



## Social Futures & Life Pathways of Young People in Queensland

A Longitudinal Project |  MONASH University



# OUR LIVES WAVE 6 | 2017

## Methodological Report



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# Introduction

*The Social Futures and Life Pathways project, more commonly known as 'Our Lives' is a longitudinal study managed by Monash University. The study has followed a large cohort of young Queenslanders from when they were attending Year 8 in numerous high schools across Queensland in 2006 up until present day where they are now aged 23 or 24 years old. A survey has been conducted approximately every two years.*

This survey, now in its sixth wave, focuses on young peoples experiences with employment, education, and relationships, as well as their views on social and political issues.

## Background

- The Our Lives study commenced in 2006, where it was solely operated and managed out of the University of Queensland. This first wave saw 7,031 students take part from some 202 high schools across Queensland. All students were in Year 8 at the time and were aged 12 or 13 years old. Participants were only selected on the basis that written consent was provided from a parent or guardian.
- The Social Research Centre was responsible for the data collection for Waves 2, 3 and 4 (2008, 2010, 2012) achieving response rates of 52%, 46% and 39% respectively.
- Wallis Market & Social Research (Wallis) has been the data collection agency since the Wave 5 survey in 2015. This partnership between Monash University and Wallis saw a revamp of the Our Lives branding as well as the introduction of a multi-mode methodology. These initiatives helped achieve 2,073 fully completed interviews - a response rate of 56.6% of the supplied Wave 5 sample.
- The sixth wave of the Our Lives survey commenced on 16 August 2017 by distributing initial primary approach letters, emails and SMS, and remained open for online and CATI completion until 19 of December 2017.

These initiatives helped achieve 2,010 fully completed interviews and 20 partially completed interviews, which translated to 2,030 participating and a response rate of 57.8%. A total of 373 sample members were interviewed via CATI with an average interview length of 33 minutes. A further 1,637 respondents completed the full survey online (CAWI).

This report focuses on the outcomes of the Wave 6 Our Lives cohort (2017).

## Project Objectives

As the data collection agency for this project, Wallis successfully met its key objectives:

- **Maximise response rates** – Wallis was able to achieve a favourable response rate of 57.8% (56.6% achieved during Wave 5). This solid level of interview conversion was imperative in avoiding biased estimates and erosion in the confidence that can be placed in survey findings.

**Table 1** Overview of response rates

Original records (Wave 1, 2006)	7,031
Initial sample provided for Wave 6	3,512
Completed interviews	2,010
Partially completed interviews <sup>1</sup>	20
<b>Total responding</b>	<b>2,030</b>
<b>Response rate</b>	<b>57.8%</b>

- **Ensured that participants responded thoughtfully, thoroughly and accurately** – A number of processes were employed to ensure that the respondents realised the value of their input and the importance of the study:
  - Initial primary approach hardcopy letter, email and SMS, which highlighted the importance of the respondent's commitment to the study and an acknowledgment of their contribution;
  - Many of the interviewing staff had previously worked on the project in Wave 5 and are fully committed to encouraging completions whether it be over the phone or prompting the respondent to complete online, highlighted in the verbatim comments below:

“Great to talk to you, you kept it interesting, made me chuckle.”

“I really enjoyed chatting to you. You made it a really enjoyable experience. Some are too formal. You are very professional but also friendly and that made it easier for me to share personal information with you.”

“I find it enjoyable and think it is a very important survey.”

“It's a lot better doing it over the phone and actually speaking with someone.”

“I always have lovely people calling me - they are very in depth.”

<sup>1</sup> For a survey to be considered partially completed, the respondent needs to have at least finished Section A of the Wave 6 questionnaire

Follow up on incomplete surveys to convert them into complete surveys

- Maintenance of the feedback question towards the end of the survey introduced in the Wave 5 survey was once again a useful tool for respondents to provide feedback and/or reflect on their survey experience. Respondents were able to give further feedback and reflections on both the survey instrument itself as well as any responses provided.

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“I like answering the questions and reflecting on how I'm changing.”

“It would be nice to add in comments in a few different places, but overall, very good, questions are explained well and it is thought provoking, especially regarding the aims for the future.”

“The questions about current issues I reckon that's good, like the questions about immigrants and the internet and the NBN.”

“I like this survey. I enjoy doing it every time I get the offer. Thanks!”

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## Methodology

### Multi-Mode Approach

Wallis continued with the successful multi-mode approach adopted in Wave 5 allowing respondents to complete the survey in their preferred method: either over the phone with the assistance of an interviewer or online in their own time (on a personal computer, or mobile device). Online continued to be a popular choice of completion, likely to have been aided by the use of SMS invitations and phone call reminders.

When contacted by phone, respondents were asked if they would prefer to complete the survey immediately with the interviewer. The opportunity for respondents to be able to complete a survey over the phone from the first point of phone contact was implemented for the first time in Wave 5 and continued in Wave 6. If the respondent was unable to conduct the interview at the time of the call, Wallis' telephone interviewing system allowed the interviewer to email the respondent their unique survey link while they were on the phone. The survey would instantly appear in the respondent's inbox, making it easier to action and complete immediately.

Through the feedback received, it was clear that a number of respondents still prefer and appreciate the phone interview approach as seen in the verbatim comments below:

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“It's good to do over the phone otherwise I probably wouldn't do it”

“I like the phone cause I saw the link in my emails and I was like nahh...”

“It's a lot better doing it over the phone and actually speaking with someone.”

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Wallis adopted a new approach in Wave 6 by using three different channels to engage respondents and invite them to complete the 2017 survey. Previously in Wave 5, only a Primary Approach Letter (PAL) was mailed to respondents.

In Wave 6, the majority of respondents were contacted initially by email. All respondents with a valid email address (n=2,756) were invited to participate in the survey through email, using a Primary

Approach Email (PAE). An additional email was sent to respondents where an initial email bounced and there was more than one email address available (n=31).

Where there was no valid email address but the respondent had previously provided a mobile number (n=150), sample members were sent a Primary Approach SMS.

The remaining 606 sample members were mailed a Primary Approach Letter (PAL) as Wallis had no other contact details to engage them digitally (respondent had only provided mailing address, with no valid email address or mobile number).

CATI calling commenced five days after the primary approach materials were sent.

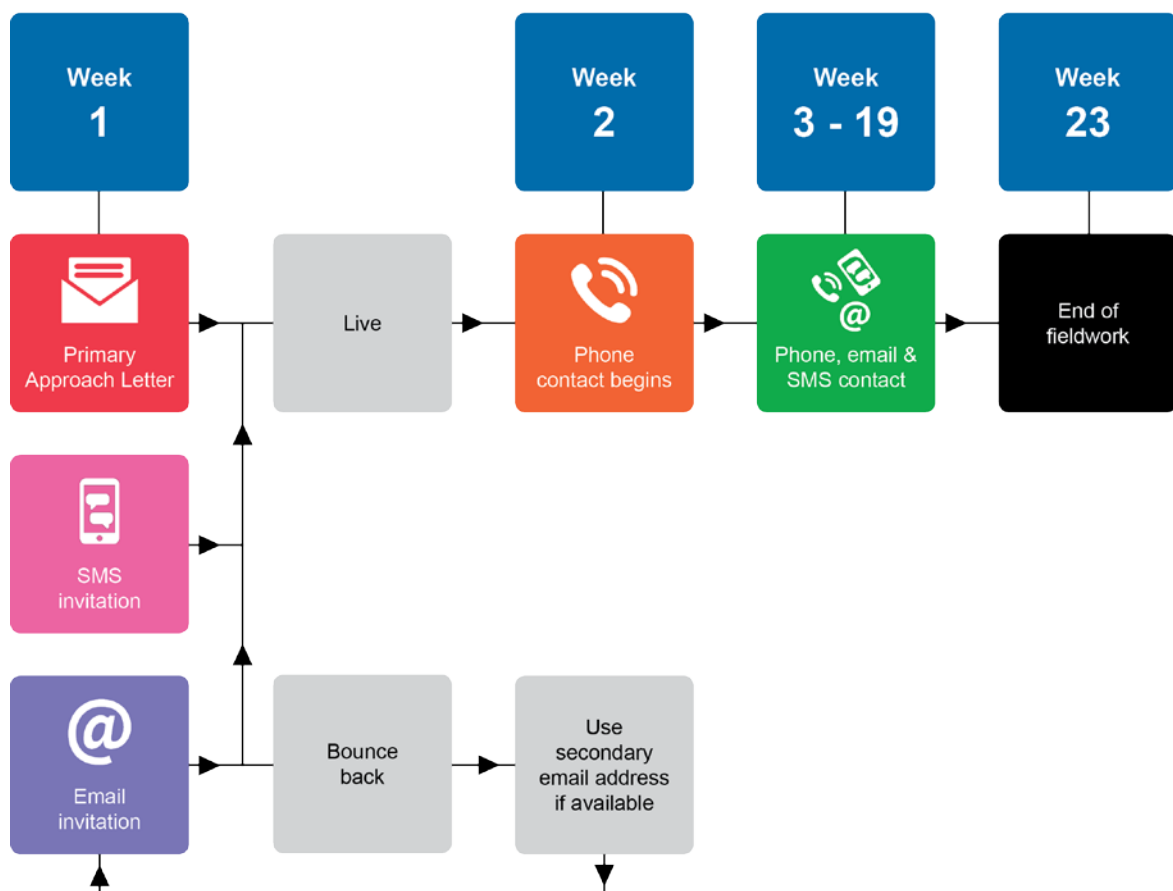
The PAL, SMS and email invitations contained a link to the online survey. Sample members who received a CATI call were also offered the option to be emailed a link to their online survey. However, as mentioned earlier, those that were called could also complete the survey over the phone, either immediately or by appointment.

Where a response was not received, Wallis followed up with the respondent, either by telephone, email or SMS. This was ultimately to encourage an online response or, if called on the telephone, a respondent could opt to complete the survey over the phone.

All interviewers and supervisors participated in a briefing conducted immediately prior to the start of fieldwork. The training program was designed to review the required interviewing skills and to ensure that all those working on the project were familiar with its unique requirements.

The following diagram shows the overall process of the survey:

**Figure 1 Methodology overview**





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## Prize Draw

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As an incentive for prompt completion of the survey, respondents were given the chance to win one of ten \$500 Coles Myer Gift Cards, provided they completed the survey by 11 December 2017. The prize draw totalled \$5,000 and was drawn at random at the offices of Wallis on 12 December 2017.

Winning respondents are able to use the gift card at any of the following stores; Myer, Target, Baby Target, Target Country, Kmart, Coles supermarkets, Coles Central, BI-LO, Pick 'n' Pay Hypermarkets, and Officeworks.

Winners were notified by telephone and gift cards were sent by registered post to an address nominated by the respondent.

Winners' names were advertised on the survey participants' section of the Monash University Our Lives website on 19 January 2018.

# Questionnaire Design, Development & Testing

## Questionnaire Design, Development and Testing

The Our Lives questionnaire development began with an inception teleconference meeting, which included staff from both Monash and Wallis, on 6 June 2017. A formal inception meeting was held at Wallis on 22 June 2017 to discuss the draft questionnaire.

Further changes and developments to the questionnaire continued through regular telephone discussions and emails between Monash and Wallis. The final questionnaire was approved on 16 August 2017.

Various new topics and details questions regarding past topics were introduced to the Wave 6 questionnaire, these included:

- Interactions and communication with others;
- Religion;
- Climate change;
- Insurance;
- Feelings about their neighbourhood ;
- Gig economy work and variable working hours;
- Financial assistance from parents;
- Internet connections;
- Satisfaction with various aspects of their job;
- Confidence in owning a home outright.

An MSWord version of the questionnaire is appended (see Appendix 1). Main topic areas were as follows:

**Table 2      Questionnaire Breakdown**

Section	Topic
Section A	Health, Wellbeing and Participation
Section B	Politics and Society
Section C	Study, Work and Career Pathways
Section D	Relationships and Living Situation
Section E	Technology Use
Section F	Re-contact Information

## CATI / Online Setup

Prior to launching the questionnaire for CATI and online the following checking process was used:

1. Survey set up by the Senior Data Analyst assigned to the project;
2. CATI/Online survey instruments initially checked by the Wallis consultancy team;
3. CATI/Online survey instruments checked by the Wallis Field Manager and Field Supervisors;
4. Online survey instrument sent to Monash University for testing 3 August 2017. Test links were created and were tested by Monash staff ensuring questionnaire flowed as expected and operated correctly. This testing gave a 'real time' indication of survey length as well as some important final tweaks to the questionnaire.
5. Feedback actioned by Senior Data Analyst.

Final approval of the survey instruments was acknowledged on 16 August 2017.

## Refreshed Our Lives Branding

Continuing with the successful branding of the Our Lives study in Wave 5, Wallis created a new eye catching Our Lives logo, header and footer banner designs. This was used in all communications, including the online survey.

Similar to Wave 5, it was agreed that the words Our Lives be featured in all correspondence given that this is how the study is more commonly known (as opposed to The Social Futures and Life Pathways project). The Our Lives logo was placed prominently in all correspondence so that communications could be easily recognised as part of the Our Lives study.

**Figure 2** Our Lives Logo, Header and Footer



## New Our Lives Dashboard

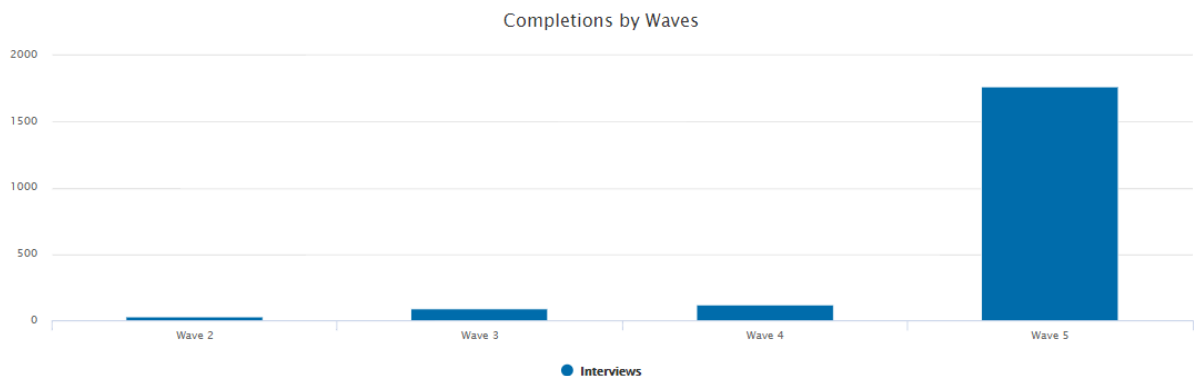
An innovation introduced for Wave 6 was the custom-built online field report dashboard. The web-based report produced charts that showed the number of interviews completed daily for each of the cohorts, by wave and survey mode, that Monash was able to access using a unique username and password. It is interesting to view the increase in completes shortly after the various reminder communications occur. However, most of the interviews are conducted immediately after the initial email, letter or SMS invite and CATI calls.

The screenshots in the figures below display the information that was available for Monash to access daily on fieldwork progress.

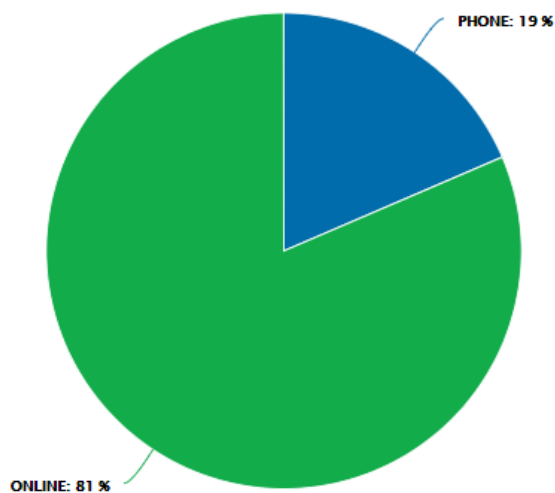
**Figure 3** Our Lives Dashboard – Daily progress



**Figure 4** Our Lives Dashboard – Completions by wave



**Figure 5** Our Lives Dashboard – Completions by survey mode



## Sample

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Sample members that were considered 'still active' and had last completed a survey in any of Waves 2, 3, 4 or 5 were invited to participate in Wave 6. Therefore, any sample member that was still active after the Wave 5 survey but had not completed a survey since Wave 1 were excluded from the initial sample file for the main survey period.

The Wave 6 sample file contained 3,512 sample members. Attempts were made to contact all sample members via any method where contact details were supplied; mail, email, phone or SMS.

Close to a quarter (23%) had less than three contact points leaving over three quarters (77%) with at least three.

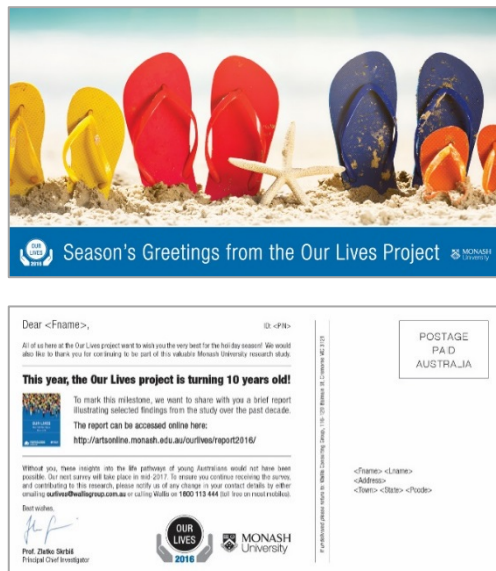
By the completion of fieldwork, direct contact was made with 2,272 (65%) members of the sample; with 2,010 completing the full survey.

# Data Collection Procedures

## Pre-Survey Mailing

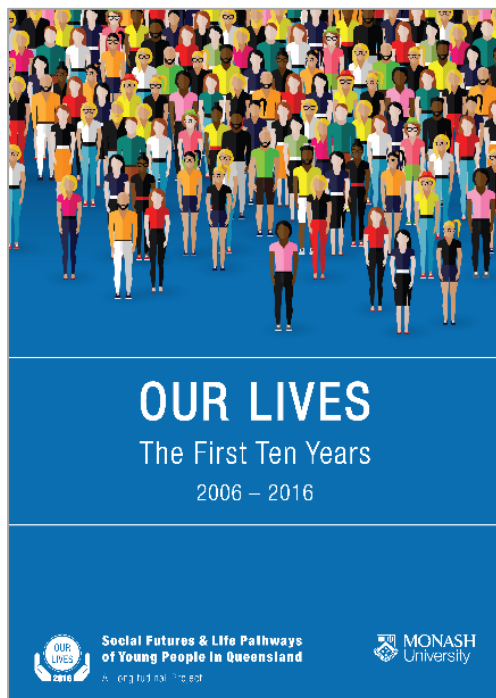
### Season's Greetings Postcard and Ten Year Report

Figure 6 Thank-you card



Around Christmas 2016, the sample members were mailed a Season's Greetings postcard, wishing them a happy holiday season and thanking them for their ongoing participation in the Our Lives survey. The postcard included a link to the Our Lives website where the Ten Year report has been posted for the general public to read.

Figure 7 Infographic report



It was clear from feedback received in Wave 5 that respondents craved further information on how their data was being used and how their responses had changed over time. In response to this feedback the Our Lives: The First Ten Years (2006-2016) report was produced by the Our Lives research team at Monash University with Wallis assisting with the design of the report.

The report included an infographic of top line demographic data from 2006 (the year the Our Lives cohort was recruited) compared to the Wave 5 data collected in 2015. Throughout the report, findings from the previous five waves were shown under the following themes: Family and Friends, Education and Career, Health and Happiness, Politics and Society and Technology Use.

If respondents visited the website there was also a link to update their details if they had changed.

## Survey Invitations

### Email Invitation

Figure 8 Email invitation



On 16 August 2017, all sample members with a valid email address were sent a new look invitation to participate in the 2017 survey.

Continuing the Our Lives 2017 theme, the email included important information such as a brief reminder of the study, the importance of the respondents' continued commitment, a link to the survey, a link to the Explanatory Statement, a link to the prize draw terms and conditions and contact details for any queries.

Follow up email reminders were sent at selected times throughout the survey period.

### SMS Invitation

Figure 9 Email invitation



In cases where sample members did not have an active email address and a mobile number was available (150 sample members), the first point of contact to invite them to participate in the Our Lives survey was an SMS invitation on 16 August 2017.

The SMS was sent from the 'OurLives' alpha tag (a way of giving an SMS messages a unique 'sender' name) and included the sample member's unique survey link as well as the Wallis toll free 1800 number and Our Lives email contact details.

Follow up SMS reminders were sent at selected times throughout the survey period.



## Hardcopy Letter Invitation

Figure 10 PAL (Primary Approach Letter)



**What's the project about?**  
As part of the Social Futures and Life Pathways project, better known as 'Our Lives project', you belong to a select group of young people who began high school in Queensland in 2009. The Our Lives project is an ongoing study that seeks to understand how young people's attitudes, behaviours and life pathways are developing amid social and economic changes. To access selected findings from the study, and an explanatory statement from Monash University with more details about the research, please visit either of the following websites:  
<http://arteline.monash.edu.au/ourlives> OR [www.wallisgroup.com.au/ourlives](http://www.wallisgroup.com.au/ourlives)

**Contact for Research Enquiries**  
If you have questions about the research, contact the Our Lives Project team at Monash University:  
Email: [ourlives@monash.edu](mailto:ourlives@monash.edu) OR Phone 03 9905 2438

**Contact for Privacy and Confidentiality Enquiries**  
If you have any privacy or confidentiality concerns, please contact the Executive Officer, Monash University Human Research Ethics Committee (MUHREC):  
Email: [muhrec@monash.edu](mailto:muhrec@monash.edu) OR Phone 03 9905 2052  
For further details, please see the explanatory statement online:  
<http://arteline.monash.edu.au/ourlives> OR [www.wallisgroup.com.au/ourlives](http://www.wallisgroup.com.au/ourlives)

**Are your details up to date?**  
If you've recently changed your address or phone, please let us know so we can stay in touch. You can update your details in one of the following ways:  
• Detach this form and return it to Wallis Consulting Group, Reply Pad 86654, Crowsnest NSW 3121 (no stamp is required).  
• Email [ourlives@wallisgroup.com.au](mailto:ourlives@wallisgroup.com.au)  
• Phone 1800 113 444 (toll free on most mobiles)

Be sure to quote your Our Lives ID <<PIN>> if emailing or calling.

Are your details up to date? If not, please update them below:

Name: <<Name>> <<Surname>>  
Address: <<Address>>  
City/Suburb: <<Suburb>>  
State: <<State>> Postcode: <<Postcode>>  
Ph: <<Phone\_1>> Other Ph: <<Phone\_2>>  
Email1: <<Email\_1>>  
Email2: <<Email\_2>>

Where neither an email address nor mobile number was available (195 sample members) Wallis mailed a hardcopy invitation (Primary Approach Letter - PAL) on 16 August 2017. This letter also reinforced the importance of the Our Lives study, re-introduced participants to Monash, identified Wallis as the data collection agency and acknowledged the role of the Australian Research Council.

A PAL was also sent to 411 respondents who were unable to be tracked in previous waves. The letter was sent to their last known address and invited them to join the study again in 2017. By the end of fieldwork, seventeen of these respondents had completed the survey.

Both PALs were designed to be eye-catching and engaging, and were in the form of a colourful double sided A4 pamphlet, folded to fit into a Wallis branded envelope.

Any records where the mail was 'returned to sender' were still fielded for interviewing if a valid phone number or email address was available.

As in the PAE, the PAL included the following key information:

- The web address to access the online survey;
- The respondent's unique Personal Identification Number (PIN);
- Reminder that respondents are able to complete their interview online, providing a link and instructions on how to do so;
- the 1800 Toll Free contact number for survey queries;
- Details of the dedicated Our Lives email addresses and web pages for both Monash and Wallis, which participants could use to gather more information about the study, update contact details or ask any queries;
- Contact details for Monash Human Research and Ethics;
- Details of the prize draw.



## Interviewer Briefing

The Wave 6 interviewer briefing was conducted on 21 August 2017 with eight interviewers in attendance.

The briefing followed the following format:

**Table 3** Interviewer briefing agenda

Stage	Briefing Agenda	Time
1	Introduction	5 min
2	Reading	25 min
3	PPT Presentation	1 hour
4	Group Led Testing	1 hour
5	Field Procedures	30 min
6	Individual Practice	30 min

All interviewers were actively involved in a Microsoft PowerPoint presentation. The presentation covered the following areas:

**Table 4** Interviewer briefing presentation

Agenda
Background & History of Our Lives
How the Our Lives Data is Used
Behind the Scenes
Online option
Prize Draw
Sample Management & Call Procedures
Questionnaire
Problem Resolution
Program Success

After a general introduction, the interviewers were given a hardcopy of the instructions and pen to make notes. Interviewers were given 25 minutes to read their detailed briefing notes before the presentation began. Interviewers were asked to identify any questions which they would like to share with the wider team at the completion of reading time. This format proved to be a successful way into the formal presentation.

Once again, Wallis was fortunate to have Dr Jonathan Smith from Monash University attend and provide a client perspective of the project, particularly in regards to the study's background and purpose. This proved to be a valuable part of the briefing, with interviewers expressing that having the client attend the session gave them a greater sense that they were part of the wider Our Lives team. It also gave them a fuller perspective of the project from its beginnings right through to the survey that would be appearing on their computer screens, which in turn gave them empathy to the entire project and what the study was trying to achieve. Dr Smith also shared the 10 Year Report with the interviewers for the first time so that they were able to see how the data they were collecting has been used, and to use it as a talking point when trying to connect with respondents where relevant.

Following the introduction by Dr Smith, the interviewers were taken through the PowerPoint presentation as per Table 4 above, which then led into group questionnaire practise session. During

the group questionnaire practise session, a test version of the CATI survey was projected onto a screen and each interviewer took turns in asking a question. The Wallis consultancy team played the role of the 'respondent' to ensure a broad range of skips and questions were asked.

A briefing by a supervisor regarding field procedures followed. This was to ensure that the interviewers had a good understanding of the CATI appointment system and various CATI housekeeping instructions.

The interviewers were then given the opportunity to conduct individual interview practice on the CATI system. This allowed each interviewer to conduct mock interviews so that they had a thorough understanding of the questionnaire before they started 'live' interviewing.

Each interviewer received a laminated Our Lives Interviewer Information Sheet. This was developed in order to give them a 'quick reference sheet' that they could refer to in order to highlight the key details of the Our Lives project. The laminated sheet includes key details about the Our Lives survey including anticipated FAQ's, what to do if a respondent appears distressed, as well as key phone numbers, email addresses and websites.

## CATI Calling Procedures

In order to maximise call efficiency the first call attempt to the last known phone number of a sample member was made either on a weekday evening or on a weekend.

The first contact, if other than with the sample member directly, was used to:

- Arrange an appointment;
- Determine whether or not the sample member was still a member of the contacted household, and if not,
- Try and obtain new contact details for the sample member.

Further to the above, callbacks were pre-programmed such that non-contacts were called back after one hour, and if the result was still a non-contact, then tried a day later. After four such calls, callbacks were scheduled for a different time period (say, weekend rather than evening) and the process re-commenced. Reminder emails were also sent to eligible respondents. This procedure ensured a good spread of call attempts across weekday evenings, weekends and weekdays during the day.

The possible 'non-interview' call outcomes are shown in the table below.

**Table 5 Non interview call outcomes**

Automatic further action	Action stopped for review/recording
Appointment	Away for survey period
No answer	Refusal
Engaged	Refused to complete interview
Answering machine / Voice Mail	Language difficulties
Number disconnected	Incomplete online interview
Fax / Modem	Tracking required

Particular attention was given to the monitoring of appointments and callbacks with supervisors given the responsibility for ensuring that all call back and appointment times were honoured.

## Help Desk

### 1800 Phone Number



A 1800 phone number was set up by Wallis and printed on the PAL, email and SMS invitations. This was provided so that respondents could phone in to update contact details, opt out of the survey, to obtain further information on the survey or to make or change an appointment. These details were also displayed on both the Our Lives and Wallis websites.

The Wallis 1800 number was managed and monitored by the field supervisors and was attended during the hours of 9am to 6pm Monday to Friday and most evenings and weekends.

### Our Lives Email Addresses



Two dedicated Our Lives email addresses were made available to respondents. One managed by Monash and the other managed by Wallis.

The Wallis email inbox was monitored daily during business hours. A team of Wallis staff responded to general queries, often within minutes, and in some cases requests to be removed from the survey. Approximately 34 emails were received from respondents and their parents, and were a mix of opt-outs, updating contact details, and requesting assistance to complete the survey online.

## Survey Reminders

Throughout the data collection period, a number of reminders were scheduled. As previously mentioned, the reminders were either in the form of a phone call, email or SMS. Wallis distributed all email and SMS reminders throughout the survey period.

The completed online surveys were monitored daily and the sample management system was automatically updated to ensure that respondents who had fully completed an online survey were not recontacted by telephone and were not sent any reminder emails or reminder SMS. Wallis was also able to keep track of survey members who had commenced their survey online but did not complete it entirely. In this case, Wallis then continued to contact these survey members to remind them to complete the survey either over the phone or online.

### Email Reminders



The initial invitations were followed by email reminders where email addresses were available. All respondents that had not completed their survey received reminder emails. A total of up to six reminder emails were sent, with the first reminder being sent on 4 September 2017. All reminder emails used the Our Lives 2017 theme.

### SMS Reminders



Where a mobile number was available, an SMS reminder was sent advising that contact had been attempted to remind them to participate in the study. The SMS also provided a personalised link to the survey and listed the Wallis 1800 number and email address to contact with any queries. The SMS was sent from the 'OurLives' Alplatag so that respondents could identify who was sending them the

messages. Five rounds of scheduled SMS reminders were sent, each using tailored language matching the timeline of the survey.

Towards the end of fieldwork, an additional two SMS's were sent to a specific sub-section of the sample that had a final call outcome of "Answering Machine" or "No Answer". Wallis suspected that respondents were not answering Wallis's calls as they were unfamiliar with the phone number. From a generic number, Wallis requested respondents to reply with a time they were available to have an interviewer call them to conduct the survey as well as noting the specific landline number we had been trying to contact them from. All responses were forwarded to a secure mailbox that was managed by the Wallis consultancy team.

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## Letters returned (Return-to-Senders)



All mail sent out had the Wallis office address as the return address. Upon receipt, return-to-senders were logged. In total, 48 return-to-senders were received out of the initial mailing of 606 hardcopy letters.

Return-to-sender respondents were still called and/or emailed if a valid email address and/or phone number was available.

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## Monitoring Data Quality

Online interviews can occur at any time of the day and night. Our approach is to look at batches as they come in, especially those responses and response patterns for people who have not completed the interview. We download the data and identify any respondents that need to be followed up either with a reminder to complete or a telephone interview. We are also able to remove any interviews where respondents have clearly not been answering appropriately (either answering too quickly, or choosing the same response repeatedly – so called, flat lining).

Five percent of each interviewer's work was monitored using CATI monitoring facilities, which enable the supervisor to view the interview on a monitor whilst listening to the interviewer and respondent. Wallis maintains accreditation to the ISO 20252 standard, specifically designed for Market and Social Research companies. The standard requires that at least 5% of all interviews must be monitored by listening to at least 75% of the interview. Wallis exceeds the standard by also aiming to monitor every interviewer during every shift.

By monitoring interviewers during each shift, supervisors are able to ensure:

- all instructions are followed and the questions are asked as scripted;
- responses are recorded accurately, and
- the interviewer explains the purpose of the survey, identifies themselves and the client and is polite and well-mannered at all times.

The software at Wallis allows the recording of interviews from the point at which permission is granted by the respondent (as early in the interview as possible). This facility allows Wallis field management and project managers to review interviews and follow up if there are any quality issues. Recorded interviews are used as a training facility to improve the performance of our interviewing staff and to ensure that they are praised for positive experiences and counselled if correct procedures are not being adhered to.

This comprehensive approach to survey monitoring has the advantage that supervising staff are alerted very quickly to any interviewer who may be having difficulty with some aspect of the questionnaire (or their technique). If this occurs, the interviewer can be counselled in the early stages

of fieldwork. Importantly, it also assists supervisors in providing positive reinforcement to those who are performing at an above average level and are 'raising the bar' for all interviewing staff.<sup>2</sup>

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## Interviewer Debrief

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A debriefing session was conducted on the on 14 November 2017. Four interviewers provided their feedback. Dr Jonathan Smith from Monash university attended the debrief where interviewers were able to share their feedback on the Wave 6 survey and provide some suggested modifications for the Wave 7 survey instrument.

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<sup>2</sup> Recordings are also invaluable in the accurate transcription and comprehension of open-ended responses, at the coding stage of data processing.

## Response Outcomes

### Overall Response Rates

The culmination of the above-mentioned fieldwork and supervision procedures achieved a response rate of 57.8% (includes 20 partially completed surveys) which is a great accomplishment from the 56.6% response rate achieved in 2015.

The refusal rate for Wave 6 dropped to 4.3%, lower than previous waves (4.6% in Wave 5). Once again, this is likely a result of the rigorous follow up processes conducted by Wallis in Waves 5 and 6.

Just over a third (35.3%) of respondents were not able to be contacted, either because of insufficient or incorrect contact details, or because contact attempts were unsuccessful (e.g. phone continuously not answered, emails not responded to, phone becomes disconnected).

**Table 6** Overall response rate

	Wave 6 (2017)	
	<i>Number</i>	<i>%</i>
Interviews	2010	57.2
Partially complete	20	0.6
Refused	151	4.3
Contact made but interview not obtained	91	2.6
<b>Subtotal contact made</b>	<b>2,272</b>	<b>64.7</b>
Unable to track (insufficient/ incorrect contact details)	500	14.2
No contact made (continual answering machine, no answer, disconnection)	740	21.1
<b>Subtotal no contact made</b>	<b>1,240</b>	<b>35.3</b>
<b>Total</b>	<b>3,512</b>	<b>100.0</b>

## Mode of Completion

As shown in the table below, only 18% of all interviews were completed by telephone, a decrease from 23% in Wave 5. Furthermore, 21% of respondents who completed the survey online did so within the first few days of receiving their invitation email, SMS or letter, and required no follow up (20% in Wave 5) with the remaining online completes requiring CATI intervention. All respondents regardless of when they last completed a survey were more likely to complete the survey online. The online take-up was high across respondents from all waves, with the highest rate of online completion being evident in those respondents who last completed the survey in Waves 3 and 5 (92.4% and 82.6% respectively).

**Table 7** Completed interviews by mode and wave of last interview completed

Last completed	Telephone Interviews		Completed Online (incl. Partial)		Total Completes (incl. Partial)	
	n	%	n	%	n	%
Wave 5	326	18.3	1,474	82.6	1,784	100.0
Wave 4	26	21.3	99	81.1	122	100.0
Wave 3	13	14.1	85	92.4	92	100.0
Wave 2	8	23.5	26	76.5	34	100.0
<b>Total</b>	<b>373</b>	<b>18.4</b>	<b>1,684</b>	<b>83.0</b>	<b>2,030</b>	<b>100.0</b>

## Response by Reminder Method

Overall email was the most successful reminder method in terms of efficiency with a response rate of 12.2%, nearly double the Wave 5 email reminder response rate of 7.0%. It is important to note that approximately half (50.3%) of surveys prompted by the initial email invitation were completed prior to CATI calling commencing and therefore comprised 'early completers'. As would be expected, responses to any particular reminder method eased as the survey period went along.

Overall, the initial email approach generated the most survey completions, particularly for those respondents who completed the survey in the previous wave. This is probably not surprising given that one would expect recent completers to be the most diligent and therefore many of these would have completed their survey prior to any reminders or telephone calls.

## Response rate over time

As Table 8 shows below, among respondents who last completed an interview in Wave 5, over two thirds (63%) completed a survey in the first four weeks. This shows that those who last participated in Wave 5 were easier to contact than those who last completed in Waves 2, 3 or 4. Interestingly, over one third (38%) of respondents who last completed the survey in Wave 2 completed the survey within the first four weeks, which was higher than those who last completed the survey in Wave 4 (30%) and Wave 3 (27%).

After the first four weeks, Wave 5 respondent completions eased noticeably. The average of the weekly completion rate among this group in weeks one to four was 16%. In comparison, between weeks five and 10 (mid-November) the average of the weekly completion rate dropped to five per cent. The change in response over time either remained constant or increased amongst those who

last completed a survey during Waves 2, 3 or 4, with all groups averaging a response rate of 7-9% in the opening four weeks which increased to an average of 6-8% from weeks five to 10.

Interviews each week for each sample group as a percentage of all interviews for that Wave.

**Table 8 Overall response rate per week by last wave completed**

Contact Activity	Week No	Wave 5	Wave 4	Wave 3	Wave 2
Mailout / Email / SMS	W1	18.4	7.4	6.7	0.0
CATI commences	W2	18.4	6.6	5.6	12.5
Reminder Email/SMS Commence	W3	19.7	8.3	10.0	12.5
	W4	6.5	7.4	4.4	12.5
<b>Subtotal complete in Week 1 – Week 4</b>		<b>63.0</b>	<b>29.8</b>	<b>26.7</b>	<b>37.5</b>
	W5	7.5	9.9	3.3	6.3
	W6	7.4	13.2	13.3	9.4
	W7	2.6	5.0	6.7	0.0
	W8	3.9	7.4	14.4	9.4
	W9	3.4	5.8	4.4	3.1
	W10	2.5	6.6	7.8	9.4
<b>Subtotal complete in Week 5 – Week 10</b>		<b>27.3</b>	<b>47.9</b>	<b>50.0</b>	<b>37.5</b>
	W11	2.5	4.1	5.6	6.3
	W12	1.2	1.7	1.1	9.4
	W13	1.2	2.5	2.2	3.1
	W14	1.1	2.5	2.2	3.1
	W15	0.6	1.7	0.0	0.0
<b>Subtotal complete in Week 11 – Week 15</b>		<b>6.6</b>	<b>12.4</b>	<b>11.1</b>	<b>21.9</b>
	W16	0.9	3.3	3.3	0.0
	W17	0.2	2.5	4.4	0.0
	W18	0.5	1.7	2.2	0.0
(Week 19 includes Thank you / reminder activity) CATI finishes	W19	1.5	1.7	2.2	3.1
	W20	0.0	0.8	0.0	0.0



## Overview of CATI Calling

### Call Outcomes

As shown in Table 9 below, over three quarters (85%) of calls made did not result in direct contact with the respondent or with someone that could verify whether the respondents details were still correct.

The number of respondents who were classified as 'Unable to track' increased to 584 (previously 480 in Wave 5). Unsurprisingly over two thirds of those deemed uncontactable (64%) had last completed an interview in either Wave 2 or 3.

Of all the calls made, a total of 1.1% resulted in a completed survey, while a further 0.5% of calls resulted in a refusal.

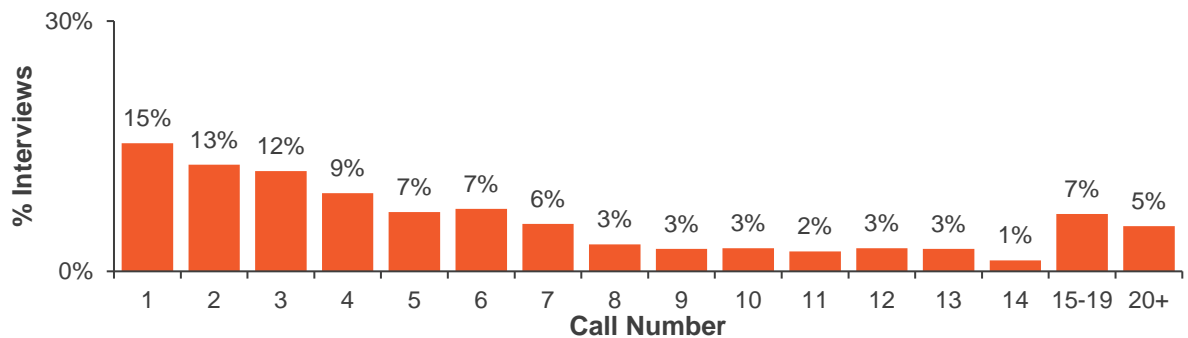
**Table 9** Total call attempts

CATI Call Outcomes	No.	%
<b>Total Calls</b>	<b>32,572</b>	<b>100.0</b>
<b>Complete telephone surveys</b>	<b>373</b>	<b>1.1</b>
<b>Made contact with respondent</b>	<b>4,682</b>	<b>14.4</b>
Appointment	3,156	9.7
Sent link for online completion	1,365	4.2
Refusals	161	0.5
<b>Calls without person- to-person contact</b>	<b>27,517</b>	<b>84.5</b>
Answering machine / Voicemail	22,674	69.6
No answer	3,779	11.6
Engaged	441	1.4
Fax/Modem	4	0.0
Unable to track	584	1.8
Wrong Number/Disconnected	35	0.1

Figure 11 below shows that half (50%) interviews were completed in less than five calls, with nearly one-fifth (15%) being completed after the first call.<sup>3</sup>

A good response rate (13%) was achieved after two calls, while 3-4 calls also yielded a solid response rate (12% and 9% respectively). The response rate, as may be expected, eased from eight or more calls, although it should be noted that a solid proportion (24%) took more than 10 call attempts before a completed interview was achieved. Many of these would have been calls to contacts, but there were always certain cases where the respondent was consistently 'busy' when called and then asked for another call. Overall, an average of 6.7 calls was required in order to complete an interview. Where an interview was ultimately obtained by telephone, the average number of calls reduced to 6.0.

**Figure 11** Proportion of interviews by call attempts



## CATI Interview Conversions

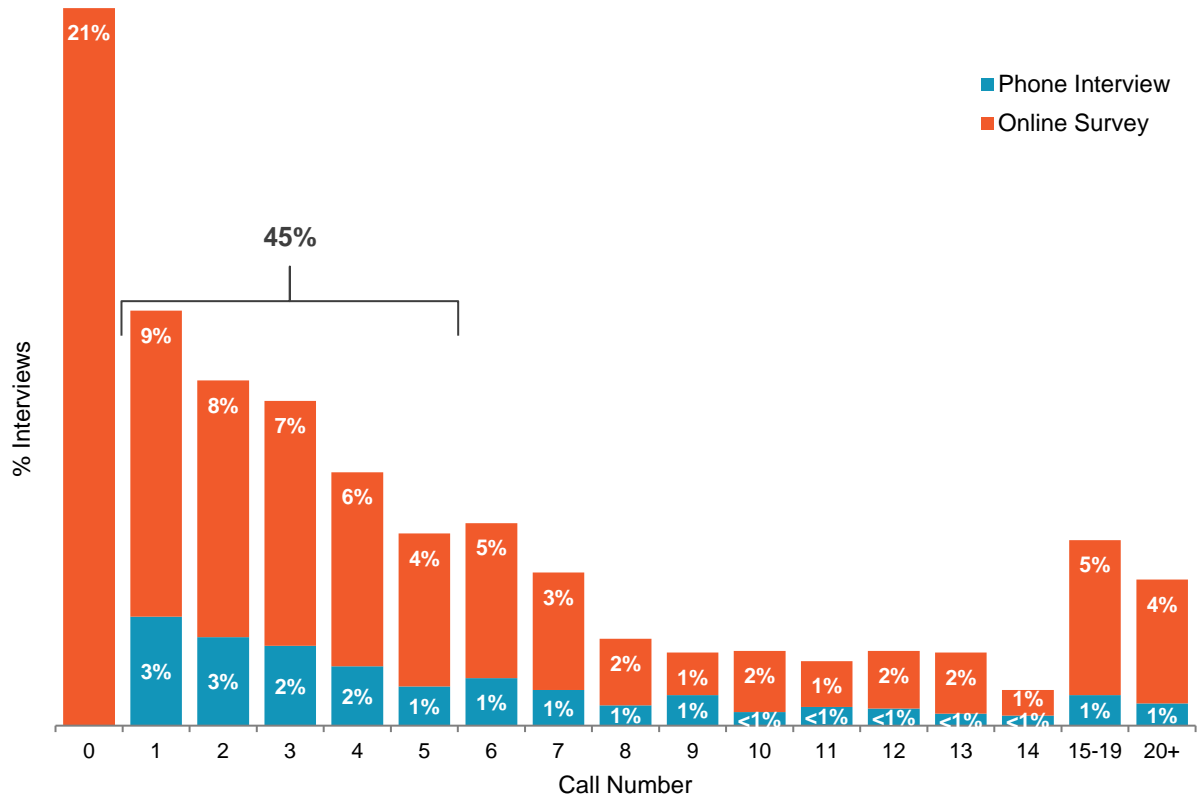
Overall 81% of interviews were completed online with 21% being completed online without any CATI calls required. Over three quarters (79%) of respondents who completed the survey required a CATI reminder call to complete. Of those who did receive a CATI call, 77% went on to complete the survey online while 24% completed the survey while they were on the phone, showing that the CATI reminder is an effective way to get people to complete the survey online.

- “First one I’ve done over the phone, I didn’t mind it!”
- “Follow up calls are a good reminder”
- “Thank you for the persistence in trying to contact me. I am always happy to partake in this survey and if it wasn’t for one of your team reaching out because my details weren’t correct I very well would have disappeared from the pool.”

<sup>3</sup> These figures only include telephone call outcomes, any attempts to complete online have been removed from these figures.

In Figure 12 below we can see that just under half of the CATI inspired interviews were completed within five calls, regardless of whether they completed online (34%) or over the phone (11%). However, a considerable number of interviews were still completed after at least 10 calls (four per cent who completed over the phone and 16% who completed online).

**Figure 12** Proportion of interviews prompted by CATI calling



## End of Field Sample Maintenance Activity

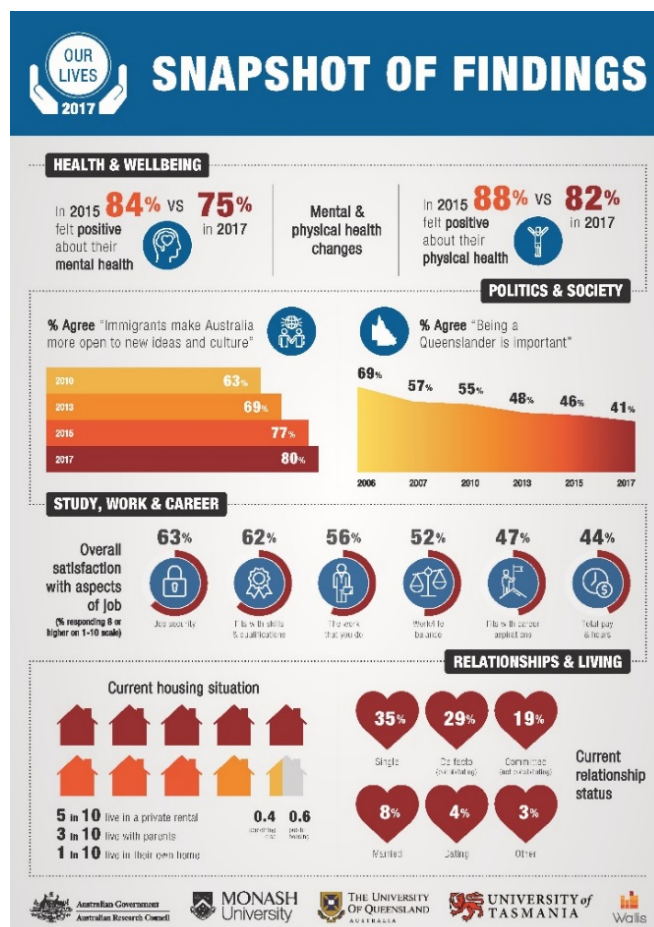
It became very clear by some of the comments below that information on the survey findings was craved by many respondents.

- “I’d love to be able to see my progress over the past years that I have completed the survey. It would be interesting to see how I have changed over circumstances throughout my life.”
- “Feedback of the overall results and trends would be interesting”
- “It would be good if you could see your own responses over time. I would love to see what Grade 8 looks like to now. It would be good to see the project that it has helped out!”
- “I am always interested in how it changes year to year - I suppose how the world changes. I don’t remember terrorism or immigration - it may have been but I don’t remember it as so.”

For the second time, an end of year snapshot of results was made available to all Wave 6 sample members with an active email address or mobile phone number. For those respondents who were yet to complete the survey, this served as the final reminder to contribute to the survey before closing.

Wallis developed an attractive design based on some key results as selected by Monash which can be found in Appendix 2.

Figure 13 End of year snapshot



The end of year snapshot was linked in an email which was sent to 2,611 respondents with an email address. This email also provided an opportunity to thank all Wave 6 sample members, to remind them how important they are, to remind them to keep us updated with any changes to their contact details.

Two versions of this email were sent. The first was sent to those who had completed the survey. A second version was sent to those who had not yet completed the survey, offering them another chance to complete the survey. 664 emails were sent to those who had not yet completed the survey, which yielded another 13 completed surveys (2% response rate).

For the first time the infographic was also sent in by SMS to 2,271 respondents with an active mobile number. Similar to the email, two versions of the SMS were sent. The first to 1,784 respondents who had already completed the survey, and the second to 487 respondents who were still yet to complete the survey. Both SMSs included a link for respondents to click that directed them to the infographic on the Wallis website. The SMS sent to the respondents who had not yet completed the survey generated a similar response to the email, yielding 15 completions (3% response rate).

The snapshot was also made available on the Our Lives website.

## Conclusion

In conclusion, 2,030 respondents participated in the Our Lives Wave 6 2017 survey (2,010 completing the full survey and 20 partial completes), resulting in a response rate of 57.8 per cent. Since its introduction in Wave 5, online completion has continued to be a favoured method of completion, rising to 84% from 77% in Wave 5.

This year the Wave 6 survey moved away from the traditional Primary Approach Letter (PAL) to all respondents, towards invitations predominantly through digital channels (email and SMS), each tailored to the contact details that were available for the individual sample member. This tactic has proven to be effective in initially reaching respondents to complete the survey, with 21% completing the survey prior to any CATI reminder calls in Wave 6, compared to 20% in Wave 5.

The number of SMS reminders sent in Wave 6 doubled compared Wave 5 (eight, up from four in Wave 5), contributing to 19% of completions. While the number of email reminders sent decreased from thirteen to eight, survey completions prompted by email increased to nearly two thirds of overall completions (62%) up from 35% in Wave 5. With such a large proportion of surveys being completed online, continually refreshing the 'look and feel' of the Our Lives communications as well as the online survey instrument itself has become increasingly important, along with the usability for both desktop, tablet and mobile devices.

The proportion of respondents who completed the survey over the phone remained consistent between waves only dropping slightly from 23% in Wave 5 down to 19% in Wave 6. Despite over three-quarters of respondents completing the survey online, nearly two thirds (60%) received at least one telephone reminder before completing online. This shows that CATI calling remains a vital component of the reminder regime, working together with various letters, emails and SMS to encourage a completion.

The sending of the Our Lives: The First Ten Years (2006-2016) report at the end of 2016 was appreciated by respondents who have previously provided feedback that they would like to see more of the survey findings collected over the years. The seasons greetings postcard and report were a excellent introduction into the 2017 Wave 6 study and proved to be a good reminder to update any contact details that may have changed since their last interview.

It is recommended that communications be maintained between the Wave 6 survey in 2017 and the Wave 7 survey in 2019 as Our Lives respondents are of the age where they are moving out of the family home, in longer-term serious relationships and starting their own families which means they are more likely to be on the move more than ever before. Sample maintenance activities such as greeting cards, infographic snapshots, birthday messages and report alerts are essential to ensure the Our Lives survey remains in their minds and are continually prompted to keep their contact details up to date.

It has been a pleasure to work on the Our Lives project during 2017 and Wallis is very proud of the achievements made to the project to date.



## Social Futures & Life Pathways of Young People in Queensland

A Longitudinal Project |  MONASH University



# OUR LIVES WAVE 6 | 2017

## Appendix 1

### Our Lives Wave 6 2017 Questionnaire





MONASH UNIVERSITY  
OUR LIVES  
WG4492 (WAVE 6)  
FINAL

PHONE NUMBER	RESPONDENT NAME	OTHER PHONE NUMBER
CONTACT 1 NAME	PHONE NUMBER	RELATIONSHIP

**INTRODUCTION**

Good ..... My name is ..... from Wallis, Market and Social research. May I speak to (RESPONDENT NAME)

WHEN YOU MAKE CONTACT WITH RESPONDENT:

INTRO1

(Good ..... My name is ..... from Wallis, )

**CATI:** I'm calling in relation to your participation in the 2017 Our Lives Project. Hopefully you have received your **[LETTER/EMAILSMS]** recently inviting you to participate again in this survey.

The survey is being conducted on behalf of Monash University and takes about 25 minutes on average. Wallis works within the Australian Privacy Act and anything you tell me will be confidential.

This year the survey will focus on a variety of topics including health and wellbeing, relationships, politics, education, employment and technology.

If you don't have your link to complete it online, I can send you another one, or we can continue by phone now if you prefer.

- |    |                                    |                                      |
|----|------------------------------------|--------------------------------------|
| 01 | Will continue with CATI            | GO TO MOBILE CHECK                   |
| 52 | Respondent Refusal (Record reason) | TERMINATE                            |
| 41 | Appointment required for CATI      | RETURN TO SMS – MAKE APPT            |
| 42 | Will do it online                  | RETURN TO SMS – MAKE APPT FOR 1 WEEK |
| 43 | Prefers online - email link        | RETURN TO SMS – MAKE APPT            |

**IF NECESSARY:** There will be a prize draw for all Our Lives members who complete their interview, either online or on the phone, before the 22<sup>nd</sup> of November 2017. Details of the draw were in the letter we sent recently, to let you know about this year's survey. There will be 10 \$500 gift cards to be won.

**CAMI:**

Welcome to the 2017 Our Lives Project survey. The survey is being conducted on behalf of Monash University and takes about 25 minutes on average. Monash University and Wallis work within the Australian Privacy Act and will treat your responses as strictly confidential.

This year the survey will focus on a variety of topics including health and wellbeing, relationships, politics, education, employment and technology. If at any time any of the survey themes or questions make you feel distressed or uncomfortable, there is a helpline link located at the bottom of the screen below.

We would like to thank you for your ongoing participation in this landmark study - your views are what make this project so valuable. So, let's get started.



**CATI MOBILE CHECK**

**IF CALLING A MOBILE NUMBER:**

**SAFE1:** I realise I am calling you on your mobile. Is it safe for you to speak now? Can I confirm you are not driving?

(IF DRIVING OR NOT SAFE: I am happy to call you back when it is more convenient for you).

DO NOT READ OUT

01 Safe to take call

02 Not safe to take call

**IF SAFE1=2 (NOT SAFE TO TAKE CALL):**

**MOB\_APPT:** Do you want me to call you back on this number or would you prefer I call back on another number?

DO NOT READ OUT

01 This number (ARRANGE CALL BACK)

02 Alternative number (RECORD ALTERNATE NUMBER AND ARRANGE CALL BACK)

**CATI MONITORING QUESTION**

M1

This call will be recorded and may be monitored for quality control purposes. If you do not want this call to be monitored, please say so now.

DO NOT READ OUT

01 Monitoring allowed

02 Monitoring NOT allowed





## SECTION A: HEALTH, WELLBEING & PARTICIPATION

**CATI:** As I mentioned, we'll cover several different topics and in some cases I'll ask you to answer the questions in different ways. For some questions I'll ask you for a 1 to 10 rating, but other questions will have different rating scales. I'll explain as we go. First, we'd like to ask you about your overall health and wellbeing.

**CAWI:** First we'd like to ask you about your overall health and wellbeing.

**ALL**

**A1** In general, how would you rate your overall physical health? **CATI:** Would you say excellent, very good, good, fair or poor?

**CATI:** PROMPT IF NECESSARY

- 01 Excellent
- 02 Very good
- 03 Good
- 04 Fair
- 05 Poor
- 98 (DO NOT READ) Prefer not to say
- 99 (DO NOT READ) Don't know

**A2** In general, how would you rate your overall mental health? **CATI:** Would you say excellent, very good, good, fair or poor?

**CATI:** PROMPT IF NECESSARY

**CATI:** **INTERVIEWER NOTE: USE DISCRETION IF DISTRESSED:** If you like I can give you the phone number of a counselling agency? Lifeline: 13 11 14. We also have a list of other support services on our website [www.wallsgroup.com.au](http://www.wallsgroup.com.au)

- 01 Excellent
- 02 Very good
- 03 Good
- 04 Fair
- 05 Poor
- 98 (DO NOT READ) Prefer not to say
- 99 (DO NOT READ) Don't know

## A2 (POST) PROGRAMMER NOTE: IF A2 = 05 (NON-DISCRETIONARY FLAG)

**CATI:** If you like, I can give you the phone number of a counselling agency? Lifeline 13 11 14.

**CAWI:** **DISPLAY IF A2=04, 05 OR 98:** *If at any time any of these the survey themes or questions make you feel distressed or uncomfortable, there is a helpline link located at the bottom of the screen below.*

**A3** Compared to one year ago, how would you rate your health in general? **CATI:** Would you say much better than one year ago, somewhat better, about the same, somewhat worse, or much worse than one year ago?

**CATI:** PROMPT IF NECESSARY

- 01 Much better now
- 02 Somewhat better now
- 03 About the same
- 04 Somewhat worse
- 05 Much worse
- 98 (DO NOT READ) Prefer not to say
- 99 (DO NOT READ) Don't know

**A4** All in all, how happy are you with your life these days? Please answer on a scale of 1 to 10. The happier you are, the higher the number you should answer.



**Extremely unhappy** **Extremely happy**

01	02	03	04	05	06	07	08	09	10
o	o	o	o	o	o	o	o	o	o

**A5** **98 (DO NOT READ)** Prefer not to say  
The following questions ask about how you have been feeling in the past 30 days. For each one, please describe how often you had this feeling, **[CATI:** that is, was it all of the time, most of the time, some of the time, a little of the time or none of the time?]

**CATI:** **INTERVIEWER NOTE: USE DISCRETION IF DISTRESSED:** If you like I can give you the phone number of a counselling agency? Lifeline: 13 11 14. We also have a list of other support services on our website [www.wallsgroup.com.au](http://www.wallsgroup.com.au)

**CATI:** READ OUT AS REQUIRED

- A. **[CATI:** The first one is] Nervous
- B. **[CATI:** And how often have you felt] Hopeless
- C. **[CATI:** And how often have you felt] Restless or fidgety
- D. So depressed that nothing could cheer you up?
- E. That everything was an effort
- F. Worthless

## RESPONSE FRAME:

### READ OUT

- 01 All of the time
- 02 Most of the time
- 03 Some of the time
- 04 A little of the time
- 05 None of the time
- 98 (DO NOT READ) Prefer not to say

## A5(POST) PROGRAMMER NOTE: if a5(a, b, c, d, e or f) = 01 (NON-DISCRETIONARY FLAG)

**CATI:** If you like, I can give you the phone number of a counselling agency?

Lifeline 13 11 14.

**CAWI:** **DISPLAY IF 01,02 OR 98 AT A5 (a,b,c,d,e, or f)**

*If at any time any of these the survey themes or questions make you feel distressed or uncomfortable, there is a helpline link located at the bottom of the screen below.*



A6 [CATI Next, I'll read out a list of statements. I would like you to tell me] to what extent do you agree or disagree with the following statements. **CATI:** I'll ask you if you Strongly disagree, Disagree, Agree, or Strongly agree.

**CATI NOTE:** IF AGREE: IS THAT STRONGLY AGREE OR JUST SIMPLY AGREE  
IF DISAGREE: IS THAT STRONGLY DISAGREE OR JUST SIMPLY DISAGREE

**CATI: INTERVIEWER NOTE: USE DISCRETION IF DISTRESSED:** If you like I can give you the phone number of a counselling agency? Lifeline: 13 11 14. We also have a list of other support services on our website [www.waillsgroup.com.au](http://www.waillsgroup.com.au)

- A. [CATI: Starting with] There is really no way I can solve some of the problems I have
- B. [CATI: And to what extent do you agree or disagree that] Sometimes I feel that I'm being pushed around in life
- C. [CATI: And to what extent do you agree or disagree that] I have little control over the things that happen to me
- D. [CATI: And to what extent do you agree or disagree that] I can do just about anything I really set my mind to
- E. [CATI: And to what extent do you agree or disagree that] I often feel helpless in dealing with the problems of life
- F. [CATI: And to what extent do you agree or disagree that] What happens to me in the future mostly depends on me
- G. [CATI: And to what extent do you agree or disagree that] There is little I can do to change many of the important things in my life

**RESPONSE FRAME:**

**READ OUT**

- 01 Strongly disagree
- 02 Disagree
- 03 Neither agree nor disagree
- 04 Agree
- 05 Strongly agree
- 98 (DO NOT READ) Prefer not to say

A6(POST) **PROGRAMMER NOTE: IF A6(A, B, C, E, G) = 05, A6(D, F)=01(NON-DISCRETIONARY FLAG)**

CATI: If you like, I can give you the phone number of a counselling agency?

Lifeline 13 11 14.

CAWI: DISPLAY IF CODE 04, 05, 98 AT A6(A,b,c,d,e,g) OR CODE 01, 02, 98 AT A6(d,f)

*If at any time any of these the survey themes or questions make you feel distressed or uncomfortable, there is a helpline link located at the bottom of the screen below.*

A7 What is your height in centimetres?

INTERVIEWER: ENCOURAGE BEST GUESS

**ALLOWABLE RANGE 90 TO 250 CENTIMETRES**

--	--	--

98 (DO NOT READ) Prefer not to say



A8 What is your weight in kilograms?  
INTERVIEWER: ENCOURAGE BEST GUESS  
**ALLOWABLE RANGE 30 TO 260 KILOGRAMS**

--	--	--

98 (DO NOT READ) Prefer not to say

A9 In general, about how often do you get together in person with friends or relatives not living with you?

**CATI: PROMPT IF NECESSARY**

- 01 Less often than once every 3 months/Never
- 02 Once or twice every 3 months
- 03 About once a month
- 04 2 or 3 times a month
- 05 Once a week
- 06 Several times a week
- 07 Every day

A10 Here are some statements about how you interact and communicate with other people. Please indicate the extent to which you agree or disagree with each statement.

**CATI NOTE:** IF AGREE: IS THAT STRONGLY AGREE OR JUST SIMPLY AGREE  
IF DISAGREE: IS THAT STRONGLY DISAGREE OR JUST SIMPLY DISAGREE

[RANDOMISE ORDER]

- A. I can put myself in others' shoes.
- B. I am comfortable in social situations.
- C. I have trouble standing up for myself.
- D. I let others know I understand what they say.
- E. I express myself well verbally.
- F. I can persuade others to my position.
- G. I can easily communicate with people from different cultures.

**RESPONSE FRAME:**

**READ OUT**

- 01 Strongly disagree
- 02 Disagree
- 03 Neither agree nor disagree
- 04 Agree
- 05 Strongly agree

**SECTION B: POLITICS & SOCIETY**

In this next set of questions, we will ask you about a variety of cultural and political issues.

**ALL**

B1 Please indicate how strongly you agree or disagree with each statement.

**CATI NOTE:** IF AGREE: IS THAT STRONGLY AGREE OR JUST SIMPLY AGREE  
IF DISAGREE: IS THAT STRONGLY DISAGREE OR JUST SIMPLY DISAGREE



- A. [CATI: How strongly do you agree or disagree that] Australia should take in more migrants  
 B. [CATI: And how strongly do you agree or disagree that] Migrants should adapt to the Australian way of life  
 C. [CATI: And how strongly do you agree or disagree that] Climate change is a serious threat to Australia  
 D. [CATI: And how strongly do you agree or disagree that] All boats carrying asylum seekers should be turned back  
 E. [CATI: And how strongly do you agree or disagree that] Electricity should be produced from renewable sources as much as possible, even if this increases the cost.  
 F. [CATI: And how strongly do you agree or disagree that] People who receive welfare benefits should be under more obligation to find work  
 G. [CATI: And how strongly do you agree or disagree that] Terrorism poses a serious threat to Australia's security

**RESPONSE FRAME:**

**READ OUT**

- 01 Strongly disagree  
 02 Disagree  
 03 Neither agree nor disagree  
 04 Agree  
 05 Strongly agree

B2 There are different opinions about the effects that immigrants have on Australia. How much do you agree or disagree with each of the following statements?

**CATI NOTE:** IF AGREE: IS THAT STRONGLY AGREE OR JUST SIMPLY AGREE  
 IF DISAGREE: IS THAT STRONGLY DISAGREE OR JUST SIMPLY DISAGREE

- A. Immigrants increase the crime rate  
 B. Immigrants are generally good for Australia's economy  
 C. Immigrants take jobs away from people who are born in Australia  
 D. Immigrants make Australia more open to new ideas and culture  
 E. Immigrants increase the risk of terrorism

**RESPONSE FRAME:**

**READ OUT**

- 01 Strongly disagree  
 02 Disagree  
 03 Neither agree nor disagree  
 04 Agree  
 05 Strongly agree

B3 Which of the following statements do you personally believe?

- 01 Climate change is happening now, and is caused mainly by human activities  
 02 Climate change is happening now, but is caused mainly by natural forces  
 03 Climate change is **not** happening now  
 04 I don't know whether climate change is happening or not

B4 Generally speaking, how much interest do you usually have in what's going on in politics? (CATI: Would you say...)

**CATI NOTE:** READ OUT



- 01 A good deal  
 02 Some  
 03 Not much  
 04 None

B5 Generally speaking, do you usually think of yourself as Liberal, Labor, National, Greens, some other party, or as belonging to no party?

**CATI NOTE:** DO NOT READ OUT

- 01 Liberal  
 02 Labor  
 03 National Party  
 04 Greens  
 95 Other party (please specify)  
 97 No party  
 98 (DO NOT READ) Prefer not to say

**IF B5=01-04, OR 95 CONTINUE, ELSE GO TO B7**

B6 Would you call yourself a very strong, fairly strong, or not very strong supporter of that party?

- 01 Very strong supporter  
 02 Fairly strong supporter  
 03 Not a very strong supporter

B7 [CATI: Next, I'm going to ask you about different groups of people. For each group I would like you to tell me how much trust you have in them. Please tell me if you have No trust at all, Not very much trust, Quite a lot of trust, or a Great deal of trust.] [CAWI: How much trust do you have in the following groups:]

**CATI NOTE:** IF TRUST: IS THAT A GREAT DEAL OF TRUST OR QUITE A LOT OF TRUST  
 IF NO TRUST: IS THAT NOT VERY MUCH TRUST OR NO TRUST AT ALL

- A. [CATI: The first one is] The police  
 B. Politicians  
 C. Religious leaders  
 D. Groups that are working to protect the environment (e.g. Greenpeace, etc.)  
 E. Well known sporting figures  
 F. Music, film and TV celebrities  
 G. The Australian Government  
 H. Courts and the legal system  
 I. Banks and financial institutions  
 J. Universities  
 K. People of another religion  
 L. People from another country  
 M. Insurance companies

**RESPONSE FRAME:**

**READ OUT**

- 01 No trust at all  
 02 Not very much trust  
 03 Quite a lot of trust  
 04 A great deal of trust

B8 Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people?

- 01 Most people can be trusted



B9 You can't be too careful in dealing with people

B9 How important are the following for you?

**CATI NOTE:**

IF IMPORTANT: IS THAT VERY IMPORTANT, IMPORTANT OR SOMEWHAT IMPORTANT

IF NOT IMPORTANT: IS THAT NOT VERY IMPORTANT OR NOT AT ALL IMPORTANT

- A Being a member of your family
- B Being a part of your local community
- C Being a Queenslander
- D Being Australian
- E Being a part of the global community

**RESPONSE FRAME:**

READ OUT

- 01 Not at all important
- 02 Not very important
- 03 Somewhat important
- 04 Important
- 05 Very important

B10. To what extent do you agree or disagree with the following statements about your neighbourhood?

- A. This is a close-knit neighbourhood.
- B. People around here are willing to help their neighbours.
- C. People in this neighbourhood can be trusted.
- D. People in this neighbourhood generally do not get along with each other.
- E. People in this neighbourhood generally do not share the same values.

**RESPONSE FRAME:**

READ OUT

- 01 Strongly disagree
- 02 Disagree
- 03 Neither agree nor disagree
- 04 Agree
- 05 Strongly agree



B11. Which of the following best describes your religion?

No religion	1		
Christian religions:		Other religions:	
Anglican (Church of England)	2	Buddhism	11
Baptist	3	Hinduism	12
Catholic	4	Islam	13
Lutheran	5	Judaism	14
Greek Orthodox	6	Other non-Christian religion:	15
Other Orthodox	7	(now please specify in the box below)	
Presbyterian / Reformed	8		
Uniting Church	9		
Other Christian religion:	10		
(now please specify in the box below)			
(DO NOT READ) Prefer not to say	98		

**IF B11 I= 1 CONTINUE, ALL ELSE GO TO NEXT SECTION**

B12 On a scale from 1 to 10, how important is religion in your life? The more important it is, the higher the number you answer.

Not at all important in my life	01	02	03	04	05	06	07	08	09	10	Most important thing in my life
	o	o	o	o	o	o	o	o	o	o	

98 (DO NOT READ) Prefer not to say



**SECTION C: STUDY, WORK & CAREER PATHWAYS**

Now we'd like to ask you some questions about work and study.

**C1=W4 & W5 NON-RESPONDENTS ONLY, ELSE GO TO C4**

C1 Did you complete Year 12?

- 01 Yes  
02 No

**IF C1=01 CONTINUE, ELSE GO TO C4**

C2 What qualification did you receive upon completing Year 12?

- 01 Certificate – Level I  
02 Certificate – Level II  
03 Certificate – Level III  
04 Certificate – Level IV  
05 Certificate – Not known  
06 Queensland Certificate of Individual Achievement (QCIA)  
07 Queensland Certificate of Education (QCE)  
08 Senior Statement  
95 Other

C3 When completing Year 12, did you receive an Overall Position (OP), an ATAR score, or an International Baccalaureate Diploma (IBD)?

- 01 Overall Position (OP): \_\_\_\_\_ (RANGE 1 – 25)  
02 International Baccalaureate Diploma (IBD): \_\_\_\_\_ (RANGE 24-45)  
03 Australian Tertiary Admission Rank (ATAR) \_\_\_\_\_ (RANGE 0-99.95)  
97 Did not receive one of these

**C4 = STUDYING AT WAVE 5, ELSE GO TO C8**

C4 At your last interview in (DATE OF LAST INTV) we recorded that you were doing (C6 CURRENT STUDY LEVEL + C8 FIELD OF STUDY), was that correct?

- 01 Yes GO TO C5  
02 No GO TO C8

C5 What was the outcome of those studies? Are you still doing it? Or did you complete it, withdraw from it, fail, defer your studies, or change to a different course?

**CAT1: READ OUT**

- 01 Still doing GO TO C10  
02 Completed GO TO C6  
03 Withdrew GO TO C6  
04 Failed GO TO C6  
05 Deferred GO TO C6  
06 Changed to another course GO TO C8

**IF C5 = 2-5, CONTINUE**

C6 Which month and year did this outcome take place?

Month	Year

C7 Since that outcome occurred, have you begun or attempted any other new study?

**NOTE:** This can include apprenticeships, traineeships, or study at university, TAFE or any other educational institution.

- 01 Yes GO TO C8  
02 No GO TO C20

**C8 = W2-W4 RESPONDENTS, OR IF C4=2; OR C5=6; OR C7=1;**



C8 Are you [IF C5=6 OR C7=1, display "still"] currently studying [IF C5=6, display "the course you changed to? If you have changed multiple times, please answer for the course you most recently changed to"]?

**NOTE:** This can include apprenticeships, traineeships, or study at university, TAFE or any other educational institution.

- 01 Yes  
02 No

W2-W4 RESPONDENTS GO TO C14, ELSE GO TO C20

C9 What is the level of the study you are currently undertaking?

**CAT1 NOTE: READ IF NECESSARY**  
**CAMI NOTE: Please select one only**

- 01 Certificate – Level I  
02 Certificate – Level II  
03 Certificate – Level III  
04 Certificate – Level IV  
05 Certificate – Not known  
06 Diploma  
07 Advanced diploma or Associate Degree  
08 Bachelor Degree (without Honours)  
09 Bachelor Degree (with Honours)  
10 Graduate Certificate  
11 Graduate Diploma  
12 Masters' Degree  
13 Doctoral Degree  
95 Other (SPECIFY \_\_\_\_\_)

C10 Are you studying mostly full-time or part-time?

- 01 Full-time  
02 Part-time

**IF C5=1, GO TO C20**

C11 What is the name of the course you are doing now?

RECORD VERBATIM

C12 What is your main area of study in this course?

RECORD VERBATIM

C13. Which month and year did you begin this course?

Month	Year

**CAT1: IF MONTH NOT KNOWN RECORD 99, IF MONTH AND YEAR NOT KNOWN PROBE FOR BEST GUESS OF YEAR, ELSE RECORD 99/99**

**W2-W4 RESPONDENTS ONLY (IF WAVE OF LAST INTERVIEW=2, 3, OR 4 CONTINUE; ELSE GO TO C20)**

**(IF C8=1 display "Excluding any study you may be currently undertaking")**

C14 Have you begun or attempted any (IF C9=1 "other") study since leaving high school?

- 01 Yes  
02 No

**IF C14=01 CONTINUE, ELSE GO TO C20**



C15 What is the highest level of study you have attempted since leaving secondary school?

**CATI:** READ IF NECESSARY

**CAMI:** Please select one option below

- 01 Certificate – Level I
- 02 Certificate – Level II
- 03 Certificate – Level III
- 04 Certificate – Level IV
- 05 Certificate – Not known
- 06 Diploma
- 07 Advanced diploma or Associate Degree
- 08 Bachelor Degree (without Honours)
- 09 Bachelor Degree (with Honours)
- 10 Graduate Certificate
- 11 Graduate Diploma
- 12 Masters' Degree
- 13 Doctoral Degree
- 95 Other (SPECIFY \_\_\_\_\_)

C16 What was the outcome of those studies? Did you complete it, withdraw from it, fail, defer your studies, or change to a different course?

**CATI:** READ OUT

- 01 Completed
- 02 Withdrew
- 03 Failed
- 04 Deferred
- 05 Changed to another course

C17. Which month and year did this outcome take place?

Month	Year

**CATI:** IF MONTH NOT KNOWN RECORD 99, IF MONTH AND YEAR NOT KNOWN PROBE FOR BEST GUESS OF YEAR, ELSE RECORD 99/99

**IF C16 = 1 CONTINUE, ELSE GO TO C20**

C18 What was the name of that course?

RECORD VERBATIM

C19 What was your main area of study in that course?

RECORD VERBATIM

**ALL**  
Now we'd like to ask about your participation in work...

C20 Are you currently working in a paid job?

- 01 Yes
  - 02 No
- GO TO PRE C22

**IF C20=1 CONTINUE, ELSE GO TO PRE C22**

C21 Do you currently have more than one job?



**CATI NOTE:** If answer 'yes', ask "Is that 2 jobs or more than 2 jobs?"

- 01 Yes, I have 2 jobs
- 02 Yes, I have more than 2 jobs
- 03 No

**PRE C22**

**IF WORKING IN W5 & NOW NOT WORKING, GO TO C22**

**IF WORKING IN W5 & STILL WORKING, GO TO C25**

**IF W2-W4 OR NO EMPLOYMENT IN W5 & WORKING, GO TO C29**

**IF NOT WORKING IN W5 & NOW WORKING, GO TO C29**

**IF OTHERS NOT WORKING, GO TO C48**

C22 At your last interview in (INTERVIEW DATE), you told us you were working for (EMPLOYER FROM SAMPLE). Which month and year did you finish that job?

Month	Year

**CATI:** IF MONTH NOT KNOWN RECORD 99, IF MONTH AND YEAR NOT KNOWN PROBE FOR BEST GUESS OF YEAR, ELSE RECORD 99/99

C23 Was it your choice to leave that job, did you have to stop because the employer was going out of business, or were you laid off or forced to stop for some other reason?

**SINGLE RESPONSE**

- 01 Chose to stop
  - 02 Going out of business
  - 03 Laid off/forced to stop for some other reason
- GO TO C24  
GO TO C48  
GO TO C48

C24 What was the main reason you left that job?

- 01 Found job with better pay or hours
- 02 Found a job better suited to your skills
- 03 Found job with better career prospects
- 04 Not satisfied with pay or hours of work
- 05 The job did not match your skills or qualifications
- 06 You weren't happy with the job prospects in that industry
- 07 You didn't get on with your boss or other people at work
- 08 Reasons to do with study
- 09 Health or personal reasons
- 10 Went to live somewhere else
- 11 Temporary or seasonal job
- 95 Other (SPECIFY \_\_\_\_\_)

**IF WORKING IN W5 & STILL WORKING CONTINUE, ALL OTHERS GO TO C48**

C25A At your last interview in (INTERVIEW DATE), you told us you were working for (EMPLOYER FROM SAMPLE). Do you still have that job?

- 01 Yes
  - 02 No
  - 03 Didn't have a job at the last interview
  - 04 Yes – same job but company name has changed (SPECIFY \_\_\_\_\_)
- GO TO C25B  
GO TO C26  
GO TO C29  
GO TO C25B

C25B Is this still your main job at present? That is, the job in which you usually work the most hours each week?

- 01 Yes
  - 02 No
- GO TO PRE C29  
GO TO PRE C29





IF C25=02 CONTINUE, ELSE GO TO C29

C26. Which month and year did you finish that job?

Month	Year

CATI: IF MONTH NOT KNOWN RECORD 99, IF MONTH AND YEAR NOT KNOWN PROBE FOR BEST GUESS OF YEAR, ELSE RECORD 99/99

C27 Was it your choice to leave that job, did you have to stop because the employer was going out of business, or were you laid off or forced to stop for some other reason?

SINGLE RESPONSE

- |  |           |
|--|-----------|
| 01 Chose to stop                                 | GO TO C28 |
| 02 Going out of business                         | GO TO C29 |
| 03 Laid off/forced to stop for some other reason | GO TO C29 |

IF C27=01 CONTINUE, ELSE GO TO C29

C28 What was the main reason you left that job?

- 01 Found job with better pay or hours
- 02 Found a job better suited to your skills
- 03 Found job with better career prospects
- 04 Not satisfied with pay or hours of work
- 05 The job did not match your skills or qualifications
- 06 You weren't happy with the job prospects in that industry
- 07 You didn't get on with your boss or other people at work
- 08 Reasons to do with study
- 09 Health or personal reasons
- 10 Went to live somewhere else
- 11 Temporary or seasonal job
- 95 Other (SPECIFY \_\_\_\_\_)

ALL WORKING

We'd like to ask you some questions about **IF C21=3 "your present job" / IF C21=1-2 "your main job (that is, the job which you usually work the most hours each week)"**

C29 Including any paid or unpaid overtime, how many hours per week do you usually work in this job?

01 Hours per week

INTERVIEWER: ENTER NUMBER GIVEN BELOW IN RANGE 1 TO 100

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999 Hours vary

IF C29=999 CONTINUE, ELSE GO TO C31

C30 Including any paid or unpaid overtime, how many hours **per week do you work on average** over a usual 4-week period from this job?

INTERVIEWER: ENTER NUMBER GIVEN BELOW IN RANGE 1 TO 100

INTERVIEWER: ENCOURAGE BEST GUESS

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C31

For this job, what is the total gross amount of your pay in your usual pay period, before tax or anything else is taken out?

01 Enter amount (whole \$)



--	--	--	--	--

97 Nil

98 (DO NOT READ) Prefer not to say

99 (DO NOT READ) Don't know

IF C31=01 CONTINUE, ELSE GO TO C33

C32 And what period does that cover?

CATI: PROMPT IF NECESSARY

- 01 Hour
- 02 Week
- 03 Fortnight
- 04 Month
- 05 Year

C33 Which of these categories best describes your type of employment contract for this job?

CATI: READ OUT

- 01 Employed on a fixed-term contract
- 02 Employed on a casual basis
- 03 Employed on a permanent or ongoing basis
- 04 Self-employed (including freelancing, task-based contracts or 'gigs')
- 99 (DO NOT READ) Don't know

C34 Does your work ever involve: (All that apply)

CATI: READ OUT

- 01 Working night or evening shifts
- 02 Weekend work
- 03 Working public holidays
- 04 Other non-standard shifts
- 05 None of the above - I work fairly standard shifts (EXCLUSIVE)
- 99 (DO NOT READ) Don't know

IF MAIN JOB SAME AS LAST INTERVIEW (C25=1 or 04) AND C25B = 1, GO TO C38

ALL OTHERS WORKING (NEW OR UNRECORDED MAIN JOBS) CONTINUE

C35A Who do you work for in this job?

CATI: RECORD BUSINESS NAME OR EMPLOYER, IF SELF-EMPLOYED, RECORD BUSINESS NAME

CAWI: (This will make it easier to ask you about your employment in the future.

Examples: Woolworths, Brighton Primary School, Department of Health)

RECORD VERBATIM

--

98 (DO NOT READ) Prefer not to say

C35B/C What kind of work do you do in this job? That is, what is your occupation called and what are the main tasks and duties you undertake in this job?

INTERVIEWER NOTE: Obtain full title. Try to avoid one-word answers. For example: "shipping clerk", not just "clerk", "dairy farmer", not just "farmer", and "builder's labourer", not just "labourer".

OCCUPATION TITLE

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INTERVIEWER NOTE: For example: recording accounts, frying fish and chips, operating plastic extruding machine

## MAIN TASKS DUTIES

C36. Which month and year did you begin this job?

Month	Year

**CATI: IF MONTH NOT KNOWN RECORD 99. IF MONTH AND YEAR NOT KNOWN PROBE FOR BEST GUESS OF YEAR, ELSE RECORD 99/99**

C37. How did you get this job?

**SINGLE RESPONSE**

- 01 Got it through a relative, friend or acquaintance
- 02 Job was advertised (e.g. newspaper or website such as SEEK)
- 03 Approached employer to ask if jobs available
- 04 Employer approached me
- 05 Through a recruitment agency
- 06 Through an unpaid internship, traineeship or work experience placement
- 07 Through an online gig/crowd work platform (e.g. Freelancer or Uber)
- 08 Through school / college / university
- 09 Started my own business
- 95 Other (please specify) \_\_\_\_\_

**IF MAIN JOB SAME AS LAST INTERVIEW (C25=1 OR 04) AND C25B=1, GO TO C38  
ALL OTHERS WORKING, GO TO C41****C38** [CATI: I have a few] [CAWI: Now some] questions about how your job with **(EMPLOYER FROM C25=4 OR SAMPLE)** might have changed since your last interview. Compared to last year in this job, is the type of work you do more-skilled, less-skilled or is it about the same?

- 01 More skilled
- 02 Less skilled
- 03 About the same

C39. Would you say you have more or less responsibility, or is it about the same?

- 01 More responsibility
- 02 Less responsibility
- 03 About the same

C40. In your job with **(EMPLOYER FROM C25=4 OR SAMPLE)**, have you had a promotion since (your last interview)?

- 01 Yes GO TO C41
- 02 No GO TO C41
- 99 (DO NOT READ) Don't know GO TO C41

**ALL WORKING****C41** Here are some questions about how satisfied or dissatisfied you are with different aspects of your job. [IF C21 = 1-2: "for these questions, we are only interested in your main job"]. Please use a scale from 1 to 10 scale, where 1 means not satisfied at all and 10 means very satisfied. . How satisfied are you with...

- A. Your total pay and hours?
- B. Your job security?
- C. The work itself (what you do)?
- D. The fit with your skills and qualifications?
- E. The fit with your career aspirations?
- F. The flexibility available to balance work and non-work commitments?
- G. All things considered, how satisfied are you with your job?

Not satisfied at all										Very satisfied									
01	02	03	04	05	06	07	08	09	10										
o	o	o	o	o	o	o	o	o	o										

C42. At any time in the last 4 weeks have you actively looked for a new job?

- 01 Yes
- 02 No
- 99 (DO NOT READ) Can't say/Don't know

**IF C21=01-02 CONTINUE, ELSE GO TO C47****THE MAIN JOB (C21=1 AND C25B=2) [EMPLOYER FROM SAMPLE]; ELSE "your other job"**

C43. Including any paid or unpaid overtime, how many hours per week do you usually work in [IF C21=1 "your other job" / IF C21=2 "all your other jobs"]?

01	Hours per week

999 Hours vary

**IF C43=999 CONTINUE, ELSE GO TO C45**

C44. Including any paid or unpaid overtime, how many hours per week do you work on average over a usual 4-week period in [IF C21=2] "all your other jobs" [IF ONE OTHER JOB AND NO LONGER THE MAIN JOB (C21=1 AND C25B=2) [EMPLOYER FROM SAMPLE]; ELSE "your other job"]

INTERVIEWER: ENCOURAGE BEST GUESS

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C45. For [IF C21=2] "all your other jobs" [IF ONE OTHER JOB AND NO LONGER THE MAIN JOB (C21=1 AND C25B=2) [EMPLOYER FROM SAMPLE]; ELSE "your other job" what is the total gross amount of your pay in your usual pay period, before tax or anything else is taken out?

01 Enter amount (whole \$)

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- 97 (DO NOT READ) Nil
- 98 (DO NOT READ) Prefer not to say
- 99 (DO NOT READ) Don't know

**IF C45=01 CONTINUE, ELSE GO TO C47**

C46. And what period does that cover?

- 01 Hour
- 02 Week
- 03 Fortnight
- 04 Month
- 05 Year

**ALL WORKING CONTINUE, ELSE GO TO C48**

C47. If you could choose the total number of hours you work each week, and taking into account how that would affect your income, would you prefer to work...

**CATI: READ OUT**



- 01 Fewer hours than you do now?  
02 About the same hours as you do now?  
03 Or more hours than you do now?

**ALL**

C48 Have you undertaken any of the following types of unpaid work in the past two years?

**Select all that apply**

- 01 Industry placement arranged by educational institution  
02 Other form of unpaid internship, traineeship or industry work experience placement  
03 Volunteered with a non-profit organisation  
97 None of the above  
99 (DO NOT READ) Can't say/Don't know

C49

There are a number of online platforms which allow people to perform one-off tasks or 'gigs' for consumers or companies who pay for these on a task-by-task basis.  
In the past two years, have you earned money by taking on 'gig' work using an online platform?  
Examples of these include Uber, Freelancer, Airbnb or Airtasker? [Note: this may include any of the jobs you've answered about previously].

- 01 Yes  
02 No  
99 (DO NOT READ) Can't say/Don't know

**IF C49 = 01 CONTINUE, ELSE GO TO PRE C52**

C50 What sort of paid gig work have you done using an online platform?

**Select all that apply**

- 01 Pickup and delivery of goods (food, parcels, etc.)  
02 Graphic, software or website design  
03 Writing, editing, booking keeping, administration  
04 Online tasks (e.g. surveys, beta testing, advertising via social media)  
05 Manual tasks (e.g. cleaning, gardening, maintenance, moving furniture)  
06 Providing short term room or house rental  
07 Passenger transport  
95 Other (please specify) \_\_\_\_\_

C51

Which of the following statements best describes the income you've earned from this work?

- 01 It has been essential for meeting my basic needs  
02 It has been an important component of my income but not essential  
03 It has been nice to have, but I could live comfortably without it

**PRE C52: IF NOT WORKING (C20=02) CONTINUE, ELSE GO TO PRE C53**

C52 What is the MAIN reason you aren't currently in paid work?

- 01 Study commitments  
02 Family/carer/home commitments (includes pregnancy)  
03 Working as unpaid trainee, intern or volunteer  
04 Health or personal reasons  
05 Cannot find a job with suitable hours or pay  
06 Cannot find a job that interests me  
07 Cannot find a job that matches my skills or qualifications  
08 Cannot find any work at all  
09 I do not want or need to work  
10 Time off - including gap year, travel, or holiday  
95 Other (Please specify \_\_\_\_\_)

**PRE C53: IF W2-W4 RESPONDENT CONTINUE, ELSE GO TO C56**

C53. **IF C21 = 01-03 "Excluding any job(s) you are currently doing," I have you been employed in**

**[(C20=02) a (C21=01-03) any other] paid job for any amount of time since leaving school?**

- 01 Yes  
02 No

**IF C53=01 CONTINUE, ELSE GO TO C56**

C54. Which month and year did you finish your most recent job?

Month	Year

**CATI: IF MONTH NOT KNOWN RECORD 99. IF MONTH AND YEAR NOT KNOWN PROBE FOR BEST GUESS OF YEAR, ELSE RECORD 99/99**

C55

Was it your choice to leave that job, did you have to stop because the employer was going out of business, or were you laid off or forced to stop for some other reason?

**SINGLE RESPONSE**

- 01 Chose to stop  
02 Going out of business  
03 Laid off/forced to stop for some other reason

**ALL**

C56

What is your gross personal annual income, before tax or other deductions, from all sources? Please include any pensions and allowances (e.g. Youth Allowance), and income from interest or dividends.

**CATI: READ AS NECESSARY**

- 01 Less than \$5,000 per year  
02 \$5,001 to \$10,000 per year  
03 \$10,001 to \$15,000 per year  
04 \$15,001 to \$20,000 per year  
05 \$20,001 to \$30,000 per year  
06 \$30,001 to \$40,000 per year  
07 \$40,001 to \$50,000 per year  
08 \$50,001 to \$60,000 per year  
09 \$60,001 to \$80,000 per year  
10 More than \$80,000 per year  
98 (DO NOT READ) Prefer not to say

C57.

What government payments, if any, do you currently receive?

**ACCEPT MULTIPLES**

**CATI: DO NOT READ OUT**

- 01 Youth allowance (unemployment benefits / Newstart allowance)  
02 Parenting payment  
03 Sickness Allowance  
04 Disability Support Pension  
05 Family Tax Benefit  
95 Any other allowance (Specify)  
97 None of these  
98 (DO NOT READ) Prefer not to say

C58.

Do your parent(s) or legal guardian(s) provide any of the following financial assistance to you?

	Parents cover all costs	Parents cover some costs	Parents cover no cost
A. Housing expenses	01	02	03
B. Essential living expenses (e.g. food, utilities)	01	02	03
C. Study expenses	01	02	03
D. Health-related expenses	01	02	03
E. Transportation (e.g. car, petrol, Go Card)	01	02	03
F. Discretionary spending (e.g. clothing, music, restaurants)	01	02	03



Now, we would like to ask about your future career plans.

C59A/B What kind of job would you like to have by the time you turn 30? What is the occupation called and what are the main tasks and duties you would undertake in this job?

INTERVIEWER NOTE: Obtain full title. Try to avoid one-word answers. For example: "shipping clerk", not just "clerk", "dairy farmer", not just "farmer", and "builder's labourer", not just "labourer".

OCCUPATION TITLE

99 (DO NOT READ) Don't know

INTERVIEWER NOTE: For example: recording accounts, frying fish and chips, operating plastic extruding machine

MAIN TASKS DUTIES

99 (DO NOT READ) Don't know

IF BOTH C59A AND C59B=DON'T KNOW GO TO C61; ELSE ASK C60

C60 How CONFIDENT are you of having this kind of job by the time you turn 30? [CATI: Would you say...]

CATI: READ OUT

- 01 Not at all confident
- 02 Not very confident
- 03 Somewhat confident
- 04 Confident
- 05 Very confident

C61 [IF C5=1 OR C8=1 display "Excluding any study you are doing currently,"] Do you plan to undertake any "further" study in future?

- 01 Yes
- 02 No
- 99 (DO NOT READ) Don't know

IF C61=01 CONTINUE, ELSE GO TO C63

C62 What is the highest level of study you expect to complete in the future?

CATI: READ IF NECESSARY

- 01 Certificate – Level I
- 02 Certificate – Level II
- 03 Certificate – Level III
- 04 Certificate – Level IV
- 05 Certificate – Not known
- 06 Diploma
- 07 Advanced diploma or Associate Degree
- 08 Bachelor Degree (without Honours)
- 09 Bachelor Degree (with Honours)
- 10 Graduate Certificate
- 11 Graduate Diploma
- 12 Masters' Degree
- 13 Doctoral Degree
- 95 Other \_\_\_\_\_



C63 Please indicate the extent to which you strongly disagree, disagree, neither agree nor disagree, agree or strongly agree with each of these statements.

- A Thinking about my career inspires me
- B I can adapt to change in the world of work.
- C I am good at understanding job market trends
- D Ongoing education is important for my career prospects

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
01 0	02 0	03 0	04 0	05 0

**SECTION D: RELATIONSHIPS & LIVING SITUATION**  
Next, we would like to ask about your current relationships and living situation.

D1 Which of the following BEST DESCRIBES your present situation?

**CATI NOTE:** READ OUT

**CAWI NOTE:** Please read the full list before selecting one option only  
**NOTE:** If living both with your partner and with others, please choose option 5.

- 01 I mostly live with my parent(s)
- 02 I mostly live by myself
- 03 I mostly live together with my partner (e.g. boyfriend/girlfriend, de facto)
- 04 I mostly live together with my partner and my parent(s) or their parent(s)
- 05 I mostly live with friends/housemates in a group shared household
- 06 I mostly live in a student residence
- 95 Something else (Please specify)

**IF D1=01, 04, OR 06 GO TO D3, ELSE CONTINUE**  
D2 The place where you live MOST OFTEN, is:

**CATI NOTE:** READ OUT

**CATI NOTE:** SINGLE RESPONSE

**CAWI NOTE:** Please select one only

- 01 A place I own outright
- 02 A place I am buying (e.g. making mortgage repayments)
- 03 A place I am renting from a private landlord
- 04 A place I am renting from public housing authority
- 05 Something else

**IF D1=01, 04, 06 OR D2=02-05 CONTINUE, ELSE GO TO D5**  
D3 In your current place of residence, do you make, or contribute towards, mortgage payments, rental payments, or other payments (e.g. board)? If so, please state the amount you pay in a typical payment period.

**CATI:** PROMPT IF NECESSARY

01 Mortgage payments (specify)

						CATI: And what would be your mortgage payment?
--	--	--	--	--	--	--

**INTERVIEWER NOTE:** If mortgage shared with others, include respondent's share only.

02 Rental payments (specify)

						CATI: And what would be your rent?
--	--	--	--	--	--	------------------------------------

**INTERVIEWER NOTE:** If rent shared with others, include respondent's share only.

03 Board (specify)

						CATI: How much is your board?
--	--	--	--	--	--	-------------------------------

04 I don't make payments  
98 (DO NOT READ) Prefer not to say

**IF D3=01-03 CONTINUE, ELSE GO TO D5**

D4 And what period does that cover?

01 Week

- 02 Fortnight
- 03 Month
- 04 Year

**PROGRAMMER NOTE:** CHECK SAMPLE FLAG (D6 ANSWERED IN WAVE 5 -- REPORTED DATE OF FIRST MOVING FROM PARENTS HOME)

**IF D6 ANSWERED IN WAVE 5 GO TO D7**

**IF D1=01 OR D1=04 ASK D5;ELSE GO TO PRE D6**

D5 **IF W2-W4 RESPONDENT** "Have you ever?" **IF W5 RESPONDENT** "Since your last interview in INTV DATE, have you?" stopped living with your parent(s) or guardian(s) and moved somewhere else?

- 01 Yes
- 02 No

**PRE D6: IF D1=02,03,05,06,95 OR D5=01 CONTINUE, ELSE GO TO PRE D7**  
D6. What month and year did you first stop living with your parents or guardian(s)?

Month	Year

**CATI:** IF MONTH NOT KNOWN RECORD 99. IF MONTH AND YEAR NOT KNOWN PROBE FOR BEST GUESS OF YEAR, ELSE RECORD 99/99

**PRE D7: D5=02 GO TO D9;ELSE CONTINUE**

D7 **IF W5 RESPONDENT** "Since your last interview in INTV DATE?" have you **IF W2-W4 RESPONDENT** "ever?" moved back in with your parent(s) or guardian(s)?

**CATI:** PROMPT TO CLARIFY

- 01 Yes, I have moved back once
- 02 Yes, I have left and returned more than once
- 03 No, I have not moved back

**IF D7=01-02 CONTINUE, ELSE GO TO D9**  
D8 In what month and year did you **IF D7 = 2, display "most recently"** move back in with your parent(s)?

Month	Year

**CATI:** IF MONTH NOT KNOWN RECORD 99. IF MONTH AND YEAR NOT KNOWN PROBE FOR BEST GUESS OF YEAR, ELSE RECORD 99/99

**ALL**

D9 How important is it to buy your own home by the time you turn 30? **(CATI:** Would you say..)

**CATI:** READ OUT

- 01 Not at all important
- 02 Not very important
- 03 Somewhat important
- 04 Important
- 05 Very important

D10 How confident are you that you will own your own home outright during your lifetime?

- 01 Not at all confident
- 02 Not very confident
- 03 Somewhat confident
- 04 Confident



D11 05 Very confident  
Thinking about your main place of residence, which of the following best describes the type of insurance cover that you or someone who lives with you has purchased? The residence is covered by...

- 01 House and contents insurance
- 02 Contents insurance only
- 03 House insurance only
- 04 Neither house nor contents insurance
- 05 Unsure

IF D11 = 01-03 CONTINUE, ELSE GO TO D13

D12 If a natural disaster (e.g. bushfire, cyclone, major storm or flood) strikes your local area, how confident are you that your insurance will adequately cover all your building and contents replacement costs?

- 01 Not at all confident
- 02 Not very confident
- 03 Somewhat confident
- 04 Confident
- 05 Very confident

D13 Do you have a motor vehicle available for your personal use?

- 01 Yes, always
- 02 Yes, sometimes
- 03 No
- 04 Do not drive

D14 In total, how many people, besides you, live in the same household as you?

--	--

ALL

The next questions will be about your intimate relationships. Your responses to these questions will be treated as strictly confidential.

IF PARTNER ID GIVEN IN W5 CONTINUE, ELSE GO TO D18

D15 At your last interview in (INTERVIEW DATE), you told us you were in a relationship with (PARTNER ID FROM SAMPLE). Are you still in this relationship?

- 01 Yes GO TO D18
- 02 No GO TO D16
- 03 I wasn't in this relationship or don't recognise this name GO TO D18
- 98 (DO NOT READ) Prefer not to say GO TO D18

IF D15 = 02 CONTINUE, ELSE GO TO D18

D16 In what month and year did your relationship with (PARTNER ID FROM SAMPLE) end?

Month	Year

PROGRAMMER NOTE: ALLOW 'PREFER NOT TO SAY' AS OPTION IN DROP DOWN DATE LIST (CODE 98/98)



ALL

D18 Which of the following best describes your current relationship status?  
READ OUT

- 01 Married
- 02 Not married but living with each other (e.g. de facto)
- 03 In a serious/committed relationship (but not living together)
- 04 In a casual relationship or dating
- 05 Other (e.g. 'Friends with benefits')
- 06 Single
- 07 Separated
- 08 Divorced
- 09 Widowed

W5\_D15: PROGRAMMER NOTE: DERIVE W5\_D15 FROM WAVES D15 AS FOLLOWS

- 0 Not interviewed W5
- 1 Married in W5
- 2 Not married but living with each other (e.g. de facto) in W5
- 3 In a serious/committed relationship (but not living together) in W5
- 4 In a casual relationship or dating in W5
- 5 Other (e.g. 'Friends with benefits') in W5
- 6 Single in W5
- 7 Separated in W5
- 8 Divorced in W5
- 9 Widowed in W5

PRE\_D19: IF (D18=01 AND W5\_D15=0,2,3,4,5,6,7,8,9) OR (D15=02,03,98 AND D18=01) ASK D19;ELSE GO TO PRE\_D20

D19 In what month and year did you and [IF D15=1, display PARTNER NAME OR INITIALS; ALL ELSE, display "your partner"] get married?

Month	Year

PROGRAMMER NOTE: ALLOW 'PREFER NOT TO SAY' AS OPTION IN DROP DOWN DATE LIST (CODE 98/98)



**PRE\_D20:** IF (D18=01,02 AND W5\_D15=0,3,4,5,6,7,8,9) OR (D15=02,03,98 AND D18=01,02) ASK D20;ELSE GO TO PRE\_D21

D20 In what month and year did you begin living with [IF D15=1, display PARTNER NAME OR INITIALS; ALL ELSE, display "your partner"]?

Month	Year

**PROGRAMMER NOTE:** ALLOW BOTH 'PREFER NOT TO SAY' AND 'DON'T KNOW' AS OPTIONS IN DROP DOWN DATE LIST

**PRE\_D21:** IF (D18=01-03 AND W5\_D15=0,4,5,6,7,8,9) OR (D15=02,03,09 and D18=01-03) ASK D21;ELSE GO TO PRE\_D22

D21 In what month and year did your relationship with [IF D15=1, display PARTNER NAME OR INITIALS; ALL ELSE, display "your partner"] begin?

Month	Year

**PROGRAMMER NOTE:** ALLOW BOTH 'PREFER NOT TO SAY' AND 'DON'T KNOW' AS OPTIONS IN DROP DOWN DATE LIST



**PRE\_D22:** IF D18=01-05 CONTINUE, ELSE GO TO PRE\_D24

D22 On a scale of 1 to 10, where 1 means "not committed at all" and 10 means "very committed", how committed are you to [IF D15=1, display PARTNER NAME OR INITIALS; ALL ELSE, display "your partner"]?

Not committed at all	Very committed
01	10
02	
03	
04	
05	
06	
07	
08	
09	
10	

98 (DO NOT READ) Prefer not to say

D23 On a scale of 1 to 10, where 1 means "very dissatisfied" and 10 means "very satisfied", how satisfied are you with your current relationship with [IF D15=1, display PARTNER NAME OR INITIALS; ALL ELSE, display "your partner"]?

Not satisfied at all	Very satisfied
01	10
02	
03	
04	
05	
06	
07	
08	
09	
10	

98 (DO NOT READ) Prefer not to say

**PRE\_D24:** IF D18=04-09 CONTINUE, ELSE GO TO D25

D24 Do you currently have a sexual partner? By sexual partner we mean someone with whom you have intimate physical contact beyond kissing.

- 01 Yes  
02 No  
98 (DO NOT READ) Prefer not to say

**ALL**

Now, we would like to ask about your relationships and family plans.

D25 Thinking about your own future, how **IMPORTANT** is it for you to be in a serious/committed relationship with someone? **CATI:** Would you say...?

**CATI:** READ OUT

- 01 Not at all important  
02 Not very important  
03 Somewhat important  
04 Important  
05 Very important

D26 Thinking about your own future, how **IMPORTANT** is it for you to be married to someone? **CATI:** Would you say...?

**CATI:** READ OUT

- 01 Not at all important  
02 Not very important  
03 Somewhat important  
04 Important  
05 Very important

D27 How many children of your own, if any, do you have?

IF NONE PLEASE ENTER 0  
(ALLOWABLE RANGE 0 TO 10)

--	--

98 (DO NOT READ) Prefer not to say

GO TO D37

IF D27>0 CONTINUE, ELSE GO TO D30

D28 How many children of your own do you have living with you?

IF NONE PLEASE ENTER 0  
(ALLOWABLE RANGE 0 TO 10)

--	--

98 (DO NOT READ) Prefer not to say

GO TO D37

[EXCLUDE IF ALREADY ANSWERED IN W5]

D29 What month and year did you first become a parent?

Month	Year

99 (DO NOT READ) Don't know

CATI: IF MONTH NOT KNOWN RECORD 99, IF MONTH AND YEAR NOT KNOWN PROBE FOR BEST GUESS OF YEAR, ELSE RECORD 99/99

D30 On a scale of 1 to 10, how strongly do you feel about having [IF D27 > 0: additional] children? The more you want to have [IF D27>0: additional] children, the higher the number you should choose.

Definitely do not want to have (additional) children

01	02	03	04	05	06	07	08	09	10
o	o	o	O	o	o	o	o	o	o

Definitely want to have (additional) children

IF D30=01 GO TO D37

IF D27=0 CONTINUE, ELSE GO TO D33

D31 What would you consider an ideal number of children to have?

IF NONE PLEASE ENTER 0  
(ALLOWABLE RANGE 0 TO 15)

--	--

98 (DO NOT READ) Prefer not to say

99 (DO NOT READ) Don't know

GO TO D37

D32 And taking your own circumstances into account, how many children, if any, do you expect to have?

IF NONE PLEASE ENTER 0  
(ALLOWABLE RANGE 0 TO 15)

--	--

98 (DO NOT READ) Prefer not to say

99 (DO NOT READ) Don't know

GO TO D37

D33 Thinking about when you might consider having [IF D15>0: additional] children, how IMPORTANT are the following things?

CATI INTERVIEWER NOTE: IF IMPORTANT: IS THAT VERY IMPORTANT, IMPORTANT OR SOMEWHAT IMPORTANT  
IF NOT IMPORTANT: IS THAT NOT VERY IMPORTANT OR NOT AT ALL IMPORTANT

- A Being married
- B Being in a serious/committed relationship
- C Having achieved your career goals
- D Owning your own home
- E Being financially secure

RESPONSE FRAME:

READ OUT

- 01 Not at all important
- 02 Not very important
- 03 Somewhat important
- 04 Important
- 05 Very important

D37 How CONFIDENT are you that the following people won't let you down?

CATI INTERVIEWER NOTE: IF CONFIDENT: IS THAT VERY CONFIDENT, CONFIDENT OR SOMEWHAT CONFIDENT  
IF NOT CONFIDENT: IS THAT NOT VERY CONFIDENT OR NOT AT ALL CONFIDENT

- A Your parents
- B Your friends
- C Your best friend
- D Your brothers and sisters
- E Your neighbours
- F (IF D18 =1-3) Your partner

RESPONSE FRAME:

READ OUT

- 01 Not at all confident
- 02 Not very confident
- 03 Somewhat confident
- 04 Confident
- 05 Very confident
- 97 (DO NOT READ) Does not apply to me



## SECTION E: TECHNOLOGY USE

This section asks about your use of digital technologies and the internet.

E1 Which of the following types of internet connection do you usually use to go online?

**CATI:** READ OUT

**CAWI:** Please select all that apply

- 01 NBN / Fibre Broadband
- 02 Cable Broadband
- 03 ADSL / DSL
- 04 Mobile broadband using a smartphone
- 05 Other mobile broadband (e.g. USB modem)
- 06 Satellite
- 07 Public computers or Wi-Fi hotspot (e.g. library, university campus)
- 95 Other (please specify)
- 09 I currently have no way of accessing the internet [SR]
- 99 (DO NOT READ) Can't say/Don't know

E2 How confident would you feel in your ability to do the following?

**CATI INTERVIEWER NOTE:** IF CONFIDENT: IS THAT VERY CONFIDENT, CONFIDENT OR SOMEWHAT CONFIDENT  
IF NOT CONFIDENT: IS THAT NOT VERY CONFIDENT OR NOT AT ALL CONFIDENT

- A Control who can view information about you online
- B Judge the reliability of an online source
- C Remove a virus that has infected your computer
- D Share video content that you have created online

### RESPONSE FRAME:

#### READ OUT

- 01 Not at all confident
- 02 Not very confident
- 03 Somewhat confident
- 04 Confident
- 05 Very confident

E3 If you had no way of accessing the internet for one week, how disruptive would that be to each of the following things? **CATI:** Please answer on a scale from 1 to 10, where a higher number means a bigger disruption. If you had no way of accessing the internet for one week, how disruptive would that be to...]

- A Your knowledge of news and current affairs
- B Your ability to socialise with friends
- C Your capacity to manage your finances
- D Your ability to stay in touch with your family
- E Your ability to keep yourself entertained in your spare time
- F Your awareness of what's going on in your social circles
- G. **[IF C20=01]** Your ability to perform your job well

No disruption at all										Extremely disruptive	
1	2	3	4	5	6	7	8	9	10		
0	0	0	0	0	0	0	0	0	0		



## Recontact Information

We'd now like to ask you to update your contact details, in order to help us to stay in touch with you in the future. Your contact details will be stored separately from your survey responses and will remain confidential. Your contact details will be used to contact you if you are drawn as a winner in our prize draw.

Please confirm details and amend accordingly.

F1.

First Name	
Last Name	
Is this your primary email address? (that is, the email address that you check most often)	
(if secondary email provided) Is this still also a valid email address for you?	
(If no secondary email provided) Do you have a secondary email address? (e.g. a work email address or an email address from an educational institution?)	
Is the best number for contacting you... (10 digits required)	
(If secondary phone available) And is this still a valid number for you? (10 digits required)	
(If secondary phone not provided) Do you have an alternative number we might try you on? (10 digits required)	

F2. Are there any changes to your address? Please confirm details and amend accordingly.

F3. Are you likely to move to a new residential address in the next 6 months? If so, please provide new details if available.

Street	
Town / Suburb	
State	
Post code	





F4. You have provided the name of (Contact Name) to help us get in contact with you in the future. Is (Contact Name) still likely to know how we could contact you?

- 01 Yes
- 02 No

**IF F4=01 CONTINUE, ELSE GO TO F6**

F5. Are these details for (Contact Name) still correct?

*Please confirm details and amend accordingly.*

First Name	
Last Name	
Phone (10 digits required)	
Relationship to you	

**IF NO (CONTACT NAME) DETAILS GIVEN CONTINUE, ELSE GO TO F7**

F6. Just in case you move, we would like to you to provide information for someone not currently living with you. This person could be a relative or friend, who might be able to help us get in contact with you in the future. We'll only contact this person if we can't get hold of you on the details you've given.

IF PREFER NOT TO PROVIDE DETAILS, PRESS 'NEXT'

First Name	
Last Name	
Phone (10 digits required)	
Relationship to you	

F7. And finally, how interesting did you find this survey:

- 01 Very interesting
- 02 Somewhat interesting
- 03 Not interesting

**FEEDBACK**

Do you have any feedback regarding your experience completing this survey?

- 01 No thanks
- 95 Here's a suggestion (specify)

**CATI:** IF NECESSARY: A snapshot of results from the 2015 survey will be available to all participants who complete the 2015 survey. So make sure you look out for these at the end of the year.

Thank you very much, (NAME), for participating in the 2017 Our Lives Survey and good luck in the prize draw. Just to remind you, as part of the survey program, we will be in touch with you next year. We look forward to speaking to you then.





## Social Futures & Life Pathways of Young People in Queensland

A Longitudinal Project |  MONASH University



# OUR LIVES WAVE 6 | 2017

## Appendix 2 Wave 6 Infographic





# SNAPSHOT OF FINDINGS

## HEALTH & WELLBEING

In 2015 **84%** vs **75%**  
felt positive  
about their  
mental health



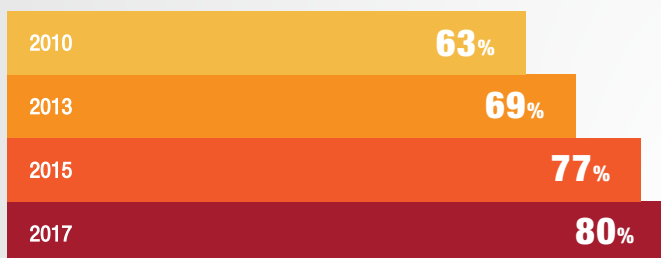
Mental &  
physical health  
changes

In 2015 **88%** vs **82%**  
felt positive  
about their  
physical health

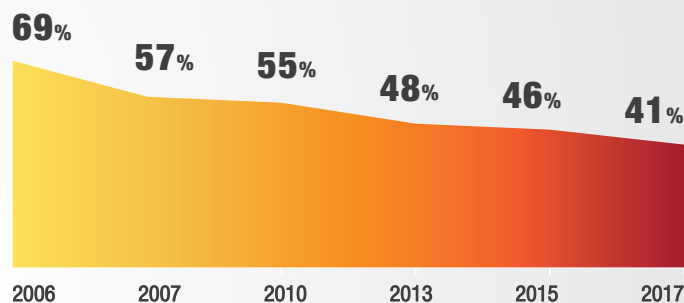


## POLITICS & SOCIETY

% Agree "Immigrants make Australia  
more open to new ideas and culture"



% Agree "Being a  
Queenslander is important"



## STUDY, WORK & CAREER

Overall  
satisfaction  
with aspects  
of job  
(% responding 8 or  
higher on 1-10 scale)

**63%**



Job security

**62%**



Fits with skills  
& qualifications

**56%**



The work  
that you do

**52%**



Work/life  
balance

**47%**



Fits with career  
aspirations

**44%**



Total pay  
& hours

## RELATIONSHIPS & LIVING

### Current housing situation

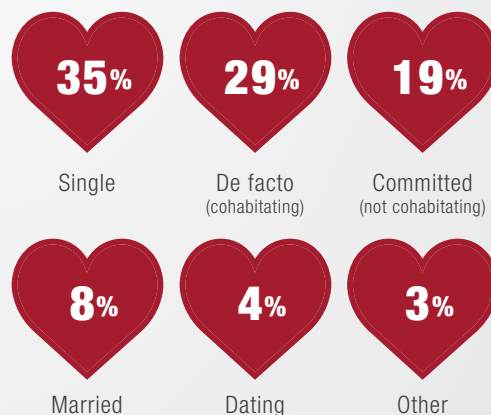


**5 in 10** live in a private rental

**3 in 10** live with parents

**1 in 10** live in their own home

**0.4** something  
else **0.6** public  
housing



Current  
relationship  
status