



# **CITIZEN SURVEY — PHASE TWO**

## **RESEARCH REPORT**

**PREPARED FOR THE DEPARTMENT OF THE  
PRIME MINISTER AND CABINET  
MARCH 2018**



**JWS RESEARCH**

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A satellite night view of North America, showing the continent illuminated by city lights against the dark background of the oceans. The lights are concentrated along the eastern and southern coasts, as well as in the central and western interior regions.

# **BACKGROUND, OBJECTIVES & METHODOLOGY**



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# BACKGROUND AND RESEARCH OBJECTIVES

The Department of the Prime Minister and Cabinet are seeking to conduct a survey to **understand citizens' experiences of, engagement with and trust in the public services** provided by the Commonwealth Government.

The findings of this survey will be used to help **frame policy**, alert the APS to **emerging issues** and better **understand perceptions** of government. It will be used to help the Australian Government understand the need for **specific services** and how they can be **improved**.

Research will also inform the Department's strategic thinking, advice, direction and feedback to other departments, as well as identifying important, topical and emerging issues.

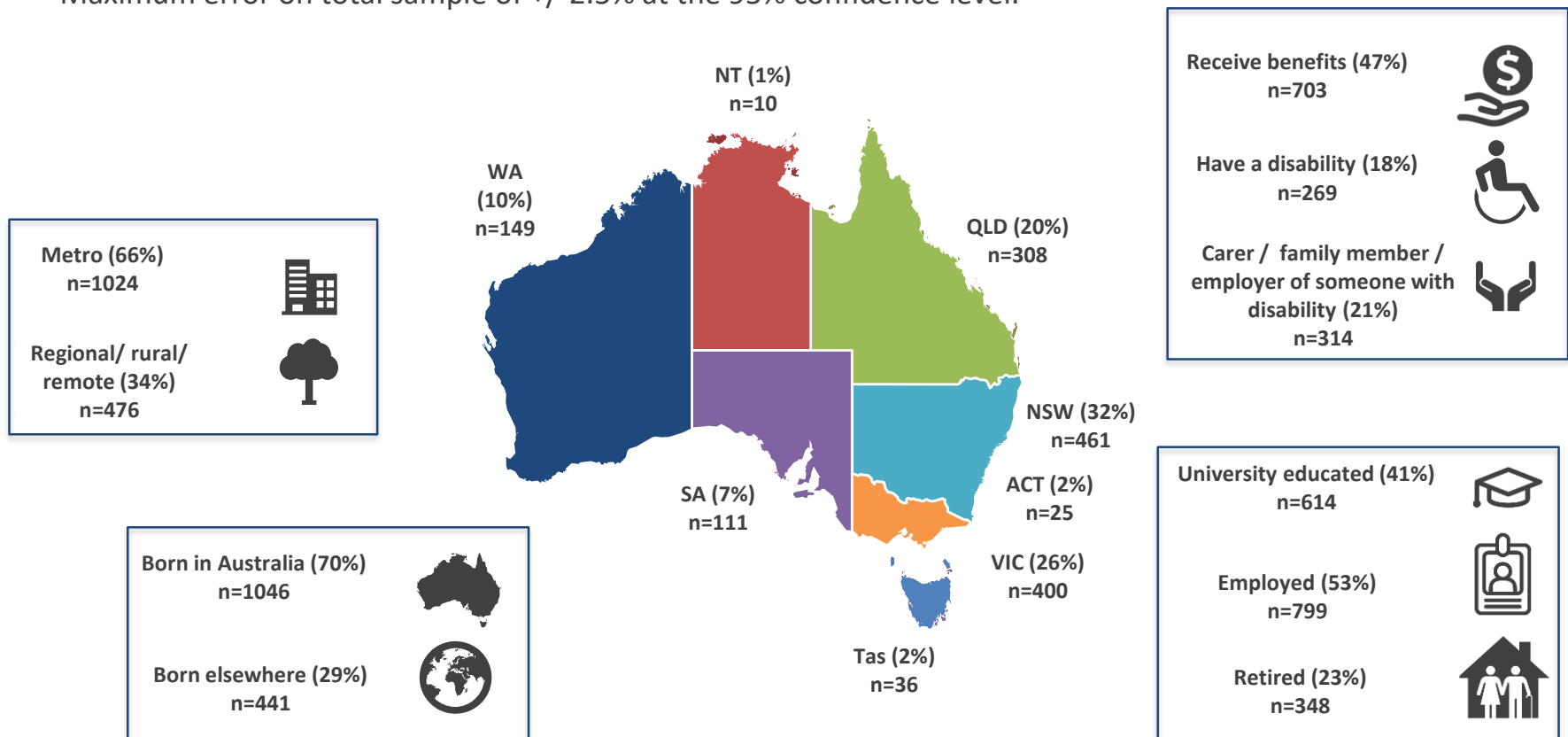
Specifically, the **research objectives of this Citizen Survey** are to:

- Measure **satisfaction** with the Commonwealth public service, its policies and programs.
- Explore use and **experience** of specific Commonwealth public services.
- Explore preferences for **communication and engagement** with Commonwealth public services.
- Measure **trust** in the Commonwealth public service.
- Explore **policy specific** issues.

# RESEARCH METHODOLOGY AND KEY ANALYSIS GROUPS

Online survey of **n=1,500** people across Australia:

- Conducted 14<sup>th</sup> - 18<sup>th</sup> March 2018
- Results post-weighted to ABS population data
- Maximum error on total sample of +/-2.5% at the 95% confidence level.





A satellite night view of North America, showing the continent illuminated by city lights against the dark background of the oceans. The lights are concentrated along the eastern and southern coasts, as well as in the central and western interior regions.

# EXECUTIVE SUMMARY



# EXECUTIVE SUMMARY

## Overall public service performance is good

Most Australians rate the overall performance of the Commonwealth public service as average to good/very good in meeting their needs.

### Average to good performance on important program areas

Medical and pharmaceutical benefits, jobs and employment, pensions and social services, and law and justice are the most important policy/program areas to Australian adults – and rated performance of the public service in these areas is mainly average to good/very good. (However, note that performance on jobs and employment attracts a notable number of poor/very poor ratings).

National security and defence and border protection services are viewed as important by fewer adults overall, but are the only areas where more Australians rate public service performance as good/very good, than just average.

## Recent interaction and high expectations

Most Australians have interacted with a Commonwealth public service in the past 12 months, mainly Medicare, Centrelink and/or the ATO, and for half of these users, the myGov website facilitated their most recent experience with the service.

However, it is important to note that while this online portal has been widely embraced, traditional methods of telephone and face-to-face contact remain popular, especially among older adults and Centrelink users.

Expectations of services are high, with a majority of users expecting to receive a good/very good quality service. Overall, most users had their expectations met or exceeded on both quality of service and timeliness to reach an outcome, but more felt services have worsened over the past year than improved.





# EXECUTIVE SUMMARY

## **Centrelink users perceive service decline**

Although small in number, passport service users had a particularly positive experience, however Centrelink performed less well on quality and timeliness (despite users having lower expectations of this service going in) and, compared with other services, Centrelink users were more likely to say it had generally worsened over the last year.

## **Online channels preferred, wait times a barrier**

Half of Commonwealth public service users found them easy to access and, among those who did not, the length of time waited for assistance was the greatest barrier, followed by difficulty understanding information provided.

Online channels are the preferred ways for finding out about the types of services available – government websites, emails and letters via email – however letters by post remain a popular option and are the preferred channel for those aged 75+ years. Advertising, particularly TV ads, is also favoured for informing people about services.

Surveys are the preferred form of involvement in helping to improve public service delivery and programs, outnumbering online/paper feedback forms by around 2:1. Online forums, smartphone apps and focus groups were less popular overall, however apps were the second most preferred option among 18-34 year olds.

## **Trust determined by privacy, fairness and follow-through**

Almost half of adults trust the Commonwealth to provide the types of services that are important to them and, among service users, protection of personal information, fair treatment and follow through ('doing what it says it will do') were viewed as most influencing their trust in these services.

While a majority feel the public service performs well on protecting privacy and fair treatment, fewer agree it performs well on follow through or other factors which may influence their trust.





# EXECUTIVE SUMMARY

## Australians uninformed and uncertain about ageing

On other topical issues, many Australians are uninformed about the extent of the challenges posed by our country's ageing population, and are approaching their own older years with a sense of uncertainty about their preparedness.

A majority of Australians focus on health, finances and family in their preparations for the future and getting older, and believe that planning and preparing your health, finances and job/skills for retirement should get underway as early as possible – for many, this is as early as age 20-30 years. However, Australians are more confident about the current state of their health, than their finances and skill set, in terms of preparing them to live well into old age.

Reinforcing this apparent unmet need for assistance in preparing for ageing and retirement, many Australians feel that more information and support regarding care options, health and finances in planning for their retirement would empower them in their decision making.

## Limited knowledge of mental health services

While Australians have limited knowledge about the types of services available for those experiencing mental health issues, most would know where to start seeking help, with GPs the most preferred source, followed by specialist mental health providers, then community or online support services.

Potentially problematic, however, is that more adults currently have a perception that mental health services are hard to access than easy to access, and this is due to a range of beliefs/experiences around lack of services, cost, stigma, difficulty to find the right service, and lack of information.

In line with these views, reducing the cost of specialist mental health services and educating people about mental health are viewed as the most important areas to focus on in mental health, followed by improving the quality of specialist services and focusing on community, rural/remote and emergency services.

# DETAILED FINDINGS



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# SURVEY INTRODUCTION — DEFINING “COMMONWEALTH PUBLIC SERVICES AND PROGRAMS”

Before the main survey questions, respondents were provided with the following introduction and definition of what is meant by ‘Commonwealth public services and programs’, then screened on gender, age and location (for quotas and post survey weighting):

*“The results of this survey will be used to improve and develop Commonwealth public services and programs.*

*The survey will ask you about your interactions with the **Commonwealth** public service, and your opinions about how the Commonwealth public service is performing. This does not include your opinions of political parties or politicians.*

*These questions only relate to the things that the **Commonwealth** public service is responsible for. A few examples of these **include**:*

- *Centrelink and Medicare*
- *Immigration and passports*
- *The Australian Tax Office (ATO)*
- *National security and defence*

*This **does not include** things that state, territory and local public services are responsible for, such as:*

- *Local hospitals and schools*
- *State police*
- *Public transport and road maintenance*
- *Bin collections”*

A satellite night view of the United States, showing the glowing network of city lights and highways against the dark landscape. The text is overlaid on the left side of the image.

# **COMMONWEALTH RESPONSIBILITIES AND PUBLIC SERVICES**



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# OVERALL PUBLIC SERVICE PERFORMANCE RATED AVERAGE TO GOOD AND MEDICAL/PHARMA BENEFITS RATED MOST IMPORTANT

Most Australians rate the performance of the Commonwealth public service in meeting their needs as average (42%) to good/very good (41%), with few (12%) rating it as poor/very poor.

- The youngest (18-34 years) and oldest (75+ years) age groups, as well as those university educated and/or born overseas, are most likely to rate public service performance favourably (total good at around 1-in-2).
- Least impressed with service performance are people with a disability and those diploma/TAFE educated (22% and 16% total poor ratings, respectively).

A majority of Australians choose medical and pharmaceutical benefits (55%) in their top five most important areas where the public service is responsible for developing and implementing policies and programs. This is followed by jobs and employment (49%), pensions and social services (46%), and law and justice (39%).

- Medical and pharmaceutical benefits and pensions and social services are significantly more important to people aged 55+ years (72%, 74% respectively), those with a disability (66%, 71%) and/or receiving benefits (64%, 59%). Medical/pharmaceutical benefits are also more important to a majority of women (62%), and pensions/social services to regional and rural residents (54%).
- Jobs and employment are more important to younger adults (six in ten 18-54 year olds).
- Law and justice is more important to people aged 55+ years (48%) and Victorian residents (46%).

In the next tier of most important areas, selected by three in ten Australians, are national security and defence (32%), tax (31%) and border protection and services (28%).

- While tax is more important to young people aged 18-34 (39%), national security and defence and border protection services are more important to Australians aged 55+ years (44%, 39% respectively).

# PUBLIC SERVICE PERFORMS BEST ON NATIONAL SECURITY AND DEFENCE AND BORDER PROTECTION SERVICES

While not the most important areas to Australians, national security and defence and border protection services are the only areas where more Australians rate the Commonwealth public service performance as good/very good (44%, 43% respectively), than as average (37% each) or poor/very poor (11%, 13% respectively) – and this trend holds across different states and demographic groups. For other areas of policy/program responsibility, performance is rated as average by four in ten Australians, with only two or three in ten rating performance as good/very good.

- A majority of Australians aged 75+ years and those born overseas rate performance on national security (56%, 52% respectively) and defence and border protection services (58%, 51%) as good/very good. (Overseas born Australians rate performance higher than average across most areas.)
- On national security and defence, NSW residents are more likely to rate public service performance favourably (50% total good), while Victorians are less likely (37% total good).

Areas where significantly more Australians rate the public service as doing a good job than a poor one include the most important area, medical and pharmaceutical benefits (33% total good vs 20% total poor, +13 points difference), as well as foreign policy (+6), higher education (+5), and childcare / early childhood education (+4).

- Australians aged 75+ years, overseas born and/or university educated have the most favourable view of performance on medical and pharmaceutical benefits.

Areas where significantly more Australians rate public service performance as poor than good include jobs (20% total good vs 29% total poor, -9 points), tax (-8), law and justice (-5), and disability support (-4).

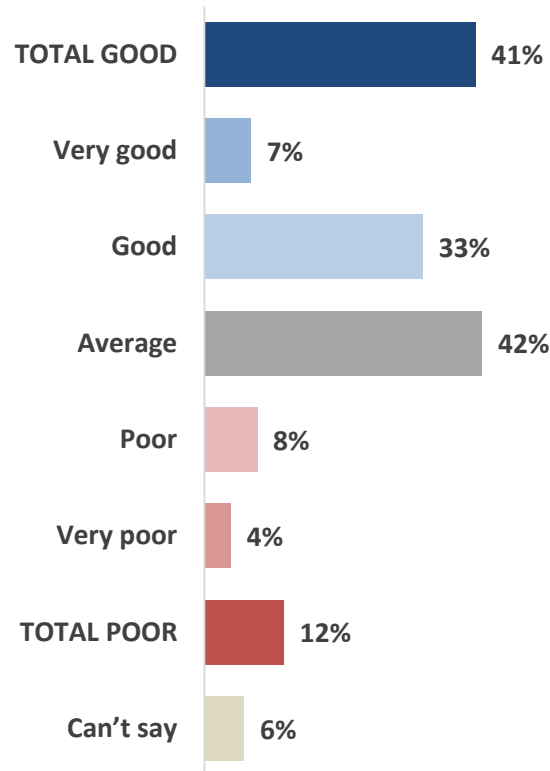
- On jobs and employment, the least favourable views were held among those with disabilities, diploma/TAFE educated, in low income households (up to \$52K p.a.), in South Australia, and/or regional/rural areas.



# TWO IN FIVE AUSTRALIANS RATE THE COMMONWEALTH PUBLIC SERVICE AS GOOD AT MEETING THEIR NEEDS

*Performance of the Commonwealth public service in meeting your needs*

*Net performance index = 59*



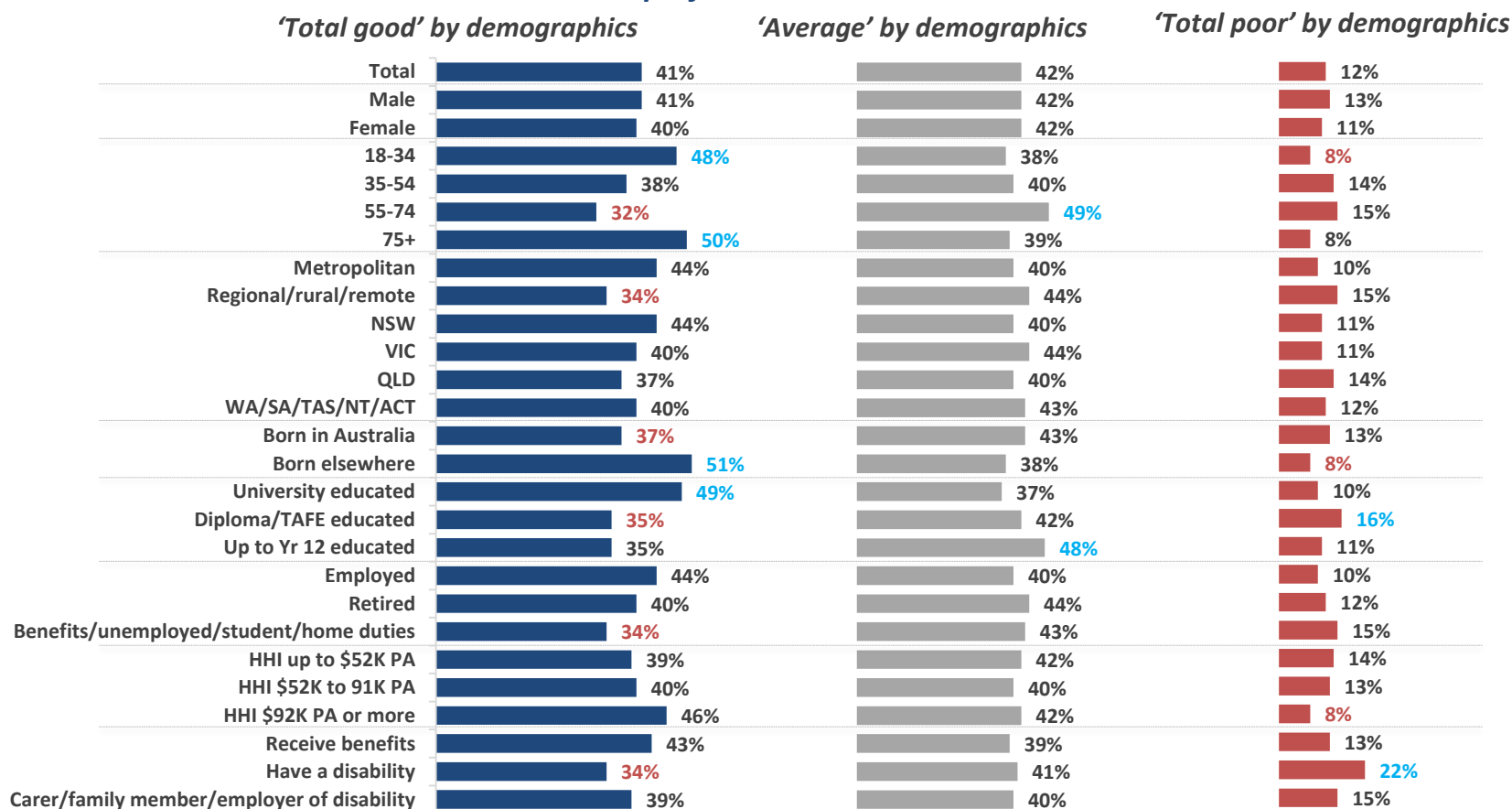
Q1. Thinking about things that the Commonwealth public service is responsible for, how would you rate the performance of the Commonwealth public service in meeting your needs? (remember to exclude state, territory and local public service responsibilities)

Base: All respondents, n=1,500

# RATED PERFORMANCE OF THE COMMONWEALTH PUBLIC SERVICE — DEMOGRAPHIC PROFILES

*Performance of the Commonwealth public service in meeting your needs*

**Net performance index = 59**



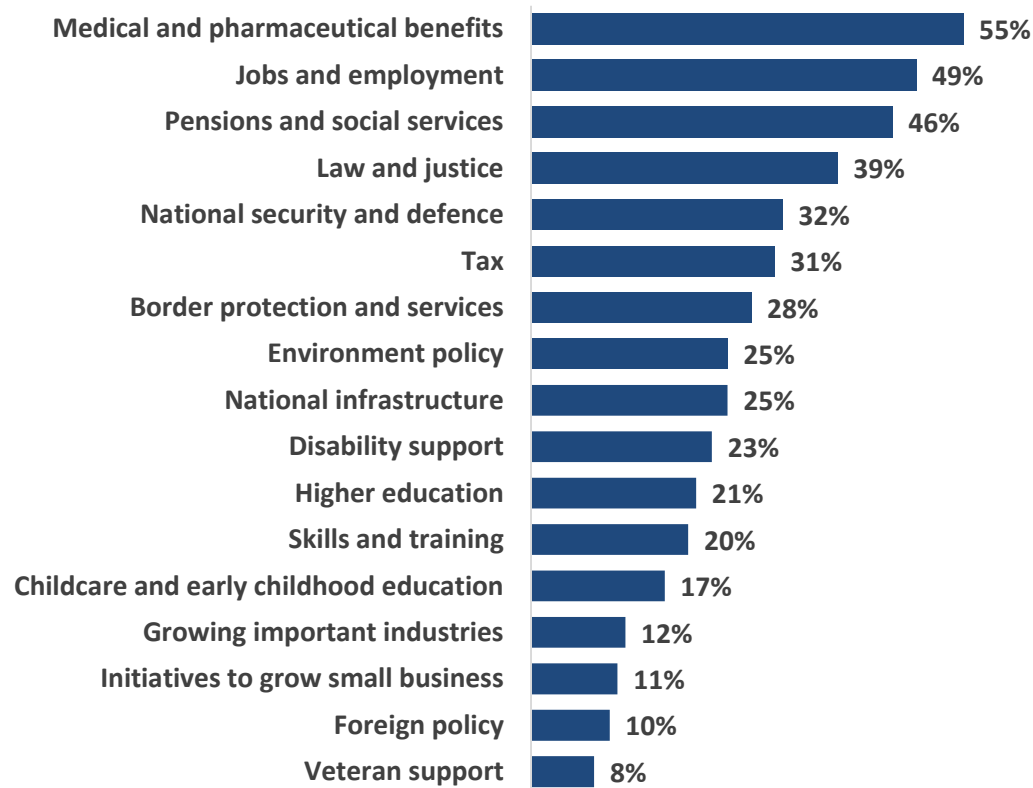
Significantly **higher**/ **lower** than total at 95% confidence interval.

Q1. Thinking about things that the Commonwealth public service is responsible for, how would you rate the performance of the Commonwealth public service in meeting your needs? (remember to exclude state, territory and local public service responsibilities)

Base: Total good, n=615; Average, n=623; Total poor, n=174

# MEDICAL/PHARMACEUTICAL BENEFITS, EMPLOYMENT AND SOCIAL SERVICES ARE MOST IMPORTANT SERVICE AREAS TO AUSTRALIANS

## *Most important Commonwealth public service areas (Multiple responses allowed - up to five areas)*



Q2. Below is a list of areas where the Commonwealth public service is responsible for developing and implementing policies and programs. Please select up to five areas that are most important to you personally.

Base: All respondents, n=1,500



# MOST IMPORTANT COMMONWEALTH PUBLIC SERVICE AREAS — GROUPS HIGHER/LOWER THAN THE NATIONAL TOTAL

## Most important Commonwealth public service areas

55% see medical and pharmaceutical benefits as important to them personally. Significantly *higher/lower* among:

- 55+ years (72%)
- Have a disability (66%)
- Receive benefits (64%)
- Women (62%)
- 18-34 years (41%), 35-54 years (49%)
- Male (48%)

49% see jobs and employment as important to them personally. Significantly *higher/lower* among:

- 18-34 years (60%), 35-54 years (61%)
- Benefits/unemployed/student/home duties (58%)
- Employed (57%)
- Receive benefits (41%)
- Have a disability (33%)
- 75+ years (20%)

46% see pensions and social services as important to them personally. Significantly *higher/lower* among:

- 55+ years (74%)
- Have a disability (71%)
- Receive benefits (59%)
- Regional/rural residents (54%)
- Metropolitan residents (42%)
- 18-34 years (25%), 35-54 years (35%)
- Employed (31%)

39% see law and justice as important to them personally. Significantly *higher/lower* among:

- 55+ years (48%)
- Victorians (46%)
- 18-34 years (31%)

32% see national security and defence as important to them personally. Significantly *higher/lower* among:

- 55+ years (44%)
- 18-34 years (21%)

31% see tax as important to them personally. Significantly *higher/lower* among:

- 18-34 years (39%)
- Regional/rural residents (25%)
- 55+ years (24%)

28% see border protection and services as important to them personally. Significantly *higher/lower* among:

- 55+ years (39%)
- 18-34 years (17%)

23% see disability support as important to them personally. Significantly *higher/lower* among:

- Have a disability (49%)
- Carer/family member/employer of someone with a disability (36%)
- Receive benefits (32%)
- Employed (19%)
- Victorians (19%)
- 18-34 years (17%)

21% see higher education as important to them personally. Significantly *higher/lower* among:

- 18-34 years (36%)
- Benefits/unemployed/student/home duties (28%)
- University educated (27%)
- Receive benefits (18%)
- Diploma/TAFE educated (16%)
- Have a disability (10%)
- 55+ years (7%)

20% see skills and training as important to them personally. Significantly *higher/lower* among:

- 18-34 years (33%)
- Have a disability (14%)
- 55+ years (8%)

17% see childcare and early childhood education as important to them personally. Significantly *higher/lower* among:

- 18-34 years (25%)
- Victorians (21%)
- Queenslanders (12%)
- 55+ years (6%)

12% see growing important industries as important to them personally. Significantly *higher/lower* among:

- Queenslanders (16%)
- 35-54 years (15%)
- 55+ years (7%)

11% see initiatives to grow small business as important to them personally. Significantly *higher/lower* among:

- 18-34 years (15%)
- Employed (14%)
- 55+ years (7%)

Significantly *higher/lower* than total at 95% confidence interval.

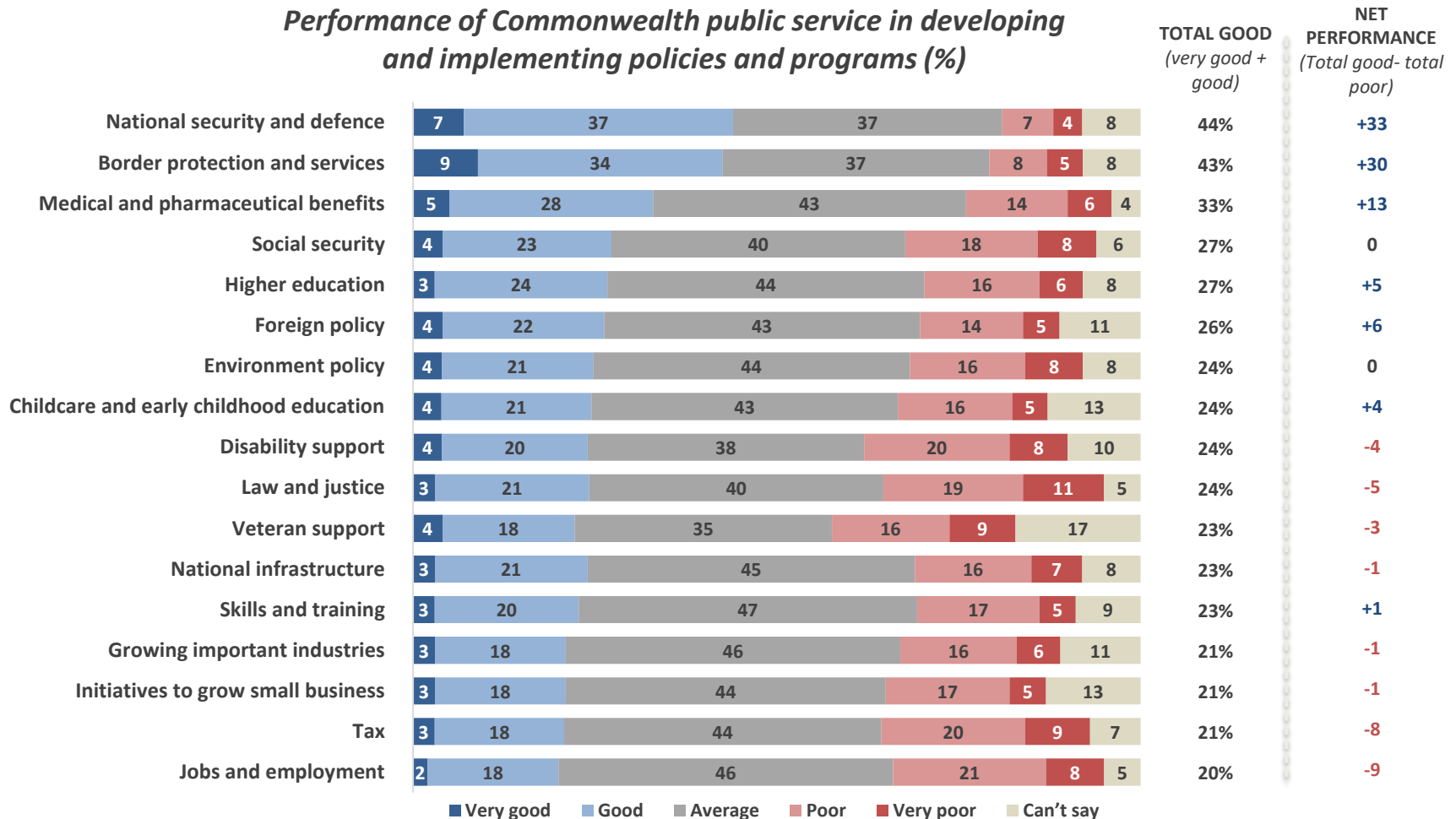
Q2. Below is a list of areas where the Commonwealth public service is responsible for developing and implementing policies and programs.

Please select up to five areas that are most important to you personally.

Base: All respondents, n=1,500

# NATIONAL SECURITY, BORDER PROTECTION, MEDICAL/PHARMACEUTICAL BENEFITS THE BEST PERFORMING SERVICE AREAS

## Performance of Commonwealth public service in developing and implementing policies and programs (%)



Q3. Please rate the performance of the Commonwealth public service in developing and implementing policies and programs in each of these areas.

Base: All respondents, n=1,500

# PERFORMANCE OF IN DEVELOPING AND IMPLEMENTING POLICIES AND PROGRAMS—SIGNIFICANT DIFFERENCES

## Performance of Commonwealth public service in developing and implementing policies and programs (%)

### Significant differences

44% see the performance of the Commonwealth public service on national security and defence as good or very good. Significantly *higher/lower* among:

- 75+ years (56%)
- Overseas born (52%)
- HHI \$92K PA or more (52%)
- NSW residents (50%)
- Victorians (37%)

43% see the performance of the Commonwealth public service on border protection and services as good or very good. Significantly *higher* among:

- 75+ years (58%)
- Overseas born (51%)
- University educated (48%)

33% see the performance of the Commonwealth public service on medical and pharmaceutical benefits as good or very good. Significantly *higher/lower* among:

- 75+ years (48%)
- Overseas born (40%)
- University educated (38%)
- 35-54 years (28%)

27% see the performance of the Commonwealth public service on social security as good or very good. Significantly *higher/lower* among:

- Overseas born (36%)
- 18-34 years (33%)
- University educated (34%)
- Born in Australia (23%)
- Regional/ rural (22%)
- Diploma/ TAFE educated (21%)
- Queenslanders (21%)
- 55-74 years (20%)

27% see the performance of the Commonwealth public service on higher education as good or very good.

Significantly *higher/lower* among:

- Overseas born (34%)
- University educated (32%)
- Regional/ rural (22%)
- Queenslanders (21%)

26% see the performance of the Commonwealth public service on foreign policy as good or very good. Significantly *higher* among:

- 75+ years (36%)
- Overseas born (33%)
- University educated (31%)

24% see the performance of the Commonwealth public service on environmental policy as good or very good.

Significantly *higher/lower* among:

- Overseas born (30%)
- 18-34 years (29%)
- 55-74 years (19%)

24% see the performance of the Commonwealth public service on childcare and early childhood education as good or very good. Significantly *higher/lower* among:

- 18-34 years (30%)
- Overseas born (30%)
- 55+ years (20%)

24% see the performance of the Commonwealth public service on disability support as good or very good.

Significantly *higher/lower* among:

- 18-34 years (31%)
- NSW residents (30%)
- Overseas born (32%)
- University educated (31%)
- 55+ years (18%)
- Queenslanders (18%)
- Have a disability (18%)

24% see the performance of the Commonwealth public service on law and justice as good or very good.

Significantly *higher/lower* among:

- University educated (33%)
- HHI \$92K PA or more (33%)
- 18-34 years (32%)
- Overseas born (31%)
- Metro (28%)
- 55+ (19%)
- Regional/ rural (17%)
- Victorians (19%)
- HHI up to \$52K PA (20%)

23% see the performance of the Commonwealth public service on veteran support as good or very good.

Significantly *higher/lower* among:

- HHI \$92K PA or more (32%)
- University educated (31%)
- Overseas born (30%)
- 18-34 years (28%)
- 55+ years (18%)

Significantly *higher/lower* than total at 95% confidence interval.

Q3. Please rate the performance of the Commonwealth public service in developing and implementing policies and programs in each of these areas.

Base: All respondents, n=1,500



# PERFORMANCE OF IN DEVELOPING AND IMPLEMENTING POLICIES AND PROGRAMS—SIGNIFICANT DIFFERENCES

## *Performance of Commonwealth public service in developing and implementing policies and programs (%)* *Significant differences cont.*

23% see the performance of the Commonwealth public service on national infrastructure as good or very good.

Significantly *higher/lower* among:

- HHI \$92K PA or more (31%)
- Overseas born (30%)
- University educated (28%)
- 55+ years (17%)
- Have a disability (17%)

23% see the performance of the Commonwealth public service on skills and training as good or very good.

Significantly *higher/lower* among:

- HHI \$92K PA or more (30%)
- 18-34 years (28%)
- Overseas born (28%)
- University educated (27%)
- HHI up to \$52K PA (18%)
- Have a disability (16%)

21% see the performance of the Commonwealth public service on growing important industries as good or very good. Significantly *higher* among:

- HHI \$92K PA or more (27%)
- 18-34 years (27%)
- Overseas born (25%)
- University educated (25%)

21% see the performance of the Commonwealth public service on initiatives to grow small business as good or very good. Significantly *higher* among:

- Overseas born (27%)
- University educated (26%)

21% see the performance of the Commonwealth public service on tax as good or very good. Significantly *higher* among:

- University educated (27%)
- HHI \$92K PA or more (26%)
- Overseas born (25%)

20% see the performance of the Commonwealth public service on jobs and employment as good or very good. Significantly *higher* among:

- HHI \$92K PA or more (26%)
- University educated (25%)
- Employed (24%)

Significantly *higher/lower* than total at 95% confidence interval.

Q3. Please rate the performance of the Commonwealth public service in developing and implementing policies and programs in each of these areas.

Base: All respondents, n=1,500

# EXPERIENCE OF SERVICES



# MEDICARE, CENTRELINK AND ATO MOST WIDELY USED SERVICES AND MYGOV MOST COMMON CHANNEL OF INTERACTION

In the past 12 months, eight in ten Australians have interacted with at least one Commonwealth public service, with Medicare being most widely used (49%), followed by Centrelink (45%) and the ATO (44%). Services providing passports (16%), aged care (11%), employment (11%), disability support (9%), education/training (9%) and other types of support have been less widely used.

- Carers, relatives and employers of someone with a disability (56%) are most likely to have interacted with Medicare.
- 18-34 year olds (50%) are more likely to have interacted with the ATO than those 55+ years (35%), as are employees and those in middle to higher income households.
- Retirees, recipients of government benefits, those with a disability, and carers, relatives, or employers of someone with a disability, are most likely to have interacted with Centrelink.

About half of users (49%) used the myGov website in their most recent experience with a Commonwealth public service, significantly more among 18-34 year olds (59%) and users of ATO (65%) and Centrelink (57%) services.

- Young adults were also more likely to use the myGov app (10%, higher than the national average of 6%).

However, traditional methods of contact such as telephone (22%) and face-to-face (20%) interactions also remain popular, particularly among older adults aged 55+ years (27% and 26% respectively) and Centrelink users (28% for each).

# AUSTRALIANS EXPECT GOOD QUALITY SERVICE AND MOST HAD EXPECTATIONS MET OR EXCEEDED ON QUALITY, TIMELINESS

Expectations of Commonwealth public services are high, with 63% of users expecting to receive a good/very good quality service at their most recent experience, higher among those aged 55+ years (71%) and among users of Medicare (70%) and passport services (78%).

While the expectations of Centrelink users were notably lower, half (53%) still expected to receive good/very good service.

Overall, a large majority of service users had their expectations met or exceeded on quality (54% as expected, 28% better) and timeliness to reach an outcome (42% as expected, 23% less time).

- Passport service users had a particularly positive experience – one in five (20%) found the quality of service *a lot better* than expected and 43% found it took less time than expected, both results significantly higher than the average for all services (10%, 23% respectively) .
- Centrelink performed less well against expectations in these two areas. Four in ten users (39%) found it took longer than expected to get an outcome, the same proportion as had their expectations met (39%), and only 16% received a faster than expected outcome.
- On service quality, a large majority of Centrelink users did have their expectations either met (56%) or exceeded (22%) overall, however the other three key services were more likely to deliver a 'better than expected' quality of service than Centrelink (even though among Centrelink users expectations of service quality were already a little lower).



# USER SATISFACTION WAS HIGHER WITH PASSPORT SERVICES AND MEDICARE AND LOWER FOR CENTRELINK

Overall, six in ten (62%) users of Commonwealth public services were satisfied with their most recent experience, and this was higher among users of passport services (78%) and Medicare (75%), but lower among users of Centrelink (54%).

There is majority agreement that Commonwealth public services have performed well against most of the individual service values, including outcome, fairness, access, professionalism, comprehension, and staff attitude (partially, only).

Overall, services performed most strongly on ability to complete the transaction (72% users), courteous and respectful staff (67%), fair treatment (67%), and ease of access via preferred mode of contact (65%). They were least successful in providing opportunities for feedback (35%) and staff going out of their way to help (43%) – noting these results exclude those for whom the service aspect did not apply.

- Medicare was generally more favourably rated, with around two thirds or more agreeing it had met the individual service values, with the exception of staff helpfulness (45%) and feedback opportunities (41%).
- Although based on a small number of users (n=85), passport services also rated very favourably across many service values, at seven or eight in ten agreement.
- In contrast, among Centrelink users, there were lower levels of agreement that it had met these individual service values, coupled with relatively high levels of disagreement on: feedback opportunities (43% disagree), a simple process (36%), information being easy to find/understand (32%), and staff going out of their way to help (28%).

# SLIGHTLY MORE SAY SERVICES HAVE WORSENERD THAN HAVE IMPROVED OVER THE LAST YEAR

While slightly more users rate Commonwealth public services as having worsened (18%) over the past 12 months than improved (14%), half of users (50%) say services have stayed the same.

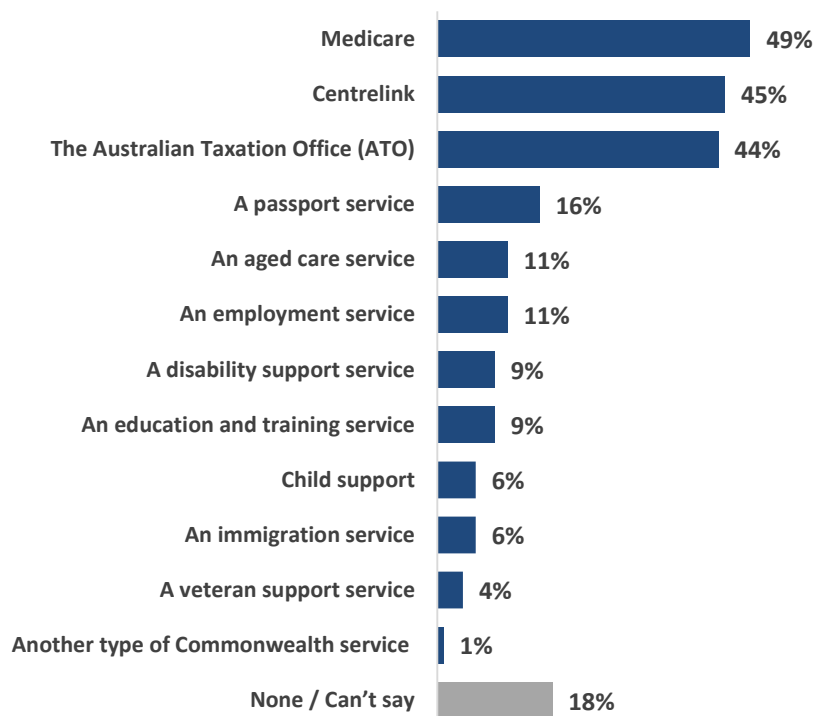
- Those with a disability, or who are a carer, relative or employer of someone with a disability, are significantly more likely to view services as having worsened over the past year (25% and 24%, respectively), as are Centrelink users (27%).

Overall, half (49%) of users found these services easy to access, more among young adults (18-34 years: 57%). However, one in five users found services hard to access, with older adults (55-74 years: 25%) and those with a disability (27%) significantly more likely to have difficulty. A further 29% overall held a neutral view on ease of access.

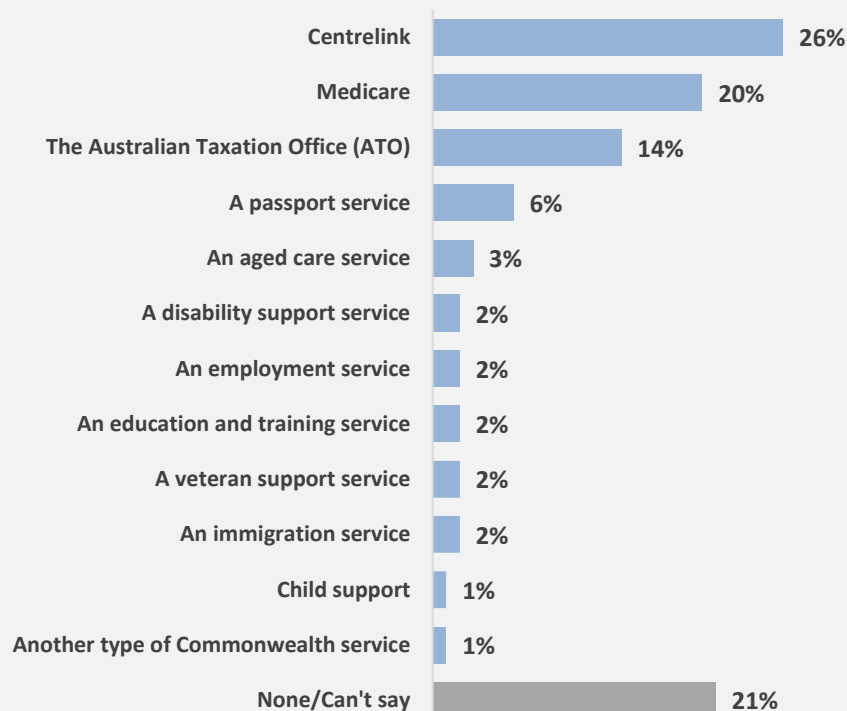
Among those who did not enjoy easy access to services, the length of time waited for assistance was the greatest barrier (48%), followed by difficulty understanding information provided (26%) and location (11%).

# MEDICARE, CENTRELINK AND ATO THE MOST COMMONLY USED SERVICES OVER THE PAST 12 MONTHS

**Commonwealth public services interacted with in the past 12 months**  
(Multiple responses allowed)



**Commonwealth public service interacted with most recently**



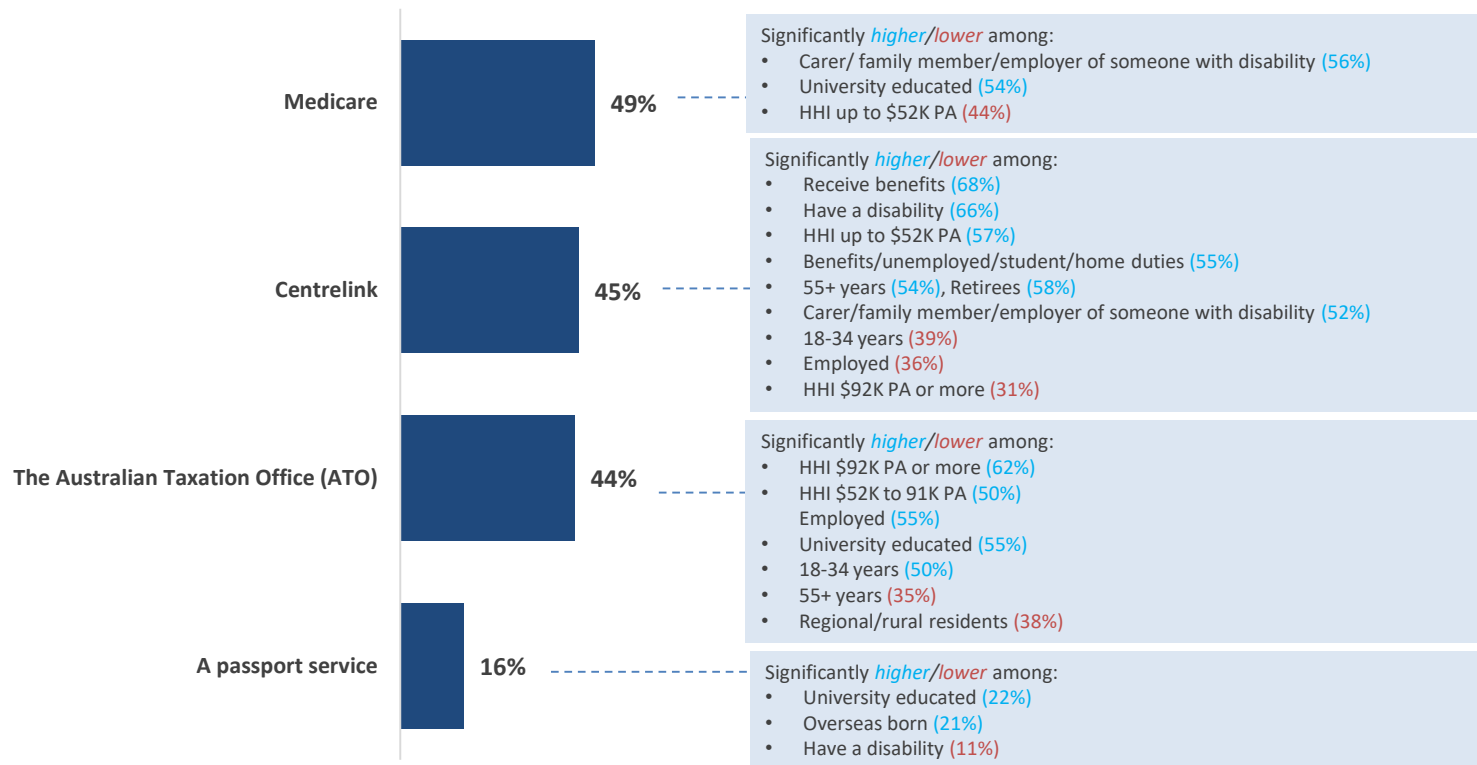
Q4. Now, think about the range of services provided by the Commonwealth public service. Which of the following Commonwealth public services have you interacted with in the past 12 months? Please include: all interactions you have had for yourself, or on behalf of someone else; all types of interactions you have had, such as through a Commonwealth agency website, myGov, website, smartphone app, phone line or service centre, or third party service provider; interactions where you have contacted the service or they have contacted you. / Q4a. And which one of these Commonwealth public services did you interact with most recently?

Base: All respondents, n=1,500



# COMMONWEALTH PUBLIC SERVICES INTERACTED WITH IN THE PAST 12 MONTHS — SIGNIFICANT DIFFERENCES

## *Commonwealth public services interacted with in the past 12 months* (Multiple responses allowed)



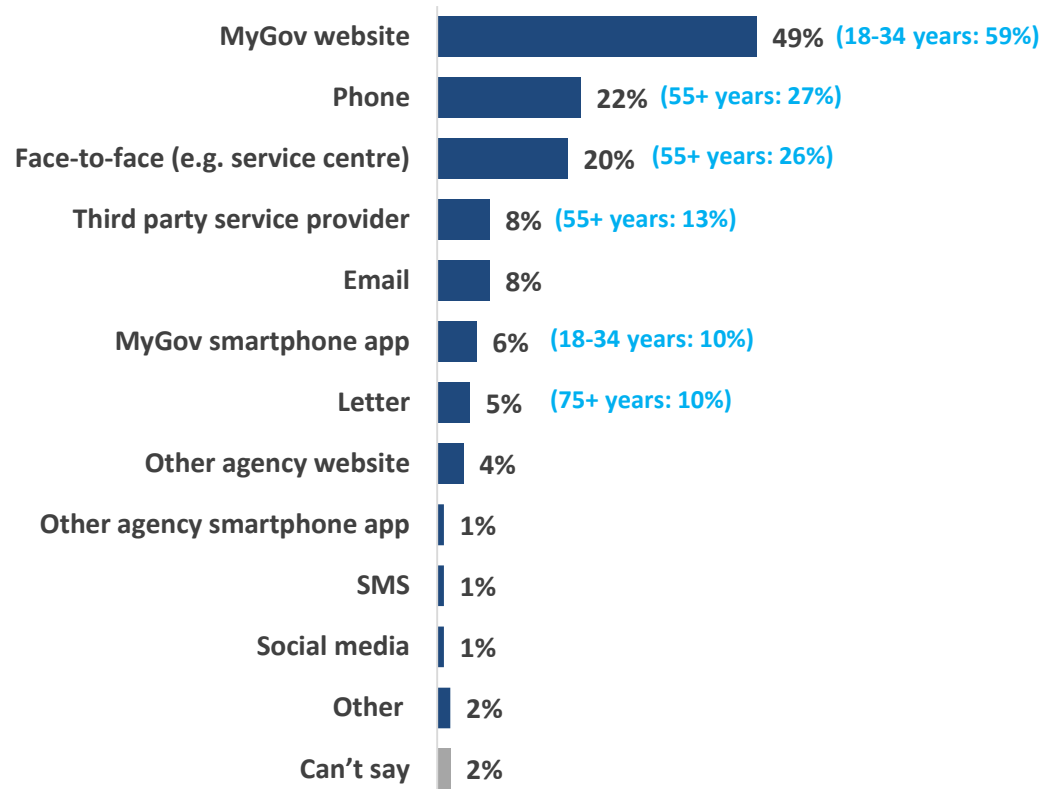
Significantly *higher/lower* than total at 95% confidence interval.

Q4. Now, think about the range of services provided by the Commonwealth public service. Which of the following Commonwealth public services have you interacted with in the past 12 months? Please include: all interactions you have had for yourself, or on behalf of someone else; all types of interactions you have had, such as through a Commonwealth agency website, myGov, website, smartphone app, phone line or service centre, or third party service provider; interactions where you have contacted the service or they have contacted you.

Base: All respondents, n=1,500

# MYGOV WEBSITE THE MOST USED METHOD OF CONTACT FOR RECENT SERVICES

## Methods of contact with most recent service (Multiple responses allowed)



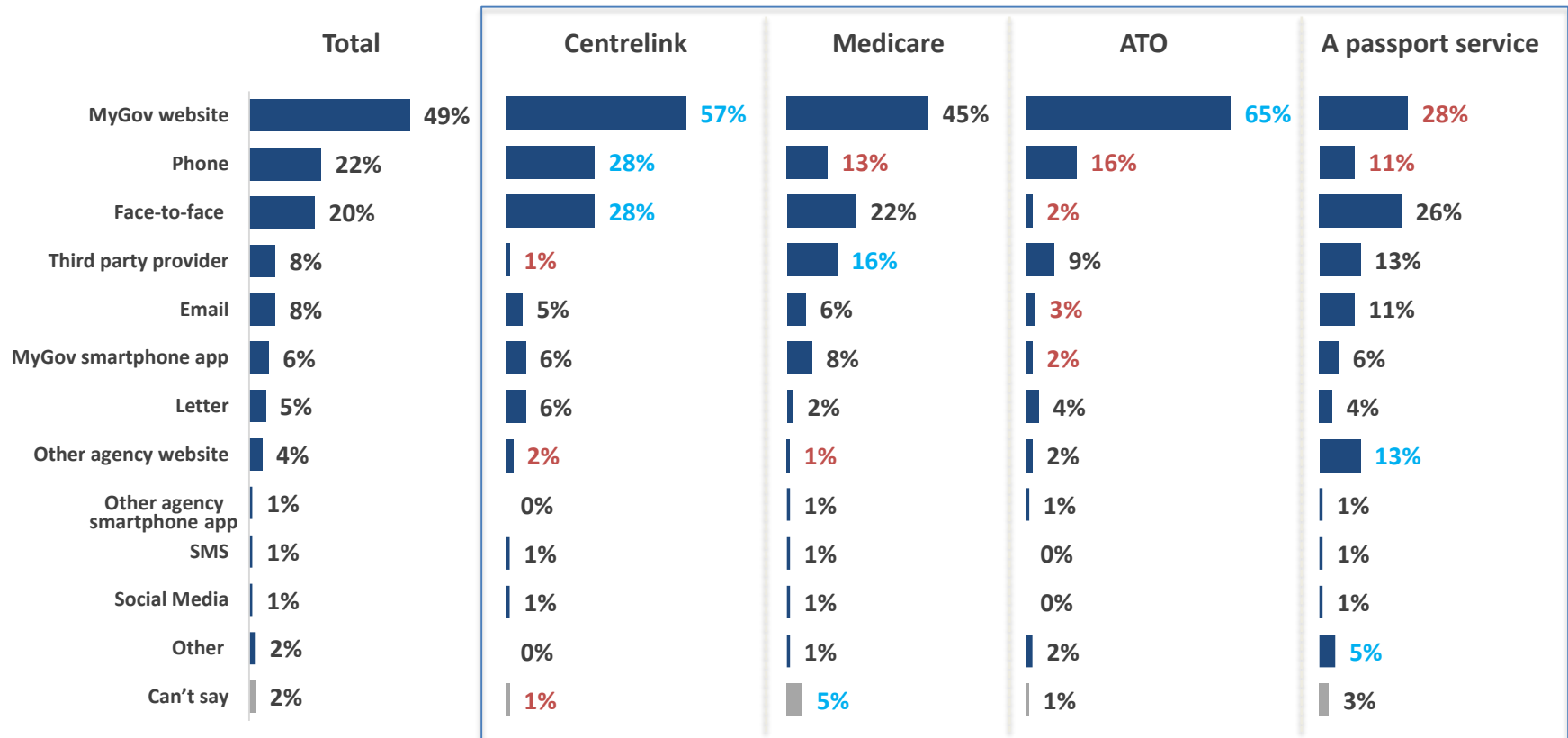
Significantly **higher** than total at 95% confidence interval.

Q5. During your most recent experience with [Commonwealth service area most recently interacted with], how did you contact them? You may have contacted the service, or they may have contacted you. If you used more than one method, please select all that apply.

Base: Those who have contacted/used one or more service in the past 12 months, n=1,195 (excl. can't recall most recent)

# MAJORITY OF RECENT INTERACTIONS WITH CENTRELINK AND ATO INVOLVED THE MYGOV WEBSITE

## Methods of contact with most recent service (Multiple responses allowed)



Significantly **higher**/ **lower** than total at 95% confidence interval.

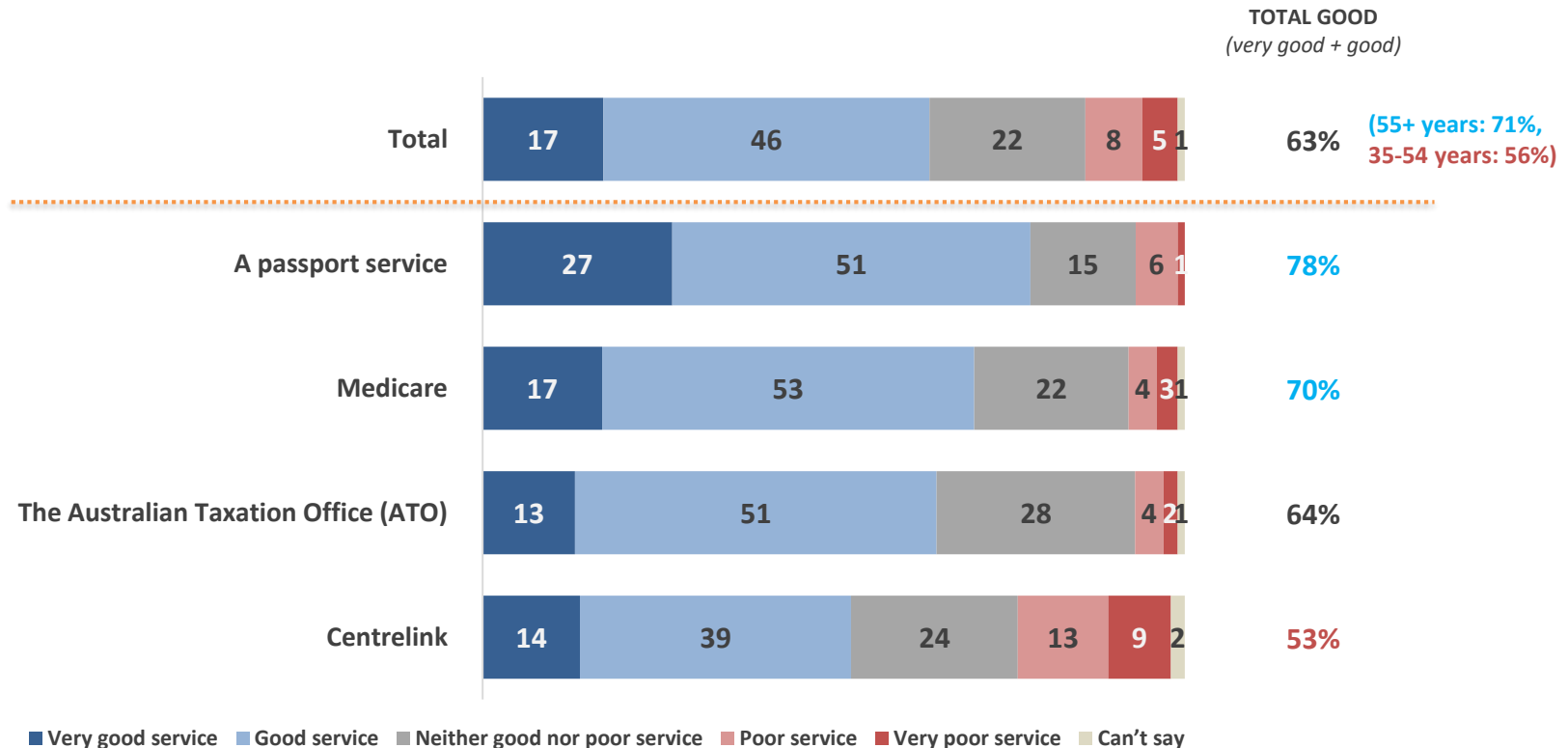
Q5. During your most recent experience with [Commonwealth service area most recently interacted with], how did you contact them? You may have contacted the service, or they may have contacted you. If you used more than one method, please select all that apply.

Base: Those who have contacted/ used one or more service in the past 12 months, n=1,195 (excl. can't recall most recent)



# SIX IN TEN RECENT USERS OF COMMONWEALTH PUBLIC SERVICES EXPECTED A GOOD QUALITY SERVICE — MORE FOR PASSPORTS, MEDICARE

## Expected quality of service from most recent service (%)\*



\*Results for other individual services not shown due to very small sample sizes (less than 40 recent users).

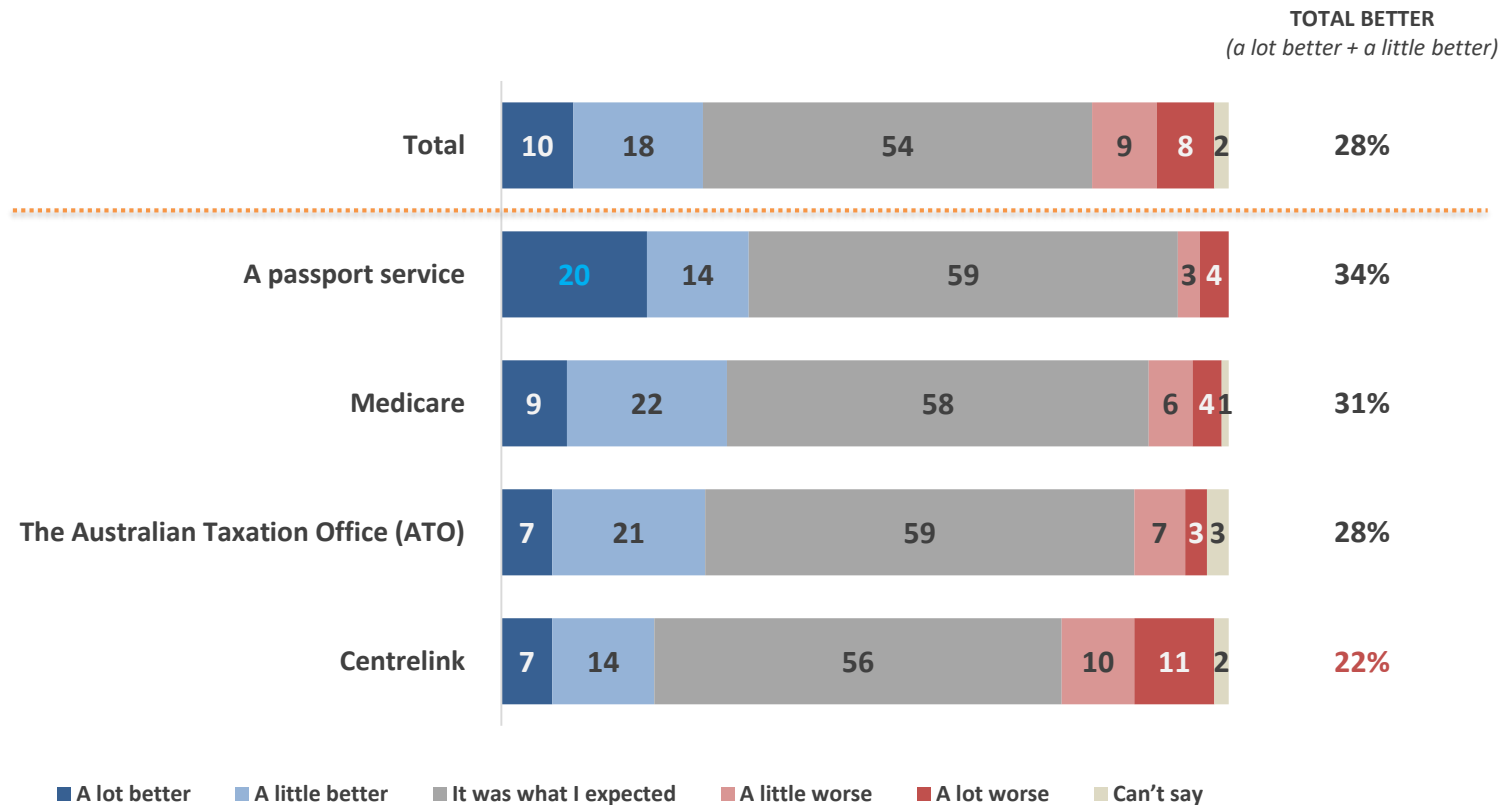
Significantly **higher**/ **lower** than total at 95% confidence interval

Q6. Thinking again about your most recent experience with [Commonwealth service area most recently interacted with], what quality of service did you expect?

Base: Those who have contacted/ used one or more service in the past 12 months, n=1,195 (excl. can't recall most recent)

# MORE THAN HALF OF RECENT USERS HAD THEIR EXPECTATIONS MET ON SERVICE QUALITY, MORE THAN ONE IN FOUR HAD THEIRS EXCEEDED

## Quality of most recent service compared with expectations (%)



Significantly higher/ lower than total at 95% confidence interval

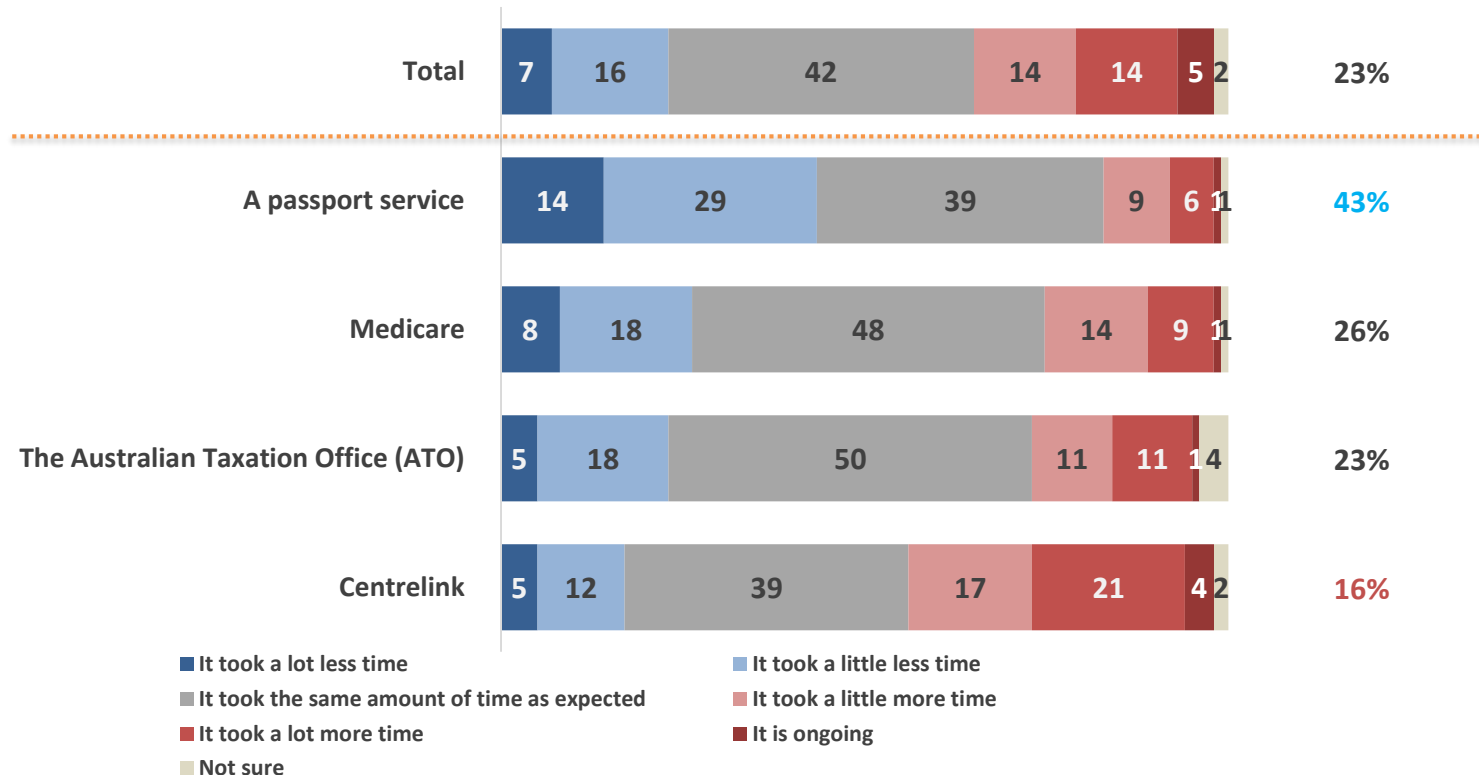
Q7. Was the quality of service during your most recent experience with [Commonwealth service area most recently interacted with] better or worse than you expected?

Base: Those who have contacted/ used one or more service in the past 12 months, n=1,195 (excl. can't recall most recent)

# FOUR IN TEN OR MORE RECENT USERS HAD THEIR EXPECTATIONS MET ON TIMELINESS OF SERVICE, MORE THAN ONE IN FIVE HAD THEIRS EXCEEDED

## Time taken to get an outcome from most recent service compared with expectations (%)

**TOTAL LESS TIME**  
(a lot less + a little less than expected)



Significantly **higher**/ **lower** than total at 95% confidence interval

Q8. And did your most recent experience with [Commonwealth service area most recently interacted with] take more or less time than you expected to get an outcome?

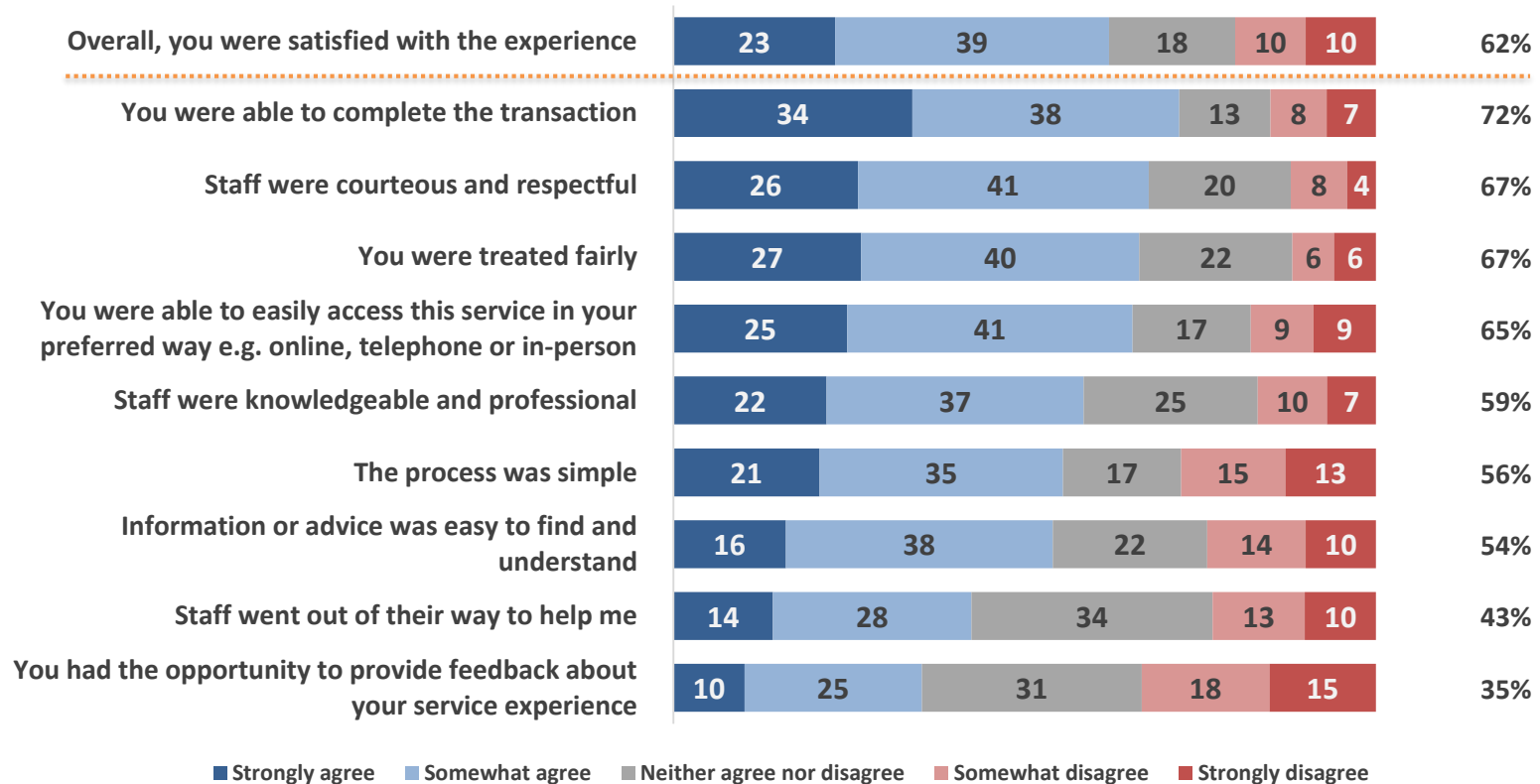
Base: Those who have contacted/ used one or more service in the past 12 months, n=1,195 (excl. can't recall most recent)



# SIX IN TEN RECENT SERVICE USERS SATISFIED — OUTCOME, COURTEOUS STAFF, FAIRNESS, EASE OF ACCESS ACHIEVED FOR TWO THIRDS OF USERS

## Agreement with statements about most recent service experience (%)\*

TOTAL AGREE  
(strongly + somewhat)



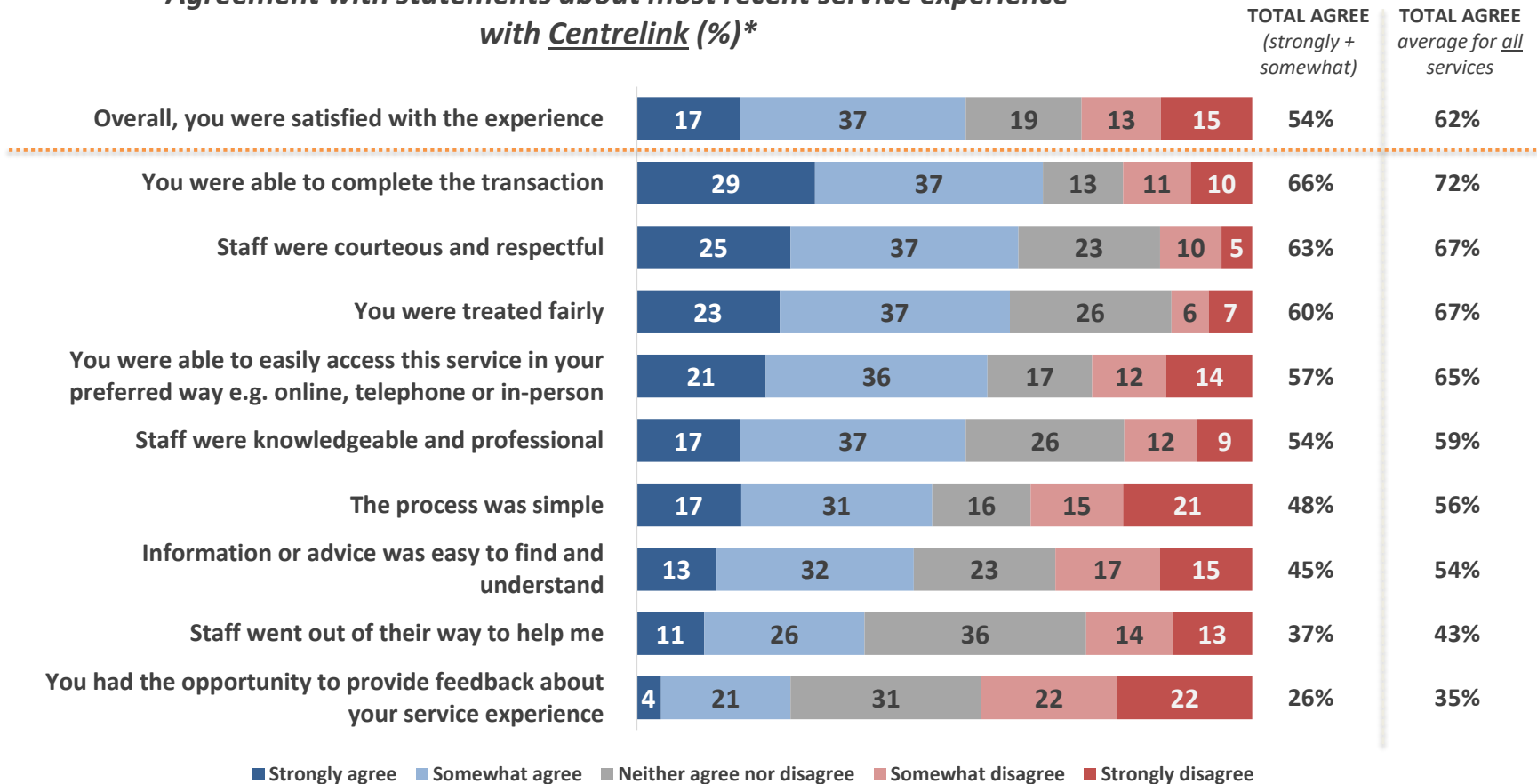
\* among those who deem the description to be applicable to the service

Q9. Thinking about your most recent experience with [Commonwealth service interacted with in the past 12 months] please indicate how much you agree or disagree with the following statements.

Base: Those who have contacted/used one or more service in the past 12 months, n=1,195 (excl. can't recall most recent)

# MORE THAN HALF OF RECENT CENTRELINK USERS SATISFIED — OUTCOME, COURTEOUS STAFF, FAIRNESS ACHIEVED FOR SIX IN TEN

## Agreement with statements about most recent service experience with Centrelink (%)\*



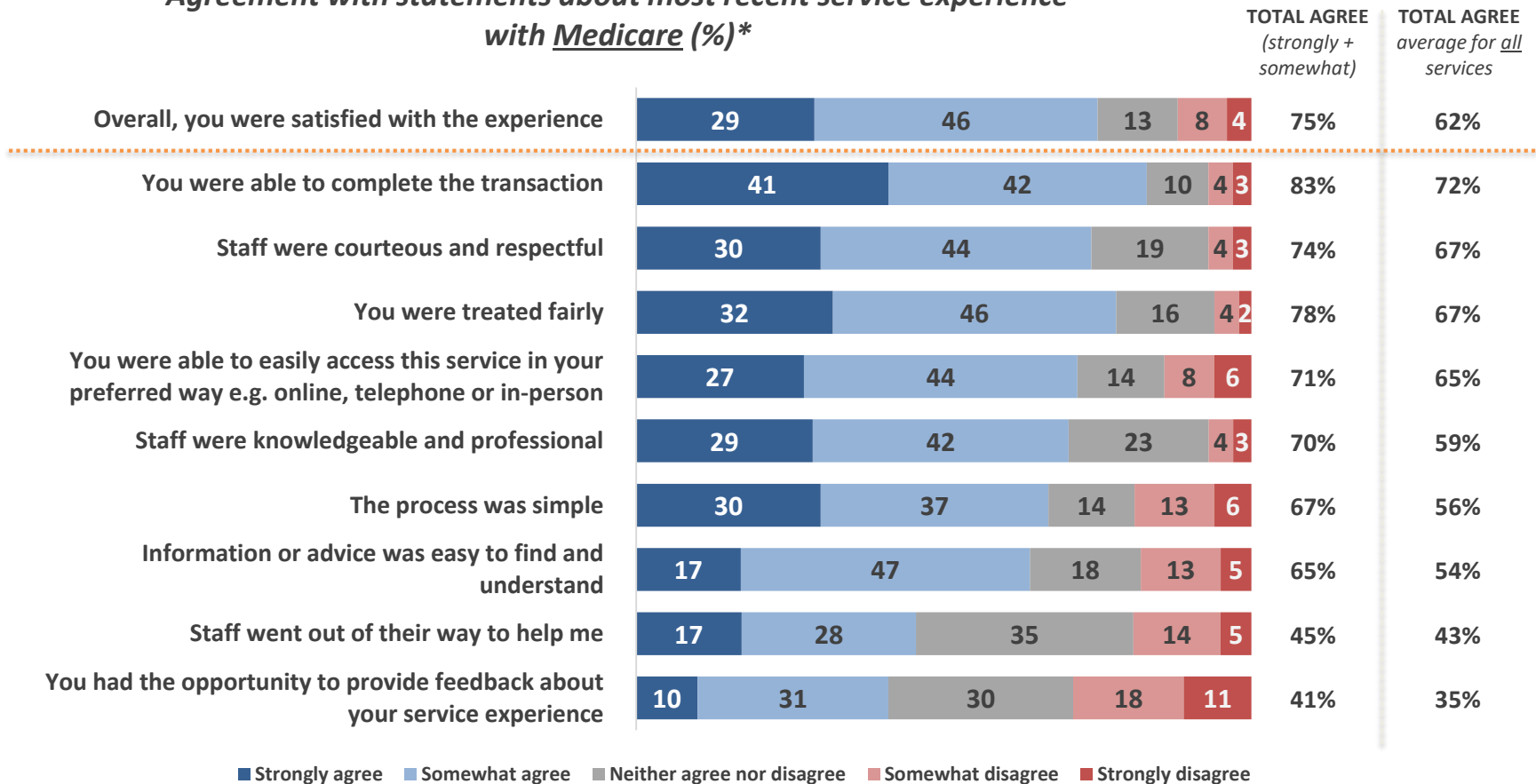
\* among those who deem the description to be applicable to the service

Q9. Thinking about your most recent experience with Centrelink please indicate how much you agree or disagree with the following statements.

Base: Those who have most recently contacted/interacted with Centrelink, n=389

# THREE QUARTERS OF RECENT MEDICARE USERS SATISFIED AND EXPERIENCED AN OUTCOME, FAIRNESS, COURTEOUS STAFF

## Agreement with statements about most recent service experience with Medicare (%)\*



\* among those who deem the description to be applicable to the service

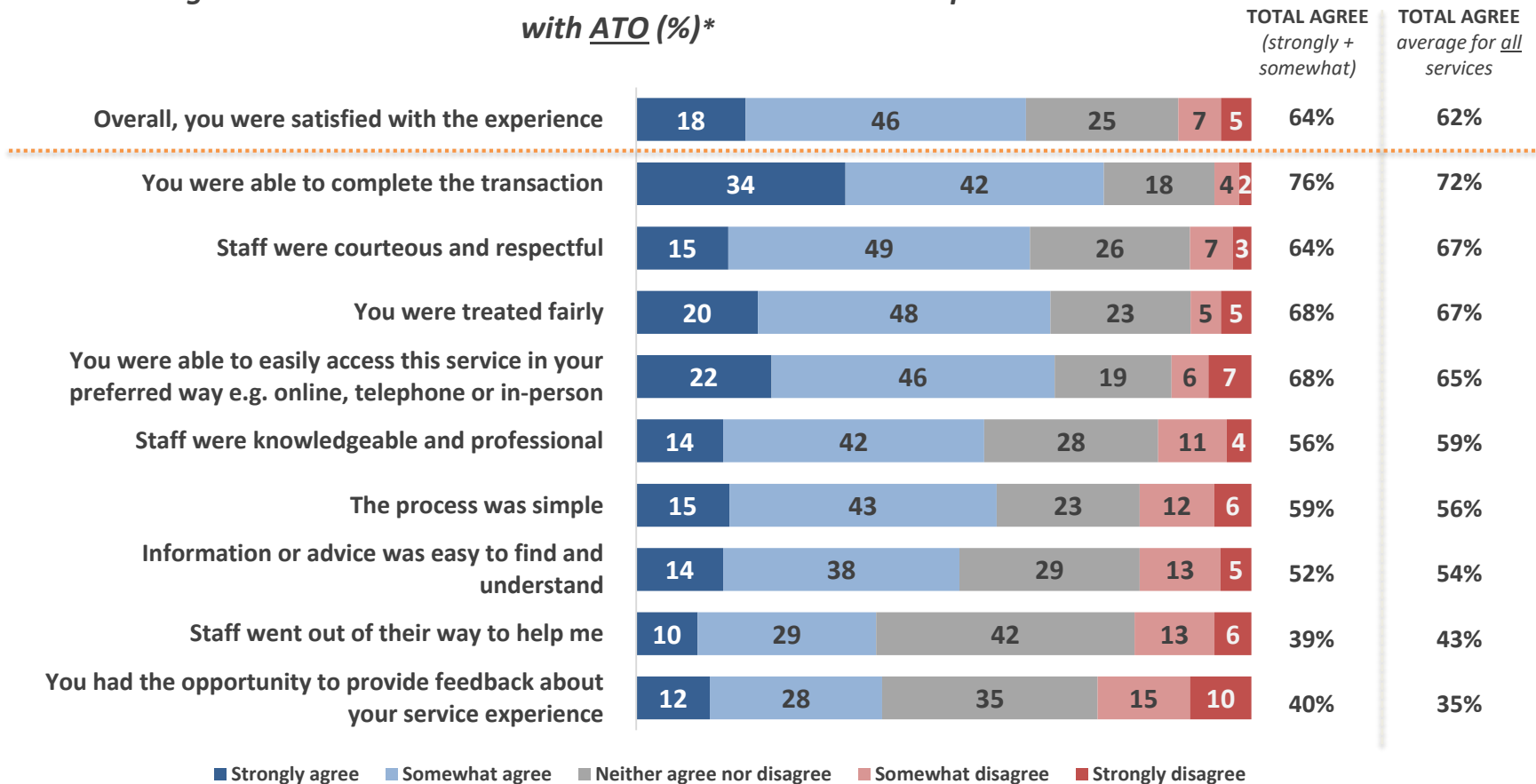
Q9. Thinking about your most recent experience with Medicare please indicate how much you agree or disagree with the following statements.

Base: Those who have most recently contacted/interacted with Medicare, n=294



# SIX IN TEN RECENT ATO USERS SATISFIED — OUTCOME, FAIRNESS, EASE OF ACCESS ACHIEVED FOR TWO THIRDS OF USERS

## Agreement with statements about most recent service experience with ATO (%)\*



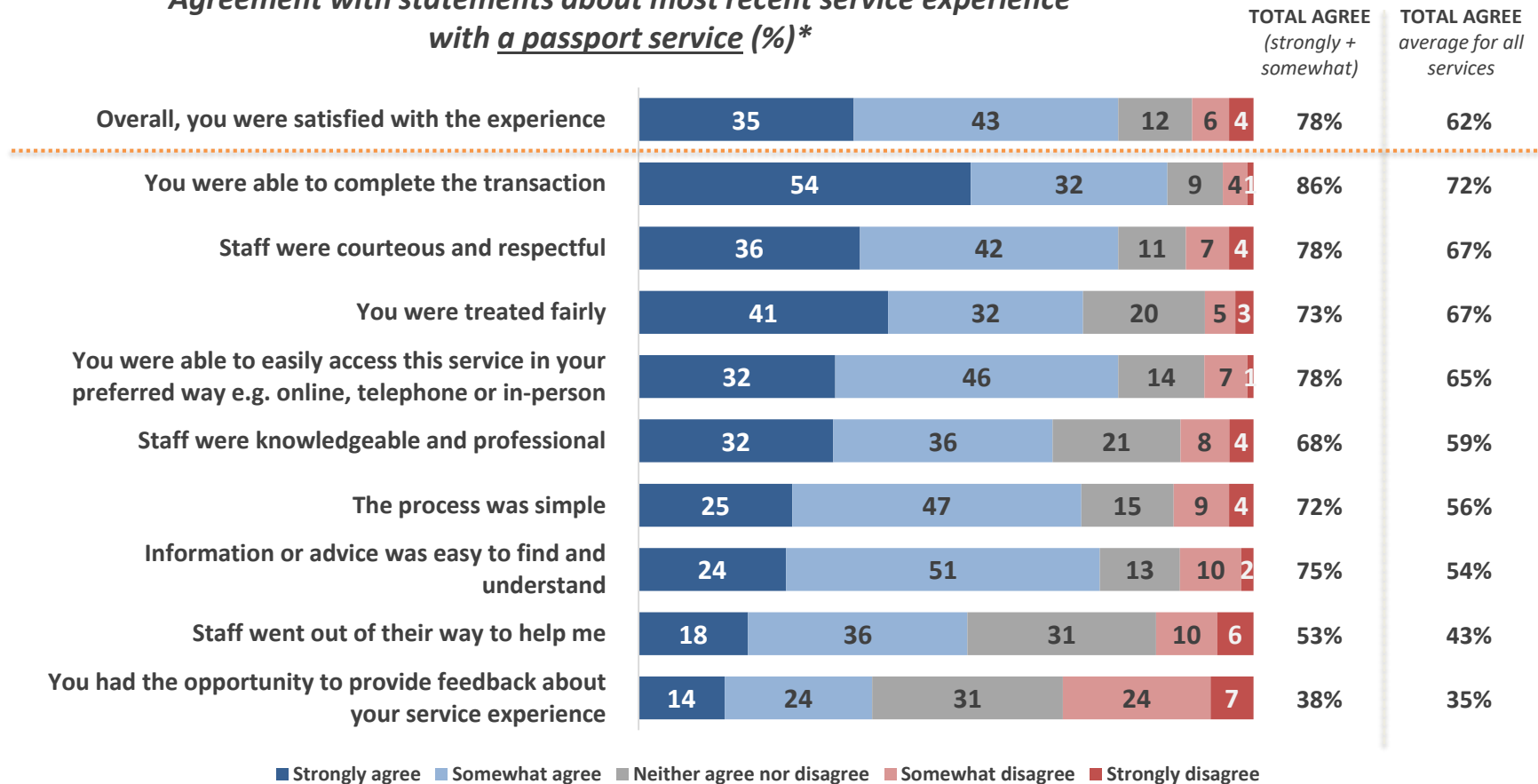
\* among those who deem the description to be applicable to the service

Q9. Thinking about your most recent experience with The Australian Taxation Office (ATO) please indicate how much you agree or disagree with the following statements.

Base: Those who have most recently contacted/interacted with the ATO, n=211

# MORE THAN THREE IN FOUR PASSPORT SERVICE USERS SATISFIED AND EXPERIENCED A GOOD OUTCOME, COURTEOUS STAFF, EASE OF ACCESS

## Agreement with statements about most recent service experience with a passport service (%)\*



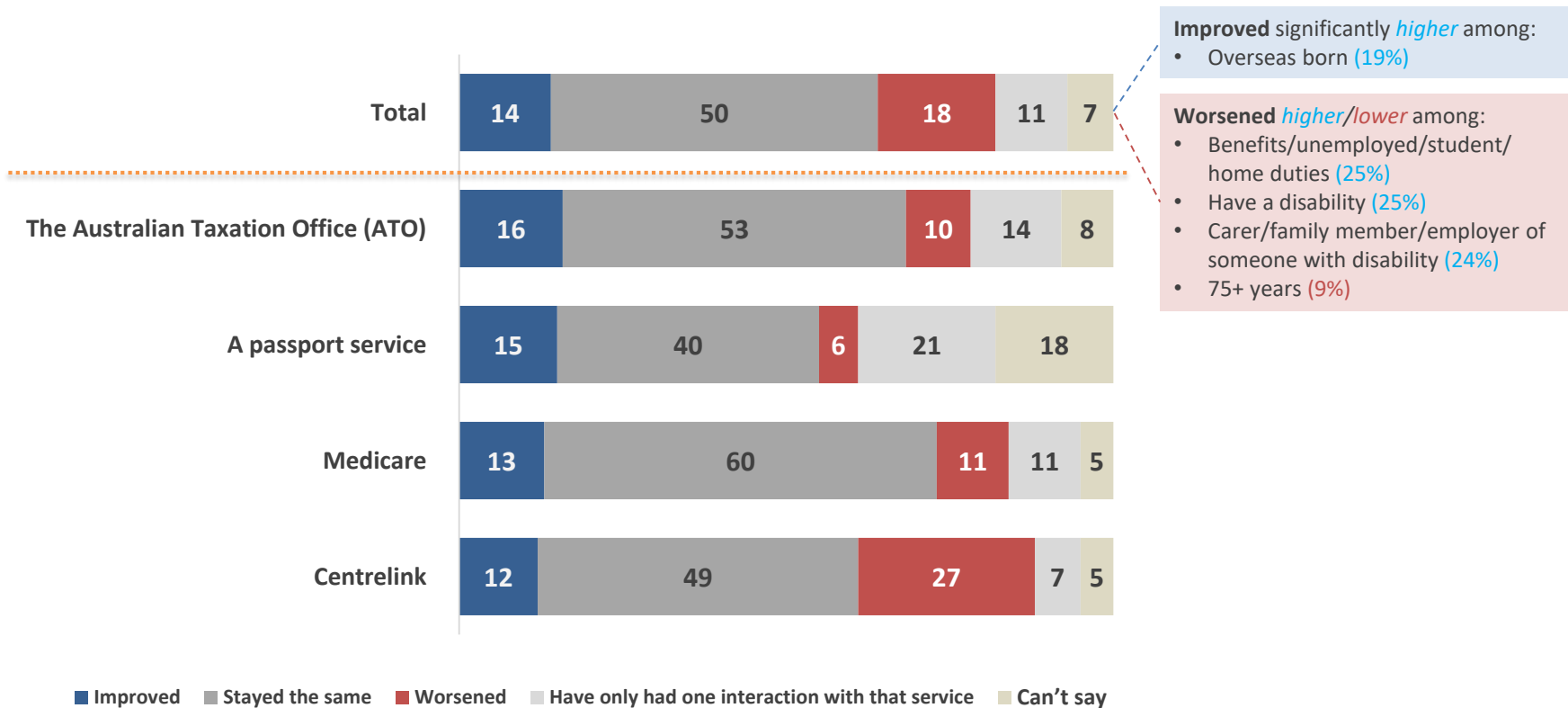
\* among those who deem the description to be applicable to the service

Q9. Thinking about your most recent experience with a passport service please indicate how much you agree or disagree with the following statements:

Base: Those who have most recently contacted/interacted with a passport service, n=85

# OVERALL, MORE USERS SAY SERVICES HAVE WORSENERD IN THE LAST YEAR THAN IMPROVED, ESPECIALLY FOR CENTRELINK

## Rating of most recent service compared with 12 months ago (%)



Significantly higher/lower than total at 95% confidence interval.

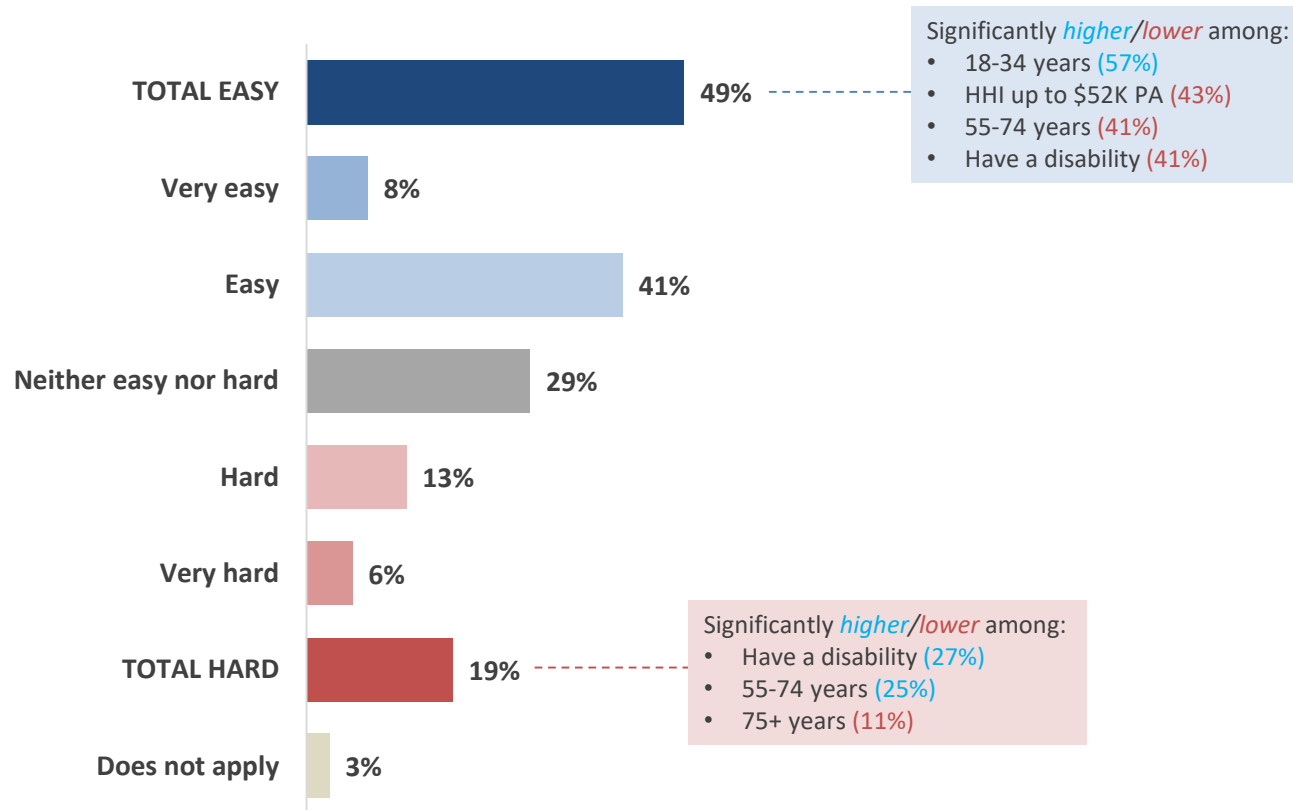
Q10. In the past 12 months, do you think that [Commonwealth service interacted with in the past 12 months] has generally improved, stayed the same, or worsened? If you have only interacted with the service once, please indicate so.

Base: Those who have contacted/used one or more service in the past 12 months, n=1,195 (excl. can't recall most recent)



# ONE-IN-TWO USERS FOUND IT EASY TO ACCESS THE COMMONWEALTH PUBLIC SERVICES THEY NEEDED OVER THE LAST YEAR

## *Ease of access to the services you needed*



Significantly *higher/lower* than total at 95% confidence interval.

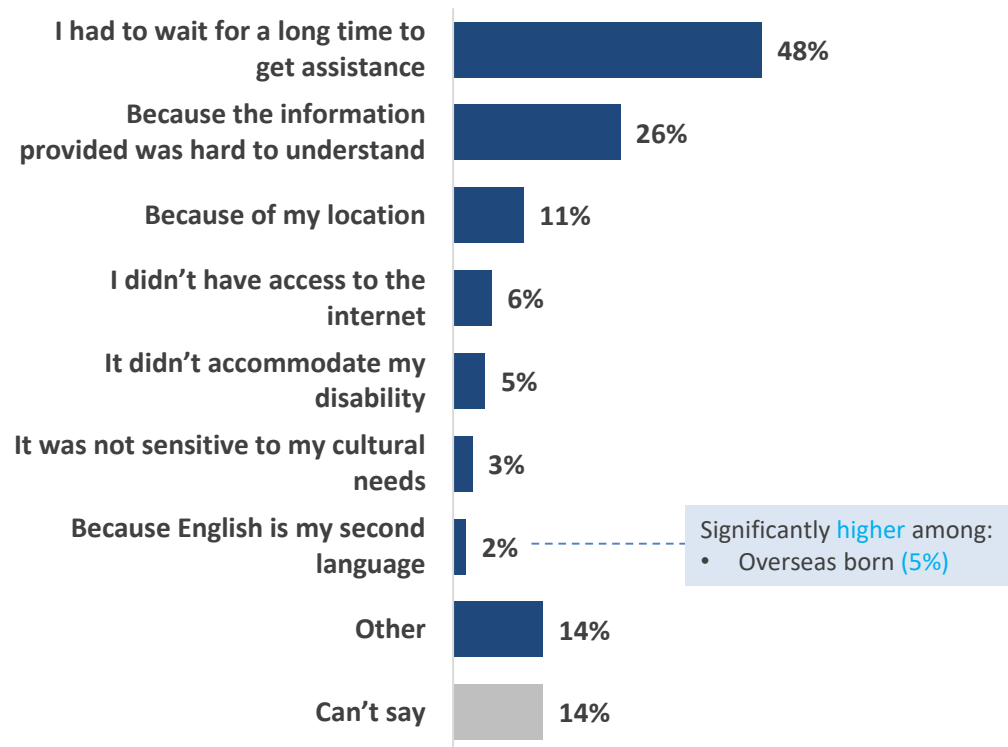
Q11. Thinking about all the interactions you have had with Commonwealth public services over the past 12 months, how easy or hard was it for you to access the services you needed [GENERAL BARRIERS]?

Base: Those who have contacted or used one or more services in the past 12 months, n=1,237

# TIMELINESS OF ASSISTANCE AND COMPLEXITY OF INFORMATION

## THE LEADING DIFFICULTIES IN ACCESSING SERVICES

### *Reasons not easy to access services you needed* (Multiple responses allowed)



Significantly **higher** than total at 95% confidence interval.

Q11a. Now we would like to explore the reason for your response. Please select from the list below any that apply to you and/or your experiences. I found it hard to access the service because...

Base: If 'neither easy nor hard, hard or very hard' to access services, n=588



# COMMUNICATION, ENGAGEMENT AND TRUST



JWS RESEARCH



# GOVERNMENT WEBSITES, EMAIL, ADS, LETTERS PREFERRED INFORMATION CHANNELS AND SURVEYS PREFERRED FOR CONSULTATION

Online channels are the preferred ways for finding out about the types of Commonwealth public services available. Around one in three Australians include government websites (36%) and/or email (32%) in their top three. Letters via post (25%) or email (21%) and broadcast, online or print news items (18%) round out the top five preferences overall.

- Notably, even among adults aged 75+ years who are comfortable with online communication (this was an online survey), letters via post are still the most preferred channel (52%).
- Government benefit recipients also have a stronger preference for receiving letters about services – in either format.

Overall, advertising of any type is favoured by 29% of Australians as a way of finding out about public services, with television (14%) being the most preferred medium.

Participating in surveys is the preferred form of involvement in helping the APS to improve its service delivery and programs (60% of service users), followed by online/paper feedback forms (32%). Online forums (23%), smartphone apps (21%), focus groups (20%) and other options were less popular overall.

- Note there is an appetite for newer approaches among young adults – smartphone apps are the second most preferred option among 18-34 years olds (36%, significantly higher than the national average).



# PUBLIC SERVICE TRUSTED TO DELIVER IMPORTANT SERVICES, INFLUENCED BY PRIVACY PROTECTION, FAIR TREATMENT AND FOLLOW THROUGH

Almost half (47%) of adults trust the Commonwealth public service to provide the types of services that are important to them. However, most of this overall trust is qualified (40% *somewhat* versus only 7% *complete* trust), a further one in three are neutral (28%) or undecided (4%), and one in five Australians (20%) do not trust the APS.

- Similar to performance ratings, the youngest (18-34 years) and oldest (75+ years) age cohorts, and those who are university educated, living in higher income households (\$92K+p.a.), and/or born overseas hold a more favourable view (a majority trust the APS).
- However, those with a disability (30%), as well as diploma/TAFE educated (26%) and older adults 55-74 years (26%) exhibit higher levels of distrust.

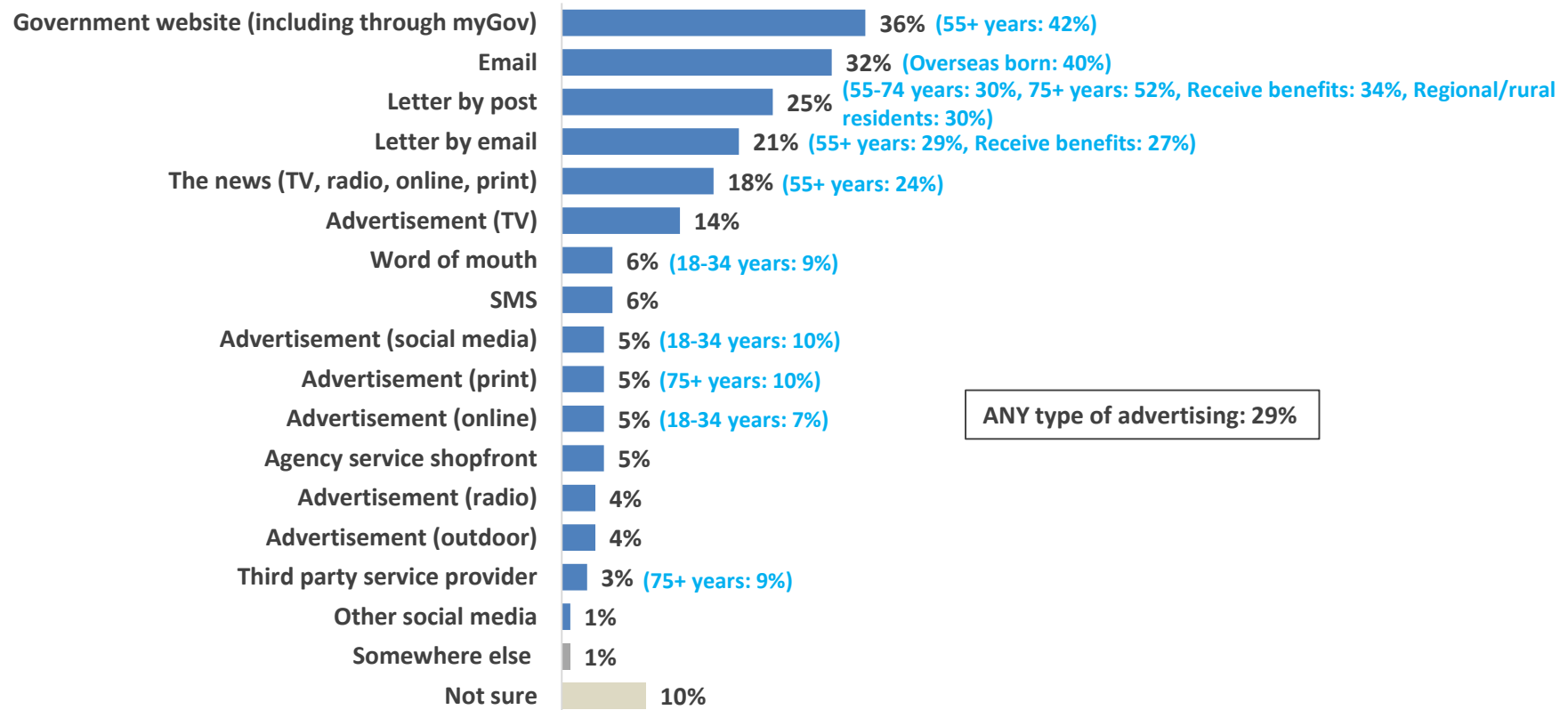
Among those who had used Commonwealth services in the past 12 months, protection of personal information (42%), fair treatment (41%) and follow through ('doing what it says it will do') (35%) were viewed as most influencing their trust in these services.

- Being listened to was a greater influence on trust among older adults (37% among 55+ years, significantly higher than the national total of 30%).

While a small majority of service users feel the public service performs well on protecting privacy (57%) and fair treatment (53%), fewer agree it performs well on follow through (44%) or other factors which may influence their trust. Four in ten users say it performs well in making an effort to listen (43%) or improve (40%), understanding needs (41%), openness and honesty (40%) and reliability (39%).

# GOVERNMENT WEBSITES, EMAIL, ADS, LETTERS, NEWS STORIES ARE PREFERRED CHANNELS FOR FINDING OUT ABOUT SERVICES

## *Preferred ways to find out about the types of Commonwealth public services available*



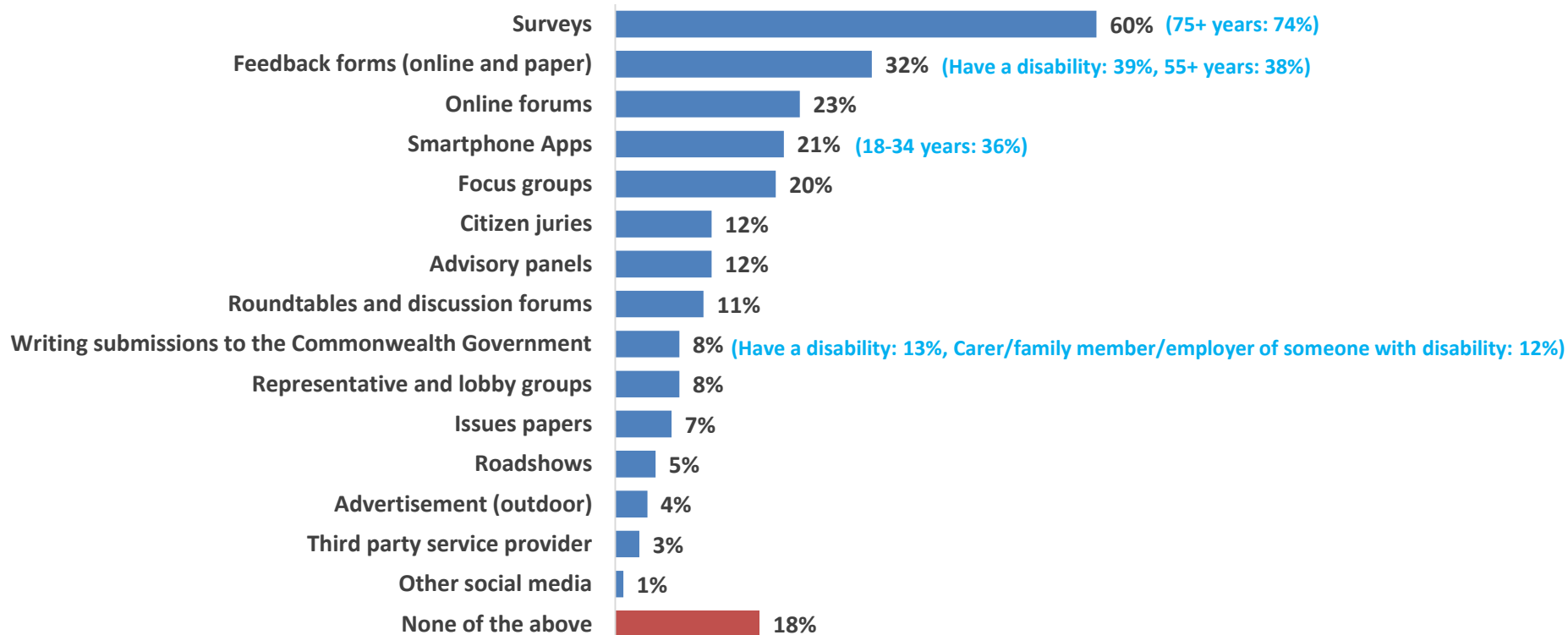
Significantly **higher** than total at 95% confidence interval.

Q13. How do you prefer to find out about the types of Commonwealth public services available to you? Please select your three top preferences

Base: All respondents, n=1,500

# SURVEYS PREFERRED FOR CONTRIBUTING TO IMPROVEMENT OF SERVICE DELIVERY AND PROGRAM DEVELOPMENT

*Interest in being involved in ways public service improves its service delivery and program development  
(Multiple responses allowed)*



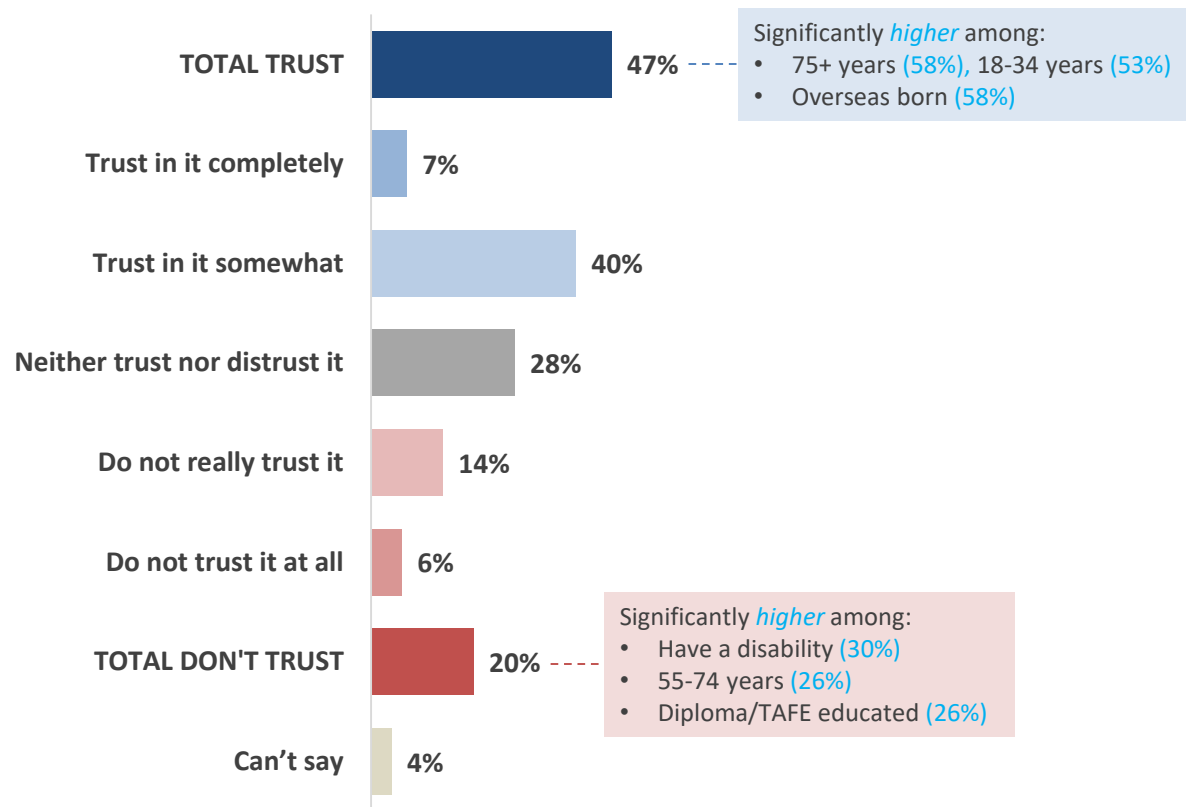
Significantly **higher** than total at 95% confidence interval.

Q14. The Commonwealth public service works with the public to improve how it delivers services and develops programs. Below is a list of ways that the Commonwealth public service does this. Please select the ones you would be interested in being involved in. You will not be added to any list, mail out or forum.

Base: Those who have contacted/ used one or more service in the past 12 months, n=1,237

# MORE THAN TWICE AS MANY AUSTRALIANS TRUST THE COMMONWEALTH TO PROVIDE IMPORTANT SERVICES THAN DO NOT TRUST THEM

## *Trust the Commonwealth public service to provide services important to you*



Significantly *higher* than total at 95% confidence interval.

Q15. How much do you trust the Commonwealth public service to provide the services that are important to you?

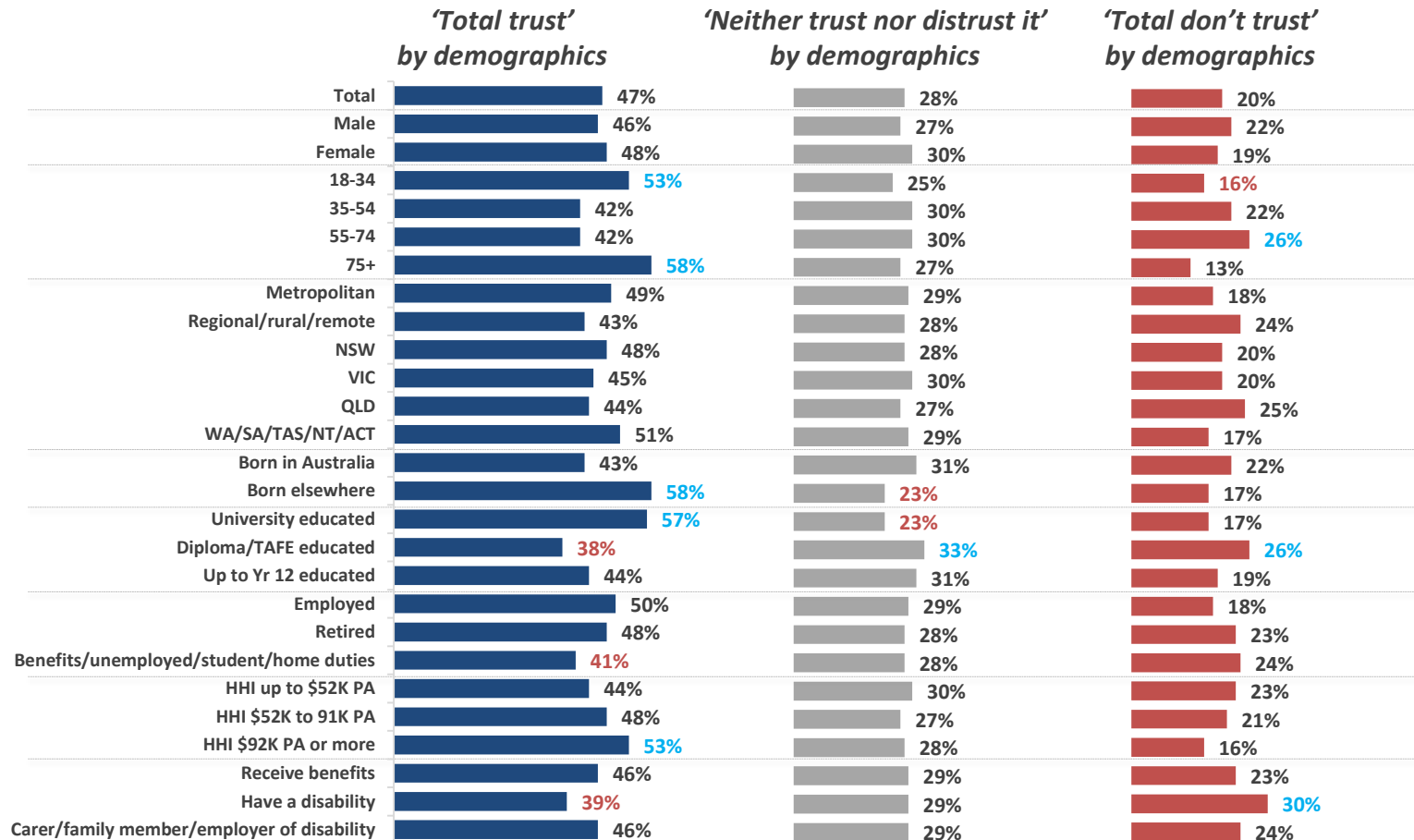
Base: All respondents, n=1,500



# TRUST THE COMMONWEALTH TO PROVIDE SERVICES

## — DEMOGRAPHIC PROFILES

*Trust the Commonwealth public service to provide services important to you*



Significantly **higher**/ **lower** than total at 95% confidence interval.

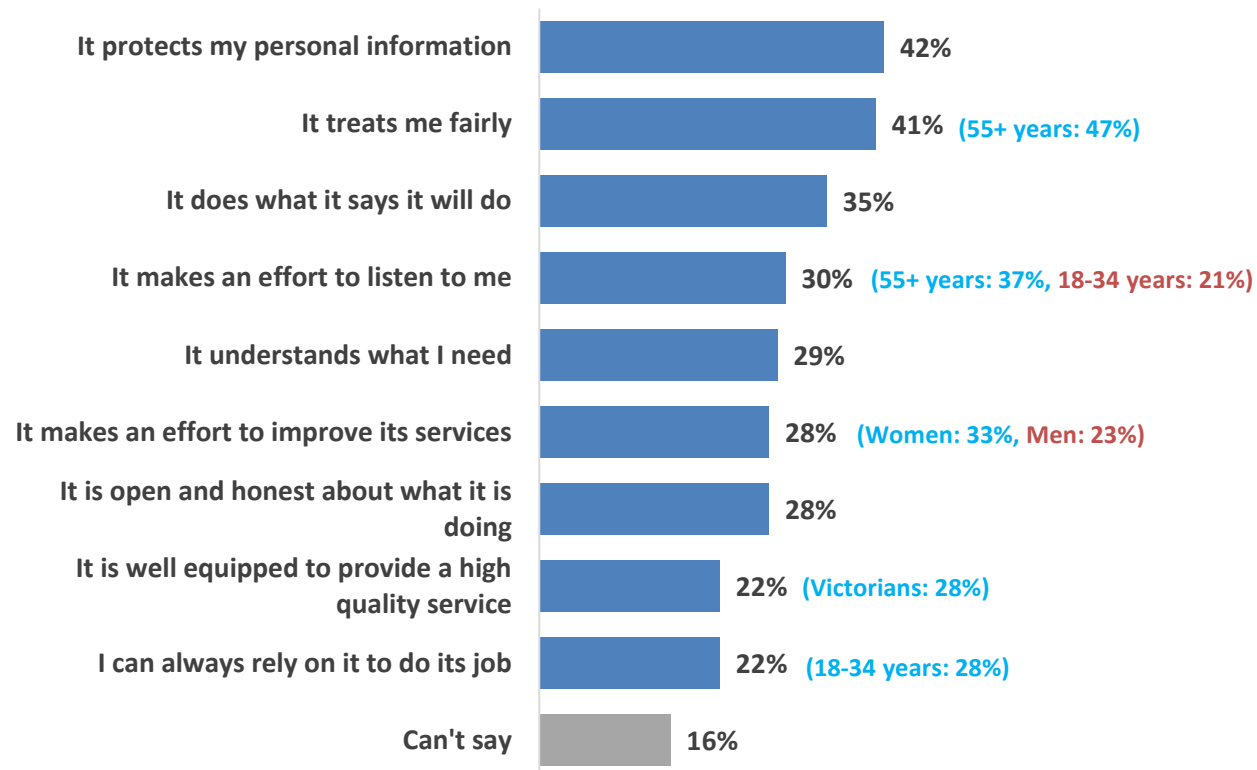
Q15. How much do you trust the Commonwealth public service to provide the services that are important to you?

Base: Total trust, n=707; Neither trust nor distrust it, n=429; Total don't trust, n=300

# PROTECTING PERSONAL INFORMATION, FAIR TREATMENT AND DELIVERING ON PROMISES INFLUENCE LEVEL OF TRUST IN SERVICES

## Factors which most influence trust in Commonwealth public services used

(Multiple responses allowed - up to five influences)



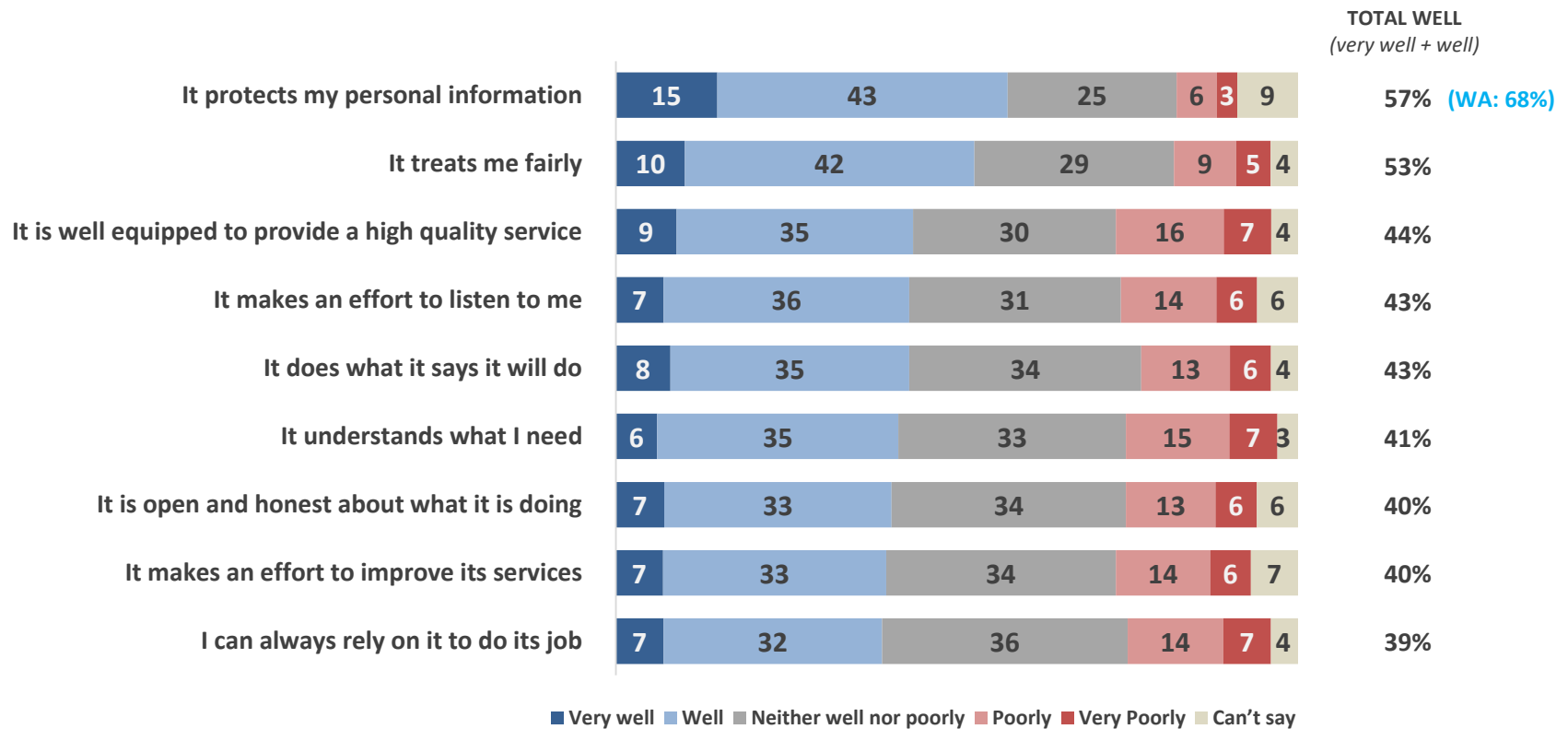
Significantly **higher**/ **lower** than total at 95% confidence interval.

Q16. We would like you to think about all your interactions with the Commonwealth public service in the last 12 months, including your most recent interaction with [Commonwealth service area most recently interacted with]. Take a moment to think about this before you move onto the next question. We are interested in your level of trust in the services you interact with. From the list below, select up to 5 statements that reflect things which most influence your trust in these services.

Base: Those who have contacted/ used one or more service in the past 12 months, n=1,237

# CLEAR MAJORITY OF SERVICE USERS BELIEVE THE COMMONWEALTH PERFORMS WELL IN PROTECTING PERSONAL INFORMATION

## Performance of Commonwealth public service in areas that may influence trust (%)



(Older adults 75+ years and those born overseas were more likely to rate performance as very well/ well across most of these areas.)

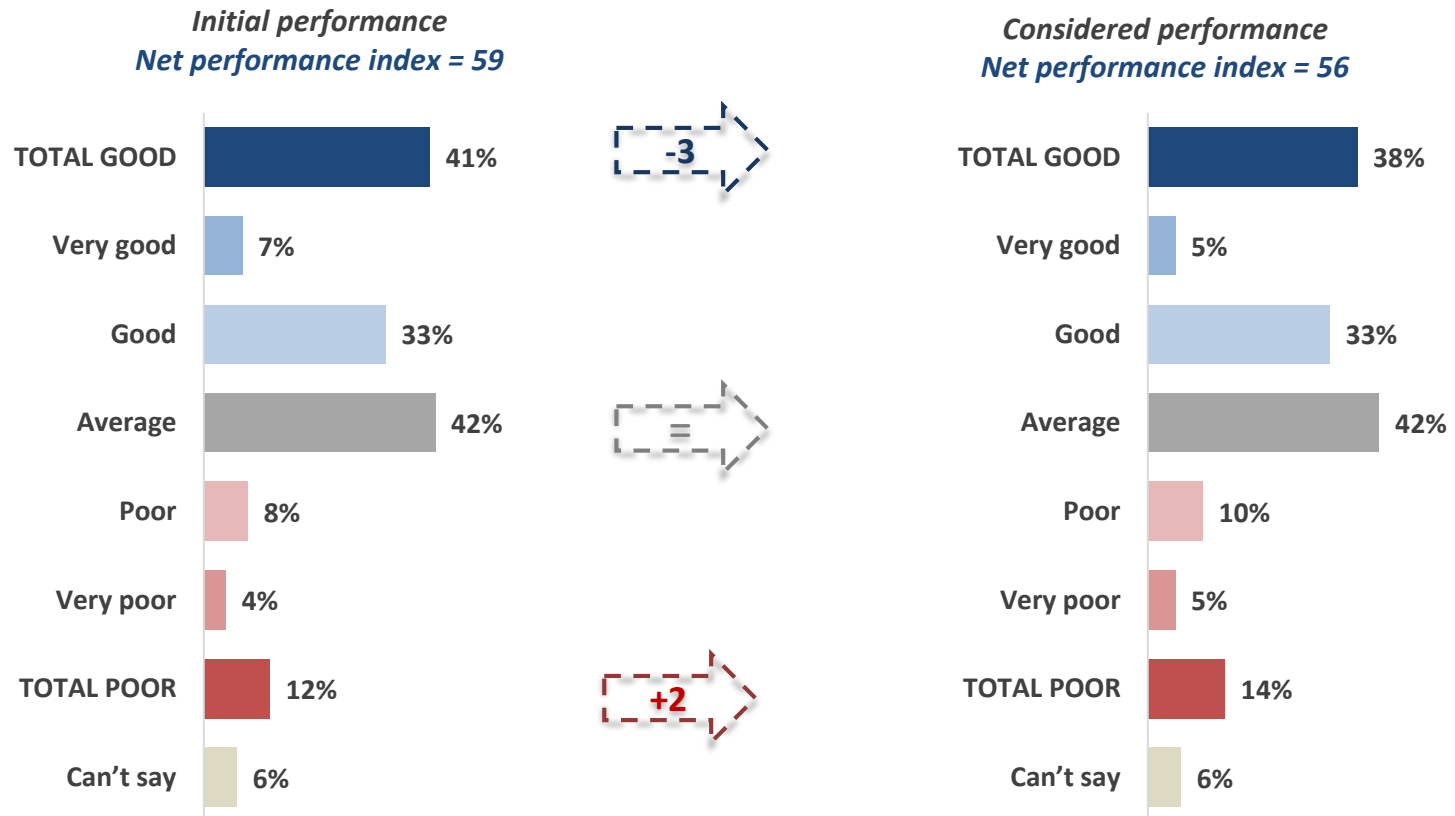
Significantly *higher* than total at 95% confidence interval.

Q17. Now, we would like to understand how well the Commonwealth public service is performing against areas that could influence your TRUST...

Base: Those who have contacted/ used one or more service in the past 12 months, n=1,237

# RATED PERFORMANCE OF COMMONWEALTH PUBLIC SERVICE HOLDS STEADY AFTER CONSIDERATION OF SERVICE EXPERIENCES

*Performance of the Commonwealth public service in providing services that meet your needs*



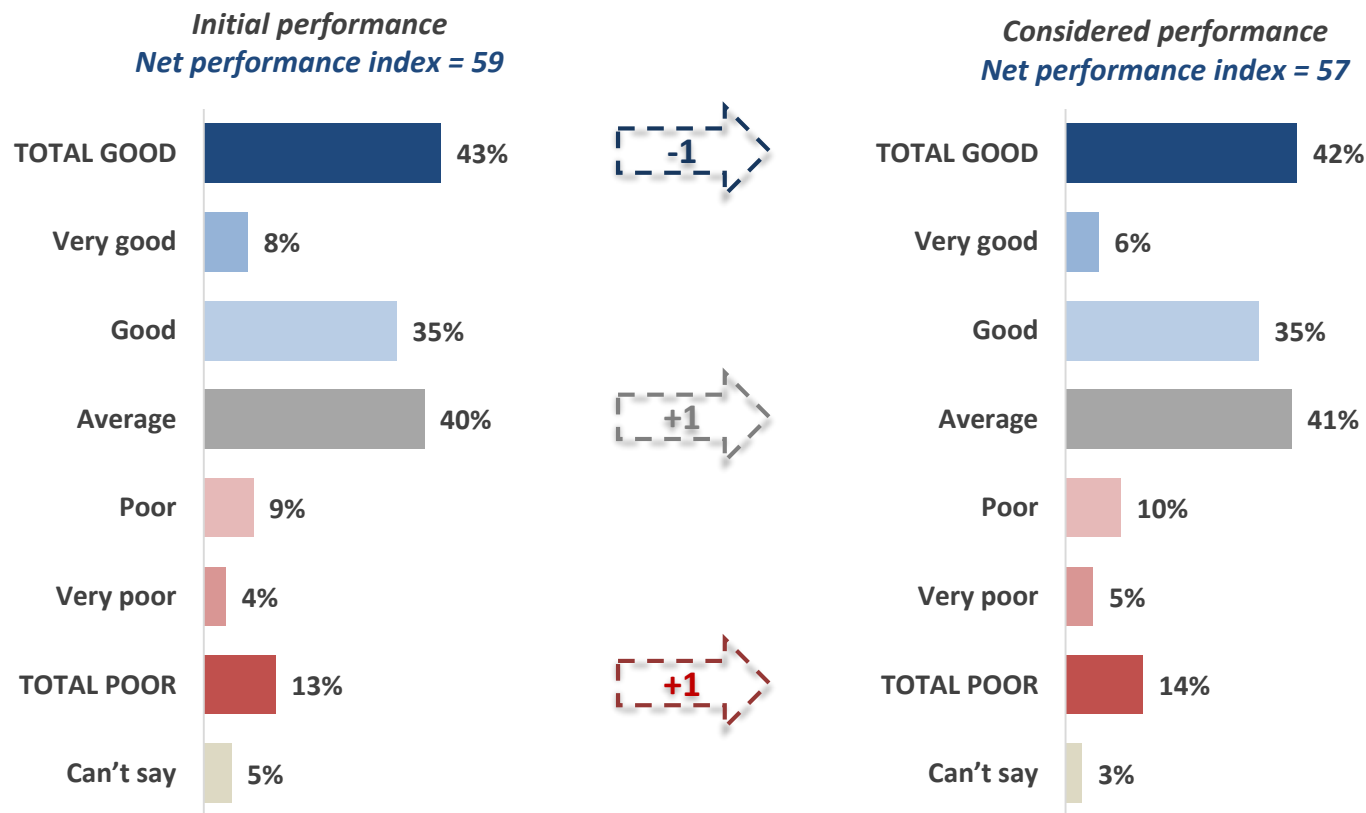
Q1. Thinking about things that the Commonwealth public service is responsible for, how would you rate the performance of the Commonwealth public service in meeting your needs? (remember to exclude state, territory and local public service responsibilities)/ Q19. Thinking about the full range of services provided by the Commonwealth public service, and having thought about them in more detail during this survey, how would you now rate the performance of the Commonwealth public service in providing the services that meet your needs?

Base: All respondents, n=1,500



# RECENT USERS REMAIN GENERALLY POSITIVE ABOUT PUBLIC SERVICE PERFORMANCE AFTER CONSIDERATION OF EXPERIENCES

**Performance of the Commonwealth public service in providing services that meet your needs**  
(Among those who have interacted with services in the past 12 months)



Q1. Thinking about things that the Commonwealth public service is responsible for, how would you rate the performance of the Commonwealth public service in meeting your needs? (remember to exclude state, territory and local public service responsibilities)/ Q19. Thinking about the full range of services provided by the Commonwealth public service, and having thought about them in more detail during this survey, how would you now rate the performance of the Commonwealth public service in providing the services that meet your needs?

Base: Those who have contacted/ used one or more service in the past 12 months, n=1,237

A satellite night view of the African continent, showing a dense network of city lights and illuminated roads across the landmass. The surrounding oceans are dark, and the overall image has a high-contrast, glowing appearance from the artificial lights.

# **SPECIFIC ISSUE: AGEING**

# AUSTRALIANS NOT WELL INFORMED ABOUT CHALLENGES OF AGEING POPULATION OR WELL PREPARED FOR GETTING OLDER

Overall, Australians are not very well informed about the challenges posed by our country's ageing population, with only one in ten (14%) claiming they could explain these issues to someone else. Half of Australians (54%) claim to know only a little about this, while one in three (32%) are not familiar with the challenges posed by this key demographic shift.

- Age is a key contributor, with those in their retirement years (75+ year olds) most likely to know something about this issue (86%, including 26% who could explain it to someone else), and 18-34 year olds least likely to (58% and 10%, respectively).

Many Australians are approaching later life with at least some level of uncertainty. Only slightly more adults feel prepared for getting older than feel unprepared (38% versus 34%), and most of this confidence in their readiness is measured (30% *somewhat* versus 7% *strongly* agree they feel prepared).

- Under 55s are more likely to feel unprepared for ageing than older adults, with 35-54 year olds having the least positive view (40% feel unprepared versus only 28% prepared).
- Women also have mixed views about getting older – 39% feel unprepared (higher than the national average, and only 35% feel prepared).

Australians feel they would benefit from more information and support regarding care options, health and finances in planning for their retirement. Many more believe this assistance would empower them to make more informed decisions about their retirement than feel it would overwhelm them, and this view is present across all age groups.



# HEALTH, FINANCES AND FAMILY A FOCUS IN PREPARATIONS FOR GETTING OLDER

A majority of Australians focus on health, finances and family in their preparations for the future and getting older. Eight in ten put health (82%) and/or finances (79%) in their top three priorities, including three in ten for whom these are the number one priority in planning for getting older (33% and 29%, respectively). More than half of adults (56%) nominate family in their top three, including 18% who say it is their top focus. These are the top priorities across age groups with health being the clear leading concern among those aged 55+ years.

Issues such as care arrangements (27%), employment arrangements (16%), community participation (10%) and skills (9%) were less likely to be among Australians' top three priorities in planning for the future.

- Care arrangements were a greater concern among older adults (35% among 55+ years), while employment arrangements were more of a priority among the under 55s (24% among 18-34 years, 22% for 35-54 years).

A majority of Australians believe planning and preparing your finances (82%) and your health (76%) for retirement should be underway by age 40, including almost half (46% for each) who believe it should be underway by age 30. Two thirds (66%) of Australians believe the post school decade (age 20-30) should also be when job and skills building gets underway.

- Importantly, half of 18-34 year olds nominate age 20-30 for taking action on their finances (52%) and health (51%), and a further three in ten nominate age 30-40 (32%, 29% respectively), indicating that a majority of this cohort are aware of the importance of starting early in planning for retirement.



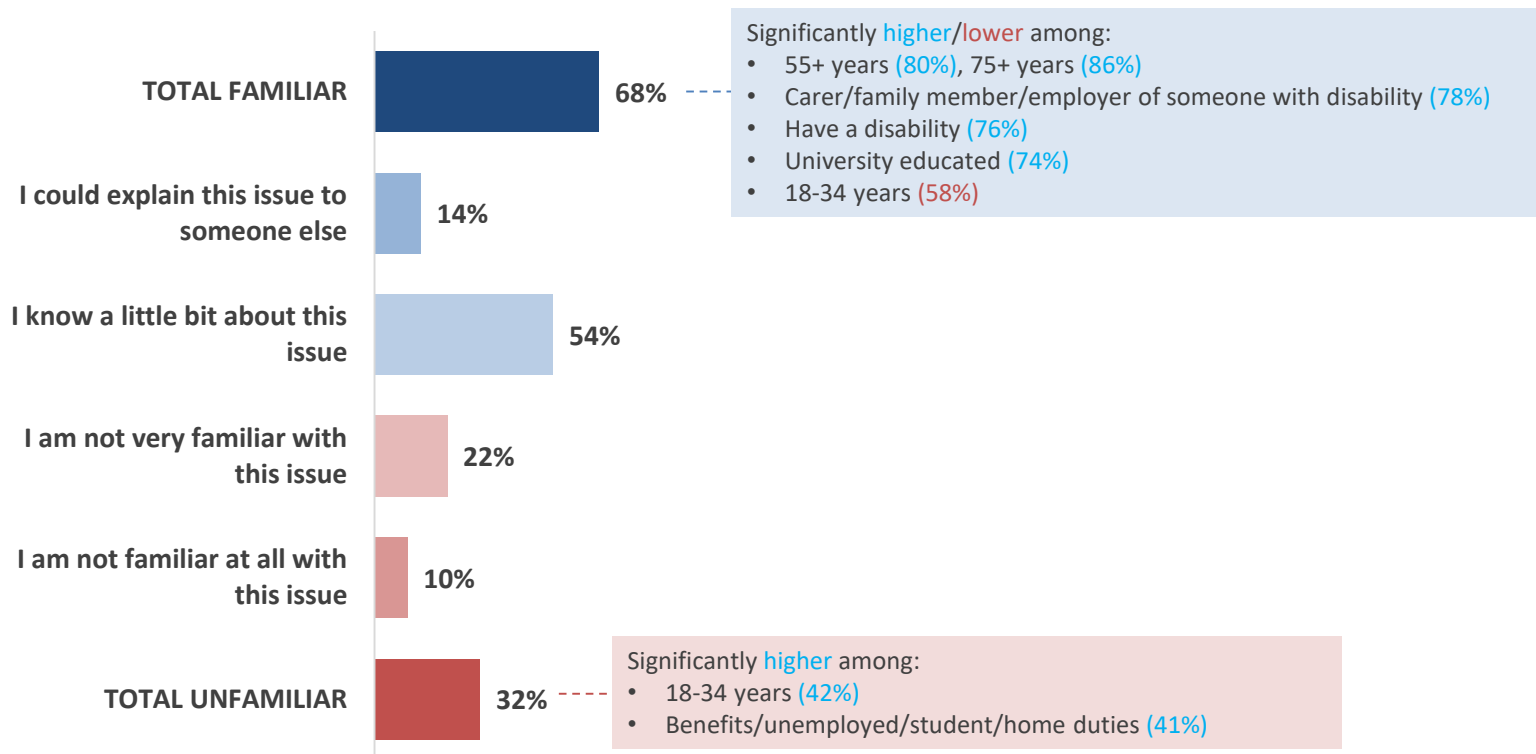
# AUSTRALIANS MORE CONFIDENT ABOUT CURRENT STATE OF HEALTH THAN FINANCES AND SKILL SET IN PREPARING FOR OLD AGE

When considering the current state of their finances, health, job and skillset, in terms of their preparedness to live well into old age, Australians are more confident about their health (65% feel prepared) than their skill set (55%) and finances (51%).

- However, age is a key contributor, with pre-retirees/retirees (aged 55+ years, and particularly the 75+ group) feeling most comfortable about their position across these measures.
- In contrast, substantial numbers of adults under 55 years feel unprepared for old age in terms of their health and skillset (three in ten for each) and around half feel unprepared financially.

# A MAJORITY OF AUSTRALIANS CLAIM TO KNOW OF THE CHALLENGES OF OUR AGEING POPULATION BUT FOR MOST THIS KNOWLEDGE IS LIMITED

## Familiarity with challenges of the ageing Australian population



Significantly **higher/lower** than total at 95% confidence interval.

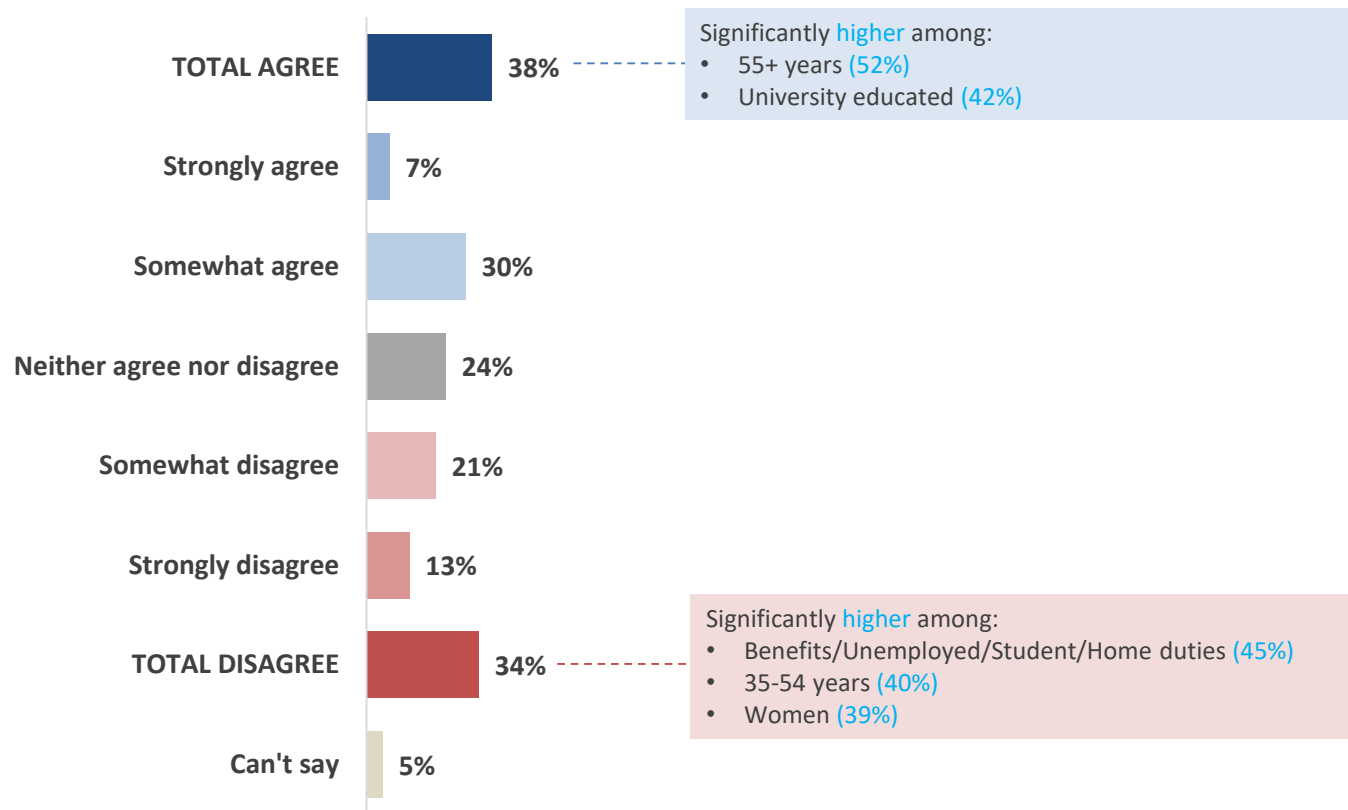
Q20. Now we'd like to ask you about ageing policy in Australia. Older people make up a considerable proportion of Australia's population.

Over the next three decades, the number of people aged over 85 will more than double. The ageing of the population creates both pressures and opportunities for Australia's health and welfare sectors, this means the Government is focusing on how to best support the needs of older Australians. How much do you currently know about the challenges of the ageing Australian population?

Base: All respondents, n=1,500

# AGEING IS A POLARISING ISSUE FOR AUSTRALIANS — WOMEN, THOSE NOT IN FULLTIME WORK AND MIDDLE-AGED ADULTS FEEL LEAST PREPARED

**Agreement with statement: 'When I think about my future, I feel prepared for getting older'**



Significantly **higher** than total at 95% confidence interval.

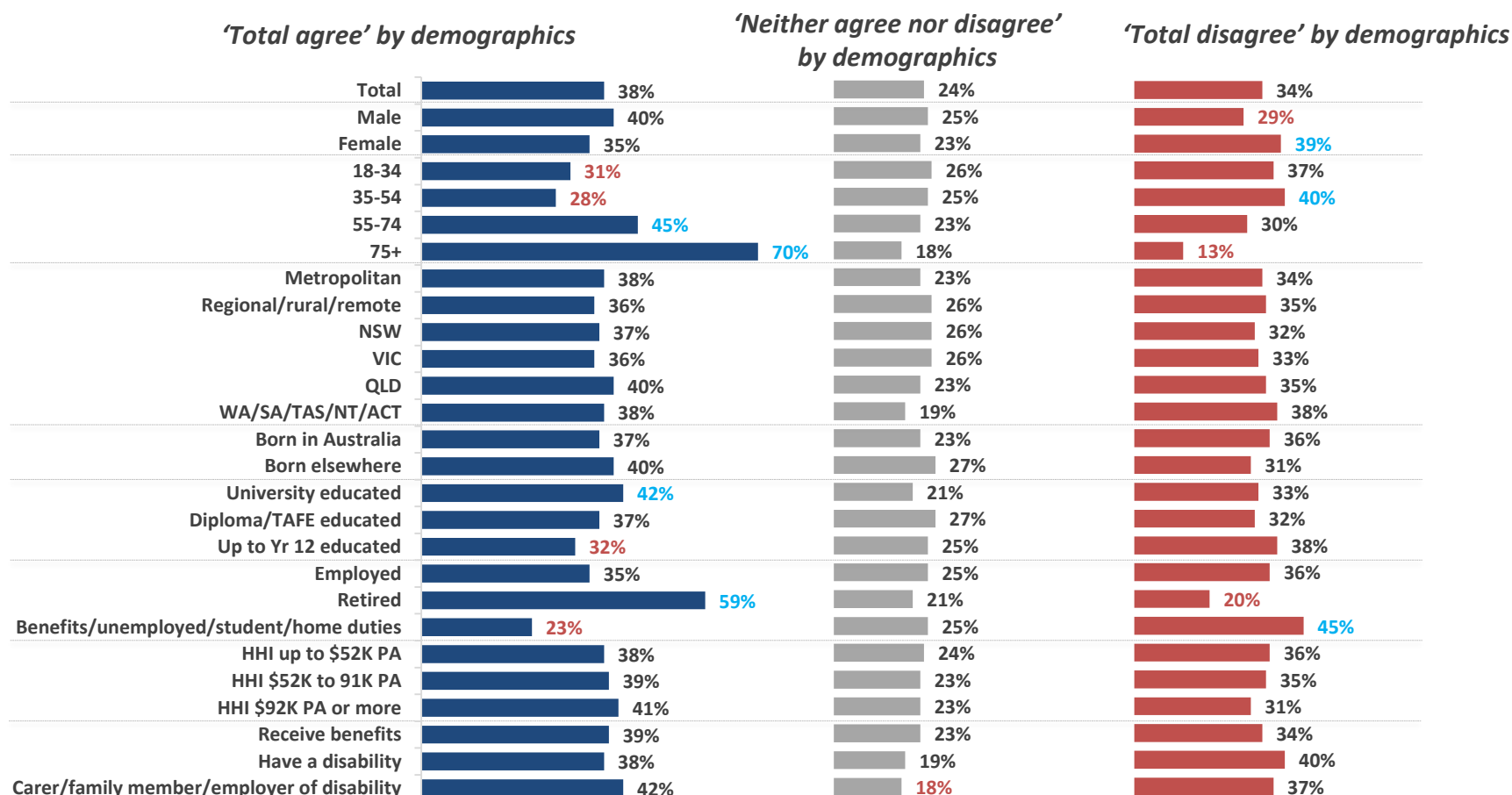
Q21. Considering this, do you agree or disagree with the following statement: When I think about my future, I feel prepared for getting older'

Base: All respondents, n=1,500

# PREPAREDNESS FOR GETTING OLDER

## — DEMOGRAPHIC PROFILES

**Agreement with statement: 'When I think about my future, I feel prepared for getting older'**



Significantly **higher**/ **lower** than total at 95% confidence interval.

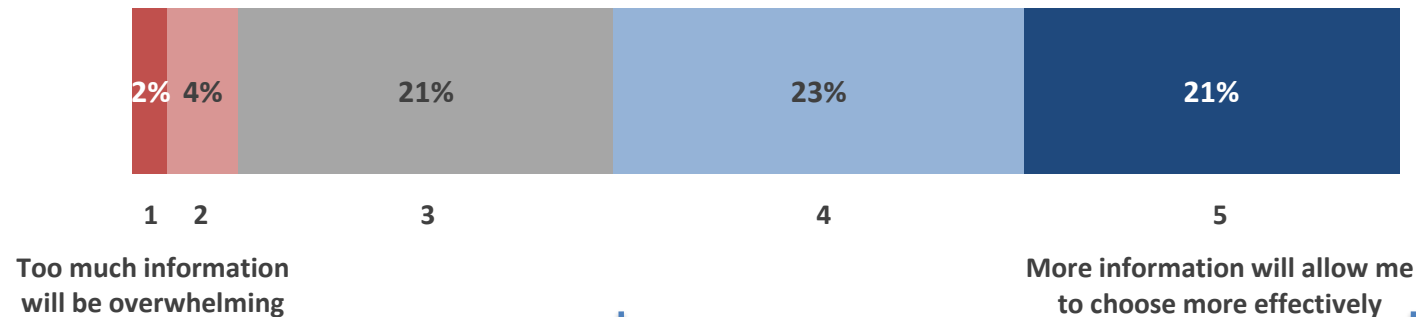
Q21. Considering this, do you agree or disagree with the following statement: 'When I think about my future, I feel prepared for getting older'

Base: Total agree, n=570; Neither agree nor disagree, n=358; Total disagree, n=504



# THERE IS A KEEN APPETITE FOR SUPPORT TO MAKE MORE INFORMED DECISIONS ABOUT RETIREMENT

*Role of information/support on choices about care, health and finances in improving ability to make informed decisions about retirement (%)*



17% **do not require any more information.**

Significantly **higher** among:

- 55+ years (28%)
- Regional/rural residents (23%)
- Have a disability (23%)
- Receive benefits (22%)

11% **could not say what level of information they prefer.**

44% prefer greater information (rating 4 or 5). Significantly **higher/lower** among:

- Carer/family member/employer of someone with disability (53%)
- HHI \$92K PA or more (53%)
- University educated (50%)
- Regional/rural residents (38%)
- Up to Yr 12 educated (37%)

Significantly **higher/ lower** than total at 95% confidence interval.

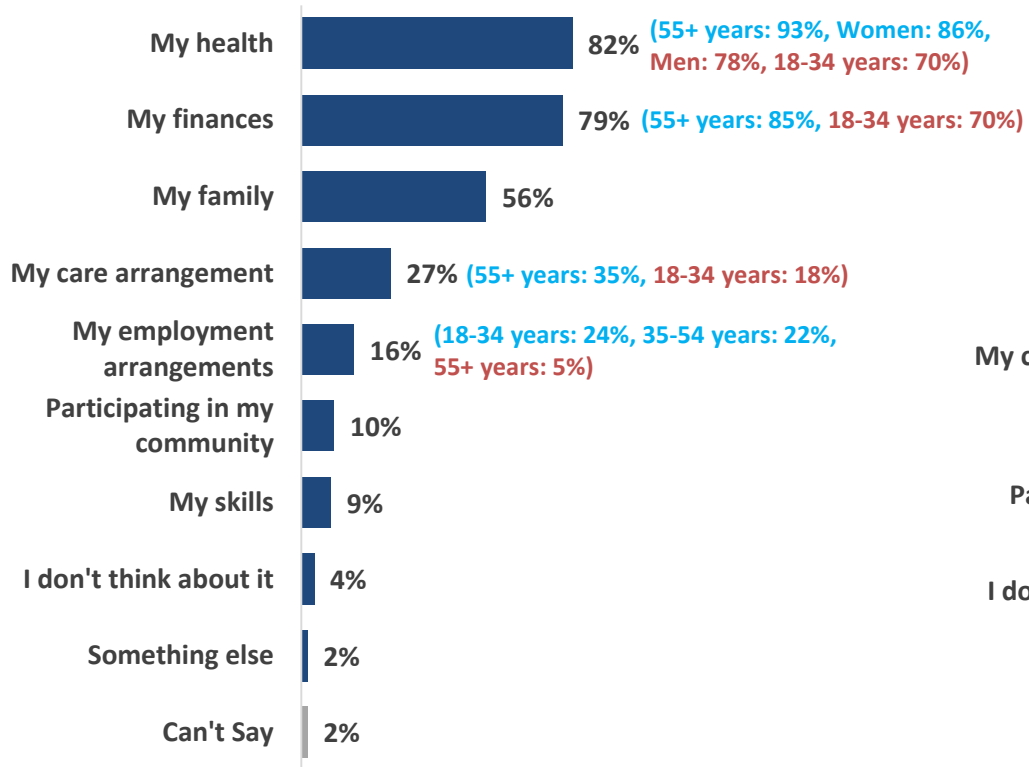
Q25. To what extent do you think **MORE** information and support on choices about your care, health and finances will improve your ability to make more informed decisions about retirement?

Base: All respondents, n=1,500

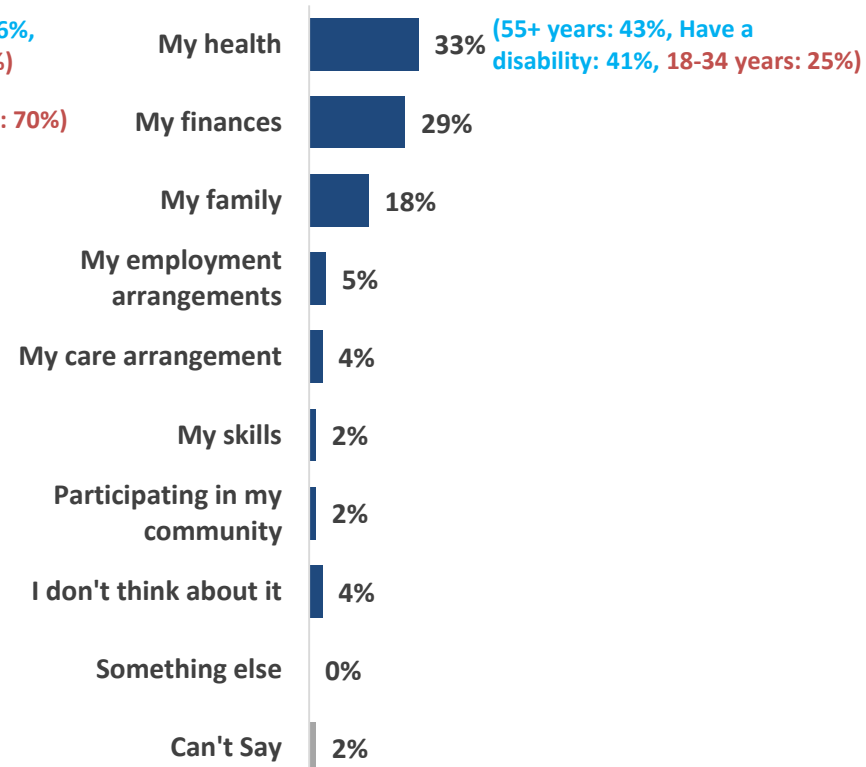
# HEALTH AND FINANCES PRIORITISED IN PLANNING FOR GETTING OLDER BUT FAMILY AND CARE ARRANGEMENTS ALSO KEY CONSIDERATIONS

## Greatest focus in future planning and preparations for getting older

### Top 3 priorities



### Top priority



Significantly *higher*/*lower* than total at 95% confidence interval.

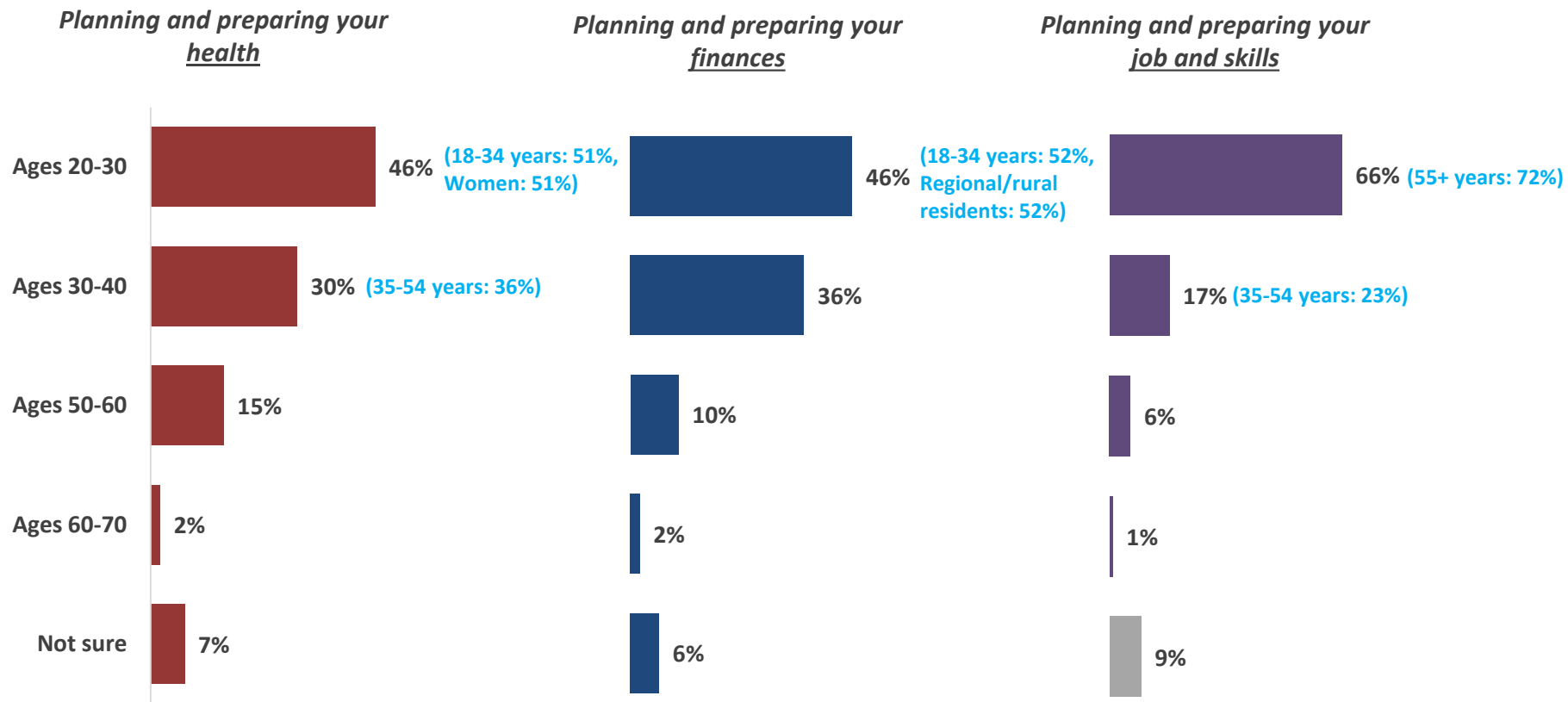
Q22. When you're planning for your future and thinking about your preparations for getting older, what do you focus on the most?

Please prioritise the three issues that are the most relevant to you.

Base: All respondents, n=1,500

# AUSTRALIANS SAY 'THE EARLIER, THE BETTER' FOR STARTING RETIREMENT PREPARATIONS

## Most important age to start planning and preparing for retirement



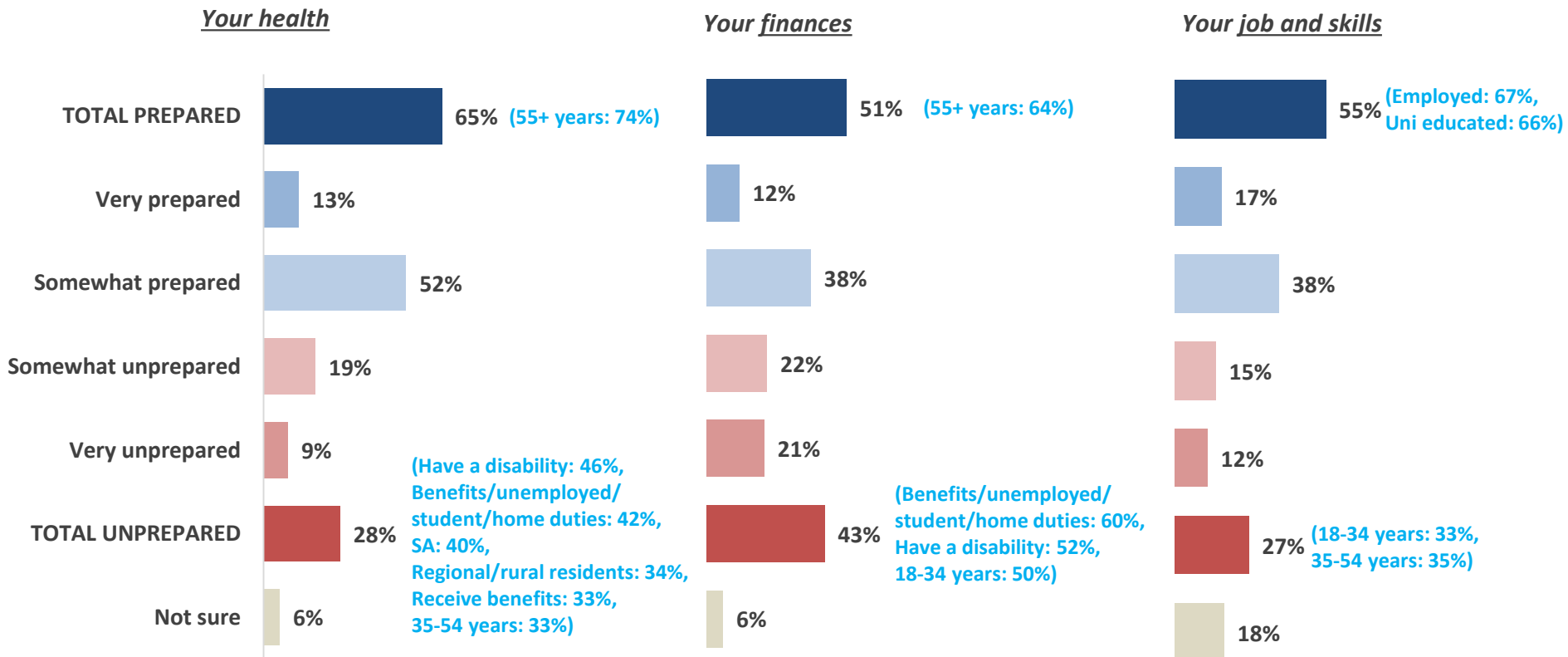
Significantly **higher** than total at 95% confidence interval.

Q23a-c. From what age do you think it is important to start planning and preparing for your retirement in the following areas: Planning and preparing your finances, planning and preparing your health, planning and preparing your job and skills.

Base: All respondents, n=1,500

# MORE PEOPLE FEEL PREPARED TO LIVE WELL INTO OLD AGE IN TERMS OF THEIR HEALTH, THAN THEIR FINANCES AND SKILLS

*Preparedness to live well into old age based on current state of finances, health, job/skills*



Significantly **higher** than total at 95% confidence interval.

Q24a-c. Take a moment to consider the current state of your finances, health, job and skillset. Based on where you think you are at, how prepared do you feel you are to live well into old age:

Base: All respondents, n=1,500



# MENTAL HEALTH

# AUSTRALIANS NOT WELL INFORMED ABOUT MENTAL HEALTH SERVICES

One in five Australians (19%) declined to answer questions related to mental health, and this was slightly higher among younger adults aged 18-34 years (24%). Results in this section are therefore based on the 81% of adults who agreed to respond.

Six in ten (59%) claim to know something about the types of services available to support people experiencing mental health issues, however most of this group have only limited knowledge (46% know a little, only 12% claim to know a lot).

- Young adults (18-34 years) claim significantly higher levels of knowledge of these services (65%, including 17% who know a lot).

A majority (59%) would prefer to seek support for a mental health issue (their own or a family member's) from a GP. Almost half would seek out a specialist mental health provider (48%), and about three in ten would look for a community mental health (32%) and/or online support (30%) service.

- Notably, a family member or friend is the third highest source of support for young adults (40%, significantly higher than the national average of 27%).

# MANY PERCEIVE MENTAL HEALTH SERVICES ARE HARD TO ACCESS AND A FOCUS ON REDUCING COSTS AND EDUCATING PEOPLE IS IMPORTANT

More adults have a perception that mental health services are hard to access (37%) than easy to access (28%), with the balance holding a neutral view (25%) or being undecided (10%). Among those who believe it hard, there is no consensus on the key barrier to accessing these services, opinion is split across a range of issues: lack of in-person services (19%), cost (19%), stigma (17%), hard to find the right service (15%), not enough information about services (14%).

- This perception of difficulty is significantly stronger among women (42%) and older adults aged 55+ years (49%), and also in regional areas (43%) and in SA (49%). In contrast, young adults aged 18-34 years, who claim higher levels of awareness of these services, are more positive about ease of access (41% easy vs 27% hard).

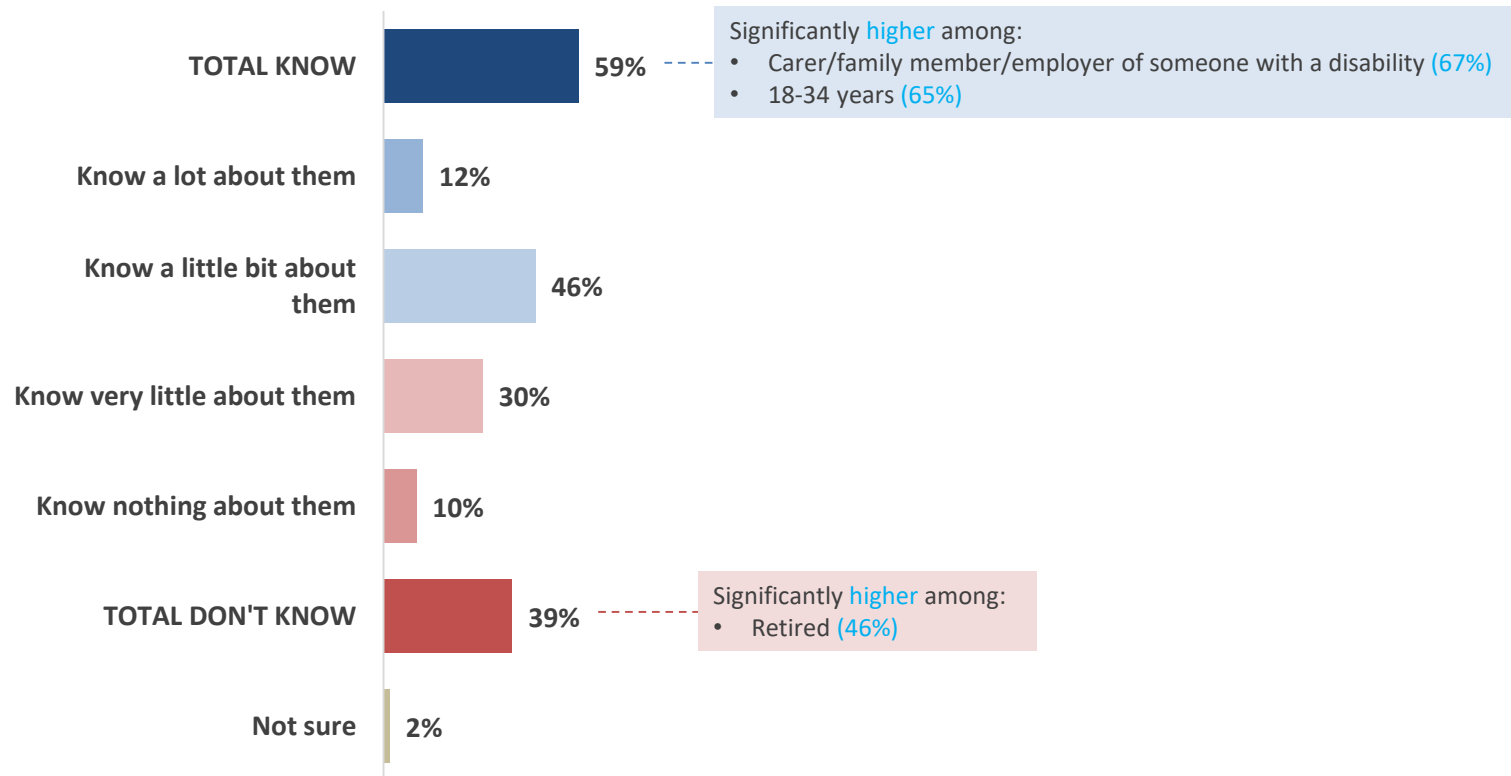
Reducing the cost of specialist mental health services (such as psychologists and psychiatrists) and educating people about mental health are perceived as the most important areas to focus on in mental health. Four in ten put reducing cost (43%) and/or educating people (39%) in their top three priorities, and these are the leading focus areas across different demographic groups and all states.

One in four think there should be a focus on improving the quality of specialist services (25%), and/or on community (25%), rural/remote (24%) and emergency (24%) mental health services more generally. Of note is that better coordination of services is a preferred focus for 22% nationally, but is a significantly higher priority in Queensland (28%).



# MOST AUSTRALIANS CLAIM TO KNOW ONLY A LITTLE OR VERY LITTLE ABOUT THE MENTAL HEALTH SERVICES AVAILABLE

*Level of knowledge of services available to support those experiencing mental health issues  
(Among those prepared to answer questions relating to mental health)\**



\*19% of adults declined to answer this section.

Significantly higher than total at 95% confidence interval.

Q27. Many Australians will experience some form of mental illness in any year (such as anxiety, mood or substance issues). Mental illness can have a significant impact on individuals, families, and society. Now we would like to ask you about the types of services available to support people who are experiencing mental health issues. Do you...

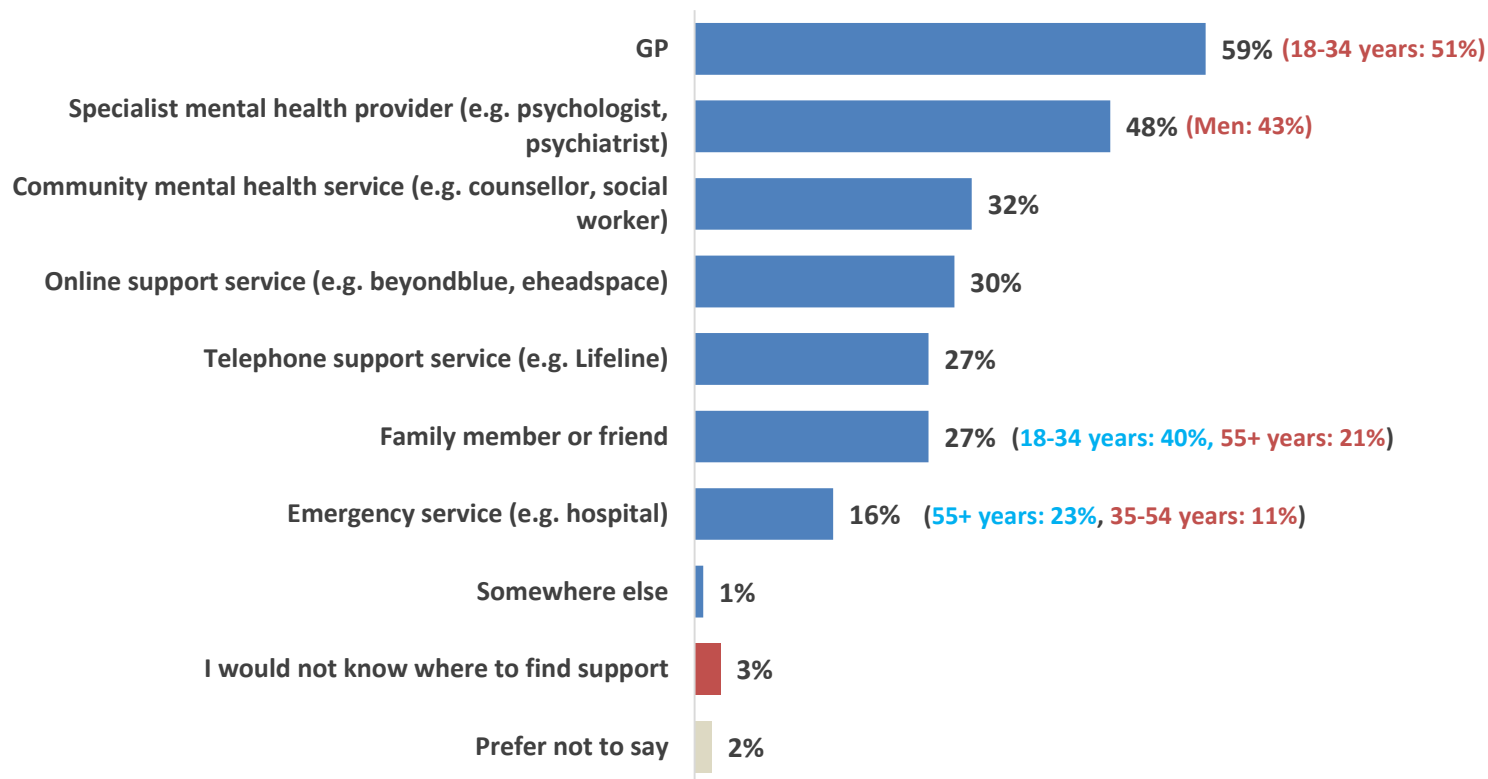
Base: Those prepared to answer questions relating to mental health, n=1,220



# A MAJORITY PREFER TO SEEK MENTAL HEALTH ADVICE FROM A GP, ALMOST HALF FROM A SPECIALIST MENTAL HEALTH PROVIDER

## Preferred source of support for mental health issues

(Multiple responses allowed)



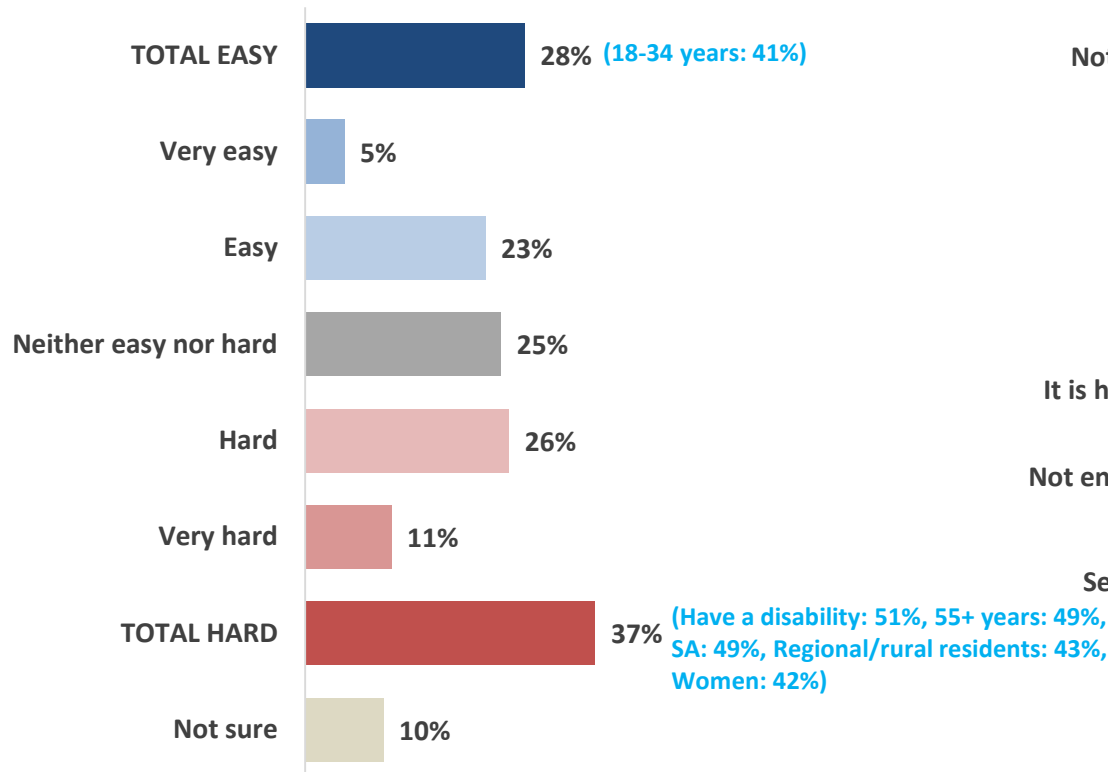
Significantly *higher/ lower* than total at 95% confidence interval.

Q28a. If you (or someone close to you) was experiencing a mental health issue, where would you prefer to seek support?

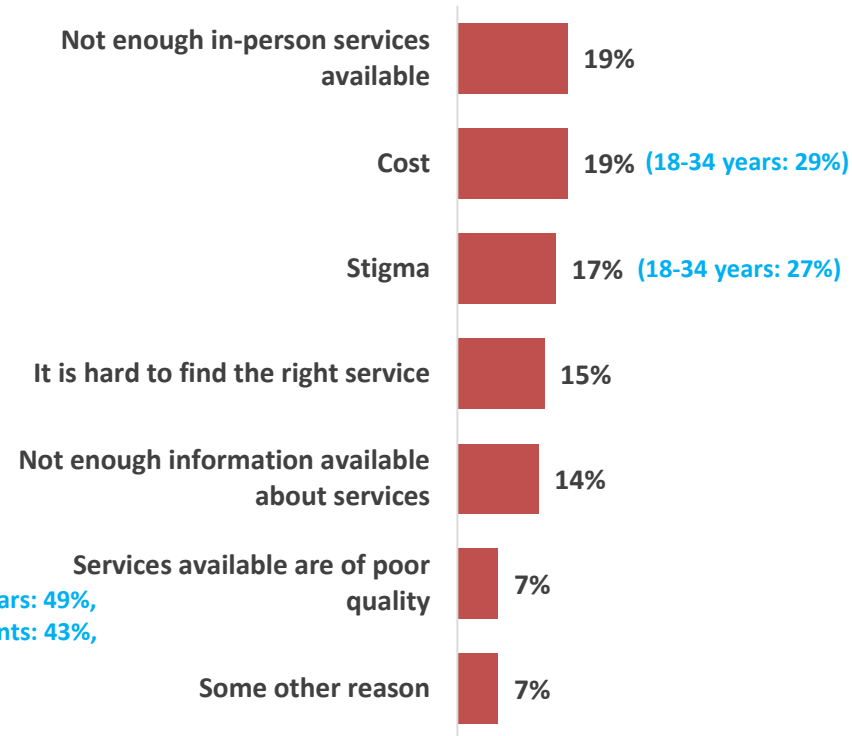
Base: Those prepared to answer questions relating to mental health, n=1,220

# MORE BELIEVE IT IS HARD TO ACCESS MENTAL HEALTH SERVICES THAN PERCEIVE IT TO BE EASY — AND FOR VARIOUS REASONS

## Perceived ease of access to support services for people experiencing mental health issues



## Reasons why believe it is hard for people to access mental health support services



Significantly **higher** than total at 95% confidence interval.

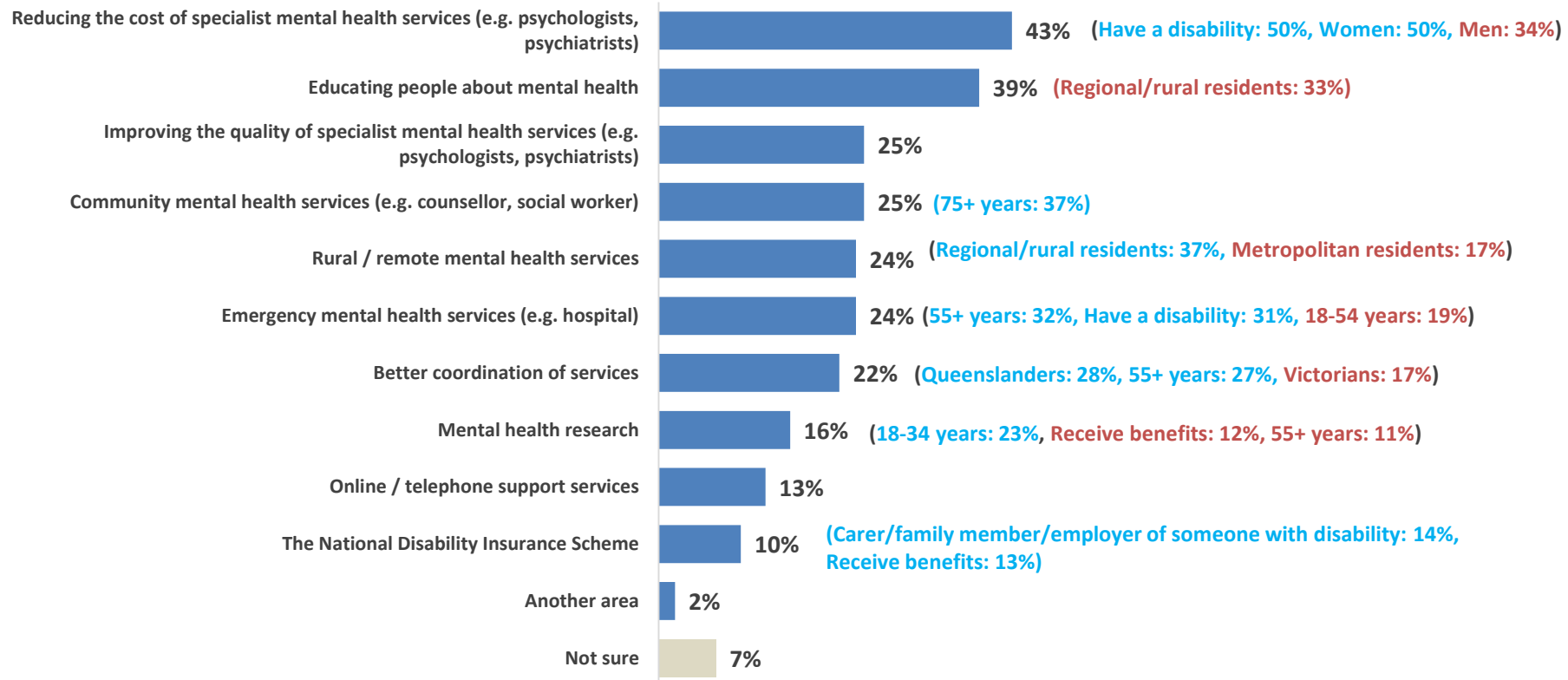
Q29a. How easy or hard do you think it is for people experiencing mental health issues to access support services? / Q29b Why you think it is hard for people to access mental health support services? Please select your top reason

Base: Those prepared to answer questions relating to mental health, n=1,220; Those who believe accessing mental health support services is hard or very hard, n=450

# COST OF SPECIALIST SERVICES AND EDUCATION THE MOST IMPORTANT AREAS TO FOCUS ON IN MENTAL HEALTH

## Most important areas to focus on in mental health

(Multiple responses allowed - up to three areas)



Significantly **higher**/ **lower** than total at 95% confidence interval.

Q29c. What do you think are the most important areas to focus on in mental health? Please select up to three areas

Base: Those prepared to answer questions relating to mental health, n=1,220



A satellite night view of North America, showing the continent illuminated by city lights and a dense network of roads. The lights are concentrated in the eastern half of the continent, particularly along the Atlantic coast and in the Great Lakes region. The western half is mostly dark, with some scattered lights in the mountainous regions.

# APPENDIX I — INDEX ANALYSIS



JWS RESEARCH



# INDEX SCORES EXPLAINED

## Index Scores

Some questions ask respondents to rate performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%	--	INDEX SCORE 60

A satellite night view of North America, showing the United States and parts of Canada and Mexico. The landmasses are dark, while the cities and urban areas are brightly lit with yellow and white lights, creating a dense network of glowing points and lines. The surrounding oceans are dark blue.

# APPENDIX II — DEMOGRAPHICS

# DEMOGRAPHIC PROFILE OF RESPONDENTS

Respondent type	(n=)	Sample % (weighted)
<b>(S1) Gender</b>		
Male	750	49%
Female	750	51%
<b>(S2) Age</b>		
18-34	474	30%
35-54	488	34%
55-74	397	26%
75+	141	9%
<b>(S3) Region</b>		
Metro	1,024	66%
Regional/rural /remote	476	34%

Respondent type	(n=)	Sample % (weighted)
<b>(Q36) Business owner/ main decision maker in an Australian business with an annual turnover of \$75,000</b>		
Yes, owner or financial partner	79	5%
Yes, main decision maker	114	8%
Yes, both owner or financial partner and main decision maker	37	2%
No	1,222	82%
Prefer not to say	48	3%

The data set has been weighted to reflect the demographic makeup (by gender, age and location) of the Australian population.



# DEMOGRAPHIC PROFILE OF RESPONDENTS

Respondent type	(n=)	Sample % (weighted)
<b>(Q32) Country of birth</b>		
Australia	1,046	70%
Total overseas born	441	29%
China	12	1%
Germany	10	1%
Hong Kong	15	1%
India	47	3%
Indonesia	10	1%
Italy	13	1%
Malaysia	26	2%
Netherlands	11	1%
New Zealand	33	2%
Other Asia	11	1%
Other Europe	9	1%
Philippines	15	1%
South Africa	8	1%
United Kingdom	124	8%
Prefer not to say	13	1%
Other	45	3%

Note: Categories with less than 1% response rate have not been included in this table.

Respondent type	(n=)	Sample % (weighted)
<b>(Q30) Disability</b>		
I have a temporary/long-term disability or impairment	269	18%
I care for a person with a temporary/long-term disability or impairment	101	7%
I have an immediate family member or close friend who has a temporary/long-term disability or impairment	194	13%
I employ or work with a person or people with a disability or impairment	59	4%
None of the above	909	60%
Prefer not to say	44	3%

Respondent type	(n=)	Sample % (weighted)
<b>(Q31) ATSI</b>		
Yes, Aboriginal	15	1%
Yes, Torres Strait Islander	15	1%
Total ATSI	29	2%
No, neither	1,443	96%
Prefer not to say	28	2%



# DEMOGRAPHIC PROFILE OF RESPONDENTS

Respondent type	(n=)	Sample % (weighted)
<b>(Q33) Level of education</b>		
Post graduate degree	178	12%
Graduate certificate or diploma	78	5%
Bachelor degree	358	24%
Advanced diploma / Diploma	172	11%
TAFE / Technical certificate	276	19%
Year 12	224	15%
Year 11	52	4%
Year 10 or below	147	10%
Don't know / Prefer not to say	15	1%

Respondent type	(n=)	Sample % (weighted)
<b>(Q34) Employment status</b>		
Employed full-time	471	31%
Employed part-time or casual	243	16%
Self employed	85	6%
At home / Home duties	115	8%
Retired – fully self-funded	86	6%
Retired – part self-funded, part pension	87	6%
Retired – full pensioner	175	12%
Not retired – pensioner or benefits	66	5%
Unemployed	85	6%
Student	72	5%
Prefer not to say	15	1%

# DEMOGRAPHIC PROFILE OF RESPONDENTS

Respondent type	(n=)	Sample % (weighted)
<b>(Q37) Household income</b>		
\$3,000 or more per week (\$156,000 or more per year)	84	6%
\$2,000 - \$2,999 per week (\$104,000 - \$155,999 per year)	158	11%
\$1,750 - \$1,999 per week (\$91,000 - \$103,999 per year)	121	8%
\$1,500 - \$1,749 per week (\$78,000 - \$90,999 per year)	107	7%
\$1,250 - \$1,499 per week (\$65,000 - \$77,999 per year)	108	7%
\$1,000 - \$1,249 per week (\$52,000 - \$64,999 per year)	136	9%
\$800 - \$999 per week (\$41,600 - \$51,999 per year)	133	9%
\$650 - \$799 per week (\$33,800 - \$41,599 per year)	127	9%
\$500 - \$649 per week (\$26,000 - \$33,799 per year)	113	8%
\$400 - \$499 per week (\$20,800 - \$25,999 per year)	93	6%
\$300 - \$399 per week (\$15,600 - \$20,799 per year)	49	3%
\$150 - \$299 per week (\$7,800 - \$15,599 per year)	32	2%
\$1 - \$149 per week (\$1 - \$7,799 per year)	17	1%
Nil income (\$0)	19	1%
Prefer not to say	197	13%

Respondent type	(n=)	Sample % (weighted)
<b>(Q38) Australian Government support payments</b>		
Disability Support Pension	109	7%
Health Care Card	243	16%
Austudy	27	2%
Newstart Allowance	77	5%
Concession Card	256	17%
Family Tax Benefit	123	9%
Carer Allowance/ Payment/ Supplement	60	4%
Child Care Benefit/ Rebate	67	4%
Other	57	4%
None of the above	668	44%
Don't know/ Not sure	57	4%
Prefer not to say	72	5%



**THERE ARE OVER  
24 MILLION PEOPLE  
IN AUSTRALIA...**

**FIND OUT  
WHAT THEY'RE  
THINKING.**

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