NSW Whole of Government Customer Satisfaction Measurement Survey

2017 Key Findings
The Customer Satisfaction Measurement Survey provides a holistic view of customer service, including baseline scores for Whole of Government customer satisfaction from which to gauge future success of citizen-centric reforms.

Project Objectives:

- Understanding of how New South Wales Government services are performing overall, and with respect to other jurisdictions
- Identification of the key drivers of satisfaction for satisfied/dissatisfied customers at a whole of government level, and how these vary by individual services
- Provide a holistic understanding of the quality of service delivered by NSW Government services through the Customer Satisfaction Index (interpreted in the context of Premier’s Priority 12).

Research Inputs:

- Key learnings from the 2015 and 2016 CSMS
- Online survey with NSW Government services customers (both consumers and businesses)
- Online survey with customers of the NZ, CAN, VIC, SA and QLD Governments from which to benchmark NSW’s performance
- Qualitative research to validate and provide further insight into the survey results

Research Outputs:

- Baseline measures of satisfaction and expectations with NSW Government services
- Key drivers of satisfaction for satisfied/dissatisfied customers and focus areas for improvement at a whole of government level and how these vary across services
- Comparison of NSW performance to other jurisdictions
- Reporting measures for Premier’s Priority 12
Research Scope and Approach

- ‘Customers’ in this survey are citizens that have had **direct dealings with services provided by the NSW Government in the last 12 months**.
- In 2017, the online survey was undertaken with **5,146 customers**. This included **4,013 consumers** and **1,133 business customers**.
- The survey captured customer feedback on **23 different NSW Government services** (described in the customer’s language).
- Feedback received from customers about each of the individual services have been aggregated to provide a view of the performance of NSW Government services overall.
- The **same survey was also undertaken with customers in Victoria, Queensland, South Australia, New Zealand and Canada**.

In scope services:

<table>
<thead>
<tr>
<th>Industry</th>
<th>Justice</th>
<th>Family &amp; Community Services</th>
<th>Transport</th>
<th>Multiple clusters</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Agriculture Advice and Funding Services</td>
<td>• Police</td>
<td>• Public Housing</td>
<td>• Public Transport</td>
<td>• Documentation Services (including certificates for births deaths and marriages; trade licenses and certificates; and drivers licenses)</td>
</tr>
<tr>
<td>• Business Advisory Services</td>
<td>• State Emergency Services</td>
<td>• Disability Services</td>
<td>• Car and Boat Registration</td>
<td></td>
</tr>
<tr>
<td>• Water Supply</td>
<td>• Prisons</td>
<td>• Child Protection Services</td>
<td>• Major Roads</td>
<td></td>
</tr>
<tr>
<td>• TAFE Services</td>
<td>• Courts</td>
<td>• Services for Older People</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Fire Brigades</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Education | Health | Finance, Services & Innovation | Planning & Environment | |
|-----------|--------|-------------------------------|------------------------|
| • Public Schools | • Public Hospitals | • Consumer Affairs (Fair Trading) | • Environment and Wildlife Protection Services |
| | | | • Art Galleries and Museums |
| | | | |

- All scores reported in this document are out of 10, with the exception of the index which is out of 100.
- Each respondent to the survey provided feedback about 1 or 2 services and therefore the total number of responses received across services is greater than the total number of customers who completed the survey.
- Arrows are used in this document to signify statistically significant changes from 2016 to 2017 or year on year trends as specified in each legend.
Average satisfaction and customer expectations for consumers have experienced a statistically significant increase since 2016. Although customer satisfaction for businesses has remained constant since 2016, there has been a significant decrease in the average expectation score for businesses.

Base: Consumers (n=4,013, Business (n=1,133)

Legend:  
▲ Statistically significant increase in avg. from 2016 (at 99% level of Confidence)  
□ No significant change in avg. from 2016 (at 99% level of Confidence)  
▼ Statistically significant decrease in avg. from 2016 (at 99% level of Confidence)
The NSW Customer Satisfaction Index increased for consumers by 0.6/100, and remained relatively stable (decreasing slightly by 0.1/100) for businesses from 2016 to 2017.

Among consumers, the comparison between NSW services and an ideal service remained stable from 2016 to 2017. The gap decreased significantly among businesses.

2017 Customer Satisfaction Index

- **Consumer**: 79.3/100 (+0.6)
- **Business**: 78.3/100 (-0.1)

2017 Comparison to an Ideal Service

- **Consumer**:
  - 2017: 7.2/10
  - 2016: 7.2/10 (+0.3)
  - 2015: 6.9/10

- **Business**:
  - 2017: 7.1/10 (-0.2)
  - 2016: 7.3/10 (+0.3)
  - 2015: 7.0/10

Please imagine an ideal service. How well do you think each service in NSW compares to that ideal service?

Base: Consumers (n=4,013), Business (n=1,133)

Legend:
- ▲: Statistically significant increase in avg. from 2016 (at 99% level of Confidence)
- ▼: Statistically significant decrease in avg. from 2016 (at 99% level of Confidence)
- No significant change in avg. from 2016 (at 99% level of Confidence)
Customers’ perceptions of the NSW Public Service overall has increased slightly (not significantly) from 2016 to 2017, while scores for all other industries have decreased.

Satisfaction with the NSW Public Service ‘brand’ still remains lower than with NSW Government Services overall with no statistically significant change over time.
4. Attributes Driving Satisfaction Increases

A significant increase in satisfaction of service quality attributes from 2016 to 2017 is helping to drive improvements in overall satisfaction for consumers while significant declines in satisfaction of employee and process attributes for businesses are likely contributing to declines in business expectations.

Attributes relating to ‘is a body I can trust’ and ‘provides good service’ have seen a statistically significant increase in consumer satisfaction from 2016 to 2017. Business satisfaction significantly declined from 2016 to 2017 for the attributes ‘are designed to reduce wait times’, ‘service feels seamless’, ‘provide good value service’, ‘communicates well’ and ‘are held accountable’.

Base: Consumers (n=5,416), Business (n=1,133)
The groupings of drivers have slightly changed from 2016, with ‘softer’ employee attributes such as empathy and communication emerging as key drivers of satisfaction for consumers.

### Drivers of Customer Satisfaction - 2016

<table>
<thead>
<tr>
<th>Employees</th>
<th>Efficiency and Effectiveness of Employees</th>
<th>Communication</th>
<th>Processes</th>
<th>Goals</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deliver high safety standards</td>
<td>Are held accountable</td>
<td>Explain intended actions clearly</td>
<td>Processes are designed to reduce wait times</td>
<td>Privacy</td>
<td>Service quality</td>
</tr>
<tr>
<td>Provide services without bias</td>
<td>Get things done as quickly as possible</td>
<td>Communicate well</td>
<td>Service feels seamless even if I have to communicate across different channels</td>
<td>Transparency</td>
<td>Accountability</td>
</tr>
<tr>
<td>Are honest</td>
<td>See thing from my perspective</td>
<td></td>
<td>I can get to the right person the first time</td>
<td>Access</td>
<td></td>
</tr>
<tr>
<td>Engender confidence in their knowledge</td>
<td>Are reliable</td>
<td></td>
<td>Processes are easy to understand</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Drivers of Customer Satisfaction - 2017

<table>
<thead>
<tr>
<th>Employees</th>
<th>Efficiency and Effectiveness of Employees</th>
<th>Communication</th>
<th>Processes</th>
<th>Goals</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide services without bias</td>
<td>Are consistent</td>
<td>Explain intended actions clearly</td>
<td>Processes are designed to reduce wait times</td>
<td>Privacy</td>
<td>Service quality</td>
</tr>
<tr>
<td>Are honest</td>
<td>Are held accountable</td>
<td>Communicate well</td>
<td>Service feels seamless even if I have to use multiple contact methods.</td>
<td>Transparency</td>
<td>Accountability</td>
</tr>
<tr>
<td></td>
<td>Do what they promise</td>
<td></td>
<td>I can get to the right person the first time</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Get things done as quickly as possible</td>
<td></td>
<td>Processes are easy to understand</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 5. The Drivers of Customer Satisfaction

- **Honesty and integrity of employees**
  - Deliver high safety standards
  - Provide services without bias
  - Are honest
  - Engender confidence in their knowledge

- **Efficiency and effectiveness of employees**
  - Are held accountable
  - Get things done as quickly as possible
  - See thing from my perspective
  - Are reliable
  - Focus on addressing customer needs
  - Do what they promise
  - Are proactive in helping
  - Provide good value services

- **Communication**
  - Explain intended actions clearly
  - Communicate well
  - Are consistent

- **Processes**
  - Processes are designed to reduce wait times
  - Service feels seamless even if I have to communicate across different channels
  - I can get to the right person the first time
  - Processes are easy to understand

- **Goals**
  - Privacy
    - Safeguard privacy and confidentiality
  - Transparency
    - Encourage public participation in decision making
    - Demonstrate openness and transparency in decision making
  - Access
    - Is making it easier to access information about their service
    - Is making best use of online services to improve convenience and efficiency for customers

- **Values**
  - Service quality
    - Provides good service
  - Accountability
    - Is accountable for its services

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*Legend: Increase in ranking within the same group since 2016 (based on factor loading)  
No change in ranking  
Decrease in ranking within the same group since 2016  
Aligned to a new group in 2017*
Focusing on improving ‘access to information’ and the ‘efficiency and effectiveness of employees’ will drive the biggest increase in overall satisfaction for NSW customers.

2017 Drivers of Satisfaction

- Efficiency and effectiveness of employees and access to information continue to have perceived lower performance and as such continue to be identified as priority areas to drive the biggest increase in satisfaction with NSW Government services overall.

- Transparency continues to be a secondary opportunity driver for improving satisfaction. While perceived performance against transparency is lower, its importance in determining satisfaction with NSW Government services is also lower.

- Honesty and integrity of employees and privacy continue to be strengths ‘to build on’ across services as they are of high importance to consumers and their perceived performance is also higher than other drivers.

- Empathy and communication of employees is the most important driver and is identified as a strength ‘to build on’ as its performance is higher than all other drivers.

Note: Analysis displayed is based on consumer data however similar results are observed for businesses.

1Note: Calculation is based on the relativity of parameters in the statistical analysis of drivers against satisfaction.
7. Satisfaction Drivers Vary Across Services

The relative importance of satisfaction drivers vary across services. This implies a continued need for targeted service priorities to support whole-of-government outcomes.

Services for which driver has emerged as a new primary opportunity area in 2017

- **Privacy**
  - Public Schools
  - Child Protection Services
  - Public Housing
  - Water Supply
  - Business Advisory Services
  - Prisons
  - State Emergency Services

- **Employee autonomy**
  - Agricultural Advice and Funding Services

- **Transparency**
  - Environment and Wildlife Protection
  - Public Schools
  - Disability Services
  - Public Housing
  - Business Advisory Services
  - Prisons

- **Empathy and Communication of Employees**
  - Child Protection Services
  - Agricultural Advice and Funding Services
  - Fire Brigades

- **Honesty and Integrity of Employees**
  - Public Transport
  - Major Roads
  - Car and Boat Registration
  - Art Galleries and Museums
  - Services for Older People
  - TAFE Services
  - Water Supply
  - State Emergency Services

- **Simplicity and efficiency of processes**
  - Car and Boat Registration
  - Agricultural Advice and Funding Services
  - Consumer Affairs

- **Access to information**
  - Public Transport
  - Major Roads
  - Environment and Wildlife Protection
  - Public Schools
  - Public Housing
  - Prisons

- **Efficiency and effectiveness of employees**
  - Art Galleries and Museums
  - Prisons
  - Fire Brigades

- **Privacy**
  - Public Schools
  - Child Protection Services
  - Public Housing
  - Water Supply
  - Business Advisory Services
  - Prisons
  - State Emergency Services
Faster services, reduced wait times, more staff and improved information delivery will drive the biggest increase in overall satisfaction for consumers. For businesses, better communication, easier access to information and more efficient services will drive the biggest increase in overall satisfaction.

**Services**
- There were many positive comments regarding satisfaction with services, a great outcome given responses were spontaneous
- There was also an emerging theme regarding the need for better, faster, and more frequent services

**Time**
- Relates primarily to waiting times, and ranges from transport delays to queues and response times from a cross section of services

**Staff**
- The key themes relate to the need for more staff to increase responsiveness. This stems from the perception that staff may be ‘overworked’, and is linked with the ‘waiting time’ theme above

**Information**
- Need for more information; consistency from different sources to increase user confidence and trust; and accessibility of information

**Communication**
- There has been an emerging theme regarding the need for better communication between service staff and respondents who are seeking help

**Service**
- As with consumer respondents, there were many positive comments regarding satisfaction with services, a great outcome given responses were spontaneous

**Information**
- Need for easier access to relevant information; simpler access to information online

**Time**
- There is a need for better efficiency, faster service and timely access to services following initial contact
9. Impact of Complaints on Customer Satisfaction

The average satisfaction of consumers whose complaints were handled well is marginally higher than that of businesses.

2017 Complaint Handling Experience

<table>
<thead>
<tr>
<th></th>
<th>Consumer (n=2,145)</th>
<th>Business (n=641)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handled Poorly</td>
<td>6.6</td>
<td>6.4</td>
</tr>
<tr>
<td>Neutral</td>
<td>7.1</td>
<td>7.1</td>
</tr>
<tr>
<td>Handled Well</td>
<td>8.0</td>
<td>7.9</td>
</tr>
</tbody>
</table>

The proportion of consumers stating that making a complaint was easy (7-10 out of 10) was 3% higher in 2017 than in 2016. The proportion of businesses stating that making a complaint was easy decreased by 8% in 2017.

2017 Ease of Making a Complaint

**Consumer**

<table>
<thead>
<tr>
<th></th>
<th>2016 (n=1,411)</th>
<th>2017 (n=1,286)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Difficult</td>
<td>27%</td>
<td>25%</td>
</tr>
<tr>
<td>Neutral</td>
<td>23%</td>
<td>22%</td>
</tr>
<tr>
<td>Easy</td>
<td>50%</td>
<td>53%</td>
</tr>
</tbody>
</table>

**Business**

<table>
<thead>
<tr>
<th></th>
<th>2016 (n=469)</th>
<th>2017 (n=416)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Difficult</td>
<td>20%</td>
<td>21%</td>
</tr>
<tr>
<td>Neutral</td>
<td>23%</td>
<td>30%</td>
</tr>
<tr>
<td>Easy</td>
<td>57%</td>
<td>49%</td>
</tr>
</tbody>
</table>

Base: respondents who had made a complaint

Legend:
- Green triangle: Statistically significant increase in avg. from 2016 (at 99% level of Confidence)
- Red triangle: Statistically significant decrease in avg. from 2016 (at 99% level of Confidence)
- Black square: No significant change in avg. from 2016 (at 99% level of Confidence)
While customers from metropolitan areas continue to have the lowest satisfaction compared to other regions year on year, metro is the only region to experience an increase across both consumers and businesses from 2016 to 2017.

**2017 Satisfaction by Region**

<table>
<thead>
<tr>
<th>Consumer</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Living in Regional NSW</td>
<td>8.0/10</td>
</tr>
<tr>
<td>Living in Rural NSW</td>
<td>7.6/10</td>
</tr>
<tr>
<td>Living in Metro NSW</td>
<td>7.6/10</td>
</tr>
<tr>
<td>Located in Regional NSW</td>
<td>7.5/10</td>
</tr>
<tr>
<td>Located in Rural NSW</td>
<td>8.1/10</td>
</tr>
<tr>
<td>Located in Metro NSW</td>
<td>7.4/10</td>
</tr>
</tbody>
</table>

**2017 Expectation by Region**

<table>
<thead>
<tr>
<th>Consumer</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Living in Regional NSW</td>
<td>8.2/10</td>
</tr>
<tr>
<td>Living in Rural NSW</td>
<td>7.7/10</td>
</tr>
<tr>
<td>Living in Metro NSW</td>
<td>7.9/10</td>
</tr>
<tr>
<td>Located in Regional NSW</td>
<td>7.8/10</td>
</tr>
<tr>
<td>Located in Rural NSW</td>
<td>8.2/10</td>
</tr>
<tr>
<td>Located in Metro NSW</td>
<td>7.7/10</td>
</tr>
</tbody>
</table>

Expectation by region varies across consumer and business. Expectation is highest for consumers from Regional NSW and expectation is highest for businesses located in rural NSW. The only significant change from 2016 to 2017 is for consumers from metropolitan regions.

**Legend:**
- ▲ Statistically significant increase in avg. from 2016 (at 99% level of Confidence)
- □ No significant change in avg. from 2016 (at 99% level of Confidence)
- ▼ Statistically significant decrease in avg. from 2016 (at 99% level of Confidence)

Base: Consumers (n=4,013), Business (n=1,133)
11. Adoption of Online Services and Resulting Impact on Customer Satisfaction

The most commonly used channels by customers to interact with services in 2017 are in person, online and telephone.

2017 Contact Methods Used¹

<table>
<thead>
<tr>
<th>Method</th>
<th>Consumer (n=6,789)</th>
<th>Business (n=1,705)</th>
</tr>
</thead>
<tbody>
<tr>
<td>In person</td>
<td>59%</td>
<td>48%</td>
</tr>
<tr>
<td>Online</td>
<td>33%</td>
<td>33%</td>
</tr>
<tr>
<td>Phone</td>
<td>28%</td>
<td>44%</td>
</tr>
<tr>
<td>Email</td>
<td>13%</td>
<td>35%</td>
</tr>
<tr>
<td>Mail/fax</td>
<td>7%</td>
<td>12%</td>
</tr>
<tr>
<td>Third parties</td>
<td>3%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Online experienced the biggest increase in average satisfaction (statistically significant) across consumers and businesses from 2016 to 2017.

Consistent with 2015 and 2016, consumers are most satisfied with aspects relating to accurate content and security when dealing with services online.

2017 Satisfaction with Going Online

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Consumer (n=1,630)</th>
<th>Business (n=438)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The content was current and accurate</td>
<td>8.2</td>
<td>7.9</td>
</tr>
<tr>
<td>I trust my information was handled securely</td>
<td>8.2</td>
<td>8.0</td>
</tr>
<tr>
<td>Format of the content met my access requirements</td>
<td>8.1</td>
<td>7.7</td>
</tr>
<tr>
<td>I was satisfied with the overall online experience to complete the task</td>
<td>8.0</td>
<td>7.8</td>
</tr>
<tr>
<td>Was useful and allowed me to do everything I needed to do</td>
<td>8.0</td>
<td>7.6</td>
</tr>
<tr>
<td>Content and support provided online was sufficient</td>
<td>7.9</td>
<td>7.5</td>
</tr>
<tr>
<td>Was simple and it was easy to find what I was looking for</td>
<td>7.9</td>
<td>7.6</td>
</tr>
</tbody>
</table>

Avg. score (out of 10)

Legend:  
- ▲ Statistically significant increase in avg. from 2016 (at 99% level of Confidence)  
- No significant change in avg. from 2016 (at 99% level of Confidence)  
- ▼ Statistically significant decrease in avg. from 2016 (at 99% level of Confidence)

¹Note: respondents could select any number of options (multi-select)
12. Further Online Insights and Adoption

Customers who identified they chose to go online have a higher average satisfaction with online services than those who are directed/prompted to go online or had no other option.

Majority of customers use laptop and/or desktop computers to access online content.

Consistent with 2015 and 2016, consumers are most likely to go online if information remains confidential and if it was easy to find information.

### 2017 Satisfaction with Online Services

<table>
<thead>
<tr>
<th></th>
<th>Consumer</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chose to go online</td>
<td>7.9/10</td>
<td>7.7/10</td>
</tr>
<tr>
<td>No other option available</td>
<td>7.5/10</td>
<td>6.6/10</td>
</tr>
<tr>
<td>Were directed/prompted to go online</td>
<td>7.3/10</td>
<td>7.1/10</td>
</tr>
</tbody>
</table>

### 2017 Online Device Used

- **Laptop Computer**: 53% (Consumer), 60% (Business)
- **Desktop Computer**: 43% (Consumer), 51% (Business)
- **Smartphone**: 39% (Consumer), 38% (Business)
- **Tablet/iPad**: 21% (Consumer), 24% (Business)

Note: respondents could select any number of options (multi-select)

### 2017 Likelihood to Go Online If...

- Assured information remained confidential
- Easily able to find what I was looking for
- The service was available online
- Content was more current / accurate
- I had access to a computer / online...
- Format of content met access requirements
- Online support to answer questions
- An incentive / discount was provided

<table>
<thead>
<tr>
<th></th>
<th>Highest</th>
<th>Lowest</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assured information remained confidential</td>
<td>7.3</td>
<td>5.9</td>
</tr>
<tr>
<td>Easily able to find what I was looking for</td>
<td>7.2</td>
<td>5.7</td>
</tr>
<tr>
<td>The service was available online</td>
<td>6.9</td>
<td>6.6</td>
</tr>
<tr>
<td>Content was more current / accurate</td>
<td>7.2</td>
<td>5.7</td>
</tr>
<tr>
<td>I had access to a computer / online...</td>
<td>6.7</td>
<td>5.9</td>
</tr>
<tr>
<td>Format of content met access requirements</td>
<td>6.8</td>
<td>6.5</td>
</tr>
<tr>
<td>Online support to answer questions</td>
<td>6.7</td>
<td>6.6</td>
</tr>
<tr>
<td>An incentive / discount was provided</td>
<td>5.9</td>
<td>5.7</td>
</tr>
</tbody>
</table>
13. Comparison of Top Line Performance Across Jurisdictions - Consumer

For consumers, NSW Government is the only jurisdiction which experienced a significant increase in both satisfaction and expectation from 2016 to 2017.

For consumers, NSW Government has a positive ‘brand’ perception when compared to other industries, which is consistent across jurisdictions.

### 2017 Jurisdictional Satisfaction Across Industries

<table>
<thead>
<tr>
<th>Highest</th>
<th>Satisfaction</th>
<th>Expectation</th>
</tr>
</thead>
<tbody>
<tr>
<td>QLD</td>
<td>7.7</td>
<td>7.9</td>
</tr>
<tr>
<td>NSW</td>
<td>7.7</td>
<td>7.9</td>
</tr>
<tr>
<td>VIC</td>
<td>7.6</td>
<td>7.8</td>
</tr>
<tr>
<td>NZ</td>
<td>7.6</td>
<td>7.8</td>
</tr>
<tr>
<td>CAN</td>
<td>7.5</td>
<td>7.8</td>
</tr>
<tr>
<td>SA</td>
<td>7.6</td>
<td>7.8</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lowest</th>
<th>Avg. score</th>
<th>Avg. score</th>
</tr>
</thead>
<tbody>
<tr>
<td>QLD</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>NSW</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>VIC</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>NZ</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>CAN</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>SA</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

While there are minimal differences in overall performance at the whole of Government level across jurisdictions, differences in performance exist by services and channels.

### Legend:
- ▲ Statistically significant increase in avg. from 2015 (at 99% level of Confidence)
- N/A No significant change in avg. from 2015 (at 99% level of Confidence)
- ▼ Statistically significant decrease in avg. from 2015 (at 99% level of Confidence)

### CAN (n=2,056), NSW (n= 4,013), QLD (n=2,104), VIC (n=2,056), SA (n= 2,030), NZ (n= 2,028)
For further information, please contact customerservicecommission@dpc.nsw.gov.au