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1. Introduction

1.1. Overview

This report describes the methodological aspects of the tenth Australian Social Cohesion Survey funded by the Scanlon Foundation and undertaken by a consortium involving the Scanlon Foundation, Monash University, the Australian Multicultural Foundation and the Social Research Centre. Multicultural Queensland and the Scanlon Foundation sought the views of 1,000 Queensland residents as part of the Social Cohesion project for 2017.

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

- 1,500 telephone interviews at a national level,
- 1,000 telephone interviews of Queensland residents (including those interviewed as part of the national survey),
- 2,290 online completes with a probability panel (LinA),
- 200 online completes with One Nation voters from a non-probability panel provider; and
- 200 online completes with a nationally representative sample from a non-probability panel provider

This report provides:

- details of the survey procedures of 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 National call results and response rate
- Section 6 reviews the Local call results and response rate
- Section 7 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 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.

The telephone interviews of the National Survey and Queensland residents was conducted within the one project, using the same methodology. The call results will be presented within the same tables and will not be analysed separately. All references to the ‘National Survey’ from here onwards will include the additional Queensland component.

The 2017 National Survey involved 2,236 adults (aged 18 years and over), stratified by State/Territory and capital city / non-capital city, which included a boost of 730 Queensland to achieve 1,000 Queensland completes overall. This report discusses the methodology of the National Survey.

A dual-frame sample methodology was used involving two separate sample frames; one drawn from randomly generated (RDD) landline telephone numbers and a second drawn from randomly generated mobile phone numbers. Used for the first time in 2013, this approach meant the Social Cohesion Survey was able to include the views of the estimated 29% 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 55.0% landline numbers and 45.0% mobile phone numbers. Overall, 457 (20.4%) 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.

- The response rate for the 2017 National Survey was 46.7%, comparable to previous years although slightly under.
There were a few revisions applied to the 2016 questionnaire for the 2017 iteration of the survey. The overall changes made to the survey did not result in a reduction in interview length from last year. In 2016 changes to the survey increased the overall interview length to 18 minutes. In looking forward, the 2018 survey may need to consider a broader reduction overall to meet the expected 16-minute interview length or a review of the project requirements to increase the expected interview length to 18 minutes. There was minimal difference between the average length of interviews conducted with respondents using a landline telephone (18.4 minutes) and those conducted with respondents using a mobile phone (18.0 minutes).

Table 1  
Survey overview

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

2.1. Sample design

To accommodate the dual-frame sampling approach, the 2017 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 3 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 998 interviews obtained from this frame is similar to previous years with one exception. The additional Queensland distribution of Capital city / Rest of State

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. Part of the task of the data weighting procedures discussed in Section 7.2 was to adjust for this disproportionate sample design. The Queensland sample is over represented here as we aimed to achieve 1,000 interviews with Queensland residents.

Table 3  Survey geographic distribution of final achieved sample by sample frame

<table>
<thead>
<tr>
<th>Geographic strata</th>
<th>Sample Frame</th>
<th>Landline (n)</th>
<th>Mobile (n)</th>
<th>Total Interviews (n)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sydney</td>
<td></td>
<td>88</td>
<td>120</td>
<td>208</td>
</tr>
<tr>
<td>Rest of NSW</td>
<td></td>
<td>53</td>
<td>74</td>
<td>127</td>
</tr>
<tr>
<td>Melbourne</td>
<td></td>
<td>104</td>
<td>143</td>
<td>247</td>
</tr>
<tr>
<td>Rest of Vic</td>
<td></td>
<td>34</td>
<td>54</td>
<td>88</td>
</tr>
<tr>
<td>Brisbane</td>
<td></td>
<td>259</td>
<td>232</td>
<td>491</td>
</tr>
<tr>
<td>Rest of Qld</td>
<td></td>
<td>279</td>
<td>224</td>
<td>503</td>
</tr>
<tr>
<td>Adelaide</td>
<td></td>
<td>106</td>
<td>48</td>
<td>154</td>
</tr>
<tr>
<td>Rest of SA</td>
<td></td>
<td>31</td>
<td>12</td>
<td>43</td>
</tr>
<tr>
<td>Perth</td>
<td></td>
<td>107</td>
<td>53</td>
<td>160</td>
</tr>
<tr>
<td>Rest of WA</td>
<td></td>
<td>31</td>
<td>11</td>
<td>42</td>
</tr>
<tr>
<td>Hobart</td>
<td></td>
<td>21</td>
<td>5</td>
<td>26</td>
</tr>
<tr>
<td>Rest of Tasmania</td>
<td></td>
<td>25</td>
<td>7</td>
<td>32</td>
</tr>
<tr>
<td>Darwin</td>
<td></td>
<td>28</td>
<td>4</td>
<td>32</td>
</tr>
<tr>
<td>Rest of NT</td>
<td></td>
<td>16</td>
<td>1</td>
<td>17</td>
</tr>
<tr>
<td>ACT</td>
<td></td>
<td>44</td>
<td>10</td>
<td>54</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>1226</td>
<td>998</td>
<td>2224</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 2017 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 12,192 landline telephone records used, an up-to-date address listing was obtained for 22.9 percent (n=2,794) with a primary approach letter sent to each one. This represents 13 percentage points lower match rate than in 2016 (letter match rate 35.3 percent). A decreased landline letter component places higher barriers to achieving the same, if not better response rates that 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 2017 letter). The main body of the letter was in English, with translated summaries on the reverse side in Arabic, Turkish, simplified Chinese and Vietnamese. These languages were chosen as they are the most commonly spoken languages nationally.

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

As part of the data collection procedures, arrangements were put in place to send (additional) approach letters to sample members upon request. In such cases a letter was dispatched to the household the next day and an appointment made to call back to the household 5 days later; no requests for an approach letter were made during fieldwork for the 2017 survey.

In 2017, Monash University managed the return to senders with a total of 109 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 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. As such it excluded residents of institutional premises (prisons, nursing homes, etc) and military bases. 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 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 five of the most commonly spoken community languages nationally: Vietnamese, Chinese (Cantonese and Mandarin), Italian and Greek. There were no interviews completed in Arabic in 2017, as per previous years due to low frequency of records identified during fieldwork.

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 24 interviews were conducted in a language other than English (8 Italian, 6 Greek, 5 Mandarin, 4 Cantonese, 1 Vietnamese).

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 mobile sample was divided in to two, with each group being sent a different message. The aim was to assess if there were any differences in response rate and / or efficiencies gained from a particular pre-field text message. The content of the messages were:

**SMS1**

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

**SMS2**

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 6,996 mobile numbers that were sent a text message, 91 respondents sent a text message to opt out with 30 contacting our 1800 Incoming Call Solutions (ICS) team to opt out. In looking at the differences between the two text messages, little can be detected. Anecdotally, comments from the ICS team around the few opt outs received were that choice of phrase “you’ve been randomly selected” raised concerns from respondents wanting to know how they could be randomly selected when they have not offered their number to a service. This may account for the slightly increased number of ICS contacts SMS 1 generated (23 ICS opt outs for SMS 1 compared to 13 ICS opt outs for SMS 2).
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 160 calls were made to the Social Research Centre. The majority of calls were to make an appointment (60%) 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 2017 survey underwent some changes with both additions and deletions to the 2016 questionnaire with the majority of the survey items remaining the same.

The additions included questions which looked at how much confidence people had of certain government institutions and professions (ie Family Court, Doctors). A summary of these changes can be found in Appendix 2.

3.2. Questionnaire pilot testing

The 2017 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 2017 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, the Social Research Centre is bound to adhere to AMSRO Privacy Principles and the AMSRS Code of Professional Behaviour.

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 55 interviewers were briefed to work on the 2017 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 18,686 sample records (11,690 landline numbers and 6,996 mobile numbers) were initiated to achieve the final 2,236 completed surveys. A total of 68,000 calls were placed to these sample records equating to an average of 3.6 calls per record and one completed interview for every 30.4 calls.

Table 2 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 12.0 percent of the 18,686 numbers to which calls were initiated for this survey.

Of the numbers initiated, 14.8 percent were unusable; 55.9 percent were unresolved at the end of the call cycle (non-contacts or unresolved appointments); and 3.2 percent were identified as being out of scope. Refusals (all types) were encountered at 22.4 percent of the numbers to which calls were initiated.

Table 2 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><strong>Total numbers initiated</strong></td>
<td>18,686 100</td>
<td>11,690 100</td>
<td>6,996 100</td>
</tr>
<tr>
<td><strong>Unusable numbers</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telstra message, number disconnected</td>
<td>991 5.3</td>
<td>586 5.0</td>
<td>405 5.8</td>
</tr>
<tr>
<td>Fax/Modem</td>
<td>401 2.1</td>
<td>392 3.4</td>
<td>9 0.1</td>
</tr>
<tr>
<td>Incoming call restrictions</td>
<td>40 0.2</td>
<td>6 0.1</td>
<td>34 0.5</td>
</tr>
<tr>
<td>Not a residential number</td>
<td>1328 7.1</td>
<td>1210 10.4</td>
<td>118 1.7</td>
</tr>
<tr>
<td><strong>Subtotal unusable number</strong></td>
<td>2,760 14.8</td>
<td>2,194 18.8</td>
<td>566 8.1</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>402 2.2</td>
<td>340 2.9</td>
<td>62 0.9</td>
</tr>
<tr>
<td>Answering machine</td>
<td>4815 25.8</td>
<td>2512 21.5</td>
<td>2303 32.9</td>
</tr>
<tr>
<td>No answer</td>
<td>4781 25.6</td>
<td>3135 26.8</td>
<td>1646 23.5</td>
</tr>
<tr>
<td>Appointments</td>
<td>454 2.4</td>
<td>211 1.8</td>
<td>243 3.5</td>
</tr>
<tr>
<td><strong>Subtotal no contact / unresolved</strong></td>
<td>10,452 55.9</td>
<td>6,198 53.0</td>
<td>4,254 60.8</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>12 0.1</td>
<td>8 0.1</td>
<td>4 0.1</td>
</tr>
<tr>
<td>Selected respondent away for duration</td>
<td>65 0.3</td>
<td>47 0.4</td>
<td>18 0.3</td>
</tr>
<tr>
<td>LOTE – No language follow up</td>
<td>96 0.5</td>
<td>61 0.5</td>
<td>35 0.5</td>
</tr>
<tr>
<td>Too old / ill health / unable to do survey</td>
<td>255 1.4</td>
<td>208 1.8</td>
<td>47 0.7</td>
</tr>
<tr>
<td>Out of scope (no-one 18 plus in household/mobile)</td>
<td>167 0.9</td>
<td>11 0.1</td>
<td>156 2.2</td>
</tr>
<tr>
<td><strong>Subtotal out of scope</strong></td>
<td>595 3.2</td>
<td>335 2.9</td>
<td>260 3.7</td>
</tr>
<tr>
<td><strong>Contacts</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interviews</td>
<td>2236 12.0</td>
<td>1226 10.5</td>
<td>1010 14.4</td>
</tr>
<tr>
<td>Midway termination</td>
<td>43 0.2</td>
<td>25 0.2</td>
<td>18 0.3</td>
</tr>
<tr>
<td>Household refusal</td>
<td>1485 7.9</td>
<td>1495 12.8</td>
<td>- -</td>
</tr>
</tbody>
</table>
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 (18.8% versus 8.1% for the mobile frame), particularly non-residential phone numbers (10.4% versus 1.7% for mobiles).
- A considerably lower proportion of ‘answering machines’ (21.5% versus 32.9% of mobiles) and overall a lower proportion of ‘non-contact/unresolved’ call outcomes (53.0% versus 60.8%).

Finally, as shown in Table 3, as a proportion of all in-scope contacts, the total refusal rates were higher within the landline sample frame than in the mobile sample frame (58.5% and 47.2% respectively). The landline refusals are higher than in previous years, possibly due to the low ‘match rate’ of the sample as discussed in section 2.3.

### Table 3 Final call results for in-scope contacts

<table>
<thead>
<tr>
<th></th>
<th>Dual-Frame</th>
<th>Landline Frame</th>
<th>Mobile Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n</td>
<td>%</td>
<td>n</td>
</tr>
<tr>
<td>Total in-scope contacts</td>
<td>4869</td>
<td>100</td>
<td>2963</td>
</tr>
<tr>
<td>Contacts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interviews</td>
<td>2,236</td>
<td>45.9</td>
<td>1226</td>
</tr>
<tr>
<td>Midway termination</td>
<td>43</td>
<td>0.9</td>
<td>25</td>
</tr>
<tr>
<td>Household refusal</td>
<td>1485</td>
<td>30.5</td>
<td>1495</td>
</tr>
<tr>
<td>Respondent refusal</td>
<td>296</td>
<td>6.1</td>
<td>159</td>
</tr>
<tr>
<td>Remove number from list</td>
<td>74</td>
<td>1.5</td>
<td>53</td>
</tr>
<tr>
<td>Named respondent not known</td>
<td>7</td>
<td>0.1</td>
<td>5</td>
</tr>
<tr>
<td>Refused state screening question / SMS refusal</td>
<td>728</td>
<td>15.0</td>
<td>-</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 2):

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

Using this formula, the final overall response rate for the 2017 National survey was 45.9 percent; this was under the 2016 survey response rates. In looking the sample frames separately, the mobile sample had a response rate of 52.7 percent and the landline sample had a response rate of 41.4 percent.

Table 4 shows the efficiency of the lettered sample compared to the non-lettered sample with 22.1 percent of households who received the letter going on to complete the interview compared to seven 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 (25.8% of lettered versus 11.5% of unlettered).

Table 4 Response rates

<table>
<thead>
<tr>
<th></th>
<th>Base (n)</th>
<th>Interview</th>
<th>Refusal</th>
<th>Unresolved contact</th>
<th>Other contacts</th>
<th>Non-contact</th>
<th>Unusable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>18,686</td>
<td>12.0</td>
<td>14.1</td>
<td>2.4</td>
<td>2.3</td>
<td>53.5</td>
<td>14.8</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>11,690</td>
<td>10.5</td>
<td>14.9</td>
<td>1.8</td>
<td>2.8</td>
<td>51.2</td>
<td>18.8</td>
</tr>
<tr>
<td>Mobile</td>
<td>6,996</td>
<td>14.4</td>
<td>12.9</td>
<td>3.5</td>
<td>1.5</td>
<td>57.3</td>
<td>8.1</td>
</tr>
<tr>
<td>Landline Sample Frame Only</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metro</td>
<td>7,479</td>
<td>10.1</td>
<td>15.5</td>
<td>1.6</td>
<td>3.0</td>
<td>50.2</td>
<td>19.5</td>
</tr>
<tr>
<td>Non-Metro</td>
<td>4,211</td>
<td>11.2</td>
<td>13.7</td>
<td>2.2</td>
<td>2.4</td>
<td>53.0</td>
<td>17.5</td>
</tr>
<tr>
<td>Letter</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sent letter</td>
<td>2,725</td>
<td>22.1</td>
<td>25.8</td>
<td>2.8</td>
<td>5.5</td>
<td>40.1</td>
<td>3.5</td>
</tr>
<tr>
<td>No letter</td>
<td>8,965</td>
<td>6.9</td>
<td>11.5</td>
<td>1.5</td>
<td>2.0</td>
<td>54.6</td>
<td>23.4</td>
</tr>
<tr>
<td>Location</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NSW</td>
<td>1318</td>
<td>10.5</td>
<td>18.4</td>
<td>0.8</td>
<td>3.3</td>
<td>46.7</td>
<td>20.4</td>
</tr>
<tr>
<td>VIC</td>
<td>1413</td>
<td>9.8</td>
<td>13.4</td>
<td>2.2</td>
<td>3.3</td>
<td>51.7</td>
<td>19.3</td>
</tr>
<tr>
<td>QLD</td>
<td>4965</td>
<td>10.8</td>
<td>15.8</td>
<td>1.6</td>
<td>2.6</td>
<td>51.1</td>
<td>18.0</td>
</tr>
<tr>
<td>SA</td>
<td>1099</td>
<td>12.5</td>
<td>14.1</td>
<td>1.8</td>
<td>3.2</td>
<td>50.8</td>
<td>17.7</td>
</tr>
<tr>
<td>WA</td>
<td>1520</td>
<td>9.0</td>
<td>13.9</td>
<td>2.7</td>
<td>3.8</td>
<td>52.6</td>
<td>18.0</td>
</tr>
<tr>
<td>TAS</td>
<td>320</td>
<td>14.4</td>
<td>16.3</td>
<td>3.4</td>
<td>1.6</td>
<td>46.6</td>
<td>17.8</td>
</tr>
<tr>
<td>NT</td>
<td>695</td>
<td>6.6</td>
<td>7.8</td>
<td>1.4</td>
<td>0.7</td>
<td>60.9</td>
<td>22.6</td>
</tr>
</tbody>
</table>

5.3. Achieved sample profile

Table 7 compares the achieved sample profile (using unweighted data) with that of the adult Australian population (using Australian Bureau of Statistics 2016 Estimated Residential Population counts).

As with previous years, it can be seen that 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 all of these factors were taken into account in the weighting procedure (see Section 7.2).

Table 5  National sample profile

<table>
<thead>
<tr>
<th>Age group (%)</th>
<th>Achieved sample profile (Unweighted)</th>
<th>Australian population 18 years plus</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-34 years</td>
<td>14.8</td>
<td>31.5</td>
</tr>
<tr>
<td>35-44 years</td>
<td>11.2</td>
<td>17.2</td>
</tr>
<tr>
<td>45-54 years</td>
<td>16.4</td>
<td>16.8</td>
</tr>
<tr>
<td>55-64 years</td>
<td>21.0</td>
<td>14.8</td>
</tr>
<tr>
<td>65 years or more</td>
<td>35.8</td>
<td>19.6</td>
</tr>
<tr>
<td>Gender (%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>48.7</td>
<td>49.1</td>
</tr>
<tr>
<td>Female</td>
<td>50.8</td>
<td>50.9</td>
</tr>
<tr>
<td>Other</td>
<td>0.2</td>
<td>-</td>
</tr>
<tr>
<td>Educational Attainment (%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>University (Bachelor or Post graduate degree)</td>
<td>33.6</td>
<td>21.6</td>
</tr>
<tr>
<td>Have not completed a university degree</td>
<td>64.5</td>
<td>78.4</td>
</tr>
<tr>
<td>Australian / Overseas born (%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Born in Australia</td>
<td>71.0</td>
<td>68.6</td>
</tr>
<tr>
<td>Born overseas</td>
<td>28.1</td>
<td>31.4</td>
</tr>
</tbody>
</table>

5.3.1. Landline and Mobile Sample Frames

Table 8 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 \((n=457)\).

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

- A higher proportion of younger people (26.1% were aged under 35 years compared with 5.4% of the landline sample); males (55.8% versus 42.8%); employed persons (62.6% versus 44.2%) and students (4.8% versus 2.1%); and people who did not hold Australian citizenship (11.9% versus 4.6%).
- By contrast, the mobile frame sample exhibited a lower proportion of people aged 65 years or more; females; 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 6** Comparative sample profile – landline and mobile sample frames (unweighted data)

<table>
<thead>
<tr>
<th></th>
<th>Dual-Frame</th>
<th>Landline Frame</th>
<th>Mobile Frame</th>
<th>Mobile Only Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total (n)</td>
<td>2,236</td>
<td>1,226</td>
<td>1,010</td>
<td>457</td>
</tr>
<tr>
<td>Age group</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-34 years</td>
<td>14.8</td>
<td>5.4</td>
<td>26.1</td>
<td>37.8↑</td>
</tr>
<tr>
<td>35-44 years</td>
<td>11.2</td>
<td>7.8</td>
<td>15.2</td>
<td>17.9↑</td>
</tr>
<tr>
<td>45-54 years</td>
<td>16.4</td>
<td>17.0</td>
<td>15.6</td>
<td>14.0</td>
</tr>
<tr>
<td>55-64 years</td>
<td>21.0</td>
<td>22.3</td>
<td>19.4</td>
<td>15.1</td>
</tr>
<tr>
<td>65 years or more</td>
<td>35.8</td>
<td>46.3</td>
<td>23.1</td>
<td>12.7</td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>48.7</td>
<td>42.8</td>
<td>55.8</td>
<td>55.6↑</td>
</tr>
<tr>
<td>Female</td>
<td>50.8</td>
<td>56.7</td>
<td>43.8</td>
<td>44</td>
</tr>
<tr>
<td>Other</td>
<td>0.2</td>
<td>0.2</td>
<td>0.2</td>
<td>0.4</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>33.6</td>
<td>31.2</td>
<td>36.6</td>
<td>39.1↑</td>
</tr>
<tr>
<td>Have not completed a university degree</td>
<td>64.5</td>
<td>66.8</td>
<td>61.7</td>
<td>59.5</td>
</tr>
<tr>
<td>Australian / Overseas born</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australian born</td>
<td>71.0</td>
<td>71.6</td>
<td>70.3</td>
<td>72.6</td>
</tr>
<tr>
<td>Overseas born</td>
<td>28.1</td>
<td>27.3</td>
<td>29.1</td>
<td>26.9</td>
</tr>
<tr>
<td>Employment status</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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 9, of those cases for which a reason for refusal was recorded, the most common reasons given were; “not interested” (45.6%), “no comment / just hung up” (32.9%) and “too busy” (8.4%).

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’ (10.1% versus 7.6% of those from the landline sample frame).

<table>
<thead>
<tr>
<th></th>
<th>Dual-Frame</th>
<th>Landline Frame</th>
<th>Mobile Frame</th>
<th>Mobile Only Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed</td>
<td>52.5</td>
<td>44.2</td>
<td>62.6</td>
<td>69.8↑</td>
</tr>
<tr>
<td>Unemployed</td>
<td>3.3</td>
<td>3.0</td>
<td>3.6</td>
<td>3.5</td>
</tr>
<tr>
<td>Retired</td>
<td>35.2</td>
<td>45.0</td>
<td>23.4</td>
<td>13.8</td>
</tr>
<tr>
<td>Student</td>
<td>2.9</td>
<td>1.3</td>
<td>4.8</td>
<td>5.4↑</td>
</tr>
<tr>
<td>Home duties</td>
<td>3.5</td>
<td>4.1</td>
<td>2.9</td>
<td>4.4</td>
</tr>
<tr>
<td>Other</td>
<td>2.4</td>
<td>2.1</td>
<td>2.7</td>
<td>3.1</td>
</tr>
<tr>
<td>Australian citizenship</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australian citizen</td>
<td>91.9</td>
<td>95.2</td>
<td>88.0</td>
<td>85.3</td>
</tr>
<tr>
<td>Not an Australian citizen</td>
<td>7.9</td>
<td>4.6</td>
<td>11.9</td>
<td>14.4↑</td>
</tr>
</tbody>
</table>

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

**Design Weight**

The approach adopted for calculating the design weight is based on work of Jonathan Best\(^3\). In addition to typical adjustments relating to the number of in-scope persons in each household and the number of fixed-line telephone connections per household, this approach also determines a pre-weight to adjust for the overlapping chances of selection for persons who have both a mobile phone and a fixed-line telephone connection.

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

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

**Post-stratification weighting**

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

---

\(^3\) Jonathon Best, First-Stage Weights for Overlapping Dual Frame Telephone Surveys. Presented at AAPOR’s 65th Annual Conference, Chicago, IL May 15, 2010
Population targets were taken from Australian Bureau of Statistics (ABS) June 2016 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 2017 survey.

6.3. Data file provision

The Social Research Centre provided three clean SPSS data files – one containing the 2017 data of the national survey, another with just the Queensland only respondents and the third was a time-series file containing selected data from the seven 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;
- SEIFA – postcode data in concordance with the index of relative socio-economic disadvantage, created from ABS census data; and
- An exploratory diversity score which is the proportion of people resident in each postcode who were born either in Australia or overseas in an English speaking country; lower scores on this measure are indicative of greater cultural diversity. The formula used to calculate the diversity score for each postcode was \[1 - \frac{\text{number of residents born overseas in a non-English speaking country}}{\text{total number of residents}}\].
<table>
<thead>
<tr>
<th>Rim weighting target matrix based on ABS June 2016 Estimated Residential Population (ERP)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total aged 18 years and over</strong></td>
</tr>
<tr>
<td><strong>State</strong></td>
</tr>
<tr>
<td>New South Wales</td>
</tr>
<tr>
<td>Victoria</td>
</tr>
<tr>
<td>Queensland</td>
</tr>
<tr>
<td>South Australia</td>
</tr>
<tr>
<td>Western Australia</td>
</tr>
<tr>
<td>Tasmania</td>
</tr>
<tr>
<td>Northern Territory</td>
</tr>
<tr>
<td>Australian Capital Territory</td>
</tr>
<tr>
<td><strong>Gender</strong></td>
</tr>
<tr>
<td>Male</td>
</tr>
<tr>
<td>Female</td>
</tr>
<tr>
<td><strong>age by education</strong></td>
</tr>
<tr>
<td>18-24 years</td>
</tr>
<tr>
<td>No university degree, 25-34 years</td>
</tr>
<tr>
<td>University degree, 25-34 years</td>
</tr>
<tr>
<td>No university degree, 35-44 years</td>
</tr>
<tr>
<td>University degree, 35-44 years</td>
</tr>
<tr>
<td>No university degree, 45-54 years</td>
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<tr>
<td>University degree, 45-54 years</td>
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<tr>
<td>No university degree, 55-64 years</td>
</tr>
<tr>
<td>University degree, 55-64 years</td>
</tr>
<tr>
<td>No university degree, 65+ years</td>
</tr>
<tr>
<td>University degree, 65+ years</td>
</tr>
<tr>
<td><strong>Country of birth</strong></td>
</tr>
<tr>
<td>Australia/Overseas ESB*</td>
</tr>
<tr>
<td>Overseas NESB</td>
</tr>
<tr>
<td><strong>Telephone status</strong></td>
</tr>
<tr>
<td>Landline only</td>
</tr>
<tr>
<td>Dual-user</td>
</tr>
<tr>
<td>Mobile phone only</td>
</tr>
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</table>

* UK, Ireland, USA, Canada, New Zealand, South Africa
<table>
<thead>
<tr>
<th>2016 Questionnaire Item</th>
<th>2017 Questionnaire Item</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A10 In general, are you optimistic or pessimistic about Australia’s future?</td>
<td>Added in 2017</td>
</tr>
<tr>
<td></td>
<td>1. Very optimistic</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Optimistic</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Neither optimistic nor pessimistic</td>
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<tr>
<td></td>
<td>4. Pessimistic</td>
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<tr>
<td></td>
<td>5. Very pessimistic</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6. (Don’t know)</td>
<td></td>
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<tr>
<td></td>
<td>7. (Refused)</td>
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</tr>
<tr>
<td>B12 How much interest did you have in the recent federal election campaign? Would you say …</td>
<td>Deleted in 2017</td>
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</tr>
<tr>
<td></td>
<td>(READ OUT)</td>
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<tr>
<td></td>
<td>1. A good deal</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Some</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Not much</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. None at all</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. (Don’t know)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6. (Refused)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(READ OUT)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. Very interested</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Somewhat interested</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Neither interested/ disinterested</td>
<td></td>
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<tr>
<td></td>
<td>4. Not interested</td>
<td></td>
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<tr>
<td></td>
<td>5. Not interested at all</td>
<td></td>
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<tr>
<td></td>
<td>6. (Don’t know)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7. (Refused)</td>
<td></td>
</tr>
<tr>
<td>2016 Questionnaire Item</td>
<td>2017 Questionnaire Item</td>
<td>Comments</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| B10. Would you say the system of government we have in Australia works fine as it is, needs minor change, needs major change, or should be replaced? | 1. Works fine as it is  
2. Needs minor change  
3. Needs major change  
4. Should be replaced  
5. (Don’t know)  
6. (Refused)  
<p>| B13. There are a number of social and environmental issues facing the federal and state parliaments. Do you support or oppose legislation for… | B13. There are a number of social and environmental issues facing the federal and state parliaments. Do you support or oppose legislation for… | Removed item regarding prescription marijuana in 2017.                  |
| 1. Reduced reliance on coal for electricity generation                                  | 1. Reduced reliance on coal for electricity generation                                 |                                                                         |
| 2. Marriage equality for same sex couples                                               | 2. Marriage equality for same sex couples                                              |                                                                         |
| 3. Prescription marijuana to treat painful medical conditions                           | 3. Medically approved euthanasia for people suffering terminal illness                 |                                                                         |
| 4. Medically approved euthanasia for people suffering terminal illness                   |                                                                                       |                                                                         |
| CN1B Next I would like to ask how you feel about different types of people coming to live in Australia as permanent or long-term residents. Do you approve or disapprove of… |                                                                                       | Deleted in 2017                                                          |
| PROGRAMMER NOTE: Keep in the indicated order - do not randomise the TYPES OF PEOPLE     |                                                                                       |                                                                         |</p>
<table>
<thead>
<tr>
<th>2016 Questionnaire Item</th>
<th>2017 Questionnaire Item</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>(PROBE: Is that strongly or somewhat approve / disapprove?)</td>
<td>(WHEN MOVING TO NEXT TYPE OF PEOPLE: And how do you feel about…)</td>
<td>Added in 2017, from 2015 survey.</td>
</tr>
<tr>
<td>TYPES OF PEOPLE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) Skilled workers</td>
<td></td>
<td></td>
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<tr>
<td>b) Those who have close family living in Australia (i.e. partners or children of Australian residents)</td>
<td></td>
<td></td>
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<tr>
<td>c) Asylum seekers who try to reach Australia by boat</td>
<td></td>
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</tr>
<tr>
<td>d) Refugees who have been assessed overseas and found to be victims of persecution and in need of help</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(RESPONSE FRAME) (READ OUT AS REQUIRED)</td>
<td></td>
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<tr>
<td>8. Strongly approve</td>
<td>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 purely on the basis of… [a] their race or ethnicity? [b] their religion?</td>
<td></td>
</tr>
<tr>
<td>9. Somewhat approve</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. (Neither approve nor disapprove)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Somewhat disapprove</td>
<td></td>
<td></td>
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<tr>
<td>12. Strongly disapprove</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. (Don’t know)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. (Refused)</td>
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</tr>
<tr>
<td>2016 Questionnaire Item</td>
<td>2017 Questionnaire Item</td>
<td>Comments</td>
</tr>
<tr>
<td>------------------------</td>
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<td>----------</td>
</tr>
<tr>
<td><strong>C10</strong></td>
<td>Do you agree or disagree with the following statements about ethnic and cultural groups in Australia?</td>
<td>Modified from 2017 survey. Removed statement b.</td>
</tr>
<tr>
<td></td>
<td>(STATEMENTS)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a) We should do more to learn about the customs and heritage of different ethnic and cultural groups in this country</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b) It is best for Australia if all people forget their different ethnic and cultural backgrounds as soon as possible</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c) People who come to Australia should change their behavior to be more like Australians</td>
<td></td>
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<tr>
<td></td>
<td>(RESPONSE FRAME)</td>
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<tr>
<td></td>
<td>1. Strongly agree</td>
<td></td>
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<tr>
<td></td>
<td>2. Agree</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. (Neither agree nor disagree)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Disagree</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Strongly disagree</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></td>
<td>(PROBE: Is that agree or strongly agree / disagree or strongly disagree?)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Strongly agree</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Agree</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. (Neither agree nor disagree)</td>
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</tr>
<tr>
<td></td>
<td>5. Disagree</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6. Strongly disagree</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7. (Don’t know)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8. (Refused)</td>
<td></td>
</tr>
<tr>
<td>2016 Questionnaire Item</td>
<td>2017 Questionnaire Item</td>
<td>Comments</td>
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<tr>
<td>-------------------------</td>
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</tr>
<tr>
<td>CN8</td>
<td>Do you support or oppose the government’s plan to bring refugees from the Syrian conflict to Australia?</td>
<td>Deleted in 2017</td>
</tr>
<tr>
<td></td>
<td>(RESPONSE FRAME)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. Strongly support</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Support</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. (Neither support nor oppose)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Oppose</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Strongly oppose</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>CN9</td>
<td>When deciding which refugees from the Syrian conflict Australia should accept, would you prefer equal consideration be given to all religious and ethnic groups, or should priority be given to Christians?</td>
<td>Deleted in 2017</td>
</tr>
<tr>
<td></td>
<td>(RESPONSE FRAME)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. Preference for equal consideration to all religious and ethnic groups</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. No opinion</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Preference for priority for Christians</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. (Does not approve of any Syrian refugee intake)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. (Don’t know)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6. (Refused)</td>
<td></td>
</tr>
<tr>
<td>2016 Questionnaire Item</td>
<td>2017 Questionnaire Item</td>
<td>Comments</td>
</tr>
<tr>
<td>------------------------</td>
<td>------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>CN10 If some of these refugees from the Syrian conflict came to live in your community, do you think they would be welcomed, or not?</td>
<td></td>
<td>Deleted in 2017</td>
</tr>
<tr>
<td>CN11 Do you think that Australia’s current refugee intake is adequate, too few or too many?</td>
<td></td>
<td>Deleted in 2017</td>
</tr>
<tr>
<td>(RESPONSE FRAME) 1. Much too few 2. Too few 3. Adequate 4. Too many 5. Much too many 6. (Don’t know) 7. (Don’t know)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CN12 Overall, do you think the Government is doing a good job, an average job or a poor job in handling the refugee issue?</td>
<td></td>
<td>Deleted in 2017</td>
</tr>
<tr>
<td>(RESPONSE FRAME) 1. A very good job 2. A good job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2016 Questionnaire Item</td>
<td>2017 Questionnaire Item</td>
<td>Comments</td>
</tr>
<tr>
<td>------------------------</td>
<td>------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>3. An average job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. A poor job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. A very poor job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. (Don’t know)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. (Refused)</td>
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</tbody>
</table>

**D6.** How often did you experience discrimination? Was it

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Often – most weeks in the last year</td>
</tr>
<tr>
<td>2</td>
<td>About once a month in the last year</td>
</tr>
<tr>
<td>3</td>
<td>Three to six times in the last year</td>
</tr>
<tr>
<td>4</td>
<td>Just once in the last year</td>
</tr>
<tr>
<td>5</td>
<td>(Don’t know)</td>
</tr>
<tr>
<td>6</td>
<td>(Refused)</td>
</tr>
</tbody>
</table>

**D7c** What form did the discrimination take? Please tell me if any of these apply?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>I was made to feel like I did not belong</td>
</tr>
<tr>
<td>2</td>
<td>I was verbally abused.</td>
</tr>
<tr>
<td>3</td>
<td>I was not offered a job.</td>
</tr>
<tr>
<td>4</td>
<td>I was not promoted or treated fairly at work.</td>
</tr>
<tr>
<td>5</td>
<td>My property was damaged.</td>
</tr>
<tr>
<td>6</td>
<td>I was physically attacked.</td>
</tr>
<tr>
<td>7</td>
<td>(None of these apply)</td>
</tr>
<tr>
<td>8</td>
<td>(Don’t know)</td>
</tr>
<tr>
<td>9</td>
<td>(Refused)</td>
</tr>
</tbody>
</table>

*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?

|   |                                                                            |
|---|                                                                            |
| c. | The police                                                                 |

Deleted in 2017

Deleted in 2017

Modified from 2013 survey, new items added and others removed.
<table>
<thead>
<tr>
<th>2016 Questionnaire Item</th>
<th>2017 Questionnaire Item</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>F2</strong></td>
<td>Do you agree or disagree with the following statements …</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(PROBE: Is that agree or strongly agree / disagree or strongly disagree?)</td>
<td></td>
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<tr>
<td></td>
<td>[INTERVIEWER NOTE: IF NECESSARY REMIND RESPONDENT THAT “your local area is within 15 to 20 minutes walking distance of where you live”]</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(READ OUT)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(STATEMENTS)</td>
<td></td>
</tr>
<tr>
<td>a) People in my local area are willing to help their neighbours?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2016 Questionnaire Item</td>
<td>2017 Questionnaire Item</td>
<td>Comments</td>
</tr>
<tr>
<td>------------------------</td>
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</tr>
<tr>
<td>b) <strong>My local area is a place where people from different national or ethnic backgrounds get on well together</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) <strong>The mix of different national or ethnic backgrounds improves local life</strong></td>
<td></td>
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</tr>
<tr>
<td>d) <strong>I am able to have a real say on issues that are important to me in my local area.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(RESPONSE FRAME)</td>
<td>f) <strong>My local area is a place where people from different national or ethnic backgrounds get on well together</strong></td>
<td></td>
</tr>
<tr>
<td>1. Strongly agree</td>
<td></td>
<td></td>
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<tr>
<td>2. Agree</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. (Neither agree nor disagree)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Disagree</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Strongly disagree</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. (There are not enough immigrants in my neighborhood to have any impact)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. (Don’t know)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. (Refused)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>g) <strong>I am able to have a real say on issues that are important to me in my local area.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(RESPONSE FRAME)</td>
<td></td>
<td>Added in 2017 from 2013 and 2015 surveys.</td>
</tr>
<tr>
<td></td>
<td>1. Strongly agree</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Agree</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. (Neither agree nor disagree)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Disagree</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Strongly disagree</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6. (There are not enough immigrants in my neighborhood to have any impact)</td>
<td></td>
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<tr>
<td></td>
<td>7. (Don’t know)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8. (Refused)</td>
<td></td>
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<tr>
<td></td>
<td><strong>F20. Thinking of cultures other than your own. Do you agree or disagree with the statements:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>I like meeting and getting to know people from ethnic and cultural groups other than my own</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(READ OUT)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. Strongly agree</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Agree</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Neither agree nor disagree</td>
<td></td>
</tr>
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<td></td>
<td>4. Disagree</td>
<td></td>
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<tr>
<td></td>
<td>5. Strongly disagree</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>2016 Questionnaire Item</td>
<td>2017 Questionnaire Item</td>
<td>Comments</td>
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<tr>
<td>------------------------</td>
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</tr>
<tr>
<td>F21.</td>
<td>I often spend time with people from ethnic or cultural groups other than my own (READ OUT)</td>
<td>Added in 2017.</td>
</tr>
<tr>
<td></td>
<td>1. Strongly agree</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Agree</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Neither agree nor disagree</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Disagree</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Strongly disagree</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>DEM2.</td>
<td>RECORD GENDER</td>
<td>Added in 2017.</td>
</tr>
<tr>
<td>And what is your gender?</td>
<td>IF NECESSARY: This is a question we do ask of everyone</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. Male</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Female,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Other</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. (Refused)</td>
<td></td>
</tr>
<tr>
<td>Q10B.</td>
<td>Are you of Aboriginal of Torres Strait Islander origin?</td>
<td>Added in 2017.</td>
</tr>
<tr>
<td></td>
<td>1. No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Yes, Aboriginal</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Yes, Torres Strait Islander</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. (Decline to answer)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. (Don’t know)</td>
<td></td>
</tr>
</tbody>
</table>
Monash University
Social Cohesion Research Program

2017 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

SAMPTYP = 1 (LANDLINE SAMPLE), 2 (MOBILE SAMPLE)
**INTRODUCTION AND SCREENING**

**WELCOME SCREEN.**  Good morning/afternoon/evening.  My name is (…) calling on behalf of the 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 10 to 15 minutes

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

**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*
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 (IF MARKET=17 AND STATE=QLD, CONTINUE, ELSE TERM 4)
4. SA
5. WA
6. TAS
7. NT
8. ACT
9. (Refused STATE) (GO TO RR1)
10. (Unable to screen – MAKE APPOINTMENT)
11. (LOTE IF UNABLE TO DETERMINE STATE) (GO TO LOTE)
12. (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 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.

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: (CF07/1240), ph: 03 9905 2052, 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

*(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

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)
*(QUERIED HOW TELEPHONE NUMBER WAS OBTAINED)
ATELQ Your telephone number has been chosen at random from all possible telephone numbers in your area. We find that this is the best way to obtain a representative sample of all Australians for our study.

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

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

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

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

1 Monitor
2 Do not monitor

*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)
MODULE A: ECONOMIC

*PROGRAMMER NOTE: RECORD ORDER OF MENTIONS.

*(ALL)

AN1 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

NEW:

*ALL

A10. In general, are you optimistic or pessimistic about Australia’s future?

(PROBE: Is that very optimistic / pessimistic or optimistic / pessimistic)

1. Very optimistic
2. Optimistic
3. (Neither optimistic nor pessimistic)
4. Pessimistic
5. Very pessimistic
6. (Don’t know)
7. (Refused)
I’d like you to tell me your views on various economic and social issues. To what extent do you agree or disagree with the following statements.

(STATEMENTS)

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

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

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

(RESPONSE FRAME)

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

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

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

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don’t know
7. Refused
MODULE B: POLITICAL

*(ALL)

B4. Now some questions about different forms of political action people can take. Please tell me which, if any, of the following you have done over the last three years or so?

(READ OUT) (ACCEPT MULTIPLES)

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

*(ALL)

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

(READ OUT)

1. Almost always
2. Most of the time
3. Only some of the time, or
4. Almost never
5. (Don’t know)
6. (Refused)

B8 (from 2014 survey)

*ALL

B8. How interested are you in politics?

(READ OUT)

1. Very interested
2. Somewhat interested
3. Neither interested/ disinterested
4. Not interested
5. Not interested at all
6. (Don’t know)
7. (Refused)

*(ALL)

B10. Would you say the system of government we have in Australia works fine as it is, needs minor change, needs major change, or should be replaced?

1. Works fine as it is
2. Needs minor change
3. Needs major change
4. Should be replaced
5. (Don’t know)
6. (Refused)
INCLUDE FROM 2014 SURVEY

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. (Neither good not bad)
4. Fairly bad
5. Very bad
6. (Don’t know)
7. (Refused)

*(ALL)

B13 There are a number of social and environmental issues facing the federal and state parliaments. Do you support or oppose legislation for…

*PROGRAMMER NOTE: RANDOMISE STATEMENTS

1. Reduced reliance on coal for electricity generation
2. Marriage equality for same sex couples
3. Medically approved euthanasia for people suffering terminal illness

(PROBE: Is that strongly support/ support or strongly oppose/ oppose?)
(RESPONSE FRAME)

1. Strongly support
2. Support
3. (Neither support nor oppose)
4. Oppose
5. Strongly oppose
6. (Don’t know)
7. (Refused)

*(TIMESTAMP3)
**MODULE C: SOCIO-CULTURAL**

*(ALL)*

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

(READ OUT)

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

*(ALL)*

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

(READ OUT)

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

*(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)

FROM 2015 SURVEY

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 purely 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)*

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?)

(STATEMENTS)

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)
**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)

*(TIMESTAMP5)*

**MODULE E: REFLECTIVE**

*(ALL)*

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

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

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

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

*(ALL)*

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

(READ OUT)

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

*(ALL)*

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

(READ OUT)

1. Much improved
2. A little improved
3. The same as now
4. A little worse, or
5. Much worse
NEW:
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’.

1. [RANGE 0 – 10]
2. (Don’t know)
3. (Refused)

From 2013 survey

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?

c. The police
j. The criminal justice system (IF NECESSARY: For example, the sentencing of criminals)
k. The Family Court
l. The High Court of Australia
g. Political parties
m. Your Local Council
n. Doctors
h. Hospitals

(READ OUT)

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

MODULE F: NEIGHBOURHOOD AND VOLUNTARY WORK

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

*(ALL)
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”)

(STATEMENTS)
 a) People in my local area are willing to help their neighbours?
 b) My local area is a place where people from different national or ethnic backgrounds get on well together
 c) I am able to have a real say on issues that are important to me in my local area.

(RESPONSE FRAME)
 1. Strongly agree
 2. Agree
 3. (Neither agree nor disagree )
 4. Disagree
 5. Strongly disagree
 6. (There are not enough immigrants in my neighborhood to have any impact)
 7. (Don’t know)
 8. (Refused)

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)

FROM 2014 AND 2015 ONLINE SURVEYS –

F20. Thinking of cultures other than your own. Do you agree or disagree with the statements:

I like meeting and getting to know people from ethnic and cultural groups other than my own

(READ OUT)

 1. Strongly agree
 2. Agree
 3. Neither agree nor disagree
 4. Disagree
 5. Strongly disagree
 6. (Don’t know)
 7. (Refused)
F21. I often spend time with people from ethnic or cultural groups other than my own

(READ OUT)

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
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)
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)

Can I ask, how old were you last birthday?

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

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

1. 18 - 24 years
2. 25 – 29 years
3. 30 - 34 years
4. 35 – 39 years
5. 40 – 44 years
6. 45 – 49 years
7. 50 – 54 years
8. 55 – 59 years
9. 60 – 64 years
10. 65 – 69 years
11. 70 - 74 years, or
12. 75+ years
13. (Refused)
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
5. Egypt
6. Fiji
7. Germany
8. Greece
9. Hong Kong
10. Hungary
11. India
12. Indonesia
13. Ireland
14. Italy
15. Lebanon
16. Macedonia
17. Malaysia
18. Malta
19. Netherlands (Holland)
20. New Zealand
21. Philippines
22. Poland
23. Serbia / Montenegro
24. Singapore
25. South Africa
26. Sri Lanka
27. Sudan
28. United Kingdom (England, Scotland, Wales, Nth Ireland)
29. USA
30. Vietnam
31. Other (please specify)
32. (Not applicable)
33. (Don't know)
34. (Refused)

NEW

*(IF DEM 15 (a) = 1
Q10B. Are you of Aboriginal of Torres Strait Islander origin?

1. No
2. Yes, Aboriginal
3. Yes, Torres Strait Islander
4. (Decline to answer)
5. (Don't know)
PREDEM16 IF DEM15a=CODE 1 OR 34 (BORN IN AUSTRALIA OR REFUSED) GO TO DEM7, OTHERS CONTINUE.

*(IF DEM15a=2-33 NOT BORN IN AUSTRALIA)
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. Are you worried that you will lose your job in the next year or so. Would you say…  

(READ OUT)  
1. Very worried  
2. Worried  
3. (Neither worried nor not worried)  
4. A little worried  
5. Not worried at all  
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?  

*(DO NOT PROBE ‘CHRISTIAN’ – OK TO ACCEPT FIRST RESPONSE)*  
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

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 Labor Party
2 Liberal Party
3 National Party
4 Greens
5 One Nation/ Pauline Hanson
6 Nick Xenophon Team
7 Liberal National Party/ LNP
8 Family First (Australian Conseratives)
9 Independents
10 Other (Specify) __________________
11 Did not vote
12 (Don’t Know)
13 (Refused)

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

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

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

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

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

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

1. Number of lines given (Specify ________) RECORD WHOLE NUMBER (ALLOWABLE RANGE 1 TO 15) *(DISPLAY “UNLIKELY RESPONSE” IF >3)
2. (Refused)
3. (Don’t know/ Not stated)
PRESMP3 IF SAMTYP=1 (LANDLINE SAMPLE) CONTINUE, ELSE GO TO CLOSE

*(LANDLINE SAMPLE) (SAMTYP=1)
SMP3  Do you also have a working mobile phone?
    1. Yes
    2. No
    3. (Don’t know)
    4. (Refused)

*(TIMESTAMP8)

*(ALL)
CLOSE  Thank you for your help. Just in case you missed it my name is (...) from the Social Research Centre and this survey was conducted on behalf of Monash University researchers.

*(ALL)
END  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 or visit our website www.srcentre.com.au
Concerns or complaints about how the study is being conducted – Monash University Ethics Project Number: (CF07/1240), ph: 03 9905 5490, Email: muhrec@monash.edu
Questions about the purpose of the research and why it is being conducted – Dr Margaret Taft, Tel: 03 9903 5018 Email: margaret.taft@monash.edu
IF NECESSARY: The results of previous can be found here https://www.monash.edu/mapping-population/public-opinion/social-cohesion-report

*(INTERVIEWER TO ENTER ONCE INTERVIEW IS COMPLETE)
INT1  Record language
    1. English
    2. Cantonese
    3. Mandarin
    4. Vietnamese
    5. Italian
    6. Greek
    7. Arabic
    8. Lebanese
    9. Turkish

*(INTERVIEWER TO ENTER ONCE INTERVIEW IS COMPLETE)
INT2  Was this interview …
    1. Normal
    2. Refusal conversion

*(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.

TERM4 Thanks for your time. We have spoken to enough people in your state for the time being.

ALLTERM (NEW)

<table>
<thead>
<tr>
<th>Detailed outcome</th>
<th>Summary outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>S1=3 Household refusal</td>
<td>Refusal</td>
</tr>
<tr>
<td>S1=8 No one in household 18 plus</td>
<td>Out of scope</td>
</tr>
<tr>
<td>S2=3 Respondent refusal</td>
<td>Refusal</td>
</tr>
<tr>
<td>IntroMob=3 Refusal</td>
<td>Refusal</td>
</tr>
<tr>
<td>IntroMob=9 Mobile Respondent under 18</td>
<td>Out of scope</td>
</tr>
<tr>
<td>M2=3 Mobile refused safety question</td>
<td>Refusal</td>
</tr>
<tr>
<td>MOBS2=3 Mobile Respondent refusal</td>
<td>Refusal</td>
</tr>
<tr>
<td>MOB_APPT_A=9 Mobile refused state</td>
<td>Refusal</td>
</tr>
<tr>
<td>MOB_APPT=3 Mobile refused alternative number</td>
<td>Refusal</td>
</tr>
<tr>
<td>S1=5 LOTE – No follow up</td>
<td>Out of scope</td>
</tr>
<tr>
<td>S2=5 LOTE – No follow up</td>
<td>Out of scope</td>
</tr>
<tr>
<td>IntroMob=7 LOTE – No follow up</td>
<td>Out of scope</td>
</tr>
<tr>
<td>MOBS2=5 LOTE – No follow up</td>
<td>Out of scope</td>
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<tr>
<td>DEM18=4 Refused postcode</td>
<td>Refusal</td>
</tr>
<tr>
<td>LOTECN=2 LOTE – No follow up (Could not establish language)</td>
<td>Out of scope</td>
</tr>
<tr>
<td>Variable</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>-------------</td>
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<td>PCODE</td>
<td>Final respondent postcode</td>
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<td>AGEGRP</td>
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<tr>
<td>GENDER</td>
<td>Gender</td>
</tr>
<tr>
<td>COB</td>
<td>Australian/Overseas born flag</td>
</tr>
<tr>
<td>Education</td>
<td>Level of education (detail)</td>
</tr>
<tr>
<td>Education2</td>
<td>Level of education (summary)</td>
</tr>
<tr>
<td>Employment</td>
<td>Employment status</td>
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<tr>
<td>MMFLAG</td>
<td>Macromatch flag</td>
</tr>
<tr>
<td>MATCHID</td>
<td>Match ID (From Macromatch)</td>
</tr>
<tr>
<td>Letter</td>
<td>Letter sample</td>
</tr>
</tbody>
</table>
Appendix 4  Interviewer Briefing Notes
Social Cohesion Survey 2017
National & Queensland level

A Research Project for:
Monash University
& Multicultural Queensland

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 - 2016)
- Many of the questions are retained from previous waves.
- The survey is directed by Monash University and for the first time, the Australian Multicultural Foundation (AMF).

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
  - [https://www.monash.edu/mapping-population/public-opinion/social-cohesion-report](https://www.monash.edu/mapping-population/public-opinion/social-cohesion-report)
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

Stakeholders (cont.)

- The Queensland component of the Social Cohesion Survey has been commissioned by Multicultural Queensland, a Queensland Government initiative “to build an environment of opportunity and achieve improved social and economic outcomes for people from culturally diverse backgrounds.”
- This year we will be interviewing 1,000 Queenslanders for Multicultural Queensland, as well as the standard 1,500 nationally.
Project Overview – National Survey

- National survey is our standard survey conducted each year. The National project job number is 1995
  - Slow start 20th June
  - Main field work period 21st June –16th July
  - 1,500 interviews across Australia [boost in QLD (n~730)]
  - Dual Frame 55% LL / 45% Mobile
    - 825 Landline surveys
    - 675 Mobile surveys
  - 30% 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

Project Overview – Queensland Boost

- This year the Social Cohesion project has a large boost in Queensland, aiming to focus on multiculturalism and social cohesion in this state specifically. 730 interviews across Queensland
  - Dual frame
    - 55% Landline surveys
    - 45% Mobile surveys
- The additional mobiles required for the boost will be taken from RDD projects where state has been pre-screened and they have consented to be contacted for other research (CITTS / VTS).
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

- Daytime 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

- For the National survey we will be interviewing in 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.

REMEMBER – YOU MIC IS STILL LIVE WHILE THE MESSAGE IS PLAYING!
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 unpromoted 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
  - As always, your best efforts are appreciated!
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 population 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 2016 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 (CF07/1240) is being conducted, please contact:

Human Ethics Officer, Monash Research Office, Building 3E, Room 111, Monash University, Clayton VIC 3800
Tel: 03 9905 2052
Email: muhrec@monash.edu

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

Professor Andrew Markus
社会凝聚力研究项目
我叫Andrew Markus，是蒙纳士大学历史研究系的教授。给您写信，目的是请求您配合蒙纳士大学开展澳大利亚的一项重要研究项目。本次研究内容涉及澳大利亚的各类社会事务。

蒙纳士大学委托社会研究中心开展本次研究所需的电话采访工作。我们随机抽选了您的家庭和澳大利亚境内众多家庭一同参加。您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。

在此预先感谢您在本次重要调查中的配合。

您的观点非常宝贵和重要。

Sosyal Uyum Araştırması Projesi


Bu önemli araştırma项目建设十分重要，我们非常感谢您的参与。

Dự án Nghiên cứu về Gắn bó Xã hội

Trường Đại học Monash đã ký hợp đồng giao cho Viện Nghiên cứu Xã hội tiến hành các cuộc phỏng vấn qua điện thoại cần thiết cho Nghiên cứu này. Tình cờ gia đình của quý vị đã được chọn tham gia Dự án, cũng như nhiều gia đình khác trên khắp nước Úc. Tôi mong thân thư thực sự được Viện Nghiên cứu Xã hội bảo mật tuyệt đối. Trường Đại học Monash sẽ không nhận được bất kỳ thông tin nào từ cuộc khảo sát này, mà qua đó có thể xác định được danh tính hay gia đình của quý vị.


Chúng tôi xin cảm ơn nếu quý vị vui lòng hỗ trợ công tác nghiên cứu quan trọng này. Đây là cơ hội quý vị sẽ cảm nhận được quan trọng của công việc nghiên cứu.
1. **Online survey methodology**

1.1 **Life in Australia methodology (probability panel)**

The methodology adopted for the survey was a mixed-mode approach, including both online and telephone surveys conducted via the Social Research Centre’s Life in Australia Panel.

The survey was conducted 3 July to 24 July 2017.

The in-scope population for the survey was all current members of the Life in Australia Panel. Members of the panel are Australian residents aged 18 years or over. A total of 3,083 active panel members were invited to take part in the survey and 2,290 (74.3%) completed the survey.

<table>
<thead>
<tr>
<th>Field</th>
<th>Total</th>
<th>Online panel members</th>
<th>Offline panel members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invited to complete survey</td>
<td>3,083</td>
<td>2,663</td>
<td>420</td>
</tr>
<tr>
<td>Total Interviews achieved</td>
<td>2,290</td>
<td>1,969</td>
<td>321</td>
</tr>
<tr>
<td>Survey completion rate (%)</td>
<td>74.3</td>
<td>73.9</td>
<td>76.4</td>
</tr>
<tr>
<td>Average interview duration (mins)</td>
<td>10.7</td>
<td>10.3</td>
<td>13.1</td>
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<tr>
<td>Main fieldwork finish date</td>
<td>24-July-2017</td>
<td>24-July-2017</td>
<td>23-July-2017</td>
</tr>
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</table>

1.2 **The Life in Australia Panel**

Online panels are now routinely used as a method for gathering survey data. The majority of online panels in Australia, and worldwide, are established via non-probability sampling methods; namely, through individuals self-selecting or volunteering to join the particular panel. The advantages of an online survey approach using a non-probability internet panel relative to a telephone survey are well-known and include: lower costs; quicker turnaround times; ability to target some lower incidence population groups; and reduced social desirability biases compared with interviewer administered modes (Callegaro et al., 2015; Dillman et al., 2014).

However, research undertaken through non-probability online opt-in panels is not without significant limitations. The primary concern being that opt-in volunteer panels do not give everyone in the population of interest a known and non-zero probability of selection. This means that probability-based statistical techniques (such as significance testing) should not be applied to the survey estimates (although they commonly are) and that it is not possible to make statistically valid inferences about the population of interest from such samples.

Volunteer online panels are also subject to three additional potential sources of error:

- **Coverage error** – 15.5% of households do not have internet access (ABS, 2014-15);
- **Selection error** – the differences between panel members in the survey population (Internet users) and the population about which inferences are to be made (in this case the Australian population aged 18 years and over); and
- **Non-response error** – opt-in internet panels typically yield low response rates (increasing the possibility of differences between those selected for the survey and those who actually complete it).
As a consequence of these issues, international literature, as well as recent research undertaken by the Social Research Centre in Australia (Pennay et al., 2016), has found that non-probability samples tend to produce less accurate results than surveys relying on probability samples.

In response to these methodological issues, the Social Research Centre established Australia’s first national probability-based online panel, known as the Life in Australia Panel in 2016.

The Life in Australia Panel is the most methodologically rigorous online panel in Australia and is one of just several probability-based online panels worldwide (e.g. Pew’s American Trends Panel, NORC’s AmeriSpeak Panel, and GESIS Panel in Germany).

Life in Australia Panel members were randomly recruited via their landline or mobile phone and provided their contact details so that they could take part in surveys on a regular basis. This means that the population covered by the Life in Australia Panel is all Australian adults contactable via either a landline or mobile phone.

A dual-frame RDD sample design was employed to undertake recruitment of the Life in Australia Panel, with a 30:70 split between the landline RDD sample frame and mobile phone RDD sample frame. For the landline sample, an alternating next/last birthday method was used to randomly select respondents from households where two or more in-scope persons were present. The phone answerer was the selected respondent from the mobile sample. Only one member per household was invited to join the Life in Australia Panel.

The response rate for the establishment of the Life in Australia Panel was 15.5%. The response rate (RR3) was calculated according to standards for dual-frame surveys provided by the American Association of Public Opinion Research (AAPOR).

Unlike other research panels, Life in Australia includes people with and without internet access. This is to ensure that the sample is representative of the entire Australian population. While the majority of participants complete via online methods (86.5%), those without internet access or who are not comfortable completing surveys over the internet are able to complete surveys by telephone.

Life in Australia members receive a small incentive ($20) for joining the panel and another incentive ($10) for each survey they complete.

### 1.2.1. Sample design and size

Life in Australia members relatively closely match the Australian population on key demographics (see Table 2). There is also very little difference in the demographic profile of those members that completed the survey compared to all Life in Australia members and the Australian national benchmarks. One exception to this is the higher proportion of older respondents (aged 65 years and over) who completed the survey compared to the Australian population.

The majority of the sample is made up of online members (86.4%), with the remainder being offline members (13.6%). There were a number of differences in the profile of the completing respondents from online and offline sample. Offline members are more likely to be female (56.7%), and aged 65-74 years (32.4%) or 75 or more years (26.8%).
### Table 2  
**Life in Australia sample profile**

<table>
<thead>
<tr>
<th>Sub-group</th>
<th>Life in Australia Panel</th>
<th>Completed survey</th>
<th>Online members</th>
<th>Offline members</th>
<th>Benchmark¹</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Base (n)</strong></td>
<td>3,322</td>
<td>2,290</td>
<td>1,969</td>
<td>321</td>
<td></td>
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<tr>
<td><strong>Gender</strong></td>
<td></td>
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<tr>
<td>Male</td>
<td>47.7</td>
<td>46.6</td>
<td>47.2</td>
<td>43</td>
<td>49.2</td>
</tr>
<tr>
<td>Female</td>
<td>51.9</td>
<td>53.1</td>
<td>52.5</td>
<td>56.7</td>
<td>50.8</td>
</tr>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-24 years</td>
<td>8.8</td>
<td>6.8</td>
<td>7.8</td>
<td>0.6</td>
<td>12.2</td>
</tr>
<tr>
<td>25-34 years</td>
<td>14.1</td>
<td>12.1</td>
<td>13.8</td>
<td>1.9</td>
<td>19</td>
</tr>
<tr>
<td>35-44 years</td>
<td>14</td>
<td>13.4</td>
<td>14.9</td>
<td>4.7</td>
<td>17.3</td>
</tr>
<tr>
<td>45-54 years</td>
<td>17.4</td>
<td>17.6</td>
<td>18.6</td>
<td>11.5</td>
<td>16.8</td>
</tr>
<tr>
<td>55-64 years</td>
<td>20.7</td>
<td>22.1</td>
<td>22.1</td>
<td>21.8</td>
<td>14.9</td>
</tr>
<tr>
<td>65-74 years</td>
<td>16.9</td>
<td>19.5</td>
<td>17.4</td>
<td>32.4</td>
<td>11.1</td>
</tr>
<tr>
<td>75+ years</td>
<td>7.8</td>
<td>8.2</td>
<td>5.2</td>
<td>26.8</td>
<td>8.5</td>
</tr>
<tr>
<td><strong>Location</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NSW</td>
<td>28.8</td>
<td>29</td>
<td>28.9</td>
<td>29.6</td>
<td>32.1</td>
</tr>
<tr>
<td>VIC</td>
<td>24.2</td>
<td>24.3</td>
<td>24.4</td>
<td>24.3</td>
<td>25.3</td>
</tr>
<tr>
<td>QLD</td>
<td>19.4</td>
<td>19.7</td>
<td>19.9</td>
<td>18.7</td>
<td>19.8</td>
</tr>
<tr>
<td>SA</td>
<td>8.2</td>
<td>9.2</td>
<td>8.9</td>
<td>10.9</td>
<td>7.2</td>
</tr>
<tr>
<td>WA</td>
<td>11.1</td>
<td>11</td>
<td>11</td>
<td>11.2</td>
<td>10.8</td>
</tr>
<tr>
<td>TAS</td>
<td>2.6</td>
<td>2.6</td>
<td>2.6</td>
<td>2.5</td>
<td>2.1</td>
</tr>
<tr>
<td>NT</td>
<td>1</td>
<td>0.9</td>
<td>0.9</td>
<td>0.9</td>
<td>1</td>
</tr>
<tr>
<td>ACT</td>
<td>2.2</td>
<td>2.2</td>
<td>2.3</td>
<td>1.9</td>
<td>1.6</td>
</tr>
</tbody>
</table>

¹Australian Bureau of Statistics, 3101.0 – Estimated Resident Population, June 2016
1.2.2. Survey completion

Table 3 displays the various pathways members took towards survey completion.

The majority of members completed the survey via email (74.4%), either using links in the invitation email (39.8%), the reminder emails (31.0%) or upon resending the email request during the telephone reminder call (3.6%). More than one in ten (11.2%) accessed the online survey using the link sent via SMS. In total, 13.5% completed the survey via a direct telephone call (this accounts for 96.6% of surveys completed by the offline members), with the remaining offline members (3.4%) opting to complete the survey online (accessed via an email request or through the SMS link).

**Table 3  Method of survey completion**

<table>
<thead>
<tr>
<th>Survey access method</th>
<th>Total</th>
<th>Online members</th>
<th>Offline members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base (n)</td>
<td>2,290</td>
<td>1,969</td>
<td>321</td>
</tr>
<tr>
<td>Direct telephone approach (offline only)</td>
<td>13.5%</td>
<td>0.0%</td>
<td>96.6%</td>
</tr>
<tr>
<td>SMS</td>
<td>11.2%</td>
<td>12.4%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Email</td>
<td>39.8%</td>
<td>46.4%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Follow-up telephone approach (online only)</td>
<td>0.8%</td>
<td>0.9%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Reminder email</td>
<td>31.0%</td>
<td>36.1%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Resent email</td>
<td>3.6%</td>
<td>4.2%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

1.2.3. Sundry procedures to maximise response

Additional procedures to maximise response for the survey included:

- Operation of a 1800 number throughout the survey period by the Social Research Centre, to help establish survey bona fides, address sample members’ queries, and encourage response;
- Provision of the Social Research Centre / Life in Australia website upon request; and
- Focus on interviewer training and respondent liaison techniques during interviewer briefing and throughout fieldwork.

1.2.4. Incentive structure

All members were offered an incentive to complete the survey. The incentives offered for the survey had a value of $10 and included:

- Electronic Coles / Myer gift card;
- Coles / Myer gift card;
- Payment into a PayPal account; or
- Charitable donation to a designated charity.

The incentive types offered varied for online and offline panel members to reflect their preferred mode of correspondence. Online sample members with available email addresses were offered their incentive in the form of an electronic gift voucher or payment to a nominated PayPal account. Offline members had the option of receiving a gift card via mail. All members could choose to donate the amount to a nominated charity or could opt out of receiving an incentive.
A breakdown by incentive types selected by in-scope members who completed the survey is provided in Table 4.

Table 4  Incentive breakdown

<table>
<thead>
<tr>
<th>Incentive type</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2,290</td>
<td>100.0</td>
</tr>
<tr>
<td>Electronic Coles gift voucher</td>
<td>797</td>
<td>34.8</td>
</tr>
<tr>
<td>Coles / Myer gift card</td>
<td>227</td>
<td>9.9</td>
</tr>
<tr>
<td>PayPal</td>
<td>487</td>
<td>21.3</td>
</tr>
<tr>
<td>Charitable donation</td>
<td>757</td>
<td>33.1</td>
</tr>
<tr>
<td>White Ribbon</td>
<td>152</td>
<td>6.6</td>
</tr>
<tr>
<td>CanTeen</td>
<td>273</td>
<td>11.9</td>
</tr>
<tr>
<td>Australian Wildlife Conservancy</td>
<td>167</td>
<td>7.3</td>
</tr>
<tr>
<td>UNHCR Australia</td>
<td>165</td>
<td>7.2</td>
</tr>
<tr>
<td>Elected not to receive an incentive</td>
<td>22</td>
<td>1.0</td>
</tr>
</tbody>
</table>
1.2.5. Response analysis

Table 5 presents the final disposition (or survey status) for all members invited to take part in the survey. The completion rate represents completed interviews as a proportion of all Life in Australia members invited to participate.

Overall survey completion rate for the survey was 74.3%. The offline population (76.4%) was slightly higher than the online population (73.9%). A further 16.2% of members were non-contactable during the fieldwork period and only 2.1% of invited members refused to take part.

Table 5 Summary of survey completion rate

<table>
<thead>
<tr>
<th>Outcome categories</th>
<th>Total</th>
<th></th>
<th>Online members</th>
<th></th>
<th>Offline members</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total invited</strong></td>
<td>3,083</td>
<td>100</td>
<td>2,663</td>
<td>100</td>
<td>420</td>
<td>100</td>
</tr>
<tr>
<td>Completed interview</td>
<td>2,290</td>
<td>74.3</td>
<td>1,969</td>
<td>73.9</td>
<td>321</td>
<td>76.4</td>
</tr>
<tr>
<td>Refusals and mid survey terminations</td>
<td>66</td>
<td>2.1</td>
<td>61</td>
<td>2.3</td>
<td>5</td>
<td>1.2</td>
</tr>
<tr>
<td>Non-contacts</td>
<td>499</td>
<td>16.2</td>
<td>428</td>
<td>16.1</td>
<td>71</td>
<td>16.9</td>
</tr>
<tr>
<td>Other</td>
<td>228</td>
<td>7.4</td>
<td>205</td>
<td>7.7</td>
<td>23</td>
<td>5.5</td>
</tr>
<tr>
<td>Survey completion rate (%)</td>
<td>-</td>
<td>74.3</td>
<td>-</td>
<td>73.9</td>
<td>-</td>
<td>76.4</td>
</tr>
</tbody>
</table>

1.2.6. Life in Australia questionnaire

A total of seven questions were added into the July wave of the Life in Australia Panel from the Social Cohesion survey:

*(ALL)*

W7_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. (Don’t know) / Not sure / No opinion
5. (Refused) / Prefer not to say

*(ALL)*

W7_C2. Do you agree or disagree with the following statements…?

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

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

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree
5. Neither agree or disagree
6. (Don’t know) / Not sure / None of the above
7. (Refused) / Prefer not to say

*(ALL)*

W7-CN7. Next, I would like to ask you about your attitude towards different religious groups. Is your personal attitude positive, negative, or neutral towards…?

a. Christians
b. Buddhists
c. Muslims

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

1. Very positive
2. Somewhat positive
3. Neutral
4. Somewhat negative
5. Very negative

6. (Don’t know) / Not sure
7. (Refused) / Prefer not to say
1.3 Life in Australia weighting

To ensure that results from the survey are as representative as possible of the population of Australian adults, weights were calculated for each respondent and included in the final dataset.

The approach to deriving weights consisted of the following steps:

1. Compute a base weight for each respondent as the product of two weights:
   a. Their enrolment weight, accounting for the initial chances of selection and subsequent post-stratification to key demographic benchmarks; and
   b. Their response propensity weight, estimated from enrolment information available for both respondents and non-respondents to the survey.

2. Calibrate the base weights so that they satisfy the latest population benchmarks for several demographic characteristics.

1.3.1. Base weights

The process for calculating enrolment weights has been presented elsewhere (Unpublished Social Research Centre technical report on recruitment of Life in Australia members, 2016-17).

Propensity weights were calculated as the inverse of the predicted probability of enrolment wave persons taking part in the survey. This probability was found through a logistic regression model predicting whether or not a person responded to the survey, based on enrolment information available for both respondents and non-respondents. Enrolment variables included in the regression model were gender, state / part of state, age / education, country of birth, telephone status, internet usage and frequency, number of adults in the household, number of landlines in the household, number of mobile phones owned by the respondent, and the enrolment weight.

Predicted probabilities for respondents were formed into five classes (quintiles) of response probabilities. The inverse of each class probability was then used as the propensity weight which, when multiplied by the enrolment weight, yielded base weights.

1.3.2. Calibrating to population benchmarks

Following calculation of the establishment and propensity weights, a base weight was assigned as their product. To ensure that estimates made from the dataset are representative of Australians aged 18 years or older, the base weights were adjusted so that they matched external benchmarks of the demographic parameters.

Refer to Lumley (2004, 2014) for more details on the implementation of raking in R (R Core, 2017) and to Valliant et al. (2013) for a more general treatment of weighting and estimation for sample surveys.
1.4 Non-probability panel methodology

1.4.1. Design

This aspect of the Social Cohesion survey was conducted online using sample recruited via a single opt-in ‘research only’ online panel. Invitations were sent to a random selection of panellists inviting them to take part in the survey.

The in-scope population for the online survey was Australian adults aged 18 years and over. The final total sample size for the survey was n=412, this included a nationally representative survey of n=203 and a boost of One Nation voters of n=209. In order to achieve a nationally representative sample, screening questions relating the age, location and gender were used to control the sample. Additional screening questions around citizenship and voting behaviour were included for the One Nation boost component.

Participants were offered an incentive of $1.50 for completing the survey. The survey was conducted between 5 July and 14 July 2017. Table 6 summarises the sample profile achieved for the non-probability panel.

<table>
<thead>
<tr>
<th>Non-probability profile</th>
<th>Completed</th>
<th>Benchmark²</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base (n)</td>
<td>412</td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>49.5</td>
<td>49.2</td>
</tr>
<tr>
<td>Female</td>
<td>50.5</td>
<td>50.8</td>
</tr>
<tr>
<td>Age</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-24 years</td>
<td>7.3</td>
<td>12.2</td>
</tr>
<tr>
<td>25-34 years</td>
<td>13.8</td>
<td>19</td>
</tr>
<tr>
<td>35-44 years</td>
<td>19.4</td>
<td>17.3</td>
</tr>
<tr>
<td>45-54 years</td>
<td>18.9</td>
<td>16.8</td>
</tr>
<tr>
<td>55-64 years</td>
<td>18.0</td>
<td>14.9</td>
</tr>
<tr>
<td>65-74 years</td>
<td>16.0</td>
<td>11.1</td>
</tr>
<tr>
<td>75+ years</td>
<td>6.5</td>
<td>8.5</td>
</tr>
<tr>
<td>Location</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NSW</td>
<td>31.1</td>
<td>32.1</td>
</tr>
<tr>
<td>VIC</td>
<td>22.8</td>
<td>25.3</td>
</tr>
<tr>
<td>QLD</td>
<td>24.3</td>
<td>19.8</td>
</tr>
<tr>
<td>SA</td>
<td>7.5</td>
<td>7.2</td>
</tr>
<tr>
<td>WA</td>
<td>9.5</td>
<td>10.8</td>
</tr>
<tr>
<td>TAS</td>
<td>2.4</td>
<td>2.1</td>
</tr>
<tr>
<td>NT</td>
<td>1.2</td>
<td>1.0</td>
</tr>
<tr>
<td>ACT</td>
<td>1.2</td>
<td>1.6</td>
</tr>
</tbody>
</table>

²Australian Bureau of Statistics, 3101.0 – Estimated Resident Population, June 2016
1.4.2. Data collection

The specific opt-in online panel we partnered with for this research was the Online Research Unit (the ORU). The panel currently has over 350,000 members and is exclusively used for market and social research. The ORU is a specialist online research company and abides by industry standards and guidelines as prescribed by the Australian Market & Social Research Society (AMSRS) and the world association of research professionals (ESOMAR).

1.4.3. Weighting non-probability survey

At the recommendation of the SRC, weighting was not applied to the non-probability final data. It is the experience of the SRC (and internationally) that standard demographic weights for non-probability surveys can take estimates further away from the truth of the population being investigated. Justification for this decision was also informed by other factors in the survey such as; a small sample size, lack of reliable benchmarks (i.e. the population of ‘One Nation voters’) and biased nature of the sample source.

1.4.4. Non-probability questionnaire

The questionnaire for the non-probability panel was a cut down version of the CATI survey, with some questions removed to bring the survey length down to ten minutes. However, the majority of questions are the same across both online surveys. All items asked were present in the CATI component of Social Cohesion. The questionnaire is included in this appendix.
SAMPLE VARIABLE
Boost 0=Main; 1=One Nation boost.

[PROGRAMMER NOTE: Please display all questions as one by one]

Questionnaire Structure
Modules
Screening
A: Economic
B: Political
C: Socio-Cultural
D: Discrimination
E: Reflective
F: Neighbourhood
G: Demographics
Close

WELCOME SCREEN
Thank you for taking part in this survey. The survey is being conducted by the Social Research Centre on behalf of Monash University.

The survey should take no more than 10 minutes to complete and there are no right or wrong answers. Participation in this survey is voluntary and you can withdraw at any point. The information collected will be treated in strict confidence.

Please click ‘Next’ to start the questionnaire.

*(PROGRAMMER NOTE: DISPLAY THROUGHOUT THE SURVEY IN GREY SCALE)
For any queries, please email support@theoru.com.au. You are able to stop the survey at any time by clicking save and return to complete it later. You can re-start the survey by clicking on the same link, it will take you to where you left.

SAVE SCREEN
Thanks for your time so far. Your answers have been saved. You can use your original survey link to return to the survey and continue from where you left off.

SCREENING

*(ALL)
DEM2. Firstly, just a few questions to confirm you are eligible to participate. Are you…?

1. Male
2. Female
4. Prefer not to say (GO TO TERM1)

*(ALL)
DEM1a. How old were you last birthday?

1. Age given (RECORD AGE IN YEARS (RANGE 15 TO 99)
   [IF AGE=<18, GO TO TERM3]
2 Prefer not to say

*(REFUSED AGE DEM1a=2)

DEM1b. Which of the following age groups are you in?

1. Under 18 (GO TO TERM3)
2. 18 - 24 years
3. 25 – 29 years
4. 30 - 34 years
5. 35 – 39 years
6. 40 – 44 years
7. 45 – 49 years
8. 50 – 54 years
9. 55 – 59 years
10. 60 – 64 years
11. 65 – 69 years
12. 70 - 74 years
13. 75+ years
14. Prefer not to say (GO TO TERM1)

AGEDUM Create dummy variable for quotas here.

1. 18 - 24 years
2. 25 – 29 years
3. 30 - 34 years
4. 35 – 39 years
5. 40 – 44 years
6. 45 – 49 years
7. 50 – 54 years
8. 55 – 59 years
9. 60 – 64 years
10. 65 – 69 years
11. 70 - 74 years
12. 75+ years

*(ALL)

STATE. Which state or territory do you live in?

1. New South Wales
2. Victoria
3. Queensland
4. South Australia
5. Western Australia
6. Tasmania
7. Northern Territory
8. Australian Capital Territory
9. Prefer not to say (GO TO TERM1)

*(ALL)

POSTCODE. What is your postcode?

1. Enter postcode (###) (ALLOWABLE RANGE = VALID POSTCODES, STANDARD CHECK WITH STATE PROVIDED AT STATE)
2. Prefer not to say (GO TO TERM1)

REGIONDUM. DUM variable for metro / regional split
1. Sydney
2. NSW Regional
3. Melbourne
4. VIC Regional
5. Brisbane
6. QLD Regional
7. Adelaide
8. SA Regional
9. Perth
10. WA Regional
11. Hobart
12. TAS Regional
13. Darwin
14. NT Regional
15. ACT

*(BOOST=1)
DEM6Q. Are you an Australian citizen?

1. Yes
2. No (GO TO TERM2)
4. Prefer not to say (GO TO TERM1)

*(BOOST=1 AND DEM6Q=1, AUS CITIZEN)
DEM22Q. Just one question about voting. If there was a Federal election held today, for which party would you probably vote?

1. Labour Party (GO TO TERM2)
2. Liberal Party (GO TO TERM2)
3. National Party (GO TO TERM2)
4. Greens (GO TO TERM2)
5. One Nation / Pauline Hanson
6. Nick Xenophon Team (GO TO TERM2)
7. Liberal National Party / LNP (GO TO TERM2)
8. Family First (Australian Conservatives) (GO TO TERM2)
9. Independents (GO TO TERM2)
10. Other (GO TO TERM2)
11. Would not vote (GO TO TERM2)
12. Not sure (GO TO TERM1)
13. Prefer not to say (GO TO TERM1)

*(PROGRAMMER NOTE: CHECK QUOTAS – IF FULL GO TO TERM2)
MODULE A: ECONOMIC

*(ALL)
A1. Firstly, some questions on your views on various economic and social issues. To what extent do you agree or disagree with the following statements.

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
4 Disagree
5 Strongly disagree
3 Neither agree nor disagree
6 None of the above / Not sure
7 Prefer not to say

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

1 Very satisfied
2 Satisfied
4 Dissatisfied
5 Very dissatisfied
3 Neither satisfied nor dissatisfied
6 Not sure
7 Prefer not to say

MODULE B: POLITICAL

*(ALL)
B4. Now some questions about different forms of political action people can take. Which, if any, of the following you have done over the last three years or so?

(ACCEPT MULTIPLES)

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 [EXCLUSIVE]
7 Not sure [EXCLUSIVE]
8 Prefer not to say [EXCLUSIVE]

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

1 Almost always
2 Most of the time
3 Only some of the time
4 Almost never
5 Not sure
6 Prefer not to say

*(ALL)
B8. How interested are you in politics?

1. Very interested
2. Somewhat interested
3. Neither interested / disinterested
4. Not interested
5. Not interested at all
6. Not sure
7. Prefer not to say

*(ALL)
B10. Would you say the system of government we have in Australia works fine as it is, needs minor change, needs major change, or should be replaced?

1. Works fine as it is
2. Needs minor change
3. Needs major change
4. Should be replaced
5. Not sure
6. Prefer not to say

*(ALL)
B9. The next statement refers to a different type of political system. Would you say…

a) 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. Neither good nor bad
4. Fairly bad
5. Very bad
6. Not sure
7. Prefer not to say

*(ALL)
B13 There are a number of social and environmental issues facing the federal and state parliaments. Do you support or oppose legislation for…

*PROGRAMMER NOTE: RANDOMISE STATEMENTS

a) Reduced reliance on coal for electricity generation
b) Marriage equality for same sex couples

1. Strongly support
2. Support
3. Oppose
4. Strongly oppose
3. Neither support nor oppose
6. Not sure
7. Prefer not to say

*(TIMESTAMP3)

MODULE C: SOCIO-CULTURAL

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

1 To a great extent
2 To a moderate extent
3 Only slightly
4 Not at all
5 Not sure
6 Prefer not to say

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

1 To a great extent
2 To a moderate extent
3 Only slightly
4 Not at all
5 Not sure
6 Prefer not to say

*(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”.

1 Strongly agree
2 Agree
4 Disagree
5 Strongly disagree
3 Neither agree nor disagree
6 Not sure
7 Prefer not to say

*(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…

1 Too high
2 About right
3 Too low
4 Not sure / No opinion
5 Prefer not to say

*(ALL) C2. Do you agree or disagree with the following 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

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree
5. Neither agree or disagree
6. Not sure / None of the above
7. Prefer not to say

*(ALL)

CN7. Next, I would like to ask you about your attitude towards different religious groups. Is your personal attitude positive, negative, or neutral towards…?

(STATEMENTS)

a) Christians
b) And, what about Buddhists
c) And, what about Muslims

(RESPONSE FRAME)

1. Very positive
2. Somewhat positive
3. Neutral
4. Somewhat negative
5. Very negative
6. Not sure
7. Prefer not to say

*(ALL)

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 purely on the basis of…

a) their race or ethnicity?
b) their religion?

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree
5. Neither agree nor disagree
6. Not sure
7. Prefer not to say

*(ALL)

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

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

1. Strongly agree
2. Agree
3. Disagree
5. Strongly disagree
3. Neither agree nor disagree
6. Not sure
7. Prefer not to say

MODULE D: DISCRIMINATION

*(ALL)
D5. Now thinking about any discrimination you may have personally experienced. Have you
experienced discrimination because of your skin colour, ethnic origin, or religion over the last 12
months?
1. Yes
2. No
3. Prefer not to say

MODULE E: REFLECTIVE

*(ALL)
E1. Next, some questions about your opinion on some more general issues. Generally speaking,
would you say that most people can be trusted or that you can’t be too careful in dealing with
people?
1. Can be trusted
2. Can’t be too careful
3. Not sure / Can’t choose
4. Prefer not to say

*(ALL)
E2. Taking all things into consideration, would you say that over the last year you have been…?
1. Very happy
2. Happy
4. Unhappy
5. Very unhappy
3. Neither happy nor unhappy
6. Not sure
7. Prefer not to say

*(ALL)
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
5. Much worse
6. Don’t think I will be living in Australia
7. Cannot predict / Not sure
8. Prefer not to say

*(ALL)
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’.
1. [RANGE WHOLE NUMBER; 0 – 10]
2. Not sure
3. Prefer not to say

**MODULE F: NEIGHBOURHOOD**

*(ALL)*

F2. And now thinking about your local area, that is within 15 to 20 minutes walking distance of where you live. Do you agree or disagree with the following statement…

i. I am able to have a real say on issues that are important to me in my local area.
   1. Strongly agree
   2. Agree
   3. Disagree
   4. Strongly disagree
   3. Neither agree nor disagree
   6. Not sure
   7. Prefer not to say

(ALL)

F7. Would you say that living in your local area is becoming better or worse, or is it unchanged?
   1. Much better
   2. Better
   3. Unchanged
   4. Worse
   5. Much worse
   6. Not sure
   7. Prefer not to say

*(ALL)*

F20. Thinking of cultures other than your own. Do you agree or disagree with the statements:

   a) I like meeting and getting to know people from ethnic and cultural groups other than my own
   b) I often spend time with people from ethnic or cultural groups other than my own.

   1. Strongly agree
   2. Agree
   3. Neither agree nor disagree
   4. Disagree
   5. Strongly disagree
   6. Not sure
   7. Prefer not to say

*(ALL)*

F9b. And now turning to another issue, your sense of personal safety. How safe do you feel walking alone at night in your local area? Would you say you feel …

   1. Very safe
   2. Fairly safe
   3. A bit unsafe
   4. Very unsafe
5. Neither safe nor unsafe
6. Never walk alone at night
7. Not sure
8. Prefer not to say

*(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...

1. Very worried
2. Fairly worried
3. Not very worried
4. Not at all worried
5. Not sure
6. Prefer not to say

DEMOGRAPHIC INFORMATION

*(ALL)

DEM1 You're nearly finished now. Just a few final 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. RECORD WHOLE NUMBER (ALLOWABLE RANGE 1 TO 20)
2. Not sure
3. Prefer not to say

*(ALL)

DEM15 In which countries were you and your family members born?

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

a) Starting with yourself
b) Your spouse (if you have one)?
c) Your mother?
d) And, your father?

1  Australia
2  Canada
3  China (excluding Taiwan)
4  Croatia
5  Egypt
6  Fiji
7  Germany
8  Greece
9  Hong Kong
10 Hungary
11 India
12 Indonesia
13 Ireland
14 Italy
15 Lebanon
16 Macedonia
17 Malaysia
18 Malta
19 Netherlands (Holland)
20 New Zealand
21 Philippines
22 Poland  
23 Serbia / Montenegro  
24 Singapore  
25 South Africa  
26 Sri Lanka  
27 Sudan  
28 United Kingdom (England, Scotland, Wales, Nth Ireland)  
29 USA  
30 Vietnam  
31 Other (Please specify) _____________  
32 Not applicable  
33 Not sure  
34 Prefer not to say  

*(IF DEM 15a=1)  
Q10B. Are you of Aboriginal of Torres Strait Islander origin?  
1. No  
2. Yes, Aboriginal  
3. Yes, Torres Strait Islander  
5. Not sure  
4. Prefer not to say  

*(IF DEM15a=2-33 NOT BORN IN AUSTRALIA)  
DEM16 In what year did you arrive in Australia?  
1. Year given (RECORD YEAR, RANGE 1915-2017)  
2. Prefer not to say  

*(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 (Please specify) ________________  
16 Not sure  
17 Prefer not to say  

*(BOOST=0) [IF BOOST=1, PRE-FILL DEM6=1]  
DEM6. Are you an Australian citizen?  
1 Yes  
2 No  
3 Not sure
4 Prefer not to say

*(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 (Please specify) ______________________
12 Prefer not to say

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

1 Employed full-time
2 Employed part-time
3 Unemployed
4 Retired
5 Student
6 Home duties
7 Something else (Please specify) ______________________
8 Not sure
9 Prefer not to say

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

1. Very worried
2. Worried
4. A little worried
5. Not worried at all
3. Neither worried nor not worried
6. Not sure
7. Prefer not to say

*(ALL)
DEM13b Which of the following terms best describes your financial circumstances today? Would you say you are…?

1 Prosperous
2 Living very comfortably
3 Living reasonably comfortably
4 Just getting along
5 Struggling to pay bills
6 Poor
7 Not sure
8 Prefer not to say

*(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 (Please specify) __________________
15. Not sure
16. Prefer not to say

*(DEM17N=1 thru 12 OR 14, HAS RELIGION)

DEM24 Do you consider yourself to be…?

1. Very religious
2. Religious
3. Not so religious
4. Not religious at all
5. Not sure
6. Prefer not to say

*(BOOST=0 AND DEM6=1, AUS CITIZEN) [IF BOOST=1, PRE-FILL DEM22=5]

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. Greens
5. One Nation / Pauline Hanson
6. Nick Xenophon Team
7. Liberal National Party / LNP
8. Family First (Australian Conservatives)
9. Independents
10. Other (Please specify) __________________
11. Would not vote
12. Not sure
13. Prefer not to say

CLOSE

Thank you for taking the time to participate. This survey was conducted by the Social Research Centre on behalf of Monash University researchers.

This research study has been carried out in compliance with the Privacy Act and the Australian Privacy Principles, and the information you have provided will only be used for research purposes. Our Privacy Policy is available via our website, www.srcentre.com.au, if you require further information please click on the Privacy Policy in the right hand menu.
If you have any queries or concerns about the survey here are some contact details:
- Concerns or complaints about how the study is being conducted – Monash University Ethics Project Number: (CF07/1240), ph: 03 9905 5490, Email: muhrec@monash.edu
- Questions about the purpose of the research and why it is being conducted – Dr Margaret Taft, Tel: 03 9903 5018 Email: margaret.taft@monash.edu

Please click ‘CLOSE’ to submit the survey.

TERM SCRIPTS

TERM1. Thanks for your interest, but we need that information to make sure we’re speaking to a good range of people. Please click the close button to submit the survey.

TERM2. Thanks for your interest, but we are looking for a range of people to participate and your group has already been filled. Please click the close button to submit the survey.

TERM3. Thanks for your interest, but this survey is only open to people aged 18 years and over. Please click the close button to submit the survey.