



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2021-331

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	Waived
6. Processing time (in working days)	20
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

**From:** [REDACTED]  
**To:** [CMTEDD.FOI](#)  
**Cc:** [REDACTED]  
**Subject:** 2021-331 - FOI Request | Access Canberra  
**Date:** Tuesday, 23 November 2021 8:24:54 AM

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Good Morning,

**RE: FOI REQUEST | ACCESS CANBERRA MINISTERIAL BRIEFS**

I write to request under the *Freedom of Information Act 2016* any Ministerial briefings related to Access Canberra from August 2021 until present.

I ask that my request be transferred to other entities that may hold relevant documents. Duplicate and draft documents may be excluded.

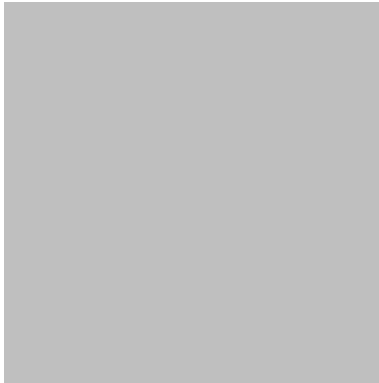




**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

Our ref: CMTEDDFOI 2021-331



## **FREEDOM OF INFORMATION REQUEST**

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 14 December 2021, in which you sought access to:

- Any Ministerial Briefs sent to ACT Ministers from Access Canberra, relating to Access Canberra Shopfronts and/or Customer Service Phone Lines, including but not limited to Question Time Briefs for the period of 1 August 2021 to 30 November 2021.

### **Authority**

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

### **Timeframes**

In accordance with section 40 of the Act, CMTEDD is required to provide a decision on your access application by 14 January 2022.

### **Decision on access**

Searches were completed for relevant documents and 50 documents were identified that fall within the scope of your request.

I have included as **Attachment A** to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

I have decided to grant access in full to 17 documents relevant to your request. I have decided to grant partial access to 33 documents as I consider them to contain information that is contrary to the public interest information under schedule 1 of the Act; or information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as **Attachment B** to this letter.

In accordance with section 54(2) of the Act a statement of reasons outlining my decisions is below.

### **Statement of Reasons**

In reaching my access decisions, I have taken the following into account:

- the Act;
- the content of the documents that fall within the scope of your request; and
- the *Human Rights Act 2004*.

### **Exemption claimed**

My reasons for deciding not to grant access to the identified documents and components of these documents are as follows:

#### Contrary to the public interest information under schedule 1 of the Act

Folios 2, 5, 25 and 27 have been identified as being within the scope of your request, however, these documents contain information that is considered to be contrary to the public interest under section 1.6 of Schedule 1 of the Act. This information is Cabinet information, which is exempt from release.

The purpose of Cabinet information being exempt from release is to maintain the confidentiality of the Cabinet process and to uphold the principle of collective ministerial responsibility. This exemption was discussed in *The Commonwealth v Northern Land Council* [1993] HCA 24; (1993) 176 CLR 604 (21 April 1993). Paragraph 6 of the decision, states that:

... it has never been doubted that it is in the public interest that the deliberations of Cabinet should remain confidential in order that the members of Cabinet may exchange differing views and at the same time maintain the principle of collective responsibility for any decision which may be made.

The information in these folios that you have requested falls within section 1.6 of the Act as it is information which has been commissioned by the Cabinet to guide its decision making and assist in its deliberations. It is therefore exempt from release under the Act.

#### Information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act

#### Public Interest

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interest lies. As part of this process, I must consider factors favouring disclosure and non-disclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when 'used in a statute, the term [public interest] derives its content from "the subject matter and the scope and purpose" of the enactment in which it appears'. Section 17(1) of the Act sets out the test,

to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

Taking into consideration the information contained in the documents which is within the scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the 'public interest'.

Factors favouring disclosure in the public interest:

*(a) disclosure of the information could reasonably be expected to do any of the following:*

*(i) promote open discussion of public affairs and enhance the government's accountability.*

*(ii) contribute to positive and informed debate on important issues or matters of public interest.*

The release of this information may possibly help to create positive and informed discussions. I consider that disclosing the contents of the information sought could reasonably contribute to discussion of public affairs.

I am satisfied that these are relevant considerations favouring disclosure in this case, and in the interests of enhancing open discussion, I afford them significant weight.

Factors favouring nondisclosure in the public interest:

*(a) disclosure of the information could reasonably be expected to do any of the following:*

*(ii) prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2004.*

Having considered the factors identified as relevant in this matter, I consider that release of information contained in these documents may contribute to open discussion and greater accountability by allowing you to have a copy of the documents associated with your request.

However, when considering this finding against the factors favouring non-disclosure, I am satisfied that the protection of an individual's right to privacy, especially in dealing with the ACT Government, is a significant factor as the parties involved have provided their personal information for the purposes of statutory compliance which, in my opinion, outweighs the benefit which may be derived from releasing the personal information of the individual's involved in this matter. These individuals are entitled to expect that the personal information they have supplied as part of this process will be dealt with in a manner that protects their privacy.

Having applied the test outlined in section 17 of the Act and deciding that release of personal information contained in the documents is not in the public interest to release, I have chosen to redact this specific information in accordance with section 50(2). Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that I believe is not in the public interest to release will ensure that the intent of the Act is met

and will provide you with access to the majority of the information held by CMTEDD within the scope of your request.

### **Charges**

Pursuant to *Freedom of Information (Fees) Determination 2018* processing charges are applicable for this request because the total number of pages to be released to you exceeds the charging threshold of 50 pages. However, the charges have been waived in accordance with section 107(2)(e) of the Act.

### **Online publishing– Disclosure Log**

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the CMTEDD disclosure log after 18 January 2022. Your personal contact details will not be published.

You may view CMTEDD disclosure log at <https://www.cmtedd.act.gov.au/functions/foi>.

### **Ombudsman Review**

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

We recommend using this form [Applying for an Ombudsman Review](#) to ensure you provide all of the required information. Alternatively, you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601

Via email: [actfoi@ombudsman.gov.au](mailto:actfoi@ombudsman.gov.au)

### **ACT Civil and Administrative Tribunal (ACAT) Review**

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal  
Level 4, 1 Moore St  
GPO Box 370  
Canberra City ACT 2601  
Telephone: (02) 6207 1740  
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au).

Yours sincerely,

A handwritten signature in black ink, appearing to read 'K Stuart'.

Katharine Stuart  
Information Officer  
Information Access Team  
Chief Minister, Treasury and Economic Development Directorate  
12 January 2022



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## FREEDOM OF INFORMATION REQUEST SCHEDULE

WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
Any Ministerial Briefs sent to ACT Ministers from Access Canberra, relating to Access Canberra Shopfronts and/or Customer Service Phone Lines, including but not limited to Question Time Briefs for the period of 1 August 2021 to 30 November 2021.	CMTEDDFOI 2021-331

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-23	Brief		Partial release	Out of Scope	Yes
2	24-33	Brief		Partial release	Schedule 1 s1.6 Out of Scope	Yes
3	34-54	Brief		Partial release	Out of Scope	Yes
4	55-72	Brief		Full release	N/A	Yes
5	73-163	Brief		Partial release	Schedule 1 s1.6 Out of Scope	Yes
6	164-414	Brief		Partial release	Out of Scope	Yes
7	415-418	Brief		Partial release	Out of Scope	Yes
8	419-421	Brief		Full release	N/A	Yes
9	422-424	Brief		Partial release	Out of Scope	Yes
10	425-443	Brief		Partial release	Out of Scope	Yes
11	444-447	Brief		Full release	N/A	Yes
12	448-449	August QTB - Belconnen Service Centre Relocation		Full release	N/A	Yes
13	450-451	August QTB - Civic Service Centre Closure		Full release	N/A	Yes

14	452-453	August QTB - Contact Centre - Operational Update		Full release	N/A	Yes
15	454-455	August QTB - COVID-19 Business Support and Compliance		Partial release	Out of Scope	Yes
16	456-461	August QTB - Number Plates delivery issue during COVID		Partial release	Out of Scope	Yes
17	462-463	August QTB - Service Centre - Operational Update		Full release	N/A	Yes
18	464-470	Brief		Partial release	Out of Scope	Yes
19	471-472	Brief		Partial release	Schedule 2 s2.2(a)(ii) Out of Scope	Yes
20	473-475	Brief		Partial release	Schedule 2 s2.2(a)(ii) Out of Scope	Yes
21	476-486	Brief		Partial release	Schedule 2 s2.2(a)(ii) Out of Scope	Yes
22	487—488	Brief		Partial release	Out of Scope	Yes
23	489-491	Brief		Partial release	Out of Scope	Yes
24	492-494	Brief		Partial release	Schedule 2 s2.2(a)(ii) Out of Scope	Yes
25	495-497	Brief		Partial release	Schedule 1 s1.6 Schedule 2 s2.2(a)(ii) Out of Scope	Yes
26	498-505	Brief		Partial release	Schedule 2 s2.2(a)(ii) Out of Scope	Yes
27	506-508	Brief		Partial release	Schedule 1 s1.6 Out of Scope	Yes
28	509-511	Brief		Partial release	Out of Scope	Yes
29	512-514	Brief		Partial release	Out of Scope	Yes
30	515-517	Brief		Partial release	Schedule 2 s2.2(a)(ii) Out of Scope	Yes
31	518-520	Brief		Partial release	Out of Scope	Yes
32	521-523	November QTB - Belconnen Service Centre Relocation		Full release	N/A	Yes



33	524-525	November QTB - Civic Service Centre Closure		Full release	N/A	Yes
34	526-527	November QTB - Contact Centre - Operational Update		Full release	N/A	Yes
35	528-535	November QTB - Number Plates delivery during COVID		Partial release	Out of Scope	Yes
36	536-539	November QTB - Preparations for Lockdown		Partial release	Out of Scope	Yes
37	540-546	November QTB - Service Centre - Operational Update		Full release	N/A	Yes
38	547-549	October QTB - Belconnen Service Centre Relocation		Full release	N/A	Yes
39	550-551	October QTB - Civic Service Centre Closure		Full release	N/A	Yes
40	552-553	October QTB - Contact Centre - Operational Update		Full release	N/A	Yes
41	554-561	October QTB - Number Plate delivery during COVID restrictions		Partial release	Out of Scope	Yes
42	562-564	October QTB - Preparations for Lockdown		Partial release	Out of Scope	Yes
43	565-569	October QTB - Service Centre - Operational Update		Partial release	Out of Scope	Yes
44	570-571	September QTB - Belconnen Service Centre Relocation		Full release	N/A	Yes
45	572-573	September QTB - Civic Service Centre Closure		Full release	N/A	Yes
46	574-575	September QTB - Contact Centre - Operational Update		Full release	N/A	Yes
47	576-579	September QTB - COVID-19 Business Support		Partial release	Out of Scope	Yes
48	580-586	September QTB - Number Plates delivery issue during COVID		Partial release	Out of Scope	Yes
49	587-589	September QTB - Preparations for Lockdown		Partial release	Out of Scope	Yes
50	590-592	September QTB - Service Centre - Operational Update		Partial release	Out of Scope	Yes
<b>Total No of Docs</b>						<b>Yes</b>
50						



# Tara Cheyne MLA

Assistant Minister for Economic Development  
Minister for the Arts  
Minister for Business and Better Regulation  
Minister for Human Rights  
Minister for Multicultural Affairs  
Member for Ginninderra

Out of Scope

<b>Date: 16 August 2021</b>
<b>Recommendation:</b> That you: <div style="text-align: center; background-color: #cccccc; padding: 50px;"><h1>Out of Scope</h1></div>
Tara Cheyne MLA.....  .....  <b>Noted/Please Discuss</b>
<b>Contact:</b> Deputy Director-General, Access Canberra <b>Name:</b> David Pryce <b>Phone Number:</b> 6205 9898

Key Issues/Updates:

# Out of Scope

## Customer Coordination

### What services are still being provided fully

#### Service Centres

- Building and planning emergency services (support to ACTPS and ESA) delivered digitally.

## Out of Scope

#### Contact Centre

- All services are still being provided.
- Increased workforce allocation has occurred to support the Covid-19 helpline.

### What services are being provided albeit not full-service capacity

#### Service Centres

- All Service Centre transactions, except for establish motor vehicle registration, issue proof of identity cards, and issue driver licence are now being performed solely online or over the phone.
- Land Titles conveyancing lodgements are being dropped off to the Access Canberra Belconnen Service Centre in a contactless manner, with scanning and emailing the lodgements to processing officers working at home (Conveyancing 'Drop and Run SOP').

## Out of Scope

#### Contact Centre

- Due to volume Access Canberra wait times have seen a significant increase.

### What services are not being provided.

#### Service Centres

- Face to face services unavailable.
- Issue Driver Licence (Including first time issues, licence upgrades and interstate / overseas transfers).
- Issue Proof of Identity Cards.
- Establish Motor Vehicle Registration.

## Out of Scope

### Any items of significance or risks to our staff/service delivery

#### Applications and Approvals

- As indicated in key issues, Government will need to consider if we enable a reduced appointment system to allow the three service Access Canberra cannot deliver remotely.

#### Contact Centre

- The availability and capacity for staff to continue to service the significant increase in demand in the Contact Centre in an extended lockdown is a concern.
- There is constant training being provided to support additional people redirected from other areas across Access Canberra. The increase in new staff is putting significant pressure on the leadership team to assist with escalations and questions.
- The evolving situation and sheer volume of information for staff to be across places staff under additional pressure.

- The Contact Centre is experiencing significant call abandonment rates due to the increased wait times and call volumes.
- There have been reports of customer aggression towards Contact Centre staff, a sign of community fatigue and stress. We are working with the PICC to ensure that social posts are issued to remind people that we are dealing with high call volumes and to go online or call back later, also to remind the community to remain calm and patient and to be kind.

#### Daily breakdown of calls up to 14 August 2021

COVID-19 Helpline	12-Aug	13-Aug	14-Aug
Calls presented	5912	8441	2826
Calls answered	1950	3460	1180
Average Wait time	11:33	11:50	11:37
TOTAL	12-Aug	13-Aug	14-Aug
Calls presented	8792	6011	3214
Calls answered	3369	2165	1376
Average Wait time	10:58	12:38	11:27

CALL TOPICS	12-Aug	13-Aug	14-Aug	15-Aug	Total
<b>TOTAL</b>	<b>1727</b>	<b>1608</b>	<b>795</b>	<b>614</b>	<b>7039</b>
Travel - Interstate (COVID)	370	261	114	126	1842
Exemptions (COVID)	137	136	81	84	894
Lockdown - Restrictions (COVID)	179	202	187	53	621
Lockdown - Exposure locations (COVID)	84	179	104	84	451
Border Restrictions (COVID)	143	57	6	9	447
Quarantine (COVID)	81	96	54	65	435
Health directions - general advice (COVID)	205	55	5	26	402
Testing (COVID)	58	113	55	43	326
Lockdown - Essential work (COVID)	106	141	31	34	312
Vaccinations (COVID)	47	28	29	9	270
Lockdown - Border residents (COVID)	83	80	50	20	233
Lockdown - Approved reasons for leaving home (COVID)	32	77	49	34	192
Wrong Number/No Response	55	34	9	4	132
Travel - Within ACT (COVID)	50	30	7	7	121
Business - General (COVID)	32	44	1	2	85
Victoria: Travel to/from (COVID)	10	2	1	0	60
Business - Compliance enquiry (COVID)	23	21	0	1	50
Check In CBR App (COVID)	9	8	1	0	35
Community - General (COVID)	3	12	2	6	26
Breach Report (COVID)	2	6	3	2	24
Breach Enquiry (COVID)	3	4	1	3	23
Business - Stimulus (COVID)	3	7	0	0	11
Coronavirus - Other	2	2	0	1	10
Accommodation (COVID)	1	2	0	0	7
Hardship payment (COVID)	0	6	1	0	7
Sport/Activity/Exercise (COVID)	2	2	0	0	5
Mental Health (COVID)	0	1	0	0	4
Jobs for Canberrans - Eligibility	2	0	1	0	3
Police matter (COVID)	0	1	1	1	3
Children (COVID)	2	0	0	0	2
Community - Stimulus (COVID)	0	1	1	0	2
Food/Groceries (COVID)	1	0	1	0	2
Jobs for Canberrans - General	2	0	0	0	2

# Out of Scope

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Access Canberra

Service Delivery States for COVID-19

September 2020

Contents

Introduction ..... 3

Scope..... 3

Service Delivery States..... 3

    Service Delivery State 1 ..... 3

    Service Delivery State 2 ..... 3

    Service Delivery State 3 ..... 3

Transition between Service Delivery States ..... 4

# Out of Scope

## [Service Delivery State 2](#)

SDS 2 mirrors the ACT's phase 1-2 easing of restrictions. This state presumes a low level of COVID-19 transmission with risks in the workplace mitigated as far as possible. Under this SDS most back of house staff are working from home however some frontline delivery of services are occurring face to face. Digital options are available for almost all transactions and customers are encouraged to choose to interact with us digitally wherever possible. However services for those members of the community that require extra support are available face to face and exclusive service arrangements such as the prioritisation period from 9-11am are in place.

## [Service Delivery State 3](#)

SDS 3 mirrors the ACT's phase 3-4 easing of restrictions. This state presumes very little risk of COVID-19 transmission with those risks in the workplace thoroughly mitigated. Under this SDS most of our services

are available to be delivered face to face however the emphasis is on the ease of digital transactions and making those processes as streamlined and user friendly as possible while still providing face to face services for those who require them. Those people who need extra support continue to be prioritised though there is an understanding that more general customers are likely to return to the Service Centres. This SDS removes some of the complexity and backlog for back of house processing and eases pressure on the Access Canberra Contact Centre by reducing some of the 'double handling' of services such as establishment and transfer of registrations transactions by providing face to face service.

# Out of Scope

## Access Canberra Service Delivery State (SDS)

Progression of the stages of easing social distancing requirements, what Access Canberra Service Delivery may look like.

	SDS1	SDS2	SDS3	Future delivery state (FDS)
	<p>ACT Wide Full Restrictions</p> <p>No gatherings of people allowed</p> <p>Most businesses closed</p>	<p>ACT Stage 1-2 Easing of Restrictions</p> <p>Allow small – medium gatherings of people</p> <p>Maintain physical distancing (1.5m)</p>	<p>ACT Stage 3-4 Easing of Restrictions</p> <p>Allow larger gatherings of people</p> <p>Maintain physical distancing where possible</p>	<p>Post COVID Service Delivery State</p> <p>No Restrictions</p>
Service Centres	<p>Face to face services unavailable</p> <p>Building and planning emergency services (support to ACTPS and ESA) delivered digitally</p>	<p>Service Centres and shopfronts continue to operate.</p> <p>Normal operating hours 9am-5pm</p> <p>Prioritisation of customers that need extra support between 9-11 daily</p> <p>Physical distancing in place. Enhanced cleaning</p> <p>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>
<h1>Out of Scope</h1>				
Access Canberra 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>
<h1>Out of Scope</h1>				

	SDS1	SDS2	SDS3	Future delivery state (FDS)
	ACT Wide Full Restrictions No gatherings of people allowed Most businesses closed	ACT Stage 1-2 Easing of Restrictions Allow small – medium gatherings of people Maintain physical distancing (1.5m)	ACT Stage 3-4 Easing of Restrictions Allow larger gatherings of people Maintain physical distancing where possible	Post COVID Service Delivery State No Restrictions

# Out of Scope

	SDS1	SDS2	SDS3	Future delivery state (FDS)
	ACT Wide Full Restrictions No gatherings of people allowed Most businesses closed	ACT Stage 1-2 Easing of Restrictions Allow small – medium gatherings of people Maintain physical distancing (1.5m)	ACT Stage 3-4 Easing of Restrictions Allow larger gatherings of people Maintain physical distancing where possible	Post COVID Service Delivery State No Restrictions

# Out of Scope

## Chief Minister, Treasury and Economic Development Directorate

**To:** Minister for Business and Better Regulation Tracking No.: 21/113407

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**Rec in MO:** 11/11/2021

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**From:** Deputy Director-General, Access Canberra

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**Subject:** Changes to Service Centre and Contact Centre operations over December 2021 and January 2022

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**Critical Date:** 12/11/2021

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**Critical Reason:** To allow time for public messaging and staff consultation

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## Recommendations

That you:

1. **Note** the information in this brief;

**NOTED / PLEASE DISCUSS**

2. **Indicate your preferred service option** over Christmas and New year:

- Option 1 - Closure of all Service Centres and Shopfronts from 20 December 2021 to 7 January 2022 (inclusive); or
- Option 2 (preferred) – A northside and southside Shopfronts remaining open from 20 December 2021 to 24 December 2021; and reopening on 4 January 2022.

**OPTION 1 / OPTION 2 / PLEASE DISCUSS**

3. **Agree** to standardised hours of operation for the Contact Centre (including the COVID-19 Helpline) to commence from 29 November:

- 8.00am to 6.00pm Monday to Friday
- 9.00am to 5.00pm Weekends and Public Holidays

**AGREED / NOT AGREED / PLEASE DISCUSS**

Tara Cheyne MLA

  
11/11/21

Minister's Office Feedback

**Background**

Service Centres

1. Access Canberra has five Service Centres situated at Belconnen, Gungahlin, Woden, Dickson and Tuggeranong. Specialty shopfronts in Hume and Mitchell provide specialist motor vehicle inspection and land, planning and building services respectively.
2. You were briefed on 27 October 2021 (**21/95439**) in relation to Service Centre arrangements under the *ACT Pathway Forward*. In that brief, it was noted that Service Centre workforce challenges are expected to become acute over the December-January holiday period with all staff having high levels of leave, and like other Canberrans, will want to take leave and travel to reunite with people following the easing of COVID-19 restrictions.
3. The brief (**21/95439**) of 27 October 2021 noted that Access Canberra is investigating extending shut down arrangements for its Service Centres to manage workforce demands and support the provision of leave. You asked that Access Canberra continue to engage with you on this proposal.
4. The Christmas shutdown period for the ACT Public Service is from Friday 24 December 2021 through to Tuesday 4 January 2022.
5. The *ACT Public Sector Administrative and Related Classifications Enterprise Agreement 2018-21*, which covers Access Canberra Staff, provides for a Christmas Shutdown period for the business days between 28 December to 31 December.

Contact Centre

6. The Access Canberra Contact Centre manages call taking services for the ACT Government across a minimum of twelve business lines, including support for the State Emergency Services (SES), Domestic Animal Services, Housing ACT and the COVID-19 Helpline.

7. The Contact Centre's hours of operation were extended to service the COVID-19 Helpline, operating from 0800 to 2000 every day, since it was established on 1 April 2020.
8. Statistics showing the volume of calls received through the COVID-19 Helpline are at **Attachment A**. We expect the COVID-19 Helpline calls to decline as restrictions ease.
9. The Access Canberra Contact Centre (13 22 81 phonenumber) is open 24/7 for emergencies using our afterhours service provider, Oracle CMS, complemented by a 24/7 roster of senior Access Canberra staff *on call* to provide advice on urgent issues or to support the SES.

## Issues

### Service Centres

10. Extending the closure period of Service Centres and Shopfronts beyond the provisioned Christmas Shutdown period represents an opportunity for Access Canberra to manage workforce pressures.
11. An extended closure period would provide an opportunity for staff to utilise excess leave accruals; mitigate the risks of "snap" closures due to unplanned absences of staff; and assist with processing of administrative backlogs by redeploying staff not wishing to take leave into back-of-house operations.

12.

# Schedule 1 1.6

13. Options for temporary changes Service Centre and Shopfront operations beyond the Christmas Shutdown period are set out below:

**Option 1** - Closure of all Service Centres and Shopfronts from Monday 20 December 2021 to Friday 7 January 2022 (inclusive)

14. Closing all Service Centres and Shopfronts from Monday 20 December 2021 to Friday 7 January 2022 would provide all Service Centre staff with an additional nine days leave over the Christmas and New Year period.
15. A large proportion of Service Centre and Shopfront staff have indicated a desire to take leave in the week commencing Monday 3 January 2022 to Friday 7 January 2022.
16. Noting we cannot direct staff to take recreation leave, staff who do not wish to take leave would be temporarily redeployed to provide relief for Access Canberra Contact Centre staff that similarly wish to take extended leave over the Christmas period.
17. This option is not preferred as all Service Centres would be closed thus limiting service options for customers. This option would require online and telephone services to be provided during the closure period, similar to that provided during the COVID lockdown.

**Option 2 (Preferred) - Reduced capacity in Service Centres and Shopfronts** from Monday 20 December 2021 to Friday 24 December 2021; and Tuesday 4 January 2022 to Friday 7 January 2022

18. Reducing to only two Service Centres operating (one northside and one southside) between 20 December to 24 December 2021; and also from 4 January 2022 to 7 January 2022.
19. This proposal effectively provides a similar service as with the initial easing of COVID lockdown (albeit without essential/bookable appointments), as walk-in customers would be allowed

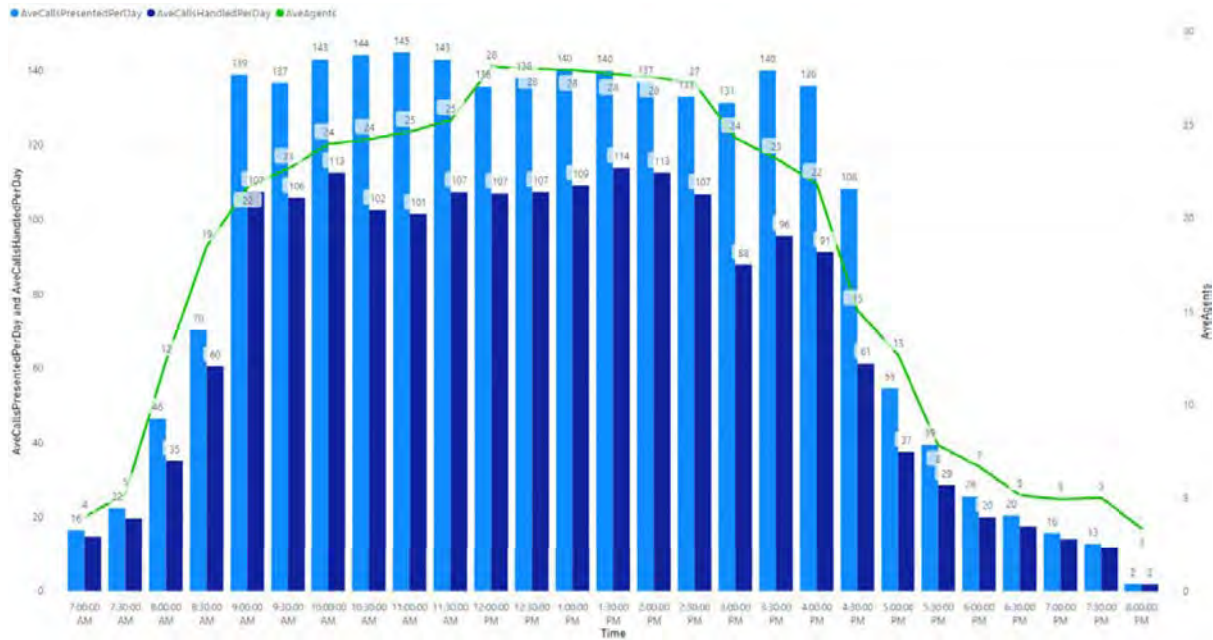
20. **Out of Scope**

21. This option provides the opportunity to maintain face-to-face service delivery outside of the standard Christmas Shutdown period, while enabling most staff to utilise excess leave accruals. It also reduced the workforce risks as we only need to service two Service Centre locations.
22. This option still impacts on service delivery and will result in further backlogs when Services Centres reopen in 2022, with delays in transaction times anticipated during the reduce service period.
23. Without adopting one of the Options, there will be poor staff morale, high unplanned absences and possible snap closures of Service Centres.

Contact Centres

24. In the last 24 months, the Access Canberra Contact Centre has experienced unprecedented call volumes, repeated high demand surges as well as increased levels of occupational violence, particularly in relation to the government's response to the COVID-19 public health emergency and the Public Health Directions.
25. Statistics showing the call volumes to the COVID-19 Helpline are at **Attachment A**.
26. Consequently, staff within the Contact Centre are showing signs of stress and fatigue. This often results in unplanned leave or staff absences, which impacts call wait times and places further pressure on the remaining staff.
27. As a result, Access Canberra has also needed to draw upon increased overtime usage to help manage high call volumes and wait times. The use of overtime is sub-optimal, and further drains an already tired and depleted workforce.
28. The current operating hours have been in existence since the formation of Access Canberra. The existing standard hours of operation for the Contact Centre reflect a historical reality of far fewer transactions being able to be completed online.

29. In addition, with the easing of COVID restrictions associated with the *ACT Pathway Forward*, the need for extended hours of operation related to COVID-19 Helpline should no longer be required, as the community returns to a normal posture.
30. A snapshot from January to February 2020 for the Contact Centre phoneline (**Graph 1**) reporting tool shows call averages increasing in demand between 9.00am to 5.00pm, after which call demand drops off markedly. Noting that this is the period before the COVID-19 Helpline and the associated peaks in demand from changes to restrictions or the public health directions.



**Graph 1 - Average Calls Presented, Calls Handled and Operators (Weekdays)**

31. It is noted that the rise in call operators coming on duty is disproportionate with the increase in demand at 9.00am; and similarly the reduction in demand after 5.00pm is disproportionate to the fall in call operators coming off duty.
32. By adjusting the Contact Centre hours to close at 6.00pm, the five operators working after this time could alternatively be rostered to start between 9.00am and 10.00am to better address the increase in call demand and abandoned calls. Furthermore, where we can minimise abandoned calls, our presented calls should also fall as the customer does not have to call again. Similarly, operators starting at 7.00am could start between 8.00am and 9.00am, which would help manage the 4.00pm-5.00pm peak that is also evident.
33. All these factors together with the potential benefits have highlighted the need to consider the standardisation of operating hours for the Contact Centre.

34. **Attachment B** outlines the current Contact Centre operating hours and proposed change. It is proposed that the Contact Centre operate more standardised hours of:
  - 8.00am to 6.00pm Monday to Friday
  - 9.00am to 5.00pm Weekends and Public Holidays
35. Access Canberra will work with each stakeholder associated with its call lines to ensure the proposed changes are supported, prior to any implementation.
36. It is important to note that the Contact Centre manages residual risk outside of standard operating hours by using our afterhours service provider, Oracle CMS, complemented by a 24/7 roster of senior Access Canberra staff *on call* to provide advice on urgent issues or to support SES incidents.
37. Importantly, as has been well demonstrated through COVID-19, we would also be able to rapidly adjust our Contact Centre operating hours in response to any emergency, significant incident or further COVID related event.
38. It is further proposed we will monitor call data and evaluate the revised operating model by 30 March 2022.

### **Financial Implications**

39. Standardising the Contact Centre hours of operation will help support Access Canberra to better manage workforce pressures and demands, especially as a result of COVID impacts.
40. The costs of the proposed operating hour changes for the Contact Centre will be managed within Access Canberra's operating budget. Access Canberra will continue to manage surge demand to meet service priorities, through the diversion of available resources and overtime, as required.
41. The proposed changes will also require an amendment to the contract with the after-hours service provider. Data indicates less than 100 calls are presented from all phonelines during the hours the Contact Centre will not be operating.
42. As a guide, the cost per call for our afterhours service is currently \$3.58 for incoming calls and \$2.95 for outgoing calls.
43. The evaluation of the revised operating hours will also assess financial impacts upon the agency.

### **Consultation**

#### Internal

44. Service Centre, Shopfront and Contact Centre staff have been consulted in relation to possible changes in service hours. Most staff are supportive while a few have indicated concern around a potential loss of overtime or shift penalties. We will still have the weekend for shift penalties – as well as overtime opportunities in other areas of AC with backlogs.

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45. Access Canberra have consulted with CMTEDD Corporate, who support the proposed changes from a workforce perspective.

### Cross Directorate

46. Access Canberra has raised proposed changes to the Contact Centre operating hours and the COVID-19 Helpline operating hours with the Head of Service and via the Director-General's plus group meetings, and also via the Coordinator-General (non-Health COVID19) group.
47. Subject to your consideration of this brief, Access Canberra will further engage with Health, TCCS, CSD, EPSDD and other directorates that have service calls come through the Contact Centre to support proposed implementation arrangements.

### External

48. The Community and Public Sector Union (CPSU) has been consulted in relation to Service Centre and Shopfronts operating arrangements over the Christmas shut-down period. They recognise the measure as assisting in the wellbeing of their members and have been given an assurance that no member will be stood down during that period, rather they will be temporarily redeployed within Access Canberra if not taking leave.
49. In terms of the proposed change to Contact Centre operating hours, the CPSU noted the need to consult with staff and provide notice or roster changes in accordance with the Enterprise Agreement. In order to address this, we proposed to change operating hours from the public's perspective while maintaining the current roster hours during the consultation period. Impacted staff will assist with back-of-house backlogs and call backs.

### **Work Health and Safety**

50. Staff across Access Canberra have had experienced unprecedented workload demands and higher levels of occupational violence during COVID-19. Without implementing alternate operating arrangements over the Christmas shut-down period, the agency is exposed to heightened work health and safety risks.
51. The proposed changes outlined in this brief will help address work health and safety risks; help better manage workforce availability and unplanned leave; mitigate against staff shortages; and help reduce workforce stress and fatigue.

### **Benefits/Sensitivities**

52. Reducing the availability of Service Centre and Shopfronts over the Christmas and New Year shut-down period will help reduce the availability of face-to-face services for a further two-week period. All but three transactions can be done online or over the phone (13 22 81), as has been demonstrated through the COVID lockdown period.
53. Standardising the hours of operation of the Contract Centre will provide an opportunity for Access Canberra to improve call wait times and call abandonment rates in peak period of demand, through the better utilization of available resources.

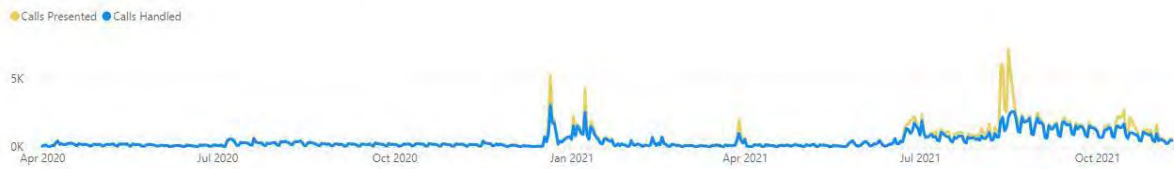


Attachment A

**COVID-19 Helpline Statistics**

	<b>Presented</b>	<b>Handled</b>
<b>Since 1 April 2020</b>	320,426	252,756
<b>Since 12 August 2021</b>	151,103	111,245

COVID Line -Calls Presented and Calls Handled



Phoneline	Directorate Contact	Day	Current Hours	Trial Hours	Reduction in Hours/Day
<b>Access Canberra Contact Centre</b> 13 22 81 24/7 Afterhours Urgent Issues	Access Canberra	Mon–Fri	0700 – 2000	0800 – 1800	3
		Sat	0800 – 1700	0900 – 1700	1
	Internal	Sun	0900 – 1700		No Change
<b>State Emergency Services</b> 13 25 00 24/7 Backup Support	SES	Mon–Fri	0715 – 1945	0815 – 1745	3
		Sat	0815 – 1645	0915 – 1645	1
	Graham Ible Elizabeth Matthews	Sun	0915 – 1645		No Change
<b>COVID-19 Helpline</b> 6207 7244	Health Work with Jennie Gannon	Mon–Fri	0800 – 2000	0800 – 1800	2
		Sat–Sun	0800 – 2000	0900 – 1700	4
<b>Transport Canberra</b> 13 17 10	TCCS	Mon–Fri	0700 – 2000	0800 – 1800	3
		Sat	0800 – 2000	0900 – 1700	4
	Ian McGlinn Barbara Gough	Sun	0900 – 1700		No Change
<b>Faulty Parking Meters</b> 1800 047 222 24/7 Afterhours	Parking Operations	Mon–Fri	0700 – 2000	0800 – 1800	3
		Sat	0800 – 1700	0900 – 1700	1
	Chris Seddon	Sun	0900 – 1700		No Change
<b>Libraries ACT</b> 6205 9000	TCCS	Mon–Fri	0700 – 2000	0800 – 1800	3
		Sat	0800 – 1700	0900 – 1700	1
	Vicky Little	Sun	0900 – 1700		No Change
<b>Domestic Animal Services</b> 6207 2959 + 132281 Urgent Issues only 24/7 Afterhours Urgent Issues	TCCS	Mon–Fri	0700 – 0900 1700 – 2000	0800 – 0900 1700 – 1800	3
		Sat	0800 – 1700	0900 – 1700	1
	Nadine Azavedo Alex Nockels	Sun	0900 – 1700		No Change
<b>COVID-19 Business Liaison</b> 6205 0900		Mon–Fri	0900 – 1700	No Change	No Change
		Sat–Sun	Closed		
<b>Community Services</b> 13 34 27		Mon–Fri:	0900 – 1700	No Change	No Change
		Sat–Sun	Closed		
<b>Companion Card</b> 6205 4333		Mon–Fri:	0900 – 1700	No Change	No Change
		Sat–Sun	Closed		
<b>CIT</b> 6207 3100		Mon–Fri:	0900 – 1700	No Change	No Change
		Sat–Sun	Closed		

**Chief Minister, Treasury and Economic Development Directorate**

**To:** Minister for Business and Better Regulation Tracking No.: 21/63260

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**Date:** 03/08/2021

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**CC:** [Click here to enter text.](#)

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**From:** Chief Operating Officer, Access Canberra

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**Subject:** Access Canberra website refinements

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**Critical Date:** Nil

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**Critical Reason:** Routine- Proposed refinements are to be incrementally applied over coming months.

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**Recommendations**

That you:

- Out of Scope Noted / Please Discuss
- Out of Scope Option 1 / Option 2 / Option 3 / Option 4 / Please Discuss

Tara Cheyne MLA ..... *Tara Cheyne* 1/7/21

Out of Scope

# Out of Scope

OFFICIAL

# Out of Scope

Tracking

# Out of Scope

- e. Consider the best way to assist site users to access the services they need, including those who choose to use a Service Centre. Many visitors to the site are seeking information on the location of Access Canberra Service Centres and opportunities exist to encourage greater awareness and use of online services and information, particularly for those who are already online.

# Out of Scope

# Out of Scope

## Benefits/Sensitivities

12. The proposed improvements to the navigation and content on the Access Canberra website in the long term aim to reduce pressure on the Contact Centre and Service Centres and help improve overall customer experience.

# Out of Scope

OFFICIAL

Signatory Name: Margaret McKinnon Phone: 6207 2790  
Chief Operating Officer  
Action Officer: Jerome Freestone Phone: 6207 7783  
Senior Director Projects & ICT

**Attachments**

Attachment	Title
Out of Scope	

Out of Scope

# Out of Scope

Out of Scope

# Out of Scope

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# Out of Scope

**Chief Minister, Treasury and Economic Development Directorate**

**To:** Minister for Business and Better Regulation

Tracking No.: 21/71340

**Date:** 10/08/2021

**From:** Executive Branch Manager, Customer Coordination

**Subject:** Belconnen Service Centre Modernisation Project

**Critical Date:** 11 August 2021

**Critical Reason:** To provide you with a timely project update

**Recommendations**

That you:

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

**Noted / Please Discuss**

Tara Cheyne MLA



14/8/21

**Minister's Office Feedback**

As discussed, the windows provide the greatest opportunity for highly visible branding to assist with wayfinding - keen to learn more about this otherwise looks good.

## Background

1. Access Canberra has engaged Major Projects Canberra and PBS Building to relocate and modernise the Belconnen Service Centre to a larger and more fit for purpose tenancy within the existing building.
2. The new site consists of three suites which, when combined, is 75 square metres larger than the existing Belconnen Service Centre. Additionally, the space is a large open rectangle compared to the existing space where more than 50 percent of which is back-of-house space and the remainder is the customer waiting area.
3. AMC Architecture has been commissioned to undertake the architectural and design work of the new centre. The finalised floor plan ([Attachment A](#)) reflects a welcoming, open plan, digital first layout and accommodates a larger customer waiting area to address the COVID-19 physical distancing requirements.
4. PBS Building has provided a revised construction program ([Attachment B](#)), which outlines the construction period commencing 10 August 2021 and practical completion occurring no later than 15 November 2021. This program has been revised in-line with the accessibility of one of the suites, COVID-19 associated delays, alterations made to the floor plan, and consultation work occurring on the new site.
5. Access Canberra has been working closely with PBS Building and AMC architecture to select the most appropriate, fit for purpose, workstations, furniture, equipment and finishes in-line with Access Canberra's style guide.
6. Access Canberra has engaged with TCCS to assist in 'refreshing' the surrounding public area in preparation for opening the new centre. This work includes a general tidy up of the plants, updating signage, and removing graffiti.
7. Access Canberra has been working with CMTEDD Communications and Engagement to design and install six wayfinding signs on existing infrastructure in the surrounding area of the Belconnen Service Centre and Dickson Service Centre ([Attachment C](#)). These signs have recently been approved by TCCS as per the Traffic Control Device approval process and are anticipated to be installed by the end of the year.
8. As part of the design, and in response to the recent CMTEDD Staff Survey, Access Canberra is looking to incorporate local indigenous art into the new service centre as well as an immersive experience for staff to better involve them as part of the *Stretch Reconciliation Action Plan 2021-2023*.
9. Additionally, Access Canberra is seeking approval to incorporate an acknowledgment of country in the Service Centre to recognise the traditional custodians of the land and arrange a smoking ceremony for the opening of the new centre. Below are the draft words Access Canberra are proposing to use:

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- a. *“Access Canberra welcomes you to our Service Centre and wish to acknowledge the traditional custodians of the land we are meeting on, the Ngunnawal people. We wish to acknowledge and respect their continuing culture and the contributions they make to the life of this city and this region. We would also like to acknowledge and welcome other Aboriginal and Torres Strait Islander people who may be attending today.”*
10. Access Canberra has begun the steps to engage the local Indigenous community about opportunities to include Indigenous artwork in the new Service Centre. This is an ongoing process and due to timeframes to consult and engage the incorporation of Indigenous art may postdate the opening of the new Service Centre. Engagement to date included:
- a. Contact with Ms Linda Huddleston from the Burrunju Aboriginal Corporation, who provided the immersive hand art experience currently located in Cosmopolitan Building, to identify opportunities to undertake something similar for the new centre.
  - b. Engagement with Mr Scott Saddler, Executive Branch Manager, National Arboretum Canberra and Stromlo Forest Park Canberra and Cultural Advisor and Indigenous Mentor, to seek guidance and approval on the use the Acknowledgment of Country wording and assistance in coordinating a smoking ceremony in-line with the opening of the new centre.
  - c. A draft email has been prepared outlining the scope of Indigenous artwork and involvement in the new centre for Ms Margaret Beattie, ACT Aboriginal and Torres Strait Islander Elected Body Secretariat, who will coordinate on Access Canberra’s behalf. However, due to the elected body being in caretaker, this step is on hold until an appropriate time to send.
  - d. Steps are being taken to contact local artist Ms Lynnice Church (and recently appointed Chair of the ACT Aboriginal and Torres Strait Islander Elected Body) to scope capacity and interest in providing art for the new centre.

### Issues

11. Access Canberra has extended the lease of the existing service centre until 31 December 2021 as a contingency for any unforeseen delays, such as COVID-19 impacts on construction, labour and/or supplies.
12. To ensure any potential delays associated with supplies are met, Access Canberra has placed orders well ahead of schedule for all ICT infrastructure, furniture and equipment. Some of these items have already been delivered and are currently in storage awaiting construction.

13. The budget bid for the new Service Centre occurred in July 2020 and was approved for \$1.33 million. Due to supply shortages across Australia, building costs have increased. As such, the Service Centre estimates are currently at the top of budget with limited contingency remaining for any unforeseen cost pressures.

### **Financial Implications**

14. Access Canberra and Major Projects Canberra are closely monitoring the budget for the new Service Centre. Access Canberra has rolled over the remaining project budget of \$1.24 million from the 2020-2021 as per the Capital works reprofiling process.
15. The project estimates are currently at the top end of the budget with Access Canberra and Major Projects working to reduce costs across the board to deliver the new centre within budget.

### **Consultation**

#### Internal

16. The following Chief Minister, Treasury and Economic Development Directorate (CMTEDD) agencies have been consulted: ACT Property Group, Major Projects Canberra, Digital, Data and Technology Solutions, and Communication and Engagement. These agencies are key partners in delivering the Belconnen Service Centre Modernisation Project. These agencies have various responsibilities including ensuring the project is delivered on time, ensuring fiscal responsibility and sustainable property management arrangements are in place, and the required technology is delivered.
17. Phillip Wales, Senior Director ACT Property Group and Aditya Rastogi, Director Lease and Transaction Management have been consulted and were responsible for the successful negotiation of the new lease.
18. Dion Pretorius, Senior Director; Juliana Cieslar, Communications Officer; and Brien Dunbar, Project Manager, CMTEDD Communications and Engagement have been consulted and engaged to assist Access Canberra with all associated communications for the Belconnen Modernisation Project including signage and wayfinding.
19. Stephen Thomas, Senior Project Manager, Major Projects Canberra has been consulted throughout the project and is responsible for overseeing the building fit-out from design to occupancy and management of the project budget.
20. Digital, Data and Technology Solutions, Chris Long, Project Manager ICT infrastructure and Gary Spencer, Assistant Director Protective Service have been consulted throughout the project and are responsible for providing all the IT infrastructure and security requirements for the site as well as any equipment that is not being transferred/reused from the existing Service Centre.

### External

21. The Communication Link were engaged by Access Canberra to undertake a community consultation over the period 26-27 April 2021 to assist in informing the design of the new Service Centre and accessibility of services. Participants included ACT residents, stakeholder, and community representative organisations.
22. Barringtons Security has a strong relationship with Access Canberra and provides several security related services, including aggressive de-escalation training for our frontline staff through to site specific security reviews. Barringtons Security has been consulted on the proposed design and has provided a security review of the new centre.
23. Evri Group, the building owners, has been consulted on the new Service Centre design and has provided recommendations that Access Canberra had considered. Some considerations have not been implemented due to the community feedback provided by the community consultation exercise.

### **Work Health and Safety**

24. Access Canberra has successfully managed to modify all its locations to ensure COVID-19 restrictions have been addressed. Access Canberra will continue to work closely with relevant agencies to meet WHS obligations within the new Belconnen Service Centre.
25. The new site will be designed to allow for a 10 physically distanced counters, and for more customers to wait inside, reducing wait times and reducing the need for outside queuing, and providing an outdoor undercover queuing option.

### **Benefits/Sensitivities**

26. The new Service Centre design is COVID-19 compliant, so any future tightening of restrictions will have minimal impact on operations.
27. Access Canberra has identified several risks that could impact on project delivery that will need to be considered. These include:
  - a. Delays in procuring building materials, ICT equipment, and office equipment due to COVID-19 restrictions. This has been managed through placing orders well in advance of the estimated completion date.
  - b. Further COVID-19 lockdowns could delay the project completion. On-going risk assessments will be conducted to ensure all relevant parties are maintaining COVID compliance and adhering to ACT Health directions.

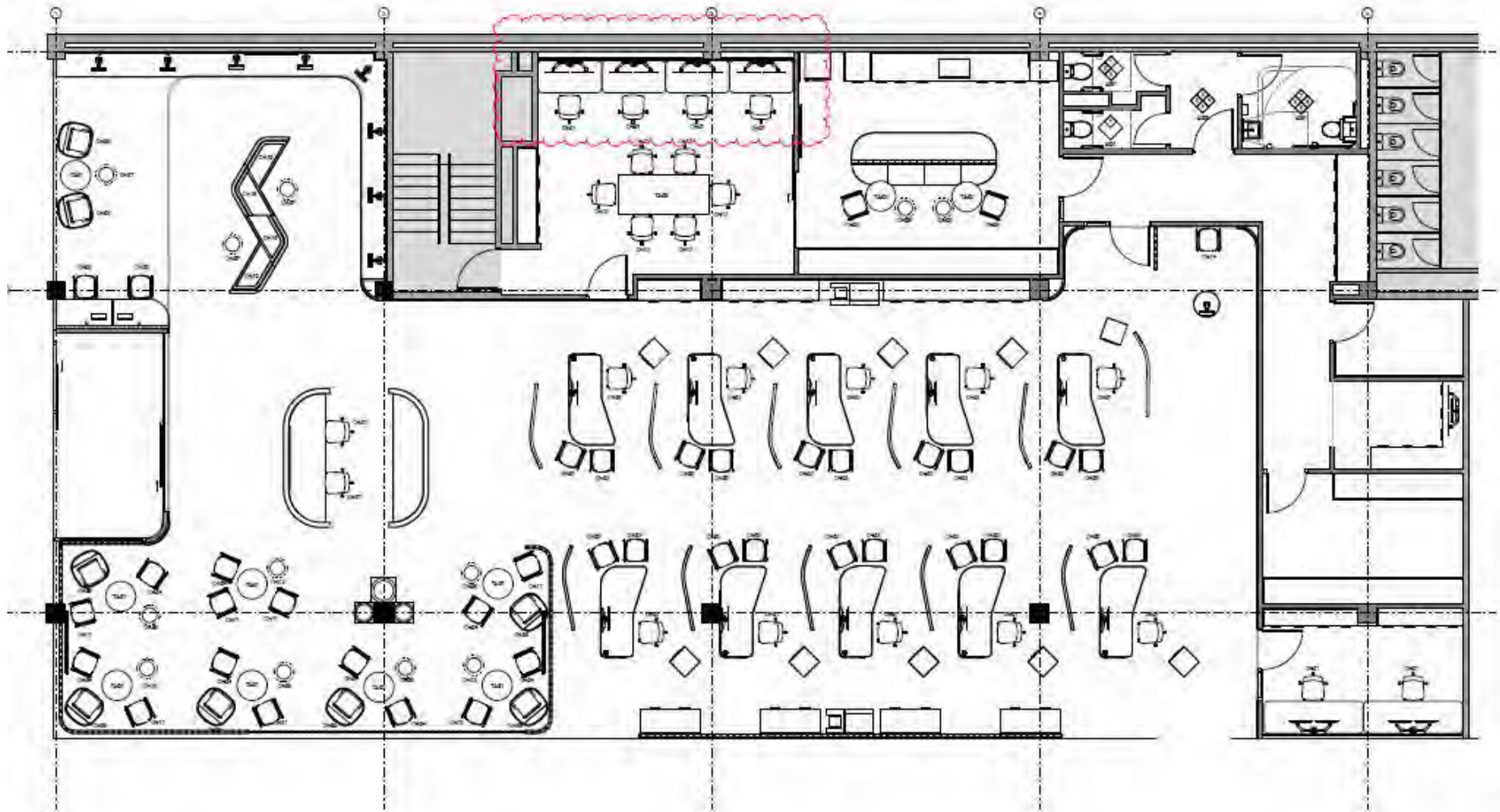
### **Communications, media and engagement implications**

28. There will be potential media opportunities with the opening of a new Belconnen Access Canberra Service Centre. Media and communications advice will be provided in negotiation with your office at the relevant time.



Floor Plan, Sketch Plan and Tenancies

Floor Plan



## Floor Plan, Sketch Plan and Tenancies

### Sketch Plans



Floor Plan, Sketch Plan and Tenancies



Floor Plan, Sketch Plan and Tenancies



Floor Plan, Sketch Plan and Tenancies



Floor Plan, Sketch Plan and Tenancies

Tenancies

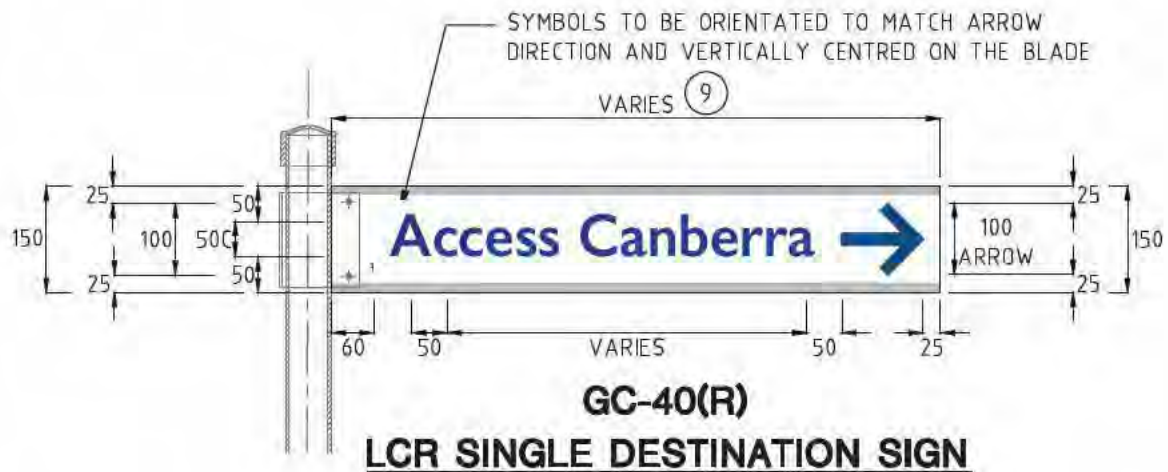
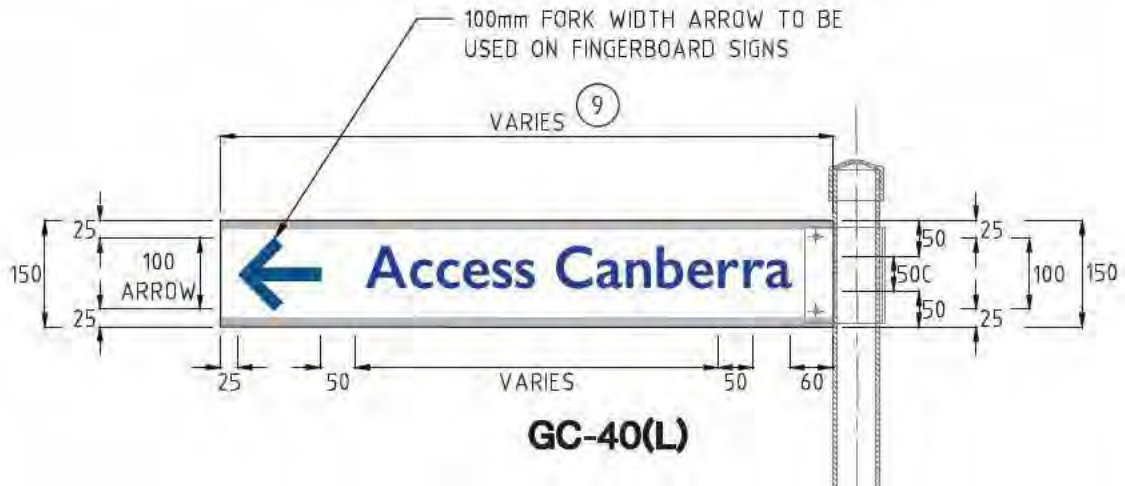


# 221 London Circuit, Levels 3 & 4 - Draft Overall Programme



ID	Task Name	Duration	Start	Finish	Timeline											
					June	July	August	September	October	November	December					
0	<b>Draft Overall Programme - Access Canberra Fit-Out, Swanson Plaza</b>	<b>126 days</b>	<b>Mon 24/05/21</b>	<b>Mon 15/11/21</b>	[Gantt bar spanning from Mon 24/05/21 to Mon 15/11/21]											
1	<b>Access Canberra, Belconnen</b>	<b>126 days</b>	<b>Mon 24/05/21</b>	<b>Mon 15/11/21</b>	[Gantt bar spanning from Mon 24/05/21 to Mon 15/11/21]											
2	Work Order Approval	1 day	Mon 24/05/21	Mon 24/05/21	[Task bar from Mon 24/05/21 to Mon 24/05/21]											
3	Architect Appointment	1 day	Mon 24/05/21	Mon 24/05/21	[Task bar from Mon 24/05/21 to Mon 24/05/21]											
4	Test Fits	5 days	Tue 25/05/21	Mon 31/05/21	[Task bar from Tue 25/05/21 to Mon 31/05/21]											
5	Stakeholder Meeting - Approval of Preferred Test Fit Option	5 days	Tue 1/06/21	Mon 7/06/21	[Task bar from Tue 1/06/21 to Mon 7/06/21]											
6	Preliminary Sketch Plans/Stakeholder Negotiation	20 days	Tue 8/06/21	Mon 5/07/21	[Task bar from Tue 8/06/21 to Mon 5/07/21]											
7	Services Consultant Tender	5 days	Tue 20/07/21	Mon 26/07/21	[Task bar from Tue 20/07/21 to Mon 26/07/21]											
8	Services Design	10 days	Tue 27/07/21	Mon 9/08/21	[Task bar from Tue 27/07/21 to Mon 9/08/21]											
9	Approval of Preliminary Sketch Plans/BA Drawings	5 days	Tue 6/07/21	Mon 12/07/21	[Task bar from Tue 6/07/21 to Mon 12/07/21]											
10	BA Approval	15 days	Tue 13/07/21	Mon 2/08/21	[Task bar from Tue 13/07/21 to Mon 2/08/21]											
11	For Construction Drawings	15 days	Tue 13/07/21	Mon 2/08/21	[Task bar from Tue 13/07/21 to Mon 2/08/21]											
12	Approval of For Construction Drawings	5 days	Tue 3/08/21	Mon 9/08/21	[Task bar from Tue 3/08/21 to Mon 9/08/21]											
13	Approval of Final Design	0 days	Mon 9/08/21	Mon 9/08/21	[Task bar from Mon 9/08/21 to Mon 9/08/21]											
14	Procurement of Early Trades	10 days	Tue 20/07/21	Mon 2/08/21	[Task bar from Tue 20/07/21 to Mon 2/08/21]											
15	Mobilisation/Site Set-up	5 days	Tue 3/08/21	Mon 9/08/21	[Task bar from Tue 3/08/21 to Mon 9/08/21]											
16	Construction	70 days	Tue 10/08/21	Mon 15/11/21	[Task bar from Tue 10/08/21 to Mon 15/11/21]											
17	Practical Completion and handover	0 days	Mon 15/11/21	Mon 15/11/21	[Task bar from Mon 15/11/21 to Mon 15/11/21]											

# ACCESS CANBERRA STREET SIGNAGE LAYOUT



## NOTES

- 1 THIS DRAWING IS TO BE READ IN CONJUNCTION WITH MIS05 4.10.
- 2 SIGN LEGENDS (AS1744:2015 SERIES C), BORDERS AND LOGOS ARE TO BE AS DETAILED ON THIS DRAWING AND IN ACCORDANCE WITH THE SIGN LAYOUT GUIDANCE DETAILED ON ACTSD-0574. BLUE COLOUR LETTERING AND SYMBOLS ARE TO BE AS2700 B23 (BRIGHT BLUE). TOURIST DESTINATIONS SHALL HAVE A WHITE LEGEND ON AS2700 X65 (DARK BROWN) BACKGROUND. WHITE LETTERING SHALL BE CLASS 400 MATERIAL.
- 3 SIGNS ARE TO BE LOCATED TO BE CONSPICUOUS TO PATH USERS AND MINIMISE RISK OF CONFUSION TO MOTORISTS. SIGNS MUST NOT BE CO-LOCATED WITH ROAD DESTINATION SIGNAGE.
- 4 ARROW DIRECTIONS MAY BE STRAIGHT (S), LEFT (L), RIGHT (R), LEFT OBLIQUE (LOBL) OR RIGHT OBLIQUE (ROBL).
- 5 FOR EXAMPLES OF SIGNAGE LAYOUTS REFER TO ACTSD-0591 TO -0595
- 6 REFER TO ACTSD-3630 FOR POST AND FOOTING DETAIL.
- ⑦ FOR AMENITY PLATE DESIGNS REFER TO ACTSD-0573.
- ⑧ PCR LABELS AND BRANDS ARE AS SHOWN ON ACTSD-0575
- ⑨ DESIRABLE MAXIMUM LENGTH OF I SECTION FINGERBOARD IS 0.85m. IF A GREATER LENGTH IS REQUIRED THEN PLACE THE DESTINATIONS ON TWO LINES I.E. USE GC-42. IF MULTIPLE DESTINATIONS ARE REQUIRED USE MULTIPLE SIGNS OR SEEK THE APPROVAL OF THE ROAD AUTHORITY FOR A SIGN LENGTH GREATER THEN 0.85m. SIGNS GREATER THAN 0.85m IN LENGTH SHALL BE RAISED ABOVE STANDARD MOUNTING HEIGHT TO REDUCE INCIDENCE OF VANDALISM. MAXIMUM MOUNTING HEIGHT IS 3.5m
- 10 REFER TO ACTSD-0574 FOR ADDITIONAL SIGN DESIGN DETAILS AND NOTES
- ⑪ A THREE DIRECTION LCR ROUTE SIGN (GC-45) MAY BE USED IN SOME LOCATIONS. REFER TO ACTSD-0592 FOR AN EXAMPLE OF USE AND TO ACTSD-0574 FOR DESIGN AND LAYOUT GUIDANCE



STANDARD DRAWING

### LOCAL COMMUNITY ROUTES DIRECTIONAL SIGNS STANDARD DETAILS

Authorised:

Latest Revision Details

0 FIRST ISSUE 28/09/18

Rev Amendment Date

Drawing No. ACTSD-0572 Revison 0

# ACCESS CANBERRA STREET SIGNAGE LOCATION - BELCONNEN



ACCESS CANBERRA STREET SIGNAGE LOCATION - BELCONNEN



# ACCESS CANBERRA STREET SIGNAGE LOCATION - DICKSON



# ACCESS CANBERRA STREET SIGNAGE LOCATION - BELCONNEN



**Chief Minister, Treasury and Economic Development Directorate**

**To:** Minister for Business and Better Regulation Tracking No.: 21/77603

**Date:** 31/08/2021

**From:** Deputy Director-General, Access Canberra

**Subject:** Access Canberra – Service Centre Bookable Appointments

**Critical Date:** 31/08/2021

**Critical Reason:** Schedule 1 1.6

**Recommendations**

That you:

1. **Note** the information contained in this brief;

**Noted / Please Discuss**

2. **Note** the proposed model to implement bookable limited appointment system for three Service Centre transaction types that cannot be done online or by phone;

**Noted / Please Discuss**

3. **Note** that the model will require the physical presence of staff at the Belconnen and Tuggeranong Service Centres to facilitate the identified transactions.

**Noted / Please Discuss**

4. **Note** that amendments to the *Public Health (Lockdown Restrictions) Emergency Direction 2021 (No 5)* (Directions) on 27 August 2021 – and any subsequent amendments that remove reference to Access Canberra - allows for the proposed model to occur as an essential government service.

**Noted / Please Discuss**

- 5. **Agree** to bring a noting paper to the Security and Emergency Management Sub-Committee of Cabinet (SEMC) advising of the proposed service model shift for bookable appointments prior to implementation.

Agreed / Not Agreed / Please Discuss

- 6. **Note** that the timings for commencement of bookable appointments could be implemented within 1-3 days subject to supporting public communications which will be critical to managing expectations.

Noted / Please Discuss

7. Out of Scope

Noted / Please Discuss

Tara Cheyne MIA ..... Joe Clyne 19/21

Com Out of Scope  
Will need to keep close watch on covering requests humbled to inform course + next steps after this.

Another excellent brief. Thanks.

Background

- 1. On Thursday, 12 August 2021, the *Public Health (Lockdown Restrictions) Emergency Direction 2021 (Direction)* was issued for a seven day 'pause and assess' process, (similar to a 'snap lockdown') in the ACT due to the detection of a confirmed positive case of COVID-19 in the community.
- 2. As a result of the Directions, Access Canberra Service Centres enacted the Customer Coordination Service Delivery Plan (**the Plan**), which was endorsed by the Access Canberra Executive Meeting (**ACEM**) on 13 August 2021 and is consistent with the *Service Delivery State 1* arrangements already outlined in the Access Canberra Service Delivery States for COVID-19 (September 2020) as part of the agency's on-going Business Continuity Planning (**BCP**) arrangements.

## OFFICIAL

3. Under the current situation, all Access Canberra Service Centres were closed to the public with resources diverted to other priorities (ie back of house, Contact Centre and compliance) as the agency took a 'watch and see' approach. In addition, all non-essential staff are working remotely from home, where possible.
4. The BCP remains in effect while a Direction remains in force.
5. Access Canberra's BCP priorities set by the Head of Access Canberra are to:
  - support the lockdown and public health direction;
  - protect the wellbeing, health and safety of our people; and
  - maintain essential services and good governance, and to prepare for recovery.
6. On Tuesday 31 August 2021, the ACT Government announced that the lockdown will be extended for a further two weeks, until Friday 17 September 2021. It is possible that the lockdown conditions may be extended for a longer period. Even if lockdown conditions are eased, public health restrictions are likely to persist for some time yet.

### Issues

7. BCP activities (Attachment A) had planned that if a lockdown continued beyond five business days, Access Canberra would look to reassess previously considered scenarios to determine if we maintained Contact Centre status quo or moved into a bookable appointments business model for three transactions that cannot be performed online, namely:
  - I. issue a new Drivers Licence, including transfer of Drivers Licence from interstate;
  - II. issue Proof of Identity Card; and
  - III. 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).

### Lockdown Impacts:

8. Since 12 August 2021, the Contact Centre has responded to a significant sustained increase in call volumes and service demand, with call volumes sitting between 4,000 and up to 10,000 calls per day.
9. Staff are reporting increasingly unhappy, and at times, aggressive conversations with the community regarding a range of issues, including but not limited to access to normal Access Canberra services.

10. Access Canberra provides over 450 different services and transactions that can be performed online or over the phone. This includes 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.
11. Under section 28 of Essential Business with the current Direction (Attachment D), the community is being advised that Access Canberra Shop Fronts and Service Centres will operate remotely; but may provide limited services in person:
  - where the services are time-critical and essential; and
  - where the services cannot reasonably be undertaken remotely.
12. As previously advised (*20210813 – BCP Minister Reporting*), earlier scenario planning identified that the majority of Access Canberra transactions can be undertaken online (website) or via phone services (Contact Centre).

13.

Out of Scope

14.

15. As lockdown restrictions have been extended, there are several essential services that Access Canberra will need to find ways to deliver as there are significant other consequences of not delivering these services.
16. An 'Essential Service' for the purpose of this approach, and as approved by the Head of Access Canberra in accordance with section 28 of (Attachment D) in the current Directions, 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 cannot otherwise be completed; or
  - other special needs exist that warrant an exception.
17. An 'Essential Purpose' is an essential business, activity or undertaking as specified by the Chief Health Officer in the current Directions.

18. As outlined in the Customer Coordination Service Delivery Plan, bookable appointments are the recommended approach to being able to continue to deliver essential government services, while the ACT remains in a state of lockdown. This approach also helps to:

- a) Minimise the movement of people within the community;
- b) Minimise physical interactions at Access Canberra Service Centres;
- c) Minimises risk to Access Canberra staff and work locations; and
- d) Minimise potential exposure risks, including close contact and secondary exposures.

#### Bookable Appointments

19. The Customer Coordination Branch has developed a plan to provide bookable appointments for the three transactions, as outlined in this brief, to allow members of the community to safely attend a nominated Service Centre based to performed an essential government service pursuant to the Direction.

**a) *Issue Drivers Licence, including Interstate/Overseas Drivers Licence and New Drivers Licence***

i. Interstate Drivers Licence

- Interstate driver licence holders moving to the ACT are required to obtain an ACT Driver Licence within three months of taking up residency in the ACT. Transport Canberra City Services (TCCS) is currently seeking Ministerial approval to extend this to six months.
- Access Canberra must confirm identity and residency and have a photo of the individual taken to complete this transaction by the person attending a service centre.

ii. New Drivers Licence

- Access Canberra must confirm identity and residency and have a photo of the individual taken to complete this transaction by the person attending a service centre.

**b) *Issue Proof of Identity Card (POI)***

- To obtain a Proof of Identity card (initial issue or replacement) the applicant must attend an Access Canberra Service Centre and provide original copies of proof of identity documents.
- If residents wish to replace a damaged card, the damaged card must be surrendered.

**c) Establish Vehicle Registration and Numberplate Collection**

- Operating a vehicle without numberplates is an offence under section 60 of the *Road Transport (Vehicle Registration) Regulation 2000*. While residents can now order, exchange, store or transfer numberplates online 24/7 or by calling 13 22 81, once Access Canberra has finalised the transaction, residents still need to be able to physically collect the number plates.
- The establishment of vehicle registrations can only be completed under the bookable appointment model where a vehicle does not require an identity check (as this service is not currently being provided by the Hume Vehicle Inspection Station). Identity checks are required for vehicles that have been written off, with non-original or no identifiers, and all used interstate vehicles that are less than or equal to 10 years old where the applicant is not the registered operator.
- The majority of this transaction can be completed remotely, with the exception of numberplate collection and/delivery.
- Unregistered vehicle permits (UVP) are now being offered for up to 28 days for a vehicle with no defects to provide for some vehicles that cannot obtain registration due to the closure of service centres. If the lockdown extends beyond 28 days, these operators will need to pay for a further UVP (\$70.50 on average for each 28-day permit).
- Where the issue of numberplates is essential, Access Canberra would use the bookable appointments model to facilitate the physical collection of the numberplates, with the rest of the transaction completed as a back-of-house function.

20. In addition to the services outlined in this brief, all Access Canberra Executives are authorised to exercise their discretion to approve transactions that may be required to be conducted in person that meet the necessary eligibility criteria.

**Proposal for Facilitating Bookable Appointments**

21. The Belconnen and Tuggeranong Service Centres have been identified as suitable locations to facilitate appointments because they are a standalone facility that are not co-located with other essential ACT Government services. These two Service Centre locations provide both a North and South side option to allow for people who might qualify for an appointment to remain within their respective region, and to minimise travel requirements for attendance.

22. Each of these two Service Centre sites would be made available to service the limited number of transactions that would be required, with the capacity to have only:
- 7 appointments (of up to 45 minutes each day) for Drivers Licence and POI transactions at each site.
  - 13 appointments of 15 minutes each for the Establishment of Vehicle Registration at each site. This transaction would be primarily for the collection of numberplates with most of the transaction done remotely.
23. A draft Standard Operating Procedures (SOP) and calendar process has been developed for managing access to the Service Centres, outlining Workplace Health and Safety strategies in line with current Health advice. Security Guards at each site will also be in place at each Service Centre location (as previously adopted).
24. To book an appointment, customers would be required to contact Access Canberra via 13 22 81 to outline their transaction needs. If the information or circumstances provide sufficient information to meet the criterion for an in-person transaction, it will be escalated for an appointment at a Service Centre, in accordance with the agreed criteria.
25. Customers would be asked to answer standard questions regarding their health and COVID-19 risk before entering the Service Centre. A SOP will be completed for this process before appointments process goes live.
26. In the initial delivery phase, only two customers would be allowed to enter any Service Centre at any given time, and staff must ensure there is sufficient time between appointments as presented in Outlook Calendar appointments for cleaning and social distancing to be maintained. This will be reviewed on an ongoing basis in-line with current health advice and risk.
27. Each Service Centre currently has static and dynamic risk mitigation strategies already in place such as:
- a) Perspex screens in each location;
  - b) Hand sanitiser and wipes readily available to staff and public;
  - c) Social distance markers are in fixed locations; and
  - d) Advertisements/posters are updated regularly in line with current advice and displayed in customer/high traffic areas.
28. For customers who have booked an appointment and are attending a Service Centre for an essential service, they must ensure they follow the below process:

- wait?*
- a) Queue outside the building and check in using the Check in CBR app,
  - b) Verify they are the correct person for the booking,
  - c) Wear a face mask and any other PPE in-line with public health directions,

*Presume there is no queuing.*

## OFFICIAL

- d) Be permitted entry to the Service Centre (only if compliant with the above steps),
  - e) Place their documentation on the table labelled “Documents In”,
  - f) Take a seat in the designated seating area in the Service Centre and await payment, and
  - g) Leave the Service Centre immediately once the transaction has been completed.
29. Security guards will be stationed at each Service Centre site during all appointments and will be required to wear all appropriate PPE in-line with the Directions. They will be responsible for:
- a) Verifying the identity of the customer (as outlined above),
  - b) Instruct the customer to place their documentation on the table labelled “Documents In” and place used numberplates in the “Used Number Plate Box”
  - c) Maintaining appropriate physical distancing and other public health measures such as mask wearing,
  - d) Instruct the customer to take a seat in the designated seating area, and
  - e) Escorting the customer out of the Service Centre while maintaining appropriate physical distancing.

### Implementation Issues:

30. The Head of Access Canberra will consider which transactions are considered to be essential according to the Health Direction and in consultation with AC Executives which will provide flexibility to add or remove transaction types during the lockdown period, without the need to seek further revision of the Directions. ✓
31. Supporting the workforce needs to maintain the two Service Centres may present on-going challenges that will require ongoing consideration and review.
32. Staff will be consulted on working in these Service Centres and in providing appointment based face-to-face services. Staff who do not wish to undertake these duties will be given the option to stay on the phones or perform back-of-house functions. It is noted that some staff may not want to participate due to the risk of exposure to COVID-19 or other personal concerns.
33. Access Canberra would also utilise the current Land Titles Office process of ‘drop and run’ for conveyancing documentation at the Belconnen Service Centre to establish a number plate collection point, similar to ‘click and collect’, for both locations.

### Commencement Date

34. The date for commencing bookable appointments remains flexible and subject to the current COVID-19 situation in the ACT.

35. Access Canberra is ready to commence accepting appointments within 24 hours of a decision to proceed, with appointments commencing 3 business days later supporting by strong public communications (ie commence accepting bookings from Thursday 2 September for appointments from Tuesday 7 September).
36. The timings for commencing bookable appointments would be coordinated in consultation with your office.

### **Financial Implications**

37. As Service Centre staff are already engaged in limited back-of-house administrative activities (under BCP arrangements), there will not be any further staffing costs associated.
38. Wilson Security (as the existing security services provider) will provide a security guard during bookings, at both locations. Due to the unpredictable schedule of possible bookings, security guards would be rostered on for all times that appointments are likely to be scheduled. There will be some costs associated with this service and security staff will require some training in the SOP, which should also be considered in both timing and budgeting.

### **Consultation**

#### Internal

39. This proposal has been developed in consultation with and considered by all relevant Branches within Access Canberra, including Licensing and Registration and Project, Governance and Support.
40. CMTEDD Corporate has also been consulted.
41. Service Centre Health and Safety representatives have been involved in the design of the model including the completion of the risk assessment.
42. AC Managers and Service Centres Staff have been consulted on the approach.

#### Cross Directorate

43. ACT Health have provided advice regarding Health Records and Patient Privacy Acts as it relates to the collection of information in health screening questioner.
44. ACT Policing will need to be advised if proposal progresses for awareness and possible response to occupational violence incidents.
45. The Office of the Chief Health Officer has been consulted.

#### External

46. Wilson Security (Luke Wilson) who confirmed they can conduct the required process under existing contract.
47. The Community and Public Sector Union will be consulted of this approach after your approval. *I understand this is already occurring.*

## Work Health and Safety

48. There is potential for exposure of Access Canberra Service Centre front line workers to transmission of COVID-19 virus through close contact with members of the public and co-workers.
49. These issues have been considered and risk mitigation strategies have been developed in the preparation of this brief. A risk assessment is provided at (Attachment B).
50. The Standard Operating Procedure is provided at (Attachment C) and includes risk mitigation strategies for staff and members of the public.
51. Consideration may also be given to vaccine prioritisation of Access Canberra staff providing face-to-face essential services. ✓

## Benefits/Sensitivities.

52. The defined and agreed 'Essential Services' have been decided based upon the relative need of the community and the capacity of Access Canberra to deliver essential government services during lockdown restrictions.
53. The proposal for bookable appointments is aligned to the agency's BCP priorities, namely:
  - *Support the lockdown and public health direction* – by ensuring that all services offered are essential and not in contravention of Directions.
  - *Protect the wellbeing, health and safety of our people* – by limiting wherever possible COVID-19 exposure and developing clear guidance to reduce the likelihood of transmission in the instance of face-to-face interactions.
  - *Maintain essential services and good governance, and to prepare for recovery* – by ensuring that customers and members of the community can still engage in education, training and employment wherever possible under the lockdown restrictions, and supporting their ongoing engagement with these activities beyond the current lockdown.
54. Essential workers will benefit from being able to continue lawful engagement with critical work activities, and Access Canberra will be recognised as playing a vital role in ensuring the continuation of these activities for businesses, employers and employees alike.
55. The risks of not opening for bookable appointments are:
  - a) Those performing essential work such as police and medical professionals may not be licensed to drive or have a registered vehicle to drive.
  - b) The vulnerable may not be able to drive for essential health care or to obtain essential goods or services.

c) Those impacted by the Directions are not able to obtain the identity documents they may need to obtain financial support, such as Commonwealth Disaster Payments.

56. With limited appointment capacity at both Service Centres, customers may be unhappy if there are prolonged waiting times for the appointments or they do not meet the test of accessing the appointments. This is a likely scenario given community frustrations with the extended lockdown period and on-going public health restrictions.

**Communications, media and engagement implications**

57. A communications plan will be developed in consultation with CMTEDD Communications and Engagement. This will have a particular emphasis on providing clarity about what transactions and circumstances would apply for customer eligibility for bookable appointments.

58. Contact Centre and Service Centre staff will be made aware of the bookable appointment approach and a standard support script have been developed to ensure a consistency message is delivered to the community when they call the Contact Centre.

59. Media and talking points can be provided upon request.

Signatory Name: Craig Neiberding Phone: x76774  
Senior Director, Customer  
Coordination

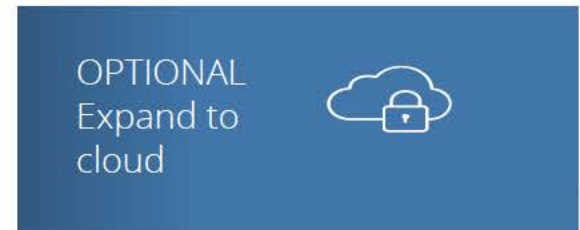
Action Officer: Jarrah Robbins Phone: x76214  
Assistant Director, Customer  
Coordination

**Attachments**

<b>Attachment</b>	<b>Title</b>
Attachment A	Customer Coordination Business Continuity Planning
Attachment B	Belconnen Service Centre Risk Plan
Attachment C	SOP Bookable Appointments
Attachment D	Public Health (Lockdown Restrictions) - NI 2021-510

# Customer Coordination

Our gears to ramping up in a business continuity event



## Webex Contact Centre

If line capacity is expected to reach 300+ queued calls at any time, engage DDTS to move line to Webex Cloud –

- + Capacity 1000+ queued calls
- + Automatic call back.
- Scalability – Operators can only answer that line

\*approx. figure due to fluctuations within current staffing (FTE 60 Contact Centre, 18 JFC)

#approx. current capacity plus other AC/MOU resources

# Essential Service Centre Services

## Lockdown planning

Service Centres will go into a 'watch and see' pattern for the first **5 business days**, closing all Service Centres and diverting resources to back of house and Contact Centre. Trained resources will be moved to Contact Centre working from home. Those have not completed training will be onsite at both Woden and Dickson for training.

If lockdown continues beyond **5 business days**, Access Canberra will look to reassess to determine if we maintain status quo or move into a bookable appointments scenario. If bookable appointments are required, follow the bookable appointment processes for items 1, 2 and 3 below. Items 4 and 5 can be done via phone/manual process.

### Essential Services are transactions that:

- are required within the next 4 weeks, and
- have financial implications if they're not completed, or
- are required to support your ongoing employment, or
- have legal implications if they are not completed.

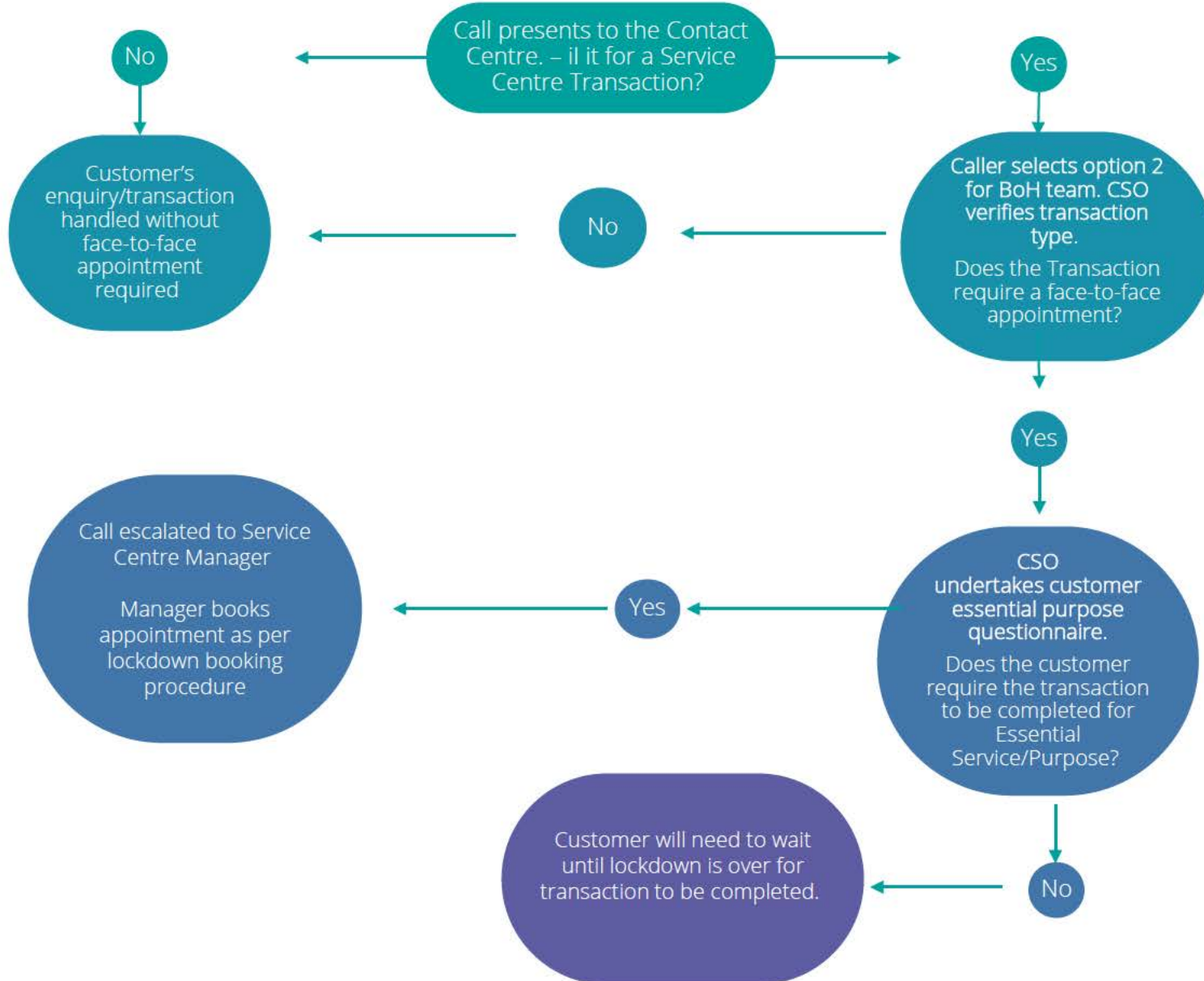
### Essential purpose

- As specified by the Chief Health Office in the Public Health Directions
- Current advice for the community about being prepared - [Be prepared - COVID-19 \(act.gov.au\)](https://www.act.gov.au/be-prepared),
- [Possible additional restrictions in response to an outbreak](#)

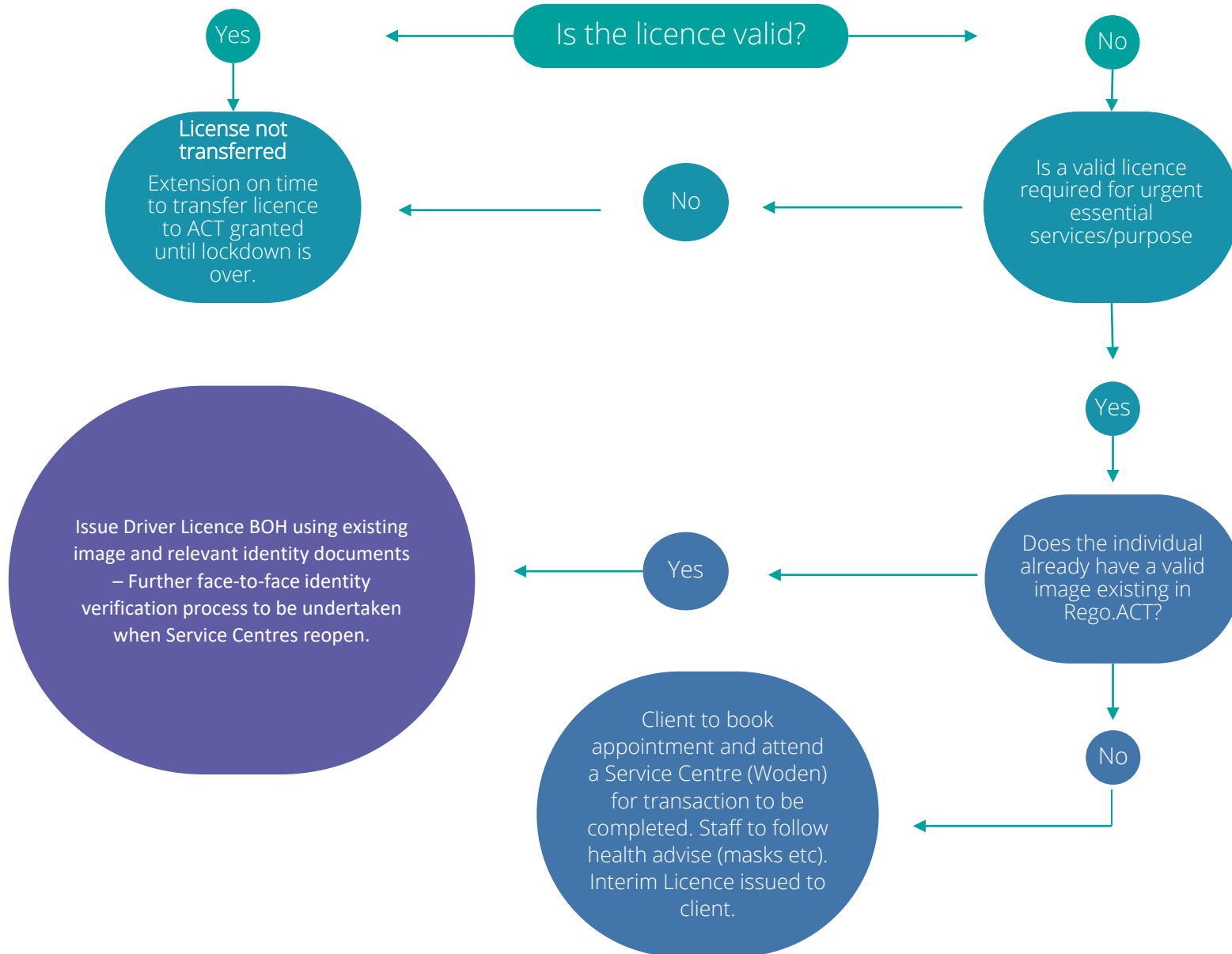


Out of Scope

# Essential Service Call Flow questioner

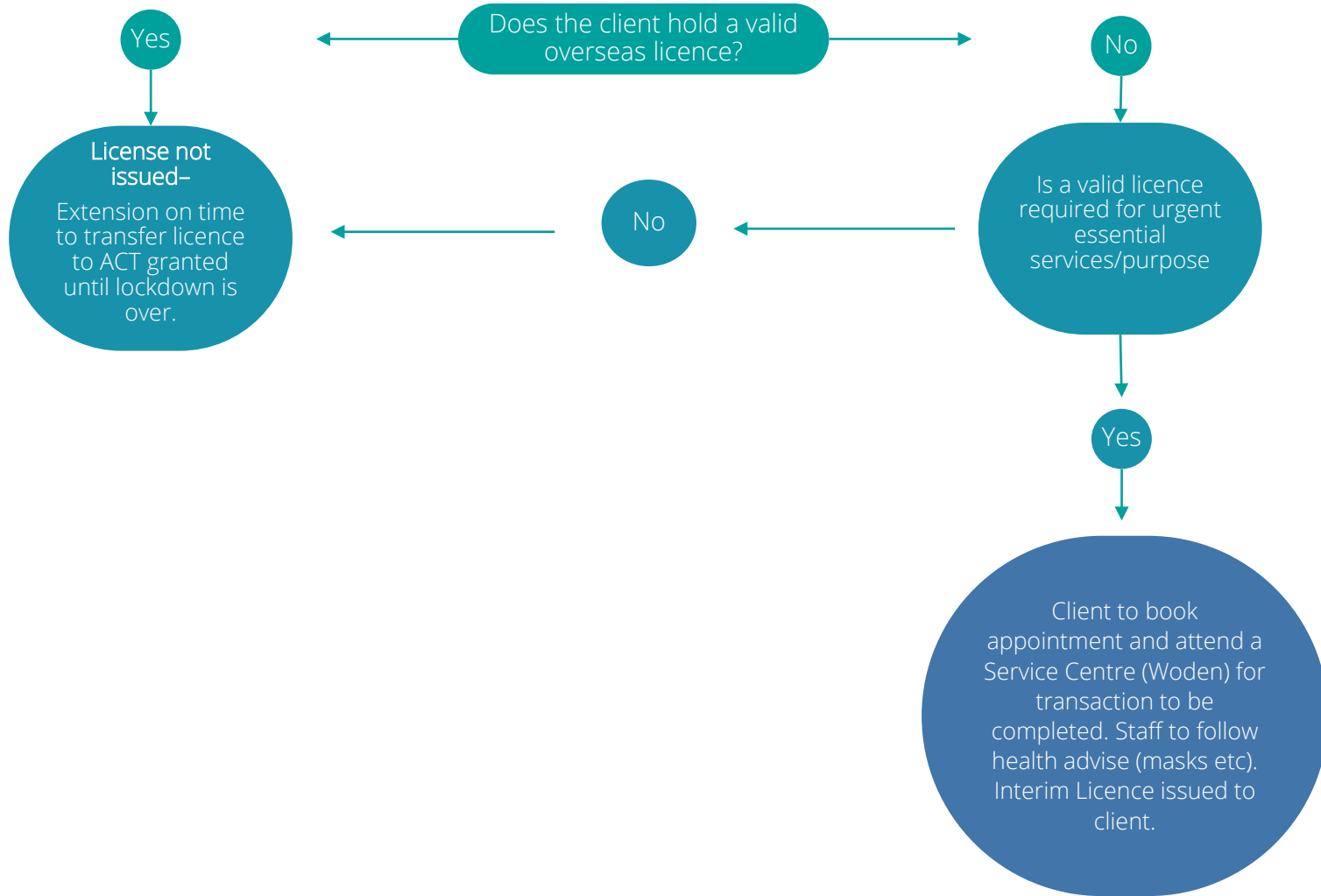


# 1. Interstate Driver Licence Transfer

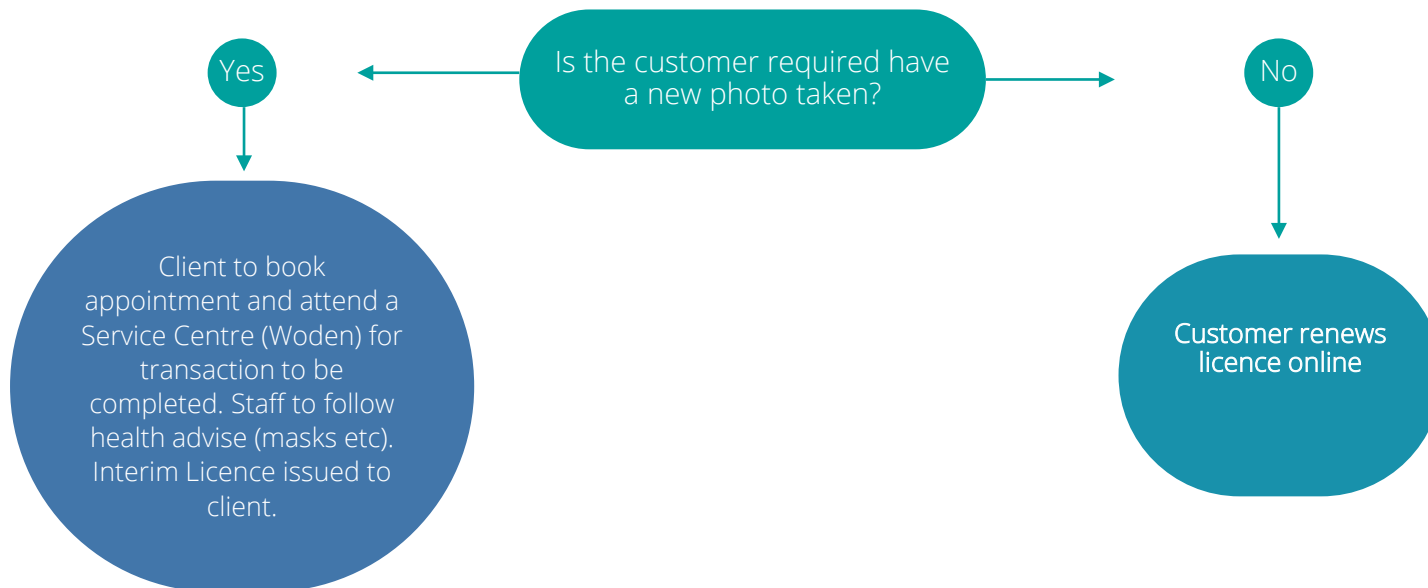
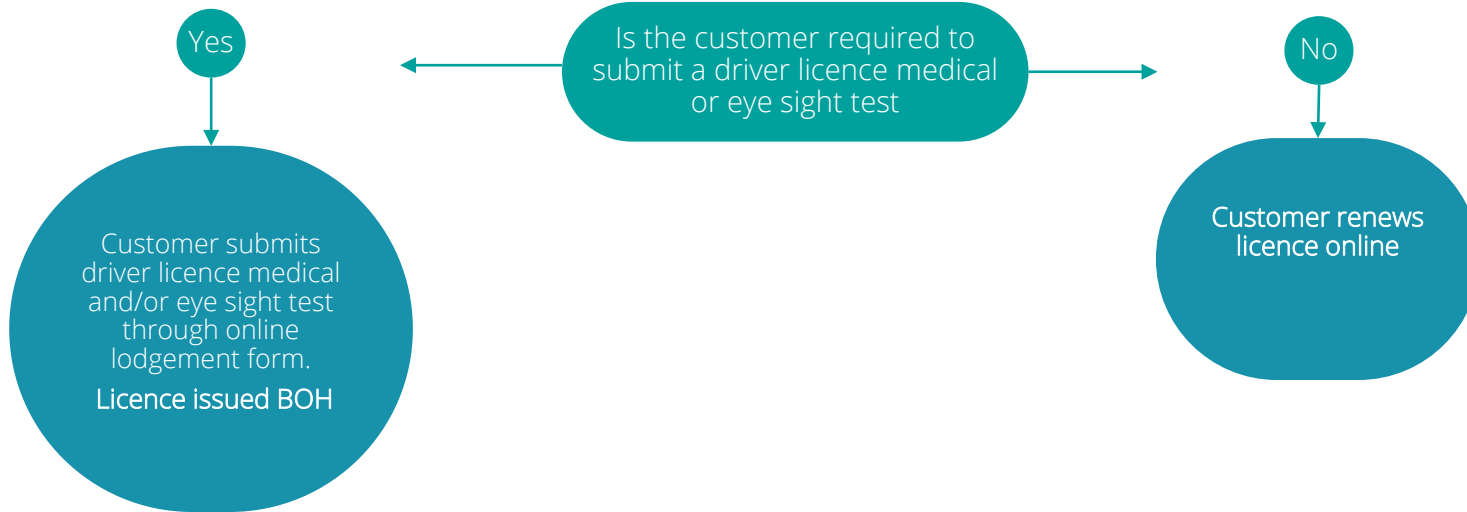


# 1.1 Issue Drivers Licence

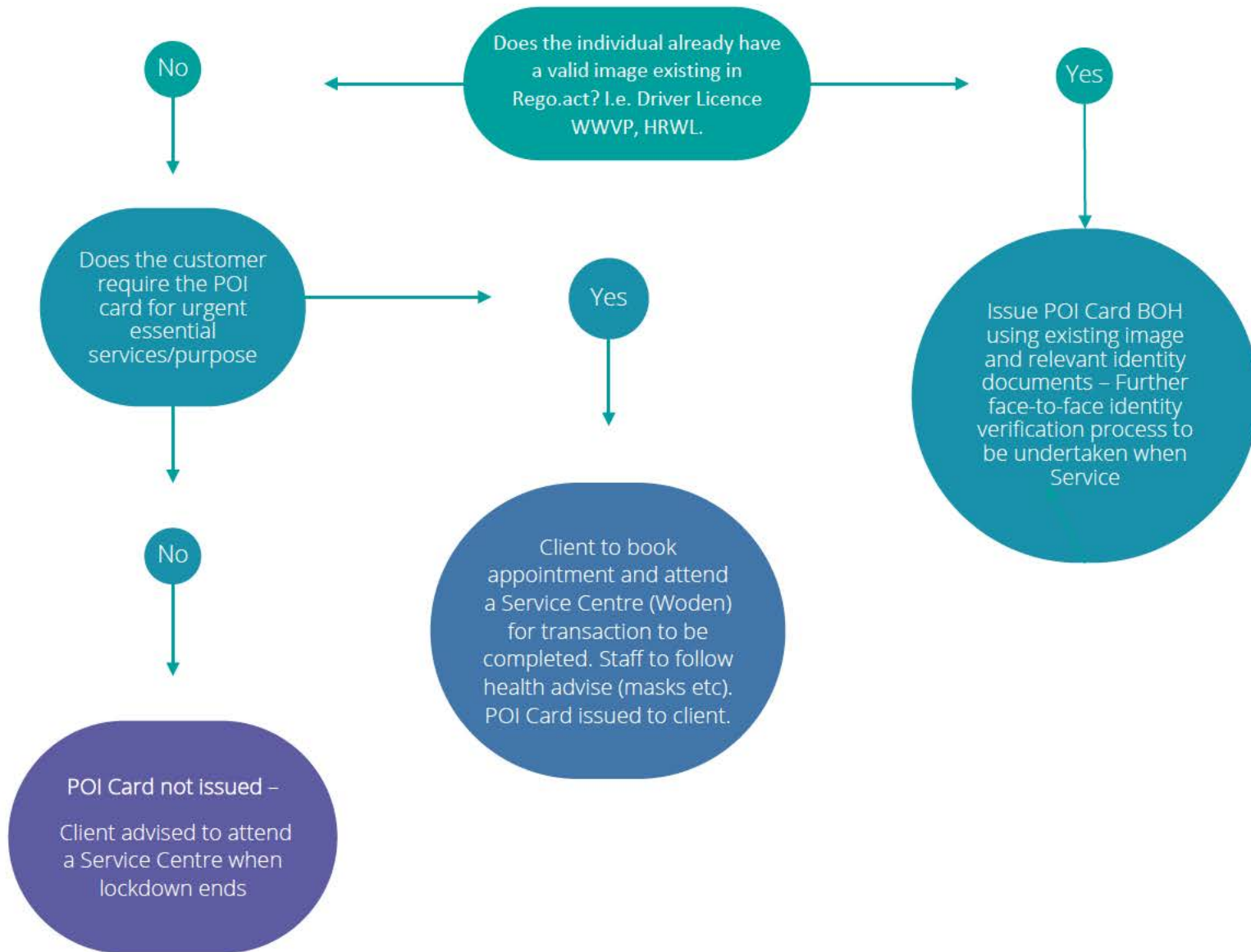
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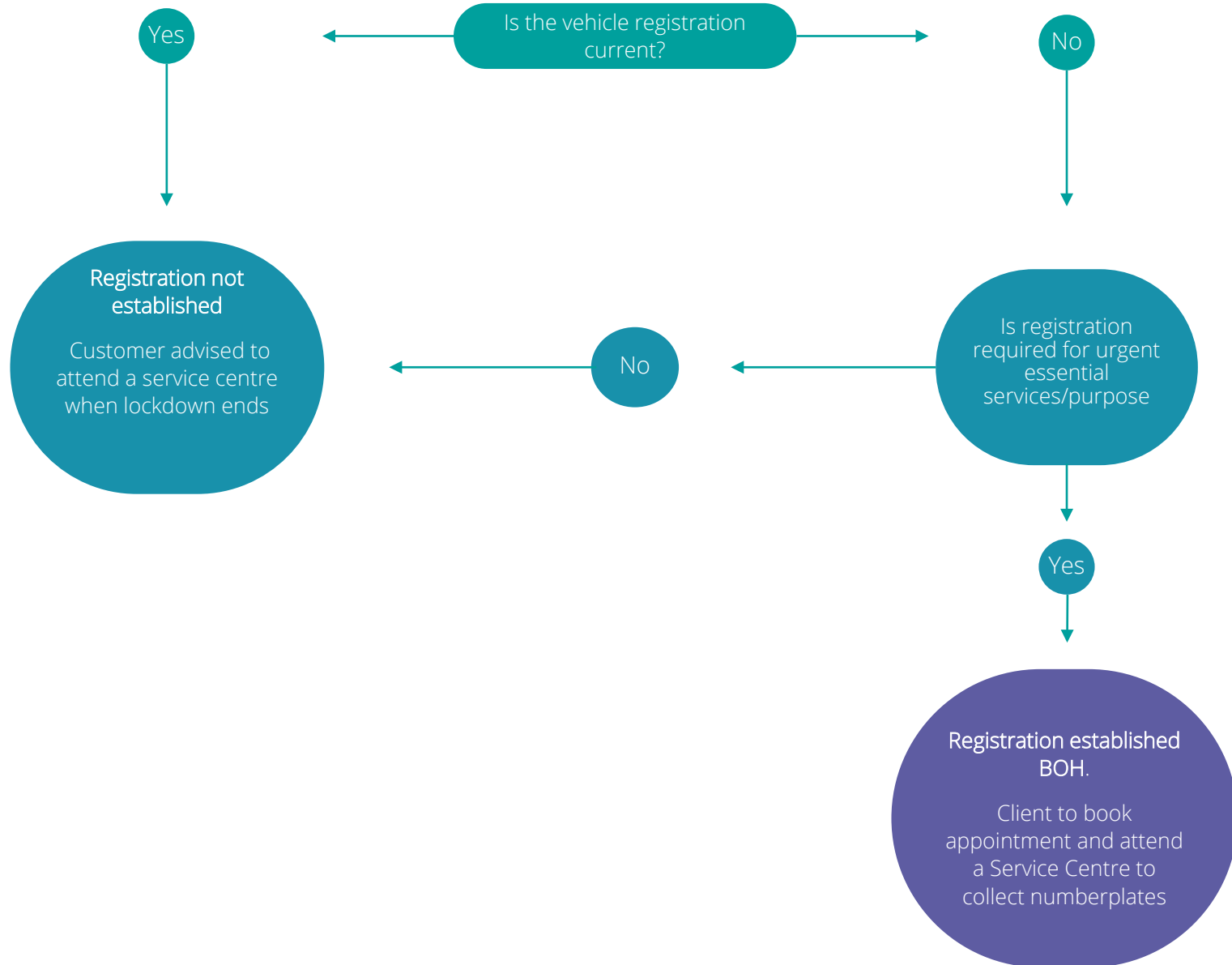
## 1.2 Renew Drivers Licence



## 2. Issue Proof of Identity Card (POI)



### 3. Establish Registration



## 4. Issue Working with Vulnerable People Card (WWVP)



WWVP Card not issued –  
Customer advised to attend a Service Centre when lockdown ends

Call to be transferred to WWVP for postal application process.  
Certified ID and documents can be submitted remotely

Out of Scope

Out of Scope

# Bookable Appointments



# Risk Management and Implementation

## Multiple Hazard Risk Assessment

<b>Agency/business unit:</b>	Access Canberra, Customer Coordination Branch, Service Centres and Shop fronts.	<b>Manager/supervisor:</b>	Craig Neiberding
<b>Employee representative/s</b>	Cai Wilden	<b>Date:</b>	24/08/2021
<b>Job description:</b>	Service Centre staff perform regulatory functions face-to-face with the Canberra community		

Identified hazard (Ref. No. from JSA)  (Examples can be found in the <a href="#">Hazard Identification Table</a> )	Risk factor(s) What can happen and how it can happen?  (Examples can be found in the <a href="#">Hazard Identification Table</a> )	Current controls used to reduce risks	RR with current controls in place			Accept risk with current controls in place? Yes/No	If No: Proposed control(s) to reduce risk	RR with new controls in place		
			C	L	RR			C	L	RR
Biological	Transmission of COVID-19 Virus through interpersonal contact with members of the public.	<p>Security Guard stationed at each centre managing customer attendance.</p> <p>Cleaners onsite to clean all furniture and stationery after each use and between appointments to reduce the risk of transmission.</p> <p>COVID Health Questionnaire verbally undertaken prior to permitting entry for appointments made for essential transactions.</p> <p>Limited transactions offered at Service Centres being issue licence, establish motor vehicle, and issue proof of identity. Only customers requiring these transactions for essential purposes will be permitted to book an appointment.</p>	3	4	H	Yes				

# Risk Management and Implementation

		<p>Limited bookings per centre per day to limit the amount of people entering each centre.</p> <p>Compulsory 'Check-in App' for contact tracing purposes</p> <p>Strict 'turn away' policy for anyone who ought to be in quarantine and subsequent Riskman reporting. Report to COVID compliance team and AFP to occur also.</p> <p>Only four customers permitted entry to the centre at a time. Access Canberra will try to limit it to 1 per transaction however note in some instances people will require support from other people to complete a transaction</p> <p>Staff will wear PPE (face masks and gloves) throughout the transaction</p> <p>The staff to be split into various teams working in shifts.</p> <p>Two counters will operate ensuring distance is maintained</p> <p>Upon becoming aware of the presence of COVID at a Centre, it will close immediately so that a deep clean can be performed.</p>							
Biological	A member of staff attends a Service Centre whilst having, or carrying COVID-19	<p>Centres will operate with reduced staff on rotating rosters to reduce the exposure of potential COVID-19</p> <p>Staff required to use the 'check in app' for tracing purposes. A manual roster to also be kept supporting the tracking of team members internally</p> <p>Upon becoming aware of the presence of COVID at a centre, it</p>	3	3	M	Yes			

## Risk Management and Implementation

		will close immediately so that a deep clean can be performed.								
		Reporting through Riskman to occur. Additional reporting through AC and CMTEDD to be performed								

Out of Scope

# Risk Management and Implementation

		<p><b>Out of Scope</b></p> <p>Security Guard stationed at each centre managing customer attendance.</p> <p>Cleaners onsite to clean all furniture and stationery after each use and between appointments to reduce the risk of transmission.</p> <p>COVID Health Questionnaire verbally undertaken prior to permitting entry for appointments made for essential transactions.</p>							
4. Mental Health – increased aggression from customers	Reduced team morale, increased absenteeism	<p>Security Guard stationed at each centre managing customer attendance.</p> <p>Limited bookings per centre per day to limit the amount of people entering each centre.</p> <p>Team to be made aware of, and reminded of the supports available through EAP</p> <p>Team to be reminded to look out for and care for each other</p>	3	2	M	Yes			
5.									

**Note:** High and extreme risks must be reported to senior management. All risks are to be placed on the [WHS Risk Register](#).

**Instructions**

1. Complete a new line, in the above table, for each identified hazard and conduct a risk assessment (RA).
2. Use the risk matrix below to risk rate (RR) the level of risk posed by each hazard for the following scenarios, uncontrolled (i.e. the risk the hazard presents without any controls), controlled (i.e. the risk the current controls reduce the risk level to), proposed (i.e. for unacceptable risk, the risk the proposed new control will reduce the risk level to).
3. For each scenario, indicate whether the controlled risk is Acceptable/Not acceptable.

**Instructions**

# Risk Management and Implementation

To establish a risk rating follow Steps 1-3:

Step 1 - Consider the *consequences* of the risk in terms of people and financial factors and select the rating (1-5).

Step 2 - Assess the *likelihood* of the risk occurring, using the information under 'Probability' and 'Historical', and select the rating (1-5).

Step 3 - Where the consequences and likelihood ratings meet, in the coloured part of the matrix, this will give you the overall risk rating of L, M, H or E.

Risk matrix					Consequences					
<b>E:</b> Extreme risk — detailed action plan required <b>H:</b> High risk — needs senior management attention <b>M:</b> Medium risk — specify management responsibility <b>L:</b> Low risk — manage by routine procedures <i>Note:</i> High or Extreme risks must be reported to senior management and require detailed treatment plans to reduce the risk to Low or Medium.										
					<b>People</b>	Injuries or ailments not requiring medical treatment	Minor injury or first aid treatment case	Serious injury causing hospitalisation or multiple medical treatment cases	Life threatening injury or multiple serious injuries causing hospitalisation	Death or multiple life threatening injuries
					<b>Financial</b>	1% of budget or <\$5K	2.5% of budget or <\$50K	> 5% of budget or <\$500K	> 10% of budget or <\$5M	>25% of budget or >\$5M
					<b>Insignificant</b>	<b>Minor</b>	<b>Moderate</b>	<b>Major</b>	<b>Catastrophic</b>	
	<b>Probability</b>	<b>Historical</b>			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
<b>Likelihood</b>	>1 in 10	Is expected to occur in most circumstances	<b>5</b>	<b>Almost certain</b>	<b>M</b>	<b>H</b>	<b>H</b>	<b>E</b>	<b>E</b>	
	1 in 10-100	Will probably occur	<b>4</b>	<b>Likely</b>	<b>M</b>	<b>M</b>	<b>H</b>	<b>H</b>	<b>E</b>	
	1 in 100-1,000	Might occur at some time in the future	<b>3</b>	<b>Possible</b>	<b>L</b>	<b>M</b>	<b>M</b>	<b>H</b>	<b>E</b>	
	1 in 1,000-10,000	Could occur but doubtful	<b>2</b>	<b>Unlikely</b>	<b>L</b>	<b>M</b>	<b>M</b>	<b>H</b>	<b>E</b>	
	1 in 10,000-100,000	May occur but only in exceptional circumstances	<b>1</b>	<b>Rare</b>	<b>L</b>	<b>L</b>	<b>M</b>	<b>H</b>	<b>E</b>	

Source: Adapted from AS/NZS ISO 31000:2009 Risk Management, and Australian Capital Territory Insurance Authority (ACTIA) [Risk Management Toolkit](#).

**NB: The Risk Matrix has been modified to reflect that in the context of health and safety any chance, even a rare occurrence, of a death or multiple life threatening injury is considered extreme.**

# Standard Operating Procedure

## Entry to Service Centre – Bookable Appointments

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### Purpose

To establish guidelines for the steps to be taken when booking an appointment for an essential service, and then subsequently serving a customer who is attending an Access Canberra Service Centre (or Shopfront) for an Essential Service.

This also sets out the Standard Operating Procedures (SOP) and process to be taken when granting access to a physical location and outlines Workplace Health and Safety strategies in line with current Health advice.

On Thursday 12 August 2021 a Health Direction was issued for a seven day “Pause and Assess” process, (similar to a snap lockdown) in the ACT.

Access Canberra Service Centres have enacted The Customer Coordination Service Delivery Plan endorsed by ACEM on Friday 13 August 2021 whereby Service Centres have entered a watch and see pattern with a view to implement bookable appointments for essential services if the lockdown becomes enduring beyond five business days.

This procedure will only be in effect while there is an active Public Health (Lockdown Restrictions) Emergency Direction in force. For current information and more detail please visit:

[ACT Public Health Directions - COVID-19](#)

### Definitions

- An **Essential Service** for the purpose of this SOP and as agreed by ACEM are transactions that:
  - are required within the next 4 weeks, and
  - have financial implications if they’re not completed, or
  - are required to support a customer’s ongoing employment, or
  - have legal implications if they are not completed.
- An **Essential Purpose** is a purpose deemed essential as specified by the Chief Health Officer in the Public Health Directions.
- Until further notice, these are the **transactions** that are currently considered in scope:
  1. Driver Licence (including renew if new photo is needed, issue a new and transfer of an interstate driver licence).
  2. Establish Vehicle Registration (including collection of number plates).
  3. Issue Proof of Identity.
- In addition to the services above, Access Canberra EBM’s are authorised to exercise their discretion to approve transactions that are required to be conducted in person that meet the eligibility criteria being needed for an Essential Service or an Essential Purpose.

### Translating and Interpreting Service

If English is not the customers first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

## SOP created for the following reasons:

- To enable access to Essential Services that cannot be performed online or over the phone
- To adhere to the current ACT Public Health Direction
- To ensure a consistent approach to reduce risk to visitors and employees
- To reduce the risk of Occupational violence

## Procedure

Customers calling the Contact Centre and requesting an essential service (as defined and agreed by the Access Canberra Deputy Director-General) will be asked a series of questions to establish if they are eligible.

Contact Centre staff will then also ask questions of the customer and complete the answers to the following questionnaire:

1. Has anyone in the residence been diagnosed with COVID-19 in the last four weeks? YES / NO
2. Has anyone in the residence been advised or requested by ACT Health, NSW Health or any other jurisdiction to isolate or quarantine at home? YES / NO
3. Has anyone in the residence had any symptoms in the last 14 days that are new:
  - a) fever (37.5° or higher) YES / NO
  - b) cough YES / NO
  - c) sore throat YES / NO
  - d) shortness of breath (difficulty breathing) YES / NO
  - e) runny nose YES / NO
  - f) loss of taste YES / NO
  - g) loss of smell. YES / NO
4. Has anyone in the residence been in contact with anyone diagnosed with COVID-19, travelled internationally, or travelled to an area within Australia considered high risk for community transmission in the last 14 days? YES / NO
5. Is a distance of 1.5m **not** able to be maintained during the attendance? YES / NO

If customers answer 'yes' to any of the above, they will be advised that they cannot book an appointment at this time. Noting some people may have an identified a reason for answering yes however the questions speciality states symptoms that are 'NEW'. This is to ensure Access Canberra does not discriminate against those with a condition or disability.

If customers answer 'no' to all questions, this must be recorded and provided to the Manager responsible for approving the booking. Customer will also be advised that if, between the time of making the booking and attending the appointment their circumstances change, they must notify Access Canberra and cancel the booking.

Once a Service Centre Officer/Contact Centre Officer has undertaken initial screening of customers' needs and health circumstances, they must then seek the approval of a nominated Manager to review the information that has been collected. If the Manager then approves the booking, the Service Centre Officer/Contact Centre Officer can proceed to the next steps.

For customers who have booked an appointment and are attending a Service Centre for a transaction they must following the below process:

*wait*

- Queue outside the building and check in using the Check in CBR app,
- Hold their proof of identity up to the window as to verify they are the correct person for the booking,
- Wear a mask and any other PPE in-line with public health advice,
- Be permitted entry to the Centre only if compliant with the above steps,
- Place their documentation on the table labelled "Documents in"
- Take a seat in the designated seating area in the Centre and await payment,
- For Licence transactions – await instruction to sign paperwork and take a seat in the photobooth for a photo to be taken,
- Leave the Centre immediately once the transaction has been completed.

For Service Centre staff serving a customer who has booked an appointment they must follow the below process:

- Wear a face mask, gloves and any other PPE as outlined by the public health directions,
- Verify the identity of the customer from within the Centre prior to permitting the customer entry, **(Only if a Security Guard is not onsite),**
- Instruct the customer to place their documentation on the table labelled "Documents in" and place used numberplates in the "Used Numberplate Box", **(Only if a Security Guard is not onsite),**
- Maintain appropriate physical distancing,
- Instruct the customer to take a seat in the designated seating area, **(Only if a Security Guard is not onsite),**
- Once the customer is seated the CSO is to collect the documentation from the table and take it to the counter,
- Process the transaction and place the EFT terminal on the table labelled "Payment" ensuring the device is wiped down with an approved cleaning wipe,
- Customer Servicer Officer to then move away a minimum of 1.5 meters or according to Health direction physical distancing requirements,
- Instruct the customer to move to the table and pay, and then return to their seating area
- Collect the eft terminal and return to the counter to finalise the transaction / print required paperwork, and wipe down the EFT,
- For Licence transactions print signature capture paperwork and place on the "Document In" table ensuring you instruct the customer to take a pen from the "Clean Pen" bucket and place the pen after use in the "Used Pen" bucket,
- Instruct the customer to take a seat at the photobooth, and to remove their mask only once prompted,
- Take the clients photo and request they put their mask back in place,

- Ask them to collect their documents and/or number plate,
- Place receipt and/or number plates on the “Document out” table, and
- Escort customer out of the centre ensuring you maintain appropriate physical distancing.  
**(Only if a Security Guard is not onsite)**

Cleaners onsite will be required to wear all appropriate PPE in-line with the public health direction and be responsible for **(if no cleaners are onsite CSO’s will be responsible for the below)**:

- Wiping down the “Documents in” table after each use,
- Wiping down the “Payment table after each use,
- Wiping down the “Documents out” table after each use,
- Wiping down customer seating after each use,
- Wiping down photobooth seating and wall backing after each use, and
- Wiping down the workstation after each use.

If security guards are onsite, they will be required to wear all appropriate PPE in-line with the public health direction and be responsible for:

- Verifying the identity of the customer from within the Service Centre prior to permitting the customer entry,
- Instructing the customer to place their documentation on the table labelled “Documents in” and place used numberplates in the “Used Numberplate Box”
- Maintaining appropriate physical distancing,
- Instructing the customer to take a seat in the designated seating area, and
- Escort customer out of the centre ensuring you maintain appropriate physical distancing.

## Additional

In addition to this procedure there are already other mitigating factors in place at each Service Centre such as:

- Perspex screens in each location,
- Hand sanitiser and wipes readily available to staff and public,
- Social distance markers are in fixed locations, and
- Advertisements/posters are updated regularly in line with current advice and displayed in customer/high traffic areas.

Australian Capital Territory

# Public Health (Lockdown Restrictions) Emergency Direction 2021 (No 5)

**Notifiable Instrument NI2021-510**

made under the

**Public Health Act 1997, s 120 (Emergency actions and directions)**

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## 1. Name of instrument

This instrument is the *Public Health (Lockdown Restrictions) Emergency Direction 2021 (No 5)*.

## 2. Commencement

This instrument commences at 11:59pm on Friday 27 August 2021.

## 3. Expiry

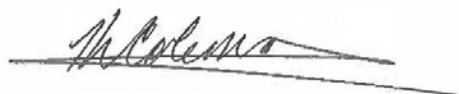
This instrument expires at 5:00pm on Thursday 2 September 2021.

## 4. Public Health Emergency Direction

I, Dr Kerryn Coleman, Chief Health Officer, consider it necessary or desirable to alleviate the emergency declared under the *Public Health (Emergency) Declaration 2020 (No 1)* [NI2020-153] (the **declared emergency**) on 16 March 2020, to give the directions as set out in this instrument.

## 5. Revocation

This instrument revokes and replaces the *Public Health (Lockdown Restrictions) Emergency Direction 2021 (No 4)* [NI2021-496].



Dr Kerryn Coleman  
Chief Health Officer

27 August 2021



# Public Health Emergency Direction

## *Public Health Act 1997*

*Made under the Public Health Act 1997,  
section 120 (Emergency actions and directions)*

I, Dr Kerryn Coleman, Chief Health Officer, consider it necessary or desirable to alleviate the emergency declared under the *Public Health (Emergency) Declaration 2020 (No 1)* [NI2020-153] (the **declared emergency**) on 16 March 2020, to give the directions as set out below. The purpose of these directions is to limit the spread of coronavirus disease 2019 (**COVID-19**), caused by the novel coronavirus SARS-CoV-2.

In making this Direction, I have had regard to relevant human rights and I am satisfied that the limitations imposed as a result of this Direction are both demonstrably justifiable in a free and democratic society and necessary to protect the ACT community from the serious public health risk posed by COVID-19.

## PART 1 — STAY AT HOME PERIOD

### A. Directions

1. This part applies to all people in the Australian Capital Territory.
2. Subject to any other restriction or requirement in this Direction, a person must not leave their **residence** other than for one or more of the following permitted purposes:
  - a. to obtain food or other **essential goods or services**;
  - b. to obtain **essential health care**;
  - c. to undertake a COVID-19 test or receive a scheduled COVID-19 vaccination;
  - d. to engage in physical activity in an **outdoor space**:
    - i. for no more than 1 hour per day; and
    - ii. either:
      - A. on their own, or
      - B. with 1 other adult who is not a member of the same **household**; or
      - C. with members from the same **household**;
  - e. to perform **essential work**;
  - f. to donate biological material at a blood bank or other similar donation facility;
  - g. for essential animal welfare purposes;

*Example – essential animal welfare purposes may include: feeding animals that live away from a person's **residence**; volunteering for the purposes of tending to injured or orphaned wildlife; ensuring that a paddock where animals are kept remains secure.*
  - h. to move to a new **residence**, where the move cannot reasonably be delayed;



- i. to access care services for people with particular needs because of homelessness, family violence, age, infirmity, disability, illness or a chronic health condition or other essential support services;
- j. to visit another person's **residence** in accordance with Part 2 of this Direction;
- k. to visit a terminally ill relative;
- l. to attend a funeral or wedding;
- m. to provide assistance, care or support to another person who is not ordinarily a member of the same **household**;
- n. to attend any court or tribunal of Australia or to comply with or give effect to orders of a court or tribunal of Australia;
- o. to attend an early learning centre, childcare, family day care, or school holiday care program, to the extent care cannot reasonably be obtained in the person's **residence**;
- p. to attend a primary school, secondary schools or college, to the extent instruction or care cannot reasonably be obtained in the person's **residence**;
- q. to assist with or participate in an investigation or other action by a law enforcement authority, whether voluntarily or not;
- r. for children under 18 years who do not live in the same **household** as their parents or siblings or one of their parents or siblings—to continue existing arrangements for access to, or contact between, parents and children or siblings, other than access to or contact with person who is at high or moderate risk of serious illness from COVID-19;  
*Example of a person who is at high or moderate risk of serious illness from COVID 19 – a person over 70 years, or a person with a medical condition that makes them vulnerable to COVID-19.*
- s. to return to their principal place of **residence**, or move to a new principal place of **residence**;
- t. for law enforcement or emergency purposes;  
*Example – escaping a risk of harm related to domestic and family violence; or accessing support from a domestic and family violence support service.*
- u. to comply with or give effect to the exercise of a power or function of a government agency or entity under a law;
- v. to collect goods purchased through a **click and collect** service;
- w. to attend the premises of a business or undertaking owned, controlled or operated by the person, for any of the following reasons:
  - i. for essential maintenance work or other work undertaken for the purpose of ensuring the safety of the premises;
  - ii. as required or authorised by law;
  - iii. for emergency purposes;  
*Example:* to operate critical systems such as alarms, monitoring, cold storage, and utilities.
  - iv. to accept deliveries that cannot reasonably be delayed or diverted to the person's residential premises;



- v. to provide an urgent and essential service for the administration of the business or undertaking which cannot be undertaken in their residence;  
*Example:* Administering a payroll system which cannot be operated from a person's residence. To access information or documents necessary for COVID-19 related support payments.
- vi. for any other purpose permitted by this Direction.
- x. to attend a **non-essential business, activity or undertaking** in order to undertake work in accordance with the conditions in column 2 of the Table in Attachment 2.
- y. to attend waste management and resource recovery services.
- 3. Any person who leaves their **residence** must practise **social distancing** while outside their **residence**, to the extent that is reasonably practicable to do so.
- 4. A person who leaves their **residence** for the purposes of paragraph 2(a) must minimise the time spent at the premises of an **essential business, activity or undertaking** to the extent that is reasonably practicable to do so.
- 5. A person who leaves their **residence** for a permitted purpose under paragraph 2 (excluding paragraph 2(w)) may be accompanied by:
  - a. no more than 2 members of their **household**; or
  - b. no more than 1 person who is not a member of their **household**.
- 6. However, a person who is a parent or guardian of more than one child in the same **household** may be accompanied by each child for a permitted purpose if:
  - a. the child would otherwise be left unattended; and
  - b. it would be unsafe for the child to be left unattended.
- 7. A person who leaves their **residence** for a permitted purpose under paragraph 2(w) must not be accompanied by more than 1 person unless there is no other reasonable way for the purpose under paragraph 2(w) to be achieved.
- 8. However, a person may be accompanied by more than 1 other person who is not a member of their **household** when leaving their **residence** for a permitted purpose if:
  - a. the person requires physical assistance to leave their **residence**, or it is reasonably necessary for the safety of the person or the public; and
  - b. the other person is a carer or support worker for the person; and
  - c. there is no other reasonable way for a purpose under paragraph 2 to be achieved.

*Example* – a person with a disability may be accompanied by more than 1 carer or support worker.

**Note:** A person who is required to quarantine or isolate under another direction or a direction of an **authorised person**, must comply with the terms of the direction to quarantine or isolate and may not leave the premises in which they are quarantining or isolating unless permitted under the terms of those directions (see paragraph 66).



## PART 2 — VISITORS AT RESIDENCES

### A. Directions

9. A person must not permit another person who is not ordinarily a member of the same **household** to enter and remain at the first person's **residence** other than for the permitted purposes under Part 1 of this Direction.
10. A person must not permit more than 2 people who are not ordinarily members of the same **household** to enter and remain at the first person's residence per day.
11. Paragraph 10 does not apply if:
  - a. children under 18 years are entering a residence to continue existing arrangements for access to, or contact between, parents and children or siblings, other than access to or contact with person who is at high or moderate risk of serious illness from COVID-19;
  - b. a person is entering a residence to perform essential work;
  - c. a person is entering a residence to provide services to a person with disability to meet their support needs;
  - d. a person is entering a residence to provide assistance, care or support to another person;
  - e. a person is entering a residence to visit a terminally ill relative;
  - f. a person is entering a residence to assist another person in moving residence, where the move cannot reasonably be delayed;
  - g. a person is entering a residence for law enforcement or emergency purpose;
  - h. a person is entering a residence to comply with or give effect to the exercise of a power or function of a government agency or entity under a law;

## PART 3 — FACE MASKS REQUIRED

### A. Directions

12. When outside their residence a person must at all times:
  - a. carry a **face mask**; and
  - b. wear a **face mask**.
13. The requirement to carry and wear a **face mask** under paragraph 12 does not apply to:
  - a. infants and children under 12 years; or  
**Note:** only children in Years 7 to 12 are required to wear a **face mask** at school.
  - b. a person who has a physical or mental health illness or condition, or disability, which makes wearing a face mask unsuitable.
14. Despite paragraph 12, a person who is required to wear a **face mask** may remove the **face mask**:
  - a. if the person is consuming food, drink or medicine; or



- b. if the person is communicating with a person who is deaf or hard of hearing and visibility of the mouth is essential for communication; or
  - c. if the person is at work and the nature of the person's work or training means that wearing a **face mask** creates a risk to their health and safety; or
  - d. if it is necessary for the proper provision of the goods or service; or
  - e. if the person is asked to remove the **face mask** to ascertain identity; or  
*Examples:* a person may be asked by police to remove a face mask to ascertain identity, or when purchasing alcohol or cigarettes.
  - f. if the person is undertaking vigorous exercise outdoors; or
  - g. if the person is performing **essential work** where no other people are present in an **outdoor space**; or
  - h. if the person is performing **essential work** in an **indoor space**:
    - i. in an office where no other people are present; or
    - ii. in a seated position or standing position at a workstation in an office; and
    - iii. at least 1.5 metres from any other person;*Note:* As soon as a person is no longer alone or seated or stationary that person must wear a **face mask**.
  - i. if the person is alone or only with members of the same **household** in an **outdoor space** area where no other people are present; or
  - j. if the person is in the process of getting married;
  - k. if the person is in a vehicle alone or with other members of the same **household** only;
  - l. if it is required or authorised by law; or
  - m. if it is not safe in all the circumstances; or
  - n. because of an emergency.
15. A person who removes their **face mask** in a circumstance under paragraph 14 must resume wearing the **face mask** as soon as practicable after the circumstance ends.  
*Examples:* a person must resume wearing a face mask as soon as they finish eating, or receiving medical care.

## PART 4 — BUSINESSES, ACTIVITIES AND UNDERTAKINGS

### B. Directions

- 16. This part applies to a person who owns, controls or operates a business, activity or undertaking in the Australian Capital Territory.
- 17. A person may operate a business, activity or undertaking in the Australian Capital Territory only if:
  - a. the business, activity or undertaking:
    - i. is an **essential business, activity or undertaking**; and



- ii. complies with the conditions for conducting the business, activity or undertaking as specified in column 2 of Attachment 1; or
  - b. for any other business, activity or undertaking:
    - i. it can be operated from the person's **residence** without involving a **gathering** that is not otherwise permitted under this Direction; or  
*Example* – a business that is not an essential business, activity or undertaking may continue to sell goods or services online. For example, a personal trainer may offer personal training sessions online.
    - ii. it is a **non-essential business, activity or undertaking**, and complies with the conditions specified in column 2 of Attachment 2.
- 18. A person who owns, controls, or operates an **essential business, activity or undertaking** in the Australian Capital Territory must take reasonable steps to:
  - a. ensure **social distancing** of people can be accommodated, implemented and monitored by employees or contractors of the business, activity or undertaking; and
  - b. ensure a **gathering** does not exceed 1 person per 4 square metres per **usable indoor space** and **usable outdoor space**, other than where the **essential business, activity or undertaking** is a **public passenger services**; and
  - c. operate only to the extent they are not promoting or facilitating people **gathering** on or adjacent to their premises.  
*Example* – tables and chairs in venues should be removed and all reasonable steps taken to direct people away from gathering to consume takeaway food or drink on or adjacent to, the relevant premise.

## PART 5 — ENTRY AND EXIT OF RESIDENTS OF THE AUSTRALIAN CAPITAL TERRITORY

### A. Directions

- 19. This part applies to a person who is a **resident** of the Australian Capital Territory.
- 20. A **resident** who is not in the Australian Capital Territory at the commencement of this Direction may enter the Australian Capital Territory.
- 21. A **resident** who enters the Australian Capital Territory under paragraph 20 must comply with this Direction.
- 22. A **resident** may leave the Australian Capital Territory:
  - a. for a permitted purpose under paragraph 2, except for paragraph 2(d); or  
*Note: a person must not leave the Australian Capital Territory to exercise or visit friends.*
  - b. to return home to their principal place of residence, or move to a new principal place of **residence**, in another state or territory; or  
*Note: a person must comply with any public health directions in place in the other state or territory when in that state or territory.*
  - c. to comply with the conditions of an exemption granted under paragraph 31.



23. A **resident** who leaves the Australian Capital Territory after the commencement of this Direction must continue to abide by the requirements of this Direction when outside the Australian Capital Territory.

**Note:** a person who leaves the Australian Capital Territory will be subject to any public health directions in force in any state or territory they enter.

## PART 6 — PEOPLE WHO ARE NOT A RESIDENT OF THE AUSTRALIAN CAPITAL TERRITORY

### A. Directions

24. This part applies to a person who is not a **resident** of the Australian Capital Territory.
25. Any person must comply with this Direction while in the Australian Capital Territory.
26. A person who is staying at accommodation at the commencement of this Direction may continue staying at the accommodation while this Direction is in force if the accommodation service remains open.
27. If the booking period of a person staying at accommodation expires while this Direction in force, the person must:
- leave the Australian Capital Territory; or
  - extend the booking period at the accommodation;
  - find alternative accommodation.
28. A person must not enter the Australian Capital Territory unless the person is entering the Australian Capital Territory:
- for a permitted purpose under paragraph 2, except for paragraph 2(d); or  
**Note:** a person must not enter the Australian Capital Territory to exercise or visit friends.
  - by road for transport or freight purposes (including furniture removalists); or
  - by air for the purpose of transiting to another destination, and does not leave the Canberra Airport; or
  - by road or air for the purpose of transiting to New South Wales by road and immediately does so; or
  - to go directly to stay at a **residence** in the Australian Capital Territory; or
  - to fulfil an obligation relating to shared parenting or child contact; or
  - to perform **essential work** in the Australian Capital Territory that cannot reasonably be performed from a location outside of the Australian Capital Territory.
  - as a passenger of an ambulance, aeromedical service or other emergency medical transport; or
  - in accordance with the conditions of an exemption granted under paragraph 31.



29. Any person who enters the Australian Capital Territory under paragraph 28 may leave the Australian Capital Territory for a permitted purpose under paragraph 2, except for paragraph 2(d).

**Note:** a person must not leave the Australian Capital Territory to exercise or visit friends.

30. Any person who enters the Australian Capital Territory under paragraph 28 must leave the Australian Capital Territory:
- if directed to leave by an **authorised person**; or
  - if it is necessary to do so in order to comply with the conditions of an exemption granted under paragraph 31.

## PART 7 — EXEMPTIONS

31. The Chief Health Officer may, in writing and subject to any conditions that the Chief Health Officer considers necessary, exempt a person from this Direction, or a stated requirement under this Direction, on compassionate or other grounds that the Chief Health Officer considers reasonable and appropriate.
32. If the Chief Health Officer exempts a person from this Direction, or a stated requirement under this Direction that person must comply with the conditions of the exemption.

## PART 8 — MISCELLANEOUS

### A. Directions

33. An **authorised person** may ask a person arriving at or in the Australian Capital Territory for any information necessary to determine whether the person is subject to this Direction.
34. Any person arriving at or in the Australian Capital Territory must comply with any request made under paragraph 33 by an **authorised person**.
35. An **authorised person** may direct a person who is subject to this Direction to do such things as are reasonably necessary to comply with this Direction.
36. Any person subject to this Direction must comply with any request under paragraph 35 by an **authorised person**.
37. If a person fails to comply with this Direction, an **authorised person** may direct the person to do such things as are reasonably necessary to comply with this Direction including to produce proof of identification to the **authorised person**.
38. If a person fails to comply with any direction given under paragraph 37, the **authorised person** may take all reasonable steps to enforce compliance with the direction.
39. A person must, if requested by an **authorised person**, state if they have been in a **COVID-19 affected area**.

### B. Definitions

For the purposes of this Direction:



40. **Authorised person** means an authorised person under section 121 of the *Public Health Act 1997* and includes an authorised medical officer under the *Public Health Act 1997*.
41. **Click and collect** means an arrangement where goods are purchased online or by phone, and collected using contactless means from the premises of a business, activity or undertaking, or delivered using contactless means to the purchaser.
42. **COVID-19 affected area** means an area or place identified as an affected area in a notice made under paragraph 1 of the *Public Health (COVID-19 Affected Areas) Emergency Direction 2021 (No 10)* [NI2021-424].
43. **COVID-19 safety plan** means a plan in writing that addresses how a business or undertaking will manage its operations to minimise the risks posed to any person by COVID-19 because of the operation of the business or undertaking.
44. **Essential goods or services** means goods or services obtained from an **essential business, activity or undertaking**.
45. **Essential business, activity or undertaking** means a business, activity or undertaking specified in column 1 of Attachment 1.
46. **Essential health care:**
  - a. means:
    - i. any health services offered by a private or public hospital or community health facility;
    - ii. any health service provided by a private or public specialist;
    - iii. emergency and licensed non-emergency patient transport;
    - iv. an appointment at an Aboriginal or Torres Strait Islander health service, confirmed in writing by the service;
    - v. an appointment with a **prescribed health practitioner**, confirmed in writing by the practitioner or provider;

**Note:** An appointment with a **prescribed health practitioner** may include services provided by a registered NDIS provider under an agreed NDIS Plan. An appointment at an ancillary clinic or service may include an appointment at a rehabilitation service.
    - vi. a dental service provided by a dentist, dental therapist, dental hygienist, dental prosthetist and oral health therapist to:
      - A. a patient with urgent needs; or
      - B. where failure to provide care in a clinically appropriate timeframe will lead to adverse outcomes; or
    - vii. procedures related to:
      - A. any cycle of IVF treatment for a patient; or
      - B. any procedure required for the preservation of eggs for future IVF where required health treatment will render eggs non-viable; or
    - viii. termination of pregnancy; or



- ix. drug and alcohol services;
- x. human medical research trials; but

**Note:** essential health care service is an **essential business, activity or undertaking** (see Attachment 1).

- 47. **Essential work** means work (including volunteering activities) for an **essential business, activity or undertaking** that cannot reasonably be performed from the person's **residence**.
- 48. **Face mask** means a mask or other covering that fits securely around the face and is designed or made to be worn over the nose and mouth to provide the wearer with protection against infection (but does not include a face shield).  
**Note** – a scarf or bandana is not a face mask.
- 49. **Gathering**, except where otherwise provided in this Direction, means a group of 2 or more people occupying a single **usable indoor space** or **usable outdoor space** at the same time other than for the purposes of conducting an **essential business, activity or undertaking**.
- 50. A **household** means people who ordinarily reside at the same **residence**, including people staying at the **residence** temporarily from another state or territory.
- 51. **Indoor space** means an area, room or premises that is, or are, substantially enclosed by a roof and walls (of permanent solid construction and stretching from floor to ceiling), regardless of whether the roof or walls or any part of them are open or closed.
- 52. **Non-essential business, activity or undertaking** means a business, activity or undertaking specified in column 1 of Attachment 2.
- 53. **Non-residential premises** has the same meaning as premises in the *Public Health Act 1997* but does not include residential premises.
- 54. **Outdoor space** means a space that is not an indoor space or a part of a **residence**.
- 55. **Place of worship** means a building or place used for the purpose of religious worship by a congregation or religious group, whether or not the building or place is also used for counselling, social events, instruction or religious training.
- 56. **Prescribed health practitioner** means a person registered to provide any of the following services:
  - a. medical; or
  - b. medical radiation practice; or
  - c. midwifery; or
  - d. nursing; or
  - e. occupational therapy; or
  - f. optometry; or
  - g. paramedicine; or
  - h. pharmacy; or
  - i. physiotherapy; or
  - j. podiatry; or



- k. psychology; or
  - l. allied health services practitioner;
  - m. services as a registered NDIS provider under an agreed NDIS plan.
57. **Public passenger vehicle** means a public bus, light rail vehicle, taxi, rideshare vehicle, hire car or demand responsive service vehicle as defined in the *Road Transport (Public Passenger Services) Act 2001*.
58. **Residence:**
- a. means:
    - i. residential premises in the Australian Capital Territory that are used, or intended to be used as a principal place of residence, or home that a person primarily occupies on an ongoing and permanent basis; or
    - ii. the premises at which the person is staying on an ongoing basis at the time of this Direction commencing; but
  - b. does not include a **residential aged care facility** or correctional centre, detention place or other place of custody.
59. **Resident** means a person whose principal place of **residence**, or home that the person primarily occupies on an ongoing and permanent basis, is in the Australian Capital Territory.
60. **Residential aged care facility** means a facility at which accommodation, and personal care or nursing care or both, are provided to a person in respect of whom a residential care subsidy or a flexible care subsidy is payable under the *Aged Care Act 1997 (Cwlth)*.
61. **Retail food services:**
- a. means a retail business which provides food and/or drink, whether pre-prepared or prepared on site, and includes cafés, canteens, restaurants and fast-food outlets;
  - b. does not include:
    - i. a café or canteen at a hospital, residential aged care facility, correctional centre or school;
    - ii. a service that provides food or drink to those experiencing homelessness.
62. **Small retail business** means a business, undertaking or activity which:
- a. sells goods or supplies services by retail; and
  - b. employs 20 or fewer employees as at 12 August 2021, calculated in the following way:
    - i. Regular casual employees are taken into account as a fraction of a full-time equivalent;
    - ii. Part-time employees are taken into account as a fraction of a full-time equivalent; and
    - iii. the person who owns, operates or controls the business, undertaking or activity is counted.



63. **Social distancing** means remaining at least 1.5 metres from other people.
64. **Usable** for an **indoor space** or **outdoor space** means the space that people can freely move around in, but not including the following areas:
- stages and similar areas;
  - restrooms, changerooms and similar areas;
  - areas occupied by fixtures, fittings, and displays; and
  - staff only areas and areas that are closed off or not being used.
- C. Inconsistency with other directions**
65. If there is any inconsistency between this Direction and any of the directions specified below, this Direction is to prevail to the extent of any inconsistency:
- the *Public Health (Restricted Activities – Gatherings, Business or Undertakings) Emergency Direction 2021 (No 4)* [NI2021-405]; and
  - the *Public Health (Residential Aged Care Facilities) Emergency Direction 2021 (No 4)* [NI2021-344].
66. If there is any inconsistency between this Direction and any of the directions specified below, this Direction is inoperative to the extent of any inconsistency:
- the *Public Health (Diagnosed People and Close Contacts) Emergency Direction 2021 (No 1)* [NI2021-421]; and
  - the *Public Health (Returned Travellers) Emergency Direction 2021* [NI2021-339].

**Dr Kerry Coleman**

Chief Health Officer

27 August 2021

## **Penalties**

Section 120 (4) of the *Public Health Act 1997* provides:

A person must not, without reasonable excuse, fail to comply with a direction under this section.



**Maximum Penalty:**

In the case of a natural person, \$8,000 (50 penalty units).

In the case of a body corporate, \$40,500 (50 penalty units).

In the case of a utility that is a body corporate, \$1,620,000 (2000 penalty units).



## Attachment 1 – Essential business, activity or undertaking

Note: This Direction imposes requirements for all essential businesses, activities or undertakings.

	<b>Column 1</b> <b>Essential business, activity, or undertaking</b>	<b>Column 2</b> <b>Any additional conditions (other than those outlined in the Direction)</b>
1.	Correctional centres, detention places or other places of custody	
2.	Early childhood education and care and out of school hours care	
3.	Primary schools, secondary schools and colleges	<ul style="list-style-type: none"><li>• Remote learning only, except where instruction or learning activities cannot reasonably be obtained remotely.</li><li>• For essential activities that must be undertaken under supervision (eg Year 12 critical examinations).</li></ul> <p><i>Example:</i> vulnerable children and children of a person who is performing <b>essential work</b> may attend.</p>
4.	Higher education and training	<ul style="list-style-type: none"><li>• Remote learning only, except where instruction or learning activities cannot be adequately conducted remotely.</li></ul>
5.	<b>Places of worship</b>	<ul style="list-style-type: none"><li>• No in person gatherings permitted.</li><li>• Live streaming or broadcast of a service may be conducted with the person conducting the service, a camera operator, and an Auslan interpreter.</li></ul>
6.	Weddings	<ul style="list-style-type: none"><li>• Maximum of 5 attendees, including the couple, the celebrant and 2 witnesses.</li><li>• Any formal legal requirements that are required to be completed prior to the wedding ceremony are permitted to take place.</li></ul> <p><i>Example:</i> If documentation is required by law to be witnessed in person prior to a wedding ceremony taking place, then witnessing the document in person is authorised under this Direction.</p>



7.	Funerals	<ul style="list-style-type: none"><li>• Maximum of 10 attendees, excluding person or people necessary for conducting ceremony.</li></ul>
8.	Funeral homes	
9.	Mortuary services	
10.	Any of the following: <ul style="list-style-type: none"><li>a. businesses whose predominant purpose is a supermarket, grocery store, bakery, butcher, fruit and vegetable store or fishmonger;</li><li>b. an indoor or outdoor market, but only to the extent that its predominant purpose is to sell or supply groceries or fresh food; or</li><li>c. a bottleshop; or</li><li>d. a bank or financial institution; or</li><li>e. a post office; or</li><li>f. a news agent; or</li><li>g. a pharmacy; or</li><li>h. a petrol station (including a petrol station that sells groceries); or</li><li>i. vehicle and mechanical repair services; or</li><li>j. laundry and dry cleaners; or</li><li>k. a locksmith; or</li><li>l. shops that undertake repairs of electronic devices, including mobile phones and computers; or</li><li>m. shopping precincts, but only for essential retail purposes as outlined in this Direction.</li></ul>	<ul style="list-style-type: none"><li>• Businesses should aim to provide a <b>click and collect</b> service wherever practicable to do so.</li><li>• Businesses must take all reasonable steps to ensure that persons entering their premises are entering for essential purposes.</li><li>• Businesses must take all reasonable steps to ensure that persons entering their premises minimise the time the person spends at the premises.</li><li>• Businesses that undertake repairs of electronic devices must only operate for repair or replacement functions and normal retail operations are not permitted. Repairs should be arranged by appointment wherever possible.</li></ul>



11.	Any of the following: a. hardware and building supplies; or b. agricultural and rural supplies; or c. a pet store; or d. businesses that predominantly sell essential office supplies.	<ul style="list-style-type: none"><li>• Trades customers are permitted to enter businesses which sell hardware and building supplies.</li><li>• For all other customers, businesses must only operate through a <b>click and collect</b> service.</li><li>• Businesses must only permit the minimum number of employees necessary to be present on site to fulfil these services.</li><li>• No later than one week after the commencement of this Direction, a <b>COVID-19 Safety Plan</b> must be implemented by the business, including controls to minimise or remove any physical interaction between the business operator and any delivery or collection person.</li></ul>
12.	Veterinary clinic	
13.	Provision of consular and diplomatic services	<ul style="list-style-type: none"><li>• Only essential and time critical services to be offered.</li></ul>
14.	Provision of court or tribunal services	<ul style="list-style-type: none"><li>• Must take reasonable steps to provide services remotely</li></ul>
15.	<b>Essential health care</b>	<ul style="list-style-type: none"><li>• Must take reasonable steps to provide services via telehealth or other virtual care option where possible and clinically appropriate to do so.</li></ul>
16.	Provision of urgent services necessary for the health and safety of any person, animal or premises, including child protection activities	
17.	<b>Retail food services</b> , whether licensed or unlicensed	<ul style="list-style-type: none"><li>• May only provide takeaway meals or drinks, or a meal delivery service.</li><li>• Must take reasonable steps to ensure people leave the premises as soon as possible after collecting takeaway meals or drinks, or meal delivery services.</li></ul>



18.	Licensed venues, but not including a strip club, brothel or escort agency	<ul style="list-style-type: none"><li>• May only provide takeaway.</li><li>• Nightclubs may only trade as an off licence venue.</li><li>• Must take reasonable steps to ensure people are leaving the premises as soon as possible after collecting takeaway meals or drinks, or meal delivery services.</li></ul>
19.	Hotel, motel or other accommodation facility to the extent that they provide accommodation services	<ul style="list-style-type: none"><li>• Not permitted to take new bookings, unless the booking is for:<ul style="list-style-type: none"><li>a. a person avoiding or escaping an emergency; or</li><li>b. a person who is performing <b>essential work</b>; or</li><li>c. a person who requires any other form of emergency accommodation.</li></ul></li></ul>
20.	<b>Residential aged care facility</b>	<ul style="list-style-type: none"><li>• No visitors permitted, except where approved by the <b>residential aged care facility</b> for compassionate reasons, end-of-life reasons, or for the purposes of performing <b>essential work</b> on or at the premises.</li><li>• Workers undertaking work that is not <b>essential work</b> are not permitted to enter or remain at the premises.</li></ul>
21.	Hospitals	<ul style="list-style-type: none"><li>• May continue to provide <b>essential health care</b> services.</li><li>• No visitors are permitted into the health care setting, except where approved by the hospital for the following reasons:<ul style="list-style-type: none"><li>• volunteer or paid carers to support the delivery of a health service to another person,</li><li>• for end of life reasons,</li><li>• as a support partner for birth,</li><li>• a parent to accompany a child,</li><li>• other compassionate reasons,</li><li>• for the purposes of performing <b>essential work</b> on or at the premises.</li></ul></li></ul>



<p><b>22.</b></p>	<p>Emergency services, including:</p> <ul style="list-style-type: none"><li>a. the State Emergency Service;</li><li>b. fire fighting services;</li><li>c. paramedical services;</li><li>d. ambulance services;</li><li>e. air ambulance and medical retrieval services (including Snowy Hydro SouthCare);</li><li>f. police services or Protective Services Officer stationed on border duties or otherwise engaged in policing duties;</li><li>g. military and defence services deployed for activities in the Australian Capital Territory; and</li><li>h. state security or national security</li></ul>	
<p><b>23.</b></p>	<p>Essential infrastructure and essential services without which the safety, health or welfare of the community or a section of the community would be endangered or seriously prejudiced (whether provided by a public or private undertaking), including:</p> <ul style="list-style-type: none"><li>a. road repair works undertaken by the Australian Capital Territory or a contractor engaged to undertake the works on behalf of the Australian Capital Territory</li></ul>	<ul style="list-style-type: none"><li>• Suppliers of equipment and materials required to facilitate road repair works may provide those services.</li></ul>
<p><b>24.</b></p>	<p>Organisations that provide urgent services necessary for the health and safety of any person, animal or premises.</p> <p><i>Example: social services and foodbanks</i></p>	



25.	Urgent repair and maintenance services <i>Example: plumbing, electrical and heating repair</i>	
26.	Any activities related to the COVID-19 response (including in hotel quarantine)	
27.	Roadside assistance services	
28.	Government services of the Australian Capital Territory (whether provided by government or outsourced) determined to be essential by the relevant head of the government agency	<ul style="list-style-type: none"><li>• Only workers who are determined essential by the relevant head of the government agency and cannot reasonably undertake their work remotely.</li><li>• Access Canberra Shop Fronts and Service Centres will operate remotely; but may provide limited services in person:<ul style="list-style-type: none"><li>• where the services are time-critical and essential; and</li><li>• where the services cannot reasonably be undertaken remotely.</li></ul></li></ul>
29.	Any Commonwealth agency that is based in the Australian Capital Territory (whether provided by government or outsourced) determined to be essential by the relevant head of the government agency	<ul style="list-style-type: none"><li>• Only workers who are determined essential by the relevant head of the government agency and cannot reasonably undertake their work remotely.</li></ul>
30.	Commonwealth Parliament and the Legislative Assembly	
31.	Waste management and resource recovery services	<ul style="list-style-type: none"><li>• Includes:<ul style="list-style-type: none"><li>• domestic and commercial waste and resource recovery services (including collection, treatment and disposal services and transfer stations); and</li><li>• commercial operators that provide waste management services (including trash pack operation), where services can be operated in a contactless manner.</li></ul></li></ul>



32.	Services related to the administration of justice	<ul style="list-style-type: none"><li>• Must take reasonable steps to provide services remotely; but</li><li>• May operate in person:<ul style="list-style-type: none"><li>• where the services are time-critical and essential; and</li><li>• where the services cannot be reasonably undertaken remotely.</li></ul></li></ul> <p><i>Example:</i> Legal services pertaining to a person's safety, detention or custody or child protection such as bail proceedings or emergency care proceedings.</p>
33.	Factory or facility	<ul style="list-style-type: none"><li>• May only operate to the extent that is necessary to prevent damage or loss to plant, but only those operations that are necessary to prevent that damage or loss.</li></ul>
34.	Work at an office building that is necessary for the normal operation of an <b>essential business, activity or undertaking</b>	<ul style="list-style-type: none"><li>• Other than permitted by this direction, a person is not allowed to work outside their residence unless providing an urgent and essential service which cannot be undertaken in their residence.</li><li>• Routine, non-urgent legal services do not meet the definition of an essential service.</li></ul> <p><i>Example:</i> Administrative services provided by an employer to enable its employees to work from home.</p>
35.	<b>Public passenger services</b>	
36.	Air transport (including the operation of airports)	
37.	Freight services (including postal and courier services), including transport, freight or logistics driver	
38.	National Heavy Vehicle Regulator compliance activities	
39.	Blood bank or other similar donation facility	



<p><b>40.</b></p>	<p>Care services for people with particular needs because of homelessness, age, infirmity, disability, illness or a chronic health condition</p> <p>Disability support services</p> <p>Crisis support services to individuals, children or families, including:</p> <ul style="list-style-type: none"><li>• victims of crime services;</li><li>• domestic violence services;</li><li>• mental health services.</li></ul>	
<p><b>41.</b></p>	<p>Truck stops and roadhouses, but not the provision of seated dining or shower facilities to persons who are not transport, freight or logistics drivers.</p>	
<p><b>42.</b></p>	<p>Production and distribution of:</p> <ol style="list-style-type: none"><li>food and groceries for sale by a supermarket, butcher, fruit and vegetable store, market or fishmonger (including for sale by operators of such premises at an indoor or outdoor market); or</li><li>liquor for sale at a bottleshop; or</li><li>medical and pharmaceutical products</li></ol>	
<p><b>43.</b></p>	<p>Commercial operations that supply goods or services necessary:</p> <ol style="list-style-type: none"><li>for the implementation of measures to limit the spread of COVID-19; or</li><li>to support any business activity that may be carried out in accordance with these directions; or</li><li>to support the export of goods and services from the Australian Capital Territory.</li></ol>	<p><i>Example: manufacturing of personal protective equipment or hand sanitiser, or dry cleaning services.</i></p>



44.	Primary industries only to the extent necessary to ensure adequate supply of food to, and care of, animals and maintenance of crops.	
45.	Manufacturing, fabrication or assembly of goods and materials necessary for or related to supporting defence or security industries.	
46.	A person who is: a. a member of the Legislative Assembly or the Commonwealth Parliament, or a person on the staff of such a member of parliament; b. critical to, and involved in, the COVID-19 response (including in hotel quarantine); c. a fly in fly out worker or a drive in drive out worker who is required for industry or business continuity and maintenance of a competitive operation where the service is time-critical, who is responsible for critical maintenance or repair of infrastructure critical to a region of, or to, the Australian Capital Territory.	
47.	Removalists for essential removals which cannot be reasonably delayed	
48.	Transport, freight or logistics driver	
49.	Professional sport	<ul style="list-style-type: none"><li>• No spectators permitted.</li><li>• Only professional athletes and individuals required to attend a venue to ensure the safe running of a professional sporting event.</li></ul>
50.	Community centre, community facility or youth centre	<ul style="list-style-type: none"><li>• May only host an <b>essential business, activity or undertaking</b> otherwise referred to in Attachment 1.</li></ul>
51.	Forestry industry and timber fabricators	



52.	Real estate services	<ul style="list-style-type: none"><li>• May only operate:<ul style="list-style-type: none"><li>• to the extent already permitted under other provisions within this Direction; or</li><li>• to permit one person at any one time to conduct any property inspections required by law for the sale of a property to proceed; or</li><li>• to allow one person at any one time to photograph or film a property, where there are no other persons present.</li></ul></li></ul>
53.	Commercial and domestic cleaning services	<ul style="list-style-type: none"><li>• May only operate:<ul style="list-style-type: none"><li>• To provide cleaning services to an <b>essential business, activity or undertaking</b>, or a <b>non-essential business, activity or undertaking</b>.</li><li>• To provide cleaning services to shared spaces of multi-residential dwellings;</li><li>• To provide cleaning services at a residential premises where the premises is vacant , and the service is urgent or time critical.</li><li>• To provide cleaning services at a residential premise to a vulnerable person.</li></ul></li></ul> <p><i>Example: an end-of-tenancy or pre-settlement clean</i></p>
54.	Trade unions	<ul style="list-style-type: none"><li>• Trade union representative only when providing representation to a person performing <b>essential work</b>.</li></ul>

## Attachment 2 – Non-essential business, activity or undertaking

*Note:* A business, activity or undertaking that is not listed in Column 1 must not operate other than in accordance with Part 4 paragraph 17(b)(i).

	<b>Column 1 Non-essential business, activity, or undertaking</b>	<b>Column 2 Conditions of operation (other than those outlined in the Direction)</b>
1.	Art Studios	<ul style="list-style-type: none"> <li>The owner, operator or controller of an art studio may attend the premises to undertake personal art-related work including filming, live streaming or broadcasting.</li> <li>Where there are multiple art studios located at one premises, no more than two people are permitted to work at the premises at any one time.</li> </ul>
2.	Gyms, health clubs, fitness centres, wellness centres and dance studios	<ul style="list-style-type: none"> <li>May permit no more than two people at any one time who work at the non-essential business, activity or undertaking to attend the premises for the purposes of filming, live streaming, or broadcasting to patrons.</li> </ul> <p><i>Example</i> – a person who owns, controls or operates a gym or dance studio may permit two employees to attend the premises to film a class which is live streamed or otherwise distributed to members.</p>
3.	<b>Small Retail Business</b>	<ul style="list-style-type: none"> <li>Must only operate a <b>click and collect</b> service.</li> <li>No more than two people who work at the <b>small business</b> may be present at the premises at any one time.</li> </ul>

### Accessibility

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Minister's signature \_\_\_\_\_

*Joe Clyne*

Date \_\_\_\_\_

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**CABINET**

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**Chief Minister, Treasury and Economic Development Directorate**

**To:** Minister for Business and Better Regulation

Tracking No.: 21/77849

**Date received by** 20/09/2021

**MO:**

**From:** Executive Branch Manager, Customer Coordination

**Subject:** Access Canberra Customer Satisfaction Survey Results 2021

**Critical Date:**

**Critical Reason:** Normal course of business

**Recommendations**

That you:

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

**Noted / Please Discuss**

Tara Cheyne MLA



11/10/21

**Minister's Office Feedback**

Very thorough + useful — overall very strong results. Keen to know what more can be done to increase staff knowledge in service + call centres, noting / understand there are challenges with staff being poached etc.

## Background

1. Access Canberra undertakes an annual survey of a sample of ACT residents to gauge the overall satisfaction with its services and, to address the following research objectives:
  - a) Establishing awareness of Access Canberra,
  - b) Usage of Access Canberra's channels (ie Service Centre, Contact Centre, Digital Services),
  - c) Overall satisfaction, ease of use and suggested changes for those Centres used and drivers of overall satisfaction,
  - d) Identifying the community's preferences for undertaking transactions or interactions with ACT Government/Access Canberra, and
  - e) Understanding perceptions of quality of life.
2. The survey assesses service outputs against the 2020-21 budget allocation, providing the basis for reporting required under section 30A(2) of the *Financial Management Act 1996*.
3. The 2021 survey was conducted between 17 May and 12 June 2021, with 600 residents surveyed during this period. The sample was weighted by age and gender to reflect the 2016 Australian Bureau of Statistics (ABS) community profile of the ACT. For the first time, demographic information about languages other than English spoken at home was collected. Of the respondents, 19 per-cent primarily spoke another language at home.
4. The survey was completed by Micromex Research, who has undertaken this work in prior years. The final report containing the research survey results is at ([Attachment A](#)). Noting the report compares survey results with 2020, the 2020 report ([Attachment B](#)) is provided for your reference in further interpreting these outcomes.

## Issues

### Overview

5. The Survey found that the challenges of the past 12-18 months – bushfires, storms, a catastrophic hail storm, poor air quality (from bushfire smoke) and COVID-19 – have impacted overall brand perceptions for Access Canberra in 2021, with a decline in the following areas:
  - Overall satisfaction based on all dealings in the past 12-months (albeit still overwhelmingly positive), and
  - Ease of dealing with Access Canberra based on all dealings in the past 12-months (although again, it remains overwhelmingly positive).
6. Overall customer satisfaction was impacted by a reduction in satisfaction with the Contact Centre. The Contact Centre has been instrumental in the ACT Government response to the COVID-19 pandemic taking on both the COVID-19 Helpline and COVID-19 Business Liaison lines to provide support and information to the ACT community.

## OFFICIAL

The Contact Centre has also supported several other initiatives in direct response to COVID-19 including ChooseCBR.

7. In addition to the demand generated by specific COVID-19 phonelines and initiatives, the Contact Centre has also seen increased call volumes across its other services. As Access Canberra continues to pivot away from face-to-face services (due to COVID-19), more information and services are being facilitated online and by phone. As a result, the amount and complexity of information that staff are required to assist with is substantially different to 2020. Despite the significant increase in demand for telephone services, in particular the COVID-19 Helpline, there has been no permanent increase to the Contact Centre workforce since the 2018-19 Budget.
8. Despite these challenges, this is considered a good result given the major changes that have also occurred within the Service Centres over this time, such as moving to cashless counters and moving away from face-to-face services wherever possible, while also dealing with both staff shortages, onboarding and training of new staff.
9. While the overwhelming majority of the community uses online services, and is satisfied with AC Services, there remains a need to both maintain and improve face-to-face services that can offer reduced return visits (where possible) and improve the expertise of some service centre staff.
10. While timing/speed of service were considered key issues across multiple measures, staff thoroughly handling matters and ease of understanding information are considered more important drivers of increased satisfaction.

### Awareness and usage of Access Canberra

11. Awareness within the community of Access Canberra remained high in 2021, at 94 per cent. Awareness was highest among 35-44 years (98 per cent) and significantly lower among the 65+ age group (88 per cent).
12. The results show that 86 per cent of respondents had used an Access Canberra service in the last 12 months; with 51 percent visiting a Service Centre, 39 per cent calling the Contact Centre; 71 per cent using an Access Canberra digital service; and 3 per cent being visited by an inspector. These results show the efforts to redirect customers away from Service Centres to phone and digital services during COVID were successful, seeing increases in these channels in 2020.

### Satisfaction with service

13. The overall satisfaction with Access Canberra (regardless of channel) although high, decreased in 2021 (82 per cent) compared with historic high in 2020 (92 per cent), and lower than 2019 (87 per cent). The decrease was driven primarily in a reduction in satisfaction with the Contact Centre.

14. Satisfaction (score of 'satisfied' or 'very satisfied') by service channel were as follows:
- a) Service Centres: 95 per cent (**up** from 94 per cent in 2020);
  - b) Contact Centre: 78 per cent (**down** from 88 per cent in 2020); and
  - c) Digital services: 87 per cent (**on par** with 88 per cent in 2020)
15. Service Centres received the highest overall satisfaction of the three service channels with respondents citing how polite staff were and the fairness of staff dealing with them as the highest rated drivers of satisfaction and were also rated as the easiest channel to deal with (91 per cent finding it 'easy' or 'very easy'). A shorter wait time/faster service and more knowledgeable staff were commonly cited factors in improving satisfaction and ease of dealing with Service Centres.
16. The Contact Centre received the lowest overall satisfaction with respondents citing how knowledgeable the call taker was and being able to complete in one call as the main drivers of satisfaction. There was an increase in the proportion of respondents who reported it was 'difficult' or 'very difficult' to engage with the Contact Centre (32 per cent in 2021; 21 per cent in 2020). The most common reason being wait times or having to ring back. It should be noted, however, that the average wait time for the Contact Centre between 2019-20 and 2020-21 decreased by 10.3 per cent (4 minutes and 23 seconds in 2019-20 **down** to 3 minutes and 56 seconds in 2020-21).

*How do we increase staff knowledge?*





# Out of Scope





# Customer Satisfaction Survey Results 2021

## Digital Services

	Use of digital services continued to <b>increase</b> . Around 71% of our customers are choosing to head online to complete their transactions (up from 65% in 2020)	
Customer satisfaction with our digital services		<b>87%</b>

## Service Centres

	51% of customers visited an Access Canberra Service Centre in 2021. This is a <b>decrease</b> from 58% in 2020 and inline with our goal to get more customers transacting online	
Customer satisfaction with our service centres		<b>95%</b>

## Contact Centre


	39% of customers contacted our call centre in 2021, an <b>increase</b> from 33% in 2020 <small>Access Canberra manages several phone lines including: COVID-19 information line, COVID-19 business support line, Access Canberra general information line, ChooseCBR, etc</small>	
	Average wait times <b>decreased</b> by 10% to 3 min 56 sec in 2021 <small>The average wait time in 2020 was 4 minutes 23 seconds</small>	
Customer satisfaction with our contact centre		<b>76%</b>

## Awareness and overall usage

	94% of Canberrans surveyed are aware of Access Canberra services	
	86% of Canberrans surveyed used Access Canberra services in 2021	
Overall satisfaction with Access Canberra services		<b>82%</b>

## Areas for improvement

 **Contact Centre**  
Satisfaction with our Contact Centre dropped by 10% in 2021.  
**GOAL FOR 2022:** Improve satisfaction by continuing to reduce wait times and provide resources and training to support our Contact Centre staff

 **Digital Services**  
Satisfaction with digital services remains steady, but usage is increasing.  
**GOAL FOR 2022:** Continue to improve web navigation and our forms to make it easier for customers to find information and complete transactions online.

Canberrans can transact with us:

online at: <a href="http://www.accesscanberra.act.gov.au">www.accesscanberra.act.gov.au</a>	by calling: 13 22 81	In person at one of our Service Centres
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Report Card Graphic



# Access Canberra

Customer Satisfaction Research – 2021

Prepared by: Micromex Research

Date: July 22, 2021



**Access  
Canberra.**

# Table of Contents

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



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





# Background and Methodology

# Background and Methodology

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

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

## Questionnaire

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

A copy of the questionnaire is provided in Appendix B.

## Data collection

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

## Survey area

The ACT Government Area.

## Sample selection and error

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

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

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



# Background and Methodology

## Interviewing

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

## Prequalification

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

## Data analysis

The data within this report was analysed using Q Professional.

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

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

## Ratings questions

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

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

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

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

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

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



# Background and Methodology

## Percentages

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

## Understanding the Drivers of Satisfaction – Regression Outcomes

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

## Word Frequency Tagging

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

## 2021 – Special Considerations

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

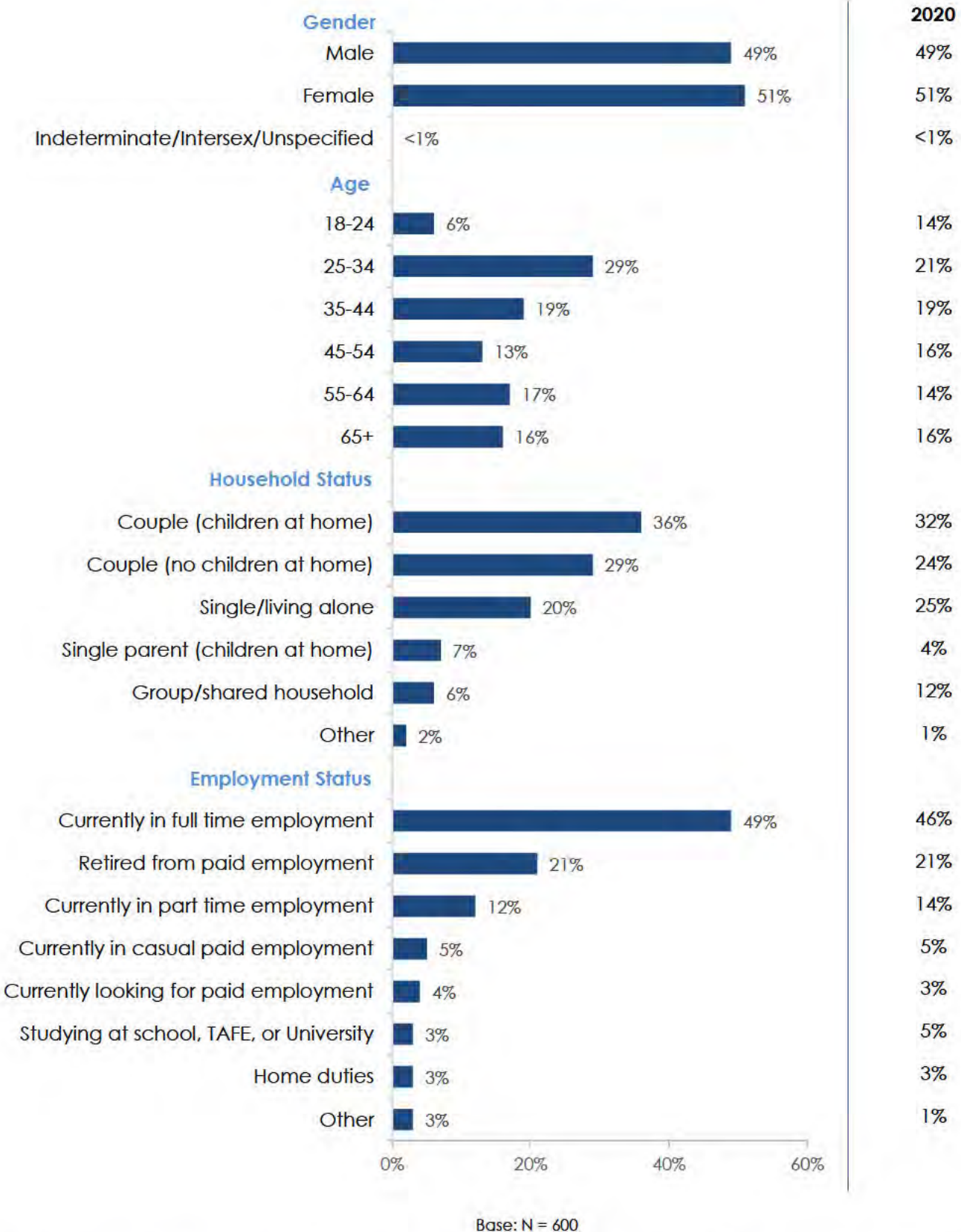
- Although notionally outside the survey period, staff shortages meant only the Belconnen and Woden Service Centres were open from April 1-6 2020.
- From April 6 2020, the role of Service Centres changed so they only dealt with transactions that could not be done over the phone or online.
- And social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



# Sample Profile



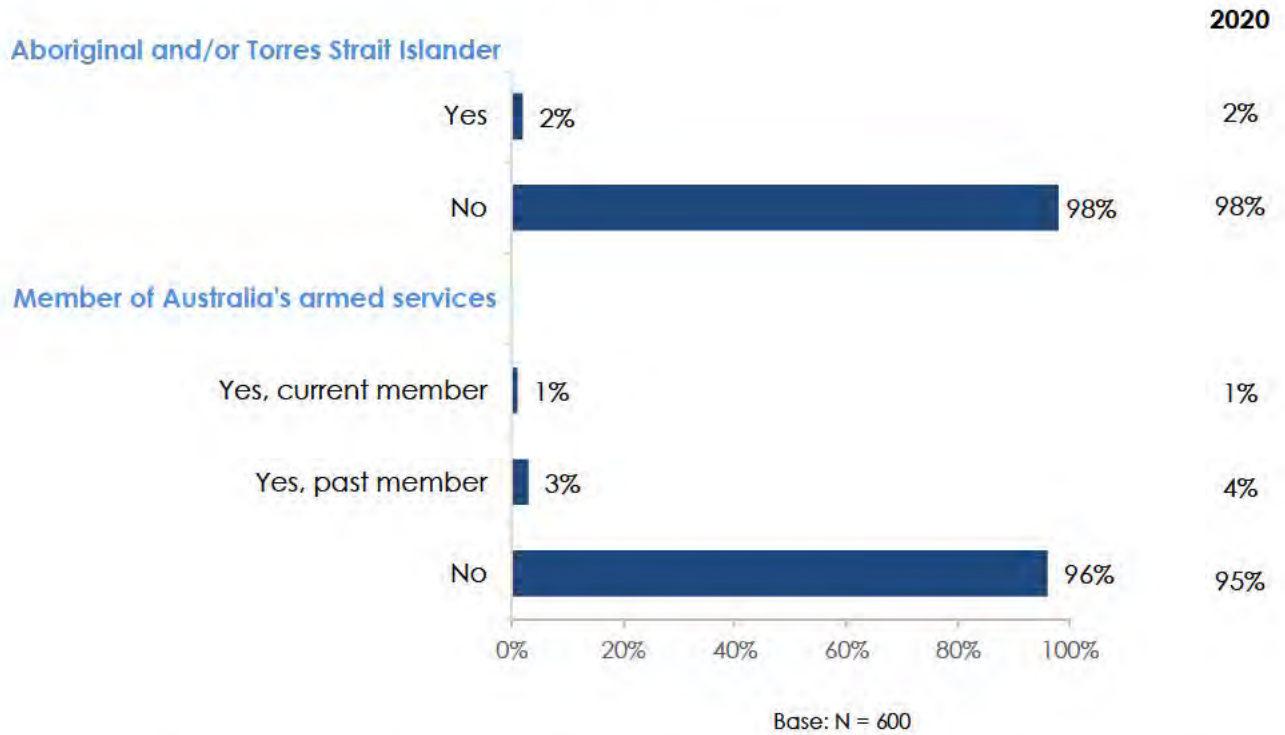
# Sample Profile



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



# Sample Profile



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








# Key Findings



# Summary

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



# Executive Summary

## Overview

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

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

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



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

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



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

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





• **Digital Services:**

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

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

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

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

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

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



## Opportunities – Service Centres



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

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

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

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

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



## Opportunities – Contact Centre



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

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

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



## Opportunities – Digital Services



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

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

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

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

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

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





# Section A – Awareness and Usage Summary

# Awareness of Access Canberra

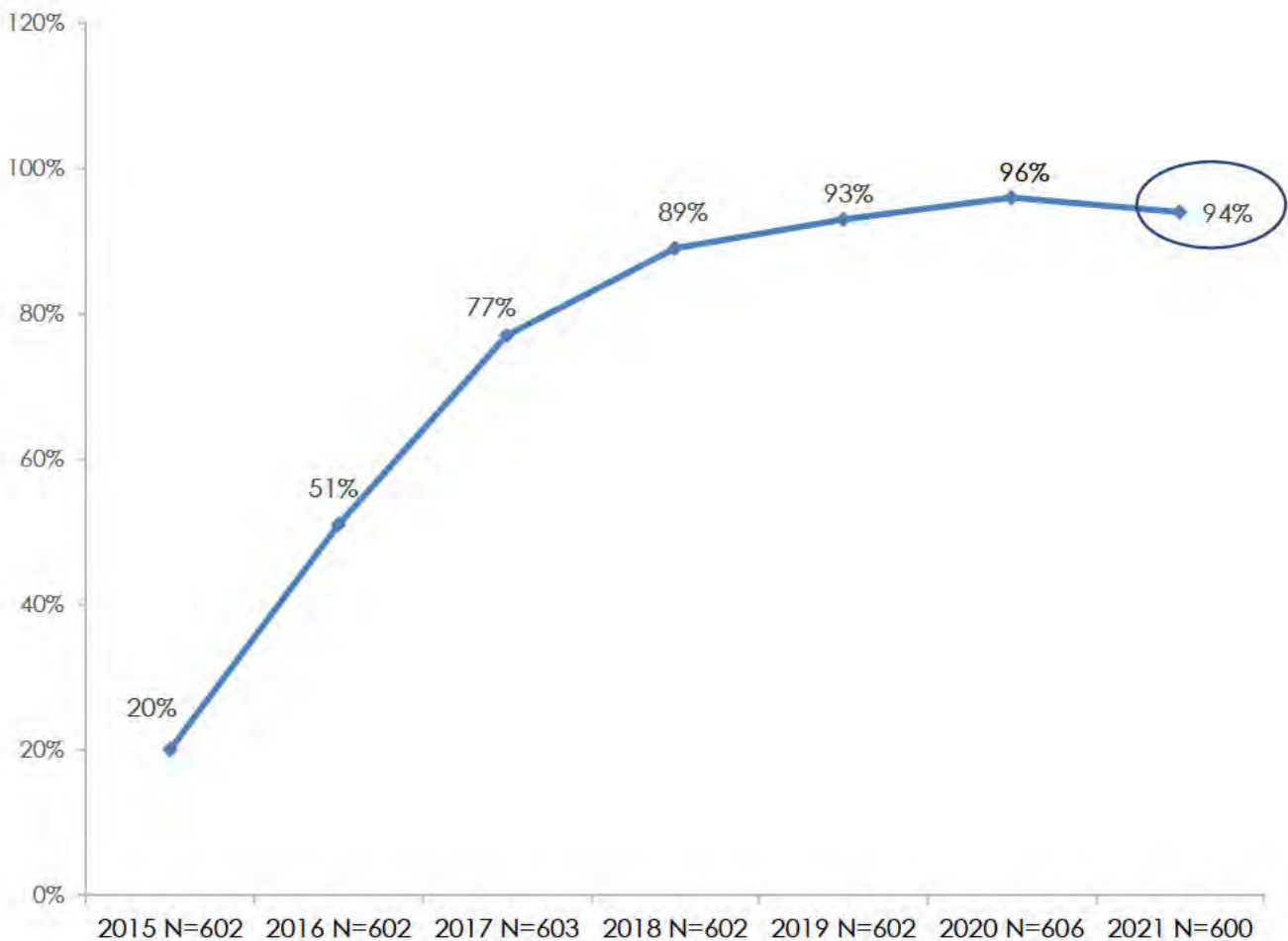
## Summary

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

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

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

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



# Usage of Access Canberra

## Summary

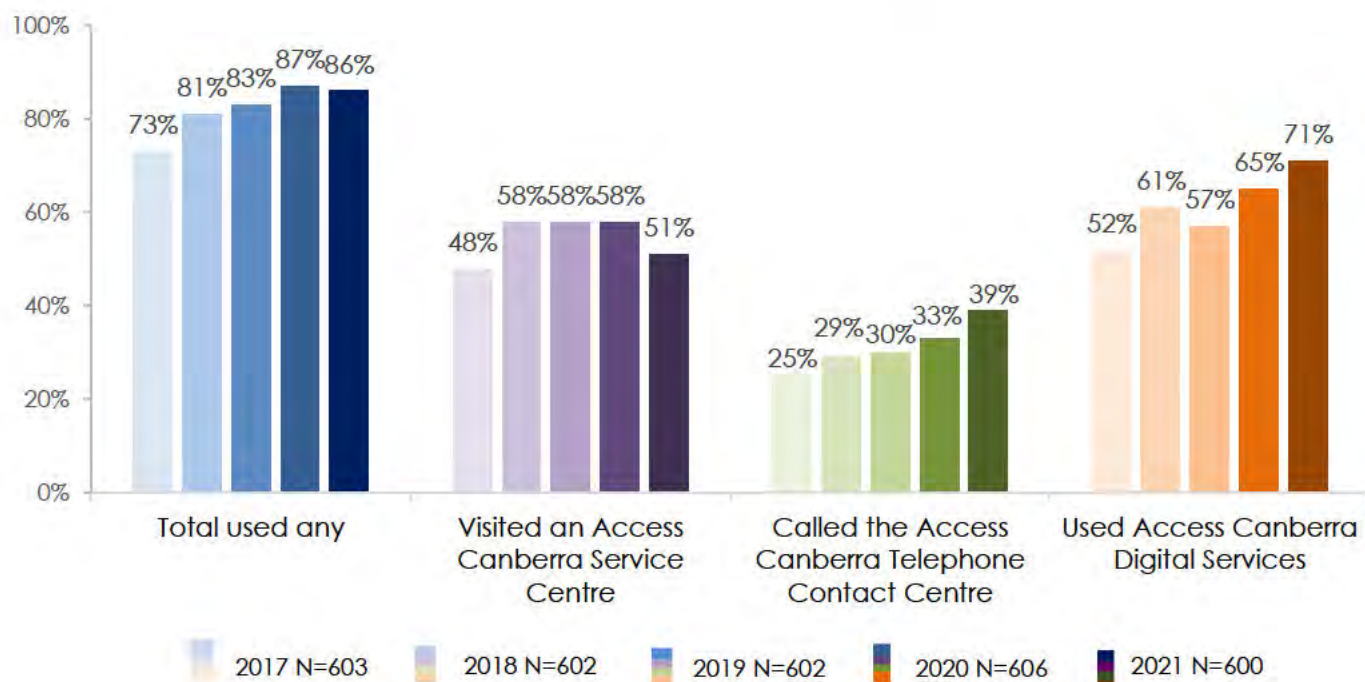
Overall usage of any Access Canberra service remains high, with 86% of residents stating they had used at least one of the services. Usage of 'Access Canberra Digital Services' and the 'Access Canberra telephone Contact Centre' have increased, while visitation to an 'Access Canberra Service Centre' has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

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

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

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

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



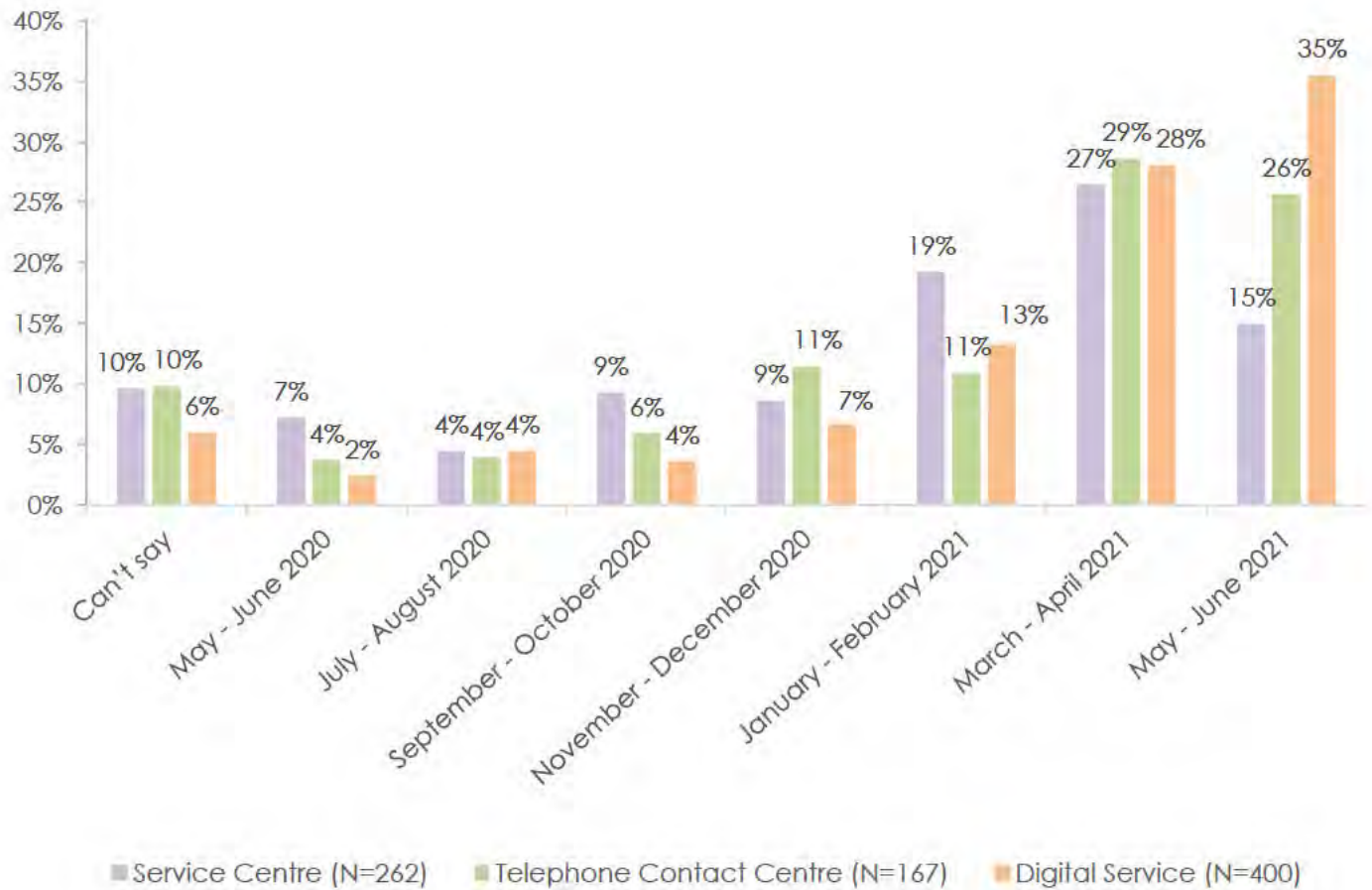
# Most Recent Month of Visit/Usage

## Summary

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

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

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





Section B –  
Satisfaction with Access  
Canberra Services -  
Summary

# Summary of Overall Satisfaction

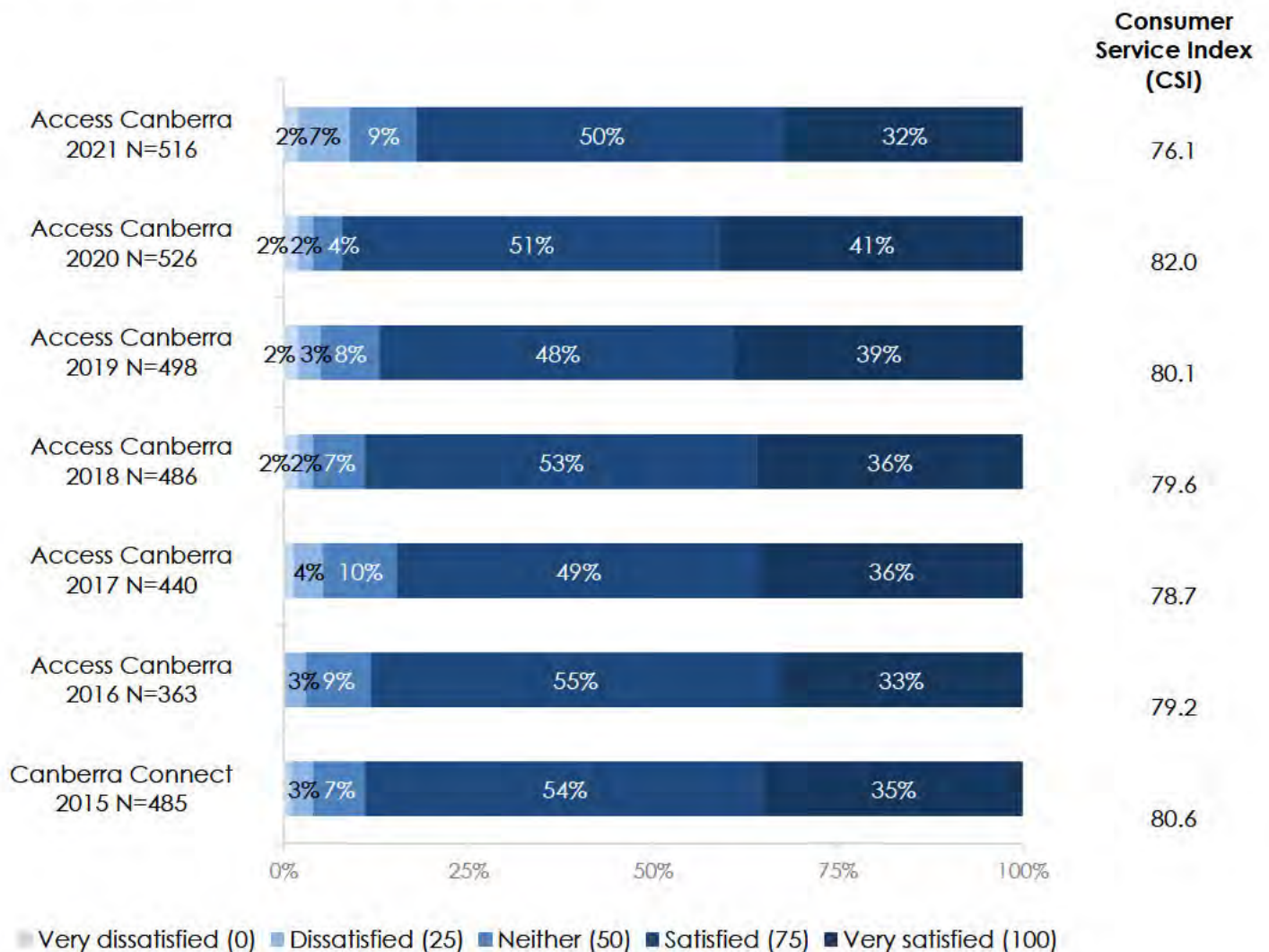
## Summary

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

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

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

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



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

Note: percentages <2% are not shown above

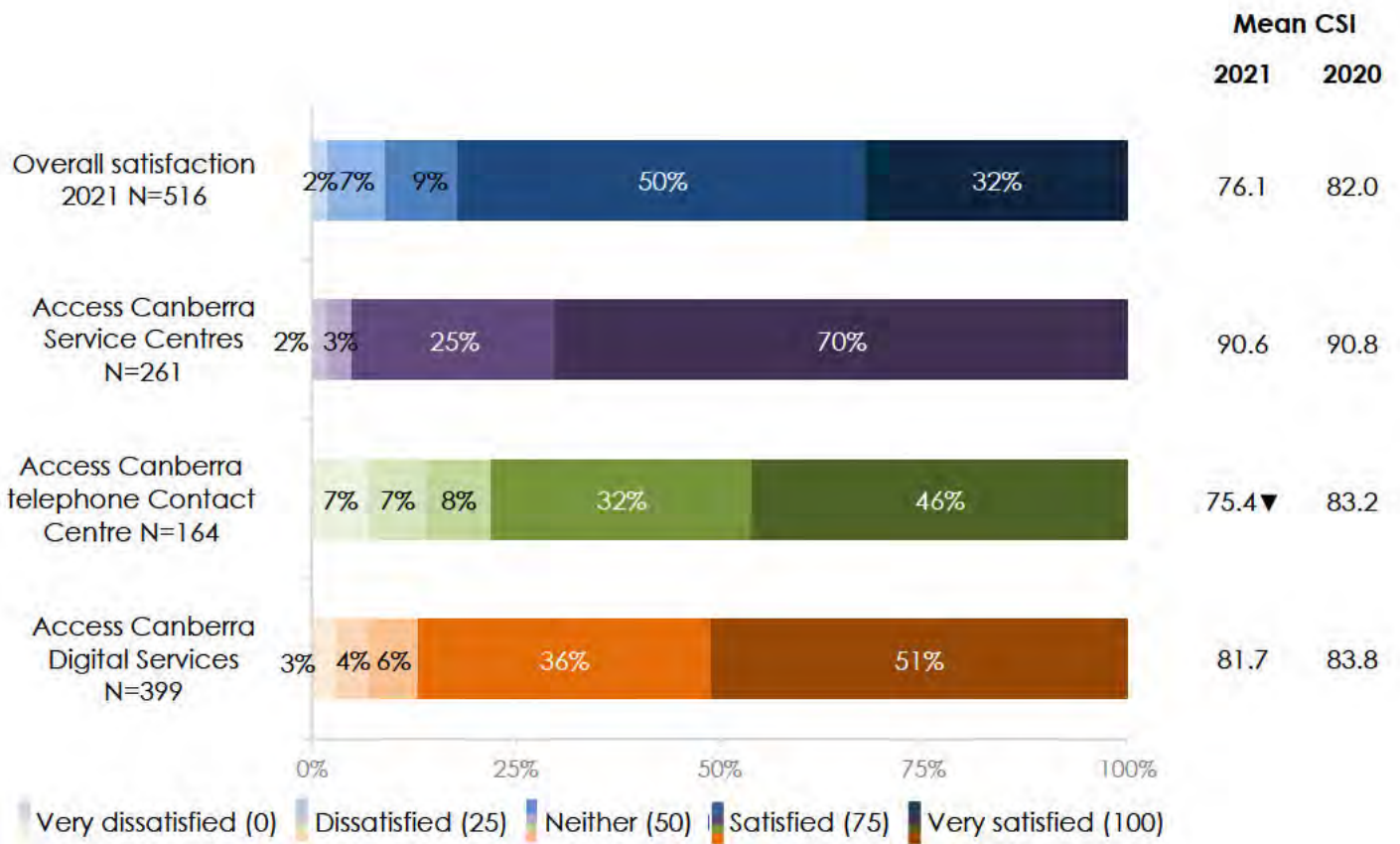


# Summary of Satisfaction with Services

## Summary

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

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



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

# Summary of Overall Ease of Dealings

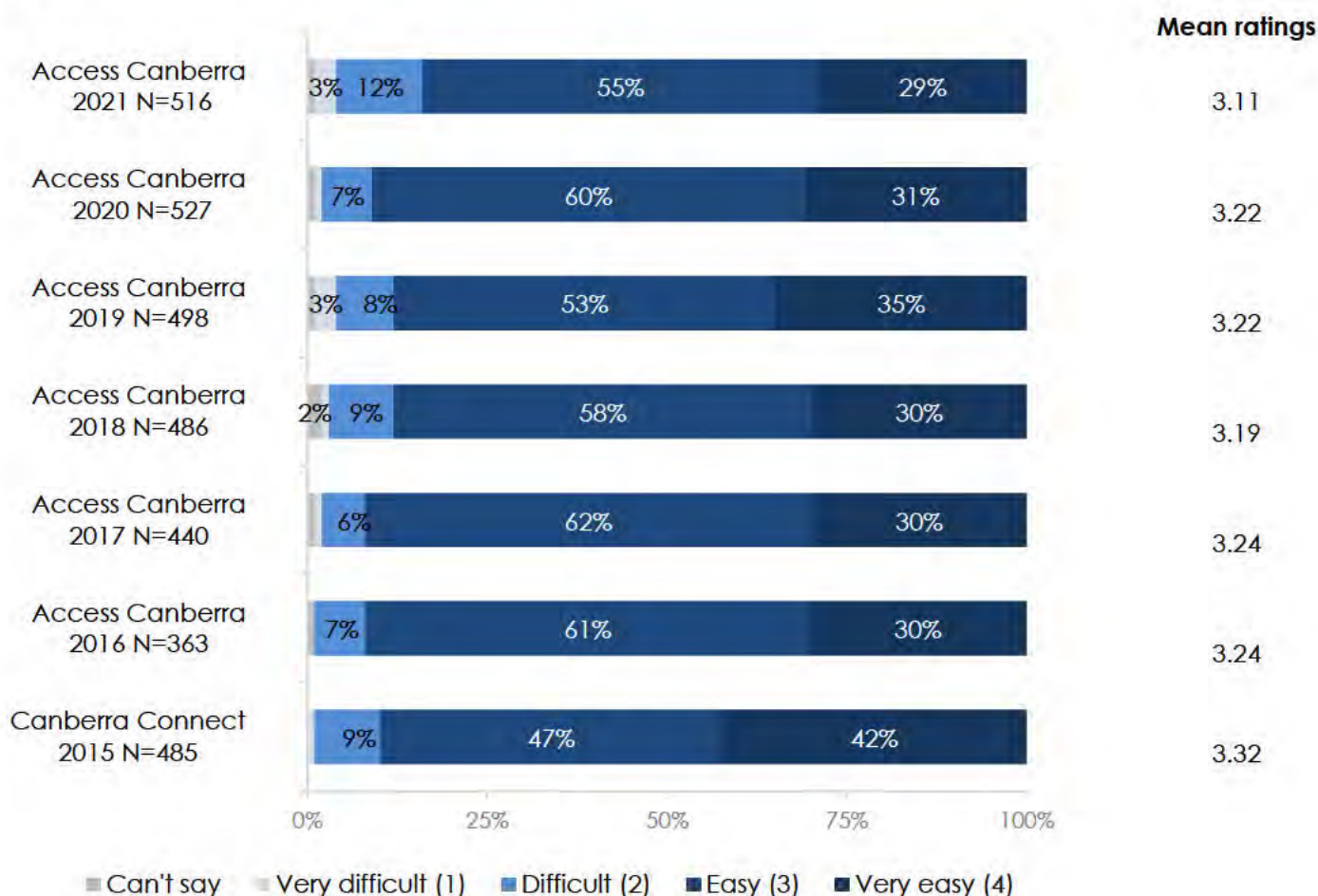
## Summary

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

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

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

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



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



# Summary of Ease of Dealing with Each Service Type

## Summary

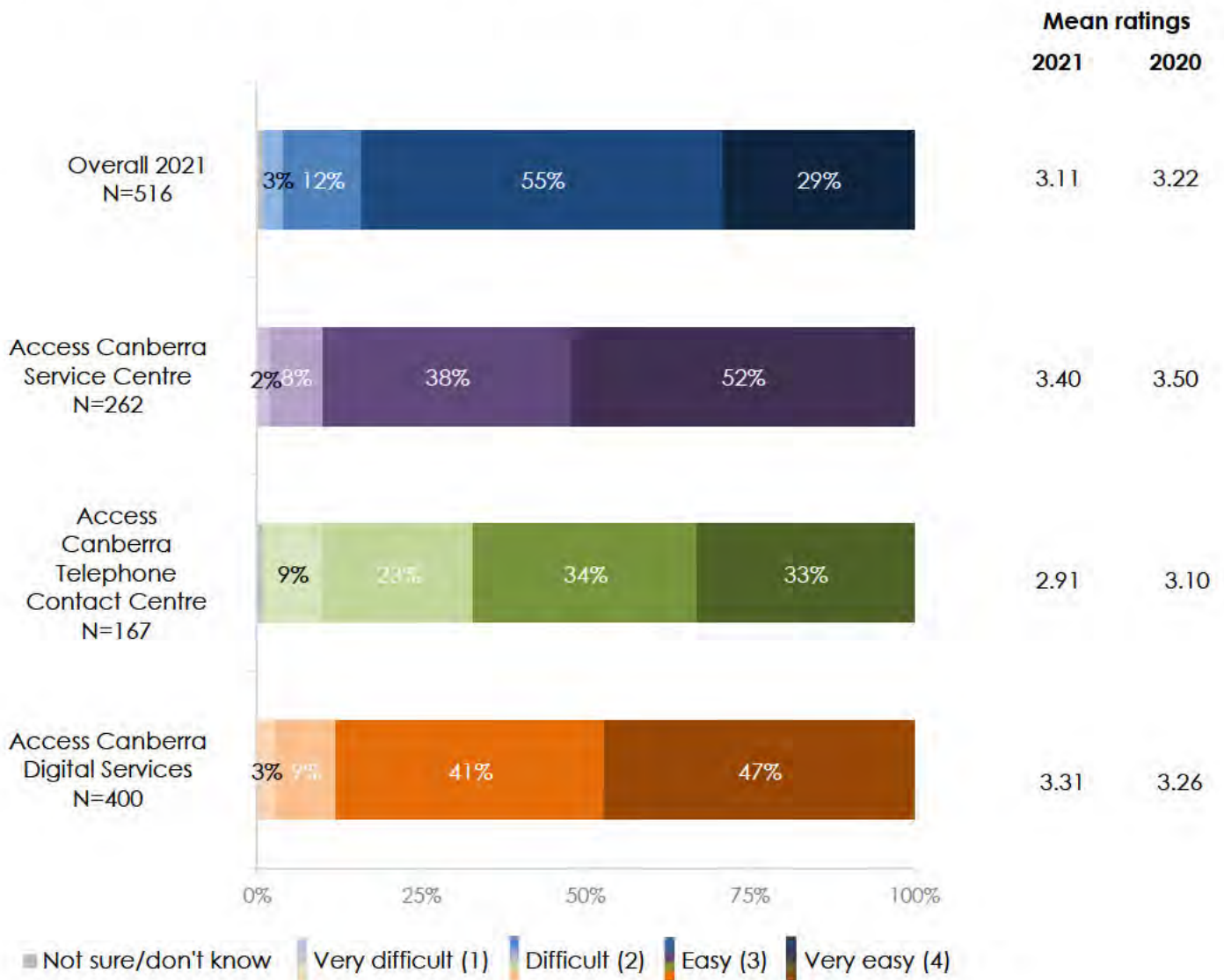
In line with satisfaction ratings, the Service Centres are rated as the easiest service type to deal with. Among those who had visited a Service Centre in the last 12 months, 89% state that their dealings were either 'easy' or 'very easy'. This is closely followed by Digital Services, with 88% of users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

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

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

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

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



Scale: 1 = very difficult, 4 = very easy.

Note: 'can't say' responses were excluded from the mean.

Labels <2% are not shown above

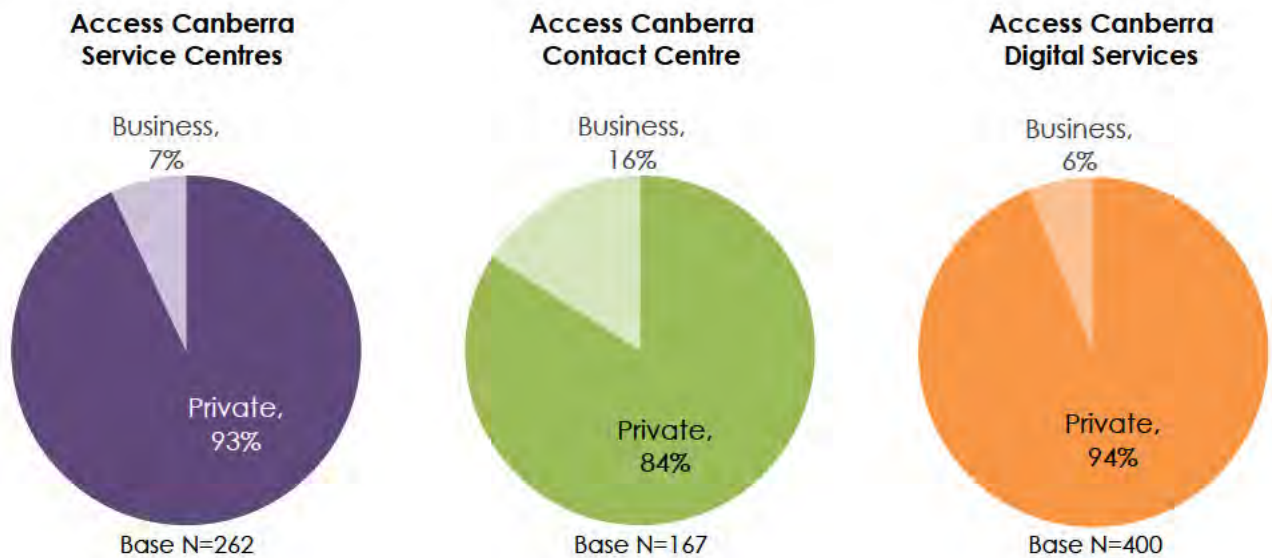
# Summary of Contact Purpose

## Summary

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

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

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



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

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

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

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



# Summary of Contact Frequency

## Summary

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

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

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

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

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

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





# Section C – Access Canberra Service Centres

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

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

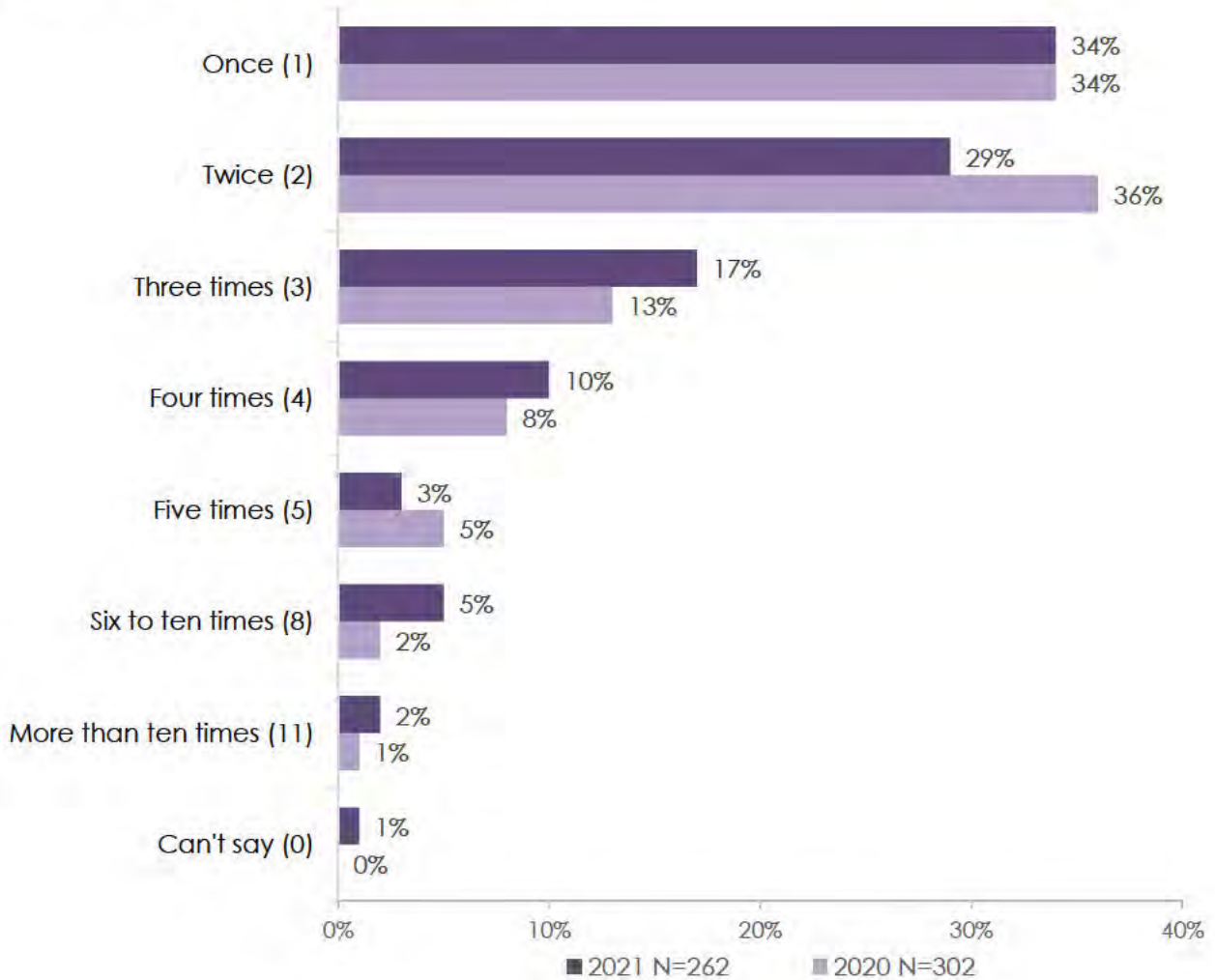
## Summary

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

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

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

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



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



# Time of Most Recent Visit to a Service Centre

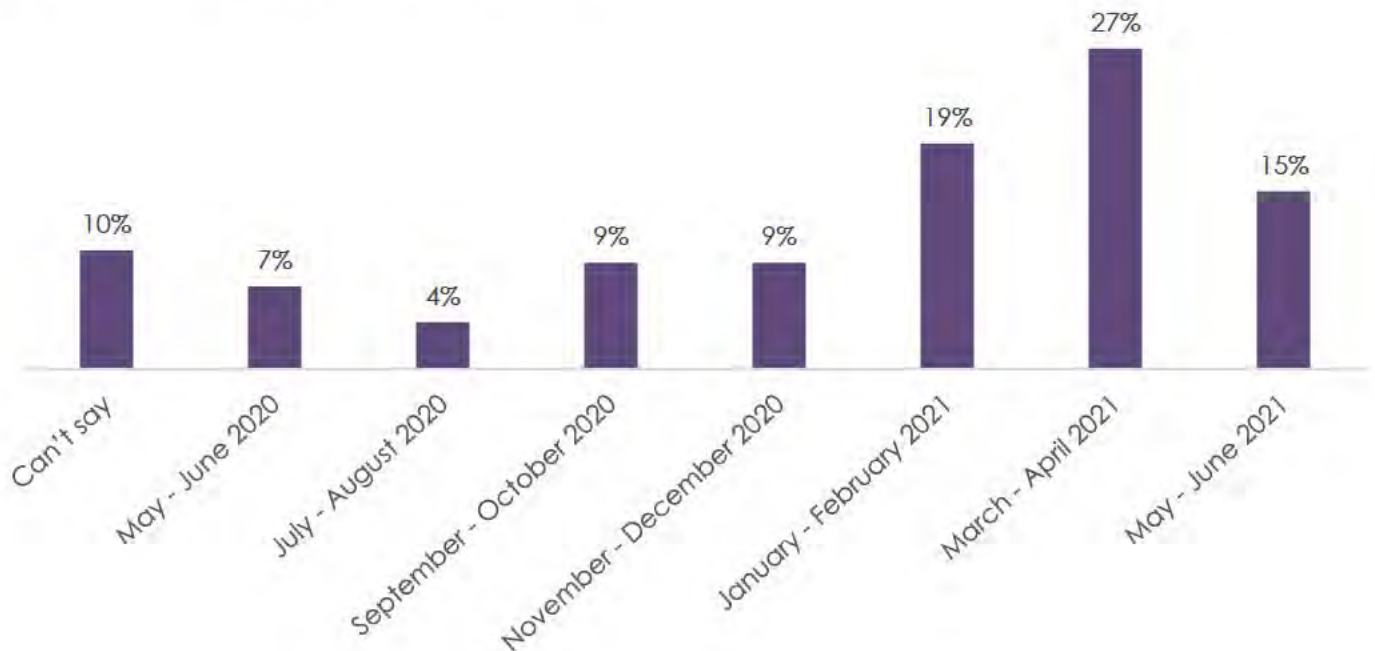
## Summary

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

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

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

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



Base: N=262

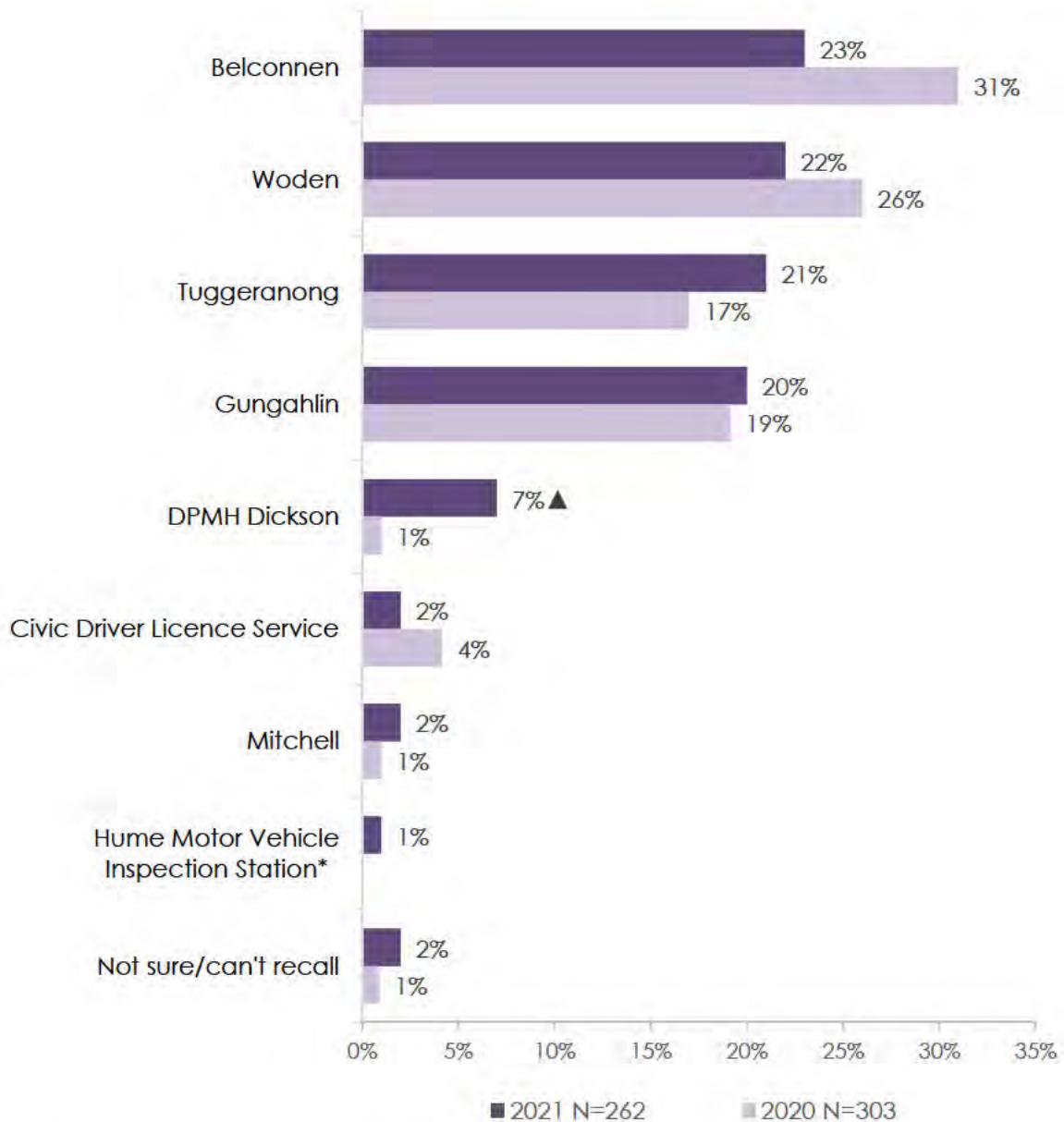


# Access Canberra Service Centre Visited Most Recently

## Summary

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

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



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

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



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

## Summary

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

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

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

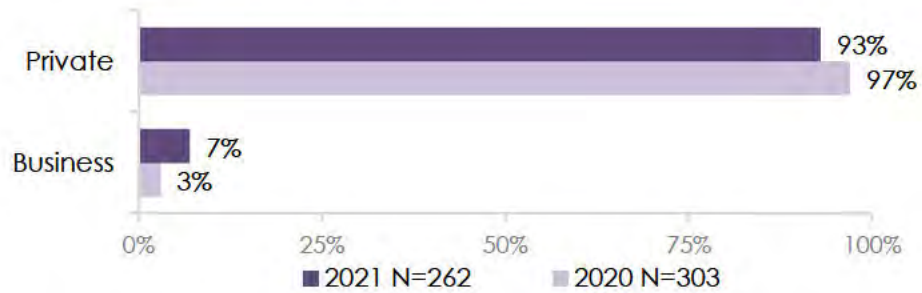


# Details of Most Recent Visit to an Access Canberra Service Centre

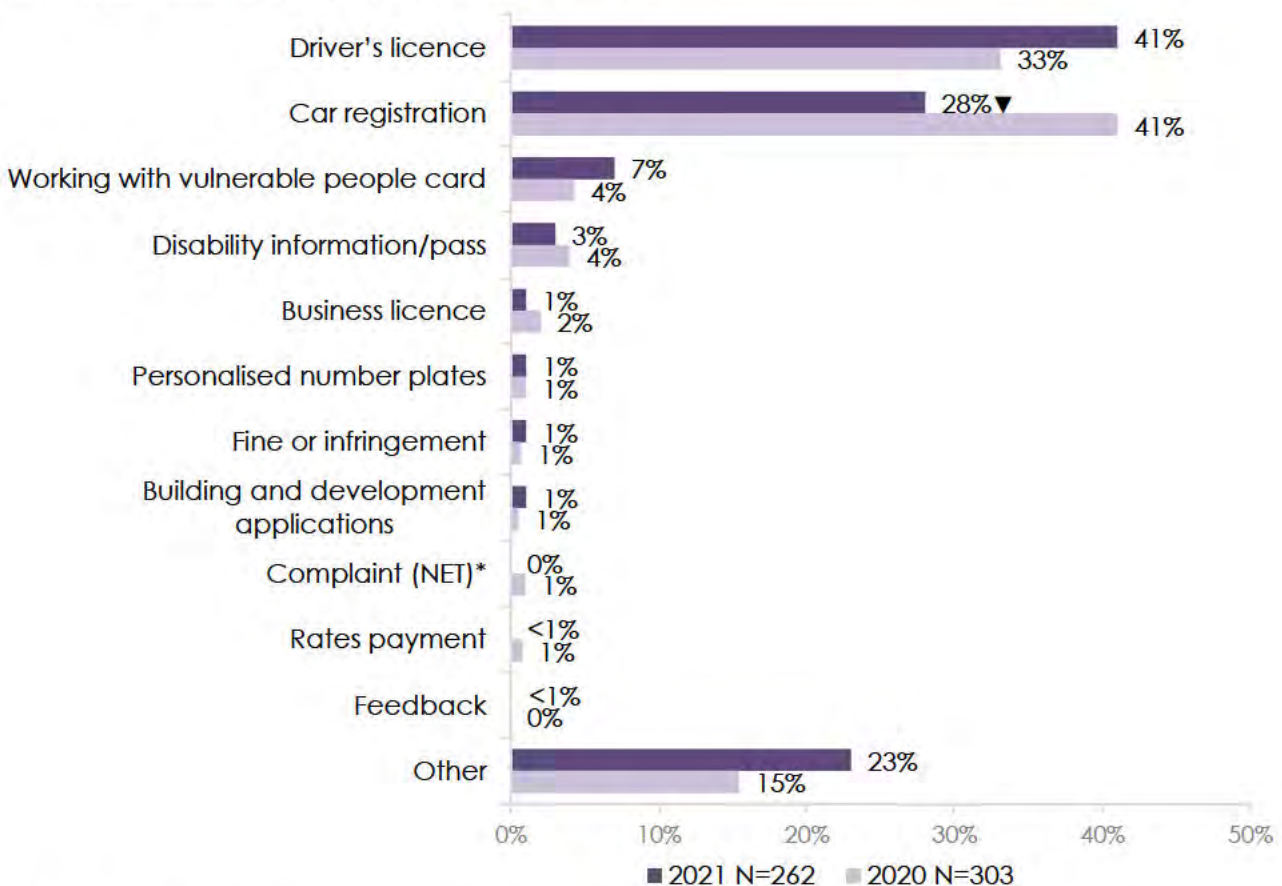
## Summary

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

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



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



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

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

Please see Appendix A for 'other specified' responses



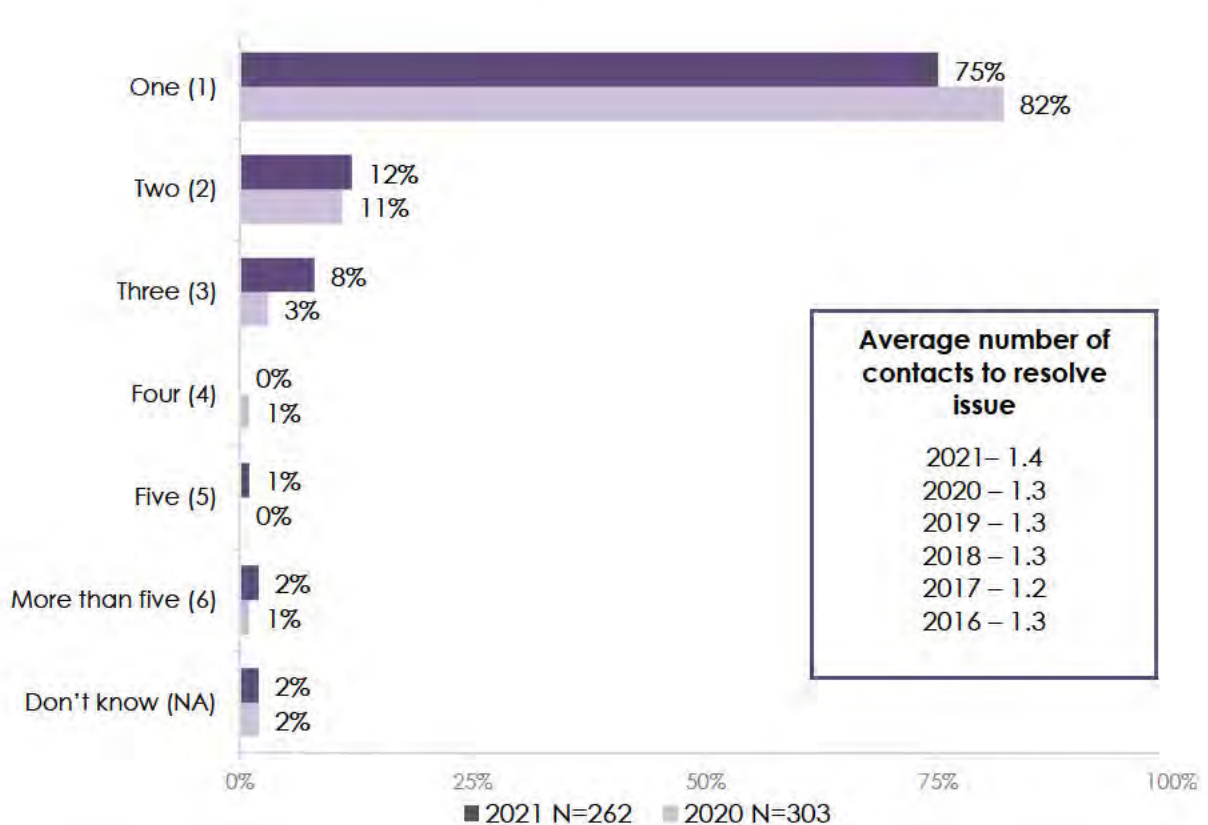
# Number of Contacts to Resolve Issue

## Summary

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

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

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



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

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



# Ease of Dealing with Access Canberra Service Centre

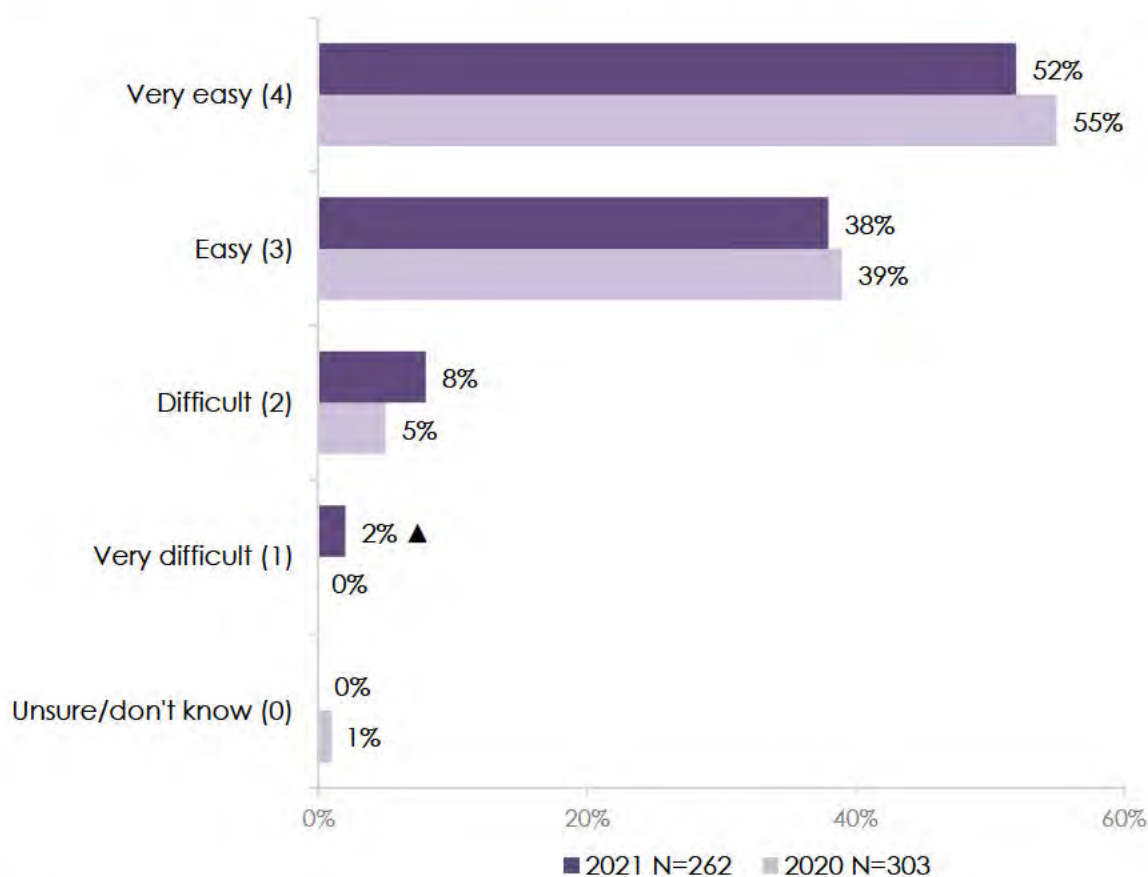
## Summary

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

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

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

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



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

Scale: 1 = very difficult, 4 = very easy

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



# Ease of Dealing with Access Canberra Service Centre

## Summary

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

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

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

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

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

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

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

See Appendix A for 'other specified' responses



# Satisfaction with Service Received at Service Centre

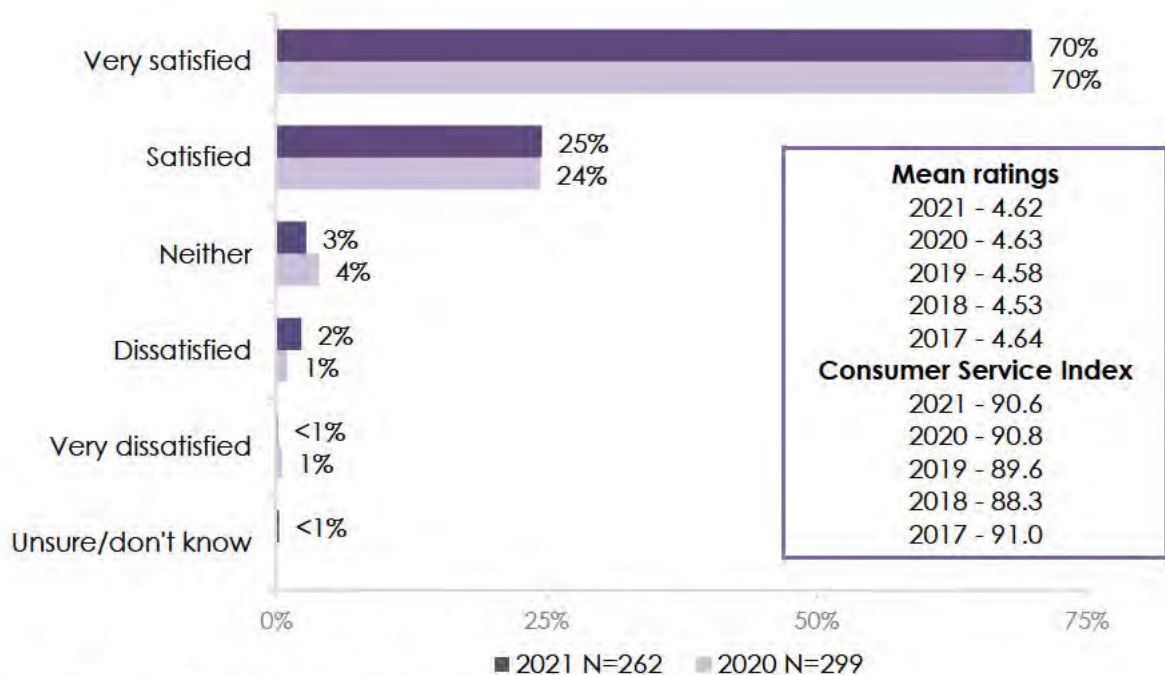
## Summary

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

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

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

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



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



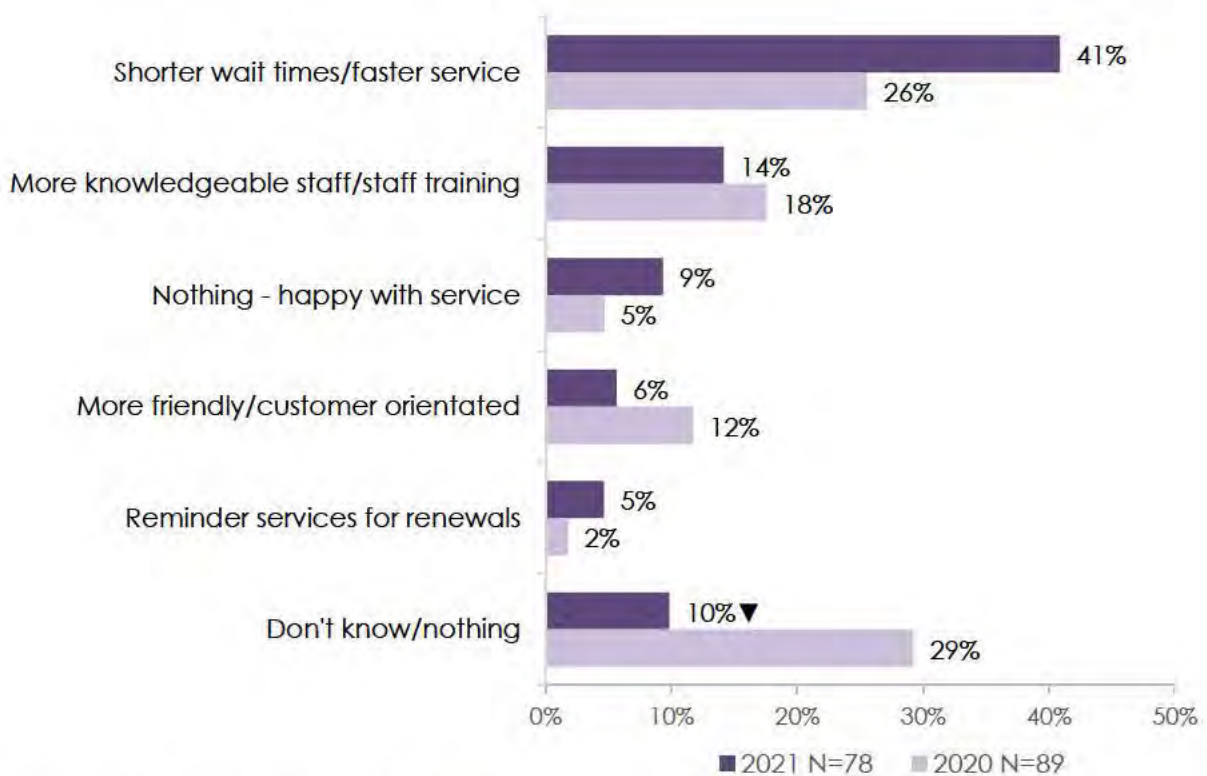
# Satisfaction with Service Received at Service Centre

## Summary

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

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

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



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

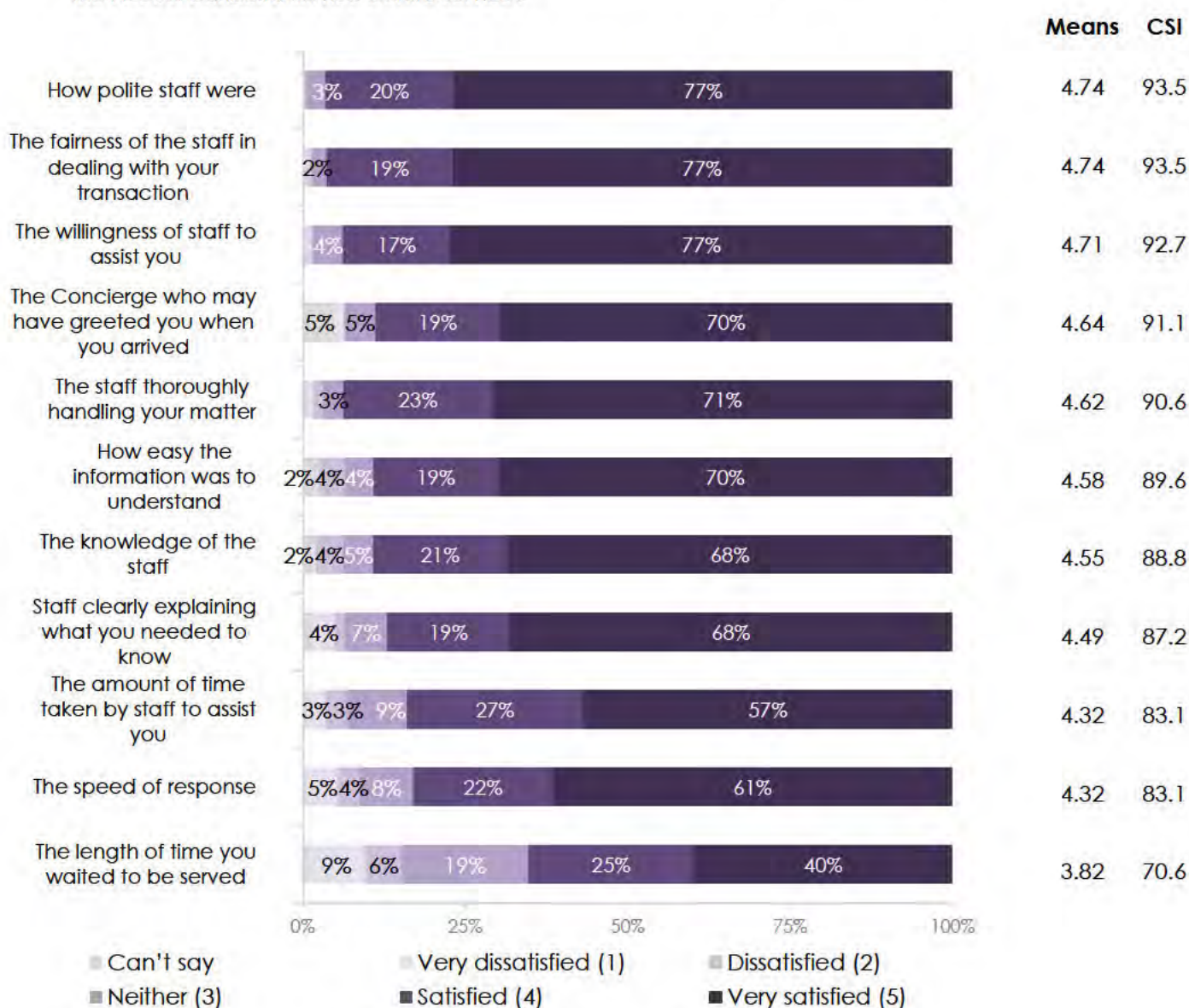


# Satisfaction with Specific Services Received at Service Centre

## Summary

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

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



Base: N=262

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

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

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



# Satisfaction with Specific Services Received at Service Centre

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

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

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

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

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

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

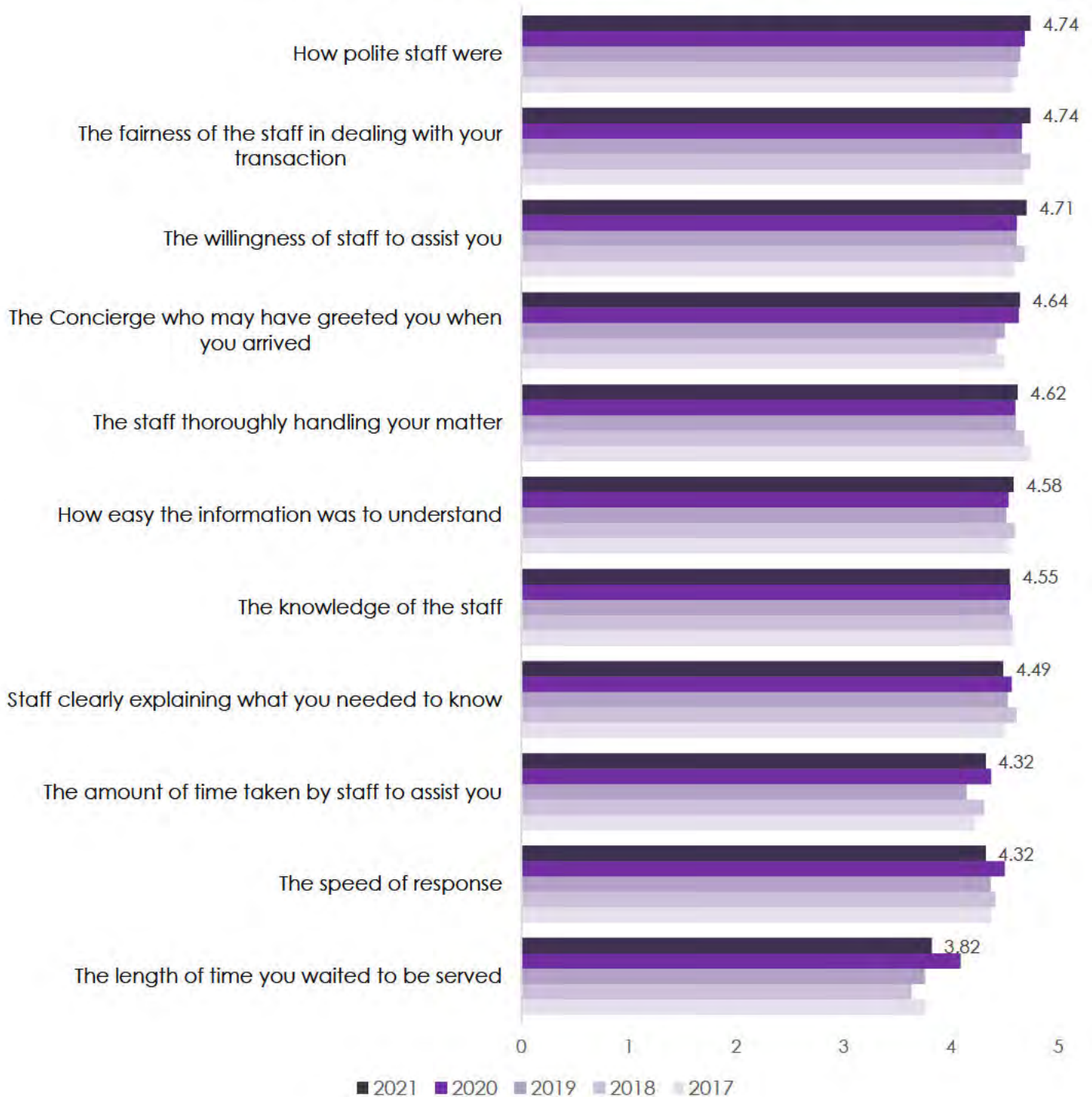
▲▼ = significantly higher/lower satisfaction (by group)



# Satisfaction with Specific Services Received at Service Centre

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

Satisfaction with Specific Services Trend Data



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

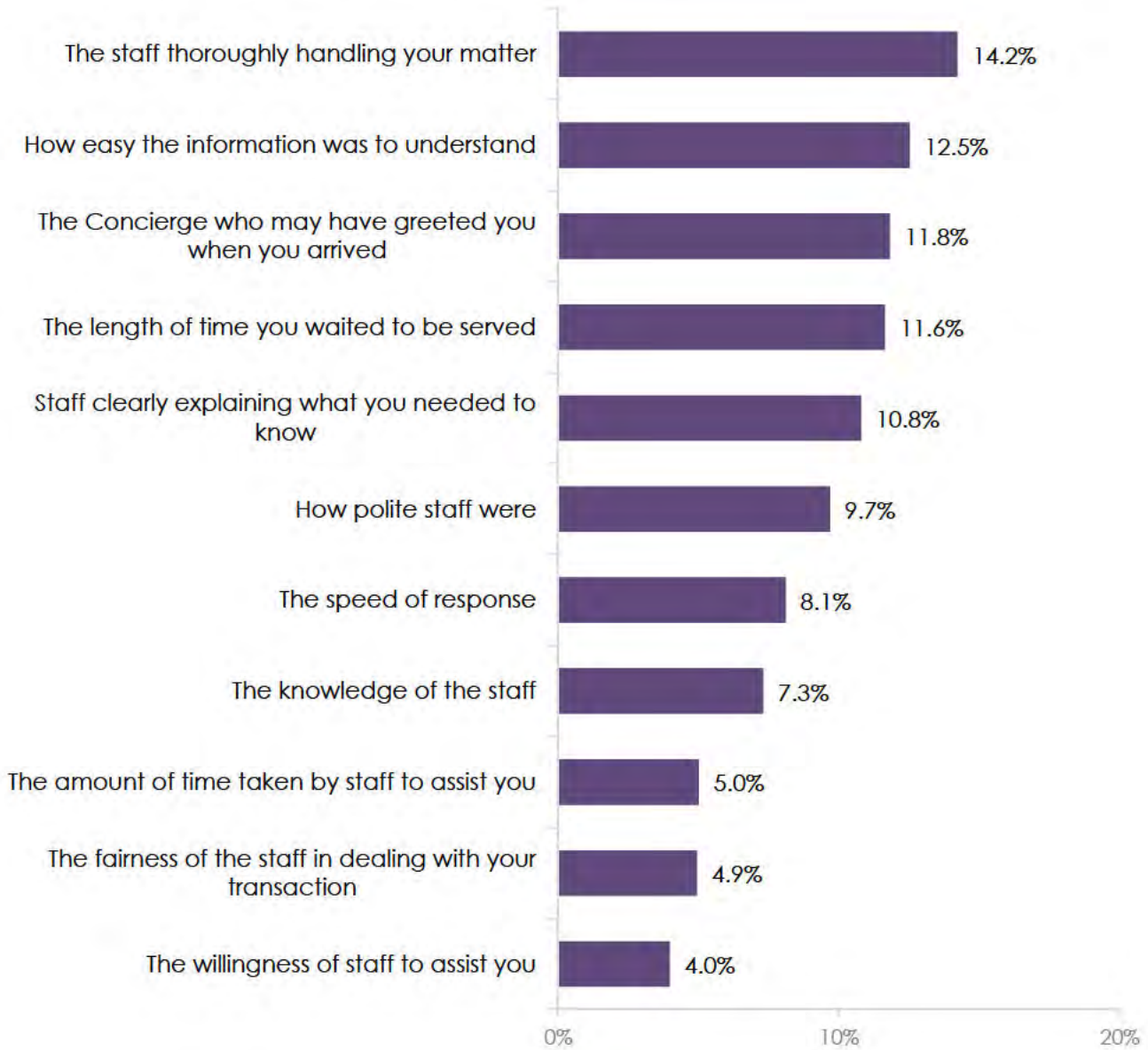


# Drivers of Overall Satisfaction with Service Centres

## Access Canberra Service Centres

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

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



# Drivers of Overall Satisfaction with Service Centres

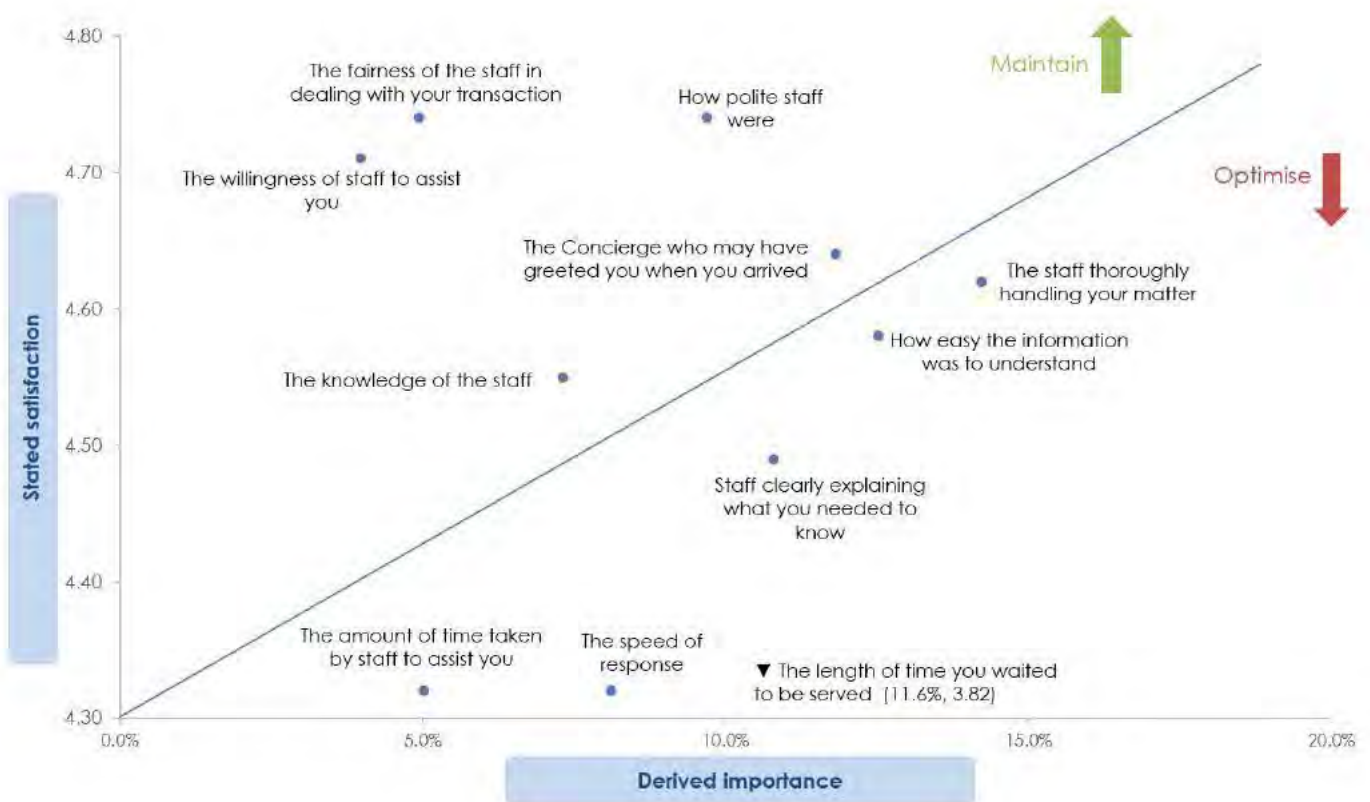
## Access Canberra Service Centres

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

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

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

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





# Section D – Access Canberra Telephone Contact Centre

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

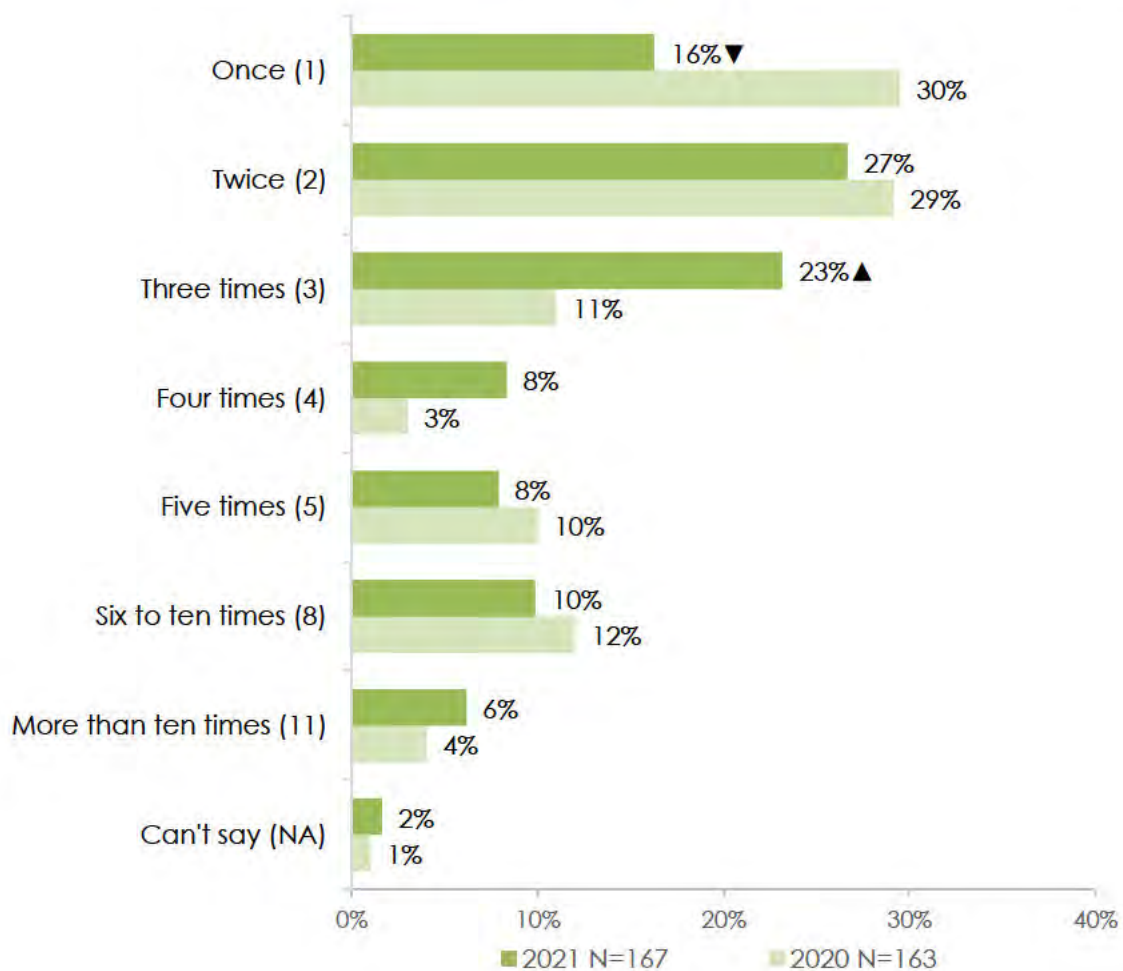
# Number of Calls to an Access Canberra Telephone Contact Centre in the Past 12 Months

## Summary

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

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

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



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

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

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



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

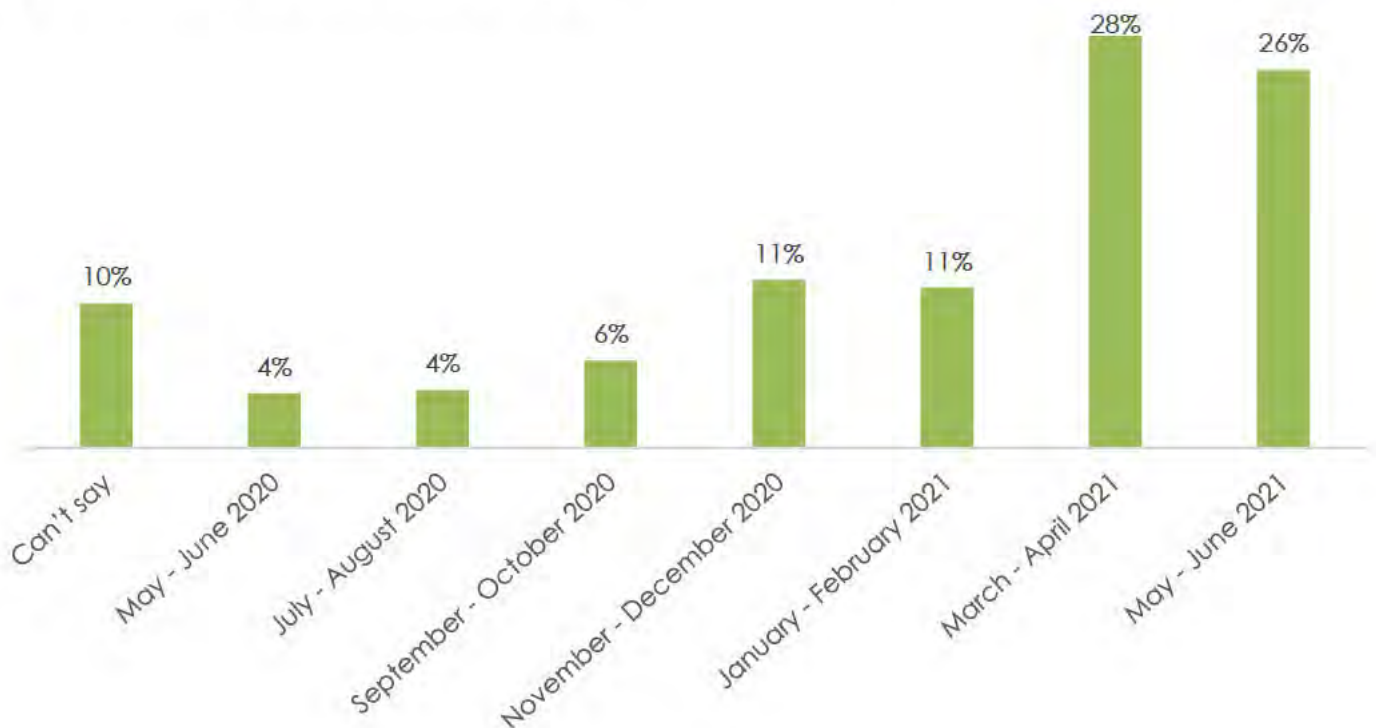
## Summary

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

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

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

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



Base: N=167



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

## Summary

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

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

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

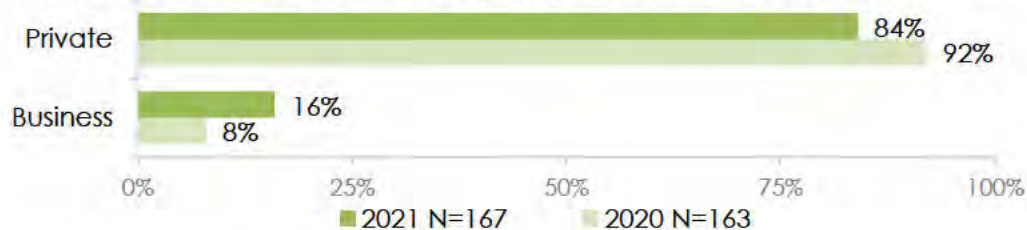


# Details of Most Recent Telephone Contact

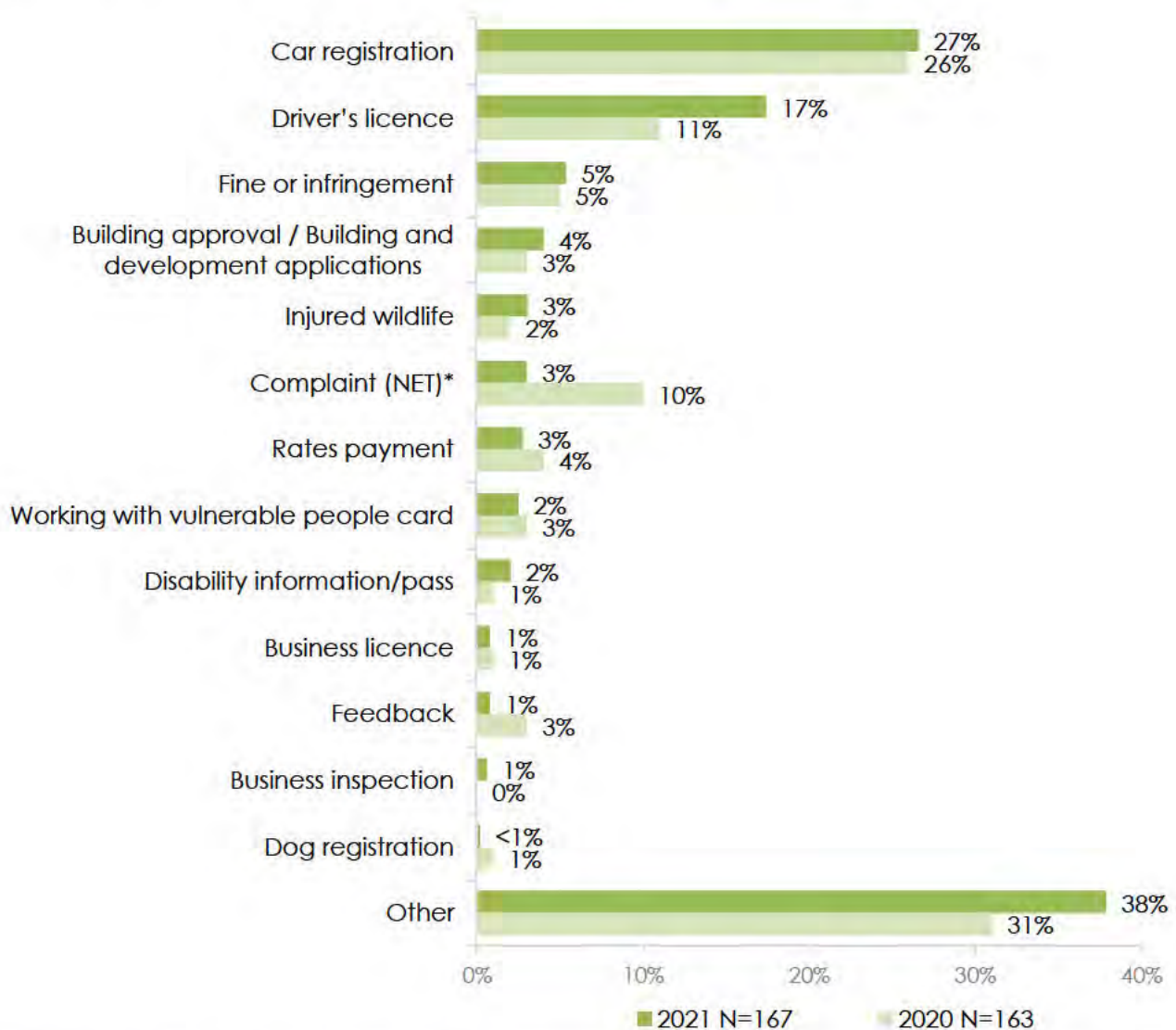
## Summary

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

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)



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

Please see Appendix A for 'other specified' responses



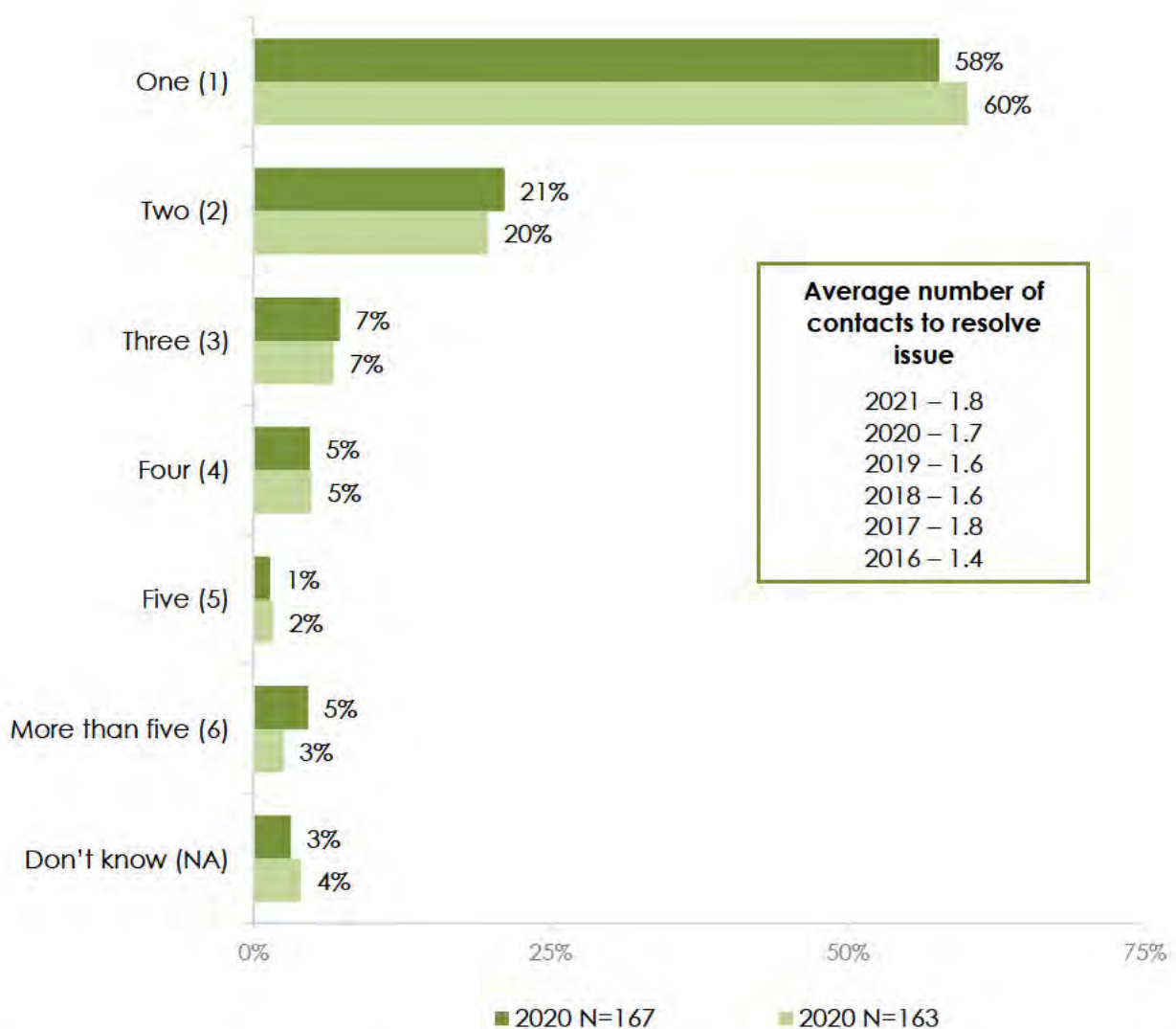
# Number of Contacts to Resolve Issue

## Summary

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

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

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



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

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

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



# Ease of Dealing with Access Canberra Contact Centre

## Summary

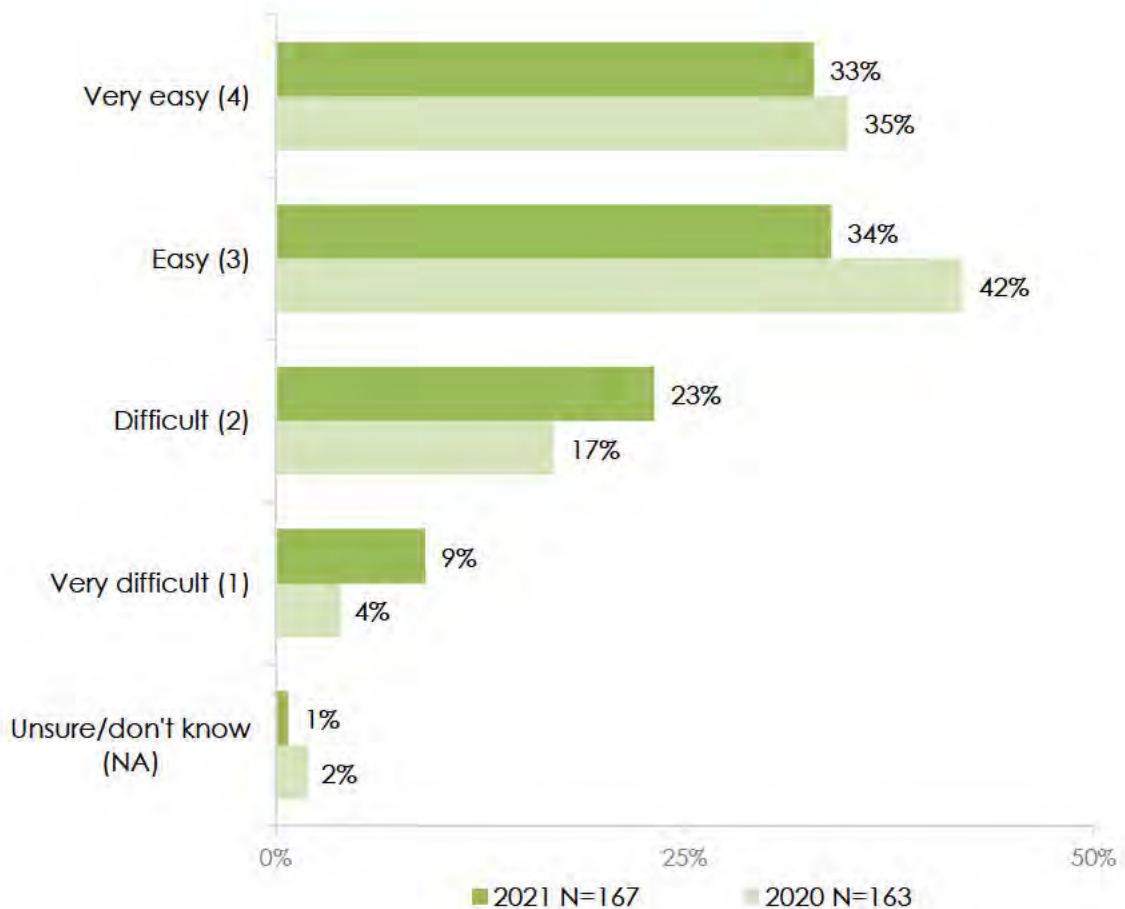
Roughly two-thirds (67%) of those who contacted the Access Canberra Telephone Contact Centre stated their dealings were easy or very easy. There has been an increase in the proportion of residents rating their dealings with the Contact Centre as difficult or very difficult compared to 2020.

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

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

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

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



Scale: 1 = very difficult, 4 = very easy



# Ease of Dealing with Access Canberra Contact Centre

## Summary

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

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

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

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

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

Language barrier was added to the survey in 2021.

Please see Appendix A for 'other specified' responses



# Satisfaction with Service Received from the Contact Centre

## Summary

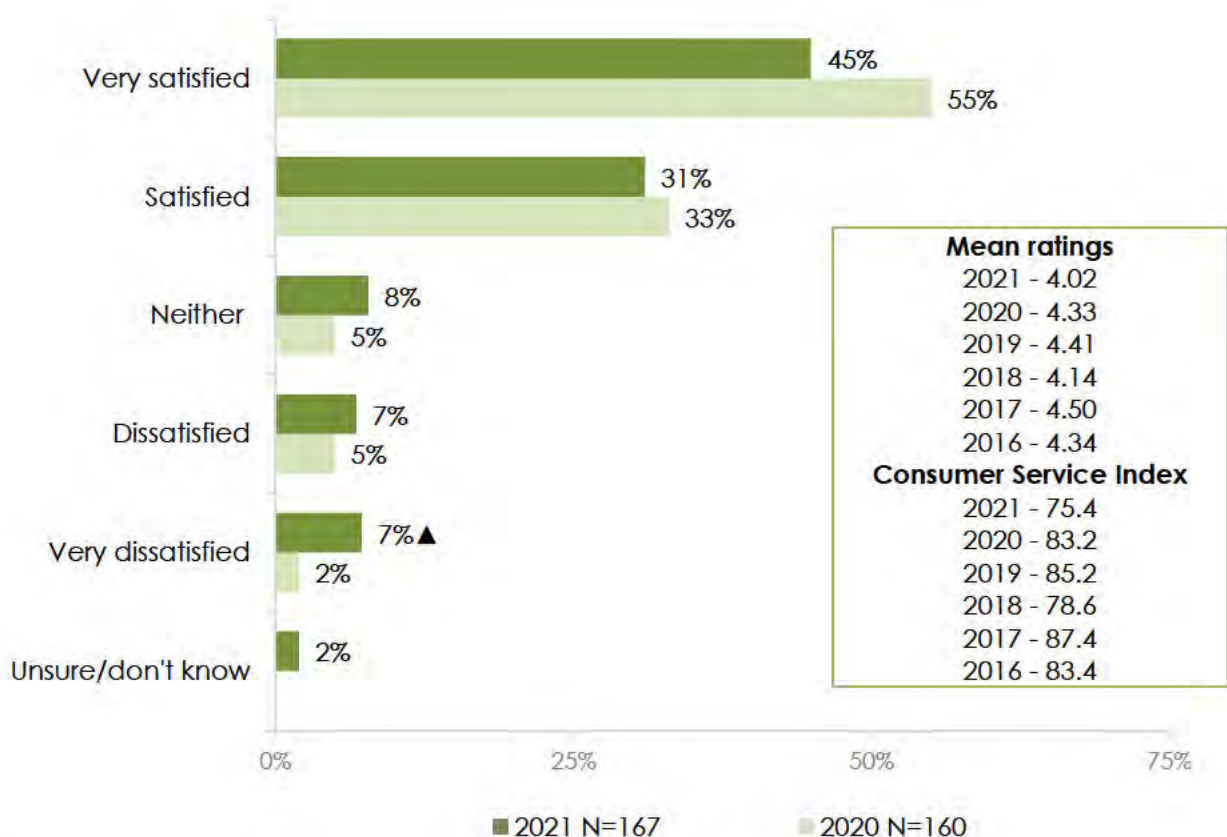
76% of residents were either satisfied or very satisfied with the service they received from the telephone Contact Centre, a decrease from 2020 results (88%). The resultant mean score of 4.02 out of 5 is significantly down on the 2020 result.

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

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

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

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



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

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

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



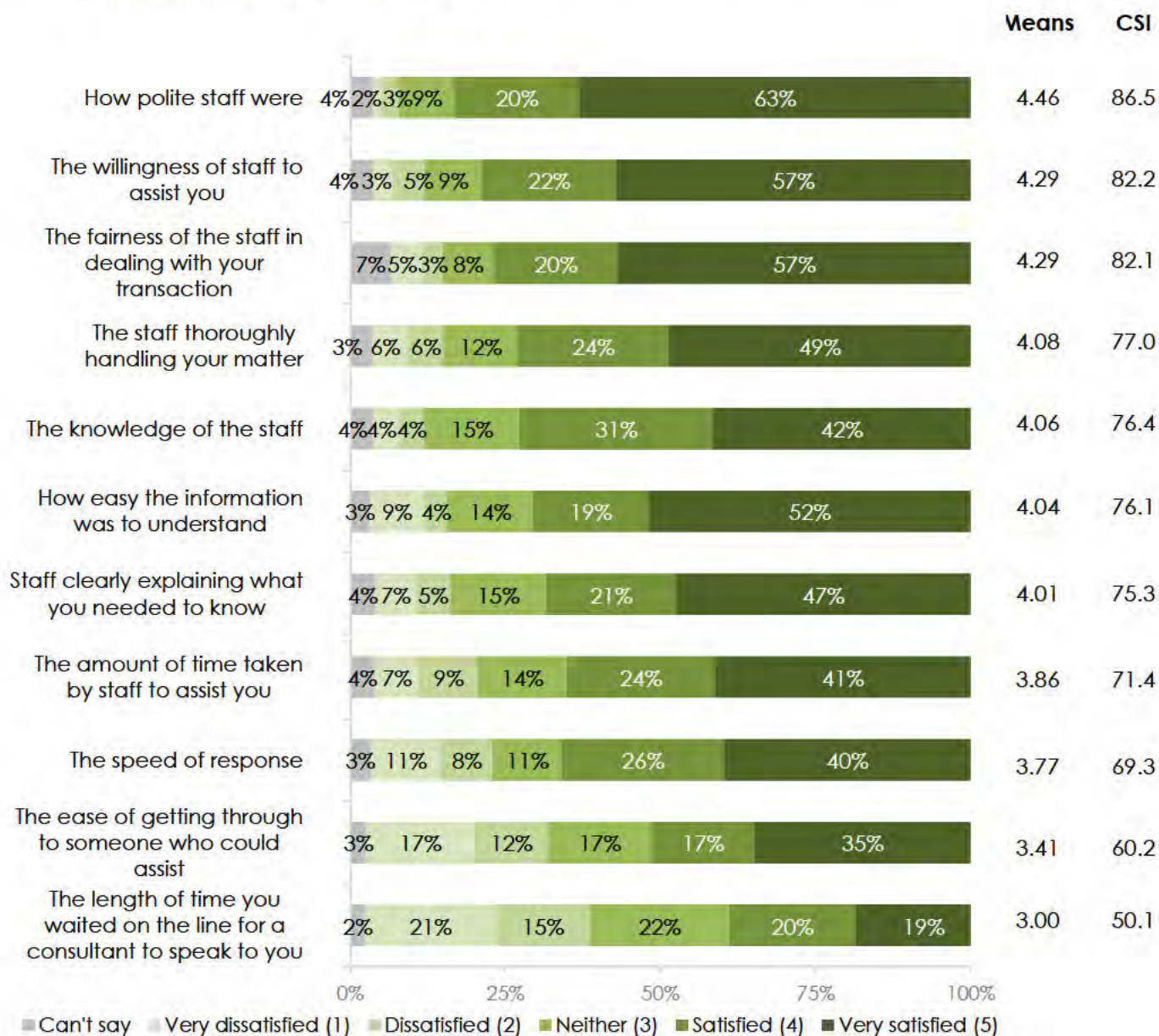


# Satisfaction with Specific Services Received from the Contact Centre

## Summary

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

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



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



# Satisfaction with Specific Services Received from the Contact Centre

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

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

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

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

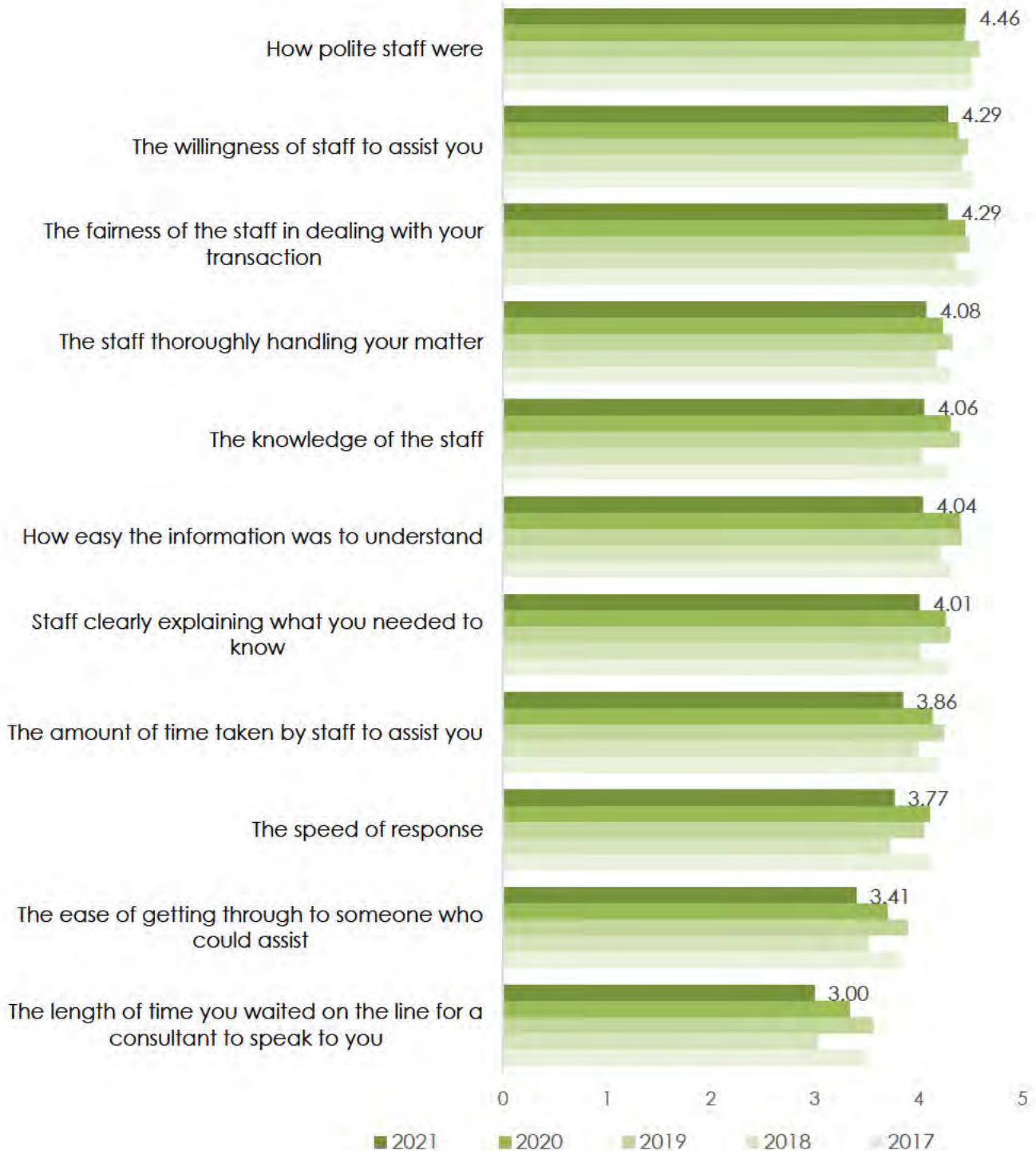
Mean scale: 1 = very dissatisfied, 5 = very satisfied  
 CSI scale: 0 = very dissatisfied, 100 = very satisfied  
 ▲▼ = significantly higher/lower satisfaction (by group)



# Satisfaction with Specific Services Received from the Contact Centre

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

Satisfaction with Specific Services Trend Data

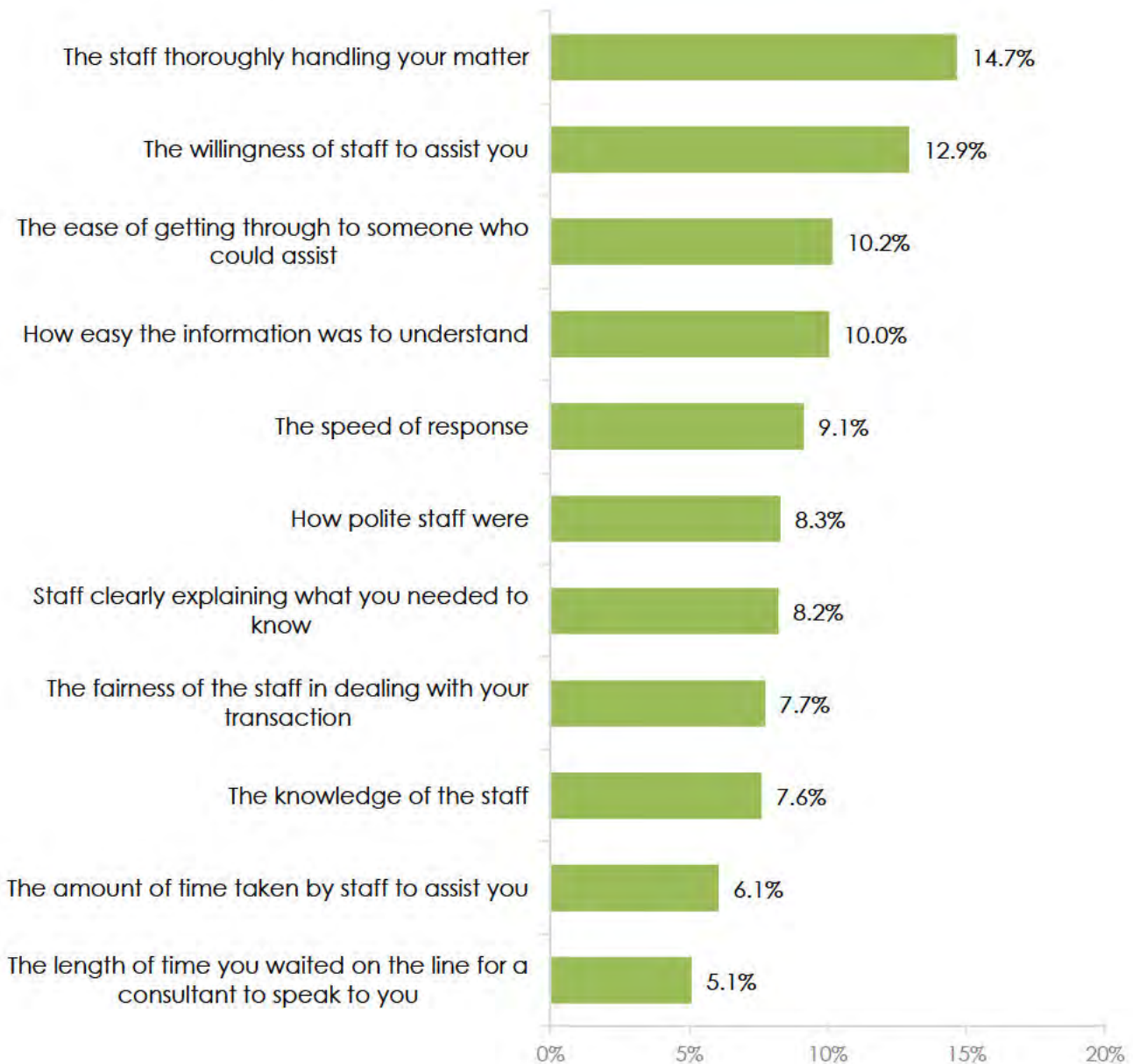


Mean scale: 1 = very dissatisfied, 5 = very satisfied

# Drivers of Overall Satisfaction with the Contact Centre

## Access Canberra Telephone Contact Centre

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



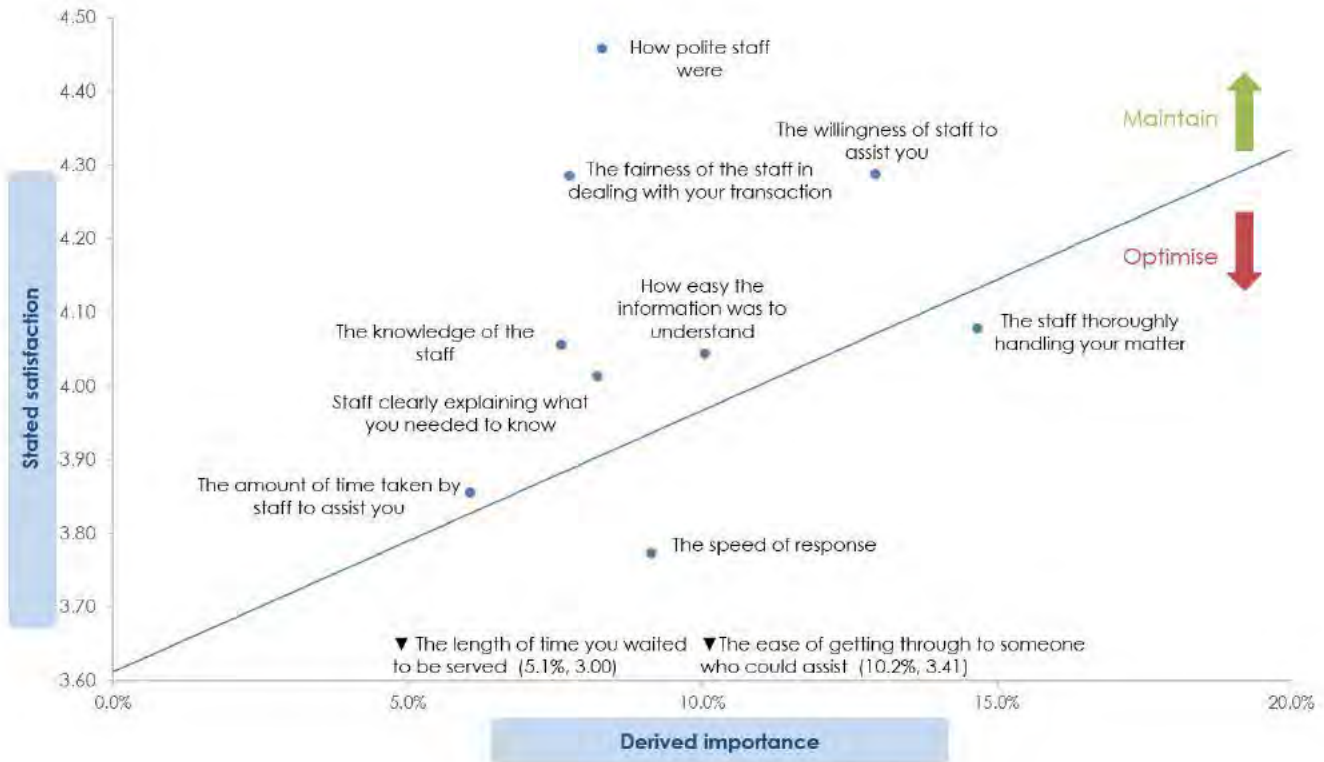
# Drivers of Overall Satisfaction with the Contact Centre

## Access Canberra Telephone Contact Centre

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

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

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





# Section E – Access Canberra Digital Services

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

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

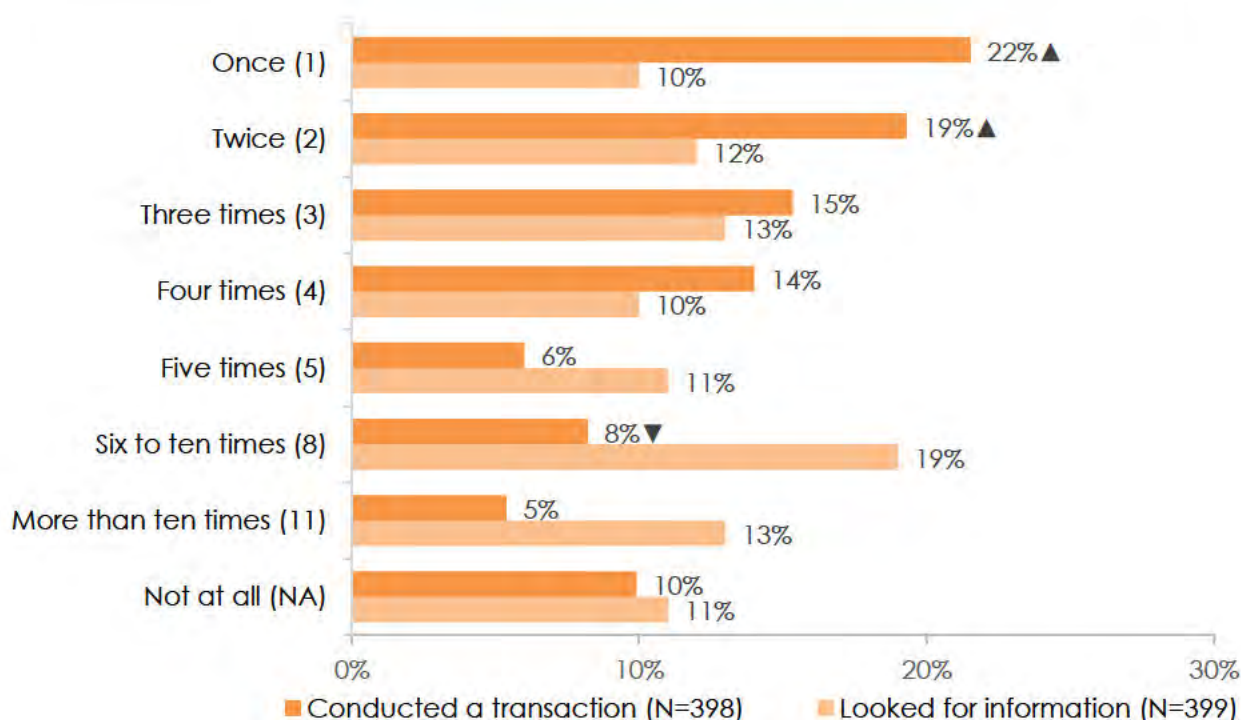
## Summary

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

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

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

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



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

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

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



# Use of Access Canberra Digital Services

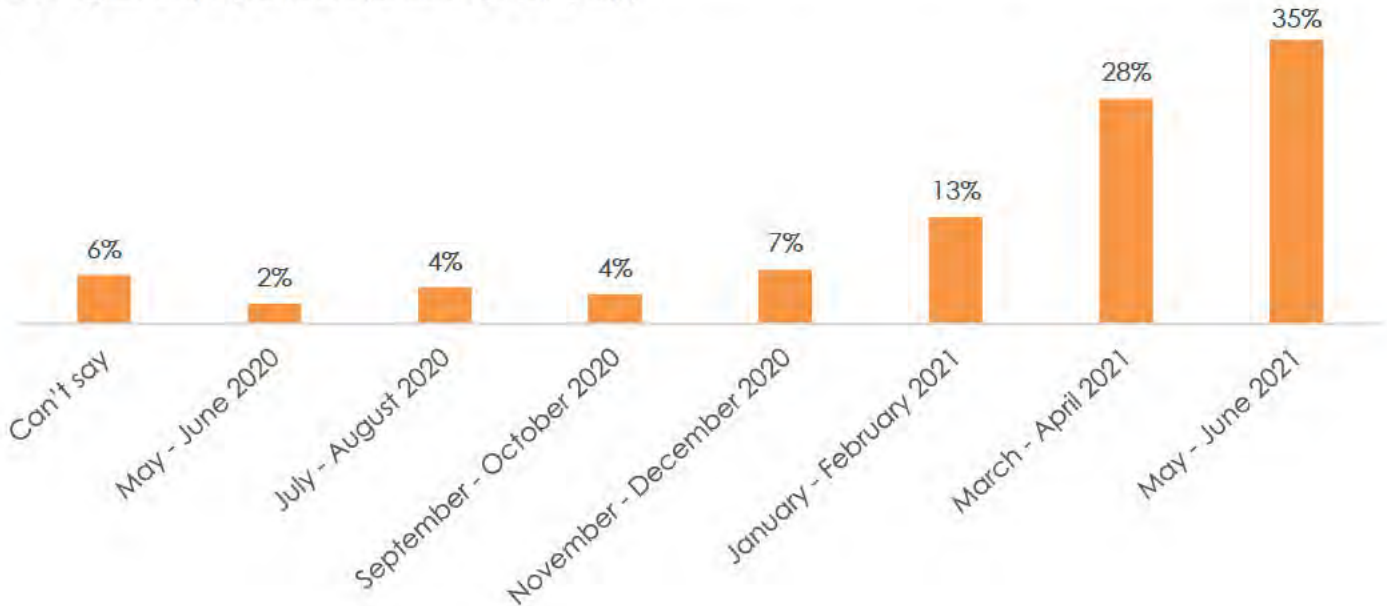
## Summary

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

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

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



Base: N=400



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

## Summary

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

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

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

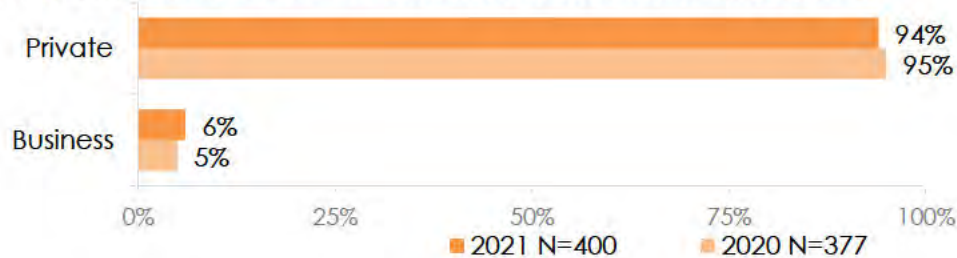


# Details of Most Recent Use of Digital Services

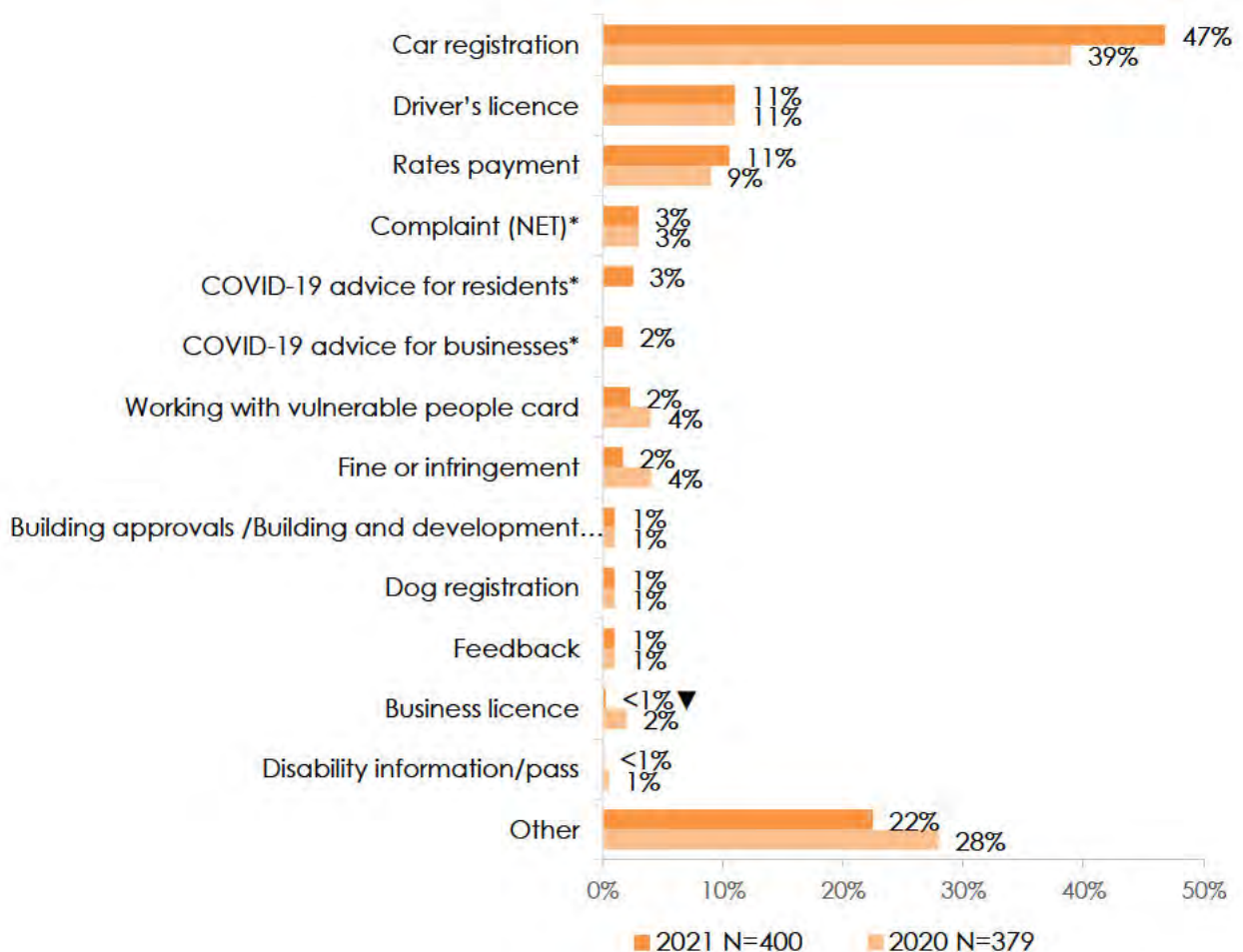
## Summary

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

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



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



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

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

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



# Number of Contacts to Resolve Issue

## Summary

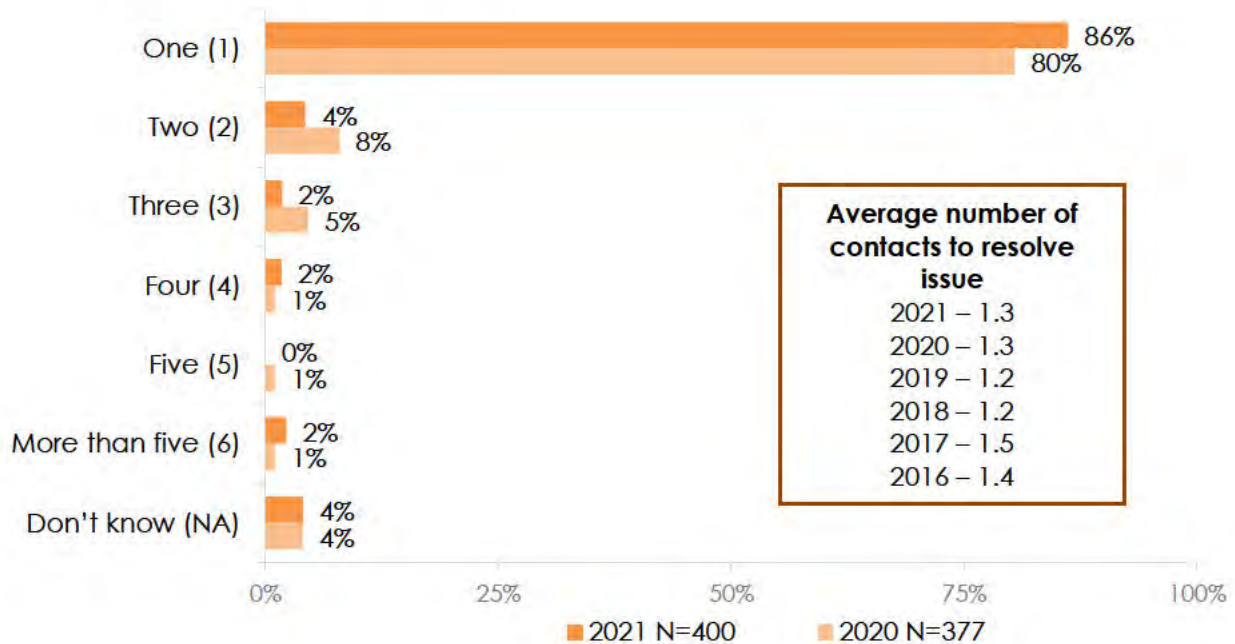
86% of residents that had made contact via digital services stated they had their issue resolved after the first contact, an increase since 2020 – although overall the average number of contacts required has remained unchanged since 2020 (1.3). Those that used digital services for 'car registration'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

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

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

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

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



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

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



# Device Used to Access the Website

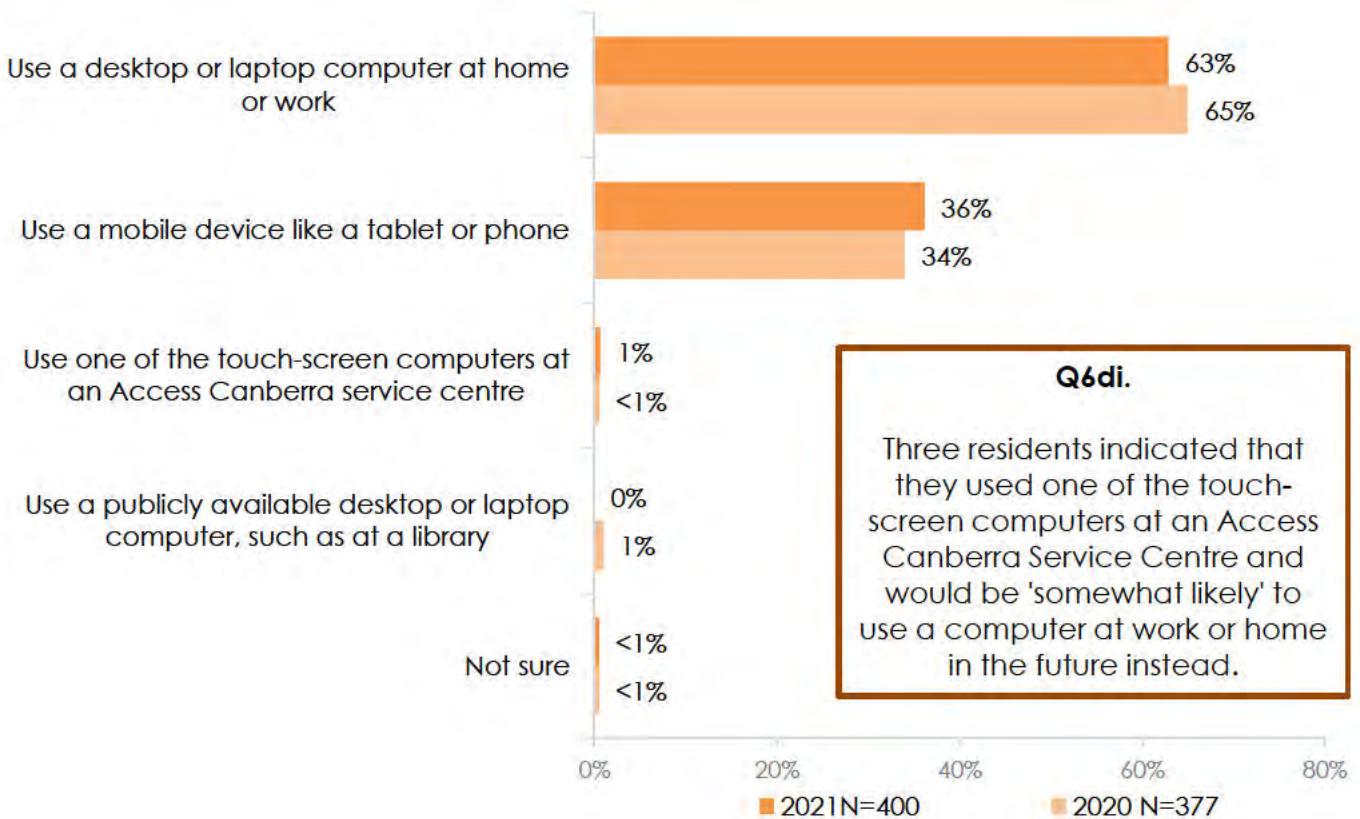
## Summary

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

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

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

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



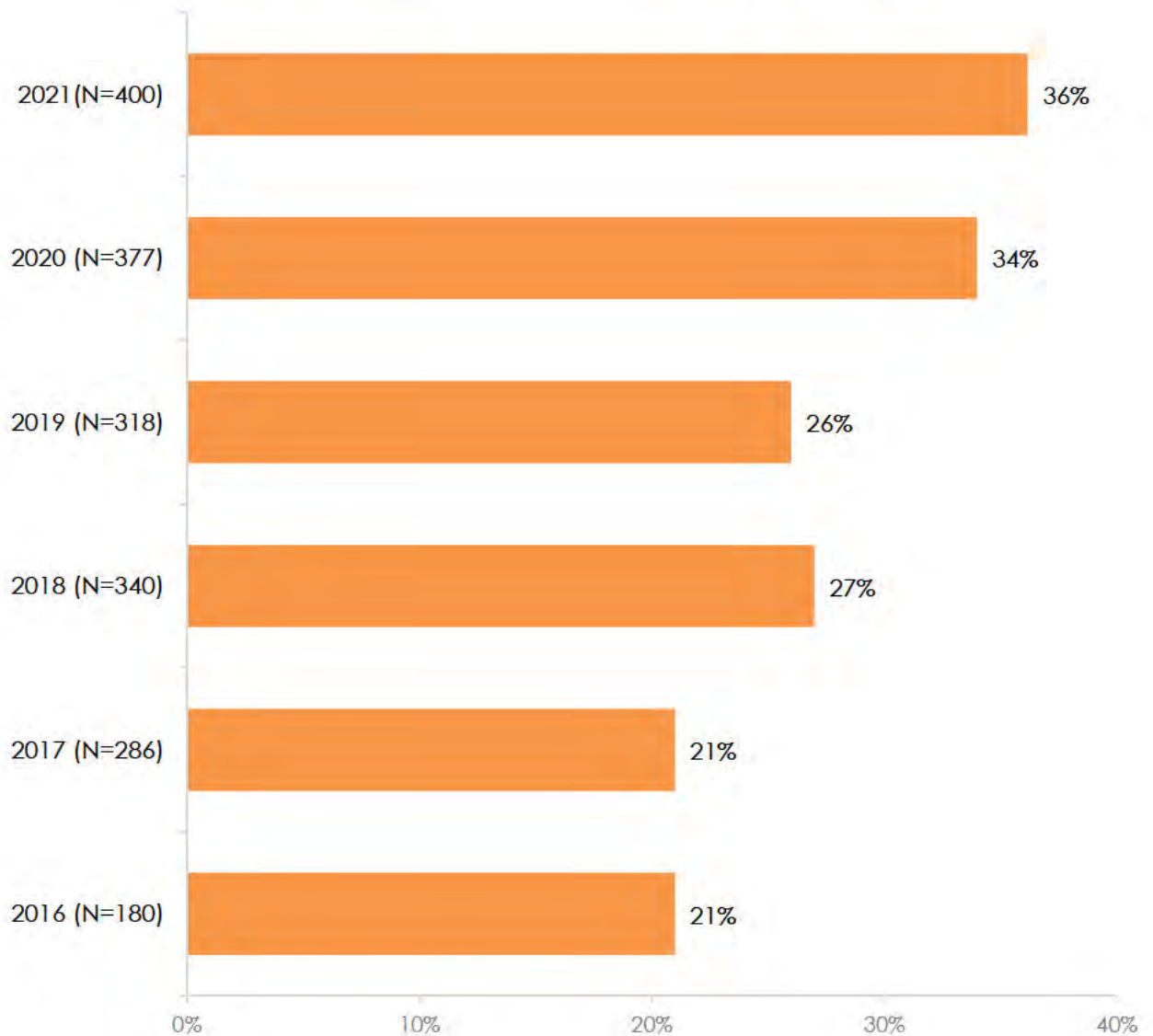
# Use of Mobile Devices

## Summary

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

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

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



Base: Those using Access Canberra's digital services



# Ease of Finding Information or Services

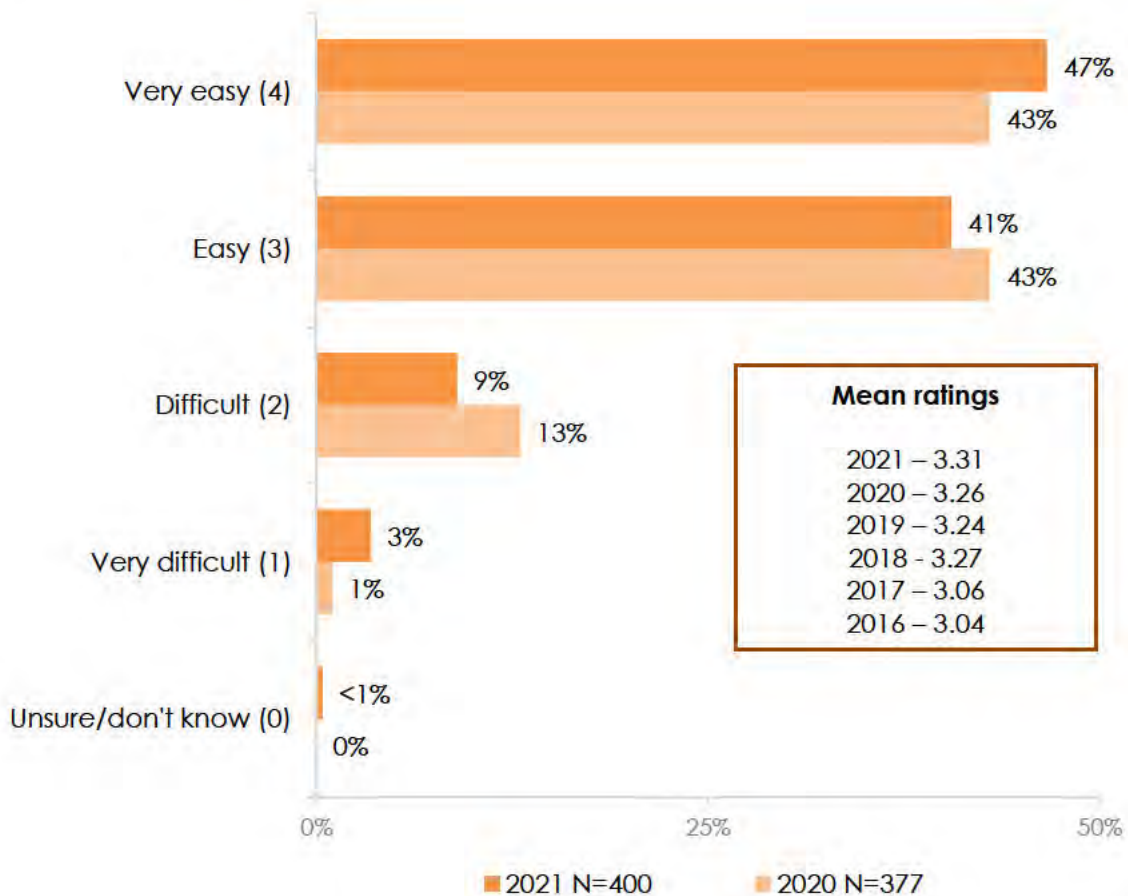
## Summary

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

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

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

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



Scale: 1 = very difficult, 4 = very easy



# Ease of Finding Information or Services

## Summary

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

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

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

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

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

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

Please see Appendix A for 'other specified' responses



# Satisfaction with Access Canberra Digital Service

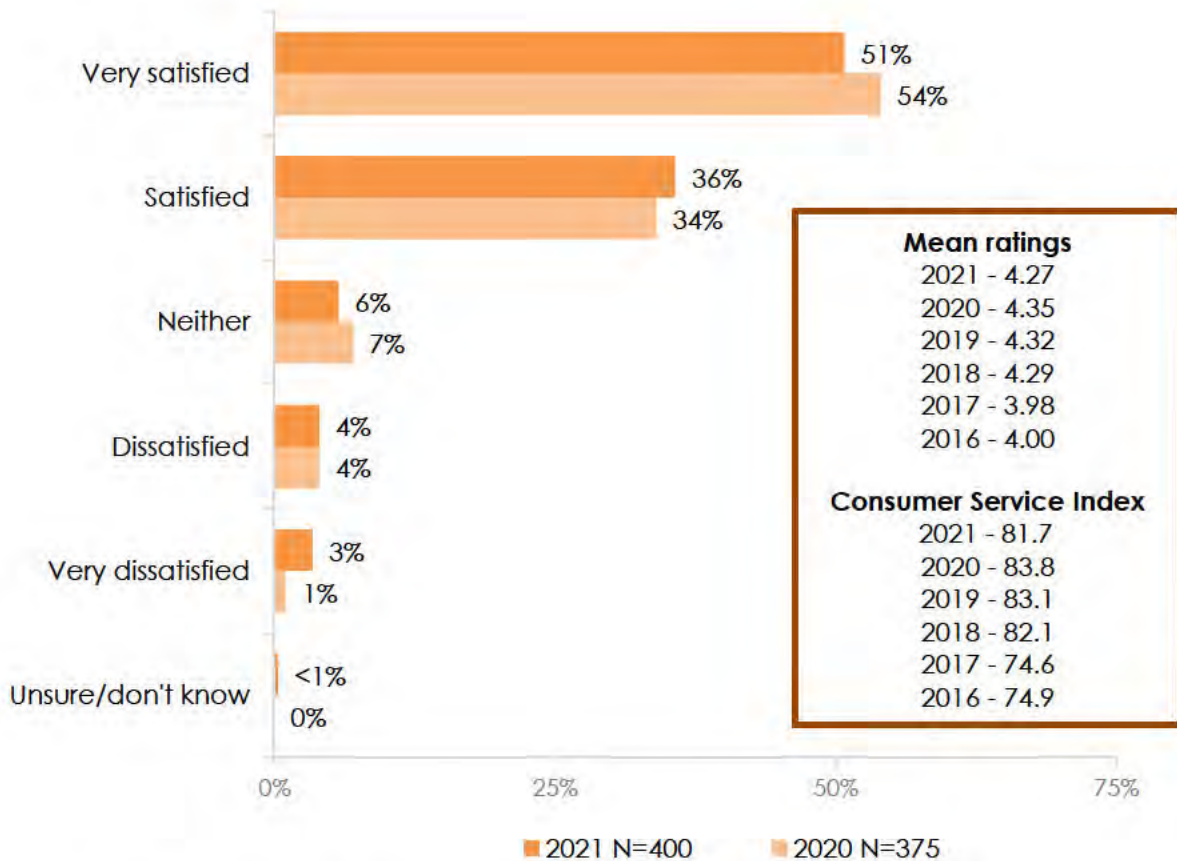
## Summary

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

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

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

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



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

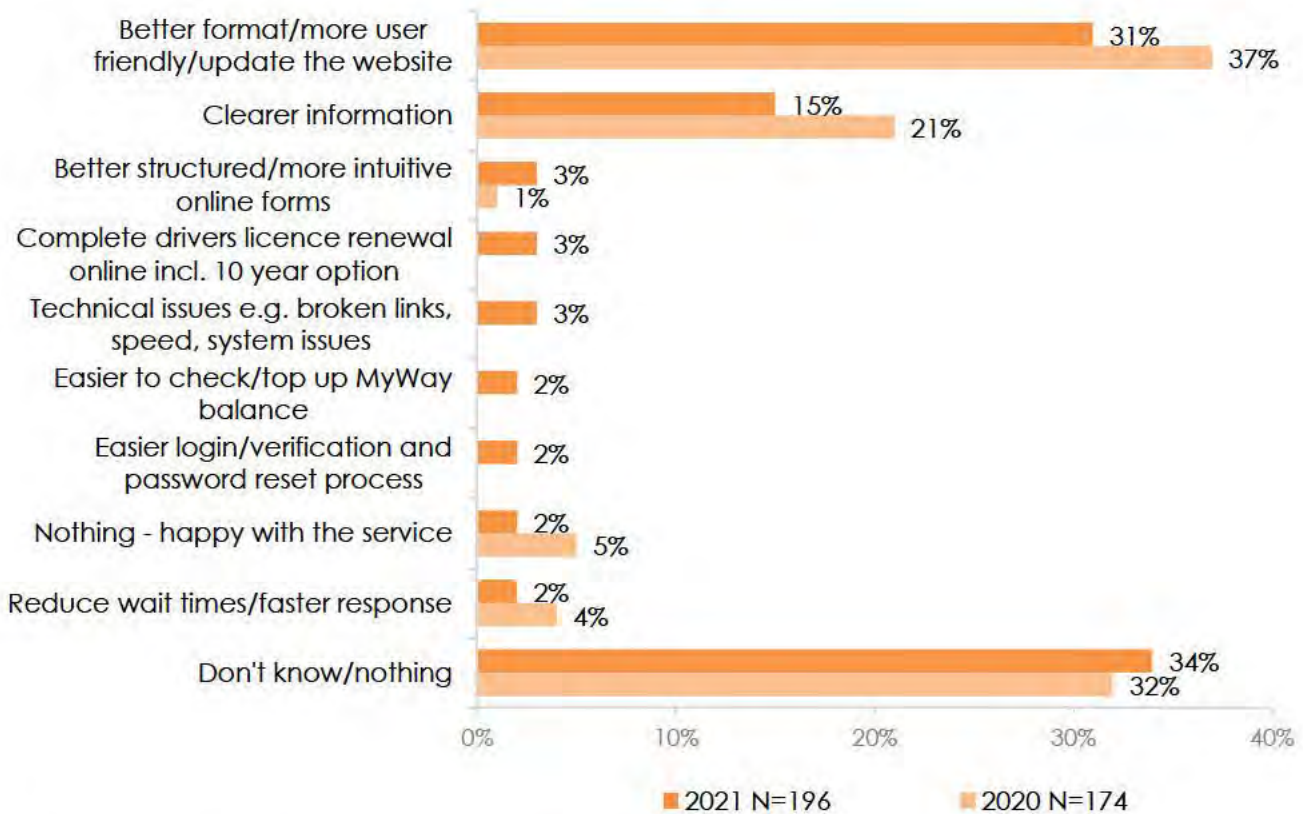


# Satisfaction with Access Canberra Digital Service

## Summary

Improving findability of information and making the website more user friendly are stated as the main requirements that would enable users to be 'very satisfied' with Digital Services. This will become increasingly important as more services become available online. Better search functionality within the website will further assist customers to find relevant services or information.

- 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)



Please see Appendix A for full list of responses

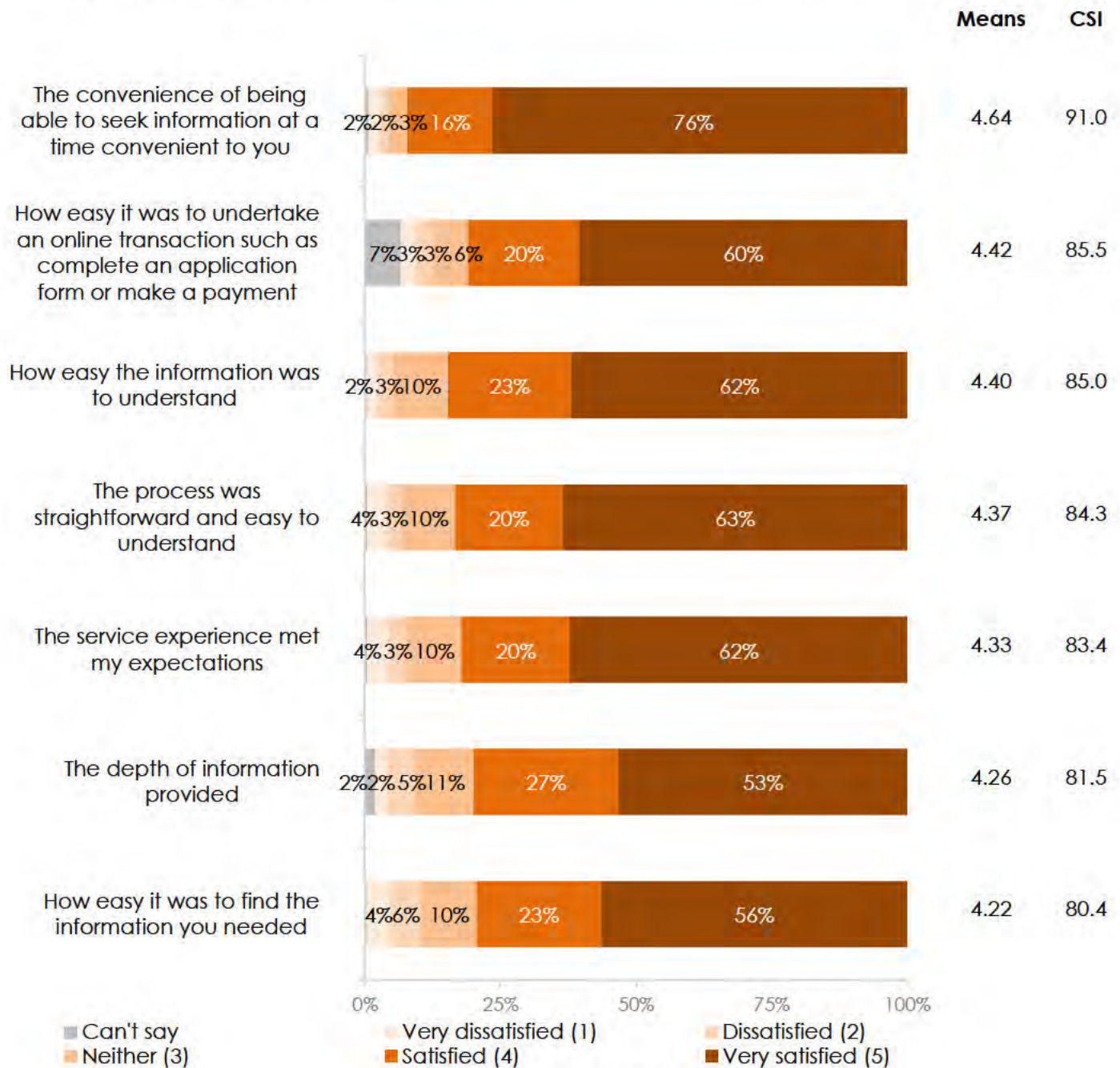


# Satisfaction with Specific Digital Services

## Summary

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

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



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

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

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



# Satisfaction with Specific Digital Services

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

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

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

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

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

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

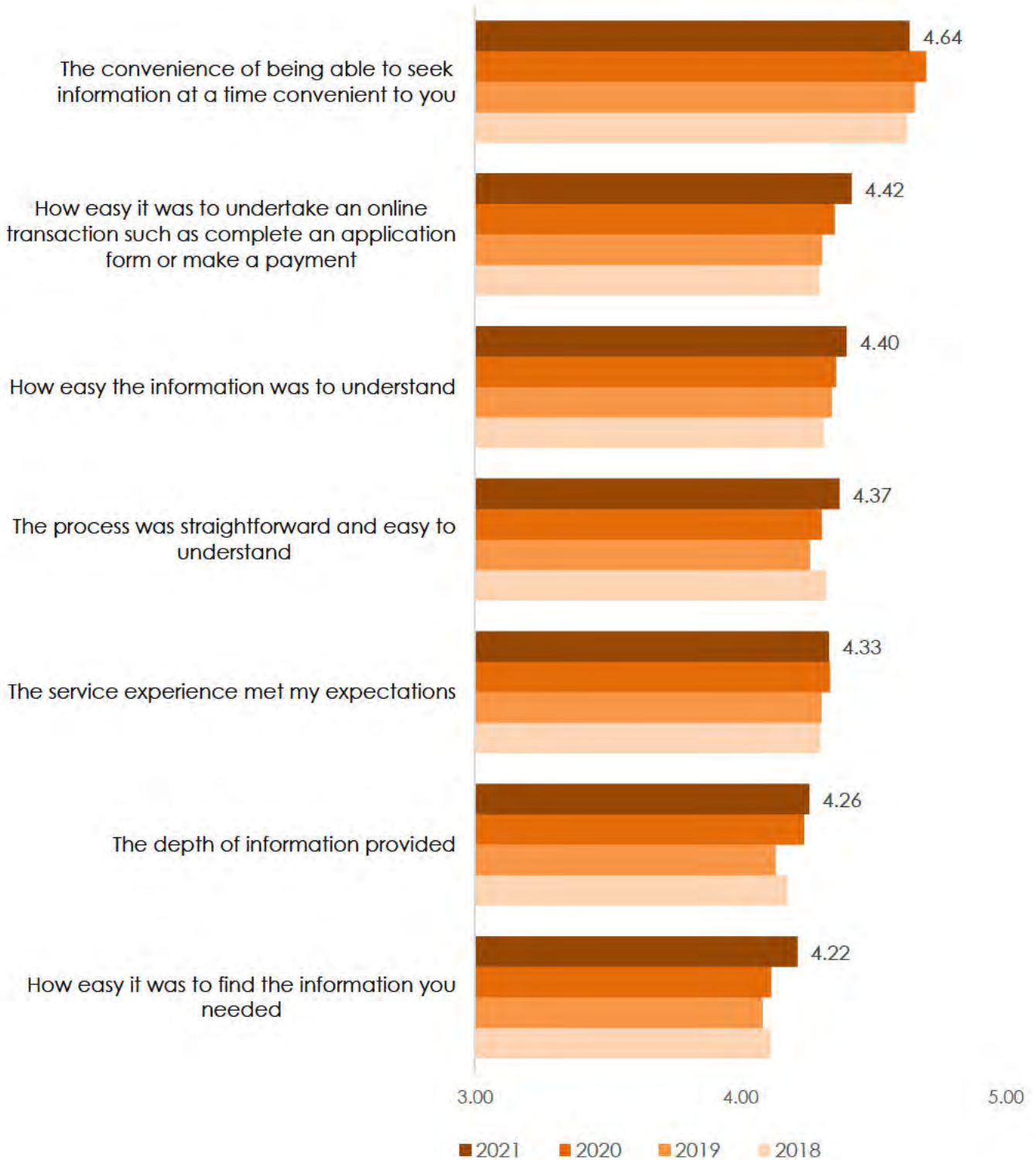
▲▼ = significantly higher/lower satisfaction (by group)



# Satisfaction with Specific Digital Services

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

Satisfaction with Specific Services Trend Data

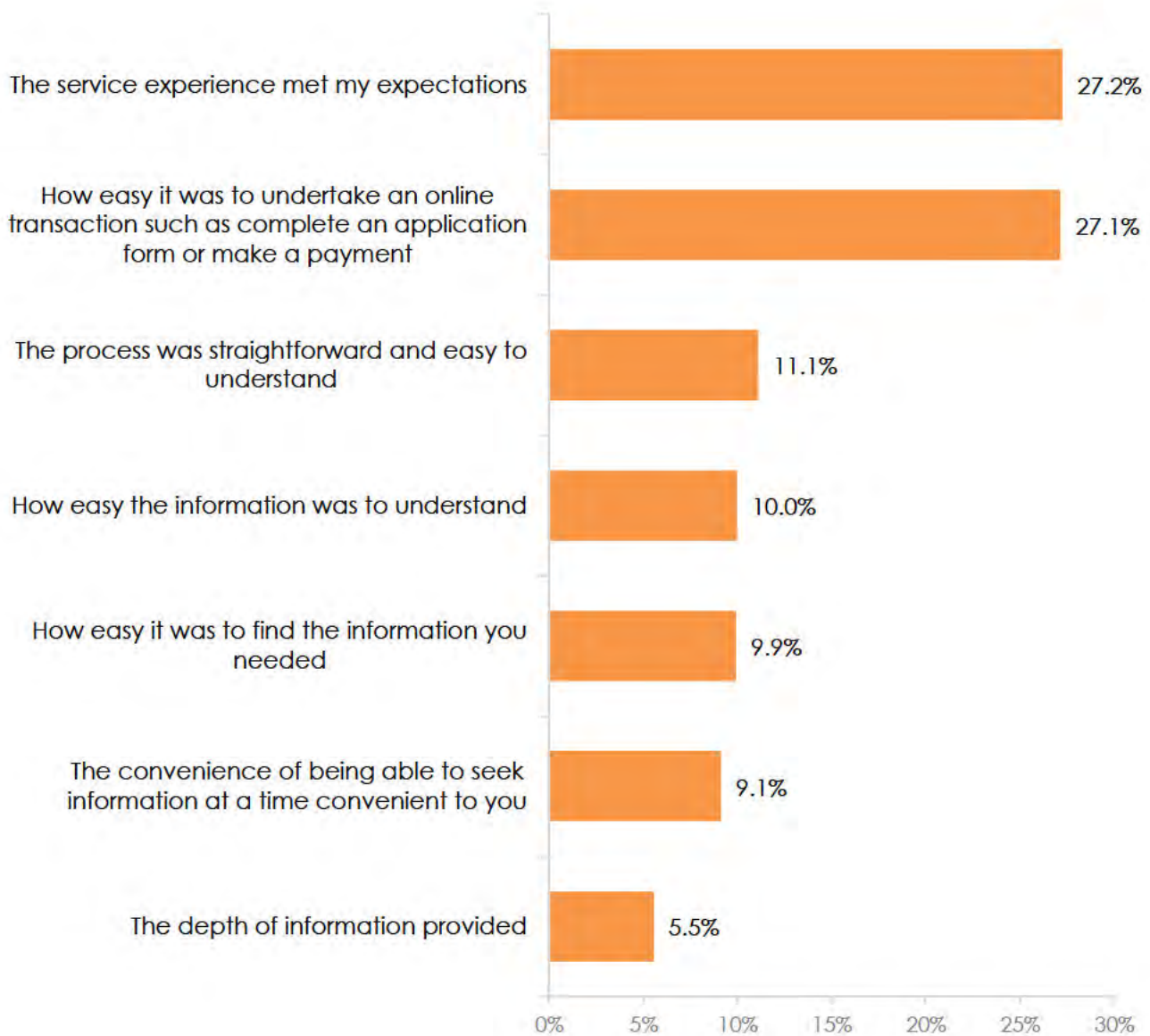


Mean scale: 1 = very dissatisfied, 5 = very satisfied

# Drivers of Overall Satisfaction with Digital Services

## Access Canberra Digital Services

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

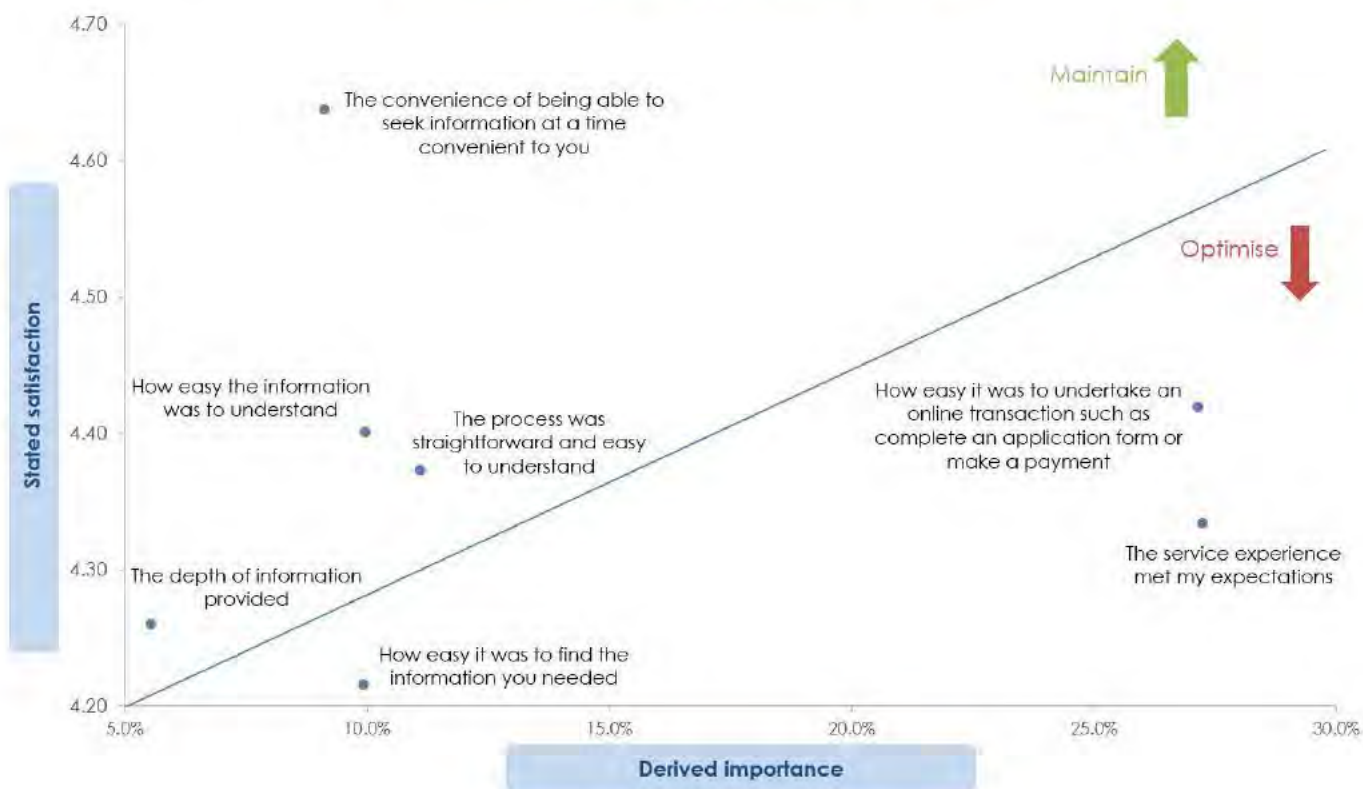


# Drivers of Overall Satisfaction with Digital Services

## Access Canberra Digital Services

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

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

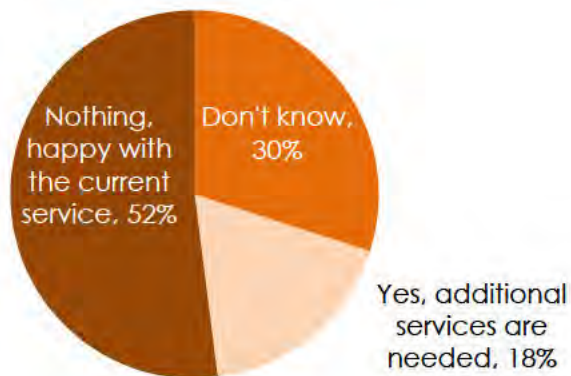


# Digital Services Not Currently Offered

## Summary

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

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



Base: N=371

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

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

Please see Appendix A for full list of responses





# Section F – Overall Perceptions of Access Canberra

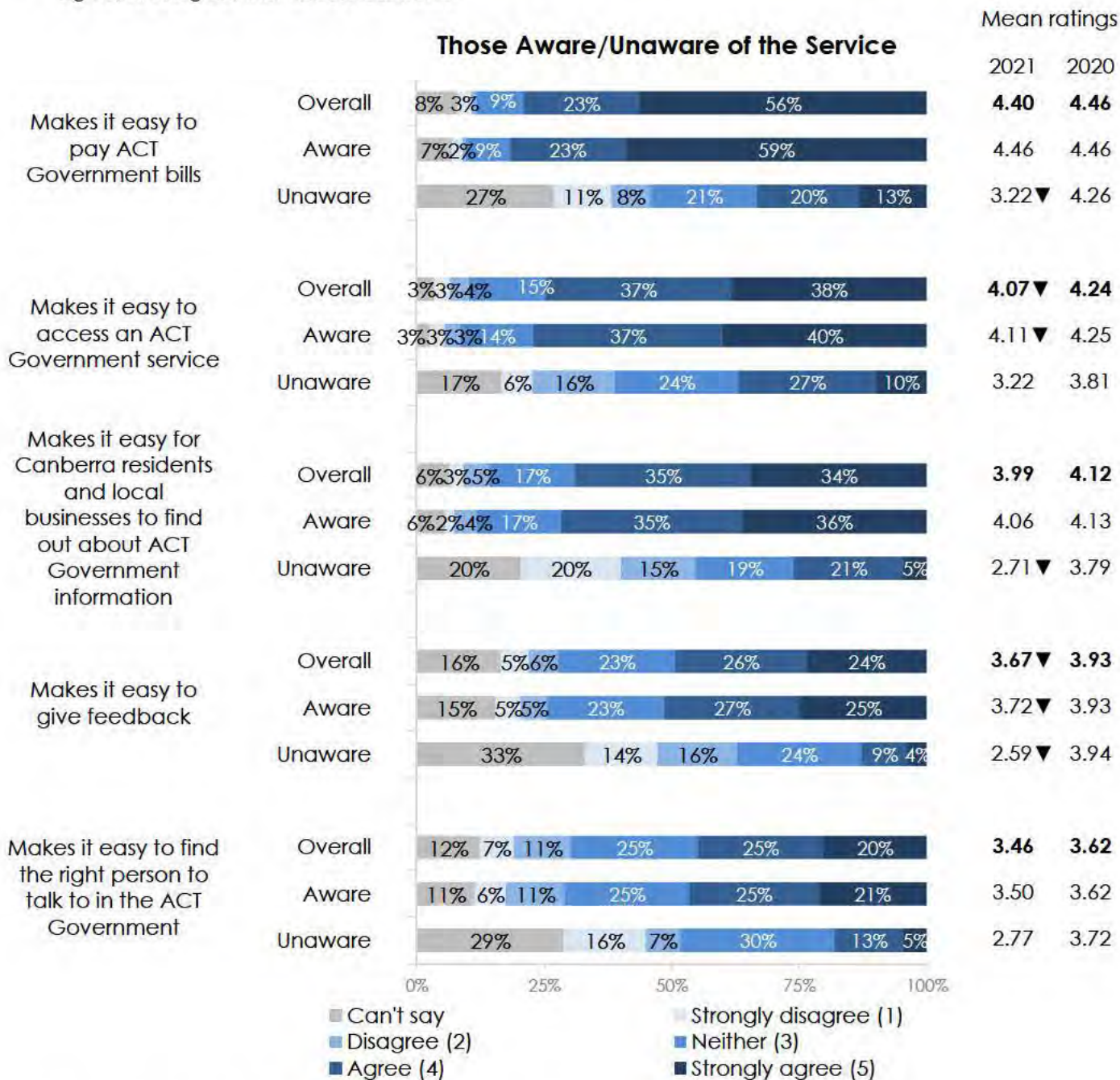
# Overall Perceptions of Access Canberra

## Summary – Based on AWARENESS

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

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

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



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

Base: overall N=600, aware N=565, unaware N=35, 2020 Base: overall N=606, aware N=580, unaware N=26.

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



# Overall Perceptions of Access Canberra

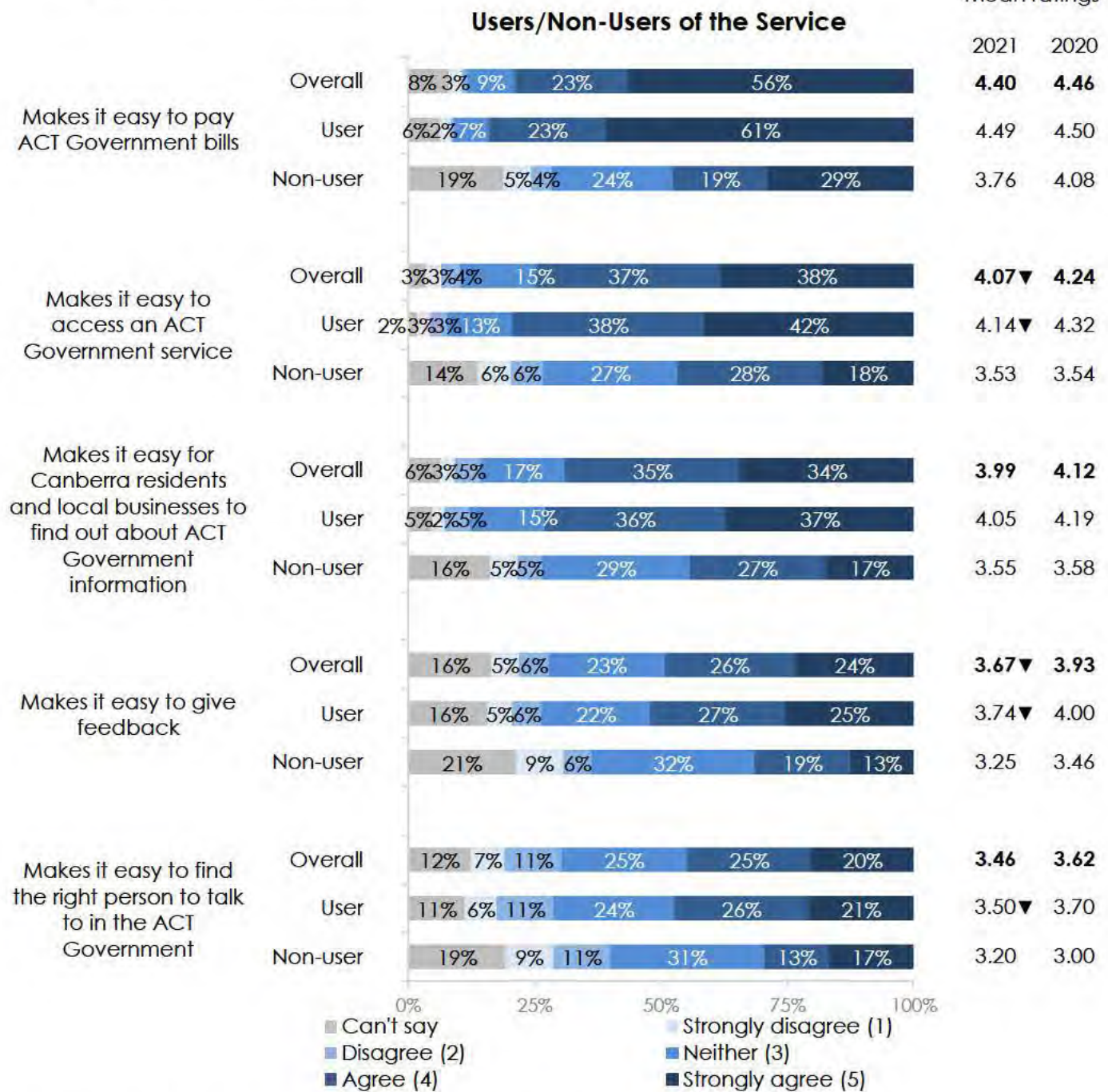
## Summary – Based on USAGE

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

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

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

Mean ratings



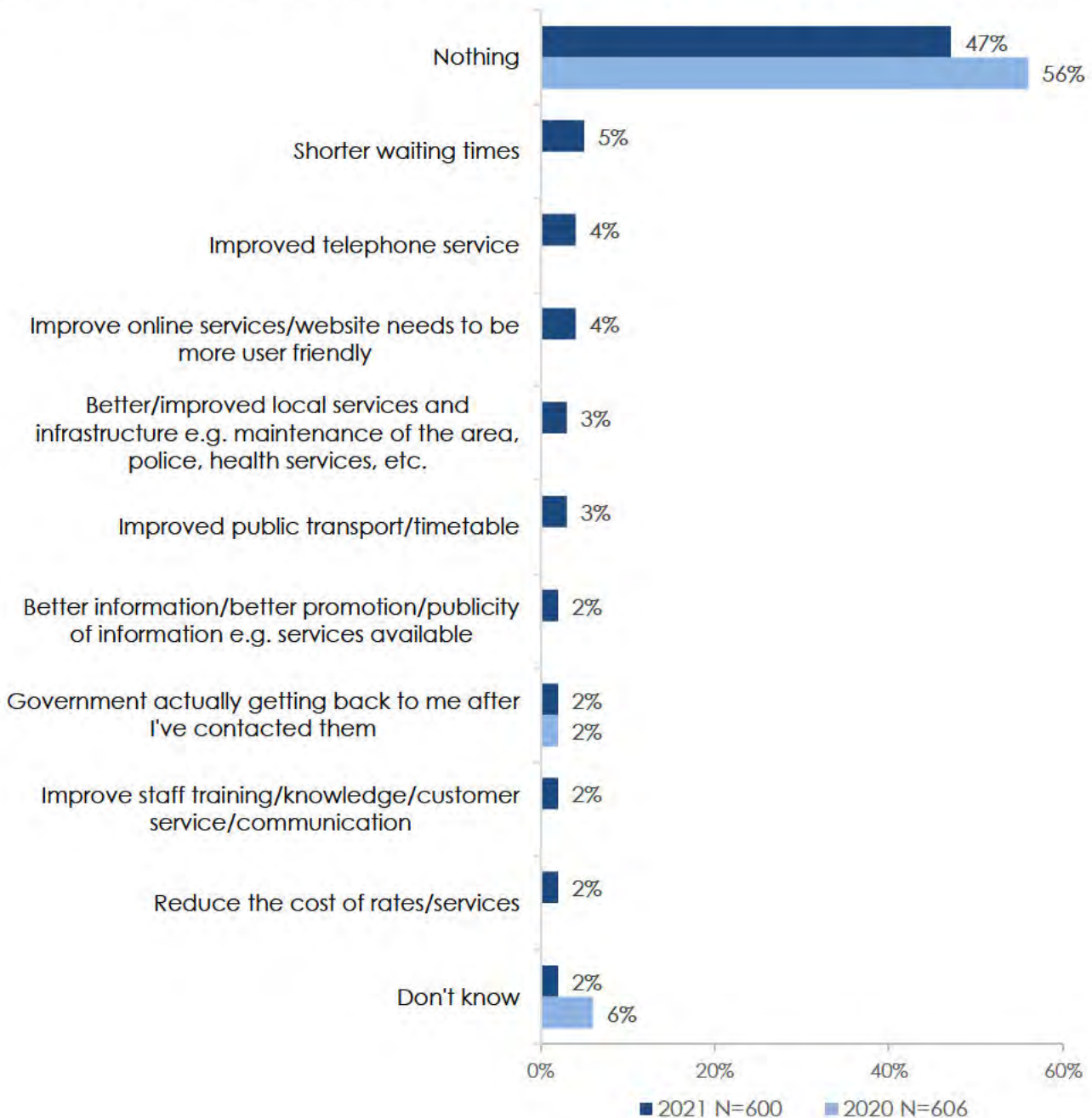
Scale: 1 = strongly disagree, 5 = strongly agree. Note: Mean scores exclude 'can't say' responses.  
 Base: overall N=600, user N=516, non-user N=84, 2020 Base: overall N=606, user N=527, non-user N=79.  
 ▲ ▼ = significantly higher/lower level of agreement (by year)

# Service Delivery Improvements

## Summary

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

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



Please see Appendix A for other responses





# Section G – Service Delivery Options

# Likelihood to Use Online License Update and Renewal Service

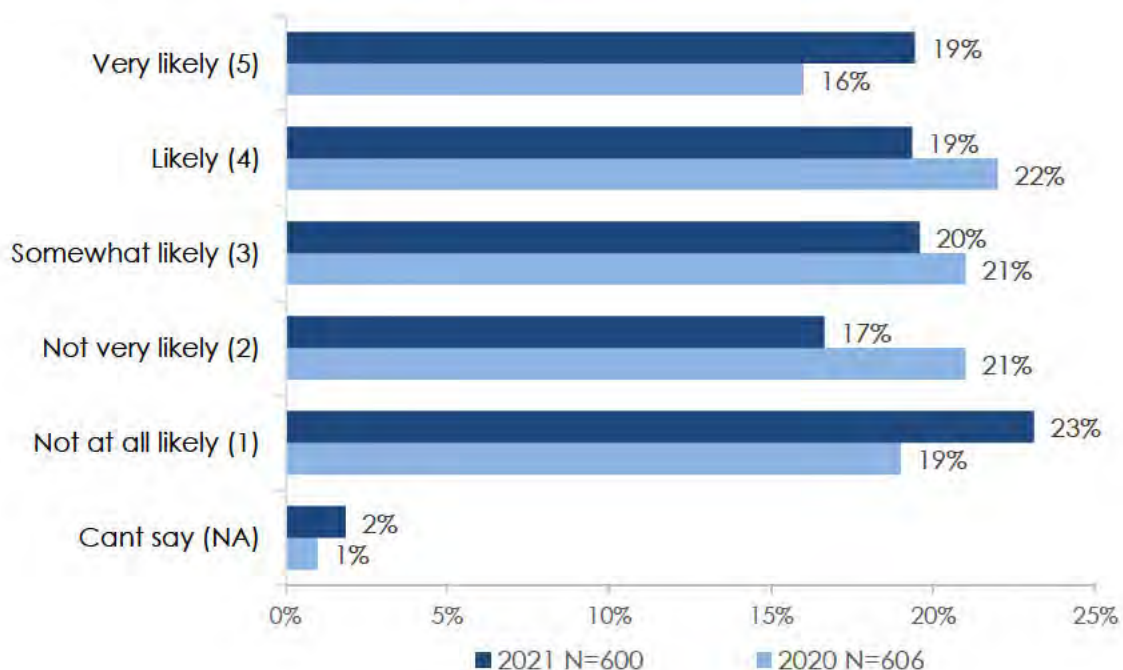
## Summary

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

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

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

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



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

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

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



# Preferred Method of Receiving ACT Government Bills

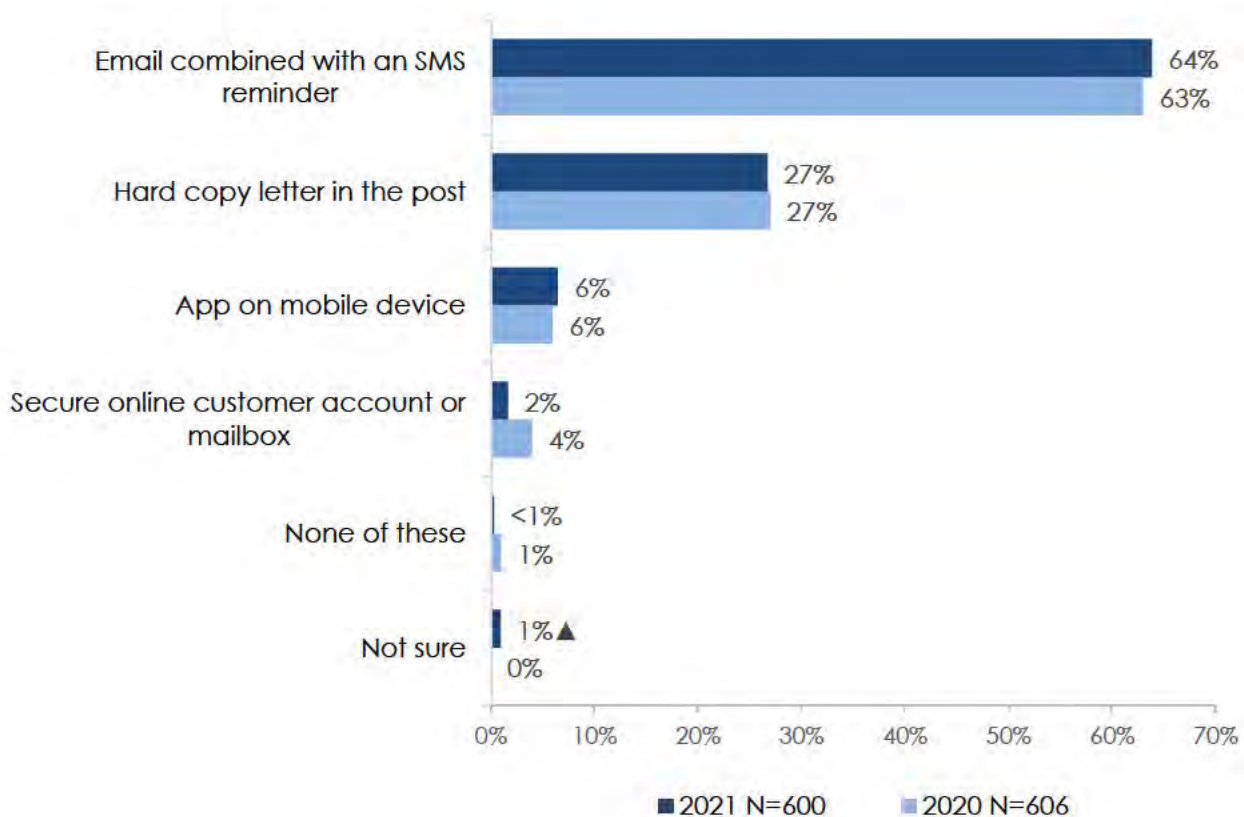
## Summary

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

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

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

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



# Section H – Quality of Life



# Quality of Life in the ACT

## Summary

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

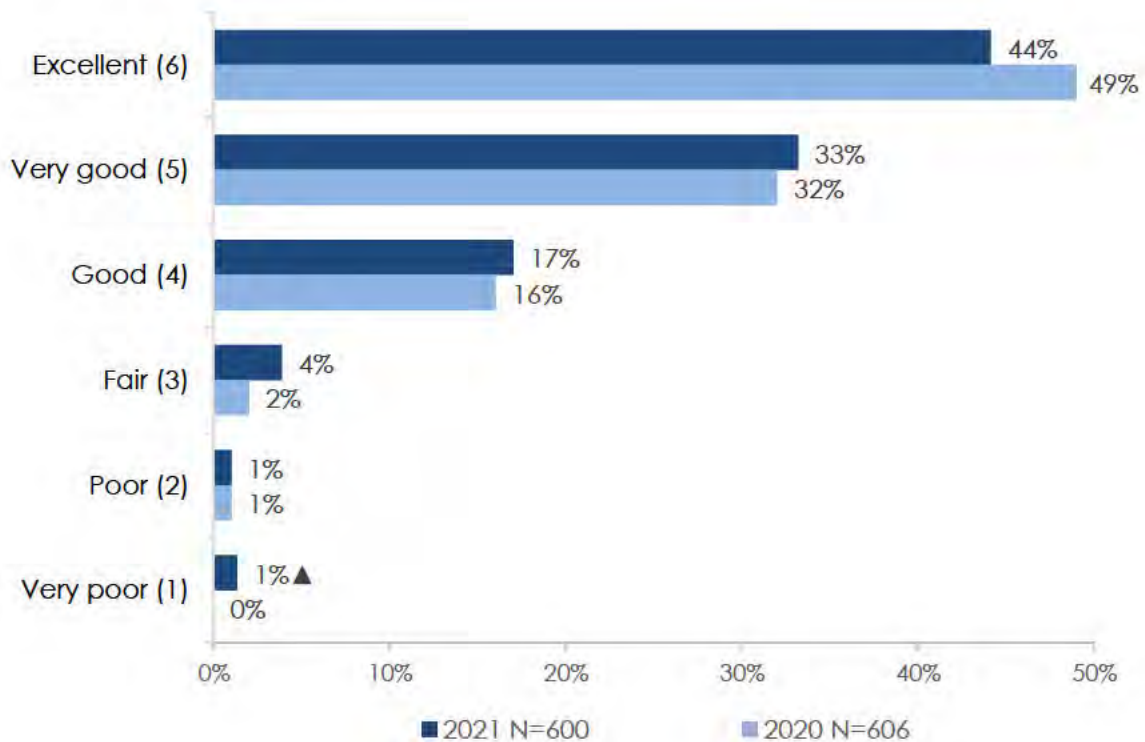
Quality of life continues to be marginally higher among those that were aware of Access Canberra as well as those that used Access Canberra services in the past 12 months.

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

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

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

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



Scale: 1 = very poor, 6 = excellent





# Demographics

# Demographics

Q11. What is your gender?

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

Base: N = 600

Q12. What age bracket are you in?

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

Base: N = 600

Q13. What is your family status?

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

Base: N = 600

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



# Demographics

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

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

Base: N = 600

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

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

	%
Yes	2%
No	98%

Base: N = 600

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

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

Base: N = 600



# Demographics

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

	%
Yes	19%
No	81%

Base: N = 600

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

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

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

	%
Yes	20%
No	80%

Base: N = 111



# Demographics

Q18. What suburb do you live in?

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

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

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

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

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



# Appendix A – Additional Analysis



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

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

## Results by Demographics

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

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

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



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

Q4c. What was this contact in relation to?

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



# Ease of Dealing with Access Canberra Service Centre

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

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

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



# Satisfaction with Service Received at Service Centre

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

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



# Satisfaction with Specific Services Received at Service Centre

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

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



# Details of Most Recent Call to the Telephone Contact Centre

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

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



# Ease of Dealing with Access Canberra Contact Centre

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

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

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



# Satisfaction with Service Received from the Contact Centre

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

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



# Details of Most Recent Use of Digital Services

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

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



# Ease of Finding Information or Services – Digital Services

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

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



# Satisfaction with Access Canberra Digital Service

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

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

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



# Satisfaction with Specific Digital Services

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

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



## Digital Services Not Currently Offered

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

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



# Service Delivery Improvements

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

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



# Service Delivery Improvements

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

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



# Appendix B – Questionnaire



**Section 1: Awareness and Usage**

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

- Yes – aware
- No – unaware

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

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

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

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

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

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

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

**Routing Instructions:**

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

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



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

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

**Section 2i: Service Centres**

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

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

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

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

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

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

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



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

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

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

- Private
- Business

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

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

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

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

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

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

