Australian Government

**Australian Public Service Commission**

# Trust in Australian public services

2023 Annual Report

# About the Survey of Trust in Australian public services

This is the **second** annual report on results of a survey of people's trust in Australian public services

Report shows feedback on **17 public services**

Feedback on **Australian public services**, also known as Federal, National or Commonwealth services

Feedback on all life events **experienced in the last year**, with detailed feedback on specific services accessed for one of those life events.

Over **55,000 responses** collected since March 2019

Robust and reliable results. Quality assured by the **Australian Bureau of Statistics**
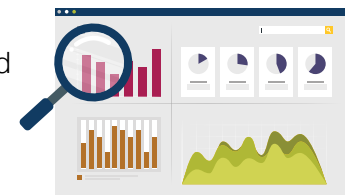
Independent review of methodology by **ANU Centre for Social Research in 2019**. Tested through two pilots

**For more details about the survey**

visit www.apsreform.gov.au/research/trust-in-australian-public-services or

email TrustandTransparency@apsc.gov.au

# About the report

Results shown are from responses collected **monthly from July 2022 to June 2023**.

Respondents report on their experiences from the prior 12 months.

Data collected from **+1,000 people** each month

Reporting on over **12,000 responses**

Nationally representative sample including:

Gender        Age        Location

Report shows feedback on **17 public services**.

This is 5 more than last year's report and includes:

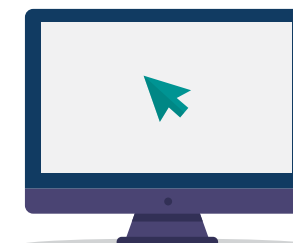- Australian Consumer and Competition Commission
- Parks Australia
- Department of Agriculture, Fisheries and Forestry

And more

For more results see

- The trust in Australian public services: 2022 Annual Report
- The dashboard on survey results

Further technical details and definitions are available at the end of the report in the technical appendix. Further details on methodology are available on our website

# Insights

General trust in Australian public services is at **61%[1]\*** with no changes since last year.

**61% = 61%**

Trust in specific services used has remained stable at **73%[2] in 2023**, the same as in 2022.

The Department of Agriculture, Fisheries and Forestry had the largest increase from 2022 with an 11 percentage point increase, followed by the National Disability Insurance Scheme, with a 5 percentage point increase

**73%**
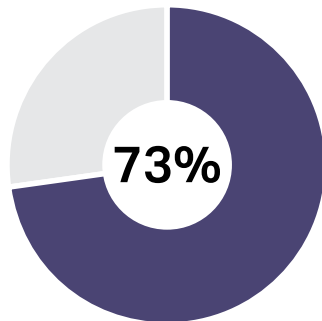
An analysis of the drivers of trust and satisfaction shows how **vulnerability, disadvantage and other life experiences** are important factors for trust and satisfaction in addition to service experiences.

People were most satisified with their **experiences with staff** and the **information they were given** while accessing services.

People were least satisfied with public service processes.

Satisfaction **remained relatively stable**, dropping by 1 percentage point from 73% to 72%[3].

2022 **73%**
2023 **72%**
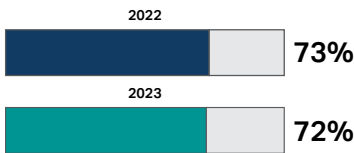
**91%** of people who **trusted services** were **also satisfied[4]** with them.

**30%** of people who **distrusted services[5]** were **still satisfied** with them.

---

\*    Notes are available at the end of the report in the technical appendix. They provide further details on the technical meaning and definitions used in the report.

# Headline Results

Overall, trust and satisfaction remain steady with only minor changes since 2022

# In 2023...

## 61%
of people reported
trusting public services

## 72%
of people who accessed
public services reported being
satisfied with them

**How do we compare?**

Trust in Public Service Brand in New Zealand was 59% in 2023[6]
Trust in public services across OECD countries was 50% in 2021[7]

# General trust and satisfaction over time
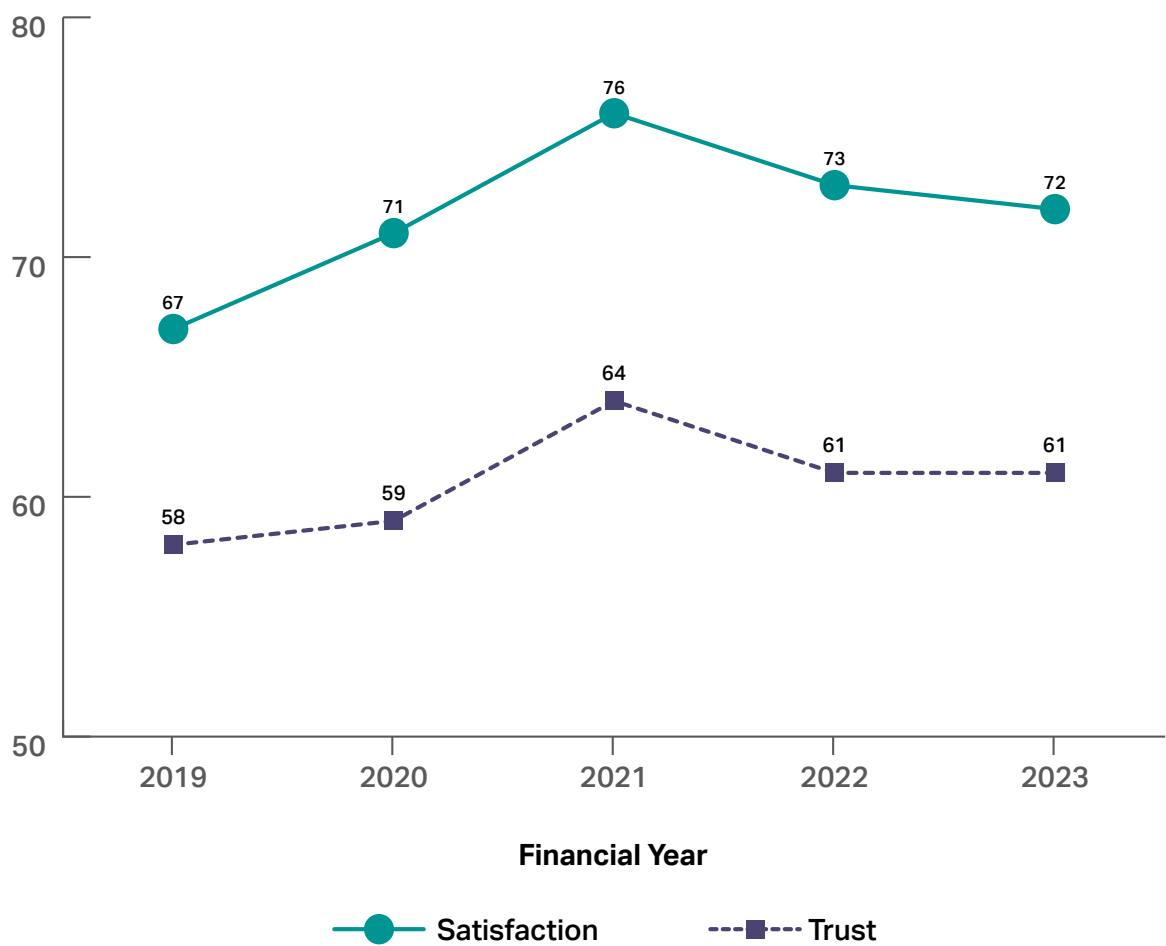


**Results have remained stable over the past year. How do we measure what is a good progress for trust and satisfaction in public services?**

Among other countries that study trust in public services specifically, there is a trend for trust in public services to be relatively stable and slow moving.

The stability is likely because:

1. People do not think about public services unless a major event creates a significant need to access services (such as COVID or the 2008 recession).

2. Public services need to perform better to maintain satisfaction as people's expectations tend to grow over time.

See Section 2 'what drives trust and satisfaction' for more details.

---

Trust is the proportion of people who answered "Strongly Agree", "Agree" or "Somewhat agree" with the statement "I can trust Australian public services"

Satisfaction is the proportion of people who answered "Completely satisfied", "Satisfied" or "Somewhat satisfied" when asked "Thinking about your overall experience with the above services, how satisfied or dissatisfied are you?"

# Specific trust and satisfaction in services

Trust[2] and satisfaction[4] varies significantly between services

| Service | Satisfaction | Trust |
|---|---|---|
| AEC | 91 | 87 |
| DFAT | 76 | 82 |
| Parks Australia | 79 | 81 |
| Australian Tax Office | 81 | 79 |
| Medicare | 79 | 79 |
| Department of Education | 77 | 79 |
| PBS | 76 | 78 |
| Veterans' Affairs | 72 | 77 |
| Home Affairs | 73 | 76 |
| Fair Work Ombudsman | 67 | 75 |
| Agriculture | 70 | 74 |
| My Aged Care | 67 | 73 |
| ACCC | 67 | 70 |
| NDIS | 66 | 69 |
| Child Support | 63 | 66 |
| DEWR | 56 | 66 |
| Centrelink | 63 | 63 |

● Satisfaction   ■ Trust
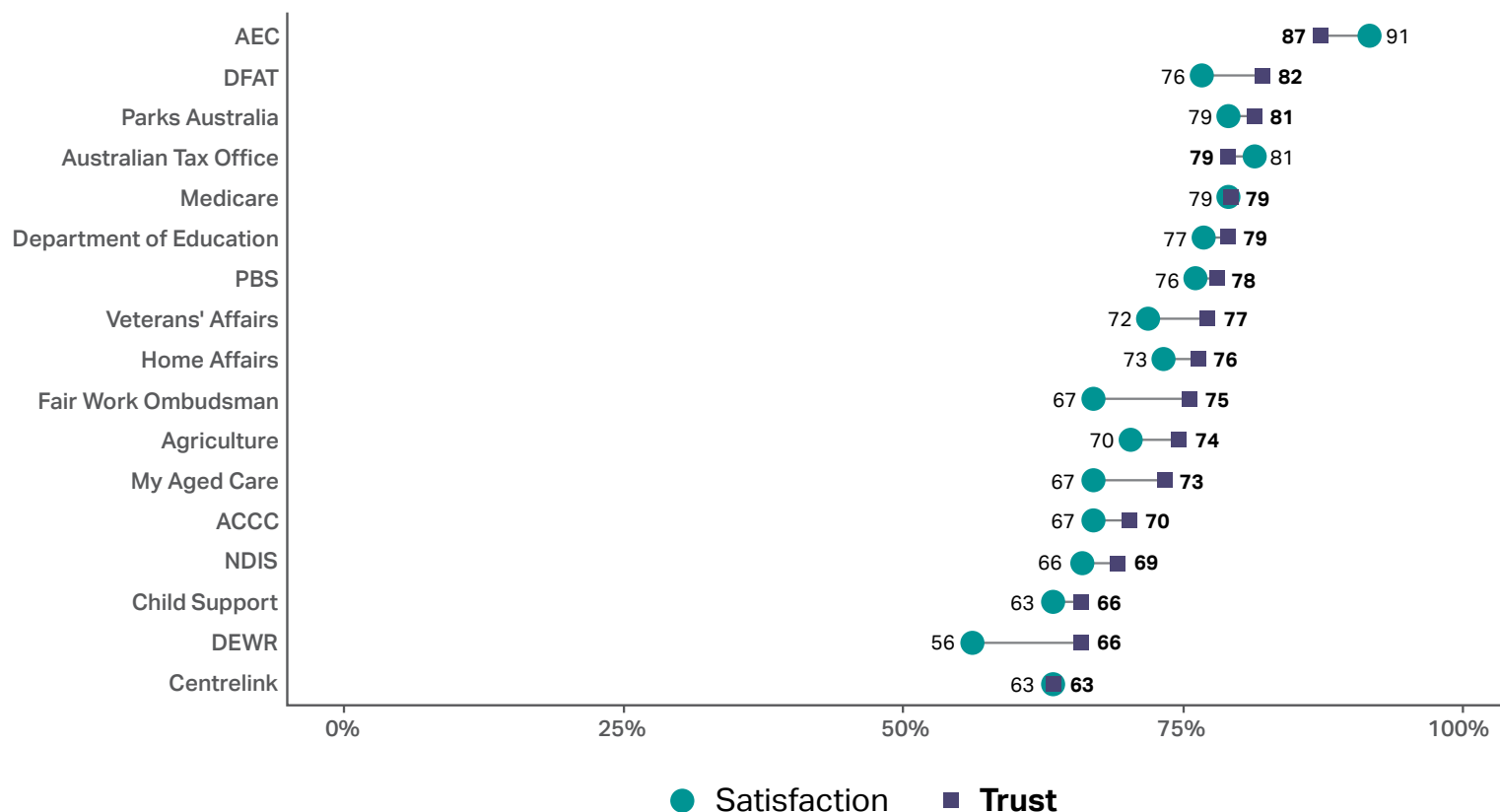
## A fair comparison?

Trust and satisfaction are a product of more than service experience. See Section 2 'what drives trust and satisfaction?' for more details.

## Want more detail on services?

Section 3 of this report provides further results for each service.

# Who trusts?

## 1. Life Satisfaction

74% of people reporting satisfaction with life[8] trusted public services[1], compared with only 34% of people who report life dissatisfaction[9].

## 2. Trust in people

76% of people who were generally trusting of others reported trust in public services compared with 38% for those who are distrusting of others.

## 3. Gender

65% of men reported trust in public services compared to 57% of women.

## 4. Age

65% of people aged 18-34 reported that they trusted public services, higher than people aged 35-64 (58%). 68% of people aged 65+ reported that they trusted public services.

## 5. Regional and Metro areas

A higher number of people who live in Metro areas reported trust (63%) when compared to people who live in regional areas (55%).

## 6. Income

67% of those earning above the median weekly wage (above $1249) trust public services compared to 59% of people earning less than the median.

## 7. Education levels

63% of those who graduated year 12 were trusting of public services while only 55% of people who left education before year 12 were trusting .

## 8. Language spoken at home

71% of people who primarily speak a language other English at home trust in Australian public services, compared to 61% who speak English at home as their primary language.

## 9. Country people were born in

67% of people who were born in a country other than Australia had trust in Australian public services compared with 60% people who were born in Australia.

## Co-occuring Factors

There is a common theme of disadvantage and vulnerability underpinning these factors that may be a more fundamental driver of trust. See section 2 for more details.

# In what way were they satisfied?

The aspects of satisfaction with public services with the highest satisfaction[10] in 2023 were primarily related to the way people were treated by staff and information quality. The greatest area for improvement relates to service process, such as keeping people informed of progress and wait times

| Aspect | % satisfaction |
|---|---|
| Staff treated me with respect | 80 |
| Staff did what they said they would do | 76 |
| Staff were knowledgeable | 76 |
| My individual needs were understood | 73 |
| Information from the service was accurate | 79 |
| Information from the service was easy to understand | 76 |
| There was clear information about the process and how decisions were made | 72 |
| It was easy to access the service(s) | 73 |
| The websites or applications I used worked well | 72 |
| It was easy to find out about the service(s) | 71 |
| The amount of effort I had to put in was reasonable | 70 |
| Processes clear and easy to follow | 70 |
| It was explained how my personal information would be used and stored | 67 |
| The amount of time it took to reach an outcome was acceptable | 67 |
| It was clear I could give feedback about my experience | 64 |
| I was kept informed of progress and wait times | 64 |
| I got what I needed | 77 |

**% satisfaction**

Legend: Outcome | Process | Access | Information | Staff

People were least satisfied with public service processes, although a higher proportion got what they needed at the end of the process.

# What drives trust and satisfaction in Australian public services?

Good service delivery relies on a good understanding of what drives trust and satisfaction.

In this section, we highlight what our data shows about drivers of trust in Australian public services.

# An existing model underpins our understanding of trust and satisfaction

The relationship between trust, satisfaction and other important factors is well understood conceptually based on academic research.

Key points:

- Trust and satisfaction exist in a feedback loop, as set out in the diagram below.
- Trust conveys expectations about needs being met.
- Satisfaction is a product of the extent to which services live up to those expectations.

- Other independent factors feed in to that loop and ultimately influence trust, such as the individual characteristics and needs of the person doing the trusting, the action of the trustee (in this case the service experience) and other contextual factors.

In this section of the report, we use this model as a lens to provide insights on the drivers of trust and satisfaction in Australian public services. We provide nine insights, corresponding to nine important relationships within this model.

**Conceptual model of the drivers of trust and satisfaction**
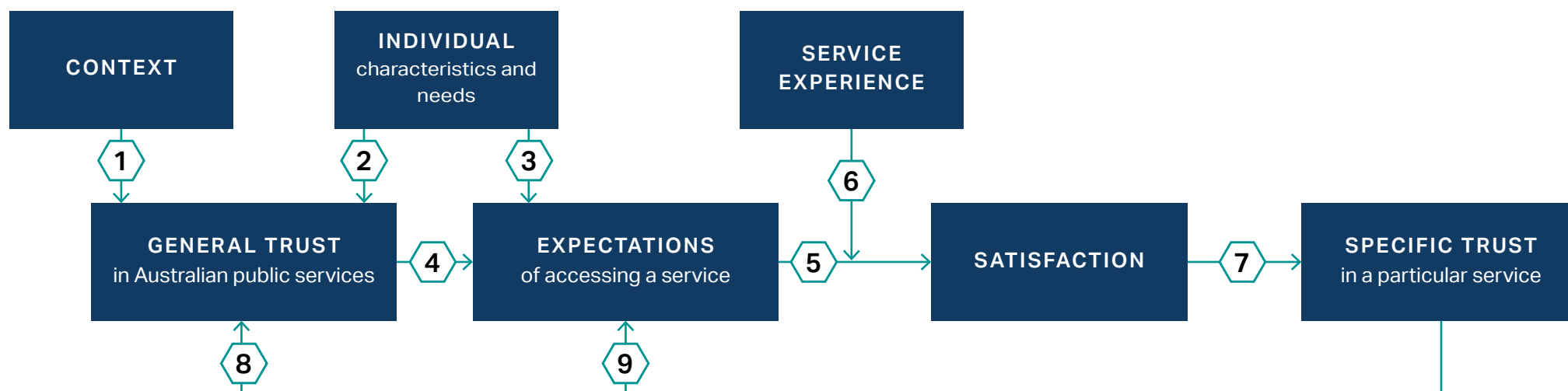


The numbers in the diagram are an index to the ideas discussed on the following pages. Each section displays the index in the top left hand corner of the page.

# Australian public services exist within a broader system of public institutions and processes

Although our survey is focused exclusively on public services delivered by the Commonwealth, public trust in those services is unavoidably influenced by other things. It is influenced by both the reality and public perception of the interdependence of Australian public services with other public institutions, politics, the economy, culture and society as a whole. Some of those influential factors, such as demographic characteristics are measured in our survey. Others, such as political drivers are not. It is well known from international research that a range of factors matter for public trust, and that these influences will be reflected in our measurements. In the pages that follow, we go some way to differentiating factors which are within the Australian Government's sphere of influence and those which are not, to get a better sense of what the Australian Government can do to build trust in Australian public services



**Public governance drivers**
Reliability, responsiveness, openness, integrity, and fairness

**Trust in public institutions**
National government, local government, civil service, etc. and trust in others

**Cultural, economic and political drivers**
Individual and group identities, traits, and preferences

**Government action on intergenerational and global challenges**
Perception of government commitment and effectiveness

Ref: (European Foundation for the Improvement of Living and Working Conditions, 2018; Organisation for Economic Co-operation and Development (Ed.), 2017),

The OECD model for drivers of public trust in institutions acknowledge that culture, economy and political driver's impact trust.

According to recent studies the two most important determinants of citizens' trust in public institutions is the quality of public services and the level of social tensions as perceived by the citizens.

The large increase in trust during the COVID pandemic demonstrates how broader issues impact trust in public services.

OECD (2017) Trust and Public Policy: How Better Governance Can Help Rebuild Public Trust. Available online: http://www.oecd.org/governance/trust-and-public-policy-9789264268920-en.htm

# 2 Individual characteristics drive differences in trust

All people who access Australian public services do so from a different frame of reference. They have different:
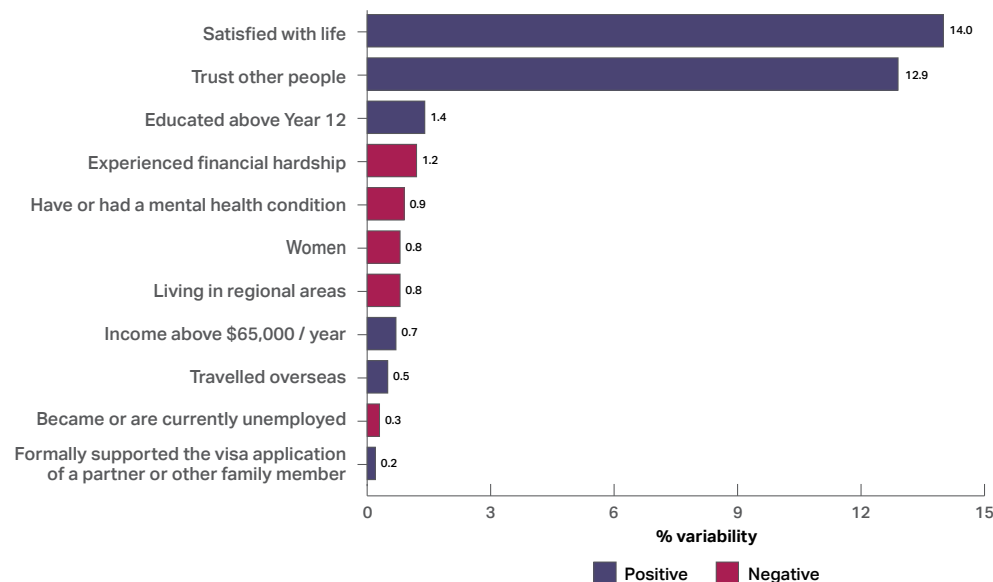
- demographic characteristics (such as age, gender, location, education, income, culture… );

- life experiences that shape their trust in others and satisfaction with life generally; and

- life events in the last 12 months which led them to access Australian public services.

On the one hand, each of these characteristics has a unique association with the degree to which people trust Australian public services. We see for example that fewer women are likely to trust than men, and that more people who have education above year 12 are likely to trust than people who do not[11].

Each of these characteristics have relatively small associations with trust. However, there is also a pattern in these associations which is indicative of a broader influential trend. That is, trust is negatively associated with experiences of hardship, vulnerability, marginalisation and inequality. In our survey we see this most strongly through measures of psychological factors, such as respondent reports of feeling generally satisfied with life and feeling generally trusting towards other individuals.

This data highlights a fundamental aspect of trust. That is, the greater a person's vulnerability, the higher the bar is for services to gain that person's trust.

## Proportion of Trust variablility attributable to other characteristics

| Characteristic | % variability |
|---|---|
| Satisfied with life | 14.0 |
| Trust other people | 12.9 |
| Educated above Year 12 | 1.4 |
| Experienced financial hardship | 1.2 |
| Have or had a mental health condition | 0.9 |
| Women | 0.8 |
| Living in regional areas | 0.8 |
| Income above $65,000 / year | 0.7 |
| Travelled overseas | 0.5 |
| Became or are currently unemployed | 0.3 |
| Formally supported the visa application of a partner or other family member | 0.2 |

Positive ■ Negative ■

**Trust** - A psychological state comprising the intention to accept vulnerability based upon positive expectations of the intentions or behaviour of another.

Rousseau, D. M., Sitkin, S. B., Burt, R. S. and Camerer, C. (1998) 'Introduction to Special Topic Forum: Not so Different after All: A Cross-Discipline View of Trust', Academy of Management, 23 (3): 393-404
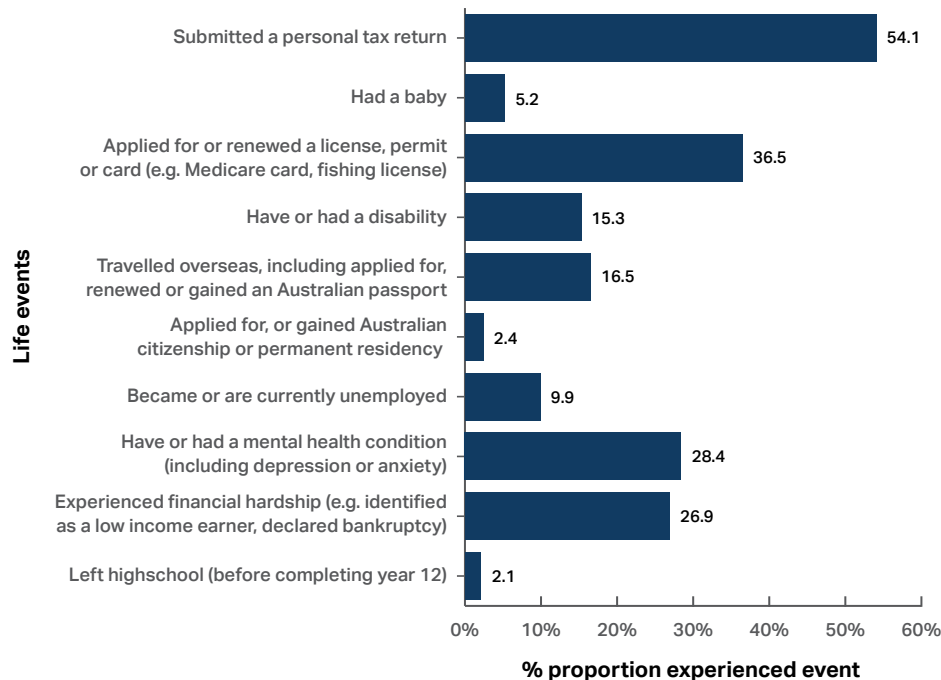
# Some events in life are more likely to lead to a person accessing services than others
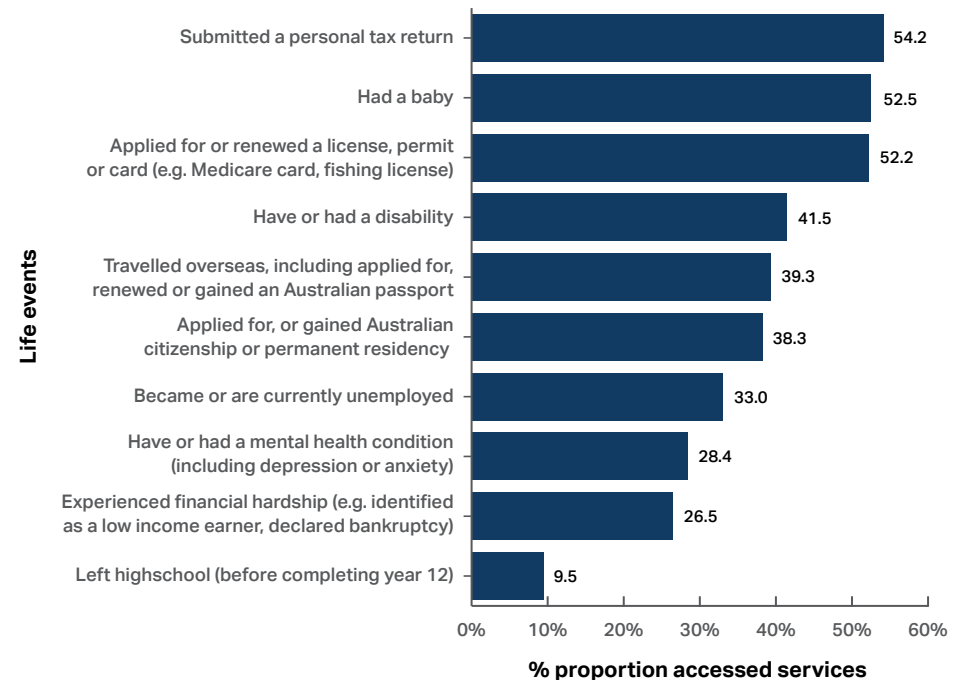
**3**

Before asking people about accessing Australian public services, our survey asks people about significant events that have occurred in their lives in the last 12 months. We don't ask people details about their service expectations, such as how long they thought it might take, but we make a reasonable assumption that the decision to access a service was based on an expectation the service would help meet their needs.

It's often not possible to control the events which happen in your life, and some of them mean you are more likely to access services than others. For example, experiencing financial hardship is not something people seek out, but it happens to 27% of people in a 12-month period[12]. Of those, a quarter access services[13]. Similarly, disability is a reality for 15% of our respondents and 41% of those access Australian public services as a result.

### Prevalence of life events



Bar chart titled "Life events" with x-axis "% proportion experienced event":
- Submitted a personal tax return: 54.1
- Had a baby: 5.2
- Applied for or renewed a license, permit or card (e.g. Medicare card, fishing license): 36.5
- Have or had a disability: 15.3
- Travelled overseas, including applied for, renewed or gained an Australian passport: 16.5
- Applied for, or gained Australian citizenship or permanent residency: 2.4
- Became or are currently unemployed: 9.9
- Have or had a mental health condition (including depression or anxiety): 28.4
- Experienced financial hardship (e.g. identified as a low income earner, declared bankruptcy): 26.9
- Left highschool (before completing year 12): 2.1

### The proportion of people who accessed services following certain life events



Bar chart titled "Life events" with x-axis "% proportion accessed services":
- Submitted a personal tax return: 54.2
- Had a baby: 52.5
- Applied for or renewed a license, permit or card (e.g. Medicare card, fishing license): 52.2
- Have or had a disability: 41.5
- Travelled overseas, including applied for, renewed or gained an Australian passport: 39.3
- Applied for, or gained Australian citizenship or permanent residency: 38.3
- Became or are currently unemployed: 33.0
- Have or had a mental health condition (including depression or anxiety): 28.4
- Experienced financial hardship (e.g. identified as a low income earner, declared bankruptcy): 26.5
- Left highschool (before completing year 12): 9.5

# Service access is associated not only with trust and distrust but also indifference

**4**

Of all respondents in our survey, 70% reported accessing Australian public services in the last 12 months[14].

Intuitively, one might expect greater rates of service access among people who trust than those who do not. However this is not the case. There is effectively no difference in the overall rate at which people access services between those who generally trust public services (72% accessed) and those who generally distrust public services (73% accessed). Although trust is driver of access, it is also correlated with two other important factors.

1. People who are distrusting experience a greater number of life events (an average of 7.6 for distrusting people[5] compared to 6.7 for trusting people[1]), particularly negative ones, that might give reason for needing to access services (distrusting people access services for an average of 2.6 life events, compared to 2.3 for trusting people), and may have less discretion around accessing services. For example, as shown in the charts on the next page,[15,16] they are more likely to experience financial hardship and more likely to access services as a result.

2. People who are trusting experience more positive life events and may have more discretion around what services they access. For example they are more likely to move back to Australia after living overseas, and more likely to access services as a result.

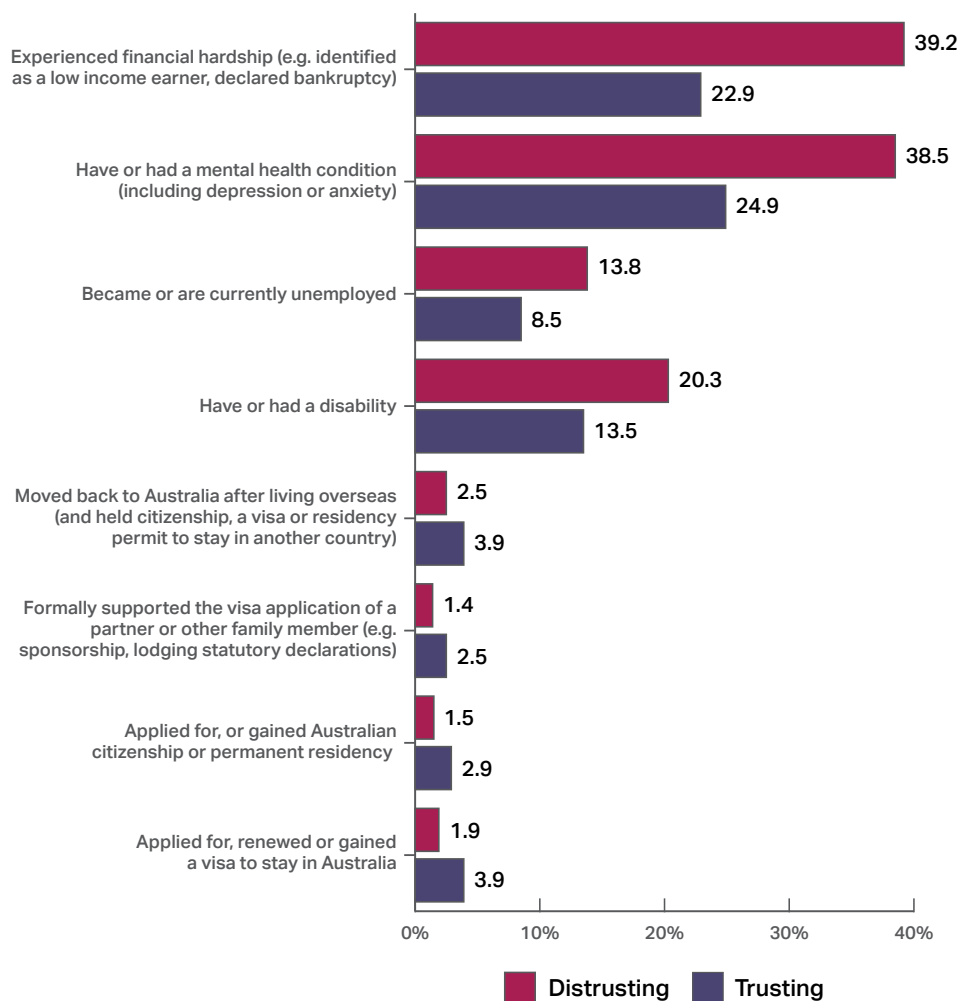This pattern of results is a reminder that for some people, especially those who are more vulnerable, there are fewer options to turn to for help. Disadvantaged Australians disproportionately rely on public services for help.

Service access is lowest among people who report neither trusting nor distrusting public services (63%). Presumably, people who haven't accessed services recently are more likely to feel indifferent about them.
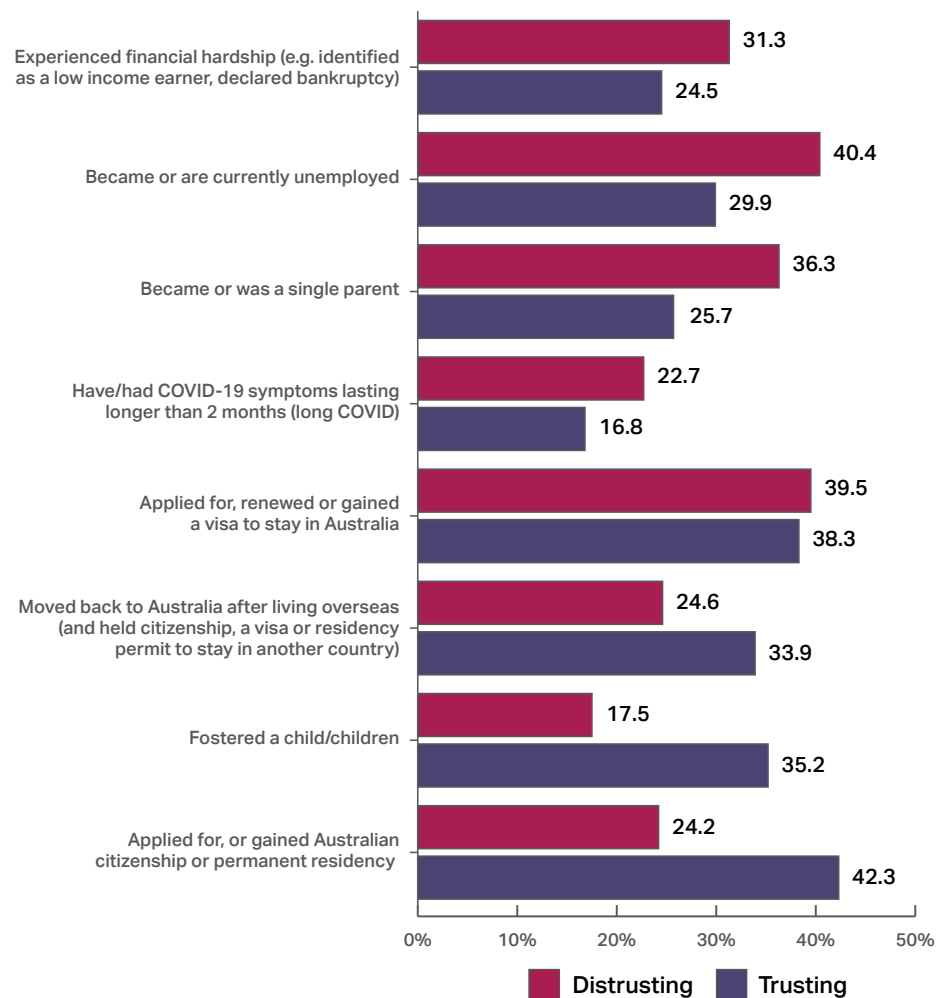
## Proportion of people who experienced a specific life event



| Life event | Distrusting | Trusting |
|---|---|---|
| Experienced financial hardship (e.g. identified as a low income earner, declared bankruptcy) | 39.2 | 22.9 |
| Have or had a mental health condition (including depression or anxiety) | 38.5 | 24.9 |
| Became or are currently unemployed | 13.8 | 8.5 |
| Have or had a disability | 20.3 | 13.5 |
| Moved back to Australia after living overseas (and held citizenship, a visa or residency permit to stay in another country) | 2.5 | 3.9 |
| Formally supported the visa application of a partner or other family member (e.g. sponsorship, lodging statutory declarations) | 1.4 | 2.5 |
| Applied for, or gained Australian citizenship or permanent residency | 1.5 | 2.9 |
| Applied for, renewed or gained a visa to stay in Australia | 1.9 | 3.9 |

## Proportion of people who accessed services for a life event after experiencing it

| Life event | Distrusting | Trusting |
|---|---|---|
| Experienced financial hardship (e.g. identified as a low income earner, declared bankruptcy) | 31.3 | 24.5 |
| Became or are currently unemployed | 40.4 | 29.9 |
| Became or was a single parent | 36.3 | 25.7 |
| Have/had COVID-19 symptoms lasting longer than 2 months (long COVID) | 22.7 | 16.8 |
| Applied for, renewed or gained a visa to stay in Australia | 39.5 | 38.3 |
| Moved back to Australia after living overseas (and held citizenship, a visa or residency permit to stay in another country) | 24.6 | 33.9 |
| Fostered a child/children | 17.5 | 35.2 |
| Applied for, or gained Australian citizenship or permanent residency | 24.2 | 42.3 |

Trusting is the group of people who indicated that they trust public services, distrusting is the group of people who indicated that they distrusted public services. See endnotes 1 and 5

# 5 Only those who access services can be dis/satisfied with them

Our headline results (p. 5) comprise an overall measure of trust and of satisfaction. It is important to note that these numbers are derived from different groups of people. The trust figure[1] (61%) includes a response from everyone we surveyed, whereas the satisfaction figure[3] (72%) only relates to people who accessed services.

Among those who accessed services, the most commonly cited purpose was for financial reasons: applying for assistance and/or receiving assistance (30%) and compliance and registrations (30%). Other reasons include applying for but not receiving assistance (5%), non-financial reasons such as seeking information or training (such as an apprenticeship) (15%); and civic participation (5%)[17].

Among those who did not access services, the most commonly cited reason was not having a need to access services (41%). Other reasons include not being aware of what services they could access (24%), the system being too hard to access support (6%), not wanting to access support (4%) and using alternative means of support (6%)[18].

Continuing the trust-focused analysis of these factors, we observe a higher percentage of people accessing services for financial reasons among distrusting individuals[5] (42%) than trusting individuals[1] (33%). Trusting individuals were more likely to access for compliance or registration (33% vs 26%).

When asked why they didn't access public services, trusting individuals[1] were more likely to answer that they didn't need them (49% as compared to 32%), or that they used alternative means of support (6% vs 4%), whereas distrusting individuals[5] were more likely to say they weren't aware of the public services (29% vs 21%) or that they system was too hard to access support (14% vs 3%).

Taken together, we can see that distrusting individuals tended to need public services but could not get them due to difficulties in the system, or were not able to access financial assistance, compared to trusting people who either had other means of support, received assistance or were accessing services for compliance or registration.

Trusting people were 17 percentage points more likely to report not needing Australian public services. Taken with a broader pattern of results, this indicates they had alternative options or were not in a vulnerable situation where they required support.

## 6 People want services that are easy to use and give them what they are after

Satisfaction is affected by a number of factors including those related to the experience people have with services, as well as people's expectation of the kind of help services will provide. The survey asks respondents to rate the services they accessed on 17 of these factors and the ones most strongly associated [19] with changes in overall satisfaction with Australian public services are:

**1**    I got what I needed

**2**    Information from the service was accurate

**3**    The amount of time it took to reach an outcome was acceptable

**4**    Information from the service was easy to understand

**5**    The amount of effort I had to put in was reasonable

**6**    Processes were clear and easy to follow

**7**    It was easy to access the service(s)

The full list of 17 factors is available on p. 9 in Section 1.

# 7 Services compare differently when taking drivers of trust and satisfaction in to account

In this section of the report, we have so far noted that independent characteristics of individuals such as life satisfaction and general trust in others have strong correlations with general trust in Australian public services, and that trust is in turn associated with what services they access and why. The impact of this association carries all the way through to satisfaction and trust ratings of individual services. That is, some services receive higher or lower ratings in part because of the composition of people they provide services for. Services who look after a greater proportion of more vulnerable individuals have a higher bar for satisfying and gaining the trust of their customers. By statistically controlling for some of these differences, we can estimate how they affect trust and satisfaction ratings in individual services.

This chart shows satisfaction in each service, adjusted to show an estimate of what it would be if each service had all customers with the same average scores for life satisfaction and interpersonal trust. Services such as Centrelink would be expected to have a satisfaction rating 3 percentage points higher (66% vs 63%) while DFAT would be 4 percentage points lower (72% vs 76%)[20].

## Satisfaction adjusted for drivers of trust



Legend: ● Original satisfaction ● **Adjusted satisfaction**

---
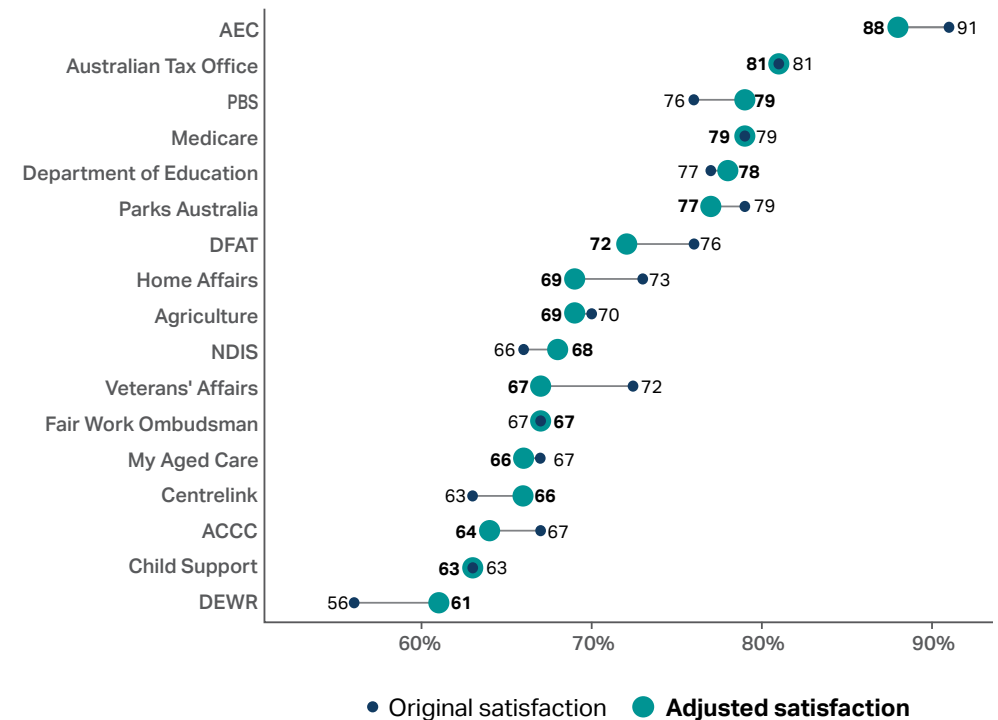
Satisfaction is adjusted to show what satisfaction for each service would be if each service had a group of people with the same life satisfaction and trust in other people accessing them. Further information is available in note 20 of the endnotes.

# 8. Trust and satisfaction: both a positive and negative feedback loop

When people are satisfied with the services they receive, it builds their trust. When people are trusting, there is more institutional legitimacy and compliance with public services. When people interact with services this way, they are more likely to have satisfactory experiences. Interactions like this have the potential to feedback positively on each other in a virtuous cycle increasing trust and satisfaction over time. It can also work the other way around in a vicious cycle or negative feedback loop. Some people have such distrust and dissatisfaction with government that they would decline to even participate in the survey.

# 9 The bar keeps rising as expectations keep rising

What should we be aiming for? What should be the benchmark by which services know what they are achieving is good?

Optimistically, one might say 100 per cent trust and satisfaction. By definition, this would be ideal. But realistically we can expect to continue to see numbers below this for two broad reasons.

One, as long as there are inequalities and imperfections in society, the economy and public institutions generally, then for all the reasons we have outlined so far in this section of the report, trust and satisfaction in public services will always be below one hundred.

Two, the bar is set by the expectations public services create for themselves. Improvements to public services generate satisfaction temporarily until this becomes the new normal and the standard by which people set their expectations in future. The standard is also set by expectations stemming from other sources, such as experiences of services delivered by the private sector.

Countries delivering similar services, to similar populations, in similarly designed public systems can provide a useful point of comparison, as we have shown in the headline section. Unfortunately, few countries collect and public publish data at a service delivery level providing for such a meaningful comparison.

There are other ways to draw comparisons and ways to benchmark performance. One that should act as the default for any service, is the comparison against itself historically. Desirably, services will increase their trust and satisfaction ratings over time. However, it is entirely reasonable to be satisfied with maintaining the same level. This means a service is keeping pace with rising expectations.

In the third section of this report, we provide service level data regarding trust and satisfaction, enabling services to gain an understanding of how they have been tracking over last five years (where possible).

# Trust and Satisfaction in specific services

The Trust Survey measures people's trust and satisfaction in specific services through their experiences with the service and perceptions of its trustworthiness.

Each service has a set of drivers underpinning its trust and satisfaction.

The top rated and bottom rated drivers were similar for all services, and are similar to the overall drivers.

# Australian Competition and Consumer Commission

## Who is accessing
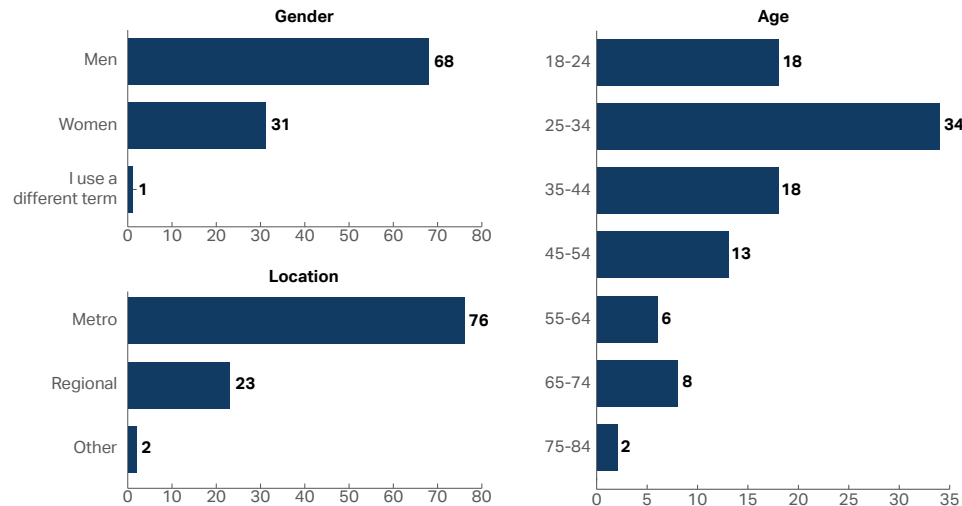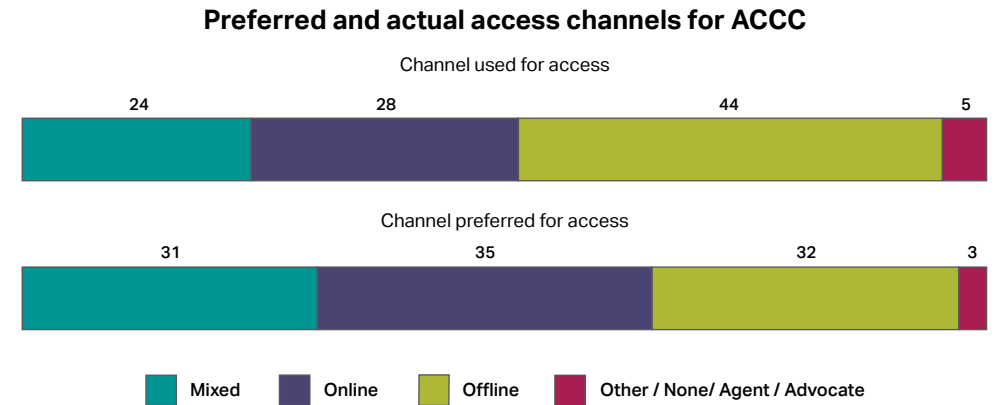
### Gender

| | |
|---|---|
| Men | 68 |
| Women | 31 |
| I use a different term | 1 |

### Age

| | |
|---|---|
| 18-24 | 18 |
| 25-34 | 34 |
| 35-44 | 18 |
| 45-54 | 13 |
| 55-64 | 6 |
| 65-74 | 8 |
| 75-84 | 2 |

### Location

| | |
|---|---|
| Metro | 76 |
| Regional | 23 |
| Other | 2 |

## How are people accessing

### Preferred and actual access channels for ACCC

**Channel used for access**

| Mixed | Online | Offline | Other / None/ Agent / Advocate |
|---|---|---|---|
| 24 | 28 | 44 | 5 |

**Channel preferred for access**

| Mixed | Online | Offline | Other / None/ Agent / Advocate |
|---|---|---|---|
| 31 | 35 | 32 | 3 |

Legend: Mixed | Online | Offline | Other / None/ Agent / Advocate

## The experience

★★★★★

**The top rated drivers of satisfaction were:**

1. 'Information from the service was accurate'
2. 'Staff did what they said they would do'

★☆☆☆☆

**The lowest rated drivers of satisfaction were:**

1. 'The amount of time it took to reach an outcome was acceptable'
2. 'I was kept informed of progress and wait times'

## Historical Performance

| Financial Year | Satisfaction | Trust |
|---|---|---|
| 2019 | 64 | 68 |
| 2020 | 75 | 74 |
| 2021 | 76 | 80 |
| 2022 | 63 | 70 |
| 2023 | 67 | 70 |

Legend: Satisfaction — Trust
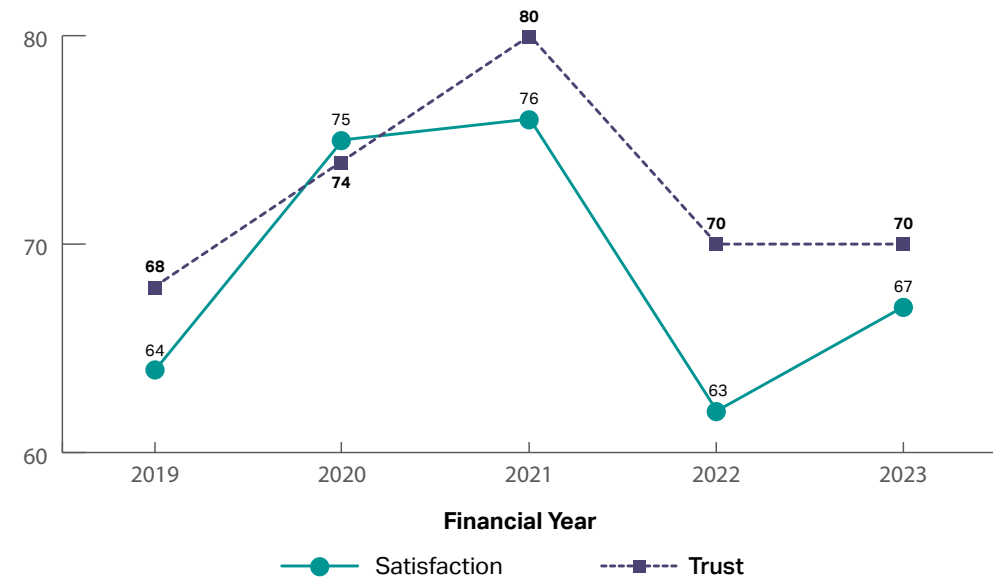
# Australian Electoral Commission

## Who is accessing

### Gender

- Men: 64
- Women: 33
- Non-Binary: 3

### Location

- Metro: 66
- Regional: 34

### Age

- 18-24: 7
- 25-34: 9
- 35-44: 13
- 45-54: 19
- 55-64: 27
- 65-74: 17
- 75-84: 9

## How are people accessing

### Preferred and actual access channels for AEC

Channel used for access

| Mixed | Online | Offline | Other / None/ Agent / Advocate |
|---|---|---|---|
| 13 | 59 | 23 | 6 |

Channel preferred for access

| Mixed | Online | Offline | Other |
|---|---|---|---|
| 27 | 54 | 17 | 1 |

Legend: ■ Mixed ■ Online ■ Offline ■ Other / None/ Agent / Advocate

## The experience

★★★★★
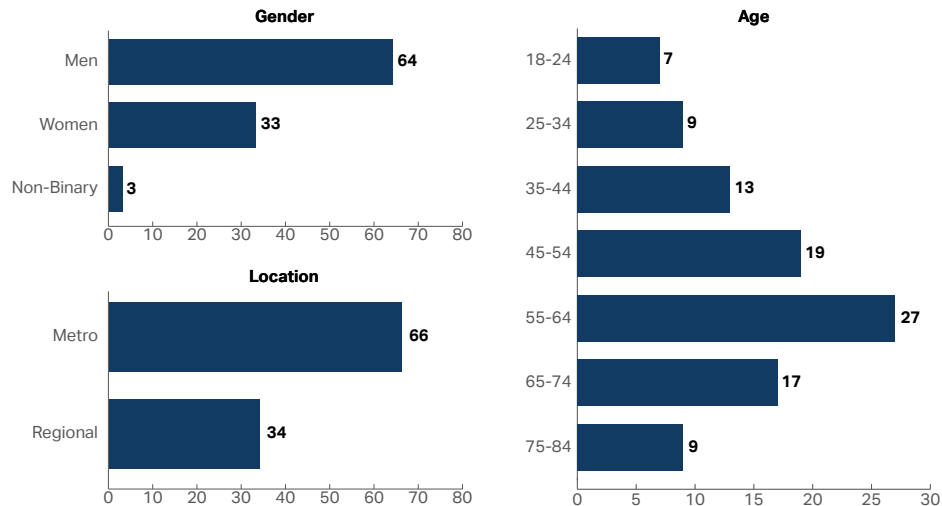
**The top rated drivers of satisfaction were:**

1. 'I got what I needed'
2. 'It was easy to access the service(s)'

★☆☆☆☆

**The lowest rated drivers of satisfaction were:**

1. 'It was explained how my personal information would be used and stored'
2. 'It was clear I could give feedback about my experience'

## Historical Performance



Satisfaction: 2021: 91, 2022: 90, 2023: 91
Trust: 2021: 92, 2022: 92, 2023: 87

Financial Year

Legend: ● Satisfaction ■ Trust

# Australian Taxation Office

## Who is accessing
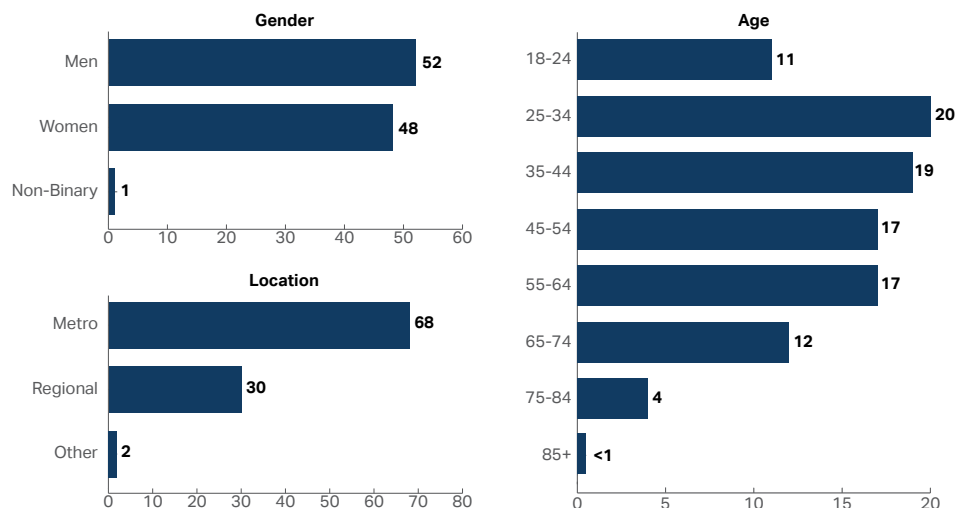
### Gender

| | |
|---|---|
| Men | 52 |
| Women | 48 |
| Non-Binary | 1 |

(x-axis: 0, 10, 20, 30, 40, 50, 60)

### Age

| | |
|---|---|
| 18-24 | 11 |
| 25-34 | 20 |
| 35-44 | 19 |
| 45-54 | 17 |
| 55-64 | 17 |
| 65-74 | 12 |
| 75-84 | 4 |
| 85+ | <1 |

(x-axis: 0, 5, 10, 15, 20)

### Location

| | |
|---|---|
| Metro | 68 |
| Regional | 30 |
| Other | 2 |

(x-axis: 0, 10, 20, 30, 40, 50, 60, 70, 80)

## How are people accessing

### Preferred and actual access channels for Australian Tax Office

Channel used for access

| Mixed | Online | Offline | Other / None/ Agent / Advocate |
|---|---|---|---|
| 14 | 61 | 16 | 10 |

Channel preferred for access

| Mixed | Online | Offline | Other |
|---|---|---|---|
| 26 | 50 | 23 | 2 |

Legend: Mixed, Online, Offline, Other / None/ Agent / Advocate

## The experience

⭐⭐⭐⭐⭐

**The top rated drivers of satisfaction were:**

1. 'Information from the service was accurate'
2. 'Staff treated me with respect'

⭐☆☆☆☆

**The lowest rated drivers of satisfaction were:**
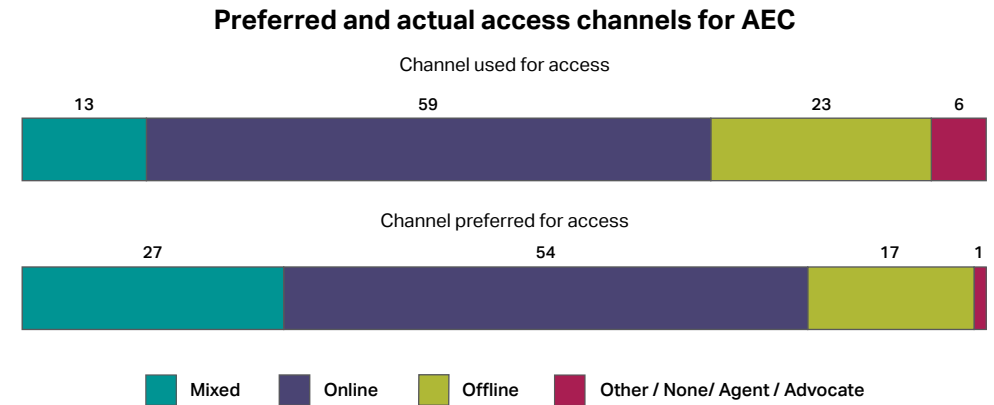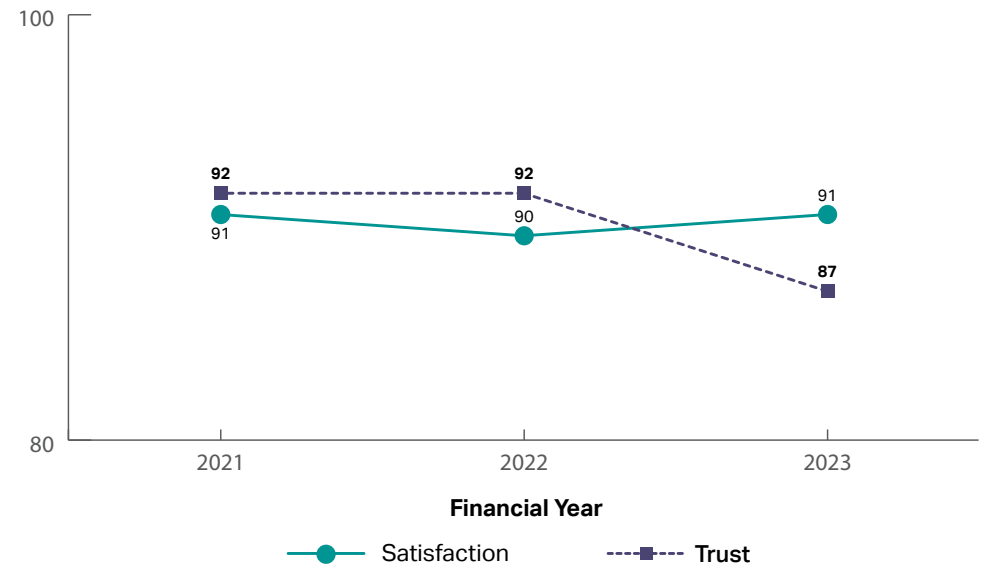
1. 'I was kept informed of progress and wait times'
2. 'It was clear I could give feedback about my experience'

## Historical Performance

Satisfaction:
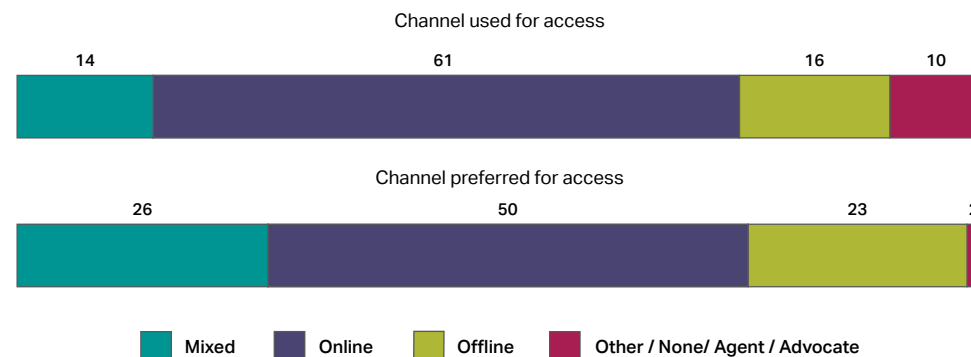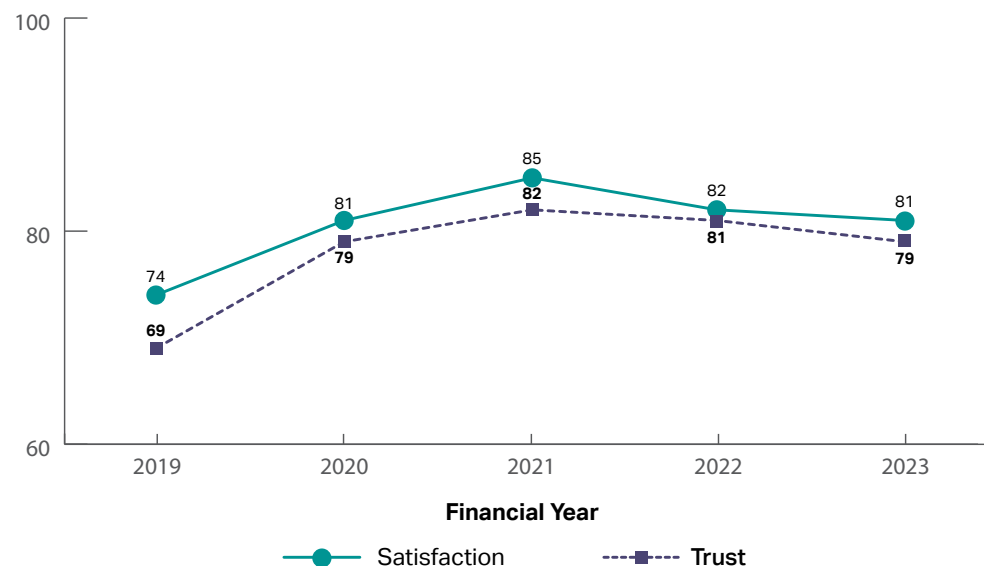- 2019: 74
- 2020: 81
- 2021: 85
- 2022: 82
- 2023: 81

Trust:
- 2019: 69
- 2020: 79
- 2021: 82
- 2022: 81
- 2023: 79

(y-axis: 60, 80, 100; x-axis: Financial Year — 2019, 2020, 2021, 2022, 2023)

Legend: Satisfaction, Trust

# Department of Agriculture, Fisheries and Forestry

## Who is accessing
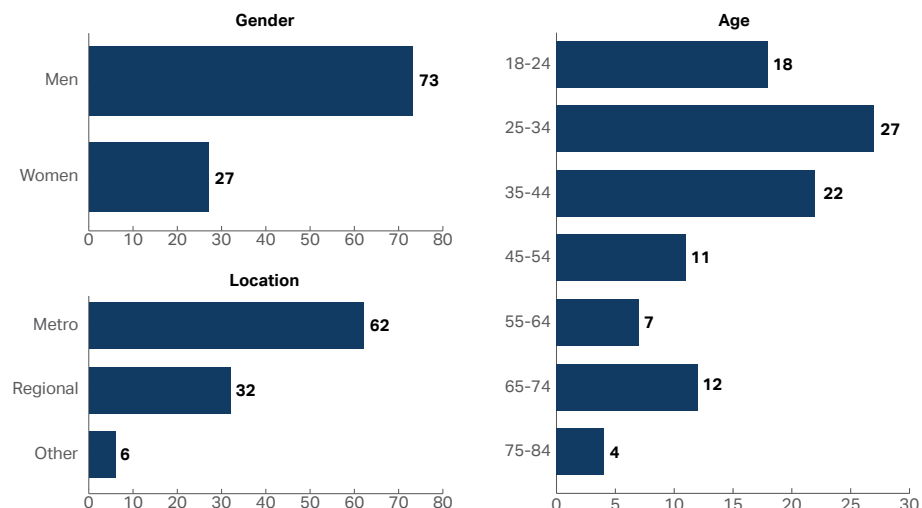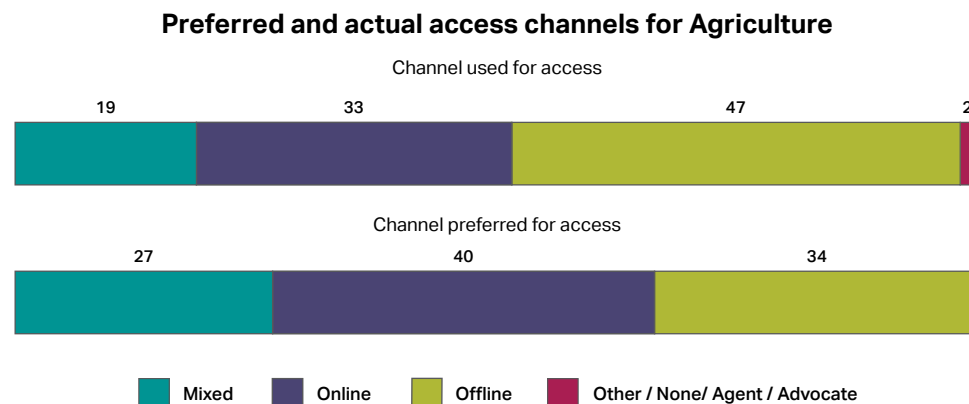
### Gender

Men **73**
Women **27**

*(scale: 0 10 20 30 40 50 60 70 80)*

### Location

Metro **62**
Regional **32**
Other **6**

*(scale: 0 10 20 30 40 50 60 70 80)*

### Age

18-24 **18**
25-34 **27**
35-44 **22**
45-54 **11**
55-64 **7**
65-74 **12**
75-84 **4**

*(scale: 0 5 10 15 20 25 30)*

## How are people accessing

### Preferred and actual access channels for Agriculture

**Channel used for access**

| Mixed | Online | Offline | Other |
|---|---|---|---|
| 19 | 33 | 47 | 2 |

**Channel preferred for access**

| Mixed | Online | Offline |
|---|---|---|
| 27 | 40 | 34 |

Legend: ■ Mixed ■ Online ■ Offline ■ Other / None/ Agent / Advocate

## The experience

⭐⭐⭐⭐⭐

**The top rated drivers of satisfaction were:**

1. 'Information from the service was easy to understand'
2. 'Information from the service was accurate'

⭐☆☆☆☆

**The lowest rated drivers of satisfaction were:**

1. 'The amount of effort I had to put in was reasonable'
2. 'I was kept informed of progress and wait times'

## Historical Performance

| Financial Year | Satisfaction | Trust |
|---|---|---|
| 2019 | 84 | 83 |
| 2020 | 71 | 71 |
| 2021 | 79 | 80 |
| 2022 | 66 | 63 |
| 2023 | 70 | 74 |

Legend: —●— Satisfaction ---■--- Trust
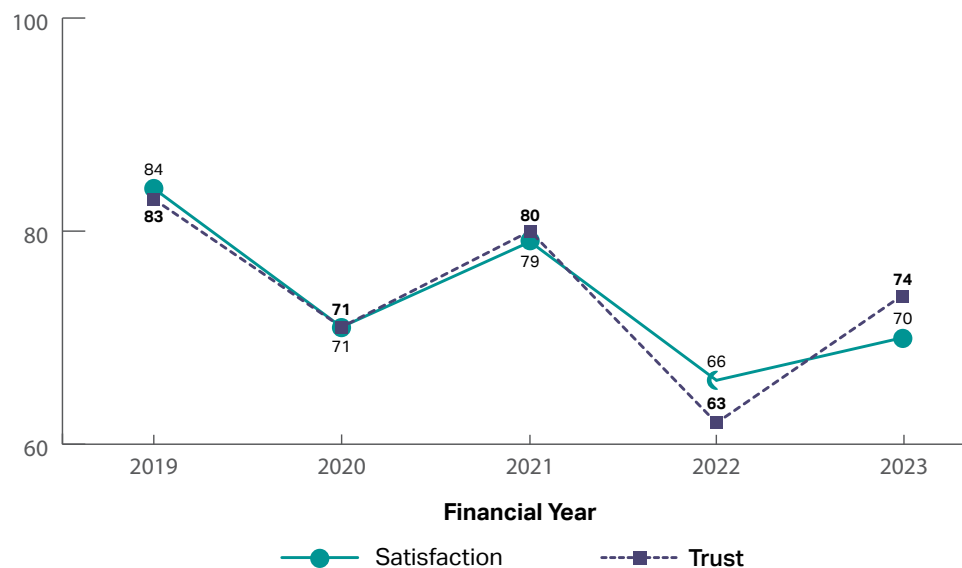
# Department of Education

## Who is accessing

### Gender

| | |
|---|---|
| Men | 42 |
| Women | 57 |
| I use a different term | <1 |

### Location

| | |
|---|---|
| Metro | 73 |
| Regional | 25 |
| Other | 3 |

### Age

| | |
|---|---|
| 18-24 | 25 |
| 25-34 | 34 |
| 35-44 | 22 |
| 45-54 | 14 |
| 55-64 | 5 |
| 65-74 | <1 |

## How are people accessing

### Preferred and actual access channels for Department of Education

Channel used for access

| Mixed | Online | Offline | Other / None / Agent / Advocate |
|---|---|---|---|
| 22 | 47 | 26 | 5 |

Channel preferred for access

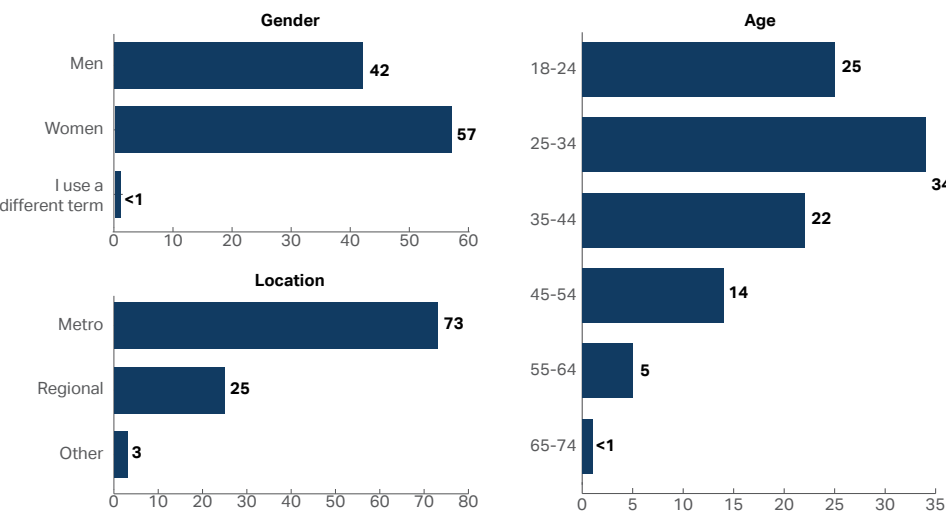| Mixed | Online | Offline | Other / None / Agent / Advocate |
|---|---|---|---|
| 34 | 46 | 20 | 1 |

Legend: Mixed, Online, Offline, Other / None/ Agent / Advocate

## The experience

★★★★★

**The top rated drivers of satisfaction were:**

1. 'I got what I needed'
2. 'Staff treated me with respect'

★★★★★

**The lowest rated drivers of satisfaction were:**

1. 'I was kept informed of progress and wait times'
2. 'It was clear I could give feedback about my experience'

## Historical Performance

| Financial Year | Satisfaction | Trust |
|---|---|---|
| 2023 | 77 | 79 |

Legend: Satisfaction, Trust

# Department of Employment and Workplace Relations

## Who is accessing
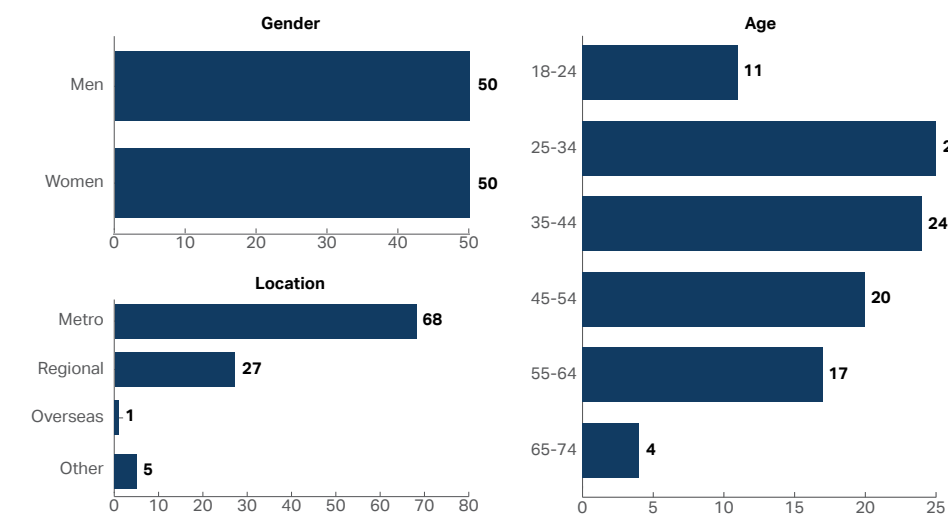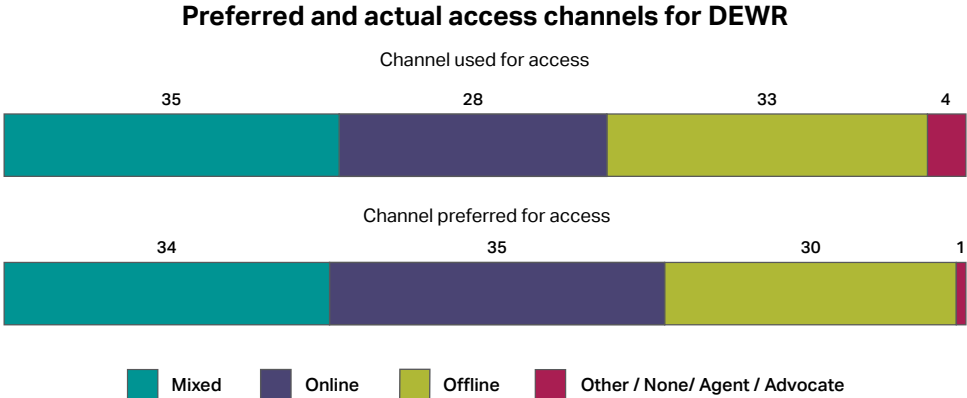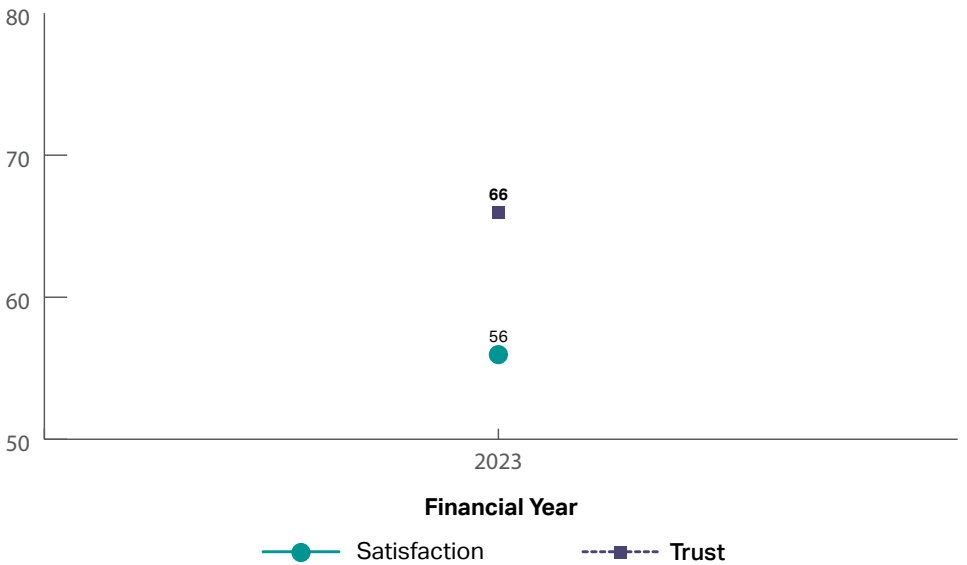
### Gender

| | |
|---|---|
| Men | 50 |
| Women | 50 |

### Age

| | |
|---|---|
| 18-24 | 11 |
| 25-34 | 25 |
| 35-44 | 24 |
| 45-54 | 20 |
| 55-64 | 17 |
| 65-74 | 4 |

### Location

| | |
|---|---|
| Metro | 68 |
| Regional | 27 |
| Overseas | 1 |
| Other | 5 |

## How are people accessing

### Preferred and actual access channels for DEWR

Channel used for access

| Mixed | Online | Offline | Other / None / Agent / Advocate |
|---|---|---|---|
| 35 | 28 | 33 | 4 |

Channel preferred for access

| Mixed | Online | Offline | Other / None / Agent / Advocate |
|---|---|---|---|
| 34 | 35 | 30 | 1 |

- Mixed
- Online
- Offline
- Other / None/ Agent / Advocate

## The experience

★★★★★

**The top rated drivers of satisfaction were:**

1. 'Information from the service was accurate'
2. 'Staff treated me with respect'

★★★★★

**The lowest rated drivers of satisfaction were:**

1. 'The amount of effort I had to put in was reasonable'
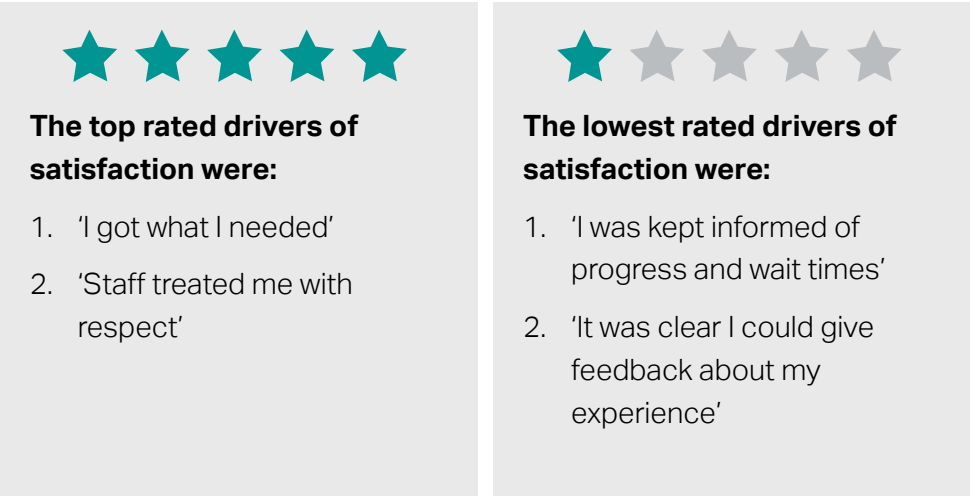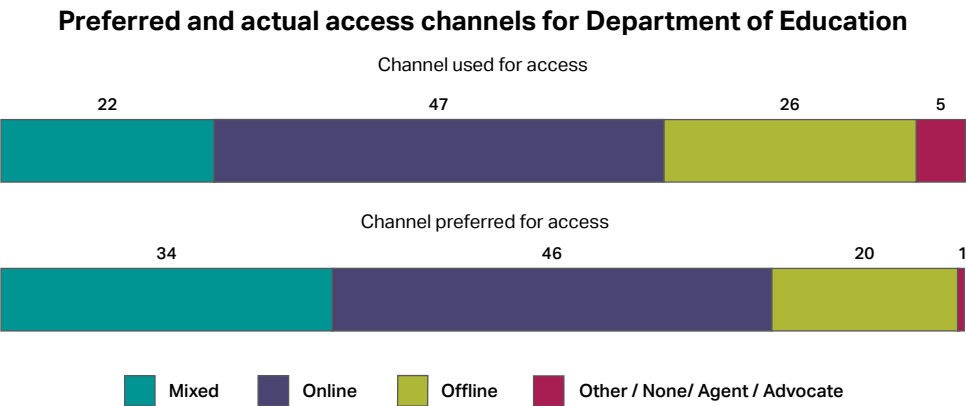2. 'I was kept informed of progress and wait times'

## Historical Performance

66

56

2023

**Financial Year**

Satisfaction    Trust

# Department of Foreign Affairs and Trade

## Who is accessing
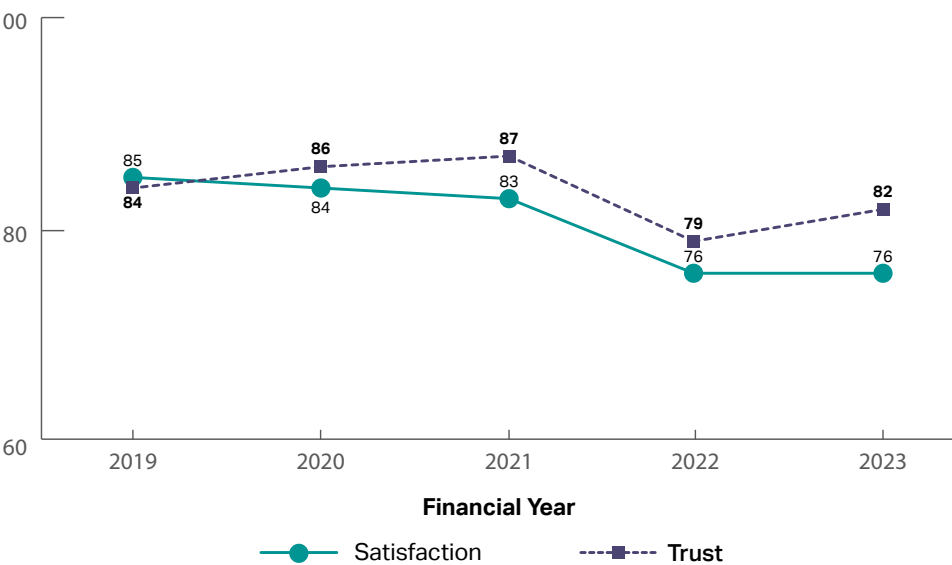
### Gender

- Men: 63
- Women: 37
- Non-Binary: <1
- I use a different term: <1

### Location

- Metro: 79
- Regional: 18
- Other: 3

### Age

- 18-24: 11
- 25-34: 23
- 35-44: 23
- 45-54: 15
- 55-64: 13
- 65-74: 10
- 75-84: 5

## How are people accessing

### Preferred and actual access channels for DFAT

**Channel used for access**

| Mixed | Online | Offline | Other / None / Agent / Advocate |
|-------|--------|---------|--------------------------------|
| 29 | 38 | 30 | 4 |

**Channel preferred for access**

| Mixed | Online | Offline | Other / None / Agent / Advocate |
|-------|--------|---------|--------------------------------|
| 26 | 47 | 26 | 1 |

Legend: Mixed, Online, Offline, Other / None/ Agent / Advocate

## The experience

★★★★★

**The top rated drivers of satisfaction were:**

1. 'Information from the service was accurate'
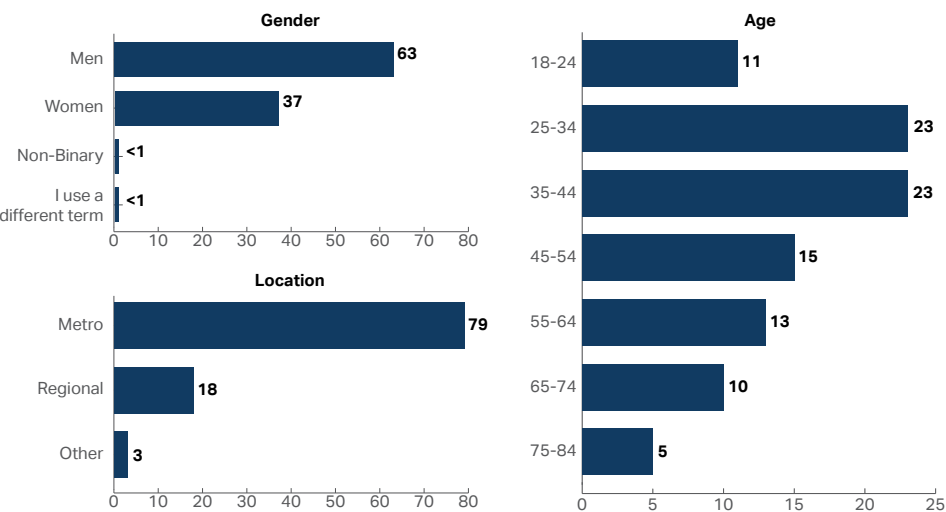2. 'Staff treated me with respect'
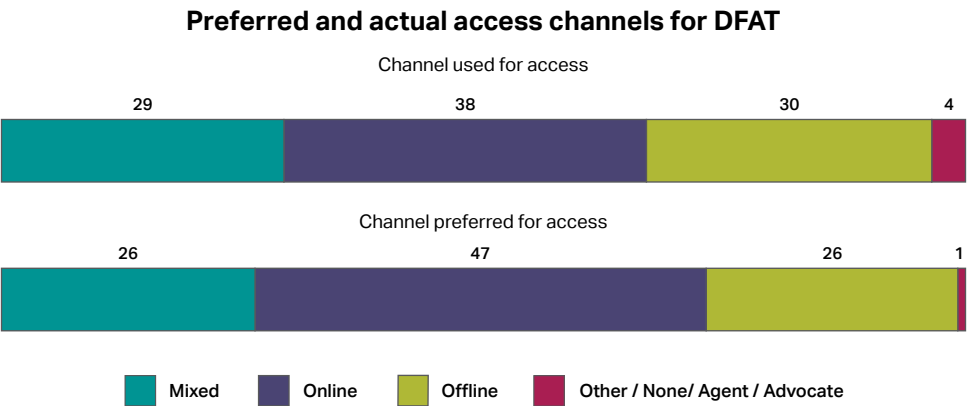
★☆☆☆☆

**The lowest rated drivers of satisfaction were:**

1. 'I was kept informed of progress and wait times'
2. 'It was clear I could give feedback about my experience'

## Historical Performance

Satisfaction:
- 2019: 85
- 2020: 84
- 2021: 83
- 2022: 76
- 2023: 76

Trust:
- 2019: 84
- 2020: 86
- 2021: 87
- 2022: 79
- 2023: 82

Financial Year

Legend: Satisfaction, Trust

# Department of Home Affairs

## Who is accessing

### Gender

- Men: 68
- Women: 31
- Non-Binary: <1
- I use a different term: <1
- Prefer not to say: <1

### Age

- 18-24: 17
- 25-34: 29
- 35-44: 23
- 45-54: 10
- 55-64: 9
- 65-74: 8
- 75-84: 3

### Location

- Metro: 74
- Regional: 14
- Other: 12

## How are people accessing

### Preferred and actual access channels for Home Affairs

Channel used for access

| Mixed | Online | Offline | Other / None/ Agent / Advocate |
|-------|--------|---------|-------------------------------|
| 24 | 38 | 33 | 5 |

Channel preferred for access

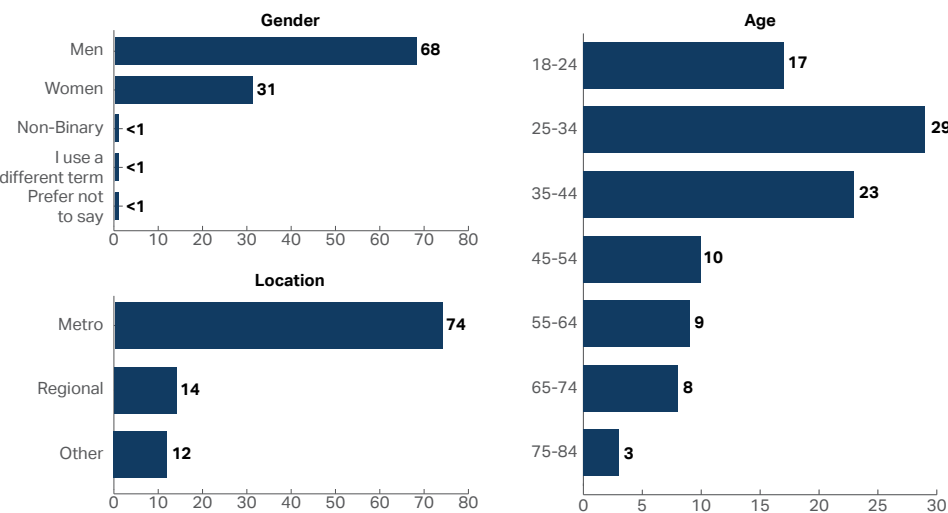| Mixed | Online | Offline | Other / None/ Agent / Advocate |
|-------|--------|---------|-------------------------------|
| 27 | 45 | 27 | 1 |

- **Mixed**
- **Online**
- **Offline**
- **Other / None/ Agent / Advocate**

## The experience

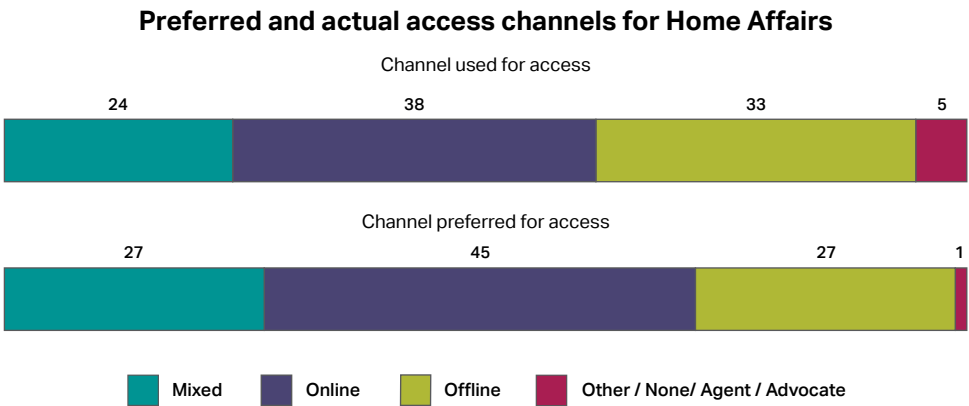★★★★★

**The top rated drivers of satisfaction were:**

1. 'Information from the service was accurate'
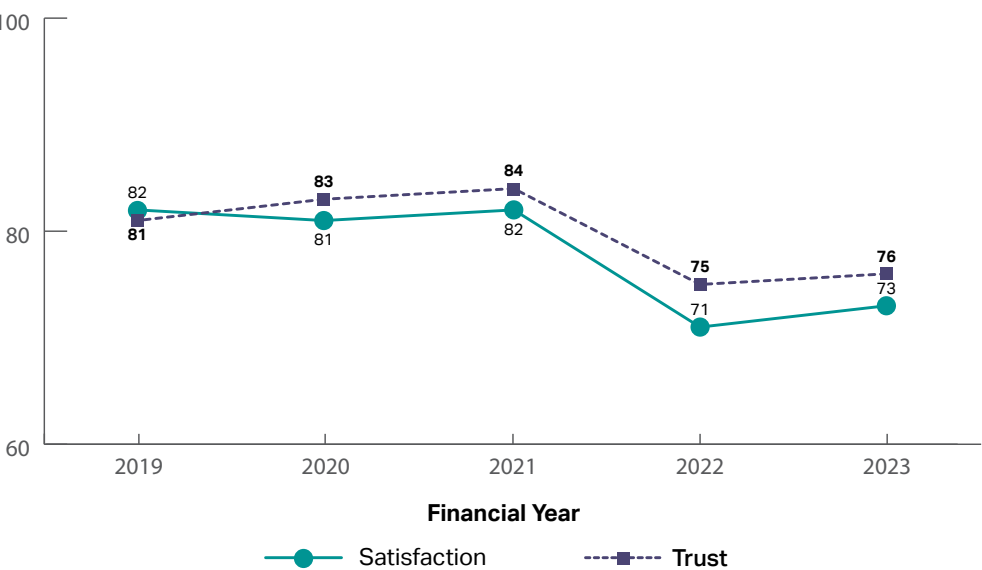2. 'Staff treated me with respect'

★☆☆☆☆

**The lowest rated drivers of satisfaction were:**

1. 'It was clear I could give feedback about my experience'
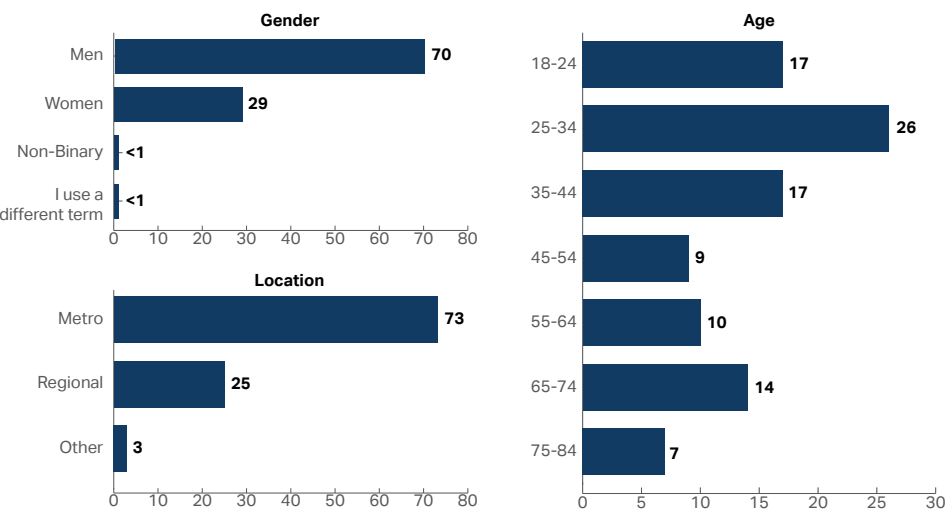2. 'The amount of time it took to reach an outcome was acceptable'

## Historical Performance

Satisfaction: 2019: 82, 2020: 81, 2021: 82, 2022: 71, 2023: 73
Trust: 2019: 81, 2020: 83, 2021: 84, 2022: 75, 2023: 76

Financial Year

— Satisfaction   ---- Trust

# Department of Veterans' Affairs

## Who is accessing

### Gender
- Men: 70
- Women: 29
- Non-Binary: <1
- I use a different term: <1

### Age
- 18-24: 17
- 25-34: 26
- 35-44: 17
- 45-54: 9
- 55-64: 10
- 65-74: 14
- 75-84: 7

### Location
- Metro: 73
- Regional: 25
- Other: 3

## How are people accessing

### Preferred and actual access channels for Veterans' Affairs

**Channel used for access**
- Mixed: 31
- Online: 15
- Offline: 47
- Other / None/ Agent / Advocate: 7

**Channel preferred for access**
- Mixed: 26
- Online: 34
- Offline: 37
- Other / None/ Agent / Advocate: 3

Legend: Mixed | Online | Offline | Other / None/ Agent / Advocate

## The experience
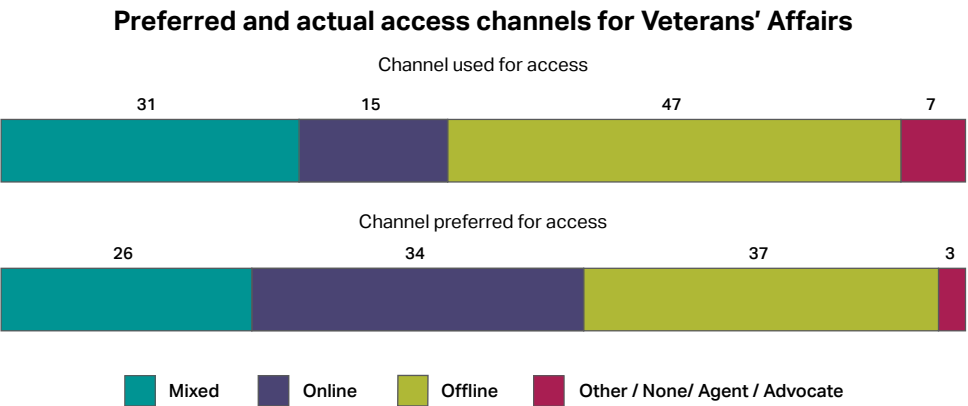
★★★★★

**The top rated drivers of satisfaction were:**

1. 'Staff treated me with respect'
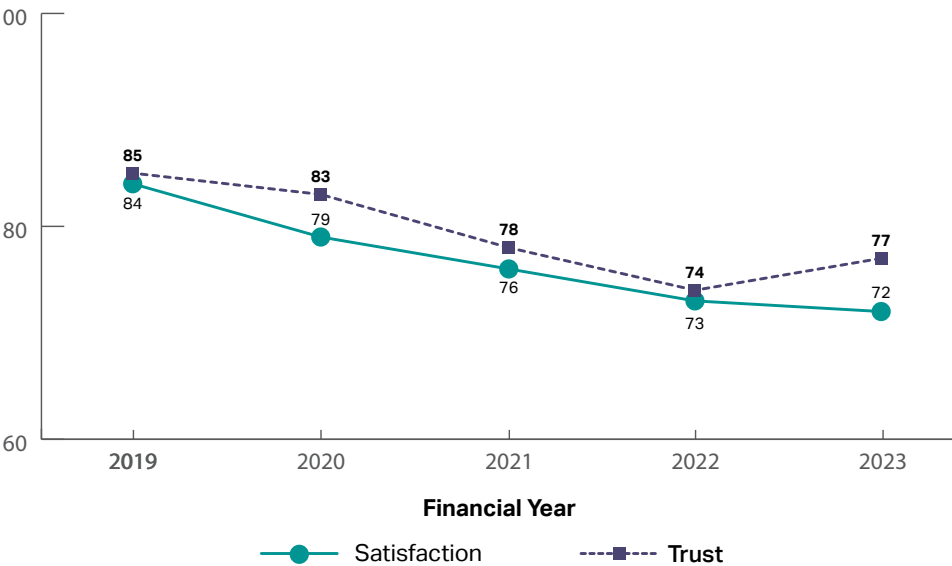2. 'Staff did what they said they would do'

★☆☆☆☆

**The lowest rated drivers of satisfaction were:**

1. 'The amount of time it took to reach an outcome was acceptable'
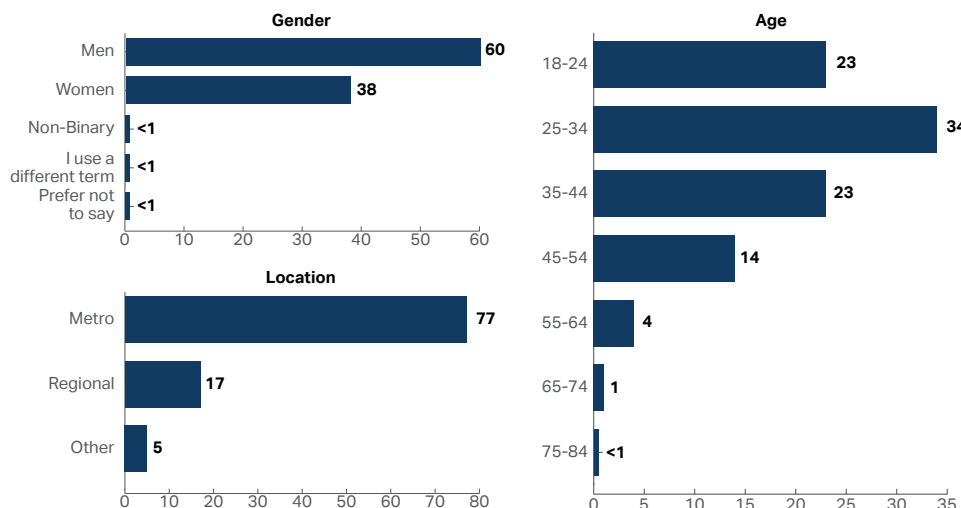2. 'I was kept informed of progress and wait times'

## Historical Performance

| Financial Year | Satisfaction | Trust |
|---|---|---|
| 2019 | 84 | 85 |
| 2020 | 79 | 83 |
| 2021 | 76 | 78 |
| 2022 | 73 | 74 |
| 2023 | 72 | 77 |

Legend: Satisfaction | Trust

# Fair Work Ombudsman

## Who is accessing

### Gender

| | |
|---|---|
| Men | 60 |
| Women | 38 |
| Non-Binary | <1 |
| I use a different term | <1 |
| Prefer not to say | <1 |

### Age

| | |
|---|---|
| 18-24 | 23 |
| 25-34 | 34 |
| 35-44 | 23 |
| 45-54 | 14 |
| 55-64 | 4 |
| 65-74 | 1 |
| 75-84 | <1 |

### Location

| | |
|---|---|
| Metro | 77 |
| Regional | 17 |
| Other | 5 |

## How are people accessing

**Preferred and actual access channels for Fair Work Ombudsman**

Channel used for access

| Mixed | Online | Offline | Other / None/ Agent / Advocate |
|---|---|---|---|
| 24 | 22 | 48 | 6 |

Channel preferred for access

| Mixed | Online | Offline | Other / None/ Agent / Advocate |
|---|---|---|---|
| 29 | 39 | 30 | 2 |

Legend: Mixed · Online · Offline · Other / None/ Agent / Advocate

## The experience

★★★★★

**The top rated drivers of satisfaction were:**

1. 'Staff treated me with respect'
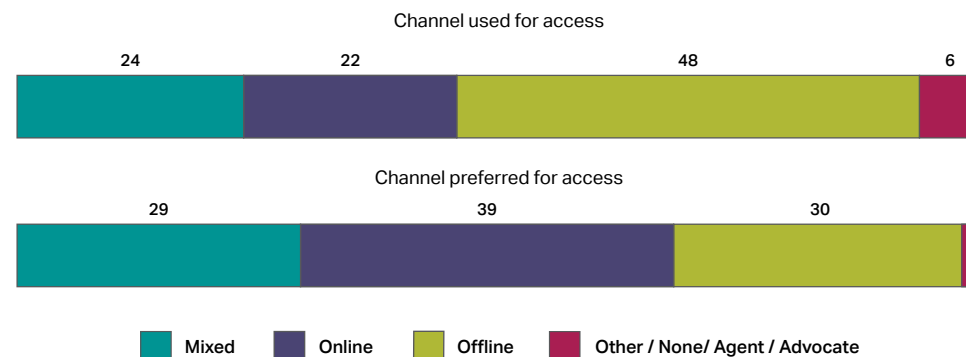
2. 'Staff did what they said they would do'

★☆☆☆☆

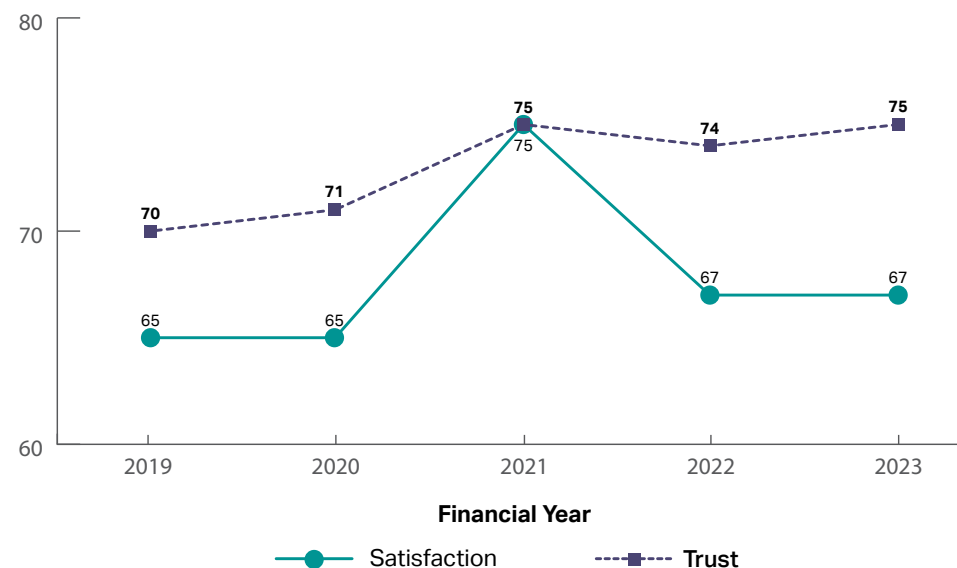**The lowest rated drivers of satisfaction were:**

1. 'I was kept informed of progress and wait times'

2. 'The amount of effort I had to put in was reasonable'

## Historical Performance

Satisfaction: 2019: 65, 2020: 65, 2021: 75, 2022: 67, 2023: 67

Trust: 2019: 70, 2020: 71, 2021: 75, 2022: 74, 2023: 75

Financial Year

— Satisfaction   ---■--- Trust

# My Aged Care

## Who is accessing
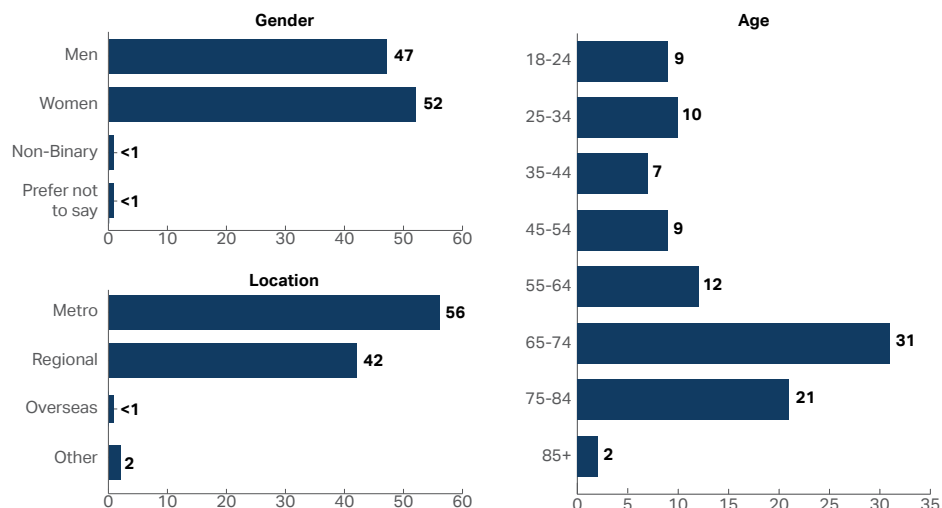
### Gender

| | |
|---|---|
| Men | 47 |
| Women | 52 |
| Non-Binary | <1 |
| Prefer not to say | <1 |

### Location

| | |
|---|---|
| Metro | 56 |
| Regional | 42 |
| Overseas | <1 |
| Other | 2 |

### Age

| | |
|---|---|
| 18-24 | 9 |
| 25-34 | 10 |
| 35-44 | 7 |
| 45-54 | 9 |
| 55-64 | 12 |
| 65-74 | 31 |
| 75-84 | 21 |
| 85+ | 2 |

## The experience

★★★★★

**The top rated drivers of satisfaction were:**

1. 'Staff treated me with respect'

2. 'Staff were knowledgeable'

★★★★★

**The lowest rated drivers of satisfaction were:**

1. 'I was kept informed of progress and wait times'

2. 'The amount of time it took to reach an outcome was acceptable'

## How are people accessing
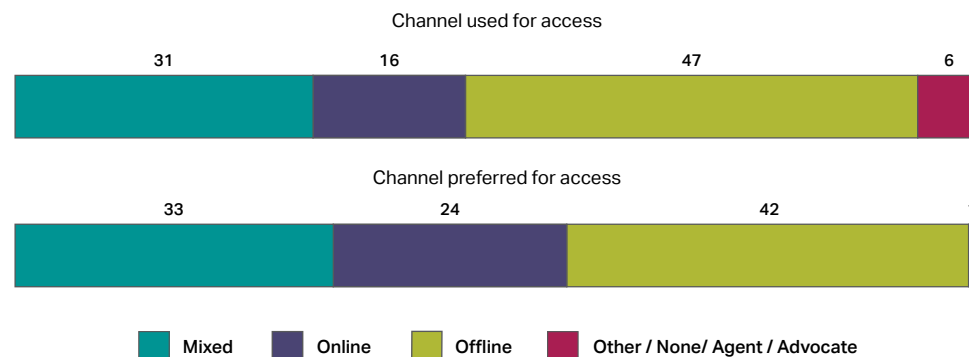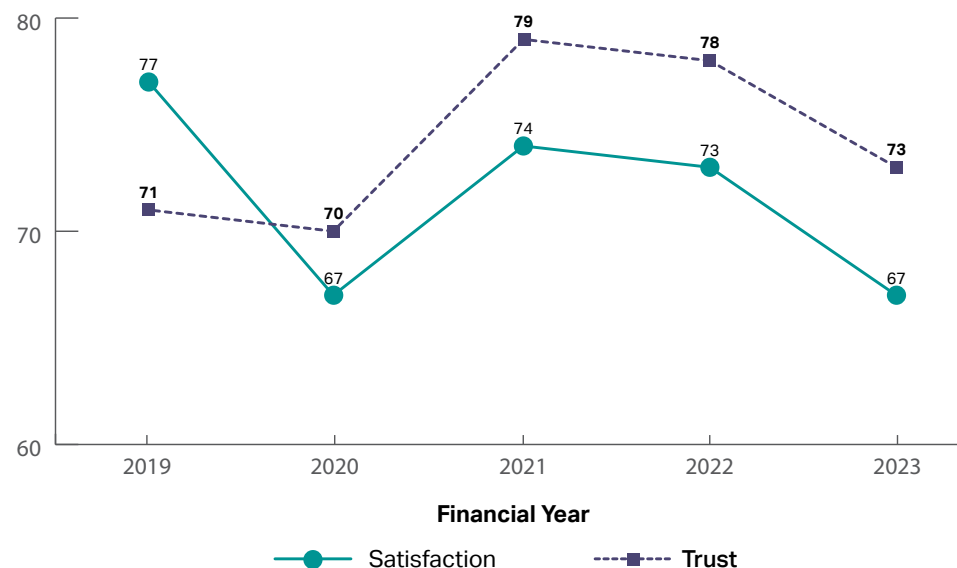
### Preferred and actual access channels for My Aged Care

Channel used for access

| Mixed | Online | Offline | Other / None/ Agent / Advocate |
|---|---|---|---|
| 31 | 16 | 47 | 6 |

Channel preferred for access

| Mixed | Online | Offline | Other |
|---|---|---|---|
| 33 | 24 | 42 | 1 |

■ Mixed   ■ Online   ■ Offline   ■ Other / None/ Agent / Advocate

## Historical Performance



Satisfaction: 2019: 77, 2020: 67, 2021: 74, 2022: 73, 2023: 67
Trust: 2019: 71, 2020: 70, 2021: 79, 2022: 78, 2023: 73

**Financial Year**

—●— Satisfaction   ----■---- Trust

# National Disability Insurance Scheme

## Who is accessing

### Gender

| | |
|---|---|
| Men | 50 |
| Women | 49 |
| Non-Binary | 1 |

### Age

| | |
|---|---|
| 18-24 | 11 |
| 25-34 | 18 |
| 35-44 | 21 |
| 45-54 | 24 |
| 55-64 | 19 |
| 65-74 | 6 |
| 75-84 | 1 |

### Location

| | |
|---|---|
| Metro | 66 |
| Regional | 32 |
| Other | 3 |

## How are people accessing

### Preferred and actual access channels for NDIS

Channel used for access

| Mixed | Online | Offline | Other / None/ Agent / Advocate |
|---|---|---|---|
| 34 | 16 | 41 | 9 |

Channel preferred for access

| Mixed | Online | Offline | Other |
|---|---|---|---|
| 31 | 33 | 34 | 2 |

Legend: ■ Mixed  ■ Online  ■ Offline  ■ Other / None/ Agent / Advocate

## The experience

★★★★★

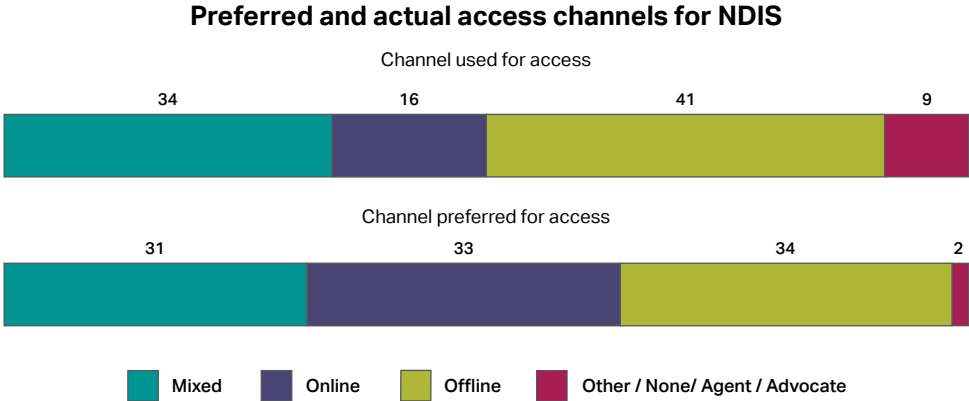**The top rated drivers of satisfaction were:**

1. 'Staff treated me with respect'
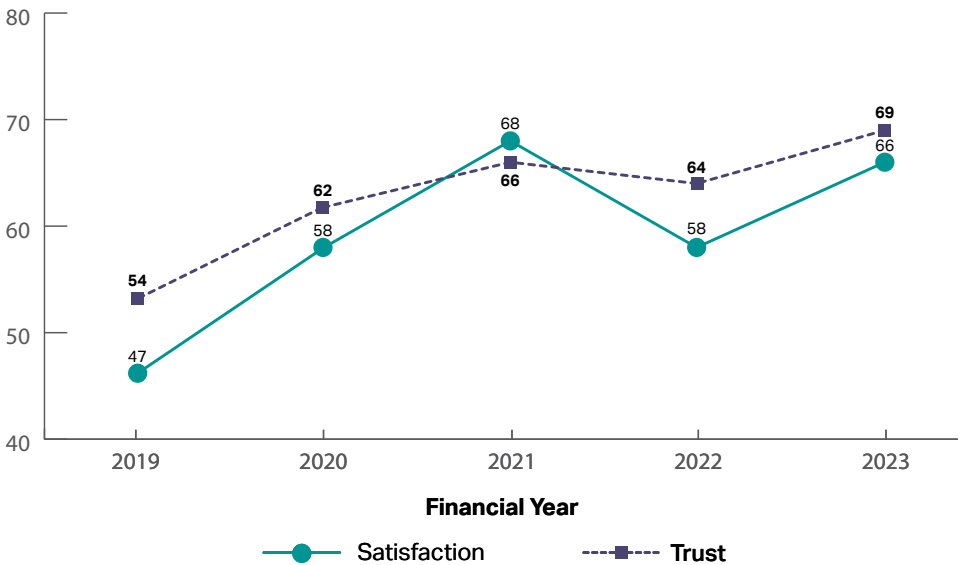2. 'Staff did what they said they would do'

★☆☆☆☆

**The lowest rated drivers of satisfaction were:**

1. 'I was kept informed of progress and wait times'
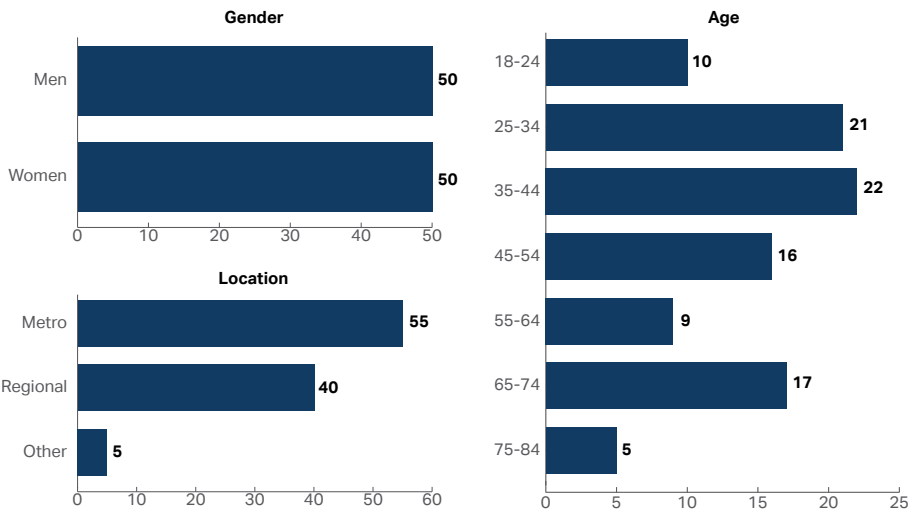2. 'The amount of time it took to reach an outcome was acceptable'

## Historical Performance



Line chart — Satisfaction and Trust by Financial Year

| Financial Year | Satisfaction | Trust |
|---|---|---|
| 2019 | 47 | 54 |
| 2020 | 58 | 62 |
| 2021 | 68 | 66 |
| 2022 | 58 | 64 |
| 2023 | 66 | 69 |

Legend: ● Satisfaction   ■ Trust

# Parks Australia

## Who is accessing

### Gender

| | |
|---|---|
| Men | 50 |
| Women | 50 |

### Location

| | |
|---|---|
| Metro | 55 |
| Regional | 40 |
| Other | 5 |

### Age

| | |
|---|---|
| 18-24 | 10 |
| 25-34 | 21 |
| 35-44 | 22 |
| 45-54 | 16 |
| 55-64 | 9 |
| 65-74 | 17 |
| 75-84 | 5 |

## The experience

★★★★★

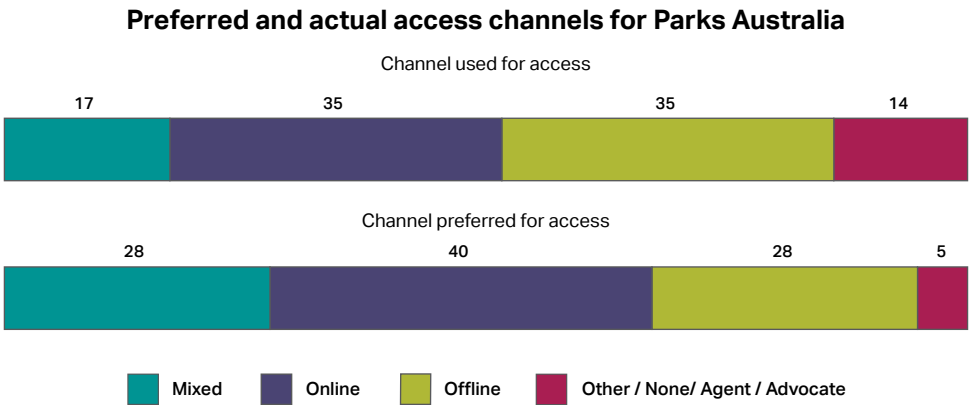**The top rated drivers of satisfaction were:**

1. 'Staff did what they said they would do'

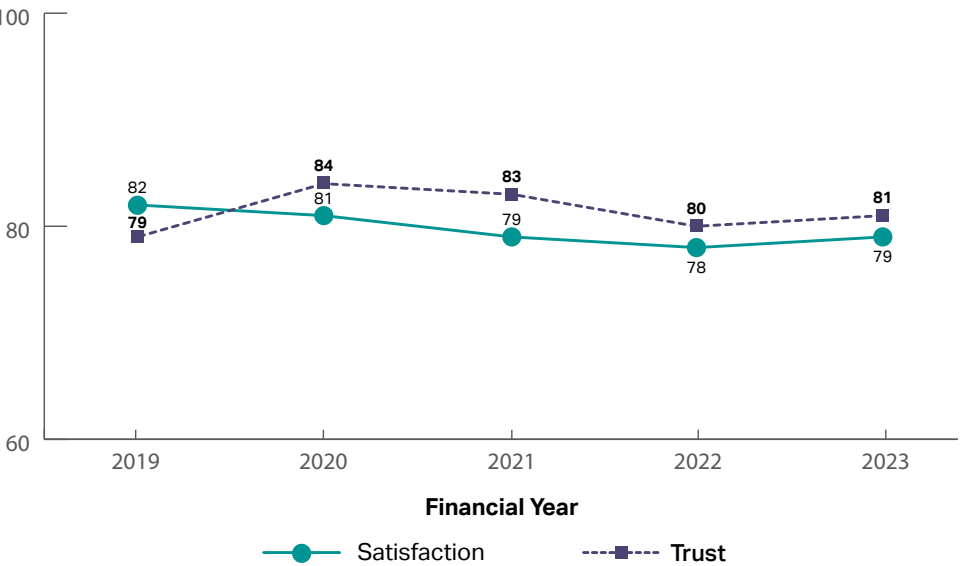2. 'It was easy to access the service(s)'

★☆☆☆☆

**The lowest rated drivers of satisfaction were:**

1. 'I was kept informed of progress and wait times'

2. 'It was explained how my personal information would be used and stored'
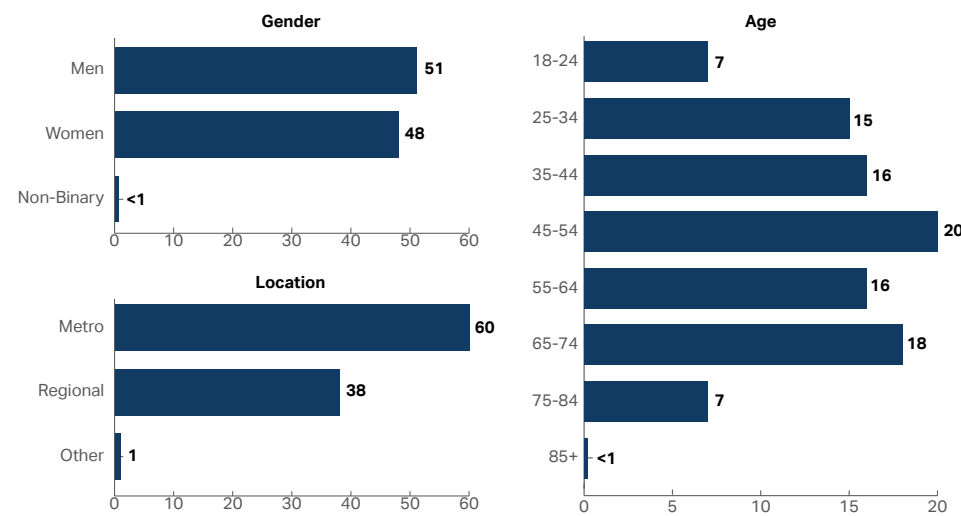
## How are people accessing

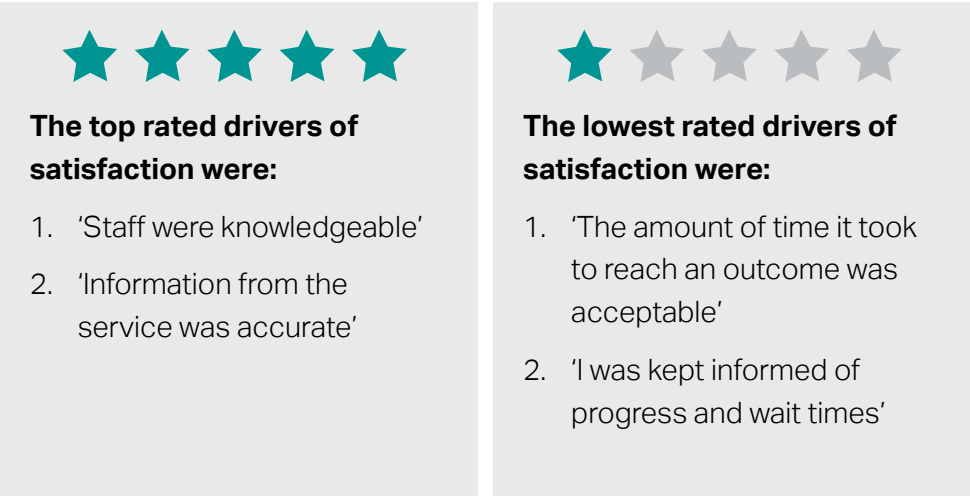**Preferred and actual access channels for Parks Australia**

Channel used for access

| Mixed | Online | Offline | Other / None / Agent / Advocate |
|---|---|---|---|
| 17 | 35 | 35 | 14 |

Channel preferred for access

| Mixed | Online | Offline | Other / None / Agent / Advocate |
|---|---|---|---|
| 28 | 40 | 28 | 5 |

■ Mixed   ■ Online   ■ Offline   ■ Other / None/ Agent / Advocate

## Historical Performance

| Financial Year | Satisfaction | Trust |
|---|---|---|
| 2019 | 82 | 79 |
| 2020 | 81 | 84 |
| 2021 | 79 | 83 |
| 2022 | 78 | 80 |
| 2023 | 79 | 81 |

─●─ Satisfaction    ┅■┅ Trust

# Pharmaceutical Benefits Scheme

## Who is accessing

### Gender

| | |
|---|---|
| Men | 51 |
| Women | 48 |
| Non-Binary | <1 |

### Location

| | |
|---|---|
| Metro | 60 |
| Regional | 38 |
| Other | 1 |

### Age

| | |
|---|---|
| 18-24 | 7 |
| 25-34 | 15 |
| 35-44 | 16 |
| 45-54 | 20 |
| 55-64 | 16 |
| 65-74 | 18 |
| 75-84 | 7 |
| 85+ | <1 |

## How are people accessing

### Preferred and actual access channels for PBS

**Channel used for access**

| 15 | 27 | 40 | 19 |
|---|---|---|---|

**Channel preferred for access**

| 29 | 30 | 40 | 1 |
|---|---|---|---|

- Mixed
- Online
- Offline
- Other / None / Agent / Advocate

## The experience

⭐⭐⭐⭐⭐

**The top rated drivers of satisfaction were:**

1. 'Staff were knowledgeable'
2. 'Information from the service was accurate'

⭐☆☆☆☆

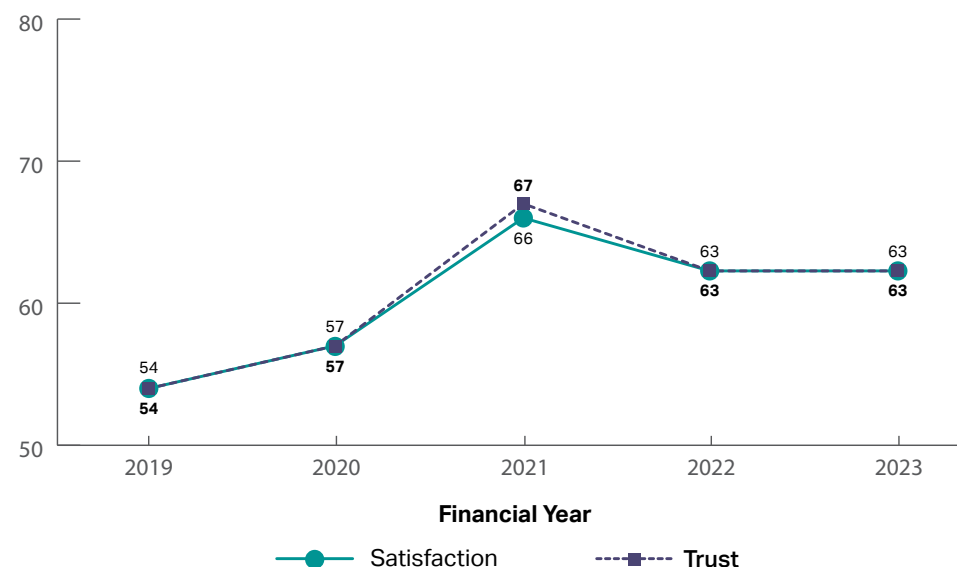**The lowest rated drivers of satisfaction were:**

1. 'The amount of time it took to reach an outcome was acceptable'
2. 'I was kept informed of progress and wait times'

## Historical Performance

| Financial Year | 2019 | 2020 | 2021 | 2022 | 2023 |
|---|---|---|---|---|---|
| Satisfaction | 79 | 77 | 79 | 75 | 76 |
| Trust | 76 | 77 | 79 | 79 | 78 |

Satisfaction ——●——   Trust ----■----

# Services Australia - Centrelink

## Who is accessing

### Gender

| | |
|---|---|
| Men | 47 |
| Women | 52 |
| Non-Binary | <1 |

(axis: 0 10 20 30 40 50 60)

### Age

| | |
|---|---|
| 18-24 | 13 |
| 25-34 | 22 |
| 35-44 | 20 |
| 45-54 | 16 |
| 55-64 | 13 |
| 65-74 | 12 |
| 75-84 | 4 |
| 85+ | <1 |

(axis: 0 5 10 15 20 25)

### Location

| | |
|---|---|
| Metro | 65 |
| Regional | 34 |
| Other | <1 |

(axis: 0 10 20 30 40 50 60 70 80)

## How are people accessing

### Preferred and actual access channels for Centrelink

**Channel used for access**

| Mixed | Online | Offline | Other / None/ Agent / Advocate |
|---|---|---|---|
| 39 | 32 | 25 | 4 |

**Channel preferred for access**

| Mixed | Online | Offline | Other |
|---|---|---|---|
| 29 | 37 | 34 | 1 |

Legend: ■ Mixed ■ Online ■ Offline ■ Other / None/ Agent / Advocate

## The experience

★★★★★

**The top rated drivers of satisfaction were:**

1. 1. 'Staff treated me with respect'
2. 2. 'I got what I needed'

★☆☆☆☆

**The lowest rated drivers of satisfaction were:**

1. 'The amount of time it took to reach an outcome was acceptable'
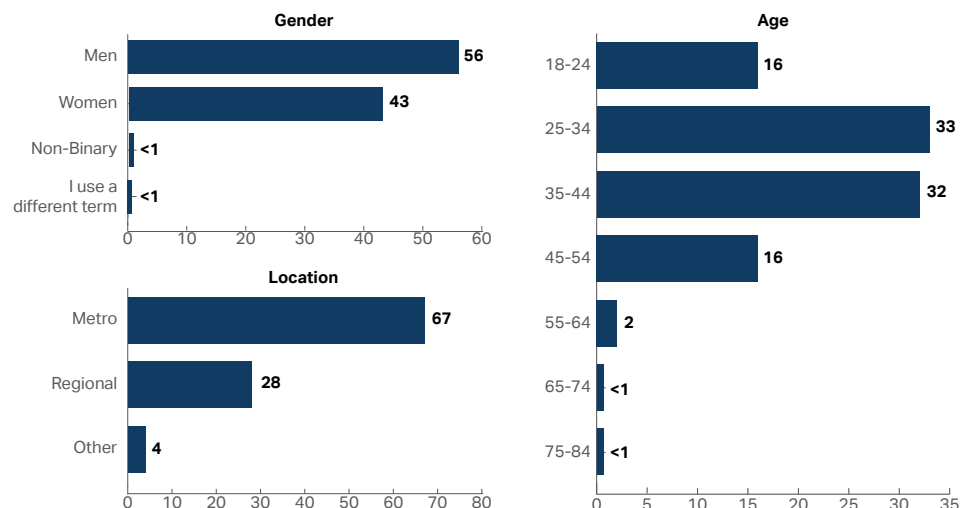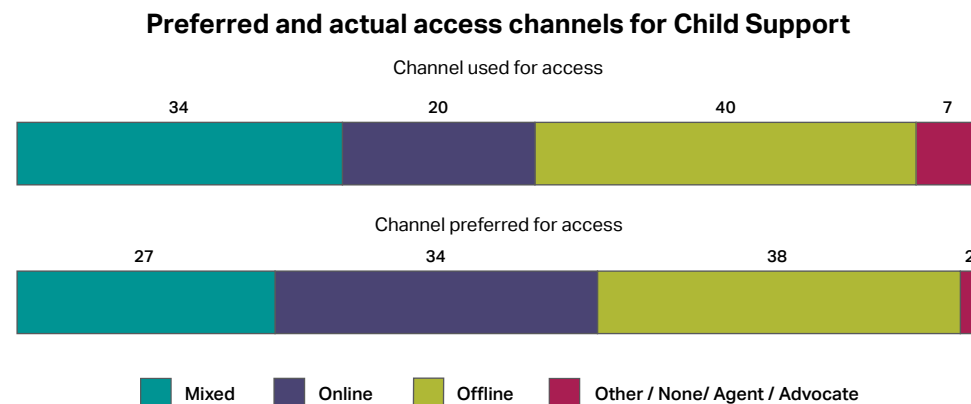2. 'I was kept informed of progress and wait times'

## Historical Performance



Line chart — Satisfaction and Trust by Financial Year:

| Financial Year | 2019 | 2020 | 2021 | 2022 | 2023 |
|---|---|---|---|---|---|
| Satisfaction | 54 | 57 | 66 | 63 | 63 |
| Trust | 54 | 57 | 67 | 63 | 63 |

Legend: — Satisfaction --■-- Trust
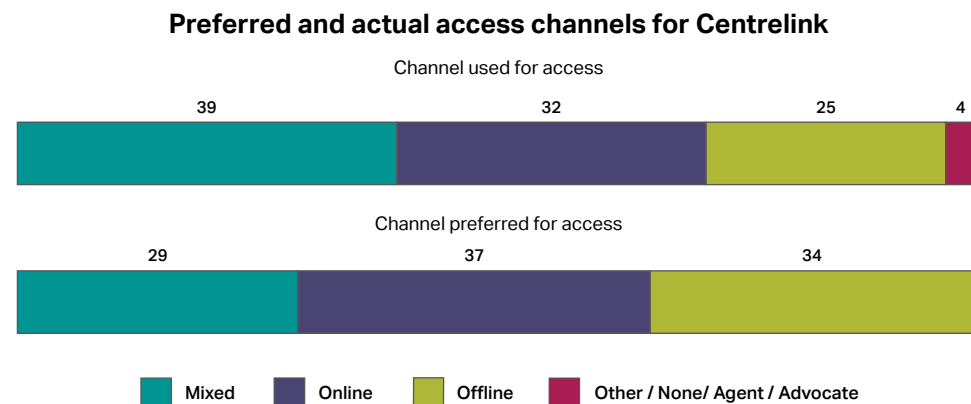
# Services Australia - Child Support

## Who is accessing

### Gender

| | |
|---|---|
| Men | 56 |
| Women | 43 |
| Non-Binary | <1 |
| I use a different term | <1 |

### Age

| | |
|---|---|
| 18-24 | 16 |
| 25-34 | 33 |
| 35-44 | 32 |
| 45-54 | 16 |
| 55-64 | 2 |
| 65-74 | <1 |
| 75-84 | <1 |

### Location

| | |
|---|---|
| Metro | 67 |
| Regional | 28 |
| Other | 4 |

## How are people accessing

### Preferred and actual access channels for Child Support

**Channel used for access**

| Mixed | Online | Offline | Other / None/ Agent / Advocate |
|---|---|---|---|
| 34 | 20 | 40 | 7 |

**Channel preferred for access**

| Mixed | Online | Offline | Other / None/ Agent / Advocate |
|---|---|---|---|
| 27 | 34 | 38 | 2 |

- Mixed
- Online
- Offline
- Other / None/ Agent / Advocate

## The experience

⭐⭐⭐⭐⭐

**The top rated drivers of satisfaction were:**

1. 'Staff treated me with respect'
2. 'Staff were knowledgeable'

⭐☆☆☆☆

**The lowest rated drivers of satisfaction were:**

1. 'Processes clear and easy to follow'
2. 'The amount of time it took to reach an outcome was acceptable'

## Historical Performance

Satisfaction: 2019: 64, 2020: 55, 2021: 71, 2022: 64, 2023: 63

Trust: 2019: 68, 2020: 63, 2021: 70, 2022: 70, 2023: 66

Financial Year

—●— Satisfaction    ---■--- Trust
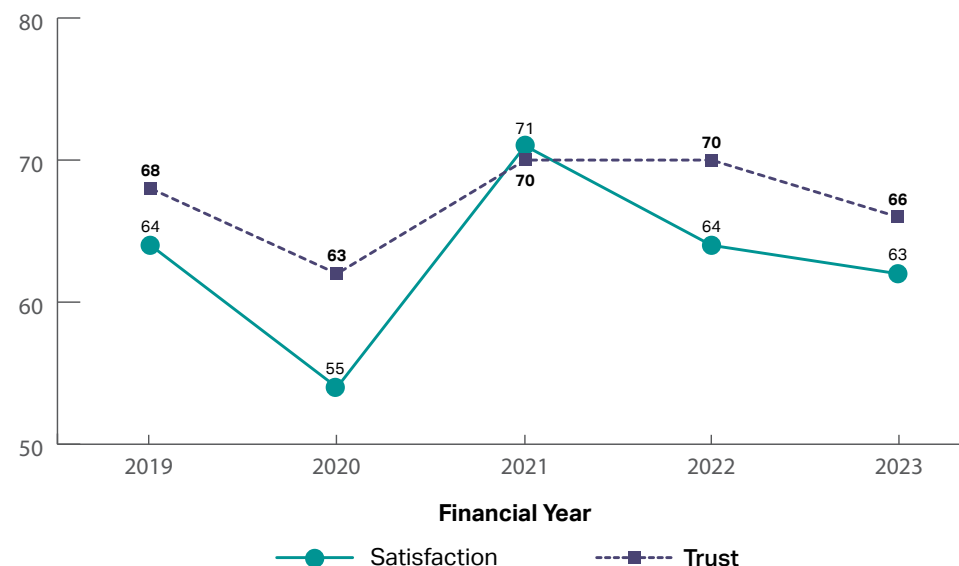
# Services Australia - Medicare

## Who is accessing
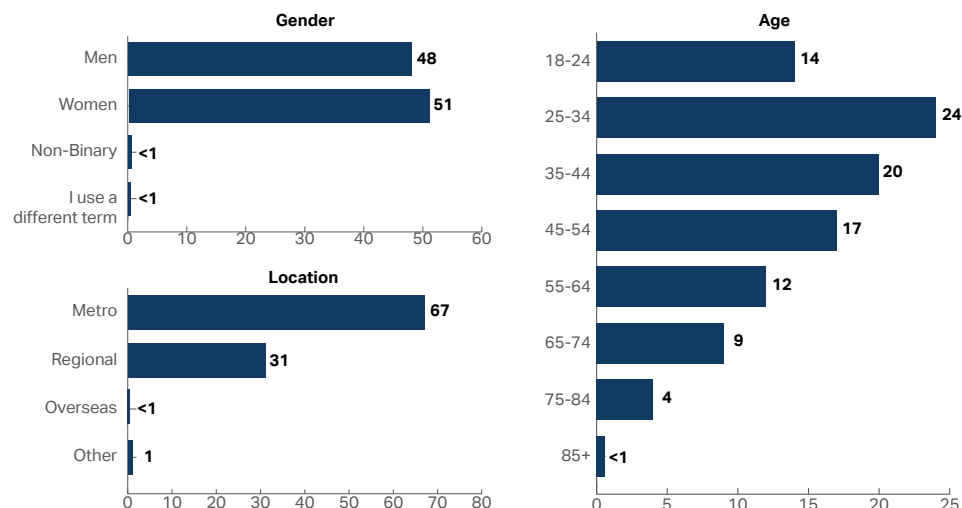
### Gender



| | |
|---|---|
| Men | 48 |
| Women | 51 |
| Non-Binary | <1 |
| I use a different term | <1 |

### Age



| | |
|---|---|
| 18-24 | 14 |
| 25-34 | 24 |
| 35-44 | 20 |
| 45-54 | 17 |
| 55-64 | 12 |
| 65-74 | 9 |
| 75-84 | 4 |
| 85+ | <1 |

### Location

| | |
|---|---|
| Metro | 67 |
| Regional | 31 |
| Overseas | <1 |
| Other | 1 |

## The experience

⭐⭐⭐⭐⭐

**The top rated drivers of satisfaction were:**

1. 'Staff treated me with respect'
2. 'Information from the service was accurate'

⭐⭐⭐⭐⭐

**The lowest rated drivers of satisfaction were:**

1. 'It was clear I could give feedback about my experience'
2. 'I was kept informed of progress and wait times'

## How are people accessing

### Preferred and actual access channels for Medicare

Channel used for access

| Mixed | Online | Offline | Other/None/Agent/Advocate |
|---|---|---|---|
| 25 | 40 | 27 | 8 |

Channel preferred for access

| Mixed | Online | Offline | Other/None/Agent/Advocate |
|---|---|---|---|
| 28 | 40 | 31 | 1 |

Legend: ■ Mixed ■ Online ■ Offline ■ Other / None/ Agent / Advocate

## Historical Performance



| Financial Year | 2019 | 2020 | 2021 | 2022 | 2023 |
|---|---|---|---|---|---|
| Satisfaction | 82 | 79 | 82 | 78 | 79 |
| Trust | 76 | 80 | 83 | 78 | 79 |

Satisfaction ———●——— Trust - - -■- - -
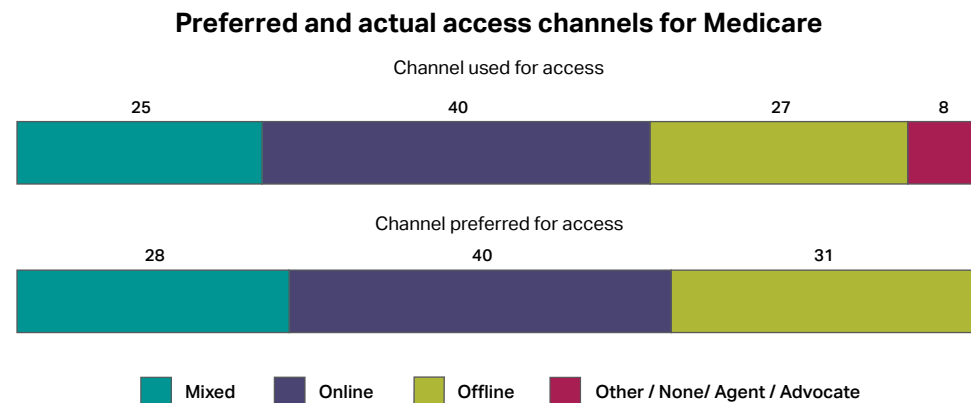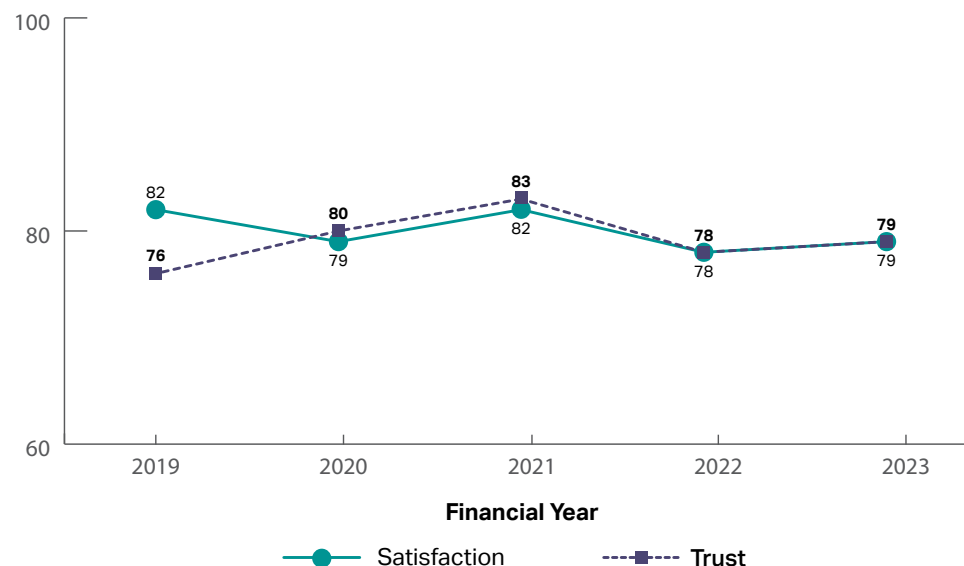
# Endnotes

1  Q18 - General trust is the proportion of people who answered "strongly agree", "agree" or "somewhat agree" when asked "How much do you agree with the following statement - 'I can trust Australian public services'".

2  Q28 - Trust in specific services is the proportion of people who answered "strongly agree", "agree" or "somewhat agree" when asked "How much do you agree with the following statement – 'The service is trustworthy'" about a specific service. The proportion is adjusted pro rata for the amount of services each individual was asked about.

3  Q20 - Satisfaction is the proportion of people who answered "Completely satisfied", "Satisfied" or "Somewhat satisfied" when asked "Thinking about your overall experience with the above services, how satisfied or dissatisfied are you?"

4  Q24 - Satisfaction with specific services is the proportion of people who answered "Completely satisfied", "Satisfied" or "Somewhat satisfied" when asked how satisfied or dissatisfied they were with a specific service. The proportion is adjusted pro rata for the amount of services each individual was asked about.

5  Q18 - General distrust is the proportion of people who answered "strongly disagree", "disagree" or "somewhat disagree" when asked "How much do you agree with the following statement - 'I can trust Australian public services'".

6  <u>Kiwis Count - Te Kawa Mataaho Public Service Commission</u>

7  <u>How trustworthy is your government? | Building Trust to Reinforce Democracy : Main Findings from the 2021 OECD Survey on Drivers of Trust in Public Institutions | OECD iLibrary (oecd-ilibrary.org)</u> section 2.1

8  Q32 - Life satisfaction is the proportion of people who answered "Completely satisfied", "Satisfied" or "Somewhat satisfied" to the question "Overall how satisfied or dissatisfied are you with life as a whole these days?"

9  Q32 - Life dissatisfaction is the proportion of people who answered "Completely dissatisfied", "Dissatisfied" or "Somewhat dissatisfied" to the question "Overall how satisfied or dissatisfied are you with life as a whole these days?"

10  Q21 & Q25 - Proportion of people who answered "Strongly agree", "Agree" or "Somewhat agree" when asked how much they agreed with each statement in the graph

11  A linear regression model was used with Trust as a binary outcome variable (Strongly Agree, Agree, or Somewhat Agree with the statement "I can trust Australian public Services is 1, all other answers 0) and the other characteristic in the graph as a predictor variable.

12  Q9 - The proportion of people who said they experienced the life event in the last 12 months

13  Q9 & Q11 - The proportion of people who experienced the life event in the last 12 months who said they accessed services for that event.

14  Q9 & Q11 - The proportion of people who indicated they accessed a service for any life event.

15  Q18 & Q9 - The proportion of people in each trust group who indicated they experienced the shown life event

16  Q18, Q9 & Q11 - The proportion of people in each trust group who once they had experienced a life event, then accessed services for that life event

17   Q11c - The proportion of people who accessed services who indicated the reason was the primary reason they accessed services.

18   Q11b - The proportion of people who did not access services who indicated the reason was the primary reason they did not access services.

19   A linear regression with a satisfaction binary (Completely Satisfied, Satisfied, Somewhat Satisfied as 1, all other answers 0) as the outcome variable and a trust binary (Strongly Agree, Agree, or Somewhat Agree with the statement "I can trust Australian public Services is 1, all other answers 0) as the predictor variable was run. Further linear regressions were then run with each of the factors added individually as a further binary predictor variable (Completely Agree, Agree, or Somewhat Agree with each factor as 1, all other answers as 0). A log likelihood analysis was run between each of these further regressions and the original regression to determine which factors were most associated with changes in satisfaction.

20  A linear regression with binary specific service satisfaction (people who answered "Completely satisfied", "Satisfied" or "Somewhat Satisfied" when asked how satisfied or dissatisfied they were with a specific service as 1) as the outcome variable and Life Trust (People who answered "Strongly Agree", "Agree" or "Somewhat Agree" to the question "Most people can be trusted" as 1) and Life Satisfaction (people who answered "Completely Satisfied", "Satisfied" or "Somewhat Satisfied" to the question "Overall how satisfied or dissatisfied are you with life as a whole these days?" as 1) as predictor variables.  Each service's satisfaction was then adjusted to what it would be if they had the same Life Satisfaction and Life Trust as the median service (Medicare).

# More Information

**Enquiries**

For enquiries concerning reproduction and rights in APSC products and services, please contact: externalcomms@apsc.gov.au