Appendix A1: LAW Survey instrument and glossary

SURVEY NO:
STATE/TERRITORY:
INTERVIEWER:
DATE/TIME:

Introduction and screening

Good morning/afternoon/evening. I’m [SAY NAME] from Roy Morgan Research. We are conducting the largest ever study on how to improve legal services throughout Australia. The survey is for the Law and Justice Foundation and is supported by the Legal Aid Commissions. We are interviewing people 15 or over. Could I please speak to the youngest male in your household who is 15 or over, and is home now?

[NOTE THAT ANYONE WHO IS NOT USUALLY A RESIDENT OF THE HOUSEHOLD IS NOT ELIGIBLE. USUAL RESIDENTS OF THE HOUSEHOLD ARE ELIGIBLE, REGARDLESS OF CITIZENSHIP OR PERMANENT RESIDENCY STATUS]

[IF RESPONDENT SPEAKS POOR ENGLISH AND DIDN’T UNDERSTAND INTRODUCTION]:
Does anyone else there speak English?
[IF NEW RESPONDENT, RE-READ INTRODUCTION]
[IF RESPONDENT DOESN’T SPEAK ENGLISH, TERMINATE LANGUAGE PROBLEM (CODE 152), TRY TO ESTABLISH MAIN LANGUAGE SPOKEN AND SEE IF INTERVIEW CAN BE CONDUCTED IN MAIN LANGUAGE]

[IF NO MALES AGED 15+ AT HOME, ASK]: Could I please speak with the youngest female member of your household who is 15 or over, and is home now?
[IF NEW RESPONDENT, RE-READ INTRODUCTION]

[IF RESPONDENT SAYS THEY’RE NOT INTERESTED OR NOT INTERESTED IN MARKET RESEARCH]:
This is not market research. This is an opportunity for you to contribute to an Australia-wide study that will help improve access to justice.

[IF RESPONDENT SAYS THEY DON’T HAVE ANY LEGAL PROBLEMS]: That’s OK. We are interested in both people who have legal problems and people who don’t.

[IF NECESSARY]: The survey takes 15–20 minutes for most people, but can take longer if people have many legal problems. I will try to be as quick as possible.

[IF NECESSARY]: Would it be more convenient if I made an appointment to speak to you in the next day or so? All the information you provide will be treated in the strictest confidence and you will remain anonymous. We usually record our interviews for quality assurance purposes. Is it OK if we record this interview?

[IF RESPONDENT OBJECTS TO RECORDING, EXPLAIN]: Only the research team hears the recordings and they’ll be deleted at the end of the project. They are only used to make sure the questions are being asked clearly and correctly.

[IF RESPONDENT STILL OBJECTS, TERMINATE AS REFUSED TO BE RECORDED (CODE 142)]

[IF RESPONDENT CONCERNED ABOUT CONFIDENTIALITY/PRIVACY]: This research is carried out in compliance with the Privacy Act, and the information you provide will be used only for research purposes.

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1 Questions D13, D21–D23 and P39 do not appear in the final version of the survey instrument. These questions were removed during the early stages of fieldwork.
S1  What is your age? [RECORD 3-digit AGE, refused=999]

[IF S1=999]

S1.1  Which of the following age groups do you belong to? [READ. TICK ONE]

01  14 years or less
02  15–17 years
03  18–21 years
04  22–24 years
05  25–29 years
06  30–34 years
07  35–39 years
08  40–44 years
09  45–49 years
10  50–54 years
11  55–59 years
12  60–64 years
13  65–69 years
14  70–79 years
15  80–89 years
16  90–99 years
17  100 years or more
99  [DO NOT READ] Refused

[IF S1<15 OR S1.1=1,99]

S2  Does anyone else live here who is 15 or older? [YNR]

[IF S2=1 AND CURRENTLY AVAILABLE — RESTART WITH NEW RESPONDENT FROM SAME
HOUSEHOLD. IF S2=1 AND NOT CURRENTLY AVAILABLE — MAKE APPOINTMENT. IF S2=2,99 —
THANK AND TERMINATE SAYING]: Thank you for your time, but we are only surveying people who are
(aged 15 or older)(in specific age groups).

[IF SELECTED RESPONDENT IS 15–17, SAY]: Before I interview you, I need the permission of an adult.
Could I speak to a parent or another adult aged 18 or over who is responsible for the household at the moment?

[IF NONE AVAILABLE MAKE APPOINTMENT TO RING BACK]

[IF RESPONSIBLE ADULT IS A NEW RESPONDENT]: Good morning/afternoon/evening. I’m [SAY
NAME] from Roy Morgan Research. We are conducting the largest ever study on how to improve legal services
throughout Australia. The survey is for the Law and Justice Foundation and is supported by the Legal Aid
Commissions. This household has been randomly selected for inclusion in the survey. As the randomly selected
respondent for this household is under 18, I need to obtain permission of an adult before I can interview him/her.
I would greatly appreciate your permission.

[IF PERMISSION NOT ABLE TO BE GIVEN YET, MAKE APPOINTMENT TO RING BACK]

[IF PERMISSION OBTAINED]: Thank you. Could I now please talk to the 15–17 year old male/female?

[IF PERMISSION REFUSED, ASK]: Instead, would I be able to speak to the youngest person aged at least 18?
[IF YES, RECOMMENCE INTERVIEW WITH NEW RESPONDENT. IF REFUSED TO SUBSTITUTE RESPONDENT, TERMINATE]: Thank you for your time and assistance.

S3 [RECORD GENDER]:
01 Female
02 Male

[IF AGE/SEX QUOTA IS FULL, TERMINATE SAYING]: Thank you for your time and assistance, but we have already spoken to enough people in your age group.

S4 Is your postcode [INSERT POSTCODE]? [YNCR]

S4.1 Could I please have your correct postcode? [RECORD 4-DIGIT POSTCODE, CAN’T SAY=9998, REFUSED=9999]

[IF POSTCODE AT S4 OR S4.1 DOESN’T MATCH DATABASE POSTCODE OR IF S4.1=9998, 9999]

S4.2 And what is your suburb? [CR] [SPECIFY] [IF RESPONDENT DOES NOT LIVE IN AN AREA WITH SUBURBS PROMPT FOR LOCAL AREA]

[IF SLA QUOTA FULL, TERMINATE SAYING]: Thank you for your time and assistance, but we have spoken to enough people in your area.

S5 Are you of Aboriginal or Torres Strait Islander origin? [YNR]

S6 Please tell me all the languages you speak at home or with family and relatives? [DO NOT READ. TICK ALL. IF S5=1 AND INTERVIEWER DOESN’T RECOGNISE LANGUAGE, ASK]: Is that an Aboriginal language?

01 English
02 Italian
03 Greek
04 Cantonese
05 Mandarin
06 Arabic
07 Vietnamese
08 German
09 Spanish
10 Hindi
11 Tagalog (Filipino)
12 Aboriginal language (e.g. Djambarrpuynu, Arrente, Kriol, Walpiri, Pjtantajara, Tiwi, Dhuwal-Dhwa, Anindilyakwa, Murrinh-Patha, Torres Strait Creole)
97 Other [SPECIFY]
99 Refused

[IF 2+ CODES TICKED AT S6 (I.E. IF 2+ OF 2–97 TICKED) OR S6=99]

S7 Which language do you speak at home most often? [DO NOT READ. TICK ONE]

01 English
02 Italian
03 Greek
04 Cantonese
05 Mandarin
06 Arabic
07 Vietnamese
08 German
09 Spanish
10 Hindi
11 Tagalog (Filipino)
12 Aboriginal language (e.g. Djambarrpuynu, Arrente, Kriol, Walpiri, Pjtantajara, Tiwi, Dhuwal-Dhwa, Anindilyakwa, Murrinh-Patha, Torres Strait Creole)
97 Other [SPECIFY]
99 Refused
S8 Do you speak English very well, well or not well? [DO NOT READ. TICK ONE. CODE AS ‘NOT AT ALL’ IF RESPONDENT CAN’T ANSWER IN ENGLISH]
01 Very well
02 Well
03 Not well
04 Not at all
05 [DO NOT READ — RECORD IF POOR ENGLISH AT INTRODUCTION]
99 Refused

S9 We can conduct this interview in [RELEVANT LANGUAGE GIVEN AT S7 OR S6]. Would you prefer to be interviewed in [RELEVANT LANGUAGE GIVEN AT S7 OR S6]? [YNR]

S9.1 I will get someone who speaks [RELEVANT LANGUAGE GIVEN AT S7 OR S6] to call you. Can I have your first name so we know who to ask for? [ARRANGE FOR INTERPRETER TO COMPLETE INTERVIEW].

Part A: Demographics

Next are some questions about your circumstances.

Family structure

D1 What is your marital status?
[READ. TICK FIRST TO APPLY ONLY]
01 Never married but living with a partner
02 Never married and not living with a partner
03 Married and living with your (husband/wife)
04 Married but separated from your (husband/wife) and living with another partner
05 Married but separated from your (husband/wife) and not living with a partner
06 Divorced and living with a partner
07 Divorced and not living with a partner
08 Widowed and living with a partner
09 Widowed and not living with a partner
99 [DO NOT READ] Refused

D2 Are you living with both your parents/guardians, one parent/guardian or neither?
[DO NOT READ. TICK ONE]
01 Neither
02 One parent/guardian
03 Two parents/guardians
98 Can’t say
99 Refused

D3 (Do your parent/guardian)/(Do your parents/guardians) support you financially? [YNR]

D4 How many children under 18 years do you have, including biological, adopted, foster and stepchildren? Please include all children under 18, whether or not they live with you. [RECORD 2-DIGIT NUMBER, REFUSED=99]
[IF D4=1]

D4.1 Does this child live with you? [YNR]
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D4.2 How many of these children live with you? [RECORD 2-DIGIT NUMBER, REFUSED=99]
[IF S1=22+ OR S1.1=4–17]

D5 And do you have any children under 22 years who were school or tertiary students in the last 12 months? [YNCR]

D6 Do you have any grandchildren who are under 18 years? [YNR]

**Housing and business**

D7 Not including holiday accommodation, in the last 12 months, have you: [READ]

D7.1 rented accommodation from a public housing authority? [YNCR]

D7.2 rented accommodation privately? [YNCR]

D8 And, not including holiday accommodation, in the last 12 months, have you lived in: [READ]

D8.1 a free-standing or semi-detached house? [YNCR]

D8.2 a row or terrace house, townhouse or duplex? [YNCR]

D8.3 a flat, unit or apartment? [YNCR]

D8.4 a nursing home, group care or residential care facility? [YNCR]

D8.5 a retirement village? [YNCR]

D8.6 emergency accommodation or been homeless? For example, lived in a refuge, shelter, tent or motor vehicle; lived with friends or relatives because you had nowhere else to live; squatted or slept rough [YNCR]

D8.7 any other type of dwelling? [DO NOT READ. TICK ALL UNLESS ANSWER IS NO OTHER DWELLING=3, CAN’T SAY=98 OR REFUSED=99]

01 Caravan/residential park
02 Boarding house
03 No other dwelling
97 Other [SPECIFY]
98 Can’t say
99 Refused

D9 At any time during the last 12 months, were you: [READ]

D9.1 a home owner? That is, owned, paying off or buying your own home [YNCR]

D9.2 the owner of investment property? That is, owned, paying off or buying real estate other than your own home [YNCR]

D9.3 a landlord? [YNCR]

D9.4 a business owner? [YNCR]

**Illness/disability**

D10 During the last 12 months, have you had any long-term illness or disability that has lasted, or is likely to last, at least 6 months? Please include stress-related, mental health, intellectual as well as physical conditions. [YNR]

D11 Please tell me all the long-term illnesses or disabilities you have now, or have had in the last 12 months. [DO NOT READ. TICK ALL. REFER TO CARD A TO SEE FULL LIST OF RESPONSE CODES. PROMPT WITH]: Anything else? [IF SPECIFY A VISUAL DISABILITY AND NOT IN LIST OF EGS, PROMPT WITH]: Is that corrected by wearing glasses or contact lenses? [IF ANSWER IS ‘YES’ THEN DO NOT CODE AS VISUAL DISABILITY]
01 **Hearing disability**  
E.g. Deafness  
Tinnitus  
Other diseases of the ear

02 **Speech disability**  
E.g. Speech impediments/difficulties  
Stutter

03 **Visual disability not corrected by glasses/contact lenses**  
E.g. Cataracts  
Glaucoma  
Retinal defects  
Sight loss

04 **Intellectual or learning disability/Problems with learning or understanding**  
E.g. Attention deficit disorder (ADHD)  
Autism  
Down syndrome  
Dyslexia  
Mental retardation

05 **Mental health condition**  
E.g. Alcohol addiction  
Anxiety disorders  
Bi-polar disorder  
Depression  
Drug addiction  
Phobias  
Schizophrenia  
Stress-related conditions

06 **Neurological/nervous system conditions**  
E.g. Alzheimer’s disease  
Brain injury/degeneration  
Dementia  
Epilepsy  
Head injury  
Migraine  
Multiple sclerosis  
Parkinson’s disease

07 **Circulatory condition**  
E.g. Angina  
Heart attack  
Heart disease  
Hypertension  
Stroke

08 **Respiratory condition**  
E.g. Asthma  
Bronchitis  
Emphysema  
Respiratory allergies

09 **Arthritis**  
E.g. Osteoarthritis  
Rheumatoid arthritis

10 **Back problems**  
E.g. Disc disorders

11 **Other musculo-skeletal conditions**  
E.g. Amputations  
Cerebral palsy
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Deformities/limited use of arms/legs/fingers/feet/joints
Osteoporosis
Paralysis
Paraplegia/quadriplegia
Repetitive strain injury (RSI)
Rheumatism
Spina bifida
Tenosynovitis

12 Other physical conditions
E.g. AIDS/HIV
Anaemia and other blood disorders
Cancer
Diabetes
Diseases of body organs
Genital disorders
Hernias
Intestinal diseases
Poisoning
Skin conditions
Stomach diseases
Surgery/treatment complications
Thyroid disorders
Ulcers
Urinary disorders

97 Other [SPECIFY]
98 Can’t say
99 Refused

[IF D10=1]
D12 During the last 12 months, how much did your condition restrict your daily activities, such as your communication, mobility or self-care? [READ. TICK ONE]

01 Not at all
02 Mildly
03 Moderately
04 Severely
05 Profoundly
98 [DO NOT READ] Can’t say
99 [DO NOT READ] Refused

Employment

About your employment status:

D14 In the last 12 months, have you been: [READ]

D14.1 self-employed? [YNCR]

D14.2 a full- or part-time employee? [YNCR]

[IF S1=40+ OR S1.1=8–17]

D14.3 fully retired? [YNCR]

[ASK ALL]

D14.4 performing home duties full-time? [YNCR]

[ASK ALL]

D14.5 a full- or part-time student? [YNCR]

[ASK ALL]

D14.6 unemployed and looking for work? [YNCR]

[ASK ALL]

D14.7 not working for other reasons? For example, due to illness, disability, caring for an ill or disabled person, or voluntary work [YNCR] [IF RESPONDENT UNDER 40 YEARS AND ANSWER TO D14.7 IS THAT THEY ARE RETIRED, CODE AS D14.7=3]
D15 For how many of the last 12 months were you unemployed and looking for work? [RECORD 2-DIGIT NUMBER OF MONTHS (I.E. 1–12). UNDER ONE MONTH=96, REFUSED=99]

Government payments

D16 In the last 12 months, have you received any government pensions, payments or concessions? [YNCR] [IF D16=2,98,99]

D17 In the last 12 months, did you try to apply for any government payments or concessions? [YNCR] [IF D16=1]

D18 What type did you receive? [DO NOT READ. TICK ALL. REFER TO CARD B TO SEE FULL LIST OF RESPONSE CODES. PROMPT WITH]: Anything else? [IF UNSURE OF NAME OF PAYMENT/CONCESSION, PROMPT WITH CATEGORY NAMES — E.G.: Was it related to unemployment assistance, family assistance etc [IF RESPONDENT MERELY SAYS THAT IT’S A VETERANS’ AFFAIRS PAYMENT, PROMPT WITH]: What type of veterans affairs payment? [SPECIFY TYPE OF VETERANS’ AFFAIRS PAYMENT AT ‘97-OTHER’]

Unemployment assistance
01 Newstart Allowance (‘The Dole’)
02 CDEP Participant Supplement (CPS) and Supplementary Benefits (add-ons)
03 Unemployment assistance not further specified

Family assistance
04 Family Tax Benefit Part A and B
05 Baby Bonus
06 Maternity Immunisation Allowance
07 Health Care Card (Family Tax Benefit)
08 Child Care Benefit (CCB)
09 Child Care Tax Rebate
10 Jobs Education and Training Child Care Fee Assistance (JETCCFA)
11 Family assistance not further specified

Parenting assistance
12 Parenting Payment
13 Double Orphan Pension
14 Parenting assistance not further specified

Elderly persons assistance
15 Age Pension
16 Pension Bonus Scheme
17 Mature Age Allowance
18 Pensioner Concession Card
19 Commonwealth Seniors Health Card
20 Seniors Concession Allowance
21 Elderly person assistance not further specified

Disability/sickness assistance
22 Disability Support Pension
23 Sickness Allowance
24 Mobility Allowance
25 Bereavement Allowance
26 Wife Pension
27 Widow B Pension
28 Disability/sickness assistance not further specified

Carer assistance
29 Carer Payment/Allowance
30 Carer assistance not further specified
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Student assistance
31 Austudy/ABSTUDY
32 Pensioner Education Supplement
33 Assistance for Isolated Children (AIC) Scheme
34 Youth Allowance
35 Student assistance not further specified

Special/crisis assistance
36 Special Benefit
37 Crisis Payment

Other allowances/concessions
38 Health Care Card
39 Partner Allowance
40 Widow Allowance
41 Remote Area Allowance
42 Telephone Allowance
43 Utilities Allowance
44 Rent Assistance
45 Pharmaceutical Allowance
46 Allowances/concessions not further specified
47 Other [SPECIFY]
48 Can’t say
49 Refused

Part B: Problems or disputes

I am now going to ask you whether you’ve had certain problems or disputes in the last 12 months that may raise legal issues. Please only include problems or disputes that started during or continued into the last 12 months.

[GENERALLY, EVERY ‘YES’ RESPONSE IN PART B TO ALL PROBLEM TYPES (I.E. TO QUESTIONS NUMBERED AS P1, P2, P3, ETC. OR P1.1, P1.2, P1.3, ETC.) WILL BE FOLLOWED BY A QUESTION ON FREQUENCY AND A QUESTION ON SERIOUSNESS. HOWEVER, QUESTIONS IN PART B WHERE NUMBERING INCLUDES AN ‘a’ OR ‘b’ SUFFIX (E.G. P2a, P3.1a, P9b) DO NOT HAVE FREQUENCY AND SERIOUSNESS QUESTIONS ATTACHED TO THEM. QUESTION D19 IN PART B IS A DEMOGRAPHIC QUESTION AND ALSO IS NOT FOLLOWED BY A FREQUENCY AND SERIOUSNESS QUESTION]

[ASK THE FOLLOWING FREQUENCY QUESTION AND THE FOLLOWING SERIOUSNESS QUESTION FOR ‘YES’ RESPONSES TO QUESTIONS P1–P28, P30–P36 AND P38–P40 (INCLUDING ‘YES’ RESPONSES TO ALL PROBLEM PARTS OF THESE QUESTIONS). USE DYNAMIC TEXT SUBSTITUTIONS AS FOLLOWS IN THE FREQUENCY AND SERIOUSNESS QUESTIONS FOR THESE PROBLEMS:

- P1–P20, P22–P28, P30–P32, P34, P38–P40: PROBLEMS OR DISPUTES/PROBLEM OR DISPUTE
- P21.3–P21.4, P33, P35–P36: INCIDENTS/INCIDENT

[FREQUENCY QUESTION FOR P1–P28, P30–P36 AND P38–P40]: How many separate (problems or disputes)/(accidents)/(incidents) of this type did you have in the last 12 months? [RECORD 2-DIGIT FREQUENCY AT QUESTION NUMBER_F (E.G. RECORD AT P2_F FOR P2, AT P3.1_F FOR P3.1. NOTE FREQUENCY=1+, CAN’T SAY=98, REFUSED=99). GET APPROXIMATE FREQUENCY IF PERSON IS NOT SURE OF EXACT TOTAL NUMBER]

[SERIOUSNESS QUESTION FOR P1–P28, P30–P36 AND P38–P40 IF FREQUENCY=1,98,99]: What impact has this (problem or dispute)/(accident)/(incident) had on your everyday life? [READ. TICK ONE]

01 None
02 Slight
03 Moderate
04 Severe
[SERIOUSNESS QUESTION FOR P1–P28, P30–P36 AND P38–P40 IF FREQUENCY=2+]: Thinking about the worst of these [INSERT FREQUENCY] (problems or disputes)/(accidents)/(incidents) what impact has it had on your everyday life? [READ. TICK ONE]

01 None
02 Slight
03 Moderate
04 Severe
98 [DO NOT READ] Can’t say
99 [DO NOT READ] Refused

[NOTE: THE FREQUENCY QUESTION IS NOT ASKED FOR P29, JUST RECORD P29_F=1 AND GO STRAIGHT TO THE FOLLOWING SERIOUSNESS QUESTION]: What impact has this divorce or separation had on your everyday life? [READ. TICK ONE. IF RESPONDENT IS NOT SURE HOW TO ANSWER BECAUSE THEY HAD MORE THAN ONE DIVORCE OR SEPARATION IN THE LAST 12 MONTHS, THEN SAY]: Please just tell me the impact of the worst of these divorces or separations.

01 None
02 Slight
03 Moderate
04 Severe
98 [DO NOT READ] Can’t say
99 [DO NOT READ] Refused

[FREQUENCY QUESTIONS FOR P37 AND P37.1 ARE PROVIDED AFTER P37 IN MAIN BODY]

[SERIOUSNESS QUESTION FOR P37 IF FREQUENCY=1,98,99]: What impact has this fine or notice had on your everyday life? [READ. TICK ONE]

01 None
02 Slight
03 Moderate
04 Severe
98 [DO NOT READ] Can’t say
99 [DO NOT READ] Refused

[SERIOUSNESS QUESTION FOR P37 IF FREQUENCY=2+]: Thinking about the worst of these [INSERT FREQUENCY] fines or notices, what impact has it had on your everyday life? [READ. TICK ONE]

01 None
02 Slight
03 Moderate
04 Severe
98 [DO NOT READ] Can’t say
99 [DO NOT READ] Refused

[SERIOUSNESS QUESTION FOR P37.1 IF FREQUENCY=1,98,99]: What impact has this fine or notice that led to further penalties had on your everyday life? [READ. TICK ONE]

01 None
02 Slight
03 Moderate
04 Severe
98 [DO NOT READ] Can’t say
99 [DO NOT READ] Refused

[SERIOUSNESS QUESTION FOR P37.1 IF FREQUENCY=2+]: Thinking about the worst of these [INSERT FREQUENCY] fines or notices that led to further penalties, what impact has it had on your everyday life? [READ. TICK ONE]

01 None
02 Slight
03 Moderate
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04 Severe
98 [DO NOT READ] Can’t say
99 [DO NOT READ] Refused

[FOR ALL PROBLEM TYPES, RECORD 2-DIGIT SERIOUSNESS AT QUESTION NUMBER_S
(E.G. RECORD AT P2_S FOR P2, AT P3.1_S FOR P3.1)]

[FOR LISTS OF PROBLEMS (E.G. P1.1–P1.3): WHENEVER THERE IS A ‘YES’ RESPONSE PRIOR TO
THE LAST PROBLEM IN A LIST (E.G. AT P1.1 OR P1.2), FLOW OF LIST IS INTERRUPTED WITH
FREQUENCY AND SERIOUSNESS QUESTIONS. THUS, IN ALL SUCH CASES, INSERT LEAD-IN TO
QUESTION AT THE BEGINNING OF THE NEXT PROBLEM IN THE LIST E.G. RE-INSERT]: Have you had
any problems or disputes related to: [AT THE BEGINNING OF P1.2 IF PROBLEM REPORTED AT P1.1]

Employment
The first questions are about any employment- or discrimination-related problems. Please limit your answers to
problems that started during or continued into the last 12 months.

P1 Have you had any problems or disputes related to: [READ]

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<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>P1.1</td>
<td>being sacked or made redundant? [YNCR]</td>
</tr>
<tr>
<td>P1.2</td>
<td>employment conditions? For example about pay, hours, leave, working conditions, your contract, superannuation or union membership [YNCR]</td>
</tr>
<tr>
<td>P1.3</td>
<td>employment conditions, apart from anything that led to losing your job? For example about pay, hours, leave, working conditions, your contract, superannuation or union membership [YNCR]</td>
</tr>
<tr>
<td>P1.4</td>
<td>being discriminated against at work or when trying to get work? [YNCR]</td>
</tr>
<tr>
<td>P1.5</td>
<td>being discriminated against when trying to get work? [YNCR]</td>
</tr>
<tr>
<td>P1.6</td>
<td>any other harassment, victimisation or mistreatment at work? [YNCR]</td>
</tr>
</tbody>
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Discrimination
P2 Have you had any problems or disputes involving discrimination, not related to work?
For example, based on marital status, age, sex, religion, or race, [IF D10=1] or disability,
[IF D4=1+] or parental responsibilities [YNCR]

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<td>P2a</td>
<td>(And, what was the basis of the discrimination?)(And, thinking of the worst problem or dispute, what was the basis of the discrimination?) [DO NOT READ. TICK ALL. IF RESPONDENT’S ANSWER IS NOT ONE OF THE RESPONSE CODES, PROMPT WITH]: For example, was it based on marital status, age, sex, religion, race, or something else? [DO NOT RECORD PEOPLE’S NAMES OR ANY OTHER INFORMATION THAT MAY IDENTIFY SPECIFIC INDIVIDUALS]</td>
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<tr>
<td></td>
<td>Marital status</td>
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<td>Gender or sex</td>
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<td>Sexual orientation</td>
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<td>Ethnicity or race</td>
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<td>Disability</td>
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<td></td>
<td>Parental or carer responsibilities</td>
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<td>Other [SPECIFY AT P2.1]</td>
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<td></td>
<td>Can’t say</td>
</tr>
<tr>
<td></td>
<td>Refused</td>
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</tbody>
</table>
**Education**

[IF D14.5=1 OR D5=1]

Next are any education-related problems that started during or continued into the last 12 months.

[[IF D14.5=1 OR D5=1] AND P2=1]

Apart from anything you’ve already told me,

[[IF (D14.5=1 AND D5=2,98,99) OR (D14.5=1 AND (S1<22 OR S1.1=2,3))]/(IF D5=1 AND D14.5=2,98,99)/(IF D14.5=1 AND D5=1)]

**P3** Have you had any problems or disputes involving (your education)/(your child’s education)/(your education or your child’s education) related to: [READ]

**P3.1** unfair suspension or exclusion? [YNCR]

[[IF P3.1_F=1,98,99 AND D14.5=1 AND D5=1)/(IF P3.1_F=2+ AND D14.5=1 AND D5=1)]

P3.1a (And was this problem or dispute related to your education or your child’s education?)/(And, thinking of the worst problem or dispute, was it related to your education or your child’s education?) [DO NOT READ. TICK ONE]

01 My education
02 My child’s education
99 Refused

[[IF D14.5=1 OR D5=1]

**P3.2** student fees or loans? [YNCR]

[[IF P3.2_F=1,98,99 AND D14.5=1 AND D5=1)/(IF P3.2_F=2+ AND D14.5=1 AND D5=1)]

P3.2a (And was this problem or dispute related to your education or your child’s education?)/(And, thinking of the worst problem or dispute, was it related to your education or your child’s education?) [DO NOT READ. TICK ONE]

01 My education
02 My child’s education
99 Refused

[[IF D14.5=1 OR D5=1]

**P3.3** bullying or harassment? [YNCR]

[[IF P3.3_F=1,98,99 AND D14.5=1 AND D5=1)/(IF P3.3_F=2+ AND D14.5=1 AND D5=1)]

P3.3a (And was this problem or dispute related to your education or your child’s education?)/(And, thinking of the worst problem or dispute, was it related to your education or your child’s education?) [DO NOT READ. TICK ONE]

01 My education
02 My child’s education
99 Refused

**Housing**

Next are any housing-related problems that started during or continued into the last 12 months.

[[IF D9.1=1]

**P4** Have you had any problems or disputes related to: [READ]

P4.1 a loan for your own home? For example, about mortgage repayment, default or repossession [YNCR]

P4.2 planning permission for building works for your own home? [YNCR]

P4.3 other issues for your own home? For example, about settlement, contract of sale, title, boundaries, rights of way or access [YNCR]

**P5** Have you had any problems or disputes with your neighbours over things like fences, trees, noise, litter or pets? [YNCR]

[D7.1=1]

**P6** Have you had any problems or disputes related to accommodation rented from a public housing authority? For example, about rental agreements, payments, bonds, repairs, maintenance, security, sub-letting or eviction [YNCR]

[D7.2=1]

**P7** Have you had any problems or disputes related to privately rented accommodation? For example, about rental agreements, payments, bonds, repairs, maintenance, security, sub-letting or eviction [YNCR]
[(IF D8.2=1 OR D8.3=1) AND (ANY OF P5–P7=1)]
Apart from anything you’ve already told me,

[(IF D8.2=1 OR D8.3=1)]

**P8**  Have you had any problems or disputes related to your home involving the strata or owners’ corporation or common property? [YNCR]
[IF P8=1, ASK P8_F]
[IF P8=1 AND (D9.1=2,98,99 OR (D7.1=2,98,99 AND D7.2=2,98,99)), ASK P8_S]
[IF P8. F=1,98,99 AND D9.1=1 AND (D7.1=1 OR D7.2=1), ASK P8a BEFORE ASK P8_S]

**P8a**  Was this problem or dispute related to the home you owned or the home you rented? [DO NOT READ. TICK ONE]
01  Owned
02  Rented
99  Refused
[IF P8_F=1,98,99 AND D9.1=1 AND (D7.1=1 OR D7.2=1), ASK P8_S]
[IF P8_F=2+ AND D9.1=1 AND (D7.1=1 OR D7.2=1), ASK P8b BEFORE ASK P8_S]

**P8b**  Were these problems or disputes related to the home you owned or the home you rented or both? [DO NOT READ. TICK ONE]
01  Owned
02  Rented
03  Both
99  Refused
[IF P8_F=2+ AND D9.1=1 AND (D7.1=1 OR D7.2=1), ASK P8_S]
[IF P8b=3, ASK P8c AFTER ASK P8_S]

**P8c**  Was the worst problem related to the home you owned or the home you rented? [DO NOT READ. TICK ONE]
01  Owned
02  Rented
99  Refused

[(IF D8.5=1) AND (ANY OF P5–P8=1)]
Apart from anything you’ve already told me,

[(IF D8.5=1)]

**P9**  Have you had any problems or disputes related to living in a retirement village? For example, about fees, facilities or your contract [YNCR]
[IF P9=1, ASK P9_F]
[IF P9=1 AND (D9.1=2,98,99 OR (D7.1=2,98,99 AND D7.2=2,98,99)), ASK P9_S]
[IF P9. F=1,98,99 AND D9.1=1 AND (D7.1=1 OR D7.2=1), ASK P9a BEFORE ASK P9_S]

**P9a**  Was this problem or dispute related to the home you owned or the home you rented? [DO NOT READ. TICK ONE]
01  Owned
02  Rented
99  Refused
[IF P9_F=1,98,99 AND D9.1=1 AND (D7.1=1 OR D7.2=1), ASK P9_S]
[IF P9_F=2+ AND D9.1=1 AND (D7.1=1 OR D7.2=1), ASK P9b BEFORE ASK P9_S]

**P9b**  Were these problems or disputes related to the home you owned or the home you rented or both? [DO NOT READ. TICK ONE]
01  Owned
02  Rented
03  Both
99  Refused
[IF P9_F=2+ AND D9.1=1 AND (D7.1=1 OR D7.2=1), ASK P9_S]
P9c Was the worst problem related to the home you owned or the home you rented? [DO NOT READ. TICK ONE]
01 Owned
02 Rented
99 Refused

IF D8.4=1

P10 Have you had any problems or disputes related to care you received in a nursing home, group care or residential care facility? [YNCR]

IF D8.4=1

P11 Apart from problems with care, have you had any other problems or disputes related to living in a nursing home, group or residential care facility? For example, about fees, facilities, security, privacy or your contract [YNCR]

Money and debt
Next are any money-related problems that started during or continued into the last 12 months.

IF P9b=3, ASK P9c AFTER ASK P9_S

[D16=1 OR D17=1]

P12 Have you had any problems or disputes related to government payments or concessions? For example, about eligibility, payment amount, breaches, reviews or fraud allegations [YNCR]

IF D9.3=1

P13 Have you had any problems or disputes related to being a landlord? For example, about rent payments, agreements, the managing agent, sub-letting or a tenant causing damage [YNCR]

IF D9.4=1

P14 Have you had any problems or disputes related to: [READ]
P14.1 payments for your business? For example, about business loans, tax, income, accounts or expenses [YNCR]
P14.2 other issues for your business that weren’t about payments? For example, about contracts, tenancy, staff issues, workers compensation, licensing, inspections, ownership or litigation [YNCR]

IF D9.2=1

P15 Have you had any problems or disputes related to: [READ]
P15.1 a loan for any investment property? For example, about mortgage repayment, default or repossession [YNCR]
P15.2 planning permission for building works on investment property? [YNCR]
P15.3 other issues related to any investment property? For example, about settlement, contract of sale, title, boundaries, rights of way or access [YNCR]

IF ANY OF P4.1, P12, P13, P14.1, P14.2, P15.1=1

Apart from anything you’ve already told me,

ASK ALL

P16 Have you had any problems or disputes related to: [READ]
P16.1 paying a loan or hire purchase agreement or guaranteeing someone else’s loan? [YNCR]
P16.2 a creditor taking or threatening action against you for any other unpaid bill or debt? [YNCR]
P16.3 any investment income? For example, problems or disputes about superannuation, shares, trusts or managed funds [YNCR]
P16.4 your credit rating or refusal of credit? [YNCR]
P16.5 repayment of money owed to you? [YNCR]

P17 Have you had any problems or disputes related to actual or possible bankruptcy? [YNCR]
**Health — mental health condition**

Next are any health-related disputes that started during or continued into the last 12 months.

\[
\text{IF } D10=1 \text{ OR } D11=97,98,99 \text{ AND } P10=1
\]

Apart from anything you’ve already told me,

\[
\text{IF } D11=5 \text{ OR } (D10=1 \text{ AND } D11=97,98,99)
\]

**P18 Have you had any problems or disputes related to:** [READ]

- **P18.1** mental health treatment, medication or care? For example, treatment that was inadequate, wrong or against your will [YNCR]
- **P18.2** being hospitalised or detained for a mental health condition? For example, about being detained against your will, difficulty getting discharged or discharge conditions [YNCR]

**Health — long-term illness/disability**

\[
\text{IF } D10=1 \text{ OR } S1=65+ \text{ OR } S1.1=13+ \text{ AND } (\text{ANY OF P10, P18.1, P18.2}=1)
\]

Apart from anything you’ve already told me,

\[
\text{IF } D10=1 \text{ OR } S1=65+ \text{ OR } S1.1=13+
\]

**P19 Have you had any problems or disputes related to:** [READ]

- **P19.1** access to, or quality of, disability or care services? For example, community care, respite, independent living, support or rehabilitation services [YNCR]
- **P19.2** access to, or quality of, disability aids, equipment or facilities? For example, disabled parking permits, wheelchair access, home modifications, aids or equipment to assist with daily living [YNCR]

**Health — clinical negligence**

\[
\text{IF ANY OF P10, P18.1, P18.2, P19.1, P19.2}=1
\]

Apart from anything you’ve already told me,

\[
\text{ASK ALL}
\]

**P20 Have you had any problems or disputes related to treatment, surgery or medication by a doctor, dentist or other health professional? For example, inadequate or wrong treatment, or treatment that you didn’t consent to** [YNCR]

**Injury**

Next are any accidents or injuries that happened in the last 12 months. Also include any earlier accidents for which insurance, compensation or legal proceedings were still an issue in the last 12 months.

**P21 Have you:** [READ]

- **P21.1** had a motor vehicle accident where someone was injured? [YNCR]
- **P21.2** had any other motor vehicle accident where no-one was injured? [YNCR]
- **P21.3** had a work-related injury? [YNCR]
- **P21.4** had an injury or illness due to a faulty product? For example, due to electrical goods, toys or food products [YNCR]
- **P21.5** been accused of injuring or harming someone else in any other accident? [YNCR]
- **P21.6** had any other injury from an accident that didn’t happen at home and was caused by someone else? [YNCR]

**Consumer**

Next are any consumer-related problems that started during or continued into the last 12 months.

\[
\text{IF } P21.4=1
\]

Apart from anything you’ve already told me,

\[
\text{ASK ALL}
\]

**P22 Have you had any problems or disputes related to buying goods that were faulty? For example, electrical goods, motor vehicles, furniture or clothing** [YNCR]
P23 Have you had any problems or disputes related to inadequate services or any disputes related to the cost of services from:

- a lawyer? [YNCR]
- another professional or tradesperson? For example, architect, accountant, travel agent, builder, plumber, painter or mechanic [YNCR]

[IF P16.2=1 OR P16.4=1]
Apart from anything you’ve already told me,

P24 Have you had any problems or disputes related to:

- bank, building society or credit union services? [YNCR]
- water, electricity or gas company services or contracts? [YNCR]
- phone, mobile phone, internet or pay TV services or contracts? [YNCR]

Family

Next are any family-related problems that started during or continued into the last 12 months.

P25 Have you had any problems or disputes:

- over a will or deceased estate? For example, about your entitlements, probate or being an executor or trustee of a deceased estate [YNCR]
- over a power of attorney? [YNCR]

P26 Have you had any problems or disputes related to fostering, adoption or legal guardianship? [YNCR]

[IF D4=1+ AND (P12=1 OR P26=1)]
Apart from anything you’ve already told me,

P27 Have you had any problems or disputes involving (your child)/(your children) under 18 related to:

- child support payments? [YNCR]
- a care protection order or assessment by a child welfare authority? [YNCR]
- any other residence, contact, access or custody issue? [YNCR]

[IF D6=1]

P28 Have you had any problems or disputes involving a grandchild? For example, about residence, contact, access, custody, child support, a care protection order or assessment by a child welfare authority [YNCR]

[IF D1=3–9,99 AND S1=16+,999]

P29 Can I just check, in the last 12 months, have you divorced or separated from someone you were married to? [YNCR]

D19 (Can I just check)/(And, can I also check), in the last 12 months, have you separated from a partner you were living with but not married to? [YNCR]

[IF P29=1 OR D19=1]

P30 Following your relationship break-up in the last 12 months, have you had any problems or disputes related to:

- the division of money or property? [YNCR]
- spouse or partner maintenance (excluding child support payments)? [YNCR]

Government

Next are any government-related problems that started during or continued into the last 12 months.

P31 Have you had any problems or disputes related to:

- a tax assessment or tax debt? [YNCR]
- a freedom of information request? [YNCR]
- citizenship, residency, immigration or refugee status for you, a family member or partner? [YNCR]
Apart from anything you've already told me,

P32 Have you had any problems or disputes with your local council or local government? For example, about services, amenities, or objections to building works, developments or town planning [YNCR]

Crime victim

Next are questions about being a victim of crime in the last 12 months. Also include any earlier crimes for which insurance, compensation or legal proceedings were still an issue in the last 12 months. I again assure you that your answers are strictly confidential.

P33 Were you a victim of:

P33.1 robbery or attempted robbery where you were assaulted or threatened with force? [YNCR]
P33.2 any other theft/burglary or attempted theft/burglary? [YNCR]
P33.3 property vandalism or damage? [YNCR]
P33.4 threatened or actual assault or sexual assault by a family or household member? [YNCR]
P33.5 threatened or actual assault or sexual assault by another person? [YNCR]
P33.6 any other crime? [YNCR]

(IF P33.6_F=1,98,99)/(IF P33.6_F=2+)
P33.6a (And, what type of crime was it?)/(And, what type of crime was the worst of these?) [SPECIFY]. REFUSED=99] [DO NOT RECORD PEOPLE’S NAMES OR ANY OTHER INFORMATION THAT MAY IDENTIFY SPECIFIC INDIVIDUALS]

Criminal process

P34 Have you had any problems or disputes related to unfair treatment by police? For example, assaulted or harassed by police, wrongful arrest or searches [YNCR]

Criminal offence

Next are any other problems related to crimes or fines that started or continued into the last 12 months.

P35 Have you had allegations of domestic violence made against you, either to the police or in court? [YNCR]

(IF P35=1)

Apart from anything you’ve already told me,

P36 Have you been charged, arrested or questioned by police for allegedly committing a crime? [YNCR]

Fines

(IF P36=1)

Apart from anything you’ve already told me,

P37 Have you had problems paying or disputes related to fines, infringement or penalty notices? [YNCR] [ASK P37.1 BEFORE ASK P37_F AND P37_S]

(IF P37=1)

P37.1 Did any of these fines or notices lead to further penalties? For example, lead to court fines, loss of licence or registration, community service order, property being seized or wage deductions [YNCR]

(IF P37.1=1, ASK P37.1_F AND FOLLOW WITH P37.1_S)

P37.1_F How many separate fines or notices led to further penalties in the last 12 months? [RECORD 2-DIGIT FREQUENCY. CAN’T SAY=98, REFUSED=99] [ASK P37.1_S]

(IF P37.1=1 AND P37.1=2,98,99)/(IF P37.1=1 AND P37.1=1) ASK P37_F

P37_F How many (separate fines or notices)/(other fines or notices) did you have problems paying or disputes about in the last 12 months? [RECORD 2-DIGIT FREQUENCY. CAN’T SAY=98, REFUSED=99] [ASK P37_S IF P37_F=1+,98,99]
Insurance

[IF ANY OF P21.1–P21.6=1]
Apart from anything you’ve already told me,

[ASK ALL]
P38 Have you had any problems or disputes related to any sort of insurance, such as car, home, travel, health insurance, etc? For example, about insurance claims, premiums, eligibility, coverage or cancellation [YNCR]

Other

[ASK ALL]
P40 Have you had any other legal problems or disputes that started during or continued into the last 12 months? For example, related to areas of your life we haven’t covered [YNCR]

([IF P40_F=1,98,99]/[IF P40_F=2+])
P40a (And, what type of legal problem or dispute was it?)(And, what type of legal problem or dispute was the worst of these?) [SPECIFY. CAN’T SAY=98, REFUSED=99] [DO NOT RECORD PEOPLE’S NAMES OR ANY OTHER INFORMATION THAT MAY IDENTIFY SPECIFIC INDIVIDUALS]

Part C: Action and outcome

[IF NO PROBLEM TYPES IDENTIFIED IN PART B (I.E. IF ALL Pn AND ALL Pn.n QUESTIONS IN PART B=2,98,99), GO TO D24]

[IF P40=1 AND P40a=98,99, THEN P40 IS NOT CONSIDERED A PROBLEM IDENTIFIED IN PART C AND IS EXCLUDED FROM THE REST OF THE SURVEY]

[NOTE THAT P37 IS ONLY FOLLOWED-UP AS A PROBLEM TYPE IN PART C IF P37=1 AND P37_F=1+] [IF 1 PROBLEM TYPE RECORDED IN PART B, RECORD THIS PROBLEM TYPE AS PROBLEM A]

[IF 2+ PROBLEM TYPES IDENTIFIED IN PART B, RECORD FIRST PROBLEM TYPE IDENTIFIED IN PART B AS PROBLEM TYPE 1, SECOND PROBLEM TYPE IDENTIFIED AS PROBLEM TYPE 2, THIRD PROBLEM TYPE IDENTIFIED AS PROBLEM TYPE 3, FOURTH PROBLEM TYPE IDENTIFIED AS PROBLEM TYPE 4, ETC]

[IF 2+ PROBLEM TYPES IDENTIFIED IN PART B]
You identified problems or disputes related to:

[PROBLEM TYPE 1]
[PROBLEM TYPE 2]
[PROBLEM TYPE 3]
[PROBLEM TYPE 4] [ETC … I.E. CONTINUE UNTIL ALL PROBLEM TYPES EXHAUSTED]

[IF 2+ PROBLEM TYPES IDENTIFIED IN PART B]

D20 Thinking of these problems or disputes, which was the most serious? [RECORD AS PROBLEM A. IF 2 PROBLEM TYPES IDENTIFIED IN PART B, RECORD REMAINING PROBLEM TYPE AS PROBLEM B. IF ONLY ONE PROBLEM TYPE, DO NOT ASK D20 BUT RECORD PROBLEM A AT D20]

([IF 3+ PROBLEM TYPES IDENTIFIED IN PART B AND FREQUENCY OF PROBLEM A IS 1]/[IF 3+ PROBLEM TYPES IDENTIFIED IN PART B AND FREQUENCY OF PROBLEM A IS 2+,98,99])

D20.1 (And which was the next most serious?)(Excluding the problems or disputes with [PROBLEM A], which was the next most serious problem or dispute?) [RECORD AS PROBLEM B. IF 3 PROBLEM TYPES IDENTIFIED IN PART B, RECORD REMAINING PROBLEM TYPE AS PROBLEM C]

([IF 4+ PROBLEM TYPES IDENTIFIED IN PART B AND FREQUENCY OF PROBLEM A IS 1 AND FREQUENCY OF PROBLEM B IS 1]/[IF 4+ PROBLEM TYPES IDENTIFIED IN PART B AND FREQUENCY OF PROBLEM A IS 2+,98,99 OR FREQUENCY OF PROBLEM B IS 2+,98,99])

D20.2 (And which was the next most serious?)(And, excluding the problems or disputes with [PROBLEM A] and with [PROBLEM B], which was the next most serious?) [RECORD AS PROBLEM C]
Problem A

[IF FREQUENCY OF PROBLEM A=1]
The next questions are about the problem or dispute with [PROBLEM A].

[IF FREQUENCY OF PROBLEM A=2+]
You said you had [FREQUENCY] problems or disputes with [PROBLEM A]. The next questions are about the worst problem or dispute with [PROBLEM A].

[IF FREQUENCY OF PROBLEM A=98,99]
You said you had at least one problem or dispute with [PROBLEM A]. The next questions are about the worst problem or dispute with [PROBLEM A].

Problem description
But first, I’d like to ask you not to mention anyone’s name, such as the other side in the problem or dispute. Where your answers relate to specific people, just tell me your relationship to them.

[IF PROBLEM A IS NOT P5, P24.1–P24.3, P29, P32 NOR P34]
A1 Can I just check, who was the problem or dispute with? [DO NOT READ. TICK ONE. REFER TO CARD C FOR FULL LIST OF CODES. DO NOT RECORD PEOPLE’S NAMES OR ANY OTHER IDENTIFYING INFORMATION, BUT RATHER, RECORD RELATIONSHIP (E.G. UNCLE) OR OCCUPATION (E.G. ARCHITECT) AS APPROPRIATE. IF ANSWER IS ‘STRANGER’ OR ‘UNKNOWN PERSON’ PROMPT WITH]: Do you mean that you don’t know who was responsible for the incident, or do you just mean that it’s someone you don’t know personally? [IF RESPONDENT DOESN’T KNOW WHO WAS RESPONSIBLE, CODE A1=03. IF PERSON RESPONSIBLE HAS BEEN IDENTIFIED, BUT IT’S SOMEONE THE RESPONDENT DOESN’T KNOW PERSONALLY, CODE A1=2]


No other side/other side unknown
01 No-one/no other side/not in dispute with anyone
02 Stranger — i.e. an identified person I don’t know personally
03 Unidentified person — i.e. the person responsible is unknown

Business/consumer/finance
04 Accountant
05 Bank/building society/credit union
06 Commercial leaser
07 Customer/client
08 Financial planner
09 Insurance company/broker
10 Manufacturer
11 Retailer
12 Telecommunications company (e.g. phone, mobile phone, internet, pay TV)
13 Utilities company (e.g. water, electricity, gas)
14 Other financial institution (e.g. superannuation fund, mortgage company)
15 Other financial [SPECIFY]

Education
16 Department of Education
17 School/educational institution
18 Teacher, lecturer, or school/college/university staff
19 Student
### Employment
- Boss/supervisor
- Employee
- Employer
- Employment agency
- Work colleague

### Health/welfare
- Doctor (e.g. GP, psychiatrist, medical specialist)
- Health care service/facility (e.g. disability/community care/respite/independent living/rehabilitation service)
- Hospital/dental hospital
- Psychologist/counsellor
- Social worker/welfare worker
- Other health/welfare professional (e.g. nurse, pharmacist) [SPECIFY]

### Housing
- Boarding house
- Conveyer
- Flat mate/co-tenant
- Inspector — building/pest
- Landlord (private)
- Landlord’s managing agent/landlord’s real estate agent
- Neighbour(s)
- Nursing home/group care home/residential care home
- Owner’s/strata body/corporation
- Public housing authority
- Renter/tenant/lodger/sub-tenant
- Retirement village
- Other real estate agent

### Government
- Australian Taxation Office (ATO)/Tax department
- Centrelink
- Child welfare authority or department of child safety/children/communities/families/human services [SEE GLOSSARY]
- Local council/local government
- Member of Parliament
- Other government department/agency [SPECIFY]

### Legal
- Executor/trustee/power of attorney
- Private solicitor/barrister
- Police

### People
- Driver
- Friend
- Injured person
- (Ex) husband/wife
- (Ex) partner
- Family member/relative (not spouse/partner) [SPECIFY RELATIONSHIP]
- Household member (not family member)

### Other
- Non-legal community group/organisation [SPECIFY]
- Other person [SPECIFY. DO NOT RECORD NAMES]
- Other organisation [SPECIFY]
- Can’t say
- Refused
Appendix A1: LAW Survey instrument and glossary

A2 Later I’ll ask what you did about the problem and if it’s been resolved. But first, please just tell me the main aspects of the problem or dispute. [SPECIFY, CAN’T SAY=98, REFUSED=99] [DO NOT RECORD PEOPLE’S NAMES OR ANY OTHER IDENTIFYING INFORMATION. IF ANSWER IS BRIEF, PROBE FURTHER TO GET A CLEAR DESCRIPTION OF THE PROBLEM/DISPUTE FOR EXAMPLE]: What exactly was the problem for you? [OR]: Could you please tell me a bit more. For example, was there a dispute? [IF THERE WAS A DISPUTE, COULD ASK]: What was being disputed? [IF EVICTION]: Was it actual or threatened eviction? On what grounds? [IF CHILD SUPPORT PAYMENTS]: Was the problem to do with the amount of the payment, you not getting payments or you not being able to make payments, or something else? [IF COMPENSATION]: Was the problem to do with not getting compensation or the amount of compensation, or something else? [IF INJURY/ACCIDENT]: Was there an insurance claim? [OR]: Were there any problems with claiming insurance?

A3 Approximately what month and year did (this problem or dispute start)/(this accident happen)/(this incident happen)/(you separate from your husband/wife)? [IF CAN’T REMEMBER, PROMPT WITH]: Can you remember whether it was close to Easter, Christmas, a public holiday or someone’s birthday? [SEE GLOSSARY FOR PUBLIC HOLIDAYS/IMPORTANT DAYS IN EACH STATE/TERRITORY. RECORD 2-DIGIT MONTH AT A3.1 (JANUARY-DECEMBER=01-12, REFUSED=99, CAN’T SAY=98). RECORD 4-DIGIT YEAR AT A3.2 (E.G. 2006, REFUSED=9999, CAN’T SAY=9998)]

A4 At any time, did the problem with [PROBLEM A] cause you to experience the following: [READ]

A4.1 stress-related illness? [YNCR]

A4.2 physical ill health? [YNCR]

A4.3 relationship breakdown? [YNCR]

A4.4 had to move home? [YNCR]

A4.5 loss of income or financial strain? [YNCR]

Actions other than formal advice

A5 Did you to try to resolve the problem or dispute by obtaining information from an internet website, book, leaflet or other self-help guide? [YNCR]

A6 Overall, how helpful was that information? [READ. TICK ONE]

A7 Have there been, or are there going to be, any court or tribunal proceedings in relation to this problem or dispute? [YNCR]

A7.1 Could you please tell me what type of proceedings: court or tribunal? [DO NOT READ. TICK ONE]

A8 Have you attended, or are you going to attend, any formal mediation, conciliation or dispute resolution sessions in relation to this problem or dispute? [YNCR]
Type of adviser

Next I’ll ask about any formal advisers you consulted to try to resolve the problem with [PROBLEM A]. That is, any professionals or organisations that you, or a relative or friend on your behalf, spoke or wrote to directly, including any professionals you know personally. Please exclude merely visiting a website.

[IF A1=2,4–62,98,99]

And please exclude any contact with the other side.

A9 Did you seek information or advice from any lawyers, legal services or court staff? [YNCR]

[IF A9=1]

A9.1 Please tell me all such advisers you contacted. [DO NOT READ. PROMPT WITH]: Any other legal advisers? [TICK ALL. IF ANSWER DOESN’T FIT INTO ANY CODES FOR THIS QUESTION, CHECK CARD D TO SEE IF ANY OTHER CODE FOR A9.1–A14.1 IS APPROPRIATE, AND IF IT IS, CODE AT THE RELEVANT QUESTION. IF RESPONDENT INDICATES LAWYER/SOLICITOR/BARRISTER WITHOUT FURTHER CLARIFICATION, PROMPT WITH]: Is that a lawyer working for a private law firm? [IF YES, CODE AS PRECODE 06 AT A9.1. IF NOT, ESTABLISH WHICH OTHER PRECODES IS APPROPRIATE. FOR EACH ADVISER TYPE MENTIONED, RECORD NUMBER OF THAT ADVISER TYPE CONTACTED. E.G. IF 2 PRIVATE SOLICITORS/BARRISTERS CONTACTED, ENTER ‘2’. IF NECESSARY, PROMPT TO DETERMINE EXACT NUMBER CONTACTED OF ANY ADVISER TYPE MENTIONED. NOTE THAT WEBSITES ARE NOT INCLUDED AS ADVISERS IF NO DIRECT CONTACT. IF A NON-INDIGENOUS RESPONDENT PROVIDES A LEGAL SERVICE NAME THAT IS SIMILAR TO ONE OR MORE LEGAL SERVICES ON CARD E, PROMPT WITH]: Do you know if that is a Legal Aid service or a community legal service? [IF STILL UNSURE ABOUT WHICH CODE TO USE FOR A NAMED LEGAL SERVICE, THEN CODE AS 7 AND SPECIFY]

01 Legal Aid or Legal Aid service [SEE CARD E FOR EGS]
02 Aboriginal or Indigenous legal service [SEE CARD E FOR EGS]
03 Community legal centre (CLC) or community legal service [SEE CARD E FOR EGS]
04 LawAccess NSW
05 Court service [SEE CARD E FOR EGS]
06 Private lawyer/solicitor/barrister
07 Other legal service [SPECIFY]
98 Can’t say
99 Refused

Number contacted

A10 Did you seek information or advice from the police or any government or complaint handling bodies? For example, government departments, agencies or councils, members of parliament, ombudsmen or tribunals? [YNCR]

[IF A10=1]

A10.1 Please tell me all such advisers you contacted. [DO NOT READ. PROMPT WITH]: Any other government or complaint handling bodies? [TICK ALL. IF ANSWER DOESN’T FIT INTO ANY CODES FOR THIS QUESTION, CHECK CARD D TO SEE IF ANY OTHER CODE FOR A9.1–A14.1 IS APPROPRIATE, AND IF IT IS, CODE AT THE RELEVANT QUESTION. FOR EACH ADVISER TYPE MENTIONED, RECORD NUMBER OF THAT ADVISER TYPE CONTACTED. E.G. IF 2 OMBUDSMEN CONTACTED, ENTER ‘2’. IF NECESSARY, PROMPT TO DETERMINE EXACT NUMBER CONTACTED OF ANY ADVISER TYPE MENTIONED. NOTE THAT WEBSITES ARE NOT INCLUDED AS ADVISERS IF NO DIRECT CONTACT]
Appendix A1: LAW Survey instrument and glossary

Number contacted

08 Australian Taxation Office (ATO)/Tax department
09 Centrelink
10 Child welfare authority or department of child safety/children/communities/families/human services [SEE GLOSSARY]
11 Commission(er) [SPECIFY. SEE CARD F FOR EGS]
12 Community Justice Centre
13 Department of Education
14 Local council/local government
15 Member of Parliament
16 Ombudsman
17 Police
18 Tribunal
19 Other complaint handling body [SPECIFY. SEE CARD F FOR EGS]
20 Other government department/agency [SPECIFY. SEE CARD F FOR EGS]
98 Can’t say
99 Refused

A11 Did you seek information or advice from any trade unions or professional associations? That is, organisations like the Teachers Federation or Master Builders Association [YNCR]

[IF A11=1]

A11.1 Please tell me all such advisers you contacted. [DO NOT READ. PROMPT WITH]: Any other trade unions or professional associations? [TICK ALL. IF ANSWER DOESN’T FIT INTO ANY CODES FOR THIS QUESTION, CHECK CARD D TO SEE IF ANY OTHER CODE FOR A9.1–A14.1 IS APPROPRIATE, AND IF IT IS, CODE AT THE RELEVANT QUESTION. FOR EACH ADVISER TYPE MENTIONED, RECORD NUMBER OF THAT ADVISER TYPE CONTACTED. E.G. IF 2 TRADE UNIONS CONTACTED, ENTER ‘2’. IF NECESSARY, PROMPT TO DETERMINE EXACT NUMBER CONTACTED OF ANY ADVISER TYPE MENTIONED. NOTE THAT WEBSITES ARE NOT INCLUDED AS ADVISERS IF NO DIRECT CONTACT]

Number contacted

21 Trade union
22 Professional association
98 Can’t say
99 Refused

A12 Did you seek information or advice from any medical, health or welfare professionals or services? For example, doctors, counsellors, social workers, hospitals or health care services? [YNCR]

[IF A12=1]

A12.1 Please tell me all such advisers you contacted. [DO NOT READ. PROMPT WITH]: Any other medical, health or welfare professionals or services? [TICK ALL. IF ANSWER DOESN’T FIT INTO ANY CODES FOR THIS QUESTION, CHECK CARD D TO SEE IF ANY OTHER CODE FOR A9.1–A14.1 IS APPROPRIATE, AND IF IT IS, CODE AT THE RELEVANT QUESTION. FOR EACH ADVISER TYPE MENTIONED, RECORD NUMBER OF THAT ADVISER TYPE CONTACTED. E.G. IF 2 DOCTORS CONTACTED, ENTER ‘2’. IF NECESSARY, PROMPT TO DETERMINE EXACT NUMBER CONTACTED OF ANY ADVISER TYPE MENTIONED. NOTE THAT WEBSITES ARE NOT INCLUDED AS ADVISERS IF NO DIRECT CONTACT]

Number contacted

23 Doctor (e.g. GP, psychiatrist, medical specialist)
24 Health care service/facility (e.g. disability/community care/respite/independent living/rehabilitation service)
25 Hospital/dental hospital
26 Psychologist/counsellor
27 Social worker/welfare worker
28 Other health/welfare professional (e.g. nurse, pharmacist) [SPECIFY]
98 Can’t say
99 Refused
A13  Did you seek information or advice from any financial professionals or organisations such as accountants, financial planners, insurance companies or banks? [YNCR]

[IF A13=1]

A13.1 Please tell me all such advisers you contacted. [DO NOT READ. PROMPT WITH]: Any other financial professionals or organisations? [TICK ALL. IF ANSWER DOESN’T FIT INTO ANY CODES FOR THIS QUESTION, CHECK CARD D TO SEE IF ANY OTHER CODE FOR A9.1–A14.1 IS APPROPRIATE, AND IF IT IS, CODE AT THE RELEVANT QUESTION. FOR EACH ADVISER TYPE MENTIONED, RECORD NUMBER OF THAT ADVISER TYPE CONTACTED. E.G. IF 2 ACCOUNTANTS CONTACTED, ENTER ‘2’. IF NECESSARY, PROMPT TO DETERMINE EXACT NUMBER CONTACTED OF ANY ADVISER TYPE MENTIONED. NOTE THAT WEBSITES ARE NOT INCLUDED AS ADVISERS IF NO DIRECT CONTACT]

Number contacted

29 Accountant
30 Bank/building society/credit union
31 Financial planner
32 Insurance company/broker
33 Other financial institution (e.g. superannuation fund, mortgage company)
34 Other financial [SPECIFY]
98 Can’t say
99 Refused

A14  Did you seek information or advice from any other professionals or organisations such as your employer, school staff or community groups? [YNCR]

[IF A14=1]

A14.1 Please tell me all such advisers you contacted. [DO NOT READ. PROMPT WITH]: Any other professionals or organisations? [TICK ALL. IF ANSWER DOESN’T FIT INTO ANY CODES FOR THIS QUESTION, CHECK CARD D TO SEE IF ANY OTHER CODE FOR A9.1–A14.1 IS APPROPRIATE, AND IF IT IS, CODE AT THE RELEVANT QUESTION. FOR EACH ADVISER TYPE MENTIONED, RECORD NUMBER OF THAT ADVISER TYPE CONTACTED. E.G. IF 2 PRIVATE BOSSES/SUPERVISORS CONTACTED, ENTER ‘2’. IF NECESSARY, PROMPT TO DETERMINE EXACT NUMBER CONTACTED OF ANY ADVISER TYPE MENTIONED. NOTE THAT WEBSITES ARE NOT INCLUDED AS ADVISERS IF NO DIRECT CONTACT]

Number contacted

35 Boss/supervisor
36 Employer
37 Employment agency
38 Non-legal community group/organisation [SPECIFY]
39 School/educational institution
40 Teacher, lecturer, or school/college/university staff
41 Other person [SPECIFY RELATIONSHIP]
42 Other organisation [SPECIFY]
98 Can’t say
99 Refused

[RECORD LIST OF ALL ADVISERS AT A14.2. RECORD TOTAL NO. OF ADVISERS AS A 2-DIGIT NUMBER AT A14.2Q]

[IF A14.2Q=0,98,99 GO TO A29]

A15  (Was the adviser)/(Were any of the advisers) you contacted also a friend or relative? [YNCR]

[IF A15=1]

A15.1 Which ones? [RECORD CODE(S) FROM A9–A14] [DO NOT ASK A15.1 IF (A14.2Q=1 AND A15=1), BUT RECORD ADVISER CODE FROM A9–A14 AT A15.1. REFUSED=99]
Appendix A1: LAW Survey instrument and glossary

If an adviser code at A9–A14 matches other side code at A1) or (if A14.2Q=1+ and A1=98,99)]


A16 Can I just check, (was the adviser)/(were any of the advisers) you contacted, the (person)/(organisation)/(person or organisation) who the problem or dispute was with? [YNCR]

If A16=1 AND A14.2Q=2+

A16.1 And, can I just check which adviser was actually the other side? [RECORD CODE FROM A9–A14]

[DO NOT ASK A16.1 IF (A14.2Q=1 AND A16=1), BUT RECORD ADVISER CODE FROM A9–A14 AT A16.1]


[If A16=1, CALCULATE A16.2Q TO REFLECT ONE LESS ADVISER THAN THE VALUE OF A14.2Q. FOR ALL OTHER RESPONDENTS, A16.2Q=A14.2Q]

[If A16=2,98,99 AND A16.2Q=1]

The next questions relate to [ADVISER] who you identified as an adviser for your problem with [PROBLEM A].

[If A16=1 AND A16.2Q=1]

You said you contacted two advisers for the problem with [PROBLEM A]. One of these advisers was the other side. The next questions relate to the adviser who wasn’t the other side.

[If A16=2,98,99 AND A16.2Q=2+]

You said you contacted [INSERT NUMBER FROM A16.2Q] advisers for the problem with [PROBLEM A]. I will now ask about these advisers.

[If A16=1 AND A16.2Q=2+]

You said you contacted [INSERT NUMBER EQUAL TO A14.2Q] advisers for the problem with [PROBLEM A]. One of these advisers was the other side. I’ll now ask about the remaining [INSERT NUMBER FROM A16.2Q] advisers who were not the other side.

First adviser

[If A16.2Q=2+]

A17 Which adviser did you contact first? [RECORD CODE FROM A16.2] [DO NOT ASK A17 IF A16.2Q=1, BUT RECORD ADVISER CODE FROM A16.2 AT A17]

If A16.2Q=1+]

A17.1 How helpful was this adviser? [READ. TICK ONE]

01 Not at all helpful
02 Not very helpful
03 Fairly helpful
04 Very helpful
98 [DO NOT READ] Can’t say
99 [DO NOT READ] Refused
Second adviser

[IF A16.2Q=3+

A18 Which adviser did you contact next? [RECORD CODE FROM A16.2] [DO NOT ASK A18 IF A16.2Q=2, BUT RECORD REMAINING ADVISER CODE FROM A16.2 AT A18 AND SAY]: You also said you contacted [REMAINING ADVISER CODE FROM A16.2]

[IF A16.2Q=2+

A18.1 (How helpful was this adviser?) [READ. TICK ONE]

  01 Not at all helpful
  02 Not very helpful
  03 Fairly helpful
  04 Very helpful
  98 [DO NOT READ] Can’t say
  99 [DO NOT READ] Refused

Third adviser

[IF A16.2Q=4+

A19 Which adviser did you contact next? [RECORD CODE FROM A16.2] [DO NOT ASK A19 IF A16.2Q=3, BUT RECORD REMAINING ADVISER CODE FROM A16.2 AT A19 AND SAY]: You also said you contacted [REMAINING ADVISER CODE FROM A16.2]

[IF A16.2Q=3+

A19.1 (How helpful was this adviser?) [READ. TICK ONE]

  01 Not at all helpful
  02 Not very helpful
  03 Fairly helpful
  04 Very helpful
  98 [DO NOT READ] Can’t say
  99 [DO NOT READ] Refused

Fourth/last adviser

[IF A16.2Q=5+

A20 Of the remaining advisers, who did you contact last? [RECORD CODE FROM A16.2] [DO NOT ASK A20 IF A16.2Q=4, BUT RECORD REMAINING ADVISER CODE FROM A16.2 AT A20 AND SAY]: You also said you contacted [REMAINING ADVISER CODE FROM A16.2]

[IF A16.2Q=4+

A20.1 (How helpful was this adviser?) [READ. TICK ONE]

  01 Not at all helpful
  02 Not very helpful
  03 Fairly helpful
  04 Very helpful
  98 [DO NOT READ] Can’t say
  99 [DO NOT READ] Refused

Most useful adviser — selection

[IF A16.2Q=2+ AND A16=2,98,99][IF A16.2Q=2+ AND A16=1]

A21 (Of the [INSERT NUMBER FROM A16.2Q] advisers you contacted, which was the most useful?)/ (Excluding the other side, of the [INSERT NUMBER FROM A16.2Q] advisers you contacted, which was the most useful?) [RECORD ADVISER CODE FROM A16.2 AT A21. REFUSED=99. CAN’T SAY=98. IF RESPONDENT SAYS 2+ ADVISERS WERE BOTH THE MOST USEFUL, RECORD CAN’T SAY=98] [DO NOT ASK A21 IF A16.2Q=1, BUT RECORD THE RELEVANT ADVISER CODE AT A21 (I.E. FROM A16.2)]

[IF A21=98,99]

A21.1 The next questions relate to the most useful adviser, so for which adviser would you prefer to answer these questions?

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[IF A16.2Q=2+ AND ADVISER CODED AT A21]
The next questions relate to this adviser who you identified as the most useful adviser for your problem with [PROBLEM A].

[IF A16.2Q=2+ AND ADVISER CODED AT A21.1 OR AT A21.2]
The next questions relate to [ADVISER CODED AT A21.1 OR AT A21.2] who you contacted for your problem with [PROBLEM A].

Most useful adviser — source

[IF A16.2Q=1+ AND (A21=1–20 OR A21.1=1–20 OR A21.2=1–20) AND MOST USEFUL ADVISER NOT CODED AT A15.1]
A22 From what source did you find out about this adviser? [DO NOT READ. TICK ONE] [DO NOT ASK IF MOST USEFUL ADVISER CODED AT A15.1, BUT RECORD A22=15]

01 Legal Aid or Legal Aid service [SEE CARD E FOR EGS]
02 Aboriginal or Indigenous legal service [SEE CARD E FOR EGS]
03 Community legal centre (CLC) or community legal service [SEE CARD E FOR EGS]
04 LawAccess NSW
05 Court service [SEE CARD E FOR EGS]
06 Advertising/media (e.g. newspaper, radio, television)
07 From a relative/friend/acquaintance
08 Internet
09 Pamphlet/leaflet/poster
10 Prior knowledge/similar previous experience
11 Telephone book
12 Used this adviser before
13 Walked in off the street
97 Other [SPECIFY]
98 Can’t say
99 Refused

Most useful adviser — type and mode of help

A23 Did this adviser provide help with: [READ]

[IF A16.2Q=1+ AND A7=1]
A23.1 court or tribunal proceedings or preparation? [YNCR]
[IF A16.2Q=1+ AND A8=1]
A23.2 formal mediation, conciliation or dispute resolution sessions? [YNCR]
[IF A16.2Q=1+ AND A1=2,4–62,98,99]
A23.3 negotiating with the other side? [YNCR]
[IF A16.2Q=1+]
A23.4 talking or writing to another professional or agency? [YNCR]
[IF A16.2Q=1+]
A23.5 legal documents such as letters, complaints or agreements? [YNCR]
[IF A16.2Q=1+]
A23.6 other paperwork? [YNCR]
[IF A16.2Q=1+]
A24 Did this adviser provide:

A24.1 pre-packaged legal information, such as a leaflet or internet address? [YNCR]
A24.2 advice on your legal rights or legal procedures? [YNCR]
A24.3 financial advice? [YNCR]
A24.4 advice about employment? [YNCR]
A24.5 medical advice or assistance? [YNCR]
A24.6 counselling or support? [YNCR]
A24.7 any other information, advice or assistance? [YNCR]
How did you communicate with this adviser? [READ] [QUESTION ORDER RANDOMISED A25.1–A25.4]

A25.1 By telephone? [YNCR]
A25.2 In person? [YNCR]
A25.3 By email? [YNCR]
A25.4 By post or mail? [YNCR]

When you saw this adviser in person, approximately how many kilometres did you usually travel?

01 Didn’t need to travel
02 1–5
03 6–10
04 11–20
05 21–40
06 41–80
07 81+
98 Can’t say
99 Refused

Did you experience any of the following difficulties when trying to get information or advice from this adviser: [READ] [QUESTION ORDER RANDOMISED A27.1–A27.7]

A27.1 inconvenient opening hours? [YNCR]
A27.2 difficulty getting through on the phone? [YNCR]
A27.3 difficulty getting an appointment? [YNCR]
A27.4 took too long to respond? [YNCR]
A27.5 too expensive? [YNCR]
A27.6 too far away/hard to get to? [YNCR]
A27.7 inadequate, poor or badly explained advice? [YNCR]
A27.8 difficulty understanding the advice because English isn’t your first language? [YNCR]
A27.9 didn’t cater for people with disabilities? [YNCR]
A27.10 didn’t cater for parents bringing along young children? [YNCR]
A27.11 any other difficulty when trying to get information or advice from this adviser? [YNCR]

What type of difficulty? [SPECIFY]

Did this adviser refer you to a lawyer or anyone else? [YNCR]

Who were you referred to? [DO NOT READ. TICK ALL. PROMPT WITH]: Anyone else?

01 Complaint handling/dispute resolution/mediation/conciliation
02 Financial professional/organisation
03 Government department/agency
04 Lawyer/legal service
05 Medical, health or welfare professional/service
06 Non-legal community group/organisation
Appendix A1: LAW Survey instrument and glossary

07 Ombudsman/tribunal
08 Police
09 Trade union or professional association
97 Other [SPECIFY]
98 Can’t say
99 Refused

**Relatives/friends**

[IF A15=2.98,99 OR A14.2Q=0,98,99]

A29 Did you go to any relatives or friends for information or advice to try to resolve the problem or dispute? [YNCR]

A29.1 Apart from the (adviser)/(advisers) that you said (was a relative or friend)/(were relatives or friends), did you go to any other relatives or friends for information or advice to try to resolve the problem or dispute? [YNCR]

[IF A29=1]/[IF A29.1=1]

A30 Thinking of the most helpful of these (relatives or friends)/(other relatives or friends), how helpful was he or she? [READ. TICK ONE]

01 Not at all helpful
02 Not very helpful
03 Fairly helpful
04 Very helpful
98 [DO NOT READ] Can’t say
99 [DO NOT READ] Refused

**Other side**

[IF A1=2,4–62,98,99 AND A16 NOT 1 AND NO ADVISERS CODED AT A15.1]

A31 Did you, or a relative or friend on your behalf, talk or write directly to the other side to try to resolve the problem or dispute? [YNCR] [DO NOT ASK A31 IF A16=1, BUT RECORD A31=1]

[IF A1=2,4–62,98,99 AND A16 NOT 1 AND 1+ ADVISERS CODED AT A15.1]

A31.1 Did you, or a relative or friend on your behalf, talk or write directly to the other side to try to resolve the problem or dispute? Do not include any contact that [ADVISER(S) CODED AT A15.1] had with the other side. [YNCR]

**Reasons for no action/advice**


A32 I’d now like to ask why you didn’t do anything to try to resolve the problem with [PROBLEM A], Is it because: [READ. QUESTION ORDER RANDOMISED A32.1–A32.10]

A32.1 It wasn’t very important? [YNCR]
A32.2 It was resolved quickly? [YNCR]
A32.3 It would take too long? [YNCR]
A32.4 It would be too stressful? [YNCR]
A32.5 It would cost too much? [YNCR]


A32.6 It would damage the relationship with the other side? [YNCR]
A32.7 It would make no difference? [YNCR]
A32.8 You had bigger problems? [YNCR]
A32.9 You were at fault or there was no dispute? [YNCR]
A32.10 You didn’t know what to do? [YNCR]
A32.11 You didn’t need information or advice? [YNCR]
A32.12 Is there any other reason? [YNCR] [SPECIFY]
Legal Australia-Wide Survey: Australia

A33  I’d now like to ask why you didn’t do anything to try to resolve the problem with [PROBLEM A], apart from talking to friends or relatives. Is it because: [READ. QUESTION ORDER RANDOMISED A33.1–A33.10]

A33.1 It wasn’t very important? [YNCR]
A33.2 It was resolved quickly? [YNCR]
A33.3 It would take too long? [YNCR]
A33.4 It would be too stressful? [YNCR]
A33.5 It would cost too much? [YNCR]
A33.6 It would damage the relationship with the other side? [YNCR]
A33.7 It would make no difference? [YNCR]
A33.8 You had bigger problems? [YNCR]
A33.9 You were at fault or there was no dispute? [YNCR]
A33.10 You didn’t know what to do? [YNCR]
A33.11 You didn’t need any further information or advice? [YNCR]
A33.12 Is there any other reason? [YNCR] [SPECIFY]

Resolution

A34  I’ll ask later whether you’re satisfied with any outcome of the problem. Could you please first tell me: Is the problem or dispute now over, or is it still ongoing? [DO NOT READ. TICK ONE. DO NOT ASK A34 IF A32.2=1 OR A33.2=1 BUT RECORD A34=2]

01 Still ongoing
02 Now over
98 Can’t say
99 Refused

A35  How was the problem or dispute finalised? Stop me when I get to the answer that best describes how it was finalised. Was it through: [READ AND TICK FIRST TO APPLY ONLY, DO NOT READ REMAINING CODES AFTER RESPONDENT HAS NOMINATED ONE CODE]

A35.1 A court or tribunal
A35.2 Formal mediation, conciliation or dispute resolution
A35.3 An ombudsman or complaint-handling body
A35.4 Another agency (e.g. government body, insurance company, police, etc) [NOTE ‘ETC’ MUST BE READ OUT. IF RESPONDENT SAYS THE PERSON WASN’T CAUGHT OR SIMILAR AND DOESN’T MENTION POLICE, PROMPT WITH]: Were the police involved?
A35.5 A lawyer’s help
A35.6 Someone else’s help
A35.7 Direct agreement between you and the other side
A35.8 The other side not pursuing the matter or doing what you wanted
A35.9 You doing what the other side wanted
A35.10 You deciding not to take the matter further
A35.11 You resolving the matter without anyone’s help [SPECIFY]
A35.12 Some other method [SPECIFY]
98 [DO NOT READ] Can’t say
99 [DO NOT READ] Refused
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A36 To what extent was the outcome of the problem or dispute in your favour? [READ. TICK ONE]
01 Mostly in my favour
02 Somewhat in my favour
03 Mostly not in my favour
98 [DO NOT READ] Can’t say
99 [DO NOT READ] Refused

A37 How satisfied were you with the outcome? [READ. TICK ONE]
01 Very satisfied
02 Somewhat satisfied
03 Somewhat dissatisfied
04 Very dissatisfied
98 [DO NOT READ] Can’t say
99 [DO NOT READ] Refused

Problem B

[IF FREQUENCY OF PROBLEM B=1]
The next questions are about the problem or dispute with [PROBLEM B].

[IF FREQUENCY OF PROBLEM B=2+]
You said you had [FREQUENCY] problems or disputes with [PROBLEM B]. The next questions are about the worst problem or dispute with [PROBLEM B].

[IF FREQUENCY OF PROBLEM B=98,99]
You said you had at least one problem or dispute with [PROBLEM B]. The next questions are about the worst problem or dispute with [PROBLEM B].

[REPEAT QUESTIONS A1–A37 FOR PROBLEM B. RECORD ANSWERS AS B1–B37]

Problem C

[IF FREQUENCY OF PROBLEM C=1]
The next questions are about the problem or dispute with [PROBLEM C].

[IF FREQUENCY OF PROBLEM C=2+]
You said you had [FREQUENCY] problems or disputes with [PROBLEM C]. The next questions are about the worst problem or dispute with [PROBLEM C].

[IF FREQUENCY OF PROBLEM C=98,99]
You said you had at least one problem or dispute with [PROBLEM C]. The next questions are about the worst problem or dispute with [PROBLEM C].

[REPEAT QUESTIONS A1–A37 FOR PROBLEM C. RECORD ANSWERS AS C1–C37]

Awareness of legal services

[ASK ALL]
Next are some general questions about legal services.

D24 Can you name any services that provide free legal information, advice or assistance? [DO NOT READ. TICK ALL. PROMPT WITH]: Anyone else? [IF ANSWER MENTIONS A PERSON’S NAME OR PRO BONO LAWYERS/SERVICES, PROMPT WITH]: Is that a private law firm? [IF ‘YES’ CODE AT ‘6 PRIVATE LAWYER/SOLICITOR/BARRISTER/PRO BONO SERVICE’. IF ‘NO’ CODE AT ‘7 OTHER LEGAL SERVICE’ AND SPECIFY]
01 Legal Aid or Legal Aid service [SEE CARD E FOR EGS]
02 Aboriginal or Indigenous legal service [SEE CARD E FOR EGS]
03 Community legal centre (CLC) or community legal service [SEE CARD E FOR EGS]
04 LawAccess NSW
05 Court service [SEE CARD E FOR EGS]
06 Private lawyer/solicitor/barrister/pro bono service
07 Other legal service [SPECIFY]
08 No, can’t name any
99 Refused

D24.1 You mentioned earlier that you contacted [LEGAL ADVISER(S) CODED AS 1, 2, 3, 4 OR 5 AT A9.1, B9.1 or C9.1]. Can you name any other legal services that provide free legal information, advice or assistance? [DO NOT READ. TICK ALL. PROMPT WITH]: Anyone else? [IF ANSWER MENTIONS A PERSON’S NAME OR PRO BONO LAWYERS/SERVICES, PROMPT WITH]: Is that a private law firm? [IF ‘YES’ CODE AT ‘6 PRIVATE LAWYER/SOLICITOR/BARRISTER/PRO BONO SERVICE’. IF ‘NO’ CODE AT ‘7 OTHER LEGAL SERVICE’ AND SPECIFY. RECORD AT D24.1 ALL ADVISERS CODED AS 1–5 AT A9.1, ALL ADVISERS CODED AS 1–5 AT B9.1, ALL ADVISERS CODED AS 1–5 AT C9.1 AS WELL AS ANY OTHERS NAMED AT D24.1. DO NOT ASK D24.1 IF ASKED D24, BUT RECORD AT D24.1 ALL ADVISERS CODED AT D24]
01 Legal Aid or Legal Aid service [SEE CARD E FOR EGS]
02 Aboriginal or Indigenous legal service [SEE CARD E FOR EGS]
03 Community legal centre (CLC) or community legal service [SEE CARD E FOR EGS]
04 LawAccess NSW
05 Court service [SEE CARD E FOR EGS]
06 Private lawyer/solicitor/barrister/pro bono service
07 Other legal service [SPECIFY]
08 No, can’t name any
99 Refused

D25 Can I just check, have you heard of:

D25.1 Legal Aid [YNCR]
[IF S5=1 AND D24.1 NOT 2]
D25.2 The Aboriginal Legal Service [YNCR]
[IF D24.1 NOT 3]
D25.3 Community legal centres or community legal services [YNCR]
[IF NSW RESPONDENT AND D24 NOT 4]
D25.4 LawAccess NSW [YNCR]
[IF D24.1 NOT 5]
D25.5 Services provided by court staff such as magistrates, chamber magistrates or registrars [YNCR]

Part A2: Demographics 2

Education

Just a few more questions about yourself to finish up.

D26 What is the highest level of education you’ve completed? [DO NOT READ. TICK ONE. IF PROVIDE INFORMATION SUCH AS GETTING A LEAVING CERTIFICATE WITHOUT EXPLICITLY PROVIDING SCHOOL YEAR, PROMPT WITH]: What school year is that equivalent to? [IF STILL UNSURE, PROMPT WITH]: How old were you when left school? [IF REFUSING, SAY]: Would it be [READ OUT THE CATEGORIES]? [TICK FIRST TO APPLY]
01 You didn’t go to school
02 Year 8 or lower
03 Year 9
04 Year 10 or equivalent
05 Year 11 or equivalent
06 Year 12 or equivalent
07 Certificate
08 Diploma or advanced diploma
09 Bachelor degree
### Income

**D27** What is your gross personal income BEFORE tax from all sources? Please include wages/salary, government payments and investment income such as rent, interest or dividends. [DO NOT READ. TICK ONE. IF REFUSING, SAY]: Would the gross weekly income be [READ OUT GROSS WEEKLY CATEGORIES]? [TICK FIRST TO APPLY]

<table>
<thead>
<tr>
<th>[GROSS WEEKLY]</th>
<th>[GROSS ANNUAL]</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 Nil</td>
<td>Nil</td>
</tr>
<tr>
<td>02 $1–149</td>
<td>$1–7,799</td>
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<td>03 $150–249</td>
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</tr>
<tr>
<td>08 $1000–1299</td>
<td>$52,000–67,599</td>
</tr>
<tr>
<td>09 $1300+</td>
<td>$67,600+</td>
</tr>
<tr>
<td>98 [DO NOT READ] Can’t say</td>
<td></td>
</tr>
<tr>
<td>99 [DO NOT READ] Refused</td>
<td></td>
</tr>
</tbody>
</table>

**D28** What is the gross combined income of you and your partner BEFORE tax from all sources? Please include wages/salary, government payments and investment income such as rent, interest or dividends. [DO NOT READ. TICK ONE. IF REFUSING, SAY]: Would the gross weekly income be [READ OUT GROSS WEEKLY CATEGORIES]? [TICK FIRST TO APPLY]

<table>
<thead>
<tr>
<th>[GROSS WEEKLY]</th>
<th>[GROSS ANNUAL]</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 Nil</td>
<td>Nil</td>
</tr>
<tr>
<td>02 $1–149</td>
<td>$1–7,799</td>
</tr>
<tr>
<td>03 $150–249</td>
<td>$7,800–12,999</td>
</tr>
<tr>
<td>04 $250–399</td>
<td>$13,000–20,799</td>
</tr>
<tr>
<td>05 $400–599</td>
<td>$20,800–31,199</td>
</tr>
<tr>
<td>06 $600–799</td>
<td>$31,200–41,599</td>
</tr>
<tr>
<td>07 $800–999</td>
<td>$41,600–51,999</td>
</tr>
<tr>
<td>08 $1000–1299</td>
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<td></td>
</tr>
<tr>
<td>99 [DO NOT READ] Refused</td>
<td></td>
</tr>
</tbody>
</table>

**D29** What is the gross income of the parent/guardian you live with BEFORE tax from all sources? Please include wages/salary, government payments and investment income such as rent, interest or dividends. [DO NOT READ. TICK ONE. IF REFUSING, SAY]: Would the gross weekly income be [READ OUT GROSS WEEKLY CATEGORIES]? [TICK FIRST TO APPLY]

<table>
<thead>
<tr>
<th>[GROSS WEEKLY]</th>
<th>[GROSS ANNUAL]</th>
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<tr>
<td>01 Nil</td>
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</tr>
<tr>
<td>09 $1300+</td>
<td>$67,600+</td>
</tr>
<tr>
<td>98 [DO NOT READ] Can’t say</td>
<td></td>
</tr>
<tr>
<td>99 [DO NOT READ] Refused</td>
<td></td>
</tr>
</tbody>
</table>
D30  What is the gross combined income of your parents/guardians BEFORE tax from all sources? Please include wages/salary, government payments and investment income such as rent, interest or dividends. [DO NOT READ. TICK ONE. IF REFUSING, SAY]: Would the gross weekly income be [READ OUT GROSS WEEKLY CATEGORIES]? [TICK FIRST TO APPLY]

<table>
<thead>
<tr>
<th>GROSS WEEKLY</th>
<th>GROSS ANNUAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 $0–349</td>
<td>$0–18,199</td>
</tr>
<tr>
<td>02 $350–499</td>
<td>$18,200–25,999</td>
</tr>
<tr>
<td>03 $500–649</td>
<td>$26,000–33,799</td>
</tr>
<tr>
<td>04 $650–799</td>
<td>$33,800–41,599</td>
</tr>
<tr>
<td>05 $800–999</td>
<td>$41,600–51,999</td>
</tr>
<tr>
<td>06 $1000–1199</td>
<td>$52,000–62,399</td>
</tr>
<tr>
<td>07 $1200–1699</td>
<td>$62,400–88,399</td>
</tr>
<tr>
<td>08 $1700–2499</td>
<td>$88,400–129,999</td>
</tr>
<tr>
<td>09 $2500+</td>
<td>$130,000+</td>
</tr>
<tr>
<td>98 [DO NOT READ] Can’t say</td>
<td></td>
</tr>
<tr>
<td>99 [DO NOT READ] Refused</td>
<td></td>
</tr>
</tbody>
</table>

Out-of-home care

D31  And lastly, have you ever been in foster care, state care, a children’s home, an orphanage or other out-of-home care? [YNCR]

D31.1  And lastly, as a child were you ever in foster care, state care, a children’s home, an orphanage or other out-of-home care? [YNCR]

Closing

Thank you for your time and assistance.

[IF RESPONDENT CONCERNED ABOUT CONFIDENTIALITY/PRIVACY]: This research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes.
## LAW Survey glossary

<table>
<thead>
<tr>
<th>Word/phrase</th>
<th>Question/s in survey</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bankruptcy</td>
<td>P17</td>
<td>The legal situation of someone who is unable to pay their debts.</td>
</tr>
<tr>
<td>Bond</td>
<td>P6, P7</td>
<td>Money deposited by a tenant as a security against failure to comply with any terms or conditions in a rental agreement.</td>
</tr>
<tr>
<td>Breach</td>
<td>P12</td>
<td>The failure to perform an obligation under a contract or agreement. For example, the failure to comply with the specific administrative or activity requirements of receiving a government payment, which may result in the payment being cut.</td>
</tr>
<tr>
<td>Care protection order or assessment</td>
<td>P27.2, P28</td>
<td>An order or assessment related to the care and protection of a child or young person. Such orders or assessments may result from the suspected neglect or abuse of the child or young person. Care protection orders are usually administered by a government child welfare authority.</td>
</tr>
</tbody>
</table>
| Child welfare authority     | P27.2, P28, A1, A10.1 | A Government body set up in each state and territory to help protect and care for children and young people. For example, Department of or for:  
  • Child Safety (ChildSafe) (QLD)  
  • Child Protection (DCP) (WA)  
  • Education and Children's Services (DECS) (SA)  
  • Communities (DFC) (WA)  
  • Community Services (DOCS) (NSW)  
  • Disability, Housing and Community Services (DHCS) (ACT)  
  • Families (SA)  
  • Families and Communities (DFC) (SA)  
  • Family and Community Services (FACSIA) (Commonwealth)  
  • Health and Community Services (DHCS) (NT)  
  • Health and Human Services (DHHS) (TAS)  
  • Human Services (DHS) (VIC) |
<p>| Common property             | P8                   | Property that is accessible or shared by residents in a residential facility. For example, parking lots, laundries and other amenities. |
| Community service order     | P37.1                | A court order requiring a person who has been convicted of an offence to perform community service. |
| Conciliation                | A8, A23.2, A28.1, A35 | A formal process where two parties in a dispute meet face to face with a conciliator with the aim of reaching an agreement. The conciliator's role is to advise on or determine the process of conciliation, and to make suggestions for terms of settlement. |
| Creditor                    | P16.2                | A person to whom a debt must be paid.                                      |
| Credit rating               | P16.4                | An assessment of the likelihood that a borrower will be able to meet his or her financial obligations. |
| Custody                     | P27.3, P28           | The legal responsibility for the day-to-day care of a child.               |
| Deceased estate             | P25.1                | The property of a deceased person.                                         |
| Discrimination              | P2                   | Unequal treatment of persons based on marital status, age, sex, sexual orientation, religion, ethnicity, race, disability etc. |
| Dispute resolution          | A8, A23.2, A28.1, A35 | The settlement of a conflict between parties using a range of techniques, including processes that occur inside and outside courtrooms. |
| Eviction                    | P6, P7, A2           | The process of removing a tenant from a rental property for failing to comply with the rental agreement. |
| Executor                    | P25.1, A1            | The person who has the duty of carrying out the provisions of a will.      |
| Fraud                       | P12                  | An intentional dishonest act done with the purpose of deceiving others to get some benefit at the expense or disadvantage of others. For example, knowingly giving false or misleading information to get a government payment to which you are not entitled. |
| Freedom of information request | P31.2            | Making an application for access to information held by a public authority under the Freedom of Information Act. |
| Guaranteeing a loan         | P16.1                | A legally binding promise to repay a loan if the borrower is unable to pay the loan. |</p>
<table>
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<tr>
<th>Word/phrase</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Guardianship</td>
<td>P26</td>
<td>A person who has the right and duty to protect another person, their property and their rights.</td>
</tr>
<tr>
<td>Harassment</td>
<td>P1.6, P3.3, P34</td>
<td>Any inappropriate and unwanted action or behaviour that is objectionable or may offend, humiliate, intimidate, frighten or make someone uncomfortable.</td>
</tr>
<tr>
<td>Hire purchase agreement</td>
<td>P16.1</td>
<td>A method of acquiring goods by installment payments.</td>
</tr>
<tr>
<td>Litigation</td>
<td>P14.2</td>
<td>The conduct of a lawsuit before a court.</td>
</tr>
<tr>
<td>Managed funds</td>
<td>P16.3</td>
<td>A mixed fund of various investments (e.g. stocks, shares, government securities, property) managed by a fund manager.</td>
</tr>
<tr>
<td>Mediation</td>
<td>A8, A23.2, A28.1, A35</td>
<td>A formal process where two parties in a dispute meet face to face with a mediator with the aim of reaching an agreement. The mediator facilitates discussion, but has no advisory or determinative role about the content of the dispute or its outcome.</td>
</tr>
<tr>
<td>Mortgage default</td>
<td>P4.1, P15.1</td>
<td>Failure to keep up to date with repayment obligations for a loan.</td>
</tr>
<tr>
<td>Ombudsman</td>
<td>A10, A10.1, A28.1, A35</td>
<td>A public official appointed to investigate citizens’ complaints against the administrative agencies of government.</td>
</tr>
<tr>
<td>Out-of-home care</td>
<td>D31</td>
<td>Any residential care and control of a child or young person in any place other than the usual home, by any person other than a parent or relative. For example, foster care, state care, children’s home, an orphanage, shelter and residential facilities, detention centres, respite services etc.</td>
</tr>
<tr>
<td>Owner’s body/owner’s corporation/ body corporate/strata corporation/ strata company</td>
<td>A1, P8</td>
<td>The governing body of a block of home units, flats, apartments, etc, consisting of the owners or their representatives.</td>
</tr>
<tr>
<td>Penalty/infringement notice</td>
<td>P37</td>
<td>A notice or ticket issued to an individual by a government authority for breaking a law.</td>
</tr>
<tr>
<td>Power of attorney</td>
<td>P25.2, A1</td>
<td>A legal document that gives someone the power to act on behalf of another person for certain matters, such as legal or financial matters.</td>
</tr>
<tr>
<td>Probate</td>
<td>P25.1</td>
<td>The acceptance by the Probate Division of the Supreme Court that a deceased’s will is valid.</td>
</tr>
<tr>
<td>Public housing authority</td>
<td>P6, D7.1, A1</td>
<td>A government agency administering government owned housing, including public, Aboriginal and social housing.</td>
</tr>
<tr>
<td>Redundancy</td>
<td>P1.1</td>
<td>The termination of an employee’s employment on the grounds that the employer does not need the employee’s work.</td>
</tr>
<tr>
<td>Repossession</td>
<td>P4.1, P15.1</td>
<td>A creditor taking possession of something that is the subject of a contract, once the contract has been broken. For example, a bank taking possession of a person’s home when the person is unable to pay their home loan.</td>
</tr>
<tr>
<td>Rights of way or access</td>
<td>P4.3, P15.3</td>
<td>A right to pass over public or private land.</td>
</tr>
<tr>
<td>Settlement</td>
<td>P4.3, P15.3</td>
<td>The finalising of the sale of real estate.</td>
</tr>
<tr>
<td>Spouse/partner maintenance</td>
<td>P30.2</td>
<td>A financial benefit paid by one spouse to the other.</td>
</tr>
<tr>
<td>Sub-letting</td>
<td>P6, P7, P13</td>
<td>A method of transferring some or all of a tenant’s legal interest in a rented property to another person.</td>
</tr>
<tr>
<td>Title</td>
<td>P4.3, P15.3</td>
<td>Ownership rights over property.</td>
</tr>
<tr>
<td>Tribunal</td>
<td>A7, A7.1, A10, A10.1, A23.1, A28.1, A35</td>
<td>A decision-making body established under legislation dealing with specialised areas of law. Tribunals are less formal than courts, but are still able to affect the legal rights of a person.</td>
</tr>
<tr>
<td>Trustee</td>
<td>P25.1, A1</td>
<td>A person who holds assets for the benefit of another person.</td>
</tr>
<tr>
<td>Trust</td>
<td>P16.3</td>
<td>Where a person holds the title of property or assets for the benefit of another.</td>
</tr>
</tbody>
</table>