

	2011/12				2012/13				2013/14				2014/15	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Overall satisfaction (satisfied or very satisfied)	73%	68%	76%	64%	68%	66%	65%	73%	74%	74%	76%	75%	77%	78%
Required little effort (4 or 5 on 5 point scale)					Not measured as it currently is									
Satisfied with most recent contact experience (satisfied or very satisfied)					Not measured as it currently is									
Staff were competent	79%	74%	86%	76%	77%	76%	77%	80%	82%	83%	83%	88%	89%	89%
I was treated fairly	80%	76%	84%	72%	78%	79%	76%	80%	84%	83%	84%	88%	89%	88%
Staff did what they said they would do	78%	74%	81%	72%	78%	78%	78%	80%	84%	83%	83%	87%	87%	88%
I feel my individual circumstances were taken into account	73%	69%	76%	67%	69%	69%	69%	73%	77%	76%	78%	80%	82%	81%
It's an example of good value for tax dollars spent	69%	62%	73%	61%	65%	65%	64%	67%	72%	72%	74%	78%	78%	78%
I was treated with courtesy and respect					Not measured as it currently is									
The information provided to me was easy to understand					Not measured as it currently is									
My issues were handled in a timely manner					Not measured as it currently is									
I was able to get through to a staff member without difficulty					Not measured as it currently is									

Overall satisfaction

Prior to April 2014 = "And how satisfied were you with the overall quality of service delivery" (based on those who had contact with ACC in last three months)

From April 2014 = "Overall, how satisfied or dissatisfied are you with the way your claim is being handled by ACC?" (asked of total sample)

Placement in the questionnaire also changed (used to be asked near the end of the survey, is now asked closer to the beginning)