



# Metropolitan Fire and Emergency Services Board International Students' Survey

July 2008

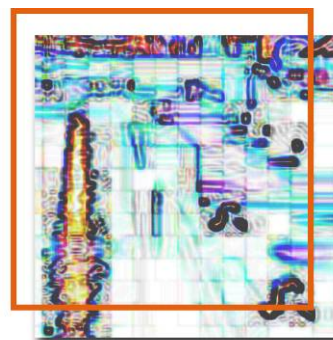
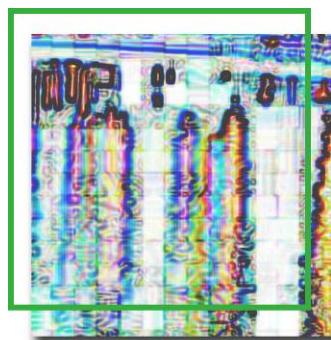


Prepared By:

Metropolis Research Pty Ltd  
ABN 39 083 090 993

Prepared For:

Metropolitan Fire and  
Emergency Services Board





© Metropolitan Fire and Emergency Services Board

This work is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Metropolitan Fire and Emergency Services Board

**Disclaimer**

Any representation, statement, opinion or advice, expressed or implied in this publication is made in good faith but on the basis that Metropolis Research Pty Ltd, its agents and employees are not liable (whatever by reason of negligence, lack of care or otherwise) to any person for any damages or loss whatsoever which has occurred or may occur in relation to that person taking action in respect of any representation, statement, or advice referred to above.

**Contact Details**

This report was prepared by Metropolis Research Pty Ltd on behalf of the Metropolitan Fire and Emergency Services Board. For more information, please contact:

**Daniel Skelton**

Consultant  
Metropolis Research Pty Ltd

Level 1, 74 Victoria Street  
CARLTON VIC 3053

(03) 9272 4600  
[daniel@metropolis-research.com](mailto:daniel@metropolis-research.com)

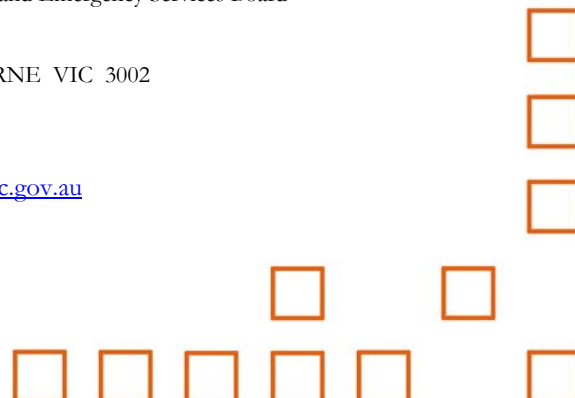


**Dalal Smiley**

Manager, Diversity Development  
Metropolitan Fire and Emergency Services Board

456 Albert Street  
EAST MELBOURNE VIC 3002

(03) 9665 4415  
[dsmiley@mfes.vic.gov.au](mailto:dsmiley@mfes.vic.gov.au)



## Table of contents

<b>INTRODUCTION</b>	<b>4</b>
METHODOLOGY	4
KEY FINDINGS	5
Accommodation	5
Fire hazards in dwelling	5
Fire safety in an emergency	5
Communication	6
Fire safety information	6
<b>STUDY</b>	<b>7</b>
EDUCATIONAL INSTITUTION	7
COURSE STUDIED	8
<b>ACCOMMODATION</b>	<b>9</b>
HOUSING SITUATION	9
ACCOMMODATION STYLE	10
BEDROOMS	11
PERSONS IN DWELLING	12
<b>FIRE HAZARDS IN DWELLING</b>	<b>13</b>
FIRE SAFETY ISSUES WHERE YOU LIVE	13
ACTION TAKEN REGARDING FIRE SAFETY ISSUES	14
SMOKE ALARMS	15
<b>FIRE SAFETY IN AN EMERGENCY</b>	<b>17</b>
KNOWLEDGE OF MFB	17
SERVICES PROVIDED BY MFB	19
FIRE IN DWELLING	21
CONTACTING THE METROPOLITAN FIRE BRIGADE	23
DEADLOCKS	24
<b>COMMUNICATION</b>	<b>25</b>
METHOD OF RECEIVING INFORMATION	25
<b>FIRE SAFETY INFORMATION</b>	<b>27</b>
RECEIVED FIRE SAFETY INFORMATION	27
METHODS OF RECEIVING FIRE SAFETY INFORMATION	30
ORGANISATIONS STUDENTS RECEIVED INFORMATION FROM	31
SATISFACTION WITH INFORMATION	33
INCREASED AWARENESS OF FIRE SAFETY	34
CHANGED BEHAVIOR AS A RESULT OF FIRE SAFETY INFORMATION	36
ADDITIONAL FIRE SAFETY INFORMATION	38
TIMING OF FIRE SAFETY INFORMATION	41
PREFERRED METHOD OF RECEIVING FIRE SAFETY INFORMATION	42
<b>DEMOGRAPHICS</b>	<b>44</b>
GENDER	44
AGE	44
COUNTRY OF BIRTH	45
PERIOD OF RESIDENCE	46
LANGUAGE	46
<b>APPENDIX ONE: SURVEY FORM</b>	<b>48</b>



## Introduction

Metropolis Research Pty Ltd was engaged by the Equity and Diversity Unit of the Metropolitan Fire and Emergency Services Board to conduct a survey of 200 international students on campuses in the MFB zones of metropolitan Melbourne.

The survey has the following aims:

- ⊗ To develop an understanding of the housing situations of international students, and potential fire hazards that might exist in their dwellings.
- ⊗ To develop an understanding of the extent to which international students have been exposed to fire safety information in Australia and the nature of that information.
- ⊗ To determine the impact of the fire safety information international students have received in Australia, the need for further information, and the best time to receive that information.

## Methodology

The *Metropolitan Fire and Emergency Services Board – 2008 International Students' Survey* was conducted as an interview-style questionnaire of 204 international students by trained Metropolis Research Pty Ltd staff at a selection of tertiary educational institutions across the four MFB zones. A range of universities, technical institutes, and one English-language school were included in the survey in order to represent a broad cross-section of the international student community in metropolitan Melbourne.

It should be noted that a pilot survey of 30 students was initially conducted. Following this several changes were made to the survey form before a further 174 surveys were conducted. As a result of this some tables contained in this report will have totals of 204 (where the question was included in both the pilot and full surveys) and others will have totals of 174 (where the question was included only in the full survey).





## Key findings

Approximately half of the respondents surveyed have been in Australia for less than two years and the majority come from countries in Asia, particularly China (23.0%), India (15.2%) and Malaysia (13.7%). English is the language respondents most commonly prefer to speak (37.7%), followed by Mandarin (20.1%).

Half of respondents reported that they were aware of the Metropolitan Fire Brigade and the vast majority identified fire suppression as a key service provided by the MFB.

While half of respondents have received information on fire safety the majority have not changed their behavior as a result. Here it is of note that the proportion of respondents without working smoke alarms in their dwellings was found to be significantly higher than the proportion that identified a lack of smoke alarms as a fire safety issue.

There does appear to be relatively high demand amongst respondents for fire safety information, especially amongst those who have not already received it in Australia.

The following section highlights some of the key points contained in this report:

## Accommodation

- ⊗ The majority of respondents live in group households in private rental accommodations (55.9%).
- ⊗ Two-thirds of respondents live in dwellings with 3 or more bedrooms (69.9%).

## Fire hazards in dwelling

- ⊗ Despite the fact that the majority of respondents (89.2%) reported that there were no fire safety issues in their dwellings, one-fifth (21.2%) either have no working smoke alarm in their dwelling or are not sure if they do.



## Fire safety in an emergency

- ⊗ Half of respondents reported that they had heard of the Metropolitan Fire Brigade (54.1%).

- ⊗ The vast majority of respondents who reported that they were aware of the MFB were able to identify fire suppression as one of its functions.
- ⊗ Two-thirds of respondents were correctly able to identify 000 as the number used to contact the Metropolitan Fire Brigade in an emergency (67.2%).

## Communication

- ⊗ The primary ways that respondents prefer to receive information are via the Internet (55.0%) and though email (54.4%).

## Fire safety information

- ⊗ Half of respondents reported that they had received fire safety information in Australia (48.2%), the majority having done so through a brochure (66.7%).
- ⊗ The organisations respondents most frequently reported receiving fire safety information from were their educational institution (34.8%) and the Metropolitan Fire Brigade (33.7%).
- ⊗ Three-quarters of respondents reported that the fire safety information they received increased their awareness (78.7%), however only one-third reported that they changed their behavior as a result (32.0%).
- ⊗ Half of respondents reported that they would like to receive fire safety information (50.5%), with the greatest proportion preferring to do so via email (47.4%).

## Study

### *Educational institution*

Respondents were asked:

*“What educational institution do you attend?”*

International students attending a range of educational institutions across the four MFB zones of metropolitan Melbourne were surveyed. The breakdown by institution is presented in the following table.

**Educational institution attended**  
**MFB - 2008 International Students Survey**  
*(Number and percent of total respondents)*

<i>Institution</i>	<i>2008</i>	
	<i>Number</i>	<i>Percent</i>
Victoria University	49	24.0%
Monash University	30	14.7%
Melbourne University	25	12.3%
La Trobe University	25	12.3%
Northern Melbourne Institute of Technology	25	12.3%
Cambridge International College	25	12.3%
Holmesglen Institute of TAFE	24	11.8%
Royal Melbourne Institute of Technology	1	0.5%
<b>Total responses</b>	<b>204</b>	<b>100%</b>



**Course studied**

Respondents were asked:

*“What course are you studying?”*

Respondents reported studying a broad range of courses in a variety of fields ranging from technical to academic. It is interesting to note the large proportion of respondents who reported studying commerce related courses.

**Course studied**  
**MFB - 2008 International Students Survey**  
*(Number and percent of total respondents)*

Response	2008	
	Number	Percent
Commerce	64	31.8%
Engineering	20	10.0%
Information technology	17	8.5%
English	16	8.0%
Hospitality	14	7.0%
Science	13	6.5%
Arts	8	4.0%
Marketing	6	3.0%
VCE	6	3.0%
Aged care	5	2.5%
Community welfare	4	2.0%
Law	4	2.0%
Languages	4	2.0%
Hairdressing	3	1.5%
Building and constructions	2	1.0%
Human resource	2	1.0%
Multimedia	2	1.0%
Architecture	1	0.5%
Building Surveying	1	0.5%
Facilities management	1	0.5%
Graphic design	1	0.5%
Journalism	1	0.5%
Medicine	1	0.5%
Property Valuation	1	0.5%
Public health	1	0.5%
Research study	1	0.5%
Social work	1	0.5%
Sport and recreation	1	0.5%
Not stated	3	
<b>Total responses</b>	<b>204</b>	<b>100%</b>



## Accommodation

### *Housing situation*

Respondents were asked:

*“What is your current housing situation?”*

By far the greatest proportion of respondents reported living in private rental accommodation, in group or “share” households (55.9%). A further 12.7% reported living with relatives. It is of note that only a very small proportion of students reported living in student accommodation (6.4%) or boarding house accommodation (3.9%).

**Current housing situation**  
**MFB - 2008 International Students Survey**  
*(Number and percent of total respondents)*

<i>Situation</i>	<i>2008</i>	
	<i>Number</i>	<i>Percent</i>
Private rental (group household)	114	55.9%
Living with relatives	26	12.7%
Homestay accommodation	17	8.3%
Living on campus	16	7.8%
Student accommodation	13	6.4%
Private rental (sole person)	10	4.9%
Shared accommodation/boarding house	8	3.9%
<b>Total responses</b>	<b>204</b>	<b>100%</b>



## ***Accommodation style***

Respondents were asked:

*“What is the style of your accommodation?”*

The overwhelming majority of respondents reported that there were separate bedrooms in their accommodation (93.3%) with only a small proportion reporting living in dormitory style accommodation (6.7%).

**Style of accommodation**  
**MFB - 2008 International Students Survey**  
(Number and percent of total respondents)

<i>Style</i>	<i>2008</i>	
	<i>Number</i>	<i>Percent</i>
Separate room	167	93.3%
Dormitory style	12	6.7%
Not stated	25	
<b>Total responses</b>	<b>204</b>	<b>100%</b>



## Bedrooms

Respondents were asked:

*"How many bedrooms are there where you live?"*

Approximately two-thirds of respondents reported that there were 3 or more bedrooms in their dwelling (69.9%). Approximately one-quarter of respondents reported that there were 2 bedrooms in their dwelling (23.1%). The small proportion of respondents who reported that there was 1 bedroom in their dwelling (7.1%) is consistent with the small proportion of respondents who reported living in dormitory style accommodation, or living on their own.

**Number of bedrooms in dwelling**  
**MFB - 2008 International Students Survey**  
*(Number and percent of total respondents)*

Number	2008	
	Number	Percent
One	13	7.1%
Two	42	23.1%
Three	88	48.4%
Four	26	14.3%
Five	12	6.6%
Six	1	0.5%
Not stated	22	
<b>Total responses</b>	<b>204</b>	<b>100%</b>

*Average number of bedrooms per dwelling* 2.9

The following table contains a breakdown of the number of bedrooms per dwelling by housing type. Metropolis Research Pty Ltd advises caution in interpreting some of these results due to the very small sample size.

**Number of bedrooms in dwelling by housing situation**  
**MFB - 2008 International Students Survey**  
*(Number of bedrooms per dwelling)*

Housing situation	One	Two	Three	Four	Five	Six	Total
Private rental (group)	3	29	56	14	7	1	110
Living with relatives	0	6	17	2	0	0	25
Homestay accommodation	0	0	7	8	2	0	17
Private rental (sole person)	9	1	0	0	0	0	10
Student accommodation	1	2	4	0	1	0	8
Living on campus	0	4	0	0	2	0	6
Shared/boarding	0	0	4	2	0	0	6

## ***Persons in dwelling***

Respondents were asked:

*“How many people are there where you live?”*

The greatest proportion of respondents reported that there were 3 persons living in their dwelling (40.1%). A breakdown of the number of persons living in the various types of housing found that respondents living in group households in private rental accommodation were most likely to have more than 4 persons living in their dwellings.

**Number of persons in dwelling**  
**MFB - 2008 International Students Survey**  
*(Number and percent of total respondents)*

<i>Number</i>	<i>2008</i>	
	<i>Number</i>	<i>Percent</i>
One	11	6.0%
Two	28	15.4%
Three	73	40.1%
Four	34	18.7%
Five	17	9.3%
Six	14	7.7%
Seven	2	1.1%
Eight	2	1.1%
Ten	1	0.5%
Not stated	22	
<b>Total responses</b>	<b>204</b>	<b>100%</b>

*Average number of persons per dwelling* 3.5

The following table contains a breakdown of the number of persons per dwelling by housing situation. Metropolis Research Pty Ltd advises caution in interpreting some of these results due to the very small sample size.

**Number of persons in dwelling by housing situation**  
**MFB - 2008 International Students Survey**  
*(Number of persons per dwelling)*

<i>Housing situation</i>	<i>One</i>	<i>Two</i>	<i>Three</i>	<i>Four</i>	<i>Five</i>	<i>Six</i>	<i>Seven</i>	<i>Eight</i>	<i>Ten</i>	<i>Total</i>
Private rental (group)	0	20	54	17	8	6	2	2	1	110
Living with relatives	0	3	10	9	2	1	0	0	0	25
Homestay	0	0	2	6	2	7	0	0	0	17
Private rental (sole)	10	0	0	0	0	0	0	0	0	10
Student accommodation	1	1	3	2	1	0	0	0	0	8
Living on campus	0	4	0	0	2	0	0	0	0	6
Boarding house	0	0	4	0	2	0	0	0	0	6

## Fire hazards in dwelling

### *Fire safety issues where you live*

Respondents were asked:

*“What, if any, fire safety issues do you believe exist where you live?”*

Respondents were asked to select from a pre-coded list all the fire safety issues that were present in their dwellings. The vast majority of respondents reported that there were no fire safety issues in their dwelling (89.2%). Only a very small proportion of respondents identified a fire safety issue in their dwelling, with the most common relating to smoke alarms.

It should be noted that this is a self-assessed question; respondents may not necessarily identify any one of the fire safety issues listed, even though one or more may be present in their dwellings.

When asked to identify the fire safety hazards in their dwellings 1.5% of respondents reported that their smoke alarms were not working and 2.0% reported that there were no smoke alarms at all. However, when asked in a separate question if there were smoke alarms in their dwellings, one in five respondents reported that there were no working smoke alarms in their dwelling, or were not sure if there were.

There may be a number of reasons why respondents do not report fire safety issues in their dwellings as such, including a lack of awareness. Metropolis Research Pty Ltd suggests that a need may exist in the international student community for further education regarding smoke alarms.

**Fire hazards that exist in dwelling**  
**MFB - 2008 International Students Survey**  
*(Number and percent of total respondents)*

Hazard	2008	
	Number	Percent
No hazards	182	89.2%
Unsafe/faulty heater	6	2.9%
Faulty power points	6	2.9%
No smoke alarms	4	2.0%
Fire exits not clearly marked	4	2.0%
Smoke alarms not working	3	1.5%
Fire exits blocked/locks on doors, dead locks	2	1.0%
Unsafe/faulty appliances	1	0.5%
Gas - people don't use properly	1	0.5%
Drunk students playing with fire	1	0.5%
Smokers	1	0.5%
<b>Total responses</b>	<b>211</b>	
<i>Total respondents providing a response</i>	<i>202</i>	

### ***Action taken regarding fire safety issues***

Respondents were asked:

*“What, if anything, have you done about these fire safety issues?”*

The following table displays the actions respondents reporting a fire safety issue in their dwellings reported taking in regard to that issue. It is of note that this question was not included in the pilot survey, in which respondents were instead asked if they had approached their landlord or building manager about fire hazards in their dwellings.

Slightly fewer than half of respondents who reported a fire safety issue in their dwelling reported taking action to deal with the issue (41.2%), often by contacting their landlord or building manager.

A total of 17.6% of respondents reported that they did not take any action to address the fire safety hazard in their dwelling.

Attention is drawn to the fact that 41.2% of respondents who reported a fire safety issue in their dwelling did not provide a response to this question. Metropolis Research Pty Ltd notes that a proportion these respondents may not have taken any action to address the fire safety issue in their dwelling.

#### **Actions taken in response to fire safety hazards**

##### **MFB - 2008 International Students' Survey**

*(Number and percent of respondents reporting fire safety hazards in dwelling)*

<i>Hazard</i>	<i>2008</i>	
	<i>Number</i>	<i>Percent</i>
Nothing has been done about it	3	17.6%
Reported to building manager	2	11.8%
Reported to landlord	2	11.8%
Contacted landlord to replace them	1	5.9%
Contacted the fire brigade to deal with it.	1	5.9%
No smoking indoors	1	5.9%
Not stated	7	41.2%
<b>Total responses</b>	<b>17</b>	<b>100%</b>

## Smoke alarms

Respondents were asked:

*“Are there smoke alarms where you live?”*

Approximately three-quarters of respondents reported that there were working smoke alarms in their dwellings (78.3%). One in ten respondents reported that there were no smoke alarms in their dwellings (10.3%), with a further 3.4% reporting that their smoke alarms were not working. A total of 7.4% of respondents reported that they were not sure if there smoke alarms were working or not.

To put these results in perspective, one in five respondents either have no working smoke alarm, or are not sure if they do. This has significant implications for the MFB in terms of fire prevention.

It is of significant note that only one-quarter of respondents who reported a lack of working smoke alarms in their dwellings listed it as a fire safety issue. This strongly suggests that there is a need for further education regarding the importance of smoke alarms in relation to fire safety.

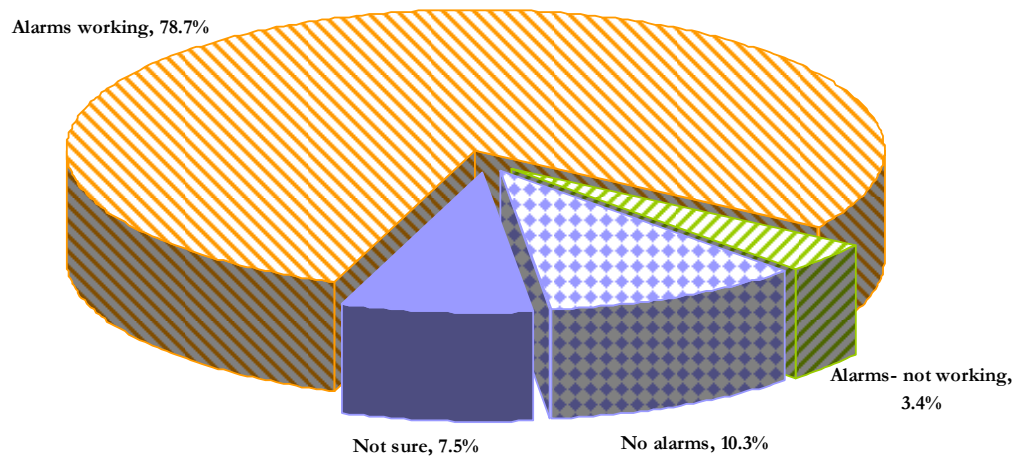
It should be noted that this question was not included in the pilot survey and as such the total number of responses is 174 rather than 204.

**Are there smoke alarms where you live?**  
**MFB - 2008 International Students Survey**  
*(Number and percent of total respondents)*

Response	2008	
	Number	Percent
Yes - working	137	78.7%
Yes - not working	6	3.4%
No	18	10.3%
Not sure	13	7.5%
<b>Total responses</b>	<b>174</b>	<b>100%</b>



**Smoke alarms in dwelling**  
**MFB - 2008 International Students Survey**  
(Percent of total respondents)



## Fire safety in an emergency

### *Knowledge of MFB*

Respondents were asked:

*“Have you heard of the Metropolitan Fire Brigade?”*

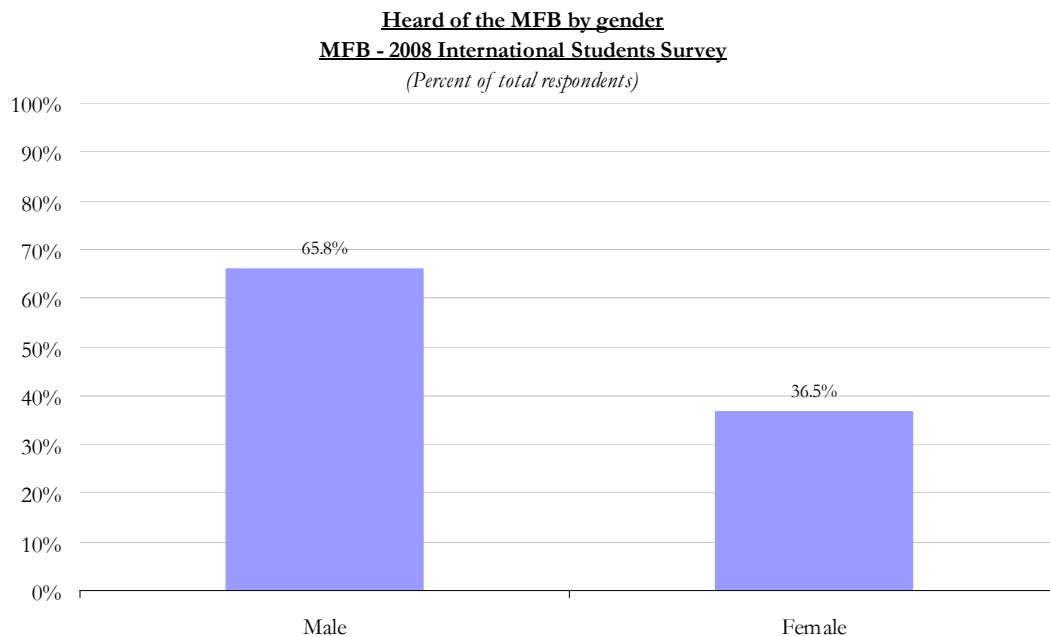
Approximately half of respondents reported that they had heard of the Metropolitan Fire Brigade (54.1%). While this result may appear to be low it should be noted that approximately one-quarter of respondents reported that they had been in Australia for less than 1 year.

Given the relatively short period of time that respondents may have spent in Australia, it is likely that some will not have had the opportunity to become aware of the MFB. Indeed, the proportion of respondents who reported that they had heard of the MFB is very similar to the proportion of respondents who reported receiving fire safety information in Australia, as discussed elsewhere in this report. This suggests that it is through receiving fire safety information that many respondents may have become aware of the MFB.

**Heard of the MFB**  
**MFB - 2008 International Students Survey**  
*(Number and percent of respondents)*

Response	2008	
	Number	Percent
Yes	100	54.1%
No	85	45.9%
Not sure	19	
<b>Total responses</b>	<b>204</b>	<b>100%</b>

The following graph contains a breakdown of the results by gender. It is of note that males were significantly more likely to be aware of the MFB than females.



## Services provided by MFB

Respondents were asked:

*“If yes, what services do you believe the MFB provides the community?”*

Respondents who reported that they had heard of the MFB were asked what services they believed the MFB provides. Respondents were not prompted with a pre-coded list of responses for this question.

The overwhelming majority of international students identified “fire suppression” as one of the services the MFB provides to the community (97.0%). It is of note that in a previous survey conducted by Metropolis Research Pty Ltd a similar proportion of the general community was able to identify “fire suppression” as a service provided by the MFB compared to the international students.

Other key service areas identified by a significant proportion of international students included road and accident response (46.0%) and community safety activities including education (36.0%).

### Awareness of services the MFB provides the community

#### MFB - 2008 International Students Survey

*(Number and percent of respondents aware of MFB)*

Service	2008	
	Number	Percent
Fire suppression	97	97.0%
Road accident and response	46	46.0%
Community safety activities including education, increased awareness/preparedness	36	36.0%
Emergency medical (first aid) response	29	29.0%
Fire investigation and cause analysis, including data to community and agencies	22	22.0%
Urban search and rescue	14	14.0%
Building inspections of fire and life safety systems	12	12.0%
Advice on major events and anti-terrorism activities	12	12.0%
Develop fire safety and emergency plans for major events	7	7.0%
Industrial accident and hazardous materials handling/storage incidents	5	5.0%
Input into standards codes of practice and regulations affecting community safety	3	3.0%
Chemical, biological, radiological emergencies	2	2.0%
Water emergency response in Port Phillip Bay	1	1.0%

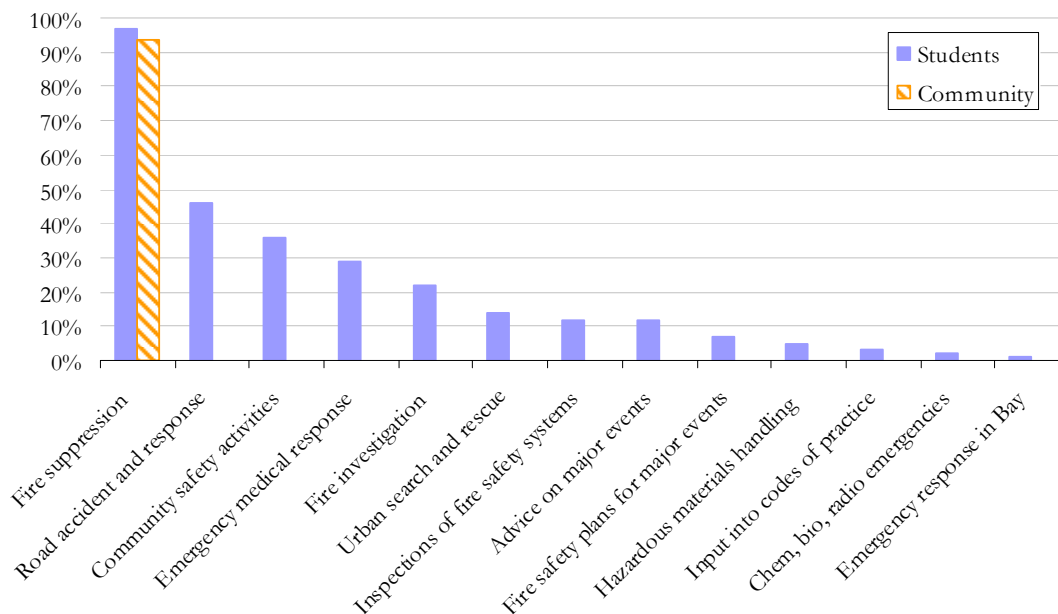
**Total responses**

**286**

*Total respondents providing a response*

**100**

**Awareness of MFB services**  
**MFB - 2008 International Students Survey**  
(Percent of respondents aware of MFB)





## ***Fire in dwelling***

Respondents were asked:

*“What would you do if there was a fire in your dwelling?”*

Respondents were asked to detail the action they would take in case of a fire without being prompted with a pre-coded list of responses. Two-thirds of respondents (66.7%) reported that they would call 000 (45.1%) or call the fire brigade (21.6%) if there was a fire in their dwelling.

It is of note that a relatively small proportion of respondents reported that they would call their landlord/real estate agent (7.8%) or campus/building security (6.9%). This indicates that respondents view contacting the fire brigade as the primary approach to dealing with a fire in their dwelling.

Three-quarters of respondents reported that they would evacuate the building if there was a fire in their dwelling (75.5%), with one-third reporting that they would warn others (36.3%).

Attention is drawn to the fact that respondents listed an average of only 2.2 actions each that they would take if there was a fire in their dwelling. Also of note is the fact that one-quarter of respondents did not think to list “leave building” as an action they would take if there was a fire in their dwelling. Metropolis Research Pty Ltd suggests that there may be a need for further education in regards to the actions international students should take in the event of a fire in their dwelling.



**What you would do if there was a fire in the dwelling****MFB - 2008 International Students Survey***(Number and percent of total respondents)*

Response	2008	
	Number	Percent
Leave building	154	75.5%
Call 000	92	45.1%
Warn others	74	36.3%
Call the fire brigade	44	21.6%
Call a friend	19	9.3%
Fight fire	17	8.3%
Call landlord/estate agent	16	7.8%
Call campus/building security	14	6.9%
Other	13	6.4%
Not sure	4	2.0%
<b>Total responses</b>	<b>447</b>	
<i>Total respondents providing a response</i>	<i>203</i>	
<i>Average number of actions per respondent</i>	<i>2.2</i>	

The following table contains a breakdown of the actions respondents reported they would take in the event of a fire in their dwelling. Metropolis Research Pty Ltd advises caution in interpreting some of these results due to the very small sample size.

**What you would do if there was a fire in the dwelling by housing situation****MFB - 2008 International Students Survey***(Number and percent of total respondents)*

Response	Private rental	Living with relatives	Homestay	Living on campus	Student accom.	Shared/boarding
Leave building	72.6%	69.2%	82.4%	87.5%	84.6%	25.0%
Call 000	48.4%	50.0%	23.5%	37.5%	23.1%	12.5%
Warn others	28.2%	38.5%	64.7%	50.0%	50.0%	12.5%
Call the fire brigade	20.2%	23.1%	41.2%	6.3%	2.5%	12.5%
Call a friend	14.5%	0.0%	0.0%	0.0%	7.7%	0.0%
Fight fire	10.5%	3.8%	11.8%	0.0%	0.0%	0.0%
Call landlord/estate agent	8.1%	0.0%	23.5%	6.3%	0.0%	0.0%
Call campus/building security	0.8%	0.0%	0.0%	37.5%	0.0%	12.5%
Other	5.6%	3.8%	0.0%	31.3%	0.0%	0.0%
Not sure	1.6%	7.7%	0.0%	0.0%	0.0%	0.0%
<b>Total responses</b>	<b>261</b>	<b>51</b>	<b>42</b>	<b>41</b>	<b>31</b>	<b>6</b>
<i>Total respondents providing a response</i>	<i>123</i>	<i>26</i>	<i>17</i>	<i>16</i>	<i>13</i>	<i>3</i>



## Contacting the Metropolitan Fire Brigade

Respondents were asked:

*“What phone number would you call to contact the Metropolitan Fire Brigade in an emergency?”*

Approximately two-thirds of respondents were correctly able to identify 000 as the number used to contact the Metropolitan Fire Brigade in an emergency (67.2%).

Approximately one-third of respondents reported that they did not know the number to call to contact the fire brigade in emergency (29.4%) with a further 3.4% providing an incorrect response to the question. This result suggests that a significant degree of confusion exists in the international student community regarding the correct number to call to contact the MFB in an emergency.

It is also of note that a greater proportion of respondents were able to identify 000 than were aware of the MFB itself. This suggests that while some respondents may not have received fire safety information in Australia, or heard of the MFB, they have received information on the number to call in case of an emergency.

**Contacting the MFB in an emergency**  
**MFB - 2008 International Students Survey**  
*(Number and percent of total respondents)*

Phone number	2008	
	Number	Percent
"000"	137	67.2%
Another number (incorrect)	7	3.4%
Don't know	60	29.4%
<b>Total responses</b>	<b>204</b>	<b>100%</b>

## Deadlocks

Respondents were asked:

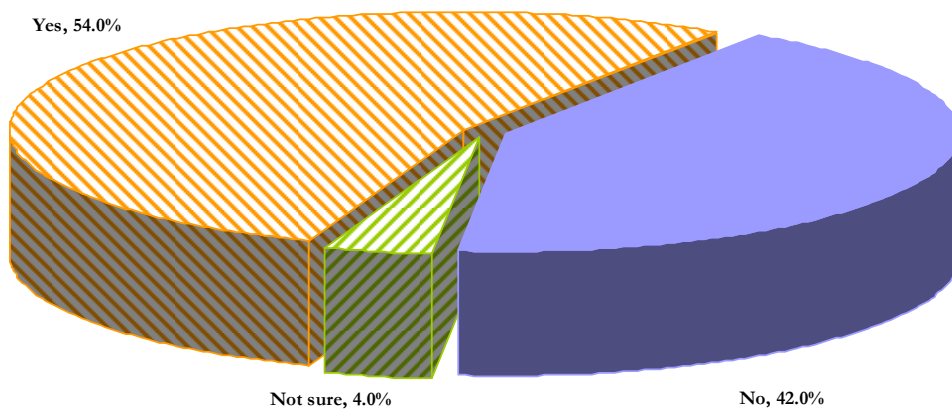
*“Do you need a key to get out of where you live? (to unlock the door from inside)”*

Slightly over half of respondents (56.3%) reported that they need a key to unlock the door to get out of their dwelling.

**Need a key to get out of dwelling**  
**MFB - 2008 International Students Survey**  
(Number and percent of respondents reporting a fire hazard)

Hazard	2008	
	Number	Percent
Yes	94	54.0%
No	73	42.0%
Not sure	7	4.0%
<b>Total responses</b>	<b>174</b>	<b>96%</b>

**Need a key to get out of dwelling (deadlock)**  
**MFB - 2008 International Students Survey**  
(Percent of total respondents)





## Communication

### *Method of receiving information*

Respondents were asked:

*“What are all the ways you prefer to receive information?”*

Respondents were asked to select from a pre-coded list all the ways they prefer to receive information. Internet (55.9%) was selected most frequently as the method by which respondents prefer to receive information, followed closely by email (54.4%).

One-third of respondents reported that they prefer to receive information through brochures/flyers (31.4%), while approximately one-fifth each reported that they prefer to receive information through television (18.1%) and mail (17.2%).

The value of this question lies in the ability of the results to assist the MFB to better direct future information campaigns. Knowing how respondents absorb information allows a campaign to more effectively target itself by communicating using the medium(s) most preferred by respondents. It is, for example, less effective attempting to communicate fire safety information to international students via a brochure when only 1 in 3 prefer to receive information in that way.

The high proportion of respondents who prefer to receive information via the Internet and email corresponds with the proportion of respondents who reported that they would prefer to receive fire safety information in these ways. This means that any information campaign delivered to international students via email and the Internet should stand a better chance of reaching its intended audience.



**Preferred ways of receiving information**  
**MFB - 2008 International Students Survey**

*(Number and percent of total respondents)*

<i>Response</i>	<i>2008</i>	
	<i>Number</i>	<i>Percent</i>
Internet	114	55.9%
Email	111	54.4%
Brochures/flyers	64	31.4%
Television	37	18.1%
Mail	35	17.2%
Face to face information sessions	28	13.7%
Via YouTube	27	13.2%
Via SMS	25	12.3%
Newsletters	17	8.3%
Facebook	11	5.4%
CD ROM	7	3.4%
Instant messenger	6	2.9%
My Space	4	2.0%
DVDs	3	1.5%
Publications	2	1.0%
Radio	1	0.5%
<b>Total responses</b>	<b>492</b>	
<i>Total respondents providing a response</i>	<i>203</i>	

## Fire safety information

### *Received fire safety information*

Respondents were asked:

*“Have you received fire safety information in Australia?”*

Approximately half (48.2%) of respondents reported that they had received fire safety information in Australia. It is of note that this proportion is broadly similar to the proportion of respondents who reported that they had heard of the MFB.

#### **Received fire safety information in Australia** **MFB - 2008 International Students Survey** (Number and percent of total respondents)

Response	2008	
	Number	Percent
Yes	92	45.1%
No	99	48.5%
Not sure	13	6.4%
<b>Total responses</b>	<b>204</b>	<b>100%</b>

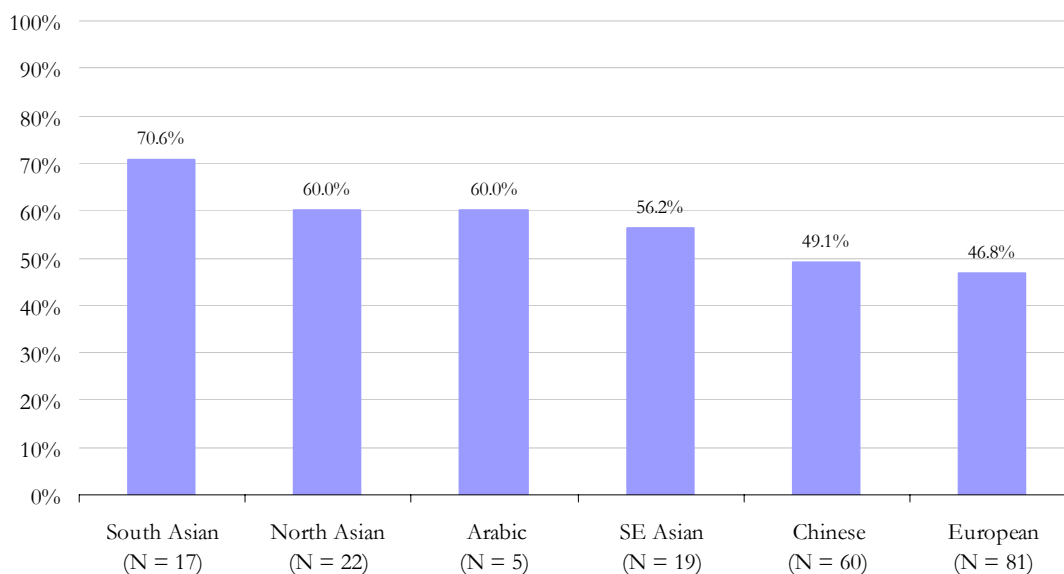
The following table contains the breakdown of the results by housing situation. It is of note that less than half of respondents in the private rental market reported receiving fire safety information.

#### **Received fire safety information by housing situation** **MFB - 2008 International Students Survey** (Number and percent of total respondents)

Response	Private rental	Living with relatives	Homestay	Living on campus	Student accom.	Shared/boarding
Yes	41.7%	33.3%	62.5%	75.0%	69.2%	71.4%
No	58.3%	66.7%	37.5%	25.0%	30.8%	28.6%
Not sure	9	2	1	0	0	1
<b>Total</b>	<b>124</b>	<b>26</b>	<b>17</b>	<b>16</b>	<b>13</b>	<b>8</b>

The following table contains a breakdown of the results by broad language group. Of note is the fact that respondents speaking North Asian languages (Japanese, Korean etc) and those speaking South Asian languages (Hindi, Urdu etc) were significantly more likely to have received fire safety information than other groups. Interestingly, respondents speaking European languages (particularly English) were slightly less likely to report receiving fire safety information.

**Received fire safety information by broad language group**  
**MFB - 2008 International Students Survey**  
(Percent of total respondents)



## Topic of fire safety information

Respondents were asked:

*“What was the fire safety information you received about?”*

Respondents who reported that they had received fire safety information in Australia were asked to select from a pre-coded list the topics that the information covered.

The greatest proportion of respondents reported that the information they received covered calling 000 in case of a fire (74.4%). Half of respondents each reported that the fire safety information they received covered smoke alarms (50.0%) and evacuation plans (50.0%). One-quarter of respondents reported that the fire safety information they received in Australia covered cooking safety (27.8%).

### Topic of fire safety information received

#### MFB - 2008 International Students Survey

*(Number and percent of respondents who received fire safety information)*

Topic	2008	
	Number	Percent
Call 000	67	72.8%
Smoke alarms	45	48.9%
Evacuation plans	45	48.9%
Cooking safety	25	27.2%
Electric appliance safety	17	18.5%
Gas appliance safety	15	16.3%
Heaters	15	16.3%
Power board safety	11	12.0%
Powerpoint hazards	9	9.8%
Total fire ban days	7	7.6%
Bushfires	7	7.6%
Cigarettes, candles and oil burners	6	6.5%
Fire drill	2	2.2%
Work information	2	2.2%
Fire blankets, extinguishers	1	1.1%
Info in school	1	1.1%
Work of the MFB	1	1.1%
Not sure	8	8.7%
<b>Total responses</b>	<b>284</b>	
<i>Total respondents providing a response</i>	<i>90</i>	



## Methods of receiving fire safety information

Respondents were asked:

*“What are all the ways you have received fire safety information?”*

Respondents who reported that they had received fire safety information in Australia were asked to select from a pre-coded list all the ways in which they had received that information.

The greatest proportion of respondents who reported that they had received fire safety information in Australia did so through a brochure (68.5%). Approximately one-third of respondents reported that they received fire safety information through a face-to-face information session (37.1%), with one-quarter receiving information through posters within their accommodation (29.2%).

It should be noted that when asked how they preferred to receive information, the greatest proportion of respondents highlighted email and the internet. The fact that only one-third of respondents reported that they preferred to receive information via a brochure suggests that a brochure may not be the most effective method of communicating fire safety information to students.

**Ways in which fire safety information has been received**  
**MFB - 2008 International Students Survey**  
*(Number and percent of respondents who received fire safety information)*

Response	2008	
	Number	Percent
Brochure	61	66.3%
Face-to-face information	33	35.9%
Poster within accommodation	26	28.3%
Website	12	13.0%
Television	12	13.0%
Stickers	8	8.7%
Fridge magnets	6	6.5%
Class/school	3	3.3%
Employer	2	2.2%
Total fire ban	1	1.1%
Insurance forms	1	1.1%
Letters	1	1.1%
Orientation	1	1.1%
Not sure	1	1.1%
<b>Total responses</b>	<b>168</b>	
<i>Total respondents providing response</i>	<i>89</i>	

## Organisations students received information from

Respondents were asked:

*“What are all the organisations you have received fire safety information from?”*

Respondents who reported that they had received fire safety information in Australia were asked to select from a pre-coded list all the organisations they received that information from. The organisations respondents most frequently reported receiving fire safety information from were their educational institutions (36.3%) and the Metropolitan Fire Brigade (34.1%).

It is of note that few respondents reported receiving fire safety information from other organisations such as International Students Associations (9.8%), Student Unions (4.4%), or residential associations (3.3%).

### Organisations fire safety information has been received from

#### MFB - 2008 International Students Survey

*(Number and percent of respondents who received fire safety information)*

Response	2008	
	Number	Percent
My educational institution	33	35.9%
Metropolitan fire brigade	31	33.7%
My landlord/real estate agent	16	17.4%
International students association	9	9.8%
Student housing service	8	8.7%
Homestay family	6	6.5%
My student Union	4	4.3%
Student Residential Association	3	3.3%
Employer	3	3.3%
International agent	2	2.2%
At festivals	1	1.1%
Cousin's school	1	1.1%
Friends	1	1.1%
Government	1	1.1%
Insurance company	1	1.1%
Internet	1	1.1%
Police	1	1.1%
Not sure	13	14.1%
<b>Number of responses</b>	<b>135</b>	
<i>Total respondents providing response</i>	<i>91</i>	

The following table contains a breakdown of the organisations respondents reported receiving fire safety information from. Metropolis Research Pty Ltd advises caution in interpreting some of these results due to the very small sample size.

**Organisations you received fire safety information from by housing situation**

**MFB - 2008 International Students Survey**

*(Number and percent of respondents who received fire safety information)*

<i>Response</i>	<i>Private rental</i>	<i>Living with relatives</i>	<i>Homestay</i>	<i>Living on campus</i>	<i>Student accom.</i>	<i>Shared/boarding</i>
My educational institution	35.4%	25.0%	30.0%	66.7%	22.2%	0.0%
Metropolitan fire brigade	29.2%	50.0%	40.0%	33.3%	22.2%	60.0%
My landlord/real estate agent	20.8%	12.5%	0.0%	0.0%	33.3%	0.0%
International students association	10.4%	0.0%	0.0%	25.0%	0.0%	20.0%
Student housing service	0.0%	0.0%	10.0%	25.0%	44.4%	0.0%
Homestay family	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
My student Union	2.1%	12.5%	0.0%	8.3%	11.1%	0.0%
Student Residential Association	2.1%	0.0%	0.0%	8.3%	0.0%	0.0%
International agent	0.0%	0.0%	10.0%	0.0%	0.0%	20.0%
Other	10.4%	37.5%	60.0%	0.0%	22.2%	40.0%
Not sure	22.9%	0.0%	0.0%	8.3%	0.0%	0.0%
<b>Total responses</b>	<b>64</b>	<b>11</b>	<b>15</b>	<b>21</b>	<b>14</b>	<b>7</b>
<i>Total respondents providing a response</i>	<i>48</i>	<i>8</i>	<i>10</i>	<i>12</i>	<i>9</i>	<i>5</i>



## ***Satisfaction with information***

Respondents were asked:

*“On a scale of 0 to 10 (with 0 the lowest and 10 the highest) please rate your satisfaction with the following aspects of the fire safety information you received.”*

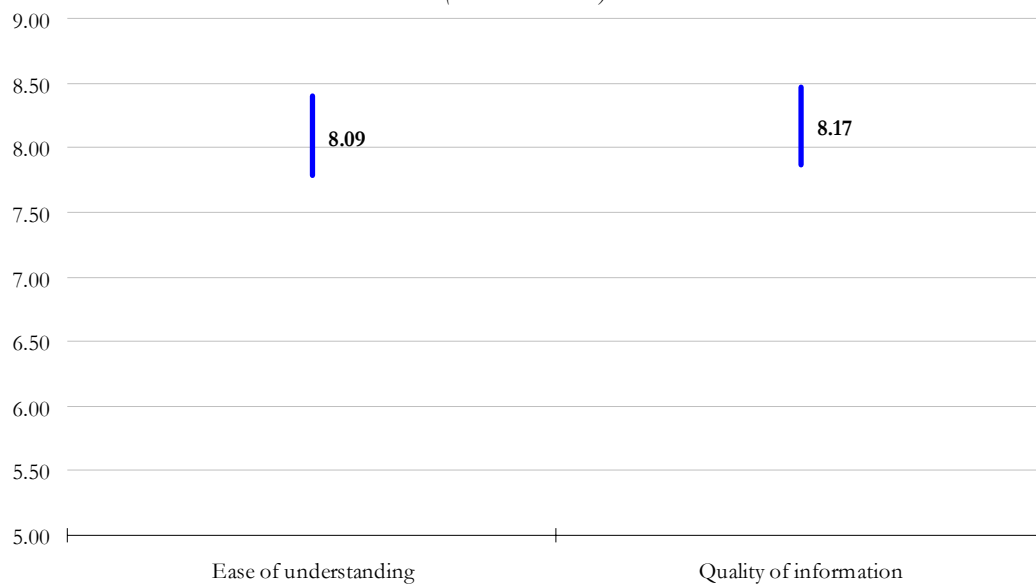
Respondents who reported receiving fire safety information were asked to rate their satisfaction with selected aspects of the information. Ease of understanding was rated an average score of 8.09 out of 10, and quality of the information was rated 8.17 out of 10.

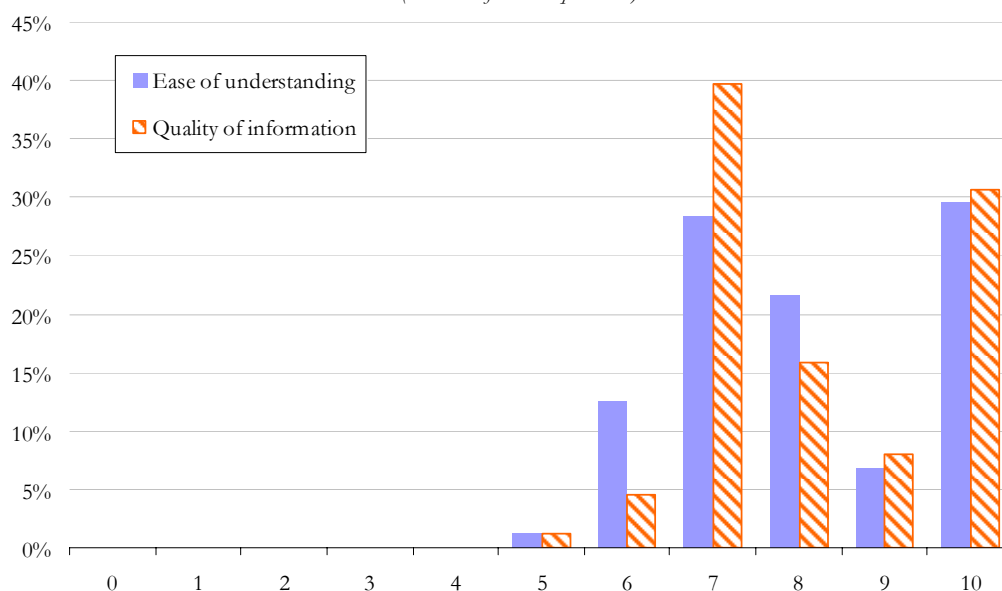
It is of note that these satisfaction scores are very high and indicate that the fire safety information respondents received was both easy to understand and relevant to them. Attention is drawn to the high proportion of respondents who rated their satisfaction with both ease of understanding and the quality of information 10 out of 10.

### **Satisfaction with aspects of fire safety information**

#### **MFB - 2008 International Students' Survey**

*(Index scores 0 - 10)*



**Satisfaction with aspects of fire safety information received****MFB - 2008 International Students Survey***(Number of total respondents)****Increased awareness of fire safety***

Respondents were asked:

*“Did the fire safety information you received increase your awareness?  
If yes, how?”*

Importantly, a little over three-quarters of respondents (78.7%) who reported receiving fire safety information in Australia reported that the information increased their awareness of fire safety. Only 6.7% of respondents reported that the fire safety information they received did not increase their awareness.

**Increased awareness as a result of fire safety information****MFB - 2008 International Students Survey***(Number and percent of respondents who received fire safety information)*

Response	2008	
	Number	Percent
Yes	59	78.7%
No	5	6.7%
Not sure	11	14.7%
<b>Total responses</b>	<b>75</b>	<b>100%</b>

When asked to detail how the fire safety information they received had increased their awareness, respondents highlighted broad range of areas including “now know to call 000” (12.0%), “increased knowledge generally” (6.5%) and know basic skills to protect us” (5.4%).

### Comments on increased awareness

#### MFB - 2008 International Students Survey

(Number and percent of respondents who received fire safety information)

Response	2008	
	Number	Percent
Now know to call 000	6	6.5%
Increased knowledge generally	5	5.4%
Know basic skills to protect us	5	5.4%
Know which number to call in case of fire	5	5.4%
Didn't know about smoke alarms	4	4.3%
Increased awareness of evacuation plan	3	3.3%
Pay attention to details to prevent fire hazards	3	3.3%
Awareness of cooking safety	2	2.2%
Know how things would happen	2	2.2%
Know the consequences	2	2.2%
Awareness of the role of the fire brigade.	1	1.1%
Clear explanation and instruction	1	1.1%
A little	1	1.1%
Gives knowledge about what to do	1	1.1%
Increase awareness of safety of heating system	1	1.1%
Increased awareness of potential hazards	1	1.1%
Knew nothing about bush fires before	1	1.1%
Know the ways might be dangerous	1	1.1%
Learnt lots of interesting facts	1	1.1%
Letter	1	1.1%
More careful with appliances	1	1.1%
More prepared	1	1.1%
Wasn't aware before, very useful	1	1.1%
<b>Total responses</b>	<b>50</b>	<b>54.3%</b>

***Changed behavior as a result of fire safety information***

Respondents were asked:

*“Did you change your behavior as a result of the fire safety information you received?  
If yes, what action did you take?”*

One-third of respondents who reported receiving fire safety information reported that they changed their behavior as a result of it (32.0%). Slightly over one-third of respondents reported that the fire safety information they received did not change their behavior (40.0%).

There may be a number of explanations for the fact that only one-third of respondents reported that they changed their behavior as a result of receiving fire safety information. One interpretation is that respondents felt that there was nothing in their behavior that needed to be changed.

Another explanation for the relatively small number of respondents who changed their behavior as a result of receiving fire safety information is that some chose not to follow through with the actions arising from that information.

It is of note that when asked how they preferred to receive information, the greatest proportions of respondents indicated that they preferred to receive information through email and or the Internet. However, given that the majority of students who received fire safety information did so via a brochure it is possible that a more effective means of communicating with international students may have a greater impact on their behavior.

**Changed behaviour as a result of fire safety information****MFB - 2008 International Students Survey**

*(Number and percent of respondents who received fire safety information)*

Response	2008	
	Number	Percent
Yes	24	32.0%
No	30	40.0%
Not sure	21	28.0%
<b>Total responses</b>	<b>75</b>	<b>100%</b>



Respondents highlighted a broad range of ways in which they changed their behavior as a result of the fire safety information they received including “buy alarm” (3.3%), “pay more attention to cooking safety” (2.2%), and “switch off electrical appliances” (2.2%). It is of note that no one theme dominated the responses and many related to respondents generally being more aware of fire safety.

### Comments on changed behaviour

#### MFB - 2008 International Students Survey

(Number and percent of respondents who received fire safety information)

Response	2008	
	Number	Percent
Buy alarms	3	3.3%
Pay more attention to cooking safety	2	2.2%
Switch off unused electrical appliances	2	2.2%
Avoid some actions with potential risks	1	1.1%
Changed battery on smoke alarm	1	1.1%
Checked smoke alarms	1	1.1%
Did what the letter said	1	1.1%
Ensure everything is safe before leave	1	1.1%
Ensure heater is turned off	1	1.1%
Got a fire blanket	1	1.1%
Lots of small things	1	1.1%
Minimising potential fire hazards	1	1.1%
More awareness of fire issues	1	1.1%
More careful with appliances	1	1.1%
Not yet yesterday!	1	1.1%
Pay more attention to fire issues	1	1.1%
Practiced evacuation plan	1	1.1%
Road manual	1	1.1%
Run when hear alarm	1	1.1%
Take care, turn laptop off	1	1.1%
Used to smoke inside, now outside	1	1.1%
<b>Total responses</b>	<b>25</b>	<b>27.2%</b>



### ***Additional fire safety information***

Respondents were asked:

*“Would you like to receive information about fire safety?  
If yes, on what topics?”*

Half of all respondents reported that they would like to receive information about fire safety (50.5%), with only one in three reporting that they would not like to receive fire safety information (36.3%).

It is of note that the desire for fire safety information was significantly higher amongst respondents who reported that they had not received fire safety information in Australia previously (68.5%).

These results suggest that there is a relatively high level of interest amongst respondents in receiving further information regarding fire safety.

**Like to receive information about fire safety**  
**MFB - 2008 International Students Survey**  
*(Number and percent of total respondents)*

<i>Response</i>	<i>2008</i>	
	<i>Number</i>	<i>Percent</i>
Yes	103	50.5%
No	74	36.3%
Not sure	27	13.2%
<b>Total responses</b>	<b>204</b>	<b>100%</b>



The following table contains a breakdown of the results by broad language group. It is interesting to note that respondents speaking European languages (English, French etc) and those speaking South Asian languages (Hindi, Urdu etc) were significantly more likely to want to receive fire safety information (67.9% and 64.7% respectively).

Respondents speaking North Asian languages (Japanese, Korean etc) on the other hand were found to be less likely to want to receive fire safety information (18.2%). It is noted that respondents speaking North Asian languages were also significantly more likely to have received fire safety information in Australia than other respondents.

**Like to receive information about fire safety by language group**  
**MFB - 2008 International Students Survey**  
*(Number and percent of total respondents)*

<i>Response</i>	<i>European</i>	<i>Chinese</i>	<i>North Asian</i>	<i>SE Asian</i>	<i>South Asian</i>	<i>Arabic</i>
Yes	67.9%	46.6%	18.2%	26.3%	64.7%	0%
No	23.4%	36.6%	68.1%	47.3%	35.2%	60.0%
Not sure	8.7%	16.8%	13.7%	26.4%	0%	40.0%
<b>Total responses</b>	<b>81</b>	<b>60</b>	<b>22</b>	<b>19</b>	<b>17</b>	<b>5</b>

When asked what topics they would like to receive fire safety information on, respondents indicated that they would like to receive general information on all, or a range of topics, rather than any one area. This is consistent with the fact that many respondents who reported that they would like to receive fire safety information have not previously received any.

**Fire safety topics**  
**MFB - 2008 International Students Survey**  
*(Number and percent of total respondents)*

Topic	2008	
	Number	Percent
General information - what to do, what not to do.	16	7.8%
Everything regarding fire safety	13	6.4%
Kitchen and cooking safety	6	2.9%
Safety procedure	3	1.5%
Electric appliance safety	2	1.0%
Emergency contacts	2	1.0%
Evacuation plans in case of fire	2	1.0%
How to protect myself	2	1.0%
What to do if there's a fire	2	1.0%
Education, recommendations for safety	1	0.5%
Fire and emergency plan	1	0.5%
Bushfires	1	0.5%
Fire and security	1	0.5%
First aid, what to do in case of fire, helping others	1	0.5%
Heating systems	1	0.5%
Home fire safety	1	0.5%
How to survive	1	0.5%
Not specific	1	0.5%
Personal safety	1	0.5%
Precautions re fire	1	0.5%
Reporting illegal business to the police	1	0.5%
Rescue procedures/first aide	1	0.5%
Smoke, smoke alarms, what to do	1	0.5%
Special topics	1	0.5%
The causes and pre-protection	1	0.5%
<b>Total responses</b>	<b>64</b>	<b>31.4%</b>

## Timing of fire safety information

Respondents were asked:

*“When do you consider the best time to receive fire safety information?”*

Only a small proportion of respondents reported that the best time to receive fire safety information was prior to their arrival in Australia (16.7%). Respondents were equally divided over whether it was best to receive information upon (47.1%) or sometime after (45.6%) their arrival in Australia.

These results suggest that there is not necessarily any one time that respondents feel is best to receive fire safety information. The fact that respondents were divided over the best time to receive fire safety information underlines the importance of ongoing education.

**Best time to receive information about fire safety**  
**MFB - 2008 International Students Survey**  
*(Number and percent of total respondents)*

Response	2008	
	Number	Percent
Upon arrival in Australia	96	47.1%
Sometime after arrival in Australia	93	45.6%
Before arrival in Australia	34	16.7%
Not sure	6	
<b>Total responses</b>	<b>229</b>	
<i>Total respondents providing response</i>	<i>200</i>	

***Preferred method of receiving fire safety information***

Respondents were asked:

*“How would you prefer to receive fire safety information?”*

Respondents were asked an open-ended question regarding the ways they would prefer to receive fire safety information. It should be noted that this question was not asked in the pilot survey. The greatest proportion of respondents reported that they would prefer to receive information via email (41.4%). It should be noted that email was one of the primary ways respondents reported that they preferred to receive information generally.

Other ways respondents indicated that they would prefer to receive fire safety information included brochures / flyers (16.1%), Internet (15.5%) and mail (15.5%). Again, these were methods of receiving information that respondents' had highlighted previously.

The high proportion of respondents reporting that they would prefer to receive fire safety information underlines the significance of the Internet and particularly email in terms of the ways in which respondents receive information. These results highlight the importance targeting any communication with respondents through these mediums.

**Preferred ways of receiving fire safety information****MFB - 2008 International Students Survey**

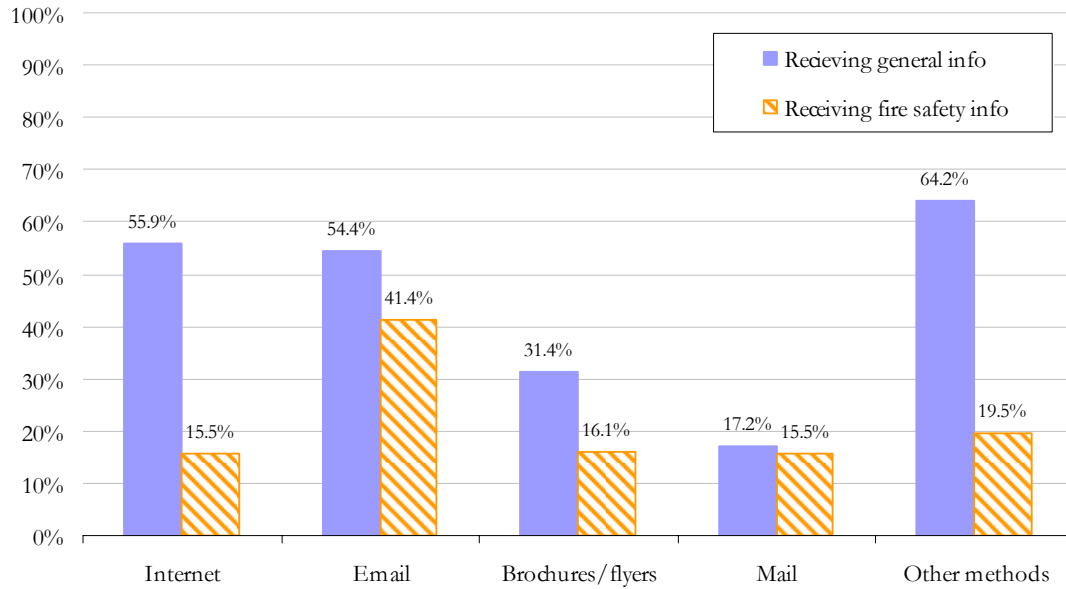
*(Number and percent of total respondents)*

<i>Response</i>	<i>2008</i>	
	<i>Number</i>	<i>Percent</i>
Email	72	41.4%
Brochures / flyers	28	16.1%
Internet	27	15.5%
Mail	27	15.5%
TV	8	4.6%
Telephone / SMS	8	4.6%
Website	5	2.9%
Face-to-face	5	2.9%
Posters	3	1.7%
Should hold an event	1	0.6%
Radio	1	0.6%
Newsletters	1	0.6%
Fire drill	1	0.6%
DVD	1	0.6%
<b>Total responses</b>	<b>188</b>	
<i>Total respondents providing response</i>	<i>91</i>	

**Preferred methods of receiving information/fire safety information**

**MFB - 2008 International Students Survey**

(Percent of total respondents)



## Demographics

The following tables contain the demographic breakdown of the respondents. The value of this data is in the way the results contained in this report can be broken down by demographic variables to provide a deeper insight into the data. This in turn allows for more informed and more effectively targeted policy responses.

### Gender

**Gender**  
**MFB - 2008 International Students Survey**  
(Number and percent of total respondents)

Gender	2008	
	Number	Percent
Male	123	60.3%
Female	81	39.7%
<b>Total responses</b>	<b>204</b>	<b>100%</b>

### Age

**Age**  
**MFB - 2008 International Students Survey**  
(Number and percent of total respondents)

Age	2008	
	Number	Percent
18 years or less	8	3.9%
19 years	17	8.3%
20 years	42	20.6%
21 years	37	18.1%
22 years	32	15.7%
23 years	18	8.8%
24 years	11	5.4%
25 years	13	6.4%
26 years or over	24	11.8%
Not stated	2	
<b>Total responses</b>	<b>204</b>	<b>100%</b>



## Country of birth

**Country of birth**  
**MFB - 2008 International Students Survey**  
*(Number and percent of total respondents)*

Country	2008	
	Number	Percent
China	47	23.0%
India	31	15.2%
Malaysia	28	13.7%
South Korea	13	6.4%
Vietnam	12	5.9%
Japan	11	5.4%
Taiwan	10	4.9%
Sri Lanka	7	3.4%
Thailand	7	3.4%
Hong Kong	6	2.9%
Indonesia	6	2.9%
Pakistan	5	2.5%
Iran	2	1.0%
Lebanon	2	1.0%
Philippines	2	1.0%
Singapore	2	1.0%
Syria	2	1.0%
Brunei Darussalam	1	0.5%
Cambodia	1	0.5%
Fiji	1	0.5%
Gaza Strip and West Bank	1	0.5%
Ivory Coast	1	0.5%
Macau	1	0.5%
Mauritius	1	0.5%
Mozambique	1	0.5%
Nepal	1	0.5%
Oman	1	0.5%
Russia	1	0.5%
<b>Total responses</b>	<b>204</b>	<b>100%</b>



## *Period of residence*

**Period of residence in Australia**  
**MFB - 2008 International Students Survey**  
*(Number and percent of total respondents)*

<i>Time</i>	<i>2008</i>	
	<i>Number</i>	<i>Percent</i>
Less than 1 month	9	4.4%
1 to less than 6 months	20	9.8%
6 months to less than 1 year	18	8.8%
1 to less than 2 years	63	30.9%
2 to less than 3 years	50	24.5%
3 to less than 4 years	27	13.2%
4 years or more	17	8.3%
<b>Total responses</b>	<b>204</b>	<b>100%</b>

## *Language*

For ease of analysis, respondents were divided into broad, geographically-based groups based on the language the respondent reported preferring to speak. The “European” group includes English, French, Russian, and Portuguese speakers. “Chinese” includes Mandarin and Cantonese speakers. “North Asian” includes Korean and Japanese speakers. Respondents speaking South Asian languages such as Hindi, Urdu and Singhalese were grouped into the “South Asian” category while those speaking Vietnamese, Thai, Indonesian and the like were included in the “South East Asian” group.



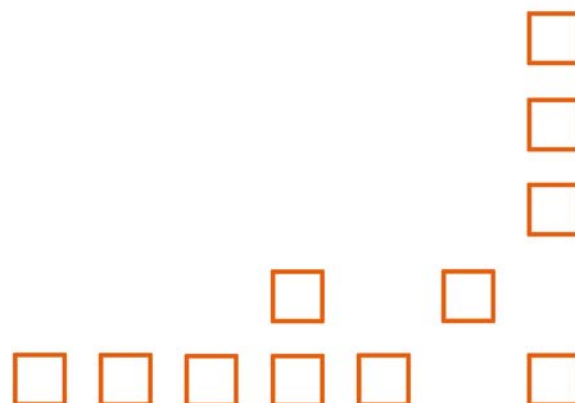
**Language spoken**  
**MFB - 2008 International Students Survey**  
*(Number and percent of total respondents)*

<i>Language</i>	<i>2008</i>	
	<i>Number</i>	<i>Percent</i>
English	77	37.7%
Mandarin	41	20.1%
Cantonese	15	7.4%
Korean	12	5.9%
Japanese	10	4.9%
Vietnamese	7	3.4%
Hindi	7	3.4%
Thai	5	2.5%
Arabic	5	2.5%
Punjabi	4	2.0%
Chinese, n.f.d	4	2.0%
Indonesian	3	1.5%
Malay	2	1.0%
French	2	1.0%
Indo-Aryan n.f.d.	2	1.0%
Urdu	2	1.0%
Tamil	1	0.5%
Tagalog (Filipino)	1	0.5%
Portugese	1	0.5%
Russian	1	0.5%
Sinhalese	1	0.5%
Bisaya	1	0.5%
<b>Total responses</b>	<b>204</b>	<b>100%</b>

**Broad language groups**  
**MFB - 2008 International Students Survey**  
*(Number and percent of total respondents)*

<i>Language group</i>	<i>2008</i>	
	<i>Number</i>	<i>Percent</i>
European	81	39.7%
Chinese	60	29.4%
North Asian	22	10.8%
South East Asian	19	9.3%
South Asian	17	8.3%
Arabic	5	2.5%
<b>Total responses</b>	<b>204</b>	<b>100%</b>

## Appendix one: survey form



# METROPOLITAN FIRE AND EMERGENCY SERVICES BOARD INTERNATIONAL STUDENTS SURVEY

1

## Study and accommodation details

What educational institution do you attend?		
What course are you studying?		
What is your current housing situation?  (please circle one number only)	Living on campus (college accommodation)	1
	Student accommodation (e.g. organised through YMCA, etc)	2
	Homestay accommodation	3
	Living with relatives	4
	Private rental (sole person)	5
	Private rental (group household)	6
	Boarding house	7
What is the style of your accommodation? (please circle one number only)	Separate room	1
	Dormitory-style	2
How many bedrooms are there where you live?		
How many people are there where you live?		

## FIRE HAZARDS IN YOUR DWELLING

2

### What, if any, fire safety issues do you believe exist where you live?

(Please circle as many as appropriate)

No safety issues or fire hazards (go to question 4)	1	Faulty power points	6
No smoke alarms	2	Incense/oil burners	7
Smoke alarms not working	3	Unsafe/faulty appliances (specify): _____	8
Fire exits not clearly marked	4	Unsafe/faulty heaters	9
Fire exits blocked/locks on doors, dead locks	5	Other (specify): _____	10

3

### What, if anything, have you done about these fire safety issues?


4

### Are there smoke alarms where you live?

Yes - working	1	No	3
Yes - not working	2	Not sure	9

## FIRE SAFETY IN AN EMERGENCY

**5**

**Have you heard of the Metropolitan Fire Brigade/MFB?**

Yes	1	Not sure	9
No ( <i>go to question 7</i> )	2		

**6**

**If yes, what services do you believe the MFB provides the community?**

*(do not read out, prompt for multiple responses)*

Fire suppression	1	Water emergency response in Port Phillip Bay	8
Urban search and rescue	2	Chemical, biological, radiological emergencies	9
Road accident response	3	Advice on major events and anti-terrorism activities	10
Emergency medical (first) response	4	Building inspections of fire and life safety systems	11
Industrial accident and hazardous materials handling/storage incidents	5	Community safety activities including education, increased awareness/preparedness	12
Fire investigation and cause analysis, including data to community and agencies	6	Develop fire safety and emergency plans for major events	13
Input into standards, codes of practice and regulations affecting community safety	7	Review and inspect dangerous goods handling and storage practices & fire systems	14

**7**

**What would you do if there was a fire where you live?**

*(do not read out, prompt for multiple responses)*

Leave building	1	Call the fire brigade	6
Warn others	2	Call a friend	7
Call campus/building security	3	Fight fire	8
Call landlord/estate agent	4	Other ( <i>please specify</i> ): _____	9
Call 000	5	Not sure	10

**8**

**What phone number would you call in case of a fire?** (*tell interviewee if they are not aware*)

<input type="text"/>	1	Don't know/not sure	2
----------------------	---	---------------------	---

**9**

**Do you need a key to get out of where you live? (to unlock the door from inside)**

Yes	1	Not sure	9
No	2		

## COMMUNICATION

10

**What are all the ways you prefer to receive information?**

*(prompt for multiple responses)*

Email	1	Internet	10
My Space	2	Newsletters	11
Facebook	3	CD ROM	12
Via SMS	4	DVDs	13
Via You Tube	5	Mail	14
Instant Messenger	6	Brochures/flyers	15
Radio	7	Face to face information sessions	16
Publications <i>(specify):</i> _____	8	Other <i>(specify):</i> _____	17
Television	9		

## FIRE SAFETY INFORMATION

11

**Have you received fire safety information in Australia?**

Yes	1	Not sure	9
No <i>(go to question 18)</i>	2		

12

**What was the fire safety information you received about?**

*(Please circle as many as appropriate)*

Call 000 in case of fire	1	Evacuation plans	8
Smoke alarms	2	Bushfires	9
Cooking safety	3	Total fire ban days	10
Gas appliance safety	4	Cigarettes, candles and oil burners	11
Electric appliance safety	5	Heaters	12
Power board safety	6	Other <i>(specify):</i> _____	13
Power point hazards	7	Not sure	14

13

**What are all the ways you have received fire safety information?**

*(Please circle as many as appropriate)*

Brochure	1	Poster within accommodation	6
Website	2	DVD/CD ROM	7
Face-to-face information	3	Television	8
Stickers	4	Other <i>(specify):</i> _____	9
Fridge magnets	5	Not sure	10

14

**What are all the organisations you have received fire safety information from?**

*(Please circle as many as appropriate)*

International Students' Association	1	International agent	6
My educational institution	2	My Student Union	7
My landlord/real estate agent	3	Metropolitan Fire Brigade	8
Student Residential Association	4	Other ( <i>specify</i> ): _____	9
Student Housing Service	5	Not sure	10

15

**On a scale of 0 to 10 (with 0 the lowest and 10 the highest) please rate your satisfaction with the following aspects of the fire safety information you received.**

*(Please circle one number for each variable)*

1. Ease of understanding	0	1	2	3	4	5	6	7	8	9	10	Can't say
2. Quality of information	0	1	2	3	4	5	6	7	8	9	10	Can't say

16

**Did the fire safety information you received increase your awareness?**

Yes	1	Not sure	9
No	2		

**If yes, how?**


17

**Did you take any action as a result of the fire safety information you received?**

Yes	1	Not sure	9
No	2		

**If yes, what action did you take?**


18

**Would you like to receive information about fire safety?**

Yes	1	Not sure	9
No	2		

**If yes, on what topics would you like to receive more information?**




19

How would you prefer to receive fire safety information?


20

When do you consider to be the best time to receive fire safety information?

*(Please circle as many as appropriate)*

Before arrival in Australia	1	Sometime after arrival in Australia	3
Upon arrival in Australia	2	Not sure	9

## DEMOGRAPHIC PROFILE

21

What is your gender? (Do not read out)

Male	1	Female	2
------	---	--------	---

22

What is your age in years?

23

What is your country of birth?

24

How long have you been living in Australia?

25

What language do you prefer to speak?

26

Do you have any other comments you would like to make?
