



THE SOCIAL
RESEARCH CENTRE

SOCIAL COHESION SURVEY

SEPTEMBER 2007

METHODOLOGICAL REPORT

PREPARED FOR:

BRUCE SMITH
SCANLON FOUNDATION

PREPARED BY:

RESEARCH TEAM: DARREN PENNAY, NIKKI HONEY
THE SOCIAL RESEARCH CENTRE
LEVEL 1, 262 VICTORIA STREET
NORTH MELBOURNE VIC 3051
TELEPHONE: 03 9326 4460

Contents

1	INTRODUCTION.....	1
1.1	Overview	1
1.2	Project background.....	1
1.3	Survey overview	3
2.	SAMPLE DESIGN & SURVEY PROCEDURES	5
2.1	Sample design.....	5
2.2	Sample generation	6
2.3	Primary Approach Letter	10
2.4	Scope status and respondent selection	10
2.5	Call procedures	11
2.6	Procedures for interviewing in languages other than English.....	11
2.7	Leaving messages on answering machines	12
2.8	1800 number operation.....	12
2.9	Sundry response maximisation procedures	12
3.	QUESTIONNAIRE DESIGN	13
3.1	Questionnaire overview	13
3.2	Questionnaire pilot testing	13
4.	DATA COLLECTION AND QUALITY CONTROL.....	14
4.1	Ethical consideration	14
4.2	Field team briefing	14
4.3	Interviewer de-briefing	15
4.4	Fieldwork quality control procedures	15
4.5	Sundry data collection and field team issues	15
5.	CALL RESULTS AND RESPONSE ANALYSIS	17
5.1	Call results.....	17
5.2	Response rate	22
5.3	Review of call cycle	24
5.4	Achieved sample profile.....	24
5.5	Reason for refusal	27
6.	DATA OUTPUTS AND REPORTING	28
6.1	Treatment of responses to open ended / other specify questions	28
6.2	Data preparation.....	28
6.3	Weighting	28
6.4	Data file provision	28
7.	ISSUES ARISING FROM INTERVIEWER DE-BRIEFING	30
	APPENDIX 1: PRIMARY APPROACH LETTER	31
	APPENDIX 2: ISSUES RAISED IN PILOT TESTING.....	32
	APPENDIX 3: ORIGINAL QUESTIONNAIRE.....	33
	APPENDIX 4: FINAL QUESTIONNAIRE.....	34
	APPENDIX 5: INTERVIEWER BRIEFING NOTES.....	35

APPENDIX 6: WEIGTING MATRICES 36

Table 1: Survey overview 3

Table 2: Overview of geographic stratification for the National Benchmarking survey 5

Table 3: Overview of geographic stratification for the Local Level surveys 6

Table 4: National Benchmark sample – address match rates 7

Table 5: Local Level sample (random component) – address match rates 8

Table 6: Local Level sample (Middle Eastern / Turkish component) – address match rates 9

Table 7: Language of interview 16

Table 8: All call attempts – National Benchmarking survey 17

Table 9: Final call result – National Benchmarking survey 18

Table 10: All call attempts – Local Level survey (random component) 19

Table 11: Final call result – Local Level survey (random component) 20

Table 12: All call attempts – Local Level survey (Middle Eastern component) 21

Table 13: Final call result – Local Level survey (Middle Eastern component) 22

Table 14: Response rates 23

Table 15: Analysis of response by call attempt (National Benchmarking survey) 24

Table 16: Sample profile – National Benchmarking survey 25

Table 17: Reason for refusal 27

Table 18: Issues arising from field team debriefing 30

1 Introduction

1.1 Overview

This report summarizes the methodological aspects of the Social Cohesion Survey (2007). The survey was conducted by the Social Research Centre on behalf of a research consortium comprising the Monash Institute for the Study of Global Movements and the Australian Multicultural Foundation. The Social Cohesion Research Program (see p4) was funded by the Scanlon Foundation.

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
- Section 6 details data preparation procedures, and
- Section 7 outlines issues arising from interviewer debriefing.

Detailed reports, source documents and reference information are appended.

1.2 Project background

Over the last five decades Australia has operated a highly successful immigration program which has absorbed millions of people from a great diversity of backgrounds. It has achieved this without threat to social cohesion or interethnic stability. In mid 2005 almost one quarter (24%) of the Australian population was born overseas¹.

Australian current fertility rate, at less than 1.9 births per woman, is considered insufficient to meet the future demands of the national economy. Australia is also currently in the midst of a skills shortage, which must be addressed in order to maintain economic growth and prosperity.

Without increased and sustainable immigration Australia's population, currently 20.5 million, could peak at 24.9 million in 2048 and then decline to 22.4 million in 2101. Compounding the

¹ Australian Bureau of Statistics
(<http://www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/2C6D9DB6B7EF7C97CA2568A9001393D5?OpenDocument>)

problem is Australia's aging population: the median age is 36.4 years at June 2004, is projected to increase to between 44.6 years and 48.2 years by 2051².

At present, the inflow of permanent settlers (in addition to ever growing temporary skilled migration) is at one of the three highest levels in the post-war period. The prospect of negative natural population growth and an ever increasing shortage of skills is, moreover, likely to encourage the Federal Government to increase this intake even further.

One simple question that arises from this is: Can Australia repeat the immigration with social cohesion success story of the last five decades?

In order to try to answer this question we need to understand the current condition or state of social cohesion in Australia. To achieve this, research on several issues is needed:

- We need to identify what constitutes a socially cohesive society? What are the component parts of social cohesion?
- We then need to develop a measurement instrument to measure the state of social cohesion in Australia against this criteria;
- We then need to use the information to identify the best ways of constructively ensuring social cohesions in Australia;
- And, by looking at international comparisons, learn how nations receiving immigration can guard against the possibility that new, sometimes separately identifiable and profiled groups in society may undertake acts of social violence.

To attempt to answer these questions, a multistage program involving primary and secondary research was designed - The Social Cohesion Research Program. The Social Cohesion Survey is part of this larger Social Cohesion Research Program.

The aim of the survey is to:

- Establish a benchmark measure of the state of social cohesion in Australia, and
- Compare this benchmark with a series of smaller local level surveys conducted in areas with a high proportion of persons from non-English speaking backgrounds.

The questionnaire for the Social Cohesion Survey was provided to the Social Research Centre by the research consortium. The questionnaire drew on published surveys used in previous studies, as well as new questions developed by the research consortium, with input from the Social Research Centre.

² Australian Bureau of Statistics
(<http://www.abs.gov.au/ausstats/abs@.nsf/7d12b0f6763c78caca257061001cc588/0cd69ef8568dec8eca2568a900139392!OpenDocument>)

1.3 Survey overview

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

The Social Cohesion Survey comprised three surveys:

- the National Benchmarking survey, a survey of 2,000 Australian adults stratified by geographic location,
- three local level surveys in the Local Government Areas (LGAs) of Greater Dandenong (Victoria) and Fairfield (New South Wales), and the Statistical Local Areas Stretton-Karawatha and Calamvale in Queensland (300 random surveys in each area), and
- two local level surveys in the LGAs of Hume (Victoria) and Auburn (New South Wales) – 300 surveys in each LGA comprising of a random component (100 surveys in each area) and a Middle Eastern / Turkish component (200 surveys in each area).

The sampling technique for the national benchmarking survey and the random components of the Local Level surveys was Random Digit Dialling (RDD). Approach letters introducing the survey were mailed to all households where randomly generated telephone numbers could be matched to an address in the Electronic White Pages (EWP).

For the Middle Eastern / Turkish component, a surname-based sampling approach was used . This involved the generation of a selection of known Middle Eastern and Turkish surnames from the Electronic White Pages. Only first generation (born in the target countries) or second generation (one or both parents born in the target countries) immigrants were eligible for interview.

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.

Table 1 provides a summary of project statistics.

Table 1: Survey overview

Component	National Benchmarking Survey	Local level Surveys – random component	Local Level Surveys – Middle Eastern / Turkish component
Interviews completed.....	2012	1141	368
Response rate	44%	42%	37%
Start date	21 st June	28 th June	3 rd July
Finish date	1 st August	18 th August	18 th August
Average interview length	15.3 mins	16.5 mins	17.1 mins

Data collection for the Social Cohesion Survey was characterised by:

- The need for a sensitive approach,
- High level respondent liaison skills, and
- The need to maximise response rates and reduce non-response bias.

These and related issues are discussed in more detail in the body of this report.

Outputs for the project included data files for each of the above survey components.

2. SAMPLE DESIGN & SURVEY PROCEDURES

2.1 Sample design

National Benchmarking Survey

The National Benchmarking Survey used as 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. Table 2 provides a breakdown of the geographic stratification of the National Benchmarking survey.

Table 2: Overview of geographic stratification for the National Benchmarking survey

Geographic strata	Minimum completed interviews	Distribution of balance of interviews	Final distribution	Final distribution %
Sydney.....	126	88	214	10.7%
Rest of NSW.....	74	52	126	6.3%
Melbourne.....	146	76	222	11.1%
Rest of Vic.....	54	28	82	4.1%
Brisbane.....	92	38	130	6.5%
Rest of Qld.....	108	44	152	7.6%
Adelaide.....	148	24	172	8.6%
Rest of SA.....	52	8	60	3.0%
Perth.....	148	31	179	9.0%
Rest of WA.....	52	11	63	3.2%
Hobart.....	84		84	4.2%
Rest of Tas.....	116		116	5.8%
Darwin.....	110		110	5.5%
Rest of NT.....	90		90	4.5%
ACT.....	200		200	10.0%
Sub Total.....	1600	400	2000	100.0%

Local Level Surveys

The Local Level surveys also used a stratified sample design, with 300 interviews per area. Each area selected had a relatively high incidence of overseas born residents³.

Within Greater Dandenong, Fairfield and Stretton-Karawatha / Calamvale a sub quota of 150 Australian born and 150 overseas born interviews was set. The quota control system used for the survey was based on the premise that the quota for Australian born persons would fill before that for overseas born persons. This turned out not to be the case meaning that the requirement to achieve 50% of interviews in these areas from overseas born persons was achieved without the need for quota controls.

Within Hume and Auburn, 100 interviews were to be random within each LGA and the remaining 200 surveys in each LGA were to be conducted with people of Middle Eastern or Turkish background.

Table 3 shows the apriori stratification used for the Local Level surveys.

Table 3: 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>
Greater Dandenong.....	300	150	150
Fairfield.....	300	150	150
Stretton-Karawatha / Calamvale.....	300	150	150
		<i>Random interviews</i>	<i>Middle Eastern / Turkish interviews</i>
Hume.....	300	100	200
Auburn.....	300	100	200

2.2 Sample generation

National Benchmarking Survey

The sample for the National Benchmarking survey was generated using the 'known blocks' version of random digit dialling (RDD).

Previous research shows that the representation of groups of interest for the study, such as single or divorced persons, transient persons, and young persons generally, is improved by using an RDD frame.

The steps involved in the sample generation process were:

- Drawing a random selection of records from the latest commercially available release of the EWP⁴, to be used as "seed" numbers for random number generation (all selections from the EWP are by definition from known blocks)

³ The areas were selected from the findings of Stage One of the Social Cohesion Project which involved a detailed mapping of settler patterns in Australia, identifying areas of high Non-English Speaking Born residents.

- 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 EWP to identify which randomly generated telephone numbers can be matched to the EWP listings. This matching process allowed the sample to be segmented as 'matched' (i.e. the number generated matches a number contained in the EWP listing) or 'unmatched'.

A total of 16,143 records were randomly selected from the EWP and were used as the “seed” numbers for random number generation. Given the age of the DtMS address listings against which randomly generated numbers were matched, and the known positive impact of approach letters on response rates, it was agreed that Sensis’s “MacroMatch” service would be used to obtain an up-to-date mailing address for the matched sample.

MacroMatch is a service that uses Sensis directory listings⁵ to provide the latest known address information for listings of matched numbers. Using this service increases the likelihood that approach letters will reach the named household at the given address, and reduces the proportion of return to sender and unopened letters.

Reference to Table 4 (column C) shows the DtMS address match rate was 33.3%, and the final effective, address match rate, after the MacroMatch process (column E) was 14.9%. That is, approximately a sixth of the RDD sample generated for the survey was matched to a current address listing and, as such, sent an approach letter (see 2.3 below).

DtMS address-matched records for which no address could be found through the MacroMatch process were flagged as “no letter” (unmatched) sample.

Table 4: National Benchmark sample – address match rates

	A	B	C	D	E	F
Location	Total Selections	DTMS Matched Selections	DTMS Match Rate B/A	MacroMatched selections (letter sample)	MacroMatch rate (D/A)	Total unmatched (no letter) selections
NSW	3,013	982	32.6%	415	13.8%	2,598
Vic.....	2,427	917	37.8%	455	18.7%	1,972
Qld.....	2,087	717	34.4%	321	15.4%	1,766
SA.....	1,659	621	37.4%	323	19.5%	1,336
WA.....	1,923	603	31.4%	276	14.4%	1,647
Tas.....	1,452	454	31.3%	210	14.5%	1,242
NT.....	1,395	534	38.3%	270	19.4%	1,125
ACT	2,187	551	25.2%	137	6.3%	2,050
Total.....	16,143	5,379	33.3%	2,407	14.9%	13,736

⁴ Desk top Marketing Services (DtMS), July 2004

⁵ The online White Pages listing which is updated daily.

The effective match rate varied quite considerably by state / territory, from 19.5% in SA, to 6.3% in ACT. Given the known positive impact of an approach letter on response rate, it was expected that locations with a higher effective match rate would also have a higher overall response (refer 5.2 for details of response rate by state / territory).

Local Level Surveys – Random component

Sample records for the random component of each local level survey were generated in the same fashion as described with sampling restricted to those postcodes which form the respective LGAs and SLAs. Table 5 provides a summary of match rates for the local level surveys.

Table 5: Local Level sample (random component) – address match rates

	A	B	C	D	E	F
Location	Total Selections	DTMS Matched Selections	DTMS Match Rate B/A	MacroMatched selections (letter sample)	MacroMatch rate (D/A)	Total unmatched (no letter) selections
Greater Dandenong.....	3,002	846	28.2%	412	13.7%	2,590
Fairfield.....	3,000	931	31.0%	496	16.5%	2,504
Stretton-Karawatha / Calamvale.....	3,389	1,032	30.5%	537	15.8%	2,852
Hume	925	301	32.5%	184	19.9%	741
Auburn	1,400	455	32.5%	121	8.6%	1,279

It was necessary to confirm respondent location details as part of the interview process given that for RDD generated samples exact address details are not known for all records and there is not always an exact concordance between LGA and postcode boundaries. This was achieved by asking each respondent to provide the name and postcode of the suburb / town where they lived and, if necessary confirming their local government area.

The local level sample frames were de-duplicated against the sample for the National Benchmarking survey.

Local Level Surveys – Middle Eastern component

The RDD method of sample generation that was used for the National Benchmarking and random component of the Local Level surveys was not cost effective for the Middle Eastern sample because of the relatively low incidence of persons of Middle Eastern or Turkish origin in the selected areas, despite these areas being selected on the basis of having high concentration of these populations.

As such a proprietary EWP surname-based approach to sample generation was used. Initially, this involved the purchase of sample from the Cultural and Indigenous Research Centre Australia (CIRCA), a specialist in multicultural and Indigenous research. A total of 1,124 sample records were generated by CIRCA to enable the efficient targeting of persons from Turkish and Middle Eastern backgrounds within the LGAs of Hume and Auburn.

The yield of in-scope interviews from the initial batch of tailored sample was lower than expected. As such, additional sample had to be generated in an attempt to achieve the target number of interviews.

Three processes were used to try and achieve this end:

- additional surname-based sample was generated using the algorithms provided by CIRCA
- geographic clusters were identified in the sample listings provided by CIRCA and additional EWP sample was drawn from these clusters.
- Finally it was revealed during fieldwork that specific localities had a relatively high yield of people of Middle Eastern / Turkish origin and additional EWP sample was drawn from these localities.

A total of 5,842 sample records were generated over four phases of sample generation:

1. Original sample from CIRCA (1,124 records)
2. Supplementary surnamed based selections, generated internally (291 records)
3. Additional sample from EWP based on initial sample clustering analysis, generated internally (1,634 records)
4. Locality based selections from EWP (2,793 selections)

Despite these efforts the final yield of Middle Eastern and Turkish interviews achieved in Hume was 197 and in Auburn 171. In both cases the shortfall (vis a vis the target of 200) was made up by completing additional random surveys in these areas.

As all records in the sample were selected from the EWP, address details were available for all sample records (i.e. all were DtMS matched). Sample records for Phase 1 were MacroMatched in order to obtain an up-to-date mailing address. Any record without a full address match was still included, but no letter was sent. Table 6 provides a summary of the Middle Eastern / Turkish sample.

Table 6: Local Level sample (Middle Eastern / Turkish component) – address match rates

Location	Hume	Auburn
CIRCA selections	695	429
<i>MacroMatched selections (letter sample)</i>	290	130
<i>MacroMatch rate.....</i>	41.7%	30.3%
Supplementary surname based selections	178	113
Clustered selections.....	579	1,055
Locality based selections (not MacroMatched).....	Not required	2,793
Total unmatched (no letter) selections	1,162	4,260

2.3 Primary Approach Letter

The approach letter, on Monash University letterhead, addressed to “The (surname) Household”, was sent to all MacroMatched sample for all surveys (see Appendix 1). The letter comprised of the standard English language letter, with translated summaries on the reverse side (Arabic, Turkish, Simplified Chinese and Vietnamese).

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 adopted for the surveys 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. Forty nine approach letters were dispatched as a result of this process.

No action was taken for return-to-sender approach letters (42), 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 Benchmarking Survey

The in-scope population for the National Benchmarking 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).

Households with no person aged 18 years or over in residence were also considered out of scope.

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

Local Level Surveys – Random component

The in-scope population for random component of the Local Level surveys was identical to that of the National Benchmarking survey. The only difference was that a check was put in place to ensure that respondents were residents of the selected areas. Those living outside of the selected areas were considered out of scope. Once the Australian born sub quota was

reached it was expected that some additional screening would be required to fulfil the overseas born sub quota as follows:

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

Local Level Surveys – Middle Eastern component

Essentially the same procedures for identifying in-scope sample members were used for the Middle Eastern component. However, in order to interview members of the Middle Eastern / Turkish community the following screening question was asked ...

“Today we are interested in speaking with people of particular backgrounds. Is there anyone in this household who was born in the Middle East or Turkey, or whose PARENTS were born in the Middle East or Turkey?”

In instances where there were two or more household members fitting this criterion, the next birthday method was used to select a respondent from within that household.

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. Failing contact during these times, calls were then initiated on weekdays between 9.00 am to 5.00 pm. 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 (Vietnamese, Chinese (Cantonese and Mandarin), Italian, Greek, Arabic 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 that another household member may then 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.

2.7 Leaving messages on answering machines

A pre-scripted message was left on answering machines if there had been no previous ‘personal’ contact made with a household. Refer questionnaire at Appendix 4 for the full message script.

The CATI system automatically scheduled a call back in 6 day’s time the first time such a message was left and for 5 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 18 sample records were actioned this way of which 4 were refusals and 14 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 survey drew on published surveys used in previous studies as well as input from Monash Institute for the Study of Global Movements, the Australian Multicultural Foundation and the Social Research Centre.

The questionnaire comprised of modules around a number of themes, including:

- Economic considerations
- Political considerations
- Socio-Cultural considerations
- Discrimination, and
- Reflection of current life in Australia.

The questionnaire was developed and pre-tested as part of the larger Social Cohesion research program. Pre-testing was via expert review, focus groups and cognitive testing interviews.

3.2 Questionnaire pilot testing

A total of 85 pilot test interviews were conducted. A multi-stage approach was adopted, comprising of an initial pilot test of 10 interviews on 3 May, followed by revisions to the questionnaire and re-testing of 23 interviews on 15 May. Further revisions were agreed and the remaining pilot test interviews (52) were carried out between 5 and 7 June.

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

- Reading the questionnaire directly into the CATI program to eliminate the possibility of typographical errors occurring in the set up process
- Programming the skips and sequence instructions as per the hard copy questionnaire
- Generating test frequency counts to check the structural integrity of the questionnaire, and
- Checking the questionnaire in “practice” mode to review on-screen presentation, sequencing and feeding forward information from question to question.

Sequencing, order, wording amendments and question deletions to the draft questionnaire were agreed throughout the pilot testing process. Please refer to Appendix 2 for a detailed list of issues raised during pilot testing. The original draft of the questionnaire and the final main study questionnaire are provided at Appendices 3 and 4.

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

4. DATA COLLECTION AND QUALITY CONTROL

4.1 Ethical consideration

The questionnaire and survey methodology was 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 the Australian Multicultural Foundation and by the appropriate privacy laws. In addition, the Social Research Centre is bound to adhere to ASMR 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 two hour briefing session which covered:

- Project background, objectives and procedures
- All aspects of administering the survey questionnaire, including specific data quality issues, and
- 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 63 interviewers were briefed.

Consistent with the "specialist team" policy for the Social Cohesion survey, more than half of the interviewing (51%) was completed by 14 members of the interviewing team. The briefing notes are provided at Appendix 5.

Additional briefing procedures for LOTE interviewing also covered:

- Establishing scope status
- Review of the translated questionnaire by at least 2 bilingual interviewers with the required language skills.

4.3 Interviewer de-briefing

As is our usual practice, several de-briefing sessions were held mid-cycle with selected team members to address respondent liaison issues and review questionnaire performance.

An end of cycle de-briefing was held on August 9 (refer Section 7 for issues arising).

4.4 Fieldwork quality control procedures

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

- Validation of a total 272 National Benchmarking interviews (or a minimum of 10% of each interviewer's work)
- Validation of a total 195 Local Level surveys (or a minimum of 10% of each interviewer's work)
- Field team de-briefing after the first shift, and thereafter, whenever there was important information to impart to the field team in relation to data quality, consistency of interview administration, techniques to avoid refusals, appointment making conventions or project performance
- 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 manager and supervisory staff.

4.5 Sundry data collection and field team issues

Best times for interviewing (National Benchmarking survey)

As is the case for many other surveys, the most productive day of the week for interviewing (as measured by interviews per hour rate) was Monday (1.9) and the most productive time slot was weekday evenings after 7.00 pm (1.9). The least productive day was Saturday (1.4).

Language of interview

The number of interviews conducted in LOTE varied across the various surveys, as shown in Table 7. The distribution of LOTE surveys reflects the demand for this service within the targeted population. The proportion of surveys conducted in LOTE for the National Benchmarking survey is similar to that of other similar surveys conducted by the Social Research.

Table 7: Language of interview

Language	National Benchmarking Study	Local level surveys (random component)	Local level surveys (Middle Eastern / Turkish component)
English	1977	999	224
Cantonese	4	35	0
Mandarin	6	51	0
Vietnamese	9	39	0
Italian.....	4	1	0
Greek	9	2	0
Arabic (incl. Lebanese)	3	14	79
Turkish	0	0	65
Total.....	2012	1141	368
<i>% interviews in LOTE.....</i>	<i>1.7%</i>	<i>9.7%</i>	<i>40.2%</i>

5. CALL RESULTS AND RESPONSE ANALYSIS

5.1 Call results

National Benchmarking Survey

A total of 60,288 calls were placed to 15,523 sample records to achieve 2,012 completed interviews. This equates to an interview every 30.0 calls and an average of 3.9 calls per sample record (see Table 8).

The most commonly occurring call outcomes were no answer (53.2%), Telstra message / number disconnected (9.5%) and answering machine (8.9%).

Table 8: All call attempts – National Benchmarking survey

	n	%
Total Calls	60,288	100.0%
Interviews	2,012	3.3%
No answer	32,053	53.2%
Telstra message, number disconnected	5,716	9.5%
Answering machine	5,356	8.9%
Appointment (soft appointment)	4,234	7.0%
Engaged	3,644	6.0%
Refusal - Household	2,236	3.7%
Stopped interview (hard appointment)	1,626	2.7%
Not a residential number	1,447	2.4%
Fax or modem	1,120	1.9%
Out of scope*	320	0.5%
Refusal - type unknown	196	0.3%
Refusal - Respondent.....	157	0.3%
Away duration.....	85	0.1%
LOTE - no follow up.....	71	0.1%
Claims to have done survey	9	0.0%
Named person not known	8	0.0%
Refusal - refused prior	4	0.0%
Total numbers initiated	15,523	
Average calls per interview	30.0	
Average calls per sample record.....	3.9	

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

Table 9 shows the final call result. As can be seen, an interview was achieved at just over one in ten (13%) of numbers to which calls were initiated. Approximately half of the numbers (53.4%) were unusable. Just under one in six (13.9%) were unresolved at the end of the call cycle (non-contacts or unresolved appointments) and less than one in twenty (3.1%) were identified as out of scope. Refusals were encountered at 16.7% of the numbers to which calls were initiated.

Table 9: Final call result – National Benchmarking survey

	n	%
Total numbers initiated	15,523	100%
Unusable numbers		
Telstra message, number disconnected	5,714	36.8%
Named person not known or wrong number	8	0.1%
Fax/Modem	1,120	7.2%
Not a residential number	1,443	9.3%
<i>Subtotal unusable number</i>	<i>8,285</i>	<i>53.4%</i>
No contact / unresolved in survey period		
Engaged	99	0.6%
Answering machine	286	1.8%
No answer	1,508	9.7%
Hard appointments	106	0.7%
Soft Appointments	155	1.0%
<i>Subtotal</i>	<i>2,154</i>	<i>13.9%</i>
Out of scope		
Claims to have done survey	9	0.1%
Selected respondent away for duration	85	0.5%
LOTE – No language follow up	65	0.4%
Out of scope*	320	2.1%
<i>Subtotal</i>	<i>479</i>	<i>3.1%</i>
Contacts		
Interviews	2,012	13.0%
Household refusal	2,236	14.4%
Respondent refusal	157	1.0%
Refused, type not identified	196	1.3%
Refused prior	4	0.0%
<i>Subtotal in-scope contacts</i>	<i>4,605</i>	<i>29.7%</i>

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

Local Level Surveys – Random component

A total of 42,548 calls were placed to 11,698 sample records to achieve 1,141 completed interviews. This equates to an interview every 37.3 calls and an average of 3.6 calls per sample record (see Table 10).

The most commonly occurring call outcomes were no answer (48.8%), answering machine (8.8%) and Telstra message / number disconnected (8.2%).

Table 10: All call attempts – Local Level survey (random component)

	n	%
Total Calls	42,548	100.0%
Completed survey	1,141	2.7%
No answer	20,758	48.8%
Answering machine	3,754	8.8%
Telstra message, number disconnected	3,504	8.2%
Appointment (soft appointment)	2,881	6.8%
Engaged	2,640	6.2%
Stopped interview (hard appointment)	2,493	5.9%
Refusal – Household (estimated in-scope)	1,305	3.1%
Out of scope (outside LGA)	1,020	2.4%
Not a residential number	780	1.8%
Out of scope (estimated household refusals that would be out of scope)	761	1.8%
Fax or modem	723	1.7%
LOTE - no follow up.....	235	0.6%
Refusal - type unknown.....	235	0.6%
Out of scope*	180	0.4%
Refusal - Respondent.....	60	0.1%
Away duration.....	29	0.1%
Quota full	23	0.1%
Named person not known	14	0.0%
Claims to have done survey	9	0.0%
Refusal - refused prior.....	3	0.0%
Total numbers initiated.....	11,698	
Average calls per interview	37.3	
Average calls per sample record.....	3.6	

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

Table 11 shows the final call result. As can be seen, an interview was achieved at approximately one in ten (9.8%) numbers to which calls were initiated. Approximately four out of ten numbers (42.7%) were unusable. Just under one in six (14.5%) were unresolved at the end of the call cycle (non-contacts or unresolved appointments) and one in five (19.3%) were identified as out of scope. Refusals were encountered at 13.7% of the numbers to which calls were initiated.

Table 11: Final call result – Local Level survey (random component)

	n	%
Total numbers initiated	11,698	100%
Unusable numbers		
Telstra message, number disconnected.....	3,495	29.9%
Named person not known or wrong number	14	0.1%
Fax/Modem.....	723	6.2%
Not a residential number.....	768	6.6%
<i>Subtotal unusable number</i>	<i>5,000</i>	<i>42.7%</i>
No contact / unresolved in survey period		
Engaged	75	0.6%
Answering machine	212	1.8%
No answer	1,029	8.8%
Hard appointments	270	2.3%
Soft Appointments	111	0.9%
<i>Subtotal</i>	<i>1,697</i>	<i>14.5%</i>
Out of scope		
Claims to have done survey	9	0.1%
Selected respondent away for duration	29	0.2%
LOTE – No language follow up	235	2.0%
Out of scope*	180	1.5%
Out of scope (outside LGA)	1,020	8.7%
Out of scope (estimated household refusals that would be out of scope)	761	6.5%
Quota full	23	0.2%
<i>Subtotal</i>	<i>2,257</i>	<i>19.3%</i>
Contacts		
Interviews	1,141	9.8%
Refusal – Household (estimated in-scope).....	1,305	11.2%
Respondent refusal	60	0.5%
Refused, type not identified	235	2.0%
Refused prior	3	0.0%
<i>Subtotal in-scope contacts</i>	<i>2,744</i>	<i>23.5%</i>

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

Local Level Surveys – Middle Eastern component

A total of 17,080 calls were placed to 5,705 sample records to achieve 368 completed interviews. This equates to an interview every 46.4 calls and an average of 3.0 calls per sample record (see Table 12).

The most commonly occurring call outcomes were no answer (45.6%), Telstra message / number disconnected (9.7%) and hard appointment (9.7%).

Table 12: All call attempts – Local Level survey (Middle Eastern component)

	n	%
Total Calls	17,080	100.0%
Completed survey	368	2.2%
No answer	7,796	45.6%
Telstra message, number disconnected	1,663	9.7%
Stopped interview (hard appointment)	1,329	7.8%
Answering machine	1,100	6.4%
Appointment (soft appointment)	1,042	6.1%
Out of scope (No one of Middle Eastern / Turkish background)	948	5.6%
Engaged	913	5.3%
Out of scope (estimated household refusals that would be out of scope)	719	4.2%
Refusal – Household (estimated in-scope)	473	2.8%
LOTE - no follow up.....	137	0.8%
Refusal - type unknown	136	0.8%
Fax or modem	131	0.8%
Not a residential number	106	0.6%
Out of scope (outside LGA)	101	0.6%
Out of scope *	76	0.4%
Away duration.....	22	0.1%
Refusal - Respondent.....	10	0.1%
Named person not known	8	0.0%
Claims to have done survey	2	0.0%
Total numbers initiated	5,705	
Average calls per interview	46.4	
Average calls per sample record.....	3.0	

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

Table 13 shows the final call result for the Middle Eastern component of the Local Level survey. As can be seen, an interview was achieved at just over one in twenty (6.5%) numbers to which calls were initiated. Approximately a third of the numbers (33.4%) were unusable. Just under one in six (14.1%) were unresolved at the end of the call cycle (non-contacts or unresolved appointments) and just over a third (35.2%) were identified as out of scope. Refusals were encountered at 10.9% of the numbers to which calls were initiated.

Table 13: Final call result – Local Level survey (Middle Eastern component)

	n	%
Total numbers initiated	5,705	100%
Unusable numbers		
Telstra message, number disconnected.....	1,663	29.1%
Named person not known or wrong number	8	0.1%
Fax/Modem.....	131	2.3%
Not a residential number.....	105	1.8%
<i>Subtotal unusable number</i>	<i>1,907</i>	<i>33.4%</i>
No contact / unresolved in survey period		
Engaged	34	0.6%
Answering machine	154	2.7%
No answer	422	7.4%
Hard appointments	145	2.5%
Soft Appointments	51	0.9%
<i>Subtotal</i>	<i>806</i>	<i>14.1%</i>
Out of scope		
Claims to have done survey	2	0.0%
Selected respondent away for duration	22	0.4%
LOTE – No language follow up	137	2.4%
Out of scope*	76	1.3%
Out of scope (No one of Middle Eastern / Turkish background).....	948	16.6%
Out of scope (outside LGA)	101	1.8%
Out of scope (estimated household refusals that would be out of scope)	719	12.6%
<i>Subtotal</i>	<i>2,005</i>	<i>35.2%</i>
Contacts		
Interviews	368	6.5%
Refusal – Household (estimated in-scope).....	473	8.3%
Respondent refusal	10	0.2%
Refused, type not identified	136	2.4%
<i>Subtotal in-scope contacts</i>	<i>987</i>	<i>17.3%</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 purpose of this report, response rate is defined as interviews as a proportion of in-scope sample members contacted within the call cycle. The final overall response rate for the National Benchmarking survey was 44%. This is on target with expectations for a survey of this nature (the Social Research Centre predicting a 45% response rate in our research proposal) and comparable with response rates achieved for other similar surveys undertaken by the Social Research Centre. The response rate for the Local Level surveys was 42% (random component) and 37% (Middle Eastern / Turkish component). The response rate obtained for the Middle Eastern component is similar to other surveys conducted by the Social Research Centre amongst the same (most notably the International Crime Victimization Survey, where the response rate amongst Middle Eastern respondents was 36.3%).

There was some variation in response rates by subgroup and geographic location, as detailed in Table 14.

Table 14: Response rates

	Base	Unusable	No contact / Unresolved	Out of Scope	In scope	Interviews	Response rate
National Benchmarking survey	15,523	53%	14%	3%	30%	13%	44%
Letter							
Yes	2,146	9%	12%	8%	72%	34%	47%
No	13,377	61%	14%	2%	23%	10%	42%
Region							
Metro	10,209	53%	14%	3%	30%	13%	43%
Non Metro.....	5,314	54%	14%	3%	29%	13%	44%
Location							
NSW	2,956	58%	10%	3%	28%	12%	41%
Vic	2,303	50%	14%	4%	32%	13%	42%
Qld.....	2,065	53%	12%	3%	32%	14%	42%
SA.....	1,525	48%	13%	4%	35%	15%	44%
WA.....	1,912	54%	14%	3%	29%	13%	44%
ACT	1,372	52%	15%	3%	31%	15%	47%
Tas	1,296	50%	16%	3%	31%	16%	50%
NT.....	2,094	57%	19%	2%	21%	10%	45%
Local Level surveys (random component)	11,698	43%	15%	19%	23%	10%	42%
Letter							
Yes	1,750	9%	16%	13%	62%	26%	41%
No	9,948	49%	14%	21%	16%	7%	42%
Location							
Greater Dandenong.....	925	40%	17%	12%	31%	11%	36%
Fairfield.....	1,400	47%	19%	12%	22%	9%	42%
Stretton-Karawatha / Calamvale	3,002	49%	13%	16%	23%	10%	44%
Hume.....	3,000	51%	10%	13%	26%	10%	39%
Auburn.....	3,371	29%	17%	34%	19%	9%	47%
Local Level surveys (ME / T component)	5,705	33%	14%	17%	17%	6%	37%
Letter							
Yes	420	11%	6%	15%	57%	19%	33%
No	5,285	35%	15%	17%	15%	5%	38%
Location							
Hume.....	1,452	32%	7%	14%	36%	14%	38%
Auburn.....	4,253	34%	17%	17%	12%	4%	34%

For the National Benchmarking survey the response rate from households who received a primary approach letter was 5 percentage points higher than for those who didn't. This positive effect of the primary approach letter was lower than expected and lower than other similar projects undertaken by the Social Research Centre. Anecdotal evidence from the interviewer debriefing suggests that Monash University does not have as high a level of recognition outside of Victoria and perhaps this impacted on the value of the approach letter.

Interestingly, the letter did not have a positive effect on response rates for the random component of the local level surveys and receipt of a letter was associated with a lower

response rate for the Middle Eastern and Turkish sample. Further research would be needed to try and establish why this was the case.

5.3 Review of call cycle

This section briefly reviews the impact of using an extended call cycle (as opposed to the standard 6 call protocol that is used for many social research projects).

As can be seen at Table 15, 15% of interviews were achieved on the seventh or more interview attempt. This is similar to other similar surveys conducted by The Social Research Centre.

The extended call cycle improved the representation of groups such as those aged 18-24 years and employed persons.

Table 15: Analysis of response by call attempt (National Benchmarking survey)

Call attempt on which interview was achieved	Base	1-6	7 or more
TOTAL	2,014	85%	15%
Age group			
18-24 years	137	79%	21%
25-34 years	331	80%	20%
35-44 years	441	82%	18%
45-54 years	419	84%	16%
55-64 years	343	90%	10%
65 years or more	338	92%	8%
Gender			
Male	853	84%	16%
Female	1159	86%	14%
Location			
State capital	1320	84%	16%
Rest of state	692	86%	14%
Employment status			
Employed	1225	81%	19%
Not currently employed	785	90%	10%

5.4 Achieved sample profile

Table 16 compares the achieved sample profile (using unweighted data) with that of general population (based on 2006 Census data).

As can be seen, the achieved age and gender profile (which is accounted for in the weighting) is skewed towards females and older persons. This is typical of survey research of this nature involving a random method of respondent selection and no controls over age and gender distribution and is probably attributable, to some degree, to the self-selection that occurs when using the “next birthday” method of respondent selection.

The other noteworthy aspect of the achieved sample profile is the skew towards tertiary educated respondents. Such persons are typically over-represented in survey research and it is hypothesized that the surveys of this nature have greater “appeal” for persons of such a profile, who could be expected to have more “liberal” attitudes, and be more positively inclined towards participation in social research.

Table 16: Sample profile – National Benchmarking survey

	Achieved sample profile (Unweighted)	Australian population⁶
Total (n)	2,014	
Age group		
18-24 years.....	6.8%	12.4%
25-34 years.....	16.5%	17.7%
35-44 years.....	21.9%	19.5%
45-54 years.....	20.8%	18.3%
55-64 years.....	17.0%	14.5%
65 years or more	16.8%	17.5%
Gender		
Male	42.4%	48.7%
Female	57.6%	51.3%
Employment status		
Employed.....	60.9%	62.2%
Educational Attainment		
Year 10 or below	27.1%	33.5%
Year 12 or equivalent	19.0%	20.3%
Trade or technical.....	24.6%	24.4%
University (Bachelor or Post graduate degree)	27.5%	20.6%
Australian / Overseas born		
Australian born	72.8%	70.9%
Overseas born	26.7%	22.2%

Table 17 summarises the achieved sample profile for each area in the random component of the local level surveys. The achieved gender distribution shows a broadly similar skew towards females to that in the National Benchmarking survey. The age distribution is likewise skewed towards older persons.

The skew towards university educated and employed persons is more pronounced than the National Benchmarking Survey.

⁶ 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 17: Sample profile – Local level surveys (random component)

	Achieved profile in Greater Dandenong (Unweighted)	Greater Dandenong population	Achieved profile in Fairfield (Unweighted)	Fairfield population	Achieved profile in Stretton-Karawtha / Calamvale (Unweighted)	Stretton-Karawtha / Calamvale population	Achieved profile in Hume (Unweighted)	Hume population	Achieved profile in Auburn (Unweighted)	Auburn population
Total (n)	301		300		303		103		134	
Age group										
18-24 years	11.0%	13.2%	13.0%	14.3%	12.5%	15.1%	11.7%	14.4%	14.2%	16.7%
25-34 years	19.6%	18.8%	16.0%	18.0%	13.5%	21.7%	12.6%	19.6%	25.4%	23.7%
35-44 years	17.9%	18.1%	25.3%	19.8%	24.1%	21.1%	22.3%	23.2%	20.9%	20.3%
45-54 years	20.9%	17.5%	25.3%	19.6%	25.4%	20.6%	20.4%	18.6%	11.9%	16.7%
55-64 years	15.6%	14.4%	11.7%	13.3%	12.5%	13.4%	15.5%	12.8%	13.4%	10.6%
65 years or more	14.6%	17.9%	8.0%	15.1%	10.9%	8.0%	17.5%	11.5%	13.4%	12.0%
Gender										
Male	47.5%	49.4%	40.0%	48.7%	37.6%	48.9%	35.0%	48.9%	42.5%	52.1%
Female	52.5%	13.2%	60.0%	51.3%	62.4%	51.1%	65.0%	51.1%	57.5%	47.9%
Employment status										
Employed	60.5%	47.9%	55.7%	46.2%	61.1%	63.6%	60.2%	55.8%	61.9%	43.7%
Educational Attainment										
University (Bachelor or Post graduate degree)	23.9%	6.4%	16.3%	5.9%	35.3%	15.5%	19.4%	5.9%	36.6%	10.4%
Australian / Overseas born										
Australian born	43.7%	44.0%	43.5%	44.7%	48.5%	55.4%	66.7%	68.6%	34.8%	40.8%
Overseas born	56.3%	56.0%	56.5%	55.3%	51.5%	44.6%	33.3%	31.4%	65.2%	59.2%

⁷ Age, gender and birth place figures taken from ABS 2006 Census data. Employment status and educational attainment taken from ABS Basic Community Profiles, Census 2001 (please note that the population figures reported are based on Australians aged 15 years or more.)

5.5 Reason for refusal

Reason for refusal was captured, wherever possible, from either the phone answerer (household refusal) or the named sample member (respondent refusal). Of the 2,393 cases for which reason for refusal was captured, the majority (93%) were household refusals.

As can be seen at Table 18, the main reasons for refusal were perceived salience (“not interested” – 56%) followed by “no comment / just hung up” (17%).

Table 18: Reason for refusal

Refusal type	Respondent	Household	Total
Total (n)	157	2,236	2,393
Not interested	55%	56%	56%
No comment / just hung up.....	7%	18%	17%
Too busy	15%	9%	9%
Other*	10%	7%	8%
Silent number.....	1%	3%	3%
Never do surveys	1%	2%	2%
Get too many calls for surveys / telemarketing.....	3%	1%	2%
Remove number from list.....	0%	1%	1%
10 minutes is too long.....	5%	0%	1%
Too personal / intrusive	0%	1%	1%
Don't believe surveys are confidential / privacy concerns	3%	0%	1%
Don't like subject matter	2%	0%	1%

* Includes reasons such as death in family, not a resident, illness in family

6. DATA OUTPUTS AND REPORTING

6.1 Treatment of responses to open ended / other specify questions

Code frames, with details of proposed extensions (for questions with an “other specify” option) and back coding rules, were developed by the Social Research Centre.

6.2 Data preparation

Unweighted frequency counts of the responses to each question were produced, initially in draft format, after the first couple of hundred interviews were complete. These were used to check structure and logic. Interim data files were also produced and provided to the research consortium to check data structure and file layout as well as to be used for preparation for analysis.

No data editing was necessary, however, for those records that were missing a response on age (a key weighting variable), it was assumed age was 65+. No other data editing was undertaken.

6.3 Weighting

Data for the National Benchmarking Survey was weighted by Age and Sex within state using 2006 Census data.

The Local Level surveys (random component) were weighted by age and sex within each area using 2006 Census data. A pre-weight was applied to the data set that aligned the proportion of overseas and Australian born respondents to 2006 Census figures. Another weight was produced to be used when combining Greater Dandenong, Fairfield and Stretton-Karawatha / Calamvale that took into account the population of these areas. A third weight was calculated to be used when using data from all five areas in the random component. This weight corrected for age and sex across all five areas using 2006 Census data.

The weight for the Middle Eastern sample simply aligned the proportion of Middle Eastern respondents and Turkish respondents to that 2006 Census data. This weight was applied to anyone surveyed in Hume or Auburn of Middle Eastern or Turkish background as identified via either the random sample or the targetted approach.

See Appendix 6 for population weighting matrices used.

6.4 Data file provision

The Social Research Centre provided the research consortium with two clean SPSS data files – one for the National Benchmarking Survey and one for the Local Level Surveys (including both the random and Middle Eastern components). The data file included several derived variables, including:

- Job - flags which interviews were conducted as part of the random and Middle Eastern components of the Local Level surveys (Local level survey data file only)

- ME - Flags anyone in Hume and Auburn who was of Middle Eastern or Turkish origin (Local level survey data file only)
- Gen - flags all respondents of Middle Eastern or Turkish origin as to whether they are first or second generation (derived from DEM15_1) (Local level survey data file only)
- Origin – flags those in Hume and Auburn who were of Middle Eastern or Turkish origin (Local level survey data file only).

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

7. ISSUES ARISING FROM INTERVIEWER DE-BRIEFING

Table 19 details issues raised by interviewers at the end of survey de-briefing. These comments are provided more for context and background for data analysts, rather than as a statement of issues to be addressed for future surveys.

Table 19: Issues arising from field team debriefing

Question	Comments
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.	Some respondents found it difficult to recall events occurring over the last three years
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.	
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?	
B5c. How often do you participate in political activities as part of a group	Some respondents thought these questions was being used to screen for terrorists
B6a. How often do you think the government in Canberra can be trusted to do what is right for the Australian people?	Respondents generally interpreted 'government in Canberra' to mean the current federal government
C1. Now some questions about immigration. What do you think of the number of immigrants accepted into Australia at present?	
C10. Do you think the balance or mix of immigrants from different countries is about right?	
C11. From which countries, if any, should there be more immigrants?	
C12. From which countries, if any, should there be less immigrants?	Interviewers sometimes found this question to be confronting when respondents gave answers that were incongruent with interviewers' own thoughts
C11. From which countries, if any, should there be more immigrants?	
C12. From which countries, if any, should there be less immigrants?	Social desirability means that some respondents were not willing to be too specific about countries, preferring to give a more generic answer
C5c. (Apart from your immediate family,) do you ever visit people of a different faith or religion?	
C5d. (Apart from your immediate family,) do you ever have people of a different faith or religion visit you?	Some respondents did not feel they could accurately answer this question as they were not sure of the faith of people they socialised with
D2. Please tell me which of the following best describes how often this discrimination occurs.	There were instances where respondents were not sure how to answer this using the current code frame, for example if someone had experienced discrimination on a weekly basis at school, but they had not been at school for a number of years they tended to try and average this out over time

APPENDIX 1: 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 Monash University. This study looks at a range of social issues in Australia. This is an independent University research project.

The aim/purpose of the research

This project aims to further understanding of Australian society and its future development. It is interested in

- issues of population that have an impact on Australia’s economic growth;
- social and community cohesion and harmony in Australia;

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 a valuable 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

If you would like to be informed of the main research findings, please contact Ms Emma Dawson on (03) 9905 1595 or emma.dawson@education.monash.edu.au. Once the project is completed the key findings will be accessible for five years on the project website:

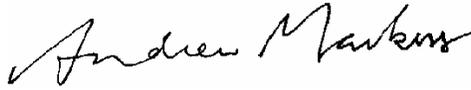
<http://www.globalmovements.monash.edu.au/projects/socialcohesion.html>.

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). Alternatively you can visit the Monash University website (www.globalmovements.monash.edu.au/projects/socialcohesion.html) to obtain more information.

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 9905 2172 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 موناش. أكتب إليك طالباً مساعدتك في دراسة أسترالية هامة تقوم بها جامعة موناش. تتناول هذه الدراسة مجموعة من القضايا الاجتماعية في أستراليا،

وقد تعاقبت جامعة موناش مع مركز البحوث الاجتماعية لإجراء المقابلات الهاتفية اللازمة لهذه الدراسة. وقد اختيرت أسرتك 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 موناش أية معلومات من الاستطلاع يمكن أن تشير إلى هويتك أو هوية أسرتك.

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

شكراً سلفاً لتعاونك الطوعي في هذا الاستطلاع الهام. إن آراءك قيمة وهامة.

Sosyal Uyum Araştırma Projesi

Adım Andrew Markus ve Monash Üniversitesi Tarihsel Araştırmalar Bölümünde 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 edemeyecektir.

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 anonim 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 giấu 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.

APPENDIX 2: ISSUES RAISED IN PILOT TESTING

Question / Section	Comments
Introduction	Screening questions included where appropriate
Module A - Economic	Change of scale for some statements to keep the scale consistent between questions to avoid respondent confusion and assist with questionnaire flow
Module B - Political	Some question order changes were made to assist with flow
	The word 'currently' was included in the question to ensure all respondents were responding within a consistent time frame
B1. Do you currently undertake any voluntary work?	Code frame was modified to capture a greater number of responses
B2. With which of the following types of volunteer organizations are you involved?	
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.	Minor wording change
B5b. Does this group include people of a different national or ethnic background to you?	Minor wording change
B7. Please tell me to what extent, if at all, you think the following actions can be justified.	Wording change to enhance respondent comprehension and ease of administration
Module C – Socio-Cultural	Some question order changes were made to assist with flow
C5. Apart from your immediate family, do you ever visit people of other nationalities or ethnic backgrounds? / (Apart from your immediate family,) do you ever have people of other nationalities or ethnic backgrounds visit you? / (Apart from your immediate family,) do you ever visit people of a different faith or religion? / (Apart from your immediate family,) do you ever have people of a different faith or religion visit you?	Minor wording and scale change
C7. To what extent do you take pride in the Australian way of life and culture?	Minor wording change
C8. And to what extent do you have a sense of belonging in Australia?	Minor wording change
D2. Please tell me which of the following best describes how often this discrimination occurs.	Change in code frame to better match question wording and avoid inconsistencies
D3. Where did the discrimination occur? Please tell me if any of these apply.	Minor wording change
D4. What form did the discrimination take? Please tell me if any of these apply.	Minor wording change
D5. Have you experienced discrimination because of your national, ethnic or religious background in the last twelve months?	Minor wording change
E2. Taking ALL things into consideration, would you say that over the last year YOU have been ...	Minor wording change
E4. Compared with your life, do you think that the lives of today's children will be ...	The words 'today's children' were included to assist with anchoring this question to a particular generation
E5. Why do you say that?	New question added
DEM11. Which one of these BEST describes your employment situation? Are you ...	Minor wording change
DEM12. What area are your qualifications in?	Minor wording change
DEM13. What is your current occupation?	Minor wording change
DEM13a. To what extent, if at all, do you use the skills and knowledge gained from your qualifications in your current job?	New question added
DEM14. What is your CURRENT PERSONAL income, after tax and other deductions, from all sources?	Minor wording change

APPENDIX 3: ORIGINAL QUESTIONNAIRE

The Scanlon Foundation
Social Cohesion Research Program
BENCHMARK SURVEY– version 29 March 2007

ECONOMIC

I'd like you to tell me your views on various issues. How would you place your views on this scale? 1 means

- | | |
|---|--|
| 1. Incomes should be made more equal | We need larger income differences as incentives for individual effort |
| 2. Private ownership of business and industry should be increased | Government ownership of business and industry should be increased |
| 3. The government should take more responsibility to ensure that everyone is provided for | People should take more responsibility to provide for themselves |
| 4. Competition is good. It stimulates people to work hard and develop new ideas | Competition is harmful. It brings out the the worst in people |
| 5. In the long run, hard work brings a better life | Hard work doesn't generally bring success – it's more a matter of luck and connections |

Do you agree or disagree with the following statement

6. When jobs are scarce, employers should give priority to Australian-born people over immigrants?

- Strongly agree
- Agree a little
- Disagree a little
- Strongly disagree
- Don't know

7. How satisfied are you with your present financial situation?

- Very satisfied
- A little satisfied
- Neither satisfied nor dissatisfied
- A little dissatisfied
- Very dissatisfied

8. Have you experienced discrimination in Australia because of your national or religious or ethnic background? YES/ NO

If NO, go to Q 10

If YES

9. Was it

- Very often (once or twice a week)
- Often (once or twice a month)
- Not very often (once or twice a year)
- Not often (once or twice in five years)
- Rarely (once or twice in my life)

10. Where did the discrimination occur? (please indicate all relevant occurrences)

- a. Being served in a shop
- b. Being served in a government office
- c. When seeking employment, or at work
- d. When seeking to rent or buy an apartment or house
- e. At school
- f. On the street
- g. Other (please specify) _____

11. What form did the discrimination take? (please indicate all relevant occurrences)

- a. Made me feel that I did not belong
- b. I was verbally abused
- c. I did not get a job

- d. I did not get promotion or fair treatment at work
- e. My property was damaged
- f. I was physically attacked
- g. Other (please specify) _____

POLITICAL

12. How often do you think the government in Canberra can be trusted to do what is right for the Australian people?

- Almost always
- Most of the time
- Only some of the time
- Almost never
- Don't know

Please tell me for each of the following questions whether you think it can always be justified, never be justified, or something in between

13. Claiming government benefits to which you are not entitled

- Never justified
- Rarely justified
- Sometimes justified
- Always justified

14. Avoiding a fare on public transport

- Never justified
- Rarely justified
- Sometimes justified
- Always justified

15. Cheating on taxes if you have a chance

- Never justified
- Rarely justified
- Sometimes justified
- Always justified

16. These are different forms of political action that people can take. Please indicate which of the following you have taken, or would be prepared to take in future

- Sign a petition
- Write or speak to your Federal or State Member of Parliament
- Join a boycott of a product or company
- Attend lawful demonstrations
- Participate in strike actions
- Other _____

17. Do you participate in group activities with people from your own national or religious or ethnic background? Please indicate how often.

- Several times a week
- Several times a month
- Once a month
- Several times a year
- Not at all

18. Do you participate in group activities with people from a national or religious or ethnic background different from your own? If Yes, please indicate how often.

- Several times a week
- Several times a month
- Once a month
- Several times a year
- Not at all

19. Do you undertake any volunteer (or unpaid) work? YES/ NO

If NO, go to Q [18]

If YES,

20. With which type of volunteer organizations are you involved? Please indicate which types.

- Social welfare services for elderly, disabled or disadvantaged people
- Religious or church organizations
- Education, arts, music or cultural activities

- Youth work (e.g. youth clubs, scouts, guides)
- Labor unions
- Political parties or groups
- Other groups, please specify _____

21. How often do you participate in voluntary activities?

- At least once a week
- At least once a month
- Three to four times a year
- At least once a year
- Not at all

22. Do you agree or disagree with the following statement:

Once settled in Australia, immigrants should not involve themselves in the politics of their country of birth.

- Strongly agree
- Agree a little
- Disagree a little
- Strongly disagree
- Don't know

SOCIO-CULTURAL

23. Do you agree or disagree with the following statement: Generally speaking, outside of my family most people that I come into contact with can be trusted.

- Strongly agree
- Agree a little
- Disagree a little
- Strongly disagree
- Don't know

24. What do you think of the number of immigrants accepted into Australia at present?

- a. Too high
- b. About right
- c. Too low
- d. No opinion/ don't know

25. Does accepting immigrants from many different nations make Australia stronger or weaker?

- Much stronger
- A little stronger
- A little weaker
- Much weaker
- Don't know/ no opinion

26. Which of the following statements is closest to your view?

Immigrants should be:

- Assisted by government funds to maintain their own culture during their first years in Australia
- Left to fit in at their own pace
- Encouraged to fit into the community as soon as possible
- None of the above/ Don't know

27. During the last twelve months, how many times have you been in the home of someone from a national or religious or ethnic background different from your own, or had them in your home?

- Several times a week
- Several times a month
- Once a month
- Several times a year
- Not at all

28. Is the Australian way of life and culture something that you take pride in? Would you say that you are –

- Very proud
- Quite proud

- Neither proud nor not proud
- Not very proud
- Not at all proud

29. How strong is your sense of belonging in Australia?

- Very strong
- Strong
- Not strong
- Not at all strong
- No view/ not of relevance to me

30. Do you agree or disagree with the following statement.

In the modern world, maintaining the Australian identity is important.

- Strongly agree
- Agree a little
- Disagree a little
- Strongly disagree
- Don't know/ no opinion

31. Consider immigration to Australia from different countries. Do you think that there is a good balance of immigrants from different countries? Or do you think that the balance of immigrants from different countries is wrong?

- Yes – right balance
- No – wrong balance
- I do not think about immigration in these terms
- No opinion

If YES, or third and fourth responses, go to question [29]

If NO,

32. From which nation or nations, if any, should there be more immigrants?

33. From which nation or nations, if any, should there be fewer immigrants?

REFLECTIVE

34. Taking all things together, would you say that over the last year you have been

- Very happy
- Somewhat happy
- Not very happy
- Not at all happy

35. In three or four years, do you think that your life will be

- Much improved
- A little improved
- Be the same as now
- Become a little worse
- Become much worse
- Cannot predict

36. What of your children or the next generation, do you think that in the future their conditions of life will be

- Much improved
- A little improved
- Be the same as now
- Become a little worse
- Become much worse
- Cannot predict

Demographic Information

1. What is your age group?

- 15-24
- 25-34

- 35-44
- 45-54
- 55-64
- 65 and over

2. Male Female

3. What is your marital status: (Please indicate)

- Married
- Single
- De facto
- Widowed
- Divorced
- Separated

4. How many children do you have? _____

5. How many children do you have living in Australia? _____

6. Are you an Australian citizen? Yes No

7. What is your first language? _____

8. How would you rate your competence in English?

- Fluent
- Partially fluent
- Not fluent

9. How many years of formal education did you complete? _____

10. What is the highest level of your education?

- Primary school
- Secondary school
- TAFE
- University
- Post-graduate

Other _____

11. At present, are you:

Employed

Unemployed

Retired

Student

Home duties

IF RESPONSE IS 'EMPLOYED' GO TO Q 12; OTHERWISE GO TO Q 14

12. If you have been trained for an occupation, what is it?

13. If this is not the same as your current job, what is your current job?

14. In which countries were you and your family members born?

1. Self _____

2. Spouse (if relevant) _____

3. Mother _____

4. Father _____

15. In what year did you arrive in Australia? (if relevant) _____

16. Do you follow any religion or faith? Yes No

17. If "yes" please specify the religion or faith. _____

18. What is the postcode of the area in which you live? _____

Thank you

APPENDIX 4: FINAL QUESTIONNAIRE

**Monash University
Social Cohesion Research Program**

**BENCHMARK SURVEY
(incorporating feedback from pilot test 3)**

Overview

PLEASE SET THESE UP AS 3 SEPARATE JOBS – WE WILL HAVE TO PUT THE DATA BACK TOGETHER AGAIN, SO IT IS IMPORTANT THAT ALL THREE JOBS HAVE EXACTLY THE SAME DATA MAP

Job	Study	Area	Quota	Sub quota	MARKET
A	National Study	Australia	2000		1-8
B	Local level studies	Hume (VIC)	100		1
		Auburn (NSW)	100		2
		Greater Dandenong (VIC)	300	150 ints with Aust born & 150 ints with OS born	3
		Fairfield (NSW)	300	150 ints with Aust born & 150 ints with OS born	4
		Stretton-Karawatha (QLD)	300	150 ints with Aust born & 150 ints with OS born	5
C	Middle Eastern component	Hume (VIC)	200		1
		Auburn (NSW)	200		2

**Questionnaire Structure
Modules**

Screening and Introduction

- A: Economic
- B: Political
- C: Socio-Cultural
- D: Discrimination
- E: Reflective
- Demographics

Call outcome codes (SMS screen)

- | | |
|---|--|
| <ul style="list-style-type: none"> 1. No answer 2. Answering machine 3. Fax machine / modem 4. Engaged 5. Appointment 6. Stopped interview 7. LOTE – No follow up 8. Named person not known (only applies if calling back to keep an appointment and phone answerer denies knowledge of named person) | <ul style="list-style-type: none"> 9. Telstra message / Disconnected 10. Not a residential number 11. Too old / deaf / disabled/health/family reasons 12. Claims to have done survey 13. Away for duration 14. (SUPERVISOR USE ONLY)
Refused prior (eg. phoned 1800 number to refuse participation after receiving letter) |
|---|--|

INTRODUCTION

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

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

1 Continue

*(STUDIES B & C)

*(NOTE TO PROGRAMMER, PLEASE SEE VCS (0285) FOR LOOK UP LIST EXAMPLE AND USE POSTCODES / SUBURBS ATTACHED)

S4 Before we begin, we are interested in speaking with people who live in the Local Government Area of <insert name of LGA (Hume / Greater Dandenong / Fairfield / Auburn / Stretton, Karawatha, Drewvale or Calamvale) from sample>. Can I please check the suburb or location where you live? (EXPLAIN IF NECESSARY: It is important that we collect this information so we can analyse the results at a local level)

1. Record suburb / location
2. Record postcode
3. Refused to give postcode / location / suburb GO TO TERM5
4. Household refusal GO TO RR1

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

*(STUDIES B & C)

CHECK QUOTA – IF CONFIRMED AS AN OPEN QUOTA CONTINUE OTHERWISE TERMINATE

*(STUDIES A AND B)

*(NOTE THIS INTRO WILL ONLY BE USED FOR STUDY B UNTIL SUB QUOTAS ARE REACHED)

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 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, 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)

*(STUDY B – ONCE SUB QUOTA IS REACHED – ASSUMPTION IS THAT AUST BORN SUB QUOTA WILL FILL FIRST)

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)

*(STUDY B – ONCE SUB QUOTA IS REACHED – ASSUMPTION IS THAT AUST BORN SUB QUOTA WILL FILL FIRST)

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) (GO TO S1d INTRO B)
3. None (GO TO TERM2)
4. (Refused) (GO TO TERM2)

*(STUDY B – ONCE SUB QUOTA IS REACHED – ASSUMPTION IS THAT AUST BORN SUB QUOTA WILL FILL FIRST)

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

INTRO B: Of the (insert number from S1c) people in your household who were either 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. HH LOTE - Cantonese, Mandarin, Vietnamese, Italian, Greek, Arabic, 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)

*(STUDY C)

S1e Today we are interested in speaking with people of particular backgrounds. Is there anyone in this household who was born in the Middle East or Turkey, or whose PARENTS were born in the Middle East or Turkey?

IF ABSOLUTELY NECESSARY: By Middle East, we mean Lebanon, Iran, Iraq, Jordan, Kuwait, Israel, Syria, Saudi Arabia, Palestine (OK TO LET IN ANYONE WHO PERCEIVES THEMSELVES AS OF MIDDLE EASTERN BACKGROUND, EG EGYPTIAN, OTHER GULF STATES)

IF NECESSARY: We're interested to speak to people of Turkish or Middle Eastern backgrounds to make sure we get as good a coverage of the Australian population as possible.

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

*(STUDY C)

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 were born in Turkey or the Middle East or has a parent born in Turkey or the Middle East?

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

*(STUDY C)

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

INTRO B: Of the (insert number from S1f) people in your household who were either born or has a parent born in Turkey or the Middle East 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, 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)

*(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 2172, 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
- 4 QR LOTE - Cantonese, Mandarin, Vietnamese, Italian, Greek, Arabic, 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 (incl. Lebanese)
- 7 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

*(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

*(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 strongly agree / disagree or agree / 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 very satisfied / dissatisfied or a little satisfied / 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)

B1. Do you currently undertake any voluntary work? (INTERVIEWER NOTE: This does NOT include unpaid work in a family business)

- 1 Yes
- 2 No (GO TO B4)
- 3 (Don't know) (GO TO B4)
- 4 (Refused) (GO TO B4)

*(UNDERTAKES VOLUNTEER WORK)

B2. What sort of voluntary work are you doing? (MULTIPLE RESPONSE)

- 1 Administration / clerical / recruitment
- 2 Befriending / supporting / listening / counselling
- 3 Sports coaching / refereeing / judging
- 4 Fundraising / sales
- 5 Management / committee work / coordination
- 6 Performing / media production
- 7 Personal care / assistance
- 8 School canteen / tuck shop
- 9 Other preparing / serving food
- 10 Repairing / maintenance / gardening
- 11 School reading
- 12 Other teaching / instruction / providing information
- 13 Transporting people / goods
- 14 Emergency services (SES, etc)
- 15 Other (specify)
- 16 (Don't know)
- 17 (Refused)

*(UNDERTAKES VOLUNTEER WORK)

B3. How often do you participate in voluntary activities? (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 (Don't know)
- 6 (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) (GO TO B6a)
- 10 (Don't know) (GO TO B6a)
- 11 (Refused) (GO TO B6a)

PREB5a IF B4=CODE 1 ONLY GO TO B6a. OTHERS CONTINUE

*(PARTICIPATES IN POLITICAL ACTIVITIES)

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?

- 1 Yes
- 2 No (GO TO B6a)
- 3 (Don't know) (GO TO B6a)
- 4 (Refused) (GO TO B6a)

*(PARTICIPATES IN POLITICAL ACTIVITY AS PART OF A GROUP)

B5c. How often do you participate in political activities as part of a group? Would you say ... (READ OUT)

- 1 Several times a week
- 2 Several times a month
- 3 Once a month
- 4 Several times a year
- 5 Once a year, or
- 6 Even less frequently
- 7 (Don't know)
- 8 (Refused)

*(PARTICIPATES IN POLITICAL ACTIVITY AS PART OF A GROUP)

B5b. Does this group include people of a different national or ethnic background to you?

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

*(PROGRAMMER NOTE: PLEASE ROTATE B6a AND B6b)

*(ALL)

B6a. How often do you think the government in Canberra can be trusted to do what is right 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)

*(ALL)

B6b. 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)

*(PROGRAMMER NOTE: PLEASE DISPLAY LEAD IN ON EVERY SCREEN)

B7. Please tell me to what extent, if at all, you think the following actions can be justified.

(STATEMENTS)

- b Can claiming government benefits to which you are not entitled
- c Can avoiding a fare on public transport
- d Can cheating on taxes if you have a chance

(RESPONSE FRAME) (READ OUT)

- 1 Always be justified,
- 2 Often be justified
- 3 Rarely be justified, or
- 4 Never be justified
- 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 | |
| 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)

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

- | | | | |
|----|--------------------------|----|--|
| 1 | None | 26 | Serbia / Montenegro |
| 2 | Afghanistan | 27 | Singapore |
| 3 | Canada | 28 | South Africa |
| 4 | China (excluding Taiwan) | 29 | Sri Lanka |
| 5 | Croatia | 30 | Sudan |
| 6 | Egypt | 31 | United Kingdom (England, Scotland, Wales, Nth Ireland) |
| 7 | Fiji | 32 | USA |
| 8 | Germany | 33 | Vietnam |
| 9 | Greece | 34 | Asia (PROBE FOR SPECIFIC COUNTRIES) |
| 10 | Hong Kong | 35 | South America (PROBE FOR SPECIFIC COUNTRIES) |
| 11 | Hungary | 36 | North America (PROBE FOR SPECIFIC COUNTRIES) |
| 12 | India | 37 | Middle East (PROBE FOR SPECIFIC COUNTRIES) |
| 13 | Indonesia | 38 | Western Europe (PROBE FOR SPECIFIC COUNTRIES) |
| 14 | Ireland | 39 | Eastern Europe (PROBE FOR SPECIFIC COUNTRIES) |
| 15 | Italy | 40 | Africa (PROBE FOR SPECIFIC COUNTRIES) |
| 16 | Iran | 41 | Other (please specify) |
| 17 | Iraq | 42 | (Refused) |
| 18 | Lebanon | | |
| 19 | Macedonia | | |
| 20 | Malaysia | | |
| 21 | Malta | | |
| 22 | Netherlands (Holland) | | |
| 23 | New Zealand | | |
| 24 | Philippines | | |
| 25 | Poland | | |

*(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 strongly agree / agree or strongly disagree / disagree?)

(STATEMENTS)

- a) Accepting immigrants from many different countries makes Australia stronger
- b) Ethnic minorities in Australia SHOULD be given Australian government assistance to maintain their customs and traditions
- c) Once settled in Australia, immigrants should not get involved in the politics of their former home country

(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)

C5a. Apart from your immediate family, do you ever visit people of other nationalities or ethnic backgrounds? (IF YES: INTERVIEWER PROBE: Would that be...) (READ OUT)

- 1 Several times a week
- 2 Several times a month
- 3 Once a month
- 4 Several times a year, or
- 5 Less often
- 6 (No / Not at all)
- 7 (Don't know)
- 8 (Refused)

*(ALL)

C5b. (Apart from your immediate family,) do you ever have people of other nationalities or ethnic backgrounds visit you? (IF YES: INTERVIEWER PROBE: Would that be...) (READ OUT)

- 1 Several times a week
- 2 Several times a month
- 3 Once a month
- 4 Several times a year, or
- 5 Less often
- 6 (No / Not at all)
- 7 (Don't know)
- 8 (Refused)

*(ALL)

C5c. (Apart from your immediate family,) do you ever visit people of a different faith or religion?
(IF YES: INTERVIEWER PROBE: Would that be...) (READ OUT)

1. Several times a week
2. Several times a month
3. Once a month
4. Several times a year, or
5. Less often
6. (No / Not at all)
7. (Don't know)
8. (Refused)

*(ALL)

C5d. (Apart from your immediate family,) do you ever have people of a different faith or religion visit you? (IF YES: INTERVIEWER PROBE: Would that be...) (READ OUT)

1. Several times a week
2. Several times a month
3. Once a month
4. Several times a year, or
5. Less often
6. (No / Not at all)
7. (Don't know)
8. (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 strongly agree / disagree or agree / 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 national or ethnic background or your religion? (PROBE TO CLARIFY) (ALLOW CODES 1 AND 2 TO BE MULTI CODED)

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

*(HAS EXPERIENCED DISCRIMINATION)

D2. Please tell me which of the following best describes how often this discrimination occurs. Would you say ...(READ OUT)

- 1 Once or twice a week)
- 2 Once or twice a month
- 3 Once or twice a year
- 4 Once or twice in five years, or
- 5 Once or twice in my life
- 6 (Don't know)
- 7 (Refused)

*(HAS EXPERIENCED DISCRIMINATION)

D3. Where did the discrimination occur? Please tell me if any of these apply. Was it ...(ACCEPT MULTIPLES) (READ OUT)

- 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)
- 9 (Refused)

*(HAS EXPERIENCED DISCRIMINATION)

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

- 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)
- 9 (Refused)

*(HAS EXPERIENCED DISCRIMINATION)

D5 Have you experienced discrimination because of your national, ethnic or religious background in the last twelve months?

- 1 Yes
- 2 No
- 3 (Refused)

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 DEM 1)
- 7 (Cannot predict / Don't know)
- 8 (Refused)

*(ALL)

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

- | | |
|---------------------------------|---------------|
| 1 Much better | (GO TO DEM1a) |
| 2 A little better | (GO TO DEM1a) |
| 3 The same as now | (GO TO DEM1a) |
| 4 A little worse, or | |
| 5 Much worse | |
| 6 (Cannot predict / Don't know) | (GO TO DEM1a) |
| 7 (Refused) | (GO TO DEM1a) |

*(LIVES OF NEXT GENERATION WILL BE WORSE)

E5. Why do you say that? (DO NOT PROMPT, DO NOT READ OUT)

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

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: ALLOWABLE RANGE 1 – 10)
- 2 No children (GO TO DEM6)
- 3 Refused (GO TO DEM6)

*(HAVE CHILDREN)

DEM5. Do you have any children that live overseas? (PROBE TO CLARIFY)

- 1 Yes - Record number (SPECIFY: ALLOWABLE RANGE 1 – NUMBER PROVIDED IN DEM 4)
- 2 No
- 3 (Refused)

*(ALL)

DEM6. Are you an Australian citizen?

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

*(ALL)

DEM7. What is your first language?

- 1 English (GO TO DEM9)
- 2 Arabic
- 3 Australian Indigenous Languages
- 4 Cantonese
- 5 Mandarin
- 6 Croatian
- 7 Greek
- 8 Hindi
- 9 Italian
- 10 Macedonian
- 11 Spanish
- 12 Turkish
- 13 Vietnamese
- 14 Other (Specify)
- 15 (Don't know) (GO TO DEM9)
- 16 (Refused) (GO TO DEM9)

*(ENGLISH IS A SECOND LANGUAGE)

DEM8. Please bear with me, we ask this question of everyone, how well do you SPEAK English? Would you say.....

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

PREDEM12 IF DEM10=CODES 6-10 (POST SECONDARY SCHOOL QUALIFICATIONS) CONTINUE. OTHERS GO TO PREDEM13

*(POST SECONDARY SCHOOL QUALIFICATIONS)

DEM12 What area are your qualifications in?

*NOTE TO SCANLON: This would be coded to ASCED (Australian Standard Classification of Education)

- 1 Response given (SPECIFY ____)
- 2 (Don't know)
- 3 (Refused)

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

*(EMPLOYED)

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 DEM 14

*(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)

DEM14 What is your CURRENT PERSONAL income, after tax and other deductions, from all sources? (PROBE TO CLARIFY)

- 1 No income
- 2 \$1 to less than \$15,000 per year (\$1-\$287 per week)
- 3 \$15,000 to less than \$30,000 per year (\$288-\$577 per week)
- 4 \$30,000 to less than \$40,000 per year (\$578-\$769 per week)
- 5 \$40,000 to less than \$50,000 per year (\$770-\$962 per week)
- 6 \$50,000 to less than \$75,000 per year (\$963-\$1442 per week)
- 7 \$75,000 to less than \$110,000 per year (\$1,443-\$2,115 per week)
- 8 \$110,000 or more per year (\$2,115 per week)
- 9 (Don't know)
- 10 (Refused)

*(ALL)

DEM 15 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)

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 (AUSTRALIA OR REFUSED) GO TO DEM17.
OTHERS CONTINUE.

*(NOT BORN IN AUSTRALIA)

DEM16 In what year did you arrive in Australia?

- 1 Response given (SPECIFY ____) (ALLOWABLE RANGE 2007 LESS AGE OF RESPONDENT-2007)
- 2 (Don't know)
- 3 (Refused)

*(ALL)

DEM17 Do you follow any religion or faith?

- 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)

*(STUDY A)

DEM18 And finally, 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 2172, 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 (incl. Lebanese)
- 8 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

*(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 OF TURKISH OR MIDDLE EASTERN BACKGROUND)

TERM3 Thanks anyway, but for this survey we need to speak to people aged 18 or over of Turkish or Middle Eastern backgrounds. Thanks for being prepared to help.

*(LIVES OUTSIDE LGA OF INTEREST)

TERM4 Thanks anyway, but for this survey we need to speak to people living in (Hume / Greater Dandenong / Fairfield / Auburn / Stretton, Karawatha, Drewvale or Calamvale). 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.

Interviewer Declaration

I certify that this is a true, accurate and complete interview, conducted in accordance with the briefing instructions, the IQCA standards and the MRSA Code of Professional Behaviour (ICC/Esomar). I will not disclose to any other person the content of this questionnaire or any other information relating to the project.

Interviewer name:

Interviewer I.D:

Signed:

Date

LGA LOOK UP LIST

POSTCODE	SUBURB	LGA / AREA
1825	LIDCOMBE	Auburn
1826	LIDCOMBE	Auburn
1835	AUBURN	Auburn
2127	HOME BUSH BAY	Auburn
2127	NEWINGTON	Auburn
2128	SILVERWATER	Auburn
2141	BERALA	Auburn
2141	LIDCOMBE	Auburn
2141	LIDCOMBE (NORTH)	Auburn
2141	ROOKWOOD	Auburn
2143	REGENTS PARK	Auburn
2144	AUBURN	Auburn
2144	AUBURN (NORTH)	Auburn
2144	AUBURN (SOUTH)	Auburn
2144	AUBURN (WEST)	Auburn
2161	OLD GUILDFORD	Fairfield
2161	YENNORA	Fairfield
2163	CARRAMAR	Fairfield
2163	VILLAWOOD	Fairfield
2164	SMITHFIELD	Fairfield
2164	SMITHFIELD WEST	Fairfield
2164	WETHERILL PARK	Fairfield
2165	FAIRFIELD	Fairfield
2165	FAIRFIELD EAST	Fairfield
2165	FAIRFIELD HEIGHTS	Fairfield
2165	FAIRFIELD WEST	Fairfield
2165	FAIRVALE	Fairfield
2166	CABRAMATTA	Fairfield
2166	CABRAMATTA HEIGHTS	Fairfield
2166	CABRAMATTA WEST	Fairfield
2166	CABRAVALE	Fairfield
2166	CANLEY HEIGHTS	Fairfield
2166	CANLEY VALE	Fairfield
2166	HOLLYWOOD	Fairfield
2166	LANSVALE	Fairfield
2166	LANSVALE EAST	Fairfield
2170	MOUNT PRITCHARD	Fairfield
2175	HORSLEY PARK	Fairfield
2176	ABBOTSBURY	Fairfield
2176	BOSSLEY PARK	Fairfield
2176	EDENSOR PARK	Fairfield
2176	GREENFIELD PARK	Fairfield
2176	PRAIRIEWOOD	Fairfield
2176	ST JOHNS PARK	Fairfield
2176	WAKELEY	Fairfield
2177	BONNYRIGG	Fairfield
2177	BONNYRIGG HEIGHTS	Fairfield
2178	CECIL PARK	Fairfield

3172	SPRINGVALE SOUTH	Greater Dandenong
3175	BANGHOLME	Greater Dandenong
3175	DANDENONG	Greater Dandenong
3175	DANDENONG EAST	Greater Dandenong
3175	DANDENONG NORTH	Greater Dandenong
3164	DANDENONG SOUTH	Greater Dandenong
3175	DANDENONG SOUTH	Greater Dandenong
3175	DUNEARN	Greater Dandenong
3173	KEYSBOROUGH	Greater Dandenong
3975	LYNBROOK	Greater Dandenong
3975	LYNDHURST	Greater Dandenong
3174	NOBLE PARK	Greater Dandenong
3174	NOBLE PARK EAST	Greater Dandenong
3174	NOBLE PARK NORTH	Greater Dandenong
3171	SANDOWN VILLAGE	Greater Dandenong
3171	SPRINGVALE	Greater Dandenong
3043	GLADSTONE PARK	Hume
3043	GOWANBRAE	Hume
3043	TULLAMARINE	Hume
3045	MELBOURNE AIRPORT	Hume
3047	BROADMEADOWS	Hume
3047	DALLAS	Hume
3047	JACANA	Hume
3048	COOLAROO	Hume
3048	MEADOW HEIGHTS	Hume
3049	ATTWOOD	Hume
3049	WESTMEADOWS	Hume
3059	GREENVALE	Hume
3061	CAMPBELLFIELD	Hume
3063	OAKLANDS JUNCTION	Hume
3063	YUROKE	Hume
3064	CRAIGIEBURN	Hume
3064	DONNYBROOK	Hume
3064	KALKALLO	Hume
3064	MICKLEHAM	Hume
3064	ROXBURGH PARK	Hume
3428	BULLA	Hume
3429	SUNBURY	Hume
3429	WILDWOOD	Hume
4116	STRETTON	Stretton-Karawatha
4116	CALAMVALE	Stretton-Karawatha
4116	DREWVALE	Stretton-Karawatha
4117	KARAWATHA	Stretton-Karawatha

APPENDIX 5: INTERVIEWER BRIEFING NOTES

SOCIAL COHESION BENCHMARK SURVEY BRIEFING NOTES (PR0333, JUNE 2007)

Prepared for:



Agenda

- Project background and survey procedures (45 mins)
- Detailed questionnaire run-through (90 mins)
- Practice interviewing (45 mins)
- Interviewing

About the Scanlon Foundation

- The Scanlon Foundation was established in 2001
- Primarily interested in cultural diversity and social cohesion
- Provide grants for further research into these two areas

Project background

- At June 30, 2005, 24% of the Australian population was overseas born
- During the last 50 years Australia has had a successful immigration program which has absorbed millions of people from a great diversity of backgrounds
- Currently the fertility rate in Australia is 1.9 per woman – considered insufficient to meet the future demands of the national economy
- Australia is also facing a skills shortage
- To make up for our declining population and the skill shortage it is possible that the government over the coming years will seek to increase immigration
- The question is – can this be done with the same amount of success of the last five decades?

Project context

- Therefore there is a need to understand the current state of social cohesion in Australia
- Current study is part of a multi stage research program aimed at gaining this understanding
 - First national benchmark measure of social cohesion in Australia
 - Project is being undertaken by Scanlon Foundation, Monash Institute for the Study of Global Movements (Monash University) and the Australian Multicultural Foundation

Overview of topic domains

- Screening and Introduction
- A: Economic
- B: Political
- C: Socio-Cultural
- D: Discrimination
- E: Reflective (reflection of current life in Australia)
- Demographics

Survey overview

Job	Study	Area	Quota	Sub-quota
A	National Study	Australia	2000	
B	Local level studies	Hume (VIC)	100	
		Auburn (NSW)	100	
		Greater Dandenong (VIC)	300	150 ints with Aust born & 150 ints with OS born
		Fairfield (NSW)	300	150 ints with Aust born & 150 ints with OS born
C	Middle Eastern component	Stretton-Karawatha (QLD)	300	150 ints with Aust born & 150 ints with OS born
		Hume (VIC)	200	
		Auburn (NSW)	200	

Overview of survey procedures

- Batched release of sample
- 15 call protocol
- Leaving messages on answering machines
- Standard approaches to minimise refusals
- Interviewing in languages other than English

Sample

- Random Digit Dialling (RDD) sampling technique
 - Seeking to specifically include those groups known to be under-represented in the Electronic White Pages (EWP)
- RDD sample generation process
 - Select a listed number from the EWP
 - Retain the 8 digit prefix, delete last 2 digits
 - Randomly generate a 2 digit number and add to 8 digit prefix to create a new 10 digit number
 - See if the new 10 digit number is listed in the EWP to obtain an address for the new number and send an approach letter

Sample

- Matched (letter) sample
 - the RDD number has successfully been matched to the EWP and an approach letter has been sent
- Unmatched (no letter) sample
 - the RDD number could not be matched to the EWP - includes some non-working numbers and unlisted numbers. No approach letters have been sent
- If queried on how number was obtained
 - "Your telephone number has been chosen at random from all possible telephone numbers in your area. We find this is the best way to obtain a representative sample of all Australians for our study"

Respondent universe

- The non-institutionalised population aged 18 years and over in Australia
- Code to "out of scope"
 - Residents of institutional quarters (prisons, nursing homes, etc)
 - Residents of military bases
 - Selected respondents who:
 - 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 order to obtain 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 5.00 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

Answering machine messages

- In order to make contact with the household – up to two messages offering the Social research Centre's 1800 number are required to be left on answering machines.
- No messages should be left once contact has been made with the household.
- Take care recording call outcomes (eg in first few calls, call outcome is highly unlikely to be "answering machine – no message left")

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 (eg 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, 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

Refer to the [handout](#) for words that can be used in instances where sample members have privacy concerns.

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

Refer to the [handout](#) for examples of [refusal conversion strategies](#) and [commonly asked questions](#).

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

Respondent queries

- Monash University
 - Further information:
 - Professor Andrew Markus, School of Historical Studies, Faculty of Arts, Monash University, Clayton, Victoria 3800
 - Tel: 03 9905 2172
 - www.globalmovements.monash.edu.au/projects/socialcohesion.html
 - Complaints
 - Quote project number: 2007/0319
 - Human Ethics Officer
 - Tel: 03 9905 2052
- Social Research Centre
 - 1800 023 040

APPENDIX 6: WEIGHTING MATRICES

National Benchmarking Survey

	NSW	VIC	QLD	SA	WA	ACT	TAS	NT
males								
18-34 years	99	76	59	22	30	6	6	4
35-44 years	62	48	37	14	19	3	4	2
45-54 years	59	44	35	14	18	3	5	2
55+ years	101	75	59	25	29	4	8	2
total	321	242	190	75	97	16	23	9
females								
18-34 years	99	76	60	21	30	6	6	3
35-44 years	65	51	39	15	20	3	5	2
45-54 years	61	46	36	15	19	3	5	2
55+ years	114	86	63	29	31	5	9	2
total	339	259	198	80	99	17	25	9
TOTAL	660	501	389	155	196	33	48	18

Source: ABS 2006 Census data

Local Level Surveys – Random component

Pre-weight adjustment	Stretton-Karawatha / Calamvale	Greater Dandenong	Fairfield	Auburn	Hume
Australian born	55%	44%	45%	41%	69%
Overseas	45%	56%	55%	59%	31%

Source: ABS 2006 Census data

Weight for analysing individual LGAs	Stretton-Karawatha / Calamvale	Greater Dandenong	Fairfield
males			
18-34 years	55	49	47
35-44 years	30	27	29
45-54 years	29	26	29
55+ years	32	46	41
total	147	148	146
females			
18-34 years	55	47	50
35-44 years	33	27	30
45-54 years	33	26	30
55+ years	32	52	44
total	153	152	154
TOTAL	300	300	300

Source: ABS 2006 Census data

weight to combine 3 LGAs	Stretton-Karawatha / Calamvale	Greater Dandenong	Fairfield	TOTAL
males				
18-34 years	9	58	78	145
35-44 years	5	33	48	86
45-54 years	5	31	47	83
55+ years	5	55	67	127
total	23	177	240	441
females				
18-34 years	9	57	81	147
35-44 years	5	32	50	87
45-54 years	5	32	49	86
55+ years	5	62	73	140
total	24	182	253	459
TOTAL	47	360	493	900

Source: ABS 2006 Census data

weight to combine 5 LGAs	TOTAL
males	
18-34 years	193
35-44 years	116
45-54 years	104
55+ years	150
total	563
females	
18-34 years	192
35-44 years	117
45-54 years	107
55+ years	162
total	578
TOTAL	1141

Source: ABS 2006 Census data

Local Level Surveys – Middle Eastern component

Pre-weight adjustment	Auburn	Hume
Of Turkish origin	43%	43%
Of Middle-Eastern origin	57%	57%

Source: ABS 2006 Census data