



Australian Government
Attorney-General's Department

Administrative Review Reform: Short Survey Data Summary

Designing a new federal administrative review body that is user-focused, efficient, accessible, independent and fair

We acknowledge the traditional custodians of Australia and their continuing connection to land, sea and community.

We pay our respects to the people, the cultures and their Elders, past and present, and thank them for their ongoing contributions to the culture and prosperity of our great nation.

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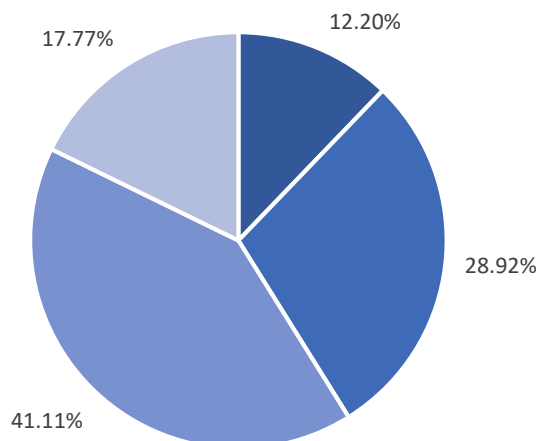
Demographics

This section of the survey asked questions about the respondents, including in relation to their interaction with the Administrative Appeals Tribunal (AAT) and key diversity indicators.

Engagement with the AAT

Question: What best describes your engagement with the AAT?

Selection	Total	Percent
I am an AAT user (I have or had an application for review in the AAT)	35	12.20%
I represent or support AAT users (people who have an application for review in the AAT)	83	28.92%
I work or have worked at the AAT	118	41.11%
I have never engaged directly with the AAT	51	17.77%

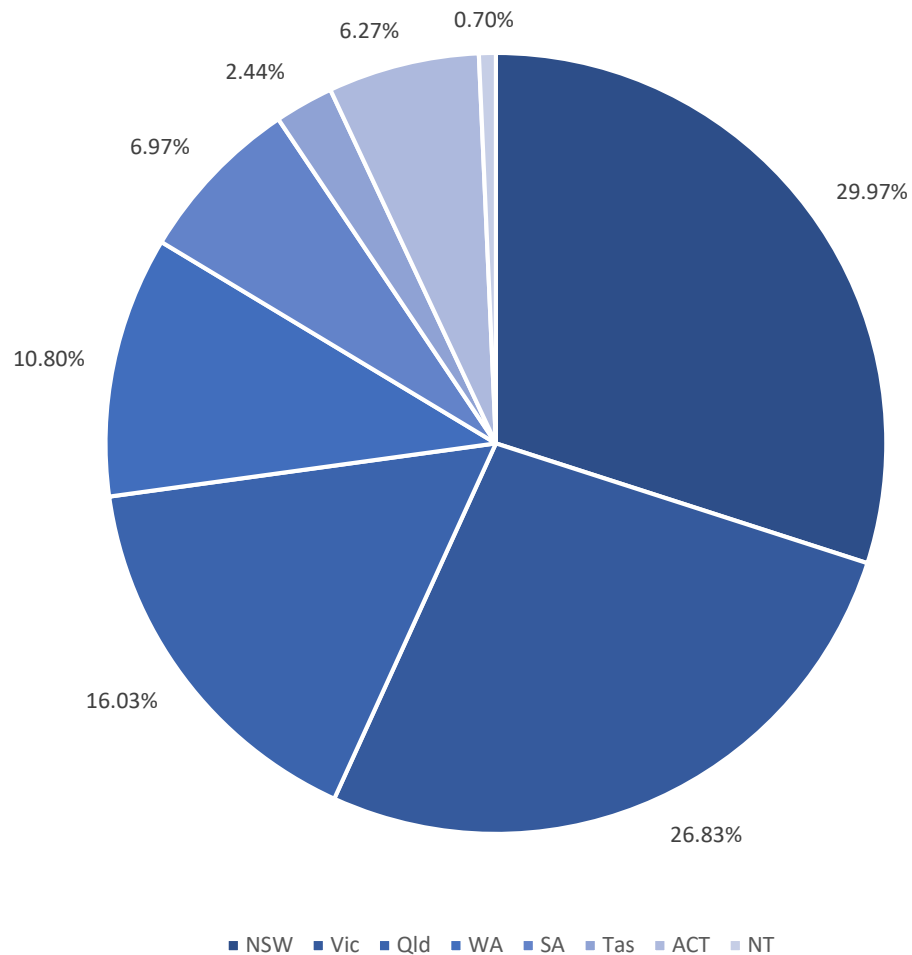


- I am an AAT user (I have or had an application for review in the AAT)
- I represent or support AAT users (people who have an application for review in the AAT)
- I work or have worked at the AAT
- I have never engaged directly with the AAT

Location

Question: What state or territory are you from?

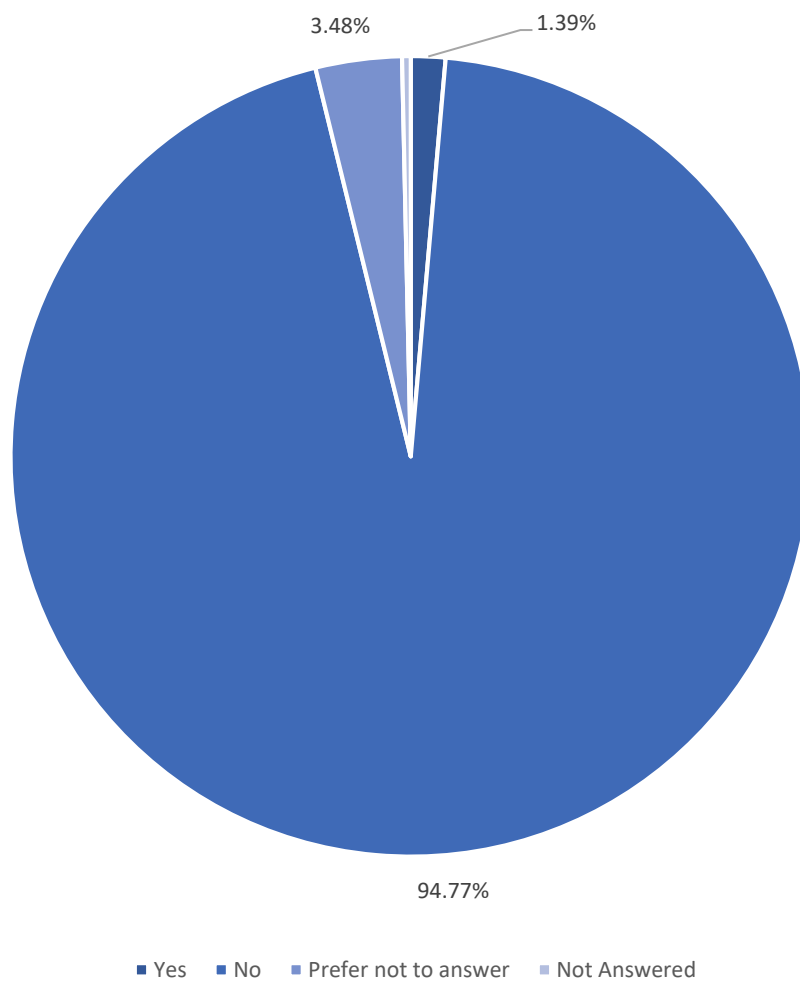
Selection	Total	Percent
NSW	86	29.97%
Vic	77	26.83%
Qld	46	16.03%
WA	31	10.80%
SA	20	6.97%
Tas	7	2.44%
ACT	18	6.27%
NT	2	0.70%



Diversity indicators

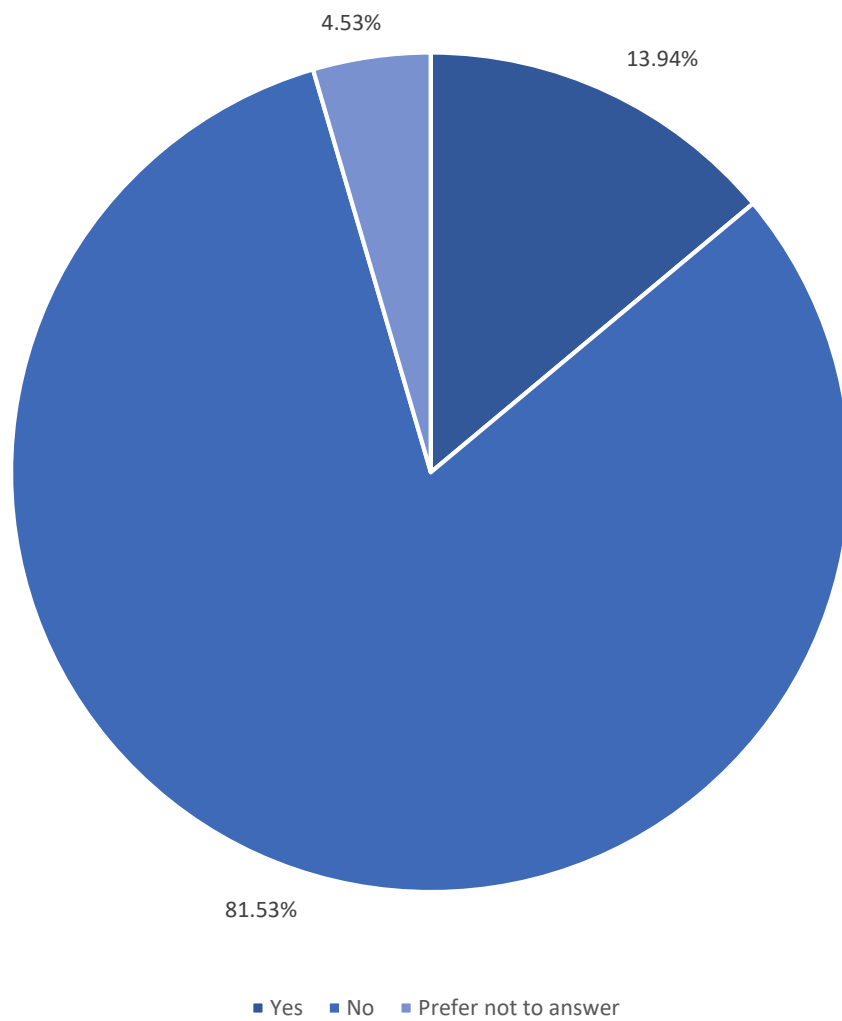
Question: Do you identify as a person of Aboriginal or Torres Strait Islander descent?

Selection	Total	Percent
Yes	4	1.39%
No	272	94.77%
Prefer not to answer	10	3.48%
Not Answered	1	0.35%



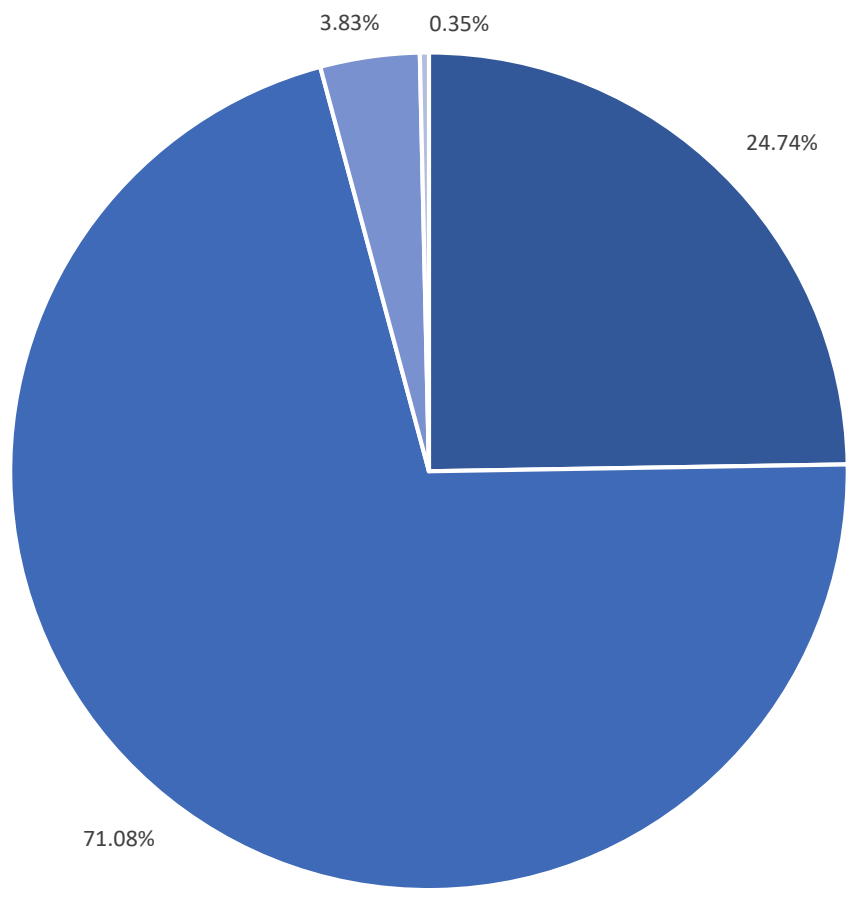
Question: Do you identify as a person with a disability?

Selection	Total	Percent
Yes	40	13.94%
No	234	81.53%
Prefer not to answer	13	4.53%



Question: Are you from a culturally or linguistically diverse background?

Selection	Total	Percent
Yes	71	24.74%
No	204	71.08%
Prefer not to answer	11	3.83%
Not Answered	1	0.35%

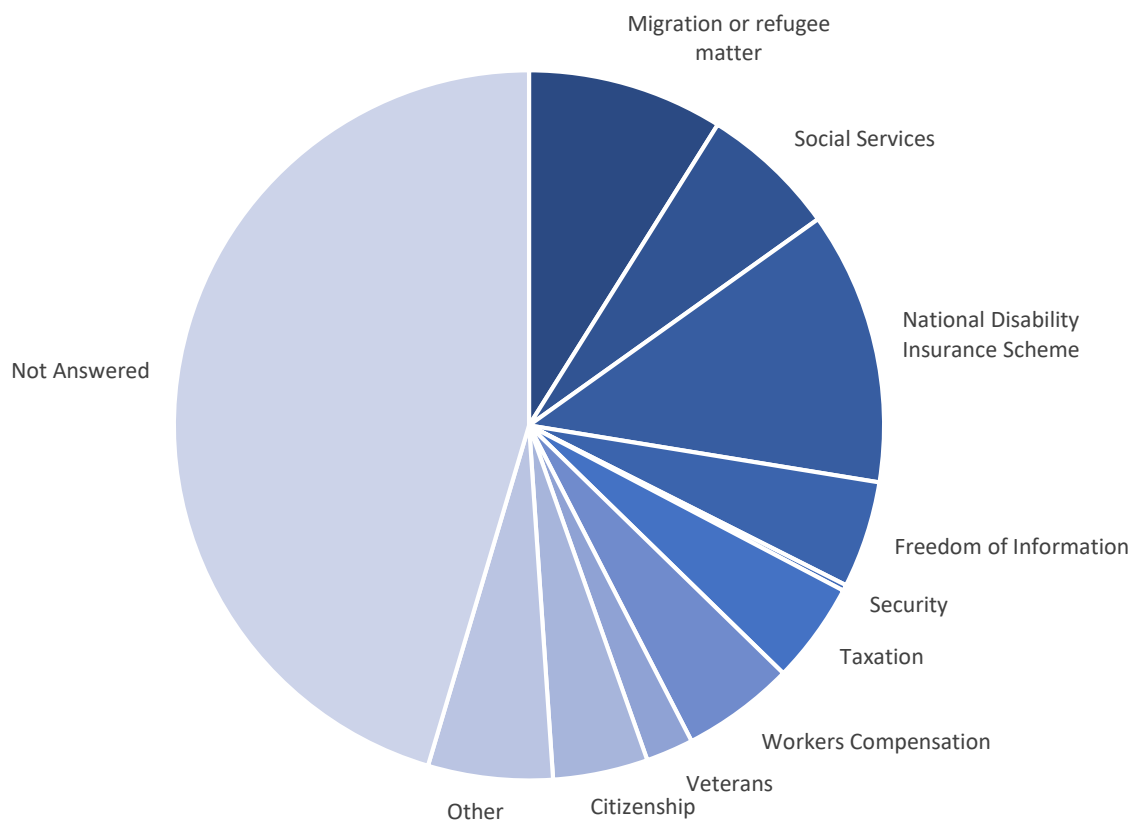


■ Yes ■ No ■ Prefer not to answer ■ Not Answered

Question: What type(s) of matter(s) have you either sought review for, or represented, or supported a person to seek review of in the AAT?

Note: Users had the option to select multiple choices.

Selection	Total
Migration or refugee matter	33
Social Services	23
National Disability Insurance Scheme	46
Freedom of Information	18
Security	1
Taxation	17
Workers Compensation	19
Veterans	8
Citizenship	16
Other	21
Not Answered	1689



- Migration or refugee matter
- Social Services
- National Disability Insurance Scheme
- Freedom of Information
- Security
- Taxation
- Workers Compensation
- Veterans
- Citizenship
- Other
- Not Answered

Survey Questions

Question: In your opinion, what are the most important elements of federal administrative review?

Survey respondents were asked to rank how important elements of federal administrative review were, as set out below, from 1 to 6, where 1 is the most important, and 6 is the least important. Respondents were not required to rank all elements. Some elements have a higher number of respondents than others.

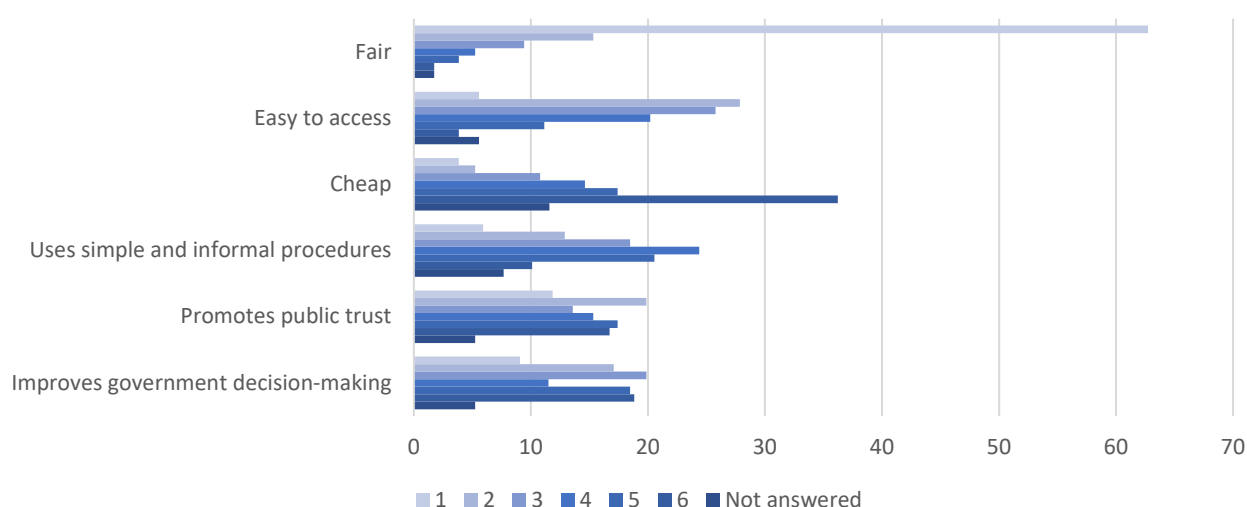
Each skill or qualification was ranked on a scale 1 to 6 (ie. respondents could not rank all elements equally).

Data summary

This graph shows, by percentage, how people ranked each element of administrative review from 1 to 6.

	1	2	3	4	5	6	Not answered
That it is fair	62.72% (180)	15.33% (44)	9.41% (27)	5.23% (15)	3.83% (11)	1.74% (5)	1.74% (5)
That it is easy to access	5.57% (16)	27.87% (80)	25.78% (74)	20.21% (58)	11.15% (32)	3.83% (11)	5.57% (16)
That it is cheap	3.83% (11)	5.23% (15)	10.80% (31)	14.63% (42)	17.42% (50)	36.24% (104)	11.85% (34)
That it uses simple and informal procedures	5.92% (17)	12.89% (37)	18.47% (53)	24.39% (70)	20.56% (59)	10.1% (29)	7.67% (22)
That it promotes public trust and confidence in decision-making	11.85% (34)	19.86% (57)	13.59% (39)	15.33% (44)	17.42% (50)	16.72% (48)	5.23% (15)
That it improves government decision-making	9.06% (26)	17.07% (49)	19.86% (57)	11.5% (33)	18.47% (53)	18.82% (54)	5.23% (15)

Data summary



Question: How important are the following skills and qualifications for a member of the new body?

This question asked respondents to rank a range of skills and qualifications for members of the new body to have as very important, important, moderately important, slightly important or not at all important.

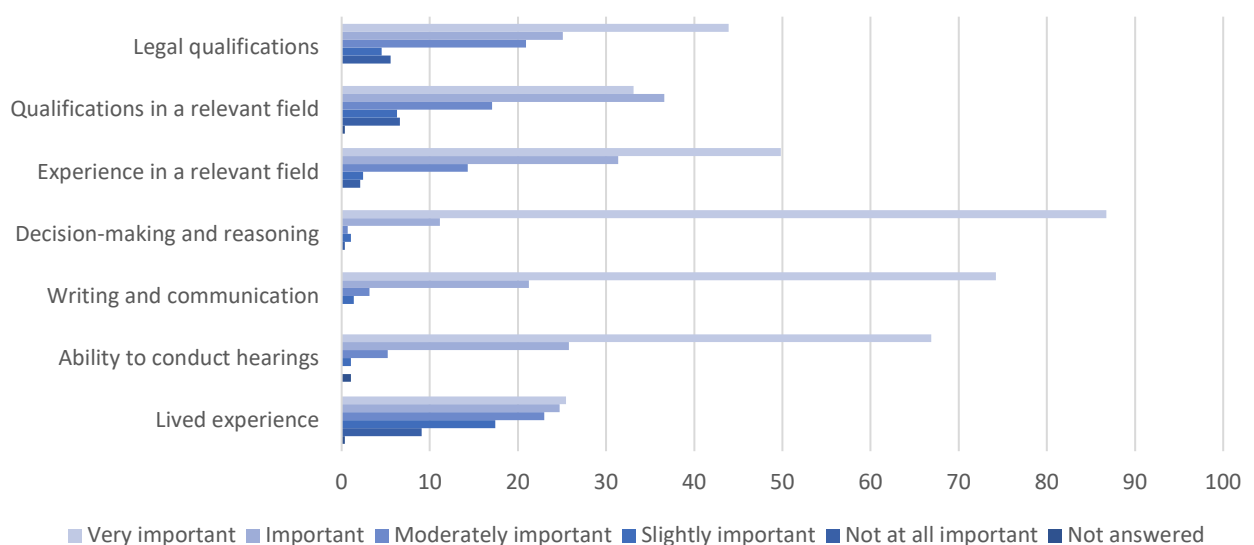
Each skill or qualification was ranked on the scale of very important to not at all important (ie. respondents could rank all skills as very important).

Data summary

This graph shows, by percentage, how respondents ranked various skills and qualifications from very important to not at all important.

	Very important	Important	Moderately important	Slightly important	Not at all important	Not answered
Legal qualifications	43.9% (126)	25.08% (72)	20.91% (60)	4.53% (13)	5.57% (16)	0% (0)
Qualifications in a relevant field	33.1% (95)	36.59% (105)	17.07% (49)	6.27% (18)	6.62% (19)	0.35% (1)
Experience in a relevant field	49.83% (143)	31.36% (90)	14.29% (41)	2.44% (7)	2.09% (6)	0% (0)
Decision-making and reasoning	86.76% (249)	11.15% (32)	0.7% (2)	1.05% (3)	0.35% (1)	0% (0)
Writing and communication	74.22% (213)	21.25% (61)	3.14% (9)	1.39% (4)	0% (0)	0% (0)
Ability to conduct hearings	66.9% (192)	25.78% (74)	5.23% (15)	1.05% (3)	0% (0)	1.05% (3)
Lived experience	25.44% (73)	24.74% (71)	23% (66)	17.42% (50)	9.06% (26)	0.35% (1)

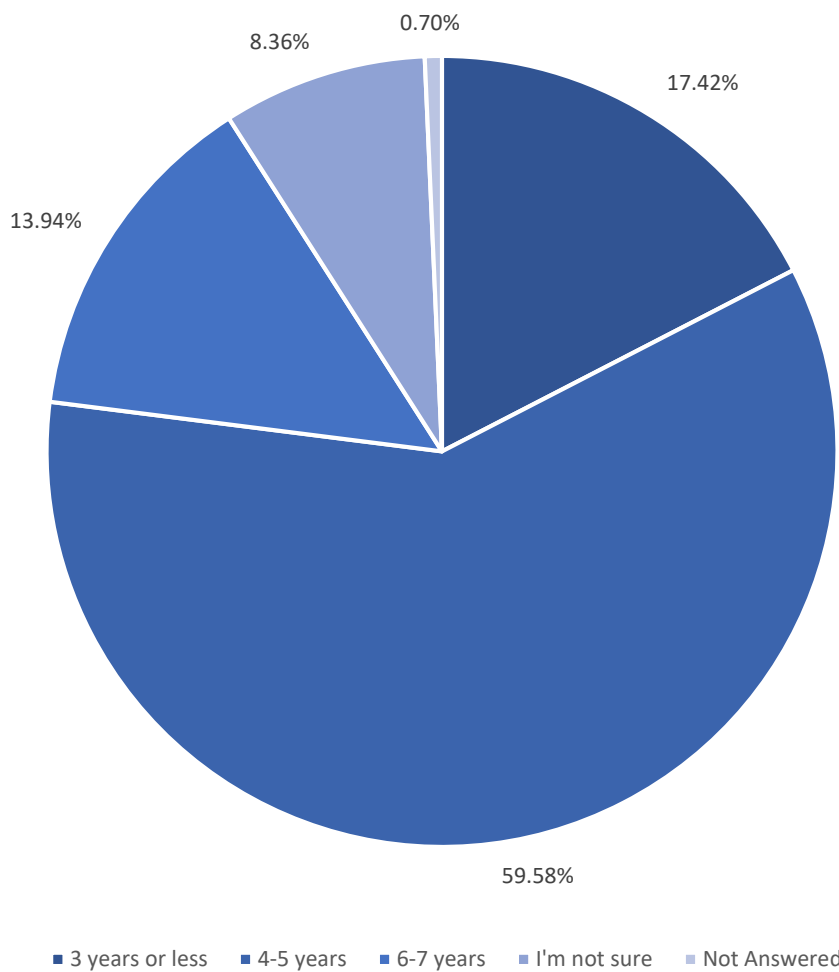
Data Summary



Question: In your opinion, for how many years should a member be appointed to the new body?

This question asked respondents to consider how many years members should be appointed to the new body. 60% of respondents said that members should be appointed for 4-5 years.

Selection	Total	Percent
3 years or less	50	17.42%
4-5 years	171	59.58%
6-7 years	40	13.94%
I'm not sure	24	8.36%
Not Answered	2	0.70%



Question: How important do you believe the following qualities are for tribunal members?

This question asked respondents to rank how important a range of qualities are for tribunal members, from very important to not at all important.

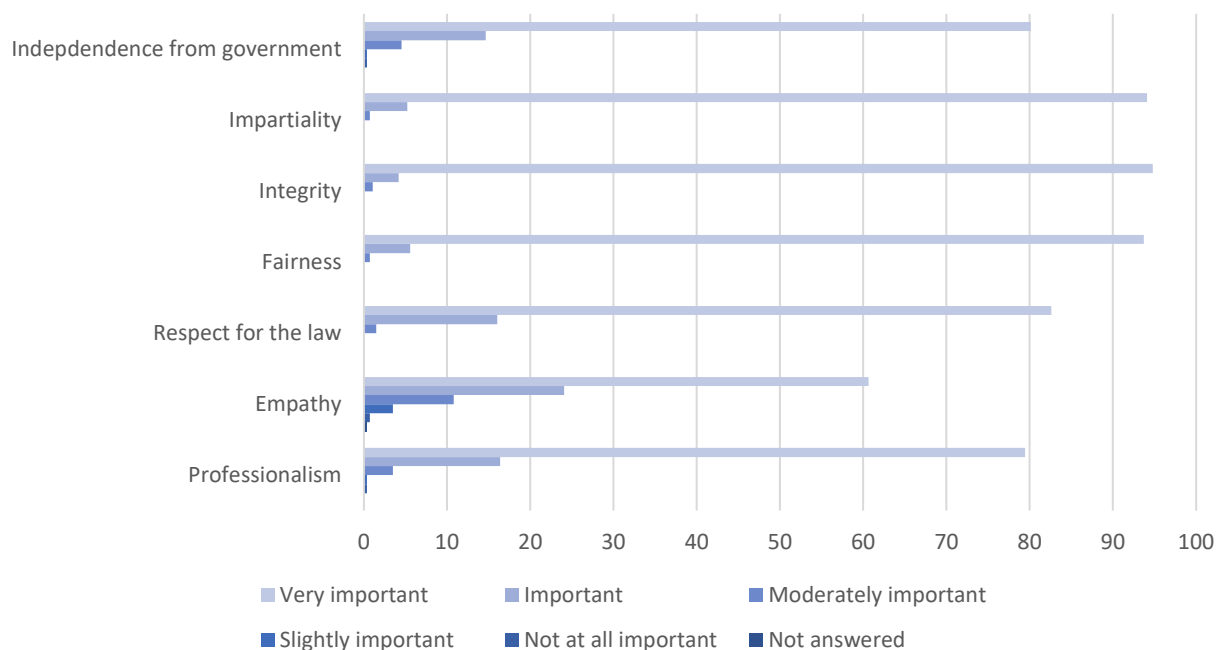
Each skill or qualification was ranked on the scale of very important to not at all important (ie. respondents could rank all skills as very important).

Data summary

This graph shows, by percentage, how people ranked various qualities for members of tribunals from very important to not at all important.

	Very important	Important	Moderately important	Slightly important	Not at all important	Not answered
Independence	80.14% (230)	14.63% (42)	4.53% (13)	0.35% (1)	0.35% (1)	0% (0)
Impartiality	94.08% (270)	5.23% (15)	0.7% (2)	0% (0)	0% (0)	0% (0)
Integrity	94.77% (272)	4.18% (12)	1.05% (3)	0% (0)	0% (0)	0% (0)
Fairness	93.73% (269)	5.57% (16)	0.7% (2)	0% (0)	0% (0)	0% (0)
Respect for the law	82.58% (237)	16.03% (46)	1.39% (4)	0% (0)	0% (0)	0% (0)
Empathy	79.44% (228)	16.38% (47)	3.48% (10)	0.35% (1)	0.35% (1)	0% (0)
Professionalism	60.63% (174)	24.04% (64)	10.8% (31)	3.48% (10)	0.7% (2)	0.35% (1)

Data Summary



Question: Imagine you were planning to apply for review to the new body. How likely would you be to use the following ways to apply?

This question set out a series of ways that a person could apply for review of a decision by the new body and asked respondents to rank how likely they would be to use each method of lodgement from very likely to very unlikely.

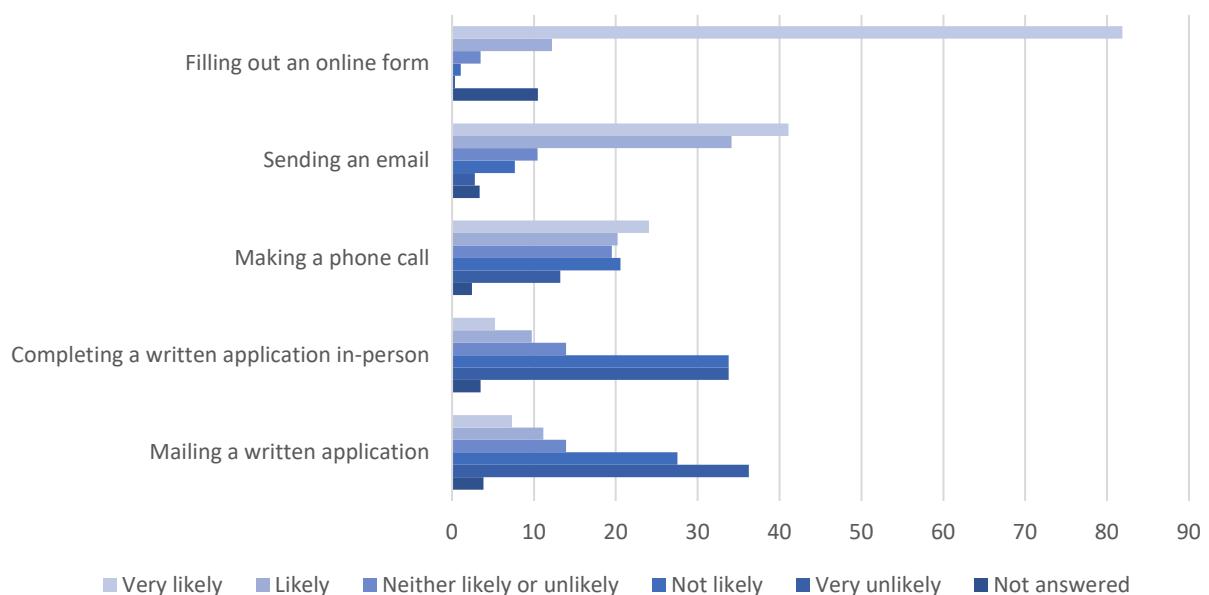
Each method was ranked on the scale of very likely to not very likely (ie. respondents could rank all methods as very likely).

Data summary

This graph shows, by percentage, how likely or unlikely respondents considered they would be to use various methods of filing an application for review.

	Very likely	Likely	Neither likely or unlikely	Not likely	Very unlikely	Not answered
Filling out an online form	81.88% (235)	12.20% (35)	3.48% (10)	1.05% (3)	0.35% (1)	1.05% (3)
Sending an email	41.11% (118)	34.15% (98)	10.45% (30)	7.67% (22)	2.79% (8)	3.83% (11)
Making a phone call	24.04% (69)	20.21% (58)	19.51% (56)	20.56% (59)	13.24% (38)	2.44% (7)
Completing a written application in-person	5.23% (15)	9.76% (28)	13.94% (40)	33.80% (97)	33.80% (97)	3.48% (10)
Mailing a written application	7.32% (21)	11.15% (32)	13.94% (40)	27.53% (79)	36.24% (104)	3.83% (11)

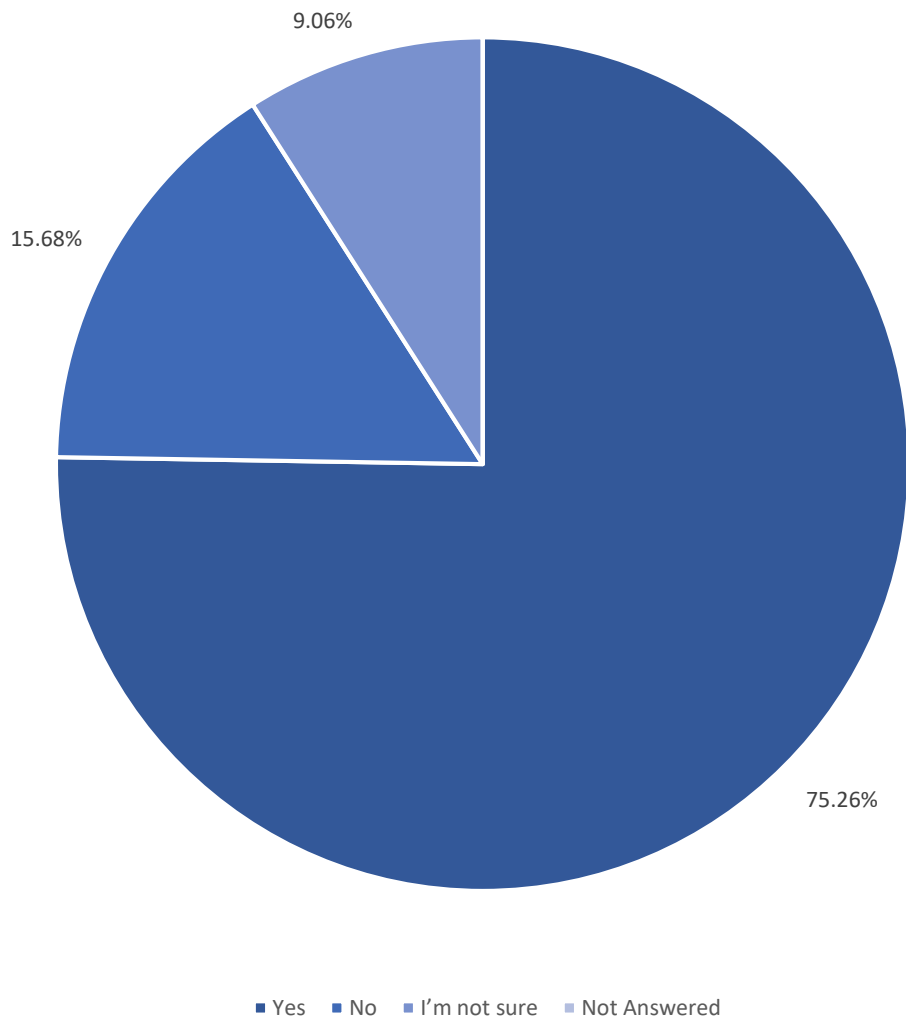
Data Summary



Question: Do you think that applicants to the new body should be required to provide a short statement setting out why the applicant believes a decision is wrong (statement of reasons) when making an application for review?

This question sought respondents' views as to whether an applicant should have to provide a statement of reasons as to why a decision was wrong when they may an application for review.

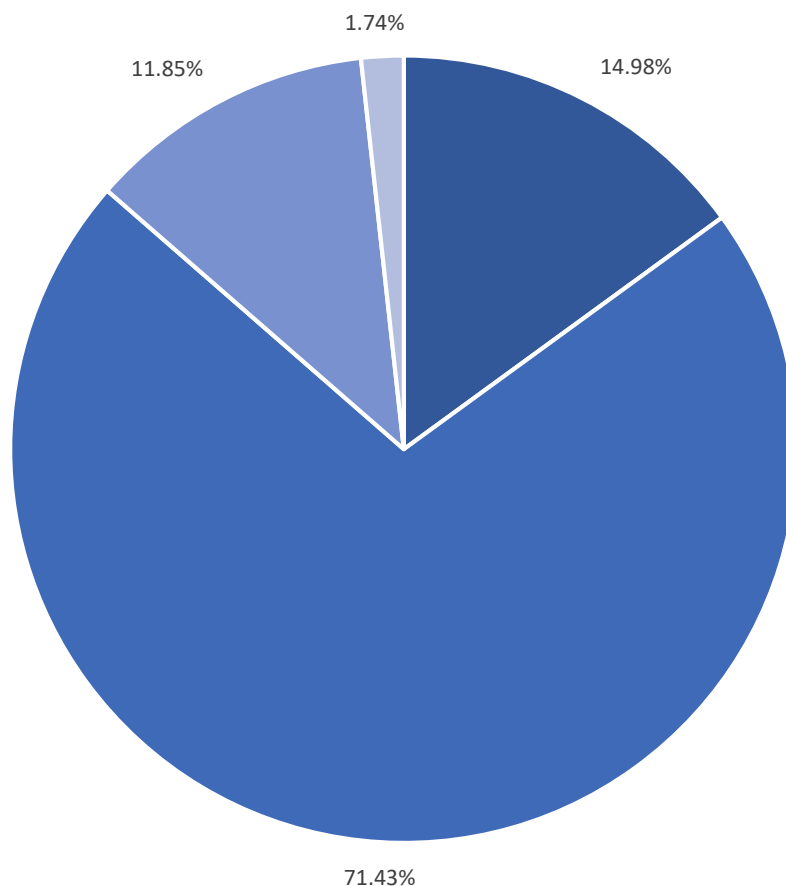
Selection	Total	Percent
Yes	216	75.26%
No	45	15.68%
I'm not sure	26	9.06%
Not Answered	0	0.00%



Question: When should the new body allow private hearings or decide that information or documents shouldn't be published?

This question sought respondents' views as to whether the new body should allow private hearings only in circumstances, or whether all information, hearings and documents should be public or private.

Selection	Total	Percent
Never	43	14.98%
When a person requests that their matter be heard in private or information about them not be published	205	71.43%
All hearings, information and documents should be private	34	11.85%
Not Answered	5	1.74%

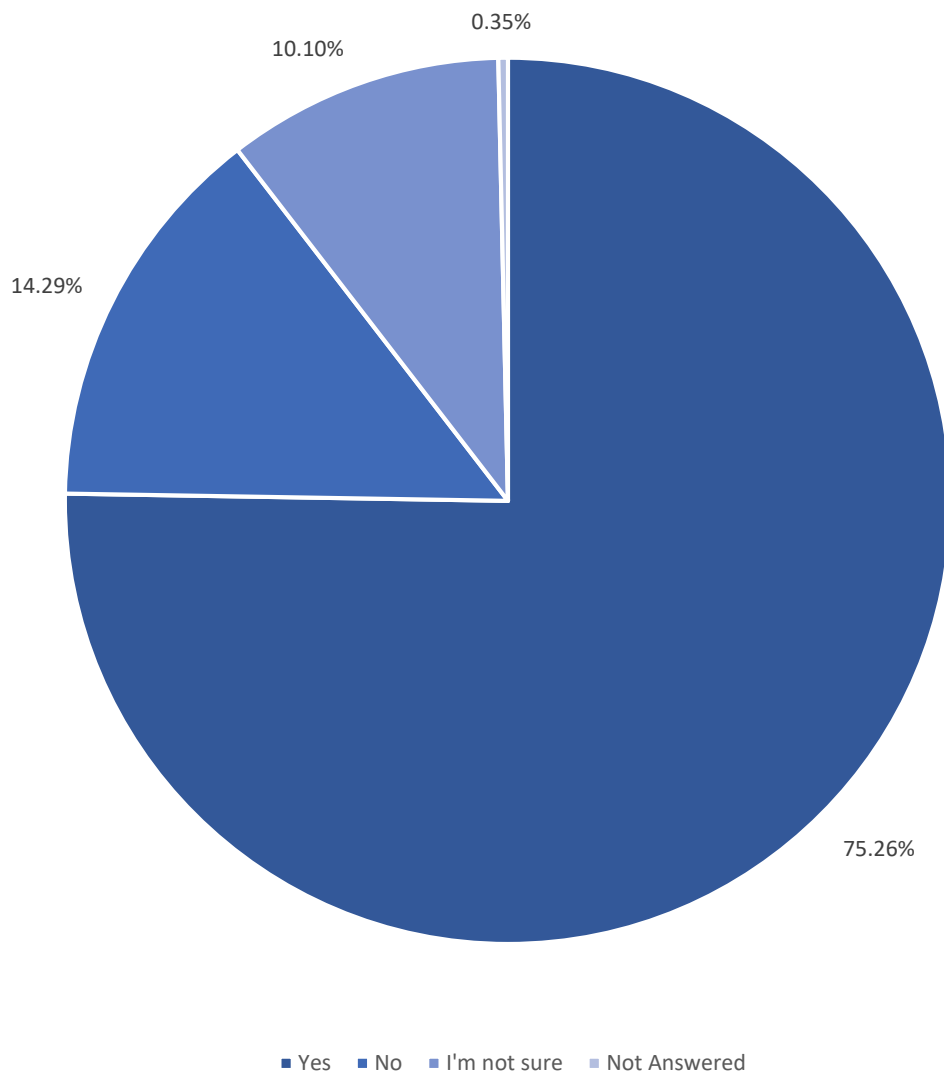


- Never
- When a person requests that their matter be heard in private or information about them not be published
- All hearings, information and documents should be private
- Not Answered

Question: Should dispute resolution be available across all types of matters in the new body?

This question sought respondents' views as to whether alternative dispute resolution should be available across all types of matters.

Selection	Total	Percent
Yes	216	75.26%
No	41	14.29%
I'm not sure	29	10.10%
Not Answered	1	0.35%



Question: Imagine you have applied for review with the new body. How easy or difficult would you find it to engage in the tribunal proceedings through each of the following methods?

This question sought respondents' views as to how easy or difficult they would find it to engage with the new body, including through providing written submissions, participating through various electronic means or participating in person, from very easy to very difficult.

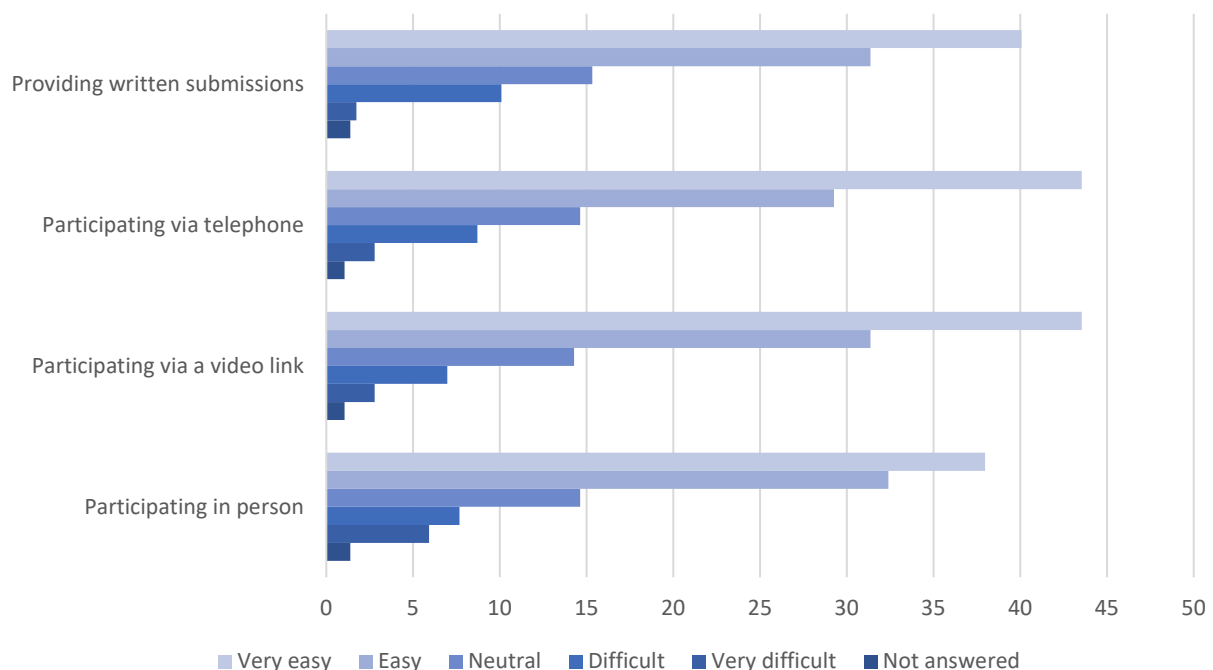
Each engagement was ranked on the scale of very easy to very difficult (ie. respondents could rank every engagement as very easy).

Data summary

This graph shows, by percentage, how easy or difficult respondents would find it to engage with the new body through various means.

	Very easy	Easy	Neutral	Difficult	Very difficult	Not answered
Providing written submissions	40.07% (115)	31.36% (90)	15.33% (44)	10.1% (29)	1.74% (5)	1.39% (4)
Participating via telephone	43.55% (125)	29.27% (84)	14.63% (42)	8.71% (25)	2.79% (8)	1.05% (3)
Participating via video link	43.55% (125)	31.36% (90)	14.29% (41)	6.97% (20)	2.79% (8)	1.05% (3)
Participating in person	37.98% (109)	32.4% (93)	14.63% (42)	7.67% (22)	5.92% (17)	1.39% (4)

Data Summary



Question: What would most help you understand the reasons for the tribunal's decision?

This question asked respondents to rank from 1 to 4 what would be most helpful for them in understanding the reasons for the new body's decision in their matter. The selections included where the reasons are written in plain English, the reasons focus on the key evidence the decision maker has relied on to make the decision, the reasons include a detailed examination of all evidence and where the reasons are short.

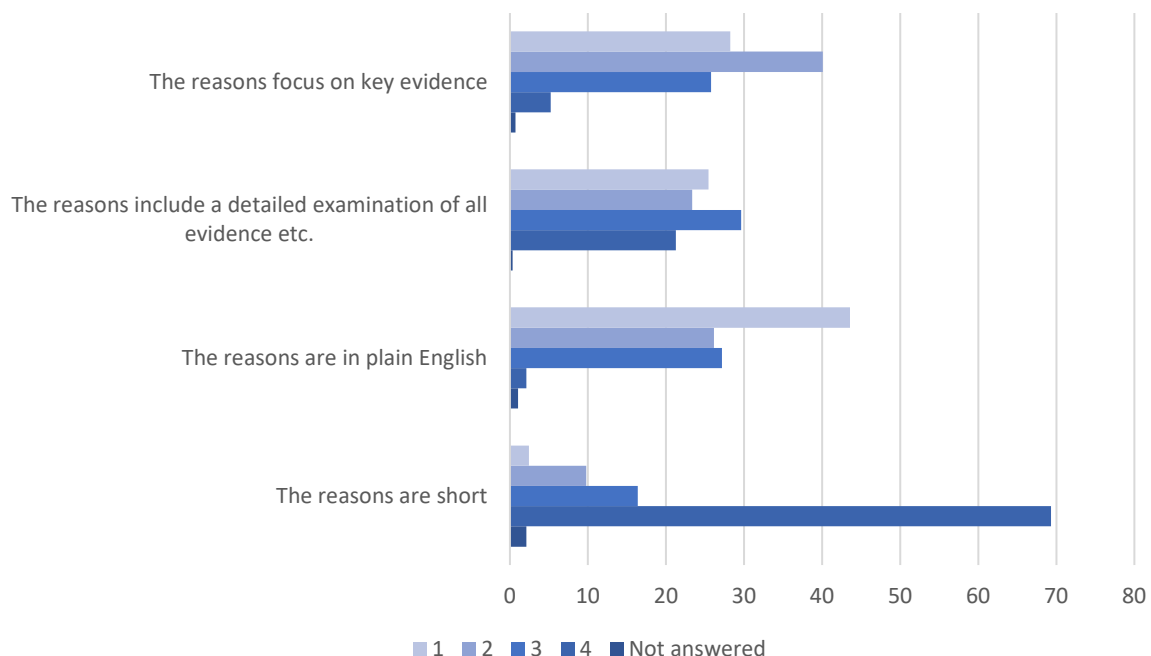
Each selection was ranked on a scale 1 to 4 (ie. respondents could not rank all elements equally).

Data summary

This graph shows, by percentage, how people ranked the various options in relation to what would assist them to understand a decision of the new body in their matter.

	1	2	3	4	Not answered
The reasons focus on key evidence	28.22% (81)	40.07% (115)	25.78% (74)	5.23% (15)	0.07% (2)
The reasons include a detailed examination of all evidence	25.44% (73)	23.34% (67)	29.62% (85)	21.25% (61)	0.35% (1)
The reasons are in plain English	43.55% (125)	26.13% (75)	27.18% (78)	2.09% (6)	1.05% (3)
The reasons are short	2.44% (7)	9.76% (28)	16.38% (47)	69.34% (199)	2.09% (6)

Data Summary

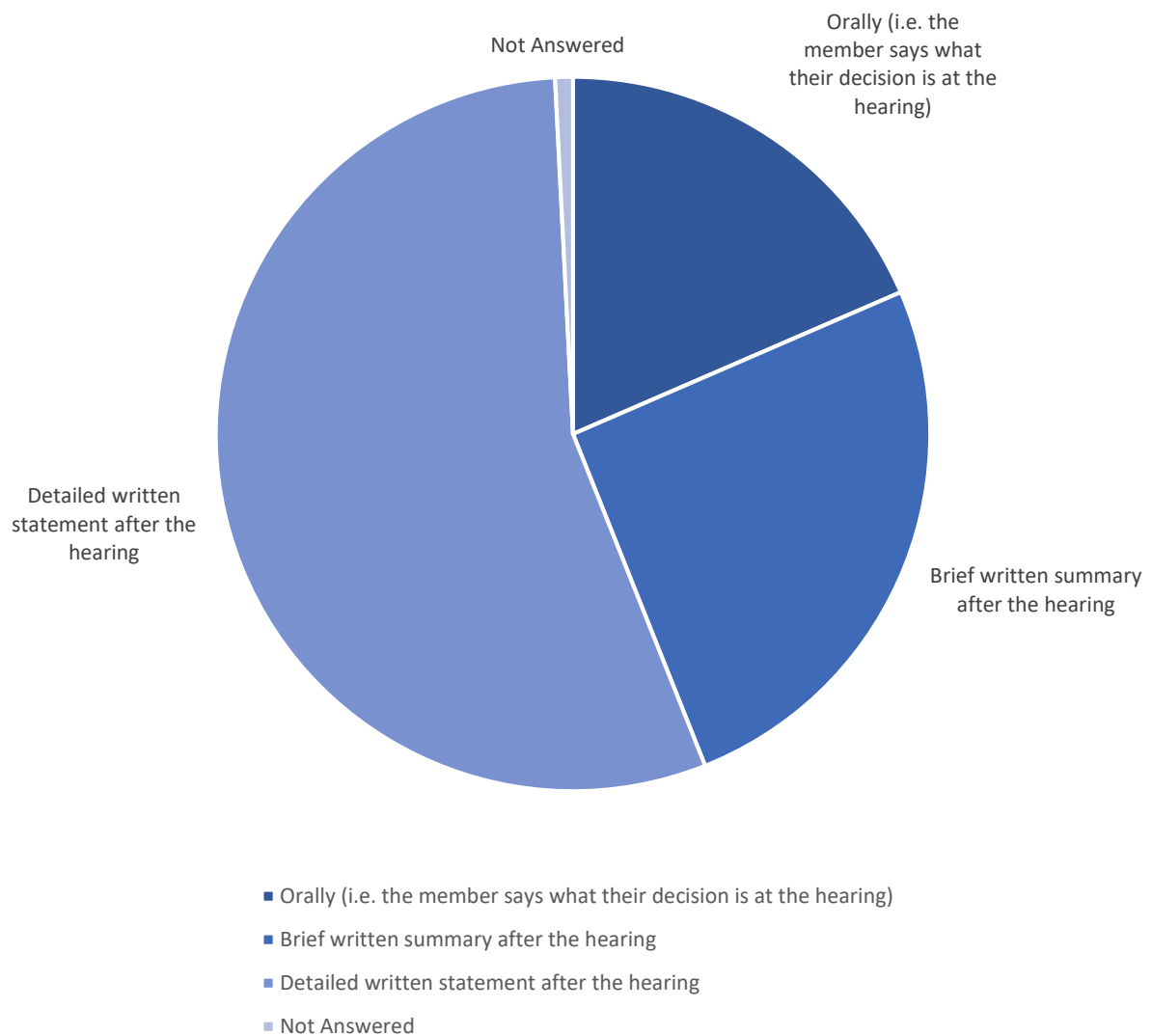


Question: What would be your preferred method(s) of receiving a decision made by the tribunal?

This question sought respondents' views on how they would prefer to receive a decision made by the new body, including orally, a brief written summary after the hearing, or detailed written statement after the hearing.

Note: Users had the option to select multiple choices.

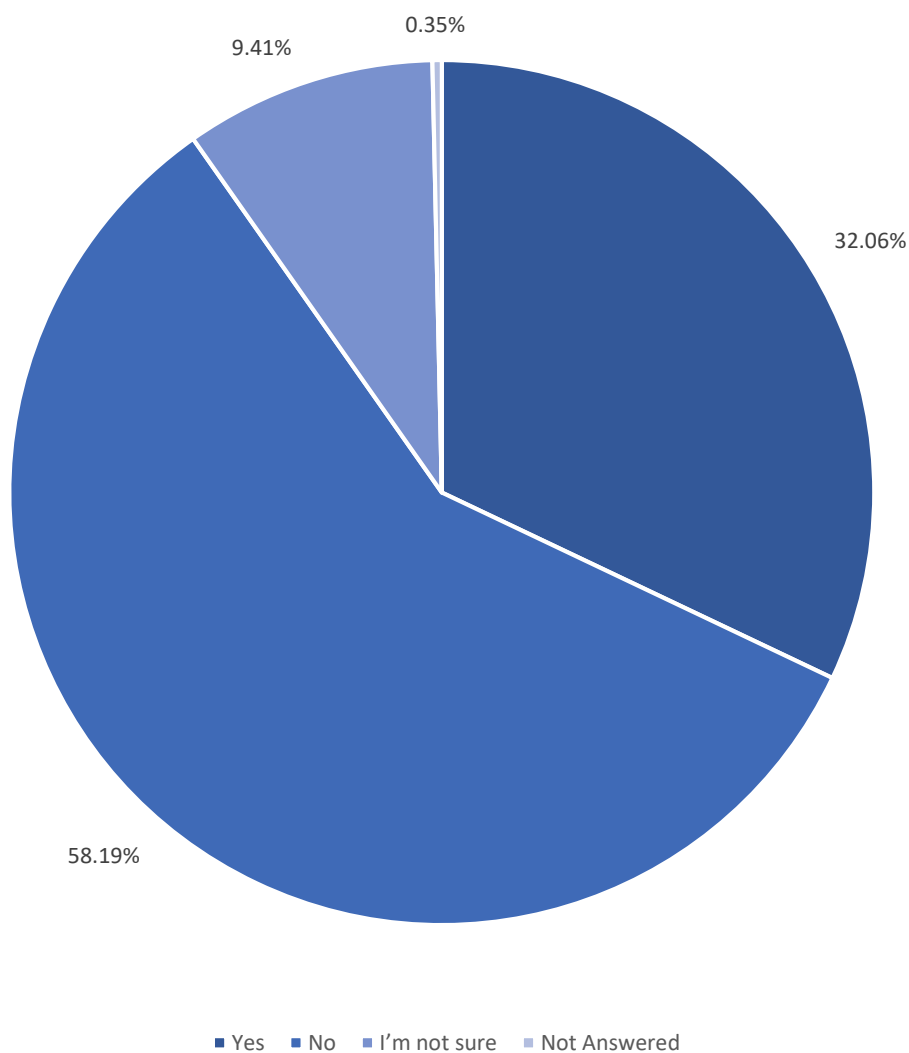
Selection	Total
Orally (i.e. the member says what their decision is at the hearing)	69
Brief written summary after the hearing	95
Detailed written statement after the hearing	206
Not Answered	3



Question: Should people and organisations involved in a review (including government organisations) need permission to have a lawyer represent them?

This question sought respondents' views on whether participants in a review should need to seek permission to have a lawyer represent them. 58% of respondents answered 'no'.

Selection	Total	Percent
Yes	92	32.06%
No	167	58.19%
I'm not sure	27	9.41%
Not Answered	1	0.35%



Question: How important do you think the following services and supports are to ensure the new body is accessible?

This question asked respondents to rank a range of services and supports in terms of how important they are in ensuring the new body is accessible to all participants.

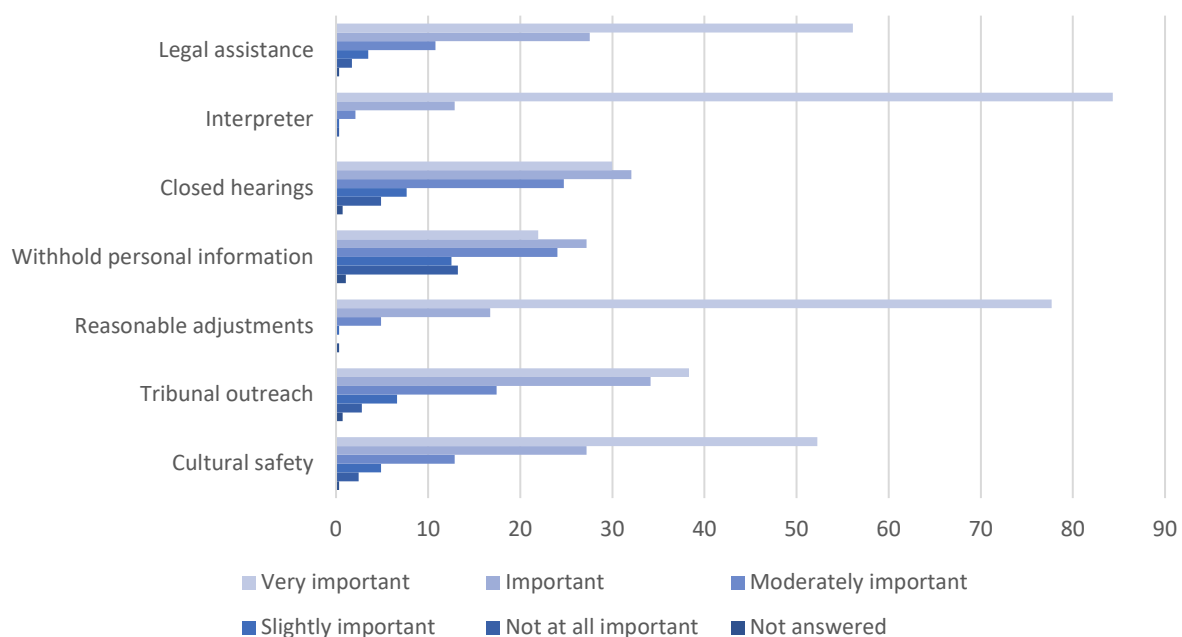
Each accessibility option was ranked on the scale of very important to not important at all (ie. respondents could rank every accessibility as very important).

Data summary

This graph shows, as a percentage, how respondents ranked a variety of services and supports in terms of their importance in ensuring the new body is accessible, from very important to not at all important.

	Very important	Important	Moderately important	Slightly important	Not at all important	Not answered
Legal assistance	56.1% (161)	27.53% (79)	10.8% (31)	3.48% (10)	1.74% (5)	0.35% (1)
Interpreter	84.32% (242)	12.89% (37)	2.09% (6)	0.35% (1)	0.35% (1)	0% (0)
Closed hearings	21.95% (63)	27.18% (78)	24.04% (69)	12.54% (36)	13.24% (38)	1.05% (3)
Withhold personal information	29.97% (86)	32.06% (92)	24.74% (71)	7.67% (22)	4.88% (14)	0.7% (2)
Reasonable adjustments	77.7% (223)	16.72% (48)	4.88% (14)	0.35% (1)	0% (0)	0.35% (1)
Tribunal outreach	38.33% (110)	34.15% (98)	17.42% (50)	6.62% (19)	2.79% (8)	0.7% (2)
Cultural safety	52.26% (150)	27.18% (78)	12.89% (37)	4.88% (14)	2.44% (7)	0.35% (1)

Data Summary



Question: Do you identify as an applicant who might need one or more of the services or supports listed in the question above?

This question asked respondents to indicate whether they identified as an applicant who might need one or more of the support services listed in the previous question, to contextualise those responses.

Selection	Total	Percent
Yes	67	23.34%
No	203	70.73%
I'm not sure	15	5.23%
Not Answered	2	0.70%

