

CRIME AND JUSTICE BULLETIN

NUMBER 276 | MAY 2026

Public confidence in the NSW criminal justice system: 2025 update

Neil Donnelly, Nicole Adams & Suzanne Poynton

APPENDICES

Public confidence in the NSW criminal justice system: 2025 update

Appendix A: Confidence in the Criminal Justice System Survey, 2025: Questionnaire

INTRODUCTION

Good morning/afternoon/evening. My name is [INTV] from [NAME OF COMPANY] the survey research company. We are conducting a short random survey into people's views of the criminal justice system in New South Wales and we'd like your help. Could I please speak to the youngest male aged 18 years or over who lives in the household?

[IF NOT IMMEDIATELY AVAILABLE, ASK:]

What would be a good time to call back when I might be able to speak to him?

[MAKE AN APPOINTMENT]

[IF NO MALES IN THE HOUSEHOLD ASK:]

Then may I please speak to the youngest female aged 18 years or over who lives in the household?

[IF NOT IMMEDIATELY AVAILABLE, ASK]

What would be a good time to call back when I might be able to speak to her?

[MAKE AN APPOINTMENT]

[IF YOUNGEST MALE OR FEMALE IS NOT GOING TO BE AVAILABLE IN THE NEXT 2-3 WEEKS OR IS NEVER WILLING TO DO SURVEYS, SPEAK TO ANYONE IN HOUSEHOLD ENSURING THEY ARE WITHIN QUOTAS]

[REPEAT INTRODUCTION IF NEW PERSON COMES TO THE PHONE]

SAY IF NECESSARY: Your replies will, of course, be treated in complete confidence.

SAY IF NECESSARY: This is solely for research purposes and we will not try to sell you anything afterwards.

SAY IF NECESSARY: Depending upon your answers the survey will take approximately 10 minutes to complete.

Is now a good time to speak to you or would it be more convenient if I made an appointment to speak to you at a later time?

IF NECESSARY MAKE AN APPOINTMENT

IF NOT WILLING TO PARTICIPATE, ASK IF THERE IS ANYONE ELSE IN HOUSEHOLD WHO WOULD BE WILLING TO HELP. TRY FOR NEXT YOUNGEST IF POSSIBLE.

At the end of this survey and in accordance with Privacy Guidelines, we will tell you the name of our client on whose behalf we are conducting this research.

Q1S. Do you live in Sydney, Newcastle or Wollongong or elsewhere?

1. SYDNEY
2. NEWCASTLE
3. WOLLONGONG
4. ELSEWHERE (specify).....

INTERVIEWER NOTE: IF 'ELSEWHERE' CONFIRM THEY LIVE IN NSW.

Q2S. RECORD GENDER

1. MALE
2. FEMALE

Q3S. What was your age at your last birthday? RECORD EXACT AGE.

INTERVIEWER NOTE: IF REFUSED TO GIVE AGE, MENTION THAT WE NEED THEIR AGE SO THAT WE GET A GOOD CROSS SECTION OF PEOPLE.

IF STILL REFUSED TO GIVE AGE, THANK RESPONDENT FOR THEIR TIME AND THEN SELECT ESC (TOP LEFT HAND CORNER OF KEYBOARD), TO TURN ON THE SELECTION OF MENU BUTTONS, AND THEN SELECT THE QUIT BUTTON AND CODE AS REFUSED AGE.

Q1PRE

The next few questions are about the Criminal Justice System as a whole. By this we mean the police, the courts, the people that prosecute offenders and the prison system.

Q1a. How confident are you that the Criminal Justice system is effective in bringing people who commit crimes to justice? READ OUT

(Reverse order for random selection of half of the respondents.)

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
8. DO NOT READ: (DONT KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q1b. How confident are you that the Criminal Justice System meets the needs of victims of crime? READ OUT

(Reverse order for random selection of half of the respondents.)

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
8. DO NOT READ: (DONT KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q1c. How confident are you that the Criminal Justice system respects the rights of people accused of committing a crime? READ OUT

(Reverse order for random selection of half of the respondents.)

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
8. DO NOT READ: (DONT KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q1d. How confident are you that the Criminal Justice system treats people accused of committing a crime fairly? READ OUT

(Reverse order for random selection of half of the respondents.)

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
8. DO NOT READ: (DONT KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q1e. How confident are you that the Criminal Justice System deals with cases promptly? READ OUT

(Reverse order for random selection of half of the respondents.)

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
8. DO NOT READ: (DONT KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q2. In general, would you say that sentences handed down by the courts are too tough, about right, or too lenient?

PROBE: **Is that a little too tough/lenient or much too tough/lenient?**

1. Much too tough
2. A little too tough
3. About right
4. A little too lenient
5. Much too lenient
8. DO NOT READ: (DONT KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q3a. Do you think that the level of PROPERTY crime in NSW has changed over the past FIVE YEARS. Would you say there is more property crime, less property crime or about the same amount (compared with five years ago)?

PROBE: **Is that a lot or a little more/less?** PROMPT: **If you don't know, please just guess.**

1. A lot more crime
2. A little more crime
3. About the same
4. A little less crime
5. A lot less crime
8. DO NOT READ: (DONT KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q3b. Do you think that the level of VIOLENT crime in NSW has changed over the past FIVE YEARS. Would you say there is more violent crime, less violent crime or about the same amount (compared with five years ago)?

PROBE: **Is that a lot or a little more/less?** PROMPT: **If you don't know, please just guess.**

1. A lot more crime
2. A little more crime
3. About the same
4. A little less crime
5. A lot less crime
8. DO NOT READ: (DONT KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q3c. Do you think that the level of crime committed by young people (under 18 years) in NSW has changed over the past FIVE YEARS. Would you say there is more crime committed by young people, less crime committed by young people or about the same amount (compared with five years ago)?

PROBE: **Is that a lot or a little more/less?** PROMPT: **If you don't know, please just guess.**

1. A lot more crime
2. A little more crime
3. About the same
4. A little less crime
5. A lot less crime
8. DO NOT READ: (DONT KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q3d. Do you think that the level of VIOLENCE against WOMEN in NSW has changed over the past FIVE YEARS. Would you say there is more violence against women, less violence against women or about the same amount (compared with five years ago)?

PROBE: **Is that a lot or a little more/less?** PROMPT: **If you don't know, please just guess.**

1. A lot more violence
2. A little more violence
3. About the same
4. A little less violence
5. A lot less violence
8. DO NOT READ: (DONT KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

The following questions ask you to give an answer out of 100. If you are not sure about the number, please give your best guess.

Q4a. Of every 100 crimes recorded by the police, roughly what number do you think involve VIOLENCE or the THREAT of violence?

0...100

Q4b. Of every 100 crimes recorded by the police, roughly what number do you think are committed by young people (aged under 18)?

0...100

Q4c. Of every 100 people charged with MURDER and brought to court, roughly what number do you think end up convicted?

0...100

Q4d. Now I would like you to think about the kinds of sentence that are imposed for murder. Out of every 100 men aged 21 or over who are convicted of MURDER, how many do you think are sent to prison?

0...100

Q4e. Now turning to home burglary. Of every 100 people charged with HOME BURGLARY and brought to court, roughly what number do you think end up convicted?

0...100

Q4f. Now I would like you to think about the kinds of sentence that are imposed for home burglary. Out of every 100 MEN aged 21 or over who are convicted of HOME BURGLARY, how many do you think are sent to prison?

0... 100

Q8PRE

The earlier questions asked about the criminal justice system as a whole. In the next few questions, I would like to ask you about your views towards the police and the courts separately.

Firstly, we want to ask you about your impressions of the police.

Q8a. How confident are you that the police are effective in bringing people who commit crimes to justice?

READ OUT

(Reverse order for random selection of half of the respondents.)

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
8. DO NOT READ: (DONT KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q8b. How confident are you that the police meet the needs of victims of crime? READ OUT

(Reverse order for random selection of half of the respondents.)

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
8. DO NOT READ: (DONT KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q8c. How confident are you that the police respect the rights of people accused of committing a crime? READ OUT

(Reverse order for random selection of half of the respondents.)

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
8. DO NOT READ: (DONT KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q8d. How confident are you that the police treat people accused of committing a crime fairly? READ OUT
(Reverse order for random selection of half of the respondents.)

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
8. DO NOT READ: (DON'T KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q8e. How confident are you that the police deal with cases promptly? READ OUT
(Reverse order for random selection of half of the respondents.)

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
8. DO NOT READ: (DON'T KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q9PRE

Now we want to ask you about your impressions of the courts.

Q9a. How confident are you that the courts are effective in bringing people who commit crimes to justice?
READ OUT
(Reverse order for random selection of half of the respondents.)

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
8. DO NOT READ: (DON'T KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q9b. How confident are you that the courts meet the needs of victims of crime? READ OUT
(Reverse order for random selection of half of the respondents.)

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
8. DO NOT READ: (DON'T KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q9c. How confident are you that the courts respect the rights of people accused of committing a crime? READ OUT
(Reverse order for random selection of half of the respondents.)

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
8. DO NOT READ: (DON'T KNOW)
9. DO NOT READ: (REFUSED/Prefer not to say)

Q9d. How confident are you that the courts treat people accused of committing a crime fairly? READ OUT
(Reverse order for random selection of half of the respondents.)

- 1. Very confident
- 2. Fairly confident
- 3. Not very confident
- 4. Not at all confident
- 8. DO NOT READ: (DONT KNOW)
- 9. DO NOT READ: (REFUSED/Prefer not to say)

Q9e. How confident are you that the courts deal with cases promptly? READ OUT
(Reverse order for random selection of half of the respondents.)

- 1. Very confident
- 2. Fairly confident
- 3. Not very confident
- 4. Not at all confident
- 8. DO NOT READ: (DONT KNOW)
- 9. DO NOT READ: (REFUSED/Prefer not to say)

Q10. People get their information about the Criminal Justice System from many sources. For each source I'm about to mention, please indicate whether it is an INFLUENTIAL or NOT INFLUENTIAL source of information about the Criminal Justice System for you personally?

(RANDOMISE STATEMENTS A-J, KEEP ROWS I AND J TOGETHER)

- a. Personal experience
 - b. Relatives' and/or friends' experiences
 - c. Word of mouth / information from other people you don't know
 - d. Newspapers (eg. Sydney Morning Herald, The Australian, Daily Telegraph, local newspaper) (in print or online)
 - e. News/current affairs programmes on TV/radio
 - f. Talk-back radio
 - g. Government publications/websites
 - h. Books/ School /college/university courses
 - i. Social Media (including Twitter/X, Facebook, LinkedIn, Instagram, Tiktok, Snapchat, YouTube etc.)
 - j. Other online sources (such as podcasts, online forums, or discussion boards; not including social media or online newspapers)
- 1. Influential
 - 2. Not influential
 - 3. (Don't know) NOT READ OUT – ONLY CODE IF RESPONDENT TRULY DOESNT KNOW

Q11. Apart from those I just mentioned, are there any other sources of information about the Criminal Justice System that are influential for you personally? PROBE WELL

.....

.....

.....

.....

Q12PRE

Some of the next questions may be personal or sensitive. Please only answer what you feel comfortable with. If you'd prefer not to answer any question, just let me know.

Now I want to ask you a few questions about crimes that you may have experienced personally.

Q12a. In the last 12 months, have you had any property stolen or purposely damaged, or has there been an attempt to steal or damage your property? This could include your home, your car, or other personal possessions.

1. Yes
2. No
8. DO NOT READ: (DONT KNOW)
9. DO NOT READ: (REFUSED/rather not say)

Q12b. In the last 12 months, did anyone, including people you know, use physical force or violence against you? Please do not include verbal abuse or threats of violence.

1. Yes
2. No
8. DO NOT READ: (DONT KNOW)
9. DO NOT READ: (REFUSED/rather not say)

Q12c. In the last 12 months, did anyone, including people you know, try to use or threaten to use physical force or violence against you?

1. Yes
2. No
8. DO NOT READ: (DONT KNOW)
9. DO NOT READ: (REFUSED/rather not say)

Q13PRE

And finally, I would like to ask you a few questions about yourself to make sure we have a good cross section of people in our survey.

Q13a. Which of the following best describes your household? [READ OUT]

1. Person living alone
2. Couple with no children living at home
3. Couple with children living at home
4. Single parent with children living at home
5. Group household of unrelated adults
6. Group household of related adults
7. Something else (specify)
8. [DO NOT READ]: DONT KNOW
9. [DO NOT READ]: (REFUSED/Prefer not to say)

Q13b. Can you please tell me the highest educational level you have completed? READ OUT
INTEVIEWER NOTE: IF VOLUNTEERS "College" CODE AS 3.

1. Year 10 or less
2. Year 11 or 12
3. TAFE
4. University
8. [DO NOT READ]: DONT KNOW
9. [DO NOT READ]: (REFUSED/Prefer not to say)

Q13c. Would you mind telling me your approximate household annual income from all sources before tax, bearing in mind that this information will remain strictly confidential?

IF CAN'T SAY ASK: Well what's your best guess?

[READ OUT RANGES IF NECESSARY]

IF RESPONDENT IS HESITANT, CLARIFY Please be assured that this question is asked for research purposes only. Your responses are aggregated and you cannot be identified in any way.

| | | |
|------------------------|---------------------------|--|
| 1. Less than \$6,000 | 10. \$45,000 - \$49,999 | 19. \$130,000 - \$149,999 |
| 2. \$6,000 - \$9,999 | 11. \$50,000 - \$59,999 | 20. \$150,000 - \$199,999 |
| 3. \$10,000 - \$14,999 | 12. \$60,000 - \$69,999 | 21. \$200,000 - \$249,999 |
| 4. \$15,000 - \$19,999 | 13. \$70,000 - \$79,999 | 22. \$250,000 - \$299,999 |
| 5. \$20,000 - \$24,999 | 14. \$80,000 - \$89,999 | 23. \$300,000 or More |
| 6. \$25,000 - \$29,999 | 15. \$90,000 - \$99,999 | 98. [DO NOT READ] DON'T KNOW |
| 7. \$30,000 - \$34,999 | 16. \$100,000 - \$109,999 | 99. [DO NOT READ] REFUSED/Prefer not to say |
| 8. \$35,000 - \$39,999 | 17. \$110,000 - \$119,999 | |
| 9. \$40,000 - \$44,999 | 18. \$120,000 - \$129,999 | |

CLOSING SCRIPTS

COMPLETES CLOSE

This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes.

We are conducting this research on behalf of the **<NSW BUREAU OF CRIME STATISTICS & RESEARCH>**.

If you would like any more information about this project or Roy Morgan Research, you can phone us on 1800 337 332. Thank you for your time and assistance.

SUPPORT LINES

If any of the topics in this survey have been upsetting or brought up difficult feelings, support is available.

Would you like a list of support services you can contact?

If yes, provide the following:

Support Services (NSW & National):

- NSW Victims Access Line: 1800 633 063
- NSW Domestic Violence Line: 1800 656 463
- 1800 RESPECT (national sexual assault, domestic and family violence support): 1800 737 732
- Child Protection Helpline: 13 21 11
- Kids Helpline: 1800 551 800
- NSW Sexual Violence Helpline: 1800 424 017
- Rainbow Sexual, Domestic and Family Violence Helpline: 1800 497 212
- Lifeline (24/7 crisis support): 13 11 14

QUOTA FULL CLOSE

Thanks for your time. We've already spoken to enough people with a similar background to yours, so we won't need any more responses in this group. But other people like you have had their say.

If you'd like more information, you can call us on 1800 337 332.

TERMINATION CLOSE

Thanks again for your time. That's all the questions we have today. Unfortunately, you're not in the group we're looking for in this particular study.

Appendix B: Socio-demographic characteristics of confidence in police and in courts, 2025

Table B1 shows the relationships between socio-demographic characteristics and confidence measures for police. Males were significantly more confident than females that the needs of victim were met and that cases were dealt with promptly. Respondents aged 25 to 39 years had the lowest levels of confidence in the police across all five measures. Those whose education was to Year 10 or less had significantly higher levels of confidence that the police brought offenders to justice, met the needs of victims and dealt with cases promptly. Couples with or without children living at home had the highest levels of confidence that the police met the needs of victims but also respected the rights of the accused and treated them fairly.

Confidence in the courts is shown in Table B2 broken down by socio-demographic variables. Compared to females, males had significantly more confidence in the courts across all five measures. Adults in the younger age groups had more confidence that the courts brought offenders to justice, met the needs of victims and dealt with cases promptly. By contrast older age groups had more confidence that the courts respected the rights of the accused and treated them fairly. Respondents with university education had significantly higher levels of confidence that the courts brought offenders to justice, met the needs of victims, respected the rights of the accused and dealt with them fairly. Those from group households had significantly higher levels of confidence that the courts brought people who commit crimes to justice but lower levels of confidence in how the accused were treated. Higher household income was associated with higher confidence that courts brought offenders to justice and respected the rights of the accused. Household income of \$200,000 or more was associated with higher confidence that the courts met the needs of victims.

Table B1. Socio-demographic characteristics and confidence in NSW Police, 2025 (% confident)

| Socio-demographic characteristic | Confident that the police | | | | |
|-------------------------------------|--|----------------------------|--------------------------------|-----------------------|---------------------------|
| | Brings people who commit crimes to justice | Meets the needs of victims | Respects the rights of accused | Treats accused fairly | Deals with cases promptly |
| Gender | | ** | | ** | |
| Males | 69.1 | 54.5 | 69.0 | 69.8 | 47.6 |
| Females | 68.8 | 48.5 | 65.5 | 63.9 | 44.9 |
| Age group | *** | *** | *** | *** | *** |
| 18-24 | 68.8 | 56.0 | 56.5 | 55.2 | 45.9 |
| 25-39 | 56.4 | 41.2 | 55.7 | 53.6 | 38.0 |
| 40-54 | 67.1 | 51.1 | 71.3 | 70.4 | 44.9 |
| 55+ | 79.1 | 58.6 | 74.6 | 76.1 | 52.9 |
| Residential location | | | | | |
| Greater Sydney | 67.7 | 51.0 | 66.2 | 65.6 | 45.1 |
| Other NSW | 71.1 | 52.2 | 69.1 | 69.1 | 48.2 |
| Education | * | *** | | | *** |
| Year 10 or less | 79.9 | 66.7 | 74.6 | 74.8 | 62.6 |
| Year 11 or 12 | 66.2 | 52.9 | 66.7 | 67.1 | 45.4 |
| TAFE | 69.6 | 52.8 | 67.8 | 67.5 | 48.2 |
| University | 67.5 | 48.2 | 65.9 | 65.2 | 43.0 |
| Household structure | | * | *** | *** | |
| Person living alone | 72.0 | 48.7 | 67.1 | 68.2 | 45.6 |
| Couple no children at home | 70.9 | 53.7 | 73.5 | 70.2 | 48.5 |
| Couple with children at home | 68.9 | 54.5 | 72.1 | 71.3 | 48.2 |
| Single parent with children at home | 65.4 | 51.6 | 62.4 | 65.3 | 42.3 |
| Group household/Other | 62.8 | 45.1 | 49.7 | 51.9 | 40.0 |
| Household income | | | | | |
| <\$60,000 | 72.6 | 51.4 | 67.5 | 67.1 | 52.6 |
| \$60,000-\$99,000 | 70.8 | 51.9 | 68.1 | 68.0 | 47.3 |
| \$100,000-\$129,000 | 65.3 | 47.0 | 62.9 | 61.5 | 42.8 |
| \$130,000-\$199,999 | 66.0 | 50.0 | 64.1 | 66.1 | 41.4 |
| \$200,000 or more | 70.2 | 53.7 | 70.9 | 68.5 | 46.3 |
| Can't say/refused | 66.2 | 52.0 | 66.6 | 67.1 | 45.3 |

Stars indicate statistical significance at a variety of levels: * < .05; ** < .01; *** < .001

Table B2. Socio-demographic characteristics and confidence in NSW Courts, 2025 (% confident)

| Socio-demographic characteristic | Confident that the police | | | | |
|-------------------------------------|--|--------------------------------|------------------------------------|---------------------------|-------------------------------|
| | Brings people who commit crimes to justice (%) | Meets the needs of victims (%) | Respects the rights of accused (%) | Treats accused fairly (%) | Deals with cases promptly (%) |
| Gender | ** | *** | * | ** | * |
| Males | 54.7 | 42.0 | 85.5 | 83.0 | 23.1 |
| Females | 48.0 | 33.9 | 81.8 | 78.1 | 19.5 |
| Age group | *** | *** | *** | *** | *** |
| 18-24 | 68.8 | 56.2 | 70.2 | 65.1 | 38.6 |
| 25-39 | 57.5 | 41.4 | 81.5 | 76.3 | 20.8 |
| 40-54 | 48.0 | 34.7 | 85.2 | 82.0 | 23.0 |
| 55+ | 45.9 | 34.5 | 86.1 | 85.3 | 17.6 |
| Residential location | *** | | | | |
| Greater Sydney | 54.7 | 39.0 | 84.1 | 80.3 | 22.1 |
| Other NSW | 44.9 | 35.9 | 82.6 | 81.0 | 19.7 |
| Education | *** | *** | *** | *** | |
| Year 10 or less | 30.4 | 30.4 | 78.1 | 73.9 | 26.7 |
| Year 11 or 12 | 42.2 | 36.2 | 75.8 | 72.8 | 25.2 |
| TAFE | 40.2 | 31.4 | 80.2 | 77.3 | 18.0 |
| University | 61.4 | 42.3 | 87.6 | 84.6 | 21.2 |
| Household structure | ** | | *** | *** | |
| Person living alone | 48.6 | 35.4 | 84.0 | 81.3 | 20.6 |
| Couple no children at home | 50.8 | 36.6 | 84.6 | 82.6 | 18.9 |
| Couple with children at home | 49.8 | 38.5 | 87.6 | 84.8 | 21.9 |
| Single parent with children at home | 45.7 | 33.9 | 80.2 | 76.0 | 20.5 |
| Group household/Other | 60.3 | 43.8 | 75.7 | 70.7 | 25.2 |
| Household income | *** | ** | *** | *** | |
| <\$60,000 | 44.6 | 35.7 | 79.0 | 76.5 | 21.8 |
| \$60,000-\$99,000 | 46.0 | 35.2 | 80.6 | 78.2 | 17.1 |
| \$100,000-\$129,000 | 52.5 | 32.6 | 85.5 | 77.8 | 22.1 |
| \$130,000-\$199,999 | 51.6 | 38.3 | 86.8 | 85.2 | 21.8 |
| \$200,000 or more | 61.4 | 45.2 | 89.3 | 85.7 | 21.9 |
| Can't say/refused | 48.3 | 35.7 | 78.2 | 76.4 | 22.8 |

Stars indicate statistical significance at a variety of levels: * < .05; ** < .01; *** < .001

Appendix C. Which factors matter the most for confidence in the police and in the courts in 2025?

Table C1. Results of logistic regression models predicting respondent confidence in the five measures of the NSW Police, 2025

| Socio-demographic characteristic | Brings people who commit crimes to justice | Meets the needs of victims | Respects the rights of accused | Treats accused fairly | Deals with cases promptly |
|--------------------------------------|--|----------------------------|--------------------------------|-----------------------|---------------------------|
| | Adj OR [#] | Adj OR | Adj OR | Adj OR | Adj OR |
| Gender | | | | | |
| Females | 0.98 | 0.80 * | 0.87 | 0.76 ** | 0.92 |
| Males | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Age group | | | | | |
| 18-24 | 0.66 | 0.95 | 0.53 ** | 0.39 *** | 0.89 |
| 25-39 | 0.32 *** | 0.47 *** | 0.44 *** | 0.33 *** | 0.63 *** |
| 40-54 | 0.49 *** | 0.64 ** | 0.81 | 0.63 ** | 0.76 * |
| 55+ (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Residential location | | | | | |
| Other NSW | 1.21 | 1.04 | 1.18 | 1.23 | 1.09 |
| Greater Sydney | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Education | | | | | |
| Year 10 or less | 1.45 | 1.85 ** | 1.35 | 1.29 | 1.91 ** |
| Year 11 or 12 | 0.87 | 1.14 | 1.16 | 1.19 | 1.04 |
| TAFE | 1.11 | 1.20 | 1.11 | 1.08 | 1.17 |
| University (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Household structure | | | | | |
| Person living alone (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Couple no children at home | 0.88 | 1.18 | 1.31 | 0.98 | 1.28 |
| Couple with children at home | 1.16 | 1.55 ** | 1.39 | 1.31 | 1.54 ** |
| Single parent with children at home | 0.98 | 1.39 | 0.93 | 1.06 | 1.07 |
| Group household/Other | 0.88 | 1.00 | 0.60 ** | 0.65 * | 1.04 |
| Household income | | | | | |
| <\$60,000 | 0.82 | 0.84 | 0.78 | 0.71 | 1.07 |
| \$60,000-\$99,000 (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| \$100,000-\$129,000 | 0.88 | 0.90 | 0.84 | 0.79 | 0.88 |
| \$130,000-\$199,999 | 1.02 | 1.07 | 0.91 | 1.07 | 0.82 |
| \$200,000 or more | 1.12 | 1.08 | 1.13 | 1.07 | 0.92 |
| Can't say/refused | 0.63 * | 0.83 | 0.82 | 0.82 | 0.75 |
| Victim (property or violence) | | | | | |
| Yes | 0.50 *** | 0.79 * | 0.76 * | 0.83 | 0.89 |
| No (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Newspapers, Govt, Education | | | | | |
| Influential | 1.83 ** | 1.27 | 1.59 * | 1.42 | 1.60 * |
| Not influential (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Personal, friends experience | | | | | |
| Influential | 1.00 | 0.81 | 0.74 | 0.73 | 0.75 |
| Not influential (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Talkback radio, social media | | | | | |
| Influential | 0.88 | 0.93 | 1.07 | 1.15 | 0.87 |
| Not influential (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Mode of selection | | | | | |
| Online | 0.62 *** | 0.66 *** | 0.74 ** | 0.74 ** | 0.75 ** |
| Telephone (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |

Adj OR = Adjusted Odds Ratio

(ref) = reference category

Stars indicate statistical significance at a variety of conventional thresholds of statistical significance: * < .05; ** <.01; *** < .001

Table C2. Results of logistic regression models predicting respondent confidence in the five measures of the NSW Courts, 2025

| Socio-demographic characteristic | Brings people who commit crimes to justice | Meets the needs of victims | Respects the rights of accused | Treats accused fairly | Deals with cases promptly |
|--------------------------------------|--|----------------------------|--------------------------------|-----------------------|---------------------------|
| | Adj OR [#] | Adj OR | Adj OR | Adj OR | Adj OR |
| Gender | | | | | |
| Females | 0.73 ** | 0.69 *** | 0.78 | 0.72 ** | 0.79 * |
| Males (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Age group | | | | | |
| 18-24 | 3.80 *** | 2.76 *** | 0.44 ** | 0.39 *** | 2.84 *** |
| 25-39 | 1.51 ** | 1.23 | 0.54 ** | 0.43 *** | 1.28 |
| 40-54 | 1.11 | 0.94 | 0.68 | 0.57 ** | 1.44 * |
| 55+ (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Residential location | | | | | |
| Other NSW | 0.73 ** | 0.95 | 1.07 | 1.21 | 0.86 |
| Greater Sydney (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Education | | | | | |
| Year 10 or less | 0.30 *** | 0.64 * | 0.55 * | 0.49 ** | 1.35 |
| Year 11 or 12 | 0.35 *** | 0.64 ** | 0.56 ** | 0.60 ** | 1.01 |
| TAFE | 0.49 *** | 0.70 ** | 0.68 * | 0.71 * | 0.86 |
| University (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Household structure | | | | | |
| Person living alone (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Couple no children at home | 0.89 | 0.95 | 0.72 | 0.77 | 1.00 |
| Couple with children at home | 0.77 | 1.02 | 1.08 | 1.18 | 1.07 |
| Single parent with children at home | 0.97 | 1.08 | 0.93 | 0.96 | 1.00 |
| Group household/Other | 1.18 | 1.14 | 0.63 * | 0.62 * | 1.09 |
| Household income | | | | | |
| <\$60,000 | 1.21 | 1.20 | 0.75 | 0.74 | 1.48 |
| \$60,000-\$99,000 (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| \$100,000-\$129,000 | 1.27 | 0.86 | 1.42 | 0.94 | 1.37 |
| \$130,000-\$199,999 | 1.10 | 1.05 | 1.51 | 1.60 * | 1.24 |
| \$200,000 or more | 1.50 * | 1.25 | 1.76 * | 1.54 | 1.08 |
| Can't say/refused | 1.00 | 0.90 | 0.73 | 0.77 | 1.25 |
| Victim (property or violence) | | | | | |
| Yes | 0.51 *** | 0.60 *** | 0.62 *** | 0.66 ** | 0.84 |
| No (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Newspapers, Govt, Education | | | | | |
| Influential | 2.70 *** | 2.60 *** | 2.67 *** | 2.92 *** | 1.28 |
| Not influential (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Personal, friends experience | | | | | |
| Influential | 0.79 | 0.98 | 0.59 * | 0.66 | 1.08 |
| Not influential (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Talkback radio, social media | | | | | |
| Influential | 0.75 * | 0.84 | 0.77 | 0.65 ** | 1.03 |
| Not influential (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Mode of selection | | | | | |
| Online | 0.70 *** | 0.65 *** | 0.68 ** | 0.66 ** | 0.74 * |
| Telephone (ref) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |

Adj OR = Adjusted Odds Ratio

(ref) = reference category

Stars indicate statistical significance at a variety of conventional thresholds of statistical significance: * < .05; ** < .01; *** < .001

Appendix D: Perceptions of five-year crime trends, 2025

Figure D1 shows respondents' perceptions of how the level of violent crime, property crime and crime by young people had changed over the past five years. Over two-thirds of respondents thought violent crime and youth crime had increased. Further, almost half of the sample thought crime by young people had increased 'a lot'. Less than 10 percent of respondents thought that violent crime and crime by young people had decreased. By contrast, around half of respondents thought that property crime had increased.

Figure D1. Perceptions of five-year crime trends, 2025

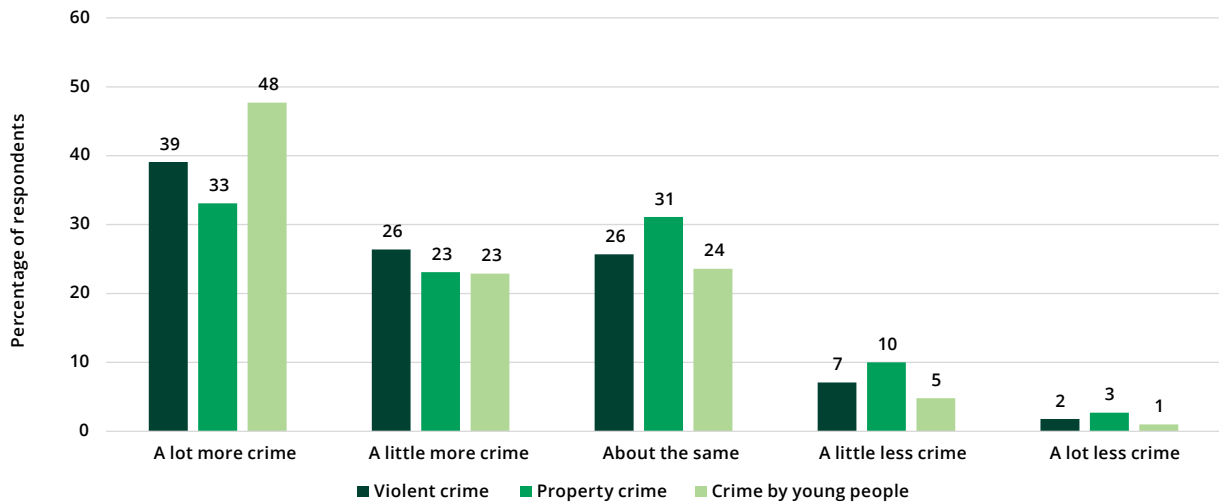
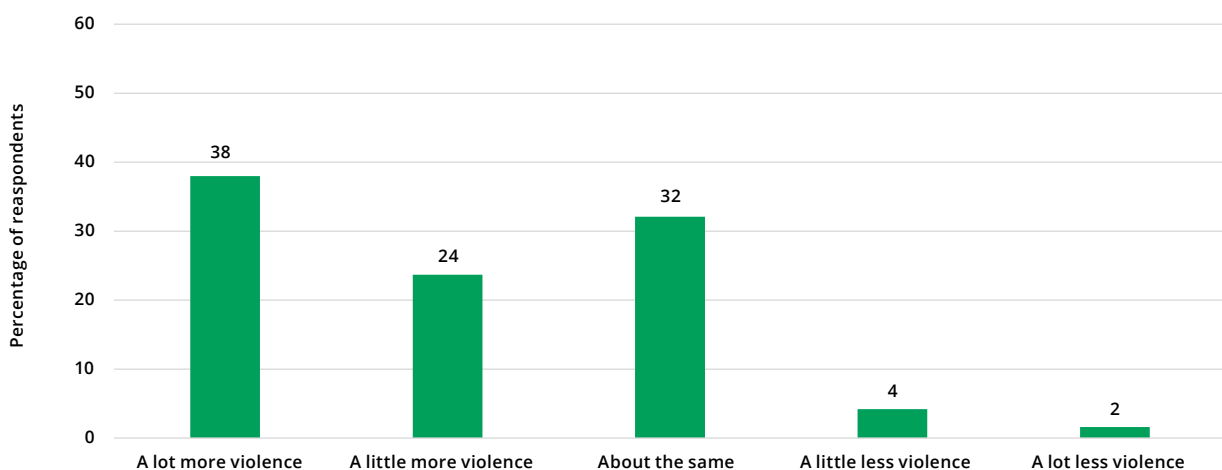


Figure D2 shows perceptions of trends in violence against women over the past five years. Overall 38 percent thought there had been a lot more violence and almost one quarter a little more. Around one third thought that violence against women had remained the same. Only six percent thought that violence against women had decreased.

Figure D2. Perceptions of five-year trends in violence against women, 2025



Appendix E: Trends in confidence in NSW CJS, Police and Courts, 2012 - 2025 (telephone surveys)

Table E1. Trends in confidence in NSW CJS (telephone) 2012-2025, logistic regression

| Confidence measure | Survey year | Odds Ratio | Adjusted Odds Ratio |
|--|-------------|------------------|---------------------|
| Brings people who commit crimes to justice | 2012 | 1.49 *** | 1.78 *** |
| | 2014 | 1.40 *** | 1.62 *** |
| | 2019 | 1.17 * | 1.33 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Meets the needs of victims | 2012 | 1.44 *** | 1.53 *** |
| | 2014 | 1.25 ** | 1.29 ** |
| | 2019 | 1.23 ** | 1.33 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Respects the rights of accused | 2012 | 1.48 *** | 1.59 *** |
| | 2014 | 1.72 *** | 1.86 *** |
| | 2019 | 1.18 | 1.28 ** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Treats accused fairly | 2012 | 1.71 *** | 1.90 *** |
| | 2014 | 1.87 *** | 2.03 *** |
| | 2019 | 1.26 ** | 1.38 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Deals with cases promptly | 2012 | 1.65 *** | 1.55 *** |
| | 2014 | 1.52 *** | 1.44 *** |
| | 2019 | 1.27 ** | 1.27 ** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |

Stars indicate statistical significance at a variety of levels: * < .05; ** < .01; *** < .001

Table E2. Trends in confidence in NSW Police (telephone) 2012-2025, logistic regression

| Confidence measure | Survey year | Odds Ratio | Adjusted Odds Ratio |
|--|-------------|------------------|---------------------|
| Brings people who commit crimes to justice | 2012 | 1.67 *** | 1.78 *** |
| | 2014 | 2.15 *** | 2.21 *** |
| | 2019 | 1.75 *** | 1.81 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Meets the needs of victims | 2012 | 2.08 *** | 2.01 *** |
| | 2014 | 2.47 *** | 2.35 *** |
| | 2019 | 1.85 *** | 1.85 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Respects the rights of accused | 2012 | 1.65 *** | 1.57 *** |
| | 2014 | 1.87 *** | 1.81 *** |
| | 2019 | 1.33 *** | 1.30 ** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Treats accused fairly | 2012 | 1.82 *** | 1.78 *** |
| | 2014 | 1.96 *** | 1.94 *** |
| | 2019 | 1.54 *** | 1.54 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Deals with cases promptly | 2012 | 1.89 *** | 1.90 *** |
| | 2014 | 2.34 *** | 2.34 *** |
| | 2019 | 2.00 *** | 2.02 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |

Stars indicate statistical significance at a variety of levels: * < .05; ** < .01; *** < .001

Table E3. Trends in confidence in NSW Courts (telephone) 2012-2025, logistic regression

| Confidence measure | Survey year | Odds Ratio | Adjusted Odds Ratio |
|--|-------------|------------------|---------------------|
| Brings people who commit crimes to justice | 2012 | 1.00 | 1.14 |
| | 2014 | 0.91 | 0.99 |
| | 2019 | 0.97 | 1.06 |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Meets the needs of victims | 2012 | 1.41 *** | 1.38 *** |
| | 2014 | 1.21 * | 1.17 |
| | 2019 | 1.22 * | 1.23 * |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Respects the rights of accused | 2012 | 1.19 | 1.39 ** |
| | 2014 | 1.40 ** | 1.64 *** |
| | 2019 | 1.02 | 1.15 |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Treats accused fairly | 2012 | 1.38 ** | 1.65 *** |
| | 2014 | 1.45 *** | 1.72 *** |
| | 2019 | 1.28 * | 1.45 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Deals with cases promptly | 2012 | 1.73 *** | 1.56 *** |
| | 2014 | 1.73 *** | 1.57 *** |
| | 2019 | 1.35 *** | 1.30 ** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |

Stars indicate statistical significance at a variety of levels: * < .05; ** < .01; *** < .001

Table E4. Trends in sentences handed down by NSW courts viewed as ‘about right’ (telephone) 2012-2025, logistic regression

| Survey year | Odds Ratio | Adjusted Odds Ratio |
|-------------|------------------|---------------------|
| 2012 | 0.77 ** | 0.94 |
| 2014 | 0.67 *** | 0.76 ** |
| 2019 | 0.66 *** | 0.71 *** |
| 2025 | 1.00 (reference) | 1.00 (reference) |

Stars indicate statistical significance at a variety of levels: * < .05; ** < .01; *** < .001

Appendix F: Trend analyses using combined telephone and online sample for 2025

Figure F1 shows changes in confidence levels across the five measures for the whole NSW CJS between 2012 and 2025, for the full sample including both telephone and online survey modes. Confidence in 2025 was slightly lower when including the online respondents. There was a significant decline in confidence in each of the five measures between 2012 and 2025. For each measure, the percentage who were confident in 2025 was significantly lower than it was in 2012, 2014 and 2019 respectively. Logistic regressions were conducted to control for socio-demographic variables which may be driving the decline in confidence. Even after controlling for these characteristics the declines over time until 2025 remained statistically significant. Summaries of these estimates can be found in Table F1.

Figure F1. Confidence in the NSW CJS by survey year, 2012-2025

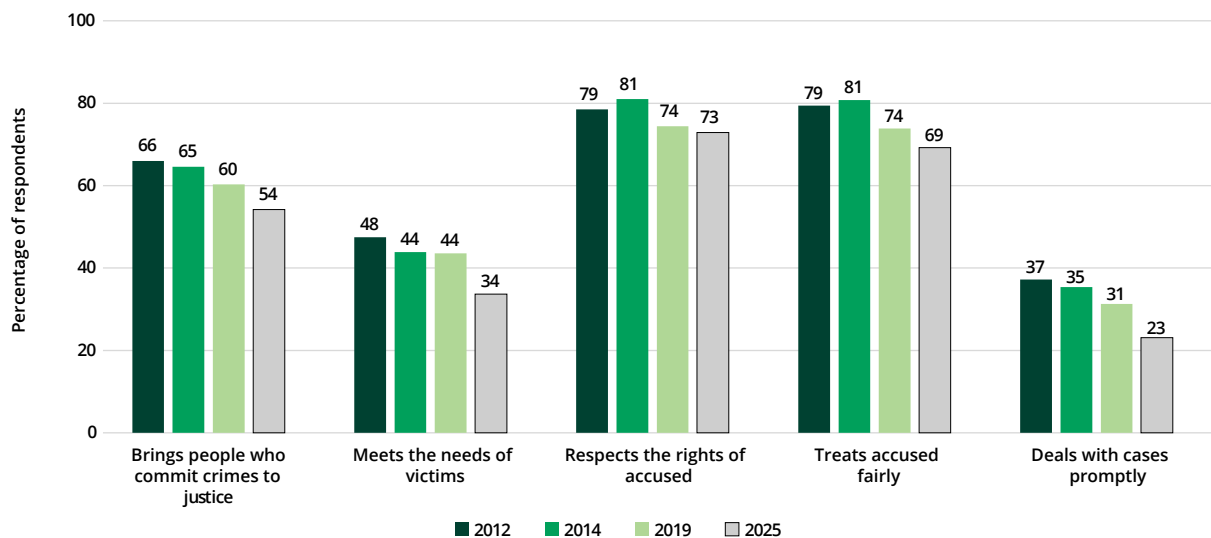


Table F1. Trends in confidence in NSW CJS 2012-2025, logistic regression

| Confidence measure | Survey year | Odds Ratio | Adjusted Odds Ratio |
|--|-------------|------------------|---------------------|
| Brings people who commit crimes to justice | 2012 | 1.64 *** | 1.94 *** |
| | 2014 | 1.54 *** | 1.76 *** |
| | 2019 | 1.28 *** | 1.42 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Meets the needs of victims | 2012 | 1.78 *** | 1.84 *** |
| | 2014 | 1.54 *** | 1.55 *** |
| | 2019 | 1.52 *** | 1.58 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Respects the rights of accused | 2012 | 1.36 *** | 1.48 *** |
| | 2014 | 1.58 *** | 1.73 *** |
| | 2019 | 1.08 | 1.18 * |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Treats accused fairly | 2012 | 1.72 *** | 1.90 *** |
| | 2014 | 1.87 *** | 2.02 *** |
| | 2019 | 1.26 ** | 1.37 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Deals with cases promptly | 2012 | 1.98 *** | 1.83 *** |
| | 2014 | 1.83 *** | 1.70 *** |
| | 2019 | 1.52 ** | 1.49 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |

Stars indicate statistical significance at a variety of levels: * < .05; ** < .01; *** < .001

Figure F2 shows a significant decline in confidence levels across the five measures for the police in NSW from 2012 to 2025. The declines were particularly marked between 2019 and 2025. Over this time, confidence that police: brought people who commit crimes to justice declined from 82 to 69 percent, met the needs of victims declined from 70 to 51 percent, and dealt with cases promptly declined from 66 to 46 percent. After controlling for socio-demographic effects the declines over time until 2025 remained statistically significant. Summaries of these effects can be found in Table F2.

Figure F2. Confidence in NSW Police by survey year, 2012-2025

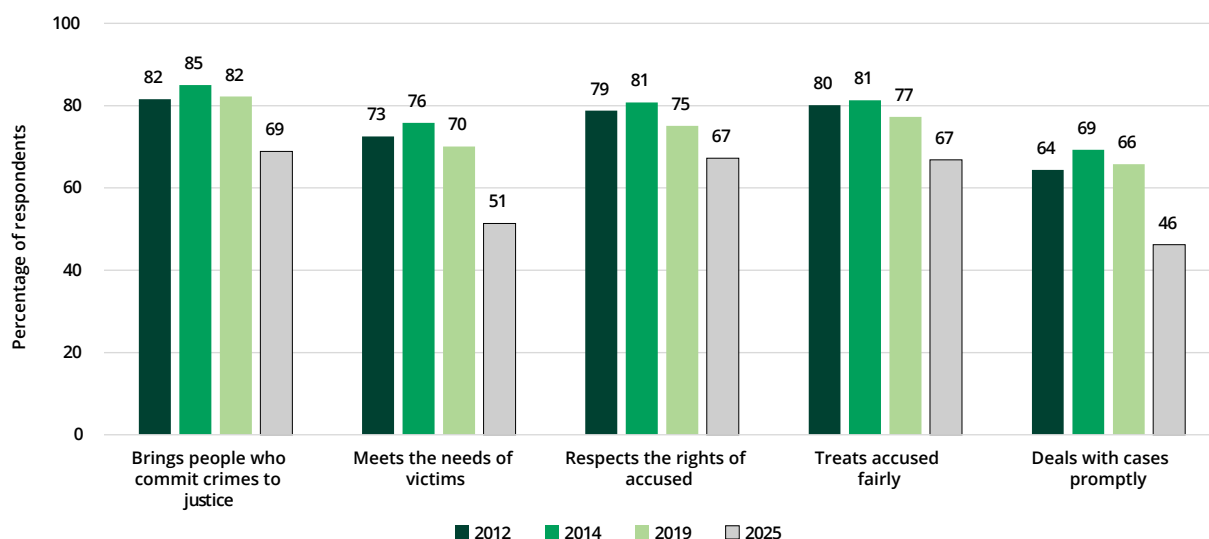


Figure F3 shows similar declines in confidence in the courts across all five measures from 2012 to 2025. Confidence that courts brought people who commit crimes to justice declined from 56 to 51 percent, while confidence that courts met the needs of victims declined from 51 to 38 percent. While confidence that the courts respected the rights of the accused declined only slightly, this decline was statistically significant. Confidence that the courts dealt with cases promptly significantly declined from 35 percent in 2012 to 21 percent in 2025. After controlling for socio-demographic effects using logistic regression these declines remained statistically significant (see Table F3). Notably all the adjusted declines between 2019 and 2025 on the five confidence measures were significant.

Figure F3. Confidence in NSW Courts, 2012-2025

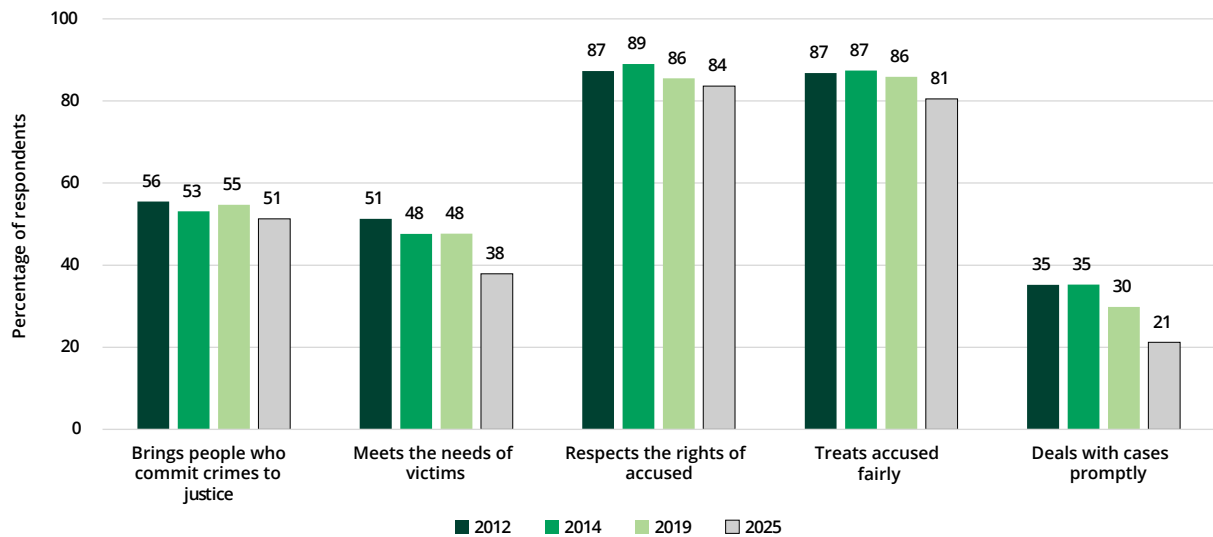


Table F2. Trends in confidence in NSW Police 2012-2025, logistic regression

| Confidence measure | Survey year | Odds Ratio | Adjusted Odds Ratio |
|--|-------------|------------------|---------------------|
| Brings people who commit crimes to justice | 2012 | 2.00 *** | 2.15 *** |
| | 2014 | 2.57 *** | 2.66 *** |
| | 2019 | 2.09 *** | 2.19 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Meets the needs of victims | 2012 | 2.49 *** | 2.42 *** |
| | 2014 | 2.96 *** | 2.83 *** |
| | 2019 | 2.21 *** | 2.23 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Respects the rights of accused | 2012 | 1.82 *** | 1.79 *** |
| | 2014 | 2.06 *** | 2.06 *** |
| | 2019 | 1.47 *** | 1.48 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Treats accused fairly | 2012 | 2.00 *** | 2.05 *** |
| | 2014 | 2.16 *** | 2.22 *** |
| | 2019 | 1.70 *** | 1.76 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Deals with cases promptly | 2012 | 2.11 *** | 2.11 *** |
| | 2014 | 2.62 *** | 2.60 *** |
| | 2019 | 2.24 *** | 2.26 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |

Stars indicate statistical significance at a variety of levels: * < .05; ** < .01; *** < .001

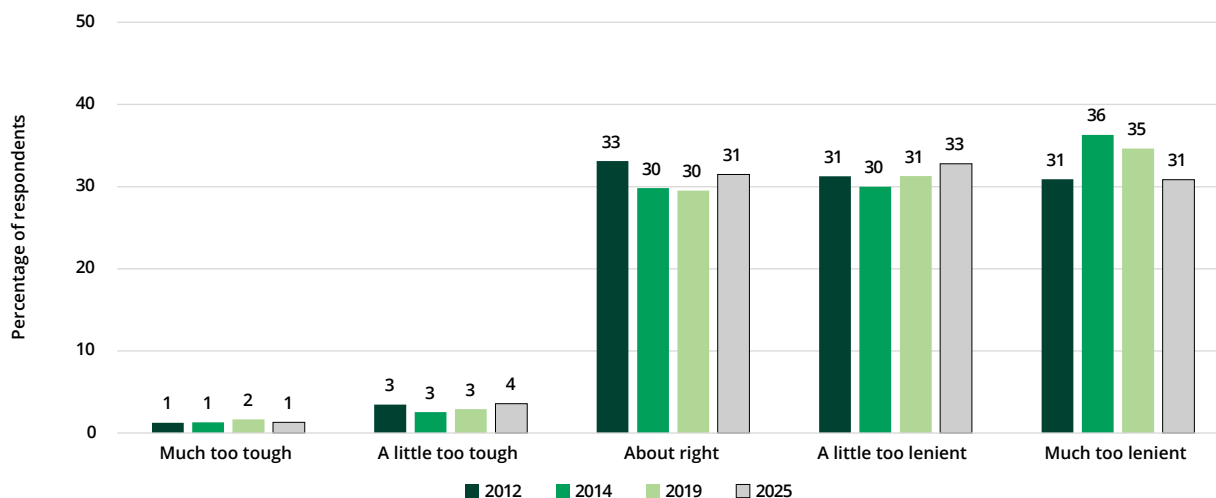
Table F3. Trends in confidence in NSW Courts 2012-2025, logistic regression

| Confidence measure | Survey year | Odds Ratio | Adjusted Odds Ratio |
|--|-------------|------------------|---------------------|
| Brings people who commit crimes to justice | 2012 | 1.18 ** | 1.33 *** |
| | 2014 | 1.08 | 1.16 * |
| | 2019 | 1.15 * | 1.23 ** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Meets the needs of victims | 2012 | 1.73 *** | 1.69 *** |
| | 2014 | 1.49 *** | 1.43 *** |
| | 2019 | 1.49 *** | 1.49 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Respects the rights of accused | 2012 | 1.35 ** | 1.59 *** |
| | 2014 | 1.59 *** | 1.87 *** |
| | 2019 | 1.16 | 1.31 ** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Treats accused fairly | 2012 | 1.59 *** | 1.93 *** |
| | 2014 | 1.68 *** | 1.99 *** |
| | 2019 | 1.47 *** | 1.67 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |
| Deals with cases promptly | 2012 | 2.02 *** | 1.79 *** |
| | 2014 | 2.02 *** | 1.80 *** |
| | 2019 | 1.58 *** | 1.50 *** |
| | 2025 | 1.00 (reference) | 1.00 (reference) |

Stars indicate statistical significance at a variety of levels: * < .05; ** < .01; *** < .001

Figure F4 shows changes in views on sentencing between 2012 and 2025. Across all four surveys, over 60 percent of respondents thought that sentences were either ‘a little’ or ‘much too’ lenient, and only around five percent thought that sentences were ‘too tough’. The share who viewed sentencing as being ‘about right’ was similar across the four surveys (between 30% and 33%). However, after adjusting for socio-demographic variables, the proportion who thought sentencing was ‘about right’ was significantly lower in 2025 than in 2012.¹

Figure F4. Views on appropriateness of sentencing by survey year, 2012-2025



¹ Caution is needed when interpreting this trend. A higher proportion of the 2025 telephone sample thought that sentencing was ‘about right’; compared with the 2025 online sample (39% vs. 24%). When the 2025 sample was restricted to the telephone sample (as shown in the main results), it was found that the proportion of respondents from each of the previous two surveys had a significantly lower percentage who thought the sentences were ‘about right’.