

# 2021 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 2021 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 April and June 2021. The survey was funded by Telstra, who worked closely with the Social Research Centre and the ADII Research Team.

This 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 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 utilised data from the Roy Morgan Single Source. 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 the Social Research Centre 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 in-scope population for the 2021 ADII Survey was adults (18 years of age or over) who are residents of private households in Australia. 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 in partnership with:

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

The data collection period was 6 April to 3 June 2021.

A total of 19,999 addresses were randomly selected from the Geocoded National Address File (G-NAF) for the 2021 ADII Survey. The selected respondent at the selected address was any household member aged 18 years or over. The final sample size was 2,287, equating to a response rate of 11.0% and sample yield of 11.4%.

Key project statistics are summarised in Table 1 below.

**Table 1** Key project statistics

Key project statistics	2021 Sample
Total sample	19,999
<b>Total completed surveys</b>	<b>2,287</b>
<i>Online</i>	1,170
<i>Hard copy</i>	1,117
AAPOR Response Rate 3 (%)	11.0
Sample yield (%)	11.4

Ethics approval for the 2021 ADII Survey was carried over from the previous survey in 2020. Ethics was granted by the Human Research Ethics Committee of Swinburne University (ref: 20203023-4585). All data collection activities were 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

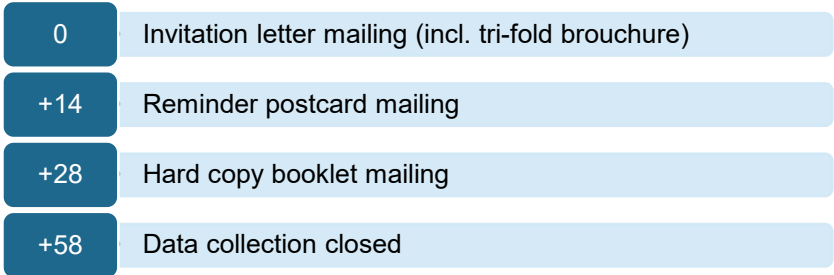
Designed by the Social Research Centre, the methodology for the ADII Survey involved a sequential mixed-mode approach to data collection. This approach involved an initial push-to-web phase whereby online self-completion was offered first, with hard copy completion initiated only after efforts to maximise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

An overview of the contact approach implemented is shown in Figure 1.

Further details about this approach are outlined in Section 2.3.

**Figure 1 Approach and reminder schedule**

**Days' since commencement**



## 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. The sample frame was the Geocoded National Address File (G-NAF). 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

The sample design involved establishing fifteen geographic strata based on state or territory and capital city/rest of state. Quotas were set for each strata in proportion to population. Addresses within strata were randomly selected. The final number of selections for each strata was also varied to account for the anticipated sample yield. This design aimed 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	4,377	201.9	20.6
Rest of New South Wales	1,804,253	2,177	10.9	11.3
Greater Melbourne	2,801,944	3,682	18.4	19.9
Rest of Victoria	1,014,800	1,155	5.8	6.3
Greater Brisbane	1,411,646	1,800	9.0	9.6
Rest of Queensland	1,726,413	2,224	11.1	10.3
Greater Adelaide	767,279	926	4.6	5.4
Rest of South Australia	346,897	371	1.9	1.6
Greater Perth	1,133,467	1,544	7.7	8.1
Rest of Western Australia	380,936	650	3.3	8.1
Greater Hobart	137,765	148	0.7	0.9
Rest of Tasmania	204,455	201	1.0	1.2
Greater Darwin	76,507	208	1.0	0.6
Rest of Northern Territory	34,090	300	1.5	2.2
Australian Capital Territory	230,157	236	1.2	1.7
<b>Total</b>	<b>14,924,714</b>	<b>19,999</b>	<b>100.0</b>	<b>100.0</b>

Address selections from the G-NAF are checked against Australia Post's Postal Address File (PAF) for deliverability and address type. Addresses without a delivery point identifier (DPID) or flagged as non-residential in the PAF were excluded.

A total of 19,999 sample addresses were randomly selected 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

A selected household was considered 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 2021 ADII Survey 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 choice (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). Further, 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 used in the 2021 ADII Survey were based on those used in 2020, with some minor modifications.

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 aimed to provide information on the study and encourage online survey completion. The invitation pack was sent to all  $n=19,999$  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  $n=19,827$ . Addresses were excluded from the sample 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  $n=18,511$  households.

The cover letter was based on that used in 2020, with minor wording changes and removal of online login details to encourage hardcopy completion, particularly among non-users.

The cover letter is provided in Appendix 3.

## **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**

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 2021 ADII questionnaire was based on that used in 2020, with some sections presented in a different order, some questions included for the first time and some questions deleted.

The questionnaire included the following sections:

- Internet use
- Mobile phones
- Home internet
- Mobile broadband (excluding mobile phone services)
- Mobile phones
- Electronic devices
- Internet skills
- Internet activities
- Demographics.

The median online completion time for the survey was 14.9 minutes.

### 3.2. 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 6 April 2021 and was available at [www.srcentre.com.au/aius](http://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 4 for the final online questionnaire.

### **3.3. 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.

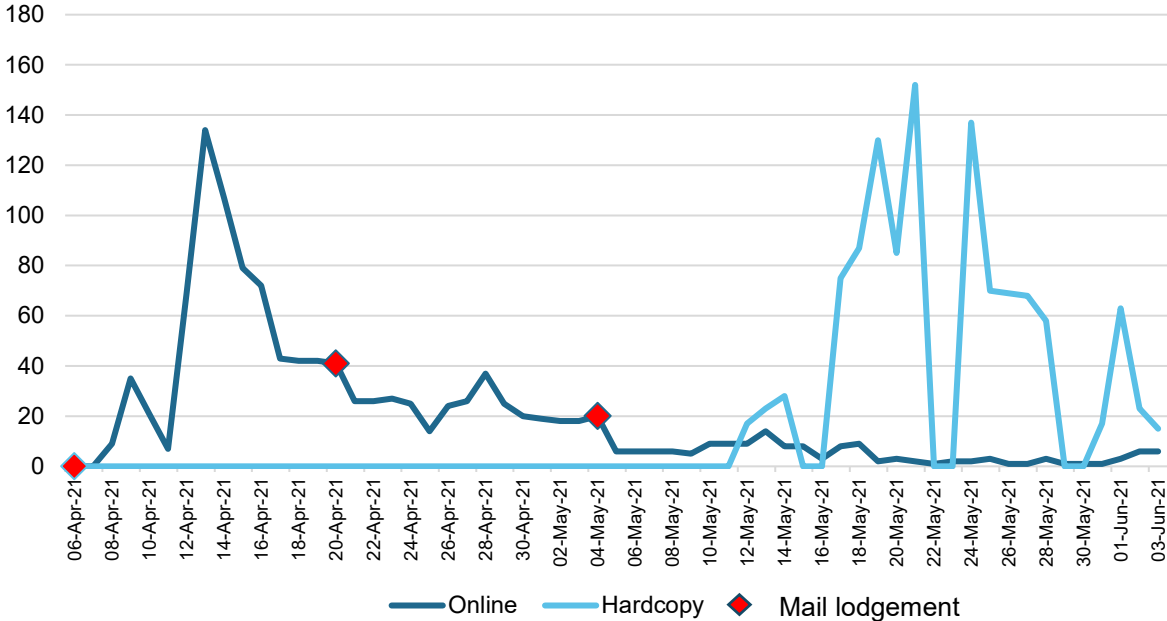
Refer to Appendix 5 for the final hard copy questionnaire.

# 4. Response analysis

## 4.1. Overview

A total of 2,287 completed surveys were received prior to the closing date of 3 June 2021. Of these, 1,170 were completed online, while 1,117 hard copy returns were received. Figure 2 below shows the number of completed online and hardcopy surveys by date.

**Figure 2** Completes by date and mode



## 4.2. Response by completion mode

Table 3 shows the geographical distribution of all respondents by mode of completion. It shows the final sample was distributed roughly in line with the sample drawn, although Rest of QLD, Rest of WA and Rest of NT were slightly underrepresented. There were 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	267	22.8	208	18.6	475	20.8	4,377	21.9
Rest of NSW	118	10.1	132	11.8	250	10.9	2,177	10.9
Greater Melbourne	240	20.5	200	17.9	440	19.2	3,682	18.4
Rest of VIC	51	4.4	73	6.5	124	5.4	1,155	5.8
Greater Brisbane	117	10.0	97	8.7	214	9.4	1,800	9.0
Rest of QLD	118	10.1	127	11.4	245	10.7	2,224	11.1
Greater Adelaide	74	6.3	90	8.1	164	7.2	926	4.6
Rest of SA	13	1.1	23	2.1	36	1.6	371	1.9
Greater Perth	86	7.4	96	8.6	182	8.0	1,544	7.7
Rest of WA	23	2.0	24	2.1	47	2.1	650	3.3
Greater Hobart	11	0.9	15	1.3	26	1.1	148	0.7
Rest of TAS	12	1.0	12	1.1	24	1.0	201	1.0
Greater Darwin	11	0.9	4	0.4	15	0.7	208	1.0
Rest of NT	5	0.4	4	0.4	9	0.4	300	1.5
ACT	24	2.1	12	1.1	36	1.6	236	1.2
<b>Total</b>	<b>1,170</b>	<b>100.0</b>	<b>1,117</b>	<b>100.0</b>	<b>2,287</b>	<b>100.0</b>	<b>19,999</b>	<b>100.0</b>

Table 4 overleaf summarises respondent characteristics by completion mode. It shows 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=1,170)		Hard copy (n=1,117)		Total surveys (n=2,287)	
<b>Total</b>		<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
<b>Gender</b>	Male	618	52.8	479	42.9	1,097	48.0
	Female	540	46.2	621	55.6	1,161	50.8
	Non-binary / Gender fluid	7	0.6	5	0.4	12	0.5
	Different identity	4	0.3	1	0.1	5	0.2
	No response	1	0.1	11	1.0	12	0.5
<b>Age</b>	18 to 24	67	5.7	18	1.6	85	3.7
	25 to 34	170	14.5	73	6.5	243	10.6
	35 to 44	198	16.9	111	9.9	309	13.5
	45 to 54	200	17.1	134	12.0	334	14.6
	55 to 64	207	17.7	219	19.6	426	18.6
	65 to 74	223	19.1	313	28.0	536	23.4
	75 and over	105	9.0	249	22.3	354	15.5
<b>Education</b>	Secondary school or below	216	18.5	387	34.6	603	26.4
	Non-university	290	24.8	278	24.9	568	24.8
	University	630	53.8	393	35.2	1,023	44.7
	Other	29	2.5	43	3.8	72	3.1
	No response	5	0.4	16	1.4	21	0.9
<b>State</b>	NSW	385	32.9	340	30.4	725	31.7
	VIC	291	24.9	273	24.4	564	24.7
	QLD	235	20.1	224	20.1	459	20.1
	SA	87	7.4	113	10.1	200	8.7
	WA	109	9.3	120	10.7	229	10.0
	TAS	23	2.0	27	2.4	50	2.2
	NT	16	1.4	8	0.7	24	1.0
	ACT	24	2.1	12	1.1	36	1.6
<b>Internet use</b>	Used internet in the last week	1,158	99.0	1,001	89.6	2,159	94.4
	Used internet in the last month	6	0.5	11	1.0	17	0.7
	Used internet in the last 3 months	1	0.1	4	0.4	5	0.2
	Used internet in the last 6 months	1	0.1	12	1.1	13	0.6
	Used internet more than 6 months ago	1	0.1	6	0.5	7	0.3
	Never used internet	3	0.3	83	7.4	86	3.8

## 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)
- derivation of system missing data at all relevant variables.

For consistency, cleaning conventions followed the rules established from previous iterations of the survey, including the 2020 ADII. Further details of the specific data cleaning rules applied to hard copy data can be found in Appendix 6.

## 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 Census<sup>1</sup>,
- $n_h$  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 5.

**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	475	7,900
Rest of New South Wales	1,208,357	250	9,759
Greater Melbourne	1,834,359	440	8,417
Rest of Victoria	691,163	124	11,254
Greater Brisbane	902,891	214	8,518
Rest of Queensland	1,089,722	245	8,980
Greater Adelaide	562,821	164	6,929
Rest of South Australia	204,435	36	11,465
Greater Perth	818,947	182	9,085
Rest of Western Australia	254,616	47	10,938
Greater Hobart	99,247	26	7,707
Rest of Tasmania	143,255	24	12,051
Greater Darwin	55,466	15	7,466
Rest of NT	35,230	9	7,903
Australian Capital Territory	163,539	36	9,172

### 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.<sup>2</sup>

<sup>1</sup> <https://www.abs.gov.au/census>

<sup>2</sup> 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 3. These were obtained from 2016 Census data, updated for the December 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.<sup>3</sup>

**Table 6 Population benchmarks used for calibration**

Benchmark Category	Respondents (%)	Population (%)	Average Weight
<b>Age by highest level of education attained</b>			
18-24 years	3.72	12.06	3.25
25-34 years by Bachelor degree or higher	7.00	7.43	1.06
25-34 years by below Bachelor degree	3.63	11.81	3.25
35-44 years by Bachelor degree or higher	8.83	6.19	0.70
35-44 years by below Bachelor degree	4.68	10.92	2.33
45-54 years by Bachelor degree or higher	8.05	4.24	0.53
45-54 years by below Bachelor degree	6.56	12.04	1.84
55-64 years by Bachelor degree or higher	7.78	3.3	0.42
55-64 years by below Bachelor degree	10.84	11.56	1.07
65+ years by Bachelor degree or higher	12.33	2.78	0.23
65+ years by below Bachelor degree	26.59	17.66	0.66
<b>Gender</b>			
Male	48.62	49.1	1.01
Female	51.38	50.9	0.99
<b>Part of State</b>			
Capital city	67.86	66.9	0.99
Rest of state	32.14	33.1	1.03
<b>State</b>			
New South Wales	31.7	31.97	1.01
Victoria	24.66	26.21	1.06
Queensland	20.07	19.83	0.99
South Australia	8.75	7.01	0.80
Western Australia	10.01	10.23	1.02
Tasmania	2.19	2.14	0.98
Northern Territory	1.05	0.93	0.89
Australian Capital Territory	1.57	1.68	1.07

#### 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.

<sup>3</sup> 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)
	#	%	
bdage (Age)	0	0	Age by Education
bducat (Education)	21	0.92	Age by Education
bdgender	29	1.27	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

## 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](http://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](http://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 and Indigo Holcombe-James at RMIT University and Professor Jo Barraket 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](mailto:aius@srcentre.com.au).

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

Indigo Holcombe-James

RMIT University

☎ 0410 569 457

✉ [indigo.holcombe-james@rmit.edu.au](mailto:indigo.holcombe-james@rmit.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](mailto:resethics@swin.edu.au)

# The Australian Internet Usage Survey



AMSRO



Australian National University



Social Research Centre



<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 20,000 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](http://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

## The Australian Internet Usage Survey



POSTAGE  
PAID  
AUSTRALIA



BSP: Dt\_BSP-ID-seq  
mailname  
Dt\_Building\_Name  
Dt\_Address\_Line\_1  
DT\_LOCALITY DT\_STATE DT\_  
POSTCODE

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](http://www.srcentre.com.au/aius)** and enter the login code provided in the letter we sent you. 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](mailto:aius@srcentre.com.au)**.

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.

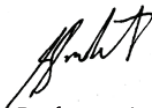
Participation is entirely voluntary and all responses are strictly confidential and private – you will not be identified in any way. For more information, go to **[www.srcentre.com.au/aiusinfo](http://www.srcentre.com.au/aiusinfo)**.

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      Reminder letter

Date

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

lettername,

We are writing to follow up on our previous contact regarding the Australian Internet Usage Survey.

This survey helps us understand who uses the internet, what benefits Australians get from the internet and what barriers exist to accessing the internet.

**We want to hear from all Australians, including those who do not use the internet. Please complete and return the enclosed booklet and, in recognition of your time, you will receive a \$10 gift card.**

If you do not use the internet, the survey will be much shorter for you. The survey instructions will advise which sections to skip.

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,



Distinguished Professor Julian Thomas  
Director, ARC Centre of Excellence for  
Automated Decision-Making and Society,  
RMIT University



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

Further information:

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 brochure previously mailed out to you or visit [www.srcentre.com.au/aiusinfo](http://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](mailto:aius@srcentre.com.au).

## **Appendix 4      Final online questionnaire**

# 2660 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](http://www.srcentre.com.au/aiusinfo)

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

Ethics Information: [www.srcentre.com.au/aiusethics](http://www.srcentre.com.au/aiusethics)

Email: [aius@srcentre.com.au](mailto: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 **3 June 2021**.

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](http://www.srcentre.com.au/research-participants#privacy)

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

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^

\*(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)  
A5a Since the relaxation of COVID-19 social and physical distancing restrictions, how has your internet use and access changed?

(STATEMENTS)

- a. The time I spend online has...
- b. The range of activities I do online have...
- c. My investment in internet access (e.g. data allowance, speed of connections, computers or devices) has...
- d. The digital skills I use to help with my work, study and home life have...

(RESPONSE FRAME)

1. Increased
2. Decreased
3. Stayed the same

\*(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 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 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 – 10. 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  
PROGRAMMER NOTE: RESTRICT DOLLAR AMOUNT TO \$300

(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 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  
PROGRAMMER NOTE: RESTRICT DOLLAR AMOUNT TO \$500

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

## SECTION C: MOBILE BROADBAND (EXCLUDING MOBILE PHONE SERVICES)

\*(ALL)

C1\_INTRO The next questions are about mobile broadband services, excluding mobile phone services. Please **do not** include any mobile phone services you have.

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 – 10. 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  
PROGRAMMER NOTE: RESTRICT DOLLAR AMOUNT TO \$500

(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 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 (Centrelink)
3. Pensioner Concession Card
4. Commonwealth Seniors Health Card (Centrelink)
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*  
[MULTIPLE RESPONSE]

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 ^

\*(ALL)

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

\*(ALL)

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

## INCENTIVE

\*(ALL)

INCENTIVE Thank you for taking the time to participate. You are now eligible for the \$10 Coles gift card. In order to send this to you as quickly as possible, please provide your email address below.

*Please note, we will only use your email for the purpose of sending the e-voucher and will delete it after that.*

1. <email> [USE KICKBOX]
2. I do not want to provide my email address

[PROGRAMMER NOTE: IF EMAIL IS NOT NULL, PLEASE DO THE FOLLOWING FOR COMPLETED CASES]

[Programmer: Insert into V6 list: API key = OrYffnls54D0RKLsdIQfz8RJOu1Vb-1Y3FK8sx8LFPvnFBiVBrl7vcwUUGtW7tN7B2DhpMD45AeRjDJ  
List ID: 687665]  
[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 July 2021.*

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](http://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](mailto: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](http://www.beyondblue.org.au), 1300 22 4636
- Lifeline: [www.lifeline.org.au](http://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 5      Final hard copy questionnaire**

# The Australian Internet Usage Survey

## 2021 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](http://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](http://www.srcentre.com.au/aiusinfo).

## HOW TO FILL OUT THIS QUESTIONNAIRE

1. 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.

2. 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

3. Please read each question carefully. Sometimes additional information that will help you answer the question will appear next to this symbol **i**.
4. 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.
5. 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 checked="" type="checkbox"/> 1
Right box	<input 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](mailto: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](http://www.srcentre.com.au/research-participants#privacy)

Further information about this study is available at: [www.srcentre.com.au/aiusinfo](http://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?

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

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

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

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

**i** *Please select all that apply.*

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

**A3A** Which of the following devices do you use?

**i** Please select all that apply.

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

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

**i** Please select all that apply.

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

- <sub>1</sub> Extremely concerned
- <sub>2</sub> Moderately concerned
- <sub>3</sub> Slightly concerned
- <sub>4</sub> Not at all concerned
- <sub>97</sub> Not applicable

**A5A** Since the relaxation of COVID-19 social and physical distancing restrictions, how has your internet use and access changed?

**i** Please select one response for each statement.

	Increased	Decreased	Stayed the same
a. The time I spend online has...	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
b. The range of activities I do online have...	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
c. My investment in internet access (e.g. data allowance, speed of connections, getting computers or devices) has...	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
d. The digital skills I use to help with my work, study or home life have...	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>

**After answering A5A above, please skip to A8.**

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

 Please select all that apply.

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

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

- <sub>1</sub> Yes
- <sub>2</sub> No

**A8** How concerned are you about the cost of accessing the internet as part of your household budget?

- <sub>1</sub> Extremely concerned
- <sub>2</sub> Moderately concerned
- <sub>3</sub> Slightly concerned
- <sub>4</sub> Not at all concerned
- <sub>97</sub> Not applicable

## SECTION B: 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**.

**B1** Do you have a mobile phone?

- <sub>1</sub> Yes
- <sub>2</sub> No → **SKIP TO B6**

**B1A** Is your **main** mobile phone a smartphone?

- <sub>1</sub> Yes
- <sub>2</sub> No

**B2** Is your mobile phone service pre-paid (pay-as-you-go, top-ups) or post-paid (on a monthly bill)?

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

**B3** How much data allowance does your mobile phone have **each month**?

- <sub>1</sub> None → **SKIP TO B5**
- <sub>2</sub> Less than 1GB
- <sub>3</sub> 1GB to 5GB
- <sub>4</sub> 6GB to 10GB
- <sub>5</sub> 11GB to 20GB
- <sub>6</sub> 21GB to 40GB
- <sub>7</sub> 41GB to 60GB
- <sub>8</sub> 61GB to 80GB
- <sub>9</sub> 81GB to 100GB
- <sub>10</sub> 101GB or more, but not unlimited
- <sub>11</sub> Unlimited

**B4** In the last year, how many times have you exceeded your monthly mobile phone data allowance?

- <sub>1</sub> Never
- <sub>2</sub> 1 – 5 times
- <sub>3</sub> 6 – 11 times
- <sub>4</sub> 12 times

**B5** 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.*

- <sub>1</sub> Yes
- <sub>2</sub> No

**B6** 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.*

*Please record up to 10 mobile phone services.*

- <sub>1</sub> Record number   → **IF YOUR ANSWER IS '0', SKIP TO SECTION C**

**B7** 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 B6. 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"/>	<sub>1</sub>	Record amount: \$	<input type="text"/>
b. Mobile phone service #2	<input type="checkbox"/>	<sub>1</sub>	Record amount: \$	<input type="text"/>
c. Mobile phone service #3	<input type="checkbox"/>	<sub>1</sub>	Record amount: \$	<input type="text"/>
d. Mobile phone service #4	<input type="checkbox"/>	<sub>1</sub>	Record amount: \$	<input type="text"/>
e. Mobile phone service #5	<input type="checkbox"/>	<sub>1</sub>	Record amount: \$	<input type="text"/>
f. Mobile phone service #6	<input type="checkbox"/>	<sub>1</sub>	Record amount: \$	<input type="text"/>
g. Mobile phone service #7	<input type="checkbox"/>	<sub>1</sub>	Record amount: \$	<input type="text"/>
h. Mobile phone service #8	<input type="checkbox"/>	<sub>1</sub>	Record amount: \$	<input type="text"/>
<input type="checkbox"/>	<sub>98</sub>	Not sure		

**SECTION C: HOME INTERNET**

**C1** 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.

<input type="checkbox"/>	<sub>1</sub>	NBN	
<input type="checkbox"/>	<sub>2</sub>	ADSL	→ SKIP TO C4
<input type="checkbox"/>	<sub>3</sub>	Cable	→ SKIP TO C4
<input type="checkbox"/>	<sub>4</sub>	Fixed Wireless (non-NBN)	→ SKIP TO C4
<input type="checkbox"/>	<sub>5</sub>	5G Fixed Wireless Broadband (non-NBN)	→ SKIP TO C4
<input type="checkbox"/>	<sub>6</sub>	Satellite (other than NBN Skymuster)	→ SKIP TO C4
<input type="checkbox"/>	<sub>96</sub>	Other	→ SKIP TO C4
<input type="checkbox"/>	<sub>95</sub>	Unsure what type of fixed internet I have	→ SKIP TO C4
<input type="checkbox"/>	<sub>97</sub>	Do not have fixed home internet	→ SKIP TO SECTION D

**C2** What type of NBN connection does your household have?

<input type="checkbox"/>	<sub>1</sub>	NBN wired connection
<input type="checkbox"/>	<sub>2</sub>	NBN Fixed Wireless
<input type="checkbox"/>	<sub>3</sub>	NBN Sky Muster



**C3** What type of NBN plan do you have?

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

**C4** What is your household's **monthly** data allowance through your fixed broadband service?

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

**C5** In the last 12 months, how many times has your household exceeded your monthly home broadband data allowance?

- <sub>1</sub> Never
- <sub>2</sub> 1 – 5 times
- <sub>3</sub> 6 – 11 times
- <sub>4</sub> 12 times

**C6** 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.

<sub>1</sub> Record amount: \$

<sub>98</sub> Not sure

## SECTION D: MOBILE BROADBAND (EXCLUDING MOBILE PHONE SERVICES)

The next questions are about mobile broadband services. Please **do not** include any mobile phone services you have. 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**.

**D1** Do you have any of the following types of mobile broadband service?

**i** Please select one response only.

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

➔ SKIP TO D6

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

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

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

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

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

- <sub>1</sub> Never
- <sub>2</sub> 1 – 5 times
- <sub>3</sub> 6 – 11 times
- <sub>4</sub> 12 times

**D5** 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.*

- <sub>1</sub> Yes
- <sub>2</sub> No

**D6** 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.*

*Please record up to 10 mobile broadband services.*

<sub>1</sub> Record number   → IF YOUR ANSWER IS '0', SKIP TO SECTION E

**D7** 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 D6. 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 <sub>1</sub> Record amount: \$

b. Mobile broadband service #2 <sub>1</sub> Record amount: \$

c. Mobile broadband service #3 <sub>1</sub> Record amount: \$

d. Mobile broadband service #4 <sub>1</sub> Record amount: \$

<sub>98</sub> Not sure

**SECTION E: 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 G1.

**E1** 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"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
b. Save files in the cloud and re-open them	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
c. Find and install apps/software	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
d. Identify which apps/software are safe to download	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
e. Open a new internet browser tab	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
f. Complete online forms	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
g. Use shortcuts (e.g. Ctrl-C for copy on a computer)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
h. Customise the look or sound of a device	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
i. Set and manage secure passwords	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
j. Adjust privacy settings	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
k. Connect to a Wi-Fi network	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
l. Use a mobile phone or device as a Wi-Fi hotspot	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**E2** 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

**E3** 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

**E4** 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

**E5** 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

**E6** 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 F: INTERNET ACTIVITIES

**F1** 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

**F2** 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

**F3** 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

## SECTION G: DEMOGRAPHICS

**G1** 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)

**G2** How old are you?

Please write your age as a number

**G3** Are you of Aboriginal and/or Torres Strait Islander origin?

<sub>1</sub> Yes

<sub>2</sub> No

**G4** Do you speak a language other than English at home?

<sub>1</sub> Yes

<sub>2</sub> No

**G5** 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?

<sub>1</sub> Yes

<sub>2</sub> No

**G6** 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.*

<sub>1</sub> Did not complete secondary school

<sub>2</sub> Completed secondary school (Year 12 or equivalent)

<sub>3</sub> Certificate level I or II

<sub>4</sub> Certificate level III or IV

<sub>5</sub> Advanced Diploma or Diploma

<sub>6</sub> Bachelor Degree

<sub>7</sub> Graduate Diploma or Graduate Certificate

<sub>8</sub> Postgraduate Degree (incl. master degree, doctoral degree, other postgraduate degree)

<sub>96</sub> Other

**G7** Which of the following **best describes** your main activity at the moment?

<sub>1</sub> Employed (full-time, part-time, self-employed, casual)

<sub>2</sub> Unemployed → **SKIP TO G9**

<sub>3</sub> Student → **SKIP TO G9**

<sub>4</sub> Retired or on a pension → **SKIP TO G9**

<sub>5</sub> Home duties → **SKIP TO G9**

<sub>6</sub> Have a disability and not able to work → **SKIP TO G9**

<sub>7</sub> Unpaid carer → **SKIP TO G9**

<sub>8</sub> Given up looking for work → **SKIP TO G9**

<sub>96</sub> Other → **SKIP TO G9**

**G8** Last week, how many hours did you work?

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

<sub>1</sub> 35 or more hours

<sub>2</sub> Less than 35 hours

<sub>3</sub> None

**G9** Did you actively look for work at any time in the **last four weeks**?

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

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

<sub>3</sub> No

**G10** Do you currently receive any of the following pensions or benefits?

 *Please select all that apply.*

<sub>1</sub> Family Tax Benefit Part A or Part B

<sub>2</sub> Healthcare Card (Centrelink)

<sub>3</sub> Pensioner Concession Card

<sub>4</sub> Commonwealth Seniors Health Card (Centrelink)

<sub>5</sub> Age Pension

<sub>6</sub> JobSeeker Allowance / Youth Allowance

<sub>7</sub> JobKeeper

<sub>8</sub> Disability Support Pension / Disability Pension / Mobility Allowance

<sub>9</sub> Carer Allowance / Carer Payment

<sub>10</sub> Austudy / Abstudy

<sub>11</sub> Parenting Payment (Single or Partnered)

<sub>96</sub> Other pension or benefit

<sub>97</sub> None of the above

**G11** Do you own outright, or are you buying or renting the dwelling in which you now live?

<sub>1</sub> Own outright

<sub>2</sub> Own, paying off mortgage

<sub>3</sub> Rent from private landlord

<sub>4</sub> Rent from public housing authority

<sub>96</sub> Other (boarding, living at home etc.)

**G12** Which of the following best describes your household?

<sub>1</sub> Single person → **SKIP TO G14**

<sub>2</sub> Group / Share household → **SKIP TO G14**

<sub>3</sub> Couple without children → **SKIP TO G14**

<sub>4</sub> Couple with children

<sub>5</sub> One parent family

<sub>6</sub> Other family (e.g. multi-generational household)

<sub>7</sub> Other household type

**G13** How old are the dependent children living in your household?

 Please select all that apply.

<sub>1</sub> 5 years old or under

<sub>2</sub> 6 – 12 years old

<sub>3</sub> 13 – 14 years old

<sub>4</sub> 15 – 17 years old

<sub>5</sub> 18 years old or over

<sub>97</sub> There are no dependent children in the household

**G14** 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.

<sub>1</sub> \$1 – \$7,800 per year (\$1 – \$149 per week)

<sub>2</sub> \$7,800 – \$15,599 per year (\$150 – \$299 per week)

<sub>3</sub> \$15,600 – \$20,799 per year (\$300 – \$399 per week)

<sub>4</sub> \$20,800 – \$25,999 per year (\$400 – \$499 per week)

<sub>5</sub> \$26,000 – \$33,799 per year (\$500 – \$649 per week)

<sub>6</sub> \$33,800 – \$41,599 per year (\$650 – \$799 per week)

<sub>7</sub> \$41,600 – \$51,999 per year (\$800 – \$999 per week)

<sub>8</sub> \$52,000 – \$64,999 per year (\$1,000 – \$1,249 per week)

<sub>9</sub> \$65,000 – \$77,999 per year (\$1,250 – \$1,499 per week)

<sub>10</sub> \$78,000 – \$90,999 per year (\$1,500 – \$1,749 per week)

<sub>11</sub> \$91,000 – \$103,999 per year (\$1,750 – \$1,999 per week)

<sub>12</sub> \$104,000 – \$155,999 per year (\$2,000 – \$2,999 per week)

<sub>13</sub> \$156,000 – \$181,999 per year (\$3,000 – \$3,499 per week)

<sub>14</sub> \$182,000 – \$207,999 per year (\$3,500 – \$3,999 per week)

<sub>15</sub> \$208,000 or more per year (\$4,000 or more per week)

<sub>16</sub> Nil income

<sub>17</sub> Negative income

**G15** Finally, is there at least one working fixed line telephone inside your home that is used for making and receiving calls?

<sub>1</sub> Yes

<sub>2</sub> 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](mailto:aius@srcentre.com.au).



BARCODE

# Appendix 6      Data cleaning rules

## Data cleaning – Hardcopy

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

- <sub>1</sub> In the last week
- <sub>2</sub> In the last month
- <sub>3</sub> In the last 3 months
- <sub>4</sub> In the last 6 months → **SKIP TO A3**
- <sub>5</sub> More than 6 months ago → **SKIP TO A6**
- <sub>6</sub> 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?

- <sub>1</sub> Almost constantly
- <sub>2</sub> Several times a day
- <sub>3</sub> About once a day
- <sub>4</sub> Several times a week
- <sub>5</sub> Once a week
- <sub>6</sub> 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.

- <sub>1</sub> Your place of work or education
- <sub>2</sub> Houses of friends or family
- <sub>3</sub> Public library
- <sub>4</sub> Government office (e.g. Centrelink)
- <sub>5</sub> Shopping centre, retail, or service business (e.g. café)
- <sub>6</sub> Public transport
- <sub>7</sub> Public space with free Wi-Fi
- <sub>96</sub> Other place
- <sub>97</sub> 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.

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

- <sub>1</sub> Extremely concerned
- <sub>2</sub> Moderately concerned
- <sub>3</sub> Slightly concerned
- <sub>4</sub> Not at all concerned
- <sub>97</sub> 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"/> <sub>1</sub>	<input type="checkbox"/> <sub>0</sub>
b. Increased the range of activities you do online	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>0</sub>
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"/> <sub>1</sub>	<input type="checkbox"/> <sub>0</sub>
d. Improved your digital skills to help with your work, study or home life	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>0</sub>

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.

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

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Extremely concerned
- <sub>2</sub> Moderately concerned
- <sub>3</sub> Slightly concerned
- <sub>4</sub> Not at all concerned
- <sub>97</sub> 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**.

- <sub>1</sub> NBN
- <sub>2</sub> ADSL → SKIP TO B4
- <sub>3</sub> Cable → SKIP TO B4
- <sub>4</sub> Fixed Wireless (non-NBN) → SKIP TO B4
- <sub>5</sub> 5G Fixed Wireless Broadband (non-NBN) → SKIP TO B4
- <sub>6</sub> Satellite (other than NBN Skymuster) → SKIP TO B4
- <sub>96</sub> Other → SKIP TO B4
- <sub>95</sub> Unsure what type of fixed internet I have → SKIP TO B4
- <sub>97</sub> 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?

<sub>1</sub> NBN wired connection

<sub>2</sub> NBN Fixed Wireless

<sub>3</sub> 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?

<sub>1</sub> NBN 12 – Basic

<sub>2</sub> NBN 25 – Standard

<sub>3</sub> NBN 50 – Standard Plus

<sub>4</sub> NBN 100 – Premium

<sub>5</sub> Fixed Wireless Plus

<sub>6</sub> NBN 250 Mbps

<sub>7</sub> 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?

<sub>1</sub> Less than 10GB

<sub>2</sub> 10GB to 49GB

<sub>3</sub> 50GB to 99GB

<sub>4</sub> 100GB to 199GB

<sub>5</sub> 200GB to 299GB

<sub>6</sub> 300GB to 499GB

<sub>7</sub> 500GB or more, but not unlimited

<sub>8</sub> 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?

<sub>1</sub> Never

<sub>2</sub> 1 – 5 times

<sub>3</sub> 6 – 11 times

<sub>4</sub> 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.

<sub>1</sub> Record amount: \$

<sub>98</sub> 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.

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

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

<sub>96</sub> Other

<sub>97</sub> 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)?

<sub>1</sub> Pre-paid (pay-as-you-go, top-ups)

<sub>2</sub> 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**?

<sub>1</sub> Less than 1GB

<sub>2</sub> 1GB to 5GB

<sub>3</sub> 6GB to 10GB

<sub>4</sub> 11GB to 20GB

<sub>5</sub> 21GB to 40GB

<sub>6</sub> 41GB to 60GB

<sub>7</sub> 61GB to 80GB

<sub>8</sub> 81 to 100GB

<sub>9</sub> 101GB or more, but not unlimited

<sub>10</sub> 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?

- <sub>1</sub> Never
- <sub>2</sub> 1 – 5 times
- <sub>3</sub> 6 – 11 times
- <sub>4</sub> 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.*

- <sub>1</sub> Yes
- <sub>2</sub> 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.*

<sub>1</sub> 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?

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	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?

<input type="checkbox"/>	1	Yes
<input type="checkbox"/>	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)?

<sub>1</sub> Pre-paid (pay-as-you-go, top-ups)

<sub>2</sub> 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?

<sub>1</sub> None → SKIP TO D5

<sub>2</sub> Less than 1GB

<sub>3</sub> 1GB to 5GB

<sub>4</sub> 6GB to 10GB

<sub>5</sub> 11GB to 20GB

<sub>6</sub> 21GB to 40GB

<sub>7</sub> 41GB to 60GB

<sub>8</sub> 61GB to 80GB

<sub>9</sub> 81 to 100GB

<sub>10</sub> 101GB or more, but not unlimited

<sub>11</sub> 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?

- <sub>1</sub> Never
- <sub>2</sub> 1 – 5 times
- <sub>3</sub> 6 – 11 times
- <sub>4</sub> 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.*

- <sub>1</sub> Yes
- <sub>2</sub> 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.*

- <sub>1</sub> 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  <sub>1</sub> Record amount: \$

b. Mobile phone service #2  <sub>1</sub> Record amount: \$

c. Mobile phone service #3  <sub>1</sub> Record amount: \$

d. Mobile phone service #4  <sub>1</sub> Record amount: \$

e. Mobile phone service #5  <sub>1</sub> Record amount: \$

f. Mobile phone service #6  <sub>1</sub> Record amount: \$

g. Mobile phone service #7  <sub>1</sub> Record amount: \$

h. Mobile phone service #8  <sub>1</sub> Record amount: \$

<sub>98</sub> 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.

- <sub>1</sub> Smartphone
- <sub>2</sub> Desktop computer
- <sub>3</sub> Portable laptop or notebook computer
- <sub>4</sub> Tablet (e.g. Apple iPad, Google Pixel Slate)
- <sub>5</sub> Smartwatch (e.g. Apple Watch, Fossil Gen 5)
- <sub>6</sub> Fitness wearable device (e.g. Fitbit, Garmin)
- <sub>7</sub> Smart TV
- <sub>8</sub> Digital media player (e.g. Apple TV, Google Chromecast)
- <sub>9</sub> Voice controlled smart speaker (e.g. Amazon Echo, Google Home)
- <sub>10</sub> Games console (e.g. Xbox, Switch)
- <sub>11</sub> E-Reader (e.g. Kindle)
- <sub>12</sub> Smart appliance/home device (e.g. light, security system, fridge)
- <sub>96</sub> Other device
- <sub>97</sub> 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"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
b. Save files in the cloud and re-open them	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
c. Find and install apps/software	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
d. Identify which apps/software are safe to download	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
e. Open a new internet browser tab	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
f. Complete online forms	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
g. Use shortcuts (e.g. Ctrl-C for copy on a computer)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
h. Customise the look or sound of a device	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
i. Set and manage secure passwords	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
j. Adjust privacy settings	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
k. Connect to a Wi-Fi network	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
l. Use a mobile phone or device as a Wi-Fi hotspot	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**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?

<sub>1</sub> Yes

<sub>2</sub> 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?

<sub>1</sub> Yes

<sub>2</sub> 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?

<sub>1</sub> Yes

<sub>2</sub> 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.*

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

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

<sub>1</sub> 35 or more hours

<sub>2</sub> Less than 35 hours

<sub>3</sub> 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**?

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

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

<sub>3</sub> 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.

- <sub>1</sub> Family Tax Benefit Part A or Part B
- <sub>2</sub> Healthcare Card (Centerlink)
- <sub>3</sub> Pensioner Concession Card
- <sub>4</sub> Commonwealth Seniors Health Card (Centerlink)
- <sub>5</sub> Age Pension
- <sub>6</sub> JobSeeker Allowance/Youth Allowance
- <sub>7</sub> JobKeeper
- <sub>8</sub> Disability Support Pension/Disability Pension/Mobility Allowance
- <sub>9</sub> Carer Allowance/Carer Payment
- <sub>10</sub> Austudy/Abstudy
- <sub>11</sub> Parenting Payment (Single or Partnered)
- <sub>96</sub> Other pension or benefit
- <sub>97</sub> 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?

- <sub>1</sub> Own outright
- <sub>2</sub> Own, paying off mortgage
- <sub>3</sub> Rent from private landlord
- <sub>4</sub> Rent from public housing authority
- <sub>96</sub> 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?

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

- <sub>1</sub> 5 years old or under
- <sub>2</sub> 6-12 years old
- <sub>3</sub> 13-14 years old
- <sub>4</sub> 15-17 years old
- <sub>5</sub> 18 years old or over
- <sub>97</sub> 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.

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

- <sub>1</sub> Yes
- <sub>2</sub> No

#### Multiple response coding

(a) If multiple selections are made code as MISSING

#### Missing Response coding

(c) Code as MISSING