

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

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

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

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

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

.....

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

Standards:

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

Channel specific:

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



Section 2ii: Contact Centre

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

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

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

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

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

- Business
- Private

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

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



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

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

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

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

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

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



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

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

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

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

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

.....

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

Standards:

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

Channel Specific:

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



Section 2iii: Website

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

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

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

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

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

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

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

- Business
- Private



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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

.....

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

Standards:

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

Channel Specific:

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



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

.....

Section 3: Overall Perceptions of Access Canberra

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

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

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

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

Section 4: Service Delivery Options

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

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

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

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

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

Section 5: Quality of Life

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

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

Section 6: Demographics

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

Q11. What is your gender? Do not prompt

- Male
- Female
- Indeterminate/Intersex/Unspecified

Q12. What age bracket are you in? Prompt

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

Q13. What is your family status? Prompt

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

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

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

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

- Yes
- No



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

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

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

- Yes
- No

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

- Mandarin
- Cantonese
- Vietnamese
- Hindi
- Spanish
- Other: _____

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

- Yes
- No



Q18. What suburb do you live in?

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

Follow-up research recruitment (to Micromex Panel)

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



The information contained herein is believed to be reliable and accurate. However, no guarantee is given as to its accuracy and reliability, and no responsibility or liability for any information, opinions or commentary contained herein, or for any consequences of its use, will be accepted by Micromex Research, or by any person involved in the preparation of this report.





Access Canberra

Customer Satisfaction Research - 2020

Prepared by: Micromex Research

Date: June 18, 2020



**Access
Canberra.**

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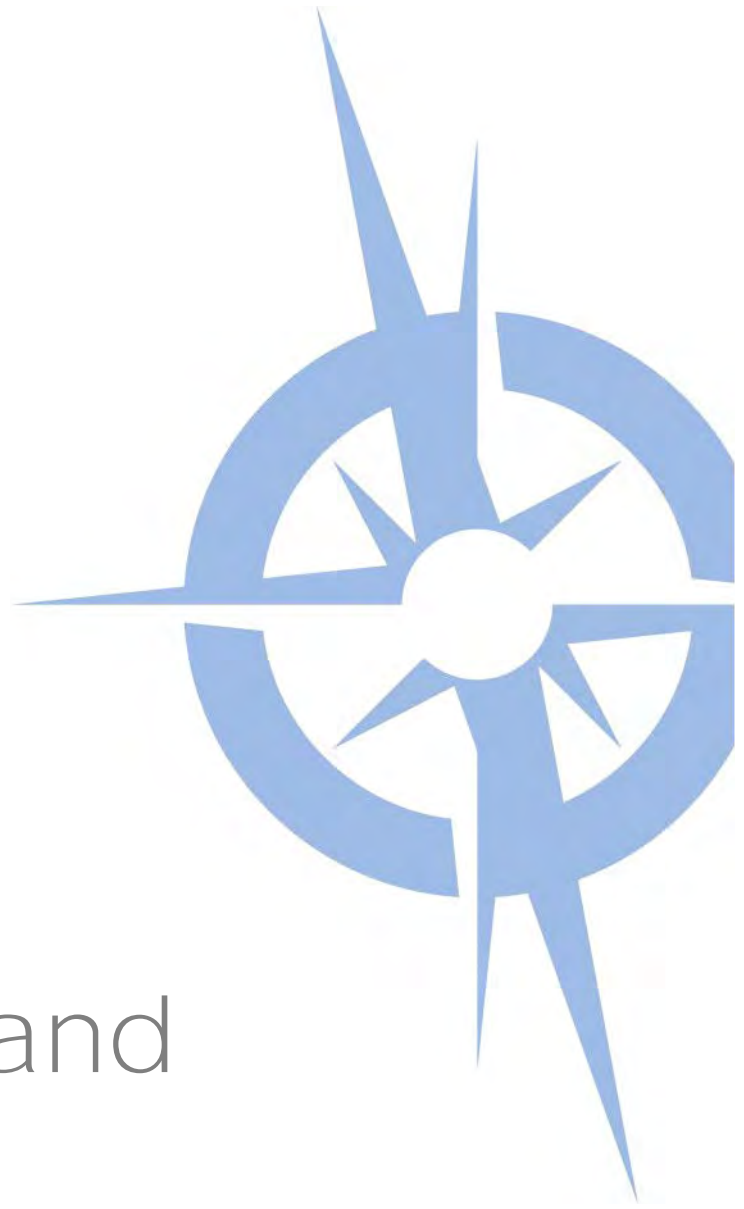
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Background and Methodology

Background and Methodology

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

- Establishing awareness of Access Canberra
- Usage of Access Canberra's channels, i.e. Service Centre, Contact Centre, Digital Services
- Overall satisfaction, ease of use and suggested changes for those Centres used – and drivers of overall satisfaction
- 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 2019 questionnaire for use in 2020.

A copy of the questionnaire is provided in Appendix B.

Data collection

The survey was conducted during the period 14th May – 1st June 2020 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 606 resident interviews were completed. 482 of the 606 respondents were selected by means of a computer based random selection process using the electronic White Pages and SamplePages. The remaining 124 respondents had been 'number harvested' via face-to-face intercept at a number of areas around the ACT in prior research (excluding prior Access Canberra projects) – This method was used in 2020 instead of conducting new number harvesting due to social distancing and other restrictions related to COVID-19.

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

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

Background and Methodology

Interviewing

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

Prequalification

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

Data analysis

The data within this report was analysed using Q Professional.

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

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

Ratings questions

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

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

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

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

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

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

Background and Methodology

Percentages

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

Understanding the Drivers of Satisfaction – Shapley Outcomes

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

Word Frequency Tagging

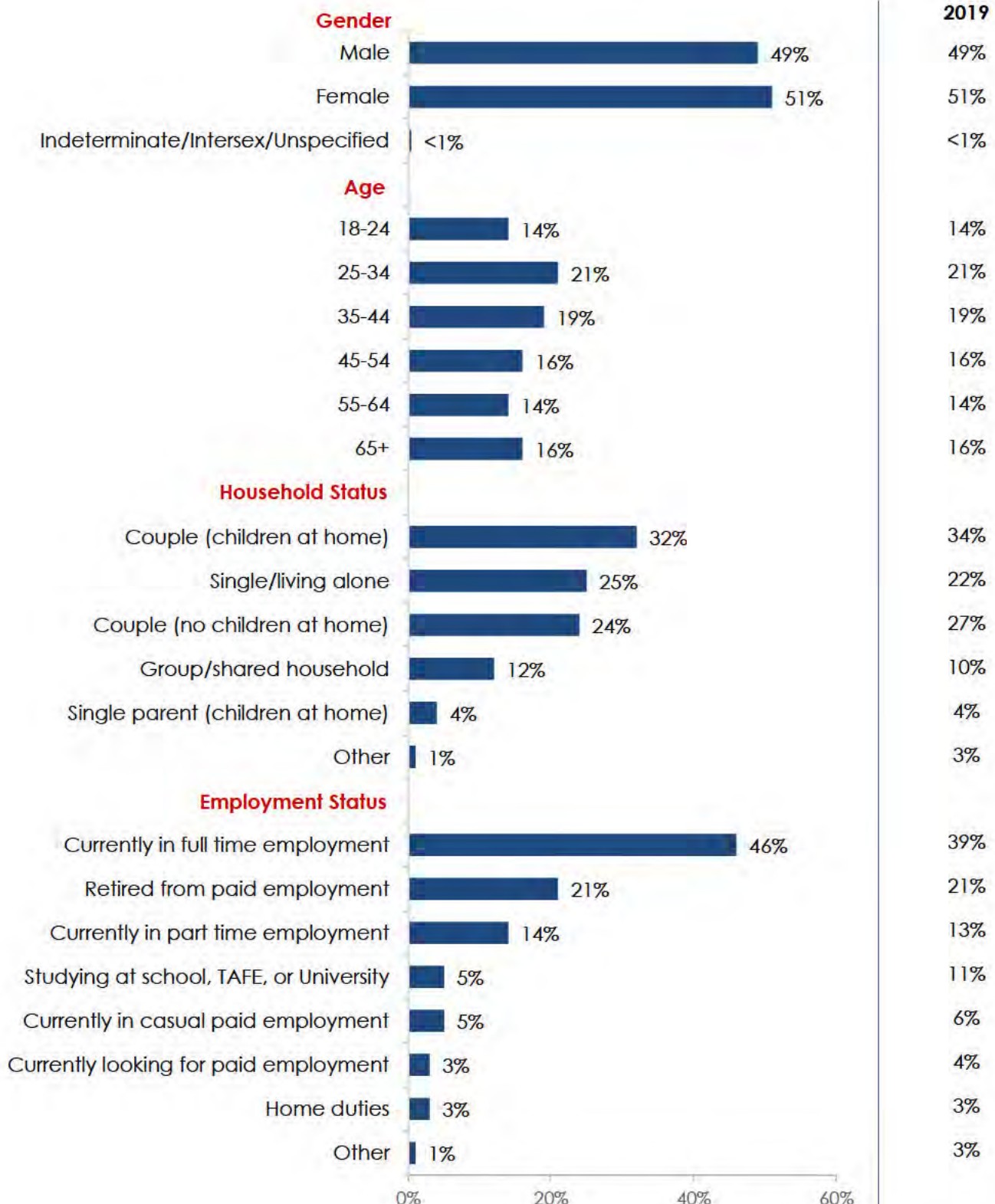
Verbatim responses for 'open ended' questions within the report were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, a font size is generated. The larger the font, the more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



Sample Profile

Sample Profile

2019

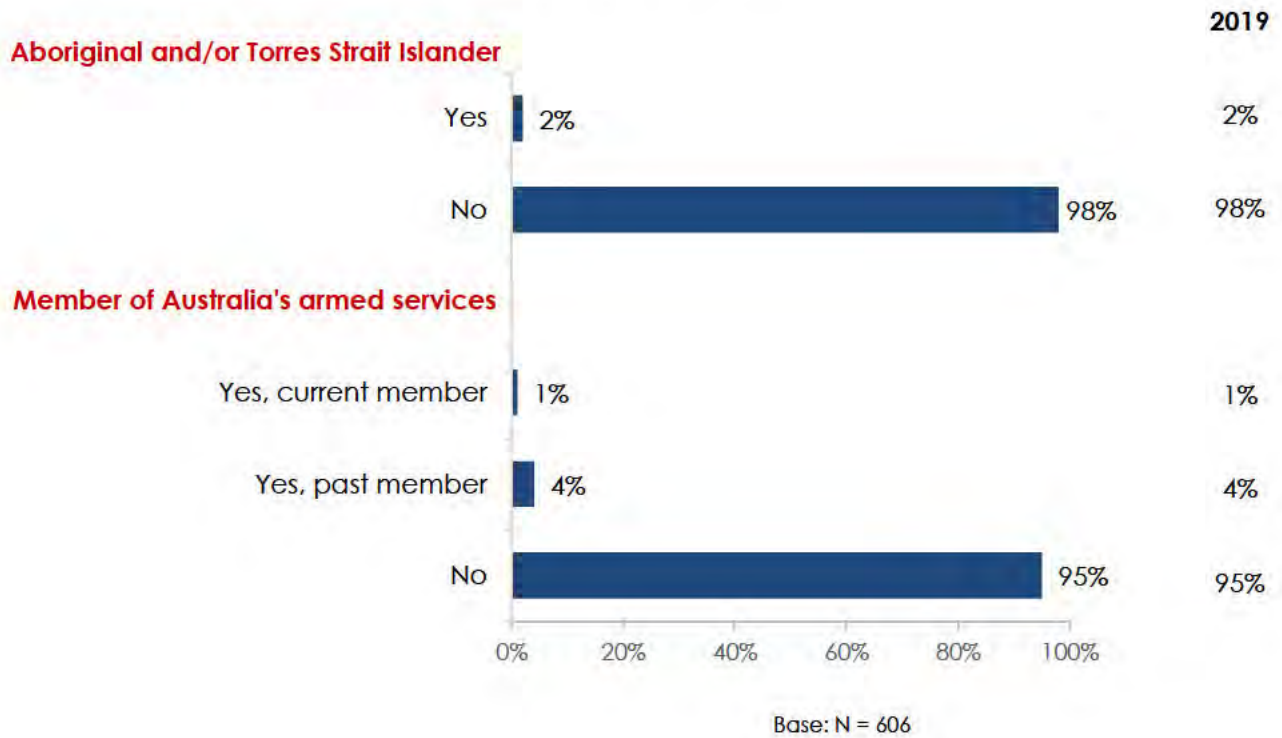


Base: N = 606

A sample size of 606 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: 2% of respondents refused to state their household status and 2% refused employment status.

Sample Profile






A sample size of 606 residents provides a maximum sampling error of plus or minus 4.0% at 95% confidence. The sample has been weighted by age and gender to reflect the 2016 ABS community profile of the ACT.



Key Findings

Summary

| | Service Centres  | Telephone Contact Centre  | Digital Services  |
|---|---|---|--|
| Overall satisfaction | 94% Satisfied/very satisfied | 88% Satisfied/very satisfied | 88% Satisfied/very satisfied |
| Average number of contacts for resolution | 1.3 contacts | 1.7 contacts | 1.3 contacts |
| Ease of dealing with Access Canberra | 94% Easy/very easy | 77% Easy/very easy | 86% Easy/very easy |
| Reason for contact being easy | Able to complete in one visit Quick – didn't have to wait long | Person was knowledgeable Quick, didn't have to wait long | 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 information |
| Top drivers of overall satisfaction | <ul style="list-style-type: none"> The staff thoroughly handling your matter The willingness of staff to assist you | <ul style="list-style-type: none"> Staff clearly explaining what you needed to know Staff thoroughly handling your matter | <ul style="list-style-type: none"> The service experience met my expectations How easy it was to undertake an online transaction |

Executive Summary

Awareness and Usage of Access Canberra

Both awareness and usage of the ACT Government service known as Access Canberra have continued upward trends in 2020, with 96% and 87% of residents stating they were aware/used the service, respectively.

When we look at the usage across the different service types, we see that the proportion of residents that visited an Access Canberra Service Centre (58%) or called the Telephone Contact Centre (33%) remained relatively consistent with 2019, but the proportion that accessed Access Canberra's Digital Services significantly increased (65%, up from 57% in 2019).

Satisfaction with Access Canberra Services Over the Past 12 Months

Overall satisfaction with the service received from Access Canberra increased again in 2020, with 92% of those that accessed the service stating they were satisfied/very satisfied - the highest level of satisfaction recorded across the reporting period (beginning in 2015) – and especially pleasing against the backdrop of the summer bushfires/storms and the COVID-19 situation.

Satisfaction is very high across all three service types, though it is highest for the Access Canberra Service Centres (Service Centres: 94%, Telephone Contact Centre: 88%, Digital Services: 88%). When asked what would have to change in order to make them 'very satisfied' with the service, residents discussed shorter wait times and more knowledgeable staff for both Service Centres and Telephone Contact Centres, and the need for a more user-friendly website when using Digital Services.

Ease of dealing with Access Canberra

Overall perceptions of how easy it is to deal with Access Canberra have remained very high, with 91% stating that it was easy/very easy.

The proportion of residents that specifically stated it was 'very easy' to deal with the Service Centre or find information or services they were seeking via the Digital Services, have both shown marginal increases in 2020. However, the proportion that reported it was 'very easy' to deal with the Telephone Contact Centre decreased compared to 2019, shifting instead to stating it was 'easy'.

Efficiency was the dominant topic discussed when residents were asked the reason for their perceptions of 'ease', with those that found their visit to a Service Centre or their call to a Telephone Contact Centre easy/very easy, commenting on being able to complete their required task in one visit/call, not having to wait long to be served and knowledgeable staff. Likewise, those that stated their visit/call was difficult/very difficult reported having to wait a long time, being transferred and staff lacking the appropriate knowledge. The leading reasons for stating it was easy/very easy to find information or conduct services via Access Canberra Digital Services was that the information was clearly presented and they were able to conduct their transaction in one visit, whilst those that found it difficult/very difficult discussed finding it difficult to navigate the website.

Satisfaction with Specific Service Areas

The 'fairness of the staff in dealing with your transaction', and 'how polite staff were' were the top two rated services for satisfaction for both Service Centres and Telephone Contact Centres, whilst 'the length of time you waited to be served/on the line for a consultant to speak to you' received the lowest mean satisfaction rating.



Across the 11 measures examined at Service Centres, 9 demonstrated increased satisfaction compared to 2019 (two significantly increased). However, when looking at 11 specific services related to the Telephone Contact Centre, 10 marginally decreased.

All 7 specific services examined within Digital Services increased in satisfaction in 2020. 'The convenience of being able to seek information at a time convenient to you' continues to be the area with the highest level of satisfaction overall, whilst 'how easy it was to find the information you needed' continues to be the lowest.


Key Drivers of Satisfaction – Shapley Outcomes

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

Despite residents primarily discussing time related issues when directly asked what would increase their level of satisfaction/perceptions of ease for both Service Centres and Telephone Contact Centres, the dominant drivers of overall satisfaction identified by the Shapley Regression Analysis were actually staff related:

| Service Centres  | Telephone Contact Centres  |
|---|---|
| Staff thoroughly handling your matter: 23.4% | Staff clearly explaining what you needed to know: 15.1% |
| The willingness of staff to assist you: 16.5% | The staff thoroughly handling your matter: 14.5% |
| How polite staff were: 14.6% | The willingness of staff to assist you: 9.6% |

For Digital Services, the key drivers related to ease and meeting expectations, with residents appearing to expect Digital Services to be more convenient than visiting a Service Centre in person or calling a Telephone Contact Centre. The top three drivers of overall satisfaction for Digital Services were:

| Digital Services  |
|--|
| The service experience met my expectations: 20.8% |
| How easy it was to undertake an online transaction such as complete an application form or make a payment: 17.1% |
| The process was straightforward and easy to understand: 16.7% |

In early 2020 some Access Canberra Service Centres were closed temporarily due to the summer bushfires. Then COVID-19 resulted in two Centres (Tuggeranong and Gungahlin) being closed for a three day period, and then operating under restricted hours from the 6th of April 2020. Furthermore, Access Canberra actively encouraged residents to use the phone and online channels rather than the face-to-face Service Centres, in line with Government advice to socially isolate and only leave the home for essential reasons.

The survey results clearly show usage of the Service Centres decreasing in recent months (March – May 2020), but increasing for Telephone Contact Centres and Digital Services. Digital Services actually reported their highest usage since reporting began in 2015, with 65% of residents stating they had used the service within the past 12 months.

Satisfaction and ease with dealing with the service were both at their lowest in the months of March – May 2020 for Service Centres and Telephone Contact Centres (the period when COVID-19 restrictions were in place), suggesting COVID-19 related restrictions/changed operations may have caused some dissatisfaction..

However, looking at the Service Centre results below (where we have reasonable sample sizes), there is some suggestion that results for May-Aug 2019 are more favourable than in Sept-Dec 2019 – both these periods were largely before the summer bushfires/storms, and certainly before COVID-19. In other words, it is **possible** that perceptions of satisfaction and ease improve as time goes by (especially if the issue had been resolved /the effects of any outcomes were being experienced), so the decrease experienced in recent months **may not solely** be a direct effect of the summer bushfires/storms or COVID-19.

For Digital Services, satisfaction and ease did not follow a clear pattern across months – which is perhaps to be expected as they are less likely to be impacted by peaks/troughs in demand.

Service Centres:

| | May-Aug 2019 | Sept – Dec 2019 | Jan – Feb 2020 | Mar – May 2020 |
|--------------------|-----------------|--------------------|-------------------|-------------------|
| Satisfaction (Q4g) | 4.81 | 4.69 | 4.63 | 4.53 |
| Ease (Q4e) | 3.75 | 3.52 | 3.59 | 3.35 |
| Base | 43 | 67 | 74 | 71 |

Telephone Contact Centres:

| | May-Dec 2019 | Jan – Feb 2020 | Mar –Apr 2020 | May 2020 |
|--------------------|-----------------|-------------------|------------------|-------------|
| Satisfaction (Q5f) | 4.55 | 4.38 | 4.31 | 4.14 |
| Ease (Q5d) | 3.34 | 3.11 | 3.21 | 2.88 |
| Base | 42 | 36 | 37 | 32 |

Digital Services:

| | May-Dec 2019 | Jan – Feb 2020 | Mar –Apr 2020 | May 2020 |
|--------------------|-----------------|-------------------|------------------|-------------|
| Satisfaction (Q6g) | 4.31 | 4.45 | 4.47 | 4.28 |
| Ease (Q6e) | 3.28 | 3.22 | 3.26 | 3.29 |
| Base | 63 | 83 | 109 | 97 |

Satisfaction: 1 = very dissatisfied, 5 = very satisfied

Ease: 1 = very difficult, 4 = very easy

When we look at self-reported quality of life, we see that despite the recent challenges faced by the community (not only COVID-19 but also the bushfires experienced in the summer of 2019), quality of life actually increased, with 97% of residents stating it is 'good – excellent'.

Recommendations

This research has highlighted that awareness, usage and satisfaction with Access Canberra is very positive in 2020, especially considering the extra challenges faced in relation to the summer bushfires/storms and COVID-19.

In order to continue these upward trends, Access Canberra should consider the following points:

- For both Service Centres and Telephone Contact Centres, staff are your key asset. Residents discuss wanting shorter wait times and a faster service, but the dominant drivers of overall satisfaction (as identified by the Shapley Regression Analysis) actually related to perceptions of staff being fair, polite, willing to assist and handling matters thoroughly. Continuing to invest in staff training and ensuring that residents interact with staff that are knowledgeable across all topics could help to lift overall satisfaction in these service types.
- Users of the Digital Services primarily want a service that is easy and convenient to use, and meeting these expectations is the key driver of overall satisfaction. Focusing on improvements to the website to make it more user friendly, with residents easily able to navigate to the information/service they require, should lead to an overall increase in satisfaction of users.



Section A – Awareness and Usage Summary

Awareness of Access Canberra

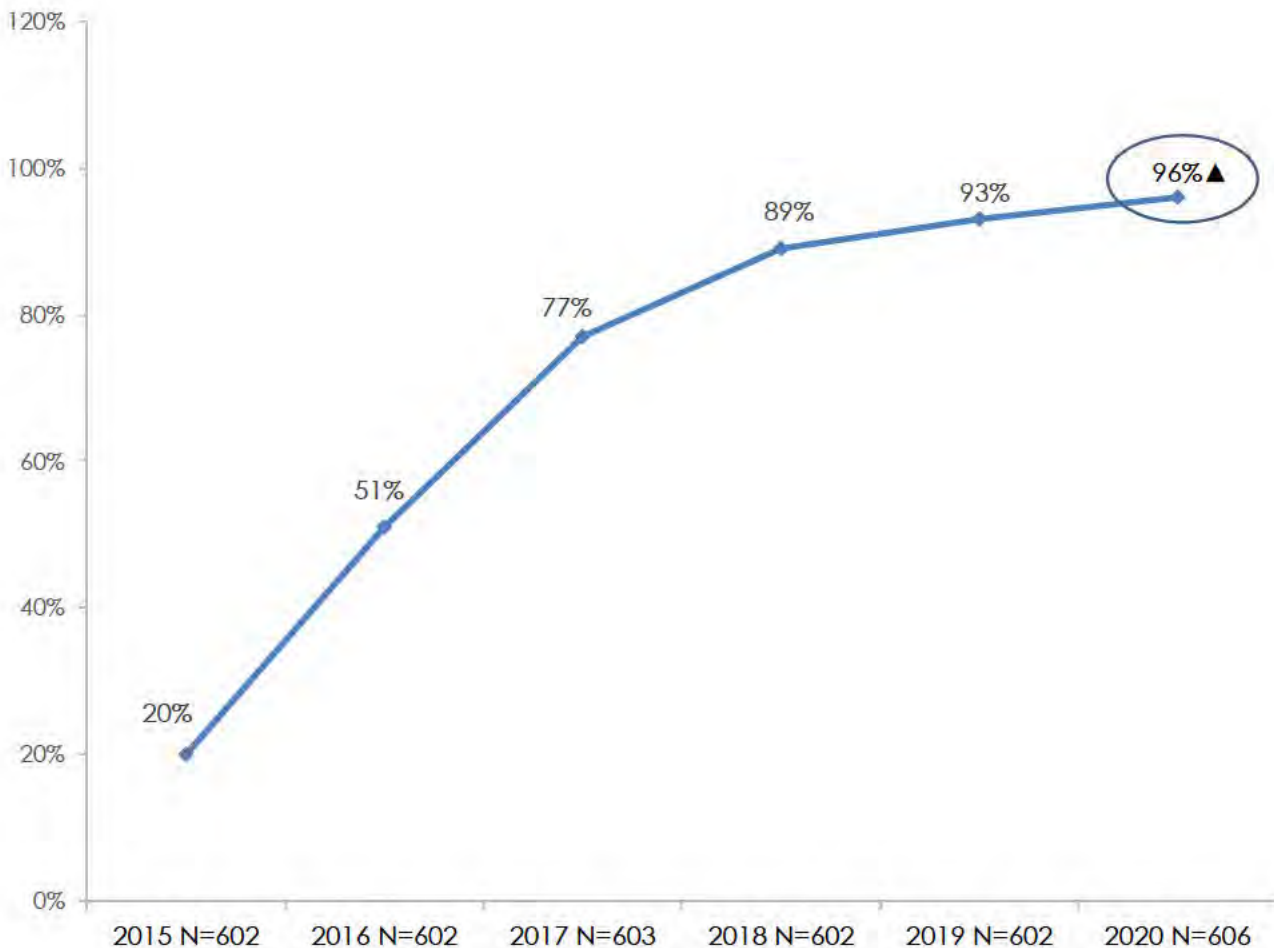
Summary

Level of awareness of the ACT Government service known as Access Canberra has continued to increase, with 96% of residents aware in 2020. All residents in the 18-24 age group stated they were aware of Access Canberra, with awareness following a downward trend across age (although 90% awareness amongst those aged 65+ is still a very high level of awareness overall).

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

| | Overall 2020 | Overall 2019 | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|------------|--------------|--------------|------|--------|-------|-------|-------|------|
| Yes, aware | 96%▲ | 93% | 95% | 96% | 100%▲ | 97% | 95% | 90%▼ |
| Base | 606 | 602 | 294 | 312 | 83 | 244 | 182 | 98 |

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



Use of Access Canberra

Summary

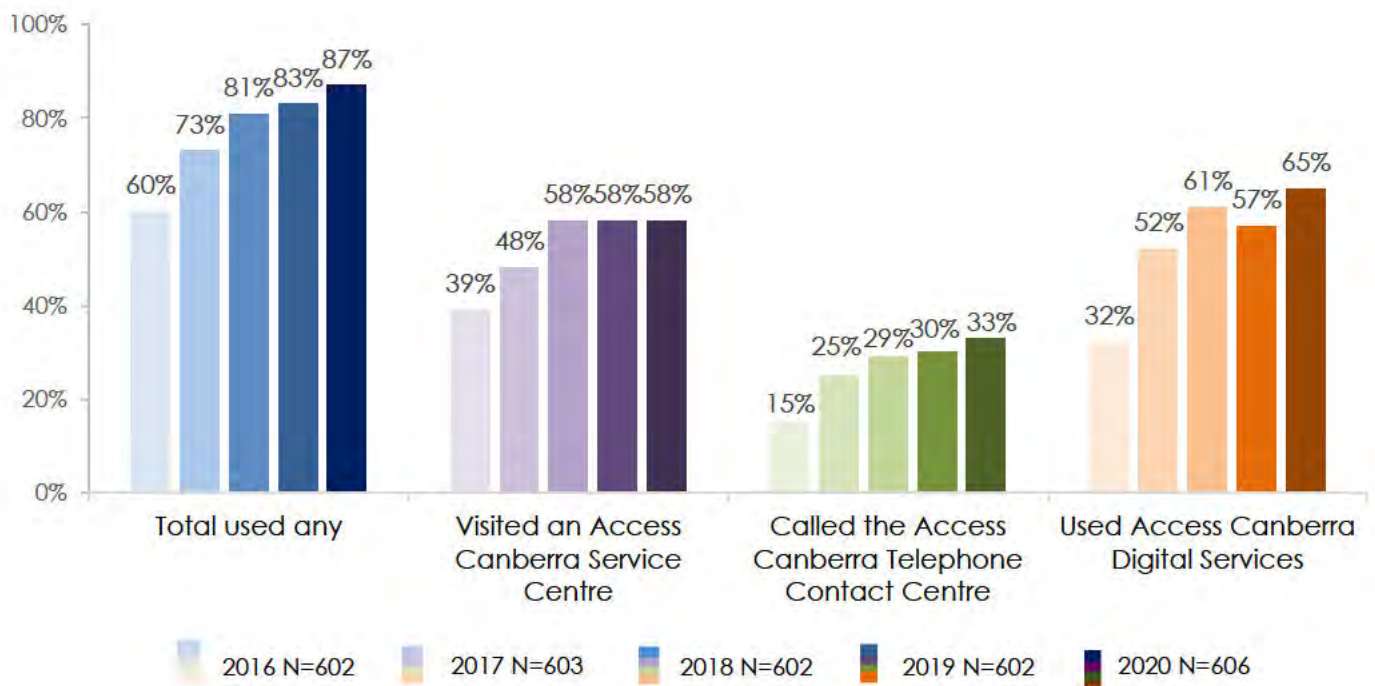
Overall usage of any services has increased since 2019 (although not significantly), with 87% of residents stating they had used at least one of the services. Usage of 'Access Canberra Digital Services' has significantly increased in 2020. Residents aged 65+ were significantly less likely to have used any Access Canberra service in the past 12 months, consistent with the finding on the previous page (Q1) that older residents have lower levels of awareness of the service. Younger residents (18-44) were more likely to have used 'Access Canberra Digital Services'.

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

| | Overall 2020 | Overall 2019 | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|--|--------------|--------------|------|--------|-------|-------|-------|------|
| Total used any | 87% | 83% | 89% | 85% | 85% | 91%▲ | 91% | 72%▼ |
| Visited an Access Canberra Service Centre | 58% | 58% | 62% | 55% | 66% | 57% | 61% | 50%▼ |
| Called the Access Canberra telephone Contact Centre | 33% | 30% | 29% | 36% | 30% | 35% | 32% | 30% |
| Used Access Canberra Digital Services | 65%▲ | 57% | 70%▲ | 61% | 72% | 73%▲ | 68% | 35%▼ |
| Been visited at your work by an Access Canberra representative/inspector | 2% | 1% | 4% | 1% | 2% | 2% | 4% | 1% |
| Base | 606 | 602 | 294 | 312 | 83 | 244 | 182 | 98 |

▲▼ = 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

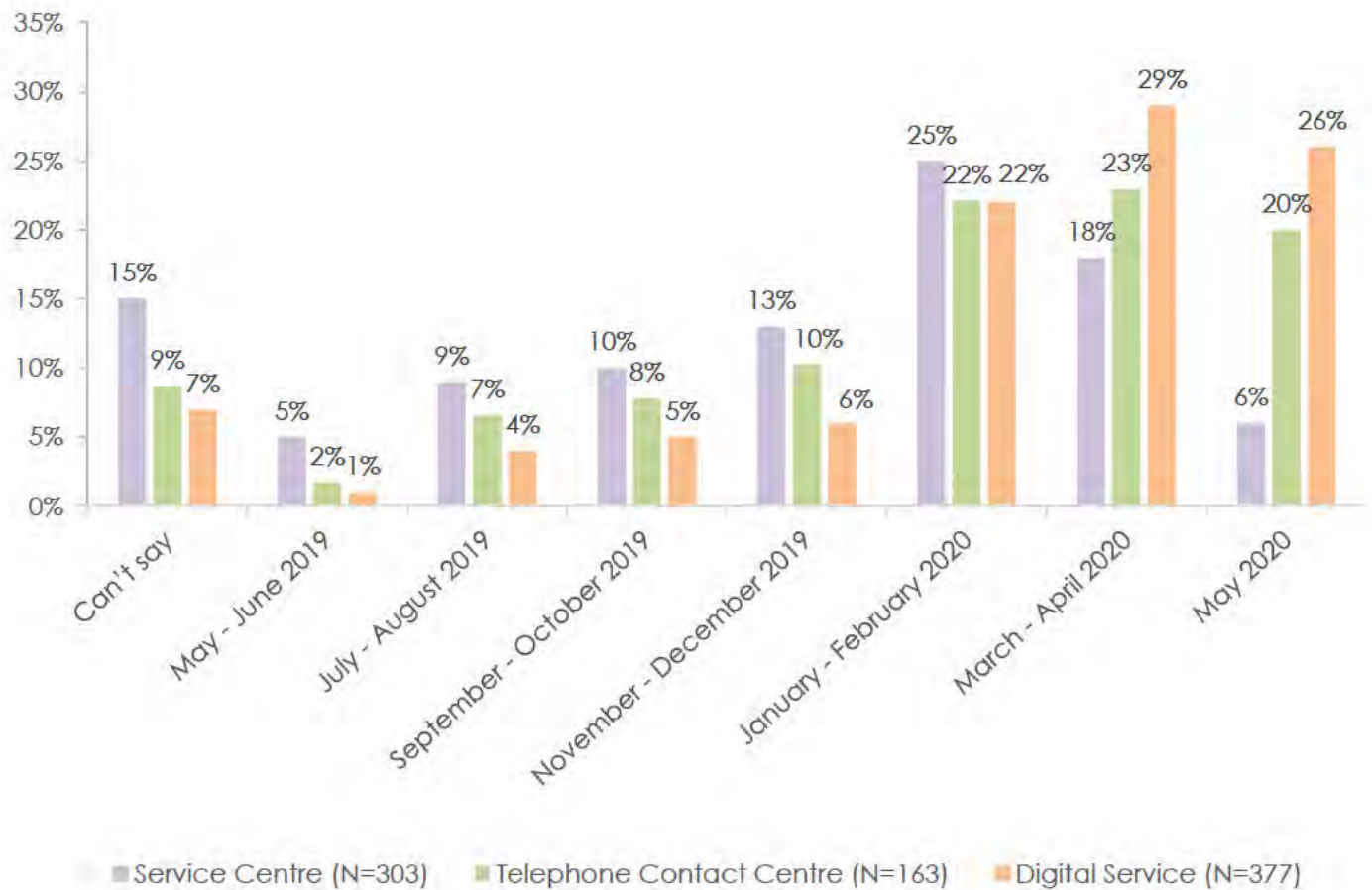
It is perhaps not surprising that 'most recent use' tends to be higher in the more recent months – note for instance the small but steady increases for all three channels from May-June 2019 to November-December 2019.

However, there is then a sizeable jump in 'most recent use' of all channels in January-February 2020, most likely associated with the summer fires and storms.

Then visitation to a Service Centre drops over 2020, consistent with some shop front closures during the recent bushfires due to smoke, as well as closures and restricted hours due to social distancing regulations around COVID-19.

There is some sense in the data that post the summer bushfires/storms and with the emergence of COVID-19, usage has switched more to online than phone.

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





Section B –
Satisfaction with Access
Canberra Services -
Summary

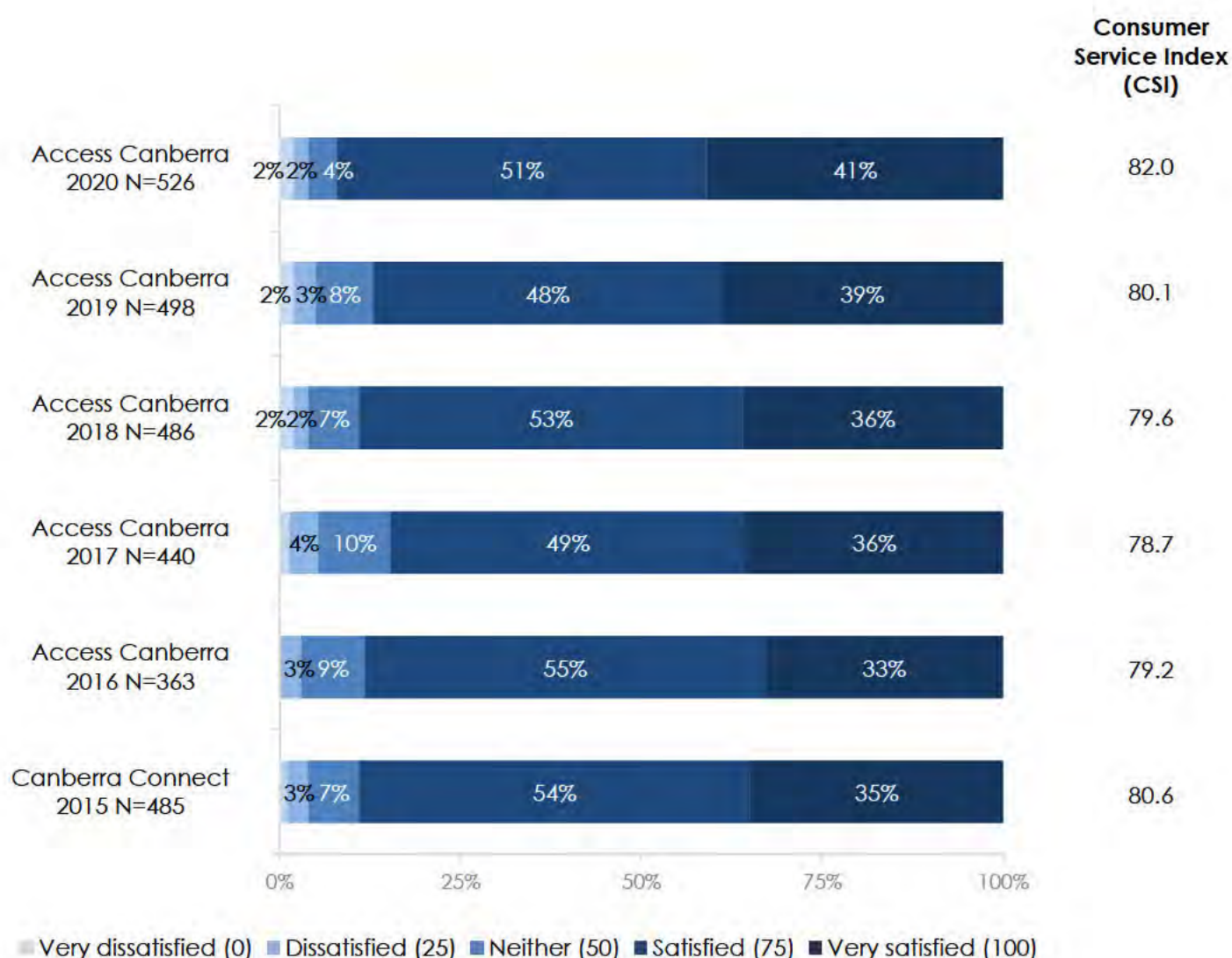
Summary of Overall Satisfaction

Summary

Satisfaction with the Access Canberra service has increased again in 2020, with 92% of residents stating they are satisfied or very satisfied. Importantly, there has been an upward trend in residents committing to the top box option of 'very satisfied'. The consumer Service Index (CSI) of 82.0 is the highest it has been across all reporting years (from 2015). There were no significant differences in levels of satisfaction across demographics.

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

| | Overall 2020 | Overall 2019 | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|----------|--------------|--------------|------|--------|-------|-------|-------|------|
| Mean CSI | 82.0 | 80.1 | 81.5 | 82.6 | 83.4 | 81.3 | 82.6 | 81.6 |
| Base | 526 | 498 | 262 | 264 | 70 | 221 | 164 | 71 |



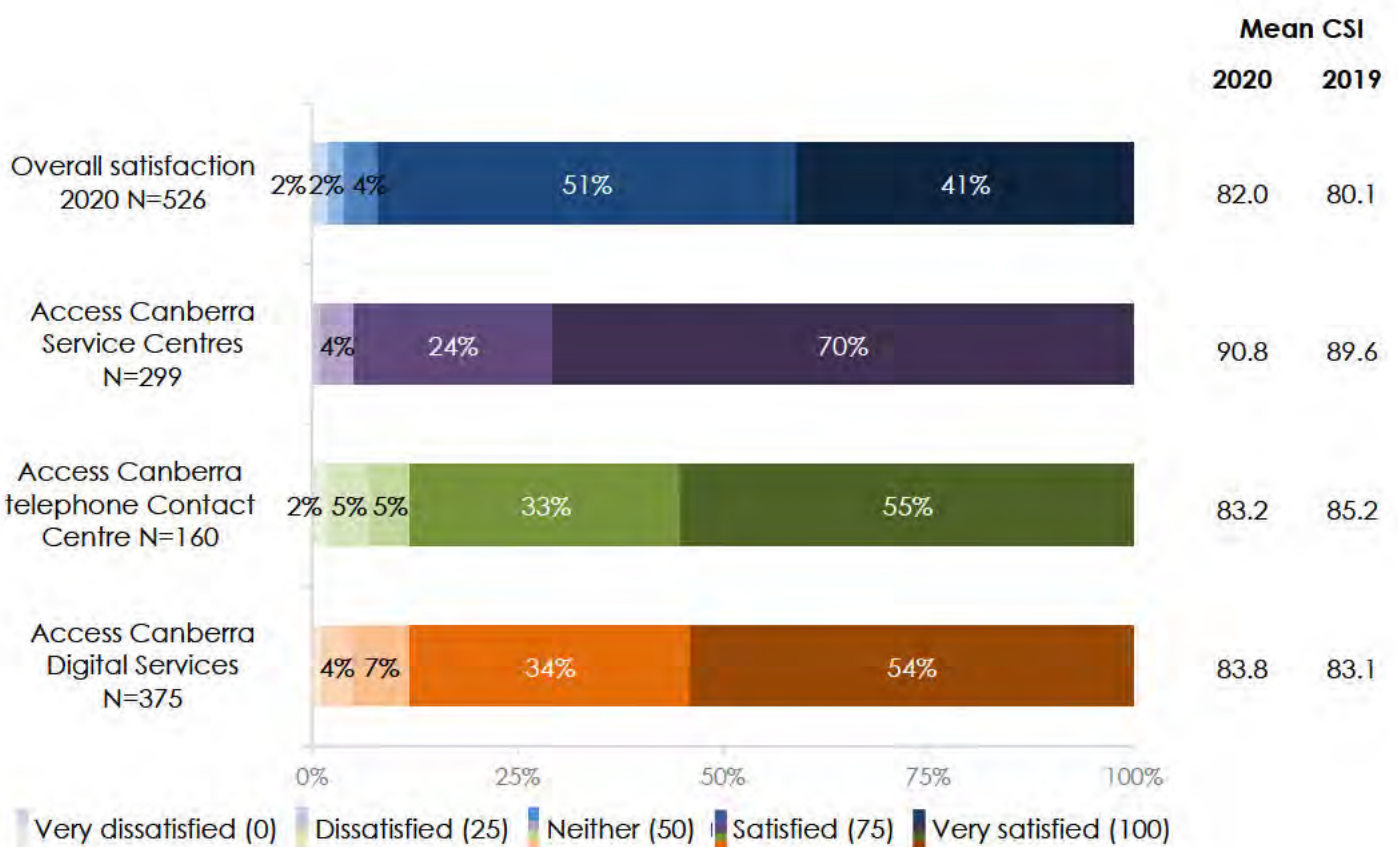
CSI scale: very dissatisfied = 0, very satisfied = 100
 Note: percentages <2% are not shown above

Summary of Satisfaction with Services

Summary

Satisfaction across all three service types was very high, with at least 88% of the users stating they were satisfied or very satisfied. Overall, satisfaction was highest for Service Centres, with 94% of those who had visited a service centre in the last 12 months being satisfied/very satisfied – and 70% committing to the top 'Very satisfied' code.

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

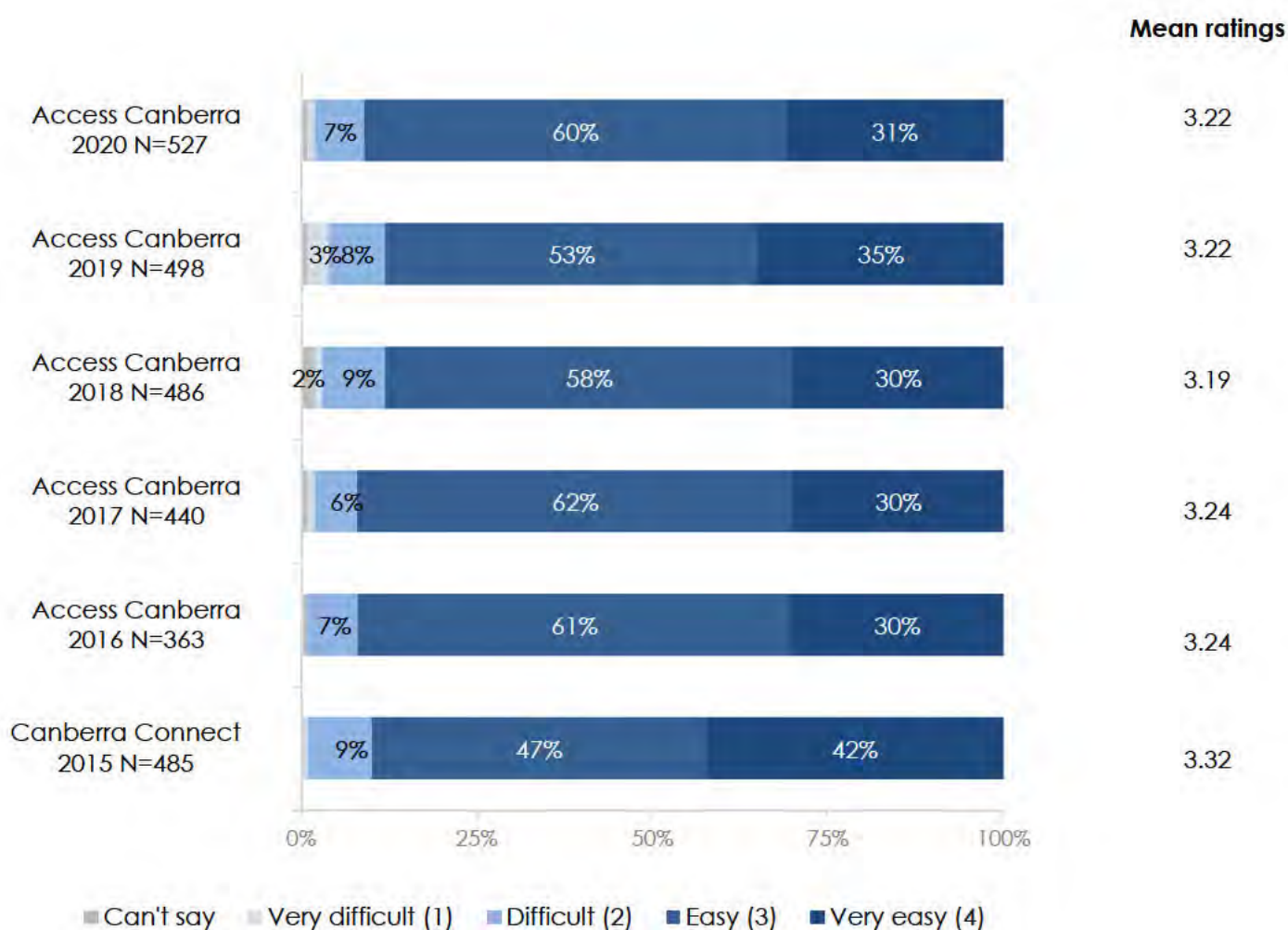
Summary of Overall Ease of Dealings

Summary

91% of residents suggested that dealings with Access Canberra in the last 12 months have been either easy or very easy, with results remaining on par with 2019. As was observed in previous years, the 18-24 age group were more likely to suggest their dealing with Access Canberra was 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 2020 | Overall 2019 | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|-------------|--------------|--------------|------|--------|-------|-------|-------|------|
| Mean rating | 3.22 | 3.22 | 3.23 | 3.22 | 3.34 | 3.21 | 3.20 | 3.20 |
| Base | 521 | 492 | 261 | 261 | 70 | 221 | 162 | 68 |



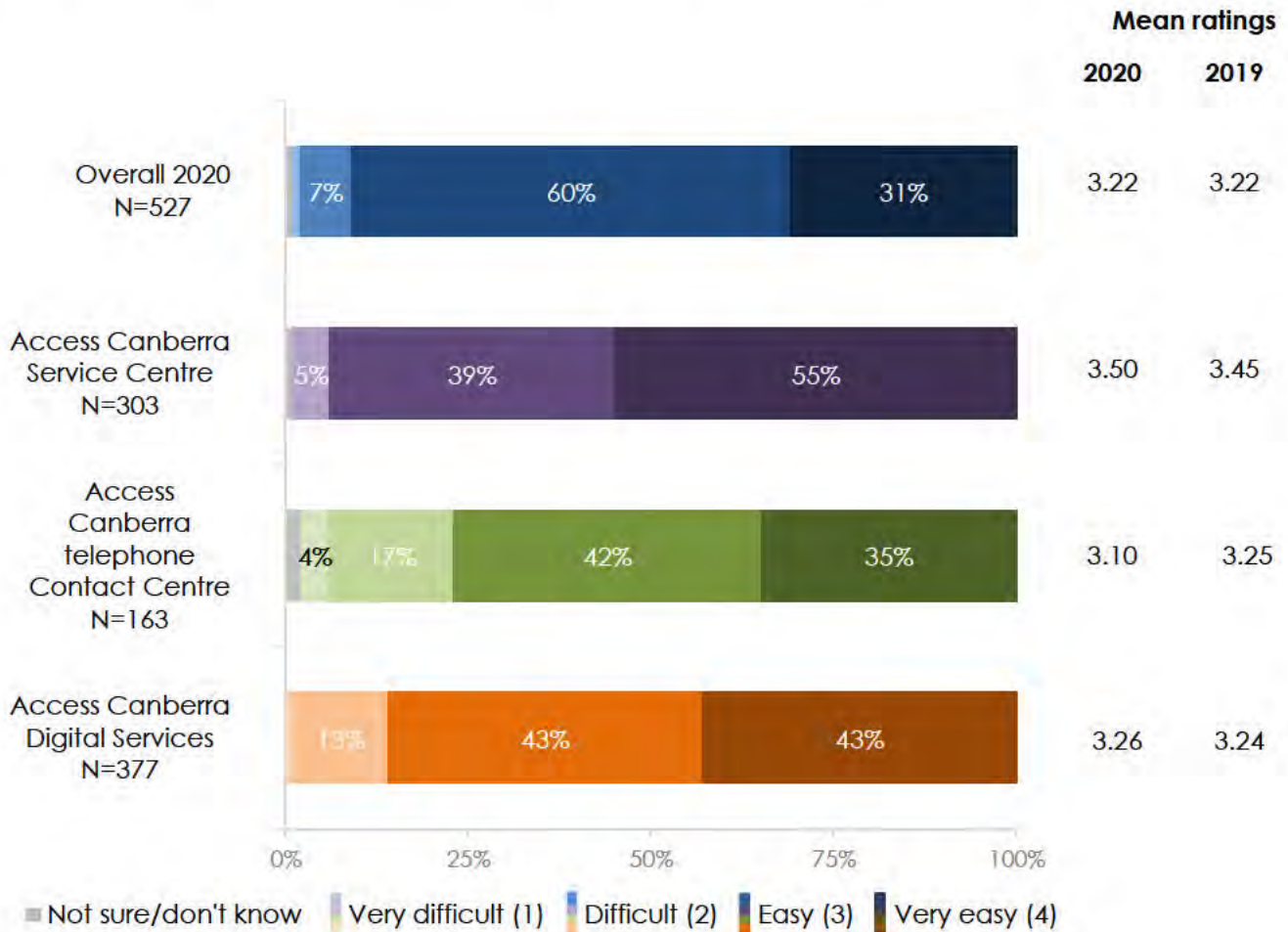
Scale: 1 = very difficult, 4 = very easy. Note: 'can't say' responses were excluded from the mean.
Note: percentages <2% are not shown above

Summary of Ease of Dealing with Each Service Type

Summary

As was the case with satisfaction, Access Canberra Service Centres are the service type residents rated as the easiest to deal with – with 91% of those who had visited a Service Centre within the last 12 months stating their dealings were either easy or very 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?
- 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

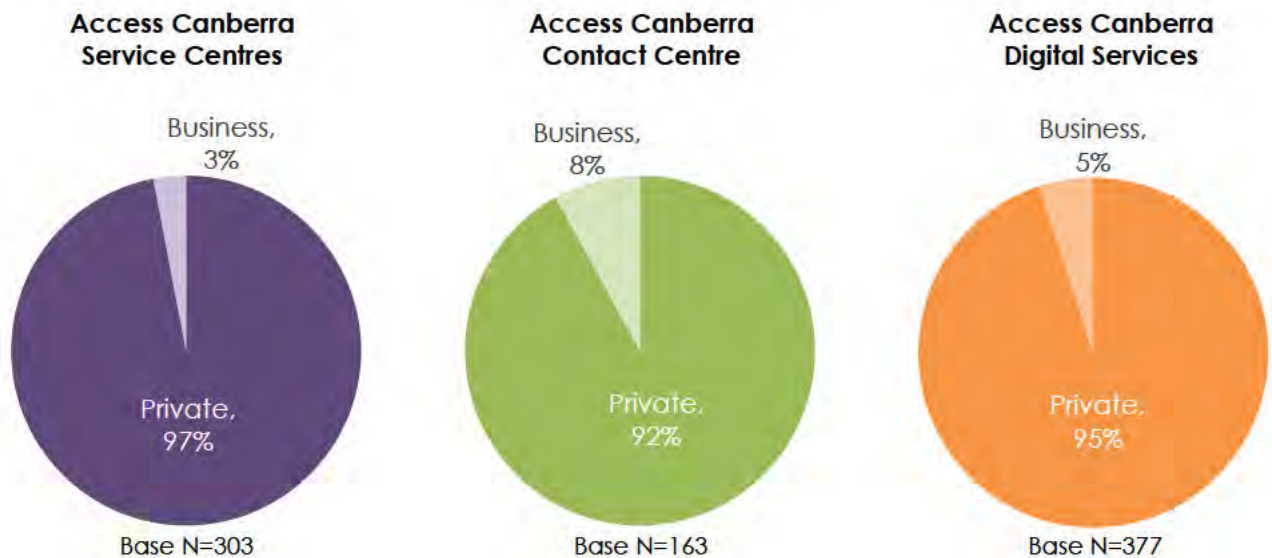
Summary of Contact Purpose

Summary

Use of Access Canberra services was predominantly for 'private' purposes rather than 'business', across all 3 service types.

The most common reason for contacting all types of Access Canberra services were 'car registration' and 'driver's license'.

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



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

| | Service Centres | Telephone Contact Centres | Digital Services |
|------------------|-----------------|---------------------------|------------------|
| Car registration | 41% | 26% | 39% |
| Driver's licence | 33% | 11% | 39% |
| Complaint | 1% | 10% | 3% |
| Rates payment | 1% | 4% | 9% |
| Base | 303 | 163 | 379 |

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

Summary of Contact Frequency

Summary

Whilst there has been a drop in average number of visits to Access Canberra Service Centres in 2020 (to be expected with shopfront closures due to COVID-19), it is perhaps surprising there has not been a corresponding increase in average calls to the Contact Centre or usage of the Digital Services (although there are more residents using the Contact Centre and Digital Services, so overall contact volumes through these two channels are likely to have increased).

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 | Conduct a transaction |
| Average | 2.4 (2.7) | 3.3 (3.3) | 4.7 (4.9) | 3.3 (3.3) |
| One (1) | 34% | 30% | 15% | 23% |
| Two (2) | 36% | 29% | 18% | 22% |
| Three (3) | 13% | 11% | 16% | 12% |
| Four (4) | 8% | 3% | 8% | 9% |
| Five (5) | 5% | 10% | 9% | 5% |
| Six to ten times (8) | 2% | 12% | 13% | 10% |
| More than ten times (11) | 1% | 4% | 14% | 4% |
| Can't say/not at all (NA) | <1% | 1% | 6% | 16% |
| Base | 303 | 163 | 374 | 370 |

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

| Number of contacts required to resolve issue | Access Canberra Service Centre | Access Canberra telephone Contact Centre | Access Canberra Digital Services |
|--|--------------------------------|--|----------------------------------|
| Average | 1.3 (1.3) | 1.7 (1.6) | 1.3 (1.2) |
| One (1) | 83% | 60% | 80% |
| Two (2) | 11% | 20% | 8% |
| Three (3) | 3% | 7% | 5% |
| Four (4) | 1% | 5% | 1% |
| Five (5) | 0% | 2% | 1% |
| More than five (6) | 1% | 3% | 1% |
| Don't know (NA) | 2% | 4% | 4% |
| Base | 303 | 163 | 377 |

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

For comparison 2019 average results are displayed in brackets in red alongside 2020 averages.

The 'can't say/don't know' responses have been excluded from the average, 2019 values for digital services have been updated to this methodology for comparison.



Section C – Access Canberra Service Centres

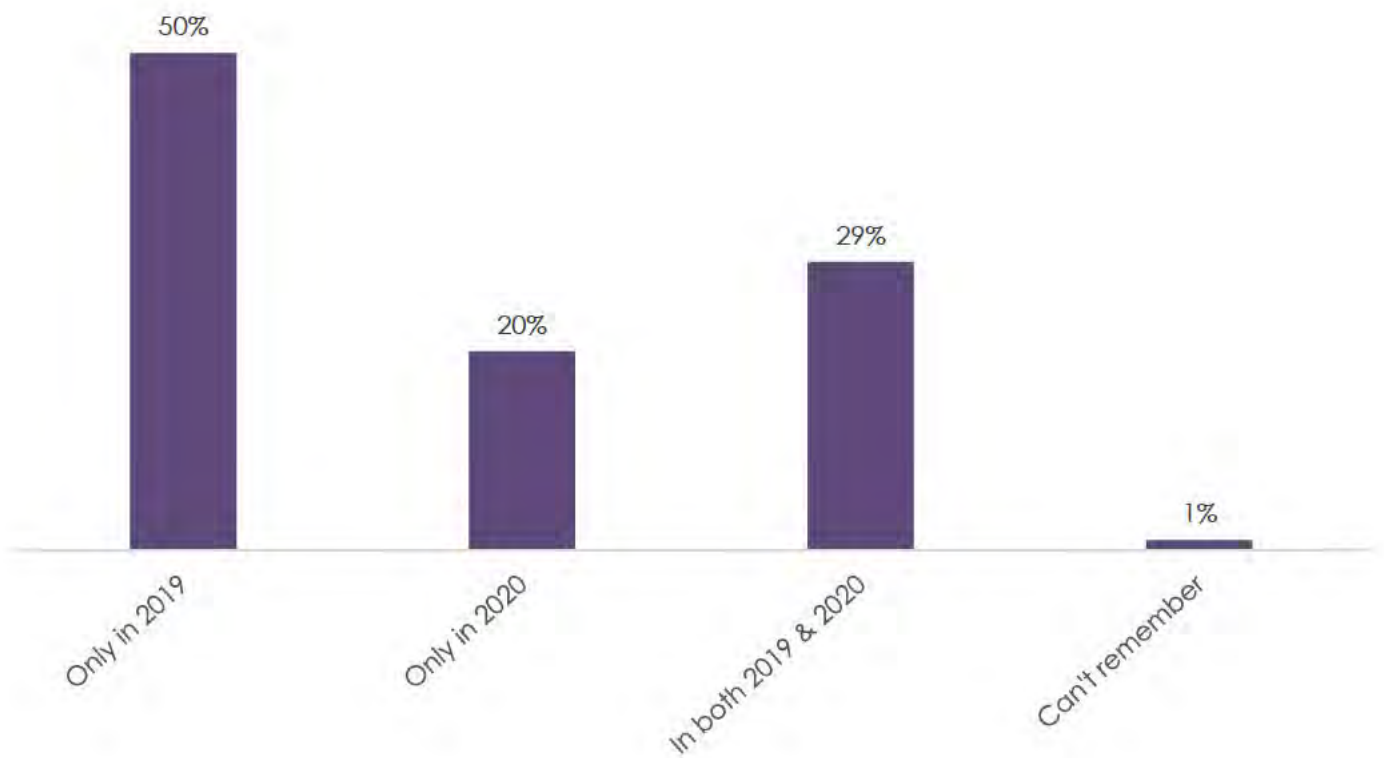
This section is a more detailed analysis of the questions about residents' visits to the Access Canberra Service Centres

Year of Visit to an Access Canberra Service Centre

Summary

Overall, 79% of those that had visited an Access Canberra Service Centre stated they visited in 2019 and 49% stated they visited in 2020.

Q2ai. You mentioned that you visited an Access Canberra Service Centre in the past 12 months.. To the best of your memory did you visit....



Base: N=354

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

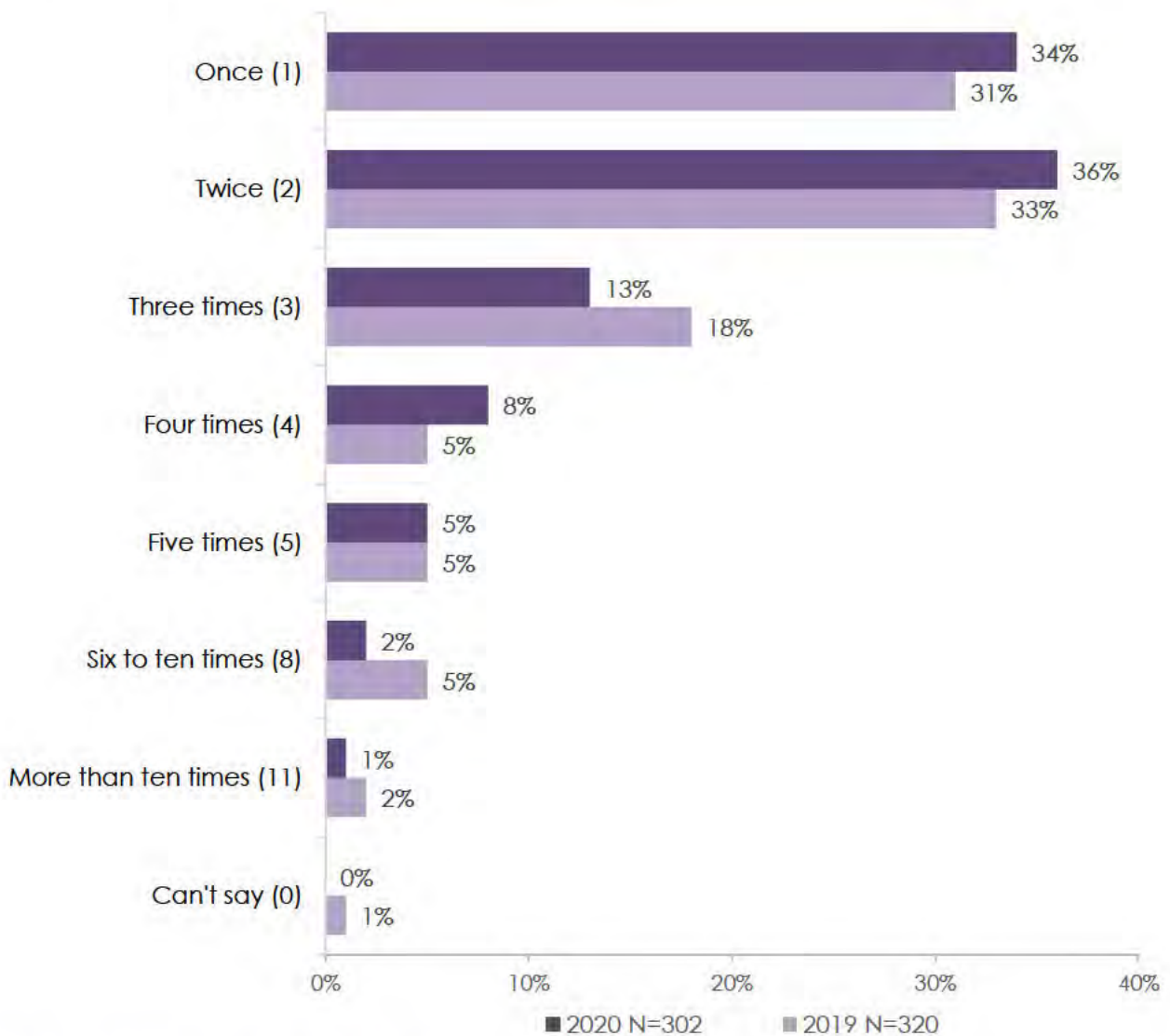
Summary

Of the residents that have visited an Access Canberra Service Centre in the past 12 months, 65% stated they visited more than once, with an average number of 2.4 visits (down from 2.7 in 2019, most likely due to COVID-19). Males visited Services Centres (2.6 visits) significantly more than females (2.1 visits).

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

| | Overall 2020 | Overall 2019 | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|------------------|--------------|--------------|------|--------|-------|-------|-------|-----|
| Number of visits | 2.4 | 2.7 | 2.6▲ | 2.1 | 2.3 | 2.2 | 2.6 | 2.3 |
| Base | 302 | 316 | 164 | 139 | 49 | 111 | 98 | 44 |

▲ ▼ = significantly higher/lower rating (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

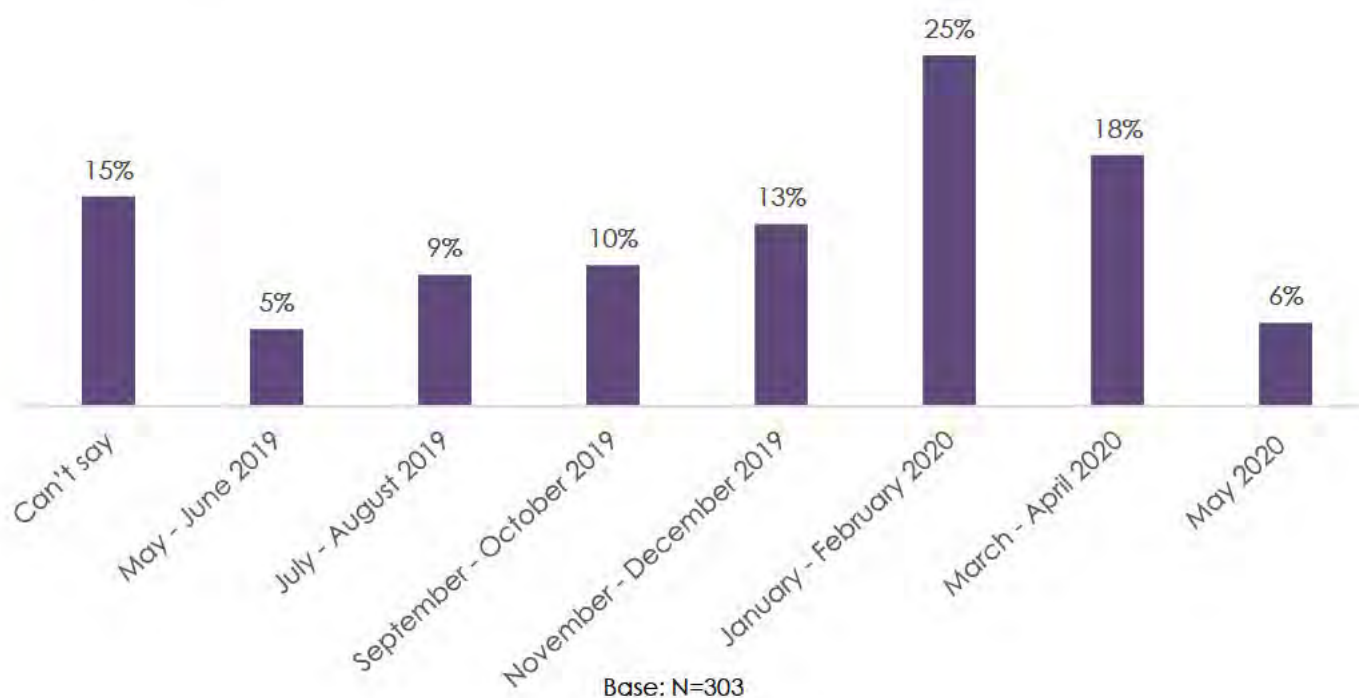
Summary

January and February 2020 were the most common months that residents had last visited an Access Canberra Service Centre (25%). It is important to note that two of the Access Canberra Service Centres (Tuggeranong and Gungahlin) were closed for a three-day period during the month of April 2020, and were then operating under restricted hours from the 6th April, due to the COVID-19 pandemic. Some Service Centres were also closed for up to a week at the beginning of 2020, due to smoke from the recent summer bushfires. The decrease in 'most recent visit' in April and May are likely to have been impacted by COVID-19, and we see in analyses in Sections D and E (Q5ai and Q6aai) that usage of the Telephone Contact Centre and Digital Services increased during these months.

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

| | Overall 2020 | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|--------------------------|--------------|------|--------|-------|-------|-------|-----|
| May - June 2019 | 5% | 3% | 9% | 6% | 5% | 6% | 4% |
| July - August 2019 | 9% | 11% | 7% | 12% | 10% | 6% | 11% |
| September - 2019 | 10% | 11% | 9% | 13% | 7% | 8% | 17% |
| November - December 2019 | 13% | 11% | 15% | 14% | 12% | 16% | 5%▼ |
| January - February 2020 | 25% | 21% | 29% | 23% | 26% | 25% | 22% |
| March - April 2020 | 17% | 20% | 15% | 22% | 20% | 14% | 16% |
| May 2020 | 6% | 6% | 5% | 0% | 1%▼ | 14%▲ | 7% |
| Can't say | 15% | 17% | 12% | 11% | 18% | 12% | 18% |
| Base | 303 | 164 | 140 | 49 | 112 | 98 | 45 |

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



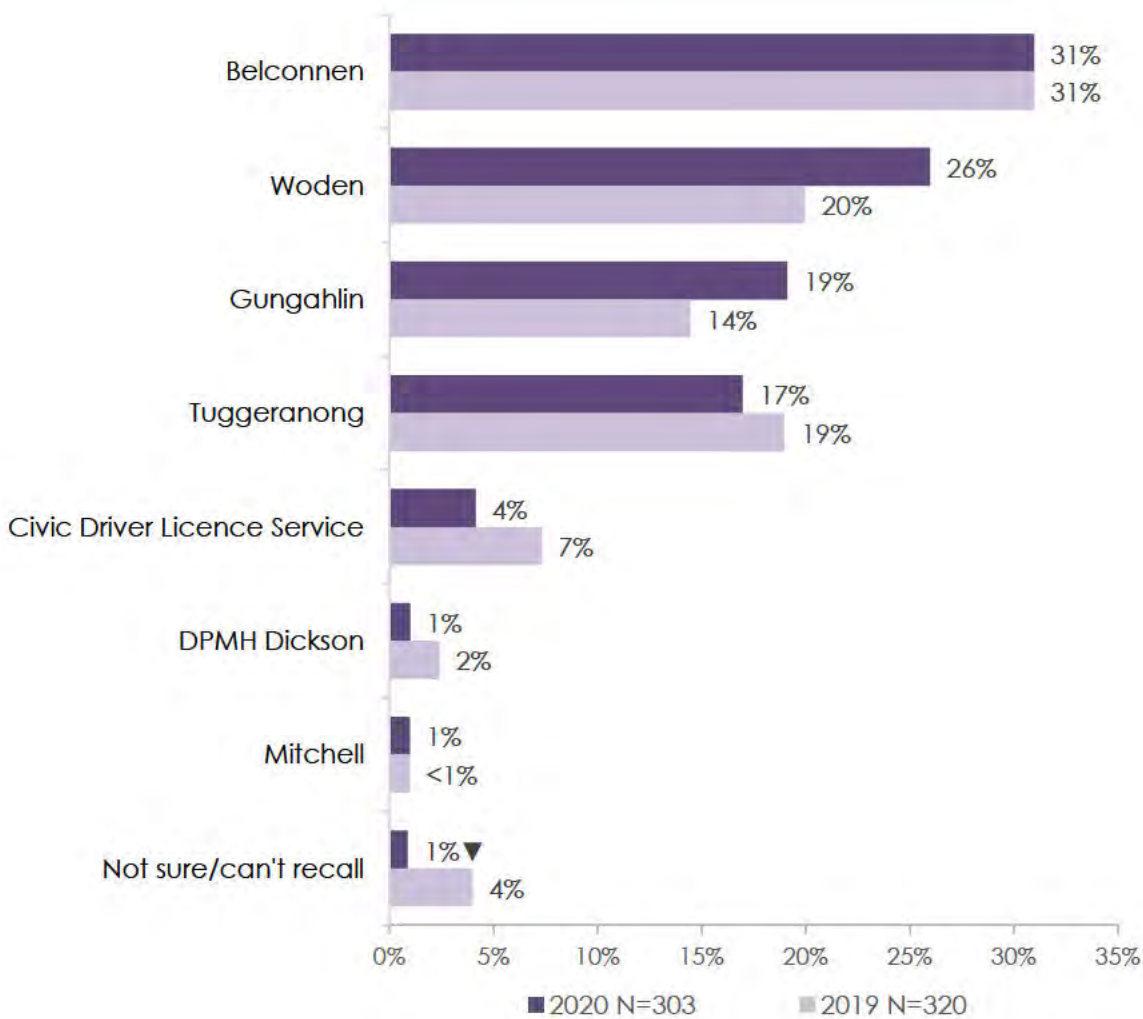
Details of Most Recent Visit to an Access Canberra Service Centre

Summary

The 'Belconnen' Service Centre continues to be the most recently visited. However, the volume of residents visiting 'Woden' and 'Gungahlin' has increased since 2019 (although not significantly).

Once again it is important to note that Tuggeranong and Gungahlin Service Centres were closed for 3 days during the COVID-19 pandemic, and were operating under restricted hours from the 6th April.

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

66% of residents that have visited an Access Canberra Service Centre in the past 12 months stated they chose to visit a service centre rather than go online or call the contact centre, as they were required to physically visit in person, and the service required was not available online. 12% discussed finding it easier to visit in person and 10% commented on the Service Centre being the most convenient option.

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

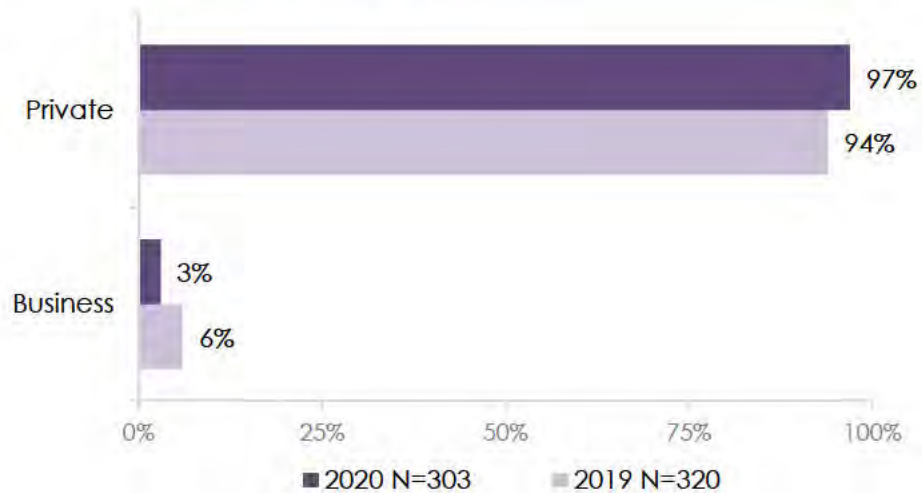
| Reason for choosing the Service Centre | N=287 |
|--|-------|
| Physically required to visit in person e.g. licence, photo, eye test, provide documents, pick something up, service not available online | 66% |
| Easier e.g. easier to speak to someone in person | 12% |
| Convenience e.g. close to work, already in the area, familiar | 10% |
| Prefer face to face communication | 9% |
| Quicker | 6% |
| Not sure how to do it online/on the phone/confusing/too old | 3% |
| I didn't know you could do it online/another way | 2% |
| Do not have a computer/do not like to use computers | 1% |
| Able to get more detailed information in person | <1% |
| Can't access other services/service issues | <1% |
| I thought it was the best method to do what I needed | <1% |
| Impossible to have my father talk on the phone as he is deaf | <1% |
| Less busy | <1% |
| Think that it is the best way to solve my problem | <1% |

Details of Most Recent Visit to an Access Canberra Service Centre

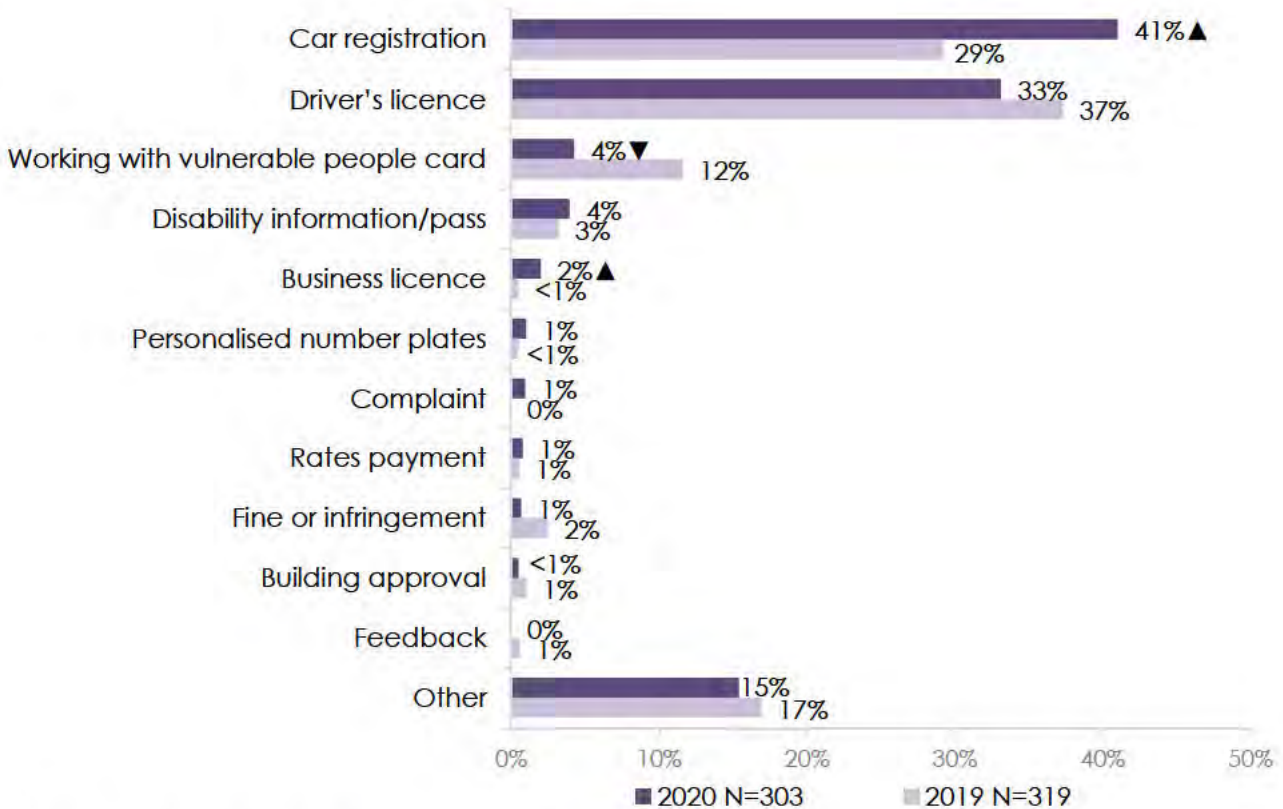
Summary

97% of those who had visited an Access Canberra Service Centre stated that the most recent contact was related to a private issue. The most common reasons for contact included car registrations and driver's Licences.

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



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



▲ ▼ = significantly higher/lower percentage (by year)
Please see Appendix A for 'other specified' responses

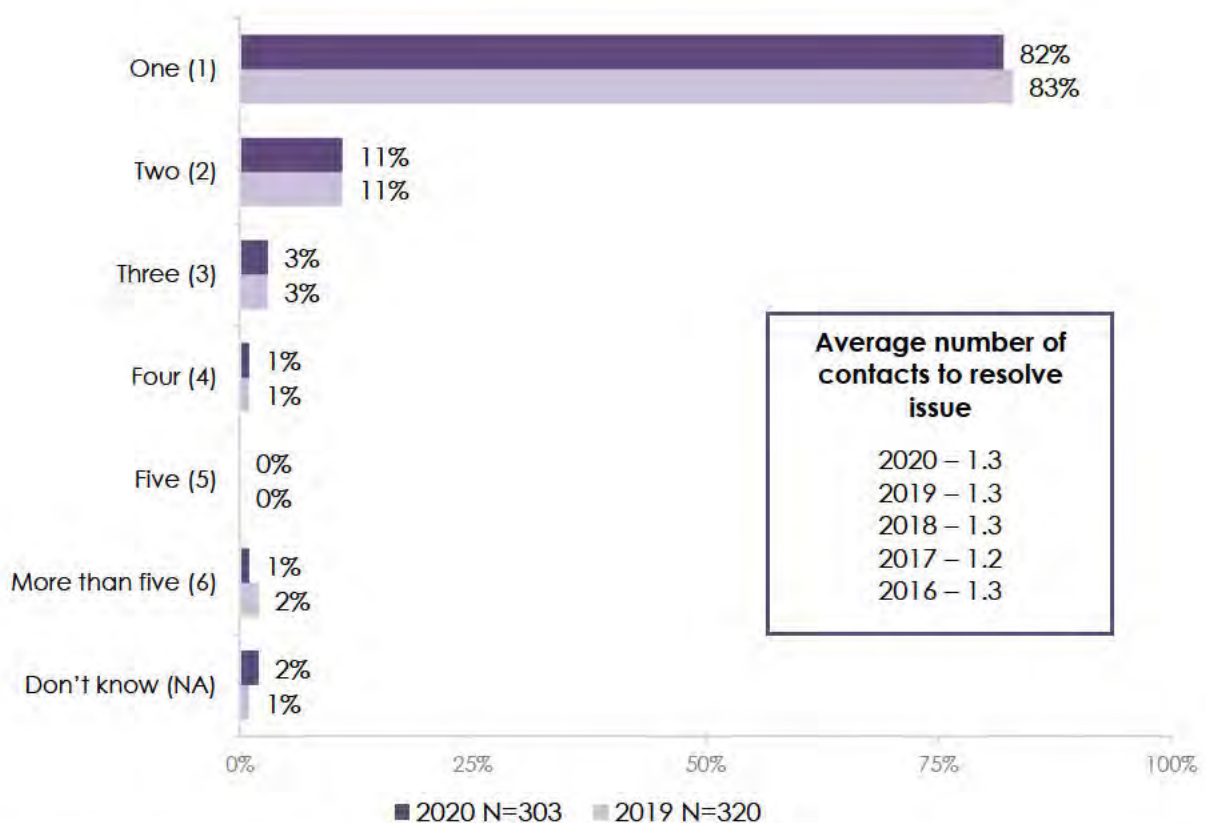
Number of Contacts to Resolve Issue

Summary

82% of those that had visited a Service Centre in the last 12 months stated they had their issue resolved after the first contact. The average number of contacts (1.3) has remained relatively consistent since 2016.

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

| | Overall 2020 | Overall 2019 | Service Centre visited | | | | Reason for visit | |
|-------------------|--------------|--------------|------------------------|-------|-----------|-------------|------------------|------------------|
| | | | Belconnen | Woden | Gungahlin | Tuggeranong | Car registration | Driver's license |
| Average | 1.3 | 1.3 | 1.2 | 1.2 | 1.3 | 1.2 | 1.2 | 1.2 |
| One time | 82% | 83% | 85% | 77% | 81% | 86% | 81% | 87% |
| Two or more times | 17% | 16% | 14% | 19% | 19% | 14% | 17% | 12% |
| Base | 303 | 320 | 94 | 78 | 58 | 52 | 124 | 101 |



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

Ease of Dealing with Access Canberra Service Centre

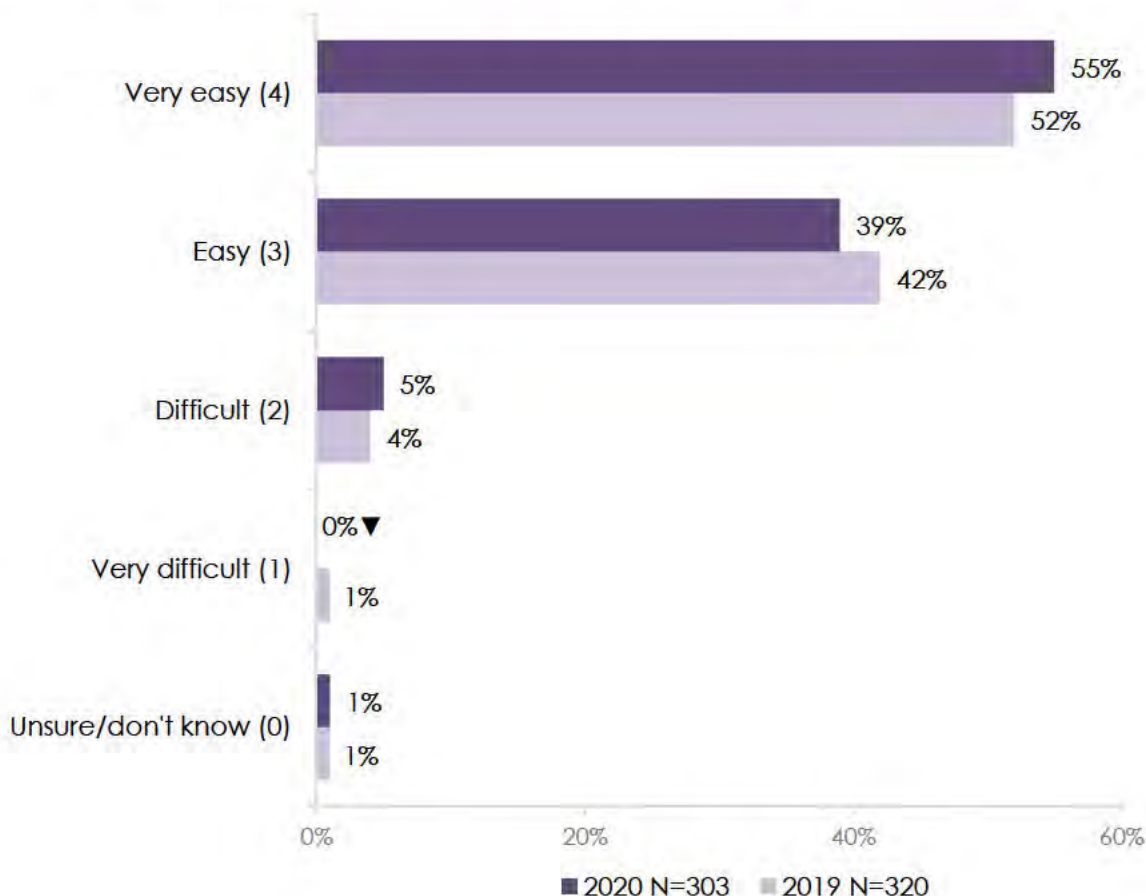
Summary

As was the case in 2019, 94% of residents stated that it was either easy or very easy to deal with the Access Canberra Service Centre – though there has been a positive shift in those stating 'very easy' from 'easy'.

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

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

| | Overall 2020 | Overall 2019 | Service Centre | | | | Reason for visit | | Number of contacts to resolve issue | |
|-------------|--------------|--------------|----------------|-------|-------------|-----------|------------------|------------------|-------------------------------------|---------------|
| | | | Belconnen | Woden | Tuggeranong | Gungahlin | Car registration | Driver's License | One | More than one |
| Mean rating | 3.50 | 3.45 | 3.51 | 3.49 | 3.63 | 3.46 | 3.46 | 3.49 | 3.56▲ | 3.27 |
| Base | 300 | 318 | 92 | 78 | 52 | 58 | 124 | 100 | 245 | 51 |



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

Scale: 1 = very difficult, 4 = very easy

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

Ease of Dealing with Access Canberra Service Centre

Summary

Wait time is a clear driver in how residents rate the ease of dealing with the Access Canberra Service Centre, with 45% and 49% of residents that stated their visit was easy and very easy, respectively, attributing this rating to their visit being 'quick – didn't have to wait long'. Furthermore, the most common reason amongst the 15 residents who rated their dealings as either very difficult or difficult, was that they 'had to wait a long time'.

When we look at the differences between residents that rated their dealing as 'easy' or 'very easy', we see that those that stated their experience was 'very easy' were significantly more likely to say that they were able to complete their enquiry in one visit, and that the 'person was 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)

| | All visitors to a Service Centre | How easy was it to deal with the Service Centre | | |
|--|----------------------------------|---|------------|-----------------|
| | | Very difficult – difficult (5%) | Easy (39%) | Very easy (55%) |
| Quick – didn't have to wait long | 45% | 0%▼ | 45% | 49% |
| Able to complete in one visit | 42% | 14%▼ | 33%▼ | 51%▲ |
| Person was knowledgeable | 31% | 3%▼ | 25% | 38%▲ |
| Had to wait a long time | 3% | 35%▲ | 4% | 0%▼ |
| Person didn't appear to be knowledgeable | 2% | 32%▲ | 0% | 0%▼ |
| Had to come back | <1% | 10%▲ | 0% | 0% |
| Other reason | 27% | 53% | 3% | 20% |
| Base | 300 | 15 | 118 | 167 |

▲▼ = 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

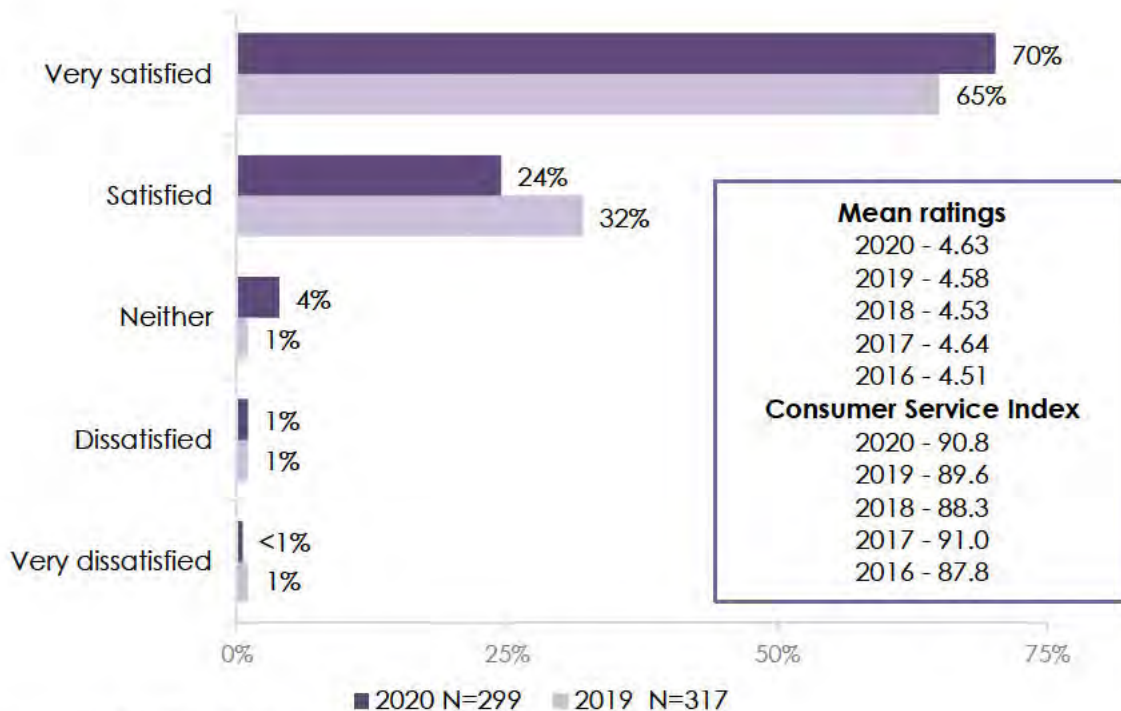
Summary

For those that had visited an Access Canberra Service Centre in the past 12 months, 94% were either satisfied or very satisfied with the service they received. Whilst this is a marginal decrease from 2019 (97%), there has been an increase in those specifically stating they were very satisfied, leading to an overall increase in the mean rating and CSI score in 2020. Those aged 25-44 demonstrated significantly lower levels of satisfaction with the service received.

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

| | Overall 2020 | Overall 2019 | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|-------------|--------------|--------------|------|--------|-------|-------|-------|------|
| Mean rating | 4.63 | 4.58 | 4.64 | 4.62 | 4.73 | 4.49▼ | 4.72 | 4.68 |
| CSI Score | 90.8 | 89.6 | 90.9 | 90.6 | 93.3 | 87.2▼ | 92.9 | 92.0 |
| Base | 299 | 317 | 161 | 138 | 47 | 110 | 98 | 44 |

| | Service Centre | | | | Reason for visit | | Number of contacts to resolve issue | |
|-------------|----------------|-------|-------------|-----------|------------------|------------------|-------------------------------------|---------------|
| | Belconnen | Woden | Tuggeranong | Gungahlin | Driver's licence | Car registration | One | More than one |
| Mean rating | 4.59 | 4.69 | 4.70 | 4.57 | 4.61 | 4.54 | 4.68 | 4.49 |
| CSI Score | 89.8 | 92.3 | 92.6 | 89.3 | 90.3 | 88.6 | 92.0 | 87.3 |
| Base | 92 | 77 | 52 | 58 | 100 | 123 | 244 | 51 |



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

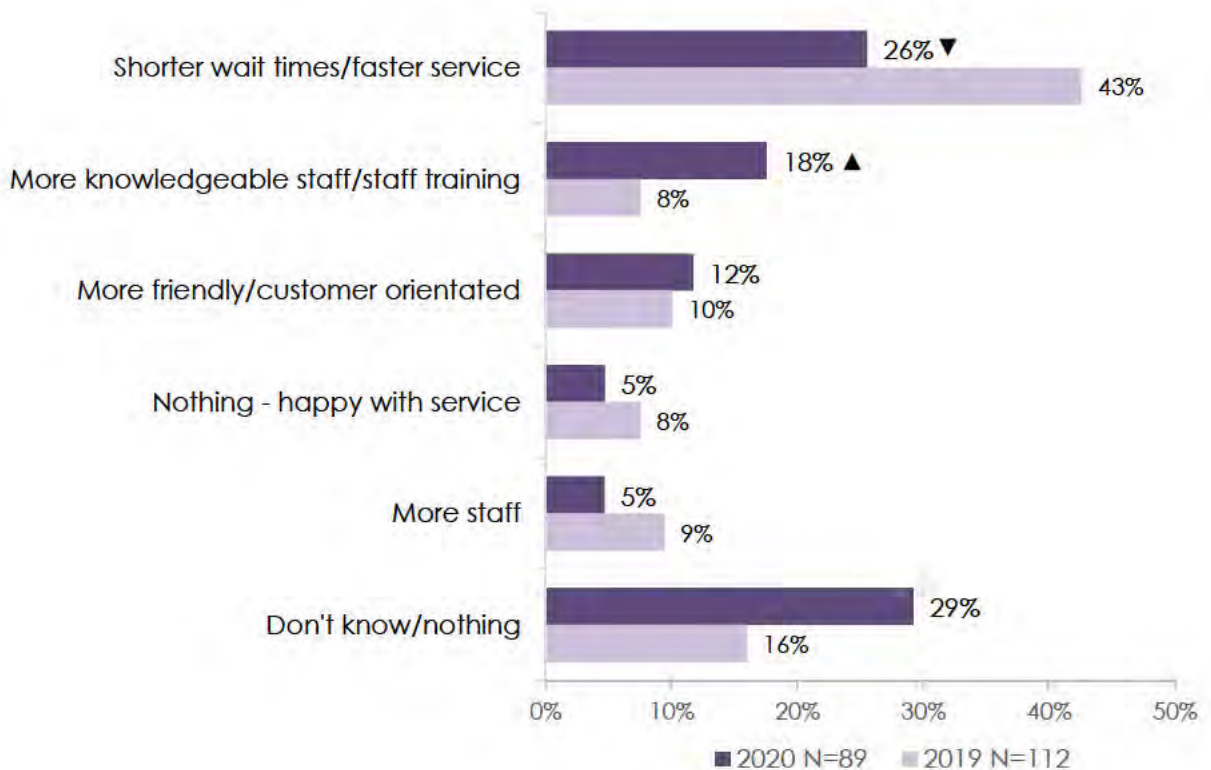
Satisfaction with Service Received at Service Centre

Summary

26% of residents that have visited a Service Centre in the past 12 months but were less than 'very satisfied' with the service, stated 'shorter wait times/faster service' would have to occur in order for them to state they were very satisfied, and 18% discussed requiring 'more knowledgeable staff/staff training'.

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

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



Please see Appendix A for full list of responses

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

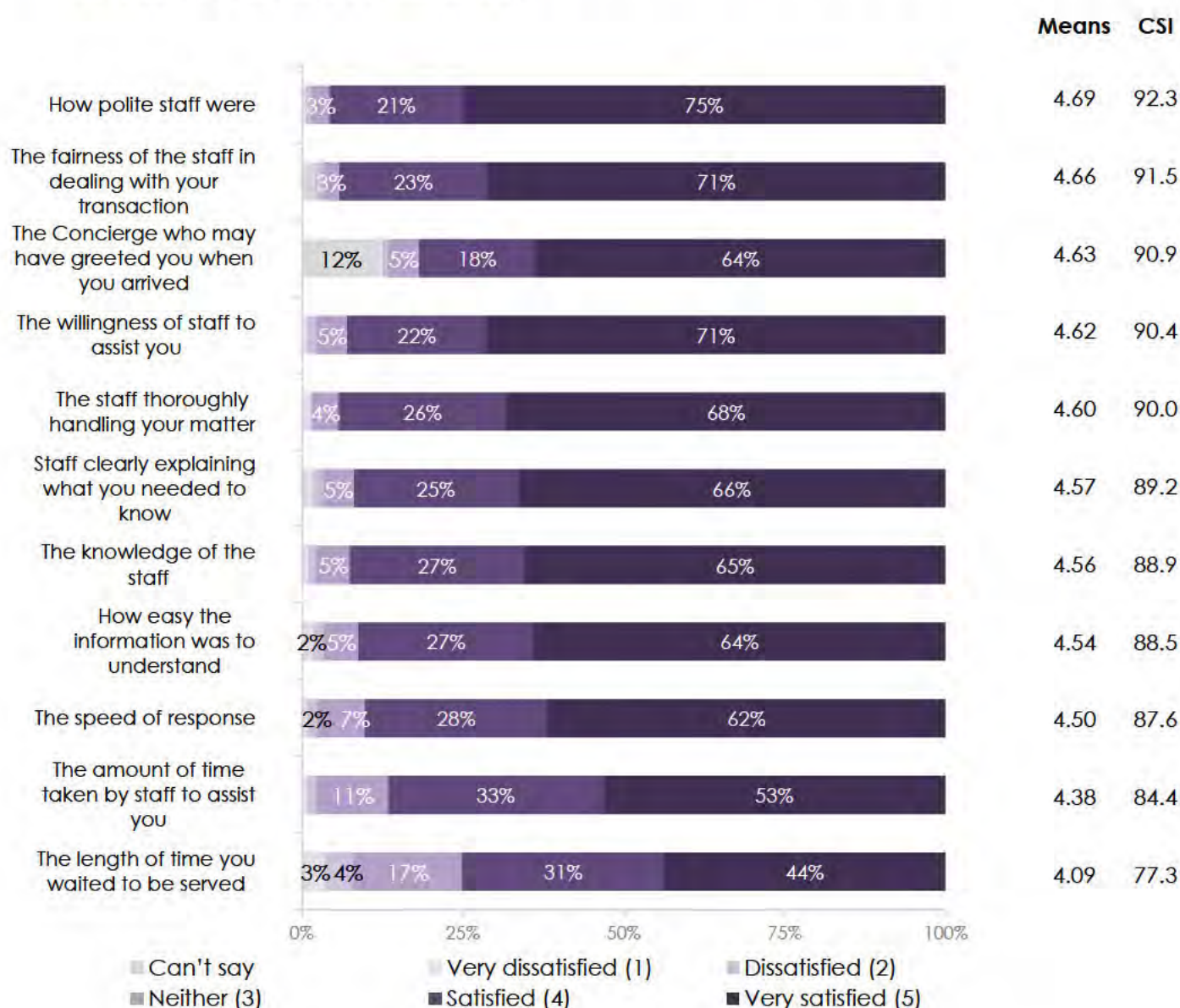
Satisfaction with Specific Services Received at Service Centre

Summary

As seen in 2019 (see table on following page), satisfaction with specific services received at Service Centres is high, with 9 of the 11 measures receiving extremely high mean ratings. Furthermore, 9 of the services demonstrated increased satisfaction compared to 2019 (significantly so for two). The highest rated service was 'how polite staff were', with 75% stating they were very satisfied with this specific service.

Those in the 25-44 age group demonstrated significantly lower levels of satisfaction for 'how easy the information was to understand'.

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=303

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

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

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

Satisfaction with Specific Services Received at Service Centre

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

| | Mean ratings | | CSI scores | |
|--|--------------|------|------------|------|
| | 2020 | 2019 | 2020 | 2019 |
| How polite staff were | 4.69 | 4.65 | 92.3 | 91.2 |
| The fairness of the staff in dealing with your transaction | 4.66 | 4.66 | 91.5 | 91.5 |
| The Concierge who may have greeted you when you arrived | 4.63 | 4.50 | 90.9 | 87.6 |
| The willingness of staff to assist you | 4.62 | 4.61 | 90.4 | 90.3 |
| The staff thoroughly handling your matter | 4.60 | 4.61 | 90.0 | 90.1 |
| Staff clearly explaining what you needed to know | 4.57 | 4.53 | 89.2 | 88.2 |
| The knowledge of the staff | 4.56 | 4.54 | 88.9 | 88.6 |
| How easy the information was to understand | 4.54 | 4.52 | 88.5 | 87.9 |
| The speed of response | 4.50 | 4.37 | 87.6 | 84.3 |
| The amount of time taken by staff to assist you | 4.38▲ | 4.14 | 84.4▲ | 78.6 |
| The length of time you waited to be served | 4.09▲ | 3.76 | 77.3▲ | 69.0 |

| | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|--|------|--------|-------|-------|-------|------|
| How polite staff were | 4.68 | 4.71 | 4.73 | 4.59 | 4.77 | 4.72 |
| The fairness of the staff in dealing with your transaction | 4.62 | 4.71 | 4.74 | 4.56 | 4.69 | 4.75 |
| The Concierge who may have greeted you when you arrived | 4.56 | 4.72 | 4.62 | 4.62 | 4.62 | 4.73 |
| The willingness of staff to assist you | 4.57 | 4.67 | 4.61 | 4.49 | 4.72 | 4.69 |
| The staff thoroughly handling your matter | 4.52 | 4.69 | 4.63 | 4.53 | 4.61 | 4.72 |
| Staff clearly explaining what you needed to know | 4.51 | 4.63 | 4.61 | 4.51 | 4.57 | 4.65 |
| The knowledge of the staff | 4.50 | 4.63 | 4.60 | 4.52 | 4.58 | 4.55 |
| How easy the information was to understand | 4.49 | 4.60 | 4.57 | 4.38▼ | 4.66 | 4.65 |
| The speed of response | 4.44 | 4.58 | 4.51 | 4.44 | 4.52 | 4.62 |
| The amount of time taken by staff to assist you | 4.31 | 4.45 | 4.40 | 4.30 | 4.40 | 4.49 |
| The length of time you waited to be served | 3.96 | 4.24 | 4.24 | 3.83 | 4.31 | 4.13 |

| | Couple with children | Couple | Single/living alone | Group/shared household | Single parent |
|--|----------------------|--------|---------------------|------------------------|---------------|
| How polite staff were | 4.67 | 4.77 | 4.63 | 4.69 | 4.66 |
| The fairness of the staff in dealing with your transaction | 4.60 | 4.78▲ | 4.64 | 4.60 | 4.74 |
| The Concierge who may have greeted you when you arrived | 4.63 | 4.67 | 4.58 | 4.67 | 4.51 |
| The willingness of staff to assist you | 4.60 | 4.76▲ | 4.55 | 4.47 | 4.73 |
| The staff thoroughly handling your matter | 4.57 | 4.71 | 4.58 | 4.35 | 4.66 |
| Staff clearly explaining what you needed to know | 4.56 | 4.71▲ | 4.48 | 4.42 | 4.51 |
| The knowledge of the staff | 4.54 | 4.65 | 4.50 | 4.52 | 4.49 |
| How easy the information was to understand | 4.32▼ | 4.68▲ | 4.64 | 4.57 | 4.72 |
| The speed of response | 4.38 | 4.70▲ | 4.48 | 4.42 | 4.61 |
| The amount of time taken by staff to assist you | 4.31 | 4.53▲ | 4.33 | 4.32 | 4.37 |
| The length of time you waited to be served | 4.01 | 4.19 | 4.16 | 4.23 | 4.07 |

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

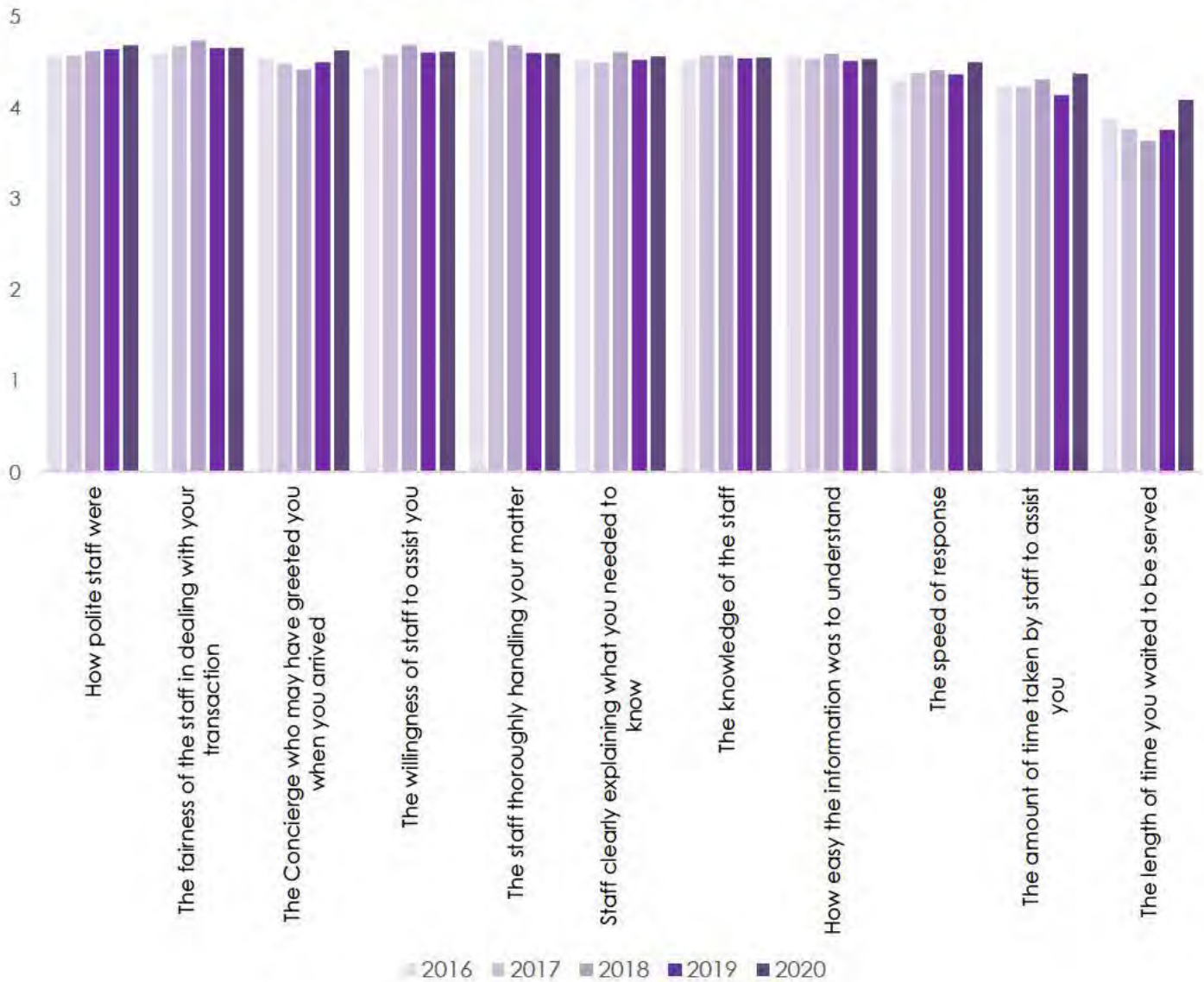
CSI scale: very dissatisfied = 0, very satisfied = 100

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

Satisfaction with Specific Services Received at Service Centre

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

Satisfaction with Specific Services Trend Data



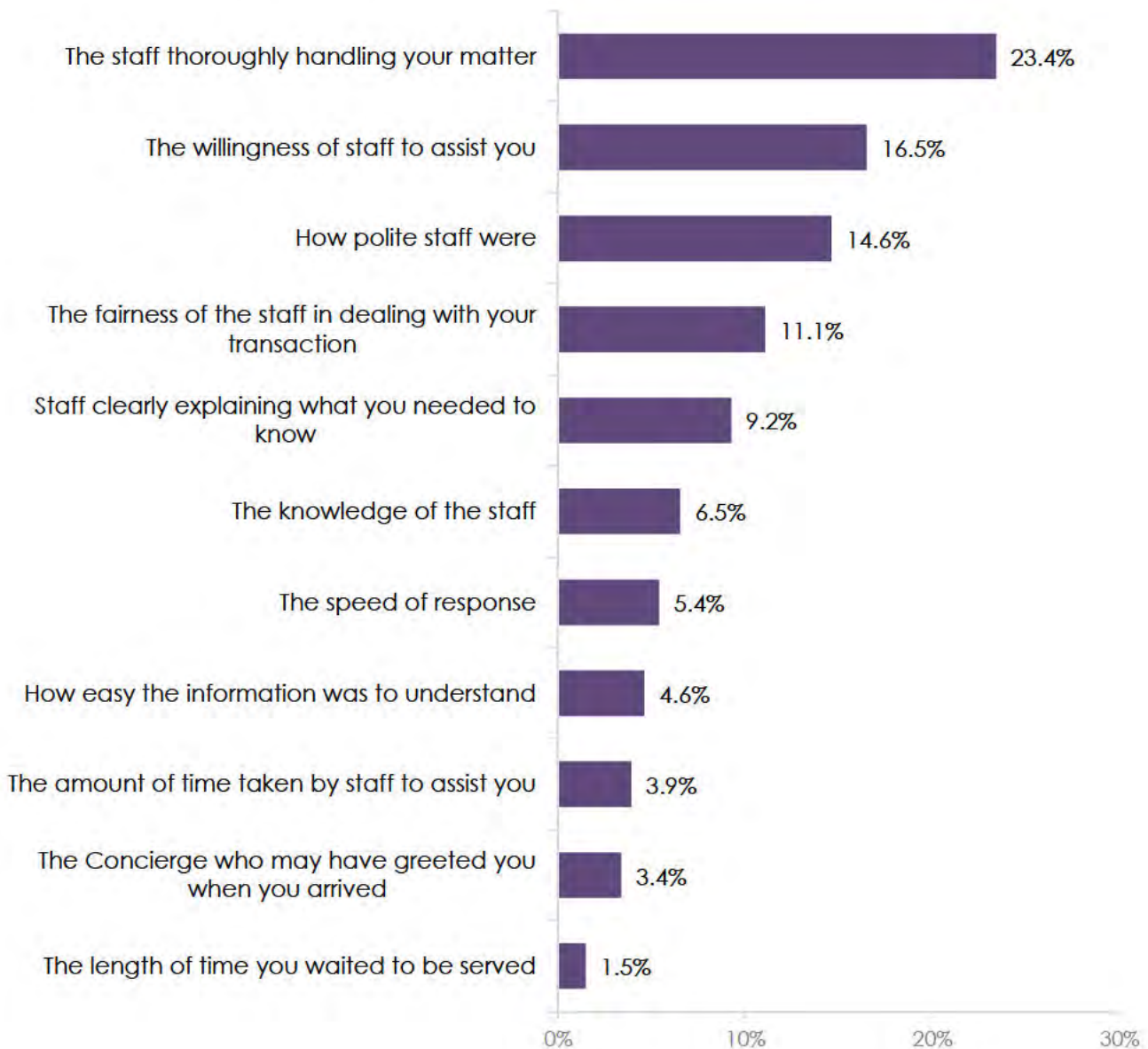
Mean scale: very dissatisfied = 1, very satisfied = 5

Drivers of Overall Satisfaction with Service Centres

Access Canberra Service Centres

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

The strongest driver of overall satisfaction at Access Canberra Service Centres was 'the staff thoroughly handling your matter', contributing to 23.4% of the variation observed in overall satisfaction.



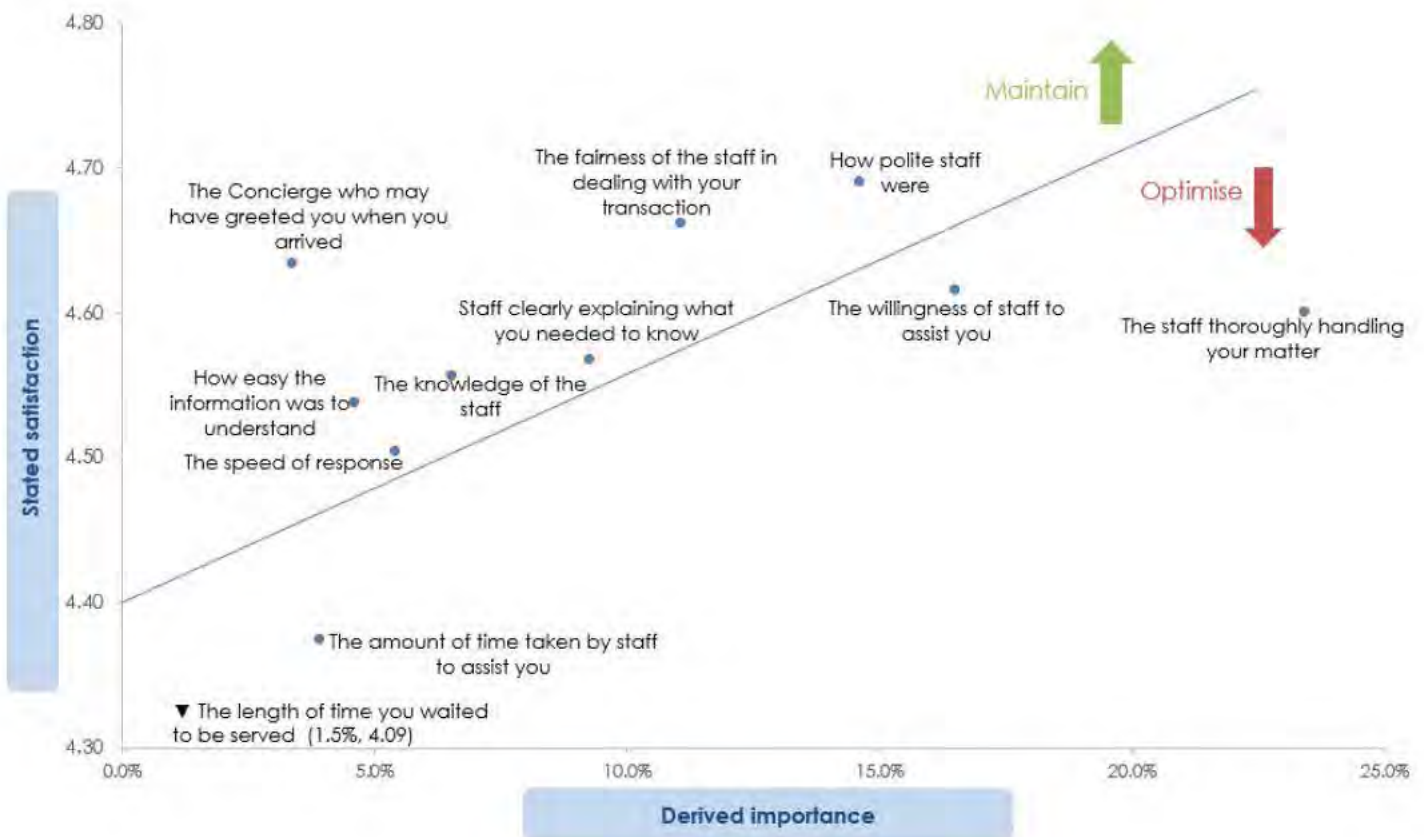
Drivers of Overall Satisfaction with Service Centres

Access Canberra Service Centres

The chart below plots the 2020 Shapley Regression score (see previous page) against residents' stated satisfaction for Access Canberra Service Centres.

As in 2019, 'time-related' measures including 'the length of time you waited to be served' and 'the amount of time taken by staff to assist you' continue to be optimisation areas for Service Centres. However, whilst the willingness of staff and perceptions of staff thoroughly handling your matter have higher levels of satisfaction, they are also far stronger drivers of overall satisfaction, suggesting that marginal increases in these attributes could lead to larger benefits in overall satisfaction.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas





Section D – Access Canberra Telephone Contact Centre

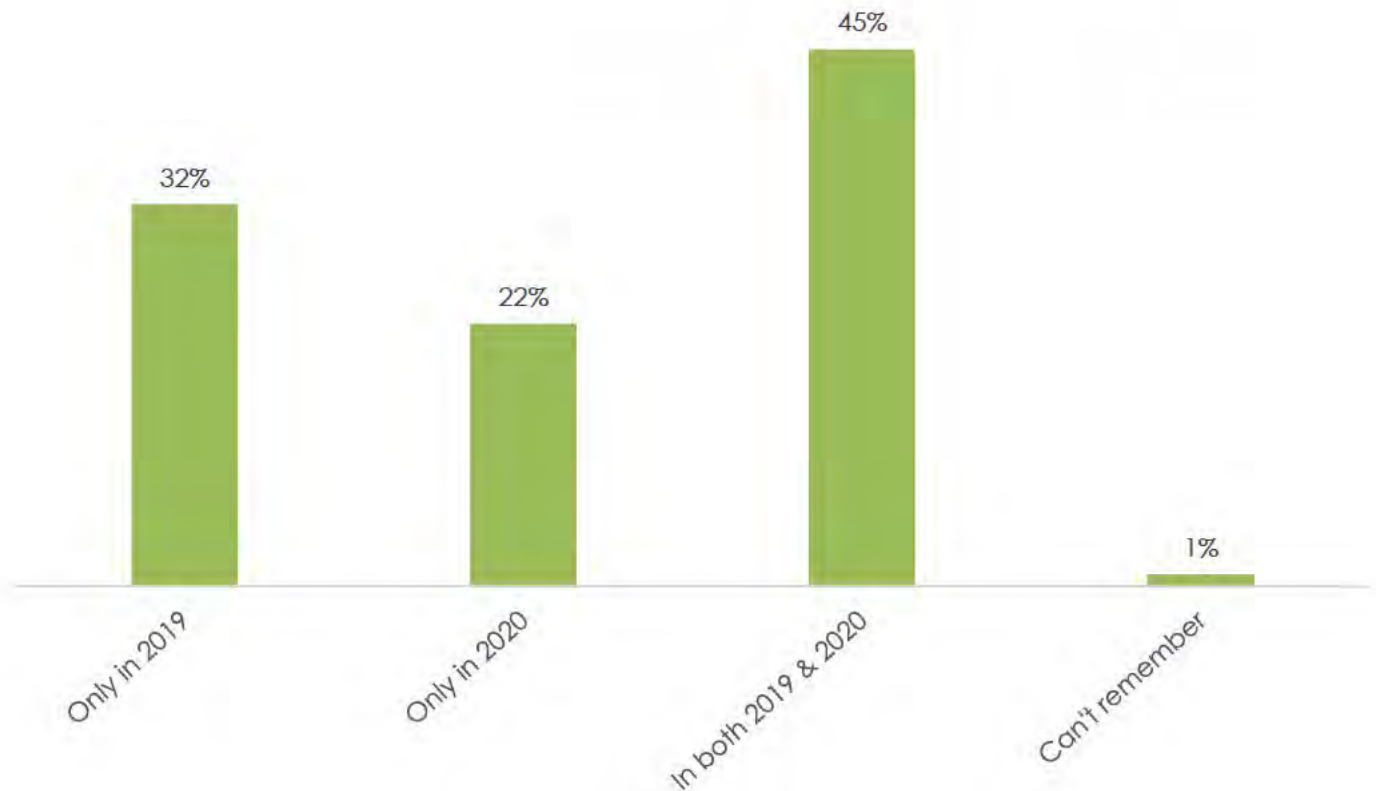
This section is a more detailed analysis of the questions about residents' calls to the Access Canberra Telephone Contact Centre

Year of Visit to an Access Canberra Service Centre

Summary

Of those who had called the Access Canberra Telephone Contact Centre in the past 12 months, 77% had called in 2019 and 67% had called in 2020.

Q2a.ii. You mentioned that you called an Access Canberra Telephone Contact Centre in the past 12 months... to the best of your memory did you call....



Base: N=198

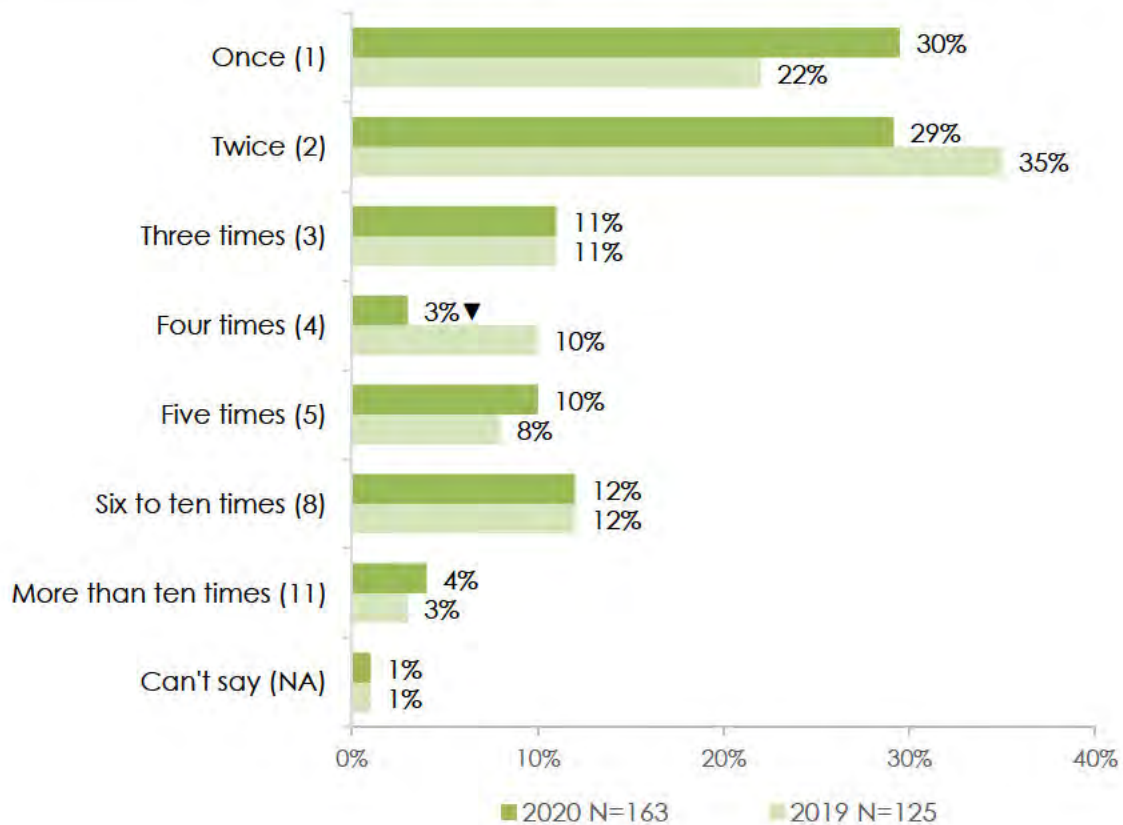
Number of Calls to an Access Canberra Telephone Contact Centre in the Past 12 Months

Summary

The average number of calls to Access Canberra has remained on par with 2019 results, and 30% of residents suggested they only contacted once.

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 2020 | Overall 2019 | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|-----------------|--------------|--------------|------|--------|-------|-------|-------|-----|
| Number of calls | 3.3 | 3.3 | 3.2 | 3.3 | 2.6 | 3.7 | 2.9 | 3.3 |
| Base | 162 | 124 | 66 | 95 | 20 | 70 | 45 | 26 |



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

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

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

Time of Most Recent Visit to an Access Canberra Service Centre

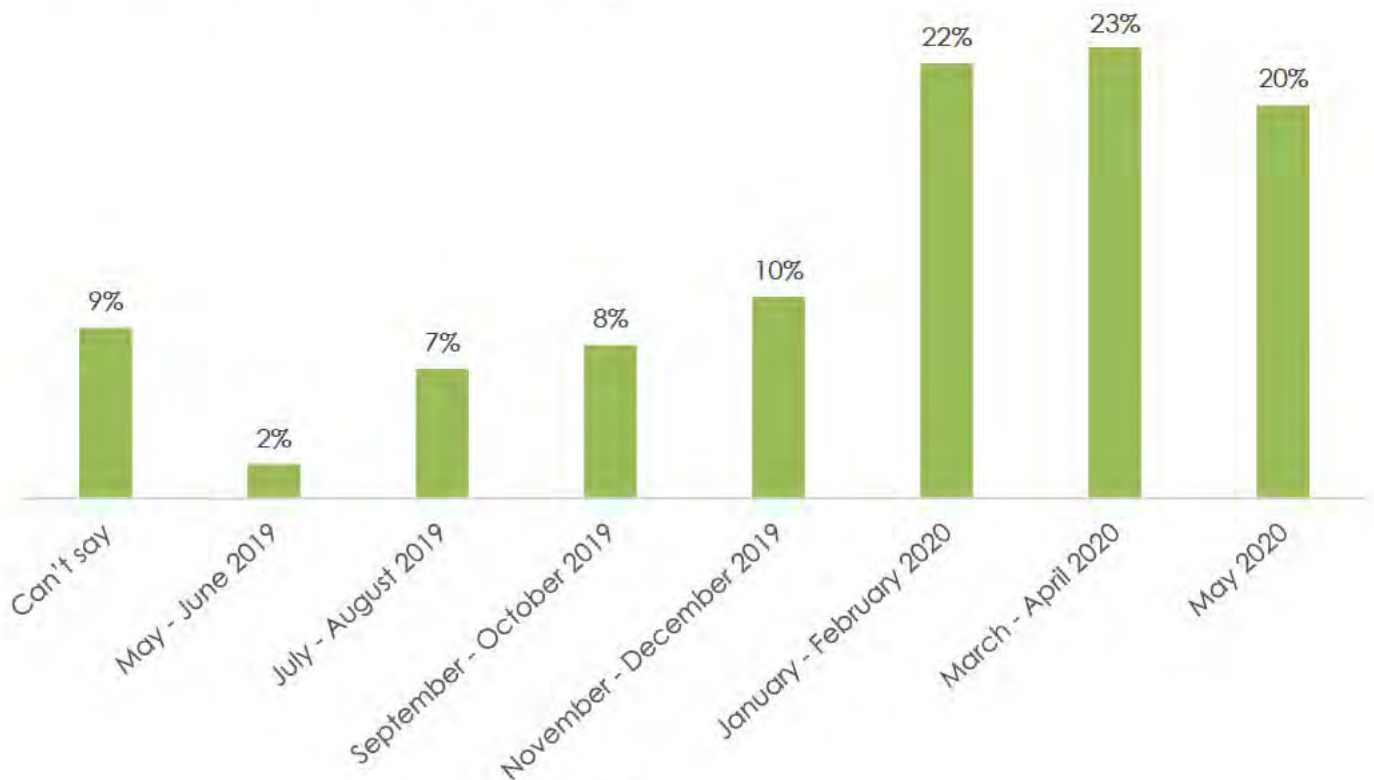
Summary

65% of those who had contacted the Access Canberra Telephone Contact Centre in the past 12 months, stated their most recent visit was in 2020. This may be attributed to the current COVID-19 situation, where residents were encouraged to call Access Canberra before visiting a Service Centre, to reduce the amount of face-to-face contact where possible.

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

| | Overall 2020 | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|--------------------------|--------------|------|--------|-------|-------|-------|-----|
| May - June 2019 | 2% | 0% | 3% | 7%▲ | 0% | 0% | 5% |
| July - August 2019 | 7% | 10% | 4% | 9% | 7% | 5% | 5% |
| September - 2019 | 8% | 7% | 8% | 7% | 6% | 7% | 13% |
| November - December 2019 | 10% | 12% | 9% | 17% | 10% | 11% | 4% |
| January - February 2020 | 22% | 23% | 21% | 7% | 27% | 17% | 28% |
| March - April 2020 | 23% | 20% | 25% | 38% | 14%▼ | 28% | 26% |
| May 2020 | 20% | 16% | 23% | 7% | 23% | 27% | 10% |
| Can't say | 9% | 11% | 7% | 7% | 12% | 5% | 7% |
| Base | 163 | 67 | 96 | 20 | 71 | 45 | 27 |

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



Base: N=163

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

Summary

The two main reasons for choosing to call a contact centre over visiting a service centre or using the digital services, was that they were unable to resolve the issue using other methods (24%) and that it was easier (23%). 16% of residents also stated it was due to COVID-19 restrictions, where they were encouraged to stay home and some of the service centres were closed for a short period of time to minimise face-to-face interactions.

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)

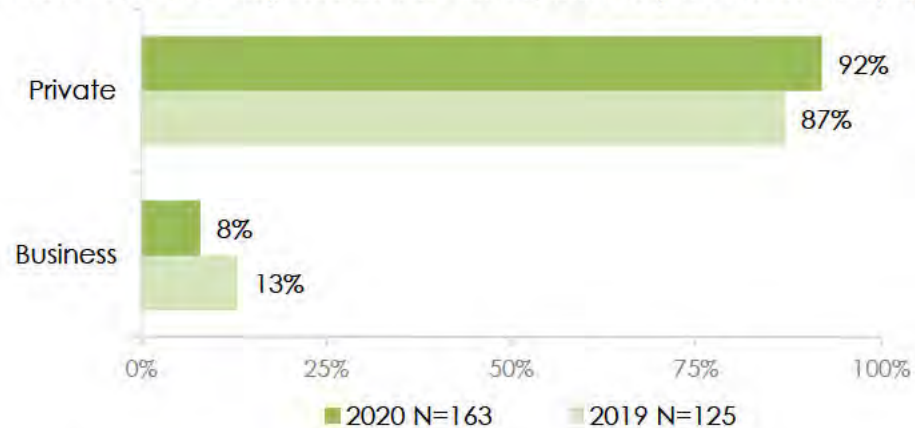
| Reason for choosing the Contact Centre | N=153 |
|--|-------|
| Couldn't resolve online/difficulty with the website e.g. not clear enough, not sure how to do it online | 24% |
| Easier e.g. easier to speak with someone, unsure who to speak with, easier to access, limited mobility | 23% |
| Due to COVID-19 restrictions - encouraged to stay home | 16% |
| Convenience e.g. calling rather than going into a centre, after hours and during business hours, centre too far away | 14% |
| Quicker/wanted to speak with someone quickly/wanted the issue resolved quickly | 13% |
| Needed more detailed information | 8% |
| Prefer to speak with someone over the phone | 7% |
| Service centres were closed | 3% |
| I was told to call/number was on the paper | 2% |
| Did not know of other existing services | 1% |
| Information was only available over the phone | 1% |
| Following up on an issue | <1% |
| Keeping people employed | <1% |
| No computer/internet access/do not like online | <1% |
| Prefer face-to-face | <1% |
| Thought I would try this method | <1% |

Details of Most Recent Telephone Contact

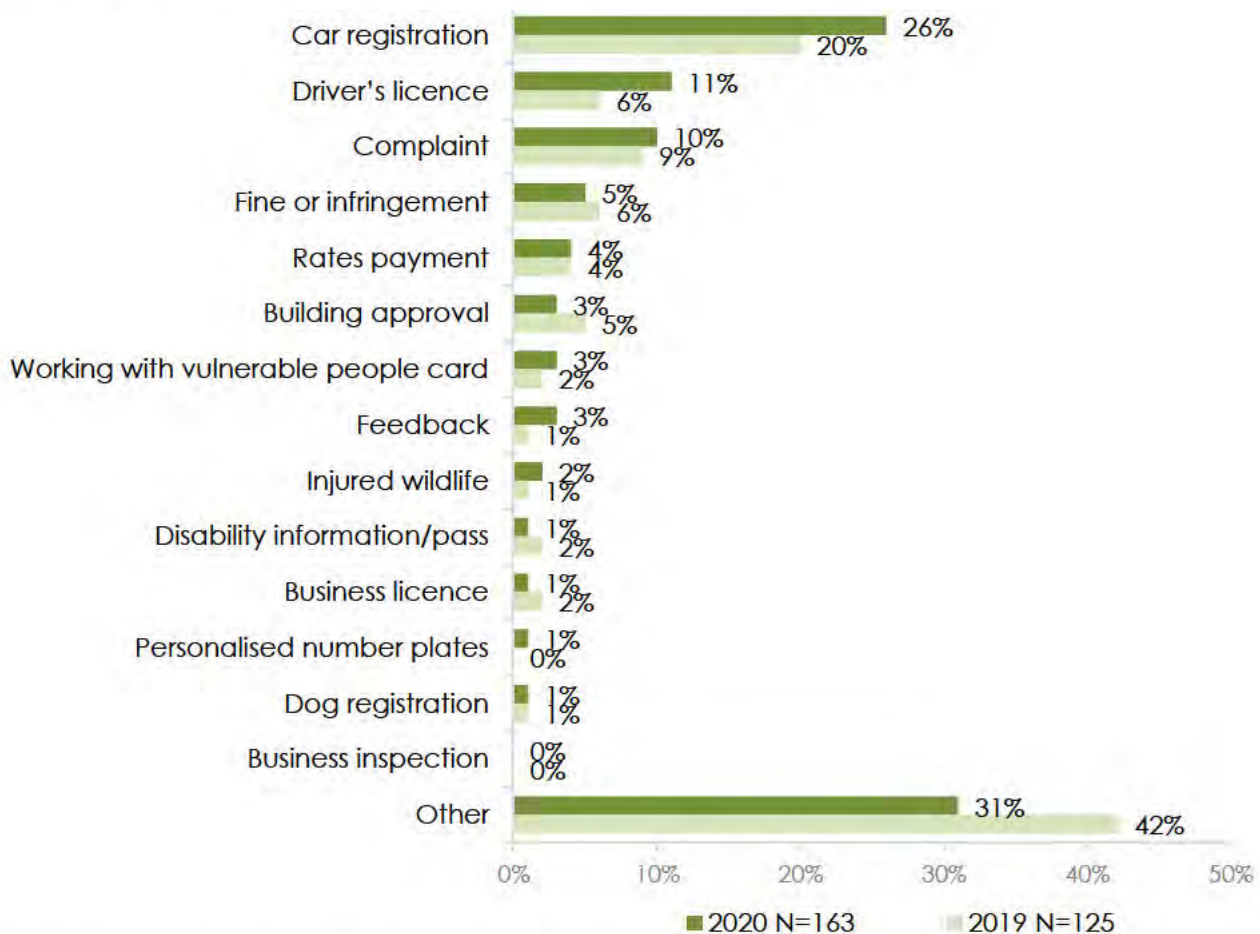
Summary

92% of those who had recently called the Telephone Contact Centre stated that the call was related to a private issue. As is the case with Access Canberra Service Centres, the most common reasons for contact included car registrations (26%) and driver's licences (11%), though this was closely followed by complaints (10%).

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



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



Please see Appendix A for 'other specified' responses

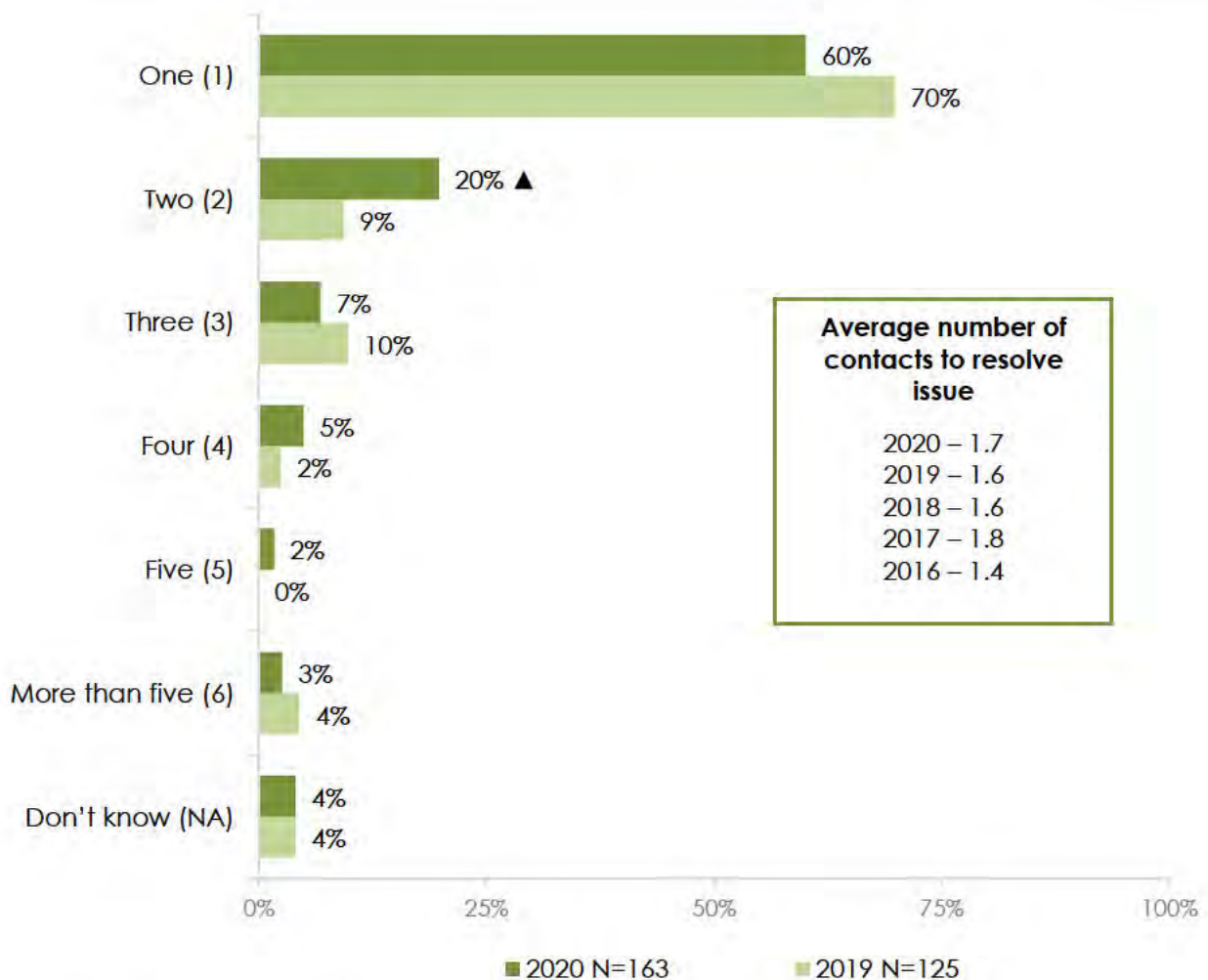
Number of Contacts to Resolve Issue

Summary

60% of those that had called the telephone Contact Centre stated they had their issue resolved after the first call, a slight decrease from 2019 (70%) – offset with a significant increase in two calls to resolve (from 9% in 2019 to 20% in 2020). The average number of contacts (1.7) has remained relatively consistent with previous results.

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

| | Overall 2020 | Overall 2019 | Gender | | Age | | | | Reason for contact | |
|--------------------|--------------|--------------|--------|--------|-------|-------|-------|-----|--------------------|------------------|
| | | | Male | Female | 18-24 | 25-44 | 45-64 | 65+ | Car registration | Driver's License |
| Number of contacts | 1.7 | 1.6 | 1.7 | 1.7 | 1.4 | 1.7 | 1.8 | 1.8 | 1.9 | 1.4 |
| Base | 156 | 120 | 63 | 94 | 20 | 67 | 44 | 26 | 43 | 18 |



▲ ▼ = significantly higher/lower percentage (compared to 2019)

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

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

Ease of Dealing with Access Canberra Contact Centre

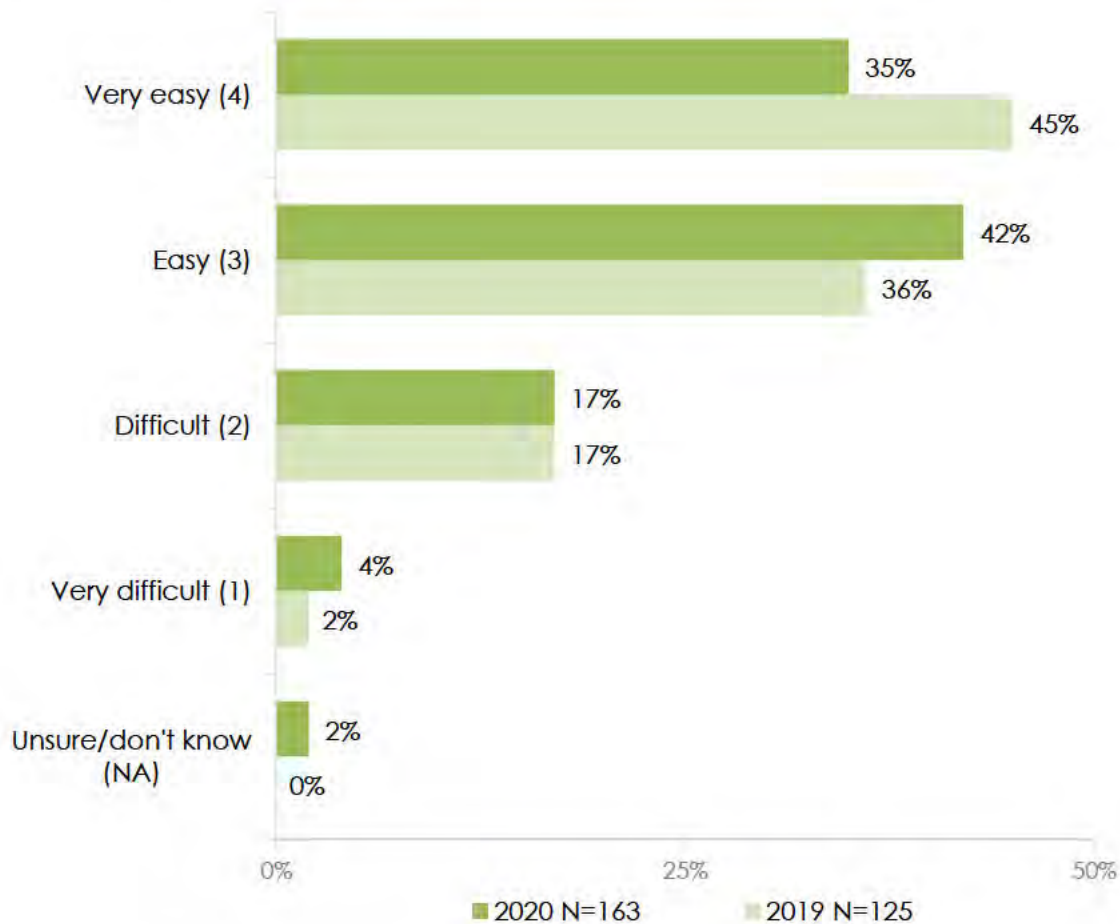
Summary

77% of those who contacted the Access Canberra Telephone Contact Centre stated their dealings were easy or very easy. There has been a significant decrease in perceptions of ease compared to 2019, driven by a decrease in those committing to the top box of 'very easy'. Those that had their issue resolved after the first contact demonstrated a significantly higher 'easy to deal with' result.

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

| | Overall 2020 | Overall 2019 | Gender | | Age | | | | Number of contacts to resolve issue | |
|-------------|--------------|--------------|--------|--------|-------|-------|-------|------|-------------------------------------|---------------|
| | | | Male | Female | 18-24 | 25-44 | 45-64 | 65+ | One | More than one |
| Mean rating | 3.10▼ | 3.25 | 3.04 | 3.14 | 3.28 | 3.13 | 3.05 | 2.94 | 3.34▲ | 2.76 |
| Base | 161 | 125 | 67 | 94 | 19 | 71 | 45 | 26 | 96 | 58 |

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



Scale: 1 = very difficult, 4 = very easy

Ease of Dealing with Access Canberra Contact Centre

Summary

Speed and efficiency were 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' and 'quick, didn't have to wait long' were two of the top reasons for why residents stated they found the experience easy/very easy, whilst 'had to wait a long time' was the dominant reason for stating it was 'difficult-very difficult'.

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

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

| | All residents that have called the Telephone Contact Centre | How easy was it to deal with the Telephone Contact Centre | |
|--|---|---|------------------------|
| | | Difficult - very difficult (21%) | Easy - very easy (77%) |
| Able to complete in one call | 30% | 6% | 36%▲ |
| Person was knowledgeable | 30% | 3% | 37%▲ |
| Quick, didn't have to wait long | 29% | 0% | 37%▲ |
| Had to wait a long time | 12% | 48%▲ | 2% |
| Transferred and had a poor experience | 5% | 23%▲ | 0% |
| Person didn't appear to be knowledgeable | 3% | 12%▲ | 0% |
| Had to ring back | 2% | 9%▲ | 1% |
| Other | 21% | 29% | 19% |
| Base | 161 | 35 | 126 |

▲▼ = 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

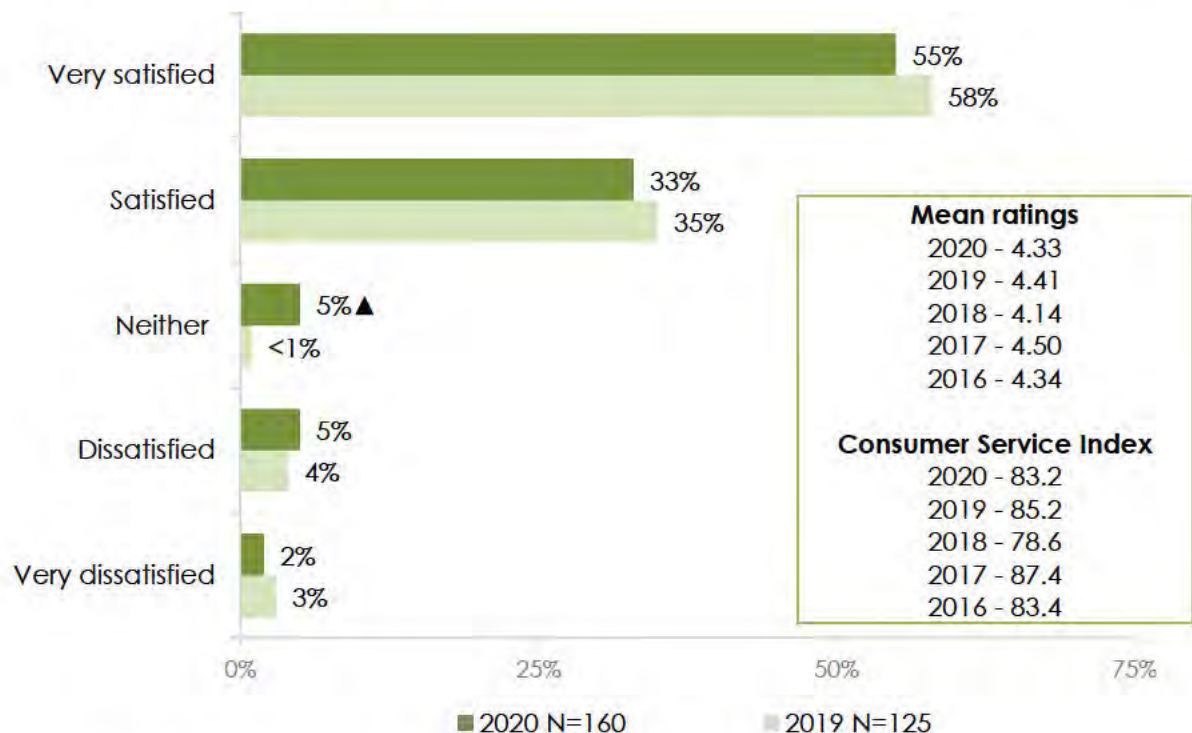
88% of residents were either satisfied or very satisfied with the service they received from the telephone Contact Centre, a slight decrease from 2019 results (93%).

Satisfaction followed a downward trend with age, whilst those that had their issue resolved after one contact demonstrated significantly higher levels of satisfaction.

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

| | Overall 2020 | Overall 2019 | Gender | | Age | | | | Number of contacts to resolve issue | |
|-------------|--------------|--------------|--------|--------|-------|-------|-------|------|-------------------------------------|---------------|
| | | | Male | Female | 18-24 | 25-44 | 45-64 | 65+ | One | More than one |
| Mean rating | 4.33 | 4.41 | 4.25 | 4.38 | 4.62 | 4.34 | 4.32 | 4.10 | 4.54▲ | 4.06 |
| CSI | 83.2 | 85.2 | 81.2 | 84.6 | 90.5 | 83.4 | 82.9 | 77.4 | 88.4▲ | 76.6 |
| Base | 160 | 125 | 66 | 94 | 20 | 68 | 45 | 27 | 97 | 58 |

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



▲▼ = significantly higher/lower percentage (compared to 2019)

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

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

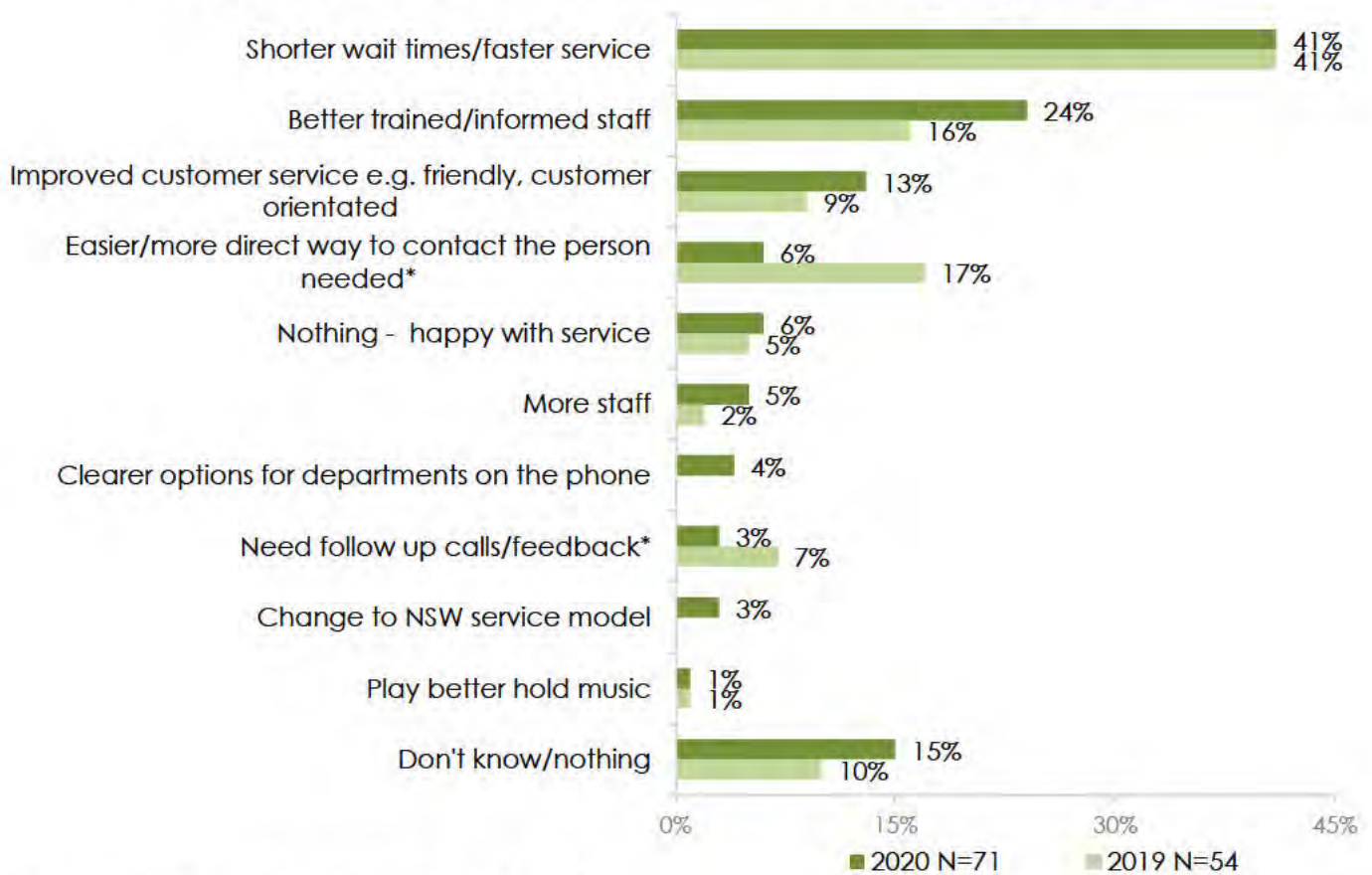
Satisfaction with Service Received from the Contact Centre

Summary

As was the case in 2019, 'shorter wait times/faster service' was the most common change residents stated would be required in order to change them to being 'very satisfied' with the service they 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)



*Compared to 'making the process easier' (2019)

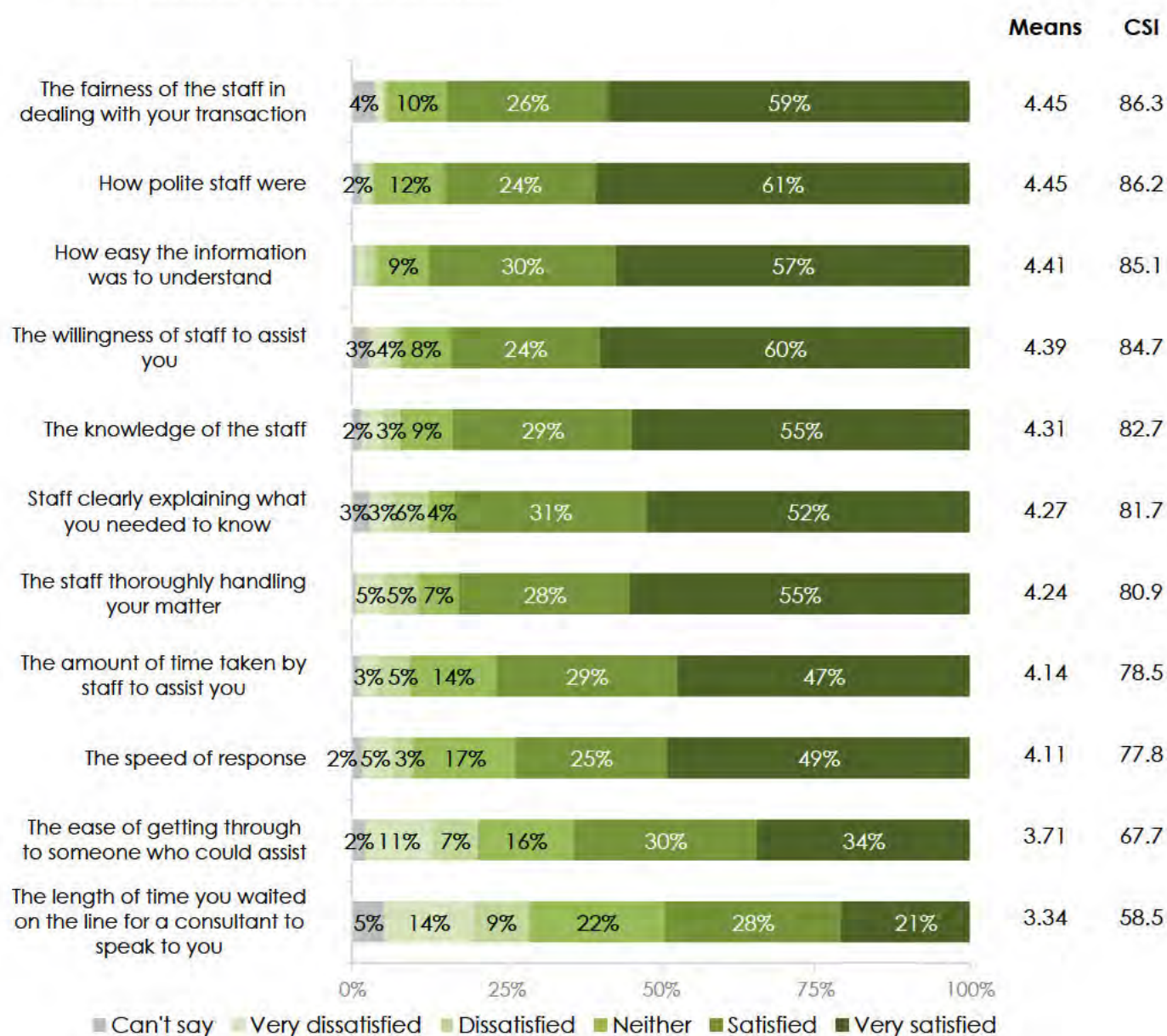
* Compared to 'provide progress updates' (2019)

Satisfaction with Specific Services Received from the Contact Centre

Summary

Satisfaction was highest for 'the fairness of the staff in dealing with your transaction' and 'how polite staff were' in relation to a resident's most recent call, with 85% of residents that called the Telephone Contact Centre' stating they were satisfied/very satisfied with each. Although satisfaction is high for 9 of the 11 services, satisfaction has marginally decreased compared to 2019 for 10 of them (albeit not significantly). 'The length of time you waited on the line for a consultant to speak to you' continues to be the lowest rated service.

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



Base: N=163

Note: labels of <2% have are not shown in the above the chart, but are detailed in Appendix A.

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

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

Satisfaction with Specific Services Received from the Contact Centre

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

| | Mean ratings | | CSI scores | |
|--|--------------|------|------------|------|
| | 2019 | 2018 | 2019 | 2018 |
| The fairness of the staff in dealing with your transaction | 4.45 | 4.49 | 86.3 | 87.2 |
| How polite staff were | 4.45 | 4.59 | 86.2 | 89.7 |
| How easy the information was to understand | 4.41 | 4.42 | 85.1 | 85.5 |
| The willingness of staff to assist you | 4.39 | 4.48 | 84.7 | 87.1 |
| The knowledge of the staff | 4.31 | 4.40 | 82.7 | 85.1 |
| Staff clearly explaining what you needed to know | 4.27 | 4.31 | 81.7 | 82.8 |
| The staff thoroughly handling your matter | 4.24 | 4.33 | 80.9 | 83.2 |
| The amount of time taken by staff to assist you | 4.14 | 4.25 | 78.5 | 81.2 |
| The speed of response | 4.11 | 4.06 | 77.8 | 76.5 |
| The ease of getting through to someone who could assist | 3.71 | 3.90 | 67.7 | 72.5 |
| The length of time you waited on the line for a consultant to speak to you | 3.34 | 3.57 | 58.5 | 64.2 |

| | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|--|------|--------|-------|-------|-------|------|
| The fairness of the staff in dealing with your transaction | 4.39 | 4.50 | 4.71 | 4.43 | 4.49 | 4.24 |
| How polite staff were | 4.43 | 4.46 | 4.55 | 4.46 | 4.43 | 4.37 |
| How easy the information was to understand | 4.35 | 4.44 | 4.71 | 4.34 | 4.51 | 4.17 |
| The willingness of staff to assist you | 4.40 | 4.38 | 4.69 | 4.37 | 4.37 | 4.23 |
| The knowledge of the staff | 4.24 | 4.36 | 4.50 | 4.38 | 4.24 | 4.09 |
| Staff clearly explaining what you needed to know | 4.24 | 4.29 | 4.48 | 4.33 | 4.15 | 4.13 |
| The staff thoroughly handling your matter | 4.29 | 4.20 | 4.50 | 4.27 | 4.19 | 4.03 |
| The amount of time taken by staff to assist you | 4.18 | 4.11 | 4.26 | 4.11 | 4.17 | 4.05 |
| The speed of response | 4.17 | 4.07 | 4.33 | 4.16 | 4.08 | 3.86 |
| The ease of getting through to someone who could assist | 3.66 | 3.74 | 3.95 | 3.69 | 3.73 | 3.54 |
| The length of time you waited on the line for a consultant to speak to you | 3.26 | 3.40 | 2.86 | 3.41 | 3.52 | 3.24 |

| | Couple with children | Couple | Single/living alone | Group/shared household | Single parent |
|--|----------------------|--------|---------------------|------------------------|---------------|
| The fairness of the staff in dealing with your transaction | 4.37 | 4.41 | 4.53 | 4.75▲ | 4.63 |
| How polite staff were | 4.38 | 4.39 | 4.56 | 4.65 | 4.60 |
| How easy the information was to understand | 4.38 | 4.31 | 4.48 | 4.63 | 4.52 |
| The willingness of staff to assist you | 4.30 | 4.35 | 4.45 | 4.83▲ | 4.42 |
| The knowledge of the staff | 4.25 | 4.22 | 4.40 | 4.74▲ | 4.02 |
| Staff clearly explaining what you needed to know | 4.19 | 4.15 | 4.48 | 4.64 | 4.01 |
| The staff thoroughly handling your matter | 4.14 | 4.29 | 4.21 | 4.63 | 4.26 |
| The amount of time taken by staff to assist you | 4.01 | 4.13 | 4.22 | 4.61▲ | 4.17 |
| The speed of response | 4.17 | 3.65▼ | 4.27 | 4.53 | 4.58 |
| The ease of getting through to someone who could assist | 3.75 | 3.37 | 4.01 | 4.03 | 3.37 |
| The length of time you waited on the line for a consultant to speak to you | 3.39 | 3.24 | 3.37 | 3.58 | 3.12 |

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

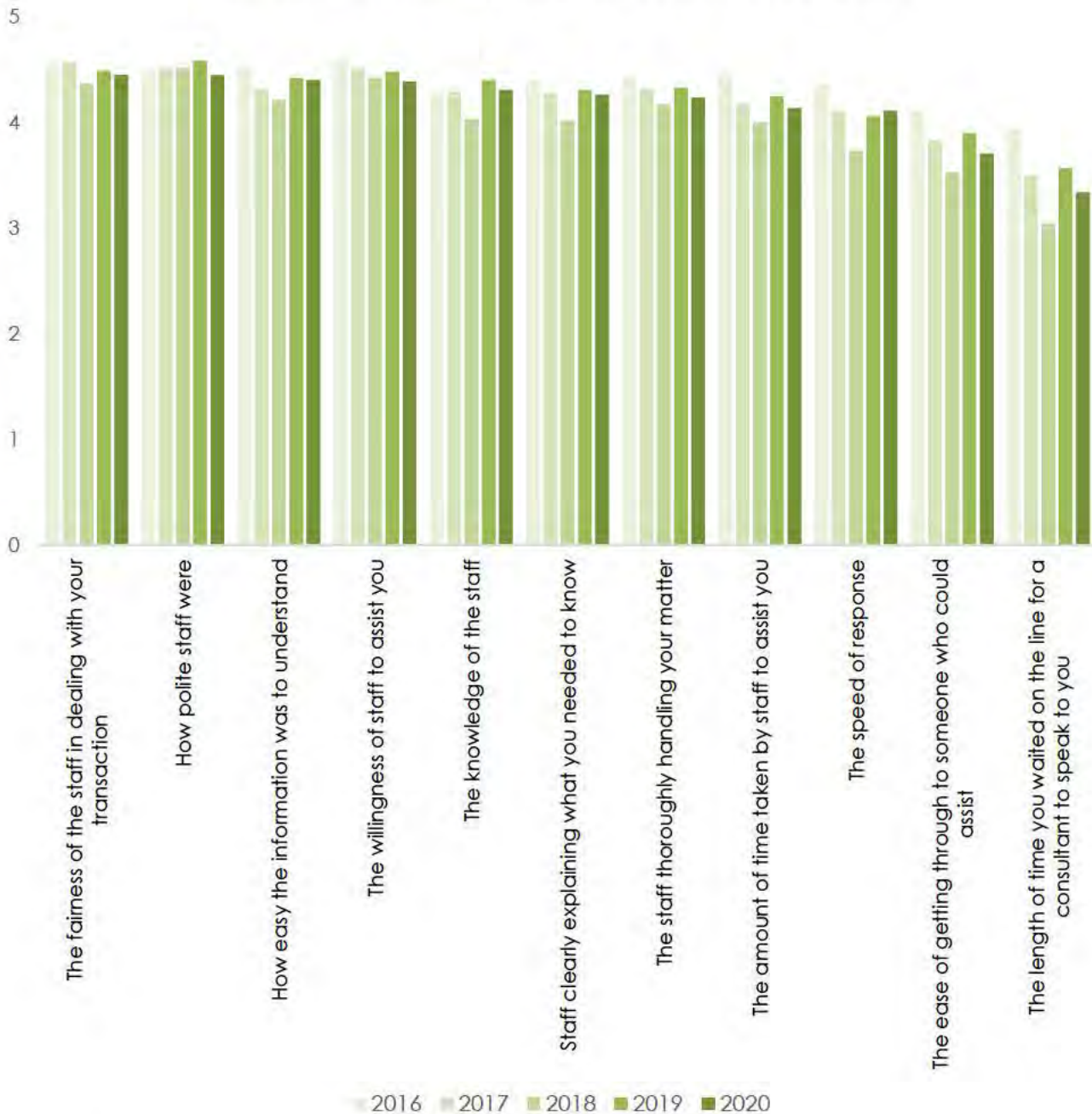
CSI scale: very dissatisfied = 0, very satisfied = 100

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

Satisfaction with Specific Services Received from the Contact Centre

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

Satisfaction with Specific Services Trend Data

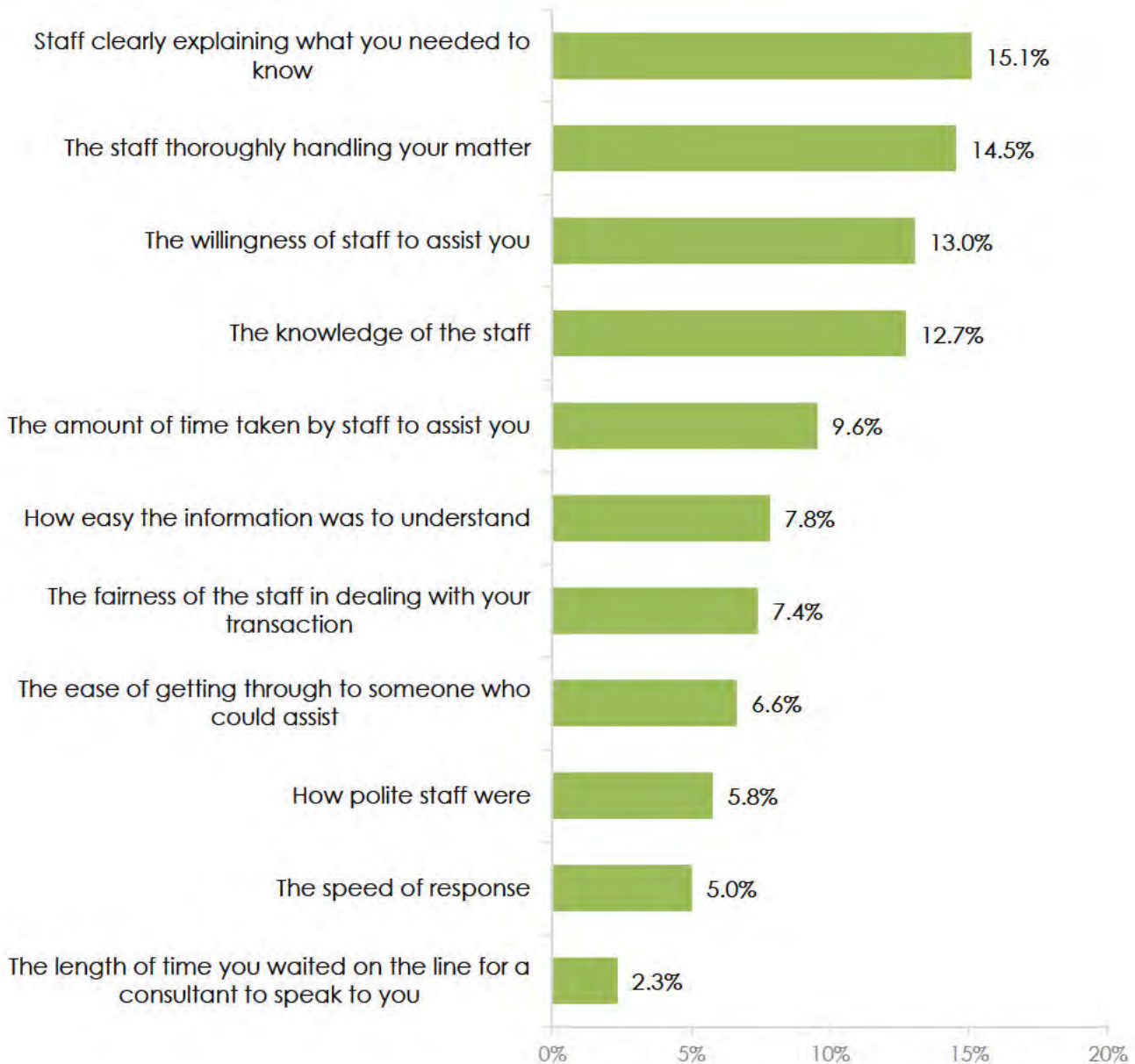


Mean scale: very dissatisfied = 1, very satisfied = 5

Drivers of Overall Satisfaction with the Contact Centre

Access Canberra Telephone Contact Centre

The chart below illustrates the overall contribution that each attribute from Q5h (see previous pages) has towards overall satisfaction with the Telephone Contact Centre, based on the Shapley Regression analysis. The strongest driver of overall satisfaction was 'staff clearly explaining what you needed to know' contributing 15.1% towards overall satisfaction (based on the tested attributes), closely followed by 'the staff thoroughly handling your matter' (14.5%).



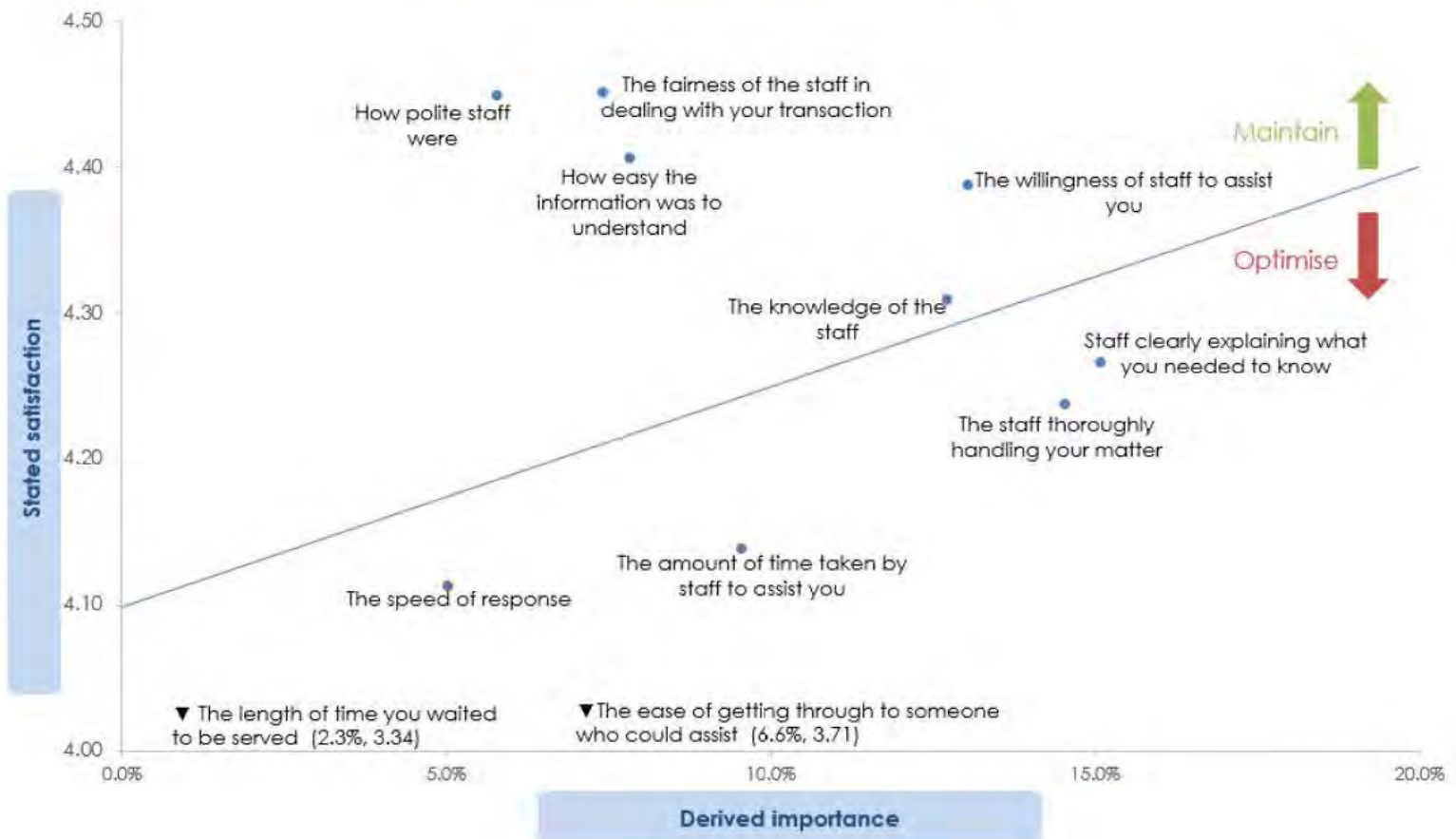
Drivers of Overall Satisfaction with the Contact Centre

Access Canberra Telephone Contact Centre

The chart below plots the 2020 Shapley Regression score from the previous page against residents' stated satisfaction for the Telephone Contact Centre.

Similar to 2019, residents expressed moderately high levels of satisfaction for almost all key measures. The areas that should be targeted for optimisation, however, are time related, with 'the amount of time taken by staff to assist you' and 'the ease of getting through to someone who could assist you' both contributing to >5% of the variation in overall satisfaction but are currently receiving relatively lower levels of satisfaction.

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



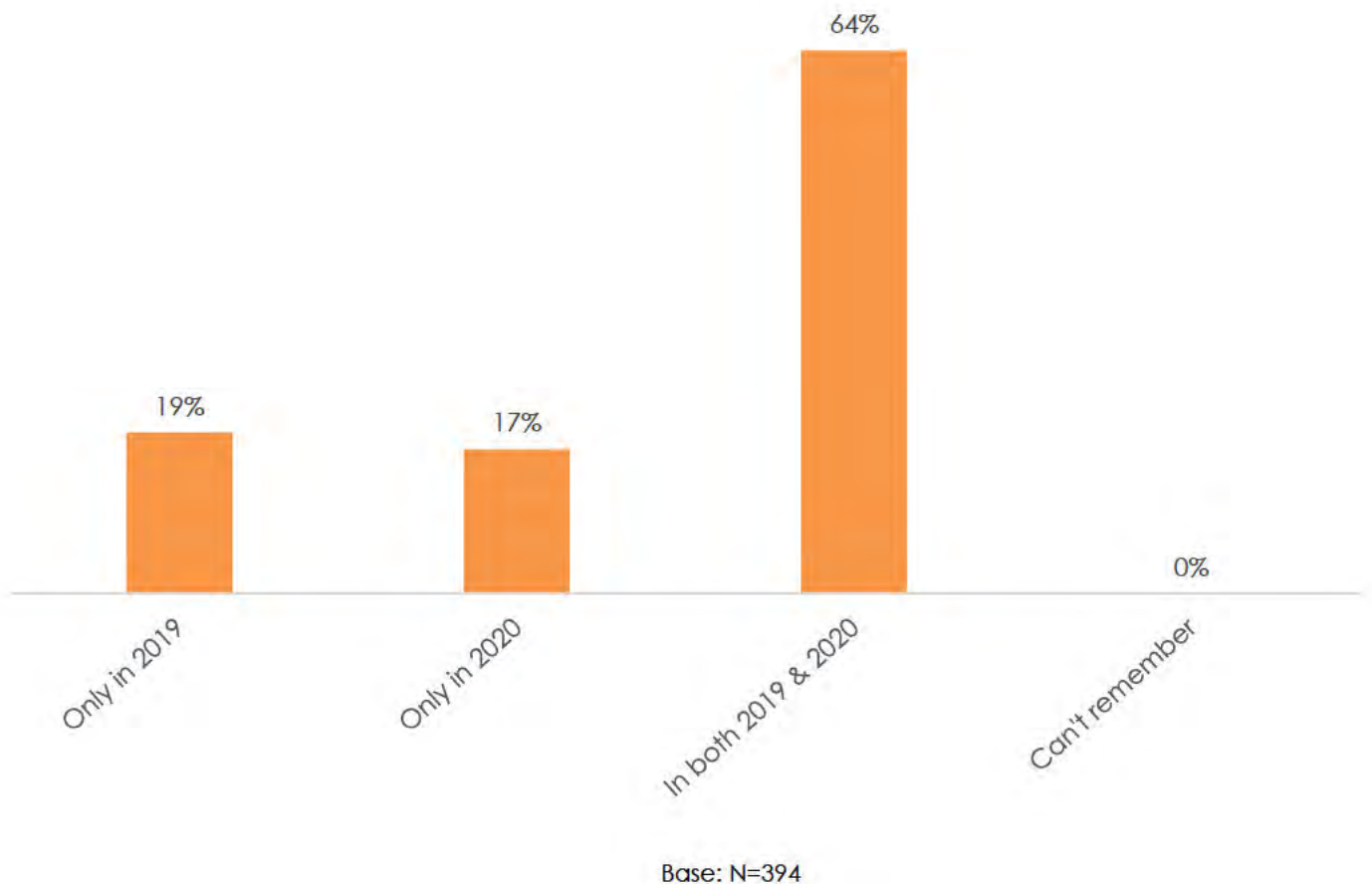
Use of Access Canberra Digital Services

Summary

64% of residents that have used Access Canberra digital services in the past 12 months, stated they used them in both 2019 & 2020. This is significantly higher than for visiting Service Centres (29% of visitors had used in both years) and calling the Contact Centre (45% of callers had used in both years) – whilst this doubtless reflects in part the impact of COVID-19 (e.g.: fewer visits to Service Centres in 2020), it also reflects the higher volume of contacts made each year via Digital Services compared with Services Centres and the Contact Centre – that is, more contacts in a 12 month period means more likelihood of covering both 2019 and 2020).

81% of digital service users stated they used the service in 2020 and 83% stated they used the service in 2019.

Q2aiii. You mentioned that you used some Access Canberra digital services such as the website, online forms, online payments or online webchat in the past 12 months... to the best of your memory, did you use the digital services....



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

Summary

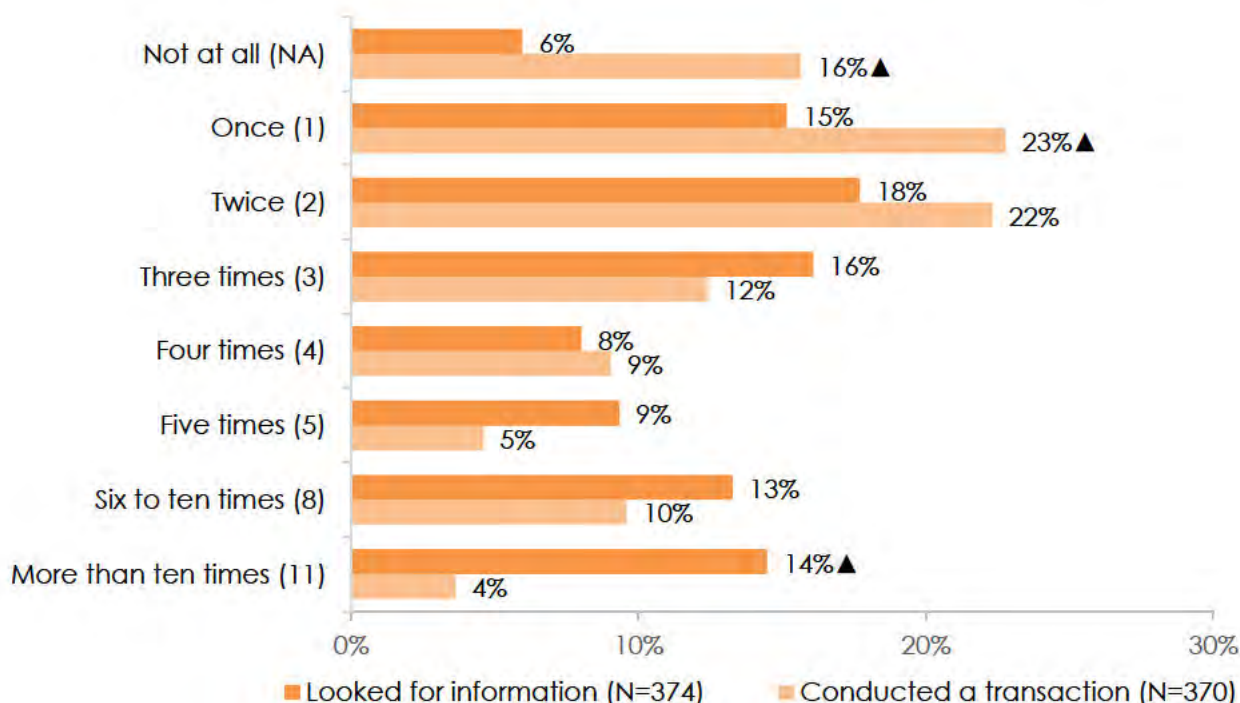
Residents that have used Access Canberra's digital services in the past 12 months to look for information, on average used the service 4.7 times, whilst those that conducted a transaction on average conducted 3.3 transactions. The nett average number of uses is 7.2, well in excess of any other channel.

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 2020 | Overall 2019 | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|---|--------------|--------------|---------|---------|-------|---------|---------|-------|
| Number times looked for information | 4.7 | 4.9 | 4.7 | 4.7 | 3.9 | 5.0 | 4.5 | 5.2 |
| Number of times conducted a transaction | 3.3 | 3.3 | 3.4 | 3.2 | 2.8 | 3.5 | 3.2 | 3.8 |
| Base | 312-352 | 257-287 | 161-185 | 151-167 | 39-54 | 148-164 | 101-106 | 24-28 |

| | 2020 | 2019 |
|--|------|------|
| Total number of digital uses (looking for information and conducting a transaction) | 7.2 | 7.1 |
| Base | 376 | 318 |



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

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

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

Use of Access Canberra Digital Services

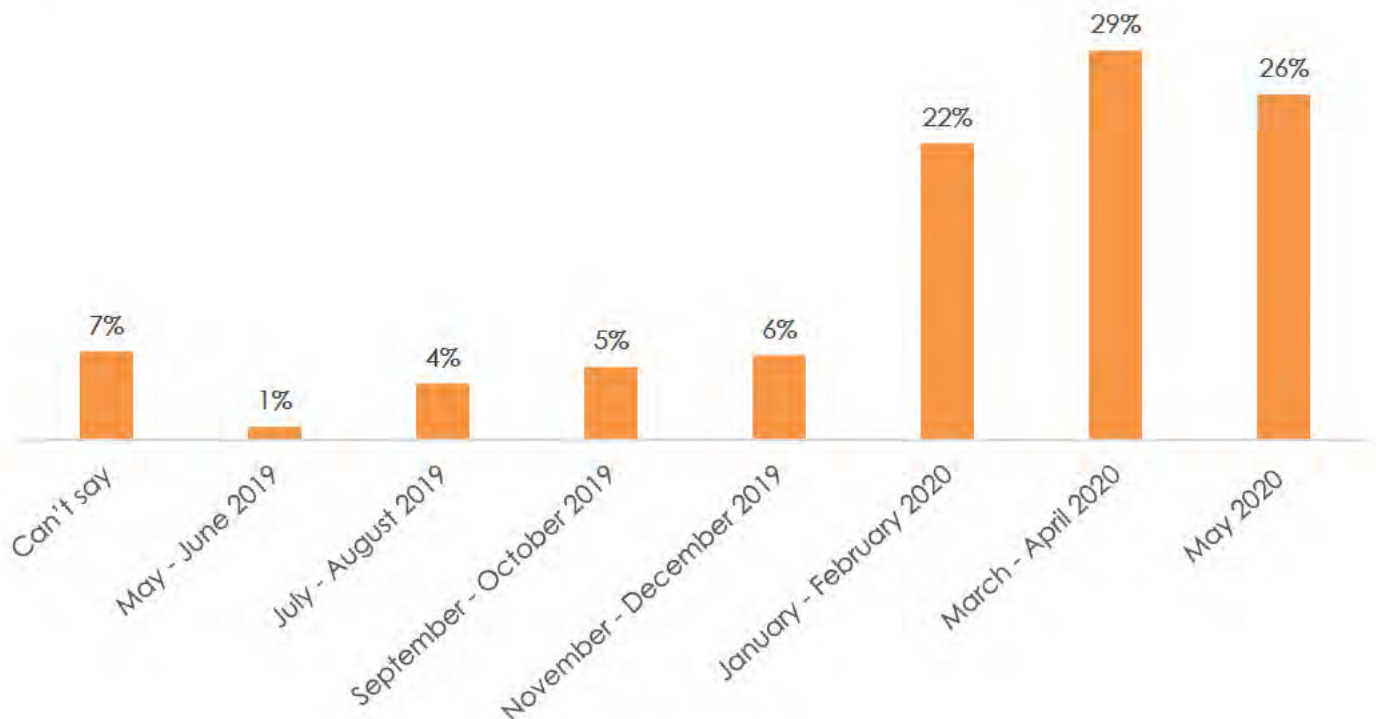
Summary

77% of those who had used the Access Canberra digital services in the past 12 months stated their most recent contact was in 2020. This may be attributed to both the summer bushfires/storms (note the pre-COVID-19 jump in January/February 2020) and then the current COVID-19 situation, where two service centres were closed for a 3-day period, and were operating under restricting hours from the 6th of April, and residents were encouraged to complete transactions online rather than visiting a Service Centre.

Q6aa1. 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 2020 | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|--------------------------|--------------|------|--------|-------|-------|-------|------|
| May - June 2019 | 1% | 1% | 1% | 0% | 1% | 1% | 3% |
| July - August 2019 | 4% | 5% | 4% | 9% | 4% | 1% | 5% |
| September - 2019 | 5% | 5% | 6% | 0% | 5% | 6% | 13%▲ |
| November - December 2019 | 6% | 6% | 7% | 9% | 4% | 7% | 10% |
| January - February 2020 | 22% | 21% | 23% | 29% | 15%▼ | 30%▲ | 20% |
| March - April 2020 | 29% | 29% | 29% | 35% | 33% | 20%▼ | 27% |
| May 2020 | 26% | 26% | 25% | 8%▼ | 31% | 30% | 12%▼ |
| Can't say | 7% | 8% | 5% | 9% | 6% | 4% | 11% |
| Base | 377 | 197 | 180 | 57 | 173 | 116 | 32 |

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



Base: N=377

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

Summary

Ease of use was the most common reason for using Access Canberra digital services, rather than visiting a Service Centre or calling the Telephone Contact Centre, with 38% of Digital Service users giving this as their main reason. 7% of Digital Service users also stated they used online services due to the COVID-19 situation, during which digital services were encouraged.

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

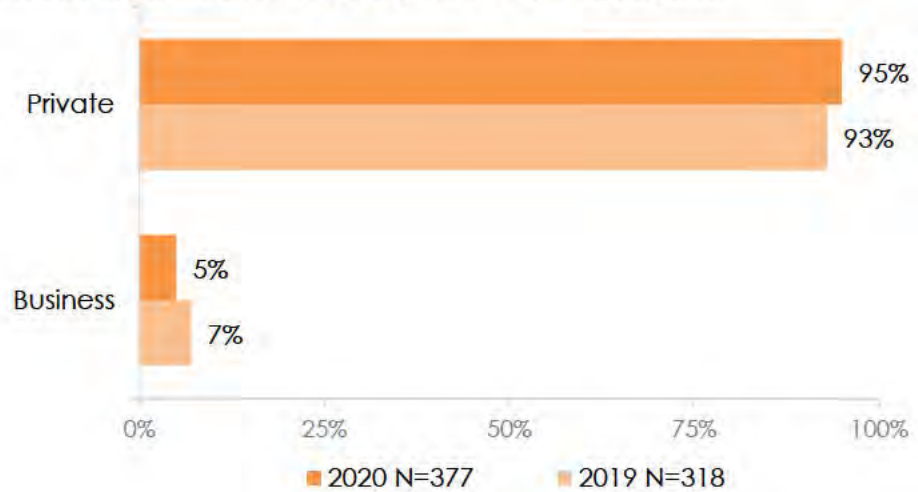
| Reason for choosing Digital Services | N=368 |
|--|-------|
| Easier e.g. to find information online, to make payments | 38% |
| Convenience e.g. more accessible, can do it from home/in my own time/after hours | 28% |
| Faster service/quicker resolution/no queues | 16% |
| Can be done online/just to look for information/conduct a simple transaction | 11% |
| Only option/didn't know you could use other services/told to do it online | 8% |
| Due to the COVID-19 situation/social distancing | 7% |
| Prefer digital services/didn't want to visit a Centre/make a call | 5% |
| Service centre wasn't open | 1% |
| Could not find the information I needed online | 1% |
| A friend recommended the website | <1% |
| Digital services are more cost effective | <1% |
| Don't know/can't recall | 1% |

Details of Most Recent Use of Digital Services

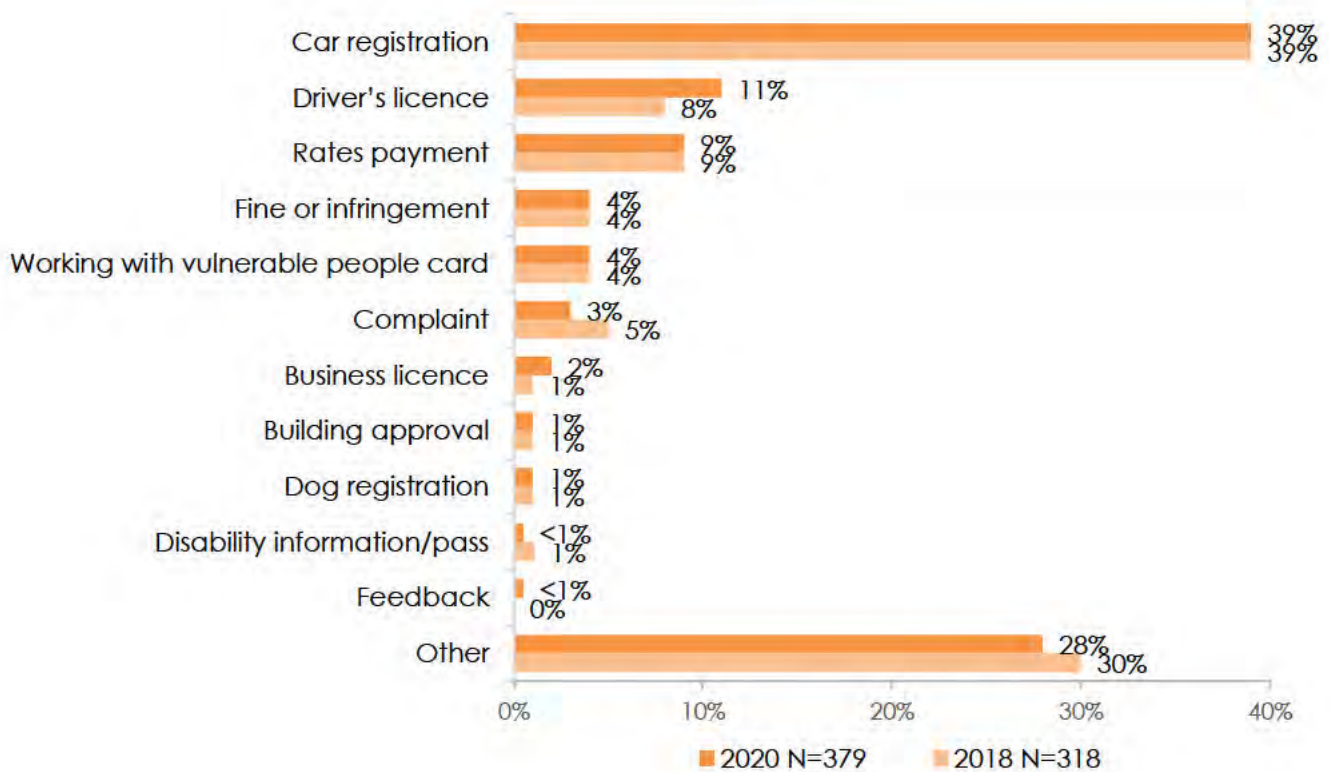
Summary

95% of residents that used the Access Canberra digital services within the last 12 months did so for private purposes. As was found in 2019, the dominant reason for using Digital Services was 'car registration' (39%).

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



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



See Appendix A for 'other specified'

Number of Contacts to Resolve Issue

Summary

80% of residents that had made contact via digital services stated they had their issue resolved after the first contact. Those that contacted for 'rates payment' were significantly less likely to require multiple contacts to have their issue resolved.

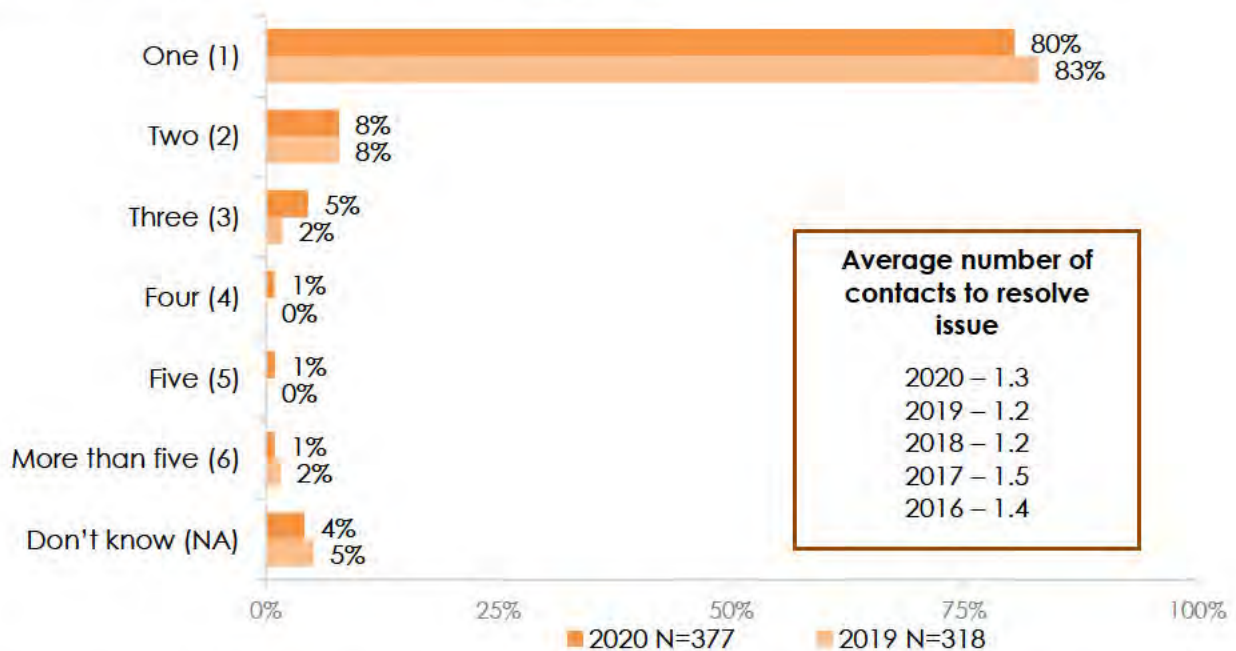
Q6c. How many times did you have to contact Access Canberra before your issue was resolved?

| | Overall 2020 | Overall 2019 | Gender | | Age | | | |
|--------------------|--------------|--------------|--------|--------|-------|-------|-------|-----|
| | | | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
| Number of contacts | 1.3 | 1.2 | 1.3 | 1.3 | 1.2 | 1.3 | 1.4 | 1.2 |
| Base | 362 | 301 | 191 | 171 | 54 | 167 | 111 | 30 |

| | Reason for contact | | |
|--------------------|--------------------|------------------|---------------|
| | Car registration | Driver's licence | Rates payment |
| Number of contacts | 1.3 | 1.4 | 1.1 ▼ |
| Base | 145 | 40 | 33 |

| | Those looking for information only | Those conducting a transaction only | Those who used digital services to both look for information and conduct a transaction |
|--------------------|------------------------------------|-------------------------------------|--|
| Number of contacts | 1.4 | 1.6 | 1.5 |
| Base | 107 | 44 | 407 |

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



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

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

Device Used to Access the Website

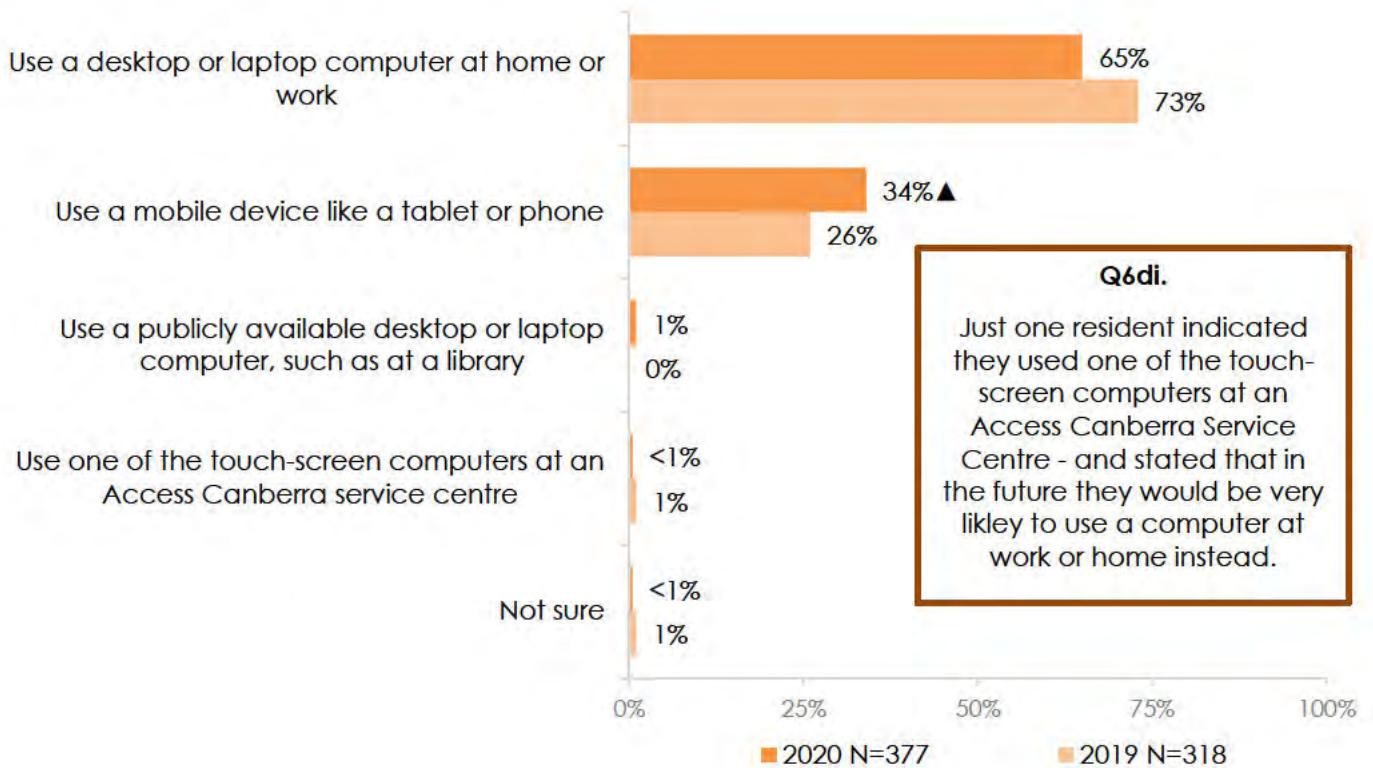
Summary

65% of residents stated they had used a desktop or laptop computer at home or work to access the digital services, and 34% had used a mobile device (up significantly from 26% in 2019). Younger residents (18-44) were more likely to have used a mobile device to access the digital services, and those aged 45+ were more likely to use a desktop or laptop.

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

| | Overall 2020 | Overall 2019 | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|--|--------------|--------------|------|--------|-------|-------|-------|------|
| Use a desktop or laptop computer at home or work | 65% | 73% | 69% | 60% | 59% | 58%▼ | 82%▲ | 87%▲ |
| Use a mobile device like a tablet or phone | 34% | 26% | 30% | 38% | 40% | 40%▲ | 17%▼ | 12%▼ |
| Use a publicly available desktop or laptop computer, such as at a library | 1% | 0% | 0% | 1% | 0% | 0% | 1% | 0% |
| Use one of the touch-screen computers at an Access Canberra service centre | <1% | 1% | 0% | 1% | 2% | 1% | 0% | 0% |
| Not sure | <1% | 1% | 0% | 0% | 0% | 1% | 0% | 1% |
| Base | 377 | 318 | 197 | 180 | 95 | 311 | 223 | 65 |

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



▲▼ = significantly higher/lower percentage (compared to 2019)

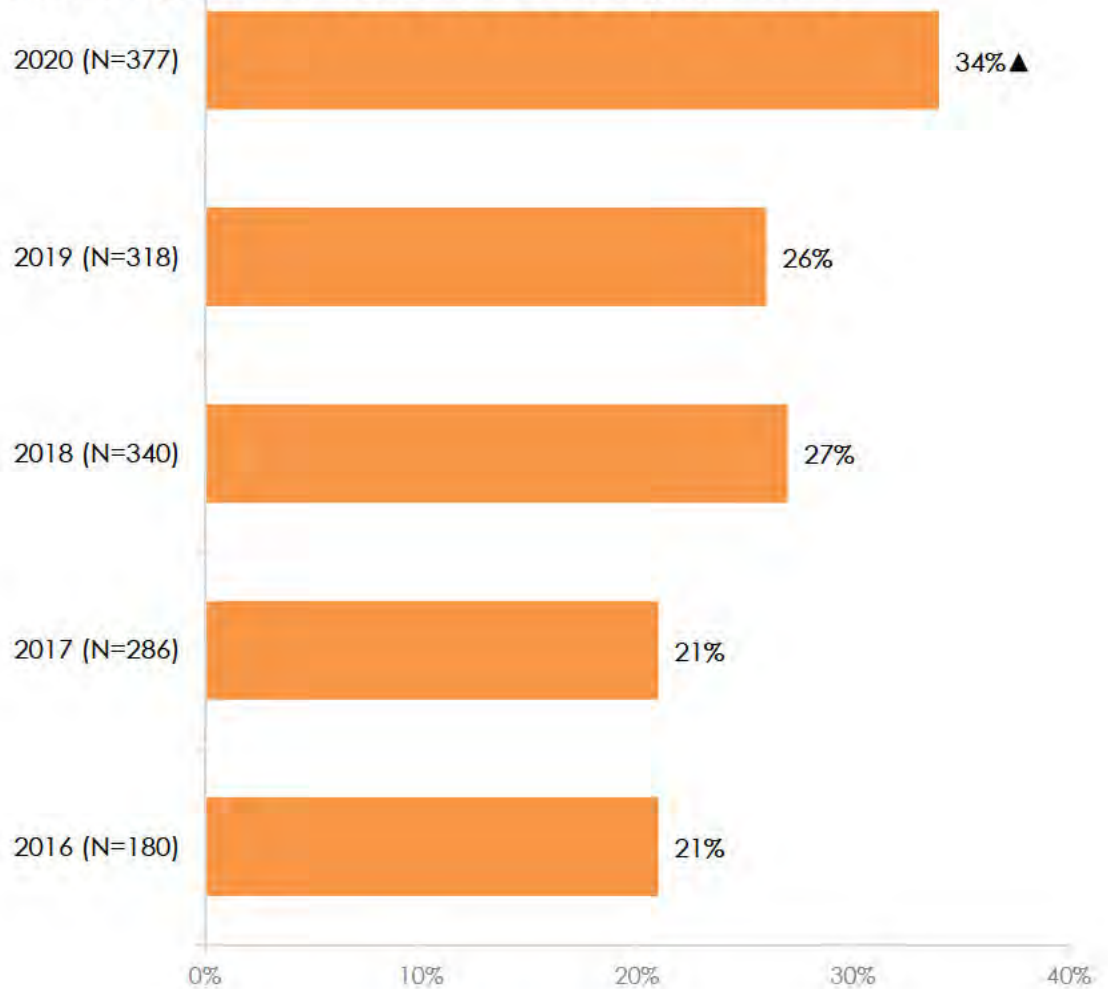
Use of Mobile Devices

Summary

Following on from the previous page, whilst the answer options for Q6d have changed a little over the years, the 'Use a mobile device like a tablet or phone' option has remained unchanged. And as shown in the chart below, mentions of mobile devices has climbed since 2016 – significantly so in 2020.

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

▲▼ = significantly higher/lower percentage (compared to 2019)

Ease of Finding Information or Services

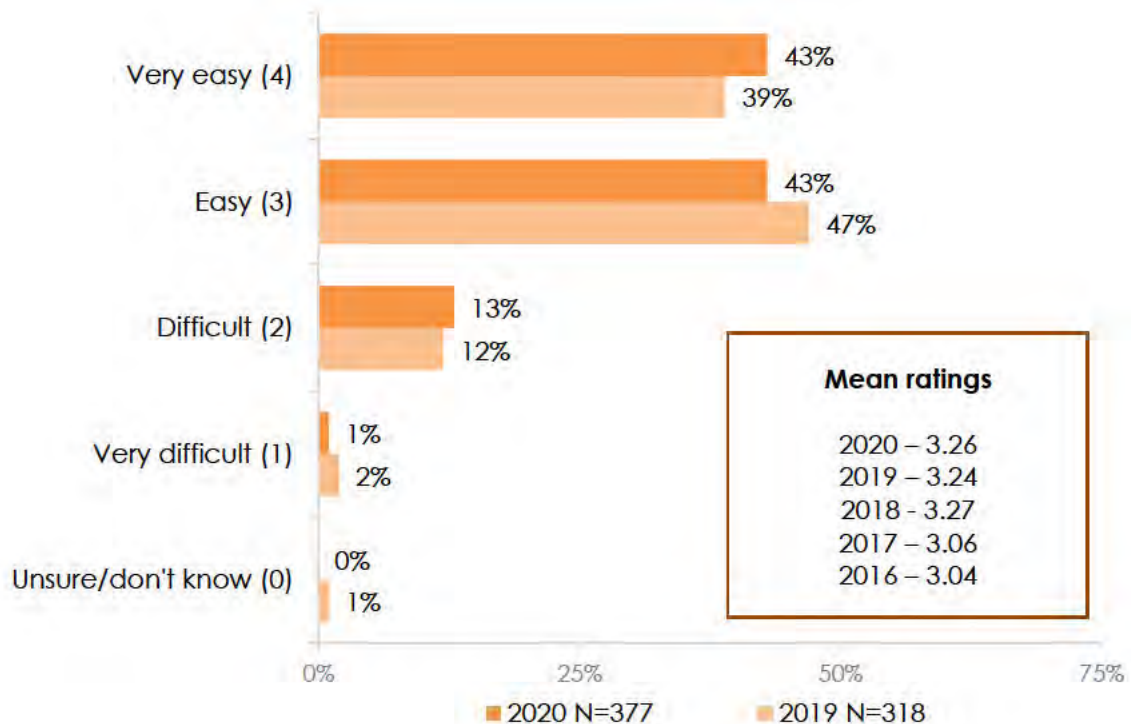
Summary

86% of those that used the digital services in the last 12 months stated they found it easy/very easy to find information. Results have remained on par with 2019 and 2018 – and are above the earlier 2017 and 2016 results, suggesting the changes to the digital platform made back in 2017-2018 have been successful. Those aged 18-24 reported significantly higher levels of ease.

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

| | Overall 2020 | Overall 2019 | Male | Female | 18-24 | 25-44 | 45-64 | 65+ | Used a desktop or laptop at home or work | Used a mobile device |
|-------------|--------------|--------------|------|--------|-------|-------|-------|------|--|----------------------|
| Mean rating | 3.26 | 3.24 | 3.32 | 3.20 | 3.48▲ | 3.31 | 3.06▼ | 3.35 | 3.22 | 3.35 |
| Base | 377 | 315 | 197 | 180 | 57 | 173 | 116 | 32 | 245 | 127 |

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



Scale: 1 = very difficult, 4 = very easy

Ease of Finding Information or Services

Summary

For those that found it easy or very easy to find information on the Access Canberra digital services, the main reason for giving their rating was that the information was clearly presented. For those that found it difficult or very difficult, the main reason was that they 'had difficulty navigating/finding what I was after' (75%).

There is some sense in the data that what differentiates a 'very easy' response from an 'easy' response is 'form easy to fill out' and 'able to complete in one visit'.

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

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

| | All residents that have used digital services in the past 12 months | How easy was it to deal with the Access Canberra Digital Service | | |
|---|---|--|------------|-----------------|
| | | Difficult - very difficult (14%) | Easy (43%) | Very easy (43%) |
| Information clearly presented | 56% | 0% | 64%▲ | 68%▲ |
| Able to complete transaction in one visit | 21% | 2% | 20% | 29%▲ |
| Had difficulty navigating/finding what I was after | 14% | 75%▲ | 8%▼ | 0% |
| Form easy to fill out | 14% | 0% | 9% | 24%▲ |
| Didn't understand the information/question on the form | 4% | 25%▲ | 0% | 0% |
| Had to find documents/card to complete transaction online | 2% | 13%▲ | 0% | <1% |
| Had a slow internet speed | <1% | 3%▲ | 0% | 0% |
| Other | 20% | 24% | 17% | 22% |
| Base | 377 | 56 | 161 | 161 |

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

Please see Appendix A for 'other specified' responses

Satisfaction with Access Canberra Digital Service

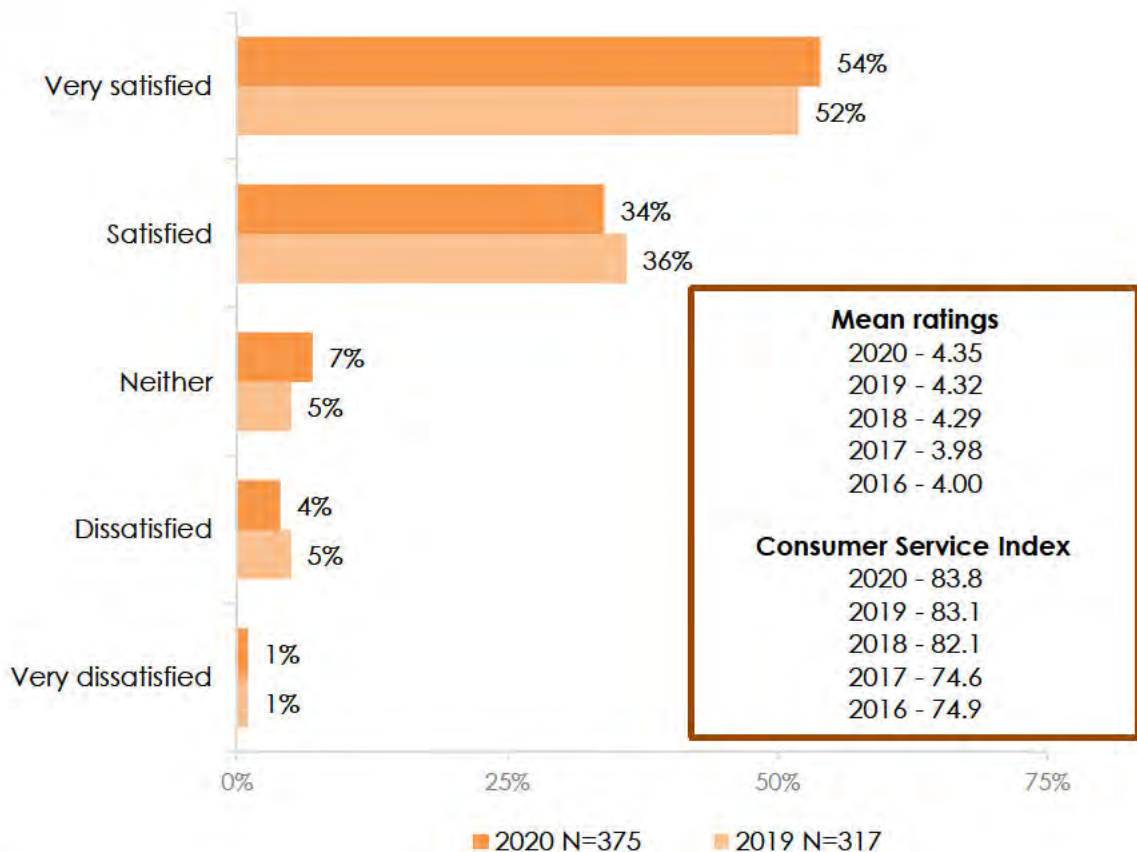
Summary

88% of residents that had used the Access Canberra digital services were either satisfied or very satisfied with the service, on par with 2019. As with the 'ease of dealing' question earlier, note how the jump in satisfaction from 2017 to 2018 has been maintained (and slightly built upon) in 2019 and 2020. Those in the 45-64 age group demonstrated significantly lower levels of satisfaction, whilst satisfaction was significantly higher for those that had their issue resolved after the first contact.

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

| | Overall 2020 | Overall 2019 | Gender | | Age | | | | Number of contacts to resolve issue | |
|-------------|--------------|--------------|--------|--------|-------|-------|-------|------|-------------------------------------|---------------|
| | | | Male | Female | 18-24 | 25-44 | 45-64 | 65+ | One | More than one |
| Mean rating | 4.35 | 4.32 | 4.48▲ | 4.21 | 4.52 | 4.41 | 4.13▼ | 4.53 | 4.56▲ | 3.46 |
| CSI | 83.8 | 83.1 | 87.1▲ | 80.2 | 88.1 | 85.2 | 78.4▼ | 88.2 | 88.9▲ | 61.4 |
| Base | 375 | 317 | 195 | 180 | 57 | 171 | 116 | 32 | 301 | 58 |

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



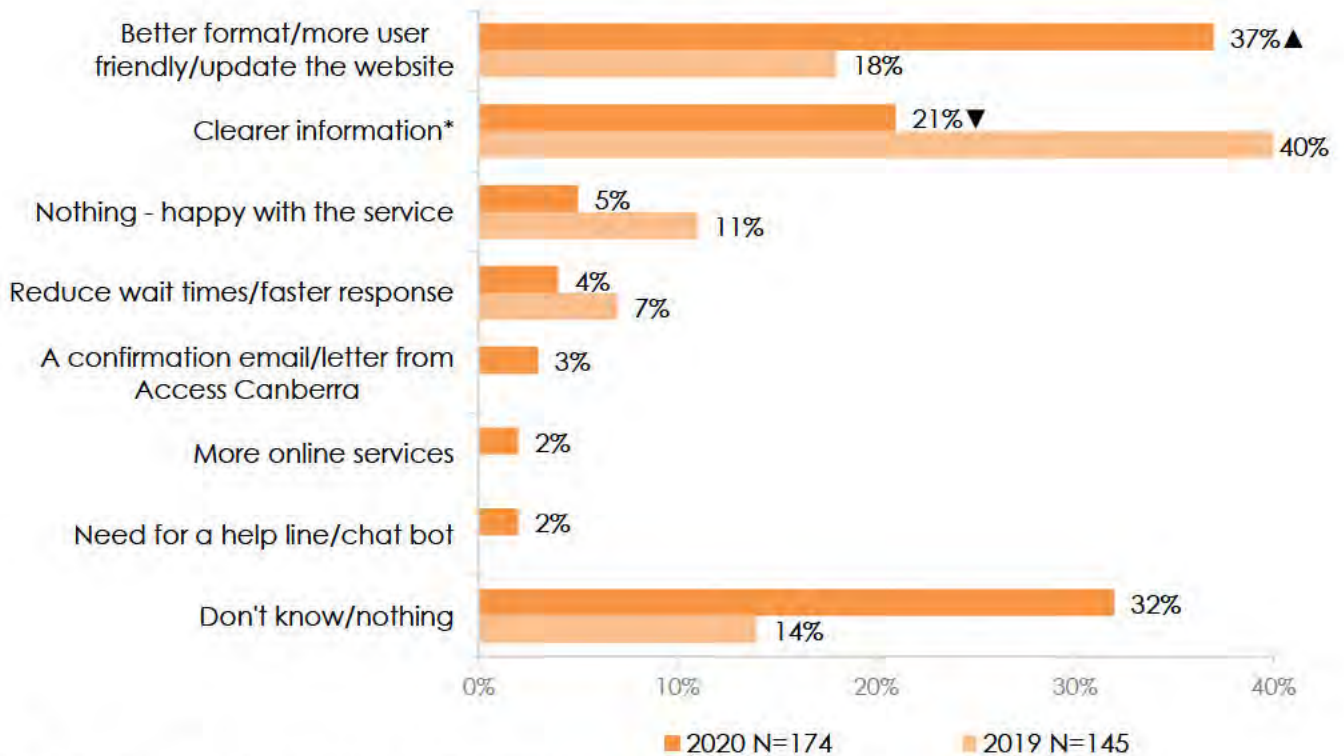
Mean scale: very dissatisfied = 1, very satisfied = 5
 CSI scale: very dissatisfied = 0, very satisfied = 100

Satisfaction with Access Canberra Digital Service

Summary

The leading change residents would like to see to transition them to higher satisfaction levels was 'better format/more user friendly/update the website'. The proportion of users that identified this as a change they would like to see significantly increased in 2020, whilst those stating they would like 'clearer information' significantly decreased. This might suggest that changes to the digital services in the past 12 months have led to clearer information being presented to users, but that a more user friendly website is required.

- 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)



▲▼= A significantly higher/lower percentage (compared to 2019)

Please see Appendix A for full list of responses

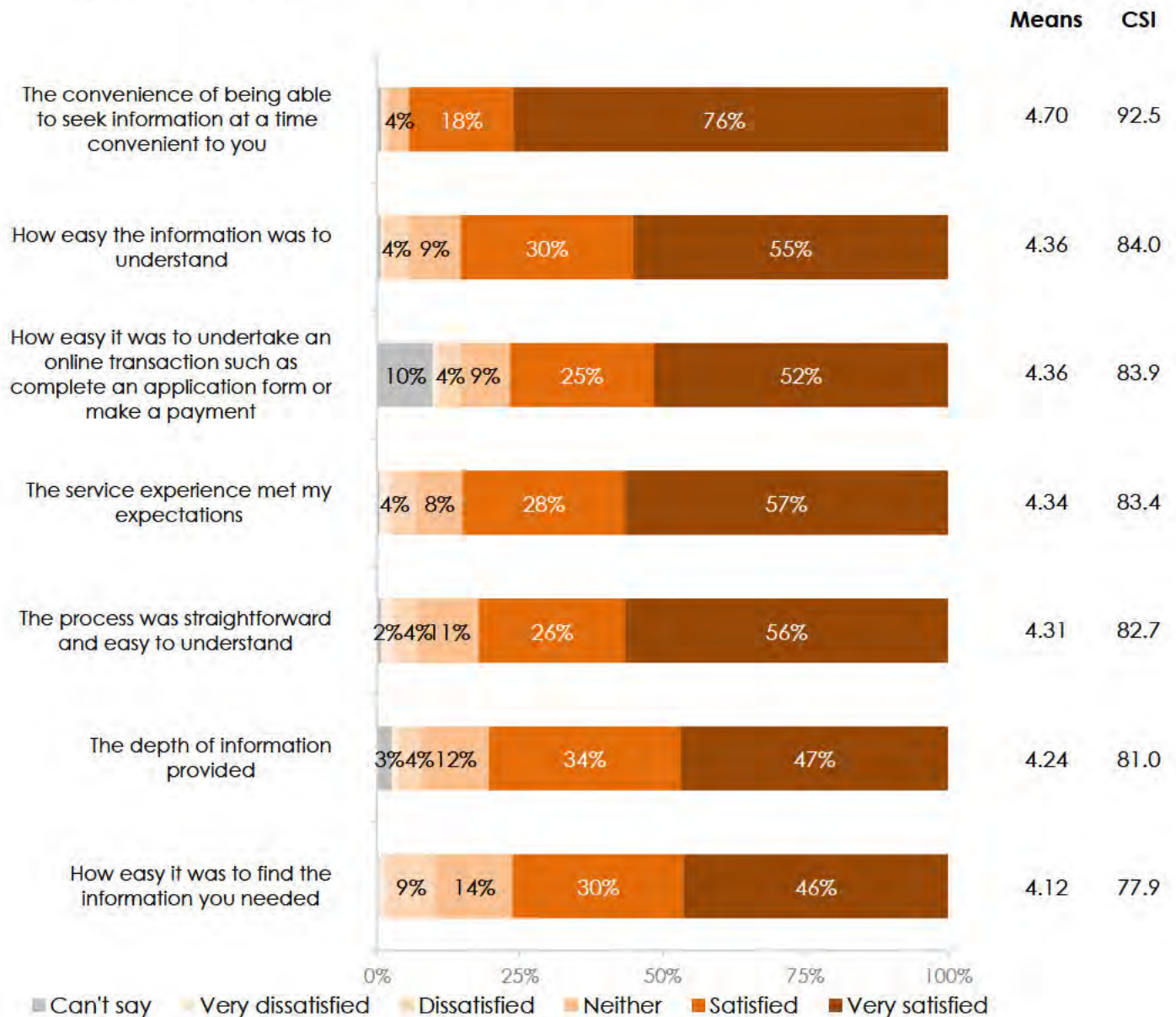
*'Clearer information' was previously named 'easier to navigate/clearer information/better search engine' in 2019.

Satisfaction with Specific Digital Services

Summary

All 7 attributes of Access Canberra's digital services increased in satisfaction in 2020 (although not significantly). 'The convenience' of the service continued to be the area with the highest level of satisfaction, with 94% indicating they were satisfied/very satisfied. Satisfaction was lowest for 'how easy it was to find the information you needed', with 23% of users indicating they were dissatisfied/very dissatisfied.

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



Base: N=377

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

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

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

Satisfaction with Specific Digital Services

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

| | Mean ratings | | CSI scores | |
|---|--------------|------|------------|------|
| | 2020 | 2019 | 2020 | 2019 |
| The convenience of being able to seek information at a time convenient to you | 4.70 | 4.66 | 92.5 | 91.5 |
| How easy the information was to understand | 4.36 | 4.34 | 84.0 | 83.6 |
| How easy it was to undertake an online transaction such as complete an application form or make a payment | 4.36 | 4.31 | 83.9 | 82.7 |
| The service experience met my expectations | 4.34 | 4.31 | 83.4 | 82.6 |
| The process was straightforward and easy to understand | 4.31 | 4.26 | 82.7 | 81.6 |
| The depth of information provided | 4.24 | 4.13 | 81.0 | 78.3 |
| How easy it was to find the information you needed | 4.12 | 4.08 | 77.9 | 77.1 |

| | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|---|-------|--------|-------|-------|-------|------|
| The convenience of being able to seek information at a time convenient to you | 4.75 | 4.64 | 4.87▲ | 4.72 | 4.60 | 4.64 |
| How easy the information was to understand | 4.44 | 4.28 | 4.51 | 4.47 | 4.11▼ | 4.41 |
| How easy it was to undertake an online transaction such as complete an application form or make a payment | 4.42 | 4.29 | 4.41 | 4.50▲ | 4.13▼ | 4.29 |
| The service experience met my expectations | 4.48▲ | 4.18 | 4.58▲ | 4.49▲ | 3.99▼ | 4.33 |
| The process was straightforward and easy to understand | 4.38 | 4.23 | 4.70▲ | 4.47▲ | 3.88▼ | 4.29 |
| The depth of information provided | 4.32 | 4.15 | 4.50▲ | 4.24 | 4.11 | 4.24 |
| How easy it was to find the information you needed | 4.20 | 4.03 | 4.19 | 4.25▲ | 3.82▼ | 4.31 |

| | 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 | 4.65 | 4.75 | 4.66 | 4.80 | 4.84 |
| How easy the information was to understand | 4.37 | 4.39 | 4.26 | 4.71▲ | 4.25 |
| How easy it was to undertake an online transaction such as complete an application form or make a payment | 4.23 | 4.46 | 4.36 | 4.55 | 4.21 |
| The service experience met my expectations | 4.25 | 4.39 | 4.25 | 4.79▲ | 4.05 |
| The process was straightforward and easy to understand | 4.28 | 4.33 | 4.20 | 4.75▲ | 3.85 |
| The depth of information provided | 4.16 | 4.32 | 4.26 | 4.45 | 4.22 |
| How easy it was to find the information you needed | 4.05 | 4.23 | 4.10 | 4.42▲ | 3.63 |

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

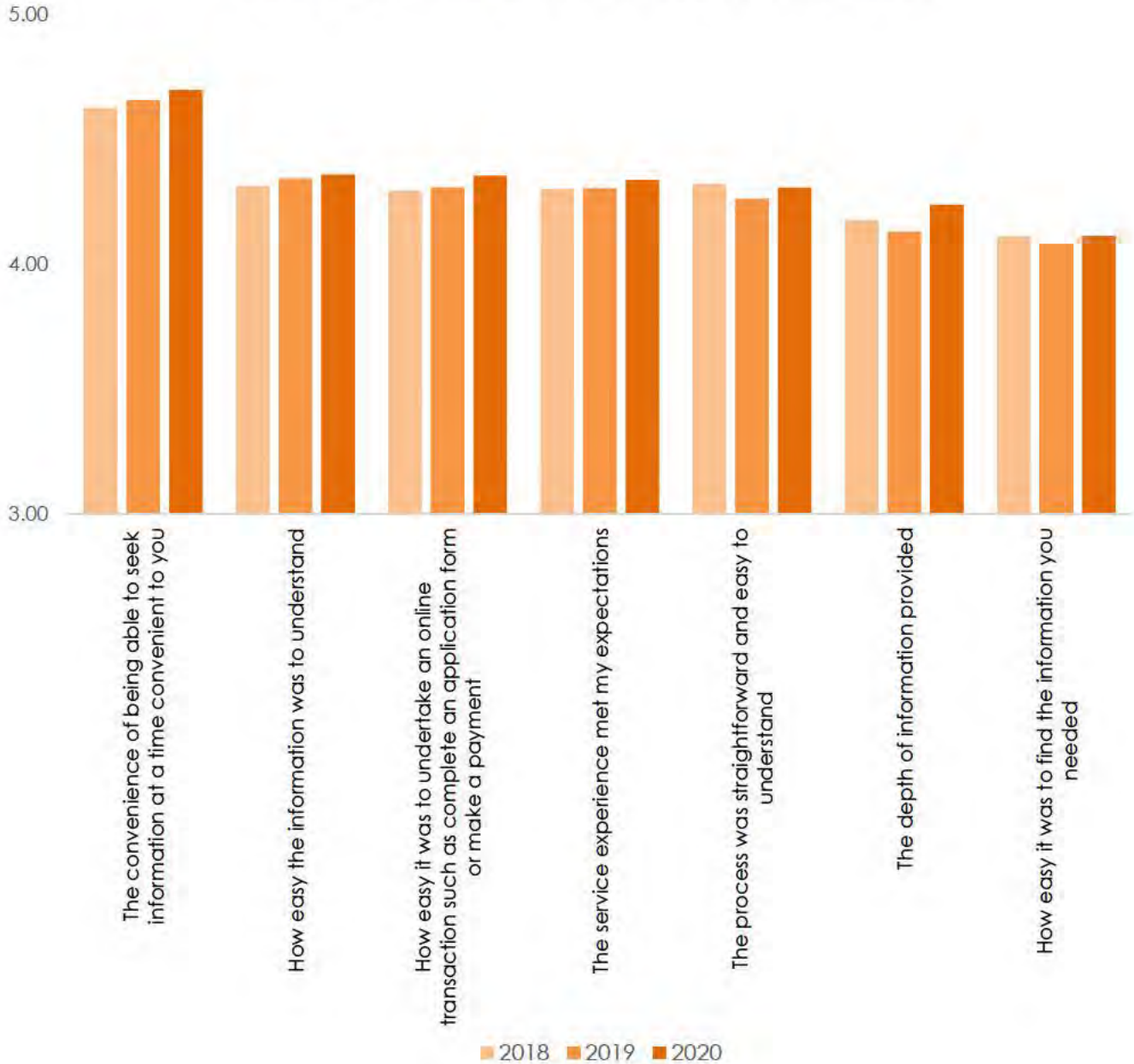
CSI scale: very dissatisfied = 0, very satisfied = 100

▲▼ = 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 an Access Canberra digital service?

Satisfaction with Specific Services Trend Data

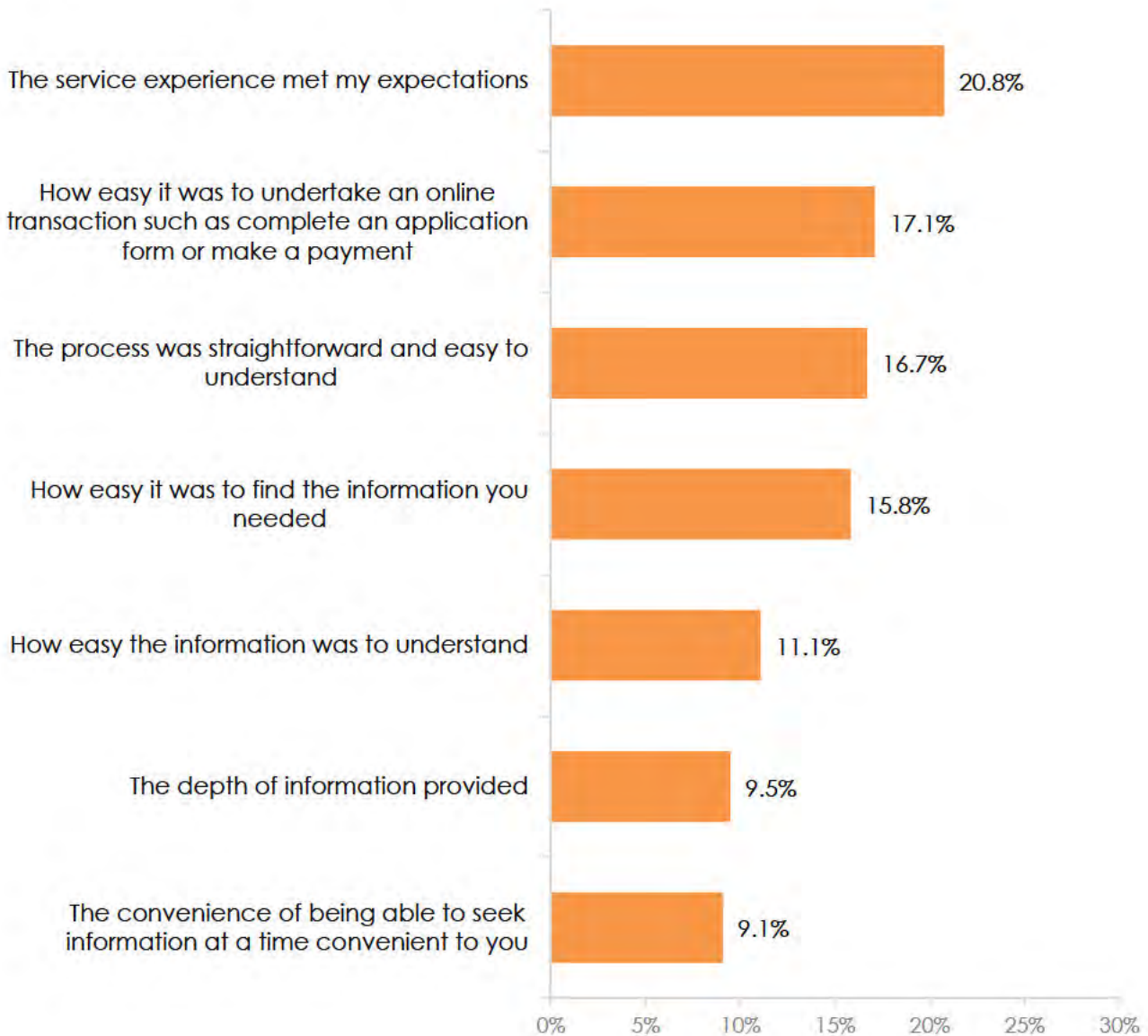


Mean scale: very dissatisfied = 1, very satisfied = 5

Drivers of Overall Satisfaction with Digital Services

Access Canberra Digital Services

The chart below illustrates the overall contribution that each attribute has towards overall satisfaction with Access Canberra Digital Services, based on the Shapley Regression analysis. 'The service experience met my expectations' was the strongest driver of overall satisfaction with the service.

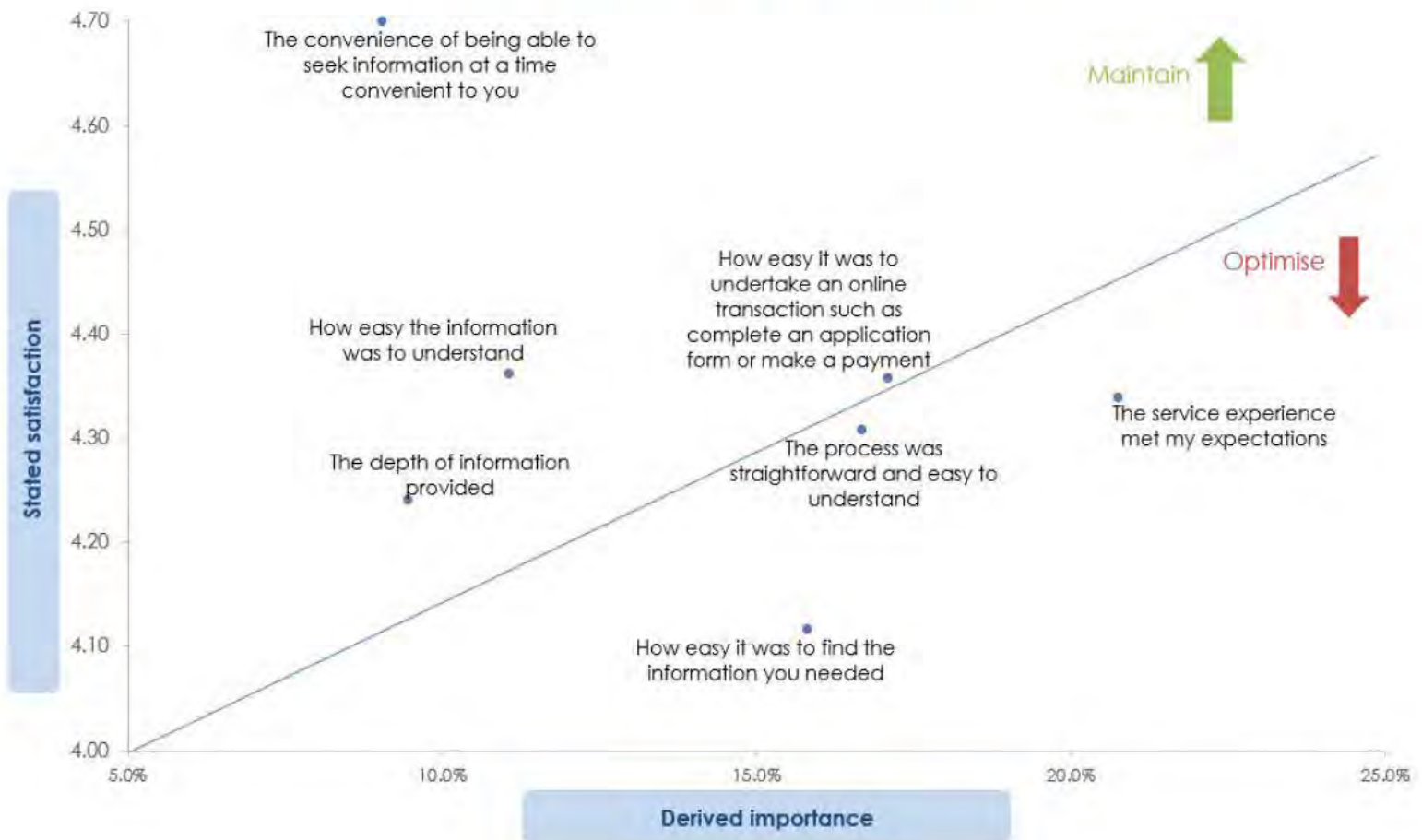


Drivers of Overall Satisfaction with Digital Services

Access Canberra Digital Services

The chart below plots the 2020 Shapley Regression score (previous page), against residents' stated satisfaction for Digital Services. Identifying methods to increase satisfaction with 'the service experience met my expectations' and 'how easy it was to find the information you needed', should lead to an increase in overall satisfaction by residents.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas

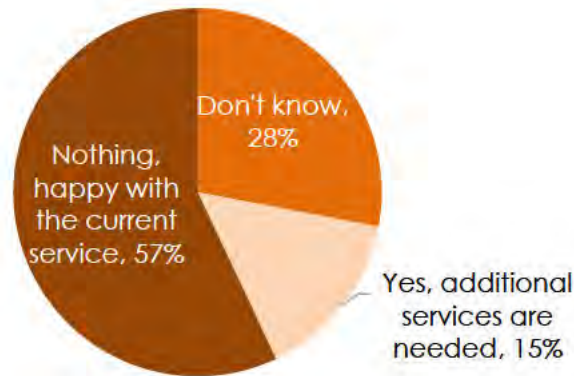


Digital Services Not Currently Offered

Summary

For those that have used Access Canberra digital services in the past 12 months, 57% stated there is nothing they need as an additional offering – and a further 28% didn't know. For those that suggested an additional service is needed (15%), the most common suggestion was 'more information on specific issues/services'.

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



Base: N=369

| | 2020 N=369 | 2019 N=227 |
|---|---------------|---------------|
| Yes, additional services are needed | 15% | 16% |
| Nothing, happy with the current service | 57% | 66% |
| Don't know | 28% | 18% |

| | Count | | Count |
|---|-------|---|-------|
| More information on specific issues/services e.g. waste, tax, trees, service centre locations | 11 | Ability to apply online for reptile license | 1 |
| Vehicle registrations and transfers | 10 | Ability to book driving test online | 1 |
| Applying for cards/permits e.g. driver's licence, seniors' card, parking permit | 5 | An Access Canberra app | 1 |
| Streamline their customer service more digitally | 4 | Better UI for phone | 1 |
| More general information | 3 | Contact with the dam | 1 |
| Building approvals | 2 | Include opportunity to do hypothetical calculations | 1 |
| Check details before sending out emails i.e. links | 2 | Incorporated associations management | 1 |
| Complaint section | 2 | Insurance comparisons | 1 |
| Continuous disclosure for donations | 2 | Notices of disposal for cars | 1 |
| Demerit point checking | 2 | Planning information | 1 |
| Easier to provide feedback to politicians | 2 | Real time tracking e.g. bus services, emergencies | 1 |
| Keep some services face-to-face | 2 | Show all activity like MyGov website | 1 |
| Live online chat function | 2 | Topping up bus card online | 1 |
| More disability information | 2 | Updating address | 1 |
| Reporting a parking infringement | 2 | Will not use digital services in future | 1 |



Section F – Overall Perceptions of Access Canberra



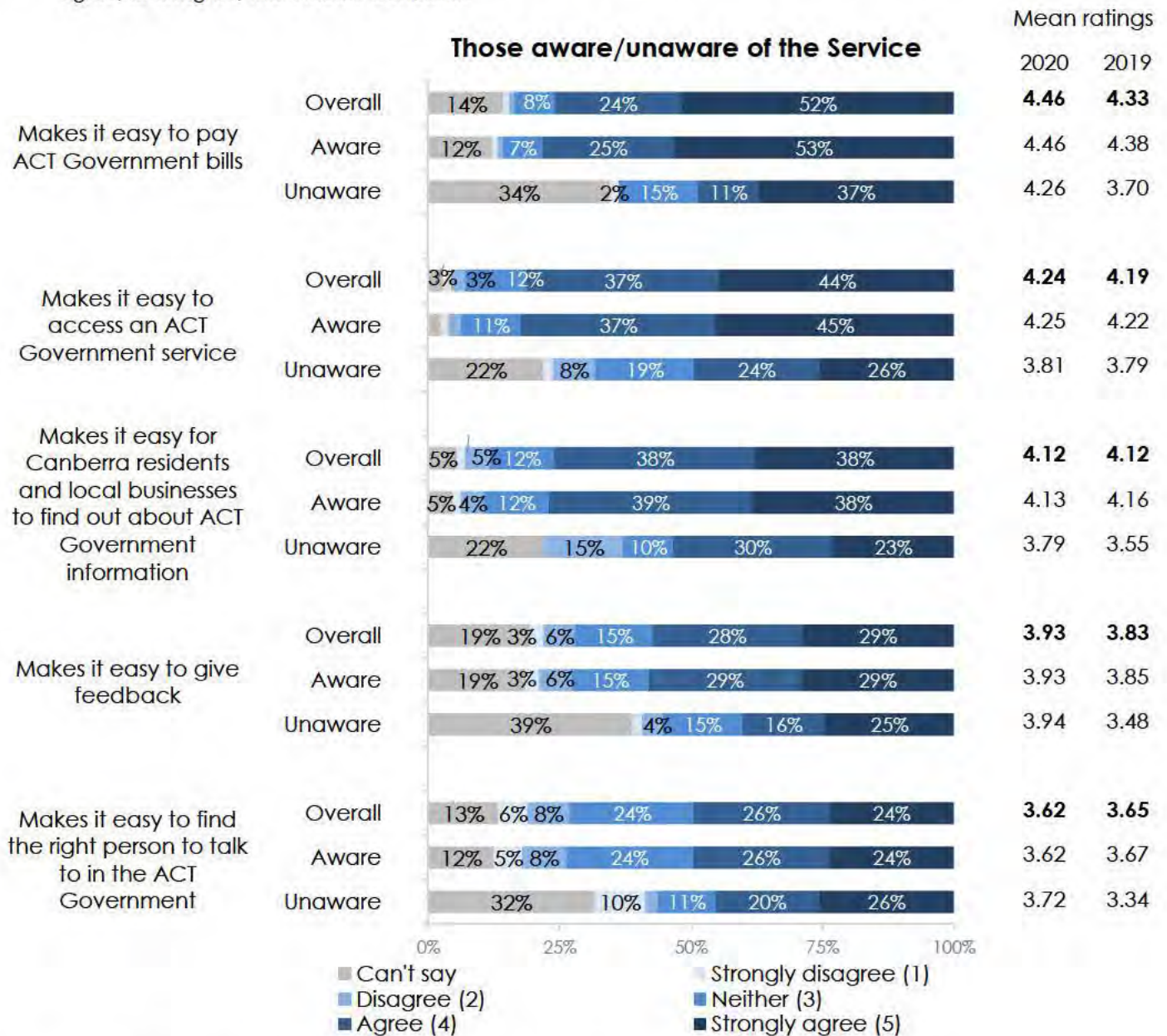
Overall Perceptions of Access Canberra

Summary – Based on AWARENESS

The area with the highest level of agreement continues to be Access Canberra 'makes it easy to pay ACT Government bills', with 76% in agreement. The least agreed upon statement was that Access Canberra 'makes it easy to find the right person to talk to in the ACT Government'. Three of the five statements increased marginally in agreement in 2020.

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.

Note: labels of <3% are not shown above

2020 Base: overall N=606, aware N=580, unaware N=26, 2019 Base: overall N=602, aware N=559, unaware N=43.

Overall Perceptions of Access Canberra

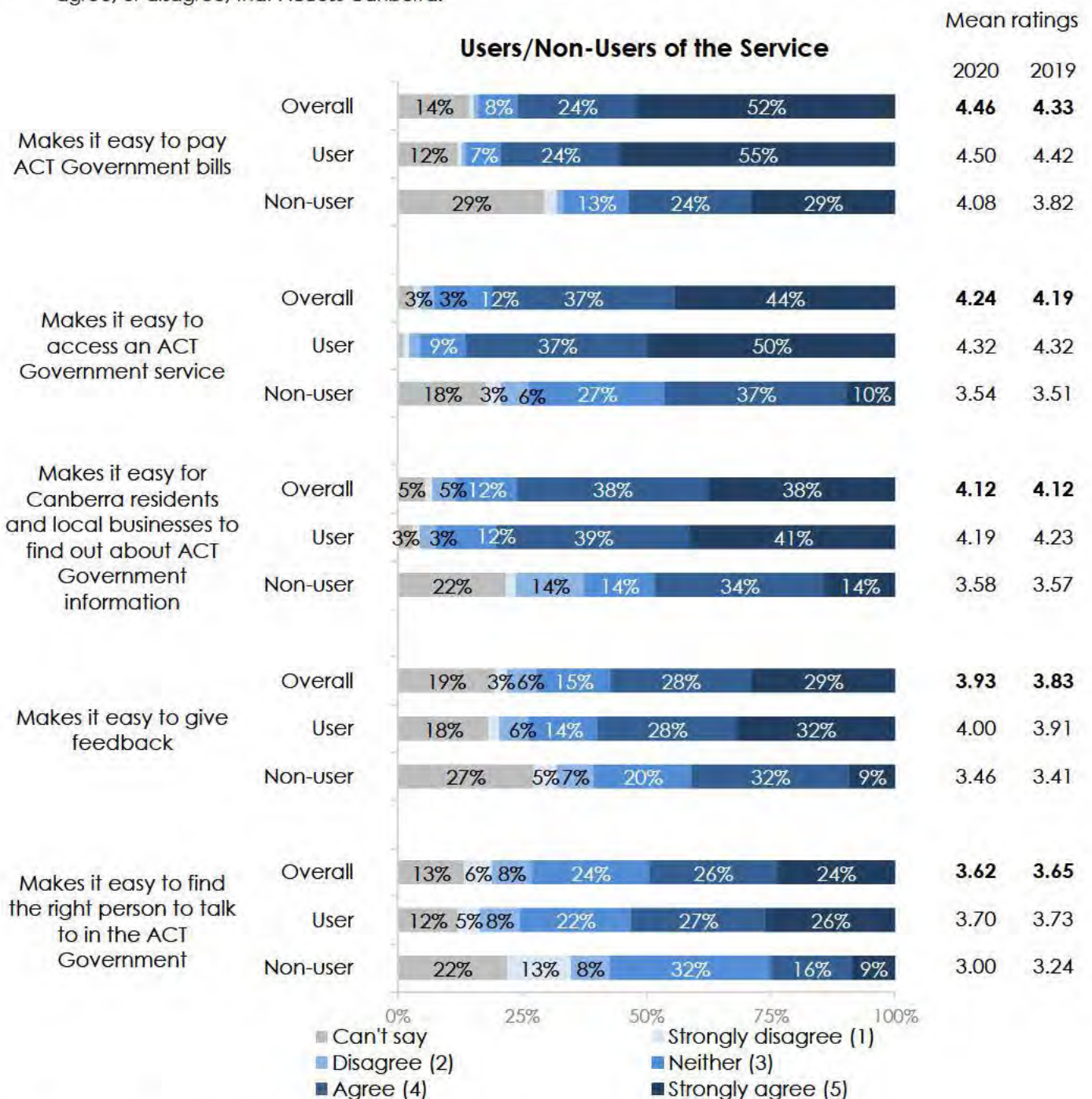
Summary – Based on USAGE

Overall, the results remain on par with 2019. Users indicated marginally higher levels of agreement compared to 2019 with the exception of ease of paying bills, which marginally decreased.

Once again, across all statements, Access Canberra 'users' were more likely to agree, than 'non-users'.

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.

Note: labels of <3% are not shown above.

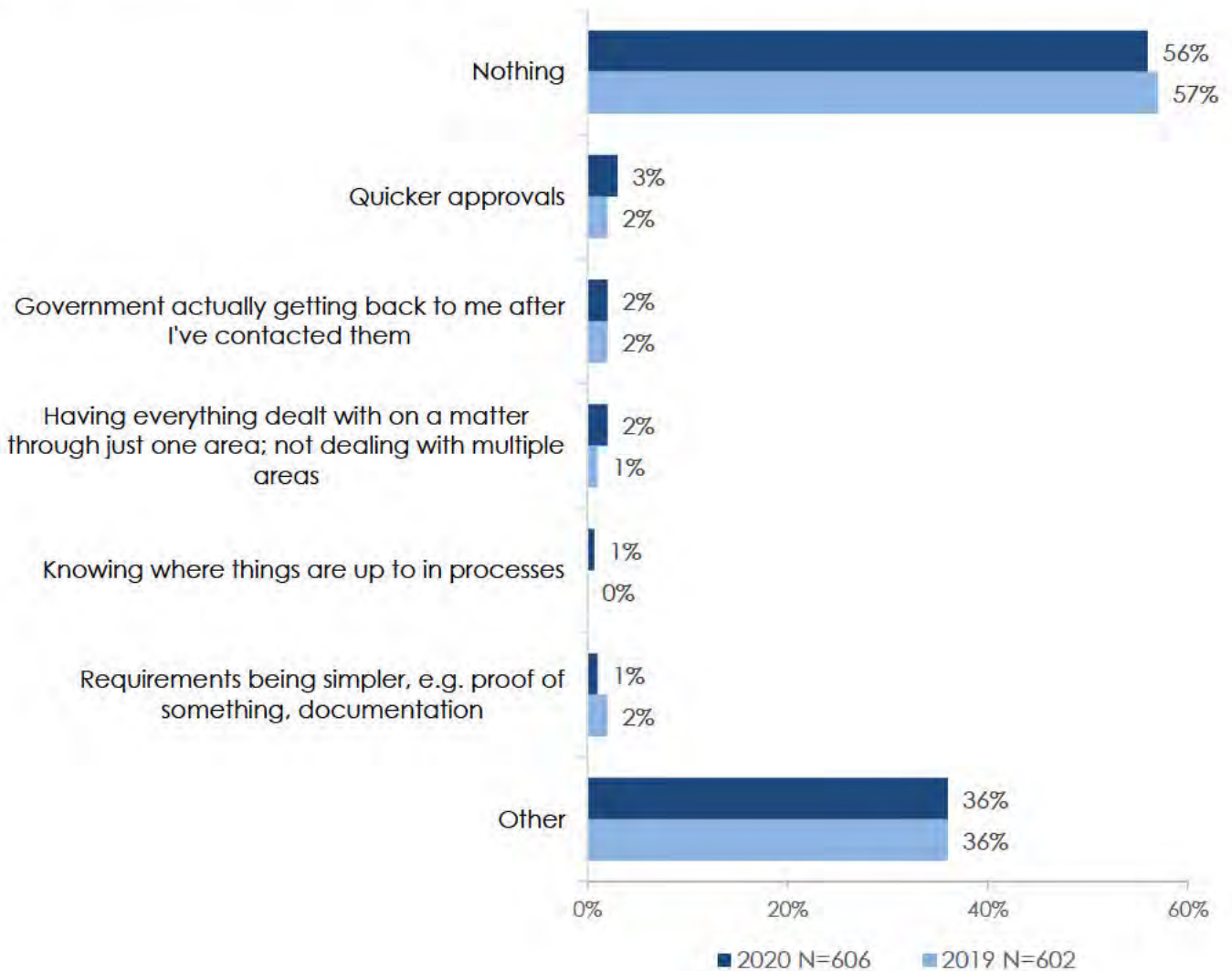
2020 Base: overall N=606, user N=527, non-user N=79, 2019 Base: overall N=602, user N=498, non-user N=104.

Service Delivery Improvements

Summary

Similar to 2019, 56% of residents do not believe that there are areas of the ACT Government's service delivery that needs to change, a positive result. For those that suggested improvements, 'quicker approvals' was the most common response.

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



Please See Appendix A for 'other specified' responses





Section G – Service Delivery Options

Likelihood to Use Online License Update and Renewal Service

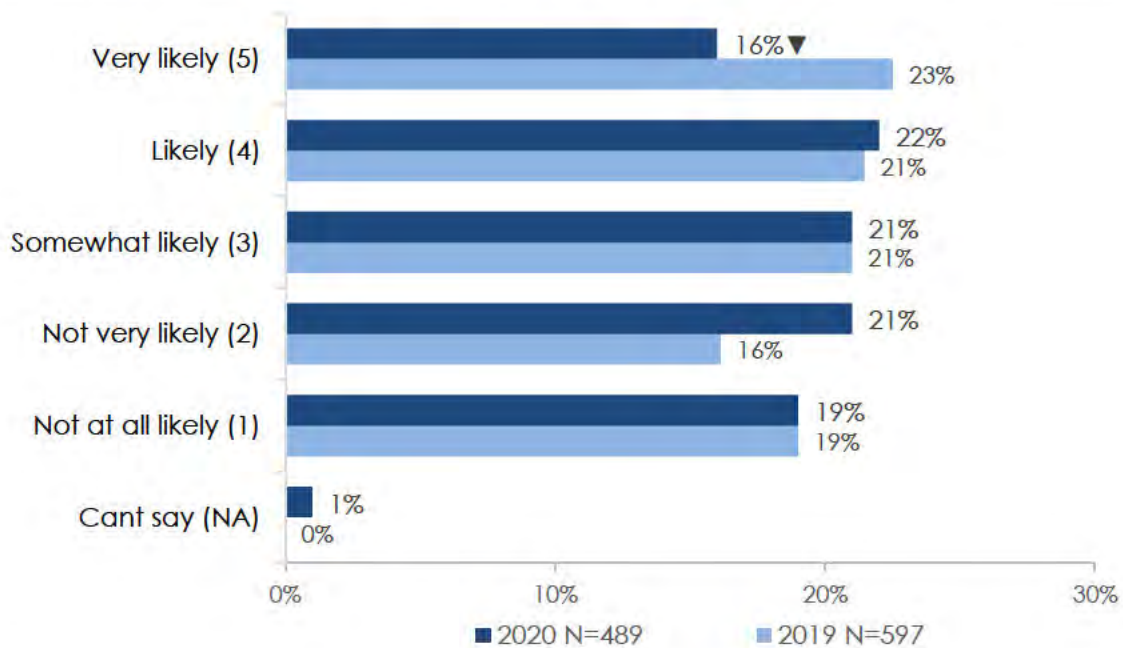
Summary

59% of residents stated they would be at least somewhat likely to use the new service if it became available, with younger residents (18-44) significantly more likely. There has been a marginal decrease overall in likelihood, with a significant decrease in residents specifically stating they would be 'very likely'.

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

| | Overall 2020 | Overall 2019 | Used Access Canberra services in the past 12 months | | | |
|-------------|--------------|--------------|---|----------|-----------------------|---------------------------|
| | | | User | Non-user | Used digital services | Not used digital services |
| Mean rating | 2.94 | 3.12 | 2.99 | 2.57 | 2.78 | 3.03 |
| Base | 598 | 597 | 523 | 75 | 206 | 392 |

| | Gender | | Age | | | |
|-------------|--------|--------|-------|-------|-------|------|
| | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
| Mean rating | 2.83 | 3.04 | 3.31▲ | 3.17▲ | 2.76 | 2.36 |
| Base | 288 | 310 | 81 | 242 | 182 | 93 |



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

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

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

Preferred Method of Receiving ACT Government Bills

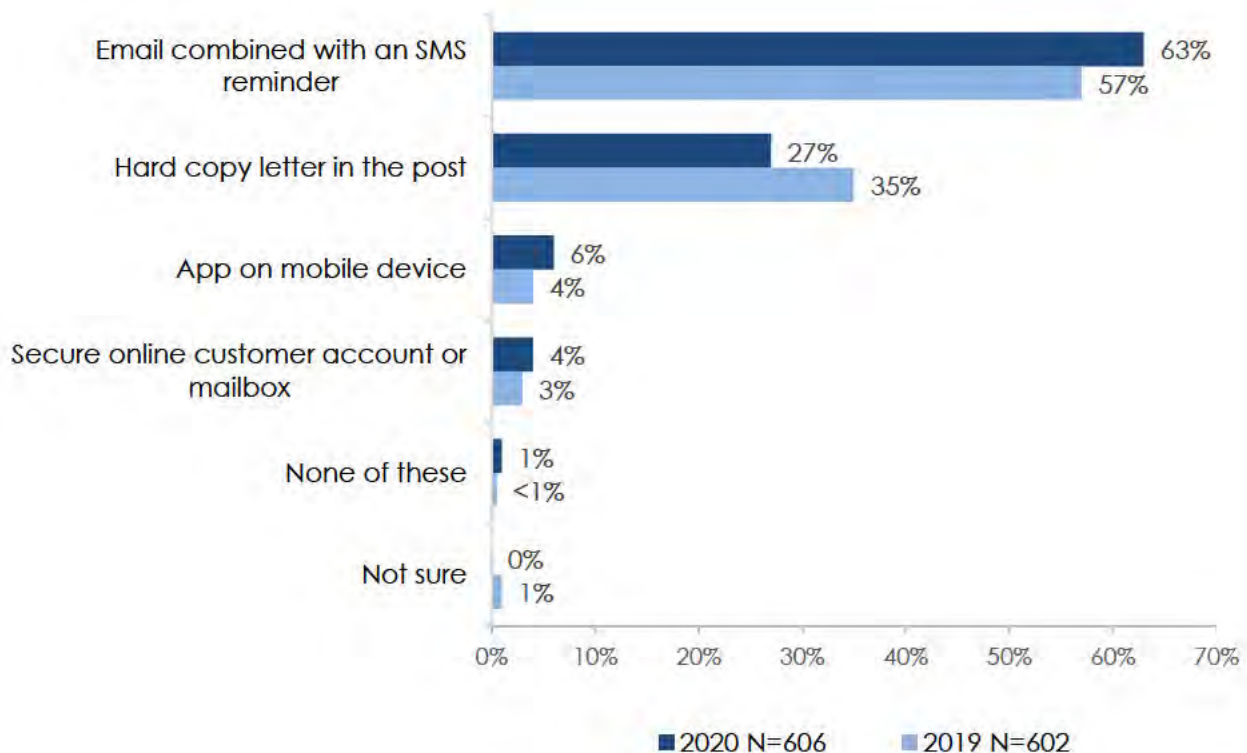
Summary

The most preferred method overall for receiving ACT Government bills was email combined with an SMS reminder, with those aged 18-44 significantly more likely to prefer this method. Older residents (65+), however, stated their preferred method was 'hard copy letter in the post' (61%).

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

| | Overall 2020 | Overall 2019 | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|---|--------------|--------------|------|--------|-------|-------|-------|------|
| Email combined with an SMS reminder | 63%▲ | 57% | 64% | 61% | 77%▲ | 70%▲ | 61% | 36%▼ |
| Hard copy letter in the post | 27%▼ | 35% | 26% | 28% | 12%▼ | 15%▼ | 31% | 61%▲ |
| App on mobile device | 6% | 4% | 5% | 7% | 9% | 9% | 4% | 2%▼ |
| Secure online customer account or mailbox | 4% | 3% | 5% | 3% | 2% | 5% | 4% | 1%▼ |
| None of these | 1%▲ | <1% | 1% | 1% | 0% | 1%▲ | 0% | 0% |
| Not sure | 0% | 1% | 0% | 0% | 0% | 0% | 0% | 0% |
| Base | 606 | 602 | 294 | 312 | 83 | 244 | 182 | 98 |

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



Section H – Quality of Life



Quality of Life in the ACT

Summary

Perceived quality of life in the ACT is high, with 97% of residents rating it as good to excellent. The marginal increase in perceived quality of life in 2020 is a very positive result, especially considering the bushfires experienced in the summer of 2019 and the COVID-19 pandemic.

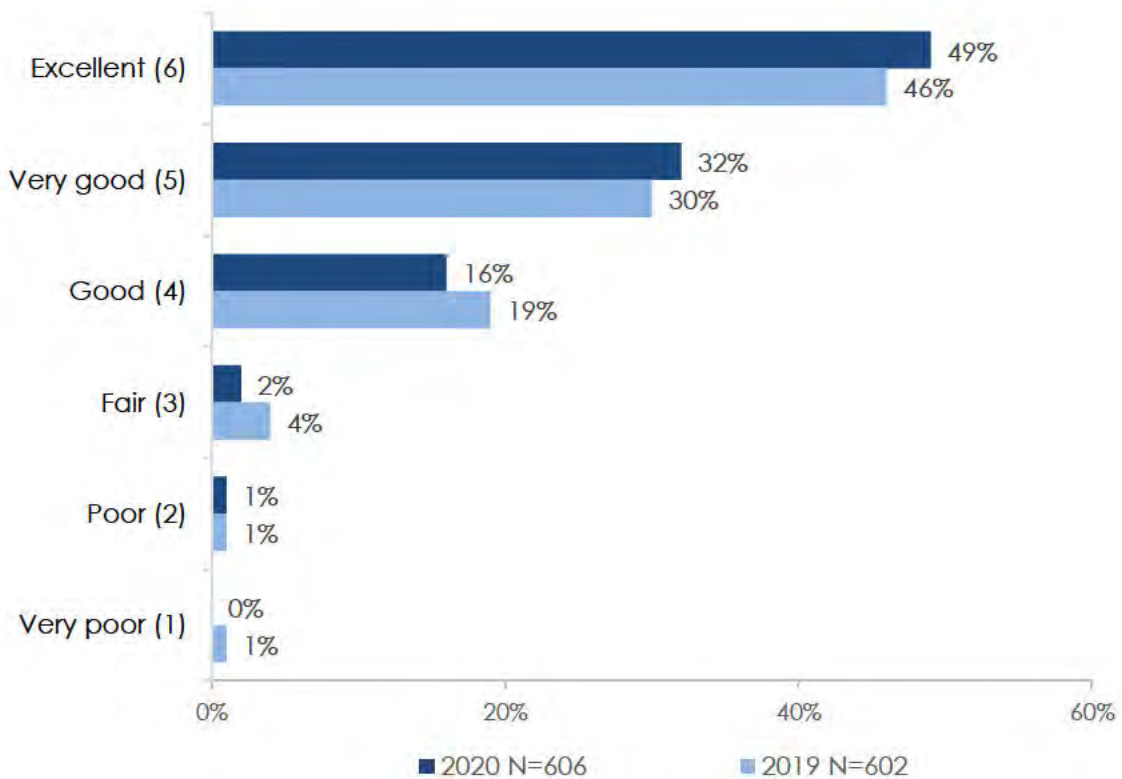
Quality of life was higher among those that were aware of Access Canberra as well as those that had used the services in the past 12 months.

Q11. Overall, how would you rate the quality of life you have living in the ACT?

| | Overall 2020 | Overall 2019 | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|--------------|--------------|--------------|------|--------|-------|-------|-------|------|
| Mean ratings | 5.26 | 5.14 | 5.19 | 5.32 | 5.10 | 5.25 | 5.35 | 5.24 |
| Base | 606 | 602 | 294 | 312 | 83 | 244 | 182 | 98 |

| | 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 | 5.27 ▲ | 4.95 | 5.32 ▲ | 4.89 |
| Base | 580 | 26 | 527 | 79 |

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



Scale: 1 = very poor, 6 = excellent



Demographics

Demographics

Q12. What is your gender?

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

Base: N = 606

Q13. What age bracket are you in?

| | % |
|-------------|-----|
| 18-24 years | 14% |
| 25-34 years | 21% |
| 35-44 years | 19% |
| 45-54 years | 16% |
| 55-64 years | 14% |
| 65+ years | 16% |

Base: N = 606

Q14. What is your family status?

| | % |
|----------------------------------|-----|
| Couple (children at home) | 32% |
| Single/living alone | 25% |
| Couple (no children at home) | 24% |
| Group/shared household | 12% |
| Single parent (children at home) | 4% |
| Other | 1% |

Base: N = 606

| Other specified | Count |
|----------------------------------|-------|
| Living with parents/other family | 5 |
| Full time carer | 1 |
| Couple about to have first child | 1 |
| Widower | 1 |



Demographics

Q15. Which of the following best describes your current employment status?

| | % |
|---|-----|
| Currently in full time paid employment | 46% |
| Retired from paid employment | 21% |
| Currently in part time paid employment | 14% |
| Studying at school, TAFE, or University | 5% |
| Currently in casual paid employment | 5% |
| Currently looking for paid employment | 3% |
| Home duties | 3% |
| Other | 1% |

Base: N = 606

| Other specified | Count |
|-----------------|-------|
| Self employed | 3 |
| Volunteer | 2 |
| Full time carer | 1 |

Q16. Are you of Aboriginal and/or Torres Strait Islander origin?

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

Base: N = 606

Q17. Are you a current or past member of Australia's armed services?

| | % |
|----------------------------------|-----|
| Yes, current member | 1% |
| Yes, past member (i.e.: veteran) | 4% |
| No | 95% |

Base: N = 606



Demographics

Q18. What suburb do you live in?

| Suburb | N = 605 | Suburb | N = 602 | Suburb | N = 605 |
|-----------|---------|-----------------|---------|-----------------|---------|
| Belconnen | 5% | Dickson | 1% | Weetangera | 1% |
| Kambah | 4% | Downer | 1% | Wright | 1% |
| Harrison | 3% | Evatt | 1% | Yarralumla | 1% |
| Lyneham | 3% | Fadden | 1% | Acton | <1% |
| Amaroo | 2% | Farrer | 1% | Barton | <1% |
| Braddon | 2% | Florey | 1% | Bonner | <1% |
| Bruce | 2% | Flynn | 1% | Chisholm | <1% |
| Casey | 2% | Garran | 1% | Crace | <1% |
| Dunlop | 2% | Gilmore | 1% | Deakin | <1% |
| Gungahlin | 2% | Giralang | 1% | Duffy | <1% |
| Kaleen | 2% | Gordon | 1% | Fisher | <1% |
| Macgregor | 2% | Gowrie | 1% | Forde | <1% |
| Monash | 2% | Griffith | 1% | Forrest | <1% |
| Ngunnawal | 2% | Higgins | 1% | Franklin | <1% |
| Nicholls | 2% | Holder | 1% | Fraser | <1% |
| O'Connor | 2% | Holt | 1% | Greenway | <1% |
| Rivett | 2% | Hughes | 1% | Hackett | <1% |
| Wanniassa | 2% | Isaacs | 1% | Hawker | <1% |
| Weston | 2% | Isabella Plains | 1% | Latham | <1% |
| Ainslie | 1% | Kingston | 1% | Macarthur | <1% |
| Aranda | 1% | Lyons | 1% | Macquarie | <1% |
| Banks | 1% | Mawson | 1% | Melba | <1% |
| Bonython | 1% | Mckellar | 1% | Moncrief | <1% |
| Calwell | 1% | Narrabundah | 1% | O'Malley | <1% |
| Campbell | 1% | Page | 1% | Phillip | <1% |
| Chapman | 1% | Palmerston | 1% | Spence | <1% |
| Charnwood | 1% | Pearce | 1% | Stirling | <1% |
| Chifley | 1% | Red Hill | 1% | Symonston | <1% |
| City | 1% | Reid | 1% | Theodore | <1% |
| Conder | 1% | Richardson | 1% | Throsby | <1% |
| Cook | 1% | Torrens | 1% | Uriarra Village | <1% |
| Coombs | 1% | Turner | 1% | Waramanga | <1% |
| Curtin | 1% | Watson | 1% | Other | 1% |

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

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

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

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



Appendix A – Additional Analysis

Details of Most Recent Visit to an Access Canberra Service Centre

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

Results by Demographics

| | Male | Female | 18-24 | 25-44 | 45-64 | 65+ |
|------------------------------|------|--------|-------|-------|-------|------|
| Woden | 24% | 28% | 14% | 28% | 24% | 37%▲ |
| Tuggeranong | 15% | 20% | 14% | 18% | 15% | 22% |
| Belconnen | 34% | 28% | 37% | 34% | 30% | 20%▼ |
| Gungahlin | 18% | 20% | 21% | 16% | 24% | 14% |
| Civic Driver Licence Service | 5% | 4% | 15%▲ | 2% | 2% | 3% |
| DPMH Dickson | 2% | 0% | 0% | 1% | 2% | 0% |
| Mitchell | 2% | 0% | 0% | 0% | 3%▲ | 0% |
| Not sure/can't recall | 1% | 1% | 0% | 1% | 0% | 5%▲ |
| Base | 164 | 140 | 49 | 112 | 98 | 45 |

▲▼ = 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 |
|--|-------|
| Proof of age/photo ID | 8 |
| Births, Deaths and Marriages Register | 7 |
| Registrations/change in ownership e.g. caravans, motorcycles, trailers | 4 |
| Hail damage | 4 |
| Changing/updating details | 3 |
| Firearms | 2 |
| Work related licences e.g. security, plumbing | 2 |
| New number plates/replacement plates/plates for another state | 2 |
| Don't recall | 2 |
| Bus card/My Way Card/travel concession | 2 |
| General information e.g. tram services, power of attorney, etc. | 2 |
| Parking e.g. permits and fines | 1 |
| Seniors Card | 1 |
| Trees | 1 |
| Social club | 1 |
| Don't know/can't remember | 2 |

Ease of Dealing with Access Canberra Service Centre

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

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

| Very easy/easy - Other specified | Count |
|--|-------|
| Simple/easy process | 25 |
| Helpful/friendly staff | 24 |
| Had no issues with the transaction/met my expectations | 8 |
| Issue was dealt with promptly | 2 |
| Convenient e.g. close to home/work | 2 |
| I am familiar with the process | 2 |
| Guide at the service centre is very clear | 2 |
| Long process | 1 |
| Process was a bit confusing | 1 |
| Don't know/nothing | 1 |
| Difficult/very difficult - Other specified | Count |
| Long process | 4 |
| Helpful/friendly staff | 2 |
| Lack of training/awareness of staff | 2 |
| Too many forms | 2 |

Satisfaction with Service Received at Service Centre

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

| | N=89 |
|--|------|
| Shorter wait times/faster service | 26% |
| More knowledgeable staff/staff training | 18% |
| More friendly/customer orientated | 12% |
| Nothing - happy with service | 5% |
| More staff | 5% |
| Easier identification requirements | 3% |
| Extended operating hours | 2% |
| More seating inside the centre | 2% |
| Reminder services for renewals | 2% |
| Should be more like NSW service | 2% |
| Website information needs to be clearer | 2% |
| Always room for improvement | 1% |
| Don't assume everyone knows how to use the online services | 1% |
| Extended online services | 1% |
| Improved signage | 1% |
| Increased parking at centres | 1% |
| More drinks/food facilities in the centre | 1% |
| Phone services are painful | 1% |
| Should take cash | 1% |
| Take multiple photos and give you a choice of picture | 1% |
| Don't know/nothing | 29% |

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 |
|--|-----------|-------------------|--------------|---------|-----------|----------------|
| How polite staff were | 0% | 0% | 1% | 3% | 21% | 75% |
| The fairness of the staff in dealing with your transaction | 2% | 0% | 1% | 3% | 23% | 71% |
| The Concierge who may have greeted you when you arrived | 12% | 0% | 1% | 5% | 18% | 64% |
| The willingness of staff to assist you | 0% | 1% | 1% | 5% | 22% | 71% |
| The staff thoroughly handling your matter | 0% | 1% | 0% | 4% | 26% | 68% |
| Staff clearly explaining what you needed to know | 1% | 1% | 1% | 5% | 25% | 66% |
| The knowledge of the staff | 0% | 1% | 1% | 5% | 27% | 65% |
| How easy the information was to understand | 1% | 1% | 2% | 5% | 27% | 64% |
| The speed of response | 1% | 0% | 2% | 7% | 28% | 62% |
| The amount of time taken by staff to assist you | 0% | 1% | 1% | 11% | 33% | 53% |
| The length of time you waited to be served | 1% | 3% | 4% | 17% | 31% | 44% |

Details of Most Recent Telephone Contact Centre

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

| Other specified | Count |
|---|-------|
| COVID-19 regulations | 5 |
| General information e.g. local services, heritage, etc. | 5 |
| Tree management/removal | 4 |
| Enquiring/ordering bins/waste collection services | 3 |
| Hail damage | 3 |
| Housing application | 3 |
| Personal ID/documentation/name change | 3 |
| Rates enquiry | 3 |
| Bus card/My Way card | 2 |
| Collecting a delivery | 2 |
| Health service enquiry | 2 |
| Report an issue to be investigated | 2 |
| Tax returns | 2 |
| Lost property | 1 |
| General permits | 1 |
| Library operating hours | 1 |
| Rental service | 1 |
| This survey | 1 |
| Traffic light outage | 1 |
| Transport services | 1 |
| Unsure/don't recall | 5 |

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 | 8 |
| Helpful staff | 6 |
| Attended to politely and correctly | 2 |
| Couldn't get all the information needed | 2 |
| Efficiency/responsiveness of staff | 2 |
| Had no issues | 2 |
| Transferred to the correct department | 2 |
| Prefer face-to-face | 1 |
| Service didn't help at all | 1 |
| Inconsistent information across departments | 1 |
| Too many services within the call centre to get in contact with the right service | 1 |
| Can't remember | 2 |
| Difficult/very difficult - other specified | Count |
| Too many services within the call centre to get in contact with the right service | 4 |
| Service didn't help at all | 3 |
| Inconsistent information across departments | 2 |
| Frustrating experience | 1 |
| Issue is not resolved | 1 |
| Was quick/convenient | 1 |

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 Contact Centre?

| | Can't say | Very dissatisfied | Dissatisfied | Neither | Satisfied | Very satisfied | Base |
|--|-----------|-------------------|--------------|---------|-----------|----------------|------|
| The fairness of the staff in dealing with your transaction | 4% | 1% | 0% | 10% | 26% | 59% | 163 |
| How polite staff were | 2% | 1% | 1% | 12% | 24% | 61% | 163 |
| How easy the information was to understand | 1% | 2% | 2% | 9% | 30% | 57% | 163 |
| The willingness of staff to assist you | 3% | 4% | 2% | 8% | 24% | 60% | 163 |
| The knowledge of the staff | 2% | 3% | 3% | 9% | 29% | 55% | 163 |
| Staff clearly explaining what you needed to know | 3% | 3% | 6% | 4% | 31% | 52% | 163 |
| The staff thoroughly handling your matter | 1% | 5% | 5% | 7% | 28% | 55% | 163 |
| The amount of time taken by staff to assist you | 1% | 3% | 5% | 14% | 29% | 47% | 163 |
| The speed of response | 2% | 5% | 3% | 17% | 25% | 49% | 163 |
| The ease of getting through to someone who could assist | 2% | 11% | 7% | 16% | 30% | 34% | 163 |
| The length of time you waited on the line for a consultant to speak to you | 5% | 14% | 9% | 22% | 28% | 21% | 163 |

Details of Most Recent Use of Digital Services

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

| Other specified | N=106 | Other specified | N=106 |
|---|-------|--|-------|
| General information e.g. public transport information and timetables, recycling, community services, legal issues, etc. | 15% | Noise complaint | 1% |
| Making a payment | 12% | Animal control | 1% |
| My Way Card/student bus pass | 9% | Firearms license | 1% |
| Registrations e.g. car, trailer, motorbike | 8% | Footpaths | 1% |
| COVID-19 information | 7% | Hail damage | 1% |
| Enquiry/obtaining a green bin/bins and waste collection services | 6% | Identification card | 1% |
| Leasing/housing applications | 5% | JP registration | 1% |
| Tree management/removal | 4% | Land transfer | 1% |
| Reporting an issue to be investigated | 3% | Plumbing tie search | 1% |
| Births, deaths and marriages register | 3% | Social group registration | 1% |
| Don't recall | 3% | To obtain working with children's check | 1% |
| 'Fix your street' form | 3% | Volunteering license | 1% |
| Parking and permits | 3% | Work related licences e.g. building licence, real estate licence | 1% |
| Downloading online forms for organisational return | 2% | Bushfires | <1% |
| Development application | 2% | Committee registrar | <1% |
| Pet registration | 2% | Land tax exemption | <1% |
| Update address | 2% | | |

Satisfaction with Access Canberra Digital Service

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 | 46 |
| Link took me straight to the payment/appropriate area | 4 |
| The search engine function was good | 4 |
| Could be more user friendly | 2 |
| Website translates well to a mobile phone | 2 |
| Could not find the information I was looking for | 1 |
| Got sent an email or letter to seek information | 1 |
| Had no issues | 1 |
| Don't know/can't recall | 4 |
| Difficult/very difficult - other specified | Count |
| Some things are easy to find online but other things are very difficult to find | 3 |
| Could not find the information I was looking for | 2 |
| Links transferred to an incorrect form | 2 |
| Outdated website | 2 |
| Difficult to classify feedback | 1 |
| Easy to navigate/information was easy to find | 1 |
| Search engine is not that good | 1 |
| Some things are hard to complete on mobile phone | 1 |

Satisfaction with Access Canberra Digital Service

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

| | N=145 |
|---|-------|
| Better format/more user friendly/update the website | 37% |
| Clearer information | 21% |
| Nothing - happy with the service | 5% |
| Reduce wait times/faster response | 4% |
| A confirmation email/letter from Access Canberra | 3% |
| More online services | 2% |
| Need for a help line/chat bot | 2% |
| A more central location for the service centre | 1% |
| Add pictures to the website | 1% |
| Always room for improvement | 1% |
| Better promotion of services available online | 1% |
| Better structured questions on forms | 1% |
| Centre hours should be extended | 1% |
| Electronic reminders | 1% |
| Larger space to write out the issue | 1% |
| More checklists for bike license | 1% |
| Paper forms not compatible with digital | 1% |
| Transactions should be able to be made in person | 1% |
| Calculator for child care estimate should include option 'still pregnant' | <1% |
| Need for more open-ended questions on forms | <1% |
| Online process could be easier | <1% |
| Prefer face-to-face interactions | <1% |
| Reduce cost of fees/registration | <1% |
| Should be able to pick your photo for ID | <1% |
| Don't know/nothing | 32% |

Overall Perceptions of Access Canberra

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:

| Users of Access Canberra N=498 | Can't say | Strongly disagree | Disagree | Neither | Agree | Strongly agree |
|--|-----------|-------------------|----------|---------|-------|----------------|
| Makes it easy to pay ACT Government bills | 9% | 1% | 1% | 9% | 28% | 52% |
| Makes it easy to access an ACT Government service | 1% | 1% | 2% | 12% | 32% | 52% |
| Makes it easy for Canberra residents and local businesses to find out about ACT Government information | 5% | 1% | 3% | 13% | 33% | 45% |
| Makes it easy to give feedback | 15% | 3% | 5% | 20% | 25% | 31% |
| Makes it easy to find the right person to talk to in the ACT Government | 11% | 4% | 9% | 22% | 26% | 27% |

| Non-users of Access Canberra N=104 | Can't say | Strongly disagree | Disagree | Neither | Agree | Strongly agree |
|--|-----------|-------------------|----------|---------|-------|----------------|
| Makes it easy to pay ACT Government bills | 17% | 4% | 3% | 19% | 32% | 24% |
| Makes it easy to access an ACT Government service | 10% | 5% | 11% | 26% | 29% | 19% |
| Makes it easy for Canberra residents and local businesses to find out about ACT Government information | 11% | 8% | 7% | 22% | 30% | 22% |
| Makes it easy to give feedback | 16% | 9% | 9% | 21% | 27% | 18% |
| Makes it easy to find the right person to talk to in the ACT Government | 20% | 12% | 8% | 25% | 17% | 17% |

Service Delivery Improvements

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

| | Count | | Count |
|---|-------|--|-------|
| Improve the wait times/more staff | 26 | Extending ACT mental services | 2 |
| Better information/better promotion/publicity of information e.g. services available | 19 | Improving accessibility within ACT Government services | 2 |
| Improve online services/website needs to be more user friendly | 18 | TANS processes better funded | 2 |
| Better/improved local services and infrastructure e.g. maintenance of the area, police, health services, etc. | 14 | Digital phone licenses | 1 |
| Improve staff training/knowledge/customer service/communication | 12 | Environmental education | 1 |
| Improved public transport/timetable | 10 | Improved Centrelink services | 1 |
| Consultation e.g. within the community and the government | 9 | Improving the hold music | 1 |
| Extended operating hours | 8 | Make the services more accessible for those that don't speak English | 1 |
| Make the process easier | 7 | More civilised approach | 1 |
| Improving car registration process | 6 | More effective complaints system | 1 |
| Maintaining face to face and phone contact | 6 | More efficient operations during COVID-19 | 1 |
| Improved development application processing | 5 | More promotion of Access Canberra and the services offered | 1 |
| Provide a response/follow up | 4 | Online chat service | 1 |
| Direct contact lines/directory/transferred to correct department | 3 | Provide an app to access services | 1 |
| Reduce fees/charges | 3 | Provide tools for measuring heights | 1 |
| Ability to top up your My Way card in more locations/top them up instantly | 2 | Send license renewal reminders more in advance | 1 |
| Access cash at Government locations | 2 | Utilise libraries more | 1 |
| Availability of public housing | 2 | Don't know | 37 |
| Better access to services/ease of access to Service Centres | 2 | | |



Appendix B – Questionnaire

Section 1: Awareness and Usage

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

- Yes – aware
- No – unaware

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

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

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

Q2ai. [If Visited on Q2a] You mentioned that you visited an Access Canberra Service Centre in the past 12 months... To the best of your memory, did you visit... (Prompt, SR)

- Only in 2019
- Only in 2020
- In both 2019 and 2020
- (Do NOT Prompt) Can't remember

Q2aii. [If Called on Q2a] You mentioned that you called the Access Canberra Telephone Contact Centre in the past 12 months... To the best of your memory, did you call... (Prompt, SR)

- Only in 2019
- Only in 2020
- In both 2019 and 2020
- (Do NOT Prompt) Can't remember

Q2aiii. [If Digital on Q2a] You mentioned that you used some Access Canberra digital services such as the website, online forms, online payments or online webchat in the past 12 months... To the best of your memory, did you use the digital services... (Prompt, SR)

- Only in 2019
- Only in 2020
- In both 2019 and 2020
- (Do NOT Prompt) Can't remember



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

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

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

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

Routing Instructions:

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

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

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

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

Section 2i: Service Centres

(If visited a Service Centre on Q3 or Q2a)

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

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



Q4ai. Thinking of your most recent visit to an Access Canberra Service Centre, in which month was your most recent visit? (Prompt if necessary, SR, If 'May' ask 'May 2019 or May 2020?')

- May 2019 (Check if May 2019 or May 2020)
- June 2019
- July 2019
- August 2019
- September 2019
- October 2019
- November 2019
- December 2019
- January 2020
- February 2020
- March 2020
- April 2020
- May 2020 (Check if May 2019 or May 2020)
- (Do NOT Prompt) Can't say

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

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

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

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

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

- Private
- Business

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

- Building approval
- Car registration
- Driver's licence
- Business licence
- Business inspection
- Rates payment
- Feedback
- Complaint
- Disability information/pass
- Dog registration
- Injured wildlife
- Personalised number plates
- Working with vulnerable people card



- Fine or infringement
- Other (please specify)

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

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

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

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

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

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

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

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

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

.....



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

Standards:

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

Channel specific:

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

Section 2ii: Contact Centre

Q5a. (If called the Contact Centre on Q3 or Q2a, continue)

In the past 12 months, how many times in total would you have called the Access Canberra Telephone Contact Centre 13 22 81? Do NOT Prompt (SR)

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

Q5ai. Thinking of your most recent call to the Access Canberra Telephone Contact Centre, in which month was your most recent call? (Prompt if necessary, SR, if 'May' ask 'May 2019 or May 2020?')

- May 2019 (Check if May 2019 or May 2020)
- June 2019
- July 2019
- August 2019
- September 2019
- October 2019
- November 2019
- December 2019
- January 2020
- February 2020
- March 2020
- April 2020
- May 2020 (Check if May 2019 or May 2020)
- (Do NOT Prompt) Can't say



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

- Business
- Private

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

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

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

- Building approval
- Car registration
- Driver's licence
- Business licence
- Business inspection
- Rates payment
- Feedback
- Complaint
- Disability information/pass
- Dog registration
- Injured wildlife
- Personalised number plates
- Working with vulnerable people card
- Fine or infringement
- Other (please specify)

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

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

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

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

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

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



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

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

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

.....

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

Standards:

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

Channel Specific:

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

Section 2iii: Website

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

- Not at all
- Once
- Twice
- Three times
- Four times
- Five times
- Six to ten times



- More than ten times
- Can't say

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

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

Q6aai. Thinking of your most recent use of an Access Canberra digital service, in which month was your most recent usage of the digital services? (Prompt if necessary, SR, if 'May' ask 'May 2019 or May 2020?')

- May 2019 (Check if May 2019 or May 2020)
- June 2019
- July 2019
- August 2019
- September 2019
- October 2019
- November 2019
- December 2019
- January 2020
- February 2020
- March 2020
- April 2020
- May 2020 (Check if May 2019 or May 2020)
- (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 approval
- Car registration
- Driver's licence
- Business licence
- Business inspection
- Rates payment
- Feedback
- Complaint
- Disability information/pass
- Dog registration
- Injured wildlife
- Personalised number plates
- Working with vulnerable people card
- Fine or infringement
- Other (please specify)

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

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

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

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

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

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

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

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



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

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

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

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

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

.....

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

Standards:

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

Channel Specific:

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

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

.....



Section 3: Overall Perceptions of Access Canberra

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

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

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

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

Section 4: Service Delivery Options

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

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

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

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

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



Section 5: Quality of Life

Q11. 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.

Q12. What is your gender? *Do not prompt*

- Male
- Female
- Indeterminate/Intersex/Unspecified

Q13. 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

Q14. 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

Q15. 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

Q16. Are you of Aboriginal and/or Torres Strait Islander origin?

- Yes
- No



Q17. Are you a current or past member of Australia's armed services?

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

Q18. What suburb do you live in?

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

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).



The information contained herein is believed to be reliable and accurate. However, no guarantee is given as to its accuracy and reliability, and no responsibility or liability for any information, opinions or commentary contained herein, or for any consequences of its use, will be accepted by Micromex Research, or by any person involved in the preparation of this report.



Chief Minister, Treasury and Economic Development Directorate

To: Minister for Business and Better Regulation

Tracking No.: 21/77918

Date: 26/08/2021

From: Deputy Director-General, Access Canberra

Subject: **Services Changes as result of COVID -19 Lockdown:** Unregistered Vehicle Permits (UVP)

Critical Reason: For Information

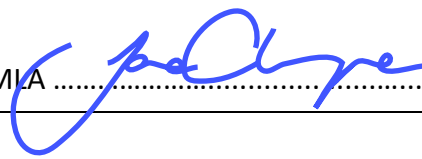
Recommendations

That you:

- **Note** the information contained in this brief.

Noted / Please Discuss

Tara Cheyne MIA



30/8/21

Minister's Office Feedback

Sensible risk-based approach.

Background

1. An ACT vehicle registration can only be established through the completion of an in-person transaction at an Access Canberra Service Centre, due to the need to provide the customer with ACT numberplates.
2. In line with the *Public Health (Lockdown Restrictions) Emergency Direction 2021 (No4) (the Direction)*, all Access Canberra Service Centres are currently closed.
3. Access Canberra is planning for a future possibility that Service Centres will be able to provide time-critical and essential services through a face-to-face by appointment only service.
4. Noting that the establishment of an ACT vehicle registration/numberplate transaction will not be an available service in the first instance of re-opening for appointments at the Service Centres, Access Canberra has considered alternative options that aim to support the community while continuing to meet the requirements of the Direction.

Out of Scope

Out of Scope

Out of Scope

| | | | |
|-----------------|--|--------|------------|
| Signatory Name: | Derise Cubin Executive Branch Manager, Licence and Registrations | Phone: | 0408413719 |
| Action Officer: | Rebecca Wilson Senior Director, Licence and Registrations | Phone: | 6207 7155 |



To: Minister for Business and Better Regulation

Received by MO: 29 September 2021

From: Executive Branch Manager, Customer Coordination

Subject: Mobile Queuing at Service Centres

Cleared By: Deputy Director-General, Access Canberra

Recommendations

That you:

- Note the information contained in this brief.

Comments

Tara Cheyne MLA

Tara Cheyne 1/10/21

Noted / Please Discuss

Issues

1. In April 2020, the COVID-19 public health emergency resulted in restrictions across the ACT that impacted Access Canberra Service Centres, specifically indoor density limits. This resulted in significant outdoor customer queue lines due to physical distancing requirements.
2. During this time, customers queuing outdoors weren't issued a service ticket until reaching the front of the queue and entering the Service Centre. At times, customers would queue for extended periods, which lead to customer frustration, occupational violence incidents and some clients being disgruntled with the service offering.
3. As a result, Service Centres began experiencing higher incidences of occupational violence due to frustrated customers who were forced to queue outside for extended periods. This required Access Canberra to place private security guards at each Service Centre location to help with queue management and social order in the public realm.
4. On 12 August 2021, the ACT entered into a lockdown period and heightened restrictions following the community transmission of COVID-19 cases in the Territory.
5. In response to the lockdown declaration, Access Canberra shifted to Service Delivery State 1 (SDS1) as part of its Business Continuity Planning arrangements. This shift included the closure of all Service Centres and the rapid transition to online and phone



support for all transactions. In more recent times, still during the lockdown period, Access Canberra has introduced limited essential appointments at two of its Service Centres (Belconnen and Tuggeranong) to support those transactions that require face-to-face elements. This service shift was also to address increasing service demand due to the extended lockdown period.

6. Noting the ACT government's pathway from lockdown, and with restrictions set to ease across the Territory during October 2021 and beyond, Access Canberra will again adjust its service posture at its Service Centres.
7. While it is not intended to fully reopen Service Centres directly to the public at this time, once restrictions are further eased from 29 October 2021, it is likely that Service Centres will recommence opening to the public.
8. Due to the extended lockdown period, and known pent up demand for services, it is reasonable expected that much higher volumes of customers will present at Service Centres seeking to process transactions that could not be undertaken during lockdown.
9. When Service Centres reopen, physical distancing requirements and density limits will reduce indoor service capacity, again resulting in large numbers of customers being required to queue outside of its Service Centres waiting to be served.
10. To provide customers with alternate options other than standing in a queue for extended periods, and to reduce the risks associated with long queues and extended wait times (such as occupational violence, exposure to the weather, a lack of seating, etc), Access Canberra is moving to procure mobile queuing software via our contracted ticketing provider, [Nexa Group](#).
11. This software will enable a scannable QR code for a mobile device to support queue management outside of Service Centres to complement to the current paper ticketing system provided inside each Service Centre.
12. This system will enable customers to be alerted on their mobile device when their ticket number is nearing the front of the queue to prompt them to return to the front of the Service Centre. Other benefits of mobile queueing include:
 - a. Giving customers the flexibility to relocate to areas nearby the Service Centre while they wait for their ticket to progress in the queue.
 - b. Assisting in reducing the risk of COVID-19 transmission by significantly decreasing the amount of people physically queuing in line, reducing the need for customers to touch the existing ticket machines and for concierge staff to physically hand over paper tickets to customers.
13. Customers who do not own a mobile device will be assessed by the concierge staff at the Service Centre, and depending on their situation, may either be required to queue as per the current process or be prioritised if special needs exist.
14. Service Centre staff were consulted on 27 August 2021 and the implementation of a mobile queuing system was identified as a practical solution to help mitigate risks associated with COVID-19 transmission and occupational violence in the workplace.
15. Upon Nexa's development of the software, Access Canberra will update its procedures and service modelling processes.



16. The cost for procuring the mobile queuing software is \$36,400 (excluding GST) and will be met from within existing budget as an added cost pressure for the Agency.
17. The system will require some training for staff to administer. The use of the QR code and queuing system should be easily adopted by the public and seen as a positive service advancement. ✓
18. Access Canberra will aim to have the service functioning in order to trial capability and test the service offering a week prior to our Service Centres re-opening (potentially 1 November 2021). This is on the basis that ACTGSO finalise the contact variation to procure the additional software; and that NEXA is available to install, implement and test the new software in this timeframe. ✓

Action Officer: Fred Arugay

Senior Director, Customer Coordination

Date: 27 September 2021



To: Minister for Better Business and Regulation

Rec in MO: 23/09/2021

From: Executive Branch Manager, Customer Coordination

Subject: Delivery of Numberplates via Third-Party Courier Service

Cleared By: Deputy Director-General, Access Canberra

Recommendations

That you

- Note the information contained in this brief.

Comments

Eminently suitable approach - please start as soon as you can.

Tara Cheyne MLA

Tara Cheyne

27/9/21



Please Discuss

Issues

1. On 12 August 2021, the ACT entered into a new period of lockdown and restrictions following the detection of a positive COVID-19 case in the Territory.
2. Under the lockdown, Access Canberra shifted to Service Delivery State 1, which included the closure of all Service Centres and the transition to online and phone transactions, combined with essential appointments under strict criteria.
3. Under the *Road Transport (Vehicle Registration) ACT 1999 (the Act)*, it is an offence to operate a motor vehicle without numberplates. Further, numberplates are key in public safety by providing a reliable mechanism to identify vehicles.
4. All new motor vehicles and used interstate motor vehicles being registered in the Territory must satisfy the ACT's roadworthy requirements and are issued ACT numberplates as part of the transaction '*Establish Motor Vehicle Registration*'



5. Operators of used interstate motor vehicles are required to surrender their interjurisdiction numberplates to an Access Canberra Service Centre.
6. Between April 2020 and April 2021, Access Canberra completed 38,362 motor vehicle transactions utilising Back of House (BOH) processing, with customers uploading documentation via the website with Access Canberra providing call-backs to the customer to complete the establishment of the vehicle and process payment.
7. During 20 April 2020 to 20 July 2020, Access Canberra used an internal delivery system with numberplates being delivered by the Parking Operations team.
8. These interim service models led to several issues, the main being the length of time taken from a customer commencing transaction to the time they receive plates.
9. With the current lockdown, it is anticipated that the extended closure of Service Centres and limitation of face-to-face services will create a backlog of transactions that cannot be performed in a BOH fashion. On average, per month, the Service Centres processes the following number of face-to-face transactions:
 - 3,000 - establishment of registrations;
 - 800 - replacement numberplates;
 - 1,700 - issue driver licences; and
 - 1,300 - issue proof of identity.
10. To help alleviate these issues and mitigate risks, Access Canberra has developed an approach to safely resume numberplate transactions and enable customers to be issued with numberplates, compliant with to the Public Health Directions.
11. This will see Convergga, a courier service experienced in contactless delivery, provide same day delivery of numberplates to ensure no perceived loss of registration period and reduce the likelihood of customers complaints. ✓
12. In the event the customer is not at home to receive the delivery of numberplates, the courier will leave a card advising the customer to call Access Canberra to arrange an essential booking to collect numberplates, noting 48 hours' notice is required. ✓
13. The model supports Motor Vehicle Dealer transactions where new numberplates are required. ✓



14. Calls about registration establishments and transfers have been the top non-COVID-19 related call topic in the Contact Centre since the beginning of lockdown. This method will enable our staff to provide a solution to callers and will help reduce the potential of occupational violence against staff. ✓
15. This method also allows existing Essential Appointments in Service Centres to be used for more identity transactions and decrease backlogs of these types of transactions and also reducing unnecessary travel for customers during Lockdown. ✓
16. To support the operation of numberplate deliveries using a courier service provider, 12 FTE Access Canberra staff will need to attend a designated Service Centre to facilitate the process. This will impact on other services such as supporting the COVID 19 line. However, demand has gradually reduced to the point where Customer Coordination can pivot resources back to deliver other essential services.
- ✓ 17. Dickson Service Centre is the most suitable site in terms of physical distancing.

Out of Scope

21. There will be a cost on procuring mobile queuing software is \$36,400 (excluding GST)
You will be provided a separate brief on this initiative.
22. These costs will become a cost pressure for Access Canberra.

Action Officer: Fred Arugay
Senior Director, Customer Coordination
22/09/2021



To: Minister for Business and Better Regulation

CC: _____

Date received by MO Click here to enter a date.

From: Executive Branch Manager, Engagement, Compliance and COVID-19 Response
Executive Branch Manager, Customer Coordination

Subject Tranche 3 service delivery changes

Cleared By: Chief Operating Officer, Access Canberra

Recommendations

That you:

- Note the information contained in this brief.

Comments

Tara Cheyne MLA.....Noted / Please Discuss

Issues

1. Access Canberra’s Service Delivery State (SDS1) requires service reviews be conducted every 7-days to assess the impacts of prolonged service closure as part of the agency’s Business Continuity Planning (BCP) arrangements.
2. Consideration is given to service delivery changes that can be made with respect to the Public Health Directions that will enable and support business continuity.
3. You have previously been advised of changes to Access Canberra’s services under Tranche 2.
4. Due to the continuation of lockdown until 15 October 2021, a third tranche of changes are required. Service delivery changes identified by line areas were approved by Access Canberra BCP Executive Management committee on 24 September 2021 as provided at (Attachment A).
5. Four additional proposed service delivery changes that have been approved are:

- i. **Out of Scope**



Out of Scope

- IV. The addition of Learners Drivers Licences as an 'essential appointment' transaction at Service Centres, available to all customers requiring this service.
6. To support Learners' transactions re-commencing, two additional counters at both the Belconnen and Tuggeranong sites (totalling five counters in total at each) will be opened from 5 October 2021 to facilitate this service.
- It is estimated that, on 1 October 2021, around 1,000 Learners will be eligible but unable to obtain their licence during lockdown.
 - There are not enough appointments to service this potential demand, so community messaging will be softly released with the approach assessed after three days subject to demand. A Communication Plan is provided at ([Attachment B](#)).
 - Greater accessibility to appointments is anticipated after 15 October 2021 when Service Centre operations will shift.
7. ACT coming out of lockdown on 15 October 2021 will move Access Canberra into Service Delivery State (SDS2). Planning is underway for this significant shift.
8. At this time, a major shift to the service posture at our Service Centres is not anticipated to occur before 29 October 2021 to align with the ACT Pathway from lockdown.

Action Officer: Fred Arugay
Senior Director, Customer Coordination

Date: 30 September 2021

Attachments

| Attachment | Title |
|--------------|---|
| Attachment A | Service Delivery in extended SDS 1 Tranche3 |
| Attachment B | COAP - Access Canberra Service Centres 5 to 29 October 2021 |



Out of Scope

| # | Business Unit/Area | Function: | Description Delivery Change | Category of change | Reason description: | Critical start date | <u>Notable Risks:</u> | High Level Risk Controls: | Resourcing Required: | Risk assessment complete (Y/N) | Approved at ACEM | Additional Comments: |
|---|--------------------|-----------|-----------------------------|--------------------|---------------------|---------------------|-----------------------|---------------------------|----------------------|--------------------------------|------------------|----------------------|
|---|--------------------|-----------|-----------------------------|--------------------|---------------------|---------------------|-----------------------|---------------------------|----------------------|--------------------------------|------------------|----------------------|

Out of Scope

| | | | | | | | | | | | | |
|---|---|---|---|----------|--|-----------|---|--|---|--|-----|--|
| 4 | WWVP | WWVP card printing and mail collection/ sorting | Staff in the office to print WWVP card and letters Collect WWVP mail, scan and save to appropriate location – mail will include new applications which will require a new application folder to be created | Internal | Backlog of 3500 cards and 500 new cards to print each week (based on not processing applications for 5 weeks) 2 boxes of mail sitting at Cosmo waiting for collection. Have received complaints about delays and application we aren't aware of Risk assessments may be affected by not receiving mail – Can't be sure without mail collection | ASAP | COVID Transmission increased staff in the office Card printer being located closer another team's card printers | Face masks; contact cleaning; physical distancing CBR Check In app and CTEMDD etc (as per Multiple Hazard Risk Assessment) | 3 staff, 5 days a week | In progress | TBC | Impact if not changing: Further complaints Will continue to cause delays for the Contact Centre Increased likelihood risk assessments could be completed without assessing documentation waiting in the mail Some essential workers require a WWVP card – possibility some of these applications are waiting in the mail Will be extremely difficult to work through the current back log while processing new applications |
| 5 | Service Centres (Belconnen and Tuggeranong) | Essential services bookings | Add Learners Drivers Licences as a permitted essential appointment prior to SDS2; supported through opening an additional two counters at each site. | External | To address anticipated residual/unmet demand for Learners drivers licences- a transactions that cannot be performed online | 5 October | Physical and psychological - Occupational violence Exposure - biological, covid | Face masks; contact cleaning; physical distancing CBR Check In app and CTEMDD etc (as per Multiple Hazard Risk Assessment) | 2 additional staff at each site, 5 days per week. | Completed 21/09/21 Expanded scope risk assessment due to be completed 24/09 | TBC | Start to relieve the latent demand building and in response to ACT Health's change in messaging that parents could be teaching their children how to drive during the lockdown period. Estimates currently indicate there are between 2,500 – 3,000 individuals who will request this service on resumption of face-to-face services. |

| # | Business Unit/Area | Function: | Description Delivery Change | Category of change | Reason description: | Critical start date | <u>Notable Risks:</u> | High Level Risk Controls: | Resourcing Required: | Risk assessment complete (Y/N) | Approved at ACEM | Additional Comments: |
|---|---------------------------|-------------------------------------|--|--------------------|--|---------------------|---|--|--------------------------|--------------------------------|------------------|--|
| 6 | Service Centres (Dickson) | Vehicle registration establishments | Back of house processing of online applications, and facilitating pickup of numberplates by couriers to be handled at the Dickson location | Internal/ External | Residual/unmet demand over lockdown for vehicle establishments is estimated to be just over 5,000 by 15 October. | 5 October | COVID Transmission increased staff in the office. Community expectations of service. | Face masks; contact cleaning; physical distancing CBR Check In app and CTEMDD etc (as per Multiple Hazard Risk Assessment) | Max 12 staff at one time | In progress | TBC | Creation of an online channel for establishments is essential to compliment the introduction of Learners licences into Service Centres. If not, there is likely to be very strong demand for establishments to go into Services Centres before Learners. |

| | | | |
|---|---|----------------------------|--|
| <p>What is government's involvement/interest?</p> | <p>In line with the <i>Public Health (Lockdown Restrictions) Emergency Direction 2021 (Directions)</i> Access Canberra Service Centres including the Land Planning and Building Services at Mitchell and the Hume Motor Vehicle Inspection Station were closed from 5pm 12 August 2021 to support public safety and limit people movement around the ACT.</p> <p>With Service Centres closed Access Canberra is experiencing a build-up in demand for transactions that cannot be completed online or over the phone.</p> | | |
| <p>Why are we communicating on this issue?</p> | <p>Access Canberra is working on solutions to provide services that cannot be completed online or over the phone while protecting the wellbeing, health and safety of our staff and the community.</p> <p>Access Canberra is communicating the availability of these services to reassure the community that we are listening to their feedback and actively developing solutions to support them to access government services in a way that is safe for our staff and the community.</p> | | |
| <p>Does it cross over other Directorates/ agencies?</p> | <p>N/A</p> | <p>Spokesperson</p> | <p>Jo Verden, Executive Branch Manager, Customer Coordination Derise Cubin, Executive Branch Manager, Licence and Registration</p> |
| <p>Communications project tier</p> | <p>Tier 3 Public Information Campaign</p> | | |
| <p>Target audience/ stakeholders/third party endorsers</p> | <p>Customers</p> | | |

Communication Approach

| | 5 – 15 October | 18 – 29 October |
|-----------------------------------|--|--|
| Changes to be communicated | <ul style="list-style-type: none"> Limited appointments for essential workers and people requiring services for an essential purpose. New online form available to complete establishment of vehicle registration. Contactless delivery of numberplates. Availability of appointments for the completion of learner licence applications | <ul style="list-style-type: none"> Expansion of appointments to be available for any member of the community for services that cannot be completed online or over the phone (including proof of identity, new driver licences and numberplate replacements) |
| Communication approach | <p>In the first instance, launch the availability of appointments with soft communications including website content and talking points for Contact Centre and social media team to use to organically respond to enquiries.</p> <p>Direct communication with targeted stakeholders in the community sector to support awareness amongst vulnerable/disadvantaged members of the community.</p> <p>After three days assess the take up and demand for appointments to determine whether promotion on social media and through community organisations is required to fill available appointments.</p> <p>Registration establishments and numberplate delivery service will be proactively communicated through website and social media.</p> | |
| Public Narrative | <p><i>In line with the current Public Health Directions, Access Canberra Service Centres remain closed for non-essential transactions to support public safety and limit people movement around the Territory.</i></p> <p><i>The good news is, you do not need to visit a Service Centre to complete most Access Canberra transactions. You can do over 450 transactions online 24/7, including licence and rego renewals.</i></p> | <p><i>In line with the Public Health Directions, Access Canberra Services Centres have been closed since 12 August to support public safety and limit people movement around the territory. As the ACT Government ease restrictions, Access Canberra is working to provide services to Canberrans in a way that is safe for our staff and customers.</i></p> <p><i>The good news is, you do not need to visit a Service Centre to complete most Access Canberra transactions. You can do over 450 transactions online 24/7, including licence and rego renewals.</i></p> |

Approved by: **Firstname Surname, xphone**

Action officer: Emily Walker, Director Communication and Community Education

Date: September 2021

| | 5 – 15 October | 18 – 29 October |
|--|--|--|
| | <p><i>Access Canberra is committed to processing all requests in a timely manner. However, due to the current lockdown arrangements there are delays with some of our services that cannot be completed online or over the phone.</i></p> <p><i>From our data and community feedback we've identified that the biggest demands and benefits for our services exist in issuing new learner driver licences and the establishment of vehicle registrations.</i></p> <p><i>We are listening to community feedback and have introduced solutions to be able to provide these services for people requiring them while protecting the wellbeing, health and safety of our staff and the community, including:</i></p> <ul style="list-style-type: none"> <i>• offering limited appointments to deliver services that are time critical and cannot be done online or over the phone for essential workers and people requiring them for an essential purpose</i> <i>• launching a new online form to complete the establishment of vehicle registration process, enhancing our digital offerings</i> <i>• providing contactless delivery of numberplates</i> <i>• opening appointments for the completion of Learner Licence applications</i> <p><i>Access Canberra is continuing to work through options to deliver other time critical and essential services that cannot be done online or over the phone in a way that is safe for both our staff and the community. Please be patient and continue to check our COVID-19 Impacts to Access Canberra Services webpage for updates to available services.</i></p> | <p><i>Access Canberra is committed to processing all requests in a timely manner. However, due to the lockdown arrangements there are delays with some of our services that cannot be completed online or over the phone.</i></p> <p><i>For time critical services that cannot be completed online or over the phone, Access Canberra is now accepting appointment bookings.</i></p> <p><i>We ask that you are patient with our staff as we work through outstanding transactions and facilitate the limited number of available appointments.</i></p> <p><i>If your request is not urgent and time critical, we ask that you be patient and consider waiting until our Service Centres are operating at full capacity. Please continue to check our COVID-19 Impacts to Access Canberra Services webpage for updates to available services.</i></p> |

Approved by: **Firstname Surname, xphone**

Action officer: Emily Walker, Director Communication and Community Education

Date: September 2021

Key messages

Essential Appointments (5 – 15 October)

- We're working to deliver services that are time critical and cannot be done online or over the phone for essential workers and people requiring them for an essential purpose during lockdown. Our Service Centres remain closed to the general public at this time however, we are delivering some limited services from some of our Service Centres by appointment only.
- Limited appointments allows us to deliver essential services in a way that is safe for our staff and the community.
- You cannot attend a Service Centre without a prior approved appointment. Appointments can only be made over the phone and for essential purposes.
- Limited appointments are available for the below services only:
 - Issuing a new Driver Licence, including transfer of Driver Licence from interstate;
 - Issuing a Leaner Licence;
 - Issuing Proof of Identity Card;
 - Establishing Vehicle Registration (including numberplate collection); and
 - Issuing of standard replacement numberplates (where existing numberplates have been lost, destroyed, stolen or damaged).
- An 'Essential Purpose' is an essential business, activity or undertaking as specified by the Chief Health Officer in the current Public Health Emergency Directions.
- If you are an essential worker or need a service for essential purposes that cannot be done online or over the phone, please call 13 22 81 between 9am to 5pm Monday to Friday.
- If you don't require these services for essential purposes, please be patient and continue to check our website for updates to available services.

Expanded Appointments (18 – 29 October)

- Access Canberra Service Centres are now accepting appointment bookings for time critical services that cannot be completed online or over the phone. You cannot attend a Service Centre without a prior approved appointment. Appointments can only be made over the phone.
- Limited appointments are available for the below services only:
 - Issuing a new Drivers Licence, including transfer of Drivers Licence from interstate;
 - Issuing a Leaner Licence;
 - Issuing Proof of Identity Card;
 - Establishing Vehicle Registration (including numberplate collection); and
 - Issuing of standard replacement numberplates (where existing numberplates have been lost, destroyed, stolen or damaged).
- Limited appointments allows us to deliver our services in a way that is safe for our staff and the community.

Approved by: **Firstname Surname, xphone**

Action officer: Emily Walker, Director Communication and Community Education

Date: September 2021

- If you require a time critical service that cannot be done online or over the phone, please call 13 22 81 between 9am to 5pm Monday to Friday.
- If your request is not urgent and time critical, we ask that you be patient and consider waiting until our Service Centres are operating at full capacity. Please continue to check our website for updates to available services.

Establishment of registration and numberplate delivery

- Prior to the ACT Lockdown, registration establishments were required to be completed in person at an Access Canberra Service Centre to facilitate the collection of plates.
- Access Canberra has implemented a new online process to safely resume registration establishments and issue numberplates to customers in a COVID-safe way.
- Enabling this transaction to be completed online is another example of Access Canberra making it easier for people to do business with government.
- To complete an online registration establishment customers will need to create an ACT Digital Account. Customers will be able to track the process of their application through their digital account.
- Once processed, Access Canberra will contact you to arrange a date and time for contactless delivery of numberplates through a courier service.
- If you are already waiting for numberplates, Access Canberra will contact you to arrange a date and time for your numberplate delivery.
- Customers will need to be at home to take receipt of numberplates. If the customer is not home to receive the delivery of numberplates, a card will be left advising the customer to call Access Canberra to arrange redelivery or an appointment at a Service Centre to collect their numberplates.

Learner Driver Licence

- To apply for a learner driver licence you need to attend an Access Canberra Service Centre.
- To assist new learner drivers in Canberra, Access Canberra is offering limited appointments to complete the application process.
- We are restricting the number of people allowed in our Service Centres at any one time to keep our staff and the community safe. If you have a pre-arranged appointment please arrive no more than five minutes prior to your appointment time. Please don't be late - if you arrive 15 minutes after your scheduled appointment time your appointment will be cancelled, and you will need to rebook an appointment by calling 13 2281.
- We respectfully ask that you enter the Service Centre by yourself if possible or with no more than one support person/guardian/carer.
- Please ensure you have all of the relevant documentation to obtain your licence or you will be required to make another appointment which may take some time.
- If your application is successful, your new learner licence will be mailed to your nominated postal address and a learner licence pack will be supplied to you. Please allow up to 21 business days for delivery. If you have not received your licence in that time, please contact 13 22 81.

Approved by: **Firstname Surname, xphone**

Action officer: Emily Walker, Director Communication and Community Education

Date: September 2021

- Due the current COVID-19 restrictions, we are not providing driver licence examinations at this time.


Risks and sensitivities

- Risk:** Complaints about services that are not currently available.
Mitigation: Messaging about how these services were selected based on community demand and a need to balance with critical services.
- Risk:** Influx of people wanting services and not enough appointments to meet demand (i.e. turning people away if appointments are all booked out)
Mitigation: Social media messaging / Contact Centre scripting to explain the COVID safe environment that we need to deliver these services in.
- Risk:** Perceived lack of transparency and fairness for people requiring these services if a decision is made to not communicate about these service changes (i.e. if we rely on the organic take up of appointments for learner licence through current Contact Centre calls and word of mouth. There is a risk with this approach that not all appointments are filled, the Contact Centre is currently receiving an average of 7 calls per day about 'Road Ready' and 'Learner Licence'.
Mitigation: Scripting for Contact Centre / social team around the need to balance demand with the safety of our staff and our community. We are doing everything we can to deliver services safely and reduce backlogs.

Action plan – how will we reach the target audience?

| Date | Communications collateral | Responsibility |
|------|--|--|
| | Contact Centre Scripts | Contact Centre |
| | Social media posts | CMTEDD Comms |
| | Website content updates | AC Comms |
| | Failure to deliver card (quote will be provided for professional printing) | AC Comms |
| | Service Centre posters and pull up banners | CMTEDD Comms (design only) AC Comms |



Social Media

| | Post | Image |
|--|---|---|
| Online registration establishment and contactless numberplate delivery | <p>Did you know that you can get your new numberplates delivered to your home?</p> <p>It's just one of the ways Access Canberra is working to keep our community safe by reducing the need to visit a Service Centre.</p> <p>In fact most Access Canberra transactions can be completed online 24/7 from the comfort of your home (or from your safe picnic, or lake walk!).</p> <p>To find out more visit: https://www.accesscanberra.act.gov.au/s/shopfront-transactions</p> |  |

Approved by: **Firstname Surname, xphone**

Action officer: Emily Walker, Director Communication and Community Education

Date: September 2021

| | | |
|-------------------------------------|---|---|
| <p>Learner Licence Appointments</p> | <p><i>To be used if there is a low take up of appointments</i></p> <p>Waiting for your L's? Or have an eager teen itching to get behind the wheel?</p> <p>Access Canberra is offering appointments at the Tuggeranong and Belconnen Service Centre for L's applications.</p> <p>Appointments are limited to support COVID safety so you must book in advance.</p> <p>To make an appointment call Access Canberra on 13 22 81 between 9am and 5pm Monday to Friday.</p> <p>For more information visit: https://www.accesscanberra.act.gov.au/s/article/access-canberra-services-locations-and-opening-hours-tab-covid-19-impacts-to-access-canberra-services</p> |  |
| <p>Essential Appointments</p> | <p><i>To be used if there is a low take up of appointments after the first week</i></p> <p>Access Canberra Service Centres remain closed for non-essential transactions to support public safety and limit people movement around the Territory.</p> <p>While our doors are closed you can still complete more than 450 transactions online at any time by visiting www.accesscanberra.act.gov.au</p> <p>We have also introduced a way to deliver time critical and essential services that cannot be completed online or over the phone in a way that is safe for both our staff and the community.</p> <p>We are offering limited appointments, at the Tuggeranong and Belconnen Service Centres only, for essential workers and people requiring them for an essential purpose for the following transactions:</p> <ul style="list-style-type: none"> ✓ Issuing a new Drivers Licence, including transfer of Drivers Licence from interstate; ✓ Issuing a Learner Drivers Licence; ✓ Issuing a Proof of Identity Card; ✓ Establishing Vehicle Registration (including numberplate collection); and ✓ Issuing of standard replacement numberplates (where existing numberplates have been lost, destroyed, stolen or damaged). |  |

Approved by: **Firstname Surname, xphone**

Action officer: Emily Walker, Director Communication and Community Education

Date: September 2021

| | | |
|---|---|--------------------------------|
| | <p>If you're an essential worker or need one of the above services for an essential purpose please call 13 22 81 between 9am and 5pm Monday to Friday. Appointments can only be made over the phone.</p> <p>If you don't require these services for essential purposes, please be patient and continue to check our website for updates to available services 😊</p> | |
| Access Canberra Service Centre Appointments | <p><i>To be used after 18 October if there is a low take up of appointments</i></p> <p>Did you know that you can complete more than 700 transactions online at any time by visiting www.accesscanberra.act.gov.au.</p> <p>For time critical services that cannot be completed online or over the phone, Access Canberra is now accepting appointment bookings.</p> <p>We ask that you are patient with our staff as we work through outstanding transactions and facilitate the limited number of available appointments.</p> <p>Limited appointments allows us to deliver our services in a way that is safe for our people and the community.</p> <p>If you require a time critical service that cannot be done online or over the phone, please call 13 22 81 between 9am to 5pm Monday to Friday.</p> <p>If your request is not urgent and time critical, we ask that you be patient and consider waiting until our Service Centres are operating at full capacity. Please continue to check our website for updates to available services.</p> | To be supplied by CMTEDD Comms |

Website

| Date | Link to web page | Content |
|-----------|------------------|--|
| 5 October | Homepage banner | <p>Access Canberra Service Centres including Hume and Mitchell are closed for non-essential workers and transactions. This is to support public safety and limit people movement.</p> <p>You can do most transactions online.</p> <p>If you are an essential worker or need support with an essential service transaction, call 13 22 81 between 9am to 5pm Monday to Friday.</p> <p>To find out more about how our services have changed to support safety see COVID-19 Impacts to Access Canberra Services.</p> |

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Action officer: Emily Walker, Director Communication and Community Education

Date: September 2021

| | | |
|-----------|---|---|
| 5 October | Homepage Text | <p>Access Canberra Service Centres including Hume and Mitchell are closed for non-essential transactions. You can still do the majority of your transaction here on the Access Canberra website. If you are an essential worker or need a service for essential purposes that cannot be done online call 13 22 81. Access Canberra is committed to processing all requests in a timely manner. However, due to the current lockdown arrangements there will be delays to some of our services. Thank you for your patience and support to keep Access Canberra Service Centres COVID safe.</p> |
| 5 October | <p>COVID-19 Impacts to Access Canberra Services Webpage</p> | <p>Establishing vehicle registration and delivery of numberplates</p> <p>Customers are now able to complete an online vehicle registration establishment through their ACT Digital Account. Once you're your application has been lodged online Access Canberra will contact you to finalise the establishment of your vehicle, take payment and arrange a date and time for the safe and contactless delivery of your numberplates. Numberplates will generally be delivered the same day payment for registration is made.</p> <p>Customers will need to be at home to accept delivery of numberplates. If the customer is not home to receive the delivery, a card will be left advising the customer to call Access Canberra to arrange redelivery or an appointment at a Service Centre to collect their numberplates.</p> <p>Learner Licence Application</p> <p>To assist new learner drivers in Canberra, Access Canberra is offering limited appointments to complete an application for a learner licence.</p> <p>We are restricted in the number of people allowed in our Service Centres at any one time to keep our staff and the community safe. We respectfully ask that you arrive no more than five minutes prior to your appointment time and enter the Service Centre by yourself if possible or with no more than one support person/guardian/carer.</p> <p>Please don't be late - if you arrive 15 minutes after your scheduled appointment time your appointment will be cancelled, and you will need to rebook an appointment by calling 13 22 81.</p> <p>Please also ensure you have all of the relevant documentation to obtain your licence or you will be required to make another appointment which may take some time.</p> <p>If your application is successful, your new learner licence will be mailed to your nominated postal address and a learner licence pack will be supplied to you. Please allow up to 21</p> |

| | | |
|------------|--|--|
| | | business days for delivery. If you have not received your licence in that time, please contact 13 22 81. |
| 18 October | Homepage banner | <p>Access Canberra Service Centres are now accepting appointment bookings for services that cannot be completed online or over the phone.</p> <p>You cannot attend a Service Centre without a prior approved appointment. Appointments can only be made by calling Access Canberra. Note you can do most transactions online or via phone. If you need a service that cannot be completed online, please call 13 22 81 for assistance.</p> <p>Read about COVID-19 Impacts to Access Canberra Services.</p> |
| 18 October | Homepage Text | <p>Access Canberra Service Centres are now accepting appointment bookings for services that cannot be completed online or over the phone. You can still do the majority of your transaction here on the Access Canberra website. If you are an essential worker or need a service for essential purposes that cannot be done online call 13 22 81. Access Canberra is committed to processing all requests in a timely manner. However, due to the current lockdown arrangements there will be delays to some of our services. Thank you for your patience and support to keep Access Canberra Service Centres COVID safe.</p> |
| 18 October | COVID-19 Impacts to Access Canberra Services Webpage | <p>Essential appointments</p> <p>There are a few Access Canberra services that are unable to be completed online or over the phone, including:</p> <ul style="list-style-type: none"> • Issuing a new Drivers Licence, including transfer of Drivers Licence from interstate; • Issuing a Learner Drivers Licence; • Issuing Proof of Identity Card; • Establishing Vehicle Registration (including numberplate collection); and • Issuing of standard replacement numberplates (where existing numberplates have been lost, destroyed, stolen or damaged). <p>To ensure that we can continue to deliver services that are time critical and cannot be done online or over the phone for essential workers and people requiring them for an essential purpose while protecting the wellbeing, health and safety of our staff and the community we are offering limited appointments, at the Belconnen and Tuggeranong Service Centres only, for the above services only.</p> |

Approved by: **Firstname Surname, xphone**

Action officer: Emily Walker, Director Communication and Community Education

Date: September 2021

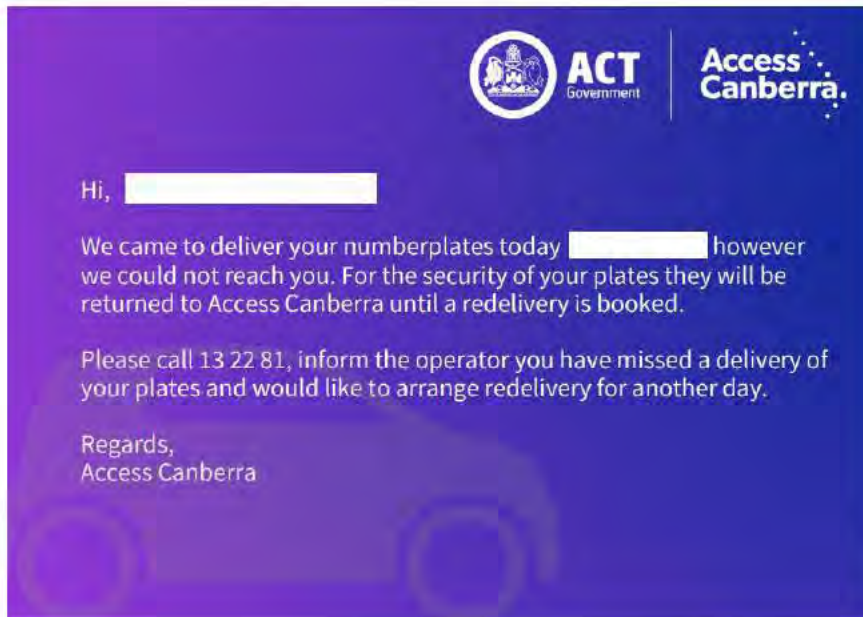
| | | |
|--|--|---|
| | | <p>An 'Essential Purpose' is an essential business, activity or undertaking as specified by the Chief Health Officer in the current <u>Public Health Emergency Directions</u>.</p> <p>If you are an essential worker or need a service for essential purposes that cannot be done online or over the phone please call 13 22 81 between 9am to 5pm Monday to Friday. Service Centre's remain closed. You cannot attend a Service Centre without a prior approved appointment. Appointments can only be made over the phone.</p> <p>If you don't require these services for essential purposes or need a vehicle identity check to complete your transaction, please be patient and continue to check our website for updates to available services.</p> <p>Expanded Appointments</p> <p>As the ACT Government ease restrictions, Access Canberra is working to provide services to Canberrans in a way that is safe for our staff and customers.</p> <p>We have expanded the availability of our appointments and can now offer appointments to all Canberrans requiring time critical services that cannot be completed online or over the phone.</p> <p>If you require a time critical service that cannot be done online or over the phone please call 13 22 81 between 9am to 5pm Monday to Friday to book an appointment.</p> <p>We ask that you are patient with our staff as we work through outstanding transactions and facilitate the limited number of available appointments.</p> <p>If your request is not urgent and time critical, we ask that you be patient and consider waiting until our Service Centres are operating at full capacity. Please continue to check our website for updates to available services.</p> |
|--|--|---|

Failure to deliver numberplate card

Approved by: **Firstname Surname, xphone**

Action officer: Emily Walker, Director Communication and Community Education

Date: September 2021



Approved by: **Firstname Surname, xphone**

Action officer: Emily Walker, Director Communication and Community Education

Date: September 2021

Service Centre Posters and Banners



 **ACT**
Government | **Access Canberra.**

In line with the current Public Health Directions this Service Centre is

CLOSED

For the health and safety of our staff, we are not accepting walk-in customers at this time.

Our staff inside cannot assist you today without a pre-arranged appointment.

Please do not knock or enter this building unless you have a pre-arranged appointment.

Appointments are only for essential purposes

If you are an essential worker and need a service that is time critical and is for an essential purpose, that cannot be done online call 13 22 81

You can do most Access Canberra transactions online

accesscanberra.act.gov.au
covid19.act.gov.au



In line with the current public health directions this service centre is

CLOSED

You can do most Access Canberra transactions online:

www.accesscanberra.act.gov.au

Please delay any non-essential transactions during this time.

If you are an essential worker or need a service for essential purposes that cannot be done online call 13 22 81

 **ACT**
Government | **Access Canberra.**

covid19.act.gov.au

Approved by: **Firstname Surname, xphone**

Action officer: Emily Walker, Director Communication and Community Education

Date: September 2021



To: Minister for Business and Better Regulation

CC:

Rec in MO 27 October 2020

From: Executive Branch Manager, Customer Coordination

Subject Service Centre Arrangements

Cleared By: Deputy Director-General, Access Canberra

Recommendations

That you:

- Note the information contained in this brief.

Comments

Please keep engaging with me regarding proposal at paras 11-13.

Tara Cheyne MLA.....

Tara Cheyne 27/10/21

Noted / Please Discuss

Background

1. In line with the *ACT Pathway Forward*, planning has progressed to reopen Access Canberra Service Centres from Monday 1 November 2021, while also balancing operational requirements and work health and safety obligations.
2. The Access Canberra Service Centres are experiencing workforce shortages, impacting the ability to sufficiently staff all Service Centres at the present time.
3. Since lockdown commenced on 12 August 2021, 15 staff have left Service Centres through a combination of resignations from Access Canberra and staff being offered higher duties/promotions across the ACT Government. This has resulted in a 20 per cent vacancy rate, which is the equivalent to one full Service Centre staffing.
4. Service Centres are currently also seeing an increase in unplanned leave (5+ daily) reflecting the pressures of the current COVID environment, further reducing available staffing levels.
5. Access Canberra has expedited a recruitment process to engage new staff by late November/early December 2021 to assist with the staff shortages.
6. Due to the complex nature and the number of transactions performed in a Service Centre, it takes approximately four months to train a Customer Service Officer to work independently.



7. Access Canberra is looking at innovative ways to enable more staff to be trained at any given time. However, it is still complex and only a certain number of staff can be in training at any given time because of the need for a dedicated buddy from the existing workforce to be allocated to train each new staff member and shadow them.
8. Until Access Canberra has a fully trained workforce to support the operation of five Service Centres, a temporary service offering has been developed to apply a balanced approach of service to community and support for staff.

Service Delivery – Temporary Arrangement from 1 November 2021 until 31 January 2022

1. Service Centres (excluding Land Titles) will transition from bookable appointments to walk-in service. Bookable appointments will cease at close of business on Friday 29 October 2021.
2. Woden, Belconnen, Tuggeranong, and Gungahlin Service Centres will re-open for walk in customers from 1 November for all transactions that cannot be done online. Even if the transaction can be done online, customers won't be turned away (especially more vulnerable Canberrans who may not have online access). Rather, staff will educate customers so that they can either complete their transaction at the Service Centre on one of the touchscreens or other mobile devices so that next time they know that they don't need to attend a Service Centre.
3. The hours of operation for Service Centres will be Monday to Friday, 9am-5pm, with 4pm as the cut off time for the last customer joining the queue. If there is no queue, customers will still be welcomed into Service Centres up to 5pm where resourcing allows for this.
4. Dickson Service Centre will only operate for Land Titles transactions and by appointment. All other transactions will need to be completed at another Service Centre or online where possible. This temporary arrangement is to support workforce needs across the agency at this time due to COVID impacts.
 - a. The Dickson Service Centre is the smallest of all the Service Centres and usually processes less transactions.
 - b. Staff will be redeployed from the Dickson Service Centre to bolster the workforce at other Service Centres and help with the training of new staff.
 - c. The current Land Titles 'drop and run' service for legal practitioners for conveyancing and related documents that was set up during lockdown will move from the Belconnen Service Centre to Dickson Service Centre from Monday 1 November 2021.
 - d. Legal practitioners, self-represented parties or anyone that needs assistance with Land Titles related transactions will be able to make an appointment.
 - e. A review of these operations will occur in December 2021 to determine the future delivery options for the Land Titles Office, either by continuation of appointment, or alternative methods.
5. Possible risks associated with the temporary repurposing of the Dickson Service Centre will be mitigated by:
 - a. Comprehensive public communications and messaging regarding new arrangements,



- b. Signage at the Dickson Service Centre, including wayfinding to the nearest Service Centre, and
 - c. Concierge staff onsite at the Dickson Service Centre to help and support customers unaware of the temporary change.
6. All Service Centres will continue to provide support to vulnerable members of the community for all transactions where needed.
7. Access Canberra will have a Security Guard presence and concierge staff member on site to assist customers navigate the online process where possible or direct them to other Service Centres, if required.
8. Access Canberra is continuing to work with our queue management provider, NEXA, to implement a mobile queueing system to support the management of queues at all Service Centres.
 - a. NEXA have indicated implementation should be completed by early November. The final date of when this will commence is still to be confirmed. However, it is anticipated to come into effect sometime in the week commencing 1 November 2021.
 - b. Either way, Access Canberra will have standard queuing system in place as an interim measure between 1 November 2021 and the implementation of the QR code system. Standard Operating Procedures have been developed to support this process.
9. The Building Services Shopfront at Mitchell will also reopen on 1 November, noting Service Centre transactions cannot be completed at this site.

Proposal for extended Christmas Shut down

10. The staff shortages are expected to be exacerbated over the December-January holiday period with all staff having high levels of leave, and like other Canberrans, wanting to travel to reunite with people following the easing of COVID restrictions.
11. The normal Christmas shutdown period for the ACT Public Service is from Friday 24 December through to 4 January 2022. We are investigating extending this shut down period for Service Centres from Friday 17 December to re-opening on Monday 10 January 2022.
 - a. Planning is still occurring around this proposal and will be depending on workforce availability projections.
 - b. An extended shut down closure of Service Centres would enable the maximum number of Service Centre staff to take leave. Those that choose not to would be redeployed to the Contact Centre, in turn allowing more of those staff to take leave.
 - c. The alternative would be refusing leave, having a skeleton staff with associated customer queues; and dealing with unplanned absences which could result in the closure of a Service Centre with no notice.
12. We will consult with affected staff and relevant unions on this proposal.



13. We would propose to commence messaging regarding an extended shut down for Service Centres from the middle of November. During the shutdown period, customers would be encouraged to complete transactions online or via the phone as has been successfully demonstrated during the lockdown period.

Communications

14. A range of communications products are currently being developed to support the re-opening of the Services Centres including, improved signage, updated web content and social media information.
15. Key messages include:
 - a. Most services can be completed online, quickly and easily.
 - b. Service Centres are now open to assist Canberrans with time critical services that cannot be completed online or over the phone, and to support members of our community who may require additional assistance completing their transactions.
 - c. Access Canberra is committed to processing all requests in a timely manner. However, due to the extended lockdown arrangements, there are delays with some of our services that couldn't be completed online or over the phone.
 - d. Before visiting a Service Centre, check the website for current wait times. If wait times are longer than two hours, it may be best to delay your visit until another time.
16. Access Canberra also wrote to several community partners on 21 October 2021 outlining the service arrangements to support those members of our community who require additional support.
17. Community messaging will continue to be review once Service Centres are reopened.

Action Officer: Craig Neiberding
Senior Director, Service Centres

Date: 26 October 2021

Portfolio/s: Business and Better Regulation

ISSUE: Why is the Belconnen Service Centre being relocated?

Talking points:

- The existing Belconnen Service Centre, the busiest in the ACT, is the only shopfront that has not had an upgrade since the formation of Access Canberra.
- The new Service Centre is scheduled to open in November this year, and there should be no interruption to Access Canberra services for customers at the Belconnen site.
- It is not anticipated that the project will be impacted; however, COVID continues to present risks that could affect the timeline.
- COVID Health directions have highlighted site shortcomings. For example, Access Canberra can only open five counters at Belconnen and ensure physical distancing. This has led to queues and increased wait times.
- With the lease expiring in 2021, Access Canberra have taken the opportunity to improve the facilities – with a new Belconnen site located directly next door to the existing Service Centre which is 75m² larger.
- Rent costs are neutral in terms of price over the term of the new lease.
- Access Canberra ran two community workshops to gather feedback from community organisations and the community to help inform the new Service Centre's design, and may inform further improvements to service delivery across all Access Canberra Service Centres.

Background Information

- Access Canberra has refurbished or relocated all former Canberra Connect shopfronts except for Belconnen since its formation. The existing Belconnen Service Centre tenancy is no longer fit for purpose and the lease expires in December 2021.
- The existing Belconnen Service Centre has more than 50 percent of the tenancy/space as back-of-house area and the remaining is the customer waiting area which is now limited due to COVID-19 physical distancing requirements.
- The lease for the new site in Belconnen was signed on 6 April 2021.
- The new site is a large open rectangle allowing for a better layout design.
- Funding has been allocated by Treasury for the relocation and modernisation of the Access Canberra Belconnen Service Centre through ACT budget appropriation. The total amount allocated for the project is \$1.33m (excluding GST). All associated fees will fit within this total.

Cleared as complete and accurate: 21/07/2021
Cleared for public release by: Deputy Director-General Ext: 59898
Contact Officer name: Craig Neiberding Ext: 76774
Lead Directorate: Chief Minister, Treasury and Economic Development
Objective Ref: 21/57653

- Major Projects Canberra is overseeing the delivery of the project and PBS Building has been engaged as the project managers/builders.
- It is anticipated that construction will commence on Tuesday 10 October 2021 and be completed by 15 November 2021. The construction program has accounted for current COVID-19 impacts, particularly with the supply of timber. It is not anticipated that the project will be further impacted but, COVID continues to present risks that could affect the timeline.
- Access Canberra Belconnen Service Centre Community Consultation workshop took place on the 27 and 28 April 2021 at Belconnen Labour Club. The workshop was a hybrid style workshop where participants were able to contribute in-person and online.
 - There were 32 people in total, with 12 people attending as individuals and 20 representing community stakeholder organisations.
- Access Canberra has met with the architects and are in the process of finalising a design taking into consideration the outcomes of the workshops.
- Access Canberra will undertake a process to engage a local artist to provide artwork for the new centre, following feedback from the community workshops.

Cleared as complete and accurate: 21/07/2021
Cleared for public release by: Deputy Director-General Ext: 59898
Contact Officer name: Craig Neiberding Ext: 76774
Lead Directorate: Chief Minister, Treasury and
Economic Development
Objective Ref: 21/57653

Portfolio/s: Business and Better Regulation

ISSUE: Why was the Civic Service Centre closed?

Talking points:

- The closure of the Civic Driver Licence Service Centre is now permanent.
- The two counters at the Civic Service Centre only offered a handful of drivers licence services and was initially closed in March 2020 as there was no way to social distance in such a small space.
- In the meantime, the new Dickson Service Centre was opened, and offers the full range of over 450 Access Canberra services in a modern, COVID-safe environment.
- Neither Access Canberra nor my office have received a single complaint about the closure of the Civic Driver Licence Service Centre.
- Instead - the community is already preferring to do business in the new Service Centre - with Dickson serving over 3,900 people in June 2021 alone.
- Finally, in thinking about how to provide the best service to the Canberra community, it is important to recognise that there are only a few transaction types that need to be done in person such as collecting number plates or establishing an identity including a photo – all the rest can be done online.

Background Information

- The Civic Drivers Licence Service Centre (CDLS) was a limited transaction service provided from two counters within the Civic Library.

The services provided included:

- Driver Licence Services;
- Proof of Identity Cards; and
- Working with Vulnerable People applications.
- The Dickson Service Centre opened on 7 September 2020. This new Service Centre provides customers with the full suite of Access Canberra services and transactions.
- In the three months prior to closing the CDLS processed approximately 7,805 transactions. Of these transactions more than half could have been processed using online channels.

| | | |
|-----------------------------------|---|------------|
| Cleared as complete and accurate: | 21/07/2021 | |
| Cleared for public release by: | Deputy Director-General | Ext: 59898 |
| Contact Officer name: | Craig Neiberding | Ext: 76774 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Objective Ref: | 21/57653 | |

- There was no possibility to make modifications to the CDLS fit out to expand the workspace or customer wait areas and queue management would have been difficult as customers would queue through the existing library space.
- Communication materials and efforts have been targeted to encourage central Canberra customers to visit the Dickson Service Centre. This includes digital messaging, updated Access Canberra Google listing, and signage on the library doors.
- You only need to visit a Service Centre if you require a photo for a new registration or renewal, establishing ID requirements or picking up number plates. All other transaction types can be done online.
- Customer feedback about the new Dickson Service Centre to date has been very positive, as it is conveniently located at the Dickson public transport interchange (bus and light rail).
- In April 2021, Dickson Service Centre served 3,052 people and completed 3,568 transactions.
- There is signage affixed to the Civic Library doors to assist in directing members of the community to Dickson Service Centre, including directions to the Light Rail. Service Centre locations is also listed on Access Canberra's front webpage.
- De-fit works commenced on 4 May 2021 and were completed on 17 May 2021.
- Access Canberra have engaged PBS Building to remove all Access Canberra Branding and convert the old CDLS into office space at the request of ACT Libraries.

Cleared as complete and accurate: 21/07/2021
Cleared for public release by: Deputy Director-General Ext: 59898
Contact Officer name: Craig Neiberding Ext: 76774
Lead Directorate: Chief Minister, Treasury and
Economic Development
Objective Ref: 21/57653

Portfolio/s: Business and Better Regulation

ISSUE: **What factors are currently impacting the operation of the Access Canberra Contact Centre?**

Talking points:

- The Access Canberra Contact Centre does a remarkable job managing channels including phone lines, call-backs, web chat and email.
- This year, **up to 19 July**, the Contact Centre has answered more than **280,000 calls**, including over **66,500 calls to the COVID 19 Helpline** (with an average **wait time of 2 minutes 35 seconds**).

If asked about contact centre wait times

- In relation to phone queues, I can advise the Assembly that wait times for July 2021 have in fact reduced by 44 per cent, to 4 minutes and 16 seconds, compared to the same time last year. The recruitment of 19 new staff through the Jobs for Canberrans program has been a big factor in reducing these wait times.

Background Information

- The general Access Canberra (13 22 81) number is open between 7am and 8pm Monday to Friday, 8am to 5pm Saturday and 9am to 5pm Sunday.
- On public holidays the Contact Centre is open between 9am and 5pm, except Good Friday and Christmas day.
- Outside of these hours urgent and high priority calls such as dog attacks, noise pollution and street sweepers are answered by an afterhours service provider.
- Access Canberra Contact Centre is resourced with approximately 75 staff of which 50 are call takers including 19 recruited through the Jobs for Canberrans program – noting it takes four months to train somebody with sufficient information to take the calls.
- The new Customer Relationship Management system (Salesforce) was rolled out to the Contact Centre in July, which has required significant training and ongoing procedural updates for staff. The system is heavily utilised by the Contact Centre for call logging, incident management, call backs and procedural information.

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Contact Officer name: Kevin Bell Ext: 53860
Lead Directorate: Chief Minister, Treasury and Economic Development
Objective Ref: 21/57653

- Year-round, the Access Canberra Contact Centre manages a broad cross section of business lines on behalf of the ACT Government, including:
 - 13 22 81 – Access Canberra Contact Centre
 - 13 25 00 – State Emergency Services
 - 13 17 10 – Transport Canberra (bus, light rail and MyWay)
 - 13 34 27 – Community Services (including Housing ACT)
 - 1800 047 222 – Faulty Parking Meters
 - 6207 2959 – Domestic Animal Services
 - 6207 3100 – CIT
 - 6205 4333 – Companion Card
 - 6205 9000 – Libraries ACT
 - 6207 7244 – COVID-19 Helpline
 - 6205 0900 – COVID-19 Access Canberra Business Liaison
- The Contact Centre also provided assistance to the ChooseCBR program. An option for ChooseCBR was added to the 13 22 81 Interactive Voice Response and two additional Contact Centre staff worked closely with their ChooseCBR colleagues.

Cleared as complete and accurate: 21/07/2021
Cleared for public release by: Chief Operating Officer Ext: 72790
Contact Officer name: Kevin Bell Ext: 53860
Lead Directorate: Chief Minister, Treasury and
Economic Development
Objective Ref: 21/57653

Portfolio/s: Business and Better Regulation

Portfolio/s: Consumer Affairs

ISSUE: How has Access Canberra supported businesses to comply with Public Health Directions throughout COVID-19?

Talking points:

- Access Canberra's Business Liaison line (ph. 6205 0900) and COVID-19 Helpline (ph. 6207 7244) both continue to play a critical role in providing timely advice and guidance to businesses and the Canberra community about the public health directions, travel requirements, COVID testing and the roll out of vaccines.

Out of Scope

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|-----------------------------------|---|--------------------|
| Cleared as complete and accurate: | 19/07/2021 | |
| Cleared for public release by: | Deputy Director-General | Ext: 59898 |
| Contact Officer name: | Josh Rynehart/ Rachael Short | Ext: 53740 / 46022 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Objective Ref: | 21/57653 | |

If asked what is the wait time for the COVID-19 Helpline (02 6207 7244)

- This year, up to 19 July, the Contact Centre has answered more than 66,500 calls on the COVID 19 Helpline with an average wait time of 2 minutes 35 seconds.
- The COVID-19 Helpline operates between 8am and 8pm everyday to provide quick and easy access to advice and information.
- I'd like to thank the Contact Centre staff at Access Canberra for their continued work to support our community during COVID-19.

Out of Scope

Cleared as complete and accurate: 19/07/2021
Cleared for public release by: Deputy Director-General Ext: 59898
Contact Officer name: Josh Rynehart/ Rachael Short Ext: 53740 / 46022
Lead Directorate: Chief Minister, Treasury and Economic Development
Objective Ref: 21/57653

Portfolio/s: Business and Better Regulation

ISSUE: Number plates delivery issue during COVID

Media:

- 9 June 2021, Canberra Times [Reduced entry to Access Canberra shopfronts during COVID left some without rego plates](#)
- Questions on Notice Paper No. 3 - QON 129 – Peter Cain MLA – Number Plates

Talking points:

- Media have reported that Canberrans who established a new vehicle registration in 2020 were unable to drive their vehicle whilst waiting for a numberplate delivery.
- In updated figures, in response to the Question on Notice asked by Mr Peter Cain MLA (Shadow Minister for Regulatory Services), as at 17 June, in financial years **2019-20** and **2020-21**, there were **86,274** customers who received numberplates on the **same** day the registration took effect.
- In that time period, **19,035** customers received their numberplates after the registration took effect.
- The average numberplate delivery timeframe after registration was five working days.
- We have to consider the time period under question. In response to COVID-19, Access Canberra was required to quickly modify its service model to adapt to public health restrictions, while still providing essential government services to the community in a COVID safe way.
- To minimise disruption to customers, Access Canberra temporarily modified its service model to reduce physical interactions and to limit the movement of people to keep our community safe. During this period, Access Canberra delivered number plates free of charge to customers nominated address.
- At the same time, an unprecedented number of vehicle registrations were cancelled and re-registered as a result of the January 2020 hailstorm.

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| Cleared as complete and accurate: | 03/08/2021 | |
| Cleared by: | Executive Branch Manager | Ext: 50554 |
| Contact Officer name: | Jo Verden/Derise Cubin | Ext: 50554/53732 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Cleared for release | Yes | |
| Objective Ref: | 21/57653 | |

Out of Scope

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| Cleared as complete and accurate: | 03/08/2021 | |
| Cleared by: | Executive Branch Manager | Ext: 50554 |
| Contact Officer name: | Jo Verden/Derise Cubin | Ext: 50554/53732 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Cleared for release | Yes | |
| Objective Ref: | 21/57653 | |

If a lockdown occurs again, will the Government continue to delay delivery of plates

- If a further lockdown occurs, Access Canberra will need to be guided by the public health directions in relation to how it manages the provision of services to the Canberra community.

Out of Scope

- Customers are able to obtain numberplates at the Service Centres.

Out of Scope

Key Information

- From 6 April to 17 July 2020 Access Canberra was operating under restrictions associated with the Public Health Direction due to COVID-19. Customers were not able to attend Service Centres during this time to collect new number plates as a result of these restrictions.
- In response to this situation, and to minimise disruption to customers, Access Canberra temporarily modified its service model to reduce physical interactions and to limit the movement of people. During this period, Access Canberra delivered number plates free of charge to customers nominated address following registration.
- Access Canberra has since resumed normal registration plate arrangements allowing customers to collect their number plate at the time of their transaction.
- Access Canberra can also provide same day service for essential workers and in other specific circumstances.

Out of Scope

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| Cleared as complete and accurate: | 03/08/2021 | |
| Cleared by: | Executive Branch Manager | Ext: 50554 |
| Contact Officer name: | Jo Verden/Derise Cubin | Ext: 50554/53732 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Cleared for release | Yes | |
| Objective Ref: | 21/57653 | |

Out of Scope

Cleared as complete and accurate: 03/08/2021
Cleared by: Executive Branch Manager Ext: 50554
Contact Officer name: Jo Verden/Derise Cubin Ext: 50554/53732
Lead Directorate: Chief Minister, Treasury and
Economic Development
Cleared for release: Yes
Objective Ref: 21/57653

Out of Scope

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| Contact Officer name: | Jo Verden/Derise Cubin | Ext: 50554/53732 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Cleared for release | Yes | |
| Objective Ref: | 21/57653 | |

Out of Scope

Answer to Question 4:

Customers are required to attend an Access Canberra Service Centre to collect new number plates.

From 6 April to 17 July 2020 Access Canberra was operating under restrictions associated with the Public Health Direction due to COVID-19. Customers were unable to attend Service Centres during this time to collect new number plates as a result of these restrictions. In response to this situation, and to minimise disruption to customers, Access Canberra temporarily modified its service model to reduce physical interactions and to limit the movement of people. During this period, Access Canberra delivered number plates to customers nominated address following registration. Access Canberra has since resumed normal registration plate arrangements allowing customers to collect their number plate at the time of their transaction.

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| Cleared as complete and accurate: | 03/08/2021 | |
| Cleared by: | Executive Branch Manager | Ext: 50554 |
| Contact Officer name: | Jo Verden/Derise Cubin | Ext: 50554/53732 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Cleared for release | Yes | |
| Objective Ref: | 21/57653 | |

Portfolio/s: Business and Better Regulation

ISSUE: Has COVID-19 had an impact on the operations of Access Canberra Service Centres?

Talking points:

- Access Canberra continues to deliver government services to the Canberra community while taking measures to reduce COVID-19 related risks for the community and staff.
- I am pleased to advise that in line with current health advice, Access Canberra increased customer capacity in its Service Centres, opened more service counters, and returned to operating hours of 9am to 5pm, Monday to Friday.
- These service changes have had a positive impact for customers attending Service Centres. That said, people wishing to transact with Access Canberra are encouraged to complete their transactions online - with the majority of transactions now available for completion wholly online or via telephone (13 22 81).
- If customers are unsure whether they need to attend a Service Centre to complete their transaction, they should first contact Access Canberra on 13 22 81 for advice.
- Customers can also stay up to date on service impacts in Service Centres, including wait times, via the Access Canberra website (www.accesscanberra.act.gov.au).
- Access Canberra seeks, wherever possible, to prioritise service to more vulnerable customers such as for the elderly, people living with a disability and persons with complex needs. People requiring additional support or assistance are encouraged to speak with Concierge staff upon arrival at the Service Centre for assistance.

Background Information

- Access Canberra Service Centres reduced their operating hours in response to COVID-19 restrictions, noting the original intent to reduce community movements and physical interactions. Reduced hours have also assisted Access Canberra to manage its workforce needs noting the significant service model changes that were implemented in response to COVID-19, and to manage individual staffing needs especially for more vulnerable staff members.

Cleared as complete and accurate: 21/07/2021
Cleared for public release by: Deputy Director-General Ext: 59898
Contact Officer name: Craig Neiberding Ext: 76774
Lead Directorate: Chief Minister, Treasury and Economic Development
Objective Ref: 21/57653

- Access Canberra is continuing to monitor health guidance relevant to having more staff return to the frontline in Service Centres and is in the process of recruiting additional Customer Service Officers to support frontline staffing levels across all Service Centres.
- Service Centres have seen an increase in customer visits over the past few months, which is considered normal for this time of year, due to school and university terms and with the general influx of new citizens into the ACT. During this time there is typically also an increase in Working With Vulnerable People (WWVP) registrations as university students start part-time work and/or require this for their studies (such as nursing).
- In addition, changes to the WWVP Act that came into effect on 1 February 2021 now require screening on NDIS activities, which has increased the volume of WWVP registrations being processed by Access Canberra.
- Customer numbers and transactions completed for each Service Centre for the first three weeks of July 2021 and 2020 are provided below.
- It is important to note that one customer can do multiple transactions, which is why the transactions are higher than the actual number of customers served.

| Centre | 1-21 July 2021 | | | 1-21 July 2020 | | |
|--------------|----------------|---------------|-------------------|----------------|---------------|-------------------|
| | Customers | Transactions | Transaction Times | Customers | Transactions | Transaction Times |
| Belconnen | 4021 | 5382 | 9:26 | 3007 | 3851 | 8:10 |
| Dickson | 2562 | 3127 | 9:06 | - | - | - |
| Gungahlin | 3260 | 4324 | 10:47 | 2738 | 4453 | 10:55 |
| Tuggeranong | 3991 | 4590 | 8:02 | 2601 | 3638 | 7:40 |
| Woden | 3939 | 5050 | 10:41 | 2759 | 3564 | 10:41 |
| Total | 17,773 | 22,473 | | 11,105 | 15,506 | |

Cleared as complete and accurate: 21/07/2021
 Cleared for public release by: Deputy Director-General Ext: 59898
 Contact Officer name: Craig Neiberding Ext: 76774
 Lead Directorate: Chief Minister, Treasury and Economic Development
 Objective Ref: 21/57653

Chief Minister, Treasury and Economic Development Directorate

To: Minister for Business and Better Regulation *CJK 1/11/21* Objective No.: 21/88420

Date: 01/10/2021

From: Chief Operating Officer, Access Canberra

Subject: Out of Scope

Important information

1. Out of Scope
2. Briefs with you re AC services impacted by lockdown:
 - a. 21/89256 – Caveat Brief – Cheyne - Tranche 3 Service Delivery Changes
 - b. 21/86113 - Caveat Brief - Cheyne - Mobile Queuing at Service Centres

COVID-19 Response

3. Out of Scope
4. Out of Scope
5. AC Comms worked with CMTEDD Comms and the PICC on targeted communications on Pathway out of Lockdown in response to enquiries through the Contact Centre.
6. Out of Scope
7. Out of Scope
8. Out of Scope

Out of Scope

Out of Scope

Out of Scope

Out of Scope

Signatory Name: Margaret McKinnon

Phone: 0435 440 520

Action Officer: Sharon Roulston

Phone: 6207 2960

Attachments

| Attachment | Title |
|------------|--------------|
| | Out of Scope |



Access
Canberra.

A message from
Access Canberra

Out of Scope

Out of Scope



September 2021



ACT Health

A message from

Access Canberra &

Health Protection Services

Out of Scope

Out of Scope

- call the Access Canberra Business Liaison Team on (02) 6205 0900

Out of Scope

Victor Martin
Executive Branch Manager
Health Protection Service

Josh Rynehart
Executive Branch Manager
Access Canberra

Chief Minister, Treasury and Economic Development Directorate

To: Minister for Business and Better Regulation

Objective No.: 21/90280

Date: 08/10/2021

From: Chief Operating Officer, Access Canberra

Subject: Out of Scope

Important information

1. **Out of Scope**
2. Briefs with you re AC services impacted by lockdown:
 - a. 21/89256 - Caveat Brief- Cheyne - Tranche 3 Service Delivery Changes
3. We will brief you on plans to re-open a further Shop Front likely on Monday 17

Out of Scope

Essential appointment (EA) requests referred by MO and contacted by AC

10. Schedule 2.2(a)(ii) EA booked for Learners Licence.
11. Schedule 2.2(a)(ii) Offered learner licence booking and declined.
12. Schedule 2.2(a)(ii) EA booked for Learners Licence.

any reason why?



Shopfronts, Contact Centre and Service delivery

15. AC are confirming the timeline for construction of the Belconnen Service Centre and will provide a brief in the coming week.

Signatory Name: Margaret McKinnon

Phone: 6207 7290

Action Officer: Sharon Roulston

Phone:

Chief Minister, Treasury and Economic Development Directorate

To: Minister for Business and Better Regulation *CJC 13/9/21* Objective No: 21/80859

Date: 10/09/2021

From: Chief Operating Officer, Access Canberra

Subject: Out of Scope

Important information

Out of Scope

7. ✓ Customers whose existing numberplates have been lost, destroyed, stolen or damaged can apply for replacement numberplates. Payment can be made online or over the phone however in person collection of numberplates is required. This transaction will be added to the transaction types that qualify as an "Essential Appointment".

8. **Out of Scope**

9.

10. A range of Road Transport related legislative timeframes have been extended. These include:

- a. Learner licences expiring between 9 Aug 21 and 31 Jan 22 extended for 6 months. AC to write to affected learner licence holders to confirm new expiry date.
- b. Pre-learner and provisional motorcycle training certificate validity has been extended from 1 month to 3 months. This allows more time to attend a service centre to obtain their Motorcycle Licence. Extension will be in place until 31 Mar 22.

c. **Out of Scope**

- d. Roadworthy, vehicle identity and gas inspection ce extended from one to three months. This allows customers more time to attend a service centre to complete their registration transaction

11. **Out of Scope**

Out of Scope

13. **Out of Scope**

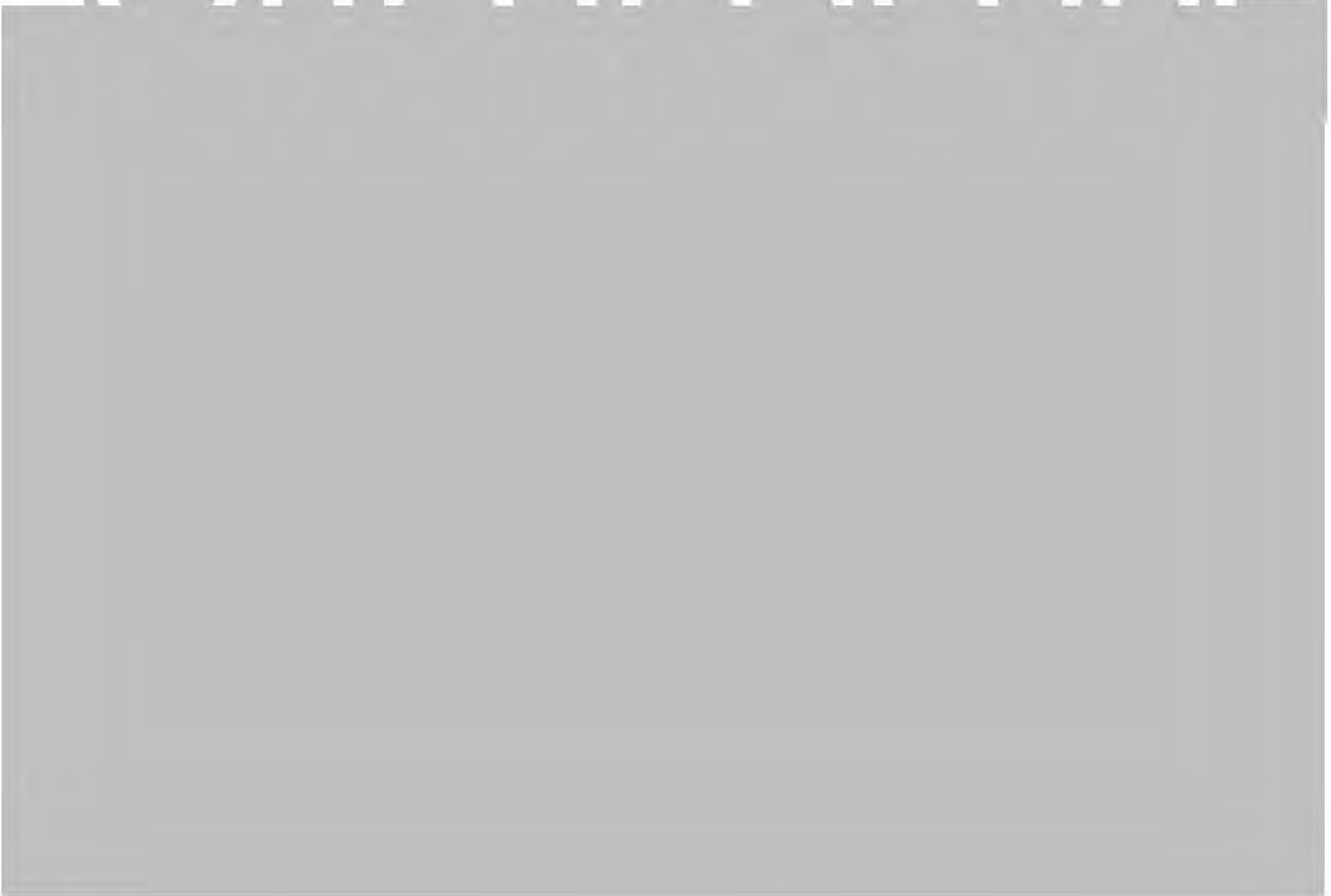
Essential appointment requests referred by MO

14. AC contacted **Schedule 2.2(a)(ii)** (7 Sept) and advised that he was not eligible for an essential appointment (EA) for his son's learner licence.

15. AC contacted **Schedule 2.2(a)(ii)** (7 Sept). EA booked (8 Sept) to establish registration.

16. AC contacted **Schedule 2.2(a)(ii)** (9 Sept). EA booked (10 Sept) to establish registration.

17. **Out of Scope**



Signatory Name: Margaret McKinnon

Phone: 6207 7290

Action Officer: Ashleigh McInnes

Phone: 6207 7421

Chief Minister, Treasury and Economic Development Directorate

To: Minister for Business and Better Regulation *UP 22/10/21* Objective No.: 21/92198

Date: 15/10/2021

From: Chief Operating Officer, Access Canberra

Subject: Out of Scope

Important information

1. Out of Scope
2. Briefs with you re AC services impacted by lockdown:
 - a. 21/89256 - Caveat Brief- Cheyne - Tranche 3 Service Delivery Changes.

3. Out of Scope

Out of Scope

10. COVID-19 Helpline wait time will increase as AC staff supporting Contact Centre return to normal duties. The COVID-19 Helpline demand and the increased wait times will likely remain throughout the easing of restrictions over the weeks ahead.

Out of Scope

Essential appointment (EA) requests referred by MO and contacted by AC

17. Schedule 2.2(a)(ii) **(7 Oct)** EA booked for grandson's Learner Licence.

Out of Scope

Attachments

| Attachment | Title |
|-------------------|--------------------------------------|
| Attachment A | Service Delivery States for COVID-19 |

Signatory Name: Margaret McKinnon Phone: 6207 7290

Action Officer: Ashleigh McInnes Phone: 6207 7421



Access Canberra

Service Delivery States for COVID-19

October 2021

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Transition between Service Delivery States **Error! Bookmark not defined.**

Out of Scope

Out of Scope

Out of Scope

| Business Area | SDS-1 | | SDS-2 | | SDS-3 | | FDS |
|---------------|---------------|---------------------------|-------------------|------------------------------|------------------------|-----------------------------|---------------------------|
| | Full Lockdown | Lockdown-Transition-State | Full Restrictions | Restriction-Transition-State | Easing of Restrictions | Transition out Restrictions | Return to full operations |

Out of Scope

| | | | | |
|-----------------------|---|---|---|---|
| Contact Centre | <p>Expanded services to support Covid19 Helpline, CDC incoming line.</p> <p>Normal phone services continue to operate</p> <p>Almost all staff working from home except for training and mentoring</p> | <p>Expanded services to support Covid19 Helpline, CDC incoming line.</p> <p>Normal phone services continue to operate</p> <p>Staff working from home where possible and as required - except for training and mentoring</p> | <p>Expanded services to support Covid19 Helpline, CDC incoming line.</p> <p>Normal phone services continue to operate</p> <p>Gradual return of staff to working in the office though staff who wish to can remain working from home</p> | <p>Completion of Covid19 Helpline and return of CDC support line to ACT Health.</p> |
|-----------------------|---|---|---|---|

Out of Scope

| Business Area | SDS-1 | | SDS-2 | | SDS-3 | | FDS |
|------------------------|---|---|--|--|---|--|---------------------------|
| | Full Lockdown | Lockdown-Transition-State | Full Restrictions | Restriction-Transition-State | Easing of Restrictions | Transition out Restrictions | Return to full operations |
| <h1>Out of Scope</h1> | | | | | | | |
| Service Centres | Face to face services unavailable. Building and planning emergency services (support | Bookable appointments for essential services become available | Bookable appointments in 3 Service Centres, open only for limited transactions | Service Centres open only for limited transactions. Support for essential workers and vulnerable Canberrans | All Service Centres and shopfronts open. Normal operating hours 9am-5pm Physical distancing in place. Enhanced cleaning No cash payments accepted. | Service Centres support customers to engage digitally focussed on digital services as the primary service model, | |

| Business Area | SDS-1 | | SDS-2 | | SDS-3 | | FDS |
|---------------|--|---------------------------|---|--|------------------------|-----------------------------|---|
| | Full Lockdown | Lockdown-Transition-State | Full Restrictions | Restriction-Transition-State | Easing of Restrictions | Transition out Restrictions | Return to full operations |
| | to ACTPS and ESA) delivered digitally. | | Support for essential workers and vulnerable Canberrans Normal operating hours 9am-5pm Back of house capacity to manage all other transactions. | Normal operating hours 9am-5pm Back of house capacity to manage all other transactions. | | | extra support available for those customers who require it. |

Out of Scope

Chief Minister, Treasury and Economic Development Directorate

To: Minister for Business and Better Regulation

Objective No: 21/75209

Date: 19/08/2021

From: Deputy Director-General, Access Canberra

Subject: Minister's Weekly Brief Week ending 20 August 2021

Key Updates

1. Our focus remains on supporting the Contact Centre, our compliance activities and essential regulatory activity, with sustaining our workforce during this period of on-going challenge.
2. AC continues to operate under BCP arrangements with all Service Centres including the Hume Vehicle Inspection Station (HVIS) closed and minimal essential staff not working from home to support the lockdown and public health directions.

Looking forward – COVID-19

3.

Out of Scope

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9. AC continues to work with PICC about more frequent communications; and Chief Digital Officer on phone line capacity issues impacting upon the Contact Centre.

Out of Scope

Signatory Name:

David Pryce

Phone: 6207 9898

Action Officer:

Margaret McKinnon

Phone: 6207 7290

Chief Minister, Treasury and Economic Development Directorate

To: Minister for Business and Better Regulation

Objective No.: 21/94265

Date: 22/10/2021

From: Chief Operating Officer, Access Canberra

Subject: Out of Scope

Important information

1. Out of Scope
2. Briefs with you re AC services impacted by lockdown:
 - a. 21/89256 - Caveat Brief- Cheyne - Tranche 3 Service Delivery Changes.

Out of Scope

3. Briefs to you in the next 5 days re AC services impacted by lockdown:

Out of Scope

- c. 21/95439 - Caveat Brief - Cheyne - Proposed Service Centre Arrangements.

Out of Scope

Out of Scope

Shopfronts, Contact Centre and Service delivery

15. AC experienced exponential increases in call volumes after announcement of restrictions easing. Majority related to border restrictions, interstate travel requests, exemptions, and quarantine. Also calls re Service Centre transactions and requests to cancel, transfer, and establish vehicle registrations coming out of lockdown.
16. Bookable appointments began at Gungahlin Service Centre (18 Oct). Planning is underway to reopen Service Centres (1 Nov) subject to workforce capacity and the COVID-19 situation.

Out of Scope

Out of Scope

Signatory Name: Margaret McKinnon

Phone: 6207 7290

Action Officer: Ashleigh McInnes

Phone: 6207 7421

Chief Minister, Treasury and Economic Development Directorate

To: Minister for Business and Better Regulation *CP 27/9/21* Objective No.: 21/85696

Date: 24/09/2021

From: Chief Operating Officer, Access Canberra

Subject: Out of Scope

Important information

1. Out of Scope

2. Briefs with you re AC services impacted by lockdown:

a. 21/77849 - Customer Satisfaction Survey Results 2021.

Out of Scope

c. 21/87121 - Delivery of Numberplates via Third Party Courier.

Schedule 1 1.6

3. Briefs coming in the next 5 days re AC services impacted by lockdown:

a. 21/86113 - Caveat Brief - Mobile Queuing at Service Centres.

COVID-19 Response

4. Out of Scope

5. Out of Scope

6. AC has engaged a courier service to provide delivery of numberplates (a Caveat Brief 21/87121 has been provided to you).

7. Out of Scope

8. Out of Scope

9.

Out of Scope

Out of Scope

Essential appointment (EA) requests referred by MO and contacted by AC

16. [Schedule 2.2\(a\)\(ii\)](#) (21 Sept). EA booked (22 Sept) on compassionate grounds as he needs to travel for medical treatments.

17. [Schedule 2.2\(a\)\(ii\)](#) (22 Sept). EA booked (22 Sept) to establish registration.

18. Out of Scope

Out of Scope

OFFICIAL

Out of Scope

Signatory Name: Margaret McKinnon

Phone: 0435 440 520

Action Officer: Sharon Roulston

Phone: 6207 2960

Chief Minister, Treasury and Economic Development Directorate

| | | |
|-----------------|---|-------------------------|
| To: | Minister for Business and Better Regulation | Objective No.: 21/76487 |
| Date: | 27/08/2021 | |
| From: | Deputy Director-General, Access Canberra | |
| Subject: | Out of Scope | |

Important information:

1. Out of Scope

2. Briefs with you on regarding AC services impacted by lockdown:

Schedule 1 1.6

e. 21/77918 - Brief - Cheyne - Service Changes Impacted by Lockdown -Unregistered Vehicle Permits (UVP)

3. Briefs coming to you in the next 5 days on AC services impacted by lockdown:

a. 21/77603 - Brief - Cheyne - Bookable Appointments for Essential Services - Customer Coordination BCP

Schedule 1 1.6

Out of Scope

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Out of Scope

9. To assist customers who cannot establish an ACT vehicle registration due to the closure of Service Centres and may have difficulty getting a Certificate of Inspection (Col), vehicles with no defects are now eligible for an Unregistered Vehicle Permit (UVP) for up to 28 days (normally issued for a max of 7 days with a Col provided). This is a risk-based approach being applied by AC due to COVID restrictions.
10. WWVP has implemented process changes regarding proof of identity (PoI) document verification so WWVP registrations can still be issued during the lockdown period. Essential worker applications are prioritised with other applications processed as resourcing permits.
- a. New applicants need to attend a Service Centre for PoI. New applicants with an ACT driver licence will now be permitted to send their required identity documents electronically, as they are already known to AC and have previously undergone a PoI verification process. Electronic submission of identity document will also be available to those applying to renew their WWVP registration and who have changed their personal particulars.
 - b. The PoI process is critical for accurate background checking of applicants and includes a face to photo verification element. Electronic submission of identity documents is not possible for applicants who have no prior dealings with AC that include a form of identity verification. New applicants who do not hold an ACT driver licence will not be able to have their application processed while Service Centres are closed. However, if a person holds an equivalent registration issued in another jurisdiction, they are permitted to work in a similar activity in the ACT for 28 days under that existing registration. This situation will be alleviated with a limited 'appointment' arrangement to be implemented for Service Centres.
 - c. Registration cards will not be issued during this time. All people issued with a registration will be sent details of registration in an official confirmation letter. This document will serve as evidence of a registration until such time as the card printing function is recommenced.

- i. Comms will be added to the AC website on these process changes.

Sensible approach

Is there a reason these can't be printed w/ the other cards? (at 7)

11.

Out of Scope

Call backs and follow-ups

12. AC contacted Schedule 2.2(a)(ii) (17 Aug) re Pol requirements for a driver licence. [redacted] prefers to wait until Service Centres reopen. AC will contact Schedule 2.2(a)(ii) when this option becomes available.

13.

Out of Scope

14.

15.

Out of Scope

Signatory Name: David Pryce

Phone: 6207 9898

Action Officer: Margaret McKinnon

Phone: 6207 7290

Huge effort across the agency with many sensitive + pragmatic solutions — thank you. Jen. 30/8/21

Chief Minister, Treasury and Economic Development Directorate

To: Minister for Business and Better Regulation *UC 4/11/21* Objective No.: 21/96551

Date: 29/10/2021

From: Chief Operating Officer, Access Canberra

Subject: Out of Scope

Important information

1. Out of Scope
2. Briefs with you re AC services impacted by COVID:
 - a. 21/95439 - Proposed Service Centre Arrangements
3. Out of Scope

Out of Scope

Call backs and follow-ups

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- 13.
- 14.
- 15.
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Out of Scope

21. Schedule 2.2(a)(ii) **(21 Oct)** re imported vehicle inspection. Appointment booked (28 Oct) for imported vehicle inspection and registration establishment.

- 22.
- 23.

Out of Scope

Out of Scope

Shopfronts, Contact Centre and Service delivery

27.

Out of Scope

28. The Contact Centre completed a full activation protocol exercise with the National Emergency Contact Centre (28 Oct). The scenario based around an explosion/fire in a heavily populated area in Canberra. This testing confirmed ability to route calls appropriately and share information in the event of an emergency.

Out of Scope

Signatory Name: Margaret McKinnon

Phone: 6207 7290

Action Officer: Ashleigh McInnes

Phone: 6207 7421

Attachments

| Attachment | Title |
|-------------------|--|
| Attachment A | Service Delivery States – Update Summary |

25 October 2021

Out of Scope

Service Delivery State 2 mirrors the ACT's move out of lockdown and easing of restrictions as Access Canberra transitions its service delivery to meet the shifts in public and industry sectors. Under SDS 2, the majority of staff will continue to work from home. Face to face service delivery will gradually increase and digital services will be promoted and heavily encouraged. However, services for those members of the community that require extra support are available face to face and exclusive service arrangements will be put in place. During SDS2, redeployed staff supporting the surge response will transition back to their nominal roles as services resume and restrictions ease.

Out of Scope

Out of Scope

| Business Area | SDS-1 | | SDS-2 | | SDS-3 | | FDS |
|---------------|---------------|---------------------------|-------------------|------------------------------|------------------------|-----------------------------|---------------------------|
| | Full Lockdown | Lockdown-Transition-State | Full Restrictions | Restriction-Transition-State | Easing of Restrictions | Transition out Restrictions | Return to full operations |

Out of Scope

| | | | | |
|-----------------------|--|--|--|--|
| Contact Centre | Expanded services to support Covid19 Helpline, CDC incoming line. Normal phone services continue to operate Almost all staff working from home except for training and mentoring | Expanded services to support Covid19 Helpline, CDC incoming line. Normal phone services continue to operate Staff working from home where possible and as required - except for training and mentoring | Expanded services to support Covid19 Helpline, CDC incoming line. Normal phone services continue to operate Gradual return of staff to working in the office though staff who wish to can remain working from home | Completion of Covid19 Helpline and return of CDC support line to ACT Health. |
|-----------------------|--|--|--|--|

Out of Scope

| Business Area | SDS-1 | | SDS-2 | | SDS-3 | | FDS |
|---------------|---------------|---------------------------|-------------------|------------------------------|------------------------|-----------------------------|---------------------------|
| | Full Lockdown | Lockdown-Transition-State | Full Restrictions | Restriction-Transition-State | Easing of Restrictions | Transition out Restrictions | Return to full operations |

Out of Scope

| Business Area | SDS-1 | | SDS-2 | | SDS-3 | | FDS |
|---|--|--|---|---|---|-----------------------------|---|
| | Full Lockdown | Lockdown-Transition-State | Full Restrictions | Restriction-Transition-State | Easing of Restrictions | Transition out Restrictions | Return to full operations |
| <p>Service Centres (Belconnen, Woden, Dickson, Gungahlin, Tuggeranong site use through SDS 1 and 2 to be determined by ACEM after assessment and consultation)</p> | <p>Face to face services unavailable. Building and planning emergency services (support to ACTPS and ESA) delivered digitally.</p> | <p>Bookable appointments for essential services become available</p> | <p>Bookable appointments in Service Centres, open only for limited transactions Support for essential workers and vulnerable Canberrans Normal operating hours 9am-5pm Back of house capacity to manage all other transactions.</p> | <p>Service Centres open for non- digitally supported transactions. Support for those who require additional assistance remain available</p> | <p>All Service Centres and shopfronts open. Normal operating hours 9am-5pm Physical distancing in place. Enhanced cleaning No cash payments accepted.</p> | | <p>Service Centres support customers to engage digitally focussed on digital services as the primary service model, extra support available for those customers who require it.</p> |

Out of Scope

Chief Minister, Treasury and Economic Development Directorate

To:

Minister for Business and Better Regulation

Tracking No.: 21/78897

Date:

03/09/2021

From:

Chief Operating Officer, Access Canberra

Subject:

Out of Scope

Important information

1.

Out of Scope

2.

Briefs with you re AC services impacted by lockdown:

- a. 21/77603 - Brief - Cheyne - Bookable Appointments for Essential Services - Customer Coordination BCP.

3.

Schedule 1 1.6

Out of Scope

Out of Scope

Out of Scope

Signatory Name: Margaret McKinnon

Phone: 6207 7290

Action Officer: Margaret McKinnon

Phone: 6207 7290

Chief Minister, Treasury and Economic Development Directorate

5/11/21

To: Minister for Business and Better Regulation Objective No.: 21/101033

Date: 05/11/2021

From: Chief Operating Officer, Access Canberra

Subject: Out of Scope

Important information

1. Out of Scope
2. Briefs with you re AC services impacted by COVID:
 - a. 21/89256 - Caveat Brief- Cheyne - Tranche 3 Service Delivery Changes
3. Out of Scope

Out of Scope

Out of Scope

Out of Scope

Shopfronts, Contact Centre and Service delivery

24. AC received an update on the Belconnen Modernisation project. Joinery quotation higher than forecasted budget. AC consulting Treasury to repurpose savings against other projects to cover the additional cost for the Belconnen Modernisation project.

Out of Scope

Signatory Name: Margaret McKinnon

Phone: 6207 7290

Action Officer: Ashleigh McInnes

Phone: 6207 7421

Chief Minister, Treasury and Economic Development Directorate

To: Minister for Business and Better Regulation

Objective No.: 21/68623

Date: 06/08/2021

From: Deputy Director-General, Access Canberra

Subject: Out of Scope

Out of Scope

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Out of Scope

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Shopfronts, Contact Centre and Service delivery

7. AC Service Centres have begun ongoing training rotation to upskill their customer service officers in Contact Centre duties in preparation for any future stages of lockdown. At present, 50% of Service Centre staff have undertaken their first round of Contact Centre training. *Keen to hear more to narrow.*

| 21/07/21 - 27/07/21 v 28/07/21 - 03/08/2021 | | | | | | |
|---|-------------|-------------|--------------|-------------|------------------|-------|
| SERVICE CENTRES | | | | | | |
| | Customers | | Transactions | | Transaction Time | |
| Belconnen | 1352 | 1344 | 1804 | 1838 | 9:30 | 9:27 |
| Dickson | 880 | 900 | 1105 | 1158 | 9:21 | 9:13 |
| Gungahlin | 1123 | 1164 | 1435 | 1505 | 10:44 | 11:00 |
| Tuggeranong | 1271 | 1340 | 1518 | 1584 | 8:47 | 8:20 |
| Woden | 1288 | 1279 | 1721 | 1725 | 11:27 | 11:49 |
| TOTAL | 5914 | 6027 | 7583 | 7810 | | |

| CONTACT CENTRE | | | |
|---|-------------|-------------|----------|
| COVID-19 Helpline | 21/07-27/07 | 28/07-03/08 | Variance |
| Calls Presented | 5785 | 6381 | 10% |
| Calls Answered | 4419 | 4419 | 0% |
| Average Wait Time | 3:41 | 5:27 | 48% |
| TOTAL (including COVID-19 Helpline) | | | |
| Calls Presented | 16751 | 17563 | 5% |
| Calls Answered | 12810 | 12119 | -5% |
| Average Wait Time | 4:10 | 5:45 | 38% |
| THEMES | | | |
| 1) Establish Registration (623) and Renew Driver Licence (510) were the two highest recorded transactions over the period 28/07-03/08 | | | |
| 2) Service Centres have recently onboarded 18 new staff. Continued training pressures are impacting on service times. | | | |

Out of Scope

Signatory Name: David Pryce

Phone: 6207 9898

Chief Minister, Treasury and Economic Development Directorate

To: Minister for Business and Better Regulation *김민아* Objective No.: 21/113093

Rec in MO: 12/11/2021

From: Chief Operating Officer, Access Canberra

Subject: Out of Scope

Out of Scope

Call backs and follow-ups

6. **Schedule 2.2(a)(ii)** (10 Nov) re service centre opening. Out of Scope

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10. **Schedule 2.2(a)(ii)** (5 Nov) re new vehicle registration. **Schedule 2.2(a)(ii)** already established registration.

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13. **Schedule 2.2(a)(ii)** (8 Nov) re collection from AC Service Centre. **Schedule 2.2(a)(ii)** confirmed enquiry resolved prior to contact.

Out of Scope

Shopfronts, Contact Centre and Service delivery

21. AC have finalised the ASO3 recruitment round. AC offering 73 positions. ✓
22. AC to adopt density limits in the public facing areas of AC to reflect the 1 in 2m² allowed by the PHD rather than the ACT PS approach which will retain the 1 in 4m² for office space. This will enable more members of the public to be called via the QR code system inside the waiting area of the service centre which is an important consideration as the weather warms up. ✓

Out of Scope

c.

Out of Scope

Signatory Name: Margaret McKinnon

Phone: 6207 7290

Action Officer: Ashleigh McInnes

Phone: 6207 7421

Chief Minister, Treasury and Economic Development Directorate

To: Minister for Business and Better Regulation *CP 22/11/21* Objective No.: 21/115524

Date: 19/11/2021

From: Deputy Director-General, Access Canberra

Subject: Out of Scope

Out of Scope

Out of Scope

Shopfronts, Contact Centre, and Service delivery

16. Out of Scope

17. Mobile queuing now operational in all AC Service Centres. AC also updated wait times and associated wording on website to help manage expectations.
- a. Shortest wait time was 9 minutes at Tuggeranong on Monday with other service centres sitting around a 1 hour wait period.
18. The subject of a Workplace Protection Order attended Woden Service Centre via appointment (18 Nov) and successfully completed transactions. Further follow-up is taking place around the on-going provisions of the WPO.

Out of Scope

Out of Scope

Signatory Name: Margaret McKinnon

Phone: 6207 7290

Action Officer: Ashleigh McInnes

Phone: 6207 7421

Portfolio/s: Business and Better Regulation

ISSUE: Why is the Belconnen Service Centre being relocated?

Talking points:

- The Belconnen Service Centre is the busiest in the ACT and is the only shopfront that has not had an upgrade since Access Canberra was formed in 2014.
- The COVID-19 situation has highlighted shortcomings with the current site. For example, Access Canberra can only open five counters at Belconnen and ensure safe physical distancing. This has led to customer queues and increased wait times.
- The lease for the existing Belconnen site expires in December 2021. Access Canberra has taken the opportunity to improve the facilities – with a new Belconnen site located directly next door to the existing Service Centre – which will be 75m² larger in size.
- Rent costs are neutral in terms of price over the term of the new lease.
- Access Canberra ran two community workshops to gather feedback from local organisations and the surrounding community to help inform the new Service Centre's design. These consultations may assist with further improvements to service delivery across all Access Canberra Service Centres.
- The new Belconnen Service Centre design has been finalised taking into consideration feedback from the community workshops.
- Construction on the new Service Centre commenced on 10 August 2021, but was suspended on 12 August 2021 in line with the public health direction. With the easing of restrictions on the construction industry, the Belconnen build re-commenced on Monday, 13 September 2021.
- The new Service Centre was scheduled to open in November this year, however, due to the current COVID-19 lockdown and impacts on construction, the completion date has been delayed. **It is now anticipated to be completed before the end of the year.**
- Access Canberra has obtained a build schedule, which takes into consideration the implications of the lockdown and requirements of the Public Health Emergency Directions, which also includes the safe scheduling on trades to ensure compliance with the Directions and occupancy limits.

| | | |
|-----------------------------------|---|------------|
| Cleared as complete and accurate: | 03/11/2021 | |
| Cleared for public release by: | Executive Branch Manager | Ext: 50554 |
| Contact Officer name: | Craig Neiberding | Ext: 76774 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Objective Ref: | 21/92461 | |

- The new Centre is currently on track to meet a December 2021 completion date. Access Canberra will continue to monitor and plan for any construction delays.
- Access Canberra has requested ACT Property Group contact EVRI Group (the building owner for the existing Service Centre) to seek a lease extension on the existing Belconnen site due to the delays caused by COVID-19 impacts. Evri Group has agreed to a month-to-month lease extension until such time as the new Centre is complete.

Background Information

- Access Canberra has refurbished or relocated all former Canberra Connect shopfronts except for Belconnen since its formation. The existing Belconnen Service Centre tenancy is no longer fit for purpose and the lease expires in December 2021.
- The existing Belconnen Service Centre has more than 50 percent of the tenancy/space as back-of-house area and the remaining is the customer waiting area which is now limited due to COVID-19 physical distancing requirements.
- The lease for the new site in Belconnen was signed on 6 April 2021.
- The new site is a large open rectangle allowing for a better layout design.
- Funding has been allocated by Treasury for the relocation and modernisation of the Access Canberra Belconnen Service Centre through ACT budget appropriation. The total amount allocated for the project is \$1.33m (excluding GST). All associated fees will fit within this total.
- Major Projects Canberra is overseeing the delivery of the project and PBS Building has been engaged as the project managers/builders.
- Construction commenced on Tuesday 10 August 2021 and was scheduled to be completed by 15 November 2021. Construction ceased two days later on Thursday 12 August 2021 due to the announcement of a 7-day Territory wide lockdown.
- Construction recommenced on Monday 13 September 2021. The disruption has impacted the delivery of this project with a revised completion date of 17 December 2021.
- The delay in the project delivery has meant that Access Canberra have had to extend the lease of the existing Belconnen Service Centre at a cost of \$13,600 per month (current monthly cost). There are no additional costs associated with the delay in construction itself.
- Access Canberra Belconnen Service Centre Community Consultation workshop took place on the 27 and 28 April 2021 at Belconnen Labour Club. The workshop was a hybrid style workshop where participants were able to contribute in-person and online.
 - There were 32 people in total, with 12 people attending as individuals and 20 representing community stakeholder organisations.

Cleared as complete and accurate: 03/11/2021
Cleared for public release by: Executive Branch Manager Ext: 50554
Contact Officer name: Craig Neiberding Ext: 76774
Lead Directorate: Chief Minister, Treasury and Economic Development
Objective Ref: 21/92461

QUESTION TIME BRIEF

- Access Canberra have finalised the Service Centre design, taking into consideration the outcomes of the workshops.
- Access Canberra have engaged a local artist to provide artwork for the new Centre. Due to the COVID lockdown the artwork provided to the Centre may post-date the initial opening in December.

Cleared as complete and accurate: 03/11/2021
Cleared for public release by: Executive Branch Manager Ext: 50554
Contact Officer name: Craig Neiberding Ext: 76774
Lead Directorate: Chief Minister, Treasury and
Economic Development
Objective Ref: 21/92461

Portfolio/s: Business and Better Regulation

ISSUE: Why was the Civic Service Centre closed?

Talking points:

- The closure of the Civic Driver Licence Service Centre is permanent.
- The two counters at the Civic Service Centre only offered a handful of drivers licence services; and was initially closed in March 2020 as there was no way to social distance in such a small space.
- Neither Access Canberra nor my office have received a single complaint about the closure of the Civic Driver Licence Service Centre.
- In the meantime, the new Dickson Service Centre was opened. When operating normal services it provides the full range of Access Canberra services in a modern, COVID-safe environment.
 - Due to the COVID situation, the Dickson Service Centre is temporarily only providing Land Titles Office services, and continues to offer bookable appointments and a 'drop and run' service for legal practitioners.
 - This temporary arrangement for the Dickson Service Centre will be maintained, subject to review, until 1 February 2022.
- Prior to the lockdown period - the community had already demonstrated its preference to do business in the new Service Centre - with Dickson serving over 3,900 people in June 2021 alone.
- Finally, in thinking about how to provide the best service to the Canberra community, it is important to recognise that there are only a few transaction types that need to be done in person such as collecting number plates or establishing an identity including a photo – all the rest, more than 450, can be done online or simply by calling Access Canberra on 13 22 81.

Background Information

- The Civic Drivers Licence Service Centre (CDLS) was a limited transaction service provided from two counters within the Civic Library.
- The services provided included:
 - Driver Licence Services;
 - Proof of Identity Cards; and
 - Working with Vulnerable People applications.

| | | |
|-----------------------------------|---|------------|
| Cleared as complete and accurate: | 04/11/2021 | |
| Cleared for public release by | Executive Branch Manager | Ext: 50554 |
| Contact Officer name: | Craig Neiberding | Ext: 76774 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Objective Ref: | 21/92461 | |

QUESTION TIME BRIEF

- The Dickson Service Centre opened on 7 September 2020. This new Service Centre provides customers with the full suite of Access Canberra services and transactions.
- In the three months prior to closing the CDLS processed approximately 7,805 transactions. Of these transactions more than half could have been processed using online channels.
- There was no possibility to make modifications to the CDLS fit out to expand the workspace or customer wait areas and queue management would have been difficult as customers would queue through the existing library space.
- Communication materials and efforts have been targeted to encourage central Canberra customers to visit the Dickson Service Centre. This includes digital messaging, updated Access Canberra Google listing, and signage on the library doors.
- You only need to visit a Service Centre if you require a photo for a new registration or renewal, establishing ID requirements or picking up number plates. All other transaction types can be done online.
- Customer feedback about the new Dickson Service Centre to date has been very positive, as it is conveniently located at the Dickson public transport interchange (bus and light rail).
- In April 2021, Dickson Service Centre served 3,052 people and completed 3,568 transactions.
- There is signage affixed to the Civic Library doors to assist in directing members of the community to Dickson Service Centre, including directions to the Light Rail. Service Centre locations is also listed on Access Canberra's front webpage.
- De-fit works commenced on 4 May 2021 and were completed on 17 May 2021 and the old CDLS into office space at the request of ACT Libraries.

Cleared as complete and accurate: 04/11/2021
Cleared for public release by Executive Branch Manager Ext: 50554
Contact Officer name: Craig Neiberding Ext: 76774
Lead Directorate: Chief Minister, Treasury and
Economic Development
Objective Ref: 21/92461

Portfolio/s: Business and Better Regulation

ISSUE: **What factors are currently impacting the operation of the Access Canberra Contact Centre?**

Talking points:

- During the recent COVID-19 lockdown in the ACT, the Access Canberra Contact Centre has managed significant surges in call volumes, particularly to the COVID-19 Helpline.
- Since April 2020, the Contact Centre has handled over **250,000** calls to the COVID-19 Helpline, with over **112,000** calls handled since the commencement of lockdown on 12 August 2021.
- This year, up to 31 October, the Contact Centre has answered more than **568,000** calls.
- Contact Centre wait times for October 2021 had an average of 7 minutes and 57 seconds.
- I encourage Canberrans to please check the Access Canberra website (www.accesscanberra.act.gov.au) for the service you are after before calling the Access Canberra (13 22 81). Over 450 transactions can be done online 24/7, including licence and rego renewals.
- I thank the community for their patience and understanding during this time. I also wish to thank the Access Canberra Contact Centre staff for the remarkable job they do in managing a number of channels including phone lines, call-backs, web chat and emails to support our community.
- Staff have also experienced an increase in calls from members of the community who are emotional and distressed. Unfortunately, there are also members of the community who are taking out their frustration and anger on staff through aggression.
- I understand this is a very challenging period; however, I ask the Canberra community to please be kind and respectful to those staff who are working hard to assist you on the phone.
- It is evident that the staff take pride in helping Canberrans connect with the right information or service, and strive to provide the best service they can.

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Cleared for public release by: Executive Branch Manager Ext: 50554
Contact Officer name: Kevin Bell Ext: 53680
Lead Directorate: Chief Minister, Treasury and Economic Development
Objective Ref: 21/92461

Background Information

- The general Access Canberra (13 22 81) number is open between 7am and 8pm Monday to Friday, 8am to 5pm Saturday and 9am to 5pm Sunday.
- The COVID-19 Helpline is operated by the Access Canberra Contact Centre on 02 6207 7244 between 8am and 8pm seven days a week.
- On public holidays the Contact Centre is open between 9am and 5pm, except Good Friday and Christmas day.
- Outside of these hours urgent and high priority calls such as dog attacks, noise pollution and street sweepers are answered by an afterhours service provider.
- Access Canberra takes occupational violence seriously and have taken steps to provide additional support to staff, such as the recent development of an Occupational Violence Management and Action Plan and boosting support available to staff via the Employee Assistance Program.
- The new Customer Relationship Management system (Salesforce) was rolled out to the Contact Centre in July, which has required significant training and ongoing procedural updates for staff. The system is heavily utilised by the Contact Centre for call logging, incident management, call backs and procedural information.
- Year-round, the Access Canberra Contact Centre manages a broad cross section of business lines on behalf of the ACT Government, including:
 - 13 22 81 – Access Canberra Contact Centre
 - 13 25 00 – State Emergency Services
 - 13 17 10 – Transport Canberra (bus, light rail and MyWay)
 - 13 34 27 – Community Services (including Housing ACT)
 - 1800 047 222 – Faulty Parking Meters
 - 6207 2959 – Domestic Animal Services
 - 6207 3100 – CIT
 - 6205 4333 – Companion Card
 - 6205 9000 – Libraries ACT
 - 6207 7244 – COVID-19 Helpline
 - 6205 0900 – COVID-19 Access Canberra Business Liaison

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Portfolio/s: Business and Better Regulation

ISSUE: Number plates delivery issue during COVID

Media:

- 9 June 2021, Canberra Times [Reduced entry to Access Canberra shopfronts during COVID left some without rego plates](#)
- Questions on Notice Paper No. 3 - QON 129 – Peter Cain MLA – Number Plates

Talking points:

If asked what the process was during the ACT lockdown?

- Access Canberra continues to review and adapt service arrangements in response to the evolving COVID-19 situation and restrictions.
- I thank the community for their patience and understanding during this time. I also wish to thank Access Canberra for its efforts to support our community while keeping people safe and maintain key services during this challenging period.
- From 5 October 2021, customers were able to lodge a request to have their motor vehicle established online and have numberplates delivered to their home via a courier service at no additional cost to the customer.
- The delivery of numberplates occurred between 1pm and 6pm, Monday to Friday and also on Saturday (when requested), and generally occurred on the same day payment for a registration of the vehicle was made.
- Customers needed to be at home to accept delivery of numberplates. If not home to receive the delivery, a card was left advising the customer to call Access Canberra to arrange re-delivery or an appointment at a Service Centre to collect the numberplates.

Out of Scope

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| Cleared as complete and accurate: | 04/11/2021 | |
| Cleared for public release by: | Executive Branch Manager | Ext: 50554 |
| Contact Officer name: | Craig Neiberding | Ext: 76774 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Objective Ref: | 21/92461 | |

Out of Scope

- On 5 October 2021, Access Canberra published an online application form allowing members of the community to establish motor vehicle registration without a need to present in person at a Service Centre.

Out of Scope

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Contact Officer name: Craig Neiberding Ext: 76774
Lead Directorate: Chief Minister, Treasury and
Economic Development
Objective Ref: 21/92461

Out of Scope

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Objective Ref: 21/92461

Out of Scope

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Contact Officer name: Craig Neiberding Ext: 76774
Lead Directorate: Chief Minister, Treasury and
Economic Development
Objective Ref: 21/92461

Out of Scope

Key Information

- From 6 April to 17 July 2020 Access Canberra was operating under restrictions associated with the Public Health Direction due to COVID-19. Customers were not able to attend Service Centres during this time to collect new number plates as a result of these restrictions.
- In response to this situation, and to minimise disruption to customers, Access Canberra temporarily modified its service model to reduce physical interactions and to limit the movement of people. During this period, Access Canberra delivered number plates free of charge to customers nominated address following registration.

Out of Scope

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Answer to Question 4:

Customers are required to attend an Access Canberra Service Centre to collect new number plates.

From 6 April to 17 July 2020 Access Canberra was operating under restrictions associated with the Public Health Direction due to COVID-19. Customers were unable to attend Service Centres during this time to collect new number plates as a result of these restrictions. In response to this situation, and to minimise disruption to customers, Access Canberra temporarily modified its service model to reduce physical interactions and to limit the movement of people. During this period, Access Canberra delivered number plates to customers nominated address following registration. Access Canberra has since resumed normal registration plate arrangements allowing customers to collect their number plate at the time of their transaction.

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| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Objective Ref: | 21/92461 | |

Portfolio/s: Business and Better Regulation

ISSUE: What work was undertaken by Access Canberra to prepare for lockdown? What services have changed since Lockdown eased?

Talking points:

Out of Scope

- For example, Access Canberra was ready with training and equipment to boost its Contact Centre workforce to respond to a significant increase in daily call volumes, especially in support of the COVID-19 Helpline. This included an additional 120 staff from across Access Canberra being trained and ready to answer calls, in addition to the existing call taker workforce of 65 staff.
- Since lockdown commenced on 12 August, Access Canberra has provided significant support to our community, including:
 - handling over 100,000 calls via the COVID-19 Helpline; and
 - handling more than 210,000 calls in total through the Contact Centre.
- Access Canberra's face-to-face services re-opened on Monday, 1 November. However there are some continued restrictions that impact upon our Service Centres to ensure the safety of our customers and staff can be maintained:
 - Service Centres at Belconnen, Tuggeranong, Gungahlin, and Woden are now open to walk-in customers to complete transactions in person. This includes Proof of Identity cards, new Drivers licences, WWVP applications, and Establishments.

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| Cleared for public release by: | Deputy Director-General | Ext: 59898 |
| Contact Officer name: | Jodie Vaile | Ext: 71915 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Objective Ref: | 21/92461 | |

- The Dickson Service Centre is temporarily open **only** for Land Titles transactions by appointment.

Out of Scope

- While Service Centres were closed to the general community to support the lockdown direction, we knew there would be a build up of demand when face-to-face services resumed. For this reason, we ask that customers use online or telephone services (13 22 81) wherever possible.
- If this is not possible, we ask customers to be patient as there will be extended wait times due to density limits at our Service Centres and as we work through the service backlog. I know our Customer Service Officers are doing all they can to support customers as quickly and efficiently as possible.

Out of Scope

- I wish to thank Canberrans for their understanding and patience when dealing with Access Canberra through COVID-19 and especially during periods of peak service demand.

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- I would also like to thank the hard-working staff of Access Canberra for their continued efforts to support Canberrans and provide essential government services for our community.

Out of Scope

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Economic Development
Objective Ref: 21/92461

Portfolio/s: Business and Better Regulation

ISSUE: What impact has the ACT Health Directions Lockdown had on the operations of Access Canberra Service Centres?

Talking points:

- All Access Canberra Service Centres closed on 12 August 2021 to support public safety, in line with the Public Health Directions, by minimising physical interactions and movement of people during the COVID-19 lockdown period.
- During this period, Access Canberra pivoted its services to deliver ‘bookable appointments’ to support the community throughout the lockdown and to reduce the latent demand for face-to-face services when able to resume shopfront operations.
- On 1 November bookable appointments ceased in line with Access Canberra services centres re-opening to the public, with the exception of Dickson Service Centre, and are currently operating with reduced counter coverage in line with physical distancing and indoor density requirements.
- The Dickson Service Centre is temporarily only providing Land Titles Office services, and continues to offer bookable appointments and a ‘drop and run’ service for legal practitioners.
 - This temporary arrangement for the Dickson Service Centre will be maintained, subject to review, until 1 February 2022.
- Since re-opening to the broader community, Service Centres have experienced longer than normal wait times and extended customer queues outside each Centre. This is due to a combination of latent demand for services and the requirement to maintain physical distancing within each Service Centre.
- Despite these queues and wait times, interestingly, compared to the same day in 2020, our staff served more customers (1,063 in 2021 and 964 in 2020) and completed more transactions (1,404 in 2021 and 1,297 in 2020) across all Service Centres on 1 November 2021. This demonstrates the determination and efficiency of the Customer Service Officers to support its customers despite the circumstances.

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- Importantly, over 450 transactions can still be completed online or simply by calling Access Canberra on 13 22 81. This message has been consistently communicated with the community via a variety of media channels to reduce the need to attend a Service Centre.

Have all the Service Centres re-opened?

- Since 1 November 2021, Belconnen, Gungahlin, Woden, and Tuggeranong Service Centres have been open to the public for walk in customers.
- Except for the Gungahlin Service Centre, all other Service Centres are currently operating with reduced counters. This is a COVID safety measure that has been adopted to ensure physical distancing can be observed between staff working on counters.
- Access Canberra has the maximum number of staff we can have and operate safely.
- I am pleased to advise once the new Belconnen Service Centre is open it will be able to operate all available counters.
- Hume and Mitchell Specialised Service Centres have also re-opened for business as usual.
- The Dickson Service Centre is temporarily operating only for Land Titles Office transactions until 1 February 2022 (subject to review).
- Noting that most transactions can be completed online or without the need to physically attend a Service Centre, it is important that we minimise COVID transmission risks as much as possible.
- Importantly, we need to protect other essential operations at our work locations – including the staff that process online transactions – so that they can operate to support the majority of our services for all Canberrans in a COVID-safe way.
- Access Canberra is committed to processing all requests in a timely manner. However, due to the lockdown period, there have been delays to some services and a considerable unavoidable backlog of transactions.
- I thank the ACT community for their patience and understanding during this time.

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- If a Canberran has a concern or query about a transaction, I encourage them to make an online inquiry or call Access Canberra on 13 22 81 to see how they can help.

Virtual Queuing – Mobile QR code

- All four Access Canberra Service Centres open to walk-in customers have implemented mobile queuing.
- This new service enables those attending a Service Centre to scan a QR code on arrival to virtually join the queue. They can leave the queue to wait at a nearby café or shop, or find a shady/protected place to sit before being notified by SMS when it is their time to enter the Service Centre. Feedback has been positive so far.
- For community members without a smartphone, a paper ticket is issued to manage their place in the queue.
- Most customers are choosing to leave the physical queue; however, this varies depending on specific location, time of day and other customer behaviours.
- Access Canberra is continuing to refine the process and work with the vendor to address teething issues. The key issue still being resolved is average wait times and how this is calculated, as the estimated time can be out by an hour after lunchtime.
 - This is currently being managed by staff explaining to customers the wait times, however, sometimes gets lost in the volume of information given and as such, customers can become frustrated with the wait times being displayed as shorter than they are. Access Canberra is prioritising this fix to ensure wait times provide a more accurate reflection to effectively manage community expectations.

Why was the Tuggeranong Service Centre closed for two days (5 and 8 November)?

- The Tuggeranong Service Centre was closed for two business days (Friday 5 and Monday 8 November) to support the team of dedicated officers who work at this Centre who were subject to unacceptable occupational violence, and repeated threats of personal violence, on Wednesday and Thursday the week prior.

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- The Tuggeranong Service Centre re-opened on Tuesday 9 November 2021.
- The closure allowed for appropriate follow-up support for the team and a review of safety arrangements to occur.
- Every worker should feel safe and respected at work and it is incredibly disappointing that due to the actions of a member of our community this was not the case for the team.
- The incidents continue to be managed through ACT Policing as is appropriate.
- I apologise for the inconvenience the closure may have caused for those who were planning to visit the Service Centre that week.
- However the safety of the teams and our customers at Access Canberra remains the priority.
- I would like to remind our community that all our frontline workers must be treated with respect for undertaking the important work they do to support our community.
- Any disrespectful, aggressive, or violent behaviour is not acceptable and may be referred to ACT Policing when required.
- Access Canberra Service Centres remain very busy following their re-opening and wait times can be around 2 hours. I'd like to remind the community that they may wish to delay their visit if their matter is not urgent.
- Alternatively, Canberrans can access most services online via the Access Canberra website or simply by calling 13 22 81.
- I'd also like to thank the majority of Canberrans who continue to show kindness, patience, and respect at our Service Centres – and for the kind and positive feedback that we've received. It is greatly appreciated.
- Further information about our Service Centres and operating hours can be found on the [Access Canberra website](#).

Why no extended trading hours?

- Staff have continued to support the community since lockdown by working in other service areas to help the Government's response to COVID-19. This primarily included supporting the COVID Helpline.

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- We need to continue to support our staff to manage a work life balance.
- Access Canberra will continue to review its operating arrangements and make changes to support both the community and our staff.

Why no cash?

- Access Canberra Service Centres continue to remain cashless to mitigate health and security risks in-line with the current public health advice.

Why no appointments?

- On 1 November bookable appointments ceased in line with Access Canberra services centres re-opening to the public, with the exception of Dickson Service Centre, and are currently operating with reduced counter coverage in line with physical distancing and indoor density requirements.
- The appointment model was discontinued as it was administrative intensive and significantly minimised the number of transactions what Access Canberra could continue to deliver.
- Access Canberra is currently reviewing implementing an appointment model for specific transactions.

What are we doing to continue to support staff at Tuggeranong?

- On the day of the incident, rapid response Employee Assistance Program (EAP) attended Tuggeranong and was available to all staff. Staff have been regularly debriefed and checked in with by Senior Leadership. Some staff will be attending Ozhelp Empowerment Workshops later in the month. The workshops help to improve knowledge and understanding of depression, anxiety, and suicide while learning strategies for personal resilience and encourages participants to look out for others, and seek help for themselves when they need it.
- Onsite support from the EAP was available on the 11 and 12 November 2021 providing additional support to the staff.
- Senior Leadership have had an increased onsite presence to support the team.

Background Information

- **Between 1 November and 16 November, Service Centres have served 12,280 customers processing 16,629 transactions.**

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- Since reopening on 1 November, Service Centres have experiences longer than usual wait times and extended customer queues. However, as the weeks progress wait times are reducing as outlined in the table below comparing Monday statistics since re-opening

Monday 1 November 2021

| Service Centre | Average Wait Time | Customers Served | Transactions Performed |
|----------------|-------------------|------------------|------------------------|
| Belconnen | 1:36:27 | 256 | 335 |
| Gungahlin | 39:50 | 298 | 408 |
| Tuggeranong | 1:24:25 | 254 | 338 |
| Woden | 1:30:31 | 255 | 323 |

Monday 8 November 2021

| Service Centre | Average Wait Time | Customers Served | Transactions Performed |
|----------------|-------------------|------------------|------------------------|
| Belconnen | 46:57:00 | 249 | 368 |
| Gungahlin | 1:32:21 | 259 | 357 |
| Tuggeranong | Closed | 0 | 0 |
| Woden | 1:10:46 | 285 | 366 |

Monday 15 November 2021

| Service Centre | Average Wait Time | Customers Served | Transactions performed |
|----------------|---|------------------|------------------------|
| Belconnen | 1:15:01 | 310 | 441 |
| Gungahlin | 1:45:38 (note fire alarm caused building evacuation and resulting longer waits) | 239 | 356 |
| Tuggeranong | 1:02:11 | 265 | 341 |
| Woden | 55:01 | 290 | 380 |

- While the majority of customers have been patient and understanding of the queues and longer wait times, there have been some customers who have expressed their dissatisfaction and frustration. Sadly, staff have experienced some incidents of occupational violence including a few more serious situations where the duress alarms had to be activated and police attendance required.
- Any form of physical or verbal abuse, threats or inappropriate behaviour towards public servants doing their best to support our community is not acceptable.
- Incidents of occupational violence and potential breaches of the Public Health Directions has required Access Canberra to implement security personal at its Service

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Centres to support public safety and assist with people management outside of these locations.

- Access Canberra currently provides over 450 different services and transactions, which include a range of licenses and registrations that can have tangible implications for members of the community employment, working conditions and education, as well as their ability to legally travel about the city and the region.

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Portfolio/s: Business and Better Regulation

ISSUE: Why is the Belconnen Service Centre being relocated?

Talking points:

- The Belconnen Service Centre is the busiest in the ACT and is the only shopfront that has not had an upgrade since Access Canberra was formed in 2014.
- The COVID-19 situation has highlighted shortcomings with the current site. For example, Access Canberra can only open five counters at Belconnen and ensure safe physical distancing. This has led to customer queues and increased wait times.
- The lease for the existing Belconnen site expires in December 2021. Access Canberra has taken the opportunity to improve the facilities – with a new Belconnen site located directly next door to the existing Service Centre – which will be 75m² larger in size.
- Rent costs are neutral in terms of price over the term of the new lease.
- Access Canberra ran two community workshops to gather feedback from local organisations and the surrounding community to help inform the new Service Centre's design. These consultations may assist with further improvements to service delivery across all Access Canberra Service Centres.
- The new Belconnen Service Centre design has been finalised taking into consideration feedback from the community workshops.
- Construction on the new Service Centre commenced on 10 August 2021, but was suspended on 12 August 2021 in line with the public health direction. With the easing of restrictions on the construction industry, the Belconnen build re-commenced on Monday, 13 September 2021.
- The new Service Centre was scheduled to open in November this year, however, due to the current COVID-19 lockdown and impacts on construction, the completion date has been delayed. **It is now anticipated to be completed before the end of the year.**
- Access Canberra has obtained a build schedule, which takes into consideration the implications of the lockdown and requirements of the Public Health Emergency Directions, which also includes the safe scheduling on trades to ensure compliance with the Directions and occupancy limits.

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| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Objective Ref: | 21/92461 | |

- The new Centre is currently on track to meet a December 2021 completion date. Access Canberra will continue to monitor and plan for any construction delays.
- Access Canberra has requested ACT Property Group contact EVRI Group (the building owner for the existing Service Centre) to seek a lease extension on the existing Belconnen site due to the delays caused by COVID-19 impacts. Evri Group has agreed to a month-to-month lease extension until such time as the new Centre is complete.

Background Information

- Access Canberra has refurbished or relocated all former Canberra Connect shopfronts except for Belconnen since its formation. The existing Belconnen Service Centre tenancy is no longer fit for purpose and the lease expires in December 2021.
- The existing Belconnen Service Centre has more than 50 percent of the tenancy/space as back-of-house area and the remaining is the customer waiting area which is now limited due to COVID-19 physical distancing requirements.
- The lease for the new site in Belconnen was signed on 6 April 2021.
- The new site is a large open rectangle allowing for a better layout design.
- Funding has been allocated by Treasury for the relocation and modernisation of the Access Canberra Belconnen Service Centre through ACT budget appropriation. The total amount allocated for the project is \$1.33m (excluding GST). All associated fees will fit within this total.
- Major Projects Canberra is overseeing the delivery of the project and PBS Building has been engaged as the project managers/builders.
- Construction commenced on Tuesday 10 August 2021 and was scheduled to be completed by 15 November 2021. Construction ceased two days later on Thursday 12 August 2021 due to the announcement of a 7-day Territory wide lockdown.
- Construction recommenced on Monday 13 September 2021. The disruption has impacted the delivery of this project with a revised completion date of 17 December 2021.
- The delay in the project delivery has meant that Access Canberra have had to extend the lease of the existing Belconnen Service Centre at a cost of \$13,600 per month (current monthly cost). There are no additional costs associated with the delay in construction itself.
- Access Canberra Belconnen Service Centre Community Consultation workshop took place on the 27 and 28 April 2021 at Belconnen Labour Club. The workshop was a hybrid style workshop where participants were able to contribute in-person and online.
 - There were 32 people in total, with 12 people attending as individuals and 20 representing community stakeholder organisations.

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QUESTION TIME BRIEF

- Access Canberra have finalised the Service Centre design, taking into consideration the outcomes of the workshops.
- Access Canberra have engaged a local artist to provide artwork for the new Centre. Due to the COVID lockdown the artwork provided to the Centre may post-date the initial opening in December.

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Portfolio/s: Business and Better Regulation

ISSUE: Why was the Civic Service Centre closed?

Talking points:

- The two counters at the Civic Service Centre only offered a handful of drivers licence services and was initially closed in March 2020 as there was no way to social distance in such a small space.
- In the meantime, the new Dickson Service Centre was opened which offers the full range of over 450 Access Canberra services in a modern, COVID-safe environment.
- The closure of the Civic Driver Licence Service Centre is now permanent.
- Neither Access Canberra nor my office have received a single complaint about the closure of the Civic Driver Licence Service Centre.
- Instead - the community is already preferring to do business in the new Service Centre - with Dickson serving over 3,900 people in June 2021 alone.
- Finally, in thinking about how to provide the best service to the Canberra community, it is important to recognise that there are only a few transaction types that need to be done in person such as collecting number plates or establishing an identity including a photo – all the rest, more than 450, can be done online.

Background Information

- The Civic Drivers Licence Service Centre (CDLS) was a limited transaction service provided from two counters within the Civic Library.

The services provided included:

- Driver Licence Services;
- Proof of Identity Cards; and
- Working with Vulnerable People applications.
- The Dickson Service Centre opened on 7 September 2020. This new Service Centre provides customers with the full suite of Access Canberra services and transactions.
- In the three months prior to closing the CDLS processed approximately 7,805 transactions. Of these transactions more than half could have been processed using online channels.

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| Cleared as complete and accurate: | 29/09/2021 | |
| Cleared for public release by | Chief Operating Officer | Ext: 72790 |
| Contact Officer name: | Kevin Bell | Ext: 53860 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Objective Ref: | 21/83285 | |

- There was no possibility to make modifications to the CDLS fit out to expand the workspace or customer wait areas and queue management would have been difficult as customers would queue through the existing library space.
- Communication materials and efforts have been targeted to encourage central Canberra customers to visit the Dickson Service Centre. This includes digital messaging, updated Access Canberra Google listing, and signage on the library doors.
- You only need to visit a Service Centre if you require a photo for a new registration or renewal, establishing ID requirements or picking up number plates. All other transaction types can be done online.
- Customer feedback about the new Dickson Service Centre to date has been very positive, as it is conveniently located at the Dickson public transport interchange (bus and light rail).
- In April 2021, Dickson Service Centre served 3,052 people and completed 3,568 transactions.
- There is signage affixed to the Civic Library doors to assist in directing members of the community to Dickson Service Centre, including directions to the Light Rail. Service Centre locations is also listed on Access Canberra's front webpage.
- De-fit works commenced on 4 May 2021 and were completed on 17 May 2021 and the old CDLS into office space at the request of ACT Libraries

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Cleared for public release by Chief Operating Officer Ext: 72790
Contact Officer name: Kevin Bell Ext: 53860
Lead Directorate: Chief Minister, Treasury and
Economic Development
Objective Ref: 21/83285

Portfolio/s: Business and Better Regulation

ISSUE: What factors are currently impacting the operation of the Access Canberra Contact Centre?

Talking points:

- During the current COVID-19 lockdown in the ACT, the Access Canberra Contact Centre has managed surges in call volumes, particularly to the COVID-19 Helpline.
- Since April 2020, the Contact Centre has handled over **212,000** calls to the COVID-19 Helpline, with over **70,000** calls handled since the commencement of lockdown on 12 August 2021.
- This year, up to 26 September, the Contact Centre has answered more than **455,000** calls.
- Contact Centre wait times for **September 2021** decreased by 53 per cent, to an average of **2 minutes and 38 seconds**, compared to the same time last year.
- I encourage Canberrans to please check the Access Canberra website (www.accesscanberra.act.gov.au) for the service you are after before calling the Access Canberra Contact Centre. Over 450 transactions can be done online 24/7, including licence and rego renewals.
- I thank the community for their patience and understanding during this time. I also wish to thank the Access Canberra Contact Centre staff for the remarkable job they do in managing a number of channels including phone lines, call-backs, web chat and emails.
- Staff have also experienced an increase in calls from members of the community who are emotional and distressed. Unfortunately, there are also members of the community who are taking out their anger and aggression on staff.
- I understand this is a very challenging period; however, I ask the Canberra community to please be kind and respectful to those staff who are working to assist you on the phone.
- I have had a virtual catch up with the Contact Centre staff to check in with them during lockdown. It is evident that the staff take pride in helping Canberrans connect with the right information or service.

Background Information

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| Cleared as complete and accurate: | 28/09/2021 | |
| Cleared for public release by: | Chief Operating Officer | Ext: 72790 |
| Contact Officer name: | Kevin Bell | Ext: 53680 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Objective Ref: | 21/83285 | |

- Access Canberra takes occupational violence seriously and have taken steps to provide additional support to staff, such as the recent development of an Occupational Violence Management and Action Plan and boosting support available to staff via the Employee Assistance Program.
- The COVID-19 Helpline is operated by the Access Canberra Contact Centre on 02 6207 7244 between 8am and 8pm seven days a week.
- The general Access Canberra (13 22 81) number is open between 7am and 8pm Monday to Friday, 8am to 5pm Saturday and 9am to 5pm Sunday.
- On public holidays the Contact Centre is open between 9am and 5pm, except Good Friday and Christmas day.
- Outside of these hours urgent and high priority calls such as dog attacks, noise pollution and street sweepers are answered by an afterhours service provider.
- Access Canberra Contact Centre is resourced with approximately 75 staff of which 50 are call takers including 19 recruited through the Jobs for Canberrans program – noting it takes four months to train somebody with sufficient information to take the calls.
- The new Customer Relationship Management system (Salesforce) was rolled out to the Contact Centre in July, which has required significant training and ongoing procedural updates for staff. The system is heavily utilised by the Contact Centre for call logging, incident management, call backs and procedural information.
- Year-round, the Access Canberra Contact Centre manages a broad cross section of business lines on behalf of the ACT Government, including:
 - 13 22 81 – Access Canberra Contact Centre
 - 13 25 00 – State Emergency Services
 - 13 17 10 – Transport Canberra (bus, light rail and MyWay)
 - 13 34 27 – Community Services (including Housing ACT)
 - 1800 047 222 – Faulty Parking Meters
 - 6207 2959 – Domestic Animal Services
 - 6207 3100 – CIT
 - 6205 4333 – Companion Card
 - 6205 9000 – Libraries ACT
 - 6207 7244 – COVID-19 Helpline
 - 6205 0900 – COVID-19 Access Canberra Business Liaison
- The Contact Centre also provided assistance to the ChooseCBR program. An option for ChooseCBR was added to the 13 22 81 Interactive Voice Response and two additional Contact Centre staff worked closely with their ChooseCBR colleagues.

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Portfolio/s: Business and Better Regulation

ISSUE: Number plates delivery issue during COVID

Media:

- 9 June 2021, Canberra Times [Reduced entry to Access Canberra shopfronts during COVID left some without rego plates](#)
- Questions on Notice Paper No. 3 - QON 129 – Peter Cain MLA – Number Plates

Talking points:

If asked what the process is during the current lockdown?

- Access Canberra continues to review and adapt service arrangements in response to the evolving COVID-19 situation and restrictions. I thank the community for their patience and understanding during this time. I also wish to thank the agency for its efforts to support our community while keeping people safe at this very challenging period.

Out of Scope

- As mentioned, Access Canberra can also provide an 'Essential Appointment' booking to facilitate a numberplate collection. This will enable customers to collect their numberplates at the Belconnen or Tuggeranong Service Centres by prior arrangement. Customers must call 13 22 81 between 9am to 5pm Monday to Friday to make an appointment. Customers should not attend these Service Centres unless a prior appointment has been confirmed by Access Canberra.

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| Cleared as complete and accurate: | 07/10/2021 | |
| Cleared by: | Chief Operating Officer | Ext: 72790 |
| Contact Officer name: | Kevin Bell/Derise Cubin | Ext: 53860/53732 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Cleared for release | Yes | |
| Objective Ref: | 21/70766 | |

Out of Scope

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| Cleared for release | Yes | |
| Objective Ref: | 21/70766 | |

Out of Scope

Key Information

- From 6 April to 17 July 2020 Access Canberra was operating under restrictions associated with the Public Health Direction due to COVID-19. Customers were not able to attend Service Centres during this time to collect new number plates as a result of these restrictions.
- In response to this situation, and to minimise disruption to customers, Access Canberra temporarily modified its service model to reduce physical interactions and to limit the movement of people. During this period, Access Canberra delivered number plates free of charge to customers nominated address following registration.

Out of Scope

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| Cleared for release | Yes | |
| Objective Ref: | 21/70766 | |

Out of Scope

Customers are required to attend an Access Canberra Service Centre to collect new number plates.

From 6 April to 17 July 2020 Access Canberra was operating under restrictions associated with the Public Health Direction due to COVID-19. Customers were unable to attend Service Centres during this time to collect new number plates as a result of these restrictions. In response to this situation, and to minimise disruption to customers, Access Canberra temporarily modified its service model to reduce physical interactions and to limit the movement of people. During this period, Access Canberra delivered number plates to customers nominated address following registration. Access Canberra has since resumed normal registration plate arrangements allowing customers to collect their number plate at the time of their transaction.

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| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Cleared for release | Yes | |
| Objective Ref: | 21/70766 | |

Portfolio/s: Business and Better Regulation

ISSUE: What work was undertaken by Access Canberra to prepare for lockdown?

Talking points:

- Drawing upon lessons learnt in early 2020, Access Canberra conducted planning activities to ensure business continuity and service delivery for the Canberra community in another lockdown situation during COVID-19.
- As a result, Access Canberra was well prepared and able to quickly pivot its service delivery in response to the lockdown direction on 12 August 2021. This service shift included over 450 transactions immediately being able to be accessed online and other risk-based workarounds implemented to support Canberrans need by simply calling 13 22 81.
- For example, Access Canberra was ready with training and equipment to boost its Contact Centre workforce to respond to a significant increase in daily call volumes, especially in support of the COVID-19 Helpline. This included an additional 120 staff from across Access Canberra being trained and ready to answer calls, in addition to the existing call taker workforce of 65 staff.
- Since lockdown commenced on 12 August, Access Canberra has provided significant support to our community, including:
 - the COVID-19 Helpline handling well over 70,000 calls; and
 - the Contact Centre handling almost 140,000 calls in total.
- There are only three services that cannot be completed online or by calling Access Canberra (13 22 81) due to the requirements to establish identity. For these transactions, Access Canberra has implemented COVID-safe limited appointments for customers requiring the service for essential reasons.
- We have heard the community on their need to be able to register their vehicles for the first time in the ACT. While Service Centres continue to be closed to the general community, Access Canberra has now introduced an online application form and implemented a new delivery service to enable numberplates to be issued in a COVID-safe way. This

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| Cleared as complete and accurate: | 30/09/2021 | |
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| Contact Officer name: | Jodie Vaile | Ext: 71915 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Cleared for release | Yes | |
| Information Officer name: | Josh Rynehart | |
| OBJ Ref: | 21/83285 | |

change will enable Canberrans to safely complete vehicle establishment transactions when required.

- As part of this service, delivery of numberplates will be arranged on the same day the transaction is processed by Access Canberra.

Out of Scope

- I wish to thank Canberrans for their understanding and patience when dealing with Access Canberra during these alternate service arrangements due to COVID-19.
- I would also like to thank the hard-working staff of Access Canberra for their continued efforts to support Canberrans and provide essential government services for our community.

Out of Scope

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| Cleared for release | Yes | |
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| OBJ Ref: | 21/83285 | |

Background Information

Out of Scope

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| OBJ Ref: | 21/83285 | |

Portfolio/s: Business and Better Regulation

ISSUE: Has the recent ACT lockdown due to COVID-19 had an impact on the operations of Access Canberra Service Centres?

Talking points:

- All Access Canberra Service Centres were closed to support public safety by minimising physical interactions and movement of people during the lockdown period.
- Over 450 transactions can be completed online or over the phone by calling Access Canberra on 13 22 81.
- Access Canberra has also implemented risk-based workarounds to support the community's needs for the handful of services which would otherwise require in-person attendance at a Service Centre.
- In instances where in-person attendance is required, and for essential purposes and workers, Access Canberra has implemented limited 'by appointment only' slots for essential and time critical transactions. For example:

Out of Scope

- Belconnen and Tuggeranong Service Centres – where determined by Access Canberra via an online or telephone (13 22 81) inquiry, a customer may be referred for an **essential appointment** to one of these two Service Centre. Such appointments will only be granted for essential or critical transactions that require in person attendance, including:
 - a. Issue a new Drivers Licence, including transfer of Drivers Licence from interstate;
 - b. Issue Proof of Identity Card;

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Objective Ref: 21/83285

- c. Establish Vehicle Registration (including numberplate collection) where the vehicle does not need an identity check (Note: vehicle identity checks are required for all written-off vehicles regardless of age, and used cars, light commercial vehicles and motorbikes where the year of manufacture is equal to or less than 10 years ago when establishing registration in the ACT); and
 - d. Replacement of lost, destroyed, stolen or damaged numberplates.
- As of **5 October 2021**, there are also 30 learner licence appointments per day at both the Belconnen and Tuggeranong Service Centres only. While Access Canberra will not be applying the essential service criteria, bookings can only be made by calling Access Canberra first on 13 22 81.
 - Whilst customers are not required to be deemed essential they will still have to go through a health screening process to ensure staff safety.
 - As of **5 October 2021**, customers can lodge a request to have their motor vehicle established online and have the numberplates delivered to their home via a COVID-safe courier service.
 - Once an applicant lodges and application to establish a motor vehicle online, an Access Canberra representative will make contact with the applicant via phone to ensure payment can be made and confirm they will be home for delivery that afternoon between 1pm and 6pm.
 - Converga (the third-party courier service provider) will collect numberplates for delivery each day (Monday-Friday).
 - The delivery of numberplates will occur between 1pm and 6pm each day (Monday to Friday) and be delivered on the same day a vehicle is registered.
 - This service change builds on lessons learnt from 2020 when number plates were delivered at least two days after registration was paid.
 - This approach is necessary – for the safety of Access Canberra staff and the community. Like businesses across Canberra, Access Canberra is doing the right thing and ensure the safety of all, which means it has

adopted the “essential appointments only” approach during this lockdown period.

- Canberrans needing transactions for essential purposes or as essential workers, which cannot be completed online, should call 13 22 81 to discuss an appropriate arrangement for their individual circumstances. Other Canberrans should continue to check the Access Canberra website for service updates.
- An ‘Essential Service’ for the purpose of this approach, and as approved by the Head of Access Canberra in accordance with the Public Health Direction, are transactions that:
 - Are required within the next 4 weeks; and
 - Have financial implications if they are not completed; or
 - Are required to support a customer’s ongoing employment; or
 - Have legal implications if they are not completed; or
 - Other special needs exist that warrant an exception.
- An ‘Essential Purpose’ is an essential business activity or undertaking as specified by the Chief Health Officer in the current Public Health Emergency Directions, which can be found via the COVID-19 website (www.covid19.act.gov.au).

When will all the Service Centres reopen?

- Access Canberra is planning to open more counters at Service Centres and gradually bring its Service Centres back online with the easing of restrictions under the *ACT Pathway Forward* – while maintaining the safety of our staff and customers.
 - Noting that most transactions can be completed online or without the need to physically attend a Service Centre, it is important that we minimise COVID transmission risks as much as possible.
 - Importantly, we need to protect other essential operations at our work locations – including the staff that process online transactions – so that they can operate to support the majority of our services for all Canberrans in a COVID-safe way.
 - Limited appointments are available at Tuggeranong and Belconnen Service Centres as these locations are separate from


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other essential teams and can be safely managed during the lockdown period.

- Due to shared workspaces with the Woden Service Centre, I've asked Access Canberra to ensure that the planned re-opening of this location does not adversely impact on other vital services – like licence and WWVP printing and the COVID compliance team – should a COVID transmission event occur at that location. This is the same for the Dickson Service Centre, so these two locations are likely to be the last to re-open to the public.
- The Gungahlin Centre is likely to be the next Service Centre to re-open with limited appointments. This will further extend the number of available essential appointments that can be processed each day.
- A gradual re-opening of Service Centres is prudent in the circumstances, and ensures that appropriate work health and safety controls are effective to protect customers and staff.

- Access Canberra is committed to processing all requests in a timely manner. However, due to the current lockdown arrangements, there have been delays to some services.
- I thank the ACT community for their patience and understanding during this time.
- If a Canberran has a concern or query about a transaction, I encourage them to call Access Canberra on 13 22 81 or make an online inquiry to see how they can help.

Background Information

- All Access Canberra Service Centres were closed following the COVID-19 lockdown direction. **Out of Scope**

- These service changes were implemented to mitigate risks to Access Canberra sites and its workforce and customers from a potential COVID exposure event; and to assist with the diversion of available resources to support higher government priorities.
- Since 12 August 2021, the Contact Centre within Access Canberra has responded to a significant increase in call volumes and general enquires, with call volumes often ranging between 4,000 to a peak of 10,000 calls in a single day.

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- Staff are reporting increasing incidents of unhappy, and at times, aggressive conversations with members of the community regarding a range of issues, including but not limited to access to normal Access Canberra services during the lockdown period.
- Access Canberra currently provides over 450 different services and transactions, which include a range of licenses and registrations that can have tangible implications for members of the community employment, working conditions and education, as well as their ability to legally travel about the city and the region.
- It is an offence to operate a motor vehicle without numberplates. Replacement numberplates may be issued when the existing numberplates have been lost, destroyed, stolen or damaged. While the payment for this transaction type can be performed online or over the phone, the physical collection of the numberplates requires in person collection.
- As of 9 September 2021, to assist customers who have had their numberplates destroyed, lost, stolen or damaged, Access Canberra has included replacement numberplates in the current transaction types that qualify for an 'Essential Appointment'.
- From 5 October 2021 a team of Service Centre staff will operate from the Dickson Service Centre (remaining closed to the public) to perform the vehicle establishment transactions received online, bundle paperwork and numberplates in readiness for the courier to collect and deliver. It is expected this service will significantly reduce community angst in regard to being able to register vehicles previously unavailable to those not deemed essential.

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Portfolio/s: Business and Better Regulation

ISSUE: Why is the Belconnen Service Centre being relocated?

Talking points:

- The existing Belconnen Service Centre, the busiest in the ACT, is the only shopfront that has not had an upgrade since the formation of Access Canberra.
- COVID-19 Public Health Directions highlighted shortcomings with the current site. For example, Access Canberra can only open five counters at Belconnen and ensure physical distancing. This led to queues and increased wait times.
- The lease for the existing Belconnen site expires in December 2021. Access Canberra has taken the opportunity to improve the facilities – with a new Belconnen site located directly next door to the existing Service Centre which is 75m² larger.
- Rent costs are neutral in terms of price over the term of the new lease.
- Access Canberra ran two community workshops to gather feedback from community organisations and the community to help inform the new Service Centre's design, and may inform further improvements to service delivery across all Access Canberra Service Centres. The Service Centre design has been finalised taking into consideration feedback from the community workshops.
- Construction on the new Service Centre commenced on 10 August 2021, however, was ceased on 12 August 2021 under the Territory wide COVID-19 lockdown.
- The new Service Centre was scheduled to open in November this year, however due to the current COVID-19 lockdown and restrictions that have impacted the construction industry, there is a likelihood that the completion date will be delayed.
- Access Canberra are liaising with the contracted builder, PBS, and Major Projects Canberra to obtain a revised build schedule, which will take into consideration the implications of the lockdown and requirements of the Public Health Emergency Directions, which will also include the safe scheduling on trades to ensure compliance with the Directions and occupancy limits.

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Lead Directorate: Chief Minister, Treasury and Economic Development
Objective Ref: 21/70766

- Access Canberra has requested ACT Property Group contact EVRI Group (the building owner for the existing Service Centre) to seek a lease extension on the existing Belconnen site due to delayed in the scheduled caused by COVID-19 impacts. Evri Group have agreed to a month-to-month hold over until such time as the new Centre is complete.

Background Information

- Access Canberra has refurbished or relocated all former Canberra Connect shopfronts except for Belconnen since its formation. The existing Belconnen Service Centre tenancy is no longer fit for purpose and the lease expires in December 2021.
- The existing Belconnen Service Centre has more than 50 percent of the tenancy/space as back-of-house area and the remaining is the customer waiting area which is now limited due to COVID-19 physical distancing requirements.
- The lease for the new site in Belconnen was signed on 6 April 2021.
- The new site is a large open rectangle allowing for a better layout design.
- Funding has been allocated by Treasury for the relocation and modernisation of the Access Canberra Belconnen Service Centre through ACT budget appropriation. The total amount allocated for the project is \$1.33m (excluding GST). All associated fees will fit within this total.
- Major Projects Canberra is overseeing the delivery of the project and PBS Building has been engaged as the project managers/builders.
- Construction commenced on Tuesday 10 August 2021 and was scheduled to be completed by 15 November 2021. Construction ceased two days later on Thursday 12 August 2021 due to the announcement of a 7 day Territory wide lockdown. Construction has not yet resumed due to the lockdown extensions and restrictions on the construction industry.
- It is anticipated that restrictions imposed on the construction industry and acquisition of supply will impact the overall project timeline. A revised timeline is currently being developed by the builder and will be received within the next week.
- Access Canberra Belconnen Service Centre Community Consultation workshop took place on the 27 and 28 April 2021 at Belconnen Labour Club. The workshop was a hybrid style workshop where participants were able to contribute in-person and online.
 - There were 32 people in total, with 12 people attending as individuals and 20 representing community stakeholder organisations.
- Access Canberra have finalised the Service Centre design, taking into consideration the outcomes of the workshops.
- Access Canberra will undertake a process to engage a local artist to provide artwork for the new centre, following feedback from the community workshops.

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Portfolio/s: Business and Better Regulation

ISSUE: Why was the Civic Service Centre closed?

Talking points:

- The closure of the Civic Driver Licence Service Centre is now permanent.
- The two counters at the Civic Service Centre only offered a handful of drivers licence services and was initially closed in March 2020 as there was no way to social distance in such a small space.
- In the meantime, the new Dickson Service Centre was opened which offers the full range of over 450 Access Canberra services in a modern, COVID-safe environment.
- Neither Access Canberra nor my office have received a single complaint about the closure of the Civic Driver Licence Service Centre.
- Instead - the community is already preferring to do business in the new Service Centre - with Dickson serving over 3,900 people in June 2021 alone.
- Finally, in thinking about how to provide the best service to the Canberra community, it is important to recognise that there are only a few transaction types that need to be done in person such as collecting number plates or establishing an identity including a photo – all the rest can be done online.

Background Information

- The Civic Drivers Licence Service Centre (CDLS) was a limited transaction service provided from two counters within the Civic Library.

The services provided included:

- Driver Licence Services;
- Proof of Identity Cards; and
- Working with Vulnerable People applications.
- The Dickson Service Centre opened on 7 September 2020. This new Service Centre provides customers with the full suite of Access Canberra services and transactions.
- In the three months prior to closing the CDLS processed approximately 7,805 transactions. Of these transactions more than half could have been processed using online channels.

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| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Objective Ref: | 21/70766 | |

QUESTION TIME BRIEF

- There was no possibility to make modifications to the CDLS fit out to expand the workspace or customer wait areas and queue management would have been difficult as customers would queue through the existing library space.
- Communication materials and efforts have been targeted to encourage central Canberra customers to visit the Dickson Service Centre. This includes digital messaging, updated Access Canberra Google listing, and signage on the library doors.
- You only need to visit a Service Centre if you require a photo for a new registration or renewal, establishing ID requirements or picking up number plates. All other transaction types can be done online.
- Customer feedback about the new Dickson Service Centre to date has been very positive, as it is conveniently located at the Dickson public transport interchange (bus and light rail).
- In April 2021, Dickson Service Centre served 3,052 people and completed 3,568 transactions.
- There is signage affixed to the Civic Library doors to assist in directing members of the community to Dickson Service Centre, including directions to the Light Rail. Service Centre locations is also listed on Access Canberra's front webpage.
- De-fit works commenced on 4 May 2021 and were completed on 17 May 2021.
- Access Canberra have engaged PBS Building to remove all Access Canberra Branding and convert the old CDLS into office space at the request of ACT Libraries.

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Lead Directorate: Chief Minister, Treasury and Economic Development
Objective Ref: 21/70766

ISSUE: What factors are currently impacting the operation of the Access Canberra Contact Centre?

Talking points:

- During the current COVID-19 lockdown in the ACT, the Access Canberra Contact Centre has managed surges in call numbers, particularly to the COVID-19 Helpline.
- This year, up to 9 September, the Contact Centre has answered more than **406,000** calls.
- Since April 2020, the Contact Centre has handled over **190,000** calls to the COVID-19 Helpline, with over **48,000** calls handled since the commencement of the lockdown on 12 August 2021.
- Contact Centre wait times for **August 2021** increased by 124 per cent, to an average of **7 minutes and 29 seconds**, compared to the same time last year.
- I can advise the Assembly that this increase in wait times is correlated with the beginning of the lockdown in the ACT which resulted in a dramatic increase in call volumes.
- I encourage Canberrans to please check the Access Canberra website (www.accesscanberra.act.gov.au) for the service you are after before calling the Access Canberra Contact Centre. Over 450 transactions can be done online 24/7, including licence and rego renewals.
- I thank the community for their patience and understanding during this time. I also wish to thank the Access Canberra Contact Centre staff for the remarkable job they do in managing a number of channels including phone lines, call-backs, web chat and emails.
- Staff have also experienced an increase in calls from members of the community who are emotional and distressed. Unfortunately, there are also members of the community who are taking out their anger and aggression on staff.
- During lockdown, I have had a virtual catch up with the Contact Centre staff to check in with them. It is evident that the staff take pride in helping Canberrans connect with the right information or service.
- I understand this is a very challenging period; however, I ask the Canberra community to please be kind and respectful to those staff who are working to assist you on the phone.

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| Cleared as complete and accurate: | 13/09/2021 | |
| Cleared for public release by: | Chief Operating Officer | Ext: 72790 |
| Contact Officer name: | Michael Gallon | Ext: 77786 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Objective Ref: | 21/70766 | |

Background Information

- Access Canberra takes occupational violence seriously and have taken steps to provide additional support to staff, such as the recent development of an Occupational Violence Management and boosting support available to staff via the Employee Assistance Program.
- The COVID-19 Helpline is operated by the Access Canberra Contact Centre on 02 6207 7244 between 8am and 8pm seven days a week.
- The general Access Canberra (13 22 81) number is open between 7am and 8pm Monday to Friday, 8am to 5pm Saturday and 9am to 5pm Sunday.
- On public holidays the Contact Centre is open between 9am and 5pm, except Good Friday and Christmas day.
- Outside of these hours urgent and high priority calls such as dog attacks, noise pollution and street sweepers are answered by an afterhours service provider.
- Access Canberra Contact Centre is resourced with approximately 75 staff of which 50 are call takers including 19 recruited through the Jobs for Canberrans program – noting it takes four months to train somebody with sufficient information to take the calls.
- The new Customer Relationship Management system (Salesforce) was rolled out to the Contact Centre in July, which has required significant training and ongoing procedural updates for staff. The system is heavily utilised by the Contact Centre for call logging, incident management, call backs and procedural information.
- Year-round, the Access Canberra Contact Centre manages a broad cross section of business lines on behalf of the ACT Government, including:
 - 13 22 81 – Access Canberra Contact Centre
 - 13 25 00 – State Emergency Services
 - 13 17 10 – Transport Canberra (bus, light rail and MyWay)
 - 13 34 27 – Community Services (including Housing ACT)
 - 1800 047 222 – Faulty Parking Meters
 - 6207 2959 – Domestic Animal Services
 - 6207 3100 – CIT
 - 6205 4333 – Companion Card
 - 6205 9000 – Libraries ACT
 - 6207 7244 – COVID-19 Helpline
 - 6205 0900 – COVID-19 Access Canberra Business Liaison
- The Contact Centre also provided assistance to the ChooseCBR program. An option for ChooseCBR was added to the 13 22 81 Interactive Voice Response and two additional Contact Centre staff worked closely with their ChooseCBR colleagues.

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Portfolio/s: Business and Better Regulation

ISSUE: How has Access Canberra supported businesses throughout COVID-19?

Talking points:

- During the current ACT lockdown, Access Canberra has continued with a range of existing measures to support businesses through COVID-19 restrictions. This has included:
 - continuation of the Access Canberra Business Liaison phone line (6205 0900) and COVID-19 Helpline (6207 7244), both playing a critical role in providing timely advice and guidance to businesses and the Canberra community.

Out of Scope

Cleared as complete and accurate: 09/09/2021
Cleared for public release by: Chief Operating Officer Ext: 72790
Contact Officer name: Derise Cubin Ext: 53732
Lead Directorate: Chief Minister, Treasury and Economic Development
Objective Ref: 21/70766

Out of Scope

- Community, Industry and Trader Licensing
 - amending the online application form for security licences enabling both new applicants and those renewing their licence to upload their signature and photo identification to the online application form. This reduced the need for

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people to attend a Service Centre where previously they were required to.

Out of Scope

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Portfolio/s: Business and Better Regulation

ISSUE: Number plates delivery issue during COVID

Media:

- 9 June 2021, Canberra Times [Reduced entry to Access Canberra shopfronts during COVID left some without rego plates](#)
- Questions on Notice Paper No. 3 - QON 129 – Peter Cain MLA – Number Plates

Talking points:

If asked what the process is during the current lockdown?

- It is an offence to operate a motor vehicle without numberplates. Replacement numberplates may be issued when the existing numberplates have been lost, destroyed, stolen or damaged. While the payment for this transaction type can be performed online or over the phone, the physical collection of the numberplates requires an in-person collection.
- Access Canberra continues to review and adapt service arrangements in response to the evolving COVID-19 situation and restrictions. I thank the community for their patience and understanding during this time. I also wish to thank the agency for its efforts to support our community while keeping people safe at this very challenging period.
- To assist customers who have had their numberplates destroyed, lost, stolen or damaged, Access Canberra can provide an 'Essential Appointment' booking to facilitate the transaction. This will enable customers to collect their numberplates at the Belconnen or Tuggeranong Service Centres by prior arrangement.
- Customers should not attend these Service Centres unless a prior appointment has been confirmed by Access Canberra.
- Access Canberra will confirm all 'Essential Appointments' with a customer after calling Access Canberra on 13 22 81 between 9am to 5pm Monday to Friday.

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| Cleared by: | Deputy Director-General | Ext: 59898 |
| Contact Officer name: | Jo Verden/Derise Cubin | Ext: 50554 |
| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Cleared for release | Yes | |
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| Objective Ref: | 21/70766 | |

Out of Scope

Key Information

- From 6 April to 17 July 2020 Access Canberra was operating under restrictions associated with the Public Health Direction due to COVID-19. Customers were not able to attend Service Centres during this time to collect new number plates as a result of these restrictions.
- In response to this situation, and to minimise disruption to customers, Access Canberra temporarily modified its service model to reduce physical interactions and to limit the movement of people. During this period, Access Canberra delivered number plates free of charge to customers nominated address following registration.

Out of Scope

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| Cleared for release | Yes | |
| Objective Ref: | 21/70766 | |

Out of Scope

Customers are required to attend an Access Canberra Service Centre to collect new number plates.

From 6 April to 17 July 2020 Access Canberra was operating under restrictions associated with the Public Health Direction due to COVID-19. Customers were unable to attend Service Centres during this time to collect new number plates as a result of these restrictions. In response to this situation, and to minimise disruption to customers, Access Canberra temporarily modified its service model to reduce physical interactions and to limit the movement of people. During this period, Access Canberra delivered number plates to customers nominated address following registration. Access Canberra has since resumed normal registration plate arrangements allowing customers to collect their number plate at the time of their transaction.

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| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Cleared for release | Yes | |
| Objective Ref: | 21/70766 | |

Portfolio/s: Business and Better Regulation**ISSUE:** What work was undertaken by Access Canberra to prepare for lockdown?**Talking points:**

- Drawing upon lessons learnt in early 2020, Access Canberra conducted a range of planning activities to ensure service continuity for the Canberra community in another lockdown situation during COVID-19.
- Access Canberra was well prepared and was able to quickly shift its service delivery in response to the lockdown direction on 12 August with over 450 transactions immediately able to be accessed online and other risk-based workarounds implemented to support Canberrans accessible by calling 13 22 81.
- For example, Access Canberra was ready with training and equipment to boost its Contact Centre workforce to respond to a significant increase in daily call volumes, especially in support of the COVID-19 Helpline. This included an additional 120 staff from across Access Canberra being trained and ready to answer calls, in addition to the existing Contact Centre workforce of 65 staff.
- Since lockdown commenced on 12 August:
 - the COVID-19 Helpline has handled well over 50,000 calls; and
 - the Contact Centre has handled almost 100,000 calls in total.
- There are only three services that cannot be completed online or by calling Access Canberra (on 13 22 81) due to the requirements to establish identity. For these transactions, Access Canberra has implemented COVID-safe limited appointment arrangements, which will be confirmed with a customer as required.
- Access Canberra has also worked through alternative service arrangements to support essential businesses and essential workers.
- Business continuity planning by Access Canberra was done with the primary consideration of:

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Cleared for release: Yes
Information Officer name: Josh Rynehart
OBJ Ref: 21/70766

- supporting the lockdown and public health directions
 - minimising people’s movement and interactions during the lockdown period; and
 - supporting the health and welfare of its customers and staff while still delivering the majority of Access Canberra’s services online or through telephone services.
- I wish to thank Canberrans for their understanding and patience when dealing with Access Canberra during these alternate service arrangements.
 - I would also like to thank the hard-working staff of Access Canberra for their continued efforts to continue to support our community.

Out of Scope

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| OBJ Ref: | 21/70766 | |

Portfolio/s: Business and Better Regulation

ISSUE: Has the recent ACT lockdown due to COVID-19 had an impact on the operations of Access Canberra Service Centres?

Talking points:

- In support of the Public Health Directions and lockdown, all Access Canberra Service Centres were closed to support public safety by minimising physical interactions and movement of people during the lockdown period.
- Over 450 transactions can be completed online or over the phone by simply calling Access Canberra (13 22 81) for assistance. Wherever possible, Access Canberra have implemented risk-based workarounds to support people and their needs during this difficult period.
- There are only a handful of service transactions that need face-to-face transactions and require the customer to attend a Service Centre to do so.
- In these instances, and for essential purposes and essential workers, Access Canberra have implemented limited 'by appointment only' slots for essential and time critical transactions. For example, during current lockdown restrictions:

Out of Scope

- Belconnen and Tuggeranong Service Centres – where determined by Access Canberra via an online or telephone (13 22 81) inquiry, a customer may be referred for an essential appointment to one of these two Service Centres. Such appointments will only be granted for essential or critical transactions that require in person attendance, including:
 - a. Issue a new Drivers Licence, including transfer of Drivers Licence from interstate;
 - b. Issue Proof of Identity Card; and

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| Cleared for public release by: | Deputy Director-General | Ext: 59898 |
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| Lead Directorate: | Chief Minister, Treasury and Economic Development | |
| Objective Ref: | 21/70766 | |

- c. Establish Vehicle Registration (including numberplate collection) where the vehicle does not need an identity check (Note: vehicle identity checks are required for all written-off vehicles regardless of age, and used cars, light commercial vehicles and motorbikes where the year of manufacture is equal to or less than 10 years ago when establishing registration in the ACT).
- d. Replacement of lost, destroyed, stolen or damaged numberplates.

- This approach is necessary – for the safety of Access Canberra staff and the community. Like businesses across Canberra, we are doing the right thing to ensure the safety of our community. This means Access Canberra have adopted the “essential appointments only” approach during this lockdown period.
- The community is encouraged to call 13 22 81 for transactions for essential purposes that cannot be done online, and to continue to check the Access Canberra website (www.accesscanberra.act.gov.au) for service updates during COVID-19.
- An ‘Essential Service’ for the purpose of this approach, and as approved by the Head of Access Canberra in accordance with the Public Health Direction, are transactions that:
 - Are required within the next 4 weeks; and
 - Have financial implications if they are not completed; or
 - Are required to support a customer’s ongoing employment; or
 - Have legal implications if they are not completed; or
 - Other special needs exist that warrant an exception.
- An ‘Essential Purpose’ is an essential business activity or undertaking as specified by the Chief Health Officer in the current Public Health Emergency Directions, which can be found via the COVID-19 website (www.covid19.act.gov.au).
- Access Canberra is committed to processing all requests in a timely manner. However, due to the current lockdown arrangements, there have been delays to some services. We thank the ACT community for their patience and understanding during this time.

- If a Canberran has a concern or query about a transaction, I encourage them to speak with Access Canberra or make an online inquiry to see how they can help to assist.
- Access Canberra continues to review and adapt its service arrangements in response to the evolving COVID-19 situation and restrictions, and I thank the agency for its efforts to support our community at this very challenging period.

Background Information

- All Access Canberra Service Centres were closed following the COVID-19 lockdown direction. **Out of Scope**
- These service changes were implemented to mitigate risks to Access Canberra sites and its workforce and customers from a potential COVID exposure event; and to assist with the diversion of available resources to support higher government priorities.
- Since 12 August 2021, the Contact Centre within Access Canberra has responded to a significant increase in call volumes and general enquires, with call volumes often ranging between 4,000 to a peak of 10,000 calls in a single day.
- Staff are reporting increasing incidents of unhappy, and at times, aggressive conversations with members of the community regarding a range of issues, including but not limited to access to normal Access Canberra services during the lockdown period.
- Access Canberra currently provides over 450 different services and transactions, which include a range of licenses and registrations that can have tangible implications for members of the community employment, working conditions and education, as well as their ability to legally travel about the city and the region.
- It is an offence to operate a motor vehicle without numberplates. Replacement numberplates may be issued when the existing numberplates have been lost, destroyed, stolen or damaged. While the payment for this transaction type can be performed online or over the phone, the physical collection of the numberplates requires an in person collection.
- As of 9 September 2021, to assist customers who have had their numberplates destroyed, lost, stolen or damaged, Access Canberra will include replacement numberplates in the current scope of transaction types that qualify for an 'Essential Appointment'.

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