SOCIAL COHESION SURVEY, 2013

Part I: National Survey

SEPTEMBER 2013

METHODOLOGICAL REPORT

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1 Introduction

1.1 Overview

This report summarises the methodological aspects of the sixth Australian Social Cohesion Survey funded by the Scanlon Foundation and undertaken by a consortium involving the Scanlon Foundation, Monash University, the Australian Multicultural Foundation and the Social Research Centre.

For the National Survey component, this report provides:

- details of the survey procedures; and
- a consolidated record of assorted technical information for the project.

The report is structured as follows:

- Section 2 provides details of the sampling process and call procedures;
- Section 3 provides an overview of the questionnaire design and testing process;
- Section 4 details interviewer training and quality control procedures;
- Section 5 reviews the call results, response rate and the efficacy of the call procedures; and
- Section 6 details data preparation procedures.

Detailed reports, source documents and reference information are appended.

1.2 Project background


The aims of this survey are:

- To look at the Australian community’s attitudes towards social cohesion, and
- To assess changes in these attitudes over time.

1.3 Survey overview

As with the previous surveys, the in-scope population for the Social Cohesion Survey 2012 was persons aged 18 years and over who were residents of private households in Australia. Data collection was by Computer Assisted Telephone Interviewing (CATI).

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1 Methodological details of the 2013 Local Level Survey are provided in a separate document (Part II).
In 2013 the Social Cohesion Survey comprised six elements:

- A National Survey of 1,200 adults (aged 18 years and over), stratified by State/Territory and capital city / non-capital city, methodological details of which are provided in this document; and

- Five local surveys (n=500 in each survey) conducted in selected suburbs from within the areas of:
  
  o Mirrabooka (Western Australia);
  o Murray Bridge (South Australia);
  o Shepparton (Victoria);
  o Logan (Queensland), and
  o Tablelands-Kuranda (Queensland).

Methodological details for the local surveys are provided in a separate document (Social Cohesion Survey 2013, Part II: Local Surveys; September 2013).

For the first time the 2013 National survey used a dual-frame sample methodology comprising both randomly generated (RDD) landline telephone numbers and randomly generated mobile phone numbers. This meant that, in-line with contemporary best practise, for the first time the Social Cohesion Survey included the views of the estimated 19\%\(^2\) of adults who live in households without a landline telephone connection on which to make and receive calls (the so-called mobile phone-only population). The sample blend used for this survey was 62.5% landline numbers and 37.5% mobile phone numbers. This blend yielded 169 interviews with the mobile phone-only population – enough to draw inferences about this group. There is further discussion of the implications of this change on the survey data and on the weighting procedures used later in this report.

As in previous years:

- Approach letters introducing the survey were mailed to all households where randomly generated landline (fixed line) telephone numbers could be matched to a confirmed address.

- For the landline sample, where more than one eligible respondent lived in a household, the “next birthday” method of respondent selection was employed.

This issue was not relevant for the mobile phone sample where interviews were conducted with the in-scope phone answerer.

- Various strategies were adopted to maximise the survey response rate including:
  
  o repeated call backs to establish contact;
  o the use of the Social Research Centre’s helpdesk (1800 023 040); and
  o Interviewing in languages other than English (LOTE).

\(^2\) ACMA, 2011.
Table 1 provides a summary of key statistics for the National Social Cohesion Surveys.

- The response rate for the 2013 survey was 54%, the highest response rate yet achieved for this survey.
- Some changes were made to the 2013 survey questionnaire (see Appendix 2 for details) which saw the administration time (17.6 minutes on average) increased slightly on that of the 2012 survey. There was virtually no difference between the average length of interviews conducted with respondents using a landline telephone (17.5 minutes) and those conducted with respondents using a mobile phone (17.6 minutes).

Table 1: Survey overview

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interviews completed</td>
<td>2,012</td>
<td>2,019</td>
<td>2,021</td>
<td>2,001</td>
<td>2,000</td>
<td>1,200</td>
</tr>
<tr>
<td>Response rate</td>
<td>44%</td>
<td>51%</td>
<td>51%</td>
<td>49%</td>
<td>52%</td>
<td>54%</td>
</tr>
<tr>
<td>Start date</td>
<td>21st June</td>
<td>22nd June</td>
<td>1st June</td>
<td>15th Jun</td>
<td>12th Jun</td>
<td>3rd Jul</td>
</tr>
<tr>
<td>Finish date</td>
<td>1st Aug</td>
<td>31st July</td>
<td>28th June</td>
<td>18th Jul</td>
<td>21st Jul</td>
<td>4th Aug</td>
</tr>
<tr>
<td>Average interview length (mins)</td>
<td>15.3</td>
<td>16.0</td>
<td>19.6</td>
<td>20.5</td>
<td>16.3</td>
<td>17.6</td>
</tr>
<tr>
<td>Average interview length (landline)</td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>17.5</td>
</tr>
<tr>
<td>Average interview length (mobile)</td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>17.6</td>
</tr>
</tbody>
</table>
2. Sample Design & Survey Procedures

2.1 Sample design

To accommodate the dual-frame sampling approach, the 2013 survey used a combination of geographically stratified random sampling (as in previous years) and, given the lack of geographic information available for the mobile sample, an additional mobile phone stratum which was not geographically stratified.

Final allocations to geographic strata were based on the postcode/location information provided by respondents. The final distribution of interviews across the 15 geographic strata is provided in Table 2 below.

In accordance with the sample design, the final distribution of interviews from the landline sample was proportional to the Capital City/Rest of State population in each state. This could not be controlled for the mobile sample frame; nevertheless the final distribution of the 450 interviews obtained from this frame did approximate quite well to the overall Capital City/rest of State population distributions.

The sample was designed so that interviews were distributed between states disproportionately to the actual population; this was done so that a sufficiently large sample was available to support analysis at the state level for all states/territories except Tasmania, Northern Territory and the ACT. Part of the task of the data weighting procedures discussed in Section 6.2 was to adjust for this disproportionate sample design.

The blend of interviews from the landline and mobile phone sample frames (n=750 and n=450 respectively) was implemented with the aim of obtaining approximately 150 interviews with people from “mobile phone only” households (in fact, 169 interviews with such respondents were obtained in the final sample).

Table 2: Geographic distribution of final achieved sample by sample frame

<table>
<thead>
<tr>
<th>Geographic strata</th>
<th>Sample Frame</th>
<th>Total Interviews (n)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Landline (n)</td>
<td>Mobile (n)</td>
</tr>
<tr>
<td>Sydney</td>
<td>79</td>
<td>100</td>
</tr>
<tr>
<td>Rest of NSW</td>
<td>48</td>
<td>30</td>
</tr>
<tr>
<td>Melbourne</td>
<td>96</td>
<td>121</td>
</tr>
<tr>
<td>Rest of Vic</td>
<td>22</td>
<td>24</td>
</tr>
<tr>
<td>Brisbane</td>
<td>62</td>
<td>45</td>
</tr>
<tr>
<td>Rest of Qld</td>
<td>57</td>
<td>40</td>
</tr>
<tr>
<td>Adelaide</td>
<td>97</td>
<td>26</td>
</tr>
<tr>
<td>Rest of SA</td>
<td>24</td>
<td>5</td>
</tr>
<tr>
<td>Perth</td>
<td>96</td>
<td>33</td>
</tr>
<tr>
<td>Rest of WA</td>
<td>25</td>
<td>7</td>
</tr>
<tr>
<td>Hobart</td>
<td>25</td>
<td>4</td>
</tr>
<tr>
<td>Rest of Tasmania</td>
<td>23</td>
<td>3</td>
</tr>
<tr>
<td>Darwin</td>
<td>33</td>
<td>4</td>
</tr>
<tr>
<td>Rest of NT</td>
<td>16</td>
<td>-</td>
</tr>
<tr>
<td>ACT</td>
<td>47</td>
<td>8</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>750</strong></td>
<td><strong>450</strong></td>
</tr>
</tbody>
</table>
2.2 Sample generation

The commercial sample provider, SampleWorx, provided both the landline and mobile phone samples for this survey.

- The Random Digit Dialling (RDD) landline sample was generated via the same technology-based approach that has been used since 2010. As in previous surveys, each phone number generated was assigned a “best estimate” postcode, based on exchange district and charge zone, which was then used for a priori allocation of numbers to geographic strata.

- The sample for the mobile phone component of the survey was randomly generated from within number ranges provided by the Australian Communications and Media Authority (ACMA) that were known to contain active mobile phone numbers. No geographic or address information was provided with these numbers so primary approach letters could not be sent to any members of the mobile phone sample frame.

2.3 Primary Approach Letter

The phone number records making up the landline sample frame for the 2013 survey were matched against the current address information provided by Sensis’ Macromatch service. A primary approach letter was sent to each record for which an address could be established; of the 4,161 landline telephone records used in the 2013 National Survey, an up-to-date address listing was obtained for 39.6% (n=1,648) with a primary approach letter sent to each one.

For all records (landline and mobile phone) that could not be sent a primary approach letter in advance, letters were available upon request (additional information was also available via the Social Research Centre’s web-site and 1800 number).

The approach letter, on Monash University letterhead and addressed to “The Householder”, was the same version as used in previous surveys (see Appendix 5 for a copy of the 2013 letter). The main body of the letter was in English, with translated summaries on the reverse side in Arabic, Turkish, simplified Chinese and Vietnamese. These languages were chosen as they are the most commonly spoken languages nationally.

The approach letter introduced the survey, encouraged participation and provided sample members with telephone numbers, email addresses and website details to assist with the resolution of any queries they might have.

As part of the data collection procedures, arrangements were put in place to send (additional) approach letters to sample members upon request. In such cases a letter was dispatched to the household the next day and an appointment made to call back to the household 5 days later.

No action was taken for return-to-sender approach letters on the basis that the telephone number associated with that address may still be active and should be called regardless of whether or not the approach letter reached the intended household.
2.4 Scope status and respondent selection

The in-scope population for the 2013 National Survey was the non-institutionalised population of Australia aged 18 years or over. As such it excluded:

- Residents of institutional quarters (prisons, nursing homes, etc) and military bases;
- Persons incapable of undertaking the interview due to a physical or mental health condition (including too old / frail);
- Persons under the influence of drugs or alcohol,
- Non-English speaking persons outside of the six LOTE communities targeted for this survey (see Section 2.6), and
- Households with no person aged 18 years or over in residence.

For the landline sample, the “next birthday” method was used to select the person 18 years or older in the household to be interviewed where more than one eligible person was resident. No substitution of individuals within households was allowed. For the mobile phone sample, the in-scope phone answerer was the person eligible to be interviewed.

2.5 Call procedures

A 15-call protocol was used for the study, whereby up to six attempts were made to establish contact with the selected household or person, and on making contact, up to nine more attempts were made to achieve an interview with the selected respondent.

This call regime was adopted to improve the representativeness of the achieved sample. Previous experience suggested that the representation of groups such as males and working persons is improved by using an extended call cycle of this type.

Initial contact attempts were made between 4.30 pm and 8.30 pm on weekdays, between 10.00 am and 4.00 pm on Saturdays and between 11.00 am and 4.00 pm on Sundays. Appointments were made for any suitable time within the hours of operation of the call centre.

2.6 Procedures for interviewing in languages other than English

Non-English language interviewing was conducted in the six most commonly spoken community languages nationally: Vietnamese, Chinese (Cantonese and Mandarin), Italian, Arabic and Turkish.

Where the preferred language of interview of the selected sample member was identified as one of the above, these records were initially stockpiled until a reasonable workload for a bi-lingual interviewer was reached.

Where the preferred language could not be immediately identified a call-back was made given the possibility that another household member might be available to assist with the request for interview. Where the preferred language was not one of the six target languages, the record was assigned the code “language difficulty, no follow up” and no further call attempts were made.
Bi-lingual interviewers annotated their own hard copy questionnaires (one for each target language) with key words and concepts translated. These interviewers then read the questions from their hard copy version of the questionnaire and recorded answers directly into the English language CATI script as normal. A total of 29 interviews were conducted in one of these six languages.

2.7 Leaving messages on answering machines

A pre-scripted message was left on answering machines if there had been no previous ‘personal’ contact made with a household. Refer questionnaire at Appendix 3 for the full message script.

An appointment to call back was scheduled for six days later the first time such a message was left and for five days hence on the second such occasion. Messages were not left on answering machines in any other circumstances.

2.8 1800 number operation

Monash University provided a telephone number that respondents could call to verify the survey and find out additional information about why it was being conducted. The Social Research Centre operated a 1800 number throughout the study period to handle any questions about participation in the survey (setting an appointment time, requesting an interpreter, refusing to participate etc.).

2.9 Sundry response maximisation procedures

In addition to providing a 1800 number, offering to send an introductory letter and arranging for interviews in the agreed languages, the other response maximisation procedures that applied to the project included:

- Referring sample members to the Monash University number on an “as required” basis; and
- Ensuring appropriately trained interviewers worked on the survey (see also Section 4.2).
3. Questionnaire Design

3.1 Questionnaire overview

The questionnaire for the Social Cohesion 2012 survey largely reflected the content of that used in 2013 with several deletions and additions as described in Appendix 2. The additions included questions which looked at attitudes towards multi-culturalism in Australia, media consumption and trust of a number of Australian institutions and organisations.

3.2 Questionnaire pilot testing

The 2013 survey did not have a formal pilot but instead had a “soft launch” where a small interviewing team completed 23 interviews on the first night of the fieldwork period. This enabled an assessment to be made of the questionnaire changes in terms of their impact on flow and delivery.

During this phase, standard operational testing procedures were also used to ensure the CATI script accurately reflected the agreed “hard copy” questionnaire.

As there were no changes made to the questionnaire during this phase, the data collection continued on with the full interviewing team and the data collected during the “soft launch” has been included in the final data set. The final 2013 questionnaire is provided at Appendix 3.
4. Data Collection & Quality Control

4.1 Ethical consideration

The questionnaire and survey methodology were approved by the Monash University ethics board. Other ethical considerations for the Social Cohesion Survey included:

- Ensuring informed consent;
- Ensuring the voluntary nature of participation was clearly understood; and
- Protecting the privacy and confidentiality of respondent information.

Safeguards regarding the above were covered by the Social Research Centre’s contract with Monash University and by the appropriate privacy laws. In addition, the Social Research Centre is bound to adhere to AMSRO Privacy Principles and the AMSRS Code of Professional Behaviour.

A further very important ethical consideration with respect to conducting interviews via a mobile phone is to ensure that it is safe for the sample member to take the call. With that end in mind all members of the mobile phone sample were asked at the outset “May I just check whether or not it is safe for you to take this call at the moment? If not, I am happy to call you back when it is more convenient for you”.

4.2 Field team briefing

All interviewers selected to work on the Social Cohesion Survey attended a comprehensive briefing session covering the project background, objectives and procedures; all aspects of administering the survey questionnaire, including specific data quality issues; an overview of respondent liaison issues, including refusal avoidance techniques; and practice interviewing.

The briefing sessions were delivered by the Social Research Centre project manager and supervisory staff. Twenty-four interviewers were briefed to work on the 2013 survey while, in keeping with the Social Research Centre’s “specialist team” policy, 18 of these interviewers completed 96% of the total interviewing task.

The interviewer briefing notes are provided at Appendix 4.

Additional briefing procedures specific to LOTE interviewing covered:

- Establishing scope status;
- Tone and delivery;
- Reviewing the questionnaire for instances where word-for-word translations may lose their exact meaning or context.
4.3 Fieldwork quality control procedures

The in-field quality monitoring techniques applied to this project included:

- Validation of interviews in accordance with ISO Standard 20252;
- Maintenance of an “interviewer handout” document addressing respondent liaison issues and tips for refusal avoidance;
- Examination of verbatim responses to “other specify” questions; and
- Monitoring (listening in) by the Social Research Centre project managers and departmental supervisors.
5. Call Results & Analysis of Response

5.1 Call results

A total of 7,096 sample records (4,161 landline numbers and 2,935 mobile numbers) were initiated to achieve the final 1,200 surveys completed for the 2013 Social Cohesion Survey. A total of 24,738 calls were placed to these sample records equating to an average of 3.5 calls per record and one completed interview for every 20.6 calls.

Table 3 shows the final call results for the survey. As can be seen, for the dual-frame sample (that is, the combined call results from the landline and mobile phone sample frames) an interview was achieved from 16.9% of the 7,096 numbers to which calls were initiated for this survey.

Of the 7,096 numbers initiated, 22.8% were unusable; 42.8% were unresolved at the end of the call cycle (non-contacts or unresolved appointments); and 3.1% were identified as being out of scope. Refusals (all types) were encountered at 14.4% of the numbers to which calls were initiated.

**Table 3: Final call results**

<table>
<thead>
<tr>
<th>Unusable numbers</th>
<th>Dual-Frame</th>
<th>100.0%</th>
<th>Landline Frame</th>
<th>100.0%</th>
<th>Mobile Frame</th>
<th>100.0%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telstra message, number disconnected</td>
<td>964</td>
<td>13.6%</td>
<td>605</td>
<td>14.5%</td>
<td>359</td>
<td>12.2%</td>
</tr>
<tr>
<td>Fax/Modem</td>
<td>178</td>
<td>2.5%</td>
<td>172</td>
<td>4.1%</td>
<td>6</td>
<td>0.2%</td>
</tr>
<tr>
<td>Incoming call restrictions</td>
<td>19</td>
<td>0.3%</td>
<td>2</td>
<td>0.0%</td>
<td>17</td>
<td>0.6%</td>
</tr>
<tr>
<td>Not a residential number</td>
<td>455</td>
<td>6.4%</td>
<td>397</td>
<td>9.5%</td>
<td>58</td>
<td>2.0%</td>
</tr>
<tr>
<td>Subtotal unusable number</td>
<td>1,616</td>
<td>22.8%</td>
<td>1,176</td>
<td>28.3%</td>
<td>440</td>
<td>15.0%</td>
</tr>
<tr>
<td>No contact / unresolved in survey period</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Engaged</td>
<td>158</td>
<td>2.2%</td>
<td>111</td>
<td>2.7%</td>
<td>47</td>
<td>1.6%</td>
</tr>
<tr>
<td>Answering machine</td>
<td>1182</td>
<td>16.7%</td>
<td>405</td>
<td>9.7%</td>
<td>777</td>
<td>26.5%</td>
</tr>
<tr>
<td>No answer</td>
<td>1370</td>
<td>19.3%</td>
<td>699</td>
<td>16.8%</td>
<td>671</td>
<td>22.9%</td>
</tr>
<tr>
<td>Appointments</td>
<td>330</td>
<td>4.7%</td>
<td>254</td>
<td>6.1%</td>
<td>76</td>
<td>2.6%</td>
</tr>
<tr>
<td>Subtotal no contact / unresolved</td>
<td>3,040</td>
<td>42.8%</td>
<td>1,469</td>
<td>35.3%</td>
<td>1,571</td>
<td>53.5%</td>
</tr>
<tr>
<td>Out of scope</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Claims to have done survey</td>
<td>2</td>
<td>0.0%</td>
<td>1</td>
<td>0.0%</td>
<td>1</td>
<td>0.0%</td>
</tr>
<tr>
<td>Selected respondent away for duration</td>
<td>46</td>
<td>0.6%</td>
<td>33</td>
<td>0.8%</td>
<td>13</td>
<td>0.4%</td>
</tr>
<tr>
<td>Too old / ill health / unable to do survey</td>
<td>55</td>
<td>0.8%</td>
<td>50</td>
<td>1.2%</td>
<td>5</td>
<td>0.2%</td>
</tr>
<tr>
<td>LOTE – No language follow up</td>
<td>30</td>
<td>0.4%</td>
<td>5</td>
<td>0.1%</td>
<td>25</td>
<td>0.9%</td>
</tr>
<tr>
<td>Out of scope (no-one in household 18 yrs+)</td>
<td>7</td>
<td>0.1%</td>
<td>7</td>
<td>0.2%</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Out of scope (mobile respondent not 18 yrs+)</td>
<td>81</td>
<td>1.1%</td>
<td>0</td>
<td>0.0%</td>
<td>81</td>
<td>2.8%</td>
</tr>
<tr>
<td>Subtotal out of scope</td>
<td>221</td>
<td>3.1%</td>
<td>96</td>
<td>2.3%</td>
<td>125</td>
<td>4.3%</td>
</tr>
<tr>
<td>Contacts</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interviews</td>
<td>1200</td>
<td>16.9%</td>
<td>750</td>
<td>18.0%</td>
<td>450</td>
<td>15.3%</td>
</tr>
<tr>
<td>Household refusal</td>
<td>591</td>
<td>8.3%</td>
<td>583</td>
<td>14.0%</td>
<td>8</td>
<td>0.3%</td>
</tr>
<tr>
<td>Respondent refusal (landline)</td>
<td>55</td>
<td>0.8%</td>
<td>55</td>
<td>1.3%</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Respondent refusal (mobile)</td>
<td>329</td>
<td>4.6%</td>
<td>0</td>
<td>0.0%</td>
<td>329</td>
<td>11.2%</td>
</tr>
<tr>
<td>Remove number from list</td>
<td>11</td>
<td>0.2%</td>
<td>6</td>
<td>0.1%</td>
<td>5</td>
<td>0.2%</td>
</tr>
<tr>
<td>Refused, type not identified</td>
<td>33</td>
<td>0.5%</td>
<td>26</td>
<td>0.6%</td>
<td>7</td>
<td>0.2%</td>
</tr>
<tr>
<td>Subtotal in-scope contacts</td>
<td>2,219</td>
<td>31.3%</td>
<td>1,420</td>
<td>34.1%</td>
<td>799</td>
<td>27.2%</td>
</tr>
</tbody>
</table>
Call outcomes for the landline sample frame showed several differences from those for the mobile phone sample frame. In particular, the landline frame had:

- A higher proportion of unusable numbers (28.3% versus 15.0% for the mobile frame), particularly non-residential phone numbers (9.5% versus 2.0% for mobiles);
- A considerably lower proportion of ‘answering machines’ (9.7% versus 26.5% of mobiles), and consequently a lower proportion of ‘non-contact/unresolved’ call outcomes (35.3% versus 53.5%); and
- A slightly higher proportion of in-scope ‘contacts’ (34.1% versus 27.2% for mobiles).

Finally, as shown in Table 4, as a proportion of all in-scope contacts, the landline sample frame had a slightly higher refusal rate than did the mobile phone sample frame (47.2% and 43.7% respectively).

Table 4: Final call results for in-scope contacts

<table>
<thead>
<tr>
<th></th>
<th>Dual-Frame</th>
<th>Landline Frame</th>
<th>Mobile Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total in-scope contacts</td>
<td>2,219</td>
<td>1,420</td>
<td>799</td>
</tr>
<tr>
<td>Contacts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interviews</td>
<td>1,200</td>
<td>750</td>
<td>450</td>
</tr>
<tr>
<td>Total Refusals</td>
<td>1,019</td>
<td>670</td>
<td>349</td>
</tr>
<tr>
<td>Household refusal</td>
<td>591</td>
<td>583</td>
<td>8</td>
</tr>
<tr>
<td>Respondent refusal (landline)</td>
<td>55</td>
<td>55</td>
<td>0</td>
</tr>
<tr>
<td>Respondent refusal (mobile)</td>
<td>329</td>
<td>0</td>
<td>329</td>
</tr>
<tr>
<td>Remove number from list</td>
<td>11</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>Refused, type not identified</td>
<td>33</td>
<td>26</td>
<td>7</td>
</tr>
</tbody>
</table>

The Social Research Centre
5.2 Response rate

For the purposes of this report, and to facilitate comparisons with the previous Social Cohesion surveys, the response rate has been defined as follows:

\[
\text{Response Rate} = \frac{\text{(number of interviews)}}{\text{(number of interviews} + \text{ refusals})}
\]

On this basis the final overall response rate for the 2013 National survey was 54.1%.

The response rate for the mobile phone sample frame (56.3%) was slightly higher than that for the landline sample frame (52.8%).

Geographically, the highest response rates were achieved from the landline sample\(^3\) in Victoria (57.4%) and Tasmania (56.8%) while the lowest were in WA (50.0%) and SA (50.4%). The non-metropolitan region had a slightly higher landline sample response rate than the metropolitan region (54.0% versus 52.3%) and there was also a higher response rate from that portion of the landline sample which received a primary approach letter (53.7% versus 51.4%).

<table>
<thead>
<tr>
<th>Table 5: Response rates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Base</strong></td>
</tr>
<tr>
<td>(n)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
<tr>
<td><strong>Sample frame</strong></td>
</tr>
<tr>
<td>Landline</td>
</tr>
<tr>
<td>Mobile</td>
</tr>
<tr>
<td><strong>Region</strong></td>
</tr>
<tr>
<td>Metro</td>
</tr>
<tr>
<td>Non-Metro</td>
</tr>
<tr>
<td><strong>Letter</strong></td>
</tr>
<tr>
<td>Sent letter</td>
</tr>
<tr>
<td>No letter</td>
</tr>
<tr>
<td><strong>Location</strong></td>
</tr>
<tr>
<td>NSW</td>
</tr>
<tr>
<td>VIC</td>
</tr>
<tr>
<td>QLD</td>
</tr>
<tr>
<td>SA</td>
</tr>
<tr>
<td>WA</td>
</tr>
<tr>
<td>ACT</td>
</tr>
<tr>
<td>TAS</td>
</tr>
<tr>
<td>NT</td>
</tr>
</tbody>
</table>

Due to the lack of geographic information attached to mobile phone sample records this analysis is only for the landline sample frame.
5.3 Review of call cycle

As was the case in previous surveys, an extended call cycle (i.e. 15 calls) was used for the 2013 Social Cohesion Survey to ensure the achieved sample was as representative as possible of the Australian adult population.

The value of this extended call cycle (a six call cycle being more typical) is evident from the results presented in Table 6 which shows that 3.5% of interviews were achieved on the seventh or later interview attempt; however, the need for this was less evident within the mobile sample frame where only 1.8% of interviews had not been obtained by the sixth call attempt.

Nevertheless, amongst members of the landline sample, it is evident that the extended call regime improved the representation of people aged 35-44 years (10.2% of interviews with people in this age group were obtained on the seventh or later call attempt); of males (7.1%) and of those people in employment (6.1%). This pattern of response is broadly similar to that seen in previous waves of the national survey.

Table 6: Proportion of interviews obtained on seventh or later call attempt

<table>
<thead>
<tr>
<th>% of interviews obtained on 7th or later attempt</th>
<th>Dual-frame</th>
<th>Landline Frame</th>
<th>Mobile Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>3.5%</td>
<td>4.5%</td>
<td>1.8%</td>
</tr>
<tr>
<td>Age group</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-24 years</td>
<td>1.2%</td>
<td>5.6%</td>
<td>-</td>
</tr>
<tr>
<td>25-34 years</td>
<td>3.1%</td>
<td>3.3%</td>
<td>3.1%</td>
</tr>
<tr>
<td>35-44 years</td>
<td>5.7%</td>
<td>10.2%</td>
<td>-</td>
</tr>
<tr>
<td>45-54 years</td>
<td>4.0%</td>
<td>5.4%</td>
<td>1.9%</td>
</tr>
<tr>
<td>55-64 years</td>
<td>4.8%</td>
<td>5.3%</td>
<td>3.6%</td>
</tr>
<tr>
<td>65 years or more</td>
<td>1.8%</td>
<td>1.8%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>4.8%</td>
<td>7.1%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Female</td>
<td>2.3%</td>
<td>2.7%</td>
<td>1.5%</td>
</tr>
<tr>
<td>Employment status</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employed</td>
<td>4.1%</td>
<td>6.1%</td>
<td>1.7%</td>
</tr>
<tr>
<td>Not currently employed</td>
<td>2.8%</td>
<td>3.1%</td>
<td>2.0%</td>
</tr>
</tbody>
</table>
5.4 Achieved sample profile

Table 7 compares the achieved sample profile (using unweighted data) with that of the adult Australian population (using Australian Bureau of Statistics 2011 Census data). It can be seen that the final sample exhibits a skew towards older people and tertiary educated respondents. The results are consistent with those obtained in other similar surveys conducted by the Social Research Centre. All of these factors were taken into account in the weighting procedure (refer to Section 6.2).

Table 7: Sample profile

<table>
<thead>
<tr>
<th></th>
<th>Achieved sample profile (Unweighted)</th>
<th>Australian population 18 years plus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total (n)</td>
<td>1,200</td>
<td>16,515,178*</td>
</tr>
<tr>
<td>Age group</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-34 years</td>
<td>17.4%</td>
<td>30.2%</td>
</tr>
<tr>
<td>35-44 years</td>
<td>14.6%</td>
<td>18.5%</td>
</tr>
<tr>
<td>45-54 years</td>
<td>20.9%</td>
<td>17.9%</td>
</tr>
<tr>
<td>55-64 years</td>
<td>18.9%</td>
<td>15.2%</td>
</tr>
<tr>
<td>65 years or more</td>
<td>27.9%</td>
<td>18.2%</td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>46.5%</td>
<td>48.9%</td>
</tr>
<tr>
<td>Female</td>
<td>53.5%</td>
<td>51.1%</td>
</tr>
<tr>
<td>Educational Attainment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>University (Bachelor or Post graduate degree)</td>
<td>31.9%</td>
<td>19.8%</td>
</tr>
<tr>
<td>Have not completed a university degree</td>
<td>68.1%</td>
<td>80.2%</td>
</tr>
<tr>
<td>Australian / Overseas born</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Born in Australia</td>
<td>70.3%</td>
<td>69.6%*</td>
</tr>
<tr>
<td>Born overseas</td>
<td>29.7%</td>
<td>30.4%</td>
</tr>
</tbody>
</table>

*Excludes off-shore islands/territories as these were outside the geographic scope of the survey.
5 Base is people aged 15 years plus; excludes those who did not give a country of birth in the 2011 census.

Landline and Mobile Sample Frames

Given that a dual-frame sample including both landline and mobile phone sample frames was used for the first time in the 2013 Social Cohesion survey, the differences in the profiles of these two groups is of particular interest. Hence, the achieved sample profile in Table 8, not only shows that of the total sample (ie: the dual-frame sample) but also shows demographic information for the landline and mobile phone sample frames; major differences between these two groups are denoted by the presence of an arrow (↑ or ↓) in the “mobile frame” column. The table also presents demographic information for the “mobile phone only” respondents (n=169), a group which has been included in the Social Cohesion survey program for the first time in 2013.

It is evident from Table 8 that, compared to members of the landline sample frame, respondents from the mobile phone sample frame had:

- A higher proportion of younger people (35.8% were aged under 35 years compared with 6.4% of the landline sample); males (55.6% versus 41.1%); overseas born (37.8% versus 24.9%);
employed persons (66.0% versus 47.9%), unemployed (7.8% versus 2.9%) and students (6.7% versus 1.7%); and people who did not hold Australian citizenship (14.0% versus 5.3%).

- By contrast, the mobile frame sample exhibited a lower proportion of people aged 55 years or more; females; those born in Australia; retirees; and Australian citizens.

Most of these differences are also present amongst the mobile phone only sample. That is, within this group there is a higher proportion of younger people, males, overseas born, employed persons and people who do not hold Australian citizenship.

Overall, it is evident from these figures that the use of a mobile phone sample frame has improved the overall representativeness of the final sample in a number of areas.

Table 8: Comparative sample profile – landline and mobile sample frames (unweighted data)

<table>
<thead>
<tr>
<th></th>
<th>Dual-Frame</th>
<th>Landline Frame</th>
<th>Mobile Frame</th>
<th>Mobile Only Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total (n)</td>
<td>1,200</td>
<td>750</td>
<td>450</td>
<td>169</td>
</tr>
<tr>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Age group</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-34 years</td>
<td>17.4</td>
<td>6.4</td>
<td>35.8↑</td>
<td>53.8</td>
</tr>
<tr>
<td>35-44 years</td>
<td>14.6</td>
<td>13.1</td>
<td>17.1</td>
<td>16.6</td>
</tr>
<tr>
<td>45-54 years</td>
<td>20.9</td>
<td>19.7</td>
<td>22.9</td>
<td>14.2</td>
</tr>
<tr>
<td>55-64 years</td>
<td>18.9</td>
<td>22.8</td>
<td>12.4↓</td>
<td>9.5</td>
</tr>
<tr>
<td>65 years or more</td>
<td>27.9</td>
<td>37.6</td>
<td>11.8↓</td>
<td>5.9</td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>46.5</td>
<td>41.1</td>
<td>55.6↑</td>
<td>56.8</td>
</tr>
<tr>
<td>Female</td>
<td>53.5</td>
<td>58.9</td>
<td>44.4↓</td>
<td>43.2</td>
</tr>
<tr>
<td>Educational Attainment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>University (Bachelor or Post graduate degree)</td>
<td>31.9</td>
<td>31.6</td>
<td>32.4</td>
<td>33.1</td>
</tr>
<tr>
<td>Have not completed a university degree</td>
<td>68.1</td>
<td>68.4</td>
<td>67.6</td>
<td>66.9</td>
</tr>
<tr>
<td>Australian / Overseas born</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australian born</td>
<td>70.3</td>
<td>75.1</td>
<td>62.2↓</td>
<td>65.1</td>
</tr>
<tr>
<td>Overseas born</td>
<td>29.7</td>
<td>24.9</td>
<td>37.8↑</td>
<td>34.9</td>
</tr>
<tr>
<td>Employment status</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employed</td>
<td>54.7</td>
<td>47.9</td>
<td>66.0↑</td>
<td>70.4</td>
</tr>
<tr>
<td>Unemployed</td>
<td>4.8</td>
<td>2.9</td>
<td>7.8↑</td>
<td>8.3</td>
</tr>
<tr>
<td>Retired</td>
<td>30.1</td>
<td>40.4</td>
<td>12.9↓</td>
<td>8.9</td>
</tr>
<tr>
<td>Student</td>
<td>3.6</td>
<td>1.7</td>
<td>6.7↑</td>
<td>7.7</td>
</tr>
<tr>
<td>Home duties</td>
<td>4.3</td>
<td>4.1</td>
<td>4.7</td>
<td>3.0</td>
</tr>
<tr>
<td>Other</td>
<td>2.4</td>
<td>2.7</td>
<td>2.0</td>
<td>1.8</td>
</tr>
<tr>
<td>Australian citizenship</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australian citizen</td>
<td>91.4</td>
<td>94.7</td>
<td>86.0↓</td>
<td>82.2</td>
</tr>
<tr>
<td>Not an Australian citizen</td>
<td>8.6</td>
<td>5.3</td>
<td>14.0↑</td>
<td>17.8</td>
</tr>
</tbody>
</table>

Result is significantly above (↑) or below (↓) the result for the landline sample frame, p<0.05.
The analysis presented in Table 8 raises a further question as to the impact on key survey measures of the improved representativeness achieved by adding the mobile phone sample. In order to make an assessment of this, a set of tables for key survey variables are appended to this report (see Appendix 6). These tables compare two sets of results:

- Firstly, those obtained using the total dual-frame frame sample (that is, the reported results for the 2013 Social Cohesion National Survey); and

- Secondly, those obtained from the landline sample plus the dual-users\(^6\) from the mobile phone sample (that is, the results which might have been expected had a sample frame equivalent to that used in previous Social Cohesion Surveys been used in 2013).

The results in these tables are weighted and statistical testing has been used to show where the two sets of results differ from one another. No statistically significant differences were evident for any of the ten key variables tested in this way.

The lack of any significant changes as a result of adding the mobile phone sample is of importance. If there had been a large number of statistically significant differences between the dual-frame results and those obtained from the equivalent sample frame to that used in previous years, it may have been necessary to consider ‘breaking’ the time-series results that have been reported since 2007. The presence of many such differences would make changes between the 2013 results and those from earlier Social Cohesion surveys (where only a landline sample frame was used) difficult to interpret. However, since no statistically significant differences were evident between the dual-frame sample and the sample equivalent to that used in previous years, it was possible to meaningfully compare the 2013 results with those from the earlier surveys; ‘breaking’ the time series was unwarranted.

\(^6\) That is, people accessible via mobile phone and landline.
5.5 **Reason for refusal**

Reasons for refusal were captured, where possible, from either the phone answerer (household refusal) or the selected sample member (respondent refusal).

As can be seen at Table 9, of those cases for which a reason for refusal was recorded, the main reasons given were; “not interested” (45.4%), “no comment / just hung up” (16.8%) and “too busy” (11.0%).

Results were similar for mobile and landline samples except that those from the mobile frame (not unexpectedly) were more likely to say they were ‘too busy’ (15.5% versus 8.7% of those from the landline sample frame).

**Table 9: Reasons for refusal**

<table>
<thead>
<tr>
<th>Reason for refusal</th>
<th>Total Dual-Frames</th>
<th>Landline Frame</th>
<th>Mobile Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not interested</td>
<td>45.4</td>
<td>46.6</td>
<td>43.3</td>
</tr>
<tr>
<td>No comment / just hung up</td>
<td>16.8</td>
<td>15.5</td>
<td>19.2</td>
</tr>
<tr>
<td>Too busy</td>
<td>11.0</td>
<td>8.7</td>
<td>15.5</td>
</tr>
<tr>
<td>Never do surveys</td>
<td>2.2</td>
<td>2.1</td>
<td>2.3</td>
</tr>
<tr>
<td>Get too many calls for surveys / telemarketing</td>
<td>1.5</td>
<td>1.6</td>
<td>1.1</td>
</tr>
<tr>
<td>Silent number</td>
<td>1.3</td>
<td>0.9</td>
<td>2.0</td>
</tr>
<tr>
<td>Too personal / intrusive</td>
<td>0.8</td>
<td>0.6</td>
<td>1.1</td>
</tr>
<tr>
<td>Don’t believe surveys are confidential / privacy concerns</td>
<td>0.6</td>
<td>0.4</td>
<td>0.9</td>
</tr>
<tr>
<td>17 minutes is too long</td>
<td>0.5</td>
<td>0.7</td>
<td>&lt;0.1</td>
</tr>
<tr>
<td>Don’t like being called on mobile phone</td>
<td>0.4</td>
<td>&lt;0.1</td>
<td>1.1</td>
</tr>
<tr>
<td>Don’t like subject matter</td>
<td>0.3</td>
<td>0.3</td>
<td>0.3</td>
</tr>
<tr>
<td>Letter put me off</td>
<td>0.2</td>
<td>0.3</td>
<td>&lt;0.1</td>
</tr>
<tr>
<td>All other reasons given</td>
<td>19.1</td>
<td>22.2</td>
<td>13.2</td>
</tr>
</tbody>
</table>
6. Data Outputs & Reporting

6.1 Treatment of responses to open ended / other specify questions

To maintain comparability over time, considerable effort was made to keep coding rules and code-frames consistent with those used in earlier surveys for the limited number of questions where this was required. No new code-frames or code-frame extensions were required for the 2013 survey.

6.2 Weighting

The use of a dual-frame sampling methodology in 2013 required a different approach to weighting the survey data than has been used for previous Social Cohesion surveys. In 2013, a two stage procedure was used to weight the survey data. This involved calculating:

- A design weight to adjust for the varying chances of selection of sample members; and
- A post-stratification weight used to align the data with known population parameters.

**Design Weight**

The approach adopted for calculating the design weight is based on work of Jonathan Best. In addition to typical adjustments relating to the number of in-scope persons in each household and the number of fixed-line telephone connections per household, this approach also determines a pre-weight to adjust for the overlapping chances of selection for persons who have both a mobile phone and a fixed-line telephone connection.

For members of the landline sample frame, the design weight adjusts each respondent's probability of selection according to the number of landlines and the number of resident in-scope persons for each household. For the mobile phone sample, each respondent's probability of selection was calculated based on the number of ‘mobile phone’ interviews in the final sample and the number of mobile phone owners in Australia.

These two design weights (that is, the separate design weights for members of the landline and mobile phone samples) were combined to create a pre-weight which was applied to each survey respondent.

**Post-stratification weighting**

As in previous surveys, a “rim weighting” procedure was used to benchmark the combined landline and mobile data against the Australian population. This second weighting stage was necessary to adjust for differential survey response rates across age, gender, educational attainment and country of birth and, where necessary, to also adjust for disproportionate aspects of the sample design (i.e. disproportionate geographic distribution).

---

7 Jonathon Best, First-Stage Weights for Overlapping Dual Frame Telephone Surveys. Presented at AAPOR’s 65th Annual Conference, Chicago, IL May 15, 2010
Target proportions were taken from 2011 Australian Bureau of Statistics (ABS) Census counts with the following simultaneous constraints applied during the rim weighting procedure:

- Geographic location;
- Gender;
- Age by education; and
- Country of birth.

The dual-frame approach required a further constraint being applied to the rim weighting process; each respondent's telephone status defined as “dual user” (i.e. both landline and mobile phone), landline only or mobile phone only.

The algorithm provided in the Social Research Centre’s Quantum analysis software was used to carry out the rim weighting and develop the final sample weights. These weights were applied to all data prior to reporting and have been included in the electronic data files provided as outputs from the survey.

Appendix 1 provides the target population matrices used for weighting purposes in the 2013 survey.

6.3 Data file provision

The Social Research Centre provided two clean SPSS data files – one containing the 2013 data and a time-series file containing selected data from the six surveys conducted since 2007. The data files included several derived variables including:

- ASGS – postcode data in concordance with the Australian Statistical Geography Standard published by the ABS; and
- SEIFA – postcode data in concordance with the index of relative socio-economic disadvantage, created from ABS census data.
Appendix 1: Weighting Matrices
Rim weighting target matrix based on ABS 2011 Census statistics

<table>
<thead>
<tr>
<th>Total aged 18 years and over</th>
<th>100.0%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>State</strong></td>
<td></td>
</tr>
<tr>
<td>New South Wales</td>
<td>32.2%</td>
</tr>
<tr>
<td>Victoria</td>
<td>25.1%</td>
</tr>
<tr>
<td>Queensland</td>
<td>19.9%</td>
</tr>
<tr>
<td>South Australia</td>
<td>7.6%</td>
</tr>
<tr>
<td>Western Australia</td>
<td>10.4%</td>
</tr>
<tr>
<td>Tasmania</td>
<td>2.3%</td>
</tr>
<tr>
<td>Northern Territory</td>
<td>0.9%</td>
</tr>
<tr>
<td>Australian Capital Territory</td>
<td>1.7%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Gender</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>48.9%</td>
</tr>
<tr>
<td>Female</td>
<td>51.1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>age by education</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>University degree, 18-34 years</td>
<td>6.9%</td>
</tr>
<tr>
<td>No university degree, 18-34 years</td>
<td>23.2%</td>
</tr>
<tr>
<td>University degree, 35-44 years</td>
<td>4.9%</td>
</tr>
<tr>
<td>No university degree, 35-44 years</td>
<td>13.6%</td>
</tr>
<tr>
<td>University degree, 45-54 years</td>
<td>3.7%</td>
</tr>
<tr>
<td>No university degree, 45-54 years</td>
<td>14.2%</td>
</tr>
<tr>
<td>University degree, 55 years or more</td>
<td>4.2%</td>
</tr>
<tr>
<td>No university degree, 55 years or more</td>
<td>29.2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Country of birth</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia/Overseas ESB*</td>
<td>75.1%</td>
</tr>
<tr>
<td>Overseas NESB</td>
<td>24.9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Telephone status</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Landline only</td>
<td>8.9%</td>
</tr>
<tr>
<td>Dual-user</td>
<td>72.1%</td>
</tr>
<tr>
<td>Mobile phone only</td>
<td>19.0%</td>
</tr>
</tbody>
</table>

* UK, Ireland, USA, Canada, New Zealand, South Africa
Appendix 2: 2013 Questionnaire revisions
<table>
<thead>
<tr>
<th>2012 Question</th>
<th>2013 Question</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>B7. Now some questions on how you keep up with the news. How often do you ...?</td>
<td><strong>B7.</strong> Now some questions on how you keep up with the news. How often do you ...?</td>
<td>New question added in 2013</td>
</tr>
<tr>
<td>a. Read Australian newspapers in print or on the internet?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Watch Australian news or current affairs programs on television?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Listen to Australian news or talk-back programs on the radio?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. And how often do you read or view overseas news sources on the internet?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F5. And to the best of your knowledge, in the last 12 months would you say</td>
<td></td>
<td>Deleted in 2013 survey</td>
</tr>
<tr>
<td>the level of immigration into Australia has increased, decreased or is</td>
<td></td>
<td></td>
</tr>
<tr>
<td>unchanged?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C2. Do you agree or disagree with the following statements…</td>
<td><strong>C2.</strong> Do you agree or disagree with the following statements…</td>
<td>New statement ‘c. Multiculturalism has been good for Australia’ added in 2013 survey</td>
</tr>
<tr>
<td>a. Accepting immigrants from many different countries makes Australia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>stronger</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Ethnic minorities in Australia SHOULD be given Australian government</td>
<td></td>
<td></td>
</tr>
<tr>
<td>assistance to maintain their customs and traditions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C2. Do you agree or disagree with the following statements…</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Accepting immigrants from many different countries makes Australia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>stronger</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Ethnic minorities in Australia SHOULD be given Australian government</td>
<td></td>
<td></td>
</tr>
<tr>
<td>assistance to maintain their customs and traditions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Multiculturalism has been good for Australia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CN2. Would you say your feelings are positive, negative or neutral towards</td>
<td></td>
<td>The following countries were removed from the list:</td>
</tr>
<tr>
<td>immigrants from [country]?</td>
<td></td>
<td>USA (America), Greece, Vietnam, Egypt, Congo, Sudan, Ethiopia</td>
</tr>
<tr>
<td>CN3. Do you feel positive, negative or neutral about [statement] coming to</td>
<td></td>
<td>The following countries were added to the list:</td>
</tr>
<tr>
<td>live in Australia as permanent or long term residents?</td>
<td></td>
<td>Pacific Islands (such as Fiji or Samoa).</td>
</tr>
<tr>
<td>CN4. What do you think is the main reason that asylum seekers try to reach</td>
<td></td>
<td>Each set now had two countries.</td>
</tr>
<tr>
<td>Australia by boat?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CN6. How is the government handling the asylum seeker issue? Overall do you</td>
<td></td>
<td>Deleted in 2013 survey</td>
</tr>
<tr>
<td>think they are doing a good job, an average job or a poor job?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CN7. Next I would like to ask about your attitude towards different religious</td>
<td></td>
<td>Deleted in 2013 survey</td>
</tr>
<tr>
<td>groups.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5a. How did that discrimination affect you?</td>
<td></td>
<td>Deleted in 2013 survey</td>
</tr>
<tr>
<td>D5a. How did that discrimination affect you?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D5a. Why do you think that there is more racial prejudice?</td>
<td></td>
<td>Deleted in 2013 survey</td>
</tr>
<tr>
<td>F7. Would you say that living in your local area is becoming better or worse,</td>
<td></td>
<td>Deleted in 2013 survey</td>
</tr>
<tr>
<td>or is it unchanged?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2012 Question</td>
<td>2013 Question</td>
<td>Comments</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>F3. In general, what has been the impact of immigration on daily life in your local area? Would you say it has been…</td>
<td></td>
<td>Deleted in 2013 survey</td>
</tr>
<tr>
<td>F10. Thinking about all types of crime in general, how worried are you about becoming a victim of crime in your local area?</td>
<td></td>
<td>Deleted in 2013 survey</td>
</tr>
<tr>
<td>G1.1</td>
<td>a) Multiculturalism ENCOURAGES immigrants to become part of Australian society OR b) Multiculturalism DISCOURAGES immigrants from becoming part of Australian society.</td>
<td>New question added in 2013</td>
</tr>
<tr>
<td>G1.2 And do you strongly agree with that statement or do you just agree with it? [PROGRAMMER: Display selected statement from G1.1 HERE]</td>
<td></td>
<td>New question added in 2013</td>
</tr>
<tr>
<td>G2.1 The next pair of statements is … a) Multiculturalism gives immigrants THE SAME opportunities as the Australian born OR b) Multiculturalism gives immigrants MORE opportunities than the Australian born.</td>
<td></td>
<td>New question added in 2013</td>
</tr>
<tr>
<td>G2.2 And do you strongly agree with that statement or do you just agree with it? [PROGRAMMER: Display selected statement from G2.1 HERE]</td>
<td></td>
<td>New question added in 2013</td>
</tr>
<tr>
<td>G3.1 The next pair of statements is … a) Multiculturalism REDUCES the problems immigrants face in Australia OR b) Multiculturalism INCREASES the problems immigrants face in Australia.</td>
<td></td>
<td>New question added in 2013</td>
</tr>
<tr>
<td>G3.2 And do you strongly agree with that statement or do you just agree with it? [PROGRAMMER: Display selected statement from G3.1 HERE]</td>
<td></td>
<td>New question added in 2013</td>
</tr>
<tr>
<td>G4.1 The next pair of statements is … a) Multiculturalism BENEFITS the economic development of Australia OR b) Multiculturalism DOES NOT BENEFIT the economic development of Australia.</td>
<td></td>
<td>New question added in 2013</td>
</tr>
<tr>
<td>G4.2 And do you strongly agree with that statement or do you just agree with it? [PROGRAMMER: Display selected statement from G4.1 HERE]</td>
<td></td>
<td>New question added in 2013</td>
</tr>
<tr>
<td>G5.1 The next pair of statements is … a) Multiculturalism STRENGTHENS the Australian way of life OR b) Multiculturalism WEAKENS the Australian way of life.</td>
<td></td>
<td>New question added in 2013</td>
</tr>
<tr>
<td>G5.2 And do you strongly agree with that statement or do you just agree with it? [PROGRAMMER: Display selected statement from G5.1 HERE]</td>
<td></td>
<td>New question added in 2013</td>
</tr>
<tr>
<td>2012 Question</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEM3. Which of the following best describes your current marital status?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEM16. In what year did you arrive in Australia?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEM8. How well, would you say you SPEAK English?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEM13. What is your current occupation?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2013 Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deleted in 2013 survey</td>
</tr>
<tr>
<td>Deleted in 2013 survey</td>
</tr>
<tr>
<td>Deleted in 2013 survey</td>
</tr>
<tr>
<td>Deleted in 2013 survey</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOB_APPT_A. Just so I know your time zone, can you tell me which state you're in.</td>
</tr>
<tr>
<td>M2. May I just check whether or not it is safe for you to take this call at the moment. If not, I am happy to call you back when it is more convenient for you.</td>
</tr>
<tr>
<td>DEM1. We're nearly finished now. Just a final few questions to make sure we've spoken to a good range of people. Including you, how many people aged 18 years and over live in this household?</td>
</tr>
<tr>
<td>SMP1. To finish up I have a question or two about your use of telephone services. Is there at least one working fixed line telephone inside your home that is used for making and receiving calls?</td>
</tr>
<tr>
<td>SMP2. How many residential phone lines do you have in your household not including lines dedicated to faxes, modems or business phone numbers? Do not include mobile phones.</td>
</tr>
<tr>
<td>SMP3. Do you also have a working mobile phone? (for respondents in landline sample)</td>
</tr>
</tbody>
</table>

| New question added in 2013 (for mobile respondents) |
| New question added in 2013 (for mobile respondents) |
| New question added in 2013 for weighting (dual frame) |
| New question added in 2013 for weighting (dual frame) |
| New question added in 2013 for weighting (dual frame) |
Appendix 3: Final Questionnaire
Questionnaire Structure

Modules

Screening and Introduction
A: Economic
B: Political
C: Socio-Cultural
D: Discrimination
E: Reflective
F: Neighbourhood and Voluntary Work

Demographics

Call outcome codes (SMS screen) (no change from 2010)
1. No answer
2. Answering machine (no message left)
3. Fax machine / modem
4. Engaged
5. Appointment
6. Stopped interview
7. LOTE – No follow up
8. Named person not known
9. Telstra message / Disconnected
10. Not a residential number
11. Too old / deaf / disabled/health/family reasons
12. Claims to have done survey
13. Away for duration
14. (SUPERVISOR USE ONLY) Refused prior (eg. phoned 1800 number to refuse participation after receiving letter)
15. Remove number from list

SAMPTYP = 1 (LANDLINE SAMPLE), 2 (MOBILE SAMPLE)
*MOBILE SAMPLE
IntroMob Good morning/afternoon/evening. My name is (…) and I am calling on behalf of Monash University from the Social Research Centre.

We're conducting an important study on the attitudes of Australians aged 18 and over to gain a better understanding of life in Australia. Would you be willing to do the survey at this time?

INTERVIEWER NOTE: PLEASE ENSURE RESPONDENT IS 18 YEARS AND OVER

1. Continue (GO TO MOB_APPT_A)
2. Appointment (GO TO MOB_APPT_A)
3. Refusal (GO TO RR1)
4. Queried about how number was obtained (GO TO PTEL_MOB)
5. Queried about why mobile was called (GO TO PINFO_MOB)
6. HH LOTE - Cantonese, Mandarin, Vietnamese, Italian, Greek, Arabic, Lebanese, Turkish (language follow up) (GO TO PREMOBLOTE)
7. HH LOTE – Other language identified (no language follow up) (COLLECT LANGUAGE & GO TO TERM3)
8. HH LOTE – Language not identified (make appointment) (MAKE APPOINTMENT)
9. Respondent under 18 (GO TO TERM1)
10. Go to SMS

*(MOBILE LOTES)
MOBLOTE RECORD LANGUAGE

1 Cantonese
2 Mandarin
3 Vietnamese
4 Italian
5 Greek
6 Arabic
7 Lebanese
8 Turkish

PROGRAMMER NOTE: IF LOTE MAKE APPOINTMENT

*MOBILE SAMPLE
MOB_APPT_A Just so I know your time zone, can you tell me which state you’re in?

1. NSW
2. VIC
3. QLD
4. SA
5. WA
6. TAS
7. NT
8. ACT
9. (Refused) (GO TO TERM2)
MOBILE SAMPLE
M2    May I just check whether or not it is safe for you to take this call at the moment. If not, I am happy to call you back when it is more convenient for you.

    1. Safe to take call (GO TO PREMOB_APPT)
    2. Not safe to take call (GO TO PREMOB_APPT)
    3. Selected respondent refusal (GO TO RR1)

PROGRAMMER NOTE: USE STATE PROVIDED TO TIMEZONE RECORDS

PREMOB_APPT IF M2=1 (SAFE TO TAKE CALL) GO TO MOBS2. OTHERS CONTINUE.

MOBILE SAMPLE
MOB_APPT    Do you want me to call you back on this number or would you prefer I call back on another phone?

    1. This number (TYPE STOP, MAKE APPOINTMENT)
    2. Home phone (TYPE STOP, MAKE APPOINTMENT, RECORD HOME PHONE NUMBER)
    3. Respondent Refusal (GO TO RR1)
This interview should only take about 17 minutes and all information you give us will be strictly confidential. Participation in this study is voluntary and you can stop the interview at any time. If you have any concerns I can give you contact names and numbers.

[READ OUT CONTACT DETAILS IF REQUESTED]
Questions about who is conducting the study and how your telephone number was obtained - The Social Research Centre, ph: 1800 023 040
Concerns or complaints about how the study is being conducted – Monash University Ethics Project Number: (CF07/1240), ph: 03 9905 5490, Email: muhrec@monash.edu
Questions about the purpose of the research and why it is being conducted – Professor Andrew Markus, Tel: 03 9903 5009, Email: andrew.markus@monash.edu

1 Continue (GO TO S3)
2 Appointment (MAKE APPOINTMENT)
3 Respondent Refusal (GO TO RR1)
4 QR LOTE - Cantonese, Mandarin, Vietnamese, Italian, Greek, Arabic, Lebanese, Turkish (language follow up) (GO TO MOBLOTE)
5 QR LOTE – Other language identified (no language follow up) (COLLECT LANGUAGE & GO TO TERM3)
6 QR LOTE – Language not identified (make appointment) (MAKE APPOINTMENT)
7 Queried about how telephone number was obtained (GO TO PTEL_MOB)
8 Wants a copy of the introductory letter (ALET)

*(QUERIED HOW MOBILE NUMBER WAS OBTAINED)
PTEL_MOB Your mobile number was randomly generated by computer. We’re calling on mobile phones as well as landlines so we can get a representative sample of people across Australia.

1. Snap back to previous question

*(QUERIED WHY MOBILE WAS CALLED)
PINFO_MOB One of the issues currently facing telephone survey researchers in Australia is the increasing proportion of households without a landline telephone. We are calling mobile phones as well as landlines so we can get a representative sample of people across Australia.

1. Snap back to previous question

*LANDLINE SAMPLE

Intro Good morning/afternoon/evening. My name is (...) and I am calling on behalf of Monash University from the Social Research Centre.

We’re conducting an important study on the attitudes of Australians to gain a better understanding of life in Australia.

1 Continue
2 HH LOTE - Cantonese, Mandarin, Vietnamese, Italian, Greek, Arabic, Lebanese, Turkish (language follow up) (GO TO LOTE)
3 HH LOTE – Other language identified (no language follow up) (RECORD ON SMS)
4 HH LOTE – Language not identified (make appointment) (RECORD ON SMS)

S1 Most households will have received a letter from Monash University researchers about the study. As the letter says, to help with this important study we’d like to arrange a short interview with the person aged 18 or over who is going to have the next birthday.

May I speak to that person please?
1. Start survey (GO TO S2)
2. Stop interview, make appointment (RECORD NAME AND ARRANGE CALL BACK)
3. Household refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
4. HH LOTE - Cantonese, Mandarin, Vietnamese, Italian, Greek, Arabic, Lebanese, Turkish (language follow up) (GO TO LOTE)
5. HH LOTE – Other language identified (no language follow up) (COLLECT LANGUAGE & GO TO TERM3)
6. HH LOTE – Language not identified (MAKE APPOINTMENT)
7. Queried about how telephone number was obtained (DISPLAY ATELQ)
8. No one in household over 18 (TERM1)
9. Wants a copy of the letter (ALET)
10. Return to SMS

*(SELECTED RESPONDENT)*

**S2**  REINTRODUCE AS NECESSARY
This interview should only take about 17 minutes and all information you give us will be strictly confidential. Participation in this study is voluntary and you can stop the interview at any time. If you have any concerns I can give you contact names and numbers.

[READ OUT CONTACT DETAILS IF REQUESTED]
Questions about who is conducting the study and how your telephone number was obtained - The Social Research Centre, ph: 1800 023 040
Concerns or complaints about how the study is being conducted – Monash University Ethics
Project Number: (CF07/1240), ph: 03 9905 5490, Email: muhrec@monash.edu
Questions about the purpose of the research and why it is being conducted – Professor Andrew Markus, Tel: 03 9903 5009, Email: andrew.markus@monash.edu

Is it convenient to talk now or would you like to make an appointment?

1. Continue (GO TO S3)
2. Appointment (MAKE APPOINTMENT)
3. Respondent Refusal (GO TO RR1)
4. QR LOTE - Cantonese, Mandarin, Vietnamese, Italian, Greek, Arabic, Lebanese, Turkish (language follow up) (GO TO LOTE)
5. QR LOTE – Other language identified (no language follow up) (COLLECT LANGUAGE & GO TO TERM3)
6. QR LOTE – Language not identified (MAKE APPOINTMENT)
7. Queried about how telephone number was obtained (DISPLAY ATELQ)
8. Wants a copy of the introductory letter (ALET)

*(LOTES)*

**LOTE**  RECORD LANGUAGE

1. Cantonese
2. Mandarin
3. Vietnamese
4. Italian
5. Greek
6. Arabic
7. Lebanese
8. Turkish
*(ANSWERING MACHINE SCRIPT – FOR BOTH LANDLINE AND MOBILE SAMPLE)*

**ANSM1.** Good morning/afternoon/evening. My name is <…> calling on behalf of Monash University researchers from the Social Research Centre. We are telephoning across Australia to conduct an important study about life in Australia. If you would like to participate in this study, please call our hotline number: 1800 023 040 and we will call you back at a time that is convenient to you. Thank you.”

*PROGRAMMER NOTE: SET AS APPOINTMENT FOR TIME OF CALL PLUS 5 DAYS PLUS OR MINUS 2 HOURS*

*(ANSWERING MACHINE SCRIPT)*

**ANSM2.** Good morning/afternoon/evening. My name is <…> calling on behalf of Monash University researchers from the Social Research Centre. We left a message recently on your answering machine regarding an important study about life in Australia. If you would like to participate in this study, please call our hotline number: 1800 023 040 and we will call you back at a time that is convenient to you. Thank you.”

*PROGRAMMER NOTE: SET AS APPOINTMENT FOR TIME OF CALL PLUS 6 DAYS PLUS OR MINUS 2 HOURS*
*(QUERIED HOW TELEPHONE NUMBER WAS OBTAINED)*
ATELQ Your telephone number has been chosen at random from all possible telephone numbers in your area. We find that this is the best way to obtain a representative sample of all Australians for our study.

*(WANTS TO RECEIVE A COPY OF THE LETTER)*
ALET RECORD ADDRESS DETAILS TO SEND COPY OF LETTER

(RECORD NAME AND VERIFY ADDRESS DETAILS FROM SAMPLE / COLLECT ADDRESS DETAILS)

*PROGRAMMER NOTE RE ALET: WILL NEED TO BE ABLE TO TRACK INTERVIEWS RESULTING FROM SENDING A COPY OF THE LETTER]*

*(ALL)*
S3 This call may be monitored for training and quality purposes. Is that OK?

1 Monitor
2 Do not monitor

*PROGRAMMER NOTE: PLEASE SHOW THE OUTCOME OF THIS ON SCREEN*
To start with, what do you think is the most important problem facing Australia today?

(DO NOT READ OUT; MAXIMUM OF ONE RESPONSE ONLY)

1. Aboriginal / Indigenous issues (health, poverty, treatment, etc)
2. Asylum Seekers - poor treatment /refugees / boat people /illegal immigrants (sympathetic comment)
3. Asylum Seekers - too many /refugees / boat people /illegal immigrants (negative comment)
4. Crime/ law and order
5. Defense/National security/Terrorism
7. Education/ schools
8. Environment/ climate change/ water shortages (concern)
9. Environment - over-reaction to climate change/carbon tax (skeptical)
10. Government/ quality of/ politicians
11. Health/ medical/ hospitals
12. Housing shortages/ affordability/ interest rates
13. Immigration/population - too high, overcrowding /wrong people coming (negative)
14. Immigration/population - too low/ need more people (supportive)
15. Industrial relations/Trade unions
16. Racism
17. Social Issues - drug use, family breakdown, internet overuse, childcare
18. Women’s issues (e.g.: equal pay/opportunity, violence, etc)
19. Other
20. Nothing
21. Don’t know
22. Refused
I’d like you to tell me your views on various economic and social issues. To what extent do you agree or disagree with the following statements.

(PROBE: Is that agree or strongly agree / disagree or strongly disagree?)

(STATMENTS)

a. People living on low incomes in Australia receive enough financial support from the government.

b. In Australia today, the gap between those with high incomes and those with low incomes is too large.

c. Australia is a land of economic opportunity where in the long run, hard work brings a better life.

(RESPONSE FRAME)

1. Strongly agree
2. Agree
3. (Neither agree nor disagree)
4. Disagree
5. Strongly disagree
6. (None of the above/ Don’t know)
7. (Refused)

Now a question about your own financial circumstances. How satisfied or dissatisfied are you with your present financial situation?

(PROBE: Is that satisfied or very satisfied / dissatisfied or very dissatisfied?)

1. Very satisfied
2. Satisfied
3. (Neither satisfied nor dissatisfied)
4. Dissatisfied
5. Very dissatisfied
6. (Don’t know)
7. (Refused)
 *(ALL)  
B4. Now some questions about different forms of political action people can take. Please tell me which, if any, of the following you have done over the last three years or so?

(READ OUT) (ACCEPT MULTIPLES)

1 Voted in an election  
2 Signed a petition  
3 Written or spoken to a Federal or State Member of Parliament  
4 (deleted)  
5 Joined a boycott of a product or company  
6 Attended a protest, march or demonstration  
7 (deleted)  
8 (deleted)  
9 (None of the above) ^s  
10 (Don't know) ^s  
11 (Refused) ^s  

*(ALL)  
B6a. How often do you think the government in Canberra can be trusted to do the right thing for the Australian people? Would you say …

(READ OUT)

1 Almost always  
2 Most of the time  
3 Only some of the time, or  
4 Almost never  
5 (Don't know)  
6 (Refused)
*(ALL)
B7 Now some questions on how you keep up with the news. How often do you … ?

(STATEMENTS)
  a. Read Australian newspapers in print or on the internet?
  b. Watch Australian news or current affairs programs on television?
  c. Listen to Australian news or talk-back programs on the radio?
  d. And how often do you read or view overseas news sources on the internet?

(PROBE AFTER EACH STATEMENT: Would that be … (READ OUT))

(RESPONSE FRAME)
  1   Every day
  2   Several times a week
  3   Several times a month
  4   Several times a year
  5   Never
  6   (Don’t know – Do not read out)
  7   (Refused – Do not read out)

MODULE C: SOCIO-CULTURAL

*(ALL)
C7.  To what extent do you take pride in the Australian way of life and culture? Would you say …

(READ OUT)

  1   To a great extent
  2   To a moderate extent
  3   Only slightly, or
  4   Not at all
  5   (Don’t know)
  6   (Refused)

*(ALL)
C8.  And to what extent do you have a sense of belonging in Australia? Would you say …

(READ OUT)

  1   To a great extent
  2   To a moderate extent
  3   Only slightly, or
  4   Not at all
  5   (Don’t know)
  6   (Refused)
Do you agree or disagree with the following statement? “In the modern world, maintaining the Australian way of life and culture is important”.

(PROBE: Is that agree or strongly agree / disagree or strongly disagree?)

1  Strongly agree
2  Agree
3  (Neither agree nor disagree )
4  Disagree
5  Strongly disagree
6  (Don’t know)
7  (Refused)

Now some questions about immigration. What do you think of the number of immigrants accepted into Australia at present? Would you say it is …

(READ OUT)

1  Too high
2  About right, or
3  Too low
4  (No opinion/ don’t know)
5  (Refused)

Do you agree or disagree with the following statements…

(PROBE: Is that agree or strongly agree / disagree or strongly disagree?)

(STATEMENTS)

a)  Accepting immigrants from many different countries makes Australia stronger
b)  Ethnic minorities in Australia SHOULD be given Australian government assistance to maintain their customs and traditions
c)  Multiculturalism has been good for Australia

(RESPONSE FRAME)

1  Strongly agree
2  Agree
3  (Neither agree or disagree)
4  Disagree
5  Strongly disagree
6  (None of the above/ Don’t know)
7  (Refused)
PROGRAMMER NOTE: SELECT RANDOMLY ONE COUNTRY FROM EACH OF a), b), c), d) and e) ALSO ROTATE SET A, B, C, D, E– THAT IS FIVE COUNTRIES PER RESPONDENT. EACH COUNTRY SHOULD BE ASKED OF AN APPROXIMATELY EQUAL NUMBER OF RESPONDENTS (that is, approximately 600 respondents per country)

*(ALL)*

CN2intro: I’m now going to ask about your feelings towards immigrants from five different countries. To begin with …

CN2 Would you say your feelings are positive, negative or neutral towards immigrants from [COUNTRY]?

(PROBE: Is that very or somewhat positive/negative?)

(STATMENTS)

SET A
1. ENGLAND
2. NEW ZEALAND

SET B
4. ITALY
6. GERMANY

SET C
7. CHINA
9. INDIA

SET D
10. LEBANON
12. IRAQ

SET E

ETHIOPIA
PACIFIC ISLANDS (such as Fiji or Samoa)

(RESPONSE FRAME)

1 Very positive
2 Somewhat positive
3 Neutral
4 Somewhat negative
5 Very negative
6 (Don’t know)
7 (Refused)
Next I would like to ask how you feel about asylum seekers who try to reach Australia by boat.

Which of the following four statements comes closest to your view about the best policy for dealing with asylum seekers who try to reach Australia by boat?

(READ OUT ALL FOUR OPTIONS, INCLUDING THE “1”, “2”, “3” AND “4”, BEFORE ACCEPTING A RESPONSE)

1. They should be allowed to apply for permanent residence
2. They should be allowed to apply for temporary residence only
3. They should be kept in detention until they can be sent back
4. Their boats should be turned back.

1. They should be allowed to apply for permanent residence
2. They should be allowed to apply for temporary residence only
3. They should be kept in detention until they can be sent back
4. Their boats should be turned back
5. (Don’t know)
6. (Refused)
**MODULE D: DISCRIMINATION**

Intro: Now thinking about any discrimination you may have personally experienced.

D5 Have you experienced discrimination because of your skin colour, ethnic origin or religion over the last 12 months?

1. Yes
2. No
3. (Refused)

**MODULE E: REFLECTIVE**

*(ALL)*

Intro: Next I’d like to ask your opinion on some more general issues.

E1. Generally speaking, would you say that most people can be trusted or that you can’t be too careful in dealing with people?

(PROBE IF NECESSARY: Is that can be trusted / can’t be too careful?)

1. Can be trusted
2. Can’t be too careful
3. (Can’t choose/Don’t know)
4. (Refused)

*(ALL)*

ROTATE ORDER

E1new I’m going to read out a list of Australian institutions and organisations. For each one please tell me how much confidence or trust you have in them in Australia.

(STATEMENTS)

a. TV news
b. Trade unions
c. The police
d. The legal system
e. Public schools
f. Federal Parliament
g. Political parties
h. Hospitals
i. Employers

(PROMPT AFTER EACH STATEMENT: Do you have … (READ OUT RESPONSE FRAME CATEGORIES))

(RESPONSE FRAME)

1. A lot of trust
2. Some trust
3  A little trust
4  No trust
5  (Don’t know – Do not read out)
6  (Refused – Do not read out)

*(ALL)*

E2. Taking ALL things into consideration, would you say that over the last year YOU have been …

(READ OUT)

1  Very happy
2  Happy
3  (Neither happy nor unhappy)
4  Unhappy, or
5  Very unhappy
6  (Don’t know)
7  (Refused)

*(ALL)*

E3. In three or four years, do you think that your life in Australia will be

(READ OUT)

1  Much improved
2  A little improved
3  The same as now
4  A little worse, or
5  Much worse
6  (Don’t think will be living in Australia)
7  (Cannot predict / Don’t know)
8  (Refused)
**MODULE F: NEIGHBOURHOOD AND VOLUNTARY WORK**

Intro: And now thinking about your local area that is within 15 to 20 minutes walking distance of where you live

*(ALL)*

**PROGRAMMER NOTE: ONLY SHOW CODE 6 FOR STATEMENT B**

F2 Do you agree or disagree with the following statements …

(PROBE: Is that agree or strongly agree / disagree or strongly disagree?)

[INTERVIEWER NOTE: IF NECESSARY REMIND RESPONDENT THAT “your local area is within 15 to 20 minutes walking distance of where you live”]

(READ OUT)

(STATMENTS)

a) People in my local area are willing to help their neighbours?

b) My local area is a place where people from different national or ethnic backgrounds get on well together

c) I am able to have a real say on issues that are important to me in my local area.

(RESPONSE FRAME)

1. Strongly agree

2. Agree

3. (Neither agree nor disagree )

4. Disagree

5. Strongly disagree

6. (There are not enough immigrants in my neighborhood to have any impact)

7. (Don’t know)

8. (Refused)
The next two questions are about unpaid voluntary work. By this I mean any unpaid help you give to the community in which you live, or to an organisation or group to which you belong.

It could be to a school, a sporting club, the elderly, a religious group or people who have recently arrived to settle in Australia.

Have you done any unpaid voluntary work of this kind in the last 12 months?

1. Yes
2. No
3. (Don’t know)
4. (Refused)

How often do you participate in this sort of voluntary activity? Is it…

(READ OUT)

1. At least once a week
2. At least once a month
3. Three to four times a year
4. At least once a year
5. Less often than once a year
6. (Don’t know)
7. (Refused)

And now turning to another issue, your sense of personal safety.

How safe do you feel walking alone at night in your local area? Would you say you feel …

(READ OUT)

1. Very safe
2. Fairly safe
3. A bit unsafe: or
4. Very unsafe
5. (Neither safe nor unsafe)
6. (Never walk alone at night)
7. (Don’t know)
8. (Refused)
Next I’m going to read out several pairs of statements about the policy of multiculturalism in Australia. First of all tell me which statement from each pair you agree with, and then please tell me whether you agree with it strongly or not.

To begin with, which of these two statements about multiculturalism do you agree with most?  
[INTERVIEWER NOTE: Read out the letters “a” and “b” as well as the statements]

G1.1  
a) Multiculturalism ENCOURAGES immigrants to become part of Australian society OR  
b) Multiculturalism DISCOURAGES immigrants from becoming part of Australian society.

1. (a) Multiculturalism encourages immigrants  
2. (b) Multiculturalism discourages immigrants  
3. (Unsure/Don’t know) Go To G2.1  
4. (Refused) Go To G2.1

G1.2 And do you strongly agree with that statement or do you just agree with it?  
[PROGRAMMER: Display selected statement from G1.1 HERE]

1. Strongly agree  
2. Agree  
3. (Unsure/Don’t know)  
4. (Refused)  

G2.1 The next pair of statements is …  
a) Multiculturalism gives immigrants THE SAME opportunities as the Australian born OR  
b) Multiculturalism gives immigrants MORE opportunities than the Australian born.  
Which statement do you agree with most?

1. (a) Multiculturalism gives the same opportunities  
2. (b) Multiculturalism gives more opportunities  
3. (Unsure/Don’t know) Go To G3.1  
4. (Refused) Go To G3.1

G2.2 And do you strongly agree with that statement or do you just agree with it?  
[PROGRAMMER: Display selected statement from G2.1 HERE]

1. Strongly agree  
2. Agree  
3. (Unsure/Don’t know)  
4. (Refused)
G3.1 The next pair of statements is …
a) Multiculturalism REDUCES the problems immigrants face in Australia OR
b) Multiculturalism INCREASES the problems immigrants face in Australia.
Which statement do you agree with most?

1 (a) Multiculturalism reduces problems
2 (b) Multiculturalism increases problems
3 (Unsure/Don’t know) Go To G4.1
4 (Refused) Go To G4.1

G3.2 And do you strongly agree with that statement or do you just agree with it?
[PROGRAMMER: Display selected statement from G3.1 HERE]

1 Strongly agree
2 Agree
3 (Unsure/Don’t know)
4 (Refused)

G4.1 The next pair of statements is …
a) Multiculturalism BENEFITS the economic development of Australia OR
b) Multiculturalism DOES NOT BENEFIT the economic development of Australia.
Which statement do you agree with most?

1 (a) Multiculturalism benefits economic development
2 (b) Multiculturalism does not benefit economic development
3 (Unsure/Don’t know) Go To G5.1
4 (Refused) Go To G5.1

G4.2 And do you strongly agree with that statement or do you just agree with it?
[PROGRAMMER: Display selected statement from G4.1 HERE]

1 Strongly agree
2 Agree
3 (Unsure/Don’t know)
4 (Refused)

G5.1 The next pair of statements is …
a) Multiculturalism STRENGTHENS the Australian way of life OR
b) Multiculturalism WEAKENS the Australian way of life.
Which statement do you agree with most?

1 (a) Multiculturalism strengthens Australian way of life
2 (b) Multiculturalism weakens Australian way of life
3 (Unsure/Don’t know) Go To Demographics
4 (Refused) Go To Demographics

G5.2 And do you strongly agree with that statement or do you just agree with it?
[PROGRAMMER: Display selected statement from G5.1 HERE]

1 Strongly agree
2 Agree
3 (Unsure/Don’t know)
4 (Refused)
*(ALL)

DEM1 We’re nearly finished now. Just a final few questions to make sure we’ve spoken to a good range of people.

Including you, how many people aged 18 years and over live in this household?

1. Number given (Specify) RECORD WHOLE NUMBER (ALLOWABLE RANGE 1 TO 20)
2. Don’t know (PROGRAMMER NOTE: RECORD IN DATA AS 999)
3. Refused (PROGRAMMER NOTE: RECORD IN DATA AS 888)

*(ALL)

DEM1a

Can I ask, how old were you last birthday?

1  Age given (RECORD AGE IN YEARS (RANGE 18 TO 99) (GO TO DEM2)
2  (Refused)

*(REFUSED AGE DEM1a=2)

DEM1b Could you please tell me which of the following age groups are you in? (READ OUT)

1  18 - 24 years
2  25 - 34 years
3  35 - 44 years
4  45 – 54 years
5  55 – 64 years
6  65 – 74 years, or
7  75 + years
8  (Refused)

*(ALL)

DEM2. RECORD GENDER

1  Male
2  Female
DEM15 In which countries were you and your family members born?

ONLY DISPLAY CODE 32 FOR STATEMENTS B, C AND D
ONLY DISPLAY CODE 33 FOR STATEMENTS B, C AND D

(STATEMENTS)

a) Starting with yourself
b) Your spouse?
c) Your mother?
d) And finally, in which country was your father born?

(RESPONSE FRAME)

<table>
<thead>
<tr>
<th></th>
<th>Country</th>
<th></th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Australia</td>
<td>19</td>
<td>Netherlands (Holland)</td>
</tr>
<tr>
<td>2</td>
<td>Canada</td>
<td>20</td>
<td>New Zealand</td>
</tr>
<tr>
<td>3</td>
<td>China (excluding Taiwan)</td>
<td>21</td>
<td>Philippines</td>
</tr>
<tr>
<td>4</td>
<td>Croatia</td>
<td>22</td>
<td>Poland</td>
</tr>
<tr>
<td>5</td>
<td>Egypt</td>
<td>23</td>
<td>Serbia / Montenegro</td>
</tr>
<tr>
<td>6</td>
<td>Fiji</td>
<td>24</td>
<td>Singapore</td>
</tr>
<tr>
<td>7</td>
<td>Germany</td>
<td>25</td>
<td>South Africa</td>
</tr>
<tr>
<td>8</td>
<td>Greece</td>
<td>26</td>
<td>Sri Lanka</td>
</tr>
<tr>
<td>9</td>
<td>Hong Kong</td>
<td>27</td>
<td>Sudan</td>
</tr>
<tr>
<td>10</td>
<td>Hungary</td>
<td>28</td>
<td>United Kingdom (England, Scotland, Wales, Nth Ireland)</td>
</tr>
<tr>
<td>11</td>
<td>India</td>
<td>29</td>
<td>USA</td>
</tr>
<tr>
<td>12</td>
<td>Indonesia</td>
<td>30</td>
<td>Vietnam</td>
</tr>
<tr>
<td>13</td>
<td>Ireland</td>
<td>31</td>
<td>Other (please specify)</td>
</tr>
<tr>
<td>14</td>
<td>Italy</td>
<td>32</td>
<td>(Not applicable)</td>
</tr>
<tr>
<td>15</td>
<td>Lebanon</td>
<td>33</td>
<td>(Don’t know)</td>
</tr>
<tr>
<td>16</td>
<td>Macedonia</td>
<td>34</td>
<td>(Refused)</td>
</tr>
<tr>
<td>17</td>
<td>Malaysia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Malta</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
DEM7. What is your first language?

1. English
2. Arabic
3. Lebanese
4. Australian Indigenous Languages
5. Cantonese
6. Mandarin
7. Croatian
8. Greek
9. Hindi
10. Italian
11. Macedonian
12. Spanish
13. Turkish
14. Vietnamese
15. Other (Specify)
16. (Don’t know)
17. (Refused)

DEM6. Are you an Australian citizen?

1. Yes
2. No
3. (Don’t know)
4. (Refused)

DEM10. What is the highest level of education you have completed?

1. Primary school
2. Year 7 to Year 9
3. Year 10
4. Year 11
5. Year 12
6. Trade/apprenticeship
7. Other TAFE/Technical Certificate
8. Diploma
9. Bachelor Degree
10. Post-Graduate Degree
11. Other (Specify)
12. (Refused)

DEM11. Which one of these BEST describes your employment situation?

(READ OUT)

1. Employed
2. Unemployed
3. Retired
4. Student
5. Home duties, or
6. Something else (Specify)
7. (Don’t know)
8. (Refused)
*ALL

DEM13b  Which of the following terms best describes your financial circumstances today?  Would you say you are

(READ OUT)

1  Prosperous
2  Living very comfortably
3  Living reasonably comfortably
4  Just getting along
5  Struggling to pay bills
6  Poor
7  (Don't Know)
8  (Refused)

*PREDEM22 – IF DEM6=1 CONTINUE OTHERWISE GO TO DEM18

*(CITIZEN) (DEM 6=1)

DEM22  Just one question about voting intentions. If there was a Federal election held today, for which party would you probably vote?

1  Labour Party
2  Liberal Party
3  National Party
4  Greens
5  Independents
6  Other (Specify) ____________________
7  (Don't Know)
8  (Refused)

DEM18  Can I have your postcode please?

1  Response given (SPECIFY____) (Allowable range: 800 - 9729 )
2  (Don't know)
3  (Refused)
*TELEPHONE STATUS

PRESMP1 IF SAMTYP=2 (MOBILE SAMPLE) CONTINUE, ELSE GO TO PRESMP2

*(MOBILE SAMPLE) (SAMTYP=2)
SMP1 To finish up I have a question or two about your use of telephone services. Is there at least one working fixed line telephone inside your home that is used for making and receiving calls?

1. Yes
2. No (GO TO CLOSE)
3. (Don’t know) (GO TO CLOSE)
4. (Refused) (GO TO CLOSE)

PRESMP2 IF SAMTYP=1 (LANDLINE SAMPLE) OR SMP1=1 (MOBILE SAMPLE WITH LANDLINE) CONTINUE, ELSE GO TO PRESMP3

*(LANDLINE SAMPLE, MOBILE SAMPLE WITH LANDLINE) (SAMTYP=1 OR ((SAMTYP=2 AND SMP1=1))
SMP2 How many residential phone lines do you have in your household not including lines dedicated to faxes, modems or business phone numbers? Do not include mobile phones.

INTERVIEWER NOTE: If needed explain as how many individual landlines are there at your house that you can use to make and receive calls?

1. Number of lines given (Specify ________) RECORD WHOLE NUMBER (ALLOWABLE RANGE 1 TO 15) *(DISPLAY "UNLIKELY RESPONSE" IF >3)
2. (Refused)
3. (Don’t know/ Not stated)

PRESMP3 IF SAMTYP=1 (LANDLINE SAMPLE) CONTINUE, ELSE GO TO CLOSE

*(LANDLINE SAMPLE) (SAMTYP=1)
SMP3 Do you also have a working mobile phone?

1. Yes
2. No
3. (Don’t know)
4. (Refused)
Thank you for your help. Just in case you missed it my name is (...) and this survey was conducted on behalf of Monash University researchers.

If you have any queries or concerns about the survey, I have a number I can give you if you like.... Questions about who is conducting the study and how your telephone number was obtained - The Social Research Centre, ph: 1800 023 040
Concerns or complaints about how the study is being conducted – Monash University Ethics Project Number: (CF07/1240), ph: 03 9905 5490, Email: muhrec@monash.edu
Questions about the purpose of the research and why it is being conducted – Professor Andrew Markus, Tel: 03 9903 5009, Email: andrew.markus@monash.edu

*(INTERVIEWER TO ENTER ONCE INTERVIEW IS COMPLETE)*

INT1  Record language

1  English
2  Cantonese
3  Mandarin
4  Vietnamese
5  Italian
6  Greek
7  Arabic
8  Lebanese
9  Turkish

*(INTERVIEWER TO ENTER ONCE INTERVIEW IS COMPLETE)*

INT2  Was this interview …

1  Normal
2  Refusal conversion
OK, that’s fine, no problem, but could you just tell me the main reason you do not want to participate, because that’s important information for us?

1. No comment / just hung up
2. Too busy
3. Not interested
4. Too personal / intrusive
5. Don’t like subject matter
6. Letter put me off
7. Don’t believe surveys are confidential / privacy concerns
8. Silent number
9. Don’t trust surveys / government
10. Never do surveys
11. 17 minutes is too long
12. Get too many calls for surveys / telemarketing
13. Too old / frail / deaf / unable to do survey
14. Not a residential number (business, etc)
15. Language difficulty
16. Going away / moving house
17. No one 18 plus in household
18. Other (SPECIFY_______)

Definitely don’t call back
Possible conversion

Thanks anyway, but for this survey we need to speak to people aged 18 or more. Thanks for being prepared to help.

To be able to accurately analyse the results, we need to record the state of residence of everyone who participates in the survey. Thanks anyway.

Thank you for your time.

1. s1=3 Household refusal
2. s1=8 No one in household over 18 (TERM1)
3. s2=3 Respondent Refusal
4. IntroMob=3 (Mobile respondent refusal)
5. IntroMob=9 (Mobile respondent under 18)
6. M2=3 (Mobile respondent refusal)
7. MOBS2=3 (Mobile respondent refusal)
8. MOB_APPT_A=9 (Mobile respondent refused to give state)
9. MOB_APPT=3 (Mobile Respondent refusal)
10. S1=6 (LL - LOTE no followup)
11. S2=5 (LL - LOTE no followup)
12. IntroMob=7 (Mobile - LOTE no followup)
13. MOBS2=5 (Mobile - LOTE no followup)
14. All others
Appendix 4: Interviewer Briefing Notes
Agenda

- Project background
- Detailed questionnaire run-through
- Practice interviewing
- Interviewing
- End of shift review
Project background

- The Scanlon Foundation started the Social Cohesion Research Program (SCRP) in 2007. The Social Cohesion Survey forms a part of this multi stage research program. Scanlon fund the survey.

- This survey has been conducted by SRC since 2007 (2007, 2009, 2010, 2011 & 2012)

- Many of the questions are retained from previous waves. A new section of Multiculturalism has been added in 2013 survey

- The survey is directed by Monash University and the Australian Multicultural Foundation (AMF).
More about the stakeholders

- The Monash Institute for the Study of Global Movements (MISGM) is the faculty within Monash University conducting the research.

- Professor Andrew Markus is the lead researcher of the project at Monash University

- The reports from the research are publicly accessible on their website which is listed in the survey
Stakeholders (Contd.)

- The **Scanlon Foundation** was established in 2001

- Their mission is to support *the advance of Australia as a welcoming, prosperous and cohesive nation*

- Primarily interested in cultural diversity and social cohesion

- Provides substantial funding grants for further research into these two areas

- Driven by the principle that maintaining social cohesion is fundamental to the future prosperity of Australia
Project overview

- This year we are conducting the two surveys at both National and Local levels, however the targeted local areas are different to those interviewed in last year.
  
  Local survey:
  - 15 pilot test interviews 7\textsuperscript{th} – 9\textsuperscript{th} June
  - 12\textsuperscript{th} June – 22\textsuperscript{nd} July
  - 2,500 interviews from 5 local areas. Landlines only.

  National survey:
  - Slow start 3\textsuperscript{rd} – 4\textsuperscript{th} July
  - Main field work period 5\textsuperscript{th} July – 4\textsuperscript{th} August
  - 1,200 interviews across Australia – Dual Frame
Survey overview (Contd.)

- **National Survey**
- Main briefing will occur July 5th
- Targets:
  - 750 Landline surveys
  - 450 Mobile surveys
- Expected to be a slightly shorter survey than the Local version as some questions have been removed.
- There are some additional questions as a result of adding mobiles into the survey.
Survey overview

- 16 minute average interview length expected

- Covers varying topics from immigration to politics with a particular focus on multiculturalism

- Expect to hear many different, even diametrically opposed, viewpoints. Critical to remain neutral at all times.
Primary approach letter will be sent to respondents for the main survey where we have an address (around 40% of households have received a letter – landlines only). First letters will go out Thursday 4th July.

Numbers have been sourced from all possible available phone numbers within the area (randomly selected)

Up to two messages will be left on answering machines on landlines

Up to one message to be left on mobiles

Remember:

- Only leave a message if we have not spoken to anyone in the household on any previous call
- On message 1 make an appointment for 5 days time +/- 2hrs
- On message 2 make an appointment for 6 days time +/-2hrs
Survey procedures (Contd.)

- **Landlines**
  - Respondent selected using the “next birthday” method
  - May need to explain (to some respondents) that in order to achieve a representative sample we can only interview the randomly selected person in the household.

- **Mobiles**
  - Phone owner is the qualifying respondent (18 or over!)
  - Make sure to attempt to screen for state before making an appointment so that we have the correct time zone when calling back
Call procedures

- Calls will only be initiated between 4:30 pm and 8:30 pm weekdays and 11:00 am and 5:00 pm on Saturdays and 11:00 am and 5:00 pm on Sundays

- Important to maintain full call regime for localities in western states

- Appointments can be made for any time the call centre is operational

- Day time appointments should generally only be made if:
  - A) The QR requests a daytime appointment
  - B) Someone in the household has said daytimes are likely to be good to catch the QR
  - Avoid making answering machine messages appointments for daytimes
Non-English speaking respondents

- For the National survey will be interviewing in Cantonese, Mandarin, Vietnamese, Italian, Greek, Arabic, Lebanese and Turkish.

- Record LOTEs using the standard SRC codes:
  - HH LOTE - Cantonese, Mandarin, Vietnamese, Italian, Greek, Arabic, Lebanese, Turkish (language follow up).
  - HH LOTE – Other language identified (no language follow up)
  - HH LOTE – Language not identified (make appointment)

- If you are unable to establish the language spoken make an appointment for two days time (plus or minus two hours)
  - A good way to establish the language can be to suggest a language you think they might be speaking. They may get your intention and tell you the language they actually speak.

- We only need to make a couple of attempts to establish the language
  - On the second unsuccessful attempt you can code to ‘HH LOTE – Other language identified’ and type in “Not established”.
Refusals recorded “internally” (not at SMS screen)

Differentiate between household and respondent refusals

Differentiate between “hard” and “soft” refusals
  1. Definitely do not call back
  2. Possible conversion

Expected to get a minimum of 50% response rate so important to work on refusal aversion strategies (no more than one refusal for every completed interview).

We will be conducting refusal conversion
  Generally try to use refusal reasons 1, 2 and 3 to maximise sample available
Privacy and confidentiality

- Our contract with the Monash University explicitly prohibits us from passing on information to a third party

- Details kept strictly confidential and used for research purposes only

- Data analyzed at an aggregated (not individual) level

- Bound by the provisions of the Commonwealth Privacy Act and Australian Market and Social Research Society’s Code of Professional Behavior
Respondent queries

- All initial queries directed to the SRC helpdesk – 1800 023 040

- Monash University - Information on why the study is being conducted:
  - Professor Andrew Markus
  - Tel: 03 9903 5009
  - andrew.markus@monash.edu

- Complaints
  - Human Ethics Officer
  - Tel: 03 9905 5490
  - muhrec@monash.edu
Introductions

- The first question in the survey is an unprompted “*what do you think is the most important problem facing Australia today?*”

- It is essential that you do not give away any information that might bias the QRs response to this question.

- Make sure that your introductions use general information only and make no mention of topics

- Use terms like “community issues” or “issues facing Australia” not specific terms like “immigration” or “population issues”.

- If someone asks you what issues the survey is about, you can let them know you can’t reveal anything more about the study due to the first question – even use this as a ‘hook’ to try to get them intrigued about the study.
Questionnaire notes

- AN1
- *To start with, what do you think is the most important problem facing Australia today?*

- The introduction to the survey must remain general so as to not bias the QR’s response to this question

- Long list of possible codes. Use your prac time to familiarise yourself with the list.
  - The list is in the interviewer handout

- Avoid use of ‘Other’ – you cannot specify a response and the code frame is quite exhaustive

- Some codes have both positive or negative versions and should be coded to based on what the respondent is saying
Module G – Multiculturalism section

- Next I’m going to read out several pairs of statements about the policy of multiculturalism in Australia. First of all tell me which statement from each pair you agree with, and then please tell me whether you agree with it strongly or not.

- To begin with, which of these two statements about multiculturalism do you agree with most?

- Some respondents may want to give an opinion that does not fit in with the statements provided. Try to probe for the answer that they agree with ‘most’. If they still can’t answer then it should be coded to ‘Don’t know’/’Can’t say’

“If you had to choose between one of these two…?”
Appendix 5: Primary Approach Letter
Dear Householder

My name is Andrew Markus and I am a professor in the Faculty of Arts at Monash University. I am writing to ask for your help with an important Australian study being undertaken by researchers at Monash University. This project aims to obtain people’s views on Australian society and its future, with a focus on social cohesion and population issues.

Details of the project may be accessed at http://www.arts.monash.edu.au/mapping-population/

Why were you chosen to participate?
Monash University has contracted the Social Research Centre to conduct the telephone interviews required for this study. Your household has been selected on a random basis to take part, along with many others across Australia. Any information provided will be treated in the strictest confidence by the Social Research Centre. Monash University will not receive any information from the survey that could identify you or your household.

Possible benefits
This project will provide government and the Australian public with information on social cohesion and immigration issues in Australian society. In doing so the project will make an important contribution to public discussion and planning.

What does the research involve?
The study involves your response over the telephone to a set of questions.

How much time will the research take?
The questionnaire will take approximately 17 minutes of your time.

Inconvenience/discomfort
The survey will not intrude into your privacy: you may decide not to answer some of the questions.

Payment
There is no payment for participation.

Can I withdraw from the research?
Participation is entirely voluntary. If you do agree to participate, you may withdraw at any time.

Confidentiality
Your responses to the survey questions will be entirely anonymous.

Storage of data
Storage of the data will be undertaken under University regulations. The anonymous responses will be kept on secure computers on University premises for a minimum of five years.

Use of data for other purposes
Data resulting from the survey will be reported nationally and will be accessible to researchers.

Results
Once the project is completed the key findings will be accessible for a minimum of five years on the project website. The results of the 2012 survey are at http://www.arts.monash.edu.au/mapping-population/

Further questions
If you have any questions about your participation in the survey or would like to make a time for an interviewer to call you, please call The Social Research Centre on 1800 023 040 (a free call).

If you would like to contact the researchers about any other aspect of this study, please contact the Chief Investigator:
Professor Andrew Markus, School of International, Historical and Philosophical Studies, Faculty of Arts, Monash University, Clayton, Victoria 3800
Tel: 03 9903 5009
Email: andrew.markus@monash.edu

If you have a complaint concerning the manner in which this research project (CF07/1240) is being conducted, please contact:
Human Ethics Officer, Monash Research Office, Building 3E, Room 111, Monash University, Clayton VIC 3800
Tel: 03 9905 5490
Email: muhrec@monash.edu

Thank you in anticipation of your voluntary co-operation in this important survey. Your views are valuable and important in helping us understand Australian society and its future development.

Professor Andrew Markus
社会凝聚力研究项目
我叫Andrew Markus，是蒙纳士大学历史研究系的教授。给您写信，目的是请求您配合蒙纳士大学开展澳大利亚的一项重要研究项目。本次研究内容涉及澳大利亚的各类社会事务。蒙纳士大学委托社会研究中心开展本次研究所需的电话采访工作。我们随机抽选了您的家庭和澳大利亚境内众多家庭一同参加。您所提供的全部资料都将得到社会研究中心最严格的保密。蒙纳士大学不会得到本次调查中任何可能泄露您或您家庭身份的信息。本次问卷调查约需17分钟，是否参加完全自愿；若同意参加，您也可以随时退出。您的回答将完全匿名。在此预先感谢您在这项重要调查中的配合。您的观点非常宝贵和重要。

Sosyal Uyum Araştırması Projesi
Appendix 6: Weighted tabular results for key variables

Note:

1) All tables use weighted survey data

2) Comparisons between “dual-frame” and “mobile frame” are made at the 0.05 level of statistical significance. Statistically significant differences are denoted by the use of the letters “A” and “B”; these indicate a proportion is significantly greater than the corresponding proportion in the column indicated by the letter.

For example, the “B” in the table for variable C2_1 indicates that 61.4% is significantly greater than 55.0% at the 0.05 level of statistical significance.
A1D. Australia is a land of economic opportunity where in the long run, hard work brings a better life.  
Base : All respondents

<table>
<thead>
<tr>
<th></th>
<th>Total Sample</th>
<th>Landline Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dual-Frame</td>
<td>Plus Dual Users</td>
</tr>
<tr>
<td></td>
<td>(Landline and</td>
<td>from Mobile Frame</td>
</tr>
<tr>
<td></td>
<td>Mobile)</td>
<td>(A)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(B)</td>
</tr>
<tr>
<td>Unweighted Sample</td>
<td>1200</td>
<td>1031</td>
</tr>
<tr>
<td>Total Sample (Weighted Base)</td>
<td>1200</td>
<td>972</td>
</tr>
<tr>
<td>NET AGREE</td>
<td>81.9%</td>
<td>81.4%</td>
</tr>
<tr>
<td>Neither agree nor disagree</td>
<td>2.6%</td>
<td>2.6%</td>
</tr>
<tr>
<td>NET DISAGREE</td>
<td>14.2%</td>
<td>14.7%</td>
</tr>
<tr>
<td>None of the above/ Don’t know</td>
<td>1.2%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Refused</td>
<td>0.1%</td>
<td>0.2%</td>
</tr>
<tr>
<td>TOTAL RESPONSES</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

A5. How satisfied or dissatisfied are you with your present financial situation?  
Base : All respondents

<table>
<thead>
<tr>
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<th>Total Sample</th>
<th>Landline Frame</th>
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<tbody>
<tr>
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<td>Dual-Frame</td>
<td>Plus Dual Users</td>
</tr>
<tr>
<td></td>
<td>(Landline and</td>
<td>from Mobile Frame</td>
</tr>
<tr>
<td></td>
<td>Mobile)</td>
<td>(A)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(B)</td>
</tr>
<tr>
<td>Unweighted Sample</td>
<td>1200</td>
<td>1031</td>
</tr>
<tr>
<td>Total Sample (Weighted Base)</td>
<td>1200</td>
<td>972</td>
</tr>
<tr>
<td>NET SATISFIED</td>
<td>70.9%</td>
<td>73.9%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>2.8%</td>
<td>2.5%</td>
</tr>
<tr>
<td>NET DISSATISFIED</td>
<td>25.3%</td>
<td>22.7%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0.8%</td>
<td>0.7%</td>
</tr>
<tr>
<td>Refused</td>
<td>0.2%</td>
<td>0.2%</td>
</tr>
<tr>
<td>TOTAL RESPONSES</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

B1NEW. Have you done any unpaid voluntary work of this kind in the last 12 months?  
Base : All respondents

<table>
<thead>
<tr>
<th></th>
<th>Total Sample</th>
<th>Landline Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dual-Frame</td>
<td>Plus Dual Users</td>
</tr>
<tr>
<td></td>
<td>(Landline and</td>
<td>from Mobile Frame</td>
</tr>
<tr>
<td></td>
<td>Mobile)</td>
<td>(A)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(B)</td>
</tr>
<tr>
<td>Unweighted Sample</td>
<td>1200</td>
<td>1031</td>
</tr>
<tr>
<td>Total Sample (Weighted Base)</td>
<td>1200</td>
<td>972</td>
</tr>
<tr>
<td>Yes</td>
<td>47.4%</td>
<td>48.0%</td>
</tr>
<tr>
<td>No</td>
<td>52.6%</td>
<td>52.0%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0.1%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Refused</td>
<td>0.1%</td>
<td>0.1%</td>
</tr>
<tr>
<td>TOTAL RESPONSES</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Proportions/Means: All Columns Tested [5% risk level]
C1. What do you think of the number of immigrants accepted into Australia at present? Would you say it is ...
Base : All respondents

<table>
<thead>
<tr>
<th></th>
<th>Total Sample</th>
<th>Landline Frame</th>
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<tbody>
<tr>
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<td>Plus Dual Users</td>
</tr>
<tr>
<td></td>
<td>(Landline and</td>
<td>from Mobile Frame</td>
</tr>
<tr>
<td></td>
<td>Mobile)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(A)</td>
<td>(B)</td>
</tr>
<tr>
<td>Unweighted Sample</td>
<td>1200</td>
<td>1031</td>
</tr>
<tr>
<td>Total Sample (Weighted Base)</td>
<td>1200</td>
<td>972</td>
</tr>
<tr>
<td>Too high</td>
<td>41.8%</td>
<td>43.2%</td>
</tr>
<tr>
<td>About right</td>
<td>38.1%</td>
<td>38.7%</td>
</tr>
<tr>
<td>Too low</td>
<td>12.8%</td>
<td>10.7%</td>
</tr>
<tr>
<td>No opinion/ don't know</td>
<td>6.7%</td>
<td>6.8%</td>
</tr>
<tr>
<td>Refused</td>
<td>0.6%</td>
<td>0.6%</td>
</tr>
<tr>
<td>TOTAL RESPONSES</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

C2_1. Accepting immigrants from many different countries makes Australia stronger
Base : All respondents

<table>
<thead>
<tr>
<th></th>
<th>Total Sample</th>
<th>Landline Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td>Plus Dual Users</td>
</tr>
<tr>
<td></td>
<td>(Landline and</td>
<td>from Mobile Frame</td>
</tr>
<tr>
<td></td>
<td>Mobile)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(A)</td>
<td>(B)</td>
</tr>
<tr>
<td>Unweighted Sample</td>
<td>1200</td>
<td>1031</td>
</tr>
<tr>
<td>Total Sample (Weighted Base)</td>
<td>1200</td>
<td>972</td>
</tr>
<tr>
<td>NET AGREE</td>
<td>62.1%</td>
<td>61.4%</td>
</tr>
<tr>
<td>Neither agree nor disagree</td>
<td>6.1%</td>
<td>6.1%</td>
</tr>
<tr>
<td>NET DISAGREE</td>
<td>28.7%</td>
<td>29.2%</td>
</tr>
<tr>
<td>None of the above/ Don’t know</td>
<td>2.7%</td>
<td>2.8%</td>
</tr>
<tr>
<td>Refused</td>
<td>0.4%</td>
<td>0.5%</td>
</tr>
<tr>
<td>TOTAL RESPONSES</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

C2_2. Ethnic minorities in Australia SHOULD be given Australian government assistance to maintain their customs and traditions
Base : All respondents

<table>
<thead>
<tr>
<th></th>
<th>Total Sample</th>
<th>Landline Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dual-Frame</td>
<td>Plus Dual Users</td>
</tr>
<tr>
<td></td>
<td>(Landline and</td>
<td>from Mobile Frame</td>
</tr>
<tr>
<td></td>
<td>Mobile)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(A)</td>
<td>(B)</td>
</tr>
<tr>
<td>Unweighted Sample</td>
<td>1200</td>
<td>1031</td>
</tr>
<tr>
<td>Total Sample (Weighted Base)</td>
<td>1200</td>
<td>972</td>
</tr>
<tr>
<td>NET AGREE</td>
<td>36.4%</td>
<td>32.7%</td>
</tr>
<tr>
<td>Neither agree nor disagree</td>
<td>4.6%</td>
<td>4.7%</td>
</tr>
<tr>
<td>NET DISAGREE</td>
<td>55.7%</td>
<td>59.2%</td>
</tr>
<tr>
<td>None of the above/ Don’t know</td>
<td>2.9%</td>
<td>2.9%</td>
</tr>
<tr>
<td>Refused</td>
<td>0.5%</td>
<td>0.5%</td>
</tr>
<tr>
<td>TOTAL RESPONSES</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Proportions/Means: All Columns Tested (5% risk level)
CNS5. Which of the following four statements comes closest to your view about the best policy for dealing with asylum seekers, who try to reach Australia by boat?
Base: All respondents

<table>
<thead>
<tr>
<th>Statement</th>
<th>Total Sample (A)</th>
<th>Landline Frame (B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>They should be allowed to apply for permanent residence</td>
<td>1200</td>
<td>1031</td>
</tr>
<tr>
<td>They should be allowed to apply for temporary residence only</td>
<td>30.6%</td>
<td>31.2%</td>
</tr>
<tr>
<td>They should be kept in detention until they can be sent back</td>
<td>12.5%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Their boats should be turned back.</td>
<td>33.0%</td>
<td>33.4%</td>
</tr>
<tr>
<td>Don't know</td>
<td>4.3%</td>
<td>3.7%</td>
</tr>
<tr>
<td>Refused</td>
<td>1.5%</td>
<td>1.5%</td>
</tr>
<tr>
<td><strong>TOTAL RESPONSES</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

D5. Have you experienced discrimination because of your skin colour, ethnic origin or religion over the last 12 months?
Base: All respondents

<table>
<thead>
<tr>
<th>Response</th>
<th>Total Sample (A)</th>
<th>Landline Frame (B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1200</td>
<td>1031</td>
</tr>
<tr>
<td>No</td>
<td>80.6%</td>
<td>82.8%</td>
</tr>
<tr>
<td>Refused</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td><strong>TOTAL RESPONSES</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

E1. Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people?
Base: All respondents

<table>
<thead>
<tr>
<th>Response</th>
<th>Total Sample (A)</th>
<th>Landline Frame (B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can be trusted</td>
<td>1200</td>
<td>1031</td>
</tr>
<tr>
<td>Can't be too careful</td>
<td>45.3%</td>
<td>46.0%</td>
</tr>
<tr>
<td>Can't choose/Don't know</td>
<td>51.5%</td>
<td>51.3%</td>
</tr>
<tr>
<td>Refused</td>
<td>0.2%</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL RESPONSES</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

Proportions/Means: All Columns Tested (5% risk level)
E2. Taking ALL things into consideration, would you say that over the last year YOU have been ...
Base : All respondents

<table>
<thead>
<tr>
<th></th>
<th>Total Sample Dual-Frame (Landline and Mobile) (A)</th>
<th>Landline Frame Plus Dual Users from Mobile Frame (B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unweighted Sample</td>
<td>1200</td>
<td>1031</td>
</tr>
<tr>
<td>Total Sample (Weighted Base)</td>
<td>1200</td>
<td>972</td>
</tr>
<tr>
<td>NET HAPPY</td>
<td>86.8%</td>
<td>88.1%</td>
</tr>
<tr>
<td>Neither happy nor unhappy</td>
<td>3.5%</td>
<td>3.3%</td>
</tr>
<tr>
<td>NET UNHAPPY</td>
<td>9.4%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0.2%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Refused</td>
<td>0.1%</td>
<td>0.2%</td>
</tr>
<tr>
<td>TOTAL RESPONSES</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Proportions/Means: All Columns Tested (5% risk level)