



Australian Government

IP Australia

January 2026

Customer Satisfaction Survey

Half year 1 (November) 2025 -26



Summary

Since 2017, IP Australia has conducted the Customer Satisfaction Survey (CSS) on a regular basis to assess customer sentiment across various issues and identify evolving customer needs.

This survey (H1 2025-26 CSS), was conducted from 4th to 17th November 2025. Of the 26 383 customers invited to participate, a total of 1 166 customers completed the survey. This sample of 4.4% is sufficient to achieve a confidence level of 95% in the results, with a 3% margin of error.

H1 2025-2026 CSS results

Key findings from the results include:

84% of customers surveyed were satisfied with IP Australia overall (84% in H2 2024-25).

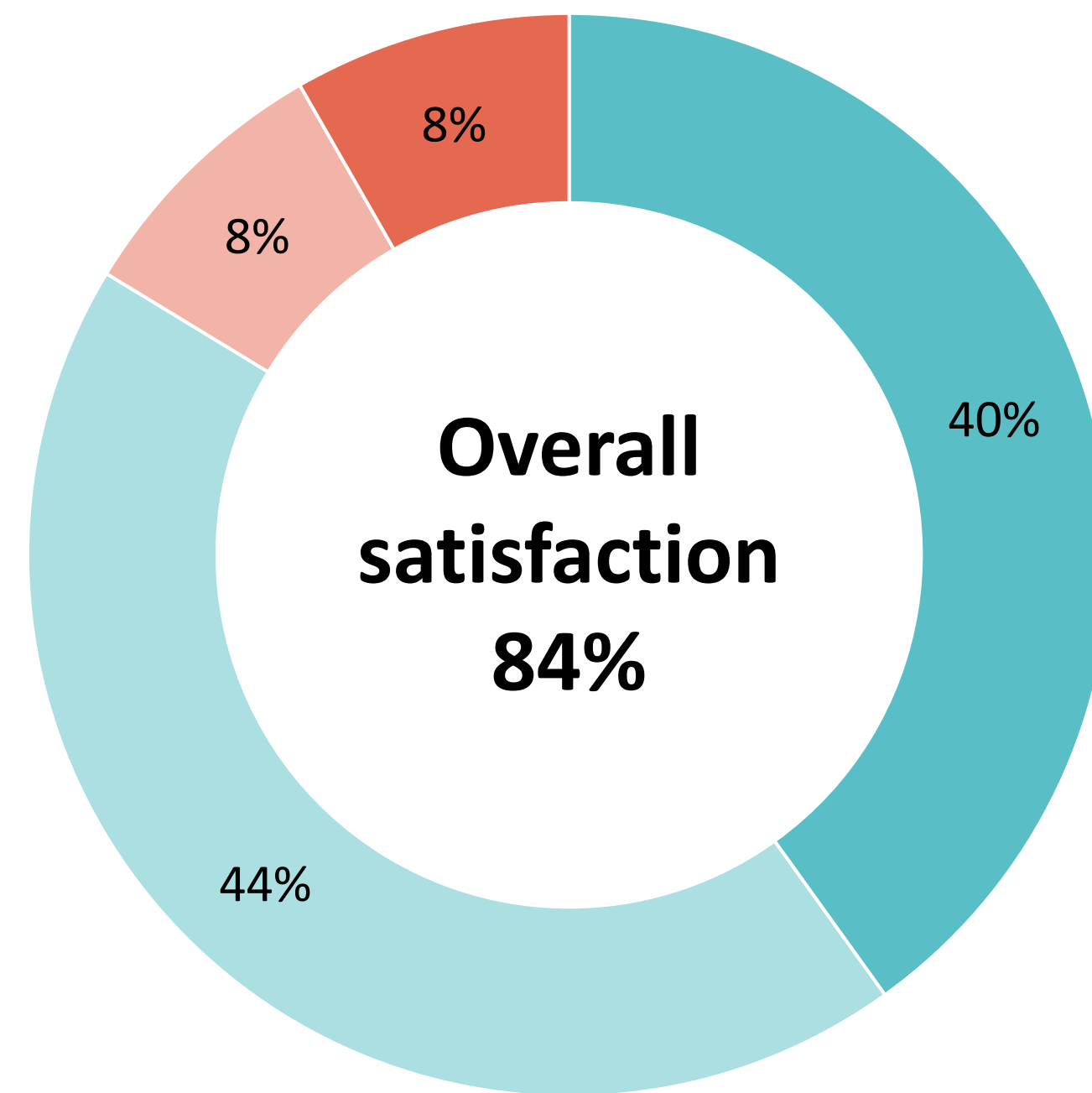
88% of customers surveyed were satisfied with IP Australia's administration of the IP registration system (89% in H2 2024-25).

87% of customers surveyed were satisfied with the quality of IP Australia's products and services. (89% in H2 2024-25).

89% of customers surveyed were satisfied with our administration teams, 87% for our contact centre, and 83% for our examiners. 88% of customers surveyed were satisfied with our online services, 89% for the IP Australia website, and 90% for our IP search systems.

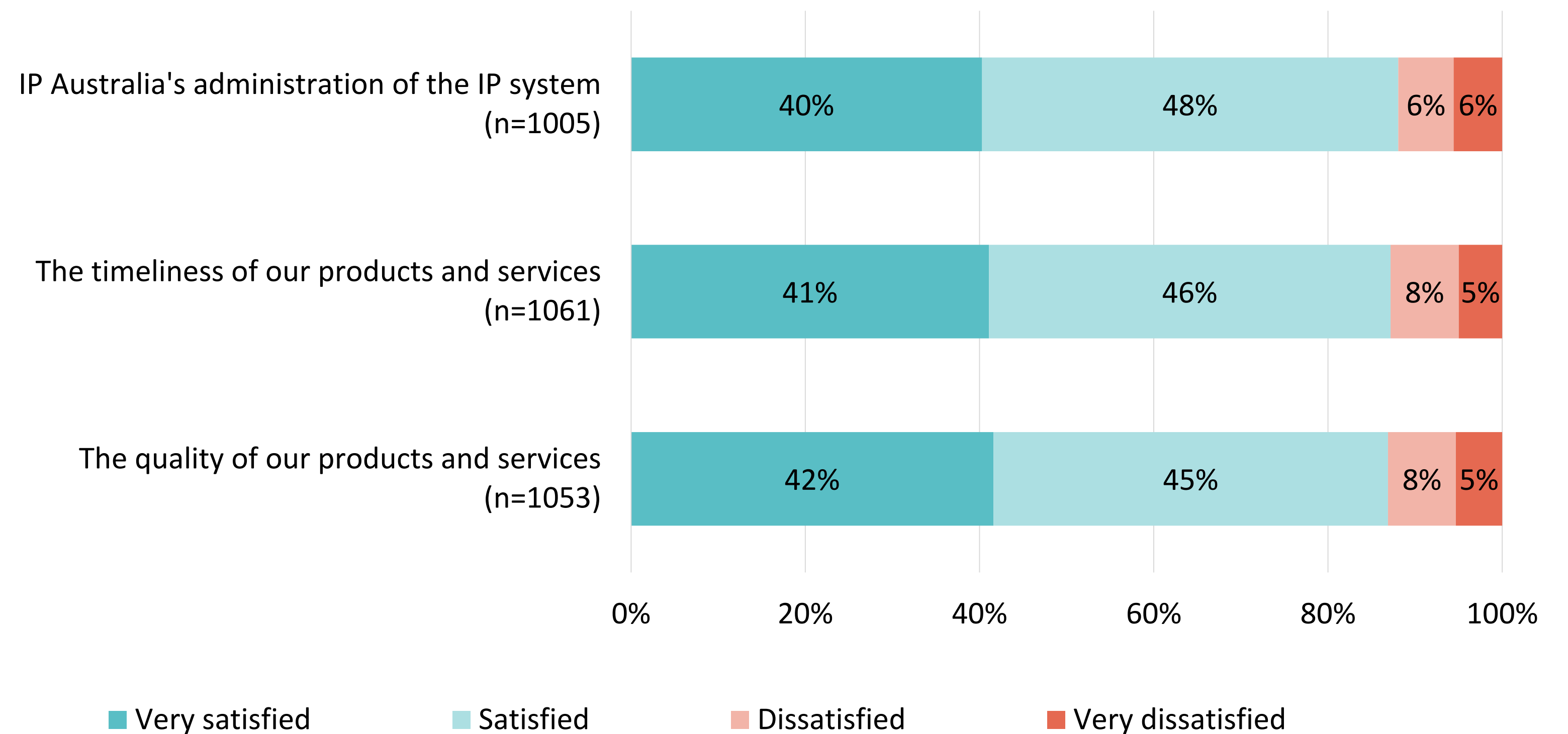
Overall Satisfaction

Overall, how satisfied or dissatisfied are you with IP Australia:



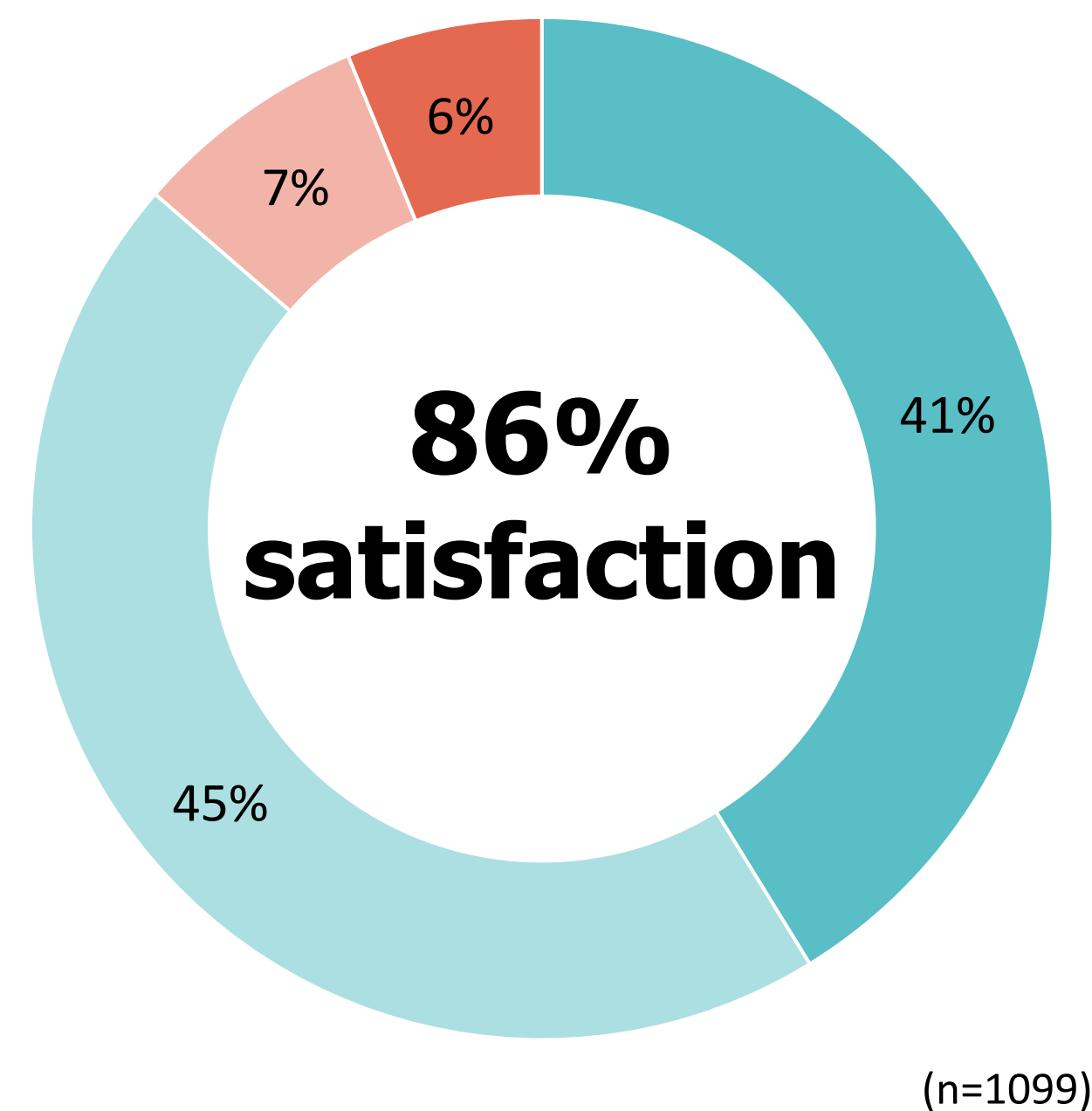
(n=1110)

How satisfied or dissatisfied are you with the following:

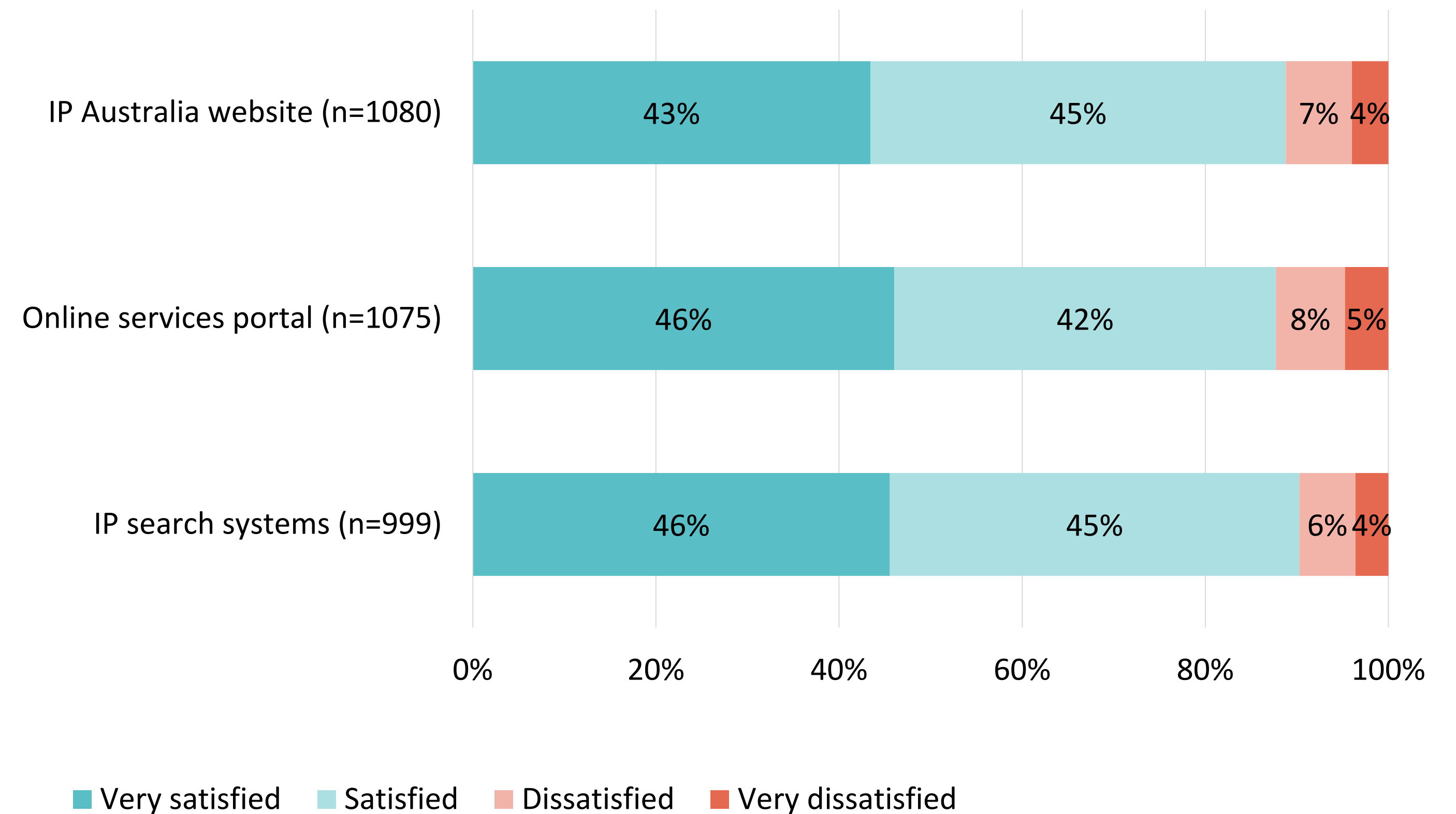


Satisfaction with online systems and tools

Overall, how satisfied or dissatisfied are you with IP Australia's online systems and tools



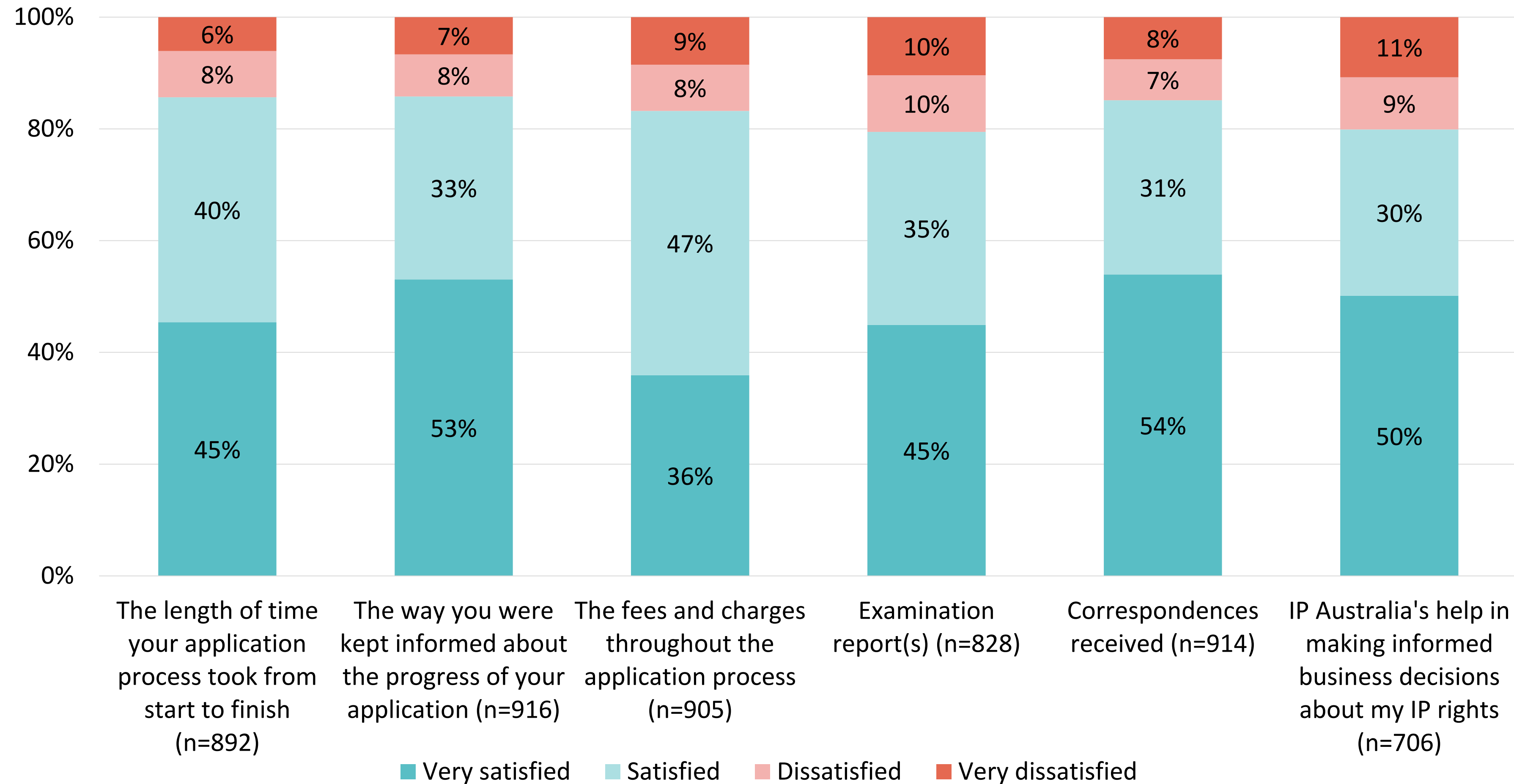
How satisfied or dissatisfied are you with each of the systems and services listed below?



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Applying

Thinking about your experience applying IP rights, how satisfied or dissatisfied are you with the following?





Australian Government

IP Australia

Contact us



1300 65 1010 (9am-5pm)



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