



CITIZEN SURVEY

VIDEO TRANSCRIPT

WHAT WILL MAKE CITIZENS ENGAGE MORE WITH DIGITAL GOVERNMENT?

We asked 5,000 people in the USA, UK, Germany, Singapore

AND AUSTRALIA

HERE'S WHAT WE FOUND

only 33% of Australians regularly use digital services

56% satisfied with the experience

But 23% don't use any at all

WHAT DO AUSTRALIANS WANT

75% greater security and reliability

69% easier interaction

53% single portal for multiple services

56% personalised information

49% payments through preferred apps

AUSTRALIANS TRUST AI

60%+ believe **AI** would be as fair as humans in handling

eligibility and case management...

...DECISIONS

Over **50%** of Australians believe **AI** would contribute to

more accurate, useful information

24/7, 365 days-a-year services

cyber security and protection

AUSTRALIANS WANT MORE INNOVATION AND TRANSPARENCY

56% want government to collaborate with **global enterprises**

62% want government to collaborate with **universities**

and 60% want **greater collaboration** across government

54% would trust Governments more if they showed how **innovation improves lives**

CITIZENS. KNOW THEM TO SERVE THEM.

Find out more at <https://www.accenture.com/au-en/ps-industry-index>

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