Social Cohesion Survey

National Survey

September 2018
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1. Introduction

1.1 Overview

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

This year the Social Cohesion project expanded to include data collection across different platforms and target audiences. Data collection included:

- 1,500 Random telephone interviews at a national level, and
- 2,260 surveys with a probability panel (Life in Australia™).

This report provides:

- details of the survey procedures of RDD telephone interviewing only
- 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 a summary of the questionnaire design and testing process
- Section 4 summarises interviewer training and quality control procedures
- Section 5 reviews the call results and response rate
- Section 6 provides a brief summary of data preparation procedures

More detailed reference information is appended including a summary of the online modes of data collection.

1.2 Project background

The Social Cohesion Survey forms part of the Scanlon Foundation Social Cohesion Research Program (SCRP) which commenced in 2007 under the direction of the Monash Institute for the Study of Global Movements (MISGM) and the Australian Multicultural Foundation (AMF). A key element of the SCRP was the conduct of the landmark Australian Social Cohesion Surveys in 2007, 2009 through to 2017, and now 2018.

The aims of this survey are:

- to look at the Australian community’s attitudes towards various aspects of social cohesion
- to assess changes in these attitudes over time.

1.3 Survey overview

Data collection was by Computer Assisted Telephone Interviewing (CATI) for all telephone interviews

As with the previous surveys, the in-scope population was persons aged 18 years and over who were residents of private households in Australia.
A dual-frame sample methodology was used involving two separate sample frames; one drawn from randomly digit dialling (RDD) landline telephone numbers and a second drawn from randomly generated mobile phone numbers to achieve the 1,500 CATI surveys. Used for the first time in 2013, this approach meant the Social Cohesion Survey was able to include the views of the estimated 36 percent\(^1\) 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 the main survey of 1,500 interviews was 50.0 percent landline numbers and 50.0 percent mobile phone numbers. Overall, 400 (26.6%) interviews were obtained with members of the mobile phone-only population – enough to draw statistically meaningful inferences about this group.

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.

For the mobile phone sample interviews were conducted with the in-scope phone answerer.

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

A letter could be requested by any sample member who would like more information regarding the survey in an attempt to gain participation in the survey. We had no requests for a letter.

Table 1 provides a summary of key statistics. Of note for 2018:

- The raw response rate (int/(int+ref) for the 2018 National Survey was 47 percent, comparable to previous years
- Revisions were applied to the 2017 questionnaire for the 2018 iteration of the survey. The changes made an increase to the survey length from last year as additional items were required for comparing RDD CATI respondents to the online probability panel respondents. There was minimal difference between the average length of interviews conducted with respondents using a landline telephone (19.8 minutes) and those conducted with respondents using a mobile phone (19.7 minutes).

---

\(^{1}\) ACMA, 2017.
Table 1  Survey overview

<table>
<thead>
<tr>
<th>Year</th>
<th>Interviews completed</th>
<th>Response rate</th>
<th>Start date</th>
<th>Finish date</th>
<th>Average interview length (mins)</th>
<th>Average interview length (landline)</th>
<th>Average interview length (mobile)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007</td>
<td>2,012</td>
<td>44%</td>
<td>21st June</td>
<td>1st Aug</td>
<td>15.3</td>
<td>na</td>
<td>na</td>
</tr>
<tr>
<td>2009</td>
<td>2,019</td>
<td>51%</td>
<td>22nd June</td>
<td>31st July</td>
<td>16.0</td>
<td>na</td>
<td>na</td>
</tr>
<tr>
<td>2010</td>
<td>2,021</td>
<td>51%</td>
<td>1st June</td>
<td>28th June</td>
<td>19.6</td>
<td>na</td>
<td>na</td>
</tr>
<tr>
<td>2011</td>
<td>2,001</td>
<td>49%</td>
<td>15th June</td>
<td>18th July</td>
<td>20.5</td>
<td>na</td>
<td>na</td>
</tr>
<tr>
<td>2012</td>
<td>2,000</td>
<td>52%</td>
<td>12th June</td>
<td>21st July</td>
<td>16.3</td>
<td>na</td>
<td>na</td>
</tr>
<tr>
<td>2013</td>
<td>1,200</td>
<td>54%</td>
<td>3rd July</td>
<td>4th Aug</td>
<td>17.6</td>
<td>17.5</td>
<td>17.6</td>
</tr>
<tr>
<td>2014</td>
<td>1,526</td>
<td>53%</td>
<td>10th June</td>
<td>16th July</td>
<td>16.2</td>
<td>16.1</td>
<td>16.4</td>
</tr>
<tr>
<td>2015</td>
<td>1,501</td>
<td>54%</td>
<td>16th June</td>
<td>14th July</td>
<td>16.2</td>
<td>16.4</td>
<td>16.0</td>
</tr>
<tr>
<td>2016</td>
<td>1,500</td>
<td>50%</td>
<td>12th July</td>
<td>8th Aug</td>
<td>18.7</td>
<td>18.7</td>
<td>18.6</td>
</tr>
<tr>
<td>2017</td>
<td>2,236</td>
<td>45%</td>
<td>21st June</td>
<td>18th July</td>
<td>18.1</td>
<td>18.2</td>
<td>18.0</td>
</tr>
<tr>
<td>2018</td>
<td>1,500</td>
<td>47%</td>
<td>9th July</td>
<td>11th Aug</td>
<td>19.8</td>
<td>19.8</td>
<td>19.7</td>
</tr>
</tbody>
</table>
2. Sample Design & Survey Procedures

2.1 Sample design

To accommodate the dual-frame sampling approach, the 2018 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 that 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 in the mobile sample frame; however, the distribution of the 750 interviews obtained from this frame is similar to previous years with one exception.

The sample was designed so that interviews were distributed between states disproportionately to the actual population; this was done so that sufficiently large samples were available to support analysis at the state level for all states/territories except Tasmania, Northern Territory, and the ACT. These states are set to have a minimum of 50 completes in each location. Part of the task of the data weighting procedures discussed in Section 7.2 was to adjust for this disproportionate sample design.

<table>
<thead>
<tr>
<th>Geographic strata</th>
<th>Sample Frame</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Landline (n)</td>
<td>Mobile (n)</td>
<td>Total Interviews (n)</td>
</tr>
<tr>
<td>Sydney</td>
<td>84</td>
<td>132</td>
<td>216</td>
</tr>
<tr>
<td>Rest of NSW</td>
<td>46</td>
<td>71</td>
<td>117</td>
</tr>
<tr>
<td>Melbourne</td>
<td>72</td>
<td>168</td>
<td>240</td>
</tr>
<tr>
<td>Rest of Vic</td>
<td>24</td>
<td>54</td>
<td>78</td>
</tr>
<tr>
<td>Brisbane</td>
<td>57</td>
<td>63</td>
<td>120</td>
</tr>
<tr>
<td>Rest of Qld</td>
<td>67</td>
<td>58</td>
<td>125</td>
</tr>
<tr>
<td>Adelaide</td>
<td>101</td>
<td>52</td>
<td>153</td>
</tr>
<tr>
<td>Rest of SA</td>
<td>32</td>
<td>22</td>
<td>54</td>
</tr>
<tr>
<td>Perth</td>
<td>107</td>
<td>65</td>
<td>172</td>
</tr>
<tr>
<td>Rest of WA</td>
<td>30</td>
<td>19</td>
<td>49</td>
</tr>
<tr>
<td>Hobart</td>
<td>17</td>
<td>12</td>
<td>29</td>
</tr>
<tr>
<td>Rest of Tasmania</td>
<td>24</td>
<td>12</td>
<td>36</td>
</tr>
<tr>
<td>Darwin</td>
<td>27</td>
<td>5</td>
<td>32</td>
</tr>
<tr>
<td>Rest of NT</td>
<td>18</td>
<td>2</td>
<td>20</td>
</tr>
<tr>
<td>ACT</td>
<td>44</td>
<td>15</td>
<td>59</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>750</strong></td>
<td><strong>750</strong></td>
<td><strong>1,500</strong></td>
</tr>
</tbody>
</table>
2.2 Sample generation

The commercial sample provider, SamplePages, provided both the landline and mobile phone samples.

- The Random Digit Dialling (RDD) landline sample was generated via the same 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 service zone units, 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.

- The additional interviews with Queensland mobile sample were achieved by using RDD sample that had previously been contacted for research but were ineligible due to their location. At the time of call we asked these respondents if they would consent to be contacted for other research in the future. Without this great efficiency in contacting RDD participants, the overall cost of completing the Queensland survey would exceed reasonable expectations for the research.

2.3 Primary Approach Letter

The phone number records making up the landline sample frame for the 2018 National 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 11,439 landline telephone records used, an up-to-date address listing was obtained for 23.5 percent (n=2,689) with a primary approach letter sent to each one. This represents 12 percentage points lower match rate than in 2016 (letter match rate 35.3%). Advance letters have been shown to increase response rates to RDD surveys (de Leeuw et al. 2007). A decreased landline letter component places higher barriers to achieving the same, if not better response rates than the previous year.

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 2018 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.

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 requests for an approach letter were made during fieldwork for the 2018 survey.

Monash University managed the return to senders with a total of 208 returned. When return-to-sender approach letters were received no action was taken to remove the telephone number associated with that address from the sample. The reason all telephone numbers associated with return-to-sender

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approach letters were still called is that the phone number 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 survey was the non-institutionalised population of Australia aged 18 years or over, excluding Australian external territories. As such it excluded residents of institutional premises (prisons, nursing homes, etc). Other exclusions that also applied included:

- persons who indicated that they were incapable of undertaking the interview due to a physical or health condition (including too old / frail)
- persons apparently under the influence of drugs or alcohol
- non-English speaking persons outside of the LOTE communities targeted for this survey (see Section 2.6)
- 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 person eligible to be interviewed was the in-scope phone answerer.

2.5 Call procedures

A 10-call protocol was used for the study, whereby up to six attempts were made to establish contact with the selected household on a landline phone and four attempts were made to a mobile number to establish contact with a person, and on making contact, up to four 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 and between 11.00 am and 5.00 pm Eastern on Saturdays and 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 six of the most commonly spoken community languages nationally: Vietnamese, Chinese (Cantonese and Mandarin), Italian, Greek, and Arabic.

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 23 interviews were conducted in a language other than English (11 Mandarin, 4 Greek, 2 Vietnamese, 3 Italian, 2 Arabic, 1 Cantonese).

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 Pre-approach text messaging

Mobile phone numbers selected to take part in the National Social Cohesion study were sent a pre-approach text message informing them that they were going to be contacted for the research and offering them a way to opt out. The content of the message was:

**SMS**

The Social Research Centre will call you in the coming days to see if you can take part in the National Social Cohesion study for Monash University. Reply ‘1’ if 18+ or call 1800023040 to get more info or to opt out

Of the 8,943 mobile numbers that were sent a text message, 103 identified as being over 18 (with 45 completes achieved). A total of 191 responses were received, with 88 respondents opting out of the survey via text message. Twenty respondents contacted the 1800 number, eight requested an appointment and eight refused participation.

2.9 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.). In total 145 calls were made to the Social Research Centre. The majority of calls were to make an appointment (58%) or to refuse participation (28%).

2.10 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, other response maximisation procedures that applied to the project included:

- referring sample members to the Monash University number on an “as required” basis
- 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 2018 survey underwent changes with both additions and deletions to the 2017 questionnaire with the majority of the survey items remaining the same. A notable addition to the survey were items relating to the review of comparing the CATI survey responses to the online probability panel, assessing the potential differences in mode effect.

The additions included questions which looked at how concerned people were with the impact of migration on various aspects of life in Australia. A summary of these changes can be found in Appendix 2.

3.2 **Questionnaire pilot testing**

The 2018 survey did not have a formal pilot but instead had a “soft launch” where a small interviewing team completed 22 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 used to ensure the CATI script accurately reflected the agreed “hard copy” questionnaire.

There was some feedback from the Operations team surrounding one of the new questions which prompted a revision to the code frame and lead in to improve the comprehension of the question as intended. This change did not fundamentally change the data collected and so the data from the soft launch was retained. The final 2018 questionnaire is provided at Appendix 3.
4. Data Collection & Quality Control

4.1 Ethical considerations

The questionnaire and survey methodology were both 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
- protecting the privacy and confidentiality of respondent information
- ensuring that mobile phone respondents are safe to take the call and have not increased their risk of accident by answering the phone while driving or in a hazardous environment.

Safeguards regarding the above were covered by the Social Research Centre's contract with Monash University and by the appropriate privacy laws. In addition, all research was undertaken in compliance with the International Standard of ISO 20252 market, opinion and social research, AMSRS code of practice, and the Market and Social Research Privacy Principles.

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. In total 40 interviewers were briefed to work on the 2018 survey.

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
- monitoring (listening in) by departmental supervisors.
5.  Call Results & Analysis of Response

5.1  Call results

A total of 15,212 sample records (8,707 landline numbers and 6,505 mobile numbers) were initiated (where a call was made) to achieve the final 1,500 completed surveys. A total of 58,791 calls were placed to these sample records equating to an average of 3.9 calls per record and one completed interview for every 39.2 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 9.9 percent of the 15,212 numbers to which calls were initiated for this survey.

Of the numbers initiated, 14.4 percent were unusable; 61.2 percent were unresolved at the end of the call cycle (non-contacts or unresolved appointments); and 3.9 percent were identified as being out of scope. Refusals (all types) were encountered at 15.5 percent of the numbers to which calls were initiated. The increase in sample records that remain unresolved at the end of fieldwork continues to increase each year (2017, 55%). This is despite the sample being treated the same in terms of primary approach and number of calls made to each sample record.

Reflecting on the same trend as in previous years, the differences between landline and mobile call outcomes continue to be quite distinct. Of difference again this year, the landline frame had:

- A higher proportion of unusable numbers (19.2% versus 8.1% for the mobile frame), particularly non-residential phone numbers (10.8% versus 2.4% for mobiles).
- A considerably lower proportion of ‘answering machines’ (26.8% versus 39.4% of mobiles) and overall a lower proportion of ‘non-contact/unresolved’ call outcomes (58.3% versus 65.0%).
### Table 3 | Final call results

<table>
<thead>
<tr>
<th></th>
<th>Dual-Frame</th>
<th>Landline Frame</th>
<th>Mobile Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n</td>
<td>%</td>
<td>n</td>
</tr>
<tr>
<td><strong>Total numbers initiated</strong></td>
<td>15,212</td>
<td>100</td>
<td>8,707</td>
</tr>
<tr>
<td><strong>Unusable numbers</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telstra message, number disconnected</td>
<td>822</td>
<td>5.4</td>
<td>455</td>
</tr>
<tr>
<td>Fax/Modem</td>
<td>269</td>
<td>1.8</td>
<td>266</td>
</tr>
<tr>
<td>Incoming call restrictions</td>
<td>6</td>
<td>0.0</td>
<td>5</td>
</tr>
<tr>
<td>Not a residential number</td>
<td>1096</td>
<td>7.2</td>
<td>942</td>
</tr>
<tr>
<td><strong>Subtotal unusable number</strong></td>
<td>2,193</td>
<td>14.4</td>
<td>1,668</td>
</tr>
<tr>
<td><strong>No contact / unresolved in survey period</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Engaged</td>
<td>387</td>
<td>2.5</td>
<td>281</td>
</tr>
<tr>
<td>Answering machine</td>
<td>4891</td>
<td>32.2</td>
<td>2331</td>
</tr>
<tr>
<td>No answer</td>
<td>3736</td>
<td>24.6</td>
<td>2312</td>
</tr>
<tr>
<td>Appointments</td>
<td>290</td>
<td>1.9</td>
<td>155</td>
</tr>
<tr>
<td><strong>Subtotal no contact / unresolved</strong></td>
<td>9,304</td>
<td>61.2</td>
<td>5,079</td>
</tr>
<tr>
<td><strong>Out of scope</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Claims to have done survey</td>
<td>7</td>
<td>0.0</td>
<td>5</td>
</tr>
<tr>
<td>Selected respondent away for duration</td>
<td>61</td>
<td>0.4</td>
<td>34</td>
</tr>
<tr>
<td>LOTE – No language follow up</td>
<td>146</td>
<td>1.0</td>
<td>78</td>
</tr>
<tr>
<td>Too old / ill health / unable to do survey</td>
<td>244</td>
<td>1.6</td>
<td>185</td>
</tr>
<tr>
<td>Out of scope (no-one 18 plus)</td>
<td>132</td>
<td>0.9</td>
<td>7</td>
</tr>
<tr>
<td>Over quota</td>
<td>3</td>
<td>0.0</td>
<td>3</td>
</tr>
<tr>
<td><strong>Subtotal out of scope</strong></td>
<td>590</td>
<td>3.9</td>
<td>309</td>
</tr>
<tr>
<td><strong>Contacts</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interviews</td>
<td>1500</td>
<td>9.9</td>
<td>750</td>
</tr>
<tr>
<td>Midway termination</td>
<td>78</td>
<td>0.5</td>
<td>45</td>
</tr>
<tr>
<td>Household refusal</td>
<td>756</td>
<td>5.0</td>
<td>756</td>
</tr>
<tr>
<td>Respondent refusal</td>
<td>560</td>
<td>3.7</td>
<td>79</td>
</tr>
<tr>
<td>Remove number from list</td>
<td>45</td>
<td>0.3</td>
<td>16</td>
</tr>
<tr>
<td>Named respondent not known</td>
<td>6</td>
<td>0.0</td>
<td>2</td>
</tr>
<tr>
<td>Refused state screening question</td>
<td>100</td>
<td>0.7</td>
<td>-</td>
</tr>
<tr>
<td>SMS refusal</td>
<td>77</td>
<td>0.5</td>
<td>-</td>
</tr>
<tr>
<td><strong>Subtotal in-scope contacts</strong></td>
<td>3,122</td>
<td>20.5</td>
<td>1,648</td>
</tr>
</tbody>
</table>
Finally, as shown in Table 4, as a proportion of all in-scope contacts, the total refusal rates were higher in the landline sample compared to the mobile sample frame (54.4% and 48.8% respectively), with the mobile sample having a higher rate of completes by in-scope contact than landline sample frame (50.9% and 45.5% respectively).

<table>
<thead>
<tr>
<th>Table 4</th>
<th>Final call results for in-scope contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dual-Frame</td>
</tr>
<tr>
<td></td>
<td>n</td>
</tr>
<tr>
<td><strong>Total in-scope contacts</strong></td>
<td>3122</td>
</tr>
<tr>
<td><strong>Contacts</strong></td>
<td></td>
</tr>
<tr>
<td>Interviews</td>
<td>1500</td>
</tr>
<tr>
<td>Midway termination</td>
<td>78</td>
</tr>
<tr>
<td>Household refusal</td>
<td>756</td>
</tr>
<tr>
<td>Respondent refusal</td>
<td>560</td>
</tr>
<tr>
<td>Remove number from list</td>
<td>45</td>
</tr>
<tr>
<td>Named respondent not known</td>
<td>6</td>
</tr>
<tr>
<td>Refused state screening question</td>
<td>100</td>
</tr>
<tr>
<td>SMS refusal</td>
<td>77</td>
</tr>
</tbody>
</table>
5.2 Response rate

For the purposes of this report, and to facilitate comparisons with previous Social Cohesion surveys, the response rate is defined as follows (AAPOR Cooperation rate 3):

\[
\text{Response Rate} = \frac{\text{number of interviews}}{\text{number of interviews} + \text{refusals} + \text{other}}.
\]

Using this formula, the final overall response rate for the 2018 National survey was 42.3 percent; this was under the 2017 survey response rates. In looking the sample frames separately, the mobile sample had a response rate of 47.9 percent and the landline sample had a response rate of 37.3 percent.

Table 5 shows the efficiency of the lettered sample compared to the non-lettered sample with 17.7 percent of households who received the letter going on to complete the interview compared to six percent for those households who did not. Lettered sample members also appeared more likely to refuse participation compared to those who did not receive the letter (21.4% of lettered versus 6.7% of unlettered).

Table 5  Response rates

<table>
<thead>
<tr>
<th>Base (n)</th>
<th>Interview</th>
<th>Refusal</th>
<th>Unresolved contact</th>
<th>Other contacts</th>
<th>Screen Outs</th>
<th>Non-contact</th>
<th>Unusable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>15,212</td>
<td>9.9</td>
<td>10.6</td>
<td>2.0</td>
<td>3.0</td>
<td>0.9</td>
<td>59.3</td>
</tr>
<tr>
<td>Sample frame</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Landline</td>
<td>8,707</td>
<td>8.6</td>
<td>10.3</td>
<td>1.9</td>
<td>3.4</td>
<td>0.1</td>
<td>56.6</td>
</tr>
<tr>
<td>Mobile</td>
<td>6,505</td>
<td>11.5</td>
<td>11.1</td>
<td>2.1</td>
<td>2.4</td>
<td>1.9</td>
<td>62.9</td>
</tr>
</tbody>
</table>

Landline Sample Frame Only

<table>
<thead>
<tr>
<th>Region</th>
<th>Interview</th>
<th>Refusal</th>
<th>Unresolved contact</th>
<th>Other contacts</th>
<th>Screen Outs</th>
<th>Non-contact</th>
<th>Unusable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metro</td>
<td>6,186</td>
<td>8.2</td>
<td>10.1</td>
<td>1.7</td>
<td>3.5</td>
<td>0.1</td>
<td>56.2</td>
</tr>
<tr>
<td>Non-Metro</td>
<td>2,521</td>
<td>9.5</td>
<td>10.7</td>
<td>2.3</td>
<td>3.0</td>
<td>0.1</td>
<td>57.4</td>
</tr>
</tbody>
</table>

Letter

<table>
<thead>
<tr>
<th>Letter</th>
<th>Interview</th>
<th>Refusal</th>
<th>Unresolved contact</th>
<th>Other contacts</th>
<th>Screen Outs</th>
<th>Non-contact</th>
<th>Unusable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sent letter</td>
<td>2,120</td>
<td>17.7</td>
<td>21.4</td>
<td>3.3</td>
<td>7.7</td>
<td>0.1</td>
<td>45.6</td>
</tr>
<tr>
<td>No letter</td>
<td>6,587</td>
<td>5.7</td>
<td>6.7</td>
<td>1.4</td>
<td>2.0</td>
<td>0.1</td>
<td>60.1</td>
</tr>
</tbody>
</table>

Location

<table>
<thead>
<tr>
<th>Location</th>
<th>Interview</th>
<th>Refusal</th>
<th>Unresolved contact</th>
<th>Other contacts</th>
<th>Screen Outs</th>
<th>Non-contact</th>
<th>Unusable</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW</td>
<td>1530</td>
<td>8.5</td>
<td>10.9</td>
<td>1.7</td>
<td>4.1</td>
<td>0.1</td>
<td>53.3</td>
</tr>
<tr>
<td>VIC</td>
<td>1074</td>
<td>8.8</td>
<td>9.2</td>
<td>2.0</td>
<td>3.7</td>
<td>0.3</td>
<td>55.5</td>
</tr>
<tr>
<td>QLD</td>
<td>1551</td>
<td>8.0</td>
<td>12.8</td>
<td>2.1</td>
<td>3.0</td>
<td>0.1</td>
<td>56.0</td>
</tr>
<tr>
<td>SA</td>
<td>1345</td>
<td>9.9</td>
<td>11.3</td>
<td>1.9</td>
<td>4.6</td>
<td>0.0</td>
<td>54.4</td>
</tr>
<tr>
<td>WA</td>
<td>1463</td>
<td>9.4</td>
<td>10.3</td>
<td>1.8</td>
<td>3.4</td>
<td>0.1</td>
<td>56.9</td>
</tr>
<tr>
<td>TAS</td>
<td>285</td>
<td>14.4</td>
<td>11.6</td>
<td>3.2</td>
<td>2.5</td>
<td>0.0</td>
<td>55.4</td>
</tr>
<tr>
<td>NT</td>
<td>887</td>
<td>5.2</td>
<td>7.3</td>
<td>1.9</td>
<td>1.9</td>
<td>0.1</td>
<td>61.0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Base (n)</th>
<th>Interview %</th>
<th>Refusal %</th>
<th>Unresolved contact %</th>
<th>Other contacts %</th>
<th>Screen Outs %</th>
<th>Non-contact %</th>
<th>Usable %</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACT</td>
<td>572</td>
<td>7.7</td>
<td>5.4</td>
<td>1.0</td>
<td>1.6</td>
<td>0.0</td>
<td>66.4</td>
<td>17.8</td>
</tr>
</tbody>
</table>

### 5.3 Achieved sample profile

Table 6 compares the achieved sample profile (using unweighted data) with that of the adult Australian population (using Australian Bureau of Statistics 2017 Estimated Residential Population counts).

As with previous years, the final sample exhibits a skew towards older people, females and tertiary educated respondents. Overall however, the results are consistent with those obtained in other similar surveys conducted by the Social Research Centre and these factors were taken into account in the weighting procedure (see Section 7.2).

#### Table 6 National 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>1,500</td>
<td>19,090,577</td>
</tr>
<tr>
<td>Age group (%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-34 years</td>
<td>15.9</td>
<td>31.5</td>
</tr>
<tr>
<td>35-44 years</td>
<td>10.2</td>
<td>17.1</td>
</tr>
<tr>
<td>45-54 years</td>
<td>15.7</td>
<td>16.7</td>
</tr>
<tr>
<td>55-64 years</td>
<td>21.3</td>
<td>14.9</td>
</tr>
<tr>
<td>65 years or more</td>
<td>36.5</td>
<td>19.9</td>
</tr>
<tr>
<td>Gender (%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>46.9</td>
<td>49.1</td>
</tr>
<tr>
<td>Female</td>
<td>52.9</td>
<td>50.9</td>
</tr>
<tr>
<td>Other</td>
<td>0.1</td>
<td>-</td>
</tr>
<tr>
<td>Educational Attainment (%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>University (Bachelor or Post graduate degree)</td>
<td>35.7</td>
<td>25.6</td>
</tr>
<tr>
<td>Have not completed a university degree</td>
<td>63.7</td>
<td>74.4</td>
</tr>
<tr>
<td>Australian / Overseas born (%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Born in Australia</td>
<td>69.2</td>
<td>66.3</td>
</tr>
<tr>
<td>Born overseas</td>
<td>30.8</td>
<td>33.7</td>
</tr>
</tbody>
</table>

### 5.3.1 Landline and Mobile Sample Frames

Table 7 presents the achieved sample profile of the total sample (ie: the dual-frame sample) and 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=400).
It is evident from Table 6 that, compared to members of the landline sample frame, respondents from the mobile phone sample frame had:

- A higher proportion of people aged under 35 years (27.7% versus 4.0% the landline sample); males (53.2% versus 40.5%); employed persons (63.6% versus 38.0%) and students (5.6% versus 1.5%); and people who did not hold Australian citizenship (12.0% versus 4.9%).

- By contrast, the mobile frame sample exhibited a lower proportion of people aged 65 years or more; females; people without higher education attainment, Australian born respondents, retirees; and Australian citizens.

All 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, male, employed persons, unemployed persons, students and people who do not hold Australian citizenship.

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

Table 7  Comparative sample profile – landline and mobile sample frames (unweighted data)

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Landline Frame</th>
<th>Mobile Frame</th>
<th>Mobile Only Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total completes (n)</td>
<td>1,500</td>
<td>750</td>
<td>750</td>
<td>400</td>
</tr>
<tr>
<td>Age group</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-34 years</td>
<td>15.9</td>
<td>4.0</td>
<td>27.7↑</td>
<td>37.8↑</td>
</tr>
<tr>
<td>35-44 years</td>
<td>10.2</td>
<td>6.3</td>
<td>14.1↑</td>
<td>16.5↑</td>
</tr>
<tr>
<td>45-54 years</td>
<td>15.7</td>
<td>14.5</td>
<td>16.9</td>
<td>14.5</td>
</tr>
<tr>
<td>55-64 years</td>
<td>21.3</td>
<td>22.5</td>
<td>20.0</td>
<td>16.0↓</td>
</tr>
<tr>
<td>65 years or more</td>
<td>36.5</td>
<td>52.4</td>
<td>20.5↓</td>
<td>15.0↓</td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>46.9</td>
<td>40.5</td>
<td>53.2↑</td>
<td>57.0↑</td>
</tr>
<tr>
<td>Female</td>
<td>52.9</td>
<td>59.3</td>
<td>46.5↓</td>
<td>42.8↓</td>
</tr>
<tr>
<td>Other</td>
<td>0.1</td>
<td>-</td>
<td>0.1</td>
<td>-</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>35.7</td>
<td>31.5</td>
<td>39.9↑</td>
<td>41.0↑</td>
</tr>
<tr>
<td>Have not completed a university degree</td>
<td>63.7</td>
<td>68.0</td>
<td>59.3↓</td>
<td>58.5↓</td>
</tr>
<tr>
<td>Australian / Overseas born</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australian born</td>
<td>69.2</td>
<td>71.6</td>
<td>66.8↓</td>
<td>67.8</td>
</tr>
<tr>
<td>Overseas born</td>
<td>30.8</td>
<td>28.4</td>
<td>33.2↑</td>
<td>32.2</td>
</tr>
<tr>
<td>Employment status</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employed</td>
<td>50.8</td>
<td>38.0</td>
<td>63.6↑</td>
<td>68.2↑</td>
</tr>
<tr>
<td>Unemployed</td>
<td>3.9</td>
<td>3.2</td>
<td>4.7</td>
<td>4.8</td>
</tr>
<tr>
<td>Retired</td>
<td>35.1</td>
<td>50.0</td>
<td>20.3↓</td>
<td>15.0↓</td>
</tr>
<tr>
<td>Student</td>
<td>3.5</td>
<td>1.5</td>
<td>5.6↑</td>
<td>7.2</td>
</tr>
<tr>
<td>Home duties</td>
<td>3.5</td>
<td>3.7</td>
<td>3.3</td>
<td>2.2</td>
</tr>
</tbody>
</table>
Australian citizenship

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Landline Frame</th>
<th>Mobile Frame</th>
<th>Mobile Only Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other</td>
<td>2.7</td>
<td>3.5</td>
<td>2.0</td>
<td>2.2</td>
</tr>
</tbody>
</table>

**Australian citizen**

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Landline Frame</th>
<th>Mobile Frame</th>
<th>Mobile Only Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian citizen</td>
<td>91.4</td>
<td>94.9</td>
<td>87.9†</td>
<td>84.8†</td>
</tr>
<tr>
<td>Not an Australian citizen</td>
<td>8.5</td>
<td>4.9</td>
<td>12.0†</td>
<td>15.0†</td>
</tr>
</tbody>
</table>

*Result is significantly above (†) or below (↓) the result for the landline sample frame, p<0.05.*

### 5.4 Reasons 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 from Table 8, of those cases for which a reason for refusal was recorded, the most common reasons given were; “not interested” (53.5%), “no comment / just hung up” (31.6%) and “too busy” (8.2%).

Results were similar for mobile and landline samples except that those from the mobile frame (not unexpectedly) were slightly more likely to say they were ‘too busy’ (9.8% versus 6.9% of those from the landline sample frame).

### Table 8 Reasons for refusal

<table>
<thead>
<tr>
<th>Reason</th>
<th>Total (n)</th>
<th>Dual-Frame</th>
<th>Landline Frame</th>
<th>Mobile Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total (n)</td>
<td>1,963</td>
<td>1,114</td>
<td>849</td>
<td></td>
</tr>
<tr>
<td>%</td>
<td></td>
<td>%</td>
<td>%</td>
<td></td>
</tr>
<tr>
<td>Not interested</td>
<td>53.5</td>
<td>54.8</td>
<td>51.8</td>
<td></td>
</tr>
<tr>
<td>No comment / just hung up</td>
<td>31.6</td>
<td>30.8</td>
<td>32.7</td>
<td></td>
</tr>
<tr>
<td>Too busy</td>
<td>8.2</td>
<td>6.9</td>
<td>9.8</td>
<td></td>
</tr>
<tr>
<td>Never do surveys</td>
<td>1.5</td>
<td>1.8</td>
<td>1.1</td>
<td></td>
</tr>
<tr>
<td>Don’t trust surveys / government</td>
<td>0.9</td>
<td>1.1</td>
<td>0.6</td>
<td></td>
</tr>
<tr>
<td>Silent number</td>
<td>0.8</td>
<td>1.3</td>
<td>0.1</td>
<td></td>
</tr>
<tr>
<td>Too personal / intrusive</td>
<td>0.8</td>
<td>0.5</td>
<td>1.1</td>
<td></td>
</tr>
<tr>
<td>Don’t believe surveys are confidential / privacy concerns</td>
<td>0.7</td>
<td>0.6</td>
<td>0.8</td>
<td></td>
</tr>
<tr>
<td>Survey length is too long</td>
<td>0.4</td>
<td>0.4</td>
<td>0.2</td>
<td></td>
</tr>
<tr>
<td>Get too many calls for surveys / telemarketing</td>
<td>0.4</td>
<td>0.4</td>
<td>0.4</td>
<td></td>
</tr>
<tr>
<td>Don’t like subject matter</td>
<td>0.1</td>
<td>0.2</td>
<td>0.0</td>
<td></td>
</tr>
<tr>
<td>Other (SPECIFY)</td>
<td>1.3</td>
<td>1.2</td>
<td>1.4</td>
<td></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.

Back coding to DEM7, DEM10, DEM11, DEM15, DEM17n, DEM18, DEM22 and RR1 was conducted by the Social Research Centre.

6.2 Weighting

The use of dual-frame sampling required a two stage procedure for weighting the survey data. This involved calculating:

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

6.2.1. Design Weight

The approach adopted for calculating the design weight is based on work of Jonathan Best⁴. 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.

6.2.2. Post-stratification weighting

As in previous surveys, a ‘rim weighting’ procedure⁵ was used to ensure that the combined landline and sample matched the Australian population with respect to gender, age × education, country of birth (Australia, other English-speaking other non-English speaking), state and telephone status (landline-only, mobile-only, dual-user).

---

⁴ Jonathon Best, First-Stage Weights for Overlapping Dual Frame Telephone Surveys. Presented at AAPOR’s 65th Annual Conference, Chicago, IL May 15, 2010
⁵ Deming, W. Edwards and Frederick F. Stephan. 1940. ‘On a Least Squares Adjustment of a Sampled Frequency Table when the Expected Marginal Totals are Known.’ Annals of Mathematical Statistics 11(4):427-44
Population targets were taken from Australian Bureau of Statistics (ABS) December 2017 Estimated Residential Population (ERP) counts with the following simultaneous constraints applied during the rim weighting procedure:

- geographic location
- gender
- age by education
- 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 2018 survey.

### 6.3 Data file provision

The Social Research Centre provided two clean SPSS data files for the RDD National survey – one containing the 2018 standalone data of the national survey and the second being the time-series file containing selected data from the nine 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
## Total aged 18 years and over

<table>
<thead>
<tr>
<th>State</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>New South Wales</td>
<td>32.1</td>
</tr>
<tr>
<td>Victoria</td>
<td>25.9</td>
</tr>
<tr>
<td>Queensland</td>
<td>19.8</td>
</tr>
<tr>
<td>South Australia</td>
<td>7.1</td>
</tr>
<tr>
<td>Western Australia</td>
<td>10.4</td>
</tr>
<tr>
<td>Tasmania</td>
<td>2.1</td>
</tr>
<tr>
<td>Northern Territory</td>
<td>1.0</td>
</tr>
<tr>
<td>Australian Capital Territory</td>
<td>1.7</td>
</tr>
</tbody>
</table>

## Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>49.1</td>
</tr>
<tr>
<td>Female</td>
<td>50.9</td>
</tr>
</tbody>
</table>

## Age by education

<table>
<thead>
<tr>
<th>Age by education</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-24 years</td>
<td>12.2</td>
</tr>
<tr>
<td>No university degree, 25-34 years</td>
<td>11.9</td>
</tr>
<tr>
<td>University degree, 25-34 years</td>
<td>7.4</td>
</tr>
<tr>
<td>No university degree, 35-44 years</td>
<td>10.9</td>
</tr>
<tr>
<td>University degree, 35-44 years</td>
<td>6.2</td>
</tr>
<tr>
<td>No university degree, 45-54 years</td>
<td>12.3</td>
</tr>
<tr>
<td>University degree, 45-54 years</td>
<td>4.3</td>
</tr>
<tr>
<td>No university degree, 55-64 years</td>
<td>11.6</td>
</tr>
<tr>
<td>University degree, 55-64 years</td>
<td>3.3</td>
</tr>
<tr>
<td>No university degree, 65+ years</td>
<td>9.4</td>
</tr>
<tr>
<td>University degree, 65+ years</td>
<td>1.9</td>
</tr>
<tr>
<td>No university degree, 75+ years</td>
<td>7.7</td>
</tr>
<tr>
<td>University degree, 75+ years</td>
<td>0.8</td>
</tr>
</tbody>
</table>

## Country of birth

<table>
<thead>
<tr>
<th>Country of birth</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia/Overseas ESB*</td>
<td>76.9</td>
</tr>
<tr>
<td>Overseas NESB</td>
<td>23.1</td>
</tr>
</tbody>
</table>

## Telephone status

<table>
<thead>
<tr>
<th>Telephone status</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Landline only</td>
<td>7.0</td>
</tr>
<tr>
<td>Dual-user</td>
<td>57.0</td>
</tr>
<tr>
<td>Mobile phone only</td>
<td>36.0</td>
</tr>
</tbody>
</table>

* UK, Ireland, USA, Canada, New Zealand, South Africa
Appendix 2  2018 Questionnaire revisions
<table>
<thead>
<tr>
<th><strong>2017 Questionnaire Item</strong></th>
<th><strong>2018 Questionnaire Item</strong></th>
<th><strong>Comments</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><em>(ALL)</em></td>
<td><em>ALL</em></td>
<td>Removed</td>
</tr>
<tr>
<td>B13 There are a number of social and environmental issues facing the federal and state parliaments. Do you support or oppose legislation for…</td>
<td>A11 All things considered, are you satisfied or dissatisfied with the way things are going in Australia today?</td>
<td>Added</td>
</tr>
<tr>
<td><em>(ALL)</em></td>
<td><em>(ALL)</em></td>
<td>Added, used in previous Social Cohesion Survey</td>
</tr>
<tr>
<td>A6 How worried are you that you will could lose your job in the next year or so. Would you say…</td>
<td>B8b How interested are you in politics? Would you say (READ OUT)</td>
<td>Updated the item to remove the mid-point. Created a new question item.</td>
</tr>
<tr>
<td><em>(ALL)</em></td>
<td><em>(ALL)</em></td>
<td></td>
</tr>
<tr>
<td>B8 How interested are you in politics? Would you say (READ OUT)</td>
<td>B8b How interested are you in politics? Would you say (READ OUT)</td>
<td></td>
</tr>
<tr>
<td>1. Very interested</td>
<td>1. Very interested</td>
<td></td>
</tr>
<tr>
<td>2. Somewhat interested</td>
<td>2. Somewhat interested</td>
<td></td>
</tr>
<tr>
<td>3. Neither interested/disinterested</td>
<td>3. A little bit interested</td>
<td></td>
</tr>
<tr>
<td>4. A little bit Not interested</td>
<td>4. Not interested at all</td>
<td></td>
</tr>
<tr>
<td>5. Not interested at all</td>
<td>5. (Don’t know)</td>
<td></td>
</tr>
<tr>
<td>6. (Don’t know)</td>
<td>6. (Refused)</td>
<td></td>
</tr>
<tr>
<td>2017 Questionnaire Item</td>
<td>2018 Questionnaire Item</td>
<td>Comments</td>
</tr>
<tr>
<td>------------------------</td>
<td>-------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>*(ALL)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B13</td>
<td>*(ALL)</td>
<td>Removed</td>
</tr>
<tr>
<td>There are a number of social and environmental issues facing the federal and state parliaments. Do you support or oppose legislation for…</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>*(ALL)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>C16. How much do you agree or disagree with each of the following statements:</td>
<td></td>
</tr>
<tr>
<td>(STATEMENTS)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) Immigrants are generally good for Australia’s economy</td>
<td></td>
<td>Added - new items. Influenced by a similar set of items asked in the UK. Was re-worked to fit the CATI environment and Australian context.</td>
</tr>
<tr>
<td>b) Immigrants take jobs away</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) Immigrants increase crime rates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d) Immigrants improve Australian society by bringing new ideas and cultures</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(PROBE: Is that agree or strongly agree / disagree or strongly disagree?)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1  Strongly agree</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2  Agree</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5  (Neither agree nor disagree)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3  Disagree</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4  Strongly disagree</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6  (Don’t know)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7  (Refused)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C17. To what extent do the following concern you.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) The impact of immigration on overcrowding in Australian cities?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) The impact of immigration on house prices?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) The impact of immigration on the environment?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017 Questionnaire Item</td>
<td>2018 Questionnaire Item</td>
<td>Comments</td>
</tr>
<tr>
<td>------------------------</td>
<td>-------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>*ALL C18c. Now two questions about asylum seekers.</td>
<td><strong>Would you say it concerns you…</strong></td>
<td>Added – new items.</td>
</tr>
<tr>
<td>Are you personally concerned that Australia is too harsh in its treatment of asylum seekers and refugees?</td>
<td>1. A great deal</td>
<td></td>
</tr>
<tr>
<td>Would you say it concerns you…</td>
<td>2. Somewhat</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. (Neither concerned nor unconcerned)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Only slightly</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Not at all</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6. (Don’t know)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7. (Refused)</td>
<td></td>
</tr>
<tr>
<td>*ALL C18_d. The United Nations has been critical of Australia’s treatment of asylum seekers and refugees. Are you concerned about the impact on AUSTRALIA’S REPUTATION ABROAD, BECAUSE OF the treatment of asylum seekers and refugees?</td>
<td><strong>Would you say it concerns you…</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. A great deal</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Somewhat</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. (Neither concerned nor unconcerned)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Only slightly</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Not at all</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6. (Don’t know)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7. (Refused)</td>
<td></td>
</tr>
<tr>
<td>2017 Questionnaire Item</td>
<td>2018 Questionnaire Item</td>
<td>Comments</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>E10. Overall, to what extent do you feel the things you do in your life are worthwhile? Where zero means ‘not at all worthwhile’ and 10 is ‘completely worthwhile’.</td>
<td>Removed</td>
<td></td>
</tr>
<tr>
<td>E1NEW I’m going to read out a list of Australian institutions or organisations. For each one, please tell me how much confidence or trust you have in them?</td>
<td>Removed</td>
<td></td>
</tr>
<tr>
<td>F2 Do you agree or disagree with the following statements …</td>
<td>Removed statement b.</td>
<td></td>
</tr>
<tr>
<td>b) My local area is a place where people from different national or ethnic backgrounds get on well together</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F20. I like meeting and getting to know people from ethnic and cultural groups other than my own</td>
<td>Removed</td>
<td></td>
</tr>
<tr>
<td>F21. I often spend time with people from ethnic or cultural groups other than my own</td>
<td>Removed</td>
<td></td>
</tr>
</tbody>
</table>
Appendix 3

Final 2018 Questionnaire
Monash University
Social Cohesion Research Program

2018 NATIONAL SURVEY

Questionnaire Structure

Modules

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

CALL OUTCOMES ARE RR1

USE STANDARD CALL OUTCOMES AND RR1

PARTICIPANT INFORMATION SAMPLE FIELDS

USE STANDARD RDD

INTRODUCTION AND SCREENING

WELCOME SCREEN. Good morning/afternoon/evening. My name is (...) 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.

*IF NECESSARY (REFUSAL:- AVersion)
It’s an annual study
We want to speak to people from communities all over Australia from all walks of life
We want to find out what they think about some big issues facing the country at the moment
Used to influence government decision-making, planning, policies and funding.
Only takes about 15 minutes
*IF SAMTYPE=MOBILE: You may recall receiving a text message about this recently.

*(ALL)

ANSMACH. DO NOT ASK: Are you leaving an answering machine message?

1. No, continue to introduction
2. Short 10 second message – no message left (code off as Answering machine, no message left)
3. Yes, leave message 1 (GO TO ANSMESS) [DISPLAY IF TRYCOUNT=0]
4. Yes, leave message 2 (GO TO ANSM2) [DISPLAY IF TRY COUNT =1 AND
SAMPLETYPE=LANDLINE]

ANSM1.AUTOMATED SCRIPT: Good morning/afternoon/evening. My name is JOSH 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. AUTOMATED SCRIPT: Good morning/afternoon/evening. My name is JOSH 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

INTRODUCTION

*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 STATE) (GO TO RR1)
10. (Respondent refusal – State not asked) (GO TO RR1)
11. (Unable to screen – MAKE APPOINTMENT)
12. (LOTE IF UNABLE TO DETERMINE STATE) (GO TO LOTE)
13. (RESPONDENT UNDER 18 – OUT OF SCOPE) (GO TO TERM 1)

*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)

*MOBILE SAMPLE
MOBS2 You may have received a text message from us recently about this. The interview should only take about 20 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 the ethics approval number and the contact details of the researcher at Monash University.

1. Continue (GO TO S3)
2. Respondent Refusal (GO TO RR1)
3. Wants contact details
4. QR LOTE – (GO TO LOTE)
5. Queried about how telephone number was obtained (GO TO PTEL_MOB)
6. Wants a copy of the introductory letter (ALET)
7. Respondent aged under 18 (GO TO TERM 1)

*IF MOBS2 = 4 OR S2 =4, WANTS CONTACT DETAILS
CONTACT 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: 13467 ph: 03 9905 5490, Email: muhrec@monash.edu
Questions about the purpose of the research and why it is being conducted – Dr Margaret Taft, Tel: 03 9903 5018 Email: margaret.taft@monash.edu

1. Snap back to previous question

*(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

*(QUERIED HOW LANDLINE 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.

1. Snap back to previous question

S1 You might have recently received a letter from Monash University about the study. 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?

(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.

1. Start survey (GO TO S2)
2. Household refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
3. QR LOTE – (GO TO LOTE)
4. Queried about how telephone number was obtained (DISPLAY ATELQ)
5. No one in household over 18 (TERM1)
6. Wants a copy of the letter (ALET)

LOTE

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

RECORD LANGUAGE

1. Bosnian
2. Croatian
3. Dari
4. Farsi
5. Filipino / Tagalog
6. Hindi
7. Indonesian
8. Japanese
9. Khmer (Cambodian)
10. Korean
11. Malay
12. Macedonian
13. Polish
14. Punjabi
15. Russian
16. Serbian
17. Sinhala / Sinhalese
18. Spanish
19. Tamil
20. Thai
21. Urdu
22. Other language (specify)
23. Language not identified / unable to establish language (GO TO LANG_UNKNOWN)

LANG_UNKNOWN

Make an appointment for 2 days time +/- 2 hours to try to establish language with someone else in the household.
1. Unable to establish language on second attempt (TERMINATE)

*(SELECTED RESPONDENT)*

S2 REINTRODUCE AS NECESSARY
This interview should only take about 15 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 the ethics approval number and the contact details of the researcher at Monash University.

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

1. Continue (GO TO S3)
2. Respondent Refusal (GO TO RR1)
3. Wants contact/ethics details (GO TO CONTACT)
4. QR LOTE – (GO TO LOTE)
5. Queried about how telephone number was obtained (DISPLAY ATELQ)
6. Wants a copy of the introductory letter (ALET)

*(ALL)*

S3 This call will be recorded for training and quality purposes. Is that OK?

1. Record
2. Do not record

*PROGRAMMER NOTE: PLEASE SHOW THE OUTCOME OF THIS ON SCREEN*

*(TIMESTAMP1)*

*(ALL)*

DEM18 Just before we continue, can you please tell me your postcode?

INTERVIEWER NOTE: IF ASKED WHY WE NEED POSTCODE – WE NEED YOUR POSTCODE TO MAKE SURE WE INTERVIEW ENOUGH PEOPLE IN EACH AREA

*PROGRAMMER NOTE: DISPLAY SAMPLE POSTCODE*

1. Postcode from sample correct (DISPLAY ONLY IF SAMTYPE=1, LL)
2. Collect postcode (SPECIFY) (RANGE 800 to 9729)
3. (Don’t know) (SPECIFY suburb or town______)
4. (Refused) (GO TO TERM2)

*(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. Under 18 (TERM 1) *(DISPLAY ONLY IF SAMPTYP=2, MOBILE)
3. (Refused)

*(REFUSED AGE DEM1a=2)*

DEM1b Could you please tell me which of the following age groups are you in? (READ OUT)
<table>
<thead>
<tr>
<th></th>
<th>Age Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>18 - 24 years</td>
</tr>
<tr>
<td>2</td>
<td>25 – 29 years</td>
</tr>
<tr>
<td>3</td>
<td>30 - 34 years</td>
</tr>
<tr>
<td>4</td>
<td>35 – 39 years</td>
</tr>
<tr>
<td>5</td>
<td>40 – 44 years</td>
</tr>
<tr>
<td>6</td>
<td>45 – 49 years</td>
</tr>
<tr>
<td>7</td>
<td>50 – 54 years</td>
</tr>
<tr>
<td>8</td>
<td>55 – 59 years</td>
</tr>
<tr>
<td>9</td>
<td>60 – 64 years</td>
</tr>
<tr>
<td>10</td>
<td>65 – 69 years</td>
</tr>
<tr>
<td>11</td>
<td>70 - 74 years, or</td>
</tr>
<tr>
<td>12</td>
<td>75+ years</td>
</tr>
<tr>
<td>13</td>
<td>(Refused)</td>
</tr>
</tbody>
</table>
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)
*(ALL)
A11. All things considered, are you satisfied or dissatisfied with the way things are going in Australia today?

(READ OUT)

1. Very satisfied
2. Satisfied
3. (Neither satisfied nor dissatisfied)
4. Dissatisfied
5. Very dissatisfied
6. (Don’t know)
7. (Refused)

*(ALL)
A1 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.

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)

*(ALL)
A5. Now a question about your own financial circumstances. How satisfied or dissatisfied are you with your present financial situation?

(DISPLAY ORDER OF RESPONSES FOLLOWS SATORDER)

(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)

*(TIMESTAMP2)
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) (RANDOMISE ORDER OF 1-5 AND SAVE ORDER IN VARIABLE)

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

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)

B8_b. How interested are you in politics? Would you say ...

(READ OUT)

1. Very interested
2. Somewhat interested
3. A little bit interested
4. Not at all interested
5. (Don't know)
6. (Refused)

B10. Would you say the system of government we have in Australia ...

(READ OUT)

1. Works fine as it is
2. Needs minor change
3. Needs major change, or
4. Should be replaced
5. (Don't know)
6. (Refused)
B9. The next statement refers to a different type of political system. Would you say...

b. Having a strong leader who does not have to bother with parliament and elections would be a very good, fairly good, fairly bad or very bad way to govern Australia?

1. Very good
2. Fairly good
3. Fairly bad
4. Very bad
5. (Don’t know)
6. (Refused)

*TIMESTAMP3

MODULE C: SOCIO-CULTURAL

*(ALL)

C13. Thinking about the growing economic ties between Australia and other countries, sometimes referred to as globalization, do you think this is very good, fairly good, fairly bad or very bad for Australia?

1. Very good
2. Fairly good
3. Fairly bad
4. Very bad
5. (Don’t know)
6. (Refused)

*(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)
**(ALL)**

C9. 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)

**(ALL)**

C1. 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)

**(ALL)**

C2. 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)

**(ALL)**

C15. How well do you think Australian governments are managing population growth? Would you say…

(READ OUT)

1. Very well
2. Fairly well
3. (Neither well nor badly)
4. Fairly badly
C3. Do you agree or disagree that when a family or individual applies to migrate to Australia, that it should be possible for them to be rejected simply on the basis of…

[a] their race or ethnicity?

[b] their religion?

(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)

*(ALL)*

C10 Do you agree or disagree with the following statements about ethnic and cultural groups in Australia?

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

(STATEMENTS)

a) We should do more to learn about the customs and heritage of different ethnic and cultural groups in this country
b) People who come to Australia should change their behavior to be more like Australians

(RESPONSE FRAME)

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

**C16.** How much do you agree or disagree with each of the following statements:

(STATEMENTS)

a) Immigrants are generally good for Australia’s economy
b) Immigrants take jobs away
c) Immigrants increase crime rates
d) Immigrants improve Australian society by bringing new ideas and cultures

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

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

*(ALL)*

**C17.** To what extent do the following concern you.

a) The impact of immigration on overcrowding in Australian cities?
b) The impact of immigration on house prices?
c) The impact of immigration on the environment?

Would you say it concerns you…

1. A great deal
2. Somewhat
3. (Neither concerned nor unconcerned)
4. Only slightly
5. Not at all
6. (Don’t know)
7. (Refused)

*(ALL)*

**C18c.** Now two questions about asylum seekers.

Are you personally concerned that Australia is too harsh in its treatment of asylum seekers and refugees?

Would you say it concerns you…

1. A great deal
2. Somewhat
3. (Neither concerned nor unconcerned)
4. Only slightly
5. Not at all
6. (Don’t know)
7. (Refused)
C18_d. The United Nations has been critical of Australia’s treatment of asylum seekers and refugees. Are you concerned about the impact on AUSTRALIA’S REPUTATION ABROAD, BECAUSE OF the treatment of asylum seekers and refugees?

Would you say it concerns you…

1. A great deal
2. Somewhat
3. (Neither concerned nor unconcerned)
4. Only slightly
5. Not at all
6. (Don’t know)
7. (Refused)

*(ALL)  
CN7intro. Next, I would like to ask you about your attitude towards different religious groups.

PROGRAMMER NOTE: FOR CN7 SHOW FIRST PART OF QUESTION STEM FOR FIRST STATEMENT, THEN SECOND PART FOR REMAINING STATEMENTS

CN7. Is your personal attitude positive, negative, or neutral towards [STATEMENT]? / And what about [STATEMENT]…

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

(STATMENTS)

a) Christians
b) Buddhists
c) Muslims

(RESPONSE FRAME)

1 Very positive
2 Somewhat positive
3 Neutral
4 Somewhat negative
5 Very negative
6 (Don’t know)
7 (Refused)

*TIMESTAMP4

MODULE D: DISCRIMINATION

*(ALL)  
Intro: Now thinking about any discrimination you may have personally experienced.

*(ALL)  
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

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)

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)

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

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)

LIFE_SATISFACTION. The following question asks how satisfied you feel about life in general, on a scale from 0 to 10. Zero means you feel ‘not at all satisfied’ and 10 means ‘completely satisfied’. Overall, how satisfied are you with life as a whole these days?

0. Not at all satisfied
1. Completely satisfied

98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*TIMESTAMP6

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”]

(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) [ONLY DISPLAY FOR STATEMENT B]
7. (Don't know)
8. (Refused)

(ALL)

F7. Would you say that living in your local area is becoming better or worse, or is it unchanged?
(PROBE: Is that better or much better / worse or much worse?)

1. Much better
2. Better
3. Unchanged
4. Worse
5. Much worse
6. (Don't know)
7. (Refused)

*(ALL)*

B1 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)

*(UNDERTAKES VOLUNTEER WORK) (B1=1)*

B2 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)

*(ALL)*

F9b intro And now turning to another issue, your sense of personal safety.

F9b 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)

*(ALL)*
F10. Thinking about all types of crime in general, how worried are you about becoming a victim of crime in your local area? Would you say you are …

(READ OUT)

1. Very worried
2. Fairly worried
3. Not very worried
4. Not at all worried
5. (Don’t know)
6. (Refused)

*(TIMESTAMP7)

DEMOGRAPHIC INFORMATION

*(ALL)
DEM1 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)
DEM2. RECORD GENDER

And what is your gender?

IF NECESSARY: This is a question we do ask of everyone

1. Male
2. Female
3. Other
4. (Refused)

*(ALL)
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)

1. Australia
2. Canada
3. China (excluding Taiwan)
4. Croatia
Q10B. Are you of Aboriginal or Torres Strait Islander origin?

1. No
2. Yes, Aboriginal
3. Yes, Torres Strait Islander
4. Both, Aboriginal and Torres Strait Islander
5. (Decline to answer)
6. (Don't know)

*(ALL)

DEM16 In what year did you arrive in Australia?

1. Year given (RECORD YEAR)
2. (Refused)

*(ALL)

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)

*(ALL)

DEM6. Are you an Australian citizen?
1 Yes
2 No
3 (Don’t know)
4 (Refused)

*(ALL)
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)

*(ALL)
DEM11 Which one of these BEST describes your employment situation? Are you …

(READ OUT)

1 Employed full-time
2 Employed part-time
3 Unemployed
4 Retired
5 Student
6 Home duties, or
7 Something else (Specify)
8 (Don’t know)
9 (Refused)

*(IF DEM11=1 OR 2, EMPLOYED)
A6. How worried are you that you could lose your job in the next year or so. Would you say…

(READ OUT)

1 Very worried
2 Quite worried
3 A little worried
4 Not worried at all
5 (Does not have a job/retired)
6 (Don’t know)
7 (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)

*(ALL)
DEM17N What is your religion, even if you are not currently practicing?

1. Catholic
2. Anglican (Church of England)
3. Uniting Church
4. Presbyterian
5. Greek Orthodox
6. Baptist
7. Lutheran
8. Islam
9. Buddhist
10. Judaism
11. Hinduism
12. Christian (no further information)
13. No religion
14. Other (SPECIFY)
15. (Don’t know)
16. (Refused)

*(DEM17N=1 thru 12 OR 14, HAS RELIGION)
DEM24 Do you consider yourself to be

(READ OUT)

1. Very religious
2. Religious
3. Not so religious
4. Not religious at all
5. (Don’t know)
6. (Refused)

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

*(CITIZEN, DEM 6=1)
DEM22 Just one question about voting. 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 Liberal National Party/ LNP
5 Greens
6 One Nation/ Pauline Hanson
7 Other (Specify) __________________________
8 Would not vote
9 (Don’t Know)
10 (Refused)

*(ALL)
INTERNET_ACCESS. Now, some about your use of the internet.
Does any member of your household access the internet from home?

READ OUT: Please include internet access using desktop or laptop computers, mobile or smart phones, tablets, music or video players, gaming consoles, smart TVs etc. Include internet access through any type of connection including ADSL, fibre, cable, wireless, satellite, and mobile broadband (3G or 4G).

1. Yes
2. No
98. (Don’t know) / Not sure
99. (Refused) / Prefer not to say

*(ALL) INTERNET. How often do you…?

a) Look for information over the Internet
b) Comment or post images to social media sites (Facebook, Twitter, etc.)
c) Post to a blog / forums / interest groups

(READ OUT)

1. Several times a day
2. About once a day
3. Three to five days a week
4. One to two days a week
5. Every few weeks
6. Once a month
7. Less than once a month
8. (Never)
98. (Don’t know) / Not sure
99. (Refused) / Prefer not to say

*(ALL) [MULTI-RESPONSE] CONCESSIONCARD. Are you covered by any of these concession cards?

(READ OUT ONE BY ONE)

1. Health Care Card
2. Pensioner Concession Card
3. Commonwealth Seniors Card. This is issued by Centrelink / the Australian Government Department of Human Services. It is red and yellow in colour. State based concession cards are not included here.
4. None of the above ^
98. (Don’t know) / Not sure ^
99. (Refused) / Prefer not to say ^

*TELEPHONE STATUS

*ALL
*PROGRAMMER: IF LANDLINE: RANGE= 0 -9, IF MOBILE: 1 - 9
W5. To finish up I have a question or two about your use of telephone services. How many mobile phones, in total, do you have that you receive calls on?

1. Specify number (RANGE: 0 TO 9)
2. (Don’t know)
3. (Refused)
SMP1  Is there at least one working fixed line telephone inside your home that is used for making and receiving calls?

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

*(TIMESTAMP8)*

*(ALL)*

CLOSE Thank you for your help, that is all the questions we have today. 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: 13467, ph: 03 9905 5490, Email: muhrec@monash.edu
Questions about the purpose of the research and why it is being conducted – Dr Margaret Taft, Tel: 03 9903 5018 Email: margaret.taft@monash.edu

*(INTERVIEWER TO ENTER ONCE INTERVIEW IS COMPLETE)*

INT1 Record language

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

*(TIMESTAMP9)*

REASONS FOR REFUSAL

USE STANDARD RR1 AND RR2

TERMINATION SCRIPTS

*(NO ONE IN HOUSEHOLD OVER 18)*

TERM1 Thanks anyway, but for this survey we need to speak to people aged 18 or more. Thanks for being prepared to help.

*(DID NOT PROVIDE STATE IN MOBILE SAMPLE)*

TERM2 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.

*(LOTE NOT FOLLOWUP)*

TERM3 Thank you for your time.
### ALLTERM (NEW)

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2=Year 12 (DEM10=4,5)  
3=Trade or Technical (DEM10=6,7,8)  
4=University (DEM10=9,10)  
5=DK  
6=REF | Survey (DEM10) |
|---|---|---|
| Employment | Employment status | 1= Employed (DEM11=1,2)  
2=All other (DEM11=3 to 7)  
3=DK  
4=REF | Survey (DEM11) |
| MMFLAG | Macromatch flag | Categories as per sample file | Sample |
| MATCHID | Match ID (From Macromatch) | Categories as per sample file | Sample |
| Letter | Letter sample | 1=lettered sample  
2=non-lettered sample | Sample |
Social Cohesion Survey 2018
National Survey

A Research Project for:
Monash University

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 - 2017)
- Many of the questions are retained from previous waves.
- The survey is directed by Monash University

More about the stakeholders

- The immediate client for us and respondents is Monash University
- The School of International, Historical and Philosophical Studies 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 (cont.)

- 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

- Slow start 9th July
- Main fieldwork period 10th July – 12th August
- 1,500 interviews across Australia
- Dual Frame 50% LL / 50% Mobile
  - 750 Landline surveys
  - 750 Mobile surveys
- 25% of landlines have been sent a primary approach letter
- All mobiles will receive a pre-notification text message
- All sample is RDD (landline and mobile)
- LOTEs specified languages
Survey overview

- Covers varying topics from immigration to politics with a particular focus on multiculturalism
- Expect to hear many different, even diametrically opposed, viewpoints
- Expect that some responses may come across as offensive or alien to your point of view. *Critical to remain neutral at all times.*
- Gentle call control important for chatty respondents, especially when the topics are sensitive and close to the heart of the respondent

Survey Overview (cont.)

- Primary approach letter was sent to respondents for the main survey where we have an address.
- First letters were sent on Monday 19th June and each batch is sent weekly after that.
- Numbers have been sourced from all possible available phone numbers within the area (randomly selected or RDD).
Survey Overview (cont.)

- Landlines
  - Respondent selected using the “next birthday” method
  - May need to explain 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 (if aged 18 or over!)
  - Make sure 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 on Sundays
- Appointments can be made for any time the call centre is operational
- Day time appointments should generally only be made if:
  - The QR requests a daytime appointment
  - Someone in the household has said daytimes are likely to be good to catch the QR
Non-English speaking respondents

- Around 2% of surveys to be conducted in a language other than English, covering Cantonese, Mandarin, Vietnamese, Italian, Greek, Arabic, Lebanese and Turkish.
- Record LOTEs using the SRC codes
- 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 is simply to suggest a language you think they might be speaking.
- We only need to make a couple of attempts to establish the language
  - On the second unsuccessful attempt you can code away as 'Unable to establish language'.

Survey Administration

- We will be leaving automated answering machine messages on both landlines and mobiles
  - Up to two messages on landlines (No more!)
  - Only one message on mobiles
- Only leave a message if we have:
  - NOT had contact with anyone in the household or on the mobile phone.
Survey Administration

- 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

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:
  - Dr Margaret Taft
  - Tel: 03 9903 5018
  - margaret.taft@monash.edu
- Complaints
  - Human Ethics Officer
  - Tel: 03 9905 2052
  - muhrec@monash.edu

Survey Content - 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
Survey Content – AN1 (first question)

Most important problem facing Australia today…

- This a single coded and unprompted question
- Please avoid using ‘Other’ unless absolutely necessary, as it is not a ‘specify’
- Please consult your supervisor if you come across a response you are not sure about
- The question has positive and negative dimensions for 3 topics: asylum seekers, immigration and environment
  - Asylum seekers (sympathetic comment) / Asylum seekers (negative comment)
  - Environment (concern) / Environment (sceptical)
  - Immigration/Population (negative) / Immigration/Population (supportive)
- Probe out any ambiguous answers in a neutral manner e.g. “Can you tell me a bit more about that?”

Data quality issues

- Take care to record all numeric responses accurately
  - Postcode, number of residential phone numbers

- Accurate probing of scale question
  - Scales must be read out as presented
Questions?

As always, your best efforts are appreciated!
Social Cohesion Research Project – National Survey

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://monash.edu/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 15 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 2017 survey are at http://monash.edu/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 Dr Margaret Taft
Dr Margaret Taft, School of International, Historical and Philosophical Studies, Faculty of Arts, Monash University, Clayton, Victoria 3800
Tel: 03 9903 5018
Email margaret.taft@monash.edu

If you have a complaint concerning the manner in which this research project (13467) 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，目的是请您配合蒙纳士大学开展一项重要研究项目。本次研究内容涉及澳大利亚的社会事务。

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15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


Bu önemli araştırmaya yönelik olarak katıldığınız için teşekkür ederim. Görüşleriniz bizim için değerli ve önemlidir.

مشروع بحث خاص بالتماسك الاجتماعي

إسمي أندرو مركرس. أدرس في دائرة الدراسات التاريخية بجامعة موناش. أكتب إليه طالبًا مساعدتي في دراسة أسترالية هامة تقوم بها جامعة موناش. تتناول هذه الدراسة مجموعة من القضايا الاجتماعية في أستراليا.

وقد تعافت جامعة موناش مع مركز البحوث الاجتماعي لإجراء المقابلات الهاتفية اللازمة لهذه الدراسة. وقد اختبرت أنت على أساس عشوائي لمشاركتك في هذا المشروع. سيشمل مركز البحوث الاجتماعي أية معلومات تقدما بها على مستوى من السرية. ولن تلقى جامعة موناش أي معلومات من الاستطلاع يمكن أن تشير إلى هويتك أو أية أسرتك.

سيستغرق الاستبيان حوالي 15 دقيقة من وقتك. و المشاركة طوعية تمامًا. وإذا وافقت في أي وقت، وللإجابات التي تعطيها أية معلومات تشير إلى هويتك على الإطلاق.

شكرًا سلفًا لتعاونك الطوعي في هذا الاستطلاع الهام. إن آراءك قيمة وهامة.

Dự án Nghiên cứu về Gắn bó Xã hội


Chúng tôi xin cảm ơn sự được quý vị vui lòng tự nguyện hợp tác cùng chúng tôi trong cuộc khảo sát quan trọng này. Ước kiếm quý vị sẽ rất giá trị và quan trọng cho dự án của chúng tôi.