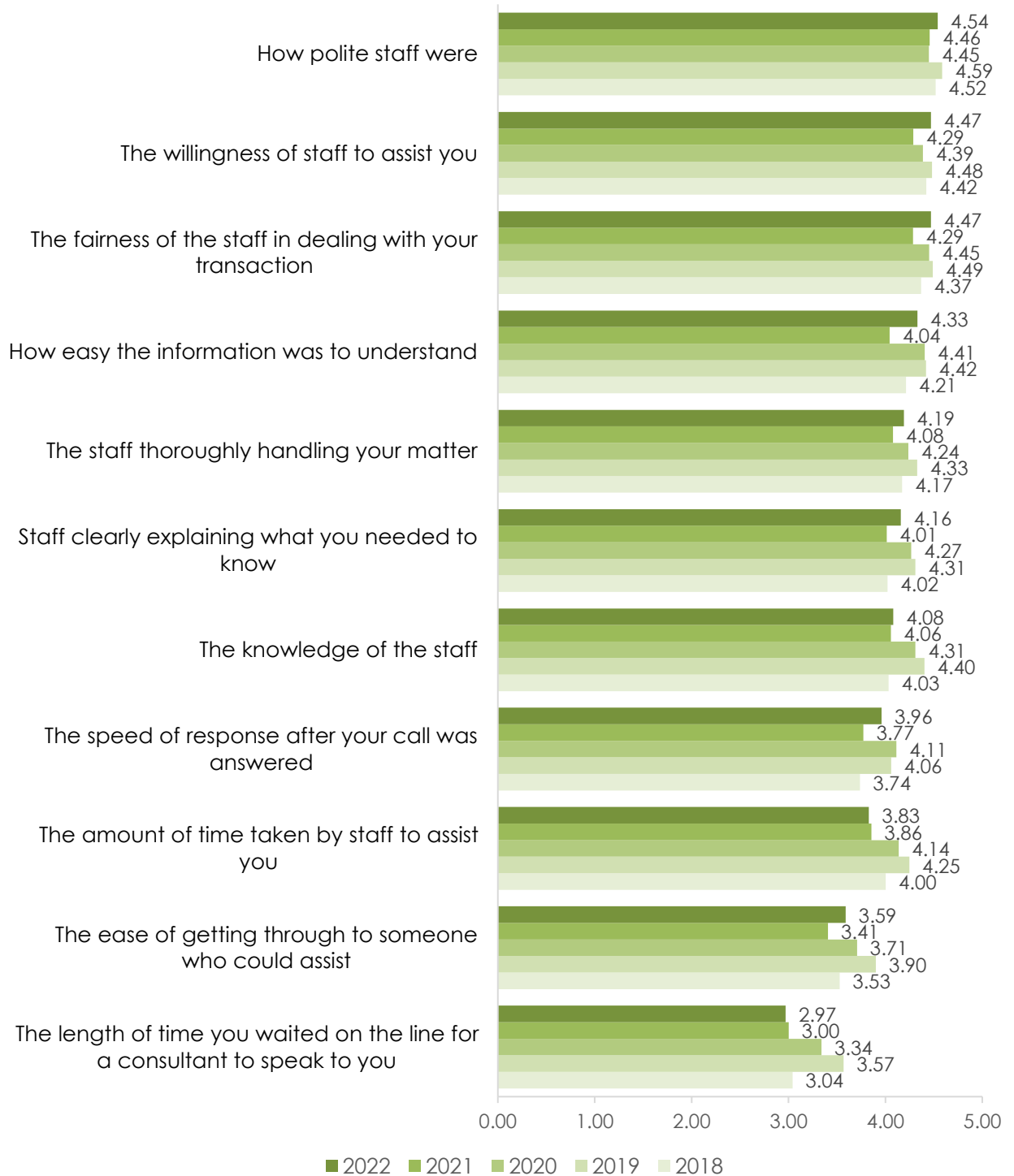
▲▼ = significantly higher/lower satisfaction (by group)



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?

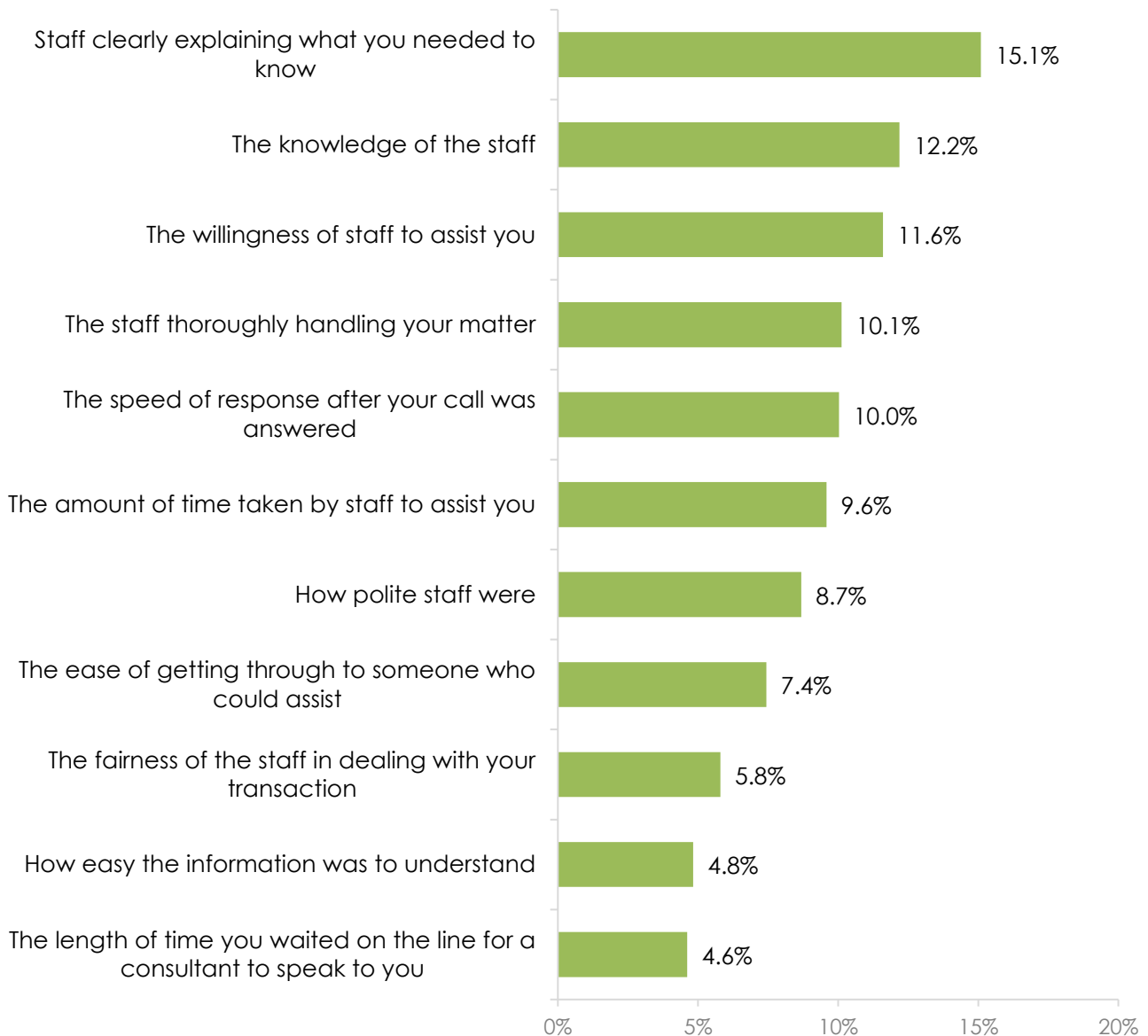
Satisfaction with Specific Services Trend Data



Drivers of Overall Satisfaction with the Contact Centre

Access Canberra Telephone Contact Centre

The chart below illustrates the contribution that each individual 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 'staff clearly explaining what you needed to know' contributing 15.1% towards overall satisfaction (among the attributes measured), closely followed by 'the knowledge of the staff' (12.2%) and 'the willingness of staff to assist you' (11.6%).



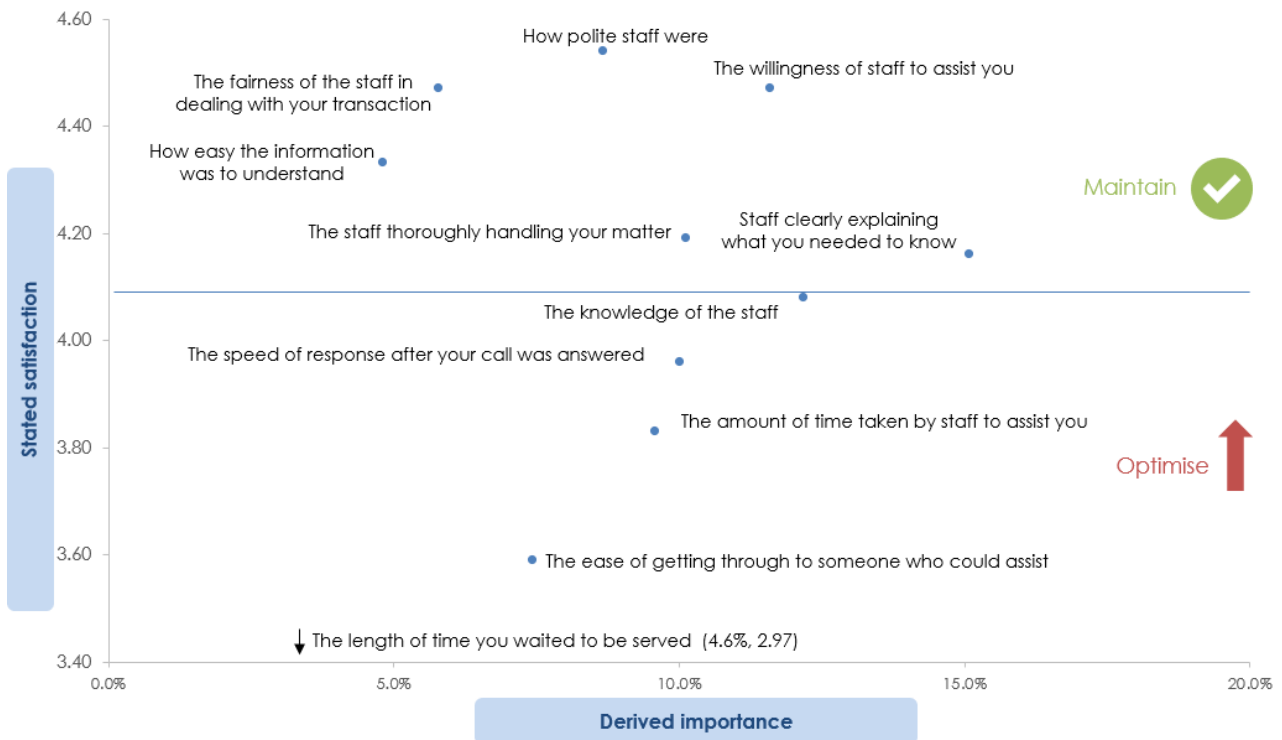
Drivers of Overall Satisfaction with the Contact Centre

Access Canberra Telephone Contact Centre

The chart below plots the 2022 Regression score from the previous page against residents' stated satisfaction for the Telephone Contact Centre.

Similar to 2021, most key measures achieved moderately high levels of satisfaction. The areas that should be targeted for optimisation, are 'the knowledge of the staff' and several time-related attributes – 'the speed of response after your call was answered', 'the amount of time taken by staff to assist you', 'the ease of getting through to someone who could assist' and 'the length of time you waited to be served'.

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

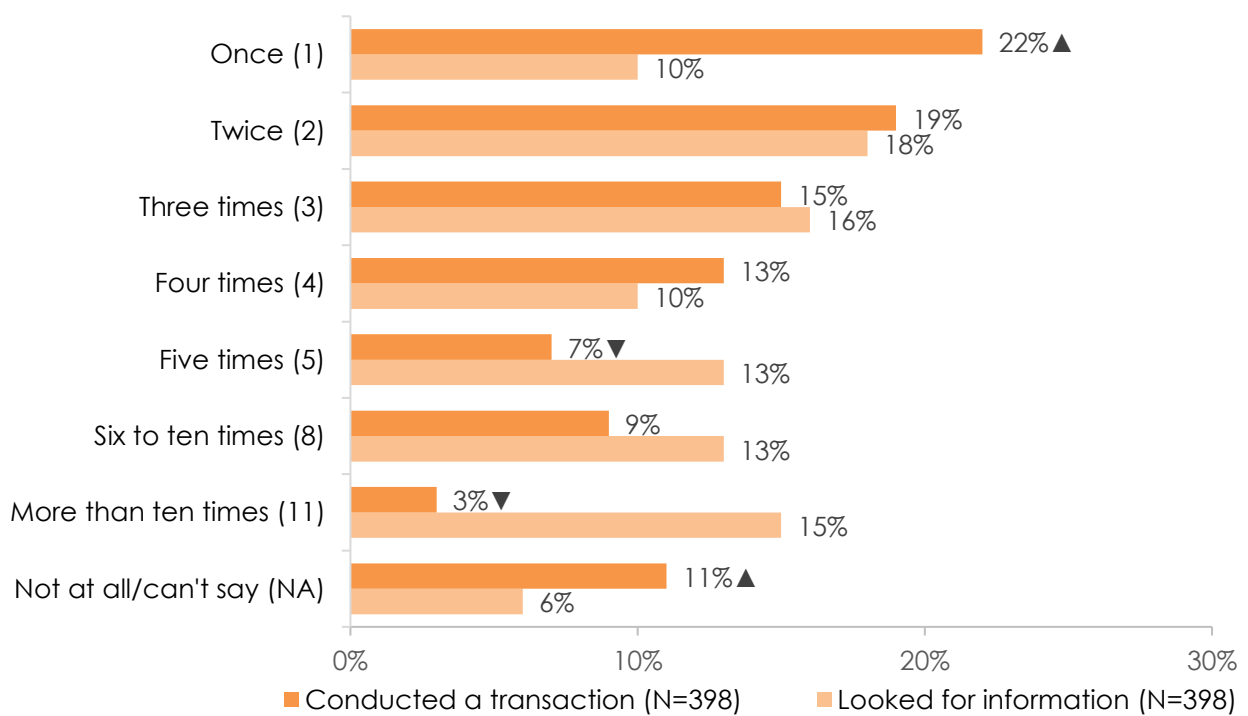
Summary

The incidence of residents using Digital Services remains on par with 2021 (71% - see Page 23), however, the frequency of looking for information or conducting a transaction over the last 12 months has slightly decreased. The nett average number of uses is 8.3 (vs 8.8 in 2021), much higher than for any other channel.

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

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

| | Overall 2022 | Overall 2021 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|---|--------------|--------------|---------|---------|---------|-------|---------|-------|
| Number times looked for information | 4.9 | 5.3 | 4.8 | 5.0 | 4.8 | 5.3 | 5.0 | 4.3 |
| Number of times conducted a transaction | 3.4 | 3.5 | 3.4 | 3.5 | 2.8▼ | 3.6 | 3.8 | 3.6 |
| Base | 354-375 | 355-358 | 181-184 | 170-187 | 115-120 | 75-86 | 125-126 | 38-43 |



▲▼ = 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.



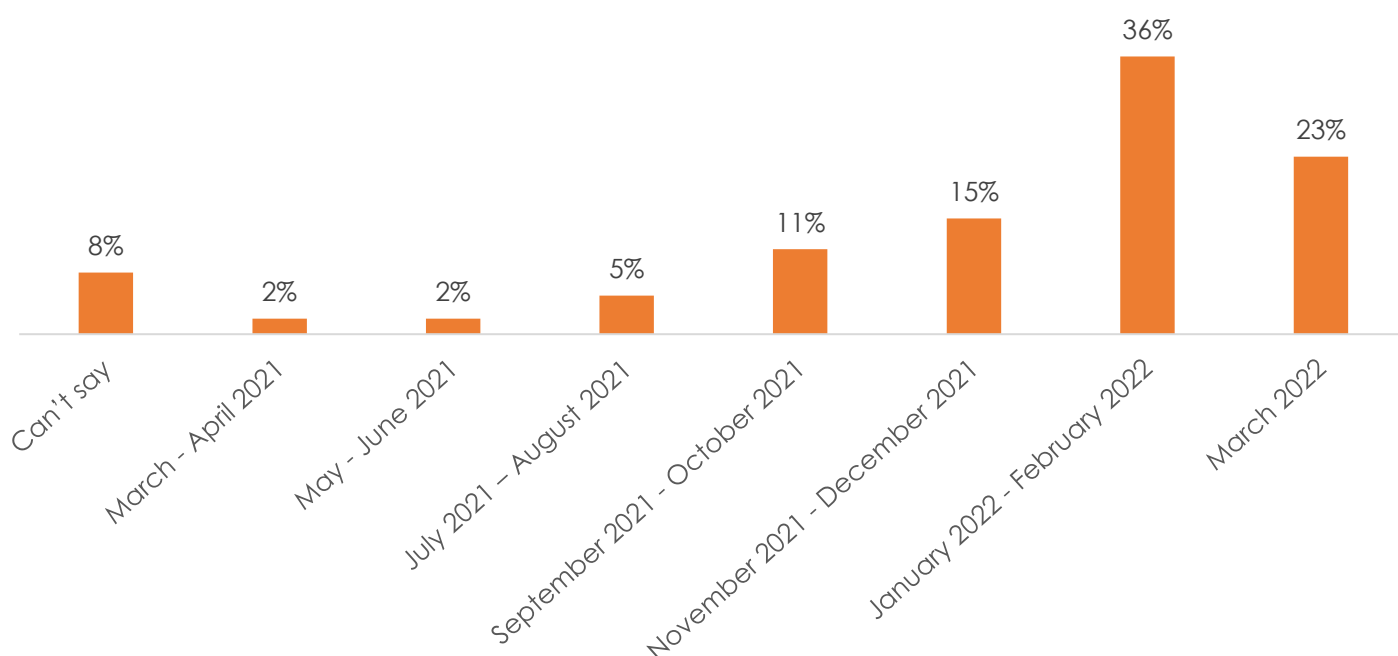
Use of Access Canberra Digital Services

Summary

59% of those who had used the Access Canberra Digital Services in the past 12 months stated their most recent contact was in 2022. Given the repeat usage of Digital Services over a 12 month period (see previous page), it is to be expected that there would be a skew for the most recent usage to be in the past 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 2022 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|-------------------------------|--------------|------|--------|-------|-------|-------|-----|
| March - April 2021 | 2% | 1% | 2% | 2% | 1% | 1% | 2% |
| May - June 2021 | 2% | 1% | 3% | 3% | 1% | 2% | 4% |
| July 2021 – August 2021 | 5% | 5% | 4% | 6% | 3% | 4% | 4% |
| September 2021 - October 2021 | 11% | 8% | 13% | 13% | 6% | 12% | 10% |
| November 2021 - December 2021 | 15% | 14% | 16% | 13% | 16% | 14% | 22% |
| January 2022 - February 2022 | 36% | 41% | 31% | 37% | 41% | 33% | 30% |
| March 2022 | 23% | 22% | 23% | 19% | 25% | 24% | 22% |
| Can't say | 8% | 7% | 7% | 6% | 6% | 10% | 7% |
| Base | 398 | 197 | 196 | 127 | 86 | 136 | 49 |



Base: N=398



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

Summary

Ease of use was the main reason for using Access Canberra Digital Services rather than visiting a Service Centre or calling the Telephone Contact Centre, as mentioned by 39% of Digital Service users. Convenience e.g. more accessible, available any time, fulfilling simple transactions or looking for information and faster service were also provided as reasons for using Digital Services over other channels. 6% mentioned that they used Digital Services due to the COVID-19 situation/Service Centres being closed.

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 the Digital Services | N=396 |
|---|-------|
| Easier e.g., to find information online, to make payments | 39% |
| Convenience e.g., more accessible, can do it from home/in my own time/after hours | 18% |
| Can be done online/just to look for information/conduct a simple transaction | 16% |
| Faster service/quicker resolution/no queues | 10% |
| Due to the COVID-19 situation/Service Centres being closed | 6% |
| Only option/didn't know you could use other services/told to do it online | 5% |
| Prefer Digital Services/didn't want to visit a centre/make a call | 3% |
| Couldn't find the information I need online | 1% |
| Couldn't get through/couldn't resolve issue through Contact Centre | 1% |
| Prefer other methods | 1% |
| Responding to an email/following a link | 1% |
| Other | <1% |

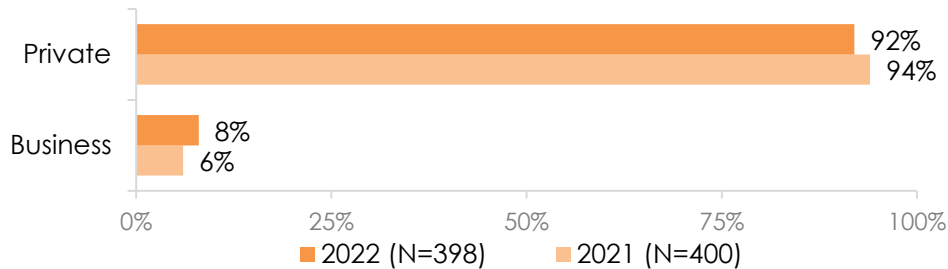


Details of Most Recent Use of Digital Services

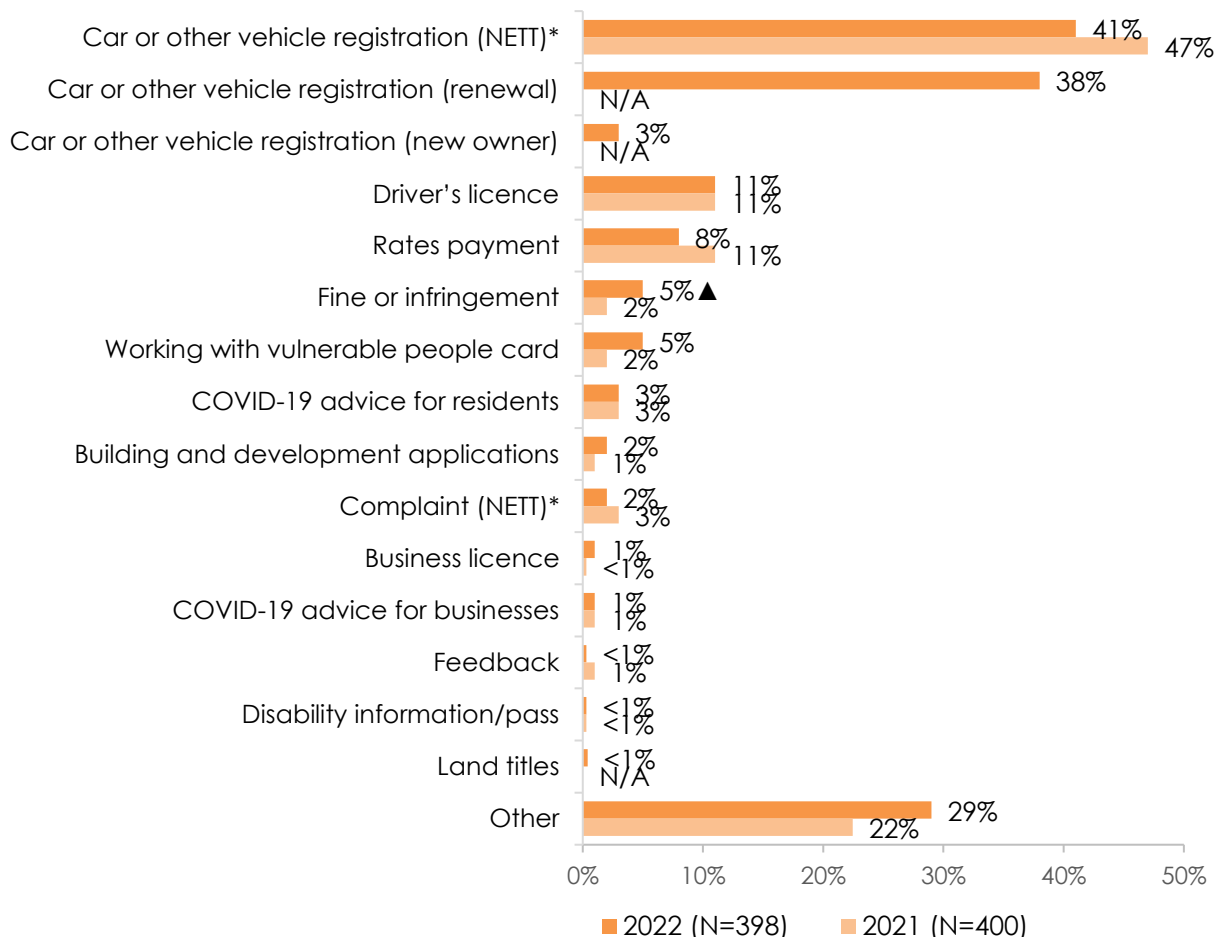
Summary

92% of residents that used the Access Canberra digital services within the last 12 months did so for private purposes. Car registration (NETT) remains the top reason for using Digital Services (41%), with the majority of registrations being renewals (38%) and only 3% being registrations of new owners. Driver's licences and rates payments were also commonly mentioned. Residents were more likely to mention fines or infringements as the reason for their most recent transaction compared to 2021.

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)



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

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



Details of Most Recent Use of Digital Services

Summary

Those who said that their main reason for contact was related to car registration, fine or infringement or a working with vulnerable people card were slightly more likely to say that they chose to use Digital Services because it was easier (significantly so for contacts relating to car registration). Residents whose contact was in relation to COVID-19 advice or a driver's licence were slightly more likely to say that they chose to use Digital Services due to COVID-19/Service Centres were closed.

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)

Q5b. What was this contact in relation to?

| | Overall | Car registration (NETT) | Car or other vehicle registration (renewal) | Car or other vehicle registration (new owner) | Driver's licence | Rates payment |
|---|---------|-------------------------|---|---|------------------|---------------|
| Easier e.g., to find information online, to make payments | 39% | 48%▲ | 49%▲ | 20% | 35% | 36% |
| Convenience e.g. more accessible, can do it from home/in own time/after hours | 18% | 18% | 18% | 29% | 13% | 21% |
| Can be done online/just to look for information/conduct a simple transaction | 16% | 13% | 13% | 20% | 12% | 16% |
| Faster service/quicker resolution/no queues | 10% | 9% | 9% | 0% | 12% | 16% |
| Due to the COVID-19 situation/Service Centres being closed | 6% | 5% | 4% | 10% | 11% | 6% |
| Only option/didn't know you could use other services/told to do it online | 5% | 2%▼ | 2% | 11% | 4% | 0% |
| Base | 396 | 162 | 152 | 13 | 42 | 33 |

| | Fine or infringement | Working with vulnerable people card | General information | COVID-19 advice (NETT) |
|---|----------------------|-------------------------------------|---------------------|------------------------|
| Easier e.g., to find information online, to make payments | 45% | 41% | 36% | 23% |
| Convenience e.g. more accessible, can do it from home/in own time/after hours | 11% | 30% | 13% | 27% |
| Can be done online/just to look for information/conduct a simple transaction | 18% | 5% | 31% | 7% |
| Faster service/quicker resolution/no queues | 11% | 0% | 0% | 12% |
| Due to the COVID-19 situation/Service Centres being closed | 0% | 0% | 0% | 14% |
| Only option/didn't know you could use other services/told to do it online | 8% | 13% | 0% | 9% |
| Base | 20 | 20 | 17 | 16 |

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

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



Number of Contacts to Resolve Issue

Summary

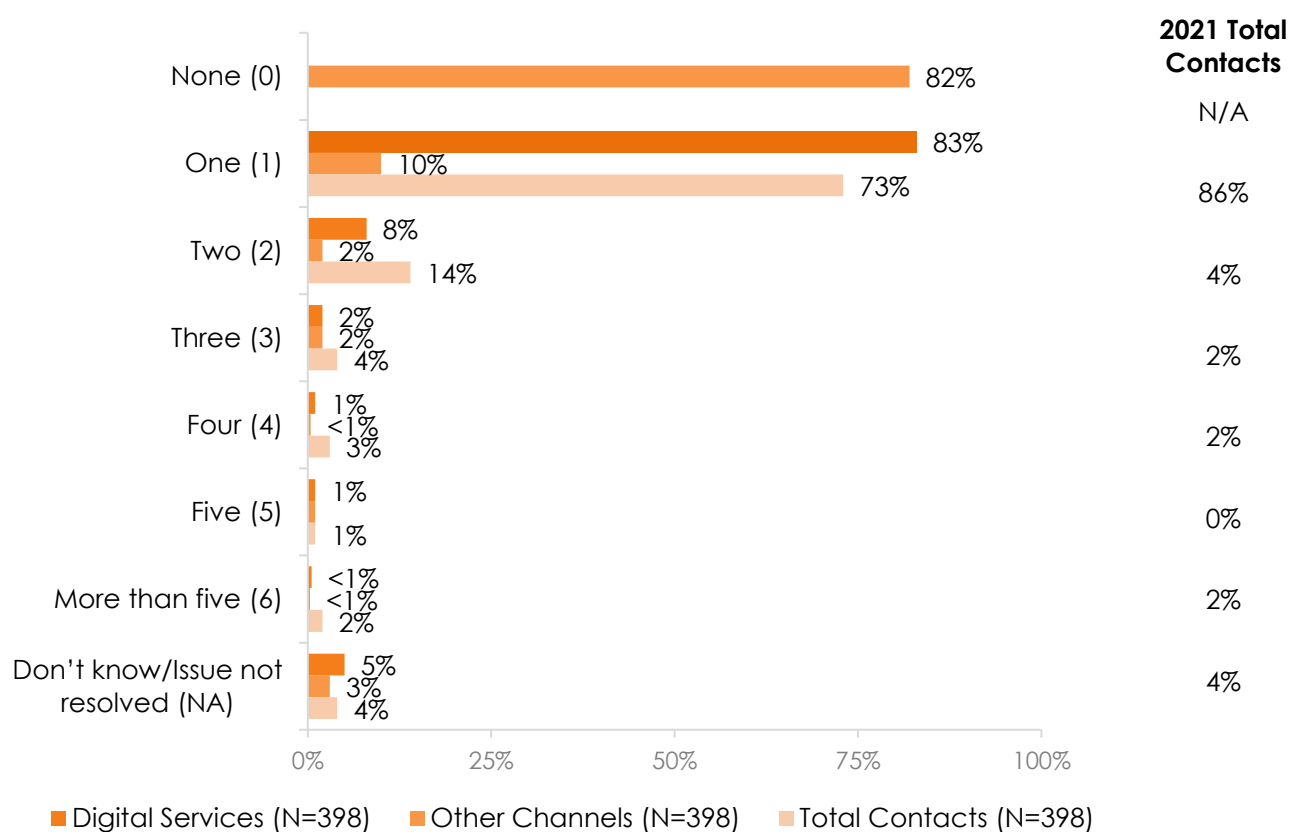
Once again, we have used a new approach in 2022 to measuring the number of contacts required to resolve the issue. The average number of contacts to resolve an issue has slightly increased compared to 2021 when taking into account Digital Service contacts and contacts via other channels. Those that used 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 use the Access Canberra Digital Service before your issue was resolved?

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

| | Digital Services | Other Channels | 2022 Total Contacts | 2021 Total Contacts |
|----------------|------------------|----------------|---------------------|---------------------|
| Average | 1.2 | 0.3 | 1.5 | 1.3 |
| Base | 378 | 388 | 383 | 385 |

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



| Year on Year Trends | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |
|---------------------|------|------|------|------|------|------|------|
| Mean | 1.4 | 1.5 | 1.2 | 1.2 | 1.3 | 1.3 | 1.5 |

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

'Don't know' and 'Issue not resolved' responses have not been included in the mean



Devices Used to Access the Website

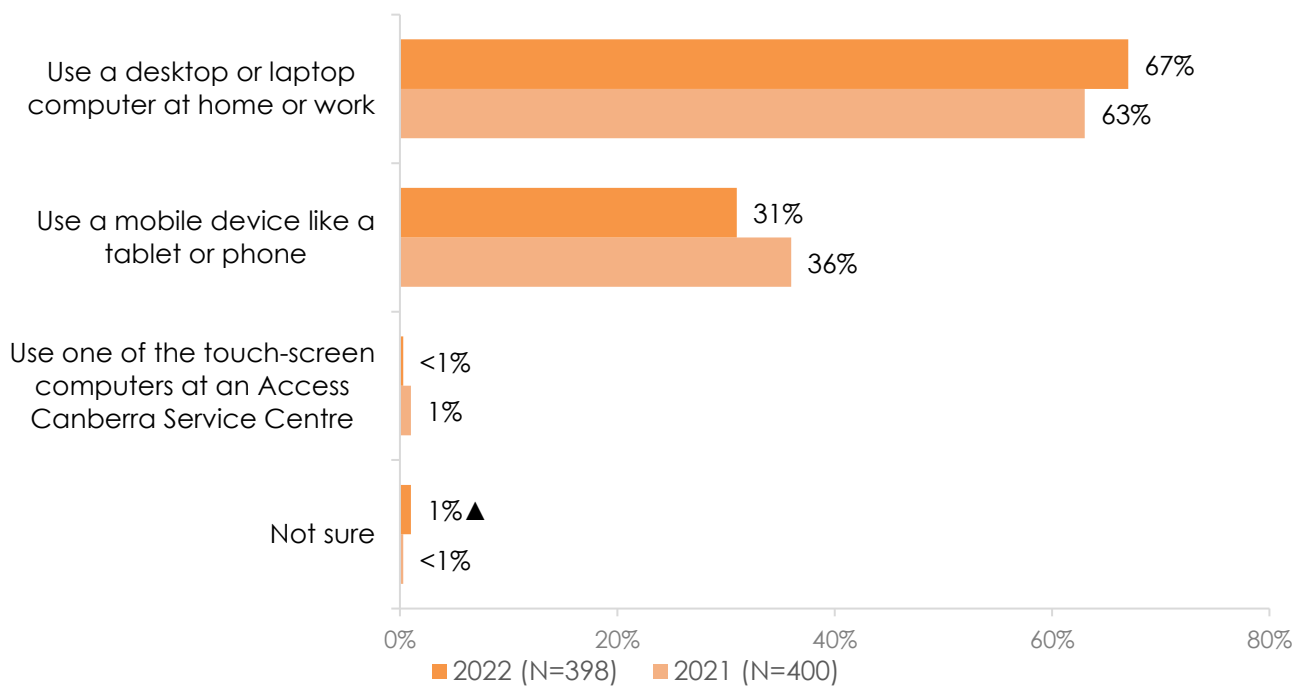
Summary

Two thirds (67%) of Digital Service users completed their most recent transaction on a desktop or laptop computer, and this is significantly higher among residents aged 45+.

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

| | Overall 2022 | Overall 2021 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|--|--------------|--------------|------|--------|-------|-------|-------|------|
| Use a desktop or laptop computer at home or work | 67% | 63% | 72% | 64% | 55%▼ | 60% | 76%▲ | 91%▲ |
| Use a mobile device like a tablet or phone | 31% | 36% | 27% | 35% | 45%▲ | 39% | 22%▼ | 8%▼ |
| Use one of the touch-screen computers at an Access Canberra Service Centre | <1% | 1% | <1% | 0% | 0% | 0% | 0% | 1%▲ |
| Not sure | 1%▲ | <1% | 1% | 1% | 0% | 1% | 3% | 0% |
| Base | 398 | 400 | 197 | 196 | 127 | 86 | 136 | 49 |

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



Note: 1 respondent used a touch-screen computer at an Access Canberra Service Centre in 2022. This respondent claimed they would be 'very likely' to use a computer at home or work if they needed to contact Access Canberra online in the future. There were no responses for 'Use a publicly available desktop or laptop computer, such as at a library'.

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



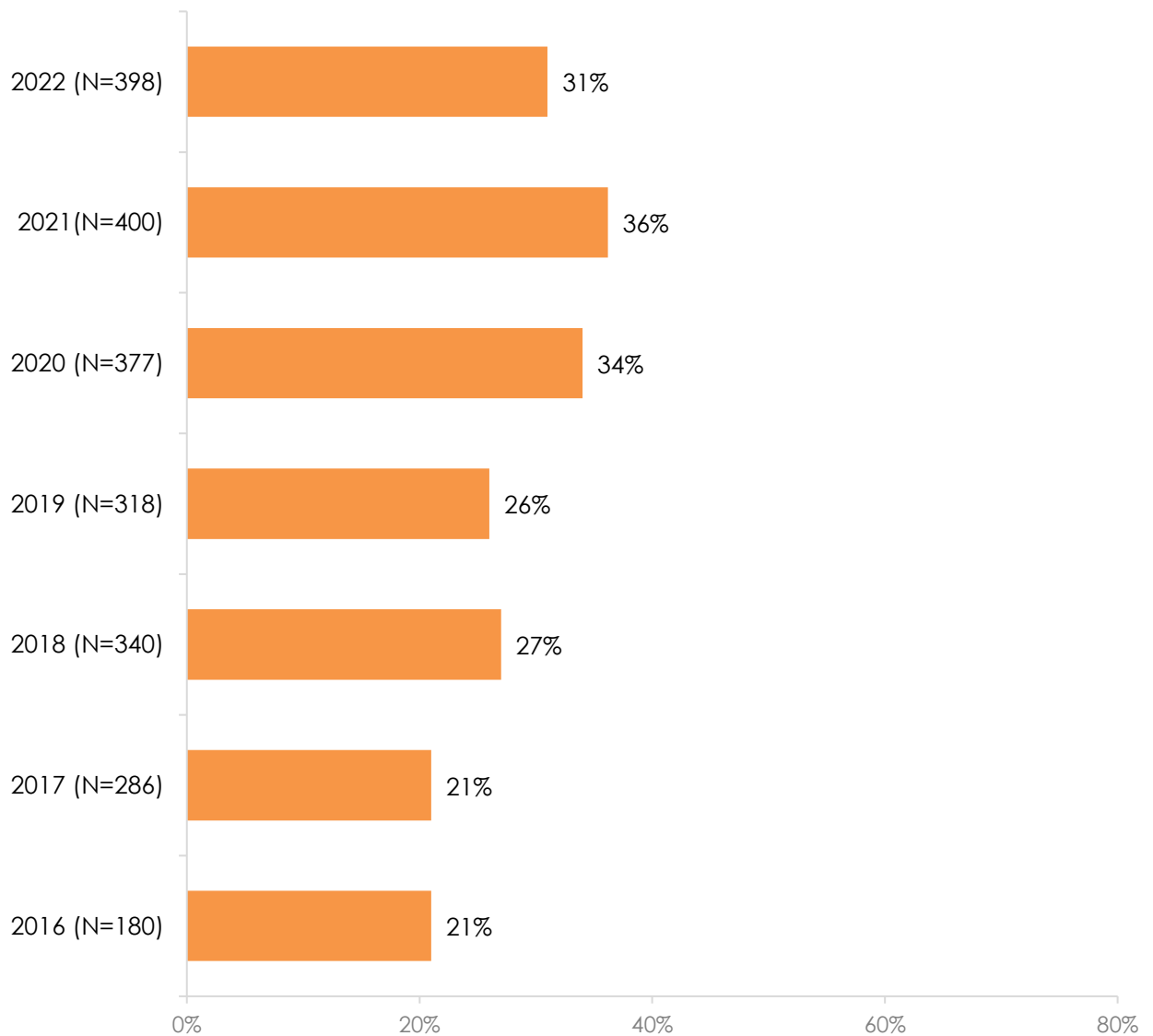
Usage of Mobile Devices

Summary

Following on from the previous page, 31% of Digital Service users completed their most recent transaction on a mobile device such as a tablet or phone, a slightly lower proportion compared to 2020/2021. As shown on the previous page, residents were slightly more likely in 2022 to have used a desktop or laptop to conduct their most recent transaction than they were in 2021.

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

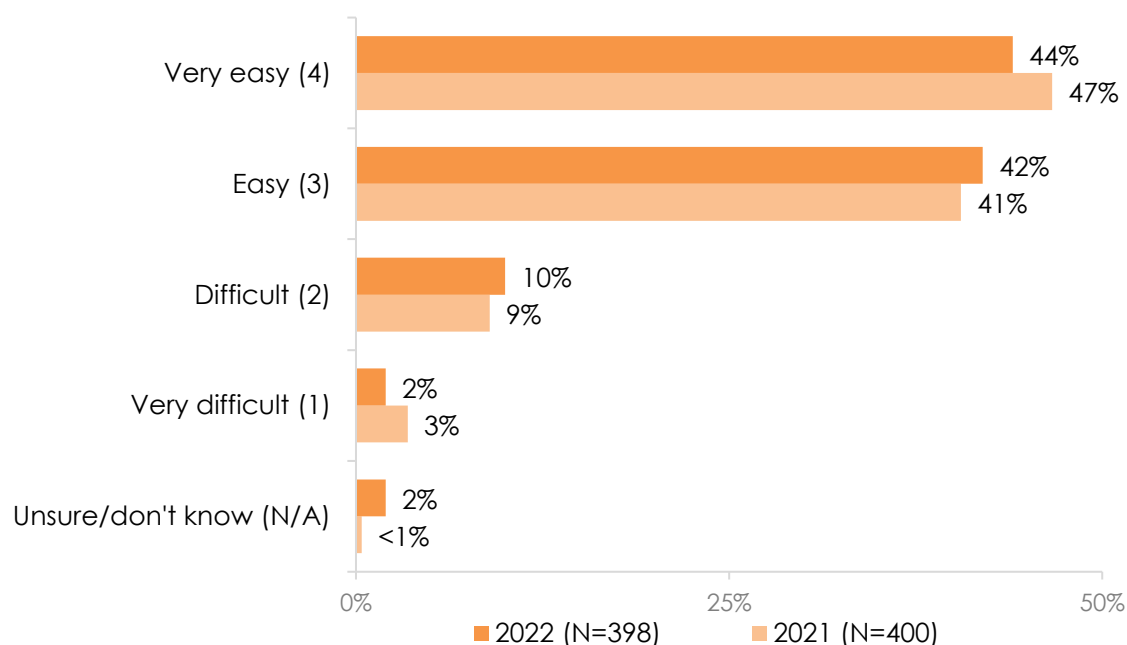
86% of those who used the digital services in the last 12 months stated they found it easy/very easy to find information. The mean score of 3.30 out of 4 is almost identical to the 2021 score and consolidates the upward trend since 2016. Residents aged 18-34 are somewhat more likely to say that it is easy to find information or services, whilst residents aged 65+ are significantly less likely to say that it was easy to find the information or services they were looking for. There was no difference in ease of finding information or services when using a desktop/laptop or mobile device.

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

| | Overall 2022 | Overall 2021 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ | Used desktop/laptop at home or work | Used a mobile device |
|-------------|--------------|--------------|------|--------|-------|-------|-------|-------|-------------------------------------|----------------------|
| Mean rating | 3.30 | 3.31 | 3.29 | 3.31 | 3.39 | 3.28 | 3.31 | 3.05▼ | 3.29 | 3.29 |
| Base | 391 | 399 | 192 | 195 | 124 | 85 | 132 | 49 | 267 | 121 |

| | One contact | More than one contact | No other engagements via other channels | One or more engagements |
|-------------|-------------|-----------------------|---|-------------------------|
| Mean rating | 3.42▲ | 2.84 | 3.37▲ | 3.10 |
| Base | 325 | 46 | 321 | 61 |

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



| Year on Year Trends | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |
|---------------------|------|------|------|------|------|------|------|
| Mean | 3.04 | 3.06 | 3.27 | 3.24 | 3.26 | 3.31 | 3.30 |

Scale: 1 = very difficult, 4 = very easy



Ease of Finding Information or Services

Summary

Digital Service users who said it was 'very easy' to find the information or services they were looking for attributed this to information being clearly presented, able to complete transaction in one visit and forms being easy to fill out. On the other hand, those who said it was 'difficult' or 'very difficult' to find the information or services they were looking for cited 'had difficulty navigating/finding what I was after' as the main reason as well as not understanding the information or question on the form.

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)

| | Overall | Very difficult – difficult to find information/ services (12%) | Easy to find information/ service (42%) | Very easy to find information/ services (44%) |
|---|---------|--|---|---|
| Information clearly presented | 55% | 4%▼ | 57% | 68%▲ |
| Able to complete transaction in one visit | 34% | 0%▼ | 28% | 49%▲ |
| Form easy to fill out | 28% | 0%▼ | 25% | 40%▲ |
| Had difficulty navigating/finding what I was after | 11% | 68%▲ | 5%▼ | 2%▼ |
| Didn't understand the information/question on the form | 3% | 16%▲ | 1% | 1%▼ |
| Had to find documents/card to complete transaction online | 3% | 5% | 5% | 2% |
| Had a slow internet speed | 1% | 1% | 1% | 0% |
| Other 'COVID-specific' mentions | 1% | 0% | 1% | 1% |
| Other | 25% | 29% | 26% | 22% |
| Base | 391 | 49 | 166 | 175 |

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

Please see Appendix A for 'other specified' responses



Satisfaction with Access Canberra Digital Service

Summary

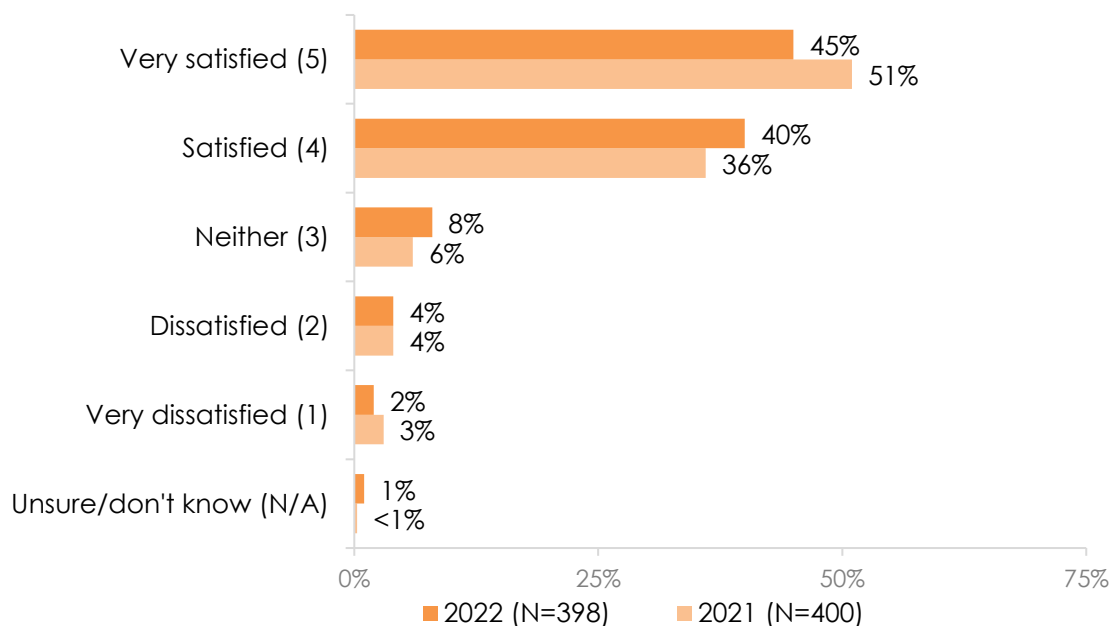
85% of Digital Services users stated that they were either satisfied or very satisfied with the service, very similar to 2021 (although down marginally on 2019 and 2020). Not surprisingly, those who required more than one contact to resolve their issue or engaged with Access through another channel to resolve their issue were significantly less satisfied.

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

| | Overall 2022 | Overall 2021 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ | One contact | More than one contact |
|-------------|--------------|--------------|------|--------|-------|-------|-------|-------|-------------|-----------------------|
| Mean rating | 4.24 | 4.27 | 4.21 | 4.27 | 4.30 | 4.16 | 4.39▲ | 3.83▼ | 4.41▲ | 3.66 |
| CSI | 81.0 | 81.7 | 80.2 | 81.8 | 82.4 | 79.0 | 84.8▲ | 70.7▼ | 85.1▲ | 66.6 |
| Base | 395 | 399 | 195 | 196 | 126 | 86 | 135 | 49 | 328 | 49 |

| Engagements via other channels | None | One or more |
|--------------------------------|-------|-------------|
| Mean rating | 4.37▲ | 3.75 |
| CSI | 84.4▲ | 68.8 |
| Base | 324 | 61 |

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



| Year on Year Trends | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |
|---------------------|------|------|------|------|------|------|------|
| Mean rating | 4.00 | 3.98 | 4.29 | 4.32 | 4.35 | 4.27 | 4.24 |
| CSI Score | 74.9 | 74.6 | 82.1 | 83.1 | 83.8 | 81.7 | 81.0 |

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

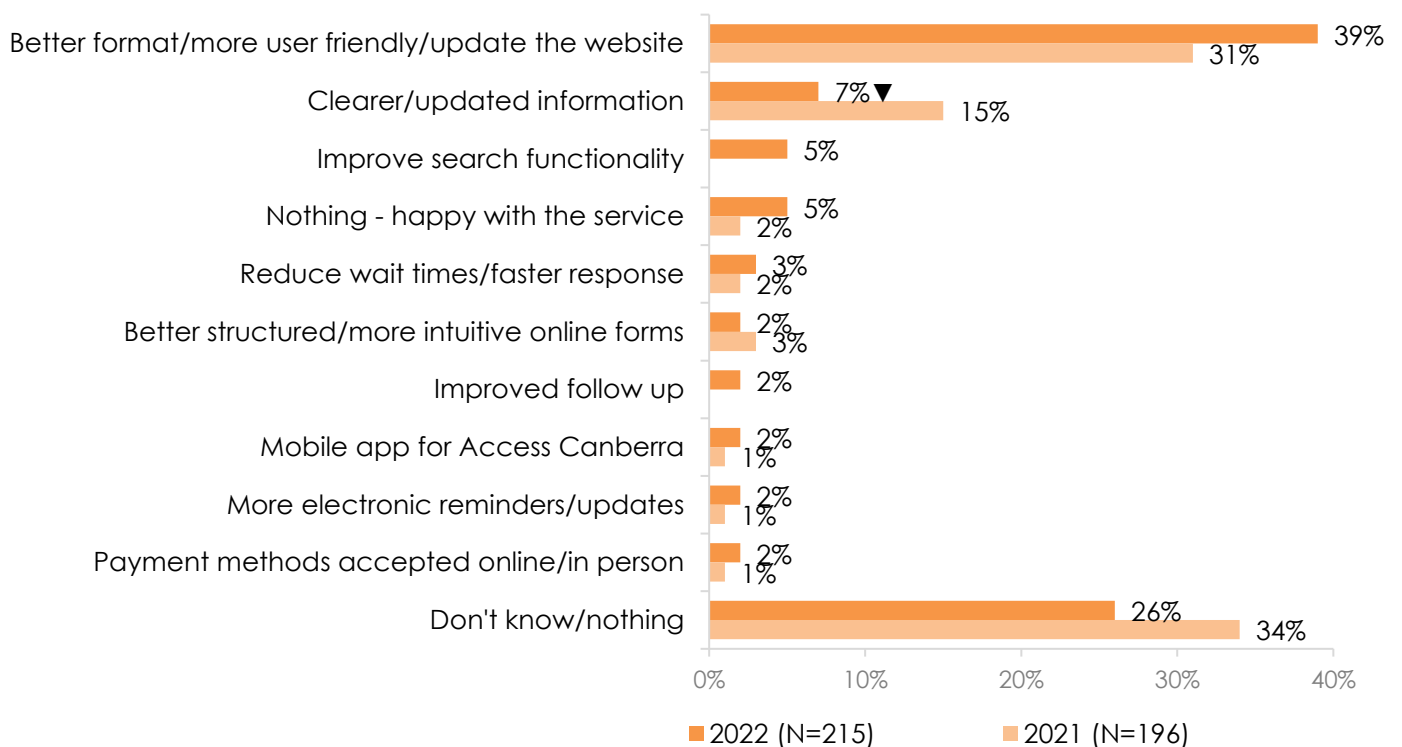


Satisfaction with Access Canberra Digital Service

Summary

Improving the format of the website and making the website more user friendly are the main requirements needed to make users 'very satisfied' with Digital Services. Better search functionality within the website in order to help users find relevant services or information is also something that can be further improved.

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



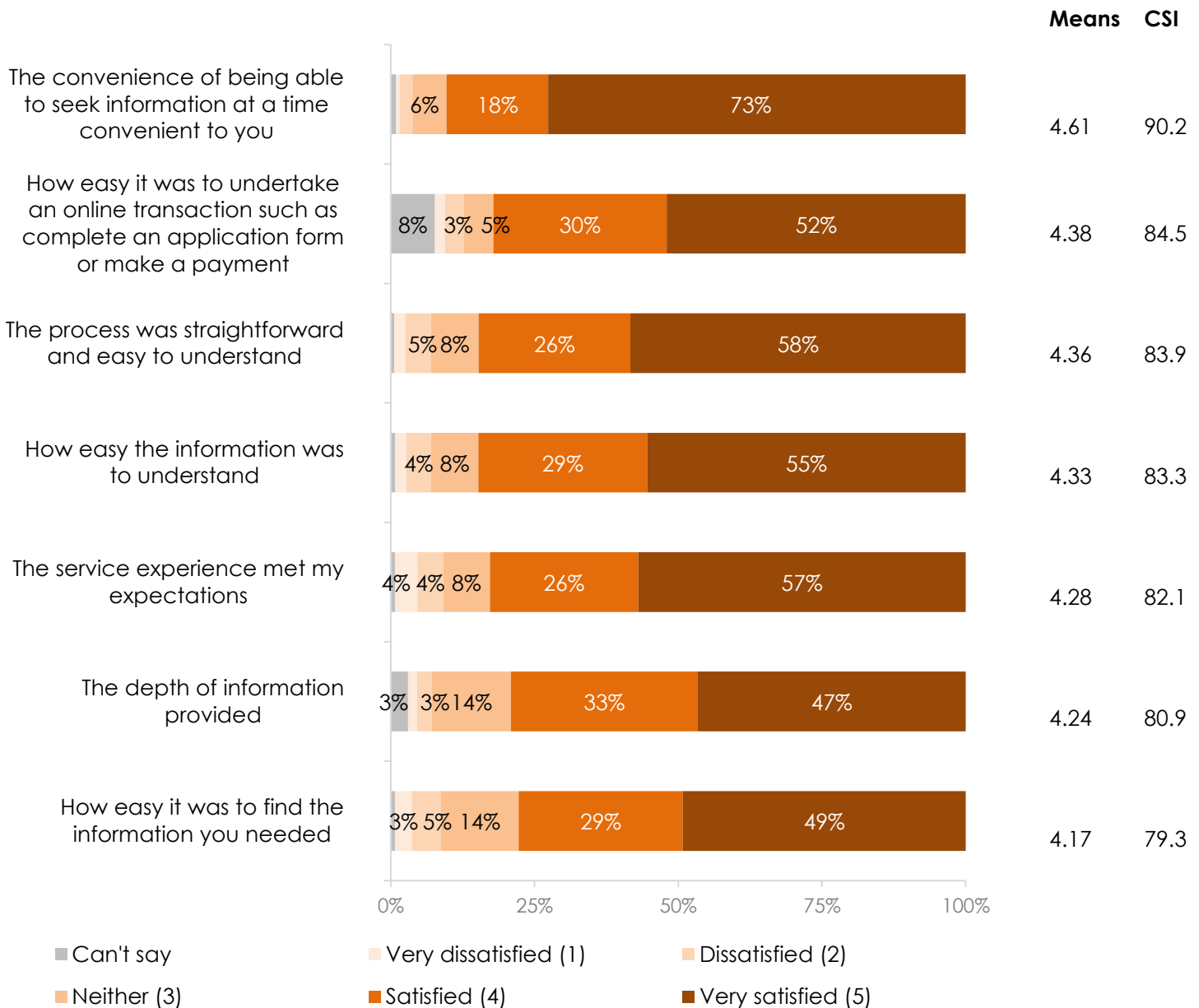
▲ ▼ = significantly higher/lower rating (by year)
 Please see Appendix A for full list of responses

Satisfaction with Specific Digital Services

Summary

Mean satisfaction slightly decreased across all 7 Digital Services attributes, though not significantly. Apart from being a key reason for choosing Digital Services over other channels (see Page 76), 91% of users were satisfied or very satisfied with the 'convenience of being able to seek information at a time convenient to you'. 'How easy it was to find the information you needed' and 'the depth of information provided' continue to have relatively lower levels of satisfaction, although users are not overly dissatisfied with these attributes, rather they have a slightly larger proportion of users who are neutral (neither satisfied nor dissatisfied).

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?

| | 2022 Mean | 2021 Mean | 2022 CSI | 2021 CSI |
|---|-----------|-----------|----------|----------|
| The convenience of being able to seek information at a time convenient to you | 4.61 | 4.64 | 90.2 | 91.0 |
| How easy it was to undertake an online transaction such as complete an application form or make a payment | 4.38 | 4.42 | 84.5 | 85.5 |
| The process was straightforward and easy to understand | 4.36 | 4.37 | 83.9 | 84.3 |
| How easy the information was to understand | 4.33 | 4.40 | 83.3 | 85.0 |
| The service experience met my expectations | 4.28 | 4.33 | 82.1 | 83.4 |
| The depth of information provided | 4.24 | 4.26 | 80.9 | 81.5 |
| How easy it was to find the information you needed | 4.17 | 4.22 | 79.3 | 80.4 |

| | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|---|------|--------|-------|-------|-------|-------|
| The convenience of being able to seek information at a time convenient to you | 4.53 | 4.68 | 4.68 | 4.72 | 4.61 | 4.24▼ |
| How easy it was to undertake an online transaction such as complete an application form or make a payment | 4.29 | 4.46 | 4.42 | 4.52 | 4.37 | 4.07▼ |
| The process was straightforward and easy to understand | 4.32 | 4.40 | 4.52▲ | 4.42 | 4.30 | 3.97▼ |
| How easy the information was to understand | 4.25 | 4.41 | 4.52▲ | 4.34 | 4.27 | 3.98▼ |
| The service experience met my expectations | 4.22 | 4.34 | 4.43 | 4.35 | 4.29 | 3.79▼ |
| The depth of information provided | 4.14 | 4.33▲ | 4.28 | 4.27 | 4.24 | 4.03 |
| How easy it was to find the information you needed | 4.14 | 4.21 | 4.45▲ | 4.14 | 4.11 | 3.68▼ |

| | 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 | 4.66 | 4.61 | 4.29▼ | 4.91▲ | 4.94▲ |
| How easy it was to undertake an online transaction such as complete an application form or make a payment | 4.39 | 4.46 | 3.95▼ | 4.73▲ | 4.82▲ |
| The process was straightforward and easy to understand | 4.38 | 4.36 | 4.05▼ | 4.67▲ | 4.73▲ |
| How easy the information was to understand | 4.32 | 4.35 | 4.11 | 4.69▲ | 4.45 |
| The service experience met my expectations | 4.28 | 4.29 | 3.91▼ | 4.79▲ | 4.90▲ |
| The depth of information provided | 4.28 | 4.18 | 4.01 | 4.45 | 4.61▲ |
| How easy it was to find the information you needed | 4.20 | 4.13 | 3.94 | 4.59▲ | 4.11 |

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

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

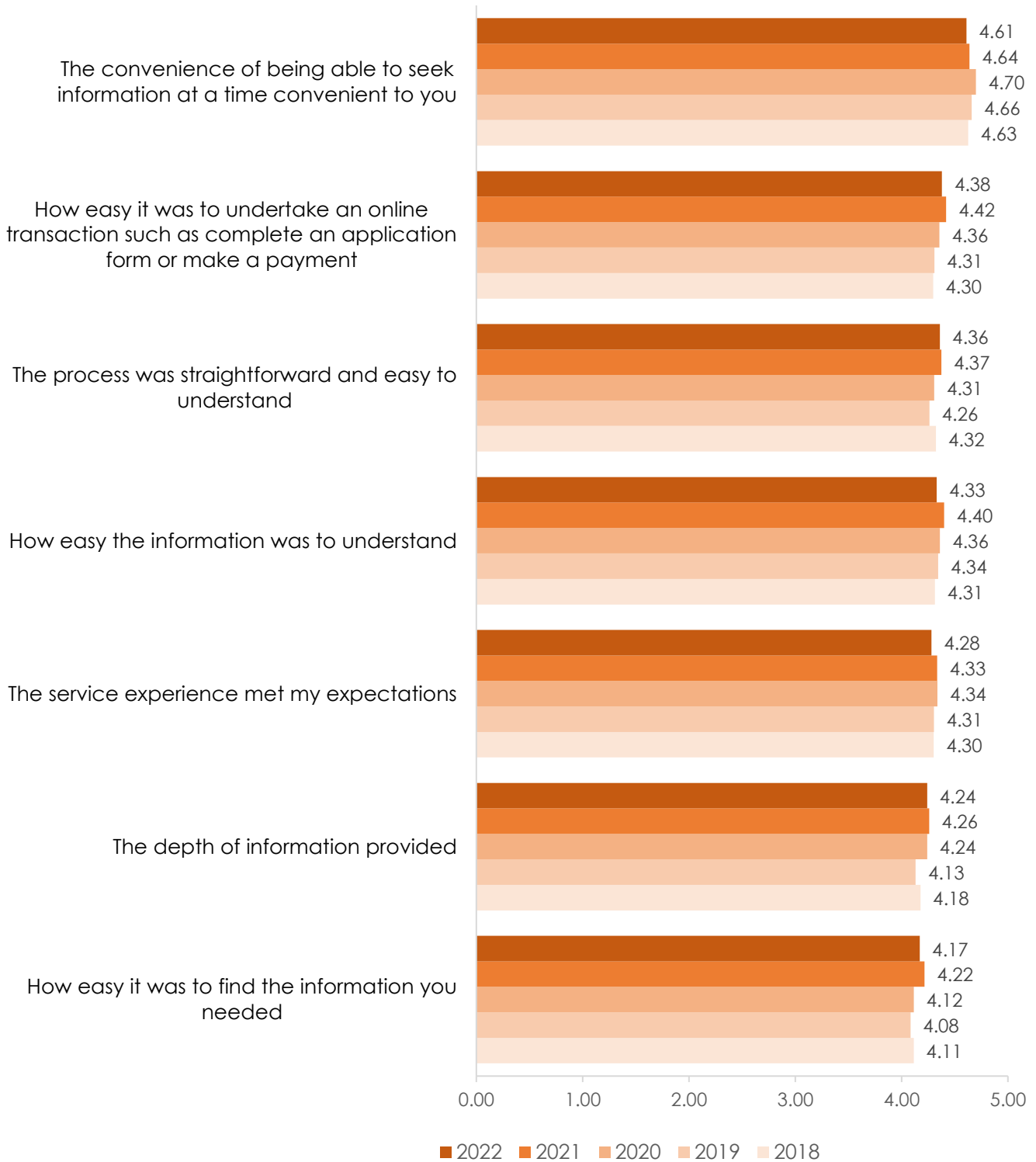
▲▼ = significantly higher/lower satisfaction (by group)



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



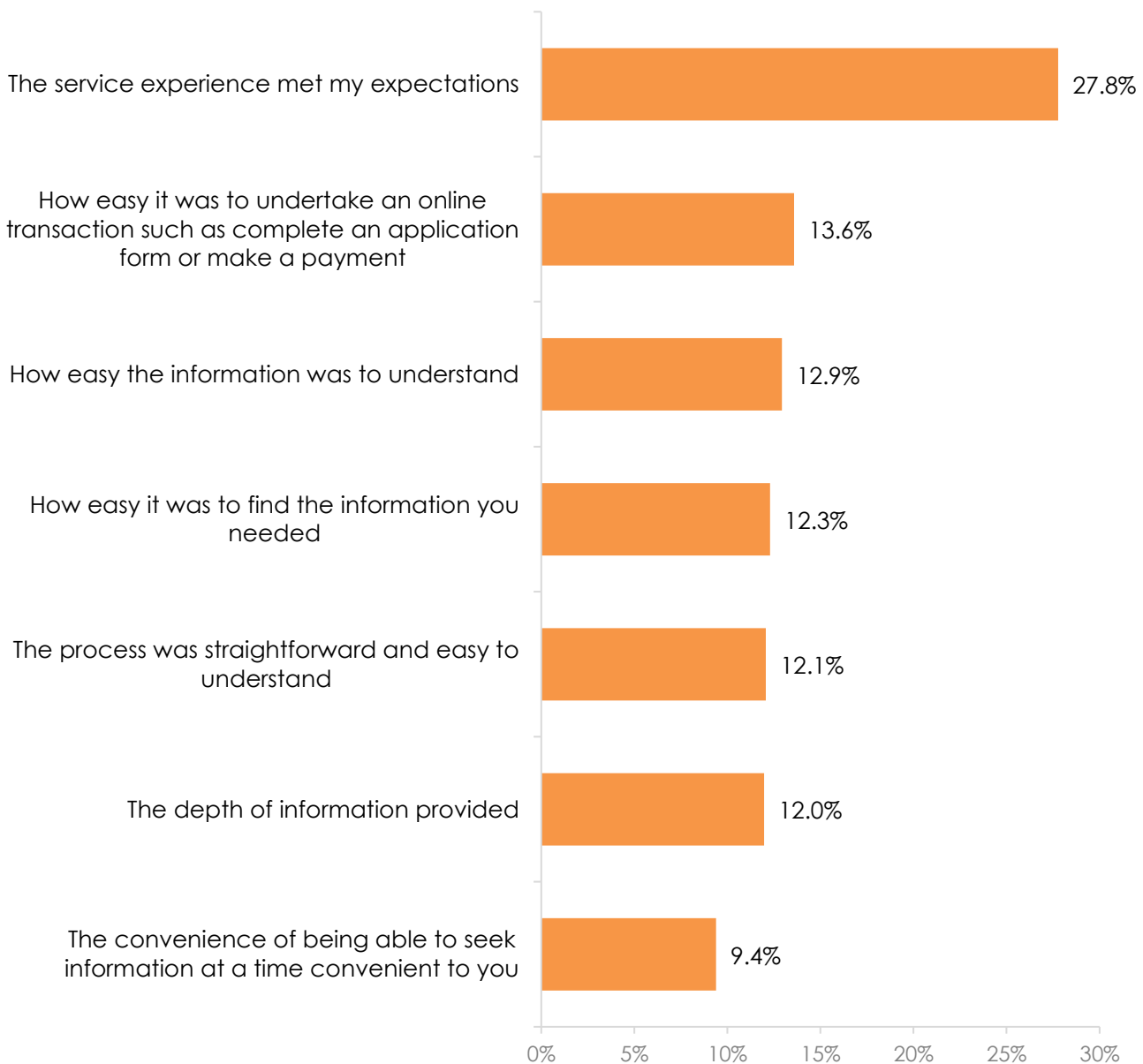
Mean scale: 1 = very dissatisfied, 5 = very satisfied



Drivers of Overall Satisfaction with Digital Services

Access Canberra Digital Services

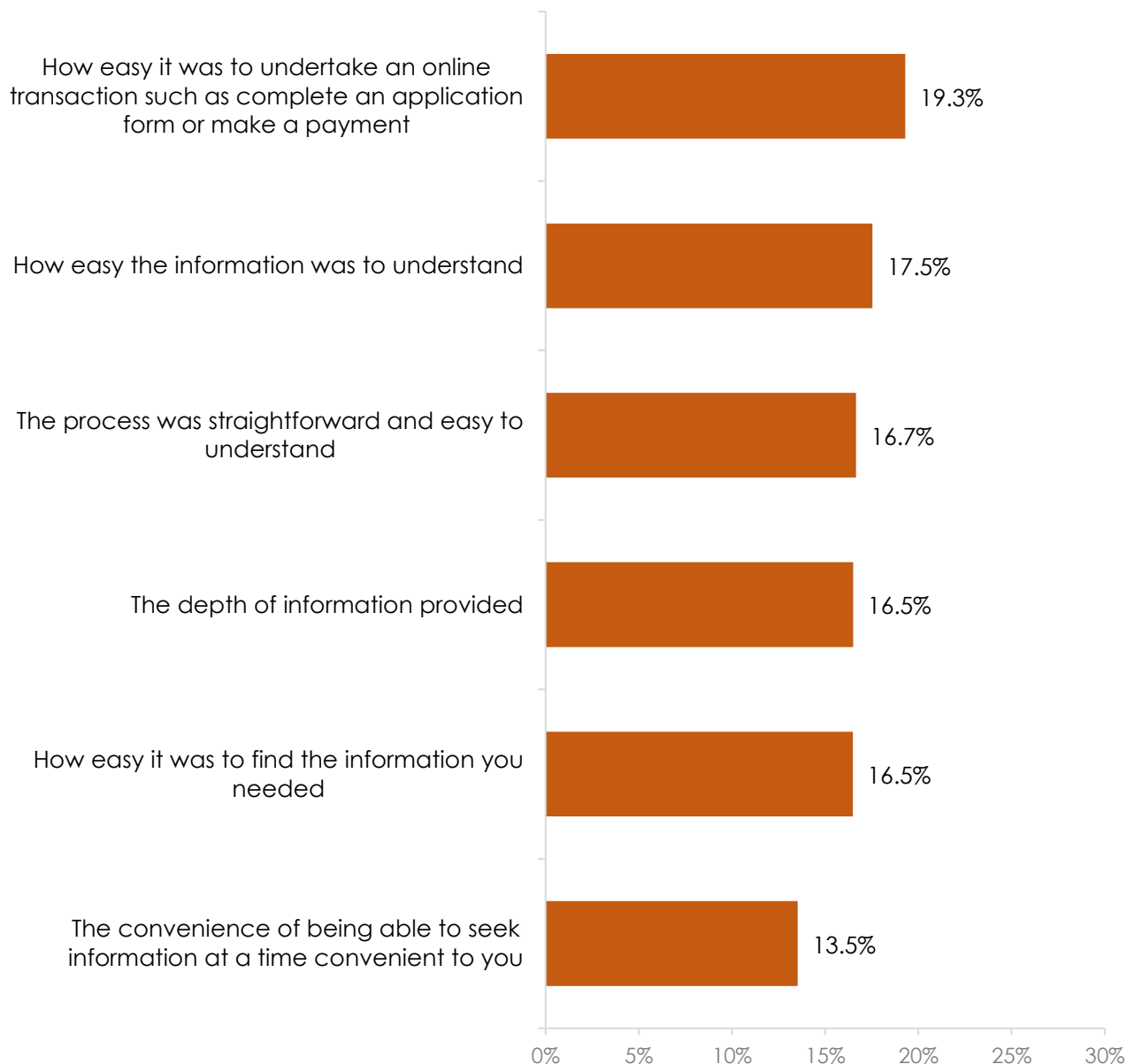
The chart below illustrates the contribution that each attribute has towards overall satisfaction with Access Canberra Digital Services, based on a Regression analysis. 'The service experience met my expectations' was again the strongest driver of overall satisfaction with the service (27.8%), contributing twice as much to the variation in overall satisfaction compared to any of the other 6 individual attributes. However, this is likely because the attribute is virtually a proxy for overall satisfaction. Attributes related to 'ease' e.g., ease of conducting an online transaction, ease of finding and understanding information, and ease of understanding the process were also relatively important drivers of overall satisfaction with Access Canberra Digital Services.



Drivers of Overall Satisfaction with Digital Services (Re-run without 'The Service Experience Met My Expectations')

Access Canberra Digital Services

The chart below is the same as the previous slide, illustrating the contribution that each attribute has towards overall satisfaction with Access Canberra Digital Services, based on a Regression analysis. However, it excludes the attribute 'the service experience met my expectations' given that it is essentially a measure of satisfaction in itself. As shown below, when we ignore this attribute, the hierarchy is much the same, though each of the 6 attributes become relatively more important. In essence, they are all relatively important drivers.

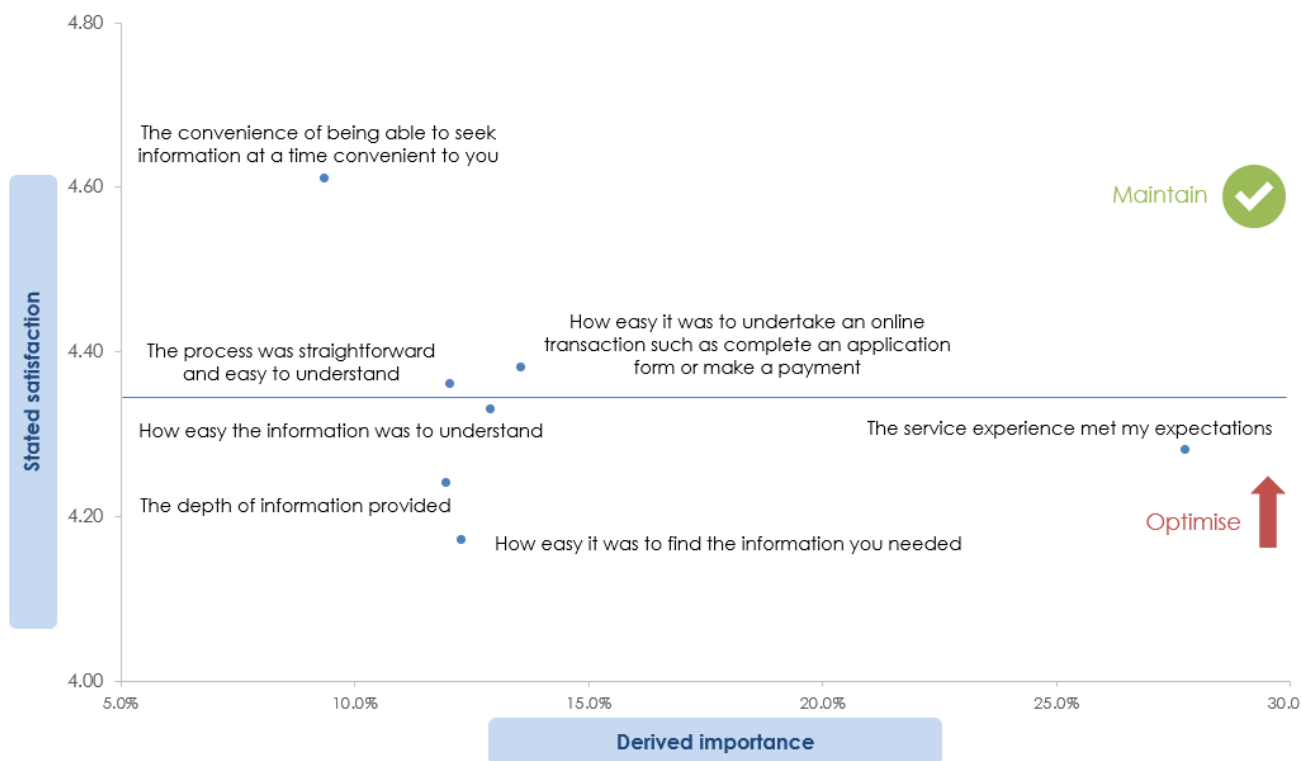


Drivers of Overall Satisfaction with Digital Services

Access Canberra Digital Services

The chart below plots the 2022 Regression score (previous page), against residents' stated satisfaction for Digital Services. Identifying ways to increase satisfaction with 'the service experience met my expectations', 'how easy it was to find the information you needed', 'how easy the information was to understand' and 'the depth of information provided', should lead to an increase in overall satisfaction by residents.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas





Section F:

Overall Perceptions of Access Canberra

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



Overall Perceptions of Access Canberra

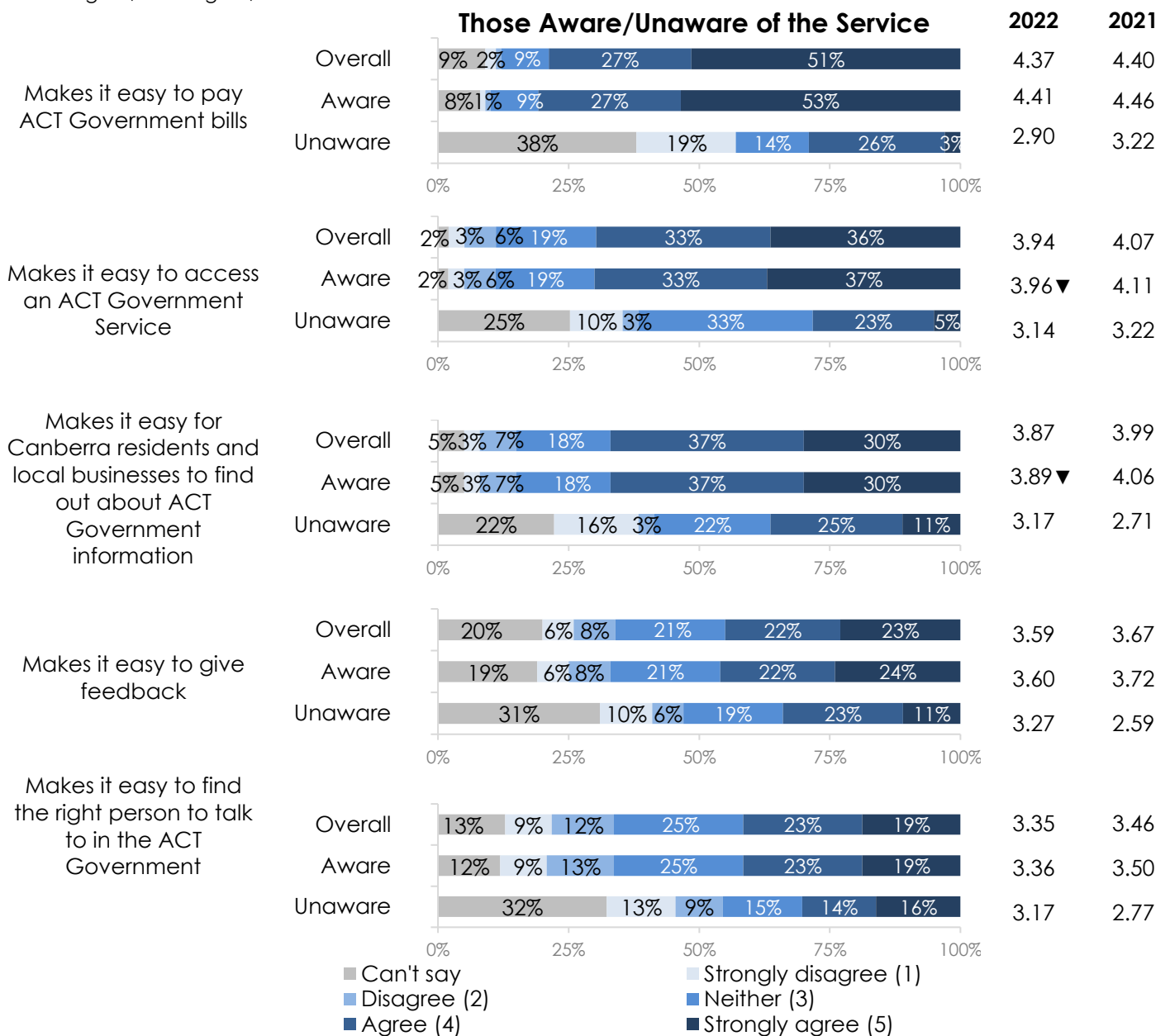
Summary – Based on AWARENESS

78% of residents agree that Access Canberra 'makes it easy to pay ACT Government bills', a similar result to 2021. Agreement with the statement that Access Canberra 'makes it easy to find the right person to talk to in the ACT Government' continues to have the lowest level of agreement (42%). Overall mean scores are slightly lower across all 5 areas, with significantly lower agreement ratings for ease of accessing ACT Government services and finding ACT Government information among those who were previously aware of Access Canberra.

(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:



Scale: 1 = strongly disagree, 5 = strongly agree. Note: Mean scores exclude 'can't say' responses.

2022 Base: Overall (N=601), Aware (N=582), Unaware (N=19), 2021 Base: Overall (N=600), Aware (N=565), Unaware (N=35). ▲▼ = significantly higher/lower level of agreement (by year)



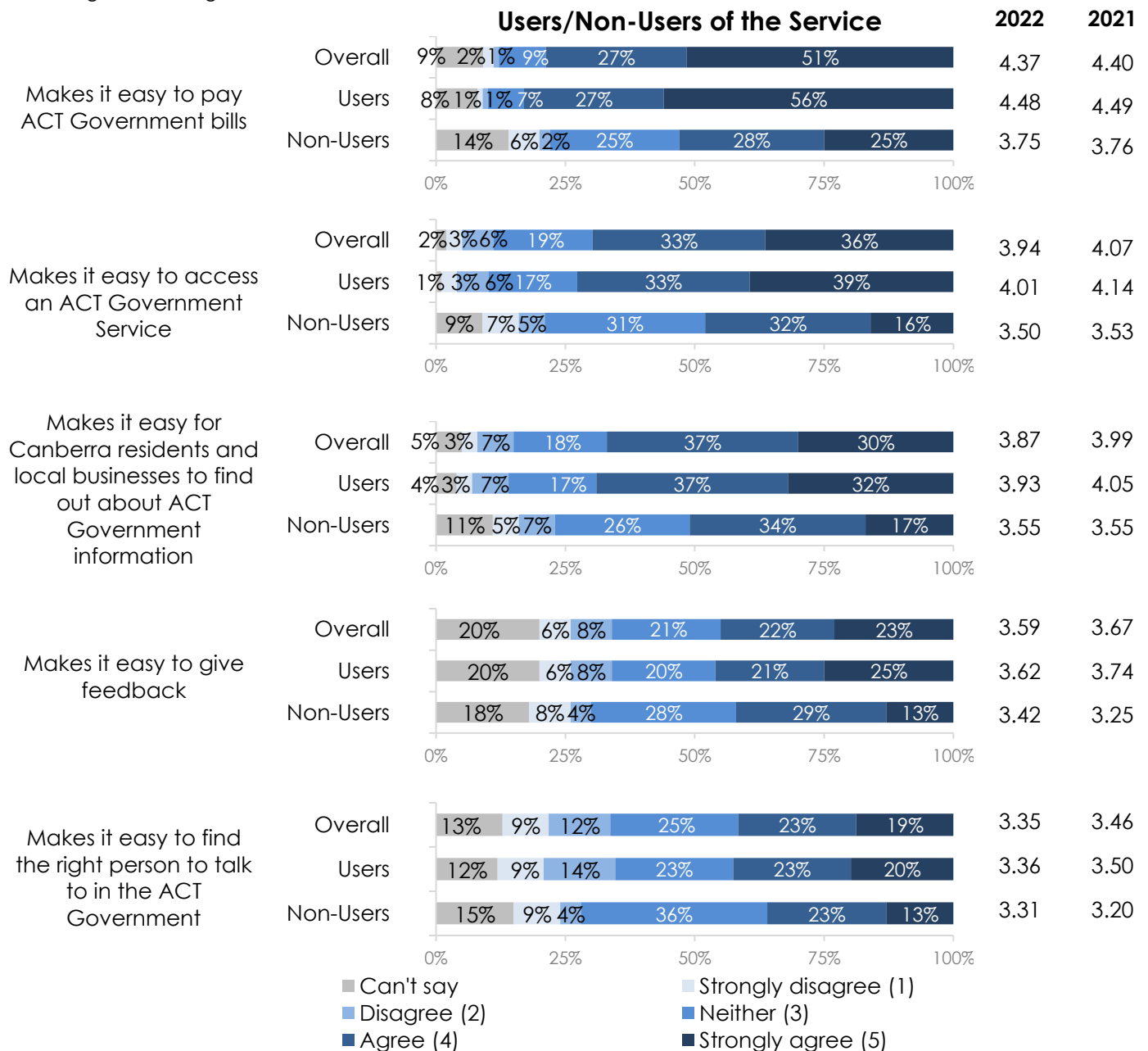
Overall Perceptions of Access Canberra

Summary – Based on USAGE

Those who used any Access Canberra Service were more likely to agree to all statements (compared to non-users). However, in line with overall results, mean ratings among users are also lower for all statements.

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

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



Scale: 1 = strongly disagree, 5 = strongly agree. Note: Mean scores exclude 'can't say' responses.

Base: Overall (N=601), Users (N=510), Non-Users (N=91), 2021 Base: Overall (N=600), Users (N=516), Non-Users (N=84).

▲ ▼ = significantly higher/lower level of agreement (by year)





Section G:

Service Delivery Options

This section explores residents' perceptions towards potential service delivery options such as extended operating hours and service enhancements.

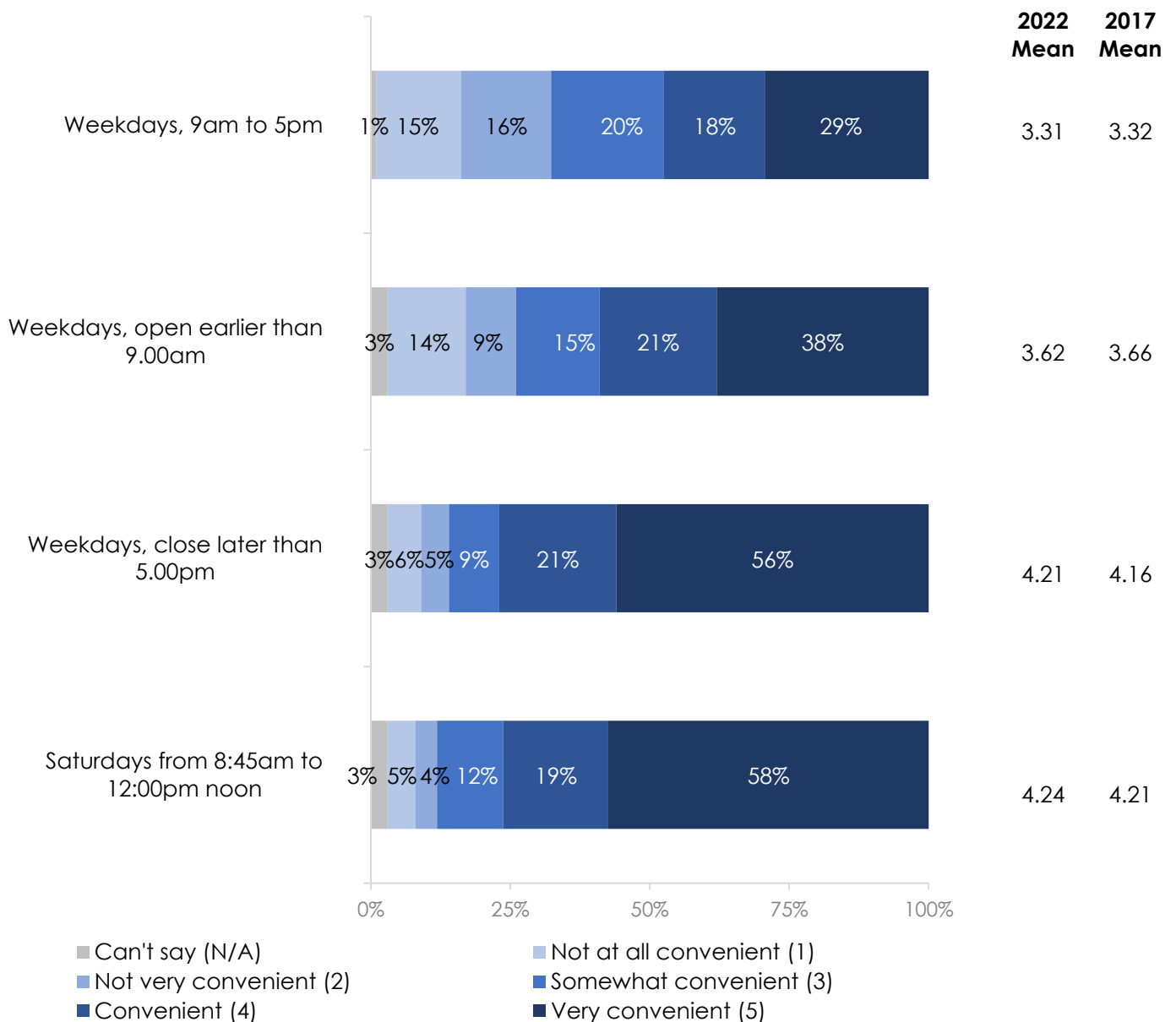


Extended Operating Hours

Summary

Saturdays 8:45am to 12:00pm and Weekdays after 5pm are said to be the most convenient operating hours for Access Canberra Service Centres (as they were in 2017). Fewer than half (47%) of residents said that the traditional operating hours of Weekdays 9am – 5pm were convenient or very convenient. 2022 results are very similar to 2017 – that is, there has not been a major shift in perceived convenience of extended operating hour options.

Q8. Please imagine you had to visit an Access Canberra Service Centre... As I read out some different timeslots that the Service Centres could be open, please tell me how convenient, if at all, each time slot would be for you, using a scale of 1 to 5 where 1 is 'not at all convenient' and 5 is 'very convenient'?



Scale: 1= not at all convenient, 5 = very convenient
 Note: can't say is excluded from the calculation of the mean

Extended Operating Hours

Summary

Younger residents (18-44) and those who work full time are less likely to say that the traditional operating hours of weekdays 9am to 5pm are convenient. Both weekdays, closing after 5pm and Saturdays are seen as convenient options among this group, although those with children tend to rate Saturdays as being more convenient. Residents aged 65+ however, prefer the standard operating hours over any other time slots.

Q8. Please imagine you had to visit an Access Canberra Service Centre... As I read out some different timeslots that the Service Centres could be open, please tell me how convenient, if at all, each time slot would be for you, using a scale of 1 to 5 where 1 is 'not at all convenient' and 5 is 'very convenient'?

| | Overall | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|---------------------------------------|---------|---------|---------|---------|-------|---------|-------|
| Weekdays, 9am to 5pm | 3.31 | 3.32 | 3.31 | 2.87▼ | 2.93▼ | 3.51▲ | 4.38▲ |
| Weekdays, open earlier than 9:00am | 3.62 | 3.50 | 3.75▲ | 3.73 | 3.78 | 3.65 | 3.04▼ |
| Weekdays, close later than 5:00pm | 4.21 | 4.22 | 4.19 | 4.48▲ | 4.31 | 4.26 | 3.28▼ |
| Saturdays from 8:45am to 12:00pm noon | 4.24 | 4.14 | 4.35▲ | 4.29 | 4.37 | 4.35 | 3.73▼ |
| Base | 577-592 | 284-289 | 289-295 | 208-210 | 112 | 174-178 | 85-93 |

| | Couple (with children) | Couple (no children) | Single/living alone | Group/shared household | Single parent (with children) |
|---------------------------------------|------------------------|----------------------|---------------------|------------------------|-------------------------------|
| Weekdays, 9am to 5pm | 3.29 | 3.39 | 3.42 | 3.00 | 3.00 |
| Weekdays, open earlier than 9:00am | 3.69 | 3.51 | 3.59 | 3.72 | 4.10 |
| Weekdays, close later than 5:00pm | 4.21 | 4.11 | 4.25 | 4.43 | 4.42 |
| Saturdays from 8:45am to 12:00pm noon | 4.29 | 4.21 | 4.21 | 4.29 | 4.53 |
| Base | 215-216 | 157-163 | 123-126 | 42 | 24 |

| | Full-time paid employment | Retired | Part-time paid employment | Casual paid employment | Studying at school, TAFE, university |
|---------------------------------------|---------------------------|---------|---------------------------|------------------------|--------------------------------------|
| Weekdays, 9am to 5pm | 2.80▼ | 4.45▲ | 3.40 | 3.40 | 3.43 |
| Weekdays, open earlier than 9:00am | 3.74▲ | 3.17▼ | 3.86 | 3.45 | 3.34 |
| Weekdays, close later than 5:00pm | 4.49▲ | 3.36▼ | 4.15 | 4.28 | 4.49 |
| Saturdays from 8:45am to 12:00pm noon | 4.36▲ | 3.82▼ | 4.37 | 4.15 | 4.36 |
| Base | 328-329 | 100-108 | 61-63 | 24 | 21-23 |

▲▼ = significantly higher/lower rating (by group)
Scale: 1 = not at all convenient, 5 = very convenient



Extended Operating Hours

The tables below show the convenience of weekdays 9am – 5pm (traditional operating hours) in the rows and the 'convenience of Saturdays 8:45am – 12:00noon' or 'Weekdays, close later than 5pm' in the columns – for 2022 and 2017 (when this question was last asked). Each table (not each column) adds to 100%. 25% of the total sample indicated that Saturdays were convenient/very convenient and weekdays 9am-5pm were not very/not at all convenient (similar to 23% in 2017). And 28% of the total sample indicated that closing after 5pm on weekdays would be convenient/very convenient and that weekdays 9am-5pm would be not very/not at all convenient (vs 24% in 2017).

Convenience of Weekdays 9am – 5pm by Convenience of Saturdays 8:45am – 12:00noon (2022)

| Total % | Not at all/not very convenient | Somewhat convenient | Convenient | Very convenient | Can't say |
|--------------------------------|--------------------------------|---------------------|------------|-----------------|-----------|
| Not at all/not very convenient | 3% | 3% | 5% | 20%▲ | 0%▼ |
| Somewhat convenient | 1% | 1%▼ | 5%▲ | 12% | <1%▼ |
| Convenient | 1% | 4%▲ | 4% | 9% | <1% |
| Very convenient | 4%▲ | 4% | 4% | 17% | 1% |
| Can't say | <1% | 0% | 0% | <1%▼ | 1%▲ |
| Base | 52 | 73 | 111 | 349 | 16 |

Convenience of Weekdays 9am – 5pm by Convenience of Saturdays 8:45am – 12:00noon (2017)

| Total % | Not at all/not very convenient | Somewhat convenient | Convenient | Very convenient | Can't say |
|--------------------------------|--------------------------------|---------------------|------------|-----------------|-----------|
| Not at all/not very convenient | 2% | 4% | 4% | 19% | 0% |
| Somewhat convenient | 1% | 2% | 6% | 15% | 0% |
| Convenient | 1% | 2% | 5%▲ | 7% | <1% |
| Very convenient | 5%▲ | 5% | 3%▼ | 18% | <1% |
| Can't say | 0% | 0% | 1%▲ | 0% | <1%▲ |
| Base | 56 | 81 | 110 | 347 | 4 |

Convenience of Weekdays 9am – 5pm by Convenience of Weekdays, close later than 5pm (2022)

| Total % | Not at all/not very convenient | Somewhat convenient | Convenient | Very convenient | Can't say |
|--------------------------------|--------------------------------|---------------------|------------|-----------------|-----------|
| Not at all/not very convenient | 2%▼ | 2%▼ | 9%▲ | 19% | 0%▼ |
| Somewhat convenient | 1% | 1% | 5% | 13% | <1%▼ |
| Convenient | 2% | 2% | 3% | 10% | <1% |
| Very convenient | 6%▲ | 4%▲ | 4%▼ | 14%▼ | 1% |
| Can't say | 0% | 0% | 0% | <1% | 1%▲ |
| Base | 63 | 56 | 128 | 337 | 18 |

Convenience of Weekdays 9am – 5pm by Convenience of Weekdays, close later than 5pm (2017)

| Total % | Not at all/not very convenient | Somewhat convenient | Convenient | Very convenient | Can't say |
|--------------------------------|--------------------------------|---------------------|------------|-----------------|-----------|
| Not at all/not very convenient | 2% | 4% | 9%▲ | 15% | 0% |
| Somewhat convenient | 1%▼ | 3% | 5% | 16%▲ | 0% |
| Convenient | 1% | 2% | 4% | 7% | <1% |
| Very convenient | 6%▲ | 6% | 4%▼ | 16% | <1% |
| Can't say | 0% | 0% | 1% | 0% | <1%▲ |
| Base | 54 | 87 | 136 | 321 | 5 |

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

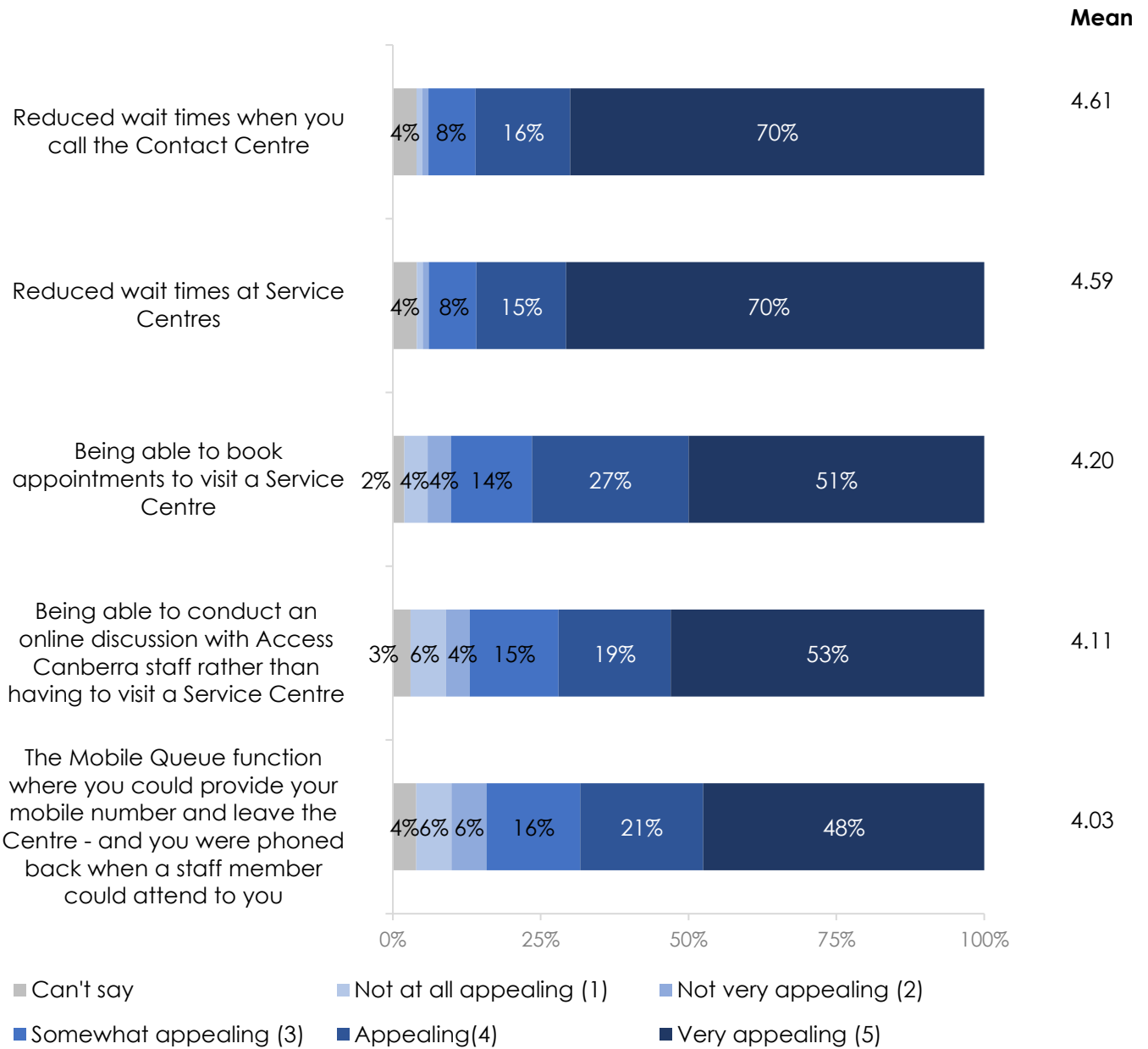


Potential Service Enhancements

Summary

Reducing the wait times experienced when calling the Contact Centre and at Service Centres are said to be the most appealing service enhancements out of all the options provided, with 86% and 85% saying these options would be appealing or very appealing, respectively. All service enhancements are considered to be appealing, however, with at least 69% of users saying each option would be appealing or very appealing – and negative responses are low for all options.

Q9 And how appealing, if at all, are each of the potential service enhancements to you, using a scale of 1 to 5 where 1 is 'not at all appealing' and 5 is 'very appealing'?



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

Note: can't say is excluded from the calculation of the mean. Data labels <2% are not shown on the chart above.



Potential Service Enhancements

Summary

All service enhancements are seen as more appealing among residents aged 18-44. Reducing wait times at Service Centres is significantly more appealing among residents aged 35-44, whilst online discussions and the Mobile queue service have significantly higher appeal among those aged 18-34. Reducing wait times at Service Centres is significantly more appealing among those who have visited a Service Centre or called the Contact Centre, and reducing wait times for the Contact Centre is significantly more appealing for those who have called the Contact Centre in the past 12 months. The Mobile queue is also more appealing for those who have visited a Service Centre as well as those who have used the Mobile queue on their most recent visit.

Q9 And how appealing, if at all, are each of the potential service enhancements to you, using a scale of 1 to 5 where 1 is 'not at all appealing' and 5 is 'very appealing'?

| | Overall | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|--|---------|---------|---------|---------|---------|---------|-------|
| Reduced wait times when you call the Contact Centre | 4.61 | 4.56 | 4.67 | 4.67 | 4.67 | 4.55 | 4.48 |
| Reduced wait times at Service Centres | 4.59 | 4.53 | 4.65 | 4.62 | 4.73▲ | 4.50 | 4.49 |
| Being able to book appointments to visit a Service Centre | 4.20 | 4.09 | 4.31▲ | 4.30 | 4.25 | 4.11 | 4.05 |
| Being able to conduct an online discussion with Access Canberra staff rather than having to visit a Service Centre | 4.11 | 4.10 | 4.11 | 4.35▲ | 4.04 | 3.99 | 3.89▼ |
| The Mobile queue function where you could provide your mobile number and leave the Centre – and you were messaged back when a staff member could attend to you | 4.03 | 4.00 | 4.07 | 4.24▲ | 4.14 | 3.95 | 3.57▼ |
| Base | 575-589 | 282-287 | 284-294 | 201-207 | 110-112 | 170-177 | 87-92 |

| | Used any Access Canberra Service in L12M | Visited a Service Centre in L12M | Called the Contact Centre in L12M | Used Digital Services in L12M |
|--|--|----------------------------------|-----------------------------------|-------------------------------|
| Reduced wait times when you call the Contact Centre | 4.62 | 4.67 | 4.67▲ | 4.60 |
| Reduced wait times at Service Centres | 4.61 | 4.71▲ | 4.66▲ | 4.58 |
| Being able to book appointments to visit a Service Centre | 4.21 | 4.28 | 4.18 | 4.19 |
| Being able to conduct an online discussion with Access Canberra staff rather than having to visit a Service Centre | 4.14 | 4.13 | 4.11 | 4.11 |
| The Mobile queue function where you could provide your mobile number and leave the Centre – and you were messaged back when a staff member could attend to you | 4.04 | 4.18▲ | 4.03 | 4.04 |
| Base | 490-502 | 244-255 | 249-257 | 410-423 |

| | Yes, booked an appointment (N=18) | No/can't remember (N=571) |
|---|-----------------------------------|---------------------------|
| Being able to book appointments to visit a Service Centre | 4.27 | 4.19 |

| | Used the 'Mobile queue' Service (N=46) | No/can't remember (N=532) |
|-----------------------------|--|---------------------------|
| The 'Mobile queue' function | 4.36▲ | 4.01 |

▲▼ = significantly higher/lower rating (by group)
Scale: 1= not at all appealing, 5 = very appealing



Potential Service Enhancements

Q9 And how appealing, if at all, are each of the potential service enhancements to you, using a scale of 1 to 5 where 1 is 'not at all appealing' and 5 is 'very appealing'?

| Service Centres | Satisfied/very satisfied with Service Centre | Somewhat – not at all satisfied with Service Centre |
|--|--|---|
| Reduced wait times when you call the Contact Centre | 4.63 | 4.73 |
| Reduced wait times at Service Centres | 4.70 | 4.48 |
| Being able to book appointments to visit a Service Centre | 4.28 | 4.45 |
| Being able to conduct an online discussion with Access Canberra staff rather than having to visit a Service Centre | 4.10 | 4.24 |
| The Mobile queue function where you could provide your mobile number and leave the Centre – and you were messaged back when a staff member could attend to you | 4.16 | 3.79 |
| Base | 176-185 | 13 |

| Contact Centre | Satisfied/very satisfied with the Contact Centre | Somewhat – not at all satisfied with the Contact Centre |
|--|--|---|
| Reduced wait times when you call the Contact Centre | 4.68 | 4.80 |
| Reduced wait times at Service Centres | 4.67 | 4.80 |
| Being able to book appointments to visit a Service Centre | 4.21 | 4.34 |
| Being able to conduct an online discussion with Access Canberra staff rather than having to visit a Service Centre | 4.21 | 4.00 |
| The Mobile queue function where you could provide your mobile number and leave the Centre – and you were messaged back when a staff member could attend to you | 4.08 | 3.97 |
| Base | 174-181 | 31-34 |

| Digital Services | Satisfied/very satisfied with Digital Services | Somewhat – not at all satisfied with Digital Services |
|--|--|---|
| Reduced wait times when you call the Contact Centre | 4.60 | 4.55 |
| Reduced wait times at Service Centres | 4.59 | 4.53 |
| Being able to book appointments to visit a Service Centre | 4.20 | 4.11 |
| Being able to conduct an online discussion with Access Canberra staff rather than having to visit a Service Centre | 4.11 | 4.17 |
| The Mobile queue function where you could provide your mobile number and leave the Centre – and you were messaged back when a staff member could attend to you | 4.12▲ | 3.66 |
| Base | 321-334 | 54-56 |

▲ ▼ = significantly higher/lower rating (by group)
Scale: 1= not at all appealing, 5 = very appealing





Section H: Quality of Life

This section explores residents' opinions about the perceived quality of life they have living in the ACT.



Quality of Life in the ACT

Summary

94% of residents rated their quality of life living in the ACT as good to excellent, on par with 2021 results – which given the ongoing impact of COVID is an encouraging result. Residents aged 45-64 claim to have a significantly higher quality of life, whilst residents aged 18-34 report having a significantly lower quality of life. This has likely been impacted by the ongoing COVID-19 situation and their ability to participate in the community and social activities.

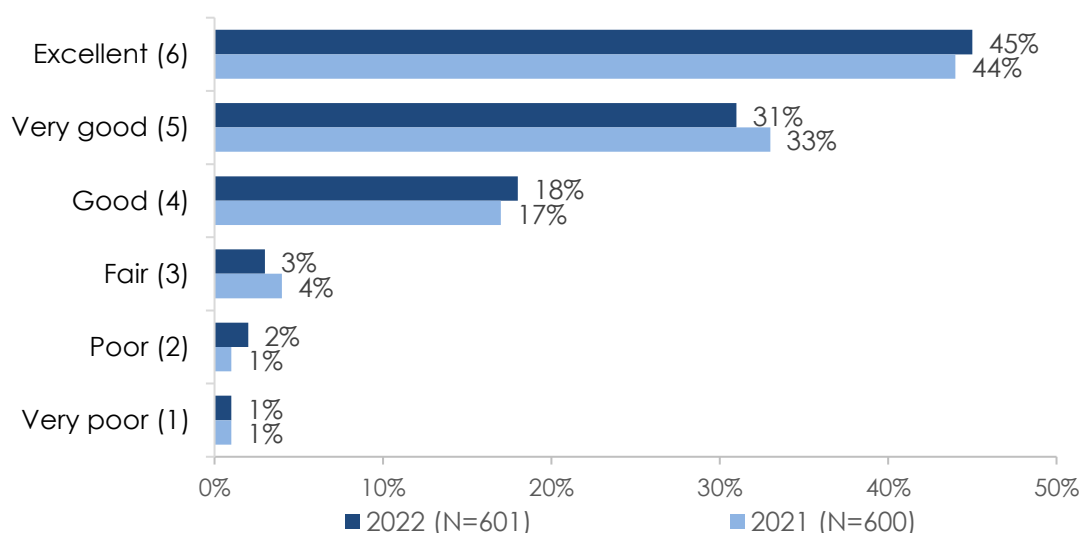
Quality of life continues to be marginally higher among those that were aware of Access Canberra as well as those that used Access Canberra services in the past 12 months.

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

| | Overall 2022 | Overall 2021 | Male | Female | 18-34 | 35-44 | 45-64 | 65+ |
|--------------|--------------|--------------|------|--------|-------|-------|-------|------|
| Mean ratings | 5.11 | 5.12 | 5.13 | 5.11 | 4.93▼ | 5.19 | 5.28▲ | 5.08 |
| Base | 601 | 600 | 290 | 302 | 211 | 113 | 180 | 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 | 5.12 | 4.64 | 5.13 | 4.98 |
| Base | 582 | 19 | 510 | 91 |

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



| Year on Year Trends | 2018 | 2019 | 2020 | 2021 | 2022 |
|---------------------|------|------|------|------|------|
| Mean | 5.26 | 5.14 | 5.26 | 5.12 | 5.11 |

Scale: 1 = very poor, 6 = excellent





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+ |
|-----------------------|---------|------|--------|-------|-------|-------|-----|
| Tuggeranong | 25% | 21% | 30% | 20% | 21% | 31% | 33% |
| Gungahlin | 22% | 22% | 23% | 24% | 36%▲ | 18% | 14% |
| Belconnen | 22% | 22% | 22% | 31%▲ | 12% | 12%▼ | 31% |
| Woden | 20% | 26% | 14%▼ | 13% | 24% | 25% | 23% |
| Dickson | 7% | 6% | 9% | 10% | 3% | 9% | 0% |
| Mitchell | 1% | 0% | 1% | 0% | 0% | 2% | 0% |
| Not sure/can't recall | 2% | 3% | 2% | 2% | 3% | 3% | 0% |
| Base | 205 | 112 | 90 | 80 | 32 | 64 | 29 |

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



Details of Most Recent Visit to an Access Canberra Service Centre

Q4c. What was this contact in relation to?

| Other specified | Count |
|---|-------|
| New number plates/replacement plates/plates for another state | 10 |
| Births, Deaths and Marriages Register | 5 |
| Proof of age/photo ID | 5 |
| Registrations/change in ownership e.g., caravans, motorcycles, trailers | 5 |
| Annual returns for an association | 1 |
| Contactless form drop-off | 1 |
| COVID payment | 1 |
| Disaster payment | 1 |
| Dog registration | 1 |
| Forklift licence | 1 |
| General information e.g., tram services, power of attorney etc | 1 |
| Health services e.g., medical form renewal, medical refunds | 1 |
| Housing | 1 |
| Maintenance of public spaces/facilities | 1 |
| Seniors Card/pensioner benefits | 1 |
| Unemployment benefits | 1 |
| Work related licences e.g., security, plumbing | 1 |
| Other | 2 |



Ease of Dealing with Access Canberra Service Centres

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

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

| Very easy/easy - Other specified | Count |
|--|-------|
| Simple/easy process | 16 |
| Helpful/friendly staff | 14 |
| Easily accessible/good parking | 2 |
| Had no issues with the transaction/met my expectations | 2 |
| Long process | 2 |
| Able to check wait time beforehand so know what to expect | 1 |
| Being able to speak to someone face-to-face | 1 |
| Closure of some centres/harder to access during COVID | 1 |
| Contactless drop-off was very easy | 1 |
| Convenient e.g., close to home/work | 1 |
| Don't like being told to do things online | 1 |
| Guide at the Service Centre is very clear | 1 |
| Had to travel a long distance/need more Service Centres | 1 |
| Identified as needing to jump the queue | 1 |
| Issue was dealt with promptly | 1 |
| Lack of training/awareness of staff | 1 |
| Mobile queue service needs improvement | 1 |
| Other COVID mention | 1 |
| Phone call beforehand had a long wait time | 1 |
| Would be easier if you could do more things over the phone | 1 |
| Difficult/very difficult - Other specified | Count |
| Not enough staff | 3 |
| Given wrong information by staff | 2 |
| Extended the expiry for driver's licence transfer | 1 |
| Had health symptoms due to a known health issue but staff wouldn't let me in | 1 |
| Had to travel a long distance/need more Service Centres | 1 |
| Issue wasn't resolved | 1 |
| Long process | 1 |
| Mobile queue service needs improvement | 1 |
| Need longer opening hours | 1 |
| Needed a document not listed on website so had to come back | 1 |
| No follow up/update on status | 1 |
| Not all Service Centres offer specific services | 1 |
| Ongoing non-compliance issues that are affecting my property | 1 |
| Online system at the Service Centre didn't work | 1 |
| Service Centre was closed | 1 |
| Staff unable to provide screwdrivers to remove number plates | 1 |
| Waited for two hours then told to make an appointment | 1 |



Satisfaction with Service Received at Service Centres

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

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

| | N=90 |
|--|------|
| Shorter wait times/faster service | 38% |
| More knowledgeable staff/staff training | 15% |
| More friendly/customer orientated | 11% |
| Increase staff | 8% |
| Follow up service requests/status updates | 3% |
| Improved mobile queue service | 3% |
| Keep Service Centres open | 3% |
| Extended online services | 2% |
| Forced to go online due to COVID | 2% |
| Staff better at distinguishing between those who have COVID vs other health conditions | 2% |
| Cost too high compared to income | 1% |
| Extended operating hours | 1% |
| Improve responsiveness/simplify process for lodging complaints | 1% |
| Improve rules and regulations | 1% |
| Nothing – happy with service | 1% |
| Provide more information/explanation to customers | 1% |
| Reminder services for renewals | 1% |
| Should take cash | 1% |
| Don't know/nothing | 22% |



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 |
|--|-----------|-------------------|--------------|---------|-----------|----------------|------|
| Cleanliness of the service centre | 4% | 0% | 1% | 2% | 24% | 68% | 205 |
| The fairness of the staff in dealing with your transaction | 3% | 1% | 1% | 6% | 17% | 72% | 205 |
| How polite staff were | 2% | <1% | 3% | 3% | 21% | 70% | 205 |
| The willingness of staff to assist you | 2% | 2% | 1% | 4% | 19% | 71% | 205 |
| The staff thoroughly handling your matter | 3% | 2% | 4% | 4% | 15% | 72% | 205 |
| The speed of response once you were served | 3% | 1% | 3% | 7% | 19% | 68% | 205 |
| The Concierge who may have greeted you when you arrived | 7% | 2% | 2% | 7% | 19% | 63% | 205 |
| How easy the information was to understand | 3% | 2% | 4% | 6% | 17% | 68% | 205 |
| The knowledge of the staff | 2% | 3% | 3% | 5% | 20% | 67% | 205 |
| Staff clearly explaining what you needed to know | 3% | 4% | 4% | 4% | 19% | 66% | 205 |
| Accessibility | 1% | 1% | 3% | 11% | 20% | 63% | 205 |
| Layout/comfort of the service centre | 3% | 1% | 4% | 10% | 33% | 48% | 205 |
| The amount of time taken by staff to assist you | 2% | 5% | 3% | 13% | 25% | 51% | 205 |
| The 'Mobile queue' service | 62% | 5% | 2% | 4% | 8% | 19% | 205 |
| The length of time you waited to be served | 2% | 8% | 15% | 19% | 30% | 26% | 205 |



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 | 16 |
| General information e.g., local services, heritage etc | 15 |
| Enquiring/ordering bins/waste collection services | 8 |
| Animal control | 7 |
| Registrations/change in ownership/disposal | 7 |
| Tree management/removal | 5 |
| Births, Deaths and Marriages Register | 4 |
| Personal ID/documentation/name change | 4 |
| Bus card/My Way card | 3 |
| Fines and demerit points | 2 |
| Health service enquiry | 2 |
| Housing/real estate information | 2 |
| New number plates/replacement plates | 2 |
| Payments/pay bills | 2 |
| Rates enquiry | 2 |
| Water and sewerage services | 2 |
| Couldn't get through | 1 |
| Following up a service centre visit/online transaction | 1 |
| IT department | 1 |
| Paperwork not received | 1 |
| Third party insurance | 1 |
| Traffic management/maintenance | 1 |
| Transport services | 1 |
| Vehicle roadworthy check | 1 |
| Unsure/don't recall | 8 |



Ease of Dealing with Access Canberra Contact Centre

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

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

| Very easy/easy - Other specified | Count |
|---|--------------|
| Was quick/convenient | 12 |
| Helpful staff | 9 |
| Attended to politely and correctly | 1 |
| Complaint was actioned | 1 |
| Had no issues | 1 |
| Issue is not resolved | 1 |
| Long process | 1 |
| Online health registration | 1 |
| Staff called back/followed up | 1 |
| The call wasn't answered/couldn't get through/got disconnected | 1 |
| Other | 1 |
| Can't remember | 1 |
| Difficult/very difficult - Other specified | Count |
| Issue is not resolved | 7 |
| The call wasn't answered/couldn't get through/got disconnected | 5 |
| Long process | 4 |
| Prefer speaking to a human | 2 |
| Couldn't get all the information needed | 1 |
| Dislike hold music | 1 |
| Frustrating experience | 1 |
| Got referred to website but couldn't access/had difficulties | 1 |
| Inconsistent information across departments | 1 |
| Prefer face-to-face | 1 |
| Staff are contractors and not working for ACT Government | 1 |
| They never followed up | 1 |
| Too many services within the call centre to get in contact with the right service | 1 |
| Took too long to respond | 1 |
| Transferred too many times/unable to speak to the right person | 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 = 111 |
|--|---------|
| Shorter wait times/faster service | 32% |
| Better trained/informed staff | 16% |
| Improved customer service e.g., friendly, customer orientated | 11% |
| Provide more information/clearer information | 7% |
| Easier/more direct way to contact the person needed | 6% |
| Better resolution/outcomes | 4% |
| More staff | 4% |
| Nothing – happy with service | 4% |
| Provide call back option | 4% |
| More streamlined process | 3% |
| Prefer to speak to a human instead of automated options and repetitive messages | 3% |
| Provide more information/capability on website so no need to contact the call centre | 3% |
| Consistency of service | 2% |
| Couldn't get through to contact centre | 2% |
| Improved language skills e.g., speaking better English | 2% |
| Need follow up calls/feedback | 2% |
| Staff access to information e.g., call history | 2% |
| Ability to book an appointment online rather than needing to call | 1% |
| Better knowledge of COVID information/restrictions | 1% |
| Dickson Service Centre to provide more services | 1% |
| Improvement to Mobile queue service e.g., be able to get updates on expected wait time online/via contact centre | 1% |
| Information about wait time | 1% |
| More leniency/flexibility due to COVID lockdown | 1% |
| Change of government | <1% |
| Fix My Street service needs improvement | <1% |
| Don't know/nothing | 13% |



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 |
|---|-------|---|-------|
| General information e.g., public transport information and timetables, recycling, community services, legal issues, etc | 17 | Update details e.g., address | 2 |
| Fix My Street | 11 | Reporting an issue to be investigated | 2 |
| Enquiry/obtaining a green bin/bins and waste collection service | 10 | To obtain working with vulnerable people check | 2 |
| Pet registration | 8 | Animal control | 1 |
| Driver's licence | 7 | Book land use for business purposes e.g., for workplace | 1 |
| Bus/public transport card | 6 | Business applications/registrations | 1 |
| Making a payment | 6 | Education payment | 1 |
| Tree management/removal | 6 | Obtaining documentation | 1 |
| Work related licences e.g., building licence, real estate licence | 6 | Parking and permits | 1 |
| Complaint e.g., illegal dumping, illegal parking, noise etc | 5 | Property matters | 1 |
| COVID-19 information | 3 | Providing feedback | 1 |
| Registrations e.g., car, trailer, motorbike | 3 | Seniors card | 1 |
| Tax services | 3 | Sports registrations | 1 |
| Births, Deaths and Marriages Register | 2 | Don't recall | 3 |
| Footpaths and roads | 2 | | |



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 | 33 |
| Link took me straight to the payment/appropriate area | 11 |
| Familiar with the website as I've used it before | 10 |
| Got to the website through a simple Google search | 6 |
| The search engine function was good | 5 |
| Difficult to navigate | 3 |
| Could be more user friendly | 2 |
| Got sent an email or letter to seek information | 2 |
| Convenient – available when I need it | 1 |
| Doesn't give an active link to the transaction after the information you have been given | 1 |
| Entering your car registration makes it easy | 1 |
| Had no issues | 1 |
| I have it bookmarked | 1 |
| Information needed was on the paperwork mailed out | 1 |
| Lack of depth of information | 1 |
| Needed someone else to help me | 1 |
| Website didn't accept some information e.g., vehicle id | 1 |
| Wasn't easy or difficult | 1 |
| Don't know/can't recall | 7 |
| Difficult/very difficult - Other specified | Count |
| Difficult to navigate | 5 |
| Could be more user friendly | 3 |
| Could not find the information I was looking for | 3 |
| Search engine is not that good | 2 |
| Could only find form through Google search | 1 |
| Font too small on a mobile phone | 1 |
| Had to request help via contact centre or service centre staff | 1 |
| Password reset doesn't work on mobile | 1 |



Satisfaction with Access Canberra Digital Services

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=215 | | N=215 |
|--|-------|---|-------|
| Better format/more user friendly/update the website | 39% | Digital licence | 1% |
| Clearer/updated information | 7% | Mobile/tablet compatibility | 1% |
| Improve search functionality | 5% | More online services | 1% |
| Nothing – happy with the service | 5% | Need for a help line/chat bot | 1% |
| Reduce wait times/faster response | 3% | Paper forms not compatible with digital | 1% |
| Better structured/more intuitive online forms | 2% | Providing information in other languages | 1% |
| Improved follow up | 2% | Streamline business services e.g., single dashboard view showing all company vehicles | 1% |
| Mobile app for Access Canberra | 2% | Technical issues e.g., broken links, speed, system issues | 1% |
| More electronic reminders/updates | 2% | Transfer option for animal registration | 1% |
| Online process could be easier | 2% | A confirmation email/response from Access Canberra | <1% |
| Payment methods accepted online/in person | 2% | Better promotion of online services available online | <1% |
| Accessibility e.g., screen reader compatibility, voice activated search engine | 1% | Easier login/verification and password reset options | <1% |
| Always room for improvement | 1% | Other | 1% |
| Better integration of systems e.g., pulling information, see history and every transaction in the same place | 1% | Don't know/nothing | 26% |





Appendix B:

Demographics



Demographics

Q11. What is your gender?

| | % |
|------------------------------------|-----|
| Male | 49% |
| Female | 50% |
| Indeterminate/Intersex/Unspecified | <1% |

Base: N = 601

Q12. What age bracket are you in?

| | % |
|-------------|-----|
| 18-24 years | 9% |
| 25-34 years | 26% |
| 35-44 years | 19% |
| 45-54 years | 15% |
| 55-64 years | 15% |
| 65+ years | 16% |

Base: N = 601

Q13. What is your family status?

| | % |
|----------------------------------|-----|
| Couple (children at home) | 36% |
| Couple (no children at home) | 28% |
| Single/living alone | 21% |
| Group/shared household | 7% |
| Single parent (children at home) | 4% |
| Other | 3% |
| Refused | <1% |

Base: N = 601

| Other specified | Count |
|----------------------------------|-------|
| Living with parents/other family | 15 |
| Extended family household | 4 |
| Full time carer | 1 |
| Widow with children | 1 |

Demographics

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

| | % |
|---|-----|
| Currently in full time paid employment | 55% |
| Retired from paid employment | 19% |
| Currently in part time paid employment (at least 10 hours a week) | 10% |
| Currently in casual paid employment | 4% |
| Studying at school, TAFE, or university | 4% |
| Currently looking for paid employment | 2% |
| Home duties | 1% |
| Other | 3% |
| Refused/can't say | 1% |

Base: N = 601

| Other specified | Count |
|----------------------|-------|
| Working and studying | 8 |
| Self employed | 7 |
| Disability | 2 |
| Retired | 2 |
| Full time carer | 1 |

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

| | % |
|-----|-----|
| Yes | 2% |
| No | 98% |

Base: N = 600

Note: 1 respondent refused to answer

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

| | % |
|---------------------------------|-----|
| Yes, current member | 1% |
| Yes, past member (i.e. veteran) | 5% |
| No | 94% |

Base: N = 600

Note: 1 respondent refused to answer



Demographics

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

| | % |
|-----|-----|
| Yes | 20% |
| No | 80% |

Base: N = 600

Note: 1 respondent refused to answer

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

| Languages spoken | Count | Languages spoken | Count |
|------------------|-------|-------------------------|-------|
| Mandarin | 21 | Telugu | 2 |
| Hindi | 14 | Thai | 2 |
| Spanish | 7 | Vietnamese | 2 |
| German | 5 | Arabic | 1 |
| Cantonese | 4 | Creole | 1 |
| English | 4 | Igbo | 1 |
| Russian | 4 | Indigenous | 1 |
| Urdu | 4 | Japanese | 1 |
| French | 3 | Korean | 1 |
| Malayalam | 3 | Punjabi | 1 |
| Polish | 3 | Nepalese | 1 |
| Afrikaans | 2 | Samoan | 1 |
| Bangla | 2 | Shona | 1 |
| Croatian | 2 | Sinhala | 1 |
| Dutch | 2 | Sindhi | 1 |
| Greek | 2 | Sri Lankan | 1 |
| Indonesian | 2 | Swahili | 1 |
| Italian | 2 | Swedish | 1 |
| Macedonian | 2 | Tagalog | 1 |
| Persian | 2 | Tamil | 1 |
| Serbian | 2 | Other/prefer not to say | 4 |

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 | 24% |
| No | 76% |

Base: N = 117



Demographics

Q18. What suburb do you live in?

| Suburb | N=601 | Suburb | N=601 | Suburb | N=601 |
|------------------|-------|-----------------|-------|-----------------|-------|
| Kambah | 4% | Fisher | 1% | Turner | 1% |
| Belconnen | 3% | Florey | 1% | Waramanga | 1% |
| Gungahlin | 3% | Flynn | 1% | Weetangera | 1% |
| Watson | 3% | Franklin | 1% | Weston | 1% |
| Braddon | 2% | Giralang | 1% | Aranda | <1% |
| Bruce | 2% | Gordon | 1% | Barton | <1% |
| Calwell | 2% | Gowrie | 1% | Cook | <1% |
| Dunlop | 2% | Greenway | 1% | Deakin | <1% |
| Harrison | 2% | Griffith | 1% | Evatt | <1% |
| Kaleen | 2% | Hackett | 1% | Forde | <1% |
| Macgregor | 2% | Higgins | 1% | Fraser | <1% |
| Ngunnawal | 2% | Holt | 1% | Fyshwick | <1% |
| Wanniassa | 2% | Hughes | 1% | Garran | <1% |
| Acton | 1% | Isabella Plains | 1% | Gilmore | <1% |
| Ainslie | 1% | Jacka | 1% | Hall | <1% |
| Amaroo | 1% | Kingston | 1% | Hawker | <1% |
| Banks | 1% | Latham | 1% | Holder | <1% |
| Bonner | 1% | Lawson | 1% | Isaacs | <1% |
| Bonython | 1% | Lyneham | 1% | Kenny | <1% |
| Campbell | 1% | Mawson | 1% | Lyons | <1% |
| Canberra Airport | 1% | Melba | 1% | Macarthur | <1% |
| Casey | 1% | Monash | 1% | Macquarie | <1% |
| Chapman | 1% | Narrabundah | 1% | Mckellar | <1% |
| Charnwood | 1% | Nicholls | 1% | Moncrief | <1% |
| Chifley | 1% | O'Connor | 1% | O'Malley | <1% |
| Chisholm | 1% | Page | 1% | Oxley | <1% |
| City | 1% | Palmerston | 1% | Red Hill | <1% |
| Conder | 1% | Pearce | 1% | Spence | <1% |
| Coombs | 1% | Phillip | 1% | Strathnairn | <1% |
| Crace | 1% | Reid | 1% | Symonston | <1% |
| Curtin | 1% | Richardson | 1% | Throsby | <1% |
| Denman Prospect | 1% | Rivett | 1% | Uriarra Village | <1% |
| Dickson | 1% | Scullin | 1% | Woden | <1% |
| Downer | 1% | Stirling | 1% | Wright | <1% |
| Duffy | 1% | Taylor | 1% | Yarralumla | <1% |
| Fadden | 1% | Theodore | 1% | | |
| Farrer | 1% | Torrens | 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 C: 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 provides multiple customer service channels that allow ACT residents to access a wide range of ACT Government Services. Customers can perform services, seek information or advice, provide feedback and lodge complaints about ACT government services. You can visit Access Canberra at a Service Centre, Call the Access Canberra Contact Centre or engage digitally using the Access Canberra website

**Which, if any, of the following Access Canberra services have you used in the past 12 months?
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
- (Do NOT Prompt)** 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 'March' ask 'March 2021 or March 2022?')

- March 2021 (check if March 2021 or 2022)
- April 2021
- May 2021
- June 2021
- July 2021
- August 2021
- September 2021
- October 2021
- November 2021
- December 2021
- January 2022
- February 2022
- March 2022 (check if March 2021 or 2022)
- (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
- Dickson
- Mitchell
- Hume
- 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? (Coders: See comment at Q4c below about potential codes to look for on this open-ended question – see Mark)

- 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 or other vehicle registration: (Interviewer ask "Was that...")
 - A renewal of an existing registration, or
 - A registration of a new owner
- 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
- 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')
- Land titles
- Other (please specify)

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

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

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

- None
- 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 'COVID-specific' mentions:.....
- Any Others (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 once you were served | <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"/> |
| Layout/comfort of the service centre | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cleanliness of the service centre | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Accessibility | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The 'Mobile queue' service where you could provide your mobile number and leave the Centre – and you were phoned back when a staff member could attend to you | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q4j. On your most recent visit to the Access Canberra Service Centre, did you use the 'Mobile queue' service? (where you could provide your mobile number and leave the Centre – and you were messaged back when a staff member could attend to you)? (SR)

- Yes
- No
- Can't remember

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

- Booked an appointment
- Visited without an appointment
- Can't remember

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 'March' ask 'March 2021 or March 2022?')

- March 2021 (check if March 2021 or 2022)
- April 2021
- May 2021
- June 2021
- July 2021
- August 2021
- September 2021
- October 2021
- November 2021
- December 2021
- January 2022
- February 2022
- March 2022 (check if March 2021 or 2022)
- (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 Contact 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 or other vehicle registration: (Interviewer ask "Was that...")
 - A renewal of an existing registration, or
 - A registration of a new owner
- 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
- 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')
- Land titles
- Other (please specify)

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

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

Q5ci. And how many times, if any, did you have to engage with Access Canberra through other channels to resolve your issue?

- None
- 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 'COVID-specific' mentions:.....
- Any Others (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 customer 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 after your call was answered | <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
- The ease of getting through to someone who could assist

Q5i. On your most recent call to the Access Canberra telephone service, did you speak to just one staff member or were you transferred to other staff? Do NOT Prompt (SR)

- Spoke to just one person
- Transferred: "How many staff in total did you speak to on that call?" _____
- Can't remember

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 'March' ask 'March 2021 or March 2022?')

- March 2021 (check if March 2021 or 2022)
- April 2021
- May 2021
- June 2021
- July 2021
- August 2021
- September 2021
- October 2021
- November 2021
- December 2021
- January 2022
- February 2022
- March 2022 (check if March 2021 or 2022)
- (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 or other vehicle registration: (Interviewer ask "Was that...")
 - A renewal of an existing registration, or
 - A registration of a new owner
- 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
- 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')
- Land titles
- Other (please specify)



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

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

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

- None
- 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 'COVID-specific' mentions:.....
- 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"/> |



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 Can't | | | Strongly agree | | |
|--|----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 1 | 2 | 3 | 4 | 5 | say |
| 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"/> |

Section 4: Service Delivery Options

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

Q8. Please imagine you had to visit an Access Canberra Service Centre... As I read out some different timeslots that the Service Centres could be open, please tell me how convenient, if at all, each time slot would be for you, using a scale of 1 to 5 where 1 is 'not at all convenient' and 5 is 'very convenient'? (Prompt, SR per timeslot)

| | Not at all convenient | | | Very convenient | | |
|-------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 1 | 2 | 3 | 4 | 5 | C/S |
| Weekdays, 9am to 5pm | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Weekdays, open earlier than 9.00am | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Weekdays, close later than 5.00pm | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Saturdays from 8.45am to 12.00 noon | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |



Q9 And how appealing, if at all, are each of the potential service enhancements to you, using a scale of 1 to 5 where 1 is 'not at all appealing' and 5 is 'very appealing'? (Prompt, SR per service)

| | Not at all appealing | | | Very appealing | | C/S |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 1 | 2 | 3 | 4 | 5 | |
| Reduced wait times at Service Centres | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Reduced wait times when you call the Contact Centre | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Being able to conduct an online discussion with Access Canberra staff rather than having to visit a Service Centre | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Being able to book appointments to visit a Service Centre | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The 'Mobile queue' function where you could provide your mobile number and leave the Centre – and you were phoned back when a staff member could attend to you | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |



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"/> Wanniassa |
| <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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