Survey of Trust and Satisfaction in Australian Democracy dashboard as at 27 February 2024 – technical note

The survey was conducted in June 2023 with a sample of 5,039 Australian adults. The questionnaire is available on our [webpage](https://www.apsreform.gov.au/resources/reports/trust-and-satisfaction-australian-democracy-survey-report).

## Top Section:

Slicer 1 (top left):

Democratic Integrity Assessment is based on the proportion of people who selected “Strongly agree” and “Agree” to Q8 of the survey:

To what extent do you agree or disagree with each of the following statements?  
- Australia’s electoral system represents my vote accurately and fairly  
- Most people don’t understand when information in the media is misleading or fake during elections  
- Corruption is widespread in Australia’s democratic institutions and processes  
- Politicians and government services deal with the issues that matter to me  
- Australia’s democratic institutions and processes unfairly restrict my freedoms  
- It's worth trying to fix the problems that democracy may have  
- Australia’s democracy is on the right track  
- Australian democracy is kept safe from foreign interference.

**Importance of Democratic Values** is based on the proportion of people who selected “Very important” and “Important” to Q3 of the survey:

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

**Performance of Democratic Values** is based on the proportion of people who selected “Very good” and “Good” to Q4 of the survey:

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

**Trust in Public Institutions** is based on the proportion of people who selected “Strongly trust” and “Trust” to Q6 of the survey:

How much do you trust or distrust each of the following institutions?  
- Commonwealth/federal government  
- Commonwealth/federal parliament  
- Your state or territory government  
- Your state or territory parliament  
- Your local council  
- Political parties  
- Public servants (non-elected government employees at federal, state or local levels of government)  
- Courts and legal system  
- Police and law enforcement  
- Public health institutions  
- Ombudsmen  
- Ambulance, fire and other emergency services  
- The Reserve Bank of Australia  
- The Australian Electoral Commission  
- Australian Human Rights Commission  
- Australian Defence Forces  
- Public broadcasters (e.g. ABC, SBS)

**Use of services** is based on the proportion of people who selected “Yes” to Q5 of the survey:

In the last 12 months, have you used any of the following?  
- Public education services (e.g. public primary and secondary schools, public universities, TAFE)  
- Private education services that receive public funding (e.g. private primary and secondary schools)  
- Public health services (e.g. public hospitals, clinics, public health agencies)  
- Private health services fully funded by Medicare or partially (e.g. appointments)   
- Social welfare services (e.g. housing programs, social security benefits like Child Care Subsidy, Family Tax Benefit, JobSeeker, employment services, NDIS, aged care services)   
- Environmental services (e.g. national parks, state forests, local parks)  
- Natural disaster response or recovery services  
- Public safety and law enforcement services (e.g. police departments, fire departments, ambulance and emergency medical services)  
- Public transportation services (e.g. buses, trains, trams, ferries)  
- Legal and regulatory services (e.g. Fair Work Commission, Ombudsmen, legal aid)  
- Tax services (e.g. Australian Taxation Office’s online platforms)  
- Media from public broadcasters (e.g. ABC or SBS, including TV, radio and online)

**Satisfaction with Services** is based on the proportion of people who selected “Very satisfied” and “Satisfied” to Q5a of the survey:

How satisfied or dissatisfied were you with your most recent experience with each of the following?  
- Public education services (e.g. public primary and secondary schools, public universities, TAFE)  
- Private education services that receive public funding (e.g. private primary and secondary schools)  
- Public health services (e.g. public hospitals, clinics, public health agencies)  
- Private health services fully funded by Medicare or partially (e.g. appointments)   
- Social welfare services (e.g. housing programs, social security benefits like Child Care Subsidy, Family Tax Benefit, JobSeeker, employment services, NDIS, aged care services)   
- Environmental services (e.g. national parks, state forests, local parks)  
- Natural disaster response or recovery services  
- Public safety and law enforcement services (e.g. police departments, fire departments, ambulance and emergency medical services)  
- Public transportation services (e.g. buses, trains, trams, ferries)  
- Legal and regulatory services (e.g. Fair Work Commission, Ombudsmen, legal aid)  
- Tax services (e.g. Australian Taxation Office’s online platforms)  
- Media from public broadcasters (e.g. ABC or SBS, including TV, radio and online)

Slicer 2 (top right):

Country of Birth is based on question D1 of the survey:

In which country were you born?

Born Overseas – the proportion of people who did not select Australia.

Location is classified as either ‘Metro’ or ‘Regional’ based on postcode data from question S5 of the survey

Please enter the postcode for your usual place of residence

and the ABS Correspondence table of 2017 Postcodes to 2016 Remoteness Area. Metro is any postcode where the majority of the people in that postcode are classified as being in “Major Cities of Australia”. Remote is all other classifications.

## Middle Section:

**“% of respondents that agree that democracy is important”** is based on Q2 of the survey:

How important is it for you to live in a democratically governed country?

**Important** – the proportion of people who selected “Very important”, “Important” and “Somewhat important”.

**“% of respondents are satisfied with the way democracy works in Australia”** is based on Q9 of the survey:

How satisfied or dissatisfied are you with the way democracy works in Australia?”

**Satisfied** – the proportion of people who selected “Very satisfied” and “Satisfied”.

**“% of respondents agree that it is worth trying to fix the problems democracy may have”** is based on Q8 of the survey:

To what extent do you agree or disagree with each of the following statements?

**It is worth trying to fix the problems democracy may have** – the proportion of people who selected “Strongly agree’ or ‘Agree’”.

## Bottom Section:

**AEC** - refers to the Australian Electoral Commission

**AHRC** - refers to the Australian Human Rights Commission

**Ombudsman** - refers to ombudsman at all levels of government, including Federal, State and Local governments.

**Judicial system** - refers to the courts and legal system