2023 ACMA Annual Consumer Survey – Broadcasting and online content questionnaire

Date: 8 June 2023

GENERAL PROGRAMMING NOTES

- Previous survey is the 2022 ACMA Consumer Survey – project number 2828 – not to use as a base due to edits.
- All programmer notes are in UPPERCASE text.
- All question text in BLUE is CATI only and in ORANGE is web only. Text in BLACK is for both.
- 'HOVER' instructions are included as 'INCLUDE AS POP-OUT BOX'

Table 1: Pop-ups / definitions

Word/Phrase	Pop-up
Apps	An app is an application or program that you can download on to a mobile phone or other device.
Bullying, harassment, threats or other unwanted contact	Includes threatening, intimidating, harassing or humiliating online communications.
Child sexual exploitation material	Includes images, videos and other depictions or descriptions of children being physically or sexually abused or exploited sexually.
Community expectations	This includes the kinds of protection or safeguards that present-day Australian audiences may expect when watching or listening to professionally produced content.
Community radio service	A community radio service is a not-for-profit broadcast available free-to-air on AM/FM radio, and some are also available as digital radio stations. It is broadcast to a specific geographical area and features program content relevant to the local community. Some community radio services represent specific community interests such as religion or the Indigenous commuD7nity.
Content instructing in crime or violence, or Content inciting violence or crime	Includes content inciting or promoting crime or violence.
Defamation	Includes reputational damage.
Digital radio	Digital radio (DAB+) is broadcast free-to-air like AM/FM radio but uses a digital signal requiring a DAB+ enabled device. It does not include listening to the radio on the internet or podcasts.
Extreme violence	Includes material that shows murder, attempted murder, rape, torture, violent kidnapping, suicide or self-harm.

Word/Phrase	Pop-up
Harmful content	Content that is likely to harm the physical or mental health of a person. This includes: Cyberbullying of a child or young person (under 18) Adult cyber abuse (18 years and older) Image-based abuse (sharing, or threatening to share, an intimate image or video without the consent of the person shown).
'Other types' of harmful content (excluding misinformation and scams)	This includes defamation, slurs or derogatory language, sexist, racist or hateful content, bullying or harassment, image-based abuse, content inciting crime and terrorism as well as posting of personal or private details without consent.
Image-based abuse	Includes intimate photos or videos shared without consent of the person shown (also known as 'revenge porn').
Impersonating another person	Includes when a person creates an account or profile pretending to be someone else.
Misinformation	This includes disinformation, information that is false, wrong, misleading, or deceptive including conspiracy theories, propaganda, fake news, and hoaxes that may or may not be spread with the intent to cause harm to individuals, groups or society.
Mobile broadband	Mobile broadband is a wireless internet connection delivered via a mobile network or cellular towers to computers and other digital devices using portable modems.
Posting of personal or private details without consent	Includes sharing of address online, or doxing.
Report / flag button or filling in a complaint form	Most websites or apps will provide a means for users to report content that may be in breach of their community standards. Often this can be done directly via a button or menu that you can access when viewing a post or other piece of content.
Scams or financial extortion	Includes schemes designed to deceive or trick people into handing over money or personal details, such as fake investment opportunities, fake charities or fake dating profiles. Scammers may also impersonate well-known organisations with claims of unpaid bills, fines or debts.
Sexist, racist, hateful or discriminatory content	Includes discrimination, harassment and bullying based on a person's sex, disability, sexual orientation, race, religion or age.
Sexually explicit adult material	Includes pornography.
Smart devices	Appliances and gadgets which can be connected to the internet, either via a fixed internet connection, WiFi or through Bluetooth, but excludes computers, tablets and mobile phones.
Smart TV	An internet enabled TV set with built-in apps. It doesn't need a separate device to go online (e.g., a set-top box or games console).
Standard TV	A TV set that can be used to watch programs from broadcasting stations. It does not have an internet connection itself and can only be connected to the internet using a separate device (e.g., Apple TV, a Fire TV Stick, Chromecast device or games console).
Terrorist content	Includes material that shows violent acts of terror or that advocates a terrorist act.

Table 2: Question overview

Qtn #	Year added	
		Introduction
A5	2017	Which state or territory do you live in?
A6	2017	What is your current residential postcode?
A7	2017	Do you live within or outside your state's capital city?
EMPLOY1		Which one of the following best describes your current employment status?
		Use of services and devices
A1	2017	In the past 6 months, which of the following communication services have you used for personal purposes?
A15	2023	And which of the following communication services did you use on a public payphone?
A2	2017	Does your household have internet access either via the NBN, a fixed or wireless internet service, mobile broadband, satellite or non-NBN cable internet?
A16	2023	Do you have access to the internet at home via a mobile phone or tablet with a SIM card using the 4G or 5G mobile network?
A14	2022	And is your household internet connection via the NBN?
A17	2023	Do you have a mobile broadband service?
A4	2017	Do you have a television in your home?
A11	2020	What type of TV / TVs do you have in your home?
D5	2017	Which of the following devices have you used to access the internet at home or elsewhere in the past 6 months, for personal purposes?
D6	2017	On average, in the past 6 months how often did you use the following devices to access the internet for personal purposes?
D7	2017	And do you have any of these other smart devices, connected to the internet?
D8	2017	Please indicate whether you have done any of the following in the past 6 months at home or elsewhere
		Use of websites or apps
E2	2020	Which websites or apps have you used in the past 6 months for personal purposes?
E12	2022	Which of the following websites or apps, if any, have you used in the past 7 days for personal purposes?
E13	2022	And which of the following websites or apps, if any, have you used in the past 7 days for personal purposes to **actively engage with a piece of content**?
E14	2022	And which of the following websites or apps, if any, have you used in the past 7 days for personal purposes to **post or create a piece of content**?

Qtn #	Year added	
E15	2022	And which of the following websites or apps, if any, have you used in the past 7 days for personal purposes to **access news**?
E16	2022	And which of the following websites or apps, if any, have you used in the past 7 days for personal purposes to **make voice calls or video calls**?
E17	2022	And which of the following websites or apps, if any, have you used in the past 7 days for personal purposes to **send messages**?
E18	2023	For each of the websites and apps you have used in the past 6 months, have you seen or noticed any content you believe to be a **scam**?
E19	2023	For each of these website/apps, on average, in the past 6 months **how often** have you seen or heard any content you believe to be a scam?
E20	2023	And on what platform did you most recently see or notice any content you believe to be a scam?
E21	2023	Thinking of your most recent experience, on <<INSERT RESPONSE FROM QE20>>, what was the nature of the scam that you saw or heard?
E21B	2023	And did make a report or complaint about this content to the platform operator?
E22	2023	For each of the websites and apps you have used in the past 6 months, have you seen or heard any content you believe to be misinformation?
E23	2023	For each of these website/apps, on average, in the past 6 months how often have you seen or heard any content you believe to be misinformation?
E24	2023	And on what platform did you most recently see or notice any content you believe to be misinformation?
E25	2023	Thinking of your most recent experience on <<INSERT PLATFORM FROM QE24>>, where did you see or hear the misinformation on the website or app?
E26	2023	Thinking of your most recent experience, on <<INSERT PLATFORM FROM QE24>> what was the nature of the misinformation that you saw or heard?
E27	2023	Which of the following categories did the misinformation about certain groups in society relate to?
E27B	2023	And did make a report or complaint about this content to the platform operator?
E28	2023	For each of the websites and apps you have used in the past 6 months, have you seen or heard any other types of harmful content?
E29	2023	And on what platform did you most recently see or notice other types of harmful content?
E30	2023	Thinking of your most recent experience on <<INSERT PLATFORM FROM QE29>>, what was the nature of the other harmful content that you saw or heard?
E30B	2023	And did make a report or complaint about this content to the platform operator?
E31	2023	Agree or disagree: Misinformation is harming Australian society / DPs are doing enough / DPs can be trusted to deal with misinformation

Qtn #	Year added	
		Viewing habits
F4	2017	Which of the following have you personally watched in the past 7 days at home or elsewhere?
F13	2023	Which of the following paid subscription streaming services do you currently have access to in your household?
F14	2023	Thinking of the streaming services you watch at home, are any of these on an ad-supported subscription plan?
F15	2023	In the last 6 months, what changes, if any, have you made to the number of paid subscription streaming services you have in your household?
F16	2023	What were the reasons you changed your paid subscription streaming services?
F17	2023	For any paid subscription streaming services you currently have access to, which of the following applies to the nature of your subscription?
F5	2017	In the past 7 days, how many hours have you spent watching each of the following?
F1	2017	Which of the following devices, if any, do you use to watch online video content such as TV shows, news, movies, sport or user-generated content, at home?
F18	2023	And which of the following types of video content do you watch on each device?
F7	2017	Now, thinking about the past 6 months, which of the following online services, if any, have you used to watch video content?
F9	2021	You said you watched catch up TV for free-to-air programs in the past 7 days. Which channels have you watched using catch up TV in the past 7 days?
F19	2023	Which of the following describes the content that you watched on <<INSERT RESPONSE FROM F9>>
F8	2017	Which of the following online services, if any, have you used to watch video content in the past 7 days?
		Radio and listening habits
H12	2022	Now some questions about radio and online listening. Do you have a radio at home> / Do you have a digital radio (DAB+) at home?
H13	2022	Can your < radio / digital radio (DAB+)> operate using battery power?
H14	2022	Which of the following options are available in your car to listen to audio content (regardless of whether you use it)?
H15	2022	Which have you used to listen to audio content in your car in the past 6 months?
H8	2017	Which of the following have you personally listened to in the past 6 months
H3	2017	Which of the following have you listened to in the past 7 days?
H16	2022	Where have you listened to each of the following in the past 7 days?
H4	2022	And how many hours have you spent listening to each of the following in the past 7 days?

Qtn #	Year added	
H5	2017	In the past 7 days, which of the following online services (or apps) have you listened to for the following?
H17	2022	In the past 6 months, have you listened to a community radio service on AM, FM or digital radio (DAB+)?
		Use and confidence
C1B	2023	How would you rate your confidence that what is shown on TV meets community expectations?
C2B	2023	How would you rate your confidence that what is broadcast on radio meets community expectations?
		Gambling
K1	2017	Please indicate which, if any, of the following **online** gambling activities you have undertaken in the **past 6 months.**
K5	2021	Did you make any in-play bets during any of your sports-related online gambling activities in the **past 6 months**? That is placing bets online after the event has started.
K6	2021	In the **past 6 months**, have you used any offshore betting sites or apps? Offshore in this case means an operator based outside of Australia.
K7	2021	On average, how often do you **currently** gamble online?
		Demographics
J2	2017	Now thinking about children aged under 18 living in the household. Are there any children in the following age groups?
J5		What is your household's combined annual income from all sources, before tax...?

INTRO
*(ALL)
ORDER DUMMY VARIABLE, RANDOM ASSIGNMENT FOR: C1B THRU C2B, QE31

1. Normal code frame order [50%]
2. Reverse code frame order [50%]

(NEW SCREEN)

*(Life in Australia™ SAMPLE)

ACMA

The survey will take around 20–25 minutes to complete, and you'll receive a $10 reward for completing it.

This survey is on behalf of the Australian Communications and Media Authority (ACMA). The ACMA is an independent Commonwealth statutory authority, regulating communication and media services in Australia.

Some response options in this survey have additional text to assist understanding. To view this text hover your mouse pointer over words that have a dotted underline.

(NEW SCREEN)

*(ALL) *(programmer note: do not ask, inpute from panel profile p_STATE) <10 SECONDS>

QA5

Which state or territory do you live in?

Please select one answer.

(SINGLE RESPONSE)

1. NSW
2. VIC
3. QLD
4. SA
5. WA
6. TAS
7. NT
8. ACT
99. (Refused) / Prefer not to say

*(ALL) *(PROGRAMMER NOTE: DO NOT ASK, INPUTE FROM PANEL PROFILE P_POSTCODE) <18 SECONDS>
QA6 (2017)

What is your current residential postcode?

Please type in your response and select from the list.

*(INTERVIEWER NOTE: ENTER POSTCODE)

1. (OPEN-END TEXT BOX. ALLOW 4 DIGITS. DROP-DOWN LIST FOR ONLINE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

(P_POSTCODE = 97-99, UNKNOWN OR DON'T KNOW OR REFUSED) <12 SECONDS>
QA7 (2017)
Do you live within or outside your state's capital city?

Please select one answer.

(SINGLE RESPONSE)

1. Within capital city
2. Outside capital city
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ALL)
EMPLOY1
Which one of the following best describes your current employment status?

Please select one answer.

(SINGLE RESPONSE) (READ OUT)

1. Self-employed
2. Employed
3. Employed casually
4. Unemployed
5. Engaged in home duties
6. A student
7. Retired
8. Unable to work (for example, due to a disability)
9. A carer (for example, for a family member or friend)
96 Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

MODULE A / D – Use of services and devices

*(ASK ALL) (NEW SCREEN) (INTRO)

We'd now like to ask you some questions about the types of communication services you currently use.

(NEW SCREEN)

*(ALL) <35 SECONDS>

QA1 (2017)

In the **past 6 months**, which of the following communication services have you **used for personal purposes**?

This includes sending, making and / or receiving calls and messages.

Please select all that apply.

(MULTIPLE RESPONSE) (ROTATE OPTIONS WITHIN GROUPS: DISPLAY CODE 4 PUBLIC PAYPHONE FIRST; DISPLAY CODE 2 AND 3 TOGETHER;13 AND 14 TOGETHER; 11, 12, AND 10 TOGETHER) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH).

4. Public payphone
1. Landline (home) telephone for **calls**
2. Mobile phone for **calls**
13. Tablet, computer or other internet enabled device for **calls**
3. Mobile phone for **texts (SMS)**
14. Tablet, computer or other internet enabled device for **texts (SMS)**
11. Used an app for messages (e.g. Messenger, WhatsApp, Instagram)
12. Used an app for video calls (e.g. Messenger, WhatsApp, FaceTime)
10. Used an app for voice calls (e.g. Messenger, WhatsApp, FaceTime)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QA1=4, USE PUBLIC PAYPHONE)
QA15 (2023)

And which of the following communication services did you use on a public payphone?

Please select all that apply.

(MULTIPLE RESPONSE) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH).

1. Voice call

2. Text (SMS)
3. WiFi hotspot
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(ALL) <14 SECONDS>
QA2 (2017)

Does your household have **internet access** either via the NBN, a fixed or wireless internet service, mobile broadband, satellite or non-NBN cable internet?

IF NECESSARY:

This **includes** making phone calls via voice-only or VoIP (voice over internet protocol) services. This **excludes** access to the internet via a mobile phone or tablet with a SIM card using the 4G or 5G mobile network.

IF NECESSARY TO CLARIFY NBN / INCLUDE AS POP-OUT BOX FOR NBN:

Most NBN connections require a utility box fixed outside your premises and use an 'NBN connection box' installed inside your premises that connects to your computer router/modem.

NBN internet or phone includes FTTP, FTTN, FTTB, FTTC or HFC. Fixed wireless or satellite can also be on the NBN. ADSL internet is not available on the NBN.

Please select one answer.

(SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ASK ALL)
QA16 (2023)

Do you have access to the internet at home **via a mobile phone or tablet** with a SIM card using the 4G or 5G mobile network?

Please select one answer.

(SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QA2=1, HAS INTERNET ACCESS)
QA14 (2022)

And is your household internet connection via the NBN?

IF NECESSARY TO CLARIFY NBN / INCLUDE AS POP-OUT BOX FOR NBN:

Most NBN connections require a utility box fixed outside your premises and use an 'NBN connection box' installed inside your premises that connects to your computer router/modem.

NBN internet or phone includes FTTP, FTTN, FTTB, FTTC or HFC. Fixed wireless or satellite can also be on the NBN. ADSL internet is not available on the NBN.

Please select one answer.

(SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QA2=1, HAS INTERNET ACCESS)
QA17 (2023)

Do you have a mobile broadband service?

This **includes** a dongle, data cards, USB modems, portable Wi-Fi modems, and tablets or other devices that access the internet via a data-only SIM card. This **excludes** using the internet on your mobile phone.

IF NECESSARY TO CLARIFY MOBILE BROADBAND / INCLUDE AS POP-OUT BOX FOR MOBILE BROADBAND

MOBILE BROADBAND is a wireless internet connection delivered via a mobile network or cellular towers to computers and other digital devices using portable modems.

Please select one answer.

(SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ASK ALL) <12 SECONDS>
QA4 (2017)

Do you have a television in your home?

Please select one answer.

(SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QA4=1, HAS A TELEVISION AT HOME) <11 SECONDS>
QA11 (2020)
What type of TV / TVs do you have in your home?

IF NECESSARY TO CLARIFY AT CODE 1 / INCLUDE AS POP-OUT BOX FOR CODE 1

SMART TV: An internet enabled TV set with built-in apps. It doesn't need a separate device to go online (e.g. a set-top box or games console).

IF NECESSARY TO CLARIFY AT CODE 2 / INCLUDE AS POP-OUT BOX FOR CODE 2

STANDARD TV: A TV set that can be used to watch programs from broadcasting stations. It does not have an internet connection itself and can only be connected to the internet using a separate device (e.g. Apple TV, a Fire TV Stick, Chromecast device or games console).

Please select all that apply.

(ROTATE) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

*(PROGRAMMER NOTE: DISPLAY DESCRIPTIONS USING HOVER OVER TEXT)

1. Smart TV
2. Standard TV
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(ALL) <40 SECONDS>
QD5 (2017)
Which of the following devices have you **used to access the internet at home or elsewhere** in the **past 6 months**, for personal purposes?

Please select all that apply.

IF NECESSARY TO CLARIFY AT CODE 9 / INCLUDE AS POP-OUT BOX FOR CODE 9

SMART TV: An internet enabled TV set with built-in apps. It doesn't need a separate device to go online (e.g. a set-top box or games console)

(ROTATE) (MULTIPLE RESPONSE) (ALWAYS DISPLAY CODE 96, 97, 98 AND 99 LAST) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. Desktop computer

2. Laptop computer
3. Mobile phone
4. Tablet (e.g. iPad, Galaxy Tab)
5. e-reader (e.g. Kindle, Kobo)
7. Games console (e.g. PlayStation 5, Nintendo Switch, Xbox Series S/X)
9. Smart TV
10. Personal video recorder (PVR) (e.g. Foxtel IQ, Fetch box)
11. Digital media player or streaming device (e.g. TelstraTV, Google Chromecast, Apple TV, Amazon Fire TV/Fire TV Stick)
96. Something else (Please specify)
97. None of the above (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

(DISPLAY AS CAROUSEL USING STANDARD STATEMENT ONE-BY-ONE DISPLAY)

*(QD5=1 THRU 96, USED DEVICE TO ACCESS INTERNET) <55 SECONDS>

QD6 (Revised B6 in Survey 1)
On average, in the **past 6 months how often** did you use the following devices to access the internet for **personal purposes**?

Please select one answer per device.

(STATEMENTS) (ROTATE)

(ONLY SHOW STATEMENTS SELECTED AT QD5)

1. Desktop computer
2. Laptop computer
3. Mobile phone
4. Tablet (e.g. an iPad, Galaxy Tab)
5. e-reader (e.g. Kindle, Kobo)
7. Games console (e.g. PlayStation 5, Nintendo Switch, Xbox Series S/X)
9. Smart TV
10. Personal video recorder (PVR), (e.g. Foxtel IQ, Fetch)
11. Digital media player or streaming device (e.g. Google Chromecast, Apple TV, Amazon Fire TV/Fire TV Stick)
96. <INSERT QD5 code 96 response> (FIXED)

(RESPONSE FRAME) (SINGLE RESPONSE) (READ OUT)

1. Multiple times a day
2. Once a day
3. Several times a week

4. Weekly
5. Fortnightly
6. Monthly
7. Less often than monthly
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ASK ALL) <34 SECONDS>
QD7 (2017)
And do you have any of these other **smart devices**, **connected to the internet**?

By smart devices we mean appliances and gadgets which can be connected to the internet, either via a fixed internet connection, WiFi or through Bluetooth, but excludes computers, tablets and mobile phones.

Please select all that apply.

(ROTATE) (MULTIPLE RESPONSE) (ROTATE POSITION OF CODES 1 TO 14; ROTATE OPTIONS WITHIN GROUPS: DISPLAY CODE 10 AND 13 TOGETHER; DISPLAY CODE 3, 11 AND 12 TOGETHER) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH, UNLESS QR SAYS THEY HAVE NO SMART DEVICES) (ALWAYS DISPLAY CODE 96, 97, 98 AND 99 LAST)

1. Smart TV
3. Wearable devices (e.g. smart watches, or a FitBit)
10. Voice controlled smart speakers (e.g. Google Home, Amazon Echo or Apple HomePod)
11. GPS tracking tag or device
12. Bluetooth tracking tag or device (e.g. Apple Airtag, Tile)
13 Smart Display (e.g. Google Nest Hub)
14 Smart home appliances (e.g, security, lighting, heating/cooling/air treatment, kitchen or laundry, vacuum, pet related technology etc.)
96. Something else (please specify)
97. You / I don't have any smart devices connected to the internet. (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

(DISPLAY AS CAROUSEL USING STANDARD STATEMENT ONE-BY-ONE DISPLAY. USE STANDARD GRID IF CAROUSEL IS NOT POSSIBLE.)

*(ALL) <54 SECONDS>
QD8 (2017)
*(DISPLAY FOR ONLINE) Please indicate whether you have done any of the following in the **past 6 months** at home or elsewhere.

*(DISPLAY FOR CATI) I am now going to read out a range of internet-based activities. Please indicate whether you have done any of the following in the **past 6 months** at home or elsewhere.

Please select one answer per activity.

(STATEMENTS) (ROTATE) (CODE S TO ALWAYS FOLLOW CODE R)

e. Selling goods or services online
f. Buying goods or services online
o. Accessing news and information online
p. Working online from home
q. Studying online from home
r. Telehealth consultation with a doctor, psychologist, or other medical/health professional, via video conferencing, phone or emails
s. Legal, financial or other professional consultation online (excludes medical) *[FOLLOW CODE r]
u. Video conferencing or video calling via an app or web-based service (e.g. Zoom, Skype or Microsoft Teams)
v. Accessing government services using app, not through a website browser such as Chrome or Safari (e.g. apps may include MyGov, Express Plus, Medicare, and state based apps like Service Victoria and Service NSW).

(RESPONSE FRAME) (SINGLE REPONSE) (READ OUT)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

MODULE E – Use of websites or apps

*(ASK ALL) (NEW SCREEN) (INTRO)
The next questions are about websites or apps commonly used for communication and social media.

(NEW SCREEN)

*(ASK ALL)
QE2 (2020)
Which websites or apps have you **used** in the **past 6 months for personal purposes**?

IF NECESSARY TO CLARIFY APP / INCLUDE AS POP-OUT BOX FOR APP: An app is an application or program that you can download on to a mobile phone or other device.

Please select all that apply.

(ROTATE) (MULTIPLE RESPONSE) (ALWAYS DISPLAY CODE 96 AND 97 LAST, ABOVE 'DON'T KNOW/NOT SURE') (GROUP TOGETHER CODES 3 AND 4 FOR FACEBOOK, AND CODES 8 AND 9 FOR GOOGLE)

(READ OUT AND GET A 'YES' OR 'NO' FOR EACH) (SHOW ACROSS 2 SCREENS)

34. BeReal
1. Clubhouse
2. Discord
3. Facebook
4. Facebook Messenger
5. FaceTime
6. Gab
7. Gettr
8 Google Duo/Meet
9. Google Hangouts/Google Chat
10. Imgur
11. Instagram
35. Kwai
12. LINE
13. LinkedIn
36. Mastodon
14. Microsoft Teams
15. Parler
16. Pinterest
17. Reddit
18. Signal
19. Skype
20. Slack
21. Snapchat
22. Telegram
23. TikTok
37. Truth Social
24. Tumblr
25. Twitch
26. Twitter
27. Viber
28. Webex
29. WeChat
30. Weibo
31. WhatsApp

32. YouTube
33. Zoom
96. Some other website or app (Please specify)
97. You / I haven't used websites or apps **in the past 6 months**. (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE2= 1 THRU 37 OR 96 USED WEBSITE OR APP)
QE12 (2022)

Which of the following websites or apps, if any, have you **used** in the **past 7 days for personal purposes**?

Please select all that apply.
(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

(MULTIPLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT QE2) (SHOW ACROSS 2 SCREENS IF MORE THAN 20 WEBSITES OR APPS SHOWN). (GROUP TOGETHER CODES 3 AND 4 FOR FACEBOOK, AND CODES 8 AND 9 FOR GOOGLE)

34. BeReal
1. Clubhouse
2. Discord
3. Facebook
4. Facebook Messenger
5. FaceTime
6. Gab
7. Gettr
8 Google Duo/Meet
9. Google Hangouts/Google Chat
10. Imgur
11. Instagram
35. Kwai
12. LINE
13. LinkedIn
36. Mastodon
14. Microsoft Teams
15. Parler
16. Pinterest
17. Reddit
18. Signal
19. Skype

20. Slack
21. Snapchat
22. Telegram
23. TikTok
37. Truth Social
24. Tumblr
25. Twitch
26. Twitter
27. Viber
28. Webex
29. WeChat
30. Weibo
31. WhatsApp
32. YouTube
33. Zoom
96. [ENTER VERBATIM FROM E2]
97. You / I haven't used websites or apps **in the past 7 days**. (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE12=1 THRU 37 OR 96 USED WEBSITE OR APP IN PAST 7 DAYS)
QE13 (2022)

And which of the following websites or apps, if any, have you used **in the past 7 days** for personal purposes to **actively engage with a piece of content**?

This includes sharing, commenting, or reacting in other ways to the content, such as clicking on 'like'.

Please select all that apply.
(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

(MULTIPLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT QE12) (SHOW ACROSS 2 SCREENS IF MORE THAN 20 WEBSITES OR APPS SHOWN)
(GROUP TOGETHER CODES 3 AND 4 FOR FACEBOOK, AND CODES 8 AND 9 FOR GOOGLE)

34. BeReal
1. Clubhouse
2. Discord
3. Facebook
4. Facebook Messenger
5. FaceTime
6. Gab

7. Gettr
8 Google Duo/Meet
9. Google Hangouts/Google Chat
10. Imgur
11. Instagram
35. Kwai
12. LINE
13. LinkedIn
36. Mastodon
14. Microsoft Teams
15. Parler
16. Pinterest
17. Reddit
18. Signal
19. Skype
20. Slack
21. Snapchat
22. Telegram
23. TikTok
37. Truth Social
24. Tumblr
25. Twitch
26. Twitter
27. Viber
28. Webex
29. WeChat
30. Weibo
31. WhatsApp
32. YouTube
33. Zoom
96. [ENTER VERBATIM FROM E2]
95. None. You / I haven't used websites or apps to actively engage with content online **in the past 7 days**. (EXCLUSIVE)
97. None. You / I don't use websites or apps to actively engage with content online. (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE12=1 THRU 37 OR 96 USED WEBSITE OR APP IN PAST 7 DAYS)
QE14 (2022)

And which of the following websites or apps, if any, have you used **in the past 7 days** for personal purposes to **post or create a piece of content**?

Please select all that apply.
(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)
(MULTIPLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT QE12) (SHOW ACROSS 2 SCREENS IF MORE THAN 20 WEBSITES OR APPS SHOWN)
(GROUP TOGETHER CODES 3 AND 4 FOR FACEBOOK, AND CODES 8 AND 9 FOR GOOGLE)

34. BeReal
1. Clubhouse
2. Discord
3. Facebook
4. Facebook Messenger
5. FaceTime
6. Gab
7. Gettr
8 Google Duo/Meet
9. Google Hangouts/Google Chat
10. Imgur
11. Instagram
35. Kwai
12. LINE
13. LinkedIn
36. Mastodon
14. Microsoft Teams
15. Parler
16. Pinterest
17. Reddit
18. Signal
19. Skype
20. Slack
21. Snapchat
22. Telegram
23. TikTok
37. Truth Social
24. Tumblr
25. Twitch
26. Twitter

27. Viber
28. Webex
29. WeChat
30. Weibo
31. WhatsApp
32. YouTube
33. Zoom
96. [ENTER VERBATIM FROM E2]
95. None. You / I haven't used websites or apps to post or create content online **in the past 7 days**. (EXCLUSIVE)
97. None. You / I don't use websites or apps to post or create content online. (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE12=1 THRU 37 OR 96 USED WEBSITE OR APP IN PAST 7 DAYS)
QE15 (2022)

And which of the following websites or apps, if any, have you used **in the past 7 days** for personal purposes to **access news**?

Please select all that apply.
(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

(MULTIPLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT QE12) (SHOW ACROSS 2 SCREENS IF MORE THAN 20 WEBSITES OR APPS SHOWN)
(GROUP TOGETHER CODES 3 AND 4 FOR FACEBOOK, AND CODES 8 AND 9 FOR GOOGLE)

34. BeReal
1. Clubhouse
2. Discord
3. Facebook
4. Facebook Messenger
5. FaceTime
6. Gab
7. Gettr
8 Google Duo/Meet
9. Google Hangouts/Google Chat
10. Imgur
11. Instagram
35. Kwai
12. LINE

13. LinkedIn
36. Mastodon
14. Microsoft Teams
15. Parler
16. Pinterest
17. Reddit
18. Signal
19. Skype
20. Slack
21. Snapchat
22. Telegram
23. TikTok
37. Truth Social
24. Tumblr
25. Twitch
26. Twitter
27. Viber
28. Webex
29. WeChat
30. Weibo
31. WhatsApp
32. YouTube
33. Zoom
96. [ENTER VERBATIM FROM E2]
95. None. You / I haven't used websites or apps to access news online in the **past 7 days**. (EXCLUSIVE)
97. None. You / I don't use websites or apps to access news online. (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE12=1 THRU 37 OR 96 USED WEBSITE OR APP IN PAST 7 DAYS)
QE16 (2022)

And which of the following websites or apps, if any, have you used **in the past 7 days** for personal purposes to make **voice calls or video calls**?

Please select all that apply.
(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

(MULTIPLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT QE12) (SHOW ACROSS 2 SCREENS IF MORE THAN 20 WEBSITES OR APPS SHOWN)
(GROUP TOGETHER CODES 3 AND 4 FOR FACEBOOK, AND CODES 8 AND 9 FOR GOOGLE)

34. BeReal
1. Clubhouse
2. Discord
3. Facebook
4. Facebook Messenger
5. FaceTime
6. Gab
7. Gettr
8 Google Duo/Meet
9. Google Hangouts/Google Chat
10. Imgur
11. Instagram
35. Kwai
12. LINE
13. LinkedIn
36. Mastodon
14. Microsoft Teams
15. Parler
16. Pinterest
17. Reddit
18. Signal
19. Skype
20. Slack
21. Snapchat
22. Telegram
23. TikTok
37. Truth Social
24. Tumblr
25. Twitch
26. Twitter
27. Viber
28. Webex
29. WeChat
30. Weibo
31. WhatsApp
32. YouTube

33. Zoom
96. [ENTER VERBATIM FROM E2]
95. None. You / I haven't used websites or apps to make voice calls or video calls **in the past 7 days**. (EXCLUSIVE)
97. None. You / I don't use websites or apps to make voice calls or video calls. (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE12=1 THRU 37 OR 96 USED WEBSITE OR APP IN PAST 7 DAYS)
QE17 (2022)

And which of the following websites or apps, if any, have you used in the **past 7 days** for personal purposes to **send messages?**

This includes to a group or an individual.

Please select all that apply.
(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

(MULTIPLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT QE12) (SHOW ACROSS 2 SCREENS IF MORE THAN 20 WEBSITES OR APPS SHOWN)
(GROUP TOGETHER CODES 3 AND 4 FOR FACEBOOK, AND CODES 8 AND 9 FOR GOOGLE)

34. BeReal
1. Clubhouse
2. Discord
3. Facebook
4. Facebook Messenger
5. FaceTime
6. Gab
7. Gettr
8 Google Duo/Meet
9. Google Hangouts/Google Chat
10. Imgur
11. Instagram
35. Kwai
12. LINE
13. LinkedIn
36. Mastodon
14. Microsoft Teams
15. Parler
16. Pinterest

17. Reddit
18. Signal
19. Skype
20. Slack
21. Snapchat
22. Telegram
23. TikTok
37. Truth Social
24. Tumblr
25. Twitch
26. Twitter
27. Viber
28. Webex
29. WeChat
30. Weibo
31. WhatsApp
32. YouTube
33. Zoom
96. [ENTER VERBATIM FROM E2]
95. None. You / I haven't used websites or apps to send messages **in the past 7 days**. (EXCLUSIVE)
97. None. You / I don't use websites or apps to send messages. (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE2=1 THRU 37 OR 96, HAS USED WEBSITE OR APP IN 6 MONTHS)
NEW SCREEN. INTRO: The next questions are about your experience with **scams** on digital platforms that you use.

PROG: FOR QE18-QE31, IF NECESSARY TO CLARIFY SCAM / INCLUDE AS POP-OUT BOX FOR SCAM:

Scam: Includes schemes designed to deceive or trick people into handing over money or personal details, such as fake investment opportunities, fake charities or fake dating profiles. Scammers may also impersonate well-known organisations with claims of unpaid bills, fines or debts.

NEW SCREEN

*(QE2=1 THRU 37 OR 96, USED WEBSITE OR APP IN 6 MONTHS)
QE18 (2023)

For each of the websites and apps you have used in the **past 6 months,** have you seen or heard any content **you believe** to be a **scam**?

This includes schemes designed to deceive or trick people into handing over money or personal details, such as fake investment opportunities, fake charities or fake dating profiles. Scammers may also impersonate well-known organisations with claims of unpaid bills, fines or debts.

Content includes any images, videos, audio or text, comments, posts, or messages you have seen, heard and / or those shared directly with you.

Please select all that apply.

PROGRAMMER NOTE: (DISPLAY ONLY RESPONSES SELECTED AT QE2)
(ROTATE) (ALWAYS DISPLAY CODE 96 TO 99 LAST) (GROUP TOGETHER CODES 3 AND 4 FOR FACEBOOK, AND KEEP CODES 8 AND 9 FOR GOOGLE)
(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

(MULTIPLE RESPONSE)

34. BeReal
1. Clubhouse
2. Discord
3. Facebook
4. Facebook Messenger
5. FaceTime
6. Gab
7. Gettr
8 Google Duo/Meet
9. Google Hangouts/Google Chat
10. Imgur
11. Instagram
35. Kwai
12. LINE
13. LinkedIn
36. Mastodon
14. Microsoft Teams
15. Parler
16. Pinterest
17. Reddit
18. Signal
19. Skype
20. Slack
21. Snapchat
22. Telegram
23. TikTok

37. Truth Social
24. Tumblr
25. Twitch
26. Twitter
27. Viber
28. Webex
29. WeChat
30. Weibo
31. WhatsApp
32. YouTube
33. Zoom
96. <INSERT 'OTHER' FROM QE2>
97. You / I haven't seen or heard any content on a digital platform that I believed to be a scam online **in the past 6 months**. (EXCLUSIVE)
95. None. You / I have never seen any content I believe to be a scam.
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE18=1 THRU 37 OR 96, SEEN SCAMS, BY PLATFORM)
QE19 (2023)

For each of these website/apps, on average, in the **past 6 months how often** have you seen or heard any content **you believe** to be **a scam**?

This includes schemes designed to deceive or trick people into handing over money or personal details, such as fake investment opportunities, fake charities or fake dating profiles. Scammers may also impersonate well-known organisations with claims of unpaid bills, fines or debts.

Content includes any images, videos, audio or text, comments, posts, or messages you have seen, heard and / or those shared directly with you.

Please select one answer per website/app.

STATEMENTS: (DISPLAY ONLY RESPONSES SELECTED AT QE18)

(RESPONSE FRAME) (SINGLE RESPONSE) (READ OUT)

1. Multiple times a day
2. Daily
3. Several times a week
4. Weekly
5. Fortnightly
6. Monthly
7. Less often than monthly

98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE18=1 THRU 37 OR 96, SEEN SCAMS)
QE20 (2023)

And on what platform did you most recently see or notice any content **you believe** to be a **scam**?

Please select one answer.

(SHOW PLATFORMS SEEN SCAM AND IMPUTE ANSWER IF ONLY ONE)
(SINGLE RESPONSE) (READ OUT)

1. (Insert platforms select in QE18)
96. Other (please specify) (SHOW IF OTHER (CODE 96) SELECTED AT QE18)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE18=1 THRU 37 OR 96, SEEN SCAMS)

QE21 (2023).

Thinking of **your most recent experience**, on <<INSERT RESPONSE FROM QE20>>, what was the nature of the scam that you saw or heard?

Please select all that apply.

(MULTIPLE RESPONSE) (ROTATE) (ALWAYS DISPLAY CODE 96 TO 99 LAST) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. Attempts to gain your personal information such as hacking, identity theft, phishing and remote access
2. Buying or selling products or services
3. Dating and romance
4. Fake charities
5. Investments
6. Jobs and employment
7. Threats and extortion
8. Unexpected money
9. Unexpected winnings
10 Overdue bill or fine
96. Other (please specify)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE18=1 THRU 37 OR 96, SEEN SCAMS)

(PLEASE FORMAT QE21B THE SAME AS E27B)

QE21B (2023)

And did you make a report or complaint about this content to the platform operator?

This includes reporting via a report / flag button or filling in a complaint form.

IF NECESSARY: READ OUT DEFINITION FOR 'Report/flag button or filling out a complaint form' (REFER TO TABLE 1)

PROGRAMMER NOTE: POP-OUT FOR 'Report/flag button or filling out a complaint form' (REFER TO TABLE 1)

(SINGLE RESPONSE) (READ OUT)

Please select one answer.

1. Yes
2. No
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE2=1 THRU 37 OR 96, USED WEBSITE OR APP IN THE PAST 6 MONTHS)
INTRO: The next questions are about your experience with **misinformation** on digital platforms**.**

(PROG: SHOW HOVER DEFINITION AT THE WORD 'MISINFORMATION')

*(QE2=1 THRU 37 OR 96, USED WEBSITE OR APP IN THE PAST 6 MONTHS)
QE22 (2023)

For each of the websites and apps you have used **in the past 6 months**, have you seen or heard any content you believe to be **misinformation**?

This includes disinformation, information that is false, wrong, misleading, or deceptive including conspiracy theories, propaganda, fake news, and hoaxes that may or may not be spread with the intent to cause harm to individuals, groups or society.

Content includes any images, videos, audio or text, comments, posts, or messages you have seen, heard and / or those shared directly with you.

Please select all that apply.

PROGRAMMER NOTE: (DISPLAY ONLY RESPONSES SELECTED AT QE2)
(ROTATE) (ALWAYS DISPLAY CODE 96 TO 99 LAST) (GROUP TOGETHER CODES 1 AND 2 FOR FACEBOOK, AND 8 AND 9 FOR GOOGLE) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

(MULTIPLE RESPONSE)

34. BeReal
1. Clubhouse
2. Discord
3. Facebook
4. Facebook Messenger
5. FaceTime
6. Gab
7. Gettr
8 Google Duo/Meet
9. Google Hangouts/Google Chat
10. Imgur
11. Instagram
35. Kwai
12. LINE
13. LinkedIn
36. Mastodon
14. Microsoft Teams
15. Parler
16. Pinterest
17. Reddit
18. Signal
19. Skype
20. Slack
21. Snapchat
22. Telegram
23. TikTok
37. Truth Social
24. Tumblr
25. Twitch
26. Twitter
27. Viber
28. Webex
29. WeChat
30. Weibo
31. WhatsApp
32. YouTube
33. Zoom

96. <INSERT 'OTHER' FROM QE2>

97. You / I haven't seen or heard any content I believe to be misinformation or **in the past 6 months**. (EXCLUSIVE)

95. None. You / I have never seen any content I believe to be misinformation.

98. (Don't know) / Not sure (EXCLUSIVE)

99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE22=1 THRU 37 OR 96, SEEN MISINFO, BY PLATFORM)
QE23 (2023)

For each of these website/apps, on average, in the **past 6 months how often** have you seen or heard any content you believe to be **misinformation**?

Please select one answer per website/app.

STATEMENTS:
(DISPLAY SELECTED CODES AT QE22 OF 1 TO 37 OR 96)

(RESPONSE FRAME) (SINGLE RESPONSE) (READ OUT)

1. Multiple times a day
2. Daily
3. Several times a week
4. Weekly
5. Fortnightly
6. Monthly
7. Less often than monthly
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QE22= SELECTED MORE THAN ONE CODE FROM 1 THRU 37 OR 96, SEEN MISINFO ON MORE THAN ONE PLATFORM)
QE24 (2023)
And on what platform did you most recently see or hear any content **you believe** to be misinformation?

Please select one answer.

(SHOW PLATFORMS SEEN MISINFO AND IMPUTE ANSWER IF ONLY ONE)

(SINGLE RESPONSE) (READ OUT)

1. (Insert platforms select in QE22)
96. Other (please specify) (SHOW IF OTHER (CODE 96) SELECTED AT QE22)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE22=1 THRU 37 OR 96, SEEN MISINFO)

QE25 (2023)

Thinking of **your most recent experience** on <<INSERT PLATFORM FROM QE24>>, where did you see or hear the misinformation on the website or app?

Please select one answer.

(SINGLE RESPONSE) (READ OUT)

1. Posted on my wall or feed (this includes part of comments)
2. Posted on a community page or group message board (this includes part of comments)
3. Sent to me in a private or direct message
4. Sent to me in a group message
5. In an advertisement on the website or app
96. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QE22=1 THRU 37 OR 96, SEEN MISINFO)

QE26 (2023)

Thinking of **your most recent experience**, on <<INSERT PLATFORM FROM QE24>> what was the **nature** of the misinformation that you saw or heard?

Please select all that apply.

(MULTIPLE RESPONSE) (ROTATE) (ALWAYS DISPLAY CODE 96 TO 99 LAST) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. Geopolitical (e.g. Russia-Ukraine conflict)
2. Electoral (e.g. US elections, Australian parliamentary and municipal elections)
3. Environmental (e.g. climate change, renewable energy)
4. Health and medical (e.g. COVID-19, vaccination, sexual and reproductive rights)
5. Financial (e.g. economic sabotage, inaccurate financial advice)
6. Conspiracy theories (e.g. QAnon, 5G radiation exposure)
7. Misinformation about certain groups in society (e.g. on the basis of ethnicity, nationality, race, gender, sexual orientation, age, religion or physical or mental disability)
8. Science and technology (e.g. 5G, flat Earth, pseudoscientific claims)
96. Other (please specify)

98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE26=7, SEEN MISINFO ABOUT CERTAIN GROUPS)
QE27 (2023)

Which of the following categories did the misinformation about certain groups in society relate to?

(MULTIPLE RESPONSE, RANDOMISE 1 THRU 8) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. Ethnicity
2. Nationality
3. Race
4. Gender (including trans, non-binary and other gender diverse people)
5. Sexual orientation
6. Age
7. Religion
8. Physical or mental disability
96. Other (please specify)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE22=1 THRU 37 OR 96, SEEN MISINFO)

QE27B (2023)

And did you make a report or complaint about this content to the platform operator?

This includes reporting via a report / flag button or filling in a complaint form.

IF NECESSARY: READ OUT DEFINITION FOR 'Report/flag button or filling out a complaint form' (REFER TO TABLE 1)

PROGRAMMER NOTE: POP-OUT FOR 'Report/flag button or filling out a complaint form' (REFER TO TABLE 1)

(SINGLE RESPONSE) (READ OUT)

Please select one answer.

1. Yes
2. No
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE2=1 THRU 37 OR 96, USED WEBSITE OR APP IN 6 MONTHS)
QE28 (2023)

Now thinking about any types of harmful content that **are not** misinformation or scams.

For each of the websites and apps you have used in the **past 6 months**, have you seen or heard any **other types of harmful content**?

Other types of harmful content include defamation, slurs or derogatory language, sexist, racist or hateful content, bullying or harassment, image-based abuse, content inciting crime and terrorism as well as posting of personal or private details without consent.

Content includes any images, videos, audio or text, comments, posts, or messages you have seen, heard and / or those shared directly with you.

Please select all that apply.

PROGRAMMER NOTE: (DISPLAY ONLY RESPONSES SELECTED AT QE2)
(ROTATE) (ALWAYS DISPLAY CODE 96 TO 99 LAST) (GROUP TOGETHER CODES 1 AND 2 FOR FACEBOOK, AND CODES 8 AND 9 FOR GOOGLE)
(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

(MULTIPLE RESPONSE)

34. BeReal
1. Clubhouse
2. Discord
3. Facebook
4. Facebook Messenger
5. FaceTime
6. Gab
7. Gettr
8 Google Duo/Meet
9. Google Hangouts/Google Chat
10. Imgur
11. Instagram
35. Kwai
12. LINE
13. LinkedIn
36. Mastodon
14. Microsoft Teams
15. Parler
16. Pinterest
17. Reddit
18. Signal
19. Skype

20. Slack
21. Snapchat
22. Telegram
23. TikTok
37. Truth Social
24. Tumblr
25. Twitch
26. Twitter
27. Viber
28. Webex
29. WeChat
30. Weibo
31. WhatsApp
32. YouTube
33. Zoom
96. <INSERT 'OTHER' FROM QE2>
97. You / I haven't seen or heard any other types of harmful content online **in the past 6 months**. (EXCLUSIVE)
95. None. You / I have never seen any content I believe to be harmful content.
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE28=1 THRU 37 OR 96, SEEN HARMFUL CONTENT ON WEBSITE OR APP IN PAST 6 MONTHS)
QE29 (2023)
And on what platform did you most recently see or hear other types of harmful content?

(SHOW PLATFORMS SEEN OTHER HARMFUL CONTENT AND IMPUTE ANSWER IF ONLY ONE, I.E. AUTOCODE ONLY IF ONE RESPONSE IS SELECTED AT QE28)
(SINGLE RESPONSE) (READ OUT)

Please select one answer.

1. (Insert platforms select in QE28)
96. Other (please specify) (SHOW IF QE28_96 IS SELECTED)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE28=1 THRU 37 OR 96, SEEN HARMFUL CONTENT ON WEBSITE OR APP IN PAST 6 MONTHS)

QE30 (2023)

Thinking of **your most recent experience** on <<INSERT PLATFORM FROM QE29>>, what was the nature of the other harmful content that you saw or heard?

IF NECESSARY TO CLARIFY CODES 1-11: READ OUT DEFINITION/S FROM TABLE 1 / INCLUDE DEFINITIONS FROM TABLE 1 AS POP-OUT BOXES FOR CODES 1-11

Please select all that apply.

(ROTATE) (MULTIPLE RESPONSE) (ALWAYS DISPLAY CODES 96 TO 99 LAST) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. Defamation
2. Posting of personal or private details without consent
3. Sexist, racist, hateful or discriminatory content
4. Bullying, harassment, threats or other unwanted contact
5. Image-based abuse
6. Content inciting violence or crime
7. Sexually explicit adult material
8. Extreme violence
9. Child sexual exploitation material
10. Terrorist content
11. Impersonating another person
96. Other (please specify)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QE28=1 THRU 37 OR 96, SEEN HARMFUL CONTENT ON WEBSITE OR APP IN PAST 6 MONTHS)

QE30B (2023)

And did you make a report or complaint about this content to the platform operator?

This includes reporting via a report / flag button or filling in a complaint form.

IF NECESSARY: READ OUT DEFINITION FOR 'Report/flag button or filling out a complaint form' (REFER TO TABLE 1)

PROGRAMMER NOTE: POP-OUT FOR 'Report/flag button or filling out a complaint form' (REFER TO TABLE 1)

(SINGLE RESPONSE) (READ OUT)

Please select one answer.

1. Yes
2. No

98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(ALL)

INTRO: The following questions are about your general views on misinformation.

(PROG: SHOW HOVER DEFINITION AT THE WORD 'MISINFORMATION')

ORDER DUMMY VARIABLE, RANDOM ASSIGNMENT FOR QE31

1. Normal code frame order [50%]

2. Reverse code frame order [50%]

*(ASK ALL)

QE31 (2023)

To what extent do you agree or disagree with each of the following statements:

Please select one answer per statement.

IF NECESSARY TO CLARIFY MISINFORMATION: READ OUT DEFINITION FROM TABLE 1 / INCLUDE DEFINITION FROM TABLE 1 AS POP-OUT BOX FOR MISINFORMATION IN EACH STATEMENT

(STATEMENTS) (ROTATE)

Misinformation is harming Australian society
Platform operators are doing enough to address the harms caused by misinformation
Platform operators can be trusted to deal with misinformation on their platforms

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

MODULE F – Viewing habits

*(ASK ALL) (NEW SCREEN) (INTRO)
We would now like to ask some questions about your viewing preferences.

(NEW SCREEN)

*(ASK ALL) <58 SECONDS>

QF4 (2017)
Which of the following have you personally watched in the **past 7 days** at home or elsewhere?

IF NECESSARY TO CLARIFY AT CODES 1 AND 5 / INCLUDE AS POP-OUT BOX FOR CODES 1 AND 5:
Free to air services are broadcast television services where the signal is delivered without charge to the viewer (e.g. Channels 7, 9, 10, ABC, SBS or others, e.g. 7mate and 9Go!)

IF NECESSARY TO CLARIFY AT CODE 5 / INCLUDE AS POP-OUT BOX FOR CODE 5:
Free to air catch-up tv and streaming service allow viewers to stream free-to-air TV either live or after it has been broadcast (on-demand) along with other shows or movies from their catalogue, without charge

(RANDOMISE) (MULTIPLE RESPONSE) (READ OUT)

1. Free-to-air TV excluding catch-up TV
2. Pay TV or other subscription TV channels (e.g. Foxtel)
5. Free-to-air catch-up TV and streaming service (e.g. ABC iview, 9Now, 7Plus)
7. Paid subscription streaming service (e.g. Netflix, Stan, Binge)
8. Pay-per-view service to rent/buy movie/TV show (e.g. Google Play (Movies & TV), Apple TV+ or OzFlix)
12. User-generated or short-form online video service (e.g. YouTube, TikTok, Instagram Reels)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QF4=7, WATCHED PAID SUBSCRIPTION STREAMING SERVICE)
QF13 (2023)

Which of the following paid subscription streaming services do you currently have access to in your household?

(MULTIPLE RESPONSE) (READ OUT)

1. Netflix
2. Stan
3. YouTube Premium
4. Optus Sport
5. Apple TV+
6. Amazon Prime Video
7. Kayo
8. Disney+

9. Binge
10. Paramount+
96. Other (specify)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QF13=1, 9 OR 11. ACCESS TO NETFLIX, BINGE, PARAMOUNT+ AT HOME)

QF14 (2023)

Some paid subscription streaming services offer an ad-supported subscription plan that allows you to watch movies, TV shows and other video content at a lower price. Unlike an ad-free plan, advertisements are shown before or during the content you watch to cover or reduce the cost of the streaming service.

Thinking of the streaming services you watch at home, are any of these on an ad-supported subscription plan? I.e., Ads are shown whilst watching content to reduce the cost of the subscription.

Please select one answer.

(SINGLE RESPONSE) (READ OUT)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QF13=1 THRU 96, ACCESS TO AT LEAST ONE PAID SUBSCRIPTION STREAMING SERVICE AT HOME)

QF15 (2023)

In the **past 6 months**, which of the following changes, if any, have you made to the paid subscription streaming services you have **in your household**? This change may be on one platform or across many.

(MULTIPLE RESPONSE) (READ OUT)

1. Cancelled at least one service
2. Added at least one service
3. Cancelled and then resubscribed to the same service
4. None of these
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QF15=1 THRU 3, CHANGE TO PAID SUBSCRIPTION STREAMING SERVICE)

QF16. (2023)

What were the reasons you changed your paid subscription streaming services?

(MULTIPLE RESPONSE) (ROTATE WITHIN GROUPS) (SHOW CODES 1 THRU 6 IF QF15 =2 OR 3, ADDED A SERVICE. SHOW CODES 7 THRU 14 IF QF15=1 OR 3, CANCELLED A SERVICE) (ALWAYS DISPLAY CODE 96 TO 99 LAST) (READ OUT)

Reasons to add a service

1. To watch a specific show, movie or event
2. To try a different paid streaming service
3. Take advantage of a free trial period
4. To access as part of a bundled service (e.g. telco bill or Foxtel package)
5. Cheaper / more affordable
6. To access an ad supported service

Reasons to cancel a service

7. You / I only subscribed to watch a specific show, movie or event
8. You / I didn't enjoy the content
9. The service was too expensive / could no longer afford it
10. Your / my free trial period had ended
11. You / I didn't want to pay for an ad supported service
12. Not using it enough
13. You were / I was subscribed to too many paid streaming services
14. To access as part of a bundled service (e.g. telco bill or Foxtel package)

96. Other (please specify)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QF4=7, WATCHED PAID SUBSCRIPTION STREAMING SERVICE)
QF17 (2023)

For **any** paid subscription streaming services you currently have access to, which of the following applies to the nature of your subscription?

(MULTIPLE RESPONSE) (READ OUT)

1 You / I access it as part of a free trial period
2. Service is provided free of charge through another service (e.g. part of a Foxtel package)
3. Service is bundled with another product or service (e.g. as part of your telco bill)
4. Service is paid for by you / me or someone else **inside** your / my household
5. Service is paid for by someone else **outside** your / my household

97. None of these (EXCLUSIVE)

98. (Don't know) / Not sure (EXCLUSIVE)

99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QF4=1 THRU 12, WATCHED TV OR ONLINE CONTENT IN PAST 7 DAYS) <13 SECONDS>
QF5 (2017)

In the **past 7 days**, how many **hours** have you spent watching each of the following?

For less than one hour, please specify amount, e.g. 0.25 for 15 minutes, 0.5 for 30 minutes, 0.75 for 45 minutes. Please consider the total number of hours over the past 7 days together.

(RANDOMISE) (READ OUT)

A	Free-to-air TV excluding catch-up TV	Enter hours	Don't know
B	PayTV other subscription TV channels (e.g. Foxtel, Fetch TV)	Enter hours	Don't know
E	Free-to-air catch up TV and streaming service (e.g. ABC iview, 9Now, 7Plus)	Enter hours	Don't know
G	Paid subscription streaming service (e.g. Netflix, Stan, Binge)	Enter hours	Don't know
H	Pay-per-view service to rent/buy movie/TV show (e.g. Google Play (Movies & TV), Apple TV+ or OzFlix)	Enter hours	Don't know
I	User-generated or short-form online video service (e.g. YouTube, TikTok, Instagram Reels)	Enter hours	Don't know
	Total	(DISPLAY TOTAL)	

*(PROGRAMMER NOTES
- ALLOW ONE/TWO DECIMAL NUMBER RESPONSES ONLY WITH THE FOLLOWING STEPS: 0.0, 0.25, 0.5, 0.75
- RANGE 1 TO 168
- ONLY SHOW RESPONSES SELECTED AT QF4
- DISPLAY UNLIKELY RESPONSE PROMPT IF 50 TO 168 HOURS ENTERED
- DISPLAY RUNNING TOTAL

*(ASK ALL) <30 SECONDS>
QF1 (2017)

The next series of questions are about watching **any** online video content that is streamed or downloaded.

Which of the following **devices**, if any, do you use to watch online video content such as TV shows, news, movies, sport or user-generated content, **at home**?

IF NECESSARY TO CLARIFY AT CODE 5 / INCLUDE AS POP-OUT BOX FOR CODE 5:
SMART TV: An internet enabled TV set with built-in apps. It doesn't need a separate device to go online (e.g. a set-top box or games console)

Please select all that apply.

(ROTATE) (MULTIPLE RESPONSE) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. Apple TV box
2. Google Chromecast
3. Telstra TV box
4. Games console (e.g. PlayStation, Xbox or Nintendo)
5. Smart TV
6. Fetch TV box
9. Mobile phone
10. Tablet
12. Desktop computer
13. Laptop computer
14. Foxtel iQ box
15. Amazon Fire TV
16. Nvidia Shield TV
96. Something else (please specify)
97. You / I don't watch online video content. (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QF4=1 THRU 12, WATCHED TV OR ONLINE CONTENT IN PAST 7 DAYS)
(SHOW QF18 AS CAROUSEL, NOT GRID)
QF18 (2023)

And which of the following types of video content do you watch on each device?

(STATEMENTS) (ROTATE) (ONLY DISPLAY CODES SELECTED AT QF1)

1. Apple TV box
2. Google Chromecast
3. Telstra TV box
4. Games console (e.g. PlayStation, Xbox or Nintendo)
5. Smart TV
6. Fetch TV box
9. Mobile phone
10. Tablet
12. Desktop computer
13. Laptop computer
14. Foxtel iQ box

15. Amazon Fire TV
16. Nvidia Shield TV
96. <display text entered at QF1>

(RESPONSE FRAME) (ROTATE) (MULTIPLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT QF4) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. <Insert codes selected at QF4>

98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(DO NOT ASK IF SELECTED 97 AT QF1 – DOESN'T WATCH ONLINE VIDEO CONTENT) <15 SECONDS>
QF7 (2017)

Now, thinking about the **past 6 months**, which of the following **online services**, if any, have you used to watch video content?

Please select all that apply

(ROTATE) (MULTIPLE RESPONSE) (ALWAYS DISPLAY CODE 96 AND 97 LAST, ABOVE 'DON'T KNOW) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH). (SPLIT ACROSS 2 SCREENS)

1. Telstra TV Box Office
4. Foxtel Now or Foxtel Go
5. Google Play (Movies & TV)
7. Netflix
10. Stan
11. YouTube
13. Optus Sport
15. Apple TV+
16. Amazon Prime Video
17. Kayo
18. Disney+
19. Facebook
20. TikTok
21. Binge
23. Fetch TV
25. Instagram Reels
27. Paramount+
28. Flash
29. Twitch

30. Twitter
31. Vimeo
96. Some other online video service (Please specify)
97. None. You / I don't watch online video content. (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QF4=5, WATCHED FREE-TO-AIR CATCH UP TV IN PAST 7 DAYS)

QF9 You said you watched free-to-air catch up and streaming TV services in the past 7 days. Which channels have you watched using catch up TV in the **past 7 days**? Please include all that you have watched.

(READ OUT AND GET A 'YES' OR 'NO' FOR EACH.)

(MULTIPLE RESPONSE)

1. 7plus (7mate, 7flix, 7two, Racing.com, 7BravoFOOD)
2. 9Now (9Gem, 9Go!, 9Life, NBN Television, 9Rush)
3. 10 play (10 Bold, 10 Peach, 10Shake)
4. ABC iview (ABC Kids, ABC Me, ABC Comedy, ABC News, ABC Arts, ABC TV Plus)
5. SBS On Demand (SBS World Movies, SBS WorldWatch, SBS Viceland, SBS Food, NITV)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QF9=1 THRU 5, WATCHED A FREE-TO-AIR CATCH UP SERVICE FOR A CHANNEL, ASK BY PLATFORM (LOOP QF19 FOR EACH PLATFORM SELECTED AT QF9)

QF19 (2023)

You said you watched free-to-air catch up and streaming TV services in the **past 7 days**. Which of the following describes the content that you watched on <<INSERT RESPONSE FROM QF9>>.

(MULTIPLE RESPONSE) (READ OUT)

1. On-demand content previously shown on TV (also known as 'catch-up TV')
2. Live content (e.g. content simultaneously being played on live TV but watched through the app)
3. On-demand content that had **not** previously been shown on TV (e.g. original content that is exclusive to the app)
98. (Don't know) / Not sure (EXCLUSIVE)

99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QF7=1 THRU 96, USED ONLINE SERVICE TO STREAM IN PAST 6 MONTHS) <15 SECONDS>
QF8 (2017)
Which of the following **online services**, if any, have you used to watch video content in the **past 7 days**?

Please select all that apply.

(ROTATE) (MULTIPLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT QF7) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH) (SPLIT ACROSS 2 SCREENS IF MORE THAN 20 SERVICES SHOWN)

1. Telstra TV Box Office
4. Foxtel Now or Foxtel Go
5. Google Play (Movies & TV)
7. Netflix
10. Stan
11. YouTube
13. Optus Sport
15. Apple TV+
16. Amazon Prime Video
17. Kayo
18. Disney+
19. Facebook
20. TikTok
21. Binge
23. Fetch TV
25. Instagram Reels
27. Paramount+
28. Flash
29. Twitch
30. Twitter
31. Vimeo
96. <INSERT QF7 CODE 96 RESPONSE>
97. None. You / I haven't watched online video content in the past 7 days. (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

MODULE H – Radio and listening habits

*(ASK ALL) (NEW SCREEN) (INTRO)
Now some questions about radio and online listening

(NEW SCREEN)

NEW (to replace H1/H2)

*(ASK ALL)
QH12 (2022)

(STATEMENTS)

a. Do you have a radio at home?
b. Do you have a digital radio (DAB+) at home?

IF NECESSARY TO CLARIFY DIGITAL RADIO / INCLUDE AS POP-OUT BOX FOR DIGITAL RADIO:
Digital radio: Digital radio (DAB+) is broadcast free-to-air like AM/FM radio but uses a digital signal requiring a DAB+ enabled device. It does not include listening to the radio on the internet or podcasts.

Please select one answer.

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QH12a =1 OR QH12b =1, HAS RADIO OR DIGITAL RADIO (DAB+) AT HOME)
QH13 (2022)

Can your < radio / digital radio (DAB+)> operate using battery power?

This includes powering the radio using individual batteries or an internal rechargeable battery when the radio is not plugged into a power source. This excludes your car.

Please select one answer.

(SHOW QH13A IF QH12A =1, SHOW QH13B IF QH12B =1)

a. Radio
b. Digital radio (DAB+)

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Yes
2. No

98. (Don't know) / Not sure

99. (Refused) / Prefer not to say

*(ASK ALL)
QH14 (2022)

Which of the following options are available **in your car** to listen to audio content (regardless of whether you use it)?

Please select all that apply.

(MULTIPLE RESPONSE) (CODE 7 IS EXCLUSIVE) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH. IF THEY SAY THEY DON'T HAVE A CAR, NO NEED TO READ OUT, OTHERWISE READ OUT AND GET A YES, NO FOR EACH)

1. AM radio built into the car audio system
2. FM radio built into the car audio system
3. Digital radio (DAB+) built into the car audio system
4. A mobile device such as a phone or tablet connected to the car via cable or Bluetooth or another speaker
5. An app built into the car (e.g. Apple Car Play) connected to the internet via an external internet enabled device (e.g. internet through a mobile phone)
6. An app built into the car connected to the car's own internet connection (e.g. Apple Music or Spotify played **without** a mobile internet device)
7. You / I don't have a car (EXCLUSIVE)

98. (Don't know) / Not sure (EXCLUSIVE)

99. (Refused) / Prefer not to say (EXCLUSIVE

*(QH14 =1 THRU 6)
QH15 (2022)

Which have you used to listen to audio content **in your car** in the **past 6 months**?

Please select all that apply.

(MULTIPLE RESPONSE) (KEEP CODES 97, 98, 99 AT BOTTOM) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. AM radio built into the car audio system
2. FM radio built into the car audio system
3. Digital radio (DAB+)
4. A mobile device such as a phone or tablet connected to the car via cable or Bluetooth or another speaker
5. An app built into the car (e.g. Apple Car Play, Android Auto) connected to the internet via an external internet enabled device (e.g. internet through a mobile phone)

6. An app built into the car connected to the car's own internet connection (e.g. Apple Music or Spotify played **without** a mobile internet device)

97. None of the above (EXCLUSIVE)

98. (Don't know) / Not sure (EXCLUSIVE)

99. (Refused) / Prefer not to say (EXCLUSIVE

*(ALL)
QH8 (2017) <25 SECONDS>
Which of the following have you **personally** listened to in the **past 6 months**?

This includes all listening at home, in a car or somewhere else on any device.

IF NECESSARY TO CLARIFY CODE 3 / INCLUDE AS POP-OUT BOX FOR CODE 3:
Digital radio is broadcast free-to-air (like AM/FM radio) but uses a digital signal requiring a DAB+ digital radio enabled device. It does not include listening to the radio on the internet or podcasts.

Please select all that apply.

(MULTIPLE RESPONSE) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH, NO NEED TO READ OUT ANY THAT ARE AUTOCODED)

1. AM radio
2. FM radio
3. Digital radio (DAB)
4. Radio via the internet or an app (excluding podcasts)
5. Online music streaming services (e.g. Spotify or Apple Music)
6. Podcasts (at least one)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QH8=1 THRU 6, LISTENED TO ANY SOURCE IN PAST 6 MONTHS) <25 SECONDS>
QH3 (2017)
Which of the following have you listened to in the **past 7 days**?

This includes all listening at home, in a car or somewhere else on any device.

Please select all that apply.

(ONLY SHOW CODES SELECTED AT QH8) (MULTIPLE RESPONSE) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. AM radio
2. FM radio

3. Digital radio (DAB+)
4. Radio via the internet or an app (excluding podcasts)
5. Online music streaming services (e.g. Spotify or Apple Music)
6. Podcasts (at least one)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QH3=1 THRU 6, LISTENED TO IN PAST 7 DAYS) <25 SECONDS>
QH16 (2022)

Where have you listened to each of the following in the **past 7 days**?

Please select all that apply.

(ONLY SHOW CODES SELECTED AT QH3) (MULTIPLE RESPONSE) (READ OUT)

1. AM radio
2. FM radio
3. Digital radio (DAB+)
4. Radio via the internet or an app (excluding podcasts)
5. Online music streaming services (e.g. Spotify or Apple Music)
6. Podcasts (at least one)

(RESPONSE FRAME) (MULTIPLE REPONSE) (READ OUT)

1. At home
2. In the car or another vehicle (including public transport)
3. Elsewhere
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QH3=1 THRU 6, LISTENED TO IN PAST 7 DAYS) <26 SECONDS>
QH4 (2017)

And **how many hours** have you spent listening to each of the following in the **past 7 days**?

For less than one hour, please specify amount, e.g. 0.25 for 15 minutes, 0.5 for 30 minutes, 0.75 for 45 minutes. Please consider the total number of hours over the past 7 days together.

(SHOW RESPONSES SELECTED AT H3 OF CODES 1 TO 6)

(READ OUT)

A	AM radio	Enter time	Don't know

C	FM radio	Enter hours	Don't know
E	Digital radio (DAB+)	Enter time	Don't know
G	Radio via the internet or an app (excluding podcasts)	Enter hours	Don't know
H	Online music streaming services (e.g. Spotify or Apple Music)	Enter hours	Don't know
I	Podcasts (at least one)	Enter hours	Don't know
	Total	**(DISPLAY TOTAL)**	

*PROGRAMMER NOTES

-ALLOW ONE/TWO DECIMAL NUMBER RESPONSES ONLY with the following steps:
0.0, 0.25, 0.5, 0.75
- RANGE 0.0 TO 168

- SHOW A IF QH3=1

- SHOW C IF QH3=2

- SHOW E IF QH3=3

- SHOW G IF QH3=4

- SHOW H IF QH3=5

- SHOW I IF QH3=6

- DISPLAY UNLIKELY RESPONSE PROMPT IF 50 TO 168 HOURS ENTERED

- DISPLAY RUNNING TOTAL

*(ALL) <16 SECONDS>
QH5 (2017: a) Music, 2022: b) Podcasts)
In the **past 7 days,** which of the following online services (or apps) have you listened to for the following?

(STATEMENTS) (ROTATE)

a) Music

b) Podcasts or other audio programs (not music)

Please select all that apply.

(ROTATE) (MULTIPLE RESPONSE) (ALWAYS DISPLAY CODE 96 AND 97 LAST, ABOVE 'DON'T STREAM') (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. Apple Music

10. Spotify
15. ABC listen
16. TuneIn
17. YouTube Music
18. Amazon Music
19. SoundCloud
20. Tidal
21. Community Radio Plus
96. Some other service (Please specify)
95. You / I haven't listened to <INSERT 'music online using services or apps' OR 'podcasts or other non-music audio programs'> in the **past 7 days**.
97. You / I don't listen to <INSERT 'music online using services or apps' OR 'podcasts or other non-music audio programs'>. (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(ASK IF QH8=1, 2, OR 3 LISTEN TO AM, FM, DAB+ RADIO IN PAST 6 MONTHS)

QH17 (2022)

In the **past 6 months,** have you listened to a community radio service on AM, FM or digital radio (DAB+)?

A community radio service is a not-for-profit broadcast available free-to-air on AM/FM radio, and some are also available as digital radio stations. It is broadcast to a specific geographical area and features program content relevant to the local community. Some community radio services represent specific community interests such as religion or the Indigenous community.

(POP UP WITH EXAMPLES OF STATIONS BY LOCATION – REFER FILE IN QUESTIONNAIRE FOLDER NAMED "QH17 - Community radio stations by postcode FOR 2023". ONLY DISPLAY AVAILABLE STATIONS IN EACH POSTCODE (AND NOT INCLUDING SURROUNDING POSTCODE DATA). CAP THE LIST TO A MAXIMUM OF 10, NOTING THE STATIONS WITH GREATEST COVERAGE SHOULD BE SHOWN FIRST.)

Here are some examples of community radio stations in your location:
<PIPE IN LIST OF 'ON_AIR_ID' (FROM COLUMN C) FOR RESPONDENT'S POSTCODE AT A6>

Please select one answer.

(SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

MODULE C – Use and confidence

PROG: THIS MODULE WILL REQUIRE CODE FRAMES TO BE ROTATED:

ORDER DUMMY VARIABLE, RANDOM ASSIGNMENT FOR C1B THRU C2B.

1. Normal code frame order [50%]
2. Reverse code frame order [50%]

(NEW SCREEN)

*(ASK ALL)

(INTRO)

Now we'd like to ask about your levels of confidence in the content that you watch and listen to on **TV and radio.**

In Australia, broadcasters must follow rules to make sure that what you see or hear on TV and radio meets community expectations. These rules are based on what average Australian viewers or listeners would generally consider acceptable.

IF NECESSARY TO CLARIFY COMMUNITY EXPECTATIONS / INCLUDE AS POP-OUT BOX FOR COMMUNITY EXPECTATIONS:
By 'community expectations' we mean the kinds of protection or safeguards that present-day Australian audiences may expect when watching or listening to professionally produced content.

(NEW SCREEN)

*(ASK ALL)

QC1B (2023)

How would you rate **your confidence** that what is shown on **TV** meets community expectations?

Please select one answer.

IF NECESSARY TO CLARIFY COMMUNITY EXPECTATIONS / INCLUDE AS POP-OUT BOX FOR COMMUNITY EXPECTATIONS:
By 'community expectations' we mean the kinds of protection or safeguards that present-day Australian audiences may expect when watching or listening to professionally produced content.

(RESPONSE FRAME) (SINGLE RESPONSE)

Not at all confident
Not confident
Neither confident nor not confident
Confident

Very confident

98. (Don't know) / Not sure

99. (Refused) / Prefer not to say

*(ASK ALL)

QC2B (2023)

How would you rate **your confidence** that what is broadcast on **radio** meets community expectations?

Please select one answer.

IF NECESSARY TO CLARIFY COMMUNITY EXPECTATIONS / INCLUDE AS POP-OUT BOX FOR COMMUNITY EXPECTATIONS:
By 'community expectations' we mean the kinds of protection or safeguards that present-day Australian audiences may expect when watching or listening to professionally produced content.

(RESPONSE FRAME) (SINGLE RESPONSE)

Not at all confident

Not confident

Neither confident or not confident

Confident

Very confident

98. (Don't know) / Not sure

99. (Refused) / Prefer not to say

MODULE K – Gambling

*(ASK ALL) (NEW SCREEN) (INTRO)
The following questions are about a range of online gambling activities.

(NEW SCREEN)

*(ASK ALL)
QK1 (32 sec)
Please indicate which, if any, of the following **online** gambling activities you have undertaken in the **past 6 months.**

Please select all that apply.

(ROTATE) (MULTIPLE RESPONSE) (ALWAYS DISPLAY CODE 96 LAST, ABOVE 'NONE')
(READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1. Lottery (e.g. Oz Lotto or Powerball)
2. Lottoland or a similar service betting on results of the financial market indices
3. Pokies/slots

4. Sports betting (e.g. betting on football) **excluding** horse or dog racing or e-sports
5. Betting on fantasy sports
6. Betting on racing (e.g. horse, harness or dog races)
7. Poker
8. Casino style table games (excluding poker)
9. Betting on e-sports
10. Instant scratch tickets purchased online
11. Betting on non-sporting events (e.g. elections, TV shows or award ceremonies)
96. Other (Please specify)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(QK1=4, 5, 6, 9, PARTICIPATED IN SPORTS-RELATED GAMBLING ACTIVITY ONLINE IN PAST 6 MONTHS)

QK5 (2021)

Did you make any in-play bets during any of your sports-related online gambling activities in the **past 6 months**? That is placing bets online after the event has started.

Please select one answer.

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Yes
2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QK1=1 THRU 96 GAMBLING ACTIVITY OR 98 DON'T KNOW)

QK6 (2021)

In the **past 6 months**, have you used any offshore betting sites or apps? Offshore in this case means an operator based outside of Australia.

The use of offshore gambling sites and apps is not illegal. Please note this survey is anonymous and your responses are valuable.

Please select one answer.

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Yes, you've / I've used an offshore betting site
2. No, you / I haven't used an offshore betting site
3. You're / I'm not sure where the website or app you / I used was based
98. (Don't know) / Not sure

99. (Refused) / Prefer not to say

*(QK1=1 THRU 96 GAMBLING ACTIVITY OR 98 DON'T KNOW)

QK7

On average, how often do you **currently** gamble online?

Please select one answer.

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Multiple times a day
2. Once a day
3. Several times a week
4. Weekly
5. Fortnightly
6. Less often than monthly
97. You / I don't currently gamble
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

MODULE J – Demographics

*(ASK ALL) (NEW SCREEN) (INTRO)
And finally just a couple of questions about yourself.

(NEW SCREEN)

*(ASK ALL)

QJ2 (2017)
Now thinking about children aged under 18 living in the household. Are there any children in the following age groups?

(CATI: NO NEED TO READ OUT IF THEY SAY THEY DON'T HAVE ANY CHILDREN UNDER 18)

(STATEMENTS)

a. Aged 5 and under
b. Aged 6 to 11
c. Aged 12 to 14
d. Aged 15 to 17

(RESPONSE FRAME) (SINGLE RESPONSE)

1. Yes

2. No
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(ALL) <25 SECONDS>

QJ5 (Modified Z6 in Survey 1)
What is your **household's** combined **annual** income from all sources, before tax...?

Please select one answer.

(SINGLE RESPONSE) (READ OUT) (PROBE)

1. Under $20,000
2. $20,000 - $39,999
3. $40,000 - $59,999
4. $60,000 - $79,999
5. $80,000 - $99,999
6. $100,000 - $149,999
7. $150,000 or more
8. Nil income
9. Negative income
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say