

**PR1034 Our Lives SMS script  
V3 19 September 2013**

**SMS CALL OUTCOMES**

No answer  
Answering Machine  
Fax Machine / Modem  
Engaged  
Appointment  
Telstra message / Number disconnected  
Incoming call restrictions  
Wrong number  
Named person not available / away for duration (until December)  
Claims to have completed survey  
LOTE – no follow up – please record language  
(SUPERVISOR USE ONLY) Refused prior (e.g. phoned 1800 number)  
(SUPERVISOR USE ONLY) Completed survey received  
Not a residential number  
Stopped Interview (record reason)  
Terminated mid survey  
Remove from list (add to do not call register)  
Ill health / deaf / unable to do survey  
Participant deceased

**SAMPLE VARIABLES**

USERNAME (UNIQUE IDENTIFIER)  
PASSWORD  
FNAME  
SNAME  
TELNUM  
ALTNUM  
MARKET  
REP  
UPDATE\_FLAG  
RTS\_FLAG

PROGRAMMER NOTE: DISPLAY FNAME, SNAME, USERNAME AND PASSWORD FROM SAMPLE  
THROUGHOUT THE SURVEY AS WELL AS RTS FLAG (1 OR 2)

\*\*This job is being programmed to follow up longitudinal participants and encourage them to complete the survey, or complete it over the phone. Potential respondents will have been sent several letters and / or emails inviting them to participate\*\*

S1 Good (...) my name is (...). I'm calling from the Social Research Centre in regards to the Our Lives Project. May I please speak to <FNAME> <SNAME>?

1. Continue with named person (GO TO SAFE 1)
2. Named person not known / Wrong number (GO TO TERM 1)
3. Stop interview, make appointment (RECORD NAME AND ARRANGE CALL BACK)
4. Household refusal (RECORD REASON) (GO TO RR1)
5. Named person refusal (RECORD REASON) (GO TO RR1)
6. Wants more information (DISPLAY INFO1)
7. Claims to have completed survey (GO TO TERM 2)
8. Back to SMS

INFO1 You were / your child was an original participant in the 'Our Lives' Project in 2006 at school. Follow-up data collection for this important survey is conducted every few years to see how attitudes, values, and expectations have changed over time. This year we are inviting you/your child to take part in the fourth wave of data collection.

The project was previously run by researchers at the University of Queensland but has just relocated to Monash University. The Social Research Centre, a national social research company, is managing the data collection.

If you'd like more information you can contact the Our Lives Helpdesk at the Social Research Centre on 1800 023 040 or email [ourlives@srcentre.com.au](mailto:ourlives@srcentre.com.au)

1. Snap back to previous question

SAFE1: May I just check whether or not it is safe for you to take the call at the moment. If not, I am happy to call you back when it is more convenient for you.

(INTERVIEWER NOTE: ONLY READ OUT IF CALLING A MOBILE NUMBER)

1. Safe to take call (GO TO S2)
2. Not safe to take call (GO TO MOBAPPT1)
3. Household refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
4. Respondent refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)

\*(MOBILE SAMPLE)

MOBAPPT1: Do you want me to call you back on this number or would you prefer I call back on another number?

1. This number (RECORD NAME AND ARRANGE CALL BACK)
2. Alternative number (RECORD NAME AND ARRANGE CALL BACK) (RECORD ALTERNATIVE NUMBER)
3. Household refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
4. Respondent refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1).

\*(NAMED RESPONDENT)

S2 I'm calling about the Our Lives Project which you first took part in-at school.

1. Continue

\*(NOT YET COMPLETED OR MAILED BACK)

PROGRAMMER NOTE: IF RTS\_FLAG=1 AND DISPLAY INTRO 1. IF UPDATE\_FLAG =1 AND RTS\_FLAG=2  
DISPLAY INTRO 2. IF UPDATE\_FLAG=2 AND RTS\_FLAG=2 DISPLAY INTRO 3

S3

INTRO 1 <We're calling to offer to complete the latest Our Lives survey over the phone with you. We recently sent you a letter about the survey, but unfortunately the letter was returned to sender.>

INTRO 2 <Firstly, we'd like to thank you for updating your contact details for the project after Wave 3. We've recently invited you to complete the latest Our Lives survey, but noticed that you haven't completed the survey as yet. >

INTRO 3 <We've recently invited you to complete the latest Our Lives survey, but noticed that you haven't completed the survey as yet.>

Would you have time to run through the survey with me on the phone now? It will take around 30 minutes. If you complete the survey now, you'll go into the draw to receive an iPad mini or 1 of 3 x \$100 WISH gift card.

IF NECESSARY) The Our Lives survey is a longitudinal survey - as an original participant, we're unable to replace you in the survey. We'd really value your response. All information you provide is totally confidential and will be used for research purposes only.

(IF NECESSARY) If you'd prefer to complete the survey online, I can provide you with your unique login details.

1. Proceed with interview on the phone (switch to online survey screen) (GO TO ONLINEintro)
2. Wants to complete the survey online (GO TO S4)
3. Want more information before committing to complete (GO TO INFO1)
4. Stop interview, make appointment (RECORD NAME AND ARRANGE CALL BACK)
5. Claims to have completed survey (GO TO TERM 2)
6. No, do not intend / refuse to complete (GO TO RR1)

\*(WANTS TO COMPLETE ONLINE)

S4

That's great.

INTERVIEWER NOTE: ENCOURAGE RESPONDENT TO LOG ONTO THE SURVEY WHILST ON THE PHONE TO COMPLETE IT.

If you've got access to the internet now, I can talk you through the login process...

You'll need to go to [artsonline.monash.edu.au/ourlives](http://artsonline.monash.edu.au/ourlives) and click on the link to the online survey. You will need to enter your username and password to log in to the survey.

Your login details are:

INTERVIEWER NOTE: ALLOW RESPONDENT TIME TO GET PEN AND PAPER IF NECESSARY. READ LOGIN DETAILS SLOWLY AND CAREFULLY.

<USERNAME>

<PASSWORD>

1. Continue (GO TO TERM 4)

ONLINEintro Thank you. Our call may be monitored by my supervisor for quality assurance purposes. Please tell me if you don't want this to happen.

- 1 Monitoring allowed (GO TO END1a)
- 2 Monitoring not permitted (GO TO END1a)

END1 INTERVIEWER NOTE:

Now please switch to the ONLINE survey and continue with the questions.

Once finished please make sure the online survey is SUBMITTED and then come back to CATI to finish the survey.

Please use these login details:

<USERNAME>

<PASSWORD>

1. Continue (ONLY WHEN RETURNING FROM THE ONLINE PLATFORM)

\*(AFTER SURVEY COMPLETED)

END1a INTERVIEWER RECORD OUTCOME FROM ONLINE SYSTEM

1. Survey completed in online system (GO TO ENDCONF)
2. Stopped midway (MAKE APPOINTMENT, RECORD PROGRESS IN CALL NOTES)
3. Mid-survey Termination (GO TO TERM3)

\*(SURVEY COMPLETED VIA CATI)

ENDCONF Are you SURE the interview was completed in the Online platform?

1. Yes (GO TO CLOSE1)
2. No (GO END1a)

\*(SURVEY COMPLETED VIA CATI)

CLOSE1 Thanks very much for your time, we really appreciate you completing the survey. Good luck in the prize draw. If you'd like to find out what is happening with the Our Lives project or update your details, you can visit the website at [artsonline.monash.edu.au/ourlives](http://artsonline.monash.edu.au/ourlives)

## \*(NAMED PERSON NOT KNOWN)

TERM1 Thanks for letting us know. We'll make sure that this number is removed from the project in the future.

## \*(CLAIMS TO HAVE COMPLETED)

TERM2 Thanks very much for your time, we really appreciate you completing the survey.

## \*(MID SURVEY TERMINATION)

TERM3 Thanks very much for your time.

## \*(WILL COMPLETE SURVEY ONLINE)

TERM4 Thanks very much for your time. We'd really appreciate it if you could complete the survey as soon as possible. If you have any questions or need any assistance completing the survey, you can phone the Our Lives Helpdesk on 1800 023 040.

## \*(REFUSED)

RR1 OK, that's fine, no problem. We'll make a note not to remove / your child from future follow up for the survey. Could you tell me the main reason you don't want to participate, because that will help 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
10. Never do surveys
11. 30 minutes is too long
12. Get too many calls for surveys / telemarketing
13. Ill health / disability / unable to do survey
14. Not a residential number (business, etc) (CODE AS NOT A RESIDENTIAL NUMBER)
15. Language difficulty (CODE AS LANGUAGE DIFFICULTY NO FOLLOW UP)
16. Going away / moving house (CODE AS AWAY DURATION)
17. Asked to be taken off list (add to do not call register)
18. Other (Specify)

## ALLTERM

1. Complete
2. S1=4 Household refusal - not confirmed whether respondent still at number provided
3. SAFE1=3 OR MOBAPT1=3 Household refusal
4. S1=5 OR SAFE1=4 OR MOBAPT1=4 OR S3=4 Respondent refusal
5. S1=2 Named person not known / wrong number
6. S3=2 Will complete online
7. END1A=3 Terminated midway in online survey
8. All other