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## **Section 1 - Survey Questionnaire – July 2024 to June 2025**

SECTION A – Survey Introduction and Screener

1. **Having read the information on the previous screen, including about privacy and how your responses will be used, do you consent to participate in the survey?**
* Yes
* No (*If ‘No’ selected, terminate survey.*)

SECTION B – Citizenship and Age

1. **Are you an:**
* Australian Citizen (currently living in Australia)
* Australian Citizen (currently living overseas)
* Australian Permanent Resident (currently living in Australia)
* Individual temporarily in Australia
* Other (please specify)
1. **Please enter your age (years)**

[Text box] (*If under 18, terminate survey.*)

SECTION C – Background

1. **What is your gender?**
* Male
* Female
* Non-binary
* I use a different term (please specify)
* Prefer not to say

**2b.** **Do you currently live in Australia?** (*This question only asked if ‘Other’ was not chosen at Q2.*)

* No
* Yes

 **2c. Do you live in one of the following city areas?**

* Sydney (including Greater Western Sydney)
* Newcastle
* Wollongong or the Central Coast
* Melbourne or Geelong
* Brisbane, Gold Coast or the Sunshine Coast
* Perth
* Adelaide
* Canberra
* Yes
* No
1. **Please enter your postcode for your usual place of residence.** (*This question only asked if ‘Australian Citizen (curredontly living in Australia)’ or ‘Australian Permanent Resident (currently living in Australia)’ was chosen at Q2.*)
* Postcode [Text box]
* Prefer not to say
1. **In which state or territory do you currently live?** (*This question only asked if ‘Australian citizen (Currently living in Australia) or Pernament resident (currently living in Australia) are selected, or ‘Yes’ is selected for Q2b.*)
* Australian Capital Territory
* New South Wales
* Northern Territory
* Queensland
* South Australia
* Tasmania
* Victoria
* Western Australia
* Other Territories (including Norfolk Island, the Ashmore and Cartier Islands, Australian Antarctic Territory, Christmas Island, Cocos (Keeling) Islands, Coral Sea Islands, Jervis Bay Territory, and the Territory of Heard Island and McDonald Islands)

**2d.** **Earlier you told us you do not currently live in Australia. Please enter the country that is your usual place of residence.** (*This question only asked if ‘Australian Citizen (currently living overseas)’ or ‘Individual temporarily in Australia’ was chosen at Q2; or if ‘No’ was chosen at Q2b.*)

* [Option from drop down list of all countries]
* Prefer not to say
* Don’t know

SECTION D – General Sentiments, Life Events and Service Use

We are conducting this survey to understand your views of Australian public services (also known as Commonwealth, Federal or National public services). The survey will help improve the delivery of Australian public services. As you work through each question, please keep the below definition of Australian public services in mind.

Australian public services can include anything from providing access to information online through to providing direct assistance, such as financial help.

Your views may be informed by the experiences you have had accessing Australian public services for yourself or for someone else (including when you access services for family members or other dependents).

This survey does not ask your opinions of political parties or politicians, or about services you accessed as part of your job (e.g. updating a licence or receiving a grant).

Some examples of what Australian public services are include:

* Lodging a tax return with the Australian Taxation Office
* Applying for a Medicare rebate with Medicare
* Applying for a passport from the Department of Foreign Affairs and Trade
* Applying for an income support payment with Centrelink

Australian public services **do not include** services provided by state, territory and local government, such as:

* Hospitals and schools
* State emergency services (state police, fire and ambulance)
* State transport services (e.g. provision of transport cards)
* State government services (e.g. services labelled Services NSW and Service Victoria)
* Local council services (e.g. bin collection, recycling, rates and residential development approvals)

In this survey you will be guided to answer questions based on your experience with Australian public services.

1. **How much do you agree or disagree with the following statement.**

***'I can trust Australian Public Services*.'**

* Strongly disagree
* Disagree
* Neither agree nor disagree
* Agree
* Strongly agree
1. **In the last 12 months, have you or someone you're responsible for experienced any of the following?**
* Entered or continued university or vocational training (including apprenticeships and internships)
* Finished a university or vocational training course
* Left university or vocational training before completing my course (including apprenticeships and internships)
* Started primary school
* Started high school
* Finished high school (completed year 12)
* Left high school (before completing year 12)
* None of the above
1. **In the last 12 months, have you or someone you're responsible for experienced any of the following?**
* Looked for work
* Started a new job/returned to work
* Became or are currently unemployed
* Retired
* Voluntarily stopped work
* Been stood down temporarily from current employment (with or without pay/leave)
* Started or ended my own business
* None of the above
1. **In the last 12 months, have you or someone you're responsible for experienced any of the following?**
* Submitted a personal tax return
* Experienced financial hardships (e.g. identified as a low-income earner, declared bankruptcy)
* Paid a fine or debt to the Australian government (not including study and training loan repayments, HELP/HECS, VSL…etc)
* Experienced hardship as a result of a natural disaster (e.g. damage to personal property from a bushfire, hailstorm or flood)
* None of the above
1. **In the last 12 months, have you or someone you're responsible for experienced any of the following?**
* Changed a usual place of residence in Australia (e.g. moved house)
* Travelled overseas, including applied for renewed or gained an Australian passport
* Moved back to Australia after living overseas (and held citizenship, a visa or residency permit to stay in another country)
* Planned to or have retired outside Australia
* Applied for, renewed or gained a visa to stay in Australia
* Applied for, or gained Australian citizenship or permanent residency
* Formally supported the visa application of a partner or other family member (e.g. sponsorship, lodging statutory declarations)
* None of the above
1. **In the last 12 months, have you or someone you're responsible for experienced any of the following?**
* Had a baby/babies
* Fostered a child/children
* Adopted a child/children
* Placed a child/children into foster care or for adoption
* Got married/remarried/entered a de facto relationship
* Separated from married or de-facto partner
* Got divorced
* Experienced a death in the family
* None of the above
1. **In the last 12 months, have you or someone you're responsible for experienced any of the following?**
* Became or was the primary carer for 1 or more children under the age of 6
* Stopped being a primary carer for 1 or more children under the age of 6
* Became or was a single parent
* Became or was responsible for an unwell or injured person
* Became or was dependent on care inside the home
* Became or was dependent on care outside the home
* Entered or applied a child into child-care
* None of the above
1. **In the last 12 months, have you or someone you're responsible for experienced any of the following?**
* Experienced an injury, illness, or chronic condition (including COVID-19)
* Have or had a mental health condition (including depression or anxiety)
* Have or had a disability
* Applied for a health screening or prevention kit (such as for Cancer Screening, Quit Smoking, Obesity Australia)
* None of the above
1. **In the last 12 months, have you or someone you're responsible for experienced any of the following?**
* Made a submission, provided feedback or a complaint (e.g. consumer complaint about purchased goods)
* Participated in research/engagement activities (e.g. surveys, focus groups, roundtables)
* Voted, enrolled to vote or changed voting enrolment details
* None of the above
1. **In the last 12 months, have you or someone you're responsible for experienced any of the following?**
* Opted into or out of a service/scheme (such as organ donation)
* Requested a copy of or an amendment to a record (e.g. a birth certificate)
* Applied for or renewed a license, permit or card (e.g. Medicare card, fishing licence)
* None of the above
1. **Did you access Australian public services for any of these things in the last 12 months? Please select all that apply** (*Repeat below options for each reason chosen in Q8 to Q16.*)
2. **In the last 12 months, have you applied for or received a payment from the Australian government? (e.g. Age Pension, JobSeeker, Family Tax Benefit, etc.)**
* Yes
* No
* Don't know
* Prefer not to say
1. **Here is a list of Government payments. Please click on the ones you applied for or received in the last 12 months.** (*This question only asked ‘If In the last 12 months, have you applied for or received a payment from the Australian government?’... = Yes Or ‘In the last 12 months, have you applied for or received a payment from the Australian government?’... = Don't know was chosen for Q18.*)

This includes applying for a payment on behalf of someone you are responsible for.

* ABSTUDY and Austudy
* Age Pension
* Carer Allowance
* Carer Payment
* Child Care Subsidy, Additional Child Care Subsidy
* Commonwealth Rent Assistance
* Crisis Payment
* Disability Support Pension
* Family Tax Benefit (A and B)
* JobSeeker Payment
* Paid Parental Leave (including Parental Leave Pay, Dad and Partner Pay)
* Parenting Payment
* Veteran support, including Service Pension, Income Support Supplement, and compensation payments
* Youth Allowance
* Other (please specify)
* Did not apply or do not currently receive any of these [*Exclusive Answer*]
1. **In the last 12 months, have you accessed Australian public services from any of the following?**
* **Department of Agriculture, Fisheries and Forestry** (e.g. advice on importation and biosecurity)
* **Australian Competition and Consumer Commission (ACCC)** (e.g. information on consumer rights)
* **Australian Electoral Commission -** (e.g. voting, checking enrolment details, information on elections. ACCC brands also include Scamwatch and the Product Safety Australia)
* **Australian Taxation Office (ATO)** (e.g. submit a personal tax return)
* **Centrelink** - Services Australia
* **Child Support** - Services Australia
* **Department of Education** (e.g. Child Care Subsidy, HECS-HELP)
* **Department of Employment and Workplace Relations** (e.g. Workforce Australia employment programs, ParentsNext, Vocational Education/Apprenticeship support)
* **Fair Work Ombudsman** (e.g. information and advice on employment)
* **Department of Foreign Affairs and Trade (DFAT)** (e.g. Australian Passport Office, Smartraveller, Consular)
* **Department of Home Affairs** (e.g. visas for travel/migration, Border Force at airports)
* **Medicare** - Services Australia
* **My Aged Care -** (i.e. the entry point to Australian Government-funded aged care services)
* **National Disability Insurance Scheme (NDIS)**, administered by the National Disability Insurance Agency (NDIA)
* **Parks Australia** (this is limited to the Australian National Botanic Gardens in Canberra and Commonwealth national parks Booderee, Christmas Island, Kakadu, Norfolk Island and Uluru-Kata Tjuta)
* **Pharmaceuticals Benefits Scheme** (e.g. seek advice on subsidies)
* **Department of Veterans' Affairs** (e.g. renewing a concession card)
* Another service (please specify)
* I didn't use any Australian public services in the last 12 months
1. **What was the main reason you did not access any Australian public services in the last 12 months?** (*This question only asked if ‘I didn't use any Australian public services in the last 12 months’ was chosen for Q20*).
* I wasn't aware of Australian public services I could access
* I didn't need Australian public services
* I couldn't access Australian public services
* I didn't want to access Australian public services
* I used alternative means of support (e.g. non-government/family or friends)
* The system is too hard to access support
* Don't know *[Exclusive Answer]*
* Prefer not to say *[Exclusive Answer]*
1. **Thinking about your overall experience with these public services in the last 12 months, how satisfied or dissatisfied are you?**
* Very dissatisfied
* Dissatisfied
* Neither satisfied nor dissatisfied
* Satisfied
* Very satisfied

SECTION E – Individual Services

This section is only displayed if service/s are chosen in Q20 of Section D

1. **Thinking about your experience with the services you accessed from each of the following, how satisfied or dissatisfied are you?** *(Selected services in Q20 are displayed)*
* Very dissatisfied
* Dissatisfied
* Neither satisfied nor dissatisfied
* Satisfied
* Very satisfied
1. **Thinking about your experience with each of the services you accessed, what were you most dissatisfied with?** *(Ask for each service where the response was either ‘Very dissatisfied’ or ‘Dissatisfied’ in Q23)*
* Accessing the service (e.g. it was difficult to access)
* The process of the service (e.g. It was unclear or took too long)
* The staff (e.g. They did not treat you with respect)
* The information provided (e.g. It was unclear or confusing)
* The outcome (e.g. It seemed unfair)
* Other (please specify)
1. **Did you make a complaint or suggestion for change about the way your service was delivered?** *(Alternate version of this question is in Section 3 – Temporary Questions: “Feedback Module”)*
* Yes
* No
1. **Thinking about your experience with each of the services you accessed, how much do you agree or disagree with the following statement?** *(Ask for each service selected in Q20)* **“The service is trustworthy”**
* Strongly Disagree
* Disagree
* Neither agree nor disagree
* Agree
* Strongly Agree

SECTION F – Individual Service Experiences

For the full list of questions asked for each agency, please refer to [**Section 2**](#_Section_2_–) of this document.

SECTION G – Service Experience Attributes

In September 2024, the list of options changed, which is included below.

1. **Thinking about your experience with the service, How much do you agree or disagree with the following statements?** (*This question is for service/s selected at Q21.*) [scale from Strongly disagree, Disagree, Neither agree nor disagree, Agree, Strongly agree]
* “It was easy to access the service”
* “The websites, apps or online platforms I used worked well”
* “The amount of effort I had to put in was reasonable”
* “Processes were clear and easy to follow”
* “The amount of time it took to achieve an outcome was reasonable”
* “I achieved what I set out to do”
* “It was easy to achieve what I set out to do”
* “It was clear to me how the service makes decisions”
* “Staff were knowledgeable”
* “Staff were helpful”
* “Staff treated me with respect”
* “The amount of time it took to speak to someone was reasonable”[[1]](#footnote-2)
* “I was kept informed of progress and wait times throughout”
* “I only had to provide each piece of information to this service once”
* “Information from the service was easy to understand”
* “Information from the service was accurate”
* “Information from the service was consistent”
* “I am confident that the information I provided to the service will be kept secure”
* “I had the option to give feedback about my experience”[[2]](#footnote-3)

SECTION H – Overall Experience

Even though you did not access access Australian public services in the last 12 months, we would still like to understand your thoughts about the Australian public services.

1. **Thinking about all your experiences with Australian public services over the past 12 months, which statement best reflects how you currently feel?**
* “I feel **more trusting** of Australian public services than I did a year ago”
* “I feel **the same** towards Australian public services as I did a year ago”
* “I feel **less trusting** of Australian public services than I did a year ago”
1. **What is the main reason you feel more trusting of Australian public services than you did a year ago? [Optional text question, maximum 150 words]**

*(Displayed for those who chose “more trusting” from Q28)*

1. **What is the main reason you feel less trusting of Australian public services than you did a year ago? [Optional text question, maximum 150 words]**

*(Displayed for those who chose “less trusting” from Q28)*

1. **What is one thing Australian public services could do to increase your trust? [Optional text question, maximum 150 words]**

*(Displayed for those who chose “same trusting” from Q28)*

SECTION I – Demographics

You are nearly done. We have some final questions to help us learn more about you.

1. **In which country were you born?**
* [Option from drop down list of all countries]
* Prefer not to say
* Not sure
1. **In what year did you first move to Australia?**

***(Display for those who did not select Australian in the previous question)***

* Enter below: \_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Prefer not to say
* Don’t know
1. **Do you identify as an Aboriginal and/or Torres Strait Islander? (You may select more than one)**
* No *[Exclusive answer]*
* Yes, Aboriginal
* Yes, Torres Strait Islander
* Prefer not to say *[Exclusive answer]*
1. **What is the main language you use at home?**
* English
* Auslan
* Arabic
* Cantonese
* Greek
* Hindi
* Italian
* Mandarin
* Nepali
* Spanish
* Vietnamese
* Other (please specify) *[Text box shown]*
* Prefer not to say
1. **Thinking about your life nowadays, how satisfied or dissatisfied are you overall?**
* Very dissatisfied
* Dissatisfied
* Neither satisfied nor dissatisfied
* Satisfied
* Very satisfied
1. **How much do you agree or disagree with the following statement: “Most people can be trusted”**
* Strongly disagree
* Disagree
* Neither agree not disagree
* Agree
* Strongly agree
1. **Which of the following best describes your current employment status?**
* Employed permanently full-time or part-time
* Employed, casual/temporary (irregular work)
* Self-employed
* Unemployed (looking for work)
* Not actively looking for employment (not retired)
* Permanently unable to work
* Retired
* Prefer not to say
1. **How many hours do you usually work each week (in all your jobs)?** (Hours ‘usually worked’ refers to your normal working pattern over the last 3 months)

[Text box allowing responses between 0 and 168, allowing decimal points (e.g. 3.5)]

1. **During the last 12 months did you spend any time doing voluntary work through an organisation or group?**
* Yes, did voluntary work
* No, did not do voluntary work
* Not sure
* Prefer not to say
1. **Which of the following best describes your living situation?**
* Single person
* Couple living alone
* Couple with non-dependent child(ren)
* Couple with dependent child(ren)
* Couple with dependent and non-dependent children
* Single parent with non-dependent child(ren)
* Single parent with dependent child(ren)
* Single parent with dependent and non-dependent children
* Non-related adults sharing house / apartment / flat
* Person living in aged care or disability care facility
* Other household type (please specify)
* Prefer not to say
1. **Which of the following best describes your housing situation?**
* Own the property where you live (outright)
* Own the property where you live (with a mortgage)
* Rent the property where you live
* Live rent free in a property you don't own
* Other
* Prefer not to say
1. **What is the total of all income you usually receive, before tax per year?**
* Nil Income
* $1 - $7, 799 ($1-$149 per week)
* $7, 800 - $15, 599 ($150-$299 per week)
* $15, 600 - $20, 799 ($300-$399 per week)
* $20, 800 -$25, 999 ($400-$499 per week)
* $26, 000 - $33, 799 ($500-$649 per week)
* $33,800 - $41,599 ($650-$799 per week)
* $41, 600 - $51, 999 ($800-$999 per week)
* $52, 000 - $64, 999 ($1,000-$1,249 per week)
* $65, 000 - $77, 999 ($1,250-$1,499 per week)
* $78, 000 -$90, 999 ($1,500-$1,749 per week)
* $91, 000 - $103, 999 ($1,750-$1,999 per week)
* $104, 000 - $155, 999 ($2,000-$2,999 per week)
* $156, 000 or more ($3,000 or more per week)
* Negative income
* Prefer not to say
1. **What is the highest year of primary or secondary school you have completed?**
* Year 12 or equivalent
* Year 11 or equivalent
* Year 10 or equivalent
* Year 9 or equivalent or below
* Prefer not to say
1. **What is the highest qualification you have completed?**
* Certificate I & II level
* Certificate III and IV level
* Advanced Diploma and Diploma level
* Bachelor (Undergraduate) Degree
* Graduate Diploma and Graduate Certificate Level
* Postgraduate Degree
* Did not complete a qualification
* Prefer not to say

SECTION J – Close / Termination

That’s the end of the survey. Thank you very much for your time and assistance today.

1. **Please provide any feedback or suggestions for improving this survey below** (optional)

[Text box with limit of 100 words.]

## **Section 2 – Individual Service Experiences**

**We’d like to know more about your experience accessing *(1 service per respondent randomly selected from all services selected from Q20)* in the last 12 months. Please answer the following questions thinking about your experience with this service.**

#### **Australian Competition and Consumer Commission (ACCC)**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Service]?** *(Display life events selected from Section D)*

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Reported a scam, consumer or business issue and/or an unsafe product
 |
| * Communicated with someone from the ACCC for information or guidance about scams, consumer or small business issues, or an unsafe product
 |
| * Accessed publicly available information from the ACCC (including the ACCC’s website and other brands such as Scamwatch and the Product Safety Australia website) about scams, consumer or small business issues, or an unsafe product
 |
| * Other\_\_\_ (please specify)
 |

1. **How did you interact with this service? Please select all that apply.**

|  |
| --- |
| * Phone call
 |
| * ACCC, Scamwatch or Product Safety Australia website contact forms
 |
| * ACCC, Scamwatch or Product Safety Australia websites
 |
| * Official ACCC and related social media (including ACCC, Scamwatch, Product Safety Australia)
 |
| * Letter (Post)
 |
| * Other\_\_\_ (please specify)
 |

#### **Australian Electoral Commission (AEC)**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Service]?** *(Display life events selected from Section D)*

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Communicated with someone from the AEC for advice/information
 |
| * Accessed publicly available information from the AEC
 |
| * Enrolled to vote
 |
| * Checked or updated enrolment details
 |
| * Applied for a postal vote
 |
| * Voted by sending a postal vote
 |
| * Voted in an election on election day
 |
| * Voted early in an election in-person
 |
| * Accessed the AEC’s Tally Room results
 |
| * Paid a non-voter notice
 |
| * Participated in a community education session
 |
| * Other\_\_\_ (please specify)
 |

1. **How did you interact with this service? Please select all that apply.**

|  |
| --- |
| * Phone call
 |
| * Face-to-face (e.g. local offices)
 |
| * Face-to-face (polling places)
 |
| * AEC website contact form
 |
| * AEC website
 |
| * Official AEC social media
 |
| * Letter (Post) (e.g. returning a form or postal vote)
 |
| * Other\_\_\_ (please specify)
 |

#### **Australian Tax Office (ATO)**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Service]?** *(Display life events selected from Section D)*

1. **What did you access [agency] for? Please select all that apply.**

|  |
| --- |
| * Tax
 |
| * Super
 |
| * Employment (e.g. accessed income statements)
 |
| * Higher Education Loan Program (HELP)
 |
| * Other\_\_\_ (please specify)
 |

*(Display for each category selected in the previous question)*

**Tax**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Lodged or amended an income tax return
 |
| * Applied for a tax file number
 |
| * Communicated with someone from the ATO for advice/information
 |
| * Accessed publicly available information from the ATO
 |
| * Other\_\_\_ (please specify)
 |

**Super**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Checked total superannuation balance and fund details through the ATO
 |
| * Applied for early access to super
 |
| * Communicated with someone from the ATO for advice/information
 |
| * Accessed publicly available information from the ATO
 |
| * Other\_\_\_ (please specify)
 |

**Employment**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Viewed income statements (previously known as Payment Summary and/or Group Certificate)
 |
| * Added or updated employment details
 |
| * Other\_\_\_ (please specify)
 |

**Higher Education Loan Program (HELP)**

1. **What did you do in relation to this service? Please select all that apply**

|  |
| --- |
| * Made a voluntary contribution to HELP
 |
| * Checked HELP debt balance
 |
| * Communicated with someone from the ATO for advice/information
 |
| * Accessed publicly available information from the ATO
 |
| * Other\_\_\_ (please specify)
 |

*(Asked only for those who accessed Tax)*

1. **How did you access this service?**

|  |
| --- |
| * Directly myself
 |
| * Through a tax practitioner or other advocate
 |
| * With the help of a family member or friend
 |

*(Asked for all respondents)*

1. **How did you interact with this service? Please select all that apply.**

|  |
| --- |
| * Phone call
 |
| * Face-to-face (e.g. self-service centres)
 |
| * Tax agent or other advocate
 |
| * ATO website
 |
| * ATO online chat
 |
| * ATO chatbot or digital assistant (e.g. Ask Alex)
 |
| * myGov
 |
| * ATO myTax
 |
| * ATO app
 |
| * Official ATO social media
 |
| * Online forums (e.g. ATO Community)
 |
| * Email
 |
| * Letter (Post)
 |
| * SMS
 |
| * Other\_\_\_ (please specify)
 |

#### **Department of Agriculture, Fisheries and Forestry (DAFF)**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Service]?** *(Display life events selected from Section D)*

1. **What did you access [agency] for? Please select all that apply.**

|  |
| --- |
| * Biosecurity
 |
| * Agriculture
 |
| * Fisheries
 |
| * Trade
 |
| * Other (please specify)
 |

*(Display for each category selected in the previous question)*

**Biosecurity**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Interacted with biosecurity after arriving in Australia from an international flight or ship
 |
| * Sought approval or a permit to bring/mail goods into Australia that could pose a biosecurity risk (e.g. an animal/animal product, plant/plant product, microbiological material, food, drink, therapeutic/medicine)
 |
| * Communicated with someone from DAFF for advice/information
 |
| * Accessed publicly available information from DAFF
 |
| * Sought information/approval to establish a biosecurity Approved Arrangement
 |
| * Reported a concern (e.g. pest or disease)
 |
| * Other\_\_\_ (please specify)
 |

**Agriculture**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Communicated with someone from DAFF for advice/information
 |
| * Accessed publicly available information from DAFF
 |
| * Other\_\_\_ (please specify)
 |

**Fisheries**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Communicated with someone from DAFF for advice/information
 |
| * Accessed publicly available information from DAFF
 |
| * Other\_\_\_ (please specify)
 |

**Trade**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Communicated with someone from DAFF for advice/information
 |
| * Accessed publicly available information from DAFF
 |
| * Other\_\_\_ (please specify)
 |

*(Display for all respondents)*

1. **How did you interact with this service? Please select all that apply.**

|  |
| --- |
| * Phone call
 |
| * Face-to-face (e.g. local offices)
 |
| * DAFF website contact form
 |
| * Official DAFF websites
 |
| * Official DAFF social media
 |
| * Email
 |
| * Letter (Post)
 |
| * Other\_\_\_ (please specify)
 |

#### **Australian Government Department of Education (AG DoE)**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Service]?** *(Display life events selected from Section D)*

1. **What did you access the AG DoE for? Please select all that apply.**

|  |
| --- |
| * Early childhood (e.g. Child Care or Preschool)
 |
| * Schooling (e.g. primary and secondary schooling)
 |
| * Higher Education (domestic and international students)
 |
| * Office for Youth
 |
| * Other\_\_\_ (please specify)
 |

**Early childhood**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Accessed publicly available information from the AG DoE about the Child Care Subsidy
 |
| * Accessed data about the child care sector from the AG DoE
 |
| * Other\_\_\_ (please specify)
 |

**Schooling**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Accessed publicly available information from the AG DoE about support for school students
 |
| * Other\_\_\_ (please specify)
 |

**Higher Education**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Applied for a Unique Student Identifier (USI)
 |
| * Accessed publicly available information from the AG DoE about HELP loans
 |
| * Accessed publicly available information about government assistance for tertiary study via StudyAssist website
 |
| * Searched for Australian courses and institutions via Study Australia, Course Seeker, or CRICOS websites
 |
| * Compared experiences of students from different providers using the ComparED website
 |
| * Accessed data about higher education from the AG DoE
 |
| * Communicated with someone from the AG DoE for general information about being an international student in Australia
 |
| * Accessed publicly available information from the AG DoE about studying as an international student in Australia
 |
| * Other\_\_\_ (please specify)
 |

**Office for Youth**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Communicated with someone from the Office for Youth for information
 |
| * Accessed publicly available information from the Office for Youth
 |
| * Participated in an Office for Youth forum or steering group
 |
| * Other\_\_\_ (please specify)
 |

*(Display for all DoE respondents)*

1. **How did you interact with this service? Please select all that apply.**

|  |
| --- |
| * Phone call
 |
| * The AG DoE website contact form
 |
| * Official AG DoE and related websites
 |
| * Official AG DoE social media
 |
| * Email
 |
| * Letter (Post)
 |
| * Participated in a forum or steering group meeting
 |
| * Other\_\_\_ (please specify)
 |

#### **Department of Employment Workplace Relations (DEWR)**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Service]?** *(Display life events selected from Section D)*

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Searched/ applied for a job through Workforce Australia
 |
| * Participated in an employment program (e.g. to find work, to prepare for work, to meet mutual obligations)
 |
| * Accessed a VET Student Loan​
 |
| * Used the Apprenticeship Data Management System (to manage apprenticeship, complete claim applications, apply for financial support)​
 |
| * Communicated with someone from DEWR for advice/information​
 |
| * Accessed publicly available information from DEWR
 |
| * Registered a complaint using the National Training Complaints Hotline​
 |
| * Other\_\_\_ (please specify)
 |

1. **You indicated that you participated in an employment program (e.g. to find work, to prepare for work, to meet mutual obligations). Which program/s did you participate in?​**

*(Display for respondents who selected “Participated in an employment program”)*

|  |
| --- |
| * Workforce Australia program/s (e.g. Workforce Australia Services, Workforce Australia Online, Transition to Work, Employability Skills Training, Career Transition Assistance, Work for the Dole, Youth Advisory Sessions, Launch into Work) ​
 |
| * ParentsNext​
 |
| * Other\_\_\_ (please specify)
 |

1. **Do you have a Job Plan in place to meet mutual obligation requirements (e.g. to receive a Centrelink payment)?​**

*(Display for respondents who selected “Searched/ applied for a job through Workforce Australia” or “Participated in an employment program”)*

|  |
| --- |
| * Yes​
 |
| * No​
 |
| * Don’t know
 |

*(Display for all DEWR respondents)*

1. **How did you interact with this service? Please select all that apply.**

|  |
| --- |
| * Phone call​
 |
| * DEWR website contact form
 |
| * Official DEWR and related websites (e.g. Workforce Australia)
 |
| * myGov
 |
| * DEWR app
 |
| * ​Official DEWR and related social media
 |
| * Email
 |
| * Letter (Post)
 |
| * Other\_\_\_ (please specify)
 |

1. **Did you access any of the following? Please select all that apply.**

*(Display for DEWR respondents who interacted by “Phone call”)*

|  |
| --- |
| * National Customer Service Line​
 |
| * Workforce Australia – Digital Services Contact Centre​
 |
| * Student Enquiry Line​
 |
| * National Training Complaints Hotline​
 |
| * Trades Recognition Australia​
 |
| * Don’t know​
 |
| * Other\_\_\_ (please specify)
 |

#### **Department of Foreign Affairs and Trade (DFAT)**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Service]?** *(Display life events selected from Section D)*

1. **What did you access DFAT for? Please select all that apply.**

|  |
| --- |
| * Australian Passport Office​
 |
| * Smartraveller​
 |
| * Notarial Services (legalising documents for official or legal purposes)​
 |
| * Other\_\_\_ (please specify)
 |

*(Display for each category selected in the previous question)*

**Australian Passport Office**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Applied for a passport​
 |
| * Applied for another type of travel document​
 |
| * Communicated with someone from DFAT for advice/information​
 |
| * Accessed publicly available information from DFAT​
 |
| * Other\_\_\_ (please specify)
 |

**Smartraveller**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Accessed publicly available information from Smartraveller​
 |
| * Subscribed to updates on a destination​
 |
| * Other\_\_\_ (please specify)
 |

**Notarial Service**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Communicated with someone from DFAT for advice/information​
 |
| * Accessed publicly available information from DFAT​
 |
| * Requested or obtained authentication, apostille or certificate of no impediment to marriage​
 |
| * Other\_\_\_ (please specify)
 |

*(Display for all DFAT respondents)*

1. **How did you interact with this service? Please select all that apply.**

|  |
| --- |
| * Phone call​
 |
| * Face-to-face (e.g. embassies, Australian offices)​
 |
| * Face-to-face through Australia Post
 |
| * Official DFAT and related websites (e.g. Smartraveller, Australian Passport Office)​
 |
| * Official DFAT and related social media
 |
| * Email​
 |
| * Other\_\_\_ (please specify)
 |

#### **My Aged Care**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Service]?** *(Display life events selected from Section D)*

1. **What did you do in relation to the service? Please select all that apply.**

|  |
| --- |
| * Communicated with someone from My Aged Care for information about accessing aged care and/or the types of care available (e.g. eligibility, information about services, costs, changing providers, after hospital stay/illness, domestic help, transport service, aged care home)​
 |
| * Accessed publicly available information from My Aged Care about accessing aged care and/or the types of care available (e.g. eligibility, information about services, costs, changing providers, after hospital stay/illness, domestic help, transport service, aged care home)​
 |
| * Had an assessment (or reassessment) through My Aged Care (e.g. an ACAT or RAS)​
 |
| * Applied to increase or change aged care services ​
 |
| * Sought a referral code to be able to connect with a service
 |
| * Accessed care from a provider organisation after being assessed by My Aged Care (e.g. transport, cleaning, shopping, gardening)​
 |
| * Accessed My Aged Care resources to change provider organisation ​
 |
| * Updated personal details or provided documentation​
 |
| * Checked outcome of assessment or support plan review​
 |
| * Checked what services I’m approved for​
 |
| * Other\_\_\_ (please specify)
 |

1. **What sort of care did this relate to? Please select all that apply.​**

|  |
| --- |
| * Support at home​
 |
| * An aged care home​
 |
| * Other\_\_\_ (please specify)
 |

1. **How did you interact with this service? Please select all that apply.​**

|  |
| --- |
| * Phone call​
 |
| * Face-to-face (e.g. Services Australia/Centrelink service centre)​
 |
| * Through a provider, agent or advocate
 |
| * My Aged Care website
 |
| * My Aged Care Online Account through myGov​
 |
| * Video call​
 |
| * Letter (Post)
 |
| * SMS
 |
| * Other\_\_\_ (please specify)
 |

#### **Department of Home Affairs**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Piped Service]?** *(Display life events selected from Section D)*

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Visas, immigration and citizenship
 |
| * Settlement program and services (including Adult Migration English Program, Free Translating Service, Free Interpreting Service, Humanitarian Settlement Program, Settlement Engagement and Transition Support program, Translating and Interpreting Service (TIS National))
 |
| * Travel (including interactions with Border Force at an airport or port and accessing the Tourist Refund Scheme)
 |
| * Other\_\_\_ (please specify)
 |

*(Display for each category selected in the previous question)*

**Visas, immigration and citizenship**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Applied for Australian citizenship or a visa
 |
| * Checked on the status or provided additional documentation
 |
| * Reported changes in your situation (e.g. a change to passport details, study or work situation, or family composition, or updated personal information)
 |
| * Communicated with someone from Department of Home Affairs for advice/information
 |
| * Accessed publicly available information from Department of Home Affairs
 |
| * Applied for documentation issued by the Department of Home Affairs (e.g. evidence of citizenship, an ImmiCard, international movement records)
 |
| * Provided your biometrics (fingerprints and face) at an Australian Biometric Collection Centre
 |
| * Provided feedback on a departmental service
 |
| * Other\_\_\_ (please specify)
 |

**Settlement program and services**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Attended the Adult Migrant English Program
 |
| * Accessed the Settlement Engagement and Transition Support Program, Humanitarian Settlement Program or Youth Transition Support program
 |
| * Used the Free Translating Service, Free Interpreting Service or TIS National
 |
| * Other\_\_\_ (please specify)
 |

**Travel, import and export (including online shopping)**

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Interacted with Border Force at an airport or port
 |
| * Accessed the Tourist Refund Scheme
 |
| * Communicated with someone from Department of Home Affairs for advice/information
 |
| * Accessed publicly available information from Department of Home Affairs
 |
| * Other\_\_\_ (please specify)
 |

*(Display for all Home Affairs respondents)*

1. **How did you interact with this service? Please select all that apply.​**

|  |
| --- |
| * Phone call​
 |
| * Face-to-face (e.g. at an airport or seaport, attended a citizenship test or interview, by attending an Australian Biometric Collection Centre)
 |
| * Lawyer or registered migration agent
 |
| * Department of Home Affairs website contact form
 |
| * Official Department of Home Affairs and related websites (e.g. homeaffairs.gov.au, abf.gov.au)
 |
| * Department of Home Affairs chatbot or digital assistant
 |
| * Digital applications (e.g. ImmiAccount, Australian Electronic Travel Authority (ETA) app)
 |
| * Email
 |
| * Letter (Post)
 |
| * SMS
 |
| * Other\_\_\_ (please specify)
 |

1. **Where did you access this service from? ​Please select all that apply.**

|  |
| --- |
| * Within Australia
 |
| * Outside of Australia
 |

#### **Department of Veterans’ Affairs (DVA)**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Service]?** *(Display life events selected from Section D)*

1. **What did you do in relation to this service? Please select all that apply.​**

|  |
| --- |
| * Submitted a claim (e.g. medical treatment, rehabilitation, regular payment, other allowances or income supplements, one-off payment)​
 |
| * Received financial support (including regular payment, other allowances or income supplements, one-off payment)​
 |
| * Accessed medical treatment​
 |
| * Accessed a rehabilitation service​
 |
| * Accessed another service or support not covered above​ (e.g. Aids and appliances, Community Nursing, Book Car with Driver service, Veteran Recognition Package)
 |
| * Communicated with someone from DVA for advice/information
 |
| * Accessed publicly available information from DVA
 |
| * Other\_\_\_ (please specify)​
 |

1. **What type of Veteran card do you (or your relevant family member/dependant person) have?​**

|  |
| --- |
| * White Card​
 |
| * Gold Card​
 |
| * Orange Card​
 |
| * In the process of obtaining a Veteran Card​
 |
| * I do not have a Veteran Card​
 |

1. **How did you interact with this service? Please select all that apply.​**

|  |
| --- |
| * Phone call​
 |
| * Face-to-face (e.g. local offices)​
 |
| * Veteran Support Officer - on base
 |
| * DVA website​ contact form
 |
| * DVA website
 |
| * DVA chatbot or digital assistant
 |
| * MyService through myGov​
 |
| * Official DVA social media
 |
| * Email
 |
| * Letter (Post)​
 |
| * SMS
 |
| * Other\_\_\_ (please specify)
 |

#### **Fair Work Ombudsman (FWO)**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Service]?** *(Display life events selected from Section D)*

1. **What did you do in relation to this service? Please select all that apply.​**

|  |
| --- |
| * Communicated with someone from the FWO for advice/information (e.g. about pay, leave entitlements, starting or ending employment, employment conditions, workplace issues)​
 |
| * Accessed publicly available information from the FWO (e.g. about pay, leave entitlements, starting or ending employment, employment conditions, workplace issues)​
 |
| * Sought involvement from FWO with a workplace issue (e.g. underpayment of minimum entitlements and notice of termination, breaches to the National Employment Standards or modern awards)​
 |
| * Accessed the Pay and Conditions Tool (PACT) to calculate pay, shift rates, leave entitlements, notice and redundancy entitlements​
 |
| * Accessed other resources or self-help tools on the FWO website (e.g. fact sheets, templates, online learning centre)​
 |
| * Other\_\_\_ (please specify)​
 |

1. **How did you interact with this service? Please select all that apply.​**

|  |
| --- |
| * Phone call​
 |
| * FWO website
 |
| * FWO My account
 |
| * FWO chatbot or digital assistant
 |
| * Email
 |
| * Letter (Post)
 |
| * Other\_\_\_ (please specify)
 |

#### **National Disability Insurance Scheme (NDIS)**

**\*includes NDIA which is the agency responsible for the delivery of NDIS, but excludes any Partners in the Community (e.g. Local Area Coordinators or Early Childhood partners)**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Service]?** *(Display life events selected from Section D)*

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Applied to access the NDIS​
 |
| * Requested a review or change to an approved plan​
 |
| * Communicated with someone from the NDIS for advice/information
 |
| * ​Accessed publicly available information from the NDIS
 |
| * Contacted the NDIS to make a complaint (e.g. about plan funding, timeliness, an NDIS service provider)​
 |
| * Other\_\_\_ (please specify)​
 |

1. **How did you interact with this service? Please select all that apply.​**

|  |
| --- |
| * Phone call​
 |
| * Face-to-face (e.g. service centre)​
 |
| * NDIS website​ contact form
 |
| * NDIS website online chat​
 |
| * NDIS website
 |
| * myGov​
 |
| * NDIS app​
 |
| * Official NDIS social media​
 |
| * Email​
 |
| * Other\_\_\_ (please specify)
 |

#### **Pharmaceutical Benefits Scheme (PBS)**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Service]?** *(Display life events selected from Section D)*

1. **What did you do in relation to this service? Please select all that apply.​**

|  |
| --- |
| * Received PBS subsidised medication
 |
| * Applied for a PBS Safety Net card
 |
| * Communicated with someone for advice/information about the PBS from Services Australia or Department of Health and Aged Care​ (e.g. eligibility for PBS medicines)
 |
| * Accessed publicly available information about the PBS from Services Australia or Department of Health and Aged Care​ (e.g. How to get PBS medicines or getting your PBS medicine if you can’t get a prescription)
 |
| * Submitted a patient claim for refund
 |
| * Other\_\_\_ (please specify)​
 |

1. **How did you interact with this service? ​ Please select all that apply.​**

|  |
| --- |
| * Phone Call​
 |
| * Healthcare provider or pharmacy
 |
| * Face-to-face (e.g. service centre)​
 |
| * PBS website​
 |
| * Email​
 |
| * Other\_\_\_ (please specify)
 |

#### **Parks Australia**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Service]?** *(Display life events selected from Section D)*

1. **Which Parks did this relate to? Please select all that apply.​**

|  |
| --- |
| * Canberra’s Australian National Botanic Gardens​
 |
| * Booderee National Park​
 |
| * Christmas Island National Park​
 |
| * Kakadu National Park​
 |
| * Norfolk Island National Park​
 |
| * Uluru-Kata Tjuta National Park​
 |
| * None of the above
 |

1. **What did you do? Please select all that apply.​**

|  |
| --- |
| * I was a visitor​
 |
| * Communicated with someone from Parks Australia for advice/information about National Parks, Australian Marine Parks or the Botanic Gardens​ ​
 |
| * Accessed publicly available information from Parks Australia about National Parks, Australian Marine Parks or the Botanic Gardens (travel information, learning resources, latest news and alerts)
 |
| * Purchased a park pass for Booderee, Kakadu or Uluru-Kata Tjuta
 |
| * Booked a campsite for Booderee or Kakadu
 |
| * Applied for a permit to bushwalk or for restricted site access for Kakadu
 |
| * Other (Please specify \_\_\_\_\_\_\_\_)​
 |

1. **How did you interact with this service? Please select all that apply.​**

*(Displays for respondents who selected “I was a visitor” and one other option, or something other than “I was a visitor”)*

|  |
| --- |
| * Phone call​
 |
| * Face-to-face​
 |
| * Parks Australia website​
 |
| * Official Parks Australia social media
 |
| * Email​
 |
| * Letter (Post)​
 |
| * Other\_\_\_ (please specify)
 |

#### **Centrelink – Services Australia**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Service]?** *(Display life events selected from Section D)*

1. **What did you do in relation to this service? Please select all that apply.​**

|  |
| --- |
| * Made an application for a payment, subsidy or similar​
 |
| * Received a payment, subsidy, concession card or similar​
 |
| * Communicated with someone from Services Australia for advice/information​
 |
| * Accessed publicly available information from Services Australia
 |
| * Linked Centrelink to myGov​
 |
| * Managed Centrelink obligations (e.g. reported income, updated personal details, tracked claims, viewed payments, uploaded documents)​
 |
| * Other\_\_\_ (please specify)
 |

1. **How did you interact with this service? Please select all that apply.**

|  |
| --- |
| * Phone call​
 |
| * Face-to-face (e.g. service centre)​
 |
| * Agent or advocate​
 |
| * Services Australia website​
 |
| * Services Australia online chat
 |
| * myGov​
 |
| * Video call
 |
| * Services Australia apps (including the Express Plus Centrelink mobile app)
 |
| * Official Services Australia social media
 |
| * Email
 |
| * Letter (Post)
 |
| * SMS
 |
| * Other\_\_\_ (please specify)​
 |

1. **What did you access relate to? Please select all that apply.​**

|  |
| --- |
| * Families (e.g. Child Care Subsidy, Family Tax Benefit A or B)​
 |
| * Older Australians (e.g. Age Pension)​
 |
| * People with Disability (e.g. Disability Support Pension)​
 |
| * Carers (e.g. Carer Payment)​
 |
| * Job seekers (e.g. JobSeeker Payment)​
 |
| * Youth, students and apprentices (e.g. Youth Allowance)​
 |
| * Supplementary payments (e.g. Rent Assistance)​
 |
| * Special circumstances (e.g. Crisis Payment)​
 |
| * Concession cards (e.g. Commonwealth Seniors Health Card)​
 |
| * Farm support (e.g. Farm Household Allowance)​
 |
| * Other\_\_\_ (please specify)
 |

#### **Child Support – Services Australia**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Service]?** *(Display life events selected from Section D)*

1. **What did you do in relation to this service? Please select all that apply.**

|  |
| --- |
| * Applied for a Child Support Assessment​
 |
| * Made a payment​
 |
| * Received a payment​
 |
| * Communicated with someone from Services Australia for advice/information​
 |
| * Accessed publicly available information from Services Australia
 |
| * Linked Child Support to myGov​
 |
| * Managed Child Support (e.g. reported changed arrangements, updated information about circumstances)​
 |
| * Other\_\_\_ (please specify)
 |

1. **How did you interact with this service?**

|  |
| --- |
| * Phone call​
 |
| * Agent or advocate​
 |
| * Services Australia’s website​
 |
| * Services Australia online chat
 |
| * myGov​
 |
| * Services Australia apps (including the Express Plus Child Support mobile app)
 |
| * Official Services Australia social media
 |
| * Email
 |
| * Letter (Post)
 |
| * SMS
 |
| * Other\_\_\_ (please specify)​
 |

#### **Medicare – Services Australia**

**Earlier you told us about events that occurred in your life in the last 12 months. They are listed below. Please select from the list the event which best describes your reason to access [Service]?** *(Display life events selected from Section D)*

1. **What did you do in relation to this service? Please select all that apply.​**

|  |
| --- |
| * Made an application for a Medicare Card​
 |
| * Viewed MyHealth Record (medical history including immunisation history and scan records)​
 |
| * Applied for and/or received a reimbursement​
 |
| * Communicated with someone from Services Australia for advice/information​
 |
| * Accessed publicly available information from Services Australia
 |
| * Linked Medicare to myGov​
 |
| * Managed Medicare (e.g. made a claim, updated details, managed card)​
 |
| * Other\_\_\_ (please specify)​
 |

1. **How did you interact with this service? ​ Please select all that apply.​**

|  |
| --- |
| * Phone call​
 |
| * Healthcare provider
 |
| * Face-to-face (e.g. service centre)​
 |
| * Agent or advocate​
 |
| * Services Australia’s website​
 |
| * Services Australia online chat
 |
| * myGov​
 |
| * Services Australia apps (including the Express Plus Medicare mobile app)
 |
| * Official Services Australia social media
 |
| * Email
 |
| * Letter (Post)
 |
| * SMS
 |
| * Other\_\_\_ (please specify)​
 |

## **Section 3 – Temporary Questions**

Long Term Insights Briefing

Questions included in July 2024 wave of the TAPS survey

1. **How important to you are each of the following characteristics for the government to consider when designing and delivering services for Australians?** *[Scale from not important at all, somewhat important, important, very important, not sure/NA for each characteristic]*
* Gender
* Age/Generation
* Location/Place of residence
* Employment status
* Cultural identity
* Ethnicity
* Religion/Religious beliefs
* Physical and/or Mental abilities
* Other (please specify or leave blank if none)
1. **Use the slider to indicate how widely available you see government services are currently being delivered.**
**You can choose any spot on the scale between the two statements:***(Sliding scale displayed)*
* ‘Government services provide only essential safety needs and administrative services (involving less government spending)
* ‘Government services provide a wide range of services and for different needs (involving more government spending).
1. **What would you prefer?**
**You can choose any spot on the scale between the two statements:**
*(Sliding scale displayed)*
* ‘Government services provide only essential safety needs and administrative services (involving less government spending)
* ‘Government services provide a wide range of services and for different needs (involving more government spending).
1. **Use the slider to indicate the type of support you see government services providing to different people.**
**You can choose any spot on the scale between the two statements:***(Sliding scale displayed)*
* ‘Government services are designed and delivered in a standardised and uniform manner across all people (with the same level of support for all people)’
* ‘Government services are designed and delivered based on the specific needs and characteristics of different people (with more support for those who need it more).
1. **What would you prefer?**

**You can choose any spot on the scale between the two statements:***(Sliding scale displayed)*

* ‘Government services are designed and delivered in a standardised and uniform manner across all people (with the same level of support for all people)’
* ‘Government services are designed and delivered based on the specific needs and characteristics of different people (with more support for those who need it more).
1. **To what extent would you personally prefer to be involved in the design of government services that impact people with your characteristics (e.g. your gender, age, location of residence)?**
* Not directly involved in providing feedback or making decisions: I would prefer to be informed with balanced and objective information to understand the problem, alternatives and/or solutions
* Not directly involved in making decisions but providing feedback: I would prefer to provide feedback on analysis, alternatives and/or decisions
* Directly involved in some decisions: I would prefer to work directly with the government throughout the process to ensure my concerns and aspirations are understood and considered
* Directly involved in many decisions: I would prefer to partner with the government in each aspect of the decision, including the development of alternatives and the identification of the preferred solution
* Highly and directly involved in all decisions: I would prefer to be empowered to make the final decision
1. **Have you engaged with the government on the design and/or delivery of services in the last 12 months? (E.g. engaging in government-run forums, submitting formal feedback during government consultation, etc.)**
* Yes
* No
1. **In what ways have you engaged with the government on the design and/or delivery of services in the last 12 months? (select all that apply) (This question only asked if Yes was chosen for Q38)**
* Attended public information sessions or town hall meetings
* Served on advisory boards or committees
* Participated in public surveys or polls
* Volunteered for government-sponsored community projects
* Collaborated in community consultation workshops
* Contributed to focus group discussions
* Signed a petition or attended a protest
* Engaged through government-run online forums or digital platforms
* Direct communication with elected officials or government representatives
* Submitted formal feedback or proposals during government consultations
* Other (please specify)
1. **Thinking about service design in terms of the significant events in your life that government services are designed to help with, what areas would you prefer to be involved in? Select all that apply.**
* Birth, marriage and family (e.g. have a baby, get divorced, adopt a child(ren), become a single parent, become a primary carer for an unwell or injured person)
* Crisis and hardships (e.g. domestic violence, natural disaster, financial hardship)
* Education (e.g. finish high school, enter university or vocational training course)
* Employment (e.g. seek jobs, become unemployed, retire, start own business)
* Health (e.g. experience mental illness, disability, injury, physical illness or chronic condition)
* Housing (e.g. apply for social housing or rent assistance)
* Migration and travel (e.g. new migrant settlement, traveller's aid)
* Social welfare (e.g. income support, age pension, childcare subsidy, family tax benefit)
* Other (please specify)
* None of the above

Democracy

Questions included in the December 2024 and March 2025 waves of the survey.

In this section of the survey, we will ask about your experiences and thoughts of democracy in Australia. Australia’s democracy is made up of many institutions, processes and principles. Democracy is a set of institutions and values that allow humans to decide, as equals, how they will live together. We are interested in your personal views about Australia's democracy.

1. **In thinking of what democracy means to you, how important do you consider each of the following elements of democracy?** *[Scale from: Not important at all, Somewhat important, Important, Very important, Not sure]*
* People can freely express political opinions and ideas about society
* Elections are fair
* The courts and law system are free from political influence, bias and external pressures
* Public services are reliable
* People get a say on the government’s priorities
* Everyone is treated fairly regardless of their gender, ethnicity, sexuality, religion or other characteristics
* There are enough checks to ensure politicians and government officials can’t abuse their power
* The law is applied impartially regardless of who you are
* People of all ages can easily learn how democracy works
* A free and independent media
* Free access to information
* Human rights are protected

1. **How well do you think Australia performs in each of the following areas of democracy?** *[Scale from: Very poor, Poor, Fair, Good, Very good, Not sure]*
* People can freely express political opinions and ideas about society
* Elections are fair
* The courts and law system are free from political influence, bias and external pressures
* Public services are reliable
* People get a say on the government’s priorities
* Everyone is treated fairly regardless of their gender, ethnicity, sexuality, religion or other characteristics
* There are enough checks to ensure politicians and government officials can’t abuse their power
* The law is applied impartially regardless of who you are
* People of all ages can easily learn how democracy works
* A free and independent media
* Free access to information
* Human rights are protected

1. **How much do you trust or distrust each of the following institutions?** *[Scale from: Strongly distrust, Distrust, Neither trust or distrust, Trust, Strongly trust, Not sure]*
* Commonwealth/federal government
* Commonwealth/federal parliament
* Your state or territory government
* Your state or territory parliament
* Your local council
* Political parties
* Public servants (non-elected government employees at federal, state or local levels of government)
* Courts and legal system
* Police and law enforcement
* Public health institutions
* Ombudsmen
* Ambulance, fire and other emergency services
* The Reserve Bank of Australia
* The Australian Electoral Commission
* Australian Human Rights Commission
* Australian Defence Forces
* Public broadcasters (e.g. ABC, SBS)

1. **How satisfied or dissatisfied are you with the way democracy works in Australia**?
* Very dissatisfied
* Dissatisfied
* Neither satisfied nor dissatisfied
* Satisfied
* Very satisfied
* Not sure

1. **You indicated that you are ‘very dissatisfied’, ‘dissatisfied’, ‘neither satisfied nor dissatisfied’ with] / [‘not sure’ with how you feel about] the way democracy works in Australia. Which of the following best reflects your opinion about democracy in Australia?**

*(Asked only if someone is unsure or dissatisfied with how democracy works in Australia)*

* We need to continue building upon what we’ve got to improve democracy in Australia
* We need to remove what we’ve got and start again to improve democracy in Australia
* There are political systems other than democracy that will work better in Australia
* Not sure
* Other (please specify)

Multiple Service Access

Questions included in the October, November 2024, February and May 2025 waves of the TAPS survey. This module is only shown to the participant if more than one service in Q20 is selected.

1. **Earlier you told us that during the last twelve months you accessed multiple services including:** *[Display services selected in Q20]*

**Did you access any of these for a related reason (i.e. the same event in your life meant you accessed multiple different services)? We ask because we are interested in knowing whether these services worked well together for you.**

* Yes
* No
1. **What were the services? If this has happened to you more than once, i.e. you accessed multiple services for a single underlying reason in the last 12 months, please tell us about only the most recent experience.**

*[Display life events selected in Section D]*

1. **Earlier you told us about events that occurred in your life in the last 12 months. They are listed in the response options below. Please select from the list the event which best describes your reason to access multiple services or select 'other' if none of these were a reason.**

1. **Who did you access these services for? Select all that apply.**
* For yourself
* For your child/children (or a child/children who you care for or assist for)
* For an adult who you have legal powers to act for
* For an adult who you care for or assist for (e.g. due to difficulties with language or technology)

1. **Thinking about your experience of accessing multiple different services for a related reason, how much do you agree or disagree with the following statements:** *[Scale from Strongly disagree, Disagree, Neither agree nor disagree, Agree, Strongly agree, Don’t Know / Not applicable]*
* "I had to provide the same information repeatedly to different services."
* "It felt like services were working together"
* "Services provided consistent information and advice"
* "I understood what each service does"

Feedback Module

Questions included in the August to November 2024 waves of the TAPS survey

1. **Did you make a complaint or suggestion for change about the way your service was delivered?** *[Alternate version of Q25 in Section E]*
* Yes – I made a suggestion for change
* Yes – I made a complaint
* No
1. **How much confidence do you have that your feedback will be used by Australian public services?**

*(Display to respondents who selected ‘Yes’ in Q1 (Alternative to Q25),* “Did you make a complaint or suggestion for change about the way your service was delivered?”)

* A great deal
* Quite a lot
* Not very much
* None at all
1. **How was this feedback initiated? Select all that apply.**
* The agency requested feedback
* I identified how to provide the feedback
1. **Why did you not provide feedback? Select all that apply.**
* I didn’t know how to give feedback
* I didn’t feel the need to give feedback (i.e experience was largely transactional/ straight forward)
* I didn’t think the feedback would be used
* I didn’t have time
* I figured the agency already knows and/or someone else would say the same thing
* I was worried about my privacy and/or how my individual feedback would be used
* I wasn’t interested and/or didn’t care
* Other (Please specify) [Text box]
1. “The amount of time it took to speak to someone was reasonable”, “I was kept informed of progress and wait times throughout” and “I only had to provide each piece of information to this service once” answer options also include an N/A in the likert scale [↑](#footnote-ref-2)
2. This answer option also includes an Not sure/ NA in the likert scale [↑](#footnote-ref-3)