

# Appendix A1: LAW Survey instrument<sup>1</sup> and glossary

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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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<sup>1</sup> 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.

[FILTER INSTRUCTIONS IMMEDIATELY PRIOR TO A HIGHER LEVEL S, D, P OR A QUESTION (E.G. D5, P4) APPLY TO ALL LOWER LEVEL PARTS OF THAT QUESTION (E.G. FILTER FOR P4 APPLIES TO P4.1–P4.3) UNLESS A SUBSEQUENT FILTER IS APPLIED TO A LOWER LEVEL PART OF THAT QUESTION. FILTERS APPLIED TO A LOWER LEVEL PART OF A QUESTION (E.G. D8.6) ONLY APPLY TO THAT LOWER LEVEL PART OF THE QUESTION (E.G. ONLY TO D8.5 AND NOT TO D8.6–D8.7)]

[NOTE: UNLESS OTHERWISE SPECIFIED, RESPONSE CATEGORIES FOR QUESTIONS THROUGHOUT THE SURVEY ARE ‘YES=01, NO=02, CAN’T SAY=98, REFUSED=99’ AND THESE CATEGORIES ARE INDICATED BY ‘YNCR’. NOTE THAT ‘CAN’T SAY’ SHOULD NOT BE USED FOR QUESTIONS THAT THE RESPONDENT SHOULD REASONABLY KNOW THE ANSWER TO. UNLESS EXPLICITLY STATED, VALUES OF ‘1+’ AND ‘2+’ IN FILTERS FOR QUESTIONS WITH DO NOT INCLUDE VALUES OF ‘97’, ‘98’ AND ‘99’]

[INTERVIEWERS SHOULD NOT AT ANY POINT RECORD PEOPLE’S NAMES OR ANY OTHER INFORMATION THAT MAY IDENTIFY SPECIFIC INDIVIDUALS]

**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.

IF S1=15+ OR S1.1=2-17]

**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]

[IF S4=2]

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, Ptjantajara, Tiwi, Dhuwal-Dhwala, 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, Ptjantajara, Tiwi, Dhuwal-Dhwala, Anindilyakwa, Murrinh-Patha, Torres Strait Creole)

97 Other [SPECIFY]

99 Refused

- [IF S7=2-97 OR (ONLY 1 CODE TICKED AT S6 AND THIS CODE IS NOT 1 OR 99)]
- 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
- [IF (S8=3-4 AND S7=2-7) OR (S8=3-4 AND S7=8-13 AND S6=2-7) OR (S8=3-4 AND S6=2-7 AND ONLY 1 CODE TICKED AT S6) OR (S8=5)]
- 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]**
- [IF S9=1 OR (IF S8=5 AND S7=2-7)]
- 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].
- [IF S9=2,99 OR IF NOT CODES 2-7 ON S6, S7, TERMINATE]: Thank you for your time and assistance.

## 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
- [IF D1=1,2,4-9,99 AND (S1<22 OR S1.1=2,3)]
- 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
- [(IF D2=2)/(IF D2=3,98,99)]
- D3 (Does 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]

- [IF D4=2+]  
 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]  
 [IF S1=35+ OR S1.1=7-17]  
**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]  
 [IF RESPONDENT WONDERS WHY ALL SORTS OF DWELLINGS ARE BEING ASKED ABOUT, EXPLAIN THAT THE STUDY TRIES TO COVER EVERYBODY]  
 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]  
 [IF S1=50+ OR S1.1=10-17]  
 D8.5 a retirement village? [YNCR]  
 [ASK ALL]  
 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]  
 [ASK ALL]  
 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  
 [IF S1=18+ OR S1.1=3-17]  
**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]  
 [ASK ALL]  
 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]  
 [IF D10=1]  
**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

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]

[IF D14.6=1]

- 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

**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
- 97 Other [SPECIFY]
- 98 Can't say
- 99 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
- P21.1–P21.2, P21.5–P21.6: ACCIDENTS/ACCIDENT
- 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

- 98 [DO NOT READ] Can't say
- 99 [DO NOT READ] Refused

[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

- 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.

- [IF D14.1=1 OR D14.2=1 OR D14.6=1]
- P1 Have you had any problems or disputes related to:** [READ]
- [IF D14.2=1]
- P1.1 being sacked or made redundant? [YNCR]
- [IF D14.2=1 AND P1.1=2,98,99]
- P1.2 employment conditions? For example about pay, hours, leave, working conditions, your contract, superannuation or union membership [YNCR]
- [IF D14.2=1 AND P1.1=1]
- P1.3 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]
- [IF D14.1=1 OR D14.2=1]
- P1.4 being discriminated against at work or when trying to get work? [YNCR]
- [IF D14.6=1 AND D14.1=2,98,99 AND D14.2=2,98,99]
- P1.5 being discriminated against when trying to get work? [YNCR]
- [IF D14.1=1 OR D14.2=1]
- P1.6 any other harassment, victimisation or mistreatment at work? [YNCR]

## 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]**
- [(IF P2\_F=1,98,99)/(IF P2\_F=2+)]
- P2a (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]
- 01 Marital status
  - 02 Age
  - 03 Gender or sex
  - 04 Sexual orientation
  - 05 Religion
  - 06 Ethnicity or race
  - 07 Disability
  - 08 Parental or carer responsibilities
  - 97 Other [SPECIFY AT P2.1]
  - 98 Can't say
  - 99 Refused

## 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 P8\_F=2+ AND D9.1=1 AND (D7.1=1 OR D7.2=1), ASK P8\_S]

- [IF P9b=3, ASK P9c AFTER 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.

- [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.

[(IF D11=5 OR (D10=1 AND D11=97,98,99)) AND P10=1]

Apart from anything you've already told me,

[IF D11=5 OR (D10=1 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

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

Apart from anything you've already told me,

[IF D10=1 OR S1=65+ 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

[IF ANY OF P10, P18.1, P18.2, P19.1, P19.2=1]

Apart from anything you've already told me,

[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.

[IF P21.4=1]

Apart from anything you've already told me,

[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]

[ASK ALL]

**P23 Have you had any problems or disputes related to inadequate services or any disputes related to the cost of services from:** [READ]

P23.1 a lawyer? [YNCR]

P23.2 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,

[ASK ALL]

**P24 Have you had any problems or disputes related to:** [READ]

P24.1 bank, building society or credit union services? [YNCR]

P24.2 water, electricity or gas company services or contracts? [YNCR]

P24.3 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:** [READ]

P25.1 over a will or deceased estate? For example, about your entitlements, probate or being an executor or trustee of a deceased estate [YNCR]

P25.2 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,

[IF D4=1+]

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

P27.1 child support payments? [YNCR]

P27.2 a care protection order or assessment by a child welfare authority? [YNCR]

P27.3 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:** [READ]

P30.1 the division of money or property? [YNCR]

P30.2 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:** [READ]

P31.1 a tax assessment or tax debt? [YNCR]

P31.2 a freedom of information request? [YNCR]

P31.3 citizenship, residency, immigration or refugee status for you, a family member or partner? [YNCR]

[IF ANY OF P4.2, P4.3, P5, P15.2, P15.3=1]

Apart from anything you've already told me,

[ASK ALL]

**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:** [READ]

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,

[ASK ALL]

**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,

[ASK ALL]

**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 AND P37.1=2,98,99)/(IF P37=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 P<sub>n</sub> AND ALL P<sub>n.n</sub> 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]

[IF PROBLEM A IS P5, RECORD A1=37 (NEIGHBOURS).

IF PROBLEM A IS P24.1, RECORD A1=05 (BANK ETC).

IF PROBLEM A IS P24.2, RECORD A1=13 (UTILITIES COMPANY).

IF PROBLEM A IS P24.3, RECORD A1=12 (TELECOMMUNICATIONS COMPANY).

IF PROBLEM A IS P29, RECORD A1=56 ((EX) HUSBAND/WIFE).

IF PROBLEM A IS P32, RECORD A1=47 (LOCAL COUNCIL/GOVERNMENT).

IF PROBLEM A IS P34, RECORD A1=52 (POLICE)]

#### *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**

- 20 Boss/supervisor
- 21 Employee
- 22 Employer
- 23 Employment agency
- 24 Work colleague

**Health/welfare**

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

**Housing**

- 31 Boarding house
- 32 Conveyor
- 33 Flat mate/co-tenant
- 34 Inspector — building/pest
- 35 Landlord (private)
- 36 Landlord's managing agent/landlord's real estate agent
- 37 Neighbour(s)
- 38 Nursing home/group care home/residential care home
- 39 Owner's/strata body/corporation
- 40 Public housing authority
- 41 Renter/tenant/lodger/sub-tenant
- 42 Retirement village
- 43 Other real estate agent

**Government**

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

**Legal**

- 50 Executor/trustee/power of attorney
- 51 Private solicitor/barrister
- 52 Police

**People**

- 53 Driver
- 54 Friend
- 55 Injured person
- 56 (Ex) husband/wife
- 57 (Ex) partner
- 58 Family member/relative (not spouse/partner) [SPECIFY RELATIONSHIP]
- 59 Household member (not family member)

**Other**

- 60 Non-legal community group/organisation [SPECIFY]
- 61 Other person [SPECIFY. DO NOT RECORD NAMES]
- 62 Other organisation [SPECIFY]
- 98 Can't say
- 99 Refused

- [IF PROBLEM A NOT P29 AND NOT P33.4]
- 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? [(IF PROBLEM A IS P1–P20, P22–P28, P30–P32, P34 OR P37–P40)/(IF PROBLEM A IS P21.1, P21.2, P21.5 OR P21.6)/(IF PROBLEM A IS P21.3, P21.4, P33.1–P33.6, P35 OR P36)/(IF PROBLEM A IS P29)]
- 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]  
[IF PROBLEM A NOT P21.3, P21.4 NOR P21.6]
- A4.2 physical ill health? [YNCR]  
[IF PROBLEM A NOT P29]
- A4.3 relationship breakdown? [YNCR]  
[ASK ALL]
- A4.4 had to move home? [YNCR]  
[ASK ALL]
- A4.5 loss of income or financial strain? [YNCR]

### Actions other than formal advice

- A5 Did you try to resolve the problem or dispute by obtaining information from an internet website, book, leaflet or other self-help guide?** [YNCR]  
[IF A5=1]
- A6 Overall, how helpful was that information?** [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
- A7 Have there been, or are there going to be, any court or tribunal proceedings in relation to this problem or dispute?** [YNCR]  
[IF A7=1]
- A7.1 Could you please tell me what type of proceedings: court or tribunal? [DO NOT READ. TICK ONE]
- 01 Court  
02 Tribunal  
98 Can't say  
99 Refused
- 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 OF 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 AN 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, or an Aboriginal legal service? [IF STILL UNSURE ABOUT WHICH CODE TO USE FOR A NAMED LEGAL SERVICE, THEN CODE AS 7 AND SPECIFY]

	Number contacted
01 Legal Aid or Legal Aid service [SEE CARD E FOR EGS]	<input type="checkbox"/>
02 Aboriginal or Indigenous legal service [SEE CARD E FOR EGS]	<input type="checkbox"/>
03 Community legal centre (CLC) or community legal service [SEE CARD E FOR EGS]	<input type="checkbox"/>
04 LawAccess NSW	<input type="checkbox"/>
05 Court service [SEE CARD E FOR EGS]	<input type="checkbox"/>
06 Private lawyer/solicitor/barrister	<input type="checkbox"/>
07 Other legal service [SPECIFY]	<input type="checkbox"/>
98 Can't say	
99 Refused	

### 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]

		Number contacted
08	Australian Taxation Office (ATO)/Tax department	<input type="checkbox"/>
09	Centrelink	<input type="checkbox"/>
10	Child welfare authority or department of child safety/children/communities/ families/human services [SEE GLOSSARY]	<input type="checkbox"/>
11	Commission(er) [SPECIFY. SEE CARD F FOR EGS]	<input type="checkbox"/>
12	Community Justice Centre	<input type="checkbox"/>
13	Department of Education	<input type="checkbox"/>
14	Local council/local government	<input type="checkbox"/>
15	Member of Parliament	<input type="checkbox"/>
16	Ombudsman	<input type="checkbox"/>
17	Police	<input type="checkbox"/>
18	Tribunal	<input type="checkbox"/>
19	Other complaint handling body [SPECIFY. SEE CARD F FOR EGS]	<input type="checkbox"/>
20	Other government department/agency [SPECIFY. SEE CARD F FOR EGS]	<input type="checkbox"/>
98	Can't say	
99	Refused	
<b>A11</b>	<b>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]</b>	
	[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	<input type="checkbox"/>
22	Professional association	<input type="checkbox"/>
98	Can't say	
99	Refused	
<b>A12</b>	<b>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]</b>	
	[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)	<input type="checkbox"/>
24	Health care service/facility (e.g. disability/community care/respite/ independent living/rehabilitation service)	<input type="checkbox"/>
25	Hospital/dental hospital	<input type="checkbox"/>
26	Psychologist/counsellor	<input type="checkbox"/>
27	Social worker/welfare worker	<input type="checkbox"/>
28	Other health/welfare professional (e.g. nurse, pharmacist) [SPECIFY]	<input type="checkbox"/>
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	<input type="checkbox"/>
30 Bank/building society/credit union	<input type="checkbox"/>
31 Financial planner	<input type="checkbox"/>
32 Insurance company/broker	<input type="checkbox"/>
33 Other financial institution (e.g. superannuation fund, mortgage company)	<input type="checkbox"/>
34 Other financial [SPECIFY]	<input type="checkbox"/>
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	<input type="checkbox"/>
36 Employer	<input type="checkbox"/>
37 Employment agency	<input type="checkbox"/>
38 Non-legal community group/organisation [SPECIFY]	<input type="checkbox"/>
39 School/educational institution	<input type="checkbox"/>
40 Teacher, lecturer, or school/college/university staff	<input type="checkbox"/>
41 Other person [SPECIFY RELATIONSHIP]	<input type="checkbox"/>
42 Other organisation [SPECIFY]	<input type="checkbox"/>
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]

[(IF A14.2Q=1)/(IF A14.2Q=2+)]

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

[IF A15=1 AND A14.2Q=2+]

- 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]

[(IF AN ADVISER CODE AT A9–A14 MATCHES OTHER SIDE CODE AT A1) OR (IF A14.2Q=1+ AND A1=98,99)]

[FOR DTS (IF A14.2Q=1 USE: Was the adviser)/(IF A14.2Q=2+ USE: Were any of the advisers)/(IF A1=2,4,6–8,18–22,24,25,28–30,32–35,37,41,48,50–59,61 USE: person)/(IF A1=5,9–14,16,17,23,26,27, 31,38–40,42,44–47,49,60,62 USE: organisation)/(IF A1=15,36,43,98,99 USE: person or organisation)]

**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 CREATE NEW LIST FOR ALL ADVISERS CONTACTED AT A16.2, WHICH INCLUDES ALL THE ADVISERS LISTED AT A14.2 BUT EXCLUDES THE ADVISER WHO IS THE OTHER SIDE (I.E. EXCLUDES THE ADVISER CODED AT A16.1). ALSO CREATE NEW LIST OF ADVISERS AT A16.2 FOR ALL OTHER RESPONDENTS WITH 1+ ADVISERS (I.E. FOR THOSE WITH ADVISERS WHO WERE NOT ASKED A16, AND FOR THOSE WITH ADVISERS WHO WERE ASKED A16 BUT DID NOT HAVE A MATCH). USE THE NEW LIST OF ADVISERS AT A16.2 TO FEED INTO THE REMAINING QUESTIONS SO THAT THE OTHER SIDE IS NOT TREATED AS AN ADVISER IN ANY OF THE REMAINING QUESTIONS. FOR EXAMPLE, QUESTIONS A17–A28 ARE NOT ASKED IN RELATION TO OTHER SIDE. ANY VERBATIMS FOR ADVISERS CAPTURED AT A9–A14 WILL ALSO BE AVAILABLE IN THE NEWLY CREATED ADVISER LIST]

[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]

[N.B. IF A16=1 AND NO ADVISERS APART FROM THE ADVISER WHO MATCHED WITH THE OTHER SIDE (AT A16.1) WERE CODED AT A9–A14 (I.E. A16.2Q=0,98,99), GO TO A29]

[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?
- [RECORD ADVISER CODE FROM A16.2 AT A21.1. REFUSED=99, CAN'T SAY=98. IF RESPONDENT'S ANSWER WAS 'REFUSED' OR 'CAN'T SAY', AUTOMATICALLY AND RANDOMLY SELECT ONE OF THE ADVISERS TO BE CONSIDERED AS THE MOST USEFUL AND RECORD ADVISER CODE FROM A16.2 AT A21.2]

[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

[A16.2Q=1+]

**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]

- [IF A16.2Q=1+]
- A25 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]
- [IF A16.2Q=1+ AND A25.2=1]
- A26 When you saw this adviser in person, approximately how many kilometres did you usually travel?** [DO NOT READ. TICK ONE]
- 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

### Most useful adviser — barriers

- [IF A16.2Q=1+ AND (A21=1–20 OR A21.1=1–20 OR A21.2=1–20)]
- A27 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]
- [IF A16.2Q=1+ AND (A21=1–20 OR A21.1=1–20 OR A21.2=1–20) AND (S7=2–12,97,99 OR (S6=2–97 AND S7 NOT ASKED))]
- A27.8 difficulty understanding the advice because English isn't your first language? [YNCR]
- [IF A16.2Q=1+ AND (A21=1–20 OR A21.1=1–20 OR A21.2=1–20) AND D10=1]
- A27.9 didn't cater for people with disabilities? [YNCR]
- [IF A16.2Q=1+ AND (A21=1–20 OR A21.1=1–20 OR A21.2=1–20) AND D4=1+]
- A27.10 didn't cater for parents bringing along young children? [YNCR]
- [IF A16.2Q=1+ AND (A21=1–20 OR A21.1=1–20 OR A21.2=1–20)]
- A27.11 any other difficulty when trying to get information or advice from this adviser? [YNCR]
- [IF A27.11=1]
- A27.12 What type of difficulty? [SPECIFY]

### Most useful adviser — referrals

- [A16.2Q=1+]
- A28 Did this adviser refer you to a lawyer or anyone else?** [YNCR]
- [IF A28=1]
- A28.1 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

- 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]

[IF A15=1]

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

[(IF A16.2Q=0,98,99 AND A29=2,98,99 AND A5=2,98,99 AND A7=2,98,99 AND A8=2,98,99) AND (A1=1,3 OR A31=2,98,99 OR A31.1=2,98,99)].

**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]
- [IF A1=2,4-62,98,99 AND IF (A16.2Q=0,98,99 AND A29=2,98,99 AND A5=2,98,99 AND A7=2,98,99 AND A8=2,98,99 AND (A31=2,98,99 OR A31.1=2,98,99))]
- 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]

[(IF A16.2Q=0,98,99 AND A29=1 AND A5=2,98,99 AND A7=2,98,99 AND A8=2,98,99) AND (A1=1,3 OR A31=2,98,99 OR A31.1=2,98,99)]

**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]

[IF A1=2,4–62,98,99 AND ((IF A16.2Q=0,98,99 AND A29=1 AND A5=2,98,99 AND A7=2,98,99 AND A8=2,98,99) AND (A31=2,98,99 OR A31.1=2,98,99))]

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

[IF A32.2=2,98,99 OR A33.2=2,98,99 OR A16.2Q=1+ OR A5=1 OR A7=1 OR A8=1 OR A31=1 OR A31.1=1]

**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

[IF A34=2]

**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]

[IF A7=1 AND A34=2]

01 A court or tribunal

[IF A8=1 AND A34=2]

02 Formal mediation, conciliation or dispute resolution

03 An ombudsman or complaint-handling body

04 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?

[IF A9=1 AND A34=2]

05 A lawyer's help

06 Someone else's help

[IF A1=2,4–62,98,99 AND A34=2]

07 Direct agreement between you and the other side

[IF A1=2,4–62,98,99 AND A34=2]

08 The other side not pursuing the matter or doing what you wanted

[IF A1=2,4–62,98,99 AND A34=2]

09 You doing what the other side wanted

10 You deciding not to take the matter further

11 You resolving the matter without anyone's help [SPECIFY]

97 Some other method [SPECIFY]

98 [DO NOT READ] Can't say

99 [DO NOT READ] Refused

[IF A34=2]

**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

[IF A34=2]

**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.

[IF (THERE IS NO PROBLEM A OR A9=2,98,99 OR (A9.1=6–7,98,99 AND A9.1 NOT 1–5)) AND (THERE IS NO PROBLEM B OR B9=2,98,99 OR (B9.1=6–7,98,99 AND B9.1 NOT 1–5)) AND (THERE IS NO PROBLEM C OR C9=2,98,99 OR (C9.1=6–7,98,99 AND C9.1 NOT 1–5))]

**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

[IF A9.1=1-5 OR B9.1=1-5 OR C9.1=1-5 BUT NOT ALL OF 1-5]

- 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

[IF D24.1 DOES NOT INCLUDE ALL OF 1-5]

**D25 Can I just check, have you heard of:**

[IF D24.1 NOT 1]

- 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

- 10 Post-graduate degree (e.g. Masters, PhD, Doctorate)  
 11 [SPECIFY 2-DIGIT AGE LEFT SCHOOL IF NONE OF ABOVE]  
 98 [DO NOT READ] Can't say  
 99 [DO NOT READ] Refused

## 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]

[GROSS WEEKLY]	[GROSS ANNUAL]
01 Nil	Nil
02 \$1–149	\$1–7,799
03 \$150–249	\$7,800–12,999
04 \$250–399	\$13,000–20,799
05 \$400–599	\$20,800–31,199
06 \$600–799	\$31,200–41,599
07 \$800–999	\$41,600–51,999
08 \$1000–1299	\$52,000–67,599
09 \$1300+	\$67,600+
98 [DO NOT READ] Can't say	
99 [DO NOT READ] Refused	

[(IF S1=22+ OR S1.1=4–17) AND (D1=1,3,4,6,8)) OR ((S1<22 OR S1.1=1–3) AND D1=3)) OR ((S1<22 OR S1.1=1–3) AND D1=1,4,6,8 AND D3=2))]

**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]

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

[IF D2=2 AND D3=1]

**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]

[GROSS WEEKLY]	[GROSS ANNUAL]
01 Nil	Nil
02 \$1–149	\$1–7,799
03 \$150–249	\$7,800–12,999
04 \$250–399	\$13,000–20,799
05 \$400–599	\$20,800–31,199
06 \$600–799	\$31,200–41,599
07 \$800–999	\$41,600–51,999
08 \$1000–1299	\$52,000–67,599
09 \$1300+	\$67,600+
98 [DO NOT READ] Can't say	
99 [DO NOT READ] Refused	

[IF D2=3 AND D3=1]

- 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]

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

### Out-of-home care

[IF S1=15–17 OR S1.1=2]

- 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]

[IF S1=18+ OR S1.1=3–17]

- 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**

<b>Word/phrase</b>	<b>Question/s in survey</b>	<b>Definition</b>
Bankruptcy	P17	The legal situation of someone who is unable to pay their debts.
Bond	P6, P7	Money deposited by a tenant as a security against failure to comply with any terms or conditions in a rental agreement.
Breach	P12	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.
Care protection order or assessment	P27.2, P28	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.
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/for: <ul style="list-style-type: none"> <li>• Child Safety (ChildSafe) (QLD)</li> <li>• Child Protection (DCP) (WA)</li> <li>• Education and Children's Services (DECS) (SA)</li> <li>• Communities (DFC) (WA)</li> <li>• Community Services (DOCS) (NSW)</li> <li>• Disability, Housing and Community Services (DHCS) (ACT)</li> <li>• Families (SA)</li> <li>• Families and Communities (DFC) (SA)</li> <li>• Family and Community Services (FACSIA) (Commonwealth)</li> <li>• Health and Community Services (DHCS) (NT)</li> <li>• Health and Human Services (DHHS) (TAS)</li> <li>• Human Services (DHS) (VIC)</li> </ul>
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.

**LAW Survey glossary (cont.)**

<b>Word/phrase</b>	<b>Question/s in survey</b>	<b>Definition</b>
Guardianship	P26	A person who has the right and duty to protect another person, their property and their rights.
Harassment	P1.6, P3.3, P34	Any inappropriate and unwanted action or behaviour that is objectionable or may offend, humiliate, intimidate, frighten or make someone uncomfortable.
Hire purchase agreement	P16.1	A method of acquiring goods by installment payments.
Litigation	P14.2	The conduct of a lawsuit before a court.
Managed funds	P16.3	A mixed fund of various investments (e.g. stocks, shares, government securities, property) managed by a fund manager.
Mediation	A8, A23.2, A28.1, A35	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.
Mortgage default	P4.1, P15.1	Failure to keep up to date with repayment obligations for a loan.
Ombudsman	A10, A10.1, A28.1, A35	A public official appointed to investigate citizens' complaints against the administrative agencies of government.
Out-of-home care	D31	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.
Owner's body/owner's corporation/ body corporate/strata corporation/ strata company	A1, P8	The governing body of a block of home units, flats, apartments, etc, consisting of the owners or their representatives.
Penalty/infringement notice	P37	A notice or ticket issued to an individual by a government authority for breaking a law.
Power of attorney	P25.2, A1	A legal document that gives someone the power to act on behalf of another person for certain matters, such as legal or financial matters.
Probate	P25.1	The acceptance by the Probate Division of the Supreme Court that a deceased's will is valid.
Public housing authority	P6, D7.1, A1	A government agency administering government owned housing, including public, Aboriginal and social housing.
Redundancy	P1.1	The termination of an employee's employment on the grounds that the employer does not need the employee's work.
Repossession	P4.1, P15.1	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.
Rights of way or access	P4.3, P15.3	A right to pass over public or private land.
Settlement	P4.3, P15.3	The finalising of the sale of real estate.
Spouse/partner maintenance	P30.2	A financial benefit paid by one spouse to the other.
Sub-letting	P6, P7, P13	A method of transferring some or all of a tenant's legal interest in a rented property to another person.
Title	P4.3, P15.3	Ownership rights over property.
Tribunal	A7, A7.1, A10, A10.1, A23.1, A28.1, A35	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.
Trustee	P25.1, A1	A person who holds assets for the benefit of another person.
Trust	P16.3	Where a person holds the title of property or assets for the benefit of another.