SOCIAL COHESION SURVEY, 2011

JULY 2011

METHODOLOGICAL REPORT

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1 Introduction

1.1 Overview

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

This report provides:

- details of the survey procedures including, where appropriate, commentary and analysis on their effectiveness; and
- a consolidated record of assorted project information.

The report is structured as follows:

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

Detailed reports, source documents and reference information are appended.

1.2 Project background

The Social Cohesion Survey forms part of the Scanlon Foundation Social Cohesion Research Program (SCRP) which commenced in 2007 under the direction of the Monash Institute for the Study of Global Movements (MISGM) and the Australian Multicultural Foundation (AMF). A key element of the SCRP was the conduct of a landmark Australian Social Cohesion Survey in 2007, 2009, 2010 and now 2011.

The aims of this survey are:

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

As with the previous surveys, the in-scope population for the Social Cohesion Survey 2011 was persons aged 18 years and over who were residents of private households in Australia. Data collection was by Computer Assisted Telephone Interviewing (CATI).

The 2011 sample design matched that used in 2010; that is a national survey of 2,000 adults stratified by state/territory and capital city/non-capital city.

As in 2010, SampleWorx was again used to provide the telephone number sample frame. This company has the technology to generate and test all possible numbers within an exchange block. The number is confirmed to be either working or not working by sending a signal to the exchange rather than to the number itself (see section 2.2 for further discussion). This method of sampling ensures the number of unproductive numbers in the sample frame is greatly reduced, leading to improved efficiency in overall sample utilisation.

Approach letters introducing the survey were mailed to all households where randomly generated telephone numbers could be matched to a confirmed address.

Respondents were selected using the “next birthday” method and a range of strategies was adopted to maximise response - these included repeated call backs to establish contact, the operation of a 1800 number by the Social Research Centre, and interviewing in languages other the English (LOTE).

Table 1 provides a summary of project statistics. The response rate for the 2011 survey was 49%, marginally lower than in 2009 and 2010 but still well above the response rate obtained for the 2007 survey. Some changes were made to the 2011 survey questionnaire which saw this questionnaire take slightly longer to administer than the instrument used in 2010. (see Appendix 2 for details of changes).

### Table 1: Survey overview

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2009</th>
<th>2010</th>
<th>2011</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>
</tr>
<tr>
<td>Response rate</td>
<td>44%</td>
<td>51%</td>
<td>51%</td>
<td>49%</td>
</tr>
<tr>
<td>Start date</td>
<td>21st June</td>
<td>22nd June</td>
<td>1st June</td>
<td>15th June</td>
</tr>
<tr>
<td>Finish date</td>
<td>1st Aug</td>
<td>31st July</td>
<td>28th June</td>
<td>18th Jul</td>
</tr>
<tr>
<td>Average interview length (mts)</td>
<td>15.3</td>
<td>16.0</td>
<td>19.6</td>
<td>20.5</td>
</tr>
</tbody>
</table>
2. **Sample Design & Survey Procedures**

2.1 **Sample design**

As in previous years, the 2011 survey used a random sampling methodology with the sample stratified geographically. A minimum of 200 interviews was undertaken in each Australian state / territory (i.e. 1,600 interviews out of the overall total of 2,000). The remaining 400 interviews were allocated across those states under-represented by the initial sample allocation (ie: NSW, Victoria and Queensland) in proportion to the population in those states. The interviews in each state were also allocated to Capital City / Rest of State in proportion to the resident population. This approach ensured that the final sample composition was geographically representative of the Australian adult population while, at the same time, ensuring a sufficiently large sample in each state/territory to support analysis at that level.

2.2 **Sample generation**

As in 2010, the Random Digit Dialling (RDD) sample for the survey was generated by SampleWorx. SampleWorx offer a technology-based, as opposed to a list-based, solution to the generation of working landline random digit dial numbers. The building block for the SampleWorx product is the Australian Communications and Media Authority (ACMA) exchange prefix listing (not a directory listing). All possible numbers within an exchange block are generated and tested (i.e. confirmed as working or non-working phone numbers) by sending a signal to the exchange rather than having to send a signal down the line to the number itself. This means that all working numbers across all ACMA exchange blocks are identified and included in the sample frame. Each number generated is assigned a “best estimate” postcode, based on exchange district and charge zone, which can be used for a priori allocation of numbers to a geographic stratum.

The main advantage of the SampleWorx approach is that it is exchange-based, and that working telephone numbers have been pre-identified, leading to a higher connection rate and improved fieldwork efficiency.

A total of 12,288 randomly selected records were obtained from SampleWorx to provide the sample frame for the 2011 survey. These numbers were matched against current address information held by commercial list providers.

Table 2 (column C) shows the SampleWorx address match rate to the last commercially available white pages database was 53% and Column E shows that an up-to-date address listing could be obtained for 37% of the numbers generated. These are the records (n=4,583) which were sent a primary approach letter. This equates to about 38% more letters sent using SampleWorx sample than in 2009 when we used the traditional “list based” RDD method.

For those records that could not be sent a primary approach letter in advance, letters were available upon request (and additional information was available via the Social Research Centre’s web-site and 1800 number).
Table 2: Survey sample – address match rates

<table>
<thead>
<tr>
<th>Location</th>
<th>Total Selections</th>
<th>DTMS Matched Selections</th>
<th>DTMS Match Rate (B/A)</th>
<th>Confirmed address selections (letter sample)</th>
<th>Confirmed address rate (D/A)</th>
<th>Total unmatched (no letter) selections</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW</td>
<td>2,330</td>
<td>1,233</td>
<td>53%</td>
<td>925</td>
<td>40%</td>
<td>1,405</td>
</tr>
<tr>
<td>VIC</td>
<td>1,931</td>
<td>1,055</td>
<td>55%</td>
<td>683</td>
<td>35%</td>
<td>1,248</td>
</tr>
<tr>
<td>QLD</td>
<td>1,874</td>
<td>984</td>
<td>53%</td>
<td>583</td>
<td>31%</td>
<td>1,291</td>
</tr>
<tr>
<td>SA</td>
<td>1,105</td>
<td>663</td>
<td>60%</td>
<td>511</td>
<td>46%</td>
<td>594</td>
</tr>
<tr>
<td>WA</td>
<td>1,384</td>
<td>687</td>
<td>50%</td>
<td>458</td>
<td>33%</td>
<td>926</td>
</tr>
<tr>
<td>TAS</td>
<td>1,168</td>
<td>718</td>
<td>61%</td>
<td>541</td>
<td>46%</td>
<td>627</td>
</tr>
<tr>
<td>NT</td>
<td>1,639</td>
<td>657</td>
<td>40%</td>
<td>480</td>
<td>29%</td>
<td>1,159</td>
</tr>
<tr>
<td>ACT</td>
<td>857</td>
<td>529</td>
<td>62%</td>
<td>402</td>
<td>47%</td>
<td>455</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>12,288</strong></td>
<td><strong>6,526</strong></td>
<td><strong>53%</strong></td>
<td><strong>4,583</strong></td>
<td><strong>37%</strong></td>
<td><strong>7,705</strong></td>
</tr>
</tbody>
</table>

2.3 Primary Approach Letter

The approach letter, on Monash University letterhead, addressed to “The Householder”, was the same version as used in previous surveys, and was sent to all records for which an up-to-date address could be sourced (see Appendix 6 for a copy of the 2011 letter). The main body of the letter was in English, with translated summaries on the reverse side in Arabic, Turkish, simplified Chinese and Vietnamese. These languages were chosen as they are the most commonly spoken languages nationally.

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

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

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

The in-scope population for the 2011 Survey was the non-institutionalised population of Australia aged 18 years or over. As such the in-scope population excluded:

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

The next birthday method was used to select the person 18 years or older in the household to be interviewed. No substitution of individuals within households was allowed.

2.5 Call procedures

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

This call regime was adopted to improve the representativeness of the achieved sample. Previous experience suggested that the representation of groups such as young persons, 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 10.00 am and 4.00 pm on Saturdays and 11.am and 4.00pm on Sundays. Appointments were made for any 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 limited to the six most commonly spoken community languages nationally: Vietnamese, Chinese (Cantonese and Mandarin), Italian, Greek, Arabic (inc. Lebanese) and Turkish.

Where the preferred language of interview of the selected sample member was identified as one of those for follow up, initially these records were 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 in the hope that another household member may 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 questionnaires (one for each target language) with key words and concepts translated. Bi-lingual interviewers then read the questions from their hard copy translated / annotated version of the questionnaire and recorded answers directly into the English language CATI script as normal.

A total of 21 interviews were conducted in one of these six languages.

2.7 Leaving messages on answering machines

A pre-scripted messages 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.

The CATI system automatically scheduled a call back in six day’s time 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 circumstance.

2.8 1800 number operation

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

2.9 Sundry response maximisation procedures

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

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

3.1 Questionnaire overview

The questionnaire for the Social Cohesion 2011 survey largely reflected the content of the 2010 survey with deletions and additions as summarised in Appendix 2.

3.2 Questionnaire pilot testing

The 2011 wave did not have a formal pilot but instead started in the “pilot mode” to assess the changes made to the questionnaire. The “pilot mode” lasted from the 15th of June up until the 19th of June.

Standard operational testing procedures were utilised to ensure the CATI script truly reflected the agreed “hard copy” questionnaire.

Sequencing, order, wording amendments and question deletions to the draft questionnaire were agreed throughout the pilot testing process. The final main study questionnaire is provided at Appendix 3.
4. Data Collection & Quality Control

4.1 Ethical consideration
The questionnaire and survey methodology were approved by the Monash University ethics board.

Other ethical considerations for the Social Cohesion Survey included:

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

Safeguards regarding the above were covered by the Social Research Centre’s contract with Monash University and by the appropriate privacy laws. In addition, the Social Research Centre is bound to adhere to ASMRO 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 which covered:

- Project background, objectives and procedures;
- All aspects of administering the survey questionnaire, including specific data quality issues;
- 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. A total of 39 interviewers were briefed to work on the 2011 survey.

Consistent with the “specialist team” policy for the Social Cohesion survey, just under two thirds of the interviewing (61%) was completed by 15 members of the interviewing team. The briefing notes are provided at Appendix 4.

Additional briefing procedures for LOTE interviewing also covered:

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

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

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

5.1 **Call results**

A total of 46,327 calls were placed to achieve 2,001 completed surveys. This equates to an interview every 23.2 calls and an average of 4.7 calls per sample record.

The most commonly occurring call outcome was no answer (38.6%); there was also a high number of 'appointment' (17.8%) and 'answering machine' (17.0%) outcomes.

**Table 3: All call attempts**

<table>
<thead>
<tr>
<th>Call Outcome</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Calls</strong></td>
<td>46,327</td>
<td>100.00%</td>
</tr>
<tr>
<td>Interviews</td>
<td>2,001</td>
<td>4.32%</td>
</tr>
<tr>
<td>No answer</td>
<td>17,874</td>
<td>38.6%</td>
</tr>
<tr>
<td>Appointments</td>
<td>8,269</td>
<td>17.8%</td>
</tr>
<tr>
<td>Answering machine</td>
<td>7,890</td>
<td>17.0%</td>
</tr>
<tr>
<td>Engaged</td>
<td>3,692</td>
<td>8.0%</td>
</tr>
<tr>
<td>Household refusal</td>
<td>1,898</td>
<td>4.1%</td>
</tr>
<tr>
<td>Not a residential number</td>
<td>1,078</td>
<td>2.3%</td>
</tr>
<tr>
<td>Telstra message, number disconnected</td>
<td>1,527</td>
<td>3.3%</td>
</tr>
<tr>
<td>Fax/Modem</td>
<td>1,238</td>
<td>2.7%</td>
</tr>
<tr>
<td>Respondent refusal</td>
<td>96</td>
<td>0.2%</td>
</tr>
<tr>
<td>Too old / ill health / unable to do survey</td>
<td>183</td>
<td>0.4%</td>
</tr>
<tr>
<td>Remove number from list</td>
<td>26</td>
<td>0.1%</td>
</tr>
<tr>
<td>Incoming call restrictions</td>
<td>19</td>
<td>0.0%</td>
</tr>
<tr>
<td>Refused prior to the call</td>
<td>7</td>
<td>0.0%</td>
</tr>
<tr>
<td>Out of scope</td>
<td>7</td>
<td>0.0%</td>
</tr>
<tr>
<td>Selected respondent away for duration</td>
<td>355</td>
<td>0.8%</td>
</tr>
<tr>
<td>LOTE – No language follow up</td>
<td>84</td>
<td>0.2%</td>
</tr>
<tr>
<td>Out of scope (No one in HH aged 18+)</td>
<td>3</td>
<td>0.0%</td>
</tr>
<tr>
<td>Refused, type not identified</td>
<td>46</td>
<td>0.1%</td>
</tr>
<tr>
<td>Named person not known or wrong number</td>
<td>27</td>
<td>0.1%</td>
</tr>
<tr>
<td>Claims to have done survey</td>
<td>7</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>Total numbers initiated</strong></td>
<td><strong>46,327</strong></td>
<td><strong>100.00%</strong></td>
</tr>
<tr>
<td>Average calls per interview</td>
<td>23.2</td>
<td></td>
</tr>
<tr>
<td>Average calls per sample record</td>
<td>4.7</td>
<td></td>
</tr>
</tbody>
</table>
Table 4 shows the final call results for the survey. As can be seen, an interview was achieved at just over a fifth (20.4%) of number to which calls were initiated. Of the 9,817 numbers initiated, 28.1% were unusable; 23.9% were unresolved at the end of the call cycle (non-contacts or unresolved appointments); and 6.5% were identified as being out of scope. Refusals (all types) were encountered at just over a fifth (21.1%) of the numbers to which calls were initiated.

Table 4: Final call results

<table>
<thead>
<tr>
<th>Total numbers initiated</th>
<th>9,817</th>
<th>100.0%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unusable numbers</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telstra message, number disconnected</td>
<td>911</td>
<td>9.3%</td>
</tr>
<tr>
<td>Named person not known or wrong number</td>
<td>27</td>
<td>0.3%</td>
</tr>
<tr>
<td>Fax/Modem</td>
<td>739</td>
<td>7.5%</td>
</tr>
<tr>
<td>Incoming call restrictions</td>
<td>5</td>
<td>0.1%</td>
</tr>
<tr>
<td>Not a residential number</td>
<td>1,078</td>
<td>11.0%</td>
</tr>
<tr>
<td><strong>Subtotal unusable number</strong></td>
<td>2,760</td>
<td>28.1%</td>
</tr>
<tr>
<td><strong>No contact / unresolved in survey period</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Engaged</td>
<td>153</td>
<td>1.6%</td>
</tr>
<tr>
<td>Answering machine</td>
<td>446</td>
<td>4.5%</td>
</tr>
<tr>
<td>No answer</td>
<td>1,265</td>
<td>12.9%</td>
</tr>
<tr>
<td>Appointments</td>
<td>480</td>
<td>4.9%</td>
</tr>
<tr>
<td><strong>Subtotal no contact / unresolved</strong></td>
<td>2,344</td>
<td>23.9%</td>
</tr>
<tr>
<td><strong>Out of scope</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Claims to have done survey</td>
<td>7</td>
<td>0.1%</td>
</tr>
<tr>
<td>Selected respondent away for duration</td>
<td>355</td>
<td>3.6%</td>
</tr>
<tr>
<td>Too old / ill health / unable to do survey</td>
<td>183</td>
<td>1.9%</td>
</tr>
<tr>
<td>LOTE – No language follow up</td>
<td>84</td>
<td>0.9%</td>
</tr>
<tr>
<td>Out of scope*</td>
<td>7</td>
<td>0.1%</td>
</tr>
<tr>
<td>Out of scope (No one in HH aged 18+)</td>
<td>3</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>Subtotal out of scope</strong></td>
<td>639</td>
<td>6.5%</td>
</tr>
<tr>
<td><strong>Contacts</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interviews</td>
<td>2,001</td>
<td>20.4%</td>
</tr>
<tr>
<td>Household refusal</td>
<td>1,898</td>
<td>19.3%</td>
</tr>
<tr>
<td>Respondent refusal</td>
<td>96</td>
<td>1.0%</td>
</tr>
<tr>
<td>Refused prior to the call</td>
<td>7</td>
<td>0.1%</td>
</tr>
<tr>
<td>Remove number from list</td>
<td>26</td>
<td>0.3%</td>
</tr>
<tr>
<td>Refused, type not identified</td>
<td>46</td>
<td>0.5%</td>
</tr>
<tr>
<td><strong>Subtotal in-scope contacts</strong></td>
<td>4,074</td>
<td>41.5%</td>
</tr>
</tbody>
</table>

1 Only 9,817 numbers were initiated out of the total sample frame of 12,288 numbers obtained from SampleWorx.
5.2 **Response rate**

For the purposes of this report, and to facilitate comparisons with previous surveys, the response rate has been defined as interviews as a proportion of interviews plus refusals. On this basis the final overall response rate for the 2011 survey was 49.1%.

The highest response rates were achieved in ACT (57.6%), Western Australia (54.6%) and Tasmania (53.5%). The metropolitan region also had a slightly higher response rate compared to the non-metropolitan region.

**Table 5: Response rates**

<table>
<thead>
<tr>
<th>Region</th>
<th>Base (n)</th>
<th>Unusable</th>
<th>No contact / Unresolved</th>
<th>Out of Scope</th>
<th>In scope</th>
<th>Interviews</th>
<th>Response rate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Region</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metro</td>
<td>5,905</td>
<td>22%</td>
<td>25%</td>
<td>7%</td>
<td>23%</td>
<td>23%</td>
<td>49.9%</td>
</tr>
<tr>
<td>Non-Metro</td>
<td>3,912</td>
<td>37%</td>
<td>22%</td>
<td>5%</td>
<td>19%</td>
<td>17%</td>
<td>47.6%</td>
</tr>
<tr>
<td><strong>Location</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NSW</td>
<td>1,921</td>
<td>28%</td>
<td>22%</td>
<td>8%</td>
<td>23%</td>
<td>19%</td>
<td>46.1%</td>
</tr>
<tr>
<td>VIC</td>
<td>1,719</td>
<td>25%</td>
<td>25%</td>
<td>8%</td>
<td>22%</td>
<td>19%</td>
<td>46.6%</td>
</tr>
<tr>
<td>QLD</td>
<td>1,531</td>
<td>28%</td>
<td>23%</td>
<td>6%</td>
<td>23%</td>
<td>20%</td>
<td>46.1%</td>
</tr>
<tr>
<td>SA</td>
<td>852</td>
<td>23%</td>
<td>20%</td>
<td>9%</td>
<td>25%</td>
<td>23%</td>
<td>47.8%</td>
</tr>
<tr>
<td>WA</td>
<td>983</td>
<td>33%</td>
<td>24%</td>
<td>6%</td>
<td>16%</td>
<td>20%</td>
<td>54.6%</td>
</tr>
<tr>
<td>ACT</td>
<td>815</td>
<td>21%</td>
<td>30%</td>
<td>4%</td>
<td>19%</td>
<td>26%</td>
<td>57.6%</td>
</tr>
<tr>
<td>TAS</td>
<td>831</td>
<td>23%</td>
<td>25%</td>
<td>6%</td>
<td>22%</td>
<td>25%</td>
<td>53.5%</td>
</tr>
<tr>
<td>NT</td>
<td>1,165</td>
<td>40%</td>
<td>23%</td>
<td>4%</td>
<td>17%</td>
<td>16%</td>
<td>49.2%</td>
</tr>
</tbody>
</table>
5.3 **Review of call cycle**

As was the case in previous surveys, an extended call cycle (i.e. 15 calls) was used for the 2011 Social Cohesion Survey to ensure the achieved sample was as representative as possible of the Australian adult population.

The value of this extended call cycle (a six call cycle being more typical) is evident from the results presented in Table 6 which shows that 15% of interviews were achieved on the seventh or later interview attempt. Importantly, the extended call cycle improved the representation of younger people – 18 to 24 year olds (24% of interviews with people in this age group were obtained on the seventh or later call attempt) and 25 to 34 year olds (26%) and of those people in employment (20%). A similar pattern was apparent in the previous waves.

### Table 6: Analysis of response by call attempt

<table>
<thead>
<tr>
<th>Call attempt on which interview was achieved</th>
<th>Base</th>
<th>1 - 6</th>
<th>7 or more</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL</strong></td>
<td>2,001</td>
<td>85%</td>
<td>15%</td>
</tr>
<tr>
<td><strong>Age group</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-24 years</td>
<td>90</td>
<td>76%</td>
<td>24%</td>
</tr>
<tr>
<td>25-34 years</td>
<td>168</td>
<td>74%</td>
<td>26%</td>
</tr>
<tr>
<td>35-44 years</td>
<td>315</td>
<td>81%</td>
<td>19%</td>
</tr>
<tr>
<td>45-54 years</td>
<td>428</td>
<td>82%</td>
<td>18%</td>
</tr>
<tr>
<td>55-64 years</td>
<td>457</td>
<td>86%</td>
<td>14%</td>
</tr>
<tr>
<td>65 years or more</td>
<td>517</td>
<td>93%</td>
<td>7%</td>
</tr>
<tr>
<td>Refused to give age</td>
<td>26</td>
<td>96%</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>890</td>
<td>83%</td>
<td>17%</td>
</tr>
<tr>
<td>Female</td>
<td>1,111</td>
<td>86%</td>
<td>14%</td>
</tr>
<tr>
<td><strong>Location</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State capital</td>
<td>1,320</td>
<td>83%</td>
<td>17%</td>
</tr>
<tr>
<td>Rest of state</td>
<td>681</td>
<td>88%</td>
<td>12%</td>
</tr>
<tr>
<td><strong>Employment status</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employed</td>
<td>1,161</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Not currently employed</td>
<td>840</td>
<td>91%</td>
<td>9%</td>
</tr>
</tbody>
</table>
5.4 Achieved sample profile

Table 7 compares the achieved sample profile (using unweighted data) with that of the general population (based on 2006 Census data). It can be seen there is a skew towards older people. There is also a skew towards females (although the figures shown are closely aligned with the expected household distribution of males and females) and tertiary educated respondents. These results are consistent with other similar surveys conducted by the Social Research Centre. All of these factors were taken into account in the weighting procedure (refer to Section 6.2).

Table 7: Sample profile

<table>
<thead>
<tr>
<th></th>
<th>Achieved sample profile (Unweighted)</th>
<th>Australian population²</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total (n)</td>
<td>2,001</td>
<td>15,051,981</td>
</tr>
<tr>
<td>Age group</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-24 years</td>
<td>5%</td>
<td>12%</td>
</tr>
<tr>
<td>25-34 years</td>
<td>8%</td>
<td>18%</td>
</tr>
<tr>
<td>35-44 years</td>
<td>16%</td>
<td>20%</td>
</tr>
<tr>
<td>45-54 years</td>
<td>22%</td>
<td>18%</td>
</tr>
<tr>
<td>55-64 years</td>
<td>23%</td>
<td>15%</td>
</tr>
<tr>
<td>65 years or more</td>
<td>26%</td>
<td>18%</td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>44%</td>
<td>49%</td>
</tr>
<tr>
<td>Female</td>
<td>56%</td>
<td>51%</td>
</tr>
<tr>
<td>Employment status</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employed</td>
<td>58%</td>
<td>62%</td>
</tr>
<tr>
<td>Educational Attainment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year 10 or below</td>
<td>20%</td>
<td>34%</td>
</tr>
<tr>
<td>Year 12 or equivalent</td>
<td>19%</td>
<td>20%</td>
</tr>
<tr>
<td>Trade or technical</td>
<td>27%</td>
<td>24%</td>
</tr>
<tr>
<td>University (Bachelor or Post graduate degree)</td>
<td>33%</td>
<td>21%</td>
</tr>
<tr>
<td>Australian / Overseas born</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australian born</td>
<td>75%</td>
<td>71%</td>
</tr>
<tr>
<td>Overseas born</td>
<td>25%</td>
<td>22%</td>
</tr>
</tbody>
</table>

² Age, gender and birth place figures taken from ABS 2006 Census data. Employment status taken from ABS July 2007 Labour Force publication and educational attainment taken from ABS Work May 2006 Education and Work. Please note that the latter two publications include Australians aged 15 years or more. Also note that the weighting for the 2011 survey used more up-to-date (2009) population statistics from the ABS rather than the 2006 Census data.
5.5 **Reason for refusal**

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

As can be seen at Table 8, of those cases that had a reason for refusal recorded, the main reasons given were; “not interested” (60.7%), “no comment / just hung up” (20.3%) and “too busy” (10.5%).

**Table 8: Reason for refusal – All calls**

<table>
<thead>
<tr>
<th>Reason for refusal</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total (n)</td>
<td>1,994</td>
</tr>
<tr>
<td>Not interested</td>
<td>60.7%</td>
</tr>
<tr>
<td>No comment / just hung up</td>
<td>20.3%</td>
</tr>
<tr>
<td>Too busy</td>
<td>10.5%</td>
</tr>
<tr>
<td>Never do surveys</td>
<td>1.9%</td>
</tr>
<tr>
<td>Get too many calls for surveys / telemarketing</td>
<td>2.1%</td>
</tr>
<tr>
<td>Don’t like subject matter</td>
<td>1.6%</td>
</tr>
<tr>
<td>Don’t believe surveys are confidential / privacy concerns</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Silent number</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Too personal / intrusive</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>15 minutes is too long</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Letter put me off</td>
<td>&lt;1%</td>
</tr>
</tbody>
</table>
6. Data Outputs & Reporting

6.1 Treatment of responses to open ended / other specify questions

To maintain comparability over time, considerable effort was made to keep coding rules and code-frames consistent with those used in earlier surveys. Nevertheless, consideration was given to possible code-frame extensions for questions with an “other specify” response option although the only extensions ultimately implemented were in relation to items CN3D1f and CN3D1s (ways in which Australia is thought to benefit from the presence of overseas students).

6.2 Weighting

For the 2011 survey data a “rim weighting” approach was used 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). Where possible, proportions were taken from the 2009 ABS Estimated Residential Population statistics rather than 2006 Census data – this applied to the population estimates of age by gender by geographic location.

“Rim weighting” was used to create weights which adjusted the data in-line with Australian Bureau of Statistics counts on these variables. The weights are created using a statistical regression approach which seeks to achieve the “best fit” possible with the population proportions specified by the weighting variables while disturbing the overall data as little as possible.

The algorithm used for this purpose was provided in the Social Research Centre’s Quantum analysis software to develop sample weights which incorporate the variables state, age, gender, country of birth and educational attainment. 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 population matrices used for weighting purposes in the 2011 survey.

6.3 Data file provision

The Social Research Centre provided two clean SPSS data files – one containing the 2011 data and a time-series file containing selected data from all four surveys. The data files included several derived variables:

- ASGS – postcode data in concordance with the Australian Statistical Geography Standard published by the ABS; and
- SEIFA – postcode data in concordance with the index of relative socio-economic disadvantage, created from ABS census data.

It should also be noted that State and postcode variables reflect responses provided during the interview and therefore the final numbers in each State vary slightly from the original quotas set (as quotas were deemed to be met based on the a priori allocation of records to States / Territories).
Appendix 1: Weighting Matrices
## Rim weighting targets using 2009 Estimated residential population (ERP)

<table>
<thead>
<tr>
<th>Category</th>
<th>N</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total aged 18 years and over</td>
<td>16,885,891</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>State</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NSW</td>
<td>5,503,143</td>
<td>32.6%</td>
</tr>
<tr>
<td>Vic</td>
<td>4,225,385</td>
<td>25.0%</td>
</tr>
<tr>
<td>Qld</td>
<td>3,351,587</td>
<td>19.8%</td>
</tr>
<tr>
<td>SA</td>
<td>1,269,496</td>
<td>7.5%</td>
</tr>
<tr>
<td>WA</td>
<td>1,714,666</td>
<td>10.2%</td>
</tr>
<tr>
<td>Tas</td>
<td>384,761</td>
<td>2.3%</td>
</tr>
<tr>
<td>NT</td>
<td>163,072</td>
<td>1.0%</td>
</tr>
<tr>
<td>Canberra</td>
<td>273,781</td>
<td>1.6%</td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>8,330,105</td>
<td>49.3%</td>
</tr>
<tr>
<td>Female</td>
<td>8,555,786</td>
<td>50.7%</td>
</tr>
<tr>
<td><strong>Age by education</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Uni, 18-34</td>
<td>1,045,180</td>
<td>6.2%</td>
</tr>
<tr>
<td>Not Uni, 18-34</td>
<td>4,293,688</td>
<td>25.4%</td>
</tr>
<tr>
<td>Uni, 35-44</td>
<td>652,734</td>
<td>3.9%</td>
</tr>
<tr>
<td>Not Uni, 35-44</td>
<td>2,492,902</td>
<td>14.8%</td>
</tr>
<tr>
<td>Uni, 45-54</td>
<td>565,096</td>
<td>3.3%</td>
</tr>
<tr>
<td>Not Uni, 45-54</td>
<td>2,446,113</td>
<td>14.5%</td>
</tr>
<tr>
<td>Uni, 55+</td>
<td>522,129</td>
<td>3.1%</td>
</tr>
<tr>
<td>Not Uni, 55+</td>
<td>4,868,049</td>
<td>28.8%</td>
</tr>
<tr>
<td><strong>Country of birth</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australia/Overseas ESB*</td>
<td>13,393,100</td>
<td>79.3%</td>
</tr>
<tr>
<td>Overseas NESB</td>
<td>3,492,791</td>
<td>20.7%</td>
</tr>
</tbody>
</table>

*UK, Ireland, USA, Canada, New Zealand, South Africa

**NOTE ESB = English Speaking Born**
Appendix 2: 2011 Questionnaire revisions
<table>
<thead>
<tr>
<th>2007 Question</th>
<th>2009 Question</th>
<th>2010 Question</th>
<th>2011 Question</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>AN1. To start with, what do you think is the most important problem facing Australia today? And what do you think is the NEXT most important problem facing Australia?</td>
<td></td>
<td>Added at 2010</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A1a. Australia has an excellent government school system.</td>
<td></td>
<td>Excluded at 2010</td>
</tr>
<tr>
<td>B1. Do you currently undertake any voluntary work?</td>
<td></td>
<td>An6. Do you think the level of personal taxation in Australia is too high, about right or too low?</td>
<td></td>
<td>Deleted in 2011</td>
</tr>
<tr>
<td></td>
<td>B1new. The next 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 organization 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?</td>
<td></td>
<td>Moved to follow F6</td>
<td></td>
</tr>
<tr>
<td>B3. How often do you participate in voluntary activities?</td>
<td></td>
<td></td>
<td>Deleted 2009</td>
<td></td>
</tr>
<tr>
<td>2007 Question</td>
<td>2009 Question</td>
<td>2010 Question</td>
<td>2011 Question</td>
<td>Comments</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>---------------</td>
<td>-----------------</td>
</tr>
<tr>
<td><strong>B4_4.</strong> Please tell me which if any, of the following, you have done over the last three years or so.</td>
<td><strong>B4_4.</strong> Please tell me which if any, of the following, you have done over the last three years or so.</td>
<td></td>
<td></td>
<td>Excluded at 2010</td>
</tr>
<tr>
<td>(Attended a political meeting)</td>
<td>(Attended a political meeting)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>B4_7.</strong> Please tell me which if any, of the following, you have done over the last three years or so.</td>
<td><strong>B4_7.</strong> Please tell me which if any, of the following, you have done over the last three years or so.</td>
<td></td>
<td></td>
<td>Excluded at 2010</td>
</tr>
<tr>
<td>(Participated in strike action)</td>
<td>(Participated in strike action)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>B4_8.</strong> Please tell me which if any, of the following, you have done over the last three years or so.</td>
<td><strong>B4_8.</strong> Please tell me which if any, of the following, you have done over the last three years or so.</td>
<td></td>
<td></td>
<td>Excluded at 2010</td>
</tr>
<tr>
<td>(Some other form of political action)</td>
<td>(Some other form of political action)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>B5a.</strong> Do you participate in any political activated with a GROUP of people – for example, as a member of an interest group, a political party, a union, or something else?</td>
<td></td>
<td></td>
<td></td>
<td>Deleted 2009</td>
</tr>
<tr>
<td><strong>B5c.</strong> How often do you participate in political activities as part of a group?</td>
<td></td>
<td></td>
<td></td>
<td>Deleted 2009</td>
</tr>
<tr>
<td><strong>B5b.</strong> Does this group include people of a different national or ethnic background to you?</td>
<td></td>
<td></td>
<td></td>
<td>Deleted 2009</td>
</tr>
<tr>
<td>2007 Question</td>
<td>2009 Question</td>
<td>2010 Question</td>
<td>2011 Question</td>
<td>Comments</td>
</tr>
<tr>
<td>---------------</td>
<td>---------------</td>
<td>---------------</td>
<td>---------------</td>
<td>----------</td>
</tr>
<tr>
<td>B6b. How often do you think the local council can be trusted to do what is right for the people in your area?</td>
<td></td>
<td></td>
<td></td>
<td>Moved to F8 2009</td>
</tr>
<tr>
<td>B7b. Please tell me to what extent, if at all, you think the following actions can be justified – Can claiming government benefits to which you are not entitled</td>
<td></td>
<td></td>
<td></td>
<td>Deleted 2009</td>
</tr>
<tr>
<td>B7c. Please tell me to what extent, if at all, you think the following actions can be justified – Can avoiding a fare on public transport</td>
<td></td>
<td></td>
<td></td>
<td>Deleted 2009</td>
</tr>
<tr>
<td>B7d. Please tell me to what extent, if at all, you think the following actions can be justified Can cheating on taxes if you have a chance</td>
<td></td>
<td></td>
<td></td>
<td>Deleted 2009</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Cn2 Would you say your feelings are positive, negative or neutral towards immigrants from [COUNTRY]</td>
<td>Added at 2010</td>
</tr>
<tr>
<td>C2c. Once settled in Australia, immigrants should not get involved in the politics of their former home country?</td>
<td></td>
<td></td>
<td></td>
<td>Deleted 2009</td>
</tr>
<tr>
<td>C5a. Apart from your immediate family, do you ever visit people of other nationalities or ethnic backgrounds?</td>
<td></td>
<td></td>
<td></td>
<td>Deleted 2009</td>
</tr>
<tr>
<td>C5b. (Apart from your immediate family), do you ever have people of other nationalities or ethnic backgrounds visit you?</td>
<td></td>
<td></td>
<td></td>
<td>Deleted 2009</td>
</tr>
<tr>
<td>2007 Question</td>
<td>2009 Question</td>
<td>2010 Question</td>
<td>2011 Question</td>
<td>Comments</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
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<tr>
<td>C5c. (Apart from your immediate family), do you ever visit people of a different faith or religion?</td>
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<td>Deleted 2009</td>
</tr>
<tr>
<td>C5d. (Apart from your immediate family), do you ever have people of a different faith or religion visit you?</td>
<td></td>
<td></td>
<td></td>
<td>Deleted 2009</td>
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<tr>
<td></td>
<td>Cn3 Do you feel positive, negative or neutral about [type of migrant]</td>
<td></td>
<td></td>
<td>Added at 2010</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CN3D1 In what ways, if any, do you think Australia benefits from the presence of overseas students? Is there anything else?</td>
<td></td>
<td>Added in 2011</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CN9. And from what you have heard, of all the people who come to Australia each year hoping to settle permanently, what percentage are asylum seekers who come by boat?</td>
<td></td>
<td>Added in 2011</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CN9B. Well would you say asylum seekers arriving by boat are more than half, less than half or very few of those who come here to settle permanently, or can you just not say?</td>
<td></td>
<td>Added in 2011</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cn4 What do you think is the main reason that asylum seekers try to reach Australia by boat?</td>
<td></td>
<td>Added at 2010</td>
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<tr>
<td>2007 Question</td>
<td>2009 Question</td>
<td>2010 Question</td>
<td>2011 Question</td>
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<td></td>
<td></td>
<td>CN5 Which of the following four statements comes closest to your view about the best policy for dealing with asylum seekers, who try to reach Australia by boat?</td>
<td></td>
<td>Added at 2010</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CN6 What do you think of how the government is handling the asylum seeker issue? Overall do you think they are doing a good job, an average job or a poor job?</td>
<td></td>
<td>Added at 2010</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CN7_1 Is your personal attitude positive, negative or neutral towards [religious group]</td>
<td>Statement D &quot;Non believers or atheists&quot;</td>
<td>Statement D &quot;Non believers or atheists&quot; removed in 2011.</td>
</tr>
<tr>
<td>2007 Question</td>
<td>2009 Question</td>
<td>2010 Question</td>
<td>2011 Question</td>
<td>Comments</td>
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<td>CN8 How important is it to you that the main religion in Australia continues to be Christianity? Would you say it is important or unimportant?</td>
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<td>Removed in 2011.</td>
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<td>2007 Question</td>
<td>2009 Question</td>
<td>C10. Do you think the balance or mix of immigrants from different countries is about right?</td>
<td></td>
<td>Excluded at 2010</td>
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<td></td>
<td></td>
<td>C11. From which countries, if any, should there be more immigrants?</td>
<td></td>
<td>Excluded at 2010</td>
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<tr>
<td></td>
<td></td>
<td>C12. From which countries, if any, should there be less immigrants?</td>
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<td>Excluded at 2010</td>
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<td>2007 Question</td>
<td>2009 Question</td>
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<td></td>
<td>D1. Have you ever experienced discrimination in Australia because of your national or ethnic background or your religion?</td>
<td></td>
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<td>Excluded at 2010</td>
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<tr>
<td></td>
<td>D3. Where did the discrimination occur?</td>
<td></td>
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<td>Excluded at 2010</td>
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<td></td>
<td>DN9 Do you think the level of racial prejudice in Australia now is more, less or about the same as it was 5 years ago?</td>
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<td>Added at 2010</td>
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<td>2007 Question</td>
<td>2009 Question</td>
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<td>E5. Why do you say that?</td>
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<td>Excluded at 2010</td>
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<tr>
<td>F1. What proportion of all the people in your local area are of the same national or ethnic group as you?</td>
<td></td>
<td></td>
<td></td>
<td>New 2009</td>
</tr>
<tr>
<td>F2a. Do you agree or disagree – People in your local area are willing to help their neighbours?</td>
<td></td>
<td></td>
<td></td>
<td>New 2009</td>
</tr>
<tr>
<td>F2b. Do you agree or disagree – Your local area, that is within 15-20 minutes walking distance of where you live, is a place where people from different national or ethnic background get on well together?</td>
<td></td>
<td></td>
<td></td>
<td>New 2009</td>
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<tr>
<td>F2c. Do you agree or disagree - I am able to have a real say on issues that are important to me in my local area.</td>
<td></td>
<td></td>
<td></td>
<td>Added in 2011</td>
</tr>
<tr>
<td>G1. And now, thinking about the size of Australia’s future population. Have you seen or heard anything in the media about the size of Australia’s future population?</td>
<td></td>
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<td>Removed in 2011</td>
</tr>
<tr>
<td>G2. It has been predicted that Australia’s population will reach 36 million by the year 2050? In your view, would an Australian population of 36 million by then be [too large, too small or about right]?</td>
<td></td>
<td></td>
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<td>Removed in 2011</td>
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<tr>
<td>G4. What advantages do you think there are if Australia has a population of about 36 million?</td>
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<td>Removed in 2011</td>
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<td>2007 Question</td>
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<td>Comments</td>
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<td>G5. How would you rate the record of the current federal government in providing the roads, railways, and housing needed for future population growth?</td>
<td>Removed in 2011</td>
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<td>G6. Thinking about public transport, is over-crowding on public transport a problem for you?</td>
<td>Removed in 2011</td>
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<td></td>
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<td>G7. And what about today’s road conditions. Is traffic congestion on the roads a problem for you?</td>
<td>Removed in 2011</td>
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<td></td>
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<td>G9. And are you concerned about climate change and the environment?</td>
<td>Removed in 2011</td>
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<td>2007 Question</td>
<td>2009 Question</td>
<td>2010 Question</td>
<td>2011 Question</td>
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<td></td>
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<td></td>
<td>G10. Various reasons have been given to <strong>increase</strong> Australia's population. Please say whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements...</td>
<td>Added in 2011</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>G11. Various reasons have been given not to <strong>increase</strong> Australia's population. Please say whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements...</td>
<td>Added in 2011</td>
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<tr>
<td></td>
<td></td>
<td>F3. In general, what has been the impact of immigration on daily life in your local area?</td>
<td></td>
<td>New 2009</td>
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<td></td>
<td></td>
<td>F5. To the best of your knowledge, in the last 12 months would you say the level of immigration into Australia has increased, decreased or is unchanged?</td>
<td></td>
<td>New 2009</td>
</tr>
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<td></td>
<td></td>
<td>F6. Which of the following is closest to your view? It's is better for a country if different racial or ethnic groups maintain their distinct customs and traditions OR it is better if these groups adapt and blend into the larger society</td>
<td></td>
<td>New 2009</td>
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<td>2007 Question</td>
<td>2009 Question</td>
<td>2010 Question</td>
<td>2011 Question</td>
<td>Comments</td>
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<td>F7. Do you agree or disagree that you can influence local council decisions affecting your local area?</td>
<td></td>
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<td></td>
<td>Excluded at 2010</td>
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<tr>
<td>F8. How often do you think the local council can be trusted to do what is right for the people in your area?</td>
<td></td>
<td></td>
<td></td>
<td>Excluded at 2010</td>
</tr>
<tr>
<td>F9A. How safe do you feel walking alone in your local area during the day?</td>
<td></td>
<td></td>
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<td>Excluded at 2010</td>
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<tr>
<td>F9b. What about during the night, how safe do you feel walking alone at night in your local area?</td>
<td></td>
<td></td>
<td></td>
<td>New 2009</td>
</tr>
<tr>
<td>F10. Thinking about all types of crime in general, how worried are you about becoming a victim of crime in your local area?</td>
<td></td>
<td></td>
<td></td>
<td>New 2009</td>
</tr>
<tr>
<td>DEM4. How many children, if any, do you have?</td>
<td></td>
<td></td>
<td></td>
<td>Excluded at 2010</td>
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<tr>
<td>DEM5. Do you have any children that live overseas?</td>
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<td>Deleted 2009</td>
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<td>DEM12. What area are your qualifications in?</td>
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<td>Deleted 2009</td>
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<td>2007 Question</td>
<td>2009 Question</td>
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<tr>
<td>DEM13A. To what extent do you use the skills and knowledge gained from your qualifications in your current job?</td>
<td></td>
<td></td>
<td>Excluded at 2010</td>
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<tr>
<td>DEM13b. Which of the following best describes your financial circumstances today?</td>
<td></td>
<td></td>
<td>New 2009</td>
<td></td>
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<tr>
<td>DEM15X. Are you renting, paying off a mortgage, do you own your home outright or do you have some other arrangement?</td>
<td></td>
<td></td>
<td>Excluded at 2010</td>
<td></td>
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<tr>
<td>DEM17. Do you follow any religion or faith?</td>
<td>DEM17new. What is your religion, even if you are not currently practicing?</td>
<td></td>
<td></td>
<td>Wording change 2009</td>
</tr>
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<td>DEM19. Is that (or most closely)</td>
<td></td>
<td></td>
<td>New 2009</td>
<td></td>
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<tr>
<td>DEM20. How important is religion in your life today?</td>
<td></td>
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<td>New 2009</td>
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<td>2007 Question</td>
<td>2009 Question</td>
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<td>2011 Question</td>
<td>Comments</td>
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<tr>
<td>DEM21. In the past 12 months, how often did you participate in religious activities or attend religious services – with other people – other than for events such as weddings or funerals?</td>
<td>DEM21. In the past 12 months, how often did you participate in religious activities or attend religious services – with other people – other than for events such as weddings or funerals?</td>
<td>DEM21. In the past 12 months, how often did you participate in religious activities or attend religious services – with other people – other than for events such as weddings or funerals?</td>
<td>DEM21. In the past 12 months, how often did you participate in religious activities or attend religious services – with other people – other than for events such as weddings or funerals?</td>
<td>New 2009</td>
</tr>
<tr>
<td>DEM22. And to finish up just one question about voting intentions. If there was a Federal election held today, for which party would you probably vote?</td>
<td>DEM22. And to finish up just one question about voting intentions. If there was a Federal election held today, for which party would you probably vote?</td>
<td>DEM22. And to finish up just one question about voting intentions. If there was a Federal election held today, for which party would you probably vote?</td>
<td>DEM22. And to finish up just one question about voting intentions. If there was a Federal election held today, for which party would you probably vote?</td>
<td>New 2009</td>
</tr>
</tbody>
</table>
Appendix 3: Final Questionnaire
Questionnaire Structure

Modules

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

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

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

We’re conducting an important study on the attitudes of Australians. The results from the survey will be used to get a better understanding of life in Australia.

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

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

May I speak to that person please?

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

*(SELECTED RESPONDENT)

S2  REINTRODUCE AS NECESSARY
This interview should only take about 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 contact names and numbers.

[READ OUT CONTACT DETAILS IF REQUESTED]
Questions about who is conducting the study and how your telephone number was obtained - The Social Research Centre, ph: 1800 023 040
Concerns or complaints about how the study is being conducted – Monash University ethics Project Number: (2007/0319), ph: 03 9905 5490, Email: muhrec@adm.monash.edu.au
Questions about the purpose of the research and why it is being conducted – Professor Andrew Markus, Tel: 03 9903 5009, Email: Andrew.Markus@arts.monash.edu.au
Is it convenient to talk now or would you like to make an appointment?

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

*(LOTES)
LOTE  RECORD LANGUAGE

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

*(ANSWERING MACHINE SCRIPT)
ANSM1.Good morning/afternoon/evening. My name is <…> calling on behalf of Monash University researchers from the Social Research Centre.
We are telephoning households 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 1 HOUR

*(ANSWERING MACHINE SCRIPT)
ANSM2.Good morning/afternoon/evening. My name is <…> calling on behalf of Monash University researchers from the Social Research Centre.
We left a message recently on your answering machine regarding an important study about life in Australia.
If you would like to participate in this study, please call our hotline number: 1800 023 040 and we will call you back at a time that is convenient to you. Thank you." *PROGRAMMER NOTE: SET AS APPOINTMENT FOR TIME OF CALL PLUS 6 DAYS PLUS 1 HOUR
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)*

**ATELQ** RECORD ADDRESS DETAILS TO SEND COPY OF LETTER

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

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

*(ALL)*

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

1 Monitor
2 Do not monitor

*PROGRAMMER NOTE: PLEASE SHOW THE OUTCOME OF THIS ON SCREEN
*PROGRAMMER NOTE: RECORD ORDER OF MENTIONS.

*(ALL)

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

(DO NOT READ OUT; MAXIMUM OF TWO RESPONSES 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. Immigration/population - too high, overcrowding / public transport / wrong composition (negative)
5. Immigration/population - too low / Need more people (supportive)
6. Crime / law and order
7. Defense / National security / Terrorism
9. Education / schools
10. Environment / climate change / water shortages (concern)
11. Environment - over-reaction to climate change / carbon tax (sceptical)
12. Government / quality of / politicians
13. Health / medical / hospitals
14. Housing shortages / affordability / interest rates
15. Industrial relations / Trade unions
16. Racism
17. Social Issues - drug use, family breakdown, internet overuse, childcare
18. Women’s issues (e.g.: equal pay / opportunity, violence, etc)
19. Other
20. Nothing
21. Don’t know
22. Refused
I’d like you to tell me your views on various economic and social issues. To what extent do you agree or disagree with the following statements.

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

(STATMENTS)

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

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

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

(RESPONSE FRAME)

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

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

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

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

(READ OUT) (ACCEPT MULTIPLES)

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

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)
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)

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)

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)
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)

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

(RESPONSE FRAME)
1. Strongly agree
2. Agree
3. (Neither agree or disagree)
4. Disagree
5. Strongly disagree
6. (None of the above/ Don’t know)
7. (Refused)
PROGRAMMER NOTE: SELECT RANDOMLY ONE COUNTRY FROM EACH OF a), b), c) and d) ALSO ROTATE SET A, B, C, D– THAT IS FOUR COUNTRIES PER RESPONDENT. EACH COUNTRY SHOULD BE ASKED OF AN APPROXIMATELY EQUAL NUMBER OF RESPONDENTS (~667)

*(ALL)*

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

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

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

(STATEMENTS)

SET A
1. ENGLAND
2. NEW ZEALAND
3. USA (AMERICA)

SET B
4. ITALY
5. GREECE
6. GERMANY

SET C
7. CHINA
8. VIETNAM
9. INDIA

SET D
10. LEBANON
11. EGYPT
12. IRAQ

(RESPONSE FRAME)

1 Very positive
2 Somewhat positive
3 Neutral
4 Somewhat negative
5 Very negative
6 (Don’t know)
7 (Refused)
Next I would like to ask how you feel about different types of people coming to live in Australia as permanent or long-term residents.

(a) Skilled workers (e.g., Doctors or Nurses, plumbers etc)
(b) Those who have close family living in Australia (i.e., parents or children)
(c) Refugees who have been assessed overseas and found to be victims of persecution and in need of help
(d) Young people who want to study in Australia

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

(STATEMENTS)

1. Very positive
2. Somewhat positive
3. Neutral
4. Somewhat negative
5. Very negative
6. (Don’t know)
7. (Refused)
IFCN3 [D] = 1 OR 2 (Very Positive or Somewhat Positive) CONTINUE ELSE GO TO CN4intro

*(FEEL POSITIVE ABOUT PEOPLE WHO WANT TO STUDY IN AUSTRALIA)
CN3D1F In what ways, if any, do you think Australia benefits from the presence of overseas students?
[DO NOT READ OUT]

INTERVIEW NOTE: RECORD SECOND MENTION IN THE NEXT QUESTION.

1. Strengthens Australia’s ties with other countries
2. Helps Australia financially/Helps the economy - general
3. Helps education institutions financially
4. Enables Australian students to mix with students from other cultures/ countries
5. Provides a source of labour (eg: taxi drivers, late night stores)
6. Other (specify)
7. Don’t know (GO TO CN4intro)
8. Refused (GO TO CN4intro)

CN3D1S Is there anything else?
(Any other way you think Australia benefits from the presence of overseas students?)
[DO NOT READ OUT]

PROGRAMMET NOTE: SUPPRESS OPTION MENTIONED IN CN3D1F EXCEPT OTHER, DK AND REF. COLLECT ORDER OF MENTION
[MULTIPLES ACCEPTED]

1. Strengthens Australia’s ties with other countries
2. Helps Australia financially/Helps the economy - general
3. Helps education institutions financially
4. Enables Australian students to mix with students from other cultures/ countries
5. Provides a source of labour (eg: taxi drivers, late night stores)
6. Other (specify)
7. Don’t know
8. Refused

CN4intro Next I would like to ask how you feel about asylum seekers who try to reach Australia by boat.

PROGRAMMER NOTE: NEED TO RECORD WHETHER MULTICODE SELECTED FROM CODES 1/2/3/7 (CN4 MULTI1) AND 4/5/6 (CN4 MULTI2) AT ANALYSIS STAGE
*(ALL)*

**CN4** What do you think is the main reason that asylum seekers try to reach Australia by boat?

(PROBE: What else? Anything else?)

(DO NOT READ OUT) (ACCEPT MULTIPLES)

1. Are in fear of their lives
2. Are facing persecution
3. Are living in poverty
4. Are queue jumpers
5. Are wealthy and can afford
6. For a better life
7. Desperation/Desperate
8. Other (please specify)
9. (Don't know)
10. (Refused)

*(ALL)*

**CN5** Which of the following four statements comes closest to your view about the best policy for dealing with asylum seekers who try to reach Australia by boat?

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

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

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

*(ALL)*

**CN6** What do you think of how the government is handling the asylum seeker issue? Overall do you think they are doing a good job, an average job or a poor job?

(PROBE: Is that very good or good/ poor or very poor)

1. Very good
2. Good

*(ALL)

CN9 And from what you have heard, of all the people who come to Australia each year hoping to settle permanently, what percentage are asylum seekers who come by boat?

INTERVIEW NOTE: ENCOURAGE SPECIFIC PERCENTAGE FIGURE, BEST GUESS IS FINE

1. Record percentage response ___|___|___
2. Unable to give specific percentage
3. (Don’t know)
4. (Refused)

ASK CN9B IF CODES 2 OR 3 AT CN9
IF CN9 = 2 OR 3 CONTINUE ELSE GO TO CN7intro

*(UNABLE TO GIVE SPECIFIC PERCENTAGE OR DON’T KNOW)

CN9B Well would you say asylum seekers arriving by boat are more than half, less than half or very few of those who come here to settle permanently, or can you just not say?

1. More than half
2. Less than half
3. Very few
4. Cannot Say/Don’t know
5. Refused

PROGRAMMER NOTE: DO NOT ROTATE STATEMENTS. USE 1ST SENTENCE FOR FIRST ITERATION AND 2-4TH SENTENCE FOR ALL OTHER ITERATIONS
Next I would like to ask you about your attitude towards different religious groups.

Is your personal attitude positive, negative or neutral towards [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

Intro: 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 (GO TO DN9)
   3. (Refused) (GO TO DN9)

*(HAS EXPERIENCED DISCRIMINATION) (D5=1)

Please tell me which of the following best describes how often this discrimination occurred over the last 12 months. Would you say …

(READ OUT)

   1. Daily / all of the time
   2. Once or twice a week
   3. Once or twice a month, or
   4. Once or twice a year
   5. (Don’t know)
   6. (Refused)

*(ALL)
DN9 Do you think the level of racial prejudice in Australia now is more, less or about the same as it was 5 years ago?
(PROBE: Is that much more or more/ much less or less)

1. Much more now
2. More now
3. About the same
4. Less
5. Much less
6. (Don’t know)
7. (Refused)

MODULE E: REFLECTIVE

*(ALL)

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

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

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

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

*(ALL)

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

(READ OUT)

1. Very happy
2. Happy
3. (Neither happy nor unhappy)
4. Unhappy, or
5. Very unhappy
6. (Don’t know)
7. (Refused)
E3. In three or four years, do you think that your life in Australia will be…

(READ OUT)
1. Much improved
2. A little improved
3. The same as now
4. A little worse, or
5. Much worse
6. (Don’t think will be living in Australia) (GO TO F1)
7. (Cannot predict / Don’t know)
8. (Refused)

*(LIVING IN AUSTRALIA IN THREE OR FOUR YEARS)  (3E NOT 6)
E4. Compared with your life, do you think that the lives of today’s children will be …

(READ OUT)
1. Much better
2. A little better
3. The same as now
4. A little worse, or
5. Much worse
6. (Cannot predict / Don’t know)
7. (Refused)

MODULE F: NEIGHBOURHOOD AND VOLUNTARY WORK

Intro: And now thinking about your local neighbourhood.

*(ALL)
F1 What proportion of all the people in your local area, that is within 15 to 20 minutes walking distance of where you live, are of the same national or ethnic group as you? Would you say…

(READ OUT)
1. All the same
2. More than half
3. About a half
4. Less than half
5. Much less than half
6. (Don’t know)
7. (Refused)
F2  Do you agree or disagree with the following statements …

(READ OUT)

(STATEMENTS)
a)  People in my local area are willing to help their neighbours?
b)  My local area (IF NECESSARY that is within 15 to 20 minutes walking distance of where you live) 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 neigbourhood to have any impact)
7.  (Don't know)
8.  (Refused)

F3  In general, what has been the impact of immigration on daily life in your local area? Would you say it has been…

(READ OUT)

1  Very positive
2  Somewhat positive
3  Neither positive nor negative
4  Somewhat negative, or
5  Very negative
6  (There are not enough immigrants in my neighbourhood to have any impact)
7  (Don't know)
8  (Refused)

F5  To the best of your knowledge, in the last 12 months would you say the level of immigration into Australia has increased, decreased or is unchanged?

1  Increased
2  Decreased
3  Unchanged
4  (Don't know)
Which of the following two statements is closest to your view? It is better for a country if different racial or ethnic groups maintain their distinct customs and traditions OR if these groups adapt and blend into the larger society.

1. Better if different racial or ethnic groups maintain their distinct customs and traditions.
2. Better if these groups adapt and blend into the larger society.
3. (Agree with both)
4. (Don't know)
5. (Refused)

PROGRAMMER NOTE: THE NEXT 2 QUESTIONS MOVED FROM THE BEGINNING OF THE QUESTIONNAIRE

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

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

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

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

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

1. At least once a week
2. At least once a month
3. Three to four times a year
4. At least once a year
5. Less often than once a year
6. (Don't know)
7. (Refused)
And now turning to another issue, your sense of personal safety.

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

1. Very safe
2. Fairly safe
3. A bit unsafe: or
4. Very unsafe
5. (Neither safe nor unsafe)
6. (Never walk alone at night)
7. (Don't know)
8. (Refused)

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. (Don't know)
6. (Refused)
G10INTRO. Now I’d like to ask your opinion on reasons for and against immigration.

G10. Various reasons have been given to increase Australia’s population.

Please say whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements…

PROGRAMMER NOTE: ROTATE STATEMENT ORDER. DISPLAY QUESTION STEM FOR ALL STATEMENTS

a) We need more people for economic growth
b) We need more people to increase the cultural diversity of Australia
c) We need a larger population to defend the country against attack in the future
d) We need more people because our population is ageing

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

G11. Various reasons have been given not to increase Australia’s population.

Please say whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each of the following statements…

PROGRAMMER NOTE: ROTATE STATEMENT ORDER. DISPLAY QUESTION STEM FOR ALL STATEMENTS

a) Our cities are too crowded now.
b) We already have too much cultural diversity
c) Our natural environment cannot cope with a larger population
d) Immigration will increase unemployment

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

*(ALL)

DEM1a

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

Can I ask, how old were you last birthday?

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

*(REFUSED AGE DEM1a=2)

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

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

*(ALL)

DEM2. RECORD GENDER

1. Male
2. Female

*(ALL)

DEM3. Which of the following best describes your current marital status? Are you… (READ OUT)

1. Married
2. Living with a partner
3. Widowed
4. Divorced
5. Separated, or
6. Never married
7. (Don’t know)
8. (Refused)

PROGRAMMER NOTE: ONLY SHOW STATEMENT B IF DEM 3=CODE 1 OR 2 (MARRIED OR LIVING WITH PARTNER)

ONLY DISPLAY CODE 32 FOR STATEMENTS C AND D)

ONLY DISPLAY CODE 33 FOR STATEMENTS B, C AND D)
 DEM15 In which countries were you and your family members born?

(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)

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  Response given (SPECIFY ___ ) (ALLOWABLE RANGE 2010 LESS AGE OF RESPONDENT)
  2  (Don’t know)
  3  (Refused)

*(ALL)
 DEM7. What is your first language?

  1  English  (GO TO DEM6)
  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)

*(IF DEM7=2–17 ENGLISH IS A SECOND LANGUAGE)
DEM8. (Please bear with me as we ask this question of everyone), how well, would you say you SPEAK English?

1 Very well
2 Well
3 Not well, or
4 Not at all
5 (Can’t say)
6 (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  
2 Unemployed  
3 Retired  
4 Student  
5 Home duties, or  
6 Something else (Specify)  
7 (Don’t know)  
8 (Refused)

PREDEM13 IF DEM11=CODE 1 (EMPLOYED) CONTINUE. OTHERS GO TO PREDEM13a  

*(EMPLOYED IF DEM11=1)  
DEM13  What is your current occupation?  

(PROBE: Main duties and job title)  

1 Manager  
2 Professional  
3 Technician or trades worker  
4 Community or personal service worker  
5 Clerical or administrative worker  
6 Sales worker  
7 Machinery operator or driver  
8 Labourer  
9 Other (specify) (Probe for job title and main duties)  
10 (Don’t know)  
11 (Refused)
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. (Don't Know)
8. (Refused)

What is your religion, even if you are not currently practicing?

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

PREDEM19 IF DEM17new=12 (CHRISTIAN NFI) CONTINUE OTHERWISE GO TO PREDEM20

Is that (or most closely) (READ OUT)

1. Catholic
2. Anglican (Church of England)
3. Uniting Church
4. Presbyterian
5. Greek Orthodox
6. Baptist
7. Lutheran, or
8. Something else (SPECIFY)
9. (Don't know)
10. (Refused)
PREDEM20  IF DEM17new – 1 to 12 or 14 CONTINUE OTHERWISE GO TO PREDEM22)

*(SPECIFIED A RELIGION) (DEM17new= 1 TO 12 or 14)

DEM20  How important is religion in your life today? Is it...

(READ OUT)

1  Very important
2  Somewhat important
3  Neither important not unimportant
4  Not very important
5  Not at all important
6  (Don’t know)
7  (Refused)

*(SPECIFIED A RELIGION) (DEM17new= 1 TO 12 or 14)

DEM21  In the past 12 months, how often did you participate in religious activities or attend religious services or meetings – with other people – other than for events such as weddings and funerals? Was it ..

(READ OUT)

1  At least once a week?
2  At least once a month?
3  At least 3 times a year?
4  Once or twice a year?
5  Not at all?
6  (Don’t know)
7  (Refused)

*PREDEM22 – IF DEM6=1 CONTINUE OTHERWISE GO TO PREDEM18)

*(CITIZEN) (DEM 6=1)

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

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

DEM18  And finally, can I have your postcode please?

1  Response given (SPECIFY___) (Allowable range: 800 - 9729 )
2  (Don’t know)
3  (Refused)
Thank you for your help. Just in case you missed it my name is (...) and this survey was conducted on behalf of Monash University researchers.

If you have any queries or concerns about the survey, I have a number I can give you if you like…..
Questions about who is conducting the study and how your telephone number was obtained - The Social Research Centre, ph: 1800 023 040
Concerns or complaints about how the study is being conducted – Monash University ethics Project Number: (2007/0319), ph: 03 9905 5490, Email: muhrec@adm.monash.edu.au
Questions about the purpose of the research and why it is being conducted – Professor Andrew Markus, Tel: 03 9903 5009, Email: andrew.markus@arts.monash.edu.au

Record language

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

Was this interview …

1 Normal
2 Refusal conversion
*(REFUSED)*

RR1 OK, that’s fine, no problem, but could you just tell me the main reason you do not want to participate, because that’s important information for us?

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

*(REFUSED)*

RR2 RECORD RE-CONTACT TYPE

1. Definitely don’t call back
2. Possible conversion

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.

ALLTERM

INTRO1=6 Household refused (refused at intro)
S1=3 Household refusal
S1=8 No one in household over 18 (TERM1)
S2a=3 Respondent Refusal
Appendix 4: Interviewer Briefing Notes
Agenda

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

- The project is being undertaken by the Scanlon Foundation, Monash Institute for the Study of Global Movements (MISGM) and the Australian Multicultural Foundation (AMF)

- Current study is part of a multi stage research program

- The National Benchmark Study was conducted by SRC in 2007

- Most of the questions are retained from previous waves
About Scanlon Foundation

- The Scanlon Foundation was established in 2001

- Their mission is: “to support the creation of a larger Cohesive Australian society”

- 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
Survey overview

- 2,000 interviews across Australia
- 20 minute survey
- We will be doing LOTE interviews as required
- Qualifying respondent is the person with next birthday who is 18+
Survey procedures

- Sample sourced using RDD (Random Digit Dial)
- 15 call protocol
- LOTE interviewing is essential
- Please leave up to 2 answering machine messages
Primary approach letter sent to respondents who are currently listed on the white pages – about 50% of respondents are being sent a letter.

Qualifying population is anyone aged 18 years and over in Australia who reside in a private dwelling.

Code to “out of scope”
- Residents of institutional quarters (prisons, nursing homes, etc)
- Residents of military bases
- Are incapable of undertaking the interview due to a physical health condition
- Do not have the cognitive capacity (dementia, intellectual disability)
- Are under the effect of drugs or alcohol (interviewer judgement call!)
- Households where no adults 18 plus are usually resident
Survey procedures (Contd.)

- Respondent selected using the “next birthday” method

- May need to explain (to some respondents) that in order to achieve a representative sample we can only interview the randomly selected person in the household.

- No one other than the “next birthday person” in the household can be interviewed.
Call procedures

- Calls will only be initiated between 4:30 pm and 8:30 pm weekdays and 10:00 am and 4:00 pm on Saturdays and 11:00 am and 4:00 pm on Sundays

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

- Up to 15 calls to each household to establish contact and determine that it is a live residential number. In order to make initial contact – the system will automatically spread these call attempts over different days and time of day

- Once contact has been made and the respondent has been selected, further calls will be attempted to interview to the selected respondent
Non-English speaking respondents

- Coding of call results for LOTEs

- LOTE follow up (Arabic, Lebanese, Cantonese, Mandarin, Greek, Italian, Vietnamese, Turkish)

- LOTE other language – no follow up (specify language)

- LOTE (language unknown) - unsure of the language spoken - make an appointment. If still can't identify language at call-back, code to “LOTE other language - no follow up”
Recording of reason for refusal

- Refusals recorded “internally” (not at SMS screen)
- Household refusal – Occurs before you have gone through the next birthday selection process
- Respondent refusal – Directly from the selected respondent
- Record reason for refusal in the usual way
- Differentiate between “hard” and “soft” refusals
- Record “definitely don’t call back” or “possible conversion”
Administering the survey

- Use item level refusal option - “if there are any questions you don’t want to answer…”

- Stress voluntary nature of survey

- Don’t dwell on item level refusals - move on to the next question – “That’s ok” and continue with next question

- Reiterate confidentiality provisions whenever necessary (even if not scripted)

- Explain that we are bound by the provisions of the Commonwealth Privacy Act
Response rate

- Response rates are crucial to the success of this project. It is therefore critical that call outcomes are meticulously and correctly recorded.

- High response rates are largely dependent on:
  - Confident explanations of the importance of the survey
  - Simple refusal conversion techniques
  - Persistence in making contact with selected residents
Privacy and confidentiality

- Our contract with the Scanlon Foundation 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 Behaviour
Data quality

- Read the question exactly as scripted in order to maintain continuity and comparability with previous waves
- Remember to probe all questions with unfolding agree / disagree scales
- Ensure you code to code frame before putting the response in Other - If you need to put the response in Other – ensure that you are giving the coder enough context to code the information
- Intro - Use Monash University as a selling point and “Community attitudes in Australia”
Data quality (Contd.)

- Some questions capture the “order of mention” – important to record response in order

- Question AN1 will need “on the go” coding – practice this question well – See “Interviewer handout”

- Practise questions with long code frames – e.g. country of birth
Respondent queries

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

- Monash University - Information on why the study is being conducted:
  - Professor Andrew Markus
  - Tel: 03 9905 9944
  - andrew.markus@arts.monash.edu.au

- Complaints
  - Human Ethics Officer
  - Tel: 03 9905 2052
Appendix 5: Primary Approach Letter
Social Cohesion Research Project – National Survey

Dear Householder

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

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

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

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

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

How much time will the research take?
The questionnaire will take approximately 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 2010 survey are at http://www.arts.monash.edu.au/mapping-population/

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

If you would like to contact the researchers about any other aspect of this study, please contact the Chief Investigator:

Professor Andrew Markus, School of International, Historical Studies, and Philosophical Studies, Faculty of Arts, Monash University, Clayton, Victoria 3800
Tel: 03 9903 5009
Email: andrew.markus@monash.edu

If you have a complaint concerning the manner in which this research project (CF07/1240) is being conducted, please contact:

Human Ethics Officer, Monash Research Office, Building 3E, Room 111, Monash University, Clayton VIC 3800
Tel: 03 9905 5490
Email: muhrec@monash.edu

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

Professor Andrew Markus
Andrew Markus, a professor at Monash University's History Department, has written to request your cooperation in an important Australian research project. Monash University has commissioned the Social Research Centre to conduct telephone interviews necessary for this research. You and your family are among randomly selected Australian families participating in this study. All information provided will be handled in strict confidence by the Social Research Centre. Monash University will not receive any information that could reveal your identity. The survey is expected to take about 15 minutes and can be completed at any time. Your responses will be anonymous.

Thank you in advance for your cooperation in this important survey.

Your views are important and valued.

社会凝聚力研究项目

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

蒙纳士大学委托社会研究中心开展本次研究所需的电话采访工作。我们随机抽选了您的家庭和澳大利亚境内众多家庭一同参加。您所提供的全部资料都将得到社会研究中心最严格的保密。蒙纳士大学不会得到本次调查中任何可能泄露您或您家庭身份的信息。

本次问卷调查约需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。

在此预兴感谢您在这项重要调查中的配合。

您的观点非常宝贵和重要。

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 quý vị đã được chọn tham gia Dự án, cũng như nhiều gia đình khác trên khắp nước Úc. Tôi mong quý vị tham gia, nếu quý vị đồng ý, quý vị cũng có thể rút lui lúc nào. Những câu trả lời của quý vị sẽ được dấu tên hoàn toàn.

Chúng tôi xin cảm ơn quý vị đã chịu khó tham gia, quý vị sẽ được tự do tham gia hoặc rút lui lúc nào. Quý vị cũng có thể xin rút lui bất kỳ lúc nào. Những câu trả lời của quý vị sẽ được dấu tên hoàn toàn.

Your views are valuable and important.

Sosyal Uyum Araştırma Projesi


Bu önemli araştırmaya gönüllü olarak katıldığınız için şimdiden teşekkür ederim. Görüşleriniz bizim için değerli ve önemiştir.