1

Australia New Zealand Policing Advisory Agency

National Survey of Community Satisfaction with Policing Questionnaire
Q1

Version 1

Sample field name	Description	Values
s_ORDER	Flag order of selected code frames	1=Normal 2=Reverse
PREFERRED_INCENTIVE	Incentive chosen	Blank for all LinA and updated once completed
PREFERRED_CHARITY	Charity chosen	Blank for all LinA and updated once completed
s_MODE	Survey mode	1=CATI 2=Online
s_METHOD	Frame and mode of invitation/administration	1= LinA ONLINE 2= CATI LISTED 3= LISTED SMS P2W
d_EDUCATION	Highest educational qualification for LinA panellists	
p_GENDER	Gender for LinA panellists	
p_HOMEOWNER	Homeownership status for LinA panellists	
p_NO_OF_ADULTS	Number of adults in household for LinA panellits	
p_HOUSEHOLD_STR	Household structure for LinA panellists	
p_ATSI	Aboriginal or Torres Strait Islander origin of LinA panellists	

GENERAL PROGRAMMING INSTRUCTIONS

*GENERAL PROGRAMMER NOTES

*All question text in blue is CATI only and in orange is online only.
*Please check throughout for differences between CATI and online.

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

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

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

USE STANDRD CALL OUTCOMES BUT **HIDE NAMED PERSON/ORGANISATION NOT KNOWN AND **ADD** WORKS FOR POLICE (SEE:CALL OUTCOMES)

USE STANDARD RR1 BUT **ADD NO ONE AGED 18+ IN HOUSEHOLD (SEE:RR1 TAB)

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

*(ALL)
S_ORDER   DUMMY VARIABLE, RANDOM ASSIGNMENT
　　　　　1.　　Normal code frame order [50%]
　　　　　2.　　Reverse code frame order [50%]

*PRE-NOTIFICATION SMS TEXT FOR MOBILE SAMPLE

This is a message on behalf of the police in your state or territory. The Social Research Centre will call you in the coming days to see if you can take part in an important study on safety and crime in your area. Reply '1' if you are 18+,'2' if you are under 18 or '3' to opt out. For more info visit www.srcentre.com.au/nscsp

*PARTICIPANT INFORMATION SAMPLE FIELDS

**USE STANDARD BUT ALSO ADD:

Sample field name	Show in Participant Information	Editable Fields	Show on Welcome Screen
SAMTYP	Y	N	Y
REASON FOR REFUSAL	N	N	Y
SSTATE	Y	N	N
SSUBURB	Y	N	N
SPCODE	Y	N	N
SREGION	Y	N	N

S1 TO STATE READ IN BREAKDOWN

1. NSW: New South Wales
2. VIC: Victoria
3. QLD: Queensland
4. SA: South Australia
5. WA: Western Australia
6. TAS: Tasmania
7. ACT: the ACT
8. NT: the Northern Territory

ANSWERING MACHINE MESSAGES

ANSM1   Good morning/afternoon/evening. My name is <SAY NAME> calling on behalf of the police in your state or territory from the Social Research Centre.

You are invited to take part in an important study on satisfaction with policing, safety and crime in your local area. Sorry to have missed you. We will try back in the next couple of days.

If you would like more information please call us on 1800 023 040 or visit our webpage, www.srcentre.com.au. Thank you.

ANSM2   Good morning/afternoon/evening. My name is <SAY NAME> calling on behalf the police in your state or territory from the Social Research Centre.

We recently left a message, inviting you to participate in an important study on satisfaction with policing, safety and crime in your local area.

Please call the Social Research Centre's toll-free hotline: 1800 023 040 to arrange an appointment time. Or for further information, including privacy info, visit our website, www.srcentre.com.au. Thank you.

*(S_METHOD=2, CATI)
WELCOME SCREEN   Good […]. My name is (…) calling from the Social Research Centre on behalf of the police in your state or territory. We are currently conducting an important, but short survey on police, safety and crime in your local area.

*(S_METHOD=2, CATI, INTRO=2, ANSWERING MACHINE)
AM_FLAG   Are you leaving an answering machine message?

1.   No, continue to introduction
2.   No message left
3.   Yes (Left answering machine 1 message) (GO TO ANSM1)
4.   Yes (Left answering machine 2 message) (GO TO ANSM2)
5.   Yes (Left Mobile answering machine message) (GO TO ANSM3)

*(S_METHOD=2, CATI)
INTRO   (Good […]. My name is (…) calling from the Social Research Centre on behalf of the police in your state or territory. We are currently conducting an important, but short survey on police, safety and crime in your local area.)

[IF SMS OUTCOME=over18 (AGED 18 or over): Thank you for replying to the text message we recently sent, confirming you are aged 18 or over.]

[IF SMS OUTCOME=NULL (DID NOT REPLY TO TEXT MESSAGE) You should have recently received an SMS about the survey. Could I just confirm you're aged 18 or over?]

The survey will take less than 10 minutes, it is confidential, we just need your opinion on these important community issues. Can you spare some time now?

1.   Continue
2.   Mobile phone answerer refusal (GO TO RR1)
6.   Queried about how telephone number was obtained (DISPLAY PTELQ)
7.   Works for Police (GO TO TERM9)
8.   LOTE – Language difficulty (GO TO PLOTE)
9.   Aged under 18 years (GO TO TERM11)

*(S_METHOD=2, CATI AND INTRO=6, QUERIED HOW TELEPHONE NUMBER WAS OBTAINED)
PTELQ   Your mobile number was provided by a commercial list provider. We find calling mobile phones as well as landlines, means a more representative selection of people complete the survey.

IF NECESSARY: These lists include telephone numbers listed in the white pages along with lists from other parties such as charities, telemarketing companies and other business entities.

IF ASKS <u>WHO</u> THE LIST PROVIDER IS: The list provider is SamplePages. More information can be found on their website www.samplepages.com.au.

For more information: 1800 023 040

*(S_METHOD=2, CATI, INTRO=8, LOTE – LANGUAGE DIFFICULTY)
PLOTE.   RECORD LANGUAGE

1.   Mandarin (GO TO LOTE SCRIPT)

2.	Cantonese (GO TO LOTE SCRIPT)
3.	Vietnamese (GO TO LOTE SCRIPT)
4.	Italian (GO TO LOTE SCRIPT)
5.	Greek (GO TO LOTE SCRIPT)
6.	Arabic (GO TO LOTE SCRIPT)
7.	Turkish (GO TO LOTE SCRIPT)
8.	Serbian (GO TO LOTE SCRIPT)
9.	Croatian (GO TO LOTE SCRIPT)
10.	Other language (Please specify)

*(S_METHOD=2, CATI)
MOBSTATE Firstly, to ensure that we are speaking to a good cross-section of people, may I start by asking what state you live in?

INTERVIEWER NOTE IF MAKING APPOINTMENT READ: "Just so I know your time zone, can I just check which state you're in?"

IF NECESSARY: As we are calling nationally, I Just need to confirm your state so we can ensure the correct state authority receives this anonymous feedback

1.	NSW
2.	VIC
3.	QLD
4.	SA
5.	WA
6.	TAS
7.	ACT
8.	NT
9.	(Not established)
10.	(Refused) (GO TO TERM7)

*(S_METHOD=2, CATI)
SAFE1	Could I check whether it is safe for you to take this call at the moment? If not, we'd be happy to call you back when it is more convenient for you.

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

*(IF S_METHOD=2, CATI, SAFE1=2, MOBILE NOT SAFE TO TAKE CALL)
SAFE2	Do you want me to call you back on this number or would you prefer I call back on your home phone?

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

*(S_METHOD=2, CATI)
INTRO2	Before we begin, you need to know that any information you give me will be completely confidential and your own answers will not be able to be identified. This study is conducted in accordance with the Privacy Act and Australian Privacy Principles.

You do not have to answer any question if you do not feel comfortable doing so. Participation is voluntary and you are free to terminate the interview at any time.

IF NECESSARY: For more information: 1800 023 040

*(S_METHOD=2, CATI)
PMON	Just to let you know, this call may be monitored or recorded for training and quality purposes. Is that OK?

1. Monitoring allowed
2. Monitoring not permitted

LINA SPLASH SCREEN

*(s_METHOD=1, LINA ONLINE)
*(PROGRAMMER NOTE: DISPLAY LinA LOGO IN TOP LEFT: Z:\Consulting\Jobs\L-Z\Lina\Branding and comms\LinA Branding\Logo\For Dimensions

Life in Australia survey

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

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

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

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

The information collected will be treated in strict confidence.

Please click 'Next' to start the questionnaire.

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

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

SAVE SCREEN

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

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

SMS ONLINE INTRO

*(s_METHOD=3, SMS P2W)
SMS_WELCOME SCREEN   Thank you for taking part in the National Survey of Community Satisfaction with Policing, a survey being conducted by the Social Research Centre on behalf of police in your state or territory.

The survey asks questions about police, safety and crime in your local area.

The survey should take no more than 10 minutes to complete and there are no right or wrong answers. Participation in this survey is voluntary and you can withdraw at any point. The information collected will be treated in strict confidence.
Your responses will be de-identified, held in the strictest confidence and will not be disclosed to other organisations for marketing or research purposes. The responses of everyone who participates in this survey will be combined for analysis.

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

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

*(TIMESTAMP)

SCREENING

*(s_METHOD=2 OR 3, CATI OR SMS P2W)

S1   (**CONFIRM STATE**)

IF NECESSARY: As we are calling nationally, I Just need to confirm your state so we can ensure the correct state authority receives this anonymous feedback

Which state or territory do you live in?

*(PROGRAMMER NOTE: READ IN STATE FROM MOBSTATE IF AVAILABLE)

*(PROGRAMMER INSTRUCTION: PLEASE FILL USING P_STATE FOR LINA PANELLISTS)

1.   NSW

2. VIC
3. QLD
4. SA
5. WA
6. TAS
7. ACT
8. NT

9. (Don't know) / Don't know (GO TO TERM8)
10. (Refused) / Prefer not to say (GO TO TERM8)

*(s_METHOD=2 OR 3, CATI OR SMS P2W)

S2 And could I also have your residential postcode?

*(PROGRAMMER INSTRUCTION: PLEASE FILL USING P_POSTCODE FOR LINA PANELLISTS)

*(DISPLAY SPCODE FOR CATI)

What is your current residential postcode?

1. Postcode correct as displayed
2. Postcode incorrect/not displayed (SPECIFY)

3. (Don't know) / Not sure
4. (Refused) / Prefer not to say

*(PROGRAMMER NOTE: IF S2=3 OR 4, DK OR REFUSED POSTCODE USE SAMPLE POST CODE FOR LOOKUP LIST)

*(s_METHOD=2 OR 3, CATI OR SMS P2W)

S3 [IF s_METHOD=2 OR 3, CATI OR SMS P2W Display "And"] what suburb or locality do you live in?

*(PROGRAMMER INSTRUCTION: PLEASE FILL USING P_SUBURB FOR LINA PANELLISTS)

*(DISPLAY SUBURBS BASED OFF RESPONSE AT S2)

1. (Other specify)
2. (Don't know)
3. (Refused)

*PROGRAMMER NOTE: USE POSTCODE AND LOCALITY TO ASSIGN FINAL MARKET (PSA / REGION) AS PER LOCALITY LOOK UP LISTS. IF QUOTA FOR FINAL MARKET IS FULL GO TO TERM7.

*(ALL)
CHECK1 Just to make sure that we have a representative sample, would you mind telling me your age?

Which age group do you fall onto?

1. 18-19 years
2. 20-24 years
3. 25-29 years
4. 30-34 years
5. 35-39 years
6. 40-44 years
7. 45-49 years
8. 50-54 years
9. 55-59 years
10. 60-64 years
11. 65-69 years
12. 70+ years

13. (Refused) *(GO TO TERM10) / Prefer not to say *(GOTO TERM2)

*(ALL)
QSEX   Could you please confirm your gender? We ask everyone this question.

How do you describe your gender?

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

INTERVIEWER NOTE: We ask this of everyone, can soften at your discretion.

*PROGRAMMER INSTRUCTION: PLEASE FILL USING P_GENDER FOR LINA PANELLISTS.

1. Male
2. Female
3. Non-Binary
4. I use a different term (please describe)

5. (Refused) / Prefer not to say

*(ALL)
CHECK2   Do you work for the police?

*(PROGRAMMER NOTE: PLEASE SWITCH DISPLAY OF 1 AND 2 FOR INTERVIEWER 1=NO, 2=YES)

INTERVIEWER NOTE: DO NOT PROMPT, IF RESPONDENT MENTIONS IMMEDIATE FAMILY MEMBER WORKS FOR POLICE OR THAT THEY PREVIOUSLY WORKED FOR POLICE SELECT YES

1. Yes *(GO TO TERM9)
2. No
3. (Don't know) / Not sure *(GO TO TERM9)

SECTION A1: OVERALL SATISFACTION

*(ALL)
A1   We are interested in how satisfied or dissatisfied people are with the police in [STATE FROM S1].

Would you please say how satisfied you are in general with the services provided by the police. Would you say you're…

Please indicate how satisfied you are in general with the services provided by the police.

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)

1.   Very Satisfied
2.   Satisfied
3.   Neither Satisfied nor Dissatisfied
4.   Dissatisfied, or
5.   Very Dissatisfied

6.   (Don't know) / Not sure
7.   (Refused) / Prefer not to say

*(ALL)
A2   Using the same scale, how satisfied are you in general with the job police are doing in responding to emergencies and disasters. Would you say you're…

How satisfied are you in general with the job police are doing in responding to emergencies and disasters.

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING. CAN SHORTEN TO 'NEITHER / NOR'

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)

1.   Very Satisfied
2.   Satisfied
3.   Neither Satisfied nor Dissatisfied
4.   Dissatisfied, or
5.   Very Dissatisfied

6.   (Don't know) / Not sure
7.   (Refused) / Prefer not to say

*(S1=3, QLD ONLY)
A2B   Using the same scale, how satisfied are you in general with the ease of accessing police services, whether it's online, over the phone, or in person. Would you say you're…

How satisfied are you in general with the ease of accessing police services, whether it's online, over the phone, or in person.

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)

1.   Very Satisfied
2.   Satisfied
3.   Neither Satisfied nor Dissatisfied
4.   Dissatisfied, or
5.   Very Dissatisfied

6.   (Don't know) / Not sure
7.   (Refused) / Prefer not to say

SECTION A2: PERCEPTIONS OF SAFETY

*(ALL)

A4   INTRO SCREEN The next set of questions uses a slightly different scale relating to safety. The options are: very safe, safe, neither safe nor unsafe, unsafe or very unsafe.

How safe do you feel at home by yourself **during the night**

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)

1. Very Safe
2. Safe
3. Neither Safe nor Unsafe
4. Unsafe
5. Very Unsafe

6. (Not Applicable) / Not Applicable
7. (Don't know) / Not sure
8. (Refused) / Prefer not to say

*(ALL)

A5   How safe do you feel when you are by yourself, walking in your neighbourhood **during the day?**

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING. CAN SHORTEN TO 'NEITHER / NOR'

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)

1. Very Safe
2. Safe
3. Neither Safe nor Unsafe
4. Unsafe
5. Very Unsafe

6. (Not Applicable) / Not Applicable
7. (Don't know) / Not sure
8. (Refused) / Prefer not to say

*(ALL)

A6   How safe do you feel when you are by yourself, walking in your neighbourhood **during the night?**

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING. CAN SHORTEN TO 'NEITHER / NOR'

(READ OUT)

1. Very Safe
2. Safe
3. Neither Safe nor Unsafe
4. Unsafe
5. Very Unsafe

6. (Not Applicable) / Not Applicable
7. (Don't know) / Not sure
8. (Refused) / Prefer not to say

*(S1=2, VIC ONLY)

A7 How safe do you feel when you are by yourself, travelling on public transport **during the day?**

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING. CAN SHORTEN TO 'NEITHER / NOR'

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)

1. Very Safe
2. Safe
3. Neither Safe nor Unsafe
4. Unsafe
5. Very Unsafe

6. (Not Applicable) / Not Applicable
7. (Don't know) / Not sure
8. (Refused) / Prefer not to say

*(ALL)

A8 How safe do you feel when you are by yourself, travelling on public transport **during the night?**

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING. CAN SHORTEN TO 'NEITHER / NOR'

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)

1. Very Safe
2. Safe
3. Neither Safe nor Unsafe
4. Unsafe
5. Very Unsafe

6. (Not Applicable) / Not Applicable

7. (Don't know) / Not sure
8. (Refused) / Prefer not to say

*(ALL)
A9

I am now going to read out a number of things that may or may not be a problem in YOUR OWN NEIGHBOURHOOD. To what extent do you think each of the following is a problem in your own neighbourhood?

Would you say….

Below is a list of things which may or may not be a problem in your own neighbourhood.

Please indicate the extent to which you think each one is a problem in your own neighbourhood.

*(RANDOMISE STATEMENTS BUT A) ALWAYS 2ND)

(STATEMENTS)
a)   Illicit drugs
b)   Speeding cars, dangerous or noisy driving
d)   Gangs
e)   Drunken or anti-social behaviour

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING

*PROGRAMMER NOTE: ROTATE 1-3 AND 3-1 USING S_ORDER VARIABLE

(READ OUT)
(RESPONSE FRAME)
1.   Not a problem
2.   Somewhat of a problem
3.   A major problem in your own neighbourhood

4.   (Don't know) / Not sure
5.   (Refused) / Prefer not to say

*(ALL)
A10

I am now going to read out a number of things which people may be concerned about in the next 12 months. Please say whether you are NOT concerned, SOMEWHAT concerned or VERY concerned.

How concerned are you that **you** will become a victim of… (in the next 12 months) Are you…?

Here is a list of things which people may be concerned about in the **next 12 months**.

Please indicate whether you are not concerned, somewhat concerned, or very concerned that you will become a victim of each one in the next 12 months

*PROGRAMMER NOTE: RANDOMISE STATEMENTS BUT A) ALWAYS 2ND AND B) ALWAYS 3RD

(STATEMENTS)
a)   Domestic or family violence
b)   Sexual assault

c) Physical assault in a public place (such as in a park, shopping centre, hotel or entertainment venue)
d) Housebreaking
e) Motor vehicle theft
f) Fraud or credit card theft
g) Internet based / cyber crime
h) A terrorist incident

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING

*PROGRAMMER NOTE: ROTATE 1-3 AND 3-1 USING S_ORDER VARIABLE

(READ OUT)
(RESPONSE FRAME)
1. Not concerned
2. Somewhat concerned
3. Very concerned

4. (Don't know) / Not sure
5. (Refused) / Prefer not to say

SECTION A4: PERCEPTIONS OF STATE/TERRITORY POLICING

*(ALL)

A11   Now I am going to read out a number of statements about the police in [DISPLAY STATE FROM S1]. To what extent do you agree or disagree with the following statements about police in [DISPLAY STATE FROM S1]?

Do you….?

Here are a number of statements about police in [DISPLAY STATE FROM S1]. For each please indicate the extent you agree or disagree.

*PROGRAMMER NOTE: RANDOMISE STATEMENTS

(STATEMENTS)
a) I think the police perform their job professionally
b) Police treat people fairly and equally
c) Police are honest
d) I have confidence in the police
e) I trust the police

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING. CAN SHORTEN TO 'NEITHER / NOR' AFTER FIRST STATEMENT

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)

(RESPONSE FRAME)
1. Strongly Agree
2. Agree
3. Neither Agree nor Disagree
4. Disagree
5. Strongly Disagree

6. (Don't know) / Not sure
7. (Refused) / Prefer not to say

SECTION A5: DRIVING BEHAVIOURS

*(ALL)

A12   I am now going to ask a few questions about driving behaviours. Have you driven a motor vehicle in the last 6 months?

The next questions are about driving behaviours. Have you driven a motor vehicle in the last 6 months?

1.   Yes, have driven in last 6 months
2.   No, have not driven in last 6 months

3.   (Don't know) / Not sure
4.   (Refused) / Prefer not to say

*(A12=1, HAS DRIVEN IN PAST 6 MONTHS)

A13   In the last 6 months, how often have you driven…

*PROGRAMMER NOTE: RANDOMISE STATEMENTS

(STATEMENTS)

a)   over the speed limit by 10 kilometres per hour or more?
b)   when you might have been over the alcohol limit?
f)   when you might have been impaired by medication or other drugs?
d)   when you might have been impaired by illicit drugs?
c)   without wearing a seat belt?
e)   while distracted by using a mobile phone or other device?
g)   when you might have been over tired or fatigued?

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)

(RESPONSE FRAME)

1.   Never
2.   Rarely
3.   Sometimes
4.   Most of the Time
5.   Always

6.   (Don't know) / Not sure
7.   (Refused) / Prefer not to say

SECTION A6: RECENT CONTACT WITH THE POLICE

*(ALL)
A14   I'm now going to ask you about your contact with the police.

The next questions ask about your contact with the police

In the last 12 months, have you had contact with police?

Please include contact such as in a police station, random breath testing, over the phone, at a community meeting, to witness or sign a document or as part of your work, but do not include any social contact.

1.   Yes
2.   No contact with police

3.   (Don't know) (AVOID) / Not sure
4.   (Refused) / Prefer not to say

*(A14=1 OR 3, HAS HAD CONTACT WITH POLICE OR DON'T KNOW)
A15   What was the **main** reason for your most recent contact with police?

INTERVIEW NOTE: IF MORE THAN ONE CONTACT, PROBE FOR MAIN REASON OF THE MOST RECENT CONTACT

*PROGRAMMER NOTE: FOR ONLINE RANDOMISE STATEMENTS KEEP 16 LAST

1.   Random roadside test
2.   Traffic / vehicle violations
3.   Car accident
19.   Victim or witness to a crime
20.   Suspect or offender
21.   Make a police report (e.g. burglary, assault, public disturbance etc.)
10.   Police witnessing or signing documents
11.   General enquiry / contact
12.   Community meeting / police talk
16.   Other (specify___)

17.   (Don't know) / Not sure
18.   (Refused) / Prefer not to say

*(A14=1 OR 3, HAS HAD CONTACT WITH POLICE OR DON'T KNOW)
A16   How satisfied were you with the service you received during your most recent contact with police? Were you…?

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)

1.   Very Satisfied
2.   Satisfied

3. Neither Satisfied nor Dissatisfied
4. Dissatisfied
5. Very Dissatisfied

6. (Don't know) / Not sure
7. (Refused) / Prefer not to say

*(A16=4 OR 5, DISSATISFIED WITH THE SERVICE RECEIVED)
A18   What was the main reason you were dissatisfied?

       *PROGAMMER NOTE: FOR ONLINE RANDOMISE STATEMENTS, 11 ALWAYS LAST

1. Kept waiting/ slow to arrive
2. Unfriendly/ impolite
3. Unhelpful
4. Unprofessional/ unfair
5. Didn't do enough/ took no action
6. Didn't keep informed/ no follow up
7. False accusation/ wrongful arrest
8. Used unnecessary force
9. Didn't use clear/ simple language
10. Police not interested
11. Other (specify___)

12. (Don't know) / Not sure
13. (Refused) / Prefer not to say

*((S1=3 AND A18=6), QLD ONLY DISSATISFIED WITH NO FOLLOW UP)
A19   How would you like police to keep in touch with you about future matters?

       *PROGRAMMER NOTE: RANDOMISE

1. Telephone call
2. Email
3. SMS
4. Face-to-face
5. Mail

6. (Don't know) / Not sure
7. (Refused) / Prefer not to say

SECTION A_QLD: STRATEGIC PLANNING

*(S1=3, QLD ONLY)
RQ23BQLD   How satisfied are you with the Queensland police response to combatting serious and organised crime?

       INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING

       *PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

1. Very Satisfied
2. Satisfied
3. Neither Satisfied nor Dissatisfied
4. Dissatisfied
5. Very Dissatisfied

6. (Don't know) / Not sure
7. (Refused) / Prefer not to say

*(S1=3, QLD ONLY)
RQ24BQLD   How concerned are you about your safety as a result of serious and organised crime?
Are you…?

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING

*PROGRAMMER NOTE: ROTATE 1-3 AND 3-1 USING S_ORDER VARIABLE

(READ OUT)

1. Not concerned
2. Somewhat concerned, or
3. Very concerned

4. (Don't know) / Not sure
5. (Refused) / Prefer not to say

*(S1=3, QLD ONLY)
RQ26AQLD   What is your preferred method for receiving community safety and crime prevention information from police:

Please indicate your preferred method for receiving community safety and crime prevention information from police.

*PROGRAMMER NOTE: RANDOMISE

(READ OUT)

1. Television
2. Radio
3. Newspaper
4. Social media (Facebook, YouTube, Twitter etc)
5. Face-to-face
6. Other (SPECIFY)

7. (Don't know) / Not sure
8. (Refused) / Prefer not to say

*(S1=3, QLD ONLY)
RQ27AQLD How satisfied are you with the Queensland police response to combatting domestic and family violence in the community?

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)

1. Very Satisfied
2. Satisfied
3. Neither Satisfied nor Dissatisfied
4. Dissatisfied
5. Very Dissatisfied

6. (Don't know) / Not sure
7. (Refused) / Prefer not to say

*(S1=3, QLD ONLY)
RQ29AQLD How confident would you be in contacting the police to report domestic and family violence?

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)

1. Very confident
2. Confident
3. Neither confident nor not confident
4. Only slightly confident
5. Not at all confident

6. (Don't know) / Not sure
7. (Refused) / Prefer not to say

*(RQ29AQLD=4 OR 5, NOT CONFIDENT CONTACTING POLICE)
RQ30AQLD Why would you **not** be confident contacting the police to report domestic and family violence? Any other reasons?

*PROGAMMER NOTE: FOR CATI MULTIPLES ACCEPTED.

<INSERT TEXTBOX> [MAXIMUM OF 500 CHARACTERS, DISPLAY COUNTER]

1. Don't feel comfortable contacting police
2. Don't think the police will help
3. Don't think police will hold the perpetrator accountable

4. Don't think the perpetrator will be charged
5. Concern about perpetrator
6. Don't think the police understand your situation
7. Other (Please specify)

8. (Don't know) / Not sure
9. (Refused) / Prefer not to say

SECTION A_VIC: STRATEGIC PLANNING

*(S1=2, VIC ONLY)
RQ26AVIC   Have you attended your local police station in the last 12 months?

1. Yes
2. No

3. (Don't know) (AVOID) / Not sure
4. (Refused) / Prefer not to say

*(RQ26AVIC = 1, VISITED LOCAL POLICE STATION IN LAST 12 MONTHS)
RQ26A_1VIC   Why did you attend your local police station in the last 12 months?
(MULTIPLES ACCEPTED)

1. To make a police report (e.g. burglary, assault, collision, public disturbance, witness to a crime)
2. To have documents witnessed or signed
3. General enquiry or contact
4. I was a suspect or offender in a crime
5. Other (SPECIFY)

6. (Don't know) (AVOID) / Not sure
7. (Refused) / Prefer not to say

*PROGRAMMER NOTE: DISPLAY AS GRID (ONLINE ONLY)

To make a police report (e.g. burglary, assault, collision, public disturbance, witness to a crime)	1. Yes	2. No
To have documents witnessed or signed	1. Yes	2. No
General inquiry or contact	1. Yes	2. No
I was a suspect or offender in a crime	1. Yes	2. No
Other (SPECIFY)	1. Yes	2. No

6. (Don't know) (AVOID) / Not sure
7. (Refused) / Prefer not to say

*(S1=2, VIC ONLY)
RQ27AVIC   How safe do you feel on Victorian Roads as a pedestrian?

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)
1.　Very Safe
2.　Safe
3.　Neither Safe nor Unsafe
4.　Unsafe
5.　Very Unsafe
6.　(Don't use) / Don't use
7.　(Not Applicable) / Not applicable

8.　(Don't know) / Not sure
9.　(Refused) / Prefer not to say

*(S1=2 AND A12=1, VIC ONLY AND HAS DRIVEN IN PAST 6 MONTHS)
RQ28AVIC　How safe do you feel on Victorian Roads as a driver?

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING. CAN SHORTEN TO 'NEITHER / NOR'

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)
1.　Very Safe
2.　Safe
3.　Neither Safe nor Unsafe
4.　Unsafe
5.　Very Unsafe
6.　(Don't use) / Don't use
7.　(Not Applicable) / Not applicable

8.　(Don't know) / Not sure
9.　(Refused) / Prefer not to say

*(S1=2 AND A12=1, VIC ONLY AND HAS DRIVEN IN PAST 6 MONTHS)
RQ29AVIC　How safe do you feel on Victorian Roads as a motor bike rider?

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING. CAN SHORTEN TO 'NEITHER / NOR'

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)
1.　Very Safe
2.　Safe
3.　Neither Safe nor Unsafe
4.　Unsafe
5.　Very Unsafe
6.　(Don't use) / Don't use
7.　(Not Applicable) / Not applicable

8. (Don't know) / Not sure
9. (Refused) / Prefer not to say

*(S1=2, VIC ONLY)

RQ30AVIC How concerned are you that you will **experience harassment** within the community based on your **faith, race or ethnicity**?

(READ OUT)
1. Not concerned
2. Somewhat concerned
3. Very concerned
4. (Don't know)

*(S1=2, VIC ONLY)

RQ31AVIC How concerned are you that you will **experience violence or other crime** within the community based on your **faith, race, ethnicity, disability, sexuality or gender identity**?

*PROGRAMMER NOTE: ROTATE 1-3 AND 3-1 USING S_ORDER VARIABLE

(READ OUT)
1. Not concerned
2. Somewhat concerned
3. Very concerned

4. (Don't know) / Not sure
5. (Refused) / Prefer not to say

*(S1=2, VIC ONLY)

RQ32AVIC How concerned are you that you will **experience harassment** within the community based upon your **disability, sexuality or gender identity**? If you do not think this is relevant to you please say so.

*PROGRAMMER NOTE: ROTATE 1-3 AND 3-1 USING S_ORDER VARIABLE

(READ OUT)
1. Not concerned
2. Somewhat concerned
3. Very concerned

4. (Don't know) / Not sure
5. (Not relevant) / Not relevant

6.   (Refused) / Prefer not to say

*(S1=2, VIC ONLY)

RQ33AVIC On the whole, how good a job are police doing in your neighbourhood at working with people in your community to solve local problems:

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)

1.   Very good
2.   Good
3.   Neither good nor bad
4.   Bad
5.   Very bad

6.   (Don't know) / Not sure
7.   (Refused) / Prefer not to say

*(S1=2, VIC ONLY)

RQ34AVIC On the whole, how good a job are police doing in your neighbourhood at preventing crime:

INTERVIEWER NOTE: REPEAT WHOLE CODEFRAME WHEN PROBING

*PROGRAMMER NOTE: ROTATE 1-5 AND 5-1 USING S_ORDER VARIABLE

(READ OUT)

1.   Very good
2.   Good
3.   Neither good nor bad
4.   Bad
5.   Very bad

6.   (Don't know) / Not sure
7.   (Refused) / Prefer not to say

*(ALL)
DEM1   Finally, I'd just like to ask you a few questions about yourself for statistical purposes only.

          The next questions are about you. These questions are used for statistical purposes only.

          Do you speak a language other than English in your home?

          1.   No, English only
          2.   Mandarin
          3.   Italian
          4.   Arabic
          5.   Cantonese
          6.   Greek
          7.   Vietnamese
          8.   Spanish
          9.   Hindi
          10.   Tagalog (Filipino)
          11.   Yes (Specify language ___)

          12.   (Refused) / Prefer not to say

*(s_METHOD=2 OR 3, CATI OR SMS P2W)

DEM2   Are you of Aboriginal or Torres Strait Islander origin?

          *(PROGRAMMER INSTRUCTION: PLEASE FILL USING P_ATSI FOR LINA PANELLISTS)

          1.   Yes
          2.   No

          3.   (Refused) / Prefer not to say

*(ALL)
DEM3   Do you have a permanent disability that substantially reduces your ability to carry out day-to-day activities?

          INTERVIEWER NOTE: The disability could be attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment.

          This includes intellectual, psychiatric, cognitive, neurological, sensory, or physical impairments.

          1.   Yes
          2.   No

          3.   (Don't know) / Not sure
          4.   (Refused) / Prefer not to say

SECTION X – QUESTIONNAIRE INCENTIVE

*(PREFERRED_INCENTIVE IS NOT NULL, HAVEN'T CHOSEN INCENTIVE BEFORE)

INCENTCHK   Thanks for your participation. In the past, you have chosen **<preferred_incentive>** as your reward. Are you happy with that again?

1.   Yes [AUTO-SELECT IF ID=16121524 OR ID=16124037]

2.   No, change reward

*(INCENTCHK=2 OR PREFERRED_INCENTIVE=NULL, NEW OR CHANGE INCENTIVE)

INCENTIVE   <IF PREFERRED_INCENTIVE=NULL DISPLAY: Thanks for your participation.> Which reward option would you like for this study?

(READ OUT)

1.   PayPal [DISPLAY IF incentive_type=1 & PANEL_EXIST = 1]
2.   Coles Myer gift card [DISPLAY IF incentive_type=2]
3.   Coles e-card [DISPLAY IF incentive_type=1]
4.   Charitable donation
5.   Prefer to not receive reward

*((PREFERRED_INCENTIVE='Charitable donation' AND INCENTCHK=1) OR INCENTIVE=4, CHARITABLE DONATION)

CHARITY Which of the following would you like to us to donate to on your behalf?

(READ OUT)

*(PROGRAMMER NOTE: ROTATE RESPONSES 24-28. NUMBER CONTINUING FROM PREVIOUS CHARITY LIST)

29.   **Food For Change** - aims to help alleviate food insecurity across the nation, ensuring that no individual or family goes hungry. They grow fresh fruit and vegetables on

their farms, lead food rescue initiatives with IGA and other partners, and support food relief agencies across the country.

30. **RizeUp** - drives awareness of domestic and family violence within society by generating life-changing, practical support for the families affected, giving them the hope and empowerment to move on to a life free from violence.

31. **Children's Ground** - Children's Ground work with First Nations children, families and communities that face the greatest exclusion and live with injustice and disadvantage every single day. They work across 5 intersecting platforms: learning, health, economic wellbeing, culture and community to help provide children with the opportunity for a future filled with promise, hope and empowerment.

32. **WIRES Australian Wildlife Rescue Organisation** - WIRES is Australia's largest wildlife rescue organisation and has been rescuing and caring for sick, injured and orphaned native animals for over 35 years, their mission is to actively rehabilitate and preserve Australian wildlife and inspire others to do the same.

33. **Spinal Cord Injuries Australia** - Spinal Cord Injuries Australia provides services, information, advocacy and support for people with a spinal cord injury and other neurological conditions, as well as their family members and carers.

*(INCENTIVE=1, PAYPAL)

PAYPAL For us to deposit the amount in your PayPal account, we just need the email address that is connected to your account.

PayPal email: <paypalemail>

1. Email same and correct

2. Provide different email address:

99. Prefer other payment method (GO BACK TO INCENTIVE)

[TIMESTAMP]

CLOSING SCRIPTS

*(s_METHOD =1 OR 3, LINA ONLINE OR SMS P2W)

Thank you for taking the time to participate. This survey was conducted by the Social Research Centre.

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

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

[DISPLAY IF s_METHOD=1] For further information you can contact the Social Research Centre on 1800 023 040 or LifeinAus@srcentre.com.au.

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

Beyond Blue   www.beyondblue.org.au

Phone: 1300 22 4636

Lifeline   www.lifeline.org.au

Phone: 13 11 14

1800RESPECT www.1800respect.org.au

Phone: 1800 737 732

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

*(s_METHOD=2, CATI)

CLOSE1   Thank you for your time and assistance.

Again, this research is carried out in compliance with the Privacy Act and the Australian Privacy Principles, and the information you have provided will only be used for research purposes.

We are conducting this research on behalf of ALL AUSTRALIAN STATE AND TERRITORY POLICE SERVICES, from the Social Research Centre. In case you missed it, my name is <Name>

Our Privacy Policy is available via our website, www.srcentre.com.au, if you require further information please click on Privacy under the 'Research Participants' menu.
If you would like any more information about this project, you can phone us on 1800 023 040.

Thank you again.

V6 ADD FOR COMPLETES

IF EMAIL IS NOT NULL, ADD COMPLETES TO LIST

*(API key: 4f5403dfc9a24f460651645851a207f14f556cc4e2ed479f0d9eb4b051a2fa78)

*(PROGRAMMER NOTE: Insert into V6 list: <mark>774386</mark>)

VARIABLES TO ADD:

- recordid
- title
- firstname
- surname
- email
- incentive
- ecardlink
- charity
- paypalemail
- amount
- outcome
- month
- projectID

Life in Australia™ TERMINATION SCRIPTS

	Detailed outcome	Summary outcome	Text to display
Term2	Refused		Thank you for participating in the Life in Australia study. If you change your mind and would like to be included please contact the Social Research Centre on 1800 023 040 or at LifeInAus@srcentre.com.au

.

CATI AND SMS P2W TERMINATION SCRIPTS

*(QUOTA FULL OR (MOBILE AND MARKET <> 173)
TERM7   Thank you for your time and patience, unfortunately the quota has been filled for your area. Thank you again.

*((S1=9 OR 10) OR MOBSTATE=10))
TERM8   Thank you for your time but we do need to know your state as some questions relate to State specific issues which are fed back to the State and Territory Police services

*(INTRO = 7 OR CHECK2 = 1 OR 3)
TERM9   Thank you for your time and patience, but we need to speak to people who are not employees of any police organisation.

*(CHECK1=13)
TERM10   Thank you for your time but for this research it's important to understand what kind of issues are important to people in certain age groups.

*(INTRO=9)
TERM11   Thank you for your time but for this study we do need to speak with people over the age of 18.

ALL TERM

	Detailed outcome (SUR)	Summary outcome (SUR)	AAPOR Detailed outcome	AAPOR Detailed Outcome code

INTRO=2	Mobile phone answerer refusal	Refusal	Residential unknown if eligible respondent	3.2
(INTRO=7 OR (CHECK2=1 OR 3))	Works for police	Out of scope	No eligible respondent	4.7
INTRO=9	Aged under 18 years	Out of scope	No eligible respondent	4.7
S1=9 OR 10 OR MOBSTATE=10	Refused state	Refusal	Refusal	2.11
SAFE1=3 OR SAFE3=3	Respondent refusal	Refusal	Refusal	2.11
CHECK1=13	Refused age	Refusal	Refusal	4.7
PSA Quota reached	Over quota	Other contact	Quota filled	4.8
Midway termination	Midway termination	Refusal	Break off	2.1

Attachment 19A

Australia New Zealand Policing Advisory Agency

National Survey of Community Satisfaction with Policing Questionnaire

28/06/2021

Version 1

*CALL OUTCOMES AND RR1

USE STANDRD CALL OUTCOMES BUT HIDE NAMED PERSON/ORGANISATION NOT KNOWN AND **ADD WORKS FOR POLICE (SEE:CALL OUTCOMES)

**USE STANDARD RR1 BUT ADD NO ONE AGED 18+ IN HOUSEHOLD (SEE:RR1 TAB)

*PRE-NOTIFICATION SMS TEXT FOR MOBILE SAMPLE

This is a message on behalf of the police in your state or territory. The Social Research Centre will call you in the coming days to see if you can take part in an important study on safety and crime in your area. Reply '1' if you are 18+,'2' if you are under 18 or '3' to opt out.

*PARTICIPANT INFORMATION SAMPLE FIELDS

**USE STANDARD BUT ALSO ADD:

Sample field name	Show in Participant Information	Editable Fields	Show on Welcome Screen
SAMTYP	Y	N	Y
REASON FOR REFUSAL	N	N	Y
SSTATE	Y	N	N
SSUBURB	Y	N	N
SPCODE	Y	N	N
SREGION	Y	N	N

S1 TO STATE READ IN BREAKDOWN

1. NSW: New South Wales
2. VIC: Victoria
3. QLD: Queensland
4. SA: South Australia
5. WA: Western Australia
6. TAS: Tasmania

7. ACT: the ACT
8. NT: the Northern Territory

ANSWERING MACHINE MESSAGES

ANSM1   Good morning/afternoon/evening. My name is <SAY NAME> calling on behalf of the police in your state or territory from the Social Research Centre.

You are invited to take part in an important study on satisfaction with policing, safety and crime in your local area. Sorry to have missed you. We will try back in the next couple of days.

If you would like more information please call us on 1800 023 040 or visit our webpage, www.srcentre.com.au. Thank you.

ANSM2   Good morning/afternoon/evening. My name is <SAY NAME> calling on behalf the police in your state or territory from the Social Research Centre.

We recently left a message, inviting you to participate in an important study on satisfaction with policing, safety and crime in your local area.

Please call the Social Research Centre's toll-free hotline: 1800 023 040 to arrange an appointment time. Or for further information, including privacy info, visit our website, www.srcentre.com.au. Thank you.

ANSM3   Good morning/afternoon/evening. My name is <SAY NAME> calling on behalf of the police in your state or territory from the Social Research Centre.

You are invited to take part in an important study on satisfaction with policing, safety and crime in your local area. Sorry to have missed you. We will try back in the next couple of days.

If you would like more information please call us on 1800 023 040 or visit our webpage, www.srcentre.com.au. Thank you.

INTRODUCTION

*(ALL)
WELCOME SCREEN   Good […]. My name is (…) calling from the Social Research Centre on behalf of the police in your state or territory. We are currently conducting an important, but short survey on police, safety and crime in your local area.

*(INTRO=2, ANSWERING MACHINE)
AM_FLAG   Are you leaving an answering machine message?

   1.   No, continue to introduction
   2.   No message left
      3.   Yes (Left answering machine 1 message) (GO TO ANSM1)
      4.   Yes (Left answering machine 2 message) (GO TO ANSM2)
      5.   Yes (Left Mobile answering machine message) (GO TO ANSM3)

*(ALL)
INTRO   (Good […]. My name is (…) calling from the Social Research Centre on behalf of the police in your state or territory. We are currently conducting an important, but short survey on police, safety and crime in your local area.)

[IF SAMTYP=1, DISPLAY: **To randomize who we speak to** I'd like to speak to the person living in the household aged 18 or over and whose birthday is next. Is that you?]

[IF SAMTYP=2 AND SMS OUTCOME=over18 (AGED 18 or over): Thank you for replying to the text message we recently sent, confirming you are aged 18 or over.]

[IF SAMTYP=2, AND SMS OUTCOME=NULL (DID NOT REPLY TO TEXT MESSAGE) You should have recently received an SMS about the survey. Could I just confirm you're aged 18 or over?]

The survey will take less than 10 minutes, it is confidential, we just need your opinion on these important community issues. Can you spare some time now?

   1.   Continue
   2.   [DISPLAY IF SAMPTYP=2, MOBILE] Mobile phone answerer refusal (GO TO RR1)
   3.   [DISPLAY IF SAMPTYP=1, LANDLINE] Refused to pass phone to Qualifying respondent (GO TO RR1)
   4.   [DISPLAY IF SAMPTYP=1, LANDLINE] Household refusal (GO TO RR1)
   5.   Qualifying respondent refusal (GO TO RR1)
   6.   Queried about how telephone number was obtained (DISPLAY PTELQ)
   7.   Works for Police (GO TO TERM1)
   8.   LOTE – Language difficulty (GO TO PLOTE)
   9.   [DISPLAY IF SAMPLETYPE=2, MOBILES] Aged under 18 years (GO TO TERM3)

   *PROGRAMMER NOTE: PLEASE ORDER IN DIMENSIONS AS 1 – CONTINUE, 2 – REFUSED TO PASS PHONE TO QUALIFYING RESPONDENT, 3 – HOUSEHOLD REFUSAL, 4 – MOBILE PHONE ANSWERER REFUSAL, 5 – QUALIFYING RESPONDENT REFUSAL, 6 – QUERIED HOW TELEPHONE NUMBER WAS OBTAINED, 7 – WORKS FOR POLICE, 8 – LOTE AND 9 – AGED UNDER 18 YEARS

*(DISPLAY IN RED IF INTRO=5, QUERIED HOW TELEPHONE NUMBER WAS OBTAINED)
PTELQ   [DISPLAY IF SAMTYP=1, LANDLINE] Your telephone number has been chosen at random from all possible telephone numbers in your area. We find that this is the best way to obtain a representative sample of Australians for our survey. Households with

silent numbers are not in the White Pages but it is important that these people are included in the survey.

[DISPLAY IF SAMTYP=2, MOBILE] Your mobile number was provided by a commercial list provider. We find calling mobile phones as well as landlines, means a more representative selection of people complete the survey.

[DISPLAY IF SAMTYP=2, MOBILE] **IF NECESSARY:** These lists include telephone numbers listed in the white pages along with lists from other parties such as charities, telemarketing companies and other business entities.

[DISPLAY IF SAMTYP=2, MOBILE] **IF ASKS <u>WHO</u> THE LIST PROVIDER IS:** The list provider is SamplePages. More information can be found on their website www.samplepages.com.au.

For more information: 1800 023 040

*(INTRO=8, LOTE – LANGUAGE DIFFICULTY)
PLOTE.   RECORD LANGUAGE

1.   Mandarin (GO TO LOTE SCRIPT)
2.   Cantonese (GO TO LOTE SCRIPT)
3.   Vietnamese (GO TO LOTE SCRIPT)
4.   Italian (GO TO LOTE SCRIPT)
5.   Greek (GO TO LOTE SCRIPT)
6.   Arabic (GO TO LOTE SCRIPT)
7.   Turkish (GO TO LOTE SCRIPT)
8.   Serbian (GO TO LOTE SCRIPT)
9.   Croatian (GO TO LOTE SCRIPT)
10. Other language (Please specify)

*(SAMTYP=2, MOBILE)
MOBSTATE Firstly, to ensure that we are speaking to a good cross-section of people, may I start by asking what state you live in?

INTERVIEWER NOTE IF MAKING APPOINTMENT READ: "Just so I know your time zone, can I just check which state you're in?"

IF NECESSARY: As we are calling nationally, I Just need to confirm your state so we can ensure the correct state authority receives this anonymous feedback

1.   NSW
2.   VIC
3.   QLD
4.   SA
5.   WA
6.   TAS
7.   ACT
8.   NT
9.   (Not established)
10. (Refused) (GO TO TERM2)

*(SAMTYP=2, MOBILE)
SAFE1   Could I check whether it is safe for you to take this call at the moment? If not, we'd be happy to call you back when it is more convenient for you.

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

*(IF MOB2=2, MOBILE NOT SAFE TO TAKE CALL)
SAFE2   Do you want me to call you back on this number or would you prefer I call back on your home phone?

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

*(ALL)
INTRO2   Before we begin, you need to know that any information you give me will be completely confidential and your own answers will not be able to be identified. This study is conducted in accordance with the Privacy Act and Australian Privacy Principles.

          You do not have to answer any question if you do not feel comfortable doing so. Participation is voluntary and you are free to terminate the interview at any time.

          IF NECESSARY: For more information: 1800 023 040

*(ALL)
PMON   Just to let you know, this call may be monitored or recorded for training and quality purposes. Is that OK?

          3. Monitoring allowed
          4. Monitoring not permitted

*(ALL)
S1   [DISPLAY IF SAMTYP=1: Firstly, to ensure that we are speaking to a good cross-section of people, may I start by asking what state you live in?]
          [DISPLAY IF SAMTYP=2: (**IF NECESSARY: CONFIRM STATE**)]

          [DISPLAY RESPONSE FROM MOBSTATE IF SAMPTYP=2]

          IF NECESSARY: As we are calling nationally, I Just need to confirm your state so we can ensure the correct state authority receives this anonymous feedback

          *(PROGRAMMER NOTE: READ IN STATE FROM MOBSTATE IF AVAILABLE)

          1.   NSW
          2.   VIC
          3.   QLD
          4.   SA
          5.   WA
          6.   TAS
          7.   ACT
          8.   NT
          9.   (Don't know) (GO TO TERM2)
          10.   (Refused) (GO TO TERM2)

*(ALL)
S2   And could I also have your residential postcode?
          *(DISPLAY SPCODE)

          1.   Postcode correct as displayed
          2.   Postcode incorrect/not displayed (SPECIFY)
          3.   (Refused)
          4.   (Don't know)

          *(PROGRAMMER NOTE: IF S2=3 OR 4, DK OR REFUSED POSTCODE USE SAMPLE POST CODE FOR LOOKUP LIST)

*(ALL)

S3   And what suburb or locality do you live in?

*(DISPLAY SUBURBS BASED OFF RESPONSE AT S2)

1.   (Other specify)
2.   (Don't know)
3.   (Refused)

*PROGRAMMER NOTE: USE POSTCODE AND LOCALITY TO ASSIGN FINAL MARKET (PSA / REGION) AS PER LOCALITY LOOK UP LISTS. IF QUOTA FOR FINAL MARKET IS FULL GO TO TERM4.

*(ALL)

CHECK1   Just to make sure that we have a representative sample, would you mind telling me your age?

PROMPT IF NECESSARY

1.   18-19 years
2.   20-24 years
3.   25-29 years
4.   30-34 years
5.   35-39 years
6.   40-44 years
7.   45-49 years
8.   50-54 years
9.   55-59 years
10.   60-64 years
11.   65-69 years
12.   70+ years
13.   (Refused) *(GOTO TERM2)

*(ALL)

QSEX   Could you please confirm your gender? We ask everyone this question.

INTERVIEWER NOTE: ask this of everyone, can soften at your discretion.

1.   Male
2.   Female
3.   Other
4.   Prefer not to say

*(PROGRAMMER NOTE: PLEASE SWITCH DISPLAY OF 1 AND 2 FOR INTERVIEWER 1=NO, 2=YES)

*(ALL)

CHECK2   Do you work for the police?

*(PROGRAMMER NOTE: PLEASE SWITCH DISPLAY OF 1 AND 2 FOR INTERVIEWER 1=NO, 2=YES)

INTERVIEWER NOTE: DO NOT PROMPT, IF RESPONDENT MENTIONS IMMEDIATE FAMILY MEMBER WORKS FOR POLICE SELECT YES

1.   Yes *(GO TO TERM1)

2. No
3. (Don't know) *(GO TO TERM1)

SECTION A1: OVERALL SATISFACTION

*(ALL)
A1   We are interested in how satisfied or dissatisfied people are with the police in [STATE FROM S1].
Would you please say how satisfied you are in general with the services provided by the police. Would you say you're…

READ OUT

1. Very Satisfied
2. Satisfied
3. Neither Satisfied nor Dissatisfied
4. Dissatisfied, or
5. Very Dissatisfied
6. (Don't know)

*(ALL)
A2   Using the same scale, how satisfied are you in general with the job police are doing in responding to emergencies and disasters. Would you say you're…

READ OUT

1. Very Satisfied
2. Satisfied
3. Neither Satisfied nor Dissatisfied
4. Dissatisfied, or
5. Very Dissatisfied
6. (Don't know)

*(S1=3, QLD ONLY)
A2B   Using the same scale, how satisfied are you in general with the ease of accessing police services, whether it's online, over the phone, or in person. Would you say you're…

READ OUT

1. Very Satisfied
2. Satisfied
3. Neither Satisfied nor Dissatisfied
4. Dissatisfied, or
5. Very Dissatisfied
6. (Don't know)

A3A   Using the same scale, how satisfied are you in general with the job police are doing in responding to COVID-19. Would you say you're…

    READ OUT

    1. Very Satisfied
    2. Satisfied
    3. Neither Satisfied nor Dissatisfied
    4. Dissatisfied, or
    5. Very Dissatisfied
    6. (Don't know)

SECTION A2: PERCEPTIONS OF SAFETY

*(ALL)
A4   The next set of questions uses a slightly different scale relating to safety. The options are: very safe, safe, neither safe nor unsafe, unsafe or very unsafe.

    How safe do you feel at home by yourself DURING THE NIGHT?

    READ OUT

    1. Very Safe
    2. Safe
    3. Neither Safe nor Unsafe
    4. Unsafe, or
    5. Very Unsafe
    6. (Not Applicable)

*(ALL)
A5   How safe do you feel when you are by yourself, walking in your neighbourhood DURING THE DAY?

    READ OUT

    1. Very Safe
    2. Safe
    3. Neither Safe nor Unsafe
    4. Unsafe, or
    5. Very Unsafe
    6. (Not Applicable)

*(ALL)
A6   How safe do you feel when you are by yourself, walking in your neighbourhood DURING THE NIGHT?

    READ OUT

    1. Very Safe
    2. Safe
    3. Neither Safe nor Unsafe
    4. Unsafe, or
    5. Very Unsafe
    6. (Not Applicable)

*(S1=2, VIC ONLY)
A7 How safe do you feel when you are by yourself, travelling on public transport DURING THE DAY?

READ OUT

1. Very Safe
2. Safe
3. Neither Safe nor Unsafe
4. Unsafe, or
5. Very Unsafe
6. (Not Applicable)

*(ALL)
A8 How safe do you feel when you are by yourself, travelling on public transport DURING THE NIGHT?

READ OUT

1. Very Safe
2. Safe
3. Neither Safe nor Unsafe
4. Unsafe, or
5. Very Unsafe
6. (Not Applicable)

*(ALL)

A9   I am now going to read out a number of things that may or may not be a problem in YOUR OWN NEIGHBOURHOOD. To what extent do you think each of the following is a problem in your own neighbourhood?

Would you say….

*(ROTATE STATEMENTS BUT A) ALWAYS 2ND)

(STATEMENTS)
a)   Illicit drugs
b)   Speeding cars, dangerous or noisy driving
d)   Gangs
e)   Drunken or anti-social behaviour

READ OUT
(RESPONSE FRAME)
1.   Not a problem
2.   Somewhat of a problem, or
3.   A major problem in your own neighbourhood
4.   (Don't know)

*(ALL)

A10   I am now going to read out a number of things which people may be concerned about in the next 12 months. Please say whether you are NOT concerned, SOMEWHAT concerned or VERY concerned.

How concerned are you that **you** will become a victim of… (in the next 12 months) Are you…?

*(ROTATE STATEMENTS BUT A) ALWAYS 2ND AND B) ALWAYS 3RD)
(STATEMENTS)
a)   Domestic or family violence
b)   Sexual assault
c)   Physical assault in a public place (such as in a park, shopping centre, hotel or entertainment venue)
d)   Housebreaking
e)   Motor vehicle theft
f)   Fraud or credit card theft
g)   Internet based / cyber crime
h)   A terrorist incident

READ OUT
(RESPONSE FRAME)
1.   Not concerned
2.   Somewhat concerned, or
3.   Very concerned
4.   (Don't know)

*(ALL)

A11   Now I am going to read out a number of statements about the police in [DISPLAY STATE FROM S1]. To what extent do you agree or disagree with the following statements about police in [DISPLAY STATE FROM S1]?

Do you….?

(STATEMENTS)
a)   I think the police perform their job professionally
b)   Police treat people fairly and equally.
c)   Police are honest.
d)   I have confidence in the police
e)   I trust the police

READ OUT
(RESPONSE FRAME)
1.   Strongly Agree
2.   Agree
3.   Neither Agree nor Disagree
4.   Disagree
5.   Strongly Disagree
6.   (Don't know)

SECTION A5: DRIVING BEHAVIOURS

*(ALL)
A12 I am now going to ask a few questions about driving behaviours. Have you driven a motor vehicle in the last 6 months?

  1. Yes, have driven in last 6 months
  2. No, have not driven in last 6 months
  3. (Don't know)
  4. (Refused)

*(A12=1, HAS DRIVEN IN PAST 6 MONTHS)
A13 In the last 6 months, how often have you driven…

  *(ROTATE)
  (STATEMENTS)
  a) over the speed limit by 10 kilometres per hour or more?
  b) when you might have been over the alcohol limit?
  f) when you might have been impaired by medication or other drugs?
  d) when you might have been impaired by illicit drugs?
  c) without wearing a seat belt?
  e) while distracted by using a mobile phone or other device?
  g) when you might have been over tired or fatigued

  READ OUT
  (RESPONSE FRAME)
  1. Never
  2. Rarely
  3. Sometimes
  4. Most of the Time
  5. Always
  6. (Don't know)
  7. (Refused)

SECTION A6: RECENT CONTACT WITH THE POLICE

*(ALL)
A14   I'm now going to ask you about your contact with the police.

In the last 12 months, have you had contact with police? Please include contact such as in a police station, random breath testing, over the phone, at a community meeting, to witness or sign a document or as part of your work, but do not include any social contact.

      1.   Yes
      2.   No contact with police
      3.   (Don't know) (AVOID)
      4.   (Refused)

*(A14=1 OR 3, HAS HAD CONTACT WITH POLICE OR DON'T KNOW)
A15   What was the MAIN reason for your most recent contact with police?

INTERVIEW NOTE: IF MORE THAN ONE CONTACT, PROBE FOR MAIN REASON OF THE MOST RECENT CONTACT

      1.   Random roadside test
      2.   Traffic / vehicle violations
      3.   Car accident
     19.   Victim or witness to a crime
     20.   Suspect or offender
     21.   Make a police report (e.g. burglary, assault, public disturbance etc.)
     10.   Police witnessing or signing documents
     11.   General enquiry / contact
     12.   Community meeting / police talk
     16.   Other (specify___)
     17.   (Refused)
     18.   (Don't know)

*(A14=1 OR 3, HAS HAD CONTACT WITH POLICE OR DON'T KNOW)
A16   How satisfied were you with the service you received during your most recent contact with police? Were you…?

READ OUT

      1.   Very Satisfied
      2.   Satisfied
      3.   Neither Satisfied nor Dissatisfied
      4.   Dissatisfied, or
      5.   Very Dissatisfied
      6.   (Don't know)

*(A16=4 OR 5, DISSATISFIED WITH THE SERVICE RECEIVED)
A18   What was the main reason you were dissatisfied?

      1.   Kept waiting/ slow to arrive
      2.   Unfriendly/ impolite
      3.   Unhelpful
      4.   Unprofessional/ unfair
      5.   Didn't do enough/ took no action
      6.   Didn't keep informed/ no follow up
      7.   False accusation/ wrongful arrest
      8.   Used unnecessary force
      9.   Didn't use clear/ simple language

10. Police not interested
11. Other (specify___)
12. (Don't know)

SECTION A_QLD: STRATEGIC PLANNING

*(S1=3, QLD ONLY)
RQ23BQLD   How satisfied are you with the Queensland police response to combatting serious and organised crime?

READ OUT

1. Very Satisfied
2. Satisfied
3. Neither Satisfied nor Dissatisfied
4. Dissatisfied, or
5. Very Dissatisfied
6. (Don't know)

*(S1=3, QLD ONLY)
RQ24BQLD   How concerned are you about your safety as a result of serious and organised crime? Are you…?

READ OUT

1. Not concerned
2. Somewhat concerned, or
3. Very concerned
4. (Don't know)

*(S1=3, QLD ONLY)
RQ26AQLD   What is your preferred method for receiving community safety and crime prevention information from police:

READ OUT

1. Television
2. Radio
3. Newspaper
4. Social media (Facebook, YouTube, Twitter etc)
5. Face-to-face
6. Other (SPECIFY)
7. (Don't know)

SECTION A_VIC: STRATEGIC PLANNING

*(S1=2, VIC ONLY)
RQ26AVIC   Have you attended your local police station in the last 12 months?

     1.   Yes
     2.   No
     3.   (Don't know) (AVOID)
     4.   (Refused)

*(RQ26AVIC = 1, VISITED LOCAL POLICE STATION IN LAST 12 MONTHS)
RQ26A_1VIC   Why did you attend your local police station in the last 12 months?
       (MULTIPLES ACCEPTED)

     6.   To make a police report (e.g. burglary, assault, collision, public disturbance, witness to a crime)
     7.   To have documents witnessed or signed
     8.   General enquiry or contact
     9.   I was a suspect or offender in a crime
     10.   Other (SPECIFY)
     6.   (Don't know) (AVOID)
     7.   (Refused)

*(S1=2, VIC ONLY)
RQ27AVIC   How safe do you feel on Victorian Roads as a pedestrian?

     READ OUT
     1.   Very Safe
     2.   Safe
     3.   Neither Safe nor Unsafe
     4.   Unsafe, or
     5.   Very Unsafe
     6.   (Don't use)
     7.   (Not Applicable)

*(S1=2 AND A12=1, VIC ONLY AND HAS DRIVEN IN PAST 6 MONTHS)
RQ28AVIC   How safe do you feel on Victorian Roads as a driver?

     READ OUT
     1.   Very Safe
     2.   Safe
     3.   Neither Safe nor Unsafe
     4.   Unsafe, or
     5.   Very Unsafe
     6.   (Don't use)
     7.   (Not Applicable)

*(S1=2 AND A12=1, VIC ONLY AND HAS DRIVEN IN PAST 6 MONTHS)
RQ29AVIC   How safe do you feel on Victorian Roads as a motor bike rider?

     READ OUT
     1.   Very Safe
     2.   Safe
     3.   Neither Safe nor Unsafe
     4.   Unsafe, or
     5.   Very Unsafe

6.   (Don't use)
7.   (Not Applicable)

RQ30AVIC   How concerned are you that you will **experience harassment** within the community based on your **faith, race or ethnicity**?

READ OUT
1.   Not concerned
2.   Somewhat concerned, or
3.   Very concerned
4.   (Don't know)

RQ31AVIC   How concerned are you that you will **experience violence or other crime** within the community based on your **faith, race, ethnicity, disability, sexuality or gender identity**?

READ OUT
1.   Not concerned
2.   Somewhat concerned, or
3.   Very concerned
4.   (Don't know)

RQ32AVIC   How concerned are you that you will **experience harassment** within the community based upon your **disability, sexuality or gender identity**? If you do not think this is relevant to you please say so,

READ OUT
1.   Not concerned
2.   Somewhat concerned, or
3.   Very concerned
4.   (Don't know)
5.   (Not relevant)

RQ33AVIC   On the whole, how good a job are police doing in your neighbourhood at working with people in your community to solve local problems:

READ OUT
1.   Very good
2.   Good
3.   Neither good nor bad
4.   Bad
5.   Very bad
6.   (Don't know)

RQ34AVIC   On the whole, how good a job are police doing in your neighbourhood at preventing crime:

READ OUT
1.   Very good

2. Good
3. Neither good nor bad
4. Bad
5. Very bad
6. (Don't know)

SECTION A7: DEMOGRAPHICS

*(ALL)
DEM1   Finally, I'd just like to ask you [IF S1=5, DISPLAY 'a few' ELSE, DISPLAY 'three'] questions about yourself for statistical purposes only.

Do you speak a language other than English in your home?

1. No, English only
2. Mandarin
3. Italian
4. Arabic
5. Cantonese
6. Greek
7. Vietnamese
8. Spanish
9. Hindi
10. Tagalog (Filipino)
11. Yes (Specify language ___)
12. (Refused)

*(ALL)
DEM2   Are you of Aboriginal or Torres Strait Islander origin?

1. Yes
2. No
3. (Refused)

*(ALL)
DEM3   Do you have a permanent disability that substantially reduces your ability to carry out day-to-day activities?

INTERVIEWER NOTE: The disability could be attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment.

1. Yes
2. No
3. (Don't know)
4. (Refused)

*(ALL)
CLOSE1   Thank you for your time and assistance.

Again, this research is carried out in compliance with the Privacy Act and the Australian Privacy Principles, and the information you have provided will only be used for research purposes.

We are conducting this research on behalf of ALL AUSTRALIAN STATE AND TERRITORY POLICE SERVICES, from the Social Research Centre. In case you missed it, my name is <Name>

Our Privacy Policy is available via our website, www.srcentre.com.au, if you require further information please click on Privacy under the 'Research Participants' menu.
If you would like any more information about this project, you can phone us on 1800 023 040.

*(INTRO = 7 OR CHECK2 = 1 OR 3)
TERM1   Thank you for your time and patience, but we need to speak to people who are not
          employees of any police organisation.

*((S1=9 OR 10) OR MOBSTATE=10))
TERM2   Thank you for your time but we do need to know your state as some questions relate to
          State specific issues which are fed back to the State and Territory Police services

*(INTRO=9)
TERM3   Thank you for your time but for this study we do need to speak with people over the age
          of 18.

*(CHECK1=13)
TERM4   Thank you for your time but for this research it's important to understand what kind of
          issues are important to people in certain age groups.

*(QUOTA FULL OR (MOBILE AND MARKET <> 173)
TERM5   Thank you for your time and patience, unfortunately the quota has been filled for your
          area. Thank you again.

ALL TERM

	Detailed outcome (SUR)	Summary outcome (SUR)	AAPOR Detailed outcome	AAPOR Detailed outcome code
INTRO=3	Refused to pass phone to QR (Household refusal)	Refusal	Household level refusal	2.111
INTRO=4	Household ref (Household refusal)	Refusal	Household level refusal	2.111
INTRO=2	Mobile phone answerer refusal	Refusal	Residential unknown if eligible respondent	3.2
INTRO=5	Respondent refusal	Refusal	Refusal	2.11
(INTRO=7 OR (CHECK2=1 OR 3))	Works for police	Out of scope	No eligible respondent	4.7
INTRO=9	Aged under 18 years	Out of scope	No eligible respondent	4.7
S1=9 OR 10 OR MOBSTATE=10	Refused state	Refusal	Refusal	2.11
SAFE1=3 OR SAFE3=3	Respondent refusal	Refusal	Refusal	2.11
CHECK1=14	Refused age	Refusal	Refusal	4.7
PSA Quota reached	Over quota	Other contact	Quota filled	4.8
Midway termination	Midway termination	Refusal	Break off	2.1

	Australia										NT									
KPI	Jul 22 - Mar 23	Lower Confidence Interval	Upper Confidence Interval	Design Factor	Jul 23 - Mar 24	Lower Confidence Interval	Upper Confidence Interval	Design Factor	Variance	Significance	Jul 22 - Mar 23	Lower Confidence Interval	Upper Confidence Interval	Design Factor	Jul 23 - Mar 24	Lower Confidence Interval	Upper Confidence Interval	Design Factor	Variance	Significance
N	20,746				15,511						1,258				1,468					
% satisfied in general with police	74.0	72.8	75.2	2.1	58.4	56.9	60.0	2.0	-15.6	*	62.4	57.1	67.4	1.9	56.6	53.0	60.2	1.4	-5.8	
% agree police preform job professionally	80.5	79.3	81.6	2.1	67.6	66.1	69.1	2.0	-12.8	*	76.5	71.9	80.7	1.8	70.5	67.1	73.8	1.4	-6.0	
% agree police treat people fairly and equally	63.7	62.4	65.0	2.0	49.3	47.7	50.8	1.9	-14.4	*	60.8	55.6	65.9	1.9	56.9	53.3	60.4	1.4	-4.0	
% agree police are honest	66.4	65.1	67.7	2.0	54.4	52.8	55.9	1.9	-12.0	*	64.4	59.3	69.3	1.9	65.5	62.0	68.8	1.4	1.1	
% agree they have confidence in the police	76.8	75.6	78.0	2.1	64.9	63.4	66.4	2.0	-11.9	*	65.6	60.4	70.6	1.9	59.9	56.3	63.4	1.4	-5.7	
% agree they trust the police	75.6	74.4	76.8	2.1	65.7	64.2	67.2	2.0	-9.9	*	72.3	67.4	76.8	1.9	70.0	66.5	73.2	1.4	-2.3	
% feel safe at home during the night	87.7	86.8	88.5	1.9	79.9	78.7	81.1	1.9	-7.7	*	62.3	57.1	67.3	1.9	56.3	52.7	59.9	1.4	-6.0	
% feel safe in neighbourhood during the day	91.2	90.5	91.8	1.7	88.1	87.2	89.1	1.8	-3.0	*	72.9	68.4	77.0	1.7	67.0	63.5	70.3	1.4	-5.9	
% feel safe in neighbourhood during the night	53.8	52.5	55.2	2.0	49.5	48.0	51.0	1.9	-4.3	*	34.2	29.2	39.5	1.9	26.3	23.2	29.5	1.4	-8.0	
% feel safe on public transport during the day (those who use)	66.5	64.9	68.1	1.3	69.7	66.5	72.8	1.3	3.2											
% feel safe on public transport during the day (all)	66.5	64.9	68.1	1.3	69.7	66.5	72.8	1.3	3.2											
% feel safe on public transport during the night (those who use)	32.9	31.6	34.2	2.0	33.1	31.7	34.6	2.0	0.2		11.7	8.6	15.2	1.8	11.7	9.3	14.5	1.5	0.1	
% feel safe on public transport during the night (all)	32.9	31.6	34.2	2.0	33.1	31.7	34.6	2.0	0.2		11.7	8.6	15.2	1.8	11.7	9.3	14.5	1.5	0.1	
% illicit drugs a problem	45.3	44.0	46.7	2.0	50.6	49.1	52.2	1.9	5.3	*	54.0	48.9	59.1	1.8	55.2	51.6	58.8	1.4	1.2	
% dangerous driving a problem	65.4	64.1	66.7	2.0	71.5	70.1	72.8	1.9	6.1	*	57.7	52.4	62.9	1.9	63.3	59.7	66.7	1.4	5.6	
% gangs a problem	20.9	19.8	22.0	2.0	23.5	22.2	24.7	1.9	2.5	*	47.3	42.1	52.5	1.8	53.2	49.6	56.7	1.4	5.9	
% drunken or antisocial behaviour a problem	38.0	36.7	39.3	1.9	43.6	42.1	45.1	1.9	5.5	*	77.6	73.4	81.5	1.7	76.0	72.8	79.0	1.4	-1.6	
% concerned they will be a victim of domestic violence	8.1	7.3	9.0	2.2	20.7	19.4	22.0	2.1	12.5	*	8.3	5.9	11.3	1.7	13.3	10.9	16.0	1.4	5.0	
% concerned they will be a victim of sexual assault	13.6	12.6	14.6	2.2	26.9	25.5	28.4	2.0	13.4	*	16.6	13.3	20.4	1.7	24.2	21.3	27.3	1.3	7.6	*
% concerned they will be a victim of physical assault in public	37.8	36.6	39.1	1.9	46.8	45.3	48.3	1.9	8.9	*	66.0	60.8	70.9	1.9	73.9	70.6	77.0	1.4	7.9	
% concerned they will be a victim of housebreaking	56.5	55.2	57.9	2.0	66.2	64.7	67.7	2.0	9.7	*	82.5	78.2	86.3	1.9	83.0	80.2	85.6	1.4	0.5	
% concerned they will be a victim of motor vehicle theft	49.0	47.7	50.4	2.0	60.4	58.9	61.9	1.9	11.4	*	81.6	77.7	85.0	1.7	82.2	79.3	84.8	1.4	0.6	
% concerned they will be a victim of fraud or credit card theft	74.4	73.2	75.7	2.1	81.6	80.4	82.8	2.0	7.2	*	73.8	68.9	78.3	1.9	74.9	71.4	78.3	1.5	1.1	
% concerned they will be a victim of internet-based crime	73.2	71.9	74.4	2.1	80.8	79.5	82.0	2.0	7.6	*	70.0	64.7	75.0	2.0	71.6	68.0	75.0	1.5	1.6	

% concerned they will be a victim of a terrorist incident	**20.0**	19.0	21.1	1.9	**25.7**	24.4	27.1	2.0	5.7	*	**20.2**	16.5	24.3	1.7	**23.5**	20.5	26.7	1.4	3.3
% have driven over the speed limit by 10km/h or more	**59.7**	58.3	61.1	2.0	**64.1**	62.6	65.6	1.9	4.4	*	**66.0**	60.7	71.1	1.9	**62.6**	58.8	66.2	1.4	-3.5
% have driven when felt they might be over .05	**6.6**	5.9	7.4	2.0	**9.3**	8.5	10.3	1.9	2.7	*	**8.7**	6.5	11.3	1.4	**10.3**	8.4	12.6	1.3	1.7
% have travelled in a car without wearing a seat belt	**4.9**	4.2	5.6	2.3	**4.6**	3.9	5.4	2.1	-0.3		**10.4**	6.8	14.9	2.2	**7.2**	5.5	9.2	1.3	-3.2
% have had contact with the police	**52.7**	51.3	54.0	2.0	**43.6**	42.1	45.1	1.9	-9.1	*	**67.0**	62.6	71.3	1.6	**66.0**	62.5	69.4	1.4	-1.0
% satisfied with the service from police	**76.7**	75.0	78.3	2.0	**71.4**	69.3	73.5	2.1	-5.3	*	**69.7**	63.1	75.7	1.9	**64.5**	60.1	68.8	1.4	-5.2
% satisfied with response to emergencies and disasters	**76.0**	74.8	77.2	2.0	**68.7**	67.3	70.2	2.0	-7.3	*	**60.5**	55.2	65.5	1.9	**58.4**	54.8	61.9	1.4	-2.1