

ROY MORGAN

Exploring human
behaviour from
every angle.

roymorgan.com

R10591 Technical
Report

July 2023

Public Understanding of Law Survey

Technical Report

July 2023

This page intentionally left blank.

Contents

1	Introduction	6
1.1	Research Context	6
1.2	Contingencies and Plans for Addressing the COVID Pandemic	8
1.3	Structure of this Report	9
2	Sampling and Respondent Selection	10
2.1	Introduction	10
2.2	Key Points	10
2.3	Exclusion Rules	12
2.4	Selection of households	14
2.5	Walking rules for household selection	14
2.6	Call-Backs	15
2.7	Crossing of SA1 boundaries	15
2.8	Step by step approach to sample selection	17
3	Questionnaire Development and Testing	21
3.1	Questionnaire Design	21
3.2	Cognitive Testing	22
3.3	Pilot	24
3.4	Post-Pilot	25
4	Fieldwork and Response Rates	27
4.1	Fieldwork statistics	27
4.2	Briefing and training interviewers	28
4.3	Fieldwork materials	29
4.4	Fieldwork procedures	30
4.4.1	Contact with selected household	30
4.4.2	Respondent selection procedures	30
4.4.3	Recruitment of respondent	31
4.5	Interviewer supervision and fieldwork management	31
4.6	Progress reporting	32
4.7	Team 1800 Support	32
4.8	Respondent prize draw	33
4.9	Interview length	33
4.10	Response rates	34
5	Data Processing and Weighting	37
5.1	Data Auditing	37
5.2	Data Processing	38
5.3	Coding	38
5.4	Weighting	40
5.4.1	Main Weighting	41
5.4.2	Step by step process	43

5.4.3 Problem Weighting	44
6 Appendices	46
6.1 The Public Understanding of Law Survey Respondent Questionnaire	
6.2 Showcard Booklet	
6.3 Approach Letter	
6.4 Information in other languages sheet – English version	
6.5 Information in other languages sheet – 10 languages	
6.6 Calling Card	
6.7 'Thank You' Brochure/Leaflet	
6.8 Audit Questionnaire	

1 Introduction

1.1 Research Context

The Victoria Law Foundation (VLF) is a not-for-profit organisation which aims to improve the justice system for all Victorians through research, education and grants. Through a formal, competitive tender process, the VLF commissioned the fieldwork for a state-wide Public Understanding of Law (PULS) survey, which explored what people know about their justice system and its institutions, how they see it playing a part in their lives, and how they experience legal problems. The contract to deliver this study was awarded to Roy Morgan in February 2021, following a competitive tender process which was undertaken through December 2020 and January 2021.

Studies similar to PULS date back as far as 1975¹ in Australia. However, the first large scale survey of legal needs was undertaken in NSW on behalf of the Law and Justice Foundation of NSW (LJF) and published in 2006² as 'Justice made to measure'.

Such was the enthusiasm in the legal sector for this work that Legal Aid commissions across the country encouraged the LJF to undertake a comparable national survey. This resulted in 2009's Legal Australia-Wide (LAW) Survey, which comprised a national sample of 20,716 responses (including over 2,000 in each of eight states and territories). The LAW Survey fieldwork was undertaken by Roy Morgan, and hence as a company, Roy Morgan has a long and established record in this area of work. Roy Morgan and the LJF worked closely together to produce a study of high quality and rigour, with its outcomes still being used as a reference more than a decade later³.

Until the LAW Survey there was a general perception that the majority of legal needs were addressed by the courts and legal assistance services and could be measured via statistics from these sources. However, the LAW Survey changed perceptions – with the majority of legal needs not finding their way into the justice system. Factors such as legal capacity, legal assistance service availability and not recognising problems as having a legal dimension etc. created a more complex picture of people's legal needs.

According to the OECD, legal need is an important component of access to justice, and arises "whenever a deficit of legal capability requires legal support to appropriately address a justiciable problem to be appropriately dealt with"⁴. Both internationally and in Australia, justiciable problems tend to disproportionately affect disadvantaged groups, and can create and exacerbate disadvantage⁵. The LAW Survey found clear relationships between a number of disadvantaged groups, and the prevalence of justiciable problems, the number of justiciable problems encountered, the tendency for co-occurrence of legal problems, and the presence of both legal and non-legal needs, often intertwined.

These findings underline the importance for Legal Needs Surveys to deliver robust samples for key disadvantaged groups, such as disabled people (noted as particularly vulnerable by the LAW Survey),

¹ Coumarelos et al (2012) – [Legal Needs in Australia](#), citing the 1975 study by Cass & Sackville, 'Legal Needs of the Poor'

² Coumarelos et al (2006) – [Justice made to measure: NSW Legal Needs Survey in disadvantaged areas](#)

³ See for example Mirrlees-Black, C (2019) – 'Conducting legal needs surveys in the Australian context: challenges and options' [Justice Issues Paper 31](#) (Law and Justice Foundation NSW)

⁴ OECD (2019) – [Legal Needs Surveys and Access to Justice](#)

⁵ OECD (2019) op cit

Indigenous people, unemployed people, single parents, people living in housing disadvantage and those whose main income is government payments. For PULS, there was also a need to ensure the survey captured low incidence issues, emphasising the requirement to provide robust and defensible data about issues at a sufficiently granular level, which underpinned the need for a substantial sample size for PULS.

Legal Needs Surveys are significant in that they provide an empirical basis for understanding how justice issues arise, how they are experienced, and the impacts that they have, and importantly work from the bottom up, looking at justiciable problems from the perspective of those who experience them, rather than the top-down perspective of justice professionals and institutions.

As a precursor to PULS, the Victoria Law Foundation commissioned the Community Perspectives of Law Survey⁶, conducted in 2019 using the Life in Australia panel. This survey addressed some foundational aspects of legal capability, including the extent to which people recognised law as relevant to specific problems, how they viewed the importance of legal advice in relation to such problems, and their views on the accessibility of lawyers and courts. The survey found that many problems which might be considered 'justiciable' were not perceived as 'legal' by respondents, whilst lawyers, and particularly courts, were often viewed as inaccessible, for a number of reasons. As with the LAW survey, demographic patterns often underpinned variations in response with gender, first language spoken at home, and mental illness all important in shaping attitudes.

This Public Understanding of Law Survey (PULS) is intended to better understand capability, attitudes and experience of law in the Victorian community, exploring what people know about the justice system and its institutions, how they perceive it plays a part in their lives, and how they experience legal problems. The survey was developed to reveal strengths and weaknesses in public understanding, capability deficits, and variations in attitudes by topic, demography and geography, and explored the inter-relationships between capability, attitudes and problem-solving behaviour. The findings of the PULS survey are intended to build on the legacy of the LAW survey and become an important reference tool for policy in years to come.

A number of broad parameters were set for the PULS at the time of commissioning. These broadly included the following:

- Fieldwork was to take place between June and November 2021, with data to be delivered by the end of 2021, and a technical report early in April 2022. As is reported later in this Technical Report, COVID restrictions both on movement, and also on judgements of the social acceptability and safety of undertaking face to face interviewing, delayed the start of survey work until February 2022. Post-COVID, there were also gross labour shortages, and considerable difficulties recruiting and retaining market research interviewers (again because there was a gross shortage of available and experienced staff in the labour market), and this slowed progress in field such that survey work was not completed until March 2023. Ultimately fieldwork for the survey was conducted from February 16th 2022 to March 16th 2023, with the pilot survey conducted from July 3rd to July 11th 2021.
- The survey was intended to comprise 5-6,000 adults (18+) across Victoria, employing probability sampling, being methodologically rigorous, and with as high a response rate as

⁶ Balmer et al (2019) – Law...What is it Good For? (Victoria Law Foundation)

possible. A survey of 6,000 adults was ultimately commissioned, and a final sample size of n=6,008 delivered.

- The Specification for the Survey issued as part of the Invitation to Tender canvassed a number of potential options for survey methodology, including face to face surveys, and telephone surveys using both single and dual frame RDD options. The potential for extending a telephone survey nationally (to reduce losses due to out of scope mobile numbers, and provide a national comparison for Victorian data) was also canvassed. The final approach selected was a face to face survey in Victoria, reflecting the primacy of ensuring the most rigorous, probability-based selection of research participants.
- The Specification also canvassed the potential for over-sampling in rural, regional and remote (RRR) areas. Costed options were explored as part of the project inception process, and as a result of discussion and consideration, the specification was amended to reflect the choice of a sample comprising 65% Metro and 35% RRR survey coverage.

1.2 Contingencies and Plans for Addressing the COVID Pandemic

PULS was initially commissioned shortly after the lifting of the longest COVID-related lockdown in Australia, the lengthy second lockdown in Victoria which ran from July through to November 2020. Hence PULS was commissioned and designed with the likelihood that fieldwork would be taking place whilst the pandemic was still extant in Victoria and across Australia, and that health measures such as lockdowns and other restrictions on permitted activity might therefore impact on PULS's ability to be progressed as planned.

Initial contingencies were as follows:

- The fieldwork approach, and in particular the detailed instructions given to interviewers about how to approach and interact with respondents, included specific instructions and protocols relating to COVID.
- A short lockdown (1-2 weeks) was not expected to materially impact the fieldwork approach, although detailed timelines would be impacted (in practice, even relatively short lockdowns tended to have a more profound impact than this, because they affected the confidence both of respondents and interviewers to resume face to face interaction).
- A longer lockdown, perhaps for several months (equivalent to Victoria's major lockdown in the second half of 2020) was expected to require a rethink of the fieldwork approach, and in these circumstances a move to telephone sample selection and interviewing might be considered and implemented. In practice, the VLF client team was committed to maintaining the chosen face to face approach, and hence as described above, the principal impact was on project timelines, with the survey ultimately delayed about 8 months in terms of start date in field, and 16 months in terms of completion.

Necessarily, it was important to revisit these issues, and our contingencies to deal with them, as the survey progressed. The situation in Victoria had been benign through the early months of 2021, with few cases of COVID, and no need to implement extensive lockdown measures. There had only been one, short, circuit-breaker lockdown, between 12th and 17th February 2021.

After an extensive and detailed process of survey design and testing, briefing for the pilot survey had been scheduled for Friday 28th May 2021, with pilot fieldwork then intended to proceed until Tuesday

15th June, after the long weekend for the Queen's Birthday Public Holiday. However, towards the end of May, a cluster of COVID cases emerged in Melbourne (arising initially from a breach of hotel quarantine in Adelaide). We hoped to address this by changing some of our chosen pilot locations, and thus avoiding some of the emerging hotspot areas. On Wednesday 26th May, the Victorian government announced a week-long lockdown, later extended for a second week, in place from midnight on Thursday 27th May. This meant the postponement of the planned briefing and pilot fieldwork, for the period of the two-week lockdown, and for two subsequent weeks (because of continuing restrictions on both movement and household visitors). This had the effect of introducing a four week delay to the start of pilot fieldwork activity. Pilot fieldwork locations were also chosen with the intention of avoiding then known high risk areas, and even once in field, the pilot was significantly affected by ongoing COVID related issues:

- There was considerable evidence of respondent reluctance to engage face to face, particularly in Metro areas, though to a lesser degree in regional areas, where the impact of COVID had been considerably less.
- The pilot itself had to be terminated early because of a further series of lockdowns and associated movement restrictions. This meant that we completed fewer pilot interviews than were originally intended, though the pilot itself proved sufficient for its purpose, highlighting a range of practical issues, including survey length, which needing to be addressed prior to full field.

Consideration of ongoing public concern about COVID transmission, and also our duty of care towards our interviewing staff, meant that significant and important changes were made to detailed survey design following the pilot. These resulted both from pilot findings, and from consideration of COVID related risks and concerns. These are described in more detail later, but included:

- The introduction of physical showcards, and subsequently showcard booklets
- The explicit offer of a telephone survey option
- Detailed instructions and briefing to interviewers about COVID safety measures

1.3 Structure of this Report

This report is intended to act as a detailed record of the methodological approach used in delivering the PULS survey. Subsequent chapters beyond this introduction address the following:

- Survey sampling – this is a detailed chapter, since the survey rests particularly on a 'gold standard' probability sampling approach. In many ways the sampling process lies at the heart of the study.
- Questionnaire Design, Programming and Testing – this includes discussion of the approach to cognitive testing, a report of which was submitted in May 2021, and which informed many aspects of the detailed design of the questionnaire, and the piloting and finalisation process prior to full field.
- Fieldwork – including discussion of training processes, fieldwork timings and progress, quality and auditing procedures, overall survey out turn and response rates, and response statistics.
- Data processing and weighting – this includes a detailed account of the survey weighting strategy.
- Appendices – including the questionnaire, other survey materials including the showcards, covering letter, calling card and client leaflet, and the audit questionnaire.

2 Sampling and Respondent Selection

2.1 Introduction

PULS used a rigorous and carefully designed process for sampling respondents, in order to ensure a robust and well-constructed final data set. This chapter discussed in detail the rationale for this sampling process, and the steps taken to select survey locations, and to select households and respondents within households. The latter part of this chapter also includes a step by step process setting out how the sample was calculated and drawn the sample. This discussion relies substantially on the sampling methodology which was drawn up and agreed prior to the survey fieldwork.

The sample was designed to achieve 6,000 completed CAPI interviews. The sample was intended to be representative of the Victorian population aged 18+, although with some deliberate over-sampling of regional/remote areas. It adopted a stratified clustered approach, based on SA1s⁷, with the sample controlled on two dimensions: socio-economic status and remoteness. This is explained in detail below.

The eligible sampling unit is any residential household which includes at least one person aged 18 years or older. Below is the list of buildings excluded from the sampling selection and call pattern procedure⁸:

- Nursing homes
- Shops (unless a private dwelling is attached)
- Hotels and Motels
- Offices
- Factories
- Restaurants
- Warehouses
- Defence force barracks
- Hospitals
- Hostels and refuges
- Religious and educational institutions (but on-site residence for ministers of religion, caretakers, etc. can be treated as dwellings)
- Short-term or temporary accommodation (such as holiday apartments, Airbnb etc.)
- Boarding houses or lodges
- Other short-term accommodation (such as short-term caravan parks).

2.2 Key Points

1. The geographic coverage was the state of Victoria.
2. The geographic stratification for the survey used two dimensions: the ABS's Remoteness Areas Structure (which is based on the Accessibility Remoteness Index of Australia (ARIA+))

⁷ Thus interviews took place in clusters of 20, with each SA1 selected forming one interviewing cluster. The total sample comprised 300 clusters (and hence 300 SA1s) of 20 interviews each.

⁸ The *call pattern* refers to the standardised manner by which field interviewers approached and selected households in field. This is covered in more detail in sections 4.4 *Selection of households* and 4.5 *Walking rules for household selection*.

and the ABS's Index of Relative Socio-Economic Advantage and Disadvantage (IRSAD), which forms part of the ABS's SEIFA system (Socio-Economic Indexes for Areas)⁹.

3. The relevant ARIA+ categories for Victoria are reflected within the ABS's structure as "Major Cities¹⁰"; "Inner Regional"; "Outer Regional" and "Remote". We used these ABS categories as strata, although "Outer Regional" and "Remote" were combined, as the latter category has too small a population for feasible treatment as its own stratum.
4. The approach to including IRSAD within the geographic stratification was to order all SA1s within each stratum in rank order of IRSAD score, then the required number of SA1s were drawn with probability proportional to size from this ordered list. The ranking of the SA1s in IRSAD order ensured that the selected SA1s broadly reflected the distribution of IRSAD within each stratum. (The same ordering of SA2s was also undertaken when selecting SA2s for the SA2-selection stage in regional and remote strata – see points 5 and 6 below.)
5. In the "Inner Regional" and "Outer Regional and Remote" strata, an SA2 selection stage was used as its cost/efficiency benefits were significant (because it allowed the clustering of selected SA1s within SA2s, reducing the distance between selected SA1s, without unduly impacting the process of selection). No SA2 selection stage was used in the "Major Cities" stratum.
6. In the two strata where an SA2 selection stage was used, SA2s were randomly selected with probability proportional to size (having first been placed in IRSAD rank order). Within each selected SA2, where possible 4 SA1s were randomly selected using probability proportional to size. Fewer than 4 selected SA1s per selected SA2 occasionally occurred either to more precisely achieve the target sample size or because 4 usable SA1s did not exist in particular selected SA2s.
7. In the Major Cities stratum, SA1s were randomly selected using probability proportional to size (from a list ordered in IRSAD rank order).
8. A random starting address was selected from each selected SA1. From this starting point, interviewers systematically selected households using standard, specific rules detailed later in this document.
9. For selection of respondent within each household the last birthday method was used. This approach involves asking the initial adult respondent to identify which of the eligible adults (aged 18 or over) resident in the household had the most recent birthday (ie. the last person to have had a birthday). If there is only one eligible adult (the initial respondent) then they are

⁹ SEIFA is the Socio-Economic Indexes for Areas, developed by ABS, which ranks areas in Australia according to relative socio-economic advantage and disadvantage, based on Census data. SEIFA comprises four indices, of which we used IRSAD, the Index of Relative Socio-Economic Advantage and Disadvantage. Of the four indices, we chose IRSAD because it is a broad measure (two of the four indices focus on particular aspects of socio-economic advantage and disadvantage – the Index of Education and Occupation (IEO), and the Index of Economic Resources (IER) – and are therefore less appropriate) and addresses both advantage and disadvantage (the Index of Relative Socio-Economic Disadvantage, IRSD, concentrates only on disadvantage). Of the four indices, IRSAD is therefore the best fit for our requirements.

¹⁰ Note that both Greater Melbourne and Geelong sit within the 'Major Cities' stratum. The other large cities in Victoria, such as Ballarat and Bendigo, sit within the 'Inner Regional' stratum.

interviewed. When there are two or more adults in the household, the script asks the most-recent-birthday question in order to select which household member to interview. In this circumstance, the interviewer specifically asks, 'Could you please tell me the first name and the age of the person in the household aged 18 or over who last had a birthday?'¹¹. Once selected, no respondent substitution was permitted. If the chosen individual subsequently refused to be interviewed, or was otherwise not available, then no interview was undertaken at that household.

In the “Major Cities” stratum (i.e. Melbourne and Geelong)

- (a) The number of SA1s required in each stratum was determined based on the population size and 20 interviews per cluster.
- (b) The SA1s were selected with probability proportional to the number of private households at the 2016 Census from a list in rank order of IRSAD.

In the other strata

- (a) The number of SA1s required in each stratum was determined based on the population size and 20 interviews per cluster.
- (b) The number of SA2s to be used in each stratum was determined on the basis of each selected SA2 including 4 selected SA1s. This sometimes required re-examination on a case-by-case basis from stratum to stratum, i.e. more SA2s were drawn if some strata only included 2 or 3 usable SA1s.
- (c) SA2s for each stratum were selected with probability proportional to the number of households at the 2016 Census from a list in rank order of IRSAD.
- (d) From within each selected SA2, 4 SA1s (or a different number, if appropriate or necessary) were selected with probability proportional to the number of private households at the 2016 Census from a list in rank order of IRSAD.

2.3 Exclusion Rules

The following were used as reasons for excluding SA1s from the possibility of selection:

1. SA1s with fewer than 50 occupied households were not eligible for selection¹². This rule was applied PRIOR to drawing the sample. (However, note that some SA1s had substantially changed size since the 2016 Census (for example where there had been substantial housing

¹¹ Note: the survey did not screen out respondents who refused to provide their first name and age. Contingencies were put in place to allow for refusal of both. However, they had to confirm that they were aged 18 and over to be selected and to proceed with the survey.

¹² The reasons for exclusion of very small SA1s include: they generally have no IRSAD information; they generally are unusable in various ways (eg marinas, hospitals, nursing homes, military bases, islands, etc). The choice of 50 occupied households as the cut-off for exclusion is arbitrary, and open to discussion.

development), and more recent data would have been strongly preferable. However, ABS did not provide this data. Roy Morgan conducts projections for weighting purposes, but these projections are based on trends, and would not pick up these sorts of substantial changes in sizes of specific SA1s). Rule 1 on its own excluded about 19,400 adults, or about 0.42% of the adult population of the state.

2. SA1s with no IRSAD score and/or no ARIA remoteness classification were not eligible for selection (note that most such SA1s would already have been excluded under the previous rule). Rule 2 on its own excluded 19,000 adults, or about 0.41% of the adult population of the state.

The combined impact of these two rules together excluded about 25,625 adults, equivalent to 0.55% of the state population (2016 Census data). This didn't vary significantly by remoteness:

- 0.55% of the population in Major Cities
- 0.6% of the population in Inner Regional areas
- 0.43% of the population in Outer Regional and Remote areas

In terms of SA1s, these two rules together excluded 513 SA1s out of a total of 14,069, which equates to 3.6% of all SA1s. Again, there is not a great variation in this proportion by remoteness:

- 3.6% of SA1s in Major Cities
- 3.7% of SA1s in Inner Regional areas
- 4.7% of SA1s in Outer Regional and Remote areas

Hence exclusions due to the application of Rules 1 and 2 did not affect the overall stratum by stratum results, and the proportion of people excluded was too small and too evenly spread to have had any substantive impact on survey results.

The following are the reasons for exclusion of SA1s already drawn:

3. If the SA1 contained non-private dwellings only – these may have included nursing and residential homes, other group home environments, military bases with associated barracks and housing, halls of residence and prisons;
4. If the SA1 comprised largely/entirely an access-controlled residence for which permission was refused (this may overlap with the above, but may also have included gated communities and apartment blocks with security controlled access);
5. If the SA1 was otherwise found to be inaccessible for other reasons, and access could not be obtained;
6. If the SA1 required more than a 300km round trip to conduct the interviews;
7. For any other reason (such as very low population density, risk to interviewers, impracticality of undertaking survey work) by individual exception.

Once the sample SA1s were drawn, the project team and operations team sought to identify any SA1s that might not be viable and might need replacement. Given that the process of selecting the SA1s was

designed to provide broad representativeness by IRSAD within each stratum, replacement SA1s needed to have a similar IRSAD rank to the discarded SA1, and (in the case of regional/remote strata) also be from the same SA2 as the discarded SA1. In practice, each replacement was considered on a case by case basis, to find a reasonable replacement.

2.4 Selection of households

This is the process used to select households within each SA1:

- (a) From each selected SA1 a starting address was randomly selected.
- (b) Apart from SA1s in rural areas where the dwellings were already geographically dispersed, for each selected SA1 a skip interval of 3 was used, excluding the building types listed above. The decision whether to forego the skip interval of 3 in any particular rural cluster was made by the Project Director in consultation with the Field Manager. There was no interviewer discretion on this issue, although interviewers often provided feedback about the nature of an area once they reach it, and sometimes sought advice about how to proceed.
- (c) Interviewers selected dwellings to approach, starting from the dwelling next to the selected starting address, by applying the walking rules detailed in the next section, and applying the appropriate skip interval for the SA1/cluster.
- (d) Interviewers continued according to the walking rules and call-back rules until 20 interviews had been completed for the cluster¹³.

2.5 Walking rules for household selection

Within each SA1 cluster, the following rules were applied to determine how interviewers proceeded from their starting address. Interviewers were provided with extensive written instructions as well as detailed briefing as part of the training, to ensure they understood this approach. The Field Manager also reviewed the walking patterns revealed by interviewer records, and advice was offered if interviewers were not following these instructions.

- Interviewers went to the starting address (randomly selected within the SA1 selected).
- Interviewers called on the household next door having their left shoulder to the fence line, and proceeded in an anti-clockwise direction. This was the first selected dwelling.
- Moving in an anti-clockwise direction, the interviewers skipped two dwellings and the third dwelling was the next selected dwelling. The buildings selected and skipped needed to be dwellings. Interviewers referred to the list of buildings at start of this chapter which were excluded from both household selection and skip interval procedure. This process continued to ascertain which dwellings in the SA1/cluster became the selected dwellings.
- At least 3 attempts were made to establish contact with selected households (as far as practicable, at least one call or callback was required to be conducted on a weekend, and

¹³ It should be noted that it is possible that by correctly adhering to the walking rules, some of the interviews completed for a cluster may be from households outside the SA1 originally selected. A detailed discussion of this issue is provided below.

interviewers were expected to call at different times on different days to maximise the opportunity to call when someone was at home).

- A more detailed process then ensued to select alternative dwellings should no contact be made with the selected dwelling after 3 attempts (as detailed below).

2.6 Call-Backs

Similarly, detailed rules and instructions were provided about numbers of households approached, and the need to prioritise call backs over calls to new households.

At least three attempts were required to be made to establish contact with households selected. It was a key part of Roy Morgan Research's strategy to ensure that the selected dwellings were given every chance of inclusion in the survey. Interviewers were instructed to conduct call-backs at different times and on different days of the week to increase the likelihood of making contact with selected households. Interviewers adhered to the following rules when calling back on dwellings so as to maximise contact rates:

- At least one call or call back was required to be made at the weekend.
- Interviewers could not go past 30 **selected** dwellings until they had called back on all of the first 30 **selected** dwellings where no-one was home on the first call. This was enforced by the survey program on the interviewers' tablets.
- Interviewers could not go past 40 **selected** dwellings until they had made all 3 calls at any of the first 30 **selected** dwellings and at least 2 calls at any of the next 10 **selected** dwellings where no-one had been home.
- Interviewers could not go past 50 **selected** dwellings until they had made all 3 calls at any of the first 50 **selected** dwellings where no-one was home. If they had done so, and still had not managed to complete 20 interviews they were allowed to continue attempting calls at new dwellings but needed to seek advice from their supervisor first.

The above rules meant that on some days, interviewers needed to stop calling on dwellings in a particular cluster after only a few hours. As most interviewers had more than one cluster, they were able to move onto another area before returning to their first area. Remote clusters, where interviewers have had to travel a considerable distance to reach the area, sometimes required modifications to these procedures in order to maximise response efficiently.

Warning messages (to which interviewers needed to respond) were included in the CAPI tablet programming to reflect these limits.

2.7 Crossing of SA1 boundaries

There was substantial consideration about how to advise interviewers about crossing SA1 boundaries in the process of following the walking instructions above, not least because in many areas, selected SA1s were contiguous and crossing a boundary might impinge upon the dwellings in another cluster. On balance interviewers were advised to follow the walking rules and skip interval (even if doing so took them outside the SA1 originally selected).

Given a skip interval of 3, and likely levels of non-contact and refusal, it was likely that to achieve 20 interviews, an interviewer would need to have access to a pool of about 150-210 households:

- Two thirds of these would not be attempted (adhering to the skip interval);
- Of those attempted approximately a third may not be able to be contacted, even after all attempts; and
- Of those contacted only a proportion would agree to take part in the survey – with obviously some margin for variation in contact rates and response rates from cluster to cluster.

SA1s varied in terms of the number of households they contained. Having excluded those without an IRSAD indicator (the vast majority of which are virtually empty), about 99% of SA1s had over 50 households, about 87% had over 100 households, about 52% had over 150 households and about 22% had over 200 households.

It can be seen immediately that achieving 20 interviews within the boundaries of most selected SA1s while using a skip interval of 3 was not feasible.

The option of using strict walking rules and skip intervals meant that the interviewer often ended up in a different SA1 to the one they started in. In many surveys this would raise no concerns, however in the case of this survey the SA1s were proposed to be selected not simply randomly within each stratum, but were proposed to be selected in order to broadly represent the IRSAD distribution. Walking into another SA1 to the one originally selected could involve walking into an SA1 with a very different IRSAD score.

However, it could confidently be expected that the random nature of such SA1 'swapping' would have minimal net impact on the final distribution of households according to IRSAD scores. In other words, the number of cases of walking into a higher IRSAD area should be approximately similar to the number of cases of walking into a lower IRSAD area.

This 'self-adjusting' and essentially random nature of allowing interviewers to cross SA1 boundaries had many advantages over the difficult adjustments that would be required to prevent boundary crossing. For example, preventing boundary crossing would have required some or all of the following:

- Pre determining different skip intervals for different SA1s, based on their size (including **no** skip interval for SA1s with fewer than say, 120 households, or about 25% of all SA1s¹⁴)
- Determining revised skip intervals on-the-fly if an SA1's initial skip interval seemed unlikely to achieve the target
- Going back to addresses that had been skipped after attempting all addresses according to the original skip interval
- Using SA1 maps which over-rode or varied the walking rules when an SA1 border was reached
- Interviewers stopping interviewing in an SA1 pending Field Management making a decision as to which rules to vary in order to achieve 20 interviews within the SA1's border.

¹⁴ In rough terms, SA1s with fewer than 60 households would be excluded (about 1%); SA1s with 60-119 households would need to have no skip (about 25%); SA1s with 120-179 households would need to have a skip of 2 (every second address attempted – about 42%); and only SA1s with 180 or more households would have a skip of 3 (every third address attempted – about 32%).

These sorts of strategies could lead to confusion and error, and could also be awkward to detail and explain in methodological reporting. By comparison, the option of crossing boundaries was clear to implement and clear to explain.

In practice, there was case by case advice given to interviewers about walking patterns in order to deal with the risk of intersecting walking patterns from contiguous SA1s, and to guide interviewers in situations where:

- SA1s were split between more than one interviewer in order to complete work
- A second interviewer needed to start in a different location where work had been abandoned in an SA1 by a prior interviewer, and the second interviewer was assigned to complete the work.

2.8 Step by step approach to sample selection

Step 1. First determine the target sample size for all strata

The total target was 6,000 completed questionnaires with a cap of 65% from the Major Cities stratum, distributing the remainder (35%) between the other strata in proportion to population.

1. Set the Major Cities share at $6,000 \times 0.65 = 3,900$
2. For each of the remaining 2 strata, calculate the share of the remainder ($6,000 - 3,900 = 2,100$) in proportion to that stratum's share of the 18+ population. Noting that the most recent Census data is now nearly five years old, we will explore the potential for using more recent population projections for this step, and for weighting purposes. However, we understand that there is limited value in using projections for determining the current size of the SA1 population, including to determine if it is too small for inclusion. For this we will revert to known 2016 data.

The end point of this stage was the table below.

Table 1 Overall Target Sample by ARIA Remoteness Strata

	Target sample for Major Cities	Target sample for Inner Regional	Target sample for Outer Regional and Remote	Total Target Sample
Total	3,900	1,714	386	6,000

Step 2. Determine the number of SA1s needed in each stratum.

The number of SA1s required in each stratum was determined on the basis of achieving 20 completed interviews per cluster. Thus we calculated the number of SA1s needed for every stratum (i.e. dividing target sample size per stratum by 20). The number of SA1s needed to be whole numbers, so totals were rounded up to the nearest whole number.

This resulted in the following distribution:

Table 2 Number of SA1s Selected by ARIA Remoteness Strata

	SA1s needed for Major Cities	SA1s needed for Inner Regional	SA1s needed for Outer Regional and Remote	Total SA1s needed
SA1s	195	86	19	300

Step 3. Determine the minimum number of SA2s needed in each Regional/Remote Stratum

This step did not occur in "Major Cities".

Using the number of SA1s calculated in the previous stage, we calculated the minimum number of SA2s needed for each relevant stratum. This was the number of SA1s divided by 4. The final number of SA2s actually used might vary from this, if some SA2s provided fewer than 4 usable SA1s. The minimum number needed to be a whole number, so again totals were rounded up to the nearest whole number.

The result of this stage was the table below:

Table 3 Number of SA2s Selected by ARIA Remoteness Strata

	SA2s needed for Inner Regional (minimum)	SA2s needed for Outer Regional and Remote (minimum)	Total SA1s needed (minimum)
SA2s	22	5	27

Step 4. Randomly select the SA1s in the Major Cities stratum.

1. Exclude any SA1 with fewer than 50 occupied households at the 2016 Census, or with no IRSAD score
2. Order the SA1s in rank order of IRSAD score
3. From this ordered list randomly select the required number of SA1s with probability proportional to size (where size is based on the number of occupied households at the 2016 Census)

Step 5. Randomly select the SA2s in the other strata.

1. Exclude any SA2 with fewer than 100 occupied households at the 2016 Census, or containing fewer than 2 usable SA1s.
2. Order the SA2s in rank order of IRSAD score

3. Within each stratum, randomly select the required number of SA2s from these ordered lists with probability proportional to size (where size is based on the number of occupied households at the 2016 Census)

Step 6. Select the SA1s from the SA2s.

From each selected SA2 (i.e. selected at step 6) this step involved selecting the required number of SA1s – probably 4, but possibly 3 or 2 if a selected SA2 had fewer than 4 usable SA1s, or if selecting 4 would result in too many SA1s being selected for the stratum.

1. Exclude any SA1 with fewer than 50 occupied households at the 2016 Census or with no IRSAD score
2. Within each selected SA2, order the SA1s in rank order of IRSAD score
3. Within each selected SA2, randomly select the required number of SA1s with probability proportional to size

If there were a number of selected SA2s with fewer than 4 SA1s selected then additional SA2s were selected in order to achieve the overall total of required SA1s. Any such additional SA2 selections was made from those remaining, using the same random probability proportional to size approach detailed above.

The final output of this was, for each stratum separately, a list of all preliminary selected SA1s. Each list included at least, stratum, number of households, population size (18+), physical area, SEIFA indices, region type (ie Major Cities / Inner Regional / Outer Regional / Remote). Following is a list of variables that we attached to the list of selected SA1s/SA2s.

- Stratum (1-3)
- SA2 number and name
- SA1 number and name
- Suburb Name (SSC) – note that if more than one SA1 with a same suburb name, a suffix or A, B, C, D etc. should be appended)
- Remoteness variable (1-5)
- IRSAD State Decile (1-10)
- IRSD State Decile (1-10)
- IER State Decile (1-10)
- IEO State Decile (1-10)
- 18+ population
- No. Occupied Dwellings
- Km²
- Average Household size
- Mean Household Income
- Average Household Income

Calculations of some of derived variables – 18+ population per km², number of occupied dwellings per km² – were also appended.

Step 7. Select a random starting address for every selected SA1.

Once the final list of SA1s was agreed, then from each selected SA1 a starting address was randomly selected. The starting addresses were cross-checked for validity and usability. We reviewed the viability of starting addresses for some more rural and extensive SA1s, and in some cases mapped advised walking routes. This was to ensure, based on considerable prior experience, that we did not select a starting address which is impractical – for example if the address was isolated and distant from centres of population, or otherwise separated from much of the SA1's population by a major physical feature.

Replacements

After checking, some SA1s needed replacing. Given the process of selecting the SA1s was designed to provide broad representativeness by IRSAD within each stratum, it was preferable that replacement SA1s should have a similar IRSAD rank to the discarded SA1, and (in the case of regional/remote strata) also be from the same SA2 as the discarded SA1. In practice, this was undertaken on a case-by-case basis, in order to find a reasonable replacement.

3 Questionnaire Development and Testing

This chapter details the development of the survey questionnaire for PULS, including early development, cognitive testing, piloting and final preparation for full field.

3.1 Questionnaire Design

The Victoria Law Foundation provided the Roy Morgan team with a detailed draft questionnaire. This had been in development for some time, and drew on prior work and surveys undertaken by the client team over many years. The questionnaire was developed from that point in close consultation between the Victoria Law Foundation and Roy Morgan teams, including a number of video conference consultations, sharing of iterations of the developing questionnaire document, and two face to face meetings to work through detailed questionnaire issues together. These consultations addressed issues such as the detailed wording of questions, the sequencing and flow of questions and question sets, the routing and filtering of questions subject to responses, and considered issues of likely questionnaire length.

Prior to programming the questionnaire, the emerging questions were subject to a process of cognitive testing, described in detail below. Thereafter the questionnaire was programmed into the format used on the CAPI tablets, and a further series of iterations was undertaken involving further testing and modification, before proceeding to pilot.

Throughout this process, there was extensive consideration of the utility of the questionnaire as a research tool to be administered to members of the Australian community. There was extensive consideration, even prior to the cognitive testing, about the appropriate length of the instrument, the language and terminology used, the way in which the survey content was introduced and explained, and to ensure the engagement and interest of respondents.

In addition to the questionnaire itself, and in a parallel process, Roy Morgan also developed those parts of the CAPI program which controlled and recorded:

- Household selection within an SA1
- Initial and subsequent calls to households
- The outcome of each call
- The process of selection of respondents within households, particularly multi-person households (this included ascertaining the number of in-scope adults in the household from which a respondent should be randomly chosen – following the pilot this randomisation used the last birthday method, since it was an established and well understood method)
- The response from the selected household member
- Appointments for callbacks to select a respondent, to secure the consent of a respondent, or to interview a respondent
- Completions of interviews and other outcomes, such as partial completions, refusals and terminations.

This part of the program also recorded other information about the interview, such as its location and mode (telephone or face to face), whether the interview used the showcard booklet (hard copy or online), and any other notes which the interviewers needed to make for their own administrative purposes, or to clarify their records for field managers.

Roy Morgan programmed the survey in Forsta (formerly Conformat Horizons). Forsta is a true multi-mode data collection with options for online, face to face data collection and telephone interviewing. At its core, the Conformat software allows for simple and complex programming (including complex questionnaire routing scenarios) and numerous help screens that the interviewer and/or respondent (online) can access to guide them through the survey.

The questionnaire was programmed by a Senior Programmer. During the programming phase, the Senior Programmer asked questions to the project team (and the Foundation's project team) to clarify programming specifications. Following completion of sections or modules, and following the Senior Programmer's own detailed checking, sections of the program script were released for checking by the project team, to ensure that again, the rules had been correctly implemented. As with the process of iteration between the Roy Morgan project team and the VLF team, there was also a substantial amount of iteration and checking of programmed versions between Roy Morgan and the Senior Programmer, as the programmed version of the questionnaire evolved over time, and responded to developments arising from wider development and testing.

The developing questionnaire was also subject to ISO20252 quality assurance processes. This checked for accuracy and clarity, and minimised any inherent bias in the questionnaire in relation to question wording and question ordering. The survey programming was subject to approval by the Questionnaire Quality Control Manager; an internal to Roy Morgan User Testing Group and the Project Lead which included an extensive practice testing phase. The questionnaires also went through an electronic self-testing phase (autopilot) and was run through as a mock interview by project management to ensure that the questionnaire was working as intended. This mock interview approach was also extensively used pre and post pilot to assess the length of the questionnaire, and ultimately proved to be accurate in determining the actual running length of the questionnaire which emerged in field.

Likewise as part of this quality assurance process, all logic checks were conducted and tested when the survey was programmed. Filters and routing systems are used to ensure that only the right respondents are asked the appropriate questions. Frequency counts were checked during the fieldwork phase and then again on completion of fieldwork. Computer specifications and edit programs were also checked and verified before implementation.

3.2 Cognitive Testing

From the outset of the project, cognitive testing was recommended as a key and essential part of the questionnaire development process. Whilst there were antecedent surveys (including the LAW survey (2008) and the more recent CPLUS (2019)), PULS was sufficiently new and different to what has gone before that formal cognitive testing, to explore the effectiveness of new questions and new question sets, was a key part of the questionnaire development and testing process.

PULS utilised a program of ten face to face cognitive testing interviews:

- Interviews were about one hour in duration, and conducted face to face in Roy Morgan's offices
- Each cognitive interview comprised the respondent, a principal interviewer, and an observer/note taker
- Respondents were drawn from members of Roy Morgan's Single Source Panel who were resident in Melbourne, and comprised a broad range of respondents based on age, gender, socio-economic group, educational attainment ethnic and linguistic background

- Respondents were recruited initially by telephone, and in this process provided informed consent about their participation
- Respondents were provided with a cash incentive payment in recognition of their time and expenses incurred in attending.

Cognitive testing is intended to:

- Assess the extent to which potential respondents understand the questions in the way that they were intended, and were able to respond both clearly and effectively;
- Clarify the understanding of key words and phrases, and identify terms which respondents don't understand, or misunderstand;
- Explore any issues of cognitive understanding with wording or underlying concepts;
- Identify inconsistencies and ambiguities, particularly where these relate to differences in understanding between groups;
- Identify whether any questions are subject to order effects or social desirability bias;
- Establish whether any particular words, phrases or concepts are particularly sensitive, and whether a question elicits a comprehensive answer from respondents without further elaboration;
- Explore rewording and rephrasing options, and establish which are most effective.

Fundamentally, cognitive testing seeks to identify and eliminate errors and bias (measurement error) that may occur because questions are not understood as intended, and not understood in the same way by different respondents. Cognitive interviewing assumes four phases to the answering of a question in a typical 'question and answer model' – comprehension of the question, retrieval of information (usually from memory), making a judgement about how to answer the question using the retrieved information, and finally the response itself¹⁵. Typically (and sometimes depending on the respondent themselves) cognitive interviews combine 'think-aloud' interviewing (where the respondent is asked to verbalise their thinking as they seek to answer a question) and verbal probing by the interviewer, both concurrent and retrospective (that is, as the question is being considered or discussed by the respondent, or later, as the respondents recalls their experience)¹⁶.

The cognitive testing script was again developed in close consultation between the Roy Morgan and the VLF teams. The length of the survey meant that it would have been impossible to test the whole script, nor was it necessary to do so, since some of the questionnaire comprised known and tested question sets, and validated measures (which could not change). The client and contractor teams together identified the parts of the questionnaire which would most benefit from cognitive testing, and developed questions for the testing process which probed the key cognitive issues relevant to each section of the questionnaire. The cognitive testing interviews were also used to test respondents' understanding of key introductory and explanatory scripts used in the questionnaire.

Once the cognitive testing interviews were completed, the Roy Morgan team met and agreed the key findings, and from this prepared a detailed report advising the issues which had emerged, and

¹⁵ This model was originally proposed by Tourangeau, Rips and Rasinki (2000) in The Psychology of Survey Response, and has been widely adopted and discussed across many social science and survey contexts.

¹⁶ Willis and Artino (2013) – 'What Do Our Respondents Think We're Asking? Using Cognitive Interviewing to Improve Medical Education Surveys' Journal of Graduate Medical Education Editorial, September 2013

suggesting solutions to address issues and further refine the questionnaire. In some cases the cognitive testing also validated wording and questions, and confirmed that they worked as intended (hence requiring no change). The questionnaire was further edited and refined following the cognitive testing.

3.3 Pilot

Following the cognitive testing phase, reporting and subsequent changes to the questionnaire, planning commenced for a live pilot in field. As well as the questionnaire, this also required the development and finalisation of a number of pieces of supporting documentation for fieldworkers to utilise, including:

- an introductory letter
- calling cards
- multi-lingual introductions (translating a brief description of the survey into the ten most frequently spoken languages other than English in Victoria)

These were all developed in close consultation with the client team, with translations obtained professionally, and then cross-checked with native speakers of these languages amongst Roy Morgan staff. Detailed training materials were also developed to support the briefing of the small team of experienced face to face interviewers selected to undertake the pilot in five different locations. As closely as possible, the pilot was intended to replicate the full field process, and thus the locations selected were each SA1s, with the expectation that the pilot would deliver 100 completed interviews, 20 in each of the five selected locations. Some initial SA1 selections were changed to address the need to avoid recognised COVID hotspots across Metro Melbourne, and in the end, SA1s were selected in Craigieburn, Glen Waverley, Canterbury, Creswick and Highett.

The objectives of the pilot test included:

- providing feedback on how the questionnaire is received by respondents (e.g. in relation to the complex nature of describing and detailing legal issues)
- identifying any questions of a sensitive nature and performance of key routing questions
- continuing to test respondent understanding of questions
- providing a further 'real world' check on questionnaire wording, flow and pre-coded answer categories
- confirming that the questionnaire programming is working as intended
- checking the questionnaire length
- testing the in-field effectiveness of various design approaches, such as the use of virtual showcards on the tablet screen (this was selected as a COVID safety measure, eliminating the need for physical showcards)
- testing both the effectiveness and interviewer operation of the various sampling stages, including walking patterns, household selection, call recording, respondent selection within household, appointment setting and so on.

A briefing session for interviewers undertaking the pilot was initially scheduled for Friday 28th May 2021, with pilot fieldwork then expected to start over the following weekend, and to proceed for about two weeks, until each interviewer had completed 20 interviews in their SA1. However, the day before the briefing was due to take place, a 'circuit breaker' lockdown was called in Victoria, and by the time this was lifted, and a grace period was allowed for re-planning and the return of some public confidence, the

pilot briefing did not take place until Wednesday 30th June 2021. This was a full day of training starting at 9.30 and scheduled to finish at 4.00, covering:

- The background to the study (delivered by the client, a pattern which would subsequently be maintained in many of the full field briefings)
- Use of tablets and survey materials (letters, calling cards etc)
- Starting addresses, call patterns, selection of households, and use of the survey screener
- COVID protocols
- The PULS survey itself, looking at its structure and specific issues
- Issues such as fieldwork management and administration, gaining co-operation from respondents, and support for interviewers.

There was a second, online briefing held for two more interviewers on Wednesday 7th July 2021.

Increasing numbers of COVID cases being reported, the likelihood of further lockdowns and health restrictions, and increasing concern from both respondents and interviewers about face-to-face fieldwork, led to the pilot being terminated after the completion of 45 interviews, on Thursday 15th July. Substantial numbers of completions were only achieved in three SA1s – Glen Waverley (14), Canterbury (11) and Creswick (18). Following the pilot fieldwork, there was a comprehensive process of data analysis and debriefing with interviewers, to understand all the learnings from the process.

The pilot identified a range of issues to address further in the design of both the questionnaire itself, and the wider survey process. These included:

- A questionnaire which was running very long compared to target, and indications of individual survey section lengths to inform editing.
- Feedback from interviewers that the 'virtual showcard' approach was not working – it was slowing the progress of the survey and encouraging respondents to think that they could take control of the tablet (both a quality and COVID safety risk). Moreover, respondents often struggled to read the text on the tablet screen. The decision was taken to move to physical showcards, and latterly to showcard booklets to facilitate COVID safety and telephone interviews following screening.
- Difficulties using the Rizzo method for in-household selection – both issues with interviewer familiarity, and also the greater length of time and complexity perceived to be involved. Subsequently the survey adopted the 'last birthday' method for in household selection, which was better understood, simpler and quicker to use.
- Other materials were found to work well, including the introductory letter, which was agreed should be used much more widely than initially instructed, including use at 'no answer' households, and the 'other languages' translated introduction, which quickly proved to be useful in winning trust in areas with high proportions of households whose first language was not English.

3.4 Post-Pilot

Following the pilot, a range of changes were made to both the PULS questionnaire, and the wider field process, addressing the learning from pilot, and continued thinking about how to deliver a face to face survey in a post-COVID world. These changes included:

- Considerable editing of the questionnaire to reduce the length of the core survey to the planned 40 minutes.
- Introduction of showcards, and latterly showcard booklets.
- A move from the Rizzo method for in household selection, to the 'last birthday' method.
- Introduction of a 'COVID hesitant' code in the list of call outcomes.

A wide range of other detailed changes, corrections and simplifications to both content and process were also included, as the survey was further tested and refined through post-pilot testing and revision.

On the 3rd September 2021, in the context of continued COVID lockdowns in Victoria, the decision was made to postpone full fieldwork until 2022, when it was hoped we would be able to resume face to face fieldwork. Full fieldwork finally started in February 2022.

4 Fieldwork and Response Rates

This chapter addresses the main fieldwork processes, and includes discussion of:

- Fieldwork timing and progress
- The interviewing team, interviewer briefing and materials
- Fieldwork procedures
- Management, supervision and monitoring of fieldwork
- Interviewer and respondent incentives
- Response statistics and response rates

4.1 Fieldwork statistics

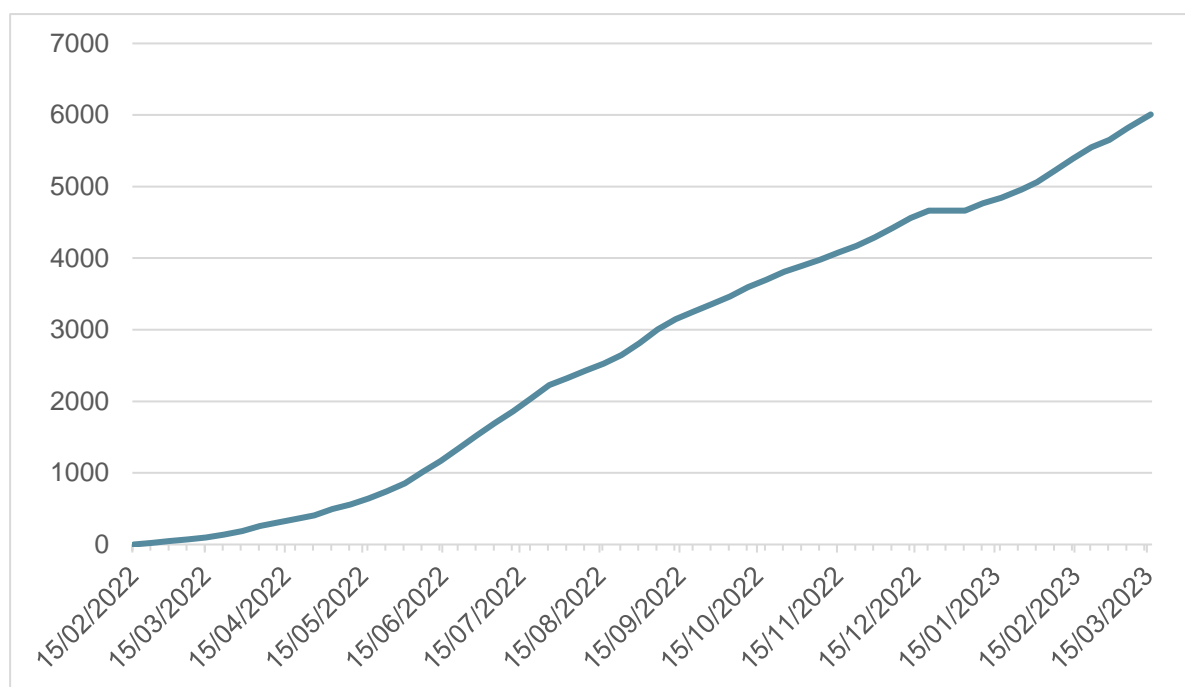
The main study (non-pilot) fieldwork took place between February 16th 2022 (the date of the first briefing session) and March 16th 2023 (the last day on which interviewers were in field), following the pilot which took place in 2021.

A total of 70 individual field interviewers worked on PULS, and there were more than 20 briefing sessions undertaken to train interviewers. Interviewers comprised both experienced interviewers who had worked on other key projects for Roy Morgan, and interviewers who were recruited and trained specifically for this project. Post-COVID, there were significant difficulties recruiting and retaining interviewers in a volatile labour market, and a great deal of time and effort was devoted to building a field team to deliver the project. Difficulties with recruitment and retention both increased the scale of training activity required, and lengthened the time required in field.

Overall, 6,008 interviews were completed for PULS, and passed quality tests to be included in the final survey data set. Examining relative contributions from interviewers:

- 8 interviewers each completed more than 200 interviews each
- A further 10 interviewers each completed between 100 and 199 interviews
- A further 23 interviewers completed between 20 and 99 interviews (ie. completed at least one SA1)

The chart below illustrates the progress of fieldwork over time.



4.2 Briefing and training interviewers

All interviewers were extensively and thoroughly trained prior to going into field. The precise structure and location of training sessions varied through the fieldwork process. The first two briefing sessions were undertaken with experienced and established interviewers, and training comprised a single, full day of training focusing of project specific issues. Subsequent sessions increasingly comprised interviewers who were either new to Roy Morgan, or were relatively more inexperienced, and hence a two-day training pattern was established, with the first day being general interviewing skills, use of the tablet etc., and then the second day being focused on briefing specific to PULS. Approximately 20 such face-to-face training sessions were delivered. Towards the end of the fieldwork period, a number of briefing sessions were undertaken online, using MS Teams. These were typically smaller in terms of the numbers participating, but still typically ran over two days.

Learning was also supported by a series of exercises, to be completed both before the training sessions, and between the training sessions and first field activity. Following training, interviewers were offered the opportunity to be accompanied in field for their first shift by either a Field Manager or an experienced interviewer. Such support was also offered where interviewers were struggling to progress effectively, in order to help identify and correct any in field issues.

Training was conducted by the Field Manager and members of the project team. A member of the client team often also took part to provide additional insight around the background to the project. The training sessions covered:

- Project background, explaining the nature and context of the study, and its importance
- Fieldwork procedure
- Screener and questionnaire content and structure
- Fieldwork materials
- Call pattern procedure
- Fieldwork administration and management

- Tips to maximise response/participation rates, including refusal conversion
- Interview role playing

4.3 Fieldwork materials

Field interviewers were provided with sets of materials both before training and before conducting fieldwork. Prior to training, they were provided with a 'Pre-Training Pack' containing the following:

- CAPI tablet
- CAPI self-training manual
- PULS Interviewer Manual
- Pre-training Exercises/requirements

The pre-training pack included a covering letter that instructed onboarding field interviewers to complete a set of activities prior to their training session. These exercises were designed to provide interviewers a familiarity with and basic understanding of the project, how to use their CAPI tablet and how to navigate through the survey. This background knowledge helped ensure ease of comprehension during the training sessions and thereby improve overall field interviewer competency prior to fieldwork.

At training, field interviewers were provided with both example copies, and multiple copies in field packs, of all the materials they were to use in field. As part of their training they were introduced to the materials, and instructed on how and when to use these materials. The packs contained sufficient copies of the materials for their allocated SA1 clusters, and also provided a top up surplus. The materials for use in field comprised:

- **Approach Letters.** The approach letter was to be provided upon contact with interested members of the selected dwelling.
- **'Information in other languages' sheets.** This contained information about the survey in the 10 languages other than English most widely spoken in Victoria (Mandarin, Italian, Greek, Vietnamese, Arabic, Cantonese, Punjabi, Hindi, Filipino and Persian/Dari). This was to be used when the interviewer encountered a householder who was not fluent in English. Its intention was to reassure respondents, inform them about the why the interviewer was there, and help to identify if there was a more fluent English speaker in the household.
- **An English version of the 'Information in other languages' sheet.** This was provided to interviewers, so that they were aware of the content and purpose of the 'Information in other languages' sheet.
- **Calling cards.** These were provided to be used when no one was home on the first or second approach, to provide respondents with a record of an agreed appointment, and when the field interviewer arrived for an appointment but no one was home.
- **Showcard booklets.** Showcards provided a list of response options to particular questions within the survey. They were given to respondents to facilitate ease of interviewing. Booklets were chosen over a laminated showcard deck because they reduced the risk of COVID transmission, and because booklets could be left with a respondent prior to a later telephone interview.
- **'Thank you' brochures.** These were leaflets designed and provided by the Victoria Law Foundation that provided direction how to get further information on the survey and advice on legal questions and issues. A copy was provided only upon completion of the interview.

- **Laminated ‘Talking points’ sheet.** This was a document that contained a list of talking points which interviewers could use when explaining how the survey was run, and when encouraging potential respondents to participate. It was intended to help the interviewers in introducing the survey and was not shared with respondents.
- **A map and instructions sheet** (for non-standard, often rural, SA1s). This was provided for unusual SA1s where the standard walking and call pattern approach might be inappropriate. The instructions sheet was individually tailored for each SA1 and contained important information and instructions on how to conduct fieldwork in that area.

As part of their documentation, interviewers were also provided with:

- **Laminated privacy policy.** A Roy Morgan Privacy Policy document.
- **Laminated ‘coping with stress’ tips.** A two-page document that provided some stress management strategies.
- **Employee Assistance Program (EAP) letter.** This explained and provided contact details for the EAP service provided for employees by Roy Morgan. The EAP service is a confidential counselling service for employees and their family members.

4.4 Fieldwork procedures

As noted in the Sampling chapter, once an SA1 was assigned to a field interviewer, they were required to follow a strict call pattern procedure that ensured the systematic sampling design was adhered to. The process for household selection, and for selecting respondents within households, is detailed in the chapter addressing survey sampling.

4.4.1 Contact with selected household

Once contact was made with the household, field interviewers introduced themselves and the survey using either a standardised script provided in the screener program on their tablet, or varied the introduction with the help of the guidance provided in the ‘talking points’ sheet, while ensuring key information was conveyed to the household member. They were then expected to hand over a copy of the Approach Letter (and the *Information in other languages* sheet where appropriate) and to allow respondents to read the letter. Interviewers were to ensure they were talking to an adult. If there was no adult in the household at the time of contact, they were to make an appointment and come back when an adult was available.

4.4.2 Respondent selection procedures

If the household member was willing to proceed, the interviewer then took the household member through a short screener questionnaire to 1) identify if there were any eligible respondents in the household (eligible respondents were permanent residents of the household aged 18 and over, who would be living at the home over the next 2 weeks – this being the time period over which most SA1s were intended to be worked and completed), and 2) to randomly select an eligible respondent for interview.

When selecting respondents in the household, field interviewers were instructed to ask ‘...how many people, aged 18 and over, including yourself, currently live in this household?’ Permanent residents not living there over the next 2 weeks were not counted as “currently” living in the household and were

therefore excluded from this respondent selection process. This included those household members on a holiday or work trip, for example, as well as students living away from home, and FIFO workers who would not be present over the time that the survey was being administered in that SA1. If there was only a single eligible member of the household aged 18 and over, they were automatically selected for interview. If the household had two or more members aged 18 and over, the interviewer was to ask, 'Could you please tell me the first name and the age of the person in the household aged 18 or over who last had a birthday?' The answer to this question determined the respondent to be interviewed.

4.4.3 Recruitment of respondent

If the selected respondent was available to interview, the field interviewer asked to speak to them and sought to proceed with an interview. If they were not available to interview at the time, the interviewer collected their contact details and made up to two further contact attempts. An appointment was made where possible.

4.5 Interviewer supervision and fieldwork management

Once trained and active in field, interviewers were closely monitored by the Field Manager. At the beginning of each week, interviewers were contacted and asked to commit to working hours and shifts for the coming week. Interviewers were expected to deliver a minimum number of hours and shifts each week, and to work at least one weekend shift – but within these parameters, interviewers had considerable flexibility to choose how much and when they worked, and typically a pattern and level of commitment was discussed and agreed with the Field Manager. Once committed to a pattern of work for the week, interviewer adherence to this pattern was monitored daily, and interviewers were expected to advise of variations, including those caused by sick leave or other unforeseen circumstances.

Interviewers were required to 'sync' their tablet (connecting online to servers both to download any updates, and to upload completed interviews and other field activity and screener data) at least once every day they were working, and preferably more often. This provided the Field Manager and the wider project team with key performance monitoring data, which helped both to monitor activity and productivity, and to identify any issues or problems which required intervention or support. Interviewers were also able to contact the Field Manager by phone, e-mail or via the Slack app, and were able to network with each other via Slack.

Daily review and monitoring of field data was undertaken, looking at:

- Dates and times of interviewer activity
- Interviewer location and addresses logged
- Numbers of calls, and call outcomes
- Numbers of completed interviews and appointments
- Timed interview length

This data was used to monitor interviewer performance and productivity, and to provide the basis for interviewer coaching and time planning. The project team also had access to a real time dashboard of survey statistics, which was also used to monitor and understand progress (in each SA1, by each interviewer, and overall) and to provide outputs for reporting to the Victoria Law Foundation.

As discussed elsewhere in this report, a formal process of interview auditing was put in place, with the aim of reviewing with the respondent (usually by telephone) the conduct of the interview, for a minimum of 10% of all interviews (up to and including a full audit of an SA1 or all work of a specific interviewer if required). Interviewers were provided with a paid bonus for completion of each SA1 assignment, subject to passing the audit process. Interviewers were at various times offered advice about conduct or practice in field, particularly if they appeared to be struggling with productivity, interview completion, or quality. Procedures occasionally identified anomalies or poor practice, and in a small number of cases, interviews were deleted from the record, and/or interviewers were terminated because of poor performance, repeated failure to comply with the instructed process or suspected fraudulent behaviour.

4.6 Progress reporting

It was important to ensure that the team at Victoria Law Foundation were kept fully informed with survey progress throughout the fieldwork. Throughout the project, there were regular, diarised, weekly meetings between the leads at Roy Morgan and the Victoria Law Foundation. These meetings addressed progress, any emerging issues and any questions which needed discussion. Throughout the field period meetings were supported by tabulated field statistics downloaded from the project monitoring dashboard, which were shared regularly with the Victoria Law Foundation. These statistics included detailed information about:

- Overall progress
- Numbers of calls and call outcomes
- The emerging demographic structure of the interviewed population
- Interview length, including the length of each part of the interview

4.7 Team 1800 Support

Roy Morgan has an in-house dedicated telephone support hotline that provides support to both field interviewers and respondents on various research projects. This team is referred to as Team 1800.

This team had a number of defined roles in the PULS project, for which they were trained and briefed. This included:

- After hours support of interviewers (primary contact during office hours, and often beyond this, was with the Field Manager, with Team 1800 providing support when the Field Manager was not available, or already occupied with another call)
- Technical support with CAPI tablets
- Daily check-in calls with interviewers
- Fielding enquiries from respondents and potential respondents
- Interview auditing

Field interviewers were provided with daily check-in calls for the days they were scheduled or expected to work. These calls focused on how they were progressing with fieldwork and if they were going out to field as expected. The first of these calls were made on the Monday by the Project Manager and helped establish an expected work schedule for the week. Following this, Roy Morgan's Team 1800 conducted the daily check-in calls to field interviewers on their expected workdays. These check-in calls served to

reinforce work expectations, pre-emptively identify any potential field issues and provide advice on how to manage fieldwork tasks.

4.8 Respondent prize draw

To incentivize respondents to participate in the study, a prize draw was included as part of the study and was conducted after conclusion of fieldwork, on the 24th March, 2023. The prize was a \$500 EFTPOS card, individually provided to 10 prize draw winners. Both pilot respondents and main fieldwork questionnaire respondents had the ability to opt into the prize draw. The key statistics are as follows:

- Out of a total of 6,056 respondents who completed the main or pilot survey, 4,706 respondents opted into, and were eligible for, the prize draw (77.7%).
- Out of a total of 6,008 completed main surveys, 4,666 respondents¹⁷ opted into and were eligible for the prize draw (77.7%)
- Out of a total 48 completed pilot surveys, 40 respondents opted into and were eligible for the prize draw (83.3%).

Prize Draw		
	Count	%
Eligible and opted in	4,706	78.3%
Ineligible or opted out	1,302	21.7%
Total	6,008	100.0%

Once the prize draw was conducted, each prize winner was contacted to inform them that they had won, to confirm that they were happy to accept the prize and confirm that they consented to having their first name published on Roy Morgan's Prize Draw Announcement website (www.roymorgan.com/prizedraw). As the \$500 EFTPOS card was physical, winners were also asked to confirm a postal address to which Roy Morgan could mail out the prize and accompanying letter. All 10 prize draw winners were able to be contacted and confirmed their acceptance of the prize.

4.9 Interview length

The average interview length across the whole of the main wave study was 43 minutes and 31 seconds (or 43.52 minutes). Records of interviews included not only the overall survey length, but also section timings, so that the length of individual sections could also be monitored. Not only was this a metric monitored in totality across the whole survey, but it was also a key measure considered in assessing interviewer performance (where interviews which were considerably longer or shorter than average were a trigger for further investigation). The table below shows the overall average length, and the average section timings. Note that because there are missing values for some records in all of these fields, and

¹⁷ Note that a small number of additional respondents were also included in the draw. These were respondents whose interview had failed the quality audit, but who in good faith had completed an interview, consented to be part of the prize draw, and provided contact details.

because only a subset of respondents completed most of Section 4, the section averages do not sum precisely to the total.

Interview Section	Mean length (minutes)
TOTAL	43.52
Screener	4.23
Section 1: Initial Demographics	1.26
Section 2: Understanding of Rights and Legal Capability	7.92
Section 3: Legal Need	3.76
Section 4: Legal Problems (L2-L26)	3.69
Section 5: Attitudes to Justice	9.28
Section 6: Supplementary Demographics	7.10
Section 7: Concluding Remarks and Recontact	4.63
Section 8: Post-interview Questions for Interviewer	2.11

4.10 Response rates

A total of 31,695 households were approached during fieldwork.

The following household approach outcomes were recorded across the duration of the main wave survey.

Outcome	Number
Total Sample Addresses	31,695
Completed interviews	6,008
Refusal by household	10,309
Refusal by selected respondent	2,027
Termination mid-interview	1,771
Contact, no appointment	657
Insufficient or no English	290
Appointment, call back	267
Incapable	42
Suspended/paused	17
Interviewer knows household residents	3
Total Eligible Addresses	21,391
No contact after 3 attempts	5,453
No answer, no one home	3,088
Locked gate, vicious dog etc.	633
Respondent away for fieldwork period	385
No permanent resident	224
Vacant residence	218
Building not a dwelling	201
Unable to access due to COVID	102
Total Ineligible Addresses	10,304

Overall response rate is the total number of completed interviews as a proportion of the in-scope contacts, as detailed above. On this basis, PULS achieved a response rate of 28.1%.

We have assumed the following:

- No contact and no answer responses, along with those inaccessible for various reasons (including COVID) could not be screened, and hence eligibility of residents or their willingness to be interviewed could not be confirmed.
- No permanent resident (usually holiday homes, and properties used for short term rental or occupation, such as Air BnB rentals), vacant residences, and buildings found not to be a dwelling (where this was uncertain before calling at the address) were considered out of scope for the purposes of calculating response rates.

It is also notable that the largest group in the table above is refusal by household. We have retained these in the addresses counted as in scope, though typically, these were instances in which a member of the household refused participation without full explanation of the survey, and without screening. Where interviewers were able to get past the initial reluctance of householders to speak to them, or consider the offer of the survey, then there was a much higher propensity for a contact to result in a completed survey. This reflects reducing response rates across many research modes, where respondents assume criminality, or a sales approach, rather than a genuine research request, without any further ability for an interviewer to explain their presence and the nature of the survey.

Alternatively, utilising AAPOR's Response Rate Calculator Version 4.1 (In-Person HH), the Response Rate 1 (RR1) (which is the most conservative of the four response rate calculation methods) was also used to calculate a response rate for this survey. The formula for RR1 is:

$$RR1 = \frac{I}{(I+P) + (R + NC + O) + (UH + UO)}$$

Where:

I = Complete interview

P = Partial interview

R = Refusal and break-off

NC = Non-contact

O = Other

UH = Unknown if household/occupied housing unit (HU)

UO = Unknown other

Based on the AAPOR RR1 response rate, an overall response rate of 24.5% was achieved for PULS. Similarly the refusal rate (refusals of eligible addresses approached) was 57.6% (noting again that the majority of refusals were 'refusal by household', prior to a full, or any, explanation of the survey or its intent, and usually prior to screener administration).

The response and refusal rates are shown in the table below.

Final Response Category	Number	% of addresses approached	% of households approached
Total Sample Addresses	31,695	100%	
Total Eligible Addresses	24,479	77.23%	100%
Complete interviews	6,008	18.96%	24.54%
Refusals and break-offs	14,107	44.51%	57.63%
Contacted, but not completed	1,276	4.03%	5.21%
Approached, but not contacted	3,088	9.74%	12.61%
Total Ineligible Addresses	7,216	22.77%	
Refusal rate	14,107	57.63%	
Response rate	6,008	24.54%	

5 Data Processing and Weighting

This chapter addresses the processes undertaken to clean, process and weight the final data set. It addresses:

- Data auditing
- Data processing
- Open response coding
- Data weighting

5.1 Data Auditing

As PULS was a face-to-face survey, a quality auditing process was established to confirm that each response was of sufficient quality to retain in the data set. The purpose of data auditing is to establish that:

- Interviews are genuine (ie. that they have not been created by the interviewer with no interview taking place)
- Interviewers have followed the appropriate procedures in terms of informing the respondent about the study and have acquired the appropriate consent, that they have followed the correct procedures in terms of selecting the appropriate respondent in the household, and have used the appropriate processes and documentation when undertaking the survey
- Interview responses have been recorded correctly
- Interviewer approach and behaviour was appropriate

One in ten of all interviews was subject to telephone call back through Roy Morgan's dedicated Team 1800. This team is specifically trained to take inbound calls (typically enquiries from potential respondents) and deliver audit calls. Thus in total, around 600 audit calls were completed to verify the total PULS survey dataset. Typically, at least two audit interviews had to be completed for each SA1 (of 20 completed interviews). If those interviews flagged any significant concerns, then more audit interviews would be requested for that SA1, and potentially for other SA1s on which a specific interviewer was working, up to and including a full audit of all interviews. Interviewers were paid a productivity bonus for each completed SA1, and payment of this bonus was contingent on positive audit survey outcomes. As a result of the audit process:

- A small number of interviews were removed from the dataset (largely records where fraud was suspected)
- Some interviewers were given advice about how to improve their work
- Several interviewers were removed from the project because their work was not up to standard

The audit survey questionnaire is appended to this report. It investigated:

- Respondent recall of the survey
- Respondent recall of survey length (this revealed also that many respondents recalled an interview which was far shorter than was recorded by the tablet – and hence that respondents perceived the interview as less onerous in terms of time committed than was in fact the case)

- Respondent recall about the number of people aged 18 and over living in the household at time of survey – this was compared to the survey record of this figure and aimed to test correct application of the screener and respondent selection process
- Whether the respondent to the survey was, correctly, the person with the last birthday at the time of survey, and hence was correctly selected
- Respondent recall of questions addressing people's legal rights in everyday areas, and of questions about whether the respondent had personally experienced a legal problem or dispute in the last 2 years
- The country of birth of the respondent (to compare with the survey record)
- Comments made by respondents about the interviewer or interviewing process

5.2 Data Processing

Once fieldwork was completed, the final dataset was transferred from the Forsta environment to secure drives on the Roy Morgan servers, where data cleaning, open response coding and finalisation was undertaken to create the final dataset in SPSS (.sav) format. The survey program had built into it a range of logic checks, automated processes and routing dependent on prior answers, and these were thoroughly checked, and as necessary corrected, prior to entering field. Nevertheless, the interaction of interviewers and respondents with the program introduced some unforeseen anomalies, particularly around which respondents proceeded to the 'problem' section of the questionnaire. This was a series of questions intended only to be answered by those respondents who identified having had an in scope and relevant legal problem within the two years prior to survey. Anomalies arose because the survey program automatically calculated a problem selection for respondents with multiple problems, and routed respondents appropriately dependent upon their responses. However, in a small number of cases respondents changed their minds about their answers as they were asked questions in the problem section, and interviewers sought to respond to this by going back through the survey and editing earlier responses. This created logical inconsistencies in a small number of cases, which had to be corrected at the data cleaning and editing phase of the process.

This process was also where unnecessary or personal data was removed from the data file (including editing of verbatim responses where respondents had provided PII in their answers), derived variables were created (beyond those programmed into the survey to be generated automatically), the logic of responses checked, and corrections made where clearly incorrect entries had been made (these were typically 'fat finger' issues where the incorrect data had been recorded by the interviewer in field – examples would include a large number of people recorded as living in a household, where other data, or the size of the property, indicated that the answer was unfeasible).

This was also the stage of the process where open response answers were coded, and where weighting frames were calculated and applied. More detail about these key parts of the process are provided below.

5.3 Coding

Several questions required the creation of codes for open responses. In most cases these were codes which extended the answer options for questions where a range of answer options was already provided, but where there was also the option for an 'other, write in' verbatim answer. This provided the option for the respondent to provide an answer which they felt was not covered by the options provided

(typically these might be demographic questions, such as the country of birth, where the list provided included some of the answers more likely to be provided, but did not, and could not, provide all possible options). In other cases, and 'other write in' option was provided where more detail was sought from the respondent, for example to provide the name of a specific organization with which they had contact. A small number of questions were fully open response – that is, no pre-coded options (beyond, on occasions, 'don't know' or 'not applicable' options) were provided, and a verbatim answer was solicited.

Open response coding was undertaken by a specialist team who delivered a two stage process – first the development of code frames, and then the coding of all open response answers for a specific question. In the first stage, the creation of code frames, the verbatim responses were thematically grouped into new codes where the proportion of these responses equated to 1% or more of total responses to that question. If verbatim responses could not be coded due to a lack of commonality with other responses, or because the response group equated to less than 1% of total responses to that question, they were left over in an 'Other responses/Verbatim' category. As requested by the client, both the thematically coded responses, and the original verbatim responses (cleaned and edited) were provided as part of the final dataset. Code frames were checked and edited internally, and also shared with the client for approval and finalisation.

The questions for which 'other write in' answers were possible, and for which answers were examined and as necessary code frames created:

- ID4a. What is the language other than English that you mainly speak at home?
- ID14. At present, do you own or rent your accommodation?
- ID6. In which country were you born?
- ID23. What was your sex recorded at birth?
- ID24. How do you describe your gender?
- ID25. And how would you describe your sexual orientation?
- ID7. Which of the following best describes your relationship status?
- ID16. Looking at Showcard 18, which of these descriptions best reflects your circumstances? (a question seeking information about working status)
- L1A1 and L2_A, which shared the same codes, and similarly L1B1 and L2_B, L1C1 and L2_C through to L1J1 and L2_J – these codes described answers providing detailed descriptions of problems within broad problem categories.
- L4. Looking at Showcard 13. Did you, or someone acting on your behalf, obtain information, advice or representation from any of these people or organisations to help you better understand or resolve this problem? Please say the number of all that apply, but exclude any help provided by the other party. Options 6, 18 and 19 for this question required an additional verbatim response.
- L4b. [If code 98 at L4, ask] Why didn't you obtain information or advice from any of these people or organisations? [If only code 1 at L4, ask] Apart from family or friends, why didn't you obtain information or advice from any of these people or organisations?

There were also a small number of fully open verbatim response questions:

- AJ7g. If you got bad quality service from a lawyer, who could you complain to, apart from to the lawyer themselves?
- ID16b. What is your job or occupation title? [Coded using 4-digit ABS ANZSCO codes]

Finally there were also a number of open questions which sought numeric answers, which were then coded into bands:

- L13a. Approximately how much did you have to pay for lawyer and other advisor fees?
- ID8. How many children do you have under the age of 18 who usually live with you? Please include biological, foster, step, adopted children, relative or kinship care.
- ID9. And how old are they?

5.4 Weighting

This was a large and complex data set, and a detailed weighting strategy was prepared and applied. This section sets out the weighting strategy in detail.

The survey was designed to provide (within each geographic stratum) a close-to-random sample of households within the scope of the respective samples. The selection of respondents within households was also designed to be unbiased. However, the resulting samples still require weighting to correct for imbalances arising from the execution of the sampling and differential response rates which arose in field, and also to bring the under-sampled and over-sampled strata back in line with the population (noting in particular that Metro areas were deliberately under-sampled in comparison to Regional areas). Each respondent was assigned a weight designed to counteract this imbalance overall.

Where survey estimates were derived from the sample they would then be based on the weighted results unless stated otherwise. Thus:

- Although modest, the deliberate disproportionate sampling by geographic stratum meant that it was necessary to attach lower weights to respondents from relatively over-sampled regions and higher weights to respondents from relatively under-sampled regions.
- Households were selected with equal probability, meaning that the probability of selection of an individual was inversely proportional to the number of persons aged 18 years and over in the household, and this probability was taken into account in the calculation of the **individual's weight**, so that respondents in households of different sizes were represented in their due proportions.
- Other factors (such as variations in the number of final interviews achieved per sampling point) affected the probability of inclusion of individuals.

A number of different weights need to be calculated as part of the weighting process.

It is important to note that:

- The PULS survey included a slight difference in the sample design between strata: In the "Inner Regional" and "Outer Regional and Remote" strata, an SA2 selection stage was used (due to its cost/efficiency benefits) while no SA2 selection stage was used in the "Major Cities" stratum. The impact of this change is a less clustered sample in the Major Cities stratum. This has some minor implications for the weighting design and on estimations of design effects.
- The survey included telephone completion as an option, and a little under 700 responses were completed by this method. The sampling approach remained based on household contact approach and no change to the weighting was required by the inclusion of this optional completion method.

- The respondent selection process involved a random selection of one person from each selected household. This is accounted for in the weighting design.

5.4.1 Main Weighting

The following sub-sections describe the weighting processes for the various sets of main personal weights ('personal weights' are the primary weights generated for the survey data – there are also 'problem weights' which are used in a more limited set of circumstances, and which are described later).

The weighting was carried out for each stratum separately.

The weighting was based on a sample design with three geographic strata, covering the whole state of Victoria (although excluding a small number of SA1s for reasons detailed in the sampling plan). The three strata were:

- Major Cities
- Inner Regional
- Outer Regional and Remote

In the Major Cities stratum SA1s were selected directly, while in the other two strata an additional sample selection stage (SA2) was used. The sample SA1s (and SA2s) were selected with probability proportional to numbers of private households, from a list ranked in order of IRSAD score.

For each selected SA1 the aim was to achieve 20 interviews, but there was some small and occasional variation in the number of interviews achieved (though in most SA1s, the target of 20 interviews was achieved). **Thus all households in a stratum will not effectively have an equal chance of selection and a 'prior weight' will need to be applied, equal to the mean number of interviews per sampling point (ie selected SA1) within the respondent's stratum divided by the number achieved within the respondent's SA1 (weight 1).** The average number achieved per SA1 varied slightly from stratum to stratum, and this has been taken into account in the sample design.

Households were selected using a randomly selected starting address provided to the interviewer and a series of rules for selecting the addresses for interview. Within each selected address one eligible person was selected for interview (using the last birthday method). To compensate for the varying probabilities of selection of individuals in different-sized households **each respondent was therefore assigned a second 'prior weight' to allow for the number of eligible persons in the household - weight 2. (Weight 3 is the product of weights 1 and 2, i.e. a 'net personal selection prior weight', re-scaled to unit mean within stratum).** Some limits may need to be imposed on weighting by household size to avoid giving unrealistically high weights to a few respondents. In addition a limit may need to be imposed on weight 1 to minimise distortions that could occur due to high individual weights where only a small number of interviews were completed in an SA1. (If there is only minor variation in the number of interviews completed per SA1, no limit may be necessary).

Non-response weights (weight 4) were inferred from the differences between the age/sex profile of the 'prior-weighted' sample (using the product of the two prior weights for each respondent) and that of the population within each stratum. A correction factor was also calculated for each age/sex cell and multiplied by the prior weight (weight 5). The age bands used were:

Male 18-19	Female 18-19
Male 20-29	Female 20-29
Male 30-39	Female 30-39
Male 40-49	Female 40-49
Male 50-59	Female 50-59
Male 60-69	Female 60-69
Male 70-79	Female 70-79
Male 80+	Female 80+

For weighting purposes sex-at-birth was used for weighting except for those respondents who did not provide a binary response for sex-at-birth, for whom their gender response should be used, if that response is binary. For the remaining few respondents who provided neither a binary response to sex-at-birth, nor a binary response to gender, they were randomly allocated a sex *for weighting purposes*. It is important to understand that the sex-for-weighting purposes is necessarily binary as currently ABS data suitable for weighting is only available as a binary. It is not suggested that the sex-for-weighting-purposes variable be used for any other purpose and should clearly *not* be used for reporting either sex-at-birth nor gender.

This weight was then multiplied by a correction factor calculated for each stratum to bring the strata sums-of-weights into their correct proportions within the population (weight 6). The weights were then uniformly scaled to the estimated stratum population in thousands (weight 7). The single respondent weight thus encompasses the components of within-household selection probability, non-response adjustment and stratum balancing.

The survey will thus be weighted to the population it represents, with the sum of the weights equal to, and therefore indicating, the population estimate.

Constituent Weights:

1. SA1 weight: mean number of interviews per SA1 for the stratum, divided by actual number of useable interviews in SA1 of interview (i.e. total number of interviews in stratum divided by number of SA1s used), further divided by number of interviews in respondent's SA1). (In any SA1 all respondents have the same weight 1)
2. Household-size/type weight: number of *eligible* persons in respondent's household, divided by the mean number of *eligible* persons per household for the stratum. (N.B: mean weight = 1.0)
3. Net personal selection prior weight: weight 1 multiplied by weight 2 and re-scaled with unit mean (to allow for non-zero co-variance).
4. Demographic or non-response weight: *proportion* of estimated population in the respondent's age/sex category divided by the *proportion* of the sum of weight 3 in that category (within stratum).
5. Within -stratum relative weight: weight 3 multiplied by weight 4. (N.B: mean weight = 1.0)
6. Relative person weight: weight 5 multiplied by proportion of population in respondent's stratum divided by proportion of sum of weight 5 in stratum.

7. Absolute person weight: weight 6 scaled to sum to stratum population.

5.4.2 Step by step process

The weighting process has many steps and each step produces a result (ie a partial weight) for every respondent. All these results (partial weights) were included in the final database.

Weight 1:

- a) Within each stratum, calculate the mean number of completed interviews per SA1 (ie total completes for that stratum/total SA1s for that stratum).
- b) For each SA1 divide (a) by the number of completed interviews for that SA1. The result is Weight 1 for all interviews in that SA1. However if the calculated Weight 1 is greater than 4.0 set it at 4.0 (this limit may be irrelevant if there is only modest variation in the number of interviews actually achieved per SA1).

Weight 2:

- c) Calculate the mean number of eligible persons per household for each stratum (ie total household members aged 18+ in responding households for that stratum/total responding households for that stratum).
- d) For each responding household divide the number of household members aged 18+ by (c). The result is Weight 2.

Weight 3:

- e) Multiply Weight 1 by Weight 2.
- f) Rescale (e) to a mean of 1 within each stratum by multiplying (e) by the number of respondents for that stratum and dividing the result by the sum of (e) for that stratum. The result is Weight 3.

Weight 4:

- g) Using the latest ABS population data, for each stratum, divide the proportion of estimated population in the respondent's age/sex category by the proportion of the sum of weight 3 in that age/sex category (within stratum). The result is Weight 4. In the case of any age/sex cell within any stratum being empty it will be combined with an adjacent cell within the same sex/stratum.

Weight 5:

- h) Multiply Weight 3 by Weight 4. The result is Weight 5.

Weight 6:

- i) Calculate the proportion of total sum of weights for Weight 5 that each stratum represents.
- j) Similarly calculate each stratum's proportion of the Victorian 18+ population from the latest ABS figures.
- k) For each respondent multiply Weight 5 by (j) and divide by (i). The result is Weight 6.

Weight 7:

- l) Convert Weight 6 from a relative weight to an absolute weight by multiplying by the population estimate for that stratum and dividing by the sum of weights for Weight 6. The result is Weight 7.
- m) Check that the sum of weights for Weight 7 adds to the Victorian population (18+).

5.4.3 Problem Weighting

A second set of weights were also created – the ‘problem weight’ – for use in a more limited set of situations, where we need to report data based on the number of legal problems, rather than the number of individual respondents.

Respondents were asked in the survey whether they had experienced a range of specified problem types in the past two years.

- If respondents had **not** experienced any of these problems, they skipped a significant section of the questionnaire (questions L2 to L23)
- If respondents had experienced **one** relevant problem, they were asked questions L2 to L23 about this problem
- If respondents had experienced **more than one** relevant problem (either by selecting multiple categories, and/or by indicating that there were multiple relevant problems in a single category) then one problem was selected at random and the respondent was asked questions L2 to L23 about this problem.

We thus needed to create a problem weight that reflected the number of problems reported by an individual respondent (like a respondent-in-household selection weight). The process was as follows:

- Create a special weight (SW), the problem weight, for use only on L2-L23
- Create SW by simply multiplying each respondent's final weight by the number of problems they reported in total divided by the number of selected problems they reported about for L2-L23
- The number of problems is L1A2, L1B2, L1C2 etc... in the data set, for each problem category L1A, L1B, L1C etc... The number of problems **selected** is always either 1 or zero. Where the number of problems is zero, the respondent did not get asked questions L2 to L23, and hence in the data, for these cases, each cell is recorded as ‘sysmis’, to prevent the calculation of data with the wrong base of relevant cases.

For example:

- Bill reports 3 total problems and 1 selected problem. SW is Bill's final weight times 3/1
- Mary reports 10 total problems and 1 selected problem. SW is Mary's final weight times 10/1
- Sam reports 0 total problems and 0 selected problems. SW is zero. L2 to L23 in this case are sysmis.

Problem weights were also capped, by the process of capping the total number of problems counted (and hence the count on which the weighting was based). The rationale and approach for doing this was as follows:

- Initial problem weights are obtained as the number of problems experienced by respondents, and hence it is necessary to identify outliers (respondents with excessive numbers of problems) and cap their problem weights.
- There is no universally established method to identify outliers because no single method works in all situations. For example, a common method is to use 1.5 x IQR (interquartile range) rule, where the upper bound is defined as the third quartile plus 1.5 times the IQR, but this method would produce too many outliers for the PULS data set.
- The histogram for the number of problems is right skewed, i.e. it is not symmetric and its peak lies to the left side of the centre. For such distributions, it is reasonable to use the distance

between each value and the mean value expressed in standard deviations, to identify outliers. The usual practice is to add 3 standard deviations to the mean value, to get the upper bound for 'normal' values: values above this upper bound are then considered as outliers. For the normal distribution, the probability to have these outliers is about 0.135%.

- For the PULS dataset, the mean number of problems (among respondents with at least 1 problem) is 3.01 and the standard deviation is 5.15. Therefore, the upper bound is $3.01 + 3 * 5.15 = 18.46$. This means that, according to this method, the maximum problem weight will be 18, and any weight greater than 18 becomes 18. Thus the number of problems was capped at 18.

6 Appendices

6.1 The Public Understanding of Law Survey Respondent Questionnaire

Public Understanding of Law Survey

SECTION 1: Initial demographics (ID)

AGE AND GENDER

ID2. What was your age at your last birthday?
NUMBER (range 18-99)

LANGUAGE, ETHNICITY, NATIONALITY

ID4. Do you, yourself, mainly speak a language other than English at home?
1. No
2. Yes

(IF ID4 = 2)

ID4a. What is the language other than English that you mainly speak at home?

1. Arabic (including Lebanese)
2. Cantonese
3. French
4. German
5. Greek
6. Hindi
7. Italian
8. Mandarin
9. Punjabi
10. Spanish
11. Vietnamese
12. Other (specify)

ID5. Do you speak English [READ OUT]
1. Very well
2. Well
3. Not well
4. Not at all

HOUSING

ASK ALL

Now I would like to ask you a few questions about your circumstances.

ID14. At present, do you own or rent your accommodation?

PROBE TO DETERMINE CORRECT CODE

- 1 Own it outright
- 2 Buying it with the help of a mortgage or loan
- 3 Pay part rent and part mortgage (shared equity)
- 4 Rent – public housing or other community or social housing
- 5 Rent from private landlord
- 6 Live here rent free
- 7 Other (specify)

ID15. And at any time since **[DATE]**, were you....

ID15a. A business owner....

1. Yes
2. No

ID15b. Or a landlord....

1. Yes
2. No

ID22. Was your work or home life affected by the bushfires in 2019/2020?

1. Yes
2. No

SECTION 2 - Understanding of rights and legal capability (A - G)

Programmer notes:

- Rotate sections 2A to 2E
- Ask section 2G after all applicable questions in 2A to 2E have been asked

I am now going to ask you some questions about people's legal rights. Don't worry if you don't know an answer. Just say so. This is common. I will give you a link to a website with the correct answers later.

Please refer to **Showcard 1** for these questions and just say the number of your answer

2A RENTED ACCOMMODATION

[ALL]

- Ak1. Is a rental provider (i.e. a landlord) allowed to enter a renter's home to carry out routine repairs without first telling the renter?
1. Yes, definitely
 2. Yes, probably
 3. No, probably not
 4. No, definitely not
 5. Don't know
- Ak2. If an air conditioner stops working after a renter moves in to a new home, is the rental provider (i.e. landlord) legally obliged to repair it?
1. Yes, definitely
 2. Yes, probably
 3. No, probably not
 4. No, definitely not
 5. Don't know
- Ak4. Can a rental provider say a renter can't keep a cat or a dog just because they don't want a pet in their property?
1. Yes, definitely
 2. Yes, probably
 3. No, probably not
 4. No, definitely not
 5. Don't know

2B NEIGHBOURS

[ALL]

- Bk2. Do neighbours in built-up areas have the right (i.e. are they permitted) to play loud music after midnight?
1. Yes, definitely
 2. Yes, probably
 3. No, probably not
 4. No, definitely not
 5. Don't know

- Bkr2. Can you take legal or other formal action to make a neighbour clean up rubbish that is on their property and creating a fire hazard?
1. Yes, definitely
 2. Yes, probably
 3. No, probably not
 4. No, definitely not
 5. Don't know
- Bkr3. If a neighbour's child left a hose running all night in their house, flooding your house, would the neighbour be legally obliged to pay for any damage?
1. Yes, definitely
 2. Yes, probably
 3. No, probably not
 4. No, definitely not
 5. Don't know

2C CONSUMER

[ALL]

- Ckr1. Does a furniture shop have to take back a dining table and provide you a refund if, on delivery, you decide you no longer want it?
1. Yes, definitely
 2. Yes, probably
 3. No, probably not
 4. No, definitely not
 5. Don't know
- Ck3b. If you found a fault in a new \$2000 couch after 18 months, would you need an 'extended warranty' for the shop to have to repair it?
1. Yes, definitely
 2. Yes, probably
 3. No, probably not
 4. No, definitely not
 5. Don't know
- Ckr3. If you agreed to pay a tradie \$400 to install blinds but they later invoiced you \$700 because essential repair work was also needed, would you have to pay for the additional work?
1. Yes, definitely
 2. Yes, probably
 3. No, probably not
 4. No, definitely not
 5. Don't know

2D EMPLOYMENT

[ALL]

- Dk2. Is a permanent employee at a company which has 45 employees covered by unfair dismissal laws after 7 months working there?
1. Yes, definitely
 2. Yes, probably
 3. No, probably not
 4. No, definitely not
 5. Don't know
- Dk3. Is an employer allowed to consider employees' ages when making decisions about who to make redundant?
1. Yes, definitely
 2. Yes, probably
 3. No, probably not
 4. No, definitely not
 5. Don't know
- Dkr4. Is a company allowed to pay an adult casual employee \$15 an hour if that's all they can afford and the employee agrees?
1. Yes, definitely
 2. Yes, probably
 3. No, probably not
 4. No, definitely not
 5. Don't know

2E FAMILY

[ALL]

- Ek4. If you were living with a partner you depended on financially for three years and they died suddenly without naming you in their will, would you have a good claim to some of their assets if you challenged the will?
1. Yes, definitely
 2. Yes, probably
 3. No, probably not
 4. No, definitely not
 5. Don't know
- Ekr1. After separation, if parents can't agree, is there a standard amount of time that a child must legally spend with each parent?
1. Yes, definitely
 2. Yes, probably
 3. No, probably not
 4. No, definitely not
 5. Don't know

- Ekr3. Does a parent still have to pay child support if the other parent won't let them see the child?
1. Yes, definitely
 2. Yes, probably
 3. No, probably not
 4. No, definitely not
 5. Don't know

2G General Legal Confidence

[ALL]

- G1. Thinking more generally about problems of the type we have been talking about, I'm now going to ask you a question about your general confidence about resolving such problems.

Please look at **Showcard 2** and select an answer for each question

If you found yourself facing a **significant legal dispute** of the types we have been discussing,) **how confident are you that you could achieve an outcome that is fair, and you would be happy with**, in the following situations...?

IF NECESSARY SAY "A significant dispute would mean something such as being unfairly sacked by your employer, injured where it was someone else's fault, involved in a dispute over money as part of a divorce, being kicked out of your home, or a serious dispute with a neighbour."

- G1a. The disagreement is substantial
G1b. The other side says they 'will not compromise'
G1c. The other side will only speak to you through their solicitor
G1d. A notice from court says you must complete certain forms, including setting out your case.
G1e. The problem goes to court, a barrister represents the other side, and you are on your own
G1f. The court makes a judgement against you, which you see as unfair. You are told you have a right to appeal
1. Very confident
 2. Quite confident
 3. Not very confident
 4. Not at all confident

SECTION 3 - Legal Need

Now I am going to move on to some questions about everyday problems you may have experienced yourself.

- L1. I am going to read you a list of problems and disputes that people commonly experience in everyday life. In each case, please tell me whether or not you have personally experienced any such problem in the past two years, by which I mean a problem that started since [DATE] or started before then, but continued after this date.

Please only include problems you have had yourself, in Australia and in a private capacity, so not problems experienced overseas or by someone you work for or by a business you run. And do not include situations where you represented or helped somebody else with their problem.

Please only mention any particular problem once.

AS NECESSARY: Reassure respondent that all responses are confidential.

PROGRAMMER NOTE – Here and throughout the survey where “[DATE]” appears, insert in format [month year] two years prior to current date. That is, survey conducted in April 2021 would see “April 2019”

L1A. Since [DATE] have you experienced any problems or disputes to do with YOUR PURCHASE OF GOODS OR SERVICES – such as with defective goods or with:

- Retailers
- manufacturers
- tradespeople
- professionals
- travel, recreation or entertainment services
- or utility services?

1. Yes
2. No

L1A1. [If L1A = yes] [SHOWCARD] Looking at Showcard 3, which of these problems describe the problem[s] that you have experienced? Please say the number of all that apply.

[SHOWCARD 3 – multi response]

L1A2. [If L1A = yes] How many such problems have you experienced in the past two years? If a series of similar problems amount to a single larger problem, please count them as one problem.

Number

L1A3. [If L1A = yes] Was this problem / Were any of these problems caused or made worse by the COVID-19 pandemic? (IF ‘YES’, PROBE TO IDENTIFY CORRECT CODE)

1. Yes – Caused
2. Yes – Made Worse
3. Yes – Both caused and made worse
4. No

L1A4. [If L1A3 = 1 or 2 or 3 & L1A2 >1] How many of the problems were caused or made worse by the COVID-19 pandemic?

Number

Programmer – add logic check that value at L1A4 cannot exceed value at L1A2

L1A5. [If L1A = yes & any at ID22] Was this problem / Were any of these problems caused or made worse by bushfires? (IF ‘YES’, PROBE TO IDENTIFY CORRECT CODE)

1. Yes – Caused
2. Yes – Made Worse
3. Yes – Both caused and made worse
4. No

L1A6. [If L1A5 = 1 or 2 or 3 & L1A2 >1] How many of the problems were caused or made worse by bushfires?

Number

Programmer – add logic check that value at L1A6 cannot exceed value at L1A2

Programmer note: For L1B and each subsequent analogous question (ie. L1C, L1D etc.) insert preface 'Excluding anything you have already told me about' once at least one of L1A, L1B etc = 1.

L1B. Since [DATE] have you had any problems or disputes to do with HOUSING – such as:

- problems or disputes with a landlord or rental provider, concerning, for example:
 - poor maintenance
 - the terms of a lease
 - rent arrears;
 - or eviction
- or problems concerning a strata or owners' corporation
- or with neighbours over, for example, excessive noise or threatening behaviour
- or concerning a conveyance or title, including rights of way
- or mortgage payments
- or becoming homeless?

1. Yes
2. No

L1B1. [If L1B = yes] [SHOWCARD] Looking at Showcard 4, which of these problems describe the problem[s] that you have experienced? Please say the number of all that apply.

[SHOWCARD 4 – multi response]

L1B2. [If L1B = yes] How many such problems have you experienced in the past two years? If a series of similar problems amount to a single larger problem, please count them as one problem.

Number

L1B3. [If L1B = yes] Was this problem / Were any of these problems caused or made worse by the COVID-19 pandemic? (IF 'YES', PROBE TO IDENTIFY CORRECT CODE)

1. Yes – Caused
2. Yes – Made Worse
3. Yes – Both caused and made worse
4. No

L1B4. [If L1B3 = 1 or 2 or 3 & L1B2 >1] How many of the problems were caused or made worse by the COVID-19 pandemic?

Number

Programmer – add logic check that value at L1B4 cannot exceed value at L1B2

L1B5. [If L1B = yes & any at ID22] Was this problem / Were any of these problems caused or made worse by bushfires? (IF 'YES', PROBE TO IDENTIFY CORRECT CODE)

1. Yes – Caused

2. Yes – Made Worse
3. Yes – Both caused and made worse
4. No

L1B6. [If L1B5 = 1 or 2 or 3 & L1B2 >1] How many of the problems were caused or made worse by bushfires?

Number

Programmer – add logic check that value at L1B6 cannot exceed value at L1B2

L1C. Since [DATE] have you experienced any problems or disputes to do with FAMILY, such as;

- Divorce or separation
- access to or care arrangements for children
- child support payments
- disputes over property division
- a care and protection order or assessment by a child welfare authority
- guardianship or adoption
- inheritance
- or violence or harassment or financial abuse within the home?

AS NECESSARY: Reassure respondent that all responses are confidential.

AS NECESSARY SAY “Financial abuse means a family member or partner controls or exploits your money, financial information or assets.”

1. Yes
2. No

L1C1. [If L1C = yes] [SHOWCARD] Looking at Showcard 5, which of these problems describe the problem[s] that you have experienced? Please say the number of all that apply.

[SHOWCARD 5 – multi response]

L1C2. [If L1C = yes] How many such problems have you experienced in the past two years? If a series of similar problems amount to a single larger problem, please count them as one problem.

Number

L1C3. [If L1C = yes] Was this problem / Were any of these problems caused or made worse by the COVID-19 pandemic? (IF ‘YES’, PROBE TO IDENTIFY CORRECT CODE)

1. Yes – Caused
2. Yes – Made Worse
3. Yes – Both caused and made worse
4. No

L1C4. [If L1C3 = 1 or 2 or 3 & L1C2 >1] How many of the problems were caused or made worse by the COVID-19 pandemic?

Number

Programmer – add logic check that value at L1C4 cannot exceed value at L1C2

- L1C5. [If L1C = yes & any at ID22] Was this problem / Were any of these problems caused or made worse by bushfires? (IF 'YES", PROBE TO IDENTIFY CORRECT CODE)
1. Yes – Caused
 2. Yes – Made Worse
 3. Yes – Both caused and made worse
 4. No

- L1C6. [If L1C5 = 1 or 2 or 3 & L1C2 >1] How many of the problems were caused or made worse by bushfires?

Number

Programmer – add logic check that value at L1C6 cannot exceed value at L1C2

- L1D. Since [DATE] have you had any problems or disputes to do with an INJURY:
- caused by someone else (including in a road accident)
 - or an injury or illness caused by:
 - an accident at work
 - working conditions
 - or negligent or wrong medical treatment (including dental and other healthcare treatment)?
1. Yes
 2. No

- L1D1. [If L1D = yes] [SHOWCARD] Looking at Showcard 6, which of these problems describe the problem[s] that you have experienced? Please say the number of all that apply.

[SHOWCARD 6 – multi response]

- L1D2. [If L1D = yes] How many such problems have you experienced in the past two years? If a series of similar problems amount to a single larger problem, please count them as one problem.

Number

- L1D3. [If L1D = yes] Was this problem/ Were any of these problems caused or made worse by the COVID-19 pandemic? (IF 'YES", PROBE TO IDENTIFY CORRECT CODE)
1. Yes – Caused
 2. Yes – Made Worse
 3. Yes – Both caused and made worse
 4. No

- L1D4. [If L1D3 = 1 or 2 or 3 & L1D2 >1] How many of the problems were caused or made worse by the COVID-19 pandemic?

Number

Programmer – add logic check that value at L1D4 cannot exceed value at L1D2

- L1D5. [If L1D = yes & any at ID22] Was this problem / Were any of these problems caused or made worse by bushfires? (IF 'YES", PROBE TO IDENTIFY CORRECT CODE)
1. Yes – Caused
 2. Yes – Made Worse
 3. Yes – Both caused and made worse
 4. No

- L1D6. [If L1D5 = 1 or 2 or 3 & L1D2 >1] How many of the problems were caused or made worse by bushfires?

Number

Programmer – add logic check that value at L1D6 cannot exceed value at L1D2

- L1E. Since [DATE] have you experienced any problems or disputes with AN EMPLOYER OR WORK COLLEAGUE, such as
- under- or non-payment of wages or superannuation
 - poor conditions
 - denial of employment rights
 - harassment or bullying
 - threat of being sacked or made redundant
 - or unfair rejection for a job or promotion.
1. Yes
 2. No

- L1E1. [If L1E = yes] [SHOWCARD] Looking at Showcard 7, which of these problems describe the problem[s] that you have experienced? Please say the number of all that apply.

[SHOWCARD 7 – multi response]

- L1E2. [If L1E = yes] How many such problems have you experienced in the past two years? If a series of similar problems amount to a single larger problem, please count them as one problem.

Number

- L1E3. [If L1E = yes] Was this problem / Were any of these problems caused or made worse by the COVID-19 pandemic? (IF 'YES', PROBE TO IDENTIFY CORRECT CODE)
1. Yes – Caused
 2. Yes – Made Worse
 3. Yes – Both caused and made worse
 4. No

- L1E4. [If L1E3 = 1 or 2 or 3 & L1E2 >1] How many of the problems were caused or made worse by the COVID-19 pandemic?

Number

Programmer – add logic check that value at L1E4 cannot exceed value at L1E2

- L1E5. [If L1E = yes & any at ID22] Was this problem / Were any of these problems caused or made worse by bushfires? (IF 'YES', PROBE TO IDENTIFY CORRECT CODE)
1. Yes – Caused
 2. Yes – Made Worse
 3. Yes – Both caused and made worse
 4. No

- L1E6. [If L1E5 = 1 or 2 or 3 & L1E2 >1] How many of the problems were caused or made worse by bushfires?

Number

Programmer – add logic check that value at L1E6 cannot exceed value at L1E2

- L1F. Since [DATE] have you had any problems or disputes to do with GOVERNMENT PAYMENTS – such as disputes concerning your:
- entitlement to
 - the amount of
 - suspension of
 - or registration for government payments or concessions (including pensions)?

AS NECESSARY SAY “This could include payments and concessions for a whole range of things including those from Centrelink and those relating to your study, pension, care, children, health, unemployment and income”

1. Yes
2. No

- L1F1. [If L1F = yes] [SHOWCARD] Looking at Showcard 8, which of these problems describe the problem[s] that you have experienced? Please say the number of all that apply.

[SHOWCARD 8 – multi response]

- L1F2. [If L1F = yes] How many such problems have you experienced in the past two years? If a series of similar problems amount to a single larger problem, please count them as one problem.

Number

- L1F3. [If L1F = yes] Was this problem / Were any of these problems caused or made worse by the COVID-19 pandemic? (IF 'YES', PROBE TO IDENTIFY CORRECT CODE)
1. Yes – Caused
 2. Yes – Made Worse
 3. Yes – Both caused and made worse
 4. No

- L1F4. [If L1F3 = 1 or 2 or 3 & L1F2 >1] How many of the problems were caused or made worse by the COVID-19 pandemic?

Number

Programmer – add logic check that value at L1F4 cannot exceed value at L1F2

- L1F5. [If L1F = yes & any at ID22] Was this problem/ Were any of these problems caused or made worse by bushfires? (IF 'YES', PROBE TO IDENTIFY CORRECT CODE)
1. Yes – Caused
 2. Yes – Made Worse
 3. Yes – Both caused and made worse
 4. No

- L1F6. [If L1F5 = 1 or 2 or 3 & L1F2 >1] How many of the problems were caused or made worse by bushfires?

Number

Programmer – add logic check that value at L1F6 cannot exceed value at L1F2

- L1G. Since [DATE] have you received a FINE, PENALTY NOTICE OR INFRINGEMENT NOTICE, for any reason, which you disputed, thought was incorrect or had difficulty paying?

1. Yes
2. No

- L1G1. [If L1G = yes] [SHOWCARD] Looking at Showcard 9, which of these describe the fines you received? Please say the number of all that apply.

[SHOWCARD 9 – multi response]

- L1G2. [If L1G = yes] In the past 2 years, how many fines have you disputed, thought were incorrect or had difficulty paying?

Number

- L1G3. [If L1G = yes] Was this fine / Were any of these fines caused or made worse by the COVID-19 pandemic? (IF 'YES', PROBE TO IDENTIFY CORRECT CODE)
1. Yes – Caused
 2. Yes – Made Worse
 3. Yes – Both caused and made worse
 4. No

L1G4. [If L1G3 = 1 or 2 or 3 & L1G2 >1] How many of the fines were caused or made worse by the COVID-19 pandemic?

Number

Programmer – add logic check that value at L1G4 cannot exceed value at L1G2

L1G5. [If L1G = yes & any at ID22] Was this fine / Were any of these fines caused or made worse by bushfires? (IF 'YES', PROBE TO IDENTIFY CORRECT CODE)

1. Yes – Caused
2. Yes – Made Worse
3. Yes – Both caused and made worse
4. No

L1G6. [If L1G5 = 1 or 2 or 3 & L1G2 >1] How many of these fines were caused or made worse by bushfires?

Number

Programmer – add logic check that value at L1G6 cannot exceed value at L1G2

L1H. Since [DATE] have you had any problems or disputes to do with GOVERNMENT AND PUBLIC SERVICES – such as problems to do with:

- obtaining access to or being excluded from healthcare services or education
- problems with citizenship or residency status
- disputes concerning tax assessment and payments
- or disputes with other government bodies (e.g. about amenities, building works or town planning)?

1. Yes
2. No

L1H1. [If L1H = yes] [SHOWCARD] Looking at Showcard 10, which of these problems describe the problem[s] that you have experienced? Please say the number of all that apply.

[SHOWCARD 10 – multi response]

L1H2. [If L1H = yes] How many such problems have you experienced in the past two years? [If > 1 problems] If a series of similar problems amount to a single larger problem, please count them as one problem.

Number

L1H3. [If L1H = yes] Was this problem / Were any of these problems caused or made worse by the COVID-19 pandemic? (IF 'YES', PROBE TO IDENTIFY CORRECT CODE)

1. Yes – Caused
2. Yes – Made Worse
3. Yes – Both caused and made worse
4. No

L1H4. [If L1H3 = 1 or 2 or 3 & L1H2 >1] How many of the problems were caused or made worse by the COVID-19 pandemic?

Number

Programmer – add logic check that value at L1H4 cannot exceed value at L1H2

L1H5. [If L1H = yes & any at ID22] Was this problem / Were any of these problems caused or made worse by bushfires? (IF 'YES', PROBE TO IDENTIFY CORRECT CODE)

1. Yes – Caused
2. Yes – Made Worse
3. Yes – Both caused and made worse
4. No

L1H6. [If L1H5 = 1 or 2 or 3 & L1H2 >1] How many of the problems were caused or made worse by bushfires?

Number

Programmer – add logic check that value at L1H6 cannot exceed value at L1H2

L1I. Excluding anything you have already told me about, since [DATE], have you experienced any problems or disputes to do with DEBT OR MONEY, concerning, for example:

- being unable to pay money you owe
- action by someone you owe money for non-payment (including harassment)
- the prospect of bankruptcy
- refusal of insurance claims
- problems with credit ratings
- problems collecting money owed to you
- or poor financial advice?

1. Yes
2. No

L1I1. [If L1I = yes] [SHOWCARD] Looking at Showcard 11, which of these problems describe the problem[s] that you have experienced? Please say the number of all that apply.

[SHOWCARD 11 – multi response]

L1I2. [If L1I = yes] How many such problems have you experienced in the past two years? [If > 1 problems] If a series of similar problems amount to a single larger problem, please count them as one problem.

Number

L1I3. [If L1I = yes] Was this problem / Were any of these problems caused or made worse by the COVID-19 pandemic? (IF 'YES', PROBE TO IDENTIFY CORRECT CODE)

1. Yes – Caused
2. Yes – Made Worse
3. Yes – Both caused and made worse
4. No

L1I4. [If L1I3 = 1 or 2 or 3 & L1I2 >1] How many of the problems were caused or made worse by the COVID-19 pandemic?

Number

Programmer – add logic check that value at L1I4 cannot exceed value at L1I2

L1I5. [If L1I = yes & any at ID22] Was this problem / Were any of these problems caused or made worse by bushfires? (IF 'YES', PROBE TO IDENTIFY CORRECT CODE)

1. Yes – Caused
2. Yes – Made Worse
3. Yes – Both caused and made worse
4. No

L1I6. [If L1I5 = 1 or 2 or 3 & L1I2 >1] How many of the problems were caused or made worse by bushfires?

Number

Programmer – add logic check that value at L1I6 cannot exceed value at L1I2

L1J. [If ID15a = yes (business owner)] Now thinking about issues which do concern your business. Since [DATE] has your business had any problems or disputes to do with:

- Contracts
- invoicing
- business premises
- employees
- taxation
- or regulation?

1. Yes
2. No

L1JB. [ID15b = yes] Now thinking about your investment property. Since [DATE] have you had any problem or disputes to do with mortgage default, planning permission, title or tenants?

L1J1. [If L1J = yes] [SHOWCARD] Looking at Showcard 12, which of these problems describe the problem[s] that you have experienced in relation to your business? Please say the number of all that apply.

[SHOWCARD 12 – multi response]

L1J2. [If L1J = yes or L1JB = yes] How many problems relating to {a business you run or an investment property} have you experienced in the past two years? Please count problems of the same type, where the other party remains the same, as one problem.

Number

Programmer:

- If L1J = yes and L1JB = no, display “a business you run”
- If L1J = no and L1JB = yes, display “an investment property”
- If L1J = yes and L1JB = yes, display “a business you run or an investment property”

L1J3. [If L1J = yes or L1JB = yes] Was this problem / Were any of these problems caused or made worse by the COVID-19 pandemic? (IF 'YES', PROBE TO IDENTIFY CORRECT CODE)

1. Yes – Caused
2. Yes – Made Worse
3. Yes – Both caused and made worse
4. No

L1J4. [If L1J3 = 1 or 2 or 3 & L1J2 >1] How many of the problems were caused or made worse by the COVID-19 pandemic?

Number

Programmer – add logic check that value at L1J4 cannot exceed value at L1J2

L1J5. [(If L1J = yes or L1JB = yes) & any at ID22] Was this problem / Were any of these problems caused or made worse by bushfires? (IF 'YES', PROBE TO IDENTIFY CORRECT CODE)

1. Yes – Caused
2. Yes – Made Worse
3. Yes – Both caused and made worse
4. No

L1J6. [If L1J5 = 1 or 2 or 3 & L1J2 >1] How many of the problems were caused or made worse by bushfires?

Number

Programmer – add logic check that value at L1J6 cannot exceed value at L1J2

[Randomly select 1 problem from the pool of identified problems. For the selected problem, ask L2a to L24.

Problem Selection Programming Logic

Look at responses at (as applicable) L1A2, L1B2, L1C2, L1D2, L1E2, L1F2, L1G2, L1I2, L1J2

If 1 problem nominated at 1 of these questions, and no problems mentioned at any other of these questions, preface L2 with....

“Earlier you said that you experienced a problem in the last two years relating to [problem category]”

If more than one problem nominated at one of these questions, and no other problems mentioned at any other of these questions, preface L2 with...

“Earlier you said that you had experienced [insert number of problems in category] problems in the last two years relating to [problem category].

I'd now like to ask a few questions about a specific one of these problems. Could you please think about the second-most recent of these problems?

IF NECESSARY SAY: To do this, please think about the order in which these [number of problems] problems first occurred, and then focus on the second-most recent problem in that sequence.

Do you now have a specific problem in mind?

If one or more problems at two or more of these questions, program randomly selects a category from the questions where at least one problem experienced. Chance of selection of any category is to be based on the number of problems experienced in that category. For example, if Category A has 2 problems and Category B has 4 problems, Category B should be twice as likely to be selected as Category A

If only 1 problem in selected category, preface L2 with

“Earlier you said that you experienced a problem in the last two years relating to [problem category]”

If more than one problem in selected category, display

“Earlier you said that you had experienced [insert number of problems in category] problems in the last two years relating to [problem category].

I’d now like to ask a few questions about a specific one of these problems. Could you please think about the second-most recent of these problems

IF NECESSARY SAY To do this, please think about the order in which these [number of problems] problems first occurred, and then focus on the second-most recent problem in that sequence.

Do you now have a specific problem in mind?

If no problems mentioned at any of these questions, go to L24

I am now going to ask you some questions about this problem.

L2. Looking at Showcard {display number of showcard of selected category}. Which of these items describe what was the problem about? Please mention all that apply.

[SHOWCARD (3-12) from category of selected problem – multi response]

Programmer – if only 1 problem in the category from which the problem was selected, then do not ask L2. Instead, auto-punch response from L1X1 at L2.

L2a. For the next question, consider a scale of 1 to 10, where 1 represents the least serious type of problem you could face and 10 represents the most serious.

To provide some examples, a score of 9 might be becoming homeless and ending up sleeping rough, and a score of 2 might be purchasing a moderately expensive electrical item that proves to be faulty.

On a scale of 1-10, how serious was this problem at the time?

ASK ALL WHO WERE SELECTED TO ANSWER L2

L2f. When the problem first began, would you have described it as a legal problem?

1. Yes
2. No

ASK ALL WHO WERE SELECTED TO ANSWER L2

L3. Did you obtain any information from any of the following sources to help you better understand or resolve the problem? READ OUT

L3a. A website or "app"

L3b. A leaflet, book or other printed material

1. Yes
2. No
3. Don't know

L4. Looking at Showcard 13. ([If L3=Yes "Apart from the information you have just told me about") Did you, or someone acting on your behalf, **obtain information, advice or representation** from any of these people or organisations to help you better understand or resolve this problem?

Please say the number of all that apply, but exclude any help provided by the other party.

[Showcard 13 – multi response]

L4b [Multi]

Ask if not code 2-19 at L4

[If code 98 at L4, ask} Why didn't you obtain information or advice from any of these people or organisations?

[If only code 1 at L4, ask} Apart from family or friends, why didn't you obtain information or advice from any of these people or organisations?

(Code relevant response/s but do not read list to respondent)

No need

1. No dispute / the other side was right
2. Problem resolved itself
3. Didn't need advice/knew enough myself
4. Didn't warrant the effort or expense

Couldn't get help

5. Couldn't afford advice
6. Didn't know where to get advice/couldn't find advice
7. Advisors too difficult to access

Would have made things worse

8. Would have damaged relationship with other side
9. Would have been too stressful
10. Was scared of what the other side might do

Would not have helped

11. Would have made no difference to the outcome
12. Couldn't win against this person or organisation
13. Have tried advice before and not found it useful

14. Other (specify)

ASK ALL WHO WERE SELECTED TO ANSWER L2

- L5. Did any of the following things happen as part of this problem or sorting it out? When I say “you” here, I mean you or somebody acting on your behalf.

[ASK EACH SEPARATELY]

- L5a. You communicated with the other party
- L5b. A court or tribunal was involved
- L5c. An Ombudsman or other regulator/or enforcement authority was contacted or involved (e.g. the ACCC, ASIC or Consumer Affairs Victoria, FairWork)
- L5d. You participated in formal mediation, conciliation or arbitration (e.g. family mediation, Fair Work Commission conciliation, dispute settlement)
- L5e. An Aboriginal-led decision-making meeting was used (AS NECESSARY e.g. Koori Court, Aboriginal Family Led Decision-Making Meeting, Nam Malagambu)
- L5f. A religious authority was involved
- L5g. A community leader or organisation was involved
- L5h. Somebody contacted the police (or other prosecution authority)
- L5i. An internal appeal or formal complaint was made

- 1. Yes
- 2. No

If code 1 at L5a

- L6a. You said that you communicated with the other party. Who initiated this communication? [READ OUT RESPONSE CODES IF NECESSARY]

- 1. You (the respondent)
- 2. The other party
- 3. The third party responsible for the process
- 4. Another third party

If code 1 at L5b

- L6b. You said that a court or tribunal was involved. Who initially took this action or got these organisations involved? [READ OUT RESPONSE CODES IF NECESSARY]

- 1. You (the respondent)
- 2. The other party
- 3. The third party responsible for the process
- 4. Another third party

- L7b. [If L5b = 1 & L6b = 2,3 or 4] Did you respond to, communicate with, or attend the court?

- 1. Yes
- 2. No

If code 1 at L5c

- L6c. You said that an ombudsman or other regulator or enforcement authority was contacted or involved. Who initially took this action or got these organisations involved? [READ OUT RESPONSE CODES IF NECESSARY]

- 1. You (the respondent)

2. The other party
3. The third party responsible for the process
4. Another third party

L7c. [If L5c = 1 & L6c = 2,3 or 4] Did you respond to or communicate with the ombudsman, regulator or enforcement authority?

1. Yes
2. No

If code 1 at L5d

L6d. You said you participated in formal mediation, conciliation or arbitration. Who initially took this action or got these people or organisations involved? [READ OUT RESPONSE CODES IF NECESSARY]

1. You (the respondent)
2. The other party
3. The third party responsible for the process
4. Another third party

L7d. [If L5d = 1 & L6d = 2,3 or 4] Can I just check, did you actively participate in mediation, conciliation or arbitration?

1. Yes
2. No

If code 1 at L5e

L6e. You said that an Aboriginal-led decision-making meeting was used. Who initially took this action or arranged this meeting? [READ OUT RESPONSE CODES IF NECESSARY]

1. You (the respondent)
2. The other party
3. The third party responsible for the process
4. Another third party

L7e. [If L5e = 1 & L6e = 2,3 or 4] Did you respond to communicate with or attend the Aboriginal-led decision-making meeting?

If code 1 at L5f

L6f. You said a religious authority was involved. Who initially took this action or got these people or organisations involved? [READ OUT RESPONSE CODES IF NECESSARY]

1. You (the respondent)
2. The other party
3. The third party responsible for the process
4. Another third party

L7f. [If L5f = 1 & L6f = 2,3 or 4] Did you respond to or communicate with the religious authority?

1. Yes
2. No

If code 1 at L5g

L6g. You said a community leader or organisation was involved. Who initially took this action or got these people or organisations involved? [READ OUT RESPONSE CODES IF NECESSARY]

1. You (the respondent)
2. The other party
3. The third party responsible for the process
4. Another third party

L7g. [If L5g = 1 & L6g = 2,3 or 4] Did you respond to or communicate with the community leader or organisation?

1. Yes
2. No

If code 1 at L5h

L6h. You said the police were involved. Who initially took this action or got the police involved? [READ OUT RESPONSE CODES IF NECESSARY]

1. You (the respondent)
2. The other party
3. The third party responsible for the process
4. Another third party

L7h. [If L5h = 1 & L6h = 2,3 or 4] Did you respond to or communicate with the police?

1. Yes
2. No

If code 1 at L5i

L6i. You said an internal appeal or formal complaint was made. Who initiated this internal appeal or formal complaint? [READ OUT RESPONSE CODES IF NECESSARY]

1. You (the respondent)
2. The other party
3. The third party responsible for the process
4. Another third party

L7i. [If L5i = 1 & L6i = 2,3 or 4] Did you respond to the internal appeal or formal complaint?

1. Yes
2. No

ASK ALL WHO WERE SELECTED TO ANSWER L2

L8. Did you, or somebody acting on your behalf, do anything else to help you better understand or resolve the problem, such as obtain or organise evidence, or make an insurance claim

1. Yes
2. No

L9. Is the problem ongoing or done with? By “done with” I mean that the problem either has been resolved or that it persists, but you and everybody else have given up all efforts to resolve it further. [READ OUT]

1. Ongoing
2. Too early to say
3. Done with - problem persists, but all have given up trying to resolve it further
4. Done with - problem resolved

L10. [If L9 = 4] Looking at Showcard 14, which of these statements best reflects how the problem outcome was ultimately brought about? Please just say the number.

The problem outcome was ultimately brought about by ...

[SHOWCARD 14 – ONE ANSWER]

1. A court (or tribunal) judgment
2. A decision or intervention by another formal authority
3. Mediation, conciliation or arbitration
4. Action by another third party
5. Agreement between you and the other party
6. The other party independently doing what you wanted
7. You independently doing what the other party wanted
8. The problem sorting itself out
9. You moving away from the problem (e.g. moving home, changing job)

L11. [If L9=3,4] Do you feel the outcome of this problem was basically fair to everybody concerned? [READ OUT IF NECESSARY]

1. Fair to everybody concerned
2. Not fair to everybody concerned

L11a. [If L9=1,2] Are you happy with how things are going so far (as you try to resolve the problem)?

1. Yes, entirely
2. Yes, in part
3. No, not really
4. No, not at all

L11b. [If L9=3,4] And were you happy with the outcome? [READ OUT]

1. Yes, entirely
2. Yes, in part
3. No, not really
4. No, not at all

- L12. [If L9=3,4] Regardless of the outcome of this problem, do you feel the process through which the outcome was reached was basically fair or not fair to everybody concerned?
[READ OUT IF NECESSARY]
1. Fair to everybody concerned
 2. Not fair to everybody concerned
- L13. [If L9=3,4] Did you (or family or friends) have to pay for lawyer or other adviser fees in relation to this problem? This excludes indirect payments – such as insurance premiums or membership subscriptions
1. Yes
 2. No
- L13a. [If L13 = Yes] Approximately how much did you have to pay for lawyer and other advisor fees? (AUD)

ASK ALL WHO WERE SELECTED TO ANSWER L2

- L16. To what extent do you agree or disagree with the following statements about the problem? Please say whether you strongly agree, agree, disagree or strongly disagree
- L16a. [If L9=1,2] I understand my legal rights and responsibilities [If L9=3,4] I understood or came to understand my legal rights and responsibilities
- L16b. [If L9=1,2] I know where to get good information and advice about resolving the problem [If L9=3,4] I knew or came to know where to get good information and advice about resolving the problem
- L16c. [If L9=1,2] I have been able to get all the expert help needed [If L9=3,4] I was able to get all the expert help I needed
- L16d. [If L9=1,2] I am confident I will achieve a fair outcome [If L9=3,4] I was confident I could achieve a fair outcome
1. Strongly agree
 2. Agree
 3. Disagree
 4. Strongly disagree
- L17. Did you experience any of the following as part of or as a result of this problem?
[READ OUT]
- L17a. Ill-health or injury
- L17b. Stress
- L17c. Damage to a family relationship
- L17d. Being harassed, threatened or assaulted
- L17f. Loss of employment
- L17g. Having to move home
- L17i. Loss of confidence
1. Yes
 2. No

ASK ALL WHO WERE SELECTED TO ANSWER AT L2

L19. Roughly what month and year did the problem start?

AS NECESSARY SAY; Your best estimate will be fine

(MONTH/YEAR)

Can't say

L20. [If L9=3] And when did you and everybody else give up all actions to try to resolve the problem?

AS NECESSARY SAY; Your best estimate will be fine

(MONTH/YEAR)

Can't say

L21. [If L9=4] And when did it end?

AS NECESSARY SAY; Your best estimate will be fine

(MONTH/YEAR)

Can't say

[ASK ALL]

L24 Now thinking about anything that has happened in the last two years (IF problem selected for L2-L21 block 'and not just in relation to the problem we have been discussing'), since [DATE] have you obtained any help from any of the following

L24a. A Lawyer you paid for

L24e.

A

lawyer that was free

L24b. Victoria Legal Aid

L24c. A Community Legal Centre

L24d. The Victorian Aboriginal Legal Service

1. Yes

2. No

L26 And have you been involved in any court or tribunal process or hearing at any time since [DATE]?

1. Yes

2. No

SECTION 5 - Attitudes to justice

5A FUNCTIONAL LEGAL LITERACY

AJ1. Please refer to **Showcard 15** and select a number for each question

In general, thinking about dealing with organisations such as banks, the council, doctors, Centrelink, or government departments

How often do you....[READ OUT]

- AJ1a. have someone help you read letters, brochures or information from such organisations?
- AJ1b. have difficulty filling out forms for them by yourself?
- AJ1c. find it difficult to understand written information from them?
- AJ1d. find it difficult to understand what they say to you when discussing matters in person?
- AJ1e. have difficulty finding the right person to speak to within such organisations?
- AJ1f. have difficulty raising problems with such organisations?

- 1. Always
- 2. Often
- 3. Sometimes
- 4. Never
- 5. Don't know (not on showcard)

5B LAW RELEVANCE

AJ2. Now please refer to **Showcard 16** and again choose a number for each question

I am going to describe some disputes that people sometimes face in their everyday life. You may feel that you would be unlikely to be in some of these situations, but...

Thinking about the following problems, to what extent do you think **the law is relevant** to these situations...? (random order)

- AJ2a. You asked your neighbours to stop their excessive noise at night, but nothing has changed
- AJ2b. You are a month behind with your mortgage and unable to pay. The bank sends a default notice saying you have 30 days to pay or you will lose your home
- AJ2c. Centrelink are demanding \$100 for overpaid benefits. You think they have made a mistake
- AJ2d. You think your employer is underpaying you for the hours you have worked. They disagree
- AJ2e. Your asthma is being aggravated by mould caused by a leaking window in your rented home. Your landlord won't repair it.
- AJ2f. You have been incorrectly overcharged for your electricity for 4 months in a row
- AJ2g. You are behind with, and unable to pay, your credit card bill
- AJ2h. Without telling you, your ex-spouse / partner arranges to take your children on a holiday on dates they would normally be with you

- 1. Very relevant
- 2. Quite relevant
- 3. Not very relevant
- 4. Not at all relevant
- 5. Don't know (not on showcard)

5D PERCEPTIONS OF LAW

AJ4. And some questions on how you see the law in general. We are not concerned with crime, but with law relating to the types of issues we have been talking about up to now. Again, just choose a number for each question

(IF NECESSARY - such as being unfairly sacked by your employer, injured where it was someone else's fault, involved in a dispute over money as part of a divorce, being kicked out of your home, or a serious dispute with a neighbour).

To what extent do you agree or disagree that, in this country, law is ...

(options should be presented randomly, without any headings/framing)

- AJ4a. Distant to my life
- AJ4b. Remote (i.e. not connected or related to me)
- AJ4c. Out of reach
- AJ4d. Something to fight against
- AJ4e. Something to resist
- AJ4f. The last place I would turn for help
- AJ4g. A way to get what I deserve
- AJ4h. Good for resolving problems
- AJ4i. Something I can use to get what I want
- AJ4j. Something you can manipulate
- AJ4k. Like a game you can play if you know the rules
- AJ4l. A competition

- 1. Strongly agree
- 2. Agree
- 3. Disagree
- 4. Strongly disagree
- 5. Don't know (not on showcard)

5E INACCESSIBILITY OF LAWYERS' SCALES

AJ6. The following questions are about your general impression of lawyers in Victoria.

Again we are not concerned with crime, but with law relating to the types of issues we have been talking about up to now (IF NECESSARY - such as being unfairly sacked by your employer, injured where it was someone else's fault, involved in a dispute over money as part of a divorce, being kicked out of your home, or a serious dispute with a neighbour).

Thinking about issues like this, to what extent do you agree or disagree that

Lawyers in Victoria...? (Randomise order)

- AJ6a. Are not people I'd be happy to use
- AJ6b. Are the last people I would ever go to for help
- AJ6c. Are not interested in the issues I face
- AJ6d. Are not concerned with real people's lives
- AJ6e. Are unapproachable
- AJ6f. Are not geared up for ordinary people to use
- AJ6g. Are slow
- AJ6h. Are not worth the hassle
- AJ6i. Don't take people like me seriously

AJ6j. Take too long to deal with issues

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree
5. Don't know (not on showcard)

5F TRUST IN LAWYERS

And how much do you agree or disagree with the following statements?

AJ7. If I used a lawyer, I would trust them to.... (Randomise order)

AJ7a. Act in my best interests

AJ7b. Not overcharge me

AJ7c. Be knowledgeable and skilled in their work

And I would expect them to.... (Randomise order)

AJ7d. Act ethically and within the law

AJ7e. Exploit loopholes in the law

AJ7f. Break the rules if needed

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree
5. Don't know (not on showcard)

AJ7g. If you got bad quality service from a lawyer, who could you complain to, apart from to the lawyer themselves?
(OPEN)

98. Don't know

SECTION 6 - Supplementary demographics (SD)

And now some questions to confirm that we have spoken with a wide range of people.

ETHNICITY AND NATIONALITY

ASK ALL

ID6. In which country were you born?

1. Australia
2. UK (Interviewer note: England, Scotland, Wales, Northern Ireland)
3. New Zealand
4. China
5. India
6. Italy
7. Vietnam
8. Philippines
9. South Africa
10. Malaysia
11. Germany
12. Other (Specify)

(IF ID6 ≠ Australia)

ID6a. In what year did you first come to Australia to live for 6 months or more - even if you have spent time abroad since? (Obtain best estimate if respondent is unsure)
YEAR

[ALL]

ID3. Are you of Aboriginal and/or Torres Strait Islander origin?

IF NECESSARY SAY: A person of Aboriginal and/or Torres Strait Islander origin identifies as such and is accepted as such by the community with which he or she is associated

1. Yes
2. No
3. Prefer not to say

GENDER, SEX, SEXUALITY AND FAMILY STRUCTURE

The next few questions may be considered sensitive. Your responses will, of course, remain confidential, but you can choose not to answer if you prefer.

ID23 What was your sex recorded at birth?

1. Male
2. Female
3. Another term (please specify)
4. Prefer not to answer

ID24 How do you describe your gender?

1. Man or male
2. Woman or female
3. Non-binary
4. Another term (specify)
5. Prefer not to answer

ID25 And how would you describe your sexual orientation?

1. Straight (heterosexual)
2. Gay or lesbian
3. Bisexual
4. Another term (specify)
5. Prefer not to answer

ID7. Which of the following best describes your relationship status? [READ OUT]

1. Married (or in a registered marriage or civil union)
2. De facto (or living together as a couple)
3. Single
4. Other (specify)

ID8. ASK ALL

How many children do you have under the age of 18 who usually live with you?
Please include biological, foster, step, adopted children, relative or kinship care.

ENTER NUMBER (RANGE 1-50).

Or

None

ASK IF HAS CHILDREN AT ID8

ID9. And how old are they? WRITE IN BELOW THE AGE IN YEARS OF EACH CHILD,
INCLUDING SEPARATE CHILDREN OF THE SAME AGE
[WRITE IN]

ASK ALL

ID10. Apart from in your work, do you provide day-to-day care for any elderly or disabled adults?

1. Yes
2. No

(If ID7 = 3 & ID8 = 0)

ID12. And just to check, do you live alone?

1. Yes
2. No

EMPLOYMENT

ID16. Looking at **Showcard 18**, which of these descriptions best reflects your circumstances? Please just say the number [SHOWCARD]

1. Working full-time (38 or more hours a week)
2. Working part-time
3. Working occasionally
4. Not working and in education
5. Not working and looking for work
6. Not working due to health or disability
7. Retired
8. Not working in formal employment, but looking after the home, children or having other caring responsibilities
9. Not working for another reason (specify)

(IF ID16 = 1,2 or 3)

ID16a. Which best describes your main work activity, is it.... READ OUT

1. Paid job with regular hours, for an employer
2. For your own business
3. Casual, on demand or as part of the gig economy
4. As an unpaid volunteer

(IF ID16 = 1,2 or 3)

ID16b. What is your job or occupation title?

[Obtain full title. Try to avoid one-word answers. For example, shipping clerk, not just clerk. Dairy farmer, not just farmer and builder's labourer, not just labourer]

OPEN

(IF ID16 = 3)

ID16c. Are you currently not working and looking for work?

1. Yes
2. No

(IF ID16 = 5,6 or ID16c = 1)

ID16d. How long have you currently been out of work?

RECORD ANSWER IN WEEKS OR MONTHS OR YEARS AND MONTHS

Ask if Code 4-9 at ID16

ID16e. Were you in the workforce at any time between March 2020 and today?

1. Yes
2. No

ID18. And as a result of COVID-19 did you....READ OUT

Programmer - only display codes a, ,c,d,e,f if code 1-3 at ID16 or code 1 at ID16e. Autopunch code 2/no at these codes if [codes 4-9 at ID16](#) or [code 2 at ID16e](#)

ID18a. Lose your job

ID18c. Work fewer hours or have less income

ID18e. Receive government payments because of COVID's impact on your work

[IF ID15a =1] ID18f. See your business (that you own or manage) slow or stop completely

ID18g. Find your physical health got worse

ID18h. Find your mental health got worse

ID18j. Have significant difficulty meeting additional home school or childcare responsibilities

1. Yes
2. No

EDUCATION

ID19d.

What is the highest level of education you have completed? (READ OUT IF NECESSARY)

1. Year 9/Form 3 or below
2. Year 10/Form 4/Intermediate
3. Year 11/Form 5/Leaving
4. Year 12/Form 6/C/VCE/Matriculation
5. Trade/Vocational Certificate (Cert I-IV)
6. Diploma/Advanced Diploma
7. Bachelor Degree (including with Honours)
8. Postgraduate Award

[ASK ALL]

And regarding internet use....

ID20. Over the last four weeks, how often have you used the internet? This includes for work or study and in your free time. (READ OUT)

1. Every day
2. Less often than every day
3. Not at all

ID21. And have you ever used the internet to do the following? (IF 'NO' PROBE TO ESTABLISH IF COULD DO THIS)

[RANDOMISE ORDER OF STATEMENTS]

ID21a. Pay a bill using online banking

ID21b. Send an email

ID21c. Make a video call on a computer or laptop using, Skype, Zoom or something similar

ID21d. Find specific information (e.g. your eligibility for government payments)

ID21e. Set up 2-step ID verification (also known as two-factor authentication)

ID21f. Do your tax return, claim a Centrelink benefit or similar

ID21g. Save an online document onto your computer

ID21h. Take a photo of your drivers' licence or another form of ID and upload it to a government website

1. Yes – have done this
2. No – but could
3. No – and could not
4. Don't know what this is

ILLNESS/DISABILITY

I would now like to ask you a few questions about your health and satisfaction with life.

SD3. Overall, how satisfied are you with life as a whole these days, on a 0–10 scale where 0 is “Not at all” and 10 is “Completely”?

0-10 scale

SD1. Do you have any long-term health condition, impairment or disability that restricts you in your everyday activities, and has lasted or is likely to last, for 6 months or more?

1. Yes
2. No

(IF SD1 = 1)

SD1a. During the last 12 months, how much did your condition restrict your daily activities, such as your communication, mobility or self-care? Was it... (READ OUT)

1. Not at all
2. Mildly
3. Moderately
4. Severely
5. Extremely

ASK ALL

SD2a. **Looking at Showcard 19.** The next questions ask about how you have been feeling during the **past 30 days**. For each question, please say the number that best describes how often you had this feeling.

During the past 30 days, about how often did you feel ...

- SD2a1. Nervous
- SD2a2. Hopeless
- SD2a3. Restless or fidgety
- SD2a4. So depressed that nothing could cheer you up
- SD2a5. That everything was an effort
- SD2a6. Worthless

[SHOWCARD 19]

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

6B INCOME

I would now like to ask you some questions about income

SD4. Do you receive any government payments specifically because of low or no income. For example, unemployment benefits (Newstart or JobSeeker), age pension, disability pensions, family tax benefit, parenting payment, carer payment or youth and student allowances?

1. Yes
2. No

I'm now going to ask you about your income. I only need to know an approximate amount. Remember, everything you tell me is confidential and will only be used for research purposes.

SD6. Looking at **Showcard 20**. Including your own income, what is your gross HOUSEHOLD income BEFORE tax from all sources? Please just say the number.

[SHOWCARD 20]

1. \$0 to \$769 per week / \$0 to \$39,988 per year
2. \$770 to \$1,357 per week / \$39,989 to \$70,564 per year
3. \$1,358 to \$2,121 per week / \$70,565 to \$110,292 per year
4. \$2,122 to \$3,178 per week / \$110,293 to \$165,256 per year
5. \$3,179 or more per week / \$165,256 or more per year
6. Prefer not to say (not on SHOWCARD)

SD8. Over the last 12 months, have you gone without meals or been unable to heat or cool your home because of a shortage of money?

1. Yes
2. No

Concluding remarks/recontact (CR)

ASK ALL

That is the end of the survey. Thank you very much for the time you have given me today.

Q_Prize. As a small thank you for your assistance, you are eligible for entry into a prize draw to win a \$500 EFTPOS card. We will contact the winners and full terms and conditions appear on our website, roymorgan.com.

Would you like me to enter you into the prize draw?

1. Yes
2. No

IF AGREED TO PRIZE DRAW(Code 1 on Q_Prize), ASK:

Q_Details1. Thank you. May I please gather a few details so we can contact you if you are a prize winner?

[Programmer - Item a is required. Respondent must also provide one or more of b-d]

- a. Name: _____
- b. Home phone number: _____
- c. Mobile number: _____
- d. Email address: _____

ASK ALL

Q_Recontact. Our client, Victoria Law Foundation, may be conducting some follow up research on this general topic in the future. If that occurred, would you be willing to be contacted by Victoria Law Foundation or Roy Morgan to invite you to participate in that future research?

IF NECESSARY SAY: This future research would not necessarily involve a face to face interview like today. It may, for example, be conducted online or via telephone.

IF NECESSARY SAY: We don't know at this stage when this may occur. We would just contact you at the time to see if you are able to participate, and there would be no obligation to do so.

1. Yes
2. No

If Code 1 on Q-Recontact and Code 1 on Q_Prize

Thank you, we will use the details you have already provided to recontact you should that future research proceed

If Code 1 on Q_Recontact) and Code 2 at Q-Prize, ASK:

Q_Details2. Thank you. May I please gather a few details so we can recontact you if necessary?

[Programmer - Item a is required. Respondent must also provide one or more of b-d]

- a. Name: _____
- b. Home phone number: _____
- c. Mobile number: _____
- d. Email address: _____

ASK IF CODE 1 AT Q_Prize OR CODE 1 AT Q_Recontact

As part of Roy Morgan's commitment to quality, you may receive a call from the office checking the quality of my work.

ASK IF CODE 2 AT BOTH Q_Prize AND Q_Recontact

Q_Audit As a quality control measure, a Roy Morgan supervisor may seek to contact you some time in the next few weeks to ask a few brief questions about the way this interview was conducted. Would you be happy for that to occur?

1. Yes
2. No

Q_Details3. Thank you. May I please gather a few details so a supervisor can recontact you if necessary?

[Programmer - Item a is required. Respondent must also provide one or more of b-d]

- a. Name: _____
- b. Home phone number: _____
- c. Mobile number: _____
- d. Email address: _____

Programmer – created hidden variable 'Q_Details' to amalgamate Q_Details1 to Q_Details3 onto a single variable

ASK ALL:

Thank you very much for your time and assistance.

This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes.

We are conducting this research on behalf of the Victoria Law Foundation.

If you would like any more information about this project or Roy Morgan Research, you can phone us on 1800 337 332

6.2 Showcard Booklet

Public Understanding of Law Survey

Showcards

Released February 2022



ROY
MORGAN

SHOWCARD 1

1

Please just say the number of your answer.

1. Yes, definitely
2. Yes, probably
3. No, probably not
4. No, definitely not
5. Don't know

SHOWCARD 2

2

Please just say the number of your answer.

1. Very confident
2. Quite confident
3. Not very confident
4. Not at all confident

SHOWCARD 3 – GOODS AND SERVICES

3

Problems or disputes concerning **defective goods**:

1. Defective household or personal items (e.g. electrical goods, white goods, clothing, household items) .
2. Defective cars, motorcycles, boats, etc.
3. Defects in a new home you bought

Problems or disputes concerning **substandard service** from:

4. Tradespeople (e.g. plumbers, electricians, painters, builders, mechanics)
5. Professionals (e.g. accountants, lawyers, architects)
6. Travel, recreation and entertainment services (e.g. airlines, holidays, restaurants, entertainment venues)
7. Utility services (e.g. water, electricity, gas, phone, Internet)
8. Insurance companies
9. A superannuation provider

Or

10. Being sold an incorrectly described or unnecessary product by a financial services provider
11. Incorrect charges / fees / billing for goods or services
- 12.

Other (SPECIFY)

SHOWCARD 4 – HOUSING

Problem or disputes with **neighbours**, to do with:

1. Fences, trees, or building work
2. Noise, litter, pets, or other antisocial behaviour
3. Boundaries or rights of way or access to your property (including passage of services, such as water or electricity, over other people's land)

Problems or disputes with **housing you own**, to do with:

4. A contract of sale / settlement
5. A loan (e.g. about mortgage repayment, default or repossession)
6. A strata or owners' corporation or common property
7. Planning permission / building regulations
8. Living in a retirement village (e.g. about fees, facilities or your contract)

Problems or disputes with **housing you rent**, to do with:

9. A rental agreement
10. A bond
11. Rent payments
12. Eviction (including threat of eviction)
13. Repairs, maintenance or security
14. Harassment by a landlord
15. A strata or owners' corporation or common property
16. Transfer of tenancy or sub-letting
17. Living in a retirement village (e.g. about fees, facilities or your contract)

Other problems or disputes concerning housing, to do with:

18. Living in a nursing home, group or residential care facility (e.g., about fees, facilities, security, privacy or your contract)
19. Other (SPECIFY)

SHOWCARD 5 – FAMILY

5

Problem or disputes with...

1. The division of money or property following divorce or separation
2. Spouse or partner maintenance (excluding child support)
3. Child support payments
4. Custody, residence, access or contact issues concerning a child under 18
5. A care protection order or assessment by a child welfare authority
6. Fostering, adoption or legal guardianship
7. A power of attorney
8. A will or deceased estate (e.g. about your entitlements, probate or being an executor or trustee of a deceased estate)
9. A family member or partner controlling or exploiting your money, financial information or assets
10. Other (SPECIFY)

SHOWCARD 6 – INJURY

6

1. An injury or health problem resulting from negligent wrong medical or dental treatment
2. An injury at work or health problem resulting from poor working conditions
3. An injury caused by a motor vehicle accident
4. Any other injury or health problem caused by someone else
5. Being accused of injuring or harming someone else in a motor vehicle accident
6. Being accused of injuring or harming someone else **not in** a motor vehicle accident
7. Other (SPECIFY)

SHOWCARD 7 – EMPLOYMENT

7

1. Being unfairly rejected for a job interview or passed over for a job / promotion / raise
2. Being subjected to unfair disciplinary procedures
3. Being sacked or made redundant (or threatened with the sack / redundancy)
4. Not getting paid (or a pension you were entitled to)
5. Unsatisfactory or dangerous working conditions
6. Harassment, bullying, victimisation or mistreatment at work
7. A grievance not being taken seriously or adequately dealt with
8. Problems concerning other rights at work (e.g. about pay, hours, leave, your contract, superannuation or union membership)
9. Changes to your terms and conditions of employment that made things worse
10. Other (SPECIFY)

SHOWCARD 8 – GOVERNMENT PAYMENTS

8

Problems or disputes with government payments concessions, to do with:

1. Your eligibility for payments or concessions
2. The amount of payments or concessions
3. Payments or concessions being stopped
4. Being told you were claiming payments or concessions you should not have
5. Your eligibility for payments or concessions being reviewed
6. Other (SPECIFY)

SHOWCARD 9 – FINES

9

1. A fine while driving or parking
2. A fine while on public transport
3. A fine for breaking COVID public health restrictions (e.g. not wearing a mask)
4. A fine relating to your home (e.g. unapproved building work, failure to maintain property)
5. An on-the-spot fine/penalty notice (e.g. for crossing the road illegally or breaking road rules while cycling)
6. A fine from a court
7. Other (SPECIFY)

SHOWCARD 10 – GOVERNMENT AND PUBLIC SERVICES

10

Problem or disputes with....

1. Tax assessment
2. A freedom of information request
3. Citizenship, residency, immigration or refugee status for you, a family member or partner
4. Your local council / government (e.g. about services, amenities, or town planning)
5. Access to healthcare services
6. Access to education services
7. Access to, or quality of, disability or care services (e.g. community care, respite, independent living, support or rehabilitation services)
8. Access to, or quality of, disability aids, equipment or facilities? (e.g. disabled parking permits, wheelchair access, home modifications, aids or equipment to assist with daily living)
9. Other (SPECIFY)

SHOWCARD 11 – DEBT OR MONEY

11

Problems or disputes with....

1. A loan or hire purchase agreement (or guaranteeing someone else's loan)
2. A creditor taking or threatening action against you over an unpaid bill or debt
3. Harassment by a creditor
4. Severe difficulties paying money you owe
5. Bankruptcy or the prospect of bankruptcy
6. Collecting money owed to you
7. Your credit rating or credit being refused
8. Poor financial advice
9. Refusal of insurance claims
10. Other (SPECIFY)

SHOWCARD 12 – BUSINESS

12

Problems or disputes with....

1. Trading (i.e. unsatisfactory goods/services, late delivery, late or no/partial payment, contract problems)
2. **Insolvency** (i.e. inability to pay debts)
3. **Tax**
4. **Premises** (i.e. rent or mortgage arrears, issues with landlords, eviction/repossession, boundaries/rights of way, conveyancing)
5. **Business structure** (i.e. technicalities of business start-up, disputes with partners or investors, merger, sale or dissolution)
6. **Staff** (i.e. dismissal, misconduct, injury, complaints, employee rights)
7. **Regulation** (i.e. licencing, inspections, compliance, health and safety)
8. **Intellectual property**
9. **Other** (SPECIFY)

SHOWCARD 13

13

1. **Family, friends or acquaintances** (excluding people whose job is to advise on problems such as these; please mention these people in their professional capacity)

Legal and advice services

2. A private lawyer
3. A Community Legal Centre
4. Legal Aid
5. An Aboriginal Legal Service
6. Another legal or advice service (specify)

Dispute resolution bodies

7. A court, or tribunal (e.g. VCAT)
8. An ombudsman
9. The police

Government and council

10. A government department or authority
11. Your local council
12. Your MP

Organisations linked to your work

13. Your employer
14. A trade union

Professional and health services

15. A doctor or health professional
16. A social worker or welfare service
17. A financial service or professional

Community organisations

18. A community, neighbourhood, religious or charitable organisation (specify)

Other

19. Any other person or organisation (SPECIFY)

98. None

SHOWCARD 14

14

1. A court (or tribunal) judgment
2. A decision or intervention by another formal authority
3. Mediation, conciliation or arbitration
4. Action by another third party
5. Agreement between you and the other party
6. The other party independently doing what you wanted
7. You independently doing what the other party wanted
8. The problem sorting itself out
9. You moving away from the problem (e.g. moving home, changing job)

SHOWCARD 15

15

Please just say the number of your answer.

1. Always
2. Often
3. Sometimes
4. Never

SHOWCARD 16

16

Please just say the number of your answer.

1. Very relevant
2. Quite relevant
3. Not very relevant
4. Not at all relevant

SHOWCARD 18

1. Working full-time (38 or more hours a week)
2. Working part-time
3. Working occasionally
4. Not working and in education
5. Not working and looking for work
6. Not working due to health or disability
7. Retired
8. Not working in formal employment, but looking after the home, children or having other caring responsibilities
9. Not working for another reason (SPECIFY)

SHOWCARD 19

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

SHOWCARD 20

20

1. \$0 to \$769 per week / \$0 to \$39,988 per year
2. \$770 to \$1,357 per week / \$39,989 to \$70,564 per year
3. \$1,358 to \$2,121 per week / \$70,565 to \$110,292 per year
4. \$2,122 to \$3,178 per week / \$110,293 to \$165,256 per year
5. \$3,179 or more per week / \$165,256 or more per year

For further information contact:

Roy Morgan
Tonic House
386 Flinders Lane, Melbourne
Ph: 1800 017 711
E: puls@roymorgan.com
Web: www.roymorgan.com/puls



ROY
MORGAN

6.3 Approach Letter

Dear Householder,

Important Public Interest Survey of Victorians

We are carrying out an important community survey undertaken by Roy Morgan Research on behalf of the Victoria Law Foundation (VLF):

- The survey is about how Victorians deal with everyday issues, such as housing, work, or within families and communities, and the services and support they need to manage them.
- This survey is the first of its kind in the world.
- Services set up to help people with everyday problems are not as good as they could be. This survey and your views are crucial to making them better.

Some important things you should know:

- The information you provide is completely **confidential**. Your answers will never be individually identified. The survey is undertaken in compliance with the Privacy Act.
- Your household was randomly selected. Only 6,000 people across Victoria have been invited to participate and give their opinion on this important community study.
- Your participation is voluntary, and you can withdraw at any time.

Your part in the survey

Taking part is easy. The interviewer visiting your household will randomly select a household member to participate. This could be you or someone else in your household. The person selected will then be asked to complete a questionnaire with the interviewer. We can make an appointment to come back if the person we select is not available at the time.

As a thank you, once the survey is completed, the person who completed the survey will go into a **draw to win 1 of 10 \$500 EFTPOS cards**. The card can be used anywhere EFTPOS is accepted.

Further information

If you have any questions about the survey, please call Roy Morgan on **1800 017 711**, e-mail puls@roymorgan.com or visit www.roymorgan.com/puls.

More information can also be found at www.victorialawfoundation.org.au/PULStakingpart.

Your views are very important to the success of this research. I hope you will take the time to share them. Thank you for your help.

Yours sincerely,



Michele Levine
CEO, Roy Morgan

6.4 Information in other languages sheet – English version

Important Public Interest Survey of Victorians

We are asking for your participation in an important survey. This is about Victorians' understanding of how to deal with a range of issues faced in everyday life. Roy Morgan is conducting this survey for the Victoria Law Foundation.

Some important things:

- Your anonymity is guaranteed, and the information you provide is confidential
- Your household was randomly selected
- Your participation is voluntary

The interviewer visiting your household will randomly select someone to interview. This could be you or someone else in your household.

The questionnaire is in English. If the selected person cannot speak English well enough, they may ask someone else they know to help them.

If you have any questions, please visit www.roymorgan.com/puls

Your views are very important to the success of this research. Thank you for your help.

6.5 Information in other languages sheet – 10 languages

Information in other languages

MANDARIN/SIMPLIFIED CHINESE

关于维多利亚州居民的重要公共利益调查

请您拨冗参与我们的一项重要调查。通过这项调查，我们希望了解维多利亚州居民对日常生活中一系列问题的处理方式、见解和看法。维多利亚州法律基金会（Victoria Law Foundation）委托我们（Roy Morgan）展开这项调查。

重要提示：

- 您的匿名权将受到保护，你提供的信息将被保密
- 您的家庭是被随机抽取受访的
- 您的参与是完全自愿的

调查员将拜访您家并随机抽取一人进行问卷调查，受访人可能是您本人或您家的其他人。

问卷调查将以英语进行。如果被抽中的人英语能力有限，他/她可以请其他人协助其完成问卷调查。

如果您有任何疑问，请访问www.roymorgan.com/puls。

您的意见对这项研究的成功十分重要。感谢您的配合！

ITALIAN

Importante indagine di interesse pubblico dei residenti del Victoria

Chiediamo la sua partecipazione in un importante sondaggio. Riguarda la comprensione dei residenti del Victoria su come affrontare una serie di problemi nella vita di ogni giorno. Roy Morgan sta conducendo il sondaggio per conto della Victoria Law Foundation.

Alcuni aspetti importanti:

- Il suo anonimato è garantito e le informazioni che fornisce sono riservate
- La sua famiglia è stata scelta a caso
- La sua partecipazione è volontaria

L'intervistatore che visita la sua famiglia scelerà a caso qualcuno da intervistare. Potrebbe essere lei o qualcun altro nella sua famiglia.

Il questionario è in inglese. Se la persona scelta non parla abbastanza bene l'inglese, può chiedere chiunque altro per aiuto.

In caso di domande, visitare www.roymorgan.com/puls

Le sue opinioni sono molto importanti per il successo di questa indagine. Grazie per il suo aiuto.

GREEK

Σημαντική Έρευνα Δημοσίου Ενδιαφέροντος των κατοίκων της Βικτωρίας

Ζητάμε τη συμμετοχή σας σε μια σημαντική έρευνα. Αυτή είναι για το πώς κατανοούν οι κάτοικοι της Βικτωρίας τον τρόπο αντιμετώπισης μιας σειράς ζητημάτων που συμβαίνουν στην καθημερινή τους ζωή. Ο Roy Morgan διεξάγει αυτήν την έρευνα για τον οργανισμό Victoria Law Foundation.

Μερικά σημαντικά πράγματα:

- Η ανωνυμία σας είναι εγγυημένη και οι πληροφορίες που παρέχετε είναι εμπιστευτικές
- Το νοικοκυριό σας επιλέχθηκε τυχαία
- Η συμμετοχή σας είναι εθελοντική

Ο ερευνητής που επισκέπτεται το νοικοκυριό σας θα επιλέξει τυχαία κάποιον για συνέντευξη. Αυτό το άτομο μπορεί να είναι εσείς ή κάποιος άλλος στο νοικοκυριό σας.

Το ερωτηματολόγιο είναι στα Αγγλικά. Εάν το επιλεγμένο άτομο δεν μπορεί να μιλήσει αρκετά καλά Αγγλικά, μπορεί να ζητήσουν από κάποιο άλλο άτομο που γνωρίζουν να τους βοηθήσει.

Εάν έχετε οποιεσδήποτε απορίες, επισκεφθείτε τη διεύθυνση www.roymorgan.com/puls

Οι απόψεις σας είναι πολύ σημαντικές για την επιτυχία αυτής της έρευνας. Σας ευχαριστούμε για τη βοήθειά σας.

VIETNAMESE

Khảo sát Quan trọng về Lợi ích Chung của người dân Victoria

Chúng tôi hy vọng rằng quý vị có thể tham gia vào một cuộc khảo sát quan trọng. Đây là khảo sát sự hiểu biết của người dân Victoria về cách ứng phó với các vấn đề phải đối mặt trong cuộc sống hàng ngày. Roy Morgan đang tiến hành cuộc khảo sát này cho Tổ chức Luật Victoria.

Một số điều quan trọng:

- Bảo đảm tình trạng ẩn danh của quý vị và thông tin quý vị cung cấp được bảo mật
- Hộ gia đình của quý vị được chọn ngẫu nhiên
- Sự tham gia của quý vị là tự nguyện

Người phỏng vấn sẽ đến hộ gia đình của quý vị và chọn ngẫu nhiên một người để phỏng vấn. Họ có thể chọn quý vị hoặc người khác trong hộ gia đình.

Bảng câu hỏi bằng tiếng Anh. Nếu người được chọn không thể nói tốt tiếng Anh, họ có thể nhờ người khác giúp đỡ.

Nếu quý vị có bất kỳ câu hỏi nào, vui lòng truy cập www.roymorgan.com/puls

Ý kiến của quý vị rất quan trọng đối với sự thành công của nghiên cứu này. Xin cảm ơn sự giúp đỡ của quý vị.

ARABIC

دراسة إستقصائية هامة لمعرفة الإهتمام العام لسكان ولاية فيكتوريا

نطلب مشاركتكم في دراسة إستقصائية هامة حول فهم سكان ولاية فيكتوريا لكيفية التعامل مع مجموعة من الأمور التي نواجهها في حياتنا اليومية. نقوم شركة روي مورجان بهذه الدراسة الإستقصائية لصالح مؤسسة قانون فيكتوريا.

بعض النقاط الهامة:

- سرية هويتك مضمونة والمعلومات التي تقدمها سوف تعامل بسرية تامة
- لقد تم اختيارك للمشاركة في هذا البحث بصورة عشوائية
- المشاركة في البحث شيء إختياري

سيقوم الباحث الذي سيجري المقابلة أثناء زيارة منزلكم بإختيار شخص عشوائياً لإجراء المقابلة معه. قد يكون ذلك الشخص أنت أو شخص آخر في منزلك.

الإستبيان باللغة الإنكليزية. إذا كان الشخص الذي تم إختياره لا يستطيع التحدث باللغة الإنكليزية بشكل جيد، فقد يطلب من شخص آخر يعرفه لأن يساعده.

إذا كان لديك أية أسئلة الرجاء زيارة www.roymorgan.com/puls

أراؤك مهمة جداً لنجاح هذا البحث. شكراً لمساعدتك

CANTONESE (TRADITIONAL CHINESE)

關於維多利亞州居民公共利益之重要研究

請您撥冗參與我們的一項重要研究。我們希望透過這項研究，瞭解維多利亞州居民在日常生活中遇到問題時的處理方法、見解和看法。維多利亞州法律基金會（Victoria Law Foundation）委託我們（Roy Morgan）進行這項研究。

重要提示：

- 您的匿名權將受到保障，您所提供的資料將被保密
- 您的家庭是被隨機抽中受訪
- 您的參與是完全自願的

我們的訪問員將拜訪您家並隨機抽取一人進行問卷調查，受訪者可能是您本人或您家的其他成員。

問卷調查將以英語進行。如果被抽中的人英語能力有限，他/她可以請其他人協助其完成問卷調查。

如您有任何疑問，請瀏覽網址 www.roymorgan.com/puls。

您的意見對這項調查的成功十分重要。感謝您的配合！

PUNJABI

ਵਿਕਟੋਰੀਆ ਵਾਸੀਆਂ ਦਾ ਮਹੱਤਵਪੂਰਣ ਜਨਤਕ ਹਿੱਤ ਸਰਵੇਖਣ

ਅਸੀਂ ਇਕ ਮਹੱਤਵਪੂਰਣ ਸਰਵੇਖਣ ਵਿੱਚ ਤੁਹਾਡੀ ਹਿੱਸੇਦਾਰੀ ਦੀ ਮੰਗ ਕਰ ਰਹੇ ਹਾਂ। ਇਹ ਵਿਕਟੋਰੀਆ ਵਾਸੀਆਂ ਦੀ ਇਸ ਸਮਝ ਬਾਰੇ ਹੈ ਕਿ ਰੋਜ਼ਾਨਾ ਜ਼ਿੰਦਗੀ ਵਿੱਚ ਦਰਪੇਸ਼ ਕਈ ਮੁੱਦਿਆਂ ਨਾਲ ਕਿਵੇਂ ਨਜਿੱਠਿਆ ਜਾਵੇ। ਹੋਰ ਮੇਰਗਨ ਵਿਕਟੋਰੀਅਨ ਲਾਅ ਫਾਊਂਡੇਸ਼ਨ ਲਈ ਇਹ ਸਰਵੇਖਣ ਕਰ ਰਿਹਾ ਹੈ।

ਕੁਝ ਮਹੱਤਵਪੂਰਣ ਚੀਜ਼ਾਂ:

- ਤੁਹਾਡੀ ਗੁੰਮਨਾਮੀ ਦੀ ਗਾਰੰਟੀ ਹੈ, ਅਤੇ ਤੁਹਾਡੇ ਵੱਲੋਂ ਪ੍ਰਦਾਨ ਕੀਤੀ ਜਾਣਕਾਰੀ ਗੁਪਤ ਹੈ
- ਤੁਹਾਡੇ ਘਰ ਨੂੰ ਬੇਤਰਤੀਬੇ ਢੰਗ ਨਾਲ ਚੁਣਿਆ ਗਿਆ ਸੀ
- ਤੁਹਾਡੀ ਹਿੱਸੇਦਾਰੀ ਸਵੈ-ਇੱਛਾ ਨਾਲ ਹੈ

ਤੁਹਾਡੇ ਘਰ ਆ ਕੇ ਇੰਟਰਵਿਊ ਲੈਣ ਵਾਲਾ ਵਿਅਕਤੀ ਇੰਟਰਵਿਊ ਲੈਣ ਲਈ ਬੇਤਰਤੀਬੇ ਢੰਗ ਨਾਲ ਕਿਸੇ ਦੀ ਚੋਣ ਕਰੇਗਾ। ਇਹ ਤੁਸੀਂ ਹੋ ਸਕਦੇ ਹੋ ਜਾਂ ਤੁਹਾਡੇ ਘਰ ਵਿੱਚ ਕੋਈ ਹੋਰ।

ਪ੍ਰਸ਼ਨਾਵਲੀ ਅੰਗਰੇਜ਼ੀ ਵਿੱਚ ਹੈ। ਜੇ ਚੁਣਿਆ ਗਿਆ ਵਿਅਕਤੀ ਚੰਗੀ ਤਰ੍ਹਾਂ ਅੰਗਰੇਜ਼ੀ ਨਹੀਂ ਬੋਲ ਸਕਦਾ, ਤਾਂ ਉਹ ਆਪਣੀ ਮਦਦ ਕਰਨ ਲਈ ਕਿਸੇ ਹੋਰ ਨੂੰ ਪੁੱਛ ਸਕਦੇ ਹਨ।

ਜੇ ਤੁਹਾਡੇ ਕੋਈ ਸਵਾਲ ਹਨ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ www.roymorgan.com/puls ਉੱਤੇ ਜਾਓ

ਇਸ ਖੋਜ ਦੀ ਸਫਲਤਾ ਲਈ ਤੁਹਾਡੇ ਵਿਚਾਰ ਬਹੁਤ ਮਹੱਤਵਪੂਰਣ ਹਨ। ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਤੁਹਾਡਾ ਧੰਨਵਾਦ।

HINDI

विक्टोरिया वासियों के लिए महत्वपूर्ण सार्वजनिक हित सर्वेक्षण जानकारी

हम आप को एक महत्वपूर्ण सर्वेक्षण में भाग लेने के लिए कह रहे हैं। यह इस बारे में है कि रोज़मर्रा के जीवन में कई प्रकार के मुद्दों से निपटने के बारे में विक्टोरिया वासीयों की क्या समझ है। विक्टोरियन लॉ फाउंडेशन के लिए, रॉय मॉर्गन इस सर्वेक्षण को करवा रहे हैं।

कुछ महत्वपूर्ण बातें:

- आपकी गोपनीयता का आश्वासन दिया जाता है, और जो जानकारी आप प्रदान करते हैं उस गुप्त रखा जाता है
- आपके घर का चुनाव बेतरतीबी से (randomly) किया गया है

- आपका इसमें भाग लेना सैद्धिक है

साक्षात्कार (इंटरव्यू) लेने के लिए आपके घर में आने वाला व्यक्ति, बेतरतीबी से ही साक्षात्कार के लिए किसी का चयन करेगा/करेगी। वह व्यक्ति आप हो सकते हैं या आपके घर का कोई और व्यक्ति।

प्रश्न-पत्र अंग्रेजी में है। अगर चयन किया गया व्यक्ति सही से अंग्रेजी नहीं बोल सकता/सकती हो, तो वह किसी जानकार को सहायता करने के लिए कह सकते हैं।

अगर आप कोई सवाल पूछना चाहते हैं, तो कृपया www.roymorgan.com/puls देखें।

इस अनुसंधान (रिसर्च) कि सफलता के लिए आपके विचार बहुत महत्वपूर्ण हैं। आपकी सहायता के लिए धन्यवाद।

FILIPINO

Mahalagang Serbey ng Pamublikong Kapakanan sa mga taga-Victoria

Kami ay humihingi ng iyong pakikisali sa isang mahalagang serbey. Ito ay tungkol sa pagkakaalam kung paano pamamahalaan ng mga taga-Victoria ang hanay ng mga problema na hinaharap nila araw-araw. Ang Roy Morgan ay mamamahala sa serbey na ito para sa Victoria Law Foundation.

Ilang mga mahahalagang bagay:

- Makasiguro na hindi kayo makilala, at ang impormasyon na ibibigay niyo ay magiging kompidensyal
- Sapalarang napili ang iyong sambahayan
- Boluntaryo ang iyong pakikisali

Ang tagapanayam (interviewer) na bibisita sa iyong sambahayan ay sapalaran niyang piliin ang kakapanayamin. Maaari itong ikaw o ibang kabahay.

Ang mga tanong ay nasa Ingles. Kung ang taong napili ay hindi magaling sa Ingles, maaari siyang magpatulong sa iba.

Kung mayroon kang anumang katanungan, mangyaring bumisita www.roymorgan.com/puls

Ang iyong mga pananaw ay napakamahalaga para sa tagumpay ng pananaliksik na ito. Maraming salamat sa inyong tulong.

PERSIAN/DARI

نظرسنجی مهم منافع عمومی اهالی ویکتوریا

ما از شما تقاضا می‌کنیم در یک نظرسنجی مهم شرکت کنید. این نظرسنجی در باره درک اهالی ویکتوریا در مورد چگونگی برخورد با برخی از مشکلات روزمره است. روی مورگن برای بنیان حقوق ویکتوریا این نظرسنجی را برگزار می‌کند.

بعضی نکات مهم:

- گمنامی شما تضمین شده و اطلاعاتی که فراهم می‌کنید محرمانه خواهند ماند
- خانواده شما به طور تصادفی انتخاب شده است
- شرکت شما در این نظرسنجی اختیاری است

مصاحبه کننده ای که خانواده شما را ملاقات خواهد کرد یک نفر را به طور تصادفی برای مصاحبه کردن انتخاب می‌کند. این ممکن است شما یا کسی دیگر از خانواده شما باشد. پرسشنامه به زبان انگلیسی است. اگر فردی که انتخاب شد نمیتواند انگلیسی به خوبی صحبت کند میتواند از کسی دیگر که می‌شناسد کمک بخواهد. اگر سوالی دارید لطفاً به www.roymorgan.com/puls مراجعه کنید.

برای موفقیت این طرح پژوهشی نظرات شما بسیار مهم است. تشکر از کمک شما.

6.6 Calling Card



ROY
MORGAN

CALLING CARD

Roy Morgan is conducting an important survey about Victorians' understanding of how to deal with a range of issues faced in everyday life. This address has been randomly selected for a household member to be invited to participate. You can find more information about this project at www.roymorgan.com/puls

We called at this address on ____ / ____ / 2022 at ____ AM/PM to speak with _____

☐ I will call back again on _____

☐ Other _____

If you need to, please call _____ on Tel. No. _____

OR the PULS Survey Information Line on **1800 017 711** on weekdays 9.00am - 4.30pm. You may leave a message outside of these hours, and we will call you back.

6.7 'Thank You' Brochure/Leaflet

Looking for more information on the survey?

Visit the Victoria Law Foundation's website for:

- more info about the survey and what it is for
- to find the answers to the problem questions we asked at the beginning of the survey,
- and to see survey findings when we've finished the project.



Visit victorialawfoundation.org.au/
PULSanswers



VictoriaLaw
Foundation

Thank you for participating in the Public Understanding of Law Survey

Your responses will help to make legal services better for Victorians.

If this survey has raised any questions about problems you might have, here is some information to help you find answers.

Problems at work?

Issues with your landlord?

Splitting up with your partner?

Money worries?

Disagreements with your neighbours?

Think you might've been scammed?

Unpaid fines?

Suffered discrimination?

01

Start here

One of the hardest parts of finding answers is knowing where to look.

Victoria Legal Aid's 'Find legal answers' website is a great place to start. It has information on everyday legal problems and how to resolve them, including which organisations can help you.



Visit www.legalaid.vic.gov.au/find-legal-answers



02

Still need more help?

If you need more information try Victoria Legal Aid's online chat or phone service. They can give you general legal information or connect you to services that might be able to help.

In some circumstances, they may connect you to services that can provide free ongoing help with your problem, such as a Victoria Legal Aid lawyer or a Community Legal Centre.



Visit www.legalaid.vic.gov.au or call 1300 782 362, Monday to Friday, 9am to 6pm.



03

Find a private lawyer

Not all problems can be solved on your own - sometimes you need more support.

If you're not eligible for free legal help, you might want to find your own lawyer. The Law Institute of Victoria's 'Find Your Lawyer' service is a good place to search for local lawyers that specialise in the issue you're facing.



Visit www.liv.vic.au/find-a-lawyer or call 03 9607 8550, Monday to Friday, 9am to 5pm.



6.8 Audit Questionnaire

R10591 – PUBLIC UNDERSTANDING OF LAW SURVEY **INTERVIEW AUDIT QUESTIONNAIRE**

Study Details	
Interviewing Method:	CATI
Source of sample:	PULS Survey Respondents
Incentives:	N/A
Sample size:	n=600
Target Respondent:	Audit of PULS Survey Respondents, selected at random
Target survey length:	3 minutes
-	

QUOTA INFORMATION

No Quotas Required

INTRODUCTION

Good (morning/afternoon/evening). My name is _____ from Roy Morgan Research. We have recently been visiting households and interviewing people in your area for the Public Understanding of Law Survey, or PULS. Our records show that <RESPONDENT NAME – FROM Q_Details_a> completed the survey. May I please speak with <RESPONDENT NAME >?

REINTRODUCE IF NECESSARY: This is a short audit survey following the interview. We want to check on your experience of being interviewed, as part of our quality procedures.

IF NOT AVAILABLE SCHEDULE CALLBACK

IF NECESSARY: REPEAT INTRODUCTION

We're interested to understand your experiences and would appreciate your involvement. Would you be interested in being involved?

INTERVIEWER NOTE: IF RESPONDENT REFUSES, THANK THEM FOR THEIR TIME

IF THEY HAVE PRIVACY CONCERNS: This survey is conducted in compliance with the Privacy Act. Any information you provide will be used only for research purposes. If you would like to call us and verify this study you can do so on 1800 017 711.

IF NECESSARY: The survey will take about 3-4 minutes. Would you be able to complete the survey now, or can we arrange a better time?

<1> Yes → commence survey

<2> NO – CALL BACK → ARRANGE CALL BACK

<3> NO – REFUSED → Thank respondent and END CALL

RECALL OF INTERVIEW

[ASK ALL]

QAUDIT1. Do you remember taking part in this survey?

<1> Yes ☐

<2> No ☐

<98> NOT SURE/DON'T KNOW ☐

<99> REFUSED ☐ → Thank respondent and END CALL

[ASK IF QAUDIT1 = 2 OR 98]

QAUDIT1a. Roy Morgan Research has recently been conducting the Public Understanding of Law Survey, also known as PULS, on behalf of the Victoria Law Foundation. The survey covers understanding and experience of legal issues, for example faulty goods, family law, neighbour disputes and rentals, employment and so on. Do you now recall this survey?

<1> Yes ☐

<2> No ☐ → Thank respondent and END CALL

<98> NOT SURE/DON'T KNOW ☐ → Thank respondent and END CALL

<99> REFUSED ☐ → Thank respondent and END CALL

RESPONDENT SELECTION PROCESS

[ASK IF HHSIZE = 1]

QAUDIT2a. Near the start of the conversation, did the interviewer ask you how many people aged 18 and over, including yourself, currently lived in your household?

- <1> Yes ☐
- <2> No ☐
- <98> NOT SURE/DON'T KNOW ☐
- <99> REFUSED ☐

QAUDIT2b. And at that time, how many people aged 18 and over, including yourself, were living in your household?

[RECORD NUMBER]

- <98> NOT SURE/DON'T KNOW ☐
- <99> REFUSED ☐

[ASK IF QAUDIT2b = 2 OR MORE]

QAudit2c. Just to clarify, at the time you completed the survey there was a total of {insert value from QAUDIT2b} people aged 18 years or older living in your household?

- <1> Yes ☐
- <2> No ☐
- <98> NOT SURE/DON'T KNOW ☐
- <99> REFUSED ☐

[ASK IF QAUDIT2c = 2]

QAUDIT2d. So, how many people aged 18 and over, including yourself, were living in your household at that time?

[RECORD NUMBER]

- <98> NOT SURE/DON'T KNOW ☐
- <99> REFUSED ☐

[ASK IF HHSIZE = 2 OR MORE]

QAUDIT3. At the time you completed the survey interview, would you have been the person aged 18 or over in your household who last had a birthday?

IF ASKED: In order to randomly select the survey participants, our interviewers were asked to attempt to interview the person within the household who was aged at least 18 years and most recently had a birthday.

- | | |
|--------------------------|-----------------------|
| <1> Yes | <input type="radio"/> |
| <2> No | <input type="radio"/> |
| <98> NOT SURE/DON'T KNOW | <input type="radio"/> |
| <99> REFUSED | <input type="radio"/> |

[ASK ALL]

QAUDIT4a. Was our interviewer wearing a face mask when they first called on your household?

- | | |
|--------------------------|-----------------------|
| <1> Yes | <input type="radio"/> |
| <2> No | <input type="radio"/> |
| <98> NOT SURE/DON'T KNOW | <input type="radio"/> |
| <99> REFUSED | <input type="radio"/> |

ASK IF FACE TO FACE INTERVIEW (HHMethod = 1)

QAUDIT4b. And at the end of the interview, were you provided with a brochure or leaflet from the Victoria Law Foundation providing further advice and information?

- | | |
|--------------------------|-----------------------|
| <1> Yes | <input type="radio"/> |
| <2> No | <input type="radio"/> |
| <98> NOT SURE/DON'T KNOW | <input type="radio"/> |
| <99> REFUSED | <input type="radio"/> |

SURVEY CONTENT AND RESPONSES

[ASK ALL]

Thinking now about the main part of the survey interview. That is, the part after you had agreed to participate in the study.

QAIDIT5. Approximately how many minutes did it take to complete the survey questions with our interviewer?

IF UNSURE, ASK: What is your best estimate

[RECORD NUMBER] Minutes

<98> NOT SURE/DON'T KNOW ☐

<99> REFUSED ☐

QAUDIT6. Do you recall the interviewer asking a series of questions about people's legal rights in everyday areas such as renting a property, problems with the behaviour of neighbours, and problems relating to purchase of goods and services?

<1> Yes ☐

<2> No ☐

<98> NOT SURE/DON'T KNOW ☐

<99> REFUSED ☐

QAUDIT7. Do you remember being asked whether you personally had experienced a legal problem or dispute in the last 2 years, in areas such as purchase of goods or services, an injury at work or caused by someone else, or receiving a fine or penalty notice?

- | | |
|---------------------------------------|-----------------------|
| <1> Yes | <input type="radio"/> |
| <2> No | <input type="radio"/> |
| <98> NOT SURE/DON'T KNOW | <input type="radio"/> |
| <99> REFUSED | <input type="radio"/> |

The next couple of questions were asked during the interview, and we are quickly asking them again now to verify that the interviewer recorded the correct answer at that time.

QAUDIT8. What is the highest level of education you have completed? (READ OUT IF NECESSARY)

1. Year 9/Form 3 or below
2. Year 10/Form 4/Intermediate
3. Year 11/Form 5/Leaving
4. Year 12/Form 6/C/VCE/Matriculation
5. Trade/Vocational Certificate (Cert I-IV)
6. Diploma/Advanced Diploma
7. Bachelor Degree (including with Honours)
8. Postgraduate Award
9. Other (specify)

[HIDDEN]

PROGRAMMER – CHECK RESPONSE AT QAUDIT8 AGAINST ORIGINAL SURVEY RESPONSE CODE (AT ID19d) AND CHECK IF MATCH

1. Match
2. Not Match

QAUDIT9. And in which country were your born?

1. Australia
2. UK (England, Scotland, Wales, Northern Ireland)
3. New Zealand
4. China
5. India
6. Italy
7. Vietnam
8. Philippines
9. South Africa
10. Malaysia
11. Germany
12. Other (Specify)

[HIDDEN]

PROGRAMMER – CHECK RESPONSE AT QAUDIT9 AGAINST ORIGINAL SURVEY RESPONSE CODE (AT ID6) AND CHECK IF MATCH

1. Match
2. Not Match

[ASK ALL]

Thank you. That's all the questions I had today

QAUDIT10. Do you have any final comments on the interviewer or the interviewing process?

1. Yes (specify)
2. No

End

We very much appreciate your time. It is very helpful to have your comments.

Thank you again for your participation in the survey.

This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes.

We are conducting this research on behalf of the Victoria Law Foundation.

If you would like any more information about this project or Roy Morgan Research, you can phone us on 1800 017 711.

Prepared by:
Chris Owen and Lucky Phoumala

For Further information contact:

Roy Morgan
Tonic House
386 Flinders Lane, Melbourne
Ph: +61 (3) 9629 6888
E: askroymorgan@roymorgan.com



ROY
MORGAN