

**Department of Education, Employment
and Workplace Relations**

**2009 Job Seeker Omnibus Survey
—Questionnaire—
Final, 2 June 2009**

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A. Introduction

Good morning/afternoon/evening. My name is [name] from I-view, a social research company. We have been commissioned to conduct a customer satisfaction study with the Australian government.

Interviewer note: If talking to someone other than the respondent, do not divulge the nature of the survey.

If necessary: If the person who answers the phone is not the person on the list & asks what the call is about, **do not say** you are calling on behalf of the Department of Education, Employment and Workplace Relations. Instead reconfirm that you are calling from an independent research agency if necessary: specify it is about customer satisfaction with the Australian government.

We are conducting a survey on behalf of the Department of Education, Employment and Workplace Relations about your experiences with looking for a job or getting ready to look for a job. Information from the survey will be used to help the Department improve the services provided to jobseekers.

You may have recently received a letter from the Department about the survey.

You have been randomly selected along with other job seekers to take part in this survey. Your answers to the survey are totally confidential, will only be used for research purposes and will not in any way affect any income support or employment services you may be receiving.

This interview takes, on average, around 20 minutes. Is now a good time for us to talk?

Our call may be monitored for quality assurance and training purposes.

Interviewer Note: Prompt, if necessary: We're still interested in your experiences and comments even if you are not looking for work at the moment.

Interviewer Note: Prompt, if necessary: A toll free number (1800 633 450) has been provided by the Department if you have any questions about the survey.

A.1 Result of interview

- | | |
|---|---|
| 1 CONTINUE | 2 No answer |
| 3 Answering machine | 4 Fax machine/modem |
| 5 Engaged | 6 Appointment <i>[note: include potential refusals]</i> |
| 7 Telstra message / number disconnected | 8 Wrong number / respondent not known |
| 9 Person denies involvement with Centrelink / DEEWR | 10 Claims to have done the survey |
| 11 Not available / away for duration | 12 Refused outright |
| 13 Soft refusal / possible conversion (record reason) | 14 LOTE / TTY (specified language) |
| 15 Stopped interview (record reason) | 16 No interview after 6 Contacts |

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A.1. Introduction B

- A.2 Have you visited or been in contact with Centrelink at any time in the last 3 months?
Prompt if necessary: Contact can include in person, over the phone, handing in a form, using the touch screens, sending or receiving a letter, etc.
- 1 Yes
 - 2 No
 - 97 [Don't know / Can't remember]

- A.3 Have you visited or been in contact with a Job Network agency at any time in the last 3 months?
- 1 Yes
 - 2 No
 - 97 [Don't know / Can't remember]

CATI filter A.4: If identified in sample file as attending PSP provider (If CONTRACT_TYPE=PSP), then go to A.4, otherwise go to CATI filter A.5.

- A.4 Have you been in contact with a Personal Support Programme or PSP provider at any time in the last 3 months?
- 1 Yes
 - 2 No
 - 97 [Don't know / Can't remember]

CATI filter A.5: If identified in sample file as attending JPET provider (If CONTRACT_TYPE=JPET), then go to A.5, otherwise go to CATI filter A.6.

- A.5 Have you been in contact with a Job Placement, Employment, and Training or JPET provider at any time in the last 3 months?
- 1 Yes
 - 2 No
 - 97 [Don't know / Can't remember]

CATI filter A.6: If A.3=2 or 97 and JNS_Agency_Marker=1, go to A.6. If A.3=1, go to A.7. Otherwise, go to CATI filter A.8.

- A.6 The Department's records indicate that employment services have been provided to you by [JNS_Agency_Name]. Have you had any contact with them in the last 3 months? **Prompt if necessary:** Contact can include in person, over the phone, handing in a form, using the touch screens, sending or receiving a letter, etc.
- 1 Yes (Go to A.7 and interviewer to enter Job Network agency name)
 - 2 No (Go to CATI filter A.8)
 - 97 [Don't know / Can't remember] (Go to CATI filter A.8)

A.7 What was the name of the Job Network agency you have had the most dealings with in the last 3 months? **Interviewer Note:** Prompt, if ‘Don’t know’: If you like, we will just call them ‘Agency X’, as I will be asking you some questions about the service provided by that agency.

CATI filter A.8: If A.4=2 or 97 and PSP_Provider_Marker=1, go to A.8. If A.4=1, go to A.9. Otherwise, go to CATI filter A.10.

A.8 The Department’s records indicate that services have been provided to you by [PSP_Provider_Name]. Have you had any contact with them in the last 3 months?
Prompt if necessary: Contact can include in person, over the phone, handing in a form, sending or receiving a letter, etc.
1 Yes (Go to A.9 and interviewer to enter PSP provider’s name)
2 No (Go to CATI filter A.10)
97 [Don’t know / Can’t remember] (Go to CATI Filter A.10)

A.9 What was the name of the PSP provider you have had the most dealings with in the last 3 months?
Interviewer Note: Prompt, if ‘Don’t know’: If you like, we will just call them ‘PSP providerX’, as I will be asking you some questions about the service provided by that provider.

CATI filter A.10: If A.5=2 or 97 and JPET_Provider_Marker=1, go to A.10. If A.5=1, go to A.11. Otherwise, go to CATI filter Read out 1.

A.10 The Department’s records indicate that services have been provided to you by [JPET_Provider_Name]. Have you had any contact with them in the last 3 months?
Prompt if necessary: Contact can include in person, over the phone, handing in a form, sending or receiving a letter, etc.
1 Yes (Go to A.11 and interviewer to enter JPET provider’s name)
2 No (Go to CATI filter Read out 1)
97 [Don’t know / Can’t remember] (Go to Read out CATI filter Read out 1)

A.11 What was the name of the JPET provider you have had the most dealings with in the last 3 months?
Interviewer Note: Prompt, if ‘Don’t know’: If you like, we will just call them ‘JPET provider X’, as I will be asking you some questions about the service provided by that provider.

CATI filter Read out 1:

If had contact with Centrelink (If A.2=1) AND had contact with either JNM, PSP or JPET (A.3=1 OR A.4=1 OR A.5=1 OR A.6=1 OR A.8=1 OR A.10=1), then go to Read out 1.

If had contact with Centrelink (A.2=1) AND no contact with JNM, PSP or JPET (A.3, A.4, A.5, A.6, A.8 and A.10 all do not equal 1) AND (strata_mn=1), then go to CATI filter Read out B.1.

If had contact with Centrelink (A.2=1) AND no contact with JNM, PSP or JPET (A.3, A.4, A.5, A.6, A.8 and A.10 all do not equal 1) AND (strata_mn=2, 3, 4, 5, 6, 7, 8, 9, 10, 11 OR 12), then go to Read out TERMINATE.

If no contact with Centrelink (A.2=2 OR 97) AND had contact with JNM, PSP or JPET (A.3=1 OR A.4=1 OR A.5=1 OR A.6=1 OR A.8=1 OR A.10=1), then go to CATI filter G.1.

If no contact with Centrelink (A.2=2 OR 97) AND no contact with JNM, PSP or JPET (A.3, A.4, A.5, A.6, A.8 and A.10 all do not equal 1) AND (strata_mn=1), then go to Section T – Unengaged Jobseekers.

If no contact with Centrelink (A.2=2 OR 97) AND no contact with JNM, PSP or JPET (A.3, A.4, A.5, A.6, A.8 and A.10 all do not equal 1) AND (strata_mn=2, 3, 4, 5, 6, 7, 8, 9, 10, 11 OR 12), then go to Read out TERMINATE.

Programmer note: Please tailor what appears in brackets based on previous responses.

Read out 1: The survey is in 2 parts: the first part is about services that you may have received from Centrelink and the second part is about (Job Network / PSP / JPET / Job Network and JPET/PSP). (Go to Section B – Registration with Centrelink)

B. Centrelink Registration Process

CATI filter Read out B.1: If respondent is indicated on the sample database as registering with Centrelink in the last three months, {if durat=1}, go to Read out B.1, otherwise go to Section C – Contact with Centrelink.

Registration Interview

Read out B.1: The first few questions are about registering with Centrelink as looking for work.

B.1a In the last three months, have you had an interview with Centrelink in person **or** on the phone where you tried to register as looking for work? (**Prompt if necessary:** “The registration interview is an initial interview where Centrelink will discuss your needs, record your details and tell you about what happens next in terms of finding work and receiving assistance”.)

Interviewer note: If respondent tried to register but was not eligible, record as ‘Yes’.

1 Yes

2 No (Go to Section C - Contact with Centrelink)

97 [Don’t know / Can’t remember] (Go to Section C - Contact with Centrelink)

B.1b Was the interview conducted at a Centrelink office or over the phone?

1 Centrelink office

2 Over the phone

3 Both

97 [Don’t know / Can’t remember] (Go to Read out B.11)

B.2 Job Capacity Assessors assess your ability to work in certain areas, any problems you might have in getting a job, **but don’t actually provide the employment assistance services** to you. Did Centrelink staff make an appointment for you to visit a **Job Capacity Assessor**?

1 Yes

2 No (Go to B.5)

97 [Don’t know / Can’t remember] (Go to B.5)

B.3 Please answer the next question on a scale from 0 to 10, where 0 is extremely dissatisfied and 10 is extremely satisfied. How satisfied or dissatisfied were you that the Centrelink staff member...		EXTREMELY DISSATISFIED					EXTREMELY SATISFIED					DK/NA	
		0	1	2	3	4	5	6	7	8	9	10	97
a	clearly explained what the appointment was for?	0	1	2	3	4	5	6	7	8	9	10	97
b	clearly explained what would happen if you didn’t attend the appointment?	0	1	2	3	4	5	6	7	8	9	10	97

		EXTREMELY DISSATISFIED					EXTREMELY SATISFIED							DK/NA
		0	1	2	3	4	5	6	7	8	9	10	97	
B.4	How satisfied or dissatisfied were you with the length of time you had to wait from when Centrelink booked your appointment to actually going to see the Job Capacity Assessor?													
B.5	Did Centrelink staff make an appointment for you to visit a Job Network Agency ? 1 Yes 2 No (Go to Read out B.9) 97 [Don't know / Can't remember] (Go to Read out B.9)													
B.6	Please answer the next question on a scale from 0 to 10, where 0 is extremely dissatisfied and 10 is extremely satisfied. How satisfied or dissatisfied were you that the Centrelink staff member...													DK/NA
a	clearly explained what the appointment was for?	0	1	2	3	4	5	6	7	8	9	10	97	
b	clearly explained what would happen if you didn't attend the appointment?	0	1	2	3	4	5	6	7	8	9	10	97	
c	gave you a good understanding of the types of employment services and help you could get from Job Network?	0	1	2	3	4	5	6	7	8	9	10	97	
B.7	Did you attend your appointment with the Job Network agency? 1 Yes 2 No (Go to Read out B.9) 97 [Don't know / Can't remember] (Go to Read out B.9)													
B.8	On a scale from 0 to 10, how satisfied or dissatisfied were you with the length of time you had to wait from when Centrelink booked your appointment to actually going to see the Job Network Agency? [If necessary: 0 is extremely dissatisfied and 10 is extremely satisfied.]													DK/NA
		0	1	2	3	4	5	6	7	8	9	10	97	

Read out B.9: I would now like to ask you about your satisfaction with the registration interview.

		EXTREMELY DISSATISFIED					EXTREMELY SATISFIED					DK/ NA	
		0	1	2	3	4	5	6	7	8	9	10	97
B.9	On a scale from 0 to 10, where 0 is extremely dissatisfied and 10 is extremely satisfied. Overall , how satisfied or dissatisfied were you with the service you received at your registration interview?												

CATI filter B.10: If respondent not satisfied, {If B.9=0, 1,2,3,4 or 5}, go to B.10, otherwise go to Read out B.11.

B.10 “What was the main reason you weren’t satisfied?”

(Interviewer Note: Do NOT prompt) [single response]

- 1 Staff did not tailor / personalise their service
- 2 Centrelink processes inflexible or slow
- 3 Quality of information from staff is poor
- 4 Staff were not competent in their job
- 5 Did not help me to find work
- 96 Other (Please specify)
- 97 [Don’t know / Can’t Remember]

Activity Agreement

Read out B.11: After you registered as looking for work, you might have signed an Activity Agreement with Centrelink. This Agreement lists the things you agreed to do to look for work and to improve your chances of finding work. It also explains what happens if you don’t do what you agreed to.

B.11 Did you sign an Activity Agreement **with Centrelink**?

- 1 Yes
- 2 No (Go to Section C - Contact with Centrelink)
- 97 [Don’t know / Can’t remember] (Go to Section C - Contact with Centrelink)

B.12	Please answer these questions on a scale from 0 to 10, where 0 is extremely dissatisfied and 10 is extremely satisfied...	EXTREMELY DISSATISFIED	EXTREMELY SATISFIED	DK/ NA									
 How satisfied or dissatisfied are you that...													
a	Centrelink staff explained what the Activity Agreement was all about before you signed it	0	1	2	3	4	5	6	7	8	9	10	97
b	You understood what you were required to do under the Activity Agreement	0	1	2	3	4	5	6	7	8	9	10	97
c	Centrelink staff explained what would happen if you didn't comply with the requirements in your Activity Agreement	0	1	2	3	4	5	6	7	8	9	10	97
		EXTREMELY DISSATISFIED								EXTREMELY SATISFIED	DK/ NA		
B.13	Overall, how satisfied or dissatisfied were you with the process of completing and signing your Activity Agreement?	0	1	2	3	4	5	6	7	8	9	10	97

CATI Filter B.14: If respondent not satisfied, {if B.13=0, 1,2,3,4 or 5}, go to B.14, otherwise go to the Section C – Contact with Centrelink.

B.14 What is the main reason you weren't satisfied with this process?

(Interviewer Note: Do NOT prompt)[single response]

- 1 Requirements of Agreement not explained clearly
- 2 Process poorly handled by Centrelink
- 3 Unreasonable requirements of the Agreement
- 4 No choice or negotiation about signing
- 5 Doesn't help me to find work
- 96 Other (Please specify) _____
- 97 Don't know / Can't say

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C. Contact with Centrelink

Read out Section C: Now I'd like to ask you about your contact with Centrelink over the last three months. Contact can include in person, over the phone, handing in a form, using the touch screens, receiving a letter, etc. (**Interviewer Note:** Prompt, if necessary: If you are no longer looking for work, we are still interested in the experiences you had while you were looking for work at any time within the last 3 months.)

CATI filter Read out C.1i: If interview conducted at Centrelink office and over the phone only {if B.1b=3, go to Read out C.1i.

If interview conducted at the Centrelink office only {if B.1b=1}, go to Read out C.1ii.

If interview conducted over the phone only {if B.1b=2}, go to Read out C.1iii.

Read out C.1i: You mentioned before that you have visited a Centrelink office and been in contact by phone

CATI filter C.1i: Go to C.1c and autocode C.1a=1 and C.1b=1 (yes).

Read out C.1ii: You mentioned before that you have been into Centrelink.

CATI filter C.1ii: Go to C.1b and autocode C.1a=1 (yes).

Read out C.1iii: You mentioned before that you have phoned Centrelink.

CATI filter C.1iii: Go to C.1a and autocode C.1b as 1 (yes).

C.1	In the last three months have you had contact with Centrelink...	Yes	No	Don't know/Can't remember
a	by you visiting their offices?	1	2	97
b	by phone?	1	2	97
	(Interviewer Note: Prompt if necessary. This is both the Centrelink calling you and you calling Centrelink)			
c	by any other method?	1	2	97

CATI filter C.2: If has visited Centrelink office, {if C.1a=1}, go to C.2 If has been in contact with Centrelink by telephone (of C.1b=1), go to C.6. Otherwise, go to Section D – General Service Aspects.

CATI filter C.2: If attended an interview with Centrelink in the last 3 months {if B.1b=1 or 3}, autocode C.2b=1 (yes), and skip C.2b..

C.2	Have you been into Centrelink in the last 3 months ...	Yes	No	[Don't know / Can't remember]
a	to hand in your participation form or fortnightly form?	1	2	97
b	to attend an interview?	1	2	97
c	to use job search facilities such as touchscreens or computers?	1	2	97
d	to discuss your payments?	1	2	97
e	for any other reason?	1	2	97

CATI filter C.3: If respondent has been into Centrelink for reasons other than to only use job search facilities {if C.2a=1 OR C.2b=1 OR C.2d=1 OR C.2e=1}, go to C.3, otherwise go to CATI filter C.5.

		STRONGLY DISAGREE					STRONGLY AGREE					DK /NA	
		0	1	2	3	4	5	6	7	8	9	10	97
C.3	On a scale from 0to 10,where 0 is strongly disagree and 10 is strongly agree, to what extent do you agree or disagree that you feel comfortable discussing personal information with staff at Centrelink? (Interviewer Note: This could include discussing: contact details, payments, job search methods, medical conditions)												

CATI filter C.4: If respondent does not agree {If C.3=0, 1,2,3,4 or 5}, go to C.4, otherwise go to CATI filter C.5.

- C.4 “What was the main reason you didn’t feel comfortable?”
(**Interviewer Note:** Do NOT prompt) [single response]
- 1 Office too open / everyone can hear / no privacy
 - 2 Poor or inappropriate staff attitude
 - 3 Staff weren’t listening / felt like a number
 - 4 Too many questions / irrelevant / invasive
 - 5 Not comfortable discussing personal information with people I don’t know
 - 6 Always speaking to different people / too many people involved in personal affairs
 - 7 Didn’t consider my situation / personal needs
 - 96 Other (Please specify)
 - 97 [Don’t know / Can’t Remember]

CATI filter C.5: If been into Centrelink to hand in a participation form, {C.2a=1}, go to C.5, otherwise go to CATI filter C.6

		EXTREMELY DISSATISFIED					EXTREMELY SATISFIED					DK/ NA	
		0	1	2	3	4	5	6	7	8	9	10	97
C.5	On a scale from 0 to 10 where 0 is extremely dissatisfied and 10 is extremely satisfied. In the last 3 months, how satisfied or dissatisfied were you with the length of time you had to wait to hand in your participation form? (Prompt if necessary: this is your fortnightly form, your regular form that you hand in to receive payments).												

CATI filter C.6: If has phoned Centrelink {if C.1b=1}, go to C.6, otherwise go to Section D – General Service Aspects.

		EXTREMELY DISSATISFIED					EXTREMELY SATISFIED					DK/ NA	
		0	1	2	3	4	5	6	7	8	9	10	97
C.6	On a scale from 0 to 10 where 0 is extremely dissatisfied and 10 is extremely satisfied. Over the last 3 months, how satisfied or dissatisfied were you with the length of time you had to wait on the phone to speak to someone at Centrelink?												

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D. General Service Aspects

Read out D.1: The next few questions are about all of your dealings with Centrelink in the last 3 months.

D.1	On a scale from 0 to 10, where 0 is strongly disagree and 10 is strongly agree.	STRONGLY DISAGREE										STRONGLY AGREE										DK/NA	
	To what extent do you agree or disagree that...																						
	[Rotate start point]																						
a	Centrelink staff treated you with respect	0	1	2	3	4	5	6	7	8	9	10	97										
b	Centrelink staff gave you the time and attention you required	0	1	2	3	4	5	6	7	8	9	10	97										
c	Centrelink staff acted quickly to meet your needs	0	1	2	3	4	5	6	7	8	9	10	97										
d	Centrelink staff made you feel like they wanted to help you	0	1	2	3	4	5	6	7	8	9	10	97										
e	Centrelink staff took your individual needs into account	0	1	2	3	4	5	6	7	8	9	10	97										
f	In general, information Centrelink told you or gave you was accurate and correct	0	1	2	3	4	5	6	7	8	9	10	97										
g	In general, information Centrelink told you or gave you was easy to understand	0	1	2	3	4	5	6	7	8	9	10	97										
h	In general, Centrelink is a fair and reasonable organisation	0	1	2	3	4	5	6	7	8	9	10	97										
i	In general, Centrelink can be relied on to get things right	0	1	2	3	4	5	6	7	8	9	10	97										
		EXTREMELY DISSATISFIED										EXTREMELY SATISFIED										DK/NA	
		0	1	2	3	4	5	6	7	8	9	10	97										
D.2	On a scale from 0 to 10,thinking about <u>all</u> the contact you have had with Centrelink in the last three months, overall how satisfied or dissatisfiedwere you with the service you received?																						

CATI filter D.3: If respondent was not satisfied, {if D.2=0, 1,2,3,4 or 5}, go to D.3, otherwise go to Section E – Complaints to Centrelink.

D.3 What was the main reason that you weren't satisfied with the service provided by Centrelink?
(Interviewer Note: Do NOT prompt) [single response]

- | | |
|---|---|
| 1 Lack of skills and knowledge by Centrelink staff | 2 Negative attitudes of Centrelink staff to job seekers |
| 3 Inaccurate / insufficient information | 4 Job listing on touchscreens incorrect |
| 5 They did not help me get a job | 6 Long wait times / Service is not timely |
| 7 They didn't take my individual circumstances into account | |
| 96 Other (please specify)..... | |
| 97 [Don't know / Can't remember] | |

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E. Complaints about Centrelink

Read out E.1: The next few questions are to do with complaints about Centrelink.

- E.1 Has Centrelink ever told you or given you information on how to make a complaint about Centrelink?
Prompt, if necessary: Even if you haven't needed to make a complaint, Centrelink should still have explained or given information about how to make a complaint.
 1 Yes
 2 No
 97 [Don't know / Can't remember]
- E.2 Have you wanted to make a complaint about Centrelink staff or services in the last 3 months?
 1 Yes
 2 No (Go to Section F - Choice of Provider)
 97 [Don't know / Can't remember] (Go to Section F - Choice of Provider)
- E.3 Did you lodge a formal complaint?
 1 Yes (Go to E.5)
 2 No
 97 [Don't know / Can't remember] (Go to Section F – Choice of Provider)
- E.4 What was the main reason you didn't make a complaint?
(Interviewer note: Do NOT prompt) [single response]
 1 Ceased to be a problem
 2 Didn't know who to make complaint to/the process
 3 Didn't know it was possible to make a complaint
 4 Couldn't be bothered/not worth the effort
 5 Slow complaints process/difficult to get through
 6 No point/don't act on complaints/not taken seriously
 7 Worried about possible repercussions
 8 Difficult to find the appropriate person or department / was given the run around
 96 Other (Please specify)
 97 [Don't Know / Can't Remember]

CATI filter E.5: go to Section F – Choice of Provider.

- E.5 Just very briefly, was the complaint about poor service from staff, your payment entitlements or something else?
If wanted to make more than one complaint: The most recent complaint
(Interviewer note: Do NOT prompt) [multiple response]
 1 Poor service from staff
 2 Payment entitlements
 96 Other (Please specify)
 97 [Don't Know / Can't Remember]

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F. Choice of Provider

CATI filter Section F.1: If Centrelink made an appointment with a Job Network Agency {if B.5=1}, go to Read out F.1, otherwise go to Section G – Contact with Job Network Member.

Read out F.1: The next few questions are about your experience in choosing a Job Network agency. **[Prompt, if necessary:** Even if you didn't choose your Job Network Agency, we are still interested in your experiences.]

F.1 Did Centrelink give you a choice of Job Network agency?

- 1 Yes
- 2 No (Go to F.3)
- 97 [Don't know / Can't remember] (Go to F.3)

F.2 Did Centrelink give you information or tell you where you could find information about Job Network agencies to help you choose one?

- 1 Yes
- 2 No
- 97 [Don't know / Can't remember]

F.3 Before you [chose / were given] your Job Network agency, were you aware that you could find out about Job Network agencies...

	Yes	No	[Don't know / Can't remember]
a on the touchscreens at Centrelink?	1	2	97
b on the Internet?	1	2	97
c from pamphlets in Centrelink?	1	2	97

CATI filter F.4: If respondent chose a Job Network Agency {If F.1=1} go to F4, Otherwise, go to Section G –Contact with Job Network Member.

F.4 What was the main reason you chose that Job Network agency?

If necessary: Even if you did not get to go there? (Interviewer note: **Do NOT prompt**) [single response]

- | | |
|--|--|
| 1 Friends / relatives recommended them | 2 Previous dealings with them |
| 3 Conveniently located / close to home | 4 Specialised in people like me (Target Group) |
| 5 Good reputation / good track record in getting people jobs | 6 Had heard or seen their ads |
| 7 Randomly selected / just chose them | 8 Centrelink referred me to them |
| 9 The only one available | |
| 96 Other (Please specify) _____ | 97 [Don't know / Can't Remember] |

F.5 Did you get to go to the Job Network agency you chose?

- 1 Yes (Go to question F.7)
- 2 No
- 97 [Don't know / Can't remember] (Go to question F.7)

F.6 Why didn't you get to go to the Job Network agency you chose?

- | | |
|---|--|
| 1 One I chose wasn't available / too full | 2 Only had one agency to choose from |
| 3 Didn't choose within the required timeframe | 4 Centrelink specified which agency to go to |
| 96 Other (Please specify) _____ | 97 [Don't know / Can't remember] |

		STRONGLY DISAGREE					STRONGLY AGREE					DK/NA	
F.7	On a scale from 0 to 10: Overall, to what extent do you agree or disagree that you had enough information to make an informed choice of Job Network agency?	0	1	2	3	4	5	6	7	8	9	10	97

CATI filter F.8: If respondent agreed {If F.7=6,7,8,9 or 10} go to Section G - Contact with Job Network Member. Otherwise, go to F.8.

F.8 What other information would have helped you choose a Job Network agency?

[Interviewer note: Accept multiple responses]

- 1 Location / address
- 2 Their specialisation (eg. cater for disabled)
- 3 Types of jobs they get for job seekers
- 4 Ratings on their performance / success rate
- 96 Other (Please specify) _____
- 97 [Don't Know / Can't Remember]

G. Contact with Job Network Member

CATI filter G.1: If respondent has had contact with Job Network (A.3=1 OR A.6=1), go to Read out Section G. If respondent has not had contact with Job Network (A.3=2 OR A.3 = 97 OR A.6=2 OR A.6=97) and has used job search facilities at Centrelink (C.2c=1) go to Read out J.2a(1). If respondent has had contact with a PSP provider (A.4=1 OR A.8=1), go to Section L – Contact with PSP provider. If respondent has had contact with JPET provider (A.5=1 OR A.10=1), go to Section O – Contact with JPET provider. If indicated as unengaged on sample file (“strata_mn=1”), go to Section T – Labour Force Status.

Read out Section G: Now I’d like to talk to you about looking for work and your contact with [Job Network agency name] in the last 3 months. Contact can be either you contacting them or them contacting you.

	In the last three months have you had contact with [Job Network Agency]...	Yes	No	Don’t know/Can’t remember
G.1				
a	by you visiting their offices?	1	2	97
b	by phone?	1	2	97
	(Interviewer Note: Prompt if necessary. This is both the Job Network Agency calling you and you calling the Job Network Agency)			
c	by any other method?	1	2	97

CATI filter G.2: If visited Job Network agency office in last 3 months {if G.1a=1}, go to G.2. If contact has been provided by phone only {if G.1b=1} go to G.4, otherwise go to Section H – Job Search Support

G.2	Apart from the receptionist, do you generally talk to the same person, such as a case manager, when you visit [Job Network agency name]?
	(Interviewer Note: If receptionist is also their ‘case manager’, code as 1 – ‘same person’. Record based on current arrangements)
	1 Same person
	2 Different people
	3 Only talk to the receptionist
	4 I don’t talk to anyone
	5 I’ve only been in there once

G.3	How often have you been into [Job Network agency name] for any reason in the last 3 months?
	(Prompt if necessary: ‘Would you say it was once a fortnight, more often, or less often?’)
	1 Almost every day (52 or more times)
	2 Two to three times a week (20 to 51 times)
	3 About once a week (10 to 19 times)
	4 About once a fortnight (4 to 9 times)
	5 Once a month (3 times)
	6 Less often than once a month (2 times)
	7 Only once in the last three months (1 time)

CATI filter G.4: If contact by phone {if G.1b=1} go to G.4, otherwise go to CATI filter G.5.

G.4	How often have you spoken with someone from [Job Network agency name] on the telephone for any reason in the last three months?
	(Prompt if necessary: ‘Would you say it was once a fortnight, more often, or less often?’)
	(Interviewer Note: This is both the Job Network Member calling the Job Seeker and the Job Seeker calling the Job Network Member)

- 1 Almost every day (52 or more times)

2 Two to three times a week (20 to 51 times)

3 About once a week (10 to 19 times)

4 About once a fortnight (4 to 9 times)

5 Once a month (3 times)

6 Less often than once a month (2 times)

7 Only once in the last three months (1 time)

CATI filter G.5: If visited Job Network agency office in last 3 months {if G.1a=1}, go to G.5, otherwise go to Section H – Job Search Support

	Thinking just about the last time you went into[Job Network agency name], while you were there did you...	Yes	No	[Don't Know / Can't Remember]
G.5	[READ OUT]			
a	meet with a staff member	1	2	97
b	check for job vacancies	1	2	97
c	update your resume or contact information	1	2	97
d	did you do anything else	1	2	97

CATI filter G.6: If G.5d=1, go to G.6. Otherwise go toSection H – Job Search Support.

What else did you do?

G.6

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H. Job Search Support

CATI filter Section H: If respondent is indicated on the sample database as having registered with Centrelink in the last 3 months, {if durat=1}, go to Read out H.1, otherwise go to Section I – Employment Assistance.

Read out H.1: Now I'm going to ask you about discussions you have had with [Job Network agency name] about the kinds of jobs that might suit you.

G	H.1	Thinking about your discussions with [Job Network agency name], did they...	Yes	No	[Don't know / Can't remember]
	a	discuss your previous work experience?	1	2	97
	b	talk to you about the types of jobs that suited your skills and experience?	1	2	97
	c	give you advice on the types of jobs that need more workers?	1	2	97
G	H.2	Have you had any discussions where they...	Yes	No	[Don't know / Can't remember]
	a	clearly explain your responsibilities and the rules and regulations that applied to you?	1	2	97
	b	clearly explain your rights when receiving employment services?	1	2	97
	H.3	In the last three months, have you gone to an interview with [Job Network agency name] to create an online resume on the computer system?			
		1 Yes			
		2 No (Go to Section I – Employment Assistance)			
		97 [Don't know / Can't remember] (Go to Section I – Employment Assistance)			
	H.4	Thinking about this <u>online</u> resume...	Yes	No	[Don't know / Can't remember]
	a	was there enough information included about your employment history and work duties?	1	2	97
	b	was there enough information included about your skills and abilities?	1	2	97
	c	was the information about you, including your employment history and qualifications, correct?	1	2	97

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I. Employment Assistance

CATI filter Section I: If respondent had contact with Job Network Agency and PSP provider in the last 3 months, {if (A.3=1 OR A.6=1) and (A.4=1 OR A.8=1)}, go to Read out I.1a. If respondent had contact with Job Network Agency and JPET provider in the last 3 months, {if (A.3=1 OR A.6=1) and (A.5=1 OR A.10=1)}, go to Read out I.1b. Otherwise go to Read out I.1c.

Read out I.1a: Now I'm going to read out a list of things that either [Job Network agency name] or [PSP provider] might have given you in the last 3 months. If the assistance was offered but not actually given to you, please say "no". If either agency gave you the assistance, please say "yes".

CATI filter I.1b: Go to I.1

Read out I.1b: Now I'm going to read out a list of things that either [Job Network agency name] or [JPET provider] might have given you in the last 3 months. If the assistance was offered but not actually given to you, please say "no". If either agency gave you the assistance, please say "yes".

CATI filter I.1c: Go to I.1

Read out I.1c: Now I'm going to read out a list of things [Job Network agency name] might have given you in the last 3 months. If the assistance was offered but not actually given to you, please say "no".

The first few things are about job search and career preparation. Did they...?

I.1

Job Search preparation:

	Yes	No	[Don't know / Can't remember]
a give you advice about the best ways to find work	1	2	97
b help you write or check your job applications	1	2	97
c give you advice, or help you to prepare for interviews	1	2	97
d actively look for work on your behalf, such as contacting an employer for you	1	2	97

Career preparation:

	Yes	No	[Don't know / Can't remember]
e place you in a voluntary job or a work trial with an employer, to get you some work experience, not including Work for the Dole	1	2	97
f talk about the skills and education that might help you get work?			
g talk to you about the types of jobs that you might like in the future	1	2	97

Read out: The next few things are about counselling and other support services. Did they...

Counselling and Support

	Yes	No	[Don't know / Can't remember]
h help you identify your work goals and other goals	1	2	97
i talk about your needs and the types of help they can give you	1	2	97

<i>j</i>	provide counselling, rehabilitation services or other professional support	1	2	97
	Referral, Coordination and Advocacy	Yes	No	[Don't know / Can't remember]
<i>k</i>	provide information about other local services or organisations that can help you	1	2	97
	CATI filter I.1l: if I.1k=1 ask I.1l, otherwise go to I.1m			
<i>l</i>	refer you to, or help you access, those services	1	2	97
<i>m</i>	talk to other services or agencies on your behalf	1	2	97
	Practical Support	Yes	No	[Don't know / Can't remember]
<i>n</i>	transport you to interviews or services in the local community	1	2	97
<i>o</i>	attend any appointments or interviews with you	1	2	97
<i>p</i>	help you sort out your living arrangements	1	2	97
<i>q</i>	help you to plan out what steps to take next	1	2	97
	Read out: In the last three months did they arrange or help to pay for...?	Yes	No	[Don't know / Can't remember]
<i>r</i>	licences or certificates	1	2	97
<i>s</i>	transport such as fares or petrol money	1	2	97
<i>t</i>	mobile phones or phone credits	1	2	97
<i>u</i>	clothing or footwear	1	2	97
<i>v</i>	tools or special equipment	1	2	97
<i>w</i>	any medical, dental or optical needs	1	2	97
<i>x</i>	personal assistance such as haircuts and grooming?	1	2	97

In the last 3 months did they give you any other assistance or pay for anything else?

I.2

- 1 Yes
2 No (Go to I.4)
97 [Don't know / Can't remember] (Go to I.4)

What was that?

I.3

(Interviewer Note: Do not prompt) [Multiple response]

- 1 Fully or partially paid for training courses
2 Finance or equipment for starting a job / course
3 Help pay for car registration
4 Finance for living necessities
5 A wage subsidy
6 Let me use their phone/ fax/ internet to find jobs
96 Other (please specify)

Programmer Note: If respondent had contact with Job Network Agency and PSP/JPET provider in the last 3 months, {if (A.3=1 OR A.6=1) and (A.4=1 OR A.8=1 OR A.5=1 OR A.10=1)}, insert "either agency" at I.4. Otherwise insert [Job Network Agency] name at I.4.

Now, thinking back over the last **6 months**, did ([Job Network Agency name] / either agency) organise for you to attend any courses?

I.4

- 1 Yes
2 No (Go to Read out I.6)
97 [Don't know / Can't remember] (Go to Read out I.6)

What were the courses?

I.5 **(Interviewer Note: Do NOT prompt. Probe fully)** [Multiple response]

- 1 Computer course / new technologies
- 2 Motivation / self help / personal development
- 3 Reading, numeracy or literacy
- 4 Training for a specific job (includes forklift licence, hospitality courses, etc)
- 5 Job search training (includes how to write a resume, how to dress; etc)
- 6 TAFE / technical college/ business college
- 7 First Aid or Occupational Health and Safety Course
- 96 Other (Please specify)

Read out: The next few questions are about things that make it hard for people to work or look for work.

I.6 People can have trouble finding work for many different reasons. What sorts of things, if any, make it hard for you personally to work or find a job?

(Interviewer note: Do NOT prompt. Probe for all reasons and ask ‘anything else?’)
[IF CODES 1, DK or REFUSED SINGLE RESPONSE, ACCEPT MULTIPLES IF CODES 2-21]

- | | |
|--|--|
| 1 None [DO NOT READ OUT] | 3 Caring responsibilities (Ill health or injury of other person) |
| 2 Parenting responsibilities | 5 Employers think you are too old |
| 4 Employers think you are too young | 7 Don't have enough or the right kind of education or training |
| 6 Don't have suitable transport / no current drivers licence | 9 There aren't enough jobs available |
| 8 Don't have enough work experience | 11 Your racial or ethnic background |
| 10 Being (male / female) | 13 Poor reading or writing skills |
| 12 Poor English Language skills | 15 Lack of confidence |
| 14 Lack of skills in writing job applications and interviewing | 17 Poor maths or number skills |
| 16 Physical or mental health conditions | 19 Living somewhere remote or isolated |
| 18 Studying | 97 [Don't Know / Can't Remember] |
| 96 Other (Please specify) | |
| 99 Refused | |

I.6b I have a list of other things that some people say makes it difficult for them to work or find a job. As I read them, please tell me whether any of these things make it hard for you personally to work or look for work.

READ OUT

[ask for all not mentioned at I.6]

	Yes	No	Don't know / can't say
2 Parenting responsibilities	1	2	97
3 Caring responsibilities (Ill health or injury of other person)	1	2	97
4 Employers think you are too young	1	2	97
5 Employers think you are too old	1	2	97
6 Don't have suitable transport / no current drivers licence	1	2	97
7 Don't have enough or the right kind of education or training	1	2	97
8 Don't have enough work experience	1	2	97
9 There aren't enough jobs available	1	2	97

10 Being (male / female)	1	2	97
11 Your racial or ethnic background	1	2	97
12 Poor English Language skills	1	2	97
13 Poor reading or writing skills	1	2	97
14 Lack of skills in writing job applications and interviewing	1	2	97
15 Lack of confidence	1	2	97
16 Physical or mental health issues			
17 Poor maths or number skills	1	2	97
18 Studying	1	2	97
19 Living somewhere remote or isolated	1	2	97

CATI filter I.7: If I.6=1 AND I.6b2-I.6b19 are all 'no' or 'don't know', go to CATI filter I.15, otherwise continue.

- X I.7 Did/does [Job Network Agency name] recognise that you have this/these difficulty/difficulties or barrier/s?
 1. Yes – all of them
 2. Yes - some of them
 3. No(go to CATI filter I.11)
 97 [Don't know / Can't remember] (go to CATI filter I.11)
- X I.8 Do you feel that [Job Network Agency name] understands how these barriers can make it hard for you to find work?
 1. Yes
 2. No
 97 [Don't know / Can't remember]
- X I.9 Havethey done anything to help you overcome these barriers?
 1. Yes (go to I.10)
 2. No (go to CATI filter I.11)
 97 [Don't know / Can't remember] (go to CATI filter I.11)
- X I.10 What were these things?
(Interviewer Note: Do not read out.) [Multiple response]
 1 Provided me with training (in-house)
 2 Sent me to a training course (external)
 3 Provided me with work experience
 4 Spent extra time with me
 5 Provided me with counselling
 96 Other (please specify).....

CATI filter I.11: If respondent had contact with PSP provider (A.4=1 OR A.8=1), go to I.11 and insert PSP provider name at I.11 and I.12. If respondent had contact with JPET provider (A.5=1 OR A.10=1), go to I.11 and insert JPET provider name at I.11 and I.12. Otherwise, go to CATI filter I.15

- X I.11 Did/does [PSP provider / JPET provider] recognise that you have this/these difficulty/difficulties or barrier/s?
 1. Yes – all of them
 2. Yes - some of them

3. No (go to CATI filter I.15)

97 [Don't know / Can't remember] (go to CATI filter I.15)

X

I.12

Do you feel that [PSP provider name / JPET provider name] understands how these barriers can make it hard for you to find work?

1. Yes

2. No

97 [Don't know / Can't remember]

X

I.13

Have they done anything to help you overcome these barriers?

1. Yes (go to I.14)

2. No (go to CATI filter I.15)

97 [Don't know / Can't remember] (go to CATI filter I.15)

X

I.14

What were these things?

(Interviewer Note: Do not read out.) [Multiple response]

1 Provided me with training (in-house)

2 Sent me to a training course (external)

3 Provided me with work experience

4 Spent extra time with me

5 Provided me with counselling

96 Other (please specify).....

CATI filter I.15: If respondent had contact with Job Network Agency and PSP/JPET provider in the last 3 months, {if (A.3=1 OR A.6=1) and (A.4=1 OR A.8=1 OR A.5=1 OR A.10=1)}, insert "either agency" at I.15. Otherwise insert [Job Network Agency] name at I.15.

I.15

Apart from the assistance ([Job Network agency name]/either agency) has or will give you, is there any other help you need or want from them?

1. Yes

2. No (go to Section J – Job Search Facilities)

97 [Don't know / Can't remember] (go to Section J – Job Search Facilities)

H

I.16

What else do you need from them?

(Interviewer Note: Do not read out.) [Multiple response]

1 Job search preparation

2 Career preparation

3 Financial assistance

4 Help to pay for any healthcare needs

5 Help to pay for specialist equipment to help you

6 Help to pay for modifications to a workplace

7 Help to pay for childcare

96 Other (please specify).....

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J. Job Search Facilities

Read out J.1: The next few questions are about searching for jobs.

- J.1 In the last three months have you used the job search facilities such as computers or touchscreens at [Job Network agency name]?
- 1 Yes
 - 2 No
 - 97 [Don't know / Can't remember]

CATI filter Read out J.2a: If have used touchscreens at Job Network agency AND have used job search facilities at Centrelink{If J.1=1 AND C.2c=1}, go to Read out J.2a(2).
 If used job search facilities at Centrelink only{if C.2c=1 AND (J.1=2OR J.1 =97)}, go to Read out J.2a(1).
 If used job search facilities at Job Network agency only {if C.2c=2 OR C.2c=97 AND J.1=1}, go to J.3and insert [Job Network agency name].
 All others, go to CATI filter J.6

Read out J.2a(1): Earlier you said that you use job search facilities at Centrelink.**Go to J.3 and insert "Centrelink"**

Read out J.2a(2): Earlier you said that you also use job search facilities at Centrelink.

- J.2a Where do you use them most, at Centrelink or at Job Network?
- 1 Centrelink (Go to J.3 and enter Centrelink)
 - 2 [Job Network Agency name] (Go to J.3 and enter Job Network agency name)
 - 3 Both equally (Go to J.2b)
 - 97 [Don't know / Can't remember] (Go to J.2b)

- J.2b Where was the last place you used the job search facilities?
- 1 Centrelink (Go to J.3 and enter Centrelink)
 - 2 [Job Network Agency name] (Go to J.3 and enter Job Network agency name)
 - 97 [Don't know / Can't remember] (Go to CATI filter J.6)

- J.3 Thinking about the job search facilities at [Insert name]. To what extent do you agree or disagree.....
- | | STRONGLY DISAGREE | | | | | STRONGLY AGREE | | | | | DK/NA | |
|--|-------------------|---|---|---|---|----------------|---|---|---|---|-------|----|
| | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 97 |
| a that the job search facilities were in working order | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 97 |
| b that everyone had a fair chance to use the job search facilities, even if it was busy | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 97 |
-
- | | EXTREMELY DISSATISFIED | | | | | EXTREMELY SATISFIED | | | | | DK/NA | |
|--|------------------------|---|---|---|---|---------------------|---|---|---|---|-------|----|
| | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 97 |
| J.4 On a scale from 0 to 10, overall, how satisfied or dissatisfied were you with the job search facilities? | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 97 |

CATI filter J5: If respondent not satisfied, {if J.4= 0, 1,2,3,4 or 5}, go to J.5, otherwise go to CATI filter J.6.

“What is the main reason you weren’t satisfied with the job search facilities?”

J.5 (Interviewer Note: Prompt if necessary)

- | | |
|--------------------------------|--|
| 1 Out of order / doesn’t work | 5 Not enough job detail / information |
| 2 Long wait to use them | 6 Did not know how to use them |
| 3 Didn’t help me find a job | 7 Jobs on them have already been filled, need to be updated more regularly |
| 4 Not enough jobs | 8 You can’t print off the touchscreens |
| 96 Other (Please specify)..... | |
| 97 Don’t know / can’t remember | |

CATI filter J.6: If not had contact with Job Network Agency in the last 3 months (A.3 and A.6 do not equal 1), then go to Section L – Contact with PSP provider.

If spoke with someone from Job Network agency in person or on the telephone, {if G.1a=1 OR G.1b=1}, go to Read out J.6, otherwise go to Read out J.11a.

Read out J.6: The next few questions are about possible jobs you may have found out about through [Job Network agency name].

J.6 In the last 3 months, has [Job Network agency name] spoken to you about job vacancies they thought might suit you?

1. Yes
2. No (Go to Read out J.11a)
- 97 [Don’t know / Can’t remember] (Go to Read out J.11a)

J.7 Have you applied for any of the job matches or jobs from [Job Network Agency name]?

1. Yes
2. No (Go to Read out J.11a)
- 97 [Don’t know / Can’t remember] (Go to Read out J.11a)

J.8 Did any of these applications result in paid work?

1. Yes
2. No (Go to J.10)
- 97 [Don’t know / Can’t remember] (Go to J.10)

J.9 Are you still in that job now?

(Interviewer instruction: If multiple jobs offered and accepted code as “yes”)

1. Yes
2. No
- 97 [Don’t know / Can’t remember]

J.10 For any of the job applications that didn't result in paid work, did [Job Network Agency name] provide feedback about why you didn’t get the job/s?

(Interviewer note: If yes: Is that all, most or some?)

1. Yes - for all jobs
2. Yes - for most jobs
3. Yes - for some jobs
4. No
5. [All jobs applied for resulted in paid employment]
97. [Don’t know / Can’t remember]

Read out J.11a: I would now like to ask a few questions about job searching you have done on your own.

J.11a In the last 3 months, have you searched for any jobs on your own?

1. Yes
2. No (go to CATI filter J.13)
- 97 [Don't know / Can't remember] (go to CATI filter J.13)

In the last 3 months...		Yes	No	[Don't Know / Can't Remember]
J.11b	a have you sent or emailed a job application or a letter to employers	1	2	97
	b have you phoned an employer about jobs	1	2	97
	c have you visited an employer in person to ask about jobs	1	2	97
	d have you checked newspapers for job ads	1	2	97
	e have you checked internet sites for jobs	1	2	97
	f have you contacted friends, relatives or other people about a job	1	2	97

CATI filter J.11bg: If has used job search facilities at Centrelink or Job Network, {if C.2c=1 OR J.1=1}, go to J.11g, otherwise go to CATI filter J.12a.

g	have you done your own searches for jobs on job search facilities at Centrelink or Job Network	1	2	97
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CATI filter J.12a: If job seeker has done own job search, {if J.11a=1}, go to J.12a. Otherwise go to CATI filter J.13.

J.12a Did any of those job searches result in paid work?

1. Yes
2. No (Go to CATI filter J.13)
- 97 [Don't know / Can't remember] (Go to CATI filter J.13)

J.12b Are you still in that job now?

(Interviewer instruction: If multiple jobs offered and accepted code as “yes”)

1. Yes
2. No
- 97 [Don't know / Can't remember]

CATI filter J.13: If job search resulted in paid work, {if J.8=1 OR J.12a=1}, go to J.13, otherwise go to Section K – Job Network Agency Service Quality

Interviewer note: For those with multiple jobs, ask about most recent job / current job. Note that 'Multiple jobs' is not actually coded, this is just something interviewers are to keep in mind if the respondent mentions they have multiple jobs.

J.13 Thinking about **all** the jobs you have had in the last 3 months...Did [Job Network agency name] agree to provide any support or training once you started working?

(Interviewer Note: Prompt, if necessary: Support includes things like phone calls, visits or money, talking to the employer, training, job aids / specialist equipment, post job placement support, etc.)

1. Yes
2. No (Go to Section K- Job Network Agency Service Quality)

97 [Don't know / Can't remember] (Go to Section K- Job Network Agency Service Quality)

J.14 What assistance have, or will, they provide?
(**Prompt if necessary:** 'for all your jobs')[multiple response]

1. Phone you
2. Training / payment for training for you
3. Talked to the employer / staff
4. Workplace modifications / special equipment
5. Clothing
6. Transport assistance
7. Wage Subsidy
96. Other [please specify]

J.15 How long did they provide, or expect to provide, this support?

1. Up to one month
2. More than one month and up to 3 months
3. More than 3 months and up to 6 months
4. More than 6 months
97. Don't know / can't remember

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K. Job Network Agency Service Quality

CATI filter Section K: If job seeker had contact with the Job Network agency in person or on the phone {if G.1a=1 OR G.1b=1}, go to K.1, otherwise go to Section L – Contact with PSP Provider.

K.1 Using a scale from 0 to 10, where 0 is strongly disagree and 10 is strongly agree... STRONGLY DISAGREE STRONGLY AGREE DK/NA

Thinking about all of your dealings with [Job Network agency name], to what extent do you agree or disagree that...

Rotate points within each subheading, i.e. a) to f), and g) to i)

Individual needs

a	they treated you with respect	0	1	2	3	4	5	6	7	8	9	10	97
b	they gave you the time and attention you required	0	1	2	3	4	5	6	7	8	9	10	97
c	they acted quickly to meet your needs	0	1	2	3	4	5	6	7	8	9	10	97
d	They took your individual needs into account	0	1	2	3	4	5	6	7	8	9	10	97
e	They gave you a say in the help you would receive	0	1	2	3	4	5	6	7	8	9	10	97
f	they made you feel like they wanted to help you	0	1	2	3	4	5	6	7	8	9	10	97

Information

g	in general, the information and advice you were told or given was accurate and correct	0	1	2	3	4	5	6	7	8	9	10	97
h	in general, the information they gave you was easy to understand	0	1	2	3	4	5	6	7	8	9	10	97

Privacy

i	they made you feel comfortable about giving personal information	0	1	2	3	4	5	6	7	8	9	10	97
----------	--	---	---	---	---	---	---	---	---	---	---	----	----

J K.2 And to what extent do you agree or disagree with each of the following statements I read out. STRONGLY DISAGREE STRONGLY AGREE DK/NA

[Job Network agency name]...

Rotate start point a) to g)

a	believed you could get a job	0	1	2	3	4	5	6	7	8	9	10	97
b	helped you stay motivated to look for work	0	1	2	3	4	5	6	7	8	9	10	97
c	gave you the skills to look for your own job	0	1	2	3	4	5	6	7	8	9	10	97
d	improved your chances of finding a job	0	1	2	3	4	5	6	7	8	9	10	97
e	helped you deal with personal problems that made life difficult	0	1	2	3	4	5	6	7	8	9	10	97
f	added to your skills and abilities	0	1	2	3	4	5	6	7	8	9	10	97
g	was familiar with the local job market	0	1	2	3	4	5	6	7	8	9	10	97

	EXTREMELY DISSATISFIED					EXTREMELY SATISFIED					DK/NA	
	0	1	2	3	4	5	6	7	8	9	10	97

J K.3 Please answer the next question on a scale from 0 to 10, where 0 is extremely dissatisfied and 10 is extremely satisfied. Thinking about all aspects of the services provided by [Job Network agency name], how satisfied or dissatisfied were you overall?

CATI filter K.4: If respondent was not satisfied, {If K.3=0, 1,2,3,4 or 5}, go to K.4. If had contact with a PSP provider (A.4=1 OR A.8=1), go to Section L – Contact with PSP provider. If had contact with a JPET provider, (A.5=1 OR A.10=1), go to Section O – Contact with JPET provider. All others, go to Section R – Service Providers Code of Practice.

K.4 What was the main reason you weren't satisfied?
(Interviewer Note: Do NOT prompt) [single response]

- 1 Didn't get me a job / not helpful overall
- 2 No or insufficient contact from Job Network agency
- 3 Poor or inappropriate staff attitude
- 4 No feedback / unresponsive
- 5 Agency deals in / offers me the wrong sort of work
- 6 Service very limited or inflexible
- 7 Insufficient experience in assisting people with disability/medical conditions
- 8 Not interested in helping someone with my medical condition
96. Other (please specify)

INSERT TIMESTAMP

L. Contact with PSP provider

CATI filter Section L: If respondent has had contact with a PSP provider (A.4=1 OR A.8=1), go to Read out Section L. Otherwise, go to Section O – Contact with JPET provider.

Read out Section L: Now I'd like to talk to you about the Personal Support Programme and your contact with [PSP provider] in the last 3 months. Contact can be either you contacting them or them contacting you.

	In the last three months have you had contact with	Yes	No	Don't know/Can't remember
L.1	[PSP provider]...			
a	by you visiting their offices?	1	2	3
b	by phone?	1	2	3
	(Interviewer Note: Prompt if necessary. This is both the PSP provider calling you and you calling the PSP provider)			
c	by any other method?	1	2	3

CATI filter L.2: If visited PSP provider office in last 3 months {if L.1a=1}, go to L.2, if contact has been provided by phone only {if L.1b=1} go to L.4, otherwise go to Section M – PSP Assistance.

- L.2 Apart from the receptionist, do you generally talk to the same person, such as a social worker or counsellor, when you visit [PSP provider]?
- (Interviewer Note:** If receptionist is also their 'social worker', code as 1 – 'same person'. Record based on current arrangements)
- 1 Same person
 - 2 Different people
 - 3 Only talk to the receptionist
 - 4 I don't talk to anyone
 - 5 I've only been in there once

- L.3 How often have you **been into** [PSP provider] for any reason in the last 3 months?
- (Prompt if necessary:** 'Would you say it was once a fortnight, more often, or less often?')
- | | |
|---|--|
| 1 Almost every day (52 or more times) | 2 Two to three times a week (20 to 51 times) |
| 3 About once a week (10 to 19 times) | 4 About once a fortnight (4 to 9 times) |
| 5 Once a month (3 times) | 6 Less often than once a month (2 times) |
| 7 Only once in the last three months (1 time) | |

CATI Filter L.4: If contact by phone {if L.1b=1} go to L.4, otherwise go to Section M – PSP Assistance.

- L.4 How often have you spoken with someone from [PSP provider] on **the telephone** for any reason in the last three months?
- (Prompt if necessary:** 'Would you say it was once a fortnight, more often, or less often?')
- (Interviewer Note: This is both the PSP provider calling the Job Seeker and the Job Seeker calling the PSP provider)**
- | | |
|---|--|
| 1 Almost every day (52 or more times) | 2 Two to three times a week (20 to 51 times) |
| 3 About once a week (10 to 19 times) | 4 About once a fortnight (4 to 9 times) |
| 5 Once a month (3 times) | 6 Less often than once a month (2 times) |
| 7 Only once in the last three months (1 time) | |

INSERT TIMESTAMP

M. PSP Assistance

CATI filter Section M: If respondent had contact with Job Network Agency in the last 3 months, {if A.3=1 OR A.6=1}, go to M.13. Otherwise go to Read out M.1.

Read out M.1: Now I'm going to read out a list of things [PSP provider] might have given you in the last 3 months. If the assistance was offered but not actually given to you, please say "no".

M.1 The first few things are about job search and career preparation. If these don't apply to you please just bear with me as I have to ask them of everyone. Did they...?

Job Search preparation:

Yes	No	[Don't know / Can't remember]
-----	----	----------------------------------

- | | | | | |
|----------|---|---|---|----|
| a | give you advice about the best ways to find work | 1 | 2 | 97 |
| b | help you write or check your job applications | 1 | 2 | 97 |
| c | give you advice, or help you to prepare for interviews | 1 | 2 | 97 |
| d | actively look for work on your behalf, such as contacting an employer for you | 1 | 2 | 97 |

Career preparation:

Yes	No	[Don't know / Can't remember]
-----	----	----------------------------------

- | | | | | |
|----------|---|---|---|----|
| e | place you in a voluntary job or a work trial with an employer, to get you some work experience, not including Work for the Dole | 1 | 2 | 97 |
| f | talk about the skills and education that might help you get work? | | | |
| g | Talk to you about the types of jobs that you might like in the future | 1 | 2 | 97 |

Read out: The next few things are about counselling and other support services. Did they...

Counselling and Support

Yes	No	[Don't know / Can't remember]
-----	----	----------------------------------

- | | | | | |
|----------|--|---|---|----|
| h | help you identify your work goals and other goals | 1 | 2 | 97 |
| i | talk about your needs and the types of help they can give you | 1 | 2 | 97 |
| j | provide counselling, rehabilitation services or other professional support | 1 | 2 | 97 |

Referral, Coordination and Advocacy

Yes	No	[Don't know / Can't remember]
-----	----	----------------------------------

- | | | | | |
|----------|---|---|---|----|
| k | provide information about other local services or organisations that can help you | 1 | 2 | 97 |
|----------|---|---|---|----|

CATI filter M.1l: if M.1k=1 ask M.1l, otherwise go to M.1m

- | | | | | |
|----------|--|---|---|----|
| l | refer you to or help you access other support services | 1 | 2 | 97 |
| m | help you by talking to other services or agencies on your behalf | 1 | 2 | 97 |

Practical Support

Yes	No	[Don't know / Can't remember]
-----	----	----------------------------------

- | | | | | |
|----------|--|---|---|----|
| n | transport you to interviews or services in the local community | 1 | 2 | 97 |
| o | attend any appointments or interviews with you | 1 | 2 | 97 |

p	help you sort out your living arrangements	1	2	97
q	help you to plan out what steps to take next	1	2	
	Read out: In the last three months did they arrange or help to pay for...?	Yes	No	[Don't know / Can't remember]
r	Licences or certificates	1	2	97
s	transport such as fares or petrol money	1	2	97
t	mobile phones or phone credits	1	2	97
u	Clothing or footwear	1	2	97
v	tools or special equipment	1	2	97
w	any medical, dental or optical needs	1	2	97
x	personal assistance such as haircuts and grooming?	1	2	97

H M.2 In the last 3 months did [PSP provider] give you any other assistance or pay for anything else?

1 Yes

2 No (Go to M.4)

97 [Don't know / Can't remember] (Go to M.4)

H M.3 What was that?

(Interviewer Note: Multiple response)

1 Fully or partially paid for training courses

2 Finance or equipment for starting a job / course

3 Help pay for car registration

4 Finance for living necessities

5 A wage subsidy

6 Let me use their phone/ fax/ internet to find jobs

96 Other (please specify)

H M.4 Now thinking back over the last **6 months**, did [PSP provider] organise for you to attend any courses?

1 Yes

2 No (Go to Read out M.6)

97 [Don't know / Can't remember] (Go to Read out M.6)

H M.5 What were the courses?

(Interviewer Note: Do NOT prompt. Multiple response. Probe.)

1 Computer course / new technologies

2 Motivation / self help / personal development

3 Reading, numeracy or literacy

4 Training for a specific job (includes forklift licence, hospitality courses, etc)

5 Job search training (includes how to write a resume, how to dress; etc)

6 TAFE / technical college/ business college

7 First Aid or Occupational Health and Safety Course

96 Other (Please specify)

Read out M.6: The next few questions are about things that make it hard for people to work or look for work.

M.6 People can have trouble finding work for many different reasons. What sorts of things, if any, make it hard for you personally to work or find a job?

(Interviewer note: Do NOT prompt. Probe for **all** reasons and ask ‘anything else?’)

[IF CODES 1, DK or REFUSED SINGLE RESPONSE, ACCEPT MULTIPLES IF CODES 2-21]

1 None [DO NOT READ OUT]

2 Parenting responsibilities

4 Employers think you are too young

6 Don't have suitable transport / no current drivers licence

8 Don't have enough work experience

10 Being (male / female)

12 Poor English Language skills

14 Lack of skills in writing job applications and interviewing

16 Physical or mental health conditions

18 Studying

96 Other (Please specify)

3 Caring responsibilities (Ill health or injury of other person)

5 Employers think you are too old

7 Don't have enough or the right kind of education or training

9 There aren't enough jobs available

11 Your racial or ethnic background

13 Poor reading or writing skills

15 Lack of confidence

17 Poor maths or number skills

19 Living somewhere remote or isolated

97 [Don't Know / Can't Remember]

M.6b I have a list of other things that some people say makes it difficult for them to work or find a job. As I read them, please tell me whether any of these things make it hard for you personally to work or look for work.

READ OUT

[ask for all not mentioned at M.6]

	Yes	No	Don't know / can't say
2 Parenting responsibilities	1	2	97
3 Caring responsibilities (Ill health or injury of other person)	1	2	97
4 Employers think you are too young	1	2	97
5 Employers think you are too old	1	2	97
6 Don't have suitable transport / no current drivers licence	1	2	97
7 Don't have enough or the right kind of education or training	1	2	97
8 Don't have enough work experience	1	2	97
9 There aren't enough jobs available	1	2	97
10 Being (male / female)	1	2	97
11 Your racial or ethnic background	1	2	97
12 Poor English Language skills	1	2	97
13 Poor reading or writing skills	1	2	97
14 Lack of skills in writing job applications and interviewing	1	2	97
15 Lack of confidence	1	2	97
16 Physical or mental health issues			
17 Poor maths or number skills	1	2	97
18 Studying	1	2	97
19 Living somewhere remote or isolated	1	2	97

CATI filter M.7: If M.6=1 AND M.6b2-I.6b96 are all ‘no’ or ‘don't know’, go to M.11, otherwise continue.

Read out M.7: You mentioned that the following things make it difficult for you to find work:

[INSERT RESPONSES FROM M.6 AND M.6b].

- X M.7 Did/does [PSP provider] recognise that you have this/these difficulty/difficulties or barrier/s?
 1. Yes – all of them
 2. Yes - Some of them
 3. No (go to M.11)
 97 [Don't know / Can't remember] (go to M.11)
- X M.8 Do you feel that [PSP provider] understands how these barriers can make it hard for you to find work?
 1. Yes
 2. No
 97 [Don't know / Can't remember]
- X M.9 Has[PSP provider] done anything to help you overcome these barriers?
 1. Yes
 2. No(go to M.11)
 97 [Don't know / Can't remember] (go to M.11)
- X M.10 What were these things?
(Interviewer Note: Do not read out.) [Multiple response]
 1 Provided me with training (in-house)
 2 Sent me to a training course (external)
 3 Provided me with work experience
 4 Spent extra time with me
 5 Provided me with counselling
 96 Other (please specify).....
- M.11 Apart from the assistance [PSP provider] has or will give you, is there any other help you need or want from them?
 1. Yes
 2. No (go to M.13)
 97 [Don't know / Can't remember] (go to M.13)
- H M.12 What else do you need from [PSP provider]?
(Interviewer Note: Do not read out. Multiple response)
 1 Job search preparation
 2 Career preparation
 3 Financial assistance
 4 Help to pay for any healthcare needs
 5 Help to pay for specialist equipment to help you
 6 Help to pay for modifications to a workplace
 7 Help to pay for childcare
 8 Counselling or rehabilitation
 96 Other [please specify]
- M.13 Are you still enrolled in the Personal Support Programme?
 1. Yes (Go to Section N – PSP Provider Service Quality)
 2. No
 97 [Don't know / Can't remember] (Go to Section N – PSP Provider Service Quality)

M.14 Has [PSP provider] agreed to provide any support or training after you leave the program?
(**Interviewer Note:** Prompt, if necessary: Support includes things like phone calls, visits or money, talking to the employer, training, job aids / specialist equipment, post job placement support, etc.)

1. Yes

2. No (Go to Section N – PSP Provider Service Quality)

97 [Don't know / Can't remember] (Go to Section N – PSP Provider Service Quality)

M.15 What assistance have, or will, they provide?
(**Interviewer Note:** Do not read out) [Multiple response]

1. Phone you

2. Training / payment for training for you

3. Talked to the employer / staff

4. Workplace modifications / special equipment

5. Clothing

6. Transport assistance

7. Wage Subsidy

96. Other [please specify]

M.16 How long did [PSP provider] provide, or expect to provide, this support?

1. Up to one month

2. more than one month and up to 3 months

3. more than 3 months and up to 6 months

4. More than 6 months

97. Don't know / can't remember

INSERT TIMESTAMP

N. PSP Provider Service Quality

CATI filter Section N: If job seeker had contact with the PSP provider in person or on the phone {if L.1a=1 OR L.1b=1}, go to N.1, otherwise go to Section O – Contact with JPET Provider.

N.1 Using a scale from 0 to 10, where 0 is strongly disagree and 10 is strongly agree...

Thinking about all of your dealings with your PSP provider, to what extent do you agree or disagree that...

Rotate points within each subheading, e.g. a) to f), then g) to i)

Individual needs

a	they treated you with respect	0	1	2	3	4	5	6	7	8	9	10	97
b	they gave you the time and attention you required	0	1	2	3	4	5	6	7	8	9	10	97
c	they acted quickly to meet your needs	0	1	2	3	4	5	6	7	8	9	10	97
d	they took your individual needs into account	0	1	2	3	4	5	6	7	8	9	10	97
e	they gave you a say in the help you would receive	0	1	2	3	4	5	6	7	8	9	10	97
f	they made you feel like they wanted to help you	0	1	2	3	4	5	6	7	8	9	10	97

Information

g	in general, the information and advice you were told or given was accurate and correct	0	1	2	3	4	5	6	7	8	9	10	97
h	in general, the information they gave you was easy to understand	0	1	2	3	4	5	6	7	8	9	10	97

Privacy

i	they made you feel comfortable about giving personal information	0	1	2	3	4	5	6	7	8	9	10	97
----------	--	---	---	---	---	---	---	---	---	---	---	----	----

N.2 And to what extent do you agree or disagree with each of the following statements I read out. [PSP provider]...:

Rotate start point a) to i)

a	believed you could get a job	0	1	2	3	4	5	6	7	8	9	10	97
b	helped you stay motivated to reach your goals	0	1	2	3	4	5	6	7	8	9	10	97
c	gave you the skills to look for your own job	0	1	2	3	4	5	6	7	8	9	10	97
d	improved your chances of finding a job	0	1	2	3	4	5	6	7	8	9	10	97
e	helped you deal with personal problems that made life difficult	0	1	2	3	4	5	6	7	8	9	10	97
f	added to your skills and abilities	0	1	2	3	4	5	6	7	8	9	10	97
g	helped build your self-esteem and confidence	0	1	2	3	4	5	6	7	8	9	10	97
h	helped you to get ready to look for work	0	1	2	3	4	5	6	7	8	9	10	97

EXTREMELY DISSATISFIED					EXTREMELY SATISFIED					DK/NA	
0	1	2	3	4	5	6	7	8	9	10	97

J N.3 Please answer the next question on a scale from 0 to 10, where 0 is extremely dissatisfied and 10 is extremely satisfied. Thinking about all aspects of the services provided by [PSP provider], how satisfied or dissatisfied were you overall?

CATI filter N.4: If respondent was not satisfied, {If N.3=0, 1,2,3,4 or 5}, go to N.4. otherwise, go to Section R – Service Providers Code of Conduct.

What was the main reason you weren't satisfied?

N.4 **(Interviewer Note: Do NOT prompt)**

1. Didn't get me a job / not helpful overall
2. No or insufficient contact from PSP provider
3. Poor or inappropriate staff attitude
4. No feedback / unresponsive
5. Agency deals in / offers me the wrong sort of work
6. Service very limited or inflexible
7. Insufficient experience in assisting people with disability/medical conditions
8. Not interested in helping someone with my medical condition
96. Other (please specify)

If had contact with JPET provider, go to Section O – Contact with JPET provider, otherwise go to Section R – Service Providers Code of Conduct.

INSERT TIMESTAMP

O. Contact with JPET provider

CATI filter Section Q: If job seeker had contact with the JPET provider {if A.5=1 OR A.10=1}, go to Read out Section O, otherwise go to Section R – Service Providers Code of Practice.

Read out Section O: Now I'd like to talk to you about the JPET program and your contact with [JPET provider] in the last 3 months. Contact can be either you contacting them or them contacting you.

O.1	In the last three months have you had contact with [JPET provider]...	Yes	No	Don't know/Can't remember
a	by you visiting their offices?	1	2	3
b	by phone? (Interviewer Note: Prompt if necessary. This is both the JPET provider calling you and you calling the JPET provider)	1	2	3
c	by any other method?	1	2	3

CATI filter O.2: If visited JPET provider office in last 3 months {if O.1a=1}, go to O.2, if contact has been provided by phone only {if O.1b=1} go to O.4, otherwise go to Section P – JPET Assistance.

- O.2 Apart from the receptionist, do you generally talk to the same person, such as a case manager, when you visit [JPET provider]?
- (**Interviewer Note:** If receptionist is also their 'case manager', code as 1 – 'same person'. Record based on current arrangements)
- 1 Same person
 - 2 Different people
 - 3 Only talk to the receptionist
 - 4 I don't talk to anyone
 - 5 I've only been in there once

- O.3 How often have you been into [JPET provider] for any reason in the last 3 months?
- (**Interviewer Note:** Prompt if necessary: 'Would you say it was once a fortnight, more often, or less often?')
- | | |
|---|--|
| 1 Almost every day (52 or more times) | 2 Two to three times a week (20 to 51 times) |
| 3 About once a week (10 to 19 times) | 4 About once a fortnight (4 to 9 times) |
| 5 Once a month (3 times) | 6 Less often than once a month (2 times) |
| 7 Only once in the last three months (1 time) | |

CATI filter O.4: If contact by phone {if O.1b=1} go to O.4, otherwise go to Section P – JPET Assistance.

- O.4 How often have you spoken with someone from [JPET provider] on the telephone for any reason in the last three months?
- (**Prompt if necessary:** 'Would you say it was once a fortnight, more often, or less often?')
- (**Interviewer Note:** Prompt if necessary. This is both the JPET provider calling the Job Seeker and the Job Seeker calling the JPET provider)
- | | |
|---|--|
| 1 Almost every day (52 or more times) | 2 Two to three times a week (20 to 51 times) |
| 3 About once a week (10 to 19 times) | 4 About once a fortnight (4 to 9 times) |
| 5 Once a month (3 times) | 6 Less often than once a month (2 times) |
| 7 Only once in the last three months (1 time) | |

INSERT TIMESTAMP

P. JPET Assistance

CATI filter Section P: If respondent had contact with Job Network Agency in the last 3 months, {if A.3=1 OR A.6=1}, go to Read out P.13. Otherwise go to Read out P.1.

Read out P.1: Now I'm going to read out a list of things [JPET provider] might have given you in the last 3 months. If the assistance was offered but not actually given to you, please say "no".

P.1 The first few things are about job search and career preparation. If these don't apply to you please just bear with me as I have to ask them of everyone. Did they...?

Job Search preparation:

Yes No [Don't know / Can't remember]

- | | | | | |
|----------|---|---|---|----|
| a | give you advice about the best ways to find work | 1 | 2 | 97 |
| b | help you write or check your job applications | 1 | 2 | 97 |
| c | give you advice, or help you to prepare for interviews | 1 | 2 | 97 |
| d | actively look for work on your behalf, such as contacting an employer for you | 1 | 2 | 97 |

Career preparation:

Yes No [Don't know / Can't remember]

- | | | | | |
|----------|---|---|---|----|
| e | place you in a voluntary job or a work trial with an employer, to get you some work experience, not including Work for the Dole | 1 | 2 | 97 |
| f | talk about the skills and education that might help you get work? | | | |
| g | Talk to you about the types of jobs that you might like in the future? | 1 | 2 | 97 |

Read out: The next few things are about counselling and other support services. Did they...

Counselling and Support

Yes No [Don't know / Can't remember]

- | | | | | |
|----------|--|---|---|----|
| h | help you identify your work goals and other goals | 1 | 2 | 97 |
| i | talk about your needs and the types of help they can give you | 1 | 2 | 97 |
| j | provide counselling, rehabilitation services or other professional support | 1 | 2 | 97 |

Referral, Coordination and Advocacy

Yes No [Don't know / Can't remember]

- | | | | | |
|----------|---|---|---|----|
| k | provide information about other local services or organisations that can help you | 1 | 2 | 97 |
|----------|---|---|---|----|

CATI filter P.1l: if P.1k=1 ask P.1l, otherwise go to P.1m

- | | | | | |
|----------|--|---|---|----|
| l | refer you to or help you access other support services | 1 | 2 | 97 |
| m | help you by talking to other services or agencies on your behalf | 1 | 2 | 97 |

Practical Support

Yes No [Don't know / Can't remember]

- | | | | | |
|----------|--|---|---|----|
| n | transport you to interviews or services in the local community | 1 | 2 | 97 |
|----------|--|---|---|----|

o	attend any appointments or interviews with you	1	2	97
p	help you sort out your living arrangements	1	2	97
q	help you to plan out what steps to take next	1	2	
	Read out: In the last three months did they arrange or help to pay for...?	Yes	No	[Don't know / Can't remember]
r	licences or certificates	1	2	97
s	transport such as fares or petrol money	1	2	97
t	mobile phones or phone credits	1	2	97
u	clothing or footwear	1	2	97
v	tools or special equipment	1	2	97
w	any medical, dental or optical needs	1	2	97
x	personal assistance such as haircuts and grooming?	1	2	97

H P.2 In the last 3 months, Did [JPET provider] give you any other assistance or pay for anything else?

- 1 Yes
 2 No (Go to P.4)
 97 [Don't know / Can't remember] (Go to P.4)

H P.3 What was that?

(Interviewer Note: Multiple response)

- 1 Fully or partially paid for training courses
 2 Finance or equipment for starting a job / course
 3 Help pay for car registration
 4 Finance for living necessities
 5 A wage subsidy
 6 Let me use their phone/ fax/ internet to find jobs
 96 Other (please specify)

P.4 Now thinking back over the last **6 months**, did [JPET provider] organise for you to attend any courses?

- 1 Yes
 2 No (Go to Read out P.6)
 97 [Don't know / Can't remember] (Go to Read out P.6)

H P.5 What were the courses?

(Interviewer Note: Do NOT prompt. Multiple response. Probe.)

- 1 Computer course / new technologies
 2 Motivation / self help / personal development
 3 Reading, numeracy or literacy
 4 Training for a specific job (includes forklift licence, hospitality courses, etc)
 5 Job search training (includes how to write a resume, how to dress; etc)
 6 TAFE / technical college/ business college
 7 First Aid or Occupational Health and Safety Course
 96 Other (Please specify)

Read out P.6: The next few questions are about things that make it hard for people to work or look for work.

P.6 People can have trouble finding work for many different reasons. What sorts of things, if any, make it hard for you personally to work or find a job?

(Interviewer note: Do NOT prompt. Probe for **all** reasons and ask ‘anything else?’)

[IF CODES 1, DK or REFUSED SINGLE RESPONSE, ACCEPT MULTIPLES IF CODES 2-21]

1 None [DO NOT READ OUT]

2 Parenting responsibilities

4 Employers think you are too young

6 Don't have suitable transport / no current drivers licence

8 Don't have enough work experience

10 Being (male / female)

12 Poor English Language skills

14 Lack of skills in writing job applications and interviewing

16 Physical or mental health conditions

18 Studying

96 Other (Please specify)

99 Refused

3 Caring responsibilities (Ill health or injury of other person)

5 Employers think you are too old

7 Don't have enough or the right kind of education or training

9 There aren't enough jobs available

11 Your racial or ethnic background

13 Poor reading or writing skills

15 Lack of confidence

17 Poor maths or number skills

19 Living somewhere remote or isolated

97 [Don't Know / Can't Remember]

P.6b I have a list of other things that some people say makes it difficult for them to work or find a job. As I read them, please tell me whether any of these things make it hard for you personally to work or look for work.

READ OUT

[ask for all not mentioned at P.6]

	Yes	No	Don't know / can't say
2 Parenting responsibilities	1	2	97
3 Caring responsibilities (Ill health or injury of other person)	1	2	97
4 Employers think you are too young	1	2	97
5 Employers think you are too old	1	2	97
6 Don't have suitable transport / no current drivers licence	1	2	97
7 Don't have enough or the right kind of education or training	1	2	97
8 Don't have enough work experience	1	2	97
9 There aren't enough jobs available	1	2	97
10 Being (male / female)	1	2	97
11 Your racial or ethnic background	1	2	97
12 Poor English Language skills	1	2	97
13 Poor reading or writing skills	1	2	97
14 Lack of skills in writing job applications and interviewing	1	2	97
15 Lack of confidence	1	2	97
16 Physical or mental health issues			
17 Poor maths or number skills	1	2	97
18 Studying	1	2	97
19 Living somewhere remote or isolated	1	2	97

CATI filter P.7: If P.6=1 AND P.6b2-I.6b96 are all ‘no’ or ‘don't know’, go to CATI filter read out P.11, otherwise continue.

Read out P.7: You mentioned earlier that the following things make it difficult for you to find work:
[INSERT RESPONSES FROM P.6 AND P.6b].

P.7 Did/does [JPET provider] recognise that you have this/these difficulty/difficulties or barrier/s?

1. Yes – All of them

2. Yes – Some of them

3. No (go to P.11)

97 [Don't know / Can't remember] (go to P.11)

X P.8 Do you feel that [JPET provider] understands how these barriers can make it hard for you to find work?

1. Yes

2. No

97 [Don't know / Can't remember]

X P.9 Has [JPET provider] done anything to help you overcome these barriers?

1. Yes

2. No (go to P.11)

97 [Don't know / Can't remember] (go to P.11)

X P.10 What were these things? (Accept multiples)

1 Provided me with training (in-house)

2 Sent me to a training course (external)

3 Provided me with work experience

4 Spent extra time with me

5 Provided me with counselling

96 Other (please specify).....

H.11 Apart from the assistance [PSP provider] has or will give you, is there any other help you need or want from them?

1. Yes

2. No (go to P.13)

97 [Don't know / Can't remember] (go to P.13)

H P.12 What else do you need from [JPET provider]?
(Interviewer Note: Do not read out. Multiple response)

1 Job search preparation

2 Career preparation

3 Financial assistance

4 Help to pay for any healthcare needs

5 Help to pay for specialist equipment to help you

6 Help to pay for modifications to a workplace

7 Help to pay for childcare

8 Counselling or rehabilitation

96 Other [please specify]

P.13 Are you still enrolled in the JPET program?

1. Yes (Go to Section Q – JPET Provider Service Quality)

2. No

97 [Don't know / Can't remember] (Go to Section Q – JPET Provider Service Quality)

P.14

Has [JPET provider] agreed to provide any support or training after you leave the program?

(Interviewer Note: Prompt, if necessary: Support includes things like phone calls, visits or money, talking to the employer, training, job aids / specialist equipment, post job placement support, etc.)

1. Yes

2. No (Go to Section Q – JPET Provider Service Quality)

97 [Don't know / Can't remember] (Go to Section Q – JPET Provider Service Quality)

P.15

What assistance have or will they provide?

(Interviewer Note: Accept multiple responses.)

1. Phone you

2. Training / payment for training for you

3. Talked to the employer / staff

4. Workplace modifications / special equipment

5. Clothing

6. Transport assistance

7. Wage Subsidy

96. Other [please specify]

P.16

How long did [JPET provider] provide, or expect to provide, this support?

1. Up to one month

2. more than one month and up to 3 months

3. more than 3 months and up to 6 months

4. More than 6 months

97. Don't know / can't remember

INSERT TIMESTAMP

Q. JPET Provider Service Quality

CATI filter Section Q: If job seeker had contact with JPET provider in person or on the phone {if O.1a=1 OR O.1b=1}, go to Q.1, otherwise go to Section R – Service Providers Code of Practice.

Q.1 Using a scale from 0 to 10 where 0 is strongly disagree and 10 is strongly agree...

STRONGLY DISAGREE

STRONGLY AGREE

DK/NA

Thinking about all of your dealings with your JPET provider, to what extent do you agree or disagree that...

Rotate points within each subheading, e.g. a) to f), then g) to i)

Individual needs

a	they treated you with respect	0	1	2	3	4	5	6	7	8	9	10	97
b	they gave you the time and attention you required	0	1	2	3	4	5	6	7	8	9	10	97
c	they acted quickly to meet your needs	0	1	2	3	4	5	6	7	8	9	10	97
d	they took your individual needs into account	0	1	2	3	4	5	6	7	8	9	10	97
e	they gave you a say in the help you would receive	0	1	2	3	4	5	6	7	8	9	10	97
f	they made you feel like they wanted to help you	0	1	2	3	4	5	6	7	8	9	10	97

Information

g	in general, the information and advice you were told or given was accurate and correct	0	1	2	3	4	5	6	7	8	9	10	97
h	in general, the information they gave you was easy to understand	0	1	2	3	4	5	6	7	8	9	10	97

Privacy

i	they made you feel comfortable about giving personal information	0	1	2	3	4	5	6	7	8	9	10	97
----------	--	---	---	---	---	---	---	---	---	---	---	----	----

Q.2 And to what extent you agree or disagree with each of the following statements I read out. [[JPET provider]:

STRONGLY DISAGREE

STRONGLY AGREE

DK/NA

Rotate start point a) to g)

a	believed you could get a job	0	1	2	3	4	5	6	7	8	9	10	97
b	helped you stay motivated to reach your goals	0	1	2	3	4	5	6	7	8	9	10	97
c	gave you the skills to look for your own job	0	1	2	3	4	5	6	7	8	9	10	97
d	improved your chances of finding a job	0	1	2	3	4	5	6	7	8	9	10	97
e	helped you deal with personal problems that made life difficult	0	1	2	3	4	5	6	7	8	9	10	97
f	added to your skills and abilities	0	1	2	3	4	5	6	7	8	9	10	97
g	helped build your self-esteem and confidence	0	1	2	3	4	5	6	7	8	9	10	97
h	helped you to get ready to get back to school, get into training or a job	0	1	2	3	4	5	6	7	8	9	10	97
i	was familiar with the local job market	0	1	2	3	4	5	6	7	8	9	10	97

		EXTREMELY DISSATISFIED					EXTREMELY SATISFIED					DK/NA	
		0	1	2	3	4	5	6	7	8	9	10	97
Q.3	Please answer the next question on a scale from 0 to 10, where 0 is extremely dissatisfied and 10 is extremely satisfied. Thinking about all aspects of the services provided by [JPET provider], how satisfied or dissatisfied were you overall?												

CATI filter Q.4: If respondent was not satisfied, {If Q.3=0, 1,2,3,4 or 5}, go to Q.4, otherwise go to Section R – Service Providers Code of Practice.

Q.4 What was the main reason you weren't satisfied?

(Interviewer Note: Do NOT prompt)

1. Didn't get me a job / not helpful overall
2. No or insufficient contact from JPET provider
3. Poor or inappropriate staff attitude
4. No feedback / unresponsive
5. Agency deals in / offers me the wrong sort of work
6. Service very limited or inflexible
7. Insufficient experience in assisting people with disability/medical conditions
8. Not interested in helping someone with my medical condition
96. Other (please specify)

INSERT TIMESTAMP

R. Service Providers Code of Practice (INCLUDES COMPLAINTS)

Read out R.1: The next section is about how the agencies we have talked about should treat you and deal with your complaints.

R.1 The Government has a Code of Practice that covers the standards that these agencies and their staff must stick to in dealing with job seekers. Before today, were you aware of this Code of Practice?

1. Yes

2. No (Go to CATI filter R.5)

97 [Don't know / Can't remember] (Go to CATI filter R.5)

CATI filter R.2: If had contact with Job Network Agency (A.3=1 OR A.6 =1) then ask R.2, otherwise go to CATI filter R.3.

K R.2 Did [Job Network agency name] explain this Code of Practice to you or provide you with information about it?

1. Yes

2. No

97 [Don't know / Can't remember]

CATI filter R.3: If had contact with PSP provider (A.4=1 OR A.8 =1) then ask R.3, otherwise go to CATI filter R.4.

K R.3 Did [PSP provider] explain this Code of Practice to you or provide you with information about it?

1. Yes

2. No

97 [Don't know / Can't remember]

CATI filter R.4: If had contact with JPET provider (A.5=1 OR A.10 =1) then ask R.4, otherwise go to CATI filter R.5.

K R.4 Did [JPET provider] explain this Code of Practice to you or provide you with information about it?

1. Yes

2. No

97 [Don't know / Can't remember]

CATI filter R.5: If had contact with Job Network Agency (A.3=1 OR A.6 =1) then ask R.5, otherwise go to CATI filter R.8.

K R.5 The Government also has a Service Guarantee that outlines the service you can expect from your Job Network agency. Before today, were you aware of this Service Guarantee?

1. Yes

2. No (Go to R.7)

97 [Don't know / Can't remember] (Go to R.7)

K R.6 Did [Job Network agency name] explain the Service Guarantee to you or provide you with information about it?

1. Yes

2. No

97 [Don't know / Can't remember]

K R.7 Did [Job Network agency name] explain how you could try and solve any problems you might have with them?

- 1 Yes
- 2 No
- 97 [Don't know / Can't remember]

CATI filter R.8: If had contact with PSP provider (A.4=1 OR A.8 =1) then ask R.8, otherwise go to CATI filter R.11.

R.8 The Government also has a Service Guarantee that specifies the service you can expect from your PSP provider. Before today, were you aware of this Service Guarantee?

- 1. Yes
- 2. No (Go to R.10)
- 97 [Don't know / Can't remember] (Go to R.10)

R.9 Did [PSP provider] explain the Service Guarantee to you or provide you with information about it?

- 1. Yes
- 2. No
- 97 [Don't know / Can't remember]

R.10 Did [PSP provider] explain how you could try and solve any problems you might have with them?

- 1 Yes
- 2 No
- 97 [Don't know / Can't remember]

CATI filter R.11: If had contact with JPET provider (A.5=1 OR A.10 =1) then ask R.11, otherwise go to Read out R.14.

R.11 The Government also has a Service Guarantee that specifies the service you can expect from your JPET provider. Before today, were you aware of this Service Guarantee?

- 1. Yes
- 2. No (Go to R.13)
- 97 [Don't know / Can't remember] (Go to R.13)

R.12 Did [JPET provider] explain the Service Guarantee to you or provide you with information about it?

- 1. Yes
- 2. No
- 97 [Don't know / Can't remember]

R.13 Did [JPET provider] explain how you could try and solve any problems you might have with them?

- 1 Yes
- 2 No
- 97 [Don't know / Can't remember]

Read out R.14: The Department of Education, Employment and Workplace Relations has a Customer Service Line that job seekers can call for information or to complain about employment services.

R.14 Before today, were you aware of the Department's Customer Service Line?

- 1. Yes
- 2. No (Go to Read out R.19)
- 97 [Don't know / Can't remember] (Go to Read out R.19)

CATI filter R.15: If had contact with Job Network Agency (A.3=1 OR A.6 =1) then ask R.15, otherwise go to CATI filter R.16.

K R.15 Did [Job Network agency name] tell you or give you information about this Customer Service Line?

1. Yes

2. No

97 [Don't know / Can't remember]

CATI filter R.16: If had contact with PSP provider (A.4=1 OR A.8 =1) then ask R.16, otherwise go to CATI filter R.17.

K R.16 Did [PSP provider] tell you or give you information about this Customer Service Line?

1. Yes

2. No

97 [Don't know / Can't remember]

CATI filter R.17: If had contact with JPET provider (A.5=1 OR A.10 =1) then ask R.17, otherwise go to CATI filter R.18.

R.17 Did [JPET provider] tell you or give you information about this Customer Service Line?

1. Yes

2. No

97 [Don't know / Can't remember]

CATI filter R.18: If had heard of Customer Service Line (R.14=1) and not told about it by JNM, PSP or JPET providers (R.15, R.16 and R.17 do not equal 1), go to R.18. Otherwise go to Read out R.19

R.18 How did you know about the Customer Service Line?

Interviewer Note: Do NOT read out. [Multiple Response]

a Pamphlets

b Centrelink

c DEEWR website

d Personal Page

e Friends/family

f Other (please specify).....

Read out R.19: The next section is about how the types of agencies we have talked about should treat you and deal with your complaints. This is not to check up on you but to make sure that your providers let you know about your options and handled any complaints properly.

CATI filter R.19 - supplementary component: if respondent is indicated in the sample as having made a complaint (complaint=1), go to R.19, otherwise go to R.20.

Note to programmer: "complaint_agency" value is from field "complaint_agency" in sample file.

R.19 The Department's records indicate that you had a problem or issue with or made a complaint about <complaint_agency>. Is this correct?

1 Yes (Go to R.23)

2 No

97 [Don't know / Can't remember]

Note to programmer: Tailor text in brackets below <> based on which agencies dealt with.

R.20 In the last 6 months, have you wanted to make a complaint about the services provided by any <Job Network agency / PSP provider / JPET provider / Job Network agency or JPET provider>?

Prompt, if necessary: You can call a toll free number to make a complaint.
(1800 805 260)

1. Yes

2. No (Go to CATI filter R.38)

97 [Don't know / Can't remember](Go to CATI filter R.38)

R.21 Did you formally make this complaint?

1. Yes (Go to R.23)

2. No

97 [Don't know / Can't remember](Go to R.23)

R.22 What was the main reason you didn't make a complaint?

(Interviewer note: Do NOT prompt. Probe.) [single response]

1. Ceased to be a problem

2. Did not know who to make complaint to/the process

3. Did not know it was possible to make a complaint

4. Couldn't be bothered/not worth the effort

5. Slow complaints process/difficult to get through

6. No point/don't act on complaints/not taken seriously

7. Worried about possible repercussions

8. Difficult to find appropriate person/department.
given the run around

96 Other (Please specify)

97 [Don't Know / Can't Remember]

CATI filter R.23: Go to CATI filter R.38.

Interviewer note: If respondent indicates they have made more than one complaint, please ask them about the most recent complaint.

R.23 How long ago was that?

1 Less than 3 months ago

2 3 months to less than 6 months ago

3 More than 6 months ago (Go to Section S – Compliance)

CATI Filter R.24: If R.19=1, go to R.26.

R.24 should be preferenced in order of JNM, PSP or JPET (depending on which one/s they see).

R.24 Was this complaint about [Job Network agency name / PSP Provider / JPET provider]?

Interviewer note: If the complaint was about staff or services from [Job Network Agency name / PSP provider / JPET provider], then code as 'Yes'.

1 Yes (Go to R.26)

2 No

99 Refused

CATI filter R.25: If complaint is about [Job Network agency name / PSP Provider / JPET provider], autocode R.25 as [Job Network agency name / PSP Provider / JPET provider], otherwise go to R.25.

- R.25 What was the name of the agency that you wanted to make the complaint about?
Interviewer Note: If the complaint was about the respondent's current Job Network / PSP / JPET provider, please confirm and enter the name below. If respondent is reluctant to name the agency, say: 'If you like we will just call it 'Agency Y', as I will be asking you some further questions about your complaint about this agency'.
-

- R.26 Did you make this complaint through the Customer Service Line?
Interviewer Note: If respondent mentioned phoning Centrelink or DEEWR code as "yes"
 1. Yes
 2. No (Go to R.30)
 97 [Don't know / Can't remember] (Go to R.30)

Read out R.27: The following questions are about the way your complaint was dealt with by the Customer Service Line.

R.27	On a scale from 0 to 10, to what extent do you agree or disagree that Customer Service Line staff...	STRONGLY DISAGREE					STRONGLY AGREE					DK/NA	
		0	1	2	3	4	5	6	7	8	9	10	97
<i>a</i>	had a phone manner that made them approachable to talk to	0	1	2	3	4	5	6	7	8	9	10	97
<i>b</i>	gave you a chance to explain your side of the story	0	1	2	3	4	5	6	7	8	9	10	97
<i>c</i>	dealt with your complaint fairly	0	1	2	3	4	5	6	7	8	9	10	97
<i>d</i>	clearly explained how they would deal with your complaint	0	1	2	3	4	5	6	7	8	9	10	97
<i>e</i>	dealt with your complaint in a reasonable timeframe	0	1	2	3	4	5	6	7	8	9	10	97
<i>f</i>	treated you with respect	0	1	2	3	4	5	6	7	8	9	10	97
<i>g</i>	took your complaint seriously	0	1	2	3	4	5	6	7	8	9	10	97
<i>h</i>	kept you informed about what was happening	0	1	2	3	4	5	6	7	8	9	10	97
		EXTREMELY DISSATISFIED					EXTREMELY SATISFIED					DK/NA	
		0	1	2	3	4	5	6	7	8	9	10	97
R.28	Overall, how satisfied or dissatisfied were you with the way the Customer Service Line dealt with the complaint?	0	1	2	3	4	5	6	7	8	9	10	97

CATI Filter R.29: If the respondent was not satisfied {if R.28=0, 1, 2, 3, 4 or 5}, go to R.29, otherwise go to R.30.

- R.29 What was the main reason that you weren't satisfied with the way the Customer Service Line dealt with the complaint?
(Interviewer Note: Do NOT prompt)[single response]
 1 Complaint was ignored
 2 Problem wasn't resolved
 3 Not kept informed
 4 Poor staff attitude / staff didn't care
 5 Slow to deal with complaint
 96 Other (Please specify) _____
 97 [Don't Know / Can't Remember]
- R.30 Did you talk to [complaint agency name] about the same complaint?

1. Yes (Go to CATI filter R.32)
 2. No
 97 [Don't know / Can't remember] (Go to CATI filter R.38)

R.31 Why didn't you talk to [complaint agency name] about the complaint?

(Interviewer Note: Do NOT prompt) [multiple response]

- 1 Agency wouldn't act on complaint / Not taken seriously / don't care
 2 Didn't know whom to make the complaint to
 3 Worried about possible repercussions
 4 Complaints process is too slow / Difficult to get through
 5 I wanted to make my complaint through an independent party
 6 Agency would do something if the complaint went to a higher authority
 96 Other (Please specify) _____

CATI filter R.32: If respondent talked to both the Customer Service Line and complaint agency {if R.26=1 AND R.30=1}, go to R.32, otherwise go to R.33.

R.32 Who did you talk to first about your complaint? Was it [complaint agency name] or the Customer Service Line?

1. Agency first
 2. Customer Service Line first
 97 [Don't know / Can't remember]

CATI Filter R.33: If respondent has talked to the complaint agency {if R.30=1}, go to R.33, otherwise go to R.36.

	On a scale from 0 to 10, to what extent do you agree or disagree that [complaint agency name] staff...	STRONGLY DISAGREE					STRONGLY AGREE					DK/NA	
		0	1	2	3	4	5	6	7	8	9	10	97
R.33	<i>a</i> were easy to approach to talk about the complaint	0	1	2	3	4	5	6	7	8	9	10	97
	<i>b</i> gave you a chance to explain your side of the story	0	1	2	3	4	5	6	7	8	9	10	97
	<i>c</i> dealt with your complaint fairly	0	1	2	3	4	5	6	7	8	9	10	97
	<i>d</i> clearly explained how they would deal with your complaint	0	1	2	3	4	5	6	7	8	9	10	97
	<i>e</i> dealt with your complaint in a reasonable timeframe	0	1	2	3	4	5	6	7	8	9	10	97
	<i>f</i> treated you with respect	0	1	2	3	4	5	6	7	8	9	10	97
	<i>g</i> took your complaint seriously	0	1	2	3	4	5	6	7	8	9	10	97
	<i>h</i> did not penalise you for talking about the complaint with them	0	1	2	3	4	5	6	7	8	9	10	97
	<i>i</i> Kept you informed about what was happening	0	1	2	3	4	5	6	7	8	9	10	97
		EXTREMELY DISSATISFIED					EXTREMELY SATISFIED					DK/NA	
		0	1	2	3	4	5	6	7	8	9	10	97
R.34	Overall, how satisfied or dissatisfied were you with the way [complaint agency name] dealt with the complaint?												

CATI filter R35: If respondent was not satisfied (If R.24=0, 1, 2, 3, 4 or 5), go to R.35, otherwise go to R.36.

R.35 What was the main reason you weren't satisfied with the way [complaint agency name] dealt with the complaint?

(Interviewer Note: Do NOT prompt) [single response]

- | | |
|---------------------------------|--|
| 1 Complaint was ignored | 2 Complaint wasn't dealt with |
| 3 Not kept informed | 4 Inconvenienced / punished for making complaint |
| 5 Slow to deal with complaint | 6 Just unhappy with the agency |
| 96 Other (Please specify) _____ | 97 [Don't Know / Can't Remember] |

R.36 Did you talk to any other organisation about the complaint?

- 1 Yes
 2 No (Go to Section S – Compliance)
 97 [Don't know / Can't remember] (Go to Section S – Compliance)

R.37 Which organisation was that? [Multiple response]

1. Centrelink
 2. The Department (Please specify which department and area) _____
 3. The Minister
 4. The Ombudsman
 5. The Opposition Minister
 6. Customer Service Line **[Interviewer Note: If they choose this option and have not gone through questions about the Customer Service Line, go through these questions now PROGRAMMER - interviewers should go back to R.14 to code as 1, then ask questions R.15 to R.18.]**
 96 Other (Please specify) _____

CATI filter R.38: If answered R.37, go to Section S – Compliance. If had contact with Job Network agency (A.3=1 OR A.6=1), go to R.38. If had contact with PSP provider (A.4=1 OR A.8=1), go to R.39. If had contact with JPET provider (A.5=1 OR A.10=1), go to R.40.

The instructions are hierarchical. Whichever condition is first satisfied should be applied.

	STRONGLY DISAGREE					STRONGLY AGREE					DK/NA	
	0	1	2	3	4	5	6	7	8	9	10	97
R.38												
	On a scale from 0 to 10, to what extent do you agree or disagree that [Job Network agency name] staff would be easy to approach about any problems or concerns with the service you received from them?											

CATI filter R.39: If had contact with PSP provider (A.4=1 OR A.8=1), go to R.39. If had contact with JPET provider (A.5=1 OR A.10=1), go to R.40. Otherwise, go to Section S – Compliance.

	STRONGLY DISAGREE					STRONGLY AGREE					DK/NA	
	0	1	2	3	4	5	6	7	8	9	10	97
R.39												
	On a scale from 0 to 10, to what extent do you agree or disagree that [PSP provider] staff would be easy to approach about any problems or concerns with the service you received from them?											

CATI filter R.40: If had contact with JPET provider (A.5=1 OR A.10=1), go to R.40. Otherwise, go to Section S – Compliance.

R.40	STRONGLY DISAGREE					STRONGLY AGREE					DK/NA	
	0	1	2	3	4	5	6	7	8	9	10	97
On a scale from 0 to 10, to what extent do you agree or disagree that [JPET provider] staff would be easy to approach about any problems or concerns with the service you received from them?												

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S. Compliance

CATI filter S.1: If signed an activity agreement with Centrelink {if B.11=1}, go to S.1. Otherwise go to S.2

S.1 Earlier you mentioned that you had signed an Activity Agreement. Just to confirm, did your Activity Agreement include activities you had to do or appointments you had to attend to keep receiving income support payments?

- 1 Yes (Go to Read out S.4)
- 2 No (Go to Section T – Unengaged Job Seekers)
- 97 Don't know (Go to Section T – Unengaged Job Seekers)

S.2 Just to confirm, have you received income support payments from Centrelink at any time in the last 3 months? (IF NECESSARY PROBE: this includes payments such as NewStart or Youth Allowance, and Parenting Payment)

- 1 Yes
- 2 No (Go to Section T – Unengaged Job Seekers)
- 97 Don't know (Go to Section T – Unengaged Job Seekers)

S.3 Did you sign an Activity Agreement that included compulsory activities you had to do or appointments you had to attend to keep receiving those payments?

- 1 Yes
- 2 No (Go to Section T – Unengaged Job Seekers)
- 97 Don't know (Go to Section T – Unengaged Job Seekers)

Read out S.4: I would like to ask you about your experiences when you may not have been able to make it to an appointment or complete one of the activities in your Agreement. It's not to check up on you, but to see what Centrelink did.

S.4 In the last 3 months have there been any times when you didn't complete a compulsory activity or you missed an appointment you were required to attend as part of your Activity Agreement?

- 1 Yes
- 2 No (Go to CATI filter S.23)
- 97 [Don't know / (Go to CATI filter S.23)]

S.5 Thinking just about the most recent time, what was the activity or appointment you missed?

(Interviewer note: Do not prompt)

- 1 Job Network / JPET / PSP / CWC appointment
- 2 Work for the Dole
- 3 Training course or programme
- 4 Job interview / Accept a job / Attend a job
- 5 Job search activity
- 6 [Administrative error – completed all activities]
- 96 Other (please specify)
- 97 [Don't know / Can't remember]

Programmer : for future reference Code 1 at S.5 is an 'appointment' – all other codes are 'activities'.

Who first contacted you about missing this (appointment / activity)?

S.6

- 1 Job Network agency/ JPET / PSP / CWC provider
- 2 Centrelink
- 3 I found out when my unemployment allowance was stopped or reduced (go to S.11)
- 4 I found out when I handed in my forms at Centrelink (Code S.10 as 1 and go to S.11)
- 5 I haven't been contacted (go to S.10)
- 6 I contacted Centrelink (go to S.11)
- 7 I contacted Job Network agency/ CWC / JPET / PSP provider (go to S.8)
- 96 Other (please specify) (go to S.8)
- 97 [Don't Know / Can't Remember] (go to S.8)

How did they contact you? Single Response

S.7

- 1 Mail
- 2 Telephone
- 3 E-mail
- 4 SMS text message
- 5 When I handed in my forms at Centrelink (Code S.10 as 1 and go to S.11)
- 96 Other (please specify)
- 97 [Don't Know / Can't Remember]

CATI Filter S.8: If Centrelink contacted respondent first (S.6=2) go to S.11

Did Centrelink contact you about missing this (appointment / activity)?

S.8

- 1 Yes
- 2 No (Go to S.11)
- 97 [Don't know / Can't remember] (Go to S.11)

How did Centrelink contact you? SR

S.9

- 1 Mail
- 2 Telephone
- 3 E-mail
- 4 When I returned my forms (Code S.10 as 1 and continue to S.11)
- 96 Other (please specify)
- 97 [Don't Know / Can't Remember]

CATI filter S.11: Go to S.11.

Were you told you had missed this (appointment / activity) when you returned your forms to Centrelink?

S.10

- 1 Yes
- 2 No
- 97 [Don't know / Can't remember]

Was your unemployment allowance stopped or reduced as a result of missing this (appointment/activity)?

S.11

- 1 Yes – stopped
- 2 Yes – reduced
- 3 No (Go to S.13)
- 97 [Don't Know / Can't Remember] (Go to S.13)

S.12 Did Centrelink tell you that your unemployment allowance was [S.11] because you had missed this (appointment / activity)?

1 Yes

2 No

97 [Don't know / Can't remember]

S.13 Can you remember why you missed this (appointment / activity)?

(Interviewer note: Do not prompt)

1 Didn't know about the appointment / activity

2 Forgot the activity

3 Personal reasons (eg family commitments, sickness, transport problems etc)

4 Attending a job interview

5 Looking for work

6 Working

7 Did not want to attend (PROBE FOR REASON)

9 [Administrative error – completed all activities] (Go to S.20)

96 Other (please specify)

97 [Don't know / Can't remember]

S.14 Did Centrelink ask why you missed the (appointment / activity)?

1 Yes

2 No (Go to S.16)

97 [Don't know / Can't remember] (Go to CATI Filter S.16)

S.15 On a scale from 0 to 10, how satisfied or dissatisfied are you that Centrelink gave you a chance to explain why you missed the (appointment / activity)?

EXTREMELY DISSATISFIED					ETREMELY SATISFIED					DK/NA	
0	1	2	3	4	5	6	7	8	9	10	97

CATI Filter S.16: If respondent missed an appointment (S.5=1) go to S.16. Otherwise go to S.23.

S.16 Did Centrelink set up a new appointment or remind you of your next appointment?

1 Yes

2 No (Go to CATI filter S.18)

97 [Don't know / Can't remember] (Go to CATI filter S.18)

S.17 Did Centrelink explain that your unemployment allowance may not be paid unless you attended the new appointment?

1 Yes

2 No

97 [Don't know / Can't remember]

CATI Filter S.18: If Centrelink set up/reminded of new interview (S.16=1) go to S.18. If respondent had contact with provider since missing appointment (S.6=1 or S.6=7) go to S.21. Otherwise go to S.20.

S.18 Did you attend this new appointment?

1 Yes (Go to CATI filter S.21)

2 No

97 [Don't know / Can't remember] (Go to CATI filter S.20)

S.19 Why didn't you attend this new appointment?(Interviewer note: Do not prompt) [single response]

1 Didn't know about it

2 Forgot to attend

3 Personal reasons (eg family commitments, transport problems etc)

4 Attending job interview

5 Working

6 Did not want to attend (PROBE FOR REASON)

7 Haven't had the interview yet

96 Other (please specify)

97 [Don't Know / Can't Remember]

CATI filter S.20: If respondent had contact with provider(S.4=1 AND S.5=1), go to S.21. Otherwise go to S.20.

S.20 Have you spoken to the agency you missed the appointment with since missing an appointment?

1 Yes

2 No(Go to S.23)

97 [Don't know / Can't remember] (Go to S.23)

S.21	Did the agency you missed the appointment with...	Yes	No	[Can't say / Don't remember]									
<i>a</i>	give you a chance to explain why you missed the appointment?	1	2	97									
<i>b</i>	tell you that they are required to notify Centrelink if you don't attend appointments?	1	2	97									
<i>c</i>	ask you if there was any assistance they could give you that would help you attend appointments in the future?	1	2	97									
<i>d</i>	ask you if there were times that were better than others for you to attend appointments in the future?	1	2	97									
S.22	I'm going to read out some statements that other people have said. On a scale from 0 to 10, please indicate the extent to which you agree or disagree with each statement.	STRONGLY DISAGREE					STRONGLY AGREE					DK/NA	
<i>a</i>	I make sure that you attend appointments because I don't want to have any problems with my income support payments.	0	1	2	3	4	5	6	7	8	9	10	97
<i>b</i>	I am now more likely to let my agency know if I can't make an appointment.	0	1	2	3	4	5	6	7	8	9	10	97
<i>c</i>	I feel uncomfortable with my agency because they will tell Centrelink if I don't attend appointments.	0	1	2	3	4	5	6	7	8	9	10	97

CATI filter S.23: If respondent has mentioned stopping or reducing payments (S.11=1 OR S.11=2 OR S.17=1), go to Section U – Labour Force Status.

S.23 Before today were you aware that Centrelink could stop or reduce your income support payments if you missed an appointment?

1 Yes

2 No

97 [Don't know / Can't remember]

CATI filter Section T: Go to Section U – Labour Force Status.

INSERT TIMESTAMP

T. Unengaged Jobseekers

CATI filter T.1: If departmental records indicate respondent is unengaged (strata_mn=1) and respondent has not had contact with Job Network, (if A.3=2 or 97 OR A.6 does not equal 1), go to Read out Section T, otherwise to Section U – Labour Force Status.

Read out Section T: Now I'd like to talk to you about looking for work and the Job Network. Earlier you mentioned that you haven't had contact with a Job Network Agency in the last 3 months.

S T.1 According to the Department's records you missed attending an interview with [name of agency]. Is this correct? It is not to check up on you, but because we're interested in the reasons people have for not going to Job Network.

1 Yes (Go to T.2)

2 No (Go to T.3)

3 I did not know that I had missed an interview before today (Go to T.3)

S T.2 What were your reasons for missing this interview?
(Interviewer note: Do not prompt) [Single response]

1 Didn't know about the interview at the time

2 Forgot to attend

3 Personal reasons (eg family commitments, sickness, transport problems etc)

4 Attending a job interview

5 Looking for work

6 Working

7 Did not want to attend (PROBE FOR REASON)

8 [Can't remember why I missed the interview]

9 [Did attend]

96 Other (please specify)

97 [Don't know / Can't remember]

S T.3 Do you currently have any interviews scheduled with a Job Network agency?

1 Yes

2 No (Go to T.6)

97 [Don't know / Can't remember] (Go to T.6)

S T.4 Do you plan to attend that interview?

1 Yes (Go to T.6)

2 No

97 [Don't know / Can't remember] (Go to T.6)

S T.5 Why is that? (Interviewer note: Do not prompt)

1 Unable to attend due to personal reasons (eg family commitments, transport problems etc)

2 Attending job interview

3 Working

4 Did not want to attend (PROBE FOR REASON)

96 Other (please specify)

97 [Don't Know / Can't Remember]

T.6 Are you currently receiving help to find a job from any other organisations?

1 Yes

2 No

97 [Don't know / Can't remember]

INSERT TIMESTAMP

U. Labour Force Status

Read out U.1: The following questions are about your employment status and your education status. I would once again like to remind you and reassure you that all these answers are confidential.

CATI filter U.1: If currently in paid employment, {if J.9=1 OR J.12b=1}, autocode U.1=1 (yes) and go to Read out U.2. Otherwise continue.

Do you currently do any paid work in a job, business or farm?

- U.1 **[Interviewer note:** If respondent is unsure ask 'are you working, do you get paid for this work?'. If yes to both record 'yes']
- 1 Yes (Go to U.2)
 - 2 No (Go to U.5)
 - 99 [Refused] (Go to U.5)

Read out U.2: Earlier you mentioned that you currently have a job.

Do you have more than 1 job?

- U.2
- 1 Yes
 - 2 No (Go to U.3)

Read out U.3: I'd like to ask you about the paid job you usually work the most hours in.

Do you get holiday pay and paid sick leave in this job?

- U.3
- 1 Yes
 - 2 No
 - 97 [Don't know / Can't remember]

How many hours per week do you usually work in this job? (IF THEY SAY "IT VARIES", ASK: On average, what would it work out to?)

- U.4
- 1 Hours given (specify) (ALLOWABLE RANGE 1 TO 100)
 - 97 (Don't know)
 - 99 [Refused] (Go to U.5)

Are you currently looking for work?

- U.5
- 1 Yes (Go to Section V – Current Education Status)
 - 2 No
 - 99 [Refused to answer] (Go to Section V – Current Education Status)

What is the main reason you are not currently looking for work?

- U.6 **(Interviewer note:** Do NOT prompt. Single response)
- 1 No suitable jobs available
 - 2 Own poor health/disability
 - 3 Caring for child / someone else
 - 4 I'm pregnant
 - 5 Currently working
 - 6 Currently studying / waiting to start my course
 - 96 Other (Please specify) _____
 - 97 [Don't Know / Can't Remember]

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V. Current Education Status

(Prompt if year 12 or below: Have you completed TAFE, trade or apprenticeship qualifications)

Now some questions about education. What is the highest level of formal education you have completed?

***POSTGRADUATE DEGREE LEVEL**

1 Doctoral Degree Level

2 Master Degree Level

***GRADUATE DIPLOMA AND GRADUATE CERTIFICATE LEVEL**

3 Graduate Diploma Level

4 Graduate Certificate Level

***BACHELOR DEGREE LEVEL**

5 Bachelor Degree Level (including an Honours degree)

***ADVANCED DIPLOMA AND DIPLOMA LEVEL**

6 Advanced Diploma and Associate Degree Level

7 Diploma Level

***CERTIFICATE LEVEL**

8 Certificate III & IV Level (Cert III includes TRADES)

9 Certificate I & II Level

***SECONDARY EDUCATION**

10 Year 12/6th form or equivalent (e.g. Year 12, Form 6, HSC, VCE, Matriculation)

11 Year 11/5th form or equivalent (e.g. Form 5)

12 Year 10/4th form or below (e.g. Years 7-10, Form 1-4)

13 Junior Secondary Education

***PRIMARY EDUCATION**

14 Primary Education

***PRE-PRIMARY EDUCATION**

15 Pre-primary Education

***OTHER EDUCATION**

16 Non-award Courses

17 Miscellaneous Education (specify)

18 (Don't know)

19 (Refused)

Are you enrolled or currently studying at a school, TAFE, business college, university or any other educational institution?

1 Yes

2 No (Go to End)

97 [Don't know / Can't remember] (Go to End)

Is this study on a full-time or part-time basis? (**Interviewer note:** Prompt if participating in more than one course: The course that leads to the highest qualification.)

1 Full-time

2 Part-time

(Thank participant and end interview)

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CATI Note: Record time taken to complete interview

Interviewer Note: Please list any issues that arose in this interview for debrief purposes.

INSERT TIMESTAMP

Read out TERMINATE: Thank you very much for your time. For the purposes of this research we need to speak with people who have either been in contact with Centrelink or a (Job Network Agency / PSP provider / JPET provider) in the last 3 months.

NB – this does not count as a completed interview