



# Annual Stakeholder Survey 2024-25

## Results

### Overview

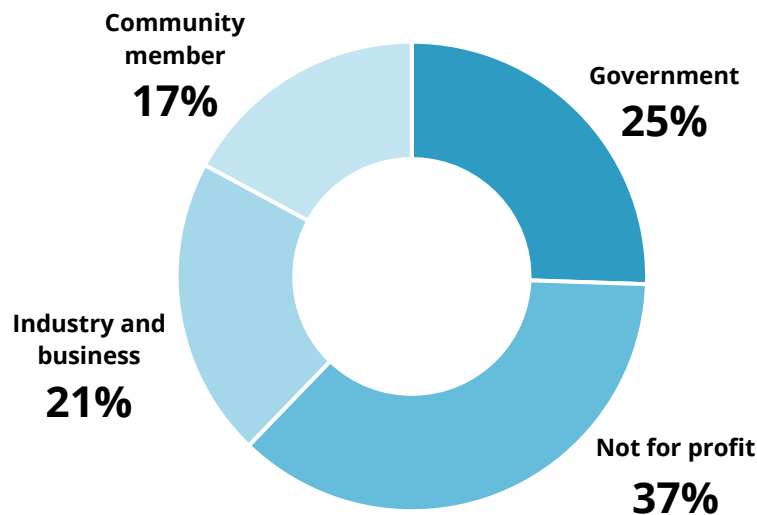
As part of the Productivity Commission’s commitment to improving communications and engagement, we conduct an Annual Stakeholder Survey. The survey responses help us to understand the views and experiences of a selection of our stakeholders and provide us with valuable insights that we can use to drive improvements.

Between 29 May 2025 and 17 June 2025 we undertook the *Annual Stakeholder Survey 2024-25*. This is the second consecutive year we have undertaken an annual survey, following a shift from a 3-year cycle.

We invited more than 7,000 stakeholders who engaged with our work in FY2024-25 to participate in the survey. We received 624 responses (up 246% from last year) and 41% (n=255) provided qualitative comments (up 236%).

Respondents were asked to identify their sector and industry (figure 1). Not-for-profit was overrepresented in the sample (37%) followed by Government (25%), Industry and business (21%) and Community member (17%).

**Figure 1 – Audience breakdown by sector**



We also asked respondents what industry they worked in. The top 5 industries were:

- Education and training (22%)
- Other services (16%)
- Health Care and Social Assistance (16%)
- Public Administration and Safety (11%)
- Professional, Scientific and Technical Services (9%).

The survey included 13 statements which we asked respondents to rate their level of agreement with (table 1).

**Table 1 – Percentage (%) of respondents who agreed or strongly agreed with each statement (sorted highest to lowest)**

Statement	Result
The PC is a trusted, credible and authoritative leader in economic and public policy discussions in Australia.	78%
The PC generates research, analysis and advice that is robust, evidence-based and independent.	76%
The PC builds and maintains deep knowledge and expertise in economic, social and environmental matters impacting Australians.	71%
The PC's work is shaped and informed by diverse government, stakeholder and community views and perspectives.	64%
The PC considers major and emerging trends when determining its priorities.	63%
The PC provides enough opportunities to engage with and provide input into its work.	61%
The PC provides enough time for meaningful consultation and engagement.	61%
The PC's publications, reports and papers are engaging and easy to read.	59%
The PC delivers timely, rigorous and impactful research, analysis and advice that drives positive change.	57%
The PC accurately and fairly represents the diversity of views it hears from stakeholders.	54%
The PC considers implementation issues and risks in its advice and recommendations.	53%
The PC uses a diverse range of frameworks, methodologies and approaches in its work.	52%
The PC builds and maintains deep stakeholder relationships in priority economic and public policy areas.	47%

Broadly speaking, stakeholders responded more positively to statements about our research, analysis and expertise and less positively to statements about our engagement and communications. At a sector level, Government and Not-for-profits responded more positively, followed by Industry and business and Community member.

## Qualitative feedback

At the end of the survey, respondents were invited to provide open-text feedback. These comments were analysed using a structured qualitative coding approach. Comments were assigned to one or more of 6 parent themes (figure 2) and assigned a sentiment tag (figure 3).

**Figure 2 – Audience feedback by theme**



**Figure 3 – Breakdown of parent themes by sentiment tag**

