



THE SOCIAL
RESEARCH CENTRE

SOCIAL COHESION SURVEY, 2009

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METHODOLOGICAL REPORT

PREPARED FOR:

ANDREW MARKUS, SCHOOL OF HISTORICAL STUDIES, MONASH UNIVERSITY
BRUCE SMITH, PROJECT MANAGER, THE SCANLON FOUNDATION

PREPARED BY:

RESEARCH TEAM: MELANIE DORMAN
THE SOCIAL RESEARCH CENTRE
LEVEL 1, 262 VICTORIA STREET
NORTH MELBOURNE VIC 3051
TELEPHONE: 03 9326 8500

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1 Introduction

1.1 Overview

This report summarises the methodological aspects of the second Australian Social Cohesion Survey funded by the Scanlon Foundation and undertaken by a consortium involving the Scanlon Foundation, Monash University and the Social Research Centre. The 2009 Social Cohesion Survey builds on the success of the inaugural 2007.

This report provides:

- a detailed record of survey procedures
- commentary and analysis on the efficacy of the survey procedures, and
- consolidate assorted project information.

The report is structured as follows:

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

Detailed reports, source documents and reference information are appended.

1.2 Project background

The Social Cohesion Survey forms part of the Scanlon Foundation Social Cohesion Research Program (SCRCP). The SCRCP commenced in 2007 with a six project program under the direction of the Monash Institute for the Study of Global Movements (MISGM) and the Australian Multicultural Foundation (AMF). The initial six project program, funded by the Scanlon Foundation, was completed in 2007. A key aspect of the SCRCP was the conduct of a landmark Australian Social Cohesion Survey in 2007.

The aims of the 2009 survey were to:

- look at current attitudes towards social cohesion, and
- assess changes over time by comparing results obtained in 2009 to those obtained in 2007.

1.3 Survey overview

The in-scope population for the Social Cohesion Survey 2009 was persons aged 18 years and over who were residents of private households in Australia. Data collection was by Computer Assisted Telephone Interviewing (CATI).

Since 2007 the Scanlon Foundation has been proactive in exploring ways of initiating programs aimed at improving social cohesion at the local community level. This has resulted in the development of local-level relationships which are reflected in the overall design of the 2009 survey program. As a result, the 2009 survey program was configured slightly differently to the 2007 program.

The Social Cohesion Survey 2009 comprised of three surveys:

- A repeat National Survey of 2,000 adults (aged 18 years and over), stratified by State/Territory and capital city / non-capital city
- Six local-level surveys (n=300 in each) in each of the following locations:
 - MerriPlus¹ suburbs within the LGA of Hume (Victoria)
 - Greenacre / Bankstown² (New South Wales)
 - The City of Fairfield (New South Wales), and
 - The City of Greater Dandenong (Victoria)
 - Sunbury (Victoria), and
 - Engadine (New South Wales)

The LGAs of Fairfield and Greater Dandenong were also included in 2007 survey.

A list-assisted Random Digit Dialling (RDD) sampling frame was used for all three surveys. The list used was an enhanced version of the last commercially available directory of residential telephone numbers (the 2004 Electronic White Pages by Desktop Marketing System), with additional sourced 'exchange blocks' from commercial list providers. Approach letters introducing the survey were also mailed to all households where randomly generated telephone numbers could be matched to a confirmed address.

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

Table 1 provides a summary of project statistics.

¹ MerriPlus (Victoria) covers the localities of Dallas, Campbell field, Broad meadows, Jacana, Rexburg Park and Meadow Heights.

² Greenacre / Bankstown (New South Wales) is of a similar profile to MerriPlus (i.e. 35% overseas born)

Table 1: Survey overview

Component	National Survey		Local Level Surveys	
	2007	2009	2007	2009
Interviews completed.....	2012	2019	1141	1813
Response rate.....	44%	51%	42%	43%
Start date.....	21 st June	22 nd June	28 th June	22 nd June
Finish date.....	1 August	31 st July	18 th August	31 st July
Average interview length*.....	15.3 mins	16.0	16.5 mins	16.0

*The average interview length for the 2009 survey is not available at the national and local-level.

2. Sample Design & Survey Procedures

2.1 Sample design

National Survey

The 2009 National Survey was a repeat of the 2007 National Benchmarking Survey and used a random sampling methodology stratified by geographic location. The sample was stratified by state / territory, with a minimum quota of 200 interviews per state / territory to be achieved (i.e. a sub-total of 1,600 interviews). The remaining 400 interviews were allocated across the five most populous states (NSW, Vic, Qld, WA and SA) on a probability proportional to size basis. The interviews in each state were allocated to Capital City / Rest of State in proportion to the population. This approach ensured that the final sample composition was geographically representative of the Australian adult population while, at the same time, ensuring a sufficiently large sample in each State/Territory to support analysis at that level.

Local Level Surveys

The local-level surveys also used a stratified sample design, with 300 interviews allocated per area.

Within the areas of MerriPlus, Greenacre / Bankstown, Fairfield, Greater Dandenong a sub quota of 150 Australian born and 150 overseas born interviews was set and in Sunbury and Engadine all interviews were conducted with Australian born persons.

The preliminary allocation of sample records to the LGAs of Fairfield, Dandenong and sub LGA areas of MerriPlus, Greenacre / Bankstown, Sunbury and Engadine was undertaken using the National Localities Index (NLI)³ produced by the Australian Bureau of Statistics.

Given issues associated with phone number portability, re-directed numbers, holiday houses, and exchange prefixes covering a wider geographic area (possibly encompassing several postcodes areas or multiple LGAs), it was necessary to confirm the locality information of respondents as part of the interview process. The following approach was adopted:

- Respondents were asked for their postcode and locality
- A dynamic look-up facility was part of the CATI script referencing the NLI
- Where the named postal area / locality fell entirely within a single LGA, the interview was allocated to that LGA
- Where the named postal area / locality straddled multiple LGAs, the respondent was asked to confirm their LGA of residence from a drop down 'pick list' defined by the NLI,
- Where the respondent was unsure of their LGA of residence, the interview was allocated to the LGA with the highest proportion of the population of the locality / postal area in question, again with reference to the NLI.

³ The most up-to-date, and final release of the National Localities Index Australia is the July 2007, Cat 1252.0.55.001

Table 2 shows the a priori stratification used for the local-level surveys.

Table 2: Overview of geographic stratification for the local-level surveys

Geographic strata	Minimum completed interviews	Sub quota 1	Sub quota 2
		<i>Australian born interviews</i>	<i>Overseas born interviews</i>
Fairfield.....	300	150	150
Greater Dandenong.....	300	150	150
Greenacre / Bankstown.....	300	150	150
MerriPlus	300	150	150
Engadine	300	300	0
Sunbury.....	300	300	0

2.2 Sample generation

National Survey

The sample for the National Survey was generated using the 'list-assisted' version of random digit dialling (RDD).

The steps involved in the sample generation process were:

- Drawing a random selection of records from the latest commercially available release of the DtMS,⁴ to be used as "seed" numbers for random number generation (all selections are by definition from known blocks)
- Retaining the eight digit exchange prefix of the listed number (for example 03 9557 45) and randomly generate the last two digits, to create a new randomly generated 10 digit telephone number
- Washing the resultant numbers against the latest electronic business listings to remove known business numbers and against the DtMS to identify which randomly generated telephone numbers can be matched to the DtMS listings. This matching process allowed the sample to be segmented as 'matched' (i.e. the number generated matches a number contained in the DtMS listing) or 'unmatched'.

A total of 15,021 records were randomly selected from the DtMS and used as the "seed" numbers for random number generation. These numbers were matched back to the DtMS and also matched against current address information held by commercial list providers.

Table 3 (column C) shows the DtMS address match rate was 32.7% and Column E shows that an up-to-date address listing could be obtained for 11.3% of the numbers generated. These are the records (n=1,704) which were sent a primary approach letter. For those records that could not be sent a primary approach letter in advance, letters were available upon request (and additional information was available via the Social Research Centre's web-site and 1800 number).

⁴ Desktop Marketing System (Dams), July 2004

Table 3: National Survey sample – address match rates

	A	B	C	D	E	F
Location	Total Selections	DTMS Matched Selections	DTMS Match Rate (B/A)	Confirmed address selections (letter sample)	Confirmed address rate (D/A)	Total unmatched (no letter) selections
NSW.....	3,244	991	31%	339	10%	2,905
Vic.....	2,109	799	38%	295	14%	1,814
Qld.....	2,136	682	32%	202	9%	1,934
SA.....	1,411	481	34%	203	14%	1,208
WA.....	1,746	559	32%	202	12%	1,544
Tas.....	1,127	464	41%	180	16%	947
NT.....	1,962	526	27%	105	5%	1,857
ACT.....	1,286	408	32%	178	14%	1,108
Total.....	15,021	4,910	32.7%	1,704	11.3%	13,317

Local Level Survey

The same sample generation process was used for each of the local-level surveys although seed numbers were only drawn from those postcodes within the prescribed local sampling boundaries. Table 4 provides a summary of match rates for the Local Level Surveys. No confirmed addresses were found for Sunbury, therefore no approach letters were sent. This did not adversely affect the response rate in this area, as can be seen in Tables 8 and 9.

Table 4: Local Level sample – address match rates

	A	B	C	D	E	F
Location	Total Selections	DTMS Matched Selections	DTMS Match Rate B/A)	Confirmed address selections (letter sample)	Confirmed address rate (D/A)	Total unmatched (no letter) selections
Fairfield.....	3,855	1,220	32%	448	12%	3,407
Greater Dandenong.....	3,104	974	31%	393	13%	2,711
Greenacre / Bankstown.....	5,664	2,107	37%	653	12%	5,011
MerriPlus.....	3,660	918	25%	372	10%	3,288
Engadine.....	2,583	1,590	62%	690	27%	1,893
Sunbury.....	2,005	1,081	54%	0	0%	2005
Total.....	20,871	7,890	37.8%	2,556	12%	18,315

As precise address details were only known for a small proportion of RDD generated sample records, and there is not always an exact concordance between LGA and postcode boundaries, it was necessary to confirm the respondent's location as part of the screening process. This was achieved by asking each respondent to provide the name and postcode of the suburb / town in which they lived and, if necessary, confirming their local government area. The *a priori* allocation of records to local areas was less precise than initially envisaged thereby resulting in calls being made to phone numbers outside of the prescribed geographic areas of the local-level surveying. This resulted in the need to generate a relatively high proportion of RDD records to achieve interviewing quotas at the local-level. The ratio of RDD numbers to interviews at the local-level was 11.5:1 compared to 7.4:1 for the national survey.

2.3 Primary Approach Letter

The approach letter, on Monash University letterhead, addressed to "The (surname) Household", was the same version used in the 2007 survey, and was sent to all records for whom an up-to-date address could be sourced (see Appendix 7). The main body of letter was in English, with translated summaries on the reverse side (Arabic, Turkish, Simplified Chinese and Vietnamese). These languages were chosen as they are the most commonly spoken languages in the target areas.

The approach letter introduced the survey, encouraged participation and provided telephone numbers, email addresses and website details to sample members to assist with query resolution.

As part of the data collection procedures arrangements were put in place to send (additional) approach letters to sample members upon request. In such cases a letter was dispatched to the household the next day and an appointment made to call back the household in 5 days. Twenty-two approach letters and one email were dispatched as a result of this process.

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

2.4 Scope status and respondent selection

National Survey

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

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

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

Local-level Surveys

The in-scope population of the local-level surveys was identical to that of the National Survey, although additional screening criteria were put in place to ensure respondents were residents of the selected survey areas and to confirm birthplace (Australia / overseas).

A dynamic screening process was setup within the CATI script to enable the survey introduction to be tailored depending upon which quota groups were still open.

For example, when the Australian born quota was full the following screening script was displayed:

- “Today we are particularly interested in speaking with people born overseas. Is there anyone in this household who was born overseas?”

Likewise, when the overseas born quota was full the following screening script was displayed:

- “For this study, we’ve been speaking with both Australian born and overseas born people. Since our quota of overseas born people is now full, could I please ask is there anyone in this household aged 18 years or over who is AUSTRALIAN BORN?”

2.5 Call procedures

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

This call regime was adopted to help improve the representativeness of the achieved sample. Previous experience suggested that the representation of groups such as young persons, males and working persons is improved by using an extended call cycle.

Initial contact attempts were made between 4.30 pm and 8.30 pm on weekdays, and 10.00 am and 4.00 pm on Saturdays and 11.am and 4.00pm on Sundays. Appointments were made for any time within the hours of operation of the call centre.

2.6 Procedures for interviewing in languages other than English

Non-English language interviewing was limited to the six most commonly spoken community languages nationally: Vietnamese, Chinese (Cantonese and Mandarin), Italian, Greek, Arabic (inc. Lebanese) and Turkish.

Where the preferred language of interview of the selected sample member was identified as one of those for follow up, initially these records were stockpiled until a reasonable workload for a bi-lingual interviewer was reached.

Where the preferred language could not be immediately identified a call-back was made in the hope that another household member may be available to assist with the request for interview. Where the preferred language was not one of the six target languages, the record was assigned the code "language difficulty, no follow up" and no further call attempts were made.

Bi-lingual interviewers attended a supplementary briefing where issues of cultural sensitivity and language "pitch" were discussed. Annotated questionnaires (one for each target language) were prepared with key words and concepts translated. Bi-lingual interviewers then read the questions from their hard copy translated / annotated version of the questionnaire and recorded answers directly into the English language CATI script as normal.

A total of 167 interviews were conducted in one of these six languages - 27 as part of the national survey and 140 in the local level surveys.

2.7 Leaving messages on answering machines

A pre-scripted messages was left on answering machines if there had been no previous 'personal' contact made with a household. Refer questionnaire at Appendix 5 for the full message script.

The CATI system automatically scheduled a call back in six day's time the first time such a message was left and for five days hence on the second such occasion.

Messages were not left on answering machines in any other circumstance.

2.8 1800 number operation

Monash University provided a telephone number that respondents could call to verify the survey and find out additional information about why the survey was being conducted. The Social Research Centre operated a 1800 number throughout the study period to handle any questions about participation in the survey (setting an appointment time, requesting an interpreter, refusing to participate etc.). A total of nine sample records were actioned this way of which two were refusals and seven were requests for an appointment.

2.9 Sundry response maximisation procedures

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

- Referring sample members to the Monash University number on an as required basis
- Hosting a web-page containing responses to frequently asked questions on the Study for Global Movements (Monash University) website, and
- Ensuring appropriately trained interviewers worked on the survey (see also Section 4.2).

3. Questionnaire Design

3.1 Questionnaire overview

The questionnaire for the Social Cohesion 2009 survey largely reflected the content of the 2007 National Benchmarking survey with deletions, additions, question wording and order revisions summarised in Appendix 3. The main change to the 2009 questionnaire was the inclusion of Module F which focussed on neighbourhood-level measures of social cohesion.

3.2 Questionnaire pilot testing

A pilot test comprising 36 interviews was undertaken. A multi-stage approach to pilot testing was adopted with 20 interviews completed on 16th June followed by minor questionnaire revisions. A further 16 confirmatory interviews were conducted on 18th June.

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

Sequencing, order, wording amendments and question deletions to the draft questionnaire were agreed throughout the pilot testing process. Please refer to Appendix 4 for a detailed list of issues raised during pilot testing. The final main study questionnaire provided at Appendix 3.

Pilot test data was not included in the main data set.

4. Data Collection & Quality Control

4.1 Ethical consideration

The questionnaire and survey methodology were approved by the Monash University ethics board (project number 2007/0319).

Other ethical considerations for the Social Cohesion Survey included:

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

Safeguards regarding the above were covered by the Social Research Centre's contract with Monash University and by the appropriate privacy laws. In addition, the Social Research Centre is bound to adhere to ASMRO Privacy Principles and the AMSRS Code of Professional Behaviour.

4.2 Field team briefing

All interviewers selected to work on the Social Cohesion Survey attended a comprehensive briefing session which covered:

- Project background, objectives and procedures
- All aspects of administering the survey questionnaire, including specific data quality issues
- Overview of respondent liaison issues, including refusal avoidance techniques, and
- Practice interviewing.

The briefing sessions were delivered by the Social Research Centre project manager and supervisory staff. A total of 62 interviewers were briefed.

Consistent with the "specialist team" policy for the Social Cohesion survey, more than half of the interviewing (51%) was completed by 17 members of the interviewing team. The briefing notes are provided at Appendix 6.

Additional briefing procedures for LOTE interviewing also covered:

- Establishing scope status
- Tone and delivery
- Reviewing the questionnaire for instances where word-for-word translations may lose their exact meaning or context

4.3 Fieldwork quality control procedures

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

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

5. Call Results & Analysis of Response

5.1 Call results

All Surveys

A total of 114,303 calls were placed in 2009 to achieve 3,832 completed surveys. This equates to an interview every 29.8 calls and average of 3.6 calls per sample record.

The most commonly occurring call outcome was no answer (45.2%), and there were also a high number of soft appointments (14.6%). This can be explained by the need to maintain contact with households in order to fill target quota groups for the Local Level Surveys.

Table 5: All call attempts

	n	%
Total Calls	114,303	100.0%
Interviews	3,832	3.4%
No answer	51,636	45.2%
Soft Appointments	16,639	14.6%
Telstra message, number disconnected	12,877	11.3%
Answering machine	9,328	8.2%
Engaged	5,223	4.6%
Household refusal	4,208	3.7%
Not a residential number	2,633	2.3%
Fax/Modem.....	1,869	1.6%
Hard appointments	1,695	1.5%
Out of scope (lives outside target area or no one born in target country)	1,730	1.5%
Out of scope*	704	0.6%
Refused, type not identified	704	0.6%
LOTE – No language follow up.....	570	0.5%
Respondent refusal	325	0.3%
Selected respondent away for duration	178	0.2%
Named person not known or wrong number	128	0.1%
Claims to have done survey	24	<0.1%
Total numbers initiated	35,872	
Average calls per interview	29.8	
Average calls per sample record	3.2	

* Consists mainly of ill health / disability / unable to do survey / households where no one is aged 18 or over

Table 6 shows the final call results for all surveys. As can be seen, an interview was achieved at just over one in ten (%) of number to which calls were initiated. Approximately half of the numbers (48.8%) were unusable. Just under one in five (17%) were unresolved at the end of the call cycle (non-contacts or unresolved appointments) and almost one in ten (18.9%) were indentified as out of scope. Refusals were encountered at 14.6% of the numbers to which calls were initiated.

Also of note is the high number of those 'out of scope' in the local-level survey compared to the national survey. This is because of the screening process set-up to filter out those who did not reside in the target areas, as detailed in Section 2.4.

Table 6: Final call results

	All surveys		National Survey		Local Level surveys	
	n	%	n	%	n	%
Total numbers initiated	35,872	100%	15,024	100%	20,848	100%
Unusable numbers						
Telstra message, number disconnected.....	12,877	35.9%	5,663	37.7%	7,214	34.6%
Named person not known or wrong number	128	0.4%	56	0.4%	72	0.3%
Fax/Modem.....	1,869	5.2%	906	6.0%	963	4.6%
Not a residential number	2,633	7.3%	1,282	8.5%	1,351	6.5%
<i>Subtotal unusable number.....</i>	<i>17,507</i>	<i>48.8%</i>	<i>7,907</i>	<i>52.6%</i>	<i>9,600</i>	<i>46.0%</i>
No contact / unresolved in survey period						
Engaged	255	0.7%	93	0.6%	162	0.8%
Answering machine	658	1.8%	321	2.1%	337	1.6%
No answer	3,688	10.3%	1,797	12.0%	1,891	9.1%
Hard appointments	111	0.3%	28	0.2%	83	0.4%
Soft Appointments	1,378	3.8%	436	2.9%	942	4.5%
<i>Subtotal no contact / unresolved.....</i>	<i>6,090</i>	<i>17.0%</i>	<i>2,675</i>	<i>17.8%</i>	<i>3,415</i>	<i>16.4%</i>
Out of scope						
Claims to have done survey	24	0.1%	15	0.1%	9	0.0%
Selected respondent away for duration	178	0.5%	90	0.6%	88	0.4%
LOTE – No language follow up.....	570	1.6%	93	0.6%	477	2.3%
Out of scope*	704	2.0%	293	2.0%	411	2.0%
Out of scope (lives outside target area or no one born in target country)	1,730	4.8%	0	0.0%	1,730	8.3%
<i>Subtotal out of scope.....</i>	<i>3,206</i>	<i>8.9%</i>	<i>491</i>	<i>3.3%</i>	<i>2,715</i>	<i>13.0%</i>
Contacts						
Interviews	3,832	10.7%	2,019	13.4%	1,813	8.7%
Household refusal	4,208	11.7%	1,806	12.0%	2402	11.5%
Respondent refusal	325	0.9%	49	0.3%	276	1.3%
Refused, type not identified	704	2.0%	77	0.5%	627	3.0%
<i>Subtotal in-scope contacts.....</i>	<i>9,069</i>	<i>25.3%</i>	<i>3,951</i>	<i>26.3%</i>	<i>5,118</i>	<i>24.5%</i>

* Consists mainly of ill health / disability / unable to do survey / households where no one is aged 18 or over

5.2 Response rate

For the purposes of this report, and to enable comparisons with 2007, the response rate response rate has been defined as interviews as a proportion of interviews plus refusals. On this basis the final overall response rate for the National Survey was 51%, a substantial improvement on the 2007 national survey response rate of 44% and, we would like to think, is reflective of advances made by the Social Research Centre in the use of refusal aversion techniques.

The *unadjusted* response rate for the local-level surveys, calculated as described above, was 35%. However, given that a proportion of contacts were out of scope as they were either not residents of the target location or did not fulfil other quota requirements (e.g. Australian / overseas born) they were regarded as out of scope. Within household refusals it is not known whether or not they would have been eligible to participate in the survey, as these sample records did not undergo the screening process to determine eligibility. Therefore, an adjustment to the response rate needs to be made to take this into account.

The adjusted response rate was calculated by dividing the number of interviews by interviews plus eligible refusals interviews plus a proportion of those refusals of unknown eligibility. The proportion of refusals of unknown eligibility included in the denominator was calculated by dividing the number interviews and eligible refusals by the number of interviews and eligible refusals and known out of scope records. The workings are shown below in Table 9.

It can be seen in Table 8 that once this adjustment has been accounted for, the final response rate for the local level surveys is 43%. This is a very similar result to that achieved in 2007 (42%).

There was some variation by area, ranging from a response rate of 33% in Engadine to 41% in Greater Dandenong.

Similar to the National Survey, use of the letter had an impact on the overall response rate (44% amongst those who were sent a letter in comparison to 32% who were not).

Table 7: Response rates

	Base	Unusable	No contact / Unresolved	Out of Scope	In scope	Interviews	Response rate
	(n)	(%)	(%)	(%)	(%)	(%)	(%)
National Survey	15,024	53	18	3	26	13	51
Letter							
Yes	1,705	5	20	9	65	36	55
No	13,319	59	18	2	21	11	49
Region							
Metro	10,402	53	18	3	26	13	51
Non-Metro.....	4,622	51	18	3	27	14	52
Location							
NSW	1,201	57	17	2	24	13	56
Vic.....	3,336	55	17	3	24	12	49
Qld.....	1,957	55	21	2	21	10	46
SA.....	2,138	51	17	3	29	14	48
WA.....	1,410	52	15	3	30	14	48
ACT	1,127	46	20	2	32	18	57
Tas.....	2,112	47	20	4	29	15	53
NT.....	1,743	55	16	2	25	14	56

Table 8: Adjusted response rates for local level surveys

	Interviews (I)	Eligible refusals (ER)*	Ineligible numbers (IN)^	Refusals of unknown eligibility (RUK)#	p	Adjusted response rate
	(n)	(n)	(n)	(n)		(%)
Local Level surveys	1813	903	1730	2402	0.61	43
Letter						
Yes.....	614	58	266	720	0.72	52
No.....	1199	845	1464	1682	0.58	40
Location						
Fairfield	303	124	350	422	0.55	46
Greater Dandenong	303	159	225	280	0.67	47
Greenacre / Bankstown.....	304	174	468	516	0.51	41
MerriPlus	300	165	295	391	0.61	43
Engadine	300	183	183	429	0.73	38
Sunbury.....	303	98	209	364	0.66	47

The proportion (p) of refusals of unknown eligibility is calculated as follows:
$$\frac{I+ER}{I+ER+IN}$$

Adjusted response rate is calculated as follows:
$$\frac{I}{I+ER+ p(RUK)}$$

* Eligible refusals = respondent refusals + refusals, type unknown

^ Ineligible numbers = Out of scope (lives outside target area or no one born in target country)

Refusals of unknown eligibility = Household refusals

5.3 Review of call cycle

As was the case in 2007 an extended call cycle (i.e. 15 calls) was used for the Social Cohesion Survey in order to ensure as representative a sample as possible was achieved. .

The value of this extended call cycle (a six call cycle being more typical) is evident from the results presented in Table 9 which shows that 15% of interviews were achieved on the seventh or more interview attempt. Importantly, the extended call cycle also improved the representation of persons aged 18 to 34 years. A similar pattern was apparent in 2007.

Table 9: Analysis of response by call attempt (National survey)

Call attempt on which interview was achieved	Base	1-6	7 or more
TOTAL	2,019	85%	15%
Age group			
18-24 years	166	81%	19%
25-34 years	264	78%	22%
35-44 years	391	84%	16%
45-54 years	415	88%	12%
55-64 years	388	87%	13%
65 years or more	388	90%	10%
Gender			
Male	843	84%	16%
Female	1176	87%	13%
Location			
State capital	1369	85%	15%
Rest of state	650	87%	13%
Employment status			
Employed	1214	84%	16%
Not currently employed	802	88%	12%

5.4 Achieved sample profile

Table 10 compares the achieved sample profile (using unweighted data) with that of the general population (based on 2006 Census data). It can be seen there is a skew towards older people. There is also a skew towards females and tertiary educated respondents. These results are consistent with other like surveys conducted by the Social Research Centre. All of these factors were taken into account in the weighting procedure (refer to Section 6.2).

Table 10: Sample profile – National survey

	Achieved sample profile (Unweighted)	Australian population⁵
Total (n)	2,019	15,051,981
Age group		
18-24 years	8%	12%
25-34 years	13%	18%
35-44 years	19%	20%
45-54 years	21%	18%
55-64 years	19%	15%
65 years or more	19%	18%
Gender		
Male	42%	49%
Female	58%	51%
Employment status		
Employed	60%	62%
Educational Attainment		
Year 10 or below	24%	34%
Year 12 or equivalent	18%	20%
Trade or technical	25%	24%
University (Bachelor or Post graduate degree)	32%	21%
Australian / Overseas born		
Australian born	75%	71%
Overseas born	25%	22%

Table 11 (next page) summarises the achieved sample profile for each local area study against available population benchmarks.

⁵ Age, gender and birth place figures taken from ABS 2006 Census data. Employment status taken from ABS July 2007 Labour Force publication and educational attainment taken from ABS Work May 2006 Education and Work. Please note that the latter two publications include Australians aged 15 years or more.

Table 11 Sample profile – Local level ⁶ surveys (based on unweighted data)

	Fairfield		Greater Dandenong		Greenacre / Bankstown	
	Achieved profile	Population	Achieved profile	Population	Achieved profile	Population
Total (n)	303	179,892	303	125,519	304	48,910
Age group						
18-24 years	16%	11%	13%	10%	15%	11%
25-34 years	12%	13%	15%	15%	16%	15%
35-44 years	19%	15%	18%	14%	19%	14%
45-54 years	21%	14%	15%	14%	15%	12%
55-64 years	15%	10%	20%	11%	13%	8%
65-74 years	11%	6%	14%	7%	13%	6%
75+ years	5%	5%	5%	7%	9%	6%
Gender						
Male	42%	50%	47%	50%	43%	49%
Female	58%	51%	53%	50%	57%	51%
Educational Attainment						
University (Bachelor or Post graduate degree).....	17%	6%	25%	7%	23%	8%
	MerriPlus		Engadine		Sunbury	
	Achieved profile	Population	Achieved profile	Population	Achieved profile	Population
Total (n)	300	33,038	300	17,935	303	31,003
Age group						
18-24 years	14%	13%	6%	9%	15%	10%
25-34 years	17%	16%	9%	15%	11%	13%
35-44 years	20%	18%	19%	15%	20%	16%
45-54 years	21%	13%	14%	13%	22%	15%
55-64 years	14%	11%	27%	14%	16%	9%
65-74 years	10%	8%	14%	6%	10%	5%
75+ years	5%	4%	11%	4%	7%	4%
Gender						
Male	43%	59%	48%	50%	41%	49%
Female	57%	59%	52%	50%	59%	51%
Educational Attainment						
University (Bachelor or Post graduate degree).....	15%	4%	21%	10%	21%	7%

⁶ Age, gender, birth place and educational attainment figures taken from ABS 2006 Census data.

5.5 Reason for refusal

Reason for refusal was captured, wherever possible, from either the phone answerer (household refusal) or the selected sample member (respondent refusal). Of the 4,480 cases for which a reason for refusal was captured, the majority (93%) were household refusals.

As can be seen at Table 12, the main reasons for refusal were “not interested” (51%) and “no comment / just hung up” (26%) being of the highest incidence.

Some other noteworthy refusal outcomes are:

- Engadine had the highest incidence of “Too busy” at 15%, compared to just 10% overall in the National survey
- Residents in MerriPlus and Greenacre / Bankstown do not seem to “Get too many calls for surveys / telemarketing” as none refused to take part for this reason
- 2% of those in Greater Dandenong “did not like the subject matter” compared to 1% in the National survey, and 0% in Greenacre / Bankstown

Table 12: Reason for refusal – All calls

	Total	Household	Respondent	National study	MerriPlus
Total (n)	4,480	4,170	310	1,855	431
Not interested	51%	52%	38%	55%	44%
No comment / just hung up	26%	28%	0%	20%	33%
Too busy	10%	10%	11%	10%	8%
Never do surveys	3%	3%	2%	4%	2%
Remove number from list	3%	0%	38%	3%	3%
Silent number	2%	2%	5%	2%	3%
Get too many calls for surveys / telemarketing	1%	1%	0%	2%	0%
Don't believe surveys are confidential / privacy concerns	1%	1%	1%	1%	2%
Too personal / intrusive	1%	1%	1%	1%	1%
Don't like subject matter	1%	1%	1%	1%	1%
Don't trust surveys / Government	1%	1%	0%	1%	1%
15 minutes is too long	1%	1%	1%	1%	1%
	Sunbury	Greenacre/ Bankstown	Engadine	Fairfield	Greater Dandenong
Total (n)	391	562	464	454	323
Not interested	48%	50%	53%	45%	44%
No comment / just hung up	28%	32%	23%	33%	31%
Too busy	10%	10%	15%	9%	10%
Never do surveys	4%	2%	2%	2%	2%
Remove number from list	2%	2%	2%	4%	4%
Silent number	3%	1%	1%	3%	2%
Get too many calls for surveys / telemarketing	2%	0%	1%	1%	1%
Don't believe surveys are confidential / privacy concerns	1%	0%	1%	1%	1%
Too personal / intrusive	2%	1%	0%	0%	1%
Don't like subject matter	0%	0%	1%	1%	2%
Don't trust surveys / Government	1%	1%	0%	1%	1%
15 minutes is too long	1%	1%	0%	1%	1%

6. Data Outputs & Reporting

6.1 Treatment of responses to open ended / other specify questions

Code frames, with details of proposed extensions (for questions with “other specify” option) and back coding rules, were developed by the Social Research Centre. To enable comparison over time, coding rules and extensions were consistent with those developed for the 2007 survey.

6.2 Weighting

For the 2009 survey data a “rim weighting” approach was used to adjust for differential survey response rates across age, gender and educational attainment and, where necessary, to also adjust for disproportionate aspects of the sample design (eg: disproportionate geographic distribution and disproportionate representation of respondents from an English speaking background in selected LGAs). “Rim weighting” was used to create weights which adjusted the data in-line with Australian Bureau of Statistics counts on these variables. The weights are created using a statistical regression approach which seeks to achieve the “best fit” possible with the population proportions specified by the weighting variables while disturbing the overall data as little as possible.

The algorithm used for this purpose was provided in the Social Research Centre’s Quantum analysis software to develop sample weights which incorporate the variables state/LGA population, age, gender, country of birth and educational attainment. These weights were applied to all data prior to reporting and have been included in the electronic data files provided as outputs from the survey.

Appendix 1 provides the population matrices used for weighting purposes and Appendix 2 provides detailed explanatory notes on the weighting process (as previously supplied to Monash University and the Scanlon Foundation).

6.3 Data file provision

The Social Research Centre provided two clean SPSS data files – one for the National Survey and one for the Local Level Surveys. The data files included several derived variables:

- Job - flags which interviews were conducted as part of the National & Local Level surveys (Local level survey data file only)
- ASGS – postcode data in concordance with the Australian Statistical Geography Standard published by the ABS
- SEIFA – postcode data in concordance with the index of relative socio-economic disadvantage, created from ABS census data.

It should also be noted that State and postcode variables reflect responses provided during the interview and therefore final numbers in each State vary slightly from the original quotas set (as quotas were deemed to be met based on the *a priori* allocation of records to States / Territories).

Appendix 1: Weighting Matrices

National Survey weighting matrix

Rim Weighting Targets	
Total population aged 18+ years (n)	15,051,981
State	
NSW	4,971,005
Vic.....	3,774,563
Qld	2,920,046
SA	1,170,169
WA	1,471,816
Tas	361,975
NT	134,612
Canberra	247,765
Age by education group	
Uni, 18-34 years	888,290
Not Uni, 18-34 years.....	3,649,170
Uni, 35-44 years	608,235
Not Uni, 35-44 years.....	2,322,953
Uni, 45-54 years	517,301
Not Uni, 45-54 years.....	2,239,225
Uni, 55+ years.....	467,557
Not Uni, 55+ years.....	4,359,250
Gender	
Male	7,330,732
Female	7,721,249
Country of Birth	
Australian / Overseas ESB ¹	15,748,287
Overseas NESB.....	4,107,001

Source: ABS 2006 Census data

¹ ESB Overseas defined as born in UK, Ireland, USA, Canada, New Zealand, South Africa.

Local Level Survey – ESB / NESB

	Fairfield	Greater Dandenong	Greenacre / Bankstown	Merrilplus
Total population aged 18+ years (n)	132,717	96,765	35,019	27,044
Age by gender group - Males				
Males, 18-34 years	20,921	15,751	6,052	4,779
Males, 35-44 years	12,909	8,865	3,364	2,882
Males, 45-54 years	12,653	8,435	2,940	2,165
Males, 55+ years	18,110	14,713	4,547	3,508
Age by gender group - Females				
Females, 18-34 years	21,904	15,290	6,686	4,762
Females, 35-44 years	13,334	8,608	3,482	2,943
Females, 45-54 years	13,298	8,486	2,919	2,148
Females, 55+ years	19,588	16,617	5,029	3,893
Educational Attainment (15+ years)				
University education	10,585	9,497	4,146	2,868
Not University educated	122,132	87,268	30,873	24,176
Country of Birth				
Australian / Overseas ESB ¹	79,307	56,855	23,081	20,040
Overseas NESB	100,584	68,665	25,830	18,844

Local Level Survey – Australian Born

	Engadine	Sunbury
Total population aged 18+ years (n)	10,707	16,793
Age by gender group - Males		
Males, 18-34 years	1,922	3,062
Males, 35-44 years	997	1,860
Males, 45-54 years	831	1,598
Males, 55+ years	1,525	1,510
Age by gender group - Females		
Females, 18-34 years	1,848	3,124
Females, 35-44 years	1,031	2,082
Females, 45-54 years	888	1,732
Females, 55+ years	1,665	1,825
Educational Attainment (15+ years)		
University education	1,440	1,883
Not University educated	9,267	14,910

¹ ESB Overseas defined as born in UK, Ireland, USA, Canada, New Zealand, South Africa.

Appendix 2: Notes on weighting

Appendix 2: Notes on weighting

This paper describes:

- The background and process used in developing a data weighting strategy to adjust for the over-sampling of university graduates and for the disproportionate representation of respondents from a NESB background (i.e. whether born in an English speaking or non-English speaking country). For the purposes of this exercise those born in Australia, Canada, Ireland, New Zealand, South Africa, the United Kingdom and the United States have been classified as being of English Speaking Background (ESB).
- It also describes the impact of applying these weights to the 2007 national and Greater Dandenong survey data. This has been done by comparing the results obtained using the new weights with those obtained using the original 2007 weighting schema.

Background

The sample for the Social Cohesion survey was designed so that it was disproportionate in terms of its representation of geographic areas - smaller states were over-represented relative to the population as were smaller LGAs. This design was used to support statistically reliable analysis of geographically-based subgroups within the total sample. However, before reporting “total sample” estimates, some weighting of the survey data was required to adjust for these disproportionalities.

In addition, survey data typically requires some adjustment for the different distributions of gender and age between households (the basis for telephone survey sampling frames and which contain approximately 55%-56% females) and the general adult population (which the survey results represent and which only contains around 51% females).

Both of the above situations are common issues for survey research and some adjustment of the data (weighting by age, sex and geographic location) to address these discrepancies is generally undertaken.

However, there were two further points of interest in the Social Cohesion research data. These were:

- A sample design issue in that respondents were disproportionately represented in selected LGAs by their country of birth; and
- Secondly, an issue relating to differential survey response rates. A common problem with any “social issues” survey is that people with a university education are generally more willing to participate and, as a result, tend to be over-represented in the final sample. There was evidence of this in the 2007 Social Cohesion survey where 27.5% of national survey respondents held a university degree. This is well above the ABS 2006 Census figure of 16.5% of the Australian population aged 18 years or over who hold a Bachelor’s Degree or higher. This is an interesting situation as the attitudes of university graduates towards many of the issues addressed in the survey might be expected to differ (they might be expected to be more liberal) from those of non-graduates.

While the 2007 data was originally aligned with ABS Census counts for age, gender and state (and country of birth in some LGAs), no adjustment was made for the over-representation of university graduates or, in the national sample, the representation of those born overseas in non-English speaking countries.

The remainder of this appendix describes the process used to adjust the Social Cohesion survey data for all of the above issues and to assess the impact of doing this against the approach used in 2007.

The analytic approach

A key difficulty in seeking to weight survey data via a conventional weighting matrix created from five different variables (in this case for the national sample: age – 4 categories; gender – 2 categories; state of residence – 8 categories; educational attainment – 2 categories; and country of birth – 2 categories) is the level of population disaggregation that is required. In this case, the population would need to be disaggregated into 256 separate cells (that is, $4 \times 2 \times 8 \times 2 \times 2$). Doing this with a relatively limited sample like that from the 2007 national survey ($n=2,012$) means that, on average, only about 8 respondents are present in each cell. This raises questions as to how well each of these small groups represents its particular segment of the population. The problem is exacerbated by the fact that only 27.5% of the sample hold a university degree – for this group, the average cell size would only be around 4 people.

One way of getting around this problem is by using the procedure known as “rim weighting”. This approach uses a form of least squares regression to provide an even distribution of results across the entire dataset while balancing categories such as age, gender, state, educational attainment and country of birth to pre-

determined totals. It weights the specified characteristics simultaneously and is constrained to disturb each variable as little as possible.

We've used the rim weighting algorithm provided in the Quantum analysis software to develop sample weights which incorporate five variables for both the national (state population, sex, age, educational attainment and country of birth) and the Greater Dandenong (LGA population, age, sex, educational attainment and country of birth) samples.

The categories used for weighting the two samples are as shown in Figure 1. Ticks indicate the variables that were used to create the weights for the national and Greater Dandenong samples.

Figure 1

	<u>National</u>	<u>Greater Dandenong</u>
<u>Age</u>		
18 to 34 years	✓	✓
35 to 44 years	✓	✓
45 to 54 years	✓	✓
55 years and over	✓	✓
<u>Gender</u>		
Male	✓	✓
Female	✓	✓
<u>State</u>		
New South Wales	✓	x
Victoria	✓	x
Greater Dandenong	x	✓
Queensland	✓	x
South Australia	✓	x
Western Australia	✓	x
Tasmania	✓	x
Northern Territory	✓	x
Canberra	✓	X
<u>Country of birth</u>		
Australia/Overseas English speaking	✓	✓
Overseas non-English speaking	✓	✓
<u>Educational attainment</u>		
University degree	✓	✓
Not university degree	✓	✓

Outcome of the change in weighting

Sample Demographics

The impact of weighting on the sample demographics used to construct the weights is shown in Figure 2. The table shows three sets of figures for each sample (ie: national and Greater Dandenong). These are the proportion of respondents in each category using unweighted survey data (column 1); the proportion in each category using the weights applied in 2007 (column 2); and the proportions in each category using the new weights which include an adjustment for educational attainment and birthplace (ESB / NESB). The column headed “% change” shows, as a percentage and where appropriate, the difference between the proportion calculated using the new weights and that calculated using the weights applied in 2007.

Points of interest with respect to the new weighting versus that used in 2007:

- Adjusting for educational attainment and birthplace has no impact on the gender and state (for the national sample only) distributions;
- It has, of course, had a substantial impact on the proportion of respondents with a university degree (down from 27.9% to 16.5% at the national level and from 24.6% to 9.3% for Greater Dandenong);
- Also evident is an expected realignment of the sample estimates by ESB / NESB. In the national sample NESBs now account for 20.6% of the total sample compared with the previous estimate of 15.6%. In Greater Dandenong the NESB proportion has increased from 47.3% to 56.1%;
- There is some disturbance of age groups with an increased proportion of 18-24 year olds and a decreased proportion of 25-34 year olds. This is an expected outcome of down-weighting the proportion with a university education as younger people (under 20 years of age in particular) are unlikely to have completed a Bachelor’s degree.

Figure 2

	National Sample			% Change	Greater Dandenong			% Change
	Unwtd %	2007 Weights %	Weights Educ/COB Adj %		Unwtd %	2007 Weights %	Weights Educ Adj (and new cob) %	
Dem2 Respondent Gender								
Male	42.4	48.7	48.7		47.5	49.3	49.3	
Female	57.6	51.3	51.3		52.5	50.7	50.7	
Dem1a Respondent Age								
18-24 years	6.8	9.5	10.8	14%	11.0	11.5	12.2	6%
25-34 years	16.5	20.6	19.3	-6%	19.6	20.5	19.8	-3%
35-44 years	21.9	19.4	19.5		17.9	18.0	18.0	
45-54 years	20.8	18.3	18.3		20.9	17.3	17.3	
55-64 years	17.0	15.6	15.3		15.6	16.9	18.0	7%
65-74 years	10.5	10.3	10.6		9.0	9.6	9.0	-6%
75 + years	6.3	6.1	6.1		5.6	5.9	5.2	-12%
(Refused)	0.1	0.1	0.1		0.3	0.3	0.5	
Dem10 Respondent’s highest level of educational attainment								
University	27.5	27.9	16.5	-41%	23.9	24.6	9.3	-62%
Non-University	72.5	72.1	83.5	16%	76.1	75.4	90.7	20%
Dem15 Respondent’s country of birth								
Australia/Overseas English speaking country	87.3	84.4	79.4	-6%	52.2	52.7	43.9	-17%
Overseas born, non-English speaking country	12.7	15.6	20.6	32%	47.8	47.3	56.1	19%
Respondent’s state of residence								
New South Wales	17.4	33.0	33.0					
Victoria	15.5	25.1	25.1		100.0	100.0	100.0	
Queensland	14.2	19.4	19.4					
South Australia	11.8	7.7	7.8					
Western Australia	11.9	9.8	9.8					
Tasmania	10.1	2.4	2.4					
Northern Territory	9.8	0.9	0.9					
ACT	9.3	1.6	1.6					

Survey Results

Figure 3 shows the changes brought about by the different weighting approaches on results from the 2007 survey on selected questions relating to general “community” attitudes and behaviours.

- For the most part the impact of the change in weighting is slight to non-existent.
- The only differences the weighting adjustments appear to make are, at the national level, a slight decrease in satisfaction with current financial situation and a slight decrease in political activity (ie: attending a political meeting, joining a boycott of a product or company and attending a protest march or demonstration).
- A similar pattern is apparent in the results for Greater Dandenong.

Figure 3

	National Sample			% Change	Greater Dandenong			% Change
	Unwtd %	2007 Weights %	Weights Educ/COB Adj %		Unwtd %	2007 Weights %	Weights Educ Adj (and new cob) %	
A1a Australia has an excellent government school system.								
Strongly agree	7.8	8.0	8.1		6.0	5.7	5.9	
Agree	43.3	44.1	43.6		51.5	52.2	51.2	-2%
<i>Nett: Agree</i>	51.1	52.0	51.7		57.5	57.9	57.1	-1%
A1c In Australia today, the gap between those with high incomes and those with low incomes is too large.								
Strongly agree	44.3	43.2	42.4	-2%	42.9	43.0	44.4	3%
Agree	34.6	33.7	34.7	3%	40.2	39.7	38.7	-3%
<i>Nett: Agree</i>	78.9	76.9	77.1		83.1	82.6	83.1	
A5 How satisfied or dissatisfied are you with your present financial situation?								
Very satisfied	19.7	17.7	15.5	-12%	10.6	10.5	10.1	-4%
Satisfied	56.1	57.1	57.6		56.1	56.7	55.3	-2%
<i>Nett: Satisfied</i>	75.7	74.9	73.1	-2%	66.8	67.2	65.4	-3%
B1 Currently undertakes any voluntary work	33.2	29.8	28.2		18.9	18.8	15.8	
B4 Please tell me which if any, of the following, you have done over the last three years or so								
Voted in an election	87.8	86.7	85.1	-2%	80.4	79.7	79.0	
Signed a petition	60.1	57.3	55.1	-4%	30.6	30.4	27.9	-8%
Written or spoken to a Federal or State Member of Parliament	29.3	25.0	23.5	-6%	15.0	14.7	13.4	-9%
Attended a political meeting	11.7	10.5	9.4	-10%	5.6	5.6	4.8	-14%
Joined a boycott of a product or company	14.4	14.3	12.4	-13%	7.3	7.1	6.5	-8%
Attended a protest, march or demonstration	14.3	14.0	12.7	-9%	8.0	7.9	7.9	
Participated in strike action, or	4.6	4.6	4.5		3.3	3.5	3.5	

Figure 4 shows the changes brought about by the different weighting approaches on results from the 2007 survey on selected questions relating to “immigration” attitudes. This shows some impact on attitudes towards immigration, with the proportion holding less liberal attitudes slightly increased. This applies at the national level and for the Greater Dandenong results.

Figure 4

	National Sample			% Change	Greater Dandenong			% Change
	Unwtd %	2007 Weights %	Weights Educ/COB Adj %		Unwtd %	2007 Weights %	Weights Educ Adj (and new cob) %	
C1	What do you think of the number of immigrants accepted into Australia at present?							
Too high	33.3	34.9	36.3	4%	44.2	43.9	44.9	2%
About right, or Too low	41.8	42.2	40.9	-3%	37.2	37.8	35.1	-7%
(No opinion/ don't know)	14.1	12.6	11.9	-6%	7.3	7.2	6.7	-7%
(Refused)	10.7	10.2	10.9	7%	10.6	10.3	12.3	19%
	0.1	0.1	0.1		0.7	0.6	1.0	
C2a	Accepting immigrants from many different countries makes Australia stronger							
Strongly agree	23.5	24.0	21.9	-9%	26.6	27.0	25.7	-5%
Agree	45.2	44.5	45.1	1%	40.9	41.0	41.6	
<i>Nett: Agree</i>	<i>68.7</i>	<i>68.5</i>	<i>67.0</i>	<i>-2%</i>	<i>67.4</i>	<i>68.0</i>	<i>67.3</i>	<i>-1%</i>
C2b	Ethnic minorities in Australia SHOULD be given Australian government assistance to maintain their customs and traditions							
Strongly agree	8.0	8.5	9.1	7%	11.6	12.0	12.1	
Agree	23.0	23.6	22.9	-3%	29.6	29.6	29.3	
<i>Nett: Agree</i>	<i>31.0</i>	<i>32.1</i>	<i>32.0</i>		<i>41.2</i>	<i>41.5</i>	<i>41.4</i>	
C8	And to what extent do you have a sense of belonging in Australia?							
To a great extent	79.6	78.4	77.3	-1%	69.8	69.7	68.6	-2%
To a moderate extent	16.8	17.7	18.6	5%	24.9	25.3	26.2	4%
Only slightly, or Not at all	2.0	2.2	2.3		4.0	3.6	3.4	
(Don't know)	0.9	0.9	0.9		0.7	0.6	0.7	
	0.6	0.8	0.9		0.7	0.7	1.1	

As can be seen from this analysis, the effect of a weighting adjustment for educational attainment and country of birth is not great. Nevertheless, there are some impacts on reported general community attitudes and behaviours and on the measures of attitudes towards immigration.

Appendix 3: 2009 Questionnaire revisions prior to pilot testing

Appendix 3: 2009 Questionnaire revisions prior to pilot testing

2007 Question	2009 Question	Comments
B1. Do you currently undertake any voluntary work?	B1new. The next questions are about unpaid voluntary work. By this I mean any unpaid help you give to the community in which you live, or to an organization or group to which you belong. It could be to a school, a sporting club, the elderly, a religious group or people who have recently arrived to settle in Australia. Have you done any unpaid voluntary work of this kind in the last 12 months?	Wording change 2009
B2. What sort of voluntary work are you doing?	B2new. How often do you participate in this sort of voluntary activity?	Wording change 2009
B3. How often do you participate in voluntary activities?		Deleted 2009
B5a. Do you participate in any political activities with a GROUP of people – for example, as a member of an interest group, a political party, a union, or something else?		Deleted 2009
B5c. How often do you participate in political activities as part of a group?		Deleted 2009
B5b. Does this group include people of a different national or ethnic background to you?		Deleted 2009
B6b. How often do you think the local council can be trusted to do what is right for the people in your area?		Moved to F8 2009
B7b. Please tell me to what extent, if at all, you think the following actions can be justified – Can claiming government benefits to which you are not entitled		Deleted 2009
B7c. Please tell me to what extent, if at all, you think the following actions can be justified – Can avoiding a fare on public transport		Deleted 2009
B7d. Please tell me to what extent, if at all, you think the following actions can be justified Can cheating on taxes if you have a chance		Deleted 2009

2007 Question	2009 Question	Comments
C2c. Once settled in Australia, immigrants should not get involved in the politics of their former home country?		Deleted 2009
C5a. Apart from your immediate family, do you ever visit people of other nationalities or ethnic backgrounds?		Deleted 2009
C5b. (Apart from your immediate family), do you ever have people of other nationalities or ethnic backgrounds visit you?		Deleted 2009
C5c. (Apart from your immediate family), do you ever visit people of a different faith or religion?		Deleted 2009
C5d. (Apart from your immediate family), do you ever have people of a different faith or religion visit you?		Deleted 2009
	F1. What proportion of all the people in your local area are of the same national or ethnic group as you?	New 2009
	F2a. Do you agree or disagree – People in your local area are willing to help their neighbours?	New 2009
	F2b. Do you agree or disagree – Your local area, that is within 15-20 minutes walking distance of where you live, is a place where people from different national or ethnic background get on well together?	New 2009
	F3. In general, what has been the impact of immigration on daily life in your local area?	New 2009
	F5. To the best of your knowledge, in the last 12 months would you say the level of immigration into Australia has increased, decreased or is unchanged?	New 2009
	F6. Which of the following is closest to your view? It's better for a country if different racial or ethnic groups maintain their distinct customs and traditions OR it is better if these groups adapt and blend into the larger society	New 2009

2007 Question	2009 Question	Comments
	F7. Thinking now about local community issues or problems – Do you agree or disagree that you can influence local council decisions affecting you local area?	New 2009
	F9a. How safe do you feel walking alone in your local area during the day?	New 2009
	F9b. What about during the night, how safe do you feel walking alone at night in your local area?	New 2009
	F10. Thinking about all types of crime in general, how worries are you about becoming a victim of crime in your local area?	New 2009
DEM5. Do you have any children that live overseas?		Deleted 2009
DEM12. What area are your qualifications in?		Deleted 2009
	DEM13b. Which of the following best describes your financial circumstances today?	New 2009
DEM17. Do you follow any religion or faith?	DEM17new. What is your religion, even if you are not currently practicing?	Wording change 2009
	DEM19. Is that (or most closely)	New 2009
	DEM20. How important is religion in your life today?	New 2009
	DEM21. In the past 12 months, how often did you participate in religious activities or attend religious services – with other people – other than for events such as weddings or funerals?	New 2009
	DEM22. And to finish up just one question about voting intentions. If there was a Federal election held today, for which party would you probably vote?	New 2009

2007 Question	2009 Question	Comments
	F7. Thinking now about local community issues or problems – Do you agree or disagree that you can influence local council decisions affecting you local area?	New 2009
	F9a. How safe do you feel walking alone in your local area during the day?	New 2009
	F9b. What about during the night, how safe do you feel walking alone at night in your local area?	New 2009
	F10. Thinking about all types of crime in general, how worries are you about becoming a victim of crime in your local area?	New 2009
DEM5. Do you have any children that live overseas?		Deleted 2009
DEM12. What area are your qualifications in?		Deleted 2009
	DEM13b. Which of the following best describes your financial circumstances today?	New 2009
DEM17. Do you follow any religion or faith?	DEM17new. What is your religion, even if you are not currently practicing?	Wording change 2009
	DEM19. Is that (or most closely)	New 2009
	DEM20. How important is religion in your life today?	New 2009
	DEM21. In the past 12 months, how often did you participate in religious activities or attend religious services – with other people – other than for events such as weddings or funerals?	New 2009
	DEM22. And to finish up just one question about voting intentions. If there was a Federal election held today, for which party would you probably vote?	New 2009

Appendix 4: Issues raised in pilot testing

Appendix 4: Issues raised in pilot testing

Question	Comments
B1new. The next questions are about unpaid voluntary work. By unpaid voluntary work I mean any unpaid help you give to the community in which you live, or to an organisation or group to which you belong. It could be to a school, a sporting club, the elderly, a religious group or people who have recently arrived to settle in Australia.	Minor wording change to avoid repetition.
C11. From which countries, if any, should there be more immigrants?	Some respondents found these questions confronting and refused to pick exact countries. 'Don't know' was added to the frame, but not read out by interviewers.
C12. From which countries, if any, should there be less immigrants?	
D5. Have you experienced discrimination because of your skin colour, ethnic origin or religion over the last 12 months?	D5 was moved to after D1, as main interest was in discrimination that occurred within the 'last 12 months', not many years ago.
D2. Please tell me which of the following best describes how often this discrimination occurs	Minor wording revision to question stem. Additional code added to frame for 'daily basis / all the time' and codes removed for occurrences more than 12 months ago, to fit with revised section format
F1. What proportion of people in your local area are of the same national or ethnic group as you? Would you say...	Minor codeframe wording revision
F5. To the best of your knowledge, in the last 12 months would you say the level of immigration into Australia has been increased, decreased, or left unchanged?	Minor wording revision
F6. Some people say it is better for a country if different racial or ethnic groups maintain their distinct customs and traditions. Others say it is better if these groups adapt and blend into the larger society. Which of these views comes closest to your view?	Minor wording revision of question stem. Also, 'both' was added to the codeframe, but not read out by interviewers
F10. Thinking about all types of crime in general, how worries are you about becoming a victim of crime in your local area?	Minor codeframe revision
Demographic questions	Re-ordering of section to improve continuity and flow
DEM7. What is your first language?	Lebanese added to codeframe
DEM8. Please bear with me, we ask this of everyone how well do you SPEAK English?	Minor wording revision

Appendix 5: Final Questionnaire

**Monash University
Social Cohesion Research Program**

**2009 SURVEY
(Qre FINAL – 25 June 2009)**

**Questionnaire Structure
Modules**

Screening and Introduction

A: Economic

B: Voluntary work and political

C: Socio-Cultural

D: Discrimination

E: Reflective

F: Neighbourhood (new)

Demographics

Sub-project (SUBJOB) structure

1. General community (national random sample, quota by standard 15 locations)
2. Targeted overseas born (4 geographic locations; 50/50 overseas born / Australian born)
3. Targeted Australian born (2 geographic locations, 100% Australian born)

Call outcome codes (SMS screen) (no change from 2007)

No answer

Answering machine (no message left)

Answering machine (left message 1)

Answering machine (left message 2)

Fax machine / modem

Engaged

Appointment

Stopped interview

LOTE – No follow up

Named person not known

Telstra message / Disconnected

Not a residential number

Too old / deaf / disabled/health/family reasons

Claims to have done survey

Away for duration

(SUPERVISOR USE ONLY) Refused prior (eg. phoned 1800 number to refuse participation after receiving letter)

Remove number from list

INTRODUCTION

Intro Good morning/afternoon/evening. My name is <SAY NAME> and I am calling on behalf of Monash University researchers and I am from the Social Research Centre.

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

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

PRES4 IF SUBJOB=1 (NATIONAL RANDOM SAMPLE) GO TO PREQUOCHK.
OTHERS CONTINUE

*(SUBJOBS 2 & 3)

S4 Before we begin, we are interested in speaking with people who live in specific suburbs postcodes, so can I please check the suburb or location postcode in which where you live? For this study we are only interviewing in certain areas. To help us with this can I please check your postcode? (EXPLAIN IF NECESSARY: It is important that we collect this information so we can analyse the results at a local level)

*PROGRAMMER NOTE – DISPLAY MARKET DEPENDENT LIST OF ALLOWABLE POSTCODES BY MARKET

ONLY DISPLAY IF MORE THAN ONE SUBURB PER POSTCODE

1. Record postcode
2. Record suburb / location
3. Refused to give postcode / location / suburb GO TO TERM5
4. Household refusal GO TO RR1
5. Postcode not in suburb of interest GO TO TERM 6

*NOTE TO PROGRAMMER – IF LOCALITY / POSTCODE IS NOT FOUND IN LIST THEN GO TO TERM4

PREQUOCHK IF SUBJOB=1 (NATIONAL RANDOM SAMPLE) GO TO S1.
IF SUBJOB=3 (TARGETED AUSTRALIAN BORN) GO TO S1e)
IF SUBJOB=2 (TARGETED OVERSEAS BORN) CHECK QUOTA. IF BOTH AUSTRALIAN BORN AND OVERSEAS BORN QUOTA IS OPEN, GO TO S1.
IF AUSTRALIAN BORN QUOTA ONLY OPEN GO TO S1e
IF OVERSEAS BORN QUOTA ONLY OPEN GOTO S1b

*(SUBJOB 1, SUBJOB 2)

*(NOTE THIS INTRO WILL ONLY BE USED FOR SUBJOB2 WHILE BOTH AUSTRALIAN BORN AND OVERSEAS BORN QUOTAS ARE OPEN)

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

May I speak to that person please?

- 1 Start survey (GO TO PRES2)
- 2 Stop interview, make appointment (RECORD NAME AND ARRANGE CALL BACK)
- 3 Household refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
- 4 HH LOTE - Cantonese, Mandarin, Vietnamese, Italian, Greek, Arabic, Lebanese, Turkish (language follow up) (GO TO LOTE)
- 5 HH LOTE – Other language identified (no language follow up) (RECORD ON SMS)
- 6 HH LOTE – Language not identified (make appointment) (RECORD ON SMS)
- 7 Queried about how telephone number was obtained (DISPLAY ATELQ)
- 8 No one in household over 18 (TERM1)
- 9 Wants a copy of the letter (ALET)
- 10 Return to SMS

*(SUBJOB2 – AUSTRALIAN BORN QUOTA FULL / OVERSEAS BORN QUOTA OPEN)

S1b Today we are particularly interested in speaking with people born overseas. Is there anyone in this household who was born overseas?

1. Yes
2. No (GO TO TERM2)
3. (Refused) (GO TO TERM2)

*(SUBJOB2 – AUSTRALIAN BORN QUOTA FULL / OVERSEAS BORN QUOTA OPEN)

S1c Most households will have received a letter from Monash University about the study. As the letter says, we need to speak to one person in each household and it is very important that we randomly select that person.

So firstly, how many people aged 18 years or over that usually live in your household were born overseas?

1. One (GO TO S1d INTRO A)
2. Number given (specify) (RANGE 2 TO 20) (GO TO S1d INTRO B)
3. None (GO TO TERM2)
4. (Refused) (GO TO TERM2)

*(SUBJOB2 – AUSTRALIAN BORN QUOTA FULL / OVERSEAS BORN QUOTA OPEN)

S1d INTRO A: May I speak with that person please?

INTRO B: Of the (insert number from S1c) people in your household who were born overseas, we'd like to arrange to interview the person aged 18 or over who is going to have the next birthday. May I speak with that person please?

1. Start survey (GO TO S2)
2. Stop interview, make appointment (RECORD NAME AND ARRANGE CALL BACK)
3. Household refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
4. Queried about how telephone number was obtained (DISPLAY ATELQ)
5. Wants a copy of the letter (ALET)

*(SUBJOB3, SUBJOB2 – OVERSEAS BORN QUOTA FULL / AUSTRALIAN BORN QUOTA OPEN)

S1e For this study, we've been speaking to both Australian born and overseas born people. Since our quota of overseas born people is now full, could I please ask, is there anyone in this household aged 18 years or over who is AUSTRALIAN BORN?

1. Yes
2. No (GO TO TERM3)
3. (Refused) (GO TO TERM3)

*(SUBJOB3, SUBJOB2 – OVERSEAS BORN QUOTA FULL / AUSTRALIAN BORN QUOTA OPEN)

S1f Most households will have received a letter from Monash University about the study. As the letter says, we need to speak to one person in each household and it is very important that we randomly select that person.

So firstly, how many people aged 18 years or over that usually live in your household are Australian born?

1. One (GO TO S1g INTRO A)
2. Number given (specify) (RANGE 2 TO 20) (GO TO S1g INTRO B)
3. None (GO TO TERM3)
4. (Refused) (GO TO TERM3)

*(SUBJOB3, SUBJOB2 – OVERSEAS BORN QUOTA FULL / AUSTRALIAN BORN QUOTA OPEN)

S1g INTRO A: May I speak with that person please?

INTRO B: Of the (insert number from S1f) people in your household who were born in Australia, we'd like to arrange to interview the person aged 18 or over who is going to have the next birthday. May I speak with that person please?

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

PRES2 IF SUBJOB=2 AND AUSTRALIAN BORN AND OVERSEAS BORN QUOTAS ARE OPEN, CONTINUE. OTHERS GO TO S2.

*(SELECTED RESPONDENT, SUBJOB2, BOTH QUOTA GROUPS OPEN)

S2 REINTRODUCE AS NECESSARY

For this study, we are speaking with people born in Australia, and people born overseas. To make sure I ask the right questions, could I just confirm whether you were born in Australia or overseas?

1. Born in Australian
2. Born overseas

*PROGRAMMER NOTE: PLEASE WRITE THE A1 QUOTA GROUP NUMBER TO THE SAMPLE RECORD FOR ALL CASES APPOINTED AT S1d / S1g / S2 (WILL HELP CLEAR OUT UNWANTED APPOINTMENTS WHEN SUBJOB QUOTAS FILL / IDENTIFY WHICH RECORDS TO PRIORITISE WHEN ONLY ONE SUBJOB 2 QUOTA IS OPEN)

*(SELECTED RESPONDENT)

S2 REINTRODUCE AS NECESSARY

This interview should only take about 15 minutes and all information you give us will be strictly confidential. Participation in this study is voluntary and you can stop the interview at any time. If you have any concerns I can give you contact names and numbers.

[READ OUT CONTACT DETAILS IF REQUESTED]

Questions about who is conducting the study and how your telephone number was obtained - The Social Research Centre, ph: 1800 023 040

Concerns or complaints about how the study is being conducted – Monash University ethics Project Number: (2007/0319), ph: 03 9905 2052, Email: scerh@adm.monash.edu.au

Questions about the purpose of the research and why it is being conducted – Professor Andrew Markus, Tel: 03 9905 9944, Email: andrew.markus@arts.monash.edu.au

Is it convenient to talk now or would you like to make an appointment?

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

*(LOTES)

LOTE RECORD LANGUAGE

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

*(ANSWERING MACHINE SCRIPT)

ANSM1.Good morning/afternoon/evening. My name is <SAY NAME> calling on behalf of Monash University from the Social Research Centre.

We are telephoning households across Australia to conduct an important study about life in Australia.

If you would like to participate in this study, please call our hotline number: 1800 023 040 and we will call you back at a time that is convenient to you. Thank you."

*PROGRAMMER NOTE: SET AS APPOINTMENT FOR TIME OF CALL PLUS 5 DAYS PLUS 1 HOUR

*(ANSWERING MACHINE SCRIPT)

ANSM2.Good morning/afternoon/evening. My name is <SAY NAME> calling on behalf of Monash University from the Social Research Centre.

We left a message recently on your answering machine regarding an important study about life in Australia.

If you would like to participate in this study, please call our hotline number: 1800 023 040 and we will call you back at a time that is convenient to you. Thank you."

*PROGRAMMER NOTE: SET AS APPOINTMENT FOR TIME OF CALL PLUS 6 DAYS PLUS 1 HOUR

*(QUERIED HOW TELEPHONE NUMBER WAS OBTAINED)

ATELQ Your telephone number has been chosen at random from all possible telephone numbers in your area. We find that this is the best way to obtain a representative sample of all Australians for our study.

*(WANTS TO RECEIVE A COPY OF THE LETTER)

ALET RECORD ADDRESS DETAILS TO SEND COPY OF LETTER

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

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

*(ALL)

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

- 1 Monitor
- 2 Do not monitor

*PROGRAMMER NOTE: PLEASE SHOW THE OUTCOME OF THIS ON SCREEN

MODULE A: ECONOMIC

*(ALL)

A1 To start with, I'd like you to tell me your views on various economic and social issues. To what extent do you agree or disagree with the following statements. (PROBE: Is that agree or strongly agree / disagree or strongly disagree?)

(STATEMENTS)

- a. Australia has an excellent government school system.
- b. People living on low incomes in Australia receive enough financial support from the government
- c. In Australia today, the gap between those with high incomes and those with low incomes is too large.
- d. Australia is a land of economic opportunity where in the long run, hard work brings a better life.

(RESPONSE FRAME)

- 1 Strongly agree
- 2 Agree
- 3 (Neither agree or disagree)
- 4 Disagree
- 5 Strongly disagree
- 6 (None of the above/ Don't know)
- 7 (Refused)

*(ALL)

A5. Now a question about your own financial circumstances. How satisfied or dissatisfied are you with your present financial situation? (PROBE: Is that satisfied or very satisfied / dissatisfied or very dissatisfied?)

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

MODULE B: POLITICAL

*(ALL)

B1new The next questions are about unpaid voluntary work. By this I mean any unpaid help you give to the community in which you live, or to an organisation or group to which you belong. It could be to a school, a sporting club, the elderly, a religious group or people who have recently arrived to settle in Australia.

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

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

*(UNDERTAKES VOLUNTEER WORK) (B1=1)

B2new How often do you participate in this sort of voluntary activity? (PROBE TO CLARIFY)

- 1 At least once a week
- 2 At least once a month
- 3 Three to four times a year
- 4 At least once a year
- 5 Less often than once a year
- 6 (Don't know)
- 7 (Refused)

*(ALL)

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

- 1 Voted in an election
- 2 Signed a petition
- 3 Written or spoken to a Federal or State Member of Parliament
- 4 Attended a political meeting
- 5 Joined a boycott of a product or company
- 6 Attended a protest, march or demonstration
- 7 Participated in strike action, or
- 8 Some other form of political action (SPECIFY _____)
- 9 (None of the above) ^s (GO TO B6a)
- 10 (Don't know) ^s (GO TO B6a)
- 11 (Refused) ^s (GO TO B6a)

*(ALL)

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

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

MODULE C: SOCIO-CULTURAL

*(ALL)

C1. Now some questions about immigration. What do you think of the number of immigrants accepted into Australia at present? Would you say it is ... (READ OUT)

- 1 Too high
- 2 About right, or
- 3 Too low
- 4 (No opinion/ don't know)
- 5 (Refused)

*(ALL)

C10. Do you think the balance or mix of immigrants from different countries is about right?

- 1 Yes (GO TO C2)
- 2 No (GO TO C2)
- 3 (No opinion - I do not support immigration at all) (GO TO C2)
- 4 (No opinion – I do not think of immigration in terms of countries of origin) (GO TO C2)
- 5 (Don't know) (GO TO C2)
- 6 (Refused) (GO TO C2)

*(BALANCE IF IMMIGRANTS IS NOT RIGHT) (C10=2)

C11. From which countries, if any, should there be more immigrants?

- | | | | |
|----|--------------------------|----|---|
| 1 | None ^s | 27 | Singapore |
| 2 | Afghanistan | 28 | South Africa |
| 3 | Canada | 29 | Sri Lanka |
| 4 | China (excluding Taiwan) | 30 | Sudan |
| 5 | Croatia | 31 | United Kingdom (England,
Scotland, Wales, Nth Ireland) |
| 6 | Egypt | 32 | USA |
| 7 | Fiji | 33 | Vietnam |
| 8 | Germany | 34 | Asia (PROBE FOR
SPECIFIC COUNTRIES) |
| 9 | Greece | 35 | South America (PROBE FOR
SPECIFIC COUNTRIES) |
| 10 | Hong Kong | 36 | North America (PROBE FOR
SPECIFIC COUNTRIES) |
| 11 | Hungary | 37 | Middle East (PROBE FOR
SPECIFIC COUNTRIES) |
| 12 | India | 38 | Western Europe (PROBE
FOR SPECIFIC COUNTRIES) |
| 13 | Indonesia | 39 | Eastern Europe (PROBE FOR
SPECIFIC COUNTRIES) |
| 14 | Ireland | 40 | Africa (PROBE FOR
SPECIFIC COUNTRIES) |
| 15 | Italy | 41 | Other (please specify) |
| 16 | Iran | 42 | (Don't know) |
| 17 | Iraq | 43 | (Refused) |
| 18 | Lebanon | | |
| 19 | Macedonia | | |
| 20 | Malaysia | | |
| 21 | Malta | | |
| 22 | Netherlands (Holland) | | |
| 23 | New Zealand | | |
| 24 | Philippines | | |
| 25 | Poland | | |
| 26 | Serbia / Montenegro | | |

*(BALANCE IF IMMIGRANTS IS NOT RIGHT)

C12. From which countries, if any, should there be less immigrants?

- 1 SAME CODE FRAME AS ABOVE TO BE USED

*(ALL)

C2. Do you agree or disagree with the following statements. (PROBE: Is that agree or strongly agree / disagree or strongly disagree?)

(STATEMENTS)

- Accepting immigrants from many different countries makes Australia stronger
- Ethnic minorities in Australia SHOULD be given Australian government assistance to maintain their customs and traditions

(RESPONSE FRAME)

- Strongly agree
- Agree
- (Neither agree or disagree)
- Disagree
- Strongly disagree
- (None of the above/ Don't know)

7 (Refused)

*(ALL)

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

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

*(ALL)

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

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

*(ALL)

C9. Do you agree or disagree with the following statement? In the modern world, maintaining the Australian way of life and culture is important. (PROBE: Is that agree or strongly agree / disagree or strongly disagree?)

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

MODULE D: DISCRIMINATION

*(ALL)

D1. Have you ever experienced discrimination in Australia because of your skin colour, ethnic origin or religion? (PROBE TO CLARIFY) (ALLOW CODES 1 AND 2 TO BE MULTI CODED)

- 1 Yes – Skin colour or ethnic origin
- 2 Yes – Religion
- 3 No (GO TO E1)
- 4 (Don't know) (GO TO E1)
- 5 (Refused) (GO TO E1)

*(HAS EXPERIENCED DISCRIMINATION) (D1=1 or 2)

D5 Have you experienced discrimination because of your skin colour, ethnic origin or religion over the last 12 months?

- 1 Yes
- 2 No (GO TO E1)
- 3 (Refused) (GO TO E1)

*(HAS EXPERIENCED DISCRIMINATION) (D5=1)

D2. Please tell me which of the following best describes how often this discrimination occurred over the last 12 months. Would you say ...(READ OUT)

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

*(HAS EXPERIENCED DISCRIMINATION) (D5=1)

D3. Where has this discrimination occurred? Please tell me if any of these apply. Was it ... (READ OUT)
(ACCEPT MULTIPLES)

- 1 When being served in a shop
- 2 When being served in a government office
- 3 When seeking employment, or at work
- 4 When seeking to rent or buy an apartment or house
- 5 At school
- 6 On the street, or
- 7 Somewhere else (SPECIFY _____)
- 8 (Don't know) ^s
- 9 (Refused) ^s

*(HAS EXPERIENCED DISCRIMINATION) (D5=1)

D4 What form did the discrimination take? Please tell me if any of these apply. (READ OUT)
(ACCEPT MULTIPLES)

- 1 Were you made to feel that you did not belong
- 2 Were you verbally abused
- 3 Were you not offered a job
- 4 Were you not promoted or fairly treated at work
- 5 Was your property damaged
- 6 Were you physically attacked, or
- 7 Something else (SPECIFY _____)
- 8 (Don't know) ^s
- 9 (Refused) ^s

MODULE E: REFLECTIVE

*(ALL)

E1. Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people? (PROBE: Is that can be trusted / can't be too careful?)

- 1 Can be trusted
- 2 Can't be too careful
- 3 Can't choose
- 4 (Refused)

*(ALL)

E2. Taking ALL things into consideration, would you say that over the last year YOU have been ... (READ OUT)

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

*(ALL)

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

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

*(LIVING IN AUSTRALIA IN THREE OR FOUR YEARS) (3E NOT 6)

E4. Compared with your life, do you think that the lives of today's children will be ... (READ OUT)

- | | |
|---------------------------------|------------|
| 1 Much better | (GO TO F1) |
| 2 A little better | (GO TO F1) |
| 3 The same as now | (GO TO F1) |
| 4 A little worse, or | |
| 5 Much worse | |
| 6 (Cannot predict / Don't know) | (GO TO F1) |
| 7 (Refused) | (GO TO F1) |

*(LIVES OF NEXT GENERATION WILL BE WORSE) (E4=4 OR 5)

E5. Why do you say that?

- 1 Response given (please specify)
- 2 (Don't know)
- 3 (Refused)

MODULE F: NEIGHBOURHOOD

*(ALL)

F1 What proportion of all the people in your local area are of the same national or ethnic group as you? Would you say...(READ OUT)

- 1 All the same,
- 2 More than half,
- 3 About a half,
- 4 Less than half
- 5 Much less than half
- 6 (Don't know)
- 7 (Refused)

*(ALL)

F2 Do you agree or disagree with the following statements ... (READ OUT) ...

(STATEMENTS)

- a) People in your local area are willing to help their neighbours?
- b) Your local area, that is within 15 to 20 minutes walking distance of where you live, is a place where people from different national or ethnic backgrounds get on well together?
(PROBE: Is that agree or strongly agree / disagree or strongly disagree?)

(RESPONSE FRAME)

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

*(ALL)

F3 In general, what has been the impact of immigration on daily life in your local area? Would you say ... (READ OUT)

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

8 (Refused)

*(ALL)

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

- 1 Increased
- 2 Decreased
- 3 Unchanged
- 4 (Don't know)
- 5 (Refused)

*(ALL)

F6 Which of the following is closest to your view? It is better for a country if different racial or ethnic groups maintain their distinct customs and traditions OR it is better if these groups adapt and blend into the larger society.

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

*(ALL)

F7 Thinking now about local community issues or problems - Do you agree or disagree that you can influence local council decisions affecting your local area? (PROBE: Is that agree or strongly agree / disagree or strongly disagree)

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

*(ALL)

F8 How often do you think the local council can be trusted to do what is right for the people in your area? Would you say ... (READ OUT)

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

*(ALL)

F9a How safe do you feel walking alone in your local area during the day? Would you say ...
(READ OUT)

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

*(ALL)

F9b What about during the night, how safe do you feel walking alone at night in your local area?
Would you say ... (READ OUT)

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

*(ALL)

F10 Thinking about all types of crime in general, how worried are you about becoming a victim of
crime in your local area? Would you say ... (READ OUT)

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

DEMOGRAPHIC INFORMATION

*(ALL)

DEM1a We're nearly finished now. Just a final few questions to make sure we've spoken to a good range of people.

How old were you last birthday?

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

*(REFUSED AGE DEM1a=2)

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

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

*(ALL)

DEM2. RECORD GENDER

- 1 Male
- 2 Female

*(ALL)

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

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

*(ALL)

DEM4. How many children, if any, do you have?

- 1 Record number (SPECIFY) (RANGE 1 - 10)
- 2 No children (GO TO DEM15)
- 3 Refused (GO TO DEM15)

*PLEASE NOTE THAT HIGHLIGHTED QUESTION NUMBERS HAVE BEEN RE-ORDERED.
PLEASE NOTE NEW SKIPS ALSO

*(ALL)

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

(STATEMENTS)

- a) Starting with yourself
- b) Your spouse? (ONLY ASK IF DEM 3=CODE 1 OR 2 (MARRIED OR LIVING WITH PARTNER))
- c) Your mother?
- d) And finally, in which country was your father born?

(RESPONSE FRAME)

- | | |
|----------------------------|---|
| 1 Australia | 20 New Zealand |
| 2 Canada | 21 Philippines |
| 3 China (excluding Taiwan) | 22 Poland |
| 4 Croatia | 23 Serbia / Montenegro |
| 5 Egypt | 24 Singapore |
| 6 Fiji | 25 South Africa |
| 7 Germany | 26 Sri Lanka |
| 8 Greece | 27 Sudan |
| 9 Hong Kong | 28 United Kingdom (England, Scotland, Wales, Nth Ireland) |
| 10 Hungary | 29 USA |
| 11 India | 30 Vietnam |
| 12 Indonesia | 31 Other (please specify) |
| 13 Ireland | 32 (Not applicable) (ONLY DISPLAY FOR STATEMENTS C AND D) |
| 14 Italy | 33 (Don't know) (ONLY DISPLAY FOR STATEMENTS B, C AND D) |
| 15 Lebanon | 34 (Refused) |
| 16 Macedonia | |
| 17 Malaysia | |
| 18 Malta | |
| 19 Netherlands (Holland) | |

PREDEM16 IF DEM15a=CODE 1 OR 34 (BORN IN AUSTRALIA OR REFUSED) GO TO DEM7, OTHERS CONTINUE.

*(IF DEM15a=2-33 NOT BORN IN AUSTRALIA)

DEM16 In what year did you arrive in Australia?

- 1 Response given (SPECIFY ___) (ALLOWABLE RANGE 2009 LESS AGE OF RESPONDENT)
- 2 (Don't know)
- 3 (Refused)

*(ALL)

DEM7. What is your first language?

- 1 English (GO TO DEM6)
- 2 Arabic
- 3 Lebanese
- 4 Australian Indigenous Languages
- 5 Cantonese

- 6 Mandarin
- 7 Croatian
- 8 Greek
- 9 Hindi
- 10 Italian
- 11 Macedonian
- 12 Spanish
- 13 Turkish
- 14 Vietnamese
- 15 Other (Specify)
- 16 (Don't know)
- 17 (Refused)

*(IF DEM7=2-17 ENGLISH IS A SECOND LANGUAGE)

DEM8. (Please bear with me as we ask this question of everyone), how well, would you say you SPEAK English?

- 1 Very well
- 2 Well
- 3 Not well, or
- 4 Not at all
- 5 (Can't say)
- 6 (Refused)

*(ALL)

DEM6. Are you an Australian citizen?

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

*(ALL)

DEM10 What is the highest level of education you have completed?

- 1 Primary school
- 2 Year 7 to Year 9
- 3 Year 10
- 4 Year 11
- 5 Year 12
- 6 Trade/apprenticeship
- 7 Other TAFE/Technical Certificate
- 8 Diploma
- 9 Bachelor Degree
- 10 Post-Graduate Degree
- 11 Other (Specify)
- 12 (Refused)

*(ALL)

DEM11 Which one of these BEST describes your employment situation? Are you ... (READ OUT)

- 1 Employed
- 2 Unemployed
- 3 Retired
- 4 Student
- 5 Home duties, or
- 6 Something else (Specify)
- 7 (Don't know)
- 8 (Refused)

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

*(EMPLOYED IF DEM11=1)

DEM13 What is your current occupation? (PROBE: Main duties and job title)

- 1 Managers
- 2 Professionals
- 3 Technicians and trades workers
- 4 Community and personal service workers
- 5 Clerical and administrative workers
- 6 Sales workers
- 7 Machinery operators and drivers
- 8 Labourers
- 9 Other (specify) (Probe for job title and main duties)
- 10 (Don't know)
- 11 (Refused)

PREDEM13a IF DEM10=CODES 6-10 AND DEM11=CODE 1 (POST SECONDARY SCHOOL QUALIFICATIONS AND EMPLOYED) CONTINUE. OTHERS GO TO DEM13b

*(POST SECONDARY SCHOOL QUALIFICATIONS AND EMPLOYED)

DEM13a To what extent, if at all, do you use the skills and knowledge gained from your qualifications in your current job? Would you say ... (READ OUT)

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

*(ALL)

DEM13b Which of the following terms best describes your financial circumstances today? Would you say you are (READ OUT)

- 1 Prosperous
- 2 Living very comfortably
- 3 Living reasonably comfortably
- 4 Just getting along
- 5 Struggling to pay bills

- 6 Poor
- 7 (Don't Know)
- 8 (Refused)

*(ALL)

DEM 15x Are you renting, paying off a mortgage, do you own your home outright or do you have some other arrangement? (PROBE TO CLARIFY)

- 1 Renting from a private owner or real estate agent
- 2 Renting from housing commission / public housing property / community housing property
- 3 Being bought (i.e. have a mortgage)
- 4 Owned
- 5 Paying board
- 6 Living rent free
- 7 Something else (specify)
- 8 (Refused)

*(ALL)

DEM17new What is your religion, even if you are not currently practicing?

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

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

*(CHRISTIAN) (DEM17NEW=12)

DEM19 Is that (or most closely) (READ OUT)

- 1 Catholic
- 2 Anglican (Church of England)
- 3 Uniting Church
- 4 Presbyterian
- 5 Greek Orthodox
- 6 Baptist
- 7 Lutheran, or
- 8 Something else (SPECIFY)
- 9 (Don't know)
- 10 (Refused)

PREDEM20 IF DEM17new – 1 to 12 or 14 CONTINUE OTHERWISE GO TO PREDEM22)

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

DEM20 How important is religion in your life today?

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

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

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

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

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

*(CITIZEN) (DEM 6=1)

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

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

*PREDEM18 IF SUBJOB=1 (NATIONAL RANDOM SURVEY) CONTINUE, OTHERS GO TO CLOSE

*(NATIONAL RANDOM SURVEY ONLY)

DEM18 And finally, can I have your postcode please? what is the postcode of the area in which you live?

- 1 Response given (SPECIFY____) (Allowable range: 800 - 9729)
- 2 (Don't know)

3 (Refused)

*(ALL)

CLOSE Thank you for your help. Just in case you missed it my name is (...) and this survey was conducted on behalf of Monash University.

*(ALL)

END If you have any queries or concerns about the survey, I have a number I can give you if you like.....

Questions about who is conducting the study and how your telephone number was obtained
- The Social Research Centre, ph: 1800 023 040

Concerns or complaints about how the study is being conducted – Monash University ethics
Project Number: (2007/0319), ph: 03 9905 2052, Email: scerh@adm.monash.edu.au

Questions about the purpose of the research and why it is being conducted – Professor
Andrew Markus, Tel: 03 9905 9944, Email: andrew.markus@arts.monash.edu.au

*(INTERVIEWER TO ENTER ONCE INTERVIEW IS COMPLETE)

INT1 Record language

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

*(INTERVIEWER TO ENTER ONCE INTERVIEW IS COMPLETE)

INT2 Was this interview ...

- 1 Normal
- 2 Refusal conversion

*(REFUSED)

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

- 1 No comment / just hung up
- 2 Too busy
- 3 Not interested
- 4 Too personal / intrusive
- 5 Don't like subject matter
- 6 Letter put me off
- 7 Don't believe surveys are confidential / privacy concerns
- 8 Silent number
- 9 Don't trust surveys / government
- 10 Never do surveys
- 11 10 minutes is too long
- 12 Get too many calls for surveys / telemarketing
- 13 Too old / frail / deaf / unable to do survey
- 14 Not a residential number (business, etc)

- 15 Language difficulty
- 16 Going away / moving house
- 17 No one 18 plus in household
- 18 Other (SPECIFY_____)

*(REFUSED)

RR2 RECORD RE-CONTACT TYPE

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

Termination scripts

*(NO ONE IN HOUSEHOLD OVER 18)

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

*(NO ONE IN HOUSEHOLD BORN OVERSEAS)

TERM2 Thanks anyway, but for this survey we need to speak to people aged 18 or over who are born overseas. Thanks for being prepared to help.

*(NO ONE IN HOUSEHOLD BORN IN AUSTRALIA)

TERM3 Thanks anyway, but for this survey we have finished our quota of overseas born people, and now need to speak to people aged 18 or over who are Australian born.

*(LIVES OUTSIDE LOCATION OF INTEREST)

TERM4 Thanks anyway, but for this survey we need to speak to people living in specific postcodes. Thanks for being prepared to help.

*(REFUSED TO SAY LOCATION)

TERM5 To be able to accurately analyse the results, we need to be able to identify what location we are interviewing in. Thanks anyway.

*(POSTCODE NOT IN SUBURB OF INTEREST)

TERM6 Thanks anyway, but at the moment we are speaking to people living in specific postcodes. Just to let you know that we may call again in a few weeks time if we are looking for people in your area. Would this be ok?

1. Yes, ok to recontact
2. No, do not call me again

ALLTERM

S4=3 Refused to confirm suburb / location (TERM5)

S4=4 Household refused (refused at intro)

S4 - Lives outside location of interest (TERM4)

S4=5 Postcode not in suburb of interest (TERM 6)

s1=3 Household refusal

s1=8 No one in household over 18 (TERM1)

S1b=2 (no one born overseas) (TERM2)

S1b=3 (refused to say if anyone born overseas) (TERM2)

s1c=3 no one born overseas) (TERM2)

s1c=4 (refused number of overseas born people in the household aged 18 plus) (TERM2)

s1d=3 (refused to pass on to overseas born selected person)

s1e=2 (no one Australian born) (TERM3)

s1e=3 (refused to say if anyone Australian born) (TERM3)

s1f=3 (no one Australian born) (TERM3)

s1f=4 (refused number of Australian born people in the household aged 18 plus) (TERM3)

s1g=3 (refused to pass on to selected Australian born person)

s2a=3 Respondent Refusal

LOCALITY / POSTCODE LOOK UP LIST

POSTCODE	LOCALITY	Market
To be provided by BB		Merriplus (16)
To be provided by BB		Sunbury (17)
To be provided by BB		Greenacre / Bankstown (18)
To be provided by BB		Engadine (19)
2161	OLD GUILDFORD	Fairfield (20)
2161	YENNORA	Fairfield (20)
2163	CARRAMAR	Fairfield (20)
2163	VILLAWOOD	Fairfield (20)
2164	SMITHFIELD	Fairfield (20)
2164	SMITHFIELD WEST	Fairfield (20)
2164	WETHERILL PARK	Fairfield (20)
2165	FAIRFIELD	Fairfield (20)
2165	FAIRFIELD EAST	Fairfield (20)
2165	FAIRFIELD HEIGHTS	Fairfield (20)
2165	FAIRFIELD WEST	Fairfield (20)
2165	FAIRVALE	Fairfield (20)
2166	CABRAMATTA	Fairfield (20)
2166	CABRAMATTA HEIGHTS	Fairfield (20)
2166	CABRAMATTA WEST	Fairfield (20)
2166	CABRAVALE	Fairfield (20)
2166	CANLEY HEIGHTS	Fairfield (20)
2166	CANLEY VALE	Fairfield (20)
2166	HOLLYWOOD	Fairfield (20)
2166	LANSVALE	Fairfield (20)
2166	LANSVALE EAST	Fairfield (20)
2170	MOUNT PRITCHARD	Fairfield (20)
2175	HORSLEY PARK	Fairfield (20)
2176	ABBOTSBURY	Fairfield (20)
2176	BOSSLEY PARK	Fairfield (20)
2176	EDENSOR PARK	Fairfield (20)
2176	GREENFIELD PARK	Fairfield (20)
2176	PRAIRIEWOOD	Fairfield (20)
2176	ST JOHNS PARK	Fairfield (20)
2176	WAKELEY	Fairfield (20)
2177	BONNYRIGG	Fairfield (20)
2177	BONNYRIGG HEIGHTS	Fairfield (20)
2178	CECIL PARK	Fairfield (20)
3172	SPRINGVALE SOUTH	Greater Dandenong (21)
3175	BANGHOLME	Greater Dandenong (21)
3175	DANDENONG	Greater Dandenong (21)
3175	DANDENONG EAST	Greater Dandenong (21)
3175	DANDENONG NORTH	Greater Dandenong (21)
3164	DANDENONG SOUTH	Greater Dandenong (21)
3175	DANDENONG SOUTH	Greater Dandenong (21)
3175	DUNEARN	Greater Dandenong (21)
3173	KEYSBOROUGH	Greater Dandenong (21)
3975	LYNBROOK	Greater Dandenong (21)
3975	LYNDHURST	Greater Dandenong (21)
3174	NOBLE PARK	Greater Dandenong (21)
3174	NOBLE PARK EAST	Greater Dandenong (21)

3174	NOBLE PARK NORTH	Greater Dandenong (21)
3171	SANDOWN VILLAGE	Greater Dandenong (21)
3171	SPRINGVALE	Greater Dandenong (21)

Appendix 6: Interviewer Briefing Notes

SOCIAL COHESION SURVEY MAIN STUDY BRIEFING NOTES (PR0545, JUNE 2009)

Prepared for:



Agenda

- Project background and survey procedures
- Detailed questionnaire run-through
- Practice interviewing
- Interviewing



Project context

- The project is being undertaken by the Scanlon Foundation, Monash Institute for the Study of Global Movements (MISGM) and the Australian Multicultural Foundation (AMF)
- Current study is part of a multi stage research program
 - The National Benchmark Study was conducted by SRC in 2007
 - 80% of questions retained from 2007 survey, with one new 'section'

About the Scanlon Foundation

- The Scanlon Foundation was established in 2001
- Their mission is: *"to support the creation of a larger Cohesive Australian society"*
- Primarily interested in cultural diversity and social cohesion
- Provides grants for further research into these two areas



Overview of questionnaire topic

- Screening and Introduction
- A: Economic
- B: Voluntary Work & Political
- C: Socio-Cultural
- D: Discrimination
- E: Reflective (reflection of current life in Australia)
- F: Neighbourhood – **NEW SECTION**
- Demographics

Survey overview

- 30 pilot test interviews (conducted 16th – 18th June)
 - Primarily to check quota and sample management
 - Feedback on wording of new questions and section F
- 3,800 main study interviews across Australia
 - Main general community survey n=2,000
 - 6 local level surveys, each with a sample of n=300
 - Targeted Australian born / overseas born
- 15 minute interview length

Survey overview

Job	Study	Area	Quota	Sub-quota interviews
1	National Study – 15 locations	Australia	2000	
2	Targeted Overseas Born (50% Australian / Overseas)	MerriPlus (VIC)	300	150 Australian born 150 Overseas born
		Greater Dandenong (VIC)	300	150 Australian born 150 Overseas born
		Greenacre / Bankstown (NSW)	300	150 Australian born 150 Overseas born
		Fairfield (NSW)	300	150 Australian born 150 Overseas born
3	Targeted Australian Born	Sunbury (VIC)	300	300 Australian born
		Engadine (NSW)	300	300 Australian born

Main study procedures

- Will be run in concordance with 2007 survey
 - Important to maintain continuity of how questionnaire is administered
- 15 call protocol
- Leaving messages on answering machines
 - Up to two messages
- LOTE interviewing essential

Approach Letter

- Matched – letter will be sent
 - the RDD number has been matched to the EWP
- Unmatched - no letters will be sent
 - the RDD number could not be matched to the EWP which will include some non-working numbers and unlisted numbers

Respondent universe

- The population aged 18 years and over in Australia who reside in a private dwelling
- Code to "out of scope"
 - Residents of institutional quarters (prisons, nursing homes, etc)
 - Residents of military bases
 - Are incapable of undertaking the interview due to a physical health condition
 - Do not have the cognitive capacity (dementia, mental retardation)
 - Are under the effect of drugs or alcohol (interviewer judgement call!)
 - Households where no adults 18 plus are usually resident

Respondent selection

- Respondent selected using the "next birthday" method
- May need to be explain (to some respondents) that in to achieve a representative sample we can only interview the randomly selected person in the household.

**NOBODY OTHER THAN THE 'NEXT BIRTHDAY'
'PERSON IN THE HOUSEHOLD CAN BE
INTERVIEWED**

Call procedures

- Calls will only be initiated between 4.30 pm and 8.30 pm weekdays and 10.00 am and 4.00 pm on Saturdays and 11.00 am and 4.00 pm on Sundays
 - Appointments can be made for any time the call centre is operational
- Up to 15 calls to each household to establish contact and determine that it is a live residential number. In order to make initial contact – the system will automatically spread these call attempts over different days and time of day
- Once contact has been made and the respondent has been selected, further calls will be attempted to interview to the selected respondent

Appointments

- Distinguish between "hard" and "soft" appointments
 - "Hard" appointments for "on the hour", "on the half hour" (eg 6.00 pm)
 - "Soft" appointments for just after (e.g., 6.02 pm - so that the "hard" appointment will always come up first in CATI)
- You don't always need to speak to the QR to make a hard appointment
- If you call to honour a hard appointment and no contact is established...
 - Convention is to re-appoint as "soft" for 10 minutes and note the call outcome from the appointed time in the appointment notes

Appointments

- Take care with the expectations you create by making appointments
 - Call back between specified times rather than at a specific time
- Use standard conventions:
 - ST (Spoken to)
 - NST (Not spoken to)
 - QR (Qualifying respondent)

Non-English speaking respondents

- Coding of call results for LOTEs
 - LOTE follow up (Arabic, Lebanese, Cantonese, Mandarin, Greek, Italian, Vietnamese, Turkish)
 - LOTE other language – **no follow up** (specify language)
 - LOTE (language unknown) - unsure of the language spoken - **make an appointment**. If still can't identify language at call-back, code to "LOTE other language -no follow up"

Recording of reason for refusal

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

Minimising mid-survey terminations

- Use item level refusal option
 - "if there are any questions you don't want to answer..."
 - Stress voluntary nature of survey
- Don't dwell on item level refusals - move on!
 - "That's ok" and get on with next question!
- Reiterate confidentiality provisions whenever necessary (even if not scripted)
 - Explain that we are bound by the provisions of the Commonwealth Privacy Act

Response rates

- Response rates are crucial to the success of this project. It is therefore critical that call outcomes are meticulously and correctly recorded
- High response rates are largely dependent on:
 - Confident explanations of the importance of the survey
 - Simple refusal conversion techniques
 - Persistence in making contact with selected residents

Interviewing skills

- Reading skills
 - Read the whole question
 - Read with meaning, using appropriate stress / intonation, for example, to define the reference period or get across key definitional issues
 - Pause to let respondent "catch up"
- Listening skills
 - Listen for a full and complete answer that is relevant to the question
 - Listen for main points before recording response / using "other specify"
 - Acknowledge what has gone before / what the respondent has already told you
 - This may involve using "just to confirm" or "bear with me for a moment, I have to ask all the questions exactly as they are scripted"

Interviewing skills

- Neutral and non-leading clarifying probing
 - Repeat the question, if necessary, with appropriate intonation and stress
 - Use definitions as provided in the script
 - If no definition provided - "it's your perception..."
 - Go back and fix previous responses if necessary
- Accuracy of recording (particularly questions requiring a numeric response)

Privacy and confidentiality

- Our contract with the Scanlon Foundation explicitly prohibits us from passing on information to a third party
- Details kept strictly confidential and used for research purposes only
- Data analysed at an aggregated (not individual) level
- Bound by the provisions of the Commonwealth Privacy Act and Australian Market and Social Research Society's Code of Professional Behaviour

Data quality issues

- Read the question exactly as scripted
 - In order to maintain continuity and comparability with 2007 survey
- All questions with unfolding 'agree / disagree' scales remember to read out 'PROBE', not codeframe
 - "is that agree or strongly agree / disagree or strongly disagree"
- When reading a list of statements or a long list of response options, allow the respondent to answer each one individually
 - Don't read out all the options, then wait for a response

Data quality issues

- D5, D2, D3 & D4 – Only relate to the last 12 months
- F6 – Do not read out code 3
- DEM17new & DEM19 – When recording 'other' religion ensure you capture as much information as possible
- DEM19 – only asked if DEM17new is code 12

Respondent queries

- Monash University
 - Information on why the study is being conducted:
 - Professor Andrew Markus
 - Tel: 03 9905 9944
 - andrew.markus@arts.monash.edu.au
- Complaints
 - Quote project number: 2007/0319
 - Human Ethics Officer
 - Tel: 03 9905 2052
- Social Research Centre
 - 1800 023 040

Appendix 7: Primary Approach Letter



Social Cohesion Research Project – National Survey

Dear Householder

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

Details of the project may be accessed at <http://www.globalmovements.monash.edu.au/projects/socialcohesion.html>.

Why were you chosen to participate?

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

Possible benefits

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

What does the research involve?

The study involves your response over the telephone to a set of questions.

How much time will the research take?

The questionnaire will take approximately 15 minutes of your time.

Inconvenience/discomfort

The survey will not intrude into your privacy: you may decide not to answer some of the questions.

Payment

There is no payment for participation.

Can I withdraw from the research?

Participation is entirely voluntary. If you do agree to participate, you may withdraw at any time.

Confidentiality

Your responses to the survey questions will be entirely anonymous.

Storage of data

Storage of the data will be undertaken under University regulations. The anonymous responses will be kept on secure computers on University premises for a minimum of five years.

Use of data for other purposes

Data resulting from the survey will be reported nationally and will be accessible to researchers.

Results

Once the project is completed the key findings will be accessible for five years on the project website:

<http://www.globalmovements.monash.edu.au/projects/socialcohesion.html>.

Further questions

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

If you would like to contact the researchers about any other aspect of this study, please contact the Chief Investigator:	If you have a complaint concerning the manner in which this research project (2007/0319) is being conducted, please contact:
Professor Andrew Markus, School of Historical Studies, Faculty of Arts, Monash University, Clayton, Victoria 3800 Tel: 03 9902 9944 Email: Andrew.Markus@arts.monash.edu.au	Human Ethics Officer, Standing Committee on Ethics in Research Involving Humans, Building 3e Room 111, Research Office, Monash University VIC 3800 Tel: 03 9905 2052; Fax: 03 9905 1420 Email: scerh@adm.monash.edu.au

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

Professor Andrew Markus

社会凝聚力研究项目

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

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

本次问卷调查约需15分钟，是否参加完全自愿；若同意参加，您也可以随时退出。您的回答将完全匿名。

在此预先感谢您在这项重要调查中的配合。

您的观点非常宝贵和重要。

مشروع بحث خاص بالتماسك الاجتماعي

إسمي أندرو ماركوس، بروفيسور في دائرة الدراسات التاريخية بجامعة موناخ. أكتب إليك طالبًا مساعدتك في دراسة أسترالية هامة تقوم بها جامعة موناخ. تتناول هذه الدراسة مجموعة من القضايا الاجتماعية في أستراليا. وقد تعاقبت جامعة موناخ مع مركز البحوث الاجتماعية لإجراء المقابلات الهاتفية اللازمة لهذه الدراسة. وقد اختيرت أسرته على أساس عشوائي للمشاركة مع كثير من الأشخاص الآخرين في أنحاء أستراليا. سيعامل مركز البحوث الاجتماعية أية معلومات تقدمها بأعلى مستوى من السرية. ولن تتلقى جامعة موناخ أية معلومات من الاستطلاع يمكن أن تشير إلى هويتك أو هوية أسرته.

سيستغرق الاستبيان حوالي 15 دقيقة من وقتك. والمشاركة طوعية تمامًا. وإذا وافقت على المشاركة، فإنه يجوز لك أن تنسحب في أي وقت. ولن تبين الإجابات التي تعطيتها أية معلومات تشير إلى هويتك على الإطلاق.

شكرًا سلفًا لتعاونك الطوعي في هذا الاستطلاع الهام. إن آراءك قيمة وهامة.

Sosyal Uyum Araştırma Projesi

Adım Andrew Markus ve Monash Üniversitesi Tarihsel Araştırmalar Bölümü'nde profesör olarak görev yapıyorum. Bu yazıyı size, Monash Üniversitesi tarafından yürütülmekte olan önemli bir Avustralya araştırması ile ilgili olarak sizden yardım talep etmek amacıyla yazıyorum. Bu çalışma, Avustralya'daki bir dizi sosyal konular üzerinde durmaktadır.

Monash Üniversitesi araştırma için gerekli olan telefon mülakatlarını yürütmesi için *Social Research Centre (Sosyal Araştırmalar Merkezi)* ile anlaşmış bulunmaktadır. Hanenizde yaşayan kimseler, Avustralya çapındaki çoğu kimseler gibi şansa bağlı olarak seçilmiş bulunmaktadır. Sağlanan bilgiler *Social Research Centre* tarafından tamamen gizli tutulacaktır. Monash Üniversitesi yapılan anketle sizin veya hanenizdeki bireylerin kimliğini açığa vuracak herhangi bir bilgi elde etmeyecektir.

Bu anket yaklaşık olarak 15 dakika zamanınızı alacaktır ve katılıp katılmamak tamamen isteğe bağlıdır. Eğer katılmaya karar vermişseniz, bu kararınızı istediğiniz zaman geri çekebilirsiniz. Verdiğiniz cevaplar tamamen isimsiz olacaktır.

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

Dự án Nghiên cứu về Gắn bó Xã hội

Tên tôi là Andrew Markus. Tôi là giáo sư giảng dạy tại Khoa Sử học, Trường Đại học Monash. Tôi viết thư này mong được sự giúp đỡ của quý vị cho một chương trình nghiên cứu quan trọng của Trường Đại học Monash. Công trình nghiên cứu này sẽ xem xét nhiều vấn đề xã hội ở Úc.

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

Quý vị sẽ mất khoảng 15 phút để trả lời các câu hỏi. Việc tham gia này là hoàn toàn tự nguyện. Ngay cả khi quý vị đồng ý tham gia, quý vị cũng có thể xin rút bất kỳ lúc nào. Những câu trả lời của quý vị sẽ được dấu tên hoàn toàn.

Chúng tôi xin cảm ơn nếu được quý vị vui lòng tự nguyện hợp tác với chúng tôi trong cuộc khảo sát quan trọng này. Ý kiến của quý vị sẽ rất giá trị và quan trọng cho dự án của chúng tôi.