



Australian Government

Department of the Prime Minister and Cabinet

Trust in Australian public services

2022 Annual Report



Snapshot of the survey

Over
43,000

responses collected



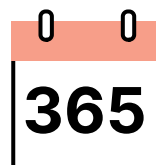
Feedback on
Australian public services,
also known as
Federal, National or
Commonwealth services



Running
since



Feedback on all
public services
**used in the
past year**



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



People-centred approach

asking about life events and
services support

For more information



visit apsreform.gov.au/trustsurvey or



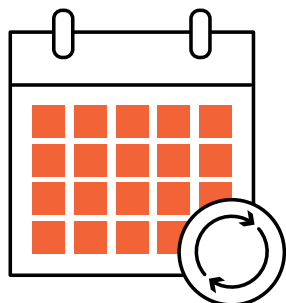
contact trustandtransparency@pmc.gov.au

Snapshot of the 2022 report

Results shown are from responses collected

monthly

from July 2021
to June 2022



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

**12 public
services**

including Centrelink,
Medicare and the
Australian Taxation
Office



**For more results
from the survey, please see**

- [Detailed data tables of results](#)
- [Aggregate data on data.gov.au](#)
- [The full survey questionnaire](#)



Estimates presented in this publication have been rounded. Proportions, rates and rate comparisons are calculated using unrounded estimates. Calculations using rounded estimates may differ from those published.

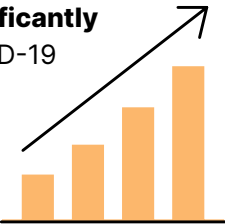
Key insights in the 2022 report

TRUST



Most people **trust Australian public services** and believe they will change to meet Australians' needs in the future

Trust in public services **increased significantly** during the COVID-19 pandemic



People trust public services more when they have **used them**



Trust is high across all services but it varies significantly by service agency

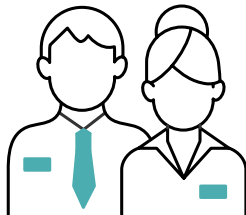


SATISFACTION

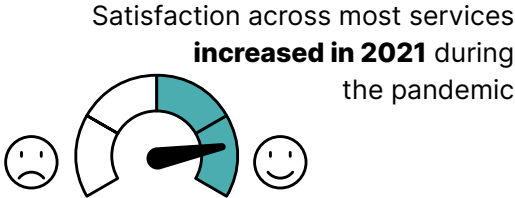
Three in four people are satisfied and getting what they need from public services



Public servants are mostly seen to **act professionally** and make people **feel respected**



Although most people are satisfied with services, experiences **vary by service agency**



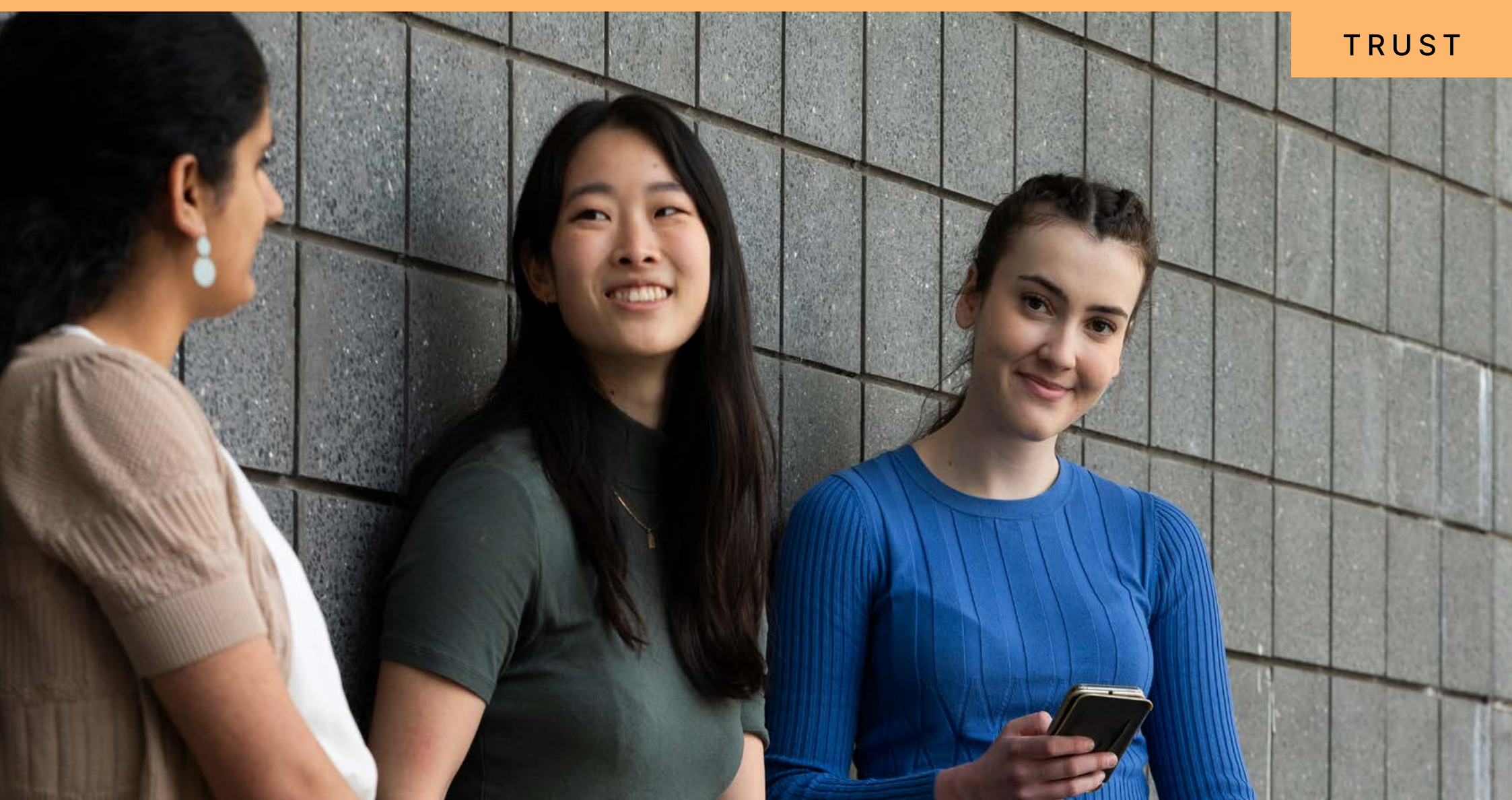
LIFE EVENTS

Levels of trust and satisfaction **vary across life events**



Public services support people during life events, with **employment support** being the most common

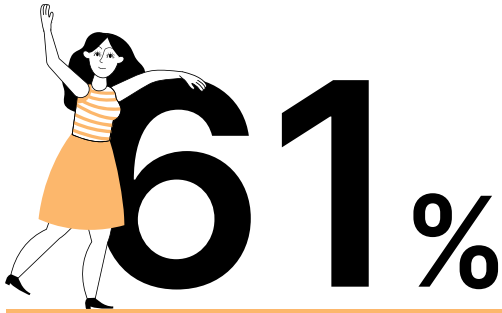




In 2022, most people trust Australian public services

Most people trust Australian public services, and believe they will change to meet Australians' needs in the future

"I can trust Australian public services"



"I trust Australian public services to make the changes required to meet all Australians' needs"



How do we compare?



Trust in Australian public services is comparable with trust in New Zealand's civil service, where 62% of people trust the public service brand ([June 2022 Quarter Kiwis Count](#)).

Trust in Australian public services is comparable to trust in Australian businesses (61%) and higher than trust in Government (52%) ([2022 Edelman Trust Barometer](#)).

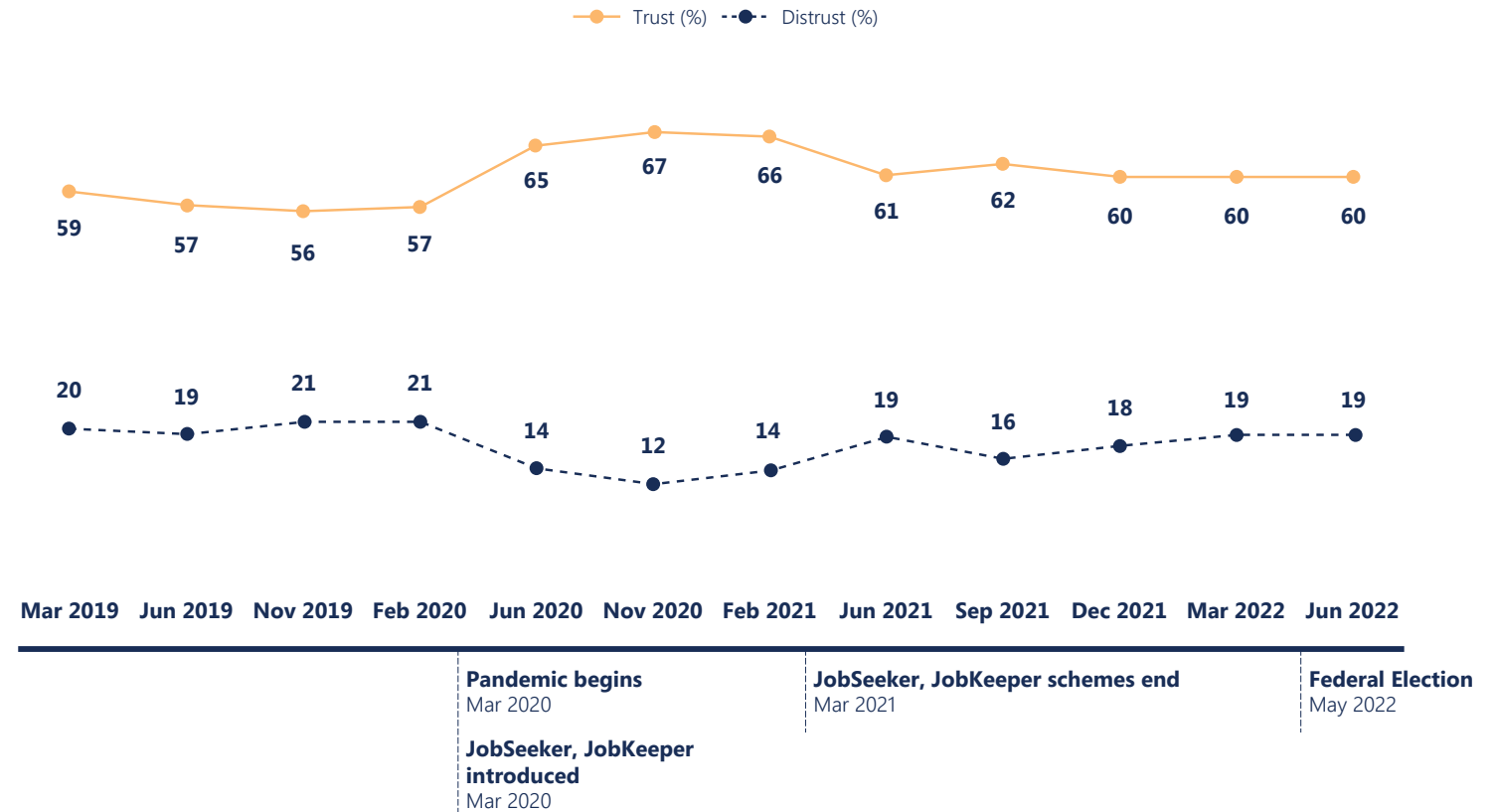
Trust in Australian public services is higher than trust in the national government (41%), trust in local government (47%) and trust in civil servants (50%) ([2021 OECD Survey Report](#)).

Trust results show percentage of people who said they "strongly agree", "agree" or "somewhat agree" with the above statements.

Trust in public services increased significantly during the COVID-19 pandemic

Significantly more people trusted public services in June 2020 when COVID-19 supports were introduced.

Trust in public services has been steady for the past year, remaining above pre-pandemic levels.

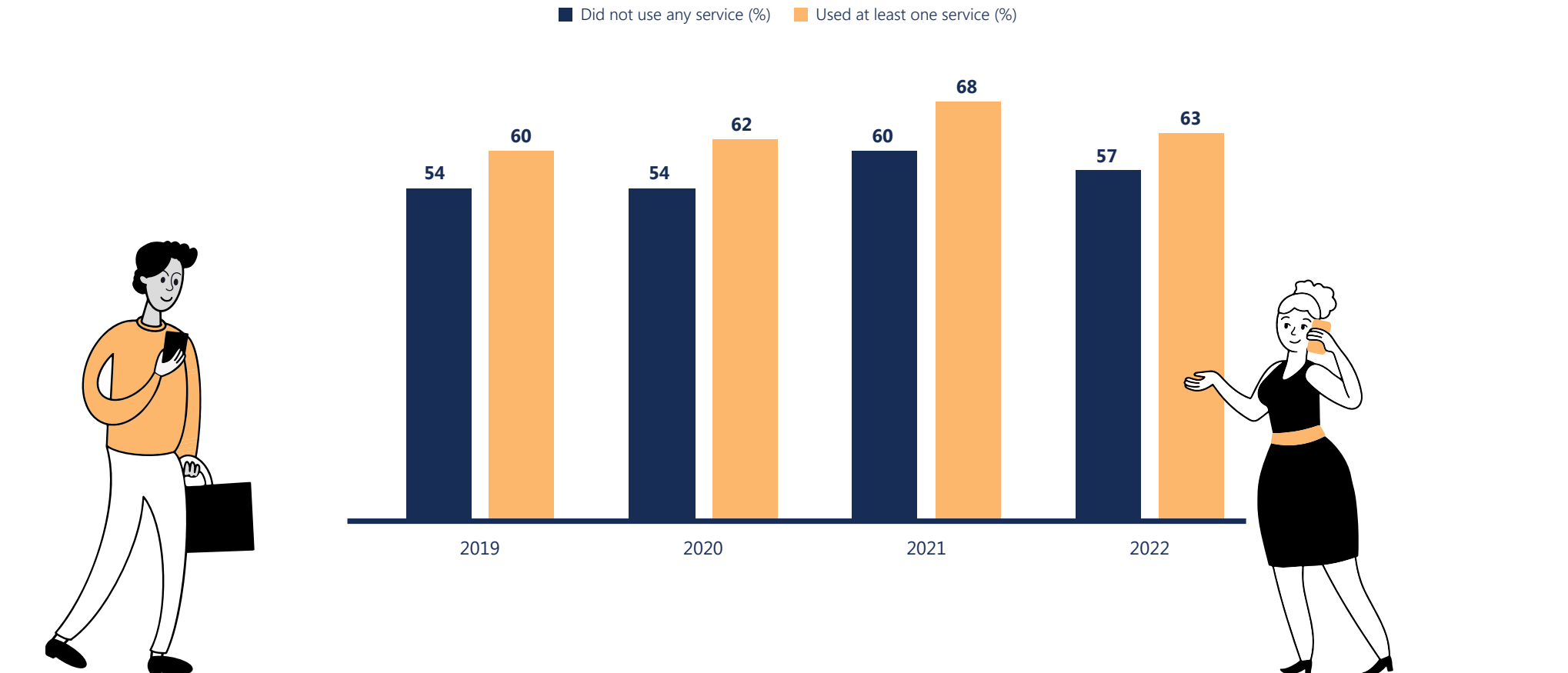


Approval of the federal government's response to the pandemic down from 85% in July 2020 to 52% in July 2021, (2021 ANU Mapping Social Cohesion).

Trust results show percentage of people who said they "strongly agree", "agree" or "somewhat agree" with the statement: "I can trust Australian public services". Distrust results show percentage of people who said they "strongly disagree", "disagree" or "somewhat disagree" with the statement.

People trust public services more when they have used them

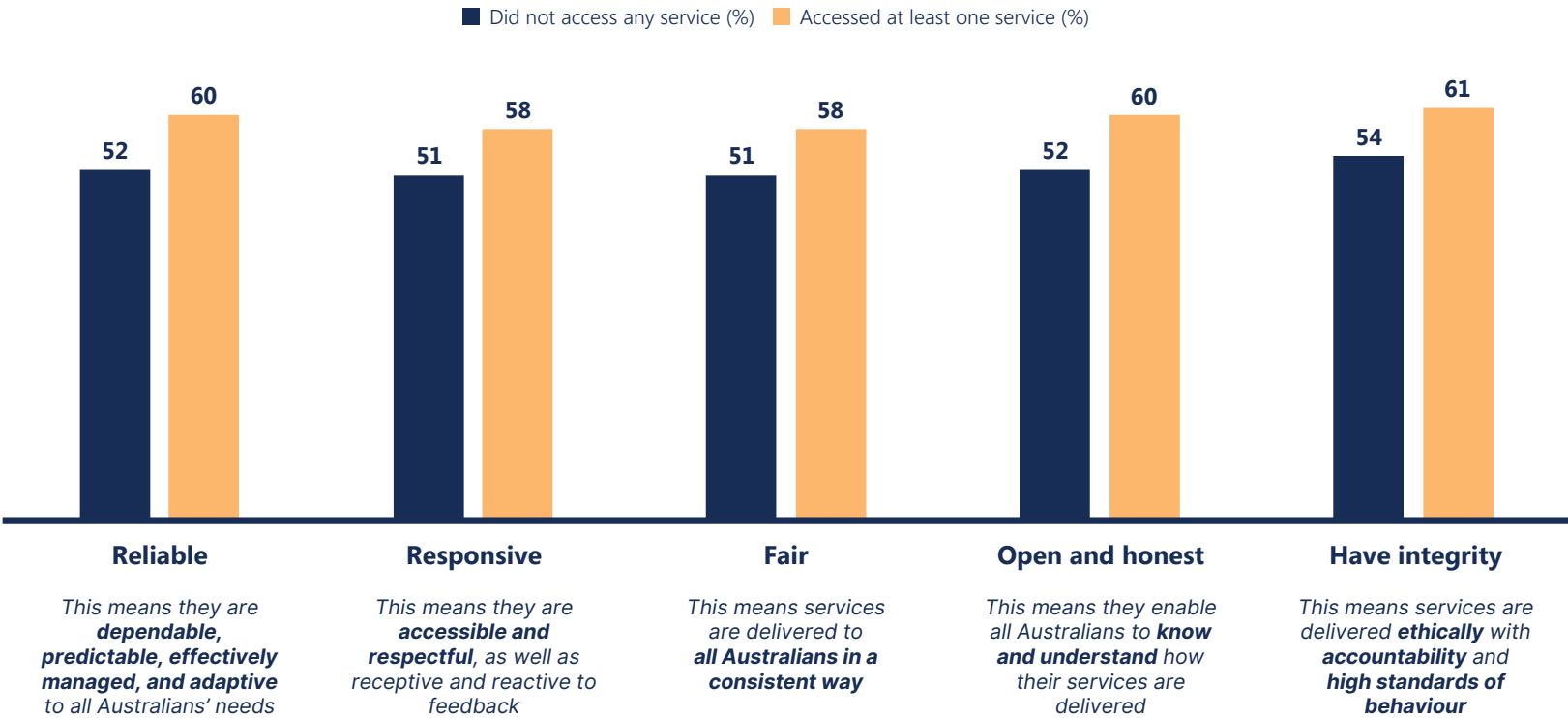
Trust is 6pts higher for people who used services in 2022



Trust results show percentage of people who said they “strongly agree”, “agree” or “somewhat agree” with the statement: “I can trust Australian public services”.

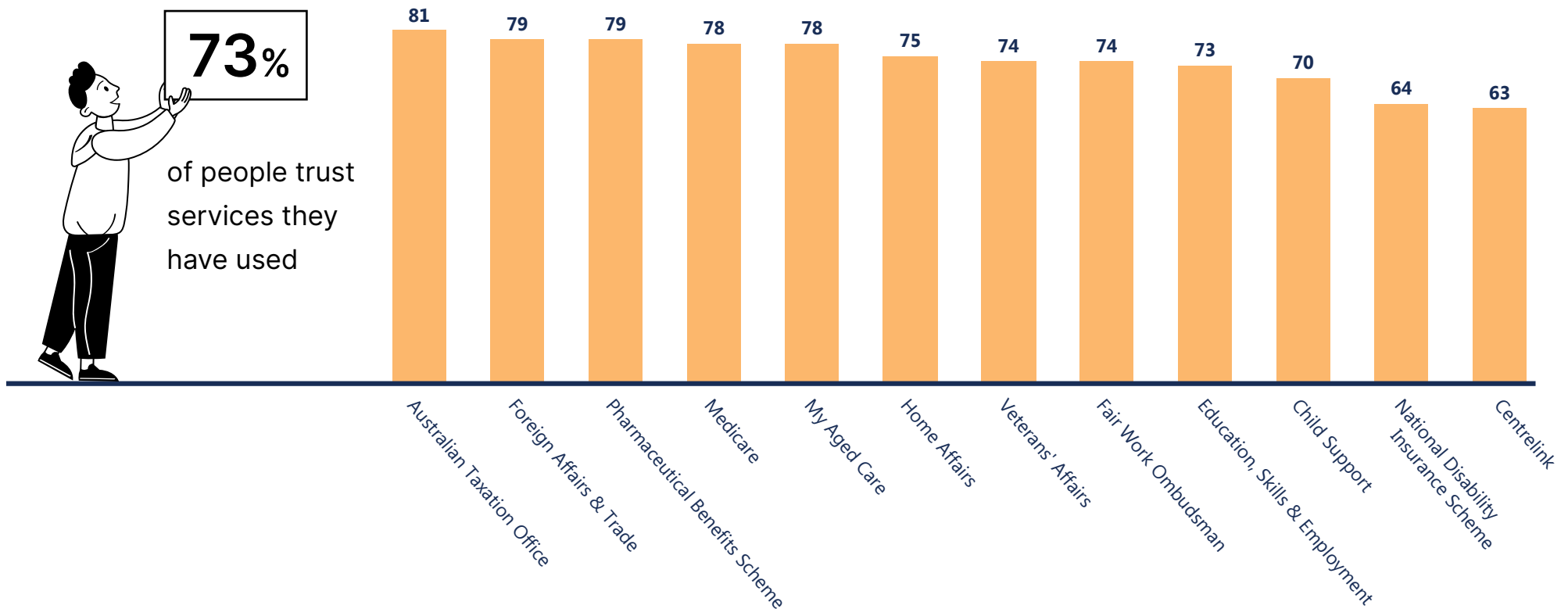
Results shown are for financial year periods: 2019 results are for survey waves in March 2019 and June 2019; 2020 results are based on data collected in November 2019, February 2020, and June 2020; results for 2021 are based on data collected in November 2020, February 2021, and June 2021; and 2022 results are based on data collected monthly from July 2021 to June 2022.

People who have used services think they are more reliable and have more integrity than people who have not



Results show percentage of people who “completely agreed,” “agreed” and “somewhat agreed” with the statements. These statement are key drivers of trust in institutions, as developed by the OECD ([2017 Guidelines on Measuring Trust](#)).

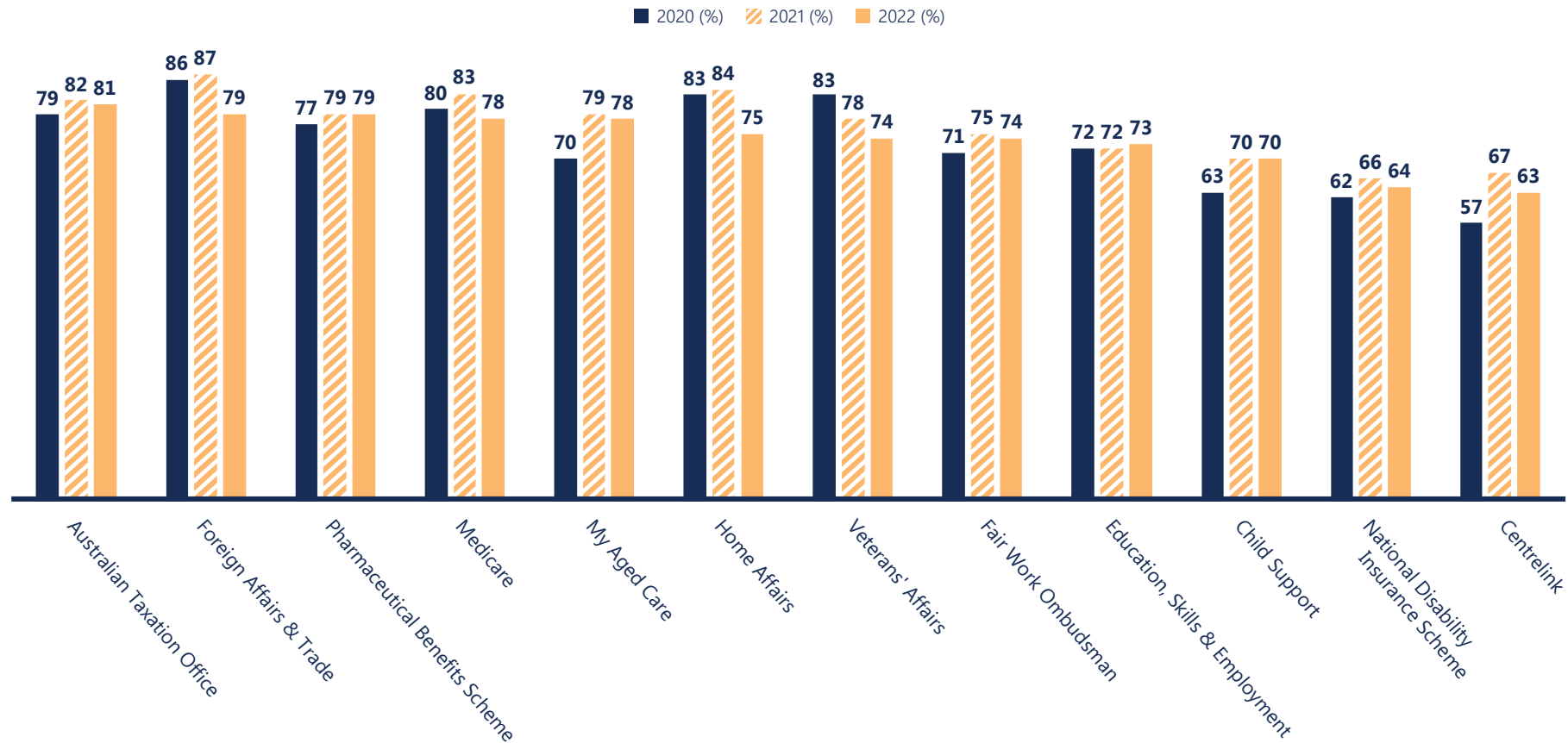
In 2022, trust is high across all services but it varies significantly by service agency



Trust results show percentage of people who said they “strongly agree”, “agree” or “somewhat agree” with the statement “The service is trustworthy” thinking about interactions with specific services they have used in the last 12 months.

Refer to [\(Methodology – services results on page 31\)](#) for more details on services.

Trust results across most services peaked in 2021 during the pandemic

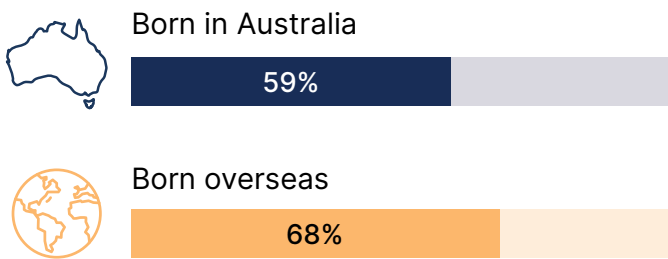


Trust results show percentage of people who said they “strongly agree”, “agree” or “somewhat agree” with the statement “The service is trustworthy”, thinking about interactions with specific services they have used in the last 12 months. Trust in all services was 72% in 2020; 76% in 2021; and 73% in 2022.

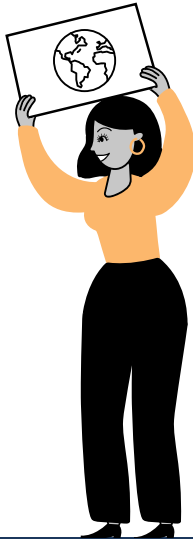
Results shown are for financial year periods: 2020 results are based on data collected in November 2019, February 2020, and June 2020; and results for 2021 are based on data collected in November 2020, February 2021, and June 2021. See [\(Methodology section on page 30\)](#) for more details on past years’ collection and reporting frequency.

Migrant Australians have higher trust in Australian public services than people born in Australia

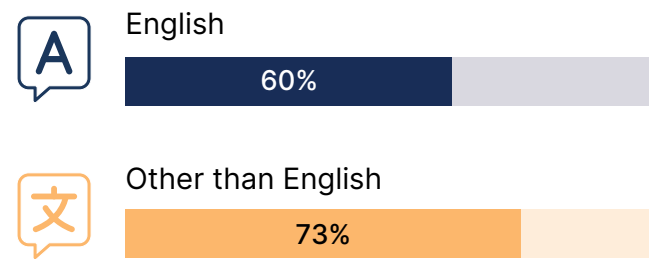
Trust by country of birth



Trust is 8pts higher for people who were born overseas



Trust by language



Trust is 13pts higher for people who speak a language other than English



Do migrants have higher trust in services because they have lower expectations of public services than people born in Australia, and/or because they have experiences of other countries' public services that were less trustworthy?

Trust results show percentage of people who said they “strongly agree”, “agree” or “somewhat agree” with the statement: “I can trust Australian public services”.

Satisfaction does not show the same difference, with people born overseas only being 3 percentage points higher than those born in Australia, and only 1 percentage points difference for those who speak a language other than English.

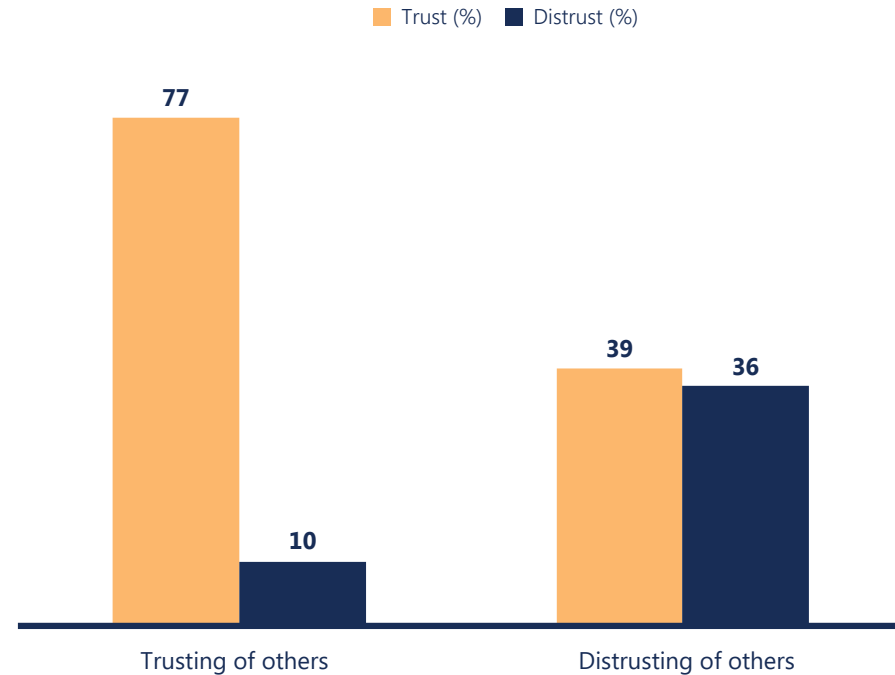
In a global landscape of declining institutional and interpersonal trust,* some people in Australia distrust public services

*[Edelman Trust Barometer 2022](#)

People who don't trust other people have low trust in public services

Trust 38pts lower for people who are distrusting of others.

Distrust 26pts higher for people who are distrusting of others.



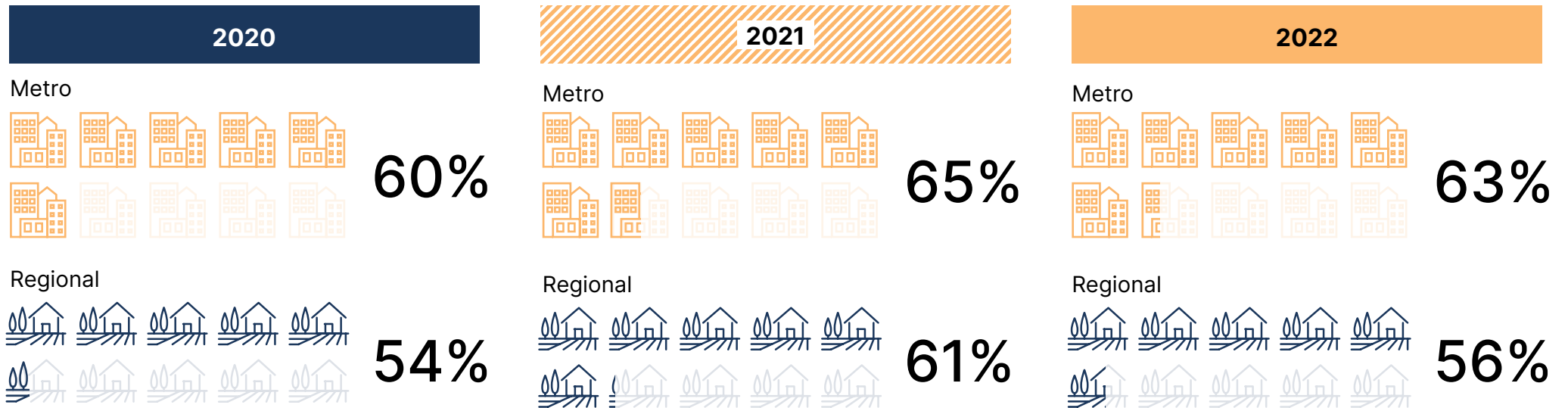
What makes people trust each other, and how do we increase trust in one another? Would improving trust in other people also improve trust in public services?

"Trusting of others" show percentage of people who said they "strongly agree", "agree" or "somewhat agree" with the statement: "Most people can be trusted".

"Distrusting of others" show people who said they "strongly disagree", "disagree" or "somewhat disagree" with the same statement.

People in regional Australia trust public services less than those in metro areas

Trust is 7pts lower for people in regional areas in 2022



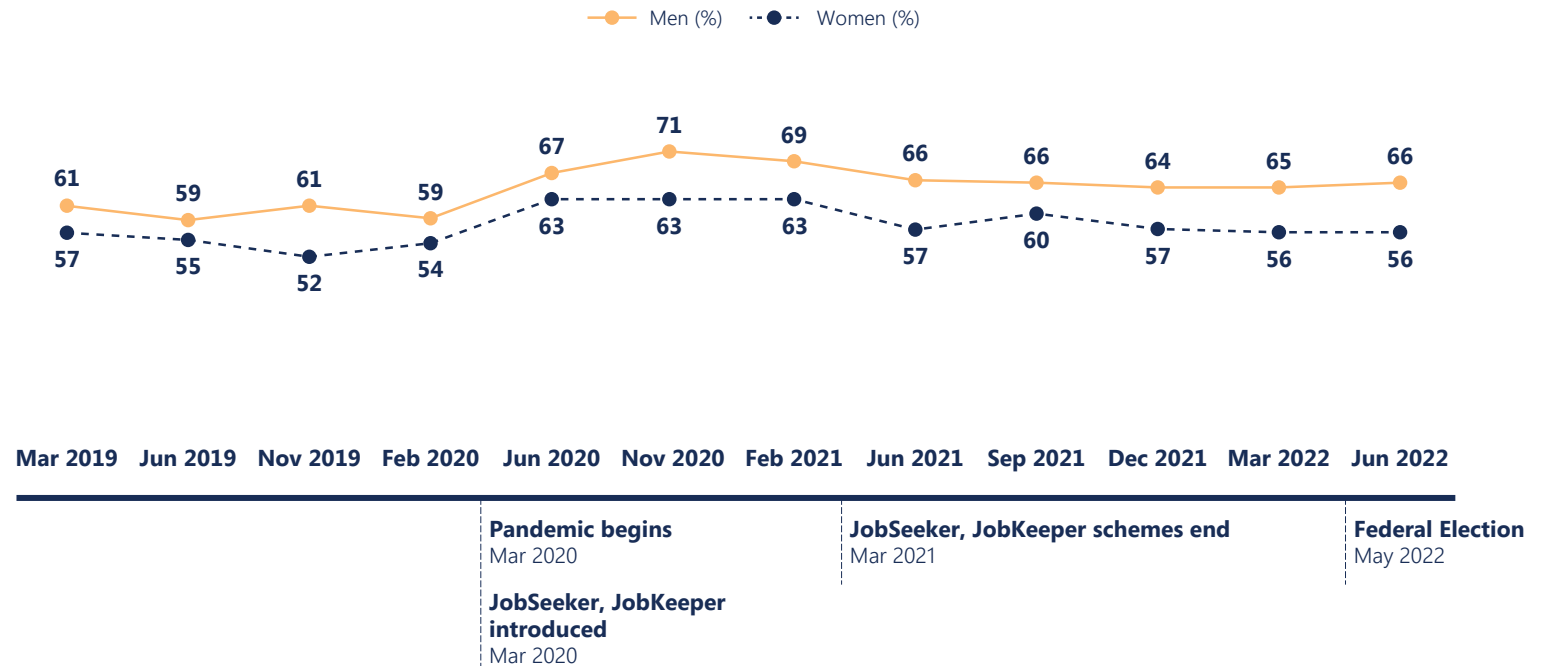
Satisfaction does not show the same difference, with people living in regional areas only being 1 percentage points lower than those living in metro areas.

Trust results show percentage of people who said they “strongly agree”, “agree” or “somewhat agree” with the statement: “I can trust Australian public services”. Satisfaction results show people, who have used public services in last 12 months, who said they were “completely satisfied”, “satisfied” and “somewhat satisfied” when asked “Thinking about your overall experience with the services, how satisfied or dissatisfied are you?”. Metro and regional areas defined using post code data and the ABS Australian Statistical Geography Standard.

Women trust public services significantly less than men

Trust was 10pts lower for women in June 2022

The trust gender gap is not seen in satisfaction with service results, with women's satisfaction only between 1-4pts lower than men



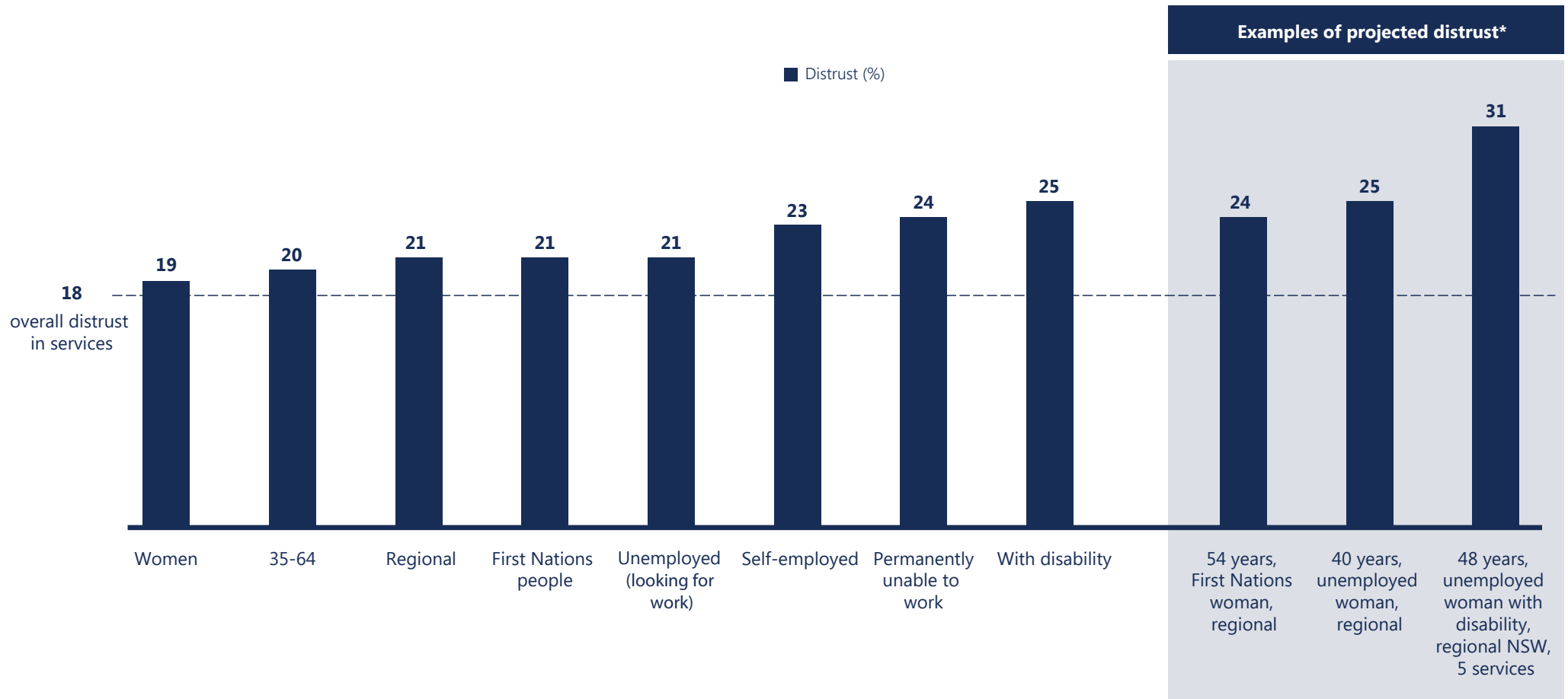
Can efforts to improve women's equality and safety improve women's trust in public services?



Edelman argues the media and government are fuelling a "cycle of distrust", and are seen by many as divisive forces in society. Media commentary on women's safety and Parliamentary safety in early 2021 may have influenced both men and women's trust to significantly decline in June 2021, and account for women's decline being twice that of men.

Trust results show percentage of people who said they "strongly agree", "agree" or "somewhat agree" with the statement: "I can trust Australian public services".

People who face overlapping marginalisation have higher levels of distrust



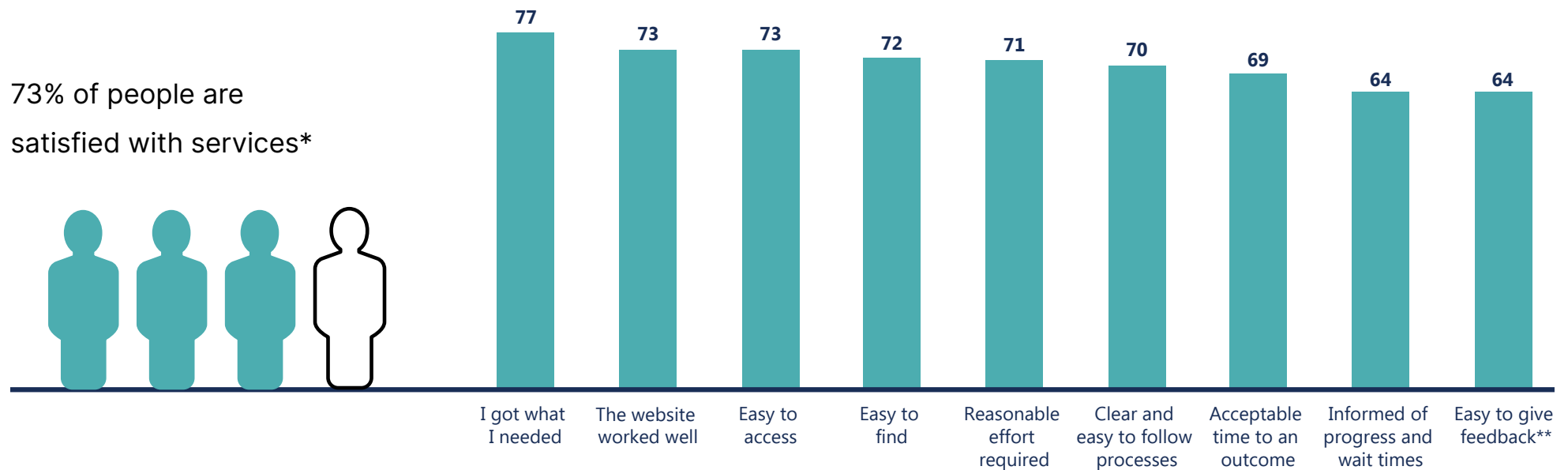
Distrust results show percentage of people who said they “strongly disagree”, “disagree” or “somewhat disagree” with the statement: “I can trust Australian public services”.

*Distrust results have been projected for demographic personas with overlapping marginalisation. Projections made using a logistic regression model.



Most people are satisfied with public servants, and are getting what they need from public services

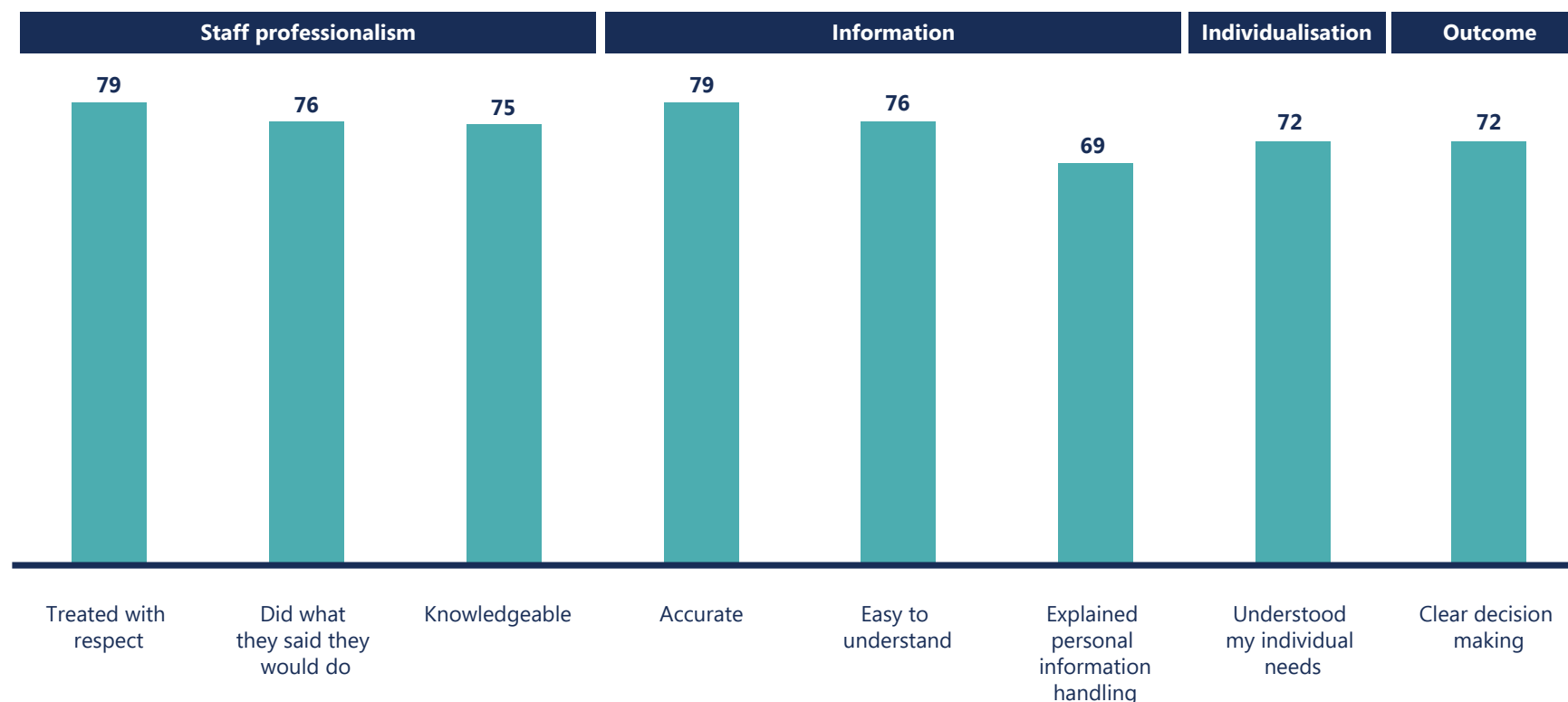
Three in four people are satisfied and getting what they need from public services



* Result shows percentage of people who have used public services in the last 12 months who were “completely satisfied”, “satisfied” and “somewhat satisfied” when asked “Thinking about your interactions with the services, how satisfied or dissatisfied are you?”.

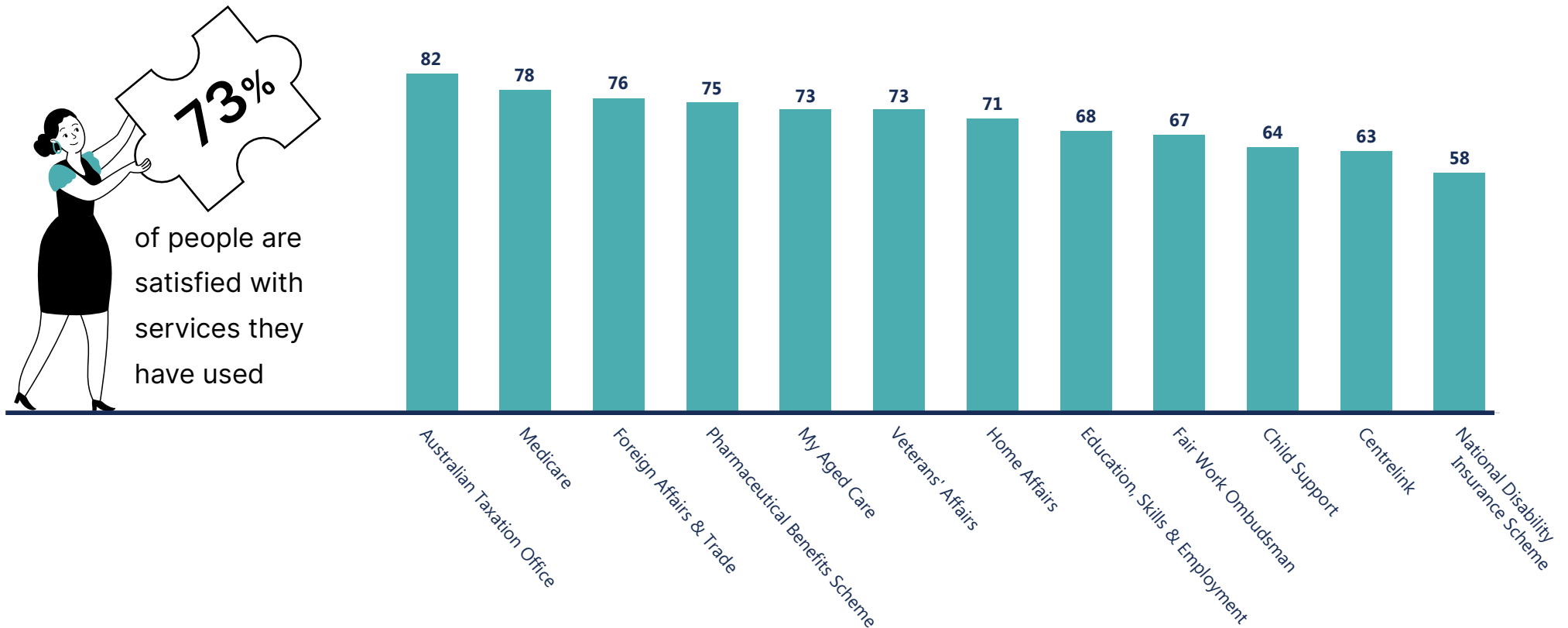
**Results show people who “completely agree”, “agree” or “somewhat agree” with the statements. Some of the statements have been shortened for space in the graph, in the survey they appear as: “The websites or applications I used worked well”; “It was easy to access the service(s)”; “It was easy to find out about the service(s)”; “The amount of effort I had to put in was reasonable”; “The amount of time it took to reach an outcome was acceptable”; “I was kept informed of progress and wait times throughout”; “It was clear I could give feedback about my experience”.

Public servants are mostly seen to act professionally and make people feel respected



Results show people who “completely agree”, “agree” or “somewhat agree” with the statements. The statements have been shortened for space in the graph, in the survey they appear as: “Staff treated me with respect”; “Staff did what they said they would do”; “Staff were knowledgeable”; “Information from the service was accurate”; “Information from the service was easy to understand”; “The service explained how my personal information would be used and stored”; “The service understood my individual needs”; “The service provided clear information about the process and how decisions are made.”

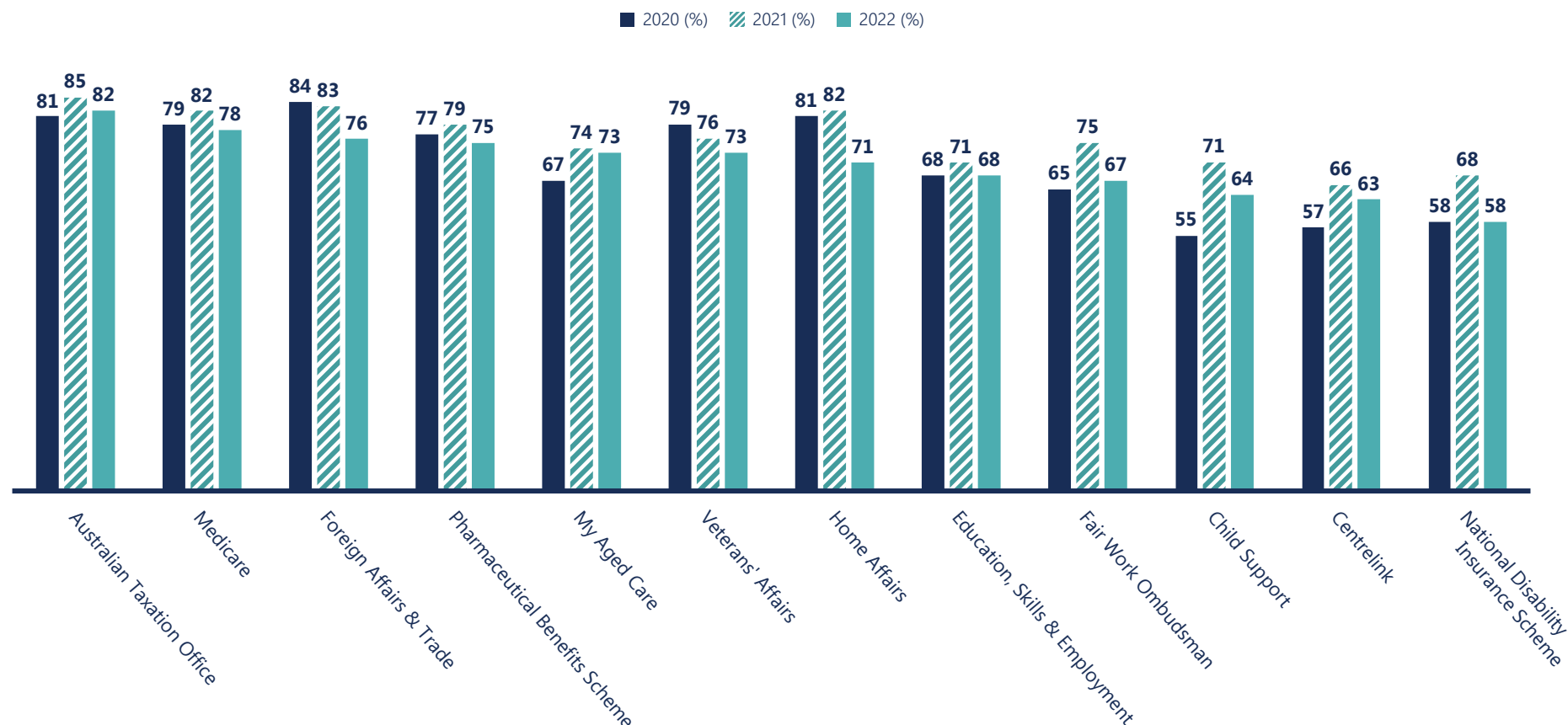
In 2022, satisfaction is high across all services but experiences vary across service agencies



Satisfaction results show percentage of people, who have used public services in last 12 months, who said they were “completely satisfied”, “satisfied” and “somewhat satisfied” when asked “Thinking about your interactions with the services, how satisfied or dissatisfied are you?”.

Refer to [\(Methodology – services results on page 31\)](#) for more details on services.

Satisfaction across most services increased in 2021 during the pandemic

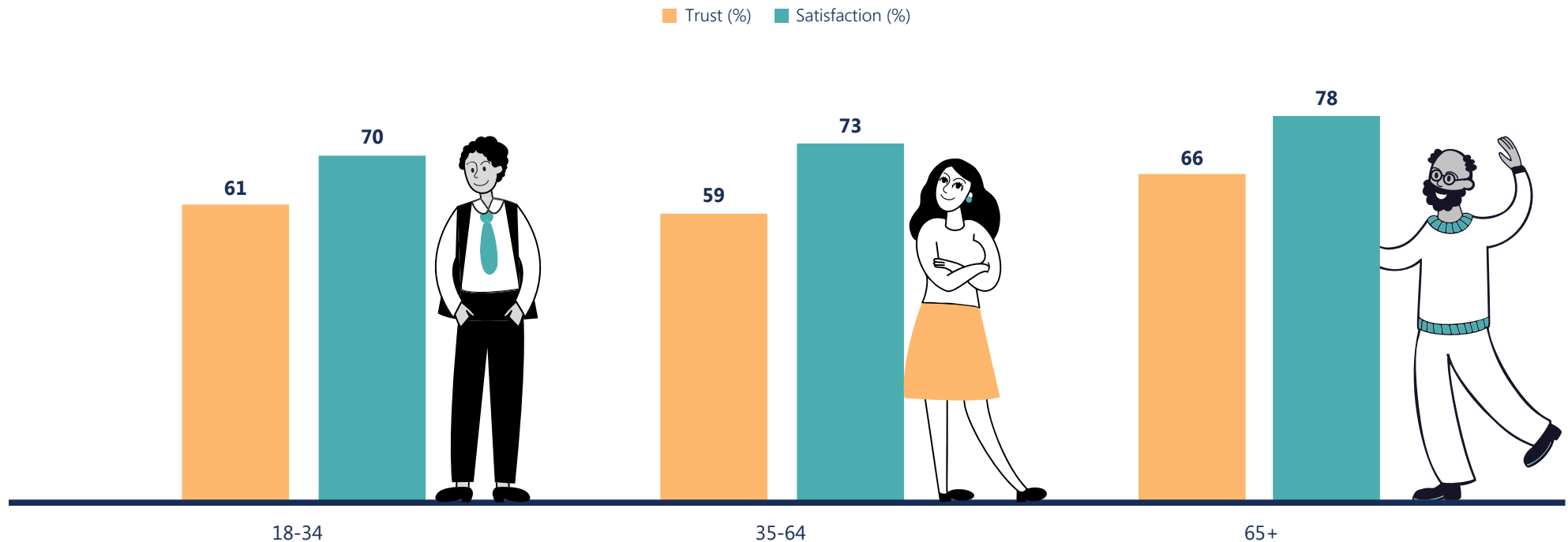


Satisfaction with all services was 72% in 2020, 77% in 2021 and 73% in 2022.

Satisfaction results show percentage of people, who have used public services in last 12 months, who said they were “completely satisfied”, “satisfied” and “somewhat satisfied” when asked “Thinking about your interactions with the services, how satisfied or dissatisfied are you?”.

Refer to ([Methodology – services results on page 31](#)) for more details on services.

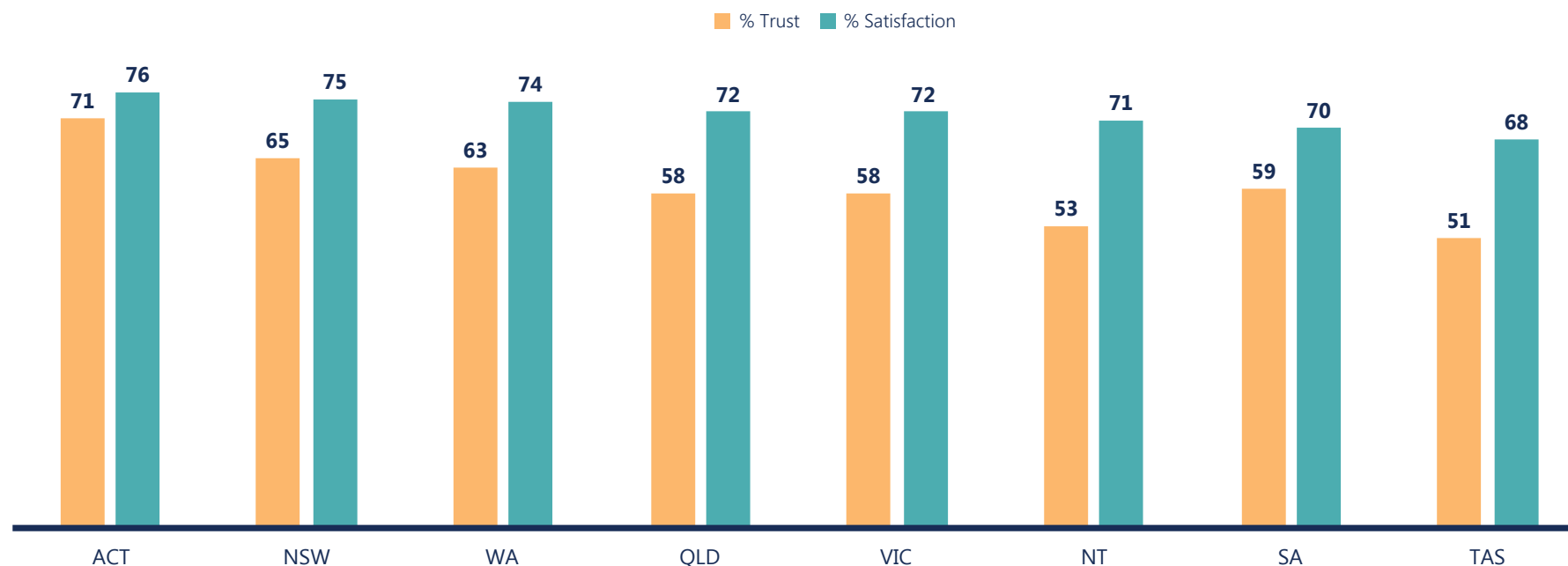
More people aged 65 and over trust and are satisfied with public services than other ages



Trust results show percentage of people who said they “strongly agree”, “agree” or “somewhat agree” with the statement: “I can trust Australian public services”. Satisfaction results show people, who have used public services in last 12 months, who said they were “completely satisfied”, “satisfied” and “somewhat satisfied” when asked “Thinking about your overall experience with the services, how satisfied or dissatisfied are you?”.

Trust and satisfaction with public services varies across states

People who live in the Australian Capital Territory have the highest trust and satisfaction with Australian public services while people who live in Tasmania have the lowest trust and satisfaction with Australian public services



Trust results show percentage of people who said they “strongly agree”, “agree” or “somewhat agree” with the statement: “I can trust Australian public services”.

Satisfaction results show people, who have used public services in last 12 months, who said they were “completely satisfied”, “satisfied” and “somewhat satisfied” when asked “Thinking about your overall experience with the services, how satisfied or dissatisfied are you?”.

Results show trust and satisfaction with Australian public services, also known as Federal, National or Commonwealth services, by location. Results do not reflect feedback on state, territory or local public services.

Although most people have had
a positive *service experience*,
others are having a harder time
using services

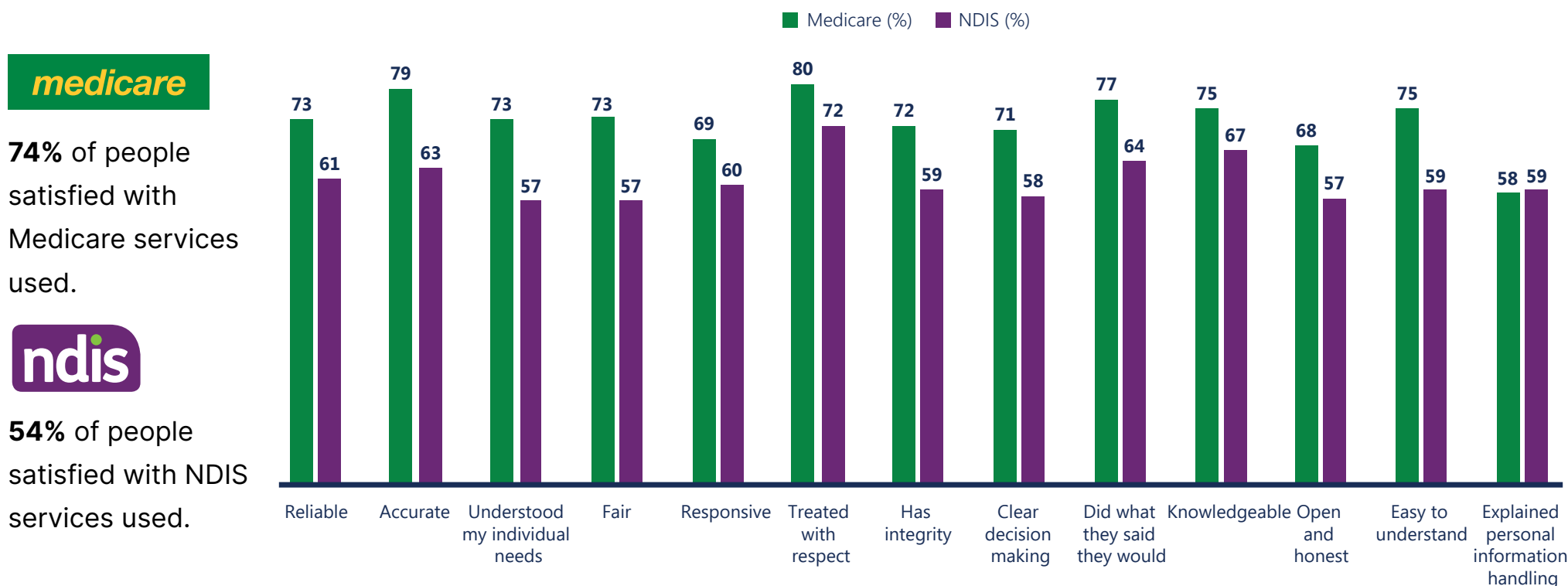
People with a disability are less satisfied with all public services they use, and are less likely to get what they need from them than people without a disability



Satisfaction results show the percentage of people who identified as having a disability or disabilities and had used public services in last 12 months who were “completely satisfied”, “satisfied” and “somewhat satisfied” when asked “Thinking about your interactions with the services, how satisfied or dissatisfied are you?”. Dissatisfaction results show the percentage who were “completely dissatisfied”, “dissatisfied” and “somewhat dissatisfied”.

Results on the right show the percentage of people who identified as having a disability or disabilities and had used public services in last 12 months who “completely agree”, “agree” or “somewhat agree” with the statements. The statements have been shortened for space in the graph, in the survey they appear as: “The websites or applications I used worked well”; “It was easy to access the service(s)”; “It was easy to find out about the service(s)”; “The amount of effort I had to put in was reasonable”; “The amount of time it took to reach an outcome was acceptable”; “I was kept informed of progress and wait times throughout”; “It was clear I could give feedback about my experience.”

People with disability are more satisfied with Medicare than the National Disability Insurance Scheme



Medicare and NDIS satisfaction results show the percentage of people who identified as having a disability or disabilities and had used public services in last 12 months who were “completely satisfied”, “satisfied” and “somewhat satisfied” when asked “Thinking about your overall experience with (Medicare/NDIS), how satisfied or dissatisfied are you?”.

Results on the graph show, from the same cohort of people, the percentage who “completely agreed”, “agreed” and “somewhat agreed” with the statements about Medicare or NDIS services specifically. The statements have been shortened for space in the graph, in the survey they appear as: “The service is reliable”; “Information from the service was accurate”; “The service understood my individual needs”; “The service is fair”; “The service is responsive”; “Staff treated me with respect”; “The service has integrity”; “The service provided clear information about the process and how decisions are made”; “Staff did what they said they would do”; “Staff were knowledgeable”; “The service is open and honest”; “Information from the service was easy to understand”; “The service explained how my personal information would be used and stored”.

Statements are listed in the order of their influence on trust and satisfaction based on regression analysis.

Refer to [\(Methodology – services results on page 31\)](#) for more details on services.

More unemployed people are dissatisfied with public services than employed people, and fewer think the time it took to get an outcome was acceptable



Satisfaction results show the percentage of people who indicated they were or had been unemployed and had used public services in last 12 months who were “completely satisfied”, “satisfied” and “somewhat satisfied” when asked “Thinking about your interactions with the services, how satisfied or dissatisfied are you?”. Dissatisfaction results show the percentage of the same cohort of people who were “completely dissatisfied”, “dissatisfied” and “somewhat dissatisfied”.

Results on the right show the percentage of the same cohort of people who “completely agree”, “agree” or “somewhat agree” with the statements. The statements have been shortened for space in the graph, in the survey they appear as: “The websites or applications I used worked well”; “It was easy to access the service(s)”; “It was easy to find out about the service(s)”; “The amount of effort I had to put in was reasonable”; “The amount of time it took to reach an outcome was acceptable”; “I was kept informed of progress and wait times throughout”; “It was clear I could give feedback about my experience”.

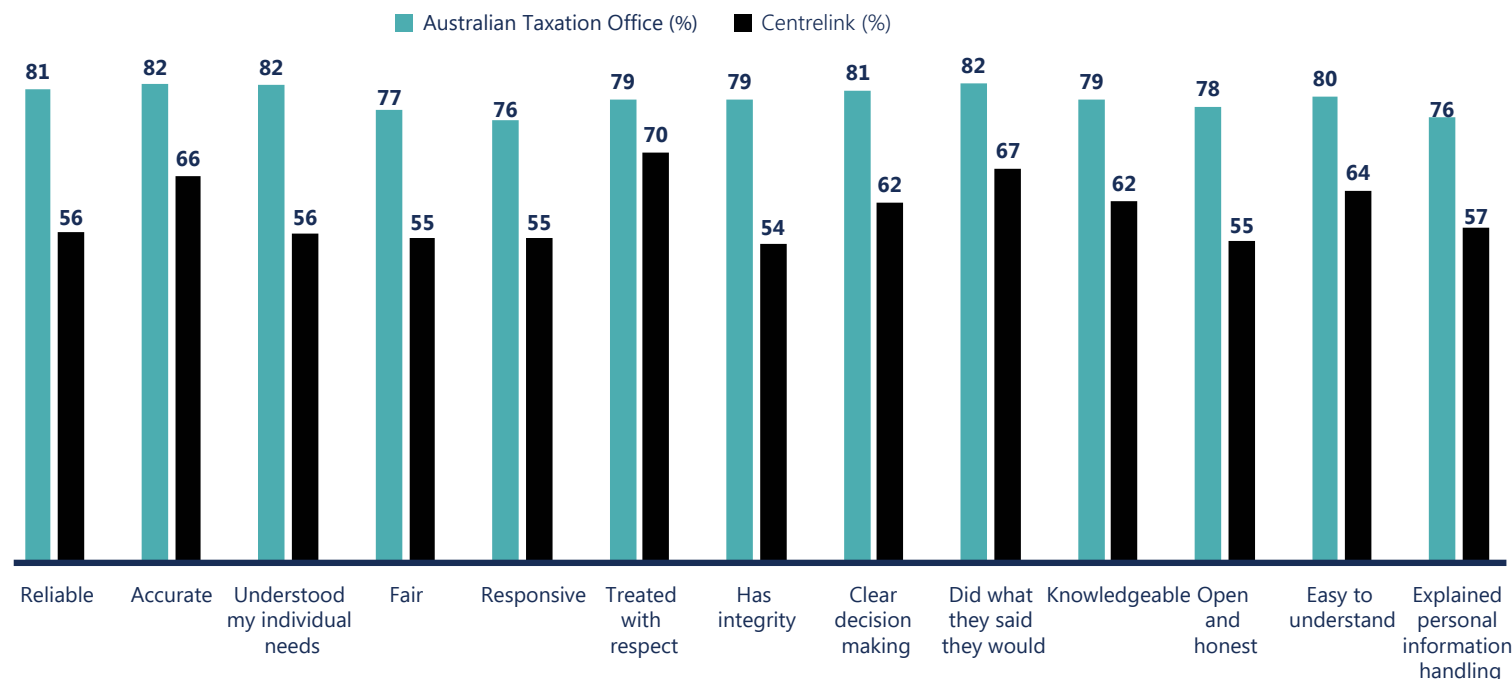
Unemployed people use Centrelink more than the Australian Taxation Office,* and are less satisfied with Centrelink services than ATO services



79% of people satisfied with ATO services used.



59% of people satisfied with Centrelink services used.



* There are 3.4 times more unemployed people accessing Centrelink, than unemployed people accessing ATO services.

ATO and Centrelink satisfaction results show the percentage of people who indicated they were or had been unemployed in the past 12 months who said they were “completely satisfied”, “satisfied” and “somewhat satisfied” when asked “Thinking about your overall experience with (Centrelink/ATO), how satisfied or dissatisfied are you?”.

Results on the graph show people who “completely agreed”, “agreed” and “somewhat agreed” with the statements when asked about Centrelink and ATO services specifically. The statements have been shortened for space in the graph, in the survey they appear as: “The service is reliable”; “Information from the service was accurate”; “The service understood my individual needs”; “The service is fair”; “The service is responsive”; “Staff treated me with respect”; “The service has integrity”; “The service provided clear information about the process and how decisions are made”; “Staff did what they said they would do”; “Staff were knowledgeable”; “The service is open and honest”; “Information from the service was easy to understand”; “The service explained how my personal information would be used and stored”.

Statements are listed in the order of their influence on trust and satisfaction based on regression analysis.

Refer to [\(Methodology – services results on page 31\)](#) for more details on services.

People with low overall wellbeing are less satisfied with public services



Can programs to improve people's overall wellbeing improve satisfaction with public services?

Satisfaction results show percentage of people, who have used public services in last 12 months, who said they were “completely satisfied”, “satisfied” and “somewhat satisfied” when asked “Thinking about your interactions with the services, how satisfied or dissatisfied are you?”.

“Higher wellbeing” show people who responded with “completely satisfied”, “satisfied” and “somewhat satisfied” to the statement: “overall how satisfied or dissatisfied are you with life as a whole these days?”. “Lower wellbeing” show people who said they are “completely dissatisfied”, “dissatisfied” and “somewhat dissatisfied” to the statement. Measuring subjective wellbeing this way is consistent with the [OECD Guidelines on measuring subjective wellbeing](#).



People rely on public services for support during life events

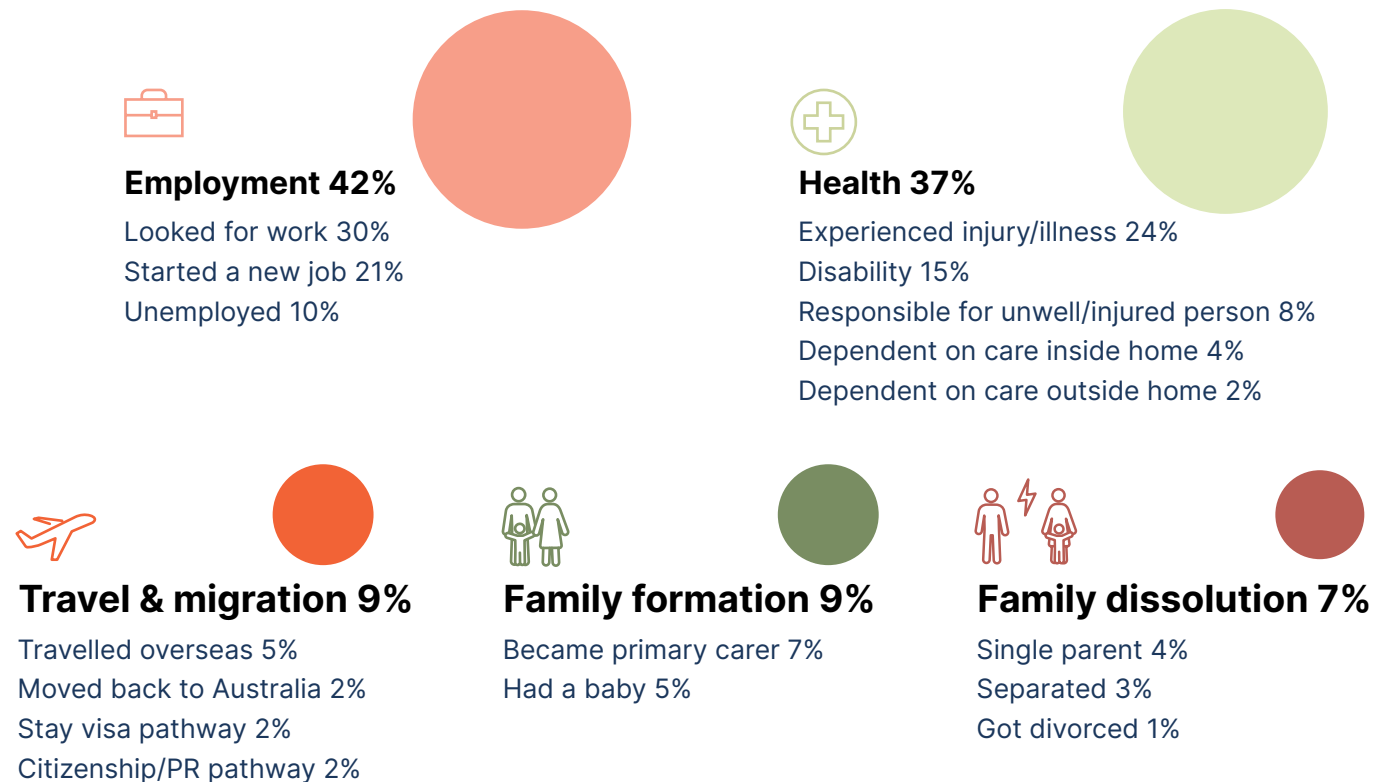
Public services support people during life events, with employment support being the most common

Life events include transitions and experiences, such as finishing school, having a baby, or starting a new job.

Some people experience multiple life events in a year, and use multiple services for them.

There are five common 'clusters' of life events when people use public services: **family formation, family dissolution, health, employment, and travel and migration.**

Percentage of people who have accessed services by life event clusters and key life events in those clusters:



The survey asks people about services they have used during life events. In 2021, Monash University analysed the survey results and created a typology of life events, including these clusters. Results show the percentage of people who accessed services for life events in those life events clusters identified by Monash University, and the percentage of people who accessed services for individual life events Monash University identified as in those clusters.

Trust and satisfaction with public services varies across life events



People have the highest trust and satisfaction with public services used for travel and migration life events.

People have the lowest trust and satisfaction with public services used for family dissolution life events.



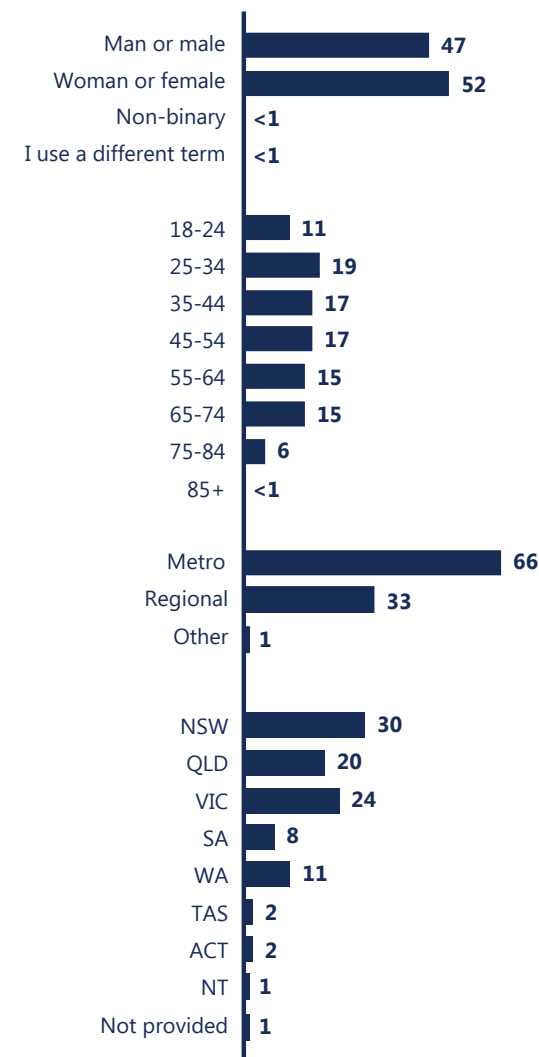
Trust results show percentage of people who said they “strongly agree”, “agree” or “somewhat agree” with the statement: “I can trust Australian public services”. Satisfaction results show people, who have used public services in last 12 months, who said they were “completely satisfied”, “satisfied” and “somewhat satisfied” when asked “Thinking about your overall experience with the services, how satisfied or dissatisfied are you?”.

Methodology

Survey Timeline

Wave	Soft launch	Survey close	Final responses	Reporting period
1 (First pilot)	20 November 2018	26 November 2018	2,302	Not reported
2 (Second pilot)	31 January 2019	6 February 2019	2,516	Not reported
Survey commences				
3 (Baseline)	19 March 2019	31 March 2019	5,103	March 2019
4	3 June 2019	15 June 2019	2,555	June 2019
5	1 November 2019	25 November 2019	2,506	November 2019
6	6 February 2020	24 February 2020	2,618	February 2020
7	12 June 2020	26 June 2020	2,596	June 2020
8	22 October 2020	16 November 2020	4,998	November 2020
9	15 February 2021	8 March 2021	5,015	February 2021
10	1 June 2021	23 June 2021	5,205	June 2021
Monthly wave frequency commences, reporting on quarters				
11	1 July 2021	20 July 2021	1,010	September 2021 quarter (3,059)
12	2 August 2021	21 August 2021	1,027	
13	1 September 2021	22 September 2021	1,022	
14	1 October 2021	20 October 2021	1,009	December 2021 quarter (3,031)
15	1 November 2021	24 November 2021	1,013	
16	1 December 2021	11 December 2021	1,009	
17	9 January 2022	20 January 2022	1,104	March 2022 quarter (3,509)
18	1 February 2022	28 February 2022	1,338	
19	3 March 2022	28 March 2022	1,067	
20	2 April 2022	26 April 2022	1,036	June 2022 quarter (3,114)
21	2 May 2022	26 May 2022	1,031	
22	2 June 2022	28 June 2022	1,047	

Survey Sample %



Methodology – services results

The survey asks people about the public services they have used in the past year, including reasons for access and payments received.

In the survey, people are asked to select services they have used from a list of Australian public services, including agencies and services. People then provide feedback on the specific agencies and services.

The below is how the agencies and services, reported on in this report, are displayed to people doing the survey.

List of agencies and services

Services Australia - Centrelink

Services Australia - Medicare

Services Australia - Child Support

My Aged Care

Australian Taxation Office (ATO) (e.g. submit a personal tax return)

Department of Veterans' Affairs (e.g. renewing a concession card)

National Disability Insurance Scheme (NDIS) (e.g. registering for an assistance package)

Department of Home Affairs (e.g. visas for travel / migration, Border Force at airports)

Department of Foreign Affairs and Trade (DFAT) (e.g. Australian Passport Office, Smartraveller, Consular)

Pharmaceuticals Benefits Scheme (e.g. seek advice on subsidies)

Department of Education, Skills, and Employment (e.g. jobactive, Australian Job Search)

Fair Work Ombudsman (e.g. information and advice on employment)

More information

For more details, please contact trustandtransparency@pmc.gov.au

For more results from the Survey, please see:

- [detailed data tables of results](#),
- [aggregate data on data.gov.au](#), and
- [the full survey questionnaire](#).

For more details about the survey please see apsreform.gov.au/trustsurvey