2023 Australian Digital Inclusion Index
Technical Report

July 2023

Social Research Centre

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Version: 1 (12/07/2023)

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1.   Introduction

1.1.   About this report

This report summarises the data collection and methodological aspects of the 2023 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 July 2022, with a supplementary ('boost') data collection conducted between October and December 2022. 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. For the 2023 ADII data collection, a boost data collection was deployed to collect additional responses from Queensland and South Australian residents.

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 2023 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 main data collection period was 29 April 2022 to 8 July 2022, the boost data collection period for Queensland and South Australia was conducted between 21 October 2022 and 23 December 2022. In both data collections, a period of late return for hard copy surveys was allowed. As data was collected during the 2022 calendar year for the 2023 ADII, communications and survey materials used for the 2023 ADII data collection may refer to the project as the 2022 ADII or 2022 AIUS.

In the 2023 ADII Survey main data collection, a total of 26,567 addresses were randomly selected from the Geocoded National Address File (G-NAF). This was supplemented with 13,603 Queensland addresses and 330 South Australian addresses in the boost.

The selected respondent at the selected address was any household member aged 18 years or over. The final main sample size was 2,968, equating to a response rate of 11.4% and sample yield of 11.2%. In total, a sample size of 4,637 was achieved at response rate of 11.6%.

Key project statistics are summarised in Table 1 below.

Table 1   Key project statistics

Key project statistics	2023 Main Sample	2023 QLD Boost Sample	2023 SA Boost Sample	Total
Total sample	26,567	13,603	330	40,500
Total completed surveys	**2,968**	**1,627**	**42**	**4,637**
Online	*1,540*	*799*	*12*	*2,351*
Hard copy	*1,428*	*828*	*30*	*2,286*
AAPOR Response Rate 3 (%)	11.4	12.1	12.7	11.6
Sample yield (%)	11.2	12.0	12.7	11.4

Ethics approval for the 2023 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 2021*, the Research Society's Code of Professional Behaviour and ISO 20252 standards.
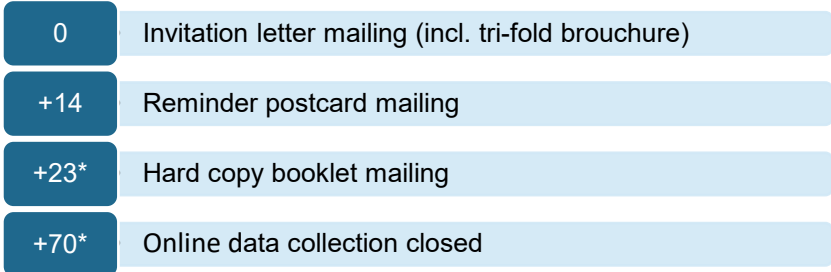
2. Methodology

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 shown in Figure 1. Note that in the 2023 ADII data collections, there were operational delays with printing, postal mail delivery and scanning (in part due to ongoing impact of the COVID-19 pandemic). As a result, the delivery of each communication varied by location and a decision was made to extend the data collection period to accommodate the later than intended delivery.

Further details about this approach are outlined in Section 2.3.

Figure 1   Approach and reminder schedule, days since commencement

0	Invitation letter mailing (incl. tri-fold brochure)
+14	Reminder postcard mailing
+23*	Hard copy booklet mailing
+70*	Online data collection closed

*Note: Reminder timings varied for the boost fieldwork due to operational needs and seasonal factors. In the boost fieldwork, hardcopy booklets were mailed 28 days following completion and the online survey was closed 63 days following the invitation pack mailout.

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 that aimed to have completed surveys in proportion to 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 for the main 2023 ADII data collection involved establishing fifteen geographic strata based on state or territory and capital city/rest of state. Quotas were set for each stratum in proportion to population. Addresses within strata were randomly selected. The final number of

selections for each stratum was also varied to account for the anticipated sample yield, particularly for low yield markets in South Australia, Tasmania and the Northern Territory. This design aimed to yield a sample that closely approximated the distribution of the Australian population across states and territories and capital cities and other areas (see Table 2).

A total of 26,567 sample addresses were randomly selected within the strata of 15 geographic regions to ensure sufficient sample was utilised to achieve the desired number of responses for the ADII.

Table 2   G-NAF sample design – main sample

Region	Available sample (n)	Selected sample (n)	Proportion of selected sample (%)	Australian adult population* (%)
Greater Sydney	2,854,105	4,370	16.4	20.6
Rest of New South Wales	1,804,253	2,235	8.4	11.3
Greater Melbourne	2,801,944	3,515	13.2	19.9
Rest of Victoria	1,014,800	1,146	4.3	6.3
Greater Brisbane	1,411,646	1,867	7.0	9.6
Rest of Queensland	1,726,413	2,277	8.6	10.3
Greater Adelaide	767,279	826	3.1	5.4
Rest of South Australia	346,897	378	1.4	1.6
Greater Perth	1,133,467	1,550	5.8	8.1
Rest of Western Australia	380,936	708	2.7	8.1
Greater Hobart	137,765	754	2.8	0.9
Rest of Tasmania	204,455	1016	3.8	1.2
Greater Darwin	76,507	2165	8.1	0.6
Rest of Northern Territory	34,090	3530	13.3	2.2
Australian Capital Territory	230,157	230	0.9	1.7
Total	**14,924,714**	**26,567**	**100**	**100**

*Based on ABS estimates at time of sample design.

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 boost sample was designed to supplement the main 2023 ADII responses in key Queensland and South Australian markets. The boost samples were designed independently for each state and as per the main sample design varied to account for total adult population and the anticipated sample yield of each region. The South Australian boost sample used the same sample strata as the main sample design, while an alternative strata design was employed for the Queensland boost sampling. Both boost samples excluded addresses already selected for the main 2023 ADII sample.

The South East Queensland stratum was defined as Queensland addresses within the ABS Significant Urban Areas (SUA) of Brisbane and Gold Coast – Tweed Heads and Sunshine Coast. Regional Queensland was defined as including Queensland addresses within major Cities of Australia and Inner Regional Australia (excluding SUAs in the South East Queensland stratum). Remote Queensland was defined as Queensland addresses within Outer Regional Australia, Remote Australia and Very Remote Australia (excluding SUAs in the South East Queensland stratum).

A total of 13,603 addresses in Queensland and 330 addresses in South Australia were selected for the boost as shown in Table 3 (on the next page).

Table 3   G-NAF sample design – Queensland and South Australia Boost sample

Region	Available sample	Selected sample	Proportion of selected sample (%)	Region adult population* (%)
Queensland Total	**2,961,883**	**13,603**	**100**	**100**
South East Queensland	1,844,121	7,813	57.4	65.4
Regional Queensland	522,114	3,030	22.3	18.1
Remote Queensland	595,648	2,760	20.3	16.5
South Australia Total	**1,094,752**	**330**	**100**	**100**
Greater Adelaide	756,226	238	72.2	77.4
Rest of South Australia	338,526	92	27.8	22.6

*Based on ABS estimates at time of sample design.

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

To maximise response, a sequential mixed-mode (online and hard copy) data collection methodology was employed, incorporating a push-to-web approach (not offering hard copy survey booklets initially). This design 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 2023 ADII Survey were based on those used in 2021, with minor updates applied (such as updates to stakeholder branding).

The sequential mixed-mode approach first involved a mailed invitation pack (approach letter and brochure) 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.

Approach and reminder materials for the boost fieldwork mirrored the main 2023 ADII design. Updates for the boost included necessary operational changes (e.g., fieldwork dates) and referencing the state based nature of the boost to in the participation appeal.

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 main and boost sample members (refer to Section 2.2.2). Contents included an invitation letter and a brochure introducing the study, information on how to complete the survey online, referral to relevant websites and contact details for The Social Research Centre, the ADII Research Team and ethics office.

The invitation letter and brochure for the main and boost surveys 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. The main 2023 ADII and the South Australia boost used the same postcard design, with minor design changes made for the Queensland boost sample.

The postcard was sent to all main and boost sample (see Section 2.2.2) as slower than expected postal delivery of the invitation letter in both the main and boost fieldwork periods did not allow responses to the invitation to be received in time to be excluded from the postcard mail outs.

The reminder postcards for the main and boost surveys are provided in Appendix 2.

Hard copy questionnaire mailing

Non-responders were then sent a hard copy questionnaire booklet, accompanied by a cover letter and reply-paid envelope. The cover letter was based on that used in 2021, updated for consistency with the invitation letter. The main survey letter also referenced the extended fieldwork date of 8 July, while the boost letters were modified to strengthen the state based appeal. Hard copy questionnaire booklets for the main and boost collections retained a 16 page design, with relevant questionnaire updates incorporated.

A core feature of the push-to-web design (maximising completion via the online mode prior to introducing a second mode) involves allowing adequate time between sending of the invitation and mailing the hard copy questionnaire booklet. In the main 2023 ADII fieldwork, to maintain awareness and allow for a longer period of hard copy return, the time between the invitation and hard copy mailing was reduced from 28 days in 2021 to 23 days for the data collected during 2022. Due to operational constraints, the standard 28 day interval was applied for the boost fieldwork.

Sample preparation for the questionnaire mailing was conducted as late as possible to maximise exclusions while allowing time for printing. Exclusions included sample that had completed the online survey, had an invitation pack or reminder postcard delivered as return to sender, responded as out-of-scope for the survey or had opted out of the survey (by email, phone or mail).

The hard copy questionnaire mailout was sent to n=25,859 main sample, n=13,451 Queensland boost sample and n=330 South Australia boost sample.

The cover reminder letters are 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 and who opted to receive an e-gift card via email, incentives were sent immediately following survey completion via an automated workflow. For online respondents who did not provide an email address or completed the survey via hard copy, incentives were mailed within a month of the close of the data collection period (allowing time for return and processing of hard copy questionnaires).

3. Questionnaire development

3.1. Overview

The 2023 ADII questionnaire was based on that used in 2021. Existing section ordering was retained and the questionnaire included the following sections:

- Internet use

- Mobile phones

- Home internet

- Mobile broadband (excluding mobile phone services)

- Internet skills

- Internet activities

- Demographics

Changes to the main 2023 ADII survey included removal and addition of items related to 'Internet use', updating the online presentation of household spending items to reduce non-response, adding new items and codes to the 'Internet activities' section and changes to the items included in 'Demographics'.

The Queensland boost questionnaire included six additional questions specific to Queensland residents. The questionnaire was unchanged for the South Australia boost.

The median online survey completion time, for respondents who completed the survey in a single session, was 15.5 minutes in the main 2023 ADII survey and 17.3 minutes in the Queensland boost.

3.2. Online survey instrument

The online survey was programmed and tested in-house by the Social Research Centre using software 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 29 April 2022 for the main fieldwork and 21 October 2022 for the boost fieldwork. During both fieldwork periods the online survey was available at www.srcentre.com.au/aius. Households were provided with a unique login code to access the survey. For security reasons, unique details were provided only in sealed mailings (not on postcards).

Refer to Appendix 4 for the main and Queensland boost online AIUS questionnaires.

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 of the 2023 AIUS main and Queensland boost questionnaire.

# 4. Response analysis

4.1. Overview

A total of 2,968 completed surveys were received, of these, 1,540 were completed online, while 1,428 were completed by hard copy. Figure 2 shows the number of surveys completed by online and hard copy modes in the main 2023 ADII survey by date.

Figure 2   **Completes by date and mode – main sample fieldwork**
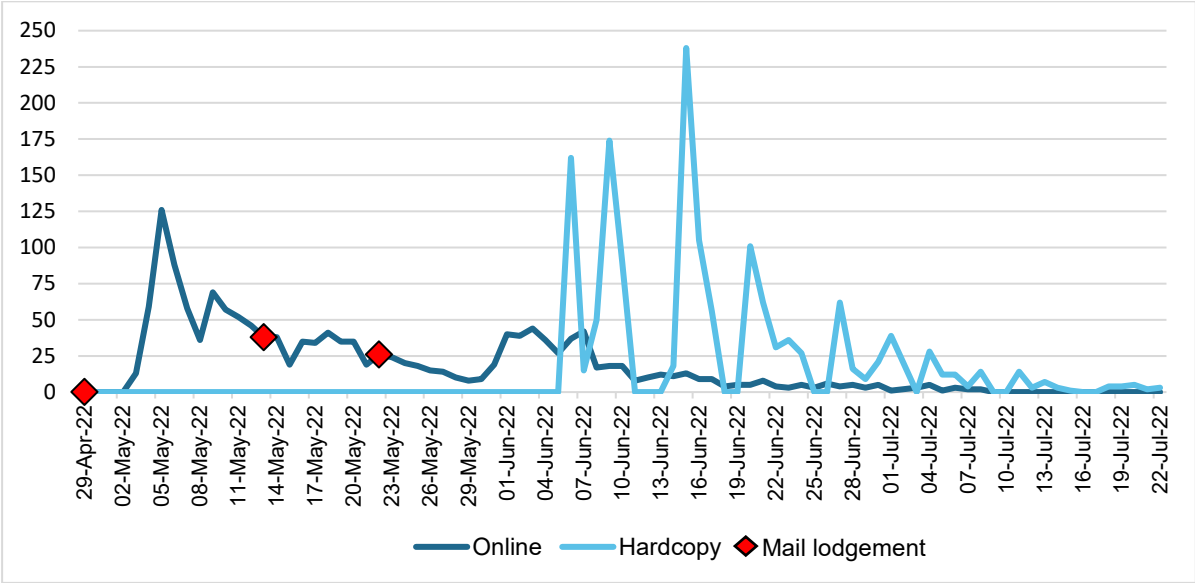
In the Queensland boost fieldwork, a total of 1,627 surveys were completed (799 online, 828 hard copy). Response by date and mode for the Queensland boost are shown below in Figure 3. Due to the small sample (n=42 completes), response by mode and date for the South Australia boost is not shown. Due to seasonal factors impacting hard copy return processing, a period of late return was allowed for hard copy completions through to mid-January 2023.

Figure 3   **Completes by date and mode – Queensland boost sample fieldwork**
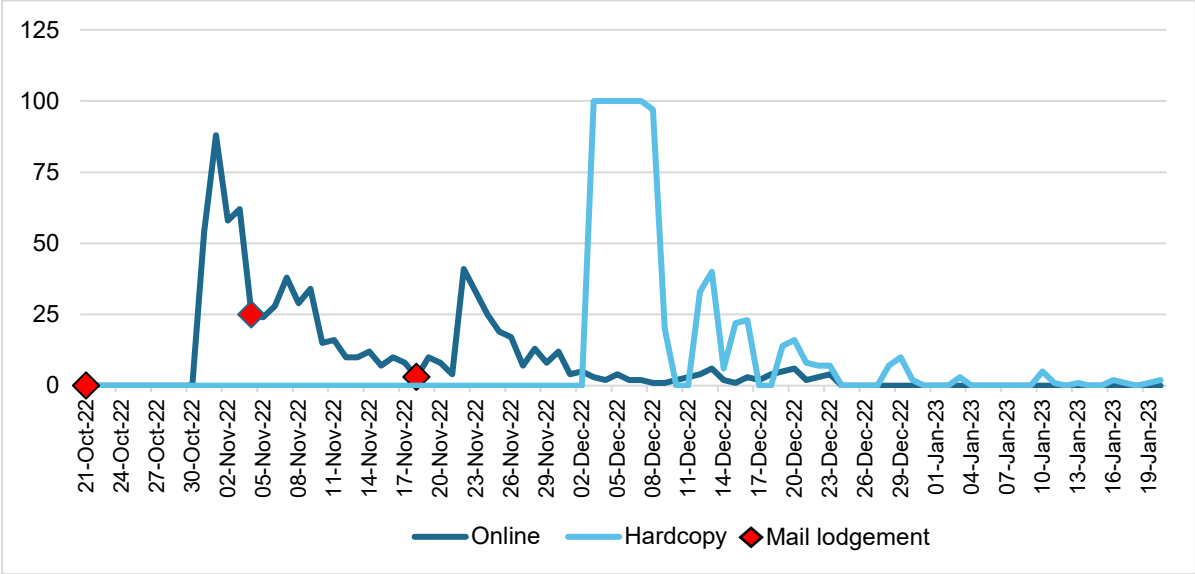
Note: Initial scanning of n=597 hard copy surveys was delayed until 8-Dec-22. In this figure, the initial scanning intake has been

distributed across the week prior to better reflect actual return dates. Data recording the true return dates of early hard copy returns was not available.

4.2. Response by completion mode

Table 4 shows the geographical distribution of all respondents by mode of completion. The final sample was distributed roughly in line with the sample drawn. Low response in markets such as Greater Darwin and Rest of NT were offset by oversampling as the low yield in these regions was anticipated. There were variations by mode and by region. In general, online response was proportionally higher in city regions, while hardcopy response was higher in regional areas.

Table 4   Respondent location by mode (unweighted) – main sample

Region	Online		Hard copy		Total		Sample drawn	
	n	%	*n*	%	*n*	%	*n*	%
Greater Sydney	276	17.9	194	13.6	470	15.8	4,370	16.4
Rest of NSW	135	8.8	139	9.7	274	9.2	2,235	8.4
Greater Melbourne	252	16.4	203	14.2	455	15.3	3,515	13.2
Rest of VIC	65	4.2	88	6.2	153	5.2	1,146	4.3
Greater Brisbane	121	7.9	108	7.6	229	7.7	1,867	7.0
Rest of QLD	117	7.6	144	10.1	261	8.8	2,277	8.6
Greater Adelaide	68	4.4	64	4.5	132	4.4	826	3.1
Rest of SA	16	1.0	24	1.7	40	1.3	378	1.4
Greater Perth	101	6.6	109	7.6	210	7.1	1,550	5.8
Rest of WA	30	1.9	50	3.5	80	2.7	708	2.7
Greater Hobart	71	4.6	67	4.7	138	4.6	754	2.8
Rest of TAS	63	4.1	94	6.6	157	5.3	1,016	3.8
Greater Darwin	112	7.3	70	4.9	182	6.1	2,165	8.1
Rest of NT	89	5.8	61	4.3	150	5.1	3,530	13.3
ACT	24	1.6	13	0.9	37	1.2	230	0.9
Total	**1,540**	**100**	**1,428**	**100**	**2,968**	**100**	**26,567**	**100**

The geographical distributions of response from the Queensland and South Australia boost samples are shown below in Table 5. Remote Queensland and Rest of South Australia relied heavily on hard copy response and were low yield as a proportion of sample drawn.

Table 5 Respondent location by mode (unweighted) – boost sample

Region	Online		Hard copy		Total		Sample drawn	
	n	%	*n*	%	*n*	%	*n*	%
Queensland Total	**799**	**100**	**828**	**100**	**1,627**	**100**	**13,603**	**100**
South East QLD	528	66.1	485	58.6	1,013	62.3	7,813	57.4
Regional QLD	167	20.9	200	24.2	367	22.6	3,030	22.3
Remote QLD	104	13.0	143	17.3	247	15.2	2,760	20.3
South Australia Total	**12**	**100**	**30**	**100**	**42**	**100**	**330**	**100**
Greater Adelaide	10	83.3	25	83.3	35	83.3	238	72.2
Rest of SA	2	16.7	5	16.7	7	16.7	92	27.8

Table 6 summarises respondent characteristics by completion mode for the main 2023 ADII sample. Differences by mode include that hard copy completers were more likely to be female (by both sex at birth and gender), older respondents were more likely to complete by hard copy, more than half of online completers were university educated.

Table 6   Respondent characteristics by mode (unweighted) – main sample

Respondent characteristics		Online (n=1,540)		Hard copy (n=1,428)		Total (n=2,968)	
		n	*%*	*n*	*%*	*n*	*%*
Sex at birth	Male	739	48.0	607	42.5	1,346	45.4
	Female	764	49.6	790	55.3	1,554	52.4
	No response	37	2.4	31	2.2	68	2.3
Gender	Man or male	737	47.9	617	43.2	1,354	45.6
	Woman or female	756	49.1	790	55.3	1,546	52.1
	Non-binary	4	0.3	0	0.0	4	0.1
	Different term	6	0.4	0	0.0	6	0.2
	No response	37	2.4	21	1.5	58	2.0
Age	18 to 24	86	5.6	16	1.1	102	3.4
	25 to 34	241	15.6	83	5.8	324	10.9
	35 to 44	237	15.4	139	9.7	376	12.7
	45 to 54	239	15.5	162	11.3	401	13.5
	55 to 64	282	18.3	295	20.7	577	19.4
	65 to 74	320	20.8	380	26.6	700	23.6
	75 and over	135	8.8	353	24.7	488	16.4
Education	Secondary school or below	284	18.4	486	34.0	770	25.9
	Non-university	373	24.2	372	26.1	745	25.1
	University	800	51.9	501	35.1	1,301	43.8
	Other	39	2.5	56	3.9	95	3.2
	No response	44	2.9	13	0.9	57	1.9
State	NSW	411	26.7	333	23.3	744	25.1
	VIC	317	20.6	291	20.4	608	20.5
	QLD	238	15.5	252	17.6	490	16.5
	SA	84	5.5	88	6.2	172	5.8
	WA	131	8.5	159	11.1	290	9.8
	TAS	134	8.7	161	11.3	295	9.9
	NT	201	13.1	131	9.2	332	11.2
	ACT	24	1.6	13	0.9	37	1.2
Internet use	Used internet in the last week	1,528	99.2	1,266	88.7	2,794	94.1
	Used internet in the last month	5	0.3	13	0.9	18	0.6
	Used internet in the last 3 months	2	0.1	8	0.6	10	0.3
	Used internet in the last 6 months	1	0.1	9	0.6	10	0.3
	Used internet more than 6 months ago	4	0.3	20	1.4	24	0.8
	Never used the internet	0	0.0	112	7.8	112	3.8

Table 7 summarises respondent characteristics by completion mode for the Queensland boost sample. When considering these data consideration should be given to the different sample strata for the Queensland boost and the later timing of the boost fieldwork.

Table 7   Respondent characteristics by mode (unweighted) – Queensland boost sample

Respondent characteristics		Online (n=1,540)		Hard copy (n=1,428)		Total (n=2,968)	
		n	%	*n*	%	*n*	%
Sex at birth	Male	380	47.6	336	40.6	716	44.0
	Female	415	51.9	480	58.0	895	55.0
	Another term	2	0.3	1	0.1	3	0.2
	No response	2	0.3	11	1.3	13	0.8
Gender	Man or male	380	47.6	334	40.3	714	43.9
	Woman or female	407	50.9	475	57.4	882	54.2
	Non-binary	6	0.8	1	0.1	7	0.4
	Different term	4	0.5	0	0.0	4	0.2
	No response	2	0.3	18	2.2	20	1.2
Age	18 to 24	46	5.8	7	0.8	53	3.3
	25 to 34	117	14.6	60	7.2	177	10.9
	35 to 44	130	16.3	78	9.4	208	12.8
	45 to 54	134	16.8	93	11.2	227	14.0
	55 to 64	160	20.0	156	18.8	316	19.4
	65 to 74	131	16.4	227	27.4	358	22.0
	75 and over	81	10.1	207	25.0	288	17.7
Education	Secondary school or below	162	20.3	298	36.0	460	28.3
	Non-university	230	28.8	210	25.4	440	27.0
	University	379	47.4	265	32.0	644	39.6
	Other	26	3.3	35	4.2	61	3.7
	No response	2	0.3	20	2.4	22	1.4
Internet use	Used internet in the last week	792	99.1	757	91.4	1,549	95.2
	Used internet in the last month	2	0.3	5	0.6	7	0.4
	Used internet in the last 3 months	2	0.3	2	0.2	4	0.2
	Used internet in the last 6 months	0	0.0	1	0.1	1	0.1
	Used internet more than 6 months ago	1	0.1	13	1.6	14	0.9
	Never used the internet	2	0.3	50	6.0	52	3.2

Respondent characteristics by completion mode for the South Australia boost sample are shown in Table 8. Given the achieved sample is small (n=42), caution should be used when interpreting these data.

Table 8   **Respondent characteristics by mode (unweighted) – South Australia boost sample**

Respondent characteristics		Online (*n*=12)		Hard copy (*n*=30)		Total (*n*=42)	
		n	%	*n*	%	*n*	%
Sex at birth	Male	5	41.7	13	43.3	18	42.9
	Female	7	58.3	17	56.7	24	57.1
Gender	Man or male	5	41.7	13	43.3	18	42.9
	Woman or female	7	58.3	17	56.7	24	57.1
Age	25 to 34	2	16.7	2	6.7	4	9.5
	35 to 44	3	25.0	2	6.7	5	11.9
	45 to 54	1	8.3	1	3.3	2	4.8
	55 to 64	1	8.3	8	26.7	9	21.4
	65 to 74	5	41.7	11	36.7	16	38.1
	75 and over	0	0.0	6	20.0	6	14.3
Education	Secondary school or below	1	8.3	14	46.7	15	35.7
	Non-university	4	33.3	7	23.3	11	26.2
	University	7	58.3	9	30.0	16	38.1
Internet use	Used internet in the last week	12	100	30	100	42	100

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. As noted in Section 4.1, there was an initial delay to the scanning of returned hard copy surveys during the boost fieldwork.

The hard copy scan log was used to update an interactive fieldwork monitoring dashboard. The dashboard included the total number of completes over time for both the online and hard copy surveys, with additional information available for online completes such as demographics and key outcome measures. The dashboard included only summary outcome data for hard copy completions. A standalone dashboard was provided for monitoring the boost fieldwork.

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 to the Social Research Centre and quality assurance checks conducted by the Social Research Centre using a reference file of scanned images.

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, data was updated based on actual expenditure provided

- derivation of system missing data at all relevant variables.

For consistency, cleaning conventions followed the rules established from previous iterations of the ADII survey. 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. New coding rules were established for coding of the new and revised sex and gender demographic items.

5.4. Weighting

Weighting of the final data was conducted by the Social Research Centre. A description of the weighting approach for 2023 ADII is provided in Appendix 7.

6.   References

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Appendix 1   Invitation letter and brochure

BSP: Dt_BSP-ID-seq
mailname
Dt_Building_Name
Dt_Address_Line_1
Dt_Locality Dt_State Dt_Postcode

Re: The Australian Internet Usage Survey

Dear Bundaberg West Resident,

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

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

You have been randomly selected to take part in the Survey. Participation is voluntary but we are relying on your participation. It is important for us to hear from people who use the internet **and those who do not use the internet**.

The survey will take around 15-20 minutes to complete. As a token of our appreciation, you will receive a **$10 gift card**. In order to receive your gift card, you must complete the survey by **28 June 2022**.

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

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

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

Go to: www.srcentre.com.au/aius
Login code: username

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

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

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

Yours sincerely,

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

Professor Anthony McCosker
Deputy Director,
Social Innovation Research Institute,
Swinburne University

The Australian Internet Usage Survey

digitalinclusionindex.org.au

How will my information be used?

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

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

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 Data and Insights Association's Privacy Code (dataandinsights.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 (researchsociety.com.au) and comply with the Privacy Act 1988.

Further information

The study is funded by Telstra and data collection is being carried out by the Social Research Centre. The research is being conducted by Distinguished Professor Julian Thomas and Dr Indigo Holcombe-James at RMIT University, and Professor Anthony McCosker and Dr Sharon Parkinson at Swinburne University.

If you have any questions about your participation, or you would like to opt out, please contact the Social Research Centre:

☎ 1800 023 040

✉ aius@srcentre.com.au

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

Dr Indigo Holcombe-James
RMIT University

☎ 0407 459 783

✉ 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

What is the Australian Internet Usage Survey?

The Australian Internet Usage 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 Usage Survey, including published results from previous years, are available at:

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: geoscape.com.au/data/g-naf/

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 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 alsurvey 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.

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

Re: The Australian Internet Usage Survey

Dear «LetterName»,

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

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

You have been randomly selected to take part in the Survey. Participation is voluntary but we are relying on your participation. It is important for us to hear from people who use the internet **and those who do not use the internet**.

The survey will take around 15-20 minutes to complete. As a token of our appreciation, you will receive a **$10 Coles gift card**. In order to receive your gift card, you must complete the survey by **23 December 2022.**

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

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

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

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

Login code: «username»

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

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

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

Yours sincerely,

Distinguished Professor Julian Thomas

Director, Australian Research Council Centre of Excellence for Automated Decision-Making and Society, RMIT University

Professor Anthony McCosker

Deputy Director, Social Innovation Research Institute, Swinburne University

How will my information be used?

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

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

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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 Data and Insights Association's Privacy Code (dataandinsights.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 (researchsociety.com.au) and comply with the Privacy Act 1988.

Further information

The study is funded by Telstra and the Queensland Government. Data collection is being carried out by the Social Research Centre. The research is being conducted by Distinguished Professor Julian Thomas and Dr Indigo Holcombe-James at RMIT University, and Professor Anthony McCosker and Dr Sharon Parkinson at Swinburne University.

If you have any questions about your participation, or you would like to opt out, please contact the Social Research Centre:

☎ 1800 023 040

✉ aius@srcentre.com.au

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

Dr Indigo Holcombe-James
RMIT University

☎ 0407 459 783

✉ 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

The Australian Internet Usage Survey

digitalinclusionindex.org.au

What is the Australian Internet Usage Survey?

The Australian Internet Usage 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. This study will enable better understanding of the state of digital inclusion in Queensland.

This survey aims to understand who uses the internet, the benefits Queenslanders 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 Queenslanders and ensure everyone can benefit from being online.

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

While the project is funded by Telstra and the Queensland Government, the results are for all Queenslanders. This is not market research.

Further information on the Australian Internet Usage Survey, including published results from previous years, are available at: 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: geoscape.com.au/data/g-naf/

Why do you need my help?

We have randomly selected 13,000 Queensland 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 Queenslanders **– 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 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 Queenslanders 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 alsurvey participants.

Upon completion of the survey, you will be sent a $10 Coles 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

The Australian Internet Usage Survey

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** 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**.

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 $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**.

We are truly grateful for your help!

Kind regards,

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

Professor Anthony McCosker
Deputy Director, Social Innovation Research Institute,
Swinburne University

POSTAGE

PAID

AUSTRALIA

The Australian Internet Usage Survey

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 to better understand the state of digital inclusion in Queensland. If you have already completed the survey, thank you! If not, we still need your help so our research reflects the views of all Queenslanders.

To have your feedback included in this important study, go to **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**.

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 $10 Coles 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**.

We are truly grateful for your help!

Kind regards,

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

Professor Anthony McCosker
Deputy Director, Social Innovation Research Institute,
Swinburne University

Appendix 3   Reminder letter

27 May 2022

BSP: Dt_BSP-ID-seq
mailname
Dt_Building_Name
Dt_Address_Line_1
Dt_Locality Dt_State Dt_Postcode

Re: The Australian Internet Usage Survey

Dear lettername,

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 the enclosed booklet and return to us using the reply paid envelope. In recognition of your time, you will receive a $10 gift card if your completed survey is received by 8 July 2022.

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

If you would prefer to complete online, go to srcentre.com.au/aius and enter login code: «username»

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, Australian Research Council Centre
of Excellence for Automated Decision-Making and Society
RMIT University

Professor Anthony McCosker
Deputy Director
Social Innovation Research Institute
Swinburne University

Privacy provisions:

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.

Gift cards:

To ensure the survey is representative of all Australians, we can only receive one completed survey from your household.

If you complete the survey by returning the enclosed booklet, a $10 gift card will be mailed to this address during July 2022. If you complete the survey online, you will have the option of receiving the gift card via email or postal mail.

Further information:

For more information about the study, or what it means to be involved, refer to the brochure previously mailed out to you or visit: srcentre.com.au/aiusinfo

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

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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 Queenslanders get from the internet and what barriers exist to accessing the internet.

We want to hear from all Queenslanders, including those who do not use the internet. Please complete the enclosed booklet and return to us using the reply paid envelope. In recognition of your time, you will receive a $10 Coles gift card if your completed survey is received by 23 December 2022.

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

If you would prefer to complete online, go to srcentre.com.au/aius and enter login code: username

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 Queensland.

Yours sincerely,

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

Professor Anthony McCosker
Deputy Director
Social Innovation Research Institute
Swinburne University

Privacy provisions:

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.

Gift cards:

To ensure the survey is representative of all Australians, we can only receive one completed survey from your household.

If you complete the survey by returning the enclosed booklet, a $10 Coles gift card will be mailed to this address during January 2023. If you complete the survey online, you will have the option of receiving the gift card immediately via email or postal mail in January 2023.

Further information:

For more information about the study, or what it means to be involved, refer to the brochure previously mailed out to you or visit: srcentre.com.au/aiusinfo

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

Appendix 4 Final online questionnaire

2832 Australian Internet Usage Survey 2023 – 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: ALL / OR - CHARACTERS SHOULD BE SEPERATED BY A SINGLE SPACE ON EITHER SIDE]

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

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

LOGIN SCREEN

[PROGRAMMER NOTE: PLEASE FORMAT 'THE AUSTRALIAN INTERNET USAGE SURVEY' AS A TITLE]

<center>The Australian Internet Usage Survey</center>

Please enter the login code provided in your invitation letter to begin.

Login code: <text box>

If you don't have your login code, please contact our helpdesk for assistance by email aius@srcentre.com.au or by phone 1800 023 040.

*(IF CODE INVALID)

<center>The Australian Internet Usage Survey</center>

The login code you entered is not valid, please try again.

Login code: <text box>

If you are having trouble accessing the survey, please contact our helpdesk for assistance by email aius@srcentre.com.au or by phone 1800 023 040.

SAVE SCREEN

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

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

FOOTER LINKS

About the Australian Internet Usage Survey: www.srcentre.com.au/aiusinfo
Privacy Policy: https://www.srcentre.com.au/research-participants#privacy
Ethics Information: www.srcentre.com.au/aiusethics
Email: aius@srcentre.com.au

[PROGRAMMER NOTE: PLEASE DISPLAY FOOTER ON ALL SCREENS]

*(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 8 July 2022.

The survey should take about 15-20 minutes to complete and there are no right or wrong answers. Participation in this survey is voluntary and you can withdraw at any point.

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

Your responses will be de-identified, held in the strictest confidence and will not be disclosed to other organisations for marketing or research purposes. The responses of everyone who participates in this survey will be combined for analysis.

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

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

Please click 'Next' to start the survey.

SCREENING

*(ALL)

H2 Before we begin, please confirm your age.

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

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

SECTION A: INTERNET USE

*(ALL)

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

*(ALL)

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

Please select one response only
[SINGLE RESPONSE]

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

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

Please select one response only
[SINGLE RESPONSE]

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

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

Please select all that apply
[MULTIPLE RESPONSE]

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

97. None of the above ^

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

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

A4a   How concerned are you that the amount of time you spend online adversley 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

A5B   In the **past 6 months**, how has your internet use and access changed?

    Please select one response only
    [SINGLE RESPONSE]

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, getting computers or devices) has…
d.   The digital skills I use to help with my work, study or home life have…
e.   My use of digital services (e.g. online government services) have…
f.   The importance I place on having quality internet access has…

1.   Increased
2.   Decreased
3.   Stayed the same

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

*(ALL)
A7A   In response to COVID-19 restrictions, have any of the following public health measures led to an increase in your internet use?

a.   Border closures
b.   Lockdowns
c.   Working from home
d.   Home schooling
e.   Social and physical distancing restrictions (including isolation)
f.   Proof of vaccination requirements
g.   Telehealth services
h.   Mandatory testing for work, school or travel
i.   Keeping up with public health messaging and updates
j.   Other

1.   Yes
2.   No

*(ALL)
A8A   In the **past 6 months**, how often have you had to sacrifice or cut back on essential household costs (e.g. food, bills, etc) to be able to afford personal or household internet access?

1.   Rarely or never
2.   Sometimes
3.   Often
4.   Always

*(ALL)
A9   In the **past 6 months**, have you made any compromises on the speed and/or data allowance of your internet connections in order to afford them?

1.   Yes
2.   No

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 $999
PROGRAMMER NOTE: HIDE OPTION 98 & 100. IF RESPONDENT DOESN'T ANSWER, PLEASE THEN ADD THEM AS RESPONSE OPTIONS TO THE POP UP. FOR CONSISTENCY WITH OTHER ITEMS, OUTPUT CODE 100 AS NA.

MESSAGE ON POP-UP: It is important for this research that we measure Australian household spending on telecommunication services. **Please click 'Previous' to provide your best estimate.**

Otherwise, you will not have provided a response. Is that because you're not sure, or you prefer not to answer?

(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 [ONLY SHOWN IN POP UP]
100.   Prefer not to say [ONLY SHOWN IN POP UP]

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 $999
PROGRAMMER NOTE: HIDE OPTION 98 & 100. IF RESPONDENT DOESN'T ANSWER, PLEASE THEN ADD THEM AS RESPONSE OPTIONS TO THE POP UP. FOR CONSISTENCY WITH OTHER ITEMS, OUTPUT CODE 100 AS NA.

MESSAGE ON POP-UP: It is important for this research that we measure Australian household spending on telecommunication services. **Please click 'Previous' to provide your best estimate.**

Otherwise, you have not provided a response. Is that because you're not sure, or you would prefer not to answer?

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

     98.   Not sure [ONLY SHOWN IN POP UP]
     100.   Prefer not to say [ONLY SHOWN IN POP UP]

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

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

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

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

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

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

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

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

1.   Yes
2.   No

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

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 $999
PROGRAMMER NOTE: HIDE OPTION 98 & 100. IF RESPONDENT DOESN'T ANSWER, PLEASE THEN ADD THEM AS RESPONSE OPTIONS TO THE POP UP. FOR CONSISTENCY WITH OTHER ITEMS, OUTPUT CODE 100 AS NA.

MESSAGE ON POP-UP: It is important for this research that we measure Australian household spending on telecommunication services. **Please click 'Previous' to provide your best estimate.**

Otherwise, you will not have provided a response. Is that because you're not sure, or you prefer not to answer?

(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 [ONLY SHOWN IN POP UP]
100.   Prefer not to say [ONLY SHOWN IN POP UP]

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
g.   Looked for housing or accommodation (e.g. buy, sell or rent)
h.   Online buying and selling (e.g. through Amazon, eBay, Gumtree)
i.   Tracked the delivery progress of an online purchase

(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

*(A1=1-4, USED INTERNET IN LAST 6 MONTHS)
G4   In the **past 6 months**, have you used an app or internet service for any of the following **transport related activities**?

a.   Booked a rideshare service (e.g. Uber, Didi)
b.   Booked a taxi service with an app (e.g. 13cabs, Rydo)
c.   Booked a hire car service with an app

d.	Booked a shared e-scooter or bike (e.g. Neuron, Lime)
e.	Navigated a route via maps with a smartphone
f.	Used a public transport app

1.	Yes
2.	No

SECTION H: DEMOGRAPHICS

*(ALL)
H1A The final questions are about yourself and will help us analyse the results.

    What was your sex recorded at birth?

    1. Male
    2. Female
    3. Another term (Please specify)

*(ALL)
H1B How do you describe your gender?

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

    1. Man or male
    2. Woman or female
    3. Non-binary
    4. I use a different term (Please specify)

*(ALL)
H3A Are you of Aboriginal or Torres Strait Islander origin?

    1. Aboriginal
    2. Torres Strait Islander
    3. Both Aboriginal and Torres Strait Islander
    4. No / neither

*(ALL)
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)

H7A   Thinking about your main job currently or most recently held, which of the following best describes your occupation?

      Please select the most relevant category only.
      [SINGLE RESPONSE]

1.   Manager
       (e.g. hospitality, retail, service, farm managers, chief executives, general managers and legislators)
2.   Professional
       (e.g. legal, social, welfare, ICT, health, education, design, engineering, science and transport, business, human resource, marketing, arts and media)
3.   Technician or trade worker
       (e.g. skilled animal, horticultural, food, electrotechnology, telecommunications, construction, automotive, engineering, ICT and science)
4.   Community or personal service worker
       (e.g. sports and personal service, protective service, hospitality, carers and aides, health and welfare support)
5.   Clerical or administrative worker
       (e.g. clerical, administrative and receptionists, personal assistants, secretaries, office managers and program administrators)
6.   Sales worker
       (e.g. Sales support, assistants, representatives and agents)
7.   Machinery operator or driver
       (e.g. store persons, road and rail drivers, mobile plant operators, machine and stationary plant operators)
8.   Labourer
       (e.g. food preparation assistants, farm, forestry and garden workers, factory process, construction and mining labourers, cleaners and laundry)

*(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
  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 - $7,799 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 = on request
        List ID: redacted]
         [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 2022.

        Please click 'Next' to finish the survey.

CLOSE

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

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

For further information you can contact the Social Research Centre on 1800 023 040 or aius@srcentre.com.au.

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

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

If you have been affected by the ongoing Coronavirus pandemic, please contact one of the agencies above if you have concerns about your mental health, or contact Services Australia for other types of assistance:
- Services Australia: https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19

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

TERMINATION SCRIPTS

*(H2=NULL)
TERM1   Thank you for your time but for this study we need to confirm your age.

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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: ALL / OR - CHARACTERS SHOULD BE SEPERATED BY A SINGLE SPACE ON EITHER SIDE]

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

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

[PROGRAMMER NOTE: SAMPLE VARIABLE 'STATE' IS USED TO BASE QLD ONLY ITEMS AND QLD TEXT VARIATIONS]

LOGIN SCREEN

[PROGRAMMER NOTE: PLEASE FORMAT 'THE AUSTRALIAN INTERNET USAGE SURVEY' AS A TITLE]

The Australian Internet Usage Survey

Please enter the login code provided in your invitation letter to begin.

Login code: <text box>

If you don't have your login code, please contact our helpdesk for assistance by email aius@srcentre.com.au or by phone 1800 023 040.

*(IF CODE INVALID)

The Australian Internet Usage Survey

The login code you entered is not valid, please try again.

Login code: <text box>

If you are having trouble accessing the survey, please contact our helpdesk for assistance by email aius@srcentre.com.au or by phone 1800 023 040.

SAVE SCREEN

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

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

FOOTER LINKS

About the Australian Internet Usage Survey: www.srcentre.com.au/aiusinfo
Privacy Policy: https://www.srcentre.com.au/research-participants#privacy

[PROGRAMMER NOTE: PLEASE DISPLAY FOOTER ON ALL SCREENS]

INTRODUCTION

*(ALL)
INTRO   *(DISPLAY IF STATE=QLD, QUEENSLAND SAMPLE ONLY)
Thank you for taking part in the Australian Internet Usage Survey. This survey is being conducted by the Social Research Centre. The Survey is developed by RMIT and Swinburne University, funded by Telstra and the Queensland Government. By participating, you will help us understand who uses the internet, what benefits Queenslanders get from the internet and what barriers exist to accessing and using 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.

*(DISPLAY IF STATE NE QLD, NOT QUEENSLAND SAMPLE)

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 and using 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.

*(DISPLAY TO ALL, SHOWN TO ALL STATES)

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 23 December 2022.

The survey should take about 15-20 minutes to complete and there are no right or wrong answers. Participation in this survey is voluntary and you can withdraw at any point.

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

Your responses will be de-identified, held in the strictest confidence and will not be disclosed to other organisations for marketing or research purposes. The responses of everyone who participates in this survey will be combined for analysis.

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

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

Please click 'Next' to start the survey.

SCREENING

*(ALL)
H2   Before we begin, please confirm your age.

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

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 AND STATE=QLD, USED INTERNET IN LAST 6 MONTHS AND QUEENSLAND SAMPLE)
A3B   Do you have access to enough devices to support your household need?

[SINGLE RESPONSE]

1.   Yes
2.   No

*(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 adversley 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)

A5B   In the **past 6 months**, how has your internet use and access changed?

          Please select one response only
          [SINGLE RESPONSE]

          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, getting computers or devices) has…
          d.   The digital skills I use to help with my work, study or home life have…
          e.   My use of digital services (e.g. online government services) have…
          f.   The importance I place on having quality internet access has…
          g.   My use of community access facilities or Wi-Fi has… *(ONLY DISPLAY IF STATE=QLD)

          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
          8.   I don't have access to content in my own language *(ONLY DISPLAY IF STATE=QLD)
          96.   Other

*(ALL)
A7A   In response to COVID-19 restrictions, have any of the following public health measures led to an increase in your internet use?

          [DISPLAY AS GRID]

          a.   Border closures
          b.   Lockdowns
          c.   Working from home
          d.   Home schooling
          e.   Social and physical distancing restrictions (including isolation)
          f.   Proof of vaccination requirements
          g.   Telehealth services
          h.   Mandatory testing for work, school or travel
          i.   Keeping up with public health messaging and updates
          j.   Other

          1.   Yes
          2.   No

*(ALL)

A8A   In the **past 6 months**, how often have you had to sacrifice or cut back on essential household costs (e.g. food, bills, etc) to be able to afford personal or household internet access?

      1.   Rarely or never
      2.   Sometimes
      3.   Often
      4.   Always

*(ALL)
A9   In the **past 6 months**, have you made any compromises on the speed and/or data allowance of your internet connections in order to afford them?

      1.   Yes
      2.   No

*(STATE=QLD, QUEENSLAND SAMPLE ONLY)
A10A   In the **past 6 months**, have you accessed digital skills training and/or support through a training program, workshop, mentoring or class in a..

    [DISPLAY AS GRID]

      a.   Neighbourhood or community centre
      b.   Community services
      c.   Local library
      d.   State library
      e.   Education setting (e.g., TAFE, university or school)
      f.   Job service provider (through Centrelink)
      g.   Private provider

      1.   Yes
      2.   No

*(STATE=QLD, QUEENSLAND SAMPLE ONLY)
A10B   And in the **past 6 months**, have you accessed digital skills training and/or support in the following environments?

    [DISPLAY AS GRID]

      a.   Online websites or tutorials
      b.   Family or friends (e.g., son-in-law, grandchild, neighbour, or spouse)
      c.   Workplace (e.g., colleague, boss, on the job training)
      d.   Other

      1.   Yes
      2.   No

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

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

1. Yes
2. No

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

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

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

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

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

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

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 $999
       PROGRAMMER NOTE: HIDE OPTION 98 & 100. IF RESPONDENT DOESN'T ANSWER, PLEASE THEN ADD THEM AS RESPONSE OPTIONS TO THE POP UP. FOR CONSISTENCY WITH OTHER ITEMS, OUTPUT CODE 100 AS NA.

       MESSAGE ON POP-UP: It is important for this research that we measure Australian household spending on telecommunication services. **Please click 'Previous' to provide your best estimate.**

       Otherwise, you will not have provided a response. Is that because you're not sure, or you prefer not to answer?

       (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 [ONLY SHOWN IN POP UP]
       100.   Prefer not to say [ONLY SHOWN IN POP UP]

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 $999
        PROGRAMMER NOTE: HIDE OPTION 98 & 100. IF RESPONDENT DOESN'T ANSWER, PLEASE THEN ADD THEM AS RESPONSE OPTIONS TO THE POP UP. FOR CONSISTENCY WITH OTHER ITEMS, OUTPUT CODE 100 AS NA.

        MESSAGE ON POP-UP: It is important for this research that we measure Australian household spending on telecommunication services. **Please click 'Previous' to provide your best estimate.**

        Otherwise, you have not provided a response. Is that because you're not sure, or you would prefer not to answer?

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

98. Not sure [ONLY SHOWN IN POP UP]
100. Prefer not to say [ONLY SHOWN IN POP UP]

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 $999
PROGRAMMER NOTE: HIDE OPTION 98 & 100. IF RESPONDENT DOESN'T ANSWER, PLEASE THEN ADD THEM AS RESPONSE OPTIONS TO THE POP UP. FOR CONSISTENCY WITH OTHER ITEMS, OUTPUT CODE 100 AS NA.

MESSAGE ON POP-UP: It is important for this research that we measure Australian household spending on telecommunication services. **Please click 'Previous' to provide your best estimate.**

Otherwise, you will not have provided a response. Is that because you're not sure, or you prefer not to answer?

(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 [ONLY SHOWN IN POP UP]
100.   Prefer not to say [ONLY SHOWN IN POP UP]

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
g. Looked for housing or accommodation (e.g. buy, sell or rent)
h. Online buying and selling (e.g. through Amazon, eBay, Gumtree)
i. Tracked the delivery progress of an online purchase

(RESPONSE FRAME)
1. Yes
2. No

*(STATE=QLD, QUEENSLAND SAMPLE ONLY)
F1A   In the **past 6 months**, have you accessed any of the following Queensland Government services using the internet?

Please select all that apply

[MULTIPLE RESPONSE]

1. QGov
2. Your rights, crime and the law (e.g., pay a fine, or register a birth)
3. Business and industry (e.g., apply for funding, or pay payroll tax)
4. Transport and motoring (e.g., renew your registration, or apply for a parking permit)
5. Environment, land and water (e.g., check land tax, or submit a water meter reading)
6. Education and training (e.g., pay annual training organisation or professional fees)
7. Recreation sports and arts (e.g., book camping permit, or apply for arts funding)
8. Emergency services and safety (e.g., report damage, or request SES assistance)
9. Health and wellbeing (e.g., COVID-19 information, or request a call from Quitline)
96. Other

97. None of the above

*(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

*(A1=1-4, USED INTERNET IN LAST 6 MONTHS)
G4   In the **past 6 months**, have you used an app or internet service for any of the following **transport related activities**?

   a.   Booked a rideshare service (e.g. Uber, Didi)
   b.   Booked a taxi service with an app (e.g. 13cabs, Rydo)
   c.   Booked a hire car service with an app
   d.   Booked a shared e-scooter or bike (e.g. Neuron, Lime)
   e.   Navigated a route via maps with a smartphone
   f.   Used a public transport app

   1.   Yes
   2.   No

SECTION H: DEMOGRAPHICS

*(ALL)
H1A   The final questions are about yourself and will help us analyse the results.

What was your sex recorded at birth?

1. Male
2. Female
3. Another term (Please specify)

*(ALL)
H1B   How do you describe your gender?

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

1. Man or male
2. Woman or female
3. Non-binary
4. I use a different term (Please specify)

*(ALL)
H3A   Are you of Aboriginal or Torres Strait Islander origin?

1. Aboriginal
2. Torres Strait Islander
3. Both Aboriginal and Torres Strait Islander
4. No / neither

*(ALL)
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)
H7A   Thinking about your main job currently or most recently held, which of the following best describes your occupation?

        Please select the most relevant category only.
        [SINGLE RESPONSE]

        1.   Manager
                (e.g. hospitality, retail, service, farm managers, chief executives, general managers and legislators)
        2.   Professional
                (e.g. legal, social, welfare, ICT, health, education, design, engineering, science and transport, business, human resource, marketing, arts and media)
        3.   Technician or trade worker
                (e.g. skilled animal, horticultural, food, electrotechnology, telecommunications, construction, automotive, engineering, ICT and science)
        4.   Community or personal service worker
                (e.g. sports and personal service, protective service, hospitality, carers and aides, health and welfare support)
        5.   Clerical or administrative worker
                (e.g. clerical, administrative and receptionists, personal assistants, secretaries, office managers and program administrators)
        6.   Sales worker
                (e.g. Sales support, assistants, representatives and agents)
        7.   Machinery operator or driver
                (e.g. store persons, road and rail drivers, mobile plant operators, machine and stationary plant operators)
        8.   Labourer
                (e.g. food preparation assistants, farm, forestry and garden workers, factory process, construction and mining labourers, cleaners and laundry)

*(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
   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 - $7,799 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 = on request
        List ID: redacted]
        [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 January 2023.

        Please click 'Next' to finish the survey.

CLOSE

CLOSE *(DISPLAY IF STATE=QLD, QUEENSLAND SAMPLE ONLY)

Thank you for taking the time to participate in the Australian Internet Usage Survey. This survey was conducted by the Social Research Centre, developed by RMIT and Swinburne University, and funded by Telstra and the Queensland Government.

*(DISPLAY IF STATE NE QLD, NOT QUEENSLAND SAMPLE)

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.

*(DISPLAY ALL)

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

For further information you can contact the Social Research Centre on 1800 023 040 or aius@srcentre.com.au.

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

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

If you have been affected by the ongoing Coronavirus pandemic, please contact one of the agencies above if you have concerns about your mental health, or contact Services Australia for other types of assistance:
- Services Australia: https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19

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

TERMINATION SCRIPTS

*(H2=NULL)
TERM1 Thank you for your time but for this study we need to confirm your age.

Appendix 5   Final hard copy questionnaire

The Australian Internet Usage Survey
2022 questionnaire booklet

How do I complete the survey?

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

Welcome to the Australian Internet Usage Survey

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

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

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

HOW TO FILL OUT THIS QUESTIONNAIRE

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 | ☒ 1 |
| No | ☐ 2 |

If you have a mobile phone, you would place a cross ✘ 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?

ⓘ Please write in as a number | 1 | 8 |

3. Please read each question carefully. Sometimes additional information that will help you answer the question will appear next to this symbol ⓘ.

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 | ▨ 1 |
| Right box | ☒ 2 |

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

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

This research study is carried out in compliance with the Privacy Act and the Australian Privacy Principles, and the information you have provided will only be used for research purposes. Our privacy policy is available at: www.srcentre.com.au/privacy

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

SECTION A: INTERNET USE

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

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

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

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

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

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

ⓘ *Please select all that apply.*

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

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10/5/22 2:04 pm

A3A Which of the following devices do you use?

(i) *Please select all that apply.*

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

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

(i) *Please select all that apply.*

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

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

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

A5B In the **past 6 months**, 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…	☐ ₁	☐ ₂	☐ ₃
b. The range of activities I do online have…	☐ ₁	☐ ₂	☐ ₃
c. My investment in internet access (e.g. data allowance, speed of connections, getting computers or devices) has…	☐ ₁	☐ ₂	☐ ₃
d. The digital skills I use to help with my work, study or home life have…	☐ ₁	☐ ₂	☐ ₃
e. My use of digital services (e.g. online government services) have…	☐ ₁	☐ ₂	☐ ₃
f. The importance I place on having quality internet access has…	☐ ₁	☐ ₂	☐ ₃

After answering A5B above, please skip to A7A.

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

(i) *Please select all that apply.*

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

A7A In response to COVID-19 restrictions, have any of the following public health measures led to an increase in your internet use?

	Yes	No
a. Border closures	☐ 1	☐ 2
b. Lockdowns	☐ 1	☐ 2
c. Working from home	☐ 1	☐ 2
d. Home schooling	☐ 1	☐ 2
e. Social and physical distancing restrictions (including isolation)	☐ 1	☐ 2
f. Proof of vaccination requirements	☐ 1	☐ 2
g. Telehealth services	☐ 1	☐ 2
h. Mandatory testing for work, school or travel	☐ 1	☐ 2
i. Keeping up with public health messaging and updates	☐ 1	☐ 2
j. Other	☐ 1	☐ 2

A8A In the **past 6 months**, how often have you had to sacrifice or cut back on essential household costs (e.g. food, bills, etc) to be able to afford personal or household internet access?

- ☐ 1 Rarely or never
- ☐ 2 Sometimes
- ☐ 3 Often
- ☐ 4 Always

A9 In the **past 6 months**, have you made any compromises on the speed and/or data allowance of your internet connections in order to afford them?

- ☐ 1 Yes
- ☐ 2 No

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?

- ☐ 1 Yes
- ☐ 2 No ➜ **SKIP TO B6**

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

☐ ₁ Yes

☐ ₂ No

B2 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)

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

☐ ₁ None ➔ **SKIP TO B5**

☐ 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

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

☐ ₁ Never

☐ ₂ 1 – 5 times

☐ ₃ 6 – 11 times

☐ ₄ 12 times

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.

☐ ₁ Yes

☐ ₂ 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.

☐ ₁ 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 ☐₁ Record amount: $ _____

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

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

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

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

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

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

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

☐₉₈ Not sure

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.

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

☐₁ NBN

☐₂ ADSL ➜ **SKIP TO C4**

☐₃ Cable ➜ **SKIP TO C4**

☐₄ Fixed Wireless (non-NBN) ➜ **SKIP TO C4**

☐₅ 5G Fixed Wireless Broadband (non-NBN) ➜ **SKIP TO C4**

☐₆ Satellite (other than NBN Skymuster) ➜ **SKIP TO C4**

☐₉₆ Other ➜ **SKIP TO C4**

☐₉₅ Unsure what type of fixed internet I have ➜ **SKIP TO C4**

☐₉₇ Do not have fixed home internet ➜ **SKIP TO SECTION D**

C2 What type of NBN connection does your household have?

☐₁ NBN wired connection

☐₂ NBN Fixed Wireless

☐₃ NBN Sky Muster

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C3 What type of NBN plan do you have?

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

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

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

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

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

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.*

- ☐ ₁ Record amount: $ ☐☐☐
- ☐ ₉₈ 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?

ⓘ *Please select one response only.*

- ☐ ₁ A portable modem or Wi-Fi device (e.g. a dongle, or Nighthawk)
- ☐ ₂ A SIM card inserted into a **laptop** or **tablet** (not a mobile phone)
- ☐ ₉₆ Other
- ☐ ₉₇ None of the above   ➔ **SKIP TO D6**

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D2 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)

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

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

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

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

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.

- ☐ ₁ Yes
- ☐ ₂ 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.

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

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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 ☐ ₁ Record amount: $ ⬚

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

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

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

☐ ₉₈ Not sure

SECTION 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?

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

E2 Thinking about when you **use websites or apps**, how accurate or inaccurate are the following statements?

ⓘ *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	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
b. Find a website I have visited before	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
c. Navigate most websites and apps	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
d. Adapt when a website or app I use changes how it looks or sounds	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6

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E3 Thinking about when you **use websites or apps**, how accurate or inaccurate are the following statements?

ⓘ *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	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
b. Check whether the information I find is trustworthy	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
c. Manage how much information about me is collected	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6

E4 Thinking about when you **connect with others online**, how accurate or inaccurate are the following statements?

ⓘ *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	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
b. Make my comments and behaviours appropriate to the situation	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
c. Change who I share content with (e.g. friends, friends of friends or public)	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
d. Manage my contact lists (finding, adding, removing, blocking friends/followers)	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
e. Check if somebody contacting me is who they say they are	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
f. Set up a group chat or video call	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6

E5 Thinking about when you **create content online**, how accurate or inaccurate are the following statements?

ⓘ *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	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
b. Create a website	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
c. Create something new from existing images, audio or video	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
d. Post a video	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
e. Comment on a blog, website or forum	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
f. Consider laws that apply to copying, changing or posting content	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 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).

ⓘ *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	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
b. Operate smart devices by using apps	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
c. Adjust privacy and security settings	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
d. Customise the look or sound of a device	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 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	☐ 1	☐ 2
b. Used banking websites or apps to manage money	☐ 1	☐ 2
c. Accessed a government service	☐ 1	☐ 2
d. Booked a medical appointment or accessed a health service	☐ 1	☐ 2
e. Compared the prices of products or services	☐ 1	☐ 2
f. Looked for work	☐ 1	☐ 2
g. Looked for housing or accommodation (e.g. buy, sell or rent)	☐ 1	☐ 2
h. Online buying and selling (e.g. through Amazon, eBay, Gumtree)	☐ 1	☐ 2
i. Tracked the delivery progress of an online purchase	☐ 1	☐ 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	☐ 1	☐ 2
b. Kept in touch with family or friends	☐ 1	☐ 2
c. Made new friends or reconnected with old friends	☐ 1	☐ 2
d. Engaged with a club, organisation, or group you found online	☐ 1	☐ 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)	☐ 1	☐ 2
b. Attended a music, arts or cultural event (e.g. virtual exhibition, live streamed performance)	☐ 1	☐ 2

F4 In the **past 6 months**, have you used an app or internet service for any of the following **transport related activities**?

(i) *Please select 'Yes' or 'No' for each activity.*

	Yes	No
a. Booked a rideshare service (e.g. Uber, Didi)	☐ 1	☐ 2
b. Booked a taxi service with an app (e.g. 13cabs, Rydo)	☐ 1	☐ 2
c. Booked a hire car service with an app	☐ 1	☐ 2
d. Booked a shared e-scooter or bike (e.g. Neuron, Lime)	☐ 1	☐ 2
e. Navigated a route via maps with a smartphone	☐ 1	☐ 2
f. Used a public transport app	☐ 1	☐ 2

SECTION G: DEMOGRAPHICS

G1A The final questions are about yourself and will help us analyse the results.

What was your sex recorded at birth?

☐ 1 Male

☐ 2 Female

☐ 3 Another term *(Please specify)*

[   ]

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G1B How do you describe your gender?

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

- ☐ 1   Man or male
- ☐ 2   Woman or female
- ☐ 3   Non-binary
- ☐ 4   I use a different term *(Please specify)*

[   ]

G2 How old are you?

Please write your age as a number [   ]

G3A Are you of Aboriginal or Torres Strait Islander origin?

- ☐ 1   Aboriginal
- ☐ 2   Torres Strait Islander
- ☐ 3   Both Aboriginal and Torres Strait Islander
- ☐ 4   No / neither

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

- ☐ 1   Yes
- ☐ 2   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?

- ☐ 1   Yes
- ☐ 2   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.

- ☐ 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

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

- ☐ 1 Employed (full-time, part-time, self-employed, casual)
- ☐ 2 Unemployed ➔ **SKIP TO G9**
- ☐ 3 Student ➔ **SKIP TO G9**
- ☐ 4 Retired or on a pension ➔ **SKIP TO G9**
- ☐ 5 Home duties ➔ **SKIP TO G9**
- ☐ 6 Have a disability and not able to work ➔ **SKIP TO G9**
- ☐ 7 Unpaid carer ➔ **SKIP TO G9**
- ☐ 8 Given up looking for work ➔ **SKIP TO G9**
- ☐ 96 Other ➔ **SKIP TO G9**

G7A Thinking about your main job currently or most recently held, which of the following best describes your occupation?

(i) *Please select the most relevant category only.*

- ☐ 1 Manager
  (e.g. hospitality, retail, service, farm managers, chief executives, general managers and legislators)
- ☐ 2 Professional
  (e.g. legal, social, welfare, ICT, health, education, design, engineering, science and transport, business, human resource, marketing, arts and media)
- ☐ 3 Technician or trade worker
  (e.g. skilled animal, horticultural, food, electrotechnology, telecommunications, construction, automotive, engineering, ICT and science)
- ☐ 4 Community or personal service worker
  (e.g. sports and personal service, protective service, hospitality, carers and aides, health and welfare support)
- ☐ 5 Clerical or administrative worker
  (e.g. clerical, administrative and receptionists, personal assistants, secretaries, office managers and program administrators)
- ☐ 6 Sales worker
  (e.g. sales support, assistants, representatives and agents)
- ☐ 7 Machinery operator or driver
  (e.g. store persons, road and rail drivers, mobile plant operators, machine and stationary plant operators)
- ☐ 8 Labourer
  (e.g. food preparation assistants, farm, forestry and garden workers, factory process, construction and mining labourers, cleaners and laundry)

G8 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

G9 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

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

(i) *Please select all that apply.*

- [ ] 1 Family Tax Benefit Part A or Part B
- [ ] 2 Healthcare Card (Centrelink)
- [ ] 3 Pensioner Concession Card
- [ ] 4 Commonwealth Seniors Health Card (Centrelink)
- [ ] 5 Age Pension
- [ ] 6 JobSeeker Allowance / Youth Allowance
- [ ] 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

G11 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.)

G12 Which of the following best describes your household?

- [ ] 1 Single person ➜ **SKIP TO G14**
- [ ] 2 Group / Share household ➜ **SKIP TO G14**
- [ ] 3 Couple without children ➜ **SKIP TO G14**
- [ ] 4 Couple with children
- [ ] 5 One parent family
- [ ] 6 Other family (e.g. multi-generational household)
- [ ] 7 Other household type

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

(i) *Please select all that apply.*

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

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.

- ☐ ₁ $1 – $7,799 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

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

- ☐ ₁ Yes
- ☐ ₂ No

THANK YOU FOR PARTICIPATING IN THIS IMPORTANT SURVEY!

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

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

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

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

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The Australian Internet Usage Survey
2022 questionnaire booklet

How do I complete the survey?

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

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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 Queenslanders get from the internet and what barriers exist to accessing and using the internet. For the purposes of this survey, it is important for us to include people who use the internet and those who do not use the internet.

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

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

HOW TO FILL OUT THIS QUESTIONNAIRE

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	☒ 1
No	☐ 2

If you have a mobile phone, you would place a cross ✗ 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?

ⓘ Please write in as a number | 1 | 8 |

3. Please read each question carefully. Sometimes additional information that will help you answer the question will appear next to this symbol ⓘ.

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	▨ 1
Right box	☒ 2

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

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

This research study is carried out in compliance with the Privacy Act and the Australian Privacy
Principles, and the information you have provided will only be used for research purposes.
Our privacy policy is available at: www.srcentre.com.au/privacy

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

SECTION A: INTERNET USE

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

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

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

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

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

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

ⓘ *Please select all that apply.*

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

A3A Which of the following devices do you use?

ⓘ *Please select all that apply.*

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

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A3B Do you have access to enough devices to support your household need?

☐ ₁ Yes

☐ ₂ No

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

(i) *Please select all that apply.*

☐ ₁ I do not need to use the internet more often

☐ ₂ I am not confident using the internet

☐ ₃ The internet is too expensive for me

☐ ₄ I am concerned about privacy or scams

☐ ₅ The internet is not a priority for me

☐ ₆ I have a disability that restricts me from using the internet

☐ ₇ I do not have convenient access to the internet

☐ ₉₆ Other

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

☐ ₁ Extremely concerned   ☐ ₄ Not at all concerned

☐ ₂ Moderately concerned   ☐ ₉₇ Not applicable

☐ ₃ Slightly concerned

A5B In the **past 6 months**, 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…	☐ ₁	☐ ₂	☐ ₃
b. The range of activities I do online have…	☐ ₁	☐ ₂	☐ ₃
c. My investment in internet access (e.g. data allowance, speed of connections, getting computers or devices) has…	☐ ₁	☐ ₂	☐ ₃
d. The digital skills I use to help with my work, study or home life have…	☐ ₁	☐ ₂	☐ ₃
e. My use of digital services (e.g. online government services) have…	☐ ₁	☐ ₂	☐ ₃
f. The importance I place on having quality internet access has…	☐ ₁	☐ ₂	☐ ₃
g. My use of community access facilities or Wi-Fi has…	☐ ₁	☐ ₂	☐ ₃

After answering A5B above, please skip to A7A.

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

(i) *Please select all that apply.*

☐ ₁ I have no need to use the internet

☐ ₂ I am not confident using the internet

☐ ₃ The internet is too expensive for me

☐ ₄ I am concerned about privacy or scams

☐ ₅ The internet is not a priority for me

☐ ₆ I do not have access to the internet

☐ ₇ I have a disability that prevents me from using the internet

☐ ₈ I don't have access to content in my own language

☐ ₉₆ Other

A7A In response to COVID-19 restrictions, have any of the following public health measures led to an increase in your internet use?

	Yes	No
a. Border closures	1	2
b. Lockdowns	1	2
c. Working from home	1	2
d. Home schooling	1	2
e. Social and physical distancing restrictions (including isolation)	1	2
f. Proof of vaccination requirements	1	2
g. Telehealth services	1	2
h. Mandatory testing for work, school or travel	1	2
i. Keeping up with public health messaging and updates	1	2
j. Other	1	2

A8A In the **past 6 months**, how often have you had to sacrifice or cut back on essential household costs (e.g. food, bills, etc) to be able to afford personal or household internet access?

- 1 Rarely or never
- 2 Sometimes
- 3 Often
- 4 Always

A9 In the **past 6 months**, have you made any compromises on the speed and/or data allowance of your internet connections in order to afford them?

- 1 Yes
- 2 No

A10A In the **past 6 months**, have you accessed digital skills training and/or support through a training program, workshop, mentoring or class in a...

	Yes	No
a. Neighbourhood or community centre	1	2
b. Community services	1	2
c. Local library	1	2
d. State library	1	2
e. Education setting (e.g., TAFE, university or school)	1	2
f. Job service provider (through Centrelink)	1	2
g. Private provider	1	2

A10B And in the **past 6 months**, have you accessed digital skills training and/or support in the following environments?

	Yes	No
a. Online websites or tutorials	1	2
b. Family or friends (e.g., son-in-law, grandchild, neighbour, or spouse)	1	2
c. Workplace (e.g., colleague, boss, on the job training)	1	2
d. Other	1	2

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?

☐ 1 Yes

☐ 2 No ➜ **SKIP TO B6**

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

☐ 1 Yes

☐ 2 No

B2 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)

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

☐ 1 None ➜ **SKIP TO B5**   ☐ 7 41GB to 60GB

☐ 2 Less than 1GB   ☐ 8 61GB to 80GB

☐ 3 1GB to 5GB   ☐ 9 81GB to 100GB

☐ 4 6GB to 10GB   ☐ 10 101GB or more, but not unlimited

☐ 5 11GB to 20GB   ☐ 11 Unlimited

☐ 6 21GB to 40GB

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

☐ 1 Never

☐ 2 1 – 5 times

☐ 3 6 – 11 times

☐ 4 12 times

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.

☐ 1 Yes

☐ 2 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.

☐ 1 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 ☐ ₁ Record amount: $ ☐☐☐

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

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

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

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

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

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

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

☐ ₉₈ Not sure

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.

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

☐ ₁	NBN	
☐ ₂	ADSL	➜ SKIP TO C4
☐ ₃	Cable	➜ SKIP TO C4
☐ ₄	Fixed Wireless (non-NBN)	➜ SKIP TO C4
☐ ₅	5G Fixed Wireless Broadband (non-NBN)	➜ SKIP TO C4
☐ ₆	Satellite (other than NBN Skymuster)	➜ SKIP TO C4
☐ ₉₆	Other	➜ SKIP TO C4
☐ ₉₅	Unsure what type of fixed internet I have	➜ SKIP TO C4
☐ ₉₇	Do not have fixed home internet	➜ SKIP TO SECTION D

C2 What type of NBN connection does your household have?

☐ ₁ NBN wired connection

☐ ₂ NBN Fixed Wireless

☐ ₃ NBN Sky Muster

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C3 What type of NBN plan do you have?

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

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

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

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

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

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.*

- ☐ ₁ Record amount: $ [| |]
- ☐ ₉₈ 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.*

- ☐ ₁ A portable modem or Wi-Fi device (e.g. a dongle, or Nighthawk)
- ☐ ₂ A SIM card inserted into a **laptop** or **tablet** (not a mobile phone)
- ☐ ₉₆ Other
- ☐ ₉₇ None of the above ➜ **SKIP TO D6**

D2 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)

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

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

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

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

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.

- ☐ ₁ Yes
- ☐ ₂ 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.

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

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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 ☐₁ Record amount: $ ☐☐☐

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

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

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

☐₉₈ Not sure

SECTION 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?

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

E2 Thinking about when you **use websites or apps**, how accurate or inaccurate are the following statements?

ⓘ *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	☐₁	☐₂	☐₃	☐₄	☐₅	☐₆
b. Find a website I have visited before	☐₁	☐₂	☐₃	☐₄	☐₅	☐₆
c. Navigate most websites and apps	☐₁	☐₂	☐₃	☐₄	☐₅	☐₆
d. Adapt when a website or app I use changes how it looks or sounds	☐₁	☐₂	☐₃	☐₄	☐₅	☐₆

E3 Thinking about when you **use websites or apps**, how accurate or inaccurate are the following statements?

ⓘ *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	1	2	3	4	5	6
b. Check whether the information I find is trustworthy	1	2	3	4	5	6
c. Manage how much information about me is collected	1	2	3	4	5	6

E4 Thinking about when you **connect with others online**, how accurate or inaccurate are the following statements?

ⓘ *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	1	2	3	4	5	6
b. Make my comments and behaviours appropriate to the situation	1	2	3	4	5	6
c. Change who I share content with (e.g. friends, friends of friends or public)	1	2	3	4	5	6
d. Manage my contact lists (finding, adding, removing, blocking friends/followers)	1	2	3	4	5	6
e. Check if somebody contacting me is who they say they are	1	2	3	4	5	6
f. Set up a group chat or video call	1	2	3	4	5	6

E5 Thinking about when you **create content online**, how accurate or inaccurate are the following statements?

ⓘ *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	1	2	3	4	5	6
b. Create a website	1	2	3	4	5	6
c. Create something new from existing images, audio or video	1	2	3	4	5	6
d. Post a video	1	2	3	4	5	6
e. Comment on a blog, website or forum	1	2	3	4	5	6
f. Consider laws that apply to copying, changing or posting content	1	2	3	4	5	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).

ⓘ *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	1	2	3	4	5	6
b. Operate smart devices by using apps	1	2	3	4	5	6
c. Adjust privacy and security settings	1	2	3	4	5	6
d. Customise the look or sound of a device	1	2	3	4	5	6

Black PMS206

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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	☐ 1	☐ 2
b. Used banking websites or apps to manage money	☐ 1	☐ 2
c. Accessed a government service	☐ 1	☐ 2
d. Booked a medical appointment or accessed a health service	☐ 1	☐ 2
e. Compared the prices of products or services	☐ 1	☐ 2
f. Looked for work	☐ 1	☐ 2
g. Looked for housing or accommodation (e.g. buy, sell or rent)	☐ 1	☐ 2
h. Online buying and selling (e.g. through Amazon, eBay, Gumtree)	☐ 1	☐ 2
i. Tracked the delivery progress of an online purchase	☐ 1	☐ 2

F1A In the **past 6 months**, have you accessed any of the following Queensland Government services using the internet?

(i) *Please select all that apply.*

☐ 1 QGov

☐ 2 Your rights, crime and the law (e.g., pay a fine, or register a birth)

☐ 3 Business and industry (e.g., apply for funding, or pay payroll tax)

☐ 4 Transport and motoring (e.g., renew your registration, or apply for a parking permit)

☐ 5 Environment, land and water (e.g., check land tax, or submit a water meter reading)

☐ 6 Education and training (e.g., pay annual training organisation or professional fees)

☐ 7 Recreation sports and arts (e.g., book camping permit, or apply for arts funding)

☐ 8 Emergency services and safety (e.g., report damage, or request SES assistance)

☐ 9 Health and wellbeing (e.g., COVID-19 information, or request a call from Quitline)

☐ 96 Other

☐ 97 None of the above

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	☐ 1	☐ 2
b. Kept in touch with family or friends	☐ 1	☐ 2
c. Made new friends or reconnected with old friends	☐ 1	☐ 2
d. Engaged with a club, organisation, or group you found online	☐ 1	☐ 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)	☐ 1	☐ 2
b. Attended a music, arts or cultural event (e.g. virtual exhibition, live streamed performance)	☐ 1	☐ 2

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F4 In the **past 6 months**, have you used an app or internet service for any of the following **transport related activities**?

(i) *Please select 'Yes' or 'No' for each activity.*

	Yes	No
a. Booked a rideshare service (e.g. Uber, Didi)	☐ 1	☐ 2
b. Booked a taxi service with an app (e.g. 13cabs, Rydo)	☐ 1	☐ 2
c. Booked a hire car service with an app	☐ 1	☐ 2
d. Booked a shared e-scooter or bike (e.g. Neuron, Lime)	☐ 1	☐ 2
e. Navigated a route via maps with a smartphone	☐ 1	☐ 2
f. Used a public transport app	☐ 1	☐ 2

SECTION G: DEMOGRAPHICS

G1A The final questions are about yourself and will help us analyse the results.

What was your sex recorded at birth?

☐ 1 Male

☐ 2 Female

☐ 3 Another term *(Please specify)*

[   ]

G1B How do you describe your gender?

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

☐ 1 Man or male

☐ 2 Woman or female

☐ 3 Non-binary

☐ 4 I use a different term *(Please specify)*

[   ]

G2 How old are you?

Please write your age as a number [   ]

G3A Are you of Aboriginal or Torres Strait Islander origin?

☐ 1 Aboriginal

☐ 2 Torres Strait Islander

☐ 3 Both Aboriginal and Torres Strait Islander

☐ 4 No / neither

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

☐ 1 Yes

☐ 2 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?

☐ 1 Yes

☐ 2 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.

- ☐ 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

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

- ☐ 1 Employed (full-time, part-time, self-employed, casual)
- ☐ 2 Unemployed ➜ **SKIP TO G9**
- ☐ 3 Student ➜ **SKIP TO G9**
- ☐ 4 Retired or on a pension ➜ **SKIP TO G9**
- ☐ 5 Home duties ➜ **SKIP TO G9**
- ☐ 6 Have a disability and not able to work ➜ **SKIP TO G9**
- ☐ 7 Unpaid carer ➜ **SKIP TO G9**
- ☐ 8 Given up looking for work ➜ **SKIP TO G9**
- ☐ 96 Other ➜ **SKIP TO G9**

G7A Thinking about your main job currently or most recently held, which of the following best describes your occupation?

ⓘ *Please select the most relevant category only.*

- ☐ 1 Manager
  (e.g. hospitality, retail, service, farm managers, chief executives, general managers and legislators)
- ☐ 2 Professional
  (e.g. legal, social, welfare, ICT, health, education, design, engineering, science and transport, business, human resource, marketing, arts and media)
- ☐ 3 Technician or trade worker
  (e.g. skilled animal, horticultural, food, electrotechnology, telecommunications, construction, automotive, engineering, ICT and science)
- ☐ 4 Community or personal service worker
  (e.g. sports and personal service, protective service, hospitality, carers and aides, health and welfare support)
- ☐ 5 Clerical or administrative worker
  (e.g. clerical, administrative and receptionists, personal assistants, secretaries, office managers and program administrators)
- ☐ 6 Sales worker
  (e.g. sales support, assistants, representatives and agents)
- ☐ 7 Machinery operator or driver
  (e.g. store persons, road and rail drivers, mobile plant operators, machine and stationary plant operators)
- ☐ 8 Labourer
  (e.g. food preparation assistants, farm, forestry and garden workers, factory process, construction and mining labourers, cleaners and laundry)

G8 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

G9 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

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

ⓘ *Please select all that apply.*

☐ 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

☐ 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

G11 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.)

G12 Which of the following best describes your household?

☐ 1 Single person ➜ **SKIP TO G14**

☐ 2 Group / Share household ➜ **SKIP TO G14**

☐ 3 Couple without children ➜ **SKIP TO G14**

☐ 4 Couple with children

☐ 5 One parent family

☐ 6 Other family (e.g. multi-generational household)

☐ 7 Other household type

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

(i) *Please select all that apply.*

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

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.

- ☐ 1 $1 – $7,799 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

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

- ☐ 1 Yes
- ☐ 2 No

THANK YOU FOR PARTICIPATING IN THIS IMPORTANT SURVEY!

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

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

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

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

BARCODE

Appendix 6   Data cleaning rules

Data cleaning – Hardcopy

Section A

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

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

Multiple response coding

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

(b) *If 4 is selected and another result and the respondent skipped to A3 code as 4.*

(c) *If 5 is selected and another result and the respondent skipped to A6 code as 5.*

(d) *If 6 is selected and another result (1-4) and the respondent skipped to A6 code as 6.*

Missing Response coding

(a) *Code as 4 if respondent skips to A3*

(b) *Code as 5 if respondent skips to A6*

(c) *Code as 3 if respondent answers QA2 with 6 (less than once a week)*

(d) *Code as 1 if respondent answers QA2 with 1-5*

(e) *OTHERWISE – Code as MISSING*

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

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

Multiple response coding

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

Missing Response coding

(a) *Code as 5 if respondent answered QA1 with 1*

(b) *Code as 6 if respondent answers QA1 with 2-3*

(c) *OTHERWISE – Code as MISSING*

A3A Which of the following devices do you use?

(i) *Please select all that apply.*

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

Multiple response coding

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

Missing Response coding

Code as MISSING

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

(i) *Please select all that apply.*

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

Missing Response coding

Code as MISSING

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

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

Multiple response coding

If multiple selections are made code as MISSING

Missing Response coding

Code as MISSING

A5B In the **past 6 months**, how has your internet use and access changed?

ⓘ *Please select one response for each statement.*

	Increased	Decreased	Stayed the same
a. The time I spend online has…	☐ 1	☐ 2	☐ 3
b. The range of activities I do online have…	☐ 1	☐ 2	☐ 3
c. My investment in internet access (e.g. data allowance, speed of connections, getting computers or devices) has…	☐ 1	☐ 2	☐ 3
d. The digital skills I use to help with my work, study or home life have…	☐ 1	☐ 2	☐ 3
e. My use of digital services (e.g. online government services) have…	☐ 1	☐ 2	☐ 3
f. The importance I place on having quality internet access has…	☐ 1	☐ 2	☐ 3

Multiple response coding

If any of a-f are not answered or have multiple responses code as MISSING

Missing Response coding

Code as MISSING

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

ⓘ *Please select all that apply.*

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

Missing Response coding

Code as MISSING

A7A In response to COVID-19 restrictions, have any of the following public health measures led to an increase in your internet use?

	Yes	No
a. Border closures	☐ 1	☐ 2
b. Lockdowns	☐ 1	☐ 2
c. Working from home	☐ 1	☐ 2
d. Home schooling	☐ 1	☐ 2
e. Social and physical distancing restrictions (including isolation)	☐ 1	☐ 2
f. Proof of vaccination requirements	☐ 1	☐ 2
g. Telehealth services	☐ 1	☐ 2
h. Mandatory testing for work, school or travel	☐ 1	☐ 2
i. Keeping up with public health messaging and updates	☐ 1	☐ 2
j. Other	☐ 1	☐ 2

Multiple response coding

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

Missing Response coding

Code as MISSING

A8A In the **past 6 months**, how often have you had to sacrifice or cut back on essential household costs (e.g. food, bills, etc) to be able to afford personal or household internet access?

☐ 1 Rarely or never
☐ 2 Sometimes
☐ 3 Often
☐ 4 Always

Multiple response coding

If multiple selections are made code as MISSING

Missing Response coding

Code as MISSING

A9 In the **past 6 months**, have you made any compromises on the speed and/or data allowance of your internet connections in order to afford them?

☐ 1 Yes
☐ 2 No

Multiple response coding

If both 1 (Yes) and 0 (No) code as MISSING

Missing Response coding

Code as MISSING

B1 Do you have a mobile phone?

   ☐ ₁ Yes

   ☐ ₂ No ➜ **SKIP TO B6**

Multiple response coding

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

Missing Response coding

(a) *Code as 95 if respondent answers B2, B3, B4, B5*
(b) *OTHERWISE code as MISSING*

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

   ☐ ₁ Pre-paid (pay-as-you-go, top-ups)

   ☐ ₂ Post-paid (on a monthly bill)

Multiple response coding

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

Missing Response coding

(a) *Code as 95 if respondent answers B1, B3, B4, B5*
(b) *OTHERWISE code as MISSING*

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

- ☐ 1 None ➜ **SKIP TO B5**
- ☐ 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

Multiple response coding

(a) If 1 is part of multiple selections and respondent skips to B5 code as 1

(b) If 1 is included in multiple selections and respondent does not skip to B5 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 B5 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 B1, B2, B4, B5

(b) OTHERWISE code as MISSING

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

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

Multiple response coding

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

Missing Response coding

(a) Code as 95 if respondent answers B1, B2, B3, B5

(b) OTHERWISE code as MISSING

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.

☐ ₁ Yes

☐ ₂ No

Multiple response coding

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

Missing Response coding

(a) *Code as 95 if respondent answers B1, B2, B3, B4*

(b) *OTHERWISE code as MISSING*

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.

☐ ₁ Record number ☐☐ ➡ **IF YOUR ANSWER IS '0', SKIP TO SECTION C**

No rules

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   ☐ ₁ Record amount: $ _____

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

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

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

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

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

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

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

☐ ₉₈ Not sure

Multiple response coding

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

Missing Response coding

  (a) *Code as 95 if respondent answers B1, B2, B3, B4, B5, B6*
  (b) *OTHERWISE code as MISSING*

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**.*

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

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 C2 or 95 if respondent skips to C4.*

(c) *If 95 is included in multiple selections and respondent skips to C4 code as 95*

(d) *If 95 is included in multiple selections and respondent answers Question C2 code as 1 (NBN)*

(e) *If 1 is included in multiple selections and respondent answers Question C2 code as 1 (NBN). If there is only one other selection (eg 1 and 3) and the respondent does not answer Question C2 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 C2 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 C2*

(b) *Code as 95 if respondent answers C4, C5 or C6*

(c) *OTHERWISE code as MISSING*

C2 What type of NBN connection does your household have?

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

Multiple response coding

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

Missing Response coding

(a) *Code as 95 (Not Sure) if respondent answers 1 to Q C1*

(b) *OTHERWISE code as MISSING*

C3 What type of NBN plan do you have?

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

Multiple response coding

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

Missing Response coding

(a) *Code as 95 (Not Sure) if respondent provided as 1 to Q C1*
(b) *OTHERWISE code as MISSING*

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

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

Multiple response coding

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

Missing Response coding

(a) *Code as 95 (Not Sure) if respondent answered any of C1, C2, C3*
(b) *OTHERWISE code as MISSING*

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

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

Multiple response coding

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

Missing Response coding

(a) *Code as 95 (Not Sure) if respondent answered any of C1, C2, C3, C4*
(b) *OTHERWISE code as MISSING*

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.*

☐ ₁ Record amount: $ [| |]

☐ ₉₈ Not sure

Multiple response coding

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

Missing Response coding

(a) *Code as 98 (Not Sure) if respondent answered any of C1, C2, C3, C4, C5*
(b) *OTHERWISE code as MISSING*

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

(i) *Please select one response only.*

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

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

☐ 96 Other

☐ 97 None of the above ➜ **SKIP TO D6**

Multiple response coding

(a) If 97 is included in multiple selections and respondent skips to D6 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 D2, D3, D4, D5, D6, D7

(b) OTHERWISE code as MISSING

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

☐ 1 Pre-paid (pay-as-you-go, top-ups)

☐ 2 Post-paid (on a monthly bill)

Multiple response coding

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

Missing Response coding

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

(b) OTHERWISE code as MISSING

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

☐ 1 Less than 1GB

☐ 2 1GB to 5GB

☐ 3 6GB to 10GB

☐ 4 11GB to 20GB

☐ 5 21GB to 40GB

☐ 6 41GB to 60GB

☐ 7 61GB to 80GB

☐ 8 81GB to 100GB

☐ 9 101GB or more, but not unlimited

☐ 10 Unlimited

Multiple response coding

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

Missing Response coding

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

(b) OTHERWISE code as MISSING

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

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

Multiple response coding

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

Missing Response coding

- (a) *Code as 95 if respondent answers D1, D2, D3, D5*
- (b) *OTHERWISE code as MISSING*

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.

- ☐ ₁ Yes
- ☐ ₂ No

Multiple response coding

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

Missing Response coding

- (a) *Code as 95 if respondent answers D1, D2, D3, D4*
- (b) *OTHERWISE code as MISSING*

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.

- ☐ ₁ Record number [   ] ➡ **IF YOUR ANSWER IS '0', SKIP TO SECTION E**

No rules

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 ☐ ₁ Record amount: $ [   ]

b. Mobile broadband service #2 ☐ ₁ Record amount: $ [   ]

c. Mobile broadband service #3 ☐ ₁ Record amount: $ [   ]

d. Mobile broadband service #4 ☐ ₁ Record amount: $ [   ]

☐ ₉₈ Not sure

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, D2, D3, D4, D5, D6*
(b) *OTHERWISE code as MISSING*

Section E

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

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	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
b. Find a website I have visited before	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
c. Navigate most websites and apps	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
d. Adapt when a website or app I use changes how it looks or sounds	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 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	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
b. Check whether the information I find is trustworthy	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
c. Manage how much information about me is collected	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6

E4 Thinking about when you **connect with others online**, how accurate or inaccurate are the following statements?

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	1	2	3	4	5	6
b. Make my comments and behaviours appropriate to the situation	1	2	3	4	5	6
c. Change who I share content with (e.g. friends, friends of friends or public)	1	2	3	4	5	6
d. Manage my contact lists (finding, adding, removing, blocking friends/followers)	1	2	3	4	5	6
e. Check if somebody contacting me is who they say they are	1	2	3	4	5	6
f. Set up a group chat or video call	1	2	3	4	5	6

E5 Thinking about when you **create content online**, how accurate or inaccurate are the following statements?

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	1	2	3	4	5	6
b. Create a website	1	2	3	4	5	6
c. Create something new from existing images, audio or video	1	2	3	4	5	6
d. Post a video	1	2	3	4	5	6
e. Comment on a blog, website or forum	1	2	3	4	5	6
f. Consider laws that apply to copying, changing or posting content	1	2	3	4	5	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).

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	1	2	3	4	5	6
b. Operate smart devices by using apps	1	2	3	4	5	6
c. Adjust privacy and security settings	1	2	3	4	5	6
d. Customise the look or sound of a device	1	2	3	4	5	6

Multiple response coding – Q *E1-E6*

(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*

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	☐ 1	☐ 2
b. Used banking websites or apps to manage money	☐ 1	☐ 2
c. Accessed a government service	☐ 1	☐ 2
d. Booked a medical appointment or accessed a health service	☐ 1	☐ 2
e. Compared the prices of products or services	☐ 1	☐ 2
f. Looked for work	☐ 1	☐ 2
g. Looked for housing or accommodation (e.g. buy, sell or rent)	☐ 1	☐ 2
h. Online buying and selling (e.g. through Amazon, eBay, Gumtree)	☐ 1	☐ 2
i. Tracked the delivery progress of an online purchase	☐ 1	☐ 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	☐ 1	☐ 2
b. Kept in touch with family or friends	☐ 1	☐ 2
c. Made new friends or reconnected with old friends	☐ 1	☐ 2
d. Engaged with a club, organisation, or group you found online	☐ 1	☐ 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)	☐ 1	☐ 2
b. Attended a music, arts or cultural event (e.g. virtual exhibition, live streamed performance)	☐ 1	☐ 2

F4 In the **past 6 months**, have you used an app or internet service for any of the following **transport related activities**?

(i) *Please select 'Yes' or 'No' for each activity.*

	Yes	No
a. Booked a rideshare service (e.g. Uber, Didi)	☐ 1	☐ 2
b. Booked a taxi service with an app (e.g. 13cabs, Rydo)	☐ 1	☐ 2
c. Booked a hire car service with an app	☐ 1	☐ 2
d. Booked a shared e-scooter or bike (e.g. Neuron, Lime)	☐ 1	☐ 2
e. Navigated a route via maps with a smartphone	☐ 1	☐ 2
f. Used a public transport app	☐ 1	☐ 2

Multiple response coding – Q *F1-F4*

    (a) *If multiple selections are made code as MISSING*

Missing Response coding

    (a) *Code as MISSING*

G1A The final questions are about yourself and will help us analyse the results.

What was your sex recorded at birth?

☐ 1 Male

☐ 2 Female

☐ 3 Another term *(Please specify)*

[   ]

G1B How do you describe your gender?

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

☐ 1 Man or male

☐ 2 Woman or female

☐ 3 Non-binary

☐ 4 I use a different term *(Please specify)*

[   ]

Multiple response coding

(a) If multiple selections are made code as MISSING

Missing Response coding

(a) Code as MISSING

Back-coding applied to G1A(3) and G1B(4)

G2 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

G3A Are you of Aboriginal or Torres Strait Islander origin?

☐ 1 Aboriginal

☐ 2 Torres Strait Islander

☐ 3 Both Aboriginal and Torres Strait Islander

☐ 4 No / neither

Multiple response coding

(a) If multiple selections are made code as MISSING

Missing Response coding

(c) Code as MISSING

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

- ☐ ₁ Yes
- ☐ ₂ No

Multiple response coding

(a) *If multiple selections are made code as MISSING*

Missing Response coding

(d) *Code as MISSING*

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?

- ☐ ₁ Yes
- ☐ ₂ No

Multiple response coding

(a) *If multiple selections are made code as MISSING*

Missing Response coding

(e) *Code as MISSING*

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.

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

Multiple response coding

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

Missing Response coding

(a) *Code as MISSING*

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

- ☐ 1 Employed (full-time, part-time, self-employed, casual)
- ☐ 2 Unemployed   ➔ **SKIP TO G9**
- ☐ 3 Student   ➔ **SKIP TO G9**
- ☐ 4 Retired or on a pension   ➔ **SKIP TO G9**
- ☐ 5 Home duties   ➔ **SKIP TO G9**
- ☐ 6 Have a disability and not able to work   ➔ **SKIP TO G9**
- ☐ 7 Unpaid carer   ➔ **SKIP TO G9**
- ☐ 8 Given up looking for work   ➔ **SKIP TO G9**
- ☐ 96 Other   ➔ **SKIP TO G9**

Multiple response coding

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

Missing Response coding

(a) Code as MISSING

G7A Thinking about your main job currently or most recently held, which of the following best describes your occupation?

ⓘ *Please select the most relevant category only.*

- ☐ 1 Manager
  (e.g. hospitality, retail, service, farm managers, chief executives, general managers and legislators)
- ☐ 2 Professional
  (e.g. legal, social, welfare, ICT, health, education, design, engineering, science and transport, business, human resource, marketing, arts and media)
- ☐ 3 Technician or trade worker
  (e.g. skilled animal, horticultural, food, electrotechnology, telecommunications, construction, automotive, engineering, ICT and science)
- ☐ 4 Community or personal service worker
  (e.g. sports and personal service, protective service, hospitality, carers and aides, health and welfare support)
- ☐ 5 Clerical or administrative worker
  (e.g. clerical, administrative and receptionists, personal assistants, secretaries, office managers and program administrators)
- ☐ 6 Sales worker
  (e.g. sales support, assistants, representatives and agents)
- ☐ 7 Machinery operator or driver
  (e.g. store persons, road and rail drivers, mobile plant operators, machine and stationary plant operators)
- ☐ 8 Labourer
  (e.g. food preparation assistants, farm, forestry and garden workers, factory process, construction and mining labourers, cleaners and laundry)

Multiple response coding

(a) Code as MISSING

Missing Response coding

(a) Code as MISSING

G8 Last week, how many hours did you work?

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

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

Multiple response coding

(b) *Code as MISSING*

Missing Response coding

(b) *Code as MISSING*

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

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

Multiple response coding

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

Missing Response coding

(a) *Code as MISSING*

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

ⓘ *Please select all that apply.*

- ☐ 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
- ☐ ₈ Disability Support Pension / Disability Pension / Mobility Allowance
- ☐ ₉ Carer Allowance / Carer Payment
- ☐ ₁₀ Austudy / Abstudy
- ☐ ₁₁ Parenting Payment (Single or Partnered)
- ☐ ₉₆ Other pension or benefit
- ☐ ₉₇ None of the above

Multiple response coding

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

Missing Response coding

(a) *code as MISSING*

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

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

Multiple response coding

(a) If multiple selections are made code as MISSING

Missing Response coding

(b) Code as MISSING

G12 Which of the following best describes your household?

- ☐ 1 Single person   ➜ SKIP TO G14
- ☐ 2 Group / Share household   ➜ SKIP TO G14
- ☐ 3 Couple without children   ➜ SKIP TO G14
- ☐ 4 Couple with children
- ☐ 5 One parent family
- ☐ 6 Other family (e.g. multi-generational household)
- ☐ 7 Other household type

Multiple response coding

(a) If multiple selections are made code as MISSING

Missing Response coding

(b) code as MISSING

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

ⓘ *Please select all that apply.*

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

Multiple response coding

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

Missing Response coding

(b) code as MISSING

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.

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

Multiple response coding

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

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

Missing Response coding

    (c) *code as MISSING*

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

- ☐ 1 Yes
- ☐ 2 No

Multiple response coding

    (a) *If multiple selections are made code as MISSING*

Missing Response coding

    (c) *Code as MISSING*

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A3B Do you have access to enough devices to support your household need?

- ☐ 1 Yes
- ☐ 2 No

Multiple response coding

If both 1 (Yes) and 0 (No) code as MISSING

Missing Response coding

Code as MISSING

A5B In the **past 6 months**, 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…	☐ 1	☐ 2	☐ 3
b. The range of activities I do online have…	☐ 1	☐ 2	☐ 3
c. My investment in internet access (e.g. data allowance, speed of connections, getting computers or devices) has…	☐ 1	☐ 2	☐ 3
d. The digital skills I use to help with my work, study or home life have…	☐ 1	☐ 2	☐ 3
e. My use of digital services (e.g. online government services) have…	☐ 1	☐ 2	☐ 3
f. The importance I place on having quality internet access has…	☐ 1	☐ 2	☐ 3
g. My use of community access facilities or Wi-Fi has…	☐ 1	☐ 2	☐ 3

Multiple response coding

If any of a-g are not answered or have multiple responses code as MISSING

Missing Response coding

Code as MISSING

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

(i) *Please select all that apply.*

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

Missing Response coding

Code as MISSING

A10A In the **past 6 months**, have you accessed digital skills training and/or support through a training program, workshop, mentoring or class in a...

	Yes	No
a. Neighbourhood or community centre	☐ 1	☐ 2
b. Community services	☐ 1	☐ 2
c. Local library	☐ 1	☐ 2
d. State library	☐ 1	☐ 2
e. Education setting (e.g., TAFE, university or school)	☐ 1	☐ 2
f. Job service provider (through Centrelink)	☐ 1	☐ 2
g. Private provider	☐ 1	☐ 2

Multiple response coding

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

Missing Response coding

Code as MISSING

A10B And in the **past 6 months**, have you accessed digital skills training and/or support in the following environments?

	Yes	No
a. Online websites or tutorials	☐ 1	☐ 2
b. Family or friends (e.g., son-in-law, grandchild, neighbour, or spouse)	☐ 1	☐ 2
c. Workplace (e.g., colleague, boss, on the job training)	☐ 1	☐ 2
d. Other	☐ 1	☐ 2

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

F1A In the **past 6 months**, have you accessed any of the following Queensland Government services using the internet?

ⓘ *Please select all that apply.*

- ☐ 1 QGov
- ☐ 2 Your rights, crime and the law (e.g., pay a fine, or register a birth)
- ☐ 3 Business and industry (e.g., apply for funding, or pay payroll tax)
- ☐ 4 Transport and motoring (e.g., renew your registration, or apply for a parking permit)
- ☐ 5 Environment, land and water (e.g., check land tax, or submit a water meter reading)
- ☐ 6 Education and training (e.g., pay annual training organisation or professional fees)
- ☐ 7 Recreation sports and arts (e.g., book camping permit, or apply for arts funding)
- ☐ 8 Emergency services and safety (e.g., report damage, or request SES assistance)
- ☐ 9 Health and wellbeing (e.g., COVID-19 information, or request a call from Quitline)
- ☐ 96 Other
- ☐ 97 None of the above

Missing Response coding

Code as MISSING

Appendix 7   Description of weighting approach

2832 Australian Internet Usage Survey 2023: Description of weighting approach

This section summarises the approach and benchmarks used to derive weights for the 2023 Australian Internet Usage Survey. The sample design for the survey was made up of several parts:

1. A national survey with participants selected at random from the Geocoded National Address File[1]. Selections were made separately for each state and territory, in proportion to the size of their respective populations.

2. Additional G-NAF selections for Queensland and for South Australia, to support custom reporting and analysis for those jurisdictions.

3. A convenience sample of First Nations persons from remote areas of Northern Territory, Western Australia, Queensland and New South Wales, to support reporting and analysis of First Nations respondents.

The usual approach to weighting random (probability) samples is a two-step process that aims to reduce biases caused by non-coverage and non-response and to align weighted sample estimates with external data about the target population (Kalton and Flores-Cervantes, 2003). First, base weights are calculated to account for each respondent's initial chance of selection and for any differential response rates across states. Next, the base weights are adjusted to align respondents with the population on key socio-demographic characteristics. Refer to Särndal *et al*. (1992) for detailed information about model-assisted survey sampling and estimation, and to Valliant *et al.* (2018) for a contemporary treatment of weighting and estimation for sample surveys.

The convenience (non-probability) sample of First Nations persons used a non-random mechanism to recruit participants to the survey, which means that the design-based approach just described does not apply. Refer to Elliott and Valliant (2017) for a discussion and further references about the challenges of making inferences from non-random samples. There are several methods for weighting such samples and making estimates from them, however (refer to Valliant, 2020). One of these (quasi-randomisation) requires a "reference" sample chosen at random from the target population (here, First Nations persons) and then using this to estimate pseudo-selection probabilities for the convenience sample, to adjust for selection bias. For this survey, there is no suitable reference sample – while the probability sample does contain some First Nations respondents (81), they are too few for reliable estimation of pseudo-selection probabilities for the non-random cases (numbering 495). A second method (superpopulation models) relies on a missing-at-random mechanism for non-probability cases along with an extensive set of covariates to project the sample to the full population. Again, these requirements are not satisfied for the First Nations sample. As a result, we have only been able to calculate weights for the convenience sample by ignoring the recruitment mechanisms and by aligning respondents to the population on a very limited basis. Estimates made from the survey dataset for First Nations respondents should be treated as indicative and not reflecting the broader population of First Nations persons.

Two weights were calculated for this survey – one for the probability cases only and one for all cases, including the First Nations non-probability sample. Each of these weights is covered in turn below.

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[1] https://data.gov.au/data/dataset/geocoded-national-address-file-g-naf

Weights for probability cases

The base weights for probability cases were calculated as the ratio of the population[2] to respondents for each Greater Capital City Statistical Area (derived from mesh block). The calculations were done separately for the national and additional samples, and ignored any overlap since the sample sizes were negligible compared to the population.

The base weights were then adjusted so that they aligned with the Australian adult population on the available socio-demographic characteristics (Table 1). Where the sample sizes were sufficient, characteristics were cross-classified with state (Queensland, Northern Territory, Rest of Australia) to account for the survey design. Population values are taken from the 2021 Census of Population and Housing, as published in TableBuilder by the Australian Bureau of Statistics (Australian Bureau of Statistics, 2021).

The method for adjusting the base weights was generalised regression (GREG) weighting which uses non-linear optimisation to minimise the distance between the base and adjusted weights, subject to the weights meeting the benchmarks (Deville *et al.*, 1993). The implementation of GREG was that from the *survey* package (Lumley, 2020) in R (R Core, 2022).

The variable *weight_prob_pop* has been added to the dataset to represent the population of Australian adults. It sums to 20,282,583 and should be used for all analyses. It is important to use software that accounts for the weights and the stratified design in calculating estimates and standard errors. If using software not designed specifically for complex surveys, a scaled version of the weights should be used, and this has been provided in the dataset as *weight_prob*. This sums to the number of respondents in the probability samples (4,637) and will yield approximately correct standard errors in software such as *SPSS Base* and *Q*, among others.

Weights for all cases

For weighting the combined set of respondents, it was expedient to consider them as comprising two groups in terms of First Nations and remoteness characteristics – First Nations respondents in remote Australia (495 cases from the convenience sample and 9 cases from the probability sample) and all other respondents (4,628 cases). This meant that the two groups could be weighted separately (the first group to First Nations adults in remote Australia and the second group to all other adults) but that the combined weights would sum to the total population of Australian adults.

Population values for the remote First Nations group are shown in Table 2. Compared to the characteristics used for the probability sample (Table 1), only age, gender and education were relevant for this group. Population values for the second group (all other adults) are the same as in Table 1, but scaled[3] such that the total population is reduced to 20,193,532 to account for the number of remote First Nations persons in the population (89,051 from Table 1).

The variables *weight_all_pop* and *weight_all* have been added to the dataset and sum to the population of adults and to the total number of respondents (5,132), respectively. These weights should only be used for estimates involving First Nations persons and will give slightly different results

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[2] Strictly speaking, G-NAF is a list of households and so the design weights are the ratio of households to respondents, multiplied by the number of adults in each responding household. The survey did not ask the number of adults in the household, however, so the design weights were instead calculated as the ratio of total adults in the population to the number of respondents.

[3] This will be a very close approximation since remote First Nations persons make up less than 0.5% of the adult population.

from the probability weights above. The differences are greatest for the Northern Territory from which almost half of the First Nations non-probability cases were obtained (see the next section).

Comparisons between weights

Since the two sets of weights were aligned with the population on almost identical characteristics, they should be expected to give very similar estimates. To demonstrate this, estimates were made using each of the two weights for a selection of questionnaire items (1-2 items per questionnaire module), and the differences between estimates calculated. A box-and-whiskers plot[4] of these differences is shown in Figure 1. The average difference is much less than one percentage point, with only the Northern Territory having any larger differences. As stated above, this jurisdiction gained the most cases through the First Nations component of the survey (219 First Nations non-probability cases versus 332 probability cases). The probability weights (*weight_prob*) should be used for all estimates made from the survey, except for those specifically involving First Nations persons (in which case *weight_all* should be used).

Figure 1 **Difference between estimates for selected questionnaire items (estimates for probability cases only minus estimate for all cases), by state and overall**
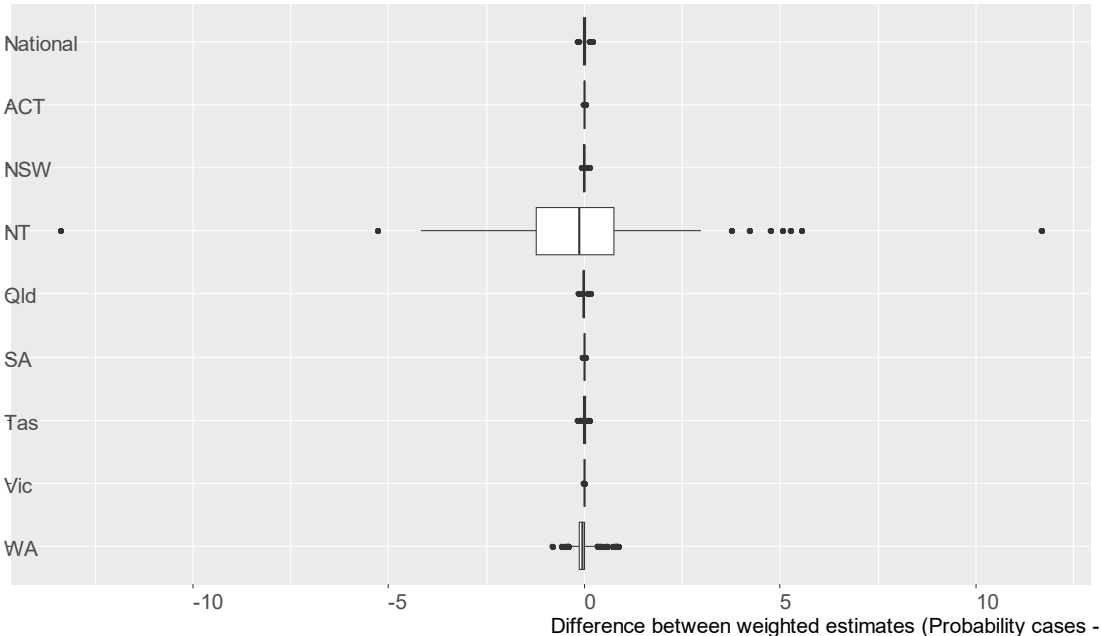
Benchmarks

Table 1 **Characteristics used for adjusting base weights for the probability sample, with population totals and percentages.**

Characteristic	Benchmark (#)	Benchmark (%)
H2. How old are you? (by state)		
Rest of Australia x 18-34	4693945	23.14
Rest of Australia x 35-44	2838608	14.00
Rest of Australia x 45-54	2554723	12.60
Rest of Australia x 55-64	2372974	11.70

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[4] Refer to https://en.wikipedia.org/wiki/Box_plot for details about the plot and its interpretation.

Rest of Australia x 65+	3515145	17.33
Queensland x 18-34	1192219	5.88
Queensland x 35-44	715552	3.53
Queensland x 45-54	686990	3.39
Queensland x 55-64	626656	3.09
Queensland x 65+	897075	4.42
Northern Territory x 18-34	70041	0.35
Northern Territory x 35-44	38853	0.19
Northern Territory x 45-54	31585	0.16
Northern Territory x 55-64	25631	0.13
Northern Territory x 65+	22586	0.11

H6. What is the highest level of education you have completed? (by state)

Rest of Australia x Below bachelor	10800748	53.25
Rest of Australia x Bachelor or higher	5174647	25.51
Queensland x Below bachelor	3046388	15.02
Queensland x Bachelor or higher	1072104	5.29
Northern Territory x Below bachelor	137922	0.68
Northern Territory x Bachelor or higher	50774	0.25

H1. Which of the following best describes your gender identity? (by state)

Rest of Australia x Male	7848916	38.70
Rest of Australia x Female	8126479	40.07
Queensland x Male	2017659	9.95
Queensland x Female	2100833	10.36
Northern Territory x Male	95368	0.47
Northern Territory x Female	93328	0.46

H4. Do you speak a language other than English at home? (by state)

Rest of Australia x Yes	4910270	24.21
Rest of Australia x No	11065125	54.55
Queensland x Yes	815081	4.02
Queensland x No	3303411	16.29
Northern Territory x Yes	80601	0.40
Northern Territory x No	108095	0.53

State by part of state

Greater Sydney	4164043	20.53
Rest of NSW	2264181	11.16
Greater Melbourne	3932187	19.39
Rest of Vic.	1267861	6.25
Greater Brisbane	2012667	9.92
Rest of Qld	2105825	10.38
Greater Adelaide	1123160	5.54
Rest of SA	318201	1.57
Greater Perth	1670369	8.24
Rest of WA	419233	2.07
Greater Hobart	200959	0.99
Rest of Tas.	252201	1.24

Greater Darwin	117165	0.58
Rest of NT	71531	0.35
Australian Capital Territory	363001	1.79
Age group by Highest education		
18-24 years	2231168	11.00
25-34 years x Below bachelor	2070335	10.21
25-34 years x Bachelor or higher	1654702	8.16
35-44 years x Below bachelor	1998673	9.85
35-44 years x Bachelor or higher	1594340	7.86
45-54 years x Below bachelor	2172382	10.71
45-54 years x Bachelor or higher	1100916	5.43
55-64 years x Below bachelor	2252874	11.11
55-64 years x Bachelor or higher	772387	3.81
65-74 years x Below bachelor	1908684	9.41
65-74 years x Bachelor or higher	536993	2.65
75+ years x Below bachelor	1710148	8.43
75+ years x Bachelor or higher	278981	1.38
Remoteness		
Rest of Australia	19888893	98.06
Remote/Very Remote Australia	393690	1.94

Table 2   Characteristics used for weighting First Nations respondents in remote and very remote Australia, with population totals and percentages.

Characteristic	Benchmark (#)	Benchmark (%)
H1. Which of the following best describes your gender identity		
Male	42933	48.21
Female	46118	51.79
Age group by Highest education		
18-34 years x Less than Year 12	23553	26.45
18-34 years x Year 12 or higher	15225	17.10
35-44 years x Less than Year 12	11044	12.40
35-44 years x Year 12 or higher	6604	7.42
45-54 years x Less than Year 12	10652	11.96
45-54 years x Year 12 or higher	5488	6.16
55-64 years x Less than Year 12	7231	8.12
55-64 years x Year 12 or higher	3026	3.40
65+ years	6227	6.99

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Appendix: Weights for Western Sydney non-probability boost

A convenience sample of persons from Western Sydney LGAs were collected to support reporting and analysis of people from this area. The LGAs considered for this boost were: Blue Mountains, Camden, Campbelltown, Fairfield, Hawkesbury, Liverpool, Penrith, and Wollondilly.

Population values for the Western Sydney boost are shown in Table 3.

Table 3   Characteristics used for weighting the Western Sydney Boost, with population totals and percentages.

Characteristic	Benchmark (#)	Benchmark (%)
S3. How do you describe your gender?		
Male	422045	48.68
Female	444880	51.32
G11. Do you speak a language other than English in your home (or household)?		
Yes	351286	40.52
No	515639	59.48
S1. LGA Region		
Blue Mountains	61485	7.09
Camden	84598	9.76
Campbelltown	130981	15.11

Fairfield	162643	18.76
Hawkesbury	51707	5.96
Liverpool	172133	19.86
Penrith	163423	18.85
Wollondilly	39955	4.61
Age group by Highest education		
18-24 years	106396	12.27
25-34 years x Below bachelor	109249	12.60
25-34 years x Bachelor or higher	52651	6.07
35-44 years x Below bachelor	111465	12.86
35-44 years x Bachelor or higher	50133	5.78
45-54 years x Below bachelor	116183	13.40
45-54 years x Bachelor or higher	31471	3.63
55-64 years x Below bachelor	112391	12.96
55-64 years x Bachelor or higher	21492	2.48
65-74 years x Below bachelor	82556	9.52
65-74 years x Bachelor or higher	14614	1.69
75+ years x Below bachelor	53128	6.13
75+ years x Bachelor or higher	5198	0.60