2024 Annual ACMA Consumer Survey #1 – Broadcasting, Online Content and News Questionnaire

Date: 22 May 2024

GENERAL PROGRAMMING NOTES

- 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'

    o Note for 2024 most of these can be shown on screen instead of hovers (instructions updated to reflect this where relevant), however at some questions we have retained the hover-over for practical reasons of displaying the question visually

- 'Skipped due to backcoding' codes have been added as hidden codes where relevant. These should not be shown to respondents and are for data processing to make it clear where we might need to manually recode data after the coding merge to make the bases correct.

- Questions that were previously part of Survey 2 but have moved here to Survey 1 are indicated with an aqua highlight on the question number. This is the 'News' module, but as there have been significant changes it would be best to treat this as 'new' content to the survey please.

- Any other questionnaire changes or new content since 2023 are indicated with yellow highlight and strikethrough.

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 community.
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 (DAB+)	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.
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, imaged 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 information that may or may not be spread intentionally. Including information that has the potential to cause harm to individuals, groups or society because it false, wrong, misleading or deceptive including disinformation, fake news, conspiracy theories and propaganda
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 cannot directly connect to the internet and does not have an internal internet connection. It can only be connected to the internet using a separate device (for example, Apple TV, a Fire TV Stick, Hubbl device, 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?
A4	2017	Do you have a television in your home?
A11	2020	What type of TV / TVs do you have in your home?
A11a	2024	Are any of the TV/TVs in your household connected to an external aerial or antenna?
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?
		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**?
E16	2022	And which of the following websites or apps, if any, have you used for **voice calls or video calls for personal purposes in the past 7 days**?
E17	2022	And which of the following websites or apps, if any, have you used for **messages in the past 7 days for personal purposes**?
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?
E20a	2024	Thinking of your most recent experience on <<INSERT PLATFORM FROM QE20>>, where did you see or notice the content you believe to be a scam on the website or app?
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?
E27a	2024	Thinking of your most recent experience on <<INSERT PLATFORM FROM QE24>>, did the platform label the post with any of the following?
E27b	2023	And did make a report or complaint about this content to the platform operator?
E27e	2024	And do you know the outcome of this report or complaint?

E27c	2024	What was the outcome of your most recent report or complaint to the platform operator?
E27d	2024	For your most recent report or complaint, to what extent were you satisfied or dissatisfied with the outcome?
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
		Viewing habits
F7	2017	Now, thinking about the **past 6 months**, which of the following **online services**, if any, have you used to watch video content?
F4	2017	Which of the following have you personally watched in the past 7 days at home or elsewhere?
F5	2017	In the past 7 days, how many hours have you spent watching each of the following?
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?
H8	2017	Which of the following have you personally listened to in the past 6 months
H15	2022	Which have you used to listen to audio content in your car in the past 6 months?
H18	2024	In the past 6 months, have you used a smart speaker at home?
H18a	2024	Which brand/s of smart speaker do you currently use in your household?
H18b	2024	And in the past 6 months, which of the following types of audio content have you listened to using your smart speaker?
H18c	2024	And in the past 6 months, which of the following types of audio content have you listened to using your smart speaker?
H17	2022	In the past 6 months, have you listened to a community radio service on AM, FM or digital radio (DAB+)?
H17a	2024	In the past 6 months, which of the following community radio stations have you to listened to?
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?
H5	2017	In the past 7 days, which of the following online services (or apps) have you listened to for the following?
		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?
		News
N1	2022	In the **past 7 days**, did you access news from any of the following sources?
N2	2022	And which of these is your main source of news?
N4a	2024	In the past 7 days, how much time did you spend accessing news on the following?

N4	2023	In the past 7 days, which of the following did you use when accessing news via <insert news source>.
N4c	2024	In the past 7 days, what percentage of your time did you spend accessing news on each of the following?
N6	2023	For <insert news source from N1>, in the past 7 days you accessed news via the following. Which do you most rely on?
N6a	2024	Why do you most rely on this source?
N3	2022	Thinking about the news you see on social media or communications websites, does it come from any of the following?
N3a	2024	Thinking about the news you accessed on social media that came from community or special interest groups, what was this news about?
N3b	2024	Thinking of all the times you saw professionally produced news on social media in the past 7 days, how did you come across this news?
N8	2023	Thinking of when you accessed news in the past 7 days via <PIPE IN RESPONSE(S) FROM QN1(8,9), QN3(1)> where was that news originally published?
		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 30 minutes to complete, and you'll receive a $20 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, impute from panel profile p_STATE) <10 SECONDS>
QA5 (2017)

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 = 98-99, 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

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.	App for messages (e.g. Messenger, WhatsApp, Instagram)
12.	App for video calls (e.g. Messenger, WhatsApp, FaceTime)
10.	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)

*(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

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 cannot directly connect to the internet and does not have an internal internet connection. It can only be connected to the internet using a separate device (for example, Apple TV, a Fire TV Stick, Hubbl device, Chromecast device or games console).

Please select all that apply.

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

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

*(QA4=1, HAS A TELEVISION AT HOME)
QA11a (2024)

Are any of the TV/TVs in your household connected to an external **aerial or antenna**?

IF NECESSARY TO CLARIFY / SHOW ON SCREEN:

Aerial/antenna: External TV antennas are usually mounted on a roof top and designed to receive broadcast television signals such as free-to-air TV. They are connected to a TV using a cable plugged into an aerial TV socket. An antenna is not required for TV streamed over the internet.

1. Yes
2. No
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 12, 96, 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, Hubbl device)
12. You / I haven't used any devices to access the internet in the past 6 months *(EXCLUSVE)
96. Other (please specify)

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

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') (PROGRAMMER: PLEASE DISPLAY CODES IN ALPHABETICAL ORDER, EXCEPT FOR CODES 96 AND 97 – PLEASE FIX 96 AND 97 AT THE BOTTOM)

(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
8. Google Duo/Meet

10. Imgur
11. Instagram
12. LINE
13. LinkedIn
14. Microsoft Teams
16. Pinterest
17. Reddit
18. Signal
19. Skype
20. Slack
21. Snapchat
22. Telegram
23. TikTok
37. Truth Social
24. Tumblr
25. Twitch
26. X (formerly Twitter)
27. Viber
28. Webex
29. WeChat
31. WhatsApp
32. YouTube
33. Zoom
40. Threads
41. BlueSkye
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)

*(ASK IF QE2 = 1 THRU 96, USED WEBSITE OR APP IN PAST 6 MONTHS) PROGAMMER: LOOP QE2a FOR EACH RESPONSE SELECTED AT QE2)
QE2a (2024)

In the **past 6 months**, how often have you used **<<insert platform from E2>>** for personal purposes?

Please select one answer.

(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

*(QE2= 1 THRU 96 USED WEBSITE OR APP IN PAST 6 MONTHS)
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)

1. <DISPLAY CODES SELECTED FROM QE2>
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 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**?

Actively engaging includes sharing, commenting and/or interacting with 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)

1. <DISPLAY CODES SELECTED FROM QE12>
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 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)

1. <DISPLAY CODES SELECTED FROM QE12>

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 96 USED WEBSITE OR APP IN PAST 7 DAYS)
QE16 (2022)

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

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)

1. <DISPLAY CODES SELECTED FROM QE12>

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 96 USED WEBSITE OR APP IN PAST 7 DAYS)
QE17 (2022)

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

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)

1.   <DISPLAY CODES SELECTED FROM QE12>

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 96, HAS USED WEBSITE OR APP IN PAST 6 MONTHS)
NEW SCREEN. INTRO.

For the next set of questions, please think about the websites or apps that you have used for communication and social media in the **past 6 months.**

*(QE2=1 THRU 96, USED WEBSITE OR APP IN PAST 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)

1.   <DISPLAY CODES SELECTED FROM QE2>
96.   <INSERT 'OTHER' FROM QE2>
97.   None. You / I haven't seen or heard any content on a website or app that I
        believed to be a scam **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 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 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 SELECTED FROM 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)

*(QE20=1 THRU 96, SEEN SCAM)
QE20a (2024)
       Thinking of **your most recent experience with a scam** on <<INSERT PLATFORM FROM QE20>>, where did you see or hear the content you believe to be a **scam** ?

Please select one answer.

(SINGLE RESPONSE) (READ OUT)

1.   Posted on my wall, feed or on a story (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

*(QE18=1 THRU 96, SEEN SCAMS)
QE21 (2023).
       Thinking of **your most recent experience with a scam**, 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 (e.g. for the purposes of identity theft, hacking etc.)
2.   Buying or selling products or services, or payment issues
3.   Dating or romance – fake profile, asking for money, gifts
4.   Fake charity
5.   Investing or betting, cryptocurrency scheme

6.   Jobs and employment – misleading jobs or training

7.   Threat or extortion – to people, identity, reputation, computer access, ransomware etc

8.   Unexpected money – inheritance or rebate

9.   Unexpected winnings – lottery or competition

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 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.

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

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.

(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 96, USED WEBSITE OR APP IN THE PAST 6 MONTHS)
INTRO: The next questions are about your experience with **misinformation** on websites or apps**.**

This includes information that may or may not be spread intentionally. It has the potential to cause harm to individuals, groups, or society because it is false, wrong, misleading, or deceptive, including disinformation, fake news, conspiracy theories and propaganda.

*(QE2=1 THRU 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 information that may or may not be spread intentionally. It has the potential to cause harm to individuals, groups, or society because it is false, wrong, misleading, or deceptive, including disinformation, fake news, conspiracy theories and propaganda.

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)

1.   <DISPLAY CODES FROM QE2.
96.   <INSERT 'OTHER' FROM QE2>
97.   You / I haven't seen or heard any content I believe to be misinformation **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 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 96, SEEN MISINFO ON MORE THAN ONE PLATFORM. AUTOCODE IF ONLY ONE SELECTED AT QE22)

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 SELECTED AT 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 96, SEEN MISINFO)

QE25 (2023)

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

Please select one answer.

(SINGLE RESPONSE) (READ OUT)

1.   Posted on my wall, feed or on a story (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 96, SEEN MISINFO)

QE26 (2023)

 Still thinking of **your most recent experience with misinformation**, 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. Israel-Palestine conflict)

2. Electoral (e.g. US elections, Australian parliamentary and municipal elections, 2023 Australian Indigenous Voice referendum)

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)

100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(QE22=1 THRU 96, SEEN MISINFO)
QE27A (2024)

Thinking of **your most recent experience with misinformation** on **<<INSERT PLATFORM FROM QE24>>**, did the platform label the post with any of the following?

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)

PROG: IF NECESSARY TO CLARIFY AT CODE 6 / HOVER OVER AT CODE 6: *Artificial Intelligence (or Generative AI) refers to computer technologies that generate novel content such as text, images, audio and code in response to prompts. Some applications of Generative AI include programs that specialise in the generation of human-like text, such as OpenAI's ChatGPT and Gemini.*

1.   Misleading
2.   False or partly false
3.   Harmful or potentially harmful
4.   Unverified
5.   Prompts to authoritative information and/or fact checking sites
6.   Created with AI (INCLUDE HOVER ON AI:)
96.   Other (please specify)
7.   No. The platform did not label the content (EXCLUSIVE)
98.   (Don't know) / Not sure (EXCLUSIVE)
99.   (Refused) / Prefer not to say (EXCLUSIVE)

*(QE22=1 THRU 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 TO CLARIFY 'REPORT/FLAG BUTTON OR FILLING OUT A COMPLAINT FORM' :(REFER TO TABLE 1)

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.

(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)

*(QE27B=1, MADE REPORT OR COMPLAINT)
QE27E (2024)

And do you know the outcome of this report or complaint?

(SINGLE RESPONSE) (READ OUT)

Please select one answer.

1.   Yes

2.   No

98.   (Don't know) / Not sure

99.   (Refused) / Prefer not to say

*(ASK IF QE27E=1, KNOW OUTCOME OF REPORT)
QE27C (2024)

What was the outcome of your most recent report or complaint to the platform operator?

(ROTATE 1-6, ALWAYS DISPLAY CODE 7, 96, 98 AND 99 LAST) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)
Please select all that apply.

1.   The content was removed from the platform
2.   The content was removed from my wall / feed
3.   You / I no longer see similar content
4.   The page/person responsible for the content has had their account deactivated
5.   The page/person responsible for the content has had their account restricted
6.   The content now contains a label (e.g., fact-check label).
7.   You / I was notified that the content was not in breach of the platforms guidelines and the platform has not taken any action (EXCLUSIVE BUT ALLOW IT TO BE SELECTED WITH ONLY CODE 3 (e.g., CODE 3 AND 7 CAN BE SELECTED, BUT NOT CODE 3, 5 AND 7)
96.   Other (please specify)
98.   (Don't know) / Not sure (EXCLUSIVE)
99.   (Refused) / Prefer not to say (EXCLUSIVE)

*(ASK IF QE27B=1, MADE A REPORT)
QE27D (2024)

For your most recent report or complaint, to what extent were you satisfied or dissatisfied with the outcome?

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

CODE FRAME ORDER BASED ON 'ORDER' VARIABLE

Please select one answer.

1.   Very dissatisfied
2.   Dissatisfied
3.   Neither satisfied nor dissatisfied
4.   Satisfied
5.   Very satisfied
98.   (Don't know) / Not sure
99.   (Refused) / Prefer not to say

*(QE2=1 THRU 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, imaged 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)

1.   <DISPLAY CODES FROM QE2>
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 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 96, SEEN HARMFUL CONTENT ON WEBSITE OR APP IN PAST 6 MONTHS)
QE30 (2023)
Thinking of **your most recent experience with other harmful content** 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 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 TO CLARIFY 'REPORT/FLAG BUTTON OR FILLING OUT A COMPLAINT FORM' / :(REFER TO TABLE 1)

    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.

    (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 rather than specific experiences of seeing misinformation on websites or apps you may have had.

*(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 /
 Misinformation includes information that may or may not be spread intentionally. Including information that has the potential to cause harm to individuals, groups or society because it false, wrong, misleading or deceptive including disinformation, fake news, conspiracy theories and propaganda

(STATEMENTS) (ROTATE)

a. Misinformation is harming Australian society
b. Platform operators are doing enough to address the harms caused by misinformation
c. 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.

*(ASK ALL)

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 / Movie store
25. Instagram Reels
27. Paramount+
28. Flash
29. Twitch
30. X (formerly Twitter)
31. Vimeo
37. Tubi
38. Samsung TV Plus
39. Pluto TV
40. Plex (Free Live TV)
96. Some other online video service (please specify)
95. You / I haven't watched online video content in the past 6 months (EXCLUSIVE)
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)

(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 CODE 1 / INCLUDE AS POP-OUT BOX FOR CODES 1:
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 services 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 (e.g. ABC, SBS, Channels 7, 9, 10)
2. Pay TV or other subscription TV channels (e.g. Foxtel)
5. Free-to-air catch-up TV and streaming services (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. Prime video stores, Telstra TV Box Office)
12. User-generated or short-form online video service (e.g. YouTube, TikTok, Instagram)
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 (e.g. ABC, SBS, Channels 7, 9, 10)	Enter hours	Don't know
B	PayTV other subscription TV channels (e.g. Foxtel)	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. Prime video stores, Telstra TV Box Office)	Enter hours	Don't know
I	User-generated or short-form online video service (e.g. YouTube, TikTok, Instagram)	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) (NEW SCREEN) (INTRO)
The next series of questions are about watching **any** online video content that is streamed or downloaded.

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

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
17.   Roku box
18.   Hubbl box
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=5, WATCHED FREE-TO-AIR CATCH UP TV IN PAST 7 DAYS)
QF9   (2017) 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, 7Bravo)
2.   9Now (9Gem, 9Go!, 9Life, 9Rush)
3.   10 play (10 Bold, 10 Peach, Nickelodeon)
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 (i.e., 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.   <INSERT PLATFORMS SELECTED AT QF7>

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) (DISPLAY ONE BY ONE NOT AS A GRID)

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

IF NECESSARY TO CLARIFY DIGITAL RADIO / SHOW ON SCREEN
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

*(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, Apple Music etc.)
6. Podcasts (at least one)
97. None of these (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(ASK ALL)
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 7, 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)
7. I don't have a car (EXCLUSIVE)
97. None of the above (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE

*(ASK ALL)
QH18 (2024)
In the **past 6 months**, have you used a smart speaker at home?

Smart speakers are connected to the internet and can use voice commands to play audio content (music, podcasts, look up and relay information) or to control other smart devices or smart appliances etc. This excludes bluetooth-only speakers.

(SINGLE RESPONSE) (READ OUT)

Please select one answer.

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

*(QH18 = 1, HAVE SMART USED SMART SPEAKER P6M)
QH18a (2024)

Which brand/s of smart speaker do you **currently** use in your household?

Please select all that apply.

(ROTATE 1-6) (MULTIPLE RESPONSE) (READ OUT)

1.   Google (e.g. Nest audio, Nest mini)
2.   Amazon (e.g. Echo, Echo dot, Echo studio)
3.   Apple (e.g. Homepod and MiniPod)
4.   Sonos (e.g. One, Era, Move, Roam)
5.   Bose (e.g. Smart speaker 500)
6.   JBL (e.g. Authentics 500, Authentics 200)
96.   Other (please specify)
98.   (Don't know) / Not sure (EXCLUSIVE)
99.   (Refused) / Prefer not to say (EXCLUSIVE)

(QH18=1, HAVE USED SMART SPEAKER P6M)
QH18c (2024)

And in the **past 6 months**, which of the following types of audio content have you listened to using your smart speaker?

IF NECESSARY TO CLARIFY FOR CODE 1 / HOVER OVER FOR CODE 1 'LIVE AUSTRALIAN RADIO':
This includes stations with live content from national, regional, community, commercial stations (e.g. Nova, 3AW, Triple M, ABC Radio (including all local ABC radio stations), etc). In English or other languages, and may include live music, talkback, news etc.
This excludes playing live radio on your smart speaker that comes from another device (downloaded, Bluetooth or direct connection to a traditional speaker).

Replays of previously broadcast programs. Highlights packages, shortform segments including catch-up news bulletins.

(MULTIPLE RESPONSE)

Please select all that apply.

1. Live Australian radio
2. Catch-up Australian radio
3. Podcasts, audio books
4. Online music streaming services (e.g. Spotify, Apple Music etc.)
96. Other audio content (please specify)
97. None of these *(EXCLUSIVE)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(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 2024". 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.)

*PROGRAMMER: ONLY SHOW BELOW TEXT IF POSTCODE HAS AT LEAST ONE STATION IN THE FILE 'QH17 - Community radio stations by postcode FOR 2024'
Here are some examples of community radio stations in your location:
   <PIPE IN LIST OF 'ON_AIR_ID' (FROM COLUMN E) 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

*(ASK IF QH17=1, LISTEN TO COMMUNITY RADIO IN P6M).

H17a (2024)

In the past 6 months, which community radio stations have you listened to?

This includes on AM, FM or digital radio (DAB+).

(POP UP WITH QUESTION LIST OF STATIONS BY LOCATION – REFER FILE IN QUESTIONNAIRE FOLDER NAMED "QH17 - Community radio stations by postcode FOR 2024". ONLY DISPLAY AVAILABLE STATIONS IN EACH POSTCODE (AND NOT INCLUDING SURROUNDING POSTCODE DATA). NOTING STATIONS WITH GREATEST COVERAGE SHOULD BE SHOWN FIRST.) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

Please select all that apply.

1. <PIPE IN LIST OF 'ON_AIR_ID' (FROM COLUMN E) FOR RESPONDENT's POSTCODE AT A6>
97. Other (please specify)
98. (Don't know) / Not sure
99. (Refused) / Prefer not to say

*(QH8=1 THRU 6, LISTENED TO ANY SOUCE IN PAST 6 MONTHS)
PRE_QH3   We'd now like to ask you some questions about what you've listened to in the past 7 days.

*(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, Apple Music etc.)
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
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)

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 / SHOW ON SCREEN:
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 / SHOW ON SCREEN:
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)

1. Not at all confident
2. Not confident
3. Neither confident nor not confident
4. Confident
5. 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 / SHOW ON SCREEN:
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)

1. Not at all confident
2. Not confident
3. Neither confident or not confident

4.   Confident

5.   Very confident

98.   (Don't know) / Not sure

99.   (Refused) / Prefer not to say

MODULE N – News

(SHOW INTRO TEXT WITH QUESTION)
*(ASK ALL) (NEW SCREEN) (INTRO)
    The next questions are about how you access news.

(NEW SCREEN)
*(ASK ALL)
QN1 (2022)
    In the **past 7 days**, did you access news from any of the following sources?

    This includes any factual reporting by journalists or other information on current events at either a local, regional, national or international level.

    IF NECESSARY TO CLARIFY AT CODE 8 / INCLUDE AS POP-OUT BOX FOR CODE 8:
    A News aggregator website or app combines online news content in one location for easy viewing

    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.

    Please select all that apply

    (MULTIPLE RESPONSE) (ROTATE IN BUCKETS: KEEP CODES 1, 2, AND 3 TOGETHER IN THAT ORDER, KEEP CODES 4, 11, AND 5 TOGETHER IN THAT ORDER, KEEP CODES 7, 8 AND 9 TOGETHER IN THAT ORDER, KEEP CODES 6 AND 12 TOGETHER IN THAT ORDER) (ALWAYS DISPLAY CODE 96 to 99 LAST) (READ OUT AND GET A YES OR NO FOR EACH)

    1.   Free-to-air TV (e.g. ABC, SBS, Networks Seven, Nine, Ten and regional channels)

    2.   Free-to-air catch-up or streaming service (e.g. ABC iview, 9Now, 7Plus)

    3.   Subscription or Pay TV service (e.g. Foxtel)

    4.   Radio (AM / FM / DAB+)

    5.   Podcast

    6.   Print newspaper

    7.   Online news website or app (e.g. news.com.au, 9news.com.au, ABC News, The Guardian)

    8.   Online news aggregator or app, displaying news from multiple online sources (e.g. Google News, Apple News, MSN News)

    9.   Online search engine (e.g. Google, Bing)

    10.   Social media or communication website or app (e.g. YouTube, Facebook, X (formerly Twitter), WhatsApp)

    11.   Radio via the internet or app (excluding podcasts)

12. Newsletters
96. Other (e.g. blogs) (please specify)
97. You / I didn't access any news in the past 7 days (EXCLUSIVE)
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

*(ASK IF SELECTED MORE THAN ONE FROM QN1 CODES 1 THRU 96. PLEASE AUTOCODE QN2 IF ONLY ONE SOURCE SELECTED AT QN1)
QN2 (2022)

And which of these is your main source of news?

(ROTATE) (SINGLE RESPONSE) (ONLY DISPLAY CODES SELECTED AT N1) (ALWAYS DISPLAY CODE 96 LAST) (AUTO-CODE QN2 IF QN1 ONLY HAS ONE ANSWER) (READ OUT)

Please select one answer.

1. <INSERT CODES SELECTED AT N1>
96. <INSERT RESPONSE FROM QN1 CODE 96>
98. (Don't know) / Not sure (EXCLUSIVE)
99. (Refused) / Prefer not to say (EXCLUSIVE)

* (QN1=1-96 , ACCESSED NEWS PAST 7 DAYS)
QN4a (2024)

In the past 7 days, how much **time** did you spend accessing **news** on the following?

Please specify the time in the box(es) below. You are able to specify in either hours or minutes, whichever you prefer. E.g. for an hour put '1 hour', for half an hour please put '30 minutes'.
(*QN1=10, SOCIAL MEDIA IS SELECTED: When estimating your time accessing news via social media or communication websites or apps, please think only about the time you spent accessing **news** and NOT the total time you spent on each website or app.
Please consider the total time spent accessing **news** in the past 7 days. Your best estimate is fine.

PROGRAMMING INSTRUCTIONS: RESTRICT OPTIONS TO THOSE SELECTED IN QN1. PROVIDE TEXT BOX NEXT TO EACH OPTION AND RESTRICT INPUT TO NUMERIC (RANGE 0 –100). PROMPT FOR A RESPONSE. ALLOW TO CHOOSE TO ANSWER IN HOURS OR MINUTES FROM A DROP DOWN SELECTION. (ALLOW ONE/TWO DECIMAL NUMBER RESPONSES ONLY WITH INTERVALS OF 0.25)
 (READ OUT)

(IF TOTAL TIME>168 HOURS OR 10080 MINUTES, PLEASE SHOW ERROR MESSAGE: This is more hours than there are in a week. Please change your answer to proceed.

Source from N1	Enter hours	Enter minutes
Source from N1	Enter hours	Enter minutes
Source from N1	Enter hours	Enter minutes
Source from N1	Enter hours	Enter minutes

Total		(DISPLAY TOTAL) *(PROGRAMMER: AUTO SUM TOTAL TIME HERE)

Question Name [Shown in TEST only]: GRIDDEMOWG
Example of sum grid:

In the past 7 days, how many hours/minutes have you spent doing each of the following?

Please record to the nearest hour. If less than 45 minutes please enter '0.5'. If more than 90 hours, please record as 90.

Watched free-to-air TV live	(please select) ⌄	
Watched Foxtel live	(please select) / in hours / in minutes	
Watched something you recorded from free-to-air TV		
Watched something you recorded from Foxtel	(please select) ⌄	
Watched catch up TV (e.g. ABC I-view, Tenplay, Plus7) for free-to-air programs	(please select) ⌄	
Watched movies or TV shows for free over the internet	(please select) ⌄	
Watched video content via an online subscription service such as Netflix, Stan or Foxtel Play	(please select) ⌄	
Watched pay as you go online video services, e.g. Dendy Direct, OzFlix, Google Pay, iTunes	(please select) ⌄	

(PROGRAMMER: PLEASE LOOP QUESTIONS QN4, QN4C, QN6, QN6A FOR EACH SOURCE SELECTED AT QN1. INSTEAD OF LOOPING EACH QUESTION SEQUENTIALLY (E.G. LOOPING QN4 FOR EACH SOURCE AT QN1) PLEASE LOOP THE QUESTIONS IN GROUPS. SO ASK QN4 FOR SOURCE 1, THEN QN4C FOR SOURCE 1, THEN QN6 FOR SOURCE 1, THEN QN6A FOR SOURCE 1. THEN ASK QN4 FOR SOURCE 2, QN4C FOR SOURCE 2, QN6 FOR SOURCE 2, AND QN6A FOR SOURCE 2. AND SO ON FOR EACH SOURCE SELECTED AT QN1) (ALWAYS ASK QN4/QN4C/QN6/QN6A LOOP LAST FOR QN1=10 'Social media or communication website or app')

*(ASK IF N1=1-11, ACCESSED NEWS PAST 7 DAYS, ASK QN4 LOOPED FOR EACH NEWS SOURCE)
QN4 (2023)

In the **past 7 days**, which of the following did you use when accessing news via **<insert news source from QN1>.**

(PROG INSTRUCTIONS:
INSERT CODE FRAME FOR EACH SOURCE SELECTED AT QN1.
SEE APPENDIX 1 FOR CODE FRAME TO INSERT PER SOURCE FROM QN1. (MULTIPLE RESPONSE) (READ OUT)

1.   (DISPLAY LIST RELEVANT TO EACH SOURCE)
98.   (Don't know) / Not sure (EXCLUSIVE)
99.   (Refused) / Prefer not to say (EXCLUSIVE)

*(QN1=1-11, ACCESSED NEWS PAST 7 DAYS) (ASK QN4C LOOPED FOR EACH NEWS SOURCE AT QN1, BUT SKIP A SOURCE FROM QN1 IF QN4a=98/99 FOR THAT SOURCE)
QN4c (2024)

PROGRAMMING INSTRUCTIONS: RESTRICT OPTIONS TO THOSE SELECTED IN QN4. SKIP A PLATFORM FROM QN1 IF ONLY ONE RESPONSE IS SELECTED AT QN4 FOR THAT SOURCE. ANCHOR ORDER OF ALL RESPONSE OPTIONS.

Earlier you mentioned you accessed **news** via <<source at qN1>> for <<insert time from QN4a>> **in the past 7 days.**

Now thinking of the **total time** you spent accessing **news** via <<insert source from QN1>>.

In the **past 7 days,** what percentage of your time did you spend accessing **news** on each of the following?

*(QN1=10, SOCIAL MEDIA IS SELECTED: *Please think only about the time you spent accessing **news** via social media and communications websites or apps, NOT the total time you spent on each website or app.*)

Please ensure your answer equates to 100%.

A	Source from N4	ENTER PERCENTAGE
B	Source from N4	ENTER PERCENTAGE
E	Source from N4	ENTER PERCENTAGE
G	Source from N4	ENTER PERCENTAGE
	Total (%)	(MUST ADD TO 100%) PROGRAMMER: AUTO CALCULATE AND SHOW SUM OF PERCENTAGES ENTERED

*(ASK QN6 LOOPED FOR EACH 'NEWS SOURCE' AT QN4 OF CODE 1-11, WHEN MORE THAN ONE CODE IS SELECTED AT QN4) (IF ONLY ONE SOURCE IS SELECTED AT QN4, PLEASE AUTOCODE QN6. IF QN4=98-99 FOR ANY SOURCE, AUTOCODE QN6 TO 98/99 FOR THAT SOURCE)

QN6 (2023)

For <insert **news source from QN1** >, in the **past 7 days** you accessed news via the following.

Which do you most rely on?

(PROG: DISPLAY CODE FRAME PER NEWS SOURCE, WHERE MORE THAN ONE CODE WAS SELECTED AT QN4 PER NEWS SOURCE.) ENSURE AUTOCODING OF DK/REFUSED TO N6. (SINGLE RESPONSE) (READ OUT).

(DISPLAY LIST RELEVANT TO EACH SOURCE) (IF CODE 96 WAS SELECTED AT N4, PLEASE ALSO PIPE IN THE TEXT ENTERED AT N4)

*(ASK QN6a LOOPED FOR EACH NEWS SOURCE SELECTED AT QN6. DO NOT ASK IF QN6= 98/99 FOR A SOURCE)

QN6a (2024)

You indicated that for <insert news source from QN1>, the source of news you most rely on is <<insert news source from QN6>>.

Why do you most rely on this source?

Please select all that apply.
(ROTATE 1-13 . ANCHOR ORDER OF 96, 98, 99.) (MULTIPLE RESPONSE) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

1.   I use < insert SOURCE FROM N6> the most
2.   It is free to access
3.   It's easy to access
4.   It is available in a language other than English
5.   It has the latest / breaking news
6.   It has in-depth analysis
7.   It offers content about my local area
8.   It has content not available elsewhere
9.   It provides diverse points of view and interests
10.   I have always used it
11.   It gets the facts right
12.   I trust its journalists
13.   I like the format
96.   Other (please specify)
98.   (Don't know) / Not sure (EXCLUSIVE)
99.   (Refused) / Prefer not to say (EXCLUSIVE)

*(ASK IF QN1=10 SOCIAL MEDIA IS A SOURCE OF NEWS)
QN3 (2022)
Thinking about the news you saw on social media or communication websites or apps, does it come from any of the following?

Please select all that apply.

(ROTATE 1-7. ANCHOR 8 AND 96) (MULTIPLE RESPONSE) (READ OUT AND GET A YES OR NO FOR EACH)

1.   Professionally produced news media (e.g. ABC news, Sydney Morning Herald, theguardian.com.au)
2.   Official or government sources of information (e.g. WHO, government, police)
3.   Celebrities or social media influencers
4.   Trusted professionals (e.g., experts in their field)
5.   Family or friends
6.   Community group (e.g. location based) or special interest group (e.g. hobby or support groups)
7.   People you / I don't know

8.   Unknown sources

96.   Other (please specify)

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

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

100.   Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(QN3 = 6 NEWS CAME FROM COMMUNITY OR SPECIAL INTEREST GROUP)

QN3a (2024)

Thinking about the news you accessed on social media that came from community or special interest groups, what was this news about?

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

Please select all that apply.

1.   News about my local suburb or area

2.   News about my city, region or town in Australia (e.g. South Coast of NSW)

3.   News about my state or territory

4.   News about a city, region, suburb, town or area of interest to me in Australia

5.   News about Australia (national news)

6.   News about somewhere overseas

7.   News shared in a special interest, hobby or support group (i.e. not location based)

96.   Other (please specify)

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

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

100.   Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(ASK IF QN3=1, SAW PROFESSIONALLY PRODUCED NEWS ON SOCIAL MEDIA)

QN3b (2024)

Thinking of all the times you saw **professionally produced news** on social media **in the past 7 days**, (e.g. produced by ABC news, Sydney Morning Herald, theguardian.com.au), how did you come across this news?

(ROTATE IN BUCKETS BUT DO NOT ROTATE WITHIN BUCKETS: I.E. EITHER SHOW AS 1-10 OR AS 6-10, 1-5, ANCHOR 96, 98, 99) (READ OUT AND GET A 'YES' OR 'NO' FOR EACH)

Please select all that apply.

1.   I saw news stories that were trending on my wall or feed posted by an account I don't follow

2.   I saw posts from friends or other people about news stories

3. It was posted on a community page or group message board (this includes part of comments)

4. It was sent to me in a private or direct message

5. It was sent to me in a group message

6. I actively follow traditional news organisations (e.g., ABC, The Daily Telegraph) and saw their posts

7. I actively follow online-only news organisations (e.g., Buzzfeed)

8. I actively follow organisations that bring news together from other news providers (e.g., Ground News)

9. I actively follow certain professionals who post news stories (e.g., journalists, politicians)

10. I actively follow specific news programmes (e.g., Four Corners, 60 Minutes)

96. Other (please specify)

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

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

100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

*(ASK IF QN1=8,9 OR QN3=1, ACCESSED NEWS FROM ONLINE AGGREGATOR, ONLINE SEARCH ENGINE OR PROFESSIONALLY PRODUCED NEWS MEDIA)

QN8 (2023)
You said you accessed news online via:

- <PIPE IN RESPONSE(S) FROM QN1(8,9), QN3(1)>

Thinking of all the times you accessed news online in the **past 7 days,** where was that news originally published?

(MULTIPLE RESPONSE)
(DISPLAY CODE FRAME FOR 'NEWS SOURCE 7: 'ONLINE NEWS WEBSITE OR APP')
(PROG INSTRUCTIONS: RANDOMISE ORDER, ANCHOR 96, 98, 99)

(READ OUT)

Please select all that apply

96. Other (please specify)

98. You / I don't know the original source of the news articles you / I see (EXCLUSIVE)

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

100. Skipped due to backcoding (PROGRAMMER: HIDDEN CODE FOR INTERNAL USE)

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)
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

*(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.   (Re APPENDIX 1: 'news source' LISTS

(PROG: CODEFRAMES FOR QN4 (2024))
'NEWS SOURCE' HEADERS ARE BOLDED BELOW:

1. **Free-to-air TV**
   (PROG: PLEASE LOOKUP STATE FROM LINA PROFILE DATA FOR CODES 9 AND 10)
   1. ABC
   2. SBS
   3. Nine Network
   4. Seven Network
   5. Network 10
   6. WIN
   7. Southern Cross Austereo (SCA)
   8. Sky News Regional
   9. Channel 44 – Adelaide Community Television [Note: Only for SA]
   10. Channel 31 - Melbourne Community Television [Note: Only for VIC]
   96. Other (please specify)

2. **Free-to-air TV catch-up or streaming service**
   1. ABC iview
   2. SBS On Demand
   3. 9Now
   4. 7Plus
   5. 10 play
   96. Other (please specify)

3. **Subscription or Pay TV service (e.g. Foxtel)**

1. Foxtel
96. Other (please specify)

4. Radio (AM / FM / DAB+)
(PROG: show 'National' and 'Other' options for all, plus relevant state/territory options).
(PROG: PLEASE LOOKUP STATE FROM LINA PROFILE DATA)

National:
1. ABC News Radio
2. ABC Radio National
3. ABC Local Radio
4. Triple J
5. SBS Radio

NSW:
1. 2GB
2. Smooth FM
3. WSFM
4. Nova
5. Triple M
6. 2DAY FM
7. KIIS
8. PowerFM
9. Hit Network (e.g. hit106.9 Newcastle, hit105.5 Coffs Coast)
10. KIX Country Radio

VIC:
1. 3AW
2. Gold
3. Smooth FM
4. The Fox
5. Nova
6. KIIS
7. Triple M
8. PowerFM
9. Hit Network (e.g. hit91.9 Bendigo, hit99.5 Sunraysia)

QLD:
1. Nova
2. B105
3. KIIS 97.3
4. Triple M
5. 4BC 882
6. 90.9 Sea FM
7. Hot Tomato
8. Ew start (e.g. Star 101.9 Mackay, Star 102.7 Cairns)
9. Hit Network (e.g., hit103.1 Townsville, hit103.5 Cairns)
10. KIX Country

SA:
1. Mix 102.3
2. FIVEaa
3. Nova
4. Triple M
5. Cruise 1323
6. SAFM
7. Magic FM
8. PowerFM

WA:
1. Nova
2. Mix 94.5
3. 96FM
4. 6PR
5. Triple M
6. Hit Network (e.g. hit95.3 Albany, hit101.3 Broome)

TAS:
1. Hit100.9 Hobart
2. Triple M
3. Sea FM
4. Chilli FM

ACT:
1. Hit 104.7
2. Mix 106.3
3. 2CA
4. 2CC

NT:
1. Hot100FM
2. Mix 104.9
3. Sun 969
4. FlowFM
5. KIX Country Radio

Other:
1. Community radio (please specify)
96. Other (please specify)

5. **A podcast**
   1. ABC News Daily/RN Breakfast/AM/PM (ABC)
   2. Hack (Triple J)
   3. SBS News Updates
   4. 9News Podcast
   5. From The Newsroom (news.com.au)

6. Sky News Australia Update
7. Paul Murray Live/The Bolt Report/Credlin (Sky News Australia)
8. Ben Fordham Live/The Ray Hadley Morning Show/Mornings with Neil Mitchell
9. 7am (Schwartz Media)
10. The Briefing (LiSTNR)
11. The Update (Nova)
12. The Daily Aus
13. Squiz Today
14. The Front (The Australian)
15. The Fin (Financial Review)
16. Full Story/Today in Focus (The Guardian)
17. Please Explain (SMH/The Age)
18. Politics with Michelle Grattan (The Conversation)
19. The Quicky (Mamamia)
20. The Daily (The New York Times)
21. The Global News Podcast (BBC)
22. The Journal (The Wall Street Journal)
23. The Matt Walsh Show/The Ben Shapiro Show (The Daily Wire)
24. Democracy Sausage with Mark Kenny
25. Fear and Greed
26. The Rubin Report
96. Other (please specify)

6.   A print newspaper

(PROG: show 'National' and 'Other' options for all, plus relevant state/territory options).

(PROG: PLEASE LOOKUP STATE FROM LINA PROFILE DATA)

National
1. The Australian Financial Review
2. The Australian
3. The Saturday Paper

NSW
1. The Daily Telegraph
2. The Sydney Morning Herald
3. The Sun Herald
4. Newcastle Herald

VIC:
1. The Age
2. Herald Sun
3. Sunday Herald Sun

QLD:
1. The Courier-Mail
2. The Sunday Mail (Brisbane)
3. Gold Coast Bulletin
4. Cairns Post

SA:
1. The Advertiser
2. The Sunday Mail (Adelaide)

WA:

1. The West Australian
2. Sunday Times

TAS:
1. The Mercury
2. The Examiner

ACT
1. The Canberra Times

NT:
1. Northern Territory News

Other:
1. Your local daily newspaper (please specify)
2. Your local paid weekly newspaper (please specify)
3. Your free weekly newspaper (please specify)
96. Other (please specify)

7. An online news website or app

1. news.com.au
2. ABC News
3. SBS News
4. Yahoo
5. The Guardian Australia
6. 9News
7. 7NEWS
8. The Australian
9. Sky News Australia
10. Sydney Morning Herald (SMH)
11. The Age
12. Daily Mail
13. Australian Financial Review (AFR)
14. Brisbane Times
15. Perth Now
16. WA Today
17. HeraldSun
18. Crikey
19. The New Daily
20. The Spectator Australia
21. BBC News
22. The New York Times (NYT)
23. The Wall Street Journal
24. Washington Post
25. HuffPost
26. Al Jazeera
27. Rebel News
96. Other (please specify)

8. An online news aggregator or app, displaying news from multiple online sources

1. Google News
2. Apple News/Apple News+
3. Microsoft Start

4. Flipboard
5. Feedly
6. Ground News
96. Other (please specify)

9. An online search engine

1. Google Search
2. Bing Search
3. DuckDuckGo
4. Yahoo
96. Other (please specify)

11.Radio via the internet or app (excluding podcasts)
(PROG: show 'National' and 'Other' options for all, plus relevant state/territory options).
(PROG: PLEASE LOOKUP STATE FROM LINA PROFILE DATA)

National:
6. ABC News Radio
7. ABC Radio National
8. ABC Local Radio
9. Triple J
10. SBS Radio

NSW:
11. 2GB
12. Smooth FM
13. WSFM
14. Nova
15. Triple M
16. 2DAY FM
17. KIIS
18. PowerFM
19. Hit Network (e.g. hit106.9 Newcastle, hit105.5 Coffs Coast)
20. KIX Country Radio

VIC:
10. 3AW
11. Gold
12. Smooth FM
13. The Fox
14. Nova
15. KIIS
16. Triple M
17. PowerFM
18. Hit Network (e.g. hit91.9 Bendigo, hit99.5 Sunraysia)

QLD:
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20. KIX Country

SA:
9. Mix 102.3
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TAS:
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ACT:
5. Hit 104.7
6. Mix 106.3
7. 2CA
8. 2CC

NT:
6. Hot100FM
7. Mix 104.9
8. Sun 969
9. FlowFM
10. KIX Country Radio

<u>Other:</u>
2. Community radio (please specify)
96. Other (please specify)

10. A social media or communication website or app
1. Discord
2. Facebook
3. Facebook Messenger
4. Gettr
5. Instagram
6. Kwai
7. LINE
8. LinkedIn
9. Mastodon
10. Parler
11. Pinterest
12. Reddit
13. Signal
14. Snapchat
15. Telegram
16. TikTok
17. Truth Social
18. Tumblr
19. Twitch
20. X (formerly Twitter)
21. Viber
22. WeChat
23. Weibo
24. WhatsApp
25. YouTube
96. Other (please specify)