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Victorian Legal  
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Legal Understanding and  
Lawyer Use Survey  
Technical Report

August 2025

# Legal Understanding and Lawyer Use Survey

Technical Report  
August 2025

Prepared for the  
Victorian Legal Services Board + Commissioner

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# 1 Executive Summary

This technical report describes the data collection and data processing of the 2024 Legal Understanding and Lawyer Use (LULU) Survey, which was conducted by Roy Morgan on behalf of the Victorian Legal Services Board + Commissioner (VLSB+C).

This study involved administering an online survey to a sample of approximately n=5,500 Australians. This was broken up into two distinct target groups:

- Victorian general population 18+ (n=3,500)
- National population (excluding Victoria) who had used a legal service in the last 2 years (n=2,000)

The survey aimed to measure people's experiences dealing with legal issues, the strategies they took to deal with them, including their use or attempted use of various legal services, as well as their wider perception of the legal system and process.

A total of 5,660 'in-scope' respondents completed the survey. This was reduced to a final sample of 5,564 once duplicate and poor-quality records were removed. Respondents were drawn from the Roy Morgan Consumer panel, which uses a probability sampled face-to-face and telephone approach to recruit its members, and a leading non-probability panel provider, Pure Profile.

Target quotas were established for gender, age and geographic area and the data was then weighted back to these quota cells. Problem-level weights were applied to the Victorian sample who had experienced a contentious issue in the last 2 years, to account for the likelihood of a problem (i.e. legal issue) being selected, and the total number of problems each respondent had experienced.

The draft questionnaire was provided by the VLSB+C in late 2023, which was refined and operationalised by Roy Morgan, in consultation with the VLSB+C. The questionnaire was then tested with 15 respondents via a cognitive testing procedure. These cognitive testing interviews were conducted virtually (via MS Teams) between 24 January and 7 February 2024. A number of changes were made to the survey based on the findings from the cognitive testing.

A pilot survey of 104 interviews was conducted from 19 February to 22 February 2024. A number of minor changes were made following the pilot. Because these had no material impact on the survey it was decided that the respondents from the pilot could be retained in the final dataset.

The main body of fieldwork was undertaken from 6 March to 28 March 2024. Of the total number of valid interviews completed for this survey (5,564), 3,899 were from Roy Morgan's Consumer panel and 1,665 were from Pure Profile's non-probability panel. The average interview length for the survey was 18 minutes.

The completion rate (across both panels) was 30.1%, with most non-completions amongst those starting the survey resulting from screen outs and full quota cells. The completion rate among those eligible to participate was 53.3%.

Survey cleaning addressed duplication of responses between Roy Morgan's Single Source and Pure Profile's panel, and quality issues such as speeding and straight-lining. In total 96 responses were removed.

## 2 Survey Background and Fieldwork Overview

### 2.1 About This Report

This methodological report describes the survey design, data collection and data processing aspects of the Legal Understanding and Lawyer Use (LULU) Survey 2024.

The fieldwork for this research was undertaken by Roy Morgan on behalf of the Victorian Legal Services Board + Commissioner (VLSB+C).

### 2.2 Background

In 2023, The VLSB+C commissioned Roy Morgan to conduct fieldwork for research exploring people's experiences accessing assistance (including unsuccessful attempts to access assistance) from legal professionals and other types of legal assistance providers (including online providers of assistance). This included the types of assistance they obtained, or tried to obtain, their interactions with legal assistance providers, their understanding of the information provided to them, information about pricing and payment for services, and their understanding of their legal rights.

This research builds on previous legal services studies conducted both in Australia and internationally, which have indicated the existence of major market dysfunctions in the way that consumers are able to choose legal services, assess the quality of these services and get the information they need.

This information is vital to the achievement of strategic objectives, but will also have wider value to the profession, government, academia, and other stakeholders.

### 2.3 Methodology

This project was carried out in compliance with ISO 20252 Market, Opinion & Social Research. The methodology used to conduct this research is detailed below:

- The questionnaire was cognitively tested with 15 respondents from Roy Morgan's Consumer Panel from 24 January to 7 February 2024
- Following the changes implemented post-cognitive testing, a test pilot was run from 19 February until 22 February 2024. This had the intention of gauging overall survey length and confirming there were no programming errors or other functional issues with the survey
- Minor changes were made to the questionnaire post pilot which did not have any material impact, so the pilot responses were retained. Fieldwork resumed on 6 March and continued until 28 March
- A total of 5,660 'in-scope' respondents completed the survey. This was reduced to a final sample of 5,564 respondents once duplicate and poor-quality records were removed
- Respondents were drawn from the Roy Morgan Single Source panel, which uses a probability sampled face-to-face and telephone approach to recruit its members, and Pure Profile's panel, a leading external non-probability panel provider

- All components were hosted on the Roy Morgan Forsta online survey platform
- The dataset was weighted to the population of Victorians 18+, and an estimate of the National population (excluding Victoria) who had used a legal service in the past 2 years
- Supplementary weighting was performed to correct for the chance of selection of legal issues and to account for the total number of problems experienced by each respondent.

### 3 Cognitive Testing

Cognitive testing was conducted to clarify the understanding which the general public had of key questions in the survey, including their interpretations of words and phrases, and the various nuances these can have. The aim of this process was to eliminate any potential ambiguities and to ensure a consistent interpretation of questions from a diverse cohort of respondents.

Cognitive testing was undertaken in the form of in-depth discussions, conducted via video conference (primarily using MS Teams). The respondents were shown questions on screen (programmed as they would appear in an online survey), asked to read these questions while sharing their screen so researchers could observe them, and were then asked a series of questions to identify any potential misunderstandings or difficulties.

A total of 15 interviews were conducted between 24 January and 7 February 2024. Interview lengths were between 45 and 60 minutes, and respondents were compensated with a \$100 e-gift card for their time.

Respondents were recruited from Roy Morgan's online panel. Half of respondents were under the age of 50, and half were aged 50 or older. They had all experienced at least one of the legal issues identified in the survey. Half of the respondents were male and half were female. Respondents lived both in Victoria, and in other states and territories.

The findings from the cognitive testing can be found in the Cognitive Testing Report in Appendix 1.

## 4 Sampling Methodology

### 4.1 Sampling Frames

The population of interest for this survey comprised two main components:

- Victorian general population aged 18+
- National population (excluding Victoria) aged 18+ who had used a legal service in the last 2 years

The required sample size for each cohort was  $n=3,500$  for the Victorian sample and  $n=2,000$  for the national sample. The sample was sourced from two sources:

- Roy Morgan's Consumer Panel
- PureProfile's online panel
- Panellists on the Roy Morgan Panel are primarily recruited using probability survey methods. Most respondents are recruited from Roy Morgan's Single Source survey, a large survey where around 50,000 respondents are interviewed each year from a random sample, combining both face-to-face and telephone methods.
- Pure Profile was used to supplement the sample where the Roy Morgan Consumer Panel was not able to achieve the required number of interviews. Pure Profile is a well-regarded online panel, with panellists recruited largely through self-nomination.

### 4.2 Sample Composition

Of the initial  $n=5,660$  sample obtained before cleaning, 3,935 (69.5%) respondents came from Roy Morgan's online panel, and 1,725 (30.5%) respondents were sourced from Pure Profile's panel.

After completion of fieldwork, some records were removed to improve data quality. This process involved investigating duplicate IP addresses and removing any duplicate responses, removing 'speeders' or 'straight liners' who completed the survey too quickly, and closely reviewing and removing any poor quality or problematic verbatim responses. This quality review and optimisation process is discussed in greater detail later in this report. After the survey data had been removed and cleaned, there were  $n=5,564$  remaining respondents, of which 3,899 (70.08%) were from Roy Morgan's online panel and 1,665 (29.92%) were from Pure Profile's panel.

### 4.3 Quota Control

Responses to this survey were quota controlled to ensure a representative sample of respondents. The quota targets for the Victorian sample were based on the January 2023 ABS Labour Force Survey population projections of Victorians aged 18+.

The following quota targets were set for Victoria:

Table 1 Victorian Sample Quota Targets

Region	M18- 24	M25- 34	M35- 49	M50- 64	M65 +	F18- 24	F25- 34	F35- 49	F50- 64	F65+	Total
Melbourne	161	269	357	272	226	151	268	362	288	272	2626
Rest of VIC	42	66	94	106	118	40	67	100	113	129	874
<b>Total</b>	203	335	451	379	344	190	335	461	401	400	3500

The population for the national survey cohort was Australians 18+ who had used a legal service in the last 2 years. As these proportions were unknown, quotas were created using the proportion (by age and gender) of Victorians who had experienced a legal problem in last two years as a proxy and applying this to the national population. This data was taken from the Public Understanding of Law Survey (PULS) conducted in Victoria in 2021. The proportions of the Victorian population who had experienced a legal issue in the last 2 years is shown below.

Table 2 Proportion of Victorians Who Had Experienced Legal Issues in Last 2 Years

	M18- 24	M25- 34	M35- 49	M50- 64	M65+	F18- 24	F25- 34	F35- 49	F50- 64	F65+	Total
<b>Total</b>	3%	9%	13%	11%	13%	3%	8%	16%	14%	11%	100%

These Victorian proportions by age and gender were then applied to the national population, to achieve the following quota targets for 2000 respondents. The proportions across regions were determined based on the known distribution of population across Australia.

Table 3 National Sample Quota Targets

	M18 -24	M25 -34	M5- 49	M50 -64	M65 +	F18- 24	F25- 34	F35- 49	F50- 64	F65 +	Total
<b>Brisbane</b>	8	23	35	30	34	8	21	44	37	29	271
<b>QLD X-City</b>	8	24	37	31	35	9	22	45	38	30	279
<b>Sydney</b>	16	48	73	61	70	17	44	91	76	60	556
<b>NSW X-City (incl ACT)</b>	10	29	45	38	43	10	27	56	47	37	343
<b>Adelaide</b>	4	13	19	16	19	5	12	24	20	16	148
<b>SA X-City (incl NT)</b>	2	5	8	7	8	2	5	10	8	7	60
<b>Perth</b>	7	19	30	25	29	7	18	37	31	25	227
<b>WA X-City</b>	2	5	7	6	7	2	4	9	8	6	56
<b>Tasmania</b>	2	5	8	7	7	2	5	10	8	6	59
<b>Total</b>	59	171	262	220	253	61	157	326	274	217	2000

## 5 Data Collection and Sample Characteristics

### 5.1 Fieldwork Timing

A pilot for this survey was conducted between 19 February and 22 February 2024.

This was done to check for any errors in the survey routing or programming and to gain an understanding of survey length and incidence rate (for the ex-Victoria cohort of the survey). There were no major issues found, and there were minimal changes made between the pilot and main fieldwork, which did not have a material impact. It was therefore decided that the responses to the pilot survey would be included in the main fieldwork sample. The full details of the pilot can be found in the pilot report, Appendix 2.

The main fieldwork was completed between 6 March and 28 March 2024.

Respondents from both the Roy Morgan and Pure Profile panels all completed the LULU Survey on an online platform hosted by Roy Morgan.

Specific field dates by survey type are detailed in Table 4.

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Table 4 Fieldwork Dates

Type of Survey	Fieldwork Dates
Pilot (test) Survey	19 February 2024 to 22 February 2024
Main Survey	6 March 2024 to 28 March 2024

Fieldwork progressed smoothly without any major problems being encountered with the questionnaire, data collection or programming. Fieldwork monitoring involved regularly reviewing the demographic distribution of responses as completes were obtained, ensuring reminders were sent out to appropriate demographic groups at the right time and ensuring that quotas were obtained as close to target as possible.

### 5.2 Interview Length

The average interview length for the survey was 18 minutes. This average does not include interviews which were more than 1 hour in length, or surveys where respondents left the survey, and completed later. The Forsta survey hosting platform does not record durations in these instances. There were 605 responses for which no survey duration was recorded.

The median survey length was 15.3 minutes, suggesting the average (mean) length was increased by a relatively small number of very long surveys.

The average survey length varied by state and by whether the legal issues discussed were contentious or non-contentious. This break down can be seen in Table 5 below.

Table 5 Survey Lengths by Cohort

Cohort	Average length (minutes)	Number of respondents*
Victorians	19.5	3,501
Non-Victorians	15.5	2,063
Contentious issues	21.4	2,925
Non-contentious issues	15.8	1,432
No legal issues (Victoria only)	12.6	1,207
<b>TOTAL</b>	<b>18.0</b>	<b>5,564</b>

\* A number of respondents (those who exited the survey and restarted at a later time) did not have survey lengths calculated. There were 605 respondents overall for whom this was the case. They have been included in the total number of respondents but excluded from calculations of the average survey length.

### 5.3 Response Rates

Reliable response rates are not possible for online panel surveys – for Roy Morgan panellists it is not possible to determine the number of emails that were actually received by respondents. There is also no way to know whether respondents opened the email – that is to say it is unknown how many respondents received or saw the email invitation. Pure Profile distributes surveys via a dashboard, rather than e-mail invitations, so a response rate for this sample cannot be calculated.

Due to the limitations in calculating response rates, it is more beneficial to explore completion rates, both overall, and among the eligible population (i.e. excluding screen-outs and quota full). Completion rates calculate the proportion of respondents completing the survey who clicked through to the survey program (total interviews started).

The completion rate calculations are shown in **Error! Reference source not found.** below:

Table 6 Completion Rates (Total Sample)

Status	Counts (UC*)	Percentage (%)
Interviews started (S)	18,506	100%
Completed interviews (I)	5,564	30.1%
Partial interviews (P)	4,870	26.3%
Screen outs/ Quota full (SQ)	7,922	42.8%
Error (E)	54	0.3%
Removed for duplication/ quality purposes	96	0.5%
Completion Rate (I)/(S)	30.1%	
Eligible Completion Rate (I)/(I+P)	53.3%	

## 5.4 Incidence Rates

Prior to conducting this survey, the incidence of qualifying respondents was unclear. The incidence rate gives an indication of how many people qualified for the survey (i.e., were not screened out). For the Victorian population, all respondents 18+ were eligible to complete the survey, and the incidence rate was only brought below 100% by people who were under 18, or refused to give their age, making it impossible to determine whether they were aged 18 or over.

The incidence rate for the national sample gives an indication of the proportion of the population in those areas that have used one of the listed legal services in the last year. Those under 18 or who refused to give their age would have also had a small effect on these incidence rates.

There were clear differences between the incidence rates across regions, with Sydney and New South Wales recording particularly high incidence rates compared to other parts of Australia. The incidences for all regions and subregions are shown in Table 7 below.

Table 7 Incidence Rates and Number of Completes by Area

	Number of completes	Number of screenouts	Incidence rate
Greater Melbourne	2643	69	97.5%
Rest of Victoria	858	29	96.7%
<b>Total Victoria</b>	<b>3501</b>	<b>98</b>	<b>97.3%</b>
Greater Sydney	575	1502	27.7%
Rest of NSW	352	1003	26.0%
<b>Total New South Wales/ACT</b>	<b>927</b>	<b>2505</b>	<b>27.0%</b>
Greater Brisbane	307	894	25.6%
Rest of Qld	273	821	25.0%
<b>Total Queensland</b>	<b>580</b>	<b>1715</b>	<b>25.3%</b>
Greater Perth	238	910	20.7%
Rest of WA	49	163	23.1%
<b>Total Western Australia</b>	<b>287</b>	<b>1073</b>	<b>21.1%</b>
Greater Adelaide	150	621	19.5%
Rest of SA (incl. NT)	57	264	21.6%
<b>Total South Australia/Northern Territory</b>	<b>207</b>	<b>828</b>	<b>20.0%</b>
Tasmania	62	259	19.3%
<b>TOTAL NATIONAL (Non-Vic) SAMPLE</b>	<b>2063</b>	<b>6380</b>	<b>24.4%</b>
<b>TOTAL*</b>	<b>5564</b>	<b>6488</b>	<b>46.2%</b>

\* TOTAL includes 2 respondents who were screened out for not residing in Australia and 8 respondents who were screened out for refusing to give their location.

## 5.5 Completed Interviews by Age and Gender

The survey was quota controlled by age, gender and area as described in Section 4 of this report. The final composition of the sample by age and gender is shown in Table 8 below.

Table 8 Number of Completes by Age and Gender

Age	Number of completes	Percentage of sample
18-24	468	8.4%
25-34	980	17.6%
35-49	1545	27.8%
50-64	1295	23.3%
65+	1276	22.9%
<b>Gender</b>		
Man or Male	2648	47.6%
Woman or Female	2869	51.6%
Non-binary	40	0.7%
Another term	7	0.1%
<b>TOTAL</b>	<b>5564</b>	<b>100%</b>

## 6 Data Cleaning

The survey was conducted via an online survey (CAWI) and hence data entry was automatic at the point of completion of the survey. The questionnaire programming had built in routing. Programming checked responses and directed respondents to questions that were applicable to them depending on the responses given to previous questions. As a result, there was little need to edit the data, except for the removal of invalid records for quality purposes.

Pure Profile is a non-probability panel. Members voluntarily sign up to join the panel rather than being actively recruited. Members join panels for many reasons, including interest and personal gain (points and benefits). In contrast, the Roy Morgan Consumer panel is recruited from random probability sampling of individuals undertaken face to face (or by telephone since the COVID pandemic). The Single Source Survey itself collects a wide range of data about respondents, but also seeks to recruit them into our online panel.

There are two risks we had to address in using self-completion online surveys:

- Duplication of membership between Roy Morgan and Pure Profile panels, and hence multiple responses from the same respondents; and
- Poor quality responses – people filling in questionnaires as quickly as possible to earn points (speeding and straight lining).

Duplication is possible between the Roy Morgan Single Source Panel and the Pure Profile panel, since it is possible that non-probability panel members are also by chance recruited into Roy Morgan's Consumer panel. However, deduplication procedures were put in place to identify and remove duplicate responses, both between the two panels (i.e., the same person responded from both panels) and within panels (the same person responded more than once from the same panel) (see Section 6.1.1).

It is possible for panellists from all panels, however recruited, to engage in speeding and straight lining.

Additional responses above the target of n=5,500 were sought to allow for the removal of both duplicate and poor-quality responses. In total 96 responses were removed.

### 6.1 Cleaning of Duplicates

The following rules applied for the cleaning of duplicates:

- Interviews were flagged as duplicates when all four variables below matched between separate interviews:
  - IP address
  - Age group
  - Gender
  - Postcode
- Where duplicated, only the earliest response was kept, and the other responses deleted.

## 6.2 Cleaning for Speeding and Straight Lining

Interviews were removed for 'straight lining' (giving the same answer to several questions in order to get through the questionnaire quickly and without thinking about the answers) on the basis of high numbers of 'would rather not say' as well as identifiable response patterns. These were identified by examining the responses for a number of questions and highlighting pattern responses. Where pattern responses were evident in a number of the examined questions, the record was removed from the survey dataset.

Interviews were removed for 'speeding' on the basis of completion time (completing the survey too fast). If a survey was completed in less than 5 minutes, the response was closely analysed to verify its validity. If such responses also contained other flags for concern, including straight lining or nonsensical open-ended responses, they were removed.

Finally, a manual, visual review of the data set was undertaken, reviewing the content of a number of open response fields. The review sought to find records where respondents had input nonsensical or poor quality responses in open response fields – this can include blocks of irrelevant text (including blocks of Latin text) or random keystrokes. Where this was apparent, the whole data record was examined to confirm whether the response was a one off or part of a pattern of poor quality or nonsensical response. If there was evidence of repeated poor quality verbatim responses, the record was excluded from the dataset.

## 7 Weighting

While the survey was quota controlled, it was still necessary to weight the data back to the target population in order to account for some slight discrepancies in the overall quotas achieved. The weighting also sought to correct for the chance of selection for each legal problem that was asked about in the survey. This section will discuss the primary (person-level) weights and the supplementary (problem-level) weights.

### 7.1 Primary Weighting

The primary weighting matrix was the in-scope population by interlocking cells of age, sex and gender using the same cell definitions that were used for setting quotas (see Tables 1 and 3 in Section 4). People who identified as non-binary, or preferred to use another term were randomly allocated to either male or female for the purposes of weighting only. This is because the ABS does not provide data on gender categories other than male or female. These respondents' reported gender was retained in the dataset. The National sample and Victorian samples used separate weighting matrices.

As previously described in the discussion of quotas in Section 4.3, the Victorian quota cells were based on the breakdowns of the Victorian population 18+ by age, gender and area, using ABS data. The National sample was weighted to the proxy quota cells developed based on the proportion by age and gender of people in Victoria who had experienced a legal issue in the last 2 years, from the PULS survey, extrapolated to the national population proportions.

The weighting did not project to the total population, but rather to the total survey sample size, by the proportions in the weighting matrices.

All respondents were allocated a weight in the primary weighting phase.

### 7.2 Supplementary Weighting

Contentious problem-level weights (Victorian survey only) were constructed by Prof Nigel Balmer.

Weighting had three main elements:

1. The first element corrected for the fact that when selecting a single problem for each respondent with one or more problem, problems which come from large clusters of problems were underrepresented.
2. The second element adjusted the overall distribution of broad problem types to reflect their representation among all problems, accounting for the fact that problems were randomly selected at a problem category level.
3. The third element drew upon the person-level weight described above.

A weight combining these three elements was then trimmed for extreme values using the weight distribution approach suggested by Potter (1990)<sup>1</sup>, implemented using Lang and Klein's (2023)<sup>2</sup> Stata module. The approach assumed that the reciprocal of the weights followed a (scaled) beta distribution. The parameters of the beta distribution are estimated from the weights and trimming levels computed for specified percentiles. Sampling weights more extreme than the specified percentiles are trimmed to these percentiles and the excess distributed equally among the untrimmed sampling weights (so the sum of the trimmed and untrimmed weights is the same). This process is repeated (ten iterations for our weights) to obtain final trimmed weights. For the problem-level weights, untrimmed weights were trimmed on the left and right tail of the beta distribution where the probability of occurrence was less than 1 percent on either tail to arrive at final problem-level weights.

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<sup>1</sup> Potter, F. J. (1990). A study of procedures to identify and trim extreme sampling weights. Proceedings of the Survey Research Methods Section of the American Statistical Association, 225--230.

<sup>2</sup> Lang, S., & Klein, D. (2023). WGTDISTRIM: Stata module to trim extreme sampling weights.

# Appendix 1 – Cognitive Testing Report

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# 1 Background and Methodology

## 1.1 Background

As part of the LULU Survey, it was recommended that cognitive testing be conducted to understand the nuances of questions within the survey and to understand how respondents interpreted them. The principal aim of this testing was to identify and eliminate any potential misunderstandings or ambiguities within the survey among a cohort similar to the intended respondents.

## 1.2 Methodology

Cognitive testing was undertaken in the form of in-depth discussions, conducted via video conference. The respondents were shown questions on screen (programmed as they would appear in an online survey), asked to read these questions while sharing their screen so researchers could observe them, and were then asked a series of questions to identify any potential misunderstandings or difficulties.

Interviews were conducted between 24 January and 7 February 2024. Interview lengths were between 45 and 60 minutes, and respondents were compensated with a \$100 e-gift card for their time.

Respondents were recruited from Roy Morgan's online panel. Half of respondents were under the age of 50, and half were aged 50 or older. They had all experienced at least one of the legal issues identified in the survey. Half of the respondents were male and half were female. Respondents lived both in Victoria, and in other states and territories.

Our subsequent discussion is set out as follows:

- We first present the question as tested, and the follow up questions which were used to probe understanding.
- We then provide brief explanatory comments of any issues arising.
- Finally we then offer a recommendation based on the findings from the cognitive testing.

## 2 Findings and Recommendations

### 2.1 Question P1

<b>Question Text</b>	Since [INSERT DATE 2 YEARS AGO], have you experienced or done any of the following?
<b>Moderator Notes</b>	<i>Time period (i.e. since date 2 years ago). Are you trying to think back to this particular date in your head? Do you recognise this as being today's date two years ago? Compare to alternatives – last 2 years or since 'January 2022'.</i>

Most respondents didn't have an issue with this question, but some noted it may be easier if it said the last 2 years. Others preferred the precision of a specific date. One respondent thought that the date provided was only a year ago, as they had not recognised that it was now 2024 not 2023.

#### **Recommendation**

Change to:

Since [INSERT DATE 2 YEARS AGO] (i.e., in the last 2 years), have you experienced or done any of the following?

## 2.2 Question P1c

<b>Question Text</b>	<p>You said there were ['2'] issues where you [INSERT PROBLEM] since [INSERT DATE 2 YEARS AGO]? How many of these issues involved a problem or dispute?</p> <p>(If you are unsure, please give your best estimate). Please count all problems/disputes relating to the same event as a single problem/dispute.</p>
<b>Moderator Notes</b>	<p><i>Explore respondents' understanding of what is being asked.</i></p> <p><i>Is it clear that each instance of the event is being treated separately and that multiple problems within each instance of the event are included together?</i></p>

This was understood by most respondents but required a bit of thinking. It was noted that the question was 'wordy'.

We note that not many respondents will see this, as we expect a low incidence of people having experienced any of the legal issues more than once in a 2 year period.

Could be slightly reworded for clarity. Remove 'provide best estimate', as it is wordy. It would be rare to have a number above 2 here, so it shouldn't be difficult to answer.

### **Recommendation**

Change to:

You said you [INSERT PROBLEM] ['2'] times since [INSERT DATE 2 YEARS AGO]?

How many of these events involved *at least* one problem or dispute?

## 2.3 Question PF3a

<b>Question Text</b>	<p>Do you think the problem involved you being discriminated against on the basis of any of the following?</p> <ol style="list-style-type: none"><li>1. Age</li><li>2. Ethnicity</li><li>3. Disability</li><li>4. Sex</li><li>5. Gender</li><li>6. Sexual orientation</li><li>7. Marital status</li><li>8. Pregnancy</li><li>9. Religion</li><li>96. None of these</li><li>97. Something else</li></ol>
<b>Moderator Notes</b>	<p><i>Is there anything else that needs to be on this list?</i></p> <p><i>Are options 4 and 5 asking about the same thing or something different?</i></p> <p><i>What do you think option 5 is trying to understand? Explore whether this is seen as gender discrimination (e.g., discriminating against women) or whether it is about gender identity (relating to discrimination against trans or gender diverse people).</i></p>

Some respondents said that they would select both 'sex' and 'gender' if they were being discriminated against on the basis of being a woman or man. To avoid double counting, and to better differentiate issues such as transgender issues, it would be clearer to label 'gender' as 'gender identity'.

### Recommendation

Change to:

Do you think the problem involved you being discriminated against on the basis of any of the following?

- |                       |                    |
|-----------------------|--------------------|
| 1. Age                | 7. Marital status  |
| 2. Ethnicity          | 8. Pregnancy       |
| 3. Disability         | 9. Religion        |
| 4. Sex                | 96. None of these  |
| 5. Gender identity    | 97. Something else |
| 6. Sexual orientation |                    |

## 2.4 Question PF8

<b>Question Text</b>	<p>Excluding from family and friends, unless their job is to help with problems such as these. Did you at any point search for any of the following to help resolve the problem ...</p> <p>Please select all that apply</p>			
		Yes, searched online	Yes, searched offline	No
	<b>Information or advise on...</b>			
	1. Your rights or responsibilities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
	2. How to deal with the problem	1 <input type="checkbox"/>	2 <input type="checkbox"/>	
	3. Services that could help	1 <input type="checkbox"/>	2 <input type="checkbox"/>	
	4. Prices of services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	
	5. People's experiences of different services (e.g., reviews or recommendation)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	
	<b>Documents</b>			
	6. Documents needed to deal with the problem	1 <input type="checkbox"/>	2 <input type="checkbox"/>	
	<b>Practical assistance</b>			
	7. Somebody/thing to assist you deal with the problem	1 <input type="checkbox"/>	2 <input type="checkbox"/>	
<b>Moderator Notes</b>	<p><i>Is the difference between online and offline clear? What would you think of as being 'offline' searching?</i></p> <p><i>Is it clear that things like telephone calls, or in person enquiries are offline? Would in person / by phone be clearer?</i></p>			

Some participants were thrown off track by the introduction 'Excluding from family and friends...'. Some mentioned that the word 'from' should be removed. One participant mentioned the word 'job' was ambiguous and should be changed to 'profession', for example a parent may see it as their 'job' to help their children.

### Recommendation

Change to:

Did you at any point search for any of the following to help resolve the problem ... Please don't include asking family and friends (unless their profession is to help with problems such as these).

Please select all that apply.

## 2.5 Question PF9

<b>Question Text</b>	<p>Thinking about this information or advice you looked for about [IF PF8.1 'your rights and responsibilities'] [IF PF8.1 AND PF8.2 'your rights and responsibilities and how to deal with the problem'] [IF PF8.2 'how to deal with the problem'].</p> <p>Which of the following were you looking for?</p> <p>Please select all that apply.</p> <ol style="list-style-type: none"><li>1. Generic information (i.e. not tailored to you specifically)</li><li>2. Personalised information (i.e. tailored to your personal situation)</li><li>3. Advice (i.e. personalised analysis and recommendation for your personal situation)</li></ol>
<b>Moderator Notes</b>	<p><i>What do you think the difference between these two options are:</i></p> <ol style="list-style-type: none"><li><i>i. Personalised information (i.e. tailored to your personal situation)</i></li><li><i>ii. Advice (i.e. personalised analysis and recommendation for your personal situation)</i></li></ol> <p><i>Is the difference between these options clear?</i></p>

Most participants said they understood the difference between these options, but when asked to explain the difference between options 2 and 3 were less clear in their responses. Most people indicated that advice included being told what to do (i.e., recommendations).

### Recommendation

Change to:

Thinking about this information or advice you looked for about [IF PF8.1 'your rights and responsibilities'] [IF PF8.1 AND PF8.2 'your rights and responsibilities and how to deal with the problem'] [IF PF8.2 'how to deal with the problem']

Which of the following were you looking for?

Please select all that apply.

1. Generic information (i.e. not tailored to you specifically)
2. Personalised information (i.e. options tailored to your personal situation)
3. Advice (i.e. personalised *analysis* and *recommendations*)

We would also like to explore the option of providing an example to help understand the difference between these different answers. Possible something like:

“As an example, think about car insurance:

- *Generic information* would tell you, for example, what sort of insurance you needed in your state, and how to go about getting insured.
- *Personalised information* would be an insurance quote based on your circumstances and the car you wanted to insure.
- *Advice* would be a broker seeking several quotes on your behalf and then giving you a recommendation, with reasons, about which quote was the best for you.”

This example could be shown as a drop down if a respondent requires an example.

## 2.6 Question PF11

<b>Question Text</b>	<p>Excluding from family and friends, unless their job is to help with problems such as these. Did you successfully obtain any of the following to help resolve the problem ...</p> <p>Please select all that apply</p>				
		Yes, obtained online	Yes, obtained offline	Yes, obtained both online and offline	No
	<b>Information or advise on...</b>				
	1. Your rights or responsibilities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
	2. How to deal with the problem	1 <input type="checkbox"/>	2 <input type="checkbox"/>		
	3. Services that could help	1 <input type="checkbox"/>	2 <input type="checkbox"/>		
	4. Prices of services	1 <input type="checkbox"/>	2 <input type="checkbox"/>		
	5. People's experiences of different services (e.g., reviews or recommendation)	1 <input type="checkbox"/>	2 <input type="checkbox"/>		
	<b>Documents</b>				
	6. Documents needed to deal with the problem	1 <input type="checkbox"/>	2 <input type="checkbox"/>		
	<b>Practical assistance</b>				
	7. Somebody/thing to assist you deal with the problem	1 <input type="checkbox"/>	2 <input type="checkbox"/>		
<b>Moderator Notes</b>	<p><i>What does the word 'obtain' mean to you? Is it clear in this question?</i></p> <p><i>Explore whether the respondent is comfortable with the preamble ("Excluding from family or friends...").</i></p>				

The word obtain was easily understood by all respondents. The same issue with the preamble existed as at PF8.

### Recommendation

Change to:

Did you successfully obtain any of the following to help resolve the problem ...

Please don't include help from family and friends (unless their profession is to help with problems such as these).

Please select all that apply.

## 2.7 Question PF14

<p><b>Question Text</b></p>	<p>Thinking of [If PF13 = 1 “this source”, If PF13=2 “these sources”]</p> <p>Where did you mainly obtain this [If PF12 = only 1 and/or 2 “information”, If PF12 = 3, but not 4 or 5 “information and advice”, If PF12 = 4 or 5 “information, advice and assistance”]?</p> <table border="1" data-bbox="491 584 1390 1417"> <tr> <td data-bbox="497 622 1383 898"> <p><b>Legal and advice services</b></p> <ol style="list-style-type: none"> <li>1. A private solicitor/solicitors’ firm</li> <li>2. A Community Legal Centre</li> <li>3. Legal Aid</li> <li>4. An Aboriginal Legal Service</li> <li>5. Consumer Affairs/Department of Fair Trading</li> <li>6. Another legal or advice professional/service</li> </ol> </td> </tr> <tr> <td data-bbox="497 898 1383 1059"> <p><b>Government and council</b></p> <ol style="list-style-type: none"> <li>7. The police</li> <li>8. A government department or authority</li> <li>9. A local council</li> </ol> </td> </tr> <tr> <td data-bbox="497 1059 1383 1417"> <p><b>Other</b></p> <ol style="list-style-type: none"> <li>10. Your employer or trade union</li> <li>11. Community, neighbourhood, religious, or charitable organisation (specify)</li> <li>12. A court, or tribunal</li> <li>13. An ombudsman</li> <li>14. A health professional/service</li> <li>15. A financial professional/service</li> <li>16. A social work professional/service</li> <li>17. <b>Another person/service</b></li> </ol> </td> </tr> </table>	<p><b>Legal and advice services</b></p> <ol style="list-style-type: none"> <li>1. A private solicitor/solicitors’ firm</li> <li>2. A Community Legal Centre</li> <li>3. Legal Aid</li> <li>4. An Aboriginal Legal Service</li> <li>5. Consumer Affairs/Department of Fair Trading</li> <li>6. Another legal or advice professional/service</li> </ol>	<p><b>Government and council</b></p> <ol style="list-style-type: none"> <li>7. The police</li> <li>8. A government department or authority</li> <li>9. A local council</li> </ol>	<p><b>Other</b></p> <ol style="list-style-type: none"> <li>10. Your employer or trade union</li> <li>11. Community, neighbourhood, religious, or charitable organisation (specify)</li> <li>12. A court, or tribunal</li> <li>13. An ombudsman</li> <li>14. A health professional/service</li> <li>15. A financial professional/service</li> <li>16. A social work professional/service</li> <li>17. <b>Another person/service</b></li> </ol>
<p><b>Legal and advice services</b></p> <ol style="list-style-type: none"> <li>1. A private solicitor/solicitors’ firm</li> <li>2. A Community Legal Centre</li> <li>3. Legal Aid</li> <li>4. An Aboriginal Legal Service</li> <li>5. Consumer Affairs/Department of Fair Trading</li> <li>6. Another legal or advice professional/service</li> </ol>				
<p><b>Government and council</b></p> <ol style="list-style-type: none"> <li>7. The police</li> <li>8. A government department or authority</li> <li>9. A local council</li> </ol>				
<p><b>Other</b></p> <ol style="list-style-type: none"> <li>10. Your employer or trade union</li> <li>11. Community, neighbourhood, religious, or charitable organisation (specify)</li> <li>12. A court, or tribunal</li> <li>13. An ombudsman</li> <li>14. A health professional/service</li> <li>15. A financial professional/service</li> <li>16. A social work professional/service</li> <li>17. <b>Another person/service</b></li> </ol>				
<p><b>Moderator Notes</b></p>	<p><i>Test the list of response options. See if respondents have a clear understanding of these, particularly codes 13-16.</i></p>			

No issues were encountered with the understanding of any of these response options.

### Recommendation

No change.

## 2.8 Question PF14b

<b>Question Text</b>	What was the type of 'other legal or advice service'?  <ol style="list-style-type: none"><li>1. Barrister</li><li>2. Conveyancer</li><li>3. Costs lawyer</li><li>4. Family mediator</li><li>5. Industrial advocate</li><li>6. Migration agent</li><li>7. Notary</li><li>8. Parenting co-ordinator</li><li>9. Patent attorney</li><li>10. Trademark attorney</li></ol>
<b>Moderator Notes</b>	<i>As above, test the list of response options. See if respondents have a clear understanding of these. It is possible that they don't need to understand all these terms if they haven't used them (i.e., notary, patent attorney).</i>

There were some response options which were not widely understood, particularly notary, parenting co-ordinator etc. but we consider that those who had made use of these services would be aware of them, and it is not necessary for others to know them.

Note, this question has changed slightly.

### **Recommendation**

No change.

## 2.9 Question PF20

Question Text	Did you do any of these things as part of dealing with the problem?																					
	<table border="1"> <thead> <tr> <th data-bbox="481 421 1161 456"></th> <th data-bbox="1161 421 1391 456">Select all that apply</th> </tr> </thead> <tbody> <tr> <td data-bbox="481 456 1161 492">Communicated with the party you had a problem with</td> <td data-bbox="1161 456 1391 492">1 <input type="checkbox"/></td> </tr> <tr> <td data-bbox="481 492 1161 528">Obtained or organised evidence or other material</td> <td data-bbox="1161 492 1391 528">2 <input type="checkbox"/></td> </tr> <tr> <td data-bbox="481 528 1161 564"><b>Made a claim to, made use of, or responded to a...</b></td> <td data-bbox="1161 528 1391 564"></td> </tr> <tr> <td data-bbox="481 564 1161 600">• Court or tribunal</td> <td data-bbox="1161 564 1391 600">3 <input type="checkbox"/></td> </tr> <tr> <td data-bbox="481 600 1161 636">• Designated authority, such as an ombudsman or regulator</td> <td data-bbox="1161 600 1391 636">4 <input type="checkbox"/></td> </tr> <tr> <td data-bbox="481 636 1161 672">• Religious or community body</td> <td data-bbox="1161 636 1391 672">5 <input type="checkbox"/></td> </tr> <tr> <td data-bbox="481 672 1161 707">Arranged/involved in mediation, conciliation or arbitration</td> <td data-bbox="1161 672 1391 707">6 <input type="checkbox"/></td> </tr> <tr> <td data-bbox="481 707 1161 743">Made an insurance claim</td> <td data-bbox="1161 707 1391 743">7 <input type="checkbox"/></td> </tr> <tr> <td data-bbox="481 743 1161 815">Anything else (specify)</td> <td data-bbox="1161 743 1391 815">97 <input type="checkbox"/></td> </tr> </tbody> </table>		Select all that apply	Communicated with the party you had a problem with	1 <input type="checkbox"/>	Obtained or organised evidence or other material	2 <input type="checkbox"/>	<b>Made a claim to, made use of, or responded to a...</b>		• Court or tribunal	3 <input type="checkbox"/>	• Designated authority, such as an ombudsman or regulator	4 <input type="checkbox"/>	• Religious or community body	5 <input type="checkbox"/>	Arranged/involved in mediation, conciliation or arbitration	6 <input type="checkbox"/>	Made an insurance claim	7 <input type="checkbox"/>	Anything else (specify)	97 <input type="checkbox"/>	
	Select all that apply																					
Communicated with the party you had a problem with	1 <input type="checkbox"/>																					
Obtained or organised evidence or other material	2 <input type="checkbox"/>																					
<b>Made a claim to, made use of, or responded to a...</b>																						
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• Designated authority, such as an ombudsman or regulator	4 <input type="checkbox"/>																					
• Religious or community body	5 <input type="checkbox"/>																					
Arranged/involved in mediation, conciliation or arbitration	6 <input type="checkbox"/>																					
Made an insurance claim	7 <input type="checkbox"/>																					
Anything else (specify)	97 <input type="checkbox"/>																					
Moderator Notes	<p><i>Test the list of response options. Are these all clear? Do they need to be clear for people who have not used them?</i></p>																					

No issues were encountered with the understanding of any of these response options.

### Recommendation

No change.

## 2.10 Question A2b

<b>Question Text</b>	Which of the following did [the business [IF A2=2] / the other adviser [IFA2=3] / [someone else (PIPE IN RESPONSE OF A2.4)] [IF A2=4]] do for you when recommending [PROVIDER]?  <ol style="list-style-type: none"><li>1. Provided the name of a specific service or person</li><li>2. Provided contact details for a service or person</li><li>3. Explained your eligibility to use and/or cost of [PROVIDER]</li><li>4. Scheduled or helped schedule an appointment with [PROVIDER]</li><li>5. Followed-up to check that you had obtained help from [PROVIDER]</li><li>96. None of these [Single] [Fixed]</li></ol>
<b>Moderator Notes</b>	<i>Use of the word 'eligibility'. Does the respondent understand what this means?</i>

No issues were encountered with the understanding of any of these response options. The word 'eligibility' was universally understood.

### **Recommendation**

No change.

## 2.11 Question A3

Question Text	When choosing [PROVIDER], which of the following factors were important?	
	Factor	Please select all factors that were important
	<b>Cost</b>	
	1. Price	<input type="checkbox"/>
	2. Value for money	<input type="checkbox"/>
	<b>Quality</b>	
	3. Skills/expertise	<input type="checkbox"/>
	4. Reputation (e.g., recommendation/customer reviews)	<input type="checkbox"/>
	5. Trusted brand (e.g., professional title, well-known name)	<input type="checkbox"/>
	6. Previous experience	<input type="checkbox"/>
	7. Qualifications	<input type="checkbox"/>
	8. Speed of dealing with problem	<input type="checkbox"/>
	9. Independence of advice	<input type="checkbox"/>
	10. Confidentiality of advice	<input type="checkbox"/>
	<b>Complaints/compensation</b>	
	11. Having an independent complains procedure	<input type="checkbox"/>
	12. Access to indemnity insurance to compensate financial loss	<input type="checkbox"/>
	<b>Convenience</b>	
	13. Location	<input type="checkbox"/>
	14. Ease of appointment	<input type="checkbox"/>
	<b>Characteristics</b>	
	15. Manner of communication (e.g., in person, telephone, online)	<input type="checkbox"/>
	16. Personal characteristics (e.g., gender, Ethnicity)	<input type="checkbox"/>
	17. Approachability	<input type="checkbox"/>
	18. Language skills	<input type="checkbox"/>
	97. Other (specify) [FIXED]	<input type="checkbox"/>
Moderator Notes	<p><i>Test the list of response options. Potential areas of confusion may be 'indemnity insurance'; 'manner of communication'.</i></p> <p><i>Are there any of these options that aren't clear to you?</i></p> <p><i>Is there anything else you think might be important in choosing someone to give you advice on legal issues?</i></p>	

There were differences in understanding of the term 'manner of communication'. Some understood it to mean the quality of communication, and the way the provider communicated, taking into consideration mannerism, politeness, etc. Others understood it to mean the method(s) available to communicate with the provider.

### **Recommendation**

Change to:

15. Methods of communication (e.g. in person, telephone, online)

## 2.12 Question A20d

<b>Question Text</b>	<p>How did you fund the payment for the help you received?</p> <p>Please select all that apply</p> <ol style="list-style-type: none"><li>1. From savings</li><li>2. From my regular income/salary</li><li>3. From proceeds of taking action to resolve problem</li><li>4. I took out a loan</li><li>5. I borrowed the money from family/friends</li><li>6. A charge was put on my property</li><li>7. It was paid for by family or friends</li><li>97. Other (specify)</li><li>98. Don't know / Can't recall</li></ol>
<b>Moderator Notes</b>	<p><i>What is the question asking you to think about?</i></p> <p><i>Test the term 'proceeds'.</i></p> <p><i>Test understanding of option 6 (specifically if the term 'a charge' is understood).</i></p>

Most people understood these terms, but a couple didn't fully understand 'proceeds'. Some thought it may have referred to the proceeds of their own personal fundraising efforts.

The term 'a charge was put on my property' was not widely understood, but this is likely to be understood by those for whom it is relevant.

### **Recommendation**

Change to:

3. From compensation resulting from taking action to resolve the problem (e.g., no win no fee arrangement)

## 2.13 Question A23a

<b>Question Text</b>	<p>Still thinking about the different aspects of service provided by [PROVIDER]. If you are still going through the process, please give your rating so far.</p> <p>How satisfied have you been with the quality of communication on...</p>					
		Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
	1. Services to be provided	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	98 <input type="checkbox"/>
	2. Costs to be charged	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	98 <input type="checkbox"/>
	3. Your options	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	98 <input type="checkbox"/>
	4. Progress made	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	98 <input type="checkbox"/>
<b>Moderator Notes</b>	<p><i>Does this make sense for respondents if the issue is concluded?</i></p> <p><i>What do you understand each of the options 1 to 4 to be about?</i></p> <p><i>Are you comfortable with the scale used for answers (the satisfaction scale)?</i></p>					

There was no issue answering this question - people could answer just as well if the issue was finished, or ongoing. However, one respondent mentioned that it felt like it only needed to be answered if the issue was ongoing and should be skipped otherwise. This could be made clearer by making this instruction a note at the end of the question, rather than within the question text.

### Recommendation

Change to:

Still thinking about the different aspects of service provided by [PROVIDER].  
How satisfied have you been with the quality of communication on...

Note: If you are still going through the process, please give your rating so far.

## 2.14 Question O1

<b>Question Text</b>	<p>Which of the following statements best reflects how the problem outcome was ultimately brought about?</p> <ol style="list-style-type: none"><li>1. A court (or tribunal) judgement</li><li>2. It was resolved by relevant ombudsman</li><li>3. There was a decision or intervention by another formal authority</li><li>4. It was resolved through mediation, conciliation or arbitration</li><li>5. It was resolved by action by another third party</li><li>6. You and the other party came to an agreement</li><li>7. The other party independently did what you wanted</li><li>8. You independently did what the other party wanted</li><li>9. The issue sorted itself out</li><li>10. You moved away from the problem (e.g., moving home, changing job)</li><li>11. You and all other parties gave up trying to resolve the issue</li><li>98. Don't know / Can't recall [FIXED]</li></ol>
<b>Moderator Notes</b>	<p><i>Test the list of response options, particularly code 3.</i></p> <p><i>Test in particular whether the terminology used in each answer option is understood, or whether any of the answer options are not well understood.</i></p>

There was no confusion with the wording of the response options, but some respondents had to read the question twice to understand what it was asking. It was noted that the question felt wordy, and could be made clearer. The word 'resolved' would improve the flow of the question. Despite not all response options being 'resolutions' it is still valid to answer a question about how a problem was resolved with 'it wasn't resolved' (i.e. code 11).

### Recommendation

Change to:

Which of the following statements best reflects how the problem was resolved?

## 2.15 Question X2

<b>Question Text</b>	<p>What type(s) of issue(s) did you [IF X1=1, SAY: try to use / IF X1=2, SAY: use [PROVIDER SELECTED AT X1] for?</p> <ol style="list-style-type: none"><li>1. Consumer issue (i.e. concerning goods or services)</li><li>2. Debt</li><li>3. Employment issue</li><li>4. Family issue</li><li>5. An injury or illness</li><li>6. Neighbours issue</li><li>7. Landlord issue</li><li>8. Issue with property you own</li><li>9. A fine, penalty notice or infringement notice</li><li>10. An issue concerning government payments</li><li>11. An issue concerning government or public services</li><li>12. Another type of money issue</li><li>13. An immigration or residency issue</li><li>14. Being arrested or an issue with the police</li><li>15. An issue concerning a business you own</li></ol>
<b>Moderator Notes</b>	<p><i>Test the list of response options; particularly a landlord (do respondents see this as an issue as a landlord or an issue with their landlord?).</i></p> <p><i>Are there any of the answers which aren't clear to you what they mean?</i></p>

Most respondents saw 'landlord issue' as a problem a tenant has with their landlord. However, some respondents said they would also include problems they have *as a landlord* with their property/tenant. This could be improved by adding a coding for tenant issue, and further clarifying this distinction.

### Recommendation

Change to:

7. An issue with your landlord
8. An issue with a tenant in a property you own

## 2.16 Question C2

Question Text	<p>If you found yourself facing a significant legal dispute – such as being unfairly sacked by your employer, injured where it was someone else’s fault, involved in a dispute over money as part of a divorce, being kicked out of your home, or a serious dispute with a neighbour.</p>																																						
<p>How confident are you that you could achieve an outcome that is fair and you would be happy with in the following situations ...?</p>																																							
<table border="1"> <thead> <tr> <th></th> <th>Very confident</th> <th>Quite confident</th> <th>Not very confident</th> <th>Not confident at all</th> </tr> </thead> <tbody> <tr> <td>1. The disagreement is substantial</td> <td>4 <input type="checkbox"/></td> <td>3 <input type="checkbox"/></td> <td>2 <input type="checkbox"/></td> <td>1 <input type="checkbox"/></td> </tr> <tr> <td>2. The other side says they ‘will not compromise’</td> <td>4 <input type="checkbox"/></td> <td>3 <input type="checkbox"/></td> <td>2 <input type="checkbox"/></td> <td>1 <input type="checkbox"/></td> </tr> <tr> <td>3. The other side will only speak to you through their solicitor</td> <td>4 <input type="checkbox"/></td> <td>3 <input type="checkbox"/></td> <td>2 <input type="checkbox"/></td> <td>1 <input type="checkbox"/></td> </tr> <tr> <td>4. A notice from court says you must complete certain forms, including setting out your case</td> <td>4 <input type="checkbox"/></td> <td>3 <input type="checkbox"/></td> <td>2 <input type="checkbox"/></td> <td>1 <input type="checkbox"/></td> </tr> <tr> <td>5. The problem goes to court, a barrister represents the other side, and you are on your own</td> <td>4 <input type="checkbox"/></td> <td>3 <input type="checkbox"/></td> <td>2 <input type="checkbox"/></td> <td>1 <input type="checkbox"/></td> </tr> <tr> <td>6. The court makes a judgement against you, which you see as unfair. You are told you have a right to appeal</td> <td>4 <input type="checkbox"/></td> <td>3 <input type="checkbox"/></td> <td>2 <input type="checkbox"/></td> <td>1 <input type="checkbox"/></td> </tr> </tbody> </table>						Very confident	Quite confident	Not very confident	Not confident at all	1. The disagreement is substantial	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2. The other side says they ‘will not compromise’	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	3. The other side will only speak to you through their solicitor	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	4. A notice from court says you must complete certain forms, including setting out your case	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	5. The problem goes to court, a barrister represents the other side, and you are on your own	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	6. The court makes a judgement against you, which you see as unfair. You are told you have a right to appeal	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
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Moderator Notes	<p><i>Test ‘The disagreement is substantial’ and ‘setting out your case’.</i></p>																																						

The wording of each of these scenarios was clear and understood by respondents, but some respondents didn’t understand the framing of the question immediately. Some had to read the question twice. Respondents seemed to grasp the concept of the question better with codes 2-6 than with code 1, as they are more clearly ‘situations’ they needed to imagine. Some respondents answered code 1 as if they were ‘confident’ that the types of issues mentioned in the question (e.g. being unfairly sacked by your employer) were substantial issues, not that they were confident they could achieve a fair outcome. The question could be better framed by starting with code 2.

There is an argument that code 1 could be removed as we are already asking the respondents to imagine a ‘significant legal dispute’, which already implies that the disagreement is substantial. If code 1 is to remain, the order of the codes should be changed.

### **Recommendation Option 1**

Remove:

1. The disagreement is substantial

### **Recommendation Option 2**

Change to:

1. The other side says they 'will not compromise'
2. The disagreement is substantial
3. The other side says they will only speak to you through their solicitor
4. A notice from court says you must complete certain forms, including setting out your case
5. The problem goes to court, a barrister represents the other side, and you are on your own
6. The court makes a judgement against you, which you see as unfair. You are told you have a right to appeal.

## 2.17 Question NF4

<b>Question Text</b>	Approximately, what month and year did the issue start?
<b>Moderator Notes</b>	<i>The term 'issue'. Do people see it as meaning 'problem' or potentially referring to a non-problematic event?</i>  <i>Are respondents able to provide an answer in the format required – month and year – or do they struggle to be that precise?</i>

There were mixed reactions to this question. Some respondents only saw 'issue' as a problem rather than a non-problematic event.

Respondents noted that they would struggle to think of an exact month or year of an issue that started a long time ago. This question requires a 'Don't know' option and further instruction such as 'If you don't know, please give your best estimate.'

### **Recommendation**

Change to:

Approximately, what month and year did the matter start?

If you don't know, please give your best estimate.

98. Don't know / can't recall

## Appendix 2 – Pilot Report

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# 1 Introduction

The fieldwork for the Victorian Legal Services Board + Commissioner LULU Survey pilot was conducted between 19 February and 22 February. A total of n=104 respondents completed the survey (n=47 Victorians and n=57 non-Victorians).

This report sets out the key findings from the pilot, including survey length, characteristics of the sample and incidence rates.

## 2 Survey Length

The overall average survey length for all respondents (n=104) was 22.57 minutes<sup>3</sup>. A detailed breakdown of survey lengths for a number of key cohorts is shown in Table 9, below.

Survey length was also calculated for each section and is shown in Table 10. Note, there were no timestamps for Section NatX, and so calculation of an average survey length for this section was not possible.

Note, there were no Victorian respondents in the sample *without* a legal issue. This was due to a technical error, where Victorian respondents who selected 'None of these' at P1, P2 and P3 were unable to complete the survey and were marked as 'Incomplete'. There should have been a significantly shorter survey route for Victorians who did not experience a legal issue in the past 2 years. An estimated survey length can be calculated for this cohort by adding the average survey lengths for each section that this cohort would complete (Screening and Sections ID, P, X, C and MD), which yields a length of 12.36 minutes.

---

Table 9 Survey Lengths by Key Cohorts

Cohort	Average length (minutes)	Number of respondents*
Victorians	25.58	47
Non-Victorians	20.18	57
Contentious issues	23.90	72
Non-contentious issues	19.62	32
Total	22.57	104

\* A number of respondents (those who exited the survey and restarted at a later time) did not have survey lengths calculated. There were 7 respondents overall for whom this was the case. They have been included in the total number of respondents but excluded from calculations of the average length.

---

<sup>3</sup> Decimals in survey lengths refer to proportions, not seconds.

Table 10 Survey Lengths by Section

Section	Average length (minutes)	Number of respondents*
Screening and Quota Building	0.64	104
Section ID: Demographics	0.29	104
Section P: Problem Identification	2.71	47
Section PF: Problem follow-up and strategy determination	8.53	41
NatX: National problem identification	N/A	57
Section A: Assistance block (Main provider)	8.42	58
Section S: Solicitor additional block	0.54	23
Section T: Unsuccessful attempts to obtain assistance	0.58	13
Section U: Ongoing problem	0.57	16
Section O: Problem outcome	2.20	25
Section R: Reasons (selected problem)	0.25	11
Section NF: Problem follow up and strategy determination (non-contentious)	4.66	8
Section NA: Assistance block (Main provider – non-contentious)	9.05	29
Section NS: Solicitor additional block (non-contentious)	0.94	4
Section NT: Unsuccessful attempts to obtain assistance (non-contentious)	3.95	2
Section NU: Ongoing non-contentious issue block	N/A	No completes
Section NO: Problem outcome	1.12	6
Section NR: Reasons (selected problem) (non-contentious)	0.25	2
Section X: Additional service use	0.81	47
Section C: Capability block	3.28	47
Section MD: Main demographics	4.63	104
Overall Questionnaire	22.57	104

\* A number of respondents (those who exited the survey and restarted at a later time) did not have survey lengths calculated. There were 7 respondents overall for whom this was the case. They have been included in the total number of respondents but excluded from calculations of the average length.

## 3 Sample

### 3.1 Sample Source

The sample for the pilot was sourced entirely from Roy Morgan's Single Source panel. This is a probability sample, with members sourced primarily from respondents who have completed Roy Morgan's face-to-face Single Source survey. This panel will also be used for the main fieldwork, in addition to our partner provider, PureProfile.

### 3.2 Sample Profile

While the sample for the pilot survey is not intended to be representative, there was a mix of age, genders and locations within the sample set. While around half the sample was intended to be from Victoria, leading to a greater sample size in Greater Melbourne, a large number of respondents were also from Greater Brisbane. More men than women completed the pilot. A breakdown of these is shown below.

---

Table 11 Sample by Age Group

Age groups	Number of Respondents
18-24	8
25-34	16
35-49	39
50-64	13
65+	28
<b>TOTAL</b>	<b>104</b>

Table 12 Sample by Location

Areas	Number of Respondents
Greater Melbourne	39
Rest of Victoria	8
Greater Sydney	9
Rest of NSW	3
Greater Brisbane	31
Rest of Qld	4
Greater Perth	2
Rest of WA	-
Greater Adelaide	-
Rest of SA	2
Greater Hobart	1
Rest of Tas	-
Australian Capital Territory	5
Northern Territory	-
<b>Total</b>	<b>104</b>

Table 13 Sample by Gender

Gender	Number of Respondents
Woman or female	37
Man or male	67
Non-binary	-
Another term	-
Prefer not to answer	-
<b>Total</b>	<b>104</b>

### 3.3 Incidence Rates

For the national (non-Victorian) sample, a total of n=132 respondents completed the screening question NatX1. Of these respondents, n=60 qualified to take part in the survey, leading to an incidence rate of 45.5%. Three respondents who qualified did not complete the survey, leading to a total sample size of n=57 for the national sample.

All Victorians 18+ are in scope for this survey, however it was noted that 100% of the Victorian sample selected at least one legal issue at P1, P2 or P3. This was due to a technical error for Victorians who did not have a legal issue. Those who do not have a legal issue should have a significantly shorter survey, which we estimate (based on pilot timings for the relevant sections) to be between 12 and 13 minutes.

## 4 Survey Routing and Question Structure

### 4.1 Issue with Victorian Sample with no Legal Issue

For Victorian respondents who indicated they had not experienced any legal issues in the past 2 years (by selecting None at all of P1, P2 and P3), there was a technical error which meant they were redirected to a page that said they had already completed the survey, and they were marked as an 'Incomplete' in the system. This issue is in the process of being rectified and retested. It affected 39 respondents in total.

### 4.2 Completion Rates

Excluding those who were incorrectly marked as an incomplete due to the issue described in section 4.1 (above), there were a total of 16 incompletes. If we include those Victorian respondents who were incorrectly marked as incompletes as complete, there would have been 16 incompletes and 143 completes. This would be a completion rate of 89.9%. We generally do not calculate response rates for a pilot, as we don't make full use of reminders, and other forms of survey invitation in a pilot to maximise response rate.

### 4.3 Drop Out Questions

The most common question at which respondents dropped out of the survey was at the introduction screen, where 3 respondents (18.8% of incompletes) dropped out. The only other question with more than one respondent drop out was NF4 (2 respondents, 12.5% of incompletes). This is *Approximately, what month and year did the matter start?*

### 4.4 Questionnaire Findings

There was incorrect routing for question A33/NA33. A33/NA33 (Were you aware of the 'Your Right To Ask' advertisements before you contacted the Victorian Legal Services Board + Commissioner?) should have only been asked of those who contacted the VLSB+C, however it was asked of the entire Victorian sample who completed Section A/NA.

A33/NA33 should only be asked of respondents who said they contacted the VLSB+C at A26/NA26 (code 6).

MD1 (*Which of the following best describes your relationship status?*) contained 4 responses of 'Widowed' in Other (specify). This could be considered for inclusion as a code in the main fieldwork.

M2a asks respondents who say they are single at MD1, and do not have children (at MD2) the following: *And just to check, do you live alone?* This makes an assumption that a person who is single and does not have children is most likely to live alone. Of the 24 respondents who were asked this question, 11 responded 'No'. This would be better phrased as simply *'Do you live alone?'*, to avoid making an assumption.

## 5 Recommendations

Roy Morgan recommends making the following changes post-pilot:

1. Add in timestamps to record duration for Section NatX, which were missing for the pilot.
2. Change the filter for question A33/NA33 so that only respondents who have contacted the VLSB+C are asked this (those who select code 6 at A26/NA26).
3. Amend question M2a from *And just to check, do you live alone?* to *Do you live alone?*
4. Add 'Widowed' as a response option at MD1.

In addition to these potential changes arising from the pilot, the following change will also be made, as previously discussed between the VLSB+C and Roy Morgan.

<b>Wording Changes</b>	<b>A26/NA26.</b> What, if anything, did you do as a result of being dissatisfied? Please select all that apply
	<ol style="list-style-type: none"> <li>1. I intend to complain but have not yet done so [DO NOT ALLOW WITH CODES 4, 5, 6 OR 7]</li> <li>2. I asked someone else what I should do</li> <li>3. I raised my concerns with them</li> <li>4. I made a formal complaint to them</li> <li>5. I complained to a <del>regulator</del> complaint handling agency that was not the local legal services complaints body</li> <li>6. I complained to the local legal services complaints body (e.g., Victorian Legal Services Board + Commissioner)</li> <li>7. I complained to someone else (specify)</li> <li>8. I wrote a review on the Internet/social media</li> <li>97. Other (specify)</li> </ol>
<b>Question Deletion</b>	<b>A28/NA28.</b> How satisfied are you with how the <del>regulator</del> local legal services complaints body (e.g., Victorian Legal Services Board + Commissioner) or the <del>complaint handling agency</del> dealt with the issue?
	<ol style="list-style-type: none"> <li>1. Very satisfied</li> <li>2. Fairly satisfied</li> <li>3. Fairly dissatisfied</li> <li>4. Very dissatisfied</li> </ol>
	<b>Question A30/NA30</b> Was the Victorian Legal Services Board + Commissioner the regulator you just mentioned?

Roy Morgan suggests that, if all these changes are made, the sample used for the pilot can still be retained as part of the final sample. This is for the following reasons:

1. The change to the filter in A33/NA33 is only removing respondents, there were no respondents who were not asked this question that should have been.
2. The changes to A26/A28/A30 can be made without discarding the pilot sample because no respondent in the sample selected codes 5 or 6 at A26/NA26 and consequently A28/NA28 and A30/NA30 were not asked of any respondents in the pilot.
3. The Victorian sample that was marked as incomplete can either be excluded from the sample or re-invited to the main survey.

Roy Morgan will also complete a 'soft launch' of the main fieldwork, releasing the survey to a smaller sample to ensure that these changes have been implemented, before fully launching. This will be particularly important to ensure the error for the Victorian sample has been fully rectified.

## Appendix 3 - Questionnaire

### 1 Quota Information

For monitoring purposes only.

Table 14 National Sample Quotas (excl. Victoria)

	M18 -24	M25 -34	M35 -49	M50 -64	M65 +	F18- 24	F25- 34	F35- 49	F50- 64	F65 +	Total
Brisbane	8	23	35	30	34	8	21	44	37	29	269
QLD X-City	8	24	37	31	35	9	22	45	38	30	279
Sydney	16	48	73	61	70	17	44	91	76	60	556
NSW X-City (incl ACT)	10	29	45	38	43	10	27	56	47	37	342
Adelaide	4	13	19	16	19	5	12	24	20	16	148
SA X-City (incl NT)	2	5	8	7	8	2	5	10	8	7	62
Perth	7	19	30	25	29	7	18	37	31	25	228
WA X-City	2	5	7	6	7	2	4	9	8	6	56
Tasmania	2	5	8	7	7	2	5	10	8	6	60
<b>Total</b>	<b>59</b>	<b>171</b>	<b>262</b>	<b>221</b>	<b>252</b>	<b>62</b>	<b>158</b>	<b>326</b>	<b>273</b>	<b>216</b>	<b>2,000</b>

Table 15 Victorian Sample Quotas

Region	M18 -24	M25 -34	M35 -49	M50 -64	M65 +	F18- 24	F25- 34	F35- 49	F50- 64	F65 +	Total
Melbourne	161	269	357	272	226	151	268	362	288	272	2626
Rest of VIC	42	66	94	106	118	40	67	100	113	129	874
<b>Total</b>	<b>203</b>	<b>335</b>	<b>451</b>	<b>379</b>	<b>344</b>	<b>190</b>	<b>335</b>	<b>461</b>	<b>401</b>	<b>400</b>	<b>3500</b>

CONTENTIOUS ISSUE= IF [(P1\_1=1 AND P1B\_1=1) OR (P1\_2=1 AND P1B\_2=1) OR (P1\_3=1 AND P1B\_3=1) OR (P1\_4=1 AND P1B\_4=1) OR (P1\_5=1 AND P1B\_5=1) OR (P1\_6=1 AND P1B\_6=1) OR (P1\_7=1 AND P1B\_7=1) OR (P1\_8=1 AND P1B\_8=1)] OR [ANY CODE 1 AT P1\_9 TO P1\_12] OR [ANY CODE 1 AT P2\_1 TO P2\_10] OR [ANY CODE 1 AT P3\_1 TO P3\_10]

NON-CONTENTIOUS ISSUE= IF (P1\_1=1 AND P1B\_1=2) OR (P1\_2=1 AND P1B\_2=2) OR (P1\_3=1 AND P1B\_3=2) OR (P1\_4=1 AND P1B\_4=2) OR (P1\_5=1 AND P1B\_5=2) OR (P1\_6=1 AND P1B\_6=2) OR (P1\_7=1 AND P1B\_7=2) OR (P1\_8=1 AND P1B\_8=2) AND NO CONTENTIOUS ISSUE

PROGRAMMER NOTE: COUNT NUMBER OF COMPLETES FOR EACH SECTION

PROGRAMMER NOTE: ADD TIMESTAMPS TO THE BEGINNING AND END OF EACH SECTION

DIRECTIVE FOR THE USE OF THE BACK BUTTON WITHIN THE LIVE SURVEY

NO BACK BUTTON ANYWHERE IN THE SURVEY (DEFAULT OPTION)

DIRECTIVE FOR MOBILE FUNCTIONALITY

RENDER SURVEY TO MOBILE DEVICE (DEFAULT OPTION)

## 2 Questionnaire

### 2.1 Screening and Quota Building

PROGRAMMER NOTE: [TIMESTAMP ID3-HIDPCODE]

Thank you for agreeing to take part in this survey. It explores when and how people seek assistance to deal with significant life issues concerning, for example, housing, work or family. The survey is being undertaken for the Victorian Legal Services Board and Commissioner (VLSBC), which regulates legal services in Victoria. We are interested in the experiences of all Australians.

[CHECK AGAINST LIST OF VALID AUSTRALIAN POSTCODES PROVIDED SEPARATELY]

[QUANTITY: 800-7999 VALID]

**ID3.** What is the postcode of your usual place of residence?

*If you don't know your postcode, please enter 9999.*

PROGRAMMING NOTE: THOSE WITH INVALID POSTCODE SHOULD RECEIVE A WARNING MESSAGE SAYING 'THE POSTCODE PROVIDED IS INVALID. IF YOU DON'T KNOW YOUR POSTCODE, PLEASE ENTER 9999.'

PROGRAMMING NOTE: IF ID3=9999, ASK:

[SINGLE]

STANDARD DEMOGRAPHIC QUESTION

**SDARE.** Please indicate the area in which you live

1. Australian Capital Territory
2. Sydney
3. NSW excluding Sydney
4. Melbourne
5. Victoria excluding Melbourne
6. Brisbane
7. Queensland excluding Brisbane
8. Adelaide
9. South Australia excluding Adelaide
10. Northern Territory
11. Hobart
12. Tasmania excluding Hobart
13. Perth
14. Western Australia excluding Perth
15. Outside Australia
99. Prefer not to say

PROGRAMMING NOTE: IF SDARE=15 OR 99 TERMINATE

FOR QUOTAS PURPOSES CONVERT ID3 OR SDARE TO VALUE

[HIDDEN]

**HIDPCODE.**

1. Sydney
2. Rest of New South Wales (Inc. ACT)
3. Melbourne
4. Rest of Victoria
5. Brisbane
6. Rest of Queensland
7. Adelaide
8. Rest of South Australia (Inc. NT)
9. Perth
10. Rest of Western Australia
11. Tasmania

PROGRAMMER NOTE: IF HIDPCODE IS NOT EQUAL TO 3 OR 4 SKIP TO SECTION NatX1. [THIS COHORT IS REFERRED TO AS 'EX-VIC SAMPLE']

[QUANTITY 18-99]

**ID1.** What was your age at your last birthday?

\_\_\_\_\_ (years)

96. I'm under 18 years old or over 99 years old

99. Prefer not to say

PROGRAMMING NOTE: IF ID1=96 TERMINATE

PROGRAMMING NOTE: IF ID1=99 ASK SDAGE:

[SINGLE]

STANDARD DEMOGRAPHIC QUESTION

**SDAGE.** Please choose your age from the following ranges:

1. 14-15
2. 16-17
3. 18-19
4. 20-24
5. 25-29
6. 30-34
7. 35-39
8. 40-44
9. 45-49
10. 50-54
11. 55-59
12. 60-64
13. 65-69
14. 70+
99. Prefer not to say

IF SDAGE=1 OR 2 OR 99 TERMINATE

[HIDDEN]

FOR QUOTAS PURPOSES CONVERT ID1 OR SDAGE TO THE CODES BELOW

**HIDSDAGE.**

1. 18-24 (SDAGE=3 OR 4) OR ID1=18-24
2. 25-34 (SDAGE=5 OR 6) OR ID1=25-34
3. 35-49 (SDAGE=7 OR 8 OR 9) OR ID1=35-49
4. 50-64 (SDAGE=10 OR 11 OR 12) OR ID1=50-64
5. 65+ (SDAGE=13 OR 14) OR ID1=65+

PROGRAMMER NOTE: ASK ALL

PROGRAMMING NOTE: IF ID2a= 99 TERMINATE

PROGRAMMING NOTE: IF ID2a=3 OR 97, ALLOCATE RANDOMLY INTO CODE 1 AND 2 FOR QUOTAS PURPOSES

[SINGLE]

**ID2b.** How do you describe your gender?

Gender refers to current gender, which may be different to sex recorded at birth and may be different to what is indicated on legal documents.

1. Man or male
2. Woman or female
3. Non-binary
97. Another term (specify)
99. Prefer not to answer

IF RESPONDENT DOES NOT QUALIFY BEYOND SCREENING, SKIP TO TERMINATION CLOSE  
IF RESPONDENT FALLS INTO A FULL QUOTA, SKIP TO QUOTA FULL CLOSE  
IF RESPONDENT QUALIFIES, CONTINUE

## 2.2 Section ID: Demographics

PROGRAMMER NOTE: [Timestamp ID4a – ID5]

PROGRAMMER NOTE: ASK ALL

[SINGLE]

**ID4a.** Do you, yourself, mainly speak a language other than English at home?

1. No
2. Yes

PROGRAMMER NOTE: IF ID4a = 2, ASK:

[SINGLE]

**ID4b.** What is the language other than English that you mainly speak at home?

*If more than one language other than English, select the one that is used most often.*

*Include use of sign languages (for example, AUSLAN) in the 'please specify' box.*

1. Arabic (including Lebanese)
2. Cantonese
3. Greek
4. Hindi
5. Italian
6. Korean
7. Mandarin
8. Nepali
9. Punjabi
10. Spanish
11. Tagalog
12. Vietnamese
13. Other (specify)

PROGRAMMER NOTE: ASK VICTORIAN SAMPLE [HIDPCODE = 3 OR 4]

[SINGLE]

**ID5.** And at any time since [INSERT DATE 2 YEARS AGO] [INSERT DATE 2 YEARS AGO], were you a business owner?

1. Yes
2. No

## 2.3 Section P: Problem Identification

PROGRAMMER NOTE: ASK ONLY OF VIC SAMPLE [HIDPCODE=3 OR 4]

PROGRAMMER NOTE: [Timestamp ID1-HIDPCODE]

First, in this section we would like to ask you about several life issues you may have experienced in the last 2 years (i.e., since [INSERT DATE 2 YEARS AGO]).

*Please include issues that started before [INSERT DATE 2 YEARS AGO] but continued after then.*

*Please exclude issues you experienced as a business owner unless specifically mentioned. [ONLY SHOW IF ID5=1]*

[MULTI]

**P1.** Since [INSERT DATE 2 YEARS AGO] (i.e. in the last 2 years), have you **experienced or done** any of the following?

1. Bought, sold or transferred a house/unit/land
2. Taken out a mortgage
3. Dealt with a planning application
4. Divorce or end of a de facto relationship
5. Made or changed a will or enduring power of attorney (or tried to do so)
6. Dealt with the estate of a deceased relative
7. Adopted, fostered or applied/registered to adopt or foster a child
8. An injury caused by an accident on the road
9. An injury or illness caused by an accident at work or working conditions
10. An injury or illness caused by negligent/wrong medical or dental treatment
11. Any other injury caused by someone else
12. An issue with debt
96. None of these

PROGRAMMER NOTE: ASK P1a FOR ALL ISSUES SELECTED AT P1

[QUANTITY 01-20; NUMERIC FORMAT]

**P1a.** How many times did you [ADD SUMMARY FOR P1 IN BOLD FORMAT] since [INSERT DATE 2 YEARS AGO]? (If you are unsure, please give your best estimate).

SUMMARY FOR P1a:

CODE 1 = buy/sell/transfer a house/unit/land

CODE 2 = take out a mortgage

CODE 3 = deal with a planning application

CODE 4 = divorce/end a de facto relationship

CODE 5 = make/change a will or enduring power of attorney

CODE 6 = deal with the estate of a deceased relative

CODE 7 = adopt/foster/apply/register to adopt or foster a child

CODE 8 = experience an injury caused by an accident on the road

CODE 9 = experience an injury/illness caused by an accident at work/ working conditions

CODE 10 = experience an injury or illness caused by negligent/wrong medical/dental treatment

CODE 11 = experience any other injury caused by someone else

CODE 12 = experience an issue with debt

[NUMBER]

PROGRAMMER NOTE: IF ANY OF CODES 1-8 SELECTED AT P1 ASK:

[MULTI]

**P1b.** For which of these issues that you experienced since [INSERT DATE 2 YEARS AGO], did you experience a dispute?

PROGRAMMER NOTE: ONLY SHOW ISSUES SELECTED AT P1

1. Bought, sold or transferred a house/unit/land
2. Taken out a mortgage
3. Dealt with a planning application
4. Divorce or end of a de facto relationship
5. Made or changed a will or enduring power of attorney (or tried to do so)
6. Dealt with the estate of a deceased relative
7. Adopted, fostered or applied/registered to adopt or foster a child
8. An injury caused by an accident on the road
96. None of these

PROGRAMMER NOTE: ASK P1c FOR ALL ISSUES SELECTED AT P1b, P1b=1 (YES) AND WHERE P1a>1.

[QUANTITY 01-20; NUMERIC FORMAT]

**P1c.** You said you [ADD SUMMARY FOR P1b IN BOLD FORMAT] [INSERT RESPONSE FROM P1a] times since [INSERT DATE 2 YEARS AGO]?

How many of these events involved *at least one* problem or dispute?

SUMMARY FOR P1b:

CODE 1 = bought/sold/transferred a house/unit/land

CODE 2 = took out a mortgage

CODE 3 = dealt with a planning application

CODE 4 = divorced/ended a de facto relationship

CODE 5 = made/changed a will or enduring power of attorney

CODE 6 = dealt with the estate of a deceased relative

CODE 7 = adopted/fostered/applied/registered to adopt or foster a child

CODE 8 = had an injury caused by an accident on the road

[NUMBER]

PROGRAMMER NOTE: ASK ALL

[MULTI]

**P2.** Excluding anything you have already mentioned

Since [INSERT DATE 2 YEARS AGO], have you **experienced any problems or disputes** to do with the following?

1. **Purchase of goods or services** (e.g. defective goods or an issue with tradespeople, professionals, utility services, etc.)
2. **Employment** (e.g. concerning payment, conditions, harassment, redundancy, unfair dismissal, etc.)
3. **A landlord** (e.g. concerning maintenance, rent, eviction, etc.)
4. A strata or owner's corporation
5. A housemate or sub-tenant
6. **Neighbours** (e.g. noise, threatening behaviour, etc.)
7. Homelessness (or threat of homelessness)
8. A tenant or squatter
9. **Something else concerning a property you own** (e.g. rights of way, mortgage arrears, etc.)
10. An Australian immigration or residency issue
96. None of these

PROGRAMMER NOTE: ASK P2a FOR ALL ISSUES SELECTED AT P2

[QUANTITY 01-20; NUMERIC FORMAT]

**P2a.** How many times did you experience problems or disputes with [**ADD SUMMARY FOR P2a IN BOLD FORMAT**] in the past 2 years? (If you are unsure, please give your best estimate).

SUMMARY FOR P2a:

CODE 1 = the purchase of goods or services

CODE 2 = employment

CODE 3 = a landlord

CODE 4 = a strata or owner's corporation

CODE 5 = a housemate or sub-tenant

CODE 6 = neighbours

CODE 7 = homelessness/threat of homelessness

CODE 8 = a tenant or squatter

CODE 9 = something else concerning a property you own

CODE 10 = an Australian immigration or residency issue

[NUMBER]

PROGRAMMER NOTE: ASK ALL

[MULTI]

**P3.** Excluding anything you have already mentioned

Since [INSERT DATE 2 YEARS AGO], have you **experienced any problems or disputes** to do with the following?

1. **A divorce, de facto or other partner relationship** (e.g. concerning children, property, payments etc.)
2. A care and protection order or assessment by a child welfare authority
3. Violence or harassment or financial abuse within the home
4. **A fine, penalty notice or infringement notice** you disputed, thought was incorrect or had difficulty paying
5. **Government payments (including pensions)** (e.g. concerning entitlement, amount, suspension, etc.)
6. **Government or public services** (e.g. access to health services or education, tax disputes, etc.)
7. Inheritance
8. **Something else to do with money** (e.g. insurance claim refusals, credit rating errors, etc.)
9. Being arrested or treated badly by the police
10. Compulsory assessment/treatment for mental health
96. None of these

PROGRAMMER NOTE: IF ID5=1 (YES), ASK:

[SINGLE]

**P3b.** Since [INSERT DATE 2 YEARS AGO], have you **experienced any problems or disputes** to do with **a business you own** (e.g. concerning contracts, premises, employees, regulation, etc.)?

1. Yes
2. No

PROGRAMMER NOTE: ASK P3a FOR ALL ISSUES SELECTED AT P3 OR P3b, P3 OR P3b=1 (YES)

[QUANTITY 01-20; NUMERIC FORMAT]

**P3a.** How many times did you experience problems or disputes with **[ADD SUMMARY FOR P3a IN BOLD FORMAT]** in the past 2 years? (If you are unsure, please give your best estimate).

SUMMARY FOR P3a/P3b:

CODE 1 = a divorce/de facto/other partner relationship

CODE 2 = a care and protection order/assessment by a child welfare authority

CODE 3 = violence/harassment or financial abuse within the home

CODE 4 = a fine/penalty notice/infringement notice you disputed

CODE 5 = government payments

CODE 6 = Government or public services  
CODE 7 = inheritance  
CODE 8 = something else to do with money  
CODE 9 = being arrested/treated badly by the police  
CODE 10 = compulsory assessment/treatment for mental health  
P3B = a business you own

[NUMBER]

[PROBLEM SELECTION]

**HIDDEN QUOTA:**

CONTENTIOUS ISSUE= IF [(P1\_1=1 AND P1B\_1=1) OR (P1\_2=1 AND P1B\_2=1) OR (P1\_3=1 AND P1B\_3=1) OR (P1\_4=1 AND P1B\_4=1) OR (P1\_5=1 AND P1B\_5=1) OR (P1\_6=1 AND P1B\_6=1) OR (P1\_7=1 AND P1B\_7=1) OR (P1\_8=1 AND P1B\_8=1)] OR [ANY CODE 1 AT P1\_9 TO P1\_12] OR [ANY CODE 1 AT P2\_1 TO P2\_10] OR [ANY CODE 1 AT P3\_1 TO P3\_10]

RANDOM(C) = RANDOM SELECTION OF 1 CONTENTIOUS ISSUE

(P1\_1=1 AND P1B\_1=1) OR  
(P1\_2=1 AND P1B\_2=1) OR  
(P1\_3=1 AND P1B\_3=1) OR  
(P1\_4=1 AND P1B\_4=1) OR  
(P1\_5=1 AND P1B\_5=1) OR  
(P1\_6=1 AND P1B\_6=1) OR  
(P1\_7=1 AND P1B\_7=1) OR  
(P1\_8=1 AND P1B\_8=1) OR  
P1\_9 TO P1\_12=1 (ANY 9 TO 12) OR  
P2\_1 TO P2\_10=1 (ANY 1 TO 10) OR  
P3\_1 TO P3\_10=1 (ANY 1 TO 10)

[NON-CONTENTIOUS ISSUE SELECTION – RANDOM SELECTION OF 1 NON-CONTENTIOUS ISSUE IF NO CONTENTIOUS PROBLEMS IDENTIFIED]

RANDOM(NC)=RANDOM SELECTION OF 1 NON-CONTENTIOUS ISSUE [IF NO CONTENTIOUS PROBLEM IDENTIFIED]

(P1\_1=1 AND P1B\_1=2) OR  
(P1\_2=1 AND P1B\_2=2) OR  
(P1\_3=1 AND P1B\_3=2) OR  
(P1\_4=1 AND P1B\_4=2) OR  
(P1\_5=1 AND P1B\_5=2) OR  
(P1\_6=1 AND P1B\_6=2) OR  
(P1\_7=1 AND P1B\_7=2) OR  
(P1\_8=1 AND P1B\_8=2)

**HIDDEN QUOTA:**

NON-CONTENTIOUS ISSUE= IF (P1\_1=1 AND P1B\_1=2) OR (P1\_2=1 AND P1B\_2=2) OR (P1\_3=1 AND P1B\_3=2) OR (P1\_4=1 AND P1B\_4=2) OR (P1\_5=1 AND P1B\_5=2) OR (P1\_6=1 AND P1B\_6=2) OR (P1\_7=1 AND P1B\_7=2) OR (P1\_8=1 AND P1B\_8=2)

RANDOM(NC)=RANDOM SELECTION OF 1 NON-CONTENTIOUS ISSUE

(P1\_1=1 AND P1B\_1=2) OR (P1\_2=1 AND P1B\_2=2) OR (P1\_3=1 AND P1B\_3=2) OR (P1\_4=1 AND P1B\_4=2) OR (P1\_5=1 AND P1B\_5=2) OR (P1\_6=1 AND P1B\_6=2) OR (P1\_7=1 AND P1B\_7=2) OR (P1\_8=1 AND P1B\_8=2)

PROGRAMMER NOTE: IF EX-VIC SAMPLE (NOT CODE 3 OR 4 AT HIDPCODE) AND DOES NOT HAVE A CONTENTIOUS ISSUE (CODES 96 AT P1B, AND CODE 96 AT P2, AND CODE 96 AT CODE 96 A P3) TERMINATE. OTHERWISE RETURN TO ID1 FOR THIS SAMPLE.

PROGRAMMER NOTE: IF VALID CONTENTIOUS ISSUES INCLUDES 'PURCHASE OF GOODS OR SERVICES' (P2=1) AND ANOTHER CODE, SELECT THE OTHER CODE TWICE AS FREQUENTLY AS 'PURCHASE OF GOODS OR SERVICES'. IF 'PURCHASE OF GOODS OR SERVICES' IS THE ONLY CONTENTIOUS ISSUE, SELECT THIS AS THE RANDOM CONTENTIOUS ISSUE.

## 2.4 Section PF: Problem Follow-Up and Strategy Determination

PROGRAMMER NOTE: THIS SECTION TO ONLY BE ASKED OF VIC SAMPLE (HIDPCODE = 3 OR 4).

PROGRAMMER NOTE: ASK FOR RANDOM(C). IF RANDOM(C)=0 (NO CONTENTIOUS ISSUES SELECTED) THEN SKIP THIS SECTION

FROM NOW ON THE PROBLEM RANDOMLY SELECTED WILL BE CALLED « PROBLEM »

I am now going to ask you some questions about your [If P1a, P1c or P2a (whichever is relevant for the randomly selected issue) =1 “problem concerning [PROBLEM TYPE]”, if number of problems of type >1 “Your second most recent problem concerning [PROBLEM TYPE]”

Thinking about this problem...

[MULTI]

**PF1.** Which of the following was being sought by you or the other party involved in the problem?

*Please select all that apply.*

1. Money or property
2. Something being restored to how it was
3. Somebody recognising rights or meeting responsibilities
4. Change to the nature of a relationship (e.g. divorce, adoption, etc.)
5. Change to a decision
6. An apology
7. Something else

[QUANTITY, RANGE 1-10]

**PF2.** Thinking about the problem as a whole, consider a scale of 1 to 10, where 1 represents the least serious type of problem you could face and 10 represents the most serious.

To provide some examples, a score of 9 might be becoming homeless and ending up sleeping rough, and a score of 2 might be purchasing a moderately expensive electrical item that proves to be faulty.

On a scale of 1-10, how serious [was/is] this problem at the time?

ENTER THE NUMBER HERE:

[AMOUNT 1-10]

[SINGLE]

**PF3.** When the problem first began, would you have described it as a legal problem?

1. Yes
2. No

[MULTI] [RANDOMISE CODES 1-9]

**PF3a.** Do you think the problem involved you being discriminated against on the basis of any of the following?

1. Age
2. Ethnicity
3. Disability
4. Sex
5. Gender identity
6. Sexual orientation
7. Marital status
8. Pregnancy
9. Religion
96. None of these
97. Something else

[SINGLE] [DATE SELECT]

**PF4.** Approximately, what month and year did the problem start?

*If problem started before the year 2000, please select January 2000.*

*If you don't know, please give your best estimate.*

[DROP DOWN BOX WITH LABELS]

Month (1-12):

Year (2000-2024):

98. Don't know

[SINGLE]

**PF5.** Is the problem ongoing or done with? "Done with" means that the problem has either been resolved or it persists, but you and everybody else have given up all efforts to resolve it further.

1. Ongoing
2. Too early to say
3. Done with – problem persists, but all have given up trying to resolve it further
4. Done with – problem resolved

[DATE SELECT] [SINGLE] [ASK IF PF5=3 OR 4]

**PF6.** Approximately, what month and year did it finish?

[DATE]

[DROP DOWN BOX WITH LABELS]

Month (1-12):

Year (2000-2024):

PROGRAMMER NOTE: ASK ALL

[SINGLE] [CAROUSEL] [RANDOMISE STATEMENTS 1-4]

**PF7a1.** To what extent do you agree or disagree with the following statements about the problem?

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
<b>At the time the problem first started ...</b>				
1. I understood my legal rights and responsibilities	4	3	2	1
2. I knew where to get good information/advice, if needed	4	3	2	1
3. I was confident I could achieve a fair/good outcome	4	3	2	1
4. I thought I could deal with the problem on my own	4	3	2	1

[SINGLE] [CAROUSEL] [RANDOMISE STATEMENTS 1-3]

**PF7a2.** To what extent do you agree or disagree with the following statements about the problem?

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
<b>Today ...</b>				
1. I understand my legal rights and responsibilities	4	3	2	1
2. I know where to get good information/advice	4	3	2	1
3. I was able to get all the expert help I needed	4	3	2	1

PROGRAMMER NOTE: IF PF7a2.3= 1 or 2, ASK:]

[OPEN]

**PF7b.** Briefly, what additional expert help did you need?

PROGRAMMER NOTE: ASK ALL

PROGRAMMER NOTE: IF CODE 3 (NO) SELECTED FOR ALL CODES FOLLOW ROUTING FOR PF8=96]

[CAROUSEL] [DO NOT FORCE RESPONSE FOR EACH ROW]

**PF8.** Did you at any point **search for** any of the following to help resolve the problem ...

*Please don't include help from family and friends (unless their profession is to help with problems such as these).*

*Please select all that apply*

	Yes, searched online	Yes, searched offline	No
<b>Information or advise on...</b>			
1. Your rights or responsibilities	1	2	3
2. How to deal with the problem	1	2	3
3. Services that could help	1	2	3
4. Prices of services	1	2	3
5. People's experiences of different services (e.g., reviews or recommendation)	1	2	3
<b>Documents</b>			
6. Documents needed to deal with the problem	1	2	3
<b>Practical assistance</b>			
7. Somebody/thing to assist you deal with the problem	1	2	3

PROGRAMMER NOTE: PLEASE INCLUDE DESCRIPTIONS OF EACH CODE SHOWN IN ITALICS AS TEXT THAT DISPLAYS IF YOU CLICK AN ARROW NEXT TO THE CODE (IE DROP DOWN).

[MULTI] [IF PF8.1 OR PF8.2 = ONLINE OR OFFLINE]

**PF9.** Thinking about this information or advice **you looked for** about [IF PF8.1 'your rights and responsibilities'] [IF PF8.1 AND PF8.2 'your rights and responsibilities and how to deal with the problem'] [IF PF8.2 'how to deal with the problem']

Which of the following were you looking for?

*Please select all that apply*

1. Generic information (i.e. not tailored to you specifically)

*Generic information might set out, for example, the law and options for resolving disputes with employers.*

2. Personalised information (i.e. information and/or options tailored to your personal situation)

*Personalised information would explain the law and options available to someone in your specific circumstances.*

3. Advice (i.e. personalised analysis and recommendations)

*Advice would involve an analysis of your situation and a recommendation, with reasons, about what you should do.*

[SINGLE] [IF PF8.7]

**PF10.** Thinking about this practical assistance you said **you looked for**.

Which of the following best describes what you were you looking for?

1. Practical assistance to support your own efforts to resolve the problem
2. Someone/thing else to resolve the problem for you

PROGRAMMER NOTE: SHOW ALL CODES

[NOTE IF CODE 4 (NO) SELECTED AT ALL CODES, FOLLOW ROUTING FOR PF11=96]

[CAROUSEL] [[ASK ALL]

**PF11.** Did you successfully **obtain** any of the following to help resolve the problem ...

*Please don't include help from family and friends (unless their profession is to help with problems such as these).*

*Please select all that apply*

	Yes, obtained online	Yes, obtained offline	Yes, obtained both online and offline	No
<b>Information or advice on...</b>				
1. Your rights or responsibilities	1	2	3	4
2. How to deal with the problem	1	2		
3. Services that could help	1	2		
4. Prices of services	1	2		
5. People's experiences of different services (e.g., reviews or recommendation)	1	2		
<b>Documents</b>				
6. Documents needed to deal with the problem	1	2		
<b>Practical assistance</b>				
7. Somebody/thing to assist you deal with the problem.	1	2		
96. None of these				

[ASK PF11.1 OR PF11.2 OR PF11.7 SELECTED]

[MULTI]

**PF12.** Thinking about this information, advice and/or practical assistance you **obtained**.

Which of the following did you obtain?

*Please select all that apply*

1. Generic information (i.e. not tailored to you specifically)  
*Generic information might set out, for example, the law and options for resolving disputes with employers.*
2. Personalised information (i.e. information and/or options tailored to your personal situation)  
*Personalised information would explain the law and options available to someone in your specific circumstances.*
3. Advice (i.e. personalised *analysis* and *recommendations*)  
*Advice would involve an analysis of your situation and a recommendation, with reasons, about what you should do.*
4. Practical assistance to support your efforts to resolve the problem

- Someone/thing else to resolve the problem for you

[ASK IF PF12=1 TO 5]

[SINGLE]

**PF13.** Thinking about this [IF PF12 = ONLY 1 OR 2 “INFORMATION”, IF PF12 = 3, BUT NOT 4 OR 5 “INFORMATION AND ADVICE”, IF PF12 = 4 OR 5 “INFORMATION, ADVICE AND ASSISTANCE”] you **obtained**

Did you obtain it **mainly** from one source or more than one source?

- One source
- More than one source

PROGRAMMER NOTE: DO NOT FORCE RESPONSE IN EACH ROW

[GRID] [MULTI]

**PF14.** Thinking of [IF PF13 = 1 “THIS SOURCE”, IF PF13=2 “THESE SOURCES”]

Where did you **mainly** obtain this [IF PF12 = ONLY 1 AND/OR 2 “INFORMATION”, IF PF12 = 3, BUT NOT 4 OR 5 “INFORMATION AND ADVICE”, IF PF12 = 4 OR 5 “INFORMATION, ADVICE AND ASSISTANCE”]?

<b>Legal and advice services</b>
<ol style="list-style-type: none"> <li>A private solicitor/solicitors' firm</li> <li>A Community Legal Centre</li> <li>Legal Aid</li> <li>An Aboriginal Legal Service</li> <li>Consumer Affairs/Department of Fair Trading</li> <li>Another legal or advice service</li> </ol>
<b>Government and council</b>
<ol style="list-style-type: none"> <li>The police</li> <li>A government department or authority</li> <li>A local council</li> </ol>
<b>Other</b>
<ol style="list-style-type: none"> <li>Your employer or trade union</li> <li>Community, neighbourhood, religious, or charitable organisation (specify)</li> <li>A court, or tribunal</li> <li>An ombudsman</li> <li>A health professional/service</li> <li>A financial professional/service</li> </ol>

- |   |
|---|
| <ol style="list-style-type: none"><li>16. A social work professional/service</li><li>17. Another person/service</li></ol> |
|---|

[ASK IF PF14.6 SELECTED]

[MULTI]

**PF14b** What was the type of 'other legal or advice service'?

1. Barrister
2. Conveyancer
4. Family mediator
5. Industrial advocate
6. Migration agent
7. Notary
8. Parenting co-ordinator
9. Patent attorney
10. Trademark attorney
97. Other

[OPEN] [ASK IF PF14.17 SELECTED]

**PF14c.** What was the type of 'other person/service'?

[OPEN TEXT]

NOTE FOR PIPING IN PF14d and PF15 and PF21 PLEASE USE:

1. the private solicitor/solicitors' firm
2. the Community Legal Centre
3. Legal Aid
4. the Aboriginal Legal Service
5. Consumer Affairs/Department of Fair Trading
6. [pipe in response from PF14b as follows]
  1. the barrister
  2. the conveyancer
  4. the family mediator
  5. the industrial advocate
  6. the migration agent
  7. the notary
  8. the parenting co-ordinator
  9. the patent attorney
  10. the trademark attorney
  97. the other legal or advice professional/service
7. the police
8. the government department or authority
9. the local council
10. your employer or trade union

11. [pipe in response from specify box at NF14c]
12. the court, or tribunal
13. the ombudsman
14. the health professional/service
15. the financial professional/service
16. the social work professional/service
17. [pipe in response from NF14c]

[SINGLE] [REPEAT FOR EACH CODE SELECTED AT PF14]

**PF14d.** Was the help you got from [PIPE IN EACH RESPONSE (LOOP) SELECTED AT PF14] provided online or offline?

1. Online
2. Offline
3. Both online and offline

PROGRAMMER NOTE: ASK FOR EACH RESPONSE AT PF14

[SINGLE] [ASK IF PF14D=3]

**PF15.** Was the help you got from [PIPE IN EACH RESPONSE (LOOP) SELECTED AT PF14] provided **mainly** online or offline?

1. Online
2. Offline
3. Both online and offline, equally

PROGRAMMER NOTE: ONLY SHOW CODES THAT WERE SELECTED IN PF14

[SINGLE] [CAROUSEL- VERTICAL SCALE]

**PF16.** To what extent did you rely on each of the following when dealing with the problem?

	Not at all (i.e., I ignored it)	Somewhat (i.e., I also relied on other sources/ my own judgement)	Significantly (i.e., I gave it considerable trust and weight)	Totally (i.e., I placed complete trust and reliance on it)
1. A private solicitor/solicitors' firm	1	2	3	4
2. A Community Legal Centre				
3. Legal Aid				
4. An Aboriginal Legal Service				
5. Consumer Affairs/Department of Fair Trading				
6. Another legal or advice professional/service [PIPE IN RESPONSE FROM PF14b, unless PF14b=97, then leave as 'Another legal or advice professional/service']				
7. The police				
8. A government department or authority				
9. A local council				
10. Your employer or trade union				
11. Community, neighbourhood, religious, or charitable organisation (specify) [PIPE IN RESPONSE FROM PF14]				
12. A court, or tribunal				
13. An ombudsman				
14. A health professional/service				
15. A financial professional/service				
16. A social work professional/service				
17. Another person/service [PIPE IN RESPONSE FROM PF14c]				

PROGRAMMER NOTE: ASK ALL

[MULTI]

**PF17.** Apart from anything you have already mentioned

Did you at any point obtain any of the following **from family, friends or acquaintances** to help resolve the problem?

*Please select all that apply*

<b>Information or advice on...</b> <ol style="list-style-type: none"><li>1. Your rights or responsibilities</li><li>2. How to deal with the problem</li><li>3. Services/professionals that could help</li><li>4. Prices of services/professionals</li><li>5. Their experience of services/professionals</li></ol>
<b>Practical assistance</b> <ol style="list-style-type: none"><li>6. Practical assistance to support your efforts</li><li>7. Somebody to resolve the problem for you</li><li>96. None of these</li></ol>

PROGRAMMER NOTE: IF NONE OF PF11.1 OR PF11.2 OR PF11.7 SELECTED DO NOT DISPLAY SUCCESSFULLY OBTAINED HELP COLUMN. DO NOT DISPLAY CODES SELECTED AT PF14. DO NOT FORCE RESPONSE.

[GRID (DESKTOP VERSION) / CAROUSEL SINGLE RESPONSE (MOBILE)]

**PF18.** To complete the picture of where you may have got/wanted to get help from to deal with the problem.

Did you at any time consider [If NONE OF PF11.1, PF11.2, PF11.7 SELECTED “obtaining”, If any of PF11.1, PF11.2 OR PF11.7 SELECTED “try, or successfully obtain”] information, advice or other assistance from any of the following? Please include both online and offline help.

	Considered	Tried, unsuccessfully	Successfully obtained help	None of these (ONLY USE FOR MOBILE)
<b>Legal and advice services</b> 1. A private solicitor/solicitors' firm 2. A Community Legal Centre 3. Legal Aid 4. An Aboriginal Legal Service 5. Consumer Affairs/Department of Fair Trading 6. Another legal or advice service	1	2	3	4
<b>Government and council</b> 7. The police 8. A government department or authority 9. A local council				
<b>Other</b> 10. Your employer or trade union 11. Community, neighbourhood, religious, or charitable organisation (specify) 12. A court, or tribunal 13. An ombudsman 14. A health professional/service 15. A financial professional/service 16. A social work professional/service 17. Another type of professional/service (specify) 96. None of these (ONLY USE FOR DESKTOP VERSION)				

[MULTI] [ASK IF PF18.6 IS SELECTED]

**PF18a.** What was the type of 'other legal or advice service'?

1. Barrister
2. Conveyancer
3. Family mediator
4. Industrial advocate
5. Migration agent
6. Notary
7. Parenting co-ordinator
8. Patent attorney
9. Trademark attorney
97. Other

[OPEN] [ASK IF PF18.17 IS SELECTED]

**PF18b.** What was the type of 'other person/service'?

---

[ASK IF ANY CODE SELECTED AT PF14 OR PF18=3 (SUCCESSFULLY OBTAINED HELP)] [ONLY SHOW CODES SELECTED IN PF14 OR WHERE PF18=3]

[RANKING QUESTION]

**PF19.** Thinking about all the sources of help you have mentioned, in what order did you receive help from them?

1. A private solicitor/solicitors' firm
2. A Community Legal Centre
3. Legal Aid
4. An Aboriginal Legal Service
5. Consumer Affairs/Department of Fair Trading
6. Another legal or advice service [PIPE IN RESPONSE FROM PF14b, unless PF14b=97, then leave as 'Another legal or advice professional/service' OR IF CODE SELECTED AT PF18 USE CODE FROM PF18a]
7. The police
8. A government department or authority
9. A local council
10. Your employer or trade union
11. Community, neighbourhood, religious, or charitable organisation (specify) [PIPE IN RESPONSE FROM PF14]
12. A court, or tribunal
13. An ombudsman
14. A health professional/service
15. A financial professional/service
16. A social work professional/service
17. Another type of person/service (specify) [PIPE IN RESPONSE FROM PF14c, unless PF14b=97, then leave as 'Another legal or advice professional/service' OR IF CODE SELECTED AT PF18 USE CODE FROM PF18b]

[ASK ALL] [MULTI]

**PF20.** Did you do any of these things as part of dealing with the problem?

	Select all that apply
Communicated with the party you had a problem with	1
Obtained or organised evidence or other material	2
<b>Made a claim to, made use of, or responded to a...</b>	
• Court or tribunal	3
• Designated authority, such as an ombudsman or regulator	4
• Religious or community body	5
Arranged/involved in mediation, conciliation or arbitration	6
Made an insurance claim	7
Anything else (specify)	97
None of these	96

[ASK IF ANY CODE SELECTED AT PF11 OR PF14 OR IF SELECTED 'SUCCESSFULLY OBTAINED HELP' AT ANY CODE AT PF18]

**PF21.** Before you tried to get help from [pipe in 1<sup>st</sup> rank code at PF19], did you first try to deal with the problem on your own?

1. Yes
2. No

[ASK IF (PF11=96 AND (PF18=ANY 2, TRIED, UNSUCCESSFULLY OR PF8=1,2,6,7))]

**PF22.** After you tried to obtain information, advice or assistance, did you continue to try to deal with the problem on your own [If PF17=1-7, "or with help from family or friends"]?

1. Yes
2. No

## 2.5 Section NatX: Assistance (Main Provider)

PROGRAMMER NOTE: THIS SECTION ASKED FOR EX-VICTORIA SAMPLE ONLY (HIDPCODE= NOT 3 OR 4)

[DO NOT FORCE RESPONSE FOR EACH ROW] [REQUIRE AT LEAST ONE RESPONSE, OR NONE OF THESE]

[MULTI]

**NatX1.** Over the last 2 years (i.e. since [INSERT DATE TWO YEARS AGO]), have you at any time made use of, or tried to make use of, any of the following? Please only include use in a personal capacity, not as part of your work or business.

	Unsuccessfully Tried to use	Made use of
1. Private solicitor/solicitors' firm	1	2
2. Barrister	1	2
3. Community Legal Centre	1	2
4. Legal Aid	1	2
5. Aboriginal Legal Service	1	2
6. Conveyancer	1	2
7. Industrial advocate	1	2
8. Migration agent	V	
9. Notary	1	2
11. Patent attorney	1	2
12. Trademark attorney	1	2
96. None of these		

PROGRAMMER NOTE: ASK FOR EACH PROVIDER WHERE 'MADE USE OF' SELECTED AT NatX1 (NatX1=2):

PROGRAMMER NOTE: IF NATX1=96, NONE OF THESE, TERMINATE.

[INCLUDE ONLY CODES WHERE 'MADE USE OF' SELECTED AT NATX1]

[QUANTITY]

**NatX1b.** How many times did you make use of the following?

1. Private solicitor/solicitors' firm
2. Barrister
3. Community Legal centre
4. Legal aid
5. Aboriginal Legal Service
6. Conveyancer
7. Industrial advocate
8. Migration agent
9. Notary
11. Patent attorney
12. Trademark attorney

PROGRAMMER NOTE: RANDOMLY SELECT ONE LEGAL SERVICE TYPE FROM NATX1B FOR "[LEGAL SERVICE]"

[SINGLE]

**NatX2.** Which of the following best describes the type of issue that [If n=1 at NatX1b (for the type selected) “your use of”, if n>1 “your second most recent use of”] [LEGAL SERVICE] was for?

NOTE: When piping in [LEGAL SERVICE] please use the following codes:

1. a private solicitor/solicitors' firm
2. a barrister
3. a Community Legal Centre
4. Legal Aid
5. an Aboriginal Legal Service
6. a conveyancer
7. an industrial advocate
8. a migration agent
9. a notary
11. a patent attorney
12. a trademark attorney

1. An issue with a house/unit/land you own or were buying/selling/transferring
2. A divorce or end of a de facto relationship
3. Violence or harassment or financial abuse within the home
4. A will, enduring power of attorney or probate
5. An injury or illness
6. Compulsory assessment/treatment for mental health
7. An issue concerning debt
8. Another issue concerning money (e.g. insurance claim refusals, credit rating errors, etc.)
9. An Australian immigration or residency issue
10. An issue with a landlord, strata/owner's corporation, housemate/sub-tenant
11. An issue with neighbours
12. Homelessness (or threat of homelessness)
13. Purchase of goods or services (e.g. defective goods or an issue with tradespeople, professionals, utility services, etc.)
14. Government payments
15. Government services
16. Employment
17. A fine, penalty notice or infringement notice you disputed, thought was incorrect or had difficulty paying
18. Adopted, fostered or applied/registered to adopt or foster a child
19. Being arrested or treated badly by the police
97. Other (specify)

[IF NATX2=1] [MULTIPLE]

**NatX2a.** Which of the following was the house/unit/land issue about?

1. Buying, selling or transferring a house/unit/land
2. Taking out a mortgage
3. Dealing with a planning application
4. Something else concerning a property you own or were buying/selling/transferring

[IF NATX2=2] [MULTIPLE]

**NatX2B.** Which of the following was the divorce/end of de facto relationship issue about?

1. An undisputed divorce or end of de facto relationship
2. A problem or dispute concerning children, property or payments
97. Other (specify)

[IF NATX2=4] [MULTIPLE]

**NatX2c.** Which of the following was the will, enduring power of attorney or probate issue about?

1. Making or changing a will or enduring power of attorney
2. Dealing with the estate of a deceased relative
3. A dispute about inheritance
97. Other (specify)

[IF NATX2=5] [SINGLE]

**NatX2d.** Which of the following was the injury issue about?

1. An injury caused by an accident on the road
2. An injury or illness caused by an accident at work or working conditions
3. An injury or illness caused by negligent/wrong medical or dental treatment
4. Any other injury caused by someone else
97. Other (specify)

[ASK IF NATX2=7] [SINGLE]

**NatX2e.** Which of the following was the debt issue about?

1. Money you owed
2. Money owed to you
97. Other (specify)

[IF NATX2= 8 OR 9 OR 10 OR 11 OR 14 OR 15 OR 16 OR 18 OR 97 OR NATX2A=1 OR 2 OR 3 OR 4 OR NATX2B=2 OR NATX2C = 1 OR 2 OR NATX2D=1]

**NatX3.** Was there any dispute as part of this issue?

1. Yes
2. No

PROGRAMMER NOTE: AFTER THIS SECTION RETURN TO QUESTION ID1, THEN AFTER THE DEMOGRAPHICS SECTION IS COMPLETE, IF NatX2b=1 OR NatX3=2, ISSUE IS NON-CONTENTIOUS SO PROCEED TO SECTION NA. OTHERWISE CONTINUE TO SECTION A]

## 2.6 Section A: Assistance (Main Provider)

PROGRAMMER NOTE: THIS SECTION ASKED FOR VICTORIA (HIDPCODE=3 OR 4] AND EX-VIC SAMPLE [HIDPCODE IS NOT 3 OR 4].

PROGRAMMER NOTE: FOR VICTORIA SAMPLE [HIDPCODE=3 OR 4] IN THIS SECTION [PROVIDER] REFERS TO CODE SELECTED AT PF14 (OR CODES SELECTED AS CODE 3 'SUCCESSFULLY OBTAINED' IN PF18) AND SHOULD BE PIPED IN AS SUCH. IF SELECT A LEGAL SERVICE THIS SHOULD BE SELECTED AS THE PROVIDER. IF MORE THAN ONE LEGAL SERVICE<, RANDOMLY SELECT. IF MORE THAN ONE PROVIDER BUT NO LEGAL SERVICE, RANDOMLY SELECT. IF NO PROVIDER SELECTED, SKIP THIS SECTION.

FOR EX-VICTORIA SAMPLE [PROVIDER] REFERS TO THE [LEGAL SERVICE] SELECTED AT NATX1.

NOTE FOR PIPING IN [PROVIDER] (FOR VICTORIA SAMPLE):

FOR FIRST [PROVIDER] IN INFOA PLEASE USE:

1. a private solicitor/solicitors' firm
2. a Community Legal Centre
3. Legal Aid
4. an Aboriginal Legal Service
5. Consumer Affairs/Department of Fair Trading
6. [pipe in response from PF14b as follows]
  1. a barrister
  2. a conveyancer
  4. a family mediator
  5. an industrial advocate
  6. a migration agent
  7. a notary
  8. a parenting co-ordinator
  9. a patent attorney
  10. a trademark attorney
  97. another legal or advice professional/service
7. the police
8. a government department or authority

9. a local council
10. your employer or trade union
11. [pipe in response from specify box at PF14]
12. a court, or tribunal
13. an ombudsman
14. a health professional/service
15. a financial professional/service
16. a social work professional/service
17. [pipe in response from PF14c]

FOR ALL OTHER [PROVIDER] IN SECTION A (INCLUDING SECOND [PROVIDER IN INFOA]) PLEASE USE:

1. the private solicitor/solicitors' firm
2. the Community Legal Centre
3. Legal Aid
4. the Aboriginal Legal Service
5. Consumer Affairs/Department of Fair Trading
6. [pipe in response from PF14b as follows]
  1. the barrister
  2. the conveyancer
  4. the family mediator
  5. the industrial advocate
  6. the migration agent
  7. the notary
  8. the parenting co-ordinator
  9. the patent attorney
  10. the trademark attorney
  97. the other legal or advice professional/service
7. the police
8. the government department or authority
9. the local council
10. your employer or trade union
11. [pipe in response from specify box at PF14]
12. the court, or tribunal
13. the ombudsman
14. the health professional/service
15. the financial professional/service
16. the social work professional/service
17. [pipe in response from PF14c]

NOTE FOR PIPING IN [PROVIDER] (FOR NATIONAL SAMPLE).

FOR INFOA PLEASE USE:

- |   |
|---|
| <ol style="list-style-type: none"> <li>1. a private solicitor/solicitors' firm</li> <li>2. a barrister</li> </ol> |
|---|

3. a Community Legal Centre
4. Legal Aid
5. an Aboriginal Legal Service
6. a conveyancer
7. an industrial advocate
8. a migration agent
9. a notary
11. a patent attorney
12. a trademark attorney

FOR ALL OTHER [PROVIDER] IN SECTION A PLEASE USE:

1. the private solicitor/solicitors' firm
2. the barrister
3. the Community Legal Centre
4. Legal Aid
5. the Aboriginal Legal Service
6. the conveyancer
7. the industrial advocate
8. the migration agent
9. the notary
11. the patent attorney
12. the trademark attorney

You said you obtained help from [PROVIDER] to deal with your problem concerning [PROBLEM]. The next set of questions ask you about decisions you made about how to deal with the problem using [PROVIDER].

Thinking about [PROVIDER]

[SINGLE]

**A1.** Had you received help from [PROVIDER] before (e.g. for another issue)?

1. Yes
2. No

[SINGLE] [ROTATE CODES 1-4 AND 5-9 AND 10]

**A2.** How did you first become aware of [PROVIDER]?

*Please select only one option*

	Select
<b>They were recommended by ...</b> 1. A friend/relative 2. A business (specify) 3. Another adviser (specify) 4. Someone else (specify)	
<b>I became aware of them ...</b> 5. Using the Internet 6. Passing by their offices 7. In a leaflet/book 8. Newspaper/magazine/TV/radio 9. In another way (specify) 10. They contacted me (e.g., cold calling)	
11. Have always been aware of them [FIXED] 98. Don't know/can't recall [FIXED]	

[ASK IF CODES 2-4 SELECTD AT A2] [MULTI] [RANDOMISE]

**A2b.** Which of the following did [the business [IF A2=2]/the other adviser [IFA2=3] / [someone else (PIPE IN RESPONSE OF A2.4)] [IF A2=4]] do for you when recommending [PROVIDER]?

*Please select all that apply*

1. Provided the name of a specific service or person
2. Provided contact details for a service or person
3. Explained your eligibility to use and/or cost of [PROVIDER]
4. Scheduled or helped schedule an appointment with [PROVIDER]
5. Followed-up to check that you had obtained help from [PROVIDER]
96. None of the these [SINGLE] [Fixed]

[ROTATE CODES 1-2, CODES 3-10, CODES 11-12, CODES 13-4, CODES 15-18]

[ASK ALL] [MULTI]

**A3.** When choosing [PROVIDER], which of the following factors were important?

Factor	Please select all factors that were important
<b>Cost</b> 1. Price 2. Value for money	
<b>Quality</b> 3. Skills/expertise 4. Reputation (e.g., recommendation/customer reviews) 5. Trusted brand (e.g., professional title, well-known name) 6. Previous experience 7. Qualifications 8. Speed of dealing with problem 9. Independence of advice 10. Confidentiality of advice	
<b>Complaints/compensation</b> 11. Having an independent complaints procedure 12. Access to indemnity insurance to compensate financial loss	
<b>Convenience</b> 13. Location 14. Ease of appointment	
<b>Characteristics</b> 15. Methods of communication (e.g., in person, telephone, online) 16. Personal characteristics (e.g., gender, Ethnicity) 17. Approachability 18. Language skills	
97. Other (specify) [FIXED] 96. None of these [Single][FIXED]	

[MULTI] [ROTATE CODES 1-5, 6-7, 8-97]

**A4.** When choosing [PROVIDER], did you do any of the following?

Factor	Select all that apply
<b>Internet/social media</b> 1. Searched for services to provide help 2. Searched for prices 3. Searched for reviews 4. Researched specific advice services (e.g. solicitors' firm websites) 5. Asked for suggestions on where to go	
<b>Contacted potential sources of help directly</b> 6. Requested prices 7. Requested details of services	
<b>Obtained recommendations from</b> 8. Family / friends 9. Another adviser 10. A business	
97. Other (specify) 96. None of these [FIXED]	

[CAROUSEL] [ONLY DISPLAY CODES SELECTED AT A4] [PROGRAMMER NOTE KEEP FACTORS IN SAME ORDER AS A4] [DO NOT ASK IF A4=96] [PROGRAMMER NOTE: SHOW HEADINGS ABOVE EACH STATEMENT IN BOLD.] [DISPLAY ALL POSITIVE ANSWERS AT A4]

**A5.** How easy or difficult was it to do this/these things?

Factor	Very Easy	Quite Easy	Quite Difficult	Very Difficult
<b>Internet/social media</b> 1. Searched for services 2. Searched for prices 3. Searched for reviews 4. Researched specific advice services (e.g. solicitors' firm websites) 5. Asked for suggestions on where to go	1	2	3	4
<b>Contacted potential sources of help directly</b> 6. Requested prices 7. Requested details of services				
<b>Obtained recommendations from</b> 8. Family / friends 9. Another adviser 10. A business 11. Other (specify)				

[SINGLE] [ASK IF A4 = 1,3,4,5,7,8,9,10,97]

**A6.** Approximately how many services did you **obtain** details of?

1. None
2. One
3. Between 2 and 5
4. More than 5
98. Don't know / Can't remember

[SINGLE] [ASK IF CODES 2 OR 6. 'SEARCHED FOR PRICES' OR 'OBTAINED PRICES' SELECTED AT A4]

**A7.** Approximately how many services did you **obtain** prices for or quotations from?

1. None
2. One
3. Between 2 and 5
4. More than 5
98. Don't know / Can't remember

[PROGRAMMER NOTE INCLUDE 3 TEXT BOXES, NOT ALL TEXT BOXES NEED TO BE FILLED]

[ASK IF CODE 3 AT A4, SEARCHED FOR REVIEWS]

**A8.** Which were the main websites you used to search for reviews?

*Please list up to three websites*

[OPEN]

[OPEN]

[OPEN]

98. Can't recall

[IF CODE 5, 8, 9 OR 10 OR 97 SELECTED AT A4] [SINGLE]

**A9.** When you were given recommendations on where to obtain help, approximately how many services were you given details of?

1. None
2. One
3. Between 2 and 5
4. More than 5
98. Don't know / Can't remember

[ASK ALL] [MULTI]

**A10.** In which of the following ways did you communicate with [PROVIDER]?

*Please select all that apply*

1. Face to face
2. By telephone
3. By email
4. Through a website or app
5. By post
97. Some other way (specify)

[SINGLE] [ONLY SHOW CODES SELECTED IN A10] [IF ONLY ONE CODE SELECTED AT A10  
AUTOCODE TO RESPONSE GIVEN AT A10]

**A11.** What was the main way you communicated with [PROVIDER]?

1. Face to face
2. By telephone
3. By email
4. Through a website or app
5. By post
97. [PIPE IN RESPONSE FROM A10.97]

**A12.** How would you have most liked to have communicated with [PROVIDER]?

1. Face to face
2. By telephone
3. By email
4. Through a website or app
5. By post
97. Some other way (specify)

[MULTI]

**A14.** What **did you think** that [PROVIDER] could do to help you?

Type of help provided by [PROVIDER]	Select all that apply
<p>1. Provide moral/emotional support</p> <p><b>Provide information/advice about...</b></p> <p>2. Your rights and/or the law</p> <p>3. Ways to resolve the problem</p> <p>4. Types of financial support to help you resolve the problem</p> <p>5. What you should do</p> <p>6. Where else to go for help</p> <p><b>Practical assistance</b></p> <p>7. Help with paperwork</p> <p>8. Communicate with others on your behalf</p> <p>9. Manage the problem resolution process on your behalf</p> <p>10. Represent you in a court, tribunal, appeal, etc.</p> <p>97. Other [FIXED]</p>	

[MULTI]

**A15.** Which of the following **did** [PROVIDER] do to help you?

Type of help provided by [PROVIDER]	Select all that apply
<p>1. Provide moral/emotional support</p> <p><b>Provide information/advice about...</b></p> <p>2. Your rights and/or the law</p> <p>3. Ways to resolve the problem</p> <p>4. Types of financial support to help you resolve the problem</p> <p>5. What you should do</p> <p>6. Where else to go for help</p> <p><b>Practical assistance</b></p> <p>7. Help with paperwork</p> <p>8. Communicate with others on your behalf</p> <p>9. Manage the problem resolution process on your behalf</p> <p>10. Represent you in a court, tribunal, appeal, etc.</p> <p>97. Other [FIXED]</p>	

[SINGLE]

**A16.** Was the help from [PROVIDER] legal in nature?

1. Yes – entirely
2. Yes – partly
3. No – not at all

4. 98. Don't know

[MULTI] [RANDOMISE]

**A17.** Which of the following were you told about when initially communicating with [PROVIDER]?

*Please select all that apply*

1. How long the matter would take
2. The likely outcome
3. The likely cost
5. Potential issues that might prevent the person from acting for you
6. Who would be dealing with it at the organisation
7. How to complain if things go wrong
8. The local legal services complaints body (e.g., Victorian Legal Services Board + Commissioner)
9. Indemnity insurance cover if things go wrong
98. Don't know / can't recall [FIXED] [SINGLE]
96. None of these [FIXED] [SINGLE]

[ASK ALL] [MULTI] [DO NOT RANDOMISE]

**A18.** Below are some statements about how costs were presented.

*Please indicate all that apply to your experience*

1. I was told I would not have to pay
2. I was given an estimate of what the help was likely to cost
3. I was told the hourly rate
4. I was given a price list
5. I was quoted a fixed price for everything that needed to be done
6. I was told about potential additional costs (e.g. court fees and disbursements)
7. I was not told about prices [SINGLE]
98. Don't know / can't recall

[IF ANY CODES 1-6 SELECTED AT A18] [SINGLE]

**A18a.** Was the information about costs provided to you...

1. In writing (including email)
2. Verbally
3. In writing and verbally

[ASK ALL] [CAROUSEL][ONLY SHOW CODES SELECTED AT A17]

**A19.** How easy to understand was the information provided by [PROVIDER]?

	Very easy	Quite easy	Neither easy nor difficult	Quite difficult	Very difficult
1. How long the matter would take	1	2	3	4	5
2. The likely outcome					
3. The likely cost					
4. Potential issues that might prevent the person from acting for you					
5. Who would be dealing with it at the organisation					
6. How to complain if things go wrong					
7. The local legal services complaints body (e.g., Victorian Legal Services Board + Commissioner)					
8. Indemnity insurance cover if things go wrong					

[ASK IF ANY CODES 1-6 SELECTED AT A18]

**A19b.** Did you have an opportunity to ask questions about the information about the costs that was provided to you?

1. Yes.
2. No
98. Can't recall

[ASK ALL] [SINGLE]

**A20.** For the services you received from [PROVIDER], did you have to directly pay for all or part of the help you received?

*Please select one only, and please answer no if paid by insurance or a trade union, etc.*

1. Yes - paid for all of it
2. Yes - paid for part of it
3. No win no fee agreement
4. No
5. Don't know / can't recall

[ASK IF PAID FOR SERVICE, A20=1 OR 2] [QUANTITY]

**A20a.** What was the total amount you “personally” (if A20=2) paid for the services from [PROVIDER]?

*If you are unsure please provide an approximate figure.*

\$ \_\_\_\_\_

98. Don't know / can't recall

[ASK IF A20A IS NOT CODE 98] [SINGLE]

**A20a1.** Was the total price what you expected based on what you were initially told?

- 1. Yes
- 2. No, it was higher
- 3. No, it was lower
- 98. Can't recall

[ASK IF A20A1=2 OR 3] [QUANTITY]

**A20a2.** What was the total price you expected on the basis of all communication about costs?

*If you are unsure please provide an approximate figure.*

\$ \_\_\_\_\_

98. Don't know / can't recall

[ASK IF PAID FOR SERVICE, A20=1 OR 2]

**A20b.** Did you negotiate on price?

- 1. Yes
- 2. No
- 3. I attempted to do so but the provider did not agree
- 98. Can't recall

[ASK IF PAID FOR SERVICE, A20=1 OR 2]

**A20c.** Did you negotiate on the type or extent of service to be provided?

- 1. Yes
- 2. No
- 98. Can't recall

[MULTI] [ASK IF PAID FOR SERVICE, A20=1 OR 2]

**A20d.** How did you fund the payment for the help you received?

*Please select all that apply*

1. From savings
2. From my regular income/salary
3. From proceeds of taking action to resolve problem
4. I took out a loan
5. I borrowed the money from family/friends
6. A charge was put on my property
7. It was paid for by family or friends
97. Other (specify)
98. Don't know / can't recall

[ASK IF A20 = 2 OR 4, DID NOT PAY FOR SERVICE] [MULTI]

**A20e.** Who paid or part paid for the help you received?

1. The service was a free service
2. Legal Aid
3. No win, no fee
4. Insurance company (or you through insurance premiums)
5. Trade Union or professional body (or you through trade union subscriptions)
6. Your employer
7. Friends or family
8. The estate of a deceased person
97. Other
98. Don't know / can't recall

[ASK IF PAID FOR SERVICE A20= 1 OR 2] [MULTI]

**A21.** When were you billed?

*Select all that apply*

1. At the beginning
2. While I was receiving the services
3. At the end
4. I have not been billed yet

[ASK IF BILLED, A21=1-3] [SINGLE]

**A21a.** How easy were the bills to understand?

1. Very easy
2. Quite easy
3. Neither easy nor difficult
4. Quite difficult
5. Very difficult

[ASK IF PAID FOR SERVICES, A20=1 OR 2]

**A22.** To what extent do you agree that [PROVIDER] provides value for money?

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

[ASK ALL] [CAROUSEL]

**A23.** Please think about the different aspects of service provided by [PROVIDER].

How satisfied have you been with the **quality of service** in terms of...

*Note: If you are still going through the process, please give your rating so far.*

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
1. Professionalism	1	2	3	4	98
2. Expertise					
3. Respect (shown to you)					
4. Time taken					
5. Completed process without mistakes					
6. Usefulness					

[CAROUSEL]

**A23a.** Still thinking about the different aspects of service provided by [PROVIDER]. If you are still going through the process, please give your rating so far.

How satisfied have you been with the **quality of communication** on...

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
1. Services to be provided	1	2	3	4	98
2. Costs to be charged					
3. Your options					
4. Progress made					

[CAROUSEL][SINGLE]

**A23b.** Thinking about your overall experience of the service provided by [PROVIDER], did you get

	Yes	No
1. Everything you asked for?	1	2
2. Everything you were told you would get?		
3. Everything you needed?		

[SINGLE]

**A24.** Thinking about your overall experience of using the service, how satisfied or dissatisfied, if at all, were/are you with the service provided by [PROVIDER]?

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
98. Don't know

[IF DISSATISFIED, A24=3 OR 4] [MULTI][RANDOMISE]

**A25.** Why were you dissatisfied?

*Please select all that apply*

1. They took too long
2. They made mistakes
3. They didn't do enough
4. They were unprofessional
5. They treated me poorly
6. They failed to keep me informed
7. They ignored my wishes
8. The bill was higher than expected
9. They were poor value for money
97. Other (specify)

[IF DISSATISFIED, A24=3 OR 4] [MULTI]

**A26.** What, if anything, did you do as a result of being dissatisfied?

*Please select all that apply*

1. I intend to complain but have not yet done so [DO NOT ALLOW WITH CODES 4, 5, 6 OR 7]
2. I asked someone else what I should do
3. I raised my concerns with them
4. I made a formal complaint to them
5. I complained to a complaint handling agency that was *not* the local legal services complaints body
6. I complained to the local legal services complaints body (e.g., Victorian Legal Services Board + Commissioner)
7. I complained to someone else (specify)
8. I wrote a review on the Internet/social media
97. Other (specify)
96. Nothing [Single]

[ASK IF A26=3,4,5,6,7] [MULTI] [RANDOMISE]

**A27.** What did you achieve by raising your concerns/a complaint?

*Please select all that apply*

1. They fixed my problem
2. They explained what had gone wrong
3. They admitted to their fault
4. They apologised
5. I received compensation or a refund
6. Action was taken against them
97. Something else (specify)
98. Nothing [Single] [Fixed]

[ASKIF A26=5 OR 6] [SINGLE]

**A28.** How satisfied are you with how the local legal services complaints body (e.g., Victorian Legal Services Board + Commissioner) or the complaint handling agency dealt with the issue?

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied

[ASK ALL] [SINGLE] [AUTOCODE AS CODE 1 IF A26=6]

**A29.** Did you at any stage contact the local legal services complaints body (e.g., Legal Services Commissioner) for any reason regarding the handling of your issue?

1. Yes
2. No
98. Can't recall

PROGRAMMING NOTE: QUESTIONS A31 TO A34 TO ONLY BE ASKED OF RESPONDENTS IN VICTORIA (HIDPCODE = 3 OR 4)

[ASK ALL] [SINGLE]

**A31.** Did you at any stage use any guidance produced by the Victorian Legal Services Board + Commissioner regarding the handling of your issue?

1. Yes
2. No
99. Can't recall

[ASK IF A31=1] [MULTI] [RANDOMISE 1-10]

**A32.** Which of the following did you obtain information or guidance about from the Victorian Legal Services Board + Commissioner?

1. What the Victorian Legal Services Board + Commissioner does
2. Your legal rights and responsibilities
3. How to handle a dispute
4. How to find a lawyer
5. What questions you can ask your lawyer
6. The ways lawyers can charge for their services
7. What lawyers should tell you about their charges
8. What lawyers' bills look like
9. How to make a request for legal records
10. How to make a complaint about a lawyer
97. Other (specify)

[SINGLE] [ASK IF A31=1, YES OR A26=6 (VIC SAMPLE ONLY), OR IF A29=1]

**A33.** Were you aware of the 'Your Right To Ask' advertisements before you contacted the Victorian Legal Services Board + Commissioner?

1. Yes
2. No
98. Can't recall

[ASK IF PROVIDER = LAWYER, CODES 1-6 AT PF14]

**A34.** When receiving help from [PROVIDER] were you aware that it's your right to ask your lawyer questions about anything to do with your case?

1. Yes
2. No
98. Can't recall

## 2.7 Section S: Solicitors

PROGRAMMER NOTE: THIS SECTION ASKED FOR VICTORIA ONLY (HIDPCODE=3 OR 4).

PROGRAMMER NOTE: IF (PF14=NOT 1) OR (PF18\_1=1 OR 2) ASK THIS SECTION. OTHERWISE SKIP.

Now, [IF PF14=NOT 1 AND PF18.1=NOT 1-2, SAY "a quick question about your thoughts on solicitors", OTHERWISE "a few questions about your consideration of a solicitor/solicitors' firm] in relation to your problem concerning [PROBLEM].

PROGRAMMER NOTE: IF PF14=NOT 1 AND PF18\_1=NOT 1-3, ASK:

[MULTIPLE] [RANDOMISE CODES 1-4]

**S1.** Why didn't you think about getting help from a private solicitor to deal with [PROBLEM]?

*Please select all that apply*

1. I didn't think solicitors provide help for this type of issue
2. The issue was not important enough
3. I assumed a solicitor would be too expensive
4. I did not need help/I knew enough myself
5. The help I got was from a solicitor, but not one in private practice [Single]
97. Other (specify)

PROGRAMMER NOTE: IF PF18\_1=1 OR 2, ASK:

[MULTIPLE]

**S2.** You said earlier that you considered help from a solicitor to deal with [PROBLEM].

What did you think that a solicitor could do for you?

Type of help provided by [SOLICITOR]	Select all that apply
1. Provide moral/emotional support	
<b>Provide information/advice</b>	
2. Provide information about your rights and/or the law	
3. Provide information about ways to resolve the problem	
4. Provide information about types of financial support to help you resolve the problem	
5. Recommend what you should do	
6. Recommend where to go for further information, advice or representation	
<b>Practical assistance</b>	
7. Help with paperwork	
8. Communicate with others on your behalf	
9. Manage the problem resolution process on your behalf	
10. Represent you in a court, tribunal, appeal, etc.	
11. Other [FIXED]	

PROGRAMMER NOTE: IF PF18\_1=1 OR 2 (CONSIDERED/UNSUCCESSFUL ATTEMPT TO GET HELP FROM SOLICITOR), ASK:

[SINGLE]

**S3.** Did you know or identify a particular solicitor/solicitors' firm that you thought could help?

1. Yes
2. No

PROGRAMMER NOTE: IF S3=1, ASK:

[SINGLE]

**S4.** Was this a solicitor/solicitors' firm you had received help from before (e.g. for another issue)?

1. Yes
2. No

PROGRAMMER NOTE: IF S3=1, ASK:

[SINGLE] [ROTATE CODES 1-4, COES 5-9, CODE 10]

**S5.** How did you first become aware of them?

	Select
<b>They were recommended by ...</b> 1. A friend/relative 2. A business (specify) 3. Another adviser (specify) 4. Someone else (specify)	
<b>I became aware of them ...</b> 5. Using the Internet 6. Passing by their offices 7. In a leaflet/book 8. Newspaper/magazine/TV/radio 9. In another way (specify)	
10. They contacted me (e.g. cold calling) 11. Have always been aware of them [FIXED] 12. Don't know/can't recall [FIXED]	

## 2.8 Section T: Unsuccessful Attempts to Obtain Assistance

PROGRAMMER NOTE: THIS SECTION ASKED FOR VICTORIA (HIDPCODE=3 OR 4] AND EX-VIC SAMPLE [HIDPCODE IS NOT 3 OR 4].

PROGRAMMER NOTE: FOR VICTORIAN SAMPLE [HIDPCODE=3 OR 4] ASK THIS SECTION IF ANY CODES AT PF18=2

[REPEAT SECTION FOR EACH CODE WHERE PF18=2, except codes 6 and codes 17] EACH CODE WHERE CODE 2 SELECTED AT PF18 IS REFERRED TO AS [UNSUCCESSFUL PROVIDER]

NOTE: USE THIS LIST FOR PIPING [UNSUCCESSFUL PROVIDER]:

1. a private solicitor/solicitors' firm
2. a Community Legal Centre
3. Legal Aid
4. an Aboriginal Legal Service
5. Consumer Affairs/Department of Fair Trading
6. [pipe in response from PF18a as follows]
  1. a barrister
  2. a conveyancer
  4. a family mediator
  5. an industrial advocate
  6. a migration agent
  7. a notary
  8. a parenting co-ordinator
  9. a patent attorney

- 10. a trademark attorney
- 97. another legal or advice professional/service
- 7. the police
- 8. a government department or authority
- 9. a local council
- 10. your employer or trade union
- 11. [pipe in response from specify box at PF18]
- 12. a court, or tribunal
- 13. an ombudsman
- 14. a health professional/service
- 15. a financial professional/service
- 16. a social work professional/service
- 17. [pipe in response from PF18b]

PROGRAMMER NOTE: FOR EX-VICTORIA SAMPLE: ASK IF ANY CODES SELETED AS CODE 1 (UNSUCCESSFULLY TRIED TO USE) AT NATX1. REPEAT FOR EACH CODE WHERE CODE 1 SELECTED AT NATX1.

NOTE: USE THIS LIST FOR PIPING [UNSUCCESSFUL PROVIDER]

- |   |
|---|
| <ul style="list-style-type: none"> <li>1. a private solicitor/solicitors' firm</li> <li>2. a barrister</li> <li>3. a Community Legal Centre</li> <li>4. Legal Aid</li> <li>5. an Aboriginal Legal Service</li> <li>6. a conveyancer</li> <li>7. an industrial advocate</li> <li>8. a migration agent</li> <li>9. a notary</li> <li>11. a patent attorney</li> <li>12. a trademark attorney</li> </ul> |
|---|

Earlier you said you unsuccessfully tried to get help from [UNSUCCESSFUL PROVIDER]

[MULTI]

**T1.** Why were you unable to get help from [UNSUCCESSFUL PROVIDER]?

- 1. Could not find someone able/willing to help
- 2. Could not contact/make appointment/obtain reply
- 3. Too difficult/inconvenient (e.g. time, distance, etc.)
- 4. Too expensive
- 97. Other (specify)

[MULTI] [ASK IF T1=2, COULD NOT CONTACT OR MAKE APPOINTMENT]

**T2.** Which of these methods did you use to try to contact/make an appointment with [PIPE IN UNSUCCESSFUL PROVIDER]?

*Please select all that apply*

1. Face to face
2. By telephone
3. By email
4. Through a website or app
5. By post
97. Some other way (specify)

[ASK ALL] [RANDOMISIE 1-8] [MULTI]

**T3.** Why didn't you keep trying to get help from [UNSUCCESSFUL PROVIDER]?

1. The issue was resolved/resolving
2. I didn't need help / I knew enough myself
3. I didn't think anyone could help with this type of issue
4. Didn't know where (else) to get advice
5. The issue was not important enough
6. It would not have made any difference
7. Too difficult/inconvenient (e.g. time, distance, etc.)
8. Too expensive
97. Other (specify)

[ASK IF PF18.1=2, UNSUCCESSFUL ATTEMPT TO GET HELP FROM A SOLICITOR OR NATX1=1]  
[MULTI] [ROTATE CODES 1-5, CODES 6-7, CODES 8-10]

**T4.** [IF UNSUCCESSFUL ATTEMPT TO GET HELP FROM SOLICITOR AT PF18 OR NATX1] [IF VICTORIA SAMPLE [HIDPCODE = 3 OR 4] Lastly on help to deal with [PROBLEM], when thinking about getting help from a solicitor, did you do any of the following?

[IF EX-VICTORIA SAMPLE [HIDPCODE NOT 3 OR 4] Lastly, when thinking about getting help from a solicitor, did you do any of the following?

Factor	Select all that apply
<b>Internet/social media</b> 1. Searched for solicitors 2. Searched for prices 3. Searched for reviews 4. Researched specific services (e.g. solicitors' firm websites) 5. Asked for suggestions on where to go	
<b>Contacted potential sources of help directly</b> 6. Obtained prices 7. Obtained details of services	
<b>Obtained recommendations from</b> 8. Family / friends 9. Another adviser 10. A business	
96. Somewhere else (specify) [FIXED] 97. None of these [FIXED][SINGLE]	

[ASK IF ANY CODES EXCEPT 96 AT T4] [CAROUSEL] [ROTATE CODES 1-5, CODES 6-7, CODES 9-11]

**T5.** How easy or difficult was it to do this [IF ONE SELECTED AT T4]/these things [IF MORE THAN ONE CODE SELECTED AT T4]?

PROGRAMMER NOTE: DISPLAY ALL CODES SELECTED AT T4

Factor	Very easy	Quite easy	Quite difficult	Very difficult
<b>Internet/social media</b> 1. Searched for solicitors 2. Searched for prices 3. Searched for reviews 4. Researched specific services 5. Asked for suggestions on where to go				
<b>Contacted potential sources of help</b> 6. Obtained prices 7. Obtained details of services				
<b>Obtained recommendations from</b> 6. Family / friends 7. Another adviser 8. A business				
97. Somewhere else (specify) [FIXED]				

## 2.9 Section U: Ongoing Problem

PROGRAMMER NOTE: THIS SECTION ASKED FOR VICTORIA (HIDPCODE=3 OR 4) ONLY.

PROGRAMMER NOTE: ASK THIS SECTION IF PF5=1 OR 2 (PROBLEM ONGOING)

Still thinking about your problem concerning [PROBLEM]...

[SINGLE]

**U1.** How easy has it been to deal with the problem?

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult

[SINGLE]

**U2.** How satisfied or dissatisfied are you with how things are turning out with the problem?

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied

[MULTI] [RANDOMISE 2-8]

**U3.** Is there anything that you wish you had done differently to try to sort out the problem?

*Please select all that apply.*

1. I wouldn't have done anything differently [Single] [Fixed]
2. Got more information or assistance
3. Got information or assistance sooner
4. Not tried to get assistance
5. Acted sooner
6. Tried harder / been more resolved
7. Done less
8. Avoided the problem
97. Other (specify) [FIXED]

## 2.10 Section O: Problem Outcome

PROGRAMMER NOTE: THIS SECTION ASKED FOR VICTORIA (HIDPCODE=3 OR 4] ONLY.

PROGRAMMER NOTE: ASK THIS SECTION IF PF5=3 OR 4 (PROBLEM CONCLUDED)

Still thinking about your problem concerning [PROBLEM].

[SINGLE] [DO NOT RANDOMISE]

**O1.** Which of the following statements best reflects how the problem was resolved?

1. A court (or tribunal) judgment
2. It was resolved by relevant ombudsman
3. There was a decision or intervention by another formal authority
4. It was resolved through mediation, conciliation or arbitration
5. It was resolved by action by another third party
6. You and the other party came to an agreement
7. The other party independently did what you wanted
8. You independently did what the other party wanted
9. The issue sorted itself out
10. You moved away from the problem (e.g. moving home, changing job)
11. You and all other parties gave up trying to resolve the issue
98. Don't know / can't recall [FIXED]

[ASK If O1 = 1] [Grid] [Single] PROGRAMMER NOTE: FORCE RESPONSE FOR EACH ROW.

**O1a.** Were you and/or the other party represented during the court/tribunal process?

Party	Had legal assistance all of the time	Had legal assistance some of the time	Had no legal assistance
Me	1	2	3
The other party	1	2	3

[ASK IF O1=4] [OPEN TEXT]

**O2.** Who provided mediation, conciliation or arbitration?

\_\_\_\_\_

[ASK O1= 8, 10,11] [MULTI] [RANDOMISE 1-4]

**O3.** Why did you [do what the other party wanted [IF O1=8]/move away from the problem [IF O1=10]/give up trying to resolve the problem [IF O1=11]?

*Please select all that apply*

1. I was advised to do so
2. It was the only way to move on
3. I ran out of money
4. I ran out of time
97. Other (specify)

[ASK ALL] [SINGLE]

**O4.** Do you feel the outcome of this problem was mostly fair to everybody concerned?

1. Fair to everybody concerned
2. Not fair to everybody concerned

[SINGLE]

**O5.** Was the outcome better or worse than you had hoped for?

1. Much better than hoped for
2. Somewhat better than hoped for
3. Same as I had hoped for
4. Somewhat worse than hoped for
5. Worse than hoped for

[IF PF11.1, PF11.2 OR PF11.7 SELECTED]

**O6.** Did the [If PF12 = only 1 and/or 2 “information”, If PF12 = 3, but not 4 or 5 “information and advice”, If PF12 = (4) 1(5) “information, advice and assistance”] that you got result in a better outcome?

1. Yes
2. No
98. Can't say

[IF PF11.1, PF11.2 OR PF11.7 SELECTED] [MULTI] [RANDOMISE]

**O7.** Did the [If PF12 = ONLY CODE 1 AND/OR 2 “information”, If PF12 = 1(3) AND NOT 4 OR 5 “information and advice”, If PF12 = 4 OR 5 “information, advice and assistance”] lead to improvements in any of the following?

*Please select all that apply*

1. Your health or levels of stress
2. Family relationships
3. Levels of harassment or violence
4. Your employment situation
5. Your housing situation
6. Your finances
7. Your confidence
96. None of the above [FIXED]

[ASK ALL] [SINGLE]

**O8.** Regardless of the outcome of this issue, do you feel the process through which the outcome was reached was mostly fair or unfair to everybody concerned?

1. Fair to everybody concerned
2. Not fair to everybody concerned

[SINGLE]

**O9.** Overall, how easy was it to deal with the problem?

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult

[MULTI] [RANDOMISE 2-8]

**O10.** Is there anything that you wish you had done differently to try to sort out the problem?

*Please select all that apply*

1. I wouldn't have done anything differently [SINGLE] [FIXED]
2. Got more information or assistance
3. Got information or assistance sooner
4. Not tried to get assistance
5. Acted sooner
6. Tried harder / been more resolved
7. Done less
8. Avoided the problem
97. Other (specify) [FIXED]

## 2.11 Section R: Reasons (Selected Problem)

PROGRAMMER NOTE: THIS SECTION ASKED FOR VICTORIA (HIDPCODE=3 OR 4) ONLY.

PROGRAMMER NOTE: ASK THIS SECTION IF PF5=3 OR 4 (PROBLEM CONCLUDED)

[IF CODE 96 SELECTED AT PF8 AND PF17 AND PF20] [MULTI] [RANDOMISE]

**R1.** Why didn't you do anything to try to resolve the problem concerning [PROBLEM]?

*Please select all that apply*

1. Problem resolved without need to act
2. The issue was not important enough
3. No dispute with anybody/thought other side was right
4. Didn't know what to do
5. It would not have made any difference
6. It would have been too expensive
7. It would have been too difficult (e.g. time, distance, etc.)
97. Other (specify) [FIXED]

[ASK IF NO CODES SELCETED AT PF8.1 AND PF8.2 AND PF8.7, AND NO CODES AT PF11.1 AND PF11.2 AND PF11.7 AND NO CODES SELECTED AS CODE 1 OR 2 AT PF18]

[MULTI] [RANDOMISE]

**R2.** Why didn't you try to get help from an independent adviser?

*Please select all that apply*

1. Problem resolved without need for advice
2. I didn't need help / I knew enough myself
3. The issue was not important enough
4. I didn't think there were advisers that could help with this type of issue
5. I didn't know where / how to get advice
6. It would not have made any difference
7. It would have been too expensive
8. It would have been too difficult (e.g. time, distance, etc.)
97. Other (specify)

[ASK IF CODE 3 SELECTED AT ANY OF PF18.1, PF18.2, PF18.3, PF18.4, PF18.5, PF18.6 OR PF18.7 AND NO CODE SELECTED AT ANY OF PF14.1, PF14.2, PF14.3, PF14.4, PF14.5, PF14.6, PF14.7]

[MULTI][RANDOMISE][LOOP FOR EACH CODE WHERE 3 IS SELECTED AT PF18]

**R3.** What was the reason [PIPE IN CODES SELECTED FROM PF18.1, PF18.2, PF18.3, PF18.4, PF18.5, PF18.6 OR PF18.7 ] wasn't your main source of [IF PF12 = ONLY (1) OR (2) "INFORMATION", IF PF12 = (3), BUT NOT (4) OR (5) "INFORMATION AND ADVICE", PF12 = (4) OR (5) "INFORMATION, ADVICE AND ASSISTANCE"]

1. Another source of help was more appropriate
2. I only needed them for a specific task/help
3. They didn't provide the main help I needed
4. It would have been too expensive
5. It would have been too difficult (e.g. time, distance, etc.)
97. Other (specify)

## 2.12 Section NF: Problem Follow-Up and Strategy Determination (For Single Non-Contentious Issue)

PROGRAMMER NOTE: ASK FOR VICTORIA SAMPLE ONLY [HIDPCODE=3 OR 4]

[IF NON-CONTENTIOUS IDENTIFIED in P1 – i.e. P1(1) to (8) is positive and relevant P1b = No]  
PROGRAMMER NOTE: ASK THIS SECTION IF CODE 1 (YES) SELECTED AT ANY OF P1.1-P1.8 AND P1B = CODE 2 (NO) FOR ANY CODE

[NON-CONTENTIOUS ISSUE] REFERS TO RANDOM NON-CONTENTIOUS ISSUE SELECTED AT END OF SECTION P.

["your sale, purchase or transfer of property" / "your mortgage application" / "your planning application" / "your divorce or end of a de facto relationship" / "making/changing a will or enduring power of attorney" / "dealing with the estate of a deceased relative" / "applying/registering to adopt/foster a child" / "your injury from a road accident"]

SUMMARY OF CODES NAMES FOR [NON-CONTENTIOUS ISSUE]:

CODE 1= your sale, purchase or transfer of property

CODE 2= your mortgage application

CODE 3= your planning application

CODE 4= your divorce or end of a de facto relationship

CODE 5 = making/changing a will or enduring power of attorney

CODE 6= dealing with the estate of a deceased relative

CODE 7= applying/registering to adopt/foster a child

CODE 8= your injury from a road accident

I am now going to ask you some questions about [IF NUMBER AT PFA>1 FOR [NON-CONTENTIOUS ISSUE] CODE "your second most recent"] [NON-CONTENTIOUS ISSUE].

Thinking about [NON-CONTENTIOUS ISSUE] ...

[SINGLE]

**NF3.** At the start, would you have described [NON-CONTENTIOUS ISSUE] as a legal issue?

1. Yes
2. No

[DATE SELECT] [SINGLE]

**NF4.** Approximately, what month and year did the matter start?

If the matter started before the year 2000, please select January 2000.

*If you don't know, please give your best estimate.*

[DROP DOWN BOX WITH LABELS]

Month (1-12):

Year (2000-2024):

98. Don't know / can't recall

[SINGLE]

**NF5.** Have you completed the issue?

1. Yes
2. No - ongoing
3. No - abandoned

[ASJ IF NF5=1, YES] [DATE SELECT] [SINGLE]

**NF6.** Approximately, what month and year did it conclude?

[DROP DOWN BOX WITH LABELS]

Month (1-12):

Year (2000-2024):

[ASK ALL] [CAROUSEL] [SINGLE]

**NF7a.** To what extent do you agree or disagree with the following statements about the issue

At the time the issue first started ...

	Strongly agree	Mainly agree	Mainly disagree	Strongly disagree
1. I understood my legal rights and responsibilities	1	2	3	4
2. I knew where to get good information/advice, if needed				
3. I was confident I could achieve a fair/good outcome				
4. I thought I could deal with the issue on my own				

[CAROUSEL][SINGLE]

**NF7a2.** To what extent do you agree or disagree with the following statements about the issue?

Today...

	Strongly agree	Mainly agree	Mainly disagree	Strongly disagree
1. I understand my legal rights and responsibilities	1	2	3	4
2. I know where to get good information/advice				
3. I was able to get all the expert help I needed				

[OPEN] [ASK IF NF7A2.3 = DISAGREE OR STRONGLY DISAGREE (CODES 3 OR 4)]

**NF7b.** Briefly, what additional expert help did you need?

[OPEN]

[CAROUSEL] [NOTE: IF CODE 3 (NO) SELECTED AT EVERY CODE, FOLLOW ROUTING FOR NF8=96.]

**NF8.** Did you at any point **look for** any of the following to help with the issue ...

*Please don't include help from family and friends (unless their profession is to help with problems such as these).*

*Please select all that apply*

	Online	Offline
<b>Information or advice on ...</b> 1. Your rights or responsibilities 2. How to deal with the issue 3. Services that could help 4. Prices of services 5. People's experience of different services (e.g. reviews or recommendations)		
<b>Documents</b> 6. Documents needed to deal with the issue		
<b>Practical assistance</b> 7. Somebody/thing to assist you deal with the issue		
96. None of these		

[MULTI] [IF NF8.1 OR NF8.2 = ONLINE OR OFFLINE] [PROGRAMMER NOTE: PLEASE INCLUDE DESCRIPTIONS OF EACH CODE SHOWN IN ITALICS AS TEXT THAT DISPLAYS IF YOU CLICK AN ARROW NEXT TO THE CODE (IE DROP DOWN).]

**NF9.** Thinking about this information or advice **you looked for** about [IF PF8.1 'your rights and responsibilities'] [IF PF8.1 AND PF8.2 'your rights and responsibilities and how to deal with the problem'] [IF PF8.2 'how to deal with the problem']

Which of the following were you looking for?

*Please select all that apply*

1. Generic information (i.e. not tailored to you specifically)  
*Generic information might set out, for example, the law and options for resolving disputes with employers.*
2. Personalised information (i.e. information and/or options tailored to your personal situation)  
*Personalised information would explain the law and options available to someone in your specific circumstances.*
3. Advice (i.e. personalised *analysis* and *recommendations*)  
*Advice would involve an analysis of your situation and a recommendation, with reasons, about what you should do.*

[ASK IF NF8.7 SELECTED] [SINGLE]

**NF10.** [IF NF8.7 = POSITIVE FOR ONLINE OR OFFLINE] Thinking about this practical assistance you said **you looked for**

Which of the following best describes what were you looking for?

1. Practical assistance to support your own efforts to resolve the problem
2. Someone/thing else to resolve the problem for you

[PROGRAMMER NOTE: DO NOT FORCE RESPONSE FOR EVERY ITEM  
PROGRAMMER NOTE: ONLY DISPLAY CODES SELECED IN NF8. IF ONLY ONLINE SELECTED  
AT PF8 ONLY ALLOW ONLINE OPTION. IF ONLY OFFLINE SELECTED AT NF8 ONLY SHOW  
OFFLINE OPTION.]

[CAROUSEL]

**NF11.** Did you successfully **obtain** any of the following to help with [NON-CONTENTIOUS ISSUE] ...  
[INCLUDE ONLY ITEMS INDICATED IN NF8] [NOTE: IF CODE 4 (NO) SELECTED FOR ALL CODES,  
FOLLOW ROUTING FOR NF11=96]

*Please don't include help from family and friends (unless their profession is to help with problems such as these).*

*Please select all that apply*

	Yes, obtained online	Yes, obtained offline	Yes, obtained both online and offline	No
<b>Information or advice on ...</b> 1. Your rights or responsibilities 2. How to deal with the issue 3. Services that could help 4. Prices of services 5. People's experience of different services (e.g. reviews or recommendations)				
<b>Documents</b> 6. Documents needed to deal with the issue				
<b>Practical assistance</b> 7. Somebody/thing to assist you deal with the issue				
96. None of these				

[MULTI] [ASK IF NF11.1, NF11.2 OR NF11.7 SELECTED]

**NF12.** Thinking about this information, advice and/or practical assistance you **obtained**

Which of the following did you obtain?

*Please select all that apply*

1. Generic information (i.e. not tailored to you specifically)  
*Generic information might set out, for example, the law and options for resolving disputes with employers.*
2. Personalised information (i.e. information and/or options tailored to your personal situation)  
*Personalised information would explain the law and options available to someone in your specific circumstances.*
3. Advice (i.e. personalised *analysis and recommendations*)  
*Advice would involve an analysis of your situation and a recommendation, with reasons, about what you should do.*
4. Practical assistance to support your efforts to resolve the problem
5. Someone/thing else to resolve the problem for you

[SINGLE] [ASK IF NF11=1-5]

**NF13.** Thinking about this [If NF12 = ONLY CODE 1 AND/OR CODE 2 “information”, If NF12 = CODE 3 BUT 1 4 OR 5 “information and advice”, If NF12 = 4 OR 5 “information, advice and assistance”] you **obtained**

Did you obtain it **mainly** from one source or more than one source?

1. One source
2. More than one source

PROGRAMMER NOTE: DO NOT FORCE RESPONSE FOR EACH ROW.

[GRID] [MULTI] [ROTATE CODES 1-6, CODES 7-9]

**NF14.** Thinking of [IF NF13 = 1 “THIS SOURCE”, IF NF13=2 “THESE SOURCES”]

Where did you **mainly** obtain [IF NF12 = ONLY 1 AND/OR 2 “INFORMATION”, IF NF12 = 3, BUT NOT 4 OR 5 “INFORMATION AND ADVICE”, IF NF12 = 4 OR 5 “INFORMATION, ADVICE AND ASSISTANCE”]

<b>Legal and advice services</b> <ol style="list-style-type: none"><li>1. A private solicitor/solicitors' firm</li><li>2. A Community Legal Centre</li><li>3. Legal Aid</li><li>4. An Aboriginal Legal Service</li><li>5. Consumer Affairs/Department of Fair Trading</li><li>6. Another legal or advice service</li></ol>
<b>Government and council</b> <ol style="list-style-type: none"><li>7. The police</li><li>8. A government department or authority</li><li>9. A local council</li></ol>
<b>Other</b> <ol style="list-style-type: none"><li>10. Your employer or trade union</li><li>11. Community, neighbourhood, religious, or charitable organisation (specify)</li><li>12. A court, or tribunal</li><li>13. An ombudsman</li><li>14. A health professional/service</li><li>15. A financial professional/service</li><li>16. A social work professional/service</li><li>17. Another type of professional/service (specify)</li></ol>

[MULTI] [ASK IF NF14.6 SELECTED]

**NF14b.** What was the type of 'other legal or advice service'?

1. Barrister
2. Conveyancer
3. Migration agent
4. Notary
5. Patent attorney
6. Trademark attorney
97. Other

[OPEN] [ASK IF NF14.17 SELECTED]

**NF14c.** [If NF14.17 = positive] What was the type of 'other person/service'?

[OPEN TEXT]

---

NOTE FOR PIPING IN NF14d and NF15 and NF21 PLEASE USE:

1. the private solicitor/solicitors' firm
2. the Community Legal Centre
3. Legal Aid
4. the Aboriginal Legal Service
5. Consumer Affairs/Department of Fair Trading
6. [pipe in response from NF14b as follows]
  1. the barrister
  2. the conveyancer
  3. the migration agent
  4. the notary
  5. the patent attorney
  6. the trademark attorney
  97. the other legal or advice professional/service
7. the police
8. the government department or authority
9. the local council
10. your employer or trade union
11. [pipe in response from specify box at PF14]
12. the court, or tribunal
13. the ombudsman
14. the health professional/service
15. the financial professional/service
16. the social work professional/service
17. [pipe in response from PF14c]

[SINGLE] [REPEAT FOR EACH CODE SELECTED AT NF14]

**NF14d.** Was the help you got from [PIPE IN EACH RESPONSE (LOOP) SELECTED AT NF14] provided online or offline?

1. Online
2. Offline
3. Both online and offline

PROGRAMMER NOTE: ASK FOR EACH RESPONSE AT NF14

[SINGLE] [ASK IF NF14D=3]

**NF15.** Was the help you got from [PIPE IN EACH RESPONSE (LOOP) SELECTED AT NF14] provided **mainly** online or offline?

1. Online
2. Offline
3. Both online and offline, equally

PROGRAMMER NOTE: ONLY SHOW CODES THAT WERE SELECTED IN NF14

[SINGLE] [CAROUSEL - VERTICAL SCALE]

**NF16.** To what extent did you rely on each of the following when dealing with the problem?

	Not at all (i.e., I ignored it)	Somewhat (i.e., I also relied on other sources/ my own judgement)	Significantly (i.e., I gave it considerable trust and weight)	Totally (i.e., I placed complete trust and reliance on it)
1. A private solicitor/solicitors' firm	1	2	3	4
2. A Community Legal Centre				
3. Legal Aid				
4. An Aboriginal Legal Service				
5. Consumer Affairs/Department of Fair Trading				
6. Another legal or advice professional/service [PIPE IN RESPONSE FROM PF14b, unless PF14b=97, then leave as 'Another legal or advice professional/service']				
7. The police				
8. A government department or authority				
9. A local council				
10. Your employer or trade union				
11. Community, neighbourhood, religious, or charitable organisation (specify)				
12. A court, or tribunal				
13. An ombudsman				
14. A health professional/service				
15. A financial professional/service				
16. A social work professional/service				
17. Another person/service				

[MULTI]

**NF17.** Apart from anything you have already mentioned

Did you at any point obtain any of the following **from family, friends or acquaintances** to help resolve the problem?

*Please select all that apply*

<b>Information or advice on...</b> <ol style="list-style-type: none"><li>1. Your rights or responsibilities</li><li>2. How to deal with the problem</li><li>3. Services/professionals that could help</li><li>4. Prices of services/professionals</li><li>5. Their experience of services/professionals</li></ol>
<b>Practical assistance</b> <ol style="list-style-type: none"><li>6. Practical assistance to support your efforts</li><li>7. Somebody to resolve the problem for you</li><li>96. None of these</li></ol>

GRID (DESKTOP VERSION) / SINGLE RESPONSE CAROUSEL (MOBILE VERSION)

PROGRAMMER NOTE: IF NONE OF NF11.1 OR NF11.2 OR NF11.7 SELECTED DO NOT DISPLAY SUCCESSFULLY OBTAINED HELP COLUMN. DO NOT DISPLAY CODES SELECTED AT NF14. DO NOT FORCE RESPONSE.

**NF18.** To complete the picture of where you may have got/wanted to get help from to deal with the problem.

Did you at any time consider [IF NONE OF NF11.1, NF11.2, NF11.7 SELECTED "OBTAINING", IF ANY OF NF11.1, NF11.2 OR NF11.7 SELECTED "TRY, OR SUCCESSFULLY OBTAIN"] information, advice or other assistance from any of the following? Please include both online and offline help.

	Considered	Tried, unsuccessfully	Successfully obtained help	None of these (ONLY USE FOR MOBILE)
<b>Legal and advice services</b> 1. A private solicitor/solicitors' firm 2. A Community Legal Centre 3. Legal Aid 4. An Aboriginal Legal Service 5. Consumer Affairs/Department of Fair Trading 6. Another legal or advice service	1	2	3	4
<b>Government and council</b> 7. The police 8. A government department or authority 9. A local council				
<b>Other</b> 10. Your employer or trade union 11. Community, neighbourhood, religious, or charitable organisation (specify) 12. A court, or tribunal 13. An ombudsman 14. A health professional/service 15. A financial professional/service 16. A social work professional/service 17. Another type of professional/service (specify) 96. None of these (ONLY USE FOR DESKTOP VERSION)				

[ASK IF NF18.6 SELECTED] [MULTI]

**NF18a.** What was the type of 'other legal or advice service'?

1. Barrister
2. Conveyancer
6. Migration agent
7. Notary
9. Patent attorney
10. Trademark attorney
97. Other (specify)

[ASK IF NF18.17 SELECTED] [OPEN]

**NF18b.** What was the type of 'other person/service'

---

[ASK IF ANY CODE SELECTED AT NF14 OR NF18=3 (SUCCESSFULLY OBTAINED HELP)]

[RANKING QUESTION]

**NF19.** Thinking about all the sources of help you have mentioned, in what order did you receive help from them?

1. A private solicitor/solicitors' firm
2. A Community Legal Centre
3. Legal Aid
4. An Aboriginal Legal Service
5. Consumer Affairs/Department of Fair Trading
6. Another legal or advice service
7. The police
8. A government department or authority
9. A local council
10. Your employer or trade union
11. Community, neighbourhood, religious, or charitable organisation (specify)
12. A court, or tribunal
13. An ombudsman
14. A health professional/service
15. A financial professional/service
16. A social work professional/service
17. Another type of person/service (specify)

[ASK ALL] [MULTI]

**NF20.** Did you do any of these things as part of dealing with the issue?

	Select all that apply
Communicated with others involved in the issue	1
Obtained or organised paperwork or other material	2
<b>Lodged documents with or responded to a ...</b>	
• Court or tribunal	3
• Another designated authority	4
Anything else (specify)	97
None of the above	96

[ASK IF ANY CODE SELECTED AT NF11 OR NF14 OR IF SELECTED 'SUCCESSFULLY OBTAINED HELP' AT ANY CODE AT NF18]

[SINGLE]

**NF21.** Before you tried to get help from [PIPE IN 1<sup>ST</sup> RANKED CODE AT NF19], did you first try to deal with the issue on your own?

1. Yes
2. No

[ASK IF NF11=96 (NONE) AND (TRIED UNSUCCESSFULLY SELECTED FOR ANY CODE AT NF18 OR NF8=1,2,6,7)]

[SINGLE]

**NF22.** After you tried to obtain information, advice or assistance, did you continue to deal with the issue on your own [IF NF17 IS NOT CODE 96 "OR WITH HELP FROM FAMILY OR FRIENDS"]?

1. Yes
2. No

## 2.13 Section NA: Assistance (Main Provider)

PROGRAMMER NOTE: THIS SECTION ASKED FOR VICTORIA (HIDPCODE=3 OR 4] AND EX-VIC SAMPLE [HIDPCODE IS NOT 3 OR 4].

PROGRAMMER NOTE: FOR VICTORIA SAMPLE [HIDPCODE = 3 OR 4] IN THIS SECTION [PROVIDER] REFERS TO CODE SELECTED AT NF14 (OR CODES SELECTED AS CODE 3 'SUCCESSFULLY OBTAINED' IN NF18) AND SHOULD BE PIPED IN AS SUCH. IF SELECT A LEGAL SERVICE THIS SHOULD BE SELECTED AS THE PROVIDER. IF MORE THAN ONE LEGAL SERVICE, RANDOMLY SELECT. IF MORE THAN ONE PROVIDER BUT NO LEGAL SERVICE, RANDOMLY SELECT. IF NO PROVIDER SELECTED, SKIP THIS SECTION.

FOR EX-VICTORIA SAMPLE [PROVIDER] REFERS TO THE [LEGAL SERVICE] SELECTED AT NATX1.

NOTE FOR PIPING IN [PROVIDER] (FOR VICTORIA SAMPLE):

FOR INFONA PLEASE USE:

1. a private solicitor/solicitors' firm
2. a Community Legal Centre
3. Legal Aid
4. an Aboriginal Legal Service
5. Consumer Affairs/Department of Fair Trading

6. [pipe in response from NF14b as follows]
1. a barrister
  2. a conveyancer
  3. a family mediator
  4. an industrial advocate
  5. a migration agent
  6. a notary
  7. a parenting co-ordinator
  8. a patent attorney
  9. a trademark attorney
  97. another legal or advice professional/service

7. the police
8. a government department or authority
9. a local council
10. your employer or trade union
11. [pipe in response from specify box at NF14]
12. a court, or tribunal
13. an ombudsman
14. a health professional/service
15. a financial professional/service
16. a social work professional/service
17. [pipe in response from NF14c]

FOR ALL OTHER [PROVIDER] IN SECTION NA PLEASE USE:

1. a private solicitor/solicitors' firm
2. a Community Legal Centre
3. Legal Aid
4. an Aboriginal Legal Service
5. Consumer Affairs/Department of Fair Trading
6. [pipe in response from NF14b as follows]
  1. a barrister
  2. a conveyancer
  3. a family mediator
  4. an industrial advocate
  5. a migration agent
  6. a notary
  7. a parenting co-ordinator
  8. a patent attorney
  9. a trademark attorney
  97. another legal or advice professional/service
7. the police
8. a government department or authority
9. a local council
10. your employer or trade union
11. [pipe in response from specify box at NF14]
12. a court, or tribunal

13. an ombudsman
14. a health professional/service
15. a financial professional/service
16. a social work professional/service
17. [pipe in response from NF14c]

NOTE FOR PIPING IN [PROVIDER] (FOR NATIONAL SAMPLE).

FOR FIRST [PROVIDER] INFONA PLEASE USE:

1. a private solicitor/solicitors' firm
2. a barrister
3. a Community Legal Centre
4. Legal Aid
5. an Aboriginal Legal Service
6. a conveyancer
7. an industrial advocate
8. a migration agent
9. a notary
11. a patent attorney
12. a trademark attorney

FOR ALL OTHER [PROVIDER] IN SECTION NA (INCLUDING SECOND [PROVIDER IN INFONA]) PLEASE USE:

1. the private solicitor/solicitors' firm
2. the barrister
3. the Community Legal Centre
4. Legal Aid
5. the Aboriginal Legal Service
6. the conveyancer
7. the industrial advocate
8. the migration agent
9. the notary
11. the patent attorney
12. the trademark attorney

You said you obtained help from [PROVIDER] to deal with your issue concerning [PROBLEM]. The next set of questions ask you about decisions you made about how to deal with [PROBLEM] using [PROVIDER].

Thinking about [PROVIDER]

[SINGLE]

**NA1.** Had you received help from the [PROVIDER] before (e.g. for another issue)?

1. Yes
2. No

[SINGLE] [ROTATE CODES 1-4 AND 5-9 AND 10]

**NA2.** How did you first become aware of the [PROVIDER]?

*Please select only one option*

	Select
<b>They were recommended by ...</b> 1. A friend/relative 2. A business (specify) 3. Another adviser (specify) 4. Someone else (specify)	
<b>I became aware of them ...</b> 5. Using the Internet 6. Passing by their offices 7. In a leaflet/book 8. Newspaper/magazine/TV/radio 9. In another way (specify) 10. They contacted me (e.g., cold calling)	
11. Have always been aware of them [FIXED] 98. Don't know/can't recall [FIXED]	

[ASK IF CODES 2-4 SELECTD AT NA2] [MULTI] [RANDOMISE]

**NA2b.** Which of the following did [the business [IF A2=1]/THE OTHER ADVISER [IF NA2=3]/[SOMEONE ELSE (PIPE IN RESPONSE OF NA2.4)] [IF NA2=4]] do for you when recommending [PROVIDER]?

*Please select all that apply*

1. Provided the name of a specific service or person
2. Provided contact details for a service or person
3. Explained your eligibility to use and/or cost of [PROVIDER]
4. Scheduled or helped schedule an appointment with [PROVIDER]
5. Followed-up to check that you had obtained help from [PROVIDER]
97. None of the these [SINGLE] [FIXED]

[MULTI] [ROTATE CODES 1-2, CODES 3-10, CODES 11-12, CODES 13-4, CODES 15-18]

**NA3.** When choosing [PROVIDER], which of the following factors were important?

Factor	Please select all factors that were important
<b>Cost</b> 1. Price 2. Value for money	
<b>Quality</b> 3. Skills/expertise 4. Reputation (e.g., recommendation/customer reviews) 5. Trusted brand (e.g., professional title, well-known name) 6. Previous experience 7. Qualifications 8. Speed of dealing with problem 9. Independence of advice 10. Confidentiality of advice	
<b>Complaints/compensation</b> 11. Having an independent complaints procedure 12. Access to indemnity insurance to compensate financial loss	
<b>Convenience</b> 13. Location 14. Ease of appointment	
<b>Characteristics</b> 15. Methods of communication (e.g., in person, telephone, online) 16. Personal characteristics (e.g., gender, Ethnicity) 17. Approachability 18. Language skills	
97. Other (specify) [FIXED] 96. None of these [Single][FIXED]	

[MULTI] [ROTATE CODES 1-5, CODES 6-7, CODES 8-97]

**NA4.** When choosing [PROVIDER], did you do any of the following?

Factor	Select all that apply
<b>Internet/social media</b> 1. Searched for services to provide help 2. Searched for prices 3. Searched for reviews 4. Researched specific advice services (e.g. solicitors' firm websites) 5. Asked for suggestions on where to go	
<b>Contacted potential sources of help directly</b> 6. Requested prices 7. Requested details of services	
<b>Obtained recommendations from</b> 8. Family / friends 9. Another adviser 10. A business	
97. Other (specify) 96. None of these [FIXED]	

[ONLY DISPLAY CODES SELECTED AT NA4] [PROGRAMMER NOTE KEEP FACTORS IN SAME ORDER AS NA4] [DO NOT ASK IF NA4=96] [PROGRAMMER NOTE: SHOW HEADINGS ABOVE EACH STATEMENT IN BOLD.] [DISPLAY ALL POSITIVE ANSWERS AT NA4]

[CAROUSEL]

**NA5.** How easy or difficult was it to do this/these things?

Factor	Very Easy	Quite Easy	Quite Difficult	Very Difficult
<b>Internet/social media</b> 1. Searched for services 2. Searched for prices 3. Searched for reviews 4. Researched specific advice services (e.g. solicitors' firm websites) 5. Asked for suggestions on where to go	1	2	3	4
<b>Contacted potential sources of help directly</b> 6. Requested prices 7. Requested details of services				
<b>Obtained recommendations from</b> 8. Family / friends 9. Another adviser 10. A business 11. Other (specify)				

[SINGLE] [ASK IF NA4 = 1,3,4,5,7,8,9,10,11]

**NA6.** Approximately how many services did you **obtain** details of?

1. None
2. One
3. Between 2 and 5
4. More than 5
98. Don't know / Can't remember

[SINGLE] [[ASK IF CODES 2 OR 6. 'SEARCHED FOR PRICES' OR 'OBTAINED PRICES' SELECTED AT NA4]

**NA7.** Approximately how many services did you **obtain** prices for or quotations from?

1. None
2. One
3. Between 2 and 5
4. More than 5
98. Don't know / Can't remember

PROGRAMMER NOTE INCLUDE 3 TEXT BOXES, NOT ALL TEXT BOXES NEED TO BE FILLED

[ASK IF NA4.3 SELECTED]

**NA8.** Which were the main websites you used to search for reviews?

*Please list up to three*

[OPEN]

[OPEN]

[OPEN]

98. Can't recall

[SINGLE] [IF CODE 5, 8, 9 OR 10 OR 97 SELECTED AT NA4]

**NA9.** When you were given recommendations on where to obtain help, approximately how many services were you given details of?

1. None
2. One
3. Between 2 and 5
4. More than 5
98. Don't know / Can't remember

[MULTI] [ASK ALL]

**NA10.** In which of the following ways did you communicate with [PROVIDER]?

*Please select all that apply*

1. Face to face
2. By telephone
3. By email
4. Through a website or app
5. By post
97. Some other way (specify)

[SINGLE] [ONLY SHOW CODES SELECTED IN NA10] [IF ONLY ONE RESPONSE GIVEN AT NA10  
AUTOCODE TO RESPONSE GIVEN AT NA10]

**NA11.** What was the **main** way you communicated with [PROVIDER]?

1. Face to face
2. By telephone
3. By email
4. Through a website or app
5. By post
97. [PIPE IN RESPONSE FROM NA10.97]

[SINGLE]

**NA12.** How would you have **most liked** to have communicated with [PROVIDER]?

1. Face to face
2. By telephone
3. By email
4. Through a website or app
5. By post
97. Some other way (specify)

[MULTI]

**NA14.** What **did you think** that [PROVIDER] could do to help you?

Type of help provided by [PROVIDER]	Select all that apply
1. Provide moral/emotional support	
<b>Provide information/advice about...</b>	
2. Your rights and/or the law	
3. Ways to resolve the problem	
4. Types of financial support to help you resolve the problem	
5. What you should do	
6. Where else to go for help	
<b>Practical assistance</b>	
7. Help with paperwork	
8. Communicate with others on your behalf	
9. Manage the problem resolution process on your behalf	
10. Represent you in a court, tribunal, appeal, etc.	
97. Other [FIXED]	

[MULTI]

**NA15.** Which of the following **did** [PROVIDER] do to help you?

Type of help provided by [PROVIDER]	Select all that apply
1. Provide moral/emotional support  <b>Provide information/advice about...</b> 2. Your rights and/or the law 3. Ways to resolve the problem 4. Types of financial support to help you resolve the problem 5. What you should do 6. Where else to go for help  <b>Practical assistance</b> 7. Help with paperwork 8. Communicate with others on your behalf 9. Manage the problem resolution process on your behalf 10. Represent you in a court, tribunal, appeal, etc.  97. Other [FIXED]	

[SINGLE]

**NA16.** Was the help from [PROVIDER] legal in nature?

1. Yes – entirely
2. Yes – partly
3. No – not at all
98. Don't know

[MULTI] [RANDOMISE]

**NA17.** Which of the following were you told about when initially communicating with [PROVIDER]?

*Please select all that apply*

1. How long the matter would take
2. The likely outcome
3. The likely cost
5. Potential issues that might prevent the person from acting for you
6. Who would be dealing with it at the organisation
7. How to complain if things go wrong
8. Victorian Legal Services Board + Commissioner
9. Indemnity insurance cover if things go wrong
98. Don't know / can't recall [FIXED] [SINGLE]
96. None of the these [FIXED] [SINGLE]

[ASK ALL] [MULTI] [DO NOT RANDOMISE]

**NA18.** Below are some statements about how costs were presented.

*Please indicate all that apply to your experience*

1. I was told I would not have to pay
2. I was given an estimate of what the help was likely to cost
3. I was told the hourly rate
4. I was given a price list
5. I was quoted a fixed price for everything that needed to be done
6. I was told about potential additional costs (e.g. court fees and disbursements)
7. I was not told about prices [SINGLE]
98. Don't know / can't recall

[IF ANY CODES 1-6 SELECTED AT NA18] [SINGLE]

**NA18a.** Was the information about costs provided to you...

1. In writing (including email)
2. Verbally
4. In writing and verbally

[CAROUSEL] [ONLY SHOW CODES SELECTED AT NA17]

**NA19.** How easy to understand was the information provided by [PROVIDER]?

	Very easy	Quite easy	Neither easy nor difficult	Quite difficult	Very difficult
1. How long the matter would take	1	2	3	4	5
2. The likely outcome					
3. The likely cost					
5. Potential issues that might prevent the person from acting for you					
6. Who would be dealing with it at the organisation					
7. How to complain if things go wrong					
8. The local legal services complaints body (e.g., Victorian Legal Services Board + Commissioner)					
9. Indemnity insurance cover if things go wrong					

[ASK IF ANY CODES 1-6 SELECTED AT A18]

**NA19b.** Did you have an opportunity to ask questions about the information about the costs that was provided to you?

1. Yes.
2. No
98. Can't recall

[ASK ALL] [SINGLE]

**NA20.** For the services you received from [PROVIDER], did you have to directly pay for all or part of the help you received?

*Please answer no if paid by insurance or a trade union, etc.*

1. Yes - paid for all of it
2. Yes - paid for part of it
3. No
98. Don't know / can't recall

[QUANTITY] [ASK IF PAID FOR SERVICE, NA20=1 OR 2]

**NA20a.** What was the total price for the services from [PROVIDER]?

*If you are unsure please provide an approximate figure.*

\$\_\_\_\_\_ [AMOUNT]

98. Don't know / can't say

[SINGLE] [ASK IF NA20A IS NOT CODE 98]

**NA20a1.** Was the total price what you expected based on what you were initially told?

1. Yes
2. No, it was higher
3. No, it was lower
98. Can't recall

[QUANTITY] [ASK IF NA20A1=2 OR 3]

**NA20a2.** What was the total price you expected on the basis of all communication about costs?

*If you are unsure please provide an approximate figure.*

\$ \_\_\_\_\_

98. Don't know / can't recall

[SINGLE] [ASK IF PAID FOR SERVICE NA20= 1 OR 2]

**NA20b.** Did you negotiate on price?

1. Yes
2. No
3. I attempted to do so but the provider did not agree
98. Can't recall

**NA20c.** Did you negotiate on the type or extent of service to be provided?

1. Yes
2. No
98. Can't recall

[MULTI] [ASK IF PAID FOR SERVICE NA20= 1 OR 2]

**NA20d.** How did you fund the payment for the help you received?

*Please select all that apply*

1. From savings
2. From my regular income/salary
3. From proceeds of taking action to resolve problem
4. I took out a loan
5. I borrowed the money from family/friends
6. A charge was put on my property
7. It was paid for by family or friends
97. Other (specify)
98. Don't know / can't recall

[MULTI] [ASK IF NA20 = 2 OR 3, DID NOT PAY FOR SERVICE]

**NA20e.** Who paid or part paid for the help you received?

*Select all that apply*

1. The service was a free service
2. Insurance company (or you through insurance premiums)
3. Trade Union or professional body (or you through trade union subscriptions)
4. Your employer
5. Friends or family
6. The estate of a deceased person
97. Other
98. Don't know / can't recall

[MULTI] [ASK IF PAID FOR SERVICE NA20= 1 OR 2]

**NA21.** When were you billed?

*Select all that apply*

1. At the beginning
2. While I was receiving the services
3. At the end
4. I have not been billed yet

[SINGLE] [ASK IF BILLED, NA21=1-3]

**NA21a.** How easy were the bills to understand?

1. Very easy
2. Quite easy
3. Neither easy nor difficult
4. Quite difficult
5. Very difficult

[ASK IF PAID FOR SERVICES, NA20=1 OR 2]

**NA22.** To what extent do you agree that [PROVIDER] provides value for money?

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

[CAROUSEL] [ASK ALL]

**NA23.** Please think about the different aspects of service provided by [PROVIDER].

How satisfied have you been with the **quality of service** in terms of...

*Note: If you are still going through the process, please give your rating so far.*

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
1. Professionalism	1	2	3	4	98
2. Expertise					
3. Respect (shown to you)					
4. Time taken					
5. Completed process without mistakes					
6. Usefulness					

[CAROUSEL]

**NA23a.** Still thinking about the different aspects of service provided by [PROVIDER]. If you are still going through the process, please give your rating so far.

How satisfied have you been with the **quality of communication** on...

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
1. Services to be provided	1	2	3	4	98
2. Costs to be charged					
3. Your options					
4. Progress made					

[CAROUSEL] [SINGLE]

**NA23b.** Thinking about your overall experience of the service provided by [PROVIDER], did you get

	Yes	No
1. Everything you asked for?	1	2
2. Everything you were told you would get?		
3. Everything you needed?		

[SINGLE]

**NA24.** Thinking about your overall experience of using the service, how satisfied or dissatisfied, if at all, were/are you with the service provided by [PROVIDER]?

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
98. Don't know

[IF DISSATISFIED, NA24=3 OR 4] [MULTI] [RANDOMISE]

**NA25.** Why were you dissatisfied?

*Please select all that apply*

1. They took too long
2. They made mistakes
3. They didn't do enough
4. They were unprofessional
5. They treated me poorly
6. They failed to keep me informed
7. They ignored my wishes
8. The bill was higher than expected
9. They were poor value for money
97. Other (specify)

[MULTI] [IF DISSATISFIED, NA24=3 OR 4]

**NA26.** What, if anything, did you do as a result of being dissatisfied?

*Please select all that apply*

1. I intend to complain but have not yet done so [DO NOT ALLOW WITH CODES 4, 5, 6 OR 7]
2. I asked someone else what I should do
3. I raised my concerns with them
4. I made a formal complaint to them
5. I complained to a complaint handling agency that was not the local legal services complaints body
6. I complained to the local legal services complaints body (e.g., Victorian Legal Services Board + Commissioner)
7. I complained to someone else (specify)
8. I wrote a review on the Internet/social media
97. Other (specify)
98. Nothing [SINGLE] [FIXED]

[ASK IF NA26=3,4,5,6,7] [MULTI] [RANDOMISE]

**NA27.** What did you achieve by raising your concerns/a complaint?

*Please select all that apply*

1. They fixed my problem
2. They explained what had gone wrong
3. They admitted to their fault
4. They apologised
5. I received compensation or a refund
6. Action was taken against them
97. Something else (specify)
98. Nothing [Single] [Fixed]

[ASK IF NA26=5 OR 6] [SINGLE]

**NA28.** How satisfied are you with how the local legal services complaints body (e.g., Victorian Legal Services Board + Commissioner) or the complaint handling agency dealt with the issue?

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied

[ASK ALL] [IF NA26=6 AUTOCODE AS CODE 1] [SINGLE]

**NA29.** Did you at any stage contact the local legal services complaints body (e.g., Legal Services Commissioner) for any reason regarding the handling of your issue?

1. Yes
2. No
98. Can't recall

PROGRAMMER NOTE: QUESTIONS NA31 TO NA34 FOR VICTORIA ONLY (HIDPCODE= 3 OR 4)

[ASK ALL] [SINGLE]

**NA31.** Did you at any stage use any guidance produced by the Victorian Legal Services Board + Commissioner regarding the handling of your issue?

1. Yes
2. No
98. Can't recall

[ASK IF NA31=1, YES] [MULTI] [RANDOMISE]

**NA32.** Which of the following did you obtain information or guidance about from the Victorian Legal Services Board + Commissioner?

*Please select all that apply*

1. What the Victorian Legal Services Board + Commissioner does
2. Your legal rights and responsibilities
3. How to handle a dispute
4. How to find a lawyer
5. What questions you can ask your lawyer
6. The ways lawyers can charge for their services
7. What lawyers should tell you about their charges
8. What lawyers' bills look like
9. How to make a request for legal records
10. How to make a complaint about a lawyer
97. Other (specify)

[SINGLE] [ASK IF NA31=1, YES OR NA26=6 (VIC SAMPLE ONLY), OR NA29=1]

**NA33.** Were you aware of the 'Your Right To Ask' advertisements before you contacted the Victorian Legal Services Board + Commissioner?

1. Yes
2. No
98. Can't recall

[ASK IF PROVIDER = LAWYER, CODES 1-6 AT NF14]

**NA34.** When receiving help from [PROVIDER] were you aware that it's your right to ask your lawyer questions about anything to do with your case?

1. Yes
2. No

## 2.14 Section NS: Solicitors

PROGRAMMER NOTE: ONLY ASK FOR VIC SAMPLE (HIDPCODE = 3 OR 4)

PROGRAMMER NOTE: IF (NF14\_1= NOT 1 OR 2) OR (NF18\_1=1 OR 2), ASK. OTHERWISE SKIP THIS SECTION:

Now, [ IF NF14\_1=NOT 1 OR 2 AND NF18\_1=NOT 1-2, SAY "A QUICK QUESTION ABOUT YOUR THOUGHTS ON SOLICITORS", OTHERWISE "A FEW QUESTIONS ABOUT YOUR CONSIDERATION OF A SOLICITOR/SOLICITORS' FIRM] in relation to [NON-CONTENTIOUS ISSUE].

PROGRAMMER NOTE: IF (NF14\_1= NOT 1 OR 2) AND (NF18\_1= NOT 1 OR 2 OR 3), ASK:

[MULTIPLE] [RANDOMISE CODES 1-4]

**NS1.** Why didn't you think about getting help from a private solicitor to deal with [NON-CONTENTIOUS ISSUE]?

*Please select all that apply*

1. I didn't think solicitors provide help for this type of issue
2. The issue was not important enough
3. I assumed a solicitor would be too expensive
4. I did not need help/I knew enough myself
5. The help I got was from a solicitor but not a private one [Single]
97. Other (specify)

PROGRAMMER NOTE: IF NF18\_1=1 OR 2, ASK:

[MULTIPLE] [MULTI QUESTION]

**NS2.** You said earlier that you considered help from a solicitor to deal with [NON-CONTENTIOUS ISSUE].

What did you think that a solicitor could do for you?

Type of help provided by [SOLICITOR]	Select all that apply
<p>1. Provide moral/emotional support</p> <p><b>Provide information/advice</b></p> <p>2. Provide information about your rights and/or the law</p> <p>3. Provide information about ways to resolve the problem</p> <p>4. Provide information about types of financial support to help you resolve the problem</p> <p>5. Recommend what you should do</p> <p>6. Recommend where to go for further information, advice or representation</p> <p><b>Practical assistance</b></p> <p>7. Help with paperwork</p> <p>8. Communicate with others on your behalf</p> <p>9. Manage the problem resolution process on your behalf</p> <p>10. Represent you in a court, tribunal, appeal, etc.</p> <p>11. Other [FIXED]</p>	

PROGRAMMER NOTE: IF NF18\_1=1 OR 2 (CONSIDERED/UNSUCCESSFUL ATTEMPT TO GET HELP FROM SOLICITOR), ASK:

**NS3.** Did you know or identify a particular solicitor/solicitors' firm that you thought could help?

1. Yes
2. No

PROGRAMMER NOTE: IF NS3=1, ASK:

**NS4.** Was this a solicitor/solicitors' firm you received help from them before (e.g. for another issue)?

1. Yes
2. No

PROGRAMMER NOTE: IF NS3=1, ASK:

[SINGLE] [ROTATE IN BLOCKS CODES 1-4, COES 5-9, CODE 10]

**NS5.** How did you first become aware of them?

	Select
<b>They were recommended by ...</b> <ol style="list-style-type: none"><li>1. A friend/relative</li><li>2. A business (specify)</li><li>3. Another adviser (specify)</li><li>4. Someone else (specify)</li></ol>	
<b>I became aware of them ...</b> <ol style="list-style-type: none"><li>5. Using the Internet</li><li>6. Passing by their offices</li><li>7. In a leaflet/book</li><li>8. Newspaper/magazine/TV/radio</li><li>9. In another way (specify)</li></ol>	
<ol style="list-style-type: none"><li>10. They contacted me (e.g. cold calling)</li><li>11. Have always been aware of them [FIXED]</li><li>12. Don't know/can't recall [FIXED]</li></ol>	

## 2.15 Section NT: Unsuccessful Attempts to Obtain Assistance

PROGRAMMER NOTE: THIS SECTION ASKED FOR VICTORIA (HIDPCODE=3 OR 4] AND EX-VICTORIA SAMPLE (HIDPCODE IS NOT 3 OR 4.

PROGRAMMER NOTE: ASK THIS SECTION IF ANY NF18\_1 TO NF18\_17=2

[REPEAT SECTION FOR EACH CODE WHERE NF18=2] [EACH CODE WHERE CODE 2 SELECTED AT NF18 IS REFERRED TO AS [UNSUCCESSFUL PROVIDER]

1. a private solicitor/solicitors' firm
2. a Community Legal Centre

3. Legal Aid
4. an Aboriginal Legal Service
5. Consumer Affairs/Department of Fair Trading
6. [pipe in response from NF18a as follows]
  3. a barrister
  4. a conveyancer
  11. a family mediator
  12. an industrial advocate
  13. a migration agent
  14. a notary
  15. a parenting co-ordinator
  16. a patent attorney
  17. a trademark attorney
  98. another legal or advice professional/service
7. the police
8. a government department or authority
9. a local council
10. your employer or trade union
11. [pipe in response from specify box at NF18]
12. a court, or tribunal
13. an ombudsman
14. a health professional/service
15. a financial professional/service
16. a social work professional/service
17. [pipe in response from NF18b]

PROGRAMMER NOTE: FOR EX-VICTORIA SAMPLE: ASK IF ANY CODES SELETED AS CODE 1 (UNSUCCESSFULLY TRIED TO USE) AT NATX1. REPEAT FOR EACH CODE WHERE CODE 1 SELECTED AT NATX1.

NOTE: USE THIS LIST FOR PIPING [UNSUCCESSFUL PROVIDER]

- |   |
|---|
| <ol style="list-style-type: none"> <li>1. a private solicitor/solicitors' firm</li> <li>2. a barrister</li> <li>3. a Community Legal Centre</li> <li>4. Legal Aid</li> <li>5. an Aboriginal Legal Service</li> <li>6. a conveyancer</li> <li>7. an industrial advocate</li> <li>8. a migration agent</li> <li>9. a notary</li> <li>11. a patent attorney</li> <li>12. a trademark attorney</li> </ol> |
|---|

Earlier you said you unsuccessfully tried to get help from [UNSUCCESSFUL PROVIDER]

[MULTIPLE] [RANDOMISE CODES 1-4]

**NT1.** Why were you unable to get help from [UNSUCCESSFUL PROVIDER]?

1. Could not find someone able/willing to help
2. Could not contact/make appointment/obtain reply
3. Too difficult/inconvenient (e.g. time, distance, etc.)
4. Too expensive
97. Other (specify)

PROGRAMMER NOTE: ASK IF NT1=2, COULD NOT CONTACT/MAKE APPOINTMENT

[MULTIPLE]

**NT2.** Which of these methods did you use to try to contact/make appointment with [UNSUCCESSFUL PROVIDER] of help?

*Please select all that apply*

1. Face to face
2. By telephone
3. By email
4. Through a website or app
5. By post
97. Some other way (specify)

PROGRAMMER NOTE: ASK ALL

[MULTIPLE] [RANDOMISE CODES 1-8]

**NT3.** Why didn't you keep trying to get help from [UNSUCCESSFUL ADVISER]?

1. The issue was resolved/resolving
2. I didn't need help / I knew enough myself
3. I didn't think anyone could help with this type of issue
4. Didn't know where (else) to get advice
5. The issue was not important enough
6. It would not have made any difference
7. Too difficult/inconvenient (e.g. time, distance, etc.)
8. Too expensive
97. Other (specify)

PROGRAMMER NOTE: ASK IF NF18\_1=2, UNSUCCESSFUL ATTEMPT TO GET HELP FROM A SOLICITOR, OR NatX1.1=1

[MULTI] [ROTATE CODES 1-5, CODES 6-7, CODES 8-10]

**NT4.** [IF VICTORIA SAMPLE [HIDPCODE = 3 OR 4] Lastly on help to deal with [PROBLEM], when thinking about getting help from a solicitor, did you do any of the following?

[IF EX-VICTORIA SAMPLE [HIDPCODE IS NOT CODE 3 OR 4] Lastly, when thinking about getting help from a solicitor, did you do any of the following?

Factor	Select all that apply
<b>Internet/social media</b> 1. Searched for solicitors 2. Searched for prices 3. Searched for reviews 4. Researched specific services (e.g. solicitors' firm websites) 5. Asked for suggestions on where to go	
<b>Contacted potential sources of help directly</b> 11. Obtained prices 12. Obtained details of services	
<b>Obtained recommendations from</b> 13. Family / friends 14. Another adviser 15. A business	
96. Somewhere else (specify) [FIXED] 97. None of these [FIXED][SINGLE]	

PROGRAMMER NOTE: ASK IF NT4=1 TO 10:

PROGRAMMER NOTE: DISPLAY ONLY CODES SELECTED AT NT4

[SINGLE] [GRID CAROUSEL] [ROTATE CODES 1-5, CODES 6-7, CODES 9-11]

**NT5.** How easy or difficult was it to do this/these things?

Factor	Very easy	Quite easy	Quite difficult	Very difficult
<b>Internet/social media</b> 1. Searched for solicitors 2. Searched for prices 3. Searched for reviews 4. Researched specific services 5. Asked for suggestions on where to go				
<b>Contacted potential sources of help</b> 6. Obtained prices 7. Obtained details of services				
<b>Obtained recommendations from</b> 9. Family / friends 10. Another adviser 11. A business				
97. Somewhere else (specify) [FIXED]				

## 2.16 Section NU: Ongoing Non-Contentious Issue Block

PROGRAMMER NOTE: THIS SECTION ASKED FOR VICTORIA (HIDPCODE=3 OR 4) ONLY.

PROGRAMMER NOTE: ASK IF NF5=2

[SINGLE]

**NU1.** How easy or difficult has it been to deal with the [NON-CONTENTIOUS ISSUE]?

- 4. Very easy
- 3. Quite easy
- 2. Quite difficult
- 1. Very difficult

[SINGLE]

**NU2.** How satisfied or dissatisfied are you with how things are turning out with the issue?

- 4. Very satisfied
- 3. Quite satisfied
- 2. Quite dissatisfied
- 1. Very dissatisfied

[MULTIPLE] [RANDOMISE CODES 2-8]

**NU3.** Is there anything that you wish you had done differently to deal with the issue?

*Please select all that apply.*

1. I wouldn't have done anything differently [SINGLE] [FIXED]
2. Got more information or assistance
3. Got information or assistance sooner
4. Not tried to get assistance
5. Acted sooner
6. Tried harder / been more resolved
7. Done less
8. Avoided the issue
97. Other (Specify)

## 2.17 Section NO: Problem Outcome

PROGRAMMER NOTE: THIS SECTION ASKED FOR VICTORIA (HIDPCODE=3 OR 4] ONLY.

PROGRAMMER NOTE: ASK IF NF5=1 OR 3

[MULTIPLE] [DO NOT RANDOMISE]

**NO1.** Which of the following statements best reflects how the issue was resolved?

1. A court or tribunal order
2. Another relevant authority
3. The issue was completed
4. I abandoned the issue
98. Don't know / can't recall

PROGRAMMER NOTE: ASK IF NO1=1

[SINGLE]

**NO1a.** Were you represented during the court/tribunal process?

1. Yes, I had legal assistance all of the time
2. Yes, I had legal assistance some of the time
3. No, I did not have legal assistance

PROGRAMMER NOTE: ASK IF NO1=4

[MULTIPLE] [RANDOMISE CODES 1-4]

**NO3.** Why did you abandon the problem?

*Please select all that apply*

1. I was advised to do so
2. It was no longer necessary
3. I ran out of money
4. I ran out of time
97. Other (specify)

PROGRAMMER NOTE: ASK IF NF5=1 OR 3

[SINGLE]

**NO5.** Was the outcome better or worse than you had hoped for?

1. Much better than hoped for
2. Somewhat better than hoped for
3. Same as I had hoped for
4. Somewhat worse than hoped for
5. Much worse than hoped for

PROGRAMMER NOTE: ASK IF NF11\_1=1 OR 2; OR NF11\_2=1 OR 2; OR NF11\_7=1 OR 2

[SINGLE]

**NO6.** Did the [IF NF12 = 1 OR 2, SAY: "INFORMATION"] [IF NF12 = 3 AND NOT 4 OR 5, SAY: "INFORMATION AND ADVICE"] [IF NF12 = 4 OR 5, SAY: "INFORMATION, ADVICE AND ASSISTANCE"] that you got result in a better outcome?

1. Yes
2. No

PROGRAMMER NOTE: ASK IF NF11\_1=1 OR 2 ; OR NF11\_2=1 OR 2 ; OR NF11\_7=1 OR 2

[MULTIPLE] [RANDOMISE CODES 1-7]

**NO7.** Did [IF NF12 = 1 OR 2, SAY: "INFORMATION"] [IF NF12 = 3 AND NOT 4 OR 5, SAY: "INFORMATION AND ADVICE"] [IF NF12 = 4 OR 5, SAY: "INFORMATION, ADVICE AND ASSISTANCE"] lead to improvements in any of the following?

*Please select all that apply*

1. Your health or levels of stress
2. Family relationships
3. Levels of harassment or violence
4. Your employment situation
5. Your housing situation
6. Your finances
7. Your confidence
96. None of these

[SINGLE]

**NO8.** Regardless of the outcome of this issue, do you feel the process through which the outcome was reached was basically fair or unfair to everybody concerned?

1. Fair to everybody concerned
2. Not fair to everybody concerned

[SINGLE]

**NO9.** Overall, how easy was to deal with the problem?

4. Very easy
3. Quite easy
2. Quite difficult
1. Very difficult

[MULTIPLE] [RANDOMISE CODES 2-8]

**NO10.** Is there anything that you wish you had done differently to try to sort out the problem?

*Please select all that apply*

1. I wouldn't have done anything differently [FIXED] [SINGLE]
2. Got more information or assistance
3. Got information or assistance sooner
4. Not tried to get assistance
5. Acted sooner
6. Tried harder / been more resolved
7. Done less
8. Avoided the issue
97. Other (Specify)

## 2.18 Section NR: Reasons (Selected Problem)

PROGRAMMER NOTE: THIS SECTION ASKED FOR VICTORIA (HIDPCODE=3 OR 4] ONLY.

PROGRAMMER NOTE: ASK IF NF5=1 OR 3

PROGRAMMER NOTE: ASK IF NF8\_1=NOT 1 OR 2; AND NF8\_2=NOT 1 OR 2; AND NF8\_7=NOT 1 OR 2 AND NF11\_1=NOT 1 OR 2; AND NF11\_2=NOT 1 OR 2 ; AND NF11\_7=NOT 1 OR 2 AND NO CODES 1 OR 2 SELECTED AT ANY OF NF18.

[MULTIPLE] [RANDOMISE CODES 1-7]

**NR2.** Why didn't you try to get help from an independent adviser?

*Please select all that apply*

1. I didn't need help / I knew enough myself
2. The issue was not important enough
3. I didn't think there are advisers that could help with this type of issue
4. I didn't know where / how to get advice
5. It would not have made any difference
6. It would have been too expensive
7. It would have been too difficult (e.g. time, distance, etc.)
97. Other (Specify)

PROGRAMMER NOTE: ASK IF (NF18\_1=3 AND NF14\_1=NOT 1 OR 2) OR (NF18\_2=3 AND NF14\_2=NOT 1 OR 2) OR (NF18\_3=3 AND NF14\_3=NOT 1 OR 2) OR (NF18\_4=3 AND NF14\_4=NOT 1 OR 2) OR (NF18\_5=3 AND NF14\_5=NOT 1 OR 2) OR (NF18\_6=3 AND NF14\_6=NOT 1 OR 2)

[MULTIPLE] [RANDOMISE CODES 1-5]

**NR3.** What was the reason [INSERT LEGAL/ADVICE SERVICE WHERE CODE 3 WAS SELECTED AT NF18] wasn't your main source of [If NF12 = 1 OR 2, SAY: "information"] [If NF12 = 3 AND NOT 4 OR 5, SAY: "information and advice"] [If NF12 = 4 OR 5, SAY: "information, advice and assistance"]

1. Another source of help was more appropriate
2. I only needed them for a specific task/help
3. They didn't provide the main help I needed
4. It would have been too expensive
5. It would have been too difficult (e.g. time, distance, etc.)
97. Other (Specify)

## 2.19 Section X: Additional Service Use

PROGRAMMER NOTE: ASK FOR VICTORIA SAMPLE ONLY (HIDPCODE = 3 OR 4)

[MULTIPLE] [NORMAL GRID] [RANDOMISE CODES 1-11]

**X1.** Now a general question about your use of legal services over the last 2 years.

[IF ANY CONTENTIOUS OR NON-CONTENTIOUS ISSUE IDENTIFIED (NOT 96 A P1 AND P2 AND P3), SAY: "EXCLUDING ANY INFORMATION OR ASSISTANCE OR SERVICES YOU HAVE ALREADY MENTIONED."] Over the last two years (i.e. since [INSERT DATE 2 YEARS AGO]), have you at any time tried to or made use of any of the following?

PROGRAMMER NOTE: DO NOT FORCE RESPONSE FOR EACH ROW

	Unsuccessfully Tried to use	Made use of
1. Private solicitor/solicitors' firm	1	2
2. Community Legal Centre		
3. Legal Aid		
4. Aboriginal Legal Service		
5. Conveyancer		
6. Industrial advocate		
7. Migration agent		
8. Notary		
10. Patent attorney		
11. Trademark attorney		
96. None of these		

PROGRAMMER NOTE: ASK FOR EACH PROVIDER SELECTED AT X1 (X1=1 OR 2):

[MULTIPLE] [DO NOT RANDOMISE]

**X2.** What type(s) of issue(s) did you [IF X1=1, SAY: TRY TO USE / IF X1=2, SAY: USE [PROVIDER SELECTED AT X1] for?

NOTE: PLEASE PIPE IN CODES FR X1 AS:

- |  |
|--|
| <ol style="list-style-type: none"><li>1. a private solicitor/solicitors' firm</li><li>2. a Community Legal Centre</li><li>3. Legal Aid</li><li>4. an Aboriginal Legal Service</li><li>5. a conveyancer</li><li>6. an industrial advocate</li><li>7. a migration agent</li><li>8. a notary</li><li>10. a patent attorney</li><li>11. a trademark attorney</li></ol> |
|--|

*Select all that apply*

1. Consumer issue (i.e. concerning goods or services)
2. Debt
3. Employment issue
4. Family issue
5. An injury or illness
6. Neighbours issue
7. An issue with your landlord
8. An issue with a tenant in a property you own
9. Issue with property you own
10. A fine, penalty notice or infringement notice
11. An issue concerning government payments
12. An issue concerning government or public services
13. Another type of money issue
14. An immigration or residency issue
15. Being arrested or an issue with the police
16. An issue concerning a business you own
97. An issue concerning something else (Specify)

## 2.20 Section C: Capability

PROGRAMMER NOTE: THIS SECTION ASKED FOR VICTORIA (HIDPCODE=3 OR 4] ONLY.

PROGRAMMER NOTE: ASK ALL

[MULTIPLE] [NORMAL GRID]

**C1.** Which of the following sources of information and assistance do you know something about (for example, what they do)?

And which have you ever obtained help from?

*Please select all that apply*

	Know what they do	Have obtained help from
1. Solicitors	1	2
2. Barristers		
3. Community Law Centres		
4. Aboriginal Legal Service		
5. Conveyancers		
6. Migration agents		
7. Industrial advocates		
8. Notaries public		
9. Professional associations		
10. Mediators		
11. Parenting co-ordinators		
12. Victorian Legal Services Board + Commissioner		
13. Victoria Legal Aid		
14. VCAT (Victorian Civil and Administrative Tribunal)		
15. Consumer Affairs Victoria		
16. Neighbourhood Justice Centres		
17. Dispute Resolution Victoria		
96. I do not know what any of these do		

[SINGLE][GRID-CAROUSEL]

**C2.** If you found yourself facing a **significant legal dispute** – such as being unfairly sacked by your employer, injured where it was someone else’s fault, involved in a dispute over money as part of a divorce, being kicked out of your home, or a serious dispute with a neighbour.

How confident are you that you could achieve an outcome that is fair and you would be happy with in the following situations ...?

	Very confident	Quite confident	Not very confident	Not confident at all
1. The disagreement is substantial	4	3	2	1
2. The other side says they ‘will not compromise’				
3. The other side will only speak to you through their solicitor				
4. A notice from court says you must complete certain forms, including setting out your case				
5. The problem goes to court, a barrister represents the other side, and you are on your own				
6. The court makes a judgement against you, which you see as unfair. You are told you have a right to appeal				

[SINGLE] [GRID-CAROUSEL] [RANDOMISE CODES 1-10]

**C3.** Again thinking about legal issues, such as being unfairly sacked by your employer, injured where it was someone else's fault, involved in a dispute over money as part of a divorce, being kicked out of your home, or a serious dispute with a neighbour.

Thinking about issues like this, to what extent do you agree or disagree that lawyers in Victoria...?

	Strongly agree	Agree	Disagree	Strongly disagree
1. Are not people I'd be happy to use	4	3	2	1
2. Are the last people I would ever go to for help				
3. Are not interested in the issues I face				
4. Are not concerned with real people's lives				
5. Are unapproachable				
6. Are not geared up for ordinary people to use				
7. Are slow				
8. Are not worth the hassle				
9. Don't take people like me seriously				
10. Take too long to deal with issues				

[SINGLE] [GRID-CAROUSEL] [RANDOMISE CODES 1-3]

**C4a.** How much do you agree or disagree with the following statements?

If I used a lawyer, I would trust them to ...

	Strongly agree	Agree	Disagree	Strongly disagree
1. Act in my best interest	4	3	2	1
2. Not overcharge me				
3. Be knowledgeable and skilled in their work				

[SINGLE] [GRID-CAROUSEL] [RANDOMISE CODES 1-3]

**C4b.** How much do you agree or disagree with the following statements?

If I used a lawyer, I would expect them to ...

	Strongly agree	Agree	Disagree	Strongly disagree
1. Act ethically and within the law	4	3	2	1
2. Exploit loopholes in the law				
3. Break the rules if needed				

## 2.21 Section MD: Main Demographics (From PULS)

PROGRAMMER NOTE: THIS SECTION ASKED FOR VICTORIA (HIDPCODE=3 OR 4) AND EX-VIC SAMPLE [HIDPCODE IS NOT 3 OR 4].

PROGRAMMER NOTE: ASK ALL

Finally, a last few questions which will help us identify patterns of life problems, help seeking and needs.

[SINGLE]

**MD1.** Which of the following best describes your relationship status?

1. Married (or in a registered relationship)
2. De facto (or living together as a couple)
3. Single
4. Widowed
97. Other (Specify)

[QUANTITY] [RANGE 0-50]

**MD2.** How many children do you have under the age of 18 who usually live with you (i.e. at least 50% of the time)?

*Please include biological, foster, step, adopted children, relative or kinship care.*

*If you do not have children, please enter zero (0)*

[NUMBER (RANGE 0-50)]

PROGRAMMER NOTE: ASK IF (MD1=3 OR 4 OR 97) AND (MD2=0):

[SINGLE]

**M2a.** Do you live alone?

1. Yes
2. No

PROGRAMMER NOTE: ASK ALL

[SINGLE]

**MD3.** At present, do you own or rent the home you live in?

1. Own it outright
2. Buying it with the help of a mortgage or loan
3. Pay part rent and part mortgage (shared equity)
4. Rent – public housing or other community or social housing
5. Rent from private landlord (including family members/friends)
6. Live here rent free
97. Other (specify)

[SINGLE]

**MD4.** Which of these descriptions best reflects your circumstances?

1. Working full-time (35 or more hours a week in one or more jobs)
2. Working part-time (less than 35 hours a week in one of more jobs)
3. Working occasionally
4. Not working and full-time in education
5. Not working and looking for paid work
6. Not working due to health or disability
7. Retired
8. Not working in formal employment, but looking after the home, children or having other caring responsibilities
97. Not working for another reason (Specify)

PROGRAMMER NOTE: ASK IF MD4=1 OR 2 OR 3 (AND SEMI RETIRED IF ADDED ABOVE)

[SINGLE]

**MD4a.** Which best describes your main work activity, is it....

1. Paid job with regular hours, for an employer
2. For your own business
3. Casual, on demand or as part of the gig economy
4. As an unpaid volunteer

PROGRAMMER NOTE: ASK IF MD4=1 OR 2 OR 3 (AND SEMI RETIRED IF ADDED ABOVE)

[OPEN]

**MD4b.** What is your job or occupation title?

*Try to avoid one-word answers. For example, shipping clerk, not just clerk. Dairy farmer, not just farmer and builder's labourer, not just labourer.*

[OPEN]

PROGRAMMER NOTE: ASK IF MD4=3

**MD4c.** Are you currently not working and looking for work?

1. Yes
2. No

PROGRAMMER NOTE: ASK IF (MD4=5 OR 6) OR (MD4C=1)

[SINGLE]

**MD4d.** How long have you currently been out of work?

*If you are not certain, please give your best estimate*

1. Less than 1 month
2. 1 to 6 months
3. 7 to 12 months
4. More than 12 months
99. Prefer not to say

PROGRAMMER NOTE: ASK ALL

[SINGLE]

**MD5.** What is the highest level of education you have completed?

1. Year 9/Form 3 or below
2. Year 10/Form 4/Intermediate
3. Year 11/Form 5/Leaving
4. Year 12/Form 6/C/VCE/Matriculation
5. Trade/Vocational Certificate (Cert I-IV)
6. Diploma/Advanced Diploma
7. Bachelor Degree (including with Honours)
8. Postgraduate Award
97. Other (specify)

Now a few questions about your health, which has been shown to influence how people deal with the life problems they face.

[SINGLE]

**MD6.** Do you have any long-term health condition, impairment or disability that restricts you in your everyday activities, and has lasted or is likely to last, for 6 months or more?

1. Yes
2. No
99. Prefer not to say

PROGRAMMER NOTE: ASK IF MD6=1

[SINGLE]

**MD6a.** During the last 12 months, how much did your condition restrict your daily activities, such as your communication, mobility or self-care? Was it...

1. Not at all
2. Mildly
3. Moderately
4. Severely
5. Extremely

PROGRAMMER NOTE: ASK ALL

Now some questions about your income. You only need to provide an approximate amount. Remember, this is confidential and will only be used for research purposes.

[SINGLE]

**MD7.** Do you receive any government payments specifically because of low or no income?

For example, unemployment benefits (Newstart or JobSeeker), age pension, disability pensions, family tax benefit, parenting payment, carer payment or youth and student allowances?

1. Yes
2. No

[SINGLE]

**MD8.** Including your own income, what is your gross HOUSEHOLD income BEFORE tax from all sources excluding super?

*If you are not certain, please give your best estimate.*

1. \$0 to \$769 per week / \$0 to \$39,988 per year
2. \$770 to \$1,357 per week / \$39,989 to \$70,564 per year
3. \$1,358 to \$2,121 per week / \$70,565 to \$110,292 per year
4. \$2,122 to \$3,178 per week / \$110,293 to \$165,256 per year
5. \$3,179 or more per week / \$165,257 or more per year
99. Prefer not to say

[SINGLE]

**MD9.** Over the last 12 months, have you gone without meals or been unable to heat or cool your home because of a shortage of money?

1. Yes
2. No
99. Prefer not to say

[SINGLE]

**MD10.** In which country were you born?

1. Australia
2. United Kingdom – UK (includes England, Scotland, Wales, Northern Ireland)
3. New Zealand
4. China
5. India
6. Italy
7. Vietnam
8. Philippines
9. South Africa
10. Malaysia
11. Germany
97. Other (Specify)

PROGRAMMER NOTE: ASK IF MD10=NOT 1

[QUANTITY 1903-2024] [PROGRAMMER NOTE: PLEASE DISPLAY 2024 AT THE TOP OF THE LIST AND 1903 AT THE BOTTOM]

**MD10a.** In what year did you first come to Australia to live for 6 months or more - even if you have spent time abroad since?

*If you are not certain, please give your best estimate.*

[YEAR]

PROGRAMMER NOTE: ASK ALL

[SINGLE]

**MD11.** Are you of Aboriginal and/or Torres Strait Islander origin?

1. Aboriginal
2. Torres Strait Islander
3. Both Aboriginal and Torres Strait Islander
4. No
99. Prefer not to say

Finally, two questions about how comfortable you are dealing with organisations and about your use of the Internet.

[SINGLE] [GRID-CAROUSEL] [RANDOMISE CODES 1-6]

**MD12.** In general, thinking about dealing with organisations such as banks, the council, doctors, Centrelink, or government departments ....

How often do you ...

	Always	Often	Sometimes	Never
1. have someone helping you read letters, brochures for information from such organisations				
2. have difficulty filling out forms for them by yourself				
3. find it difficult to understand written information from them				
4. find it difficult to understand what they say to you when discussing matters in person				
5. have difficulty finding the right person to speak to within such organisations				
6. have difficulty raising problems with such organisations				

[SINGLE] [GRID-CAROUSEL] [RANDOMISE CODES 1-8]

**MD13.** And have you ever used the internet to do the following?

	Yes – have done this	No – but could have	No – and could not	Don't know what this is
Pay a bill using online banking Send an email Make a video call on a computer or laptop using, Skype, Zoom or something similar Find specific information (e.g. your eligibility for government payments) Set up 2-step ID verification (also known as two-factor authentication) Do your tax return, claim a Centrelink benefit or similar Save an online document onto your computer Take a photo of your drivers' licence or another form of ID and upload it to a government website				

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