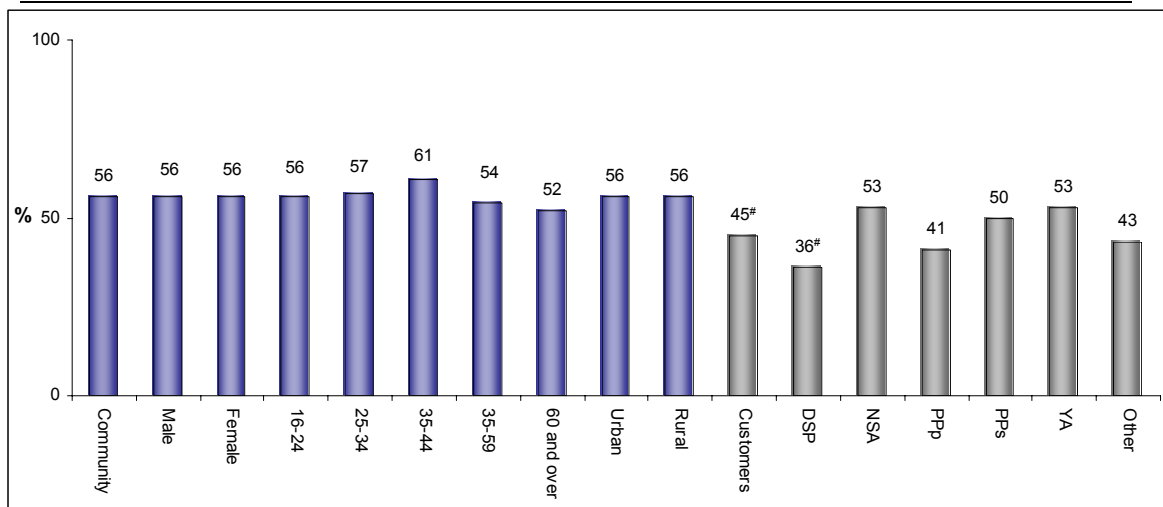


4.4 Attitudes towards participation requirements for people with no realistic chance of getting a job

The majority of the community (56%) and 45% of customers felt that even income support recipients with no realistic chance of finding a job should still have to undertake compulsory activities in order to remain on payments.

While there was little difference in the extent to which this view was held across the general community, among the customer sample Disability Support Pension customers were significantly less likely to hold this view than customers overall.

Figure 4.4a: Percentage agreement with the statement that “people with no realistic chance of finding a job should have to do compulsory activities in order to stay on payments”.

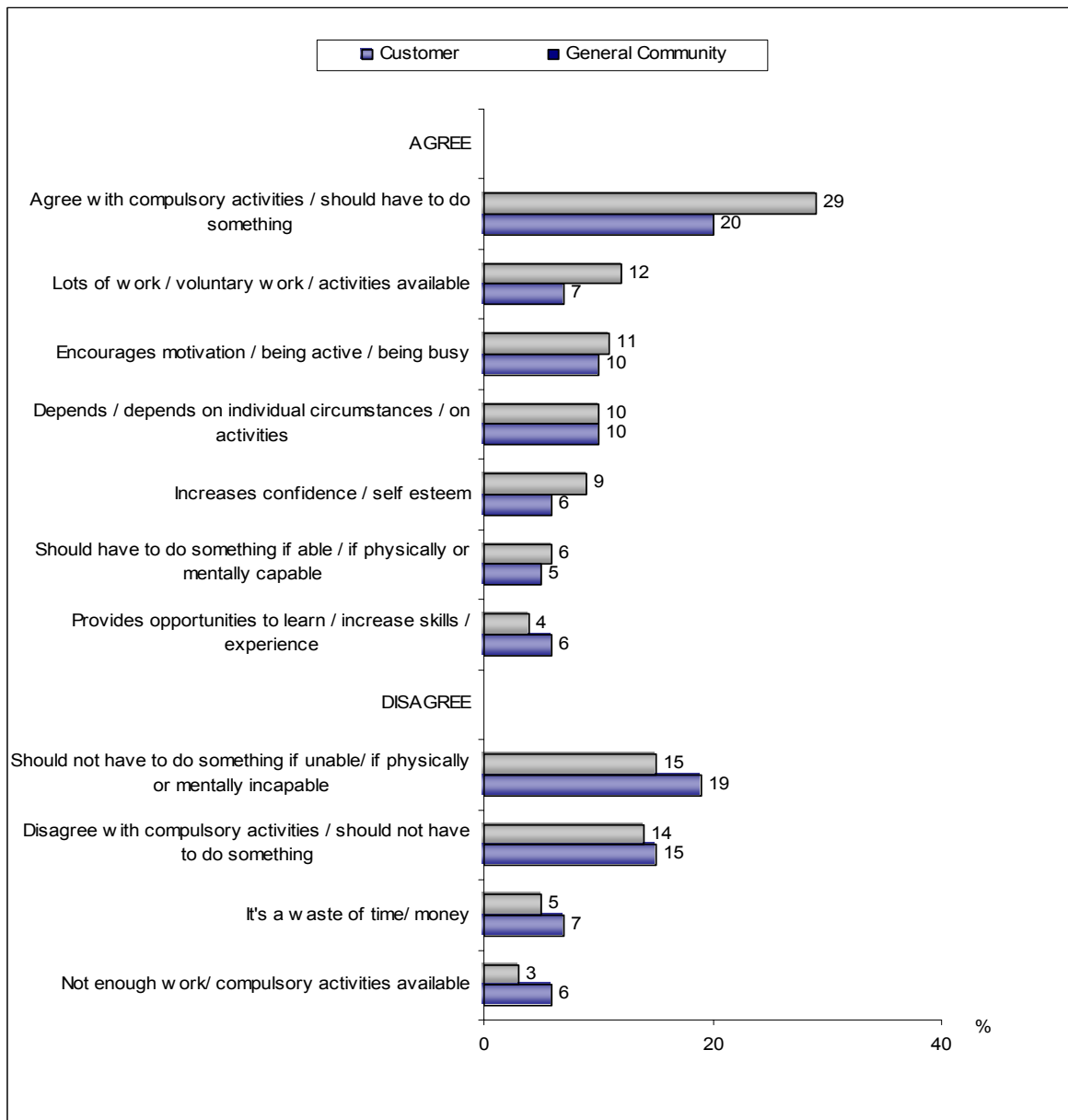


[#]Denotes statistically significant at the 95% confidence interval. Tests undertaken between the total customer and general community samples and by sub groups within the customer and general community samples.

Some of the main reasons given for supporting participation requirements in circumstances when they were unlikely to lead to an employment outcome related to the perceived benefits of participation, such as improved self-confidence / self esteem and improved motivation. There was also support for the concept of compulsory activities for their own sake with 29% of customers and 20% of the general community of the view that income support customers “should have to do something.”

Those who did not support participation requirements that were unlikely to lead to employment did so as a result of a fundamental disagreement with the concept of compulsory participation or based on the views that it’s a waste of time and people shouldn’t be asked to do things they aren’t capable of doing.

Figure 4.4b: Reasons for agreeing / disagreeing that “people with no realistic chance of finding a job should have to do compulsory activities in order to stay on payments.”

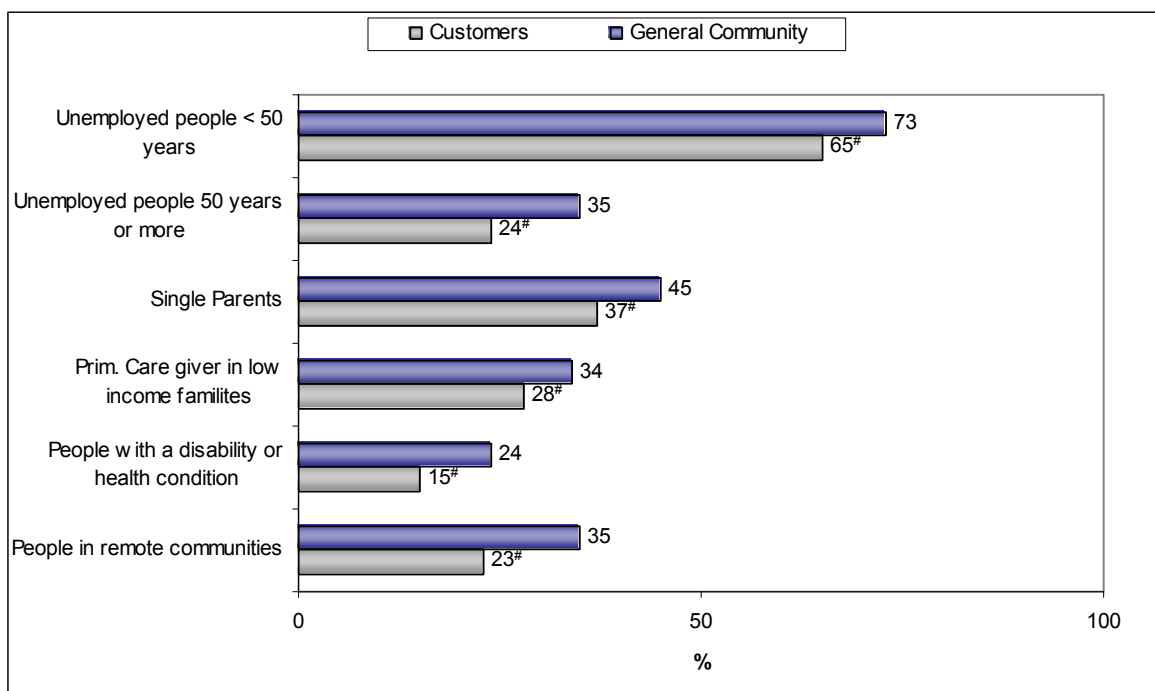


5 Support for Sanctions

There is community support for customers being penalised if they don't meet activity requirements. This support is higher for job seekers aged less than 50 years (73%), than for single parents (45%), people in remote communities (35%), primary care givers in low income households⁸ (34%) or people with a disability (24%).

Support for sanctions, however, is lower than support for participation requirements. For example, whereas 96% of the community feel that job seekers aged less than 50 years should be involved in activities to improve their job prospects in order to stay on payments, support for the imposition of sanctions against this group, if they don't do the activities required of them by Centrelink, is only 73%.

Figure 5.1: Support for penalties against income support customers that don't do the activities that Centrelink requires of them.



[#]Denotes statistically significant at the 95% confidence interval. Tests undertaken between the total customer and general community samples and by sub groups within the customer and general community samples

⁸ The concept of “primary care giver in low income households” was meant to convey the idea that the parent receiving Parenting Payment in a partnered household would be the one to be penalised. In retrospect this item lacks face validity.

6 Additional Analysis of Customer Activities and Perceptions

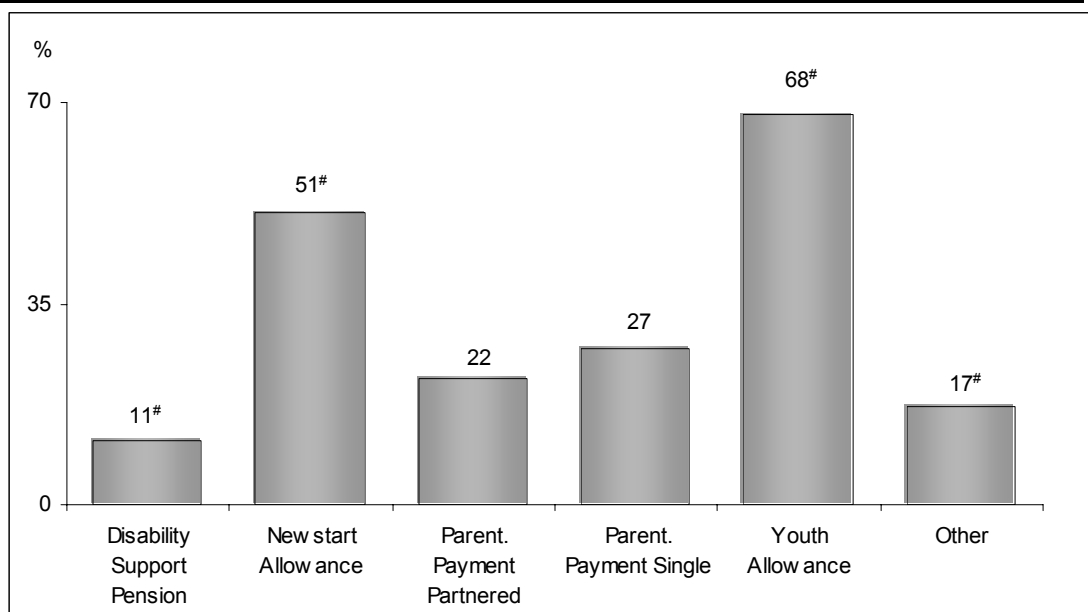
The results from the additional module of questions asked of working aged income support customers are presented in this section. Issues covered include:

- views of compulsory activity requirements, and
- work preferences and barriers to employment.

6.1 Perceptions of Compulsory Activity Requirements

Customer groups with current Participation Agreement requirements (Newstart Allowance and Youth Allowance customers) were far more likely to agree that people in their situation should have to undertake some sort of compulsory activity in order to remain on payments (51% of Newstart Allowance customers and 68% of Youth Allowance customers). Levels of support were much lower for parents (27% among Parenting Payment Single customers and 22% among Parenting Payment Partnered customers) and Disability Support Pension and ‘other’ customers.

Figure 6.1a: Level of agreement with having to undertake some sort of compulsory activity in order to remain on payments by customer group.



Base: Customer Sample currently receiving payments.

[#]Denotes statistically significant at the 95% confidence interval.

6.2 Work Preferences and Barriers to Employment

A large proportion (77%) of income support customers not in paid work at the time of the survey would have preferred to have been. The preference for paid work ranged from 93% for Youth Allowance customers down to 53% among partnered Parenting Payment customers. Newstart and Youth Allowance customers were much more likely to prefer full-time to part-time work whereas the majority of parents and ‘other’ customers preferred part-time work.

Table 6.2a: The percentage of non-working customers that would prefer to be in paid work.

Customer Type	Prefer to be in paid work	Prefer Full-time	Prefer Part-time
	%	%	%
Total	77	38	35
Disability Support Pension	82	42	36
Newstart Allowance	91	62	23
Parenting Payment Partnered	53	17	32
Parenting Payment Single	74	21	52
Youth Allowance	93	76	16
Other	59	22	35

#Denotes statistically significant at the 95% confidence interval.

The main reasons given by customers for not working / preferring not to work were grouped into the broad categories of ill health, vocational barriers (e.g. insufficient qualifications / skills / experience), child / family-related barriers (e.g. prefer to look after children, lack of childcare, ill-health of a family member), and prevailing labour market conditions (e.g. not enough jobs in area / line of work).

The extent to which these barriers were encountered by the various customer groups differs considerably:

- Newstart Allowance and Youth Allowance customers were more likely to cite prevailing labour market conditions and vocational barriers as their main obstacles to work or their reasons for preferring not to work (although 35% reported ill health as a barrier);
- Parenting Payment customers commonly cited child and family related barriers; and
- Disability Support Pensioners mainly reported their ill-health as their barrier to work.

Table 6.2b: Barriers to gaining employment.

Customer Type	Vocational Barriers	Child-related/ Family Barriers	Ill Health	Prevailing Labour Market Conditions
	%	%	%	%
Total	17	29	47	12
Disability Support Pension	5	4	90	3
Newstart Allowance	42	7	35	30
Parenting Payment Partnered	8	78	7	2
Parenting Payment Single	16	78	7	16
Youth Allowance	37	7	13	39
Other	18	48	28	7

When income support customers that were not in paid work were asked what, if anything, would make it easier for them to be in paid work, the main factors mentioned included:

- more relevant study / training / qualifications (11%);
- more jobs (11%);
- more understanding employers / less workplace discrimination (8%);
- access to better transport (6%);
- more government / community support (6%); and
- more suitable hours of work (5%).

7 Concluding Remarks

The survey results show widespread support among working age income support customers and the community for the general concept of participation. Three quarters of the community and two thirds of customers were of the view that income support for working aged people should be tied to efforts to get off payments.

There is a reasonably good general grasp of what current participation requirements entail with nearly half of the customers interviewed (48%) and 44% of the general community aware of the increased emphasis the government had placed on participation requirements in recent years.

There is widespread, almost universal, support for participation requirements for unemployed people aged less than 50 years but much lower levels of community support when it comes to compulsory participation requirements for job seekers aged 50 years and over.

The vast majority believe that participation requirements are appropriate once a parent's youngest child starts secondary school and there is firm support for participation requirements for parents whose youngest child is primary school aged, with 76% of the community and 62% of customers of the view that sole parents with primary school aged children should have to actively look for work in order to remain eligible for income support. There has also been a substantial increase in community support for participation requirements for parents with pre-school children but still at much lower levels than is the case for parents with older children. The community also has much lower participation expectations for Disability Support Pension customers.

Support for sanctions runs at much lower levels than does support for the concept of participation - an indication that while customers and the community at large supported the concept of participation they were far less comfortable with the imposition of sanctions.

Appendix 1: Time Series Tables

The tables presented below compare the results from previous surveys undertaken by DEWR and FaCS in 2000 with the current survey results. The surveys used for comparative purposes are:

- Community Attitudes to Unemployed People of Workforce Age, Roy Morgan Research, May, 2000
- General Community and Unemployed People' Attitudes to Mutual Obligation and Work for the Dole, DEWR, May 2000, and
- Activity Test Evaluation Survey, July, 2000.

These tables are provided to give an indication of changes in customers and community attitudes over time, however, care needs to be exercised when interpreting this data as the questions used and the concepts being measured are not always directly comparable.

Table A1: General Community Attitudes to Unemployment, 2000 and 2004.

	May 2000	December 2004
	%	%
Most unemployed people in your area could find a job if they really wanted one	57	61
It is entirely an individual's responsibility to find work for themselves	63	49
More needs to be done to help unemployed people back into the workforce	74	79

Table A2: Participation Requirements for unemployed people receiving Centrelink payments. General Community 2000 and 2004.

	May 2000	December 2004
	%	%
<i>Unemployed people should be involved in activities to improve their job prospects</i>		
Total	92	
- unemployed people aged 16 - 24 years		95
- unemployed people aged 25 - 49 years		94
- unemployed people aged 50 years and over		54
- None of the above		3
- Don't Know / refused		1
<i>Unemployed people should be required to participate in activities of benefit to the community</i>		
Total	77	
- unemployed people aged 16 - 24 years		88
- unemployed people aged 25 - 49 years		86
- unemployed people aged 50 years and over		62
- None of the above		8
- Don't Know / refused		1
<i>Unemployed people should be required to accept any job offer (Centrelink thinks is reasonable) or risk losing their payments</i>	37	54

Table A4: Participation Requirements for parents receiving Centrelink payments

	Actively look for work		Participate in activities to improve their job prospects		Participate in activities of benefit to the community	
	2000	2004	2000	2004	2000	2004
	%	%	%	%	%	%
Sole parents with pre-school aged children	13	23	23	42	16	34
Sole parents with primary school aged children	58	62	64	71	60	62
Sole parents with secondary school aged children	77	85	80	86	76	78
Partnered parents with pre-school aged children	33	55	37	63	32	55
Partnered parents with primary school aged children	67	76	69	79	65	71
Partnered parents with secondary school aged children	80	87	80	88	76	81

Table A5: Level of general community agreement that specified income support customers should be required to look for work in order to stay on payments.

	May 2000*	December 2004
	%	%
Unemployed people 18 to 24 years	95	95 ⁽¹⁾
Unemployed people 25 to 34 years	94	95 ⁽²⁾
Unemployed people 35 to 44 years	88	
Unemployed people 45 to 54 years	70	
Unemployed people 55 years and over	36	46 ⁽³⁾
Sole parents with pre-school children	29	23
Sole parents with primary school aged children	55	62
Sole parents with secondary school aged children	73	85
People with a disability who are still able to do certain types of work	62	51

Source: General Community and Unemployed People's Attitudes to Mutual Obligation and Work for the Dole, DEWR, May 2000.

Notes:

1. Age Group 16 to 24 in 2004
2. 25 to 49 year olds in 2004
3. 50 year or older in 2004.

Table A6: Unemployed Customers' Perceptions: Participation Requirements for unemployed people receiving Centrelink payments

	July 2000	December 2004
	%	%
<i>Unemployed people should be involved in activities to improve their job prospects</i>		
Total	84	
- unemployed people aged 16 - 24 years		94
- unemployed people aged 25 - 49 years		88
- unemployed people aged 50 years and over		43
- None of the above		3
- Don't Know / refused		1
<i>Unemployed people should be required to participate in activities of benefit to the community</i>		
Total	63	
- unemployed people aged 16 - 24 years		82
- unemployed people aged 25 - 49 years		79
- unemployed people aged 50 years and over		49
- None of the above		13
- Don't Know / refused		<1

Source: Activity Test Evaluation Survey, July, 2000.

Appendix 2: Technical and Methodological Notes

Questionnaire Design

A stakeholder workshop was convened by FaCS to canvas a broad range of views regarding questionnaire content. The design of questionnaire used for the Survey of Customer and Community Attitudes to Working Age Participation requirements was further informed by pre-survey qualitative research comprising 5 customer focus groups, 5 general community focus groups and 10 in-depth interviews.

The 10 focus groups were structured as follows of:

- General community:
 - Retirees
 - Young Families (primary school children)
 - Empty Nesters
 - Young Couples/Singles/School Leavers
 - Middle Families (secondary school children)
- Working age income support customers:
 - Newstart Allowance Customers >50
 - Newstart Allowance Customers <50
 - Parenting Payment Partnered Customers
 - Parenting Payment Single Customers
 - Disability Support Pension Customers.

The primary purpose of this pre-survey qualitative research was to inform questionnaire design. The average interview length of the resultant questionnaire was 22 minutes (see Appendix 3).

Pre-testing the Survey Instrument

A two-stage pilot testing program was undertaken to finalise the questionnaire. The average interview length of the resultant questionnaire was 22 minutes (see Appendix 3). Data collection was conducted over the period 19 November to 21 December 2004.

Sample Profile

The unweighted profile of the customer and community samples by a range of selected demographic and socio-economic characteristics is provided below.

Table A2_1: Sample Profile: Unweighted Survey Data

Selected Characteristics		General Community		Customers	
		Sample (n=)	%	Sample (n=)	%
Sex	Male	650	43.0	591	39.2
	Female	862	57.0	916	60.8
Age (Years)	16-24	121	8.0	220	14.6
	25-34	254	16.9	245	16.3
	35-44	333	22.1	332	22.0
	35-59	452	30.0	497	33.0
	60 and over	346	23.0	212	14.1
Region	Urban	875	57.9	872	57.9
	Rural	637	42.1	637	42.3
Educational Attainment	Left before completing secondary school	451	29.9	764	51.0
	Year 12	279	18.5	231	15.4
	Post school vocational	266	17.6	284	18.9
	Diploma	164	10.9	97	6.5
	Bachelor Degree / Post Graduate	348	23.1	123	8.2
Language other than English	Yes	125	8.3	166	11.0
	No	1386	91.7	1337	89.0
Indigenous	Yes	29	1.9	75	5.0
	No	1480	98.1	1426	95.0
Gross annual Income	Less than \$20,000	266	19.5	811	62.2
	\$20,000 < \$40,000	336	24.7	406	31.1
	\$40,000 < \$80,000	469	34.4	70	5.4
	\$80,000 or more	291	21.4	17	1.3
Paid employment status	Working	915	60.5	396	26.3
	Not working	597	39.5	1111	73.7
Customers	Disability Support Pension			407	27.0
	Newstart Allowance			344	22.8
	Parenting Payment Partnered			150	10.0
	Parenting Payment Single			236	15.7
	Youth Allowance			103	6.8
	Other			267	17.7

Standard Errors

A table of standard errors is provided to indicate the statistical reliability of the results at the total sample level and for individual sub groups. At the total sample level the results for customers and the general community are accurate to within $\pm 2.5\%$.

Table A2_2: Table of Standard Errors⁹

Selected Characteristics		General Community		Customers	
		Sample (n=)	± %	Sample (n=)	± %
Total		1,503	3	1,509	3
Sex	Male	650	4	591	4
	Female	862	3	916	3
Age (Years)	16-24	121	9	220	7
	25-34	254	6	245	6
	35-44	333	5	332	5
	35-59	452	5	497	7
	60 and over	346	5	212	3
Region	Urban	875	3	872	4
	Rural	637	4	637	4
Educational Attainment	Left before completing secondary school	451	5	764	6
	Year 12	279	6	231	6
	Post school vocational	266	6	284	10
	Diploma	164	8	97	9
Language other than English	Bachelor Degree / Post Graduate	348	5	123	8
	Yes	125	9	166	3
Indigenous	No	1,386	3	1,337	11
	Yes	29	18	75	3
Gross annual Income	No	1,480	3	1,426	3
	Less than \$20,000	266	6	811	5
	\$20,000 < \$40,000	336	5	406	12
	\$40,000 < \$80,000	469	5	70	14
	\$80,000 or more	291	6	17	5
Paid employment status	Working	915	3	396	3
	Not working	597	4	1,111	5
Customers	Disability Support Pension			407	5
	Newstart Allowance			344	8
	Parenting Payment Partnered			150	6
	Parenting Payment Single			236	10
	Youth Allowance			103	6
	Other			267	

⁹ Standard errors calculated at the 95% confidence interval, assuming maximum variability.

Fieldwork Statistics

A total of 41,886 calls were made to achieve the 3,012 interviews across both samples, an average of 13.9 calls per interview. Table A2_3 shows that the most common call outcome was no answer (40%), followed by answering machines and appointments (both 18%) and interviews 7%.

Table A2_3: All call attempts (Customer and General Community sample combined)

Call Outcome	n	%
Completed interviews	3012	7
No answer	17218	41
Answering machine	7658	18
Appointment made (at introduction)	7540	18
Outright refusal (at introduction)	1867	5
Engaged	1237	3
Telstra message, number disconnected, etc	849	2
Stopped interview (appointment within survey)	699	2
Soft refusal / temporarily unable to complete	547	1
Language difficulty	400	1
Respondent away duration	216	<1
Refusal to complete interview	162	<1
Fax/Modem	130	<1
Wrong number / person not known	123	<1
Duplicate number (claims to have done survey)	100	<1
Not a residential number	87	<1
Out of scope	41	<1
Total attempts	41886	100

The final call outcomes for each survey are provided below. Of the 5,552 numbers initiated for the general community survey 1,503 resulted in interviews from 3,752 contacts (an effective response rate of 40%). The effective response rate for the customer sample, given the use of an opt out letter, the lower refusal rate and the increased salience of the topic was 72% (1,509 interviews from a 2,093 in-scope contacts).

Table A2_4: Final Call Result

Final result	General Community			Customer		
		%			%	
Total selections	6,509			3,888		
Selections not initiated	657			676		
Total numbers initiated	5,852			3,212		
Unusable numbers						
Telstra message, etc	612	11		219	7	
Person not known at this number / address	19	<1		95	3	
Not a residential number	75	1		12	<1	
Sub total unusable numbers	706	12		326	10	
Contacts - out of scope						
Away duration	166	3		50	2	
Out of scope	20	<1		21	1	
Language difficulty	116	2		156	5	
Claims to have completed survey	11	<1		89	3	
Subtotal contacts - out of scope	313	5		316	10	
Unresolved - scope status not established						
Engaged	37	1		24	1	
Answering machine	262	5		138	4	
No answer	672	12		296	9	
Fax/Modem	110	2		19	1	
Sub total unresolved	1,081	19		477	15	
Contacts						
Completed interviews	1,503	26	40	1,509	47	72
Stopped interview	18	<1	1	6	<1	<1
Appointment made	140	2	4	93	3	4
Outright refusal	1558	27	42	309	10	15
Soft refusal / temporarily unable to complete	449	8	12	98	3	5
Refusal to complete interview	84	1	2	78	2	4
Sub total in-scope contacts	3,752	64	100%	2,093	65	100%

Appendix 3: Survey Questionnaire

Customer and Community Perceptions of AWT – Final

INTRODUCTION AND SCREENING

Good (morning / afternoon / evening). My name is (...). I'm calling on behalf of the Department of Family and Community Services from the Social Research Centre (to follow up a letter recently sent to this household) about an important study the Department is doing to learn more about peoples' attitudes to a range of social issues.

(EXPLAIN IF NECESSARY: The results from this study will be used by the Government to better understand community attitudes towards the Social Security System and how this system works).

S1 Intro 1 May I speak to <say name> / the person?

Intro 2 To see if anyone in this household is able to help us, may I please speak to the person in the household aged 16 years or over that is going to have the next birthday?

1. Person speaking (CONTINUE)
2. Other person available (CONTINUE)
3. Person not available now (MAKE APPOINTMENT)
4. Refused (OR TERMINATE)

S2 WHEN TALKING TO RESPONDENT RE-INTRODUCE AS NECESSARY AND SAY: (DISPLAY INTRO)

If you are willing to help me, I'll try and keep the interview as short as I can. I may need up to about 20 minutes of your time depending on your answers. Any answers given are completely confidential and protected by the Commonwealth Privacy Act and will be used for research purposes only.

Is now a convenient time to talk to you?

1. Person available (CONTINUE)
2. Person not available now
3. Refused (OR TERMINATE)

IF ABSOLUTELY NECESSARY SAY:

If you have any concerns about this research project you may contact the Department of Family and Community Services on 1800 636 431.

INTERVIEWER ACTION

S3 LOTE interview

- 1 Yes
- 2 No (GO TO S5)

S4 RECORD LANGUAGE AND RECORD AS LANGUAGE DIFFICULTY

1. Vietnamese
2. Chinese
3. Italian
4. Croatian
5. Serbian

6. Turkish
7. Greek
8. Arabic
9. Other (Specify_____)
10. Language not established

S5 Delete

EXPLAIN BEFORE CONTINUING:

S6 While we hope that you answer all the questions if there are any you don't want to answer just tell me so I can skip over them.

1. Person available (CONTINUE)
2. Appointment (MAKE APPOINTMENT)
3. Refused (TERMINATE)

S7 Before we begin I need to point out that this call may be monitored for training and quality purposes. If you don't wish this to happen please let me know?

1. Monitor
2. Do not monitor

Initial Demographics

First, I'd like to ask you a few questions about you and your household just to make sure we speak to a good range of people. How many people, including yourself and any children, usually live in your household?

RECORD NUMBER (ALLOWABLE RANGE 1 TO 20)

(REFUSED –REF, DON'T KNOW –DK)

PREA2 IF A1=1 (LIVING ALONE) GO TO A4 OTHERS CONTINUE

And could you please tell me how each person in the household is related to you?

(PROBE TO CLARIFY) (ACCEPT MULTIPLES)

- 1 Partner
- 2 Own child from current relationship (natural/adopted)
- 3 Own child from previous relationship (natural/adopted)
- 4 Partner's child from previous relationship
- 5 Other child for whom respondent has some responsibility (eg foster child, step child from previous partnership)
- 6 Other child for whom respondent has no responsibility at all (eg flatmates child)
- 7 Mother
- 8 Father
- 9 Parent in law
- 10 Sibling (eg sister/brother)
- 11 Friend / flatmate
- 12 Grandparent
- 13 Grandchild
- 14 Other (Specify_____)
- 15 Don't Know / Can't Say
- 16 Refused

PREA3 IF CODES 2 TO 5 IN A2 CONTINUE OTHERWISE GO TO A4

(May I just confirm) How many dependent children usually live in this household?

(RECORD NUMBER 0 TO 20, DON'T KNOW, REFUSED)

(INTERVIEWER NOTE: A dependent child is a child (aged 0-18) that is substantially dependent on the respondent for material support)

Would you mind telling me how old you are?

1. (RECORD AGE 16 to 100 years) (GO TO A6)
2. Don't Know / Can't Say
3. Refused

Could you tell me your approximate age please? (PROMPT AS NECESSARY)

1. 16-19
2. 20-24
3. 25-29
4. 30-34
5. 35-39
6. 40-44
7. 45-49
8. 50-54
9. 55-59
10. 60+
11. Refused

Have you been unemployed and looking for work at any time in the last two years?

1. Yes
2. No
3. Don't know / Can't say
4. Refused

(Apart from yourself), has any member of your family been unemployed in the last two years?

1. Yes
2. No
3. Don't know / Can't say
4. Refused

In the last two years, have you received any government income support payments (like Parenting Payments, NewStart Allowance, or the Aged Pension?) (INTERVIEWER NOTE: This does not include Family Payments such as the Family Tax Benefit).

1. Yes
2. No GO TO A9
3. Don't know / Can't say GO TO A9
4. Refused GO TO A9

A8a What payments have you received during this time? (ACCEPT MULTIPLES)

- 1 Parenting Payment Single (PPs)
- 2 Parenting Payment Partnered (PPp)
- 3 AUSTUDY (AUS)
- 4 Youth Allowance (full-time students) (YAS)
- 5 Youth Allowance (low income) (YAL)
- 6 NewStart Allowance (NSA)
- 7 Widow Allowance (WDA)
- 8 Bereavement Allowance (BVA)
- 9 Special Benefit (SPL)
- 10 Special Needs Pension (SNP)
- 11 Disability Support Pension (DSP)
- 12 Sickness Benefit / Allowance (SKA)

- 13 Carer Payment (CAR)
- 14 Age Pension (AGE)
- 15 ABSTUDY
- 16 Other (specify)
- 17 Don't know / Can't say
- 18 Refused

A8b (Just to confirm) Are you receiving any government income support payments at the moment? (INTERVIEWER NOTE: This does not include Family Payments such as the Family Tax Benefit).

- 1 Yes
- 2 No GO TO A9
- 3 Don't Know / Can't Say GO TO A9
- 4 Refused GO TO A9

A8c What is your main benefit now?

1. Parenting Payment Single (PPs)
2. Parenting Payment Partnered (PPp)
3. Youth Allowance (full-time students) YAS)
4. Youth Allowance (low income) (YAL)
5. NewStart Allowance (NSA)
6. Widow Allowance (WDA)
7. Bereavement Allowance (BVA)
8. Special Benefit (SPL)
9. Special Needs Pension (SNP)
10. Disability Support Pension (DSP)
11. Sickness Benefit / Allowance (SKA)
12. Carer Payment (CAR)
13. Age Pension (AGE)
14. ABSTUDY
15. Other (Specify)
16. Don't know / Can't say
17. Refused

Are you currently in paid work of any kind? This includes casual work or work in your own business

IF "NO" CHECK: Are you waiting to start working in a job that you have been accepted for?

INCLUDES SELF-EMPLOYED OR OWN BUSINESS

1. Yes
2. No
3. Waiting to start

**PREA10 IF A9=2 OR 3 (NOT CURRENTLY WORKING) GO TO A13
OTHERS CONTINUE**

Delete

About how many hours do you usually work a week, in (this job/ in all paid jobs)?

- 1 Regular hours (Specify_____) ALLOWABLE RANGE 1 TO 99
- 2 Variable hours (Specify average_____) ALLOWABLE RANGE 1 TO 99
- 3 Don't know / Can't say
- 4 Refused

Is your current (main) job permanent or temporary?

1. Permanent / permanent casual
2. Temporary / temporary casual
3. Own business / contractor
4. Other specify

PREA13 IF CURRENTLY WORKING LESS THAN 30 HOURS (SEE A11) CONTINUE OTHERWISE GO TO A15

Are you currently actively looking for work?

1. Yes
2. No
3. Don't Know / Can't Say
4. Refused

What would you say is your main activity at the moment. For example, paid employment, unemployed and looking for work, studying or training, home duties, retired or something else? (READ OUT) (SINGLE RESPONSE ONLY)

- 1 Paid work
- 2 Unemployed / Looking for work
- 3 Study / Training
- 4 Home Duties
- 5 Retired
- 6 Parenting
- 7 Unable to work
- 8 Other (specify)
- 9 Don't Know / Can't Say
- 10 Refused

A15 & A16 delete

GENERAL AWARENESS / ROLE OF THE SOCIAL SECURITY SYSTEM

Now some questions about the Social Security System.

Thinking about working aged people receiving Centrelink payments such as low income parents, people with a disability that are able to do some work and unemployed people.

**Which one of the following is closest to your view...The Social Security System should ... (READ OUT)
(STATEMENTS)**

1. Provide support to these people as long as they are trying to get off payments; OR
- 2- Provide support to these people regardless of whether they are trying to get off payments
3. (Don't know / Can't say)
4. (Refused)

B1a And which of these statements is closest to your views...

**The Social Security System should ...
(STATEMENTS)**

1. Provide ongoing support to people for as long as it's needed; OR
2. Provide support for a limited time only
3. (Don't know / Can't say)
4. (Refused)

Do you think that working aged people on Centrelink payments are now obliged to do more, less or about the same as a few years ago in order to stay on payments?

- 1 More,
- 2 Less
- 3 About the same
- 4 Don't Know / Can't Say
- 5 Refused

Generally speaking, do you think people on Centrelink payments should have to do more, less or about the same as they currently have to?

1. More
2. Less
3. The same
4. Don't Know / Can't Say
5. Refused

What do you think working aged people receiving Centrelink payments should have to do in order to stay on payments? (ACCEPT MULTIPLES)

1. Shouldn't have to do anything
2. Can't think of anything / Don't Know
3. Look for work / Attend Job Network
4. Study / Training
5. Part-time work
6. Voluntary / Community work
7. Work for the Dole
8. Literacy / Numeracy Training
9. Career Counselling
10. Attend Participation Planning Interview
11. Other (SPECIFY)
12. Don't know / Can't say
13. Refused

To the best of your knowledge, what activities do working aged people receiving Centrelink payments currently have to do in order to stay on payments? (ACCEPT MULTIPLES)

1. Nothing / Don't have to do anything
2. Administration (i.e. report earnings, notify of name and address changes)
3. Can't think of any / Don't Know
4. Look for work / Attend Job Network
5. Study / Training
6. Part-time work
7. Voluntary work / Community work
8. Work for the Dole
9. Literacy / Numeracy Training
10. Career Counselling
11. Attend Participation Planning Interview
12. Other (SPECIFY)
13. Don't know / Can't say
14. Refused

B5a To what extent do you agree or disagree that requiring working age people on Centrelink payments to undertake compulsory activities...

(STATEMENTS)

- a. is likely to reduce the number of people that apply for benefits in the first place?
- b. is likely to reduce the amount of time that people remain on benefits?

(CODE FRAME)

1. Strongly Agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly Disagree
6. Don't know / Can't say
7. Refused

B5b Thinking about people that have no realistic chance of getting a job, do you think they should have to do compulsory activities, to stay on payments?

- 1 Strongly Agree
- 2 Agree
- 3 Neither agree nor disagree
- 4 Disagree
- 5 Strongly Disagree
- 6 Don't know / Can't say
- 7 Refused

B5c Why do you say that? (RECORD VERBATIM)

Delete

Could you please tell me whether or not you've heard of any of the following government programs introduced in recent years to help people receiving Centrelink payments back to work...
(STATEMENTS)

- a. Centrelink Personal Advisers (EXPLAIN IF NECESSARY: Centrelink Personal Advisers or JET Advisers speak to jobseekers about the types of services that might be available to them and about their goals and how they might be able to achieve them. These interviews are nearly always face-to-face meetings (they can sometimes be over the phone) and can take about an hour.)
- b. The Working Credit Scheme (EXPLAIN IF NECESSARY: Encourages people to take up work by allowing them to keep more of their income support payment while working. People will be able to accumulate up to \$48 per fortnight up to a maximum of \$1,000
- c. The Training Credit Scheme (EXPLAIN IF NECESSARY: Up to \$800 made available to people who do at least 16 weeks of WfD or community work as well as indigenous and mature aged job seekers to help them meet the costs of undertaking study / training to improve their chances of finding work

1. (CODE FRAME)

- 1 Yes, heard of
- 2 No not heard of/ Don't Know
- 3 Refused

The next few questions are just about people receiving unemployment benefits. Do you agree or disagree that more needs to be done to help unemployed people back into the workforce?

- 1 Strongly Agree
- 2 Agree
- 3 Neither agree nor disagree

- 4 Disagree
- 5 Strongly Disagree
- 6 Don't know / Can't say
- 7 Refused

Do you agree or disagree that in general, it is entirely the individual's responsibility to find a job for themselves?

- 1 Strongly Agree
- 2 Agree
- 3 Neither agree nor disagree
- 4 Disagree
- 5 Strongly Disagree
- 6 Don't know / Can't say
- 7 Refused

Do you agree or disagree that in the area where you live, most unemployed people could find a job if they really wanted to?

- 1 Strongly Agree
- 2 Agree
- 3 Neither agree nor disagree
- 4 Disagree
- 5 Strongly Disagree
- 6 Don't know / Can't say
- 7 Refused

In your opinion, who do you think should be responsible for ensuring that more is done to help unemployed people back into the workforce? (PROBE) (ACCEPT MULTIPLES)

- 1 The Government
- 2 Business/Employers
- 3 Centrelink
- 4 The Individual
- 5 Family
- 6 Community Groups
- 7 Job Network
- 8 The Education System
- 9 Other (Specify)
- 10 Can't Say/Don't Know

Participation Requirements

- C1 Thinking about people receiving unemployment benefits. Please tell me whether you think these people should be required to actively look for work in order to stay on Centrelink payments (READ OUT) (ACCEPT MULTIPLES)**
- 1 Unemployed people aged 16 to 24 years
 - 2 Unemployed people aged 25 to 49 years
 - 3 Unemployed people aged 50 years and over
 - 4 (None of the above)
 - 5 (Don't Know / Can't Say)
 - 6 (Refused)
- C2 Should these people be required to participate in activities to improve their job prospects in order to stay on Centrelink payments (READ OUT) (ACCEPT MULTIPLES)**
- 1 Unemployed people aged 16 to 24 years
 - 2 Unemployed people aged 25 to 49 years
 - 3 Unemployed people aged 50 years and over
 - 4 (None of the above)
 - 5 (Don't Know / Can't Say)
 - 6 (Refused)
- C3 And should these people be required to participate in activities of benefit to the community in order to stay on Centrelink payments (READ OUT) (ACCEPT MULTIPLES)**
- 1 Unemployed people aged 16 to 24 years
 - 2 Unemployed people aged 25 to 49 years
 - 3 Unemployed people aged 50 years and over
 - 4 (None of the above)
 - 5 (Don't Know / Can't Say)
 - 6 (Refused)
- C6 Once their youngest child turns 6, parents receiving Centrelink payments have to attend an annual interview at Centrelink. At this interview they are given information about their work and study options and planning for the future. Which one of the following statements best describes your view about this. Do you think these parents should...(READ OUT)**
- 1 Have to attend this interview
 - 2 Not have to attend this interview, or
 - 3 Do more than just attend this interview in order to stay on payments
 - 4 Don't know / Can't say
 - 5 Refused
- C7 Once their youngest child turns 13, parents receiving Centrelink payments have to do some sort of part-time activity for an average of six hours a week in order to improve their job prospects.**
(INTERVIEWER NOTE: This system is flexible – for instance, parents can take time off for school holidays or if their child is sick.)
Do you think these parents should... (READ OUT)
- 1 Have to do these activities,
 - 2 Not have to do these activities, or
 - 3 Should have to do more than just six hours of activity a week in order to remain on payments
 - 4 Don't know / Can't say
 - 5 Refused

C5a Now some questions about parents receiving Centrelink payments. Please tell me whether you think these parents should be required to actively look for work in order to stay on Centrelink payments? (READ OUT) (ACCEPT MULTIPLES)

- 1 Sole parents with pre-school children
- 2 Sole parents with primary school aged children
- 3 Sole parents whose youngest child is attending secondary school
- 4 Partnered parents with pre-school children
- 5 Partnered parents with primary school aged children
- 6 Partnered parents whose youngest child is attending secondary school
- 7 (None of the above)
- 8 (Don't know / Can't say)
- 9 (Refused)

C5b Should these parents be required to participate in activities to improve their job prospects in order to stay on Centrelink payments (READ OUT) (ACCEPT MULTIPLES)

- 1 Sole parents with pre-school children
- 2 Sole parents with primary school aged children
- 3 Sole parents whose youngest child is attending secondary school
- 4 Partnered parents with pre-school children
- 5 Partnered parents with primary school aged children
- 6 Partnered parents whose youngest child is attending secondary school
- 7 (None of the above)
- 8 (Don't know / Can't say)
- 9 (Refused)

C5c And finally, should these parents be required to participate in activities of benefit to the community in order to stay on Centrelink payments (READ OUT) (ACCEPT MULTIPLES)

- 1 Sole parents with pre-school children
- 2 Sole parents with primary school aged children
- 3 Sole parents whose youngest child is attending secondary school
- 4 Partnered parents with pre-school children
- 5 Partnered parents with primary school aged children
- 6 Partnered parents whose youngest child is attending secondary school
- 7 (None of the above)
- 8 (Don't know / Can't say)
- 9 (Refused)

C8 And now just one question about people with a disability. Do you think that in order to stay on payments people with a disability that are able to do some work should have to...

(ACCEPT MULTIPLES) (READ OUT)

1. Actively look for work
2. Do activities that will improve their chances of finding a job
3. Do activities of benefit to the community
4. None of the above
5. Don't know / Can't say
6. Refused
- 2.
- 3.

Sanctions

To what extent do you agree or disagree that the following people should be penalised if they don't do the activities Centrelink requires them to do.

(STATEMENTS)

- a. Unemployed people aged less than 50
- b. Unemployed people aged 50 or over
- c. Single parents
- d. The primary care giver in a low income family
- e. People with some sort of disability or health condition
- f. Individuals living in remote communities

4. (CODEFRAMES)

- 1 Strongly Agree
- 2 Agree
- 3 Neither agree nor disagree
- 4 Disagree
- 5 Strongly Disagree
- 6 Don't know / Can't say
- 7 Refused

Delete

To what extent do you agree or disagree that people getting unemployment benefits should have to take any job offer Centrelink thinks is reasonable or lose their payments?

5. (CODEFRAMES)

- 1 Strongly Agree
- 2 Agree
- 3 Neither agree nor disagree
- 4 Disagree
- 5 Strongly Disagree
- 6 Don't know / Can't say
- 7 Refused

Work Preferences and Customer Participation Perceptions

PREE1 IF GENERAL COMMUNITY GO TO F1. IF CUSTOMER SAMPLE AND A9=2 (NOT WORKING) CONTINUE OTHERWISE GO TO PREE5

You mentioned earlier that you're not currently working. Would you prefer to be in paid work at the moment (if you were able)?

1. Yes
2. No (GO TO E3)
3. Don't know / Can't say (GO TO E3)

Would you prefer a full time or part time job?

1. Full time
2. Part time
3. Don't know / Can't say

What are your main reasons for (not working / preferring not to work) at the moment?

(ACCEPT MULTIPLES)

Personal Reasons

1. Own health / disability
2. Pregnancy / maternity leave
3. Studying / returning to studies
4. Give others a chance
5. Welfare payments / pension might be affected
6. Too close to retirement / ready to retire
7. Have retired

Childcare Reasons

8. No childcare in locality
9. No childcare available at all

10. Childcare cost / too expensive
11. Childcare booked out / no places available
12. Children too young / too old
13. Prefer to look after children
14. Quality of childcare unsuitable
15. Other childcare reason (specify)
- Other Family Reasons*
16. Ill health of other than self
17. Other family considerations (specify)
- Believes no such work or can't get employed in such work*
18. Too young / too old in employers' view
19. Too young / too old in own view
20. Lacks necessary training / qualifications
21. Lacks necessary experience
22. Difficulties with language or ethnic background
23. Difficulties with reading / writing
24. No such jobs available in locality
25. No such jobs available in line of work
26. No such jobs available in suitable hours
27. No such jobs available at all
28. Needed assistance in finding a job / Don't know how to find a job
- Other Reasons*
29. No time (PROBE) (SPECIFY)
30. No transport / cost of transport too high
31. Remoteness
32. Other (specify)
33. No reason
34. Don't know / Can't say
35. Refused

PREE4 IF PREFER TO WORK (E1=1) CONTINUE OTHERWISE GO TO PREE5

What, if anything, would make it easier for you to be in paid work? (RECORD VERBATIM)

PREE5 IF A11<30 (CURRENTLY WORKING LESS THAN 30 HOURS) CONTINUE OTHERWISE GO TO PREE9

Would you rather have a job that allows you to work more hours per week, less hours per week, or are you happy with the hours you are currently working?

1. Would prefer more hours per week
2. Would prefer less hours per week (GO TO E7)
3. Happy with current hours per week (GO TO E7)

Do you have any plans to increase your hours of work?

1. Yes
2. No
3. Don't know / Can't say
4. Refused

What is the main reason you prefer part time work at the moment?

(SINGLE RESPONSE)

Work – Family Related

1. More time for family / kids (general)
2. More time to devote to children's/family's well being / more time to fulfil carer responsibilities
3. More time to devote to children's development
4. More time for self
5. More time for housework / workload at home
6. Lack of employer flexibility

Childcare Related

7. Want to limit children's time in care
8. Other difficulties with childcare (cost, availability, flexibility)

Centrelink / Benefit Related

9. Loss of concession card

10. Loss of other benefits
11. Uncertainty regarding how working full time will affect payments
12. Difficulties getting back onto payments (if go full time)
13. Will result in owing Centrelink money
14. Minimal financial returns from working full time (tax goes up, rent goes up, etc)

Other

15. Can't find full time work / no full time jobs available
16. Lack of suitable facilities (childcare, access ramps, etc)
17. Allows study
18. Health related problems
19. Remoteness / distance
20. Other (specify)
21. Don't know / Can't say
22. Refused

What, if anything, would make it easier for you to be able to increase your hours of work? (RECORD VERBATIM)

CUSTOMER PARTICIPATION PERCEPTIONS

PREE9 IF CUSTOMER SAMPLE AND A8b=1 (CURRENTLY RECEIVING PAYMENTS) CONTINUE OTHERWISE GO TO F1

(OLD E6) Some people receiving Centrelink payments are required to sign a Participation Agreement that includes compulsory activities (other than just looking for work). Do you have a Participation Agreement with Centrelink at the moment?

(EXPLAIN IF NECESSARY: A Participation Agreement is a compulsory agreement with Centrelink which specifies activities and the number of hours they should undertake over a certain period.)

1. Yes (SKIP REMOVED)
2. No
3. Don't know / Can't say
4. Refused

(OLD E7) Do you think someone in your situation should have to do some sort of compulsory activity in order to remain eligible for payments?

1. Yes
2. Not sure / depends
3. No
4. Don't know / Can't say
5. Refused

PREE11 IF E9=1 (HAVE COMPULSORY ACTIVITY) INTRO 1. IF E9=2, 3 OR 4 (NO COMPULSORY ACTIVITY) AND E10=1 OR 2 GO TO INTRO 2 OTHERWISE GO TO PREE12

(OLD E8)INTRO 1 What compulsory activities does your Participation Agreement include?

INTRO 2 What sorts of activities do you think you should be required to do?
(ACCEPT MULTIPLES)

- 1 None
- 2 Job search
- 3 Voluntary work / Community Work Program / helping at school / work for an association
- 4 Community Development Employment Project
- 5 Personal support programme
- 6 Intensive Assistance
- 7 Services from Community agencies
- 8 Disability employment services
- 9 Counselling (group, family, relationship, personal, substance, trauma, etc)
- 10 Financial counselling
- 11 CRS Australia - Rehabilitation
- 12 Self-employment
- 13 Caring for children - could be grandchildren, own children, others' children
- 14 Caring for adults - a parent, spouse

- 15 Active membership of a community organisation
- 16 Education or training
- 17 Part-time paid work
- 18 Transition to Work
- 19 Life skills course or program
- 20 Other (Specify)
- 21 Don't know / Can't say
- 22 Refused

PRE12 IF E9=1 (HAVE COMPULSORY ACTIVITY) CONTINUE OTHERWISE GO TO E13

Which one of the following statements best describes how you feel about these activities... (READ OUT)

1. I think they might be of real benefit to me in finding paid work
2. I think they might be of real benefit to me in other ways
3. I don't think I will benefit from them
4. I haven't really thought about it – just something I have to do
5. Don't know / Can't say
6. Refused

Think about what you personally have to do in order to stay on payments, do you think you should have to do more, less or about the same as you currently have to?

1. More
2. Less
3. No change
4. Don't know / Can't say
5. Refused

Final Demographics

Finally, just a couple of questions to help us analyse the results of the survey. What is the highest level of education or training you have completed?

- 1 Left before year 10
- 2 Secondary school qualification – yr 10 equiv
- 3 Secondary school qualification - Year 11
- 4 Secondary school qualification - Year 12
- 5 Basic vocational qualification
- 6 Skilled vocational qualification (Trade Certificate / Apprenticeship)
- 7 Associate Diploma (1-2 years FT study)
- 8 Graduate Diploma (3 years FT study)
- 9 Bachelor Degree (incl Honours)
- 10 Post-Graduate Diploma / Masters Degree/Doctorate
- 11 Other (SPECIFY) (including duration of study)
- 12 Refused

Deleted

Are you of Aboriginal or Torres Strait Islander origin?

1. Yes
2. No
3. Refused

Do you speak a language other than English at home?

- 1 Yes (CONTINUE)
- 2 No (GO TO F6)
- 3 Refused (GO TO F6)

What language other than English is regularly spoken at home?

- 1 Arabic

- 2 Cantonese
- 3 Mandarin
- 4 Greek
- 5 Italian
- 6 Vietnamese
- 7 Spanish
- 8 Turkish
- 9 Serbian
- 10 Croatian
- 11 Macedonian
- 12 Other (SPECIFY)
- 13 Don't Know / Can't Say
- 14 Refused

F5a Is this dwelling...(READ OUT)

1. Owned or being purchased
2. Being rented from a private landlord
3. Being rented through public housing, or
4. Something else
5. Don't know / can't say
6. Refused

And finally, could you please tell me which of the following categories best describes your household's approximate annual income from all sources, before tax or anything else is taken out? Would it be (READ OUT)

- 1 Less than \$ 20,000
- 2 \$20,000 - \$40,000
- 3 \$40,000 – 80,000
- 4 Over \$80,000
- 5 Don't know / Not sure
- 6 Refused

CLOSE: Thanks for participating in this survey. Just in case you missed it, my name is (...) calling on behalf of the Australian Government Department of Family and Community Services. If you have any concerns about this research project you may contact the Department of Family and Community Services on 1800 636 431.