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## **1 INTRODUCTION**

<b>Overview</b>	These instructions contain the information you need to carry out the <b>telephone follow-up</b> phase for the National Crime and Safety Survey (NCSS) 2005
<b>Paper based Survey</b>	This survey is not being run using CAI. You will be provided with paper forms for each person in each household.
<b>Procedures to follow</b>	Unless specifically told otherwise in these instructions, you are to follow the procedures set out in the <i>ABS Interviewers Manual</i> . Any queries you cannot resolve by reference to these instructions or to your manual should be referred to the office.
<b>About these Instructions</b>	<p>The following pages contain references to question numbers and context for the NCSS. These instructions include specific survey issues, such as any unusual response selection and dealing with running prompts. These issues are highlighted as they appear throughout the documentation.</p> <p>Any queries you cannot resolve using these instructions or your manuals should be referred to <b>Naomi Millar</b> on <b>(02) 9268 4675</b> or on <b>Freecall number 1800 174 830</b>.</p>

## **2**

### **PURPOSE OF THE NCSS FOLLOW-UP PHASE**

**Survey Aims**

The aim of the NCSS is to provide data on:

- the incidence of selected crimes;
- the number of these crimes that are reported to the police;
- and
- the perceived level of crime.

This information is essential for the effective planning of crime prevention strategies and community education programs. In addition to information on reported crime, it is critical that the police have information about unreported crime. This information may then be used to develop education programs designed to reduce the incidence of crimes in the community.

**Telephone Follow-up**

The purpose of the telephone follow-up of non-respondents is:

- to contact persons who have not yet responded to the NCSS;
- to remind them that we have not yet received their forms; and
- to obtain the survey data over the phone, where possible.

All non-responding persons should have already been sent two mail reminders. These reminders consisted of a reminder letter, replacement forms and a reply paid envelope. The first mail reminder was sent during the week commencing 23 May 2005 and the second during the week commencing 20 June 2005

**3****SURVEY TRAINING****HSE**

Training for this survey will consist of a Home Study Exercise (HSE), which you should complete **after** reading the Interviewer Instructions, the NCSS Forms and the Record of Response thoroughly. You are asked to mark your completed HSE yourself using the Model Answers provided. A page has been attached, at the end of the HSE, where you should record any queries. If you have any queries that you cannot resolve, please contact your Regional Office.

**4 PAYMENT PROCEDURES**

<b>Grade</b>	This survey will be paid as a <b>Grade 2</b> survey
<b>Actual Time</b>	<p><b>Actual time</b> will be paid for all payable households in your workload.</p> <p>Travel time is paid as <b>actual time</b>. However, random checks will be made in the office to ensure all times claimed are reasonable.</p> <p>The Survey ID for this survey is <b>T0518</b></p>
<b>Interviewer Instructions and HSE's</b>	Payment of <b>2 hours</b> will be made for reading the Interviewer Instructions, familiarizing yourself with the NCSS survey forms, and completing the HSE. For payment to be made, you must complete the 'HSE' field on the Workload Summary tab of your Pay Claim Summary Form.
<b>Forms Required for Payment</b>	<p>You will need to complete a paper Time &amp; Travel Record (TnT) and then transcribe it onto the electronic TnT Record.</p> <p>Note that even though this survey is being paid actual time, you still need to sign an EIWA and complete a Pay Claim Summary Form.</p>

## **5 DOCUMENTATION**

**Documentation for NCSS** Because the NCSS is not a CAI survey, you will be provided with paper forms for each household in your workload. You will be using the same forms (Forms A and B) used by respondents for the NCSS. These will be covered further in Section 7.

For each household, there should be a “Record of Response” form. This form is unique to the NCSS, and is a type of Household Form. It is used to record calls made to the household, and to record response status once calls have been made. This form also contains information to indicate which household members you need to contact. For an example of a “Record of Response”, see Appendix A.

## **6 INTERVIEWING PROCEDURES**

### **Scope**

The following populations only are being included in the NCSS:

- those in Rotation Groups 5, 6 and 7;
- respondents who were in on scope in April for that dwelling;
- and
- are listed on the Record of Response for that household.

You will need to be aware of the following:

- If a respondent was in on scope for the dwelling in April, but has subsequently left that dwelling, you will need to follow-up that person separately.
- If a respondent has joined the household since April, they are to be excluded from the follow-up.

**Who to interview** Each person in the household, who is in on scope and coverage for telephone follow-up, is to be interviewed using either Form A or B. Further information about the use of these Forms is in Section 7. Fully complete the interview with each person, including the ‘Form C’ section where applicable, before asking to speak with the next person in on scope and coverage (if any). Continue in this manner until all available persons, listed on the Record of Response, have been interviewed.

If a respondent does not want to complete the ‘Form C’ questions please record any comments made about reasons for not wanting to complete ‘Form C’, in the comments section on the Record of Response (e.g. 01 refused Form C as ‘It doesn’t apply to me’).

If a person is not available for an interview, obtain a suitable time to call back, and record it with the person number in the “Comments” section on the Record of Response.

It is important that you attempt to obtain a personal interview. Much of the information required in the NCSS is unreliable if the respondents themselves are not asked the questions, as crime victims may not have told other household members about their experience.

**Identifying which survey forms to complete**

Determining which forms need to be filled out is straightforward.

- Note the Form type (A or B) allocated for each person.
- Remember that to be in on coverage for the telephone follow-up, a person **must be listed on the Record of Response**. If they are new members to the household they must not be interviewed.
- Instruct respondents to dispose of NCSS forms they may have, once you have completed the Forms over the phone. Once the phone interview is complete, they must not mail forms back.

## **7 TELEPHONE FOLLOW-UP FORMS**

## The Forms

You will be using the same Forms used by respondents for the NCSS 2005 survey. Some of the wording on the Forms, therefore, is written to enable self-enumeration and will need to be read out carefully to avoid misunderstandings.

**The questions refer to the 12 month period ending in April 2005. Make sure that in each interview, you change each instance of the wording "In the last 12 months..." to "In the 12 months to April this year..." .**

There are two Forms:

**Form A** contains questions on household crimes (break and enter, attempted break and enter and motor vehicle theft) as well as questions on personal experiences of robbery and assault. It also includes questions on perception of crime in the neighbourhood.

**Only one Form A is collected for each household.**

**Form B** is to be completed for *all other in scope members of the household (if any)*. This form is identical to Form A, but excludes questions about household crimes, such as break and enter.

Each form includes a section that is called "**Form C**". This is for **all** in scope respondents **aged 18 years or over**. It contains questions on sexual assault only. Because of the sensitive nature of the questions, the respondent must be informed that completion of this form is **voluntary**. However the need for and importance of the information collected should also be stressed.

### Form A respondent unavailable

*If the Form A has not been returned, who should complete Form A?*

In most cases the person allocated Form A was the person identified as the ARA for the April MPS, and is thus identified on the Record of Response.

If that person:

- is expected to be difficult to contact, or
- refuses, or
- cannot answer the questions for some reason (e.g. Language problems)

then another in scope household member who is listed on the Record of Response should be selected to fill out Form A. As only one Form A is completed for each household it is extremely important that we maximise the response for this form type.

### Asking the questions

There are some questions that require prompted responses (e.g. Q1 on Form A or Form B). In some questions there is also explanatory information you should read out (e.g. Q9 on Form A).

The Forms you will be using for the telephone follow-up were designed for self enumeration by respondents. You may find some questions do not work as well when asked over the phone. If you find that certain questions are proving difficult to ask over the phone, feel free to read out answer categories where necessary. Because the forms have been designed for self-enumeration, the only definitions you should normally require are on the form. If the respondent queries anything else, explain that it depends on the respondent's own interpretation. If in doubt about any other questions in the Form contact **Naomi Millar** on **(02) 9268 4675** or on **Freecall number 1800 174 830**.

**Please note the following:**

All questions relating to crime incidents on the Forms relate to the 12 months ending April 2005, so you should change this to say "***In the 12 months to April this year...***" every time it is written in the

**Record of Response** This form will enable you to keep track of your calls and to identify Forms that have not been returned. One Record of Response is provided for each household, listing only the non-responding person or persons in that household. Instructions on how to use the Record

of Response are included in Section 6 of this document. *Please refer to Appendix A for a sample of the Record of Response.* Each Record of Response contains the following details for non-respondents in that household: the phone number(s), best time to contact, address, person details (age and sex) and NCSS Form Type from the NCSS 2005.

**Telephone  
Numbers**

**Note:** The Record of Response forms are double sided. On the Record of Response, the telephone numbers and ‘best time to call’ information have been obtained from CAIWMS. The information is exactly as it appeared in CAIWMS in April 2005. Because no area codes were supplied with this information, the Record of Response automatically generates an area code based on which state the record is from. For example, on the record of response you will see:

**Area Code NSW (02) 9876 5432**

It is important to note that:

- The area code may be incorrect in some areas bordering other states (the area code for Broken Hill, for example, is 08).
- The area code may sometimes be unnecessary because the number is a mobile phone number. Mobile phone numbers should be recognisable because they start with a zero and contain 10 digits (e.g. 0432 123 456)

If in doubt or if not having any success with a particular number, call the office on **1800 174 830**.

## **8 ENUMERATION PROCEDURES**

### Before the interview

Ensure that you have the following items before starting an interview:

- Interviewer Instructions (this document)
- The Record of Response forms allocated to you, and
- Sufficient blank Forms (Both A and B).

**Note: You do not need to pre-edit the Crime and Safety forms.** Please **do not interview any households belonging to Rotation Group 7 until Monday 1st August** at the earliest. In order to assist you in doing this, the households belonging to Rotation Group 7 have been separated out and given to you in a separate bundle from the rest of your workload.

### Identify the non-response status of persons in the household

Before commencing telephone follow-up for a household you need to check the Record of Response to identify the extent of non-response for that household i.e. how many Forms A and B have not been returned.

Note: If you have a Form A listed in the Form Type column and the original Form A respondent refuses to participate or is unavailable when you contact the household, try to identify an alternate person who could complete the Form A (See Section 5).

### The Record of Response

You have a Record of Response for each household. This sheet includes a table "Record of Telephone Calls", which is similar to the TI running sheet used for MPS. The major difference is the inclusion of a column for the person number of the person interviewed.

The back page of the Record of Response will be used to collect data on response rates. There are two things we are interested in:

1. Main reasons why respondents have not yet returned their forms

Respondents should be asked this *at the end* of their interview, and their response marked in the section labelled "Reason for Non-Return of Forms". **Do not read the responses to the respondent.** Wait for them to name their own reason, and then code it as best you can. One reason for the whole household is sufficient - select the main reason where possible. If different people in the household have different reasons, record the person number(s) and reasons under "Other".

2. The Response Status of the Household after Telephone Follow-Up

The Record of Response is also to be used as a refusal report for this follow-up, so it is important that you record details of non-response. This should be done by ticking the appropriate "Final Reminder Response Code". Note that these codes are different from the standard MPS response codes. If there is more than one applicable Response Code, tick the most suitable, and write a comment in the "Comments" field regarding the other codes. Because of the nature of non-response follow-up, there will be a higher than usual proportion of respondents who do not end up being contacted or interviewed.



**Making contact with the household and introducing the survey**

Because of the number of variations on the types of response expected, you will need to use your own judgement in deciding the best approach.

**When you first make contact with an adult member of the household**, ask to speak to the person assigned Form A on the Record of Response. If you are unable to speak to this person, determine if there are any other respondents who have not returned their forms, available for interview. If none are available, find out when they may be available and make arrangements to call back. If they have left the address since April, try to obtain a new contact number for them and telephone them to conduct their interview if possible.

**When you have made contact with either the MPS respondent, or another respondent whose forms have not been returned** for the telephone follow-up, you are ready to more fully introduce the survey. An example of how to introduce the survey is in Appendix B.

**The address check**

Do an address check for each household by asking:

**"Is this address ..... [address shown on the Record of Response]?"**

If the respondent's answer is "Yes", tick the "Yes" box and proceed with the interview(s).

If the respondent's answer is "No", ask "Were you, or other members of this household, resident at ...[address shown on Record of Response] during April this year?". Tick "Yes" or "No" as appropriate. If "Yes" proceed with the interview(s), if "No" exclude this household.

The address check must be asked during the introduction to the survey. This is to ensure, prior to conducting interviews, that the phone number is associated with the correct household, that resided at that address in April.

**NB:** You can still collect the information from a respondent if they have moved out of the address after April this year.

You should also ask the standard telephone interviewing security check questions. There is a box provided on the Record of Response to tick to confirm this, when applicable.

**Address listed is a PO Box**

Because the Crime and Safety forms were mailed out, the Record of response lists only the household's mailing address.

When the address listed is a PO Box (or some other address that does not relate to a street address), you will still need to confirm that you have the correct household.

The following suggestions may help you work out if you have the correct household:

- Confirm that the PO Box number listed belongs to a member of the household.
- If possible, confirm the household's telephone number (NOT mobile number or work number). If the household has both the same phone number and the same PO Box number, it is very likely that you have the correct household.
- Check whether any member of the household recalls participating in the MPS in April
- Check whether the age and sex information on the Record of Response matches that of the household members.

If you are satisfied that you have the correct household, proceed with the interview.

If you are still in doubt, contact the Crime and Safety team on 1800 174 830 to find out the street address for that household.

**Business numbers**

When the only phone number provided turns out to be a business number, unless a name has been provided with the phone number, you may find it hard to identify the correct person to speak to. In some cases (e.g. a small office) you may be able to identify the correct person from the phone number, age and sex. **When trying to identify who to speak to, you will need to use your own judgement and proceed with caution to avoid breaching the respondent's confidentiality.**

If you cannot identify the correct person you will need to contact the Crime and Safety team on 1800 174 830 for further information. In such cases it may be possible to find out some additional information from CAIWMS about who to speak to.

## **9 INTERVIEWING PROCEDURES**

**Who to interview - completing Form A or B**

You are now ready to interview each person in the household, who is in on scope and coverage for telephone follow-up, **using either Form A or B.**

On the Form(s), record the Person Numbers in the indicative box. The rest of the indicative is to be filled in after interviewing is completed.

Proceed by saying, *"I would (now) like to ask you a few questions about crime and safety. This information will help in crime prevention strategies and community education programs. The answers you provide will be treated confidentially. No individuals*

<b>Identifying which survey forms to complete</b>	<p>Determining which forms need to be filled out is straightforward.</p> <ul style="list-style-type: none"> <li>• Note the form type (A or B) allocated for each person.</li> <li>• Remember that to be in on coverage for the telephone follow-up, a person <b>must be listed on the Record of Response</b>. If they are <u>new</u> members to the household they <u>must not</u> be interviewed.</li> <li>• Instruct respondents to dispose of NCSS forms they may have, once you have completed the Forms over the phone. Once the phone interview is complete, they must not mail forms in.</li> </ul>
<b>Compulsion and Confidentiality</b>	<p><b>As the sexual assault question is overtly voluntary</b>, you will need to seek the respondent's willing cooperation to complete the Form C over the telephone.</p> <p>As respondents have previously agreed to participate, the Forms A and B are to be considered compulsory. Questions regarding confidentiality and whether the survey is compulsory should be answered as for MPS.</p>
<b>Respondents who do not wish to supply information over the phone</b>	<p>Some respondents may decline to be interviewed but will offer to complete the form and send it back. If a respondent has misplaced the form, arrangements can be made for a form to be dispatched to them.</p> <p>Where forms are to be dispatched, tick "Office to send more forms" (Code 10) and complete the comments section on the Record of Response (e.g. dispatch Form A to person 03, dispatch Form B to person 01). <i>As soon as possible, call the office on 1800 174 830 to advise the NCSS staff where Forms need to be dispatched, and note this in the comments section of the Record of Response</i></p>
<b>Reason for Non-Return of Forms</b>	<p>Once all possible non-responding members of the household have been interviewed, at the end of the last interview, ask why the household had not yet returned their forms. <b>Do not read the responses to the respondent</b>, wait for them to name their own reason, and then code it as best you can, under "Reason for Non-Return of Forms.</p>

## Completing the Record of Response

At the conclusion of each call, enter the date and time the call was finished under "Record of Telephone Calls". Also write the person number of each person successfully interviewed. Enter "NC" and the person number for those persons not contacted.

**After each completed interview, transcribe full indicative details onto all of the Crime and Safety Form(s) completed over the phone (ignore check digit).** In order to match person numbers with those from the MPS, it is crucial you record the correct person indicative for **ALL** persons interviewed.

For cases of non-contacts and refusals, as well as for those cases where all of the household has been excluded (Reminder response codes 09 - 11 on the Record of Response), there is no need to transcribe any information onto the Crime and Safety Forms

## Summary/checklist of procedures

### Before each Call:

- Make sure that you do not call any households from Rotation Group 7 until Monday the 1st August, at the earliest.
- Make sure you have enough NCSS forms and the correct Forms for each non-responding household member.

### During the Call:

- Phone the household. Check the following on the Record of Response -
  - (a) that the household you have contacted was at the address shown in April; and
  - (b) that the household members shown on the Record of Response are available for the interview, where relevant.
- The questions refer to the 12 month period ending in April 2005. In each interview, you change each instance of the wording "In the last 12 months..." to "In the 12 months to April this year...".
- If for any reason you cannot complete the Form A for the household member indicated on the Record of Response, try to complete a Form A for another non-responding household member (if any).
- If a respondent is unavailable for an interview, arrange a suitable time to call-back or obtain another contact number (E.g. a mobile number).
- If a respondent requires forms to be posted to them, tick Code 10 "Office to send more forms" and record the details in the comments box . As soon as possible, ring the details through to the NCSS freecall number **1800 174 830**.
- If the respondent is 18 years or over and you ask question A81/B55 and they respond "No, because I haven't been a victim of sexual assault", confirm that they haven't been a victim of sexual assault **in the reference period (i.e. May 2004 to April 2005)**. For example, you would respond "So you have not been a victim of sexual assault **between May 2004 to April 2005**". If it is confirmed, mark a "yes" at question A81/B55 and "No" at A82/B56.

### After the call:

- When an interview is complete, ensure that *the complete indicative* is filled in on each NCSS Form.
- Ensure that the Record of Response is fully completed for **all** households. You must indicate the "Final Reminder Response Code" for each household (e.g. Fully Responding, Part Refusal etc.) and the "Reason for Non-Return of Forms" (e.g. Sick of

## 10 SOME COMMON QUESTIONS AND PROBLEMS

<b>"Is the survey compulsory?"</b>	If any one asks whether the survey is compulsory, tell them that we seek to gain their willing cooperation. Also say that the survey aims to obtain valuable information on the occurrence of crime in the community that is not reported to the police. This information will assist greatly in planning future crime-prevention strategies. Use your own judgement as to how far to go in gaining their cooperation. If questioned further about the survey being compulsory, follow standard MPS guidelines.
<b>Refusals</b>	<p><b>If the respondent refuses, thank them for their time and close the interview for that person.</b> If there are other members of the household who have not yet returned their forms, you are to ask to speak to the next respondent.</p> <p>If the refusal is only to the telephone follow-up, ask them to still mail the Forms back.</p> <p>Complete refusal details for both full-household and part-household refusals in the "Comments" section of the Record of Response.</p>
<b>Bona fide of interviewers</b>	<p>If a respondent challenges your identity or is concerned about whether you are an ABS interviewer, you should try to convince them as best you are able, e.g. by referring to the MPS.</p> <p>If they are still concerned, invite them to contact the ABS during business hours on Freecall <b>1800 174 830</b> (as listed on the covering letter and the front page of the forms). Tell the respondent your name and that you will call them again the next working day after they have verified your authority. You <b>must</b> then contact the NCSS on <b>1800 174 830</b>. Regardless of whether the respondent calls the NCSS to check or not, call them the next working day.</p>

<b>Proxy interviews</b>	<p>If a person in on scope and coverage is disabled, ill, has English language problems or for some other reason is unable to come to the telephone, you may conduct their interview by proxy.</p> <p>If a person who is listed on the Record of Response is now overseas or otherwise difficult to contact, another respondent may answer for them, <i>but only where the substitute respondent is comfortable and confident that they have sufficient knowledge about the other person to answer the questions accurately.</i></p> <p>There may be cases where a person can come to the telephone but for some reason is unable to respond directly to the questions. This situation is to be treated as a personal interview using a translator (e.g. another member of their family that is able to speak on their behalf). If this does occur please note it in the “Comments” section.</p> <p>Please make a note on the “Record of Response” if you complete a proxy interview for a household (E.g. Proxy interview completed for 01 by 03).</p>
<b>Unable to contact selected UR</b>	<p>If you have made contact with the household, but are unable to contact a selected UR, you should make a maximum of 5 attempts to contact that person.</p>
<b>Household Non-contact</b>	<p>If there is no answer at a household after 10 rings (approximately 30 seconds), hang-up. Record the time the call was made on the Record of Response and write "NC" in the "Person interviewed" column to indicate that no contact was made. You should make a maximum of <b>8 calls</b> made for any household not answering the phone. Answering machines are to be treated as "no contact". <b>DO NOT LEAVE A MESSAGE ON AN ANSWERING MACHINE</b>, but treat them as above.</p> <p>Try ringing a few times if you believe that the reason for not getting through to a household is a temporary exchange fault or other such problems. Count such calls as <b>only the one</b> "non-contact".</p> <p>You may also find that you have contacted the correct household but there is no-one in on scope and coverage available (e.g. the phone is answered by a baby-sitter). Ask if there is a suitable time to call the correct respondent and write "NC" on the Record of Response.</p>

**Wrong number provided, or telephone disconnected**

If a number is disconnected, first try the number again to confirm that you have dialed the correct number. If the result is the same, call the office on 1800 174 830. It is easier if you wait until you have found several such numbers before calling, so the office can check them all at once. Where the office is unable to give you a corrected phone number, or where the corrected phone number is also disconnected, that household is to be excluded and the "Phone Problems" box ticked on the Record of Response.

If any other problems arise (e.g. contacting a different household to the one on the Record of Response form) when trying to contact a household, it may be that an incorrect phone number was provided in the MPS. In this case call the office to confirm the number and receive further instructions.

**Households that have already returned their forms**

If the respondent tells you that they have already returned their forms, explain to them that our records show we have not received their forms and that this could have happened for a number of reasons (e.g. lost in the post). Apologise for this and ask them if they would mind completing the forms over the phone.

If they are not cooperative, find out when they sent their forms back and note the date on the Record of Response. It is important that you conduct interviews with as many respondents as possible, it is better for us to receive a duplicate form than none at all.

**The address listed is incorrect for the phone number listed**

The first question you need to ask a respondent is to confirm their April address. If they say it is incorrect, check that none of the other members of their household lived at that address in April. If the address is still not correct, call the office for confirmation of the address and phone number and further instructions.

## **11 RETURNING YOUR WORKLOAD**

Once you have completed enough forms to fill a mail bag, **you should send the first bag back to the office, so we can start processing as soon as possible.** When returning your workload please separate the form types and bundle your workload in the following way:

- Bundle completed Form As together
- Bundle completed Form Bs together
- Bundle all the unused Forms together
- Bundle Records of Response - Fully Responding together
- Bundle Records of Response - Non-responding together

## **APPENDIX A: EXAMPLE OF NCSS RECORD OF RESPONSE**

See following page.

Note that in the 'Sex' column, code 1 means male and code 2 means female.



## **APPENDIX B: INTRODUCING THE SURVEY**

The following is a basic introduction which you could use for the first person interviewed. A similar but shorter introduction may be required for each subsequent person (if any).

*"Good morning/afternoon/evening. My name is .... and I'm calling from the Australian Bureau of Statistics. In April, an interviewer from the ABS telephoned your household and interviewed (you/a member of the household) with respect to the ABS labour force survey. During the interview (you/a member of the household) agreed to participate in a survey on Crime and Safety. (You were/A member of the household was) told that a package of forms would be sent in the mail for you, and other members of your household to complete. Our records show that these forms have not been returned for some members of this household and I'd like to obtain the details over the telephone. Firstly, is this address ..... [address shown on the Record of Response]?"*

## APPENDIX C: DEFINITIONS

These definitions are provided to give you a better understanding of the types of offences covered by this survey. **Do not discuss these with the respondent** or use them to decide whether or not an offence reported by a respondent should be included or not. Whatever the respondent considers as appropriate when answering a question should be recorded by you on the form. If respondents have any questions regarding the survey or wish to discuss the content of the survey, ask them to contact the ABS during business hours (on toll free **1800 174 830**, as listed on the covering letter and the front page of the forms).

### Neighbourhood

An area surrounding the respondent's residence. The exact size and bounds of this area are to be defined by the respondent according to what they think is "their neighbourhood".

As referred to in questions 1, 2 and 3 on Form A and B.

### Break and enter, attempted break and enter

A break and enter offence is recorded when the respondent indicates that their home had been broken into in the last 12 months. The respondent's home is defined to include their garage or shed. Break and enter offenses relating to their car are to be excluded.

Where a respondent indicates that, apart from any incident already reported as a break and enter, there were signs of an attempt to break into their home and the attempt was unsuccessful, an attempted break and enter is to be recorded.

### Motor vehicle theft

Motor vehicle theft refers to the theft or illegal use of any type of motor vehicle including utilities, station wagons, trucks, motor bikes, etc. Mini-bikes (if registered) are to be included. Motor vehicle theft does not include theft from the motor vehicle. For example, if a car window is smashed and a mobile phone is taken, but the vehicle is not stolen, this is not motor vehicle theft.

### Robbery

A robbery is recorded when a respondent indicates that someone had actually stolen or attempted to steal something from them by threatening or attacking them. For the offence to be included as a robbery there needs to be a direct (face to face) encounter between victim and offender(s) where the victim was threatened and/or attacked. This offence does **not** include any items stolen from the respondent where the respondent was not aware of the theft at the time (e.g. something stolen from their belongings while they were swimming, or pickpocketing).

**Assault**

Assault refers to any incident in the last 12 months, other than a robbery, when the respondent was threatened with force or attacked. As for robbery, for the offence to be included as an assault there needs to be a direct (face to face) encounter between the victim and the offender(s).

This offence does **not** include instances where there was no actual “face to face” confrontation (e.g. someone threatens a person over the telephone) or where a person is not in fear of being hurt (e.g. someone yells abuse at a person but there is no intention to actually assault, as when someone drives past and only yells out the car window).

**Sexual assault**

Sexual assault refers to rape, attempted rape, indecent assault, and assault with intent to sexually assault. Sexual harassment, such as lewd jokes, unsolicited letters, obscene telephone calls, leers and whistling, should not be included.

**Became known to the police**

Includes where the victim actually reported an incident to the police as well as the police becoming aware of the incident from some other source.

**Weapon**

A weapon is any instrument used for threatening or attacking a person (e.g. a knife, gun, broken bottle, or missiles such as rocks or stones). It excludes use of fists, feet, teeth, etc.

JULY-AUGUST 2005

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**NATIONAL CRIME AND SAFETY SURVEY 2005****INTERVIEWER INSTRUCTIONS**

TELEPHONE FOLLOW-UP PHASE