**SURVEY QUESTIONNAIRE**

SECTION A – Survey Introduction and Screener

1. **Having read the information on the previous screen, including about privacy and how your responses will be used, do you consent to participate in the survey?**

* Yes
* No (*If ‘No’ selected, terminate survey.*)

1. **Are you an:**

* Australian Citizen (currently living in Australia)
* Australian Citizen (currently living overseas)
* Australian Permanent Resident (currently living in Australia)
* Individual temporarily in Australia
* Other (please specify)

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

* Yes
* No

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

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

1. **Please enter your age (years)**

[Text box]

1. **What is your gender?**

* Man or male
* Woman or female
* Non-binary
* I use a different term (please specify)
* Prefer not to say

1. **In which country were you born?**

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

**5b. You indicated you were born outside Australia. In what year did you first move to Australia?** (*This question only asked if ‘Australia’ was not listed at Q5*)

* [Text box that accepts responses between 1900 and 2022**]**
* Prefer not to say
* Don’t Know

1. **What is the primary language you use at home?**

* English
* Auslan
* Arabic
* Cantonese
* Greek
* Hindi
* Italian
* Mandarin
* Nepali
* Spanish
* Vietnamese
* Other (please specify)
* Prefer not to say

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

* Sydney (including Greater Western Sydney), Newcastle, Wollongong or the Central Coast
* Melbourne or Geelong
* Brisbane, Gold Coast or the Sunshine Coast
* Perth
* Adelaide
* Canberra

1. **Please enter your postcode for your usual place of residence.** (*This question only asked if ‘Australian Citizen (currently living in Australia)’ or ‘Australian Permanent Resident (currently living in Australia)’ was chosen at Q2.*)

* Postcode [Text box]
* Prefer not to say

**8b. In which state or territory do you currently live?** (*This question only asked if ‘Prefer not to say’ was chosen at Q8.*)

* Australian Capital Territory
* New South Wales
* Northern Territory
* Queensland
* South Australia
* Tasmania
* Victoria
* Western Australia
* Other Territories (including Norfolk Island, the Ashmore and Cartier Islands, Australian Antarctic Territory, Christmas Island, Cocos (Keeling) Islands, Coral Sea Islands, Jervis Bay Territory, and the Territory of Heard Island and McDonald Islands)

SECTION B – Reasons for Interaction and Services used

1. **Which of the following have you, or someone you’re responsible for, experienced in the last 12 months? (Choose as many as apply.)**

* Entered or continued university or vocational training (including apprenticeships and internships)
* Started primary school
* Started high school
* Finished high school (completed year 12)
* Left university or vocational training before completing my course (including apprenticeships and internships)
* Finished my university or vocational training course
* Left highschool (before completing year 12)
* Looked for work
* Started a new job/returned to work
* Became or are currently unemployed
* Retired
* Voluntarily stopped work
* Been stood down temporarily from my current employment (with or without pay/leave)
* Started or ended my own business
* Experienced hardship as a result of a natural disaster (e.g. damage to personal property from a bushfire, hailstorm or flood). Please note, COVID-19 (coronavirus) is not included
* Experienced financial hardship (e.g. identified as a low income earner, declared bankruptcy)
* Submitted a personal tax return
* Paid a fine or debt to the Australian government
* Changed a usual place of residence in Australia (e.g. moved house)
* Travelled overseas, including applied for, renewed or gained an Australian passport
* Moved back to Australia after living overseas (and held citizenship, a visa or residency permit to stay in another country)
* Planned to or have retired outside Australia
* Applied for, renewed or gained a visa to stay in Australia
* Applied for, or gained Australian citizenship or permanent residency
* Had a baby
* Fostered a child/children
* Adopted a child/children
* Placed a child/children into foster care or for adoption
* Got married/remarried/entered a de facto relationship
* Separated from married or de-facto partner
* Got divorced
* Experienced a death in the family
* Became or was the primary carer for 1 or more children under the age of 6
* Stopped being a primary carer for 1 or more children under the age of 6
* Became or was a single parent
* Became or was responsible for an unwell or injured person
* Became or was dependent on care inside the home
* Became or was dependent on care outside the home
* Entered or applied a child into child care
* Have or had a disability
* Experienced an injury, illness, or chronic condition (other than COVID-19)
* Have or had a mental health condition (including depression or anxiety)
* Applied for a health screening or prevention kit (such as for Cancer Screening, Quit Smoking, Obesity Australia)
* Made a submission, provided feedback or a complaint (e.g. consumer complaint about purchased goods)
* Participated in research/engagement activities (e.g. surveys, focus groups, roundtables)
* Voted, enrolled to vote or changed voting enrolment details
* Opted into or out of a service/scheme (such as organ donation)
* Requested a copy of or amendment to a record (e.g. a birth certificate)
* Applied for or renewed a licence, permit or card (e.g. Medicare card, fishing licence)
* Had/have COVID-19 (confirmed through a medical test)
* Immediate family/friends had/have COVID-19 (confirmed through a medical test)
* Went into mandatory isolation / quarantine due to COVID-19
* None of the above (*If chosen, skip to Section C.*)

1. **When did you, or someone you’re responsible for, first experience these things?**(*Repeat below options for each reason chosen in Q9.*)

* Over 12 months ago
* March-June 2022
* July-October 2022
* November 2022-February 2023
* March 2023

1. **Did you access Australian public services for any of these things in the last 12 months?** (*Repeat below options for each reason chosen in Q9.*)

* Yes
* None

**11b. You indicated that you did not access Australian public services in the last 12 months. What was the primary reason for this? (Choose as many as apply.)** (*This question only asked if ‘None’ was chosen at Q11, then skip to Section C.*)

* I wasn’t aware of Australian public services I could access
* I didn’t need Australian public services
* I couldn’t access Australian public services
* I didn’t want to access Australian public services
* Don’t know [exclusive]
* Prefer not to say [exclusive]
* I used alternative means of support (e.g. non-government / family or friends)
* The system is too hard to access support

1. **You said that in the last 12 months you or someone you’re responsible for** [life event selected at Q9]**. Did you access Australian public services:** (*One life event from question 9 is chosen automatically based on quota criteria.*)

* For yourself
* For your child/children (or a child/children you are the legal guardian of)
* For an adult who you have legal powers to act for
* For an adult who you care for or assist for (e.g. due to difficulties with language or technology)

1. **In the last 12 months you accessed Australian public services because** [life event selected at Q9]**. Which services did you access? (Choose as many as apply.)** (*Allocated life event from Q12.*)

* Services Australia – Centrelink
* Services Australia – Medicare
* Services Australia – Child Support
* My Aged Care
* Australian Taxation Office (ATO) (e.g. submit a personal tax return)
* Department of Veterans’ Affairs (e.g. renewing a concession card)
* National Disability Insurance Scheme (NDIS) (e.g. registering for an assistance package)
* Department of Home Affairs (e.g. visas for travel / migration, Border Force at airports)
* Department of Foreign Affairs and Trade (DFAT) (e.g. Australian Passport Office, Smartraveller, Consular)
* Pharmaceuticals Benefits Scheme (e.g. seek advice on subsidies)
* Department of Employment and Workplace Relations (e.g. Workforce Australia, Australian Job Search)
* Fair Work Ombudsman (e.g. information and advice on employment)
* Department of Education (e.g. Child Care Subsidy, HECS-HELP
* Australian Competition and Consumer Commission (ACCC) (e.g. information on consumer rights)
* Department of Agriculture, Water and the Environment (e.g. advice on importation and biosecurity)
* Parks Australia (e.g. National Park permit)
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [select service from list of 200+ APS services ]
* After seeing my options, I didn’t actually use Australian public services (*If chosen, skip to Section C.*)

1. **You indicated that over the last twelve months you accessed public services because** [life event selected at Q9]**. What was the primary purpose for accessing these services?** (*Allocated life event from Q12.*)

* Non-financial: *Such as applying for or receiving information or training (for example an apprenticeship).*
* Compliance and Registrations: *Such as making a payment or providing information at the request of a Service; or applying to register with a Service (for example submitting a personal tax return, or registering for organ donation, or opting out of a service).*
* Civic Participation: *Such as partipating in a roundtable, making a complaint and/or providing feedback (for example making a complaint to the Australian Competition and Consumer Commission about a product or making a submission to the Australian Public Service).*
* Financial *–* applying for and/or receiving assistance*: Such as applying for or receiving money or a subsidy (for example Youth Allowance, JobKeeper, JobSeeker).*
* Financial – did not receive assistance: *Applied but did not qualify for financial assistance.*
* Don’t know

SECTION C – Knowledge of APS Services and Overall APS Experience

1. **Have you or someone you’re responsible for applied for or received a payment from the Australian government in the last 12 months?** (e.g. Age Pension, JobSeeker, Familty Tax Benefit, etc.)

* Yes
* No
* Don't know
* Prefer not to say

1. **Here is a list of Government payments. Please click on the ones you or someone you're responsible for applied for or are currently receiving.**

* ABSTUDY (Living Allowance)
* Age Pension
* Austudy
* Bereavement Allowance
* Carer Allowance
* Carer Payment
* Child Care Subsidy / Additional Child Care Subsidy
* COVID-19 Disaster Payment
* Disability Support Pension
* Double Orphan Pension
* Family Tax Benefit A
* Family Tax Benefit B
* Farm Household Allowance
* JobKeeper
* JobSeeker (formerly known as NewStart)
* Parenting Payment
* Partner Allowance
* Special Benefit
* Veteran Compensation payments, including lump sum payments
* Veteran Income Support Supplement
* Veteran Service Pension
* Youth Allowance
* Apprentices & Trainees Subsidy
* Other (please specify)
* I did not apply for or do not currently receive any of these

1. **When thinking about Australian public services please indicate how much you agree or disagree with the following statements.**

[scale from strongly disagree, disagree, somewhat disagree, neither agree nor disagree, somewhat agree, agree, strongly agree for each statement]

* Australian public services are reliable. This means they are dependable, predictable, effectively managed, and adaptive to all Australians’ needs.
* Australian public services are responsive. This means they are accessible and respectful, as well as receptive and reactive to feedback.
* Australian public services are fair. This means services are delivered to all Australians in a consistent way.
* Australian public services are open and honest. This means they enable all Australians to know and understand how their services are delivered.
* Australian public services have integrity. This means services are delivered ethically with accountability and high standards of behaviour.

1. **To the best of your knowledge, how much do you agree or disagree with the following statement.**

[scale from strongly disagree, disagree, somewhat disagree, neither agree nor disagree, somewhat agree, agree, strongly agree for each statement]

* ‘I can trust Australian public services.’

1. **You said you** [insert scale response from Q18] **with the statement “I can trust Australian public services” Why did you give that answer? (Optional)**

[Free text box up to 150 words.]

SECTION D – Overall Service Experience (*This section only used if a service was chosen in Section B.*)

1. **You indicated that over the last twelve months you accessed public services because** [life event selected at Q9]**. You accessed a range of services including** [sevices seclected at Q13]. **Thinking about your overall experience with the above services, how satisfied or dissatisfied are you?** (*This question is for life event allocated at Q12.*)

[scale from completed dissatisfied, dissatisfied, somewhat dissatisfied, neither satisfied nor dissatisfied, somewhat satisfied, satisfied, strongly satisfied]

1. **You indicated that you accessed Australian public services because** [life event selected at Q9]**. You accessed a range of services including** [services selected at Q13]. **Thinking about your interactions with the service(s) you accessed, how much do you agree or disagree with the following statements:** (*This question is for life event allocated at Q12.*)

[scale from strongly disagree, disagree, somewhat disagree, neither agree nor disagree, somewhat agree, agree, strongly agree for each statement]

* The amount of effort I had to put in was reasonable
* Processes were clear and easy to follow
* I was kept informed of progress and wait times throughout
* It was easy to access the service(s)
* It was easy to find out about the service(s)
* I got what I needed
* It was clear I could give feedback about my experience
* The amount of time it took to reach an outcome was acceptable
* The websites or applications I used worked well

1. **You indicated that you accessed multiple Australian public services because** [life event selected at Q9]**. You accessed a range of services including** [services selected at Q13]. **How much do you agree or disagree with the following statements:** (*This question is for life event allocated at Q12.*)

[scale from strongly disagree, disagree, somewhat disagree, neither agree nor disagree, somewhat agree, agree, strongly agree for each statement]

* Information I provided to one service didn’t need to be repeated to others
* It felt like services were working together
* Services provided consistent information and advice
* I understood what each service does

1. **Looking at your previous answers, the below [two / three] things could have been better during your service experience.**

[Display 2-3 lowest scored statements from Q5 and Q5A. If 1 or less statements rated below ‘somewhat agree’, skip to Q8.]

**Please rank the below in order of what is most important to you to see improved.**

SECTION E – Individual Service Experience (*This section only used if a service was chosen in Section B.*)

1. **We now want to hear about your experience with specific services. You access public services because** [life event selected at Q9]**. Thinking about your interactions with theseservice/s, how satisfied or dissatisfied are you with each service?** (*Only a maximum of three services are displayed, even if you accessed more, for the life event allocated at Q12.*)

[scale from completed dissatisfied, dissatisfied, somewhat dissatisfied, neither satisfied nor dissatisfied, somewhat satisfied, satisfied, strongly satisfied]

* [Life event 1]
* [Life event 2]
* [Life event 3]

1. **Thinking about your interactions with the below service/s, how much do you agree or disagree with the following statement~~s~~:** (*These questions are repeated for each service allocated at Q24).*

[scale from strongly disagree, disagree, somewhat disagree, neither agree nor disagree, somewhat agree, agree, strongly agree for each statement]

* Information from the service was easy to understand
* Information from the service was accurate
* The service explained how my personal information would be used and stored
* The service provided clear information about the process and how decisions are made
* Staff were knowledgeable
* Staff did what they said they would do
* Staff treated me with respect
* The service understood my individual needs

1. **You indicated that you accessed Australian public services because** [life event selected at Q9]**. Did you make a complaint or suggestion for change about the way your service was delivered, regardless of the outcome (for example how much you ended up receiving)?** (*This question is repeated for each service allocated at Q24.*)

[select from Yes, I made a suggestion for change; Yes, I made a complaint; No, I did not provide a complaint or suggestion for each statement]

1. **Regardless of the outcome of your complaint or suggestion for change, how satisfied or dissatisfied were you with the way your feedback was handled?** (*Only asked for services where the response was “Yes, I made a suggestion for change” or “Yes, I made a complaint” at Q26*).

[scale from completed dissatisfied, dissatisfied, somewhat dissatisfied, neither satisfied nor dissatisfied, somewhat satisfied, satisfied, strongly satisfied]

1. **Thinking about your interactions with the below service(s), how much do you agree or disagree with the following statements:** (*These questions are repeated for each service allocated at Q24).*

[scale from strongly disagree, disagree, somewhat disagree, neither agree nor disagree, somewhat agree, agree, strongly agree for each statement]

* The service is reliable – This means they are dependable, predictable, effectively managed, and adaptive.
* The service is responsive – This means they are accessible and respectful as well as receptive and reactive to feedback.
* The service is fair – This means they treat me in a consistent way.
* The service is open and honest – This means they enable me to know and understand how their services are delivered.
* The service has integrity – This means the service is delivered ethically, with accountability and high standards of behaviour.
* The service is trustworthy.

1. **You indicated that over the last twelve months you accessed public services because** [life event selected at Q9]**. What channels did you use to access these services? (Please select all that apply.) :** (*These questions are repeated for each service allocated at Q24).*

* MyGov
* Australian public services’ websites
* Phone
* Smartphone app (e.g. COVID-19 App, Australian Government WhatsApp)
* Face-to-face (e.g. service centre)
* Email
* Letter (post)
* SMS
* Social Media
* Online Chat
* Workforce Australia (website and/or app)
* Via an agent or advocate (e.g. accountant, chemist, doctor, social worker)
* Other (please specify)
* None of the above

1. **When interacting with public services, what channels would you prefer to use?** Pick up to two preferred channels.

* myGov
* Australian public services’ websites (other than myGov)
* Phone
* Smartphone app
* Face-to-face (e.g. service centre)
* Email
* Letter (post)
* SMS
* Social Media
* Online Chat
* Workforce Australia (website and/or app)
* Via an agent or advocate (e.g. accountant, chemist, doctor, social worker)
* Other (please specify)

SECTION F – Future Expectations and Demographics

1. **In future, public services will need to change to meet the needs of all Australians. Thinking about the next few years, how much do you agree or disagree with the following statement:**

[scale from strongly disagree, disagree, somewhat disagree, neither agree nor disagree, somewhat agree, agree, strongly agree for each statement]

* ‘I trust Australian public services to make the changes required to meet all Australians’ needs.’

1. **Overall how satisfied or dissatisfied are you with life as a whole these days?**

[scale from completed dissatisfied, dissatisfied, somewhat dissatisfied, neither satisfied nor dissatisfied, somewhat satisfied, satisfied, strongly satisfied]

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

[scale from strongly disagree, disagree, somewhat disagree, neither agree nor disagree, somewhat agree, agree, strongly agree for each statement]

* ‘Most people can be trusted.’

1. **Which of the following best describes your current employment status?**

* Employed permanently full-time or part-time
* Employed, casual/temporary (irregular work)
* Self-employed
* Unemployed (looking for work)
* Not actively looking for employment (not retired)
* Permanently unable to work
* Retired
* Prefer not to say

1. **How many hours do you usually work each week (in all your jobs)?** (Hours ‘usually worked’ refers to your normal working pattern over the last 3 months)

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

1. **Over the last 12 months did you spend any time doing voluntary work through an organisation or group?**

* Yes, did voluntary work
* No, did not do voluntary work
* Not sure
* Prefer not to say

1. **Which of the following best describes your household?**

* Person living alone
* Couple living alone
* Couple with non-dependent child(ren)
* Couple with dependent child(ren)
* Couple with dependent and non-dependent children
* Single parent with non-dependent child(ren)
* Single parent with dependent child(ren)
* Single parent with dependent and non-dependent children
* Non-related adults sharing house / apartment / flat
* Person living in aged care or disability care facility
* Other household type (please specify)
* Prefer not to say

1. **Which of the following best describes your housing situation?**

* Own the property where you live (outright)
* Own the property where you live (with a mortgage)
* Rent the property where you live
* Live rent free in a property you don't own
* Other
* Prefer not to say

1. **What is the total of all income you usually receive, before tax per year?**

* Nil Income
* $1 - $7, 799 ($1-$149 per week)
* $7, 800 - $15, 599 ($150-$299 per week)
* $15, 600 - $20, 799 ($300-$399 per week)
* $20, 800 -$25, 999 ($400-$499 per week)
* $26, 000 - $33, 799 ($500-$649 per week)
* $33,800 - $41,599 ($650-$799 per week)
* $41, 600 - $51, 999 ($800-$999 per week)
* $52, 000 - $64, 999 ($1,000-$1,249 per week)
* $65, 000 - $77, 999 ($1,250-$1,499 per week)
* $78, 000 -$90, 999 ($1,500-$1,749 per week)
* $91, 000 - $103, 999 ($1,750-$1,999 per week)
* $104, 000 - $155, 999 ($2,000-$2,999 per week)
* $156, 000 or more ($3,000 or more per week)
* Negative income
* Prefer not to say

1. **What is the highest year of primary or secondary school you have completed?**

* Year 12 or equivalent
* Year 11 or equivalent
* Year 10 or equivalent
* Year 9 or equivalent or below
* Prefer not to say

1. **What is the highest qualification you have completed?**

* Certificate I & II level
* Certificate III and IV level
* Advanced Diploma and Diploma level
* Bachelor (Undergraduate) Degree
* Graduate Diploma and Graduate Certificate Level
* Postgraduate Degree
* Did not complete a qualification
* Prefer not to say

1. **Do you identify as an Aboriginal and/or Torres Strait Islander? (You may select more than one)**

* No
* Yes, Aboriginal
* Yes, Torres Strait Islander
* Prefer not to say

SECTION G – Close / Termination

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

[Text box with limit of 100 words.]