
10 APPENDIX: Survey Questionnaire

Interviewer code	
------------------	--

Interview number	
------------------	--

Block	
-------	--

Flat Number	
-------------	--

Who else lives in this household?

- My partner 1
- My children 2
- My mother/father 3
- My brother/sister..... 4
- Other relatives..... 5
- Other friends 6
- Flatmate 7
- No-one 8



Respondent

1 Name (Optional)

.....

2 Age

.....

3 Gender

- Male 1
- Female 2

4 What is your country of birth?

- Australia 1
- Viet Nam 2
- China..... 3
- England..... 4
- Scotland..... 5
- Greece..... 6

Other (please specify)

.....

5 If not born in Australia what is your citizenship status?

- Australian citizen 1
- Permanent resident 2
- Other 3

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

- No, English only 1
- Yes, Cantonese 2
- Yes, Mandarin 3
- Yes, Arabic 4
- Yes, Vietnamese 5
- Yes, Turkish 6
- Yes, Macedonian 7

Yes, other- please specify

.....

.....

7 Do you consider you speak English very well, well or not well?

- Very well 1
- Well 2
- Not well 3
- Not at all 4

8 Are you currently studying?

- Yes, fulltime..... 1
- Yes, part-time..... 2
- No (go to Q10)..... 3

9 At what level are you studying?

- Postgraduate degree level 1
- Graduate diploma/certificate..... 2
- Bachelor degree 3
- Advanced diploma and diploma 4
- Certificate level..... 5
- Secondary education 6
- Primary education 7
- Pre-primary education..... 8

Other

.....

10 What is the highest level of education you completed?

- Postgraduate degree level 1
- Graduate diploma/certificate..... 2
- Bachelor degree 3
- Advanced diploma and diploma 4
- Certificate level..... 5
- Senior secondary 6
- Junior secondary 7
- Primary education 8
- Pre-primary education..... 9

Other

.....

If respondent answered 6, 7 8 or 9 ask them what age they finished their schooling

.....

11 What is your current employment situation?

- Work full-time 1
- Work part-time..... 2
- Not working 3

12 How many hours approximately do you spend on a computer a week?

.....

Person 1

1 Name (Optional)

.....

2 What is person 1's relationship to you?

- Partner..... 1
- My child..... 2
- Parent..... 3
- Other relative (specify below) 4
- Friend..... 5
- Flatmate 6

Other
.....

3 What is their age?

.....

4 Are they male or female?

- Male..... 1
- Female 2

5 What is their country of birth?

- Australia 1
- Viet Nam 2
- China..... 3
- England..... 4
- Scotland 5
- Greece..... 6

Other (please specify
.....

6 If not born in Australia what is their citizenship status?

- Australian citizen..... 1
- Permanent resident 2
- Other 3

7 Do they speak a language other than English at home?

- No, English only 1
- Yes, Cantonese 2
- Yes, Mandarin 3
- Yes, Arabic 4
- Yes, Vietnamese 5
- Yes, Turkish 6
- Yes, Macedonian 7

Yes, other- please specify
.....

8 Do you consider they speak English very well, well or not well?

- Very well 1
- Well..... 2
- Not well 3
- Not at all 4

9 Are they currently studying?

- Yes, fulltime..... 1
- Yes, part-time..... 2
- No (go to Q11)..... 3

10 At what level are they studying?

- Postgraduate degree level 1
- Graduate diploma/certificate..... 2
- Bachelor degree 3
- Advanced diploma and diploma 4
- Certificate level..... 5
- Secondary education 6
- Primary education 7
- Pre-primary education..... 8

- Other
.....

11 What is the highest level of education they completed?

- Postgraduate degree level 1
- Graduate diploma/certificate..... 2
- Bachelor degree 3
- Advanced diploma and diploma 4
- Certificate level..... 5
- Senior secondary..... 6
- Junior secondary 7
- Primary education 8
- Pre-primary education..... 9

- Other
.....

If respondent answered 6, 7 8 or 9 ask them what age they finished their schooling

.....

12 What is their current employment situation?

- Work full-time 1
- Work part-time..... 2
- Not working 3

13 How many hours approximately do they spend on a computer a week?

.....

Person 2

1 Name (Optional)

.....

2 What is person 2's relationship to you?

- Partner..... 1
- My child..... 2
- Parent..... 3
- Other relative (specify below) 4
- Friend..... 5
- Flatmate 6

Other

.....

3 What is their age?

.....

4 Are they male or female?

- Male..... 1
- Female 2

5 What is their country of birth?

- Australia 1
- Viet Nam 2
- China..... 3
- England..... 4
- Scotland 5
- Greece..... 6

Other (please specify)

.....

6 If not born in Australia what is their citizenship status?

- Australian citizen..... 1
- Permanent resident 2
- Other 3

7 Do they speak a language other than English at home?

- No, English only 1
- Yes, Cantonese 2
- Yes, Mandarin 3
- Yes, Arabic 4
- Yes, Vietnamese 5
- Yes, Turkish 6
- Yes, Macedonian 7

Yes, other- please specify

.....

8 Do you consider they speak English very well, well or not well?

- Very well 1
- Well..... 2
- Not well 3
- Not at all 4

9 Are they currently studying?

- Yes, fulltime..... 1
- Yes, part-time..... 2
- No (go to Q11)..... 3

10 At what level are they studying?

- Postgraduate degree level 1
- Graduate diploma/certificate..... 2
- Bachelor degree 3
- Advanced diploma and diploma 4
- Certificate level..... 5
- Secondary education 6
- Primary education 7
- Pre-primary education..... 8

Other

.....

11 What is the highest level of education they completed?

- Postgraduate degree level 1
- Graduate diploma/certificate..... 2
- Bachelor degree 3
- Advanced diploma and diploma 4
- Certificate level..... 5
- Senior secondary..... 6
- Junior secondary 7
- Primary education 8
- Pre-primary education..... 9

Other

.....

If respondent answered 6, 7 8 or 9 ask them what age they finished their schooling

.....

12 What is their current employment situation?

- Work full-time 1
- Work part-time..... 2
- Not working 3

13 How many hours approximately do they spend on a computer a week?

.....

Person 3

1 Name (Optional)

.....

2 What is person 3's relationship to you?

- Partner..... 1
- My child..... 2
- Parent..... 3
- Other relative (specify below) 4
- Friend..... 5
- Flatmate 6

Other

.....

3 What is their age?

.....

4 Are they male or female?

- Male..... 1
- Female 2

5 What is their country of birth?

- Australia 1
- Viet Nam 2
- China..... 3
- England..... 4
- Scotland 5
- Greece..... 6

Other (please specify)

.....

6 If not born in Australia what is their citizenship status?

- Australian citizen..... 1
- Permanent resident 2
- Other 3

7 Do they speak a language other than English at home?

- No, English only 1
- Yes, Cantonese 2
- Yes, Mandarin 3
- Yes, Arabic 4
- Yes, Vietnamese 5
- Yes, Turkish 6
- Yes, Macedonian 7

Yes, other- please specify

.....

8 Do you consider they speak English very well, well or not well?

- Very well 1
- Well..... 2
- Not well 3
- Not at all 4

9 Are they currently studying?

- Yes, fulltime..... 1
- Yes, part-time..... 2
- No (go to Q11)..... 3

10 At what level are they studying?

- Postgraduate degree level 1
- Graduate diploma/certificate..... 2
- Bachelor degree 3
- Advanced diploma and diploma 4
- Certificate level..... 5
- Secondary education 6
- Primary education 7
- Pre-primary education..... 8

Other

.....

11 What is the highest level of education they completed?

- Postgraduate degree level 1
- Graduate diploma/certificate..... 2
- Bachelor degree 3
- Advanced diploma and diploma 4
- Certificate level..... 5
- Senior secondary..... 6
- Junior secondary 7
- Primary education 8
- Pre-primary education..... 9

Other

.....

If respondent answered 6, 7 8 or 9 ask them what age they finished their schooling

.....

12 What is their current employment situation?

- Work full-time 1
- Work part-time..... 2
- Not working 3

13 How many hours approximately do they spend on a computer a week?

.....

Person 4

1 Name (Optional)

.....

2 What is person 4's relationship to you?

- Partner..... 1
- My child..... 2
- Parent..... 3
- Other relative (specify below) 4
- Friend..... 5
- Flatmate 6

Other

.....

3 What is their age?

.....

4 Are they male or female?

- Male..... 1
- Female 2

5 What is their country of birth?

- Australia 1
- Viet Nam 2
- China..... 3
- England..... 4
- Scotland 5
- Greece..... 6

Other (please specify)

.....

6 If not born in Australia what is their citizenship status?

- Australian citizen..... 1
- Permanent resident 2
- Other 3

7 Do they speak a language other than English at home?

- No, English only 1
- Yes, Cantonese 2
- Yes, Mandarin 3
- Yes, Arabic 4
- Yes, Vietnamese 5
- Yes, Turkish 6
- Yes, Macedonian 7

Yes, other- please specify

.....

8 Do you consider they speak English very well, well or not well?

- Very well 1
- Well..... 2
- Not well 3
- Not at all 4

9 Are they currently studying?

- Yes, fulltime..... 1
- Yes, part-time..... 2
- No (go to Q11)..... 3

10 At what level are they studying?

- Postgraduate degree level 1
- Graduate diploma/certificate..... 2
- Bachelor degree 3
- Advanced diploma and diploma 4
- Certificate level..... 5
- Secondary education 6
- Primary education 7
- Pre-primary education..... 8

Other

.....

11 What is the highest level of education they completed?

- Postgraduate degree level 1
- Graduate diploma/certificate..... 2
- Bachelor degree 3
- Advanced diploma and diploma 4
- Certificate level..... 5
- Senior secondary..... 6
- Junior secondary 7
- Primary education 8
- Pre-primary education..... 9

Other

.....

If respondent answered 6, 7 8 or 9 ask them what age they finished their schooling

.....

12 What is their current employment situation?

- Work full-time 1
- Work part-time..... 2
- Not working 3

13 How many hours approximately do they spend on a computer a week?

.....

- 1 How long have you been living in your current home?**
 Less than six months..... 1
 Six months to less than a year..... 2
 A year to less than three years 3
 Three years to less than five years 4
 Five years to less than ten years..... 5
 Ten years or more 6
- 2 Are you aware of the Reach for the Clouds project?**
 Yes..... 1
 No 2
- 3 Have you undertaken the Reach for the Clouds training?**
 Yes..... 1
 No (go to Q5)..... 2
- 4 How would you describe the training?**
 Very useful 1
 Useful 2
 Not very useful 3
 Not at all useful..... 4
 Don't know 5
- 5 Have you received a computer from the Reach for the Clouds project?**
 Yes..... 1
 No 2
- 6 Do you have a computer that is not part of the Reach for the Clouds project?**
 Yes..... 1
 No 2

If the household does not have a computer go to Question 11

- 7 Where have you set the computer(s) up?**
 Lounge room 1
 Kitchen 2
 My bedroom 3
 Children's bedroom 4
 Not currently in use/working 5
 Laptop..... 6
 Other (please specify).....

- 8 What were the key reasons for getting a computer?**
 It was free 1
 Work 2
 Find out what they can do..... 3
 Email..... 4
 Surf the net/world wide web 5
 Helping children with homework 6
 Helping children develop computer skills..... 7
 Entertainment..... 8
 Education/Homework/university work 9
 Playing games 10
 Other

- 9 What is your computer mainly used for?**
 Work 1
 Email..... 2
 Surf the net/world wide web 3
 Helping children with homework 4
 Helping children develop computer skills..... 5
 Entertainment..... 6
 Education/Homework/university work 7
 Playing games 8
 Other (please specify)

- 10 Is there anything which puts you off using the computer?**
 Price of equipment/internet access..... 1
 Poor skills 2
 Lack of keyboard skills 3
 Lack of interest/boring 4
 Quality of software 5
 Share computer with someone else 6
 Children/partner always on it..... 7
 Computer not working 8
 Its too complicated/don't know how..... 9
 Have a disability or need special equipment..... 10
 Language difficulties 11
 Lack of time 12
 Other (please specify)

- 11 Do you or anyone else in the household access the internet outside the home?**
 Yes 1
 No 2
 No I don't but I don't know about others..... 3

12 If yes whereabouts?

- Work 1
- School 2
- Library 3
- Internet café 4
- Friend/family/neighbor’s house 5
- In the downstairs computer room on the estate 6

13 About how often do members of your household use the internet?

- Daily 1
- At least once a week 2
- At least once a month 3
- Less than once a month 4
- Never 5
- Other 7

14 Which of the following do you have in your household?

- Television (if yes how many)..... 1
- Video Cassette Recorder.....2
- Pay TV3
- Telephone4
- Mobile phone5
- Computer game console.....6
- DVD.....7
- Radio.....8

15 I want to ask you some questions about your close family and friends, where they live and how you keep in contact with them.

	Same household	AG	Other Melbourne	CV	Interstate	Overseas
Parent(s)						
Sibling(s)						
Child(ren)						
Other relatives						
Friends						

Thinking about your parents

	Daily	Once a week	Once a month	Every six months	Once a year	Less often
Face to face						
Telephone						
Letter						
Email						
Other						

Thinking about your siblings

	Daily	Once a week	Once a month	Every six months	Once a year	Less often
Face to face						
Telephone						
Letter						
Email						
Other						

Thinking about your children

	Daily	Once a week	Once a month	Every six months	Once a year	Less often
Face to face						
Telephone						
Letter						
Email						
Other						

Thinking about your other close relatives

	Daily	Once a week	Once a month	Every six months	Once a year	Less often
Face to face						
Telephone						
Letter						
Email						
Other						

Thinking about your other close friends

	Daily	Once a week	Once a month	Every six months	Once a year	Less often
Face to face						
Telephone						
Letter						
Email						
Other						

16 I'd now like to ask you about your how well you know your neighbours

	Know them well	Know them slightly	Don't know them	Vacant	If not why not
Immediate neighbour 1					
Immediate neighbour 2					

	Know them all	Know most	Know some	Know few	None
Same floor					
Rest of tower					
Other towers					
	Trust them all	Trust most	Trust some	Trust few	Trust none
Same floor					
Rest of tower					
Other towers					

17 We're interested in groups that you or anybody in this household might have been involved with in the last twelve months

17.1 Place of worship

	Donate money	Attend meeting/ engage in activity	Help to organise

17.2 Sporting, recreation or hobby

	Donate money	Attend meeting/ engage in activity	Help to organise

17.3 Political, environmental, human rights, community or welfare groups (including ethnic groups)

	Donate money	Attend meeting/ engage in activity	Help to organise

17.4 Arts, culture, or educational groups (including local school and childcare facilities)

	Donate money	Attend meeting/ engage in activity	Help to organise

17.5 Self help or support groups

	Donate money	Attend meeting/ engage in activity	Help to organise

17.6 Atherton Gardens Residents Association

	Donate money	Attend meeting/ engage in activity	Help to organise

17.7 Other groups (formal or informal)

	Donate money	Attend meeting/ engage in activity	Help to organise

18 Which of the following newspapers do you read regularly?

- The Age newspaper 1
- The Herald Sun newspaper 2
- The Australian newspaper 3
- Local paper 4
- Other paper (including non-English language) 5

19 Which of the following radio stations do you listen to regularly for news and current affairs?

- Commercial radio 1
- ABC radio 2
- SBS radio 3
- Community radio station (English language) 4
- Non-English language radio (commercial) 5
- Non-English language radio (community) 6

20 Which of the following television stations do you watch regularly for news and current affairs?

- Commercial television 1
- ABC television 2
- SBS television 3
- Pay television (eg CNN) 4
- Other 5

21 Overall how satisfied are you with your access to news and current affairs information?

21.1 Australia

- Very satisfied 1
- Satisfied 2
- Not satisfied 3
- Don't know 4

21.2 International

- Very satisfied 1
- Satisfied 2
- Not satisfied 3
- Don't know 4

21.3 Home country (where applicable)

- Very satisfied 1
- Satisfied 2
- Not satisfied 3
- Don't know 4

22 Please tell us whether you agree or disagree with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant to my situation
I am confident in my ability to deal with doctors and hospitals	1	2	3	4	5	6
I am confident in my ability to deal with banks	1	2	3	4	5	6
I am confident in my ability to deal with government agencies	1	2	3	4	5	6
At an estate meeting (with translators) I feel able to speak my mind	1	2	3	4	5	6
Generally I feel that I can trust other residents on the estate	1	2	3	4	5	6
My children have a good school attendance record	1	2	3	4	5	6
I enjoy learning new skills	1	2	3	4	5	6
On the whole my children enjoy school	1	2	3	4	5	6
My children have a wide variety of recreational activities	1	2	3	4	5	6
I (and/or my children) often spend time with other people (eg in the park, playing, with friends, visiting)	1	2	3	4	5	6
If I urgently needed some money I could borrow it from my bank or credit union or from a friend or relative	1	2	3	4	5	6

23 Thinking now about living on the Atherton Gardens Estate, please tell us whether you agree or disagree with the following statements.

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Not relevant to my situation
It is a good place to live.....	1	2	3	4	5	6
People are friendly and help each other.....	1	2	3	4	5	6
Good local facilities and services (shops, childcare, schools, health services, parks etc.).....	1	2	3	4	5	6
It's an active community, people do things and get involved in local issues and activities.....	1	2	3	4	5	6
It's a pleasant living environment, well planned, open spaces.....	1	2	3	4	5	6
There are good work opportunities available locally.....	1	2	3	4	5	6
There's a wide range of community and support groups to assist me or be involved in (sports clubs, neighbourhood houses etc.).....	1	2	3	4	5	6
There's a good mix of people of different backgrounds.....	1	2	3	4	5	6
The estate is well-run and fair.....	1	2	3	4	5	6
People feel safe and secure.....	1	2	3	4	5	6
There is enough information about the estate.....	1	2	3	4	5	6
I feel a part of the local community.....	1	2	3	4	5	6
Having a Jesuit Social Service's Community Development Officer on the estate has improved life.....	1	2	3	4	5	6
People have the opportunity to participate in the running of the estate.....	1	2	3	4	5	6

24 Which of the following local activities or facilities (if any) are you involved in?

Neighborhood house.....	1
Do most shopping locally.....	2
Children go to local schools.....	3
I take part in a local club or organisation (social, environment, sport, cultural etc.).....	4
Use local library facilities.....	5
Use local health services.....	6
Go to local cafes, pubs or restaurants.....	7
Go to local church, temple, mosque.....	8
Try to keep informed about local issues, read local paper etc.....	9
Work locally.....	10
Do voluntary or community work locally.....	11
Take an active interest or vote on local issues.....	12
Use local parks, ovals etc.....	13
Activities organised by JSS (Ros).....	14
Learning network.....	15
Other local services (please specify).....	

25 Do you suffer from any of the following medical conditions that have lasted or are likely to last for 6 months or more?

Shortness of breath or difficulty breathing.....	1
Chronic or recurring pain.....	2
A nervous or emotional condition.....	3
Intellectual disability.....	4
Long term effects as a result of a head injury, stroke or other brain damage.....	5
A long term condition that requires treatment or medication.....	6
Any other long term condition such as arthritis, asthma, heart disease.....	7
Physical or sensory disability.....	8
Mental health issue.....	9

(Please ask respondent to elaborate on condition)

.....

26 How long would you like to continue to live on Atherton Gardens estate?

- Less than three months..... 1
- Three months to less than six months2
- Six months to less than a year.....3
- A year to less than two years4
- Two years to less than five years5
- Five to less than ten years6
- More than ten years.....7

27 Have you undertaken or considered enrolling in any education or training in the last 12 months?

- Undertaken..... 1
 - Considered2
 - No3
- If yes please detail courses

.....

.....

.....

28 What is the main reason you did not study for an educational qualification in the last twelve months?

- No need for study..... 1
- Lack of information/no suitable courses available.....2
- No places available/not offered a place3
- No/little interest or motivation.....4
- Own ill-health, injury or disability.....5
- Caring for family members/child(ren) too young6
- Childcare problems/lack of suitable childcare7
- No time8
- Too expensive/financial reasons/no money9
- Location of establishment/transport difficulties..... 10
- Lack of literacy or numeracy skills/ lack of English proficiency 11
- Other (specify)

.....

Check respondents work force status and ask only if not currently employed.

29 Have you looked for work in the last four weeks?

- Yes..... 1
- No..... 2

30 What are the reasons you are not looking for work?

- Pregnancy/looking after children..... 1
- Own ill health or physical disability 2
- Child care costs..... 3
- Studying/returning to studies..... 4
- Do not need to work 5
- Looking after ill/disabled person 6
- Government payment/pension may be affected..... 7
- Difficulties with language or ethnic background..... 8
- Lack necessary schooling, training, skills or experience..... 9
- My qualifications aren't recognised in Australia..... 10
- No jobs in locality/line of work 11

- On a job-related training program..... 12
- Employers think too young or too old 13
- No jobs in suitable hours..... 14
- No jobs at all..... 15
- Other (please specify)

Remind the respondent that all answers are confidential and that they can choose not to answer.

- Finally could you please estimate the household's income?
- Less than \$10,000 pa (less than \$200 pw) 1
 - Less than \$15,000 pa (less than \$300 pw) 2
 - Less than \$20,000 pa (less than \$400 pw) 3
 - Less than \$25,000 pa (less than \$500 pw) 4
 - Less than \$30,000 pa (less than \$600 pw) 5
 - Less than \$40,000 pa (less than \$800 pw) 6
 - Less than \$50,000 pa (less than \$1000 pw) 7
 - More than \$50,000 pa (less than \$1000 pw) 8
 - Don't know 9
 - No answer 10