

Study ID	_____	Resp. No.	_____
Interviewer No.	_____	Interview Length	_____
No. Of Queries	_____	Reference No.	_____

Hello, my name is ..... and I'm calling from ..... on behalf of the Australasian Centre for Policing Research. We are conducting a brief survey of community safety and the services provided by the (INSERT STATE/TERRITORY) police force and would like to include your opinions. The survey is very short, only 10 minutes, and your feedback can assist the police in providing services to your community.

Qa	<b>ASK ALL IF POSTCODE UNKNOWN, ASK LOCALITY/SUBURB AND USE POSTCODE BOOK To ensure that we are speaking to a good cross section of people, may I start by asking you for your post code?</b>	Code	Route
		1	
Specify post code .....			

Qb	<b>SYSTEM TO CHECK POST CODE FOR REQUIRED QLD / VIC REGIONS &amp; CHECK QUOTAS</b>		
----	--	--	--

Q1	<b>INTERVIEWER AUTOMATICALLY RECORD GENDER</b>	Code	Route
		1	
		2	
	Male.....		
	Female .....		

Q2		Code	Route
	If code 97, terminate. S2 And to which of the following broad age groups you belong?[SA]		
	15-17 years .....	01	
	18-19 years .....	02	
	20-24 years .....	03	
	25-29 years .....	04	
	30-34 years .....	05	
	35-39 years .....	06	
	40-44 years .....	07	
	45-49 years .....	08	
	50-54 years .....	09	
	55-59 years .....	10	
	60-64 years .....	11	
	65-69 years .....	12	
	70+ years.....	13	
	Refused <b>TERMINATE</b> .....	97	

Q3		Code	Route
	IF CODE 1: TERMINATE BUT KEEP DATA FOR WEIGHTING PURPOSES IF CODE 2: CONTINUE S3 Do you or any member of your household currently work for the police?[SA]		
	Yes .....	1	
	No .....	2	

SYSTEM TO RECORD LOCATION AND WEEK NUMBER FROM SAMPLE AND CHECK QUOTAS

I will ask you to rate your satisfaction on the following scale from 1 to 5:  
5 Very satisfied  
4 Satisfied  
3 Neither satisfied nor dissatisfied  
2 Dissatisfied  
1 Very dissatisfied

Q4	Read scale from code 5 to 1 (positive to negative). Q1 On this scale, how satisfied are you in general with the services provided by the police?[SA]	Code	Route
	Very dissatisfied .....	1	
	Dissatisfied.....	2	
	Neither satisfied nor dissatisfied .....	3	
	Satisfied.....	4	
	Very satisfied .....	5	
	Don't know <b>DON'T READ OUT</b> .....	9	

Q5	Read scale from code 5 to 1 (positive to negative). <b>READ OUT AND ROTATE.</b> Q2 Using the same scale, how satisfied are you with the job the Police are doing in...?[SA]						
		Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very Satisfied	Don't know <b>DON'T READ OUT</b>
	a) dealing with public order problems such as vandalism, gangs or drunken & disorderly behaviour.....	1	2	3	4	5	9
	b) supporting community programs such as Neighbourhood Watch, Crime Stoppers or Blue Light Discos?.....	1	2	3	4	5	9

The next series of questions use a slightly different scale relating to *safety*. The scale is:

5 Very Safe  
4 Safe  
3 Neither safe nor unsafe  
2 Unsafe  
1 Very Unsafe

Q6	Read scale from code 5 to 1 (positive to negative). <b>READ OUT</b> Q3 Using this scale, how safe do you feel in each of the following situations?[SA]						
		Very Unsafe	Unsafe	Neither safe nor unsafe	Safe	Very Safe	Not applicable
	(R1) a) at home by yourself during the day.....	1	2	3	4	5	9
	(R2) b) at home by yourself after dark .....	1	2	3	4	5	9

Q7	Read scale from code 5 to 1 (positive to negative). <b>READ OUT</b> Q4 And how safe do you feel in the following situations when you are by yourself but there may be other people around...? [SA]						
		Very Unsafe	Unsafe	Neither safe nor unsafe	Safe	Very Safe	Not applicable
	a) Walking or jogging in your (R1) neighbourhood during the day?.....	1	2	3	4	5	9
	b) Walking or jogging in your (R2) neighbourhood after dark?.....	1	2	3	4	5	9
	c) Travelling on public transport during (R3) the day? .....	1	2	3	4	5	9
	d) Travelling on public transport during (R4) after dark? .....	1	2	3	4	5	9

Q8	Read scale from code 1 to 3. <b>ASK Q5 THEN Q6 FOR EACH STATEMENT BEFORE MOVING TO NEXT STATEMENT ROTATE START POINT.</b> Q5 Using a 3 point scale, where 3 is a major problem, 2 is somewhat of a problem and 1 is not a problem, to what extent do you think each of the following is a problem in (INSERT STATE/TERRITORY)?  Q6 ....and to what extent is it a problem in your own neighbourhood? [SA]				
		Not a problem	Somewhat of a problem	Major problem	Don't know <b>DON'T READ OUT</b>
	(R1) a) Family violence .....	1	2	3	9
	(R2) b) Sexual assault.....	1	2	3	9
	(R3) c) Physical assault - in a public place.....	1	2	3	9
	(R4) d) Illegal drugs .....	1	2	3	9
	(R5) e) Housebreaking .....	1	2	3	9
	(R6) f) Motor vehicle theft.....	1	2	3	9
	(R7) g) Speeding cars, dangerous or noisy driving.....	1	2	3	9
	(R8) h) Graffiti or other vandalism .....	1	2	3	9
	(R9) i) Louts or gangs.....	1	2	3	9
	(R10) j) Drunken or disorderly behaviour.....	1	2	3	9

<p>Q9 Read scale from code 1 to 3.  <b>READ OUT AND ROTATE.</b>  Q7  And in your everyday life how concerned are you about becoming the victim of...?[SA]</p>				
	Not concerned	Somewhat concerned	Very concerned	Don't know/ never considered <b>DON'T READ OUT</b>
(R1) a) Physical assault in a public place.....	1	2	3	9
(R2) b) Sexual assault.....	1	2	3	9
(R3) c) Housebreaking.....	1	2	3	9
(R4) d) Motor vehicle theft.....	1	2	3	9
(R5) e) Fraud or credit card theft.....	1	2	3	9
(R6) f) Internet-based crime.....	1	2	3	9

<p>Q10 Read scale from code 5 to 1 (positive to negative).  <b>READ OUT.</b>  Q8  To what extent do you agree or disagree with the following statements about the police in (INSERT STATE/TERRITORY)?[SA]</p>						
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know <b>DON'T READ OUT</b>
I think the police perform their job						
(R1) professionally.....	1	2	3	4	5	9
(R2) Police treat people fairly and equally.....	1	2	3	4	5	9
(R3) Most police are honest.....	1	2	3	4	5	9
(R4) I do have confidence in the police.....	1	2	3	4	5	9

<p>Q11 If code 2, skip to Q12  Q9  Have you driven a motor vehicle in the last 6 months?[SA]</p>		Code	Route
Yes.....		1	
No.....		2	

**Q12 ASK IF YES AT Q9, OTHERS SKIP TO Q12**  
**READ OUT AND ROTATE.**  
**Q10**  
 In the last six months, how often have you...?[SA]

	Never	Rarely	Some-times	Most of the time	Always	Refused <b>DON'T READ OUT</b>	Don't know <b>DON'T READ OUT</b>
a) driven over the speed limit by 10 (R1) kilometres per hour or more? .....	1	2	3	4	5	7	9
b) driven when you felt that you might have been over the 0.05 (R2) alcohol limit? .....	1	2	3	4	5	7	9
c) driven without wearing a seat (R3) belt? .....	1	2	3	4	5	7	9
d) driven when you might have been (R4) over tired?.....	1	2	3	4	5	7	9
e) driven when you might have been (R5) impaired by medication or other drugs? .....	1	2	3	4	5	7	9
f) driven using a mobile phone without a (R6) hands free kit? .....	1	2	3	4	5	7	9

--	--	--

**Q14 ASK ALL I**  
 Record number of times up to 998. Record 999 for Don't know. If response is 0 (no contact), skip to Q22.  
**Q12**  
 In the last 12 months, how many times have you had contact with the Police? Please include contact such as in a Police station, random breath testing station, over the phone or at a community meeting but do not include any social contact.

997 NO CONTACT (SKIP TO Q22)  
 999 DON'T KNOW

\_\_\_\_\_

\_\_\_\_\_

Q17	<b>DO NOT READ OUT, SINGLE RESPONSE.</b> Q16	Code	Route
	What was the reason for your most recent contact with Police?		
	Was a victim of crime	15	
	To report a crime .....	01	
	To report a traffic accident .....	02	
	To report suspicious people/ circumstances .....	03	
	To give other information to police .....	04	
	To get assistance .....	05	
	To attend Neighbourhood watch meeting etc .....	06	
	Lost/found.....	07	
	Random breath test .....	08	
	Investigate a traffic accident .....	09	
	Recorded a traffic violation .....	10	
	Investigated a noise/ disturbance .....	11	
	Arrested you.....	12	
	Police asked for/ requested information .....	13	
	Informal contact/ local issue .....	14	
	Received a caution/warning but no infringement notice issued.....	15	
	Refused .....	97	
	Other (specify) .....	98	

Q19	Read scale from code 5 to 1 (positive to negative). <b>READ OUT.</b> Q18	Code	Route
	How satisfied were you with the service you received during your most recent contact with the Police?[SA]		
	Very dissatisfied .....	1	
	Dissatisfied.....	2	
	Neither .....	3	
	Satisfied.....	4	
	Very satisfied .....	5	
	Don't know <b>DO NOT READ OUT</b> .....	9	

IF Q18=4/5, GO TO Q19b IF Q18=1/2, GO TO Q20b IF Q18=3/9, GO TO Q22
---

Q20	SHOW ALL CODES. DO NOT READ OUT. Q19b What was the main reason you were satisfied? [SA]	T-O-M	Others
	Was prompt.....	01	01
	Approachable/ friendly.....	02	02
	Helpful.....	03	03
	Courteous.....	04	04
	Professional/ fair.....	05	05
	Handled the matter well.....	06	06
	Took appropriate action/ did their job.....	07	07
	Was efficient .....	08	08
	Recovered the property.....	09	09
	Kept informed/ followed up .....	10	10
	Used clear/ simple language .....	11	11
	No formal infringement notice issued/issue resolved informally.....	12	12
	Other (specify) .....	98	98
	Don't know/ can't decide <b>DON'T READ OUT</b> .....	99	99

Q21	SHOW ALL CODES. DO NOT READ OUT. Q20b What was the main reason you were dissatisfied? [SA]	Code	Route
	Kept waiting/ slow to arrive .....	01	
	Unfriendly/ impolite .....	02	
	Unhelpful .....	03	
	Unprofessional/ unfair .....	04	
	Didn't do enough/ took no action .....	05	
	Didn't keep informed/ no follow up.....	06	
	False accusation/ wrongful arrest.....	07	
	Used unnecessary force .....	08	
	Didn't use clear/ simple language.....	09	
	Police not interested .....	10	
	Other (specify) .....	98	
	Don't know.....	99	

Q22	ONE TAILORED QUESTION PER JURISDICTION TO BE ADDED HERE PROGRESSIVELY. IF THE RELEVANT STATE NOT YET ADDED, SKIP TO D2.	Code	Route
	(Victoria Question – added 12 July 2004) ASK VICTORIAN RESIDENTS ONLY Q22. What effect, if any, have recent allegations of corruption involving some Victorian Police had on your confidence in your local police? [SA] READ OUT INCLUDING CODE 9, ROTATE CODES 1-5		
	A very positive effect.....	5	
	Some positive effect.....	4	
	No effect at all .....	3	
	Some negative effect .....	2	
	A very negative effect .....	1	
	Don't know / didn't know about allegations of corruption.....	9	
	(WA Question – effective from 21 October 2004) ASK WA RESIDENTS ONLY Q22. <b>Which of the following do you think most affects your personal views on the level of crime in this State?</b> [SA] READ OUT INCLUDING CODE 8 , ROTATE CODES 1-7		
	Television.....	1	
	Radio.....	2	
	Local newspapers .....	3	
	State & national newspapers .....	4	
	Family and friends.....	5	
	Work colleagues .....	6	
	Personal experience/s .....	7	
	Other (specify) _____.....	8	

Finally, just a few questions about yourself which will be used for statistical purposes only, to enable use to be sure that we are speaking to a good cross section of the community. Your answers will, of course, be treated in strictest confidence.

Q23	<b>TYPE IN RESPONSE, THEN CODE FROM LIST.</b> D2 What is your occupation?[SA]	Code	Route
	Lower blue collar (cleaner, fruit picker, window washer).....	01	
	Lower blue collar (removalist, truck driver, roadworker).....	02	
	Upper blue collar (carpenter, butcher, cook).....	03	
	Upper blue collar (policeman, nurse, technical officer, foreman).....	04	
	Lower white collar (sales, business owner, clerical) .....	05	
	Upper white collar (engineer, chemist, senior manager).....	06	
	Upper white collar (solicitor, company director, doctor) .....	07	
	Student, Home Duties, Unpaid Work .....	08	
	Retired, Pensioner, Unemployed.....	09	
	Refused .....	10	
	Other .....	11	
	Don't know.....	12	

Q24	D3 Do you speak a language other than English in your home?[SA]	Code	Route
	Yes (specify) .....	1	
	No .....	2	

Q25	D4 Are you of Aboriginal or Torres Strait Islander origin?[SA]	Code	Route
	Yes .....	1	
	No .....	2	
	Refused .....	7	

As this is market research, it is carried out in compliance with the Privacy Act and the information you provided will be used only for research purposes.  
 In case my Supervisor needs to check my work, may I please have your first or last name and confirm your phone number.  
 Once this project is completed your contact details will be removed from your responses after approximately 3 months. Under the Privacy Act you have the right to request access to the information you have provided.  
 If you have any queries, you can call the Market Research Society's free Survey Line on 1300 364 830 or ACNielsen's Privacy Line on 1800 021 717.

RESPONDENT'S NAME:  
 RESPONDENT'S PHONE: