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ANU Poll 18 (Indigenous Affairs)

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TECHNICAL REPORT

PREPARED FOR

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1. Introduction

1.1 About this report

This report covers the data collection and methodological aspects of the eighteenth Australian National University (ANU) Poll (Indigenous Affairs). 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 eighteenth 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 typically 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 indigenous affairs, in particular peoples' thoughts about issues relating to Aboriginal people.

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 1201.

The sample design for the landline strata involved geographic stratification in proportion to the population as estimated by the 2011 Census. Geographic quotas were not put in place for the mobile strata.

A dual frame RDD sample design was employed to undertake the current ANU Poll, with the split 60:40 between the landline RDD sample frame and mobile phone RDD sample frame. The "next birthday" method was used to randomly select respondents from households where two or more in-scope persons were present.

Key project statistics are summarised at Table 1.

Table 1 **Summary of key statistics**

| | Project total |
|------------------------------------|---------------|
| Target main phase interviews | 1200 |
| Total interviews achieved | 1201 |
| Participation rate (%) | 53.9% |
| AAPOR Response rate 3 | 25.4% |
| Fieldwork start date | 22-Sept-14 |
| Fieldwork finish date | 5-Oct-14 |
| Average interview length (minutes) | 13.6 |

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.

2. Sample Management

2.1 Sample generation

A total of 9,629 sample records were generated for the main phase, with 7,191 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 per cent yield based on similar surveys conducted in these regions. As Table 2 shows, 74.7% of the total sample was used.

The average number of sample records called to achieve an interview was 6.0, with a range of 3.9 in ACT to 8.8 in Darwin. 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 |
|------------------------|------------------|--------------|---------------|---------------------|-------------------------------------|
| Landline strata | | | | | |
| Sydney | 1,144 | 1,144 | 100.0% | 149 | 7.7 |
| Rest of NSW | 407 | 407 | 100.0% | 84 | 4.8 |
| Melbourne | 819 | 760 | 92.8% | 136 | 5.6 |
| Rest of VIC | 275 | 193 | 70.2% | 45 | 4.3 |
| Brisbane | 410 | 384 | 93.7% | 69 | 5.6 |
| Rest of QLD | 477 | 450 | 94.3% | 74 | 6.1 |
| Adelaide | 228 | 209 | 91.7% | 42 | 5.0 |
| Rest of SA | 83 | 72 | 86.7% | 12 | 6.0 |
| Perth | 384 | 369 | 96.1% | 58 | 6.4 |
| Rest of WA | 85 | 69 | 81.2% | 16 | 4.3 |
| Hobart | 93 | 59 | 63.4% | 7 | 8.4 |
| Rest of TAS | 57 | 44 | 77.2% | 9 | 4.9 |
| Darwin | 41 | 35 | 85.4% | 4 | 8.8 |
| Rest of NT | 27 | 20 | 74.1% | 3 | 6.7 |
| ACT | 71 | 47 | 66.2% | 12 | 3.9 |
| Total landline | 4,601 | 4,262 | 92.6% | 720 | 5.9 |
| Mobile strata | | | | | |
| National | 5,028 | 2929 | 58.3% | 481 | 6.1 |
| TOTAL | 9,629 | 7,191 | 74.7% | 1,201 | 6.0 |

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 batches 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, with call attempts spread over different times of day and days of the week, with a view to maximising the sample yield.
- In order to yield maximum response from the agreed number of call attempts, it was necessary to control the “spread of call attempts” such that, subject to other outcomes being achieved, contact attempts are spread over weekday evenings (6.30 pm to 8.30 pm), weekday late afternoon / early evening (4.30 pm to 6.30 pm), Saturdays (10 am to 5 pm), Sundays (11 am to 4 pm) and weekdays between 9:30am to 4.30 pm (typically reserved for appointment management).
- Appointments were set for any time that the call centre is operational (weekdays 9.00 am to 8.30 pm; weekends 9:30 am to 6.30 pm).
- 1800 number operation to address sample member queries and support the response maximisation effort, and the establishment of a respondent page on our website (with responses to frequently asked questions).
- For mobile phones, capping the maximum number of unanswered call attempts to no more than three so as to avoid appearing overzealous in our attempts to achieve interviews.
- Not making initial calls to the mobile phone sample any earlier than 9.00 am Western Australian Time, as there is no way of knowing the location (and hence time zone) of the respondent.

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;
- Information on The Social Research Centre website outlining the nature of the study and responses to frequently asked questions;
- 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

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 15 September 2014.

The key outcomes of the pilot were:

- Some minor wording changes were made to ease respondent confusion
- The removal of a social condition question to reduce the interview length

The final questionnaire is provided at Appendix 1.

4. Interviewer Briefing & Quality Control

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 28 interviewers were briefed on the project.

4.2 Fieldwork quality control procedures

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

- Validation of 128 interviews (or approximately 11% 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 above the standard validation rate of 5%—approximately 60 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

5.1 Final call results

Table 3 (overleaf) presents the final call result by strata (landline vs. mobile) for all numbers initiated. Of the 7,191 numbers to which calls were initiated, interviews were achieved with 1,201. The average number of calls per interview was 22.6 and the average calls per number initiated were 3.8.

In terms of the final outcomes the major differences between the sample frames are:

- A higher proportion of no contact outcomes in the mobile frame (48.4%) compared with the landline frame (38.1%)
- A higher proportion of ineligible numbers amongst the landline frame (16.1%) compared to the mobile frame (9.8%).
- There was a higher proportion of 'out of scope' contacts amongst the mobile frame (19.4%) compared to the landline frame (9.0%).

Table 3 Result at last call attempt

| Final outcome | Total | | Landline | | Mobile | |
|--|--------------|---------------|--------------|---------------|--------------|---------------|
| | n= | % | n= | % | n= | % |
| Total numbers initiated | 7,191 | 100.0% | 4,262 | 100.0% | 2,929 | 100.0% |
| Ineligible numbers | | | | | | |
| Telstra message; number disconnected | 368 | 5.1% | 142 | 3.3% | 226 | 7.7% |
| Not a residential number | 403 | 5.6% | 351 | 8.2% | 52 | 1.8% |
| Fax/Modem/Call restrictions | 200 | 2.8% | 192 | 4.5% | 8 | 0.3% |
| Subtotal ineligible numbers | 971 | 13.5% | 685 | 16.1% | 286 | 9.8% |
| No Contact | | | | | | |
| Engaged | 132 | 1.8% | 78 | 1.8% | 54 | 1.8% |
| Answering machine | 1,266 | 17.6% | 512 | 12.0% | 754 | 25.7% |
| No answer | 1,485 | 20.7% | 923 | 21.7% | 562 | 19.2% |
| Appointments | 158 | 2.2% | 110 | 2.6% | 48 | 1.6% |
| Subtotal no contact | 3,041 | 42.3% | 1,623 | 38.1% | 1,418 | 48.4% |
| Out of scope contacts | | | | | | |
| Selected respondent away duration | 85 | 1.2% | 59 | 1.4% | 26 | 0.9% |
| No one 18+ in the household | 103 | 1.4% | 14 | 0.3% | 89 | 3.0% |
| Too old / frail / deaf / unable to do survey | 195 | 2.7% | 170 | 4.0% | 25 | 0.9% |
| Claims to have done survey | 2 | <0.1% | 2 | <0.1% | 0 | <0.1% |
| Language difficulty (LOTE) | 224 | 3.1% | 140 | 3.3% | 84 | 2.9% |
| Mobile - Refused screening | 343 | 4.8% | - | - | 343 | 11.7% |
| Subtotal out of scope contacts | 952 | 13.2% | 385 | 9.0% | 567 | 19.4% |
| In-scope contacts | | | | | | |
| Completed interviews | 1,201 | 16.7% | 720 | 16.9% | 481 | 16.4% |
| Household refusal | 688 | 9.6% | 671 | 15.7% | 17 | 0.6% |
| Respondent refusal | 235 | 3.3% | 116 | 2.7% | 119 | 4.1% |
| Named person not known | 36 | 0.5% | 28 | 0.7% | 8 | 0.3% |
| Requested we remove number from list | 29 | 0.4% | 14 | 0.3% | 15 | 0.5% |
| Terminated midway | 38 | 0.5% | 20 | 0.5% | 18 | 0.6% |
| Subtotal in-scope contacts | 2,227 | 31.0% | 1,569 | 36.8% | 658 | 22.5% |

5.2 Participation rate

The participation rate was 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.¹

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 (13.5% of numbers initiated);
- Where there was no contact within the call cycle (42.3%); and
- That resulted in a contact confirming that the selected respondent was out of scope (13.2%).

The final overall participation rate was 53.9% (see Table 4) this is lower than the last wave of the ANU Poll, but in line with the previous few waves. The participation rate varied quite significantly between the sample frames, for the landline frame it was 45.9% and for the mobile frame it was 73.1%.

Table 4 Participation rate

| Final outcome | Oct-14 | | Jul-14 | | Jun-14 | | Dec-13 | |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | n= | % | n= | % | n= | % | n= | % |
| Completed interviews | 1201 | 53.9 | 1388 | 62.8 | 1204 | 55.7 | 1142 | 53.2 |
| Household refusal | 688 | 30.9 | 639 | 28.9 | 733 | 33.9 | 811 | 37.8 |
| Respondent refusal | 235 | 10.6 | 135 | 6.1 | 159 | 7.4 | 133 | 6.2 |
| Named person not known (when calling back) | 36 | 1.6 | 0 | 0 | 21 | 1.0 | 6 | 0.3 |
| Requested we remove number from list | 29 | 1.3 | 29 | 1.3 | 24 | 1.1 | 35 | 1.6 |
| Terminated midway in survey | 38 | 1.7 | 19 | 0.9 | 22 | 1.0 | 18 | 0.8 |
| Subtotal in-scope contacts | 2227 | 100 | 2210 | 100 | 2163 | 100 | 2145 | 100 |

¹ The calculation was completed interviews (1,201) divided by the sum of completed interviews, household refusals, respondent refusals, named person not known, remove number from list, and terminated midway (2,227).

In addition to the response rate provided above, the AAPOR Response Rate 3 (RR3)² is also included to facilitate the preparation of peer reviewed journal articles, in particular the methodological aspects of such articles.

The RR3 relies on estimating the proportion of cases of unknown eligibility that may have been eligible for the survey and including this estimate in the denominator for the calculation of the survey response rate. The formula for Response Rate 3 is:

$$RR3 = \frac{I}{(I+P)+(R+NC+O) + e(UH+UO)}$$

Where:

I=Interviews

P=Partial interviews

R=Refusals

NC=Non-contacts

O= Other

e= Estimate of the proportion of unknown outcomes likely to have been in-scope

UH=Unknown, if household / occupied

UO=Unknown, other.

The e value for this survey is the default value calculated by the AAPOR on-line Response Rate Calculator³. In this case 0.658. This was calculated as follows ...

$$e = \frac{(\text{Interviews} + \text{Partial completes}) + (\text{Eligible non-interviews})}{(\text{Interviews} + \text{Partial completes}) + (\text{Eligible non-interviews}) + (\text{Not eligible})}$$

On this basis (refer to Table 5 overleaf) the overall **response rate** for the survey was 25.4%, 26.1% for the landline frame and 24.3% for the mobile phone frame.

Advice provided by Paul Lavrakas⁴ suggests that these response rates would be judged as 'good' by US standards where typical response rates for dual-frame media polls are between 10-15% for the landline frame and 6-10% for the mobile phone frame.

² AAPOR, 2011.

³ For more complete instructions about how to classify final dispositions see the complete Standard Definitions and Eligibility Calculation documents at <http://www.aapor.org/Resources.htm>

⁵ Personal Communication. Paul Lavrakas is Vice President / President-Elect of AAPOR.

Table 5 Calculation of AAPOR response rate

| Total phone numbers used | Total sample | Landline | Mobile phone |
|---|--------------|----------|--------------|
| I=Complete Interviews (1.1) | 1201 | 720 | 481 |
| R=Refusal and break off (2.1) | 273 | 136 | 137 |
| NC=Non Contact (2.2) | 158 | 110 | 48 |
| O=Other (2.0, 2.3) | 421 | 312 | 109 |
| e | 0.658 | 0.647 | 0.676 |
| UH=Unknown Household (3.1) | 2888 | 1515 | 1373 |
| UO=Unknown other (3.2-3.9) | 1181 | 772 | 409 |
| Response Rate 3 $I / ((I+P) + (R+NC+O) + e(UH+UO))$ | 25.4% | 26.1% | 24.3% |
| Cooperation Rate 3 $I / ((I+P)+R)$ | 81.5% | 84.1% | 77.8% |
| Refusal Rate 3 $R / ((I+P)+(R+NC+O))$ | 13.3% | 10.6% | 17.7% |
| Contact Rate 3 $(I+P)+R+O / (I+P)+R+O+NC$ | 92.3% | 91.4% | 93.8% |

The **cooperation rates** for the survey (interviews / interviews + refusals) are more typically reported as the 'response rate' for Australian surveys. The overall cooperation rate was 81.5%, with some variation between the landline frame (84.1%) and the mobile phone frame (77.8%).

The **refusal rate** is the proportion of all cases in which a household or respondent refuses to do an interview. The overall refusal rate was 13.3%, with quite a large variation between the landline frame (10.6%) and the mobile frame (17.7%)

The **contact rate** is the proportion of all cases in which some member of the housing unit was reached by the survey. The overall contact rate was 92.3% with some variation between the landline frame (91.4%) and the mobile frame (93.8%)

5.2 Overview of reason for refusal

A reason for refusal was collected for the majority (91%) of cases, with the point of refusal and type of refusal being collected within the CATI program.

As can be seen at Table 6, the most common reason for refusal was a perceived lack of salience (“not interested” – 45.0%). The second most common reason was respondent’s hanging up without making comment (27.2%), followed by respondent’s being too busy (14.3%). This pattern of reasons for refusal is consistent with previous polls in the series.

Table 6 Review of reason for refusal

| Reason | Oct-14 | |
|--|--------------|---------------|
| | n= | % |
| Not interested | 562 | 45.0% |
| No comment / just hung up | 339 | 27.2% |
| Too busy | 178 | 14.3% |
| Asked to be taken off list | 29 | 2.3% |
| Never do surveys | 55 | 4.4% |
| Don't like subject matter | 8 | 0.6% |
| Don't believe surveys are confidential | 9 | 0.7% |
| Too personal / intrusive | 10 | 0.8% |
| Don't trust surveys / government | 8 | 0.6% |
| Get too many calls for surveys / telemarketing | 15 | 1.2% |
| Silent number | 13 | 1.0% |
| Survey is too long | 7 | 0.6% |
| Objected to being called on mobile phone | 0 | 0.0% |
| Other | 15 | 1.2% |
| Total | 1,248 | 100.0% |

6. Data Processing

6.1 Coding

Back coding to A2a, A2b, DEM2, DEM4, DEM9, DEM10, DEM11 and RR1 was conducted by the Social Research Centre. No extension of code-frames was required for these questions.

6.2 Weighting

The weighting approach that was employed for the national weight involved a two-stage process. The first stage consisted of applying a design weight to adjust for an individual's chance of selection based on three possible factors including the number of in-scope sample members in a household, the number of landlines in the household used for private calls; and/or having a mobile phone. The second step was to apply a post stratification weight to ensure the final sample was weighted to relevant population benchmarks for age, gender and location and telephony status.

Demographic benchmarks used for weighting were obtained from Estimated Residential Population figures (2013) provided by the ABS. These adjust for census under-counting and people overseas at the time of the survey. Telephony status benchmarks were obtained from publically available reports authored by the Australian Communication and Media Authority (2013).

Appendix 1 - Final Questionnaire

Questionnaire

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 (SUPRESS)
Terminated during screening / midway (HIDDEN CODE)

*INTRODUCTION

*(TIMESTAMP1)

*(ALL)

SAMTYP

1. Landline
2. Mobile

*(ALL)

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 facing Australia today. Your telephone number has been chosen at random from all possible telephone numbers in Australia.

IF NECESSARY: It's about your opinion on a range of issues – there are no right or wrong answers - but is mainly about peoples' thoughts about issues relating to Aboriginal and Torres Strait Islander people. This research is used to inform public debate and policy about issues affecting Australia.

PRES1 IF SAMTYP=1 (LANDLINE SAMPLE) CONTINUE, ELSE GO TO PRES5

*(SAMTYP=1, LANDLINE)

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)

*(S1 = 2, CHANGE 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 facing Australia today.

IF NECESSARY: It's about a range of issues but is mainly about peoples' thoughts about issues relating to Aboriginal and Torres Strait Islander people. This research is used to inform public debate and policy about issues affecting Australia.

1. Continue
2. Refusal (GO TO RR1)

PRES5 IF SAMTYP=2 (MOBILE SAMPLE) CONTINUE, ELSE GO TO S3

*(SAMTYP=2, MOBILE)

S5 For this survey, we are interested in talking to people aged 18 or over. Can I check, are you aged 18 years or over?

1. Yes
2. No (GO TO TERM1)
3. Refused (GO TO RR1)

*(SAMTYP=2 AND S5=1, MOBILE SAMPLE AGED 18 OR OVER)

S7 Could I also just check whether it is safe for you to take this call at the moment? If not, we'd be happy to call back when it is more convenient for you.

1. Safe to take call
2. Not safe to take call
3. Refusal (GO TO RR1)

PRES8 IF SAMTYP=2 AND S7=2 (NOT SAFE TO TAKE CALL) CONTINUE, ELSE GO TO S6

*(MOBILE AND NOT SAFE TO TAKE CALL)

S8 Do you want me to call you back on this number or would you prefer I call back on your home phone?

1. This number (TYPE STOP, MAKE APPOINTMENT)
2. Home phone (TYPE STOP, MAKE APPOINTMENT, RECORD HOME PHONE NUMBER)
3. Respondent refusal (GO TO RR1)

*(SAMTYP=2, MOBILE)

S6 Just so I know your time zone, can you please tell me which state or territory you're in?

1. NSW
2. VIC
3. QLD
4. SA
5. WA
6. TAS
7. NT
8. ACT
9. (Refused) (GO TO TERM2)

*PROGRAMMER NOTE: WRITE STATE / TERRITORY TO SAMPLE RECORD

*(ALL)

S3 This interview should take around 10-12 minutes depending on your answers. I'll try and make it as quick as I can.

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. All interviews are voluntary and you can withdraw from the study at any point, or you may complete the rest of the interview at

another time. The information collected will not be retained, and we will treat all information you give in strict confidence.

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 or the ANU website at <http://www.anu.edu.au>

I can also give you a telephone number so that you can talk with the researchers:
(02) 6125 5553 (Ian McAllister)

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)

***A MOST IMPORTANT PROBLEMS**

*(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?

(SINGLE RESPONSE)

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
21. Carbon Tax
22. The budget
23. (Don't Know / Can't Say)
24. (None/ no other)
25. (Refused)
26. Trade balance/loss of jobs to overseas (SUPRESS)
27. Rural/farming issues (SUPRESS)
28. Social services (including aged care, the disabled, etc) (SUPRESS)
29. Infrastructure/ Planning/ Innovation (SUPRESS)
30. Alcohol and Drug use (SUPRESS)
31. Young people's behaviour/attitudes (SUPRESS)
32. Foreign influence/Australia's position in world (SUPRESS)
33. Family/community/societal breakdown (SUPRESS)

*(ANSWERED A2A, A2a=1-22)

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

(SINGLE RESPONSE)

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
21. Carbon Tax
22. The budget
23. (Don't Know / Can't Say)
24. (None/ no other)
25. (Refused)
26. Trade balance/loss of jobs to overseas (SUPRESS)
27. Rural/farming issues (SUPRESS)
28. Social services (including aged care, the disabled, etc) (SUPRESS)
29. Infrastructure/ Planning/ Innovation (SUPRESS)
30. Alcohol and Drug use (SUPRESS)
31. Young people's behaviour/attitudes (SUPRESS)
32. Foreign influence/Australia's position in world (SUPRESS)
33. Family/community/societal breakdown (SUPRESS)

*(TIMESTAMP3)

***B GENERAL ATTITUDES**

*(ALL)

B1 Thinking now about Aboriginal and Torres Strait Islander people. How important for Australia do you regard the following issues relating to Aboriginal people? (READ OUT CODE FRAME. REPEAT AS NECESSARY)

(STATEMENTS) (ROTATE)

- A. Land rights and Native Title
- B. Constitutional recognition
- C. Self-determination
- D. Welfare dependence
- E. Social disadvantage

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

*(ALL)

B2 I am now going to read out some of the changes that have been happening in Australia over the years. For each one, could you please tell me whether you think the change has gone too far, not gone far enough, or is it about right?

(STATEMENTS) (ROTATE)

- A. Aboriginal land rights and Native Title
- B. Government help for Aboriginal people
- C. Government intervention in Aboriginal communities

(REPEAT AS NECESSARY)
(RESPONSE FRAME)

- 1. Gone too far
- 2. Not gone far enough
- 3. About right
- 4. (Don't know)
- 5. (Refused)

*(ALL)

B3 Do you agree or disagree with the following statements about the situation of Aboriginal people in Australia today?

PROBE: Is that strongly agree / disagree, or just agree / disagree?

- A. Aboriginal people are now treated equally to other Australians
- B. Aboriginal people's level of disadvantage justifies extra government assistance
- C. Recognising land rights and Native Title of Aboriginal people is unfair to other Australians
- D. Injustices towards Aboriginal people are now all in the past
- E. Aboriginal people should be able to decide for themselves their way of life.
- F. As the first Australians, Aboriginal people should have special cultural protection that other groups don't have.
- G. In the long run, it would be best for Aboriginal people to be completely assimilated into Australian society?

(RESPONSE FRAME)

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree
5. (Don't know)
6. (Refused)

*(ALL)

B4 In your opinion, have Aboriginal and Torres Strait people in Australia largely caused their own problems or have the problems been caused primarily by the attitudes of other Australians and the policies of governments?

1. Aboriginal and Torres Strait Islander people in Australia have largely caused their own problems
2. The problems have been caused primarily by the attitudes of other Australians and the policies of governments
3. Both equally
4. (Don't know)
5. (Refused)

*(TIMESTAMP4)

***C SOCIAL CONDITIONS**

*(ALL)

C1 Do you agree or disagree with the following statements.

(STATEMENTS) (ROTATE)

- A. Universities should have special programs and admission standards for Aboriginal people.
- B. Governments should provide extra help for Aboriginal people to gain employment.
- C. The private sector should do more to employ Aboriginal people.

PROBE: Is that strongly agree / disagree, or just agree / disagree?

(RESPONSE FRAME)

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree
5. (Don't know)
6. (Refused)

*(TIMESTAMP5)

***D POLITICAL CHANGES**

*(ALL)

D1 Do you think that land claims settlements with Aboriginal people should ... (READ OUT)

1. be reached before using their land for economic purposes, or
2. should not be a reason for postponing major economic projects
3. (Neither)
4. (Don't know)
5. (Refused)

*(ALL)

D2 A parliamentary committee is currently examining changes to the Australian constitution relating to race and Aboriginal and Torres Strait Islander people.

Would you support or oppose changes to the Constitution in order to ...

(STATEMENTS) (ROTATE)

- A. remove clauses that discriminate on the basis of race
- B. recognise the 'continuing cultures, languages and heritage' of Aboriginal and Torres Strait Islander peoples as a basis of Commonwealth law making

PROBE: Is that strongly support / oppose, or just support / oppose?

(RESPONSE FRAME)

- 1. Strongly support
- 2. Support
- 3. Oppose
- 4. Strongly oppose
- 5. (Don't know)
- 6. (Refused)

*(ALL)

D3 Which of the following statements most closely reflects your own situation? (READ OUT)

- 1. I mix regularly with Aboriginal people on a day to day basis
- 2. I know Aboriginal people but do not regularly mix with them
- 3. I do not know any Aboriginal people personally
- 4. (Don't know)
- 5. (Refused)

*(TIMESTAMP6)

***DEM DEMOGRAPHICS**

*(ALL)

POL1 If a federal election for the House of Representatives was held today, which one of the following parties would you vote for?

INTERVIEWER NOTE: IF 'UNCOMMITTED', SAY: 'TO WHICH ONE OF THESE DO YOU HAVE A LEANING?'

(READ OUT)

- 1. Liberal
- 2. Nationals
- 3. Labor
- 4. Greens, or
- 5. Some other party
- 6. Liberal National Party (LNP) (PROGRAMMER NOTE: ONLY DISPLAY FOR QLD – FROM SAMPLE FOR LL AND S6=3 FOR MOBILE)
- 7. (Don't know / Not sure)
- 8. (Refused)

(*ALL)

DEM16 Do you identify yourself as Aboriginal and/or Torres Strait Islander?

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

(*ALL)

DEM1 Record gender

- 1. Male

2. Female

*(ALL)

DEM14 And finally, just a few questions to make sure we've spoken to a good range of people.

Including yourself, how many people aged 18 years and over live in your household?

1. Number given (Specify _____) (Range 1 to 20) *(DISPLAY "UNLIKELY RESPONSE" IF > 10)
2. (Don't know)
3. (Refused)

*(ALL)

DEM2 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)

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

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)

*(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?

(SINGLE RESPONSE)

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

*(ALL)

DEM3 Were both of your parents born in Australia?

(PROBE TO CODEFRAME)
(SINGLE RESPONSE)

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?

(SINGLE RESPONSE)

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. (Don't know)
33. (Refused)

*(ALL)

DEM5 Would you mind telling me how old you are?

(SINGLE RESPONSE)

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

*(DEM5=2) (REFUSED AGE)

DEM6 Would you mind telling me which of the following age groups you are in?

(READ OUT)

(SINGLE RESPONSE)

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?

INTERVIEW NOTE: If Christian, PROBE: What denomination?

(DO NOT READ OUT)
(SINGLE RESPONSE)

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)
(SINGLE RESPONSE)

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?

(PROBE TO CODEFRAME)
(SINGLE RESPONSE)

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)

*(DEM10=1,2) (WORKING)

DEM11 What's your (main) occupation?

(SINGLE RESPONSE)

(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)

(SINGLE RESPONSE)

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)

*(TIMESTAMP8)

*(ALL)

W1 Now just a question or two about your use of telephone services.

1. Continue

*(MOBILE SAMPLE) (SAMTYP=2)

W2 Is there at least one working fixed line telephone inside your home that is used for making and receiving calls?

(SINGLE RESPONSE)

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

*(LANDLINE SAMPLE, MOBILE SAMPLE WITH LANDLINE) (SAMTYP=1 OR ((SAMTYP=2 AND W2 = 1))
W3 How many residential phone numbers do you have in your household not including lines dedicated to faxes, modems or business phone numbers? Do not include mobile phones.

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

(SINGLE RESPONSE)

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

*(LANDLINE SAMPLE) (SAMTYP=1)

W4 Do you also have a working mobile phone?

(SINGLE RESPONSE)

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

*(ALL)

DEM12 (IF LANDLINE, SAMTYP = 1) Can the internet be accessed at this dwelling?
(IF MOBILE, SAMTYP = 2) Can the internet be accessed at your home?

(READ OUT)

(SINGLE RESPONSE)

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)

DEM13 And, 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)

(SINGLE RESPONSE)

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

*(TIMESTAMP 9)

***END End of Survey, Ethics and Thank you**

*(ALL)

END1 Thank you for taking the time to complete this interview. Just in case you missed it, my name is (...) and this survey was conducted by the Social Research Centre on behalf of the Australian National University.

This research is carried out in compliance with the Privacy Act and the Australian Privacy Principles, and the information you have provided will only be used for research purposes. Our Privacy Policy is available via our website, www.srcentre.com.au, if you require further information please click on the Privacy Policy in the right hand menu.

If you have any queries or concerns about the survey I can give you some contact details.

Ethics Manager, 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 5553 (Ian McAllister).

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

CLOSE SUITABLY

*(TIMESTAMP10)

***TERMINATION SCRIPT**

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

TERM2 Thanks anyway, but to participate in this study I need to confirm which state / territory you are in

*(ALLTERM)

| | Detailed outcome | Summary outcome |
|------|--|-----------------|
| S1=4 | Household refusal | Refusal |
| S1=7 | No one aged 18 over in household | Out of scope |
| S2=2 | Respondent refusal | Refusal |
| S5=2 | Aged under 18 | Out of scope |
| S5=3 | Refused age | Refusal |
| S6=9 | Mobile sample refused state | Refusal |
| S7=3 | Respondent refusal | Refusal |
| S8=3 | Mobile sample refused alternative number | Refusal |
| S3=3 | Respondent refusal | Refusal |

*(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. 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)
18. Objected to being called on mobile phone

*(REFUSED)

RR2 RECORD RE-CONTACT TYPE

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