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## ANU Poll (Government Services)

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### TECHNICAL REPORT

#### PREPARED FOR

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# 1. Introduction

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## 1.1 About this report

This report covers the data collection and methodological aspects of the twelfth Australian National University (ANU) Poll (Government Services). Its purpose is to:

- Consolidate and summarise project information and assorted reports generated throughout the survey period;
- Provide analysis relating to sample characteristics and utilisation; and
- Consolidate issues for consideration relating to the improvement of the questionnaire and refinement of the methodology for future surveys, if applicable.

Detailed reference information is also attached as appendices.

## 1.2 Project background

This poll is the twelfth in an ongoing series of polls being undertaken by the Social Research Centre for the ANU. Their purpose is to assess Australians' opinions on important and topical issues, with an emphasis on international comparisons. These polls are planned to be conducted three times a year, or about every four months. Some questions appear in every poll in order to provide information about changes in opinion over time; the majority of questions appear in one poll only.

The main focus of this poll was on Government services. It sought to measure community perceptions regarding of government policies and services since the 2007 Federal election possible changes to public services and government spending and current taxes on different groups. It also sought to measure preferences for accessing information about a range of government payments.

## 1.3 Project overview

The in-scope population for this ANU Poll was adults (18 years of age or over) who are residents of private households in Australia. The total achieved sample size was 2,001. This represented an increase from the usual sample size of  $n = 1,200$  for each poll.

A disproportionate sampling frame was employed. Quotas were established for this Poll such that 150 interviews were conducted in each State and Territory with the balance ( $n = 800$ ) distributed between NSW, VIC, QLD, WA and SA proportionately. The sample within each State/ Territory was further stratified proportionately by capital city/rest of state (see Table 2).

A random digit dialling (RDD) sample frame was used, based on a product from Sampleworx<sup>1</sup>, and the "next birthday" method was used to randomly select respondents from households where two or more in-scope persons were present.

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<sup>1</sup> The Sampleworx product offers a technology-based, as opposed to a list-based, solution to the generation of working RDD numbers. The building blocks for the Sampleworx product are the ACMA exchange prefixes (not a directory listing) with all possible numbers within an exchange block 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 (similar to Enhanced RDD) all working numbers across all ACMA exchange blocks are identified and included in the sample frame. The advantage the

Key project statistics are summarised at Table 1.

**Table 1: Summary of key statistics**

	Project total
Target interviews	2,000
Total interviews achieved	2,001
Participation rate	33.1%
Fieldwork start date	5-September-11
Fieldwork finish date	18 September-11
Average interview length (minutes)*	17.8

Data were weighted to 2009 ABS estimated residential population benchmarks using age and gender within each state.<sup>2</sup>

All data collection activities were undertaken in accordance with the Australian Market and Social Research Society's Code of Professional Practice, the Market and Social Research Privacy Principles and ISO 20252 standards.

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Samplewrx approach has over Enhanced RDD (SRC's in-house RDD sampling methodology) is that working telephone numbers have been pre-identified leading to a higher connection rate and greater fieldwork efficiencies.

2 Because the sample was already stratified by capital city/ rest of state, there was no need to weight to region.

## 2. Sample Management

### 2.1 Sample generation

A total of 14,109 sample records were generated, with 13,178 being initiated during the fieldwork period.

The number of records generated for each region was based on the quota for that region along with estimates of percent yield based on similar surveys conducted in these regions. As Table 2 shows, 93.4% of the total sample was used.

The average number of sample records called to achieve an interview was 6.6, with a range of 4.3 in Rest of Tasmania to 8.7 in the Rest of WA.

The average sample records per interview statistics at Table 2 can be used to guide sample generation requirements for future surveys.

**Table 2: Sample generation and usage**

Region	Sample generated	Sample used	% sample used	Interviews achieved	Avg records initiated per interview
Sydney	2,137	2,099	98.22	270	7.8
Rest of NSW	898	896	99.78	155	5.8
Melbourne	1,925	1,830	95.06	266	6.9
Rest of VIC	837	765	91.40	94	8.1
Brisbane	864	864	100.00	144	6.0
Rest of QLD	1,370	1,365	99.64	173	7.9
Adelaide	850	817	96.12	157	5.2
Rest of SA	255	250	98.04	56	4.5
Perth	1,135	1,123	98.94	176	6.4
Rest of WA	663	519	78.28	60	8.7
Hobart	558	459	82.26	64	7.2
Rest of TAS	542	367	67.71	86	4.3
Darwin	800	594	74.25	85	7.0
Rest of NT	550	545	99.09	65	8.4
ACT	725	685	94.48	150	4.6
<b>Total</b>	14,109	13,178	93.40	2,001	6.6

## **2.2 Sample release**

Sample for the poll was released in batches so that:

- Calls to each batch could be exhausted, as far as was possible within the project schedule, prior to initiating calls to a fresh batch of sample; and
- The interview rate by location and sample type could be assessed, with a view to estimating the minimum number of records to release in ensuing batch(es) to enable the timely completion of the project and minimise the proportion of residual non-contacts at the end of the fieldwork period.

## **2.3 Call procedures**

The call procedures included:

- A six-call regime; and
- Controlling the spread of call attempts such that, subject to other outcomes being achieved, contact attempts were spread over weekdays late afternoon to early evening (4pm to 6pm), weekdays mid to late evening (after 6pm to 8.30pm), and weekends (10am to 5pm). No calls were attempted outside these times, except by firm appointment.

There was no interviewing in languages other than English and no messages were left on answering machines.

## **2.4 Procedures to maximise response**

Procedures to maximise response for the ANU Poll included:

- Operation of a 1800 number throughout the survey period by The Social Research Centre, to help establish survey bona fides, address sample members' queries, and encourage response;
- Provision of the ANU website upon request, where respondents could view additional information about the study;
- Provision upon request of contact details for the ANU Human Research Ethics Committee;
- Batched release of sample as described in 2.2 above; and
- Focus on interviewer training and respondent liaison techniques.

## 3. Questionnaire Design and Testing

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### 3.1 Questionnaire design and pre-testing

An initial draft of questions for the ANU Poll was written by ANU, with feedback from the Social Research Centre.

### 3.2 Questionnaire pilot testing

Prior to pilot test interviewing, standard operational testing procedures were applied to ensure that the CATI script truly reflected the agreed “hard copy” questionnaire. These included:

- Reading the questionnaire directly into the CATI program;
- Programming the skips and sequence instructions as per the hard copy questionnaire;
- Rigorous checking of the questionnaire in “practice mode” by the Social Research Centre project coordinator and the project quality supervisor, including checks of the on-screen “presentation” of questions and response frames; and
- Randomly allocating dummy data to each field in the questionnaire and examining the resultant frequency counts to check the structural integrity of the CATI script.

A pilot test of 20 interviews was conducted on 30 August 2011.

The key outcomes from the pilot testing were the need for definitions of some terms (e.g. ‘Frontline services’ & ‘Social services’) for interviewers to provide to respondents if asked.

The final questionnaire is provided at Appendix 1.



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## 4. Interviewer Briefing & Quality Control

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### 4.1 Interviewer briefing

All interviewers and supervisors selected to work on the ANU Poll attended a two-hour briefing session, which focused on all aspects of survey administration, including:

- Survey context and background;
- Survey procedures and sample management protocols;
- Respondent selection procedures;
- Strategies to gain and maintain co-operation;
- Detailed examination of the survey questionnaire, with a focus on the use of pre-coded response lists and item-specific data quality issues; and
- Comprehensive practice interviewing;

A total of 60 interviewers worked on the project.

### 4.2 Fieldwork quality control procedures

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

- Validation of 142 interviews (or approximately 7.1% of each interviewer's work) via remote monitoring (covering the interviewers' approach and commitment-gaining skills, as well as the conduct of the interviews). This number is well above the standard validation rate of 5%—approximately 100 interviews;
- Field team de-briefing after the first shift, and thereafter, whenever there was important information to impart to the field team in relation to data quality, consistency of interview administration, techniques to avoid refusals, appointment-making conventions, or project performance;
- Examination of "Other" responses; and
- Monitoring of the interview-to-refusal ratio by interviewer.

## 5. Response Analysis

Table 3 presents the final call result for all numbers initiated. Of the 13,178 numbers to which calls were initiated, interviews were achieved with 2,001 households. The average number of calls per interview was 23.4 and the average calls per number initiated was 3.5.

The percentage of ineligible numbers was lower than more recent waves of the project; although it was consistent with the June 2010 poll. To determine the participation rate for this ANU Poll, it is necessary to exclude those numbers initiated:

- That were not connected, or not residential numbers, and therefore unusable (19.3% of numbers initiated);
- Where there was no contact within the call cycle (27.1%); and
- That resulted in a contact confirming that the selected respondent was out of scope (7.8%).

**Table 3: Result at last call attempt**

Final outcome	Sep 2011		Jul 2011	May 2011	Dec 2010	Jun 2010
<b>Total numbers initiated (n=)</b>	<b>13,178</b>	<b>100%</b>	7,254	8,480	6,897	5,637
<b>Ineligible numbers</b>						
Telstra message; number disconnected	990	7.5	8.3	7.7	8.8	5.4
Not a residential number	924	7.0	12.5	9.2	10.2	7.5
Fax/Modem	632	4.8	9.4	9.1	8.0	6.0
<b>Subtotal ineligible numbers</b>	<b>2546</b>	<b>19.3</b>	<b>30.2</b>	<b>25.9</b>	<b>27.1</b>	<b>18.9</b>
<b>No Contact</b>						
Engaged	382	2.9	2.6	1.4	1.9	2.3
Answering machine	1096	8.3	6.8	7.1	4.0	6.6
No answer	1588	12.1	10.6	10.9	8.4	10.6
Appointments	500	3.8	3.9	3.0	4.6	4.8
<b>Subtotal no contact</b>	<b>3566</b>	<b>27.1</b>	<b>23.9</b>	<b>22.4</b>	<b>18.8</b>	<b>24.3</b>
<b>Out of scope contacts</b>						
Selected respondent away duration	274	2.1	1.1	2.4	2.7	1.1
No one 18+ in the household	8	0.1	0.3	0.4	0.7	0.2
Too old / frail / deaf / unable to do survey	360	2.7	2.1	2.2	2.5	3.0
Claims to have done survey	14	0.1	0.1	0.0	0.1	0.2
Language difficulty (LOTE)	355	2.7	1.3	2.3	1.7	2.8
Other out of scope	11	0.1	0.1	0.8	0.1	0.1
<b>Subtotal out of scope contacts</b>	<b>1022</b>	<b>7.8</b>	<b>5.0</b>	<b>8.1</b>	<b>7.8</b>	<b>7.5</b>
<b>In-scope contacts</b>						
<b>Completed interviews</b>	2001	15.2	<b>16.5</b>	<b>14.3</b>	<b>17.4</b>	<b>21.3</b>
Household refusal	3355	25.5	22.3	26.3	23.2	22.9
Respondent refusal	550	4.2	1.6	2.2	4.7	4.5
Named person not known (when called back to honour appointment)	29	0.2	0.0	0.1	0.2	1.2
Respondent requested we remove number from list	45	0.3	0.3	0.2	0.6	0.2
Terminated midway	64	0.5	0.1	0.5	0.2	0.0
<b>Subtotal in-scope contacts</b>	<b>6044</b>	<b>45.9</b>	<b>40.9</b>	<b>43.6</b>	<b>46.3</b>	<b>49.2</b>

The final overall participation rate (where this is defined as completed interviews as a proportion of sample members who could be contacted within the call cycle and were not identified as out of scope) was 33.1%<sup>3</sup> (see Table 4).

This participation rate is lower than recent waves and is likely to be driven by the increased sample size and interview length.

**Table 4: Participation rate**

Final outcome	Sep 2011		Jul 2011	May 2011	Dec 2010	Jun 2010
	n =	%	%	%	%	%
<b>Completed interviews</b>	<b>2,001</b>	<b>33.1</b>	<b>40.5</b>	<b>37.5</b>	<b>43.2</b>	<b>43.2</b>
Household refusal	3,355	55.5	54.5	50.2	46.6	46.6
Respondent refusal	550	9.1	3.8	10.1	7.3	7.3
Named person not known (when calling back to honour appointment)	29	0.5	0.1	0.5	2.4	2.4
Respondent requested we remove number from list	45	0.7	0.8	1.2	0.3	0.3
Terminated midway in survey	64	1.1	0.3	0.5	0.0	0.0
<b>Subtotal in-scope contacts</b>	<b>6,044</b>	<b>100.0</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

## 5.2 Overview of reason for refusal

Reason for refusal was collected from respondents wherever possible. Table 5 summaries these responses.

The most frequently recorded reasons for refusals were:

- Lack of interest (not interested, 49.9%);
- Outright refusals (no comment / just hung up, 23.0%); and
- Lack of time (too busy, 12.4%).

This pattern of reasons for refusal is relatively consistent with previous polls in the series.

**Table 5: Review of reason for refusal**

Reason	Sep 2011		Jul 2011	May 2011	Dec 2010	Jun 2010
	(n=4,177)	%	(n=1,766) %	(n=2,350) %	(n=1,849) %	(n=1,508) %
Not interested	2082	53.3	58.4	51.2	49.8	52.1
No comment / just hung up	959	24.6	18.6	21.3	21.7	21.6
Too busy	516	13.2	13.1	15.5	17.7	15.5
Never do surveys	94	2.4	2.9	2.1	1.3	2.3
Silent number	34	0.9	1.0	1.3	0.5	0.7
Don't trust surveys / government	18	0.5	0.8	0.5	0.6	-
Survey is too long	38	1.0	0.7	0.9	0.8	-
Get too many calls for surveys / telemarketing	50	1.3	0.7	0.6	0.6	-
Other (Specify)	10	0.3	0.6	0.5	1.1	-
All other	104	2.7	2.0	3.9	2.9	6.5

<sup>3</sup> The calculation was completed interviews (2,001) divided by the sum of completed interviews, household refusals, respondent refusals, remove number from list, and terminated midway (2,966).

## 6. Data Processing

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### 6.1 Coding

Back coding to A2a, A2b, and Dem2 was conducted by the Social Research Centre.

No extension of code-frames was required for this wave.

### 6.2 Weighting

Data were weighted back to the sample size of 2,001 and in accordance with the age (18 to 34 years, 35 to 54 years, and 55 years and over) by sex distribution within state / territory. Respondents who refused to provide their age during the interview were assigned to the 35 to 54 years age category for weighting purposes.

The split between capital cities and rest of state was controlled at the sample design stage.

Data were weighted using the latest available Estimated Residential Population figures (July 2009). These adjust for census under-counting and people overseas at the time of the survey.

## 7. Issues for Future Studies

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### 7.1 Questionnaire issues

Because questions are sourced from other surveys with an eye towards comparing outcomes, there is often little scope for change.

The content of poll (government services) generated a lot of extra discussion and comments from participants. This engagement with the topic, and the desire to have opinions heard, in part contributed to a longer than anticipated interview length.

## Appendix 1 - Final Questionnaire

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**ANU Poll (Sept 2011) - Government Services**  
**Questionnaire – FINAL**

**Call outcome codes (SMS screen)**

Proceed with interview  
No answer  
Answering machine  
Fax machine / modem  
Engaged  
Appointment  
Stopped interview  
LOTE – No follow up  
Named person not known (only applies if calling back to keep an appointment and phone answerer denies knowledge of named person)  
Telstra message / Disconnected  
Not a residential number  
Too old / deaf / disabled/health/family reasons  
Claims to have done survey  
Away for duration  
Other out of scope (SUPPRESS)  
Terminated during screening / midway (HIDDEN CODE)

**\*INTRODUCTION**

**\*TIMESTAMP1**

Intro1 Good afternoon/evening my name is <SAY NAME> and I'm calling on behalf of the Australian National University from the Social Research Centre. The University is doing a short survey of community attitudes towards a number of issues.

IF NECESSARY: It's about peoples' attitudes towards government services.

**\*(ALL)**

S1 To help with this important study we'd like to arrange a short interview with the person aged 18 or over in your household who is going to have the next birthday.

May I speak to that person please?

1. Selected respondent (GO TO S3)
2. Change respondents (GO TO S2)
3. Stop interview, make appointment (RECORD NAME AND GENDER AND ARRANGE CALL BACK)
4. Household refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
5. Queried about how telephone number was obtained (GO TO ATELQ)
6. Wants further information about survey (GO TO AINFO)
7. No one in household over 18 (GO TO TERM1)

**\*(SELECTED RESPONDENT)**

S2 REINTRODUCE IF NECESSARY: Good afternoon/evening my name is <SAY NAME>. I'm calling on behalf of the Australian National University from the Social Research Centre. The University is doing a short survey of community attitudes towards a number of issues.

IF NECESSARY: It's about peoples' attitudes towards government services.

1. Continue
2. Refusal (GO TO RR1)

\*(SELECTED RESPONDENT)

S3 This survey is mainly about your opinions. There are no right or wrong answers. If I come to any question you prefer not to answer, just let me know and I'll skip over it. You can withdraw from the study at any point and the information collected will not be retained, or you may complete the rest of the interview at another time. All interviews are voluntary, and we will treat all information you give in strict confidence.

This interview should take around 15 minutes depending on your answers. I'll try and make it as quick as I can. Are you happy to continue?

1. Continue (GO TO S4)
2. Stop interview, make appointment (RECORD NAME AND GENDER AND ARRANGE CALL BACK)
3. Respondent refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
4. Wants further information about survey (GO TO AINFO)
5. Queried about how telephone number was obtained (GO TO ATELQ)

\*(QUERIED HOW TELEPHONE NUMBER WAS OBTAINED)

ATELQ Your telephone number has been chosen at random from all possible telephone numbers in Australia. We find that this is the best way to obtain a representative sample and to make sure we get opinions from a wide range of people.

1. Snap back to S1 / S3

\*(WANTS ADDITIONAL INFORMATION)

AINFO Further information can also be found on our website [www.srcentre.com.au](http://www.srcentre.com.au) or the ANU website at <http://poll.anu.edu.au>

I can also give you a telephone number so that you can talk with the researchers:  
(02) 6125 2135 (Carrie Wright)

1. Snap back to S1 / S3

\*(ALL)

S4 This call may be monitored for training and quality purposes. Is that OK?

1. Monitor
2. Do not monitor

\*TIMESTAMP2

<b>A - MOST IMPORTANT PROBLEMS</b>
------------------------------------

\*(ALL)

A1 I'd like to start with a general question about your views on life in Australia. All things considered, are you satisfied or dissatisfied with the way the country is heading?

(PROBE FOR VERY OR JUST)

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



\*(ALL)

A2a What do you think is the most important problem facing Australia today?

1. Economy / jobs
2. Industrial relations
3. Interest rates
4. Housing affordability
5. Health care
6. Education
7. Defence / national security
8. Terrorism
9. Iraq war
10. Afghan war
11. Environment / global warming
12. Water management
13. Immigration
14. Indigenous affairs
15. Taxation
16. Better government
17. Law and order / crime / justice system
18. Ageing population
19. Values / morals / respect for others
20. Poverty / Social exclusion / inequality
33. Carbon Tax
21. Other (Specify \_\_\_\_\_)
22. (Don't Know / Can't Say) (GO TO B1)
23. (None / no other) (GO TO B1)
24. (Refused) (GO TO B1)

PREQA2 IF A2a<23 OR A2a = 33 (ANSWERED A2a) CONTINUE. OTHER GO TO B1

\*(A2a=1-21, 33) (ANSWERED A2a)

A2b And what do you think is the second most important problem facing Australia today?

1. Economy / jobs
2. Industrial relations
3. Interest rates
4. Housing affordability
5. Health care
6. Education
7. Defence / national security
8. Terrorism
9. Iraq war
10. Afghan war
11. Environment / global warming
12. Water management
13. Immigration
14. Indigenous affairs
15. Taxation
16. Better government
17. Law and order / crime / justice system
18. Ageing population
19. Values / morals / respect for others
20. Poverty / Social exclusion / inequality
33. Carbon Tax
21. Other (Specify \_\_\_\_\_)
22. (Don't Know / Can't Say) (GO TO B1)
23. (None / no other) (GO TO B1)
24. (Refused) (GO TO B1)

\*TIMESTAMP3

**B - POLICY AND SERVICES**

\*(ALL)

B1 On the whole, are you very satisfied, fairly satisfied, not very satisfied, or not at all satisfied with the way democracy works in Australia?

1. Very satisfied
2. Fairly satisfied
3. Not very satisfied
4. Not at all satisfied
5. (Don't know / Not sure)
6. (Refused)

\*(ALL)

B2 Now thinking back to the Federal election in 2007, when Kevin Rudd won against John Howard, would you say that since then, the following have increased or fallen?

(PROBE: IS THAT INCREASED/FALLEN A LOT OR A LITTLE?)

(STATEMENTS)

- a) Unemployment
- b) Prices of goods and services
- c) Taxes
- d) The standard of health services
- e) The quality of school education
- f) The affordability of child care
- g) Your own standard of living
- h) The general standard of living

(RESPONSE FRAME)

1. Increased a lot
2. Increased a little
3. Stayed the same
4. Fallen a little
5. Fallen a lot
6. (Don't know)
7. (Refused)

\*TIMESTAMP4

\*(ALL)

B3 If the government had a choice between reducing taxes or spending more on social services, which do you think it should do?

IF NECESSARY: Social services refer to community and welfare services that provide assistance to people in need.

(PROBE: IS THAT STRONGLY OR MILDLY FAVOUR REDUCING TAXES/ SPENDING MORE ON SOCIAL SERVICES?)

1. Strongly favour reducing taxes
2. Mildly favour reducing taxes
3. Mildly favour spending more on social services
4. Strongly favour spending more on social services
5. (It depends)
6. (Don't know)
7. (Refused)

\*(ALL)

B4 Some people think that in order to deal with Australia's problems the state governments should hand over some of their powers to the federal government in Canberra. Others think that the federal government has enough power already. What is your own feeling on this? Do you think the state governments should give some powers to the federal government, or do you think it has enough powers already? If you have no opinion, just say so.

1. States should give more powers to Federal government
2. Federal government has enough power already
3. It depends
4. No opinion
5. Refused

\*TIMESTAMP5

<b>C – MONITORING / IMPROVING SERVICES</b>
--

\*(ALL)

C1a The following are some changes that could be made to public services. For each, could you please tell me whether or not you see it as important to improving the quality of public services in Australia? (READ OUT)

IF NECESSARY: Frontline services refer to social services that directly help people in need.

(STATEMENTS)

1. Better information about local service providers like the MySchool website for local schools
2. Closer coordination between state and federal governments
3. Use of better technologies in health and education
4. Better trained workforce
5. More staff in 'frontline' services
6. More voice for local communities over their services

(RESPONSE FRAME)

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

\*TIMESTAMP6

**D - FINANCING SERVICES**

\*(ALL)

D1 I'm now going to read through a list of various areas of government spending. Could you please tell me whether you would like to see much more government spending in each area, more spending, the same spending as now, less spending or much less spending? Remember that if you say 'much more', it might require a tax increase to pay for it.

(STATEMENTS)

- a) The environment
- b) Efforts to reduce carbon pollution
- c) Education
- d) The military and defence
- e) Aged pensions
- f) Unemployment benefits
- g) Families with low incomes
- h) Child care
- i) Public housing

(RESPONSE FRAME)

- 1. Spend much more
- 2. Spend more
- 3. Spend the same as now
- 4. Spend less
- 5. Spend much less
- 6. (Don't know)
- 7. (Refused)

\*TIMESTAMP7

\*(ALL)

D2 Now thinking about taxes, could you tell me whether you would describe taxes in Australia today as too high or too low for the following groups?

(PROBE: IS THAT TOO MUCH HIGH/LOW OR TOO HIGH/LOW?)

READ OUT IF NECESSARY: By taxes, we mean all taxes together, including income tax, taxes on goods and services and all the rest.

For <INSERT STATEMENT>, are taxes ... (READ OUT RESPONSE FRAME)

STATEMENTS

- a) People on high incomes
- b) People on middle incomes
- c) People on low incomes
- d) People who own investment properties (other than a family home)
- e) People contributing to superannuation or retirement funds
- f) Mining companies
- g) Companies that produce carbon pollution
- h) Banks
- i) Small businesses

RESPONSE FRAME

- 1. Much too high
- 2. Too high
- 3. About right
- 4. Too low
- 5. Much too low
- 6. (Don't know)
- 7. (Refused)

\*TIMESTAMP8

\*(ALL)

D3 The federal government has made or proposed a number of changes to taxes and welfare benefits. Could you please tell me how much you approve or disapprove of each of the following changes ...

(PROBE: IS THAT STRONGLY OR JUST APPROVE/DISAPPROVE?)

(STATEMENTS)

- a) Paid parental leave scheme for new parents
- b) A carbon tax on the 500 largest polluting companies
- c) An increase in the tax-free threshold for income tax
- d) Greater obligations on people receiving disability benefits to work
- e) A means-test on access to payments like the Baby Bonus and paid parental leave payments
- f) A tax on very profitable mining companies
- g) Quarantining welfare payments for things like food and rent (known as income management)
- h) Higher taxes on tobacco and some alcoholic drinks

(RESPONSE FRAME)

1. Strongly approve
2. Approve
3. (Neither approve nor disapprove)
4. Disapprove
5. Strongly disapprove
6. (Don't know)
7. (Refused)

\*TIMESTAMP9

<b>*DEMOGRAPHICS</b>
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\*(ALL)

DEM1 Record gender

1. Male
2. Female

\*(ALL)

DEM2 And finally, just a few questions to make sure we've spoken to a good range of people. How would you describe this household? For example, a couple, a couple with children, a single person household or something else? (PROBE TO CLARIFY)

1. Couple without children
2. Couple with children (INCLUDES CHILDREN AGED 18 YEARS AND OLDER)
3. One parent family (INCLUDES CHILDREN AGED 18 YEARS AND OLDER)
4. Group household (all people in household are non-related)
5. One person household, or
6. Something else (specify) (e.g. siblings living together and multigenerational families)
7. (Don't know)
8. (Refused)

PREDEM2A IF DEM2 = 2 OR 3 CONTINUE OTHERWISE GO TO DEM3

\*(CHILDREN IN HOUSEHOLD) (DEM2=2 OR 3)

DEM2a What are the ages of the children in this household?

(ACCEPT MULTIPLES)

1. 0 - 5 years
2. 6 - 12 years
3. 13 - 17 years
4. 18 years and over
5. (Don't know)
6. (Refused)

PREDEM2B IF DEM2a=1, 2 OR 3 (ANY CHILD UNDER 18 IN HOUSEHOLD) CONTINUE OTHERWISE GO TO DEM3

\*(CHILDREN UNDER 18 IN HOUSEHOLD (DEM2A=1, 2 OR 3))

DEM2b Are you a parent of any of the children under the age of 18 in this household?

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

\*(ALL)

DEM3 Were both of your parents born in Australia? (PROBE TO CODEFRAME)

1. Both parents born in Australia
2. One parent born in Australia
3. Neither parent born in Australia
4. (Don't know)
5. (Refused)

\*(ALL)

DEM4 In which country were you born?

- |                             |  |
|-----------------------------|--|
| 1. Australia                | 27. Sudan  |
| 2. Canada                   | 28. United Kingdom (England, Scotland, Wales, Nth Ireland) |
| 3. China (excluding Taiwan) | 29. USA  |
| 4. Croatia                  | 30. Vietnam  |
| 5. Egypt                    | 31. Other (please specify)                                 |
| 6. Fiji                     | 32. Don't know   |
| 7. Germany                  | 33. (Refused)  |
| 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               |  |

\*(ALL)

Dem5 Would you mind telling me how old you are?

1. Age given (RECORD AGE IN YEARS (RANGE 18 TO 99) (GO TO DEM7)
2. (Refused)

\*(REFUSED AGE) (Dem5=2)

Dem6 Would you mind telling 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)

Dem7 What is your religion or faith? (DO NOT READ OUT)

1. Roman Catholic
2. Anglican/Church of England
3. Uniting Church/Methodist
4. Orthodox Church
5. Presbyterian
6. Other
7. No Religion (includes Atheist and Agnostic)
8. (Don't know)
9. (Refused)

\*(ALL)

Dem8 Apart from weddings, funerals and baptisms, about how often do you attend religious services?  
(PROBE TO CODEFRAME)

1. At least once a week
2. At least once a month
3. Several times a year
4. At least once a year
5. Less than once a year
6. Never
7. (Don't know)
8. (Refused)

\*(ALL)

Dem9 What is the highest level of education you have completed?

1. Never attended school
2. Primary school
3. Year 7 to Year 9
4. Year 10
5. Year 11
6. Year 12
7. Trade/apprenticeship
8. Other TAFE/Technical Certificate
9. Diploma
10. Bachelor Degree
11. Post-Graduate Degree
12. Other (please specify)
13. (Refused)

\*(ALL)

Dem10 Which of these best describes your current employment situation? Are you...  
(READ OUT)

1. Working full-time for pay
2. Working part-time for pay
3. Unemployed and looking for work
4. Retired on pension
5. Self funded retiree
6. Combination of pension and self funded
7. A full-time school or university student
8. Keeping house, or
9. Something else (Specify)
10. (Don't know)
11. (Refused)

PREQDem11 IF Dem10=CODES 1 OR 2 CONTINUE OTHERWISE GO TO Dem11a

\*(Dem10=1, 2) (WORKING)

Dem11 What's your (main) occupation?

(PROBE IF REQUIRED; JOB TITLE AND MAIN DUTIES)

1. Managers (Chief Executives, General Managers, Specialist Managers, Farmers and Farm Managers and Hospitality, Retail and Service Managers)
2. Professionals (Arts and Media professionals, Business, HR and marketing professionals, Design, education, ICT, legal, social and welfare professionals)
3. Technicians and trade workers (Engineers, ICT and science technicians, automotive, engineering and construction trade workers, electro-technology and telecommunications trades workers, food trades, skilled animal and horticultural workers and other trade and technical workers)
4. Community and personal service workers (Health and welfare support workers, carers and aides, hospitality workers, protective service workers and sports and service workers)
5. Clerical and administrative workers (Office managers and program administrators, personal assistants and secretaries, general clerical workers, Inquiry clerks and receptionists, numerical clerks, clerical office and support workers and other clerical and administrative workers)
6. Sales workers (sales reps and agents, sales assistants and sales persons and sales support persons)
7. Machine operators and drivers (machine and plant operators, road and rail drivers and store persons)
8. Labourers (Cleaners and laundry workers, construction and mining labourers, factory process workers, factory, forestry and garden workers, food preparation assistants and other labourers)
9. Other(Specify)
10. (Don't know/ not sure)
11. (Refused)



\*(ALL)

Dem11a. What is your total annual household income before tax or anything else is taken out? Would it be...  
(READ OUT)

1. Less than \$20,000
2. \$20,000 to less than \$40,000
3. \$40,000 to less than \$60,000
4. \$60,000 to less than \$80,000
5. \$80,000 to less than \$100,000
6. \$100,000 to less than \$150,000, or
7. \$150,000 or more
8. (Don't know / can't say)
9. (Refused)

\*TIMESTAMP10

\*(ALL)

X1 In the past five years, have you (or your partner) received any of the following benefits from the government?  
(READ OUT) (ACCEPT MULTIPLES)

INTERVIEW NOTE: Child Care Benefit does NOT include the CHILD CARE TAX REBATE

(STATEMENTS)

- a) Family payments (Family Tax Benefit A and B)
- b) Unemployment benefits (e.g. Newstart Allowance)
- c) Aged Pension
- d) Disability Support Pension
- e) Private Health Insurance Rebate
- f) Child Care Benefit

(RESPONSE FRAME)

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

PROGRAMMER NOTE: PLEASE FEED FORWARD ALL STATEMENTS SELECTED AT X1.  
FOR EACH STATEMENT LOOP X2a/X2b

\*(RECEIVED BENEFITS, ANY OF X1a-f=1)

X2a If you had a general question about the payment and conditions of the <DISPLAY STATEMENT FROM X1> you receive, would you prefer to deal with the government department electronically, by mail, by phone or in person?

(RESPONSE FRAME)

1. Electronically
2. By mail
3. By phone, or
4. In person
5. (Don't know)
6. (Refused)

PROGRAMMER NOTE: PLEASE SHOW CODES NOT SELECTED AT X2a.

\*(X2a=1 TO 4)

X2b And which contact method would be your second preference?

(RESPONSE FRAME)

1. Electronically
2. By mail
3. By phone, or
4. In person
5. (Don't know)
6. (Refused)

PROGRAMMER NOTE: LOOP BACK TO X2A UNTIL NO MORE STATEMENTS.

\*TIMESTAMP11

\*(ALL)

Dem12 Can the internet be accessed at this dwelling?

1. No internet connection
2. Yes broadband (incl. ADSL, Cable, Wireless and Satellite connections)
3. Yes, dial up (incl. analogue modem and ISDN connections)
4. Yes, but not sure how connected
5. Other (internet access through mobile phones, etc)
6. (Don't know/ not sure)
7. (Refused)

\*(ALL)

Dem12b

If a federal election for the House of Representatives was held today, which one of the following parties would you vote for?

(READ OUT)

INTERVIEWER NOTE: IF 'UNCOMMITTED', SAY: 'To which of these do you have a leaning?'

PROGRAMMER NOTE: ROTATE CODES 1 TO 4.

1. Liberal
2. Nationals
3. ALP
4. Greens, or
5. Other
6. (Can't say)
7. (Refused)

\*(ALL)

Dem13 And finally, can I please have your postcode?

(EXPLAIN IF NECESSARY: It is important that we collect this information so we can analyse the results at a local level)

1. Record postcode
2. (Don't know)
3. (Refused)

\*TIMESTAMP12

**\*RECRUITMENT QUESTIONS**

\*(ALL)

Rec1 The ANU may be undertaking further surveys of this nature in the future. If so would you be prepared to provide your first name and telephone number so that we could re-contact you in the future?

1. Yes (SAY: We will keep your first name and telephone number only for the purpose of recontacting you)
2. No (GO TO END1)

\*(AGREED TO BE RECONTACTED)

Rec2 RECORD FIRST NAME \_\_\_\_\_

\*(AGREED TO BE RECONTACTED)

Rec3 RECORD TELEPHONE NUMBER (NOTE: DISPLAY PHONE NUMBER FROM SAMPLE AND EDIT AS REQUIRED – INCLUDE AREA CODE)

\*(AGREED TO BE RECONTACTED)

Rec4 And finally do you have an email address? (INTERVIEWER NOTE: IF RESPONDENT ASKS WHY WE NEED THIS, SAY: WE MAY EMAIL YOU IF WE HAVE TROUBLE REACHING YOU BY PHONE)

1. Yes – ENTER EMAIL ADDRESS
2. No

\*TIMESTAMP13

**\*END OF SURVEY, ETHICS AND THANK YOU**

\*(ALL)

END1 And that's the end of our questions. Thank you for taking the time to complete this interview. Just in case you missed it, my name is (...) and this survey was conducted on behalf of the Australian National University. If you have any queries or concerns about the survey I can give you the contact details for the ANU Human Research Ethics Committee.

Human Ethics Officer, Research Office, The Australian National University, Canberra ACT 0200, human.ethics.officer@anu.edu.au, 02 6125 3427

If you would like to talk to a researcher, the number is 02 6125 2135.

1. Yes – GIVE DETAILS AND CONTINUE
2. No - CONTINUE

CLOSE SUITABLY

\*TIMESTAMP14

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

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. Don't believe surveys are confidential / privacy concerns
7. Silent number
8. Don't trust surveys / government
9. Never do surveys
10. 12 minutes is too long
11. Get too many calls for surveys / telemarketing
12. Too old / frail / deaf / unable to do survey (CODE AS TOO OLD / FRAIL / DEAF)
13. Not a residential number (business, etc) (CODE AS NOT A RESIDENTIAL NUMBER)
14. Language difficulty (CODE AS LANGUAGE DIFFICULTY NO FOLLOW UP)
15. Going away / moving house (CODE AS AWAY DURATION)
16. Asked to be taken off list (add to do not call register)
17. Other (Specify)

\*(REFUSED)

RR2 RECORD RE-CONTACT TYPE

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