



# Australian Comparative Study of Survey Methods: Technical Report

March 2023



Social  
Research  
Centre



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# List of abbreviations and terms

A-BS	Address-based sampling
AAPOR	American Association for Public Opinion Research
ABS	Australian Bureau of Statistics
ACSSM	Australian Comparative Study of Survey Methods
APPR	Appointment Rate
CATI	Computer-assisted telephone interviewing
COMR	Completion Rate
CONR	Consent Rate
CUMRR2	Cumulative Response Rate 2
DFRDD	Dual-frame random digit dialling
G-NAF	Geo-coded National Address File
IPND	Integrated Public Number Database
IVR	Interactive Voice Response
MRP	Multi-level Regression with Poststratification
OPBS	Online Panels Benchmarking Study
PROR	Profile Rate
RDD	Random digit dialling
RECR	Recruitment Rate
RETR	Retention Rate
RR	Response Rate
RR3	AAPOR Response Rate 3
SMS	Short message service (aka text message)
VALI	Video-assisted live interviewing



# 1. Introduction

This report describes the methodology employed to undertake the Social Research Centre's 2022 Australian Comparative Study of Survey Methods (ACSSM). The ACSSM was sponsored by the Social Research Centre and Australian Bureau of Statistics. The ACSSM was conducted by the Social Research Centre and four nonprobability panels. The names of the panels are withheld to preserve confidentiality given the comparisons of panel performance, consistent with similar studies of this kind.

This project was carried out in accordance with ISO 20252 Market, opinion and social research.

## 1.1. Background

In 2015, the Social Research Centre conducted the Online Panels Benchmarking Study (OPBS) (Pennay et al. 2018; Lavrakas et al. 2022) to inform discussions regarding the comparative advantages and disadvantages of using probability sample surveys and non-probability sample surveys.

Since 2015, there has been further decline in response rates both in Australia and internationally (Dutwin and Lavrakas 2016; Pennay 2019; Pennay and Phillips 2020; Pew Research Center 2019), a rapid abandonment of the landline telephones (ACMA 2021) and a COVID-induced decline in the use of the face-to-face mode of data collection for surveys. Other changes in survey research that motivate an updated evaluation and benchmarking of the contemporary Australian survey modes and sampling frames include:

- The emergence of new probability or quasi-probability sample frames, i.e., sample frames comprising only of listed telephone numbers, single frame samples comprised of only mobile phone numbers and the emergence of the Integrated Public Number Database (IPND; see ACMA 2022a), with its promise of comprehensive coverage and postcode information for all residential mobile phone numbers, albeit to-date only for limited approved uses.
- An increase in non-probability sample surveys being administered to respondents recruited via social media crowd sourcing, and applications such as Amazon Mechanical Turk (see, e.g., Bartneck et al. 2015; Shank 2016).
- The emergence of more sophisticated non-probability sampling routines such as sample matching (Rivers 2007).
- Rapid advancement and increased sophistication of sample weighting, calibration and blending methods (including the Social Research Centre's expanding knowledge of and contributions to these).

To sum up, the credibility gap between probability and non-probability samples may have narrowed in the last seven years, to the point where non-probability sample surveys are increasingly fit-for-purpose, albeit, exactly which those purposes are remains unknown for the vast majority of non-probability surveys.

## 1.2. Objectives

The ACCSM had two overarching research objectives:

- 1) Evaluating contemporary and emerging practices for general population surveys
- 2) Improving contemporary and emerging practices for general population surveys.

## 1.3. Overview

The study was designed to field eight parallel surveys of the Australian adult population using the sample frames, recruitment and data collection modes detailed in Table 1. The precise population of interest was defined as adults aged 18 and above resident in the six Australian states, the Northern Territory and Australian Capital Territory. It excluded residents of Australian External Territories.

Table 1 Summary of study arms

	#	Arm	Sampling frame(s)	Recruitment mode(s)	Invitation mode(s)	Interview mode(s)	Sample Sizes Initiated	Sample Sizes Achieved	Incentives	Field dates
Probability-based arms	1	Video-assisted live interviewing (VALI)	Life in Australia™ (panellists recruited from the following frames: dual-frame random digit dialling [RDD], mobile RDD and address-based sampling [A-BS] using the Geo-coded National Address File)	CATI, interactive voice response (IVR), mail push-to-web, SMS	Email and SMS invitations; email, SMS and telephone reminders; online booking system for VALI appointments	VALI	1,399	600	\$10 voucher / donation	23 Nov – 20 Dec 2022
	2	Life in Australia™	As above	As above	Email and SMS (online only), telephone	Online (n=554) CATI (n=28)	796	582	\$10 voucher / donation	5 – 19 Dec 2022
	3	Computer-assisted telephone interviewing (CATI) high effort	Mobile RDD	CATI	CATI, pre-notification SMS	CATI	8,958	498	None	5 – 18 Dec 2022
	4	CATI low effort*	Mobile RDD	CATI	CATI, pre-notification SMS	CATI	23,040	305	None	5 – 13 Dec 2022
	5	SMS push-to-web	Mobile RDD	SMS	SMS	Online	20,000	599	\$10 voucher	5 – 17 Dec 2022
Non-probability arms	6	Nonprobability Panel 1	Opt-in panel, nationally representative quotas	Open enrolment, email, affiliates (e.g., loyalty programs), online and physical ads, social media influencers	Panel portal	Online	Unknown	850	Points- or miles-based rewards	5 – 14 Dec 2022
	7	Nonprobability Panel 2	Opt-in panel, nationally representative quotas	Mail, affiliates, online and physical ads, social media, personal invitations	Email	Online	8,952	852	Points-based rewards	5 – 13 Dec 2022

	#	Arm	Sampling frame(s)	Recruitment mode(s)	Invitation mode(s)	Interview mode(s)	Sample Sizes Initiated	Sample Sizes Achieved	Incentives	Field dates
	8	Nonprobability Panel 3	Opt-in panel, nationally representative quotas	Mail, telephone, online and physical ads, social media	Email	Online	11,070	891	Points-based rewards	7 – 16 Dec 2022
	9	Nonprobability Panel 4	Opt-in panel, nationally representative quotas	Open enrolment, online and physical ads, social media, member referral	Panel portal	Online	Unknown	853	Dollar-based rewards	5 – 16 Dec 2022

Notes: VALI sample initiated refers to panellists invited to set a VALI appointment. See Final Outcomes and Dispositions for further details. \* The low-effort CATI arm using a predictive dialler was abandoned part-way through the experiment due to a combination of technical and configuration issues impacting one of the diallers thus rendering the results in relation to costs, call cycle and productivity invalid and unusable for comparison. Analysis of completes from the two arms confirmed that dialling issues did not impact on the collection of data, making it possible to combine all CATI interviews as a single arm for the purpose of analysis.

## 2. Sample

Three main sampling frames were used in the ACSSM:

- Life in Australia™ - a probability-based panel used for two arms: Life in Australia™ and VALI arms.
- Mobile RDD – RDD for CATI and random digit mobile for SMS invitations.
- Non-probability panels.

Frames that were considered and ruled out include: A-BS (due to high cost of fielding and little relative benefit in the context of a national survey), SMS surveys (limited to very short questionnaires of a nature fundamentally different to the benchmarking survey), social media recruitment (cost inefficient in a general population context and is better suited for targeted population segments), the Integrated Public Number Database (IPND), as this study would not qualify for access to the IPND under the current legislative framework, commercial crowd sourcing samples, e.g., MTurk.

### 2.1. Life in Australia™ (arms 1 and 2)

Life in Australia™ provided the sample frame for surveys 1 (VALI) and 2 (Life in Australia™). The panel is the most methodologically rigorous online panel in Australia and is one of only a small number worldwide.<sup>1</sup> Unlike other research panels, Life in Australia™ includes people with and without internet access. Those without internet access, or who are not comfortable completing surveys over the internet, are able to complete surveys by telephone.

The experience of prior VALI researchers indicates that recruiting to VALI is most effective when there is an established relationship with the potential survey respondents (McGonagle and Sastry 2021). Life in Australia™ is owned by the SRC, with panellists consenting to be surveyed monthly and thus developing a history of survey participation with the SRC, making it an ideal source for the VALI sample. A further benefit of using Life in Australia™ as the VALI sample source, is that by having two arms of the experiment sampled from Life in Australia™ direct mode comparisons can be made while controlling for the sampling frame.

To ascertain the feasibility of using Life in Australia™ as the VALI sample source, in May 2022, a subset of panellists were asked a hypothetical question to indicate their willingness to participate in a VALI survey later in the year. Of the 3,441 respondents, 1,447 (42%) were in principle willing to participate, 1,553 (45%) were unwilling and 441 (13%) were unsure.

#### 2.1.1 Sampling frames and recruitment methods for Life in Australia™

Life in Australia™ panel members have been recruited via a variety of probability-based sampling frames and contact modes (Phillips et al. 2022):

- Dual-frame RDD<sup>2</sup> / CATI: panel establishment in 2016; coverage is estimated at 97%.
- Mobile RDD<sup>3</sup> / CATI: top-up in 2018; coverage is estimated at 92%.
- A-BS<sup>4</sup> / push-to-web and CATI<sup>5</sup>: expansions in 2019 and 2021, top-up in 2020.
- Mobile RDD<sup>6</sup> / IVR: top-up in 2020.

<sup>1</sup> Others include the Pew Research Centre's American Trends Panel, NORC's AmeriSpeak and the GESIS Panel in Germany. See Kaczmirek et al. (2019) for a listing of extant panels.

<sup>2</sup> Mobile and landline coverage in Australia in 2017–18 was 98% (Phillips et al. 2019), with a 1% error rate from RDD vendor (SamplePages) checks for number working status. As described later, SamplePages uses a simple random sample for mobile numbers. Landline RDD was list-assisted (Brick et al. 1995).

<sup>3</sup> Mobile coverage was in Australia in 2017–18 93% (Phillips et al. 2019), again with a 1% error rate from working number look-up as part of SamplePages' processes.

<sup>4</sup> Coverage is estimated at 96.1% of addresses due to the exclusion of certain addresses that have a low probability of being residential. The address-based sampling frame is the Geo-coded National Address File (G-NAF), Australia's authoritative list of addresses. The G-NAF is an open-source file that is built and maintained by Geoscape Australia (Australian Government 2023).

<sup>5</sup> Non-respondent addresses that were matched to a phone number received reminder calls. Interviewers were able to enroll respondents and complete the profile survey via CATI.

<sup>6</sup> Coverage is estimated at 97%, based on ACMA (2022b) and SamplePages the working number look-up error rate referred to above.

- Mobile RDD<sup>7</sup> / SMS: top-up in 2020 and 2021.

## 2.1.2 Consent to participate in VALI

Panellists were subsequently asked whether they would be willing to participate in a VALI interview in July 2022. Of the 7,340 panellists invited to the survey in which the question was asked, 1,779 (24%) did not complete the survey, 2,340 (32%) provided consent and 3,221 (44%) did not consent. At the time of sample selection, 2,335 panellists who were willing to participate in VALI were active.

## 2.1.3 Selection of ACSSM samples

To maximise number of panellists who consented to participate in VALI in arm 1 while ensuring that arm 2 sample remained representative of the panel as a whole, the sample selections for the two arms were done into three steps.

### Step 1

The first step in creating the sample was to select a random sample of the desired size (797 panellists) from Life in Australia™. This initial sample (referred to as 'random sample' for the remainder of the document) was selected using a stratified random sample from the whole panel, where the strata were formed using a combination of age, education and gender. In this random sample, there were 281 of the VALI consenting panellists selected (or 35.3% of the total sample) included by chance, refer to Table 2.

Table 2 Random sample selection of active panellists from Life in Australia™

	Selected in the random sample	Not selected in the random sample	Total
<b>VALI consented selections (active panellists) (n)</b>	281	2,054	2,335
<b>VALI consented selections (active panellists) (%)</b>	35.3	31.8	32.1
<b>Remaining panellists</b>	516	4,414	4,930
<b>Total</b>	797	6,468	7,265

### Step 2

Next, a propensity model (Rosenbaum and Rubin 1983) was used to model the likelihood of Life in Australia™ panellists consenting to being interviewed using video conferencing. Propensity classes were calculated by means of a logistic regression model, conditional on characteristics available in the panel profile for all active panellists including a wide range of demographic, attitudinal and behavioural characteristics. These included location (state / part of state), socio-economic indexes for areas, remoteness, gender, citizenship status, speaking a language other than English, Indigenous status, country of birth, number of adults in the household, household type, household tenure, marital status, employment status, income, education, television viewing, digital affinity, Big Five personality indicators, social desirability indicators, self-assessed health, life satisfaction, alcohol and tobacco consumption, internal migration, concession card status and telephony status. Characteristics that were highly correlated were excluded from the propensity model. Some interactions were considered for inclusion in the model, however for each of these interactions, the non-interacted terms were better predictors of VALI consent, than the interaction itself. As a result, no interactions were included in the final model. There were a total of 480 combinations of propensity classes and selection strata (40 classes by 12 strata).

<sup>7</sup> *Ibid.*

### Step 3

Matched panellists were defined as being in the same propensity class and selection stratum combination as the selected panellist. The panellists that consented to VALI that were included in the random sample were then replaced with one of matched panellists included that had not consented to video interviewing. Where there were multiple matched panellists available, one was selected at random.

Of the 2,335 VALI consented panellists, 600 of them were held out of the sample replacement, however they were still used in the propensity modelling. These cases were selected randomly within each stratum. This was done to guarantee there would be VALI consented cases in both the Life in Australia™ sample and the VALI sample to minimise introduction of any underlying selection biases associated with a panellist's likelihood to consent to video interviewing that may not have been fully eliminated via propensity model matching process.

In the final Life in Australia™ sample, 110 (14.8%) of the VALI consented panellists were selected compared to a total of 32.1% of the panel consenting to VALI as shown in Table 3. The change in distribution in the profile variables as a result of sample replacement was negligible, with a maximum difference of 2.6 percentage points from 29.6% to 32.2% (Owned home with a mortgage), with 75% of response categories changing by less than 0.8 percentage points as shown in Figure 1.

Figure 1 Change in demographic distribution after sample replacement

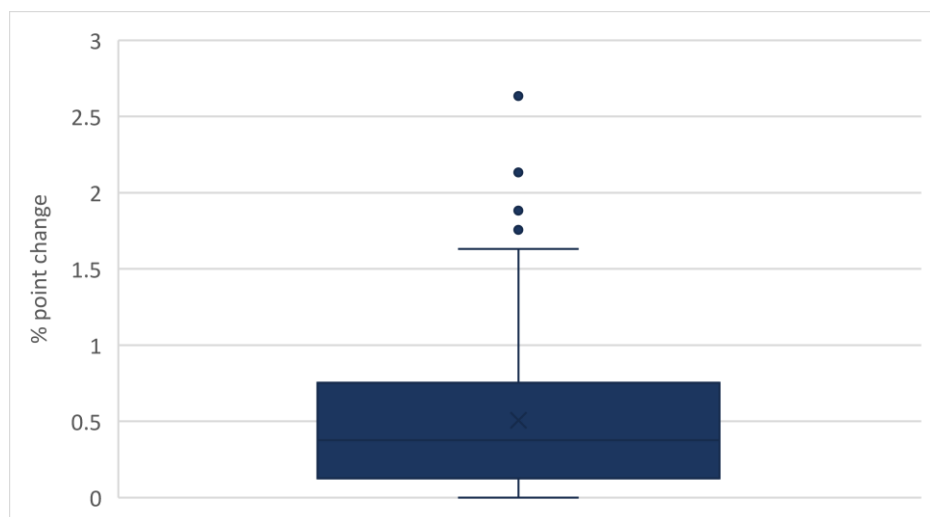


Table 3 Life in Australia™ selections

Panel	Selected in the final sample	Not selected in the final sample	Total panel
VALI consented selections (active panellists) (n)	110	2,225	2,335
VALI consented selections (active panellists) (%)	13.8	34.4	32.1
Remaining panellists	687	4,243	4,930
Total	797	6,468	7,265

For the VALI arm, the 2,223 panellists who consented and had not withdrawn or been retired from the panel were then randomised into 12 replicates. Release of the sample in replicates allowed for better control of sample, as discussed on p. 15. In all, 7 replicates were released to field.

## 2.2. RDD mobile (arms 3–5)

Randomly generated mobile telephone numbers provided the frame for arms 3 to 5. RDD sample was supplied by SamplePages, the only remaining Australian-based supplier of Australian RDD sample. SamplePages selects numbers randomly from the Australian Communication and Media Authority's register of numbers, which shows all allocated (i.e., potentially in use) blocks of mobile numbers. SamplePages does not use a list-assisted approach (Brick et al. 1995); a pure RDD sample is drawn. Before release to the Social Research Centre, sampled numbers undergo HLR look-up to check for active status (a process sometimes called 'pulsing' or 'pinging'), with inactive numbers not being provided to the Social Research Centre. SamplePages reports a 1% false negative rate for these checks for active status. When a person is reached, the phone answerer / SMS recipient was the selected respondent, provided they were in-scope (an adult aged 18 and above resident in Australia). Coverage is estimated at 95% (ACMA 2022b).<sup>8</sup>

## 2.3. Nonprobability panels (arms 6–9)

Opt-in panels use various methods to recruit and refresh their panellist sample. In the first instance, recruitment to online panels is undertaken via a number of means, including a combination of online and offline methods.

### 2.3.1 Selection of nonprobability panels

The selection of the four nonprobability panels considered the following factors:

- Cost
- Indicia of quality
  - Answers to ESOMAR 28/37 Questions
  - Industry body membership: Australian Data and Insights Association (ADIA), ESOMAR, Research Society
  - Accreditation: ADIA Trust Mark, ISO 20252, 26362 and/or 27001, Return Path (email deliverability)
- Methodological information and availability of paradata
  - Availability of information on panel recruitment methods
  - Whether a completion rate could be calculated
- Inclusion in the OPBS.

In addition, the panel needed to respond to the RFQ (some approached did not) and, in one case, the panel asked whether the RFQ was for a comparative study (agreement could not be reached on this panel).

The final selection was holistic. It included three panels from the OPBS and one new panel. The cost of the most expensive panel selected was more than double that of the least expensive selected. Selection criteria for the included panels are shown in Table 4.

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<sup>8</sup> This includes a 1% error rate in working number look-up as described above.

Table 4 Selection criteria

Criterion	Panel 1	Panel 2	Panel 3	Panel 4
Cost (relative to Panel 4)	1.2	1.2	2.1	1.0
ESOMAR 28/37 Questions	✓			✓
Industry body membership		✓	✓	✓
Accreditation	✓	✓	✓	✓
Information on recruitment	✓	✓	✓	✓
Completion rate		✓	✓	✓
Included in OPBS		✓	✓	

### 2.3.2 Recruitment

The panels all provided general information on recruitment strategies, as summarised in Table 1. The text supplied was a high-level description typical of boilerplate for proposals or marketing material. The terminology used differs between panels and it was necessary to make some educated guesses as to what was meant. All panels mentioned marketing both online and offline (e.g., billboards, direct mail). Social media in some form was also mentioned by all panels; it was not always clear whether use of social media was in the form of advertisements, posts or a combination. Uniquely, Panel 1 mentioned using social media influencers. Panels 1 and 4 allowed open enrolment; we were not able to determine whether Panels 2 and 3 also allowed direct sign-up.<sup>9</sup> Panel 1 mentioned working with affiliates, such as loyalty programs, and use of email (the source of lists of email addresses was not mentioned). Panel 2 allowed personal invitations; it was not clear if this referred to member referral programs (which were used by Panel 4). Panel 3 recruited via telephone.

### 2.3.3 Use of other panels' sample

It is common for nonprobability panels to share sample where necessary to meet quotas. In this instance, all panels included indicated that they were able to meet the ACSSM's requirements using only their own panellists. This likely reflects the small sample size requested and the use of soft quotas (vs hard quotas with potentially hard-to-fill quota cells).

### 2.3.4 Sample selection

The non-probability panel providers approached for this study were asked to conduct a 'nationally representative' survey of 600 respondents. No instructions were provided as to how this task should be carried out.

Descriptions of sample selection and quotas used are provided below by panel:

- Panel 1: non-interlocking quotas (quota variables not provided)
- Panel 2: soft quotas only (quota variables not provided)
- Panel 3: soft quotas on age, gender and location
- Panel 4: non-interlocking quotas on age, gender and location

It was clear from the quotations that hard quotas would attract higher costs than soft quotas.

<sup>9</sup> Neither Panels 2 or 3 had a sign-up mechanism on the organisation's website. This is not necessarily conclusive, as public-facing branding of panels can differ from that of the organisation that owns and markets the panel.



## 3. Questionnaire

### 3.1. Rationale for question inclusion

There were two overarching and competing priorities for the inclusion of questions into the questionnaires. Including as broad a range of questions as possible allowed us to understand and adjust for various sources of bias due to differential non-response and coverage errors as well as to assess the types of variables that are likely to be most effective in optimising weighting solutions for different types of survey variables. These considerations were balanced with the need to keep the questionnaire duration to no more than 15 minutes on average (for cost, data quality and response burden reasons) and to provide a coherent experience for respondents. To reconcile these conflicting objectives, seven decision criteria were devised to assist with reducing the original list of questions. These criteria were guided by the broader study objectives and are listed in Figure 2. Questions are summarised in Table 5. A copy of the master version of the questionnaire is provided at Appendix 1. Show cards are found in Appendix 2.<sup>10</sup>

Figure 2 Criteria for determining questions for inclusion

<b>1. Benchmark</b>	Comparability to an external benchmark from a reputable, high quality source such as the Australian Bureau of Statistics.
<b>2. Calibration</b>	Identified in the literature and/or from previous SRC experience as having potential to differentiate between probability and non-probability respondents and be useful in weighting adjustments aimed at reducing differential non-response, coverage or selection biases.
<b>3. Response quality measure</b>	Identified in the literature and/or from previous SRC experience as a useful response quality metric, e.g., straightlining or bot respondents.
<b>4. Client domain</b>	Part of a key measurement domain for the SRC's clients (e.g. demographic, health, socio-economic, political) including measurement of attitudes, behaviours and characteristics.
<b>5. Overlap</b>	Maximise overlap with Life in Australia™ profile items to minimise duplication and respondent burden (Life in Australia™) and where possible overlap with OPBS study to enable across time comparison.
<b>6. Analytical</b>	Useful for gaining new or extending existing knowledge and understanding in the area of survey methods not previously explored.
<b>7. Video specific</b>	Relevant to investigation of the use of VALI. This includes questions likely to have VALI-specific mode effects, and testing complex memory recall, long response frames, and visual flashcards.

<sup>10</sup> Because item rotation was used extensively to mitigate bias from response order effects, two sets of show cards were created, one for each order. The regular order cards are shown in Appendix 2.

Table 5 Questions included in the questionnaire

Theme	Questions	Criterion						
		Benchmark	Calibration	Resp. quality measures	Client domain	Overlap	Analytical	VALI specific
<b>Demographics</b>	Gender, age, state, postcode, suburb	✓			✓	✓		
	Education, country of birth, speak language other than English at home	✓	✓		✓	✓		
	Number of adults, number of children, marital status	✓	✓			✓		
<b>Society &amp; Politics</b>	Problem facing Australia*			✓			✓	✓
	Euthanasia	✓	✓				✓	
	Political interest, vote preference	✓	✓	✓	✓		✓	
	Cultural tolerance, discrimination	✓	✓		✓			
<b>Survey participation</b>	Online survey panel membership		✓	✓			✓	
<b>Health &amp; Disability</b>	Requires care	✓			✓		✓	
	General health, life satisfaction, Kessler scale	✓	✓		✓	✓		
	Long-term health conditions <sup>†</sup>	✓			✓	✓	✓	✓
<b>Lifestyle</b>	Smoking, exercise	✓	✓		✓	✓		
	Alcohol consumption, age of first drink <sup>‡</sup>	✓	✓	✓	✓	✓		✓
	Internet and social media use, TV consumption		✓			✓		✓
	Time management, support networks, trust	✓	✓	✓			✓	
<b>Employment &amp; Financial</b>	Job status, homeownership	✓	✓			✓		
	Income <sup>†</sup>	✓	✓			✓		✓
	Caregiver status <sup>**</sup>	✓			✓		✓	
	Government payments	✓	✓				✓	

Notes: \* Verbatim item – for mode effect and data quality analysis as well as VALI evaluation. <sup>†</sup> Long response frame – for mode effect analysis and VALI evaluation. <sup>‡</sup> Complex recall for first drink – for mode effect analysis and VALI evaluation. <sup>\*\*</sup> Unable to compare to benchmarks due to change in Census 2021 reporting.

## 3.2. Problematic questions

A number of questions were found to be problematic post-field and were excluded from benchmark comparisons:

- **HELP.** The question used a unique variation of the Likert scale within the General Social Survey, with the second and fourth response options of somewhat agree/disagree rather than simply agree/disagree; as asked in the ACSSM, the agree/disagree wording was used. The question was dropped from benchmarking as a result.
- **HELP\_MOVE and HELP\_CARE.** This block of questions omitted a question from the 2021 Census (Q28) on whether the person ever needs someone to help with, or be with them, for communications activities. As the Census disability measure includes communications, this prevented us from comparing results to Census disability statistics.
- **HOMEOWNER.** The question was intended to measure household tenure. The question stem used was 'Do you own outright, are you buying or renting the dwelling in which you now live?' The source item from the 2021 Census read 'Is this dwelling: owned outright, [etc.]' Looking at the verbatim responses to the other specify option, the reference to *you* rather than *this dwelling* was a red herring, with respondents reporting, for example, that they lived with their parents rent-free rather than on whether their parents owned outright, owned with a mortgage or rented the dwelling.

Final list of benchmarks and their sources are included in Appendix 14. Refer to Section 6.2.3

## 3.3. Length of interview

Comparing length of interview is complicated by the different number of questions by arm (e.g., additional questions were asked in VALI) and variable length of introduction (e.g., longer introductions were needed for the RDD CATI arms). Two lengths of interview are shown below. The first is complete length of interview, which does not account for different numbers of questions by arm or introductions, which should be used to understand overall burden. The second is the length of interview of the common sections of the survey, which should be used when comparing relative length of interview. We show median length of interview rather than mean length of interview because it is more resistant to outliers.<sup>11</sup> Online surveys are prone to large outliers where the respondent may have switched to other tasks. Some caution should be applied when interpreting response time; e.g., the CATI length of interview for Life in Australia™ will, in large measure, be a product of the much older age of these respondents than either online Life in Australia™ or RDD CATI respondents.

Median length of interview ranged from between 7 and 21 minutes across the various arms and modes. While questions were presented in as consistent a manner as possible, there were some minor differences in presentation to accommodate the various modes. The average interview length is summarised below.

Table 6 Median survey length in minutes by mode and arm

Mode of interview and arm	Total	Common sections
<b>Video-assisted live interviewing</b>		
VALI – Life in Australia™	21.1	10.9
<b>Computer-assisted telephone interviewing</b>		
CATI – Life in Australia™	16.4	14.4
CATI – RDD	18.3	16.5
<b>Online</b>		
Online – Life in Australia™	9.7	9.3
Online – SMS push-to web	11.6	11.2

<sup>11</sup> Outliers were not cleaned because all cleaning will be heavily assumption-driven.

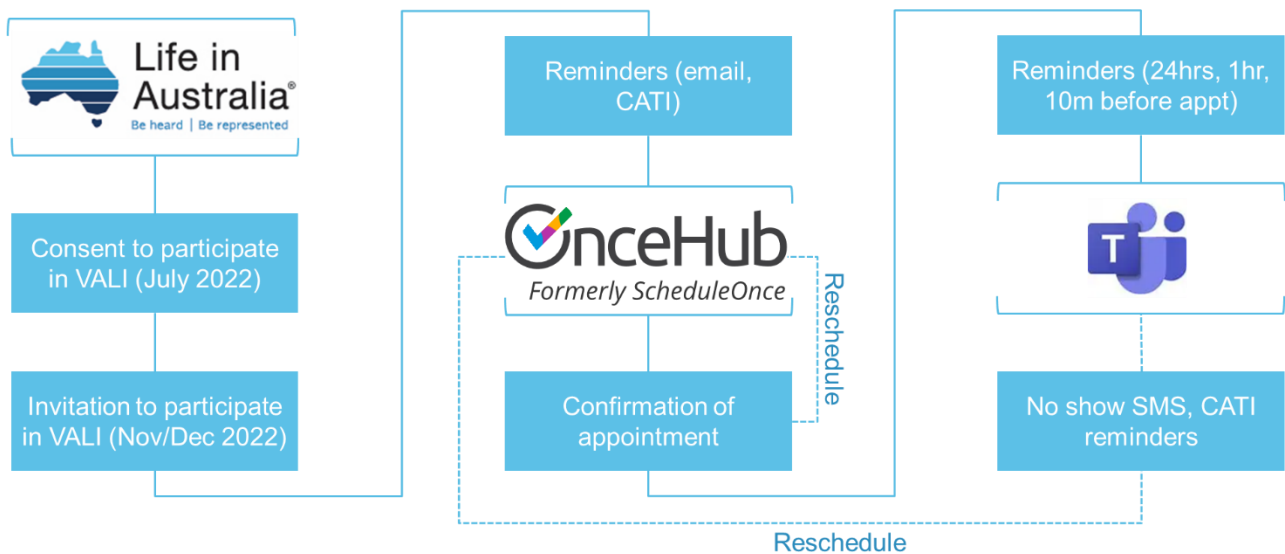
<b>Mode of interview and arm</b>	<b>Total</b>	<b>Common sections</b>
<b>Online – Panel 1</b>	6.9	6.6
<b>Online – Panel 2</b>	7.7	7.5
<b>Online – Panel 3</b>	8.0	7.4
<b>Online – Panel 4</b>	7.2	6.9
<b>Online – Panels 1–4 combined</b>	7.4	7.1

## 4. Field methods

### 4.1. VALI (arm 1)

A key decision regarding VALI was that panellists would need to book an appointment for the interview. Maintaining a group of interviewers available to complete interviews on demand without appointments would have been extremely costly. Outbound calling for VALI was infeasible, given the lack of a universal standard for video calling. The VALI workflow is summarised in Figure 3 and then described in more detail. Schober et al. (2020) and Hanson (2021) informed our considerations on design features of VALI. Skirmish interviews were conducted initially within the Social Research Centre, then with the Australian Bureau of Statistics (ABS) and finally with friends and family. These interviews informed the final VALI set-up used.

Figure 3 VALI workflow



#### 4.1.1 Consent to participate in VALI

All online panellists were asked in July 2022 whether they would agree to participate in video-assisted live interviewing. It was originally anticipated that the ACSSM would be in field in October. The July wave of Life in Australia™ was chosen because it was the last wave to which all panellists were invited prior to October; other waves only invited a portion of the panel. The consent question is shown in Figure 4.

Figure 4 VALI consent question

\*(p\_population\_live=1, ONLINE POPULATION ONLY)  
 VALI\_CONSENT We will be testing a different kind of survey in October. It would involve being interviewed by a person using video conferencing, like Zoom or Microsoft Teams.

Are you willing to be interviewed using video conferencing?

*We will continue to invite you to online surveys whether or not you agree to participate in this special survey.*

*The interviewer would be a Social Research Centre employee.*

1. Yes, I am willing to be interviewed using video
2. No, I am not willing be interviewed using video

### 4.1.2 Invitation and reminders to set an appointment

Similar procedures to a standard Life in Australia™ wave were followed. The sample was released in replicates for better control; see Table 7 for quantities, dates and reminder schedule. Control of sample was important because the uptake of invitations to be interviewed via VALI was unknown and because there was only a finite number of appointments available. We did not want to be in a position where demand for appointments far exceeded supply and many panellists were unable to secure an appointment. Invitations and reminders were sent via email, with use of CATI for a final reminder for one replicate. See Appendix 3 for email text.

Table 7 VALI batch release quantities and dates

Replicate	n	Invitation	Reminder 1	Reminder 2	Reminder 3
1	199	Tue 22-Nov-22	Thu 24-Nov-22	Tue 29-Nov-22	Fri 02-Dec-22
2	200	Wed 23-Nov-22	Fri 25-Nov-22	Wed 30-Nov-22	Sat 03-Dec-22
3 and 4	400	Fri 25-Nov-22	Sun 27-Nov-22	Fri 02-Dec-22	Mon 05-Dec-22
5	200	Wed 30-Nov-22	Fri 02-Dec-22	Wed 07-Dec-22	Mon 12-Dec-22
6	200	Wed 30-Nov-22	Fri 02-Dec-22	Wed 07-Dec-22	Tue 13-Dec-22*
7	200	Sat 03-Dec-22	Mon 05-Dec-22	Mon 12-Dec-22	Thu 14-Dec-22
<b>Total</b>	1,399				

Notes: Except where indicated by an asterisk, the invitation and all reminders were via email.

To support respondents to whom video interviewing was likely to be a new concept, a microsite was created on the Social Research Centre website to explain what was being asked of them.<sup>12</sup> The site included a video explaining the request to participate in video interviewing. A screenshot and site text are shown in Appendix 5.

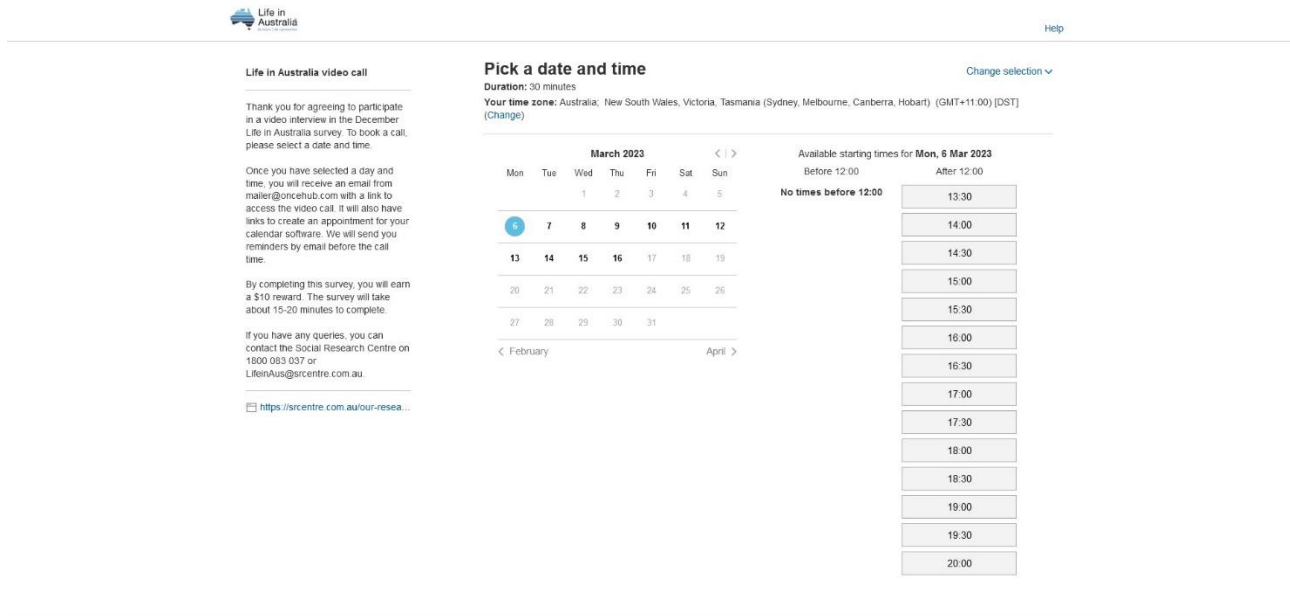
### 4.1.3 Appointment setting

Panellists set—and, as necessary, cancelled and rescheduled—appointments using OnceHub, a booking website. OnceHub was selected because it offered simplicity, a dashboard, SMS reminders (in addition to email), Outlook integration (used for internal calendars), template-based customisation, Teams and Zoom video-conferencing integration (Teams ultimately being chosen), an API for Social Research Centre systems to access information on appointments and personalised URLs, the last mentioned being decisive because of the need to include the case’s unique identifier in appointments. The OnceHub site look and feel was customised for Life in Australia™ (see Figure 5 and Figure 6). Confirmation email (and optionally SMS) were

<sup>12</sup> See <https://srcentre.com.au/our-research/life-in-australia-video-surveys>.

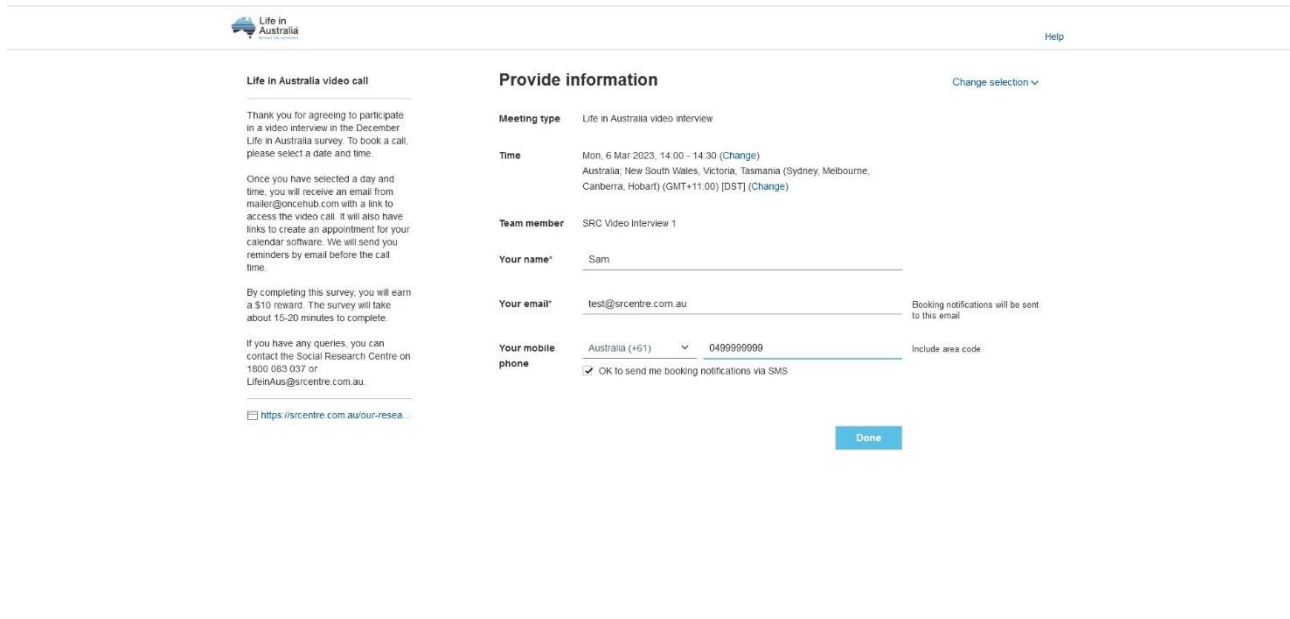
sent for appointments, cancellations and reschedules. Reminders were sent 24 hours, 1 hour and 10 minutes before the scheduled time of the appointment. OnceHub communications are shown in Appendix 6.

Figure 5 OnceHub landing page



Note: Screenshot taken post-field.

Figure 6 OnceHub confirmation screen



#### 4.1.4 Management of appointments

Up to three parallel calendars for appointments were open. We opened three calendars from the second week in field (starting 28 November). We needed appointments to be booked back-to-back across three calendars for most of fieldwork to achieve the target number of completed surveys. Demand for daytime appointments exceeded expectations and interviewer shifts were changed to emphasise daytime availability. Three calendars were opened during the day and two in the evening. As seen above, most batches released were of about 200 respondents. The team constantly monitored to balance workload and demand. Batches of sample were carefully released as most respondents seemed to book appointments within 24 hours of

receiving the email invite. We had to be mindful of having appointment slots free for respondents and making sure we had enough staff to cover full calendars. We had to pace email sends to go out Fridays and Wednesdays to keep the calendars balanced. Each email send would book out the calendars for the next three to four days. We stopped sending email in the last week of fieldwork and moved to reminder calls, interviewers were instructed to fill up the calendars. This was an effective method for getting appointments but, unfortunately, we had more no-shows and cancellations.

## 4.1.5 Interviews

### Video conferencing software

Interviews were conducted solely on Teams. Several factors influenced the choice of Teams: it mirrored ABS practice (which supported ABS goals for the VALI arm), because it was already in use at the Social Research Centre, because it was platform-agnostic and would not require additional licensing fees.

### Interviewer selection

Interviewers selected for VALI were selected for performance and facility with technology. Prior to the ACSSM, the Social Research Centre had only conducted telephone interviews, so interviewers only had experience in telephone interviewing. Altogether, six interviewers were trained for VALI.

### Interviewer training

All interviewers had received the Social Research Centre's standard telephone interviewer training at the start of employment.

Interviewers one day's training focused on VALI interviewing. Training included instructions on appropriate dress for interviewers. See Appendix 7 for training slides and Appendix 8 for interviewer manual.

### Interviewer set-up

Interviews were initially completed in office, which allowed on-site monitoring and troubleshooting. From midway through the field period, interviewers worked from home.<sup>13</sup> The Social Research Centre switched to interviewers working from home shortly after the onset of the COVID-19 pandemic. Computers at the Social Research Centre were set up with two screens. A typical interviewer set-up put the UNICOM Intelligence computer-assisted interviewing interface on one screen and respondent on Teams and the show cards (which were shared with the respondent via Teams) on the other screen.<sup>14</sup> UNICOM Intelligence was navigated via key presses and the show cards via mouse scroll wheel. Interviewers were instructed to have the UNICOM Intelligence interface on the screen where the camera was facing, so that the interviewer was looking in the respondent's direction when questions were being asked. A standardised background was used via Teams' background function (see Figure 7). At home, interviewers were expected to use a similar set-up (all had at least a laptop, additional monitor to the laptop and camera capable of 720p resolution).

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<sup>13</sup> Two interviewers transitioned to working from home on 28 November, one on 29 November and two on 30 November. One interviewer completed all interviews from the office.

<sup>14</sup> In material in the appendices, 'Dimensions' is used to refer to UNICOM Intelligence. The product was formerly released under that name prior to re-branding and is still known as Dimensions within the Social Research Centre.



Figure 7 Standardised background for VALI interviews



#### 4.1.6 Incentives

Standard Life in Australia™ \$10 incentive for interviews of this length was offered. Respondents had the option of receiving the incentive (either as a Coles e-gift voucher or via PayPal) or donating it to charity, where the charities offered were as follows:

- Foodbank (<https://www.foodbank.org.au/>)
- Lifeline (<https://www.lifeline.org.au/>)
- MS Australia (<https://www.msaustralia.org.au/>)
- National Aboriginal and Torres Strait Islander Women's Alliance (<http://natsiwa.org.au/>)
- Seedmob (<https://www.seedmob.org.au/>).

#### 4.1.7 Recordings

Respondents were asked for permission to record the interview for training and quality assurance purposes. A video of an interview was made for distribution using a Social Research Centre staff member as the respondent.

#### 4.1.8 Quality checks

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

- validation of 9% of the telephone surveys conducted via remote monitoring
- 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
- monitoring of the interview-to-refusal ratio by interviewer.

## 4.2. Life in Australia™ (arm 2)

### 4.2.1 Invitations and reminders

Life in Australia™ participants received invitations and reminders on the schedule shown in Table 8. Standard Life in Australia™ invitation and reminders were used; see Appendix 9.<sup>15</sup>

Table 8 Life in Australia™ invitation and reminder schedule

Contact type	Dates	Population
Phone interviews	05-Dec-22 - 18-Dec-22	Offline only
Email	06-Dec-22	Online only
SMS	06-Dec-22	Both
Email	08-Dec-22	Online only
Email	10-Dec-22	Online only
SMS	13-Dec-22	Both
Reminder calls	13-Dec-22 - 17-Dec-22	Online only
Email	16-Dec-22	Online only
Email	18-Dec-22	Online only
Email	19-Dec-22	Online only

### 4.2.2 CATI interviewer briefing

All interviewers had received the Social Research Centre's standard telephone interviewer training at the start of employment.

All interviewers and supervisors selected to work on the survey attended a two-hour briefing session, which focused on all aspects of survey administration, including:

- survey context and background, including a detailed explanation of Life in Australia™
- survey procedures and sample management protocols
- the importance of respondent liaison procedures
- strategies to maintain cooperation
- detailed examination of the survey questionnaire, with a focus on the use of pre-coded response lists and item-specific data quality issues

After the initial briefing session, interviewers engaged in comprehensive practice interviewing. A total of 5 interviewers were briefed on the survey.

See Appendix 10 for briefing slides and Appendix 11 for interviewer handout.

### 4.2.3 Online survey

The online survey is hosted by the Social Research Centre using UNICOM Intelligence as the data collection platform. Key features in the Social Research Centre's approach to online surveys the following:

- Vision Australia accreditation for accessibility, including for screen readers.
- Life in Australia™ branding (see Figure 8).
- Dynamic resizing for desktop view to handle multiple screen and window sizes.

<sup>15</sup> Broadly speaking, the schedule is typical of contemporary Life in Australia™ waves. A fourth email reminder is one that it only used when necessary. A fifth email reminder is very rarely used.

- Mobile optimisation: the Social Research Centre's template includes:
  - Use of large, finger friendly buttons enclosing the response option text
  - Breaking grid (aka matrix or table) items (see Figure 9 for desktop example) into a scrollable vertical bank of items (see Figure 10 for mobile example)
  - Large font
  - Full width navigation buttons (save and close, previous, exit).
- To minimise mode effects compared to CATI, showing don't know, refused and similar non-substantive response options only once the respondent has attempted to move past the question without answering (de Leeuw, Hox and Boevé 2016).
- Rotation of ordered response frames and randomisation of nominal response frames in most instances to avoid bias from response order effects.

Figure 8 Online survey Life in Australia™ branding (desktop)

**Life in Australia**  
Be heard | Be represented

Save and close

*Question Name [Shown in TEST only]: QB2*  
To begin we would like to ask you about your general use and experiences on the internet.

In a typical week, how often do you use the internet?

More than 5 times a day

2-5 times a day

Once a day

Several times a week

Once a week

Less often weekly

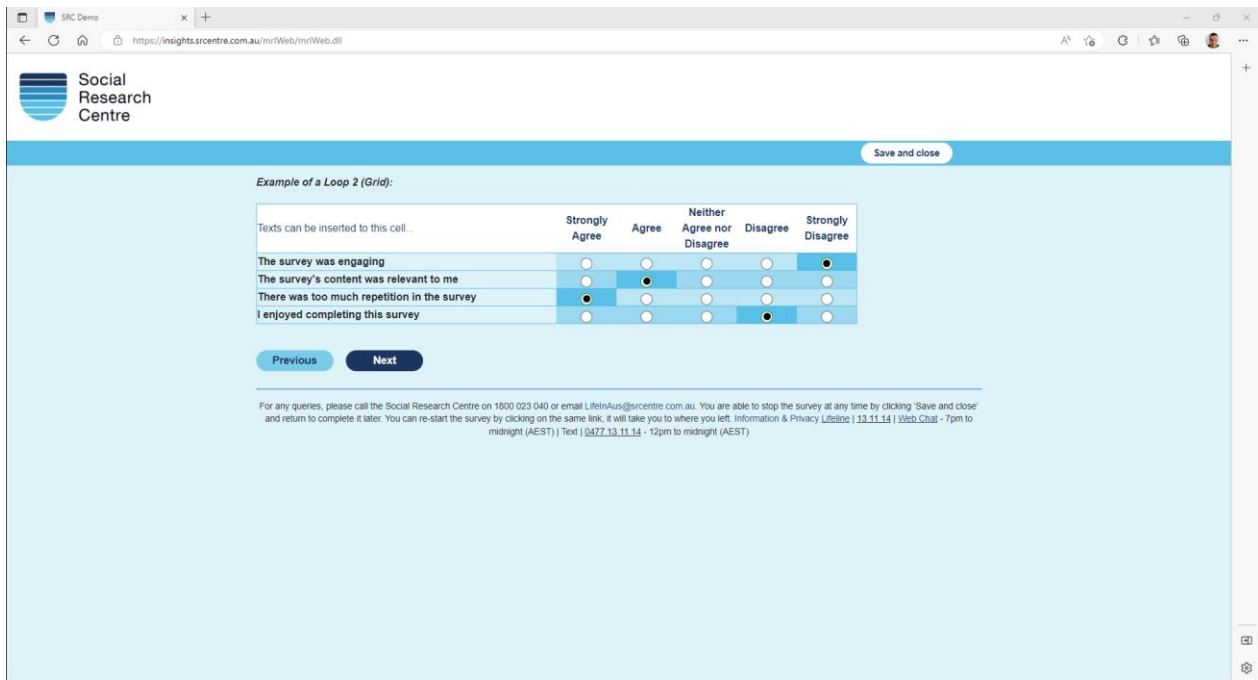
Previous Next

For any queries, please call the Social Research Centre on 1800 023 040 or email [LifelnAus@srcentre.com.au](mailto:LifelnAus@srcentre.com.au). You are able to stop the survey at any time by clicking 'Save and close' and return to complete it later. You can re-start the survey by clicking on the same link, it will take you to where you left.

If you are feeling upset or distressed at any time during the survey, we encourage you to contact eSafety Commissioner (<https://www.esafety.gov.au/about-us/counselling-support-services>), Beyond Blue ([www.beyondblue.org.au](http://www.beyondblue.org.au), 1300 22 4636), Headspace ([headspace.org.au](http://headspace.org.au), 1800 650 890), 1800RESPECT ([www.1800respect.org.au](http://www.1800respect.org.au), 1800 737 732), Kids Helpline ([www.kidshelpline.com.au](http://www.kidshelpline.com.au), 1800 551 800), or 13YARN ([www.13yarn.org.au](http://www.13yarn.org.au), 13 92 76).

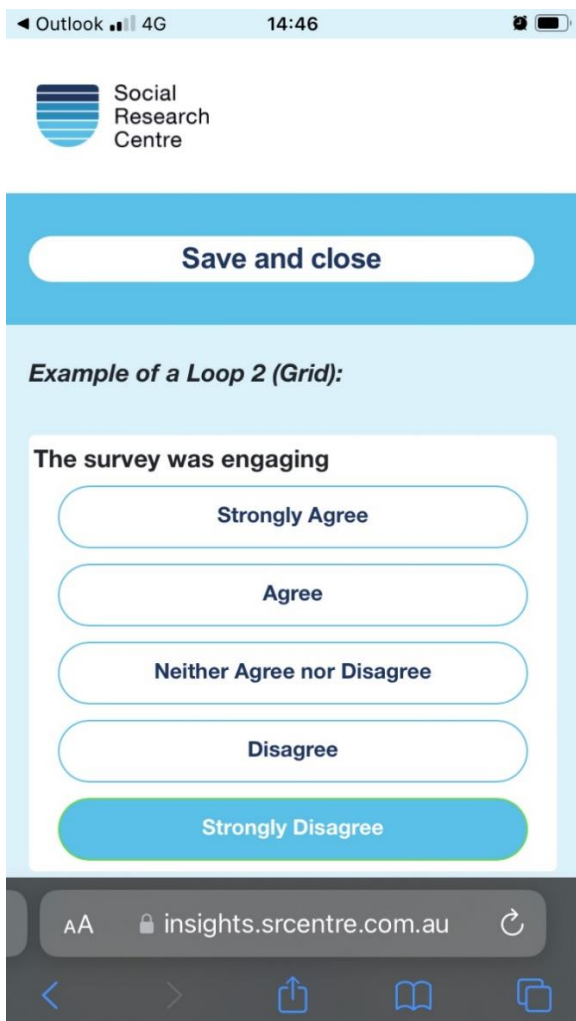
Note: Question from a non-ACSSM survey is shown in test mode.

Figure 9 Example of a grid question (desktop)



Note: Example from online demonstration link shown.

Figure 10 Example of a grid question (mobile)



Note: Example from online demonstration link shown.

## 4.2.4 Quality checks

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

- Validation of 9.5% of the telephone surveys conducted via remote monitoring (covering the interviewers' approach and commitment-gaining skills, as well as the conduct of the interviews)
- Field team de-briefing after the first shift and, thereafter, whenever there was important information to impart to the field team in relation to data quality, consistency of interview administration, techniques to avoid refusals, appointment-making conventions, or project performance
- For online surveys, speeding on segments of the survey and overall time taken to complete the survey, straightlining on grid questions, high use of non-substantive responses (don't know and refused) and review of open-ended responses.
- Monitoring of the interview-to-refusal ratio by interviewer.

Similar quality checks are applied to online Life in Australia™ sample every wave.<sup>16</sup> Respondents who are repeatedly removed for data quality concerns are retired from the panel as are particularly egregious cases (e.g., abusive comments in open-ended responses).

Three online Life in Australia™ responses were removed due to poor data quality.

## 4.2.5 Incentives

The standard Life in Australia™ \$10 incentive for interviews of this length was offered. Respondents had the option of receiving the incentive (either as a Coles e-gift voucher or via PayPal for online respondents or as a Coles/Myer gift voucher for offline respondents) or donating it to charity, where the charities offered were as follows:

- Foodbank (<https://www.foodbank.org.au/>)
- Lifeline (<https://www.lifeline.org.au/>)
- MS Australia (<https://www.msaustralia.org.au/>)
- National Aboriginal and Torres Strait Islander Women's Alliance (<http://natsiwa.org.au/>)
- Seedmob (<https://www.seedmob.org.au/>).

## 4.3. CATI (arms 3 and 4)

### 4.3.1 Assignment of interviewers

Interpenetrated assignments were used, with the same pool of interviewers being assigned to both high and low effort arms to ensure that any observed differences were a true feature of the differences to settings and not an unintended product of the interviewers assigned.

### 4.3.2 CATI interviewer briefing

All interviewers had received the Social Research Centre's standard telephone interviewer training at the start of employment.

All interviewers and supervisors selected to work on the survey attended a two-hour briefing session, which focused on all aspects of survey administration, including:

- Survey context and background, including a detailed explanation of Life in Australia™
- Survey procedures and sample management protocols
- The importance of respondent liaison procedures

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<sup>16</sup> The specific checks depend on questionnaire content, as not all questionnaires support checks for straightlining and open-ends. Questionnaires with extensive branching can also make identifying speeding difficult.

- Strategies to maintain co-operation
- Detailed examination of the survey questionnaire, with a focus on the use of pre-coded response lists and item-specific data quality issues.

After the initial briefing session, interviewers engaged in comprehensive practice interviewing. A total of 37 interviewers were briefed on the survey.

See Appendix 10 for briefing slides and Appendix 11 for interviewer handout.

### 4.3.3 SMS pre-notification

As is standard Social Research Centre practice, sampled telephone numbers were sent a pre-notification SMS, which included instructions on opting out:

*The Social Research Centre has selected you to participate in the 2022 Health and Wellbeing Survey. In the coming days, we will call to see if you can take part in this important national study. For more information go to [www.srcentre.com.au/HWSinfo](http://www.srcentre.com.au/HWSinfo) or to opt out call 1800 023 040.*

The website referenced is shown in Appendix 12.

### 4.3.4 Field dates

CATI field dates are shown in Table 9.

Table 9 CATI field dates

	High effort	Low effort
Start	05-Dec-22	05-Dec-22
End	18-Dec-22	13-Dec-22

### 4.3.5 Call cycle and dialler settings

A summary of the call cycle and dialler settings is shown in Table 10. Key differences including lower thresholds for maximum tries and maximum consecutive non-contacts for the low effort arm, use of answering machine detection for the low effort arm,<sup>17</sup> prioritised call-backs for SMS replies<sup>18</sup> and use of predictive dialling for the low effort arm.<sup>19</sup>

Table 10 Summary of high and low effort CATI settings

Setting	High effort	Low effort
Pre-notification SMS	Sent one day prior to first dial	Sent one day prior to first dial
Max consecutive non-contacts	4 → 3*	2
Max tries	6 → 5*	4
Answering machine detection on	No	Yes
Automated message left on first voicemail contact	Yes	Yes
Automated message left on subsequent voicemail	No	No
All initiated records through call cycle	Desirable	Not required

<sup>17</sup> Answering machine detection involves a slight but perceptible pause at the beginning of the call as the autodialler listens for an answering machine or voicemail.

<sup>18</sup> Under the high effort condition, any replies to the pre-notification SMS beside opt-outs were set to be called at 6pm the same day. Under the low effort condition, any SMS replies as described above were put at the top of the dialling queue.

<sup>19</sup> Predictive dialling involves dialling more outbound lines than there are available interviewers to speak to respondents. Some potential may be lost if there is no available interviewer when the person picks up the phone.

Setting	High effort	Low effort
Prioritised call-backs for SMS opt-ins	No	Yes
Autodial	Yes	Yes
Predictive dial	No	Yes
Predictive dial setting / dropped call tolerance	N/A	Moderately aggressive

\* Max consecutive non-contacts and tries were reduced on 9 December to account for the short period available for field work after several days in field.

### 4.3.6 Early termination of the low effort arm

The low-effort CATI arm using a predictive dialler was abandoned part-way through the experiment due to a combination of technical and configuration issues impacting one of the diallers thus rendering the results in relation to costs, call cycle and productivity invalid and unusable for comparison.

### 4.3.7 Quality checks

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

- Validation of 8.7% of the telephone surveys on high effort and 14.4% on low effort arms. Validation was conducted via remote monitoring (covering the interviewers' approach and commitment-gaining skills, as well as the conduct of the interviews)
- Field team de-briefing after the first shift and, thereafter, whenever there was important information to impart to the field team in relation to data quality, consistency of interview administration, techniques to avoid refusals, appointment-making conventions, or project performance
- Examination of 'Other (specify)' responses
- Monitoring of timestamps for segments of the survey and overall time taken to complete the survey
- Monitoring of the interview-to-refusal ratio by interviewer.

### 4.3.8 Incentives

No incentives were offered, which is consistent with standard practices in Australian telephone interviewing.

## 4.4. SMS push-to-web (arm 5)

SMS push-to-web invites respondents via SMS to complete an online survey.

### 4.4.1 Pre-notification

Sampled numbers were sent a pre-notification SMS starting at on 5 December, with the large number sent being spread out over 5 minute intervals until 2pm. It included an option for opting out:

*The Social Research Centre has selected you for the 2022 Society and Health Survey, an important national study. You will receive a survey link this evening. For more information go to [www.srcentre.com.au/SHSInfo](http://www.srcentre.com.au/SHSInfo) or to opt out call 1800 023 040.*

The website referenced is shown in Appendix 13.

## 4.4.2 Invitations and reminders

An invitation SMS was sent to all telephone numbers that had not opted out, starting at 4pm, sending at 5 min intervals and finishing at 6pm on 5 December:

*The Social Research Centre invites you to complete the 2022 Society and Health Survey, an important national study. To complete go to <short link> and receive a \$10 Coles gift voucher as thanks. For more information go to [www.srcentre.com.au/SHSInfo](http://www.srcentre.com.au/SHSInfo) or to opt out call 1800 023 040.*

A reminder SMS was sent to all telephone numbers that had not responded and had not opted out, starting at 4:30pm at 5min intervals and finishing at 6pm on 6 December:

*This message is from the Social Research Centre. The 2022 Society and Health Survey is closing soon! To complete go to <short link> and receive a \$10 Coles gift voucher as thanks. For more information go to [www.srcentre.com.au/SHSInfo](http://www.srcentre.com.au/SHSInfo) or to opt out call 1800 023 040.*

Due to the number of completed surveys falling short of the planned 600, a second reminder was sent to a random sample of 5,022 non-respondents on 7 December and to a further 2,090 non-respondents on 9 December starting between 5pm and 5:30pm and finishing at 6pm:

*This message is from the Social Research Centre. This is your last chance to complete the 2022 Society and Health Survey. Go to <short link> and receive a \$10 Coles gift voucher as thanks. For more information go to [www.srcentre.com.au/SHSInfo](http://www.srcentre.com.au/SHSInfo) or to opt out call 1800 023 040.*

## 4.4.3 Quality checks

The in-field quality monitoring techniques applied to this project were checks for speeding on segments of the survey and overall time taken to complete the survey, straightlining on grid questions, high use of non-substantive responses (don't know and refused) and review of open-ended responses.

No responses were removed for data quality.

## 4.4.4 Incentives

\$10 Coles e-gift vouchers were offered.

## 4.5. Nonprobability panels (arms 6–9)

### 4.5.1 Invitations and reminders

Panel 1 reported using a router and was not able to advise on the number of panellists who saw the survey invitation. Panel 4 noted that panel members see open surveys on the panel website and are not sent invitations for individual surveys; they explicitly stated, however, that they did not use a router. Panels 2 and 3 invited panellists via email. Panel 2 sent one reminder; Panel 3 indicated that no reminders were required.

Nonprobability field dates are shown in Table 11.

Table 11 Nonprobability field dates

	Panel 1	Panel 2	Panel 3	Panel 4
Start	05-Dec-22	05-Dec-22	07-Dec-22	05-Dec-22
End	14-Dec-22	13-Dec-22	16-Dec-22	16-Dec-22



## 4.5.2 Online survey

The online survey was hosted by the Social Research Centre using UNICOM Intelligence as the data collection platform. Members of the nonprobability panels were transferred from the panel's website to complete the survey and sent back at end of the survey to be recorded as having completed the survey. The survey set-up was as described for Life in Australia™, except for Life in Australia™ branding not being applied.

## 4.5.3 Incentives

Panel 1 reported that the value of the survey completion was approximately \$1; although not reported, it seems likely that this was in points that are accumulated for later payout in gift vouchers. Panels 2 and 3 reported that panellists received points which are accumulated and paid in gift vouchers. Panel 4 reported that panellists are awarded a dollar amount, once again likely as part of a points-based system.

## 4.5.4 Quality checks

Two stages of quality checks were applied: those of the panels themselves and the Social Research Centre.

### Panel quality checks

Panel 1 uses a commercially available suite of fraud checking tools at enrolment (e.g., digital fingerprinting, email checking, mouse movement, open end quality, speeding, straightlining). Within the router, the Panel uses digital fingerprinting, geo location checks and similar fraud checking tools.

Panel 2 did not provide information on data quality checks.

Panel 3 uses double opt-in for new recruits and regular validation checks for duplicate respondents. Hosted surveys are checked for speeding, straightlining and open-ends. Panel 3 also sends all incentives via mail, which helps reduce both duplicates as well as overseas respondents fraudulently reporting being Australian residents. Poor quality responses to surveys are logged and panellists are retired for repeated quality control problems.

Panel 4 fields its own surveys with security and fraud checks. These checks include logic checks against panel profile data.

### Social Research Centre checks

The in-field quality monitoring techniques applied to this project included speeding on segments of the survey and overall time taken to complete the survey, straightlining on grid questions, high use of non-substantive responses (don't know and refused) and review of open-ended responses. Data quality removals were as follows: Panel 1 = 6, Panel 2 = 1, Panel 3 = 0, Panel 4 = 1.

## 5. Final dispositions and response rates

Discussion of final dispositions and response rates is split by sampling frame, as the calculations required for the cross-sectional RDD samples differ from those used for Life in Australia™, which was also used for the VALI arm. For nonprobability panels, even basic information like the number of people invited to complete the survey is not necessarily available.

### 5.1. Life in Australia™ (arm 2)

We describe Life in Australia™ outcome rates prior to those of VALI because they form the basis of the calculation of VALI rates.

For Life in Australia™, we report response rates following Callegaro and DiSogra's (2008) paper on computing response metrics for online panels. Because non-response occurs at multiple stages in a panel, including recruitment, panel attrition prior to the survey and non-response for panellists invited to complete the survey, the Cumulative Response Rate 2 (*CUMRR2*) is the product of four separate rates: the Recruitment Rate (*RECR*; the estimated proportion of eligible individuals invited to join the panel who gave initial consent, which is calculated as *RR3*), the Profile Rate (*PROR*; the proportion of individuals who gave individual consent who actually joined the panel, by means of completing the panel profile), the Retention Rate (*RETR*; the proportion of enrolled panellists who remained active at the time of the invitation to complete the specific survey) and the Completion Rate (*COMR*; the proportion of invited panellists who completed the survey):

$$CUMRR2 = RECR \times PROR \times RETR \times COMR$$

Because Life in Australia™ is made up of individuals recruited in multiple batches, all rates but the Completion Rate are weighted by the number of completes from each batch. The resulting rates are shown in Table 13. The dispositions for invitations to participate in the ACSSM are shown in Table 12.

Table 12 Life in Australia™ final dispositions

Code	Final disposition	n	%
1.1	Interview	582	73.1
2.112	Known-respondent refusal	15	1.9
2.113	Implicit refusal	29	3.6
2.12	Break-off	12	1.5
2.21	Respondent never available	65	8.2
2.221	Answering machine—message left	5	0.6
2.222	Answering machine—no message left	84	10.6
2.32	Physically or mentally unable/incompetent	1	0.1
2.39	Completed but removed for data quality	3	0.4
	Total	796	100.0

Notes: Implicit refusals consist of panellists who said they would complete online (but did not). Break-offs include midway termination and timed out or stopped case codes. Respondent never available includes case codes for no answer, engaged (busy signal), number disconnected and named person/organisation not known.

Table 13 Life in Australia™ outcome rates

Code	Outcome rate	%
<b>RECR</b>	Recruitment Rate	11.3
<b>PROR</b>	Profile Rate	93.3
<b>RETR</b>	Retention Rate	73.0
<b>COMR</b>	Completion Rate	73.1
<b>CUMRR2</b>	Cumulative Response Rate 2	5.6

## 5.2. VALI (arm 1)

As of the time of writing, there are no broadly accepted standards for dispositioning VALI surveys. The situation is further complicated by the fact that the VALI arm was fielded on Life in Australia™ and therefore the need for the various outcome rates discussed above still applies. In addition to the steps above, the nature of invitations to the VALI arm contain additional opportunities for non-response; specifically, the consent to participate in VALI sent in July 2022 and the need for panellists to select an appointment as a necessary prerequisite to completing an interview. To capture these additional layers of non-response, we therefore add a Consent Rate (*CONR*) and Appointment Rate (*APPR*). The Cumulative Response Rate (*CUMRR*) is therefore the product of these six rates:

$$CUMRR = RECR \times PROR \times CONR \times RETR \times APPR \times COMR$$

Consent to participate in VALI is shown in Table 14, final dispositions for appointments in Table 15, final dispositions for interviews in Table 16 and outcome rates in Table 17. The final dispositions used for appointments and interviews are analogous to those defined for other data collection modes in AAPOR (2016). Because the standard Life in Australia™ invitation and reminder schedule was used for appointment setting, refusals manifest at the appointment stage rather than the interview stage. At the interview stage, the primary form of non-response was missed appointments, where the panellist did not join the interview at the time they had selected. A final disposition of technical problems captures cases where the panellist attempted to participate but ran into various barriers, either technological ones or with ability to use technology.

The Cumulative Response Rate for the VALI arm was 1.0%.

Table 14 Consent to participate in VALI

Outcome	n	%
<b>Provided consent</b>	2,340	31.9
<b>Did not provide to consent</b>	3,221	43.9
<b>Did not respond to wave</b>	1,779	24.2
<b>Total</b>	7,340	100.0

Table 15 Appointment dispositions for VALI

Code	Final disposition	n	%
<b>1.1</b>	Made appointment	715	51.1
<b>2.111</b>	Explicit refusal	168	12.0
<b>2.12</b>	Cancelled appointment	34	2.4
<b>2.36</b>	Physically or mentally unable/incompetent	1	0.1
<b>2.39</b>	Nothing ever returned	481	34.4
	Total	1,399	100.0

Table 16 Interview dispositions for VALI

Code	Final disposition <sup>2</sup>	n	%
1.1	Interview	600	83.9
2.12	Break-off	2	0.3
2.211	Missed appointment	101	14.1
2.212	Appointment outstanding at close of field	2	0.3
2.34	Technological problems	10	1.4
	Total	715	100.0

Table 17 Outcome rates for VALI

Code	Outcome rate	%
RECR	Recruitment Rate	11.0
PROR	Profile Rate	93.6
CONR	Consent Rate	31.9
RETR	Retention Rate	73.4
APPR	Appointment Rate	51.1
COMR	Completion Rate	83.9
CUMRR2	Cumulative Response Rate 2	1.0

### 5.3. RDD surveys (arms 3–5)

Final dispositions and response rates for RDD surveys are shown in Table 18. Dispositions follow AAPOR (2016), where numeric codes are for dispositions and letter codes show summary dispositions, which are used in the calculation of response rates.<sup>20</sup> The mapping of case codes to final dispositions is shown in Table 19. AAPOR Response Rate 3 (RR3; AAPOR 2016) was calculated for the RDD surveys in order to facilitate comparison with similar international studies<sup>21</sup>. The calculation of RR3 relies on estimating the proportion of cases of unknown eligibility that may have been eligible for the survey and including this estimate in the denominator for the calculation of the survey response rate. RR3 was calculated using the following formula from AAPOR (2020):

$$RR3 = \frac{I}{I + R + NC + O + e_1 \times e_2 \times UH + e_1 \times UO}$$

where the summary dispositions  $I$ ,  $R$ ,  $NC$ ,  $O$ ,  $UH$  and  $UO$  are as shown in Table 18 and  $e_1$  and  $e_2$  are the percentage of known-residential cases estimated to have an eligible respondent and the percentage of unknown if residential cases that are estimated to be residential, respectively.<sup>22</sup> They are calculated following AAPOR (2020) as follows:

$$e_1 = \frac{I + R + NC + O}{I + R + NC + O + INR}$$

<sup>20</sup> As AAPOR (2016) has not promulgated standards for dispositioning SMS push-to-web surveys, it was necessary to reason by analogy from standards for internet surveys of specifically named persons and RDD telephone surveys. 3.19 nothing returned was adapted from dispositions of internet surveys of specifically named persons and used where there was no evidence of non-delivery and no reply. 3.21 no screener completed was used when eligibility could not be determined (e.g., refusals where age was unknown, SMS replies with *non sequiturs* and where the link had been clicked but no questions answered). 4.31 non-working number was used for hard bounces (i.e., undeliverable SMS). 4.5 non-residence is used for automated error messages sent by cellular modems in, for example, medical devices. Although AAPOR (2023) has subsequently released an updated edition of the Standard Definitions, AAPOR (2016) was current at the time.

<sup>21</sup> It is not possible to calculate response rates for the non-probability panels as the chances of being selected into a panel are not known (Tourangeau et al., 2013, p.38).

<sup>22</sup> The use of  $e_1$  and  $e_2$  follows AAPOR (2020).

$$e_2 = \frac{I + R + NC + O + INR}{I + R + NC + O + INR + INNR}$$

where *INR* is the count of telephone numbers that are residential but ineligible for the survey (AAPOR codes 4.6–4.8) and *INNR* is the count of telephone numbers that are non-residential (AAPOR Codes 4.1–4.5).

The RR3 for the high effort RDD survey was **7.7%**. This rate is comparable to similar national dual-frame RDD studies conducted by the Social Research Centre; RR3 for the low effort arm was **1.3%**. RR3 for SMS push-to-web was **3.0%**.

Table 18 Final dispositions and response rate for RDD arms

Code	Disposition	CATI high effort		CATI low effort		SMS push-to-web	
		n	%	n	%	n	%
<b>I</b>	<b>Interview</b>	<b>498</b>	<b>5.6</b>	<b>305</b>	<b>1.3</b>	<b>599</b>	<b>3.0</b>
1.1	Complete	498	5.6	305	1.3	599	3.0
<b>R</b>	<b>Refusal and break-off</b>	<b>24</b>	<b>0.3</b>	<b>40</b>	<b>0.2</b>	<b>164</b>	<b>0.8</b>
2.112	Known respondent refusal	14	0.2	3	0.0	3	0.0
2.113	Implicit refusal	0	0.0	0	0.0	0	0.0
2.12	Break-off	10	0.1	37	0.2	161	0.8
<b>NC</b>	<b>Non-contact</b>	<b>21</b>	<b>0.2</b>	<b>55</b>	<b>0.2</b>	<b>0</b>	<b>0.0</b>
2.21	Respondent never available	14	0.2	36	0.2	0	0.0
2.221	Answering machine--message left	3	0.0	13	0.1	0	0.0
2.222	Answering machine--no message left	4	0.0	6	0.0	0	0.0
<b>O</b>	<b>Other</b>	<b>2</b>	<b>0.0</b>	<b>3</b>	<b>0.0</b>	<b>1</b>	<b>0.0</b>
2.32	Physically/mentally unable/incompetent	2	0.0	3	0.0	0	0.0
2.9	Miscellaneous	0	0.0	0	0.0	1	0.0
<b>UH</b>	<b>Unknown if housing unit</b>	<b>6,573</b>	<b>73.4</b>	<b>20,121</b>	<b>86.8</b>	<b>16,555</b>	<b>82.8</b>
3.12	Always busy	170	1.9	4,895	21.1	0	0.0
3.13	No answer	2,596	29.0	3,339	14.4	0	0.0
3.14	Answering machine--don't know if household	3,807	42.5	11,813	51.0	0	0.0
3.15	Call blocking	0	0.0	58	0.3	0	0.0
3.16	Technical phone problems	0	0.0	16	0.1	0	0.0
3.19	Nothing returned	0	0.0	0	0.0	16,555	82.8
<b>UO</b>	<b>Unknown, other</b>	<b>1,557</b>	<b>17.4</b>	<b>2,233</b>	<b>9.6</b>	<b>1,908</b>	<b>9.5</b>
3.21	No screener completed	1,557	17.4	2,233	9.6	1,908	9.5
<b>INNR</b>	<b>Not eligible, non-residential</b>	<b>108</b>	<b>1.2</b>	<b>205</b>	<b>0.9</b>	<b>737</b>	<b>3.7</b>
4.2	Fax/data line	1	0.0	0	0.0	0	0.0
4.31	Non-working number	30	0.3	126	0.5	715	3.6
4.5	Non-residence	0	0.0	0	0.0	21	0.1
4.51	Business, government, other	77	0.9	79	0.3	1	0.0
<b>INR</b>	<b>Ineligible, residential</b>	<b>175</b>	<b>2.0</b>	<b>214</b>	<b>0.9</b>	<b>36</b>	<b>0.2</b>
4.7	No eligible respondent	175	2.0	213	0.9	36	0.2
4.8	Quota filled	0	0.0	1	0.0	0	0.0
	<b>Total</b>	<b>8,958</b>	<b>100.0</b>	<b>23,176</b>	<b>100.0</b>	<b>20,000</b>	<b>100.0</b>
<b>RR3</b>	<b>Response Rate 3</b>		<b>7.7</b>		<b>2.0</b>		<b>4.0</b>
	<b>Sample yield</b>		<b>5.6</b>		<b>1.3</b>		<b>3.0</b>

Notes: Final dispositions and summary dispositions are defined by AAPOR (2016) with mapping to case outcomes as shown in Table 19.

Table 19 Mapping of case codes to final dispositions

Summary disposition		Final disposition		Call outcome (eligibility)
I	Interview	1.1	Complete	Completed (eligible)
R	Refusal and break-off	2.112	Known respondent refusal	Refused age (eligible)
				Refused screening questions (eligible)
				Remove number from list (eligible)
				Respondent refusal (eligible)
				SMS refusal (eligible)
		2.113	Implicit refusal	Claims to have done survey (eligible)
2.12	Break-off	Midway termination (eligible)		
		Timed out or stopped (eligible)		
NC	Non-contact	2.21	Respondent never available	Away for duration (eligible)
				Hard appointment (eligible)
				No answer (eligible)
				Not a residential number (eligible)
				Number disconnected (eligible)
				Soft appointment (eligible)
		2.221	Answering machine—message left	Answering machine – message left (eligible)
2.222	Answering machine—no message left	Answering machine – no message left (eligible)		
O	Other	2.32	Physically or mentally unable/incompetent	Too old/frail/ill (eligible)
				Unreliable respondent (eligible)
		2.9	Miscellaneous	Completed but removed (eligible)
UH	Unknown if household	3.12	Always busy	Engaged (unknown)
		3.13	No answer	No answer (unknown)
		3.14	Answering machine—unknown if household	Answering machine – message left (unknown)
				Answering machine – no message left (unknown)
		3.15	Call blocking	Incoming call restriction (unknown)
		3.16	Technical phone problems	Timed out or stopped (unknown)
		3.19	Nothing returned	SMS delivered but no response (unknown)
				SMS soft bounce but no response (unknown)
UO	Unknown, other	3.21	No screener completed	Away for duration (unknown)
				Claims to have done survey (unknown)
				Clicked SMS link, did not answer question (unknown)
				Hard appointment (unknown)
				ICS hard refusal (unknown)
				ICS refused all future surveys (unknown)
				ICS soft refusal (unknown)
				Hard appointment (unknown)
				Hold drop* (unknown)

Summary disposition		Final disposition		Call outcome (eligibility)
				Named person / organisation not known (unknown)
				Refused age (unknown)
				Refused screening questions (unknown)
				Remove number from list (unknown)
				Respondent refusal (unknown)
				SMS reply <i>non sequitur</i> <sup>†</sup> (unknown)
				SMS refusal (unknown)
				Soft appointment (unknown)
				SMS refusal (unknown)
				Too old / frail / ill (unknown)
				Unreliable respondent (unknown)
INNER	Not eligible, not residential	4.2	Fax/data line	Fax (unknown)
		4.31	Non-working number	Number disconnected (unknown)
				SMS hard bounce (unknown)
		4.5	Non-residence	Automated SMS error message (unknown)
4.51	Business, government office, other organisations	Not a residential number (unknown)		
INR	Not eligible, residential	4.7	No eligible respondent	LOTE – no follow up (ineligible)
				Soft appointment (ineligible)
				Under 18 (ineligible)
		4.8	Quota filled	Over quota (eligible)

Notes: \* Live person was reached by the autodialler but not transferred to interviewer as none were available at the time. † Non-refusal replies to the SMS (e.g., describing the survey invitation as a scam and *non-sequitur* responses like '. M'). ‡ These are what appear to be automated messages sent by non-telephone uses of SIMs. Such replies included the following: '<ERROR>', 'MediMinderII v1.4' and '1.5' (MediMinder is an assistance device), 'message error', 'Something went wrong! We can't process your SMS. Reply from the phone you received the SMS or contact the sender directly. Call 1800 NNN NNN for more info', 'The keyword you specified was not recognized', 'User code error' and 'We're sorry. We did not recognize that response. Please contact the business for help.'

## 5.4. Nonprobability panels (arms 6–9)

Due to the incomplete information provided by the nonprobability panels, we do not show AAPOR final dispositions or report response rates; see summary of available information in Table 20. For Panels 2 and 3, which provided the total number of panellists invited, we have calculated completion rates (Callegaro and DiSogra 2008).

Table 20 Nonprobability invitations and outcomes

Outcome	Panel 1	Panel 2	Panel 3	Panel 4
Number invited	Unknown	8,952	11,070	Unknown
Number opened / clicked through	959	1,668	1,150	900
Screen-out	9	Unknown	Unknown	7
Quota full	18	Unknown	Unknown	11
SRC data quality removals	6	1	0	1
Number completed (excluding data quality removals)	850	852	891	853
Completion rate	N/A	9.5%	8.0%	N/A

## 6. Data preparation

### 6.1. Data processing and cleaning

#### 6.1.1 Coding

Open-ended questions and back-coding of questions with an 'Other (specify)' option was undertaken by experienced, fully briefed coders. Outputs were validated in accordance with ISO 20252 procedures, using an independent validation approach.

#### 6.1.2 Electronic data provision

A final version of the data file (with weights) was provided in SPSS format. Supporting documentation, including a data dictionary, was also provided.

### 6.2. Weighting

Sample surveys can be subject to many forms of bias, notably coverage and non-response bias, and survey weighting is a commonly performed practice used to reduce these biases. Traditionally, weighting methods rely on known probabilities of selection to calculate design weights with further post-stratification adjustments for age, gender and geography distributions applied to account for non-response (Särndal, Swensson and Wretman 1992). However, these methods rely on assumptions that are no longer defensible for either probability-based or nonprobability-based surveys outside of official statistics.

In a probability-based survey context, single digit response rates with nonignorable self-selection biases that are not limited to age, gender and geography violate assumptions of random selection undermining the theory on which the design-based approach to weighting is founded. In a nonprobability-based survey context such as opt-in online panels, random selection is not attempted when recruiting to the panel, resulting in unquantifiable coverage biases and unknowable chances of selection in relation to the general population of interest.

Superpopulation weights are derived via a model-based approach that does not rely on the assumption of known probabilities of selection (Valliant, Dorfman, and Royall 2000). Superpopulation weighting can be used for both low response probability-based samples and opt-in nonprobability-based online panels. By adopting the same model across all arms of the study, we are able to make comparisons of the resulting estimates of means and proportions in relation to population benchmarks without having to account for differences in the weighting schemes. Note that optimising the weighting scheme for each arm to arrive at the most robust estimate from that arm will be the subject of future research.

#### 6.2.1 Superpopulation weighting

As stated above, superpopulation weighting is an approach that may be used for surveys where the selection mechanisms and probabilities are not known. This approach involves calibrating the sample using superpopulation weights so that it aligns with population distributions for a broad range of socio-demographic characteristics over and above the usual staples of age, gender and location to include other benchmarks obtained from the Census of Population.

Superpopulation weights (see, e.g., Dorfman and Valliant 2005) posit a probability model ('superpopulation model') that characterises relations among variables that pertain to the units of the population. Such a model makes inferences about population characteristics using sample measurements and auxiliary information in the form of high-quality benchmarks. The model covers the unobserved processes behind a nonprobability sample. This approach uses a broad array of variables as possible for which high-quality benchmarks are available as part of the weighting process. Generalised regression (GREG) calibration is typically used for calculating superpopulation weights. GREG calibration is the approach used by many official statistics offices



around the world, including the Australian Bureau of Statistics, and is implemented in the survey package (Lumley 2020) in R (R Core Team 2022).

The choice of benchmarks used in the super-population model was based on our experience of calibration and weighting of both probability and nonprobability samples through which we identified variables that are most different from the population benchmarks and across sample types. Further research on an optimal set of weighting variables for different sample types is planned.

Benchmark values for characteristics used in weighting are included in Table 21. For sources of these benchmarks refer to Appendix 14.

**Table 21** Characteristics used for adjusting base weights, with benchmark totals

Category	Benchmark Target (#)	Benchmark Target (%)
<b>State or territory of residence</b>		
New South Wales	6,398,029	31.54
Victoria	5,196,896	25.62
Queensland	4,083,164	20.13
South Australia	1,448,516	7.14
Western Australia	2,148,325	10.59
Tasmania	458,605	2.26
Northern Territory	189,402	0.93
Australian Capital Territory	359,647	1.77
<b>Geographic location</b>		
Capital city	13,594,997	67.03
Rest of state	6,687,586	32.97
<b>Gender</b>		
Male	9,962,310	49.12
Female	10,320,273	50.88
<b>Language other than English spoken at home</b>		
Yes	5,815,372	28.67
No	14,467,211	71.33
<b>Number of adults in the household</b>		
1	2,847,729	14.04
2	11,472,941	56.57
3 or more	5,961,913	29.39
<b>Age group by Highest education</b>		
18-34 years	5,999,036	29.58
35-44 years x Below Bachelor	1,975,742	9.74
35-44 years x Bachelor or higher	1,588,864	7.83
45-54 years x Below Bachelor	2,184,844	10.77
45-54 years x Bachelor or higher	1,116,234	5.5
55-64 years x Below Bachelor	2,267,997	11.18
55-64 years x Bachelor or higher	783,895	3.86
65+ years x Below Bachelor	3,553,531	17.52
65+ years x Bachelor or higher	812,441	4.01

Category	Benchmark Target (#)	Benchmark Target (%)
<b>Age group<sup>23</sup></b>		
18-34 years	5,999,036	29.58
35-44 years	3,564,606	17.57
45-54 years	3,301,078	16.28
55-64 years	3,051,892	15.05
65-74 years	2,456,207	12.11
75+ years	1,909,765	9.42

As noted by Valliant (2020), it is expedient to identify a superpopulation model that produces good results for many different outcome (dependent) variables and thus adjusts adequately for imbalances between sampled and nonsampled cases. To test this, we have applied the same set of covariates to predict each of the outcome variables (excluding those used to derive the covariates themselves) and then calculated fit statistics for each model. The statistics were McFadden's pseudo-R<sup>2</sup> (McFadden 1987) and the area under the receiver operating characteristic curve (refer to Hosmer and Lemeshow 2000 for applications to logistic regression). A summary of the statistics is shown in Table 22 which includes the minimum, median, mean, and maximum of the statistics for each arm. According to the guidelines given by Hosmer and Lemeshow (2000), the average AUC values are in the 'acceptable' range for model fit, so we can conclude that the chosen set of covariates may be used for weighting and estimation across the available outcome variables.

Table 22 Summary of superpopulation model fit statistics

Arm	McFadden's pseudo-R <sup>2</sup>				Area under the ROC curve			
	Min	Median	Mean	Max	Min	Median	Mean	Max
VALI	0.02	0.13	0.16	0.52	0.59	0.76	0.76	0.95
Life in Australia™	0.01	0.12	0.16	0.59	0.58	0.74	0.75	0.96
CATI	0.02	0.10	0.15	0.53	0.59	0.73	0.74	0.95
SMS push to web	0.02	0.11	0.15	0.59	0.59	0.77	0.75	0.96
Non-prob Panel 1	0.01	0.09	0.12	0.49	0.58	0.71	0.72	0.94
Non-prob Panel 2	0.01	0.08	0.13	0.46	0.57	0.72	0.73	0.92
Non-prob Panel 3	0.01	0.09	0.14	0.56	0.58	0.73	0.73	0.94
Non-prob Panel 4	0.01	0.09	0.13	0.54	0.57	0.71	0.73	0.97

## 6.2.2 Weight trimming

Large differences in weights may lead to large variances in survey estimates, and so limiting these variations can improve the precision of estimates. The use of constraints in GREG weighting aims to reduce the variance at the same time as limiting increases in the bias by limited the number of weights being trimmed to extreme weights. The method applied is incorporated directly in the calibration process by setting the bounds as an optimisation constraints. The number of weights crossing the set bounds in each arm are shown in

<sup>23</sup> This was included at the overall level to recover the population representation of persons age 65-74 years and 75+ years, which were combined in the cross-classification with Highest education.

Table 23.

Table 23 Level of trimming by arm

Arm	Weights outside bounds <sup>24</sup>			
	Lower (#)	Uper (#)	Total (#)	Total (%)
VALI	96	4	100	16.67%
Life in Australia™	37	0	37	6.36%
CATI	6	0	6	0.75%
SMS push to web	12	0	12	2.00%
Non-prob Panel 1	0	0	0	0.00%
Non-prob Panel 2	8	2	10	1.17%
Non-prob Panel 3	0	0	0	0.00%
Non-prob Panel 4	0	0	0	0.00%

### 6.2.3 Treatment of missing values

The superpopulation model weighting approach requires that there are no missing values present for calibration variables use in the model. Like most surveys, however, some respondents did not provide answers to all questions commonly used for weighting.

A statistical model (Templ, Kowarik and Filzmoser 2011) was applied to each item with missing values to impute the most likely value for a respondent, conditional upon their other responses. Given the very low prevalence of missing values overall (generally much less than 5% for any item), the imputation process is expected to have a negligible impact on weighted estimates made from the dataset.

Number and percentage of missing values imputed in each arm for each of the weighting variables are shown in Table 24. Imputed values were not used outside of the weight construction process.

Table 24 Level of imputation by study arm

Variable	VALI		Life in Australia™		CATI		SMS push to web		Non-prob Panel 1		Non-prob Panel 2		Non-prob Panel 3		Non-prob Panel 4	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Number of adults in the household	1	0.2	9	1.5	16	2.0	14	2.3	2	0.2	0	0.0	8	0.9	6	0.7
Highest educational qualification	5	0.8	10	1.7	44	5.5	13	2.2	6	0.7	10	1.2	5	0.6	8	0.9
Gender	1	0.2	1	0.2	4	0.5	5	0.8	5	0.6	2	0.2	0	0.0	1	0.1
Geographic location	7	1.2	9	1.5	44	5.5	10	1.7	12	1.4	9	1.1	4	0.4	8	0.9
Highest schooling qualification	1	0.2	0	0.0	21	2.6	2	0.3	0	0.0	0	0.0	0	0.0	0	0.0
Language other than English spoken at home	0	0.0	0	0.0	0	0.0	1	0.2	0	0.0	0	0.0	2	0.2	0	0.0

<sup>24</sup> Bounded solution was defined in a factor of 6 of the mean raked weight

## 6.2.4 Variance estimation

Valliant *et al.* (2000) describe several methods for deriving the variance of estimators from a model-based approach to weighting. Assuming that the sampling fraction is negligible, as is the case for all arms, linearisation (also known as the Taylor series method) is a good approximation (Valliant and Dever 2018; Valliant 2020). Alternatively, and the approach adopted here, is the use of resampling methods. These create a series of random subsamples of the data, estimate the desired parameters for each subsample (that is, proportions, means or totals), and then summarise the variance across these values.

The method implemented in R (Lumley 2020) is that by Rao and Wu (1988) which uses resampling with replacement from strata, defined here by geographic location. The full-sample weight for sampled cases is adjusted to account for the stratum size and the number of times cases are sampled. For each resample, the desired estimates are deriving using the adjusted weight. Cases that are not included in a given resample receive a weight of 0. The estimate itself is derived from the full-sample weights, but the final variance is an average across the different resamples, of which there were 500 in this analysis.

Weighting efficiency ( $wt_{eff}$ ; Kish 1992) is a commonly used measure of variance introduced into the estimates as a result of using the weights, it is estimated as follows:

$$wt_{eff} = 100 \times \frac{\frac{1}{n}(\sum_{k=1}^n w_k)^2}{\sum_{k=1}^n w_k^2},$$

where  $n$  is the number of respondents and  $w_k$  is the weight for the  $k$ th respondent. Lower weighting efficiency translates into a lower effective sample size, defined as the sample size of an equivalent simple random sample that would be used to determine statistical power in hypothesis testing. These are shown in Table 25.

Table 25 Weighting efficiency and effective sample size

Weighting efficiency	n	WEFF	Effective n
VALI	600	40.4	242
Life in Australia™	582	58.9	343
CATI	803	74.0	594
SMS push to web	599	71.0	425
Panel 1	850	80.5	684
Panel 2	852	62.9	536
Panel 3	891	70.6	629
Panel 4	853	77.1	657

Variance is also used in the calculation of Root Mean Square Error (RMSE) defined as  $RMSE_i =$

$\sqrt{B_i^2 + SE_i^2}$  where  $SE_i$  is the standard error of estimate  $i$  and  $B_i$  is the bias of for variable  $i$ . Calculation of bias is described in Section 6.3.

## 6.2.5 Future work

In addition to future research on an optimal set of weighting variables for the different samples, as flagged earlier, investigation of methods and mixes for an optimal blend of probability and nonprobability based sample and corresponding methods is also planned. This investigation will take advantage of variables included in the ACSSM study for which benchmarks are not available, but that are strong differentiators between probability-based and nonprobability samples.

## 6.3. Bias assessment

To compare the relative accuracy of the study arms, we look at the difference (or bias) between estimates from each arm and the external benchmarks. As already discussed, benchmarks are sourced from a reputable, high-quality sources such as the Australian Bureau of Statistics that are recognised as gold-standard measures of Australian population.

### 6.3.1 Choice of variables for bias assessment

Some variables are easier to measure than others and some variables are less dependent on how a survey is conducted or where the sample is sourced from. Therefore, it is important to ensure that estimates included in the bias assessment cover a range of variables and domains and the choice of variables follows objective rules that are established ahead of the assessment to avoid distortion of the results.

For the purposes of the ACSSM, the following principles were applied to identify variables for inclusion in the bias assessment:

- Availability of external high-quality benchmark based on a comparable question wording (for example, response options to the question of whether one can find help when needed were different in the survey than those in the corresponding benchmark, therefore this question was excluded from comparison).
- Variable is not included in the weighting solution described above.
- Variables contributing to a scale are excluded if the scale is included. For example, Kessler 6 scale is derived from a set of 6 separate questions, these questions were excluded from the bias assessment, while the scale itself was included.
- Only one variable from each pair of variables with high association as measured by Cramer's *V* was included, the choice of variable to include/exclude was based on the relative importance for the client domain. For example, daily smoker and current smoker were found to be highly associated with each, daily smoker is more frequently used by our clients to measure smoking, therefore this variable was selected for bias assessment, while current smoker was excluded.

All variables included in the bias assessment were categorised as either demographic (characteristics that describe survey respondents) or substantive (measures of interest in the social research survey context). Table 26 shows final list of variables. Corresponding population benchmarks sources are show in Appendix 14.

Table 26 Questions used in bias comparison (dataset variable names are shown in bold in brackets)

Non weighting demographics	Substantive outcomes
Age pension ( <b>b_agepension</b> )	Moderate or intense physical activity ( <b>b_activity</b> )
Country of birth ( <b>b_birthplace</b> )	Daily smoker ( <b>b_dailysmoke</b> )
Number of children living in the household ( <b>b_children</b> )	Have experienced discrimination ( <b>b_discrim</b> )
Labour force status ( <b>b_lfs</b> )	Consumed alcohol in last 12 months ( <b>b_drinkfreq</b> )
Marital status ( <b>b_marital</b> )	Most people can be trusted ( <b>b_gentrust</b> )
Person's income ( <b>b_income</b> )	General health status ( <b>b_health</b> )
	Psychological Distress ( <b>b_k6</b> )
	Life satisfaction ( <b>b_lifesatisfaction</b> )
	Multiculturalism is good for a society ( <b>b_multicult</b> )
	No long-term health condition ( <b>b_nohealthcondition</b> )
	Feel rushed or pressed for time ( <b>b_rushed</b> )

Non weighting demographics	Substantive outcomes
	Provide unpaid care in last two weeks ( <b>b_unpaidcare</b> )
	First preference for the party vote on Saturday 21 May 2022 ( <b>b_votemajor</b> )

### 6.3.2 Calculation of bias

Average absolute bias is a measure of the difference between a sample estimate and the corresponding benchmark for a characteristic or outcome of interest. The closer this measure is to zero, the better the sample aligns with the population on the benchmark characteristics. The average absolute bias is calculated as follows:

$$\text{Average absolute bias} = \frac{\sum_{i=1}^p B_i}{p}$$

where  $p$  = number of variables used in the bias assessment and  $B_i$  is defined as

$$B_i = \frac{\sum_{j=0}^c |E(x_{ij}) - \hat{x}_{ij}|}{c_i}$$

where:

- $E(x_{ij})$  denotes the benchmark value of variable  $i$  for value  $j$ ;
- $\hat{x}_{ij}$  denotes the estimate of variable  $i$  for value  $j$ ; and
- $c_i$  = the number of different categories for variable  $i$

This calculation of bias is known as a modified Duncan Index (Bottoni and Fitzgerald 2021).

Table 27 shows the average absolute bias for each of the variables included in the assessment. A summary measure for each variable type is calculated by averaging AAB within each type and overall. Combining bias with standard error balances bias and variance calculations in a single measure, Root Mean Square Error (RMSE) defined in the previous section and is shown in Table 28,

Table 27 Average absolute bias (weighted estimate) by variable and category

Category	Absolute difference from benchmark (percentage points)								
	Benchmark (%)	VALI	Life in Australia™	CATI	SMS push to web	Non-prob Panel 1	Non-prob Panel 2	Non-prob Panel 3	Non-prob Panel 4
<b>NON WEIGHTING DEMOGRAPHICS</b>									
<b>Age pension</b>		1.24	1.83	0.58	0.57	4.11	4.70	2.74	2.34
Yes	12.7	1.24	1.83	0.58	0.57	4.11	4.70	2.74	2.34
No	87.3	1.24	1.83	0.58	0.57	4.11	4.70	2.74	2.34
<b>Country of birth</b>		1.38	1.75	1.97	1.81	5.10	2.18	0.42	3.83
Australian born	66.0	1.39	1.06	2.35	0.84	7.65	3.27	0.47	4.53
Mainly NESC background	24.2	2.06	2.63	2.96	2.71	6.10	1.85	0.63	5.74
Mainly ESC background	9.8	0.67	1.57	0.61	1.88	1.55	1.41	0.16	1.21
<b>Number of children living in the household</b>		0.88	0.57	0.57	1.39	0.74	1.24	1.24	1.15
None	67.3	0.02	1.47	0.02	4.17	0.87	3.72	0.11	3.43
One	14.1	2.21	0.13	1.38	0.26	1.59	0.51	2.21	2.02
Two	13.4	2.23	0.98	0.16	2.53	1.05	2.46	3.30	0.74

Absolute difference from benchmark (percentage points)									
Category	Benchmark (%)	VALI	Life in Australia™	CATI	SMS push to web	Non-prob Panel 1	Non-prob Panel 2	Non-prob Panel 3	Non-prob Panel 4
Three	3.9	0.40	0.23	1.09	0.19	0.01	0.22	0.76	0.17
Four	0.9	0.02	0.02	0.47	0.91	0.31	0.18	0.75	0.52
Five or more	0.4	0.38	0.61	0.33	0.28	0.64	0.34	0.31	0.03
<b>Person's income</b>		4.20	3.62	2.92	1.68	2.02	1.23	2.11	2.30
\$156,000 or more per year (\$3,000 or more per week)	5.58	7.77	5.69	7.90	4.46	2.56	2.64	3.45	4.93
\$104,000 to \$155,999 per year (\$2,000 - \$2,999 per week)	8.54	13.01	7.12	8.19	4.54	3.45	0.03	3.88	5.69
\$91,000 to \$103,999 per year (\$1,750 - \$1,999 per week)	4.92	3.90	4.20	1.04	0.62	2.87	3.04	3.80	2.16
\$78,000 to \$90,999 per year (\$1,500 - \$1,749 per week)	6.66	1.38	3.18	0.35	1.38	2.08	0.45	2.08	1.34
\$65,000 to \$77,999 per year (\$1,250 - \$1,499 per week)	7.60	3.33	2.31	0.29	0.03	1.22	0.07	0.64	1.96
\$52,000 to \$64,999 per year (\$1,000 - \$1,249 per week)	10.11	2.59	2.52	2.40	2.56	0.97	0.45	1.94	1.79
\$41,600 to \$51,999 per year (\$800 - \$999 per week)	9.09	1.92	2.70	2.53	0.24	0.51	0.10	1.87	0.03
\$33,800 to \$41,599 per year (\$650 - \$799 per week)	7.77	3.11	3.78	0.92	0.96	1.44	1.69	0.93	1.72
\$26,000 to \$33,799 per year (\$500 - \$649 per week)	8.13	0.29	0.35	2.06	0.86	0.42	0.20	0.50	1.44
\$20,800 to \$25,999 per year (\$400 - \$499 per week)	8.50	4.10	2.86	2.64	0.48	3.33	3.01	1.52	4.36
\$15,600 to \$20,799 per year (\$300 - \$399 per week)	8.43	6.32	5.10	4.52	3.44	4.31	2.54	3.23	2.85
\$7,800 to \$15,599 per year (\$150 - \$299 per week)	5.04	4.22	3.99	2.91	1.68	1.34	1.33	2.02	1.70
Less than \$7,800 per year (\$1 - \$149 per week)	2.48	0.92	1.88	0.83	0.52	1.00	0.48	1.10	0.08
Nil or negative income	7.15	4.20	3.62	2.92	1.68	2.02	1.23	2.11	2.30
<b>Labour force status</b>		3.17	1.64	3.02	3.21	7.40	5.18	2.22	3.91
Employed	63.9	3.95	2.36	3.52	1.56	11.10	7.77	1.67	5.87
Unemployed, looking for work	2.3	0.81	0.10	1.01	3.26	4.82	3.84	3.33	4.99
Not in the labour force	33.8	4.76	2.46	4.53	4.82	6.28	3.93	1.66	0.88
<b>Marital status</b>		3.33	3.76	1.00	1.43	2.12	2.95	3.50	2.33
Never married	33.7	4.40	5.73	0.88	0.54	0.63	2.79	5.47	1.32
Widowed	5.1	0.04	0.70	1.01	1.92	2.64	1.44	1.30	3.33
Divorced	9.1	3.88	0.66	0.62	1.13	0.88	0.44	0.89	1.71
Separated	3.4	0.11	2.31	0.58	0.19	1.16	2.70	1.10	0.81
Married	48.6	8.21	9.40	1.94	3.40	5.31	7.38	8.75	4.51
<b>SUBSTANTIVE OUTCOMES</b>									
<b>Moderate or intense physical activity</b>		4.58	1.41	5.52	1.85	2.38	2.75	2.62	1.67



Category	Absolute difference from benchmark (percentage points)								
	Benchmark (%)	VALI	Life in Australia™	CATI	SMS push to web	Non-prob Panel 1	Non-prob Panel 2	Non-prob Panel 3	Non-prob Panel 4
Not at all	12.1	8.01	2.27	3.22	1.22	0.23	5.92	3.34	0.59
Less than once a week	17.4	5.73	0.48	10.29	0.99	2.30	0.07	4.39	0.93
1 to 2 times a week	21.6	2.19	0.22	1.91	0.33	0.34	0.89	0.57	0.12
3 times a week	15.3	4.18	2.38	2.60	2.34	2.29	1.42	0.14	2.50
More than 3 times a week (but not every day)	21.2	2.09	1.49	1.13	1.01	4.61	5.88	5.99	2.51
Every day	12.3	5.29	1.64	13.96	5.23	4.51	2.33	1.31	3.38
<b>Daily smoker</b>		4.27	2.51	0.81	0.50	11.83	4.90	1.48	6.85
Yes	10.7	4.27	2.51	0.81	0.50	11.83	4.90	1.48	6.85
No	89.3	4.27	2.51	0.81	0.50	11.83	4.90	1.48	6.85
<b>Have experienced discrimination</b>		10.07	10.14	13.02	20.53	14.45	10.62	9.16	10.60
Yes	14.3	10.07	10.14	13.02	20.53	14.45	10.62	9.16	10.60
No	85.7	10.07	10.14	13.02	20.53	14.45	10.62	9.16	10.60
<b>Consumed alcohol in last 12 months</b>		2.55	2.51	2.69	2.09	1.49	1.60	1.79	1.89
Every day	4.1	1.31	5.51	2.89	2.19	2.56	2.36	1.95	1.82
5-6 days a week	6.7	1.13	2.18	2.63	0.91	0.32	0.96	1.93	1.33
3-4 days a week	12.5	0.32	1.57	2.69	1.79	2.49	4.05	1.98	4.70
1-2 days a week	18.6	1.04	6.69	2.04	2.00	2.15	0.90	2.05	0.35
2-3 days a month	12.5	6.23	0.03	2.27	0.72	0.21	1.44	1.48	3.18
About 1 day a month	7.1	2.23	0.02	5.29	1.96	1.00	0.31	1.21	1.46
Less often than 1 day a month	14.9	0.51	2.28	0.52	3.50	1.24	1.08	1.28	1.54
<b>Do not drink alcohol</b>	23.6	7.66	1.77	3.15	3.68	1.93	1.71	2.46	0.76
<b>Most people can be trusted</b>		3.74	4.10	4.96	7.90	5.61	7.44	4.39	6.69
Strongly agree	13.0	5.25	7.47	5.69	9.70	5.86	8.11	8.25	9.48
Agree	48.9	6.45	1.56	6.70	10.04	8.17	10.49	2.71	7.23
Neither agree nor disagree	20.6	2.00	5.70	2.52	8.72	7.04	13.52	7.90	10.20
Disagree	12.2	0.91	4.55	9.30	10.54	5.25	3.64	2.42	5.03
Strongly disagree	5.3	4.11	1.21	0.57	0.49	1.74	1.44	0.64	1.48
<b>General health status</b>		4.53	7.95	4.26	6.76	7.75	8.95	10.18	7.62
Excellent	16.5	8.75	11.44	4.21	7.92	7.54	8.80	11.88	10.91
Very good	36.7	5.06	7.07	6.43	8.97	11.84	13.57	13.58	8.15
Good	31.2	1.40	13.52	2.62	8.32	8.44	12.11	14.20	10.48
Fair	11.2	4.86	6.35	6.71	7.40	9.26	9.66	9.64	8.11
Poor	4.4	2.57	1.35	1.31	1.17	1.68	0.61	1.62	0.47
<b>Psychological Distress</b>		3.35	2.84	0.17	6.43	11.57	4.54	6.86	7.62
No probable serious mental illness (6-18)	92.2	3.35	2.84	0.17	6.43	11.57	4.54	6.86	7.62
Probable serious mental illness (19-30)	7.8	3.35	2.84	0.17	6.43	11.57	4.54	6.86	7.62

Category	Absolute difference from benchmark (percentage points)								
	Benchmark (%)	VALI	Life in Australia™	CATI	SMS push to web	Non-prob Panel 1	Non-prob Panel 2	Non-prob Panel 3	Non-prob Panel 4
<b>Life satisfaction</b>		7.53	5.42	4.12	4.05	5.81	5.58	5.96	5.06
Less than 5	9.9	5.98	2.17	4.62	5.34	6.63	4.74	8.31	2.84
5-6	19.4	4.01	3.57	3.62	0.36	4.99	4.42	1.16	4.20
7-8	45.1	15.07	5.11	5.47	2.39	2.93	2.00	2.45	3.09
9-10	25.6	5.08	10.85	2.76	8.09	8.69	11.17	11.92	10.13
<b>Multiculturalism is good for a society</b>		5.73	8.56	5.28	7.74	11.44	13.89	14.05	10.65
Strongly agree	60.9	5.33	21.39	10.01	19.35	28.61	34.73	35.11	26.62
Agree	24.5	14.34	13.76	11.79	11.52	15.29	16.83	19.40	15.25
Neither agree nor disagree	10.8	7.35	5.35	3.18	5.90	10.54	13.83	12.27	9.83
Disagree	2.6	1.60	1.55	1.33	0.40	0.88	1.84	1.48	0.60
Strongly disagree	1.2	0.05	0.72	0.08	1.53	1.90	2.23	1.96	0.94
<b>No long-term health condition</b>		18.72	13.29	18.33	17.58	12.00	8.18	12.50	11.90
No	41.1	18.72	13.29	18.33	17.58	12.00	8.18	12.50	11.90
Yes	58.9	18.72	13.29	18.33	17.58	12.00	8.18	12.50	11.90
<b>Feel rushed or pressed for time</b>		2.89	3.62	2.28	3.82	2.74	4.58	3.58	2.68
Always	10.1	3.26	2.03	0.94	0.55	2.37	4.73	3.60	4.66
Often	22.6	5.98	7.34	1.68	9.54	4.48	5.83	4.66	2.05
Sometimes	37.0	1.24	1.70	0.45	1.11	2.63	0.90	6.17	4.20
Rarely	22.2	1.99	3.06	3.57	3.64	3.50	10.44	2.79	2.40
Never	8.1	1.98	3.95	4.77	4.24	0.72	1.01	0.70	0.11
<b>Provide unpaid care in last two weeks</b>		13.21	3.59	10.75	8.00	10.08	3.28	2.98	3.88
Yes, did provide unpaid care, help or assistance	13.1	13.21	3.59	10.75	8.00	10.08	3.28	2.98	3.88
No, did not provide unpaid care, help or assistance	86.9	13.21	3.59	10.75	8.00	10.08	3.28	2.98	3.88
<b>First preference for the party vote on Saturday 21 May 2022</b>		8.28	7.17	3.27	5.40	8.65	6.61	6.53	8.42
ALP	23.8	7.61	8.11	4.27	11.25	14.29	11.21	10.29	18.84
GRN	9.0	8.84	6.56	2.29	1.84	1.20	1.23	0.49	0.79
LNP	26.1	4.25	3.24	0.41	0.42	7.34	4.08	6.02	1.42
NONE	22.8	14.47	10.01	1.62	4.64	10.94	9.76	11.79	12.45
OTH	18.2	6.23	7.90	7.77	8.87	9.49	6.76	4.04	8.60

Table 28 Bias and root mean square error (weighted estimate) – summary by variable type

Category	Absolute difference from benchmark (percentage points)							
	VALI	Life in Australia™	CATI	SMS push to web	Non-prob Panel 1	Non-prob Panel 2	Non-prob Panel 3	Non-prob Panel 4
<b>AVERAGE BIAS</b>								
Non weighting demographics	2.4	2.2	1.7	1.7	3.6	2.9	2.0	2.6
Substantive outcomes	6.9	5.6	5.8	7.1	8.1	6.4	6.3	6.6
<b>Non weighting demographics and substantive outcomes combined</b>	5.5	4.5	4.5	5.4	6.7	5.3	5.0	5.3
<b>AVERAGE RMSE</b>								
Non weighting demographics	3.4	2.9	2.3	2.5	3.9	3.4	2.6	3.1
Substantive outcomes	7.4	6.1	6.2	7.6	8.4	6.7	6.6	6.9
<b>Non weighting demographics and substantive outcomes combined</b>	6.2	5.1	5.0	6.0	7.0	5.7	5.4	5.7

## 7. Limitations of the design

### 7.1. Sample size

Due to the self-funded nature of the ACSSM and the desire to cover a range of methods, sample sizes were necessarily relatively small across all modes. This impacts sampling error for the probability samples. Although sampling error is not applicable to nonprobability samples (see, e.g., Baker et al. 2013), similar concerns apply to the ability to our ability to generalise to the broader universe of nonprobability samples from the nonprobability samples realised in the ACSSM.<sup>25</sup>

### 7.2. Generalisability

The ACSSM and similar comparative studies have a different focus to normal surveys. Estimands from a normal survey are intended to generalise to a specific population (e.g., Australian residents over 18 years) for the constructs measured in the survey; the difference between survey estimates and the true value of each construct measure for the population of interest is survey error. By contrast, estimands from a comparative study like the ACSSM are intended to generalise about the cost and error properties of a population of *surveys* that are, were or might be fielded. This has impacts on how we think of the limitations of the design.

#### 7.2.1 To what sampling frames and modes does the ACSSM generalise to?

The ACSSM does not speak to all types of surveys. Methods not covered in the ACSSM that are in use in Australia include address-based sampling with push-to-web, face-to-face surveys (although these are becoming less common; see, e.g., increasing use of mixed-mode by the ABS) and IVR telephone surveys. CATI surveys of landline sample are likely to be very rare due to rapid declines in landline usage; thus, the omission of landline CATI from the ACSSM is unlikely to limit its utility.

Although we did not trial Integrated Public Number Database (IPND) as a sampling frame for CATI surveys, ACSSM results for RDD CATI are likely to apply to IPND CATI surveys based on our experience that there are minimal differences in results from RDD and IPND CATI surveys (Phillips et al. 2022).<sup>26</sup> The primary advantage offered by the IPND is the ability to sample local areas.

Findings from the ACSSM CATI surveys cannot be generalised to CATI surveys using listed sample. Listed sample surveys of the general population are further from benchmark values than are RDD surveys, but cost less. The results of the RDD CATI arms are, at most, applicable to CATI using listed sample as a best-case scenario for error and a worst-case scenario for cost.

Other more novel data collection approaches are also not addressed in the ACSSM. We did not trial the use of chat bots, use of sensors on mobile devices or SMS surveys (where the mode of interview is the SMS), for instance.

#### 7.2.2 How well does the ACSSM generalise to other implementations of the included methods?

We next focus on how well the ACSSM generalises to other implementations of the included sampling frames and survey modes. We organise our discussion by study arm.

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<sup>25</sup> Comparative studies may be an exception to the rule that inferential statistics are not applicable to nonprobability samples, as inference is to the population of *nonprobability samples* rather than, e.g., Australian adults.

<sup>26</sup> The IPND is a sampling frame which provides postcodes for mobile numbers that is available for Commonwealth public policy, public health and Federal, state and local government electoral matters (ACMA 2022).

## VALI (arm 1)

VALI is an emerging mode of data collection, making it difficult to generalise about other implementations. Broadly speaking, the following points should be borne in mind when evaluating the generalisability of findings from the ACSSM to other implementations of VALI (see Schober et al. 2020 for a useful listing of design considerations):

- Is the sample cross-sectional or longitudinal? Early findings from other researchers indicated that VALI can struggle with cross-sectional sample and seems to work better in a longitudinal context, like Life in Australia™, where there is a pre-existing relationship with the survey research organisation.
- Is VALI the sole data collection mode or is part of a sequential multi-mode design? Due to the expense of VALI (see later discussion of cost), it may be reserved for use after less expensive alternatives (e.g., push-to-web, CATI) have been exhausted. In the present case, VALI was the sole data collection mode.

Other potential limitations of generalisations from VALI are the fact that the ACSSM was the first time the SRC had conducted VALI interviewing and the use of experienced and skilled interviewers. The Social Research Centre's lack of prior experience with VALI is, oddly enough, more likely to enhance than detract from generalisability to other contemporary implementations because no survey research organisation globally has extensive experience with VALI, due to it being a very recently developed mode of data collection. Over long duration, the degree to which the ACSSM findings can be generalised is likely to be compromised by advances in the field, as organisations gain more experience with VALI and best practices are identified. See, e.g., the development of norms of data collection from mobile phones (Lavrakas et al. 2010). The use of more experienced interviewers in the ACSSM is, however, something of a limitation with respect to generalisability: a larger scale implementation would inevitably require the use of a broader base of interviewers.

Another potential limitation to generalisability of the VALI arm is the nature of the Social Research Centre's interviewer pool and field managers, which are grounded in commercial CATI, with an emphasis on maximising the number of completed interviews per hour. Although the Social Research Centre has historically advocated for deeper call cycles and invested high levels of effort in response maximisation, the CATI background was nevertheless reflected in fast-paced VALI interview with non-essential chit-chat being minimised. Organisations using a face-to-face field force for VALI are likely to be coming from a very different place, as face-to-face mode is typically used to maximise response rate.

## Life in Australia™ (arm 2)

Life in Australia™ is currently Australia's only probability-based online panel, beside developmental work conducted by ANU Centre for Social Research & Methods (Hahn 2022). Any future Australian probability-based online panels are likely to differ from Life in Australia™ with respect to some of the methods used for recruiting panellists and the many decisions that must be made about how the panel operates. Much of the way Life in Australia™ was designed was informed by the manner the GESIS Panel and the Pew Research Center's American Trends Panel operated circa 2015. Elements of this include discrete monthly waves, incentives paid each wave rather than a points-based system and the use of an alternative data collection mode to accommodate offline panellists.

Looking internationally to other probability-based online panels, Life in Australia™ is unusual in several aspects:

- Use of CATI for interviewing offline panellists. Generally, either members of the offline population are either unable to join or are given a device with internet access to use to complete surveys. It should be noted, however, that the offline fraction of interviews in the ACSSM (4.8%) is low and therefore unlikely to be a large driver of results.
- Use of CATI for reminders. It is extremely rare for panels to use CATI for reminders. This is unlikely, however, to have much of an impact on results.

- Use of a wide variety of sampling frames and invitation modes for recruitment (RDD CATI, address-based sampling push-to-web and CATI, RDD IVR, RDD SMS push-to-web). Most panellists in the ACSSM (93%) were, however, recruited via either RDD CATI (29%) or A-BS push-to-web (64%). Life in Australia™ mirrors U.S. panels' similar evolution for RDD CATI to A-BS push-to-web, albeit with the transition taking place later than in the U.S. The number of surveys completed by panellists recruited via IVR and SMS push-to-web is low and unlikely to harm the ability to generalise to other probability panels recruited via RDD CATI and A-BS push-to-web approaches.

Readers will need to draw their own conclusions about the generalisability of the results based on the degree to which the manner of operation of Life in Australia™ differs to other panels of interest.

### CATI (arms 3 and 4)

The performance of CATI from a cost and potentially quality perspective is potentially affected by a host of decisions made as to whether a pre-notification SMS is sent, the call cycle (number of calls, intervals between calls), time of day of calls, use of an autodialler and autodialler settings (see Table 10 for some of these) and recruitment, training, retention and supervision of interviewers.<sup>27</sup> However, the similarity in the responses between the high- and low-effort arms suggests that findings should be generalisable across a reasonable range of these settings. Caution should, however, be exercised at generalising from the ACSSM to cross-sectional studies using a far higher number of call-backs, noting that any such survey would be extremely expensive to conduct; we are not aware of any such surveys being fielded.

### SMS push-to-web (arm 5)

SMS push-to-web with RDD sample is in limited use in Australia (Hahn 2022; Kocar 2022), which makes it difficult to understand the degree to which the ACSSM may be generalisable to other implementations.<sup>28</sup> Due to the limitations inherent to SMS: messages must be short, both due to social expectations and the fact that SMS providers charge based on length.

### Nonprobability panels (arms 6–9)

The ACSSM's use of nonprobability panels does not replicate all possible approaches used in nonprobability panels. This potentially limits the generalisability of results, although care was taken to include multiple nonprobability panels to be able to provide some evidence of the degree of variability between panels. We address these limitations below.

The ACSSM only instructed panels to use soft quotas. Clients may require hard quotas, forcing panels to supply completed surveys in proportion to the client's quota scheme. This will increase cost but may reduce bias, although supporting evidence for the efficacy of quotas is limited. A moderate degree of caution is required when generalising the ACSSM's findings to studies using hard quotas.

In many cases, panels will share sample. For large samples, repeated cross-sectional studies with recontact restrictions, studies focused on low incidence or hard-to-reach populations or studies with hard quotas, panels may need to supplement their own panellists with those from other panels. This was not the case for the ACSSM, where panels were able to fulfil study requirements using only their own panellists. Given the poor performance of nonprobability panels in comparative studies, there is little reason to believe that sharing sample will meaningfully reduce total survey error.

The selection criteria used for nonprobability panels in the ACSSM (see p. 7), with a strong focus on ISO certification, membership in industry bodies and answering ESOMAR questions means that the panels

<sup>27</sup> Most firms conducting CATI interviews in Australia are ADIA members and pay interviewers the same rates, removing this as a potential variable.

<sup>28</sup> There is more non-RDD use of SMS for survey invitations. For example, the Victorian government surveyed recipients of the COVID-19 vaccine via SMS survey. As there was a very clear nexus between a specific event (vaccination) and survey, the context is very different from an RDD survey invitation that comes 'out of the blue' without warning.

selected represent the middle to top tier of the market. If there is a bias from this focus, it would tend to overstate the accuracy of the broader population of nonprobability panels.

Although individual nonprobability panels tout unique features that distinguish them from their competitors, it is not clear to what extent these claims of uniqueness hold up to scrutiny and—to the extent that they do—that they reduce total survey error. We address this point because meaningful quality distinctions between panels would tend to lessen the ACSSM's generalisability; on the other hand, if panels are a fungible commodity, the ACSSM's findings should be more easily generalisable. The material received from nonprobability panels in the course of the ACSSM is mostly free of the kind of supporting methodological detail that we usually expect to see in survey research.<sup>29</sup> This is not a new observation. Callegaro et al. (2014a:6) note that 'Companies that created nonprobability panels tend to be secretive about the specifics of their recruiting methods, perhaps believing that their methods provide them a competitive advantage (Baker et al. 2010). For this reason, there are few published sources to rely on when describing recruitment methods.' The international comparative literature casts a harsh light on claims of uniqueness, as—although there is indeed panel-to-panel variation—whatever unique attributes panels have seem to fail to bring them to the same level as probability samples with respect to total survey error. Supporting the contention that nonprobability panels are—to a large degree—fungible, is the nature of the market. As indicated by the very low cost of research on nonprobability panels, it is highly cost-competitive and unlikely to support product differentiation. Moreover, the exchange of sample between panels indicate that in deeds—if not in words—panels themselves believe their samples are fungible.

One possible exception to the above is YouGov. The panel's Chief Scientist has articulated a principled approach to nonprobability sample selection (Rivers 2007) and the panel was an early user of multi-level regression with poststratification (MRP) in political polling (Bailey and Rivers 2020). It also has had notable success in calling elections (YouGov 2022) and in a Pew Research Center comparative study, where it was more accurate than the Pew Research Center's own probability-based online panel (Kennedy et al. 2016; Rivers 2016). Although these may hold true in the U.S. and U.K., the extent to which they apply to YouGov in Australia is unclear. There have been notable departures in Australia from its global norms, such as using IVR alongside nonprobability sample in election polling (White 2019 cited in Pennay et al. 2020). YouGov has made limited use of MRP in Australia, with most Australian YouGov polls do not use this method (YouGov 2023), although it has had notable success with the method, correctly calling in advance the Treasurer's loss of his blue-ribbon Liberal seat (see, e.g., Maiden 2022). This suggests that, although YouGov may offer superior performance in the U.K. and U.S., the same may not apply in Australia, outside of surveys using MRP. ACSSM findings may therefore generalise to non-MRP YouGov surveys fielded in Australia.

The ACSSM exclusively uses commercial nonprobability panels. Different response dynamics are likely for volunteer panels that do not offer incentives, such as the ABC's (2021) Australia Talks survey and the University of Tasmania's (n.d.) Tasmania Project or cross-sectional volunteer samples like smartvote (ANU n.d.). Results from the ACSSM cannot be generalised to such panels or cross-sectional samples.

### 7.2.3 How well does the ACSSM generalise internationally?

The findings of previous comparative studies comparing probability and nonprobability samples across Australia, Canada, Europe and the U.S. have broadly been consistent in indicating the inferiority of nonprobability samples and the failure of weighting to remediate bias (Cornesse et al. 2020:Table 1), suggesting that findings from the ACSSM are likely to generalise to at least these societies and, likely, others of similar ilk where, to the best of our knowledge, no comparative studies have been conducted (e.g., Israel, New Zealand).

With that said, some elements of potential difference between Australia and other nations should be borne in mind:

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<sup>29</sup> An example of meaningful supporting detail was Panel 3's description of their practice of only sending incentives by physical mail and the resulting benefits in reducing the likelihood of fraud. By contrast, most descriptions were very broad and lacking specific detail (e.g., vague references to 'affiliate networks' in recruitment).

- The legal environment regarding the use of SMS and auto-dialler notably differs from the U.S., where these are restricted by the Telephone Consumer Protection Act (47 U.S.C. § 227) (Ballon et al. 2021). Sending SMS messages and the use of an autodialler for mobile sample without prior consent is legal in Australia, without the need to use workarounds (e.g., manually sending SMS). This impacts SMS push-to-web. Although the CATI arms did send an advance SMS, there is no consistent evidence showing the impact of such an SMS on the characteristics of the achieved sample of respondents (Dal Grande et al. 2016, Pennay, Borg and Lavrakas 2016).
- Unlike some European countries, Australia does not have population registries that are accessible for use in sampling.<sup>30</sup>
- Due to the lack of a single dominant non-English language in Australia (c.f. Spanish in the U.S.), all modes were fielded in English only.
- In general, use face-to-face modes of interview is less common in Australia than the U.S. and Europe. This reflects Australia's low population density, which makes face-to-face interviewing outside of capital cities extremely expensive.

#### 7.2.4 To what topics do the findings from the ACCSM generalise to?

A comparative study focused on benchmarks will necessarily be focused on the available benchmarks. The ACCSM is therefore focused on topics primarily found in ABS products. Although we attempted to include a broad range of topic areas, attitudinal questions are relatively under-represented in the questionnaire due to the focus of most ABS surveys on collecting information on behaviours and characteristics of individuals, families, households and dwellings.

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<sup>30</sup> There are analogues to population registries in Australia: the electoral roll (under the control of the Australian Electoral Commission) and the Medicare database (under the control of Services Australia). While neither have full coverage of the population, they have still have very high coverage rates. Access for research is, however, limited. The electoral commission has increasingly scrutinised applications and the Medicare database generally requires consent of individuals before passing contact information to researchers, which likely increases non-response error.



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# Appendix 1: Questionnaire

## Australian Comparative Study of Survey Methods (ACSSM) 2022

Sample field name	Description	Values
s_ORDER	Flag order of selected code frames	1=Normal 2=Reverse
PREFERRED_INCENTIVE	Incentive chosen	Blank for all LinA and updated once completed
PREFERRED_CHARITY	Charity chosen	Blank for all LinA and updated once completed
s_MODE	Survey mode	1=CATI 2=Online 3=VALI
s_METHOD	Frame and mode of invitation/administration	1=LinA CATI 2=LinA CAWI 3=LinA VALI 4=NP CAWI 5=RDD CATI 6=RDD SMS P2W
s_ASKVOTE	Flag for whether or not to ask vote in 2022 Federal election. Will not re-ask LinA panellists with valid answers	1=Ask vote question 2=Do not ask vote question
d_EDUCATION	Highest educational qualification for LinA panellists	
p_AGE	Age in single years for LinA panellists	
p_AGE_GROUP	Age group for LinA panellists	
p_GENDER	Gender for LinA panellists	
p_COB	Country of birth for LinA panellists	

### GENERAL PROGRAMMING INSTRUCTIONS

#### \*GENERAL PROGRAMMER NOTES

\*If online: for most questions, 'not sure' (and similar) will only be shown when a question is left unanswered, on a second screen (see other LinA projects). For a few other questions 'not sure' (and similar) will be shown straight away. To show which option applies, it will say either (NS ON REPEAT SCREEN) or (NS SHOWN).

\*Please display all don't know/not sure codes below the main code frame with an empty row in between and in grey. When in a grid, please display don't know/not sure in the last columns, in grey.

[PROGRAMMER NOTE: FOR ALL QUESTIONS, PLEASE HIDE CODE 98 AND 99 FOR ONLINE (INTERVIEWMODE=WEB). THEN, IF SKIPPED, DISPLAY AS A POP UP WITH THE MESSAGE: "You have not provided a response. Is that because you're not sure or you would prefer not to answer?"]

[PROGRAMMER NOTE: FOR GRIDS. MESSAGE TO DISPLAY: "You have not answered these questions. Is that because you're not sure or you would prefer not to answer?"]

[USE STANDARD CALL OUTCOMES LIST]

[USE STANDARD RR1 LIST]

\*(PROGRAMMER NOTE: ALL QUESTION TEXT IN BLUE IS CATI+VALI ONLY, IN ORANGE IS WEB ONLY, GREEN IS VALI ONLY AND PURPLE IS CATI ONLY)

\*(PROGRAMMER NOTE: SHOW ALL VALI INTERVIEWER INSTRUCTIONS IN RED)

\*(ALL)

S\_ORDER DUMMY VARIABLE, RANDOM ASSIGNMENT

1. Normal code frame order [50%]
2. Reverse code frame order [50%]

## RDD CATI INTRODUCTION

\*(s\_METHOD=5, RDD CATI)

WELCOME SCREEN

TryCount: <TryCount>

Letter: <MailName>

EndQ: <EndQ>

\*(s\_METHOD=5, RDD CATI)

RDD\_CATI\_INTRO Good afternoon/evening my name is <SAY NAME> and I'm calling from the Social Research Centre, part of the Australian National University. You would have recently received an sms about ~~We are doing~~ the 2022 Health and Wellbeing Survey, a short ~~survey~~ study on the lifestyles, health and wellbeing of Australians. Your telephone number has been chosen at random from all possible telephone numbers in Australia.

IF NECESSARY: Your telephone number has been chosen at random from all possible telephone numbers in Australia.

\*(s\_METHOD=5, RDD CATI)

RDD\_CATI\_AMFLAG Are you leaving an answering machine message?

1. No – Continue to introduction (GO TO RDD\_CATI\_INTRO1)
2. No message left
3. Yes – Left answering machine message (GO TO RDD\_CATI\_ANSM3)

\*(s\_METHOD=5, RDD CATI)

RDD\_CATI\_ANSM3 Good morning. My name is (...) from the Social Research Centre, part of the **Australian National University**. Getting in touch about the Life in Australia study. Sorry we missed you, we'll try again later. Please call 1800 023 040 to make an appointment or to opt out.

\*(RDD\_CATI\_AMFLAG=1, NOT LEAVING ANSWERING MACHINE MESSAGE)

RDD\_CATI\_ALLOWMONITORING This call may be monitored or recorded for quality assurance purposes. Is that ok?

1. Yes
2. No



\*(RDD\_CATI\_ALLOWMONITORING=1,2, DOES OR DOES NOT ALLOW RECORDING)

RDD\_CATI\_INTRO1 **(RE-INTRODUCE IF NECESSARY)** Good (...) My name is (...) from the Social Research Centre, part of the **Australian National University**. You would have recently received an sms about ~~We are doing~~ the 2022 Health and Wellbeing Survey, a short ~~survey~~ study on the lifestyles, health and wellbeing of Australians and their use of technology. By participating in this research, your views and experiences will influence Australian researchers, policymakers, and academics.

IF NECESSARY: The primary focus of this research is on the health & wellbeing of Australians, however it will also form part of a larger academic project to determine the best means of obtaining a representative sample of the Australian population.

IF NECESSARY: Your telephone number has been chosen at random from all possible mobile telephone numbers in Australia.

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

1. Yes
2. No (GO TO TERM4)
3. Refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
4. Queried why mobile was called (POP UP RDD\_CATI\_TELINFO)
5. Language difficulty (GO TO LANG)

\*(RDD\_CATI\_INTRO1=1, AGED 18+)

RDD\_CATI\_SAFE May I just check whether it is safe for you to take this call at the moment? If not, we'd be happy to call back when it is more convenient for you.

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

\*(RDD\_CATI\_SAFE=2, NOT SAFE TO TAKE CALL)

RDD\_CATI\_MOBAPPT Do you want me to call you back on this number or would you prefer I call back on another phone?

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

\*(RDD\_CATI\_SAFE=1, Safe to take call)

RDD\_CATI\_INTRO2 This interview should take around 10 to 15 minutes depending on your answers. I'll try and make it as quick as I can.

This survey is mainly about your experiences. There are no right or wrong answers. If I come to any question you prefer not to answer, just let me know and I'll skip over it. ~~All interviews are~~ The survey is voluntary and you can withdraw ~~from the study~~ at any point, or you may complete the rest of the interview at another time. All responses are completely confidential and your information is protected by Australian Privacy Laws.

Are you happy to continue?

1. Yes – Continue
2. Respondent refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
3. Queried why phone number was called (POP UP RDD\_CATI\_TELINFO)
4. Language difficulty (GO TO LANG)

\*(RDD\_CATI\_INTRO1=5 OR RDD\_CATI\_INTRO2=3, QUERIED WHY NUMBER WAS CALLED)  
RDD\_CATI\_TELINFO Your telephone number has been chosen at random from all possible telephone numbers in Australia. We find that this is the best way to obtain a representative sample and to make sure we get opinions from a wide range of people.

\*(PROGRAMMER NOTE: SNAPBACK TO PREVIOUS QUESTION)

## LINA CAWI INTRODUCTION

### SPLASH SCREEN

\*(s\_METHOD=2, LINA CAWI)

\*(PROGRAMMER NOTE: DISPLAY LinA LOGO IN TOP LEFT: [Z:\Consulting\Jobs\L-Z\Lina\Branding\\_and\\_comms\LinA\\_Branding\Logo\FFor\\_Dimensions](Z:\Consulting\Jobs\L-Z\Lina\Branding_and_comms\LinA_Branding\Logo\FFor_Dimensions))

#### Life in Australia survey

Thank you for taking part in the current Life in Australia survey. The survey is being conducted by the Social Research Centre, part of the Australian National University.

[DISPLAY IF PREFERRED\_INCENTIVE<>"Prefer not to receive reward"] To thank you for taking part in this survey, you will receive a \$<amount> reward.

The survey should take no more than <length> minutes to complete and there are no right or wrong answers. Participation in this survey is voluntary and you can withdraw at any point.

**If you don't wish to answer any question, you can just click 'Next' to move to the next question.**

The information collected will be treated in strict confidence.

Please click 'Next' to start the questionnaire.

\*(PROGRAMMER NOTE: DISPLAY THROUGHOUT THE SURVEY IN GREY SCALE)

For any queries, please call the Social Research Centre on 1800 023 040 or email [LifInAus@srcentre.com.au](mailto:LifInAus@srcentre.com.au). You are able to stop the survey at any time by clicking save and return to complete it later. You can re-start the survey by clicking on the same link, it will take you to where you left.

### SAVE SCREEN

\*(S\_METHOD = 2, 4, or 6, LinA CAWI, NP CAWI or RDD SMS P2W and SAVE\_SCREEN = 1)

Thanks for your time so far. Your answers have been saved. You can use your original survey link to return to the survey and continue from where you left off.

[PROGRAMMER NOTE: PLEASE INCLUDE 'PREVIOUS' BUTTON ON SAVE SCREEN]

## LINA CATI INTRODUCTION

\*(s\_METHOD=1, LINA CATI)

WELCOME SCREEN

Name: <firstname>

PopulationTXT: <populationtxt>

EndQ: <EndQ>

Email outcome: <email\_outcome>

Previous wave call outcome <PREV\_WAVE\_OUTCOME>

Good (...), my name is (...) from the Social Research Centre, part of the Australian National University. May I please speak with <title> <firstname> <surname>?

**IF NECESSARY:** <title, firstname, surname> is a participant in our Life in Australia study and today we are calling to follow up on that.

\*(s\_METHOD=1, LINA CATI)

LINA\_CATI\_AM\_FLAG Are you leaving an answering machine message?

1. No – continue to introduction
2. No message left
3. Yes (Left answering machine 1 message) [DISPLAY IF SAMPLETYPE=LANDLINE]
4. Yes (Left mobile answering machine message) [DISPLAY IF SAMPLETYPE=MOBILE]

\*(s\_METHOD=1, LINA CATI, AND SAMPLETYPE=LANDLINE)

LINA\_CATI\_ANSM1 Good morning. My name is (...) from the Social Research Centre, part of the **Australian National University**. Getting in touch about the Life in Australia study. Sorry we missed you, we'll try again later. Please call 1800 023 040 to make an appointment or to opt out.

\*(s\_METHOD=1, LINA CATI AND SAMPLETYPE=MOBILE)

LINA\_CATI\_ANSM3 Good morning. My name is (...) from the Social Research Centre, part of the **Australian National University**. Getting in touch about the Life in Australia study. Sorry we missed you, we'll try again later. Please call 1800 023 040 to make an appointment or to opt out.

\*(PROGRAMMER NOTE: IF LINA\_CATI\_AMFLAG=2 STOP AS ANSWERING MACHINE NO MESSAGE LEFT)

\*(s\_METHOD=1, LINA CATI)

LINA\_CATI\_INTRO1 REINTRODUCE IF NECESSARY: Good (...), my name is (...) from the Social Research Centre, part of the Australian National University. Can I confirm I am speaking with <TITLE> <FIRSTNAME> <SURNAME>?

[DISPLAY IF POPULATION=1] You may recall we recently contacted you about the Life in Australia study and invited you to take part in the <month> survey.

[DISPLAY IF POPULATION=2] The reason I've called is to invite you to participate in the <month> Life in Australia survey.

This survey will only take <length> minutes. Participation in this survey is voluntary and you can withdraw at any point.

For completing this survey, you'll receive a \$<amount> thank you or you can donate the same amount to one of our selected charities. This will be processed in the next few weeks.

All responses are completely confidential and your information is protected by Australian Privacy Laws.

**(IF NECESSARY:** We understand that some of the questions have been asked multiple times. We do this to make sure we collect the most up to date opinions and circumstances of our participants. This also helps us understand how views change over time. Please bear with us if you feel you're repeating yourself!)

[DISPLAY IF POPULATION=1] Would you be willing to help us out by completing the survey online?

[DISPLAY IF POPULATION=2] Would you be willing to help us out by completing the survey today?

1. Requested to do survey over the phone now
2. Wants to go online to do survey
3. Household refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
4. Respondent refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
5. Queried about how telephone number was obtained
6. Refused participation in Panel (GO TO TERM2)
7. Away from Panel (RECORD RETURN DATE) (GO TO AWAY)

\*(LINA\_CATI\_INTRO1=5, QUERIED HOW TELNUM OBTAINED)

LINA\_CATI\_TELINFO <FIRSTNAME, SURNAME> is a participant in our Life in Australia study and today we are calling to conduct the <month> survey.

\*(LINA\_CATI\_INTRO1=2, REQUESTED LINK TO COMPLETE ONLINE)

LINA\_CATI\_EC1 No problem, I can send you an email with the link to the survey. Can I please confirm your email address?

**Email:** <email>

**First name:** <firstname>

**Surname:** <surname>

1. Email address shown is correct [ONLY DISPLAY IF EMAIL IS NOT NULL]
2. Email address: [TEXT BOX FOR EMAIL]

\*(PROGRAMMER NOTE: SHOW TERM1 AND FLAG AS TRANSFER\_TO\_WEB)

\*(API KEY: 4F5403DFC9A24F460651645851A207F14F556CC4E2ED479F0D9EB4B051A2FA78)

\*(PROGRAMMER NOTE: INSERT INTO V6 LIST: 738122)

\*(LINA\_CATI\_INTRO1=7, REFUSED PARTICIPATION IN PANEL ONGOING)

LINA\_CATI\_QTERM3 What are the reasons why you have decided to leave the Life in Australia study?

INTERVIEWER NOTE: COLLECT AS MUCH INFORMATION AS POSSIBLE.

1. <verbatim text box> (GO TO QUAL)

\*(LINA\_CATI\_INTRO1=7, REFUSED PARTICIPATION IN PANEL ONGOING)

LINA\_CATI\_QUAL Thanks for being part of Life in Australia, your contribution has been greatly appreciated.

From time to time, the Social Research Centre conducts paid focus groups, in-depth interviews over the phone or in-person, and online discussion boards. The payment is generally between \$50-\$100.

Would you be interested in occasionally being invited to take part in this type of research?

1. Yes
2. No

\*(LINA\_CATI\_INTRO1=7, AWAY)

LINA\_CATI\_AWAY No worries, remember you can either participate online or over the phone. When will you be able to take part again?

1. Enter date: DD MM YYYY (GO TO TERM2)
2. (Refused) (GO TO TERM2)

\*(LINA\_CATI\_INTRO1=1, DO SURVEY OVER THE PHONE)

LINA\_CATI\_PRESAFE (INTERVIEWER: Are you calling a mobile number?)

1. Yes
2. No

\*(LINA\_CATI\_PRESAFE=1, CALLING MOBILE NUMBER)

LINA\_CATI\_SAFE1 May I just check whether it is safe for you to take this call at the moment? If not, we'd be happy to call back when it is more convenient for you.

1. Safe to take call
2. Not safe to take call
3. (Respondent refusal)

\*(LINA\_CATI\_SAFE1=2, NOT SAFE)

LINA\_CATI\_MOBAPPT Do you want me to call you back on this number or would you prefer I call back on another phone?

1. This number (MAKE APPOINTMENT)
2. Alternative number (MAKE APPOINTMENT)

\*(LINA\_SAFE1=1, SAFE TO TAKE CALL)

LINA\_CATI\_ALLOWMONITORING This call may be monitored or recorded for quality assurance purposes. Is that ok?

1. Yes
2. No

\*[TIMESTAMP]

## **NONPROBABILITY ONLINE INTRODUCTION**

\*(s\_METHOD=4, NP CAWI)

NP\_INTRO Welcome to the 2022 Society and Health Survey.

The survey is being conducted by the Social Research Centre, part of the Australian National University.

The survey should take no more than 10 minutes to complete and there are no right or wrong answers. Participation in this survey is voluntary and you can withdraw at any point. The information collected will be treated in strict confidence.

\*(PROGRAMMER NOTE: DISPLAY THROUGH OUT THE SURVEY IN GREY SCALE)

For any queries, please call the Social Research Centre on 1800 023 040 or email SHS2022@srcentre.com.au. You are able to stop the survey at any time and return to complete it later. When you re-start the survey, using the same log in details / link, it will take you to where you left.

## **VALI INTRO**

\*(s\_METHOD=3, LinA VALI)

WELCOME\_VALI

Good (...), my name is (...). Can I confirm I am speaking with <TITLE> <FIRSTNAME> <SURNAME>?

(INTERVIEWER: START SURVEY TO CODE OF NO SHOW)

\*(s\_METHOD=3, LinA VALI)

LINA\_VALI\_PREINTRO Information for video-assisted live interview.

Good (...), my name is (...). Can I confirm I am speaking with <TITLE> <FIRSTNAME>  
<SURNAME>?

Thank you very much for agreeing to participate in a Life in Australia video interview.

Video link: <link>  
Contact number: <phone number>  
Email address: <email>  
Name: <title> <firstname> <surname>

Did <firstname> <surname> join the meeting within 5 minutes of the scheduled start time?

\* INTERVIEWER NOTE: select option 3 after 5 minutes if there is an appointment booked after this timeslot, e.g. If this is a 10am appointment and you have an appointment at 10:30am

1. Yes
2. No (wait another 5 minutes)
3. No (terminate the meeting)

\*(LINA\_VALI\_PREINTRO=2 AND SAMPLETYPE=MOBILE, PANELLIST DIDN'T JOIN MEETING AND  
MOBILE NUMBER)

LINA\_VALI\_REM\_SMS

\*PROGRAMMER: TRIGGER SMS SEND ON V6

\*(PROGRAMMER NOTE: Insert into V6 list: 738123)

We're waiting for you on your Life in Australia video call on Teams. To join in next 5 mins, use the link we sent you. To reschedule, go to <link>. For help or to opt out 1800 083 037.

\*(LINA\_VALI\_PREINTRO=3 AND SAMPLETYPE=MOBILE, PANELLIST DIDN'T JOIN MEETING AND  
MOBILE NUMBER)

LINA\_VALI\_REM\_SMS

\*PROGRAMMER: TRIGGER SMS SEND ON V6

\*(PROGRAMMER NOTE: Insert into V6 list: 739036)

Sorry we missed you for your Life in Australia video call on Teams. To reschedule, go to <link>. For help or to opt out 1800 083 037. \*(LINA\_VALI\_PREINTRO=2 OR 3 AND SAMPLETYPE=LANDLINE, PANELLIST DIDN'T JOIN MEETING AND NO MOBILE)

LINA\_VALI\_REM\_EMAIL

\*PROGRAMMER: TRIGGER EMAIL SEND ON V6

\*(PROGRAMMER NOTE: Insert into V6 list: 738124)

Subject line: Life in Australia™ interview: missed you on Teams

Email body:



Dear [NAME],

We missed you on the *Life in Australia* video interview you scheduled for <date> on Teams.

To reschedule, please go to <link> or contact the Social Research Centre on 1800 083 037.

Did you have problems connecting? For help, contact the Social Research Centre on 1800 083 037 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au)

Thank you very much for being part of *Life in Australia*.

Yours sincerely,

The *Life in Australia* team

To unsubscribe from all future Life in Australia surveys, please call 1800 083 037.

\*( LINA\_VALI\_PREINTRO=2, WAITING 5 MINUTES)

LINA\_VALI\_PREINTRO2 Information for video-assisted live interview.

Good (...), my name is (...). Can I confirm I am speaking with <TITLE> <FIRSTNAME> <SURNAME>?

Thank you very much for agreeing to participate in a Life in Australia video interview.

Video link: <link>  
Contact number: <phone number>  
Email address: <email>  
Name: <title> <firstname> <surname>

Did <firstname> <surname> join the meeting within 10 minutes of the scheduled start time?

1. Yes
2. No (TERMINATE AND MARK AS NO SHOW)

\*(LINA\_VALI\_PREINTRO = 1 OR LINA\_VALI\_PREINTRO2 = 1)

LINA\_VALI\_ALLOWMONITORING This call may be monitored or recorded for quality assurance purposes. Is that ok?

1. Yes, OK to record – INTERVIEWER, PLEASE START RECORDING
2. No, not OK to record

\*(LINA\_VALI\_PREINTRO=1, PANELLIST JOINED MEETING)

LINA\_VALI\_INTRO

**INTERVIEWER NOTE: Use generic prompt card #1**

Good (...), my name is (...). Can I confirm I am speaking with <TITLE> <FIRSTNAME> <SURNAME>?

Thank you very much for agreeing to participate in a Life in Australia video interview.

For this month only, we're testing video conferencing as a way to complete surveys in partnership with the Australian Bureau of Statistics. All responses are completely confidential and your information is protected by Australian Privacy Laws. In future months, you'll be able to complete surveys online or over the phone

This survey will only take 15 minutes. Participation in this survey is voluntary and you can withdraw at any point.

For completing this survey, you'll receive a \$10 thank you or you can donate the same amount to one of our selected charities.

**(IF NECESSARY:** We understand that some of the questions have been asked multiple times. We do this to make sure we collect the most up to date opinions and circumstances of our participants. This also helps us understand how views change over time. Please bear with us if you feel you're repeating yourself!)

1. Requested to do survey over video interviewing now
2. Household refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
3. Respondent refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
4. Refused participation in Panel (GO TO TERM2)
5. Away from Panel (RECORD RETURN DATE) (GO TO AWAY)

\*(LINA\_VALI\_INTRO=1, OK TO START VIDEO INTERVIEW)

LINA\_VALI\_VIDSAFE DO NOT READ ALOUD: Can you hear the respondent and are they in a safe location?

1. Yes, OK to start call
2. No, not OK to start call

\*(LINA\_VALI\_VIDSAFE=2, NOT OK TO START CALL)

LINA\_VALI\_REAPPT Can I make an appointment for a time when you'll have somewhere quiet and comfortable to complete the interview?

1. Yes (INSERT LINK TO SCHEDULING TOOL)
2. No, does not want to complete video interview (TERM2)

\*(LINA\_VALI\_VIDSAFE=1, OK TO START CALL)

LINA\_VALI\_RECONNECT1 If we experience any connection issues during this interview, please try leaving the meeting and joining it again with the same link you used before.

Programmer note: If phoneNumber is unavailable, continue without showing following text and response frame:

If there are still issues, I will call you.

Can I confirm your number again please? I have your number as <number>. Is that correct?

1. Yes, number is correct
2. Number isn't correct (RECORD NUMBER)

\*(LINA\_VALI\_VIDSAFE=1, OK to start call)

LINA\_VALI\_RECONNECT2 And just in case you need it, you can call the number in the appointment email, 1800 083 037

**INTERVIEWER NOTE: Use prompt card #2, RECONNECT.**



1. Continue

\*(LINA\_VALI\_VIDSAFE=1, OK TO START CALL)

LINA\_VALI\_RESTART Please let me know if you need to take a break for your comfort or wellbeing. We can stop and restart the interview at any time.

INTERVIEWER NOTE: Go BACK to blank prompt card #1

1. Continue

## SMS ONLINE INTRO

\*(s\_METHOD=6, RDD SMS P2W)

SMS\_WELCOME SCREEN Thank you for taking part in the 2022 Society and Health Survey, a survey being conducted by the Social Research Centre, part of the Australian National University.

The survey asks questions about the lifestyles, health and wellbeing of Australians.

The survey should take no more than 10 minutes to complete and there are no right or wrong answers. Participation in this survey is voluntary and you can withdraw at any point. The information collected will be treated in strict confidence.

We will send you a \$10 Coles electronic gift voucher as a thank you for completing the entire survey.

Your responses will be de-identified, held in the strictest confidence and will not be disclosed to other organisations for marketing or research purposes. The responses of everyone who participates in this survey will be combined for analysis.

\*(PROGRAMMER NOTE: DISPLAY THROUGH OUT THE SURVEY IN GREY SCALE)

For any queries, please call the Social Research Centre on 1800 023 040 or email SHS2022@srcentre.com.au. You are able to stop the survey at any time and return to complete it later. When you re-start the survey, using the same link, it will take you to where you left.

\*(TIMESTAMP)

## INTRODUCTION

\*(ALL)

DEMO\_INTRO First, just a couple of questions about yourself.

1. Continue

\*(s\_METHOD=4, 5 or 6, NP CAWI, RDD CATI OR SMS P2W)

GENDER How do you describe your gender?

*Gender refers to your current gender, which may be different to your sex recorded at birth and may be different to what is indicated on legal documents.*

\*PROGRAMMER INSTRUCTION: PLEASE FILL USING P\_GENDER FOR LINA PANELLISTS.

1. Man or male
2. Woman or female
3. Non-binary
4. I use a different term (please specify)

98. (Don't know) / Not sure

99. (Refused) / Prefer not to say

\*(s\_METHOD=4, 5 or 6, NP CAWI, RDD CATI OR RDD SMS P2W)

AGE How old are you today?

\*PROGRAMMER INSTRUCTION: PLEASE FILL USING P\_AGE FOR LINA PANELLISTS.

1. (\_\_\_\_) years [IF UNDER 18 – GO TO TERM4]

999. (Refused) / Prefer not to say

\*(AGE=999, REFUSED AGE)

AGE\_GROUP Which age group would you fall into?

\*PROGRAMMER INSTRUCTION: PLEASE FILL AGE\_GROUP FOR RESPONDENTS WHO ANSWER AGE.

\*PROGRAMMER INSTRUCTION: PLEASE FILL USING P\_AGE\_GROUP FOR LINA PANELLISTS.

0. Under 18 years [GO TO TERM4]

1. 18-24 years

2. 25-34 years

3. 35-44 years

4. 45-54 years

5. 55-64 years

6. 65-74 years

7. 75 or more years

99. (Refused) / Prefer not to say [GO TO TERM5]

\*(ALL)

STATE Which state or territory you live in?

1. NSW

2. VIC

3. QLD

4. SA

5. WA

6. TAS

7. NT

8. ACT

99. (Refused)

\*(ALL)

POSTCODE What is the postcode of the place you usually live?

1. Enter postcode (SPECIFY, 4-DIGIT NUMBER 800 - 7999)

98. (Don't know) / Not sure

99. (Refused) / Prefer not to say

\*(POSTCODE=98 or 99, DK/REF POSTCODE)

SUBURB What suburb you live in?

(INTERVIEWER NOTE: Type in at least the first 3 letters of suburb)

Enter suburb

98. (Don't know)

99.(Refused)

\*(TIMESTAMP)

## DEVICE TYPE

\*(S\_METHOD=3, LINA VALI)

DEVICE\_TYPE To help us better understand how people are participating in video surveys, which of the following best describes the type of device you are using for this survey?

1. Desktop computer
  2. Laptop computer
  3. Tablet (like an Apple iPad or Samsung Galaxy Tab)
  4. Phone (like a Google Pixel or Apple iPhone)
  5. Something else (please specify) <text box>
- 
98. (Don't know)
  99. (Refused)

\*(S\_METHOD=3, LINA VALI)

CARD\_CHECK I'll be showing some text on screen for more complicated questions. I just want to check that you'll be able to read them. Can you read this text?

INTERVIEWER NOTE: Use prompt card #2, RECONNECT.

1. Yes
2. No

\*(IF CARD\_CHECK=2, CAN'T READ PROMPT CARD)

DEVICE\_SWITCH Are you able to join this call from a device with a larger screen, like a tablet, laptop or desktop computer, so that you will be able to see text that I'll be showing? I'm able to hang on for a few minutes.

1. Respondent switching device now CONTINUE WITH DEVICE\_TYPE2
2. Respondent needs to reschedule SKIP TO APPROPRIATE TERM
3. Respondent doesn't have device SKIP TO POLINTRO
4. Respondent has device but won't switch SKIP TO POLINTRO

\*(DEVICE\_SWITCH, LINA VALI)

DEVICE\_TYPE2 Which of the following best describes the type of device you are using for this-survey now?

INTERVIEWER NOTE: Use blank prompt card #3

(READ OUT)

1. Desktop computer
  2. Laptop computer
  3. Tablet (like an Apple iPad or Samsung Galaxy Tab)
  4. Phone (like a Google Pixel or Apple iPhone)
  5. Something else (please specify) <text box>
- 
98. (Don't know)
  99. (Refused)

\*(TIMESTAMP)

## SOCIETY AND POLITICS

\*(ALL)

POLINTRO To start with, the first questions will be about politics and society.

INTERVIEWER NOTE: Use blank prompt card #3

\*(ALL)

IMPPROB What do you think is the most important problem facing Australia today?

1. [VERBATIM]
99. (Refused) / Prefer not to say

\*(ALL)

POLINT Generally speaking, how much interest do you usually have in what's going on in politics?

(READ OUT)

1. A good deal
2. Some
3. Not much
4. None
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(s\_METHOD = 4-6 OR s\_ASKVOTE=1, NOT LINA PANELLIST OR LINA PANELLIST WHO DIDN'T ANSWER QUESTION)

VOTE Some people were unable to vote or chose not to vote in the last federal election.

Did you vote in the federal election held on Saturday 21 May 2022?

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(VOTE=1, VOTED IN FEDERAL ELECTION)

VOTE\_PARTY In the Federal election for the House of Representatives on Saturday 21 May 2022, which party did you vote for **first** in the **House of Representatives**?

1. Liberal Party
2. National Party
3. Labor Party (ALP)
4. Greens
5. Liberal National Party (LNP) [ONLY DISPLAY FOR STATE='QLD']
6. An independent
96. Some other party (please specify) <text box>
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(ALL)

MULTICULT To what extent do you agree or disagree that it is a good thing for a society to be made up of people from different cultures?

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #4, MULTICULT. Do not read out responses.

(READ OUT)

[CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. Strongly agree
2. Agree

- 3. Neither agree nor disagree
- 4. Disagree
- 5. Strongly disagree
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(ALL)

DISCRIM The next question is about discrimination. Discrimination may happen when people are treated unfairly because they are seen as being different from others.

In the last 12 months, do you feel that you have experienced discrimination or have been treated unfairly by others?

Please exclude discrimination experienced overseas.

INTERVIEWER NOTE: Use blank prompt card #5

- 1. Yes
- 2. No
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(ALL)

LETDIE1YG When a person has a disease that cannot be cured, do you think doctors should be allowed by law to end the patient's life by some painless means if the patient and the patient's family request it?

- 1. Yes
- 2. No
- 98. Not sure / Not sure
- 99. (Refused) / Prefer not to say

\*(TIMESTAMP)

## HEALTH AND DISABILITY

\*(ALL)

PREHEALTH The next few questions are about your health and wellbeing.

- 1. Continue

\*(ALL)

LIFE\_SATISFACTION The following question asks how satisfied you feel about life in general, on a scale from 0 to 10. Zero means you feel 'not at all satisfied' and 10 means 'completely satisfied'.

Overall, how satisfied are you with life as a whole these days?

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #6, LIFE\_SATISFACTION. Do not read out.

- 0. 0 - Not at all satisfied
- 1. 1
- 2. 2
- 3. 3
- 4. 4

- 5. 5
- 6. 6
- 7. 7
- 8. 8
- 9. 9
- 10. 10 - Completely satisfied
  
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(ALL)

HEALTH In general, would you say that your health is...?

INTERVIEWER NOTE: Use blank prompt card #7

[CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

(READ OUT)

- 1. Excellent
- 2. Very good
- 3. Good
- 4. Fair
- 5. Poor
  
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(ALLs\_METHOD=1,2,3,4,6 LinA CATI, LinA CAWI, LinA VALI, NP CAWI, RDD SMS P2W)

HEALTHCON Have you been told by a doctor or nurse that you have any of these long-term health conditions?

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #8, HEALTHCON. Do not read out.

INTERVIEWER NOTE: Allow enough time to consider all of them, and say to the QR 'let me know when you are finished'.

*Please select all that apply.*

(READ OUT)

- 1. Arthritis
- 2. Asthma
- 3. Cancer (including remission)
- 4. Dementia (including Alzheimer's)
- 5. Diabetes (excluding gestational diabetes)
- 6. Heart disease (including heart attack or angina)
- 7. Kidney disease
- 8. Lung condition (including COPD or emphysema)
- 9. Mental health condition (including depression or anxiety)
- 10. Stroke
- 11. Any other long-term health condition(s)
- 12. No long-term health condition \*(EXCLUSIVE)
  
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(s\_METHOD=5, RDD CATI)

HEALTHCON Have you been told by a doctor or nurse that you have any of these long-term health conditions?

(READ OUT)

1. Arthritis
  2. Asthma
  3. Cancer - including remission
  4. Dementia - including Alzheimer's
  5. Diabetes - excluding gestational diabetes
  6. Heart disease - including heart attack or angina
  7. Kidney disease
  8. Lung condition - including COPD or emphysema
  9. Mental health condition - including depression or anxiety
  10. Stroke
  11. Any other long-term health condition(s)
  12. No long-term health condition \*(EXCLUSIVE)
- 
98. (Don't know) / Not sure
  99. (Refused) / Prefer not to say

\*(ALL)

HELP\_CARE Do you ever need someone to help with, or be with you for, **self-care activities**?

For example: doing everyday activities such as eating, showering, dressing or toileting.

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #9, HELP\_CARE.

(READ OUT)

1. Yes, always
  2. Yes, sometimes
  3. No
- 
98. (Don't know) / Not sure
  99. (Refused) / Prefer not to say

\*(ALL)

HELP\_MOVE Do you ever need someone to help you with, or be with you for, **body movement activities**?

For example: getting out of bed, moving around at home or at places away from home.

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #10 HELP\_MOVE.

(READ OUT)

1. Yes, always
  2. Yes, sometimes
  3. No
- 
98. (Don't know) / Not sure
  99. (Refused) / Prefer not to say

\*(ALL)

K6 The following questions ask about how you have been feeling during the past 4 weeks. For each question, please indicate how often you had this feeling. During the past 4 weeks, about how often did you feel...?

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #11, K6. Do not read out.

[STATEMENTS]

- a) Nervous
- b) Hopeless
- c) Restless or fidgety
- d) That everything was an effort
- e) So sad that nothing could cheer you up
- f) Worthless

(READ OUT)

[CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

- 1. All of the time
- 2. Most of the time
- 3. Some of the time
- 4. A little of the time
- 5. None of the time
  
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(TIMESTAMP)

## LIFESTYLE

\*(ALL)

LIFE\_INTRO Next, some questions about your lifestyle.

INTERVIEWER NOTE: Use blank prompt card #12

- 1. Continue

\*(ALL)

RUSHED How often do you feel rushed or pressed for time?

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #13, RUSHED. Do not read out.

(READ OUT)

[CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

- 1. Always
- 2. Often
- 3. Sometimes
- 4. Rarely
- 5. Never
  
- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(ALL)

HELP How strongly do you agree or disagree with the following statement:

"When I need someone to help me out, I can usually find someone."

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #14, HELP. Do not read out.

(READ OUT)

[CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]



1. Strongly agree
  2. Agree
  3. Neither agree nor disagree
  4. Disagree
  5. Strongly disagree
98. (Don't know) / Not sure
  99. (Refused) / Prefer not to say

\*(ALL)

GENTRUST How strongly do you agree or disagree with the following statement:

"Most people can be trusted."

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #15, GENTRUST. Do not read out responses.  
(READ OUT)

[CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. Strongly agree
  2. Agree
  3. Neither agree nor disagree
  4. Disagree
  5. Strongly disagree
98. (Don't know) / Not sure
  99. (Refused) / Prefer not to say

\*(ALL)

INTERNET How often do you...?

[STATEMENTS] \*(PROGRAMMING NOTE: PLEASE LOOP THROUGH ONE STATEMENT AT A TIME FOR \*(s\_METHOD=5, RDD CATI))

- a) Look for information over the Internet
- b) Comment or post images or video to social media (for example: Facebook, TikTok, Instagram, Twitter)
- c) Post to blogs / forums / interest groups
- d) View posts, images, and videos on social media sites

Please choose from the options on the screen.

INTERVIEWER INSTRUCTION: Use prompt cards #16-19, INTERNET\_a-INTERNET\_d. Do not read out. Flashcards go through every option

(READ OUT)

[CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. More than once a day
  2. About once a day
  3. Three to five days a week
  4. One to two days a week
  5. Every few weeks
  6. Once a month
  7. Less than once a month
  8. Never
98. (Don't know) / Not sure
  99. (Refused) / Prefer not to say

\*(ALL)

TV\_TIME On **average**, how many **hours per week** do you spend watching each of the following?

(READ OUT)

[STATEMENTS] \*(PROGRAMMING NOTE: PLEASE LOOP THROUGH ONE STATEMENT AT A TIME FOR \*(s\_METHOD=5, RDD CATI))

- a. **Free video streaming services** - e.g. YouTube, Twitch, Tubi
- b. **Online subscription services** - e.g. Netflix, Binge, YouTube Premium, Amazon Prime, Disney+, Stan
- c. **Pay TV** - e.g. Foxtel, Fetch TV, including recorded content but excluding streaming
- d. **Free on-demand TV** - e.g. ABC iview, 9Now, 10 play, 7plus, SBS On Demand, ABC News, ABC Kids
- e. **Publicly owned free-to-air TV** - e.g. ABC, SBS, including recorded content but excluding on-demand TV
- f. **Commercial free-to-air TV** - e.g. Seven, Nine, Ten, WIN, Imparja, NBN Television, GWN, including recorded content but excluding on-demand TV

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt cards #20-25, TV\_TIME\_a-TV\_TIME\_f. Do not read out responses.

(READ OUT)

[CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. 0 hours per week
2. 1-5 hours per week
3. 6-10 hours per week
4. 11-15 hours per week
5. 16-20 hours per week
6. More than 20 hours per week

98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(ALL)

INTRO\_SMOKE Now some questions about smoking and alcohol.

1. Continue

\*(ALL)

CURRENT\_SMOKE Do you currently smoke?

Please exclude vaping, E-cigarettes and Cannabis

INTERVIEWER NOTE: Use blank prompt card #26

1. Yes
  2. No
98. (Don't know) / Not sure
  99. (Refused) / Prefer not to say

\*(CURRENT\_SMOKE=1, CURRENT SMOKER)

DAILY\_SMOKE Do you smoke regularly, that is, at least once a day?

Please exclude vaping, E-cigarettes and Cannabis

1. Yes
  2. No
98. (Don't know) / Not sure
  99. (Refused) / Prefer not to say

\*(ALL)

DRINK\_FREQ In the **last 12 months**, how often did you have an **alcoholic** drink?

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #27, DRINK\_FREQ. Do not read out responses.

(READ OUT)

[CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. Every day
  2. 5-6 days a week
  3. 3-4 days a week
  4. 1-2 days a week
  5. 2-3 days a month
  6. About 1 day a month
  7. Less often than 1 day a month
  8. Do not drink alcohol
- 
98. (Don't know) / Not sure
  99. (Refused) / Prefer not to say

\*(ALL)

FIRSTDRINK How old were you the very first time you ever drank an alcoholic beverage – including either beer, wine, or spirits?

INTERVIEWER NOTE: Use blank prompt card #28

1. <RANGE 1-100> (Specify)
- 
997. Have never had an alcoholic beverage
  998. (Don't know) / Not sure
  999. (Refused) / Prefer not to say

\*(ALL)

ACTIVITY In general, how often do you participate in moderate or intensive physical activity for at least 30 minutes?

Moderate level physical activity will cause a slight increase in breathing and heart rate, such as brisk walking.

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #29, ACTIVITY. Do not read out.

(READ OUT)

[CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. Not at all
  2. Less than once a week
  3. 1 to 2 times a week
  4. 3 times a week
  5. More than 3 times a week (but not every day)
  6. Every day
- 
98. (Don't know) / Not sure
  99. (Refused) / Prefer not to say

\*(TIMESTAMP)

## EMPLOYMENT AND FINANCIAL

\*(ALL)

EMPINTRO The next questions will ask about employment, caring for other people, housing and benefits.

INTERVIEWER NOTE: Use blank prompt card #30

1. Continue

\*(ALL)

EMP1 Last week, did you have a job of any kind?

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #31, EMP1. Do not read out.

(READ OUT)

1. Yes, worked for payment or profit
  2. Yes, but absent on holidays, on paid leave, on strike, or temporarily stood down
  3. Yes, unpaid work in a family business
  4. Yes, other unpaid work
  5. No, did not have a job
98. (Don't know) / Not sure  
99. (Refused) / Prefer not to say

\*(ALL) [CENSUS 2021]

EMP2 Did you actively look for work at any time in the last four weeks?

INTERVIEWER NOTE: Use blank prompt card #32(READ OUT)

1. Yes, looked for work
  2. No, did not look for work
98. (Don't know) / Not sure  
99. (Refused) / Prefer not to say

\*(ALL)

UNPAIDCARE In the last two weeks, did you spend time providing unpaid care, help or assistance to family members or others because of a disability, a long-term health condition or problems related to old age?

IF NEEDED:

If you receive Carer Allowance or Carer Payment, please select 'Yes'.

If you sometimes provide help (such as shopping), please select 'Yes' **only** if the person needs it because of their condition.

Do not include volunteer work.

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #33, UNPAIDCARE. Do not read out.

1. Yes, did provide unpaid care, help or assistance
  2. No, did not provide unpaid care, help or assistance
98. (Don't know) / Not sure  
99. (Refused) / Prefer not to say

\*(ALL)

HOMEOWNER Do you own outright, are you buying or renting the dwelling in which you now live?

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #34, HOMEOWNER. Do not read.  
(READ OUT)

1. Own outright
2. Own with a mortgage
3. Purchasing under a shared equity scheme (IF NEEDED: A shared equity scheme is a way to share the cost of buying a home with an equity partner, such as a private investor, not-for-profit organisation or government housing authority.)
4. Renting
5. Occupying rent free
6. Occupying under a life tenure scheme (IF NEEDED: A life tenure scheme is a contract to live in the dwelling for the term of your life without the full rights of ownership. This is a common arrangement in retirement villages.)
7. Some other arrangement (please specify)
  
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(ALL)

BENTYPE Do you currently receive any of the following government pensions, benefits or allowances?

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #35, BENTYPE. DO NOT READ.

[STATEMENTS]

1. Age pension
2. Newstart Allowance / Jobseeker Payment
3. Disability Support Pension
4. Carer Allowance / Carer Payment
5. Parenting payment

[CODE FRAME]

1. Yes
2. No
  
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(TIMESTAMP)

## SURVEY PARTICIPATION

\*(ALL)

PANELMEMBER Are you a member of any online survey panels (IF s\_METHOD=4, NP CAWI: besides <FILL IN CURRENT SAMPLE SOURCE>; IF s\_METHOD=1, 2, 3, LINA CATI, LINA CAWI, LINA VALI: besides Life in Australia™)?

*Online survey panels are websites that provide members who sign up with the opportunity to complete surveys online for a reward. They offer surveys on a range of different topics on behalf of different organisations.*

INTERVIEWER NOTE: Use blank prompt card #36

1. Yes
2. No

- 98. (Don't know) / Not sure
- 99. (Refused) / Prefer not to say

\*(PANELMEMBER=1, BELONG TO ONLINE PANEL)

PANELNUM How many [IF s\_METHOD=1, 2, 3 or 4, NP CAWI, LINA CATI, LINA CAWI, LINA VALI: other] online panels do you belong to?

- 0. None
  - 1. One [IF s\_METHOD=1, 2, 3 or 4, NP CAWI, LINA CATI, LINA CAWI, LINA VALI: other] panel
  - 2. Two [IF s\_METHOD=1, 2, 3 or 4, NP CAWI, LINA CATI, LINA CAWI, LINA VALI: other] panels
  - 3. Three [IF s\_METHOD=1, 2, 3 or 4, NP CAWI, LINA CATI, LINA CAWI, LINA VALI: other] panels
  - 4. Four [IF s\_METHOD=1, 2, 3 or 4, NP CAWI, LINA CATI, LINA CAWI, LINA VALI: other] panels
  - 5. Five [IF s\_METHOD=1, 2, 3 or 4, NP CAWI, LINA CATI, LINA CAWI, LINA VALI: other] other panels
  - 6. Six or more [IF s\_METHOD=1, 2, 3 or 4, NP CAWI, LINA CATI, LINA CAWI, LINA VALI: other] panels
- 98. (Don't know) / Not sure
  - 99. (Refused) / Prefer not to say

\*(PANELMEMBER=1, BELONG TO ONLINE PANEL)

PANELREASON Which best describes your main reason for joining online survey panels?

(READ OUT)

- 1. I want my voice to be heard
  - 2. Completing surveys is fun
  - 3. To earn money
  - 96. Other (please specify)
- 98. (Don't know) / Not sure
  - 99. (Refused) / Prefer not to say

\*(TIMESTAMP)

## DEMOGRAPHICS

\*(ALL)

EDU\_INTRO Now, some questions about you and other people in your household. The answers to these questions will be used to better understand your other answers.

- 1. Continue

\*(s\_METHOD=1, 2 or 3 & d\_EDUCATION ≠ 0, LinA CATI, LinA CAWI OR LinA VALI AND d\_EDUCATION IS NOT BLANK)

EDU\_CHECK We have your highest level of school or educational qualification recorded as <d\_EDUCATION>. Is that correct?

- 1. Yes
  - 2. No
- 98. (Don't know) / Not sure
  - 99. (Refused) / Prefer not to say

\*((s\_METHOD=4, 5 or 6, NP CAWI, RDD CATI or RDD SMS P2W) or (EDU\_CHECK=2, 98 or 99, LinA panellist and education recorded is not correct))  
HIGHEST\_SCHOOLING What is the highest year of primary or secondary school you have **completed**?

**INTERVIEWER NOTE:** For people currently at school, select the highest year of schooling they have completed, not the year they are currently undertaking.

1. Year 12 or equivalent
  2. Year 11 or equivalent
  3. Year 10 or equivalent
  4. Year 9 or equivalent
  5. Year 8 or below
  6. Did not go to school
- 
98. (Don't know) / Not sure
  99. (Refused) / Prefer not to say

\*((s\_METHOD=4, 5 or 6, NP CAWI, RDD CATI or RDD SMS P2W) or (EDU\_CHECK=2, 98 or 99, LinA panellist and education recorded is not correct) )

FURTHER\_EDU Have you completed a trade certificate or other educational qualification?

1. Yes
  2. No
- 
98. (Don't know) / Not sure
  99. (Refused) / Prefer not to say

\*(FURTHER\_EDU= 1, COMPLETED TRADE CERTIFICATE OR OTHER EDUCATIONAL QUALIFICATION)

HIGHEST\_QUALIFICATION What is the level of the highest qualification you have completed?

**(READ OUT)**

1. Postgraduate Degree Level (incl. master degree, doctoral degree, other postgraduate degree)
  2. Graduate Diploma and/or Graduate Certificate Level
  3. Bachelor Degree Level
  4. Advanced Diploma and/or Diploma Level
  5. Certificate III and/or IV Level
  6. Certificate I and/or II Level
  7. Other (please specify)
- 
98. (Don't know) / Not sure
  99. (Refused) / Prefer not to say

\*(ALL)

DEMO\_INTRO2 The next few questions are about your background.

1. Continue

\*((s\_METHOD=4, 5 or 6, NP CAWI, RDD CATI or RDD SMS PW)  
COB In which country were you born?

**(PROBE TO CODE FRAME)**

1. Australia
2. England
3. New Zealand
4. China
5. India
6. Philippines

7. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(ALL)

LOTE Do you use a language other than English at home?

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(ALL)

MARITAL What is your present marital status?

(READ OUT)

1. Never married
2. Widowed
3. Divorced
4. Separated but not divorced
5. Married
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(ALL)

NO\_OF\_ADULTS And now for some questions about your household.

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

[PROGRAMMER NOTE: ALLOW RESPONSES 1-20. DISPLAY 'That seems like an unlikely response. Please check and re-enter.' IF ANSWER IS GREATER THAN 10]

1. <RANGE 1 TO 20, WHOLE NUMBERS>
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(ALL)

NO\_OF\_CHILDREN How many children are currently living in your household (at least 50% of the time)?  
Please only include children under the age of 18.

1. <RANGE 1-10, WHOLE NUMBERS>
2. None
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(ALL)

INCOME What is the total of all income you usually receive?

Do not deduct tax, superannuation, salary sacrifice. Please include wages and salaries, government pensions, benefits and allowances, and income from interest, dividends or other sources.

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #37, INCOME. Do not read.



INTERVIEWER NOTE: Seeking estimate only – especially if unsure. Probe with categories

IF NEEDED: *If on an age pension or disability support pension, select \$20,800 to \$25,999 per year.*

1. \$156,000 or more per year (\$3,000 or more per week)
  2. \$104,000 to \$155,999 per year (\$2,000 - \$2,999 per week)
  3. \$91,000 to \$103,999 per year (\$1,750 - \$1,999 per week)
  4. \$78,000 to \$90,999 per year (\$1,500 - \$1,749 per week)
  5. \$65,000 to \$77,999 per year (\$1,250 - \$1,499 per week)
  6. \$52,000 to \$64,999 per year (\$1,000 - \$1,249 per week)
  7. \$41,600 to \$51,999 per year (\$800 - \$999 per week)
  8. \$33,800 to \$41,599 per year (\$650 - \$799 per week)
  9. \$26,000 to \$33,799 per year (\$500 - \$649 per week)
  10. \$20,800 to \$25,999 per year (\$400 - \$499 per week)
  11. \$15,600 to \$20,799 per year (\$300 - \$399 per week)
  12. \$7,800 to \$15,599 per year (\$150 - \$299 per week)
  13. Less than \$7,800 per year (\$1 - \$149 per week)
  14. Nil
  15. Negative income
98. (Don't know) / Not sure  
99. (Refused) / Prefer not to say

\*(s\_METHOD=3, LinA VALI)

VALI\_LOCATION Which of the following best describes where you were during this interview?

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #38, VALI\_LOCATION. Do not read.

1. At home
  2. At work
  3. Another public place beside work
  4. Somewhere else (specify)
98. (Don't know) / Not sure  
99. (Refused) / Prefer not to say

\*((s\_METHOD=3 or 5) or ((s\_METHOD=1 or 2) AND interview mode = phone), LinA VALI or RDD CATI or LinA CATI or LinA CAWI and interview mode = phone)

VALI\_OVERHEAR And could anyone overhear your answers to questions I asked?

INTERVIEWER NOTE: Use blank prompt card #39

1. Yes
  2. No
98. (Don't know) / Not sure  
99. (Refused) / Prefer not to say

\*(ALL)

EXPERIENCE Overall, how do you rate your experience of this survey?

Please choose from the options on the screen.

INTERVIEWER NOTE: Use prompt card #40, EXPERIENCE. Do not read.

[CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

(READ OUT)

1. Excellent
2. Very good
3. Good
4. Fair
5. Poor

98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(s\_METHOD=3, LinA VALI)

VALI\_FURTHER Would you be willing to participate in further video interviews in the future?

INTERVIEWER NOTE: Use blank prompt card #41

1. Yes
2. No

98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(s\_METHOD=5 or 6, RDD CATI or RDD SMS P2WI)

RECONTACT1 Would you be willing to participate in similar research studies in the future?

1. Yes
2. No

98. (Don't know) / Not sure
99. (Refused) / Prefer not to say\*(RECONTACT1=1, WILLING TO PARTICIPATE IN FUTURE RESEARCH)

RECONTACT2 So that we can contact you about future studies, can I / we please have your name, confirm the best number to contact you on and an email address?

All information is kept confidential and is bound by the Privacy Act. [If necessary, the name provided can be an alias or any other name that you will recognise when we contact you.](#)

\*(PROGRAMMER NOTE: all fields can be left blank)

1. First name: (or nickname / alias) <Firstname>
2. Phone number: <FROM SAMPLE>
3. Email address: <email> [USE LIVE VALIDATION]

98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

\*(TIMESTAMP)

RR AND TERMS TO BE ADDED

## CLOSING SCRIPT

\*(s\_METHOD=6, RDD SMS P2WI)

RDD\_INCENT Thank you for taking the time to participate. You are now eligible for the \$10 Coles e-voucher. Would you like that sent to you via email or SMS?

1. Email
2. SMS to <PhoneNumber> (Add to list 740209)
3. Prefer not receive voucher

\*(RDD\_INCENT=1, WANTS INCENTIVE EMAILED)

INCENT\_EMAIL [s\_METHOD=5, RDD CATI: Can you please tell me your email address / s\_METHOD=6, RDD SMS P2W: Please provide your email address below] and we will send the e-voucher there.

**IF NEEDED:** Please note, we will only use your email for the purpose of sending the e-voucher and will delete it after that.

1. <email> [USE KICKBOX] (Add to list 740211)

\*

(s\_METHOD=4,6, NP CAWI or RDD SMS P2W) OR ((s\_METHOD=1 or 2) AND interview mode = web, LinA CATI or LinA CAWI and interview mode = Web)

CLOSE1. Thank you for taking the time to participate. This survey was conducted by the Social Research Centre in partnership with the Australian Bureau of Statistics. The results will be used to inform the development of survey research methods.

[DISPLAY IF s\_METHOD=2 & INCENTIVE=1-3: Your reward will be processed and sent in the next few weeks.]

This research study has been carried out in compliance with the Privacy Act and the Australian Privacy Principles, and the information you have provided will only be used for research purposes. Our Privacy Policy is available via our website, [www.srcentre.com.au/research-participants#privacy](http://www.srcentre.com.au/research-participants#privacy)

For further information you can contact the Social Research Centre on 1800 023 040 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au).

If you would like to talk to someone about any issues that have arisen from participating in this survey, about how you have been feeling, or if you have any concerns about your mental health, please seek support from one of the services listed below:

Beyond Blue [www.beyondblue.org.au](http://www.beyondblue.org.au)

Phone: 1300 22 4636

Lifeline [www.lifeline.org.au](http://www.lifeline.org.au)

Phone: 13 11 14

1800RESPECT [www.1800respect.org.au](http://www.1800respect.org.au)

Phone: 1800 737 732

Your answers have been submitted. You may now close the page.

\*(s\_METHOD=3,5,LinA VALI or RDD CATI) or ((s\_METHOD=1 or 2) AND interview mode = phone, LinA CATI or LinA CAWI and interview mode = phone)

CLOSE2

**INTERVIEWER NOTE: Use prompt card #42, CLOSE. Do not read.**

Thank you for taking the time to participate. Just in case you missed it, my name is (...) and this survey was conducted by the Social Research Centre in partnership with the Australian Bureau of Statistics.

[DISPLAY IF s\_METHOD=1,3,5 & INCENTIVE=1-3: Your reward will be processed and sent in the next few weeks.]

This research study has been carried out in compliance with the Privacy Act and the Australian Privacy Principles, and the information you have provided will only be used for research purposes. Our Privacy Policy is available via our website, <https://www.srcentre.com.au/research-participants#privacy>

For further information you can contact the Social Research Centre on 1800 023 040 [DISPLAY IF s\_METHOD=1,3 LinA CATI or LinA VALI: or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au)].

If you would like to talk to someone about any issues that have arisen from participating in this survey, about how you have been feeling, or if you have any concerns about your mental health, I can give you the details of support services you can contact?

Beyond Blue [www.beyondblue.org.au](http://www.beyondblue.org.au)

Phone: 1300 22 4636

Lifeline [www.lifeline.org.au](http://www.lifeline.org.au)

Phone: 13 11 14

1800RESPECT [www.1800respect.org.au](http://www.1800respect.org.au)

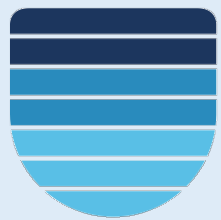
Phone: 1800 737 732

1. Complete

## Life in Australia™ TERMINATION SCRIPTS

	Detailed outcome	Summary outcome	Text to display
Term1	Transfer to web		You'll receive the email with the link to complete this survey shortly. If you haven't received it by tomorrow please contact the Social Research Centre on 1800 023 040 or at <a href="mailto:LifeinAus@srcentre.com.au">LifeinAus@srcentre.com.au</a>
Term2	Refused		Thank you for participating in the Life in Australia study. If you change your mind and would like to be included please contact the Social Research Centre on 1800 023 040 or at <a href="mailto:LifeinAus@srcentre.com.au">LifeinAus@srcentre.com.au</a>
Term3	Away duration		Thanks for that, we'll get back in contact when you're ready.
Term4	Below 18		Thanks for being prepared to help out, but for this survey we need to talk to / interview people aged 18 years and over.
Term5	Refused		Thank you for your interest, unfortunately you do not qualify for this study. If you have any questions, please contact the Social Research Centre on 1800 023 040.

# Appendix 2: Show Cards (regular order)



Social  
Research  
Centre



Life in  
Australia<sup>®</sup>

Be heard | Be represented

A Social Research Centre initiative

**Reconnect number:**

**1800 083 037**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree



0 Not at all satisfied  
1  
2  
3  
4  
5  
6  
7  
8  
9  
10 Completely satisfied

- 1 - Arthritis
- 2 - Asthma
- 3 - Cancer, including remission
- 4 - Dementia, including Alzheimer's
- 5 - Diabetes, excluding gestational diabetes
- 6 - Heart disease, including heart attack or angina
- 7 - Kidney disease
- 8 - Lung condition, including COPD or emphysema
- 9 - Mental health condition, including depression or anxiety
- 10 - Stroke
- 11 - Any other long-term health condition(s)
- 12 - No long-term health condition

# Self-care

For example:

- Eating
- Showering
- Dressing
- Toileting

- Yes, always
- Yes, sometimes
- No

## **Body movement**

For example:

- Getting out of bed
- Moving around at home or places away from home

- Yes, always
- Yes, sometimes
- No

- All of the time
- Most of the time
- Some of the time
- A little of the time
- None of the time

- Always
- Often
- Sometimes
- Rarely
- Never

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree



How often do you **look for information over the internet?**

- More than once a day
- About once a day
- Three to five days a week
- One to two days a week
- Every few weeks
- Once a month
- Less than once a month
- Never

How often do you **comment or post images or video to social media (Facebook, TikTok, Instagram, Twitter etc.)?**

- More than once a day
- About once a day
- Three to five days a week
- One to two days a week
- Every few weeks
- Once a month
- Less than once a month
- Never

How often do you **post to blogs / forums / interest groups**?

- More than once a day
- About once a day
- Three to five days a week
- One to two days a week
- Every few weeks
- Once a month
- Less than once a month
- Never

How often do you **view posts, images, and videos on social media sites?**

- More than once a day
- About once a day
- Three to five days a week
- One to two days a week
- Every few weeks
- Once a month
- Less than once a month
- Never

## **Free video streaming services, such as:**

- YouTube
- Twitch
- Tubi

- 0 hours per week
- 1-5 hours per week
- 6-10 hours per week
- 11-15 hours per week
- 16-20 hours per week
- More than 20 hours per week

## **Online subscription services, such as:**

- Netflix
- Binge
- YouTube Premium
- Amazon Prime
- Disney+
- Stan

- 0 hours per week
- 1-5 hours per week
- 6-10 hours per week
- 11-15 hours per week
- 16-20 hours per week
- More than 20 hours per week

## **Pay TV, such as:**

- Foxtel
- Fetch TV

- 0 hours per week
- 1-5 hours per week
- 6-10 hours per week
- 11-15 hours per week
- 16-20 hours per week
- More than 20 hours per week

**Free on-demand TV,**  
such as:

- ABC iview
  - 9Now
  - 10 play
  - 7plus
  - SBS On Demand
  - ABC news
  - ABC kids
- 0 hours per week
  - 1-5 hours per week
  - 6-10 hours per week
  - 11-15 hours per week
  - 16-20 hours per week
  - More than 20 hours per week



**Public free-to-air TV,**  
such as:

- ABC
- SBS

- 0 hours per week
- 1-5 hours per week
- 6-10 hours per week
- 11-15 hours per week
- 16-20 hours per week
- More than 20 hours per week

## **Commercial free-to-air**

**TV, such as:**

- Seven
- Nine
- Ten
- WIN
- Imparja
- NBN Television
- GWN

- 0 hours per week
- 1-5 hours per week
- 6-10 hours per week
- 11-15 hours per week
- 16-20 hours per week
- More than 20 hours per week

- Every day
- 5-6 days a week
- 3-4 days a week
- 1-2 days a week
- 2-3 days a month
- About 1 day a month
- Less often than 1 day a month
- Do not drink alcohol

- Not at all
- Less than once a week
- 1 to 2 times a week
- 3 times a week
- More than 3 times a week (but not every day)
- Every day

- Yes, worked for payment or profit
- Yes, but absent on holidays, on paid leave, on strike, or temporarily stood down
- Yes, unpaid work in a family business
- Yes, other unpaid work
- No, did not have a job

In the last two weeks did you spend time **providing unpaid care, help or assistance** to family members or others because of a **disability, a long-term health condition or problems related to old age?**

- No, did not provide unpaid care, help or assistance
- Yes, provided unpaid care, help or assistance

- Own outright
- Own with a mortgage
- Purchasing under a shared equity scheme
- Renting
- Occupying rent free
- Occupying under a life tenure scheme
- Some other arrangement

- Age pension
- Newstart Allowance / Jobseeker Payment
- Disability Support Pension
- Carer Allowance / Carer Payment
- Parenting payment



1 - \$156,000 or more per year	(\$3,000 or more per week)
2 - \$104,000 to \$155,999 per year	(\$2,000 - \$2,999 per week)
3 - \$91,000 to \$103,999 per year	(\$1,750 - \$1,999 per week)
4 - \$78,000 to \$90,999 per year	(\$1,500 - \$1,749 per week)
5 - \$65,000 to \$77,999 per year	(\$1,250 - \$1,499 per week)
6 - \$52,000 to \$64,999 per year	(\$1,000 - \$1,249 per week)
7 - \$41,600 to \$51,999 per year	(\$800 - \$999 per week)
8 - \$33,800 to \$41,599 per year	(\$650 - \$799 per week)
9 - \$26,000 to \$33,799 per year	(\$500 - \$649 per week)
10 - \$20,800 to \$25,999 per year	(\$400 - \$499 per week)
11 - \$15,600 to \$20,799 per year	(\$300 - \$399 per week)
12 - \$7,800 to \$15,599 per year	(\$150 - \$299 per week)
13 - Less than \$7,800 per year	(\$1 - \$149 per week)
14 - Nil	
15 - Negative income	

- At home
- At work
- Another public place beside work
- Somewhere else

- Excellent
- Very good
- Good
- Fair
- Poor

## Contact the Social Research Centre

1800 083 037

[LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au)

## Social Research Centre Privacy Policy

<http://www.srcentre.com.au/research-participants#privacy>

## Contact support services

Beyond Blue	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300 22 4636
Lifeline	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	13 11 14
1800RESPECT	<a href="http://www.1800respect.org.au">www.1800respect.org.au</a>	1800 737 732

# Appendix 3: VALI communications

## Invitation

Subject: December Life in Australia - video survey



Dear %%firstname\*\*participant%%,

You are invited to participate in the December *Life in Australia* **video survey**.

For this month only, we're testing video conferencing as a way to complete surveys in partnership with the Australian Bureau of Statistics. Interviews will be conducted by a Social Research Centre employee. You can join from an Apple or Android phone or tablet or a laptop or desktop. For completing this survey, you will earn a \$10 reward. The survey will take about 15-20 minutes to complete.

To take part in the survey, we need you to **book a time convenient for you** for the video call using the link below. If you're having trouble accessing the booking website, copy and paste the link into your web browser.

%%oncehub link%%

After you book a time, we will send you an email with instructions on how to join the video call. This will include links for the video call and for making a calendar appointment. The email will also give you information about how to reschedule or cancel. We will send you reminders before the video call.

The video call will use Microsoft Teams. You do not need to install Microsoft Teams to participate, although you may have a better experience if it is installed. For more information about how the survey will work, see here: <https://srcentre.com.au/our-research/life-in-australia-video-surveys>.

**We will only be doing video surveys from 23 November to 18 December**, so make sure you book early!

After this month, we will invite you to do online surveys as normal.

If you have any queries about the study, you can contact the Social Research Centre on 1800 083 037 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au). The [Life in Australia](#) webpage also has lots of information about the study.

Yours sincerely,

The *Life in Australia* team.

To unsubscribe from all future Life in Australia™ surveys, please call 1800 023 040.

## Reminder 1



# Life in Australia™

Be heard | Be represented

Subject: **December Life in Australia - special video survey**

Dear %%firstname\*\*participant%%,

From our records, it looks like you haven't booked a time for your video call for the December *Life in Australia* survey. If you recently booked a time, please disregard this email.

Book now to schedule a call with one of our experienced interviewers. For participating, you will earn a \$10 reward. The survey will take about 15-20 minutes to complete.

To book a time for the video survey, please click on the below link. If you're having trouble accessing the link, copy and paste it into your web browser.

%%oncehub\_link%%

For more information about how the survey will work, see here: <https://srcentre.com.au/our-research/life-in-australia-video-surveys>.

Thank you very much for being part of *Life in Australia*. Your participation is appreciated.

If you have any queries about the study, you can contact the Social Research Centre on 1800 083 037 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au). The *Life in Australia* webpage also has lots of information about the study.

Yours sincerely,

The *Life in Australia* team.

To unsubscribe from all future Life in Australia™ surveys, please call 1800 023 040.

## Reminder 2



# Life in Australia™

Be heard | Be represented

Subject: **December Life in Australia - special video survey**

Dear %%firstname\*\*participant%%,

We have noticed you have not booked a time for your video survey for the December *Life in Australia* survey. If you have recently booked a time, please disregard this email.

Don't miss your chance to take part in this unique survey.

The survey will take about 15-20 minutes to complete and you will earn a \$10 reward as thanks. To book a time for the video call, please click on the below link. If you're having trouble accessing the survey, copy and paste it into your web browser:

[%%oncehub\\_link%%](#)

For more information about how the survey will work, see here: <https://srcentre.com.au/our-research/life-in-australia-video-surveys>.

Thank you very much for being part of *Life in Australia*. Your participation is appreciated and will influence Australian researchers, policymakers and academics. You will have a real opportunity to have your views heard and represented.

If you have any queries about the study, you can contact the Social Research Centre on 1800 083 037 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au). The [Life in Australia](#) webpage also has lots of information about the study.

Yours sincerely,

The *Life in Australia* team.

To unsubscribe from all future Life in Australia™ surveys, please call 1800 023 040.

## Reminder 3 (final)



Subject: **December Life in Australia - special video survey**

Dear %%firstname\*\*participant%%,

This is your last chance to take part in the December *Life in Australia* **video survey!**

We noticed you have not participated in the survey and we need to hear from more %%gender%% from %%state%% in your age group for our results to be representative of the Australian population. If you have recently made a booking or completed the survey, please disregard this email.

The survey will take about 15-20 minutes to complete and you will earn a \$10 reward as thanks. To book a time for your video survey, please click on the link below. If you're having trouble accessing the website, copy and paste the link into your web browser:

[%%oncehub\\_link%%](#)

For more information about how the survey will work, see here: <https://srcentre.com.au/our-research/life-in-australia-video-surveys>.

Thank you very much for being part of *Life in Australia*. Your participation is appreciated and will influence

Australian researchers, policymakers and academics. You will have a real opportunity to have your views heard and represented.

If you have any queries about the study, you can contact the Social Research Centre on 1800 083 037 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au). The [Life in Australia](#) webpage also has lots of information about the study.

Yours sincerely,

The *Life in Australia* team.

To unsubscribe from all future Life in Australia™ surveys, please call 1800 023 040.

## Procedures manual for reminder call to make appointments

### [SRC2847R ACSSM Reminder calls for missed VALI apps](#)

When we enter our Teams call with the QR, we will wait 5 minutes from the time of the scheduled start for the QR to join. If they do not join within that 5 minutes and we do not have another appointment in the next timeslot, we will code here as (2) No (wait another 5 minutes), otherwise we will code off the record as (3) No (terminate the meeting) here:

**LINA\_VALI\_PREINTRO**

Good morning, my name is (...). Can I confirm I am speaking with **QR name** ?

Thank you very much for agreeing to participate in a video interview.

**(DO NOT READ OUT BELOW)**

Information for video-assisted live interview.

Video link:  
Contact number: 0400000000  
Email address: [testemail@srcentre.com.au](mailto:testemail@srcentre.com.au)  
Name: **QR name**

Did **QR name** join the meeting within 5 minutes of the scheduled start time?

**(INTERVIEWER NOTE: select option 3 after 5 minutes if there is an appointment booked after this timeslot, e.g. If this is a 10am appointment and you have an appointment at 10:30am)**

(1) Yes  
(2) No (wait another 5 minutes)  
(3) No (terminate the meeting)

### [This will code off the record and trigger a couple of things:](#)

The QR will be sent either an email or SMS (depending on which contact detail we have for them), alerting them that they've missed their appointment, and to book another one using OnceHub.



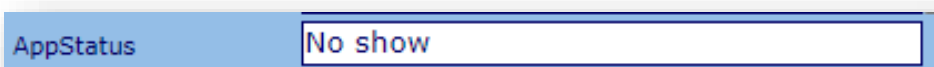
- If they make an app for themselves within 24 hours of missing their initial appointment, this will update in the system and we will not need to take further action.
- If they do not rebook their appointment within 24 hours, we will need to call them.

Coding the record as 'No' at LINA\_VALI\_PREINTRO will trigger an app being set in the SRC2847R Reminder job, for 24 hours time, i.e. if a QR had an initial VALI appointment for 11am on Wednesday 23<sup>rd</sup>, which they miss, an appointment will be set for 11am on Thursday 24<sup>th</sup> in the reminder job.

You will be assigned apps to cover on the reminder job, which is just via CATI on Dimensions job SRC2847R.

### Participants Field in SRC2847R

The participants field in the reminder job will have a field called AppStatus, which will inform you if the QR no-showed their VALI app:



Calling back QRs on Reminder job - Alternative Introduction

*Hello <QR name>, it's <your name> calling from the Social Research Centre.*

*I'm calling about Life in Australia. I can see here that you booked in for an appointment for the video call that we're running this month yesterday at x o'clock, but you didn't make it, so I'm just calling to see if we can rebook that for you for a time and day that suits.*

*Can I do that for you now?*

*Now the earliest available time we have is \_\_\_ (check OnceHub)*


You can use the scripting in Dimensions to let them know about the IVL, video format, and incentive for this wave of LinA. It is important that you are clear about our availability of appointments so as not to disappoint the QR, as it is unlikely we will be able to book in for the same evening that we call them.

### OnceHub

If the QR is happy for us to set the appointment for them, which is ideal and what we need to aim for, you will use the link to OnceHub to pick a date and time with the QR. The link to OnceHub will be visible to you at all times:

[Respondent facts:] Allow Monitoring: ; Survey Length: 0 minutes  
 Oncehub appointment link: <https://go.oncehub.com/SRC-N2SJLBDF9X?ID=19900553&name=Matt&email=testemail@srcentre.com.au>

Select a date and time with the QR, making sure to confirm which state or territory they are in for time zone purposes and adjusting that as necessary:


Help

**Life in Australia video call**

Thank you for agreeing to participate in a video interview in the December Life in Australia survey. To book a call, please select a date and time.

Once you have selected a day and time, you will receive an email from [maler@oncehub.com](mailto:maler@oncehub.com) with a link to access the video call. It will also have links to create an appointment for your calendar software. We will send you reminders by email before the call time.

By completing this survey, you will earn a \$10 reward. The survey will take about 15-20 minutes to complete.

If you have any queries, you can contact the Social Research Centre on 1800 083 037 or [LifeInAus@srcentre.com.au](mailto:LifeInAus@srcentre.com.au).

<https://srcentre.com.au/our-resear...>

### Pick a date and time Change selection ▾

**Duration:** 30 minutes  
**Your time zone:** Australia; New South Wales, Victoria, Tasmania (Sydney, Melbourne, Canberra, Hobart) (GMT+11:00) [DST] [\(Change\)](#)

**November 2022** < | >

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

< October December >

**Available starting times for Wed, 23 Nov 2022**

Before 12:00      After 12:00

12:00

13:00

14:00

15:00

16:00

17:00

18:00

19:00

20:00

12:00

13:00

14:30

15:00

15:30

16:00

16:30

17:00

17:30

18:00

18:30

19:00

19:30

20:00

# Script of reminder call to make appointments

## \*CALL OUTCOMES AND RR1

\*\*USE STANDARD CALL OUTCOMES

\*\*USE STANDARD RR1

## SPLASH SCREEN

## CATI INTRODUCTION

\*(CATI ONLY)

WELCOME SCREEN

Name: <firstname>

PopulationTXT: <populationtxt>

EndQ: <EndQ>

Email outcome: <email\_outcome>

Previous wave call outcome <PREV\_WAVE\_OUTCOME>

Good (...), my name is (...) from the Social Research Centre, part of the Australian National University.

May I please speak with <title> <firstname> <surname>?

**IF NECESSARY:** <title, firstname, surname> is a participant in our Life in Australia study and today we are calling to follow up on that.

\*(CATI ONLY)

AM\_FLAG Are you leaving an answering machine message?

1. No continue to introduction
2. No message left
3. Yes (Left answering machine 1 message) [DISPLAY IF SAMPLETYPE=LANDLINE]
4. Yes (Left mobile answering machine message) [DISPLAY IF SAMPLETYPE=MOBILE]

\*(SAMPLETYPE=LANDLINE)

ANSM1 Good morning. My name is (...) from the Social Research Centre, part of the **Australian National University**. Getting in touch about the Life in Australia study. Sorry we missed you, we'll try again later. Please call 1800 023 040 to make an appointment or to opt out.

\*(SAMPLETYPE=MOBILE)

ANSM3 Good morning. My name is (...) from the Social Research Centre, part of the **Australian National University**. Getting in touch about the Life in Australia study. Sorry we missed you, we'll try again later. Please call 1800 023 040 to make an appointment or to opt out.

\*(PROGRAMMER NOTE: IF AMFLAG=2 STOP AS ANSWERING MACHINE NO MESSAGE LEFT)

\*(CATI ONLY)

INTRO1 REINTRODUCE IF NECESSARY: Good (...), my name is (...) from the Social Research Centre, part of the Australian National University. Can I confirm I am speaking with <TITLE> <FIRSTNAME> <SURNAME>?

You may recall we recently contacted you about the Life in Australia study and invited you to take part in the <month> video survey.

For this month only, we're testing video conferencing as a way to complete surveys in partnership with the Australian Bureau of Statistics. All responses are completely confidential and your information is protected by Australian Privacy Laws. In future months, you'll be able to complete surveys online or over the phone.

This survey will only take <length> minutes. Participation in this survey is voluntary and you can withdraw at any point.

For completing this survey, you'll receive a \$<amount> thank you or you can donate the same amount to one of our selected charities. This will be processed in the next few weeks.

**(IF NECESSARY:** We understand that some of the questions have been asked multiple times. We do this to make sure we collect the most up to date opinions and circumstances of our participants. This also helps us understand how views change over time. Please bear with us if you feel you're repeating yourself!)

To take part in the survey, we will need to book a time that is convenient for you to take part in the video call. Would you be willing to help us out by setting up an appointment to complete the Video survey?

1. Wants to set up an appointment to complete video survey (Interviewer to set up appointment)
2. Wants to go online to book in a time for the video survey
3. Household refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
4. Respondent refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
5. Queried about how telephone number was obtained
6. Refused participation in Panel (GO TO TERM3)
7. Away from Panel (RECORD RETURN DATE) (GO TO AWAY)
8. Wants more information on Video interview

\*(INTRO1=5)

TELINFO <FIRSTNAME, SURNAME> is a participant in our Life in Australia study and today we are calling to conduct the <month> survey.

\*(INTRO1=2, REQUESTED LINK TO COMPLETE ONLINE)

EC1 No problem, I can send you an email with the link to book in the video survey. Can I please confirm your email address?

**Email:** <email>

**First name:** <firstname>

**Surname:** <surname>

1. Email address shown is correct [ONLY DISPLAY IF email IS NOT NULL]
2. Email address: [TEXT BOX FOR EMAIL]

\*(PROGRAMMER NOTE: Show TERM1 and flag as Transfer\_To\_Web)

\*(API key: 4f5403dfc9a24f460651645851a207f14f556cc4e2ed479f0d9eb4b051a2fa78)

\*(PROGRAMMER NOTE: Insert into V6 list: 738637)

\*(INTRO1=7, REFUSED PARTICIPATION IN PANEL ONGOING)

QTERM3 What are the reasons why you have decided to leave the Life in Australia study?

INTERVIEWER NOTE: Collect as much information as possible.

1. <verbatim text box> (GO TO QUAL)

\*(INTRO1=7, REFUSED PARTICIPATION IN PANEL ONGOING)

QUAL Thanks for being part of Life in Australia, your contribution has been greatly appreciated.

From time to time, the Social Research Centre conducts paid focus groups, in-depth interviews over the phone or in-person, and online discussion boards. The payment is generally between \$50-\$100.

Would you be interested in occasionally being invited to take part in this type of research?

1. Yes
2. No

\*(INTRO1=7)

AWAY No worries, When will you be able to take part again?

1. Enter date: DD MM YYYY (GO TO TERM3)
2. (Refused) (GO TO TERM3)

\*(INTRO1=8)

MOREINFO We will use Microsoft Teams to conduct the video call. You do not need to install Microsoft Teams to participate, although you may have a better experience if it is installed. You can join from an Apple or Android phone or tablet or a laptop or desktop. These video interviews will be available this month only. You will be interviewed by a Social Research Centre employee.

1. Wants to set up appointment to complete video interview (GO TO ONCEHUB)
2. Does not want to complete video interview (TERM2)

\*(INTRO1=1)

PRESAFE (INTERVIEWER: Are you calling a mobile number?)

1. Yes
2. No

\*(PRESAFE=1)

SAFE1 May I just check whether it is safe for you to take this call at the moment? If not, we'd be happy to call back when it is more convenient for you.

1. Safe to take call
2. Not safe to take call
3. (Respondent refusal)

\*(SAFE1=2, NOT SAFE)

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

1. This number (MAKE APPOINTMENT)
2. Alternative number (MAKE APPOINTMENT)

\*(ALL)

ALLOWMONITORING This call may be monitored or recorded for quality assurance purposes. Is that ok?

1. Yes
2. No

\*(INTRO1=1)

ONCEHUB When would be the best time to make an appointment for you to complete the video survey with one of our interviewers?

INTERVIEWER NOTE: Please use the Oncehub appointment link above to book in Video Interview

IF NECESSARY: The video call will use Microsoft Teams. You do not need to install Microsoft Teams to participate, although you may have a better experience if it is installed. For more information about how the survey will work, see here: <https://srcentre.com.au/our-research/life-in-australia-video-surveys>.

IF NECESSARY: By completing this video survey, you will earn a \$10 reward. The survey will take about 15-20 minutes to complete.

IF NECESSARY: If you have any queries, you can contact the Social Research Centre on 1800 083 037 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au).

1. Appointment completed (GO TO TERM4)

\*[TIMESTAMP]

## LINA TERMINATION SCRIPTS

	Detailed outcome	Summary outcome	Text to display
Term1	Transfer to web		You'll receive an email with a link to book in the video survey shortly. If you haven't received it by tomorrow please contact the Social Research Centre on 1800 083 037 or at <a href="mailto:LifeinAus@srcentre.com.au">LifeinAus@srcentre.com.au</a>
Term2	Refused		Thank you for participating in the Life in Australia study. If you change your mind and would like to be included please contact the Social Research Centre on 1800 023 040 or at <a href="mailto:LifeinAus@srcentre.com.au">LifeinAus@srcentre.com.au</a>
Term3	Away duration		Thanks for that, we'll get back in contact when you're ready.
Term4	Transfer to web		Thanks for that. You will receive an email from <a href="mailto:mailer@oncehub.com">mailer@oncehub.com</a> with more info and instructions on how to join the video call. This will include a link for the video call, as well as information on how to reschedule or cancel. We will also send you reminders by email before the call time.

## Reminder call to no-shows

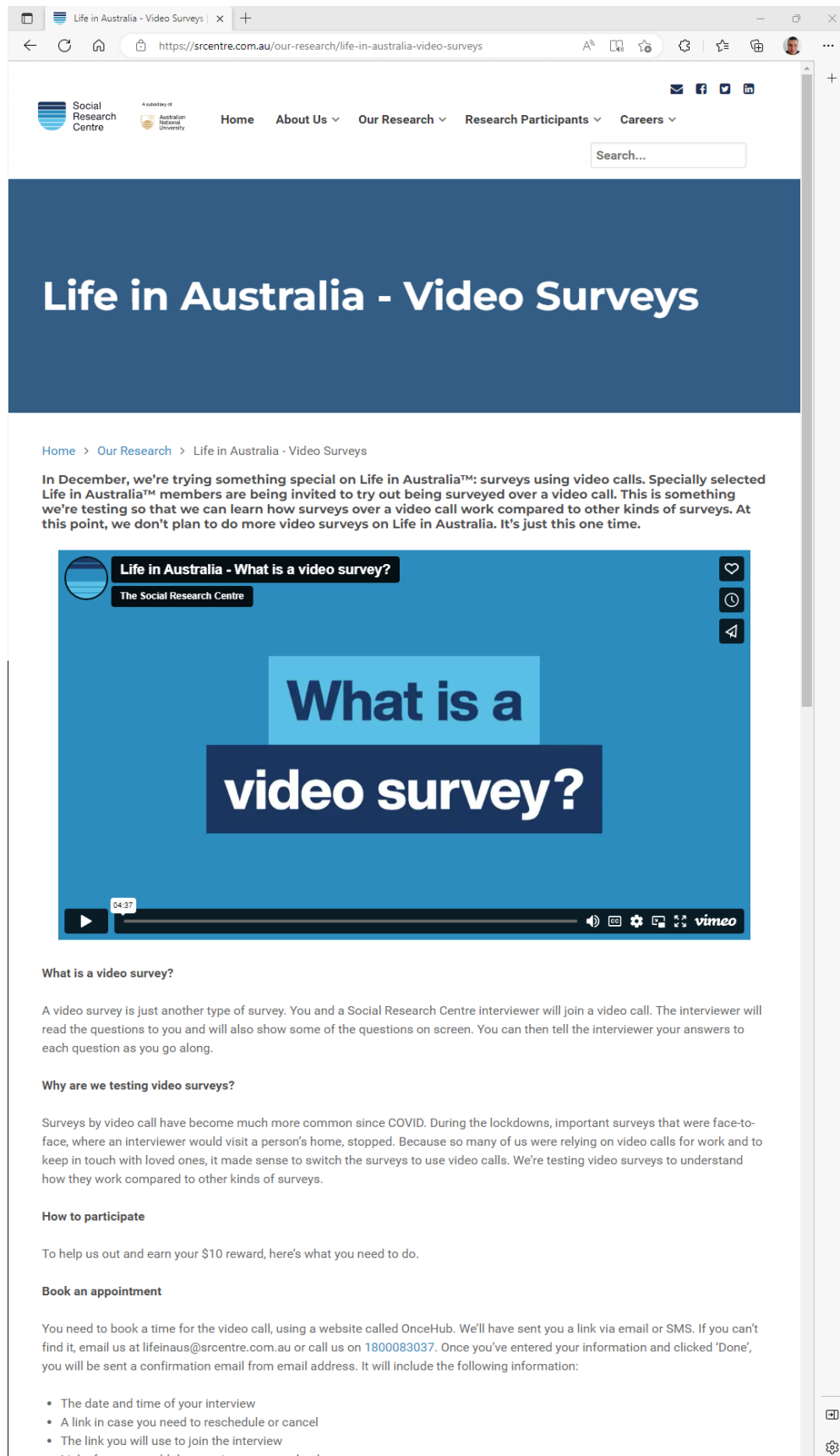
Reminder calls to people who missed appointments were not formally scripted. An informal script was prepared by an interviewer:

After introduction: 'this is just a quick courtesy call to let you know that the November Life in Australia™ survey is available at the moment. We've sent the email to your [Gmail/Hotmail/Yahoo etc.] address, just making sure the email has got to you?'

- If it has, no need to confirm the full email address; if it hasn't, then confirm the email is correct.
- Read the required info (reward, privacy, length, participation is voluntary, etc.), advise the closing date then code as will complete online.

# Appendix 4: Microsite

Figure 11 Microsite screenshot



In October, we're trying something special on Life in Australia™: surveys using video calls. Specially selected Life in Australia™ members are being invited to try out being surveyed over a video call. This is something we're testing so that we can learn how surveys over a video call work compared to other kinds of surveys. At this point, we don't plan to do more video surveys on Life in Australia. It's just this one time.

## [Video surveys \(website copy\)](#)

### What is a video survey?

A video survey is just another type of survey. You and a Social Research Centre interviewer will join a video call. The interviewer will read the questions to you and will also show some of the questions on screen. You can then tell the interviewer your answers to each question as you go along.

### Why are we testing video surveys?

Surveys by video call have become much more common since COVID. During the lockdowns, important surveys that were face-to-face, where an interviewer would visit a person's home, stopped. Because so many of us were relying on video calls for work and to keep in touch with loved ones, it made sense to switch the surveys to use video calls. We're testing video surveys to understand how they work compared to other kinds of surveys.

### How to participate

To help us out and earn your \$10 reward, here's what you need to do.

#### [Book an appointment](#)

You need to book a time for the video call, using a website called OnceHub. We'll have sent you a link via email or SMS. If you can't find it, email us at [lifeinaus@srcentre.com.au](mailto:lifeinaus@srcentre.com.au) or call us on 1800 023 040. Once you've entered your information and clicked 'Done', you will be sent a confirmation email from [email address](#). It will include the following information:

- The date and time of your interview
- A link in case you need to reschedule or cancel
- The link you will use to join the interview
- Links for you to add the meeting to your calendar.

We will also send you reminder emails and, if you provided your phone number, [a reminder SMS](#).

#### [Installing Microsoft Teams](#)

The meeting will use Microsoft Teams. If you don't already have Teams, we recommend installing it rather than joining from a browser. If you haven't used Teams before, we've made a video about how to install and use it [\[link to video\]](#).

You can download teams a few different ways, depending on the system you are using:

- App Store: <https://apps.apple.com/au/app/microsoft-teams/id1113153706>
- Google Play: [https://play.google.com/store/apps/details?id=com.microsoft.teams&hl=en\\_AU&gl=US](https://play.google.com/store/apps/details?id=com.microsoft.teams&hl=en_AU&gl=US)
- Apple, Windows and Linux computers: <https://www.microsoft.com/en-au/microsoft-teams/download-app>

For Chromebooks, we recommend just using your browser to connect. Just search for Microsoft Teams and follow the links.

#### [Joining the video call](#)

To join the video call, click the link included in the email or appointment. If you are a few minutes early to the interview, you may be waiting. Don't worry, our interviewer will arrive at the scheduled time.



For questions where it is possible to have multiple answers, the interviewer will show you the options on screen. You need to be able to see the answers. If you think you might have trouble reading on your phone, it's best to join using a device with a larger screen, like a tablet or computer, if you have one.

We recommend joining the meeting from somewhere private and comfortable. If you have headphones or a head-set, we recommend using them; it's usually easier to hear and be heard that way.

### [In case of technical problems](#)

If you are having technical problems, you can message the interviewer using the chat function in Teams or call the phone number included in the email or appointment. If problems persist, it might be best to try a different device, if you have one.

We know that technical problems happen. If you run into issues, you can:

- Message the interviewer using the Teams chat function
- Call the dial-in number in the meeting invitation
- Call us on 1800 023 040.

If you do not make it to the meeting, we'll send you an SMS or email to reschedule or opt out.

### [Frequently asked questions](#)

#### [Why was I selected?](#)

You were randomly selected to be invited to complete a video survey. In July, we asked if you were willing to take part in a video survey, and you agreed. Thank you for helping us out!

#### [Can I do the survey online / over the phone?](#)

This month, we are asking that you do the survey via video, instead of online or over the phone. The survey is only available as a video survey on this occasion. In future months, you will be invited to complete online surveys, as usual.

#### [I don't use Microsoft Teams. Can I participate using Zoom / FaceTime / WhatsApp / Skype / etc.?](#)

For this survey, you can only participate using Microsoft Teams. Although you do not need to install Teams (it can run in your browser), we recommend installing Teams as it works better when the app is installed.

There are a huge number of different ways people can have video chats. We chose Teams because it works for just about all devices and works with our systems. In future months, you will be invited to complete online surveys, as usual.

#### [What happens if I have problems?](#)

If you are having problems, you can:

- Message the interviewer using the chat function in Teams
- Call the phone number included in the email or appointment
- Call us on 1800 023 040.

If problems persist, it might be best to try a different device, if you have one. We understand that technical problems happen.

#### [Will Life in Australia™ be switching to video surveys?](#)

No, this is a one-time test of video surveys to compare it to other types of surveys. We have no plans right now for future video surveys in Life in Australia™.

### Will I be invited to future surveys if I don't do the video survey?

Yes, you will continue to be invited to future Life in Australia™ surveys.

### Do I have to take part in a video interview?

Like all other Life in Australia™ surveys, the video interview is completely optional. If you start the video call and find you are not comfortable taking part, you are free to opt out at any time.

## Appendix 5: OnceHub page

### Life in Australia video call

Thank you for agreeing to participate in a video call for the December *Life in Australia* survey. To book a call, please select a date and time.

Once you have selected a day and time, you will receive an email from [mailer@oncehub.com](mailto:mailer@oncehub.com) with a link for the video call. It will also have links to create an appointment for your calendar software. We will send you reminders by email before the interview time.

By completing this survey, you will earn a \$10 reward. The survey will take about 15-20 minutes to complete.

If you have any queries, you can contact the Social Research Centre on 1800 023 040 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au).

# Appendix 6: OnceHub communications

# Confirmation email

The screenshot shows a Microsoft Outlook email window titled "Life in Australia video call confirmed - Message (HTML)". The email is from "SRC Video Call <mailer@oncehub.com>" to "Benjamin Phillips" and was received on "Wed 26/10/2022 1:41 PM". The email content includes a cautionary message, the Life in Australia logo, and the following text:

Dear Benjamin Phillips,

Your Life in Australia™ video call is confirmed. See below for more information. If the call is not already in your calendar, please use the calendar links provided below to add it.

The call will use Teams. People have the fewest problems connecting when they are using the Teams app rather than using a browser. If you don't have Microsoft Teams installed already, we recommend downloading it before the call ([Android](#), [Apple](#) and [Windows](#)).

To start the video call, please click on the Teams link below at your scheduled time. If you have any queries about the study, you can contact the Social Research Centre on 1800 023 040 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au).

Yours sincerely,  
The *Life in Australia* team

---

**Appointment details**

**Subject**  
Life in Australia video call

**Time**  
Thu, 27 Oct 2022, 14:00 - 14:30  
Australia; New South Wales, Victoria, Tasmania (Sydney, Melbourne, Canberra, Hobart) (GMT+11:00) [DST]

**Cancel/Reschedule**

**Conferencing information**  
When it's time, join the meeting from PC, Mac, Linux, iOS or Android:  
[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_MGRmMmYmYmUIOTJiYi00NGQ5LTqwZmltMTlhMDc3NTA2MTZl@thread.v2/0?context=%7b%22Tid%22%3a%22530eb4d8-2b68-4bf4-88c4-05d960b851d%22%2c%22Oid%22%3a%22ee337eac-b7f4-4a36-b740-0925a7fddb0c%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MGRmMmYmYmUIOTJiYi00NGQ5LTqwZmltMTlhMDc3NTA2MTZl@thread.v2/0?context=%7b%22Tid%22%3a%22530eb4d8-2b68-4bf4-88c4-05d960b851d%22%2c%22Oid%22%3a%22ee337eac-b7f4-4a36-b740-0925a7fddb0c%22%7d)

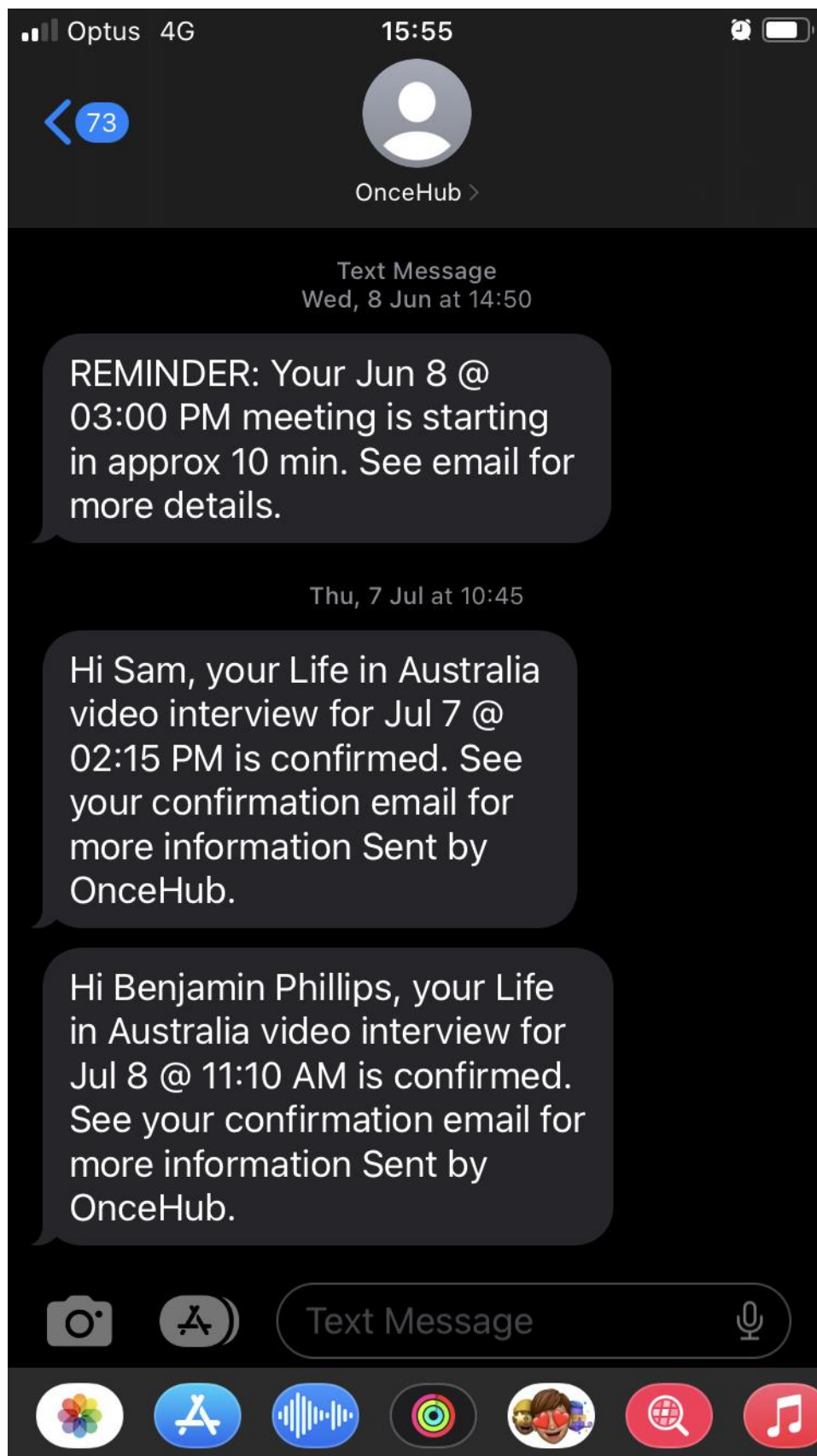
**Meeting ID**  
BKNG-EGQURY5ZXD1C

---

**Calendar event**  
If the event is not already in your calendar, you may add it from here:

- [Add to Outlook Calendar](#)
- [Add to Google Calendar](#)
- [Add to Apple Calendar](#)
- [Add to mobile/other calendar](#)

## Confirmation and reminder SMS



Note: Screenshot from iPhone.

# 24 hour reminder email

Your Life in Australia video call is due to start in 24 hours - Message (HTML)

File Message Help Tell me what you want to do

Share to Teams Mark Unread Find Zoom


Your Life in Australia video call is due to start in 24 hours

SV SRC Video Call <mailer@oncehub.com>  
To Benjamin Phillips  
Wed 26/10/2022 2:01 PM

Reply Reply All Forward

If there are problems with how this message is displayed, click here to view it in a web browser.

**[CAUTION]: External email. Do not click links or open attachments unless you recognise the sender and know the content is safe.**

 Life in Australia  
Be heard | Be represented

Dear Benjamin Phillips,  
Your Life in Australia™ video call is starting in about 24 hours. Please see below for more information.

To start the video call, please click on the Teams link below at your scheduled time. If you have any queries about the study, you can contact the Social Research Centre on 1800 023 040 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au).

The call will use Teams. People have the fewest problems connecting when they are using the Teams app rather than using a browser. If you don't have Teams installed already, we recommend downloading it before the call ([Android](#), [Apple](#) and [Windows](#)).

Yours sincerely,  
The *Life in Australia* team

---

**Appointment details**

**Meeting Type**  
Life in Australia video call

**Time**  
Thu, 27 Oct 2022, 14:00 - 14:30  
Australia; New South Wales, Victoria, Tasmania (Sydney, Melbourne, Canberra, Hobart) (GMT+11:00) [DST]

[Cancel/Reschedule](#)

**Conferencing information**  
When it's time, join the meeting from PC, Mac, Linux, iOS or Android:  
[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_MGRmMmYmMjOTJiYi00NGQ5LTgwZmltMTlhMDc3NTA2MTZl@thread.v2/0?context=%7b%22Tid%22%3a%22530eb4d8-2b68-4bf4-88c4-05d960b8514d%22%2c%22Oid%22%3a%22ee337eac-b7f4-4a36-b740-0925a7fddb0c%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MGRmMmYmMjOTJiYi00NGQ5LTgwZmltMTlhMDc3NTA2MTZl@thread.v2/0?context=%7b%22Tid%22%3a%22530eb4d8-2b68-4bf4-88c4-05d960b8514d%22%2c%22Oid%22%3a%22ee337eac-b7f4-4a36-b740-0925a7fddb0c%22%7d)

**Meeting ID**  
BKNG-EGQURY5ZXD1C

---

**Calendar event**  
If the event is not already in your calendar, you may add it from here:

[Add to Outlook Calendar](#)

[Add to Google Calendar](#)

[Add to Apple Calendar](#)

[Add to mobile/other calendar](#)

# 1 hour reminder email

Your Life in Australia video call is due to start in 1 hour - Message (HTML)

File Message Help Tell me what you want to do

Share to Teams Mark Unread Find Zoom


Your Life in Australia video call is due to start in 1 hour

SV SRC Video Call <mailer@oncehub.com>  
To Benjamin Phillips Thu 27/10/2022 1:01 PM

Reply Reply All Forward

If there are problems with how this message is displayed, click here to view it in a web browser.

**[CAUTION]: External email. Do not click links or open attachments unless you recognise the sender and know the content is safe.**

 Life in Australia  
Be heard | Be represented

Dear Benjamin Phillips,  
Your Life in Australia™ video call is starting in about 1 hour. Please see below for more information.

To start the video call, please click on the Teams link below at your scheduled time. If you have any queries about the study, you can contact the Social Research Centre on 1800 023 040 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au).

The call will use Teams. People have the fewest problems connecting when they are using the Teams app rather than using a browser. If you don't have Teams installed already, we recommend downloading it before the call ([Android](#), [Apple](#) and [Windows](#)).

Yours sincerely,  
The *Life in Australia* team

---

**Appointment details**

**Meeting Type**  
Life in Australia video call

**Time**  
Thu, 27 Oct 2022, 14:00 - 14:30  
Australia; New South Wales, Victoria, Tasmania (Sydney, Melbourne, Canberra, Hobart) (GMT+11:00) [DST]

[Cancel/Reschedule](#)

**Conferencing information**  
When it's time, join the meeting from PC, Mac, Linux, iOS or Android:  
[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_MGRmMmYmMjOTJiYi00NGQ5LTgwZmltMTlhMDc3NTA2MTZl@thread.v2/0?context=%7b%22Tid%22%3a%22530eb4d8-2b68-4bf4-88c4-05d960b8514d%22%2c%22Oid%22%3a%22ee337eac-b7f4-4a36-b740-0925a7fddb0c%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MGRmMmYmMjOTJiYi00NGQ5LTgwZmltMTlhMDc3NTA2MTZl@thread.v2/0?context=%7b%22Tid%22%3a%22530eb4d8-2b68-4bf4-88c4-05d960b8514d%22%2c%22Oid%22%3a%22ee337eac-b7f4-4a36-b740-0925a7fddb0c%22%7d)

**Meeting ID**  
BKNG-EGQURY5ZXD1C

---

**Calendar event**  
If the event is not already in your calendar, you may add it from here:

[Add to Outlook Calendar](#)

[Add to Google Calendar](#)

[Add to Apple Calendar](#)

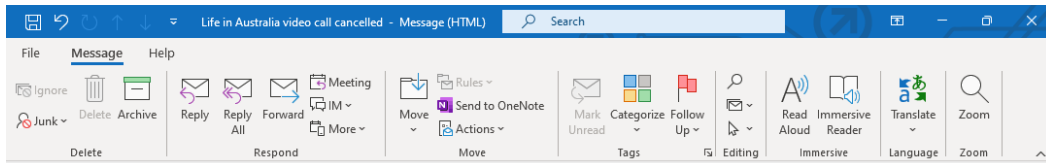
[Add to mobile/other calendar](#)



# 10 minute reminder email

The image shows a screenshot of an email client window. The title bar reads "Your Life in Australia video call is due to start in 10 minutes - Message (HTML)". The email content includes a subject line "Your Life in Australia video call is due to start in 10 minutes", a sender "SRC Video Call <mailer@oncehub.com>", and a recipient "Benjamin Phillips". A yellow caution box states: "[CAUTION]: External email. Do not click links or open attachments unless you recognise the sender and know the content is safe." The main body of the email features the "Life in Australia" logo with the tagline "Be heard | Be represented". The text reads: "Dear Benjamin Phillips, Your Life in Australia™ video call is starting in about 10 minutes. Please see below for more information. We're really looking forward to speaking with you. To start the video call, please click on the Teams link below at your scheduled time. Yours sincerely, The Life in Australia team". Below this is a section titled "Appointment details" containing "Meeting Type: Life in Australia video call", "Time: Thu, 27 Oct 2022, 14:00 - 14:30 Australia, New South Wales, Victoria, Tasmania (Sydney, Melbourne, Canberra, Hobart) (GMT+11:00) [DST]", and a "Cancel/Reschedule" link. The "Conferencing information" section provides instructions for joining from PC, Mac, Linux, iOS or Android, with a long Teams meeting URL. The "Meeting ID" is listed as "BKNG-EGQURY5ZXD1C". Finally, the "Calendar event" section offers links to "Add to Outlook Calendar", "Add to Google Calendar", "Add to Apple Calendar", and "Add to mobile/other calendar".

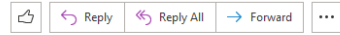
## Cancellation email



Life in Australia video call cancelled



SRC Video Call <mailer@oncehub.com>  
To: Sam Luddon



Thu 10/11/2022 10:09 AM

If there are problems with how this message is displayed, click here to view it in a web browser.

**[CAUTION]:** External email. Do not click links or open attachments unless you recognise the sender and know the content is safe.



Dear John,

Your Life in Australia™ video call has been cancelled. If the event is in your calendar, please remember to cancel it.

### Cancelled appointment details

#### Subject

Life in Australia video call

#### Time

Thu, 10 Nov 2022, 13:30 – 13:55

Australia; New South Wales, Victoria, Tasmania (Sydney, Melbourne, Canberra, Hobart) (GMT+11:00) [DST]

[Cancel/Reschedule](#)

#### Conferencing information

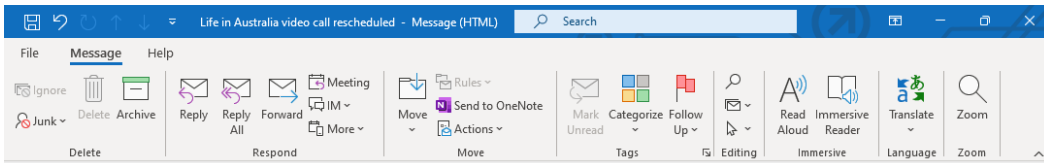
When it's time, join the meeting from PC, Mac, Linux, iOS or Android:

[https://teams.microsoft.com/join/19%3ameeting\\_YWU1OTkwNzAtMTU3Yy00NiFmLWlxMDgtODI5YWU3ZmEzODZk@thread.v2/0?context=%7b%22Tid%22%3a%22530eb4d8-2b69-4bf4-88c4-05d960b8514d%22%2c%22Oid%22%3a%22ee337eac-b7f4-4a36-b740-0925a7fddb0c%22%7d](https://teams.microsoft.com/join/19%3ameeting_YWU1OTkwNzAtMTU3Yy00NiFmLWlxMDgtODI5YWU3ZmEzODZk@thread.v2/0?context=%7b%22Tid%22%3a%22530eb4d8-2b69-4bf4-88c4-05d960b8514d%22%2c%22Oid%22%3a%22ee337eac-b7f4-4a36-b740-0925a7fddb0c%22%7d)

#### Meeting ID

BKNG-BNG4J06ZHWPk

## Reschedule email

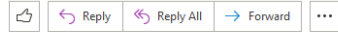


### Life in Australia video call rescheduled



SRC Video Call <mailer@oncehub.com>

To: Sam Luddon



Mon 21/11/2022 12:17 PM

If there are problems with how this message is displayed, click here to view it in a web browser.

**[CAUTION]: External email. Do not click links or open attachments unless you recognise the sender and know the content is safe.**



Dear John,

Your Life in Australia™ video call has been rescheduled. If the rescheduled call is not already in your calendar, please use the calendar links provided below to add it.

The call will use Teams. People have the fewest problems connecting when they are using the Teams app rather than using a browser. If you don't have Teams installed already, we recommend downloading it before the call ([Android](#), [Apple](#) and [Windows](#)).

To start the video call, please click on the Teams link below at your scheduled time. If you have any queries about the study, you can contact the Social Research Centre on 1800 083 037 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au).

Yours sincerely,

The *Life in Australia* team

### Rescheduled appointment details

#### Subject

Life in Australia video call

#### Time

Mon, 21 Nov 2022, 13:30 - 14:00

Australia; New South Wales, Victoria, Tasmania (Sydney, Melbourne, Canberra, Hobart) (GMT+11:00) [DST]

[Cancel/Reschedule](#)

#### Conferencing information

When it's time, join the meeting from PC, Mac, Linux, iOS or Android:

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_ZTc1Zjc2YTUjMjEzZS00MjQ4LWJlMzYyYU5YzlmYzBjMjRh@thread.v2/0?context=%7b%22id%22%3a%22530eb4d8-2b68-4bf4-88c4-05d960b8514d%22%2c%22Oid%22%3a%22ee337eac-b7f4-4a36-b740-0925a7fdb0c%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTc1Zjc2YTUjMjEzZS00MjQ4LWJlMzYyYU5YzlmYzBjMjRh@thread.v2/0?context=%7b%22id%22%3a%22530eb4d8-2b68-4bf4-88c4-05d960b8514d%22%2c%22Oid%22%3a%22ee337eac-b7f4-4a36-b740-0925a7fdb0c%22%7d)

#### Meeting ID

BKNG-G81D37VSPUHL

### Calendar event

If the event is not already in your calendar, you may add it from here:

[Add to Outlook Calendar](#)

[Add to Google Calendar](#)

[Add to Apple Calendar](#)

[Add to mobile/other calendar](#)

# Appendix 7: VALI interviewer training slides

# Video Assisted Live Interviewing (VALI) Training



A subsidiary of:

*I would like to begin by acknowledging the traditional custodians of the land we're meeting on today, and pay my respect to their Elders past, present and emerging.*

*I also acknowledge my gratitude that we share this land today, my sorrow for some of the costs of that sharing, and my hope and belief that we can move to place of equity, justice and partnership together.*

# Agenda

Overview

How to conduct VALI

Flash Cards

Interviewing Etiquette

Troubleshooting

Privacy and Confidentiality

Interviewer Welfare

# Overview of VALI



A subsidiary of:



# What is VALI?

- Video assisted live interviewing is a new form of interviewing we are trialing at the SRC, and we will be using it for the Life in Australia study panelists
- It will still require the use of Dimensions to read out questions and input QR answers, however, you will be asking these questions while connected to the QR in a Teams video call
- The QR will be shown flash cards on the screen with the code frames, that you will not need to read out to them
- VALI is being trialed to test how effective this method is when conducting surveys

# How does it work?



Participants will be sent a primary approach communication, via text or email, inviting them to take part in the study



This communication will include a link and instructions on how to set up an appointment using a platform called OnceHub



The appointments will appear in a shared Outlook Calendar as an event with the record IDs included in the details



You will open the record in Dimensions, and then enter the Teams call using the link in the Calendar event



You will read questions from Dimensions, displaying flashcards to the QR throughout, and input their answers here

# Primary Approach Communications

- Participants were sent an invitation email and subsequent reminder email, providing them with a link to enter OnceHub and set an appointment to conduct their video interview
- Some participants received an SMS with the OnceHub link
- They are able to cancel and rebook their appointment as needed
- When an appointment is set, it will appear in the shared Outlook Calendar

## Email invitation



Dear [NAME],

You are invited to participate in the December *Life in Australia* video survey.

These video interviews will be available this month only. You will be interviewed by a Social Research Centre employee. You can join from an Apple or Android phone or tablet or a laptop or desktop. For completing this survey, you will earn a \$10 reward. The survey will take about 15-20 minutes to complete.

To take part in the survey, we need you to **book a time convenient for you** for the video call using the link below. If you're having trouble accessing the booking website, copy and paste the link into your web browser.

[ONCEHUB LINK]

After you book a time, we will send you an email with instructions on how to join the video call. This will include links for the video call and for making a calendar appointment. The email will also give you information about how to reschedule or cancel. We will send you reminders before the video call.

The video call will use Microsoft Teams. You do not need to install Microsoft Teams to participate, although you may have a better experience if it is installed. For more information about how the survey will work, see here: <https://srcentre.com.au/our-research/life-in-australia-video-surveys>.

**We will only be doing video surveys from 28 November to 18 December**, so make sure you book early!

After this month, we will invite you to do online surveys as normal.

If you have any queries about the study, you can contact the Social Research Centre on 1800 023 040 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au). The [Life in Australia](#) webpage also has lots of information about the study.

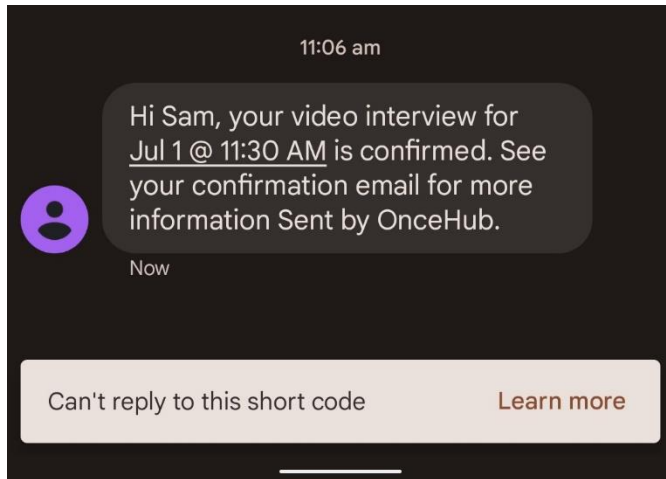
Yours sincerely,

The *Life in Australia* team.

To unsubscribe from all future *Life in Australia* surveys, please call 1800 023 040.

# OnceHub

- This is the landing page they are presented with when they click the OnceHub link
- Here they can select the date and time of their appointment
- It will then prompt them to enter some contact information, and once set, they will receive a confirmation email with the link to the Teams meeting, and an SMS



The screenshot shows the 'Life in Australia video call' booking page. At the top left is the 'Life in Australia' logo. On the right is a 'Help' link. The main heading is 'Life in Australia video call'. Below this is a paragraph: "Thank you for agreeing to participate in a video interview in the October Life in Australia survey. To book a call, please select a date and time." Below that is another paragraph: "Once you have selected a day and time, you will receive an email from mailer@oncehub.com with a link access the video call. It will also have links to create an appointment for your calendar software. We will send you reminders by email before the call time." At the bottom of this section is contact information: "By completing this survey, you will earn a \$10 reward. The survey will take about 15-20 minutes to complete. If you have any queries, you can contact the Social Research Centre on 1800 023 040 or LifeinAus@srcentre.com.au." Below this is a link: "https://www.srcentre.com.au/".

The right side of the page is titled 'Pick a date and time' with a 'Change selection' dropdown. It shows 'Duration: 30 minutes' and 'Your time zone: Australia; New South Wales, Victoria, Tasmania (Sydney, Melbourne, Canberra, Hobart) (GMT+11:00) [DST] (Change)'. Below this is a calendar for 'November 2022'. The calendar shows days from Mon to Sun. The 17th is highlighted with a blue circle. To the right of the calendar is a section titled 'Available starting times for Thu, 17 Nov 2022'. It has two columns: 'Before 12:00' and 'After 12:00'. Under 'Before 12:00', it says 'No times before 12:00'. Under 'After 12:00', there are six time slots in boxes: 13:30, 14:00, 14:30, 15:00, 15:30, 16:00, and 16:30.

# How to conduct VALI



A subsidiary of:

# Requirements for conducting VALI

- For the initial phase we will be conducting VALI in the office, though we will likely move back to WFH later in fieldwork
- You will need 2 screens to conduct a VALI interview, and a camera – at this stage if you do not have some of this equipment, we will provide it to you
- On one screen that is only visible to you, you will have Dimensions open – you will read the questions here and navigate through as normal
- Your second screen will be visible to the QR, and you will present the flash cards here
- Your video will be on for the interview, however, the QR will not be required to have their video on, particularly if there is lag on the call
- Neat and tidy presentation – office attire
- Greater efforts towards neutrality, fielding concerns, and call control

# Outlook Calendar

- When a QR has set their appointment, it will generate an event in a shared Outlook Calendar
- There will be 4 calendars, and each shift you will be assigned to one of them
  - They are called Video Interview 1, 2, 3, and 4
- You will need to look at when there are appointments set, and in between work on other projects you have been assigned to dial on
- Please recheck for appointments every 45 minutes

# Accessing Apps in the Calendar

Tick the calendar you have been assigned to for the day, and untick your own calendar and now your calendar will look like this....

Unticked

Ticked

The apps that have been made appear here, to access the details within them, double click the event, which will open up in a new window...



# Accessing Apps in the Calendar

The screenshot shows a calendar event page for "Sam - Life in Australia video interview" on Friday, 18/11/2022, from 5:30 PM to 6:00 PM. The event details include a "Join Teams meeting" button with a long URL, an attendee list with "Sam (sluddon@srcentre.com.au)", meeting type "Life in Australia video interview", team member "SRC Video Interview 1", and conferencing information. A "Customer's cancel/reschedule link" is provided as a URL. The "Booking ID" is "BKNG-L46D9KV52P38" and the "ID" is "16002356".

Annotations in the image point to the following elements:

- The "Join Teams meeting" button and its URL.
- The attendee "Sam (sluddon@srcentre.com.au)".
- The "Customer's cancel/reschedule link" URL.
- The "ID: 16002356" field.

This is the name of the QR

This link is to the Teams meeting where you will conduct the survey, clicking on it will open up the call

This link is to OnceHub, which the QR can use to reschedule/cancel their appointment

ID refers to the specific record on Dimensions that you need to pull up – this will correspond with the QRs details that we already have, and will be the record you use to read questions and input answers

# Workflow

## Preparation

- Check Calendar for apps, start getting things set up for the call 5 minutes beforehand

## Step 1

- Open the Calendar event by double clicking the app and note down the record ID

## Step 2

- Open up the Dimensions record using the Microsoft Edge browser on the screen you are facing with the camera

## Step 3

- Open up the flash cards and position them on your other monitor

# Workflow

## Step 4

- Enter the Teams meeting link to enter the call, **2 minutes before** the scheduled start time, again keeping it on the screen you are facing

## Step 5

- When the QR has arrived, introduce yourself briefly using the scripting on Dimensions, thank them for joining, and start screensharing the flashcards

## Step 6

- Begin to deliver the script and questions, clicking through the flashcards when instructed to do so by the Interviewer Notes

# Honouring Appointments

- **It is imperative that you are on time for appointments**
- The QR should not be expected to wait for you
- If a QR enters a call and notices no one else is there, they may think that they have
  - entered the wrong call
  - are experiencing a technical issue
  - have missed the person they are meant to speak to
- Please make sure you follow the workflow suggestion and **enter the call 2 minutes before it's scheduled start**, to ensure you are on time and ready for the QR

# Trialling VALI with LinA

- Life in Australia panel members have been regularly contributing to the study each month, and we need to ensure we do not lose them as the result of a poorly conducted VALI call
- This trial will only be for this month of LinA, and will not be the norm, so please assure them of this should they ask or become hesitant
- The LinA members taking part have already shown interest in trialling this new video interview method, so it should not come as a huge surprise, however, we need to optimise their experience as much as possible

# Flashcards



A subsidiary of:

# Flashcards

MULTICULT

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

The flashcards are a PDF file containing the code frames to some questions, and some blank cards without any text

Instead of reading these code frames as you normally would, you simply need to wait for the QR to pick an answer from what they can see

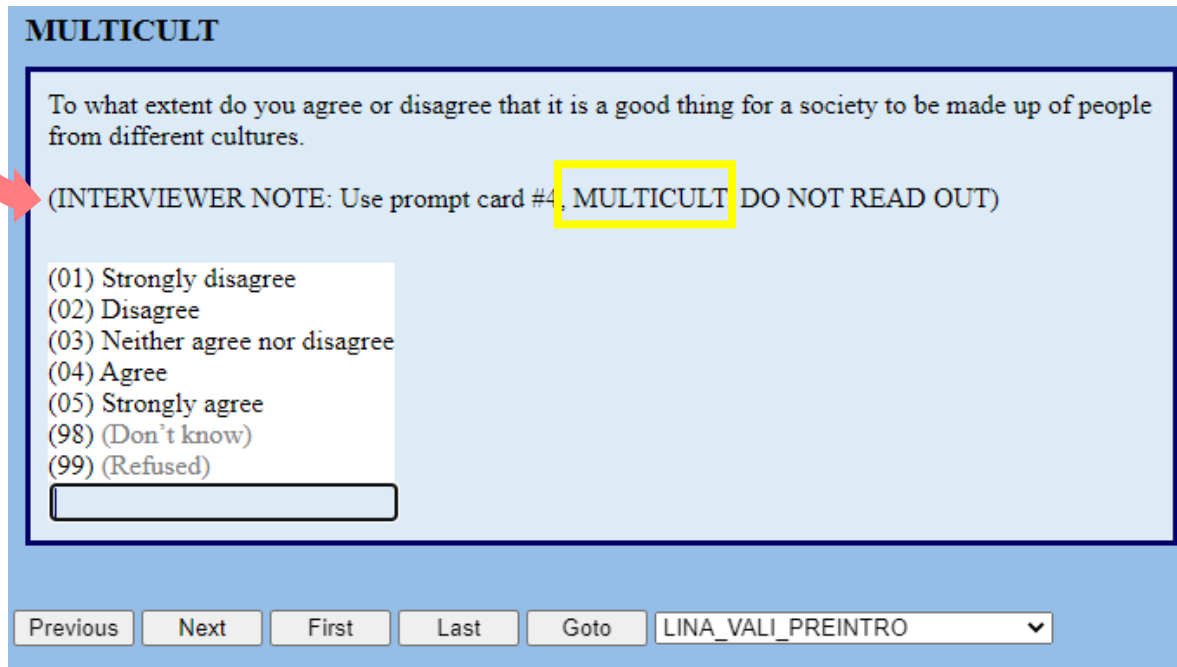
Normal requirements around probing back to the code frame will be required if the QR answers with something else

Dimensions will have instructions on when to show which flashcard



# Interviewer Notes

Throughout the survey, there will be instructions to help guide you with displaying the Flashcards



**MULTICULT**

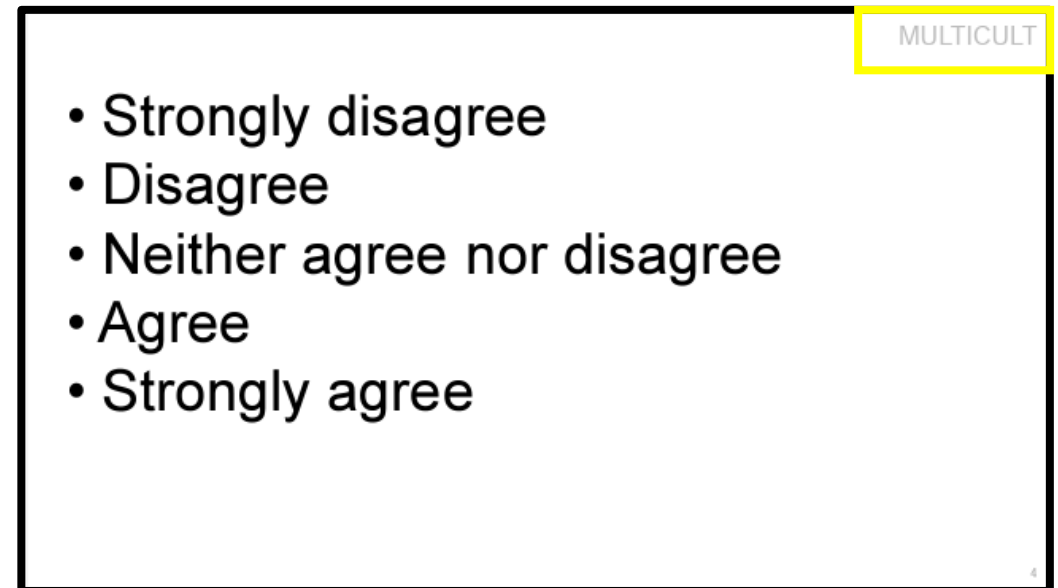
To what extent do you agree or disagree that it is a good thing for a society to be made up of people from different cultures.

(INTERVIEWER NOTE: Use prompt card #4, **MULTICULT** DO NOT READ OUT)

(01) Strongly disagree  
(02) Disagree  
(03) Neither agree nor disagree  
(04) Agree  
(05) Strongly agree  
(98) (Don't know)  
(99) (Refused)

Previous Next First Last Goto LIN VALI PREINTRO

Each flashcard with a code frame will have an identifier on the top right hand corner, which corresponds with the interviewer note displayed



**MULTICULT**

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

**You will need to input answers through Dimensions whilst simultaneously clicking through the flashcards to correspond with the questions, making sure the QR can see the relevant flashcard when it is needed**



# Interviewing Etiquette



A subsidiary of:

## We're now on video – what does this mean?

- Naturally, being able to see someone can make us become more friendly and willing to engage in conversation
- This will mean we need to consider how we transition between the two stages of an interview, similar to how we conduct CATI
  - Introduction – relaxed and friendly rapport building, with warm greetings, introductions, and thanks
  - In survey – changing to a more consistent and maintained manner focused on remaining neutral and unbiased when delivering questions

# Rapport building

As the QR enters the call, you will need to do a couple of things:

- Greet them
- Introduce yourself and the SRC
- Confirm they are the QR e.g. “you must be John, it’s nice to meet you”
- Thank them for joining and participating
- Explain the video component as they are likely to be curious

Try to keep this as natural as possible, without relying on scripting

*“Hello there! I’m Jane, calling you from the Social Research Centre, you must be John, is that right? How are you today?*

*...*

*Well it’s great to meet you, thank you so much for joining me in this video call, I know it’s a bit unusual.*

*We’re basically trialling using video calls as a way to conduct a study, and I want to assure you it’s just for this month of Life in Australia, and then we’ll go back to our normal monthly surveys.*

*So with all of that in mind, let’s make a start on it, I’ll just check a couple of things with you first and we’ll jump in.”*

## Transitioning into the survey

- Having established you are with the QR, they can see the flashcards well, and you have gone through the initial confirmation questions, now you will move into the survey proper
- Here, you need to change tact slightly and consider neutrality...

# Neutrality

- Maintaining neutrality is a fundamental component of rigorous research
- We need to be conscious of our own biases, and not let them filter into the interviewing space
- We do this with CATI when we remain silent when the QR answers a question, and not engaging when the QR comments on something
- With VALI there are more things to consider

# What would you avoid?

# What would you do?



# Considerations



Unlike CATI, the QR will now be able to see you



You need to be conscious of how your reactions appear:



## Facial expressions

Rolling eyes

Raising eyebrows

Scoffing

Excessive smiling



## Body language

Shaking or nodding head

Posture

Touching the face



# Interviewing Etiquette



Relax your face - a gentle smile is encouraged

- try to avoid looking disinterested

Feel free to warmly greet and thank the QR when they enter the call

Appear attentive by glancing at the camera after reading a question

- this makes it look like you are maintaining eye contact

Keep good posture by sitting straight and leaning against the back of the chair, adjusting your seat height as needed

- try to avoid slouching

# Interviewing Etiquette

- There will be questions in the survey that ask for the QR's opinion, which may conflict with your own
  - Maintain a neutral face as they answer
  - Do not comment or engage in side conversation on any points they bring up
- Try your best to guide the QR back to what is being asked, using the same probing and call control techniques you would apply in CATI
- QRs may become naturally more chatty as being able to see the person you're conversing with can make us more comfortable
  - The point of having the flashcards is to make it clear they can only pick from the options they can see, so guide them back to choosing an answer from here

# Signs of distress



In general, managing distress may involve any of the following:

- allow the participant time to compose themselves
- offer referral contact numbers appropriate to what is known of the situation
- maintain empathetic neutrality and avoid passing judgment or counsel, including:
  - never offering an opinion
  - never commenting on a participant's circumstances
  - never providing advice
- use incident reporting procedures where necessary
- deliver questions neutrally and in the same manner throughout
- don't pre-empt their responses or make the respondent feel like they should be upset

# Interviewing Etiquette

- At the close of the survey, when you are reading the last screen in Dimensions, make sure you have met ISO requirements
- Make sure to repeat the essential information of:
  - your name,
  - the SRC, and
  - the client
- Having done this, we encourage you to warmly thank the QR for their time, and sign off in a natural way

# Troubleshooting



A subsidiary of:

## Helping the QR with troubleshooting

Be prepared to assist the QR with technical issues

- Helping them to turn their camera on or off
- Helping them to unmute themselves

We will have a practice session where you will have the opportunity to see what the screen will look like both as a QR and as an interviewer, this will help you understand how to instruct them

Often, this will come down to:

- instructing them to click an option in the Teams call
- leaving and re-entering the meeting
- turning their camera off to improve internet quality
- messaging them using the chat function

## Helping the QR with troubleshooting

Remember, there is a limit to how much we can end up helping the QR

- Consider how much tech literacy the person you are speaking to has
- Gauge how well they are at following instructions
- If you are unable to make much headway after 5 minutes of troubleshooting, make the call of ending the interview
  - Politely terminate the call using some tact
  - Explain that you don't want to keep them longer if it's not going to work
  - Explain that we can try again at another time
  - It's almost as important to know how things can go wrong to help us improve the process in the future, so thank them because it's still valuable time spent!



## Helping the QR with troubleshooting

- It is possible that a QR may become stressed and frustrated that they are experiencing a technical issue, as they have likely set aside time to complete this call in their otherwise busy life
- Try your best to reassure them by taking them through the steps slowly, getting confirmation from them as needed, and asking them to describe what they can see
- By going through the troubleshooting steps in a methodical manner, we can help the QR feel like the issue is common and not their fault, greatly increasing the chance they will calm down and be able to proceed

# QR has missed the appointment

- The first screen in Dimensions asks you to input if the QR has arrived within 5 minutes
- If they have not, we consider this having missed the appointment
- Coding off a 'No' here will code off the record entirely and trigger an email to be sent to the QR, letting them know they have missed their appointment and will need to book another one
- This will also trigger an app being made in the reminder job
- This app will be in 24 hours time, and we will call the QR to organize a new appointment with them which we will book for them using the OnceHub platform, or we can ask them to book it themselves

LINA\_VALI\_PREINTRO

(DO NOT READ OUT)

Information for video-assisted live interview.

Video link: [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_ZTAyNzBhOWMtYWQ5Yy00OWU4LTg0MTAtZjE4MjdmNmVlZDBj%40thread.v2?context=%7b%22Tid%22%3a%22530eb4d8-2b68-4bf4-88c4-05d960b8514d%22%2c%22Oid%22%3a%22ee337eac-b7f4-4a36-b740-0925a7fddb0c%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTAyNzBhOWMtYWQ5Yy00OWU4LTg0MTAtZjE4MjdmNmVlZDBj%40thread.v2?context=%7b%22Tid%22%3a%22530eb4d8-2b68-4bf4-88c4-05d960b8514d%22%2c%22Oid%22%3a%22ee337eac-b7f4-4a36-b740-0925a7fddb0c%22%7d)

Contact number: 07XXXXXXXX

Email address:

Name: John Doe

Did John Doe join the meeting within 5 minutes of the scheduled start time?

(1) Yes

(2) No

## QR needs to continue at another time

- If you are partway through the survey and the QR needs leave the call and continue at another time, you will need to rebook a new appointment
- The link to OnceHub will appear on your screen at all times

[Respondent facts:] Allow Monitoring: ; Survey Length: 32.27 minutes  
 Oncehub appointment link: <https://go.oncehub.com/SRC-N2SJLBDF9X?ID=21109407&name=John&email=>  
 Prompt card link: [https://insights.srcentre.com.au/public/9076/prompt\\_card\\_1.pdf](https://insights.srcentre.com.au/public/9076/prompt_card_1.pdf)  
 DEVICE\_TYPE

Hard appointment
Soft appointment
Technical difficulties
Location / activity not allowing interview (AVOID) Midway termination

- You will need to open this link and choose a date and time with the QR that they are happy with – they can of course change this later if they need to by reopening the OnceHub link they initially received in an email
- Once you have set the new Teams call appointment, you will need to code off the record using the side call outcomes as normal with either soft or hard appointment
- **Please include in your app note which question number and flashcard the QR is up to**

# Privacy and Confidentiality

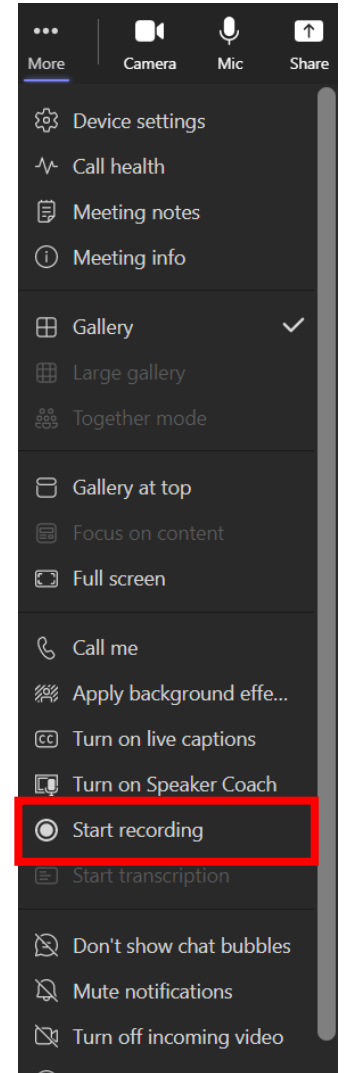


A subsidiary of:

# Privacy Concerns

If the QR has concerns around privacy and confidentiality, please assure them that:

- We adhere to the Privacy Act which includes the Australian Privacy Principles
- The interviews will be recorded, with their consent, but they do not need to have their video on if they prefer not to
  - To record the video, you must click this icon on the Teams call, but only do so after you have asked the QR if they consent to this
  - This is scripted into Dimensions very early on



# Interviewer Welfare



A subsidiary of:

# Your wellbeing

- LinA panel members participate consistently in our studies and receive monetary incentives for doing so, as such, they are unlikely to jeopardise their membership
- However, we must still consider what to do when a QR does or says something inappropriate
- Remember, **you** are in control of the situation

# Your wellbeing

You are not expected to tolerate abuse or harassment. If you experience a situation like this, please do the following:

- Be polite and professional, but always firm.
- Refrain from retaliation.
- Warn the respondent a minimum once that the call will be terminated if the abuse or harassment continues.
  - “I’m afraid I’m going to have to hang up if you continue speaking to me that way. (Warning).”
  - “If you continue to speak to me in that manner, I will end the call (Warning).”
- Advise the respondent that you are going to terminate the call:
  - “Due to the language you’re using I will not be continuing with the survey, thank you for your time (Disconnect).”
  - “I’m going to be hanging up now due to the way in which you’re addressing me (Disconnect).”



# That's a wrap!



Any questions?

# Appendix 8: VALI interviewer manual

# Video Assisted Live Interviewing (VALI)

## Practical Manual



Social  
Research  
Centre

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# 1. Introduction

This guide, as an accompaniment to training, has been designed to support you in effectively setting up and conducting Video Assisted Live Interviewing. Workflow procedure is explained in detail.

This guide covers how to:

- set up the shared Outlook Calendar
- open the flashcards
- set up Teams video background and side by side screensharing
- navigate Dimensions and the flashcards
- set appointments in OnceHub
- download and save video recordings
- troubleshoot with the participant
- build rapport, maintain neutrality, and control the call
- handle challenging respondents
- reflect on your own wellbeing when faced with challenging scenarios

**A reminder:**

**It is essential we are on time when honouring appointments. Please make sure you are communicating with the other interviewers and the supervisors if you are stuck in an interview on another project and may miss your VALI appointment, and if and when you are going on break.**

## 2. Workflow

### Preparation

- Check Calendar for apps – let's say there is one at 5pm
- 5 minutes before the app, start getting things set up for the call i.e. at 4:55pm
- **You will need to check the calendar every 45 minutes in order to stay on top of apps**

#### 1. Calendar

- Open the Calendar event by double clicking the app and note down the record ID

#### 2. Opening Dimensions

- Open up Dimensions to the project using the Microsoft Edge browser, on the screen you are facing
- Select 'Get Specific Record'
- Input the record ID
- Click the blue play button to enter the record

#### 3. Flashcards

- Open up the flash cards using the link in Dimensions
- Drag the tab with the flashcards and position them on the screen you are not facing, make sure there is nothing else visible on this screen

#### 4. Opening Teams call

- Go back to the Calendar, and click on the Teams meeting link to enter the call
- Move the Teams call window to the screen you are facing
- Ensure you are in the Teams call and waiting for the QR to enter the call **2 minutes before** the scheduled start time i.e. at 4:58pm
- Set up your background to display the SRC logo

#### 5. Greeting QR

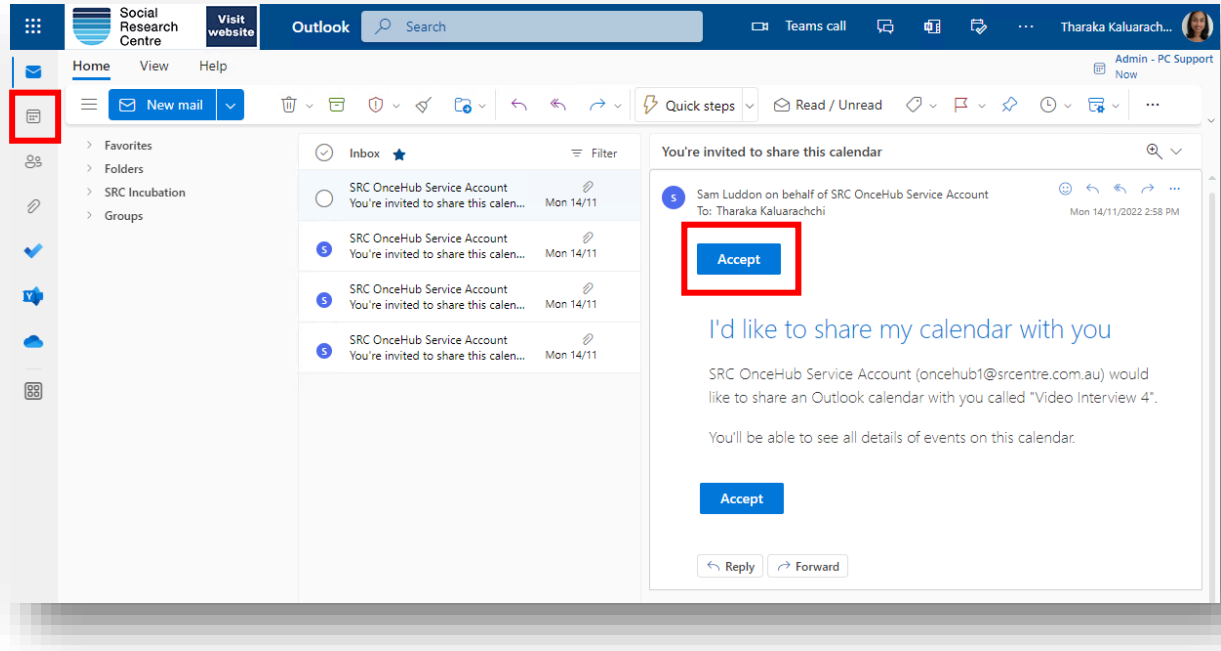
- When the QR has arrived, introduce yourself briefly using the scripting on Dimensions, thank them for joining, and start screensharing the flashcards in content only mode
- When you minimize the Teams call, the QRs video will show up in a small rectangle in the bottom corner of your screen, allowing you to see both them and Dimensions
- You can move this little video window to a spot that optimizes what you can see so as not to cover any buttons, a good spot is up the top where the participants fields are

#### 6. Delivery

- Begin to deliver the script and questions, clicking through the flashcards when instructed to do so by the Interviewer Notes
- There are blank flashcards in between code frames so the QR can focus on what you are saying before they start reading what is on screen

## 3. Outlook Calendar

### 3.1. Invite to shared Calendars



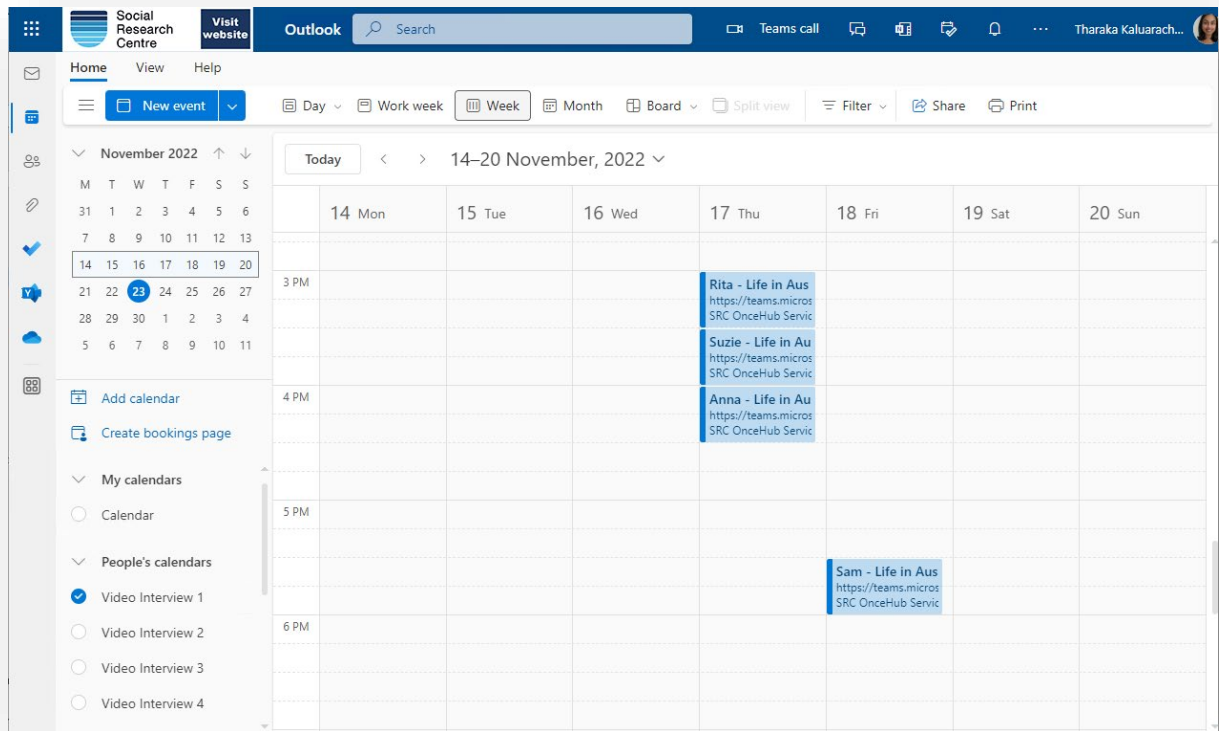
You will have received 4 emails, inviting you to share the 4 calendars. If you have opened the emails in the Outlook app, they will look something like this:

Please make sure you click Accept, this will ensure they are now visible to you.

Open the calendar by clicking the icon on the lefthand side panel.

## 3.2. Displaying the Calendar

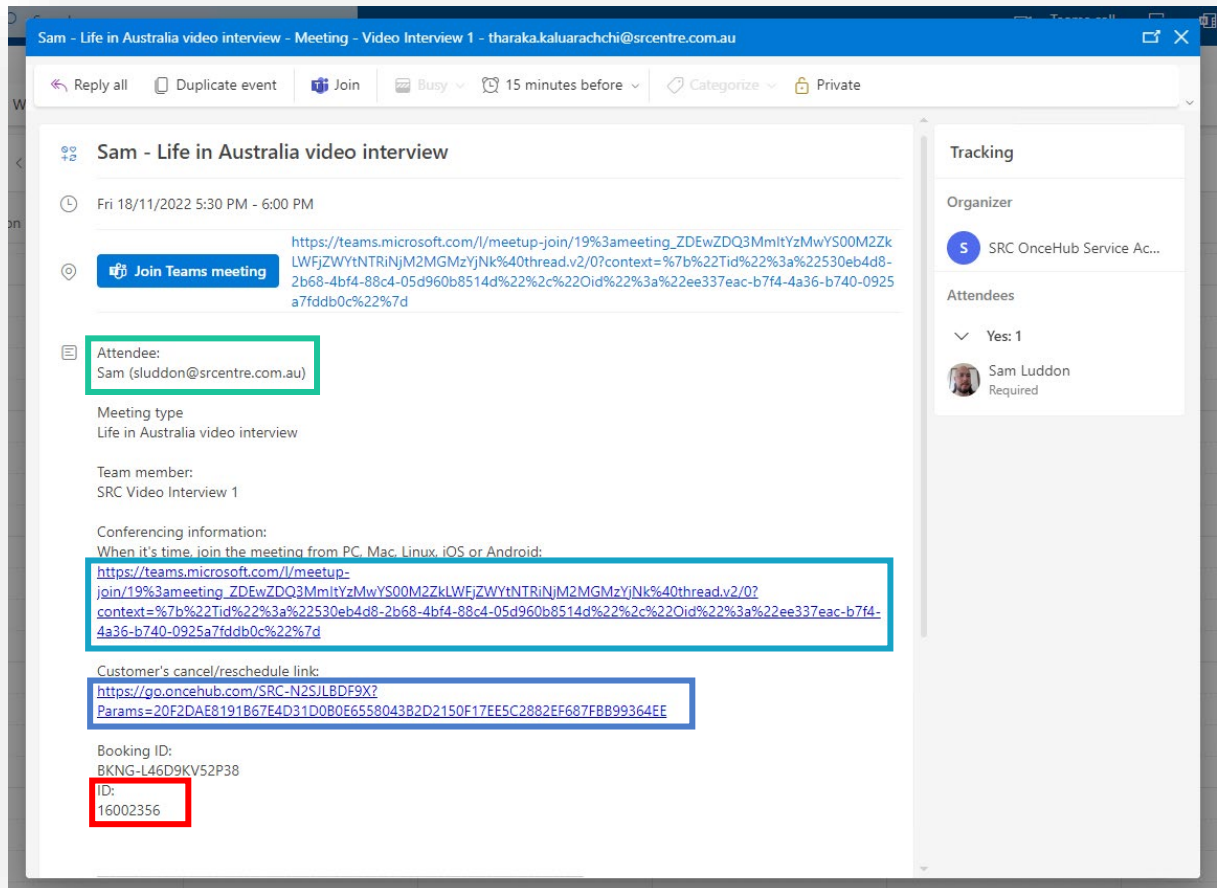
Unticking your own calendar and ticking the calendar you have been assigned will now display the apps that have been made from the participants:



The apps that have been made appear here, to access the details within them, double click the event, which will open up in a new window.



### 3.3. Opening the Appointment

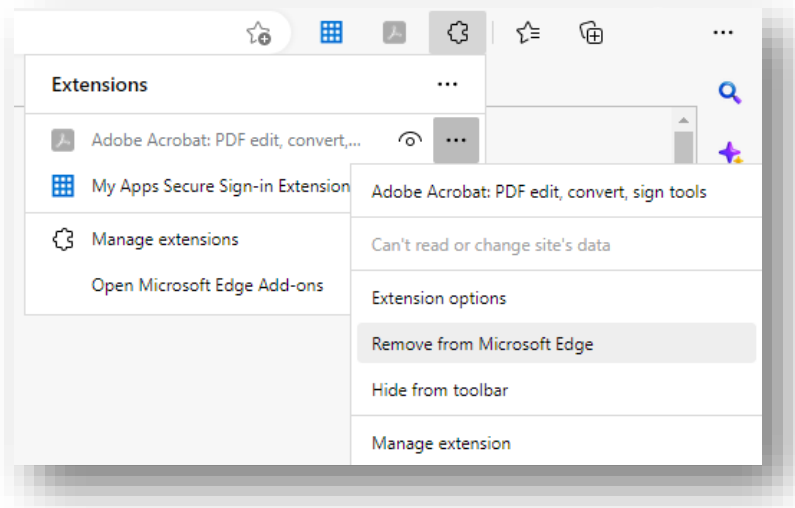


- **This** is the name of the QR
- **This link** is to the Teams meeting where you will conduct the survey, clicking on it will open up the call
- **This link** is to OnceHub, which the QR can use to reschedule/cancel their appointment
- **ID** refers to the specific record on Dimensions that you need to pull up – this will correspond with the QRs details that we already have, and will be the record you use to read questions and input answers

## 4. Flashcards

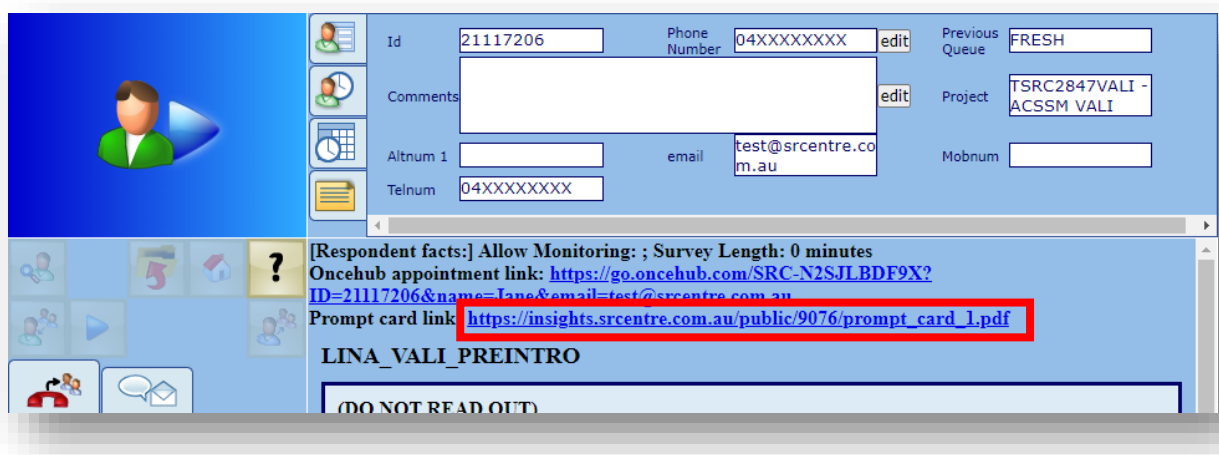
Open Microsoft Edge and log into Dimensions – this should be positioned on the screen you are facing where the camera is.

Remove the Adobe extension if it is installed:

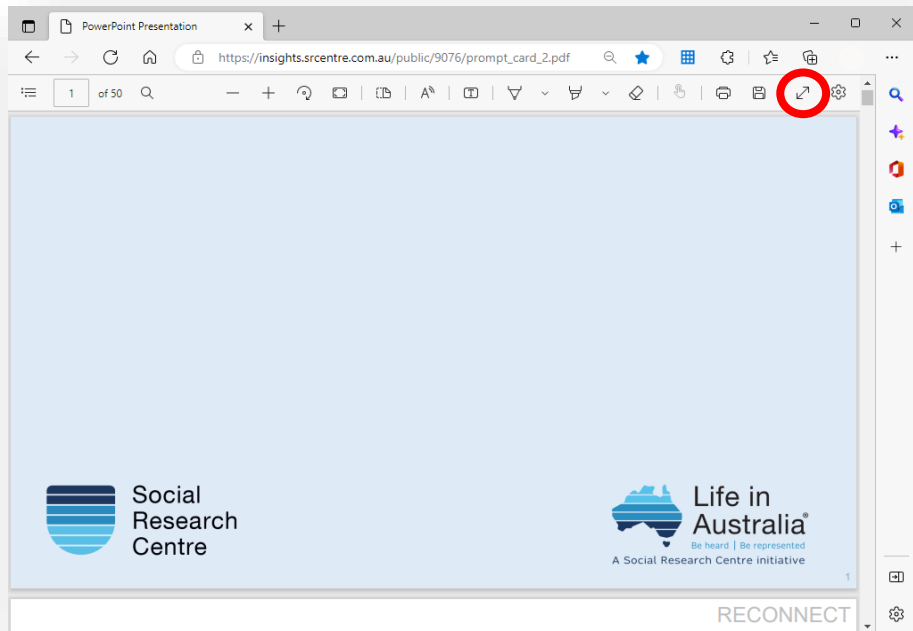


Pull up the record (remember the ID is in the app on the calendar) by using the 'Get Specific Record' function, and enter the survey by hitting the blue play button.

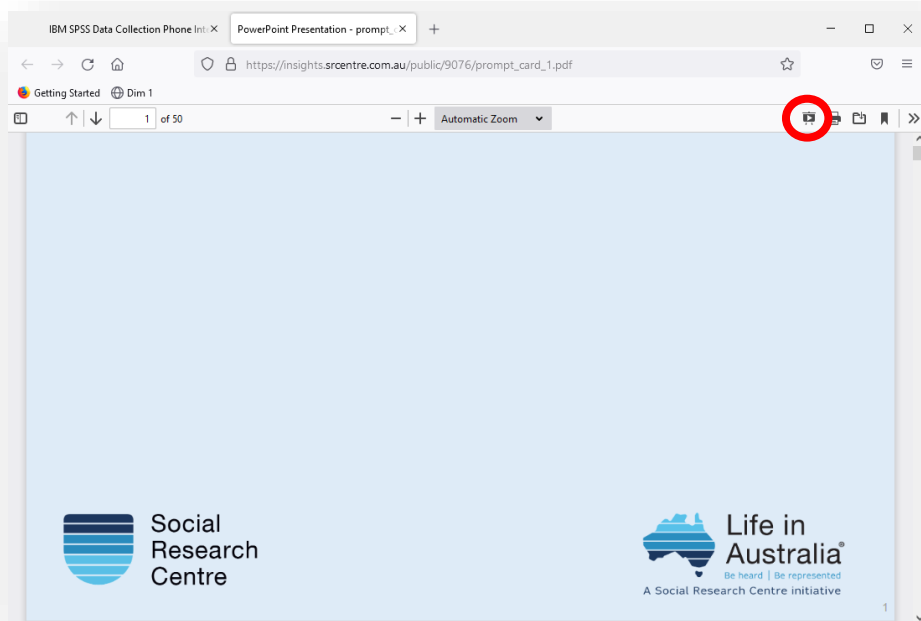
Open the link to the flashcards - this will open in another tab that you will need to drag over to the screen you are not facing. You will need to open this for every single survey you do, and the flashcards will be unique to the QRs survey (LinA can have reversed Likert scale code frames i.e. some QRs may be presented with Strongly Agree to Strongly Disagree, and some may be presented with Strongly Disagree to Strongly Agree)



Enter full screen mode by clicking this icon in the top right corner. Scrolling, using the keyboard arrow keys, or page up/down keys will all move you through the slides. To exit full screen mode, use Esc.



If you happen to use Firefox to open Dimensions and the flashcards while WFH, please enter full screen mode by clicking this:



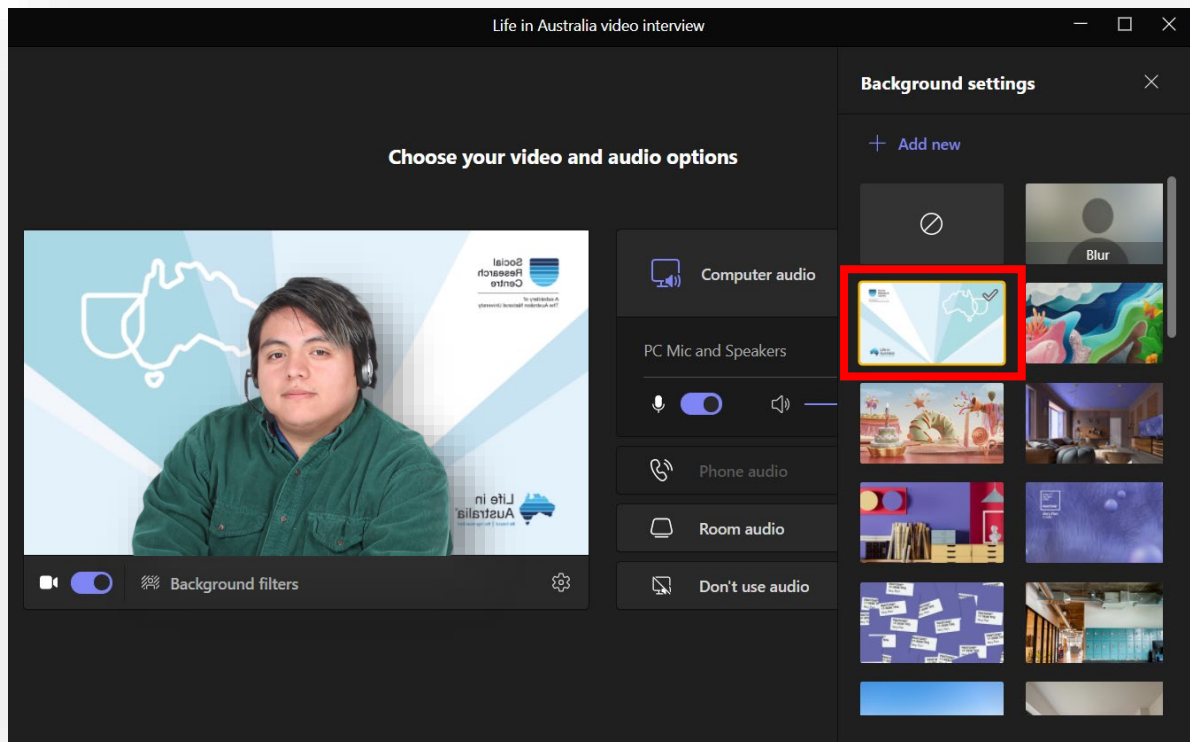
Clicking, scrolling, using the keyboard arrow keys, or page up/down keys will all move you through the slides, and clicking the Home key will return you to the first flashcard. To exit full screen mode, use Esc.

## 5. Teams Video

### 5.1. Background

Having entered the Teams video call from the link in the appointment, you will need to set up your background.

Use this pre-set image, it has the SRC logo and should appear automatically as an option - this may appear reversed when you apply it, but will correct itself.

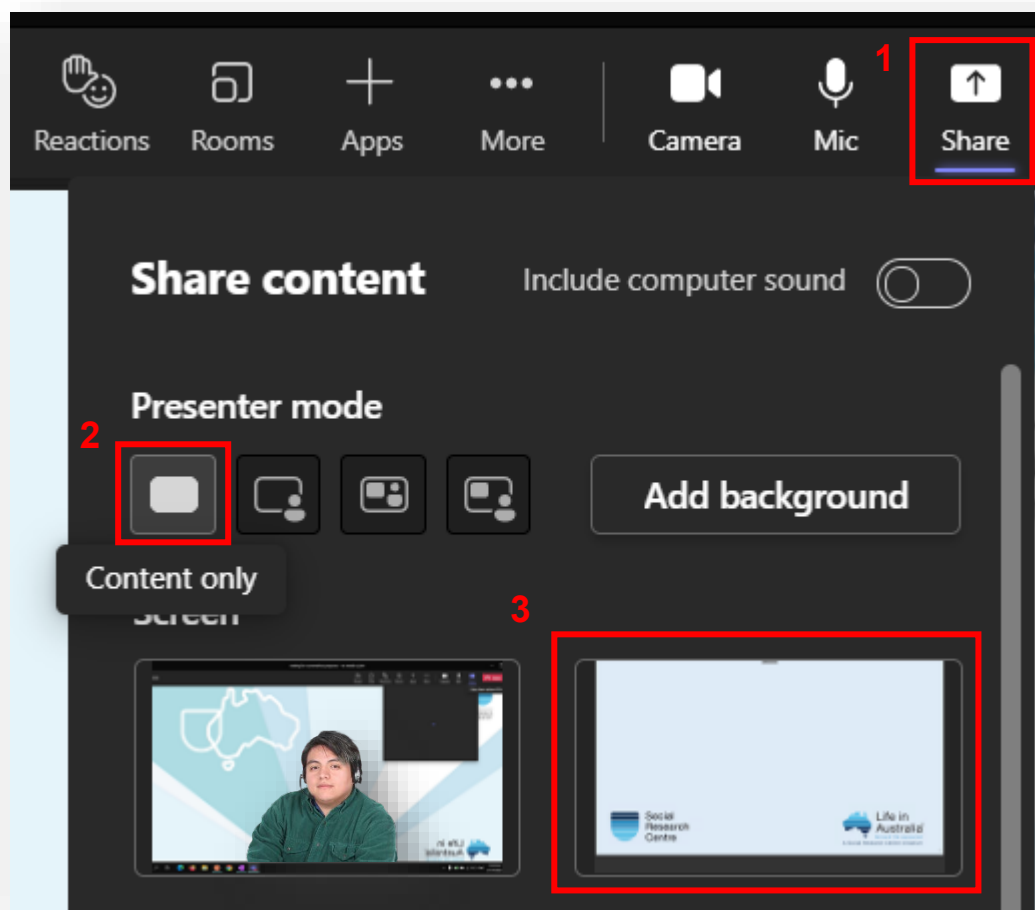


## 5.2. Screensharing - Content Only

Make sure once you have opened the flashcards that this tab from Edge is the only window visible on that screen. All other programs you have open should be on the screen you are facing with the camera. This will include:

- Teams
- Teams Call
- Outlook application
- Microsoft Edge with tabs in
  - o Dimensions
  - o Timesheet

To begin screensharing the flashcards, you will need to click on these three things: Share, Content only, and select the screen with the flashcards (already pulled into full screen mode).



When finishing the VALI call, please leave the meeting without stopping screensharing.

# 6. Navigating a VALI call

Once you have set up your screen, entered the call, greeted the QR and begun sharing the flashcards, you will be in the survey proper.

There are Interviewer Notes in red where there is a flashcard that needs to be displayed. The flashcards themselves have page numbers on the bottom right hand corner, and the question number in the top right. These correspond with the interviewer note, where 'prompt card #2' refers to the page number, and 'RECONNECT' refers to the specific flashcard and question, see below:

**LINA\_VALI\_RECONNECT2**

And just in case, you can call the number in the appointment email: **1800 083 037**.

**(INTERVIEWER NOTE: Use prompt card #2, RECONNECT.)**

(1) Continue

**Reconnect number:**  
**1800 023 040**

RECONNECT

2

You will need to continuously click in and out of Dimensions and the Flashcards to move through the questions and code frames.

Please pay close attention to which flashcard needs to be displayed.

## 7. OnceHub

### 7.1. QR misses appointment

The first screen in Dimensions asks you to input if the QR has arrived within 5 minutes:

**LINA\_VALI\_PREINTRO**

Good morning, my name is (...). Can I confirm I am speaking with **Pauline Wood**?

Thank you very much for agreeing to participate in a video interview.

**(DO NOT READ OUT BELOW)**

Information for video-assisted live interview.

Video link:  
Contact number: 0400000000  
Email address: testemail@srcentre.com.au  
Name: Pauline Wood

Did **Pauline Wood** join the meeting within 5 minutes of the scheduled start time?

**(INTERVIEWER NOTE: select option 3 after 5 minutes if there is an appointment booked after this timeslot, e.g. If this is a 10am appointment and you have an appointment at 10:30am)**

(1) Yes  
(2) No (wait another 5 minutes)  
(3) No (terminate the meeting)

If the QR has not arrived in 5 minutes and you have an appointment scheduled in the next time slot, choose option 3 'No (terminate the meeting)', we consider this having missed the appointment. When you have back to back appointments you can't afford to wait too long for the QR as you might miss your next appointment.

However if you **don't have a follow up appointment scheduled right after** please choose option 2 'No (wait another 5 minutes)'.

**LINA\_VALI\_PREINTRO2**

Good morning, my name is (...). Can I confirm I am speaking with **Pauline Wood**?

Thank you very much for agreeing to participate in a video interview.

**(DO NOT READ OUT BELOW)**

Information for video-assisted live interview.

Video link:  
Contact number: 0400000000  
Email address: testemail@srcentre.com.au  
Name: Pauline Wood

Did **Pauline Wood** join the meeting within 10 minutes of the scheduled start time?

(1) Yes  
(2) No

If they still haven't arrived after another 5 minutes code as 2, 'No'.

Coding off option 3 'No (terminate the call)' at LINA\_VALI\_PREINTRO or option 2 'No' at LINA\_VALI\_PREINTRO2 will code off the record entirely and trigger an email to be sent to the QR, letting them know they have missed their appointment and will need to book another one.

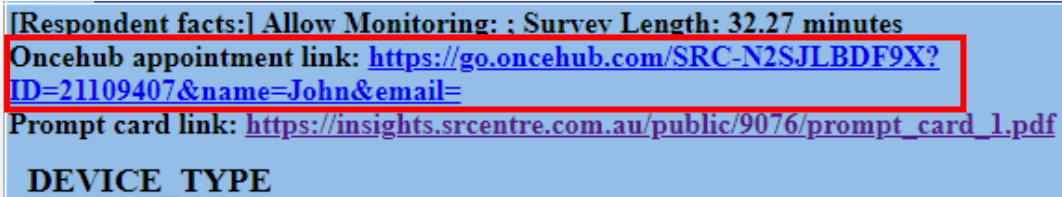
This will also trigger an app being made in the reminder job.

This app will be in 24 hours time, and we will call the QR via CATI to organize a new appointment with them which we will book for them using the OnceHub platform, or we can ask them to book it themselves.

## 7.2. QR needs to continue at another time

If you are partway through the survey and the QR needs leave the call and continue at another time, you will need to rebook a new appointment with them.

The link to OnceHub will appear on your screen at all times.



[Respondent facts:] Allow Monitoring: : Survey Length: 32.27 minutes  
Oncehub appointment link: [https://go.oncehub.com/SRC-N2SJLBDF9X?  
ID=21109407&name=John&email=](https://go.oncehub.com/SRC-N2SJLBDF9X?ID=21109407&name=John&email=)  
Prompt card link: [https://insights.srcentre.com.au/public/9076/prompt\\_card\\_1.pdf](https://insights.srcentre.com.au/public/9076/prompt_card_1.pdf)  
DEVICE\_TYPE

You will need to open this link and choose a date and time with the QR that they are happy with – they can of course change this later if they need to by opening the OnceHub link they initially received in an email.

This is the landing page when you click on the OnceHub link:



### Life in Australia video call

Thank you for agreeing to participate in a video interview in the October Life in Australia survey. To book a call, please select a date and time.

Once you have selected a day and time, you will receive an email from mailer@oncehub.com with a link to access the video call. It will also have links to create an appointment for your calendar software. We will send you reminders by email before the call time.

By completing this survey, you will earn a \$10 reward. The survey will take about 15-20 minutes to complete.

If you have any queries, you can contact the Social Research Centre on 1800 083 037 or LifeinAus@srcentre.com.au.

<https://srcentre.com.au/our-...>

## Pick a date and time

Change selection ▼

Duration: 30 minutes

Your time zone: Australia; New South Wales, Victoria, Tasmania (Sydney, Melbourne, Canberra, Hobart) (GMT+11:00) [DST] ([Change](#))

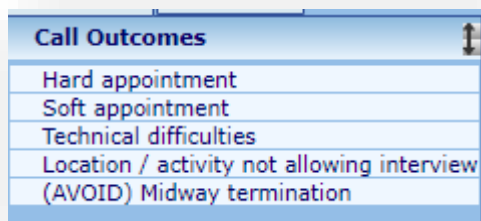
November 2022							<   >
Mon	Tue	Wed	Thu	Fri	Sat	Sun	
	1	2	3	4	5	6	
7	8	9	10	11	12	13	
14	15	16	17	18	19	20	
<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	
28	29	30					

< October December >

Available starting times for  
**Mon, 21 Nov 2022**

Before 12:00	After 12:00
<b>No times before 12:00</b>	14:00
	14:30
	15:00
	15:30
	16:00
	16:30

Once you have set the new Teams call appointment, you will need to code off the record using the side call outcomes as normal with either soft or hard appointment.



Please include in your app note which question number and flashcard the QR is up to e.g.:

**HARD, 10 minutes in with QR at GENTRUST with prompt card #18, ADV CB 10am Thu 24<sup>th</sup>, OnceHub app set**

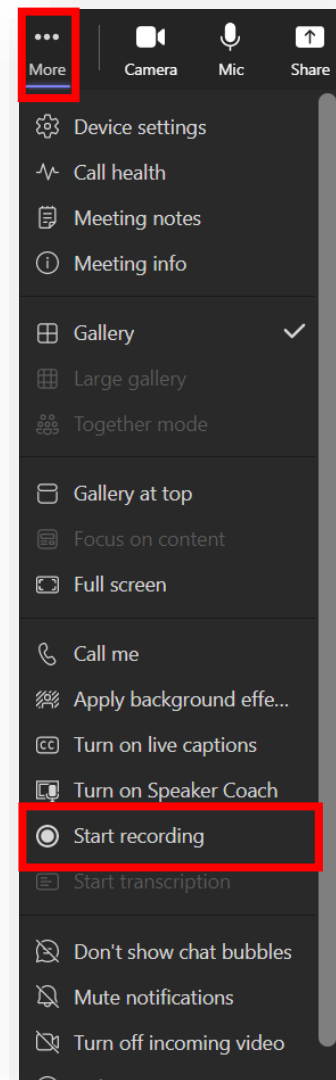
## 8. Recordings

### 8.1. Setting up recording

Early in Dimensions we will be asking the QR for consent to monitor and record the call.

If the QR does not consent, please ask them first if they would be more comfortable if they turned off their camera for the call, and then we recorded. Remind them we only want to record the call for training purposes. If they say no to this, please assure them this is completely fine, and continue on as normal.

If the QR does consent to recording, you will need to hit 'More' and 'Start recording' within the Teams call; see right:

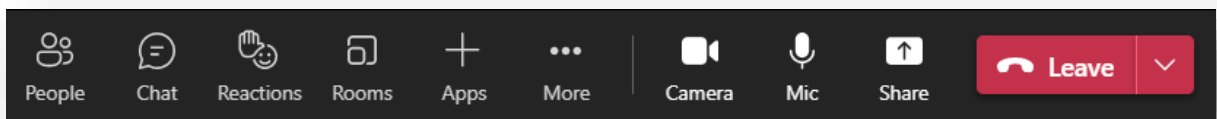


## 9. Troubleshooting

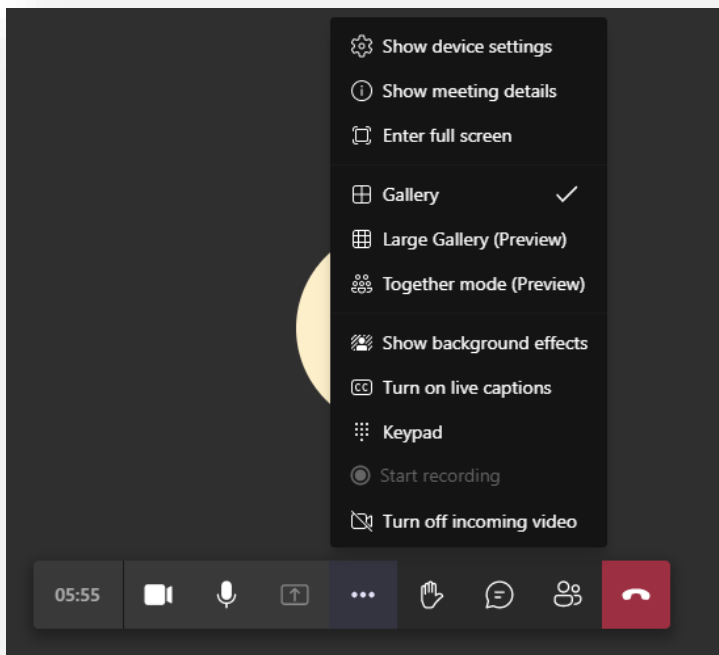
Be prepared to assist the QR with technical issues, and often, this will come down to:

- instructing them to click an option in the Teams call
- leaving and re-entering the meeting
- turning their camera off to improve internet quality
- messaging them using the chat function

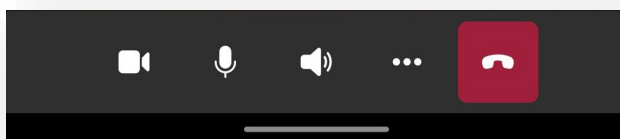
If they are using the Teams app on a computer, they will likely have these options which will be the same as yours:

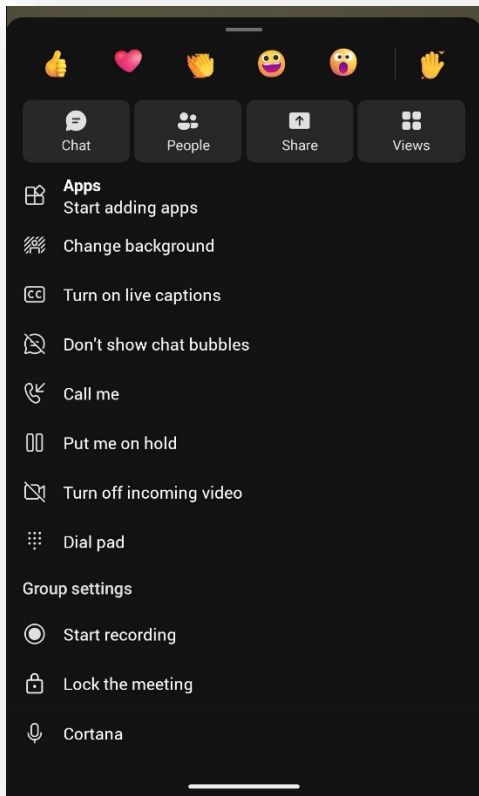


If they are using a browser on a computer to open the Teams call, they will likely have these options:



If they have used a phone with the Teams app to enter the call, they will likely have these options:





**For some longer code frames, the bar showing camera and audio may cover some options. Instruct the QR to tap or click once in the middle of the screen to hide this bar, thereby making the whole flashcard visible.**

Remember, there is a limit to how much we can end up helping the QR

- Consider how much tech literacy the person you are speaking to has
- Gauge how well they are at following instructions
- If you are unable to make much headway after 5 minutes of troubleshooting, make the call of ending the interview
- Politely terminate the call using some tact
  - Explain that you don't want to keep them longer if it's not going to work
  - Explain that we can try again at another time
  - It's almost as important to know how things can go wrong to help us improve the process in the future, so thank them because it's still valuable time spent!

It is possible that a QR may become stressed and frustrated that they are experiencing a technical issue, as they have likely set aside time to complete this call in their otherwise busy life.

Try your best to reassure them by taking them through the steps slowly, getting confirmation from them as needed, and asking them to describe what they can see.

By going through the troubleshooting steps in a methodical manner, we can help the QR feel like the issue is common and not their fault, greatly increasing the chance they will calm down and be able to proceed.

# 10. Interviewing Etiquette

## 10.1. Being on video

Naturally, being able to see someone can make us become more friendly and willing to engage in conversation. This will mean we need to consider how we transition between the two stages of an interview, similar to how we conduct CATI:

- Introduction – relaxed and friendly rapport building, with warm greetings, introductions, and thanks
- In survey – changing to a more consistent and maintained manner focused on remaining neutral and unbiased when delivering questions

## 10.2. Building rapport

As the QR enters the call, you will need to do a couple of things:

- Greet them
- Introduce yourself and the SRC
- Confirm they are the QR e.g. “you must be John, it’s nice to meet you”
- Thank them for joining and participating
- Explain the video component as they are likely to be curious

Try to keep this as natural as possible, without relying on scripting.

Having established you are with the QR, they can see the flashcards well, and you have gone through the initial confirmation questions, now you will move into the survey proper. Here, you need to change tact slightly and consider neutrality...

## 10.3. Neutrality

Maintaining neutrality is a fundamental component of rigorous research. We need to be conscious of our own biases, and not let them filter into the interviewing space.

We do this with CATI when we remain silent when the QR answers a question, and not engaging when the QR comments on something. With VALI there are more things to consider:

- Relax your face - a gentle smile is encouraged
  - try to avoid looking disinterested
- Feel free to warmly greet and thank the QR when they enter the call
- Appear attentive by glancing at the camera after reading a question
  - this makes it look like you are maintaining eye contact
- Keep good posture by sitting straight and leaning against the back of the chair, adjusting your seat height as needed
  - try to avoid slouching

There will be questions in the survey that ask for the QR’s opinion, which may conflict with your own

- Maintain a neutral face as they answer

- Do not comment or engage in side conversation on any points they bring up

Try your best to guide the QR back to what is being asked, using the same probing and call control techniques you would apply in CATI.

QRs may become naturally more chatty as being able to see the person you're conversing with can make us more comfortable. The point of having the flashcards is to make it clear they can only pick from the options they can see, so guide them back to choosing an answer from here.

When we talk about neutrality, it can be incorrectly understood as simply displaying a cold or impersonal tone. What we really mean by neutrality and using a neutral tone is to maintain **your same tone** throughout the survey regardless of how the respondent reacts.

As an interviewer we have in our hands a certain amount of control as the respondent is unaware of what questions we will be asking and what emotions the questions will cause. When a topic or question does elicit a distressed response from the respondent, it is important that you place the control back in their hands. You can help the respondent to feel in control and avoid escalating the distress further by offering a break, allowing time for composure and or offering to move on from a question.

## 10.4. Performance

The normal KPIs we use to monitor performance will need to be considered differently when it comes to VALI. CVT and refusal aversion are less of a focus, as uptake of the survey does rely upon the QR themselves making an appointment.

Instead, we need to think about interview length, and neutrality. Much of this will come down to how well we can control the call and prevent the QR from going off on tangents that will blow out the call length, and also have the potential to illicit a response from you as an interviewer, thereby breaking neutrality.

# 11. Managing Respondents

Respondent distress is an unavoidable part of the work that we do. Though it does not occur on every call, there is a high likelihood that you will experience a call where a respondent becomes distressed. As the nature of the types of studies and surveys we conduct vary greatly, it can be difficult to predict what may make a respondent distressed or emotional when answering questions. The following is advice for interviewing staff on how to handle a call where the respondent has become distressed.

Remaining calm and neutral will help to support the respondent through sensitive subject matter or content that they find personally triggering.

**It is important that we never assume what will or will not cause distress for a respondent.**

Please ensure that you seek support and assistance from the supervisor assigned to VALI when handling distressing calls, and [make sure that you lodge a call alert form](#) whenever you speak to a distressed respondent.

This [section of the guide](#) will assist you with recognising when you feel stressed, how you can take time for self-care and reach out for support.

## 11.1. Active listening and signs of distress

Engaging your active listening skills will be critical in these situations to help you address distress early, which can prevent the situation from escalating.

**Signs of Distress** to listen out for are:

- Long pauses before the respondent answers a question
- Repeated hesitation around a sensitive section of the study / certain questions
- A change of tone or volume of the voice
- Audible/visible change in breathing
- Audible/visible crying

Distress can present as a range of emotions, such as apathy, sadness or anger, and it is important that these are all handled sensitively and with the aim of de-escalating the situation.

## Signs of distress



When we call a respondent, we do not know what is going on in their lives. Distress could occur at any point in the survey, and it is important that we always accept the respondent as they are at the time of the call.

It is important for us to:

- Handle respondents in an empathetic, non-judgemental manner
- Not veer into being too friendly or overly familiar – we need to remain professional and focus on **stabilising the respondent**

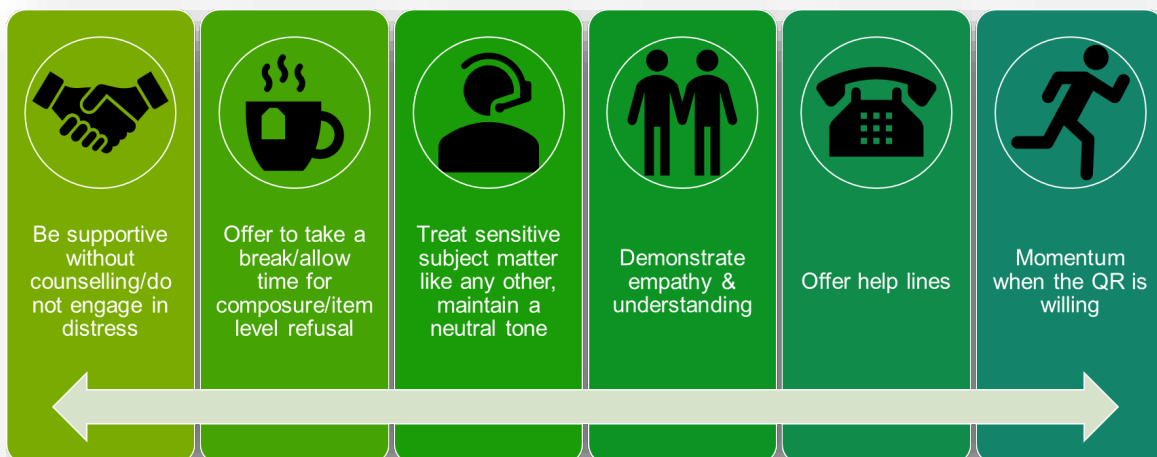
## 11.2. Stabilising the respondent

Stabilising the respondent is an important part of responding to distress in your role at SRC and is an essential part of de-escalating sensitive situations

There are important principles to remember when you are attempting to de-escalate a call.



## Principles of stabilising a respondent



### Be supportive *without* counselling or engaging in the distress

- Becoming sympathetic in tone can encourage the respondent to provide extra detail, engage more with their emotions and allow their distress to escalate.
- Engaging with the respondent's distress does not help either the respondent or you - engaging mostly leads to escalation of distress.
- Engaging may also cause them to disclose or relive more memories or feelings, which can cause more distress.
- Engaging with a respondent's distress may cause them to think that we can provide them with counselling or support services, which we are not equipped to do.
- Avoid overtly sympathetic language – this can do more harm than good.
  - Avoid using closed statements, such as *“that’s awful”*, as that can encourage further disclosure and distress.
  - It is better to acknowledge their distress and then offer support that we can provide
    - For example: *“I’m sorry to hear that. Would you like to get a glass of water, or take a break for a moment?”*; or
    - Offer support services.
- Avoid asking further questions about the situation where it is not required by the survey – again, this can lead to further disclosure and distress.

### Offer to take a break / allow the respondent time for composure

- Allow a distressed respondent a chance to compose themselves.
  - This is where leaving a brief pause or offering a break comes in.
  - Experience tells us that in most situations the respondent will regain their composure.
- Offer item level refusal if appropriate.
  - There is no requirement to *answer* all questions (though we generally have to ask all).

- You can offer to skip one and move on.
- Offer to complete the interview at another time if they would prefer.

### **Treat sensitive subject matter like any other**

- Maintain a neutral tone when handling sensitive items.
  - Assuming that someone will get distressed and altering your tone to a sympathetic one can provoke distress.

### **Demonstrate empathy and understanding**

- You can still demonstrate empathy and understanding.
  - It can be as simple as saying “I understand that must have been distressing for you”.

### **Offer help lines / support services**

- You should always offer support services when a respondent is distressed.
- This helps to de-escalate the distress **and** is required as part of our duty of care.

### **Maintain momentum when the QR is willing**

- Once you have ascertained that the QR is willing to continue, move straight back into the study questions in a neutral manner.
  - For example, “I understand that must have been distressing for you. If you'd prefer not to answer this question, we can skip over it if you like?”; or
  - “Are you happy to continue or would you prefer to take a break?”
- It is not our role to talk a respondent out of continuing with a survey, this action can cause the respondent to feel as though they have lost control.
- Often a respondent will want to provide their feedback as they can see the value of the research. If they want to get the interview out of the way, it is your job to complete the study with them.

**If ever the respondent becomes so distressed that you are concerned that they are at risk of harming themselves, please ensure you contact [the Imminent Risk Hotline](#).**

## 12. Your wellbeing

At times, the role of the interviewer can be a challenging and stressful task. Where you require immediate support on shift, please reach out for a CCL in the day / evening / weekend shift channels in Teams.

You can also reach out to your CCL, an HSR, the CCOM team ([ccom@srcentre.com.au](mailto:ccom@srcentre.com.au)) and HR for support and assistance.

A number of the leadership are also trained in Mental Health First Aid. If you would like to reach out to a certified Mental Health First Aider on-shift, please check the 'support staff' tab in the Shift Plan (in Teams) for one of the supervisors in [this list](#). A direct message on Teams can be a good start, and if you'd prefer to chat via a call or video chat, just ask.

The following section outlines some other ways you can monitor and assess your own mental wellbeing, as well other supports and tools you can access. Further tools and policies around HR and wellbeing are also on [this page of the Operations SharePoint](#).

### 12.1. Immediate grounding techniques

The following can help ground you while you are in the middle of an upsetting call or situation:

- Literally ground your feet to the floor
- Standing up
- Breathing exercise (take deep breaths to ground yourself)

These techniques can help recall you to yourself and make it easier for you to respond to what is happening.

### 12.2. Managing your own wellbeing

For a lot of people work-related stress does not just disappear when you log off for the day. When stress persists, it can take a toll on your health and well-being. It is important that interviewers take responsibility for managing their own wellbeing and take steps to take care of themselves (which can include reaching out for support).

The following are key steps in managing your stress:

#### Track your stressors

- Be aware of what causes you stress and the signs that you are becoming stressed.
- Consider keeping a journal/diary for a week or two to identify which situations create the most stress and how you respond to them.
- Record your thoughts, feelings and information about the environment, including the people and circumstances involved, the physical setting and how you reacted.
- Taking notes can help you find patterns among your stressors and your reactions to them.

#### Develop healthy responses

- Find things that help you destress.

- Try to avoid unhealthy options such as excess alcohol or over-eating.
- Things such as going for a walk, talking with friends and family, listening to music or meditating are things that many people find helpful.

### **Establish boundaries.**

- Establish strong work/life boundaries for yourself.
- Creating clear boundaries between these realms can reduce the potential for work-life conflict and the stress that goes with it.
- This is especially important if you are working on a sensitive project as you may have the tendency to think/worry about calls after work hours. Try instead to focus on something that makes you feel more positive.

### **Learn how to relax**

- Techniques such as meditation, deep breathing exercises and mindfulness can help with stress.
- Find what works for you and then work it into your everyday routine so that it becomes a habit.
- This will help you be prepared for times when work or life become stressful.

### **Talk to your CCL**

- Start by having an open conversation with your CCL to debrief or develop a plan to manage your wellbeing in the workplace.
- Your CCL can help you improve your skills in areas such as time management and handling sensitive calls.
- Your CCL can also help you to identify employer-sponsored wellness resources you can tap into; clarify what's expected of you; help you to get necessary resources or support from colleagues; or suggest changes to your physical workspace to make it more comfortable and reduce strain.

### **Get some support**

- At the SRC we have an Employee Assistance Program (EAP) that employees can access.
- This provides free confidential counselling for employees, either over the phone or in person.
- You are entitled to 3 free sessions, and they provide support and counselling for a broad range of personal and work-related issues.
- Remember you do not have to be in a state of distress to call the EAP or arrange an appointment, in fact it is much better to recognise and act upon the signs of stress early on to prevent burnout.
- Further information about the EAP and the services they provide is located on the Operations SharePoint site [here](#).

## 12.3. Inappropriate language, comment or harassment

In rare situations, we will occasionally encounter a respondent who harasses us (including sexual harassment) and/or becomes abusive on a personal level (e.g., personally directed racist remarks) and/or uses inappropriate language and/or makes inappropriate comments.

This behaviour is unacceptable at SRC. In your role as interviewers, in these situations we expect you to:

- Be polite and professional, but always firm.
- Refrain from retaliation.
- Warn the respondent a minimum once that the call will be terminated if the abuse or harassment continues.
  - *“I’m afraid I’m going to have to hang up if you continue speaking to me that way. (Warning).”*
  - *“If you continue to speak to me in that manner, I will end the call (Warning).”*
- Advise the respondent that you are going to terminate the call:
  - *“Due to the language you’re using I will not be continuing with the survey, thank you for your time (Disconnect).”*
  - *“I’m going to be hanging up now due to the way in which you’re addressing me (Disconnect).”*
- Do not just hang up, as this may:
  - Further aggravate the respondent and place others at risk if the respondent calls back to complain via our 1800 number.
  - Unnecessarily provoke a complaint to our clients.
- Lodge a call alert detailing the nature of the call and the outcome.
- **Reach out to a / your CCL for support and to debrief the call.**
- **Refer to [this section of the guide](#) for further information on how to support your wellbeing.**

If you are ever unsure as to whether or not you should continue a call, ask yourself if you feel that **any other** interviewer could reasonably be expected or able to handle this respondent. If the answer is ‘no’, then you should terminate the call.

## 12.4. Comments and language that relate to your personal identity

While interviewing, it is inevitable that you will come across views and opinions that are different to your own, if not completely offensive to you. Good research is representative of the community or population it is seeking to gain an insight into, and it is therefore an incredibly important part of being an interviewer that you are able to listen to and engage neutrally with all manner of beliefs and opinions.

We appreciate that this can be challenging, and we encourage engaging in an intersectional approach when considering respondents whose views are different or offensive to you. Intersectionality identifies

factors of advantage or disadvantage, such as gender, sex, race, ethnicity, class, religion, disability, and can help provide a 'why' to held views and opinions that can make engaging with them easier.

That said, we appreciate that calls may be particularly challenging when a respondent makes comments or holds offensive views that relate to your identity or a personal characteristic of your own (such as ableist, racist, transphobic, homophobic or sexist remarks).

It is important to make a distinction between verbal abuse and harassment (directed *at* you) and generalised offensive remarks / comments or views. **As indicated above, we do not expect you to tolerate abuse or harassment directed at you, or aggressive / incredibly offensive comments about particular communities or identities.** Where a respondent is otherwise making comments or offensive remarks (that are not targeted abuse), it should be considered if these comments *could* be reasonably tolerated (e.g., someone expressing annoyance / frustration about being asked to confirm their sex and gender) or else are completely intolerable (e.g., a person making incredibly offensive and protracted comments about the trans community).

When engaged in these kinds of calls, consider:

- If you feel that another interviewer (especially for whom this is not a defining characteristic or aspect of their identity) would be able to continue the call with this respondent:
  - If so, it is then likely appropriate for you to continue the call:
    - If you find you are not able to continue the call, the call should be reappointed, and support sought from a / your CCL.
- If you feel that **no** interviewer could reasonably be expected or able to handle this respondent, please terminate the call:
  - This can be done by thanking them for their time, and advising that we have no further questions today:
    - *“Thank you for your time today. That is all the questions I have for you”.*
  - [Lodge a call alert](#) and reach out to a CCL on shift for support.

SRC is committed to fostering a culture that supports diversity, equity and inclusion and enables employees to bring their whole selves to work.

If you have concerns about the impact of discrimination and prejudice on your wellbeing and / or performance, please discuss this with your CCL, the CCOM team ([ccom@srcentre.com.au](mailto:ccom@srcentre.com.au)) or another trusted supervisory staff member.

Where your concern relates to the conduct of another staff member, please refer to the [Discrimination, Harassment and Bullying policy](#) for further information, including the process for making a complaint.

# Appendix 9: Life in Australia™ invitations and reminders

## Email

### Invitation

Subject line: December Life in Australia™ survey is now open



Dear <first name>,

You are invited to participate in the %%month%% Life in Australia™ survey. By completing this survey, you will earn a \$10 reward.

To start the survey, please click on the button below:

[SURVEY LINK]

Due to a website security update, some older web browsers may not be able to access the site. Please ensure that your web browser is up to date. If you're having trouble accessing the survey, copy and paste the link into your web browser: [%%srvylink\\_approach%%](%%srvylink_approach%%)

The survey will take about 15 minutes to complete. This survey will close on 18 December.

Remember that by being part of the study, your views and experiences will help inform Australian researchers, policymakers, and academics.

**Please note: in consultation with Vision Australia we have updated the look and feel of our Life in Australia™ survey. Our aim is to help those with vision challenges to have a better experience when completing the survey. If you have any issues, please don't hesitate to contact us.**

If you have any queries about the study you can contact the Social Research Centre on 1800 023 040 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au). The [Life in Australia™](#) webpage also has lots of information about the study.

Yours sincerely,

The Life in Australia™ team

To unsubscribe from all future Life in Australia™ surveys, please call 1800 023 040.

## Reminder 1

Subject line: Earn a \$10 reward by completing the December Life in Australia™ survey



Dear <first name>,

From our records, it looks like you haven't completed the December Life in Australia™ survey. If you recently completed the survey please disregard this email.

By participating in this survey you will earn a \$10 reward.

To complete the survey, please click on the button below:

**[SURVEY LINK]**

Due to a website security update, some older web browsers may not be able to access the site. Please ensure that your web browser is up to date. If you're having trouble accessing the survey, copy and paste the link into your web browser: [%%srvylink\\_reminder1%%](%%srvylink_reminder1%%).

The survey will take about 15 minutes to complete.

Thank you very much for being part of Life in Australia™. Your participation is appreciated.

If you have any queries about the study you can contact the Social Research Centre on 1800 023 040 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au). The [Life in Australia™](#) webpage also has lots of information about the study.

Yours sincerely,

The Life in Australia™ team

To unsubscribe from all future Life in Australia™ surveys, please call 1800 023 040.



## Reminder 2

Subject line: Survey reminder for the December Life in Australia™ survey



Dear <first name>,

[IF NOT STARTED:] We have noticed you have not participated in the December Life in Australia™ survey. If you have recently completed the survey, please disregard this email.

[IF PARTIAL COMPLETE:] We have noticed you have started the December Life in Australia™ survey but have not yet finished. You can login and continue from where you left it. If you have recently completed the survey, please disregard this email.

The survey will take about 15 minutes to complete and you will earn a \$10 reward as thanks. Please click on the button below:

[SURVEY LINK]

Due to a website security update, some older web browsers may not be able to access the site. Please ensure that your web browser is up to date. If you're having trouble accessing the survey, copy and paste the link into your web browser:  
[%%srvylink\\_reminder1%%](%%srvylink_reminder1%%).

Thank you very much for being part of Life in Australia™. Your participation is appreciated and will help inform Australian researchers, policymakers, and academics. You will have a real opportunity to have your views heard and represented.

If you have any queries about the study you can contact the Social Research Centre on 1800 023 040 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au). The [Life in Australia™](#) webpage also has lots of information about the study.

Yours sincerely,

The Life in Australia™ team

To unsubscribe from all future Life in Australia™ surveys, please call 1800 023 040.

## Reminder 3

Subject line: Last chance to earn \$10 in the December Life in Australia™ survey



Dear <first name>,

The %%month%% Life in Australia™ survey will be closing at midnight on the 18th of December!

[IF NOT STARTED:] We have noticed you have not participated in the survey and we need to hear from more <gender> from <state> in your age group for our results to be representative of the Australian population. If you have recently completed the survey, please disregard this email

[IF PARTIAL COMPLETE:] We have noticed you have started but have not yet finished. We would be really grateful if you could log back in and finish off to collect the \$10 reward.

[IF PARTIAL COMPLETE:] We really need to hear from more <gender> from <state> in your age group for our results to be representative of the Australian population.

The survey will take about 15 minutes to complete and you will earn a \$10 reward as thanks. Please click on the button below to continue:

**[SURVEY LINK]**

Due to a website security update, some older web browsers may not be able to access the site. Please ensure that your web browser is up to date. If you're having trouble accessing the survey, copy and paste the link into your web browser: [%%srvylink\\_reminder1%%](%%srvylink_reminder1%%).

Thank you very much for being part of Life in Australia™. Your participation is appreciated and will help inform Australian researchers, policymakers, and academics. You will have a real opportunity to have your views heard and represented.

If you have any queries about the study you can contact the Social Research Centre on 1800 023 040 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au). The [Life in Australia™](#) webpage also has lots of information about the study.

Yours sincerely,

The Life in Australia™ team

To unsubscribe from all future Life in Australia™ surveys, please call 1800 023 040.

## Reminder 4

Subject line: December Life in Australia™ survey closes midnight!



Dear <first name>,

The December Life in Australia™ survey will be closing at midnight!

We really need some more responses for this important survey! If you have recently completed the survey, please disregard this email.

The survey will take about 15 minutes to complete and you will earn a \$10 reward as thanks. Please click on the button below link:

**[SURVEY LINK]**

Due to a website security update, some older web browsers may not be able to access the site. Please ensure that your web browser is up to date. If you're having trouble accessing the survey, copy and paste the link into your web browser: **Error! Hyperlink reference not valid.**

Thank you very much for being part of Life in Australia™. Your participation is appreciated and will help inform Australian researchers, policymakers, and academics. You will have a real opportunity to have your views heard and represented.

If you have any queries about the study you can contact the Social Research Centre on 1800 023 040 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au). The [Life in Australia™](#) webpage also has lots of information about the study.

Yours sincerely,

The Life in Australia™ team

To unsubscribe from all future Life in Australia™ surveys, please call 1800 023 040.

## Final reminder

Subject line: December Life in Australia™ closing this morning!



Dear <first name>,

The December Life in Australia™ survey needs a few more responses so we have extended the survey until midday today! Get in quick to earn your \$10 reward as thanks!

We really need some more responses for this important survey! If you have recently completed the survey, please disregard this email.

The survey will take about 15 minutes to complete. Please click on the button below link:

**[SURVEY LINK]**

Due to a website security update, some older web browsers may not be able to access the site. Please ensure that your web browser is up to date. If you're having trouble accessing the survey, copy and paste the link into your web browser: %%srvylink\_reminder1%%.

Thank you very much for being part of Life in Australia™. Your participation is appreciated and will help inform Australian researchers, policymakers, and academics. You will have a real opportunity to have your views heard and represented.

If you have any queries about the study you can contact the Social Research Centre on 1800 023 040 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au). The [Life in Australia™](#) webpage also has lots of information about the study.

Yours sincerely,

The Life in Australia™ team

To unsubscribe from all future Life in Australia™ surveys, please call 1800 023 040.

# Appendix 10: Interviewer briefing slides

# Life in Australia™ Wave 68



December 2022

# Briefing schedule

- Panel administration – reminders
- Wave 68 survey's
- Practice interviewing
- Live interviewing

# Reminders





# Panel Administration

## Remember to put in call alerts when:

- The respondent says they **did not receive an incentive**
- They say they are **not receiving emails** or other communications
- They would like to permanently **change contact details**
- They want to **receive the participant information sheet via post**
- You want to **add a note** for next wave to the 'Panel notes' field
- Any **other issues** you think the research team need to know

## Note

- If they say they are not receiving emails please ask them to search for the LinA email address: [lifeinaus@srcentre.com.au](mailto:lifeinaus@srcentre.com.au)

# Contact us

By email [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au)

By telephone 1800 023 040

Mon-Fri 9:00am to 8:30pm AEST

Weekends 11:00am to 5:00pm AEST

Note that individual surveys may have additional client or ethics committee contact details available.

# Wave 68 survey



# Wave 68 Survey

- This wave is being undertaken by the Social Research Centre running the *2022 Australian Comparative Study of Survey Methods (ACSSM)*.
  - *The purpose of the ACSSM is evaluate and compare different survey methods.*

# Wave 68 Survey

- Incentive for each survey will be \$10.
- The survey is expected to run around 15 minutes via CATI

# Call control

- Respondents can become very opinionated about certain topics
- Important to keep respondents on track and to stay neutral
- Some tips for managing interview length are:
  - “For consistency, we do need to stick to the responses available for this question”
  - “The scope of this particular survey is limited to the questions asked”
  - “This survey provides a snap-shot of opinions on specific issues”
- Accurate probing of scale questions
  - Bring the respondent back to the code frame: “If you had to select one option, would you say...”

# Content

- As with all LinA surveys, the code frames will be randomly reversed and there are different read-ins for some questions.
  - Please always pay attention to the script (read what is on screen) and where things are getting coded (be careful to enter numbers correctly).
- Please do all standard procedures for upset respondents:
  - Offer support lines
  - Offer to stop / complete at another time

# Privacy and confidentiality

- Our contract with all clients 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 Behavior



# QUESTIONS?

Project Coordinators are Meagan, Jule, and Josh



# Questionnaire run-through



# Appendix 11: Interviewer handout

## December 2022 Life in Australia™ Wave 68 Survey Interviewer handout

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## General Overview

<b>Client:</b>	Social Research Centre	<b>LOTES:</b>	No
<b>Geographical areas:</b>	National	<b>Refusal Conversion:</b>	No (refusals from this wave recontacted in the next)
<b>Fieldwork period:</b>	5/12/2022-18/12/2022	<b>Expected Interview length:</b>	Telephone: <b>15 min</b> Reminders: 2 min.
<b>Target interviews:</b>	Total ~ 600 interviews Telephone ~ 26 interviews Telephone reminders ~	<b>Approach letters/ SMS</b>	No letters. Online respondents will receive an email invite. All mobiles will receive an SMS the day before being dialed.
		<b>Incentive</b>	\$10 for each completed survey
<b>Target rate:</b>	Telephone: 2.5 per hr	<b>Target response rate:</b>	80%
	Reminder: 12.5 per hr		

## About the Life in Australia™ Study

Researchers in government and academic institutions often need to reach a representative sample of Australians. Life in Australia™ is the only study of its kind in Australia to recruit people to do surveys exclusively using Random Sampling (or probability sampling). The establishment of the study fills a gap in our national social science research infrastructure.

The Life in Australia™ Study involves recruiting people to an ongoing study – once they're subscribed they'll be invited to participate in a monthly surveys (largely online, over the phone if requested) on a variety of issues. Participants who join the study, and participate in these surveys are offered incentives for their participation (gift card/PayPal/charity donation).

## Respondent queries

All queries directed to the SRC helpdesk – 1800 023 040

Website link to Life in Australia™ Study information: <https://www.srcentre.com.au/our-research/life-in-australia-study>

Emails with invitations / incentives etc will come from [LifelnAus@srcentre.com.au](mailto:LifelnAus@srcentre.com.au) (not case sensitive)

## Charitable donations

- **Foodbank** - A food relief organisation that works with farmers, manufacturers and retailers to rescue food that would otherwise go to waste in order to provide Australians who are going hungry with wholesome, nutritious meals.
- **Lifeline** - Provides 24 hour crisis support and suicide prevention services, both online and by telephone, to Australians who are experiencing emotional distress.
- **MS Australia** – Australia’s national Multiple Sclerosis (MS) organisation funding research towards prevention, better treatments and a cure for MS.
- **National Aboriginal and Torres Strait Islander Women’s Alliance (NATSIWA)** – Empowering Aboriginal and Torres Strait Islander women to have a strong and effective voice in the domestic and international policy advocacy process.
- **Seed Mob** - Australia’s Indigenous youth climate network building a movement for Aboriginal and Torres Strait Islander young people for climate justice.

So far, participants in the Life in Australia™ study have donated over \$600,000.

## Not receiving emails

If they say they are not receiving emails please ask them (if you are not already) to search for the email address: [lifeinaus@srcentre.com.au](mailto:lifeinaus@srcentre.com.au)

## Re-sending emails

If you have organised a new email to be sent in the survey, bear in mind that this will not update their main email address – if you want to update the main email address please fill in a call alert.

## Panel Notes

If you need to add a note about the record, whether this be a preferred time of call or anything else you think would be useful for the next interviewer to know, please fill in a call alert.

## Wave 68 incentive

Incentives will be \$10 for each survey.

Those who select charity will always have the option to choose from the five charities each wave. If they would like to change incentive/update PayPal email, they need to call or email between waves to do this.

## Wave 68 information

This wave is being undertaken by:

- Social Research Centre
  - 2022 Society and Health Survey
- Surveys will be open to offline and online respondents,
- Surveys are expected to run around 15 minutes via CATI. Script will be accurate.
- Incentive will be \$10 for each completed survey

## Privacy and Confidentiality

The study is carried out in compliance with the Privacy Act and the Australian Privacy Principles, and the information provided will only be used for research purposes.

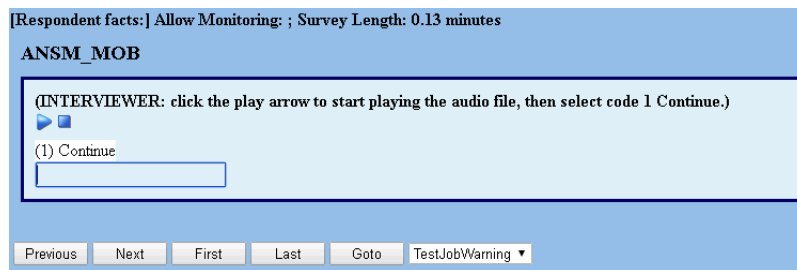
Our Privacy Policy is available via our website, [www.srcentre.com.au](http://www.srcentre.com.au). The privacy policy is accessed directly at <http://www.srcentre.com.au/taking-part-in-research/survey-participants/RIPP>.

More info in FAQs later in handout.

## Automated Answering machine messages

In order to make contact with the household – a single voicemail message is to be left on answering machines.

If the first call attempt goes to voicemail, select Answer Machine option at INTRO and (2) Yes (Left answering machine message for mobile/landline) at AM\_Flag.



Press the “PLAY” button once the voicemail goes “BEEP”.

Please note: If the voicemail is sent as a ten second text message, **do not play the voicemail message – code off as “no message left”**.

### Landline Answering machine message:

Good morning. My name is (...) from the Social Research Centre, part of the **Australian National University**. Getting in touch about the Life in Australia study. Sorry we missed you, we'll try again later. Please call 1800 023 040 to make an appointment or to opt out.

### Mobile Answering Machine Message

Good morning. My name is (...) from the Social Research Centre, part of the **Australian National University**. Getting in touch about the Life in Australia study. Sorry we missed you, we'll try again later. Please call 1800 023 040 to make an appointment or to opt out.

## Incentives

- Refer to incentives as a “reward” or “thank you”
- Can opt to receive no incentive or a charitable donation
- Most will have chosen a ‘preferred incentive’ and will not be asked these questions.

### Online (provided email)



- If they have an account – need PayPal email
- Do not need an account – just an email
- PayPal will email the address they give us, they set up an account and the money is there!



Coles eGift Card (only accepted in Coles supermarkets)

- We will email them the link with unique pin
- Can download and print the voucher or use their phone in store

### Offline (no email provided)



Coles / Myer Giftcard

- If they do not provide an email they can receive a Coles/Myer giftcard in the mail
- Giftcards will be mailed within a week of the call

### Charitable donations

- Anyone can opt to have their reward paid this way
- Aggregated payments to charity at the end of the survey period
- Total donated to each charity on our website after
- Rewards are considered a “gift” and are not tax deductible
- The selected charities were chosen as they reflect our values

### Selected Charities

- **Foodbank** - A food relief organisation that works with farmers, manufacturers and retailers to rescue food that would otherwise go to waste in order to provide Australians who are going hungry with wholesome, nutritious meals.
- **Lifeline** - Provides 24 hour crisis support and suicide prevention services, both online and by telephone, to Australians who are experiencing emotional distress.
- **MS Australia** – Australia’s national Multiple Sclerosis (MS) organisation funding research towards prevention, better treatments and a cure for MS.
- **National Aboriginal and Torres Strait Islander Women’s Alliance (NATSIWA)** – Empowering Aboriginal and Torres Strait Islander women to have a strong and effective voice in the domestic and international policy advocacy process.
- **Seed Mob** - Australia’s Indigenous youth climate network building a movement for Aboriginal and Torres Strait Islander young people for climate justice.



# FAQS

## *About the surveys*

Members of Life in Australia™ are invited to participate in surveys usually about once a month. Over time the surveys will cover a wide range of topics such as health and social policy issues and issues of national importance.

Wherever possible, most surveys are completed online. If you do not have internet access or prefer not to do surveys online you can request to do the surveys over the phone with an interviewer. We want to include as many people as possible in Life in Australia™ regardless of whether or not they have internet access or are comfortable using the internet.

Surveys will take about 10 to 15 minutes to complete, depending on the topic and your answers. The surveys will mainly consist of multiple-choice questions and will be easy to complete. Topic areas covered by the surveys will include:

- health and wellbeing
- employment
- crime, safety and policing
- parenting and families
- immigration and refugees
- road safety
- environment and sustainability, and
- community attitudes.

## *What is involved?*

- Participation is easy.
- Complete a 10 to 15 minute survey about once a month.
- Receive a \$10 to \$15 reward for each monthly survey, or a charitable donation for the same amount.
- All surveys are web-based, but you can complete by telephone with an interviewer if you prefer.

## *Why is Life in Australia™ important?*

Researchers in government and academic institutions often need to reach a representative sample of Australians (called random sampling or probability sampling). They need to hear from people from all walks of life so their results can reflect the views and experiences of the Australian population.

Life in Australia™ is the only study in Australia using random sampling to recruit people to a panel to do regular surveys. The establishment of the study fills a gap in our national social science research infrastructure.

## *Will I receive anything for participating?*

As a sign of our appreciation, you will receive a \$10 to \$15 reward for completing each monthly survey.

The money for completing each survey can be paid via PayPal, Coles/Myer gift card, or be donated to a charitable organisation.

Don't forget, in addition to receiving a reward, you will be helping advance our understanding of Australian society!

## *Can anyone join?*

The study is only open to people who have been randomly selected by the Social Research Centre.

Apart from that, the only qualification is to be an Australian resident aged 18 years or over.

## *Will I have to complete every survey?*

In order to make our surveys as accurate as possible, we ask all Life in Australia™ members to complete each survey. Most surveys will be available for completion for a couple of weeks, so we hope that you will be able to complete each one, even if you can't do it when we first invite you.

[Back to Contents](#)

It's important to respond to all surveys so that the survey results reflect the views of the Australian population and policy decisions are made using accurate information. We make every effort to keep the surveys brief.

If we haven't received a completed survey from you we will send you reminders by email, text message or over the phone.

#### *How long to I have to be involved?*

Once you join, you can remain in the study for as long as you wish. Participation is completely voluntary. However, the study relies on your participation to ensure that our survey results are as accurate as possible.

The survey topics are engaging and provide you with an opportunity to contribute to major policy decisions. All the same, you are free to withdraw at any time and can do so by contacting us.

#### *How do I change my email or contact information?*

It's easy! Just email or call us with your new information. We'll confirm that we have your new information with an email or telephone call back.

#### *How is my privacy protected?*

Only the Social Research Centre will have access to your personal or research information.

The Social Research Centre believes that the privacy of your information is of the utmost importance. We have stringent safeguards in place to protect your privacy as outlined in our Research Information Privacy Policy, available on our website.

We will not:

- use or disclose your personal information for the purpose of advertising, promotions or direct marketing activities
- disclose any personally identifiable research information we collect from you unless we have your express prior consent and will only report the information you provide in an aggregate form that will not personally identify you
- disclose any personal information or personally identifiable research information to a third party for a purpose other than conducting our research unless we have your express prior consent or are required to do so by an Australian law or court/tribunal order.

In the course of conducting social research, we may rely on third party service providers to host or store the data we collect. We take all reasonable steps to ensure that third party service providers comply with our Research Information Privacy Principles, the Privacy Act and the Australian Privacy Principles.

## EMAIL Invitation



# Life in Australia™

Be heard | Be represented

Dear <first name>,

You are invited to participate in the <month> Life in Australia™ survey. By completing this survey, you will earn a \$<amount> reward.

To start the survey, please click on the below link. If you're having trouble accessing the survey copy and paste it into your web browser.

<survey link>

The survey will take about <length> minutes to complete. This survey will close on <close date>

Remember that by being part of the study, your views and experiences will influence Australian researchers, policymakers and academics.

If you have any queries about the study you can contact the Social Research Centre on 1800 023 040 or [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au). The Life in Australia™ webpage also has lots of information about the study.

Yours sincerely,

The Life in Australia™ team

To unsubscribe from all future Life in Australia™ surveys, please call 1800 023 040.



# Life in Australia™

Be heard | Be represented

Dear Debra,

Thank you for taking part in the *Life in Australia* study!

As a sign of our appreciation, please find the link to your \$10 Coles e-gift card below.

Link: <https://coles-corporateservices.cashstar.com/gift->

PIN: 6617

The next *Life in Australia* study will get started in the next few weeks. We hope you will take part again.

Yours sincerely,

The *Life in Australia* team

Please visit the [Life in Australia](#) webpage for further information, or you can contact the Social Research Centre on 1800 023 040 or at [LifeinAus@srcentre.com.au](mailto:LifeinAus@srcentre.com.au).

To unsubscribe from all future *Life in Australia* surveys, please call 1800 023 040

This email was sent by The Social Research Centre, 277 William Street, Melbourne, VIC 3000, Australia to

[Unsubscribe](#)



An ANU Enterprise business

## Phonetic Alphabet

A - Alfa  
B - Bravo  
C - Charlie  
D - Delta  
E - Echo  
F - Foxtrot  
G - Golf  
H - Hotel  
I - India  
J - Juliett  
K - Kilo  
L - Lima  
M - Mike  
N - November  
O - Oscar  
P - Papa  
Q - Quebec  
R - Romeo  
S - Sierra  
T - Tango  
U - Uniform  
V - Victor  
W - Whiskey  
X - X-ray  
Y - Yankee  
Z - Zulu

# Appendix 12: CATI arm microsite

2022 Health and Wellbeing Survey x +

https://srcentre.com.au/our-research/2022-health-and-wellbeing-survey

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A subsidiary of Australian National University

Home About Us Our Research Research Participants Careers

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## 2022 Health and Wellbeing Survey

Client: The Social Research Centre

Home > Our Research > 2022 Health and Wellbeing Survey

This important research asks questions about the lifestyles, health, and wellbeing of Australians. By being a part of the 2022 Health and Wellbeing Survey, your views and experiences will influence Australian researchers, policymakers, and academics. You will have a real opportunity to have your views heard and represented.

### What is the survey about?

The 2022 Health and Wellbeing Survey will collect information on about the lifestyles, health, and wellbeing of Australians. This important survey is being conducted for Australians aged 18 years and above by the Social Research Centre, part of the Australian National University.

### What is involved?

The Social Research Centre is undertaking a telephone survey which should take no more than 10 minutes to complete. There are no right or wrong answers. Participation in this survey is voluntary and you can withdraw at any point. The information collected will be treated in strict confidence.

### How will the information be used?

Your responses will be de-identified, held in the strictest confidence and will not be disclosed to other organisations for marketing or research purposes. The responses of everyone who participates in this survey will be combined for analysis. Please see the SRC's Privacy Policy: [www.srcentre.com.au/research-participants/privacy](http://www.srcentre.com.au/research-participants/privacy).

### Further information?

For any queries or to opt-out of the study, please call the Social Research Centre on: [1800 023 040](tel:1800023040).

Social Research Centre  
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Contact Us | Privacy | Sitemap | Secure file exchange

We acknowledge the Wurundjeri People who are the Traditional Custodians of the lands on which our company is located, and the Traditional Custodians of country throughout Australia.

# Appendix 13: SMS push-to-web arm microsite

2022 Society and Health Survey | x +

https://srcentre.com.au/our-research/2022-society-and-health-survey

## 2022 Society and Health Survey

Client: The Social Research Centre

Home > Our Research > 2022 Society and Health Survey

This important research asks questions about the lifestyles, health, and wellbeing of Australians. By being a part of the 2022 Society and Health Survey, your views and experiences will influence Australian researchers, policymakers, and academics. You will have a real opportunity to have your views heard and represented.

### What is the survey about?

The 2022 Society and Health Survey will collect information on about the lifestyles, health, and wellbeing of Australians. This important survey is being conducted for Australians aged 18 years and above by the Social Research Centre, part of the Australian National University.

### What is involved?

The Social Research Centre will send you an invitation SMS to participate in this important national study with a direct link to the online survey.

The SMS you receive will read as:

*The Social Research Centre invites you to complete the 2022 Society and Health Survey, an important national study. To complete go to – survey link – and receive a \$10 Coles gift voucher as thanks. For more information go to [www.srcentre.com.au/SHSInfo](http://www.srcentre.com.au/SHSInfo) or to opt-out call 1800 023 040.*

The survey link will take you to the 2022 Society and Health Survey page which should take no more than 10 minutes to complete.

There are no right or wrong answers. Participation in this survey is voluntary and you can withdraw at any point. The information collected will be treated in strict confidence.

### Will I receive anything for participating?

As a sign of our appreciation, we will send you a \$10 Coles electronic gift voucher as a thank you for completing the entire survey.

### How will the information be used?

Your responses will be de-identified, held in the strictest confidence and will not be disclosed to other organisations for marketing or research purposes. The responses of everyone who participates in this survey will be combined for analysis. Please see the SRC's Privacy Policy: [www.srcentre.com.au/research-participants/privacy](http://www.srcentre.com.au/research-participants/privacy).

### Further information?

For any queries or to opt-out of the study, please call the Social Research Centre on: 1800 023 040 or email: [SHS2022@srcentre.com.au](mailto:SHS2022@srcentre.com.au).

## Appendix 14: Benchmark Derivations and Sources

Raw population benchmarks were acquired from several reputable data sources, including the Australian Bureau of Statistics (ABS), Australian Electoral Commission (AEC), Commonwealth Department of Social Services (DSS) and the Melbourne Institute as shown in Table 29. These benchmarks are the best estimates of 'true' population distribution for the characteristics of interest. Filters were applied to the benchmarks at the time of extraction to only include individuals in scope of the survey, i.e., those over the age of 18 and living in one of the Australian States or Territories. Additionally, the benchmarks were extracted at the highest possible level of aggregation to minimize the effect of any perturbation added to the benchmark by the supplying organisation as part of data confidentialisation process.

In certain cases, the extracted benchmarks only covered a particular segment of the total population. For instance, the benchmarks relating to voting behaviour sourced from the AEC only accounted for the number of enrolled voters rather than the total population. This meant that the benchmarks needed to be expanded to cover the entire population of interest. To do this, a balance category was introduced to 'complete' the benchmarks to add to the target population total. For instance, a new category called 'Not Enrolled' was added to the benchmarks sourced from the AEC to account for individuals who were not enrolled to vote, necessarily assuming that all those not included in the AEC counts were not eligible to vote.

All benchmark sources experience some extent of non-response, at the level of item or collection unit (e.g., person and household). Without access to detailed person-level data, however, it is not possible to use the same imputation approach as applied to the survey data. Instead, it was assumed that person and item non-response occurred completely at random so that missing cases could be assigned non-missing categories in proportion to the occurrence of the latter. Refer again to Templ et al. (2011) for an overview of concepts in missing data imputation and for references to some of the important literature in the field. The same treatment was applied to "not stated" and "don't know" response categories in the benchmarks.

Since the data sources used related to different collection periods, the benchmarks were not all snapshots of the total population at the same point in time. As a result, the sum of their categories did not all add up to the same number, meaning that the total population count differed across the benchmarks. To eliminate this issue, the benchmarks were all scaled so that they added up to the same figure, in our case, ABS estimated resident population (ERP) State totals in relation to June 2022.<sup>31</sup> This amounts to assuming that the relative proportions falling into each benchmark category have not changed appreciably across the window from the date at which the data underlying the benchmark was collected and the date covered by the relevant ERP figure.

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<sup>31</sup> Australian Bureau of Statistics (2022) 'Quarterly Population Estimates (ERP), by State/Territory, Sex and Age', People, Population, ([https://api.data.abs.gov.au/data/ABS,ERP\\_Q/1.1+2.100+18+19+20+21+22+23+24+25+26+27+28+29+30+31+32+33+34+35+36+37+38+39+40+41+42+43+44+45+46+47+48+49+50+51+52+53+54+55+56+57+58+59+60+61+62+63+64+65+66+67+68+69+70+71+72+73+74+75+76+77+78+79+80+81+82+83+84+85+86+87+88+89+90+91+92+93+94+95+96+97+98+99.1+2+3+4+5+6+7+8..?startPeriod=2021&endPeriod=2022](https://api.data.abs.gov.au/data/ABS,ERP_Q/1.1+2.100+18+19+20+21+22+23+24+25+26+27+28+29+30+31+32+33+34+35+36+37+38+39+40+41+42+43+44+45+46+47+48+49+50+51+52+53+54+55+56+57+58+59+60+61+62+63+64+65+66+67+68+69+70+71+72+73+74+75+76+77+78+79+80+81+82+83+84+85+86+87+88+89+90+91+92+93+94+95+96+97+98+99.1+2+3+4+5+6+7+8..?startPeriod=2021&endPeriod=2022)), accessed 15 December 2022.



Table 29 Sources of benchmarks

Variable Name	Variable Label	Variable Type	Benchmark Source
<b>b_adults</b>	Number of adults in the household	weighting	Australian Bureau of Statistics (2020-21), Number of adults in household (HHADULT) for ages 18 and up (AGE99) excluding external territories (GCCSA16), [National Health Survey TableBuilder], accessed 12 December 2022.
<b>b_age7</b>	Age group	weighting	Australian Bureau of Statistics (2022) 'Quarterly Population Estimates (ERP), by State/Territory, Sex and Age', People, Population, ( <a href="https://api.data.abs.gov.au/data/ABS,ERP_Q/1.1+2.100+18+19+20+21+22+23+24+25+26+27+28+29+30+31+32+33+34+35+36+37+38+39+40+41+42+43+44+45+46+47+48+49+50+51+52+53+54+55+56+57+58+59+60+61+62+63+64+65+66+67+68+69+70+71+72+73+74+75+76+77+78+79+80+81+82+83+84+85+86+87+88+89+90+91+92+93+94+95+96+97+98+99.1+2+3+4+5+6+7+8..?startPeriod=2021&amp;endPeriod=2022">https://api.data.abs.gov.au/data/ABS,ERP_Q/1.1+2.100+18+19+20+21+22+23+24+25+26+27+28+29+30+31+32+33+34+35+36+37+38+39+40+41+42+43+44+45+46+47+48+49+50+51+52+53+54+55+56+57+58+59+60+61+62+63+64+65+66+67+68+69+70+71+72+73+74+75+76+77+78+79+80+81+82+83+84+85+86+87+88+89+90+91+92+93+94+95+96+97+98+99.1+2+3+4+5+6+7+8..?startPeriod=2021&amp;endPeriod=2022</a> ), accessed 15 December 2022.
<b>b_education5</b>	Highest educational qualification	weighting	Australian Bureau of Statistics (2021), Level of Highest Educational Attainment (HEAP) for ages 18 and up (AGEP) excluding external territories (GCCSA UR), [Census TableBuilder], accessed 12 December 2022.
<b>b_gender</b>	Gender	weighting	Australian Bureau of Statistics (2022) 'Quarterly Population Estimates (ERP), by State/Territory, Sex and Age', People, Population, ( <a href="https://api.data.abs.gov.au/data/ABS,ERP_Q/1.1+2.100+18+19+20+21+22+23+24+25+26+27+28+29+30+31+32+33+34+35+36+37+38+39+40+41+42+43+44+45+46+47+48+49+50+51+52+53+54+55+56+57+58+59+60+61+62+63+64+65+66+67+68+69+70+71+72+73+74+75+76+77+78+79+80+81+82+83+84+85+86+87+88+89+90+91+92+93+94+95+96+97+98+99.1+2+3+4+5+6+7+8..?startPeriod=2021&amp;endPeriod=2022">https://api.data.abs.gov.au/data/ABS,ERP_Q/1.1+2.100+18+19+20+21+22+23+24+25+26+27+28+29+30+31+32+33+34+35+36+37+38+39+40+41+42+43+44+45+46+47+48+49+50+51+52+53+54+55+56+57+58+59+60+61+62+63+64+65+66+67+68+69+70+71+72+73+74+75+76+77+78+79+80+81+82+83+84+85+86+87+88+89+90+91+92+93+94+95+96+97+98+99.1+2+3+4+5+6+7+8..?startPeriod=2021&amp;endPeriod=2022</a> ), accessed 15 December 2022.
<b>b_geography</b>	Capital city / rest of state by State	weighting	Australian Bureau of Statistics (2021), Greater Capital City Statistical Area of usual residence (GCCSA UR) for ages 18 and up (AGEP), [Census TableBuilder], accessed 12 December 2022.
<b>b_highestschooling</b>	Highest year of school completed <sup>32</sup>	weighting	Australian Bureau of Statistics (2021), Highest Year of School Completed (HSCP) for ages 18 and up (AGEP) excluding external territories (GCCSA UR), [Census TableBuilder], accessed 12 December 2022.
<b>b_lote</b>	Language other than English spoken at home	weighting	Australian Bureau of Statistics (2021), Language Used at Home (LANP) for ages 18 and up (AGEP) excluding external territories (GCCSA UR), [Census TableBuilder], accessed 12 December 2022.
<b>b_agepension</b>	Age pension	non weighting demographics	Department of Social Services (2022), Number of Recipients aged 18 years and over, Located Outside of External Territories, Receiving Age Pension ( <a href="https://www.dss.gov.au/contact/data-request-form">https://www.dss.gov.au/contact/data-request-form</a> ), [Blue Book Data], accessed 24 June 2022.
<b>b_birthplace</b>	Country of birth	non weighting demographics	Australian Bureau of Statistics (2022) 'Estimated resident population, Country of birth, Age and sex', People, Population, ( <a href="https://api.data.abs.gov.au/data/ABS,ERP_COB/1+2..AUS..?startPeriod=2021">https://api.data.abs.gov.au/data/ABS,ERP_COB/1+2..AUS..?startPeriod=2021</a> ), accessed 15

<sup>32</sup> Not used in weighting directly but included in unweighted demographic comparisons and is part of derivation of the highest educational qualification

Variable Name	Variable Label	Variable Type	Benchmark Source
			December 2022. Adjusted using Australian Bureau of Statistics (2021), Country of Birth of Person (BPLP) by age (AGEP), [Census TableBuilder], accessed 4 October 2022.
<b>b_children</b>	Number of children living in the household	non weighting demographics	Australian Bureau of Statistics (2020-21), Number of children aged 0-17 years in household (N0T017HH) for ages 18 and up (AGE99) excluding external territories (GCCSA16), [National Health Survey TableBuilder], accessed 12 December 2022.
<b>b_lfs</b>	Labour force status	non weighting demographics	Australian Bureau of Statistics (2022) 'Labour Force', Labour, Employment and unemployment, ( <a href="https://api.data.abs.gov.au/data/ABS,LF/M1+M10+M2+M4+M5.1+2..10.1+2+3+4+5+6+7+8..?startPeriod=2021">https://api.data.abs.gov.au/data/ABS,LF/M1+M10+M2+M4+M5.1+2..10.1+2+3+4+5+6+7+8..?startPeriod=2021</a> ), accessed 22 November 2022. Adjusted using Australian Bureau of Statistics (2021), Labour Force Status (LFSP) by age (AGEP), [Census TableBuilder], accessed 4 October 2022.
<b>b_marital</b>	Marital status	non weighting demographics	Australian Bureau of Statistics (2021), Registered Marital Status (MSTP) for ages 18 and up (AGEP) excluding external territories (GCCSA UR), [Census TableBuilder], accessed 12 December 2022.
<b>b_income</b>	Person's income	non weighting demographics	Australian Bureau of Statistics (2021), Total Personal Income (INCP) for ages 18 and up (AGEP) excluding external territories (GCCSA UR), [Census TableBuilder], accessed 12 December 2022.
<b>b_activity</b>	Moderate or intense physical activity	substantive outcomes	Department of Social Services; Melbourne Institute of Applied Economic and Social Research, 2022, "The Household, Income and Labour Dynamics in Australia (HILDA) Survey, GENERAL RELEASE 21 (Waves 1-21)", doi:10.26193/KXNEBO, ADA Dataverse, V3
<b>b_dailysmoke</b>	Daily smoker	substantive outcomes	Australian Bureau of Statistics (2020-21), Daily smoker status (SMKDAILY) for ages 18 and up (AGE99) excluding external territories (GCCSA16), [National Health Survey TableBuilder], accessed 12 December 2022.
<b>b_discrim</b>	Have experienced discrimination	substantive outcomes	Australian Bureau of Statistics (2023), Customised report based on General Social Survey (2020), Whether experienced discrimination or been treated unfairly (EXPDISCR) for ages 18 and up, accessed 25 January 2023
<b>b_drinkfreq</b>	Consumed alcohol in last 12 months	substantive outcomes	Australian Bureau of Statistics (2020-21), Frequency of alcohol consumption in the last 12 months (ALCUSUQ2) for ages 18 and up (AGE99) excluding external territories (GCCSA16), [National Health Survey TableBuilder], accessed 12 December 2022.
<b>b_gentrust</b>	Most people can be trusted	substantive outcomes	Australian Bureau of Statistics (2023), Customised report based on General Social Survey (2020), Level of trust in most people (TRUMTPPL) for ages 18 and up, accessed 25 January 2023
<b>b_health</b>	General health status	substantive outcomes	Australian Bureau of Statistics (2023), Customised report based on General Social Survey (2020), Self assessed health status (SAHQ01) for ages 18 and up, accessed 25 January 2023
<b>b_k6</b>	Psychological Distress	substantive outcomes	Australian Bureau of Statistics (2023), Customised report based on General Social Survey (2020), Kessler 6 score (K6SCORE) for ages 18 and up, accessed 25 January 2023
<b>b_lifesatisfaction</b>	Life satisfaction	substantive outcomes	Australian Bureau of Statistics (2023), Customised report based on General Social Survey (2020), Overall life satisfaction (OLIFESAT) for ages 18 and up, accessed 25 January 2023
<b>b_multicult</b>	Multiculturalism is good for a society	substantive outcomes	Australian Bureau of Statistics (2023), Customised report based on General Social Survey (2020), Tolerance of society being comprised of different cultures (TOLSOCIE) for ages 18 and up, accessed 25 January 2023

Variable Name	Variable Label	Variable Type	Benchmark Source
<b>b_nohealthcondition</b>	No long-term health condition	substantive outcomes	Australian Bureau of Statistics (2021), Type of Long-term Health Condition (LTHP) for ages 18 and up (AGEP) excluding external territories (GCCSA UR), [Census TableBuilder], accessed 12 December 2022.
<b>b_rushed</b>	Feel rushed or pressed for time	substantive outcomes	Australian Bureau of Statistics (2023), Customised report based on General Social Survey (2020), Frequency of feeling rushed or pressed for time (FREQFEEL) for ages 18 and up, accessed 25 January 2023
<b>b_unpaidcare</b>	Provide unpaid care in last two weeks	substantive outcomes	Australian Bureau of Statistics (2021), Unpaid Assistance to a Person with a Disability, Health Condition, or due to Old Age (UNCAREP) for ages 18 and up (AGEP) excluding external territories (GCCSA UR), [Census TableBuilder], accessed 12 December 2022.
<b>b_votemajor</b>	First preference for the party vote on Saturday 21 May 2022	substantive outcomes	Australian Electoral Commission (2022), House of representatives first preferences by party ( <a href="https://results.aec.gov.au/27966/Website/Downloads/HouseFirstPrefsByPartyDownload-27966.csv">https://results.aec.gov.au/27966/Website/Downloads/HouseFirstPrefsByPartyDownload-27966.csv</a> ), [2022 Federal election], accessed 13 December 2022.





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