



Australian Government
Australian Public Service Commission

Trust in Australian public services

2026 Annual Report



© Commonwealth of Australia 2026

ISSN 2653-7117



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This document was prepared with assistance from Microsoft Copilot and Claude. These tools were used to support the editing process and to analyse de-identified free text responses from respondents. These tools were deployed within secure environments. All tool outputs were subject to human review and quality assurance processes before publication. The APSC remains accountable for the content of this document, including all findings and analysis.

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About the Survey of Trust in Australian public services



Over **94,000** 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 [our website](#), or email: TrustandTransparency@apsc.gov.au

About the report



Reporting on over **12,000 responses** from **July 2025** to **June 2026** as well as data from previous years.

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



Report shows feedback on services delivered by **19** agencies and master programs (e.g. Medicare), hereafter referred to collectively as agencies.

In 2025–26 we undertook a comprehensive review of agencies and master programs to ensure that we were collecting the correct data for all agencies. After the review we are now collecting data on 19 programs/agencies and over 120 different activities across the 19 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 remained steady this year at 62%, after a significant increase last year.ⁱ



Trust in specific services used has increased to 74%ⁱⁱ in 2025–26, compared to 73% in 2024–25.

Satisfaction with public services has increased by one percentage point to 70%.ⁱⁱⁱ

Last year's increases in trust and satisfaction have been maintained across most services and programs. Smartraveller, the Australian Passport Office and the Pharmaceutical Benefits Scheme recorded the highest levels of trust and satisfaction. Satisfaction with Services Australia's Child Support program rose 4 percentage points to 66% in 2025–26, the highest rise among measured services.

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

- positive personal experiences
- improved accessibility and efficiency
- accessing a service for the first time and finding it better than expected.

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 the clarity of how decisions were being made by the service.

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 (58% to 66%), continuing the trend of several years.
- Trust in public services was highest for people earning above the median weekly wage (69%), people aged 18–34 (68%), and people born in a country other than Australia (67%).

In 2025–26...



62%ⁱ of people reported trusting public services, while only **13%**^{vi} reported distrust.

70%ⁱⁱⁱ of people who accessed public services reported being satisfied with them.



89% 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 Survey on Drivers of Trust in Public Institutions

In June 2026, the OECD launched the [OECD Survey on Drivers of Trust in Public Institutions 2026 Results](#). Key findings include:

- Australians' trust in the federal government was 51% in 2025, exceeding the OECD average of 40%
- perceptions of day-to-day dealings with public institutions in Australia are more positive than the OECD average, with Australia scoring above the OECD average on all of 13 indicators
- people in Australia rate decision making on complex policy issues above the OECD average on 14 out of 15 indicators, pointing to a more favourable public assessment of how well the governmental system handles complex, long-term issues, incorporates citizen input, weighs competing interests, and acts in the public interest.

New Zealand's Kiwis Count Survey

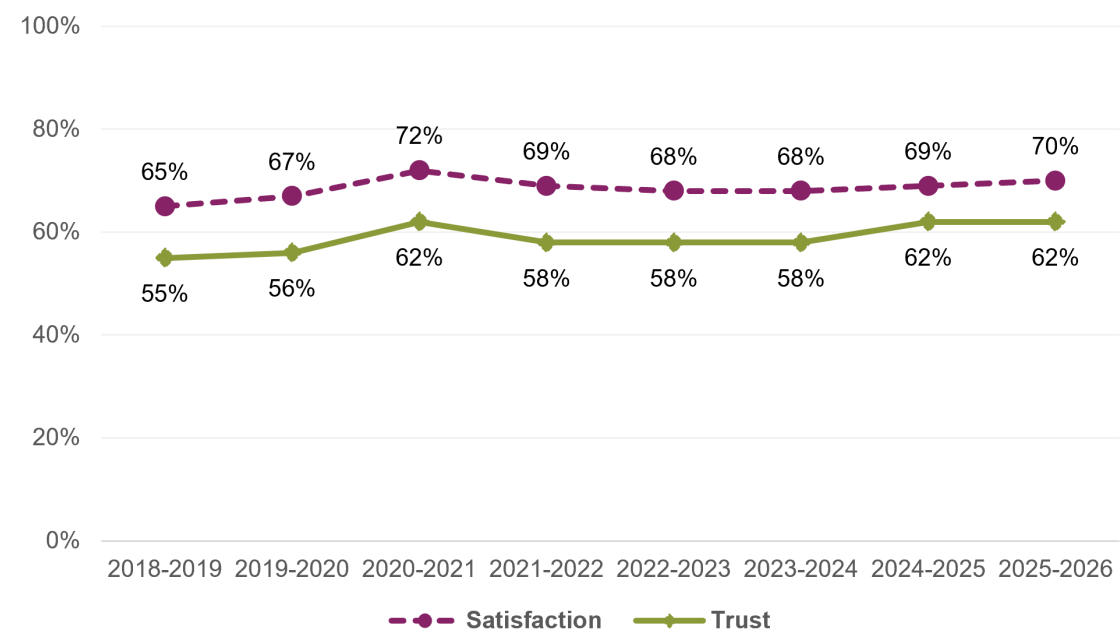
- The [Kiwis Count](#) survey measures the trust and confidence of New Zealanders in the Public Service, based on their most recent service experience and perception of the Public Service overall.
- Latest results as of June 2026 show that 60% of New Zealanders trust the public service brand and 80% report trust in public services based on their most recent experience.

Trust and satisfaction have remained high

Trustⁱ in Australian public services was 62% in 2025–26, matching the high from last year, while satisfactionⁱⁱⁱ with Australian public services increased slightly to 70%.

The Survey of Trust in Australian Public Services asked respondents to reflect on their experiences with services between July 2025 and June 2026. Analysis of open-ended responses from those whose trust increased suggests they attributed this change to a range of sustained improvements in service delivery.

Figure 1: Trust and satisfaction over time



A technical appendix is available alongside this report that outlines the methodology, weighting, and sample sizes.

Why have trust and satisfaction remained high?

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:

- positive personal experiences (people had direct interactions with staff who were helpful, respectful, and resolved their issue)
- improved accessibility and efficiency (services were faster, easier to use online, and more transparent)
- many people accessed services for the first time and found them better than they had expected.

These themes were broadly consistent with those identified last year, when trust also increased.

“Some positive experiences with staff who were clearly trained well and were kind, caring and compassionate, and I can see some upgrades in some areas, making information processes and reporting processes much easier.”

Woman, 39, Regional NSW, July 2025

“Services feel much more reliable, with shorter wait times and simpler digital tools.”

Man, 33, Metro Victoria, April 2026

“I had never been into a passport office but since going in there I feel much more trusting of them.”

Woman, 32, Regional South Australia, September 2025

Despite there being significant global and national attention on public services for the last two years, 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 **58%** 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 \$1,500 reported trust in public services compared to **59%** of people earning less than \$1,500 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 **61%** who primarily speak English at home.



Trust in people

79% 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 (**68%**) and lower for people aged 35–64 (**58%**) and 65+ (**62%**).



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 2025–26, people were most satisfied^{iv} with:

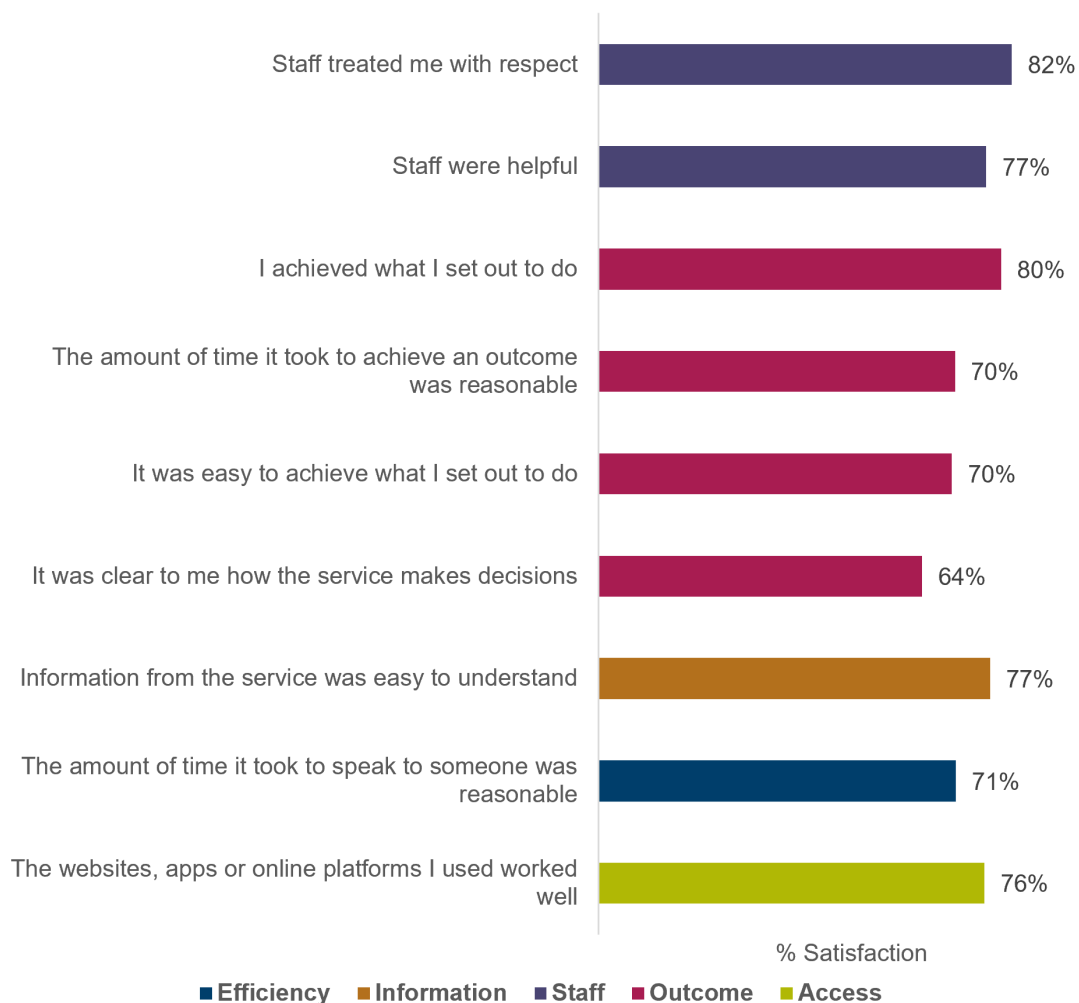
- their respectful interactions with staff
- that they achieved what they set out to do
- that information from the service was easy to understand.

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

- the process being unclear or taking too long
- information provided was unclear or confusing.

80% of people indicated that they achieved what they set out to do and 70% indicated it was easy to do so.

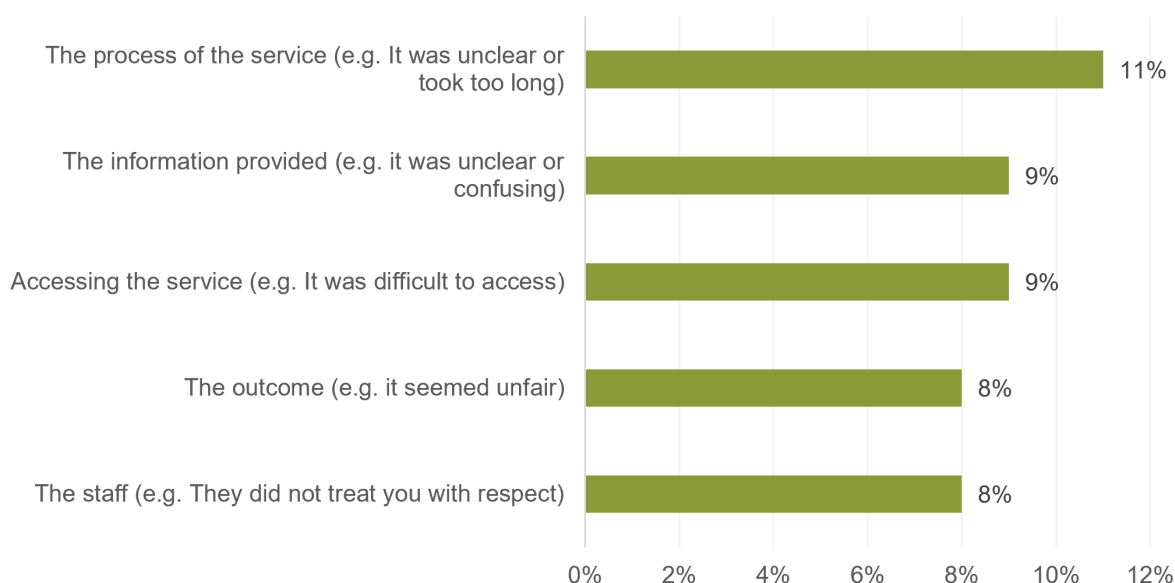
Figure 2: Proportion of people who were satisfied with elements of the service



What aspects of services were people dissatisfied with?

Respondents who reported a decline in trust over the last year often cited unclear or lengthy processes (11%), confusing information (9%) or difficulty accessing the service (9%).

Figure 3: Proportion of people who were dissatisfied with an aspect of service



"I am not getting the help or understanding I need. I get different answers every time and have still not heard anything back from my formal review decision yet."

Woman, 32, Metro ACT, July 2025

"Staff are not very knowledgeable and give false information, when returning to deal with a more experienced member of staff things are an easy fix."

Woman, 53, Regional Queensland, February 2026

"Things seem to be getting harder and more complicated not just to access, but to use and get results from."

Man, 46, Regional Victoria, June 2026

How does trust and satisfaction compare across agencies?^{ix}

Figure 4: Trust and satisfaction across agencies



Note: ADHA: Australian Digital Health Agency, DAFF: Department of Agriculture, Fisheries and Forestry, DEWR: Department of Employment and Workplace Relations, DFAT: Department of Foreign Affairs and Trade, DHDA: Department of Health, Disability and Ageing, DOHA: Department of Home Affairs.

Want more detail on services?

See the next section for more findings and explore our data online through our [interactive dashboard](#).

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^x and satisfaction^{xi} relates to the overall service experience.

Each chart has data based on groupings of people who undertook an activity or accessed services through the relevant activities outlined in that chart. These people may have undertaken other activities or accessed services through other channels as well. These other experiences would also influence their overall sentiment.

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.

Sample sizes vary for each service and are available in the technical appendix, as are more details about the above caveats.

Australian Border Force – Department of Home Affairs

Figure 5: Australian Border Force – Department of Home Affairs – Change over time

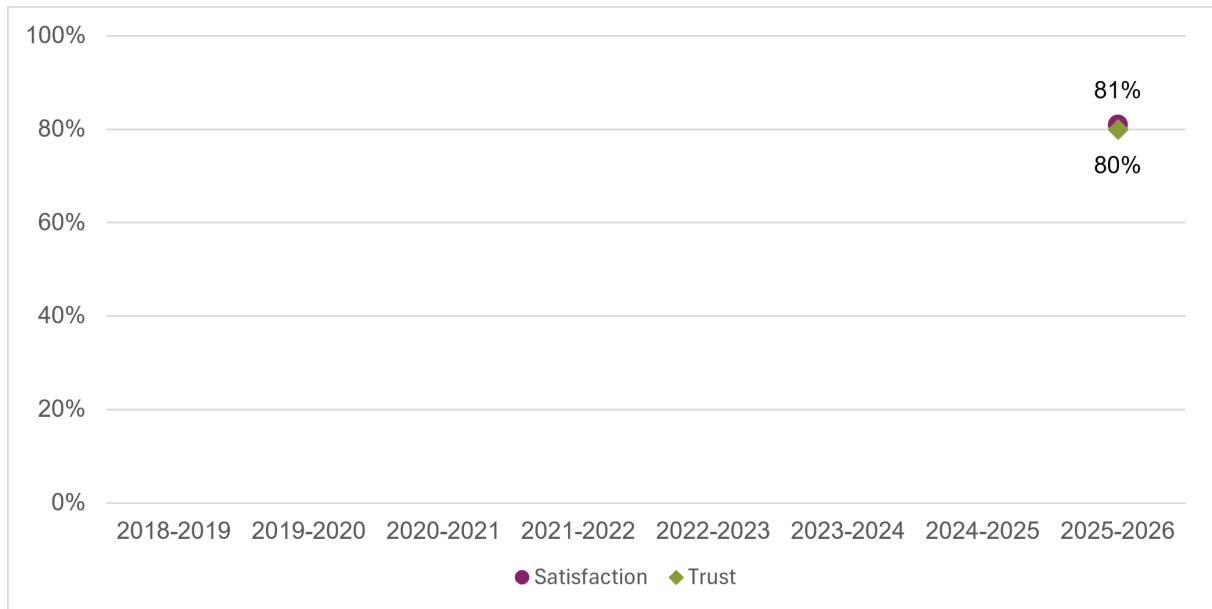


Figure 6: Australian Border Force – Department of Home Affairs – Service activities

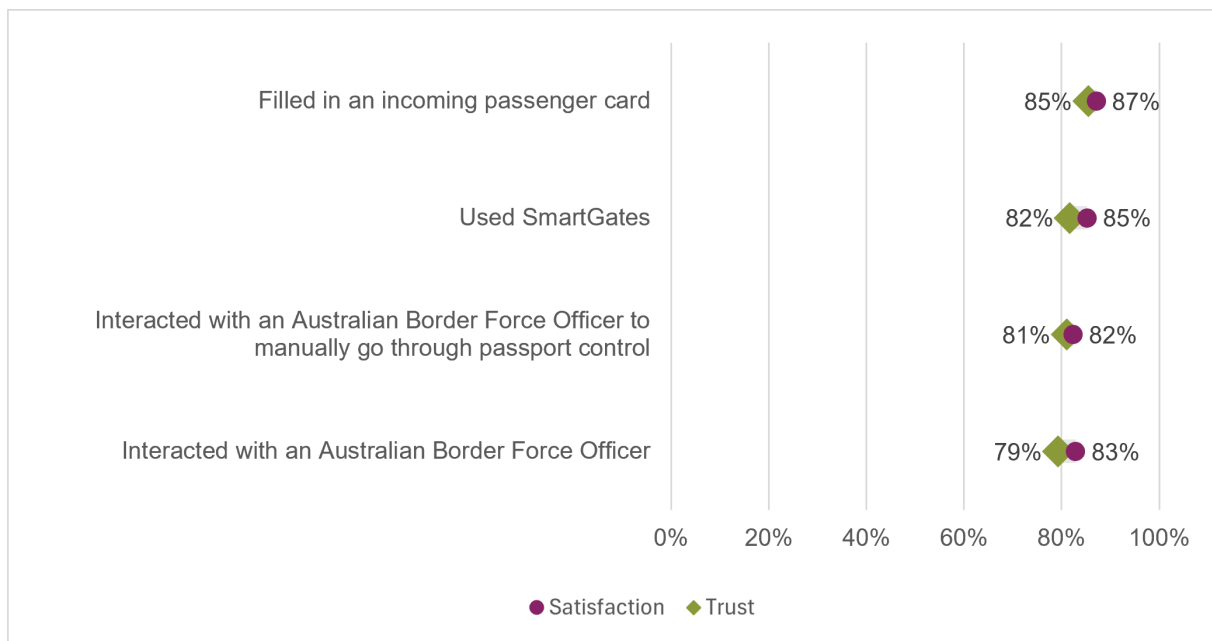
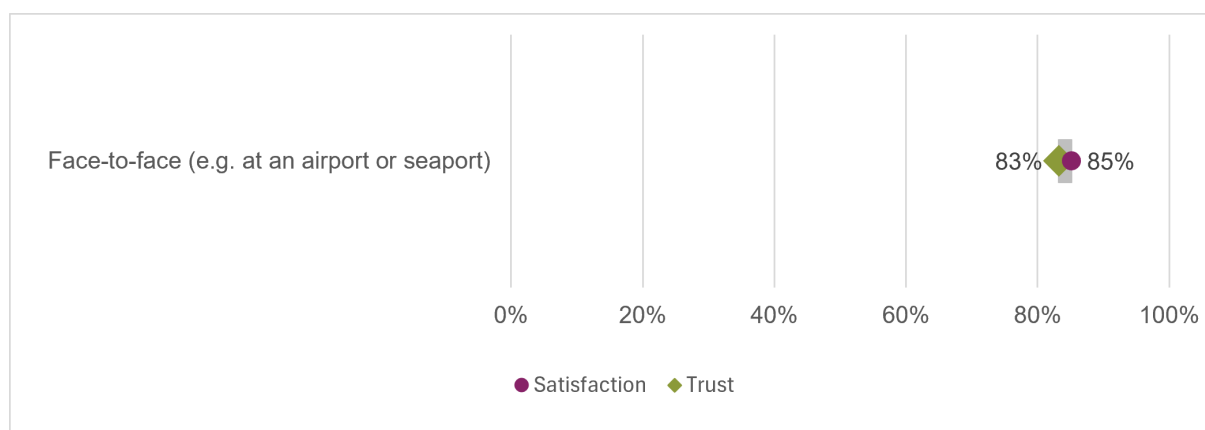


Figure 7: Australian Border Force – Department of Home Affairs – Channels



Australian Competition and Consumer Commission

Figure 8: Australian Competition and Consumer Commission – Change over time

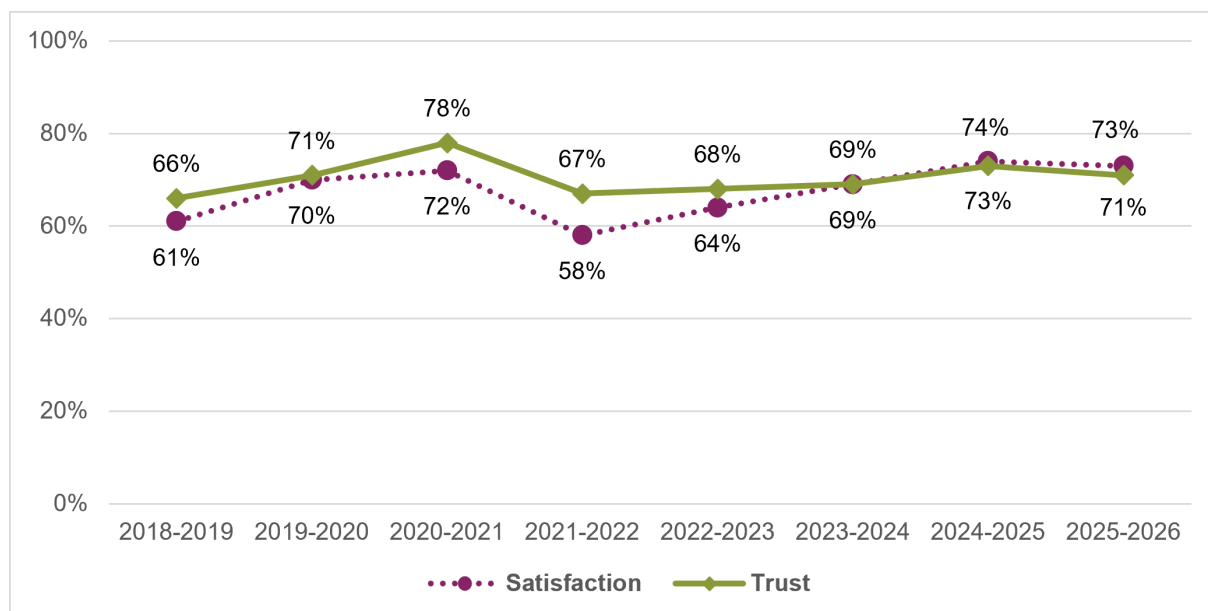


Figure 9: Australian Competition and Consumer Commission – Service activities

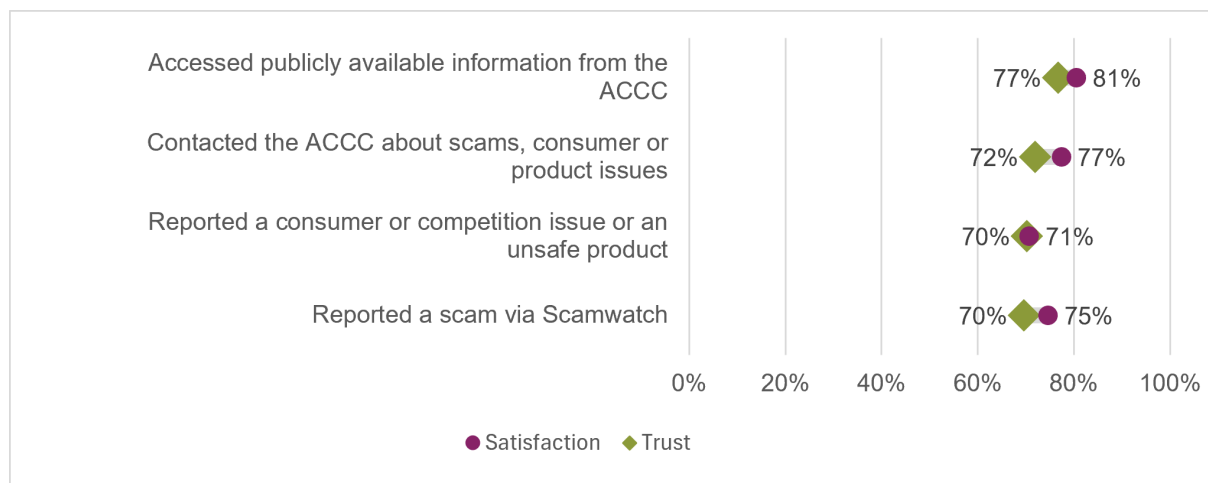
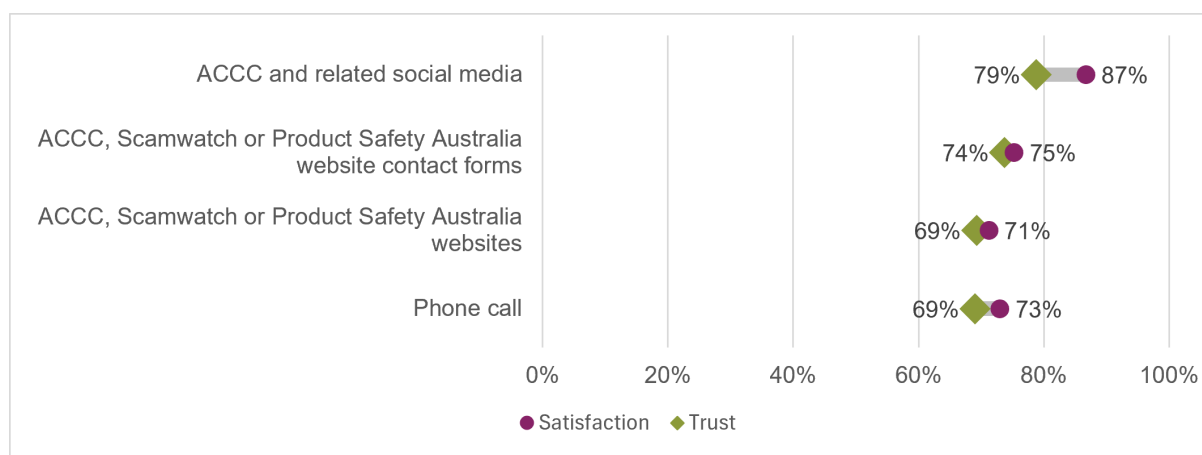
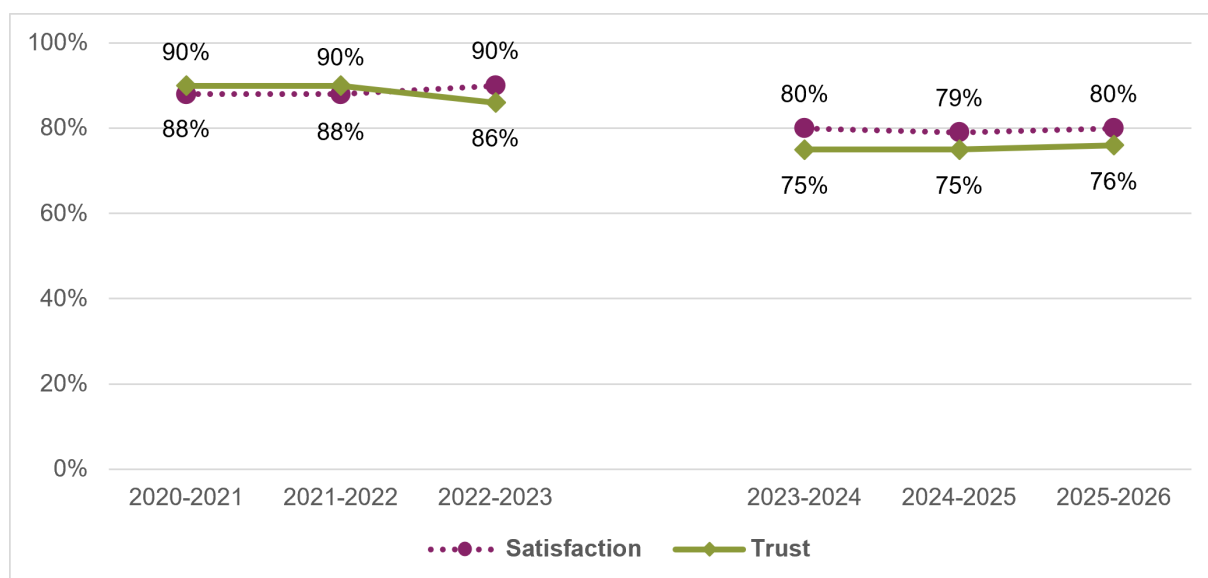


Figure 10: Australian Competition and Consumer Commission – Channels



Australian Electoral Commission

Figure 11: Australian Electoral Commission – Change over time



Note: a method change affected findings for the Australian Electoral Commission in the 2023–24 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 more neutral. As such, the 2023–24 to current data are not directly comparable to 2020–21 to 2022–23.

Figure 12: Australian Electoral Commission – Service activities

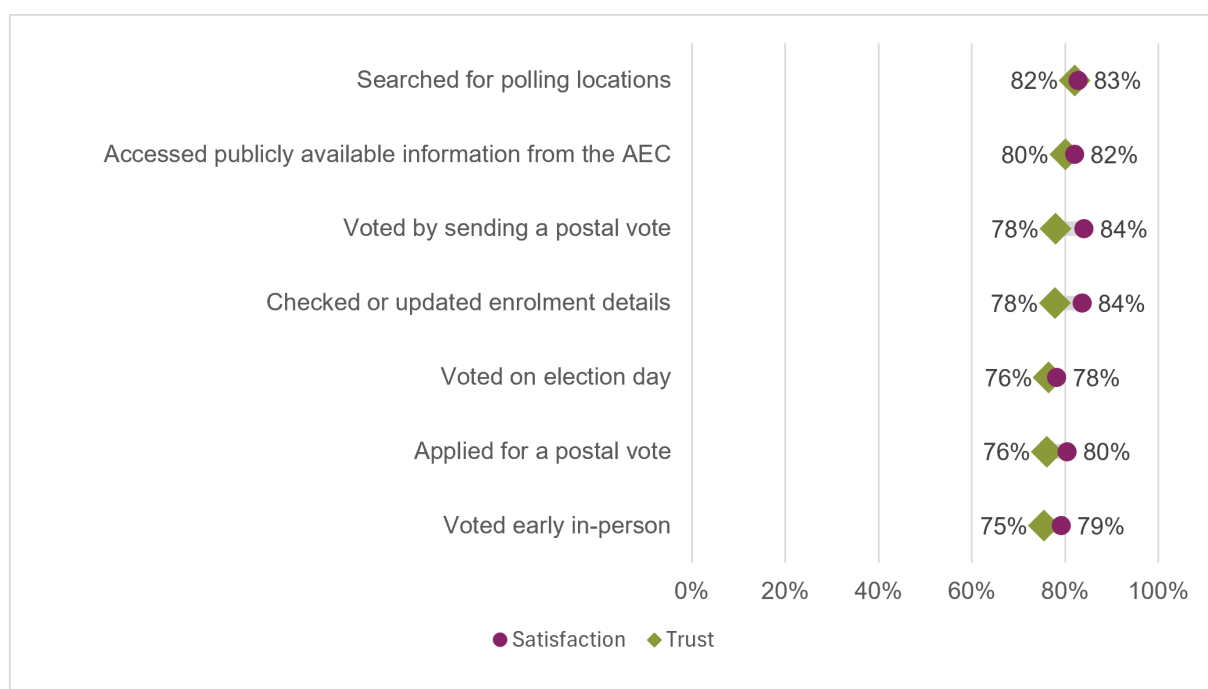
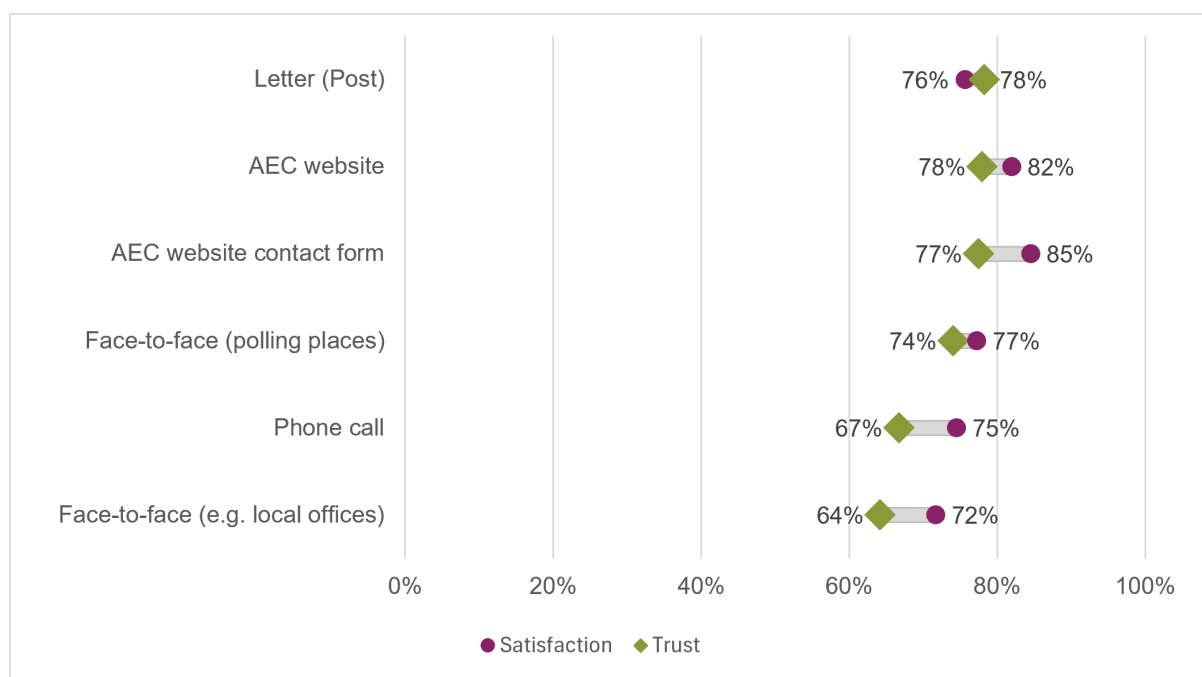


Figure 13: Australian Electoral Commission – Channels



Australian Passport Office – Department of Foreign Affairs and Trade

Figure 14: Australian Passport Office – Department of Foreign Affairs and Trade – Change over time



Figure 15: Australian Passport Office – Department of Foreign Affairs and Trade – Service activities

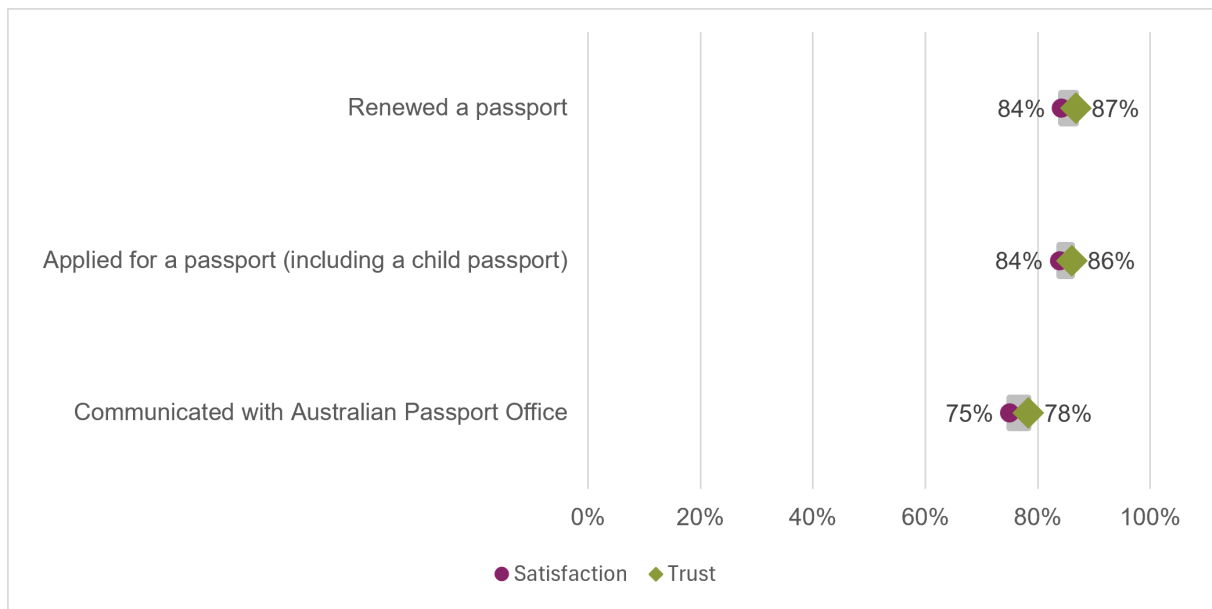
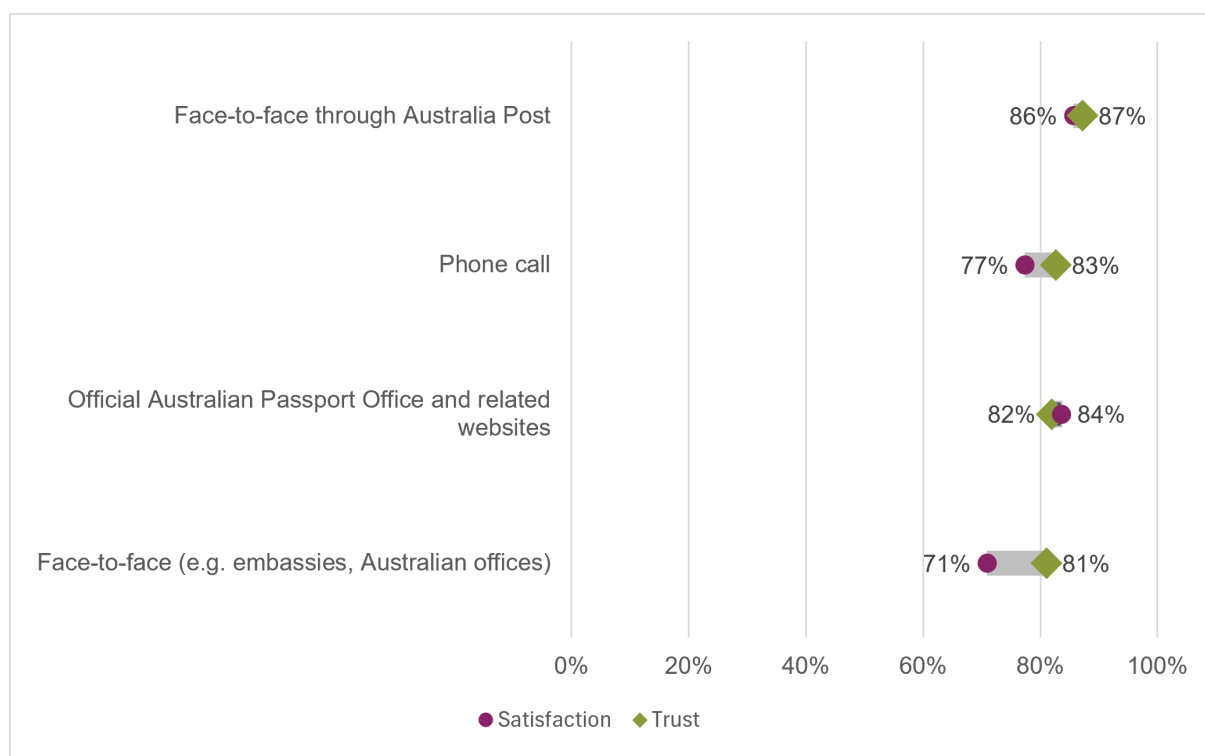


Figure 16: Australian Passport Office – Department of Foreign Affairs and Trade – Channels



Australian Taxation Office

Figure 17: Australian Taxation Office – Change over time

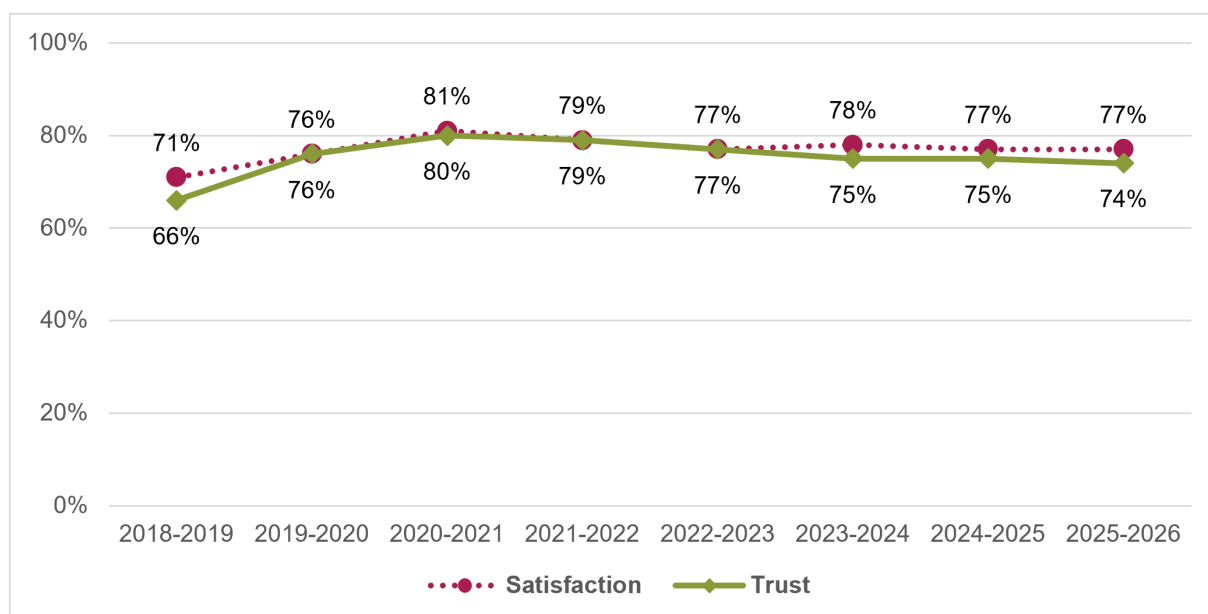


Figure 18: Australian Taxation Office – Service activities

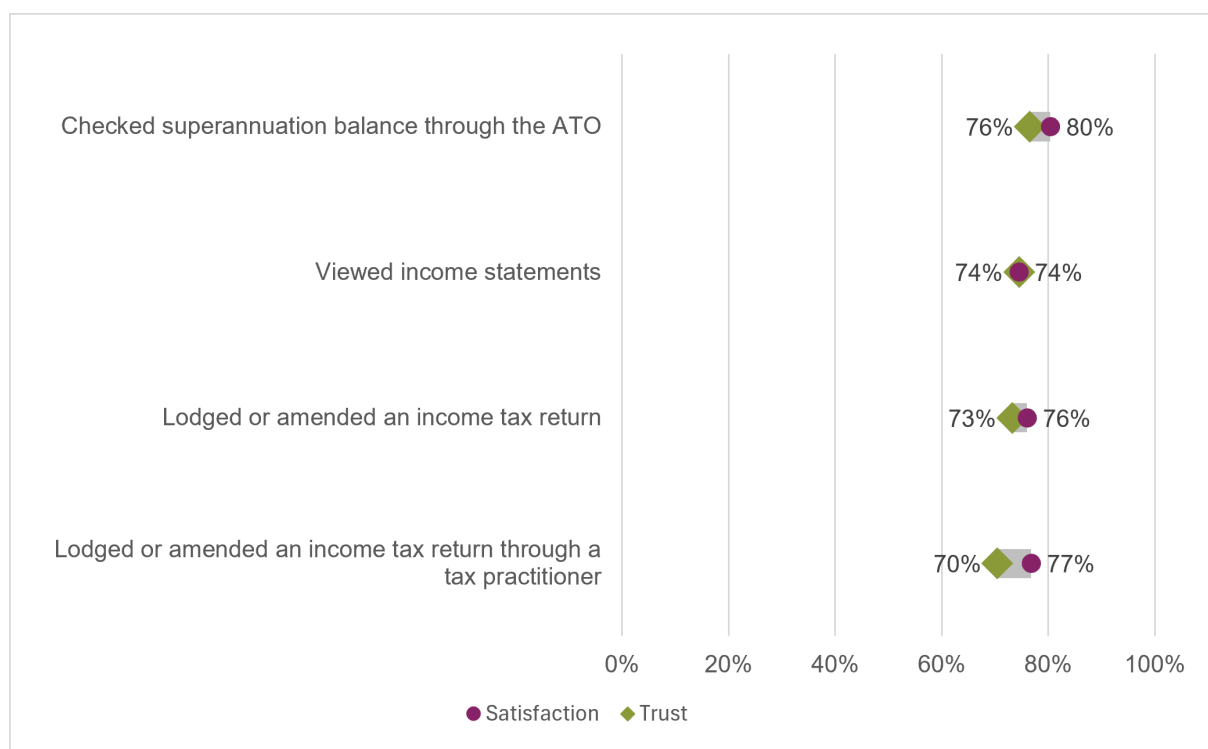
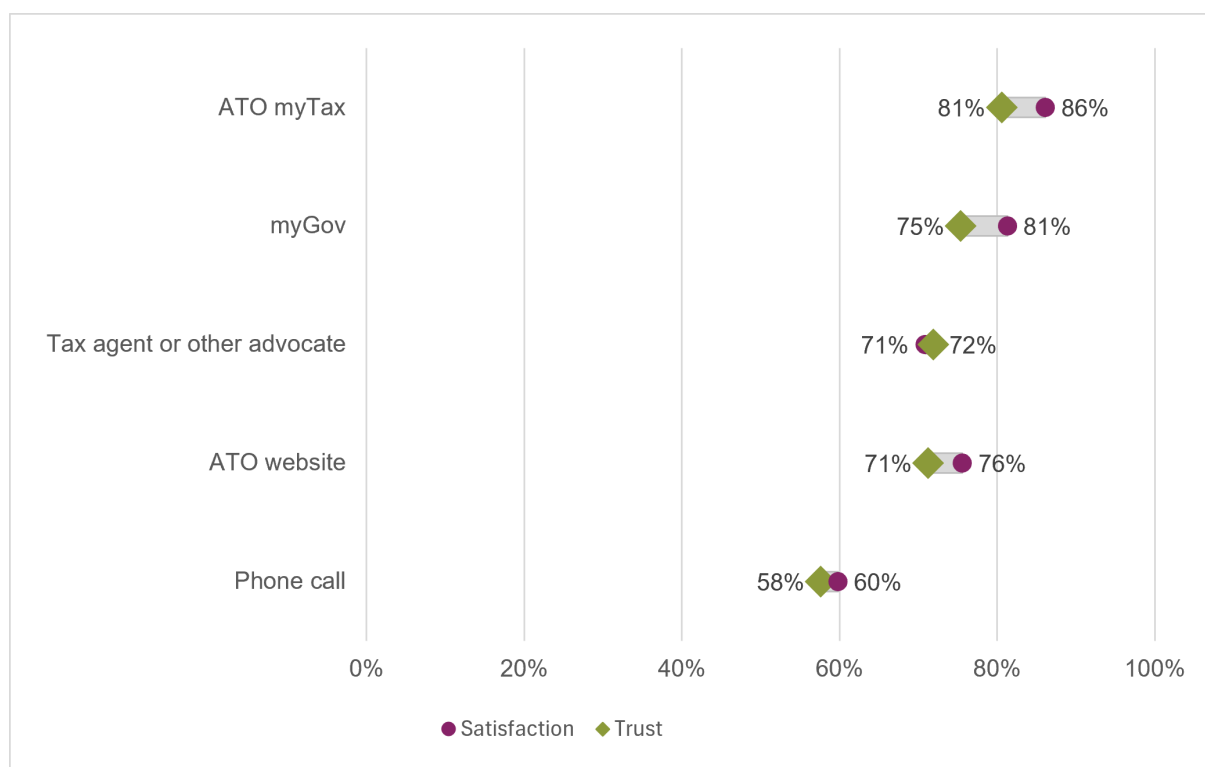


Figure 19: Australian Taxation Office – Channels



Australian Visas and Citizenship – Department of Home Affairs

Figure 20: Australian Visas and Citizenship – Department of Home Affairs – Change over time

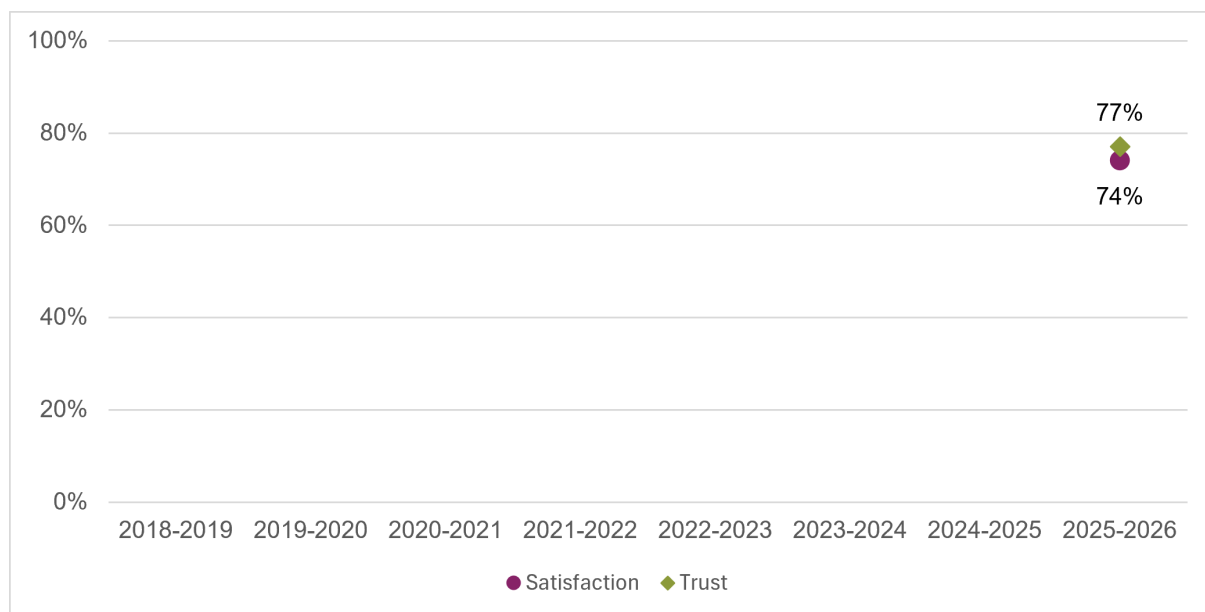


Figure 21: Australian Visas and Citizenship – Department of Home Affairs – Service activities

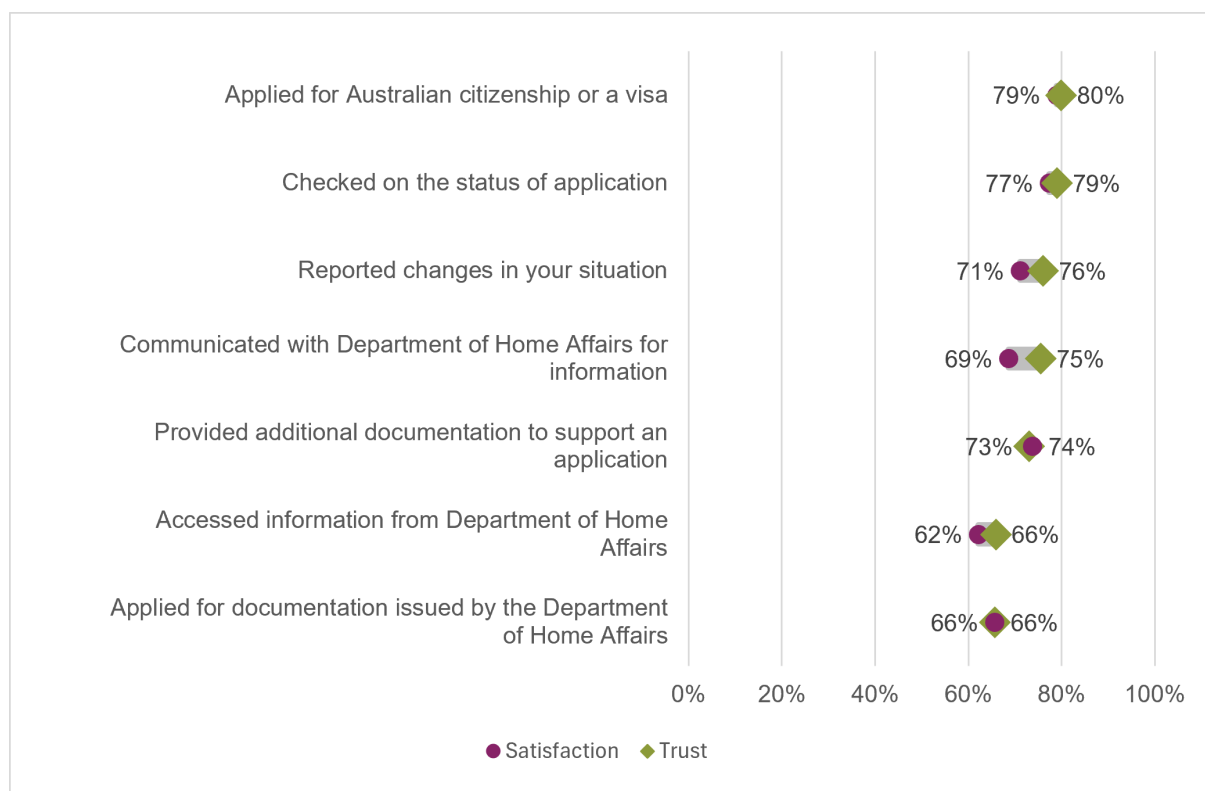
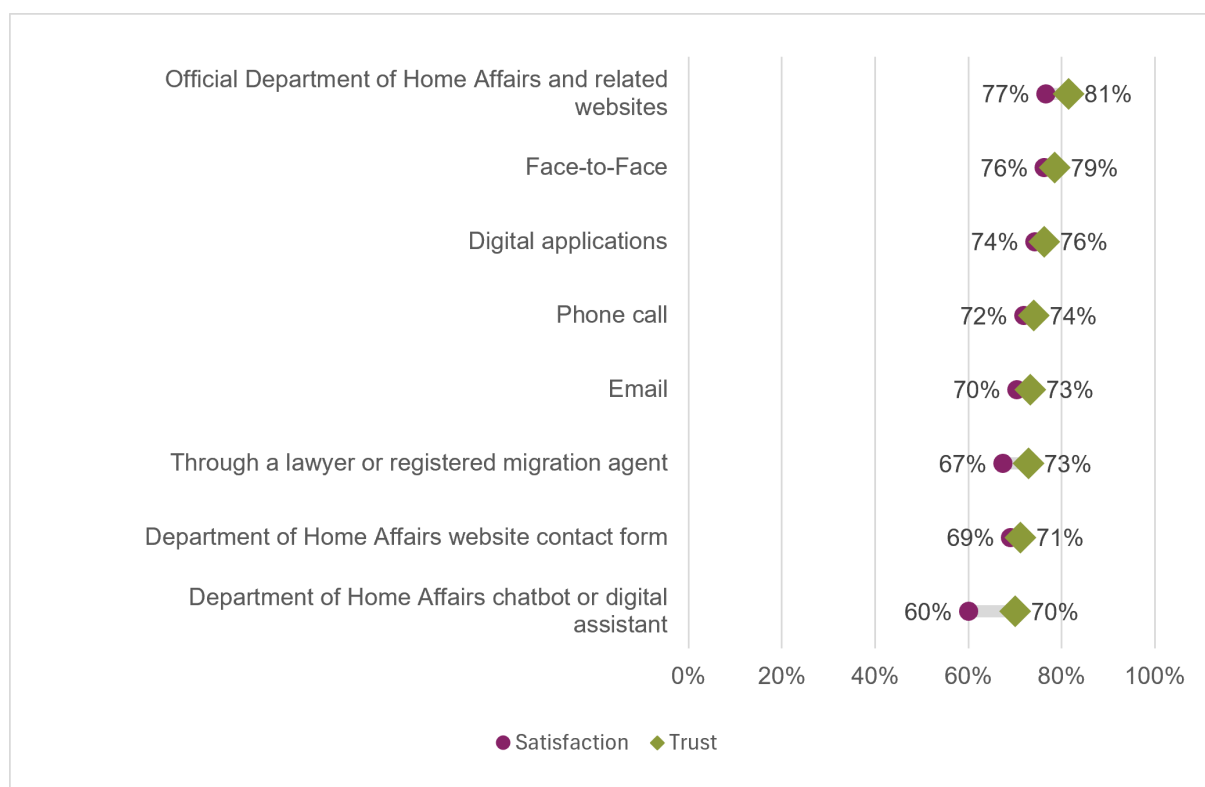


Figure 22: Australian Visas and Citizenship – Department of Home Affairs – Channels



Biosecurity – Department of Agriculture, Fisheries and Forestry

Figure 23: Biosecurity – Department of Agriculture, Fisheries and Forestry – Change over time

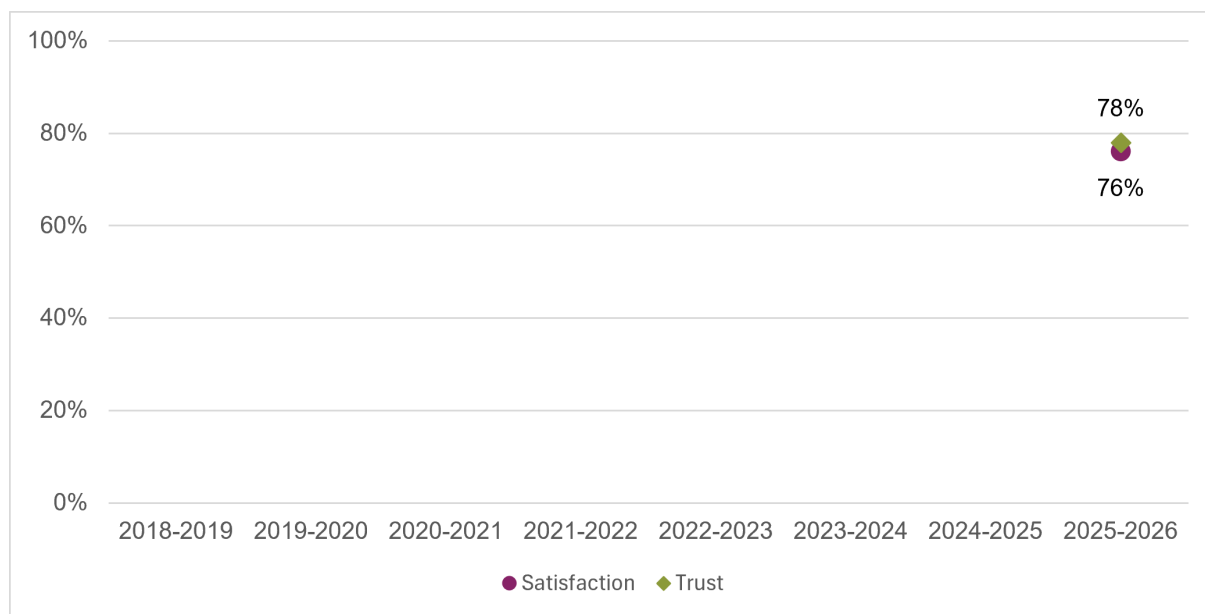


Figure 24: Biosecurity – Department of Agriculture, Fisheries and Forestry – Service activities

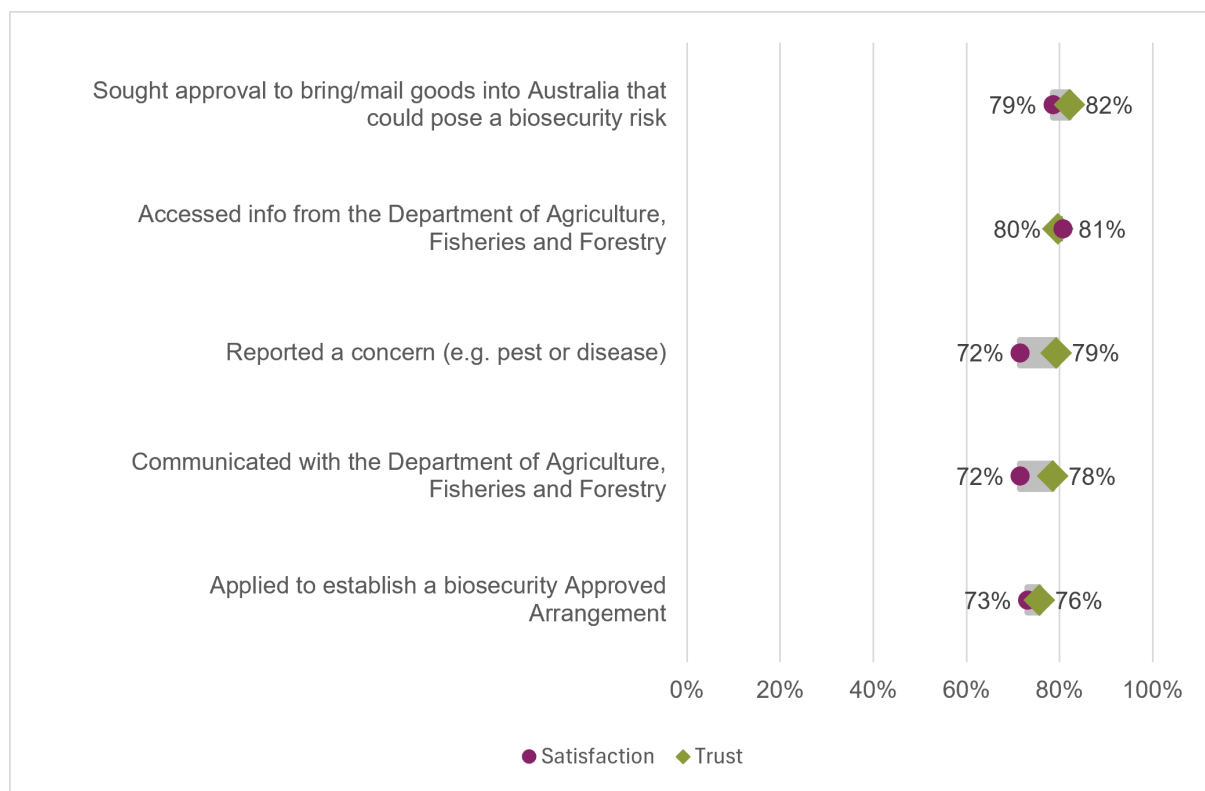
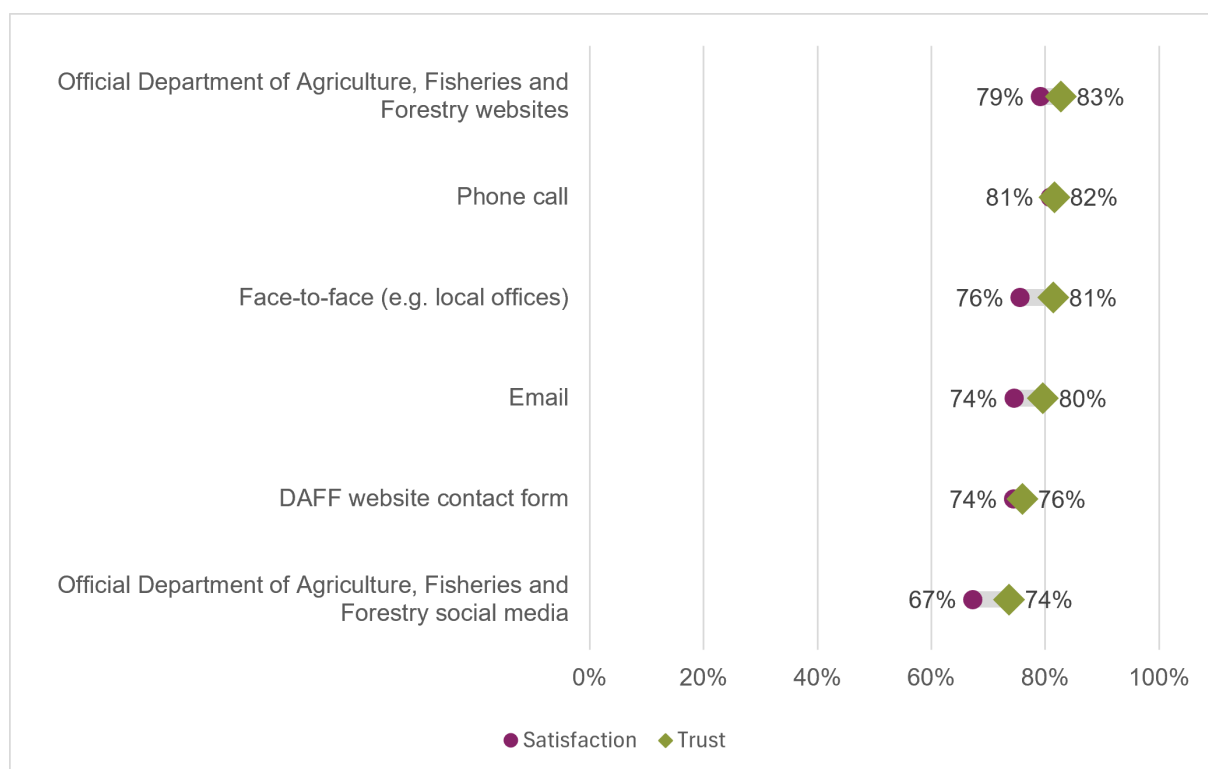


Figure 25: Biosecurity – Department of Agriculture, Fisheries and Forestry – Channels



Centrelink – Services Australia

Figure 26: Centrelink – Services Australia – Change over time

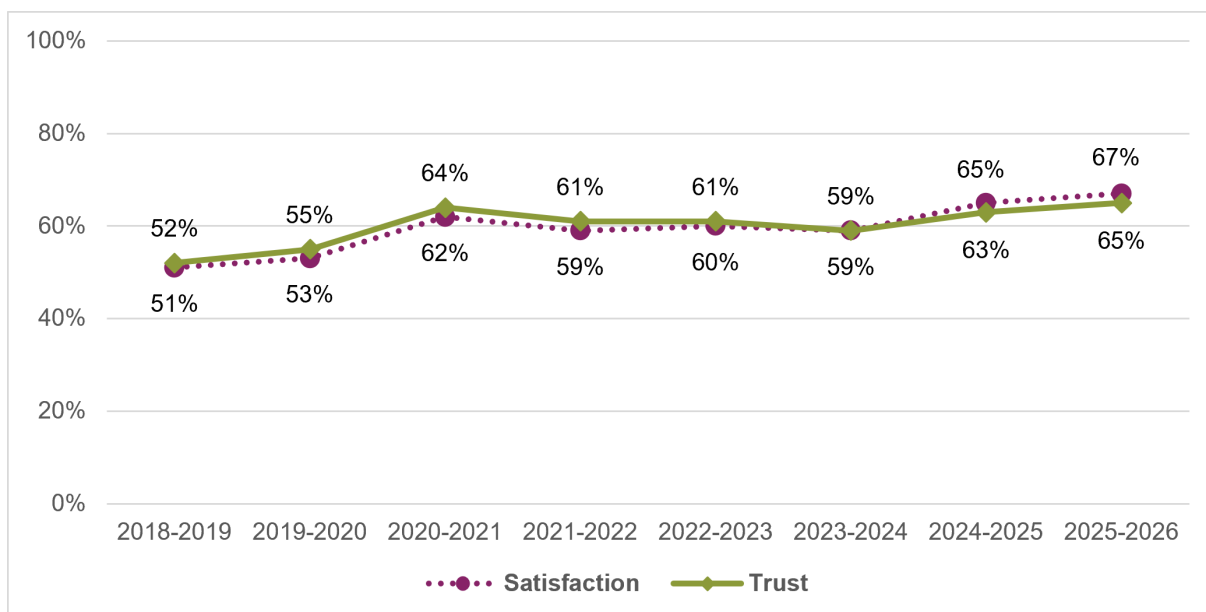


Figure 27: Centrelink – Services Australia – Service activities

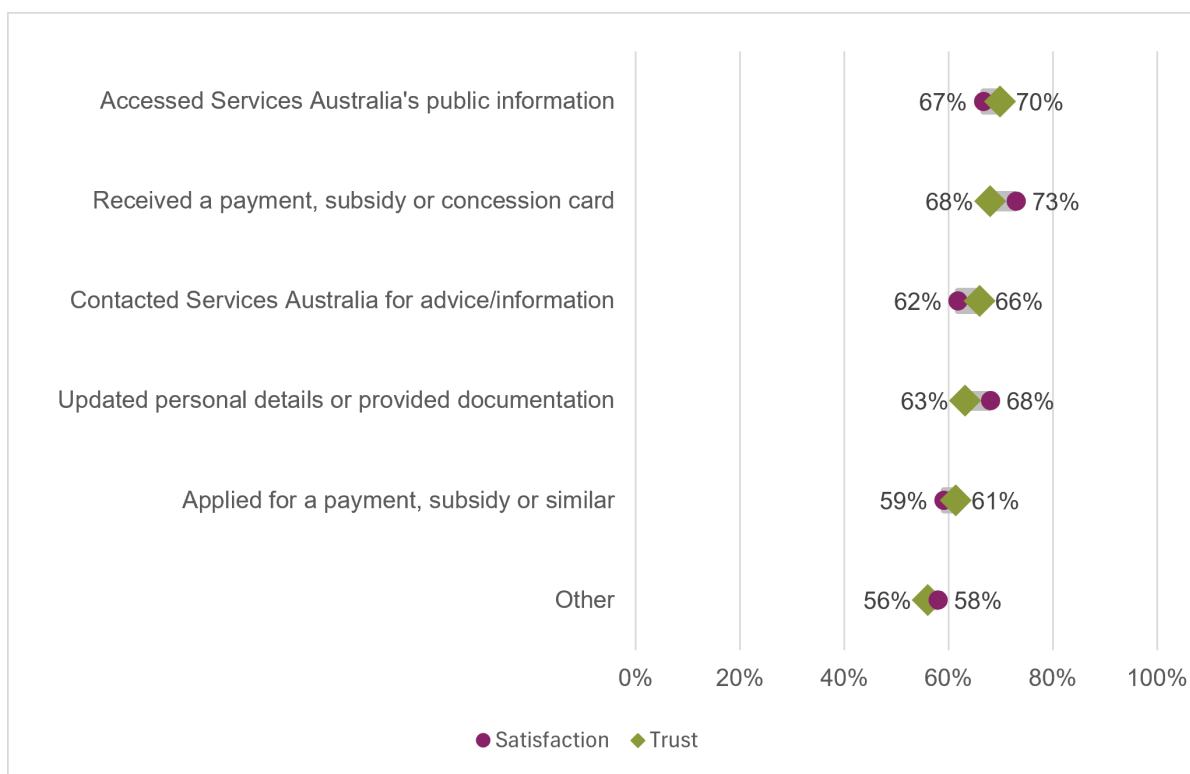
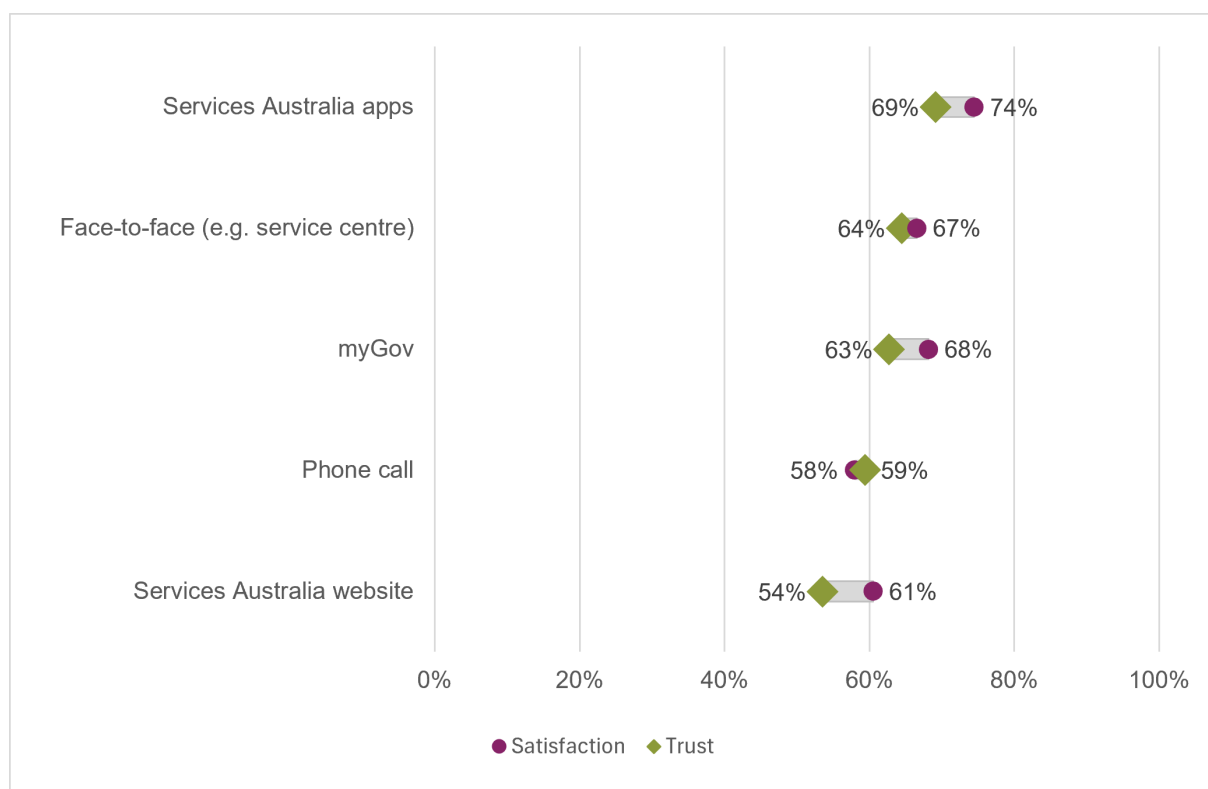


Figure 28: Centrelink – Services Australia – Channels



Child Support – Services Australia

Figure 29: Child Support – Services Australia – Change over time

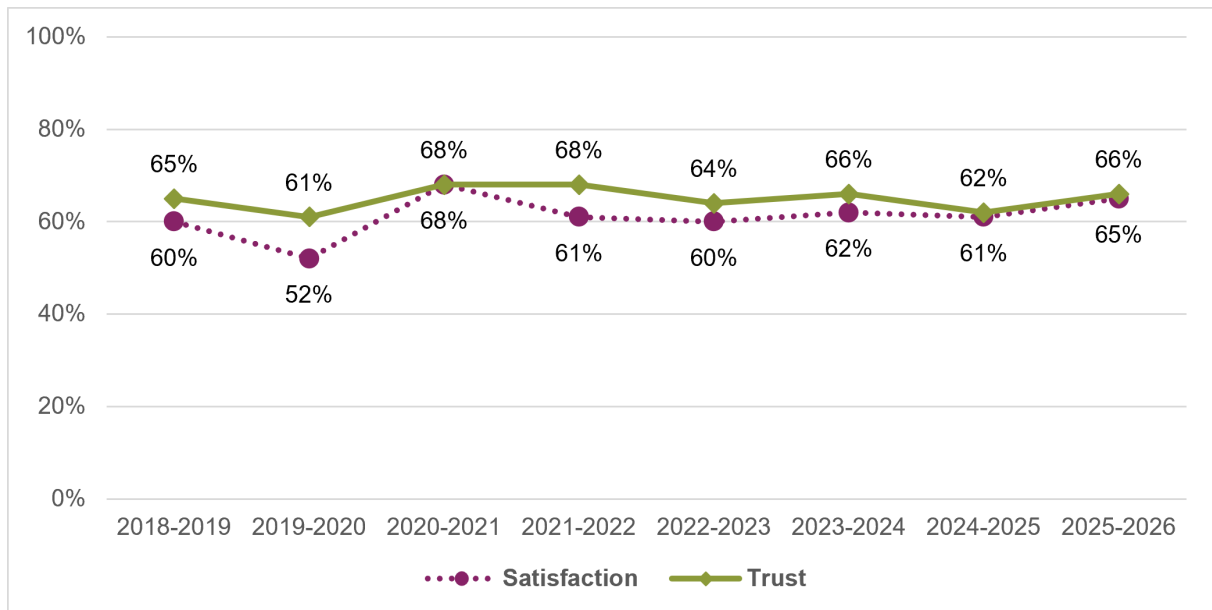


Figure 30: Child Support – Services Australia – Service activities

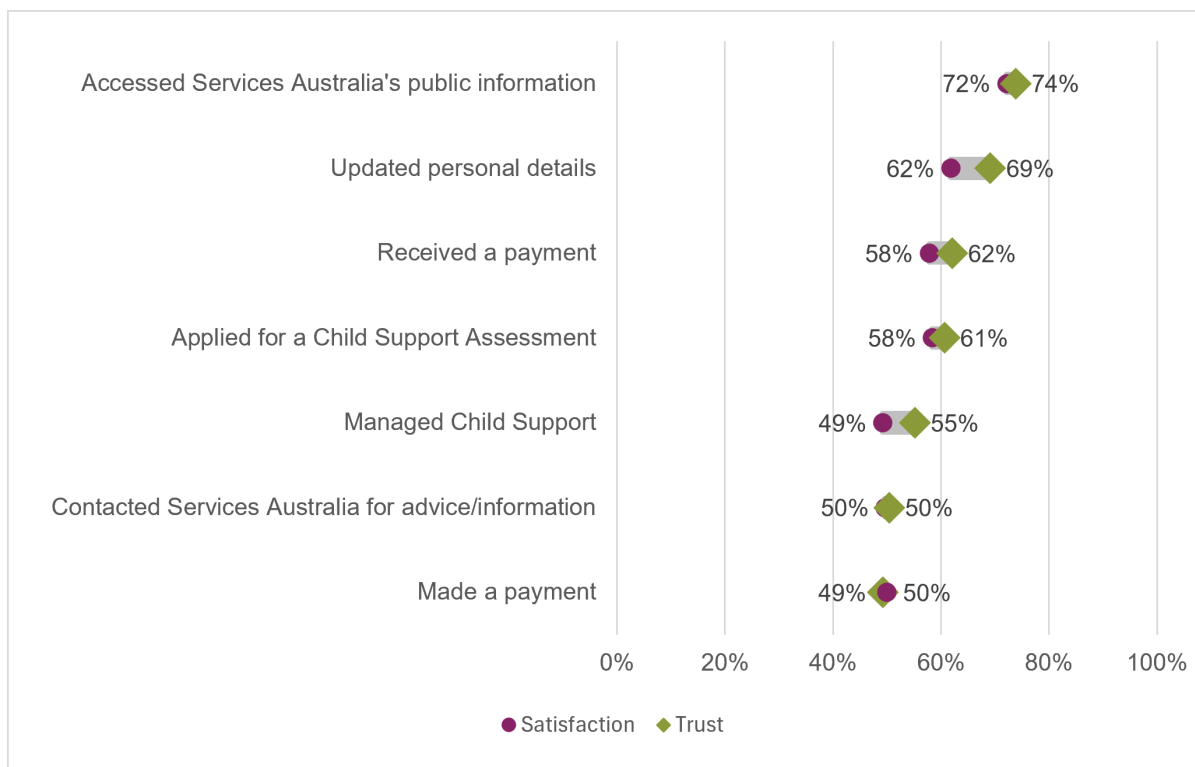
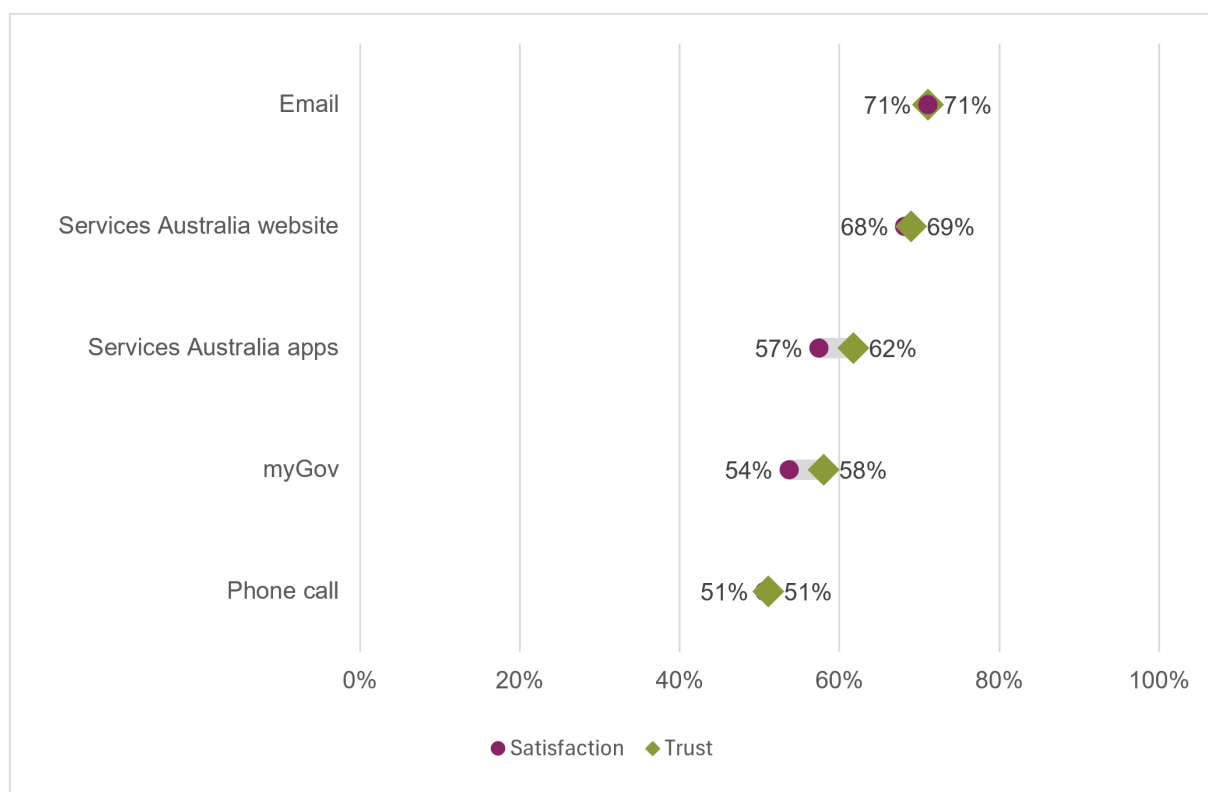


Figure 31: Child Support – Services Australia – Channels



Department of Veterans' Affairs

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

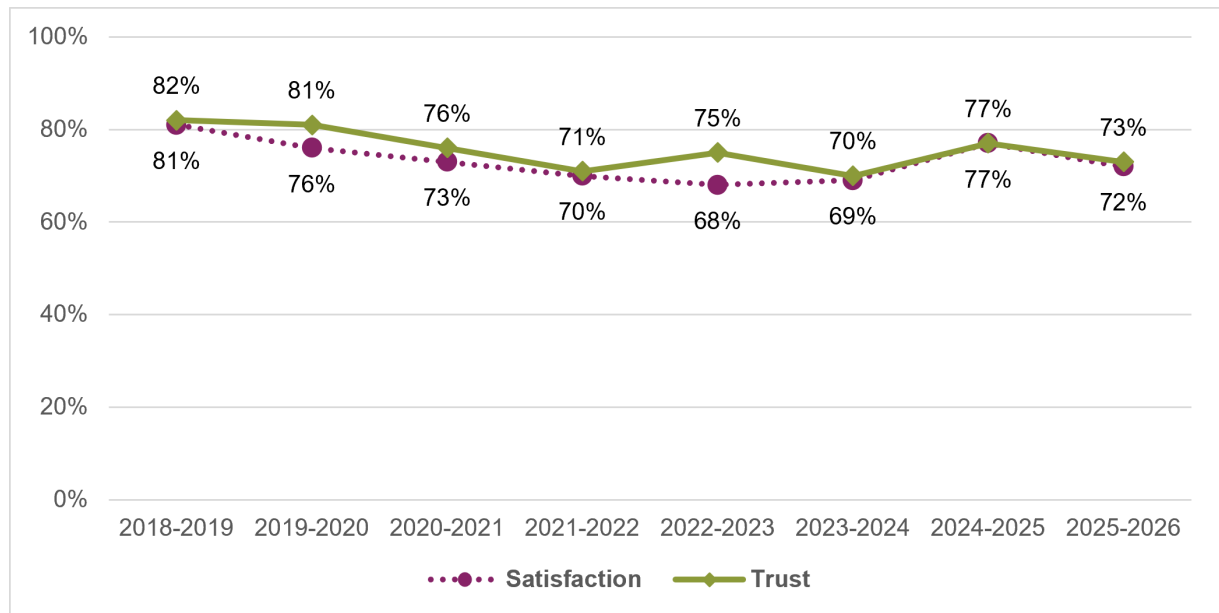


Figure 33: Department of Veterans' Affairs – Service activities

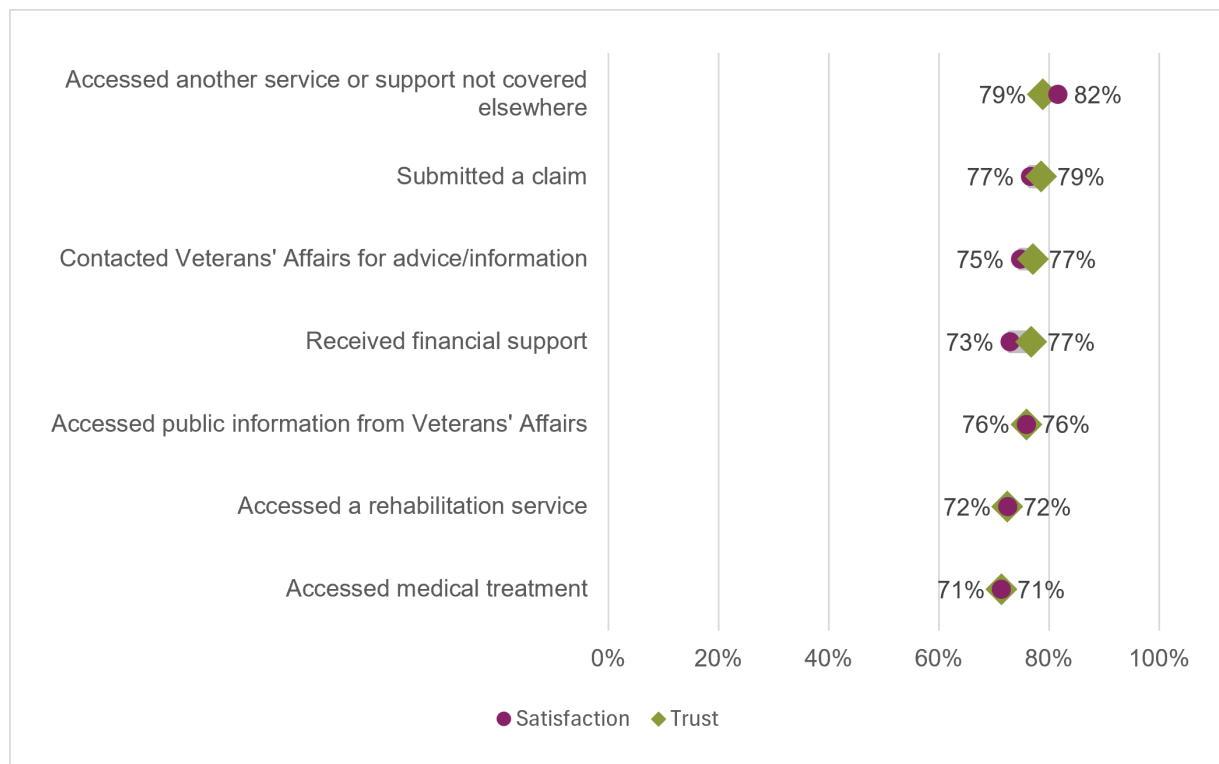
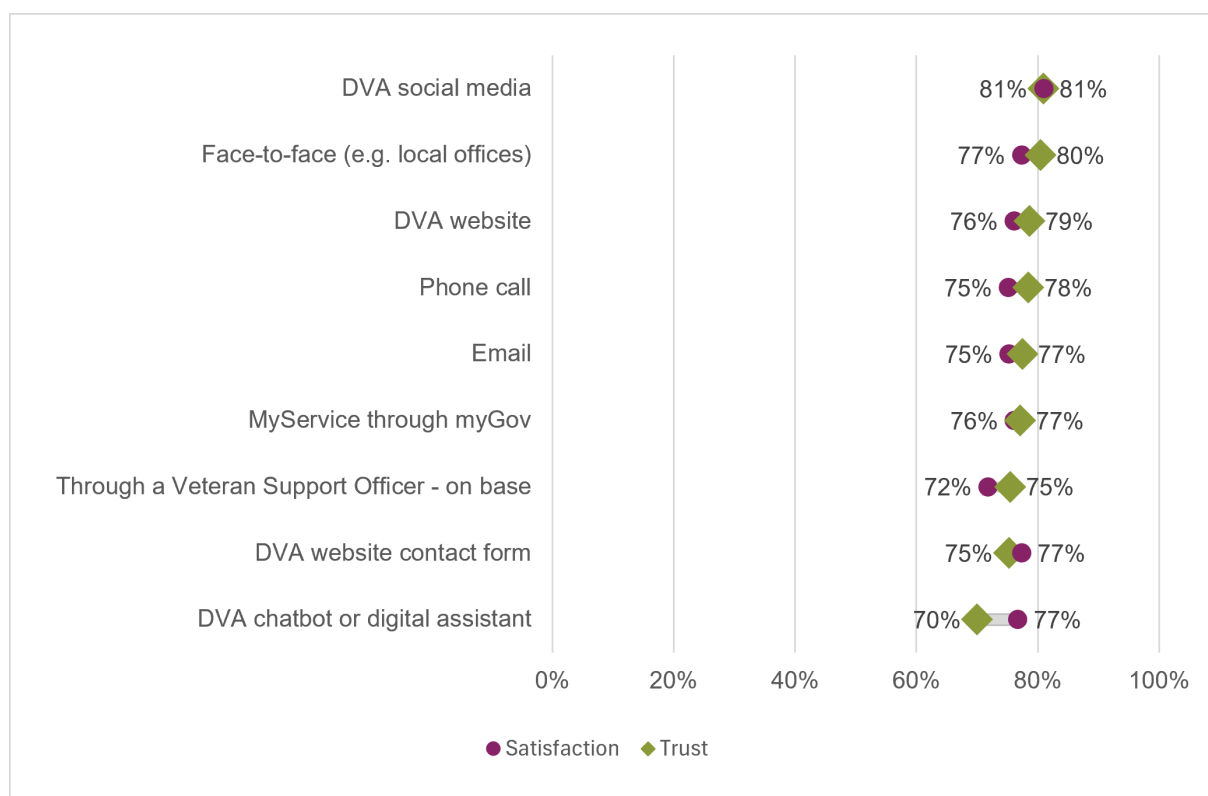


Figure 34: Department of Veterans' Affairs – Channels



Fair Work Ombudsman

Figure 35: Fair Work Ombudsman – Change over time

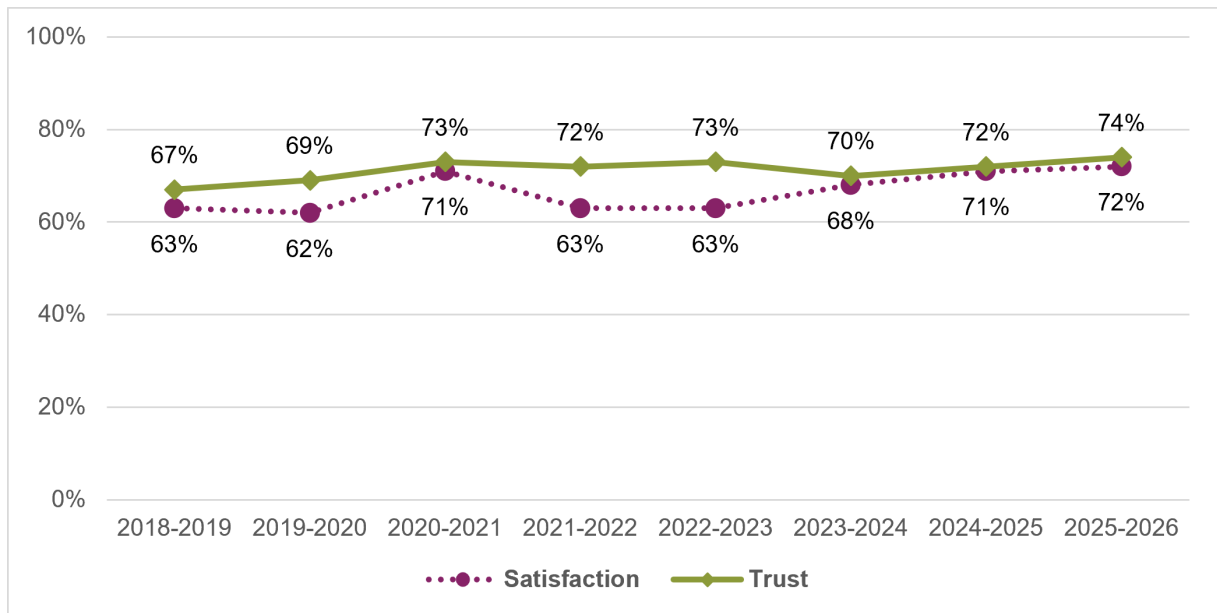


Figure 36: Fair Work Ombudsman – Service activities

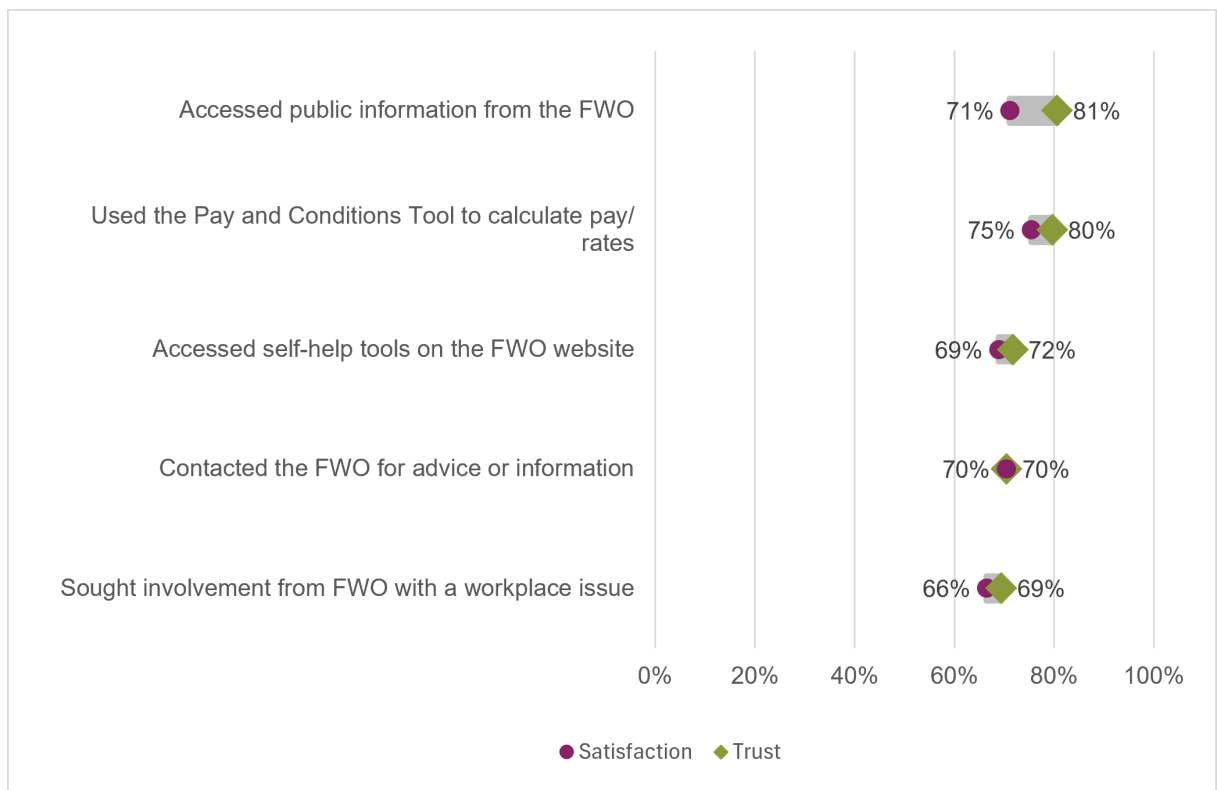
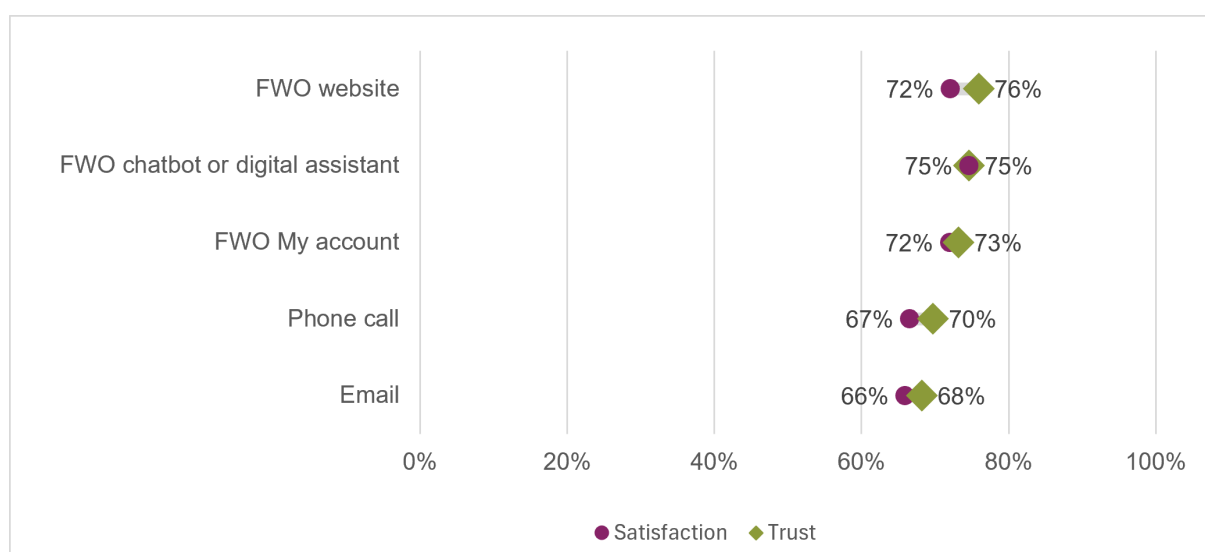


Figure 37: Fair Work Ombudsman – Channels



Medicare – Services Australia

Figure 38: Medicare – Services Australia – Change over time

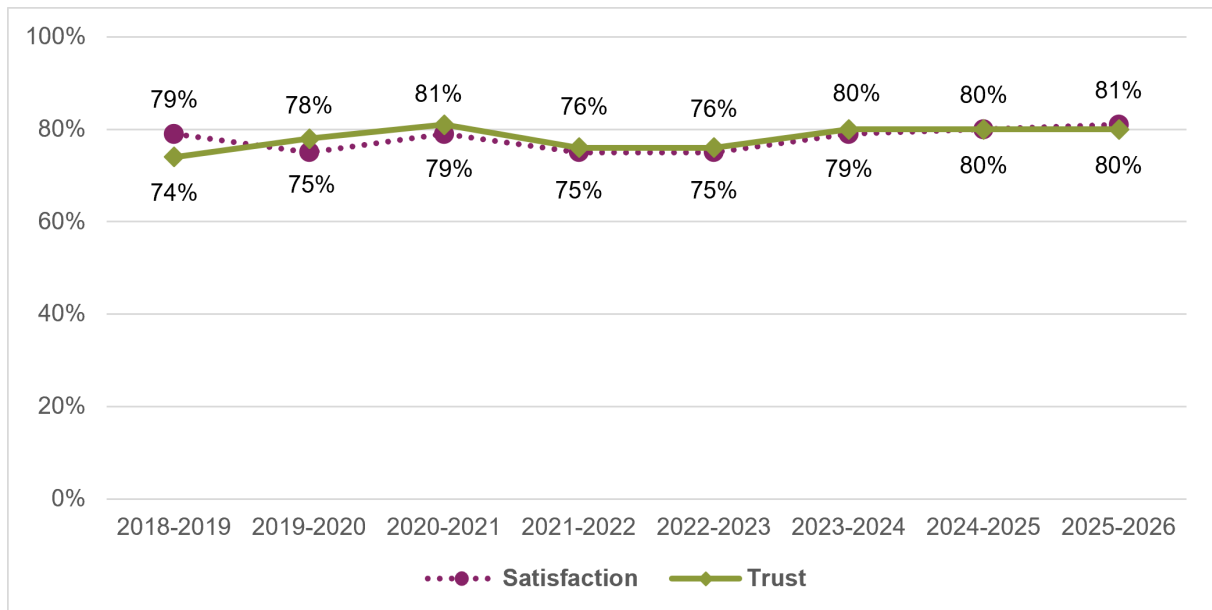


Figure 39: Medicare – Services Australia – Service activities

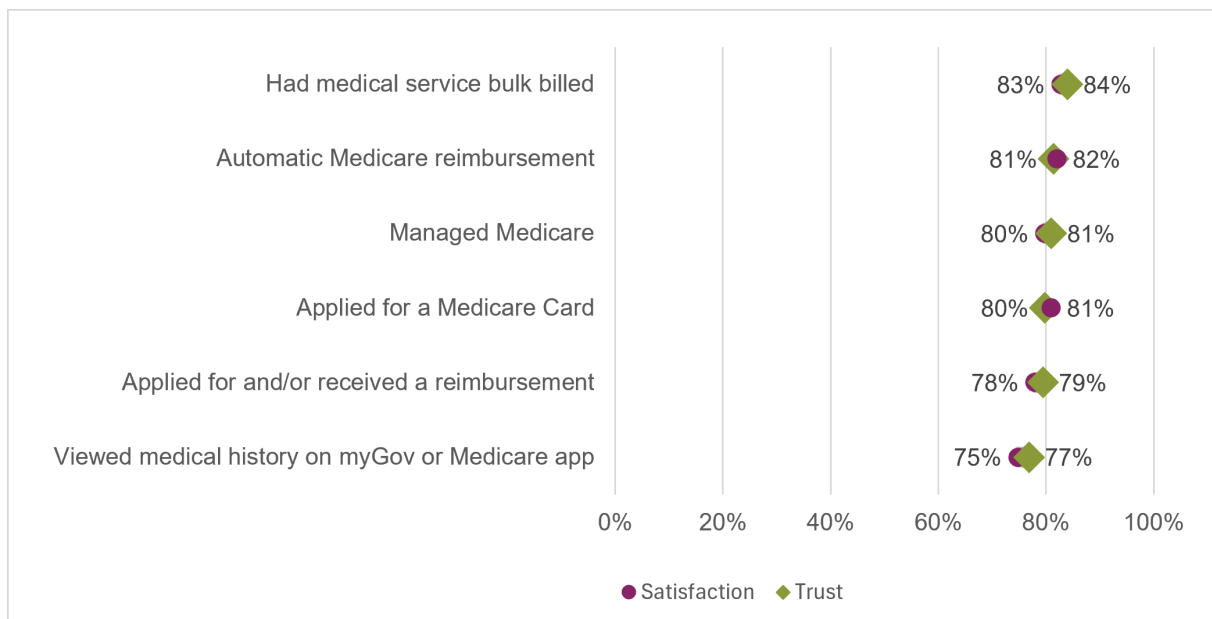
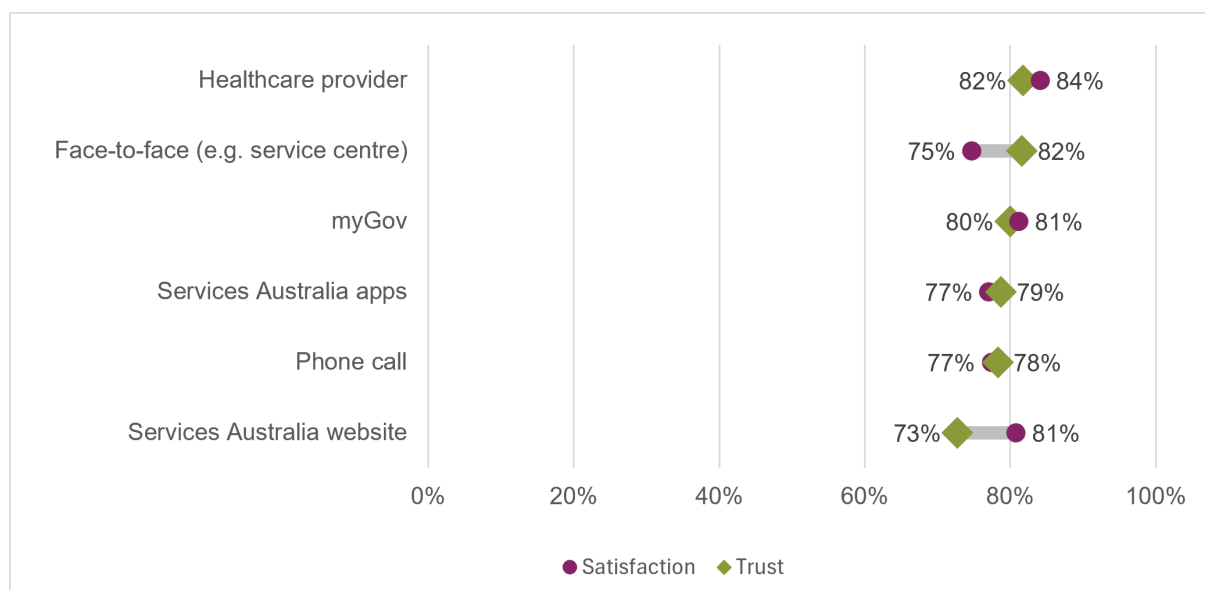


Figure 40: Medicare – Services Australia – Channels



My Aged Care – Department of Health, Disability and Ageing

Figure 41: My Aged Care – Department of Health, Disability and Ageing – Change over time

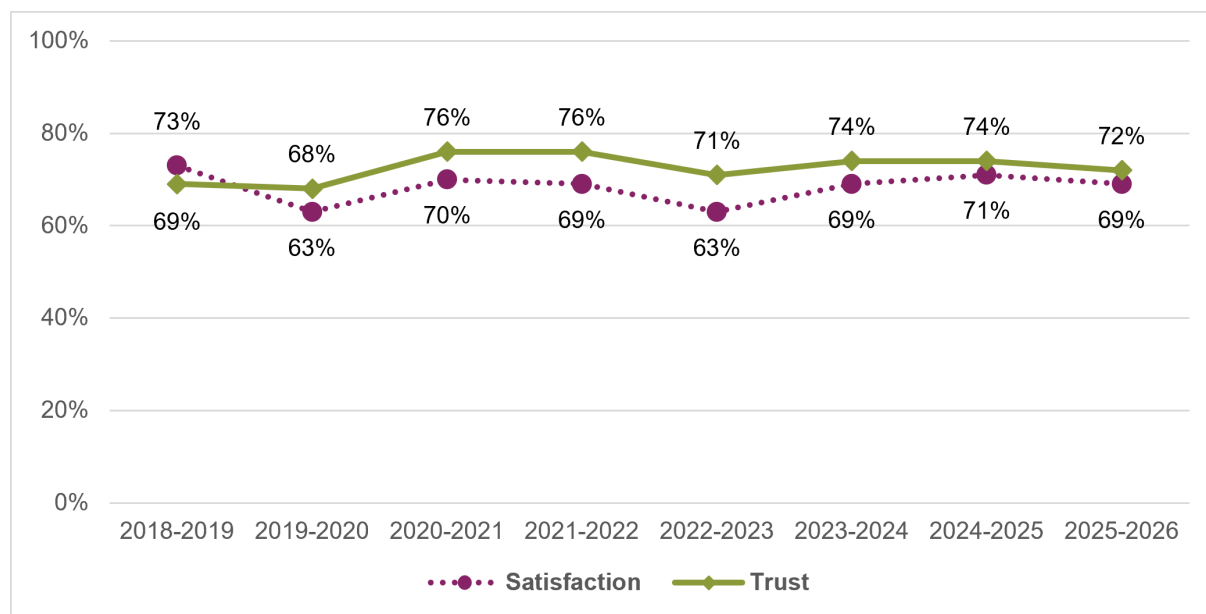


Figure 42: My Aged Care – Department of Health, Disability and Ageing – Service activities

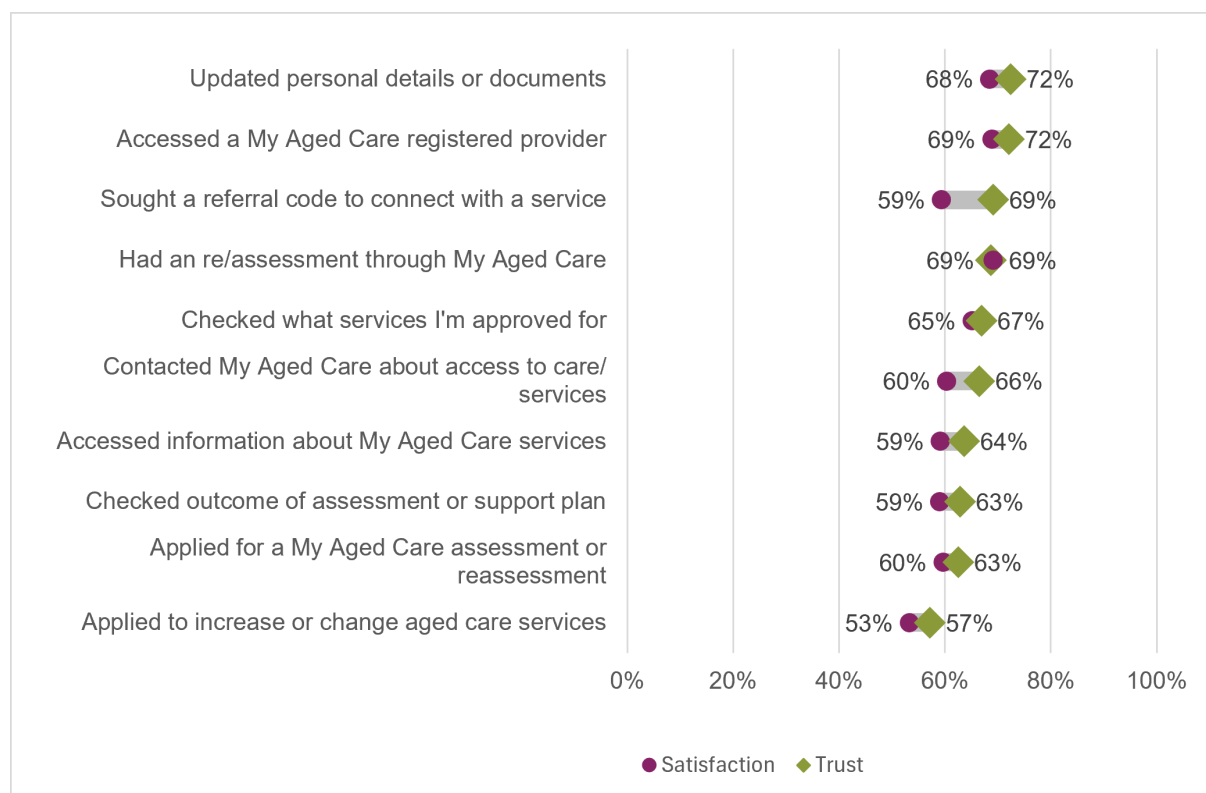
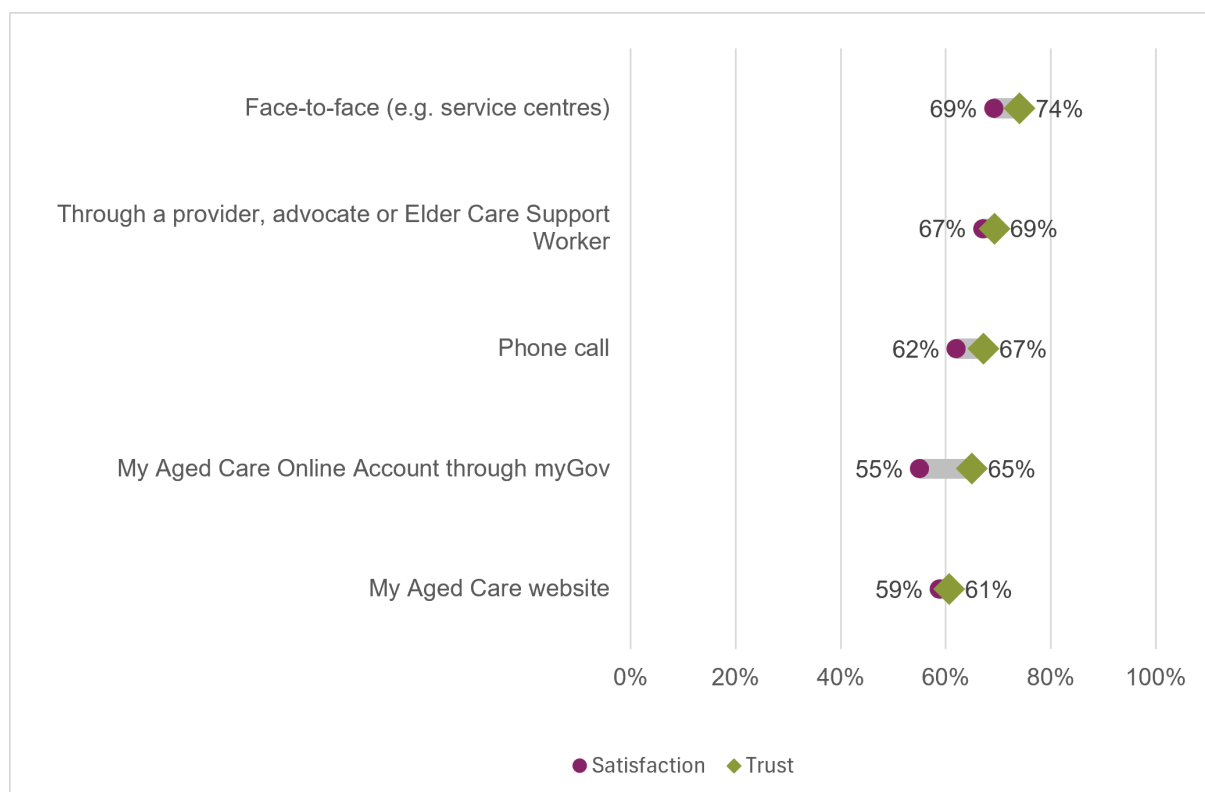


Figure 43: My Aged Care – Department of Health, Disability and Ageing – Channels



My Health Record – Australian Digital Health Agency

Figure 44: My Health Record – Australian Digital Health Agency – Change over time

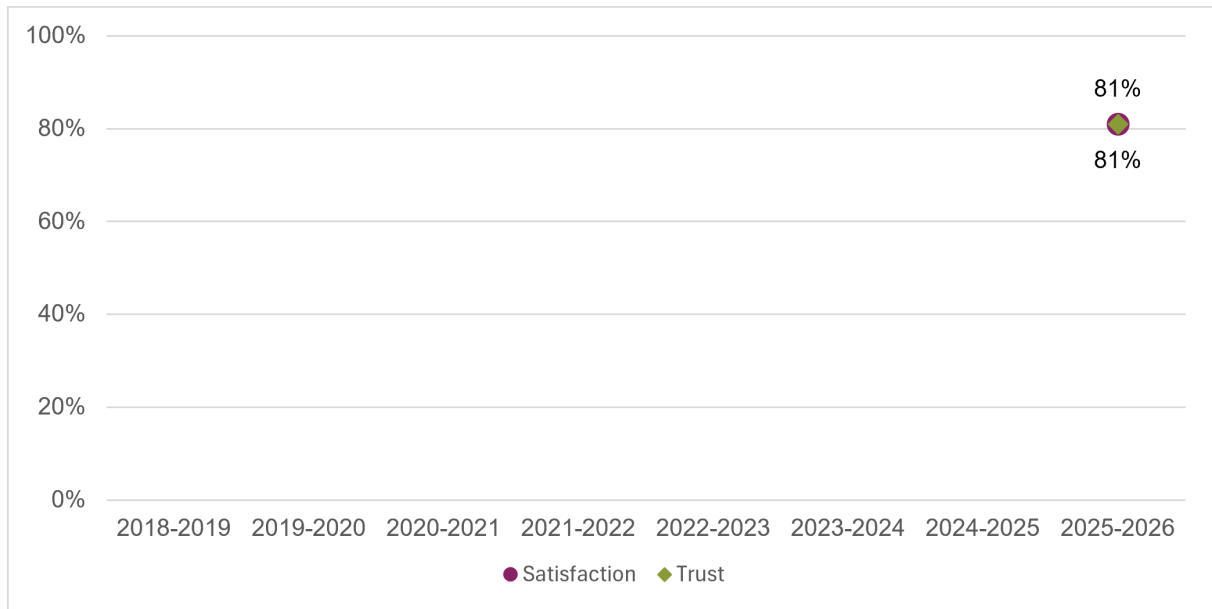


Figure 45: My Health Record – Australian Digital Health Agency – Service activities

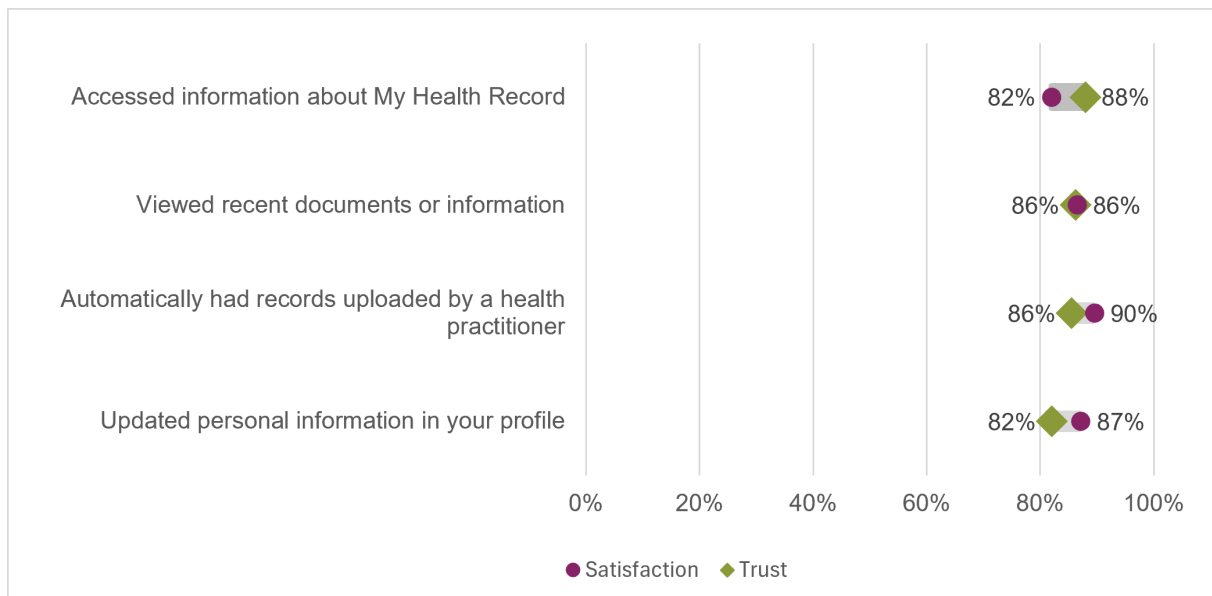
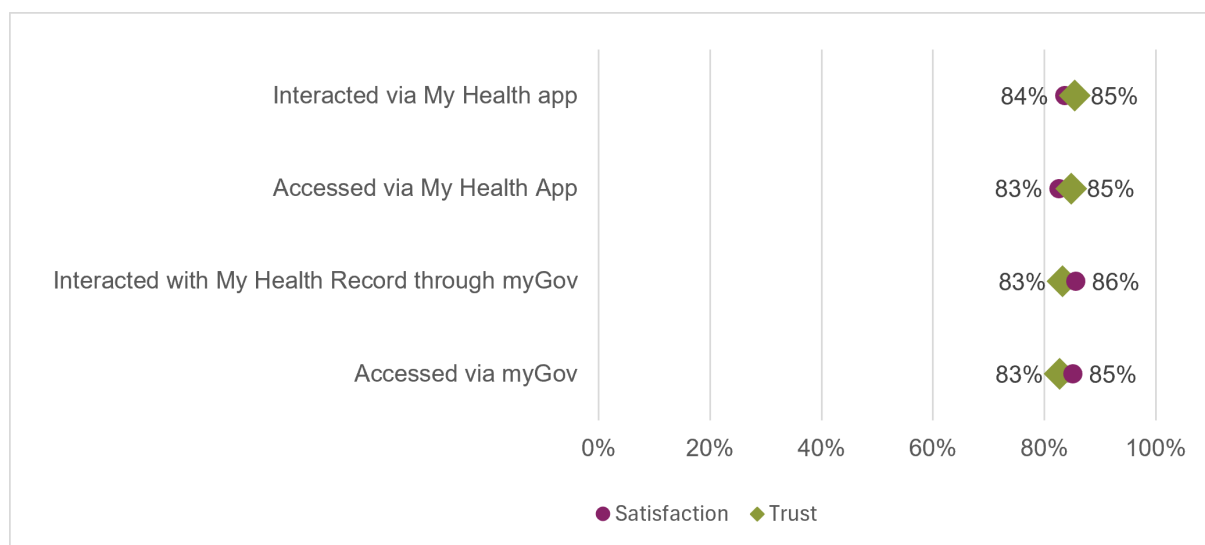


Figure 46: My Health Record – Australian Digital Health Agency – Channels



National Disability Insurance Scheme

Figure 47: National Disability Insurance Scheme – Change over time

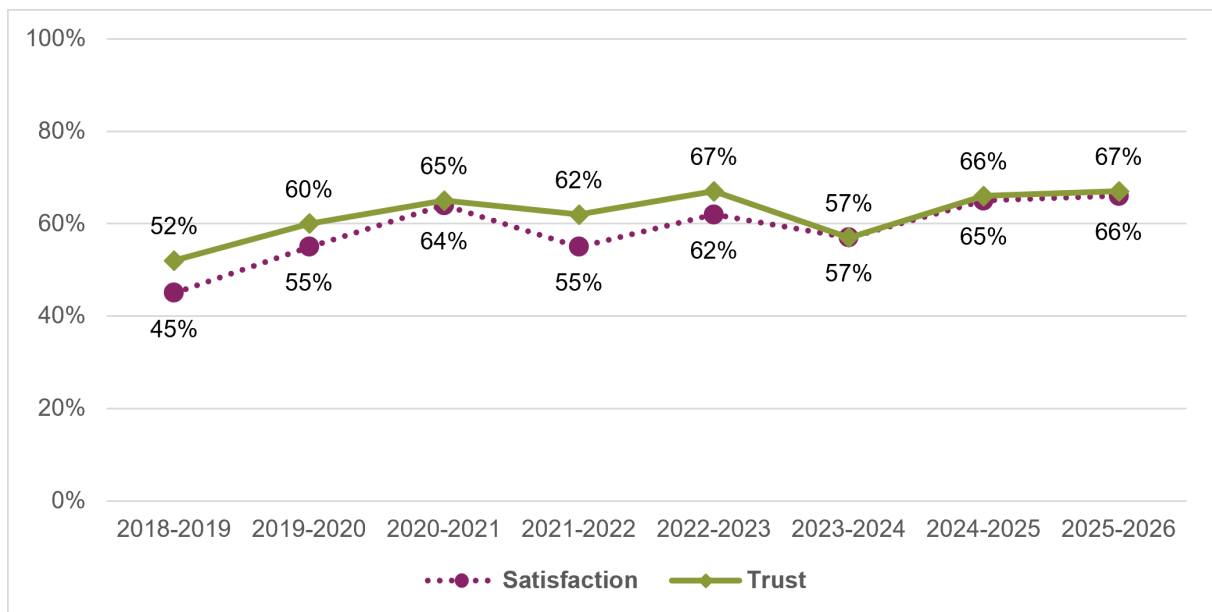


Figure 48: National Disability Insurance Scheme – Service activities

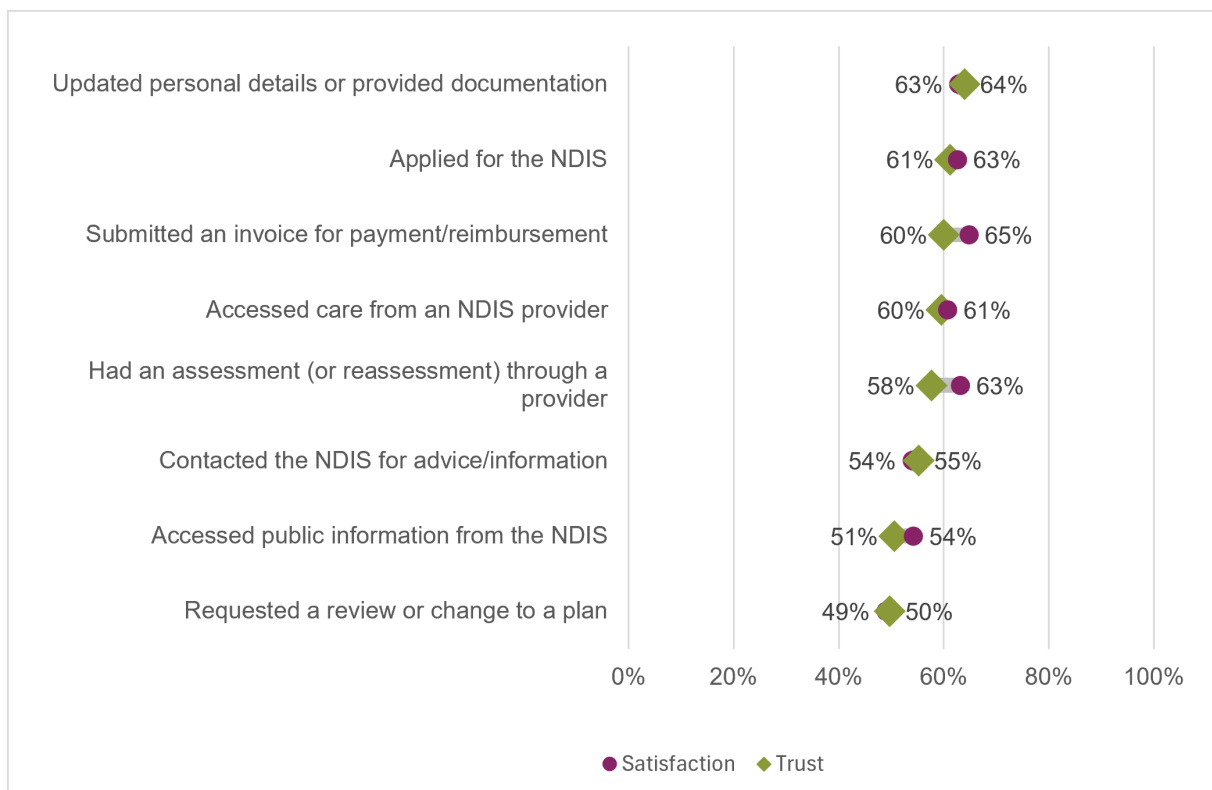
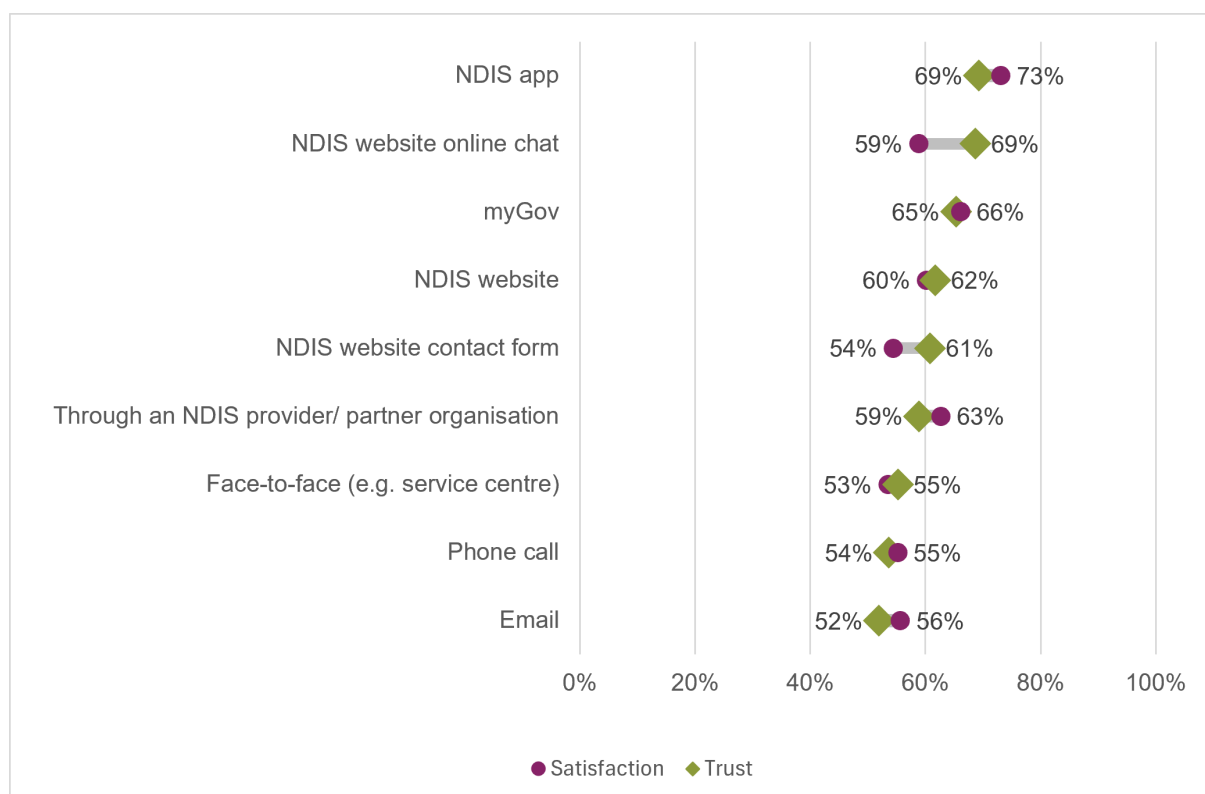


Figure 49: National Disability Insurance Scheme – Channels



Pharmaceuticals Benefits Scheme

Figure 50: Pharmaceuticals Benefits Scheme – Change over time

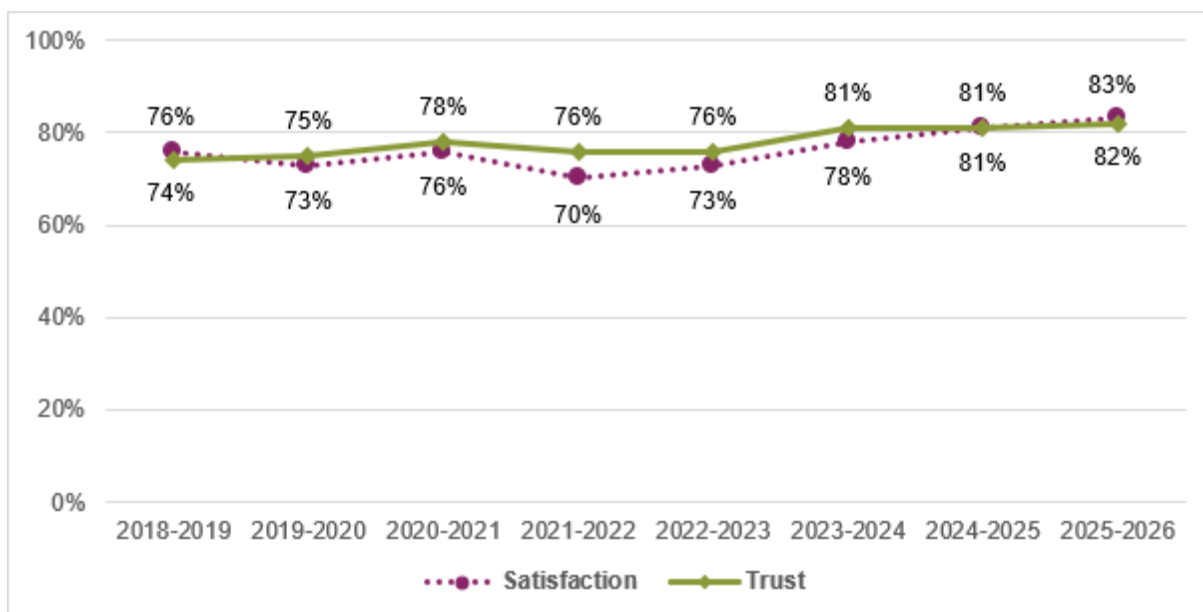


Figure 51: Pharmaceuticals Benefits Scheme – Service activities

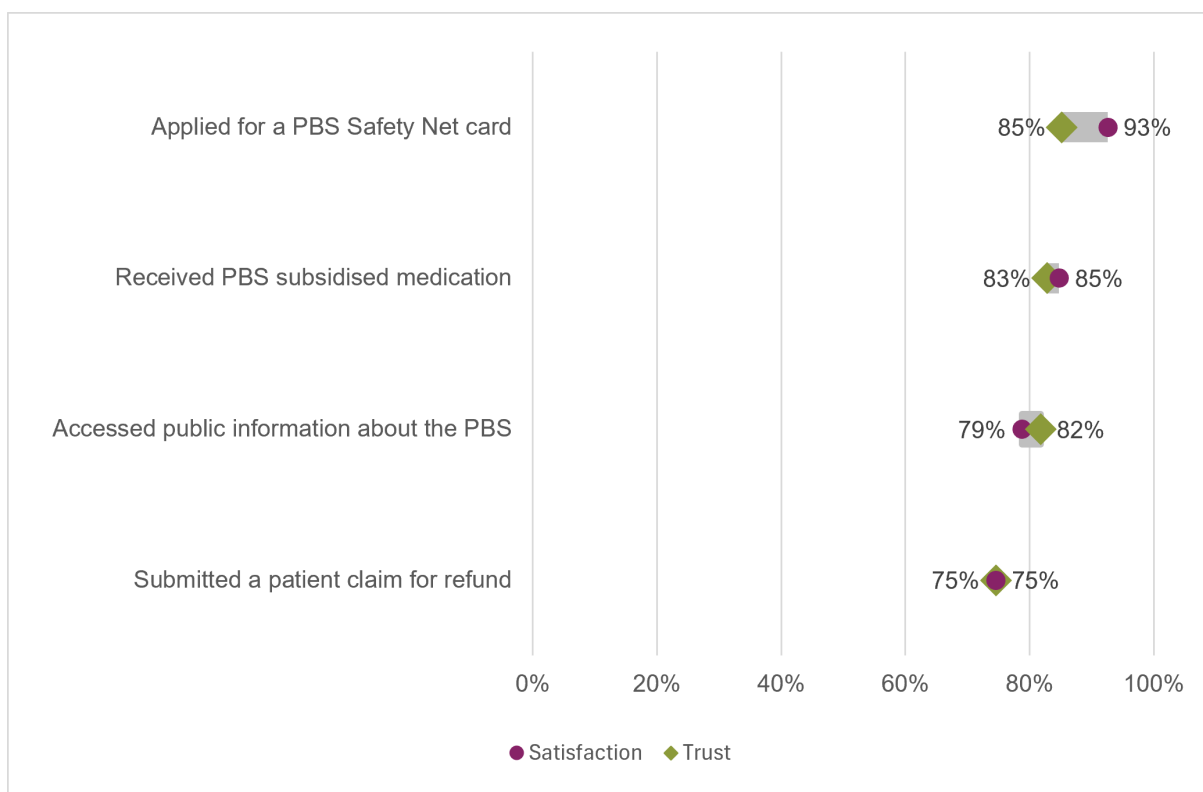
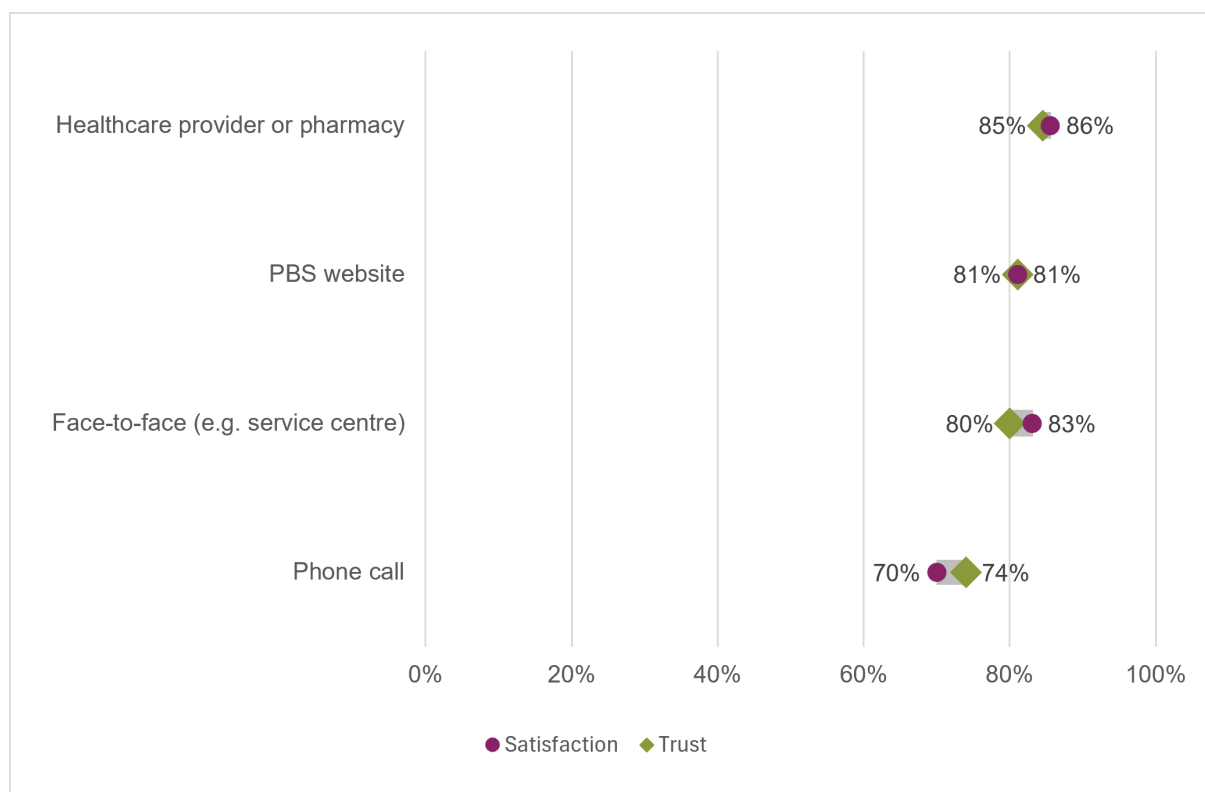


Figure 52: Pharmaceuticals Benefits Scheme – Channels



Smartraveller – Department of Foreign Affairs and Trade

Figure 53: Smartraveller – Department of Foreign Affairs and Trade – Change over time

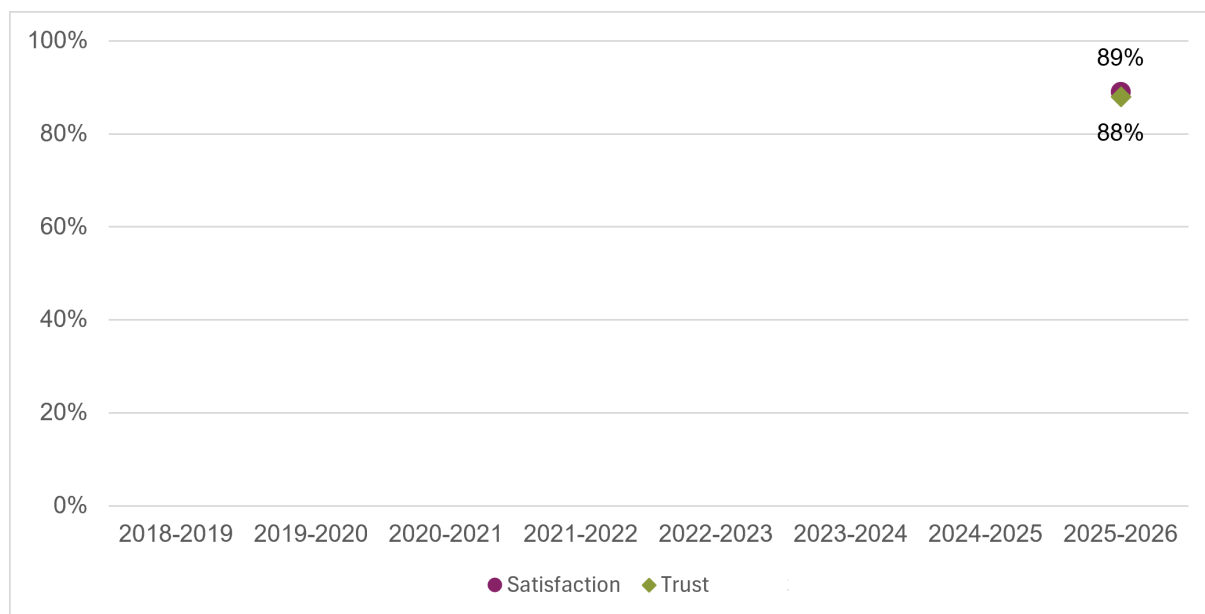


Figure 54: Smartraveller – Department of Foreign Affairs and Trade – Service activities

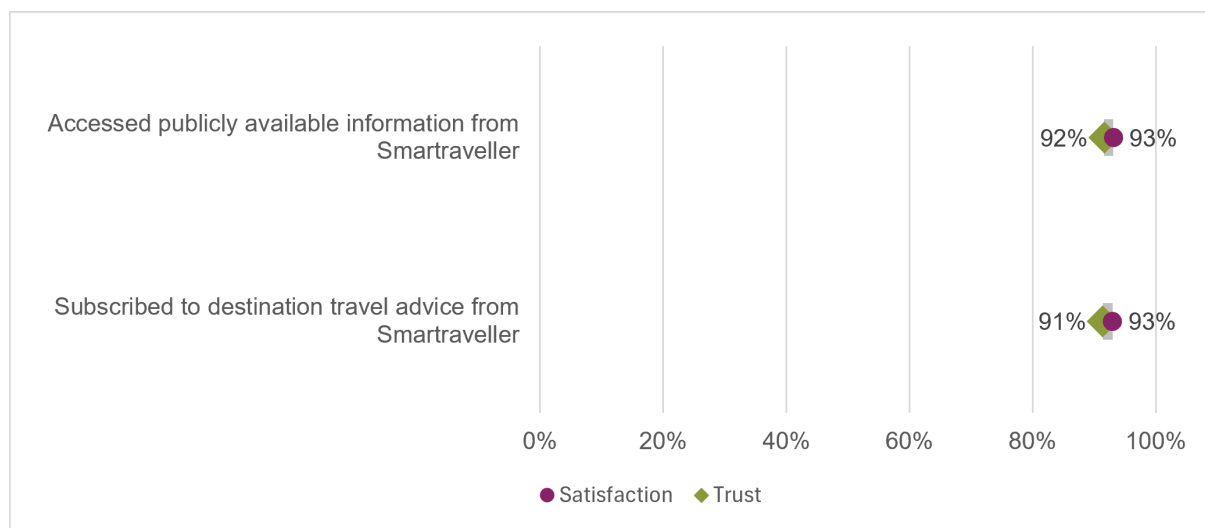
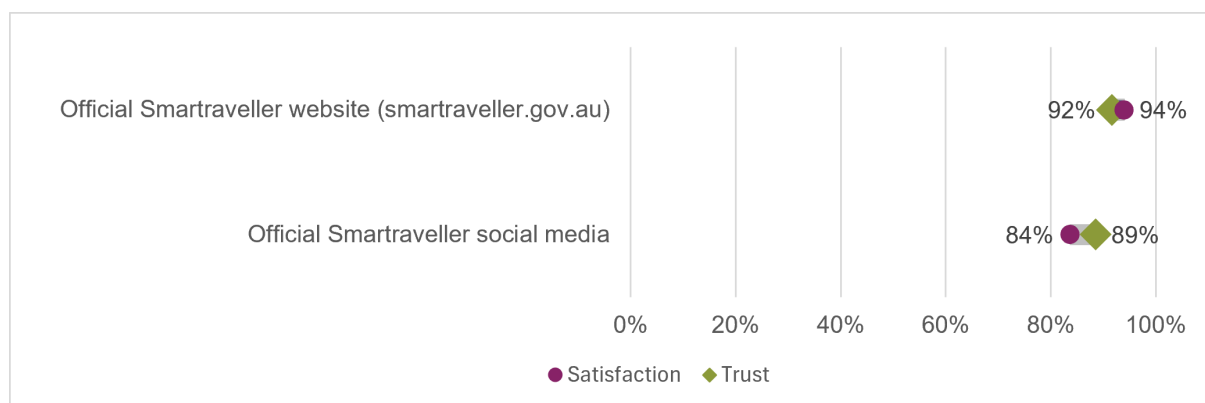


Figure 55: Smartraveller – Department of Foreign Affairs and Trade – Channels



Unique Student Identifier

Figure 56: Unique Student Identifier – Change over time

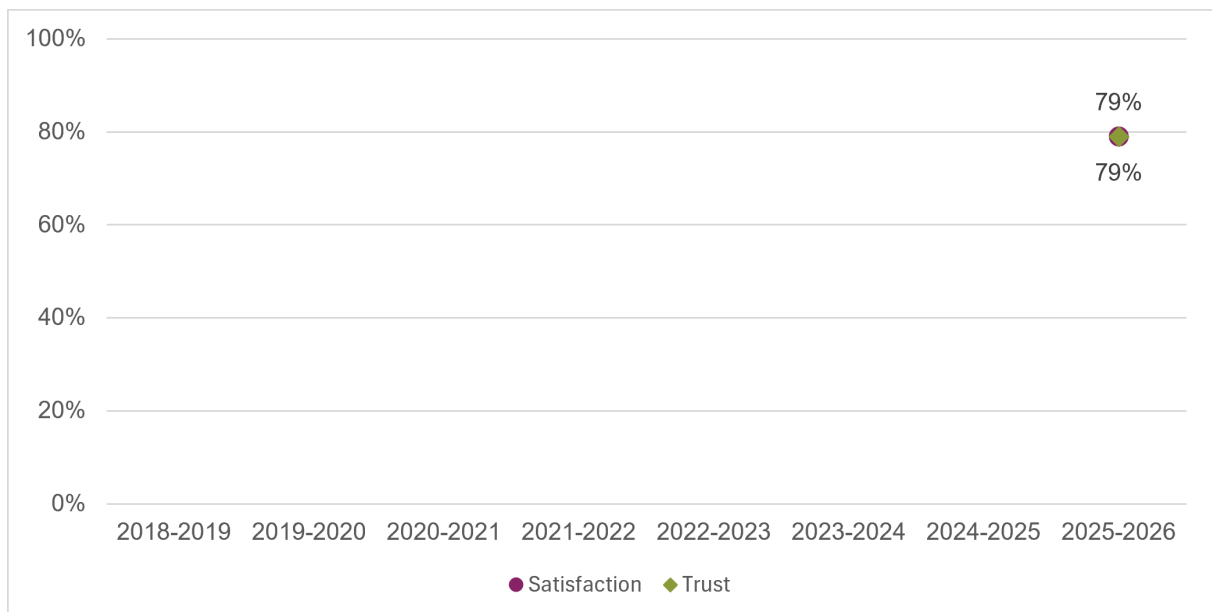


Figure 57: Unique Student Identifier – Service activities

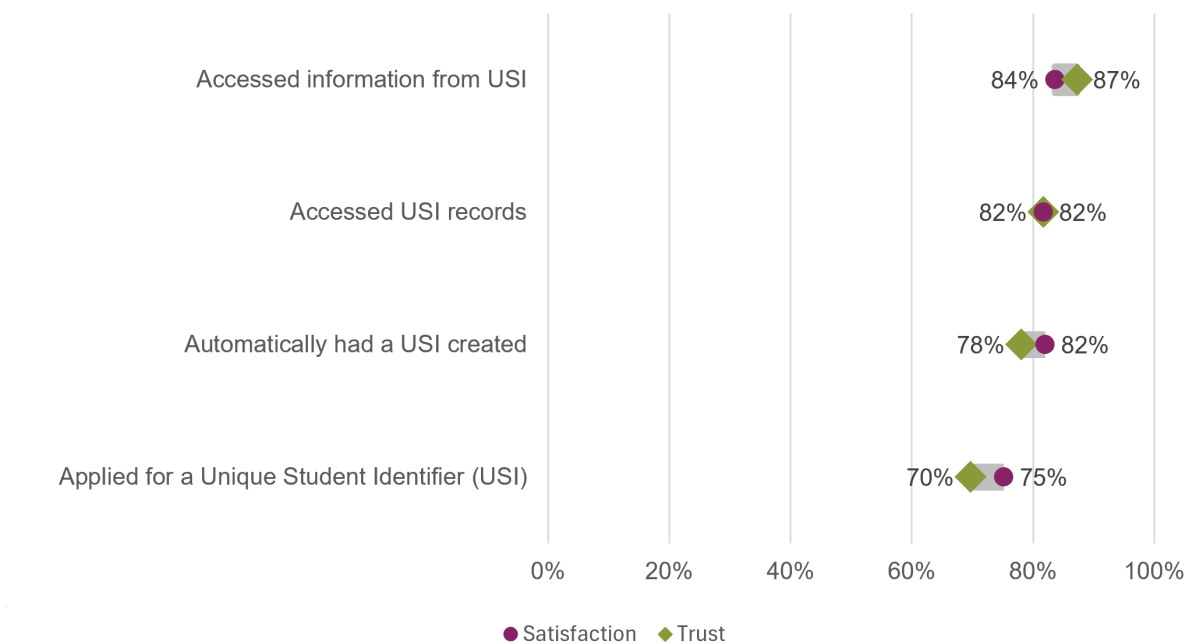
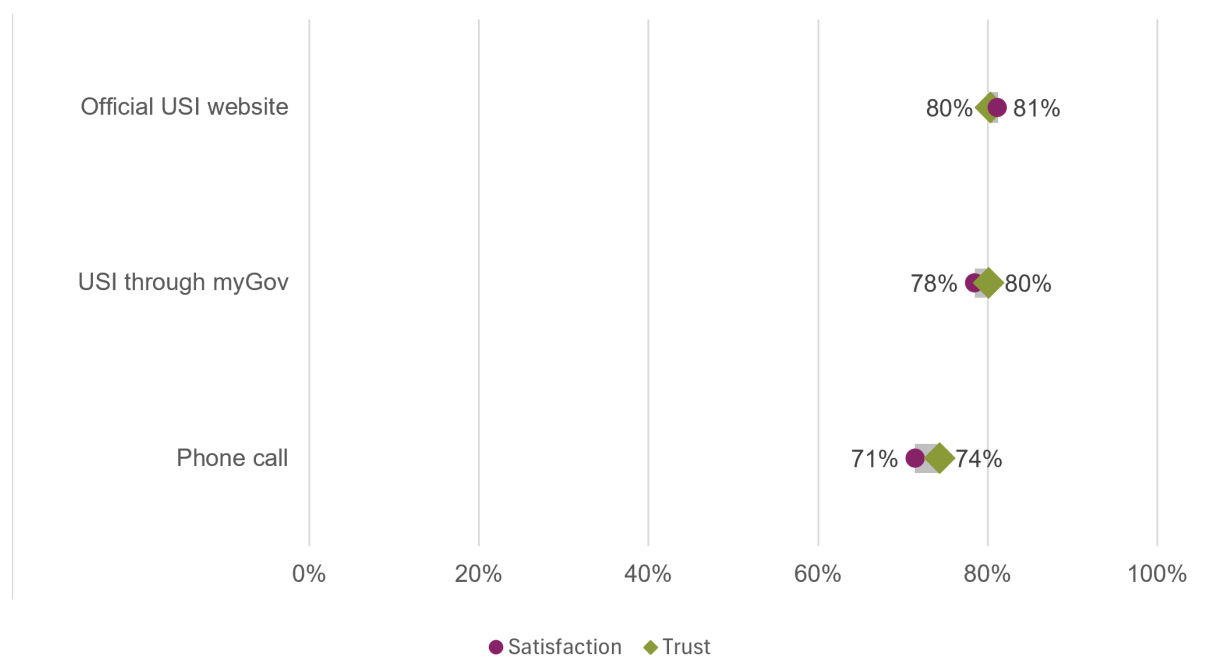


Figure 58: Unique Student Identifier – Channels



Workforce Australia – Department of Employment and Workplace Relations

Figure 59: Workforce Australia – Department of Employment and Workplace Relations – Change over time

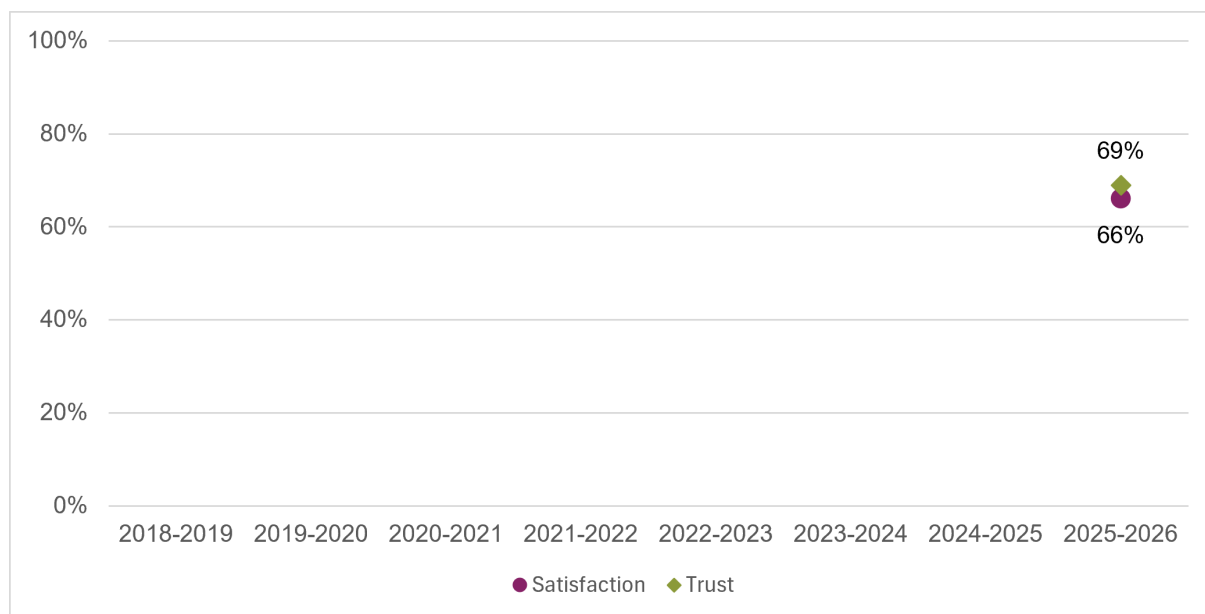


Figure 60: Workforce Australia – Department of Employment and Workplace Relations – Service activities

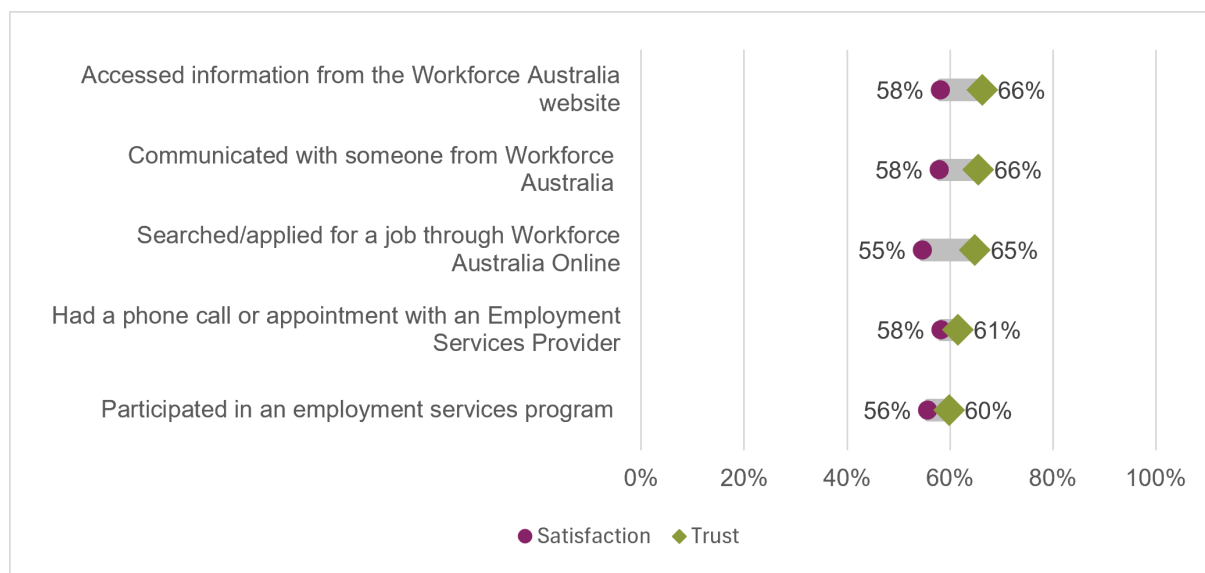
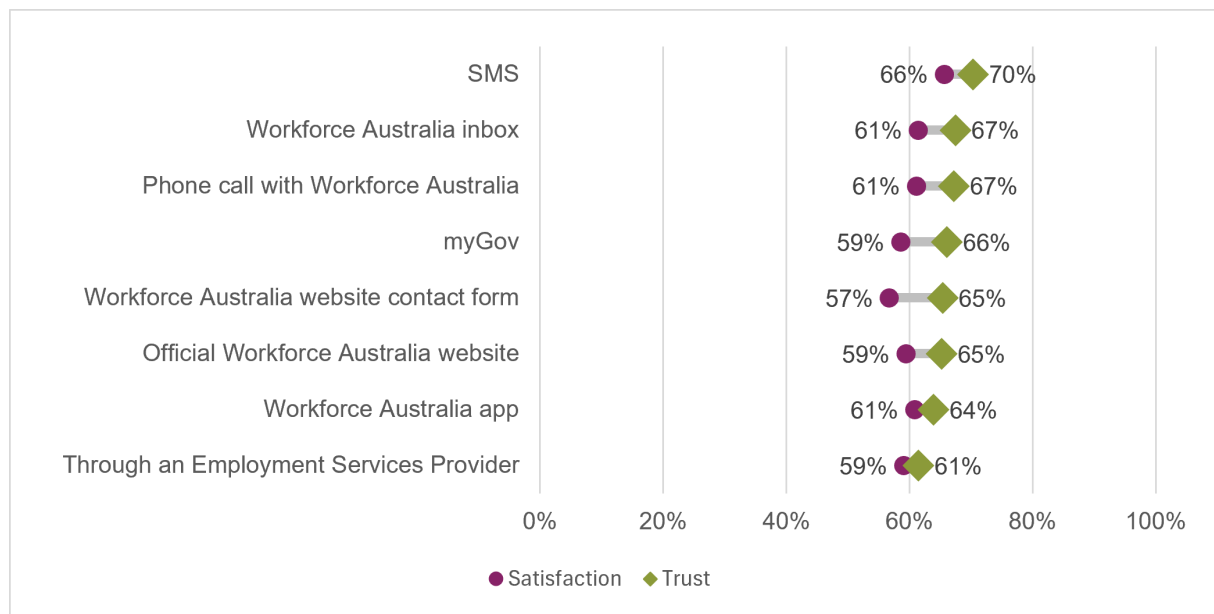


Figure 61: Workforce Australia – Department of Employment and Workplace Relations – Channels



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} Agency refers to both agencies and master programs run by agencies.

^x 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.

^{xi} 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.