

2020 Australian Digital Inclusion Index Index Technical Report

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Social
Research
Centre

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1. Introduction

1.1. About this report

This report summarises the data collection and methodological aspects of the 2020 Australian Digital Inclusion Index (ADII) Survey (also known as the Australian Internet Usage Survey (AIUS)). The survey was conducted by the Social Research Centre on behalf of Swinburne University and RMIT University (the 'ADII Research Team') between September and November 2020. The broader ADII program is funded by Telstra, who worked closely with the Social Research Centre and the ADII Research Team to conduct this study.

The report seeks to:

- consolidate and summarise project information and assorted reports generated throughout the survey period
- provide analysis relating to sample characteristics and utilisation
- summarise data processing and weighting processes
- consolidate issues for consideration related to the refinement of the methodology for future surveys.

1.2. Project background

The Australian Digital Inclusion Index (ADII) Survey is a series of surveys beginning in 2014, which aims to provide a comprehensive picture of Australia's online participation. Until 2019, the ADII Survey was powered with data from the Roy Morgan Single Source Survey. In 2019, the ADII Research Team undertook a comprehensive review of the ADII to ensure it remains relevant and effective given:

1. rapid and ongoing changes in digital technologies and the growing significance of the online distribution and consumption of services
2. requests from stakeholders for richer data insights that include the release of more of the data that populates the Index
3. interest from stakeholders in having access to a customised digital inclusion survey and reporting instrument they could use to measure digital inclusion in their own communities.

Following this review, the ADII Research Team engaged with the Social Research Centre (SRC) to conduct a pilot study in 2020 using a new methodology, before a full launch of data collection in 2021.

The ADII aims to provide a long-term picture of digital inclusion across Australia by measuring three key dimensions: Access, Affordability and Digital Ability. The ADII investigates how these dimensions change over time according to people's social and economic circumstances, as well as across geographic locations.

The data from the ADII Survey helps to provide a comprehensive picture of who uses the internet in Australia, what benefits Australians get from the internet and what barriers exist to accessing the internet. Findings from the ADII inform policy, community programs and business efforts to increase digital inclusion in Australia so that everyone can make full use of digital technologies.

1.3. Project overview

The ADII is a survey which forms an important long-term study of Australian's digital inclusion. A sequential mixed-mode design was applied to data collection with participants self-completing online during the push-to-web phase or via hard copy during a second phase of collection.

The Social Research Centre managed the survey distribution and data collection of the 2020 ADII in partnership with:

- Valiant Press – Hard copy questionnaire forms design, printing and distribution
- Datatime Services – Hard copy questionnaire scanning and data processing.

The data collection period for the 2020 ADII Survey was 24 September to 27 November 2020.

For the 2020 ADII sample, 23,529 Australian households were randomly selected from the Geocoded National Address File (G-NAF). The in-scope respondent within the household was any household member aged 18 years or over. The achieved sample size was 2,798, equating to a response rate of 12.0% and sample yield of 11.9% among all selections.

Key project statistics are summarised in Table 1 below:

Table 1 Key project statistics

Key project statistics	2020 Sample
Total sample	23,529
Total completed surveys	2,798
<i>Surveys completed online</i>	1,834
<i>Surveys completed via hard copy</i>	964
AAPOR Response Rate 3 (%)	12.0
Sample yield (%)	11.9

This research was undertaken in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles contained therein, the *Privacy (Market and Social Research) Code 2014*, the Research Society's Code of Professional Behaviour and ISO 20252 standards.

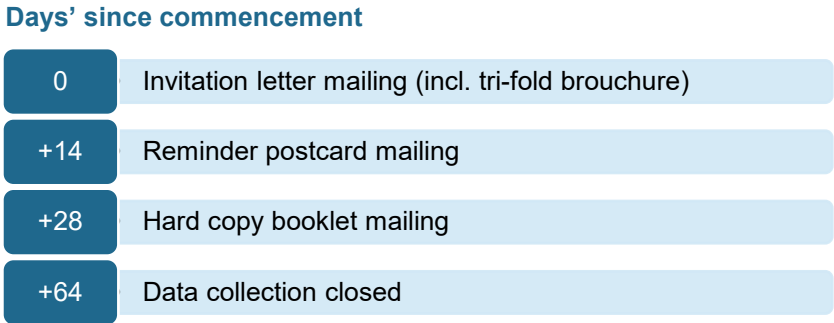
2. Methodology

2.1. Overview

Designed by the Social Research Centre, the methodology for the ADII was a sequential mixed-mode approach to data collection. This approach involved an initial push-to-web phase whereby online self-completion was offered first, with hard copy completion initiated only after efforts to maximise online response were exhausted.

An address-based sampling (A-BS) approach was used, with mail as the primary mode of contact. The push-to-web approach relies upon a staggered invitation and reminder schedule, detailed in Figure 1 below. More details about this approach is outlined in the next section.

Figure 1 Approach and reminder schedule



2.2. Sampling approach

An address-based sampling (A-BS) approach was used for the ADII survey. A-BS is a sampling approach that selects addresses from a comprehensive listing of virtually all addresses. It differs from other commonly used sample designs in Australian household surveys, which include block-listing for face-to-face surveys and random digit dial telephone surveys. The Australian Bureau of Statistics (ABS) has switched its household surveys to A-BS from the former block-listing approach; block-listing involves having trained staff visit selected locations ahead of face-to-face interviewing to map and list all addresses. Although A-BS is used only in Australia by the ABS and SRC, it is a well-accepted sampling approach more widely used overseas.

Sample was selected from the Geocoded National Address File (G-NAF), a high-quality national sample frame. Sample was selected using a stratified sample design in accordance with the distribution of the Australian residential population.

2.2.1. G-NAF sample frame

The G-NAF sample frame is maintained by Geoscape Australia (a company jointly owned by the Commonwealth, State and Territory governments that was formerly the Public Sector Mapping Authority) and is the authoritative national address index for Australia. The G-NAF is compiled of existing addresses from three recognised sources: State and Territory Government land records, the Australian Electoral Commission's Electoral Roll data and validated addresses from Australia Post.

2.2.2. Sample design and selection

Addresses were randomly selected within geographic strata based on state or territory and capital city/rest of state, where the number of completed surveys was designed to be proportional to the number of adults in the population of each of stratum. This design is designed to yield a sample that closely approximates the distribution of the Australian population across states and territories and capital cities and other areas (see Table 2).

Table 2 G-NAF sample design

Region	Available sample	Selected sample	Proportion of selected sample (%)	Australian adult population* (%)
Greater Sydney	2,854,105	4,869	20.7	20.6
Rest of New South Wales	1,804,253	2,655	11.3	11.3
Greater Melbourne	2,801,944	4,686	19.9	19.9
Rest of Victoria	1,014,800	1,481	6.3	6.3
Greater Brisbane	1,411,646	2,258	9.6	9.6
Rest of Queensland	1,726,413	2,409	10.2	10.3
Greater Adelaide	767,279	1,278	5.4	5.4
Rest of South Australia	346,897	369	1.6	1.6
Greater Perth	1,133,467	1,901	8.1	8.1
Rest of Western Australia	380,936	505	2.1	8.1
Greater Hobart	137,765	219	0.9	0.9
Rest of Tasmania	204,455	284	1.2	1.2
Greater Darwin	76,507	137	0.6	0.6
Rest of Northern Territory	34,090	83	0.4	2.2
Australian Capital Territory	230,157	395	1.7	1.7
Total	14,924,714	23,529	100.0	100.0

Address selections from the G-NAF are checked against Australia Post's Postal Address File (PAF) for deliverability and address type. We exclude addresses without a delivery point identifier (DPID) as well as addresses flagged as non-residential in the PAF. Based on prior research, we estimate that the restriction to addresses flagged as residential covers 96.4% of residential addresses. The exclusion of addresses flagged as non-residential is a trade-off between coverage and cost.

A total of 23,529 sample records were randomly generated within 15 geographic strata (see Table 2) to ensure sufficient sample was utilised to achieve the desired number of responses for the ADII.

2.2.3. In-scope sample

For the 2020 ADII G-NAF sample, a selected household was in-scope for the survey if it contained one or more Australian adults aged 18 years or over.

In the interest of response maximisation, a decision was made to allow any responsible adult within the household to complete the survey rather than apply a within-household selection procedure. This decision was based on the knowledge that within-household selection methods have been found to add a layer of complexity that increases non-response (Battaglia et al., 2008). Thus, while a within-household selection method may be desired as a means of minimising coverage error, this is overshadowed by the potential to increase non-response error. Additionally, the accuracy of within-household selection procedures applied to address-based sampling studies has been questioned (Olson, Stange and Smyth, 2014).

2.3. Data collection

The 2020 ADII used a sequential mixed-mode (online and hard copy) data collection methodology. Incorporating a push-to-web approach (not offering paper to begin with) was recommended as this has been shown to increase online response, as people are more inclined to complete via paper when offered the choice¹ (Additionally, offering respondents mode choice has been shown to reduce overall response (Medway and Fulton, 2012).

2.3.1. Approach and reminder details

Approach and reminder materials were designed by the Social Research Centre in consultation with Telstra, Swinburne University and RMIT University.

The sequential mixed-mode approach first involved a mailed invitation pack to invite recipients to complete the survey online, with the aim of maximising responses received via the online mode. Following the initial invitation pack, contact was made via postcard, again inviting participation solely via the online mode of collection (push-to-web).

Once these efforts were maximised, hard copy questionnaires were sent to non-respondents including those who were yet to complete or opt out of the survey. No further reminder activities were employed once the hard copy booklets were mailed, though the online completion option remained available.

Invitation pack mailing

The invitation pack aims to provide information on the study and encourage online survey completion. The invitation pack was sent to all $n=23,529$ sample members. Contents included an invitation letter and a brochure introducing the study, information on how to complete the survey online, referral to the website and Social Research Centre contact details.

The invitation letter and brochure are provided in Appendix 1.

Reminder postcard mailing

Fourteen days after the mailing of the invitation pack, reminder postcards were sent to remind recipients to go online and complete the survey. Though there was limited time between the invitation mailing and the sample draw for the postcard mailing, some exclusions were made, reducing the sample size for the reminder postcard mailing to $n=23,184$. Addresses were excluded from the sample

¹ Dillman, 2017; Holmberg, Lorenc and Werner, 2010; McMaster et al., 2017; Messer and Dillman, 2011; Millar and Dillman, 2011; Smyth et al., 2010; Tourangeau, 2017.

if they had been marked as having already completed, had opted out of the survey, or if the initial mailing had resulted in a 'return to sender'.

The reminder postcard is provided in Appendix 2.

Hard copy questionnaire mailing

A core feature of the push-to-web design (maximising completion via the online mode prior to introducing a second mode) involves allowing considerable time between sending the invitation mailing and the hard copy questionnaire booklet mailing (in this case, 28 days).

The sample preparation for the questionnaire mailing was conducted as late as possible to maximise exclusions while allowing time for printing. The questionnaire booklet was accompanied by a cover letter and reply-paid envelope and was sent to $n=22,544$ households.

2.3.2. Additional response maximisation techniques

Providing a range of support services and materials

Information and support were provided to respondents through a range of mechanisms to alleviate any concerns about the survey bona fides, address queries from sample members and encourage response.

In all contact materials, respondents were encouraged to review further information available on the website or in the brochure provided as part of the invitation package. In addition to written materials, the Social Research Centre operated an 1800 helpdesk number and a project-specific email address to respond to individual queries or concerns.

Offering contingent incentives

Sending post-payment for completing (a contingent incentive) incentive is believed to be effective as a means of boosting overall response as well as ensuring respondents fully complete questionnaire (reducing drop-offs).

For the 2020 ADII Survey, a \$10 contingent incentive in the form of a gift card was offered for survey completion. For respondents who completed the survey online, these were sent in batches via email at regular intervals following survey returns. For online respondents who did not provide an email address or completed the survey via hard copy, incentives were mailed upon the completion of data collection.

3. Questionnaire development

3.1. Overview

The draft questionnaire for the 2020 ADII Survey was developed by Telstra, Swinburne University and RMIT University based on previous iterations of the ADII. The Social Research Centre conducted a further review of the questionnaire and provided advice regarding operationalising the questionnaire for online and paper-based administration.

The questionnaire included the following sections:

- Internet use
- Home internet
- Mobile broadband
- Mobile phones
- Electronic devices
- Internet skills
- Internet activities
- Demographics

Due to the nature of hard copy form completion, there is no known average completion time for paper forms. However, online completion times suggest a median completion time of 14.9 minutes for this mode.

3.2. Questionnaire pilot testing

Prior to the main survey commencement, a pilot test of 497 interviews using a mixed-mode approach, including both online and telephone surveys. This was conducted via the Social Research Centre's probability-based panel, Life in Australia™ between 10 August and 24 August. The primary purpose of the pilot was to test the questionnaire, particularly the flow of questions and to confirm interview length.

A de-briefing session was held with interviewers following the pilot test and several changes were made to the questionnaire. Changes included the following:

- minor adjustments to the wording of the introduction to section A (INTRO) to enhance clarity and improve the flow
- adjustment to the wording of code 95 at the internet services question (B1) to enhance clarity
- adjustment to the wording of affordability questions (B6, C6, C7, D6 and D7) to make it clearer how respondents from group or share households should answer these questions
- adjustments to the frame for the education and pensions/benefits questions (H6 and H10) to capture additional common responses
- addition of fixed line telephone question (H15) for weighting purposes.

3.3. Cognitive testing and user testing

Prior to the pilot test, 10 cognitive interviews were conducted to explore participants' understanding of the questions being asked and their ability to select a response (from the option provided) to each question. The intent of the cognitive testing was to highlight any areas of the questions or response frames that participants may not have understood or may have found difficult to answer. Views on the invitation letter were also sought from participants, including potential responses to such a letter to help inform the letter design and content.

Following the cognitive testing and pilot testing, user testing of the formatted hard copy questionnaire was also conducted with 5 participants to explore participants' experience completing the hard copy survey, including the overall usability of the instrument. The intent of the user testing was to understand how participants navigate the hard copy questionnaire, whether they are able to follow the instructions (including any skips), as well as views on the format and layout of the hard copy survey.

Findings and recommendations from the cognitive interviews and user testing were provided in separate reports and shared with Telstra, Swinburne University and RMIT University.

3.4. Online survey instrument

The online survey was programmed and tested in-house by the Social Research Centre. Our online survey software is specifically designed for survey research. It has the functionality to allow for ease of completion on a range of devices, including the ability to identify and tailor design for mobile devices.

Prior to launching the online survey, standard operational testing procedures were applied to ensure that the script truly reflected the agreed final version of the questionnaire. These included:

- programming the skips and sequencing instructions as per the final questionnaire
- rigorous checking of the questionnaire in 'practice mode', including checks of the on-screen presentation of questions and response frames on a range of devices
- randomly allocating dummy data to each field in the questionnaire and examining the resultant frequency counts to check the structural integrity of the script.

The 'live' survey was launched on the 24 September 2020 and was available at www.srcentre.com.au/aius. Households were provided with a unique login code to access the survey. For security reasons, unique details were provided only in sealed mailings (not on postcards).

Refer to Appendix 3 for the final online questionnaire.

3.5. Hard copy questionnaire

The hard copy questionnaire was typeset by a professional mail house. The final booklet was 16 pages in length including a designed cover page, one page of completion instructions and contact details on the inside cover and a half page of return details on the back cover.

Prior to printing, careful testing was undertaken to ensure the contents accurately reflected the source questionnaire and the online programmed version. Additional checks were carried out by the data capture provider to ensure all scanning requirements were met.

Refer to Appendix 4 for the final hard copy questionnaire.

4. Response analysis

4.1. Overview

A total of 2,798 surveys were received prior to the closing date of 27 November 2020. Of these, 1,834 were completed online, while 964 hard copy returns were received.

4.2. Response by completion mode

Table 3 shows the geographical distribution of all respondents by mode of completion. It reveals the resultant sample was distributed roughly in line with the sample drawn, though Greater Sydney and Rest of QLD were slightly underrepresented, with limited variations by mode.

Table 3 Respondent location by mode (unweighted)

Region	Online		Hard copy		Total		Sample drawn	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
Greater Sydney	359	19.6	163	16.9	522	18.7	4,869	20.7
Rest of NSW	166	9.1	144	14.9	310	11.1	2,655	11.3
Greater Melbourne	477	26.0	160	16.6	637	22.8	4,686	19.9
Rest of VIC	115	6.3	93	9.6	208	7.4	1,481	6.3
Greater Brisbane	187	10.2	81	8.4	268	9.6	2,258	9.6
Rest of QLD	146	8.0	93	9.6	239	8.5	2,409	10.2
Greater Adelaide	100	5.5	67	7.0	167	6.0	1,278	5.4
Rest of SA	14	0.8	21	2.2	35	1.3	369	1.6
Greater Perth	149	8.1	83	8.6	232	8.3	1,901	8.1
Rest of WA	23	1.3	11	1.1	34	1.2	505	2.1
Greater Hobart	22	1.2	13	1.3	35	1.3	219	0.9
Rest of TAS	18	1.0	17	1.8	35	1.3	284	1.2
Greater Darwin	5	0.3	2	0.2	7	0.3	137	0.6
Rest of NT	0	<0.1	0	<0.1	0	<0.1	83	0.4
ACT	53	2.9	16	1.7	69	2.5	395	1.7
Total	1,834	100.0	964	100.0	2,798	100.0	23,529	100.0

Table 4 overleaf summarises respondent characteristics by completion mode. It shows that respondents who completed online were considerably more likely to hold a university degree than those who completed via hard copy. In addition, respondents who completed via hard copy were more likely to be over the age of 55 and use the internet less often (in the last 6 months or more than 6 months ago) or never use the internet compared to those who completed online.

Table 4 Respondent characteristics by mode (unweighted)

Respondent characteristics		Respondents					
		Online (n=1,834)		Hard copy (n=964)		Total surveys (n=2,798)	
Total		n	%	n	%	n	%
Gender	Male	968	52.8	421	43.7	1,389	49.6
	Female	853	46.5	543	56.3	1,396	49.9
	Non-binary / Gender fluid	9	0.5	0	<0.1	9	0.3
	Different identity	3	0.2	0	<0.1	3	0.1
	No response	1	0.1	0	<0.1	1	<0.1
Age	18 to 24	118	6.4	11	1.1	129	4.6
	25 to 34	284	15.5	36	3.7	320	11.4
	35 to 44	315	17.2	76	7.9	391	14.0
	45 to 54	291	15.9	118	12.2	409	14.6
	55 to 64	353	19.2	207	21.5	560	20.0
	65 to 74	331	18.0	293	30.4	624	22.3
	75 and over	142	7.7	223	23.1	365	13.0
Education	Secondary school or below	351	19.1	394	40.9	745	26.6
	Non-university	417	22.7	241	25.0	658	23.5
	University	1,007	54.9	273	28.3	1,280	45.7
	Other	50	2.7	44	4.6	94	3.4
	No response	9	0.5	12	1.2	21	0.8
State	NSW	525	28.6	307	31.8	832	29.7
	VIC	592	32.3	253	26.2	845	30.2
	QLD	333	18.2	174	18.0	507	18.1
	SA	114	6.2	88	9.1	202	7.2
	WA	172	9.4	94	9.8	266	9.5
	TAS	40	2.2	30	3.1	70	2.5
	NT	5	0.3	2	0.2	7	0.3
	ACT	53	2.9	16	1.7	69	2.5
Internet use	Used internet in the last week	1,827	99.6	841	87.2	2,668	95.4
	Used internet in the last month	3	0.2	21	2.2	24	0.9
	Used internet in the last 3 months	0	<0.1	0	<0.1	0	<0.1
	Used internet in the last 6 months	1	0.1	18	1.9	19	0.7
	Used internet more than 6 months ago	1	0.1	12	1.2	13	0.5
	Never used internet	2	0.1	72	7.5	74	2.6

5. Data processing

5.1. Hard copy returns processing

Hard copy questionnaire returns were sent to and processed by Datatime, a professional data capture provider using data scanning technology.

5.1.1. Returns management and reporting

Hard copy survey returns were logged by on a daily basis and sorted into the following categories for mid-field status reporting:

- Accepted for processing – some effort had been made to complete the form
- Refusal – includes blank returned forms that were not ‘return to sender’
- Out of scope – includes ‘deceased’
- Sample loss / unusable sample – includes ‘return to sender’.

A log of hard copy and online returns was updated daily to consolidate scanned survey outcomes and online survey completions. This log was used to update the interactive dashboard. The dashboard included the total number of completes for both the online and hard copy surveys, with additional information available for online completes such as demographics and key outcome measures.

5.1.2. Data scanning and capture

Once received by the data capture provider, hard copy returns were scanned and processed using a mixture of optical mark read and key from image technologies.

Fully trained data entry operators reviewed scanned images of the returned survey forms to:

- resolve multiple responses for questions requiring a single response
- verify that responses to multiple response questions were valid
- check ‘blanks’ where the survey sequencing suggested that the respondent should have answered the question
- a double-key and verify process was used to ensure the accuracy of data capture and a batch processing workflow was used to track returns from initial logging to the completion of data capture.

Hard copy forms were securely destroyed following delivery of data and a reference file of scanned images to the Social Research Centre.

5.2. Data cleaning rules

Rules used to clean the hard copy and online data to ensure data integrity and logic flow included:

- cleaning the hard copy data based on the online routing
- if multiple responses were given for a single response question, the response was coded in accordance with previously established cleaning rules
- if no answer was provided, the response was coded in accordance with previously established cleaning rules

- 'no response provided' variables were added to all multiple response questions
- if age was blank, records were excluded
- if there were duplicate IDs, the online response was taken over the hard copy response
- if there was a discrepancy in the affordability data (i.e., C6, C7, D6, D7), data was updated based on actual expenditure provided (C7, D7).

For consistency, cleaning conventions followed the rules established from previous iterations of the survey. Further details of the specific data cleaning rules applied to hard copy data can be found in Appendix 5.

5.3. Coding

Verbatim responses were back coded in line with agreed coding rules.

5.4. Weighting

5.4.1. Overview

Sample surveys are a commonly used tool for making inferences about a population using responses from just a subset of it. To be able to do so, however, requires a probability sample – one in which every element of the population has a known, non-zero chance of selection. Since some units in the population may not have a chance of selection (such as persons whose address is not covered by the GNAF) and there may be different rates of response across unit characteristics, many sample surveys yield subsets that imperfectly cover their target populations despite the best possible sample design and data collection practices (Valliant *et al.*, 2013). In such situations, weighting can reduce the extent of any biases introduced through non-response or non-coverage.

The approach for deriving weights generally consists of the following steps:

1. Compute a design weight for each respondent as the inverse of their chance of selection
2. Adjust the design weights so they match population distributions across a range of respondent characteristics.

The first step is essential in providing the statistical framework necessary for making population inferences from a sample survey. The second step aims to reduce non-response and non-coverage bias and to ensure that survey estimates are consistent with other sources (such as published results from the ABS Census of Population and Housing).

5.4.2. Design weights

The design weights are calculated as the inverse of the probability of selection of each dwelling in the stratum as shown in Table 5:

$$d_h = \frac{1}{p_h} = \frac{N_h}{n_h}.$$

where:

- N_h denotes the number of dwellings in stratum h according to the 2016 Census²,
- n_h denotes the number of respondents (one respondent per dwelling was selected) from stratum h ,
- And h denotes the geographic location (or stratum) described in Table 2.

Table 5 Population benchmarks used for calibration

Location (Stratum h)	Number of dwellings (N_h)	Number of respondents (n_h)	Design weight (d_h)
Greater Sydney	1,858,607	522	3,560
Rest of New South Wales	1,208,357	310	3,898
Greater Melbourne	1,834,359	637	2,880
Rest of Victoria	691,163	208	3,323
Greater Brisbane	902,891	268	3,369
Rest of Queensland	1,089,722	239	4,560
Greater Adelaide	562,821	167	3,370
Rest of South Australia	204,435	35	5,841
Greater Perth	818,947	232	3,530
Rest of Western Australia	254,616	34	7,489
Greater Hobart	99,247	35	2,836
Rest of Tasmania	143,255	35	4,093
Northern Territory ³	90,696	7	12,957
Australian Capital Territory	163,539	69	2,370

5.4.3. Calibrating to population benchmarks

To ensure estimates made from the dataset are representative of the target population, the design weights were adjusted to match external benchmarks of key demographic parameters likely to be correlated with the survey outcomes and the likelihood of response. For this study, these included gender, age, education and location.

The method for calibrating the design weights was generalised regression weighting which used non-linear optimisation to minimise the distance between the design and calibrated weights subject to the weights meeting the benchmarks. This method requires non-missing data, as such, values for the small number of respondents who did not provide answers to the weighting questions were estimated through statistical imputation.⁴

² <https://www.abs.gov.au/census>

³ Sample was selected with Greater Darwin and Rest of NT separate. However due to a small number of completes from these markets, these were combined into Northern Territory for design weight calculations.

⁴ Refer to Lumley (2017) for more details on the implementation of regression calibration in R (R Core, 2018) and to Valliant et al. (2013) for a more general treatment of weighting and estimation for sample surveys.

5.4.4. Benchmarks

The external benchmarks that were used for calibrating the design weights are shown in Table 6 overleaf. These were obtained from 2016 Census data, updated for the September 2019 estimated resident population, sourced from the Australian Bureau of Statistics (2017, 2018). Also included in the table is the proportion of respondents in each category along with the average weight.⁵

Table 6 Population benchmarks used for calibration

Benchmark Category	Respondents (%)	Population (%)	Average Weight
Age by highest level of education attained			
18-24 years	4.61	12.06	2.62
25-34 years by Bachelor degree or higher	8.29	7.43	0.9
25-34 years by below Bachelor degree	3.15	11.81	3.76
35-44 years by Bachelor degree or higher	9.29	6.19	0.67
35-44 years by below Bachelor degree	4.68	10.92	2.33
45-54 years by Bachelor degree or higher	7.11	4.24	0.6
45-54 years by below Bachelor degree	7.51	12.04	1.6
55-64 years by Bachelor degree or higher	7.97	3.3	0.41
55-64 years by below Bachelor degree	12.04	11.56	0.96
65+ years by Bachelor degree or higher	11.58	2.78	0.24
65+ years by below Bachelor degree	23.77	17.66	0.74
Gender			
Male	50	49.1	0.98
Female	50	50.9	1.02
Part of State			
Capital city	69.23	66.9	0.97
Rest of state	30.77	33.1	1.08
State			
New South Wales	29.74	31.97	1.08
Victoria	30.2	26.21	0.87
Queensland	18.12	19.83	1.09
South Australia	7.22	7.01	0.97
Western Australia	9.51	10.23	1.08
Tasmania	2.5	2.14	0.85
Northern Territory	0.25	0.93	3.73
Australian Capital Territory	2.47	1.68	0.68

5.4.5. Treatment of missing values

The regression weighting approach used to adjust the base weights requires that there are no missing values across the adjustment variables or values other than those for which there are reliable benchmarks.

⁵ Where the responding and population proportions are similar, the average weight will be closer to one.

A statistical model (Stekhoven and Buehlmann, 2012) was applied to each item with missing values to impute the most likely value for a respondent, conditional upon their other responses. Given the very low prevalence of missing values overall (a maximum of 0.75% for any item), the imputation process is expected to have a negligible impact on weighted estimates made from the dataset.

Table 7 Extent of missing values among weighting characteristics

Questionnaire item	Not stated		Related weighting characteristic(s)
	#	%	
H2 (Age)	0	0	Age by Education
H6 (Education)	21	0.75	Age by Education
H1	13	0.46	Gender
Sample Variables	0	0	State Part of State

Not stated consists of *Don't know*, *Refused* or *Other* responses.

6. References

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Appendix 1 Invitation letter and brochure

«Date»

«Barcode»
BSP: «Dt_BSP»-«ID»-«seq»
«MailName»
«Dt_Building_Name» «Dt_Address_Line_1»
«Dt_Locality» «Dt_State» «Dt_Postcode»

Re: The Australian Internet Usage Survey

Dear «LetterName»,

The internet has become a part of everyday life. But do all Australians use it and benefit from it equally?

The Australian Internet Usage Survey (the Survey) aims to answer this question and helps us understand who uses the internet, what benefits Australians get from the internet and what barriers exist to accessing the internet.

You have been randomly selected to take part in the Survey. Participation is voluntary but we are relying on your participation. We want to hear from all types of internet users, including those who do not use the internet.

The survey will take around 15-20 minutes to complete. As a token of our appreciation, you will receive a **\$10 gift card**. In order to receive your gift card, you must complete the survey by **10 November 2020**.

Survey results will be used by government, business, community organisations and advocacy groups. The findings inform the development of policies, programs and services to ensure everyone can benefit from using the internet.

The Survey is developed by RMIT and Swinburne University, funded by Telstra. It is part of a long-term study that has been examining Australia's internet usage since 2016. The Survey is managed by the Social Research Centre, Australia's largest independent social research and evaluation organisation.

To complete the Survey online, type the web address into your browser and enter your unique login code. Or you can wait and receive a hardcopy version of the survey in the mail.

Go to: www.srcentre.com.au/aius

Login code: «username»

Your responses are strictly confidential. Any identifying details will be used only for sending reminders and are not stored with your responses. This study is conducted in accordance with the Australian Privacy Principles.

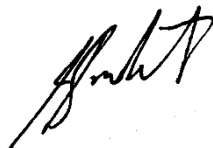
For more information about the study, or what it means to be involved, refer to the enclosed brochure or visit www.srcentre.com.au/aiusinfo. If you have any questions, or would like to opt out, you can call the toll-free hotline on 1800 023 040 or email aius@srcentre.com.au.

Thank you for your time and consideration. Your participation is vital to helping us identify any barriers to accessing and using the internet that may exist in Australia.

Yours sincerely,



Professor Julian Thomas
Director, Social Change ECP,
RMIT University



Professor Josephine Barraket
Director of Centre of Social Impact,
Swinburne University

How will my information be used?

The data will be collected, de-identified and securely stored by the Social Research Centre (a subsidiary of The Australian National University).

The data will be analysed and results reported by Swinburne University and RMIT University. Along with a published report, results will be communicated in national media and used for further academic research.

The de-identified data will then be archived in the Australian Data Archive for at least five years following publication of the results.

How is my confidentiality protected?

The information you provide will remain strictly confidential. We do not identify individuals, and any potentially identifying information attached to your response - such as your address - will be securely destroyed. The results will only be reported in aggregate form.

Your confidentiality is protected by the Australian Market and Social Research Organisation's Privacy Principles (www.amsro.com.au) that governs how researchers collect, use, keep, secure and disclose personal information. Both the Australian National University and the Social Research Centre abide by the guidelines and Code of Professional Behaviour of the Research Society (www.researchsociety.com.au) and comply with the Privacy Act 1988.

The study is funded by Telstra and data collection is being carried out by the Social Research Centre. The research is being conducted by Professor Julian Thomas at RMIT University and Professor Jo Barraket and Dr Chris Wilson at Swinburne University.

If you have any questions about your participation, or you would like to opt out, please call the Social Research Centre on 1800 023 040 or email to aius@srcentre.com.au.

If you have any questions or concerns about the research, please contact:

Dr Chris Wilson
Swinburne University
☎ (03) 9214 3704

✉ cwilson@swin.edu.au

The Human Research Ethics Committee of Swinburne University has approved this research project (ref: 20203023-4585). If you have any serious concerns or complaints about how this research has been conducted, please contact:

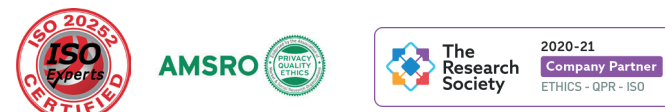
Ethics Officer
Human Research Ethics Committee
Swinburne University
☎ (03) 9214 3845

✉ resethics@swin.edu.au

The Australian Internet Usage Survey



<https://digitalinclusionindex.org.au>



How will my information be used?

The data will be collected, de-identified and securely stored by the Social Research Centre (a subsidiary of The Australian National University).

The data will be analysed and results reported by Swinburne University and RMIT University. Along with a published report, results will be communicated in national media and used for further academic research.

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The study is funded by Telstra and data collection is being carried out by the Social Research Centre. The research is being conducted by Professor Julian Thomas at RMIT University and Professor Jo Barraket and Dr Chris Wilson at Swinburne University.

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Ethics Officer
Human Research Ethics Committee
Swinburne University
☎ (03) 9214 3845

✉ resethics@swin.edu.au

The Australian Internet Usage Survey



<https://digitalinclusionindex.org.au>



What is the Australian Internet Survey?

The Australian Internet Survey is a partnership project between RMIT University, Swinburne University and Telstra that has been producing an annual report on the internet usage of Australians since 2016.

The survey aims to understand who uses the internet, the benefits Australians get from the internet and what barriers exist to accessing the internet.

The survey data collected will be used to create an annual report made freely available to the public, as well as other reports and academic publications.

Why is it important?

The results from the Survey are used by government, business, community organisations and advocacy groups. The data and insights generated inform the development of policies, programs and services to better meet the needs of Australians and ensure everyone can benefit from being online.

By participating, you will be contributing to a long-term study that tracks how Australians feel about and use the internet.

While the project is funded by Telstra, the results are for all Australians. This is not market research.

Further information on the Australian Internet Survey, including published results from previous years, are available at <https://digitalinclusionindex.org.au/>.

How was my household selected?

Your address was randomly sampled from the Geocoded National Address File (G-NAF). The G-NAF is a database of all the physical addresses in Australia. The database is publicly available from contributors including the land agencies in each state and territory of Australia. (You can find out more about the G-NAF at <https://psma.com.au/product/gnaf/>)

Why do you need my help?

We have randomly selected 30,000 addresses and invited one person from each household to participate. For the results to be accurate, and to reflect the views of different groups in our society, we need involvement from as many households as possible.

It is vital that we hear from all Australians - especially those who do not use the internet.

What is involved?

The Survey asks questions on your internet access, cost and use, as well as your digital skills and some basic information about you, such as your age and gender.

It will take about 20 minutes to complete and is shorter if you are not an internet user as you get to skip through questions that are not relevant to you. You can easily complete the questionnaire in hardcopy, online, on any device, in one or more sittings. You must be aged 18 years or over to take part in the survey.

How do I participate?

You can complete the survey online or in paper form. To complete the questionnaire online, use the details provided in the letter that accompanied this brochure. Submitting the survey online or in paper form indicates your consent to participate.

Go to www.srcentre.com.au/aius and enter your unique login code to start the survey.

To complete the questionnaire in more than one sitting, save your answers and close the browser. When you next log on, you will be returned to where you left off.

If you do not have access to the internet, or cannot otherwise complete the survey online, you can complete it on paper. We will recontact people who do not complete online with a paper questionnaire and reply-paid envelope.

Do I have to participate?

Participation in the project is entirely voluntary and you may decline to take part or withdraw from the survey at any time without providing an explanation. If you do withdraw prior to the results being published, your data will be retrieved and destroyed without any penalty.

If you do choose to participate, you can still refuse to answer any question throughout the survey.

Are there any benefits?

By participating in this survey, you are helping to improve our understanding of who uses the internet, what benefits Australians get from the internet and what barriers exist to accessing the internet, and how this compares with others around the world.

The survey data will be archived indefinitely on the Australian Data Archive for future use and made publicly available to maximise the public value that can be gained from the effort put in by you and all survey participants.

Upon completion of the survey, you will be sent a \$10 voucher as a token of our appreciation.

Are there any risks involved?

No. The survey is anonymous - you are not asked to supply your name or any identifying information. The data is collected on a secured server and any digital footprint made by completing the survey online is removed to reduce the risk that survey answers could be traced to a device.

All the information collected is confidential and it will not be possible to identify individuals.

What is the Australian Internet Survey?

The Australian Internet Survey is a partnership project between RMIT University, Swinburne University and Telstra that has been producing an annual report on the internet usage of Australians since 2016.

The survey aims to understand who uses the internet, the benefits Australians get from the internet and what barriers exist to accessing the internet.

The survey data collected will be used to create an annual report made freely available to the public, as well as other reports and academic publications.

Why is it important?

The results from the Survey are used by government, business, community organisations and advocacy groups. The data and insights generated inform the development of policies, programs and services to better meet the needs of Australians and ensure everyone can benefit from being online.

By participating, you will be contributing to a long-term study that tracks how Australians feel about and use the internet.

While the project is funded by Telstra, the results are for all Australians. This is not market research.

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Your address was randomly sampled from the Geocoded National Address File (G-NAF). The G-NAF is a database of all the physical addresses in Australia. The database is publicly available from contributors including the land agencies in each state and territory of Australia. (You can find out more about the G-NAF at <https://psma.com.au/product/gnaf/>)

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We have randomly selected 30,000 addresses and invited one person from each household to participate. For the results to be accurate, and to reflect the views of different groups in our society, we need involvement from as many households as possible.

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What is involved?

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It will take about 20 minutes to complete and is shorter if you are not an internet user as you get to skip through questions that are not relevant to you. You can easily complete the questionnaire in hardcopy, online, on any device, in one or more sittings. You must be aged 18 years or over to take part in the survey.

How do I participate?

You can complete the survey online or in paper form. To complete the questionnaire online, use the details provided in the letter that accompanied this brochure. Submitting the survey online or in paper form indicates your consent to participate.

Go to www.srcentre.com.au/aius and enter your unique login code to start the survey.

To complete the questionnaire in more than one sitting, save your answers and close the browser. When you next log on, you will be returned to where you left off.

If you do not have access to the internet, or cannot otherwise complete the survey online, you can complete it on paper. We will recontact people who do not complete online with a paper questionnaire and reply-paid envelope.

Do I have to participate?

Participation in the project is entirely voluntary and you may decline to take part or withdraw from the survey at any time without providing an explanation. If you do withdraw prior to the results being published, your data will be retrieved and destroyed without any penalty.

If you do choose to participate, you can still refuse to answer any question throughout the survey.

Are there any benefits?

By participating in this survey, you are helping to improve our understanding of who uses the internet, what benefits Australians get from the internet and what barriers exist to accessing the internet, and how this compares with others around the world.

The survey data will be archived indefinitely on the Australian Data Archive for future use and made publicly available to maximise the public value that can be gained from the effort put in by you and all survey participants.

Upon completion of the survey, you will be sent a \$10 voucher as a token of our appreciation.

Are there any risks involved?

No. The survey is anonymous - you are not asked to supply your name or any identifying information. The data is collected on a secured server and any digital footprint made by completing the survey online is removed to reduce the risk that survey answers could be traced to a device.

All the information collected is confidential and it will not be possible to identify individuals.

Appendix 2 Reminder postcard

If undeliverable return to:

The Australian Internet Usage Survey
C/- The Social Research Centre
Locked Bag 13800 LAW COURTS VIC 8010

POSTAGE
PAID
AUSTRALIA

The Australian Internet Usage Survey



<barcode>

<mailname>

<PAF_Address1>

<PAF_Address2>

<PAF_Locality> <PAF_State> <PAF_
Postcode>

Dear <lettername>,

We recently sent you an invitation to participate in the Australian Internet Usage Survey. If you have already completed the Survey, thank you! If not, we still need your help so our research reflects the views of all Australians.

To have your feedback included in this important national study, go to **www.srcentre.com.au/aius** and enter the login code provided in the letter we sent you. If you prefer, you can wait and receive a hardcopy version of the survey in the mail.

Once you complete the survey, we will send you a further \$10 gift card in appreciation of your time.

Remember, you can complete the questionnaire in more than one sitting – just log back in to return to where you left off.

To be reminded of your login code, or to opt out, call the toll-free hotline on 1800 023 040 or email: **aius@srcentre.com.au**.

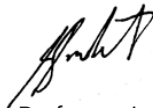
Participation is entirely voluntary and all responses are strictly confidential and private – you will not be identified in any way. For more information, go to **www.srcentre.com.au/aius**.

We are truly grateful for your help!

Kind regards,



Professor Julian Thomas
Director, Social Change ECP, RMIT University



Professor Josephine Barraket
Director of Centre of Social Impact, Swinburne University

Appendix 3 Final online questionnaire

2509 Australian Internet Usage Survey – Online questionnaire

GENERAL PROGRAMMER NOTES

[PROGRAMMER NOTE: IF RESPONDENT DOESN'T ANSWER, PLEASE DISPLAY POP UP SCREEN]
MESSAGE ON POP-UP: You have not provided a response. To answer this question please click 'Previous' to return to the question, or if you would like to continue without answering, please click 'Next'.

[PROGRAMMER NOTE: PLEASE INCLUDE 'PREVIOUS' BUTTON ON POP-UP]

[PROGRAMMER NOTE: PLEASE MAKE ALL QUESTIONS NON-MANDATORY]

SAVE SCREEN

Thanks for your time so far. Your answers have been saved. You can resume the survey by using the survey link and login code provided in your letter and continue from where you left off.

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

FOOTER LINKS

About the Australian Internet Usage Survey: www.srcentre.com.au/aiusinfo

Privacy Policy: <https://www.srcentre.com.au/research-participants#privacy>

Ethics Information: www.srcentre.com.au/aiusethics

Email: aius@srcentre.com.au

[PROGRAMMER NOTE: PLEASE DISPLAY FOOTER ON ALL SCREENS]

INTRODUCTION

*(ALL)

INTRO Thank you for taking part in the Australian Internet Usage Survey. This survey is being conducted by the Social Research Centre, on behalf of RMIT University and Swinburne University. By participating, you will help us understand who uses the internet, what benefits Australians get from the internet and what barriers exist to accessing the internet. For the purposes of this survey, it is important for us to include people who use the internet and those who do not use the internet.

The ethical aspects of this research have been approved by the Swinburne Human Research Ethics Committee (20203023-4585). Please click [here](#) to view and download the full participant information sheet before starting the survey questions.

As a token of our appreciation for taking part in this survey, you will receive a \$10 Coles gift card. In order to receive your gift card, you must complete the survey by **19 November 2020**.

The survey should take about 15-20 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.

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.

This research study 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. Our privacy policy is available at: www.srcentre.com.au/research-participants#privacy

Further information about this study is available at: www.srcentre.com.au/aiusinfo or you can contact the Social Research Centre on 1800 023 040 or email aius@srcentre.com.au

Please click 'Next' to start the survey.

SCREENING

*(ALL)

H2 Before we begin, please confirm your age.

1. Age given (RECORD AGE IN YEARS ____) *(RANGE 18 TO 99)

PROGRAMMER NOTE: IF H2 IS NULL, PLEASE GO TO TERM1

SECTION A: INTERNET USE

*(ALL)

INTRO The first section is about if and how you use the internet. This includes various activities you may use the internet for (e.g. web browsing, social media, video or music streaming or messaging). You might connect to the internet in a number of ways, such as Wi-Fi, mobile data network or a wired internet connection. You might access the internet using various devices (e.g. smartphone, laptop) and using various types of software (e.g. apps, websites).

*(ALL)

A1 Before today, when was the last time you used the internet?

Please select one response only

[SINGLE RESPONSE]

1. In the last week
2. In the last month
3. In the last 3 months
4. In the last 6 months
5. More than 6 months ago
6. Never

*(A1=1-3, USED INTERNET IN LAST 3 MONTHS)
A2 In general, how often do you use the internet?

Please select one response only
[SINGLE RESPONSE]

1. Almost constantly
2. Several times a day
3. About once a day
4. Several times a week
5. Once a week
6. Less than once a week

*(A1=1-4, USED INTERNET IN LAST 6 MONTHS)
A3 In the **past 6 months**, have you used the internet provided by others? at...

Please select all that apply
[MULTIPLE RESPONSE]

1. Your place of work or education
2. Houses of friends or family
3. Public library
4. Government office (e.g. Centrelink)
5. Shopping centre, retail, or service business (e.g. café)
6. Public transport
7. Public space with free Wi-Fi
96. Other place

97. None of the above ^

*(A1=1-4, USED INTERNET IN LAST 6 MONTHS)
A4 What are the reasons you do not use the internet more often?

Please select all that apply
[MULTIPLE RESPONSE]

1. I do not need to use the internet more often
2. I am not confident using the internet
3. The internet is too expensive for me
4. I am concerned about privacy or scams
5. The internet is not a priority for me
6. I have a disability that restricts me from using the internet
7. I do not have convenient access to the internet
96. Other

*(A1=1-4, USED INTERNET IN LAST 6 MONTHS)
A4a How concerned are you that the amount of time you spend online adversely affects your health and wellbeing (e.g. relationships with family and friends, work, sleep patterns)?

Please select one response only
[SINGLE RESPONSE]

1. Extremely concerned
 2. Moderately concerned
 3. Slightly concerned
 4. Not at all concerned
97. Not applicable

*(A1=1-4, USED INTERNET IN LAST 6 MONTHS)

A5 Since the social and physical distancing restrictions were introduced in response to COVID-19, which of the following, if any, have you done?

(STATEMENTS)

- a. Spent more time online
- b. Increased the range of activities you do online
- c. Upgraded your internet access (e.g. by increasing data allowance, getting more or higher speed connections, getting more computers or devices)
- d. Improved your digital skills to help with your work, study or home life

(RESPONSE FRAME)

1. Yes
2. No

*(A1=5 OR 6, NEVER USED THE INTERNET OR HAVE NOT USED INTERNET IN LAST 6 MONTHS)

A6 What are the reasons why you do not use the internet?

Please select all that apply
[MULTIPLE RESPONSE]

1. I have no need to use the internet
 2. I am not confident using the internet
 3. The internet is too expensive for me
 4. I am concerned about privacy or scams
 5. The internet is not a priority for me
 6. I do not have access to the internet
 7. I have a disability that prevents me from using the internet
96. Other

*(A1=5 OR 6, NEVER USED THE INTERNET OR HAVE NOT USED INTERNET IN LAST 6 MONTHS)

A7 Since the social and physical distancing restrictions were introduced in response to COVID-19, have you considered using the internet?

1. Yes
2. No

*(ALL)

A8 As a result of the impact of COVID-19, how concerned are you about the cost of accessing the internet as part of your household budget?

Please select one response only
[SINGLE RESPONSE]

1. Extremely concerned
2. Moderately concerned
3. Slightly concerned
4. Not at all concerned

97. Not applicable

SECTION B: HOME INTERNET

*(ALL)

B1 Does your household have any of the below fixed home internet services connected?

This does not include internet services provided by a mobile phone or a mobile broadband device.

*If you have **more than one service**, please select the one that you use **most often**.*

Please select one response only

[SINGLE RESPONSE]

1. NBN
2. ADSL
3. Cable
4. Fixed Wireless (non-NBN)
5. 5G Fixed Wireless Broadband (non-NBN)
6. Satellite (other than NBN Skymuster)
96. Other
95. Unsure what type of fixed internet I have
97. Do not have fixed home internet

*(B1=1, HAVE NBN)

B2 What type of NBN connection does your household have?

Please select one response only

[SINGLE RESPONSE]

1. NBN wired connection
2. NBN Fixed Wireless
3. NBN Sky Muster

*(B1=1, HAVE NBN)

B3 What type of NBN plan do you have?

Please select one response only

[SINGLE RESPONSE]

1. NBN 12 – Basic
2. NBN 25 – Standard
3. NBN 50 – Standard Plus
4. NBN 100 – Premium
5. Fixed Wireless Plus [ONLY DISPLAY IF B2=2 OR BLANK, NBN FIXED WIRELESS]
6. NBN 250 Mbps
7. NBN 1,000 Mbps

*(B1=1-6, 96 OR 95, HAVE FIXED INTERNET)

B4 What is your household's **monthly** data allowance through your fixed broadband service?

Please select one response only

[SINGLE RESPONSE]

1. Less than 10GB
2. 10GB to 49GB
3. 50GB to 99GB
4. 100GB to 199GB

5. 200GB to 299GB
6. 300GB to 499GB
7. 500GB or more, but not unlimited
8. Unlimited

*(B1=1-6, 96 OR 95 HAVE FIXED INTERNET)

B5 In the last 12 months, how many times has your household exceeded your monthly home broadband data allowance?

Please select one response only
[SINGLE RESPONSE]

1. Never
2. 1 - 5 times
3. 6 - 11 times
4. 12 times

*(B1=1-6, 96 OR 95, HAVE FIXED INTERNET)

B6 How much did your household spend on **fixed home internet last month**?

*Your **best estimate** is fine. Please round up to the nearest dollar.*

*If you live in a **group or share household** and are unsure of how much other members in your household spend on fixed internet, just include services you personally pay for, including the portion you pay of any NBN or other household internet.*

PROGRAMMER NOTE: DO NOT ALLOW RESPONSES OF 0

1. (NUMERIC BOX WITH '\$XXX' FORMAT. LIMIT TO 3 DIGITS.WHOLE NUMBERS ONLY)
98. Not sure

SECTION C: MOBILE BROADBAND

*(ALL)

C1_INTRO The next questions are about mobile broadband services. This **does not** include mobile phones.

Mobile broadband services provide internet access via portable devices such as wireless modems.

If you have more than one mobile broadband service, please answer the following questions based on the one you use **most often**.

*(ALL)

C1 Do you have any of the following types of mobile broadband service?

*If you have **more than one service**, please select the one that you use **most often**.*

Please select one response only
[SINGLE RESPONSE]

1. A portable modem or Wi-Fi device (e.g. a dongle, or Nighthawk)
2. A SIM card inserted into a **laptop** or **tablet** (not a mobile phone)
96. Other
97. None of the above

*(C1=1, 2, OR 96, OWN MOBILE BB)

C2 Is your mobile broadband service pre-paid (pay-as-you-go, top-ups) or post-paid (on a monthly bill)?

1. Pre-paid (pay-as-you-go, top-ups)
2. Post-paid (on a monthly bill)

*(C1=1, 2, OR 96, OWN MOBILE BB)

C3 How much data allowance does your mobile broadband service have **each month**?

Please select one response only
[SINGLE RESPONSE]

1. Less than 1GB
2. 1GB to 5GB
3. 6GB to 10GB
4. 11GB to 20GB
5. 21GB to 40GB
6. 41GB to 60GB
7. 61GB to 80GB
8. 81GB to 100GB
9. 101GB or more, but not unlimited
10. Unlimited

*(C1=1, 2, OR 96, OWN MOBILE BB)

C4 In the last year, how many times have you exceeded your monthly mobile broadband data allowance?

Please select one response only
[SINGLE RESPONSE]

1. Never
2. 1-5 times
3. 6 -11 times
4. 12 times

*(C1=1, 2, OR 96, OWN MOBILE BB)

C5 Do you use the 5G network with your mobile broadband connection?

To access the 5G mobile network you need to be in an area covered by 5G, have a 5G-enabled device and eligible mobile broadband plan.

1. Yes
2. No

*(ALL)

C6_INTRO The next questions are about **all** mobile broadband services in your household.

*(ALL)

C6 How many **mobile broadband services** do you and all people living in your household pay for?

*If you live in a **group or share household** and are unsure of how many mobile broadband services other people in your household pay for, just include services you personally pay for.*

1. Please type in your answer (NUMERIC BOX. 0 – 99. LIMIT TO 2 DIGITS)

*(C6=1 INPUT IS 1-99, HAS MOBILE BB SERVICES IN HH)

C7 How much did your household pay for **each mobile broadband service last month?**

Your best estimate is fine. Please round up to the nearest dollar.

*If you live in a **group or share household** and are unsure of how much other people in your household pay for their mobile broadband services, just include services you personally pay for.*

*[DISPLAY IF C6>4] If there are **more than 4** mobile broadband services in your household, please answer for the 4 services you **use most often**.*

PROGRAMMER NOTE: DO NOT ALLOW RESPONSES OF 0

(STATEMENTS)

(SHOW NUMBER OF STATEMENTS BASED ON ANSWER AT C6. MAXIMUM OF 4)

- a. Mobile broadband service #1
- b. Mobile broadband service #2
- c. Mobile broadband service #3
- d. Mobile broadband service #4

(RESPONSE FRAME)

1. (NUMERIC BOX IN '\$XXX' FORMAT. LIMIT TO 3 DIGITS. WHOLE NUMBERS ONLY)
98. Not sure

SECTION D: MOBILE PHONES

*(ALL)

D1_INTRO The next questions are about mobile phones, including smartphones.

A smartphone has a touchscreen and is capable of running apps (e.g. iPhone, Samsung Galaxy, Google Pixel).

If you have more than one mobile phone, please answer the following questions in relation to your **main** mobile phone, that is, the one you **use most often**.

*(ALL)

D1 Do you have a mobile phone?

1. Yes
2. No

*(D1=1, OWN A MOBILE PHONE)

D1A Is your **main** mobile phone a smartphone?

1. Yes
2. No

*(D1=1, OWN MOBILE PHONE)

D2 Is your mobile phone service pre-paid (pay-as-you-go, top-ups) or post-paid (on a monthly bill)?

1. Pre-paid (pay-as-you-go, top-ups)
2. Post-paid (on a monthly bill)

*(D1=1, OWN MOBILE PHONE)

D3 How much data allowance does your mobile phone have **each month?**

Please select one response only
[SINGLE RESPONSE]

1. None
2. Less than 1GB
3. 1GB to 5GB
4. 6GB to 10GB
5. 11GB to 20GB
6. 21GB to 40GB
7. 41GB to 60GB
8. 61GB to 80GB
9. 81GB to 100GB
10. 101GB or more, but not unlimited
11. Unlimited

*(D3=2-11, HAVE MOBILE PHONE DATA)

D4 In the last year, how many times have you exceeded your monthly mobile phone data allowance?

Please select one response only
[SINGLE RESPONSE]

1. Never
2. 1 - 5 times
3. 6 - 11 times
4. 12 times

*(D1=1, OWN MOBILE PHONE)

D5 Do you use the 5G network with your mobile phone?

To access the 5G mobile network, you need to be in an area covered by 5G, have a 5G-enabled device and eligible mobile phone plan.

1. Yes
2. No

*(ALL)

D6INTRO The next questions are about **all** mobile phone services purchased by you and any other people living in your household.

*(ALL)

D6 How many **mobile phone services** do you and all people living in your household pay for?

*If you live in a **group or share household** and are unsure of how many mobile phone services other people in your household pay for, just include services you personally pay for.*

1. Please type in your answer (NUMERIC BOX. 0 – 99. LIMIT TO 2 DIGITS)

*(D6=1-99, HAVE MOBILE PHONE SERVICE IN HH)

D7 How much did your household pay for **each mobile phone service last month**?

*Your **best estimate** is fine. Please round up to the nearest dollar.*

*If you live in a **group or share household** and are unsure of how much other members in your household pay for their mobile phone services, just include services you personally pay for.*

[DISPLAY IF D6>8:] If there are **more than 8** mobile phone services in your household, please answer for the 8 services **used most often**.

PROGRAMMER NOTE: DO NOT ALLOW RESPONSES OF 0

(STATEMENTS)

(SHOW NUMBER OF STATEMENTS BASED ON ANSWER AT F6. MAXIMUM OF 8

- a. Mobile phone service #1
- b. Mobile phone service #2
- c. Mobile phone service #3
- d. Mobile phone service #4
- e. Mobile phone service #5
- f. Mobile phone service #6
- g. Mobile phone service #7
- h. Mobile phone service #8

(RESPONSE FRAME)

1. (NUMERIC BOX IN '\$XXX' FORMAT. LIMIT TO 3 DIGITS. WHOLE NUMBERS ONLY)

98. Not sure

SECTION E: ELECTRONIC DEVICES

*(ALL)

E1 Which of the following devices do you use?

Please select all that apply
[MULTIPLE RESPONSE]

1. Smartphone
2. Desktop computer
3. Portable laptop or notebook computer
4. Tablet (e.g. Apple iPad, Google Pixel Slate)
5. Smartwatch (e.g. Apple Watch, Fossil Gen 5)
6. Fitness wearable device (e.g. Fitbit, Garmin)
7. Smart TV
8. Digital media player (e.g. Apple TV, Google Chromecast)
9. Voice controlled smart speaker (e.g. Amazon Echo, Google Home)
10. Games console (e.g. Xbox, Switch)
11. E-Reader (e.g. Kindle)
12. Smart appliance / home device (e.g. light, security system, fridge)
96. Other device

97. None of the above^

SECTION F: INTERNET SKILLS

*(A1=1-4, USED INTERNET IN LAST 6 MONTHS)

F1 Thinking about how you **use the internet in general**, how accurate or inaccurate are the following statements?

I know how to...

(STATEMENTS)

(SHOW 6 STATEMENTS PER SCREEN)

- a. Download and then open a file
- b. Save files in the cloud and re-open them
- c. Find and install apps/software
- d. Identify which apps/software are safe to download

- e. Open a new internet browser tab
- f. Complete online forms
- g. Use shortcuts (e.g. Ctrl-C for copy on a computer)
- h. Customise the look or sound of a device
- i. Set and manage secure passwords
- j. Adjust privacy settings
- k. Connect to a Wi-Fi network
- l. Use a mobile phone or device as a Wi-Fi hotspot

(RESPONSE FRAME)

- 1. Very true of me
- 2. Mostly true of me
- 3. Neither true nor untrue of me
- 4. Not very true of me
- 5. Not at all true of me
- 6. I do not understand what this means

*(A1=1-4, USED INTERNET IN LAST 6 MONTHS)

F2 Thinking about when you **use websites or apps**, how accurate or inaccurate are the following statements?

I find it easy to...

(STATEMENTS)

- a. Choose keywords to search for information
- b. Find a website I have visited before
- c. Navigate most websites and apps
- d. Adapt when a website or app I use changes how it looks or sounds

(RESPONSE FRAME)

- 1. Very true of me
- 2. Mostly true of me
- 3. Neither true nor untrue of me
- 4. Not very true of me
- 5. Not at all true of me
- 6. I do not understand what this means

*(A1=1-4, USED INTERNET IN LAST 6 MONTHS)

F3 Thinking about when you **use websites or apps**, how accurate or inaccurate are the following statements?

I know how to...

(STATEMENTS)

- a. Use a range of search techniques
- b. Check whether the information I find is trustworthy
- c. Manage how much information about me is collected

(RESPONSE FRAME)

- 1. Very true of me
- 2. Mostly true of me
- 3. Neither true nor untrue of me
- 4. Not very true of me
- 5. Not at all true of me
- 6. I do not understand what this means

*(A1=1-4, USED INTERNET IN LAST 6 MONTHS)

F4 Thinking about when you **connect with others online**, how accurate or inaccurate are the following statements?

I know how to...

(STATEMENTS)

- a. Decide which personal information I should share online
- b. Make my comments and behaviours appropriate to the situation
- c. Change who I share content with (e.g. friends, friends of friends or public)
- d. Manage my contact lists (finding, adding, removing, blocking friends/followers)
- e. Check if somebody contacting me is who they say they are
- f. Set up a group chat or video call

(RESPONSE FRAME)

1. Very true of me
2. Mostly true of me
3. Neither true nor untrue of me
4. Not very true of me
5. Not at all true of me

6. I do not understand what this means

*(A1=1-4, USED INTERNET IN LAST 6 MONTHS)

F5 Thinking about when you **create content online**, how accurate or inaccurate are the following statements?

I know how to...

(STATEMENTS)

- a. Make basic changes to online content that others have produced
- b. Create a website
- c. Create something new from existing images, audio or video
- d. Post a video
- e. Comment on a blog, website or forum
- f. Consider laws that apply to copying, changing or posting content

(RESPONSE FRAME)

1. Very true of me
2. Mostly true of me
3. Neither true nor untrue of me
4. Not very true of me
5. Not at all true of me

6. I do not understand what this means

*(A1=1-4, USED INTERNET IN LAST 6 MONTHS)

F6 Thinking about **smart devices**, how accurate or inaccurate are the following statements?

Please exclude smartphones when answering these questions.

A smart device is an electronic device that can connect to the internet and other devices (e.g. smartwatches, smart TVs, voice controlled smart speakers).

I know how to...

(STATEMENTS)

- a. Connect smart devices to the internet
- b. Operate smart devices by using apps
- c. Adjust privacy and security settings

- d. Customise the look or sound of a device

(RESPONSE FRAME)

1. Very true of me
2. Mostly true of me
3. Neither true nor untrue of me
4. Not very true of me
5. Not at all true of me

6. I do not understand what this means

SECTION G: INTERNET ACTIVITIES

*(A1=1-4, USED INTERNET IN LAST 6 MONTHS)

G1 In the **past 6 months**, have you done any of the following on the internet?

(STATEMENTS)

- a. Used the internet for learning or study
- b. Used banking websites or apps to manage money
- c. Accessed a government service
- d. Booked a medical appointment or accessed a health service
- e. Compared the prices of products or services
- f. Looked for work

(RESPONSE FRAME)

1. Yes
2. No

*(A1=1-4, USED INTERNET IN LAST 6 MONTHS)

G2 In the **past 6 months**, have you done any of the following **social activities** using the internet?

(STATEMENTS)

- a. Interacted with people or content that made you feel connected to a community
- b. Kept in touch with family or friends
- c. Made new friends or reconnected with old friends
- d. Engaged with a club, organisation, or group you found online

(RESPONSE FRAME)

1. Yes
2. No

*(A1=1-4, USED INTERNET IN LAST 6 MONTHS)

G3 In the **past 6 months**, have you participated in any of the following **leisure** activities using the internet?

(STATEMENTS)

- a. Used entertainment services (e.g. Streaming video/music, playing online games)
- b. Attended a music, arts or cultural event (e.g. virtual exhibition, live streamed performance)

(RESPONSE FRAME)

1. Yes
2. No

SECTION H: DEMOGRAPHICS

*(ALL)

H1 The final questions are about yourself and will help us analyse the results.

Which of the following best describes your gender identity?

1. Male
2. Female
3. Non-binary / Gender fluid
4. Different identity (Please describe)

*(ALL)

H3 Are you of Aboriginal and/or Torres Strait Islander origin?

1. Yes
2. No

H4 Do you speak a language other than English at home?

1. Yes
2. No

*(ALL)

H5 Do you currently have a disability, health condition or injury that has lasted, or is likely to last, 6 months or more which restricts your everyday activities?

1. Yes
2. No

*(ALL)

H6 What is the highest level of education you have completed?

If you are currently studying, indicate the highest school/qualification you have completed, not the current school/qualification you are undertaking.

1. Did not complete secondary school
2. Completed secondary school (Year 12 or equivalent)
3. Certificate level I or II
4. Certificate level III or IV
5. Advanced Diploma or Diploma
6. Bachelor Degree
7. Graduate Diploma or Graduate Certificate
8. Postgraduate Degree (incl. master degree, doctoral degree, other postgraduate degree)
96. Other

*(ALL)

H7 Which of the following **best describes** your main activity at the moment?

[SINGLE RESPONSE]

1. Employed (full-time, part-time, self-employed, casual)
2. Unemployed
3. Student
4. Retired or on a pension
5. Home duties
6. Have a disability and not able to work
7. Unpaid carer
8. Given up looking for work
96. Other

*(H7=1, EMPLOYED)

H8 Last week, how many hours did you work?

This includes either working for an employer or being self-employed.

1. 35 or more hours
2. Less than 35 hours
3. None

*(ALL)

H9 Did you actively look for work at any time in the **last four weeks**?

1. Yes – looked for full-time work (35 or more hours per week)
2. Yes – looked for part-time or casual work (less than 35 hours per week)
3. No

*(ALL)

H10 Do you currently receive any of the following pensions or benefits?

Please select all that apply
[MULTIPLE RESPONSE]

1. Family Tax Benefit Part A or Part B
2. Healthcare Card (Centerlink)
3. Pensioner Concession Card
4. Commonwealth Seniors Health Card (Centerlink)
5. Age Pension
6. JobSeeker Allowance / Youth Allowance
7. JobKeeper
8. Disability Support Pension / Disability Pension / Mobility Allowance
9. Carer Allowance / Carer Payment
10. Austudy / Abstudy
11. Parenting Payment (Single or Partnered)
96. Other pension or benefit
97. None of the above ^

*(ALL)

H11 Do you own outright, or are you buying or renting the dwelling in which you now live?

1. Own outright
2. Own, paying off mortgage
3. Rent from private landlord
4. Rent from public housing authority
96. Other (boarding, living at home etc.)

*(ALL)

H12 Which of the following best describes your household?

[SINGLE RESPONSE]

1. Single person
2. Group / Share household
3. Couple without children
4. Couple with children
5. One parent family
6. Other family (e.g. multi-generational household)
7. Other household type

*(H12=4, 5, 6, 7 HAVE CHILDREN IN HH)

H13 How old are the dependent children living in your household?

Please select all that apply

[Variables to add: recordid, email, cardlink]

*(INCENTIVE=2 OR BLANK, DOES NOT WANT INCENTIVE EMAILED OR DID NOT ANSWER INCENTIVE)

POST As you have not provided an email address, your \$10 Coles gift voucher will be posted to you at the address the invitation materials were sent to.

Please note, gift cards will be posted in December 2020.

Please click 'Next' to finish the survey.

CLOSE

CLOSE Thank you for taking the time to participate in the Australian Internet Usage Survey. This survey was conducted by the Social Research Centre on behalf of the RMIT University and Swinburne University.

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

For further information you can contact the Social Research Centre on 1800 023 040 or aius@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:

- Beyondblue: www.beyondblue.org.au, 1300 22 4636
- Lifeline: www.lifeline.org.au, 13 11 14

If you have been affected by the ongoing Coronavirus pandemic, please contact one of the agencies above if you have concerns about your mental health, or contact Services Australia for other types of assistance:

- Services Australia:
<https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19>

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

TERMINATION SCRIPTS

*(H2=NULL)

TERM1 Thank you for your time but for this study we need to confirm your age.

Appendix 4 Final hard copy questionnaire

The Australian Internet Usage Survey

2020 questionnaire booklet



How do I complete the survey?

- The survey can be completed on paper or online.
- To complete online, please go to www.srcentre.com.au/aius and enter the login code provided in the letter we sent you.
- Instructions for completing this questionnaire booklet are provided on the next page.
- To thank you for your help, we will send you a \$10 gift card once we receive your completed survey.

Welcome to the Australian Internet Usage Survey

The questionnaire will take about 15-20 minutes to complete, depending on your answers. By participating, you will help us understand who uses the internet, what benefits Australians get from the internet and what barriers exist to accessing the internet. For the purposes of this survey, it is important for us to include people who use the internet and those who do not use the internet.

Your participation in the survey is voluntary and you can opt out at any point. If there are any questions you don't want to answer, you can skip over them without providing a response. Your views will remain strictly confidential and will be reported only as part of the general findings from the survey. Submitting the survey online or via post indicates your consent to participate.

The Human Research Ethics Committee of Swinburne University has approved this research project (ref: 20203023-4585). More information including participation information can be found here: www.srcentre.com.au/aiusinfo.

HOW TO FILL OUT THIS QUESTIONNAIRE

- To answer most of the questions you only need to select one response. Please select the response which is closest to your view – there are no right or wrong answers. We just want your opinions. Here is an example:

Do you have a mobile phone?

Yes	<input checked="" type="checkbox"/>	1
No	<input type="checkbox"/>	2

If you have a mobile phone, you would place a cross **X** in the box next to the first response.

- Sometimes you are asked to write in an answer — in that case, simply write your answer in the space provided. Here is an example:

What is your age?

i Please write in as a number

- Please read each question carefully. Sometimes additional information that will help you answer the question will appear next to this symbol **i**.
- If you see an instruction like this **→ SKIP TO**, you should follow the instruction exactly. For example, **→ SKIP TO A3** means you should miss all the questions after the one you just answered, until you come to the question marked A3. If you do not see the **→ SKIP TO**, just answer the next question.
- If you need to change an answer, completely fill in the wrong box and put a cross in the box you want to answer. Here is an example:

Wrong box	<input type="checkbox"/>	1
Right box	<input checked="" type="checkbox"/>	2

i Remember, there are no right or wrong answers – we just want to know your own personal opinions.

If you have any questions or concerns about the survey, please call 1800 023 040 or email the Social Research Centre on: aius@srcentre.com.au.

This research study 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. Our privacy policy is available at: www.srcentre.com.au/research-participants#privacy

Further information about this study is available at: www.srcentre.com.au/aiusinfo.

SECTION A: INTERNET USE

The first section is about if and how you use the internet. This includes various activities you may use the internet for (e.g. web browsing, social media, video or music streaming or messaging). You might connect to the internet in a number of ways, such as Wi-Fi, mobile data network or a wired internet connection. You might access the internet using various devices (e.g. smartphone, laptop) and using various types of software (e.g. apps, websites).

A1 Before today, when was the last time you used the internet?

- ₁ In the last week
- ₂ In the last month
- ₃ In the last 3 months
- ₄ In the last 6 months → **SKIP TO A3**
- ₅ More than 6 months ago → **SKIP TO A6**
- ₆ Never → **SKIP TO A6**

A2 In general, how often do you use the internet?

- ₁ Almost constantly
- ₂ Several times a day
- ₃ About once a day
- ₄ Several times a week
- ₅ Once a week
- ₆ Less than once a week

A3 In the **past 6 months**, have you used the internet provided by others?

i Please select all that apply.

- ₁ Your place of work or education
- ₂ Houses of friends or family
- ₃ Public library
- ₄ Government office (e.g. Centrelink)
- ₅ Shopping centre, retail, or service business (e.g. café)
- ₆ Public transport
- ₇ Public space with free Wi-Fi
- ₉₆ Other place
- ₉₇ None of the above

A4 What are the reasons you do not use the internet more often?

i Please select all that apply.

- ₁ I do not need to use the internet more often
- ₂ I am not confident using the internet
- ₃ The internet is too expensive for me
- ₄ I am concerned about privacy or scams
- ₅ The internet is not a priority for me
- ₆ I have a disability that restricts me from using the internet
- ₇ I do not have convenient access to the internet
- ₉₆ Other

A4A How concerned are you that the amount of time you spend online adversely affects your health and wellbeing (e.g. relationships with family and friends, work, sleep patterns)?

- ₁ Extremely concerned
- ₂ Moderately concerned
- ₃ Slightly concerned
- ₄ Not at all concerned
- ₉₇ Not applicable

A5 Since the social and physical distancing restrictions were introduced in response to COVID-19, which of the following, if any, have you done?

i Please select 'Yes' or 'No' for each activity.

- | | Yes | No |
|---|---------------------------------------|---------------------------------------|
| a. Spent more time online | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₀ |
| b. Increased the range of activities you do online | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₀ |
| c. Upgraded your internet access (e.g. by increasing data allowance, getting more or higher speed connections, getting more computers or devices) | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₀ |
| d. Improved your digital skills to help with your work, study or home life | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₀ |

After answering A5 above, please skip to A8.

A6 What are the reasons why you do not use the internet?

i Please select all that apply.

- ₁ I have no need to use the internet
- ₂ I am not confident using the internet
- ₃ The internet is too expensive for me
- ₄ I am concerned about privacy or scams
- ₅ The internet is not a priority for me
- ₆ I do not have access to the internet
- ₇ I have a disability that prevents me from using the internet
- ₉₆ Other

A7 Since the social and physical distancing restrictions were introduced in response to COVID-19, have you considered using the internet?

- ₁ Yes
- ₂ No

A8 As a result of the impact of COVID-19, how concerned are you about the cost of accessing the internet as part of your household budget?

- ₁ Extremely concerned
- ₂ Moderately concerned
- ₃ Slightly concerned
- ₄ Not at all concerned
- ₉₇ Not applicable

SECTION B: HOME INTERNET

B1 Does your household have any of the below fixed home internet services connected?

This does not include internet services provided by a mobile phone or a mobile broadband device.

i *If you have more than one service, please select the one that you use most often.*

- ₁ NBN
- ₂ ADSL → SKIP TO B4
- ₃ Cable → SKIP TO B4
- ₄ Fixed Wireless (non-NBN) → SKIP TO B4
- ₅ 5G Fixed Wireless Broadband (non-NBN) → SKIP TO B4
- ₆ Satellite (other than NBN Skymuster) → SKIP TO B4
- ₉₆ Other → SKIP TO B4
- ₉₅ Unsure what type of fixed internet I have → SKIP TO B4
- ₉₇ Do not have fixed home internet → SKIP TO SECTION C

B2 What type of NBN connection does your household have?

- ₁ NBN wired connection
- ₂ NBN Fixed Wireless
- ₃ NBN Sky Muster

B3 What type of NBN plan do you have?

- ₁ NBN 12 – Basic
- ₂ NBN 25 – Standard
- ₃ NBN 50 – Standard Plus
- ₄ NBN 100 – Premium
- ₅ Fixed Wireless Plus
- ₆ NBN 250 Mbps
- ₇ NBN 1,000 Mbps

B4 What is your household's **monthly** data allowance through your fixed broadband service?

- ₁ Less than 10GB
- ₂ 10GB to 49GB
- ₃ 50GB to 99GB
- ₄ 100GB to 199GB
- ₅ 200GB to 299GB
- ₆ 300GB to 499GB
- ₇ 500GB or more, but not unlimited
- ₈ Unlimited

B5 In the last 12 months, how many times has your household exceeded your monthly home broadband data allowance?

- ₁ Never
- ₂ 1 – 5 times
- ₃ 6 – 11 times
- ₄ 12 times

B6 How much did your household spend on **fixed home internet last month**?

Your **best estimate** is fine. Please round up to the nearest dollar.

If you live in a **group or share household** and are unsure of how much other members in your household spend on fixed internet, just include services you personally pay for, including the portion you pay of any NBN or other household internet.

₁ Record amount: \$

₉₈ Not sure

SECTION C: MOBILE BROADBAND

The next questions are about mobile broadband services. This **does not** include mobile phones. Mobile broadband services provide internet access via portable devices such as wireless modems. If you have more than one mobile broadband service, please answer the following questions based on the one you use **most often**.

C1 Do you have any of the following types of mobile broadband service?

i Please select one response only.

₁ A portable modem or Wi-Fi device (e.g. a dongle, or Nighthawk)

₂ A SIM card inserted into a **laptop** or **tablet** (not a mobile phone)

₉₆ Other

₉₇ None of the above **→ SKIP TO C6**

C2 Is your mobile broadband service pre-paid (pay-as-you-go, top-ups) or post-paid (on a monthly bill)?

₁ Pre-paid (pay-as-you-go, top-ups)

₂ Post-paid (on a monthly bill)

C3 How much data allowance does your mobile broadband service have **each month**?

₁ Less than 1GB

₂ 1GB to 5GB

₃ 6GB to 10GB

₄ 11GB to 20GB

₅ 21GB to 40GB

₆ 41GB to 60GB

₇ 61GB to 80GB

₈ 81GB to 100GB

₉ 101GB or more, but not unlimited

₁₀ Unlimited

C4 In the last year, how many times have you exceeded your monthly mobile broadband data allowance?

₁ Never

₂ 1 – 5 times

₃ 6 – 11 times

₄ 12 times

C5 Do you use the 5G network with your mobile broadband connection?

To access the 5G mobile network you need to be in an area covered by 5G, have a 5G-enabled device and eligible mobile broadband plan.

- ₁ Yes
- ₂ No

C6 The next questions are about **all** mobile broadband services in your household.

How many **mobile broadband services** do you and all people living in your household pay for?

If you live in a **group or share household** and are unsure of how many mobile broadband services other people in your household pay for, just include services you personally pay for.

₁ Record number **→ IF YOUR ANSWER IS '0', SKIP TO SECTION D**

C7 How much did your household pay for **each mobile broadband service last month**?

Your best estimate is fine. Please round up to the nearest dollar.

Please answer based on the number of mobile broadband services you said you have in C6. Please record an amount for each service.

If there are **more than 4** mobile broadband services in your household, please answer for the 4 services you **use most often**.

If you live in a **group or share household** and are unsure of how much other people in your household pay for their mobile broadband services, just include services you personally pay for.

a. Mobile broadband service #1 ₁ Record amount: \$

b. Mobile broadband service #2 ₁ Record amount: \$

c. Mobile broadband service #3 ₁ Record amount: \$

d. Mobile broadband service #4 ₁ Record amount: \$

₉₈ Not sure

SECTION D: MOBILE PHONES

The next questions are about mobile phones, including smartphones. A smartphone has a touchscreen and is capable of running apps (e.g. iPhone, Samsung Galaxy, Google Pixel). If you have more than one mobile phone, please answer the following questions in relation to your **main** mobile phone, that is, the one you **use most often**.

D1 Do you have a mobile phone?

- ₁ Yes
- ₂ No **→ SKIP TO D6**

D1A Is your **main** mobile phone a smartphone?

- ₁ Yes
- ₂ No

D2 Is your mobile phone service pre-paid (pay-as-you-go, top-ups) or post-paid (on a monthly bill)?

- ₁ Pre-paid (pay-as-you-go, top-ups)
- ₂ Post-paid (on a monthly bill)

D3 How much data allowance does your mobile phone have **each month**?

- ₁ None → **SKIP TO D5**
- ₂ Less than 1GB
- ₃ 1GB to 5GB
- ₄ 6GB to 10GB
- ₅ 11GB to 20GB
- ₆ 21GB to 40GB
- ₇ 41GB to 60GB
- ₈ 61GB to 80GB
- ₉ 81GB to 100GB
- ₁₀ 101GB or more, but not unlimited
- ₁₁ Unlimited

D4 In the last year, how many times have you exceeded your monthly mobile phone data allowance?

- ₁ Never
- ₂ 1 – 5 times
- ₃ 6 – 11 times
- ₄ 12 times

D5 Do you use the 5G network with your mobile phone?

To access the 5G mobile network, you need to be in an area covered by 5G, have a 5G-enabled device and eligible mobile phone plan.

- ₁ Yes
- ₂ No

D6 The next questions are about **all** mobile phone services purchased by you and any other people living in your household.

How many **mobile phone services** do you and all people living in your household pay for?

*If you live in a **group or share household** and are unsure of how many mobile phone services other people in your household pay for, just include services you personally pay for.*

- ₁ Record number → **IF YOUR ANSWER IS '0', SKIP TO SECTION E**

D7 How much did your household pay for **each mobile phone service last month?**

Your **best estimate** is fine. Please round up to the nearest dollar.

Please answer based on the number of mobile phone services you said you have in D6. Please record an amount for each service.

If there are **more than 8** mobile phone services in your household, please answer for the 8 services used most often.

If you live in a **group or share household** and are unsure of how much other members in your household pay for their mobile phone services, just include services you personally pay for.

a. Mobile phone service #1	<input type="checkbox"/>	₁	Record amount: \$	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
b. Mobile phone service #2	<input type="checkbox"/>	₁	Record amount: \$	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c. Mobile phone service #3	<input type="checkbox"/>	₁	Record amount: \$	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
d. Mobile phone service #4	<input type="checkbox"/>	₁	Record amount: \$	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
e. Mobile phone service #5	<input type="checkbox"/>	₁	Record amount: \$	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
f. Mobile phone service #6	<input type="checkbox"/>	₁	Record amount: \$	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
g. Mobile phone service #7	<input type="checkbox"/>	₁	Record amount: \$	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
h. Mobile phone service #8	<input type="checkbox"/>	₁	Record amount: \$	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	₉₈		Not sure				

SECTION E: ELECTRONIC DEVICES

E1 Which of the following devices do you use?

i Please select all that apply.

<input type="checkbox"/>	₁	Smartphone
<input type="checkbox"/>	₂	Desktop computer
<input type="checkbox"/>	₃	Portable laptop or notebook computer
<input type="checkbox"/>	₄	Tablet (e.g. Apple iPad, Google Pixel Slate)
<input type="checkbox"/>	₅	Smartwatch (e.g. Apple Watch, Fossil Gen 5)
<input type="checkbox"/>	₆	Fitness wearable device (e.g. Fitbit, Garmin)
<input type="checkbox"/>	₇	Smart TV
<input type="checkbox"/>	₈	Digital media player (e.g. Apple TV, Google Chromecast)
<input type="checkbox"/>	₉	Voice controlled smart speaker (e.g. Amazon Echo, Google Home)
<input type="checkbox"/>	₁₀	Games console (e.g. Xbox, Switch)
<input type="checkbox"/>	₁₁	E-Reader (e.g. Kindle)
<input type="checkbox"/>	₁₂	Smart appliance / home device (e.g. light, security system, fridge)
<input type="checkbox"/>	₉₆	Other device
<input type="checkbox"/>	₉₇	None of the above

SECTION F: INTERNET SKILLS

If in question A1 you answered that you used the internet more than 6 months ago or have never used the internet, skip to H1.

F1 Thinking about how you **use the internet in general**, how accurate or inaccurate are the following statements?

i Please select one response for each statement.

I know how to...	Very true of me	Mostly true of me	Neither true nor untrue of me	Not very true of me	Not at all true of me	I do not understand what this means
a. Download and then open a file	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b. Save files in the cloud and re-open them	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c. Find and install apps / software	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d. Identify which apps / software are safe to download	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
e. Open a new internet browser tab	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
f. Complete online forms	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
g. Use shortcuts (e.g. Ctrl-C for copy on a computer)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
h. Customise the look or sound of a device	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
i. Set and manage secure passwords	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
j. Adjust privacy settings	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
k. Connect to a Wi-Fi network	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
l. Use a mobile phone or device as a Wi-Fi hotspot	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

F2 Thinking about when you **use websites or apps**, how accurate or inaccurate are the following statements?

i Please select one response for each statement.

I find it easy to...	Very true of me	Mostly true of me	Neither true nor untrue of me	Not very true of me	Not at all true of me	I do not understand what this means
a. Choose keywords to search for information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b. Find a website I have visited before	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c. Navigate most websites and apps	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d. Adapt when a website or app I use changes how it looks or sounds	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

F3 Thinking about when you **use websites or apps**, how accurate or inaccurate are the following statements?

i Please select one response for each statement.

I know how to...	Very true of me	Mostly true of me	Neither true nor untrue of me	Not very true of me	Not at all true of me	I do not understand what this means
a. Use a range of search techniques	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b. Check whether the information I find is trustworthy	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c. Manage how much information about me is collected	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

F4 Thinking about when you **connect with others online**, how accurate or inaccurate are the following statements?

i Please select one response for each statement.

I know how to...	Very true of me	Mostly true of me	Neither true nor untrue of me	Not very true of me	Not at all true of me	I do not understand what this means
a. Decide which personal information I should share online	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b. Make my comments and behaviours appropriate to the situation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c. Change who I share content with (e.g. friends, friends of friends or public)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d. Manage my contact lists (finding, adding, removing, blocking friends / followers)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
e. Check if somebody contacting me is who they say they are	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
f. Set up a group chat or video call	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

F5 Thinking about when you **create content online**, how accurate or inaccurate are the following statements?

i Please select one response for each statement.

I know how to...	Very true of me	Mostly true of me	Neither true nor untrue of me	Not very true of me	Not at all true of me	I do not understand what this means
a. Make basic changes to online content that others have produced	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b. Create a website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c. Create something new from existing images, audio or video	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d. Post a video	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
e. Comment on a blog, website or forum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
f. Consider laws that apply to copying, changing or posting content	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

F6 Thinking about **smart devices**, how accurate or inaccurate are the following statements?

Please exclude smartphones when answering these questions.

A smart device is an electronic device that can connect to the internet and other devices (e.g. smartwatches, smart TVs, voice controlled smart speakers).

i Please select one response for each statement.

I know how to...	Very true of me	Mostly true of me	Neither true nor untrue of me	Not very true of me	Not at all true of me	I do not understand what this means
a. Connect smart devices to the internet	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b. Operate smart devices by using apps	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c. Adjust privacy and security settings	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d. Customise the look or sound of a device	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

SECTION G: INTERNET ACTIVITIES

G1 In the **past 6 months**, have you done any of the following on the internet?

i Please select 'Yes' or 'No' for each activity.

	Yes	No
a. Used the internet for learning or study	<input type="checkbox"/> <small>1</small>	<input type="checkbox"/> <small>2</small>
b. Used banking websites or apps to manage money	<input type="checkbox"/> <small>1</small>	<input type="checkbox"/> <small>2</small>
c. Accessed a government service	<input type="checkbox"/> <small>1</small>	<input type="checkbox"/> <small>2</small>
d. Booked a medical appointment or accessed a health service	<input type="checkbox"/> <small>1</small>	<input type="checkbox"/> <small>2</small>
e. Compared the prices of products or services	<input type="checkbox"/> <small>1</small>	<input type="checkbox"/> <small>2</small>
f. Looked for work	<input type="checkbox"/> <small>1</small>	<input type="checkbox"/> <small>2</small>

G2 In the **past 6 months**, have you done any of the following **social activities** using the internet?

i Please select 'Yes' or 'No' for each activity.

	Yes	No
a. Interacted with people or content that made you feel connected to a community	<input type="checkbox"/> <small>1</small>	<input type="checkbox"/> <small>2</small>
b. Kept in touch with family or friends	<input type="checkbox"/> <small>1</small>	<input type="checkbox"/> <small>2</small>
c. Made new friends or reconnected with old friends	<input type="checkbox"/> <small>1</small>	<input type="checkbox"/> <small>2</small>
d. Engaged with a club, organisation, or group you found online	<input type="checkbox"/> <small>1</small>	<input type="checkbox"/> <small>2</small>

G3 In the **past 6 months**, have you participated in any of the following **leisure** activities using the internet?

i Please select 'Yes' or 'No' for each activity.

	Yes	No
a. Used entertainment services (e.g. Streaming video / music, playing online games)	<input type="checkbox"/> <small>1</small>	<input type="checkbox"/> <small>2</small>
b. Attended a music, arts or cultural event (e.g. virtual exhibition, live streamed performance)	<input type="checkbox"/> <small>1</small>	<input type="checkbox"/> <small>2</small>

SECTION H: DEMOGRAPHICS

H1 The final questions are about yourself and will help us analyse the results.

Which of the following best describes your gender identity?

- 1 Male
 - 2 Female
 - 3 Non-binary / Gender fluid
 - 4 Different identity (*Please describe*)
-

H2 How old are you?

Please write your age as a number

H3 Are you of Aboriginal and / or Torres Strait Islander origin?

- 1 Yes
- 2 No

H4 Do you speak a language other than English at home?

- 1 Yes
- 2 No

H5 Do you currently have a disability, health condition or injury that has lasted, or is likely to last, 6 months or more which restricts your everyday activities?

- ₁ Yes
- ₂ No

H6 What is the highest level of education you have completed?

If you are currently studying, indicate the highest school / qualification you have completed, not the current school / qualification you are undertaking.

- ₁ Did not complete secondary school
- ₂ Completed secondary school (Year 12 or equivalent)
- ₃ Certificate level I or II
- ₄ Certificate level III or IV
- ₅ Advanced Diploma or Diploma
- ₆ Bachelor Degree
- ₇ Graduate Diploma or Graduate Certificate
- ₈ Postgraduate Degree (incl. master degree, doctoral degree, other postgraduate degree)
- ₉₆ Other

H7 Which of the following **best describes** your main activity at the moment?

- ₁ Employed (full-time, part-time, self-employed, casual)
- ₂ Unemployed → **SKIP TO H9**
- ₃ Student → **SKIP TO H9**
- ₄ Retired or on a pension → **SKIP TO H9**
- ₅ Home duties → **SKIP TO H9**
- ₆ Have a disability and not able to work → **SKIP TO H9**
- ₇ Unpaid carer → **SKIP TO H9**
- ₈ Given up looking for work → **SKIP TO H9**
- ₉₆ Other → **SKIP TO H9**

H8 Last week, how many hours did you work?

This includes either working for an employer or being self-employed.

- ₁ 35 or more hours
- ₂ Less than 35 hours
- ₃ None

H9 Did you actively look for work at any time in the **last four weeks**?

- ₁ Yes – looked for full-time work (35 or more hours per week)
- ₂ Yes – looked for part-time or casual work (less than 35 hours per week)
- ₃ No

H10 Do you currently receive any of the following pensions or benefits?

i Please select all that apply.

- ₁ Family Tax Benefit Part A or Part B
- ₂ Healthcare Card (Centerlink)
- ₃ Pensioner Concession Card
- ₄ Commonwealth Seniors Health Card (Centerlink)
- ₅ Age Pension
- ₆ JobSeeker Allowance / Youth Allowance
- ₇ JobKeeper
- ₈ Disability Support Pension / Disability Pension / Mobility Allowance
- ₉ Carer Allowance / Carer Payment
- ₁₀ Austudy / Abstudy
- ₁₁ Parenting Payment (Single or Partnered)
- ₉₆ Other pension or benefit
- ₉₇ None of the above

H11 Do you own outright, or are you buying or renting the dwelling in which you now live?

- ₁ Own outright
- ₂ Own, paying off mortgage
- ₃ Rent from private landlord
- ₄ Rent from public housing authority
- ₉₆ Other (boarding, living at home etc.)

H12 Which of the following best describes your household?

- ₁ Single person → SKIP TO H14
- ₂ Group / Share household → SKIP TO H14
- ₃ Couple without children → SKIP TO H14
- ₄ Couple with children
- ₅ One parent family
- ₆ Other family (e.g. multi-generational household)
- ₇ Other household type

H13 How old are the dependent children living in your household?

i Please select all that apply.

- ₁ 5 years old or under
- ₂ 6-12 years old
- ₃ 13-14 years old
- ₄ 15-17 years old
- ₅ 18 years old or over
- ₉₇ There are no dependent children in the household

H14 Before tax or other deductions, what is your annual **household** income?

Please include wages and salaries, government pensions, benefits and allowances and income from interest, dividends, or other sources.

- ₁ \$1–\$7,800 per year (\$1–\$149 per week)
- ₂ \$7,800–\$15,599 per year (\$150–\$299 per week)
- ₃ \$15,600–\$20,799 per year (\$300–\$399 per week)
- ₄ \$20,800–\$25,999 per year (\$400–\$499 per week)
- ₅ \$26,000–\$33,799 per year (\$500–\$649 per week)
- ₆ \$33,800–\$41,599 per year (\$650–\$799 per week)
- ₇ \$41,600–\$51,999 per year (\$800–\$999 per week)
- ₈ \$52,000–\$64,999 per year (\$1,000–\$1,249 per week)
- ₉ \$65,000–\$77,999 per year (\$1,250–\$1,499 per week)
- ₁₀ \$78,000–\$90,999 per year (\$1,500–\$1,749 per week)
- ₁₁ \$91,000–\$103,999 per year (\$1,750–\$1,999 per week)
- ₁₂ \$104,000–\$155,999 per year (\$2,000–\$2,999 per week)
- ₁₃ \$156,000–\$181,999 per year (\$3,000–\$3,499 per week)
- ₁₄ \$182,000–\$207,999 per year (\$3,500–\$3,999 per week)
- ₁₅ \$208,000 or more per year (\$4,000 or more per week)
- ₁₆ Nil income
- ₁₇ Negative income

H15 Finally, is there at least one working fixed line telephone inside your home that is used for making and receiving calls?

- ₁ Yes
- ₂ No

THANK YOU FOR PARTICIPATING IN THIS IMPORTANT SURVEY!

Please put the questionnaire in the reply-paid envelope and post it back to us.

Australian Internet Usage Survey
 c/o The Social Research Centre
 Reply Paid 92718 Locked Bag 1014
 Port Melbourne VIC 3207

Once your survey has been returned and processed, we will send out your \$10 gift card.
 We will send it to the same address we sent the survey invitation.

If you have any questions about the research, or need to update your mailing details for the gift card, please call 1800 023 040 or email the Social Research Centre on: aius@srcentre.com.au.

BARCODE

Appendix 5 Data cleaning rules

Data cleaning – Hardcopy

A1 Before today, when was the last time you used the internet?

- ₁ In the last week
- ₂ In the last month
- ₃ In the last 3 months
- ₄ In the last 6 months → **SKIP TO A3**
- ₅ More than 6 months ago → **SKIP TO A6**
- ₆ Never → **SKIP TO A6**

Multiple response coding

- (a) If multiple selections are made code as the lowest number response (eg 1 if that is one of the checkboxes selected) UNLESS the multiple selection includes a 4,5,6 AND the respondent followed the skip logic to A3 or A6. In these cases the following rules apply:
- (b) If 4 is selected and another result and the respondent skipped to A3 code as 4.
- (c) If 5 is selected and another result and the respondent skipped to A6 code as 5.
- (d) If 6 is selected and another result (1-4) and the respondent skipped to A6 code as 6.

Missing Response coding

- (a) Code as 4 if respondent skips to A3
- (b) Code as 5 if respondent skips to A6
- (c) Code as 3 if respondent answers QA2 with 6 (less than once a week)
- (d) Code as 1 if respondent answers QA2 with 1-5
- (e) OTHERWISE – Code as MISSING

A2 In general, how often do you use the internet?

- ₁ Almost constantly
- ₂ Several times a day
- ₃ About once a day
- ₄ Several times a week
- ₅ Once a week
- ₆ Less than once a week

Multiple response coding

If multiple selections are made code as the lowest number response (eg 1 if that is one of the checkboxes selected). [Rationale is that these are cumulating periods – eg 4 is also true of 1]

Missing Response coding

- (a) Code as 5 if respondent answered QA1 with 1
- (b) Code as 6 if respondent answers QA1 with 2-3
- (c) OTHERWISE – Code as MISSING

A3 In the **past 6 months**, have you used the internet provided by others?

i Please select all that apply.

- ₁ Your place of work or education
- ₂ Houses of friends or family
- ₃ Public library
- ₄ Government office (e.g. Centrelink)
- ₅ Shopping centre, retail, or service business (e.g. café)
- ₆ Public transport
- ₇ Public space with free Wi-Fi
- ₉₆ Other place
- ₉₇ None of the above

Multiple response coding

If multiple selections are made that include 97 then code only 1-7 and 96 (remove 97)

Missing Response coding

Code as MISSING

A4 What are the reasons you do not use the internet more often?

i Please select all that apply.

- ₁ I do not need to use the internet more often
- ₂ I am not confident using the internet
- ₃ The internet is too expensive for me
- ₄ I am concerned about privacy or scams
- ₅ The internet is not a priority for me
- ₆ I have a disability that restricts me from using the internet
- ₇ I do not have convenient access to the internet
- ₉₆ Other

Missing Response coding

Code as MISSING

A4A How concerned are you that the amount of time you spend online adversely affects your health and wellbeing (e.g. relationships with family and friends, work, sleep patterns)?

- ₁ Extremely concerned
- ₂ Moderately concerned
- ₃ Slightly concerned
- ₄ Not at all concerned
- ₉₇ Not applicable

Multiple response coding

If multiple selections are made code as MISSING

Missing Response coding

Code as MISSING

A5 Since the social and physical distancing restrictions were introduced in response to COVID-19, which of the following, if any, have you done?

i Please select 'Yes' or 'No' for each activity.

	Yes	No
a. Spent more time online	<input type="checkbox"/> ₁	<input type="checkbox"/> ₀
b. Increased the range of activities you do online	<input type="checkbox"/> ₁	<input type="checkbox"/> ₀
c. Upgraded your internet access (e.g. by increasing data allowance, getting more or higher speed connections, getting more computers or devices)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₀
d. Improved your digital skills to help with your work, study or home life	<input type="checkbox"/> ₁	<input type="checkbox"/> ₀

After answering A5 above, please skip to A8.

Multiple response coding

If any of a-d are not answered or have both 1 (Yes) and 0 (No) code as MISSING

Missing Response coding

Code as MISSING

A6 What are the reasons why you do not use the internet?

i Please select all that apply.

- ₁ I have no need to use the internet
- ₂ I am not confident using the internet
- ₃ The internet is too expensive for me
- ₄ I am concerned about privacy or scams
- ₅ The internet is not a priority for me
- ₆ I do not have access to the internet
- ₇ I have a disability that prevents me from using the internet
- ₉₆ Other

Missing Response coding

Code as MISSING

A7 Since the social and physical distancing restrictions were introduced in response to COVID-19, have you considered using the internet?

- ₁ Yes
- ₂ No

Multiple response coding

If multiple selections are made code as MISSING

Missing Response coding

Code as MISSING

A8 As a result of the impact of COVID-19, how concerned are you about the cost of accessing the internet as part of your household budget?

- ₁ Extremely concerned
- ₂ Moderately concerned
- ₃ Slightly concerned
- ₄ Not at all concerned
- ₉₇ Not applicable

Multiple response coding

If multiple selections are made code as MISSING

Missing Response coding

Code as MISSING

B1 Does your household have any of the below fixed home internet services connected?
This does not include internet services provided by a mobile phone or a mobile broadband device.

i If you have **more than one** service, please select the one that you **use most often**.

- ₁ NBN
- ₂ ADSL → SKIP TO B4
- ₃ Cable → SKIP TO B4
- ₄ Fixed Wireless (non-NBN) → SKIP TO B4
- ₅ 5G Fixed Wireless Broadband (non-NBN) → SKIP TO B4
- ₆ Satellite (other than NBN Skymuster) → SKIP TO B4
- ₉₆ Other → SKIP TO B4
- ₉₅ Unsure what type of fixed internet I have → SKIP TO B4
- ₉₇ Do not have fixed home internet → SKIP TO SECTION C

Multiple response coding

- (a) If 97 is included in multiple selections and respondent skips to Section C code as 97 OTHERWISE follow the other multiple selection rules as follows
- (b) If 97 is selected but respondent does not skip to Section C code as 1 if respondent answers B2 or 95 if respondent skips to B4.
- (c) If 95 is included in multiple selections and respondent skips to B4 code as 95
- (d) If 95 is included in multiple selections and respondent answers Question B2 code as 1 (NBN)
- (e) If 1 is included in multiple selections and respondent answers Question B2 code as 1 (NBN). If there is only one other selection (eg 1 and 3) and the respondent does not answer Question B2 then code as the other selection (eg 3). In cases of 1 being included in other multiple selections and the respondent does not answer Question B2 then code as 95.
- (f) If 2,3,4,5,6,96 are included in multiple selections code as 95.

Missing Response coding

- (a) Code as 1 if respondent answers B2

(b) Code as 95 if respondent answers B4, B5 or B6

(c) OTHERWISE code as MISSING

B2 What type of NBN connection does your household have?

- ₁ NBN wired connection
- ₂ NBN Fixed Wireless
- ₃ NBN Sky Muster

Multiple response coding

If multiple selections are made code as 95 (Not Sure)

Missing Response coding

(a) Code as 95 (Not Sure) if respondent answers 1 to Q B1

(b) OTHERWISE code as MISSING

B3 What type of NBN plan do you have?

- ₁ NBN 12 – Basic
- ₂ NBN 25 – Standard
- ₃ NBN 50 – Standard Plus
- ₄ NBN 100 – Premium
- ₅ Fixed Wireless Plus
- ₆ NBN 250 Mbps
- ₇ NBN 1,000 Mbps

Multiple response coding

If multiple selections are made code as 95 (Not Sure)

Missing Response coding

(a) Code as 95 (Not Sure) if respondent provided as 1 to Q B1

(b) OTHERWISE code as MISSING

B4 What is your household's **monthly** data allowance through your fixed broadband service?

- ₁ Less than 10GB
- ₂ 10GB to 49GB
- ₃ 50GB to 99GB
- ₄ 100GB to 199GB
- ₅ 200GB to 299GB
- ₆ 300GB to 499GB
- ₇ 500GB or more, but not unlimited
- ₈ Unlimited

Multiple response coding

If multiple selections are made code as 95 (Not Sure)

Missing Response coding

(a) Code as 95 (Not Sure) if respondent answered any of B1, B2, B3

(b) OTHERWISE code as MISSING

B5 In the last 12 months, how many times has your household exceeded your monthly home broadband data allowance?

₁ Never

₂ 1 – 5 times

₃ 6 – 11 times

₄ 12 times

Multiple response coding

If multiple selections are made code as 95 (Not Sure)

Missing Response coding

(a) Code as 95 (Not Sure) if respondent answered any of B1, B2, B3, B4

(b) OTHERWISE code as MISSING

B6 How much did your household spend on **fixed home internet last month**?

Your **best estimate** is fine. Please round up to the nearest dollar.

If you live in a **group or share household** and are unsure of how much other members in your household spend on fixed internet, just include services you personally pay for, including the portion you pay of any NBN or other household internet.

₁ Record amount: \$

₉₈ Not sure

Multiple response coding

If both an amount and \$ amount is included code with \$ amount

Missing Response coding

(a) Code as 98 (Not Sure) if respondent answered any of B1, B2, B3, B4, B5

(b) OTHERWISE code as MISSING

C1 Do you have any of the following types of mobile broadband service?

i Please select all that apply.

₁ A portable modem or Wi-Fi device (e.g. a dongle, or Nighthawk)

₂ A SIM card inserted into a **laptop** or **tablet** (not a mobile phone)

₉₆ Other

₉₇ None of the above

➔ SKIP TO C6

NOTE – This question was altered slightly in final version

Multiple response coding

(a) If 97 is included in multiple selections and respondent skips to C6 code as 97 OTHERWISE code as 96

(b) Multiple selections code as 95 (Not sure of type).

Missing Response coding

(a) Code as 95 if respondent answers C2, C3, C4, C5, C6, C7

(b) OTHERWISE code as MISSING

C2 Is your mobile broadband service pre-paid (pay-as-you-go, top-ups) or post-paid (on a monthly bill)?

₁ Pre-paid (pay-as-you-go, top-ups)

₂ Post-paid (on a monthly bill)

Multiple response coding

If multiple selections are made code as 95 (Not Sure)

Missing Response coding

(a) Code as 95 if respondent answers C1, C3, C4, C5

(b) OTHERWISE code as MISSING

C3 How much data allowance does your mobile broadband service have **each month**?

₁ Less than 1GB

₂ 1GB to 5GB

₃ 6GB to 10GB

₄ 11GB to 20GB

₅ 21GB to 40GB

₆ 41GB to 60GB

₇ 61GB to 80GB

₈ 81 to 100GB

₉ 101GB or more, but not unlimited

₁₀ Unlimited

Multiple response coding

If multiple selections are made code as 95 (Not Sure)

Missing Response coding

(a) Code as 95 if respondent answers C1, C2, C4, C5

(b) OTHERWISE code as MISSING

C4 In the last year, how many times have you exceeded your monthly mobile broadband data allowance?

- ₁ Never
- ₂ 1 – 5 times
- ₃ 6 – 11 times
- ₄ 12 times

Multiple response coding

If multiple selections are made code as 95 (Not Sure)

Missing Response coding

(a) Code as 95 if respondent answers C1, C2, C3, C5

(b) OTHERWISE code as MISSING

C5 Do you use the 5G network with your mobile broadband connection?

To access the 5G mobile network you need to be in an area covered by 5G, have a 5G-enabled device and eligible mobile broadband plan.

- ₁ Yes
- ₂ No

Multiple response coding

If multiple selections are made code as 95 (Not Sure)

Missing Response coding

(a) Code as 95 if respondent answers C1, C2, C3, C4

(b) OTHERWISE code as MISSING

C6 The next questions are about **all** mobile broadband services in your household.

How many **mobile broadband services** do you and all people living in your household pay for?

*If you live in a **group or share household** and are unsure of how many mobile broadband services other people in your household pay for, just include services you personally pay for.*

- ₁ Record number → IF YOUR ANSWER IS '0', SKIP TO SECTION D

No rules

C7 How much did your household pay for **each mobile broadband service last month?**

Your best estimate is fine. Please round up to the nearest dollar.

Please answer based on the number of mobile broadband services you said you have in C6. Please record an amount for each service.

If there are **more than 4** mobile broadband services in your household, please answer for the 4 services you **use most often**.

If you live in a **group or share household** and are unsure of how much other people in your household pay for their mobile broadband services, just include services you personally pay for.

a. Mobile broadband service #1	<input type="checkbox"/>	1	Record amount: \$	<input type="text"/>
b. Mobile broadband service #2	<input type="checkbox"/>	1	Record amount: \$	<input type="text"/>
c. Mobile broadband service #3	<input type="checkbox"/>	1	Record amount: \$	<input type="text"/>
d. Mobile broadband service #4	<input type="checkbox"/>	1	Record amount: \$	<input type="text"/>
<input type="checkbox"/>	98	Not sure		

Multiple response coding

If both an amount and \$ amount is included code with \$ amount

Missing Response coding

(a) Code as 95 if respondent answers C1, C2, C3, C4, C5, C6

(b) OTHERWISE code as MISSING

D1 Do you have a mobile phone?

- 1 Yes
- 2 No → SKIP TO D6

Multiple response coding

If multiple selections are made code as 95 (Not Sure)

Missing Response coding

(a) Code as 95 if respondent answers D1a, D2, D3, D4, D5

(b) OTHERWISE code as MISSING

D1A Is your **main** mobile phone a smartphone?

- 1 Yes
- 2 No

Multiple response coding

If multiple selections are made code as 95 (Not Sure)

Missing Response coding

(a) Code as 95 if respondent answers D1a, D2, D3, D4, D5

(b) OTHERWISE code as MISSING

D2 Is your mobile phone service pre-paid (pay-as-you-go, top-ups) or post-paid (on a monthly bill)?

₁ Pre-paid (pay-as-you-go, top-ups)

₂ Post-paid (on a monthly bill)

Multiple response coding

If multiple selections are made code as 95 (Not Sure)

Missing Response coding

(a) Code as 95 if respondent answers D1, D1a, D3, D4, D5

(b) OTHERWISE code as MISSING

D3 How much data allowance does your mobile phone have each month?

₁ None → SKIP TO D5

₂ Less than 1GB

₃ 1GB to 5GB

₄ 6GB to 10GB

₅ 11GB to 20GB

₆ 21GB to 40GB

₇ 41GB to 60GB

₈ 61GB to 80GB

₉ 81 to 100GB

₁₀ 101GB or more, but not unlimited

₁₁ Unlimited

Multiple response coding

(a) If 1 is part of multiple selections and respondent skips to D5 code as 1

(b) If 1 is included in multiple selections and respondent does not skip to D5 and there is only one other selection (eg 1 and 3) then code as the other selection (eg 3). In cases of 1 being included in other multiple selections and the respondent does not answer skip to D5 then code as 95 (not sure).

(c) All other multiple selections to be coded as 95 (Not Sure)

Missing Response coding

(a) Code as 95 if respondent answers D1, D1a, D2, D4, D5

(b) OTHERWISE code as MISSING

D4 In the last year, how many times have you exceeded your monthly mobile phone data allowance?

- ₁ Never
- ₂ 1 – 5 times
- ₃ 6 – 11 times
- ₄ 12 times

Multiple response coding

If multiple selections are made code as 95 (Not Sure)

Missing Response coding

(a) Code as 95 if respondent answers D1, D1a, D2, D3, D5

(b) OTHERWISE code as MISSING

D5 Do you use the 5G network with your mobile phone?

To access the 5G mobile network, you need to be in an area covered by 5G, have a 5G-enabled device and eligible mobile phone plan.

- ₁ Yes
- ₂ No

Multiple response coding

If multiple selections are made code as 95 (Not Sure)

Missing Response coding

(a) Code as 95 if respondent answers D1, D1a, D2, D3, D4

(b) OTHERWISE code as MISSING

D6 The next questions are about **all** mobile phone services **purchased** by you and any other people living in your household.

How many **mobile phone services** do you and all people living in your household pay for?

*If you live in a **group or share household** and are unsure of how many mobile phone services other people in your household pay for, just include services you personally pay for.*

₁ Record number **→ IF YOUR ANSWER IS '0', SKIP TO SECTION E**

No rules

D7 How much did your household pay for **each mobile phone service last month?**

Your **best estimate** is fine. Please round up to the nearest dollar.

Please answer based on the number of mobile phone services you said you have in D6. Please record an amount for each service.

If there are **more than 8** mobile phone services in your household, please answer for the 8 services used most often.

If you live in a **group or share household** and are unsure of how much other members in your household pay for their mobile phone services, just include services you personally pay for.

a. Mobile phone service #1 ₁ Record amount: \$

b. Mobile phone service #2 ₁ Record amount: \$

c. Mobile phone service #3 ₁ Record amount: \$

d. Mobile phone service #4 ₁ Record amount: \$

e. Mobile phone service #5 ₁ Record amount: \$

f. Mobile phone service #6 ₁ Record amount: \$

g. Mobile phone service #7 ₁ Record amount: \$

h. Mobile phone service #8 ₁ Record amount: \$

₉₈ Not sure

Multiple response coding

If both an amount and \$ amount is included code with \$ amount

Missing Response coding

(a) Code as 95 if respondent answers D1, D1a, D2, D3, D4, D5, D6

(b) OTHERWISE code as MISSING

E1 Which of the following devices do you use?

i Please select all that apply.

- ₁ Smartphone
- ₂ Desktop computer
- ₃ Portable laptop or notebook computer
- ₄ Tablet (e.g. Apple iPad, Google Pixel Slate)
- ₅ Smartwatch (e.g. Apple Watch, Fossil Gen 5)
- ₆ Fitness wearable device (e.g. Fitbit, Garmin)
- ₇ Smart TV
- ₈ Digital media player (e.g. Apple TV, Google Chromecast)
- ₉ Voice controlled smart speaker (e.g. Amazon Echo, Google Home)
- ₁₀ Games console (e.g. Xbox, Switch)
- ₁₁ E-Reader (e.g. Kindle)
- ₁₂ Smart appliance/home device (e.g. light, security system, fridge)
- ₉₆ Other device
- ₉₇ None of the above

Multiple response coding

If multiple selections are made that include 97 then code only 1-12 and 96 (remove 97)

Missing Response coding

(a) code as MISSING

F1 Thinking about how you use the internet in general, how accurate or inaccurate are the following statements?

i Please select one response for each statement.

I know how to...	Very true of me	Mostly true of me	Neither true nor untrue of me	Not very true of me	Not at all true of me	I do not understand what this means
a. Download and then open a file	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
b. Save files in the cloud and re-open them	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
c. Find and install apps/software	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
d. Identify which apps/software are safe to download	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
e. Open a new internet browser tab	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
f. Complete online forms	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
g. Use shortcuts (e.g. Ctrl-C for copy on a computer)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
h. Customise the look or sound of a device	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
i. Set and manage secure passwords	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
j. Adjust privacy settings	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
k. Connect to a Wi-Fi network	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
l. Use a mobile phone or device as a Wi-Fi hotspot	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

F2 Thinking about when you **use websites or apps**, how accurate or inaccurate are the following statements?

i Please select one response for each statement.

I find it easy to...	Very true of me	Mostly true of me	Neither true nor untrue of me	Not very true of me	Not at all true of me	I do not understand what this means
a. Choose keywords to search for information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b. Find a website I have visited before	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c. Navigate most websites and apps	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d. Adapt when a website or app I use changes how it looks or sounds	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

F3 Thinking about when you **use websites or apps**, how accurate or inaccurate are the following statements?

i Please select one response for each statement.

I know how to...	Very true of me	Mostly true of me	Neither true nor untrue of me	Not very true of me	Not at all true of me	I do not understand what this means
a. Use a range of search techniques	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b. Check whether the information I find is trustworthy	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c. Manage how much information about me is collected	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

F4 Thinking about when you **connect with others online**, how accurate or inaccurate are the following statements?

i Please select one response for each statement.

I know how to...	Very true of me	Mostly true of me	Neither true nor untrue of me	Not very true of me	Not at all true of me	I do not understand what this means
a. Decide which personal information I should share online	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b. Make my comments and behaviours appropriate to the situation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c. Change who I share content with (e.g. friends, friends of friends or public)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d. Manage my contact lists (finding, adding, removing, blocking friends/followers)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
e. Check if somebody contacting me is who they say they are	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
f. Set up a group chat or video call	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

F5 Thinking about when you **create content online**, how accurate or inaccurate are the following statements?

i Please select one response for each statement.

I know how to...	Very true of me	Mostly true of me	Neither true nor untrue of me	Not very true of me	Not at all true of me	I do not understand what this means
a. Make basic changes to online content that others have produced	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b. Create a website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c. Create something new from existing images, audio or video	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d. Post a video	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
e. Comment on a blog, website or forum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
f. Consider laws that apply to copying, changing or posting content	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

F6 Thinking about **smart devices**, how accurate or inaccurate are the following statements?

Please exclude smartphones when answering these questions.

A smart device is an electronic device that can connect to the internet and other devices (e.g. smartwatches, smart TVs, voice controlled smart speakers).

i Please select one response for each statement.

I know how to...	Very true of me	Mostly true of me	Neither true nor untrue of me	Not very true of me	Not at all true of me	I do not understand what this means
a. Connect smart devices to the internet	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b. Operate smart devices by using apps	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c. Adjust privacy and security settings	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d. Customise the look or sound of a device	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Multiple response coding - QF1-F6

(a) For an individual variable (eg a. Download and then open a file) if respondents select both 5 and 6 then recode as 6.

(b) OTHERWISE, if respondents make multiple selections then recode as 7 (not stated).

Missing Response coding

(a) Code as MISSING

G1 In the **past 6 months**, have you done any of the following on the internet?

i Please select 'Yes' or 'No' for each activity.

	Yes	No
a. Used the internet for learning or study	<input type="checkbox"/> 1	<input type="checkbox"/> 2
b. Used banking websites or apps to manage money	<input type="checkbox"/> 1	<input type="checkbox"/> 2
c. Accessed a government service	<input type="checkbox"/> 1	<input type="checkbox"/> 2
d. Booked a medical appointment or accessed a health service	<input type="checkbox"/> 1	<input type="checkbox"/> 2
e. Compared the prices of products or services	<input type="checkbox"/> 1	<input type="checkbox"/> 2
f. Looked for work	<input type="checkbox"/> 1	<input type="checkbox"/> 2

G2 In the **past 6 months**, have you done any of the following **social activities** using the internet?

i Please select 'Yes' or 'No' for each activity.

	Yes	No
a. Interacted with people or content that made you feel connected to a community	<input type="checkbox"/> 1	<input type="checkbox"/> 2
b. Kept in touch with family or friends	<input type="checkbox"/> 1	<input type="checkbox"/> 2
c. Made new friends or reconnected with old friends	<input type="checkbox"/> 1	<input type="checkbox"/> 2
d. Engaged with a club, organisation, or group you found online	<input type="checkbox"/> 1	<input type="checkbox"/> 2

G3 In the **past 6 months**, have you participated in any of the following **leisure** activities using the internet?

i Please select 'Yes' or 'No' for each activity.

	Yes	No
a. Used entertainment services (e.g. Streaming video/music, playing online games)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
b. Attended a music, arts or cultural event (e.g. virtual exhibition, live streamed performance)	<input type="checkbox"/> 1	<input type="checkbox"/> 2

Multiple response coding - QG1-G3

(a) If multiple selections are made code as MISSING

Missing Response coding

(a) Code as MISSING

H1 The final questions are about yourself and will help us analyse the results.

Which of the following best describes your gender identity?

- 1 Male
- 2 Female
- 3 Non-binary / Gender fluid
- 4 Different identity (Please describe)

Multiple response coding

(a) If multiple selections are made code as MISSING

Missing Response coding

(a) Code as MISSING

H2 How old are you?

Please write your age as a number

Multiple response coding

(a) If multiple selections are made code as MISSING

Missing Response coding

(b) Code as MISSING

H3 Are you of Aboriginal and/or Torres Strait Islander origin?

₁ Yes

₂ No

Multiple response coding

(a) If multiple selections are made code as MISSING

Missing Response coding

(c) Code as MISSING

H4 Do you speak a language other than English at home?

₁ Yes

₂ No

Multiple response coding

(a) If multiple selections are made code as MISSING

Missing Response coding

(d) Code as MISSING

H5 Do you currently have a disability, health condition or injury that has lasted, or is likely to last, 6 months or more which restricts your everyday activities?

₁ Yes

₂ No

Multiple response coding

(a) If multiple selections are made code as MISSING

Missing Response coding

(e) Code as MISSING

H6 What is the highest level of education you have completed?

If you are currently studying, indicate the highest school/qualification you have completed, not the current school/qualification you are undertaking.

- ₁ Did not complete secondary school
- ₂ Completed secondary school (Year 12 or equivalent)
- ₃ Certificate level I or II
- ₄ Certificate level III or IV
- ₅ Advanced Diploma or Diploma
- ₆ Bachelor Degree
- ₇ Graduate Diploma or Graduate Certificate
- ₈ Postgraduate Degree (incl. master degree, doctoral degree, other postgraduate degree)
- ₉₆ Other

Multiple response coding

(a) If multiple selections are made recode with highest number (1-8, not 96)

Missing Response coding

(a) Code as MISSING

H7 Which of the following **best describes** your main activity at the moment?

- ₁ Employed (full-time, part-time, self-employed, casual)
- ₂ Unemployed → SKIP TO H9
- ₃ Student → SKIP TO H9
- ₄ Retired or on a pension → SKIP TO H9
- ₅ Home duties → SKIP TO H9
- ₆ Have a disability and not able to work → SKIP TO H9
- ₇ Unpaid carer → SKIP TO H9
- ₈ Given up looking for work → SKIP TO H9
- ₉₆ Other → SKIP TO H9

Multiple response coding

(a) If multiple selections are made code as 96 Other

Missing Response coding

(a) Code as MISSING

H8 Last week, how many hours did you work?

This includes either working for an employer or being self-employed.

₁ 35 or more hours

₂ Less than 35 hours

₃ None

Multiple response coding

(a) Code as MISSING

Missing Response coding

(a) Code as MISSING

H9 Did you actively look for work at any time in the **last four weeks**?

₁ Yes – looked for full-time work (35 or more hours per week)

₂ Yes – looked for part-time or casual work (less than 35 hours per week)

₃ No

Multiple response coding

(a) If 1 and 2 selected code as 4 (looked for work)

Missing Response coding

(a) Code as MISSING

H10 Do you currently receive any of the following pensions or benefits?

i Please select all that apply.

- ₁ Family Tax Benefit Part A or Part B
- ₂ Healthcare Card (Centerlink)
- ₃ Pensioner Concession Card
- ₄ Commonwealth Seniors Health Card (Centerlink)
- ₅ Age Pension
- ₆ JobSeeker Allowance/Youth Allowance
- ₇ JobKeeper
- ₈ Disability Support Pension/Disability Pension/Mobility Allowance
- ₉ Carer Allowance/Carer Payment
- ₁₀ Austudy/Abstudy
- ₁₁ Parenting Payment (Single or Partnered)
- ₉₆ Other pension or benefit
- ₉₇ None of the above

Multiple response coding

(a) If multiple selections are made that include 97 then code only 1-11 and 96 (remove 97)

Missing Response coding

(a) code as MISSING

H11 Do you own outright, or are you buying or renting the dwelling in which you now live?

- ₁ Own outright
- ₂ Own, paying off mortgage
- ₃ Rent from private landlord
- ₄ Rent from public housing authority
- ₉₆ Other (boarding, living at home etc.)

Multiple response coding

(a) If multiple selections are made code as MISSING

Missing Response coding

(b) Code as MISSING

H12 Which of the following best describes your household?

- ₁ Single person → **SKIP TO H14**
- ₂ Group/Share household → **SKIP TO H14**
- ₃ Couple without children → **SKIP TO H14**
- ₄ Couple with children
- ₅ One parent family
- ₆ Other family (e.g. multi-generational household)
- ₇ Other household type

Multiple response coding

(a) If multiple selections are made code as MISSING

Missing Response coding

(b) code as MISSING

H13 How old are the dependent children living in your household?

i *Please select all that apply.*

- ₁ 5 years old or under
- ₂ 6-12 years old
- ₃ 13-14 years old
- ₄ 15-17 years old
- ₅ 18 years old or over
- ₉₇ There are no dependent children in the household

Multiple response coding

(a) If multiple selections include 97 remove the 97 coding

Missing Response coding

(b) code as MISSING

H14 Before tax or other deductions, what is your annual **household** income?

Please include wages and salaries, government pensions, benefits and allowances and income from interest, dividends, or other sources.

- ₁ \$1–\$7,800 per year (\$1–\$149 per week)
- ₂ \$7,800–\$15,599 per year (\$150–\$299 per week)
- ₃ \$15,600–\$20,799 per year (\$300–\$399 per week)
- ₄ \$20,800–\$25,999 per year (\$400–\$499 per week)
- ₅ \$26,000–\$33,799 per year (\$500–\$649 per week)
- ₆ \$33,800–\$41,599 per year (\$650–\$799 per week)
- ₇ \$41,600–\$51,999 per year (\$800–\$999 per week)
- ₈ \$52,000–\$64,999 per year (\$1,000–\$1,249 per week)
- ₉ \$65,000–\$77,999 per year (\$1,250–\$1,499 per week)
- ₁₀ \$78,000–\$90,999 per year (\$1,500–\$1,749 per week)
- ₁₁ \$91,000–\$103,999 per year (\$1,750–\$1,999 per week)
- ₁₂ \$104,000–\$155,999 per year (\$2,000–\$2,999 per week)
- ₁₃ \$156,000–\$181,999 per year (\$3,000–\$3,499 per week)
- ₁₄ \$182,000–\$207,999 per year (\$3,500–\$3,999 per week)
- ₁₅ \$208,000 or more per year (\$4,000 or more per week)
- ₁₆ Nil income
- ₁₇ Negative income

Multiple response coding

(a) If multiple selections are made across 1-15 code as 95 Not sure

(b) If multiple selections include 16 or 17 code as 16

Missing Response coding

(c) code as MISSING

H15 Finally, is there at least one working fixed line telephone inside your home that is used for making and receiving calls?

- ₁ Yes
- ₂ No

Multiple response coding

(a) If multiple selections are made code as MISSING

Missing Response coding

(c) Code as MISSING