

**0471r– OUR LIVES Supplementary Reminder Call Script V4**

SAMPLE VARIABLES

SURVEYID  
LOGINID  
STUDFNAME  
STUDSNAME  
ADDRESS1  
LOCALITY  
STATE  
PCODE  
EMAIL  
PHONE1 (primary contact number - will be used to make initial call)  
P1FNAME  
P1SNAME  
PEMAIL  
PPHONE

CALL OUTCOME CODES

Proceed with interview  
No answer  
Answering machine  
FAX machine/Modem  
Busy (callback)  
Appointment (hard)  
Appointment (soft)  
Telstra message/Number disconnected  
Claims to have done survey  
Resp not available/Away for duration of survey  
Wrong number / sample member not known  
Terminated midway in survey  
Stopped interview

\*(PHONE ANSWERER)

S1. Good (...). My name is (...) calling on behalf of the University of Queensland from the Social Research Centre. May I please speak with < insert STUDFNAME from sample >

EXPLAIN IF NECESSARY:

We're calling in regards to the Our Lives Study, run by the University of Queensland. <STUFNAME> took part in when they were in year 8.

REFER CHEAT SHEET FOR EXPLANATION OF PURPOSE OF SURVEY, PRIVACY CONCERNS ETC

1. Continue – already speaking with named sample member (GO TO S2)
2. HARD - Make appointment to speak with named sample member (RECORD NAME AND SCHEDULE APPOINTMENT)
3. SOFT - Make appointment to speak with named sample member (RECORD NAME AND SCHEDULE APPOINTMENT)
4. Phone number is not named sample member / named sample member not known (GO TO TERM1)
5. Phone number is respondent's school number (GO TO TERM1)
6. Named sample member refusal (GO TO RR1)

7. Phone answerer refusal to pass on to named sample member (GO TO RR1)
8. Claims to have already completed survey (GO TO TERM2)

\*(SAMPLE MEMBER)

S2. This is just a quick call to let you know that participation in the Our Lives study is closing off soon and as an original respondent, we'd really appreciate your participation in wave two of the study. If you complete the study online by 9<sup>th</sup> April, you'll have a chance of winning a Nintendo Wii or one of four iPod shuffles.

IF QUERIED: In 2006, through your school, you took part in the first phase of the Our Lives research study which explores the attitudes and aspirations of young Queenslanders. The study is run by the University of Queensland. Late last year, we posted you a survey asking you to take part in wave two of the study.

1. Continue (GO TO S3)
2. Soft - Make appointment
3. Hard – make appointment
4. Claims to have already completed survey (GO TO TERM2)
5. (Refused) (GO TO RR1)

\*(SAMPLE MEMBER)

S3. Your individual login details can be found on the front of the survey form we mailed you late last year if you still have it. Otherwise, if you can get a pen and paper handy, I can give you your online login details now

INTERVIEWER NOTE: If respondent states they do not have access to the internet at home, suggest that they access the internet at the local library, or at school.

READ OUT LOGIN DETAILS TO SAMPLE MEMBER SLOWLY AND CLEARLY IF NEEDED:

Your unique login is <display LoginID from sample> all in lowercase and the password you need to enter is the word 'survey' all in lowercase.

You will need to go to [www.uq.edu.au/ourlives](http://www.uq.edu.au/ourlives) and click on the link to complete the online survey.

1. Named sample member will complete online (GO TO S8)
2. Named sample member is unable to complete online

\*(UNABLE TO COMPLETE ONLINE)

S4. Ok, that's fine. Late last year, we posted you a hard copy of the Our Lives survey with a reply paid envelope for you to return the survey in. You will still be automatically entered into the prize draw if you complete the survey hard copy and post it back to us by 9<sup>th</sup> April.

IF SAMPLE MEMBER HAS LOST REPLY PAID ENVELOPE READ OUT:

You can return the survey to us without having to buy a stamp by writing the REPLY PAID address on an envelope:

Our Lives Study  
Reply Paid 84564  
HAWTHORN VIC 3122

1. Will complete survey on existing hard copy and post back (GO TO S8)
2. Has lost / thrown away hard copy survey
3. Did not receive hard copy survey
4. (Refused) (GO TO RR1)

\*(NAMED PERSON UNABLE TO COMPLETE ONLINE, LOST/ THROWN AWAY HARD COPY SURVEY)

S5. Unfortunately it's not possible for us to send out another hard copy survey at this time. However, your future participation in the Our Lives study is very important to us and we would like to keep in touch in the future. We would like to update the contact details you provided to us when you first participated in Our Lives. These will only ever be used to get in contact with you about future Our Lives participation. Could I please confirm these details? It will only take a few minutes.

INTERVIEWER NOTE: FOR RESPONDENT PRIVACY QUERIES, REFER TO CHEAT SHEET

1. Continue to collect contact details
2. Refuses to confirm contact details (GO TO TERM1)

\*(WILL CONFIRM CONTACT DETAILS)

S6a Could I just confirm the correct spelling of your first and last name?

DISPLAY <STUFNAME>, <STUSNAME> FROM SAMPLE IF PRESENT

1. Name in sample correct
2. Edit Name: (Specify\_\_) (COLLECT FIRST NAME AND SURNAME IN SEPARATE FIELDS)
3. (Refused)

\*(WILL CONFIRM CONTACT DETAILS)

S6b And your postal address:

DISPLAY <ADDRESS1>, <SUBURB>, <STATE>, <PCODE> FROM SAMPLE IF PRESENT:

1. Address in sample is correct
2. Edit sample member address (Specify\_\_) (COLLECT STREET NUMBER AND NAME (ADDRESS LINE 1), SUBURB AND POSTCODE IN SEPARATE FIELDS)
3. (Refused)

\*(WILL CONFIRM CONTACT DETAILS)

S6c And your email address:

DISPLAY <EMAIL> FROM SAMPLE IF PRESENT

1. Email address in sample is correct
2. Edit sample member email address (Specify\_\_)
3. Sample member does not have email address
4. (Refused)

\*(WILL CONFIRM CONTACT DETAILS)

S6d And can I please confirm that this is the best phone number to contact you on?

DISPLAY <PHONE1> FROM SAMPLE

1. Phone number in sample is correct

2. Edit sample member phone number (Specify\_\_) (AREA CODE: ALLOWABLE RANGE= 2 DIGITS (02-08), PHONE NUMBER: ALLOWABLE RANGE=8 DIGITS)
3. (Refused)

\*(CONFIRMED PERSONAL CONTACT DETAILS)

S7 And if I could now please update details for one of your parents or carers?

1. Continue
2. Refusal to update parent /carer contact details (GO TO S9)

\*(WILL CONFIRM PARENT/CARER CONTACT DETAILS)

S7a Ok, firstly could I just confirm the FIRST AND LAST NAME of one parent or carer?

DISPLAY <P1FNAME>, <P1SNAME> FROM SAMPLE IF PRESENT

3. Parent/ carer first and last name in sample correct
4. Edit parent/ carer name (Specify\_\_) (COLLECT FIRST NAME AND SURNAME IN SEPARATE FIELDS)
5. (Refused)

\*(WILL CONFIRM PARENT/CARER CONTACT DETAILS)

S7b And could I please collect their email address...

DISPLAY <PEMAIL> FROM SAMPLE IF PRESENT

1. Email address in sample is correct
2. Edit parent/ carer email address (Specify\_\_)
3. Parent/ carer does not have email address
4. (Don't know)
5. (Refused)

\*(WILL CONFIRM PARENT/CARER CONTACT DETAILS)

S7c And finally, a contact phone number for your parent/ carer?

DISPLAY <PPHONE> FROM SAMPLE IF PRESENT

1. Parent/ carer phone number in sample is correct (GO TO S9)
2. Edit parent/ carer phone number (Specify\_\_) (AREA CODE: ALLOWABLE RANGE= 2 DIGITS (02-08), PHONE NUMBER: ALLOWABLE RANGE=8 DIGITS) (GO TO S9)
3. No separate parent/ carer phone number available (GO TO S9)
4. (Don't know) (GO TO S9)
5. (Refused) (GO TO S9)

\*(WILL COMPLETE SURVEY ONLINE, OR POST BACK HARDCOPY)

S8 Thanks again for your time today and for agreeing to participate in Wave Two of the Our Lives Study. Remember, if you complete the survey by 9<sup>th</sup> April, you'll automatically go into the draw to win a Nintendo Wii or one of 4 iPod shuffles. Just in case you missed it, my name is < >, calling on behalf of the University of Queensland from the Social Research Centre.

1. Continue (GO TO ALLTERM)

\*PROGRAMMER NOTE: COUNT “COMPLETES” FROM S8=1

\*(UNABLE TO COMPLETE ONLINE OR HARDCOPY, HAS UPDATED CONTACT DETAILS)

S9 Thanks for your time today and for allowing us to update your contact details. As I mentioned, these will only ever be used to get in contact with you about future Our Lives participation. Just in case you missed it, my name is < >, calling on behalf of the University of Queensland from the Social Research Centre.

1. Continue (GO TO ALLTERM)

TERM1 Thank you for your time.

TERM2 Sorry to bother you and thank you for your participation in the Our Lives study.

ALLTERM

1. Refusal - named sample member (S1=6 OR S2=5 OR S3=4 OR S4=4 OR S5=2) (GO TO RR1)
2. Refusal - phone answerer (S1=7) (GO TO RR1)
3. Phone number not named sample member/ named sample member not known (S1=4)
4. Phone number is named sample member's school contact number (S1=5)
5. Named sample member claims to have already completed survey (S1=8 or S2=3)

\*(PHONE ANSWERER / PARENT CARER / NAMED SAMPLE MEMBER REFUSAL)

RR1 OK, that's fine, no problem, but could you just tell me the main reason you do not want to participate / want your child to participate in the Our Lives Study, because that's very important information for us?

1. No comment
2. Too busy
3. Not interested
4. Too personal / intrusive
5. Don't trust surveys
6. Never do surveys
8. Other (Specify\_\_\_\_\_)

OUTPUT – GET DET FILE

SURVEYID (from sample record)  
STUDFNAME (from S6a, else from sample record)  
STUDSNAME (from S6a, else from sample record)  
ADDRESS1 (from S6b, else from sample record)  
SUBURB (from S6b, else from sample record)  
STATE (from S6b, else from sample record)  
PCODE (from S6b, else from sample record)  
EMAIL (from S6c, else from sample record)  
PHONE1 (from S6d, else from sample record)  
P1FNAME (from S7a, else from sample record)  
P1SNAME (from S7a, else from sample record)  
PEMAIL (from s7b, else from sample record)  
PPHONE (from S7c, else from sample record)