



Australian Government

Australian Public Service Commission

Trust in Australian public services

2025 Annual Report



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About the Survey of Trust in Australian public services



Over **82,000** responses collected since March 2019.

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



National representative samples based on quotas for age, gender, and location.

Quality assured by the **Australian Bureau of Statistics**.

Designed and updated in consultation with agencies.

We publish an [Interactive Dashboard](#) on the survey results, which allows people to further explore the data and includes service profile information and demographics.

Our micro data is made accessible to approved researchers by sharing data with the [Australian Data Archive](#) operated through the Australian National University.

For more details about the survey, visit:

<https://www.apsc.gov.au/initiatives-and-programs/workforce-information/research-analysis-and-publications/trust-australian-public-services>

or email:

TrustandTransparency@apsc.gov.au

About the report



Reporting on over **15,000 responses** from **July 2024 to June 2025**, as well as data from previous years.

Data collected from over **1,000 people each month**, reporting their experience from the past year.



Report shows feedback on services delivered by **15** agencies and master programs (e.g. Medicare), hereafter referred to collectively as agencies.

For the first time in 2024–25, we collected data on what service activities respondents undertook. We tracked over 120 different activities across the 15 agencies.

This new data allows us to compare similar service activities and make inferences about where we are seeing examples of better practice.

Key insights



Overall trust in Australian public services has increased significantly in the past year, by four percentage points to 62%.ⁱ



Trust in specific services used has increased to 73%ⁱⁱ in 2025, compared to 71% in 2024.

Satisfaction with public services has increased by one percentage point to 69%.ⁱⁱⁱ

The most trusted services and those with the highest levels of satisfaction were provided by the Department of Foreign Affairs and Trade, Pharmaceutical Benefits Scheme, and Medicare.

Trust and/or satisfaction has increased by more than five percentage points in 5 out of 15 agencies, including Centrelink, Department of Veterans' Affairs, Department of Agriculture, Fisheries and Forestry, Department of Employment and Workplace Relations, and National Disability Insurance Scheme.

When asked why their trust had increased, people most often talked about:

- reduced wait times
- improved digital services
- greater transparency and communication
- improved service quality and staff helpfulness.

Respondents were:

- most satisfied^{iv} with respectful interactions with staff and being able to achieve what they set out to do
- least satisfied^v with options to provide feedback on the service experience and elements of service processes, such as clarity of how the service makes decisions and being kept informed of progress and wait times.

Trust and satisfaction are linked to people's individual characteristics, reasons for accessing services and service access experiences.

- On average, women trusted public services less than men (59% to 66%). However, women's trust has increased from 53% in 2023–24 to 59% in 2024–25.
- Trust in public services was highest for people aged 18–34 (70%), and had the biggest increase, now being 9 percentage points higher than last year.

In 2025...



62%ⁱ of people reported trusting public services, while only **12%**^{vi} reported distrust.



69%ⁱⁱⁱ of people who accessed public services reported being satisfied with them.

87% of people who reported trusting public services were also satisfied with them, while **28%** of people who distrusted services were still satisfied with services.

How do we compare?

OECD Report: Drivers of Trust in Public Institutions in Australia

In March 2025, the OECD launched [Drivers of Trust in Public Institutions in Australia](#). The report expands on previous OECD survey findings and provides deeper analysis. Key findings include:

- Australians' trust in the federal government was 46% in 2023, exceeding the OECD average of 39%, and ranking 9th out of the 30 countries surveyed
- in Australia, satisfaction with administrative services and perceptions of innovation have a stronger influence on trust in the federal government and parliament than in other OECD countries (see section 'OECD Report' for more information).

New Zealand's Kiwis Count Survey

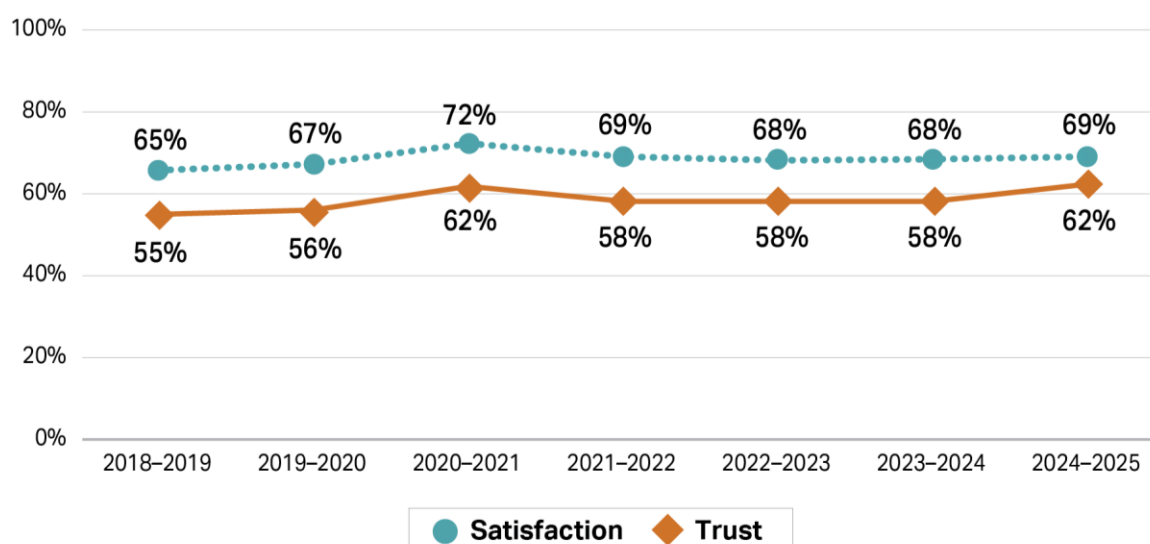
- The [Kiwis Count](#) survey measures the trust and confidence of New Zealanders in the Public Service, based on their most recent service experience and perception of the Public Service overall.
- Latest results as of June 2025 show that 58% of New Zealanders trust the public service brand and 81% report trust in public services based on their most recent experience.

Trust and satisfaction have increased

Trustⁱ in and satisfactionⁱⁱⁱ with Australian public services have increased for the first time since the COVID-19 pandemic. The increase in trust takes it up to match the peak during the pandemic, at 62%.

The survey asked respondents to consider their experiences with services in the past year. Thus, the increase in trust and satisfaction reflects changes which have occurred since July 2023, and are not attributable only to changes in the financial year just passed nor necessarily owing to recent events. Based on analysis of open-ended responses to a question asking respondents why their trust has increased, answers point to various sustained improvements in service delivery.

Figure 1: Trust and satisfaction over time



Note that a change in the way we asked respondents about their satisfaction with services may influence comparisons to previous years. See the technical appendix for more details.

Why has trust and satisfaction increased?

Since October 2023, we have been asking respondents how their trust in Australian public services compared to a year prior. For those who tell us it has either increased or decreased, we ask why. Among those reporting an increase in trust, the common themes highlighted were:

- reduced wait times
- improved digital services
- greater transparency and communication
- improved service quality and staff helpfulness.

“I am more trusting with the public services now than over a year ago when I had a bad experience with Centrelink. It was challenging back then just getting into the system. I was constantly dealing with different people everytime and was given different information. Now I'm in the system, it's easier, I can access information through the myGov portal and I can book a phone call instead on waiting on the phone for long periods of time. The people I have communicated with recently have been very helpful, easy to understand and asked if there were any other inquires” – Female, 51, Regional Victoria, September 2024

“Long phone wait times previously cause the online portals did not answer my questions. Now it's easy to get information via online portal” – Male, 48, Metro South Australia, May 2025

“I had heard of lots of stories about how long getting a low income card took and also applying for the pension took. I did not experience this as the person I spoke to on the phone prior to my appointment gave me all the information I needed to have with me for my appointment. It was quite straight forward” – Female, 65, Metro Queensland, January 2025

“During my conversation I was treated with respect and dignity. I was given more information that helped me understand what I was enquiring about and I felt reassured. I never felt this way last year. I feel more assured calling or dealing with the Australian public service that next time should the need arise” – Male, 63, Regional New South Wales, November 2024

Despite there being significant global attention on public services since October 2024, no respondents attributed a shift in their trust to international events in the media. Respondents predominantly described their personal experiences with services as the basis for changes in sentiment.

Who trusts?



Life satisfaction

75% of people who were satisfied with life^{vii} reported trust in public servicesⁱ, compared with **40%** of people who were dissatisfied with life.



Gender

66% of men reported trust in public services compared to **59%** of women.



Regional and metro areas

More people who live in metro areas reported trust in public services (**65%**) than people who live in regional areas (**56%**).



Income

69% of those earning above a weekly wage of \$1,249 reported trust in public services compared to **59%** of people earning less than \$1,250 weekly.



Language spoken at home

74% of people who primarily speak a language other than English at home reported trust in Australian public services, compared to **62%** who primarily speak English at home.



Trust in people

80% of people who trusted others^{viii} also reported trust in public services, compared with **42%** for those who distrusted others.



Age

Trust in public services was highest for people aged 18-34 (**70%**) and lower for people aged 35-64 (**59%**) and 65+ (**60%**).



Education levels

65% of those who graduated year 12 reported trust in public services compared to **48%** of people who left education before year 12.



Country of birth

67% of people born in a country other than Australia reported trust in Australian public services compared with **61%** of people born in Australia.

What aspects of services were people satisfied with?

In 2025, people were most satisfied^{iv} with:

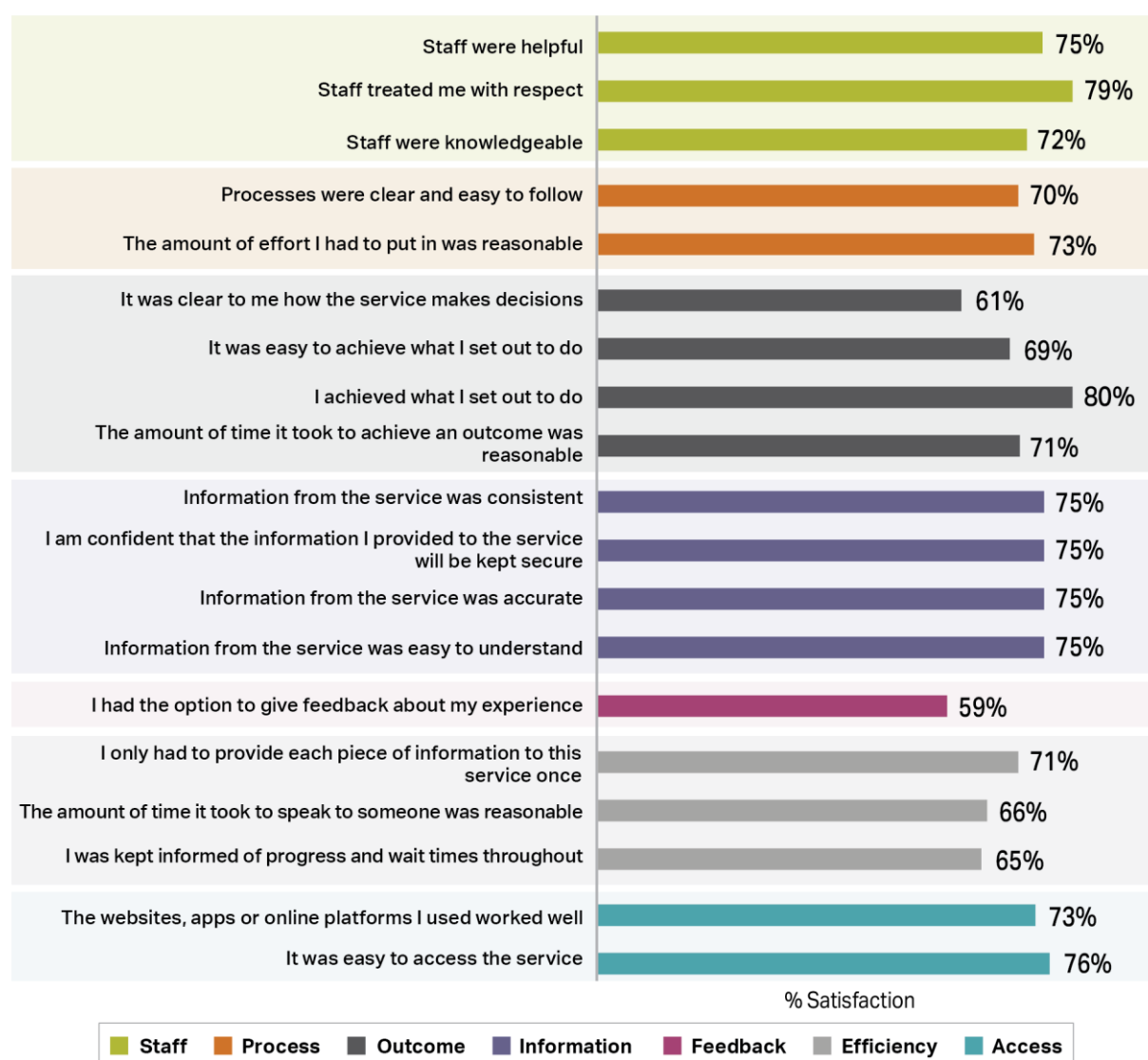
- their respectful interactions with staff
- the ease with which they could access the service.

People were least satisfied^v with elements of service processes, such as:

- being kept informed of progress and wait times
- clarity on how the service makes decisions
- availability of options to give feedback about their experience.

80% of people indicated that they achieved what they set out to do and 69% indicated it was easy to do so.

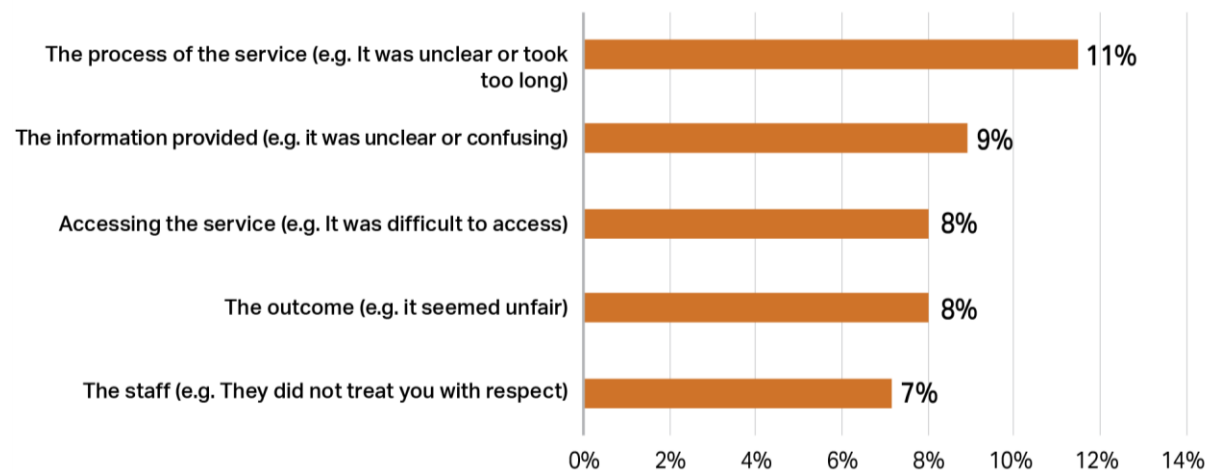
Figure 2: Proportion of people who were satisfied with elements of the service



What aspects of services were people dissatisfied with?

One in five people who accessed services reported dissatisfaction with at least one of these services^{ix}. We followed these people up with a question that asked which aspect of the service they were most dissatisfied with^x. 11% of people reported their dissatisfaction related to the process, and 9% said that it was related to the information provided.

Figure 3: Reasons for dissatisfaction



Dissatisfaction impacts upon trust. Respondents who reported a decline in trust over the last year often cited dissatisfactory service experiences as the reason.

"I was without any income for 3 months because of the time it took to process my claim. You use to be able to set up a claim approval straight away when you could see someone face to face. 3 months wait put me into severe financial hardship." – Female, 55, Regional New South Wales, July 2024

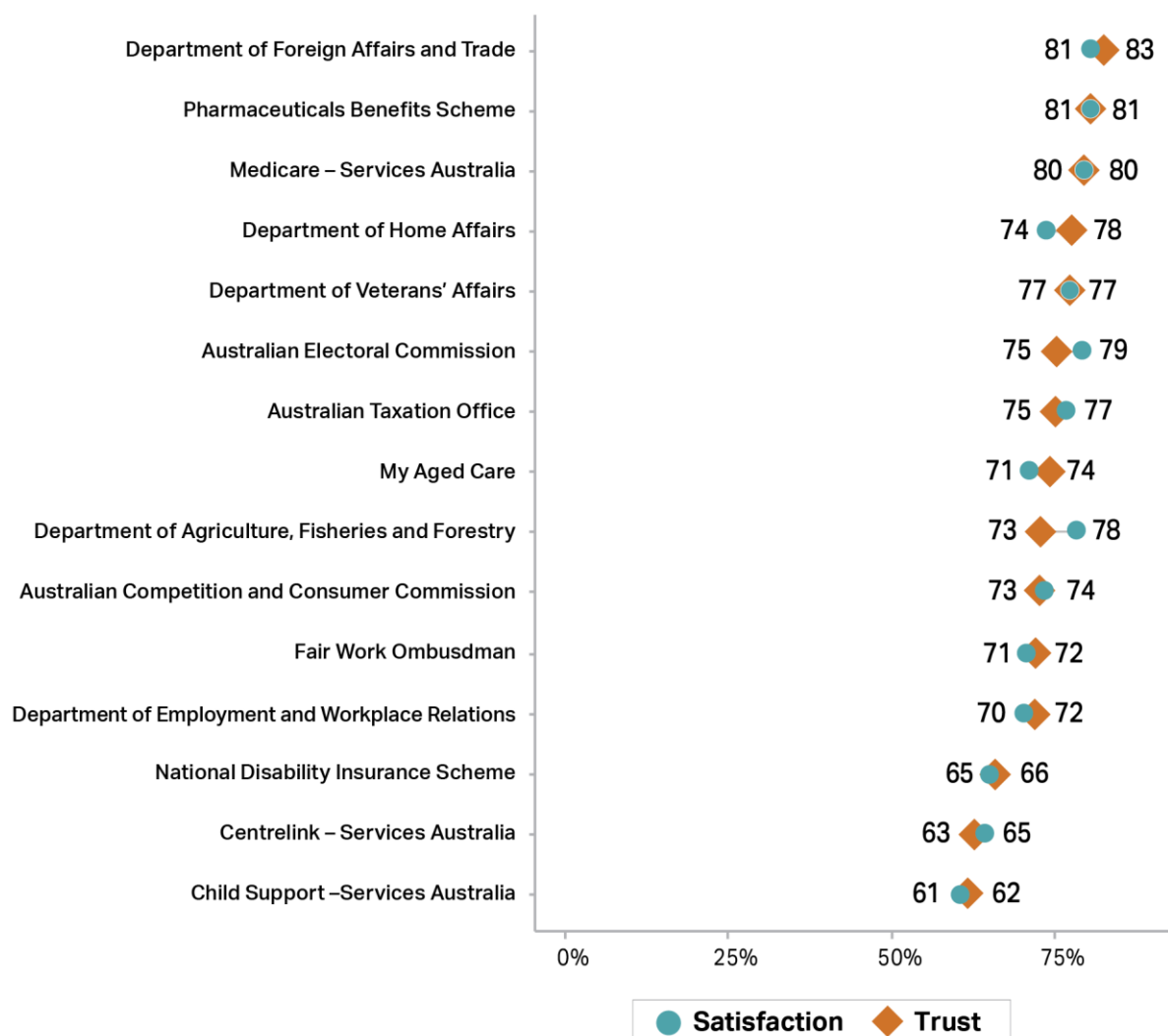
"Child support told me several different bits of conflicting information. They also took more money than they said they would." – Male, 38, Regional Queensland, June 2025

"Nothing seems to work together. It is so hard to work out where I am supposed to go for what service." – Female, 45, Metro New South Wales, October 2024

"No one listens no one helps and staff are rude." Male, 49, Regional Victoria, November 2024

How does trust and satisfaction compare across agencies?

Figure 4: Trust and satisfaction across agencies



Want more detail on services?

See the section 'Trust and satisfaction in each agency' for more findings and online through our [interactive dashboard](#).

How does satisfaction compare across similar service activities?

Although Australian public services are different from one another, they often involve similar activities. Comparing satisfaction levels across similar activities may point towards instances of better practice and help services learn from one another.

There are many service activities (as shown on subsequent pages) and ways to compare them. To explore the opportunity this data provides, we look at one example below.

Spotlight on applications

Filling in an application to receive a service, card, or benefit is one of the most common activities people undertake when accessing services. Table 1 shows people's satisfaction^{xii} with different application processes and how this compares to overall satisfaction with the agency/master program. Applying for a PBS Safety Net card tops the list with 86% satisfaction. Although high application satisfaction is a great outcome, it is also meaningful to look at the difference between application satisfaction and overall agency satisfaction to find areas of better practice. For example, satisfaction when applying for a Child Support Assessment was 5% higher than satisfaction for the Child Support program overall.

Table 1 – Satisfaction of people who completed an application process

Service activity (an application process)	Agency or master program responsible	Service activity satisfaction	Agency or master program satisfaction	Difference
Applied for a PBS Safety Net card	Pharmaceutical Benefits Scheme	86%	82%	4%
Sought approval or a permit to bring/mail goods into Australia that could pose a biosecurity risk	Department of Agriculture, Forestry and Fisheries	85%	79%	6%
Applied for a passport	Department of Foreign Affairs and Trade	83%	84%	-1%
Applied for a postal vote	Australian Electoral Commission	82%	80%	2%
Lodged or amended an income tax return	Australian Taxation Office	78%	77%	1%
Made an application for a Medicare Card	Medicare – Services Australia	70%	79%	-9%
Applied for Australian citizenship or a visa	Department of Home Affairs	66%	72%	-6%
Applied to increase or change aged care services	My Aged Care	60%	68%	-8%
Applied for a Child Support Assessment	Child support – Services Australia	60%	55%	5%
Made an application for a payment, subsidy or similar	Centrelink – Services Australia	58%	65%	-7%
Applied to access the NDIS	National Disability Insurance Scheme	56%	56%	0%

Note that agency or master program satisfaction differs from the proportions shown in Figure 4. The proportions in this table are based on a subset of respondents who completed a module on each agency. See technical appendix for more detail.

Trust and satisfaction in each agency

To better understand the experiences of people accessing services, we ask them about the activities they undertook in relation to the service and the channels by which they accessed services.

Each of the following pages relates to a particular agency (or master program) and comprises three charts:

- trust and satisfaction over time
- trust and satisfaction based on what service-related activities respondents undertook
- trust and satisfaction based on what channel respondents accessed services through.

Note: Trust^{xi} and satisfaction^{xii} relates to the overall service experience.

Each data point is based on groupings of people who undertook an activity or accessed services through a channel described in the data label. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

Australian Competition and Consumer Commission

Figure 5: Australian Competition and Consumer Commission – Change over time

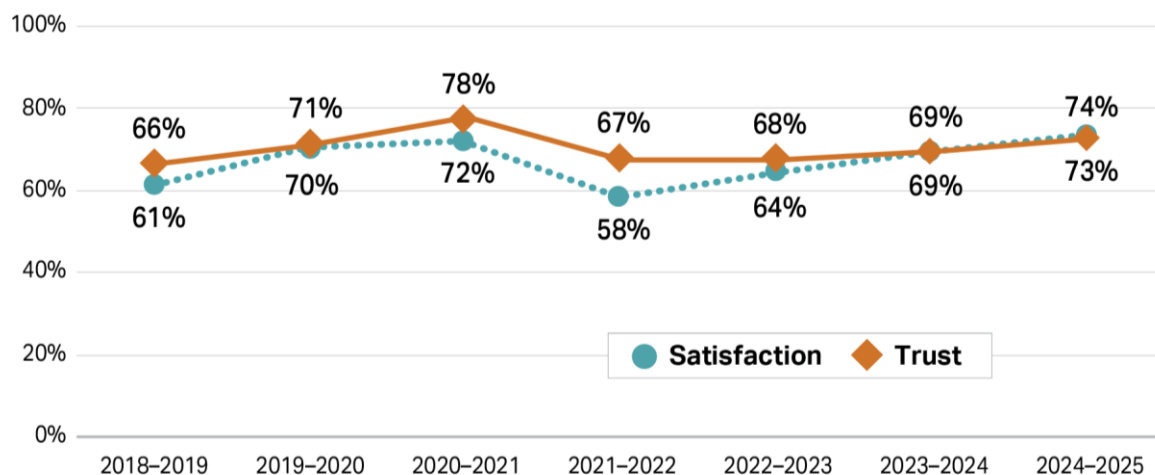


Figure 6: Australian Competition and Consumer Commission – Service activities

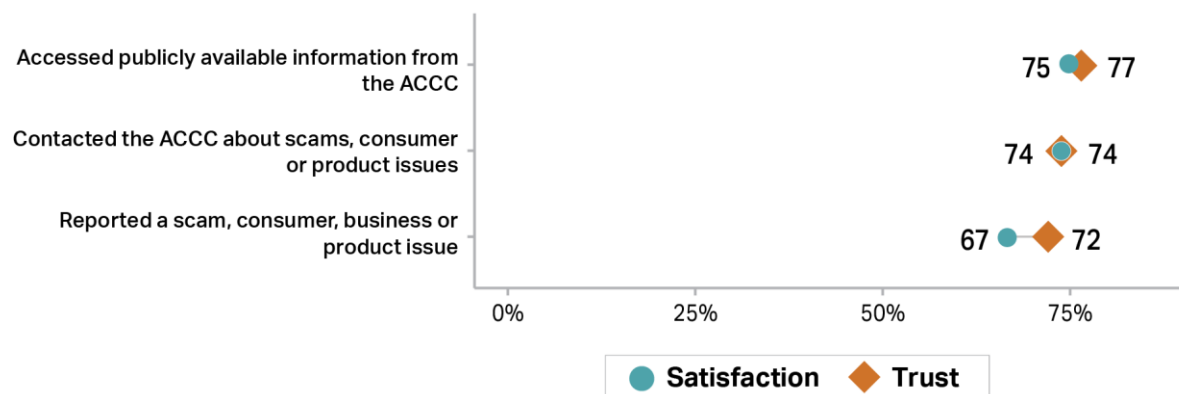
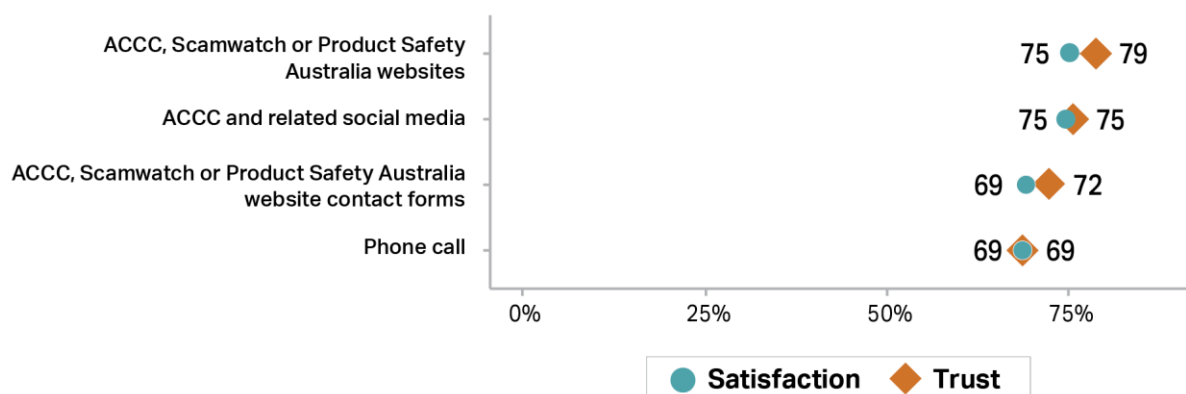


Figure 7: Australian Competition and Consumer Commission – Channels



Note: In all instances, trust^{xi} and satisfaction^{xii} relates to the overall service experience.

Each data point in Figure 6 and Figure 7 is based on groupings of people who undertook an activity or accessed services through a channel described in the data label. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

Sample sizes vary. Time-series: from n=173 to 1,575; Service activities: from n=187 to 237; Channels: from n=94 to 229.

Charts do not necessarily contain all possible service activities and channels. Activities and channels with sample sizes under n=50 are excluded. Some labels have been shortened for display.

See technical appendix for more detail.

Australian Electoral Commission

Figure 8: Australian Electoral Commission – Change over time

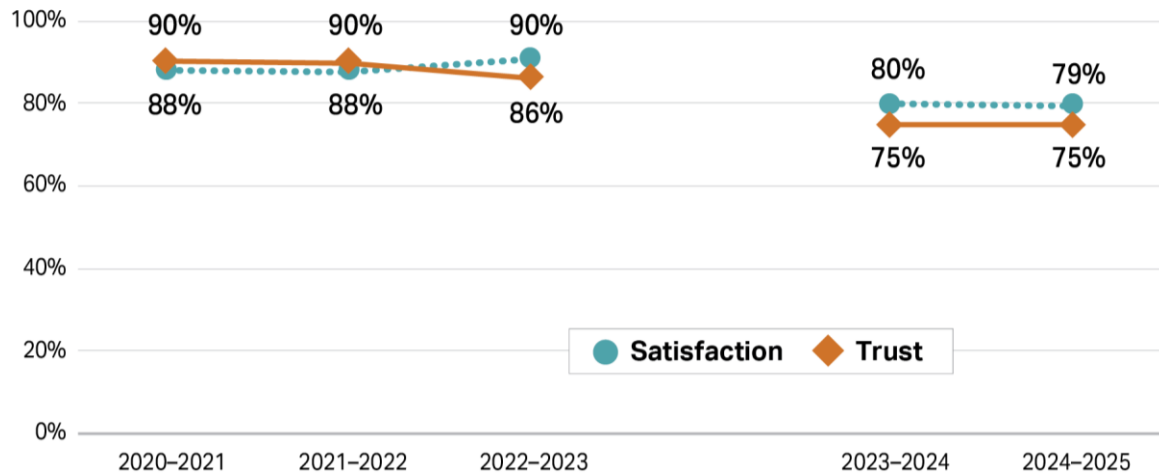


Figure 9: Australian Electoral Commission – Service activities

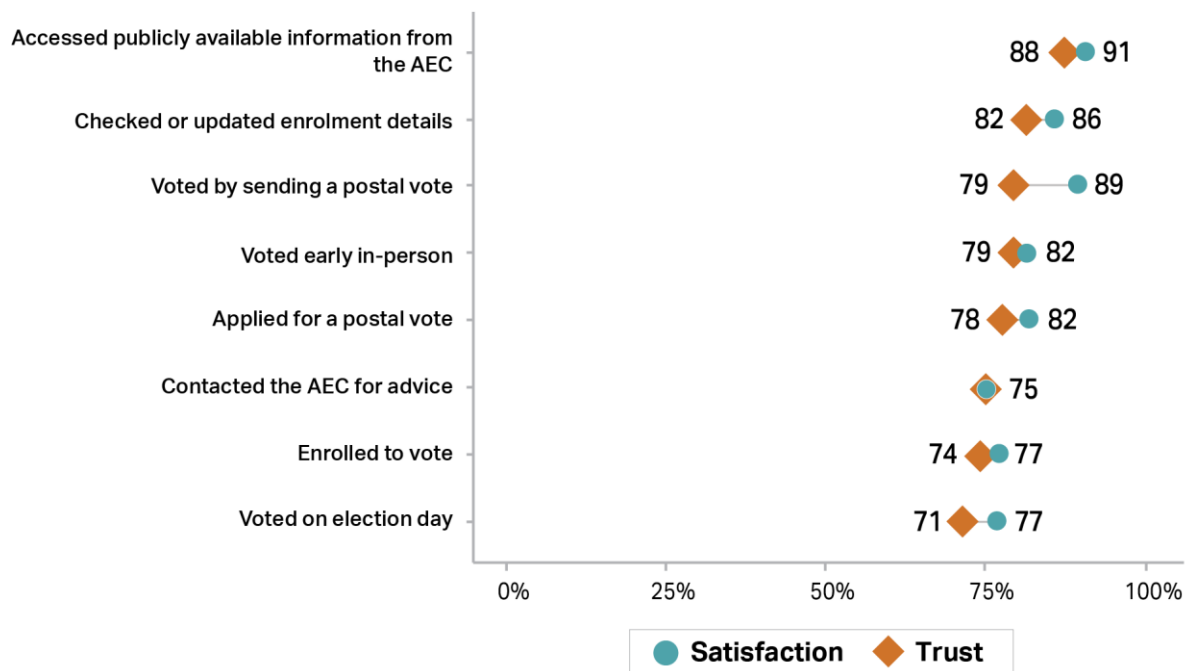
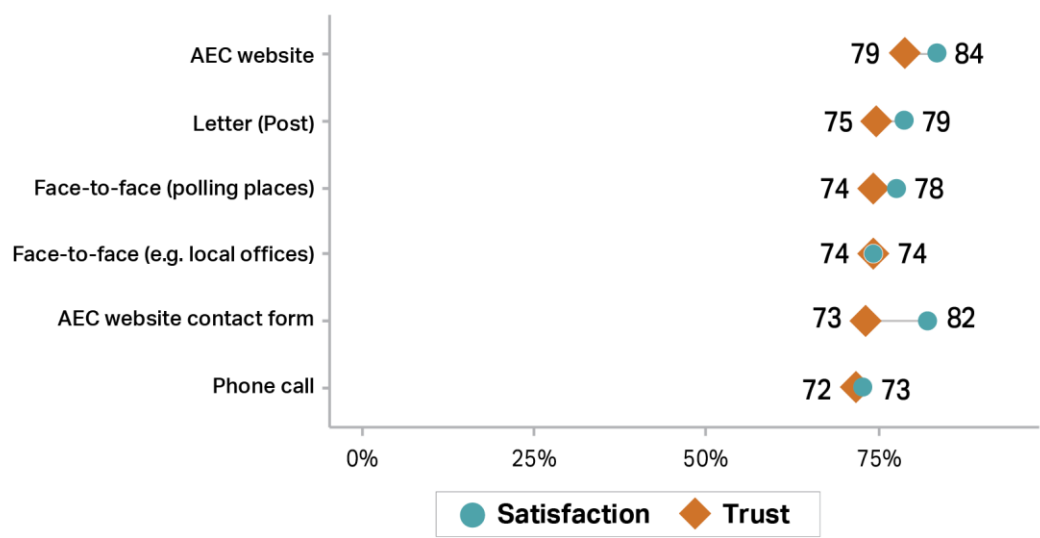


Figure 10: Australian Electoral Commission – Channels



Note: In all instances, trust^{xi} and satisfaction^{xii} relates to the overall service experience.

Each data point in Figure 9 and Figure 10 is based on groupings of people who undertook an activity or accessed services through a channel described in the data label. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

A method change affected findings for the Australian Electoral Commission in the 2023-2024 financial year. The change led to over 20 times as many people answering questions about the service. This resulted in reported trust and satisfaction for the agency becoming much more neutral. As such, the 2023–2025 year findings are not directly comparable to previous years.

Sample sizes vary. Time-series: from n=98 to 4,907; Service activities: from n=74 to 404; Channels: from n=73 to 567.

Charts do not necessarily contain all possible service activities and channels. Activities and channels with sample sizes under n=50 are excluded. Some labels have been shortened for display.

See technical appendix for more detail.

Australian Taxation Office

Figure 11: Australian Taxation Office – Change over time

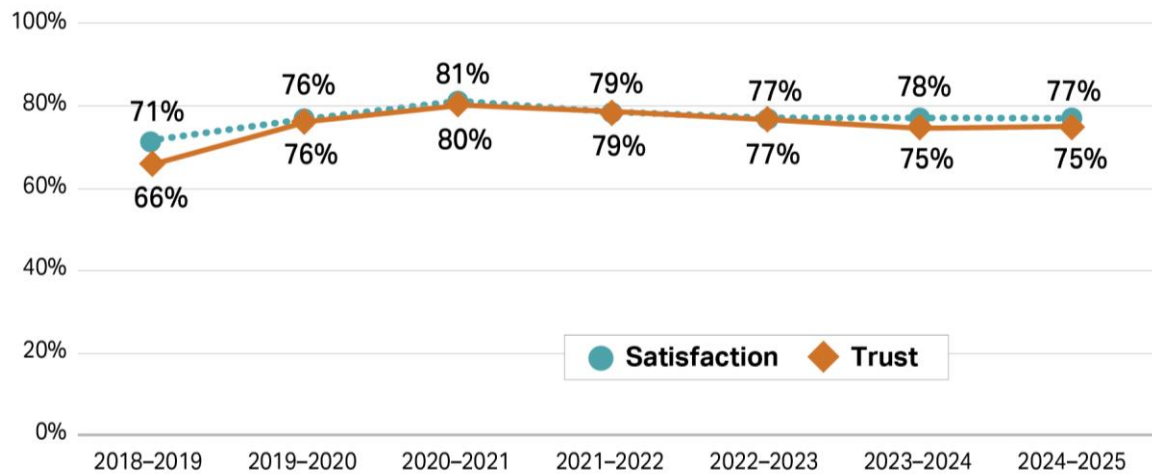


Figure 12: Australian Taxation Office – Service activities

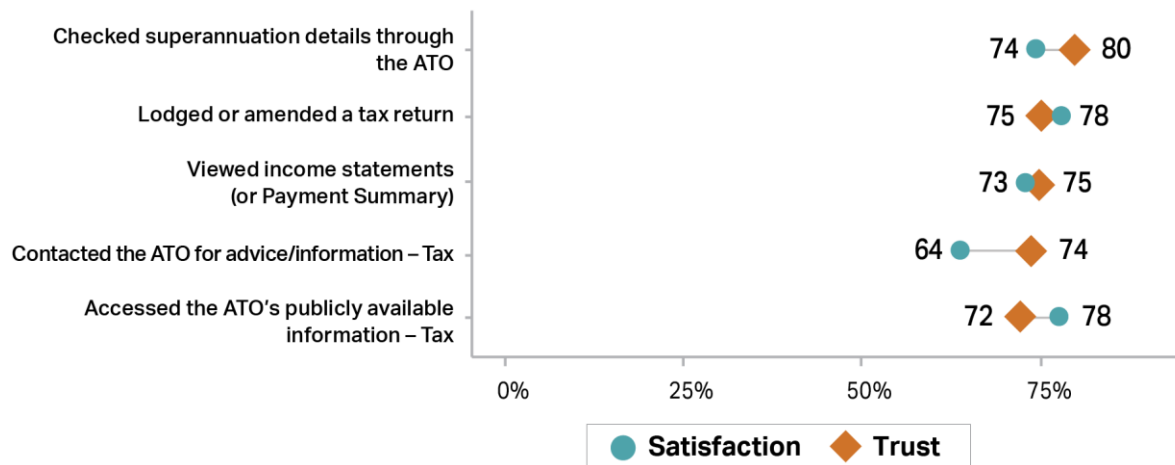
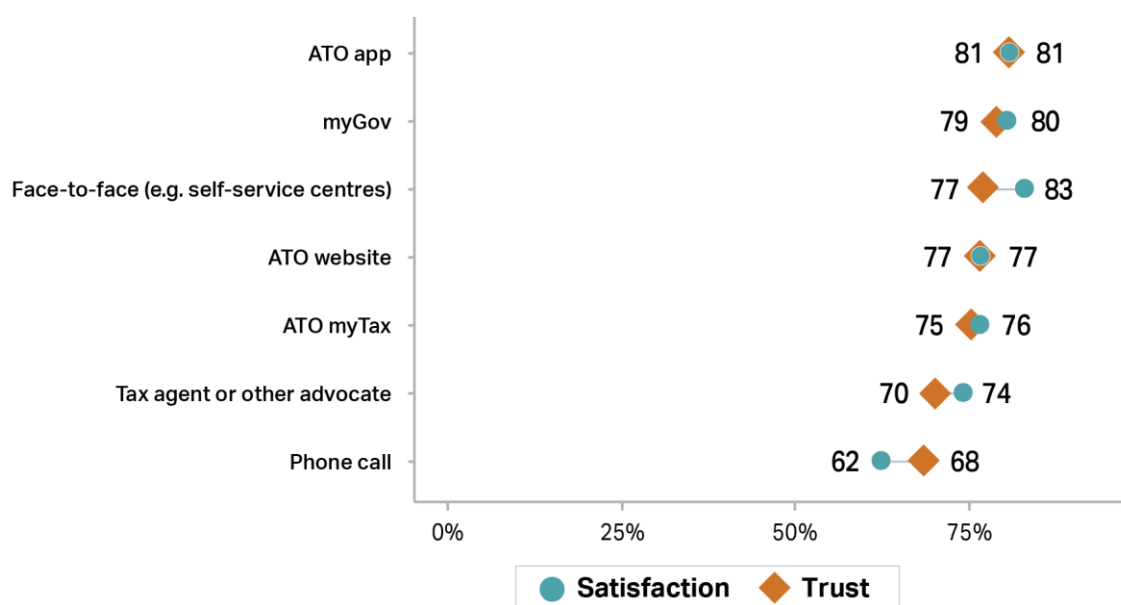


Figure 13: Australian Taxation Office – Channels



Note: In all instances, trust^{xi} and satisfaction^{xii} relates to the overall service experience.

Each data point in Figure 12 and Figure 13 is based on groupings of people who undertook an activity or accessed services through a channel described in the data label. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

Sample sizes vary. Time-series: from n=1,932 to 8,148; Service activities: from n=50 to 970; Channels: from n=54 to 474.

Charts do not necessarily contain all possible service activities and channels. Activities and channels with sample sizes under n=50 are excluded. Some labels have been shortened for display.

See *technical appendix* for more detail.

Centrelink – Services Australia

Figure 14: Centrelink – Services Australia – Change over time

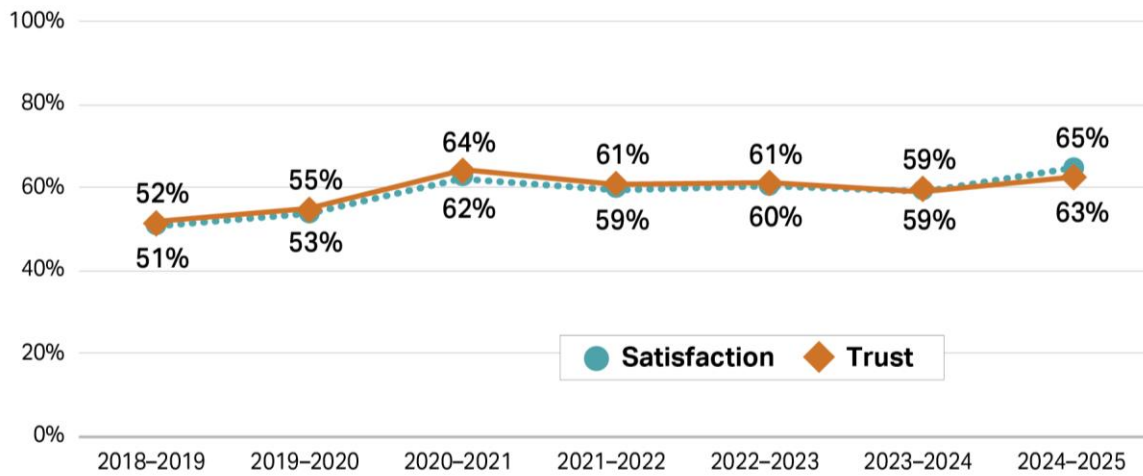


Figure 15: Centrelink – Services Australia – Service activities

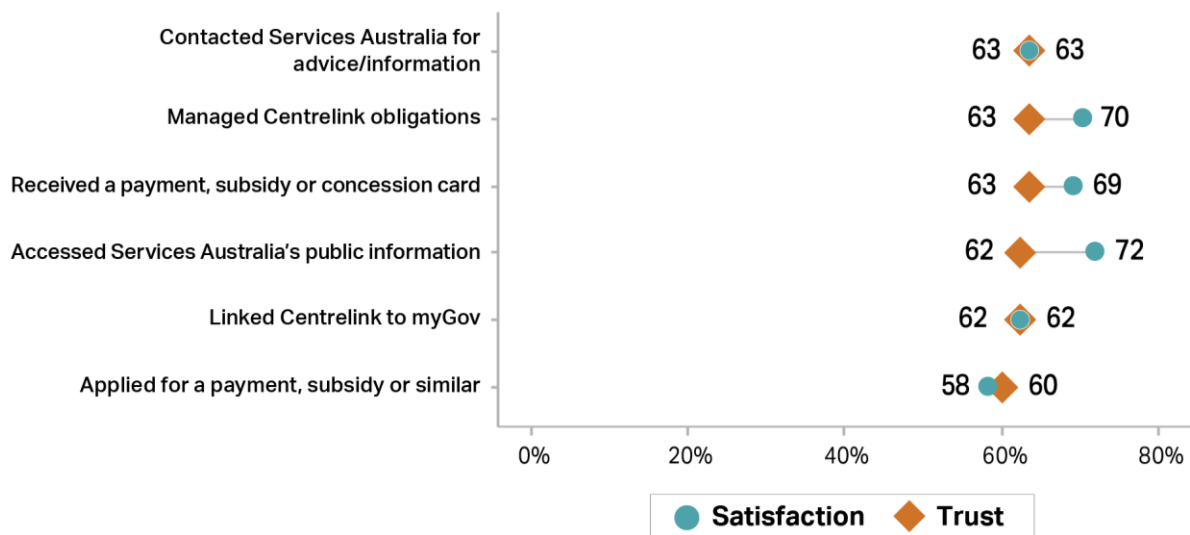
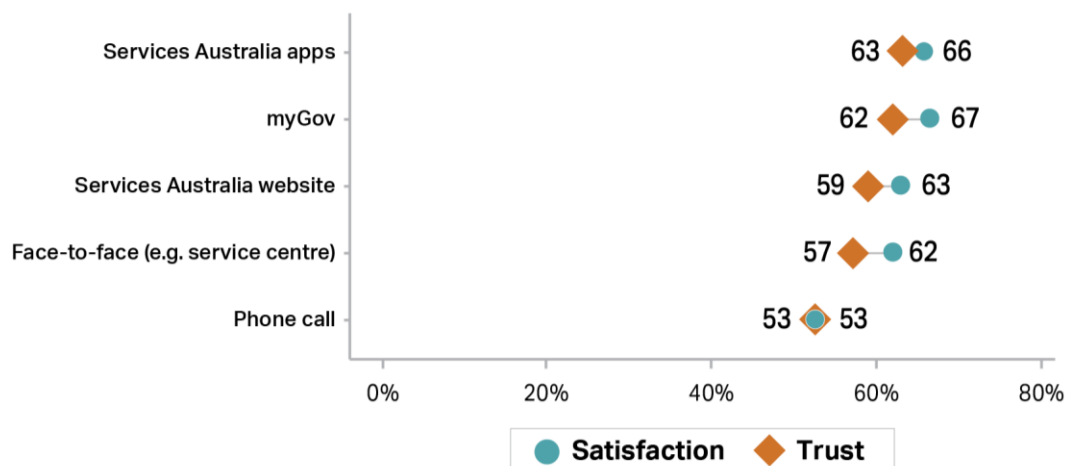


Figure 16: Centrelink – Services Australia – Channels



Note: In all instances, trust^{xi} and satisfaction^{xii} relates to the overall service experience.

Each data point in Figure 15 and Figure 16 is based on groupings of people who undertook an activity or accessed services through a channel described in the data label. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

Sample sizes vary. Time-series: from n=1,971 to 6,258; Service activities: from n=63 to 412; Channels: from n=149 to 623.

Charts do not necessarily contain all possible service activities and channels. Activities and channels with sample sizes under n=50 are excluded. Some labels have been shortened for display.

See technical appendix for more detail.

Child Support – Services Australia

Figure 17: Child Support – Services Australia – Change over time

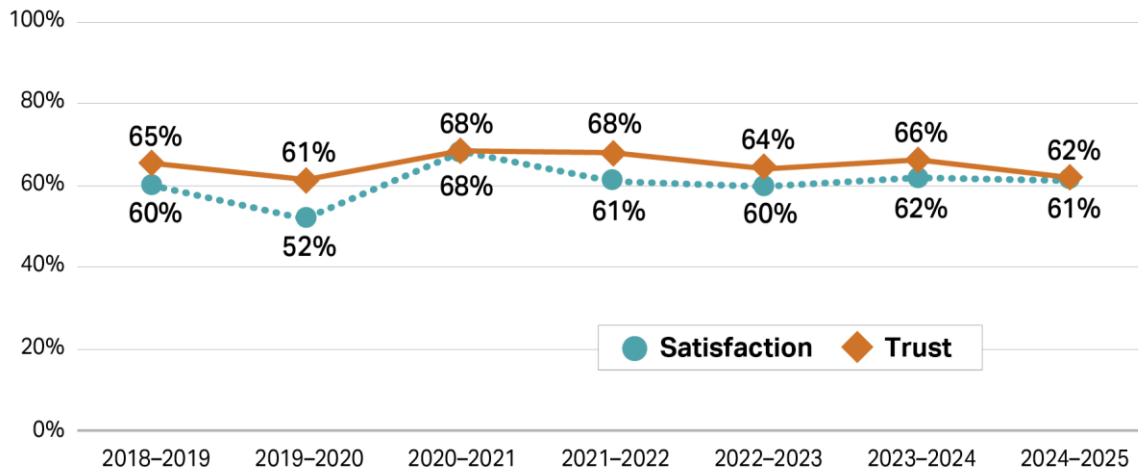


Figure 18: Child Support – Services Australia – Service activities

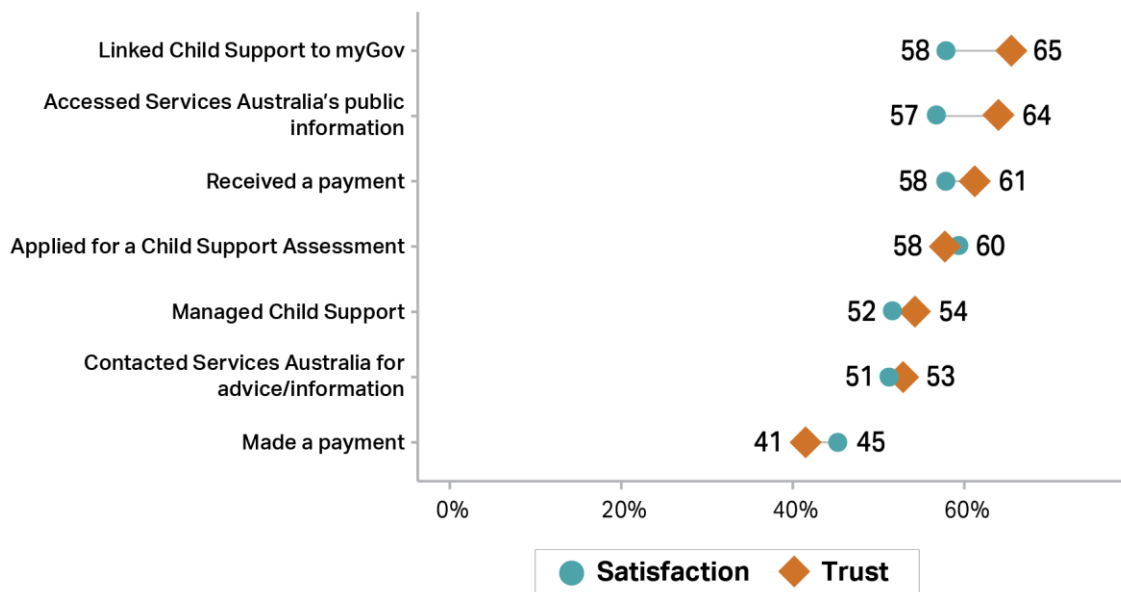
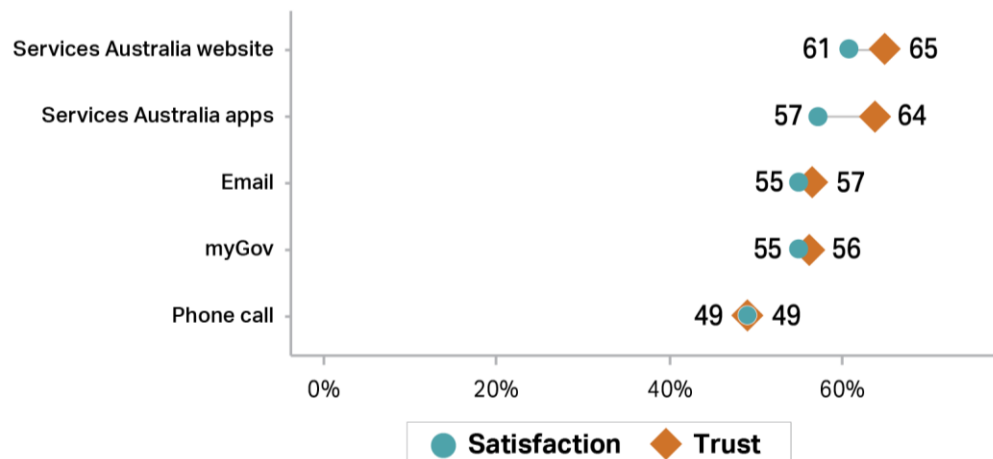


Figure 19: Child Support – Services Australia – Channels



Note: In all instances, trust^{xi} and satisfaction^{xii} relates to the overall service experience.

Each data point in Figure 18 and Figure 19 is based on groupings of people who undertook an activity or accessed services through a channel described in the data label. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

Sample sizes vary. Time-series: from n=284 to 1,086; Service activities: from n=62 to 193; Channels: from n=56 to 244.

Charts do not necessarily contain all possible service activities and channels. Activities and channels with sample sizes under n=50 are excluded. Some labels have been shortened for display.

Some labels have been shortened for display.

Department of Agriculture, Fisheries and Forestry

Figure 20: Department of Agriculture, Fisheries and Forestry – Change over time

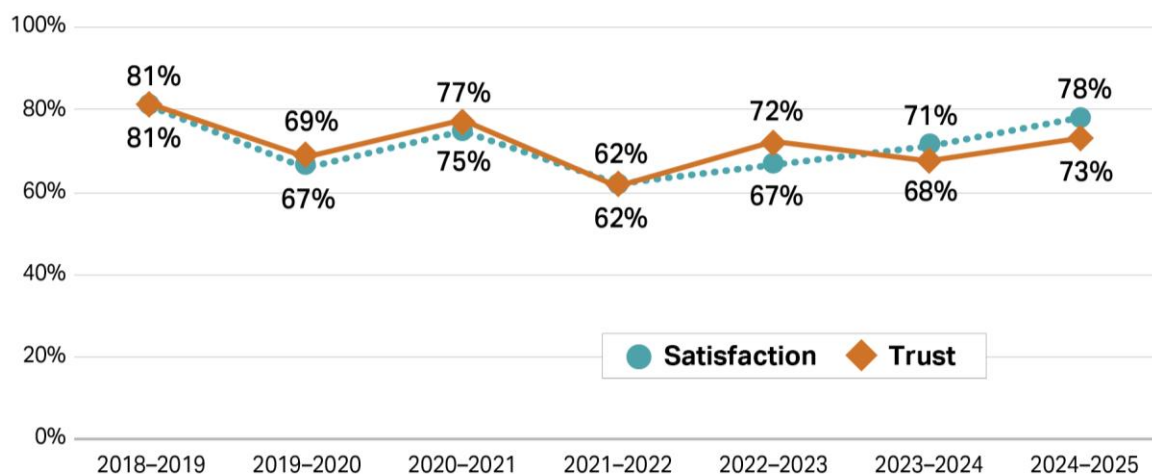


Figure 21: Department of Agriculture, Fisheries and Forestry – Service activities

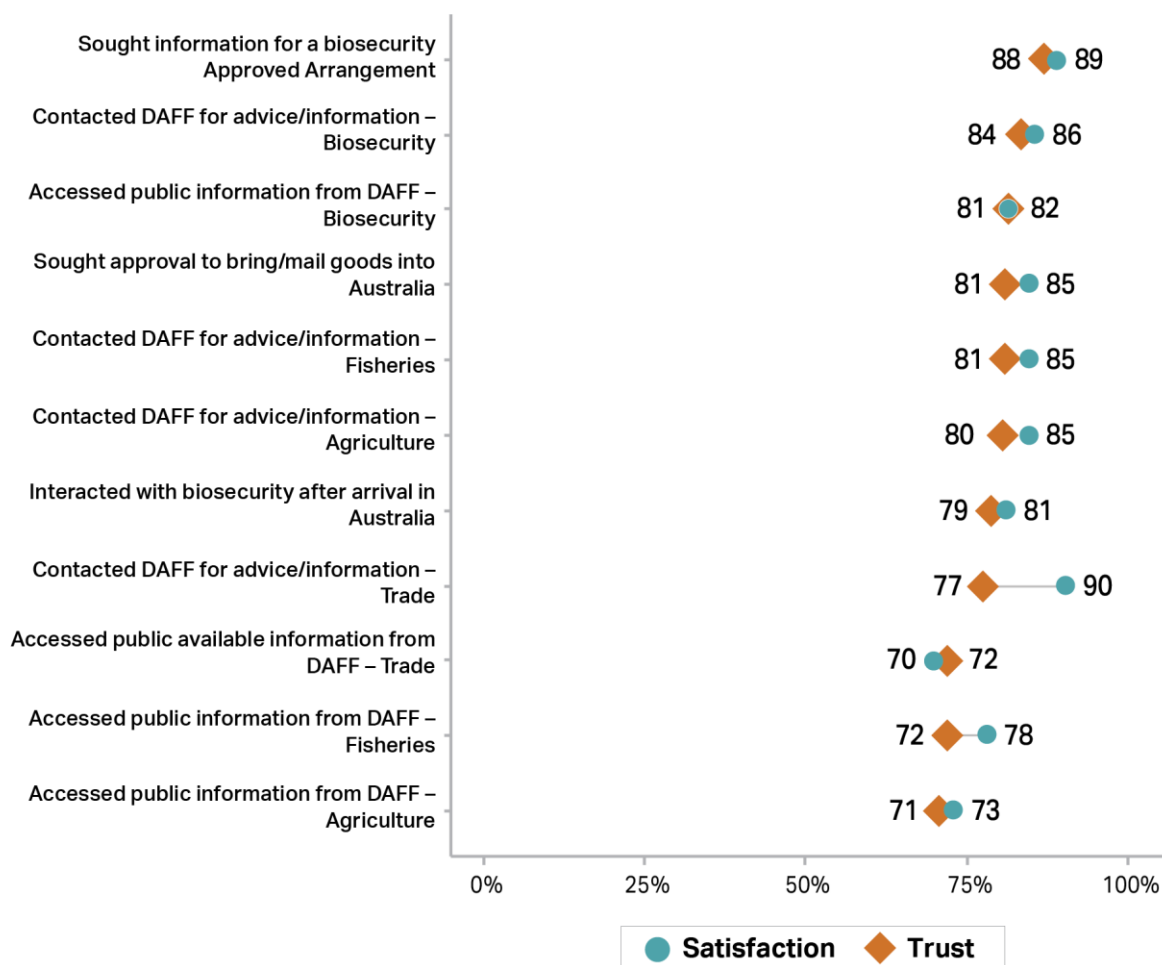
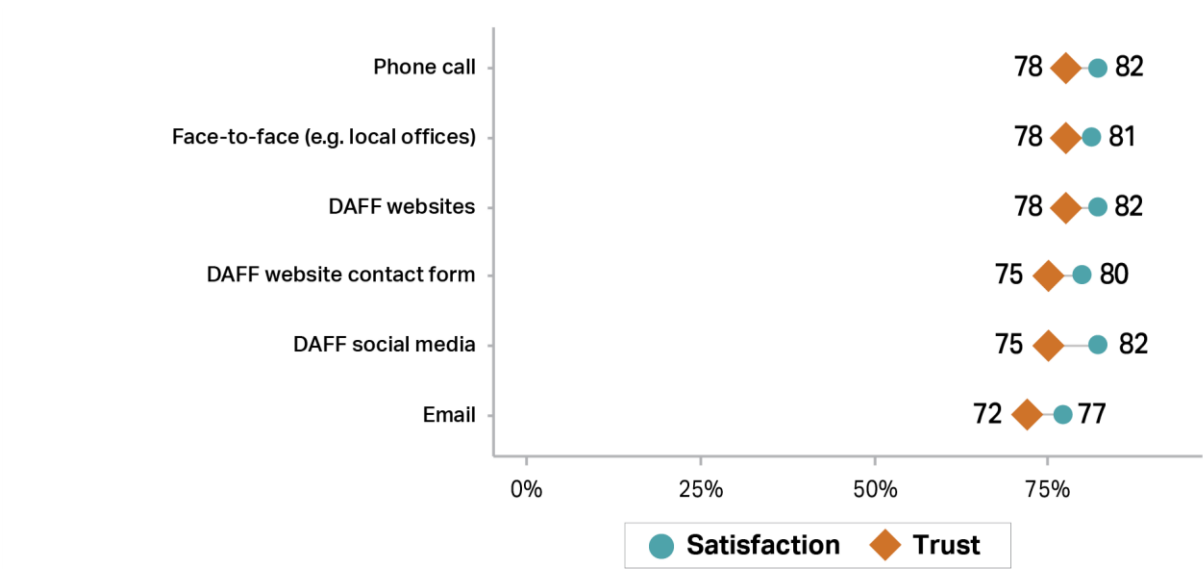


Figure 22: Department of Agriculture, Fisheries and Forestry – Channels



Note: In all instances, trust^{xi} and satisfaction^{xii} relates to the overall service experience.

Each data point in Figure 21 and Figure 22 is based on groupings of people who undertook an activity or accessed services through a channel described in the data label. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

Sample sizes vary. Time-series: from n=79 to 718; Service activities: from n=55 to 140; Channels: from n=100 to 191.

Charts do not necessarily contain all possible service activities and channels. Activities and channels with sample sizes under n=50 are excluded. Some labels have been shortened for display.

See technical appendix for more detail.

Department of Employment and Workplace Relations

Figure 23: Department of Employment and Workplace Relations – Change over time

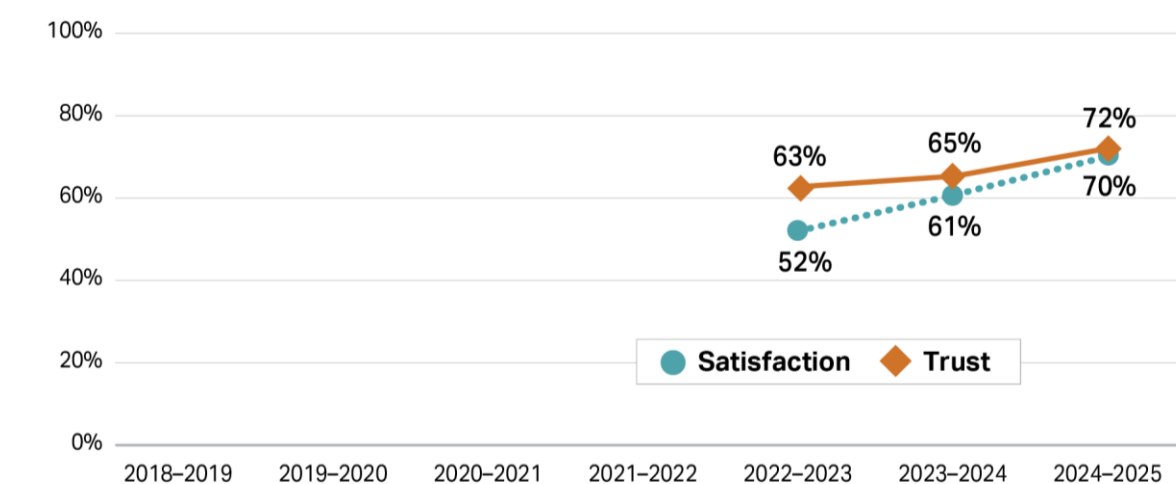


Figure 24: Department of Employment and Workplace Relations – Service activities

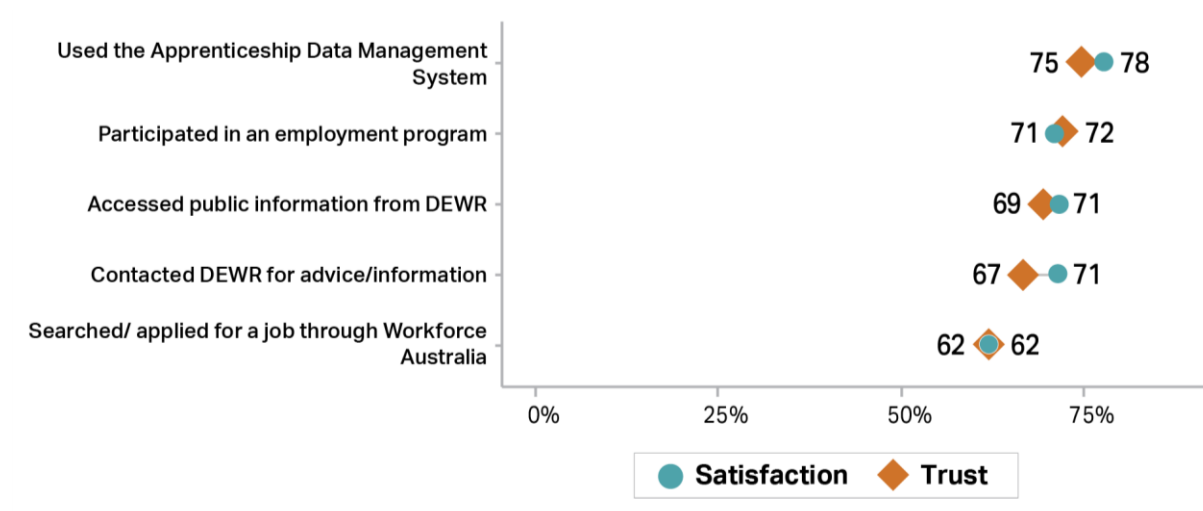
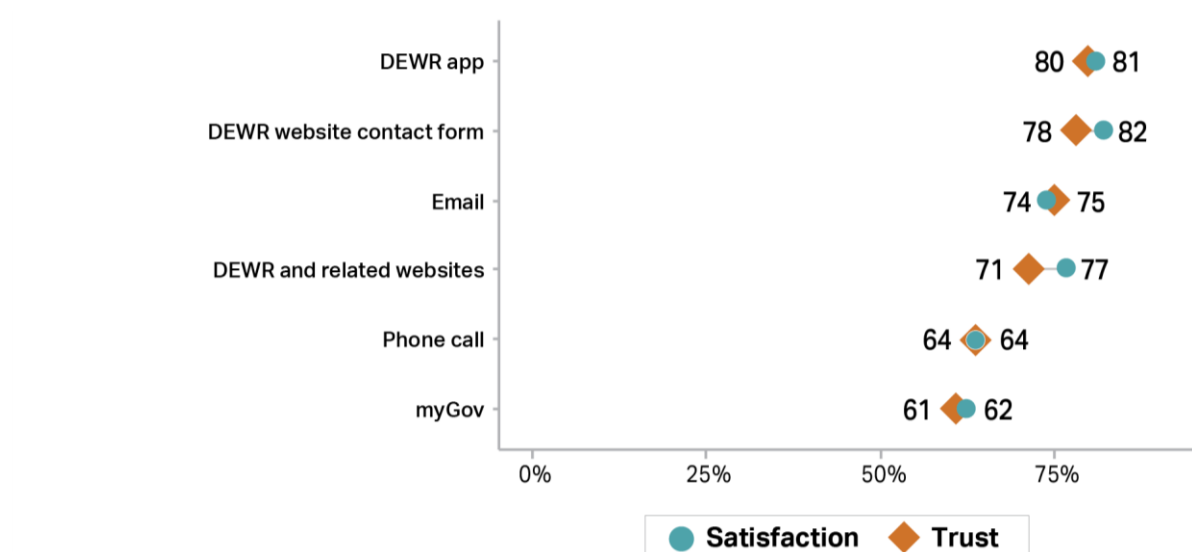


Figure 25: Department of Employment and Workplace Relations – Channels



Note: In all instances, trust^{xi} and satisfaction^{xii} relates to the overall service experience.

Department of Employment and Workplace Relations was created in the FY2022-23 as a result of machinery of government changes.

Each data point in Figure 24 and Figure 25 is based on groupings of people who undertook an activity or accessed services through a channel described in the data label. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

Sample sizes vary. Time-series: from n=198 to 1,295; Service activities: from n=70 to 268; Channels: from n=65 to 267.

Charts do not necessarily contain all possible service activities and channels. Activities and channels with sample sizes under n=50 are excluded. Some labels have been shortened for display.

See technical appendix for more detail.

Department of Foreign Affairs and Trade

Figure 26: Department of Foreign Affairs and Trade – Change over time

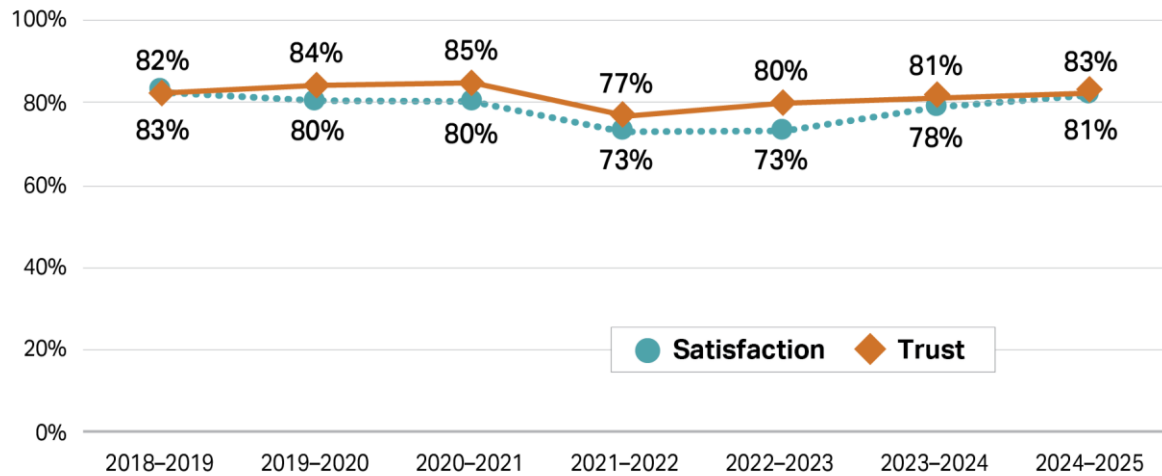


Figure 27: Department of Foreign Affairs and Trade – Service activities

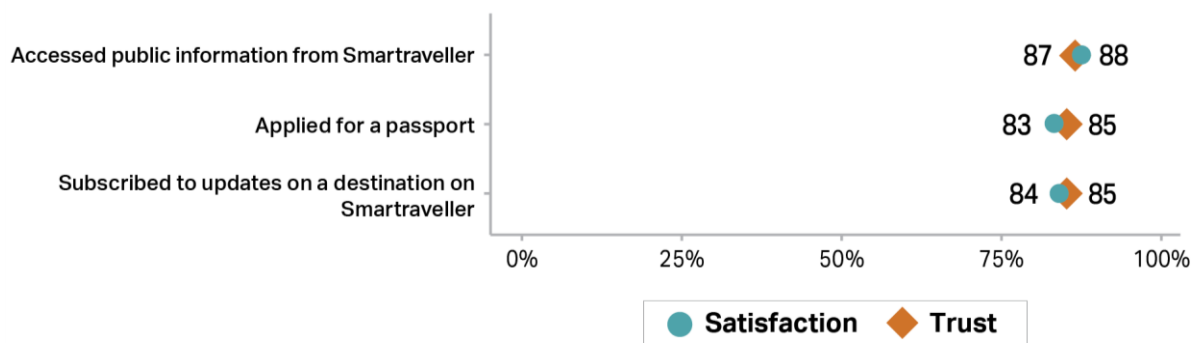
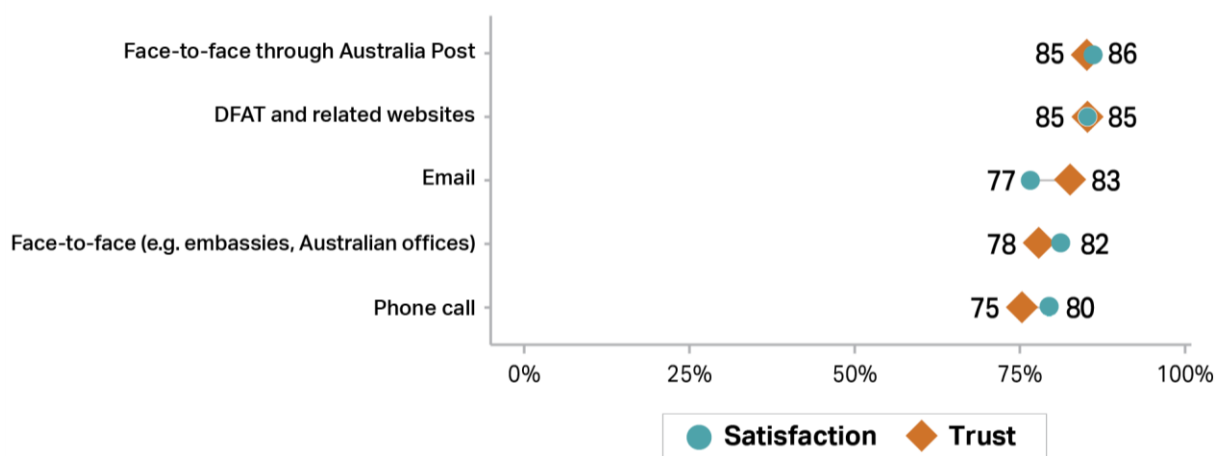


Figure 28: Department of Foreign Affairs and Trade – Channels



Note: In all instances, trust^{xi} and satisfaction^{xii} relates to the overall service experience.

Each data point in Figure 27 and Figure 28 is based on groupings of people who undertook an activity or accessed services through a channel described in the data label. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

Sample sizes vary. Time-series: from n=216 to 1,347; Service activities: from n=68 to 163; Channels: from n=51 to 284.

Charts do not necessarily contain all possible service activities and channels. Activities and channels with sample sizes under n=50 are excluded. Some labels have been shortened for display.

See technical appendix for more detail.

Department of Home Affairs

Figure 29: Department of Home Affairs – Change over time

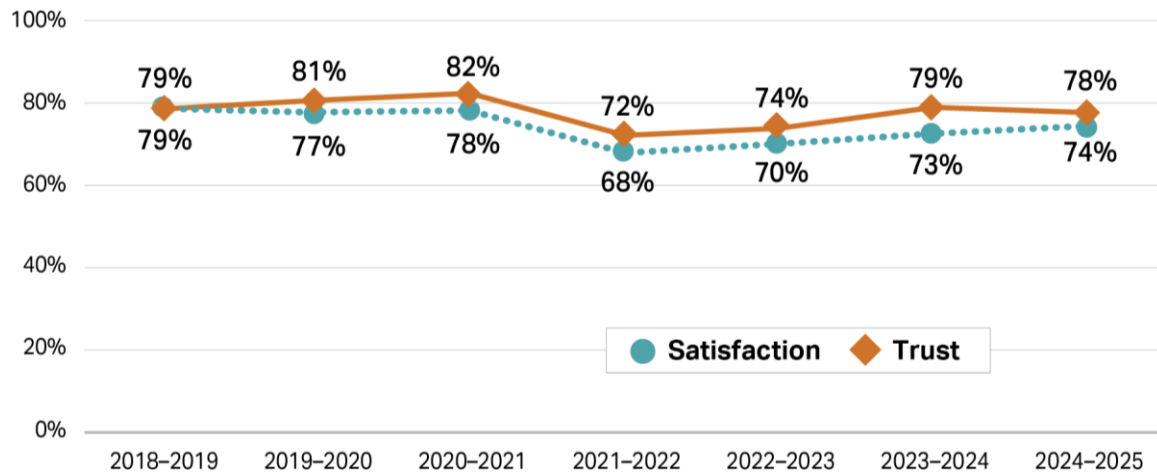


Figure 30: Department of Home Affairs – Service activities

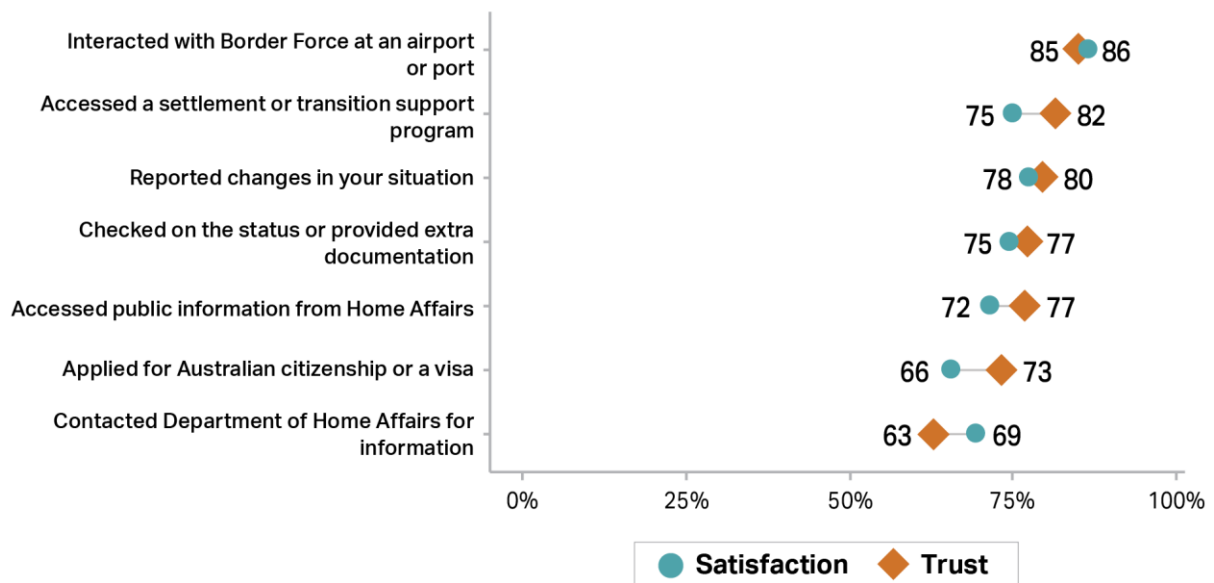
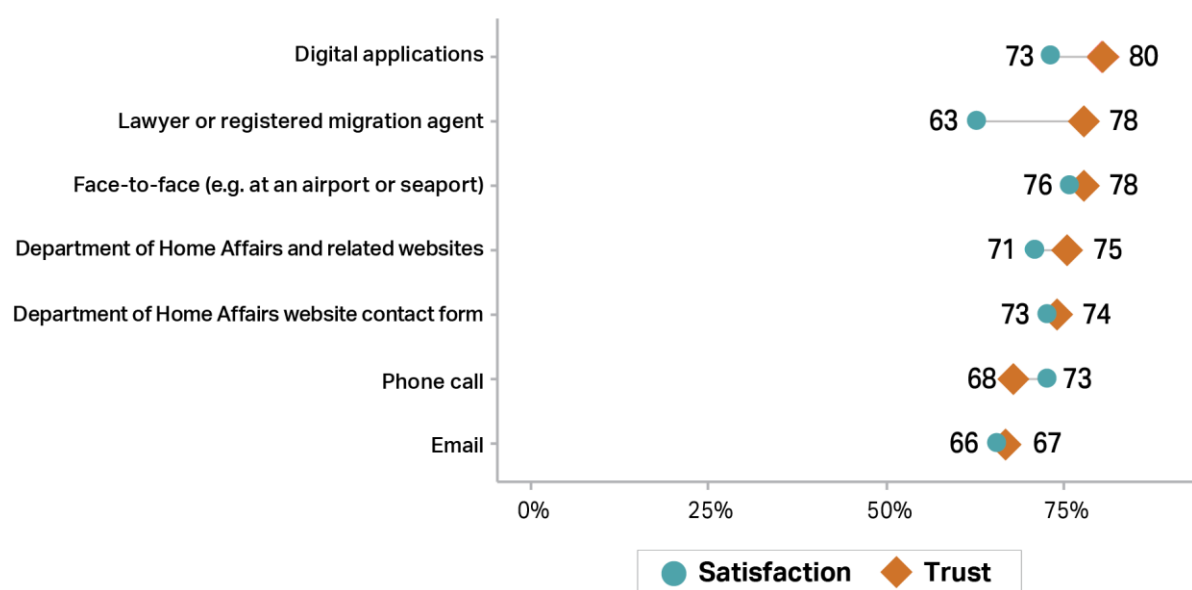


Figure 31: Department of Home Affairs – Channels



Note: In all instances, trust^{xi} and satisfaction^{xii} relates to the overall service experience.

Each data point in Figure 30 and Figure 31 is based on groupings of people who undertook an activity or accessed services through a channel described in the data label. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

Sample sizes vary. Time-series: from n=220 to 1,358; Service activities: from n=58 to 341; Channels: from n=78 to 160.

Charts do not necessarily contain all possible service activities and channels. Activities and channels with sample sizes under n=50 are excluded. Some labels have been shortened for display.

See technical appendix for more detail.

Department of Veterans' Affairs

Figure 32: Department of Veterans' Affairs – Change over time

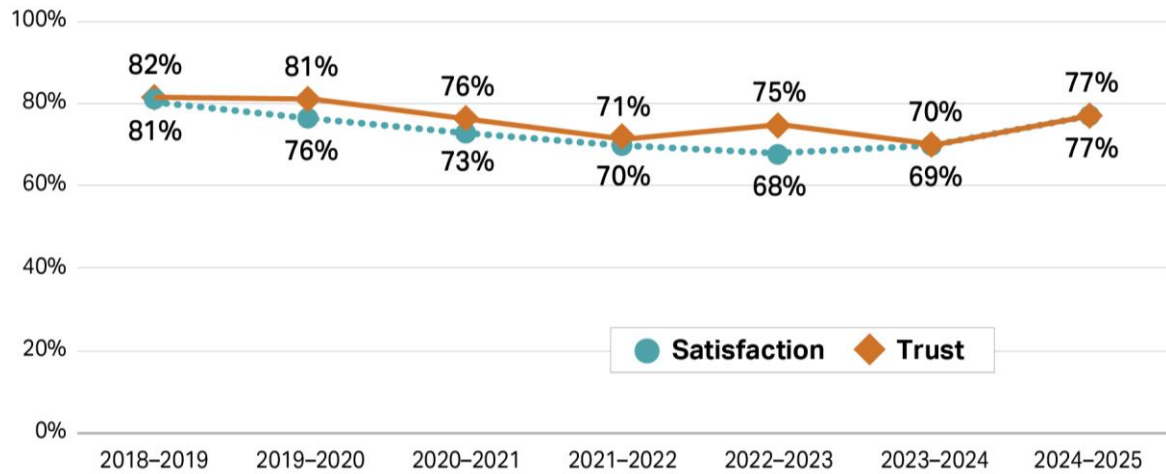


Figure 33: Department of Veterans' Affairs – Service activities

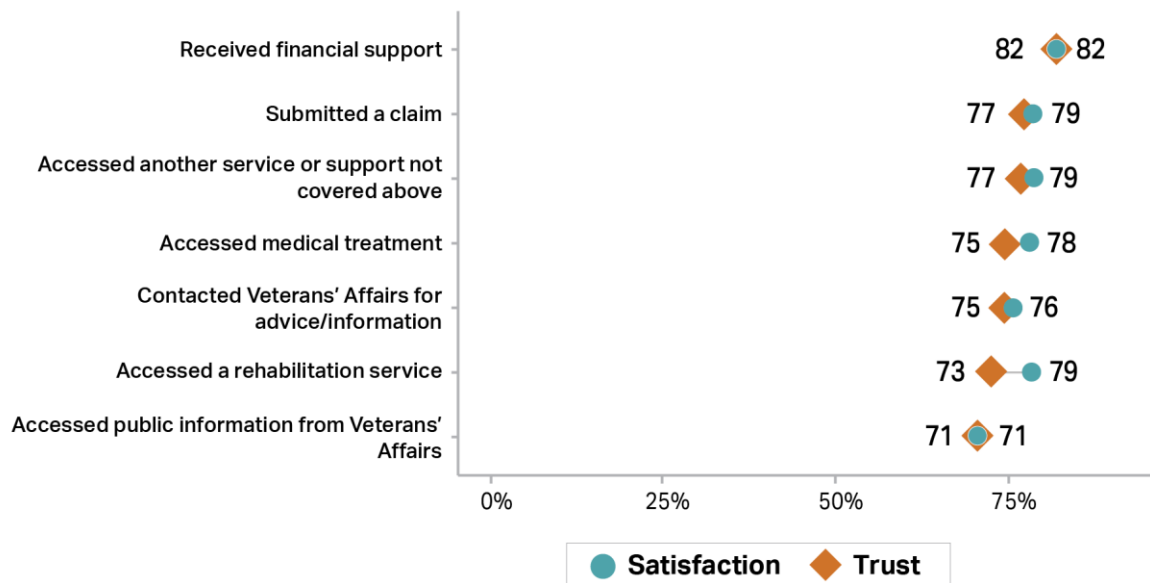
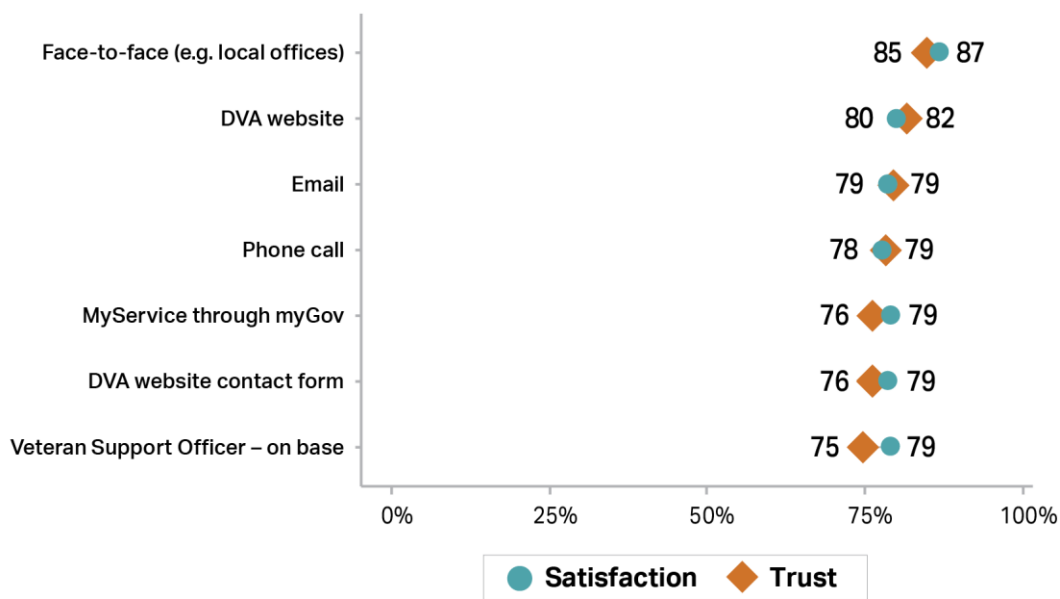


Figure 34: Department of Veterans' Affairs – Channels



Note: In all instances, trust^{xi} and satisfaction^{xii} relates to the overall service experience.

Each data point in Figure 33 and Figure 34 is based on groupings of people who undertook an activity or accessed services through a channel described in the data label. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

Sample sizes vary. Time-series: from n=121 to 530; Service activities: from n=67 to 157; Channels: from n=86 to 192.

Charts do not necessarily contain all possible service activities and channels. Activities and channels with sample sizes under n=50 are excluded. Some labels have been shortened for display.

See technical appendix for more detail.

Fair Work Ombudsman

Figure 35: Fair Work Ombudsman – Change over time

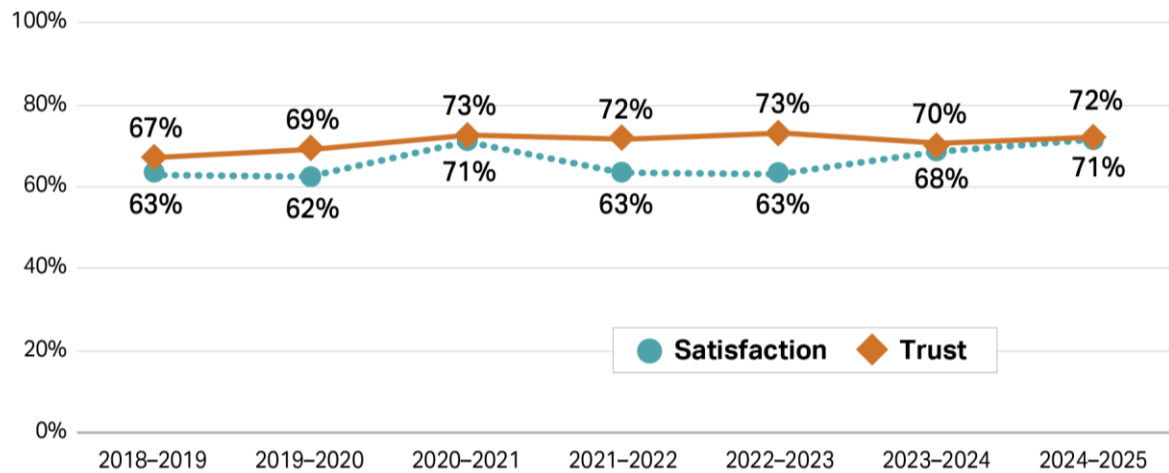


Figure 36: Fair Work Ombudsman – Service activities

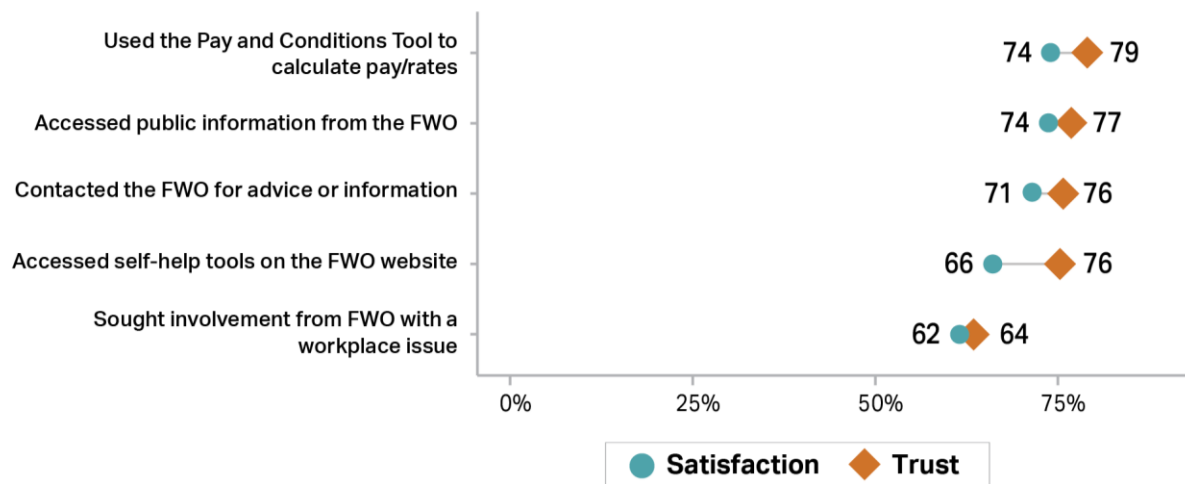
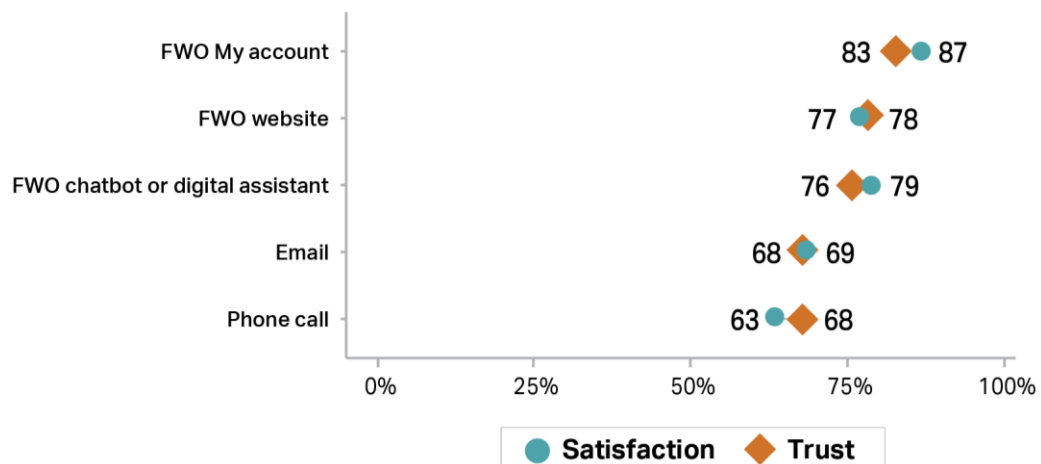


Figure 37: Fair Work Ombudsman – Channels



Note: In all instances, trust^{xi} and satisfaction^{xii} relates to the overall service experience.

Each data point in Figure 36 and Figure 37 is based on groupings of people who undertook an activity or accessed services through a channel described in the data label. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

Sample sizes vary. Time-series: from n=118 to 1,268; Service activities: from n=109 to 246; Channels: from n=61 to 296.

Charts do not necessarily contain all possible service activities and channels. Activities and channels with sample sizes under n=50 are excluded. Some labels have been shortened for display.

See technical appendix for more detail.

Medicare – Services Australia

Figure 38: Medicare – Services Australia – Change over time

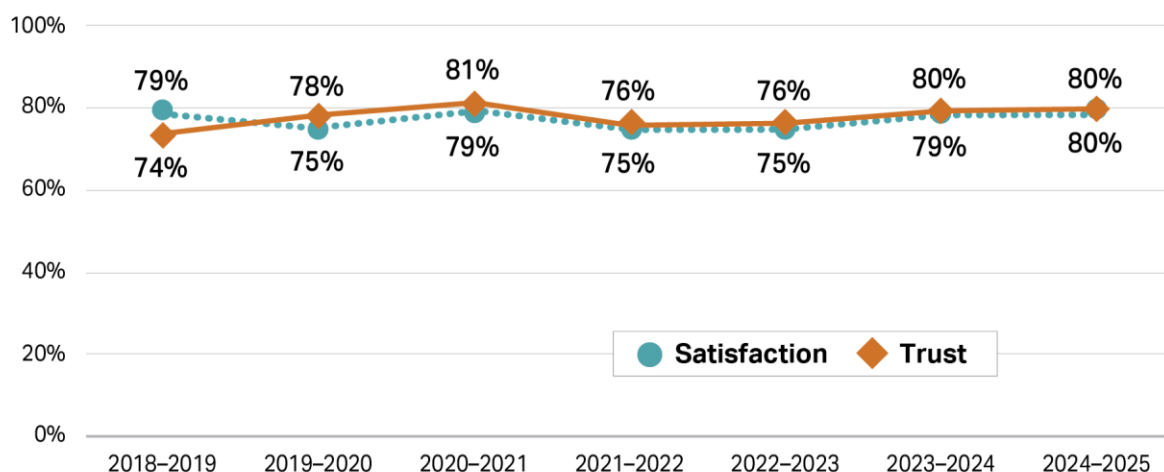


Figure 39: Medicare – Services Australia – Service activities

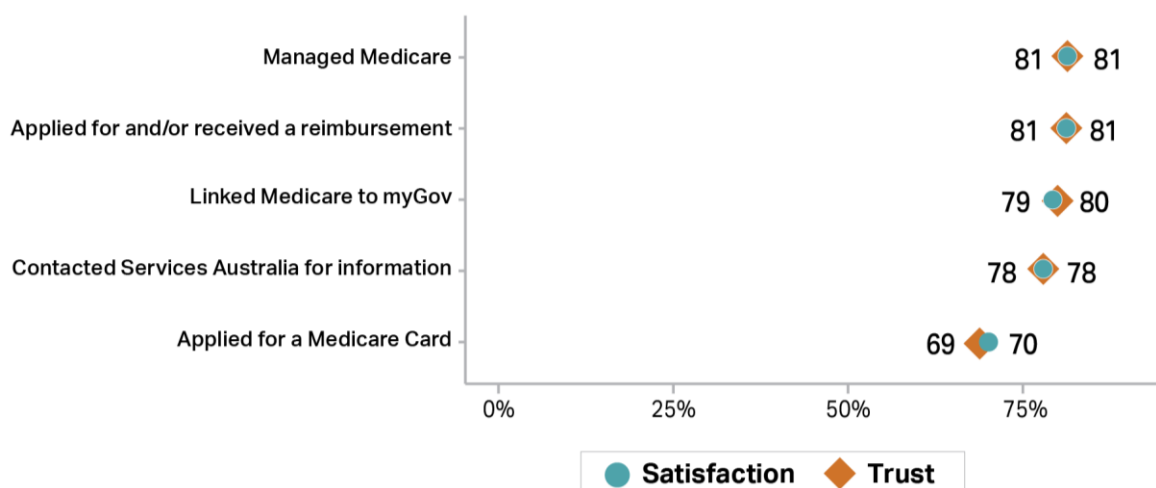
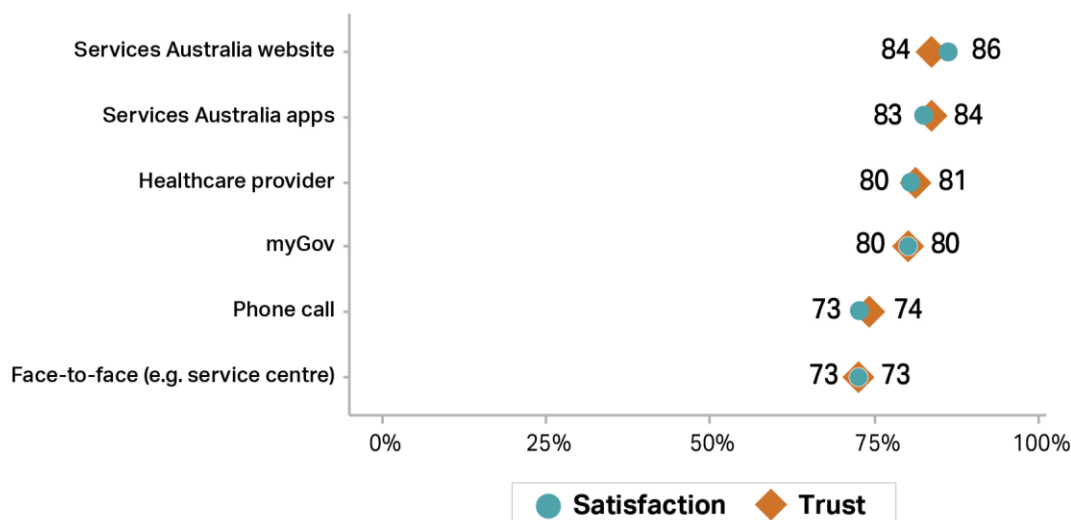


Figure 40: Medicare – Services Australia – Channels



Note: In all instances, trust^{xi} and satisfaction^{xii} relates to the overall service experience.

Each data point in Figure 39 and Figure 40 is based on groupings of people who undertook an activity or accessed services through a channel described in the data label. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

Sample sizes vary. Time-series: from n=1,584 to 8,034; Service activities: from n=55 to 442; Channels: from n=108 to 644.

Charts do not necessarily contain all possible service activities and channels. Activities and channels with sample sizes under n=50 are excluded. Some labels have been shortened for display.

See technical appendix for more detail.

My Aged Care

Figure 41: My Aged Care – Change over time

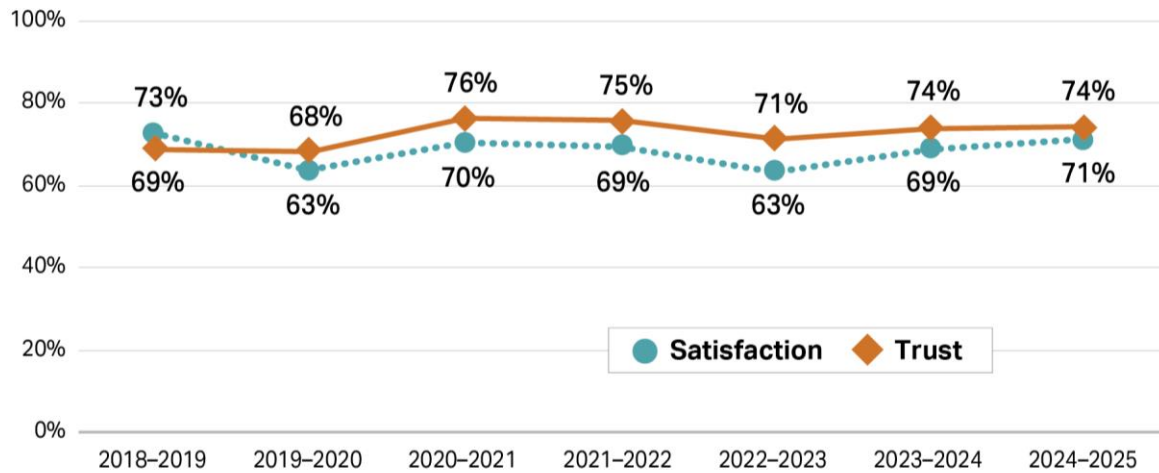


Figure 42: My Aged Care – Service activities

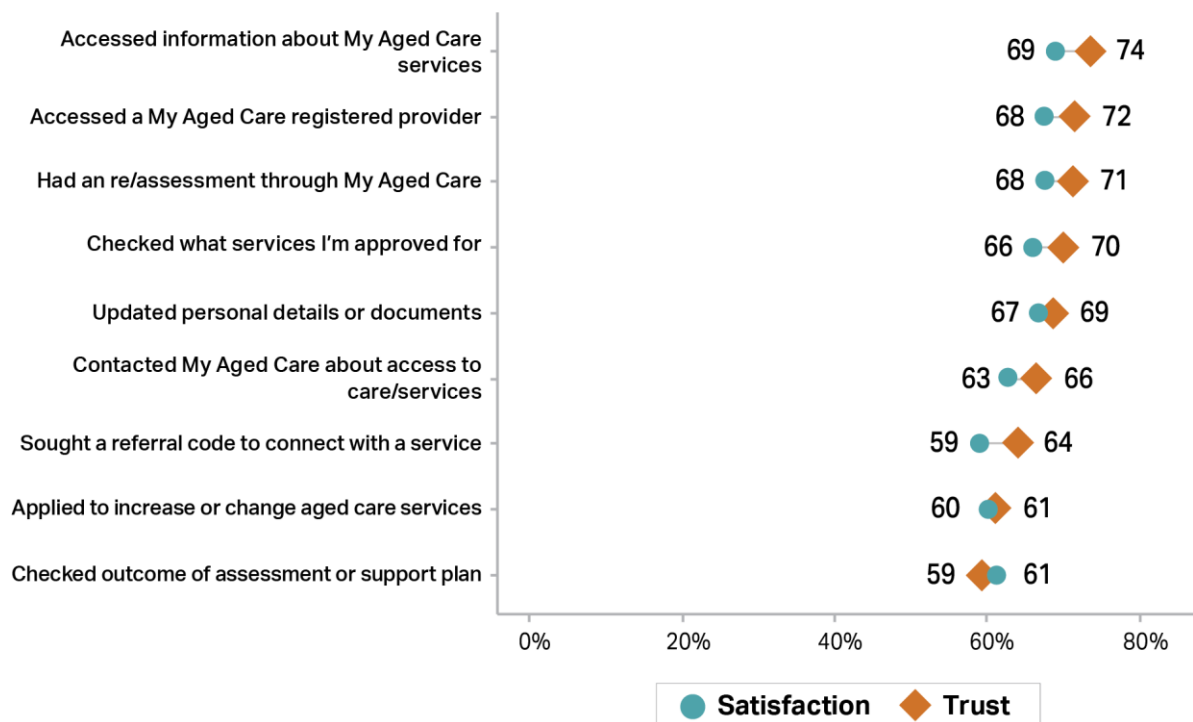
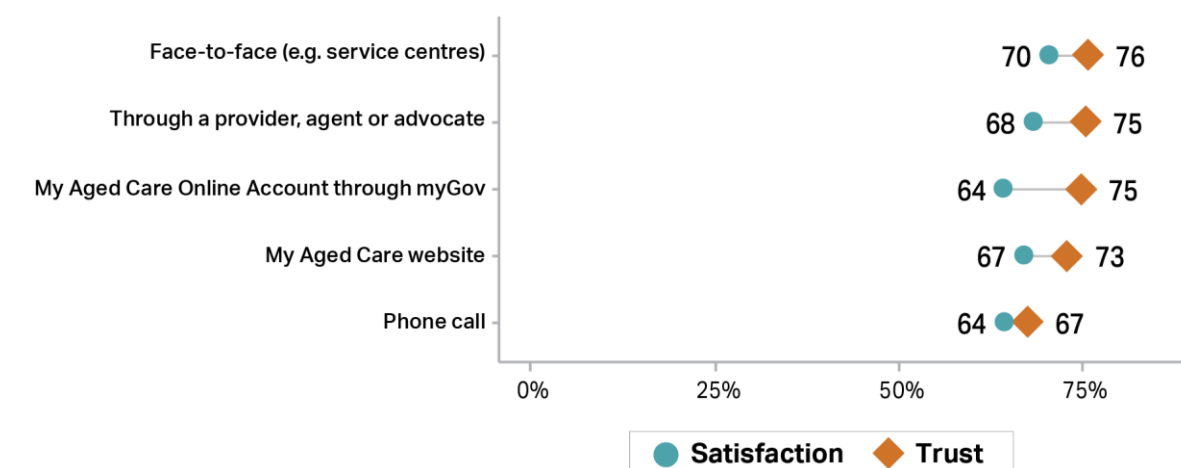


Figure 43: My Aged Care – Channels



Note: In all instances, trust^{xi} and satisfaction^{xii} relates to the overall service experience.

Each data point in Figure 42 and Figure 43 is based on groupings of people who undertook an activity or accessed services through a channel described in the data label. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

Sample sizes vary. Time-series: from n=240 to 1,397; Service activities: from n=63 to 305; Channels: from n=111 to 374.

Charts do not necessarily contain all possible service activities and channels. Activities and channels with sample sizes under n=50 are excluded. Some labels have been shortened for display.

See technical appendix for more detail.

National Disability Insurance Scheme

Figure 44: National Disability Insurance Scheme – Change over time

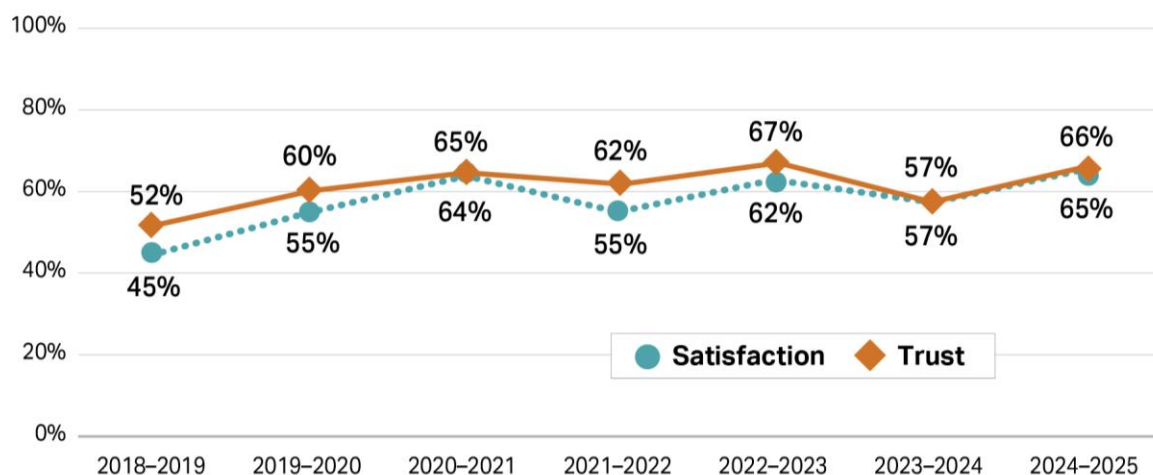


Figure 45: National Disability Insurance Scheme – Service activities

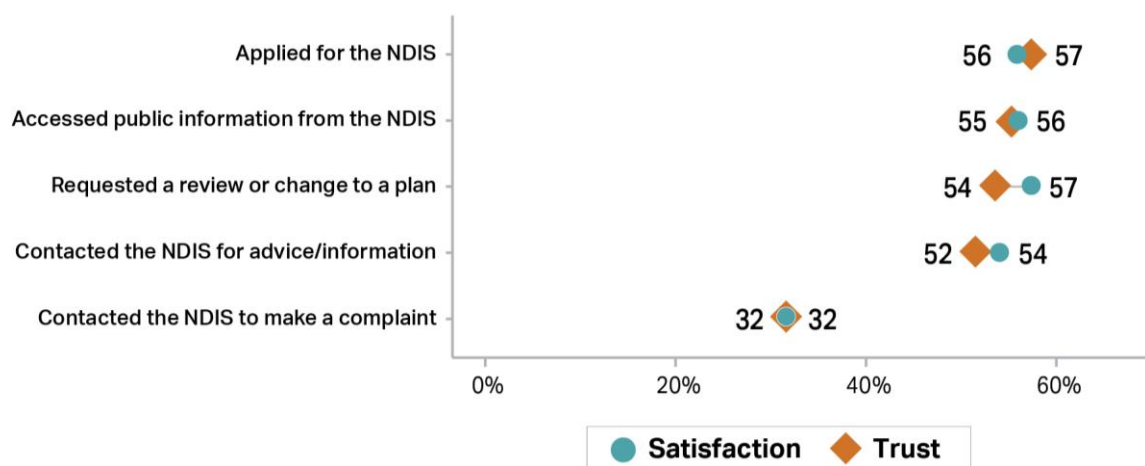
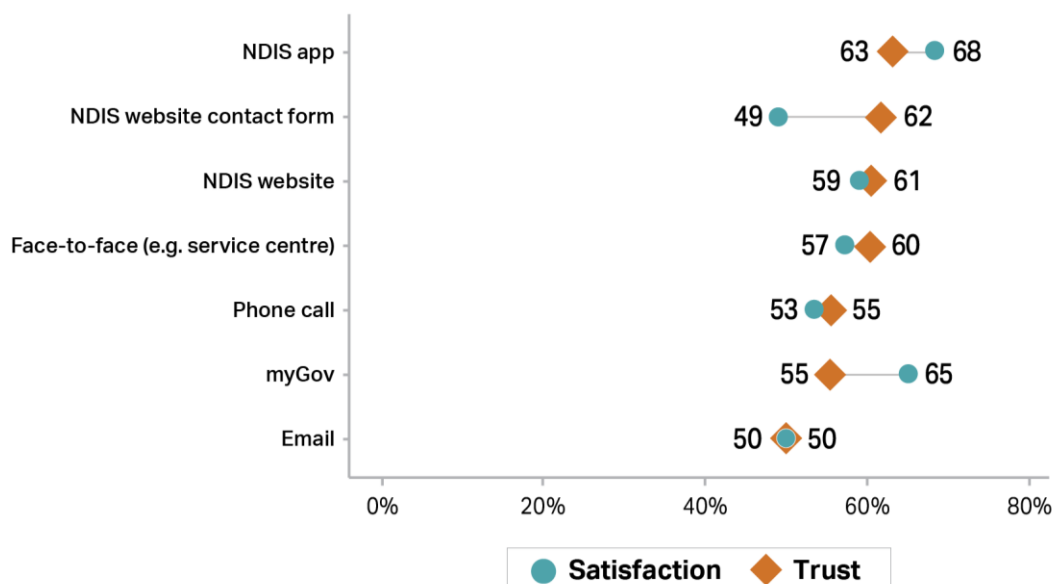


Figure 46: National Disability Insurance Scheme – Channels



Note: In all instances, trust^{xi} and satisfaction^{xii} relates to the overall service experience.

Each data point in Figure 45 and Figure 46 is based on groupings of people who undertook an activity or accessed services through a channel described in the data label. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

Sample sizes vary. Time-series: from n=205 to 1,222; Service activities: from n=77 to 241; Channels: from n=53 to 288.

Charts do not necessarily contain all possible service activities and channels. Activities and channels with sample sizes under n=50 are excluded. Some labels have been shortened for display.

See technical appendix for more detail.

Pharmaceuticals Benefits Scheme

Figure 47: Pharmaceuticals Benefits Scheme – Change over time

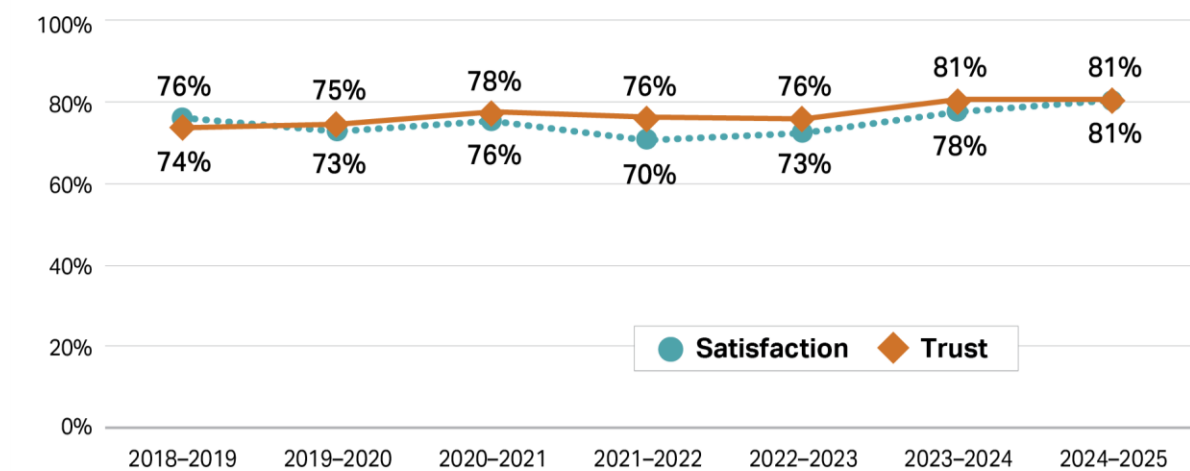


Figure 48: Pharmaceuticals Benefits Scheme – Service activities

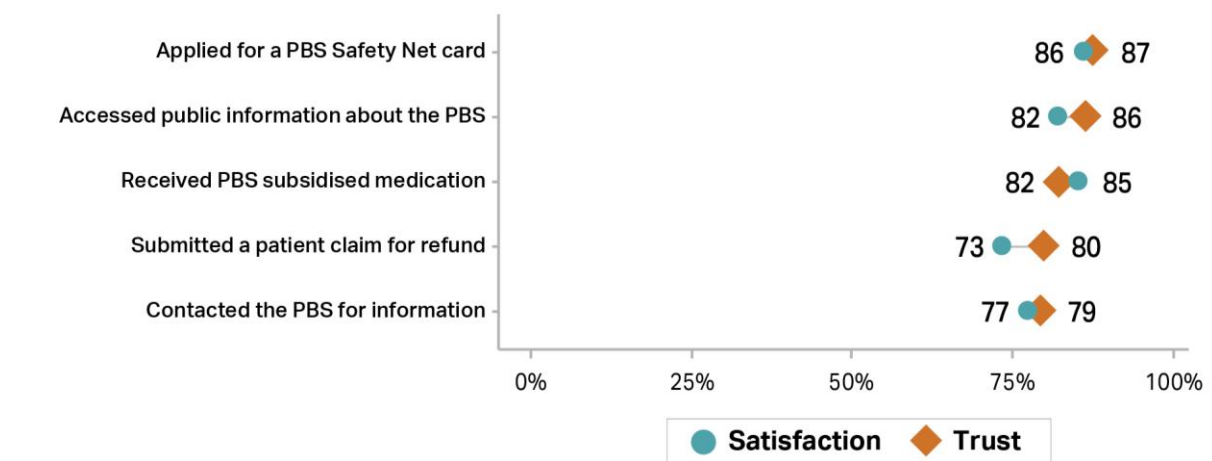
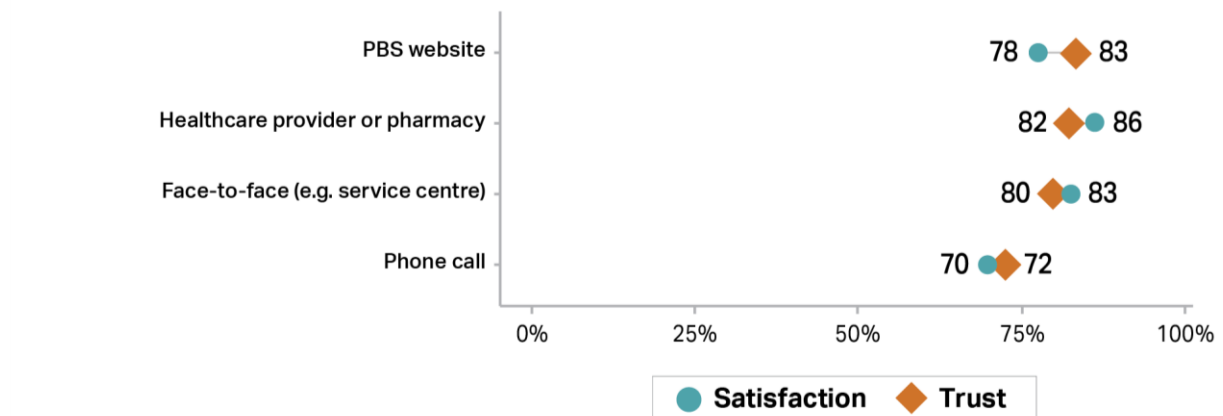


Figure 49: Pharmaceuticals Benefits Scheme – Channels



Note: In all instances, trust^{xi} and satisfaction^{xii} relates to the overall service experience.

Each data point in Figure 48 and Figure 49 is based on groupings of people who undertook an activity or accessed services through a channel described in the data label. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

Sample sizes vary. Time-series: from n=290 to 2,349; Service activities: from n=67 to 515; Channels: from n=81 to 427.

Charts do not necessarily contain all possible service activities and channels. Activities and channels with sample sizes under n=50 are excluded. Some labels have been shortened for display.

See technical appendix for more detail.

OECD Report: Drivers of Trust in Public Institutions in Australia

As part of the Australian Government's commitment to trust-enhancing reforms and democratic principles, Australia commissioned the OECD to undertake the [Drivers of Trust in Public Institutions in Australia](#) country study, which was published in March 2025 – following fellow OECD member countries: Korea in 2018, Finland in 2021, Norway in 2022, New Zealand and Brazil in 2023, and Chile in 2024.

The report draws on data from the 2021 and 2023 OECD Global Trust Surveys, delving deeper into analysis of the drivers of trust, and complements this quantitative investigation with interviews of key stakeholders from public institutions, academics, and civil society in Australia.

Key findings:

- Australia is a trusting and cohesive society grappling with contemporary challenges and historical legacies. In Australia, 46% of people expressed high to moderately high trust in government in 2023, surpassing the OECD average of 39%. This represents an eight-percentage point increase from 2021.
- Trust in government rose across most population groups since 2021. However, trust levels are consistently lower among those experiencing financial stress, individuals with lower education levels, people who identify as belonging to discriminated-against groups, and women.
- Australians expressed above-average satisfaction with services such as education (71%) and healthcare (64%), however administrative service satisfaction (68%) only just exceeds the OECD average.
- The biggest trust gap (52 percentage points) exists between those who feel “people like them” have a say in what the government does, and those who do not.

Drivers of trust

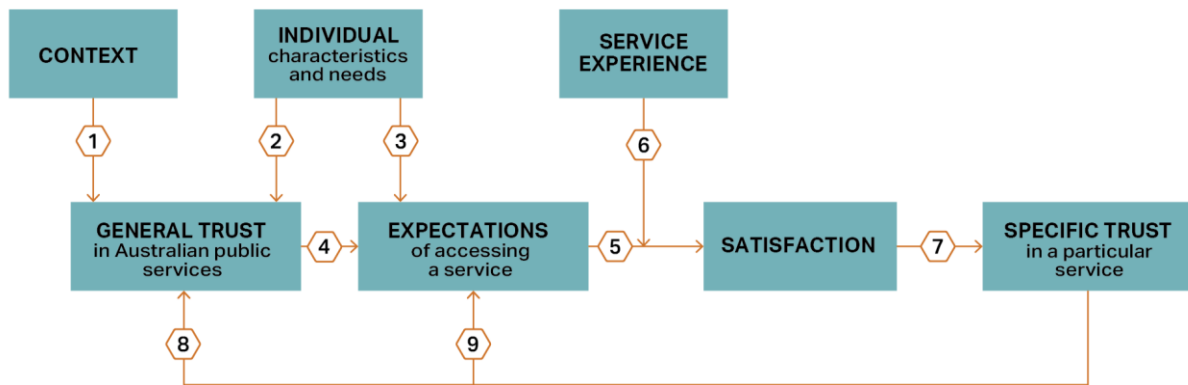
- Drivers of trust vary across institutions, suggesting different trust-building strategies are needed for different institutions.
- Satisfaction with administrative services correlates with increased trust across all Australian public institutions, and more so than in other OECD countries, while perceived innovation drives trust specifically in the federal government and Parliament.
- Trust in the Australian Public Service is strongly linked to perceptions that it considers long-term societal interests and provides honest advice.
- Trust in federal government and Parliament is closely tied to perceptions of fairness and integrity, while local government trust is driven to a larger extent by openness.

Conceptual model of trust and satisfaction

A conceptual model underpins our understanding of trust and satisfaction. The relationship between trust, satisfaction and other important factors is well understood conceptually based on academic research.

- Trust and satisfaction exist in a feedback loop, as set out in the diagram below.
- Trust conveys expectations about needs being met.
- Satisfaction is a product of the extent to which services live up to those expectations.
- Other independent factors feed into that loop and ultimately influence trust, such as the individual characteristics and needs of the person doing the trusting, the action of the trustee (in this case the service experience), and other contextual factors.

Figure 50: Conceptual model of the drivers of trust and satisfaction



Endnotes

ⁱ Q7 – Overall trust is the proportion of people who answered “Strongly agree” or “Agree” when asked “How much do you agree with the following statement – ‘I can trust Australian public services’”.

ⁱⁱ Q26 – Trust in specific services is the proportion of people who answered “Strongly agree” or “Agree” when asked “How much do you agree with the following statement – ‘The service is trustworthy’” about a specific service. The proportion is adjusted pro rata for the amount of services each individual was asked about.

ⁱⁱⁱ Q22 – Satisfaction is the proportion of people who answered “Completely satisfied” or “Satisfied” when asked “Thinking about your overall experience with the above services, how satisfied or dissatisfied are you?”

^{iv} Q27 – Proportion of people who answered “Strongly agree” or “Agree” when asked how much they agreed with statements about their service experience. The proportion is adjusted pro rata for the amount of services each individual was asked about.

^v Q27 – Proportion of people who answered “Strongly disagree” or “Disagree” when asked how much they agreed with statements about their service experience. The proportion is adjusted pro rata for the amount of services each individual was asked about.

^{vi} Q7 – Distrust is the proportion of people who answered “strongly disagree” or “disagree” when asked “How much do you agree with the following statement – ‘I can trust Australian public services’”.

^{vii} Q36 – Life satisfaction is the proportion of people who answered “Completely satisfied” or “Satisfied” when asked “Overall how satisfied or dissatisfied are you with life as a whole these days?”

^{viii} Q37 – Trust in other people is the proportion of people who answered “Strongly agree” or “Agree” when asked “How much do you agree or disagree with the following statement – ‘Most people can be trusted’”.

^{ix} Q23 – Dissatisfaction with a service is the proportion of people who answered “Completely dissatisfied” or “Dissatisfied” when asked “Thinking about your experience with the services you accessed from each of the following, how satisfied or dissatisfied are you?”

^x Q24 – Proportion of people who answered each statement in the graph for at least one service they accessed when asked “Thinking about your experience with each of the services you accessed, what were you most dissatisfied with?” The question was only asked of people who answered “Completely dissatisfied” or “Dissatisfied” to Q23 (see note ix).

^{xi} Q26 – Trust in a service is the proportion of people who answered “Strongly agree” or “Agree” when asked “Thinking about your experience with each of the services you accessed, how much do you agree or disagree with the following statement? ‘The service is trustworthy’” about each individual agency / master program.

^{xii} Q23 – Satisfaction with a service is the proportion of people who answered “Very satisfied” or “Satisfied” when asked “Thinking about your experience with the services you accessed from each of the following, how satisfied or dissatisfied are you?” about each individual agency / master program.