



Inquiry into Appropriation Bill 2026–2027 and Appropriation (Office of the Legislative Assembly) Bill 2026–2027

Answer to question taken on notice

Asked by: Ms Chiaka Barry MLA

Addressed to: Minister for City and Government Services

In relation to: Access Canberra Accountability Indicators

Hearing: 23 July 2026

Uncorrected Proof Transcript pp 79–82

Transcript provided: 27 July 2026

Answer Due: 3 August 2026

Mr Josh Rynehart took on notice the following question(s):

THE CHAIR: Sorry, I am just specifically going on how wanting, you have said, easy and very easy are your top ones because you aim for satisfaction. So what is the difficult? What is the question and the percentage that gives me how difficult was it to use your service?

Mr Rynehart: I think we can come back on those. It will be in the detail of the satisfaction survey on the website, but I do not think we will be able to—

Tara Cheyne MLA: The answer to the Member's question is as follows:

In the annual [Access Canberra Customer Satisfaction Research](#), there were 526 respondents who answered the questions regarding how easy it is to deal with Access Canberra. The response options were 'not sure/don't know', 'very difficult', 'difficult', 'easy' and 'very easy'. The questions and results are reported on page 29 of the Customer Satisfaction Research Report 2026.

Overall, based on all dealings with Access Canberra in the last 12 months, 68 (13%) respondents reporting it being 'difficult' or 'very difficult'.

There were 274 respondents who had used the Service Centre in their most recently dealing with Access Canberra, with 22 (8%) reporting it was 'difficult' or 'very difficult'.

There were 128 respondents who had used the Contact Centre in their most recent dealing with Access Canberra, with 19 (15%) reporting it was 'difficult' or 'very difficult'.

There were 420 respondents who had used digital services in their most recent dealing with Access Canberra, with 46 (11%) reporting it was 'difficult' or 'very difficult'.

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In the [annual Access Canberra Business Transaction Research](#), there were 572 respondents who answered the questions regarding how easy it is to deal with Access Canberra. The response options were **'very difficult', 'difficult', 'easy' or 'very easy'**. Those who answered 'unsure/don't know' were excluded from the base by the researcher and are therefore not reflected in the results. The questions and results are reported on pages 19 and 39 of the Business Transaction Research Report 2026.

Overall, based on all the respondent's licensing or regulation/inspection dealings with Access Canberra over the previous 12 months, 103 (18%) reporting it was 'difficult' or 'very difficult'.

There were 183 respondents whose most recent transaction was exclusively a personal interaction (i.e. phone or face-to-face), with 16 (9%) reporting it was 'difficult' or 'very difficult'

There were 188 respondents whose most recent transaction was exclusively via a digital service (i.e. website, email/SMS), with 21 (11%) reporting it was 'difficult' or 'very difficult'.

Approved for circulation to the Select Committee on Estimates 2026-2027

Signature:



Date:

31/7/26

By the Minister for City and Government Services, Tara Cheyne MLA