### Appendix C: Family Law Evaluation Project Instruments

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Appendix C1

General Population of Parents Survey 2006
NEW FAMILY LAW SYSTEM EVALUATION (BASELINE) – MAIN SURVEY VERSION
GENERAL POPULATION OF PARENTS (GPP) SURVEY

Good [afternoon/evening]. My name is … and I’m calling on behalf of the Australian Institute of Family Studies. As part of a national survey of parents we want to talk to parents of children under the age of 18.

SCREEN 1 Is there anyone in your household who is a parent of a child under 18?
IF NECESSARY ADD: Regardless of whether or not the child currently lives in the household.
1. Yes
2. No TERMINATE
3.

SCREEN 2 If both the father and the mother are available, then we’d like to speak to the father in this instance.
1. Yes, Male respondent available CONTINUE
2. Yes, only female respondent available CONTINUE
3. Appointment required for male ARRANGE CALL BACK
4. Appointment required for female ARRANGE CALL BACK
5. Quota full TERMINATE
6. No, Refused TERMINATE

WHEN SPEAKING TO ULTIMATE RESPONDENT – REINTRODUCE & ADD
This survey asks about parenting and relationships and services that parents and couples may use at some point if they are facing difficulties. You are free to stop the interview at any stage, or skip any question. This interview will take about 15-20 minutes.

ADD IF NECESSARY: The Australian Institute of Family Studies is a national, independent body established to monitor the wellbeing of Australian families.

May I go ahead with the survey now?
1. Yes, Interview CONTINUE
2. No, Not able to do interview now ARRANGE CALL BACK
3. No, Refused TERMINATE
IF NO: TERMINATE
Thank you for your time and assistance, but we need to speak to a parent of a child under 18 years.

The interview may be monitored for quality purposes. Please tell me if you don’t want this to occur.

MONITORING ALLOWED
MONITORING NOT ALLOWED

I. ATTITUDES TO RELATIONSHIPS

ATT1 I’d like to begin with some statements about relationships. Could you tell me whether you agree or disagree with each statement. There’s no right or wrong answer.

a. The skills needed to maintain a GOOD RELATIONSHIP WITH THEIR PARTNER come naturally to most people.

b. If you are thinking of separating, it is important to consult a lawyer.

c. The skills needed to BE A GOOD PARENT come naturally to most people.

d. Children generally do best after separation when both parents stay involved in their lives.

e. It’s hard for couples to maintain a good relationship in today’s society.

PROBE FOR (DIS)AGREE/STRONGLY (DIS)AGREE

1. Strongly agree
2. Agree
3. Mixed feeling
4. Disagree
5. Strongly disagree
6. CAN’T SAY/DON’T KNOW
7. REFUSED
II. KNOWLEDGE OF, AND ATTITUDES TO, SEEKING HELP
The next questions are about sources of help for people who become aware of difficulties with parenting.

HC1. If you were to become aware of any difficulties in handling your child(ren)'s behaviour, apart from family or friends, where would you go for help? DO NOT READ OUT (MULTIPLE RESPONSE)
   1. Counsellors (Marriage guidance or similar professional)
   2. Doctor (General Practitioner)
   3. Community Health Centre
   4. Lawyer (Legal services)
   5. Priests, religious leaders or elders
   6. Internet
   7. TV, newspapers or magazines
   8. Telephone services (eg. Lifeline, MensLine, women’s help line)
   9. Self-help books
   10. The School Counsellor or Teacher
   11. None – no-one
   12. Other (specify)
   13. CAN’T SAY/DON’T KNOW
   14. REFUSED

Subset of codes within other includes:
   15. Police
   16. Welfare Agency
   17. Information nights/courses for parents
   18. Financial Planner
   19. Other (specify)

HC2 DELETED

HC3 Would you consider seeking help from any of the following?
   LIST THOSE NOT MENTIONED AT HC1 (Codes 1-5, 10)

INCLUDE TEXT IN BRACKETS IN HC4 AS APPROPRIATE

HC4. Have you (or your partner) ever sought help from any source, about difficulties in handling the behaviour of any of your children?
   IF NECESSARY ADD: Not including family and friends
   1. Yes
   2. No
   3. CAN’T SAY/DON’T KNOW
   4. REFUSED
HC4a Where did you go? (MULTIPLE RESPONSE)
1. Counsellors (Marriage guidance or similar professional)
2. Doctor (General Practitioner)
3. Community Health Centre
4. Lawyer
5. Priests, religious leaders or elders
6. Internet
7. TV, newspapers or magazines
8. Telephone services (eg. Lifeline, MensLine, women's help line)
9. Self-help books
10. The School Counsellor or Teacher
11. None – no-one
12. CAN’T SAY/DON’T KNOW
13. REFUSED
Subset of codes within other includes:
14. Police
15. Welfare Agency
16. Information nights/courses for parents
17. Financial Planner
18. Other (specify)

HC4b How long after you first became aware of a problem, did you seek help?
IF MORE THAN ONE HELP-SEEKING REFER TO MOST SERIOUS
1. Straightaway
2. Response given in weeks
3. Response given in months
4. Response given in years
5. CAN’T SAY/DON’T KNOW
6. REFUSED

HC6. (Which, if any, of the services you used) would you recommend (this service) to someone else in similar circumstances?
1. Counsellors (Marriage guidance or similar professional)
2. Doctor (General Practitioner)
3. Community Health Centre
4. Lawyer
5. Priests, religious leaders or elders
6. Internet
7. TV, newspapers or magazines
8. Telephone services (eg. Lifeline, MensLine, women’s help line)
9. Self-help books
10. The School Counsellor or Teacher
11. None – no-one
12. Other (specify)
13. CAN’T SAY/DON’T KNOW
14. REFUSED
Subset of codes within other includes:
15. Police
16. Welfare Agency
17. Information nights/courses for parents
18. Financial Planner
19. Other (specify)
III INITIAL DEMOGRAPHICS

We are going to talk about seeking help for relationship problems. So that we can ask questions relevant to your circumstances, I’d like to ask a few questions about your marital status and children.

PE1. **PMARSTAT.** Are you currently … READ OUT

1. Married  
2. Separated (whether from marriage or de facto)  
3. Divorced  
4. Widowed, or  
5. Never been married  
6. REFUSED

GO TO PE3

PE2. **PONGOING.** Are you currently in an ongoing relationship with someone?

1. Yes  
2. No  
3. CAN’T SAY/DON’T KNOW  
4. REFUSED

GO TO PRE PE5

PE2a. **PDEFACTO.** Do you live with that person?

1. Yes  
2. No  
3. CAN’T SAY/DON’T KNOW  
4. REFUSED

PRE PE3 IF WITH SPOUSE/PARTNER (PE1=1 OR PE2a=1), ASK PE3 ELSE GO TO PRE PE5

PE3 How long have you and your spouse/partner been living together?

1. Response given in months  
2. Response given in years  
3. CAN’T SAY/DON’T KNOW  
4. REFUSED

RECORD NUMBER __________________________________________

PRE PE4 IF MARRIED (PE1=1), ASK PE4 ELSE GO TO PRE PE5

PE4 And how long have you been married?

1. Response given in months  
2. Response given in years  
3. CAN’T SAY/DON’T KNOW  
4. REFUSED

RECORD NUMBER __________________________________________
PRE PE5  IF DIVORCED OR SEPARATED (PE1=2,3), GO TO PE6 ELSE CONTINUE

PE5  Have you ever divorced or separated from someone that you lived with for three months or more?
1. Yes
2. No
3. CAN’T SAY/DON’T KNOW
4. REFUSED

PE6  Were there any children born to (that/your previous) relationship?
1. Yes
2. No
3. CAN’T SAY/DON’T KNOW
4. REFUSED

PE6a Do any of them live with their other parent?
1. Yes
2. No
3. CAN’T SAY/DON’T KNOW
4. REFUSED

PE6b Do any of them live with you?
1. Yes
2. No
3. CAN’T SAY/DON’T KNOW
4. REFUSED

PE6c. Was the separation more or less than a year ago?
1. Less than 1 year
2. More than one year
3. CAN’T SAY/DON’T KNOW
4. REFUSED

PE6d How long ago was it?
1. Response given in months
2. Response given in years
3. CAN’T SAY/DON’T KNOW
4. REFUSED

RECORD MONTHS ___________________ OR RECORD YEARS______________________

PRE PE7  IF NOT LIVING WITH A PARTNER, GO TO PE9 IF PARTNERED CONTINUE:

PE7  Has your (husband/wife/partner) ever divorced or separated from someone that (s/he) lived with for three months or more?
1. Yes
2. No
3. CAN’T SAY/DON’T KNOW
4. REFUSED
PE8  Were there any children born to that relationship?
   1. Yes  GO TO PE9
   2. No    GO TO PE9
   3. CAN’T SAY/DON’T KNOW  GO TO PE9
   4. REFUSED  GO TO PE9

PE8a Do any of them live with their other parent?
   1. Yes
   2. No
   3. CAN’T SAY/DON’T KNOW
   4. REFUSED

PE8b Do any of them live with you?
   1. Yes
   2. No
   3. CAN’T SAY/DON’T KNOW
   4. REFUSED

PE9. How many children under 18 are currently living with you for at least 50% of the time?
   [INTERVIEWER NOTE: INCLUDE ‘ADOPTED’ CHILDREN AND BIOLOGICAL CHILDREN]

RECORD NUMBER  _________________________________________________

Appendix C1
IV RELATIONSHIP STATUS

IF PARTNERED (PE1=1 OR PE2a=1), CONTINUE
IF HAS HAD A PREVIOUS RELATIONSHIP (PE1=2,3 OR 4)
INCLUDE TEXT IN BRACKETS IN RS1 AND RS4
IF NOT PARTNERED GO TO RS7

RS1 We have a few questions now about your (current) marriage/relationship. You are free to not answer any of these questions if you don’t feel comfortable doing so. At any stage, have you thought your relationship might be in real trouble?
1. Yes
2. No GO TO RS6
3. CAN’T SAY/DON’T KNOW GO TO RS4
4. REFUSED GO TO RS4

RS2 How long ago was it that you first became aware of serious problems?
5. Response given in months
6. Response given in years
7. CAN’T SAY/DON’T KNOW
8. REFUSED

RECORD NUMBER ________________________________

RS3 Are you over those problems now?
1. Yes
2. No
3. CAN’T SAY/DON’T KNOW
4. REFUSED

RS4 Have you ever separated from your (current) partner?
1. Yes
2. No GO TO RS6
3. CAN’T SAY/DON’T KNOW GO TO RS6
4. REFUSED GO TO RS6

RS5 How long was the separation?
1. Response given in days
2. Response given in weeks
3. Response given in months
4. Response given in years
5. CAN’T SAY/DON’T KNOW
6. REFUSED

RECORD NUMBER ________________________________
RS6 How satisfied or dissatisfied are you with your current relationship? On a scale of 0 to 10, where 0 means "totally dissatisfied" and 10 means "totally satisfied", what rating would you give?

Totally dissatisfied – 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 – Totally satisfied

CAN'T SAY/DON'T KNOW
REFUSED

ASK ALL

IF RS6 ANSWERED, ASK RS7b, ELSE ASK RS7a

RS7 Now imagine you were in a relationship and having difficulties with it.
(a). Using a scale of 0 to 10, where 0 means "totally dissatisfied" and 10 means "totally satisfied", what score would you give to the point at which you would seek professional help for your relationship?
(b). Now imagine difficulties are developing in the relationship. Using the same scale (of 0 to 10, where 0 means "totally dissatisfied" and 10 means "totally satisfied", what score would you give to the point at which you would seek professional help?

Totally dissatisfied – 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 – Totally satisfied

I NEVER WOULD SEEK HELP
CAN'T SAY/DON'T KNOW
REFUSED
V OUTSIDE HELP WITH SEPARATION

H13. Imagine you and your partner were separating, where would you go to get the information or advice you needed?
(IF NECESSARY ADD: – apart from family or friends)

DO NOT READ OUT

1. Counsellors (Marriage guidance or similar professional)
2. Doctor (General Practitioner)
3. Community Health Centre
4. Lawyer (Legal services)
5. Priests, religious leaders or elders
6. Internet
7. TV, newspapers or magazines
8. Telephone services (eg. Lifeline, MensLine, women’s help line)
9. Self-help books
10. The School Counsellor or Teacher
11. None – no-one
12. Other (specify)
13. CAN’T SAY/DON’T KNOW
14. REFUSED

Subset of codes within other includes:

15. Police
16. Welfare Agency
17. Information nights/courses for parents
18. Financial Planner
19. Other (specify)

HC14 Would you consider seeking help from any of the following?
LIST THOSE NOT MENTIONED AT H13 (Codes 1-5)

PRE H15 IF SEPARATED/DIVORCED (PE1=2,3 OR PE5=1), CONTINUE ELSE GO TO NEXT SECTION

H15. Did you seek any professional help at the time of your separation or divorce?

1. Yes
2. No
3. CAN’T SAY/DON’T KNOW
4. REFUSED

H15a Where did you go? (MULTIPLE RESPONSE)

1. Counsellors (Marriage guidance or similar professional)
2. Doctor (General Practitioner)
3. Community Health Centre
4. Lawyer
5. Priests, religious leaders or elders
6. Internet
7. TV, newspapers or magazines
8. Telephone services (eg. Lifeline, MensLine, women’s help line)
9. Self-help books
10. The School Counsellor or Teacher
11. None – no-one
12. Other (specify)
13. CAN’T SAY/DON’T KNOW  GO TO NEXT SECTION
14. REFUSED  GO TO NEXT SECTION

Subset of codes within other includes:
15. Police
16. Welfare Agency
17. Information nights/courses for parents
18. Financial Planner
19. Other (specify)

H15b How long after you first became aware of this problem, did you seek help?

IF MORE THAN ONE HELP-SEEKING REFER TO MOST SERIOUS
1. Straightaway
2. Response given in weeks
3. Response given in months
4. Response given in years
5. CAN’T SAY/DON’T KNOW
6. REFUSED

H17. (Which, if any, of the services you used) would you recommend (this service) to someone else in similar circumstances?
1. Counsellors (Marriage guidance or similar professional)
2. Doctor (General Practitioner)
3. Community Health Centre
4. Lawyer
5. Priests, religious leaders or elders
6. Internet
7. TV, newspapers or magazines
8. Telephone services (eg. Lifeline, MensLine, women’s help line)
9. Self-help books
10. The School Counsellor or Teacher
11. None – no-one
12. Other (specify)
13. CAN’T SAY/DON’T KNOW
14. REFUSED

Subset of codes within other includes:
15. Police
16. Welfare Agency
17. Information nights/courses for parents
18. Financial Planner
19. Other (specify)
VI. SEPARATION AND DIVORCE

IF HAVE CHILDREN FROM A PREVIOUS RELATIONSHIP (PE1=2,3 OR PE6=1) AND IF SEPARATION WAS MORE THAN ONE YEAR AGO (PE6c>1) CONTINUE
ELSE GO TO SECTION VIII - GRANDPARENTS

SEP INTRO  You said you have been (divorced/separated). We now want to ask you about the arrangements you have come to since separating or divorcing. Is that okay?
IF RESPONDENT REPORTS MORE THAN ONE SEPARATION INVOLVING CHILDREN – ASK ABOUT THE MOST RECENT ONE.
1. Yes  
2. No  GO TO NEXT SECTION

SEP1. Thinking about the final decision to separate, who mostly made the decision?
INTERVIEWER NOTE: IF THERE HAS BEEN MORE THAN ONE SEPARATION/DIVORCE, ASK ABOUT THE MOST RECENT ONE.
1. Mostly made by you  
2. Mostly made by your former spouse/partner  
3. Jointly  
4. Neither, it just happened  
5. CAN'T SAY/DON'T KNOW  
6. REFUSED

SEP2. Would you describe your relationship with your former spouse/partner as:  (READ OUT)
1. Friendly  
2. Cooperative  
3. Distant  
4. Lots of conflict  
5. Fearful  
6. CAN'T SAY/DON'T KNOW  
7. REFUSED

SEP3. Overall, how much conflict is there between you these days? Would you say …(READ OUT)
1. A great deal  
2. Some  
3. Very little  
4. None  
5. Really varied (do not read)  
6. CAN'T SAY/DON'T KNOW  
7. REFUSED

SEP5a. About how many kilometres from you, does your former partner live?

RECORD NUMBER ________________  GO TO SEP6
CAN'T SAY/DON'T KNOW  
REFUSED  GO TO SEP6
SEP5b. O.K. Could you give me some idea of how long the journey would take from your house to (his/her) house by car?
RESPONSE MAY BE MINUTES /HOURS/ DAYS

KMTIMEM  Time in minutes
KMTIMEH  Time in hours
KMTIMED  Time in days

RECORD NUMBER __________________
CAN’T SAY/DON’T KNOW
REFUSED

SEP6. Over the past 12 months, how often have you communicated with each other about your child or children?
1. Daily
2. Several times a week
3. At least once per week
4. At least once per fortnight
5. At least once per month
6. At least once every three months
7. At least once every six months
8. At least once per year
9. Less than once per year
10. Never (do not read)
11. CAN’T SAY/DON’T KNOW
12. REFUSED

SEP7. Looking back at your (most recent) separation/divorce, with help, what are the chances that your relationship could have been saved. Would you say...(READ OUT)?
1. A high chance
2. Some chance
3. No chance
4. DON’T KNOW/CAN’T SAY
5. REFUSED

SEP8. Do you think the way things worked out for you was…. (READ OUT)
1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Very unfair
5. DON’T KNOW/CAN’T SAY
6. REFUSED
SEP9. In reaching decisions about the division of property or parenting arrangements, did you give in on some issues?

1. Yes
2. No
3. DON’T KNOW/CAN’T SAY
4. REFUSED

GO TO NEXT SECTION

SEP10 Did you give in on these issues because: (READ OUT)
RANDOMISE

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<tr>
<th>Reason</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
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<td>it was better for your child/ren?</td>
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<tr>
<td>it would have taken too long to resolve</td>
<td>Yes</td>
<td>No</td>
<td></td>
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<tr>
<td>compromise is part of the process</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>you wanted to avoid going to court at all costs</td>
<td>Yes</td>
<td>No</td>
<td></td>
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VII. GRANDPARENTS

GP1 Is it OK for me to ask you some questions about the relationship between your child(ren) and their grandparents?
1. Yes GO TO GP3
2. No

GP2. Is there anything you are willing to say about this before we go to the next questions?
1. No GO TO NEXT SECTION
2. Other (RECORD VERBATIM)

RECORD VERBATIM ___________________________________________________________

GP3. Are your parents both still alive?
1. Yes - Mum
2. Yes - Dad
3. Yes - Both
4. No - Neither GO TO PRE GP6
5. DON'T KNOW/CAN'T SAY GO TO PRE GP6
6. REFUSED GO TO PRE GP6

PRE GP4 IF HAS CHILDREN FROM A PREVIOUS RELATIONSHIP, (PE6=1) CONTINUE,
ELSE GO TO GP5

GP4 In general, has (his/her/their) relationship with the grandchild(ren) got closer, stayed the same or become more distant since your separation?
1. Got closer
2. Not changed
3. Become more distant
4. DON'T KNOW/CAN'T SAY
5. REFUSED

IF GP4 ANSWERED INCLUDE (NOW) IN GP5

GP5b In general, how would you describe (his/her/their) relationship with your child(ren) (now)? Is it…..
1. Very close
2. Close
3. Not close
4. Non-existent
5. VARIES
6. DON'T KNOW/CAN'T SAY
7. REFUSED

PRE GP6 IF HAS CHILDREN FROM A PREVIOUS RELATIONSHIP, (PE6=1) INCLUDE (FORMER) IN QUESTION TEXT IN GP6
GP6. Are your (former) partner’s parents both still alive?
1. Yes - Mum
2. Yes - Dad
3. Yes - Both
4. No – Neither
5. DON’T KNOW/CAN’T SAY
6. REFUSED

PRE GP7 IF HAS CHILDREN FROM A PREVIOUS RELATIONSHIP, (PE6=1) CONTINUE, ELSE GO TO PRE GP8

GP7 In general, has (his/her/their) relationship with the grandchild(ren) got closer, stayed the same or become more distant since your separation?
1. Got closer
2. Not changed
3. Become more distant
4. DON’T KNOW/CAN’T SAY
5. REFUSED

IF GP7 ANSWERED INCLUDE (NOW) IN GP8

GP8 In general, how would you describe (his/her/their) relationship with your child(ren) (now)? Is it…..
1. Very close
2. Close
3. Not close
4. Non-existent
5. VARIES
6. DON’T KNOW/CAN’T SAY
7. REFUSED

PRE GP9 IF GP4 = 1 OR GP7 = 1, OR GP4 = 3 OR GP7 = 3, ASK GP9 ELSE GO TO NEXT SECTION

GP9. You said the relationship between grandparent(s) and your child(ren) has changed, what impact do you think this has had on the child(ren)? Has it been negative, positive or has there not been much impact?
PROBE FOR STRONG NEGATIVE/POSITIVE OR JUST NEGATIVE/POSITIVE
8. Strong negative
9. Negative
10. Not much impact
11. Positive
12. Strong positive
13. MIXED
14. DON’T KNOW/CAN’T SAY
15. REFUSED
IX. DEMOGRAPHICS

To make sure that we have a true cross-section of people, I’d like to ask you a few more questions about yourself.

P1. PAGE. How old are you? RECORD NUMBER____
   DON’T KNOW/CAN’T SAY
   REFUSED

IF REFUSED: Well, could you tell me approximately? Are you (READ OUT)
   1. 18-24
   2. 25-34
   3. 35-44
   4. 45-54
   5. 55+
   6. REFUSED

P2. PHIEDUC. What is the highest level of education or training you have completed?
   1. Year 9 or below
   2. Year 10, form 4, intermediate
   3. Year 11, form 5, leaving
   4. Year 12, form 6, matriculation, HSC
   5. Trade/apprenticeship
   6. Certificate (business college, TAFE)
   7. Diploma (business college, TAFE)
   8. Degree (bachelor)
   9. Post-graduate (PhD, masters, post-grad dip.)
   10. Other (Specify____________________________)
   11. CAN’T SAY/DON’T KNOW
   12. REFUSED

P3. PINWORK. Are you currently in paid-employment?
   IF YES ASK: Is that full-time for 35 hours or more a week, or part-time?
   1. Yes -- Full-time
   2. Yes – Part-time
   3. No
   4. CAN’T SAY/DON’T KNOW
   5. REFUSED
   [INTERVIEWER NOTE: IF IN >1 JOB, CODE TOTAL HRS]

IF NOT IN PAID-WORK (CODE 3 AT PINWORK) ASK:

P4. PSTUD. Are you currently looking for paid work?
   1. Yes
   2. No
   3. CAN’T SAY/DON’T KNOW
   4. REFUSED
P5. PPINC People often get income from a number of sources. Is your MAIN source of income ...(READ OUT)?
1. Earnings
2. Gov't income support
3. Or something else
4. CAN'T SAY/DON'T KNOW
5. REFUSED

P6. PHINC. What is your HOUSEHOLD'S TOTAL annual income from all sources before tax? Please include all earnings, pensions, benefits, child support, and any other income.

For a year, do you think it would be … READ OUT
1. Less Than $20,000
2. $20,000 to $50,000
3. $50,000 to $80,000
4. $80,000 to $100,000
5. or more than $100,000
6. CAN'T SAY/DON'T KNOW
7. REFUSED

P7. Now I'd like to ask about child support, that is payment in cash or in kind for maintenance of children when parents have separated. Do you currently pay or receive any child support?
1. Yes – PAY  GO TO P8
2. Yes - RECEIVE  GO TO P8
3. Yes – PAY AND RECEIVE  GO TO P8
4. No  
5. CAN'T SAY/DON'T KNOW  GO TO CLOSE
6. REFUSED  GO TO CLOSE

P7a. Are you meant to be paying or receiving any child support?
1. Yes – PAY  
2. Yes – RECEIVE  
3. Yes – PAY AND RECEIVE  
4. No  GO TO CLOSE
5. CAN'T SAY/DON'T KNOW  GO TO CLOSE
6. REFUSED  GO TO CLOSE
P7b. What’s the main reason you are not (paying/receiving) child support?

RECORD VERBATIM __________________________________________________________

DON’T KNOW/CAN’T SAY
REFUSED

P8. Is the case registered with the Child Support Agency?

1. Yes
2. No 
   GO TO PRE P10
3. CAN’T SAY/DON’T KNOW 
   GO TO PRE P10
4. REFUSED 
   GO TO CLOSE

PRE P9 IF P7=4, GO TO PRE P10

P9. Are payments made through the Child Support Agency?

1. Yes
2. No
3. CAN’T SAY/DON’T KNOW
4. REFUSED

PRE P10 IF BOTH PAY AND RECEIVE CHILD SUPPORT
(P7=3 OR P7a=3), GO TO CLOSE

P10. Which of the following best describes the current payment of child support? (READ OUT)

1. Always paid in full and on time
2. Paid irregularly or not in full
3. No longer paid, a debt is accruing
4. Not paid – liability is zero
5. Paid, but no amount has ever been set
6. Never paid
7. CAN’T SAY/DON’T KNOW
8. REFUSED

P11 Can you please tell me your postcode?

RECORD VERBATIM ____________________________ (2000 – 7999)

DON’T KNOW/CAN’T SAY
REFUSED

P12 Then perhaps the name of the town or suburb you live in?

RECORD VERBATIM __________________________________________________

DON’T KNOW/CAN’T SAY
REFUSED
Thank you very much for the time you have given to this interview. Your contribution to the study has been most valuable.

That is the end of the questions, but the Australian Institute of Family Studies may want to talk with survey participants again at some time in the future. Would you be willing to be contacted again for another interview?

1. Yes
2. No

GO TO CLOSE9

CLOSE 1a  What is your first name?

RECORD VERBATIM _________________________________________________

REFUSED

CLOSE 1b  ... And your family name ...?

RECORD VERBATIM _________________________________________________

REFUSED

CLOSE2  Is this the best phone number to contact you on?

1. Yes
2. No

RECORD BEST NUMBER

CLOSE3  Do you have any other numbers we might try you on? (For example, a mobile or work number)

1. Yes
2. No

RECORD NUMBER

CLOSE5  We also ask for the name and number of another person who will know where you are, in case you move house. Relatives who don’t live with you are usually the best for this... (We won’t contact them unless we have been unable to find you. These contact details will be kept completely secure and not used for any other purpose)

RECORD NAME ______________________

REFUSED ANOTHER CONTACT GO TO CLOSE8

CLOSE6  What is his/her phone number?

RECORD NUMBER ______________________

CLOSE7  What is his/her relationship to you?

RECORD RELATIONSHIP ______________________
CLOSE8 Thank you again (NAME), your name and address will not be used for any purpose other than to recontact you.

QSEX. RECORD SEX OF RESPONDENT

1. Male
2. Female

END

CLOSE9 Thanks anyway. When the survey is finished and data is provided to the Australian Institute of Family Studies, there will then be no way to link this interview to you or anyone else. Thanks again for the time you have given.

QSEX. RECORD SEX OF RESPONDENT

1. Male
2. Female

END
Appendix C2
General Population of Parents Survey 2009
INTRO
Good [afternoon/evening]. My name is … and I’m calling from National Field Services on behalf of the Australian Institute of Family Studies. As part of a national survey of parents we want to talk to parents of children under the age of 18.

SCREEN 1 Is there anyone in your household who is a parent of a child under 18?

IF NECESSARY ADD: Regardless of whether or not the child currently lives in the household.

1. Yes
2. No

IF NO: TERMINATE
Thank you for your time and assistance, but we need to speak to a parent of a child under 18 years.

IF YES

SCREEN 2 If both the father and the mother are available, then we’d like to speak to the father in this instance.

1. Yes, Male respondent available CONTINUE
2. Yes, only female respondent available CONTINUE
3. Appointment required for male ARRANGE CALL BACK
4. Appointment required for female ARRANGE CALL BACK
5. Quota full TERMINATE
6. No, Refused TERMINATE
7. Language difficulties TERMINATE
8. Business number TERMINATE

WHEN SPEAKING TO ULTIMATE RESPONDENT – REINTRODUCE & ADD
This survey asks about parenting and relationships as well as services that parents and couples may use. You are free to stop the interview at any stage or skip any question. All your responses will be treated completely confidentially. This interview will take about 20 minutes.

ADD IF NECESSARY: The Australian Institute of Family Studies is a national, independent body established to monitor the wellbeing of Australian families.

May I go ahead with the survey now?

1. Yes, Interview
2. No, Not able to do interview now ARRANGE CALL BACK
3. No, Refused
Your household has been randomly selected.
The interview may be monitored for quality purposes. Please tell me if you don’t want this to occur.
MONITORING ALLOWED/MONITORING NOT ALLOWED

<table>
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<th>Record Gender</th>
<th>CHECK QUOTA</th>
</tr>
</thead>
<tbody>
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<td>1. Male</td>
<td></td>
<td>CHECK QUOTA</td>
</tr>
<tr>
<td>2. Female</td>
<td></td>
<td>CHECK QUOTA</td>
</tr>
</tbody>
</table>

I’d just like to confirm that you are a parent of a child under 18?

Yes ......................................... 1  CONTINUE
No ............................................... 2  TERMINATE
I ATTITUDES TO RELATIONSHIPS

ATT1 I’d like to begin with some statements about relationships.
Could you tell me whether you agree or disagree with each statement? There’s no right or wrong answer. When people first encounter challenges in their relationship, they should seek professional help such as counselling.

b. Children generally do best after separation when both parents stay involved in their lives.
c. It is important for children to maintain the same level of contact with their grandparents on both sides after parental separation.
d. If you are thinking of separating, it is important to consult a lawyer.

PROBE FOR (DIS)AGREE/STRONGLY (DIS)AGREE
1. Strongly agree
2. Agree
3. Mixed feeling
4. Disagree
5. Strongly disagree
6. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
7. [DO NOT READ OUT] REFUSED

ATT2 When parents separate, one possible arrangement can be for children to spend approximately half the time with each parent. Assuming there are no safety issues, how appropriate do you think this is when the children are:

PROBE FOR ‘TOTALLY’ OR ‘SOMETIMES’ IN/APPROPRIATE.
DO NOT ROTATE/RANDOMISE
IF RESPONDENT QUERIES ‘NO SAFETY ISSUES’, WE MEAN NO CONCERNS ABOUT FAMILY VIOLENCE OR ABUSE

a. Under 3 years old?
b. 3-4 years old?
c. At primary school?
d. At secondary school?

1. Totally appropriate
2. Sometimes appropriate
3. Sometimes not appropriate
4. Totally inappropriate
5. [DO NOT READ OUT] DON’T KNOW
ATT3  At what age, if at all, should children be consulted about who they want to live with most of the time?

RECORD AGE IN YEARS ________________

1. [DO NOT READ OUT] NEVER APPROPRIATE
2. [DO NOT READ OUT] DON'T KNOW/CAN'T SAY
3. [DO NOT READ OUT] REFUSED
II INITIAL DEMOGRAPHICS

We are going to talk about seeking help to support your relationship. So that we can ask questions relevant to your circumstances, I’d like to ask a few questions about your marital status and children.

ASK ALL

PE1. **PMARSTAT.**

Are you currently … (READ OUT)

1. Legally married
2. Separated from a legal marriage
3. Divorced
4. Widowed, or
5. Never been married
6. [DO NOT READ OUT] REFUSED

IF NOT MARRIED INCLUDING CURRENTLY SEPARATED (Codes 2-6 at PE1) ASK

PE2. **PONGOING**

Are you currently in an ongoing relationship with someone?

1. Yes
2. No
3. DON’T KNOW/CAN’T SAY
4. REFUSED

PE2a. **PDEFACTO.** IF YES AT PE2 ASK (Otherwise go to PE5a):

Do you live with that person?

1. Yes
2. No
3. DON’T KNOW/CAN’T SAY
4. REFUSED

IF THE RESPONDENT ANSWERS CODE 1 AT PE2 AND CODE 2 AT PE2A, SKIP TO PE5A
IF WITH HUSBAND/WIFE/PARTNER [SPECIFY IN TEXT BASED ON GENDER, PE1 & PE2 (Code 1 at PE1 OR Code 1 at PE2) ASK:

INTERVIEWER NOTE: ‘MEANS TIME BOTH BEFORE AND AFTER MARRIAGE’

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
‘HUSBAND’ = CODE 2 (FEMALE) AT QSEX AND CODE 1 AT PE1
‘WIFE’ = CODE 1 (MALE) AT QSEX AND CODE 1 AT PE1
‘PARTNER’ = CODE 1 OR 2 AT QSEX AND CODE 1 AT PE2

PE3 How long have you and your (husband/wife/partner) been living together?
1. Response given in months
2. Response given in years
3. DON’T KNOW/CAN’T SAY
4. REFUSED

RECORD NUMBER ____________________________

PROGRAMMER NOTE: ALLOW 0 TO CLARIFY FOR MONTHS ON NEXT SCREEN. OTHERWISE YEARS ENTERED ON FIRST SCREEN.

IF MARRIED (Code 1 at PE1) ASK:

PE4 And how long have you been married?
1. Response given in months
2. Response given in years
3. DON’T KNOW/CAN’T SAY
4. REFUSED

RECORD NUMBER ____________________________

ASK PARENTS WITH A CURRENT HUSBAND/WIFE/PARTNER (MARRIED OR DE FACTO) (Code 1 PE1 OR Code 1 at PE2) OTHERWISE GO TO PE6a

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
‘HUSBAND’ = CODE 2 (FEMALE) AT QSEX AND CODE 1 AT PE1
‘WIFE’ = CODE 1 (MALE) AT QSEX AND CODE 1 AT PE1
‘PARTNER’ = CODE 1 OR 2 AT QSEX AND CODE 1 AT PE2

PE5a How many children do you have with your current (husband/wife/partner)?

RECORD NUMBER OF CHILDREN __________

IF 0 CHILDREN GO TO PE6a
IF 2 OR MORE CHILDREN GO TO PE5f, ELSE CONTINUE

PE5b How old is this child?

RECORD AGE IN YEARS __________ OR IN MONTHS __________

PROGRAMMER NOTE: IF CHILD 18 AND OVER SKIP TO PE6A
PE5c  And by what name can we refer to him/her?
IF NECESSARY: We only ask for your child’s name so that we can refer to this particular child at other points in the interview
INTERVIEWER NOTE: If no name given or respondent refuses, enter ‘Child Current’ as the child’s name here.

RECORD NAME __________

PE5d  Just to confirm, (CHILD CURR) is
1. Male
2. Female
3. (don’t know/can’t say)
4. (Refused)

PE5e  Does (CHILD CURR) live mainly with you or reside elsewhere?
INTERVIEWER NOTE: REFERS TO WHERE CHILD RESIDES 50% OR MORE OF THE TIME
1. Lives with respondent
2. Lives elsewhere
3. Don’t know/Can’t say
4. (Refused)

GO TO QUESTION PE6a

IF 2 OR MORE CHILDREN AT PE5a ASK (Otherwise go to PE6a)

PE5f  How old is the youngest of these children?
RECORD AGE IN YEARS _________ OR IN MONTHS _________

PROGRAMMER NOTE: IF CHILD 18 AND OVER SKIP TO PE6A

PE5g  And by what name can we refer to him/her? (CHILD CURR).
IF NECESSARY: We only ask for your child’s name so that we can refer to this particular child at other points in the interview
INTERVIEWER NOTE: If no name given or respondent refuses, enter ‘Child Current’ as the child’s name here.

RECORD NAME __________

PE5h  Just to confirm, (CHILD CURR) is
1. Male
2. Female
3. (Don’t know/Can’t say)
4. (Refused)
PE5i  Does (CHILD CURR) live mainly with you or reside elsewhere?

INTERVIEWER NOTE: REFERS TO WHERE CHILD RESIDES 50% OR MORE OF THE TIME

1. Lives with respondent
2. Lives elsewhere
3. (Don't know/Can't say)
4. (Refused)
ASK ALL RESPONDENTS

PE6a  Do you have any children born to you from any previous relationship?
   1. Yes
   2. No

IF YES ASK (Otherwise go to PE7a)

PE6b  How many children?

INTERVIEWER NOTE: If respondent indicates they have children from more than one relationship, say ‘This would include children from all previous relationships’

RECORD NUMBER OF CHILDREN __________

IF 1 CHILD ASK (Otherwise go to PE6g)

PE6c  How old is this child?

RECORD AGE IN YEARS _________ OR IN MONTHS _________

PROGRAMMER NOTE: IF CHILD 18 AND OVER SKIP TO PE7A

PE6d  And by what name can we refer to him/her? (CHILD PREV).

IF NECESSARY: We only ask for your child’s name so that we can refer to this particular child at other points in the interview

INTERVIEWER NOTE: If no name given or respondent refuses, enter ‘Child Previous’ as the child’s name here.

RECORD NAME _________

PE6e  Just to confirm, (CHILD PREV) is
   1. Male
   2. Female
   3. (Don’t know/Can’t say)
   4. (Refused)
PE6f  Does (CHILD PREV) live mainly with you, with (his/her) other parent, or reside elsewhere?
INTERVIEWER NOTE: REFERS TO WHERE CHILD RESIDES 50% OR MORE OF THE TIME

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
‘HIS’ = CODE 1 (MALE) AT PE6E
‘HER’ = CODE 2 (FEMALE) AT PE6E
PROGRAMMER NOTE: IF WIDOWER (CODE 4 AT PE1) SUPPRESS THE TEXT ‘WITH HIS/HER OTHER PARENT

1. Lives with respondent
2. Lives with the other parent
3. Lives elsewhere
4. (Lives with both parents equally)
5. (Don’t know/Can’t say)
6. (Refused)

GO TO PE6k

IF 2 OR MORE CHILDREN AT PE6b ASK (Otherwise go to PE6k):
PE6g  How old is the youngest of these children?
       RECORD AGE IN YEARS _________ OR IN MONTHS __________

PROGRAMMER NOTE: IF CHILD 18 AND OVER SKIP TO Q7A

PE6h  And by what name can we refer to him/her? (CHILD PREV).
IF NECESSARY: We only ask for your child’s name so that we can refer to this particular child at other points in the interview
INTERVIEWER NOTE: If no name given or respondent refuses, enter ‘Child Previous’ as the child’s name here.

       RECORD NAME __________

PE6i  Just to confirm, (CHILD PREV) is
       1. Male
       2. Female
       3. (Don’t know/Can’t say)
       4. (Refused)
2009 GENERAL POPULATION OF PARENTS SURVEY

PE6j  Does (CHILD PREV) live mainly with you, with (his/her) other parent or reside elsewhere?
INTERVIEWER NOTE: REFERS TO WHERE CHILD RESIDES 50% OR MORE OF THE TIME

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
‘HIS’ = CODE 1 (MALE) AT PE6I
‘HER’ = CODE 2 (FEMALE) AT PE6I
PROGRAMMER NOTE: IF WIDOWER (CODE 4 AT PE1) SUPPRESS THE TEXT ‘WITH HIS/HER OTHER PARENT’
PROGRAMMER NOTE: CODES 2 & 4 – SHOULD NOT APPEAR FOR WIDOWERS (Code 4 at PE1)

1. Lives with respondent
2. Lives with the other parent
3. Lives elsewhere
4. (Lives with both parents equally)
5. (Don’t know/Can’t say)
6. (Refused)

PE6k  IF YES AT PE6A ASK (Otherwise go to PE7a):
PROGRAMMER NOTE: NOT WIDOWERS (Code 4 at PE1)

How long has this arrangement been in place for (CHILD PREV)?

1. Response given in weeks (Less than 1 week = 1)
2. Response given in months
3. Response given in years
4. DON’T KNOW/CAN’T SAY
5. REFUSED

PROGRAMMER NOTE: NOT WIDOWERS (Code 4 at PE1)

PE6l  At the time you separated from (CHILD PREV’s) other parent, were you:

(READ OUT)

1. married to the other parent
2. living in a de facto relationship with other parent
3. separated before (CHILD PREV) was born
4. had never lived with the other parent
5. [DO NOT READ OUT] (Don’t know/Can’t say)
6. [DO NOT READ OUT] (Refused)
IF CODES 1-3 ASK (Otherwise go to PE7a):
PROGRAMMER NOTE: NOT WIDOWERS (Code 4 at PE1)

PE6m How long ago did you separate from (CHILD PREV's) other parent?
   1. Response given in weeks (Less than 1 week = 1)
   2. Response given in months
   3. Response given in years
   4. (Don't know/Can't say)
   5. (Refused)
ASK PARENTS WITH A CURRENT HUSBAND/WIFE/PARTNER (MARRIED OR DE FACTO) (Code 1 at PE1 OR Code 1 at PE2) OTHERWISE GO TO SECTION III

PE7a  Does your (husband/wife/partner) have a child/children from any previous relationship?

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
‘HUSBAND’ = CODE 2 (FEMALE) AT QSEX AND CODE 1 AT PE1
‘WIFE’ = CODE 1 (MALE) AT QSEX AND CODE 1 AT PE1
‘PARTNER’ = CODE 1 OR 2 AT QSEX AND CODE 1 AT PE2

1. Yes
2. No
3. (Don’t know/Can’t say)
4. Refused

IF YES AT PE7a (Otherwise go to Section III)
PE7b  How many children?

RECORD NUMBER OF CHILDREN __________

IF 1 CHILD ASK (Otherwise GO TO PE7h)
PE7c  How old is this child?

RECORD AGE IN YEARS _________ OR IN MONTHS _________

PROGRAMMER NOTE: IF CHILD 18 AND OVER SKIP TO SECTION III

PE7d  And by what name can we refer to him/her? (CHILD STEP).

IF NECESSARY: We only ask for your child’s name so that we can refer to this particular child at other points in the interview

INTERVIEWER NOTE: If no name given or respondent refuses, enter ‘Child Step’ as the child’s name here.

RECORD NAME __________

PE7e  Just to confirm, (CHILD STEP) is

1. Male
2. Female
3. [DO NOT READ OUT] (Don’t know/Can’t say)
4. [DO NOT READ OUT] (Refused)
PE7f  Does (CHILD STEP) live mainly with you, with your (husband/wife/partner’s) ex-partner, or reside elsewhere?

INTERVIEWER NOTE: REFERS TO WHERE CHILD RESIDES 50% OR MORE OF THE TIME

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
‘HUSBAND’ = CODE 2 (FEMALE) AT QSEX AND CODE 1 AT PE1
‘WIFE’ = CODE 1 (MALE) AT QSEX AND CODE 1 AT PE1
‘PARTNER’ = CODE 1 OR 2 AT QSEX AND CODE 1 AT PE2

1. Lives with respondent
2. Lives with (husband/wife/partner’s) ex-partner
3. Lives elsewhere
4. (Lives with both parents equally)
5. (Don’t know/Can’t say)
6. (Refused)

PE7g  How long has this arrangement been in place for (CHILD STEP)?

1. Response given in weeks  (Less than 1 week = 1)
2. Response given in months
3. Response given in years
4. DON’T KNOW/CAN’T SAY
5. REFUSED

IF 2 OR MORE CHILDREN AT PE7b ASK (Otherwise for to Section III)

PE7h  How old is the youngest of these children?

RECORD AGE IN YEARS ___________ OR IN MONTHS __________

PROGRAMMER NOTE: IF CHILD 18 AND OVER SKIP TO SECTION III

PE7i  And by what name can we refer to him/her? (CHILD STEP).

IF NECESSARY: We only ask for your child’s name so that we can refer to this particular child at other points in the interview

INTERVIEWER NOTE: If no name given or respondent refuses, enter ‘Child Step’ as the child’s name here.

RECORD NAME __________
PE7j  Just to confirm, (CHILD STEP) is

1. Male
2. Female
3. (Don’t know/Can’t say)
4. (Refused)

PE7k  Does (CHILD STEP) mostly live with you, with your (husband/wife/partner’s) ex-partner, or reside elsewhere?

INTERVIEWER NOTE: REFERS TO WHERE CHILD RESIDES 50% OR MORE OF THE TIME

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
‘HUSBAND’ = CODE 2 (FEMALE) AT QSEX AND CODE 1 AT PE1
‘WIFE’ = CODE 1 (MALE) AT QSEX AND CODE 1 AT PE1
‘PARTNER’ = CODE 1 OR 2 AT QSEX AND CODE 1 AT PE2

1. Lives with respondent
2. Lives with partner’s ex-partner
3. Lives elsewhere
4. (Lives with both parents equally)
5. (Don’t know/Can’t say)
6. (Refused)

PE7l  How long has this arrangement been in place for (CHILD STEP)?

6. Response given in weeks (Less than 1 week = 1)
7. Response given in months
8. Response given in years
9. DON’T KNOW/CAN’T SAY
10. REFUSED

KEY – DEFINED SAMPLES: [Programmer use only]

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<th>Sample</th>
<th>Sample</th>
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</thead>
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<td>Child with current partner</td>
<td>A 1+ at PE5a &amp; &lt;18 at PE5b or PE5f</td>
</tr>
<tr>
<td>Child with previous partner</td>
<td>B Code 1 at PE6a &amp; &lt;18 at PE6c or PE7h</td>
</tr>
<tr>
<td>Partner with child with previous partner</td>
<td>C Code 1 at PE7a &amp; &lt;18 at PE7c or PE7h</td>
</tr>
</tbody>
</table>

DP NOTE: KEY DEFINED SAMPLES BASED ON CHILDREN <18 ONLY
SAMPLES ARE NOT MUTUALLY EXCLUSIVE – RESPONDENT MAY BE A COMBINATION OF THE ABOVE
III. PARENTING
The next questions are about your involvement with your children.

ASK PARENTS WITH A CHILD CURR (SAMPLE A) OTHERWISE GO TO HC3a

HC1a Thinkin the role you have in (CHILD CURR's) day to day activities, would you say you are …?

(READ OUT)
1. Very involved
2. Quite involved
3. Not very involved
4. Not at all involved
5. [DO NOT READ OUT] (Don't know/Can't say)
6. [DO NOT READ OUT] (Refused)

HC1b. Would you like to be …?

(READ OUT)
1. A lot more involved
2. A little more involved
3. A little less involved
4. Much less involved
5. The level of involvement is about right
6. [DO NOT READ OUT] (Don't know/Can't say)
7. [DO NOT READ OUT] (Refused)

HC2 Now, thinking about the role of your (husband/wife/partner) in (CHILD CURR's) day to day activities, would you say (he/she) is …?

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
‘HUSBAND’ = CODE 2 (FEMALE) AT QSEX AND CODE 1 AT PE1
‘WIFE’ = CODE 1 (MALE) AT QSEX AND CODE 1 AT PE1
‘PARTNER’ = CODE 1 OR 2 AT QSEX AND CODE 1 AT PE2

(READ OUT)
1. Very involved
2. Quite involved
3. Not very involved
4. Not at all involved
6. [DO NOT READ OUT] (Don't know/Can't say)
7. [DO NOT READ OUT] (Refused)
ASK PARENTS WITH A CHILD PREV (SAMPLE B) OTHERWISE GO TO HC7

HC3a  Thinking about the role you currently have in (CHILD PREV’s) day to day activities, would you say you are …? (READ OUT)
   1. Very involved
   2. Quite involved
   3. Not very involved
   4. Not at all involved
   5. [DO NOT READ OUT] (Separated before (CHILD PREV) was born)
   6. [DO NOT READ OUT] (Don’t know/Can’t say)
   7. [DO NOT READ OUT] (Refused)

HC3b.  Would you like to be …?
   (READ OUT)
   1. A lot more involved
   2. A little more involved
   3. A little less involved
   4. Much less involved
   5. The level of involvement is about right
   6. [DO NOT READ OUT] (Don’t know/Can’t say)
   7. [DO NOT READ OUT] (Refused)

PROGRAMMER NOTE: NOT WIDOWERS (Code 4 at PE1)

HC5  Thinking back, how involved were you in (CHILD PREV’s) day to day activities prior to separation?
   (READ OUT)
   1. Very involved
   2. Quite involved
   3. Not very involved
   4. Not at all involved
   5. [DO NOT READ OUT] (Separated before (CHILD PREV) was born)
   6. [DO NOT READ OUT] (Don’t know/Can’t say)
   7. [DO NOT READ OUT] (Refused)
Now, thinking about the role of (CHILD PREV’s) other parent in (her/his) day to day activities, would you say they are …?

Now, thinking about the role of (CHILD PREV’s) other parent in (her/his) day to day activities, would you say they are …?

How involved do you think (he/she) was in (CHILD PREV’s) life prior to separation?

Thinking about the role you have in (CHILD STEP’s) day to day activities, would you say you are …?
HC8  Now, thinking about the role of your (husband/wife/partner) in (CHILD STEP’s) day to day activities, would you say (he/she) is …?

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
'HUSBAND' = CODE 2 (FEMALE) AT QSEX AND CODE 1 AT PE1
'WIFE' = CODE 1 (MALE) AT QSEX AND CODE 1 AT PE1
'PARTNER' = CODE 1 OR 2 AT QSEX AND CODE 1 AT PE2

PROGRAMMER NOTE: TEXT INSERTIONS TO BE FILTERED AS FOLLOWS:
'HE' = CODE 2 (FEMALE) AT QSEX
'SHE' = CODE 1 (MALE) AT QSEX

(READ OUT)
1. Very involved
2. Quite involved
3. Not very involved
4. Not at all involved
6. [DO NOT READ OUT] (Don’t know/Can’t say)
7. [DO NOT READ OUT] (Refused)
ASK ALL PARENTS WITH A CHILD CURR (SAMPLE A)

HC9a Who is mostly involved in making decisions about:

*PROGRAMMER NOTE: ONLY DISPLAY STATEMENT ‘a’ IF any children are of pre-school or school age. (AGED 4-17 AT PE5b OR PE5f)

STATEMENTS
a. (CHILD CURR’s) education
b. Health care for (CHILD CURR)
c. (CHILD CURR’s) religious or cultural ties
d. (CHILD CURR’s) sporting and social activities
e. The parenting style used to guide (CHILD CURR’s) behaviour and social development?

RESPONSE FRAME
(READ OUT)
1. Mainly you
2. Mainly (CHILD CURR’s/) other parent
3. Both of you equally
4. Whichever parent the child is with at the time
5. Someone else (Specify_____)
6. [DO NOT READ OUT] (Don’t know/Can’t say)
7. [DO NOT READ OUT] (Refused)
ASK ALL PARENTS WITH A CHILD PREV (SAMPLE B)
HC9b Who is mostly involved in making decisions about:
*PROGRAMMER NOTE: ONLY DISPLAY STATEMENT ‘a’ IF any children are of pre-school or school age. (AGED 4-17 AT PE6c OR PE6g)

STATEMENTS

a. (CHILD PREV’s) education
b. Health care for (CHILD PREV)
c. (CHILD PREV’s) religious or cultural ties
d. (CHILD PREV’s) sporting and social activities
e. The parenting style used to guide (CHILD PREV’s) behaviour and social development?

RESPONSE FRAME
(READ OUT)
1. Mainly you
2. Mainly (CHILD PREV’s) other parent (IF WIDOWER (CODE 4 AT PE1), DO NOT ASK THIS STATEMENT)
3. Both of you equally (IF WIDOWER (CODE 4 AT PE1), DO NOT ASK THIS STATEMENT)
4. Whichever parent the child is with at the time (IF WIDOWER (CODE 4 AT PE1), DO NOT ASK THIS STATEMENT)
5. Someone else (Specify____) 
6. [DO NOT READ OUT] (Don’t know/Can’t say)
7. [DO NOT READ OUT] (Refused)
HC10  ASK ALL PARENTS WITH A CHILD STEP (SAMPLE C)

Who is mostly involved in making decisions about:

*PROGRAMMER NOTE: ONLY DISPLAY STATEMENT ‘a’ IF any children are of pre-school or school age. (AGED 4-17 AT PE7c OR PE7h)
PROGRAMMER NOTE: TEXT INSERTION IN CODE 2 TO BE FILTERED AS FOLLOWS:
‘HUSBAND’ = CODE 2 (FEMALE) AT QSEX AND CODE 1 AT PE1
‘WIFE’ = CODE 1 (MALE) AT QSEX AND CODE 1 AT PE1
‘PARTNER’ = CODE 1 OR 2 AT QSEX AND CODE 1 AT PE2

STATEMENTS
a.  (CHILD STEP’s) education
b.  Health care for (CHILD STEP)
c.  (CHILD STEP’s) religious or cultural ties
d.  (CHILD STEP’s) sporting and social activities
e.  The parenting style used to guide (CHILD STEP’s) behaviour and social development?

RESPONSE FRAME
(READ OUT)
1.  Mainly you
2.  Mainly your (husband/wife/partner)
3.  Mainly (CHILD STEP’s) other parent
4.  Both of you equally (NOTE: Refers to the respondent and their current partner)
5.  Both of CHILD STEP’s parents equally
6.  Whichever parent the child is with at the time
7.  Someone else (Specify_______)
8.  [DO NOT READ OUT] (Don’t know/Can’t say)
9.  [DO NOT READ OUT](Refused)
ASK ALL PARENTS

Now, we’d like to ask you some questions about the sources of help people use when they face challenges or difficulties in parenting.

HC11  Have you ever had any major difficulties in handling any of your child(ren)’s behaviour before they turned 18?

PROGRAMMER NOTE: TEXT INSERTION ON ‘CHILD’/‘CHILDREN’ AS FOLLOWS:

CHILD IF PE5A + PE6B + PE7B = 1
CHILDREN IF PE5A + PE6B + PE7B = MORE THAN 1

1.  Yes
2.  No - SKIP TO HC16a
3.  [DO NOT READ OUT] (Don’t know/Can’t say)  SKIP TO HC16a
4.  [DO NOT READ OUT] (Refused)  SKIP TO HC16a

IF YES ASK (  Otherwise go to Section IV HC16a)

HC12a Have you (or your (husband/wife/partner)) ever sought help from any source, about handling these difficulties?

IF NECESSARY ADD: Not including family and friends

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:

‘HUSBAND’ = CODE 2 (FEMALE) AT QSEX AND CODE 1 AT PE1
‘WIFE’ = CODE 1 (MALE) AT QSEX AND CODE 1 AT PE1
‘PARTNER’ = CODE 1 OR 2 AT QSEX AND CODE 1 AT PE2

PROGRAMMER NOTE: IF WIDOWER (CODE 4 AT PE1) SUPPRESS TEXT ‘OR YOUR HUSBAND/WIFE/PARTNER’

1.  Yes  ASK HC12b
2.  No  GO TO HC12c
3.  (Don’t know/Can’t say)  GO TO HC12c
4.  (Refused)  GO TO HC12c
IF YES ASK:

HC12b Where did you go? (MULTIPLE RESPONSE) (DO NOT READ OUT)
1. School counsellors (not teachers)
2. Other counsellors
3. Other relationship services
4. Teacher or School Principal (not school counsellors)
5. Doctor (General Practitioner) or other health professional
6. Religious leaders or elders
7. Welfare Agency/Community support service
8. Information nights/courses for parents
9. Internet, TV, newspapers, magazines or self-help books
10. Telephone services (eg. ParentLine, Lifeline, MensLine, Family Relationship Advice Line, women’s help-line)
11. Other (specify)____________________
12. (Don’t know/Can’t say)
13. (Refused)

HC12c What about these (other) sources of help? (MULTIPLE RESPONSE) (READ OUT 1-6 IF NOT ALREADY STATED)
PROGRAMMER: (OTHER) TEXT INSERTION TO BE FILTERED AS FOLLOWS:
IF CODE 1 AT HC12A – ‘OTHER’ TO APPEAR IN READ OUT TEXT
IF CODE 2-4 AT HC12A – ‘OTHER’ TO BE SUPPRESSED IN READ OUT TEXT

1. School counsellor (not teachers)
2. Other counsellors
3. Other relationship services
4. Teacher or School Principal (not school counsellors)
5. Doctor (General Practitioner) or other health professional
6. Religious leaders or elders
7. (Don’t know/Can’t say)
8. (Refused)
ASK IF ANSWERS CODE 1 AT HC12a OR ANY OF CODES 1-6 AT HC12c

HC13 How long after you first became aware of a problem with your child, did you seek help?
   IF MORE THAN ONE HELP-SEEKING: Please refer to the most serious problem.
   1. Immediately/Straightaway (0 if immediately/straightaway – skip time period)
   2. Response given in days
   3. Response given in weeks
   4. Response given in months
   5. Response given in years
   6. (Don’t know/Can’t say)
   7. (Refused)

HC14 How old was the child at the time?
   IF MORE THAN ONE CHILD INVOLVED, ASK FOR OLDEST
   RECORD AGE __________ IN MONTHS OR __________ YEARS

PROGRAM NOTE: ALLOW 0-24 MONTHS
HC15  SHOW SERVICES FROM HC12b/HC12c
PROGRAMMER: IF CODE 15 (OTHER – SPECIFY) IS NOT SPECIFIED AT HC12B IIT SHOULD NOT APPEAR HERE.
DISPLAY OTHER TEXT FROM HC12B AND/OR HC12CIF RECORDED
PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
IF 2 OR MORE SERVICES SELECTED AT HC12B AND/OR HC12C, SUPPRESS ‘THIS SERVICE’
IF ONE SERVICE SELECTED AT HC12B AND HC12C, SUPPRESS ‘WHICH, IF ANY, OF THE SERVICES YOU USED’

(Which, if any, of the services you used) would you recommend (this service) to someone else in similar circumstances? (MULTIPLE RESPONSES) (READ OUT)

INTERVIEWER NOTE: If respondent says ‘None’, type in NULL
1. School counsellor (not teachers)
2. Other counsellors
3. Other relationship services
4. Teacher or School Principal (not school counsellors)
5. Doctor (General Practitioner) or other health professional
6. Religious leaders or elders
7. Welfare Agency/ Community support service
8. Information nights/courses for parents
9. Internet, TV, newspapers, magazines or self-help books
10. Telephone services (eg. ParentLine, Lifeline, MensLine, Family Relationship Advice Line, women’s help-line)
11. Other (specify)_____________
12. [DO NOT READ OUT] (Don’t know/Can’t say)
13. [DO NOT READ OUT] (Refused)

ASK ALL PARENTS
HC16a Have you ever had any difficulties in accessing professional help to support your parenting (whether you have actually sought help for this or not)?
1. Yes
2. No
3. DON’T KNOW/CAN’T SAY
4. REFUSED

IF YES ASK (Otherwise go to Section IV)
HC16b What were the difficulties that you experienced in accessing help? PROBE FULLY; Any others?

RECORD VERBATIM _______________________________________
DON’T KNOW/REFUSED…9
IV HELP WITH RELATIONSHIP PROBLEMS

IF PARTNERED (Code 1 at PE1 OR code 1 at PE2) ASK (Otherwise go to RS10)

RS1 We have a few questions now about your marriage/relationship with your 
(husband/wife/partner). You are free to not answer any of these questions if you don’t feel 
comfortable doing so. 
At any stage, have you thought your relationship might be in real trouble?

IF RESPONDENT ASKS WHICH RELATIONSHIP, SAY ‘We’re talking about your current 
relationship’

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
‘HUSBAND’ = CODE 2 (FEMALE) AT QSEX AND CODE 1 AT PE1
‘WIFE’ = CODE 1 (MALE) AT QSEX AND CODE 1 AT PE1
‘PARTNER’ = CODE 1 OR 2 AT QSEX AND CODE 1 AT PE2

1. Yes
2. No
3. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
4. [DO NOT READ OUT] REFUSED

IF NO ASK (Otherwise go to RS3)

RS2a Other than family or friends, have you ever sought any help or advice or used any 
services to support your relationship?

1. Yes
2. No
3. DON’T KNOW/CAN’T SAY
4. REFUSED

RS2b IF YES ASK (Otherwise go RS2c): Where did you go? (MULTIPLE RESPONSES) (DO
NOT READ OUT)

1. Family Relationship Centres (FRCs)
2. Other counsellors (Marriage guidance or similar professional)
3. Family violence services
4. Other relationship services
5. Doctor (General Practitioner) or other health professional
6. Lawyer
7. Religious leaders or elders
8. Welfare Agency/community support service
9. Telephone services (eg. Family Relationship Advice Line, Lifeline, 
MensLine, women’s help-line)
10. Internet, TV, newspapers, magazines or self-help books
11. Police
12. Other (specify)
13. DON’T KNOW/CAN’T SAY
14. REFUSED
RS2c  IF CURRENTLY PARTNERED ASK:
What about these (other) sources of help to support your relationship? (MULTIPLE RESPONSES) (READ OUT 1-7 IF NOT ALREADY STATED)

PROGRAMMER: (OTHER) TEXT INSERTION TO BE FILTERED AS FOLLOWS:
IF CODE 1 AT RS2a – ‘OTHER’ TO APPEAR IN READ OUT TEXT
IF CODE 2-4 AT RS2a – ‘OTHER’ TO BE SUPPRESSED IN READ OUT TEXT

1. Family Relationship Centres (FRCs)
2. Other counsellors (Marriage guidance or similar professional)
3. Family violence services
4. Other relationship services
5. Doctor (General Practitioner) or other health professional
6. Lawyer
7. Religious leaders or elders
8. (Don’t know/Can’t say)
9. (Refused)
10. NULL
RS2d  SHOW SERVICES FROM RS2b/RS2c
(Which, if any, of the services you used) would you recommend (this service) to someone else in similar circumstances to support their relationship? (MULTIPLE RESPONSES)
(READ OUT)
INTERVIEWER NOTE: If respondent says ‘None’, type in NULL

PROGRAMMER: IF CODE 15 (OTHER – SPECIFY) IS NOT SPECIFIED AT RS2b IT SHOULD NOT APPEAR HERE.
DISPLAY OTHER TEXT IF RECORDED
PROGRAMMER: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
IF 2 OR MORE SERVICES SELECTED AT RS2B AND/OR RS12C, SUPPRESS ‘THIS SERVICE’
IF ONE SERVICE SELECTED AT RS2B AND RS2C, SUPPRESS ‘WHICH, IF ANY, OF THE SERVICES YOU USED’

1. Family Relationship Centres (FRCs)
2. Other counsellors (Marriage guidance or similar professional)
3. Family violence services
4. Other relationship services
5. Doctor (General Practitioner) or other health professional
6. Lawyer
7. Religious leaders or elders
8. Welfare Agency/community support service
9. Telephone services (eg. Family Relationship Advice Line, Lifeline, MensLine, women’s help-line)
10. Internet, TV, newspapers, magazines or self-help books
11. Police
12. Other (specify)
13. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
14. [DO NOT READ OUT] REFUSED

RS3  IF YES AT RS1 ASK (Otherwise go to RS10)
How long ago was it that you first became aware of serious problems?
1. Response given in months
2. Response given in years
3. DON’T KNOW/CAN’T SAY
4. [REFUSED

RECORD NUMBER ____________________________________________________________

IF RESPONSE GIVEN AT RS3 (Otherwise go to RS5)
RS4  Are you over those problems now?
1. Yes
2. No
3. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
4. [DO NOT READ OUT] REFUSED
RS5  IF YES AT RS1 ASK:
Have you ever separated from your (current) (husband/wife/partner)?

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
‘HUSBAND’ = CODE 2 (FEMALE) AT QSEX AND CODE 1 AT PE1
‘WIFE’ = CODE 1 (MALE) AT QSEX AND CODE 1 AT PE1
‘PARTNER’ = CODE 1 OR 2 AT QSEX AND CODE 1 AT PE2

1. Yes
2. No
3. DON’T KNOW/CAN’T SAY
4. REFUSED

IF YES ASK (Otherwise go to RS7)

RS6  How long was the separation?

1. Response given in days
2. Response given in weeks
3. Response given in months
4. Response given in years

RECORD NUMBER ________________________________

RS7  IF YES AT RS1 ASK:
Other than family or friends, have you ever sought any help or advice or used any services to resolve problems in your relationship?

1. Yes
2. No
3. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
4. [DO NOT READ OUT] REFUSED
IF YES AT RS7 ASK (OTHERWISE GO TO RS8b)
RS8a  Where did you go? (MULTIPLE RESPONSES) (DO NOT READ OUT)
1. Family Relationship Centres (FRCs)
2. Other counsellors (Marriage guidance or similar professional)
3. Family violence services
4. Other relationship services
5. Doctor (General Practitioner) or other health professional
6. Lawyer
7. Religious leaders or elders
8. Welfare Agency/community support service
9. Telephone services (eg. Family Relationship Advice Line, Lifeline, MensLine, women’s help-line)
10. Internet, TV, newspapers, magazines or self-help books
11. Police
12. Other (specify)
13. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
14. [DO NOT READ OUT] REFUSED

RS8b IF YES AT RS1 ASK:
What about these (other) sources of help? (MULTIPLE RESPONSES) (READ OUT 1-7 IF NOT ALREADY STATED)

PROGRAMMER: (OTHER) TEXT INSERTION TO BE FILTERED AS FOLLOWS:
IF CODE 1 AT RS7 – ‘OTHER’ TO APPEAR IN READ OUT TEXT
IF CODE 2-4 AT RS7 – ‘OTHER’ TO BE SUPPRESSED IN READ OUT TEXT

1. Family Relationship Centres (FRCs)
2. Other counsellors (Marriage guidance or similar professional)
3. Family violence services
4. Other relationship services
5. Doctor (General Practitioner) or other health professional
6. Lawyer
7. Religious leaders or elders
8. (Don’t know/Can’t say)
9. (Refused)
10. NULL
RS8c  SHOW SERVICES FROM RS8a/RS8b
(Which, if any, of the services you used) would you recommend (this service) to someone
else in similar circumstances? (MULTIPLE RESPONSES) (READ OUT)
INTERVIEWER NOTE: If respondent says ‘None’, type in NULL

PROGRAMMER: IF CODE 15 (OTHER – SPECIFY) IS NOT SPECIFIED AT RS8a IT SHOULD
NOT APPEAR HERE.
DISPLAY OTHER TEXT IF RECORDED
PROGRAMMER: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
IF 2 OR MORE SERVICES SELECTED AT RS8A AND/OR RS8B, SUPPRESS ‘THIS SERVICE’
IF ONE SERVICE SELECTED AT RS8A AND RS8B, SUPPRESS ‘WHICH, IF ANY, OF THE
SERVICES YOU USED’

1. Family Relationship Centres (FRCs)
2. Other counsellors (Marriage guidance or similar professional)
3. Family violence services
4. Other relationship services
5. Doctor (General Practitioner) or other health professional
6. Lawyer
7. Religious leaders or elders
8. Welfare Agency/community support service
9. Telephone services (eg. Family Relationship Advice Line, Lifeline,
   MensLine, women’s help-line)
10. Internet, TV, newspapers, magazines or self-help books
11. Police
12. Other (specify)
13. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
14. [DO NOT READ OUT] REFUSED
2009 GENERAL POPULATION OF PARENTS SURVEY

ONLY ASK HAVE CHILD PREV (SAMPLE B), AND SEPARATED EQUAL TO OR MORE THAN ONE YEAR (PE6m = or MORE THAN 1 year) OTHERWISE GO TO SECTION VI

PROGRAMMER NOTE: NOT WIDowers (Code 4 at PE1)

We now have a few questions to ask you about your relationship with (CHILD PREV's) other parent.

RS10 Thinking back to the relationship with (CHILD PREV'S) other parent, how long before your separation were you first aware there were serious problems in your relationship?

1. Not aware there were serious problems 0 IF UNAWARE
2. Response given in days
3. Response given in weeks
4. Response given in months
5. Response given in years
6. CAN'T SAY/DON'T KNOW
7. REFUSED

RECORD NUMBER _________________________________________________

PROGRAMMER NOTE: ALLOW FOR ENTRY OF NUMERIC RESPONSE AND CLARIFY AS DAY, WEEKS, MONTHS OR YEARS ON THE FOLLOWING SCREEN

PROGRAMMER NOTE: NOT WIDowers (Code 4 at PE1)

RS11 Before you separated from (CHILD PREV's) other parent, other than from family or friends, did you ever seek any help or advice or use any services, to resolve problems in your relationship?

1. Yes
2. No
3. DON'T KNOW/CAN'T SAY
4. REFUSED

______________________________________________________________
IF YES ASK: (Otherwise go to RS12b);
PROGRAMMER NOTE: NOT WIDowers (Code 4 at PE1)

RS12a Where did you go? (MULTIPLE RESPONSES) (DO NOT READ OUT)

1. Family Relationship Centres (FRCs)
2. Other counsellors (Marriage guidance or similar professional)
3. Family violence services
4. Other relationship services
5. Doctor (General Practitioner) or other health professional
6. Lawyer
7. Religious leaders or elders
8. Welfare Agency/community support service
9. Telephone services (eg. Family Relationship Advice Line, Lifeline, MensLine, women’s help-line)
10. Internet, TV, newspapers, magazines or self-help books
11. Police
12. Other (specify)
13. DON'T KNOW/CAN'T SAY
14. REFUSED

RS12b ONLY ASK HAVE CHILD PREV (SAMPLE B)
PROGRAMMER NOTE: NOT WIDowers (Code 4 at PE1)

What about these (other) sources of help? (MULTIPLE RESPONSES) (READ OUT 1-7 IF NOT ALREADY STATED)

PROGRAMMER: (OTHER) TEXT INSERTION TO BE FILTERED AS FOLLOWS:
IF CODE 1 AT RS11 – ‘OTHER’ TO APPEAR IN READ OUT TEXT
IF CODE 2-4 AT RS11 – ‘OTHER’ TO BE SUPPRESSED IN READ OUT TEXT

1. Family Relationship Centres (FRCs)
2. Other counsellors (Marriage guidance or similar professional)
3. Family violence services
4. Other relationship services
5. Doctor (General Practitioner) or other health professional
6. Lawyer
7. Religious leaders or elders
8. (Don't know/Can't say)
9. (Refused)
10. NULL
RS12c SHOW SERVICES FROM RS12a/RS12B

PROGRAMMER NOTE: NOT WIDOWERS (Code 4 at PE1)

(Which, if any, of the services you used) would you recommend (this service) to someone else in similar circumstances? (MULTIPLE RESPONSES) (READ OUT)

INTERVIEWER NOTE: If respondent says ‘None’, type in NULL

PROGRAMMER: IF CODE 15 (OTHER – SPECIFY) IS NOT SPECIFIED AT RS12a IT SHOULD NOT APPEAR HERE.
DISPLAY OTHER TEXT IF RECORDED
PROGRAMMER: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
IF 2 OR MORE SERVICES SELECTED AT RS12A AND/OR RS12B, SUPPRESS ‘THIS SERVICE’
IF ONE SERVICE SELECTED AT RS12A AND RS12B, SUPPRESS ‘WHICH, IF ANY, OF THE SERVICES YOU USED’

1. Family Relationship Centres (FRCs)
2. Other counsellors (Marriage guidance or similar professional)
3. Family violence services
4. Other relationship services
5. Doctor (General Practitioner) or other health professional
6. Lawyer
7. Religious leaders or elders
8. Welfare Agency/community support service
9. Telephone services (eg. Family Relationship Advice Line, Lifeline, MensLine, women’s help-line)
10. Internet, TV, newspapers, magazines or self-help books
11. Police
12. Other (specify)
13. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
14. [DO NOT READ OUT] REFUSED

QUESTION RS14 IS ONLY ASKED IF CODE 2 OR 3 AT RS11 AND IF NULL AT RS12B
PROGRAMMER NOTE: NOT WIDOWERS (Code 4 at PE1)

RS14  Looking back at your relationship with CHILD PREV’s other parent, with help, what are the chances that your relationship could have been saved. Would you say...

(READ OUT)?

1. A high chance
2. Some chance
3. No chance
4. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
5. [DO NOT READ OUT] REFUSED
ONLY ASK HAVE CHILD PREV (SAMPLE B), AND SEPARATED EQUAL TO OR MORE THAN ONE YEAR (PE6m = or MORE THAN 1 year) OTHERWISE GO TO SECTION VI
PROGRAMMER NOTE: NOT WIDOWERS (Code 4 at PE1)

RS15a Have you ever had any difficulties in accessing professional help to support your relationship (whether you have actually sought help for this or not)?
5. Yes
6. No
7. DON'T KNOW/CAN'T SAY
8. REFUSED

IF YES ASK (Otherwise go to Section V)
RS15b What were these difficulties? PROBE FULLY. Anything else?

RECORD VERBATIM ________________________________
V. SEPARATION AND DIVORCE
PROGRAMMER NOTE: NOT WIDOWERS (Code 4 at PE1)
IF HAVE CHILDREN FROM A PREVIOUS RELATIONSHIP AND IF SEPARATION WAS MORE THAN ONE YEAR AGO CONTINUE (SAMPLE B AND more than 12 months at PE6m)
ELSE GO TO SECTION VI

SEP INTRO We now want to ask you about the arrangements you have come to since separating from CHILD PREV’s other parent. Is that okay?

1. Yes
2. No

IF YES ASK (Otherwise go to Section VI)

SEP1. Thinking about the final decision to separate from CHILD PREV’s other parent, who mostly made the decision?

1. Mostly made by you
2. Mostly made by your former (husband/wife/partner)
3. Jointly
4. Neither, it just happened
5. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
6. [DO NOT READ OUT] REFUSED

SEP2. Would you describe your current relationship with CHILD PREV’s other parent as mainly: (READ OUT) (SINGLE RESPONSE). IF MORE THAN ONE STRESS ‘MAINLY’

1. Friendly
2. Cooperative
3. Distant
4. Lots of conflict
5. Fearful
6. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
7. [DO NOT READ OUT] REFUSED
SEP3. Over the past 12 months, how often have you communicated with each other about (CHILD PREV)? (READ OUT IF NECESSARY)

1. Daily
2. Several times a week
3. At least once per week
4. At least once per fortnight
5. At least once per month
6. At least once every three months
7. At least once every six months
8. At least once per year
9. Less than once per year
10. [DO NOT READ OUT] Never
11. [DO NOT READ OUT] DON'T KNOW/CAN'T SAY
12. [DO NOT READ OUT] REFUSED

SEP4 IF SEP3 =1 TO 7 (communication at least once every 6 months) CONTINUE. OTHERWISE GO TO SEP5.

DO NOT RANDOMISE OR ROTATE

PROGRAMMER NOTE: TEXT INSERTIONS FILTER AS FOLLOWS:
‘HIM/HER’ IF PE6B = 1 WITH PE6e OR PE6i INDICATING WHETHER HIM OR HER SHOULD BE USED
‘YOUR CHILDREN’ IF PE6B= MORE THAN 1

SEP4. Thinking about these discussions:

INTERVIEWER NOTE: ‘RESPONDENT SHOULD THINK ABOUT WHAT HAPPENS WHEN THEY DO HAVE CONTACT WITH CHILD PREV’S OTHER PARENT.’

STATEMENTS

a. How often do you and CHILD PREV’s other parent disagree about issues concerning (him/her/your children)?
b. How often is your conversation awkward or stressful?
c. How often do you argue?
d. How often is there anger or hostility between you?
e. How often do you have arguments with CHILD PREV’s other parent that end up with people pushing, hitting, kicking or shoving?

CODE FRAME

Would you say… (READ OUT)

1. Never
2. Rarely
3. Sometimes
4. Often
5. Always
6. [DO NOT READ OUT] (Don’t know/Can’t say)
7. [DO NOT READ OUT] (Refused)
SEP5. IF SAMPLE B AND more than 12 months at PE6m
Do you think the way things worked out for you was….(READ OUT)
1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Very unfair
5. [DO NOT READ OUT] (Don’t know/Can’t say)
6. [DO NOT READ OUT] (Refused)

SEP6. Did you or CHILD PREV’s other parent give in on some issues in reaching decisions about the division of property or parenting arrangements?
1. Self
2. Husband/wife/partner
3. Both
4. Neither
5. [DO NOT READ OUT] (Don’t know/Can’t say)
6. [DO NOT READ OUT] (Refused)

IF CODES 1 OR 3 AT SEP6, CONTINUE TO SEP7; OTHERWISE SKIP TO SEP8A

SEP7. Did you yourself give in on these issues because: (READ OUT)
RANDOMISE ORDER

PROGRAMMER NOTE: TEXT INSERTION ON ‘CHILD’/’CHILDREN’ AS FOLLOWS:
CHILD IF PE6B = 1
CHILDREN IF PE6B= MORE THAN 1

<table>
<thead>
<tr>
<th></th>
<th>it was better for your child/ren?</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>a.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b.</td>
<td>it would have taken too long to resolve</td>
<td>Yes</td>
<td>No</td>
<td>Don’t know</td>
</tr>
<tr>
<td>c.</td>
<td>compromise is part of the process</td>
<td>Yes</td>
<td>No</td>
<td>Don’t know</td>
</tr>
<tr>
<td>d.</td>
<td>you wanted to avoid going to court at all costs</td>
<td>Yes</td>
<td>No</td>
<td>Don’t know</td>
</tr>
</tbody>
</table>

SEP8a. Since you separated, other than from family and friends, have you sought any help or advice or used any services to assist you in negotiating with (CHILD PREV’s) other parent?
1. Yes
2. No
3. (Don’t know/Can’t say)
4. (Refused)
IF YES ASK (Otherwise go to SEP8c)

SEP8b. Where did you go? (MULTIPLE RESPONSES) (DO NOT READ OUT)
1. Family Relationship Centres (FRCs)
2. Other counsellors (Marriage guidance or similar professional)
3. Family violence services
4. Other relationship services
5. Doctor (General Practitioner) or other health professional
6. Lawyer
7. Religious leaders or elders
8. Welfare Agency/community support service
9. Telephone services (eg. Family Relationship Advice Line, Lifeline, MensLine, women’s help-line)
10. Internet, TV, newspapers, magazines or self-help books
11. Police
12. Other (specify)
13. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
14. [DO NOT READ OUT] REFUSED

SEP8c IF CODES 1, 2 OR 3 AT SEP8a ASK (Otherwise go to SEP8d)
What about these (other) sources of help? (MULTIPLE RESPONSES) (READ OUT 1–7 IF NOT ALREADY STATED)

PROGRAMMER: (OTHER) TEXT INSERTION TO BE FILTERED AS FOLLOWS:
IF CODE 1 AT SEP8A – ‘OTHER’ TO APPEAR IN READ OUT TEXT
IF CODE 2-4 AT SEP8A – ‘OTHER’ TO BE SUPPRESSED IN READ OUT TEXT

1. Family Relationship Centres (FRCs)
2. Other counsellors (Marriage guidance or similar professional)
3. Family violence services
4. Other relationship services
5. Doctor (General Practitioner) or other health professional
6. Lawyer
7. Religious leaders or elders
8. (Don’t know/Can’t say)
9. (Refused)
10. NULL
SEP8d SHOW SERVICES FROM SEP8b/SEP8c

(Which, if any, of the services you used) would you recommend (this service) to someone else in similar circumstances? (MULTIPLE RESPONSES) (DO NOT READ OUT)

INTERVIEWER NOTE: If respondent says ‘None’, type in NULL

PROGRAMMER: IF CODE 15 (OTHER – SPECIFY) IS NOT SPECIFIED AT SEP8b IT SHOULD NOT APPEAR HERE.
DISPLAY OTHER TEXT IF RECORDED
PROGRAMMER: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
IF 2 OR MORE SERVICES SELECTED AT SEP8B AND/OR SEP8C, SUPPRESS ‘THIS SERVICE’
IF ONE SERVICE SELECTED AT SEP8B AND SEP8C, SUPPRESS ‘WHICH, IF ANY, OF THE SERVICES YOU USED’

1. Family Relationship Centres (FRCs)
2. Other counsellors (Marriage guidance or similar professional)
3. Family violence services
4. Other relationship services
5. Doctor (General Practitioner) or other health professional
6. Lawyer
7. Religious leaders or elders
8. Welfare Agency/community support service
9. Telephone services (eg, Family Relationship Advice Line, Lifeline, MensLine, women’s help-line)
10. Internet, TV, newspapers, magazines or self-help books
11. Police
12. Other (specify)
13. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
14. [DO NOT READ OUT] REFUSED

SEP10a. About how many kilometres from you, does your former (husband/wife/partner) live?

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
‘HUSBAND’ = CODE 2 (FEMALE) AT QSEX AND CODE 1 AT PE1
‘WIFE’ = CODE 1 (MALE) AT QSEX AND CODE 1 AT PE1
‘PARTNER’ = CODE 1 OR 2 AT QSEX AND CODE 1 AT PE2

RECORD NUMBER ___________________ GO TO SECTION VI

1. DON’T KNOW/CAN’T SAY ASK SEP10b
2. REFUSED GO TO SECTION VI
SEP10b  O.K. Could you give me some idea of how long the journey would take from your house to (his/her) house by car?
RESPONSE MAY BE MINUTES /HOURS/ DAYS
KMTIMEM Time in minutes
KMTIMEH Time in hours
KMTIMED Time in days

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
‘HIS’ = CODE 2 (FEMALE) AT QSEX
‘HER’ = CODE 1 (MALE) AT QSEX

RECORD NUMBER __________________
1. DON’T KNOW /CAN’T SAY
2. REFUSED
VI. GRANDPARENTS

GP1 Is it OK for me to ask you some questions about the relationship between your child(ren) and their grandparents?

PROGRAMMER NOTE: TEXT INSERTION ON ‘CHILD’/’CHILDREN’ AS FOLLOWS:
CHILD PE5A + PE6B +PE7B = 1
CHILDREN PE5A + PE6B +PE7B = MORE THAN 1

1. Yes
2. No
3. Grandparents no longer alive – skip to SEC VII

IF NO ASK (Otherwise go to GP3)

GP2. Is there anything you are willing to say about this before we go to the next questions?
1. No GO TO SECTION VII
2. Other (RECORD VERBATIM)

RECORD VERBATIM ____________________________________________
GO TO SECTION VII

GP3. IF YES AT GP1 ASK: Are your parents both still alive?
1. Yes – Mum
2. Yes – Dad
3. Yes – Both
4. No – Neither
5. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
6. [DO NOT READ OUT] REFUSED

IF YES ASK (Otherwise go to GP8)

PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
‘DOES’ = CODE 1 OR 2 AT GP3
‘DO’ = CODE 3 AT GP3

PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
‘MOTHER’ = CODE 1 AT GP3
‘FATHER’ = CODE 2 AT GP3
‘BOTH OF THEM’ = CODE 3 AT GP3

GP4 (Does/Do) your (mother/father/either of your parents) live with you?
1. Yes – Mum
2. Yes – Dad
3. Yes – Both
4. No – Neither
5. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
6. [DO NOT READ OUT] REFUSED
GP5  Would you describe your relationship with your (mother/father/parents) as:

PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
'MOTHER' = CODE 1 AT GP3
'FATHER' = CODE 2 AT GP3
'PARENTS' = CODE 3 AT GP3

(READ OUT)
1. Very close
2. Close
3. Not close
4. Non-existent
5. Varies
6. [DO NOT READ OUT] DON'T KNOW/CAN'T SAY
7. [DO NOT READ OUT] REFUSED

| If Sample A only | Ask GP6 (CHILD CURR) |
| If Sample A + B | Ask GP6 for Sample A (CHILD CURR) only |
| If Sample A + C | Ask GP6 for Sample A (CHILD CURR) only |
| If Sample B only | Skip to GP7 |
| If Sample B + C | Skip to GP7 |
| If Sample C only | Ask GP6 for Sample C (CHILD STEP) |

GP6  How involved (is/are) your (mother/father/parents) in (CHILD CURR/CHILD STEP)'s life currently?

PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
'IS' = CODE 1 OR CODE 2 AT GP3
'ARE' = CODE 3 AT GP3

PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
'MOTHER' = CODE 1 AT GP3
'FATHER' = CODE 2 AT GP3
'PARENTS' = CODE 3 AT GP3

(READ OUT)
1. Very involved
2. Quite involved
3. Not very involved
4. Not at all involved
5. [DO NOT READ OUT] (Don't know/Can't say)
6. [DO NOT READ OUT] (Refused)
GP6a IF CODES 1, 2 OR 3 AT GP3 ASK: Would you like (him/her/them) to be …?

PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
‘HIM’ = CODE 2 AT GP3
‘HER’ = CODE 1 AT GP3
‘THEM’ = CODE 3 AT GP3

(READ OUT)
1. A lot more involved
2. A little more involved
3. A little less involved
4. Much less involved
5. You think the level of involvement is probably about right
6. [DO NOT READ OUT] (Don’t know/Can’t say)
7. [DO NOT READ OUT] (Refused)

IF CHILD PREV (SAMPLE B) ASK (OTHERWISE GO TO GP8)

GP7 How involved (is/are) your (mother/father/parents) in (CHILD PREV’s) life currently?

PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
‘IS’ = CODE 1 OR CODE 2 AT GP3
‘ARE’ = CODE 3 AT GP3

PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
‘MOTHER’ = CODE 1 AT GP3
‘FATHER’ = CODE 2 AT GP3
‘PARENTS’ = CODE 3 AT GP3

(READ OUT)
1. Very involved
2. Quite involved
3. Not very involved
4. Not at all involved
5. [DO NOT READ OUT] (Don’t know/Can’t say)
6. [DO NOT READ OUT] (Refused)
GP7a Has (his/her/their) involvement increased, decreased or remained about the same since you separated?

IF RESPONDENT IS A WIDOWER, ASK: ‘Has (his/her/their) involvement increased, decreased or remained the same since your partner passed away?’

PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
'HIS' = CODE 2 AT GP3
'HER' = CODE 1 AT GP3
'THEIR' = CODE 3 AT GP3

1. Increased
2. Decreased
3. Remained the same
4. [DO NOT READ OUT] (Don’t know/can’t say)
5. [DO NOT READ OUT] (Refused)

GP7b IF CODES 1, 2 OR 3 AT GP3 ASK:

Would you like (him/her/them) to be …?

PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
'HIS' = CODE 2 AT GP3
'HER' = CODE 1 AT GP3
'THEM' = CODE 3 AT GP3

(READ OUT)
1. A lot more involved
2. A little more involved
3. A little less involved
4. Much less involved
5. You think the level of involvement is probably about right
6. [DO NOT READ OUT] (Don’t know/Can’t say)
7. [DO NOT READ OUT] (Refused)
IF HAS CHILDREN FROM A PREVIOUS RELATIONSHIP PREFACE (HUSBAND/WIFE/PARTNER) WITH (EX) (Code 1 at PE6a). IF WIDOWER (Code 4 at PE1) DO NOT PREFACE WITH ‘EX’

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
‘HUSBAND’ = CODE 2 (FEMALE) AT QSEX AND CODE 1 OR CODE 4 AT PE1
‘WIFE’ = CODE 1 (MALE) AT QSEX AND CODE 1 OR CODE 4 AT PE1
‘PARTNER’ = CODE 1 OR 2 AT QSEX AND CODE 1 AT PE2
PROGRAMMER NOTE: IF SAMPLE A + B, ASK FOR CHILD PREV

GP8. Are your (ex-)(husband/wife/partner’s) parents both still alive?

1. Yes – Mum
2. Yes – Dad
3. Yes – Both
4. No – Neither GO TO GP12
5. DON’T KNOW/CAN’T SAY GO TO GP12
6. REFUSED GO TO GP12

If Sample A only Ask GP8a (CHILD CURR)
If Sample A + B Skip to GP9
If Sample A + C Ask G8a for Sample A (CHILD CURR) only
If Sample B only Skip to GP9
If Sample B + C Skip to GP9
If Sample C only Ask GP8a for Sample C (CHILD STEP)

GP8a (Does/Do) (your partner’s) (mother/father/either of your partner’s parents) live with you?

PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
‘DOES’ = CODE 1 OR 2 AT GP8
‘DO’ = CODE 3 AT GP8
PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
‘MOTHER’ = CODE 1 AT GP8
‘FATHER’ = CODE 2 AT GP8
‘EITHER OF YOUR PARTNER’S PARENTS’ = CODE 3 AT GP8
PROGRAMMER NOTE: SUPPRESS ‘YOUR PARTNER’S’ (IN BRACKETS) IF CODE 3 AT GP8

7. Yes – Mum
8. Yes – Dad
9. Yes – Both
10. No – Neither
11. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
12. [DO NOT READ OUT] REFUSED
GP9  IF HAS CHILDREN FROM A PREVIOUS RELATIONSHIP PREFACE
(HUSBAND/WIFE/PARTNER) WITH (EX) (Code 1 at PE6a).

IF WIDOWER (Code 4 at PE1) DO NOT PREFACE WITH ‘EX’

Would you describe your relationship with your (ex-) (husband/wife/partner’s) (mother/father/parents) as …? (READ OUT)

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
‘HUSBAND’ = CODE 2 (FEMALE) AT QSEX AND CODE 1 AT PE1
‘WIFE’ = CODE 1 (MALE) AT QSEX AND CODE 1 AT PE1
‘PARTNER’ = CODE 1 OR 2 AT QSEX AND CODE 1 AT PE2

PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
‘MOTHER’ = CODE 1 AT GP8
‘FATHER’ = CODE 2 AT GP8
‘PARENTS’ = CODE 3 AT GP8

1. Very close
2. Close
3. Not close
4. Non-existent
5. Varies
6. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
7. [DO NOT READ OUT] REFUSED
GP10  IF HAS CHILDREN FROM A PREVIOUS RELATIONSHIP PREFACE
(HUSBAND/WIFE/PARTNER) WITH (EX) (Code 1 at PE6a). IF WIDOWER (Code 4 at PE1) DO NOT PREFACE WITH ‘EX’

PROGRAMMER NOTE: IF SAMPLE A + B, ASK FOR CHILD PREV

PROGRAMMER NOTE: TEXT INSERTION TO BE FILTERED AS FOLLOWS:
‘HUSBAND’ = CODE 2 (FEMALE) AT QSEX AND CODE 1 AT PE1
‘WIFE’ = CODE 1 (MALE) AT QSEX AND CODE 1 AT PE1
‘PARTNER’ = CODE 1 OR 2 AT QSEX AND CODE 1 AT PE2

PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
‘MOTHER’ = CODE 1 AT GP8
‘FATHER’ = CODE 2 AT GP8
‘PARENTS’ = CODE 3 AT GP8

PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
‘IS’ = CODE 1 OR CODE 2 AT GP8
‘ARE’ = CODE 3 AT GP8

How involved (is/are) your (ex-)(husband/wife/partner’s) (mother/father/parents) in (CHILD CURR/CHILD PREV/CHILD STEP)’s life currently?

(READ OUT)
1. Very involved
2. Quite involved
3. Not very involved
4. Not at all involved
5. [DO NOT READ OUT] (Don’t know/Can’t say)
6. [DO NOT READ OUT] (Refused)

ASK WHERE THERE IS CHILD PREV (SAMPLE B)

GP10a Has (his/her/their) involvement increased, decreased or remained about the same since you separated?

IF RESPONDENT IS A WIDOWER, ASK: ‘Has (his/her/their) involvement increased, decreased or remained the same since your partner passed away?’

PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
‘HIS’ = CODE 2 AT GP8
‘HER’ = CODE 1 AT GP8
‘THEIR’ = CODE 3 AT GP8

1. Increased
2. Decreased
3. Remained the same
4. [DO NOT READ OUT] (Don’t know/can’t say)
5. [DO NOT READ OUT] (Refused)
GP11 Would you like (him/her/them) to be ...?

PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
'HIM' = CODE 2 AT GP8
'HER' = CODE 1 AT GP8
'THEM' = CODE 3 AT GP8

(READ OUT)
1. A lot more involved
2. A little more involved
3. A little less involved
4. Much less involved
5. You think the level of involvement is probably about right
6. [DO NOT READ OUT] (Don't know/Can't say)
7. [DO NOT READ OUT] (Refused)

GP12 Ask only if grandparents are alive (Codes 1, 2 or 3 at GP3 OR Codes 1, 2, or 3 at GP8) AND Sample B (Child Prev)

PROGRAMMER NOTE: NOT WIDOWERS (Code 4 at PE1)

GP12 When you were deciding the parenting arrangements for (Child Prev) was spending time with grandparents, on either side, taken into account?

1. Yes
2. No
3. [DO NOT READ OUT] (Don't know/Can't say)
4. [DO NOT READ OUT] (Refused)
VII. DEMOGRAPHICS
To make sure that we have a true cross-section of people, I'd like to ask you a few more questions about yourself.

P1 PAGE. How old are you?

RECORD NUMBER_____
1. DON'T KNOW/CAN'T SAY
2. REFUSED

IF REFUSED: Well, could you tell me which of the following age ranges you fall within? Are you
(READ OUT)
1. 15-24
2. 25-34
3. 35-44
4. 45-54
5. 55+
6. [DO NOT READ OUT] REFUSED

P2 PHIEDUC. What is the highest level of education or training you have completed? (READ OUT IF NECESSARY)
1. Year 9 or below
2. Year 10, form 4, intermediate
3. Year 11, form 5, leaving
4. Year 12, form 6, matriculation, HSC
5. Trade/apprenticeship
6. Certificate (business college, TAFE)
7. Diploma (business college, TAFE)
8. Degree (bachelor)
9. Post-graduate (PhD, masters, post-grad dip.)
10. Other (Specify____________________________)
11. [DO NOT READ OUT] DON'T KNOW/CAN'T SAY
12. [DO NOT READ OUT] REFUSED

P3 PINWORK. Are you currently in paid-employment?
INTERVIEWER NOTE: IF MORE THAN 1 JOB, CODE TIME IN ALL JOBS,

IF YES ASK: Is that full-time for 35 hours or more a week, or part-time?
1. Yes -- Full-time
2. Yes -- Part-time
3. No
4. [DO NOT READ OUT] DON'T KNOW/CAN'T SAY
5. [DO NOT READ OUT] REFUSED
IF NOT IN PAID-WORK ASK: (Codes 3-5 at P3 Otherwise go to P5)
P4 PSTUD. Are you currently looking for paid work?
1. Yes
2. No
3. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
4. [DO NOT READ OUT] REFUSED

IF IN PART-TIME WORK OR NOT IN PAID WORK (Codes 2-5 at P3 Otherwise go to P6)
P5 PPINC People often get income from a number of sources. Is your MAIN source of income …(READ OUT)?
1. Earnings
2. Government income support
3. Or something else
4. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
5. [DO NOT READ OUT] REFUSED

P6a PHINC. What is your personal annual income from all sources before tax? Please include all earnings, pensions, benefits, child support, and any other income. Give your best estimate,
$__________.
IF DON’T KNOW OR CAN’T SAY
For a year, do you think it would be …
(READ OUT)
1. Less Than $20,000
2. $20,000 to $50,000
3. $50,000 to $80,000
4. $80,000 to $100,000
5. or more than $100,000
6. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
7. [DO NOT READ OUT] REFUSED
P6b  **PHINC.** What is your HOUSEHOLD’S TOTAL annual income from all sources before tax? Please include all earnings, pensions, benefits, child support, and any other income.

$_________

**IF DON’T KNOW OR CAN’T SAY**

For a year, do you think it would be:

(READ OUT)

1. Less Than $20,000
2. $20,000 to $50,000
3. $50,000 to $80,000
4. $80,000 to $100,000
5. or more than $100,000
6. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
7. [DO NOT READ OUT] REFUSED

P7  Given your current needs and financial responsibilities, would you say that you and your family are …

(READ OUT)

1. Prosperous
2. Very Comfortable
3. Reasonably comfortable
4. Just getting along
5. Poor
6. Very poor
7. [DO NOT READ OUT] (Don’t know/Can’t say)
8. [DO NOT READ OUT] (Refused)
I am now going to ask you some questions about how satisfied or dissatisfied you are with some of the things happening in your life. Please pick a number between 0 and 10 where 0 means you feel completely dissatisfied and 10 means you feel completely satisfied.

All things considered, how satisfied are you with your life as a whole?

1. 0 Completely dissatisfied
2. 1.
3. 2.
4. 3.
5. 4.
6. 5 Neutral - neither satisfied nor dissatisfied
7. 6.
8. 7.
9. 8.
10. 9.
11. 10 Completely satisfied
12. (Don’t know/Can’t say)
13. (Refused)
P9 Using the same scale, how satisfied are you with...?

PROGRAMMER NOTE: TEXT INSERTION IN STATEMENTS TO BE FILTERED AS FOLLOWS:
‘HUSBAND’ = CODE 2 (FEMALE) AT QSEX AND CODE 1 AT PE1
‘WIFE’ = CODE 1 (MALE) AT QSEX AND CODE 1 AT PE1
‘PARTNER’ = CODE 1 OR 2 AT QSEX AND CODE 1 AT PE2

STATEMENTS
a. Your relationship with your (child/children)?
CHILD IF PE5A + PE6B + PE7B = 1
CHILDREN IF PE5A + PE6B + PE7B = MORE THAN 1
b. The wellbeing of your (child/ren)?
CHILD IF PE5A + PE6B + PE7B = 1
CHILDREN IF PE5A + PE6B + PE7B = MORE THAN 1
c. Your relationship with your (husband/wife/partner)? (IF PARTNERED - CODE 1 AT PE1 OR CODE 1 AT PE2)
d. Your relationship with CHILD PREV’s other parent? (IF SAMPLE B & NOT WIDowers (Code 4 at PE1))
e. Your (husband/wife/partner)’s relationship with your (child/ren) (IF PARTNERED – CODE 1 AT PE1 OR CODE 1 AT PE2)
CHILD IF PE5A + PE6B + PE7B = 1;
CHILDREN IF PE5A + PE6B + PE7B = MORE THAN 1
f. Your relationship with your step(child/ren) (SAMPLE C)
CHILD IF PE7B = 1
CHILDREN IF PE7B = MORE THAN 1
g. How well the children in the household get along with each other (ONLY IF MORE THAN ONE CHILD IN THE HOUSEHOLD – IF COMBINED TOTAL OF (PE5a+CODE 1 @ PE5i OR PE5e)+(PE6a+CODE 1 @PE6j OR PE6f)+(PE7a+CODE 1 @ PE7f OR PE7k)=MORE THAN 1
h. Your relationship with your (parent/parents) (ONLY IF STILL PARENT/S ALIVE – CODES 1, 2 OR 3 AT GP3)
i. Your relationship with your (husband/wife/partner’s) (parent/parents). (ONLY IF PARENT/S STILL ALIVE SAMPLE A- CODES 1, 2 OR 3 AT GP8)
j. Your relationship with your ex-(husband/wife/partner’s) (parent/parents). (ONLY IF SEPARATED AND PARENT/S STILL ALIVE – IF SAMPLE B & CODES 1, 2 OR 3 AT GP8). (IF WIDOWER (Code 4 at PE1) DO NOT PREFACE WITH ‘EX’).

PROGRAMMER NOTE: I & J ARE MUTUALLY EXCLUSIVE.
J TAKES PRECEDENCE OVER I
IF SAMPLE A AT GP8 TO GP11, ASK P9i
IF SAMPLE B AT GP8 TO GP11, ASK P9j
ASK IF RESPONDENT HAS CHILD PREV  (Code 1 at PE6a)
PROGRAMMER NOTE: NOT WIDOWERS (Code 4 at PE1)

P10a Now I’d like to ask about child support, that is, payment for maintenance of children when parents have separated.
Do you currently pay or receive any child support?

INTERVIEWER NOTE: IF RESPONDENT MENTIONS THAT THEY PAY OR RECEIVE CHILD SUPPORT FOR MORE THAN ONE CHILD, ASK THEM TO FOCUS ON THE YOUNGEST CHILD

1. Yes – PAY
2. Yes - RECEIVE
3. Yes – PAY AND RECEIVE
4. No
5. [DO NOT READ OUT] DON’T KNOW/CAN’T SAY
6. [DO NOT READ OUT] REFUSED

IF CODES 4, 5 OR 6 AT P10a ASK (Otherwise go to P11)
PROGRAMMER NOTE: NOT WIDOWERS (Code 4 at PE1)

P10b Are you meant to be paying or receiving any child support?

1. Yes – PAY
2. Yes – RECEIVE
3. Yes – PAY AND RECEIVE
4. No
5. DON’T KNOW /CAN’T SAY
6. REFUSED

IF YES AT P10b ASK (Otherwise go to P11)
PROGRAMMER NOTE: NOT WIDOWERS (Code 4 at PE1)

P10c What’s the main reason you are not (paying/receiving) child support?
PROGRAMMER NOTE: TEXT INSERTION TO FILTER AS FOLLOWS:
‘PAYING’ = CODE 1 AT P10B
‘RECEIVING’ = CODE 2 AT P10B
‘PAYING AND RECEIVING’ = CODE 3 AT P10B

RECORD VERBATIM ____________________________________________
DON’T KNOW/CAN’T SAY
REFUSED
IF CODES 1, 2 OR 3 AT P10a OR CODES 1, 2 OR 3 AT P10b ASK (Otherwise go to P14)

PROGRAMMER NOTE: NOT WIDOWERS (Code 4 at PE1)

P11  Is the case registered with the Child Support Agency?
     1. Yes
     2. No  GO TO  P14
     3. DON’T KNOW /CAN’T SAY  GO TO  P14
     4. REFUSED  GO TO  P14

IF ‘YES’ (Code 1) at P11 & NOT WIDOWERS (Code 4 at PE1)

P12  Are payments made through the Child Support Agency?
     1. Yes
     2. No
     3. DON’T KNOW/CAN’T SAY
     4. REFUSED

PROGRAMMER NOTE: NOT WIDOWERS (Code 4 at PE1)

P13a  IF PAY AND/OR RECEIVE CHILD SUPPORT (CODES 1, 2 OR 3 AT P10a)
      How often is it paid in full? Would you say it is
     1. Always paid in full
     2. Usually
     3. Sometimes
     4. Rarely
     5. Never paid in full
     6. (Do not read out)(Don’t know/can’t say)
     7. (Refused)

P13b  PROGRAMMER NOTE: NOT WIDOWERS (Code 4 at PE1)
      How often is it paid on time? Would you say it is
     1. Always paid on time
     2. Usually
     3. Sometimes
     4. Rarely
     5. Never paid on time
     6. (Do not Read out)(Don’t Know/can’t say)
     7. (Refused)
P14  Can you please tell me your postcode?
RECORD VERBATIM _____________________________________________ (2000 – 7999 9999)
DON’T KNOW/CAN’T SAY
REFUSED
IF DON’T KNOW/CAN’T SAY OR REFUSED, ASK P15

P15  Then perhaps the name of the town or suburb you live in?
RECORD VERBATIM _____________________________________________
DON’T KNOW/CAN’T SAY
REFUSED

VIII. CLOSE
CLOSE    Thank you very much for the time you have given to this interview. Your contribution to the study has been most valuable.

QSEX. RECORD SEX OF RESPONDENT
1. Male
2. Female

This question has been moved to front page

SAY TO ALL:
That’s the end of the interview. As this is market research, it is carried out in compliance with the Privacy Act. The information you provided will be used only for research purposes. This research was conducted on behalf of the Australian Institute of Family Studies.

SAY TO ALL:
Thank you very much for your help.

[IF QUERIED ABOUT BONA FIDES OF RESEARCH] Please be assured this is genuine market research. If you have any queries, you can call my supervisor at Millward Brown on 9534 5066 or call the Market Research Society’s free survey line on 1300 364 830.

THANK YOU VERY MUCH FOR YOUR HELP. AS I SAID, I AM FROM NATIONAL FIELD SERVICES. IF YOU WOULD LIKE TO CHECK THE BONA FIDES OF THIS COMPANY, PLEASE CALL OUR COMPANY ON (03) 9534-5066 DURING OFFICE HOURS.

I certify this is a true, accurate and complete interview, conducted in accordance with IQCA standards and the ICC/ESOMAR code of conduct. I also agree to hold in confidence and not disclose to any other person the content of this questionnaire or any other information relating to this project.
OTHER SCRIPTING INSTRUCTIONS

HUSBAND/ WIFE/ PARTNER CODES
Husband = Code 2 (female) at Gender and code 1 at PE1
Wife = Code 1 (male) at Gender and code 1 at PE1
Partner = Code 1 or 2 at Gender and code 1 at PE2
This will apply for all related questions with this text (PE3, PE5a, PE7a, PE7f, PE7k, HC2, HC8, HC12a, RS5, SEP10a, GP8, GP9, GP10, P9 (statements c, i, and k))

TIME & DATE QUESTIONS
PE4 At this, and questions set up similarly (PE5b, PE5f, PE6c, PE6g, PE7c, PE7h), we don’t need to ask for the months unless the respondent gives a small child’s age in months (eg; 18 months). This should now automatically skip once a numeric value MORE THAN 1 is added to a field.

Complaints Logging
[The fieldwork company’s] standard procedure for enquiries of this nature is that the interviewer is briefed to immediately notify their Supervisor and transfer the call. Interviewers do not handle these types of issues. All supervisors are trained to deal with enquiries and they take note of the nature of the enquiry and whether a resolution was achieved or not. This is then passed to the Project Manager who may ring the respondents if a resolution has not been found. If necessary – or requested by the respondent – the client is notified immediately. The respondent is also provided with a phone number for any future issues that they would like communicated.
Appendix C3

Family Pathways: Longitudinal Study of Separated Families Wave 1 Survey
INTRO. Good (afternoon/evening). My name is (...). I’m calling on behalf of the Australian Institute of Family Studies from The Social Research Centre. May I please speak to (name)?

DISPLAY IF PAYER OR PAYEE

IF NECESSARY: I’m calling to follow up a letter recently sent to (name) by the Australian Institute of Family Studies.

(Note: If talking to someone other than the respondent, DO NOT mention the topic of the survey).

1. Continue
2. Household refusal (GO TO TERM1a)
3. Respondent refusal (GO TO TERM1a)
4. Make appointment to recontact
5. Queried how number was obtained (GO TO ATELQ)
6. Already opted-out, have sent opt-out form back to the CSA (I should not have been called) (GO TERM1f)
7. Wants copy of letter before proceeding (GO TO ALET)

*(IF NAMED RESPONDENT)

S1. We are conducting an important study among parents on behalf of the Australian Institute of Family Studies. You should have recently received a letter from the Institute about this. The results from this research will be used to help us understand the impact of recent family law reforms and the outcomes for separated parents and their children.

We are asking parents about the arrangements in place for a specific child. During this interview we will be asking some questions about (FOCUS CHILD) and (FOCUS CHILD)’s BIOLOGICAL or ADOPTIVE parent. It is also possible that (FOCUS PARENT) will complete this survey as well but they won't know that you have spoken to me. Is that OK?

DISPLAY FOCUS PARTNER’S NAME

1. Continue
2. Refusal (TERM1a)
3. Make soft appointment to recontact
4. Make hard appointment
5. Queried how number was obtained (GO TO ATELQ)
6. Queried how child’s/ex-partner’s name was obtained (GO TO ANAME)
7. Wants more information on subject matter (GO TO AINFO)
8. Denies knowledge of target union (TERM1b)
9. FOCUS CHILD deceased / FOCUS CHILD no longer eligible to receive child support (e.g. over 18) / FOCUS CHILD living independently (TERM1c)
10. Not separated from FOCUS PARTNER any more (TERM1b)
11. FOCUS PARTNER is deceased (TERM1c)
12. Wants copy of letter before proceeding (GO TO ALET)

YRSEP. Before we get started, the research focuses on a very specific group of people and I want to make sure I don't waste your time. Just to check, in which year did you separate from (FOCUS PARENT)?

INTERVIEWER NOTE: PROBE FOR MONTH IF SEPARATED

1. 2008
2. 2007
3. 1 July – 31 Dec 2006
Family Pathways - Wave 1 Longitudinal Questionnaire

4. Other Year (Specify_____)(GO TO TERM 3)
5. (Trying to reconcile / want to get back together) (GO TO TERM 3)
6. (Don’t know/Can’t say) (GO TO TERM 3)
7. (Refused) (GO TO TERM 3)

YRSEPii. And in which month did you separate?

1. January
2. February
3. March
4. April
5. May
6. June
7. July
8. August
9. September
10. October
11. November
12. December
13. (Don’t know)
14. (Refused)

STILLEX. And are you still separated from (FOCUS PARENT)?

1. Yes
2. No (GO TO TERM 1e)
3. (Don’t know/Can’t say) (GO TO TERM 1e)
4. (Refused) (GO TO TERM 1e)

*(TIMESTAMP 1)

S2. If you are able to help I’ll need about 30 minutes. If you are OK to do this now I’ll be as quick as I can. Otherwise we can call you back at a more convenient time. We would really appreciate your help.

Will you agree to take part in this important study?

IF NECESSARY: The letter from the Institute just contained information about the research topic and your involvement in the study.

1. Yes, continue
2. No, refusal (GO TO TERM 1a)
3. Make appointment to recontact
4. Wants a copy of the letter before proceeding (GO TO ALET)
5. Queried how number was obtained (GO TO ATELQ)
6. Wants more information on subject matter (GO TO AINFO)

ETHICS. Thank you.

If I come to any question you prefer not to answer, just let me know and I'll skip over it. You can withdraw from the study at any point, or complete the rest of the interview at another time. All interviews are voluntary, and we will treat all information you give in strict confidence as far as allowed by law.

CNAME. A lot of the questions in this interview will be about the parenting arrangements you have in place for (FOCUS CHILD). Is it OK if I use (FOCUS CHILD)’s name?

IF NECESSARY: What name would you prefer to use during the interview?

Preferred name of focus child (Specify________)

EXPART. We will also be talking about (FOCUS CHILD)’s BIOLOGICAL or ADOPTIVE parent. Is it OK if I use (FOCUS PARENT)’s name?

DISPLAY FOCUS PARENT’S NAME
IF NECESSARY: What name would you prefer to use during the interview?

Preferred name of focus parent (Specify________) (Use name from sample if not specified)

*(QUERIED HOW TELEPHONE NUMBER WAS OBTAINED)

ATELQ. Your telephone number has been chosen at random from the records of the Child Support Agency. This information has been provided under strict privacy provisions. The Child Support Agency will not know if you have participated in this research.

SNAP BACK TO PREVIOUS QUESTION

*(WANTS TO RECEIVE A COPY OF THE LETTER)

**PROGRAMMER NOTE RE ALET: WILL NEED TO BE ABLE TO TRACK INTERVIEWS RESULTING FROM SENDING A COPY OF THE LETTER

ALET. Record address details to send copy of letter

(RECORD NAME AND VERIFY ADDRESS DETAILS FROM SAMPLE / COLLECT ADDRESS DETAILS)

*(QUERIED HOW NAME WAS OBTAINED)

ANAME. Your child was chosen at random from the records of the Child Support Agency. The Child Support Agency will not know if you have participated in this research.

SNAP BACK TO PREVIOUS QUESTION

*(QUERIED SURVEY)

AINFO. You may have recently received a letter from the Institute about the study. You have been randomly selected to take part. Your answers will be confidential and used for research purposes only. Nothing you tell us can be used in anyway to affect your treatment by the Child Support Agency or any other government agency. They will not know of your involvement with the study.

Further information can also be found on our website www.srcentre.com.au or I can also give you the AIFS website at www.aifs.gov.au/familypathways, where you can find out more about the study.

SNAP BACK TO PREVIOUS QUESTION

S3. Our call may be monitored or recorded by my supervisor for quality assurance purposes. Please tell me if you don’t want this to happen.

1. Monitoring allowed
2. Monitoring not permitted

*(ALL)

S4. Before we begin, are you comfortable doing this interview in English?

INTERVIEWER NOTE: ONLY READ OUT IF THE RESPONDENT IS HAVING LANGUAGE DIFFICULTIES.

1. Yes (GO TO A1)
2. No (GO TO ALOTE)

*(LOTES)

ALOTE. Record language

1. Arabic (Make appointment to recontact)
2. Cantonese (Make appointment to recontact)
3. Greek (Make appointment to recontact)
4. Italian (Make appointment to recontact)
5. Mandarin (Make appointment to recontact)
6. Turkish (Make appointment to recontact)
7. Vietnamese (Make appointment to recontact)
8. Language unknown (RECORD ON SMS) (GO TO OTHERLOTE)
9. Other (RECORD ON SMS) (GO TO OTHERLOTE)

**OTHERLOTE** Record language spoken if known

1. (Specify_______) (GO TO TERM 2)
2. Language unknown (GO TO TERM 2)
3. (Refused) (GO TO TERM 2)
*SECTION A: CURRENT HOUSEHOLD*

*(TIMESTAMP 2)*

To start I’d like to get some background information about your current family and relationship situation. This will help me make sure I ask you the right questions in the rest of this interview.

A1. Are you currently in an ongoing relationship?

1. Yes
2. No (GO TO A4)
999. (Don’t know/Can’t say) (GO TO A4)
888. (Refused) (GO TO A4)

A1a. Do you live with them?

1. Yes
2. No (GO TO A3)
999. (Don’t know/Can’t say) (GO TO A4)
888. (Refused) (GO TO A4)

A1b. Are you legally married to that person?

1. Yes
2. No
999. (Don’t know/Can’t say)
888. (Refused)

A3. And what is your current partner's name?

IF NECESSARY: You can use a nickname if you like. I’m only asking for a name so I can refer to your partner by their name and not a number in later questions.

1. CURRENT PARTNER Name (Specify______)
2. (Refused)

A3a. Just to confirm, (CURRENT PARTNER) is..?.

INTERVIEWER NOTE: ONLY ASK IF SEX IS AMBIGUOUS.

1. Male
2. Female

A4. I’d now like to ask you some questions about all of the biological or adopted children you had with (FOCUS PARENT). Starting with (FOCUS CHILD), how old is (FOCUS CHILD)?

INTERVIEWER NOTE: DO NOT INCLUDE STEP CHILDREN, HALF SIBLINGS OR FOSTER CHILDREN. RECORD LESS THAN 1 YEAR AS 0.

1. Age given (Specify____) (RANGE 0-17)
2. Focus child older than 18 (GO TO TERM 1h)
3. (Refused) (GO TO TERM 1h)

A4a. What is (FOCUS CHILD)’s date of birth?

INTERVIEWER NOTE: RECORD DAY, MONTH AND YEAR.
1. Day (Specify_______) (RANGE 1 TO 31)
2. Month (Specify_______) (RANGE 1 TO 12)
3. Year (Specify_______) (RANGE 1990 TO 2008)
4. (Don’t know/Can’t say) (GO TO TERM 1h)
6. Year only given (Specify_______) (RANGE 1990 TO 2008)
5. (Refused) (GO TO TERM 1h)

A4b Just to confirm, (FOCUS CHILD) is

INTERVIEWER NOTE: ONLY ASK IF SEX IS AMBIGUOUS.

1. Male
2. Female
3. (Don’t know/Can’t say)
4. (Refused)

A4c. And does (FOCUS CHILD) USUALLY live with you

READ OUT

1. All the time
2. More than 50% of the time
3. Roughly a 50/50 split
4. Less than 50% of the time
5. Never
6. (Lives independently, has left home) (GO TO TERM 1g)
7. (Don’t know/Can’t say) (GO TO TERM 1 g)
8. (Refused) (GO TO TERM 1 g)

PREA4d IF A4c=4 or 5 (FOCUS CHILD LIVES WITH RESPONDENT LESS THAN 50% OF TIME OR NEVER) CONTINUE. ALL OTHERS GO TO A5

A4d. And where does (FOCUS CHILD) usually live?

1. With (FOCUS PARTNER)
2. With respondent’s grandparents
3. With (FOCUS PARTNER)’s grandparents
4. Someone else (Specify____)
5. (Don’t know)
6. (Refused)

**PROGRAMMER NOTE: USE ‘i’ SCRIPT THE FIRST TIME A5 IS ASKED. USE ‘ii’ SCRIPT FOR ALL SUBSEQUENT LOOPS.

A5i. Apart from (FOCUS CHILD), what are the names and ages of any other children you had with (FOCUS PARTNER), starting with the youngest child?

A5ii. Did you have any other children with (FOCUS PARTNER)? What is the name and age of the next youngest child?

INTERVIEWER NOTE: DO NOT INCLUDE STEP CHILDREN, HALF SIBLINGS OR FOSTER CHILDREN.

IF NECESSARY: You can use a nickname if you like. I’m only asking for a name so I can refer to your children by their names and not a number in later questions.

1. FOCUS CHILD2 Name (Specify_______)
2. FOCUS CHILD2 Age (Specify_______) (RANGE 0 TO 40)
3. No other children with this ex partner (GO TO A6)
4. ((FOCUS CHILD2) is deceased) (LOOP TO A5ii)
5. (Refused) (GO TO A6)

A5a Just to confirm, (FOCUS CHILD2) is

1. Male
A5b And does (FOCUS CHILD2) USUALLY live with you

READ OUT

1. All the time
2. More than 50% of the time
3. Roughly a 50/50 split
4. Less than 50% of the time
5. Or, never
6. (Don’t know/Can’t say)
7. (Refused)

*PROGRAMMER NOTE: LOOP A5ii to A5b UNTIL A5 = 3 or 5.

*(ALL)

**PROGRAMMER NOTE: USE ‘i’ SCRIPT THE FIRST TIME A6 IS ASKED. USE ‘ii’ SCRIPT FOR ALL SUBSEQUENT LOOPS.

A6i. Apart from the children you had with (FOCUS PARTNER), do you have any other children living with you at least 50% of the time? What are the ages of any other children who currently live with you starting with the youngest child?

A6ii. Are there any other children living with you at least 50% of the time? What is the age of the next youngest child?

1. Age (Specify_______) (RANGE 0 TO 40)
2. No other children in household (GO TO A6d)
3. (Other Child is deceased) (LOOP TO A6ii)
4. (Refused) (GO TO A6d)

A6a. Just to confirm, this child is

1. Male
2. Female
3. (Don’t know/Can’t say)
4. (Refused)

*PROGRAMMER NOTE: IF A1 = 2 (not in a relationship) DO NOT DISPLAY CODE 1 OR CODE 3

A6b. Was he/she born to or adopted by:

1. You and your current partner
2. You and a different former partner
3. Your partner and someone else
4. Other (Specify____)
5. (Don’t know/Can’t say)
6. (Refused)

*PROGRAMMER NOTE: LOOP A6 to A6b UNTIL A6 = 2 or 4.

*(ALL)

A6d Aside from the children you have with (FOCUS PARTNER), do you have any children with another former partner who DO NOT live with you?

1. Yes (Specify number _______) (RANGE: 1 to 10)
2. No
3. (Don’t know/Can’t say)
4. (Refused)

PREA6e IF A6d = 2,3,4 GO TO A7, OTHERS CONTINUE
A6e. Were the other children all born to or adopted with the same former partner or someone else?

1. (One former partner)
2. (Two different former partners)
3. (Three or more different former partners)
4. (Refused)

*(ALL)*

A7. Can I just check: do any other friends, relatives or borders also live in the household?

1. Yes
2. No (GO TO A8)
3. (Don’t know/Can’t say) (GO TO A8)
4. (Refused) (GO TO A8)

A7a. How many friends, relatives or borders also live in the household?

1. Number of people in household (Specify______) (RANGE 1 TO 25)
2. (Don’t know/Can’t say)
3. (Refused)

A7b. And how are they related to you?

ACCEPT MULTIPLES.

1. Parent
2. Sister
3. Brother
4. Uncle
5. Aunt
6. Friend/flatmate/boarder
7. Nanny/babysitter
8. Border
9. Other family member (Specify______)
10. Other (Specify______)
11. (Don’t know/Can’t say)
12. (Refused)

*PROGRAMMER NOTE: REPLACE TEXT AT A8 = 2 WITH CURRENT PARTNER’S NAME FROM A3 OTHERWISE HIDE CODE.*

A8. Do you (or anyone else in your household) have any medical conditions or disabilities that have lasted, or are likely to last, for six months or more?

INTERVIEWER NOTE: PROBE TO ESTABLISH WHICH PEOPLE ARE AFFECTED.

ACCEPT MULTIPLES

11. No one with a medical condition or disability (GO TO A9)
1. Respondent
2. (CURRENT PARTNER)
3. (FOCUS CHILD)
4. Son/Daughter
5. Step - son/daughter
6. Sibling
7. Parent /in-law parent
8. Grandparent
9. Other relative/ In-Law
10. Unrelated person
12. (Don’t know/Can’t say) (GO TO A9)
13. (Refused) (GO TO A9)
PRE8A: IF A8=1 ONLY (RESPONDENT AND NO OTHER HOUSEHOLD MEMBERS HAS MEDICAL CONDITION) GO TO A9

A8a. Do you provide ongoing care for the member/s of your household who have a disability or special needs (including any of your children)?

1. Yes
2. No
3. (Don’t know/Can’t say)
4. (Refused)

*(ALL)*

A9. And thinking about where you live, how many times, if any, have you moved house since separating from (FOCUS PARENT)?

1. None
2. Times given (specify_____)(RANGE 0 TO 50)
3. (Don’t know/Can’t say)
4. (Refused)

A10. Are you currently buying, renting, or do you own your home outright?

1. Own outright
2. Purchasing
3. Private Rental
4. Public housing
5. Other (e.g. boarding, company house etc) (Specify_____)
6. (Don’t know/Can’t say)
7. (Refused)

A11. And how adequate is your housing for your current needs? Would you say…

READ OUT

1. Much less than adequate
2. Less than adequate
3. Adequate
4. More than adequate
5. Much more than adequate
6. (Don’t know/Can’t say)
7. (Refused)

*SECTION B: LABOUR FORCE STATUS*

*(TIMESTAMP 3)*

*(ALL)*

B1. The next questions are about what you are mainly doing at the moment. Are you working, looking for work, or something else?

1. In paid work (including both full or part time)
2. Not employed BUT looking for work
3. Neither employed NOR looking for work
4. (Not in the labour force / studying / disability pension)
5. (Stay at home parent)
6. (Don’t know/Can’t say)
7. (Refused)

PREB1a IF B1=1 (WORKING) CONTINUE. OTHERS GO TO PREB2

B1a. About how many hours a week do you usually work?
1. Number given (specify_____) (RANGE 0 TO 100) (GO TO B1c)
2. (Don’t know/Can’t say)
3. (Refused) (GO TO B1c)

B1b  Would you say....

READ OUT

1. Less than 35 hours
2. 35 hours or more
3. (Don’t know/Can’t say)
4. (Refused)

B1c  Are you working for wages or salary, are you self employed or are you employed on some other basis?

1. Work for wages/salary
2. Self employed / Work in family business
3. Contractor
4. Sub contractor (including labour hire)
5. Commission only
6. Commission with retainer
7. Payment in kind
8. Payment by the piece / item produced
9. Other
10. (Don’t know/Can’t say)
11. (Refused)

PREB2 IF A1a = 1, A1b=1 (currently married or living together) CONTINUE. OTHERS GO TO B3.

B2. Is (CURRENT PARTNER) working, looking for work, or something else?

1. In paid work (including both full or part time)
2. Not employed BUT is looking for work
3. Neither employed NOR looking for work
4. (Not in the labour force / studying)
5. (Don’t know/Can’t say)
6. (Refused)

B3. And is (FOCUS PARENT) working, looking for work, or something else?

1. In paid work (including both full or part time)
2. Not employed BUT is looking for work
3. Neither employed NOR looking for work
4. (Not in the labour force / studying)
5. (Don’t know/Can’t say)
6. (Refused)

*SECTION C: CHILD WELLBEING

*(TIMESTAMP 4)

*(ALL)

**PROGRAMMER NOTE: REPLACE TEXT (he/she) BASED ON FOCUSCHILD GENDER AT A4b.

C1. Now some questions about (FOCUS CHILD)’s general wellbeing and how (he/she) is doing.

In general, would you say (FOCUS CHILD)’s health is:

1. Excellent
2. Very good
3. Good
Family Pathways - Wave 1 Longitudinal Questionnaire

4. Fair
5. Poor
6. (Don’t know/Can’t say)
7. (Refused)

PREC2 CREATE DUMMY VARIABLE FOCUSCHILDAGE
IF A4 = 0, FOCUSCHILDAGE = 1 (focus child is a baby)
IF A4 = 1, 2, OR 3, FOCUSCHILDAGE = 2 (focus child is a toddler)
IF A4 = 4, 5 OR 6, FOCUSCHILDAGE = 3 (focus child is pre-school age)
IF A4 = 7,8,9,10,11,12,13,14,15,16, OR 17, FOCUSCHILDAGE = 4 (focus child is school age).
PREC2 IF FOCUSCHILDAGE = 1 OR 2 (focus child is a baby or toddler) GO TO C5. IF FOCUSCHILDAGE = 3,4 CONTINUE.

C2. Is (FOCUS CHILD) attending school?
1. Yes
2. No (GO TO C4)
3. (Don’t know/Can’t say) (GO TO C4)
4. (Refused) (GO TO C4)

C3. What level is (FOCUS CHILD) currently in at school?
1. Preparatory/Prep/[KINDER IN NSW]
2. Grade/Year 1
3. Grade/Year 2
4. Grade/Year 3
5. Grade/Year 4
6. Grade/Year 5
7. Grade/Year 6
8. Grade/Year 7
9. Grade/Year 8
10. Grade/Year 9
11. Grade/Year 10
12. Grade/Year 11
13. Grade/Year 12
14. (Other)
15. (Home schooling)
16. (TAFE student)
17. (Not attending/Dropped out of school)
18. (Don’t know/Can’t say)
19. (Refused)

PREC3a IF C3 = 17 CONTINUE. OTHERS GO TO C4.

C3a. What was the highest level of schooling (FOCUS CHILD) completed?
1. Preparatory/Prep/[KINDER IN NSW]
2. Grade/Year 1
3. Grade/Year 2
4. Grade/Year 3
5. Grade/Year 4
6. Grade/Year 5
7. Grade/Year 6
8. Grade/Year 7
9. Grade/Year 8
10. Grade/Year 9
11. Grade/Year 10
12. Grade/Year 11
13. Grade/Year 12
14. (Home schooling)
15. (TAFE student)
16. (Don’t know/Can’t say)
17. (Refused)
**PROGRAMMER NOTE: REPLACE TEXT (his/her) WITH ‘his’ OR ‘her’ BASED GENDER STATED AT A4b.**

C4. Compared with children of the same age, how would you say (FOCUS CHILD) is:

**STATEMENTS**

A. Doing with (his/her) learning (or school work)?
B. Getting along with other children (his/her) own age?
C. Doing in most areas of (his/her) life?

**CODE FRAME**

1. Much better
2. Somewhat better
3. About the same
4. Somewhat worse
5. Much worse
6. (Not applicable)
7. (Don’t know/Can’t say)
8. (Refused)

PREC5 IF FOCUSCHILDAGE = 1 OR 2 (baby or toddler) CONTINUE. OTHERS GO TO PREC6.

**PROGRAMMER NOTE: REPLACE TEXT AT STATEMENT A (him/her) BASED ON FOCUSCHILD GENDER AT A4b.**

C5. For each of the following statements, please indicate how well the statement describes (FOCUS CHILD) in the last month.

**STATEMENTS**

a. Gets hurt so often that you can’t take your eyes off (him / her )
b. Seems nervous, tense or fearful
c. Is restless and can’t sit still
d. Is afraid of certain places, animals or things
e. Has less fun than other children
f. Cries or hangs onto you when you try to leave
g. Worries a lot or is very serious
h. Hits, shoves, kicks or bites children (not including brother or sister)
i. Is destructive. Breaks or ruins things on purpose
j. Hits, bites or kicks you (or FOCUS PARENT)
k. Seems very unhappy, sad, depressed or withdrawn
l. Purposely tries to hurt you (or FOCUS PARENT)
m. Does not make eye contact
n. Avoids physical contact

**CODE FRAME**

Would that be…

1. Not true/rarely
2. Somewhat true/sometimes
3. Very true/often
4. (No contact with other children)
5. (Don’t know/Can’t say)
6. (Refused)

PREC6 IF FOCUSCHILDAGE = 3 OR 4 (pre-school or school age) CONTINUE. OTHERS GO TO D1.

C6. For each of the following statements, please indicate how well the statement describes (FOCUS CHILD) in the last six months…

**STATEMENTS**
a. often complains of headaches, stomach aches or sickness.
b. often loses his/her temper.
c. is generally well-behaved and usually does what adults request.
d. has many worries or often seems worried.
e. often fights with or bullies other children/young people.
f. is often unhappy, depressed or tearful.
g. is nervous or clingy in new situations or easily loses confidence.
h. often lies or cheats.
i. steals from home, school or elsewhere.
j. has many fears or is easily scared.

CODE FRAME

Would that be…

1. Not true (rarely)
2. Somewhat true/sometimes
3. Very true (often)
4. (No contact with other children)
5. (Don’t know/Can’t say)
6. (Refused)

*SECTION D: PARENTING*

*(TIMESTAMP 5)*

*PROGRAMMER NOTE: REPLACE TEXT AT STATEMENTS A AND D (child/children) IF ADDITIONAL CHILDREN IN HOUSEHOLD IDENTIFIED AT A5 OR A6.

D1. The following statements are about raising children. How strongly do you agree or disagree with each statement.
a. Being a parent is harder than I thought it would be
b. I often feel tired, worn out, or exhausted from meeting the needs of my (child/children)
c. I feel trapped by my responsibilities as a parent
d. I find that taking care of my (child/children) is much more work than pleasure

CODE FRAME

1. Strongly Disagree
2. Disagree
3. Neither Agree nor Disagree
4. Agree
5. Strongly Agree
6. (Not applicable)
7. (Don’t know/Can’t say)
8. (Refused)

D2. Overall, as a parent, do you feel that you are…?

READ OUT

1. A very good parent
2. A better than average parent
3. An average parent
4. A person who has some trouble being a parent
5. Not very good at being a parent
6. (Don’t know/Can’t say)
7. (Refused)

*SECTION E: SEPARATION PATHWAYS*

E1. The next section asks questions about (FOCUS PARENT) and the arrangements you have in place for taking care of (FOCUS CHILD). When you finally separated from (FOCUS PARENT) were you …
READ OUT

1. Legally married
2. Not married but were living together (GO TO PREE2)
7. Not living together, but had previously lived together (GO TO PREE2a)
3. Never lived together (GO TO PREE2a)
4. Never in a relationship (GO TO F1)
5. (Refused) (GO TO PREE2)

PREE1a IF E1=1 (was married when separated) CONTINUE. OTHERS GO TO PREE2

E1a. And, how long were you married?

INTERVIEWER NOTE: RECORD LENGTH OF TIME IN DAYS, MONTHS OR YEARS. BEST
ESTIMATE IS OK.

1. Days (Specify_______) (RANGE 1 TO 365)
2. Months (Specify_______) (RANGE 1 TO 36)
3. Years (Specify_______) (RANGE 1 TO 50)
4. (Don’t know/Can’t say)
5. (Refused)

PREE2 IF E1 = 1 OR 2 OR 7 (married or living together) CONTINUE. OTHERS GO TO E2a.

E2. How long did you live together as a couple?

INTERVIEWER NOTE: RECORD LENGTH OF TIME IN DAYS, MONTHS OR YEARS. BEST
ESTIMATE IS OK.

1. Days (Specify_______) (RANGE 1 TO 365)
2. Months (Specify_______) (RANGE 1 TO 36)
3. Years (Specify_______) (RANGE 1 TO 50)
4. (Don’t know/Can’t say)
5. (Refused)

PREE2a IF E1 = 1 or 2 or 7 (legally married or living together when separated) GO TO F1. OTHERS CONTINUE.

E2a. All up, how long were you and (FOCUS PARENT) in a relationship?

INTERVIEWER NOTE: RECORD LENGTH OF TIME IN DAYS, MONTHS OR YEARS. BEST
ESTIMATE IS OK.

1. Weeks given (Specify_____) (RANGE 1 TO 100)
2. Months given (Specify_____) (RANGE 1 TO 36)
3. Years given (Specify_____) (RANGE 1 TO 50)
4. (Were never in a relationship) (GO TO F1)
5. (Don’t know/Can’t say)
6. (Refused)
*SECTION F: PARENTING ARRANGEMENTS*

*(ALL)*

*(TIMESTAMP 6)*

F1. Is (FOCUS PARENT) living with a new partner?

1. Yes
2. No
3. (Don’t know/Can’t say) (GO TO F3)
4. (Refused) (GO TO F3)

F2. Apart from your children with (FOCUS PARENT), does (FOCUS PARENT) now have any step-children, or other natural or adopted children, living with them?

1. Yes, step children only
2. Yes, other natural or adopted only
3. Both step and other natural or adopted
4. Other (specify_____) 
5. No
6. (Don’t know/Can’t say)
7. (Refused)

*(ALL)*

*PROGRAMMER NOTE: PREF3 CREATE DUMMY VARIABLE RESIDENTPARENT.

IF A4c = 4 RESIDENTPARENT = 1 (focus child lives with respondent less than 50% of the time) (NON-RESIDENT PARENT)
IF A4c = 1, 2, 3 RESIDENTPARENT = 2 (focus child lives with the respondent all of the time, more than 50% of the time or about 50% of the time) (RESIDENT PARENT)
IF A4c = 5 RESIDENT PARENT = 3 (focus child never lives with respondent) (NON-RESIDENT PARENT)

**PROGRAMMER NOTE: IF RESIDENTPARENT = 2 (respondent is resident parent) USE SCRIPT ‘i’. IF RESIDENT PARENT = 1 OR 3 (respondent is non-resident parent) USE SCRIPT ‘ii’ THROUGHOUT SECTION F.

F3i. Does (FOCUS PARENT) live…
F3ii. Does (FOCUS CHILD) live…

READ OUT

1. In the same State as you
2. Somewhere else in Australia
3. Overseas (GO TO PREF4)
4. (Somewhere in Australia but you’re not sure where) (GO TO PREF4)
5. (Don’t know/Can’t say) (GO TO PREF4)
6. (Refused) (GO TO PREF4)

F3ai. About how many kilometres from you does (FOCUS PARENT) live?
F3aii. About how many kilometres from you does (FOCUS CHILD) live?

INTERVIEWER NOTE: RESPONDENT’S BEST ESTIMATE IS OK

1. Distance given (Specify______) (RANGE 0 TO 10000) (GO TO PREF4)
2. (Don’t know the distance but can estimate the time taken to drive)
3. (Still under same roof) (GO TO G1)
4. (Don’t know/Can’t say)
5. (Refused)

F3bi. Could you give me some idea of how long it would take to drive from your house to (FOCUS PARENT)'s house by car?
F3bii. Could you give me some idea of how long it would take to drive from your house to where (FOCUS CHILD) lives by car?

INTERVIEWER NOTE: RESPONSE MAY BE MINUTES, HOURS OR DAYS. BEST ESTIMATE IS OK.

1. Minutes (Specify______) (RANGE 1 TO 200)
2. Hours (Specify______) (RANGE 1 TO 36)
3. Days (Specify______) (RANGE 1 TO 5)
4. (Too far to drive) (AVOID)
5. (Don’t know/Can’t say)
6. (Refused)

**PROGRAMMER NOTE: REPLACE TEXT (him/her) BASED ON FOCUSCHILD GENDER AT A4b.

PREF4 IF FOCUSCHILDAGE=1 (FOCUS CHILD IS A BABY) GO TO F5

F4i. How often does (FOCUS PARENT) have contact with (FOCUS CHILD) either by phone, email or in other ways apart from seeing (him/her)?
F4i. Apart from when you see (FOCUS CHILD) how often do you have contact with (him/her) either by phone, email or in other ways?

1. Everyday
2. Several times a week
3. At least once a week
4. At least once a fortnight
5. At least once a month
6. At least every three months
7. At least every six months
8. At least once a year
9. Not at all
10. (Don’t know/Can’t say)
11. (Refused)

*PROGRAMMER NOTE: IF RESIDENTPARENT = 2 USE SCRIPT ‘i’. IF RESIDENTPARENT = 1 USE SCRIPT ‘ii’. IF RESIDENTPARENT = 3 USE SCRIPT ‘iii’.

F5i. About how many nights does (FOCUS CHILD) usually stay overnight with (FOCUS PARENT)?
F5ii. About how many nights does (FOCUS CHILD) usually stay overnight with you?
F5iii Just to check, does (FOCUS CHILD) ever stay overnight with you? How many nights do they usually stay overnight with you?

INTERVIEWER NOTE: IF HOLIDAYS OR OCCASIONAL VISITS, BEST ESTIMATE IS OK.

1. Nights per week (Specify______) (RANGE 1 TO 7)
2. Nights per fortnight (Specify______) (RANGE 1 TO 14)
3. Nights per month (Specify______) (RANGE 1 TO 31)
4. Nights per year (Specify______) (RANGE 1 TO 365)
5. Never stays overnight (GO TO F6)
6. (Don’t know/Can’t say) (GO TO F6)
7. (Refused) (GO TO F6)

*PROGRAMMER NOTE: MULTIPLY DAYS PER WEEK BY 52, DAYS PER FORTNIGHT BY 26, DAYS PER MONTH BY 12 AND RETURN RESULT TO INTERVIEWER (TOTAL NIGHTS) TO CONFIRM. RECORD TOTAL NIGHTS AS A SEPARATE VARIABLE.

That would be approximately (total nights) nights per year. Does that sound about right?

1. Yes
2. No (SNAP BACK TO F5)
3. (Don’t know/Can’t say)
4. (Refused)
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PREF5a IF FOCUSCHILDAGE = 3, 4 (focus child is pre-school or school age) AND C2 = 1 (focus child is attending school) CONTINUE. OTHERS GO TO F6.

F5a. Is this only during the holidays, only during the school term, or both?
   1. Holiday’s only
   2. During school term only
   3. Both holiday and term time
   4. (Don’t know/Can’t say)
   5. (Refused)

PREF6 IF F3=3 (PARENT IS OVERSEAS) GO TO F7

F6i. Children sometimes see one of their parents during the day only. On how many days does (FOCUS CHILD) usually spend time with (FOCUS PARENT) WITHOUT staying overnight?
F6ii. Children sometimes see one of their parents during the day only. On how many days do you usually spend time with (FOCUS CHILD) WITHOUT (FOCUS CHILD) staying overnight?

INTERVIEWER NOTE: IF HOLIDAYS OR OCCASIONAL VISITS, BEST ESTIMATE IS OK.

1. Days per week (Specify______) (RANGE 1 TO 7)
2. Days per fortnight (Specify______) (RANGE 1 TO 14)
3. Days per month (Specify______) (RANGE 1 TO 31)
4. Days per year (Specify______) (RANGE 1 TO 365)
5. Never sees child during the day
6. (Don’t know/Can’t say)
7. (Refused)

F7. Overall, are the parenting arrangements flexible? Would you say…

INTERVIEWER NOTE: FLEXIBLE FOR THE CHILD NOT THE OTHER PARENT.

READ OUT

1. Very flexible
2. Somewhat flexible
3. Somewhat inflexible
4. Very inflexible
5. (Not applicable/Never sees child)
6. (Don’t know/Can’t say)
7. (Refused)

F8. And in general, how well are the current parenting arrangements for (FOCUS CHILD) working out for…

STATEMENTS

a. You
b. And for (FOCUS PARENT)
c. And for (FOCUS CHILD)

READ OUT

Would you say…?

1. Really well
2. Fairly well
3. Not so well (GO TO F8a)
4. Badly (GO TO F8a)
5. (Don’t know/Can’t say)
6. (Refused)
F8a. In what way are the arrangements not working?

1. Response given (specify_____)
2. (Don’t know/Can’t say)
3. (Refused)

*SNAP BACK TO COMPLETE ALL STATEMENTS AT F8. GO TO F9 FROM F8 OR F8a WHEN ALL STATEMENTS COMPLETED.

*(ALL)

F9. Do you have any concerns about (FOCUS CHILD)’s safety or your own safety as a result of ongoing contact with (FOCUS PARENT)

1. Yes, concerned about both of us
2. Yes, concerned about myself
3. Yes, concerned about (FOCUS CHILD)
4. No
5. (No contact with FOCUS PARENT / Not applicable)
6. (Don’t know/Can’t say)
7. (Refused)

PREF9b IF F9 = 1, 2, 3 (safety concerns) CONTINUE. OTHERS GO TO F10b. ONLY READ OPTION 2 IF F1 = 1

F9b. Can I just check, do these concerns relate to contact with…?
(READ OUT) (ACCEPT MULTIPLES)

1. FOCUS PARENT
2. FOCUS PARENT’S new partner
3. Another adult
4. Another child
5. (Don’t know/Can’t say)
6. (Refused)

F9a. Have you ever limited or tried to limit (FOCUS CHILD)’s contact with (FOCUS PARENT) because of these concerns?

1. Yes
2. No
3. (Don’t know/Can’t say)
4. (Refused)

F10b. Before the separation, how involved were you in (FOCUS CHILD)’s day-to-day activities?

(READ OUT)

1. Very involved
2. Quite involved
3. Not very involved
4. Not at all involved
5. (Separated before FOCUS CHILD was born)
6. (Don’t know/Can’t say)
7. (Refused)

F10. Thinking now about the role that you have in (FOCUS CHILD)’s life, would you like to be…?

READ OUT

1. A lot more involved
2. A little more involved
3. A little less involved (GO TO PREF10e)
4. Much less involved (GO TO PRE F10e)
5. The level of involvement is about right (GO TO PREF10e)
6. (Don’t know/Can’t say) (GO TO PRE F10e)
7. (Refused) (GO TO F10e)

F10a What stops you from being more involved?
1. Reason given (Specify______)
2. (Don’t know / Can’t say)
3. (Refused)

PREF10e IF F10b=4,5 (Not at all involved with focus child, separated before child was born) GO TO F10c. OTHERS CONTINUE

F10c. Before the separation, how involved was (FOCUS PARENT) in (FOCUS CHILD)’s day-to-day activities?
1. Very involved
2. Quite involved
3. Not very involved
4. Not at all involved
5. (Separated before FOCUS CHILD was born)
6. (Don’t know/Can’t say)
7. (Refused)

F10d. What stops (FOCUS PARTNER) from being more involved?
1. Reason given (Specify______)
2. (Don’t know / Can’t say)
3. (Refused)

F11. Who is mostly involved in making decisions about:

*PROGRAMMER NOTE: ONLY DISPLAY STATEMENT ‘a’ IF FOCUSCHILDAGE = 3, 4 (focus child is pre-school or school age ) AND C2 = 1 (focus child is attending school).

STATEMENTS
a. (FOCUS CHILD)’s education
b. Health care for (FOCUS CHILD)
c. (FOCUS CHILD)’s religious or cultural ties
d. (FOCUS CHILD)’s sporting and social activities

RESPONSE FRAME
(READ OUT)
1. Mainly you
**SECTION G: FAMILY LAW SERVICE**

*(TIMESTAMP 7)*

**G1.** The next questions are about some of the practical things you might have done during or after your separation from (FOCUS PARENT). At the time of, or after the separation, did you contact any of the following…

READ OUT. ALLOW MULTIPLES.

1. A counselling, mediation or dispute resolution service
2. A Domestic violence service
3. A lawyer
12. A legal service (including legal advice line, private or legal aid)
4. The courts
5. Family
6. Other (Specify_____)
9. (Didn’t use any of these services)
10. (Don’t know/Can’t say)
11. (Refused)

**G2.** Have you made any attempt to sort out your property and possessions?

1. Yes, everything sorted out
2. Yes, in the process of sorting things out
3. No
4. (No property/possessions to divide) AVOID
5. (Don’t know/can’t say)
6. (Refused)

**G3.** Have you and (FOCUS PARENT) sorted out the parenting arrangements for (FOCUS CHILD)?

INTERVIEWER NOTE: PARENTING ARRANGEMENTS INCLUDE CONTACT, CARE, AND HOUSING. DO NOT INCLUDE FINANCES, CHILD SUPPORT OR PROPERTY SETTLEMENT.

IF NO, CHECK TO SEE IF THEY ARE IN THE PROCESS OF SORTING THINGS OUT.

1. Yes, parenting arrangements have been sorted out
2. No, still in the process of sorting things out
3. No, nothing is sorted out
4. (Don’t know/Can’t say)
5. (Refused)

PREG3a IF G2 =1 AND G3 = 1 CONTINUE. OTHERS GO TO PREG3b.

**G3a.** Did either of these influence the other?

INTERVIEWER NOTE: ‘THESE’ REFERS TO THE PROPERTY SETTLEMENT AND THE PARENTING ARRANGEMENTS. IF YES, CHECK THE DIRECTION OF THE INFLUENCE.

(READ OUT)

1. Yes, division of property influenced the parenting arrangements
2. Yes, the parenting arrangements influenced the division of property
3. No, not linked
PREG3b IF G3 = 1 (parenting arrangements reached) CONTINUE. OTHERS GO TO G4

G3b. Is the parenting arrangement written down?

1. Yes
2. No
3. (Don’t know/Can’t say)
4. (Refused)

PREG3bi IF G3b = 1 (parenting arrangements written down) CONTINUE. OTHERS GO TO G4.

G3bi. Did you or your lawyer ask for this to be formalised by the court?

INTERVIEWER NOTE: SOME PEOPLE FORMALISE THEIR PARENTING AGREEMENT THROUGH THE COURT. THIS IS CALLED A CONSENT ORDER

1. Yes
2. No
3. (Don’t know/Can’t say)
4. (Refused)

PREG3c IF G3 = 3, 4, OR 5 (parenting arrangements not reached) CONTINUE. OTHERS GO TO PREG4.

G3c. How likely are you to look for ways to settle arrangements for FOCUS CHILD that involve…

STATEMENTS
a. Counselling, mediation or dispute resolution services
b. A lawyer
c. The courts
d. Discussions with (FOCUS PARENT)

CODE FRAME

1. Very unlikely
2. Unlikely
3. Not sure
4. Fairly likely
5. Extremely likely
6. (Don’t know/Can’t say)
7. (Refused)

PREG4 IF G3 = 1 (parenting arrangements reached) CONTINUE OTHERS GO TO PREG5

G4. When you were deciding the parenting arrangements for (FOCUS CHILD) was spending time with grandparents, on either side, taken into account?

1. Yes
2. No (GO TO PREG5)
4. (Not applicable / Grandparents deceased) (GO TO PREG5)
5. (Don’t know/Can’t say) (GO TO PREG5)
6. (Refused) (GO TO PREG5)

G4a. Is this arrangement to spend time with grandparents written down?

1. Yes
2. No
3. (Don’t know/Can’t say)
4. (Refused)
PREG5 IF G3=1, 2 (parenting arrangements reached or in process of being reached) CONTINUE. OTHERS GO TO G7.

**PROGRAMMER NOTE IF G3= 2 USE SCRIPT ‘ii’. IF G5 = 1 USE SCRIPT ‘i’.

G5i. Which best describes how arrangements for (FOCUS CHILD) were mainly reached? Did you MAINLY use…

G5ii. Which best describes how arrangements for (FOCUS CHILD) are mainly being reached? Are you MAINLY using…

READ OUT

1. Counselling, mediation or dispute resolution services
2. A lawyer
3. The courts
4. Discussions with (FOCUS PARENT)
5. Nothing specific, it just happened
6. Something else (specify______)
7. (Don’t know/Can’t say) (GO TO PREG7)
8. (Refused) (GO TO PREG7)

PREG6a IF G5 = 1 TO 4 CONTINUE. OTHERS GO TO G7. IF G3 = 1 (parents have reached an agreement) CONTINUE. IF G3 = 2 (in the process of reaching an agreement) GO TO G6b. OTHERS GO TO G7.

**PROGRAMMER NOTE: G6a AND G6b TEXT SUBSTITUTION AT (PROCESS TYPE).

**PROGRAMMER NOTE: SUBSTITUTE TEXT (his/her) AT STATEMENT F BASED ON FPARENTGENDER

IF G5= 1 INSERT “mediation or dispute resolution”
IF G5 = 2 INSERT “negotiation through a lawyer”
IF G5 = 3 INSERT “going to court”
IF G5 = 4 INSERT “discussing parenting arrangements with (FOCUS PARENT)”

G6a. And thinking about the process of (PROCESS TYPE), do you agree or disagree with the following statements?

(PROBE: STRONGLY AGREE/DISAGREE)

STATEMENTS

a. The process worked for YOU
b. The process worked for (FOCUS PARENT)
c. The process worked for (FOCUS CHILD)
d. The result was what I expected
e. I had an adequate opportunity to put my side forward
f. (FOCUS PARENT) had an adequate opportunity to put (his/her) side forward
g. (FOCUS CHILD)’s needs were adequately considered

CODE FRAME

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. (Don’t know/Can’t say)
7. (Refused)

G6b. And thinking about the process of (PROCESS TYPE), do you agree or disagree with the following statements?

(PROBE: STRONGLY AGREE/DISAGREE)

STATEMENTS

a. The process is working for YOU
b. The process is working for (FOCUS PARENT)
c. The process is working for (FOCUS CHILD)
CODE FRAME

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. (Don’t know/Can’t say)
7. (Refused)

G7. Can I just check, have you AND (FOCUS PARENT) attempted Family Dispute Resolution or mediation?

INTERVIEWER NOTE: FAMILY DISPUTE RESOLUTION IS THE NAME FOR SERVICES THAT HELP PEOPLE TO SORT OUT THEIR DISPUTES WITH EACH OTHER AFTER SEPARATION

1. Yes, both
2. Yes, respondent
3. Yes, (FOCUS PARENT)
4. No, no one attended (GO TO G8)
5. Not sure
6. (Refused)

PREG7a IF G7=1,2,3 (attempted dispute resolution) CONTINUE. OTHERS GO TO PREG8.

G7b. Was this at a Family Relationship Centre or somewhere else?

1. Yes, a Family Relationship Centre
2. Somewhere else (Specify _____)
3. (Don’t know/Can’t say)
4. (Refused)

G7c. What was the outcome?

1. An agreement was reached
2. No agreement
3. (Just about to go to mediation/mediation still in progress)
4. (Other, Specify _____)
5. (Don’t know/Can’t say)
6. (Refused)

PREG7e IF G7c = 2 (No agreement) CONTINUE. OTHERS GO TO PREG7d.

G7e. Was a certificate issued?

INTERVIEWER NOTE: REGISTERED FAMILY DISPUTE RESOLUTION PROVIDERS CAN ISSUE A CERTIFICATE FOR PEOPLE TO TAKE TO COURT TO CONFIRM THAT THEY HAVE ATTEMPTED FAMILY DISPUTE RESOLUTION.

1. Yes
2. No
3. (Can’t say/Don’t Know)
4. (Refused)

PREG7d IF G7=1, 2, 3 (attended FDR) CONTINUE. OTHERS GO TO PREG8.

G7d. Who suggested you go to Family Dispute Resolution?

1. Friend or family
3. Lawyer (including advice line, private or legal aid)
4. The courts
5. Self referral / just decided to go myself
6. Ex-partner/FOCUS PARENT
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7. Other (Specify____)
8. (Don’t know/Can’t say)
9. (Refused)

PREG8 IF G1 = 3 OR G5 = 2 (consulted a lawyer) CONTINUE. OTHERS GO TO PREG9b.

G8. Just to check, what sort of work did your lawyer(s) help you with? Was it…

READ OUT. ALLOW MULTIPLES.

1. Property settlement
2. Parenting arrangements
3. Child support and maintenance matters
4. Intervention orders
5. Family Dispute Resolution services
6. Court proceedings
7. Other matters relating to divorce and separation
8. None of these
9. (Don’t know/Can’t say)
10. (Refused)

**PROGRAMMER NOTE: CALCULATE DUMMY VARIABLE MEDIATIONUSE.
IF G1 = 1 OR G7 = 1, 2(mediation used) MEDIATIONUSE = 1.
OTHERS (mediation not used) MEDIATIONUSE = 2.

*NOTE: G9B MOVED TO BEFORE G9)

PRE G9b IF G1=4 OR G5=3 (went to court) CONTINUE. OTHERS GO TO PREG9. IF G3 = 2 OR 3 USE SCRIPT ‘ii’.
OTHERS USE SCRIPT ‘i’

G9bi. Was your case about?
G9bii Is your case about?

ACCEPT MULTIPLES

1. Children’s care arrangements, such as where your children will live, who they will have contact with and any other issues (such as education, holidays, sport, religious or medical matters).
2. How your property and finances should be shared
3. Child support or other financial support for children
4. Other reason (Specify____)
5. (Don’t know/Can’t say)
6. (Refused)

PREG9 IF G1 = 4 OR G5 = 3 (went to court) AND MEDIATIONUSE = 1 CONTINUE. OTHERS GO TO PREG9d.

G9. Can I just check, did your case go directly to court without you AND (FOCUS PARENT) having to go through formal mediation or dispute resolution?

INTERVIEWER NOTE: FORMAL MEDIATION CAN HAVE BEEN IN RELATION TO FINANCIAL OR PARENTING MATTERS.

1. Yes
2. No (GO TO PREG9c)
3. (Don’t know/Can’t say) (GO TO PREG9c)
4. (Refused) (GO TO PREG9c)

G9a. And, what was the reason you didn’t go through Family Dispute Resolution first?

(ACCEPT MULTIPLES)

READ OUT
1. It involved allegations of family violence
2. It involved allegations of child abuse
7. Another reason (Specify____)
8. (Don’t know/Can’t say)
9. (Refused)

PREG9c IF G9b = 1 (case was about child’s care arrangements) CONTINUE. OTHERS GO TO PREG9d.

G9c. And in which court was this? (CLARIFY: for your children’s care arrangements)
1. Family Court of Western Australia
2. Family Court of Australia
3. Federal Magistrates Court
4. Other court
5. Haven’t filed
6. (Don’t know/Can’t say)
7. (Refused)

PREG9d IF G1 = 4 or G5=3 (went to court) CONTINUE. OTHER GO TO H1.

G9d. Has your case been fully resolved?
1. Yes
2. No (GO TO G9f)
3. (Don’t know/Can’t say) (GO TO G9f)
4. (Refused) (GO TO G9f)

*(CASE HAS BEEN RESOLVED)*

G9e. At what stage was it resolved? Was the…
1. Decision imposed following a trial before a Judge in a formal courtroom, or (GO TO H1)
2. Was it resolved without a trial before a Judge (GO TO H1)
3. (Don’t know/Can’t say) (GO TO H1)
4. (Refused) (GO TO H1)

*(CASE HAS NOT BEEN RESOLVED)*

G9f. At what stage is your case at?
1. A trial is in progress
2. Involved in child & family conference or interim hearing
3. In counselling, mediation or dispute resolution
4. Only an application has been filed
5. (Don’t know/Can’t say)
6. (Refused)
**SECTION H: CHILD SUPPORT**

*(TIMESTAMP 8)*

*(ALL)*

H1. Now I would like to talk to you about the child support arrangements for (FOCUS CHILD). Can I just check, do you CURRENTLY PAY any child support to or RECEIVE any child support from (FOCUS PARENT)?

INTERVIEWER NOTE: IF BOTH PAY AND RECEIVE ASK, ‘DO YOU PAY MORE OR RECEIVE MORE?’ ONLY USE ‘BOTH’ IF THE AMOUNTS ARE EQUAL OR ‘CANCEL EACH OTHER OUT’.

PAY INCLUDES ‘SHOULD PAY’ AND RECEIVE INCLUDES ‘SHOULD RECEIVE’.

1. Yes pay
2. Yes receive
3. Yes both
4. (Does not have to pay or receive Child Support)
5. (Don’t know/Can’t say)
6. (Refused)

*PROGRAMMER NOTE: IF MORE THAN ONE CHILD WITH FOCUS PARTNER USE SCRIPT ‘i’. USE SCRIPT ‘ii’ IF FOCUS CHILD ONLY CHILD WITH FOCUS PARTNER.*

H2i. Apart from the children you have with (FOCUS PARTNER), are there any other children for whom you pay or receive regular child support?

H2ii. Apart from (FOCUS CHILD), are there any other children for whom you pay or receive regular child support?

1. Yes, pay
2. Yes, receive
3. Yes, both
4. No
5. (Don’t know/Can’t say)
6. (Refused)

*PROGRAMMER NOTE: IF H1 = 1 OR 3 (pay child support) USE SCRIPT ‘i’. IF H1 = 2 (receive child support) USE SCRIPT ‘ii’ THROUGHOUT MODULE H.*

PREH3 IF H1 = 4, 5, 6 GO TO H4. OTHERS CONTINUE.

H3i. How much money are you supposed to pay to (FOCUS PARENT) for each payment (including payments through the Child Support Agency)?

H3ii. How much money are you supposed to receive from (FOCUS PARENT) for each payment (including payments through the Child Support Agency)?

INTERVIEWER NOTE: DO NOT INCLUDE ANY PAYMENTS FOR SCHOOL FEES OR MEDICAL COSTS UNLESS REQUIRED IN AGREEMENT OR COURT ORDER.

INTERVIEWER NOTE: IF NECESSARY, ACCEPT BEST ESTIMATE. $0 IS OK

1. Dollars per week (Specify______) (RANGE 0 TO 2000)
2. Dollars per fortnight (Specify______) (RANGE 0 TO 4000)
3. Dollars per month (Specify______) (RANGE 0 TO 10000)
4. Dollars per year (Specify______) (RANGE 0 TO 120000)
5. (Varies/depends on circumstances) (AVOID)
6. Don’t know / never knew the assessment amount (GO TO H4)
7. (Refused) (GO TO H4)

PREH3a IF H2 = 1, 2 OR 3 CONTINUE. OTHERS GO TO H3b.

H3a. How many children are these payments for?

1. Number (Specify______) (RANGE 1 TO 10)
H3b. How are these payments supposed to be made?

1. Through the Child Support Agency
2. Directly transfer between you and (FOCUS PARENT)
3. Other (specify____)  
4. (Don’t know/Can’t say)  
5. (Refused)

H3c. How much is actually paid?

INTERVIEWER NOTE: DO NOT INCLUDE ANY PAYMENTS FOR SCHOOL FEES OR MEDICAL COSTS UNLESS REQUIRED IN AGREEMENT OR COURT ORDER.

INTERVIEWER NOTE: IF NECESSARY, ACCEPT BEST ESTIMATE. $0 IS OK

1. Dollars per week (Specify______) (RANGE 0 TO 2000)
2. Dollars per fortnight (Specify______) (RANGE 0 TO 4000)
3. Dollars per month (Specify______) (RANGE 0 TO 10000)
4. Dollars per year (Specify______) (RANGE 0 TO 120000)
5. (Varies/depends on circumstances) (AVOID)
6. (Don’t know / never knew the assessment amount)
7. (Refused)

H3d. And is the total amount paid…

1. Always on time (GO TO H4)
2. Mostly on time (GO TO H4)
3. Sometimes on time (GO TO H4)
4. Rarely on time
5. Never on time
6. (Don’t know/Can’t say) (GO TO H4)
7. (Refused) (GO TO H4)

PREH3e IF H1 = 1 OR 3 CONTINUE. OTHERS GO TO H4.

H3e. Why do you say that?

1. Response given (specify____)
2. (Don’t know/Can’t say)
3. (Refused)

H4. And just to check, do you receive any Family Tax Benefit?

1. Yes
2. No
888. (Don’t know/Can’t say)
999. (Refused)

**PROGRAMMER NOTE: ONLY DISPLAY C IF H1 = 1(pay child support) AND (A1a=1 OR A1b=1) (currently married or defacto).**

H5. How fair or unfair do you think the current amount of child support is…?

a. for you?
b. for (FOCUS PARENT)?
c. for (CURRENT PARTNER)?

READ OUT

1. Very fair
**SECTION I: PARENTAL RELATIONS AND CONFLICT**

*(TIMESTAMP 9)*

I1. Would you describe your current relationship with (FOCUS PARENT) as mainly…?

READ OUT

1. Friendly
2. Cooperative
3. Distant
4. Lots of conflict
5. Fearful
6. (Don’t know/Can’t say)
7. (Refused)

I2. Since the separation, how often have you communicated with each other about (FOCUS CHILD)?

1. Daily
2. Several times a week
3. At least once a week
4. At least once a fortnight
5. At least once a month
6. At least once every three months
7. At least once every six months
8. At least once since separation
9. Never
10. (Don’t know/Can’t say)
11. (Refused)

PREI2a IF $I2 = 1$ TO $7$ (communication at least once every 6 months) CONTINUE. OTHERS GO TO I3

I2a. Thinking about these discussions:

**STATEMENTS**

a. How often do you and (FOCUS PARENT) disagree about issues concerning (FOCUS CHILD)?
b. How often is your conversation awkward or stressful?
c. How often do you argue?
d. How often is there anger or hostility between you?
e. How often do you have arguments with (FOCUS PARENT) that end up with people pushing, hitting, kicking or shoving?

**CODE FRAME**

Would you say…

1. Never
2. Rarely
3. Sometimes
4. Often
5. Always
6. (Don’t know/Can’t say)
7. (Refused)
*SECTION K: FINANCE*

*(TIMESTAMP 10)*

PREK1 IF E1 = 1 OR 2 (married or living together before separation) CONTINUE. OTHERS GO TO K2

K1. Apart from accommodation, did you have any substantial costs in order to re-establish yourself after separating? Things like furniture, fridges, and washing machines…

1. Yes
2. No (GO TO K2)
3. (Don’t know/Can’t say) (GO TO K2)
4. (Refused) (GO TO K2)

PREK1a IF K1=1 (had costs to re-establish after separation) CONTINUE. OTHERS GO TO K2

K1a. How did you pay for it? Was this mainly through…

1. Your usual salary
2. Taking an extra job or working extra hours
3. Selling investments and other possessions
4. Borrowing money or going into debt (Credit, Loan or overdraft)
5. Someone else paying
6. Other (Specify______)
7. (Don’t know/Can’t say)
8. (Refused)

K2. And, what is your main source of income?

1. Wage or salary
2. Your own business or partnership
3. Government income support
4. Something else (specify__________)
5. (Don’t know/Can’t say)
6. (Refused)

K3. What is your total gross income from all sources before tax or anything else is taken out?

INTERVIEWER NOTE: RESPONDENT’S BEST ESTIMATE IS OK &NEGATIVE INCOME IS OK.

**PROGRAMMER NOTE: NUMBERS OUTSIDE RANGE OK BUT DISPLAY INTERVIEWER WARNING IF KEYED.
WARNING: CONFIRM THAT AMOUNT AND TIME PERIOD ARE CORRECT.

1. Dollars per week (Specify______) (GO TO PREK3b) (RANGE -200 TO 20000)
2. Dollars per fortnight (Specify______) (GO TO PREK3b) (RANGE -400 TO 40000)
3. Dollars per month (Specify______) (GO TO PREK3b) (RANGE -900 TO 80000)
4. Dollars per year (Specify______) (GO TO PREK3b) (RANGE -100000 TO 1000000)
5. (Don’t know/Can’t say)
6. (Refused) (GO TO PREK3b)

K3a. … per year do you think it would be …

READ OUT

1. Negative or zero income
2. $1 to $9,999
3. $10,000 to $19,999
4. $20,000 to $29,999
5. $30,000 to $39,999
6. $40,000 to $49,999
7. $50,000 to $59,999
8. $60,000 to $79,999
Family Pathways - Wave 1 Longitudinal Questionnaire

PRE K3b IF A1a= 1 OR A1b=1 (MARRIED OR COHABITING) OR A7 = 1 CONTINUE (other people in the household). OTHERS GO TO K4.

K3b. Are you the sole income earner in the household?
1. Yes (GO TO K4)
2. No
3. (Don’t know/Can’t say) (GO TO K4)
4. (Refused) (GO TO K4)

K3c. And what is the combined income of everyone in this household, before tax and other deductions are taken out - including income from all sources (wages, investments and government pensions and benefits)

INTERVIEWER NOTE: RESPONDENT’S BEST ESTIMATE IS OK &NEGATIVE INCOME IS OK.

**PROGRAMMER NOTE: NUMBERS OUTSIDE RANGE OK BUT DISPLAY INTERVIEWER WARNING IF KEYED.
WARNING: CONFIRM THAT AMOUNT AND TIME PERIOD ARE CORRECT.

1. Dollars per week (Specify______) (GO TO K4) (RANGE -200 TO 20000)
2. Dollars per fortnight (Specify______) (GO TO K4) (RANGE -400 TO 40000)
3. Dollars per month (Specify______) (GO TO K4) (RANGE -900 TO 80000)
4. Dollars per year (Specify______) (GO TO K4) (RANGE -10000 TO 1000000)
5. (Don’t know/Can’t say)
6. (Refused) (GO TO K4)

K3d. … per year do you think it would be …

READ OUT

1. Negative or zero income
2. $1 to $9,999
3. $10,000 to $19,999
4. $20,000 to $29,999
5. $30,000 to $39,999
6. $40,000 to $49,999
7. $50,000 to $59,999
8. $60,000 to $79,999
9. $80,000 to $99,999
10. $100,000 to $124,999
11. $125,000 to $149,999
12. $150,000 or more
13. (Don’t know/Can’t say)
14. (Refused)

K4. Given your current needs and financial responsibilities, would you say that you and your family are…..

1. Prosperous
2. Very comfortable
3. Reasonably comfortable
4. Just getting along
5. Poor
6. Very poor
7. (Don’t know/Can’t say)
8. (Refused)
Family Pathways - Wave 1 Longitudinal Questionnaire

K5. I’m going to read out a list of common financial difficulties that people sometimes have and I’d like you to tell me if any of these have been a problem for you since you separated from (FOCUS PARENT).

READ OUT. ACCEPT MULTIPLES.

1. Were you unable to pay the gas, electricity or telephone bills on time
2. Were you unable to pay the car registration or insurance on time
3. Were you unable to make rent or mortgage payments
4. Were you unable to heat the home
5. Did you have to go without meals
6. Did you have to sell something
7. Did you have to seek financial assistance from a welfare or community agency
8. Did you have to seek financial assistance from family and friends
9. (None of the above)
10. (Refused)

*SECTION L: PARENT ADJUSTMENT

*(ALL)

REMINDER: I’d just like to remind you that if I come to any question you prefer not to answer, just let me know and I’ll skip over it. You can withdraw from the study at any point, or complete the rest of the interview at another time.

L1. I am now going to ask you some questions about how satisfied or dissatisfied you are with some of the things happening in your life. Please pick a number between 0 and 10 where 0 means you feel completely dissatisfied and 10 means you feel completely satisfied.

All things considered, how satisfied are you with your life as a whole?

0. Completely dissatisfied
1.
2.
3.
4.
5. Neutral - neither satisfied nor dissatisfied
6.
7.
8.
9.
10. Completely satisfied
11. (Don’t know/Can’t say)
12. (Refused)

*PROGRAMMER NOTE: REPLACE TEXT AT STATEMENTS I (child/children) IF ADDITIONAL CHILDREN IN HOUSEHOLD IDENTIFIED AT A5 OR A6.

*PROGRAMMER NOTE: ONLY DISPLAY STATEMENT ‘j’ IF B1 = 1 (respondent in paid work).

L2. Using the same scale, how satisfied are you with…?

STATEMENTS

a. The home in which you live
b. Your employment opportunities
c. Your financial situation
d. How safe you feel
e. Feeling part of your community
f. Your health
g. The neighbourhood in which you live
h. The amount of free time you have
i. Your relationship with your (child/children)?
j. All things considered, how satisfied are you with your job?
k. The wellbeing of (FOCUS CHILD)?
RESPONSE FRAME

0. Completely dissatisfied
1. 
2. 
3. 
4. 
5. Neutral - neither satisfied nor dissatisfied
6. 
7. 
8. 
9. 
10. Completely satisfied
11. (Don’t know/Can’t say)
12. (Refused)

L3. Now thinking back to the time of your separation, in your opinion whose decision was it to finally end the relationship? Was it…

1. Mostly yours
2. Mostly your partner’s
3. Joint
4. Other. (Specify _____)
5. (Don’t know/Can’t say)
6. (Refused)

L4. To what extent, if at all, was the decision to separate expected?

INTERVIEWER NOTE: DID THE RESPONDENT EXPECT TO SEPARATE?

1. Fully expected it
2. Expected it
3. Thought it could happen
4. Very sudden
5. No idea
6. (Don’t know/Can’t say)
7. (Refused)

PREL5 IF E1 = 1 OR 2 (legally married or living together when separated) CONTINUE. OTHERS GO TO L6.

L5. When you separated, who finally left the house?

1. You
2. (FOCUS PARENT)
3. Both
4. Neither; stayed under the same roof
5. Alternated for the children
6. Other
7. (Don’t know/Can’t say)
8. (Refused)

L6i. Before finally separating, were there ever issues with…?

INTERVIEWER NOTE: NOT NECESSARY TO IDENTIFY WHO HAD THE ISSUE.
(ACCEPT MULTIPLES)

1. Alcohol or drug use
2. Mental health problems
3. Another addiction (Specify _________)
4. (None of these problems)
5. (Don’t know/Can’t say)
L7. At any time before or during the separation, did (FOCUS PARENT) ever …

(ACCEPT MULTIPLES)

1. Try to prevent you from contacting family or friends
2. Try to prevent you from using the telephone or car
3. Try to prevent knowledge of or access to family money
4. Insult you with the intent to shame, belittle or humiliate
5. Threaten to harm the (child/children)
6. Threaten to harm other family/friends
7. Threaten to harm you
8. Damage or destroy property
9. Threaten to harm or harm pets
10. Threaten to harm themselves
11. (None of these)
12. (Refused)

L8. Before you separated, were you ever physically hurt by (FOCUS PARENT) in any way?

1. Yes (GO TO L8a)
2. No (GO TO M1)
3. (Don’t know/Can’t say) (GO TO M1)
4. (Refused) (GO TO M1)

*(Physically hurt by focus parent L8=1)*

L8a. Was any abuse or violence ever seen or heard by the children?

1. Yes, witnessed by children
2. No, not witnessed by children
3. Do not know if witnessed by children
4. (Refused)

*SECTION M: BACKGROUND DEMOGRAPHICS*

*(TIMESTAMP 11)*

M1. Thanks for staying with me to the end of the questions about the arrangements for (FOCUS CHILD) and your past relationship. We’re all done on these topics. To make sure we have spoken to a good range of people, I’d like to ask you a few general things about yourself and your family. What is your age?

1. Age (Specify_____) (GO TO M2) (RANGE 18 TO 90)
2. (Refused) (GO TO M1a)

M1a. OK, could you please tell me if your age is between…?

1. 18 to 24 years
2. 25 to 34 years
3. 35 to 44 years
4. 45 + years
6. (Refused)

M2. And what is (FOCUS PARENT)’s age?

1. Age (Specify_____) (GO TO M3) (RANGE 18 TO 90)
2. (Don’t know/Can’t say)
3. (Refused) (GO TO M2a)

M2a. OK, well could you please tell me if (FOCUS PARENT)’s age is between…?
M3. In which country were you born?

1. Australia (GO TO PREM4)
2. UK
3. New Zealand
4. Vietnam
5. China
6. Philippines
7. Lebanon
8. India
9. South Africa
10. Malaysia
11. Torres Strait Islands
12. Other (Specify_____)
13. (Refused) (GO TO PREM4)

M3a. What year did you come to Australia to live?

1. Year given (Specify_____) (RANGE 1930 TO 2008)
2. (Don’t know/Can’t say)
3. (Refused)

PREM4 IF M3 = 1 OR 11 OR 13 CONTINUE. OTHERS GO TO M5.

M4. Are you of Aboriginal or Torres Strait Islander descent?

1. Yes – Aboriginal
2. Yes – Torres Strait Islander
3. Yes – both
4. No
5. (Refused)

M5. Where was your mother born?

1. Australia
2. UK
3. New Zealand
4. Vietnam
5. China
6. Philippines
7. Lebanon
8. India
9. South Africa
10. Malaysia
11. Other (Specify_____)
12. (Don’t know/Can’t say)
13. (Refused)

M6. And your father? In which country was he born?

1. Australia
2. UK
3. New Zealand
4. Vietnam
5. China
6. Philippines
7. Lebanon
8. India
9. South Africa
10. Malaysia
11. Other (Specify_____)
12. (Don’t know/Can’t say)
13. (Refused)

M7. Did your mother and father ever get divorced or separate?

1. Yes
2. No (GO TO M8)
5. (Parents never together) (GO TO M8)
3. (Don’t know/Can’t say) (GO TO M8)
4. (Refused) (GO TO M8)

PREM7a IF M7 = 1 (parents separated) CONTINUE. OTHERS GO TO M8.

M7a. About how old were you at the time they first separated?

1. Age given (specify_____)(RANGE 0 TO 90)
2. (Don’t know/Can’t say)
3. (Refused)

M8. What is the highest level of education or training you have COMPLETED?

1. Year 9 or below
2. Year 10, form 4, intermediate
3. Year 11, form 5, leaving
4. Year 12, form 6, matriculation, HSC
5. Trade/apprenticeship
6. Certificate (business college, TAFE)
7. Diploma (business college, TAFE)
8. Degree (bachelor)
9. Post-graduate (PhD, masters, post-grad dip.)
10. Other (Specify_____)
11. (Don’t know/Can’t say)
12. (Refused)

M9. What about (FOCUS PARENT)? What is the highest level of education or training (FOCUS PARENT) has completed?

1. Year 9 or below
2. Year 10, form 4, intermediate
3. Year 11, form 5, leaving
4. Year 12, form 6, matriculation, HSC
5. Trade/apprenticeship
6. Certificate (business college, TAFE)
7. Diploma (business college, TAFE)
8. Degree (bachelor)
9. Post-graduate (PhD, masters, post-grad dip.)
10. Other (Specify_________________)
11. (Don’t know/Can’t say)
12. (Refused)

SEX. Record sex of RESPONDENT.

INTERVIEWER NOTE: RECORD SEX OF THE PERSON YOU ARE TALKING TO.

1. Male
2. Female
**Family Pathways - Wave 1 Longitudinal Questionnaire**

*PROGRAMMER NOTE: M10 IS ONLY ASKED OF EVERY 10TH RESPONDENT

*(TIMESTAMP 12)*

M10. We have asked you a lot of questions, but perhaps there are things we haven’t covered. Would you like to make any comments about the MAIN way that the breakdown of the family relationship has affected you or your children?

1. Response given (Specify______)
2. (Don’t know/Can’t say)
3. (Refused)

*(ALL)*

*(TIMESTAMP 13)*

N1. Thank you (RESPONDENT). We really appreciate your time. This interview is part of an ongoing study and we would REALLY LIKE to call back in around 10-12 months to see how things are going. Would you be willing to be contacted again for another interview?

1. Agree to be re–contacted (GO TO N2)
2. No, Otherwise (CONTINUE)

N1a And finally, what is your postcode?

DISPLAY POSTCODE FROM SAMPLE FILE.

1. Postcode correct as displayed
2. Postcode incorrect. Specify (_____________)
3. (Don’t know)
4. (Refused)

*(AGREED TO BE RECONTACTED)*

N2. Is this the best phone number to contact you on? (READ OUT PHONE NUMBER)

DISPLAY PHONE NUMBER FROM SAMPLE FILE.

1. Yes
2. No, Preferred Number (STD CODE & NUMBER______________)

N2a. And when is the most convenient time for us to call?

1. Morning (9am to 11.59am)
2. Lunchtime (12pm to 1.59pm)
3. Afternoon (2pm to 4.59pm)
4. Evening (5pm to 8pm)
5. Anytime/Doesn’t make a difference
6. Other (Specify__________)
7. (Refused)

N2b. And is that during the week or on the weekend?

1. Weekday
2. Weekend
3. Either
4. Other (Specify_____)
5. (Refused)

N3. Do you have any other numbers we might try you on? (For example, a mobile or work number)

1. Alternate Number (STD CODE & NUMBER______________)

Revised main survey v1
2. No

N4. We like to send people occasional updates about the research. Do you have an email address you regularly use?
1. Yes (Specify______)
2. No

N5. And just to check, is the postal address we have for you correct?

**PROGRAMMER NOTE: DISPLAY ADDRESS FROM SAMPLE RECORD**
1. Address in sample record correct (GO TO N6)
2. Address in sample record NOT correct (collect new address)
3. About to move / in the process of moving (GO TO N6)
4. No stable accommodation / No fixed address (GO TO N6)
5. Refused

N5a. And your new address is…
1. Number and street (Specify______)
2. Suburb (Specify______)
3. State (Specify______)
4. Postcode (Specify______)

N6. We’d also like to get the name and phone number of someone who doesn’t live with you who might be able to help us find you if you should move over the next 12 months. We’ll only contact this person if we can’t get hold of you at the number you’ve just given us. Who would be the most appropriate person to contact?
1. Mother
2. Father
3. Sister
4. Brother
5. Son
6. Daughter
7. Friend
8. Other (Specify__________)
9. No (no need to give alternative contact person / not moving anywhere) (GO TO N8)
10. No – refused (GO TO N8)

N7. RECORD DETAILS OF CONTACT PERSON
1. First Name (Specify______)
2. Phone Number (STD CODE & NUMBER________________)

IF NECESSARY: This information will not be used for any other purpose than to re-contact you for a follow-up interview.

N8. And to finish, if we still have trouble getting in touch with you for the next stage of the research, is it OK if we check your contact details through the CSA? None of your information will be passed on to the CSA.
1. Yes
2. No

*(ALL)

*(TIMESTAMP 14)

**PROGRAMMER NOTE: IF N1=1 (AGREED TO BE RECONTACTED) INSERT “We look forward to talking to you again in around 12 months time” INTO QUESTION STEM

END. Thank you for your help. (We look forward to talking to you again in about 12 months time). Just in case you missed it, my name is (...) and this survey was conducted on behalf of the Australian Institute of Family Studies. If you have any queries or concerns about the survey, I have a number if you like. I also have a list of people
you can call if you need further information on child support or would like to speak with a counsellor about personal or financial concerns.

INTERVIEWER NOTE: ALL PHONE NUMBERS FOR EACH STATE ON MASTER REFERRAL LIST

I can give you our 1800 number (1800 443 135) or you could go to the Australian Institute of Family Studies website http://www.aifs.gov.au/familypathways/

CLOSE SUITABLY.

FPCHECK Record if respondent said that they had discussed survey with Focus Parent

1. Yes, has discussed survey with Focus Parent
2. No, definitely hasn’t discussed survey with Focus Parent
3. Don’t know

Interviewer Declaration
I certify that this is a true, accurate and complete interview, conducted in accordance with the briefing instructions, the IQCA standards and the MRSA Code of Professional Behaviour (ICC/Esomar). I will not disclose to any other person the content of this questionnaire or any other information relating to the project.

Interviewer name: Interviewer I.D:

Signed: Date

TERM 1a Thanks very much for your time.
TERM 1b Apologies but our contact information seems to be incorrect. Thanks for your time.
TERM 1c We’re really sorry to have troubled you. Thanks for your time.
TERM 1e Thanks for your time but for this study, we need to speak with separated parents.
TERM 1f Some opt out forms are still being processed. Please accept our apologies. Thanks for your time.
TERM 1g Thanks for your time but for this study we really need to speak about the contact separated parents have with specific children.
TERM 1h Thanks for your time but for this study, we need to talk to separated parents with children who are under 18.
TERM 2 Thanks anyway, but for the moment we’re only conducting these interviews in English.
TERM 3 Thanks very much for your time. For this study, we need to speak to parents who separated after 1 July 2006.
Appendix C4

Family Pathways: Looking Back survey
**INTRO.**

Good (afternoon/evening). My name is (...). I’m calling on behalf of the Australian Institute of Family Studies from The Social Research Centre. May I please speak to (name)? (REPEAT INTRO IF NECESSARY)

**DISPLAY IF PAYER OR PAYEE**

IF NECESSARY: I’m calling to follow up a letter recently sent to (name) by the Australian Institute of Family Studies.

(Note: If talking to someone other than the respondent, DO NOT mention the topic of the survey).

**INTRO**

1. Talking to (RESPONDENT) - CONTINUE
2. Household refusal (GO TO TERM1a)
3. Make soft appointment to recontact
4. Make hard appointment to recontact
5. Back to sms menu
6. LOTE required (GO TO ALOTE)

*(IF NAMED RESPONDENT)*

**S1.**

We are conducting an important study among parents on behalf of the Australian Institute of Family Studies. You should have recently received a letter from the Institute about this. The results from this research will be used to help us to understand the pathways that families have taken, the arrangements they have made about their children since their separation and the outcomes for separated parents and their children.

We are asking parents about the arrangements in place for a specific child. During this interview we will be asking some questions about (FOCUS CHILD) and (FOCUS CHILD)’s BIOLOGICAL or ADOPTIVE parent. It is also possible that (FOCUS PARENT) will complete this survey as well but they won't know that you have spoken to me or what you’ve said. Is that OK?

**DISPLAY FOCUS PARTNER’S NAME**

1. Continue
2. Respondent refusal (TERM1a)
3. Make soft appointment to recontact
4. Make hard appointment to recontact
5. Queried how number was obtained (GO TO ATELQ)
6. Queried how child’s/ex-partner’s name was obtained (GO TO ANAME)
7. Wants more information on subject matter (GO TO AINFO)
8. Denies knowledge of target union (TERM1b)
9. FOCUS CHILD deceased (TERM1c)
10. FOCUS CHILD no longer eligible to receive child support (e.g. over 18) (TERM1c)
11. FOCUS CHILD living independently (TERM1c)
12. Not separated from FOCUS PARTNER any more (TERM1b)
13. FOCUS PARTNER is deceased (GO TO TERM1c)
14. Wants copy of letter before proceeding (GO TO ALET)
15. LOTE required (GO TO LOTE)

**.XSC05.**

Before we get started, the research focuses on a very specific group of people and I want to make sure I don't waste your time. Just to check, in which year did you separate from (FOCUS PARENT)?

**INTERVIEWER NOTE: IF SEPARATED MORE THAN ONCE, RECORD DETAILS OF MOST RECENT SEPARATION. IF ‘NEVER TOGETHER’ when did they last see the Ex-spouse?**

1. before 30 June 2005
2. 2004
3. 2003 (GO TO TERM 3)
4. 2002 (GO TO TERM 3)
5. 2001(GO TO TERM 3)
Family Pathways – Cross-sectional Questionnaire

6. after 1 July 2005 (GO TO TERM 3)
7. Other Year (Specify _____) (GO TO TERM 3)
8. (Trying to reconcile / want to get back together) (GO TO TERM 3)
9. (Don’t know/Can’t say) (GO TO TERM 3)
10. (Refused) (GO TO TERM 3)

XSC06. And in which month did you separate?

INTERVIEWER NOTE: IF SEPARATED FROM FOCUS PARENT MORE THAN ONCE, RECORD MONTH OF MOST RECENT SEPARATION.

1. January
2. February
3. March
4. April
5. May
6. June
7. July
8. August
9. September
10. October
11. November
12. December
13. (Don’t know)
14. (Refused)

STILLEX. And are you still separated from (FOCUS PARENT)?

1. Yes
2. No (GO TO TERM 1e)
3. (Don’t know/Can’t say) (GO TO TERM 1e)
4. (Refused) (GO TO TERM 1e)

*(TIMESTAMP 1)*

S2. If you are able to help I’ll need about 25 minutes of your time. If you are OK to do this now I’ll be as quick as I can. Otherwise we can call you back at a more convenient time. We would really appreciate your help.

Will you agree to take part in this important study?

IF NECESSARY: The letter from the Australian Institute of Family Studies contained information about the research topic and your involvement in the study.

1. Yes, continue
2. No, refusal (GO TO TERM 1a)
3. Not available – soft appointment
4. Not available – hard appointment
5. Queried how number was obtained (GO TO ATELQ)
6. Wants more information on subject matter (GO TO AINFO)
7. Wants a copy of the letter before proceeding (GO TO ALET)

ETHICS. Thank you.

If I come to any question you would prefer not to answer, just let me know and I’ll skip over it. You can withdraw from the study at any point, or complete the rest of the interview at another time. All interviews are voluntary, and we will treat all information you give in strict confidence, as far as allowed by law.

CNAME. A lot of the questions in this interview will be about the parenting arrangements you have in place for (FOCUS CHILD) and changes you may have made to the arrangements since you first separated. Is it OK if I use (FOCUS CHILD)’s name?

IF NECESSARY: What name would you prefer to use during the interview?
Family Pathways – Cross-sectional Questionnaire

Preferred name of focus child (Specify________)

**EXPART.** We will also be talking about (FOCUS CHILD)’s BIOLOGICAL or ADOPTIVE parent. Is it OK if I use (FOCUS PARENT)’s name?

DISPLAY FOCUS PARENT’S NAME

IF NECESSARY: What name would you prefer to use during the interview?

Preferred name of focus parent (Specify________) (Use name from sample if not specified)

*(QUERIED HOW TELEPHONE NUMBER WAS OBTAINED)

**ATELQ.** Your telephone number was chosen at random from records received from the Child Support Agency. This information has been provided under strict privacy provisions. The Child Support Agency will not know if you have participated in this research.

**SNAP BACK TO PREVIOUS QUESTION**

*(WANTS TO RECEIVE A COPY OF THE LETTER)

**ALET.** Record address details to send copy of letter

(RECORD NAME AND VERIFY ADDRESS DETAILS FROM SAMPLE / COLLECT ADDRESS DETAILS)

*(QUERIED HOW NAME WAS OBTAINED)

**ANAME.** Your child was chosen at random from the records of the Child Support Agency. The Child Support Agency will not know if you have participated in this research.

**SNAP BACK TO PREVIOUS QUESTION**

*(QUERIED SURVEY)

**AINFO.** You may have recently received a letter from the Australian Institute of Family Studies about the study. You were randomly selected to participate. Your answers will be confidential and used for research purposes only. Nothing you tell us can be used in any way to affect your treatment by the Child Support Agency or any other government agency. They will not know of your involvement with the study.

Further information can also be found on our website www.srcentre.com.au or I can also give you the AIFS website at www.aifs.gov.au/familypathways where you can find out more about the study.

**SNAP BACK TO PREVIOUS QUESTION**

**S3.** Our call may be monitored or recorded by my supervisor for quality assurance purposes. Please tell me if you don’t want this to happen.

1. Monitoring allowed
2. Monitoring not permitted

**PROGRAMMER NOTE: IF S3=1 record interview.**

**SEX.** Record sex of RESPONDENT.

INTERVIEWER NOTE: RECORD SEX OF THE PERSON YOU ARE TALKING TO.

1. Male
2. Female

*(ALL)
S4. Before we begin, are you comfortable doing this interview in English?

INTERVIEWER NOTE: ONLY READ OUT IF THE RESPONDENT IS HAVING LANGUAGE DIFFICULTIES.

1. Yes (GO TO XHH01)
2. No (GO TO ALOTE)

*(LOTES)*

ALOTE. Record language

1. Arabic (Make appointment to recontact)
2. Cantonese (Make appointment to recontact)
3. Greek (Make appointment to recontact)
4. Italian (Make appointment to recontact)
5. Mandarin (Make appointment to recontact)
6. Turkish (Make appointment to recontact)
7. Vietnamese (Make appointment to recontact)
8. Language unknown (RECORD ON SMS)
9. Other (GO TO OLOTE)

OLOTE Record language spoken if known

1. (Specify_______) (GO TO TERM 2)
2. (Don’t Know) (GO TO TERM 2)
3. (Refused) (GO TO TERM 2)
*SECTION A: CURRENT HOUSEHOLD*

*(TIMESTAMP 2)*

To start I’d like to get some background information about your current family and relationship situation. This will help me make sure I ask you the right questions in the rest of this interview.

XHH01. A1. Are you currently in an ongoing relationship?

1. Yes
2. No (GO TO XHH05FC)
999. (Don’t know/Can’t say) (GO TO XHH05FC)
888. (Refused) (GO TO XHH05FC)

XHH02. A1a. Do you live with them?

1. Yes
2. No  (GO TO XHH04. )
999. (Don’t know/Can’t say) (GO TO XHH05FC)
888. (Refused) (GO TO XHH05FC)

XHH03 A1b. Are you legally married to that person?

1. Yes
2. No
999. (Don’t know/Can’t say)
888. (Refused)

XHH04 A3a. Just to confirm, your current partner is..?.

1. Male
2. Female

XHH05FC A4. I’d now like to ask you some questions about all of the biological or adopted children you had with (FOCUS PARENT). Starting with (FOCUS CHILD), how old is (FOCUS CHILD)?

INTERVIEWER NOTE: DO NOT INCLUDE STEP CHILDREN, HALF SIBLINGS OR FOSTER CHILDREN. RECORD LESS THAN 1 YEAR AS 0.

1. Age given (Specify____) (RANGE 0-17)
2. Focus child older than 18 (GO TO TERM 1h)
3. (Refused) (GO TO TERM 1h)
XHH06. A4a. What is (FOCUS CHILD)’s date of birth?

INTERVIEWER NOTE: RECORD DAY, MONTH AND YEAR. IF YEAR IS UNKNOWN CODE 4 AND TERMINATE INTERVIEW.

1. Day (Specify_______) (RANGE 1 TO 31) XHH06a
2. Month (Specify_______) (RANGE 1 TO 12) XHH06b
3. Year (Specify_______) (RANGE 1990 TO 2009) XHH06c
4. Year only given (Specify_____) (RANGE 1990 TO 2009)
5. (Don’t know/Can’t say) (GO TO TERM 1h)
6. (Refused) (GO TO TERM 1h)

XHH07FC A4b. Just to confirm, (FOCUS CHILD) is

INTERVIEWER NOTE: ONLY ASK IF SEX IS AMBIGUOUS.

1. Male
2. Female
4. (Refused)

XHH08FC. A4c. And does (FOCUS CHILD) USUALLY live with you

READ OUT

1. All the time
2. More than 50% of the time
3. Roughly a 50/50 split
4. Less than 50% of the time
5. Never
6. (Lives independently, has left home) (GO TO TERM 1g)
7. (Don’t know/Can’t say) (GO TO TERM 1 g)
8. (Refused) (GO TO TERM 1 g)

PREXHH09 IF XHH08FC=4 or 5 (FOCUS CHILD LIVES WITH RESPONDENT LESS THAN 50% OF TIME OR NEVER) CONTINUE. ALL OTHERS GO TO XHH05 (Subsequent FOCUS CHILDREN loop)

XHH09. A4d. And where does (FOCUS CHILD) usually live?

1. With (FOCUS PARTNER)
2. With respondent’s parents
3. With (FOCUS PARTNER)’s parents
4. Someone else (Specify______)
5. (Don’t know/Can’t Say)
6. (Refused)
Family Pathways – Cross-sectional Questionnaire

**PROGRAMMER NOTE: USE ‘i’ SCRIPT THE FIRST TIME XHH05FC IS ASKED. USE ‘ii’ SCRIPT FOR ALL SUBSEQUENT LOOPS.**

**XHH05**

A5. Apart from (FOCUS CHILD), what are the ages of any other children you have with (FOCUS PARTNER), starting with the youngest child?

**XHH05i.

Do you have any other children with (FOCUS PARTNER)? What are the ages of these children starting with the youngest child?

INTERVIEWER NOTE: DO NOT INCLUDE STEP CHILDREN, HALF SIBLINGS OR FOSTER CHILDREN.

1. FOCUS CHILD2 Age (Specify__________) (RANGE 0 TO 40) (i.e., XHH05FC1, XHH05FC2..)
2. No other children with this ex partner (GO TO XHH05OC)
3. (FOCUS CHILD2) is deceased) (LOOP TO XHH05ii)
4. (Refused) (GO TO XHH05OC)

**XHH07**

A5a. Is this child male or female? (i.e., XHH07FC1, XHH07FC2…)

INTERVIEWER NOTE: ONLY ASK GENDER IF AMBIGUOUS.

1. Male
2. Female
3. Refused

**PROGRAMMER NOTE: SUBSTITUTE TEXT (he/she) BASED ON CHILD GENDER IN XHH07**

**XHH08**

A5b. And does (he/she) USUALLY live with you (i.e., XHH08FC1, XHH08FC2…)

READ OUT

1. All the time
2. More than 50% of the time
3. Roughly a 50/50 split
4. Less than 50% of the time
5. Or, never
6. (Lives independently, has left home)
7. (Don’t know/Can’t say)
8. (Refused)

*PROGRAMMER NOTE: LOOP XHH05 to XHH08 UNTIL XHH05= 3 or 4 (no other focus children or refused).

*(ALL)

**PROGRAMMER NOTE: USE ‘i’ SCRIPT THE FIRST TIME XHH05OC IS ASKED. USE ‘ii’ SCRIPT FOR ALL SUBSEQUENT LOOPS.**

**XHH05OC**

A6. Apart from the children you had with (FOCUS PARTNER), do you have any other children living with you at least 50% of the time? What are the ages of any other children who currently live with you starting with the youngest child?

**XHH05OCi.**

A6. Are there any other children living with you at least 50% of the time? What is the age of the next youngest child?

1. Age (Specify__________) (RANGE 0 TO 40) (i.e., XHH05OC1, XHH05OC2…)
2. No other children in household (GO TO XHH10)
3. (Other Child is deceased) (LOOP TO XHH05OCii)
4. (Refused) (GO TO XHH10)
XHH07OC. A6a. Is this child male or female? (i.e., XHH07OC1, XHH07OC2…)

INTERVIEWER NOTE: ONLY ASK IF GENDER IS AMBIGUOUS.

1. Male
2. Female
3. Refused

*PROGRAMMER NOTE: IF XHH01=2 (not in a relationship) DO NOT DISPLAY CODE 1 OR CODE 3

**PROGRAMMER NOTE: SUBSTITUTE TEXT (he/she) BASED ON CHILD GENDER IN XHH07OC

XHH09OC. A6b. Was he/she born to or adopted by:

1. You and your current partner
2. You and a different former partner
3. Your partner and someone else
4. Other (Specify_____)
5. (Don’t know/Can’t say)
6. (Refused)

* PROGRAMMER NOTE: LOOP XHH05OC to XHH09OC UNTIL XHH05OC= 2 OR 4.

XHH10 A6d. . Apart from the children you have with (FOCUS PARTNER), do you have any children with another former partner who DO NOT live with you?

1. Yes (Specify number _______) (RANGE: 1 to 10)
2. No (GO TO A7)
3. (Don’t know/Can’t say) (GO TO A7)
4. (Refused) (GO TO A7)

XHH12 A6e. Were the other children all born to or adopted with the same former partner or someone else?

1. (One former partner)
2. (Two different former partners)
3. (Three or more different former partners)
4. (Refused)

*(ALL)

A7. Can I just check: do any other friends, relatives or borders also live in the household?

1. Yes
2. No (GO TO XHH20)
3. (Don’t know/Can’t say) (GO TO XHH20)
4. (Refused) (GO TO XHH20)

A7a. How many friends, relatives or borders also live in the household?

1. Number of people in household (Specify_______) (RANGE 1 TO 25)
2. (Don’t know/Can’t say)
3. (Refused)

A7b. And how are they related to you?

ACCEPT MULTIPLES.

1. Parent
2. Sister
3. Brother
4. Uncle
5. Aunt
6. Friend/flatmate/boarder
7. Nanny/babysitter
Family Pathways – Cross-sectional Questionnaire

8. Other family member (Specify_______)
9. Other (Specify_______)
10. (Don’t know/Can’t say)
11. (Refused)

*(ALL)*

XHH20. A10. Are you currently buying, renting, or do you own your home outright?

1. Own outright
2. Purchasing
3. Private Rental
4. Public housing
5. Other (e.g. boarding, company house, etc) (Specify_______)
6. (Don’t know/Can’t say)
7. (Refused)

XHH21. A11. And how adequate is your housing for your current needs? Would you say…

READ OUT

1. Much less than adequate
2. Less than adequate
3. Adequate
4. More than adequate
5. Much more than adequate
6. (Don’t know/Can’t say)
7. (Refused)
**SECTION B: LABOUR FORCE STATUS**

*(TIMESTAMP 3)*

*(ALL)*

**XLF01RE.** B1. The next questions are about what you are mainly doing at the moment. Are you working, looking for work, or something else?

1. In paid work (including both full or part time)
2. Not employed BUT looking for work
3. Neither employed NOR looking for work
4. (Not in the labour force / studying / disability pension)
5. (Stay at home parent)
6. (Don’t know/Can’t say)
7. (Refused)

PRE XLF02RE IF XLF01RE =1 (WORKING) CONTINUE. OTHERS GO TO XLF01FP

**XLF02RE.** B1a. About how many hours a week do you usually work?

1. Number given (specify _____) (RANGE 0 TO 100) (GO TO XLF01FP)
2. (Don’t know/Can’t say)
3. (Refused) (GO TO XLF01FP)

**XLF03RE.** B1b. Would you say….

READ OUT

1. Less than 35 hours
2. 35 hours or more
3. (Don’t know/Can’t say)
4. (Refused)

**XLF01FP.** B3. And is (FOCUS PARENT) working, looking for work, or something else?

1. In paid work (including both full or part time)
2. Not employed BUT looking for work
3. Neither employed NOR looking for work
4. (Not in the labour force / studying / disability pension)
5. (Stay at home parent)
6. (Don’t know/Can’t say)
7. (Refused)
**SECTION C: CHILD WELLBEING**

*(TIMESTAMP 4)*

*(ALL)*

**PROGRAMMER NOTE: REPLACE TEXT (he/she) BASED ON FOCUSCHILD GENDER AT XHH07FC.**

XCW01. C1. Now some questions about (FOCUS CHILD)’s general wellbeing and how (he/she) is doing.

In general, would you say (FOCUS CHILD)’s health is:

1. Excellent
2. Very good
3. Good
4. Fair
5. Poor
6. (Don’t know/Can’t say)
7. (Refused)

PREXCW02 CREATE DUMMY VARIABLE FOCUSCHILDAGE (xdvcage)

IF XHH05FC = 0, FOCUSCHILDAGE = 1 (focus child is a baby)
IF XHH05FC = 1, 2, OR 3, FOCUSCHILDAGE = 2 (focus child is a toddler)
IF XHH05FC = 4, 5 OR 6, FOCUSCHILDAGE = 3 (focus child is pre-school age)
IF XHH05FC = 7,8,9,10,11,12,13,14,15,16, OR 17, FOCUSCHILDAGE = 4 (focus child is school age).

PRE XCW02 IF FOCUSCHILDAGE = 1 OR 2 (focus child is a baby or toddler) GO TO XSP01. IF FOCUSCHILDAGE = 3 CONTINUE. IF FOCUSCHILDAGE = 4 GO TO XCW03.

XCW02. C2. Is (FOCUS CHILD) attending school?

1. Yes
2. No (GO TO XCW05)
3. (Don’t know/Can’t say) (GO TO XCW05)
4. (Refused) (GO TO XCW05)

XCW03. C3. What level is (FOCUS CHILD) currently in at school?

1. Preparatory/Prep/[KINDER IN NSW]
2. Grade/Year 1
3. Grade/Year 2
4. Grade/Year 3
5. Grade/Year 4
6. Grade/Year 5
7. Grade/Year 6
8. Grade/Year 7
9. Grade/Year 8
10. Grade/Year 9
11. Grade/Year 10
12. Grade/Year 11
13. Grade/Year 12
14. (Other)
15. (Home schooling)
16. (TAFE student)
17. (Not attending/Dropped out of school) (GO TO PREXCW04)
18. (Don’t know/Can’t say) (GO TO PREXCW04)
19. (Refused)
PREXCW04 IF XCW03= 17 (dropped out of school) CONTINUE. OTHERS GO TO XCW05.

XCW04. C3a. What was the highest level of schooling (FOCUS CHILD) completed?

1. Preparatory/Prep/(KINDER IN NSW)
2. Grade/Year 1
3. Grade/Year 2
4. Grade/Year 3
5. Grade/Year 4
6. Grade/Year 5
7. Grade/Year 6
8. Grade/Year 7
9. Grade/Year 8
10. Grade/Year 9
11. Grade/Year 10
12. Grade/Year 11
13. Grade/Year 12
14. (Home schooling)
15. (TAFE student)
16. (Don’t know/Can’t say)
17. (Refused)

**PROGRAMMER NOTE: REPLACE TEXT (his/her) WITH ‘his’ OR ‘her’ BASED ON GENDER STATED AT XHH07FC.**

XCW05. C4. Compared with children of the same age, how would you say (FOCUS CHILD) is:

STATEMENTS

A. Doing with (his/her) learning (or school work)? (XCW05a)
B. Getting along with other children (his/her) own age? (XCW05b)
C. Doing in most areas of (his/her) life? (XCW05c)

CODE FRAME

1. Much better
2. Somewhat better
3. About the same
4. Somewhat worse
5. Much worse
6. (Not applicable – does not go to school)
7. (Don’t know/Can’t say)
8. (Refused)
**SECTION E: SEPARATION PATHWAYS**

*(TIMESTAMP 5)*

**XSP01.** E1. The next section asks questions about (FOCUS PARENT) and the arrangements you have in place for taking care of (FOCUS CHILD). When you finally separated from (FOCUS PARENT) were you … READ OUT

1. Legally married
2. Not married but were living together (GO TO PRE XSP03)
6. (Not living together, but had previously lived together) (GO TO PRE XSP03)
3. Never lived together (GO TO PRE XSP04)
4. Never in a relationship (GO TO XPA01)
5. (Refused) (GO TO PRE XSP03) (888)

PREXSP02 IF XSP01 = 1 (was married when separated) CONTINUE. OTHERS GO TO XSP03

**XSP02.** E1a. And, how long were you married?

INTERVIEWER NOTE: RECORD LENGTH OF TIME IN WEEKS, MONTHS OR YEARS. BEST ESTIMATE IS OK.

1. Days (Specify ______) (RANGE 1 TO 365) (XSP02a)
2. Weeks (Specify ______) (RANGE 1 TO 100) (XSP02d) (INSERT)
3. Months (Specify ______) (RANGE 1 TO 36) (XSP02b)
4. Years (Specify ______) (RANGE 1 TO 50) (XSP02c)
5. (Don’t know/Can’t say)
6. (Refused)

PRE XSP03 IF XSP01 = 1 OR 2 OR 6 (married, living together when separated, or not living together, but had previously lived together) CONTINUE. OTHERS GO TO XSP04.

**XSP03.** E2. How long did you live together as a couple?

INTERVIEWER NOTE: RECORD LENGTH OF TIME IN DAYS, WEEKS, MONTHS OR YEARS. BEST ESTIMATE IS OK.

1. Days (Specify ______) (RANGE 1 TO 365) (XSP03a)
2. Weeks (Specify ______) (RANGE 1 TO 100) (XSP03d) (INSERT)
3. Months (Specify ______) (RANGE 1 TO 36) (XSP03b)
4. Years (Specify ______) (RANGE 1 TO 50) (XSP03c)
5. (Don’t know/Can’t say)
6. (Refused)

PREXSP04 IF XSP01 = 1 OR 2 OR 6 GO TO XPA01. OTHERS CONTINUE

**XSP04.** E2a. All up, how long were you and (FOCUS PARENT) in a relationship?

INTERVIEWER NOTE: RECORD LENGTH OF TIME IN WEEKS, MONTHS OR YEARS. BEST ESTIMATE IS OK.

1. Weeks given (Specify ______) (RANGE 1 TO 100) (XSP04a)
2. Months given (Specify ______) (RANGE 1 TO 36) (XSP04b)
3. Years given (Specify ______) (RANGE 1 TO 50) (XSP04c)
4. (Were never in a relationship) (GO TO XPA01)
5. (Don’t know/Can’t say)
6. (Refused)
Family Pathways – Cross-sectional Questionnaire

*SECTION F: PARENTING ARRANGEMENTS*

*(ALL)*

*(TIMESTAMP 6)*

**PROGRAMMER NOTE:** PRE XPA03 CREATE DUMMY VARIABLE RESIDENTPARENT (XDVPRES)

IF XHH08FC = 4 RESIDENTPARENT = 1 (focus child lives with respondent less than 50% of the time) (NON-RESIDENT PARENT)

IF XHH08FC = 1, 2, 3 RESIDENTPARENT = 2 (focus child lives with the respondent all of the time, more than 50% of the time or about 50% of the time) (RESIDENT PARENT)

IF XHH08FC = 5 RESIDENTPARENT = 3 (focus child never lives with respondent) (NON-RESIDENT PARENT)

**PROGRAMMER NOTE:** IF RESIDENTPARENT = 2 (respondent is resident parent) USE SCRIPT ‘i’. IF RESIDENT PARENT = 1 OR 3 (respondent is non-resident parent) USE SCRIPT ‘ii’ THROUGHOUT SECTION E.

XPA01. F1. Is (FOCUS PARENT) living with a new partner?

1. Yes
2. No
3. (Don’t know/Can’t say) (GO TO XPA03)
4. (Refused) (GO TO XPA03)

XPA02. F2. Apart from your children/child with (FOCUS PARENT), does (FOCUS PARENT) now have any step-children, or other natural or adopted children, living with them?

1. Yes, step children only
2. Yes, other natural or adopted only
3. Both step and other natural or adopted
4. Other (specify____)
5. No
6. (Don’t know/Can’t say)
7. Refused

*(ALL)*

READ OUT

1. In the same State as you
2. Somewhere else in Australia
3. Overseas (GO TO PRE XPA20)
4. (Somewhere in Australia but you’re not sure where) (GO TO PRE XPA20)
5. (Don’t know/Can’t say) (GO TO PRE XPA20)
6. (Refused) (GO TO PRE XPA20)

**INTERVIEWER NOTE:** RESPONDENT’S BEST ESTIMATE IS OK

1. Distance given (Specify______) (RANGE 0 TO 10000)(XPA04b) (GO TO XPA07)
2. (Don’t know the distance but can estimate the time taken to get there)
3. (Still under same roof) (GO TO XFL01)
4. (Don’t know/Can’t say)
5. (Refused)
Family Pathways – Cross-sectional Questionnaire

**Programmer Note**: If RESIDENTPARENT = 2 (respondent is resident parent) use script ‘i’. If RESIDENTPARENT = 1 or 3 (respondent is non-resident parent) use script ‘ii’. Insert year (XSC05)

**Family Pathways – Cross-sectional Questionnaire**

**Programmer Note**: If RESIDENTPARENT = 2 (respondent is resident parent) use script ‘i’. If RESIDENTPARENT = 1 or 3 (respondent is non-resident parent) use script ‘ii’. Insert year (XSC05)

**翮**

**Programmer Note**: Multiply days per week by 52, days per fortnight by 26, days per month by 12 and return result to interviewer (total nights) to confirm. Record total nights as a separate variable.

Appendix C4

Family Pathways – Cross-sectional Questionnaire

XPA05i. Could you give me some idea of how long it would take to drive (or otherwise) from your house to where (FOCUS PARENT) lives?

**Interviewer Note**: Response may be minutes, hours or days. Best estimate is OK.

1. Minutes (Specify______) (Range 1 TO 200) (XPA05a)
2. Hours (Specify______) (Range 1 TO 36) (XPA05b)
3. Days (Specify______) (Range 1 TO 5) (XPA05c)
4. (Too far to drive) (AVOID) (code as -777)
5. (Don’t know/Can’t say)
6. (Refused)

**Programmer Note**: If RESIDENTPARENT = 2 (respondent is resident parent) use script ‘i’. If RESIDENTPARENT = 1 or 3 (respondent is non-resident parent) use script ‘ii’. Insert year (XSC05)

XPA07i. Thinking about your CURRENT arrangements, about how many nights does (FOCUS CHILD) usually stay overnight with (FOCUS PARENT)?

**Interviewer Note**: If holidays or occasional visits, best estimate is OK.

1. Nights per week (Specify______) (Range 1 TO 7) (XPA07a)
2. Nights per fortnight (Specify______) (Range 1 TO 14) (XPA07b)
3. Nights per month (Specify______) (Range 1 TO 31) (XPA07c)
4. Nights per year (Specify______) (Range 1 TO 365) (XPA07d)
5. Never stays overnight (GO TO XPA20) (code as -5)
6. (Don’t know/Can’t say) (GO TO XPA20)
7. (Refused) (GO TO XPA20)

**Programmer Note**: Multiply days per week by 52, days per fortnight by 26, days per month by 12 and return result to interviewer (total nights) to confirm. Record total nights as a separate variable.

That would be approximately (total nights) nights per year. Does that sound about right?

1. Yes
2. No (SNAP BACK TO XPA07)
3. (Don’t know/Can’t say)
4. (Refused)

PREXPA08 IF XCW02 = 1 (focus child is attending school) OR FOCUSCHILDAGE=4 (focus child is school age) CONTINUE. OTHERS GO TO XPA20

XPA08. Is this only during the holidays, only during the school term, or both?

1. Holidays only
2. During school term only
3. Both holiday and term time
4. (Don’t know/Can’t say)
5. (Refused)

**Programmer Note**: Multiply days per week by 52.25, days per fortnight by 26.09, days per month by 12 and return result to interviewer (total nights) to confirm. Record total nights as a separate variable.
**PROGRAMMER NOTE: IF RESIDENTPARENT = 2 (respondent is resident parent) USE SCRIPT ‘i’. IF RESIDENTPARENT = 1 or 3 (respondent is non-resident parent) USE SCRIPT ‘ii’. INSERT YEAR (XSC05)

XPA20i: F12i. And thinking back to (YEAR) when you first separated, about how many nights did (FOCUS CHILD) usually stay overnight with (FOCUS PARENT)?

XPA20ii: F12ii. And thinking back to (YEAR), when you first separated about how many nights did (FOCUS CHILD) usually stay overnight night with you?

INTERVIEWER NOTE: IF HOLIDAYS OR OCCASIONAL VISITS, BEST ESTIMATE IS OK.

1. Nights per week (Specify______) (RANGE 1 TO 7) (XPA20a)
2. Nights per fortnight (Specify______) (RANGE 1 TO 14) (XPA20b)
3. Nights per month (Specify______) (RANGE 1 TO 31) (XPA20c)
4. Nights per year (Specify______) (RANGE 1 TO 365) (XPA20d)
5. Never stayed overnight (GO TO XPA22) (coded as -5)
6. (Still living in same house at time of separation) (GO TO XPA22)
7. (Don’t know/Can’t say) (GO TO XPA22)
8. (Refused) (GO TO XPA22)

PRE XPA21 IF FOCUSCHILDAGE = 4 (focus child is school age) OR XCW02 = 1 (focus child is attending school) CONTINUE. OTHERS GO TO XPA22.

XPA21. F13. Was that only during the holidays, only during the school term, or both?

1. Holidays only
2. During school term only
3. Both holiday and term time
4. Child was not of school age at the time
5. (Don’t know/Can’t say)
6. (Refused)

**PROGRAMMER NOTE: CALCULATE DIFFERENCE BETWEEN CURRENT AND PREVIOUS OVERNIGHT STAYS. IF DIFFERENCE IS NOT EQUAL TO ZERO, OR IF XPA07 = 6 or 7 (Don’t Know / Refused), CONTINUE OTHERWISE GOTO XPA27. INSERT YEAR (YRSEP)

**PROGRAMMER NOTE: IF RESIDENTPARENT = 2 (respondent is resident parent) USE SCRIPT ‘i’. IF RESIDENTPARENT = 1 or 3 (respondent is non-resident parent) USE SCRIPT ‘ii’. INSERT YEAR (XSC05)

**PROGRAMMER NOTE: IF (Don’t know/Can’t say) or (Refused) IN XPA07 AND/OR XPA20, MODIFY TEXT

XPA22i F14i. Since you separated in (YEAR), (do you remember if /how many times has) the number of nights (FOCUS CHILD) stays with (FOCUS PARENT) changed?

XPA22ii: F14ii. Since you separated in (YEAR), (do you remember if /how many times has) the number of nights (FOCUS CHILD) stays with you changed?

INTERVIEWER NOTE: A CHANGE IS A MAJOR DIFFERENCE IN THE NUMBER OF OVERNIGHT STAYS. IT IS NOT BEING FLEXIBLE OR ALTERING NIGHTS OCCASIONALLY.

1. Number of times arrangements have changed (Specify_________) (RANGE 1 TO 100) XPA22a
2. No changes in arrangements (GO TO XPA27)
3. (Don’t know) (GO TO XPA27)
4. (Refused) (GO TO XPA27)
PREXPA23B IF XPA22a >1 (ARRANGEMENTS HAVE CHANGED MORE THAN ONCE) CONTINUE. OTHERS GO TO XPA24

XPA23b. F15. How often did these changes happen? Was it about….?

READ OUT

1. Every couple of months (GO TO XPA26)
2. Every 6 months or so (GO TO XPA26)
3. Every year (GO TO XPA24)
4. Every 2-3 years (GO TO XPA24)
5. (Too irregular to say) (AVOID) (GO TO XPA24)
6. (Don’t know/can’t say) (GO TO XPA27)
7. (Refused) (GO TO XPA27)

**PROGRAMMER NOTE: REPLACE CHANGE/LATEST CHANGE BASED ON NUMBER OF TIMES ARRANGEMENTS HAVE CHANGED AT XPA22. IF NUMBER OF CHANGES GREATER THAN OR EQUAL TO 1, SHOW (latest arrangement). IF CHANGES=0, SHOW (arrangement)

XPA24. F16. In what year was the (change/latest change) made?

INTERVIEWER NOTE: COLLECT MONTH AND YEAR

1. 2009
2. 2008
3. 2007
4. 2006
5. 2005
6. 2004
7. 2003
8. 2002
9. 2001
10. (Don’t know/Can’t say) (GO TO XPA26)
11. (Refused) (GO TO XPA26)

PREXPA25 IF XPA24=4 (latest change in 2006) CONTINUE. OTHERS GO TO XPA26

XPA25 F17. Was the change made before or after 1 July 2006?

1. Before 1 July 2006
2. After 1 July 2006
3. (Don’t know)
4. (Refused)

**PROGRAMMER NOTE: REPLACE CHANGE/LATEST CHANGE BASED ON NUMBER OF TIMES ARRANGEMENTS HAVE CHANGED AT XPA22a. IF NUMBER OF CHANGES GREATER THAN OR EQUAL TO 1, SHOW (latest arrangement). IF CHANGES=0, SHOW (arrangement)

XPA26. F18. What was the main reason for (the change / the LATEST change)?

1. Reason given (Specify______________)
2. (Don’t know/Can’t say)
3. (Refused)

*PROGRAMMER NOTE: IF RESIDENTPARENT = 2 USE SCRIPT ‘i’. IF RESIDENTPARENT = 1 USE SCRIPT ‘ii’. INSERT YEAR (YRSEP). POPULATE (YEAR) WITH YEAR GIVEN AT YRSEP

XPA27i. F19i. Children sometimes see one of their parents during the day only WITHOUT staying overnight. Since you separated in (YEAR), has the number of days (FOCUS CHILD) usually spends time with (FOCUS PARENT) without staying overnight increased, decreased or stayed the same?

XPA27ii. F19ii. Children sometimes see one of their parents during the day only WITHOUT staying overnight. Since you separated in (YEAR), has the number of days (FOCUS CHILD) usually spends with you without staying overnight increased, decreased or stayed the same?
1. Increased
2. Decreased
3. Stayed the same
4. (Don’t Remember) (AVOID)
5. (Don’t know/Can’t say)
6. (Refused)

XPA11RE. F8. In general, how well are the current parenting arrangements working out for? (READ OUT)

(STATEMENTS)

a. YOU
b. (FOCUS CHILD)

READ OUT

Would you say…?

1. Really well
2. Fairly well
3. Not so well
4. Badly
5. (Don’t know/Can’t say)
6. (Refused)
**SECTION G. FAMILY LAW SERVICES**

*(TIMESTAMP 7)*

**XFL01**

G1. The next questions are about some of the practical things you might have done during or after the separation from (FOCUS PARENT). At the time of, or after your separation in (YEAR), did you contact any of the following:

READ OUT. ALLOW MULTIPLES

1. A counselling, mediation or dispute resolution service
2. A domestic violence service
3. A lawyer
4. A legal service (including legal advice line, private or legal aid)
5. The courts
6. Family members
7. Something else (Specify ___)
8. (Didn’t use any of these services)
9. (Don’t know/Can’t say)
10. (Refused)

**XFL10**

G5 Now I’d like to ask a few questions about some of the things you might have used to sort out the parenting arrangements for (FOCUS CHILD) in (YEAR). Which of the following best describes how you MAINLY decided on the arrangements? Was it through…..

READ OUT

1. Counselling, mediation or dispute resolution services
2. A lawyer
3. The courts
4. Discussions with (FOCUS PARENT)
5. Nothing specific, it just happened
6. Something else (specify____)
7. (Don’t know/Can’t say)
8. (Refused)

PRE XFL36 IF XFL10= 1 (MAINLY USED MEDIATION, COUNSELLING) CONTINUE. OTHERS GO TO PREXFL32 (G9c)

**XFL36**

G10a. (You mentioned that you went to mediation.) Where did mediation take place? At a lawyer, court or mediation service?

READ OUT. ALLOW MULTIPLES.

1. Lawyer
2. Court
3. Mediation service
4. Other (Specify____)
5. (Did not use mediation)
6. (Don’t know/Can’t say)
7. (Refused)

PRE XFL37 IF XFL36 = 2 (WENT TO COURT FOR MEDIATION) CONTINUE ELSE GO TO PREXFL32

**XFL37**

G10b. And which court did you use for mediation? (IF NECESSSARY: for your children’s care arrangements)

1. Family Court of Western Australia
2. Family Court of Australia
3. Federal Magistrates Court
4. Other court
5. (Haven’t filed)
6. (Don’t know/Can’t say)
7. (Refused)

PREXFL32 IF XFL10=3 (MAINLY USED COURT) CONTINUE. OTHERS GO TO PREXFL43

XFL32  G9c. You mentioned that you went to court. Which court did you use to sort out the parenting arrangements?

1. Family Court of Western Australia
2. Family Court of Australia
3. Federal Magistrates Court
4. Other court
5. (Haven’t filed) (GO TO PREXFL43)
6. (Don’t know/Can’t say) (GO TO PREXFL43)
7. (Refused) (GO TO PREXFL43)

XFL33  G9d. Has your case been fully resolved?

1. Yes
2. No (GO TO XFL35)
3. (Don’t know/Can’t say) (GO TO XFL35)
4. (Refused) (Go to XFL35)

*(CASE HAS BEEN RESOLVED)*

XFL34  G9e At what stage was it resolved? Was the…

1. Decision imposed following a trial before a Judge in a formal courtroom (GO TO PREXFL43)
2. Was it resolved without a trial before a Judge (GO TO PREXFL43)
3. (Don’t know/Can’t say) (GO TO PREXFL43)
4. (Refused) (GO TO PREXFL43)

*(CASE HAS NOT BEEN RESOLVED)*

XFL35  G9f. At what stage is your case at?

1. A trial is in progress
2. Involved in child & family conference or interim hearing
3. In counselling, mediation or dispute resolution
4. Only an application has been filed
5. (Don’t know/Can’t say)
6. (Refused)

PREG7 IF XFL10 = 1 (G5 = MAINLY USED MEDIATION OR COUNSELLING) GO TO XFL08. OTHERS CONTINUE

XFL43  G7 Just to check, when you were deciding the parenting arrangements for (FOCUS CHILD), did you and (FOCUS PARENT) attempt some form of mediation or dispute resolution?

1. Yes
2. No (GO TO XFL08)
3. Don’t know/Can’t say (GO TO XFL08)
4. Refused (GO TO XFL08)

XFL36i  G7a. Where did this mediation or dispute resolution take place? At a lawyer, court or mediation service?

READ OUT. ALLOW MULTIPLES.

1. Lawyer
2. Court
3. Mediation service
4. Other (Specify______)
5. Don’t know/Can’t say
6. Refused
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PRE XFL37i IF XFL36i = 2 (G7a= MEDIATION WAS AT COURT) CONTINUE ELSE GO TO XFL08
XFL37i G7b. And which court did you use for mediation? (IF NECESSARY: for your children’s care arrangements)

1. Family Court of Western Australia
2. Family Court of Australia
3. Federal Magistrates Court
4. Other court
5. (Haven’t filed)
6. (Don’t know/Can’t say)
7. (Refused)

*(ALL) XFL08 G4. And when you were deciding the parenting arrangements for (FOCUS CHILD) in (YEAR), was spending time with grandparents, on either side, taken into account?

1. Yes
2. No
3. (Not applicable / Grandparents deceased)
4. (Don’t know/Can’t say)
5. (Refused)

**PROGRAMMER NOTE: XFL10/G5 TEXT SUBSTITUTION AT (PROCESS TYPE).

IF XFL10/G5= 1 INSERT “counselling, mediation or dispute resolution”
IF XFL10/G5= 2 INSERT “negotiation through a lawyer”
IF XFL10/G5= 3 INSERT “going to court”
IF XFL10/G5= 4 INSERT “discussing parenting arrangements with (FOCUS PARENT)”

XFL11 G6a. And thinking now about the process of (PROCESS TYPE), do you agree or disagree with the following statements?

(PROBE: STRONGLY AGREE/DISAGREE)

STATEMENTS

a. The process worked for YOU
b. The process worked for (FOCUS PARENT)
c. (FOCUS CHILD)’s needs were adequately considered

CODE FRAME

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. (Don’t know/Can’t say)
7. (Refused)

PREXFL38 IF XPA22=1 (Contact arrangements have changed) CONTINUE. OTHERS GO TO XSC01

*PROGRAMMER NOTE: INSERT WITH YEAR GIVEN AT XSC05. **PROGRAMMER NOTE: REPLACE CHANGE/LATEST CHANGE BASED ON NUMBER OF TIMES ARRANGEMENTS HAVE CHANGED AT XPA22a. IF NUMBER OF CHANGES GREATER THAN OR EQUAL TO 1, SHOW (latest arrangement). IF CHANGES=0, SHOW (arrangement)

XFL38 G12. You mentioned earlier that the contact arrangements for (FOCUS CHILD) had changed since you separated in (YEAR). Which best describes how the (arrangement / latest arrangement) was reached? Did you MAINLY use….

READ OUT
1. Counselling, mediation or dispute resolution services
2. A lawyer
3. The courts
4. Discussions with (FOCUS PARENT)
5. Nothing specific, it just happened (GO TO XCS01)
6. Something else (specify____) (GO TO XCS01)
7. (Don’t know/Can’t say) (GO TO XCS01)
8. (Refused) (GO TO XCS01)

**PROGRAMMER NOTE: XFL38 TEXT SUBSTITUTION AT (PROCESS TYPE).**

IF XFL38/G12= 1 INSERT “counselling, mediation or dispute resolution” (XFL39)  
IF XFL38/G12= 2 INSERT “negotiations through a lawyer” (XFL40) 
IF XFL38/G12= 3 INSERT “going to court” (XFL41) 
IF XFL38/G12= 4 INSERT “discussing parenting arrangements with (FOCUS PARENT)” (XFL42) 

XFL39/40/41/42  G13. And thinking about the process of (PROCESS TYPE) when you changed the contact arrangements, do you agree or disagree with the following statements? 

(PROBE: STRONGLY AGREE/DISAGREE) 

STATEMENTS 

a. The process worked for YOU  
b. The process worked for (FOCUS PARENT)  
c. The process worked for (FOCUS CHILD)  

1. Strongly agree  
2. Agree  
3. Neither agree nor disagree  
4. Disagree  
5. Strongly disagree  
6. (Don’t know/Can’t say)  
7. (Refused)
**SECTION H: CHILD SUPPORT**

*(TIMESTAMP 8)*

*(ALL)*

XCS01. H1. Now I would like to talk to you about the child support arrangements for (FOCUS CHILD). Can I just check, are you CURRENTLY supposed to pay child support to or receive any child support from (FOCUS PARENT)?

INTERVIEWER NOTE: IF BOTH PAY AND RECEIVE ASK, ‘DO YOU PAY MORE OR RECEIVE MORE?’ ONLY USE ‘BOTH’ IF THE AMOUNTS ARE EQUAL OR ‘CANCEL EACH OTHER OUT’.

PAY INCLUDES ‘SUPPOSED TO PAY’ AND RECEIVE INCLUDES ‘SUPPOSED TO RECEIVE’.

1. Yes supposed to pay
2. Yes supposed to receive
3. (Yes both)
4. (Does not have to pay or receive Child Support)
5. (Don’t know/Can’t say)
6. (Refused)

PREXCS05 IF XCS01 = 1,2,3 CONTINUE. OTHERS GO TO XCS11

XCS05. H3b. How are these payments supposed to be made?

1. Through the Child Support Agency
2. Direct transfer between you and (FOCUS PARENT)
3. Other (specify_____)  
4. (Don’t know/Can’t say)
5. (Refused)

INTERVIEWER NOTE: H4 & H5 WERE REMOVED FROM X-SECTIONAL SURVEY

XCS11. H6. When you were FIRST deciding the parenting arrangements for (FOCUS CHILD) when you separated in (YRSEP), how were your child support arrangements worked out? Did you…

READ OUT

1. Work the arrangements out yourselves
2. Go to the CSA or Centrelink and they made an assessment
3. Go to a lawyer
4. Get a court order
5. Other (Specify_____)  
6. (Don’t Remember)
7. (Don’t know/Can’t say)
8. (Refused)

XCS12 H7. When you were FIRST deciding the parenting arrangements for (FOCUS CHILD) when you separated in (YRSEP), how fair or unfair did you think your child support assessment was:

INTERVIEWER NOTE: ALL CASES REGISTERED WITH CSA RECEIVED A CHILD SUPPORT ASSESSMENT.

a. for you? (XCS12a) H7_1

READ OUT

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Very unfair
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5. (Don’t know/Can’t say)
6. (Refused)

XCS13. H8. From 1 July 2008, there were changes to the Australian Child Support Scheme and Family Tax Benefit. As a result of these changes are you..?

READ OUT

1. Better off financially
2. Worse off financially
3. (Financial position unchanged)
4. (Don’t know/Can’t say)
5. (Refused)

XCS16. H11. How fair or unfair do you think the CURRENT amount of child support is…?

a. for you? H11_1 (XCS16a)

READ OUT

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Very unfair
5. (Don’t know/Can’t say)
6. (Refused)
**SECTION I: PARENTAL RELATIONS AND CONFLICT**

*(TIMESTAMP 9)*

**XPR01.** I1. Would you describe your current relationship with (FOCUS PARENT) as mainly…?

READ OUT

1. Friendly
2. Cooperative
3. Distant
4. Lots of conflict
5. Fearful
6. (Don’t know/Can’t say)
7. (Refused)

**XPR03.** I3. Since separating, from (FOCUS PARENT) would you say this relationship has:

READ OUT

1. Improved
2. Stayed the same
3. Worsened
4. (Don’t know/can’t say)
5. (Refused)

**XPR04.** I4. In the past year, how often have you communicated with each other about (FOCUS CHILD)?

1. Daily
2. Several times a week
3. At least once a week
4. At least once a fortnight
5. At least once a month
6. At least once every three months
7. At least once every six months
8. At least once since separation
9. Never
10. (Don’t know/Can’t say)
11. (Refused)

**XPR05.** I5. And has this communication about (FOCUS CHILD) increased, decreased or stayed the same since you separated in (YEAR)?

1. Increased
2. Decreased
3. Stayed the same
4. (Don’t know/can’t say)
5. (Refused)

PRE XPR06 IF XPR04 =1 TO 7 (communication at least once every 6 months) CONTINUE. OTHERS GO TO XFI03.

**XPR06.** I6. Thinking about discussions with FOCUS PARENT about FOCUS CHILD in the last 12 months

INTERVIEWER NOTE: RESPONDENT SHOULD THINK ABOUT WHAT HAPPENS WHEN THEY DO HAVE CONTACT WITH FOCUS PARENT.

STATEMENTS

a. How often do you and (FOCUS PARENT) disagree about issues concerning (FOCUS CHILD)?
b. How often is your conversation awkward or stressful?
c. How often do you argue?
d. How often is there anger or hostility between you?
e. How often do you have arguments with (FOCUS PARENT) that end up with people pushing, hitting, kicking or shoving?

CODE FRAME

Would you say…

1. Never
2. Rarely
3. Sometimes
4. Often
5. Always
6. (Don’t know/Can’t say)
7. (Refused)
*SECTION K: FINANCE
*(TIMESTAMP 10)
*(ALL)

XFI03. K2. Thinking now about your family finances, what is your main source of income?

1. Wage or salary
2. Your own business or partnership
3. Government income support
4. Something else (specify)
5. (Don’t know/Can’t say)
6. (Refused)

XFI04. K3. What is your total gross income from all sources before tax or anything else is taken out?

INTERVIEWER NOTE: RESPONDENT’S BEST ESTIMATE IS OK & NEGATIVE INCOME IS OK.

**PROGRAMMER NOTE: NUMBERS OUTSIDE RANGE OK BUT DISPLAY INTERVIEWER WARNING IF KEYED.
WARNING: CONFIRM THAT AMOUNT AND TIME PERIOD ARE CORRECT.

1. Dollars per week (Specify _____) (GO TO PREXFI06) (RANGE -200 TO 20000) (XFI04a)
2. Dollars per fortnight (Specify _____) (GO TO PREXFI06) (RANGE -400 TO 40000) (XFI04b)
3. Dollars per month (Specify _____) (GO TO PREXFI06) (RANGE -900 TO 80000) (XFI04c)
4. Dollars per year (Specify _____) (GO TO PREXFI06) (RANGE -10000 TO 1000000) (XFI04d)
5. (Don’t know/Can’t say)
6. (Refused) (GO TO PREXFI06)

XFI05. K3a. … per year do you think it would be …

READ OUT

1. Negative or zero income
2. $1 to $9,999
3. $10,000 to $19,999
4. $20,000 to $29,999
5. $30,000 to $39,999
6. $40,000 to $49,999
7. $50,000 to $59,999
8. $60,000 to $79,999
9. $80,000 to $99,999
10. $100,000 to $124,999
11. $125,000 to $149,999
12. $150,000 or more
13. (Don’t know/Can’t say)
14. (Refused)

PRE XFI06 IF XHH02=1 OR XHH03=1 (MARRIED OR COHABITING) CONTINUE OTHERS GO TO XFI09.

XFI06. K3b. Are you the sole income earner in the household?

1. Yes (GO TO XFI09)
2. No
3. (Don’t know/Can’t say) (GO TO XFI09)
4. (Refused) (GO TO XFI09)
XFI07. K3c. And what is the combined income of everyone in this household, before tax and other deductions are taken out - including income from all sources (wages, investments and government pensions and benefits)

INTERVIEWER NOTE: RESPONDENT'S BEST ESTIMATE IS OK & NEGATIVE INCOME IS OK.

**PROGRAMMER NOTE: NUMBERS OUTSIDE RANGE OK BUT DISPLAY INTERVIEWER WARNING IF KEYED.
WARNING: CONFIRM THAT AMOUNT AND TIME PERIOD ARE CORRECT.

1. Dollars per week (Specify______) (GO TO XFI09) (RANGE -200 TO 20000)
2. Dollars per fortnight (Specify______) (GO TO XFI09) (RANGE -400 TO 40000)
3. Dollars per month (Specify______) (GO TO XFI09) (RANGE -900 TO 80000)
4. Dollars per year (Specify______) (GO TO XFI09) (RANGE -10000 TO 1000000)
5. (Don’t know/Can’t say)
6. (Refused) (GO TO XFI09)

XFI08. K3d … per year do you think it would be …

READ OUT

1. Negative or zero income
2. $1 to $9,999
3. $10,000 to $19,999
4. $20,000 to $29,999
5. $30,000 to $39,999
6. $40,000 to $49,999
7. $50,000 to $59,999
8. $60,000 to $79,999
9. $80,000 to $99,999
10. $100,000 to $124,999
11. $125,000 to $149,999
12. $150,000 or more
13. (Don’t know/Can’t say)
14. (Refused)

XFI09. K4. Given your current needs and financial responsibilities, would you say that you and your family are…..

READ OUT

1. Prosperous
2. Very comfortable
3. Reasonably comfortable
4. Just getting along
5. Poor
6. Very poor
7. (Don’t know/Can’t say)
8. (Refused)
*SECTION L: PARENT ADJUSTMENT

*(ALL)*

REMINDER: I'd just like to remind you that if I come to any question you prefer not to answer, just let me know and I'll skip over it. You can withdraw from the study at any point, or complete the rest of the interview at another time.

XPD01. L1. I am now going to ask you some questions about how satisfied or dissatisfied you are with some of the things happening in your life. Please pick a number between 0 and 10 where 0 means you feel completely dissatisfied and 10 means you feel completely satisfied.

All things considered, how satisfied are you with your life as a whole?

0. Completely dissatisfied
1. 
2. 
3. 
4. 
5. Neutral - neither satisfied nor dissatisfied
6. 
7. 
8. 
9. 
10. Completely satisfied
11. (Don’t know/Can’t say)
12. (Refused)

*PROGRAMMER NOTE: REPLACE TEXT AT STATEMENTS I (child/children) IF ADDITIONAL CHILDREN IN HOUSEHOLD IDENTIFIED AT XHH05f02, XHH05oc, XHH10.

*PROGRAMMER NOTE: ONLY DISPLAY STATEMENT ‘j’ IF XLF01RE = 1 (respondent in paid work).
ONLY DISPLAY STATEMENT ‘l’ IF XHH01 = 1 (CURRENT PARTNER)

XPD02. L2. Using the same scale, how satisfied are you with…?

STATEMENTS

a. The home in which you live
b. Your employment opportunities
c. Your financial situation
d. How safe you feel
e. Feeling part of your community
f. Your health
g. The neighbourhood in which you live
h. The amount of free time you have
i. Your relationship with your (child/children)?
j. All things considered, how satisfied are you with your job?
k. The wellbeing of (FOCUS CHILD)?
l. Your relationship with your current partner

RESPONSE FRAME

0. Completely dissatisfied
1. 
2. 
3. 
4. 
5. Neutral - neither satisfied nor dissatisfied
6. 
7. 
8. 
9. 
10. Completely satisfied
11. (Don’t know/Can’t say)
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12. (Refused)

INTERVIEWER NOTE: NOT NECESSARY TO IDENTIFY WHO HAD THE ISSUES (ACCEPT MULTIPLES)
INTERVIEWER NOTE: L3 – L5 REMOVED FROM X-SECTIONAL SURVEY

XPD06. L6. Before finally separating, were there ever issues with…?

1. Alcohol or drug use
2. Mental health problems
3. Another addiction (specify ________)
4. (None of these problems)
5. (Don’t know/Can’t say)
6. (Refused)

INTERVIEWER NOTE: L7 REMOVED FROM X-SECTIONAL SURVEY

XPD10. L9. At any time, did (FOCUS PARENT) ever threaten to harm you or your children?

1. Yes
2. No
3. (Don’t know/Can’t say)
4. (Refused)

XPD08. L8. Before you separated, were you ever physically hurt by (FOCUS PARENT) in any way?

1. Yes (GO TO XPD09)
2. No
3. (Don’t know/Can’t say)
4. (Refused)

XPD09. L8a. Was any abuse or violence ever seen or heard by the children?

1. Yes, witnessed by children
2. No, not witnessed by children
3. Do not know if witnessed by children
4. (Refused)
*SECTION M: BACKGROUND DEMOGRAPHICS*

*(TIMESTAMP 11)*

XDE01.  M1. Thanks for staying with me to the end of the questions about the arrangements for (FOCUS CHILD) and your past relationship. You’ve completed all the topics. To make sure we’ve talked to a good range of people, I’d like to ask you a few general things about yourself and your family. Could you tell me - What is your age?

1. Age (Specify_____) (GO TO XDE03) (RANGE 18 TO 90)
2. (Refused) (GO TO XDE02)

XDE02.  M1a. OK, could you please tell me if your age is between…?

1. 18 to 24 years
2. 25 to 34 years
3. 35 to 44 years
4. 45 + years
6. (Refused)

XDE03.  M2. And what is (FOCUS PARENT)’s age?

1. Age (Specify_____) (GO TO XDE05) (RANGE 18 TO 90)
2. (Don’t know/Can’t say) (GO TO XDE04)
3. (Refused) (GO TO XDE04)

XDE04.  M2a. OK, Well could you please tell me if (FOCUS PARENT)’s age is between…?

1. 18 to 24 years
2. 25 to 34 years
3. 35 to 44 years
4. 45 + years
5. (Don’t know/Can’t say)
6. (Refused)

XDE05.  M3. In which country were you born?

1. Australia (GO TO M4)
2. UK
3. New Zealand
4. Vietnam
5. China
6. Philippines
7. Lebanon
8. India
9. South Africa
10. Malaysia
11. Torres Strait Islands
12. Other (Specify_____) 
13. (Refused) (GO TO M4)

XDE06.  M3a. What year did you come to Australia to live?

1. Year given (Specify_____) (RANGE 1930 TO 2009)
2. (Don’t know/Can’t say)
3. (Refused)
PREXDE07 IF XDE05 = 1 OR 11 OR 13 CONTINUE. OTHERS GO TO XDE08.

XDE07. M4. Are you of Aboriginal or Torres Strait Islander descent?

1. Yes – Aboriginal
2. Yes – Torres Strait Islander
3. Yes – both
4. No
5. (Refused)

XDE08. M5. Where was your mother born?

1. Australia
2. UK
3. New Zealand
4. Vietnam
5. China
6. Philippines
7. Lebanon
8. India
9. South Africa
10. Malaysia
11. Other (Specify______)
12. (Don’t know/Can’t say)
13. (Refused)

XDE09. M6. And your father? In which country was he born?

1. Australia
2. UK
3. New Zealand
4. Vietnam
5. China
6. Philippines
7. Lebanon
8. India
9. South Africa
10. Malaysia
11. Other (Specify______)
12. (Don’t know/Can’t say)
13. (Refused)

XDE10. M7. Did your mother and father ever get divorced or separate?

1. Yes
2. No
3. (Parents were never in a relationship)
4. (Don’t know/Can’t say)
4. (Refused)

XDE12. M8. What is the highest level of education or training you have COMPLETED?

1. Year 9 or below
2. Year 10, form 4, Intermediate
3. Year 11, form 5, Leaving
4. Year 12, form 6, Matriculation, HSC
5. Trade/Apprenticeship
6. Certificate (Business College, TAFE)
7. Diploma (Business College, TAFE)
8. Degree (Bachelor)
9. Post-graduate (PhD, Masters, Post-Graduate Diploma.)
10. Other (Specify_________________)
11. (Don’t know/Can’t say)
XDE13. M9. What about (FOCUS PARENT)? What is the highest level of education or training (FOCUS PARENT) has completed?

1. Year 9 or below
2. Year 10, form 4, Intermediate
3. Year 11, form 5, Leaving
4. Year 12, form 6, Matriculation, HSC
5. Trade/Apprenticeship
6. Certificate (Business College, TAFE)
7. Diploma (Business College, TAFE)
8. Degree (Bachelor)
9. Post-graduate (PhD, Masters, Post-Graduate Diploma.)
10. Other (Specify_________________)
11. (Don’t know/Can’t say)
12. (Refused)

*PROGRAMMER NOTE: XDE14 IS ONLY ASKED OF EVERY 10TH RESPONDENT

*(TIMESTAMP 12)

XDE14. We have asked you a lot of questions, but perhaps there are things we haven’t covered. Would you like to make any comments about the MAIN way that the breakdown of the family relationship has affected you or your children?

1. Response given (Specify_______)
2. (Don’t know/Can’t say)
3. (Refused)

*(ALL)

N1a And finally, what is your postcode?

DISPLAY POSTCODE FROM SAMPLE FILE.

1. Postcode correct as displayed
2. Postcode incorrect. Specify (______________)
3. (Don’t know)
4. (Refused)

*(ALL)

*(TIMESTAMP 13)

END. Thank you for your help. Just in case you missed it, my name is (…) and this survey was conducted on behalf of the Australian Institute of Family Studies. If you have any queries or concerns about the survey, I have a phone number if you like. I also have a list of people you can call if you need further information on child support OR if would like to speak with a counsellor about personal or financial concerns.

INTERVIEWER NOTE: ALL PHONE NUMBERS FOR EACH STATE ON MASTER REFERRAL LIST

I can give you our 1800 number (1800 443 135) or you could go to the Australian Institute of Family Studies website http://www.aifs.gov.au/familypathways

CLOSE SUITABLY.

FPCHECK Record if respondent said that they had discussed survey with Focus Parent

1. Yes, has discussed survey with Focus Parent
2. No, definitely hasn’t discussed survey with Focus Parent
3. Don’t know
Family Pathways – Cross-sectional Questionnaire

Interviewer Declaration
I certify that this is a true, accurate and complete interview, conducted in accordance with the briefing instructions, the IQCA standards and the MRSA Code of Professional Behaviour (ICC/Esomar). I will not disclose to any other person the content of this questionnaire or any other information relating to the project.

Interviewer name: Interviewer I.D:

Signed: Date

TERM 1a OK. Thanks for your time.
TERM 1b I’m sorry. Our contact information seems to be incorrect. Thanks for your time.
TERM 1c I’m really sorry to have troubled you. Thanks for your time.
TERM 1e Thanks for your time, but for this study we need to speak with separated parents.
TERM 1f I’m sorry! Some opt out forms are still being processed. Thanks for your time!
TERM 1g Thanks for your time, but for this study we really need to speak about the contact separated parents have with specific children.
TERM 1h Thanks for your time, but for this study, we need to talk to separated parents about a specific child aged under 18.
TERM 2 Thanks for you time, but for the moment we’re only conducting these interviews in English.
TERM 3 Thanks for your time, but for this study we need to speak to parents who separated between 1 January 2004 and 30 June 2005.
Appendix C5

Family Pathways: Grandparents Study survey
An Australian Study of Grandparents with Grandchildren whose Parents have Separated

This survey is for grandparents who have a grandchild between 2 – 10 years old whose parents separated between 1 January 2004 and 31 December 2008.

We are focusing on grandparents who have a biological or adopted adult child who is a parent and who is separated from your grandchild’s other parent.

Questions

Please write your answer in the space indicated or select the box that most correctly indicates your response in each question.

1. Are you a …
   - Grandmother
   - Grandfather

2. How many grandchildren do you have?
   Please indicate number ____

3. And how many of your grandchildren have parents who do not live together?
   Please indicate number ____

4. Of the grandchildren you nominated in Question 3, how many are aged between 2 and 10 years old?
   - None
   - 1
   - 2
   - 3
   - 4 or more

Could you now answer the following series of questions about the youngest of your grandchildren who is aged between 2 and 10 years and whose parents are separated.

5. Is this child male or female?
   - male
   - female

6. What is the child’s age?
   - 2 years old
3 years old
4 years old
5 years old
6 years old
7 years old
8 years old
9 years old
10 years old
If your grandchild is less than 2 or over 11 years old, thank you but they are outside the age range for this study.

7a. Is this the child of your son or daughter?
☐ My son’s child
☐ My daughter’s child

7b. About how many kilometres from you does this grandchild live?
☐ Lives with me
☐ Less than 5 kms from me
☐ 5-9 Kms from me
☐ 10-19 Kms from me
☐ 20-49 Kms from me
☐ 50-99 Kms from me
☐ 100 Kms or more from me


8. As far as you can remember, when did the parents of this grandchild separate?
☐ 2003 or earlier
☐ Jan – Jun 2004
☐ Jul – Dec 2004
☐ Jan – Jun 2005
☐ Jul – Dec 2005
☐ Jan – Jun 2006
☐ Jul – Dec 2006
☐ Jan – Jun 2007
☐ Jul – Dec 2007
☐ Jan – Jun 2008
☐ Jul – Dec 2008
☐ 2009
☐ Parents never lived together or were never in a relationship
9a. Who does this grandchild live with mainly?

☐ Lives mainly or only with his/her mother
☐ Lives mainly or only with his/her father
☐ Lives about the same time with each parent
☐ Lives mainly or only with you
☐ Lives mainly or only elsewhere
☐ Don’t know/Can’t say

9b. Does this child’s mother or father live with you?

☐ Yes, mother lives with me
☐ Yes, father lives with me
☐ No, neither live with me

National Survey: Additional demographic question added, which allows analysis to include if parent and grandchild live with grandparent.

10. How often, if at all, do you get together, or spend time with this grandchild?

☐ Daily/most days
☐ At least every week
☐ At least every fortnight
☐ At least every month
☐ At least twice a year
☐ Once a year or less often
☐ Never

Please indicate by selecting one box on each line your answer to each of the following questions.

11. In general, before your grandchild’s parents went their separate ways, how emotionally close or distant did you feel your relationship was to:

<table>
<thead>
<tr>
<th>extremely distant / no relationship</th>
<th>extremely close</th>
<th>N/A parents never in relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 1 2 3 4 5 6 7 8 9 10 99</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
12. In general, how emotionally close or distant do you feel your relationship currently is to:

<table>
<thead>
<tr>
<th></th>
<th>extremely distant/no relationship</th>
<th>extremely close</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. your grandchild</td>
<td>□ □ □ □ □ □ □ □ □ □ □</td>
<td></td>
</tr>
<tr>
<td>b. your grandchild’s mother</td>
<td>□ □ □ □ □ □ □ □ □ □ □</td>
<td></td>
</tr>
<tr>
<td>c. your grandchild’s father</td>
<td>□ □ □ □ □ □ □ □ □ □ □</td>
<td></td>
</tr>
</tbody>
</table>

13. How satisfied or dissatisfied are you with your relationship with this grandchild currently?

<table>
<thead>
<tr>
<th></th>
<th>completely dissatisfied</th>
<th>completely satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. your grandchild</td>
<td>□ □ □ □ □ □ □ □ □ □ □</td>
<td>□ □ □ □ □ □ □ □ □ □ □</td>
</tr>
<tr>
<td>b. your grandchild’s mother</td>
<td>□ □ □ □ □ □ □ □ □ □ □</td>
<td>□ □ □ □ □ □ □ □ □ □ □</td>
</tr>
<tr>
<td>c. your grandchild’s father</td>
<td>□ □ □ □ □ □ □ □ □ □ □</td>
<td>□ □ □ □ □ □ □ □ □ □ □</td>
</tr>
</tbody>
</table>

14. To what extent did the parents encourage or discourage your relationship with this grandchild before they went their separate ways?

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<thead>
<tr>
<th></th>
<th>fully discouraged</th>
<th>fully encouraged</th>
<th>N/A parents never in relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. your grandchild’s mother</td>
<td>□ □ □ □ □ □ □ □ □ □ □</td>
<td>□ □ □ □ □ □ □ □ □ □ □</td>
<td>□ □ □ □ □ □ □ □ □ □ □</td>
</tr>
<tr>
<td>b. your grandchild’s father</td>
<td>□ □ □ □ □ □ □ □ □ □ □</td>
<td>□ □ □ □ □ □ □ □ □ □ □</td>
<td>□ □ □ □ □ □ □ □ □ □ □</td>
</tr>
</tbody>
</table>
15. To what extent do the parents encourage or discourage your relationship with this grandchild now?

<table>
<thead>
<tr>
<th></th>
<th>Fully discourage</th>
<th>Fully encourage</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
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<tr>
<td>99</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

a. your grandchild’s mother

b. your grandchild’s father

National Survey: Additional option for ‘Don’t Know’ to this question as some people who did the initial screening survey by phone indicated that they were unable to answer this question (because they did not know whether the parents were encouraging or discouraging the relationship). Can check the responses received with this new approach against those derived in the original survey – and will note any differences in results.

16. At the time your grandchild’s parents separated, to what extent did they take the needs of this grandchild to have a continuing relationship with you into account?

- ☐ Fully taken into account
- ☐ To a fair extent
- ☐ A little
- ☐ Not at all taken into account
- ☐ Don’t know/Can’t say

17. In 2006, changes were made to the Family Law Act. The Act now makes explicit reference to grandparents by recognising the right of children to communicate with and spend time with their parents and other people who have been important in their lives, including grandparents. Were you aware of these changes to the Family Law Act?

- ☐ Fully aware
- ☐ To a fair extent
- ☐ A little
- ☐ Not at all aware
- ☐ Don’t know/Can’t say

18. The Family Law Act now states that ‘children have a right to spend time on a regular basis with, and communicate on a regular basis with, both their parents and other people significant to their care, welfare and development (such as grandparents and other relatives)’.

Do you think that this specific mention of the importance of relationships between children and their grandparents in the law will make a difference in helping children to maintain contact with their grandparents?
19. To what extent do you agree or disagree with the statement:
I feel so strongly that my grandchild has a right to have a relationship with me that I would take the matter to court if I had to.
- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree
- Don’t know/Can’t say

20. Can you think of up to three strategies that would make things better for grandparents and their grandchildren when parents separate?

1. ______________________________________________________________________
   ______________________________________________________________________
   ______________________________________________________________________

2. ______________________________________________________________________
   ______________________________________________________________________
   ______________________________________________________________________

3. ______________________________________________________________________
   ______________________________________________________________________
   ______________________________________________________________________

21a. Have you ever sought help or advice or used any services to facilitate contact or help improve your relationship with your grandchildren?
- Yes
- No
- Don’t know/Can’t say
21b. Where did you go?

- A Family Relationship Centre (FRC)
- Other counselling, mediation or dispute resolution service
- A grandparents organisation or advocacy group
- A family violence service
- A lawyer or legal service (such as a legal advice line, private lawyer, legal aid)
- A court (such as the Federal Magistrates Court, Family Court of Australia)
- Other (please specify) __________________________
- Don’t know/Can’t say

22a. Do you belong to any advocacy group for grandparents or older Australians, such as the Council on the Ageing, Grandparents Australia, Council of Grandparents or other similar groups?

- Yes
- No
- Don’t know/Can’t say

22b. If you do belong to a group for grandparents or older Australians, could you tell us its/their name/s?

__________________________________________
__________________________________________

23a. Could you tell us the postcode in which you live? _______

23b. Are you currently …

- In a registered marriage and living together
- In a registered marriage but separated
- Divorced
- Widowed
- Never been married
23c. If you selected option 2, 3, 4, 5 in Question 23b …
Are you currently living with a partner?
☐ Yes
☐ No

23d. How old are you?
☐ Under 35 years
☐ 35-44
☐ 45-54
☐ 55-64
☐ 65-74
☐ 75-84
☐ 85 years or older

23e. Are you currently in paid-employment?
☐ Yes -- Full-time (35 hours or more per week)
☐ Yes -- Part-time (1-34 hours per week)
☐ No -- Not in paid work

23f. Given your current needs and financial responsibilities, would you say that you and your family (i.e., family members living with you) are …
☐ Prosperous
☐ Very comfortable
☐ Reasonably comfortable
☐ Just getting along
☐ Poor
☐ Very poor

National Survey: Additional demographic question.
24. Are you interested in participating in a focus group?

We are wanting to conduct a number of focus groups with grandparents on issues that are important when they have a grandchild whose parents have separated.

The focus groups will be held at the Australian Institute of Family Studies in the Melbourne CBD in mid to late July 2009.

Each focus group would consist of approximately 5-8 grandparents who are in similar circumstances to your own. It would be run by an Australian Institute of Family Studies researcher. The findings from these groups will be published but your identity and the identity of the other participants would never be revealed.

As the number of focus groups to be held is limited, only a sample of those who agree to be involved will be contacted to participate.

Participants will be provided with $50 as compensation for their time.

If you are interested in participating in a focus group, please record your contact details below:

Name and Title: ____________________________

Email address (if any): ____________________________

Phone number: (__)______________________ (including area code)

National Survey: This was not asked for the National Survey as only Victorian Participants were eligible for the Focus Groups.

This is the end of the survey.

Thank you very much for your time. Without your participation this important research could not be undertaken.

[If the pdf version is downloaded from the web or a printed copy is posted it will include the following:] Please return this form by 24 JUNE 2009 to:

Grandparents Study
END OF SURVEY
Appendix C6

Family Pathways: Grandparents Study focus groups
Focus Group Questions for Grandparent Study
Prompt Sheet

On arrival
- Refreshments
- Place-cards (name/pseudonym)
  - allow each individual to be addressed personally
  - for voice identification
- Grandchild’s name: welcome to include their gc nominated in the screening survey
  - to help discussion we’ll be talking about this grandchild
- Consent forms
- a $50 envelopes distributed to each participant
- Form to sign for $50 (or at start of discussion)
- Any questions

Introductory remarks
Thank you for coming. Introduce ourselves.

Payment - Form being passed around, please sign have received or just pass on if already signed
Confidentiality - of the group
Report will convert all names to pseudonyms.
Consent Forms reminder
Finish by 3.45pm, or 12pm, or for one group 12.30pm

Question 1: Context: the child's world and grandparents' relationship with the child
  - before and after separation

Question 2: Making post-separation parenting decisions
  - who decided
  - how much time
  - extent to which Grandparents were consulted

Question 3: Relevance of the family law reform act to the personal experiences of participants
  - what do Grandparents know of the FLR?
  - where did they find out about them?
  - what do Grandparents think of the FLR?
  - the FLR places emphasis on the child’s right to have relationship with people significant in their lives including Grandparents
    - OK? too strong? not strong enough?
  - if separated post reform: did the FLR make a difference?
  - if separated pre-reform: do they think the FLR would have made a difference?

Question 4: The relevance of the family law reform act to grandparents in general

Question 5: The family law reform act and the use of services
  - have they used services/would they?
  - which ones?
  - where did they find them?
  - were they helpful/not helpful? Why?

Is there anything else you would like to tell us about being a grandparent to a child whose parents have separated?

Thank you for taking the time to come.
Pamphlets including contacts for FRC, FRAL, Family Relationships Online website.
Grandparenting hand-out if they would like to take one
Appendix C7

Legislation and Courts Project: Pre-Reform File analysis
### Appendix C7

#### Child 1: regular time with (Doc 2005/1/1, Case FCMCN21001)

<table>
<thead>
<tr>
<th>Phase in over</th>
<th>weeks (0 if no phase-in period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Supervised contact - contact centre</td>
<td></td>
</tr>
<tr>
<td>2 Supervised contact - relative/friend/new partner</td>
<td></td>
</tr>
<tr>
<td>3 Supply address</td>
<td></td>
</tr>
<tr>
<td>4 Supply phone number</td>
<td></td>
</tr>
<tr>
<td>5 Encourage relationship</td>
<td></td>
</tr>
<tr>
<td>6 Inform of medical issues</td>
<td></td>
</tr>
<tr>
<td>7 Authorise access to health providers</td>
<td></td>
</tr>
<tr>
<td>8 Authorise/provide access to health documents</td>
<td></td>
</tr>
<tr>
<td>9 Authorise attendance at school events</td>
<td></td>
</tr>
<tr>
<td>10 Drug testing</td>
<td></td>
</tr>
<tr>
<td>11 Attend anger management program</td>
<td></td>
</tr>
<tr>
<td>12 Attend parenting skills program</td>
<td></td>
</tr>
<tr>
<td>13 Attend post-separation parenting program</td>
<td></td>
</tr>
<tr>
<td>14 Comply with medication regime - parent</td>
<td></td>
</tr>
<tr>
<td>15 Comply with medication regime - child</td>
<td></td>
</tr>
<tr>
<td>16 Communications book</td>
<td></td>
</tr>
<tr>
<td>17 Changeover supervised by friend/relative/new partner</td>
<td></td>
</tr>
<tr>
<td>18 Changeover from school/daycare/kindergarten</td>
<td></td>
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<tr>
<td>19 Changeover at contact centre</td>
<td></td>
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<tr>
<td>20 Changeover at police station</td>
<td></td>
</tr>
<tr>
<td>21 Changeover at neutral public place</td>
<td></td>
</tr>
<tr>
<td>22 Care not to denigrate other party</td>
<td></td>
</tr>
<tr>
<td>23 No denigration of parent’s new partner</td>
<td></td>
</tr>
<tr>
<td>24 Send letters and presents at birthdays and major holidays</td>
<td></td>
</tr>
<tr>
<td>25 Facilitate attendance at extracurricular activities</td>
<td></td>
</tr>
<tr>
<td>26 Authorise/provide access to school reports</td>
<td></td>
</tr>
<tr>
<td>27 Not consume alcohol while with child</td>
<td></td>
</tr>
<tr>
<td>28 Not drive with child if alcohol consumed</td>
<td></td>
</tr>
<tr>
<td>29 Liver testing</td>
<td></td>
</tr>
<tr>
<td>30 Attend counselling/rehabilitation for other substances</td>
<td></td>
</tr>
<tr>
<td>31 Attend counselling/rehabilitation for alcohol</td>
<td></td>
</tr>
<tr>
<td>32 Caregiver’s relative(s) not to denigrate other party</td>
<td></td>
</tr>
<tr>
<td>33 Certain person(s) not to be in child’s presence</td>
<td></td>
</tr>
<tr>
<td>34 None of the above</td>
<td></td>
</tr>
</tbody>
</table>

#### Adam born 2006

<table>
<thead>
<tr>
<th>Repeats</th>
<th>0 Weekly</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2 Fortnightly</td>
</tr>
<tr>
<td></td>
<td>1 Monthly/4 weekly</td>
</tr>
<tr>
<td></td>
<td>56 Other</td>
</tr>
<tr>
<td></td>
<td>97 Not available</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Week 1</th>
<th>Week 2</th>
<th>Week 3</th>
<th>Week 4</th>
</tr>
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<tbody>
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<td>M</td>
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</tbody>
</table>

**Proposed additional child care**

- 1 Before and/or after school care
- 2 Long day care centre
- 3 Family day care
- 4 Occasional care centre
- 5 Other formal care
- 6 Grandparent
- 7 Brother/sister
- 8 Step-parent/parent’s new partner
- 9 Other relative
- 10 Other
- 11 None of the above

**Proposed weekly child care hours**

**Order: Court (Doc 2005/1/1, Case FCMCN21001)**

**Order-specific fields**

- Order by consent: 01 Yes 02 No 03 Partial
- Order is: 01 Interim 02 Final
- Violence order: 01 Yes 04 No/Not available
Appendix C8

Legislation and Courts Project: Post-Reform File analysis
Appendix C8

Case Identification

Coder ID: 03
Court: 1 PCa, 2 FMC, 3 FQWA
Registry/Location of case: 1 Sydney, 2 Melbourne, 3 Brisbane, 4 Perth
Determination (on frames): 1 Judicial determination, 2 Consent
Matters in dispute (on frames): 1 Children and property, 2 Children only
Study case number: FCSJDCP 1
Date examined: 25/05/2008

Unable to complete:
1. No children's matter
2. No application after 30 June 2006
3. No final order
4. Could not locate
5. Other

Documents

<table>
<thead>
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New Document

Application: Case applicant (Doc 2006/11/1, Case FCSJDCP1)

Document

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<th>Pre-trial Conference</th>
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Applicants legal representation
1. Private solicitor
2. Publicly funded representative
3. No representative
4. 95 Not applicable
5. 1 Barrister
6. 2 Counsel
7. 91 No barrister or counsel
8. 95 Not applicable
9. 1 Barrister
10. 2 Counsel
11. 91 No barrister or counsel
12. 95 Not applicable

Respondents legal representation
1. Private solicitor
2. Publicly funded representative
3. No representative
4. 95 Not applicable
5. 1 Barrister
6. 2 Counsel
7. 91 No barrister or counsel
8. 95 Not applicable
9. 1 Barrister
10. 2 Counsel
11. 91 No barrister or counsel
12. 95 Not applicable

Type: 1 Application
2. Response
3. Affidavit
4. Client information form/questionnaire
5. Counselling memo
6. Family Report
7. Pre-trial Conference report
8. Form 4 Child abuse
9. Other Child abuse
10. ICL submission
11. Correspondence
12. Parenting questionnaire
13. Record of proceedings
14. Order
15. Judgment

Source: 1 Case applicant
2. Case respondent
3. ICL
4. Court
90 Other

Primary document: ☒
Case history only: ☐
### Form 4 Child abuse:

#### Result of investigation:
- 1 Not substantiated
- 2 Substantiated, no subsequent court order, no case management
- 3 Substantiated, no subsequent court order, case management
- 4 Substantiated, subsequent court order, child remains at home
- 5 Substantiated, subsequent court order, child placed in out of home care
- 69 Not applicable

### Order:

#### Order by consent:
- 1 Yes
- 2 No
- 3 Partial

#### Order is:
- 1 Interim
- 2 Final

#### Violence order:
- 1 Yes
- 4 No
- 5 Not available

#### Procedural order:
- 1 Yes
- 2 No

#### Costs ordered against applicant:
- 1 Yes
- 4 No
- 5 Not available

#### Costs ordered against respondent:
- 1 Yes
- 4 No
- 5 Not available

#### Applicant ordered to pay ICL costs:
- 1 Yes
- 4 No
- 5 Not available

#### Respondent ordered to pay ICL costs:
- 1 Yes
- 4 No
- 5 Not available

#### Reasons for cost orders:
- 1 117AB - Finding re false statement
- 2 Conduct of litigation
- 3 No genuine effort in Family Dispute Resolution
- 4 Other (specify)
- 5 Not disclosed
- 69 Not applicable
**Judgment-specific fields**

**Number of days in trial**

- [ ]

**Applicant 1's credibility**

- 1. Wholly favourable
- 2. Partly favourable and partly unfavourable
- 3. Partly favourable only
- 4. Partly unfavourable only
- 5. Wholly unfavourable
- 6. No finding

**Respondent 1's credibility**

- 1. Wholly favourable
- 2. Partly favourable and partly unfavourable
- 3. Partly favourable only
- 4. Partly unfavourable only
- 5. Wholly unfavourable
- 6. No finding

**More credible**

- 1. Applicant 1
- 2. Respondent 1
- 91. Neither of the above

**Family Report evidence**

- 1. Accepted in full
- 2. Accepted in part
- 3. Not accepted
- 95. Not applicable

**Family Report recommendations**

- 1. Accepted in full
- 2. Accepted in part
- 3. Not accepted
- 95. Not applicable
Appendix C9

Legislation and Courts Project: Topic guide for Barrister focus groups
Evaluating the Family Law Reforms: the Legislation and Courts Project

TOPIC GUIDE FOR BARRISTER FOCUS GROUPS

Introductory comments

“Thank you for making time today for this discussion. My name is Rae Kaspiew/Catherine Caruana/John De Maio. I’m a researcher from the Australian Institute of Family Studies. AIFS has been commissioned by the Australian Government to evaluate the family law reforms announced in 2005. This focus group forms part of an evaluation of the substantive and procedural aspects of the legislative changes.

I’ll be asking questions concerning your experiences with the new system and the amendments, particularly:
- The shared parenting provisions;
- The safety provisions;
- Child focus in the system;
- Compulsory family dispute resolution;
- The less adversarial trial processes;
- Any unintended consequences of the changes

The aim of this research is to elicit your views about how the reforms are working out, based on your day-to-day experiences working in the courts and resolving cases through negotiation. My role here is to ask questions and listen. I won’t be participating in the conversation. We especially want to hear from you if your experiences are different from those of other participants.

Your participation in this research is anonymous. Your name won’t be used in any report or publication and every effort will be made to ensure participants cannot be identified, even indirectly. With your consent, this focus group will be recorded. Once this recording has been transcribed, the original recording will be destroyed. Only de-identified transcripts will be retained for data analysis and storage purposes.

We need to be very careful about confidentiality in this focus group. In our discussion, please remember your professional obligation of confidentiality to your clients. Also, please maintain the confidentiality of what is said in the focus group outside of this room and the anonymity of the participants. Could you all read and sign this consent form. It covers confidentiality, consent to record and the fact that you have the right to withdraw from the focus group at any time and request that the data you have provided not be used. Please take an additional copy for your records.”

Facilitator note: The following is a guide to the questions to be asked as part of the focus group. Facilitators should be flexible in their approach to the order of questions and the content of the session. It is not necessary to ask every question if it has already been covered earlier in the discussion, and issues raised by participants that are not part of the schedule should also be followed up if deemed to be of relevance to the research.
Throughout the discussion, please remain alert to confidentiality issues. If the discussion appears to be heading in a direction where a breach of confidentiality may occur, redirect the discussion immediately. If necessary, remind participants of the importance of maintaining confidentiality.

**Topics for discussion**

1. You may already all know each other professionally but perhaps if we start by hearing from each person your name, and your area of practice expertise.

   In this discussion, I am interested in exploring your experiences of the changes. First I’d like to deal with your experiences of the changes to the parenting provisions, before we turn to look at the impact of Division 12A.

2. I want to ask about your experiences of client expectations in relation to parental responsibility and parenting time following the introduction of the *Family Law Amendment (Shared Parental Responsibility) Act 2006*. Probes:
   - Are your clients equating equal shared parental responsibility with equal time?
   - What role has their solicitor’s advice played in forming these expectations?
   - How have you dealt with these expectations?
   - What impact has the equal shared parental responsibility presumption had on the advice you give clients?

3. Have the new provisions given you any extra tools, or imposed any new restrictions, in terms of working with clients, their expectations and their children’s needs or with the way you frame your submissions to the Court? Probes:
   - What are they?
   - Why have they had this effect?
4. Overall, what impact do you think the new provisions have had on the bargaining dynamics in family law?
   • What are they?
   • Why have they had this effect?
   • Be alert for any reference to financial/property issues and explore these further i.e. references to motivations for applying for or opposing parenting arrangements based on concerns about child support liability, property settlement, family tax benefit, parenting payment.
   • Are you aware of any cases where people are seeking to have property arrangements re-opened because of subsequent changes in parenting arrangements?

5. What sort of advice do you give to clients in situations where either clients report, or you form a belief, that there may be concerns about family violence or child abuse?
   Probe:
   • Why do you give this advice?
   • Has this changed since the reforms?
   • What has been the impact of s60K (court to take prompt action) and s117AB (costs order for false allegation or statement)?

6. Do any of you have much experience with Magellan list cases? If yes:
   • Has anything changed in relation to these cases since the reforms?

7. I’d like to move now to explore some systemic issues. First, can I ask what advice you give clients as to whether they should file in the Federal Magistrates Court or the Family Court? Probe:
   • What are the reasons for this advice?
   • Can you reflect on any differences you perceive between appearing as an advocate in the Federal Magistrates Court and the Family Court of Australia?

8. What experience have you had of matters being transferred between the FMC and the FCOA?

9. Could we talk about the impact of Division 12A? I’d like to start by asking those of you who have had experience in both the FMC and the FCOA, what reflections you have about the way that each Court has implemented Division 12A?
10. What is your experience of the way that judicial officers are using their case management powers under Division 12A? Probe:
   • Are practices in this regard consistent? If not, what is the impact of this?
   • Where applied, what impact do LAT measures have?

11. What is your view of the new legislative provisions relating to the Family Consultant and their involvement in the pre-trial, trial and post-trial phases? Probe:
   • Is the day one Oral Report helpful in your experience?
   • In general, do you think Family Consultants assist in bringing more child-focus to proceedings?
   • Do they help clarify situations where there are concerns about family violence and child abuse?

12. Do you have any reflections about the role played by Independent Children’s Lawyers?

13. I’d like to ask about the new provisions removing the application of some aspects of the Evidence Act 1995. What impact have these had? Probe:
   • Have they changed the way you present a case? If so, how?
   • Have they changed your approach in giving advice as to what should go into affidavit material?
   • How often do you argue that a judge should apply their discretion for the new provisions not to apply? In what circumstances would you take this position?
   • What level of success have you had?

14. Have the reforms made any difference to the way that Litigants in Person are dealt with?

15. What advice do you give clients about the option of consenting to Division 12A processes for property matters? (Why?)

16. Do you have any comments to make about the application of the courts’ costs jurisdiction in matters since the amendments were introduced? Probes:
   • What impact do you think s117AB has had?
   • What about the costs discretion more generally? (i.e., do you use it to discourage unrealistic applications?)
17. I’d like to ask whether you have any impressions of how compulsory family dispute resolution is panning out? Probes:
   • What sort of experiences have your clients had in compulsory FDR?
   • If delay is mentioned clarify what is meant (ie time to get an initial appointment, time to actually embark on mediation etc).
   • What experiences have you had in terms of the applications of the exceptions?
   • Have your practices in dealing with issues around child abuse and family violence changed in any way? (How?)

19. Have you observed any unintended consequences arising from the reforms?
   • Have you had experiences of cases where property arrangements are being re-opened because of changes in parenting arrangements?

20. Thanks for your patience; we are almost at the end of this discussion. I want to ask as an almost final (and most important) question whether you think children in separated families are better or worse off under these reforms? Probe:
    • Why, why not?

21. Just before your go, have we missed anything in this discussion?

Thanks so much for sharing your experiences with us. We have gained some very informative data. Please remember that everything said in this group, and the identity of the participants, is confidential.
Appendix C10

Legislation and Courts Project: Topic guide for Family Consultants focus groups
Evaluating the Family Law Reforms: the Legislation and Courts Project

TOPIC GUIDE FOR FAMILY CONSULTANTS FOCUS GROUPS

Introductory comments

“Thank you for making time today for this discussion. My name is Rae Kaspiew/Catherine Caruana/John De Maio. I’m a researcher from the Australian Institute of Family Studies. AIFS has been commissioned by the Australian Government to evaluate the family law reforms announced in 2005. This focus group forms part of an evaluation of the substantive and procedural aspects of the legislative changes.

I’ll be asking questions concerning your experiences with the new system and the amendments, particularly:
• The shared parenting provisions;
• The safety provisions;
• Child focus, in the broad sense, in the system;
• Compulsory family dispute resolution;
• The less adversarial trial processes;
• Any unintended consequences of the changes

The aim of this research is to elicit your views, based on your day to day experience working in the courts, about how the reforms are working out. My role here is to ask questions and listen. I won’t be participating in the conversation. We especially want to hear from you if your experiences are different from those of other participants.

Your participation in this research is anonymous. Your name won’t be used in any report or publication and every effort will be made to ensure participants cannot be identified, even indirectly. With your consent, this focus group will be recorded. Once this recording has been transcribed, the original recording will be destroyed. Only de-identified transcripts will be retained for data analysis and storage purposes.

We need to be very careful about confidentiality in this focus group. In our discussion, please remember your professional obligation of confidentiality to your clients. Also, please maintain the confidentiality of what is said in the focus group outside of this room and the anonymity of the participants. Could you all read and sign this consent form. It covers confidentiality, consent to record and the fact that you have the right to withdraw from the focus group at any time and request that the data you have provided not be used. Please take an additional copy for your records.”

Facilitator note: The following is a guide to the questions to be asked as part of the focus group. Facilitators should be flexible in their approach to the order of questions and the
content of the session. It is not necessary to ask every question if it has already been covered earlier in the discussion, and issues raised by participants that are not part of the schedule should also be followed up if deemed to be of relevance to the research.

Throughout the discussion, please remain alert to confidentiality issues. If the discussion appears to be heading in a direction where a breach of confidentiality may occur, redirect the discussion immediately. If necessary, remind participants of the importance of maintaining confidentiality.

Topics for discussion

1. You obviously already all know each other professionally but perhaps if we could start by going around the room and stating your name, whether you worked in the Family Court of Australia prior to the 2006 reforms, and how long you have been working at the court.

Basically, I am interested in talking with you about your experience with the reforms. We’d like to hear about your experiences both in terms of the issues created by the substantive changes to the parenting provisions and the way your role has changed under the Less Adversarial Trial (LAT) model.

2. On the basis of your experience since the reforms, do you think the reforms have had any impact on the expectations of the parents that you see in this process?
   - What changes have you observed in this area?
   - On the basis of what you have observed, do you think parents’ involvement in FDR has any impact on their expectations (if so, what?).
   - What influence do you think any legal advice they may have received had on their expectations?
   - Do you often refer clients back to community based services? If so, what is the purpose of these referrals (i.e., as an adjunct to court or instead of court processes?)

3. How do you go about screening for issues related to violence and child abuse?
   - Do you base your screening on a formal protocol?
   - If so, are you generally happy with the protocol – for example is it too long, too short, does it miss important matters, is it flexible enough to allow you to weave its contents in and out of your other discussions with clients?
   - How confident are you that you are able to identify violence and/or child abuse at the intake stage?
   - How confident are you that you would be able to identify violence and/or child abuse if it were to develop after the intake stage? Are there any protocols in place to check for this during proceedings?
   - How comfortable or skilled do you feel at being able to put an allegation to an alleged perpetrator?
• When allegations are made, do you feel there can sometimes still be scope for facilitating negotiations?
• When allegations of violence or child abuse are made, how often or to what extent would you see your primary role as gathering information to assist the court in making an interim decision?
• What percentage of cases you deal with contain significant allegations of violence or child abuse? (‘significant allegations’ as defined in the AIFS Allegations Study (2007) Category C in Appendix B)
• In what percentage of cases would you recommend some sort of supervised parenting or a cessation of parenting by one parent?

4. I’d now like to ask for your reflections on the fact that your involvement with families is now admissible? Probe:
• Generally speaking, do you think that knowing that you may report your impressions and any admissions made etc to a judicial officer, makes clients: more cautious, more inhibited, more relieved, doesn’t seem to matter etc?
• Generally speaking, do you think that knowing that you may report your impressions and any admissions made etc to a judicial officer, encourages responsible settlements, discourages responsible settlements, or makes no difference?

5. I’d like to ask for your reflections on the way that your role has changed in the LAT and Child Responsive Process. Probes:
• What is the effect of being involved right from the outset?
• What is your experience of day one involvement (i.e., the oral report)?
• What is your experience of the process of preparing the Family Report and giving evidence in court? When cross-examination occurs, do you think it is generally child-focused?
• What is your experience of the post-judgment period, and the requirement to explain outcomes to families. Are you supported in this period/role by the other professionals (i.e., lawyers) involved?
• What is your experience with post-order supervision?

6. I’d like to hear your reflections on dealing with children’s interests within the LAT framework.
• How open are most of your adult clients to a child-focused approach?
• What resources have you found useful in learning to work with adults in a child focused way?
• Are there any areas of child development disorders or diagnosis that you think would be beneficial for your professional development to have more knowledge about?
• In what ways have the reforms supported child focused and child inclusive practices?
• In what ways have the reforms not supported child focused and child inclusive practices?
• What else might be done to promote children’s interests?
7. Maintaining our focus on process-based issues, I'd like to get your impressions of the way the different professional groupings work together in the LAT/Child Responsive Program (CRP) process. Probes:
   • What is your view of the role played by lawyers for parents?
   • What is your view of the role played by judges?
   • What has your experience been of the way judicial officers define what issues are to be addressed in reports (and proceedings more generally). In what ways does judicial framing of the issues facilitate or impede you doing your job effectively?
   • Do you feel you have scope to go beyond this framing if necessary?
   • Do you feel that your input is always, mostly, seldom or never reflected in the decisions made by the judicial officer?

8. Now I'd like to ask specifically about your view of the role played by Independent Children's Lawyers. What impact do they have on the process? Probes:
   • In what ways are the ICL/Family Consultant (FC) roles complementary?
   • Are there overlaps between these roles? Are any such overlaps necessary? Do any overlaps that exist get in the way?
   • Do ICLs and FCs generally work together effectively to place focus on the child's interests?
   • In your experience do ICLs develop a sufficiently close personal relationship with the child to best ascertain the child’s wishes?
   • Are there any particular advantages or disadvantages in the way that these two roles are set out in legislation and carried out?
   • Are you generally able to communicate effectively with ICLs?

9. What is your view of the way this system deals with Litigants In Person? Probes:
   • What additional burdens do litigants in person place on your role?
   • Generally speaking, is it more challenging, less challenging or just as easy to maintain a child-focused or child-inclusive stance with Litigants in Person?

10. Have any of the new provisions affected the way issues such as family violence and child abuse are dealt with? Probe:
    • Have your practices in dealing with allegations of child abuse and family violence changed as a result of the 2006 reforms?
    • Do you sense any tensions between LAT procedures and getting evidence about allegations of violence and child abuse?
    • Have the reforms given you greater or less scope to respond to such allegations?
    • A recent AIFS study suggests that while more than 50% of 2003 litigants made allegations of violence, many of them serious, most were not very specific in their allegations and most did not supply much in the way of evidence. Do you have any ideas why this might be so? Do you think the 2006 reforms are likely to improve this situation, make it worse, or lead to little or no change
    • Overall, do you think the changes are more or less effective in helping to identify and assist families affected by violence or abuse than the previous legislation?
11. I'd like to ask those of you who have had involvement in Federal Magistrates Court cases how the process in this court compares with that in the Family Court? Probes:
   • Do you think that by and large, the cases are significantly less complex in the FMC?
   • Are there any differences in the role you play in the two court processes? (What are they? What is their impact?)

12. I'd like now to move away from talking about process related issues to focus more on the substantive changes to the law. I'd like to ask your view on what impact the shared parental responsibility presumption has had? Probe:
   • What percentage of clients are well-informed about the core intention of the reforms?
   • What percentage of clients are able to distinguish between a shared parental responsibility presumption and an expectation of 50/50 parenting?
   • In your views, what percentage of clients bring significantly unrealistic expectations to their meetings with you? Do you what the source of those expectations are?
   • How do you deal with these expectations?

13. Have you become aware of any unintended consequences occurring as a result of the reforms?

14. Thanks for your patience, we are almost at the end of this discussion. I want to ask as an almost final (and most important) question whether you think children in separated families are better off now? (Why? Why not?) Do you think children in separated families are better or worse off under the reforms? Probe:
   • Why, why not?

15. Just before you go, have we missed anything in this discussion?

Thanks so much for sharing your experiences with us. We have gained some very informative data. Please remember that everything said in this group, and the identity of the participants, is confidential.
Appendix C11

Legislation and Courts Project: Topic guide for Independent Children’s Lawyers focus groups
Evaluating the Family Law Reforms: the Legislation and Courts Project

TOPIC GUIDE FOR INDEPENDENT CHILDREN’S LAWYER FOCUS GROUPS

Introductory comments

“Thank you for making time today for this discussion. My name is Rae Kaspiew/Catherine Caruana/John De Maio. I’m a researcher from the Australian Institute of Family Studies. AIFS has been commissioned by the Australian Government to evaluate the family law reforms announced in 2005. This focus group forms part of an evaluation of the substantive and procedural aspects of the legislative changes.

I’ll be asking questions concerning your experiences with the new system and the amendments, particularly:

• The shared parenting provisions;
• The safety provisions;
• Child focus in the system;
• Compulsory family dispute resolution;
• The less adversarial trial processes;
• Any unintended consequences of the changes

The aim of this research is to elicit your views about how the reforms are working out, based on your day-to-day experiences working in the courts and resolving cases through negotiation. My role here is to ask questions and listen. I won’t be participating in the conversation. We especially want to hear from you if your experiences are different from those of other participants.

Your participation in this research is anonymous. Your name won’t be used in any report or publication and every effort will be made to ensure participants cannot be identified, even indirectly. With your consent, this focus group will be recorded. Once this recording has been transcribed, the original recording will be destroyed. Only de-identified transcripts will be retained for data analysis and storage purposes.

We need to be very careful about confidentiality in this focus group. In our discussion, please remember your professional obligation of confidentiality to your clients. Also, please maintain the confidentiality of what is said in the focus group outside of this room and the anonymity of the participants. Could you all read and sign this consent form. It covers confidentiality, consent to record and the fact that you have the right to withdraw from the focus group at any time and request that the data you have provided not be used. Please take an additional copy for your records.”

Facilitator note: The following is a guide to the questions to be asked as part of the focus group. Facilitators should be flexible in their approach to the order of questions and the content of the session. It is not necessary to ask every question if it has already been covered earlier in the discussion, and issues raised by participants that are not part of
the schedule should also be followed up if deemed to be of relevance to the research.

Throughout the discussion, please remain alert to confidentiality issues. If the discussion appears to be heading in a direction where a breach of confidentiality may occur, redirect the discussion immediately. If necessary, remind participants of the importance of maintaining confidentiality.

Topics for discussion
1. You may already all know each other professionally but perhaps if we start by hearing from each person your name, the organization you work for and how long you have been working as an ICL.

In this discussion, I am interested in exploring your impressions of the changes, from the perspective of your experience as an ICL. First I’d like to deal with your views on the changes to the parenting provisions, before we turn to looking at the impact of the Division 12A.

2. First I’d like to ask about your experiences of parent expectations in relation to parental responsibility and parenting time following the introduction of the Family Law Amendment (Shared Parental Responsibility) Act 2006? Probes:
   • Are litigants conflating equal shared parental responsibility with equal time?
   • What role has their solicitor’s advice played in forming these expectations?
   • What impact has this had on your practice as an Independent Children’s Lawyer?

3. Have the new provisions given you any extra tools, or imposed any new restrictions, in terms of achieving outcomes that you feel benefit children? Probes:
   • What are they?
   • Why have they had the effect suggested?

5. Have any of the new provisions affected the way issues such as family violence and child abuse are dealt with? Probe:
   • Which provisions are relevant to the answer, what kind of impact have they had and why have they had the impact suggested?
   • A recent AIFS study suggests that while more than 50% of 2003 litigants made allegations of violence, many of them serious, most were not very specific in their allegations and most did not supply much in the way of evidence. Do you have any ideas why this might be so? Do you think the 2006 reforms are likely to improve this situation, make it worse, or lead to little or no change?
   • Overall, do you think the changes are more or less effective in helping to identify and assist families affected by violence or abuse than the previous legislation?
6. Overall, what impact do you think the new provisions have had on the bargaining dynamics in family law and the way that children’s needs are taken into account in the context of these dynamics?
   - What are they?
   - Why have they had this effect?
   - Be alert for any reference to financial/property issues and explore these further i.e., references to motivations for applying for or opposing parenting arrangements based on concerns about child support liability, family tax benefit, parenting payment, property settlement.

7. Do any of you have much experience with Magellan list cases? If yes:
   - Has anything changed in relation to these cases since the reforms?

8. I’d like to move now to explore some systemic issues. First, can I ask whether any of you have had experience appearing as an ICL in the Federal Magistrates Court? Probe:
   - What is it like appearing in that capacity in that court?
   - Can I ask you to reflect on any differences you perceive between appearing as an ICL in the Federal Magistrates Court and the Family Court of Australia.
   - What other key differences do you perceive between the FMC and the FCOA?
   - Do these differences have any impact on your ability to achieve outcomes that are in the best interests of the child?

9. Could we talk about the impact of Division 12A? I’d like to start by asking those of you who have had experience in both the FMC and the FCOA, what reflections you have about the way that each court has implemented Division 12A?
10. What is your experience of the way that judicial officers are using their case management powers under Division 12A? Probe:
   - Are practices in this regard consistent? If not, what is the impact of this?
   - Where applied, what impact do LAT measures have?

11. Do you have any reflections about how general party representatives operate in the LAT context?

12. Now I’d like to ask specifically about your view of the role played by Family Consultants. What impact do they have on the process? Probes:
   - In what ways are the ICL/FC roles complementary?
   - Are there overlaps between these roles? Are any such overlaps necessary? Do any overlaps that exist get in the way?
   - Do ICLs and FCs generally work together effectively to place focus on the child's interests?
   - Are there any particular advantages or disadvantages in the way that these two roles are conceptualised and carried out?
   - Are you generally able to communicate effectively with Family Consultants?

13. What are your reflections on your experiences in dealing with children in the LAT framework? Have you changed your practices in this regard? Probe:
   - Do you speak to children?
   - On what do you base your views as to what arrangements might be in a child’s best interests?
   - How do you go about explaining to children the outcome of the proceedings?

14. Do you think that the way the ICL role is conceptualised in s68LA and Division 12A is appropriate? Probe:
   - Why? Why not?
   - What impact has the obligation to report child abuse imposed in s67ZA(10(h) had on your role?

15. I’d like to ask about the new provisions removing the application of some aspects of the Evidence Act 1995. What impact have these had? Probe:
   - Have they changed the way you present a case? How?
   - How often do you argue that a judge should apply their discretion for the new provisions not to apply? In what circumstances would you take this position?
   - What level of success have you had?
16. Do you have a view of whether the LAT process is effective in dealing with situations in which there are concerns about family violence and/or child abuse? Probe:
   • Why?/Why not?

17. Have the reforms had any impact on the way that Litigants in Person are dealt with?

18. Do you have any comments to make about the application of the courts’ costs jurisdiction in matters since the amendments were introduced?
   • What impact do you think s117AB, providing for costs orders where a false allegation or statement has been knowingly made, has had?
   • What about the discretion more generally? (i.e., do you use it to discourage unrealistic applications?)

19. Have you had any experiences that have enabled you to form a view on how compulsory family dispute resolution is operating?
   • If delay is mentioned, clarify what is meant by this ie time taken to arrange an initial appointment, time taken to engage in mediation etc

21. Have you become aware of any unintended consequences arising from the reforms? Probe:
   • Are you aware of any cases where people are seeking to have property arrangements re-opened because of subsequent changes in parenting arrangements?

22. Thanks for your patience, we are nearly at the end of the interview. I want to ask as an almost final (and most important) question whether you think children in separated families are better or worse off under these reforms? Probe:
   • Why, why not?

23. Just before you go, have we missed anything in this discussion?

Thanks so much for sharing your experiences with us. We have gained some very informative data. Please remember that everything said in this group, and the identity of the participants, is confidential.
Appendix C12

Legislation and Courts Project: Topic guide for Lawyer focus groups
Evaluating the Family Law Reforms: the Legislation and Courts Project

TOPIC GUIDE FOR LAWYER FOCUS GROUPS

Introductory comments

"Thank you for making time today for this discussion. My name is Rae Kaspiew/Catherine Caruana/John De Maio. I’m a researcher from the Australian Institute of Family Studies. AIFS has been commissioned by the Australian Government to evaluate the family law reforms announced in 2005. This focus group forms part of an evaluation of the substantive and procedural aspects of the legislative changes.

I’ll be asking questions concerning your experiences with the new system and the amendments, particularly:
• The shared parenting provisions;
• The safety provisions;
• Child focus in the system;
• Compulsory family dispute resolution;
• The less adversarial trial processes;
• Any unintended consequences of the changes

The aim of this research is to elicit your views about how the reforms are working out, based on your day-to-day experiences working in the courts and resolving cases through negotiation. My role here is to ask questions and listen. I won’t be participating in the conversation. We especially want to hear from you if your experiences are different from those of other participants.

Your participation in this research is anonymous. Your name won’t be used in any report or publication and every effort will be made to ensure participants cannot be identified, even indirectly. With your consent, this focus group will be recorded. Once this recording has been transcribed, the original recording will be destroyed. Only de-identified transcripts will be retained for data analysis and storage purposes.

We need to be very careful about confidentiality in this focus group. In our discussion, please remember your professional obligation of confidentiality to your clients. Also, please maintain the confidentiality of what is said in the focus group outside of this room and the anonymity of the participants. Could you all read and sign this consent form. It covers confidentiality, consent to record and the fact that you have the right to withdraw from the focus group at any time and request that the data you have provided not be used. Please take an additional copy for your records.”

Facilitator note: The following is a guide to the questions to be asked as part of the focus
group. Facilitators should be flexible in their approach to the order of questions and the content of the session. It is not necessary to ask every question if it has already been covered earlier in the discussion, and issues raised by participants that are not part of the schedule should also be followed up if deemed to be of relevance to the research.

Throughout the discussion, please remain alert to confidentiality issues. If the discussion appears to be heading in a direction where a breach of confidentiality may occur, redirect the discussion immediately. If necessary, remind participants of the importance of maintaining confidentiality.

Topics for discussion

1. You may already all know each other professionally but perhaps if we start by hearing from each person your name, the organization you work for and your area of practice expertise.

In this discussion, I am interested in exploring your experiences of the changes. First I’d like to deal with your experiences of the changes to the parenting provisions, before we turn to looking at the impact of Division 12A.

2. I’d like to start by asking whether you have any impressions of how compulsory family dispute resolution is panning out? Probes:
   - What sort of experiences have your clients had in compulsory FDR?
   - Do your clients ask your opinion of parenting plans agreed to in FDR? What is your view of them?
   - What experiences have you had in terms of the applications of the exceptions?
   - Have your practices in dealing with issues around child abuse and family violence changed in any way? (How?)

3. What have your experiences of client expectations been in relation to parental responsibility and parenting time following the introduction of the Family Law Amendment (Shared Parental Responsibility) Act 2006? Probes:
   - Are your clients equating equal shared parental responsibility with equal time?
   - How have you dealt with these expectations?
   - What impact has the equal shared parental responsibility presumption had on the advice you give clients?

4. Have the new provisions given you any extra tools, or imposed any new restrictions, in terms of working with clients, their expectations and their children’s needs or with the way you frame your submissions to the court? Probes:
   - What are they?
   - Why do you think they have they had this effect?
5. Overall, what impact do you think the new provisions have had on the bargaining dynamics in family law?
   • What are they?
   • Why have they had this effect?
   • Be alert for any reference to financial/property issues and explore these further i.e., references to motivations for applying for or opposing parenting arrangements based on concerns about child support liability, parenting payment, family tax benefit, property settlement.
   • Are you aware of any cases where people are seeking to have property arrangements re-opened because of subsequent changes in parenting arrangements?

6. What sort of advice do you give to clients in situations where either clients report, or you form a belief that there may be concerns about family violence or child abuse? Probe:
   • Why do you give this advice?
   • Has this changed since the reforms?
   • What has been the impact of s60K (court to take prompt action) and s117AB (costs order for false allegation or statement)
   • Overall, do you think the changes are more or less effective in helping to identify and assist families affected by violence or abuse than the previous legislation?

7. I’d like to move now to explore some systemic issues. First, can I ask whether any of your have had experience appearing in the Federal Magistrates Court? Can I ask you to reflect on any differences you perceive between appearing in the Federal Magistrates Court and the Family Court of Australia? Probe:
   • What other key differences do you perceive between the FMC and the FCA?
   • What advice do you give clients as to whether they should file in the Federal Magistrates Court or the Family Court? What are the reasons for this advice?

8. What experiences have you had with matters being transferred between the two courts?

9. Could we talk about the impact of Division 12A? I’d like to start by asking those of you who have had experience in both the FMC and the FCA what reflections you have about the way that each Court has implemented Division 12A?

10. What is your experience of the way that judicial officers are using their case management powers under Division 12A? Probe:
    • Are practices in this regard consistent? If not, what is the impact of this?
    • Where LAT processes are applied, what is the impact of this?

11. What is your view of the new legislative provisions relating to the Family Consultant and their involvement in the pre-trial, trial and post-trial phases? Probe:
• In general, do you think Family Consultants assist in bringing more child-focus to proceedings?
• Do they help clarify situations where there are concerns about family violence and child abuse?

12. Do you have any reflections about the role played by Independent Children’s Lawyers?

13. I’d like to ask about the new provisions removing the application of some aspects of the Evidence Act 1995. What impact have these had? Probe:
   • Have they changed the way you present a case? How?
   • Have they changed the approach you take in drawing up affidavits? How?
   • How often do you argue that a judge should apply their discretion for the new provisions not to apply? In what circumstances would you take this position?
   • What level of success have you had?

14. What advice do you give clients about the option of consenting to Division 12A processes for property matters? (Why?)

15. Have the reforms had any impact on the way that Litigants in Person are dealt with?

16. Do any of you have much experience with Magellan list cases? If yes:
   • Has anything changed in relation to these cases since the reforms?

17. Do you have any comments to make about the application of the courts’ costs jurisdiction in matters since the amendments were introduced? Probes:
   • What impact do you think s117AB, providing for costs orders where a false allegation or statement has been knowingly made, has had (acknowledge repetition if it has come up earlier)?
   • What about the discretion more generally? (i.e., do you use it to discourage unrealistic applications?)
18. Have you observed any unintended consequences arising from the reforms?
   • Have you had experiences of cases where property arrangements are being re-opened because of changes in parenting arrangements?

19. Thanks for your patience, we are nearly at the end of the interview. I want to ask as an almost final (and most important) question whether you think children in separated families are better or worse off under the reforms? Probe:
   • Why/why not?

20. Just before you go, have we missed anything in this discussion?

Thanks so much for sharing your experiences with us. We have gained some very informative data. Please remember that everything said in this group, and the identity of the participants, is confidential.
Appendix C13

Legislation and Courts Project: Topic guide for interviews with Judicial Officers
“Thank you for making time today for this interview. My name is Rae Kaspiew/Catherine Caruana/John De Maio. I’m a researcher from the Australian Institute of Family Studies. AIFS has been commissioned by the Australian Government to evaluate the family law reforms announced in 2005. This interview forms part of an evaluation of the substantive and procedural aspects of the legislative changes.

I’ll be asking questions concerning your experiences with the new system and the amendments, particularly:
• The shared parenting provisions;
• The safety provisions;
• Child focus in the system;
• Compulsory family dispute resolution;
• The less adversarial trial processes;
• Any unintended consequences of the changes

The aim of this research is to elicit your views, based on your day to day experience working in the courts, about how the reforms are working out.

Your participation in this research is anonymous. Your name won’t be used in any report or publication and every effort will be made to ensure participants cannot be identified, even indirectly. With your consent, this interview will be recorded. Once this recording has been transcribed, the original recording will be destroyed. Only de-identified transcripts will be retained for data analysis and storage purposes.

Your participation is voluntary, so, I’d like to check with you now:

• Are you happy to answer some questions about your experiences of the reforms?
• Do you also give your consent to have the conversation recorded?
• You may, of course, decline to answer any questions or to withdraw from participating at any time. If you choose to withdraw from participation, the information you have provided will not be used in the study. Please feel free to ask me ask any questions about the study at any time.

Wait for participant to say ‘YES’

Great. Let’s get started.”

Facilitator note: The following is a guide to the questions to be asked as part of the focus
Facilitators should be flexible in their approach to the order of questions and the content of the session. It is not necessary to ask every question if it has already been covered earlier in the discussion, and issues raised by participants that are not part of the schedule should also be followed up if deemed to be of relevance to the research.

Throughout the discussion, please remain alert to confidentiality issues. If the discussion appears to be heading in a direction where a breach of confidentiality may occur, redirect the discussion immediately. If necessary, remind participants of the importance of maintaining confidentiality.

**Interview topic guide**

Can we start by talking about your experience of the shared parenting provisions?

1. We are interested in exploring your experiences of the reforms in making decisions on an interim basis, on a final basis and by consent. Could we turn first to the issue of *interim decisions*.

I’d like to ask about your experience in making parenting orders under the new framework on an *interim* basis. Probes:

- What is your experience in applying the eleven-step process in *Goode & Goode (No 1)* in interlocutory proceedings?

- Do you think evidence regarding family violence and child abuse is adequately presented in these hearings (or that given the abridged process, such evidence *can* be adequately presented)? What evidence do you find most useful in such cases or in this limited timeframe?

2. Now I’d like to ask some more specific questions about making interim determinations. First, I’d like to ask you about orders in relation to time.

- How often do interim applications involve a proposal that is a significant departure from the status quo? What is your approach in such cases?
- Do you feel the evidence presented allows you to adequately consider the child’s needs?

3. I’d like to move on now to talk about making orders on a final basis. Can you tell me what you perceive the impact of the equal shared parental responsibility presumption has been? Probe to elicit:

- How often are parties seeking to displace the presumption and what type of evidence is being relied upon?

4. Now I’d like to ask some more specific questions about making final orders. First, I’d like to ask you about orders in relation to a child spending *equal time* with each parent.

- Are you making more such orders than you used to?
What do you think the implications of these orders are for children?
Are most of the proposals that come before you realistic or unrealistic from a practical point of view? Can you put a percentage on that?
To what extent are you being presented with proposals that are unrealistic given the circumstances of the case?
Do you feel the evidence presented allows you to adequately consider the child’s needs?

5. What about orders for children to spend ‘substantial and significant’ time with each parent?
   • Are you making more such orders than you used to?
   • What do you think the implications of these orders are for children?
   • To what extent are you being presented with proposals that are unrealistic given the circumstances of the case?
   • Do you feel the evidence presented allows you to adequately consider the child’s needs?

6. Now I’d like to move on to the issue of family violence and child safety (acknowledging that this might already have been covered to some extent in the previous questions). I’d like to ask your view on how these issues are being dealt with under the new provisions. Probe to ensure answer covers:
   • How often do you deal with matters involving these issues?
   • How often are these issues relied upon to displace the equal shared parental responsibility presumption?
   • When you do deal with them, is adequate evidence presented to address these issues?
   • How useful are provisions such as s60K (obligation on court to take prompt action in relation to allegations of child abuse or family violence); s60CF (obligation to inform court of relevant family violence orders), s60CG (court to consider risk of family violence), s68R (power to change other orders) as tools in managing cases involving violence/abuse?

7. Moving now to a broader issue, I’d like to get some insight on into how you approach the task of balancing the two considerations in the top tier of the s60CC two tier checklist?

8. Are any other of the new substantive provisions that you feel have had a significant impact on the way that cases are argued and decided?
   • If particular provisions are nominated, ask what their impact has been and why such an impact has occurred.
   • If not mentioned, ask about whether they have seen more applications from grandparents.

9. Before we move on to talking about process based issues, I’d like to ask how you approach making consent orders. Probes:
   • How much scrutiny do you apply?
• Do you ever have concerns about orders that are put before you?
• What do you do in such cases?

10. Now, I have a general process question to ask before moving on to talk about LAT. What has been your experience of matters being transferred from the FMC to the FCoA and vice versa? Probe:
   • What are the underlying factors in such transfers?
   • Do you have a sense that forum shopping is an issue? Why/Why not?

11. OK, now I’d like to explore your experiences of the Less Adversarial Trial (LAT) process. The first basic question is what proportion of your work is LAT and what proportion is Magellan?

12. Can you tell me what impact you think the new Division 12A has had on court process? Probes:
   • How effective or ineffective do you think the process is in helping you get to the bottom of what arrangements are in a child’s best interests?
   • To what extent have the new case management powers changed the way that hearings run?
   • In particular, how much active case management do you do using the powers in s69ZQ?
   • How often do you use your power to make orders and determinations at any stage of proceedings? Do you think this makes a difference?
   • Do you rely on designated Family Consultants much?
   • Have the new exceptions to the application of parts of the Evidence Act 1995 (Cth) in children’s hearings made any difference to the way issues of fact are addressed in proceedings? (These mainly cover giving evidence, examination in chief, re-examination, cross examination, hearsay, opinion, evidence of judgments and convictions, tendency and co-incidence evidence, credibility and character) (Probe further as to whether these are positive or negative differences and what impact they may have on outcomes).
   • Do you find you are using your discretion to have the excepted provisions applied to any extent? In what circumstances do you use this discretion?
   • Are many parties consenting to the use of the LAT model for property proceedings?

13. I’d like to ask some more general questions about the Less Adversarial Trials process.
   • Do you think the way the role of the Family Consultant has been outlined in the legislation is useful in practice? (If not, why? If so, why?)
   • What do you think of the way that Independent Children’s Lawyers operate in this model? (Ask for elaboration if necessary: i.e. what specific problems or advantages may be; are they systemic, structural or due to personal factors (such
as levels of competence).

• What about lawyers for parties? How do you think they are handling these changes?
• Does the LAT model allow you to deal with Litigants in Person more or less effectively than the previous model? How?
• Has the way children are involved in reaching decisions changed? (If yes, in what way?)
• Do you ever interview children?

14. What difference has the LAT model made to your workload and work practices as a judge?

15. Thanks for your interesting thoughts. I’d like to discuss your reflections on compulsory family dispute resolution. Apart from making consent orders, you are obviously dealing with the cases which haven’t settled by this means, or for which it is inappropriate. Reflecting on your experiences with consent orders, interim matters and in making final orders, do you have any thoughts on this aspect of the changes, from your perspective as a judge?

• Are there cases coming to you that you think should have settled and you wonder why they didn’t?
• If delay is mentioned, clarify what is meant by this (ie time taken to obtain an initial appointment in FDR or to start mediation etc).

16. Do you think that there are any unintended consequences occurring as a result of the changes?

• Are you able to reflect on what impact the changes have had in terms of bargaining dynamics in the family law system?
• Do you have any sense that litigants might be motivated to seek or oppose particular types of arrangements for financial reasons (i.e. child support, family tax benefit, property division, parenting payment).
• Have you had experiences of cases where people are seeking to have property arrangements re-opened because of subsequent changes in parenting arrangements?

17. Thanks for your patience, we are nearly at the end of the interview. I want to ask as an almost final (and most important) question whether you think children in separated families are better or worse off under these reforms? (Why? Why not?)

18. Just before you go, is there anything we missed in this discussion?

Thanks so much for sharing your experiences with us. We have gained some very informative data.
Appendix C14

Legislation and Courts Project: Topic guide for interviews with Federal Magistrates
Evaluating the family law reforms: the Legislation and Courts Project

TOPIC GUIDE FOR INTERVIEWS WITH FEDERAL MAGISTRATES

Introductory comments

“Thank you for making time today for this interview. My name is Rae Kaspiew/Catherine Caruana/John De Maio. I’m a researcher from the Australian Institute of Family Studies. AIFS has been commissioned by the Australian Government to evaluate the family law reforms announced in 2005. This interview forms part of an evaluation of the substantive and procedural aspects of the legislative changes.

I’ll be asking questions concerning your experiences with the new system and the amendments, particularly:
• The shared parenting provisions;
• The safety provisions;
• Child focus in the system;
• Compulsory family dispute resolution;
• The less adversarial trial processes;
• Any unintended consequences of the changes

The aim of this research is to elicit your views, based on your day to day experience working in the courts, about how the reforms are working out.

Your participation in this research is anonymous. Your name won’t be used in any report or publication and every effort will be made to ensure participants cannot be identified, even indirectly. With your consent, this interview will be recorded. Once this recording has been transcribed, the original recording will be destroyed. Only de-identified transcripts will be retained for data analysis and storage purposes.

Your participation is voluntary, so, I’d like to check with you now:

• Are you happy to answer some questions about your experiences of the reforms?
• Do you also give your consent to have the conversation recorded?
• You may, of course, decline to answer any questions or to withdraw from participating at any time. If you choose to withdraw from participation, the information you have provided will not be used in the study. Please feel free to ask me ask any questions about the study at any time.

Wait for participant to say ‘YES’

Great. Let’s get started.”

Facilitator note: The following is a guide to the questions to be asked as part of the interview. Facilitators should be flexible in their approach to the order of questions and
the content of the session. It is not necessary to ask every question if it has already been covered earlier in the discussion, and issues raised by participants that are not part of the schedule should also be followed up if deemed to be of relevance to the research.

Throughout the discussion, please remain alert to confidentiality issues. If the discussion appears to be heading in a direction where a breach of confidentiality may occur, redirect the discussion immediately. If necessary, remind participants of the importance of maintaining confidentiality.

**Interview topic guide**

1. Working in the court that does the bulk of family law work, you obviously have a depth of experience in making orders across a range of issues. We are interested first in exploring your experiences of the reforms in making decision on an interim basis, on a final basis and by consent. Could we turn first to the issue of *interim decisions*.

I’d like to ask about your experience in making parenting orders under the new framework on an *interim* basis. Probes:

- What is your experience in applying the eleven-step process in *Goode & Goode (No 1)* in interlocutory proceedings?

- Do you think evidence regarding family violence and child abuse is adequately presented in these hearings (or that given the abridged process, such evidence can be adequately presented)? What evidence do you find most useful in such cases or in this limited timeframe?

2. Now I’d like to ask some more specific questions about making interim determinations. First, I’d like to ask you about orders in relation to time.

- How often do interim applications involve a proposal that is a significant departure from the status quo? What is your approach in such cases?
- Do you feel the evidence presented allows you to adequately consider the child’s needs?

3. I’d like to move on now to talk about making orders on a final basis. Can you tell me what you perceive the impact of the equal shared parental responsibility presumption has been? Probe to elicit:

- How often are parties seeking to displace the presumption and what type of evidence is being relied upon?

4. Now I’d like to ask some more specific questions about making *final orders*. First, I’d like to ask you about orders in relation to a child spending *equal time* with each parent.

- Are you making more such orders than you used to?
- What do you think the implications of these orders are for children?
- Are most of the proposals that come before you realistic or unrealistic from a
practical point of view? Can you put a percentage on that?

- To what extent are you being presented with proposals that are unrealistic given the circumstances of the case?
- Do you feel the evidence presented allows you to adequately consider the child’s needs?

5. What about orders for children to spend ‘substantial and significant’ time with each parent?

- Are you making more such orders than you used to?
- What do you think the implications of these orders are for children?
- To what extent are you being presented with proposals that are unrealistic given the circumstances of the case?
- Do you feel the evidence presented allows you to adequately consider the child’s needs?

6. Now I’d like to move on to the issue of family violence and child safety (acknowledging that this might already have been covered to some extent in the previous questions). I’d like to ask your view on how these issues are being dealt with under the new provisions. Probe to ensure answer covers:

- How often do you deal with matters involving these issues?
- How often would you order that they be transferred to the FCoA?
- How often are these issues relied upon to displace the equal shared parental responsibility presumption?
- When you do deal with them, is adequate evidence presented to address these issues?
- How useful are provisions such as s60K (obligation on court to take prompt action in relation to allegations of child abuse or family violence); s60CF (obligation to inform court of relevant family violence orders), s60CG (court to consider risk of family violence), s68R (power to change other orders) as tools in managing cases involving violence/abuse?

7. Moving now to a broader issue, I’d like to get some insight on into how you approach the task of balancing the two considerations in the top tier of the s60CC two tier checklist?
8. Are there any other of the substantive new provisions that you feel have had a significant impact on the way that cases are argued and decided?
   - If particular provisions are nominated, ask what their impact has been and why such an impact has occurred?
   - If not mentioned, ask about whether they have seen more applications from grandparents.

9. Before we move on to talking about process based issues, I’d like to ask how you approach making consent orders. Probes:
   - How much scrutiny do you apply?
   - Do you ever have concerns about orders that are put before you?
   - What do you do in such cases?

10. Do you have any sense that the numbers or circumstances of location and recovery orders have changed?

11. I’d like to ask about a couple of process-based issues. First, I’m interested in finding out how you approach making consent orders. Probes:
   - Has anything changed in this area since July 1 2006?
   - How much scrutiny do you apply?
   - Do you ever have concerns about orders that are put before you?
   - What do you do in such cases?

12. We touched on the issue of matters being transferred between the FMC and the FCoA earlier, do you have any other observations about this topic? Probe:
   - What are the underlying factors in such transfers?
   - Do you have a sense that forum shopping is an issue? Why/Why not?

13. OK, now I’d like to explore your experiences of the Division 12A changes. In your experience, how do the ‘Principles for conducting child-related proceedings’ fit with FMC processes, particularly the time pressures magistrates operate under?

14. I’d like to ask specifically about the new exceptions to the application of parts of the Evidence Act 1995 (Cth) in children’s hearings. (These mainly cover giving evidence, examination in chief, re-examination, cross examination, hearsay, opinion, evidence of judgments and convictions, tendency and co-incidence evidence, credibility and character). Have they made a difference to the way issues of fact are addressed in proceedings?
   - Probe further as to whether these are positive or negative differences and what impact they may have on outcomes).
   - Do you find you are using your discretion to have the excepted provisions applied to any extent? In what circumstances do you use this discretion?
15. I’d like to ask some more general questions about the process for handling children’s matters.

- What do you think of the way Family Consultants operate?
- What do you think of the way that Independent Children’s Lawyers operate? (Ask for elaboration if necessary: ie what specific problems or advantages may be; are they systemic, structural or due to personal factors (such as levels of competence)).
- What about general party representatives? How do you think they are handling the changes?
- Has anything changed in relation to Litigants In Person. Probes: numbers? Their expectations?

16. Thanks for your interesting thoughts. I’d like to discuss your reflections on compulsory family dispute resolution. Apart from making consent orders, you are obviously dealing with the cases for which this hasn’t produced a settlement, or isn’t appropriate. Reflecting on your experiences with consent orders, interim matters and in making final orders, do you have any reflections thoughts on this aspect of the changes, from your perspective as a federal magistrate?

- Are there cases coming to you that you think should have settled and you wonder why they didn’t?
- If delay is mentioned, clarify what is meant by this (ie time taken to obtain an initial appointment in FDR or to start mediation etc).

17. Do you perceive that there are any unintended consequences occurring as a result of the changes?

- Are you able to reflect on what impact the changes have had in terms of bargaining dynamics in the family law system?
- Do you have any sense that litigants might be motivated to seek or oppose particular types of arrangements for financial reasons (ie child support, family tax benefit, parenting payment, property division).
- Have you had experiences of cases where people are seeking to have property arrangements re-opened because of subsequent changes in parenting arrangements?

18. Thanks for your patience, we are nearly at the end of the interview. I want to ask as an almost final (and most important) question whether you think children in separated families are better or worse off under these reforms? (Why? Why not?)

19. Before you go, is there anything we missed in this discussion?

Thanks so much for sharing your experiences with us. We have gained some very informative data.
Appendix C15

Legislation and Courts Project: Topic guide for Registrar focus groups
Evaluating the Family Law Reforms: the Legislation and Courts Project

TOPIC GUIDE FOR REGISTRAR FOCUS GROUPS

Introductory comments

“Thank you for making time today for this discussion. My name is Rae Kaspiew/Catherine Caruana/John De Maio. I’m a researcher from the Australian Institute of Family Studies. AIFS has been commissioned by the Australian Government to evaluate the family law reforms announced in 2005. This focus group forms part of an evaluation of the substantive and procedural aspects of the legislative changes.

I’ll be asking questions concerning your experiences with the new system and the amendments, particularly:
• The shared parenting provisions;
• The safety provisions;
• Child focus in the system;
• Compulsory family dispute resolution;
• The less adversarial trial processes;
• Any unintended consequences of the changes

The aim of this research is to elicit your views, based on your day to day experience working in the courts, about how the reforms are working out.

We need to be very careful about confidentiality in this focus group. In our discussion, please remember your professional obligation of confidentiality to your clients. Also, please maintain the confidentiality of what is said in the focus group outside of this room and the anonymity of the participants. Could you all read and sign this consent form. It covers confidentiality, consent to record and the fact that you have the right to withdraw from the focus group at any time and request that the data you have provided not be used. Please take an additional copy for your records.”

Facilitator note: The following is a guide to the questions to be asked as part of the interview. Facilitators should be flexible in their approach to the order of questions and the content of the session. It is not necessary to ask every question if it has already been covered earlier in the discussion, and issues raised by participants that are not part of the schedule should also be followed up if deemed to be of relevance to the research.
Throughout the discussion, please remain alert to confidentiality issues. If the discussion appears to be heading in a direction where a breach of confidentiality may occur, redirect the discussion immediately. If necessary, remind participants of the importance of maintaining confidentiality.

**Topics for discussion**

1. You obviously already all know each other professionally but perhaps if we could start by going around the room and stating your name, and brief description of your professional background.

   Basically, I am interested in talking with you about your experience with the reforms. I understand your role has two key aspects, in addition to the case assessment conferences you conduct in property matters: your duty registrar role and the work you do in terms of making consent orders, interim orders and other types of orders. Is that a fair summation?

2. I’d like to start by inviting you to reflect on some aspects of your duty registrar role. First, I’m interested to hear what your experiences have been in terms of exercising your discretion under s60I, either to refer a matter back to FDR or to determine whether it satisfies one of the exceptions and may be listed for hearing? Probe:
   - What percentage of matters are referred back?
   - On what grounds?

3. Can we turn now to the related issue of cases involving concerns about child abuse and family violence. What is your experience of meeting the s60J and s60K requirements? Probes:
   - Roughly what proportion of your work might involve these considerations?
   - How adequately are you able to assess them?
   - What are your practices in terms of listing such matters or referring them back to the community sector?

4. Another aspect of your work is making orders for Independent Children’s Lawyers to be appointed. Can you tell me whether you have any sense of whether the dynamics have changed since the introduction of the amendments concerning the appointment of Independent Children’s Lawyers in proceedings? (If so, what do you attribute these changes to?)

5. How about Litigants in Person – do you have any sense that the numbers or issues have changed?

6. What has your experience been with the transfer of matters to or from the Federal Magistrates Court? Probes:
   - What issues do these transfers raise?
   - Do you have any sense that forum shopping is an issue? (In what way?)

Appendix C15
7. You also play a significant role in relation to consent orders, and I’d like to get an impression of what impact the reform package has had on this area of your work. What is your process for handling consent orders and how do you ensure that such orders are in the best interests of the children involved? Probes:
   - Has anything changed in this area since June 1 2006?
   - How much scrutiny do you apply to the proposed arrangements?
   - Have you formed concerns about child well-being under proposed consent orders. What have you done in such cases? (Has this changed?)
   - Have you ever formed concerns about the circumstances in which a party may have consented to the orders presented to you? (Has anything in this area changed? What do you do in such cases?)
   - How often would you have concerns about the durability or workability of arrangements made by consent?
   - Are there any regional differences in this regard (circuit)?

8. Reflecting on your role in promoting settlement of disputes, has your approach changed or stayed the same as a result of the reforms? (Why?)

9. Have you become aware of any unintended consequences arising from the reforms?
   - Are you able to reflect on what impact the changes have had in terms of bargaining dynamics in the family law system?
   - Do you have any sense that litigants might be motivated to seek or oppose particular types of arrangements for financial reasons (i.e. child support, family tax benefit, property division).
   - Have you had experiences of cases where property arrangements are being re-opened because of changes in parenting arrangements?
   - Are you aware of any applications for property arrangements to be re-opened as a result of changes in parenting arrangements?

10. Thanks for your patience, we are nearly at the end of the interview. I want to ask as an almost final (and most important) question whether you think children in separated families are better or worse off under these reforms? Probes?
    - (Why? Why not?)

11. Just before you go, have we missed anything in this discussion?

Thanks so much for sharing your experiences with us. We have gained some very informative data. Please remember that everything said in this group, and the identity of the participants, is confidential.
Appendix C16

# 2006 Family Lawyers Survey

## THE FAMILY LAW REFORMS – HAVE YOUR SAY

As a member of the legal profession, have your say about the forthcoming reforms by filling out this brief survey. It will take about 10 minutes. Your anonymous input will contribute to a nationwide study of family lawyers’ views towards the reforms. This study is being conducted by the Australian Institute of Family Studies (AIFS). The Institute is an independent research organisation, established under the Family Law Act 1975 to monitor the wellbeing of Australian families. The Social Research Centre has been contracted by AIFS to manage the survey.

Professor Richard Chisholm is assisting with this research. The Commonwealth Attorney-General’s Department is providing the funding for the study.

Your views are important.

Participation is voluntary. You can choose not to participate in the study or not to answer some questions. Responses will be treated in the strictest confidence.

If you have any concerns about the conduct of the study, please contact the Australian Institute of Family Studies Ethics Committee on 1800 352 275 (free call) in business hours and ask to speak with Dr Matthew Gray.

### HOW TO COMPLETE THE SURVEY:

For most questions you just need to click on the circle that corresponds to your answer.

In some instances you are required to type in your answer. These questions are marked: ‘PLEASE ENTER YOUR ANSWER IN THE SPACE PROVIDED’.

If at any stage you need to stop the survey and complete it at a later time, please click “Exit this survey” located in the top right hand corner of the page. When you re-enter the survey via the link provided you will automatically be taken back to where you left off.

### TECHNICAL SUPPORT:

If you experience any technical difficulties completing the survey please call The Social Research Centre on 1800 023 040 (free call).

---

## SECTION I. THE NEED FOR THE FAMILY LAW REFORM

1. To what extent do you agree or disagree that the following statements describe your views about the Family Law reforms?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spelling out a general expectation of shared parental responsibility after separation is a positive development</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Promoting less adversarial ways of resolving disputes over children is mainly a symbolic gesture</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The reform package will succeed in achieving its aims</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The family law system needed the current reform package</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
2. In my view, the reform package is mainly intended to achieve …

PLEASE ENTER YOUR ANSWER IN THE SPACE PROVIDED

SECTION II. LIKELY EFFECTS OF THE FAMILY LAW REFORM PACKAGE

As part of the reform package, the Government will establish 65 Family Relationship Centres across Australia over the next three years and increase funding to a range of community-based post-separation and early intervention services. These services will be supported by the Family Relationship Advice Line and Family Relationships Online.

3. Based on your current impressions, do you agree or disagree with the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>The new and expanded family dispute resolution services will help more parents to resolve their parenting disputes</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>The Family Relationship Centres will be able to screen adequately for family violence</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>The Family Relationship Centres will be able to refer clients to the most appropriate services</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>The Family Relationship Centres will be able to work in an integrated way with the rest of the family law system</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>The legislative reforms will result in more litigation about parenting issues</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>The legislative reforms towards shared parental responsibility will benefit children in most cases</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>As a result of the legislative reforms, I anticipate that clients will come to me with different expectations</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>
4. The legislative reforms will generally favour:

- Fathers over mothers
- Mothers over fathers
- Neither
- Can’t say

5. The legislative reforms will generally favour:

- Parents over children
- Children over parents
- Neither
- Can’t say

6. When there are no safety concerns, I am likely to refer clients to the Family Relationship Centres or other community-based dispute resolution services to help them reach agreement:

- Almost always
- Often
- Sometimes
- Rarely/never
- Can’t say

7. Because of the reforms, I am likely to change the advice I will give to clients about:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fathers seeing children</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allegations of family violence</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outcomes of parenting disputes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family dispute resolution services</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8. I have already consciously changed my approach and/or the advice I am giving in children’s matters in the light of the July 2006 reforms.

- Yes
- No
- Can’t say
9. Over the past 12 months, **How often (if at all) have you explained** to clients involved in parenting disputes that:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Almost always</th>
<th>Often</th>
<th>Sometimes</th>
<th>Rarely/Never</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mothers who have had major child care responsibilities will normally obtain residence of their children</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The normal outcome is that a father will see his children on alternative weekends and half the school holidays</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Substantial sharing of parenting responsibilities after separation requires high levels of capacity to cooperate</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mediation and similar forms of family dispute resolution should generally be considered only when levels of conflict are relatively low</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**SECTION IV. THE IMPACT OF NEW DIVISION 12A IN PART VII (CHILDREN)**

Division 12A will provide for a less adversarial and more child-focussed model of Court proceedings in children’s cases. Many of the traditional rules of evidence will not apply unless specifically ordered by the Court in the circumstances of the case – similar to the process in the Children’s Cases Program.

10. To what extent do you agree or disagree that the following statements describe your view?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Division 12A process is a desirable change</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The less adversarial court processes proposed by the Division 12A reforms will be more attentive to the interests of the child</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For most children, the less adversarial court processes proposed by the Division 12A reforms will deliver better outcomes than the traditional court process</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The less adversarial court processes proposed by the Division 12A reforms will be more attentive to the goal of future parental cooperation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Division 12A provides sufficient flexibility to deal appropriately with allegations of violence and abuse</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Most litigants will feel they got a fair hearing in the Division 12A process</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Division 12A process will not make much difference to the outcome of judicial determinations in the Family Court of Australia</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Division 12A process will not make much difference to the outcome of judicial determinations in the Federal Magistrates Court</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
V. QUESTIONS ABOUT FAMILY VIOLENCE AND CHILD ABUSE

(Cconcerning the responsiveness of the family law system to allegations of violence or child abuse.)

11. To what extent do you agree or disagree that the following statements describe your view?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to the July 2006 reforms, the family law system has responded well to <em>true</em> allegations of family violence or child abuse</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Prior to the July 2006 reforms, the family law system has responded well to <em>false</em> allegations of family violence or child abuse</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The family law reforms are likely to provide better responses to <em>true</em> allegations of family violence or child abuse</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The family law reforms are likely to provide better responses to <em>false</em> allegations of family violence or child abuse</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The prospect of an adverse costs order will discourage allegations of violence or child abuse that are genuinely held and/or likely to be true</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The prospect of an adverse costs order will discourage <em>false</em> allegations of violence or child abuse</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
SECTION VI. A FEW QUESTIONS ABOUT YOU AND YOUR PRACTICE
We would appreciate a few details about you so that we can make sure we hear from a cross-section of family lawyers in different situations.

12. The proportion of my practice that is family law is:
   - Less than a quarter
   - About a quarter
   - About a half
   - About three quarters
   - More than three quarters
   - All
   - Can’t say

13. I first acted in a family law matter…
   - More than 10 years ago
   - Between 5 and 10 years ago
   - In the last 5 years
   - Can’t say

14. I practise law principally as…
   - A solicitor
   - A barrister

15. The proportion of my family law work that is legally-aided or is based in a community legal centre is:
   - None
   - Less than a quarter
   - About a quarter
   - About a half
   - About three quarters
   - More than three quarters
   - All
   - Can’t say
16. I have acted for a client or child in a Children’s Cases Program (CCP) case:

   Yes □
   No □

17. In the past 2 years, I have received training or attended continuing education with respect to:

<table>
<thead>
<tr>
<th>Training Area</th>
<th>Yes</th>
<th>No</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understanding the best outcomes for children of separation and divorce</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Assessing family violence and abuse</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Negotiation skills in children’s cases</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Mediation skills in children’s cases</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>The new family law reforms</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

18. I would rate my knowledge of the family law reforms as:

<table>
<thead>
<tr>
<th>Knowledge Level</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very High</td>
<td>□</td>
</tr>
<tr>
<td>High</td>
<td>□</td>
</tr>
<tr>
<td>Moderate</td>
<td>□</td>
</tr>
<tr>
<td>Low</td>
<td>□</td>
</tr>
<tr>
<td>Very low</td>
<td>□</td>
</tr>
<tr>
<td>Can’t say</td>
<td>□</td>
</tr>
</tbody>
</table>

19. The State or Territory in which I practise law most of the time is:

<table>
<thead>
<tr>
<th>State</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW</td>
<td>□</td>
</tr>
<tr>
<td>VIC</td>
<td>□</td>
</tr>
<tr>
<td>QLD</td>
<td>□</td>
</tr>
<tr>
<td>SA</td>
<td>□</td>
</tr>
<tr>
<td>TAS</td>
<td>□</td>
</tr>
<tr>
<td>WA</td>
<td>□</td>
</tr>
<tr>
<td>ACT</td>
<td>□</td>
</tr>
<tr>
<td>NT</td>
<td>□</td>
</tr>
</tbody>
</table>
20. The postcode of the Court in which I practise most is …

PLEASE ENTER YOUR ANSWER IN THE SPACE PROVIDED

SECTION VII. YOUR CURRENT PRACTICE

21. Please estimate the proportion of parenting disputes you have dealt with over the past 12 months that have been resolved in the following ways:

<table>
<thead>
<tr>
<th>Resolution Method</th>
<th>None</th>
<th>Less than a quarter</th>
<th>About a quarter</th>
<th>About half</th>
<th>About three quarters</th>
<th>More than three quarters</th>
<th>All</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settled mainly by the parents themselves</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Settled mainly through conferencing or negotiation with the other party or his/her lawyer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Settled mainly through mediation</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Settled mainly during negotiations at court</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Mainly or wholly decided by a judge, magistrate or judicial officer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

22. I would rate my capacity to screen for the presence of family violence and abuse as:

- Very High
- High
- Moderate
- Low
- Very low
- Can’t say
23. Please estimate the proportion of children's matters you have dealt with over the past 12 months where family violence or abuse has been an issue?

<table>
<thead>
<tr>
<th>Option</th>
<th>□</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
</tr>
<tr>
<td>Less than a quarter</td>
<td></td>
</tr>
<tr>
<td>About a quarter</td>
<td></td>
</tr>
<tr>
<td>About a half</td>
<td></td>
</tr>
<tr>
<td>About three quarters</td>
<td></td>
</tr>
<tr>
<td>More than three quarters</td>
<td></td>
</tr>
<tr>
<td>All</td>
<td></td>
</tr>
<tr>
<td>Can’t say</td>
<td></td>
</tr>
</tbody>
</table>

24. Approximately what proportion of your family law clients do you refer to …

<table>
<thead>
<tr>
<th>Mediator Type</th>
<th>None</th>
<th>Less than a quarter</th>
<th>About a quarter</th>
<th>About half</th>
<th>About three quarters</th>
<th>More than three quarters</th>
<th>All</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legally trained mediators</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Community based mediators – who may or may not be legally trained</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Community-based or other relationship services – such as counselling, anger management or parent education</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

25. In parenting disputes, approximately what proportion of your family law clients do you conduct mediation sessions with?

<table>
<thead>
<tr>
<th>Option</th>
<th>□</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
</tr>
<tr>
<td>Less than a quarter</td>
<td></td>
</tr>
<tr>
<td>About a quarter</td>
<td></td>
</tr>
<tr>
<td>About half</td>
<td></td>
</tr>
<tr>
<td>About three quarters</td>
<td></td>
</tr>
<tr>
<td>More than three quarters</td>
<td></td>
</tr>
<tr>
<td>All</td>
<td></td>
</tr>
<tr>
<td>Can’t say</td>
<td></td>
</tr>
</tbody>
</table>
26. I would probably refer to community-based services more frequently if:

<table>
<thead>
<tr>
<th>Reason</th>
<th>Yes</th>
<th>No</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>There were more services in my area</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I knew more about the services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I had more confidence in the services</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

27. Do you agree or disagree with the following statement?

When I refer my clients to community-based or other relationship services, they are usually very helpful

- Strongly agree
- Mostly agree
- Mostly disagree
- Strongly disagree
- Can’t say

28. In general, how well informed do you think your family law clients are about the:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Very well informed</th>
<th>Somewhat informed</th>
<th>Not very informed</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work lawyers do to resolve parenting disputes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of marriage and relationship counselling services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of family mediation services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of parenting and separation education programs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of family violence support services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Existence and purpose of Contact Centres</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

29. I am:

- Male
- Female
30. I am aged:

- Under 35 □
- 35-45 □
- 46-55 □
- 56-65 □
- over 65 □

SECTION VIII. Final comment

31. I would like to add the following comments (optional):

PLEASE ENTER YOUR COMMENTS IN THE SPACE PROVIDED

Thank you for your time. We will supply the Family Law Section with a summary of the key findings from the research.
Appendix C17

2008 Family Lawyers Survey

THE 2006 FAMILY LAW REFORMS – HAVE YOUR SAY

As a member of the legal profession, have your say about the 2006 reforms by filling out this brief survey. It will take about 10 minutes. Your anonymous input will contribute to a national, multi-disciplinary Evaluation of the family law reforms announced in 2005. This study is being conducted by the Australian Institute of Family Studies (AIFS). The Institute is an independent research organisation, established under the Family Law Act 1975 to monitor the wellbeing of Australian families. Strategic Data has been contracted by AIFS to manage the survey.

This study is being funded by AGD.

Your views are important.

Participation is voluntary. You can choose not to participate in the study or not to answer some questions. Responses will be treated in the strictest confidence.

If you have any concerns about the conduct of the study, please contact the Australian Institute of Family Studies Ethics Committee on 1800 xxx xxx (free call) in business hours and ask to speak with Dr Matthew Gray.

HOW TO COMPLETE THE SURVEY:

For most questions you just need to click on the circle that corresponds to your answer.

In some instances you are required to type in your answer. These questions are marked: ‘PLEASE ENTER YOUR ANSWER IN THE SPACE PROVIDED’.

If at any stage you need to stop the survey and complete it at a later time, please click “Exit this survey” located in the top right hand corner of the page. When you re-enter the survey via the link provided you will automatically be taken back to where you left off.

TECHNICAL SUPPORT:

If you experience any technical difficulties completing the survey please call The Social Research Centre on 1800 xxx xxx (free call).

SECTION I. THE NEED FOR THE FAMILY LAW REFORMS

1. To what extent do you agree or disagree that the following statements describe your views about the Family Law reforms?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spelling out a general expectation of shared parental responsibility after separation is a positive development</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Promoting less adversarial ways of resolving disputes over children is mainly a symbolic gesture</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>
SECTION II The impact of changes to service delivery and family dispute resolution

Alongside legislative changes supporting family dispute resolution with exceptions (FLA s60I), the reform package changed the system of service delivery in the family law system, with the staged rollout of 65 Family Relationships Centres and the introduction of the Family Relationship Advice Line and Family Relationships Online.

2. Based on your experiences in the last two years, do you disagree or agree with the following statements?

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>The new and expanded family dispute resolution services have helped more parents to resolve their parenting disputes</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The Family Relationship Centres have been able to screen adequately for family violence and child abuse</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The Family Relationship Centres have been able to deal adequately with cases involving allegations of family violence and child abuse</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The Family Relationship Centres have been able to work in an integrated way with the rest of the family law system</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

3. The exceptions to the requirement to attend family dispute resolution are well-understood by

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parents (before they see a lawyer)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>FDR practitioners</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Lawyers</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Registrars</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Judicial Officers</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
4. Approximately what proportion of your family law clients do you refer to …

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>None</th>
<th>Less than a quarter</th>
<th>About a quarter</th>
<th>About half</th>
<th>About three quarters</th>
<th>More than three quarters</th>
<th>All</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legally trained mediators</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Family Relationship Centres</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Community based mediators – who may or may not be legally trained</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Community-based or other relationship services – such as counselling, anger management or parent education</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

5. When I refer my clients to Family Relationship Centres, my clients say they are usually very helpful:

<table>
<thead>
<tr>
<th>Opinion</th>
<th>☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>☐</td>
</tr>
<tr>
<td>Mostly agree</td>
<td>☐</td>
</tr>
<tr>
<td>Mostly disagree</td>
<td>☐</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>☐</td>
</tr>
<tr>
<td>Can’t say</td>
<td>☐</td>
</tr>
</tbody>
</table>

6. When I refer my clients to community-based or other relationship services, they are usually very helpful

<table>
<thead>
<tr>
<th>Opinion</th>
<th>☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>☐</td>
</tr>
<tr>
<td>Mostly agree</td>
<td>☐</td>
</tr>
<tr>
<td>Mostly disagree</td>
<td>☐</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>☐</td>
</tr>
<tr>
<td>Can’t say</td>
<td>☐</td>
</tr>
</tbody>
</table>
SECTION III. The impact of the Family Law Amendment (Shared Parental Responsibility) Act 2006

The Family Law Amendment (Shared Parental Responsibility) Act 2006 introduced some changes to the framework and process for making parenting orders. These included a presumption in favour of shared parental responsibility, a linked obligation on the courts to consider equal, or substantial and significant time, where the presumption was applied; family dispute resolution with certain exceptions; the right of the child to meaningful involvement with both parents and protection from exposure to family violence and abuse.

7. Based on your experience in the last two years, do you agree or disagree with the following statements:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>The legislative reforms have resulted in more litigation about parenting issues</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The legislative reforms towards shared parental responsibility have benefited children in most cases</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>It is easy for clients to understand the difference between equal shared parental responsibility and equal time</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The current framework makes it easy to assist parents reach arrangements that are developmentally appropriate for their children</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The legislative reforms have resulted in more children in shared care arrangements where there is high conflict</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

7a. What proportion of fathers who seek your advice expect roughly equal time?

__________________ %

7b. What proportion of mothers who seek your advice expect roughly equal time?

__________________ %
8. To what extent do you agree or disagree that the following statements describe your view?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>The child’s right to meaningful involvement with both parents is given adequate priority in the system</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The need to protect children and other family members from harm from family violence and child abuse is given adequate priority in the system</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The prospect of an adverse costs order has discouraged allegations of violence or child abuse that are genuinely held and/or likely to be true</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The prospect of an adverse costs order has discouraged false allegations of violence or child abuse</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

8b. To what extent do you agree or disagree that the following statements describe your view?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Since the reforms, more grandparents are seeking advice.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Since the reforms, I am more inclined to advise grandparents that they are in a stronger position in relation to spending time with their grandchildren.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Since the reforms, I have changed the advice I give to clients about relocation.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>In my opinion, it has become more difficult for a parent with most time with the children to relocate.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

9. Please indicate your level of agreement with this statement in relation to the groups named in the table: the exceptions to the presumption in favour of equal shared parental responsibility are well-understood by

<table>
<thead>
<tr>
<th>Group</th>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parents (before they see a lawyer)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>FDR practitioners</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
9b. Thinking about the period since the 2006 reforms, to what extent do you agree or disagree that the following statements describe your view?

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>The legal system has been able to screen adequately for family violence and child abuse</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>The legal system has been able to deal adequately with cases involving allegations of family violence and child abuse</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

10. Do you have any other comments about the way that family violence and child abuse are dealt with in the system?

PLEASE ENTER YOUR COMMENTS IN THE SPACE PROVIDED

11. I would rate my capacity to screen for the presence of family violence and abuse as:

Very High □
High □
Moderate □
Low □
Very low □
12. Please estimate the proportion of children’s matters you have dealt with over the past 12 months where family violence or abuse has been an issue?

- None
- Less than a quarter
- About a quarter
- About a half
- About three quarters
- More than three quarters
- All
- Can’t say

13. The legislative reforms have generally favoured:

- Fathers over mothers
- Mothers over fathers
- Neither
- Can’t say

14. The legislative reforms have generally favoured:

- Parents over children
- Children over parents
- Neither
- Can’t say

15. Because of the parenting reforms, property settlements, on average, have changed in favour of:

- Mothers
- Fathers
- Neither
- Can’t say
16. The average property division prior to the 2006 reforms was:

_____ % Allocated to mothers

_____ % Allocated to fathers

Can’t say □

17. The average property division after the 2006 reforms is:

_____ % Allocated to mothers

_____ % Allocated to fathers

Can’t say □

18. I have clients asking me if they can change arrangements for children:

<table>
<thead>
<tr>
<th></th>
<th>Never / Rarely</th>
<th>Sometimes</th>
<th>Often</th>
<th>Almost Always</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Made before July 1, 2006</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Made after July 1, 2006</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

19. Since the 2006 Family Law reforms, I have clients asking me if they can change finalised property settlements:

<table>
<thead>
<tr>
<th></th>
<th>Never / Rarely</th>
<th>Sometimes</th>
<th>Often</th>
<th>Almost Always</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Made before July 1, 2006</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Made after July 1, 2006</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>
20. Because of the reforms, I have changed the advice I give to clients about:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fathers seeing children</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Allegations of family violence</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Outcomes of parenting disputes</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Family dispute resolution services</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Their property settlement entitlements</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

21. Over the past 12 months, **HOW OFTEN (IF AT ALL) HAVE YOU EXPLAINED** to clients involved in parenting disputes that:

<table>
<thead>
<tr>
<th></th>
<th>Almost always</th>
<th>Often</th>
<th>Sometimes</th>
<th>Rarely/Never</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mothers who have had major child care responsibilities will normally obtain residence of their children</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The normal outcome is that a father will see his children on alternative weekends and half the school holidays</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Substantial sharing of parenting responsibilities after separation requires high levels of capacity to cooperate</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Mediation and similar forms of family dispute resolution should generally be considered only when levels of conflict are relatively low</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
SECTION IV. The combined impact of the parenting changes and changes to the child support scheme

As from July 1, 2007, changes were made to child support payments. Key changes include:
- a reduction in the threshold where care arrangements impact upon the payer’s liability to pay from 30 to 14 per cent of nights;
- a formula based on the income of both parents and the cost of children;
- an increase in the minimum payment from $5 to $6.50 per week;
- a reduced cap on the maximum income for the application of the formula.

22. To what extent do you agree or disagree that the following statements describe your view?

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>My clients who are potential Child Support Agency payers are trying to get more time with their children so that they can pay less child support</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>My clients who are potential Child Support Agency payees are trying to stop their ex-partner getting more time with their children so as to avoid losing child support</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
SECTION V. THE IMPACT OF NEW DIVISION 12A IN PART VII (CHILDREN)

Division 12A provides for a less adversarial and more child-focussed model of Court proceedings in children’s cases. Many of the traditional rules of evidence do not apply unless specifically ordered by the Court in the circumstances of the case, judges have a more active case-management role and the family consultant role has changed.

23. To what extent do you agree or disagree that the following statements describe your view?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Division 12A process is a desirable change</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The less adversarial court processes in the Division 12A reforms are more attentive to the interests of the child</td>
<td>☐</td>
<td>☐</td>
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<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>For most children, the less adversarial court processes in the Division 12A reforms delivers better outcomes than the traditional court process</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The less adversarial court processes in the Division 12A reforms are more attentive to the goal of future parental cooperation</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Division 12A provides sufficient flexibility to deal appropriately with allegations of violence and abuse</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Most litigants feel they got a fair hearing in the Division 12A process</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The Division 12A process has not made much difference to the outcome of judicial determinations in the Family Court of Australia</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The Division 12A process has not made much difference to the outcome of judicial determinations in the Federal Magistrates Court</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The Division 12A process has not made much difference to the outcome of judicial determinations in the Family Court of Western Australia</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
24. Do you have any further comments to make about the Division 12A process?

PLEASE ENTER YOUR COMMENTS IN THE SPACE PROVIDED
SECTION VI. A FEW QUESTIONS ABOUT YOU AND YOUR PRACTICE
We would appreciate a few details about you so that we can make sure we hear from a cross-section of family lawyers in different situations.

25. I am:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Male</td>
<td>[ ]</td>
</tr>
<tr>
<td>Female</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

26. I am aged:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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<tbody>
<tr>
<td>Under 35</td>
<td>[ ]</td>
</tr>
<tr>
<td>35-45</td>
<td>[ ]</td>
</tr>
<tr>
<td>46-55</td>
<td>[ ]</td>
</tr>
<tr>
<td>56-65</td>
<td>[ ]</td>
</tr>
<tr>
<td>over 65</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

27. The proportion of my practice that is family law is:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Less than a quarter</td>
<td>[ ]</td>
</tr>
<tr>
<td>About a quarter</td>
<td>[ ]</td>
</tr>
<tr>
<td>About a half</td>
<td>[ ]</td>
</tr>
<tr>
<td>About three quarters</td>
<td>[ ]</td>
</tr>
<tr>
<td>More than three quarters</td>
<td>[ ]</td>
</tr>
<tr>
<td>All</td>
<td>[ ]</td>
</tr>
<tr>
<td>Can’t say</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

28. I first acted in a family law matter…

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 10 years ago</td>
<td>[ ]</td>
</tr>
<tr>
<td>Between 5 and 10 years ago</td>
<td>[ ]</td>
</tr>
<tr>
<td>In the last 5 years</td>
<td>[ ]</td>
</tr>
<tr>
<td>Can’t say</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
29. I practise law *principally* as...

   - A solicitor   
   - A barrister

30. I work mainly in:

<table>
<thead>
<tr>
<th>Private practice</th>
<th></th>
<th>A community legal centre</th>
<th></th>
<th>A legal aid commission</th>
<th></th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td></td>
<td>☐</td>
<td></td>
<td>☐</td>
<td></td>
<td>☐</td>
</tr>
</tbody>
</table>

31. If you are in private practice, please indicate what proportion of your family law work is funded by legal aid.

   ___________ %

32. If you work as an ICL (or appear on behalf of the ICL), please indicate the proportion of your work that is undertaken in this capacity.

   ___________ %

33. Please indicate the relative proportions of property and children’s matters in your practice:

   **Property**: ___________ %

   **Children**: ___________ %

   **Property and children**: ___________ %
34. Please indicate the category that the majority of your clients would fit in

<table>
<thead>
<tr>
<th>Income Category</th>
<th>☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>Earn less than $15,000 per year (gross income)</td>
<td>☐</td>
</tr>
<tr>
<td>Earn between $15,001 and $30,000 per year (gross income)</td>
<td>☐</td>
</tr>
<tr>
<td>Earn between $30,001 and $50,000 per year (gross income)</td>
<td>☐</td>
</tr>
<tr>
<td>Earn between $50,001 and $99,999 per year (gross income)</td>
<td>☐</td>
</tr>
<tr>
<td>Earn over $100,000 per year (gross income)</td>
<td>☐</td>
</tr>
</tbody>
</table>

35. Please indicate the proportion of your clients who are:

- Fathers: ___________ %
- Mothers: ___________ %
- Grandparents: ______ %
- Other: ______________ %

36. Please indicate the proportion of your clients who come from an Aboriginal or Torres Strait Islander (ATSI) or CALD (Culturally and Linguistically Diverse) background

___________ %

37. I have acted for a client or child in a case under Division 12A processes:

<table>
<thead>
<tr>
<th>Response</th>
<th>☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>☐</td>
</tr>
<tr>
<td>No</td>
<td>☐</td>
</tr>
</tbody>
</table>
38. In the past 2 years, I have received training or attended continuing education with respect to:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understanding the best outcomes for children of separation and divorce</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assessing family violence and abuse</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Negotiation skills in children’s cases</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mediation skills in children’s cases</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The new family law reforms</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children’s developmental needs</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

39. The State or Territory in which I practise law most of the time is:

<table>
<thead>
<tr>
<th>State/Territory</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW</td>
<td>□</td>
</tr>
<tr>
<td>VIC</td>
<td>□</td>
</tr>
<tr>
<td>QLD</td>
<td>□</td>
</tr>
<tr>
<td>SA</td>
<td>□</td>
</tr>
<tr>
<td>TAS</td>
<td>□</td>
</tr>
<tr>
<td>WA</td>
<td>□</td>
</tr>
<tr>
<td>ACT</td>
<td>□</td>
</tr>
<tr>
<td>NT</td>
<td>□</td>
</tr>
</tbody>
</table>

40. The postcode of the Court in which I practise most is …

PLEASE ENTER YOUR ANSWER IN THE SPACE PROVIDED
SECTION VII. YOUR CURRENT PRACTICE

41. Please estimate the proportion of parenting disputes you have dealt with over the past 12 months that have been resolved in the following ways:

<table>
<thead>
<tr>
<th>Scenario</th>
<th>None</th>
<th>Less than a quarter</th>
<th>About a quarter</th>
<th>About half</th>
<th>About three quarters</th>
<th>More than three quarters</th>
<th>All</th>
<th>Can’t say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settled mainly by the parents themselves</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Settled mainly through conferencing or negotiation with the other party or his/her lawyer</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Settled mainly through mediation</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Settled mainly during negotiations at court</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Mainly or wholly decided by a judge, magistrate or judicial officer</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

42. I participated in the 2006 Family Lawyer’s Survey conducted by AIFS.

<table>
<thead>
<tr>
<th>Response</th>
<th>☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>☐</td>
</tr>
<tr>
<td>No</td>
<td>☐</td>
</tr>
<tr>
<td>Can’t say</td>
<td>☐</td>
</tr>
</tbody>
</table>
SECTION VIII. Final comment

43. I would like to add the following comments (optional):

43a. In my view, **positive** consequences of the reforms are:
PLEASE ENTER YOUR COMMENTS IN THE SPACE PROVIDED

43b. In my view, **negative** consequences of the reforms are:
PLEASE ENTER YOUR COMMENTS IN THE SPACE PROVIDED

Thank you for your time. We will supply the Family Law Section with a summary of the key findings from the research.
Appendix C18

Service Provision Project: Topic guide for interviews with key personnel of Family Relationship Centres Wave 1
Evaluating the Family Law Reforms: the Service Provision Project

TOPIC GUIDE FOR INTERVIEWS WITH KEY PERSONNEL OF FAMILY RELATIONSHIP CENTRES

Introductory comments

The Australian Institute of Family Studies has been commissioned by the Australian Government to evaluate its family law reforms. This interview is part of the evaluation of the first year’s implementation of the reforms.

We are interested in your experiences of establishing a Family Relationship Centre in your region and in your experiences of implementing aspects of this reform package at the community level. The interview is not about evaluating your service; rather its aim is to elicit your views about how the family law reforms are translating into the reality of working with families. Given that you are one of the first Centres to open, this is an opportunity for you and your staff to help shape the future operations and directions of Family Relationship Centres and the reforms to the family law system more generally.

We understand that the provision of information can be a sensitive matter. Please be assured that your confidentiality will be maintained throughout the research process and that you will be given an opportunity to review the transcript of this interview. I’d also like to remind you that you may withdraw your consent to participate in the study at any time.

Interviewer note: The following is a guide to the questions to be asked as part of the interview. Interviewers should be flexible in their approach to the order of questions and the content of the interview. It is not necessary to ask every question if it has already been covered earlier in the interview, and issues raised by participants that are not part of the schedule should also be followed up if deemed to be of relevance to the research.

Interview topic guide

Overview of service and its operations

When we attended the FRC annual meeting in March we noticed that there was a great deal of diversity in the way Centres have been set up, their staffing profiles and the way in which they offer services. Could we start off by talking about your centre – what you do and who works here etc?

PROMPTS: Find out the names of different positions and what their roles entail, how many people work there and what services/programs they offer
Demographic characteristics of locality

This section is about how the service is responding to the area’s demographic profile.

- Broadly how would you describe the demographic characteristics of [area]?
- What successes are you having in responding to the needs of the people in your region? What problems?
- What areas or groups do you think your centre are being covered adequately at this stage?
- Are there any particular groups that don’t appear to be using the service much, if at all?
- Are there any surprises in the characteristics of some the clients that have approached you?
- Do you think the sort of demographic information your were provided with as part of the tendering process reflects your experience of the community?

Prompts

Types of groups to be explored include CALD, Indigenous, clients with disabilities, rural or remote clients

Client uptake/outreach

The next questions are about how you are promoting the centre and its activities to the general community

- Are you aware of any promotional activities about the new system of service delivery and/or the family law reforms by the government?
- What sort of things have you observed?
- Have you found any good opportunities to promote your service to date?
- What sort of things have you done?
- How well do you think the publicity is working/has worked? Do you have any formal ways of gauging this?
- Does the centre have outreach programs in place to target indigenous families and families living in regional/remote areas? IF YES – can you describe these? IF NO BUT ARE CLOSE TO AN INDIGENOUS COMMUNITY EXPLORE WHY NOT. ) Interviewers should note that this question may need to be more finely tailored to the particular Family Relationship Centres – some have large Indigenous and/or CALD populations. Others have far fewer such “challenges”. This should be prepared prior to the interview after considering the centre’s demographic profile.

The next questions are about your expectations of the service before it opened and whether these have changed during the implementation of the service over the past year. You may wish to keep in mind documents such as the aims of your service, its operational framework or even the original tender document in answering these questions.
Expectations of service

- Before the centre opened what were your expectations of the service it could provide to your community?
- Have your expectations changed? Can you say more about any such changes?
- Prior to the reforms, how useful did you think the new & expanded early intervention & post-separation services would be? Have your expectations been met?

Implementation of service

- Can you talk about the broad aims of the service as outlined in your operational framework (participants will have been asked to reflect on this in preparation for the interview).
- Can you let me know if there have been developments or changes with respect to any of these aims since July last year? They might be informal or more formally negotiated changes. (Expand on responses)
- Overall do you think your FRC’s services have been mainly implemented in the ways that were originally planned? What changes have occurred? How have the changes been recognised and supported? What barriers (if any) have there been?

Perceived effectiveness of service

- How would you describe the uptake in the use of the service(s)? Are patterns emerging?
- Are some categories of people making more use than others?
- Are some aspects of the service more sought after than other aspects?
- Are there continuing barriers? Can you see ways of overcoming these barriers?
- How are the staff travelling? Probe for issues such as achievements, stress, workload
- Are there particular initiatives that seem to hold particular promise – PROBE Group work before mediation, child focused mediation, child inclusive mediation etc?
- What sort of feedback are you getting from clients – both positive and negative?
- How are the physical aspects of the service working? PROBE – location, building look and layout, noise, private spaces etc
- If you could return to the drawing board with respect to location and layout, would you make any changes?
- Do you think the staffing mix is about right or would you like to make changes in the short or long term?
- Have you been able to recruit adequately trained staff?
- Do you think staff need further training in any areas? If yes, what are the most important areas of need?
Collaboration with other agencies

- Where does your centre sit in relation to other services? (incl. family law system, early intervention services and post-separation services)
- Which agencies are you most closely connected to?
- Which services do you most often refer to and which ones do you most often receive referrals from? What sort of referrals?
- Have you received referrals from the Family Relationships Advice Line? IF YES, what proportion have come from FRAL in the past few months?
- What proportion of new clients are referrals and what are walk-ins (leaving aside those who visit once for information etc)?
- Are there gaps in the referral network? That is are there services you are not receiving referrals from and services that you would like to refer to but can’t (because they don’t exist or are too far away)? PROBE FOR mental health services, child protection, men’s services etc
- Did you encounter any difficulties establishing collaborative links? If so, what were these?
- In your opinion, how well is the centre functioning as a ‘gateway’ or ‘entry-point’ to other programs or services?
- In your opinion, how well are the various components of the reform package operating as part of an integrated family law system? What bits need further work at this stage?
- What sorts of relationships have you established with family lawyers? What else needs to be done here?
- Would you describe most of the lawyers as enthusiastic, cooperative, resistant, cynical etc about the reforms?
- What sort of relationships have you established with the Family Court and Magistrates Courts? Is there anything else needs to be done here?

Screening for family violence/child abuse

- What violence screening protocols are in use?
- How well do you think they are working?
- What further training in this would be of benefit?
- How confident do you think the staff are in judging the appropriateness of clients for referral to more formal legal processes or the court system? How confident do you think the staff are in judging the appropriateness of clients for referral to for being dealt with within the community service structure?
- Do you have formal links with services that provide support for victims of violence and abuse? If not, what would the barriers be to forming such links?
- What processes do you have in place to deal with allegations/revelations of child abuse/family violence?
- Does your centre work with other agencies to deal with such issues? IF YES – in what way? IF NO ASK IF THERE ARE ANY REASONS FOR THIS.
- To what extent do you think the staff are managing to effectively “triage” clients and determine, for example, which clients need to be referred on to more formal
legal processes and who needs to be dealt with “in house” and who need other referrals?
• In your view, how well do you think the new system identifies and assists families affected by violence/abuse?

Reflections on the family law reforms

This next section is about the Family Law Reforms.

• Can we start by talking generally about the Family Law Reforms – how you understand them and how your service fits in with their objectives?
• Are services like yours a good fit with the aims of the reforms? If so why? If not, why not?
• Do you think parents generally have a positive view of seeking help when faced with relationship, parenting or other difficulties? Do you think that the family law reforms are impacting on this view?
• How do you perceive the community’s attitude to negotiating disputes in community-based organisations? Do you get a sense that this is gaining more credibility? Have there been developments or breakthroughs or problems in this regard?

• In liaising with you colleagues in other Family Relationship Centres and other agencies, do you get a sense of the key objectives of the family law reforms receiving prominence?
In your view how much prominence if any are the family law reforms receiving from your colleagues in other frcs? What about in other agencies?

PROMPT: Refer to the key objectives summarised below if needed.
1. promoting healthy family relationships,
2. preventing conflict and separation,
3. encouraging agreement rather than litigation, and
4. promoting opportunity for children to have meaningful relationships with both parents, if safe to do so)?
• Overall, in your view, what aspects of the family law reforms appear to be working well?
• Which do not? How could these be improved?

Other comments/reflections

• Do you have any other comments you would like to make about your centre or the family law system more broadly?

• Is there anything you would like to add to the conversation – either something we’ve missed or something we have discussed not covered adequately?
Appendix C19

Service Provision Project: Topic guide for Family Relationship Centre staff focus groups Wave 1
Evaluating the Family Law Reforms: the Service Provision Project

TOPIC GUIDE FOR FAMILY RELATIONSHIP CENTRE STAFF FOCUS GROUPS

Introductory comments

The Australian Institute of Family Studies has been commissioned by the Australian Government to evaluate its family law reforms. This interview is part of the evaluation of the first year’s implementation of the reforms.

We are interested in your experiences of establishing a Family Relationship Centre (FRC) in your region and in your experiences of implementing aspects of this reform package at the community level. The interview is not about evaluating your service; rather its aim is to elicit your views about how the family law reforms are translating into the reality of working with families. Given that you are one of the first Centres to open, this is an opportunity for your and your staff to help shape the future operations and directions of Family Relationship Centres. I’d also like to remind you that you may withdraw your consent to participate in the study at any time.

We understand that the provision of information can be a sensitive matter. Please be assured that your confidentiality will be maintained throughout the research process. I’d also like to remind you that you may withdraw your consent to participate in the study at any time.

Topics for discussion

1. When we attended the Family Relationship Centres’ annual meeting in Canberra we realised how diverse the centres are. We thought it would be good if we could go round the table and everyone each talk about your role and how long you’ve been working here.

2. Thinking back to before the centre opened (or before you started work if it was after the centre opened) what were your expectations of the service it could provide to your community? Have your expectations changed? If so why?

3. Have you had a chance to work with other agencies and family law practitioners as part of your work? What has it been like working with other agencies and other practitioners? How do you think your centre is viewed externally? Do you receive the referrals you expected to get?

4. This next section is about the Family Law Reforms.
   • Can we start by talking generally about the Family Law Reforms – how you understand them and how your service fits in to their objectives?
• Are services like yours a good fit with the aims of the reforms? If so why? If not, why not?
• Do you think parents generally have a positive view of seeking help when faced with relationship, parenting or other difficulties? Do you think that the family law reforms are impacting on this view?
• How do you perceive the community’s attitude to negotiating disputes in community-based organizations? Do you get a sense that this is gaining more credibility? Have there been developments or breakthroughs or problems in this regard?
• In liaising with you colleagues in other Family Relationship Centres and other agencies, do you get a sense of the key objectives of the family law reforms receiving prominence?

**PROMPT: Refer to the key objectives summarised below if needed.**
1. promoting healthy family relationships,
2. preventing conflict and separation,
3. encouraging agreement rather than litigation, and
4. promoting opportunity for children to have meaningful relationships with both parents, if safe to do so)?

• Overall, in your view, what aspects of the family law reforms appear to be working well?
• Which do not? How could these be improved?

5. Have you got anything else to add about your centre or the New Family Law System?
Appendix C20

Service Provision Project: Topic guide for Family Relationship Advice Line team leader/staff focus groups Wave 1
Evaluating the Family Law Reforms: the Service Provision Project

TOPIC GUIDE FOR FAMILY RELATIONSHIP ADVICE LINE TEAM LEADER/STAFF FOCUS GROUPS

Introductory comments

The Australian Institute of Family Studies has been commissioned by the Australian Government to evaluate its family law reforms. This interview is part of the evaluation of the first year’s implementation of the reforms.

We are interested in your experiences of setting up the Family Relationship Advice Line (FRAL) service in your regional office. The interview is not about evaluating your call centre; rather its aim is to elicit your views about how the family law reforms are translating into the reality of working with families.

We understand that the provision of information can be a sensitive matter. Please be assured that your confidentiality will be maintained throughout the research process. I’d also like to remind you that you may withdraw your consent to participate in the study at any time.

Topics for discussion

1. Could we start off by talking about your service – what you do and who works here etc?

   PROMPTS: Find out the names of different positions and what their roles entail, how many people work there and what services/programs they offer. This is important as different regional centres provide different types of services such as parenting advisers and Indigenous advisers.

2. Thinking back to before the FRAL commenced (or before you started work if it was after this time) what were your expectations of the service it could provide to the community? Have your expectations changed? If so why?

3. Perceived effectiveness of service
   • How would you describe the uptake in the use of the FRAL? Are patterns emerging?
   • Are some categories of people making more use than others?
   • Are some aspects of the advice line more sought after than other aspects?
   • How are the staff travelling? Probe for issues such as achievements, stress, workload
• How are the physical aspects of the service working? Does having call centres across the country impact on providing advice to callers about services in their local area?
• Do you think the staffing mix is about right or would you like to make changes in the short or long term?
• Do you think staff need further training in any areas? If yes, what are the most important areas of need?

4. Have you had a chance to work with other agencies as part of your work? What has it been like working with other agencies (and other practitioners)? How do you think the FRAL is viewed externally?

Collaboration with other agencies
• Where does FRAL sit in relation to other services? (incl. family law system, FRCs, early intervention services and post-separation services) PROBE IN PARTICULAR FOR FRCs BUT DO NOT LIMIT THE DISCUSSION TO THIS
• Whom do you most often refer to and whom do you most often receive referrals from? What sort of referrals?
• Are there gaps in the referral network (e.g. mental health services, child protection, men’s services etc?)
• In your opinion, how well is the FRAL functioning as a ‘gateway’ or ‘entry-point’ to other programs or services?
• In your opinion, how well are the various components of the reform package operating as part of an integrated family law system? What bits need further work at this stage?

5. Screening for family violence/child abuse
• Do you have violence screening protocols?
• How do you think they are working?
• What further training in this would be of benefit?
• How easy is it to decide whether cases should be for referral to more formal legal processes or the court system or for being dealt with within the community service structure?
• How do you deal with allegations/revelations of child abuse/family violence?

6. This next section is about the Family Law Reforms.

Can we start by talking generally about the Family Law Reforms – how you understand them and how the FRAL fits in to their objectives?

PROMPT: Refer to the key objectives summarised below if needed.
1. promoting healthy family relationships,
2. preventing conflict and separation,
3. encouraging agreement rather than litigation, and
4. promoting opportunity for children to have meaningful relationships with both parents, if safe to do so)?
Service Provision Project – FRAL Focus Groups

• Is the FRAL a good fit with the aims of the reforms? If so why? If not, why not?
• Do you think parents generally have a positive view of seeking help when faced with relationship, parenting or other difficulties? Do you think that the family law reforms are impacting on this view?
• How do you perceive the community’s attitude to negotiating disputes in community-based organisations? Do you get a sense that this is gaining more credibility? Have there been developments or breakthroughs or problems in this regard?

• In liaising with you colleagues in other FRALs as well as in Family Relationship Centres and other agencies, do you get a sense of the key objectives of the family law reforms receiving prominence?

• Overall, in your view, what aspects of the family law reforms appear to be working well?
• Which do not? How could these be improved?

7. Have you got anything else to add about your service or the New Family Law System?
Appendix C21

Service Provision Project: Topic guide for interviews with managers of new and expanded early intervention and prevention, and post-separation services Wave 1
Evaluating the Family Law Reforms: the Service Provision Project

TOPIC GUIDE FOR INTERVIEWS WITH MANAGERS OF NEW AND EXPANDED EARLY INTERVENTION AND PREVENTION, AND POST-SEPARATION SERVICES

Introductory comments

The Australian Institute of Family Studies has been commissioned by the Australian Government to evaluate its family law reforms. This interview is part of the evaluation of the first year’s implementation of the reforms.

We have asked to interview you because your service has received funding as part of the reforms. We are interested in your experiences of implementing aspects of this reform package at the community level. The interview is not about evaluating your service; rather its aim is to elicit your views about how the family law reforms are translating into the reality of working with families.

We understand that the provision of information can be a sensitive matter. Please be assured that your confidentiality will be maintained throughout the research process and that you will be given an opportunity to review the transcript of this interview. I’d also like to remind you that you may withdraw your consent to participate in the study at any time.

Interviewer note: The following is a guide to the questions to be asked as part of the interview. Interviewers should be flexible in their approach to the order of questions and the content of the interview. It is not necessary to ask every question if it has already been covered earlier in the interview, and issues raised by participants that are not part of the schedule should also be followed up if deemed to be of relevance to the research.

Overview of service and its operations

Could we start off by talking about your service – what does your service do and who works here etc?

PROMPTS: Find out the names of different positions and what their roles entail, how many people work there and what services/programs they offer

• Is this a new service set up in response to the family law reforms, or is this a service that has received additional funding as a result of the reforms?
• **IF SERVICE RECEIVED ADDITIONAL FUNDING ASK** – what was this additional funding for?
• **IF SERVICE IS NEW ASK** – what was the mission/purpose of the service? What was it set-up to do?
Demographic characteristics of locality

This section is about how the service is responding to the area’s demographic profile.

- Broadly how would you describe the demographic characteristics of [area]?
- What successes are you having in responding to the needs of the people in your region? What problems?
- What areas or groups do you think your service are being covered adequately at this stage?
- Are there any particular groups that don’t appear to be using the service much, if at all?
- Are there any surprises in the characteristics of some the clients that have approached you?
- Do you think the sort of demographic information your were provided with as part of the tendering process reflects your experience of the community?

Prompts

Types of groups to be explored include CALD, Indigenous, clients with disabilities, rural or remote clients

Client uptake/outreach

The next questions are about how you are promoting the service and its activities to the general community

- Are you aware of any promotional activities about the new system of service delivery and/or the family law reforms by the government?
- What sort of things have you observed?
- Have you found any good opportunities to promote your service to date?
- What sort of things have you done?
- How well do you think the publicity is working/has worked? Do you have any formal ways of gauging this?
- Does the service have outreach programs in place to target indigenous families and families living in regional/remote areas? IF YES – can you describe these? IF NO BUT ARE CLOSE TO AN INDIGENOUS COMMUNITY EXPLORE WHY NOT. Interviewers should note that this question may need to be more finely tailored to the particular Family Relationship Centres – some have large Indigenous and/or CALD populations. Others have far fewer such “challenges”. This should be prepared prior to the interview after considering the centre’s demographic profile.

The next questions are about your expectations of the service before it opened/received additional funding as part of the reforms and whether these have changed over the past year. You may wish to keep in mind documents such as the aims of your service or its operational framework.
• **IF NEW SERVICE ASK** Before the centre opened what were your expectations of the service it could provide to your community?

• **IF EXISTING SERVICE ASK** Prior to receipt of additional funding, what were your expectations about what the expansion of this service could provide the community?

• **ASK ALL** Have your expectations changed? Can you say more about any such changes?

*Perceived effectiveness of service*

• How would you describe the uptake in the use of the service(s)? Are patterns emerging?
• Are some categories of people making more use than others?
• Are some aspects of the service more sought after than other aspects?
• Are there continuing barriers? Can you see ways of overcoming these barriers?
• How are the staff travelling? *Probe for issues such as achievements, stress, workload*
• Are there particular initiatives that seem to hold particular promise —*PROBE Group work before mediation, child focused mediation, child inclusive mediation etc*?
• What sort of feedback are you getting from clients – both positive and negative?
• How are the physical aspects of the service working? *PROBE – location, building look and layout, noise, private spaces etc*
• If you could return to the drawing board with respect to location and layout, would you make any changes?
• Do you think the staffing mix is about right or would you like to make changes in the short or long term?
• Have you been able to recruit adequately trained staff?
• Do you think staff need further training in any areas? If yes, what are the most important areas of need?

*Collaboration with other agencies*

• Where does your centre sit in relation to other services? (incl. family law system, other early intervention services and post-separation services)
• Which agencies are you most closely connected to?
• Whom do you most often refer to and whom do you most often receive referrals from? What sort of referrals?
• Have you received referrals from the Family Relationships Advice Line?
• Are there gaps in the referral network That is are there services you are not receiving referrals from and services that you would like to refer to but can’t (because they don’t exist or are too far away)? *PROBE FOR mental health services, child protection, men’s services etc*
• Did you encounter any difficulties establishing collaborative links? If so, what were these?
• In your opinion, how well are the various components of the reform package operating as part of an integrated family law system? What bits need further work at this stage?

IF FRC IN THE AREA

• What sort of relationship have you established with the [FRC in the area]?
• Did you encounter any difficulties establishing collaborative links with the local FRC? If so, what were these? (If no collaborative links adjust the question explore why)
• In your opinion, how well is the FRC functioning as a ‘gateway’ or ‘entry-point’ to other program/services?

IF NO FRC IN AREA BUT ONE PLANNED

We understand that a Family Relationship Centre will be established in your area [DATE]. Are you aware of this? PROBE FOR THEIR UNDERSTANDING OF WHAT AN FRC IS. IF NOT CLEAR EXPLAIN. We are interested in how you think this will impact on your service and the families in your area.

• Do you expect to establish collaborative links with an FRC when it starts up? What would support the establishment of links? What are the barriers?
• How would you envisage that you might work with an FRC once it’s established in the area?

Screening for family violence/child abuse

• What violence screening protocols are in use?
• How do you think they are working?
• What further training in this would be of benefit?
• How confident do you think the staff are in judging the appropriateness of cases for referral to more formal legal processes or the court system or for being dealt with within the community service structure?
• Do you have formal links with services that provide support for victims of violence and abuse? If not, what would the barriers be to forming such links?
• What processes do you have in place to deal with allegations/revelations of child abuse/family violence?
• Does your service work with other agencies to deal with such issues? IF YES – in what way? IF NO EXPLORE WHY NOT.
• To what extent do you think the staff are managing to effectively “triage” cases and determine, for example, which need to be referred on to more formal legal processes, which can be dealt with “in house” and which need other referrals?
Service Provision Project – Service Provider Manager Interviews

• In your view, how well do you think the new system identifies and assist families affected by violence/abuse?

Reflections on the family law reforms

This next section is about the Family Law Reforms.
• Can we start by talking generally about the Family Law Reforms – how you understand them and how your service fits in to their objectives?
• Are services like yours a good fit with the aims of the reforms? If so why? If not, why not?
• Do you think parents generally have a positive view of seeking help when faced with relationship, parenting or other difficulties? Do you think that the family law reforms are impacting on this view?
• How do you perceive the community’s attitude to negotiating disputes in community-based organisations? Do you get a sense that this is gaining more credibility? Have there been developments or breakthroughs or problems in this regard?
• In liaising with you colleagues in other agencies, do you get a sense of the key objectives of the family law reforms receiving prominence?

PROMPT: Refer to the key objectives summarised below if needed.
1. promoting healthy family relationships,
2. preventing conflict and separation,
3. encouraging agreement rather than litigation, and
4. promoting opportunity for children to have meaningful relationships with both parents, if safe to do so)?

• Overall, in your view, what aspects of the family law reforms appear to be working well?
• Which do not? How could these be improved?

Other comments/reflections

• Do you have any other comments you would like to make about your centre or the family law system more broadly?
• Is there anything you would like to add to the conversation – either something we’ve missed or something we have discussed not covered adequately?
Appendix C22

Service Provision Project – Topic guide for FRSP (post-separation) staff focus groups
Wave 1
Evaluating the Family Law Reforms: the Service Provision Project

TOPIC GUIDE FOR FRSP (POST-SEPARATION) STAFF FOCUS GROUPS

Introductory comments

The Australian Institute of Family Studies has been commissioned by the Australian Government to evaluate its family law reforms. This interview is part of the evaluation of the first year’s implementation of the reforms. [Gauge participants understanding of reforms. If further information is required refer to BACKGROUND OF REFORMS document.]

We have asked to interview you because your service has received funding as part of the reforms. We are interested in your experiences of implementing aspects of this reform package at the community level. The interview is not about evaluating your service; rather its aim is to elicit your views about how the family law reforms are translating into the reality of working with families.

We understand that the provision of information can be a sensitive matter. Please be assured that your confidentiality will be maintained throughout the research process. I’d also like to remind you that you may withdraw your consent to participate in the study at any time.

Topics for discussion

1. We thought it would be good if we could go round the table and everyone each talk about your role and how long you’ve been working here.

2. IF EXISTING SERVICE PRE 2006/7 ASK Has your service changed in the scope of its work or type of work since the additional funding was allocated as a result of the family law reforms?

   IF NEWLY ESTABLISHED SERVICE Before the service opened (or when you started work at the service) what were your expectations of the service it could provide to your community? Have your expectations changed? If so why?

3. Have you had a chance to work with other agencies and family law practitioners as part of you work? What has it been like working with other agencies and other practitioners? How do you think your centre is viewed externally? Do you receive the referrals you expected to get?

   IF THERE IS A FAMILY RELATIONSHIPS CENTRE (FRC) IN THE SAME AREA ASK
   As part of the family law reforms a FRC has been established in your area.
       • Have you or your colleagues had much contact with [NAME OF FRC]?

   IF YES ASK
• What has it been like working with [the FRC]?
• Has the relationship worked as you expected?

ASK FOR ALL WITH AN FRC IN AREA
• What role do you see for the FRC in your area? How do you think it should work with other services?

IF NO FRC BUT ONE IS PLANNED FOR THE FUTURE
As part of the New Family Law System the Government is planning to establish an FRC in your area.
• What role do you see for the FRC in your area?
• How do you think it should work with other services?
• Do you think it will make a difference for the types of families that your service sees?

[If participants unclear about what an FRC is, provide an explanation but do not offer this first – wait to gauge their understanding first.]

4. This next section is about the Family Law Reforms.
• Can we start by talking generally about the Family Law Reforms – how you understand them and how your service fits in to their objectives? IF NOT CLEAR ABOUT THEM REFER TO BACKGROUND TO FAMILY LAW REFORMS DOCUMENT BUT EXPLORE THEIR UNDERSTANDING IN SOME DETAIL BEFORE DOING SO
• Are services like yours a good fit with the aims of the reforms? If so why? If not, why not?
• Do you think parents generally have a positive view of seeking help when faced with relationship, parenting or other difficulties? Do you think that the family law reforms are impacting on this view?
• How do you perceive the community’s attitude to negotiating disputes in community-based organisations? Do you get a sense that this is gaining more credibility? Have there been developments or breakthroughs or problems in this regard?
• In liaising with you colleagues in other agencies including Family Relationship Centres, do you get a sense of the key objectives of the family law reforms receiving prominence?

PROMPT: Refer to the key objectives summarised below if needed.
1. promoting healthy family relationships,
2. preventing conflict and separation,
3. encouraging agreement rather than litigation, and
4. promoting opportunity for children to have meaningful relationships with both parents, if safe to do so)?

• Overall, in your view, what aspects of the family law reforms appear to be working well?
• Which do not? How could these be improved?

5. Have you got anything else to add about your centre or the New Family Law System?
Appendix C23
Service Provision Project: Topic guide for interviews with managers of Family Relationship Advice Line Regional Centres Wave 1
Evaluating the Family Law Reforms: the Service Provision Project

TOPIC GUIDE FOR INTERVIEWS WITH MANAGERS OF FAMILY RELATIONSHIP ADVICE LINE REGIONAL CENTRES

Introductory comments

The Australian Institute of Family Studies has been commissioned by the Australian Government to evaluate its family law reforms. This interview is part of the evaluation of the first year’s implementation of the reforms.

We are interested in your experiences of the implementation of the first 12 months of the family law reforms and the impact of these reforms on your service. The interview is not about evaluating your call centre; rather its aim is to elicit your views about how the family law reforms are translating into the reality of working with families.

We understand that the provision of information can be a sensitive matter. Please be assured that your confidentiality will be maintained throughout the research process and that you will be given an opportunity to review the transcript of this interview. I’d also like to remind you that you can withdraw your consent to participate in the study at any time.

Interviewer note: The following is a guide to the questions to be asked as part of the interview. Interviewers should be flexible in their approach to the order of questions and the content of the interview. It is not necessary to ask every question if it has already been covered earlier in the interview, and issues raised by participants that are not part of the schedule should also be followed up if deemed to be of relevance to the research.

Interview topic guide

Overview of service and its operations

Could we start off by talking about your service – what you do and who works here etc?

PROMPTS: Find out the names of different positions and what their roles entail, how many people work there and what services/programs they offer. This is important as different regional centres provide different types of services such as parenting advisers and Indigenous advisers.
Client uptake/outreach

The first set of questions are about the promotion of MENSLINE and its activities to the general community.

- Are you aware of any promotional activities about the new system of service delivery and/or the family law reforms by the government?
- What sort of things have you observed?

Do you have an involvement in promoting MENSLINE? IF ANSWER IS NO, DO NOT ASK FOLLOWING QUESTIONS. PROBABLY THIS SECTION IS MAINLY RELEVANT TO CANBERRA MANAGERS.

- Have you found any good opportunities to promote your service to date?
- What sort of things have you done?
- How well do you think the publicity is working/has worked? Do you have any formal ways of gauging this?
- Does the advice line have programs in place to target/service indigenous families and families living in regional/remote areas? IF YES – can you describe these? IF NO EXPLORE WHY NOT. )

The next questions are about your expectations of the advice line before it commenced and whether these have changed during the implementation of the advice line over the past year.

Expectations of MENSLINE

- Can you talk about the broad aims of MENSLINE?
- Can you let me know if there have been developments or changes with respect to any of these aims since July last year? They might be informal or more formally negotiated changes. (Expand on responses)

- Prior to the reforms what impact did you think they’d have on MENSLINE and Mensline’s clients?
- Have your expectations changed? Can you say more about any such changes?
- Prior to the reforms, how useful did you think the FRC model would be? And the new & expanded early intervention & post-separation services? Have your expectations been met?

Perceived effectiveness of service

- How would you describe the uptake in the use of the MENSLINE overall? Since the reforms are any new patterns emerging?
- Are some categories of people making more use than others?
- Are some aspects of the advice line more sought after than other aspects?
- Are there continuing barriers? Can you see ways of overcoming these barriers?
- How are the staff travelling? Probe for issues such as achievements, stress, workload
Service Provision Project – MENSLine Manager Interviews

- Are there particular initiatives that seem to hold particular promise – PROBE Group work before mediation, child focused mediation, child inclusive mediation etc?
- How are the physical aspects of the service working? Does having call centres across the country impact on providing advice to callers about services in their local area?
- Do you think the staffing mix is about right or would you like to make changes in the short or long term?
- Have you been able to recruit adequately trained staff?
- Do you think staff need further training in any areas? If yes, what are the most important areas of need?

Collaboration with other agencies
- Where does MENSLine sit in relation to other services? (incl. family law system, FRCs, early intervention services and post-separation services) PROBE IN PARTICULAR FOR FRCs BUT DO NOT LIMIT THE DISCUSSION TO THIS
- Which agencies are you most closely connected to?
- Whom do you most often refer to and whom do you most often receive referrals from? What sort of referrals?
- Are there gaps in the referral network (e.g. mental health services, child protection, men’s services etc?)
- Did you encounter any difficulties establishing links? If so, what were these?
- In your opinion, how well is the MENSLine functioning as a ‘gateway’ or ‘entry-point’ to other programs or services?
- In your opinion, how well are the various components of the reform package operating as part of an integrated family law system? What bits need further work at this stage?

Screening for family violence/child abuse
- What violence screening protocols are in use?
- How do you think they are working?
- What further training in this would be of benefit?
- How confident do you think the staff are in judging the appropriateness of cases for referral to more formal legal processes or the court system or for being dealt with within the community service structure?
- Do you have formal links with services that provide support for victims of violence and abuse? If not, what would the barriers be to forming such links?
- What processes do you have in place to deal with allegations/revelations of child abuse/family violence?
- To what extent do you think the staff are managing to effectively “triage” cases and determine, for example, which need to be referred on to more formal legal processes, which can be dealt with “in house” and which need other referrals?
- In your view, how well do you think the new system identifies and assist families affected by violence/abuse?
Reflections on the family law reforms
This next section is about the Family Law Reforms.

- Can we start by talking generally about the Family Law Reforms – how you understand them and how your service fits in to their objectives?
- Does the MENSLINE fit well within the aims of the reforms? If so why? If not, why not?
- Do you think parents generally have a positive view of seeking help when faced with relationship, parenting or other difficulties? Do you think that the family law reforms are impacting on this view?
- How do you perceive the community’s attitude to negotiating disputes in community-based organisations? Do you get a sense that this is gaining more credibility? Have there been developments or breakthroughs or problems in this regard?
- In liaising with colleagues in MENSLINE, FRCs and other agencies, do you get a sense of the key objectives of the family law reforms receiving prominence?

PROMPT: Refer to the key objectives summarised below if needed.

1. promoting healthy family relationships,
2. preventing conflict and separation,
3. encouraging agreement rather than litigation, and
4. promoting opportunity for children to have meaningful relationships with both parents, if safe to do so?)

- Overall, in your view, what aspects of the family law reforms appear to be working well?
- Which do not? How could these be improved?

Other comments/reflections

- Do you have any other comments you would like to make about your centre or the family law system more broadly?

- Is there anything you would like to add to the conversation – either something we’ve missed or something we have discussed not covered adequately?
Appendix C24

Service Provision Project: Topic guide for interviews with managers and staff from FRSP Services Wave 2
TOPIC GUIDE FOR INTERVIEWS WITH MANAGERS AND STAFF FROM:
FAMILY RELATIONSHIP CENTRES; EARLY INTERVENTION AND POST
SEPARATION SERVICES; MENSLINE AND THE TELEPHONE DISPUTE
RESOLUTION SERVICE

Introductory comments

The Australian Institute of Family Studies has been commissioned by the Australian Government to evaluate its family law reforms. This interview is part of the evaluation of the implementation of the reforms.

We have sought to interview you because your service has received funding as part of the reforms. We are interested in your experiences of implementing aspects of this reform package at the community level. The interview is not about evaluating your service; rather its aim is to elicit your views about how the family law reforms are translating into the reality of working with families.

We understand that the provision of information can be a sensitive matter. Please be assured that your confidentiality will be maintained throughout the research process. I’d also like to remind you that you may withdraw your consent to participate in the study at any time.

Interviewer note: The following is a guide to the questions to be asked as part of the interview. Interviewers should be flexible in their approach to the order of questions and the content of the interview. It is not necessary to ask every question if it has already been covered earlier in the interview or it does not appear to be relevant to the service as the interview progresses. Interviewers should be led to some extent by participants’ own description of the service. Issues raised by participants that are not part of the schedule should also be followed up if deemed to be of relevance to the research.

Summary of interview topics to be discussed

Can you start by telling me about your service – what you do and who works here?

Demographics

Can you describe the area in which the service is located? What are the area’s demographics and its broad geography?
(For TDRS and Mensline ask only about demographics of callers)

How do you think the service is responding to the aims of the family law reforms and other needs of the local community?
(For TDRS and Mensline ask about needs of broader community)
Client uptake/outreach

How are you promoting the service and its activities to the general community?

Are you targeting specific client groups? If so which one(s) and with what response?

Expectations of service

What were your expectations of what the service could provide the community at the beginning of the reforms/when the service opened?

Have these expectations changed? If so in what way(s)?

What are your expectations of what the service could provide the community in the future? What would support these expectations? What barriers do you envisage?

Perceived effectiveness of service

What are the patterns in the uptake of the service - who is using it and what parts of the service are most sought after?

What type of feedback have you been receiving from clients – positive, negative, unexpected?

What are the staffing, recruitment and training needs of this service?

Are these needs generally being met? If not, what would support this service in meeting these unmet needs?

Has staff recruitment or retention been an issue within the context of the reforms and the expansion of the family relationship services system?

Working with intact or couple families

Interviewer note: Ask if participant indicated that intact or couple families access the service in ‘Perceived effectiveness of service’ section

What proportions of your clients are from families in which the partners are together (we’ll call them couple families)?
Since the introduction of the reforms/since the service commenced operation have you observed an increase in couples (where partners accompany each other) accessing the service?

Has there been an increase in individuals from couple families accessing the service for assistance with enhancing their relationships with their partner or other family members?

What are the needs of these families (presenting needs, complexity of cases, length of intervention required)?

Have you observed members of couple families accessing services earlier?

Has the nature of “early intervention” changed since the reforms? If so, in what way?

**Working with separated/separating families**

*Interviewer note: Ask if participant indicated that separated/separating families access the service in ‘Perceived effectiveness of service’ section*

What proportion of your clients are individuals or both parties from separated/separating families?

Of this group, in what proportion of cases do both parties use the service?

Since the introduction of the reforms/since the service commenced operation have you observed an increase in separated/separating families accessing the service?

What are the needs of these families (presenting needs, complexity of cases, length of intervention required)?

Do you believe the level of observed conflict within these families has changed during the implementation of the reforms? Probe if necessary around levels of conflict experienced – eg high, medium, low.

How are clients attending your service understanding of the presumption of shared parenting responsibility? What are their expectations in this regard when they first attend the service? Does this differ for mothers and fathers?

How do you work with families to manage expectations around equal time versus shared parental responsibility?

How frequently are shared care arrangements (35% - 64% is the CSA definition) requested in cases involving high conflict?
Service Provision Project – FRSP interview guide

How often are you able to assist high conflict parents come to satisfactory arrangements about their children? *Probe: satisfactory for whom?*

How frequently are shared care arrangements (35% - 64% is the CSA definition) requested in cases involving allegations or admissions of violence?

How often are you able to assist parents alleging or admitting violence to come to satisfactory arrangements about their children?

How do you think the additional FRSP services are impacting on the welfare of children of separated parents?

How do you think children are generally faring under the family law reforms?

What proportion cannot be directly assisted by your service but can be helped through appropriate referral?

What proportion of clients who reach your service can be directly assisted?

*Mental health and drug and alcohol issues*

What proportion of clients present with or are concerned about a family member with significant drug or alcohol issues?

What proportion of clients present with or are concerned about a family member with significant mental health issues?

*If respondent indicates that clients presenting with mental health and/or drug and alcohol issues are taking up significant resources, ask:*

How do you deal with the impact of this on your service?

Of these clients, what proportion do you estimate can be assisted by your service or other services (including FRSP, other services)?
**Collaboration with other agencies**

How does your service fit within the range of services in your community?

How does your service fit within services designed to assist family law clients?

How does your service fit within services not specifically designed to service family law clients?

What links have you established with other services and how appropriate and functional are these links?

What referral networks do you have with other services? Have these changed during the roll out of the reforms and the new and expanded services?

Have you established links with family law practitioners, the Courts and other legal services?

What protocols are in place to work with legal services and the Courts? In practice how useful (workable) are these protocols?

Are you involved in the Pathways Network? How useful is this Network and how could it be improved?

Broadly, how well are the various components of the reform package operating as part of an integrated family law system?

**Screening for family violence/child abuse**

What proportions of clients attending your service are affected by

- some form of family violence?
- some form of child abuse and neglect?
- serious family violence?
- serious child abuse of neglect?

How does your service approach screening for family violence and child abuse and/or neglect or child protection issues?

What sorts of assistance can your service offer families experiencing violence?

In your view, how well does the new system assist experiencing violence/abuse?

What proportion (if any) of cases would be better dealt with initially by the courts?
Does anything else need to happen to improve responses to allegations of violence or child abuse?

Can you describe a ‘typical’ case in which a person is experiencing family violence and what response you were able to make?

Of these clients, what proportion do you estimate require immediate legal or court intervention?

Of these clients, what proportion do you estimate can be assisted by family relationship services (including FRSP, other services)?

**Reflections on the family law reforms**

How do you see your service fitting in to the objectives of the reforms?

Have the reforms increased demand for your service?

Have the reforms changed the type of client accessing your service?

Has the level of demand changed as the roll out of the reforms has progressed?

Are there changes in demand associated with changes to the law? Such as the introduction of shared parental responsibility or the requirement to attend family dispute resolution unless certain exceptions apply (previously referred to as compulsory dispute resolution)?

Are there changes in demand associated with the expansion of services?

To what extent is your service able to meet any changes in demand?

What has been the response of your clients to the reforms and the increase in the number and types of services available to families?

What aspects of the family law reforms appear to be working well? What aspects could be improved?

Have you observed any gaps in the system?

*Additional question for Telephone Dispute Resolution Service and Mensline*

What are the challenges of providing a national telephone service to families?

How you think the service is responding to the needs of the community at a national level?
Appendix C25

Service Provision Project: Topic guide for Family Relationship Advice Line staff focus groups Wave 2
TOPIC GUIDE FOR FAMILY RELATIONSHIP ADVICE LINE STAFF FOCUS GROUPS

Introductory comments

The Australian Institute of Family Studies has been commissioned by the Australian Government to evaluate its family law reforms. This focus group is part of the evaluation of the implementation of the reforms.

We are interested in your experiences of working on the Family Relationship Advice Line. The interview is not about evaluating your call centre; rather its aim is to elicit your views about how the family law reforms are translating into the reality of working with families.

We understand that the provision of information can be a sensitive matter. Please be assured that your confidentiality will be maintained throughout the research process. I’d also like to remind you that you may withdraw your consent to participate in the study at any time.

Interviewer note: The following is a guide to the questions to be asked as part of the interview. Interviewers should be flexible in their approach to the order of questions and the content of the interview. It is not necessary to ask every question if it has already been covered earlier in the interview or it does not appear to be relevant to the service as the interview progresses. Interviewers should be led to some extent by participants’ own description of the service. Issues raised by participants that are not part of the schedule should also be followed up if deemed to be of relevance to the research.

Interview topics

1) Can you start by telling me about the FRAL – what is your role in the FRAL and what do you do?

2) Describe the callers accessing the service – their demographic characteristics and presenting needs? PROBE FOR

   a) Indigenous and CALD

   b) What proportions of callers are from families in which the partners are together (let’s call them couple families)?

      i) What are the needs of these families (presenting needs, complexity of issues)?
c) What proportions of callers are from families experiencing/who have experienced separation?
   i) What are the needs of these families (presenting needs, complexity of issues)?
   ii) Has the level of observed conflict within these families changed during the implementation of the reforms?

d) Have the characteristics of callers and their presenting needs changed since July 2006?

3) What are the expectations of callers – about the Family Relationship Advice Line? Of the reforms? PROBE FOR:
   a) How are callers to the FRAL understanding of the presumption of shared parenting responsibility? Does this differ for mothers and fathers?
   b) How do you work with callers to manage expectations around equal time versus shared parental responsibility?
   c) How is it going getting parents to focus on children’s needs?

4) What proportions of callers indicate that they are experiencing family violence or have child protection concerns?

5) Can you describe a ‘typical’ call from a person experiencing family violence and what response you were able to make?
   a) Of these callers, what proportion do you estimate require immediate legal or court intervention?
   b) Of these callers, what proportion do you estimate can be assisted by Family Relationship Centres or other services? What proportion do you refer to FRCs? And to other services?

6) What proportion of callers are concerned about significant drug or alcohol or mental health issues?

7) What proportion of callers overall (if any) do you feel can be directly assisted without a referral?

8) What is the relationship between the Family Relationship Advice Line, the local community, family law practitioners and other services?
9) In your view, how does the Family Relationship Advice Line fit in to the objectives of the Family Law Reforms?

(a) What has the response of the community been to the reforms and the increase in the number and type of services available to separating families?

(b) When you started working for the FRAL what were your expectations of what the service could provide the community?

   (i) Have these expectations changed since July 2006/when you started working on the FRAL?

(c) What aspects of the family law reforms appear to be working well?

(d) What aspects that could be improved?
Appendix C26

Service Provision Project: Survey of Family Relationship Service Staff (FRSP Services) Wave 1
INTRODUCTORY COMMENTS

The Australian Institute of Family Studies is undertaking research about the changes to the family law system, which were introduced by the Australian Government from 2006. The research has been commissioned by the Attorney-General’s Department and the Department of Families, Housing, Community Services and Indigenous Affairs.

We have invited you to complete this survey as you are employed in one of the services that have received funding as part of the family law reforms.

This is an important opportunity to have your say about how the reforms are affecting your service and the families who access it and about how you would like services to be delivered to families in the future.

Participation in this survey is entirely voluntary and your responses will be kept in strictest confidence. No information about individuals – or the agencies for which they work – will be identified in reporting the findings of the study. The data collected in this survey will be reported on according to service type and not individual organisations.

We hope that you will enjoy completing this survey. If you have any feedback about the survey or wish to discuss the Institute’s research about the family law reforms in more detail please call Kelly Hand, Manager of the Service Provision Project, on 1800 352 275.

If you experience any difficulties in accessing or completing the survey please contact our technical support staff on 1800 300 259.

Before completing the survey, please write the four-digit PIN supplied in the invitation email in the box below. This PIN has been developed to make sure that only those staff employed in services are completing the survey. It cannot be used to identify individual respondents. This is important in making sure that the information collected is accurate, reflecting only the experiences of those services sampled as part of the study.
We are interested in the perspectives of staff who deliver services under the new and expanded Family Relationship Services Program (FRSP) funded as part of the family law reforms.

Q1. Which of the following FRSP services do you work for?

Please select all that apply
- Family Relationship Centre
- Family Relationship Advice Line (including Legal Advice Line)
- Men and Family Relationships Service
- Family Relationships Counselling Service
- Family Relationships Education and Skills Training Service
- Specialised Family Violence Service
- Family Dispute Resolution Service
- Children’s Contact Service
- Mensline Australia
- Parenting Orders Program
- None of these ➔ You do not need to complete this survey.

If you work for only one of these services go to Q3.

If you work for more than one of these services go to Q2.

Q2. Please select the service you feel best able to comment about for this survey.

Please select one
- Family Relationship Centre
- Family Relationship Advice Line (including Legal Advice Line)
- Men and Family Relationships Service
- Family Relationships Counselling Service
- Family Relationships Education and Skills Training Service
- Specialised Family Violence Service
- Family Dispute Resolution Service
- Children’s Contact Service
- Mensline Australia
- Parenting Orders Program
- None of these ➔ You do not need to complete this survey.

Q3. Did this service...
- Exist prior to 1 July 2006 ➔ Go to Q4
- Commence operation between 1 July 2006 and 30 June 2007 ➔ Go to Q4
- Commence operation after 1 July 2007 ➔ There is no need to complete this survey.
- Don't know ➔ Go to Q4
The next few questions are about your role in the service.

Q4. What kind of work do you do in this service? That is, what is your occupation called and what are the main tasks and duties you undertake in your role?  
*Please describe fully.*

Occupation in this service ________________________

Job title in this service ________________________

Main tasks/duties in this service ________________________  ➔ Go to Q6

Q5. Not asked.

Q6. Do you work directly with clients, or have direct contact with callers, accessing this service?  
☑ Yes  
☐ No

Q7. How long in total have you worked in your current role? Include time spent in this role for other employers but in the area of Family Relationships.  
*Please record years and months (if no years then write 0)*

Years ________________ AND months ________________

Q8. And how long have you worked for the service selected at the start?  
*Please record a number in both spaces (if no years then write 0)*

Years ________________ AND months ________________

Q9. Which of these categories best describes your current contract of employment?  
*Please select one*

☐ Employed on a fixed-term contract  
☐ Employed on a casual basis  
☐ Employed on a permanent or ongoing basis  
☐ Other – please specify: ________________________

Q10. Including any paid or unpaid overtime, how many hours *per week* do you *usually* work in this service?  
*Please enter the number of hours in the box below*
The next few questions are about you and your background to help us understand who is working in family relationship services.

Q11. Since leaving school, what is the highest qualification you have completed?

*Please select one*

- Primary School only
- Secondary school qualification – lower level
- Secondary school qualification – higher level
- Trade certificate or apprenticeship
- Technicians certificate/ Advanced certificate
- Other certificate – level I
- Other certificate – level II
- Other certificate – level III
- Other certificate – level IV
- Associate Diploma/ Diploma (2 yrs full time or equivalent)
- Associate Degree
- Undergraduate Diploma/ Advanced Diploma (3 yrs full time or equivalent)
- Bachelor degree but not honours
- Honours bachelor degree
- Graduate certificate
- Post-graduate diploma/ Graduate diploma
- Masters degree
- Doctorate
- Other (please specify)
  - Title of course ____________________
  - Description ______________________
  - Course length (f/t equivalent) ____

 OR

- Did not complete qualification

Q12. Are you ...

- Male
- Female
Q13. What is your age?

*Please tick the appropriate age category*

- 15 – 19
- 20 – 24
- 25 – 29
- 30 – 34
- 35 – 39
- 40 – 44
- 45 – 49
- 50 – 54
- 55 – 59
- 60 – 64
- 65 – 69
- 70 – 74
- 75 +
- Prefer not to say

Q14. Are you of Aboriginal or Torres Strait Islander origin?

*Please select one*

- No
- Yes, Aboriginal
- Yes, Torres Strait Islander
- Yes, both
- Prefer not to say

Q15. Now thinking about the service selected at the start. How would you rate your service’s capacity to provide a service that caters to the needs of:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aboriginal and/or Torres Strait Islander families</td>
<td></td>
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<tr>
<td>Culturally and linguistically diverse families</td>
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<tr>
<td>People with a disability</td>
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<tr>
<td>Clients/callers from rural or remote areas</td>
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</tbody>
</table>
Q16. Please indicate the extent to which you agree or disagree with the following statements about the accessibility of this service.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>This service is easily accessed by public transport</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
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<td>Q</td>
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<tr>
<td>There is adequate parking at this service</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
</tr>
<tr>
<td>The fee structure for the services makes it affordable for most clients/callers</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
</tr>
<tr>
<td>The hours of operation of the service are appropriate for the target client/caller groups</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
</tr>
<tr>
<td>Adequate outreach is provided by the service for the target client/caller groups</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
<td>Q</td>
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</tbody>
</table>

Q17. Are there any particular groups in the community who would benefit from accessing this service but are not?

*Please select one*

- Q Yes ➔ Go to Q18.
- Q No ➔ Go to Q20.

Q18. Please describe these groups.

*Please describe fully*

Q19. Please give reasons as to why you think these groups are not accessing this service.

*Please describe fully*
**Q20.** How would you rate this service’s ability to work with the following services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable/We don’t work with these services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Relationship Centres</td>
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<tr>
<td>Family Relationship Advice Line</td>
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<tr>
<td>Early Intervention Services</td>
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<tr>
<td>(Family Relationships Counselling; Family Relationships Education and Skills Training; Men and Family Relationships Services; Specialised Family Violence Services)</td>
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<td>Post Separation Services</td>
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<tr>
<td>(Family Dispute Resolution; Children’s Contact Services; Parenting Orders Program)</td>
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<td>Private family lawyers</td>
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<td>Legal aid</td>
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<td>Courts</td>
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<tr>
<td>Other legal services</td>
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<tr>
<td>Child Support Agency</td>
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<tr>
<td>State Government child protection agencies</td>
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</tbody>
</table>

**Q21.** How would you rate this service’s ability to work with the following services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable/We don’t work with these services</th>
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</thead>
<tbody>
<tr>
<td>Centrelink</td>
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<td>Lifeline</td>
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<tr>
<td>Housing services</td>
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<td>Welfare services</td>
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<td>Police</td>
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<tr>
<td>Other family violence services</td>
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<tr>
<td>Mental health services</td>
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<td>Drug or alcohol services</td>
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<td>Disability services</td>
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<td>Migrant or ethnic services</td>
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</tbody>
</table>
Q22. How would you rate this service’s ability to work with the following services:

<table>
<thead>
<tr>
<th>Services</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/ Don’t know</th>
<th>Not applicable/ We don’t work with these services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indigenous-specific services</td>
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<tr>
<td>Local community groups</td>
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<tr>
<td>Sexual assault services</td>
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<tr>
<td>Schools</td>
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<tr>
<td>Other services not listed above</td>
<td>Please specify: ____________________</td>
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</tbody>
</table>

Q23. Please rate your service’s capacity to identify clients’/callers’ needs:

*Please select one.*
- Excellent
- Good
- Average
- Poor
- Very Poor
- Can’t say/Don’t know

Q24. Why do you say that?

Q25. Please rate your service’s capacity to meet clients’/callers’ needs:

*Please select one.*
- Excellent
- Good
- Average
- Poor
- Very Poor
- Can’t say/Don’t know

Q26. Why do you say that?
This section is about the ways your service works with clients/callers whose families may be experiencing child abuse, neglect and/or family violence. The next questions are about issues such as child abuse and/or neglect.

**Q27.** Do you have protocols and procedures for dealing with child abuse and/or neglect?

*Please select one*

- [ ] Yes  ➡ Go to Q28
- [ ] No  ➡ Go to Q29
- [ ] Can't say/don't know ➡ Go to Q29
- [ ] Not applicable  ➡ Go to Q29

**Q28.** Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/ Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="rating.png" alt="Rating" /></td>
<td><img src="rating.png" alt="Rating" /></td>
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</tr>
</tbody>
</table>

The service has appropriate protocols and procedures in place for dealing with child abuse and neglect that safeguard the families that use this service.

**Q29.** Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/ Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="rating.png" alt="Rating" /></td>
<td><img src="rating.png" alt="Rating" /></td>
<td><img src="rating.png" alt="Rating" /></td>
<td><img src="rating.png" alt="Rating" /></td>
<td><img src="rating.png" alt="Rating" /></td>
<td><img src="rating.png" alt="Rating" /></td>
</tr>
</tbody>
</table>

Screening for child abuse and neglect is a core part of our business at this service.

**Q30.** It is a mandatory legal requirement for me to report disclosures of child abuse and/or neglect.

*Please select one*

- [ ] Yes
- [ ] No – I do deal directly with clients/callers but mandatory reporting does not apply to me
- [ ] Can't say/don't know
- [ ] Not relevant to me – I don’t deal directly with clients/callers
Q31. Please rate your ability to do the following in your work for this service.

<table>
<thead>
<tr>
<th>Identify issues of child abuse and/or neglect</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make referrals to the appropriate services for clients/callers in cases where child abuse and/or neglect is disclosed</td>
<td></td>
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</tr>
<tr>
<td>Work with families where children have experienced child abuse and/or neglect</td>
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<td></td>
</tr>
<tr>
<td>Work with families where children are at risk of child abuse and/or neglect</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Work with clients/callers who have had allegations of child abuse and/or neglect made against them</td>
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<td></td>
</tr>
</tbody>
</table>

The next questions are about family violence.

Q32. Do you have protocols and procedures for dealing with disclosures of family violence?

*Please select one*
- Yes ➔ Go to Q33
- No ➔ Go to Q34
- Can't say/don't know ➔ Go to Q34
- Not applicable ➔ Go to Q34

Q33. Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>The service has appropriate protocols and procedures in place for dealing with family violence that safeguard the families that use this service</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
</table>

Q34. Please indicate the extent to which you agree or disagree with the following statements.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/ Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screening and assessment for family violence is a core part of our business</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I know who to contact when safety concerns relating to family violence for clients/callers or their children are identified</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Q35. Please rate your ability to do the following in your work for this service selected at the start.

<table>
<thead>
<tr>
<th>Task</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can't say/ Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify issues of family violence</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Make referrals to the appropriate service for clients/callers in cases involving family violence</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Work with clients/callers who have experienced family violence</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Work with clients/callers who are at risk of experiencing family violence</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Work with clients/callers who have had allegations of family violence made against them</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Identify circumstances where clients/callers may be suicidal or at immediate risk of self harm</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Make referrals to the appropriate service for clients/callers who may be suicidal or at immediate risk of self harm</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
Now thinking about the safety of staff...

Q36. Do you have protocols and procedures in place relating to violence and staff safety?

*Please select one*

- Yes    ➔ Go to Q37
- No     ➔ Go to Q38
- Can’t say/don’t know ➔ Go to Q38
- Not applicable ➔ Go to Q38

Q37. Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>These protocols and procedures relating to violence, safeguard staff in this service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The next questions relate to the introduction of the family law reforms in 2006.

Q38. Was the service selected at the start of the survey in operation prior to July 2006?

- Yes    ➔ Go to Q39
- No     ➔ Go to Q40
- Don’t know ➔ Go to Q40
Q39. Since the introduction of the family law reforms on 1 July 2006...

<table>
<thead>
<tr>
<th></th>
<th>Increased a lot</th>
<th>Increased a little</th>
<th>Stayed the same</th>
<th>Decreased a little</th>
<th>Decreased a lot</th>
<th>Can't say/Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>...the number of clients/callers accessing the service has...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...the number of clients/callers from intact families accessing this service with a view to avoiding separation has...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...the number of clients/callers accessing this service from intact families to improve their relationship with their partner has...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...the number of clients/callers accessing this service from intact families to improve their relationships with extended family members has...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...the number of clients/callers from intact families accessing this service to improve their parenting skills has...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...the number of couples seeking a reconciliation after separation has...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...the degree of complexity in cases has...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...the level of conflict between parties has...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...the level of family violence disclosures has...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...the level of child abuse and neglect disclosures has...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q40. Please complete the following questions. Compared with your expectations prior to the service commencing in July 2006...

<table>
<thead>
<tr>
<th>Question</th>
<th>Significantly greater than expected</th>
<th>More than expected</th>
<th>As expected</th>
<th>Less than expected</th>
<th>Significantly less than expected</th>
<th>Can't say/Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>...the number of clients/callers accessing the service has been...</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...the number of clients/callers from intact families accessing this service with a view to avoiding separation has been...</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...the number of clients/callers accessing this service from intact families to improve their relationship with their partner has been...</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...the number of clients/callers accessing this service from intact families to improve their relationships with extended family members has been...</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...the number of clients/callers from intact families accessing this service to improve their parenting skills has been...</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...the number of couples seeking a reconciliation after separation has been...</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...the degree of complexity in cases has been...</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...the level of conflict between parties has been...</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...the level of family violence disclosures has been...</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...the level of child abuse and neglect disclosures has been...</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
Q41. Please indicate up to 3 positive consequences experienced by this service since July 2006.

1. ________________________________________________________________
2. ________________________________________________________________
3. ________________________________________________________________

☐ No positive consequences

Q42. Please indicate up to 3 negative consequences experienced by this service since July 2006.

1. ________________________________________________________________
2. ________________________________________________________________
3. ________________________________________________________________

☐ No negative consequences

Thinking about the introduction of compulsory family dispute resolution arrangements in July 2007, please indicate the extent to which you agree or disagree with the following:

Q43. The introduction of compulsory family dispute resolution has...

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/ Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...created an increase in demand by fathers for this service</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...created an increase in demand by mothers for this service</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...increased the numbers of clients/callers experiencing high levels of conflict accessing this service</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...increased the number of difficult clients/callers accessing this service</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...seen some misunderstanding amongst clients/callers about when they are required to attend compulsory family dispute resolution</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
Q43 continued. The introduction of compulsory family dispute resolution has...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/ Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...seen an increase in the number of clients/callers for whom family dispute resolution is inappropriate due to child abuse or neglect</td>
<td>✔</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>...seen an increase in the number of clients/callers for whom compulsory family dispute resolution is inappropriate due to family violence</td>
<td>✔</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
</tbody>
</table>

We are interested in your perception of the impacts the reforms have made on client/caller attitudes and expectations. Considering the period since the reforms began (July 2006), please indicate the extent to which you agree or disagree with the following statements about clients/callers accessing the service selected at the start.

Q44. Since the reforms came into effect, the service has experienced...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/ Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...an increasing proportion of <em>fathers</em> seeking help with parenting arrangements</td>
<td>✔</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>...an increasing proportion of <em>mothers</em> seeking help with parenting arrangements</td>
<td>✔</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
</tbody>
</table>

Q45. Since the reforms came into effect, the service has experienced...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/ Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...an increasing proportion of <em>fathers</em> focusing on the best interests of their children</td>
<td>✔</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>...an increasing proportion of <em>mothers</em> focusing on the best interests of their children</td>
<td>✔</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
</tbody>
</table>
**Q46.** Since the reforms came into effect, the service has experienced...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...an increasing proportion of <em>fathers</em> wanting joint decision making on issues concerning the long term welfare of their children</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>...an increasing proportion of <em>mothers</em> wanting joint decision making on issues concerning the long term welfare of their children</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
</tbody>
</table>

**Q47.** Since the reforms came into effect, the service has experienced...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...an increasing proportion of <em>fathers</em> wanting arrangements where the child spends (close to) equal time with each of the parents</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>...an increasing proportion of <em>mothers</em> wanting arrangements where the child spends (close to) equal time with each of the parents</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
</tbody>
</table>

**Q48.** Since the reforms came into effect, the service has experienced...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...an increasing proportion of <em>fathers</em> wanting to spend substantial and significant time with their children (that is, time that involves the child’s day-to-day routine – not just weekends and holidays)</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>...an increasing proportion of <em>mothers</em> wanting to spend substantial and significant time with their children (that is, time that involves the child’s day-to-day routine – not just weekends and holidays)</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
</tbody>
</table>
Q49. Since the reforms came into effect, the service has experienced...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...an increasing proportion of <em>fathers</em> with expectations that both parents will have meaningful involvement in their child’s life</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...an increasing proportion of <em>mothers</em> with expectations that both parents will have meaningful involvement in their child’s life</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q50. Since the reforms came into effect, the service has experienced...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...an increasing proportion of <em>fathers</em> wanting their children to spend time with grandparents</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...an increasing proportion of <em>mothers</em> wanting their children to spend time with grandparents</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...an increasing proportion of <em>grandparents</em> wanting their grandchildren to spend time with them</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q51. Please indicate the extent to which you agree or disagree with the following statements about parenting arrangements.

There has been an increasing number of parents wanting to renegotiate their parenting arrangements...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...because their children’s needs have changed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...because of changes in parental circumstances</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...because arrangements have broken down</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q52. Are there other reasons that have become more common, as to why parents are wanting to renegotiate their parenting arrangements?

☐ Yes ➔ Go to Q53
☐ No ➔ Go to Q54

Q53. What are they?


Q54. Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/ Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>This service contributes to building parental capacity to focus on the best interests of the children</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

☐ ☐ ☐ ☐ ☐ ☐ ☐

Q55. Why do you say that?


Q56. Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/ Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the context of child abuse and neglect, this service assists parents to negotiate parenting arrangements that keep children safe</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

☐ ☐ ☐ ☐ ☐ ☐ ☐

Q57. Why do you say that?


Family Relationship Centres

Q58. Please indicate the extent that you agree or disagree that Family Relationship Centres...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

...provide a ‘gateway’ to the services that families need

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

...provide appropriate information relevant to family relationships and separation

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

...appropriately refer families to the services they need

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

Family Relationship Advice Line

Q59. Please indicate the extent to which you agree or disagree that the Family Relationship Advice Line...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>

...provides appropriate information relevant to family relationships and separation

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

...provides appropriate advice on family separation issues

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

...appropriately refers callers to the services they need

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

If you are answering this survey in regards to Mensline Australia please skip to Q61.

Q60. To help us understand the context your service operates in, could you please write the postcode where your service is located?

_________________________ Go to Q61

☑ Prefer not to say Go to Q60a

Q60a. If you would prefer not to enter your postcode please indicate the area in which the service is located.

☑ A State Capital
☑ Regional City
☑ Rural Towns
☑ Rural areas (not in a township)
☑ Remote Communities
☑ Other – please specify: _______________
Further comments

Q61. Is there anything else you would like to tell us about the family law reforms or the services provided to families?

Conclusion

Thank you for completing the survey. Your response will make an important contribution to helping us better understand how the family law reforms are impacting on both family relationship services and the families that they support. We hope that you will take part in future surveys about how services and families are faring over the first years of the new family law system. If you have any feedback about the survey or wish to discuss the Institute’s research about the family law reforms in more detail please call Kelly Hand, Manager of the Service Provision Project on 1800 352 275.

Please place your completed survey in an envelope and post to:

I-view
Reply Paid 25
PO Box 25
INDOOROOPILLY QLD 4068
Appendix C27

Service Provision Project: Survey of Family Relationship Service Staff (FRAL) Wave 1
Service Provision Project:  
Survey of Family Relationship Service Staff

INTRODUCTORY COMMENTS

The Australian Institute of Family Studies is undertaking research about the changes to the family law system, which were introduced by the Australian Government from 2006. The research has been commissioned by the Attorney-General's Department and the Department of Families, Housing, Community Services and Indigenous Affairs.

We have invited you to complete this survey as you are employed in one of the services that have received funding as part of the family law reforms.

This is an important opportunity to have your say about how the reforms are affecting your service and the families who access it and about how you would like services to be delivered to families in the future.

Participation in this survey is entirely voluntary and your responses will be kept in strictest confidence. No information about individuals – or the agencies for which they work – will be identified in reporting the findings of the study. The data collected in this survey will be reported on according to service type and not individual organisation.

We hope that you will enjoy completing this survey. If you have any feedback about the survey or wish to discuss the Institute's research about the family law reforms in more detail please call Kelly Hand, Manager of the Service Provision Project, on 1800 352 275.

If you experience any difficulties in accessing or completing the survey please contact our technical support staff on 1800 300 259.
We are interested in the perspectives of staff who deliver services under the new and expanded Family Relationship Services Program (FRSP) funded as part of the family law reforms. As a staff member of the Family Relationship Advice Line, please answer the survey for the FRAL.

Q1. Not asked.

Q2. Not asked

Q3. Not asked

Q3a. Not asked

The next few questions are about your role in the FRAL.

Q4. Not asked.

Q5. What is your primary role in the FRAL?
   - Information Officer
   - Parenting Adviser
   - Legal Adviser
   - Team Leader
   - Other (please specify)_______________

Q6. Do you have direct contact with callers accessing the FRAL?
   - Yes
   - No

Q7. How long in total have you worked in your current role? Include time spent in this role for other employers but in the area of Family Relationships.
   
   Please record years and months (if no years then write 0)
   Years _______________ AND months _______________

Q8. And how long have you worked for the FRAL?
   
   Please record a number in both spaces (if no years then write 0)
   Years _______________ AND months _______________
Q9. Which of these categories best describes your current contract of employment?

*Please select one*

- Employed on a fixed-term contract
- Employed on a casual basis
- Employed on a permanent or ongoing basis
- Other – please specify: _________________

Q10. Including any paid or unpaid overtime, how many hours per week do you usually work in the FRAL?

*Please enter the number of hours in the box below*

The next few questions are about you and your background to help us understand who is working in family relationship services.

Q11. Since leaving school, what is the highest qualification you have completed?

*Please select one*

- Primary School only
- Secondary school qualification – lower level
- Secondary school qualification – higher level
- Trade certificate or apprenticeship
- Technicians certificate/ Advanced certificate
- Other certificate – level I
- Other certificate – level II
- Other certificate – level III
- Other certificate – level IV
- Associate Diploma/ Diploma (2 yrs full time or equivalent)
- Associate Degree
- Undergraduate Diploma/ Advanced Diploma (3 yrs full time or equivalent)
- Bachelor degree but not honours
- Honours bachelor degree
- Graduate certificate
- Post-graduate diploma/ Graduate diploma
- Masters degree
- Doctorate
- Other (please specify)
  Title of course _________________
  Description ___________________
  Course length (f/t equivalent) _____

OR

- Did not complete qualification

Q12. Are you ...

- Male
- Female
Q13. What is your age?

*Please tick the appropriate age category*

- [ ] 15 – 19
- [ ] 20 – 24
- [ ] 25 – 29
- [ ] 30 – 34
- [ ] 35 – 39
- [ ] 40 – 44
- [ ] 45 – 49
- [ ] 50 – 54
- [ ] 55 – 59
- [ ] 60 – 64
- [ ] 65 – 69
- [ ] 70 – 74
- [ ] 75 +
- [ ] Prefer not to say

Q14. Are you of Aboriginal or Torres Strait Islander origin?

*Please select one*

- [ ] No
- [ ] Yes, Aboriginal
- [ ] Yes, Torres Strait Islander
- [ ] Yes, both
- [ ] Prefer not to say

Q15. Now thinking about the FRAL. How would you rate the FRAL’s capacity to provide a service that caters to the needs of:

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/ Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aboriginal and/or Torres Strait Islander families</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Culturally and linguistically diverse families</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
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</tr>
<tr>
<td>People with a disability</td>
<td>[ ]</td>
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<td>[ ]</td>
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<tr>
<td>Clients/callers from rural or remote areas</td>
<td>[ ]</td>
<td>[ ]</td>
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<td>[ ]</td>
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</tr>
</tbody>
</table>
Q16. Please indicate the extent to which you agree or disagree with the following statement about the accessibility of the FRAL.

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>The hours of operation of the service are appropriate for the target caller groups</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Q17. Are there any particular groups in the community who would benefit from accessing the FRAL but are not?

*Please select one*

- ☐ Yes  ➔ Go to Q18.
- ☐ No   ➔ Go to Q20.

Q18. Please describe these groups.

*Please describe fully*

Q19. Please give reasons as to why you think these groups are not accessing the FRAL.

*Please describe fully*
Q20. How would you rate this service’s ability to work with the following services:

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/ Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Relationship Centres</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Early Intervention Services (FRAC; FRAC Education and Skills Training; Men and Family Relationships Services; Specialised Family Violence Services)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Post Separation Services (FRAC; Children’s Contact Services; Parenting Orders Program)</td>
<td></td>
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<td></td>
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<tr>
<td>Private family lawyers</td>
<td></td>
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<tr>
<td>Legal aid</td>
<td></td>
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<tr>
<td>Courts</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Other legal services</td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>Child Support Agency</td>
<td></td>
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<tr>
<td>State Government child protection agencies</td>
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</tr>
</tbody>
</table>

Q21. How would you rate the FRAL’s ability to work with the following services:

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/ Don’t know</th>
<th>Not applicable/ We don’t work with these services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Centrelink</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Lifeline</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing services</td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Welfare services</td>
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<tr>
<td>Police</td>
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<td></td>
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<tr>
<td>Other family violence services</td>
<td></td>
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<tr>
<td>Mental health services</td>
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<tr>
<td>Drug or alcohol services</td>
<td></td>
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<td></td>
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<tr>
<td>Disability services</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Migrant or ethnic services</td>
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</tr>
</tbody>
</table>
Q22. How would you rate the FRAL’s ability to work with the following services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable/We don’t work with these services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indigenous-specific services</td>
<td></td>
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<tr>
<td>Local community groups</td>
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<tr>
<td>Sexual assault services</td>
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<td></td>
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<tr>
<td>Schools</td>
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<tr>
<td>Other services not listed above</td>
<td></td>
<td></td>
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<td></td>
<td>Please specify: ______________________________</td>
</tr>
</tbody>
</table>

Q23. Please rate the FRAL’s capacity to identify callers’ needs: Please select one.

- Excellent
- Good
- Average
- Poor
- Very Poor
- Can’t say/Don’t know

Q24. Why do you say that?

Q25. Please rate the FRAL’s capacity to meet callers’ needs:

Please select one.

- Excellent
- Good
- Average
- Poor
- Very Poor
- Can’t say/Don’t know

Q26. Why do you say that?
This section is about the ways the FRAL works with callers whose families may be experiencing child abuse, neglect and/or family violence. The next questions are about issues such as child abuse and/or neglect.

**Q27.** Do you have protocols and procedures for dealing with child abuse and/or neglect?

*Please select one*

- Yes  ➔ Go to Q28
- No  ➔ Go to Q29
- Can't say/don't know  ➔ Go to Q29
- Not applicable  ➔ Go to Q29

**Q28.** Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

The FRAL has appropriate protocols and procedures in place for dealing with child abuse and neglect that safeguard the families that use this service

- ○
- ○
- ○
- ○
- ○
- ○

**Q29.** Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

Screening for child abuse and neglect is a core part of our business at the FRAL

- ○
- ○
- ○
- ○
- ○
- ○

**Q30.** It is a mandatory legal requirement for me to report disclosures of child abuse and/or neglect.

*Please select one*

- Yes
- No – I do deal directly with callers but mandatory reporting does not apply to me
- Can’t say/don’t know
- Not relevant to me – I don’t deal directly with callers
Q31. Please rate your ability to do the following in your work for the FRAL.

<table>
<thead>
<tr>
<th>Area</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/ Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify issues of child abuse and/or neglect</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Make referrals to the appropriate services for callers in cases where child abuse and/or neglect is disclosed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work with families where children have experienced child abuse and/or neglect</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work with families where children are at risk of child abuse and/or neglect</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work with callers who have had allegations of child abuse and/or neglect made against them</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

The next questions are about family violence.

Q32. Do you have protocols and procedures for dealing with disclosures of family violence?
   Please select one
   - Yes  ➔ Go to Q33
   - No   ➔ Go to Q34
   - Can’t say/don’t know ➔ Go to Q34
   - Not applicable ➔ Go to Q34

Q33. Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/ Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>The FRAL has appropriate protocols and procedures in place for dealing with family violence that safeguard the families that use this service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q34. Please indicate the extent to which you agree or disagree with the following statements.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screening and assessment for family violence is a core part of our business</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I know who to contact when safety concerns relating to family violence for callers or their children are identified</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Q35. Please rate your ability to do the following in your work for the FRAL.

<table>
<thead>
<tr>
<th>Task</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify issues of family violence</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Make referrals to the appropriate service for callers in cases involving family violence</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Work with callers who have experienced family violence</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Work with callers who are at risk of experiencing family violence</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Work with callers who have had allegations of family violence made against them</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Identify circumstances where callers may be suicidal or at immediate risk of self harm</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Make referrals to the appropriate service for callers who may be suicidal or at immediate risk of self harm</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
Now thinking about the safety of staff...

Q36. Do you have protocols and procedures in place relating to violence and staff safety?

Please select one
- ✔ Yes ➔ Go to Q37
- ❌ No ➔ Go to Q38
- ❏ Can’t say/don’t know ➔ Go to Q38
- ❏ Not applicable ➔ Go to Q38

Q37. Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>❏</td>
<td>❏</td>
<td>❏</td>
<td>❏</td>
<td>❏</td>
<td>❏</td>
</tr>
</tbody>
</table>

These protocols and procedures relating to violence, safeguard staff in the FRAL

The next questions relate to the introduction of the family law reforms in 2006.

Q38. Not asked.

Q39. Not asked.

Q40. Please complete the following questions. Compared with your expectations prior to the service commencing in July 2006...

<table>
<thead>
<tr>
<th>Significantly greater than expected</th>
<th>More than expected</th>
<th>As expected</th>
<th>Less than expected</th>
<th>Significantly less than expected</th>
<th>Can’t say/Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>❏</td>
<td>❏</td>
<td>❏</td>
<td>❏</td>
<td>❏</td>
<td>❏</td>
</tr>
</tbody>
</table>

...the number of callers accessing the FRAL has been...

...the number of callers from intact families accessing the FRAL with a view to avoiding separation has been...

...the number of callers accessing the FRAL from intact families to improve their relationship with their partner has been...

...the number of callers accessing the FRAL from intact families to improve their relationships with extended family members has been...
Q40 continued. Compared with your expectations prior to the service commencing in July 2006...

<table>
<thead>
<tr>
<th>Current Experience</th>
<th>Significantly greater than expected</th>
<th>More than expected</th>
<th>As expected</th>
<th>Less than expected</th>
<th>Significantly less than expected</th>
<th>Can’t say/Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>...the number of callers from intact families accessing the FRAL to improve their parenting skills has been...</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...the number of couples seeking a reconciliation after separation has been...</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...the degree of complexity in cases has been...</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...the level of conflict between parties has been...</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...the level of family violence disclosures has been...</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...the level of child abuse and neglect disclosures has been...</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Q41. Please indicate up to 3 positive consequences experienced by the FRAL since it commenced operation in July 2006.

1. _________________________________________________________________
2. _________________________________________________________________
3. _________________________________________________________________

☐ No positive consequences

Q42. Please indicate up to 3 negative consequences experienced by the FRAL since it commenced operation in July 2006.

1. _________________________________________________________________
2. _________________________________________________________________
3. _________________________________________________________________

☐ No negative consequences
Thinking about the introduction of Compulsory Family Dispute Resolution arrangements in July 2007, please indicate the extent to which you agree or disagree with the following:

Q43. The introduction of compulsory family dispute resolution has...

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...created an increase in demand by fathers for the FRAL</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...created an increase in demand by mothers for the FRAL</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...increased the numbers of callers experiencing high levels of conflict accessing the FRAL</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...increased the number of difficult callers accessing the FRAL</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...seen some misunderstanding amongst callers about when they are required to attend compulsory family dispute resolution</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...seen an increase in the number of callers for whom family dispute resolution is inappropriate due to child abuse or neglect</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...seen an increase in the number of callers for whom compulsory family dispute resolution is inappropriate due to family violence</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
We are interested in your perception of the impacts the reforms have made on caller attitudes and expectations. Considering the period since the reforms began (July 2006), please indicate the extent to which you agree or disagree with the following statements about callers accessing the FRAL.

**Q44.** Since the reforms came into effect, the FRAL has experienced...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **...an increasing proportion of fathers** seeking help with parenting arrangements
- **...an increasing proportion of mothers** seeking help with parenting arrangements

**Q45.** Since the reforms came into effect, the FRAL has experienced...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **...an increasing proportion of fathers** focusing on the best interests of their children
- **...an increasing proportion of mothers** focusing on the best interests of their children

**Q46.** Since the reforms came into effect, the FRAL has experienced...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **...an increasing proportion of fathers** wanting joint decision making on issues concerning the long term welfare of their children
- **...an increasing proportion of mothers** wanting joint decision making on issues concerning the long term welfare of their children
Q47. Since the reforms came into effect, the FRAL has experienced...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...an increasing proportion of fathers wanting arrangements where the child spends (close to) equal time with each of the parents</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...an increasing proportion of mothers wanting arrangements where the child spends (close to) equal time with each of the parents</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q48. Since the reforms came into effect, the FRAL has experienced...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...an increasing proportion of fathers wanting to spend substantial and significant time with their children (that is, time that involves the child’s day-to-day routine – not just weekends and holidays)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...an increasing proportion of mothers wanting to spend substantial and significant time with their children (that is, time that involves the child’s day-to-day routine – not just weekends and holidays)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q49. Since the reforms came into effect, the FRAL has experienced...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...an increasing proportion of fathers with expectations that both parents will have meaningful involvement in their child’s life</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...an increasing proportion of mothers with expectations that both parents will have meaningful involvement in their child’s life</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q50. Since the reforms came into effect, the FRAL has experienced...

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/ Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...an increasing proportion of fathers wanting their children to spend time with grandparents</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...an increasing proportion of mothers wanting their children to spend time with grandparents</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...an increasing proportion of grandparents wanting their grandchildren to spend time with them</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q51. Please indicate the extent to which you agree or disagree with the following statements about parenting arrangements.

There has been an increasing number of parents wanting to renegotiate their parenting arrangements...

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/ Don't know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...because their children's needs have changed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...because of changes in parental circumstances ...because arrangements have broken down</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q52. Are there other reasons that have become more common, as to why parents are wanting to renegotiate their parenting arrangements?

- Yes ➔ Go to Q53
- No ➔ Go to Q54

Q53. What are they?
Q54. Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>The FRAL contributes to building parental capacity to focus on the best interests of the children</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
</tr>
<tr>
<td>☐</td>
</tr>
</tbody>
</table>

Q55. Why do you say that?

Q56. Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>In the context of child abuse and neglect, the FRAL assists parents to negotiate parenting arrangements that keep children safe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
</tr>
<tr>
<td>☐</td>
</tr>
</tbody>
</table>

Q57. Why do you say that?

Family Relationship Centres

Q58. Please indicate the extent that you agree or disagree that Family Relationship Centres...

<table>
<thead>
<tr>
<th>...provide a ‘gateway’ to the services that families need</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
</tr>
<tr>
<td>☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>...provide appropriate information relevant to family relationships and separation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
</tr>
<tr>
<td>☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>...appropriately refer families to the services they need</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
</tr>
<tr>
<td>☐</td>
</tr>
</tbody>
</table>
Family Relationship Advice Line

Q59. Please indicate the extent to which you agree or disagree that the Family Relationship Advice Line...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
- Provides appropriate information relevant to family relationships and separation
  - Provides appropriate advice on family separation issues
  - Appropriately refers callers to the services they need

Further comments

Q60. Is there anything else you would like to tell us about the family law reforms or the services provided to families?

Conclusion

Thank you for completing the survey. Your response will make an important contribution to helping us better understand how the family law reforms are impacting on both family relationship services and the families that they support. We hope that you will take part in future surveys about how services and families are faring over the first years of the new family law system. We will be repeating this survey later in 2008 and then again in 2009 and look forward to hearing from you again. If you have any feedback about the survey or wish to discuss the Institute’s research about the family law reforms in more detail please call Kelly Hand, Manager of the Service Provision Project on 1800 352 275.

Please place your completed survey in an envelope and post to:

I-view
Reply Paid 25
PO Box 25
INDOROOPIILLY QLD 4068
Appendix C28

Service Provision Project: Survey of Family Relationship Service Staff (FRSP Services) Wave 2
INTRODUCTORY COMMENTS

The Australian Institute of Family Studies is undertaking research about the changes to the family law system, which were introduced by the Australian Government from 2006. The research has been commissioned by the Attorney-General's Department and the Department of Families, Housing, Community Services and Indigenous Affairs.

We have invited you to complete this survey as you are employed in one of the services that have received funding as part of the family law reforms. Some of the questions in the survey may be more or less relevant for you depending on the service you work for and your role within the service. In these cases, not applicable response options have been provided.

This is an important opportunity to have your say about how the reforms are affecting your service and the families who access it and about how you would like services to be delivered to families in the future.

Participation in this survey is entirely voluntary and your responses will be kept in strictest confidence. No information about individuals – or the agencies for which they work – will be identified in reporting the findings of the study. The data collected in this survey will be reported on according to service type and not individual organisations.

We hope that you will enjoy completing this survey. If you have any feedback about the survey or wish to discuss the Institute’s research about the family law reforms in more detail please call Kelly Hand, Manager of the Service Provision Project, on 1800 352 275.

Before completing the survey, please enter the four-digit PIN supplied in the invitation email in the box below. This PIN has been developed to make sure that only those staff employed in services can access the survey. This is important in making sure that the information collected is accurate, reflecting only the experiences of those services sampled as part of the study.
We are interested in the perspectives of staff who deliver services under the new and expanded Family Relationship Services Program (FRSP) funded as part of the family law reforms.

Q1. Which of the following FRSP services do you work for?  
*Please select all that apply*
- Family Relationship Centre
- Men and Family Relationships Service
- Family Relationships Counselling Service
- Family Relationships Education and Skills Training Service
- Specialised Family Violence Service
- Family Dispute Resolution Service
- Children’s Contact Service
- Mensline Australia
- Parenting Orders Program
- None of these ➔ You do not need to complete this survey.

If you work for only one of these services go to Q3

If you work for more than one of these services go to Q2

Q2. Please select the service you feel best able to comment about for this survey.  
*Please select one*
- Family Relationship Centre
- Men and Family Relationships Service
- Family Relationships Counselling Service
- Family Relationships Education and Skills Training Service
- Specialised Family Violence Service
- Family Dispute Resolution Service
- Children’s Contact Service
- Mensline Australia
- Parenting Orders Program
- None of these ➔ You do not need to complete this survey.

Q3. Did this service…  
*Please select one*
- Exist prior to 1 July 2006
- Commence operation between 1 July 2006 and 30 June 2007
- Commence operation between 1 July 2007 and 30 June 2008
- Commence operation after 1 July 2008
- Don’t know
The next few questions are about your role in this service.

Q4. How long have you worked at this service?
   *Please record years and months (if no years then write 0)*
   Years ___________________ AND months ___________________

Q5. How long in total have you worked in the area of family relationships (including time both at this service and other services).
   *Please record years and months (if no years then write 0)*
   Years ___________________ AND months ___________________

Q6. Does your role in this service encompass management or supervision activities?
   *Please select one*
   - Yes, manager or supervisor
   - No, neither

Q7. Please select the category that best describes your primary occupation/role in this service.
   *Please select one*
   - Educator
   - Mediator or Family Dispute Resolution Practitioner
   - Counsellor
   - Community Development Worker
   - Intake/Assessment Worker
   - Other Practitioner
   - Reception
   - Other Administration (including data entry)
   - Other (please specify): __________________________

Q8. Not asked.

Q9. Are you...
   *Please select one*
   - Male
   - Female

Q10. What is your age?
    *Please tick the appropriate age category*
    - 15 – 24
    - 25 – 34
    - 35 – 44
    - 45 – 54
    - 55 – 64
    - 65 +
    - Prefer not to say
Q11. To what extent do you agree or disagree with the following statement?

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Mostly Agree</th>
<th>Mostly Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
<th>I don’t see clients with family law issues.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>I feel that I have adequate information about the family law reforms to assist clients</td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q12. To what extent do you agree or disagree that the following statements describe your views about the Family Law reforms?

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Mostly Agree</th>
<th>Mostly Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>

If you work in a Family Relationship Centre, or a Family Dispute Resolution Service please answer Q13.

If you work in another service and your primary role at this service is as a Mediator or Family Dispute Resolution Practitioner please answer Q13.

If neither of the above, please go to Q14.

Q13. The exceptions to the requirement to attend family dispute resolution are well-understood by:

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Mostly Agree</th>
<th>Mostly Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

Appendix C28
Q14. Based on your experiences in the last two years, do you agree or disagree with the following statements?

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Mostly Agree</th>
<th>Mostly Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable.</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>

- It is easy for clients to understand the difference between shared parental responsibility and time
- The current policy framework makes it easy to assist parents reach arrangements that are developmentally appropriate for their children
- The Family Relationship Centres have been able to work well in an integrated way

Q15. Based on your experience of the past 2 years, what proportion of fathers attending this service, begin by expecting equal parenting time?

……………….%

*Estimate only.*

Based on your experience of the past 2 years, what proportion of mothers attending this service, begin by expecting equal parenting time?

……………….%

*Estimate only.*

Based on your experience of the past 2 years, what proportion of fathers attending this service, with post separation parenting issues are able to focus substantially on their children’s needs?

……………….%

*Estimate only.*

Based on your experience of the past 2 years, what proportion of mothers attending this service, with post separation parenting issues are able to focus substantially on their children’s needs?

……………….%

*Estimate only.*

☐ Not applicable, our service does not see clients with post separation issues.
Q16. To what extent do you agree or disagree that the following statements describe your view?

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Mostly Agree</th>
<th>Mostly Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
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</tr>
</tbody>
</table>

The child’s right to meaningful involvement with both parents is given adequate priority in the family law system.

The need to protect children and other family members from harm from family violence and child abuse is given adequate priority in the family law system.

Q17.

<table>
<thead>
<tr>
<th>None</th>
<th>Less than a quarter</th>
<th>About a quarter</th>
<th>About a half</th>
<th>About three quarters</th>
<th>More than three quarters</th>
<th>All</th>
<th>Can’t say</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

In your view, what proportion of clients attending this service, who are potential Child Support Agency payers are trying to get more time with their children so that they can pay less child support?

*Estimate only.*

In your view, what proportion of clients attending this service, who are potential Child Support Agency payees are trying to stop their ex-partner getting more time with their children so as to avoid losing child support?

*Estimate only.*

Q18. In your view, what is the proportion of separating or separated parents who came to this service in relation to children’s matters…

<table>
<thead>
<tr>
<th>None</th>
<th>Less than a quarter</th>
<th>About a quarter</th>
<th>About a half</th>
<th>About three quarters</th>
<th>More than three quarters</th>
<th>All</th>
<th>Can’t say</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

…who have some misunderstanding about when they are required to attend family dispute resolution

*Estimate only.*

…for whom family dispute resolution is inappropriate due to child abuse or neglect

*Estimate only.*

…for whom family dispute resolution is inappropriate due to family violence

*Estimate only.*
Q19. In your view, what is the proportion of separating or separated parents who came to this service in relation to children’s matters…

<table>
<thead>
<tr>
<th>None</th>
<th>Less than a quarter</th>
<th>About a quarter</th>
<th>About a half</th>
<th>About three quarters</th>
<th>More than three quarters</th>
<th>All</th>
<th>Can’t say</th>
<th>Not Applicable</th>
</tr>
</thead>
</table>

…who are experiencing high levels of conflict

*Estimate only.*

…who have complex needs

*Estimate only.*

Q20. Of the clients you see who seek to renegotiate parenting arrangements, what proportion of parents want to renegotiate parenting arrangements…

<table>
<thead>
<tr>
<th>None</th>
<th>Less than a quarter</th>
<th>About a quarter</th>
<th>About a half</th>
<th>About three quarters</th>
<th>More than three quarters</th>
<th>All</th>
<th>Can’t say</th>
<th>Not Applicable</th>
</tr>
</thead>
</table>

…because their children’s needs have changed

*Estimate only.*

…because of changes in parental circumstances

*Estimate only.*

…for other reasons (please specify):

__________________________

__________________________

__________________________

*Estimate only.*

If you work in a Family Relationship Centre, or a Family Dispute Resolution Service please answer Q21 and Q22.

If you work in another service and your primary role at this service is as a Mediator or Family Dispute Resolution Practitioner please answer Q21 and Q22.

If neither of the above, please go to Q23.

Q21. Does your service provide Family Dispute Resolution services where child abuse and neglect allegations have been raised?

Yes / No

Q21b. If so, under what circumstances?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Q22. Does your service provide Family Dispute Resolution services where family violence allegations have been raised?

Yes / No

Q22b. If so, under what circumstances?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
## Family Relationship Centres

**Q23.** The following questions are about Family Relationship Centres. Please indicate the extent that you agree or disagree that Family Relationship Centres…

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...provide a ‘gateway’ to the services that families need</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...provide appropriate information relevant to family relationships and separation</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...appropriately refer families to the services they need</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

## Family Relationship Advice Line

**Q24.** The following questions are about the Family Relationship Advice Line. Please indicate the extent that you agree or disagree that the Family Relationship Advice Line…

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>...provides appropriate information relevant to family relationships and separation</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...provides appropriate advice on family separation issues</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>...appropriately refers callers to the services they need</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

## Q25. Please indicate the extent to which you agree or disagree with the following statements about the accessibility of this service.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>This service is easily accessed by public transport</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>There is adequate parking at this service</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The fee structure for the services make it affordable for most clients</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The hours of operation of the service are appropriate for the target client groups</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Adequate outreach is provided by the service for the target client groups</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>There has been sufficient advertising and promotion of this service</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>There are language barriers for some groups in the catchment area to use this service</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>There are cultural barriers for some groups in the catchment area to use this service</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
Q26. Please rate this service’s capacity to **identify** clients’ needs

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/don’t know</th>
</tr>
</thead>
</table>

Q27. Please rate this service’s capacity to **meet** clients’ needs

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/don’t know</th>
</tr>
</thead>
</table>

Q28. Now thinking about this service you work in, please indicate the extent to which you agree or disagree with the following statements:

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>This service helps clients in conflict to significantly reduce or overcome their problems</td>
<td></td>
<td></td>
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<tr>
<td>This service successfully engages men</td>
<td></td>
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<tr>
<td>This service employs specific strategies to increase father engagement in the service</td>
<td></td>
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<tr>
<td>This service is child focused</td>
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<tr>
<td>The intake process at this service is effective in identifying the needs of clients</td>
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<tr>
<td>This service has good referral protocols and processes</td>
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<tr>
<td>This service works well with other organisations and agencies</td>
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<tr>
<td>The staff at this service have the skills required to meet clients’ needs</td>
<td></td>
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</tr>
<tr>
<td>Clients have unrealistic expectations about how this service can assist them</td>
<td></td>
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<tr>
<td>Limited resources at this service restrict our capacity to meet the needs of clients</td>
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<tr>
<td>The waiting list at this service is too long</td>
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<tr>
<td>This service is able to assist clients seeking a reconciliation after separation</td>
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<tr>
<td>This service assists clients to improve their parenting skills</td>
<td></td>
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<tr>
<td>This service assists clients to improve their relationships with extended family members</td>
<td></td>
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</tr>
<tr>
<td>This service assists clients to improve their relationship with their partners</td>
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<tr>
<td>This service assists clients to improve their relationship with their former partners</td>
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</tbody>
</table>
**Q29.** How would you rate this service’s capacity to provide a service that caters to the needs of:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carers of people with a disability</td>
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<tr>
<td>Aboriginal and/or Torres Strait Islander families</td>
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<tr>
<td>Culturally and linguistically diverse families</td>
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<tr>
<td>People with a disability</td>
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<tr>
<td>Clients from rural or remote areas</td>
<td></td>
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<tr>
<td>Low income earners</td>
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</tr>
<tr>
<td>Same sex couples/families</td>
<td></td>
<td></td>
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<tr>
<td>Families experiencing child abuse and/or neglect</td>
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<tr>
<td>Families experiencing family violence</td>
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<tr>
<td>Men/fathers</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Grandparents</td>
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<td></td>
</tr>
<tr>
<td>Step-parents</td>
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<tr>
<td>Clients with mental health issues</td>
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<tr>
<td>Women/mothers</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children</td>
<td></td>
<td></td>
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<tr>
<td>Adolescents</td>
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<tr>
<td>Other (please specify):</td>
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</tr>
</tbody>
</table>

**Q30.** How would you rate this service’s ability to work with the following services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Relationship Centres</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family Relationship Advice Line</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Early Intervention Services (Family Relationships Counselling; Family Relationships Education and Skills Training; Men and Family Relationships Services; Specialised Family Violence Services)</td>
<td></td>
<td></td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>Post separation Services (Family Dispute Resolution; Children’s Contact Services; Parenting Orders Program)</td>
<td></td>
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<td></td>
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<tr>
<td>Private family lawyers</td>
<td></td>
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</tr>
<tr>
<td>Legal Aid</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Courts</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other legal services</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Child Support Agency</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>State Government child protection agencies</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
Q31. How would you rate this service’s ability to work with the following services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/don’t know</th>
<th>Not applicable/ we don’t work with these services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Centrelink</td>
<td></td>
<td></td>
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<tr>
<td>Lifeline</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Housing services</td>
<td></td>
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<tr>
<td>Welfare services</td>
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<td></td>
</tr>
<tr>
<td>Police</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other family violence services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mental health services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drug or alcohol services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disability services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Migrant or ethnic services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q32. How would you rate this service’s ability to work with the following services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/don’t know</th>
<th>Not applicable/ we don’t work with these services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indigenous-specific services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local community groups</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sexual assault services</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Schools</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Other services not listed above. Please specify</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</table>

This section is about the ways this service works with clients whose families may be experiencing child abuse, neglect and/or family violence. The next questions are about issues such as child abuse and/or neglect.

Q33. Do you have protocols and procedures for dealing with child abuse and/or neglect?

Please select one:
- Yes ➜ Go to Q34
- No ➜ Go to Q35
- Can't say/don’t know ➜ Go to Q35
- Not applicable ➜ Go to Q35

Q34. Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/ Don’t know</th>
<th>Not Applicable</th>
</tr>
</thead>
</table>

The service has appropriate protocols and procedures in place for dealing with child abuse and neglect that safeguards the families that use this service.
Q35. Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

Screening for child abuse and neglect is a core part of our business at this service

Q36. It is a mandatory legal requirement for me to report disclosures of child abuse and/or neglect.

Please select one
- Yes
- No – I do deal directly with clients but mandatory reporting does not apply to me
- Can’t say/don’t know
- Not relevant to me – I don’t deal directly with clients

Q37. Please rate your ability to do the following in your work for this service.

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very Poor</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

Identify issues of child abuse and/or neglect
Make referrals to the appropriate services for clients in cases where child abuse and/or neglect is disclosed
Work with families where children have experienced child abuse and/or neglect
Work with families where children are at risk of child abuse and/or neglect
Work with clients who have had allegations of child abuse and/or neglect made against them

Q38. Do you have protocols and procedures for dealing with disclosures of family violence?

Please select one
- Yes ➔ Go to Q39
- No ➔ Go to Q40
- Can’t say/don’t know ➔ Go to Q40
- Not applicable ➔ Go to Q40

Q39. Please indicate the extent to which you agree or disagree with the following statement.

The service has appropriate protocols and procedures in place for dealing with family violence that safeguard the families that use this service
**Q40.** Please indicate the extent to which you agree or disagree with the following statements.

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/ Don’t know</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screening and assessment for family violence is a core part of our business</td>
<td></td>
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</tr>
<tr>
<td>I know who to contact when safety concerns relating to family violence for clients or their children are identified</td>
<td></td>
<td></td>
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</tbody>
</table>

**Q41.** Please rate your ability to do the following in your work for this service.

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very Poor</th>
<th>Can’t say/ Don’t know</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify issues of family violence</td>
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</tr>
<tr>
<td>Make referrals to the appropriate service for clients in cases involving family violence</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Work with clients who have experienced family violence</td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Work with clients who are at risk of experiencing family violence</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Work with clients who have had allegations of family violence made against them</td>
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<td></td>
</tr>
<tr>
<td>Identify circumstances where clients may be suicidal or at immediate risk of self harm</td>
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<tr>
<td>Make referrals to the appropriate service for clients who may be suicidal or at immediate risk of self harm</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Identify circumstances where clients may be at risk of harming others</td>
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</table>

**Q42.** Please estimate the proportion of families with children you have dealt with over the past 12 months where family violence or abuse has been an issue.

*Please select one*
- [ ] None
- [ ] Less than a quarter
- [ ] About a quarter
- [ ] About a half
- [ ] About three quarters
- [ ] More than three quarters
- [ ] All
- [ ] Can’t say

**Now thinking about the safety of staff…**

**Q43.** Do you have protocols and procedures in place relating to violence and staff safety?

*Please select one*
- [ ] Yes ➔ Go to Q44
- [ ] No ➔ Go to Q45
- [ ] Can’t say/don’t know ➔ Go to Q45
- [ ] Not applicable ➔ Go to Q45
Q44. Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/Don't know</th>
<th>Not Applicable</th>
</tr>
</thead>
</table>

These protocols and procedures relating to violence, safeguard staff in this service.

The next few questions are about you and your background to help us understand who is working in family relationship services.

Q45. In the past 2 years I have received training or attended continuing education with respect to:

- [ ] Understanding the best outcomes for children of separation and divorce
- [ ] Assessing family violence and abuse
- [ ] Negotiating skills in children's cases
- [ ] Mediation skills in children's cases
- [ ] Children's developmental needs
- [ ] The new family law reforms
- [ ] Outreach and community engagement
- [ ] Child inclusive practice
- [ ] Cultural Diversity Training (Multicultural)
- [ ] Cultural Awareness Training (Indigenous)
- [ ] None of the above

Q46. Which of these categories best describes your current contract of employment?

- [ ] Employed on a fixed-term contract
- [ ] Employed on a casual basis
- [ ] Employed on a permanent or ongoing basis
- [ ] Other – please specify: _________________________________

Q47. Including any paid or unpaid overtime, how many hours per week do you usually work in this service?

Please write the number of hours in the box below

Q48. Since leaving school, what is the highest qualification you have completed?

- [ ] Year 11/Form 5 or lower
- [ ] Completed Year 12/Form 6 (VCE/HSC)
- [ ] Certificate or diploma (without degree)
- [ ] Bachelor degree (but not honours)
- [ ] Honours bachelor degree
- [ ] Graduate certificate or diploma
- [ ] Masters degree
- [ ] Doctorate
- [ ] Other - please specify ____________________________
Q49. Are you of Aboriginal or Torres Strait Islander origin?

Please select one

- No
- Yes, Aboriginal
- Yes, Torres Strait Islander
- Yes, both
- Prefer not to say

If you are answering this survey in regards to Mensline Australia please skip to Q52

Q50. To help us understand the context your service operates in, could you please write the postcode where your service is located?

_________________________ ➔ Go to Q52

- Prefer not to say ➔ Go to Q51

Q51. If you would prefer not to enter your postcode please indicate the area in which the service is located.

- A State Capital
- Regional City
- Rural Towns
- Rural areas (not in a township)
- Remote Communities
- Other – please specify: __________________

Q52. I participated in the 2008 Survey of Family Relationship Services Staff conducted by AIFS.

- Yes
- No
- Can’t say

Q53. I would like to add the following comments (optional):

In my view, positive consequences of the family law reforms are:
PLEASE WRITE YOUR COMMENTS IN THE SPACE PROVIDED

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

In my view, negative consequences of the family law reforms are:
PLEASE WRITE YOUR COMMENTS IN THE SPACE PROVIDED

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
Conclusion

Thank you for completing the survey. Your response will make an important contribution to helping us better understand how the family law reforms are impacting on both family relationship services and the families that they support. We hope that you will take part in future surveys about how services and families are faring over the first years of the new family law system.

If you have any feedback about the survey or wish to discuss the Institute’s research about the family law reforms in more detail please call Kelly Hand, Manager of the Service Provision Project on 1800 352 275.

Please place your completed survey in an envelope and post to:

I-view
Reply Paid 25
PO Box 25
INDOOROOPILLY QLD 4068
Service Provision Project: Survey of Family Relationship Service Staff

INTRODUCTORY COMMENTS

The Australian Institute of Family Studies is undertaking research about the changes to the family law system, which were introduced by the Australian Government from 2006. The research has been commissioned by the Attorney-General's Department and the Department of Families, Housing, Community Services and Indigenous Affairs.

We have invited you to complete this survey as you are employed in one of the services that have received funding as part of the family law reforms. Some of the questions in the survey may be more or less relevant for you depending on the service you work for and your role within the service. In these cases, not applicable response options have been provided.

This is an important opportunity to have your say about how the reforms are affecting your service and the families who access it and about how you would like services to be delivered to families in the future.

Participation in this survey is entirely voluntary and your responses will be kept in strictest confidence. No information about individuals – or the agencies for which they work – will be identified in reporting the findings of the study. The data collected in this survey will be reported on according to service type and not individual organisations.

We hope that you will enjoy completing this survey. If you have any feedback about the survey or wish to discuss the Institute’s research about the family law reforms in more detail please call Kelly Hand, Manager of the Service Provision Project, on 1800 352 275.
We are interested in the perspectives of staff who deliver services under the new and expanded Family Relationship Services Program (FRSP) funded as part of the family law reforms. As a staff member of the Family Relationship Advice Line (FRAL), please answer the survey for FRAL.

Q1. Not Asked
Q2. Not Asked
Q3. Not Asked

The next few questions are about your role in the FRAL.

Q4. How long have you worked at the FRAL? 
   Please record years and months (if no years then write 0)
   Years __________________ AND months __________________

Q5. How long in total have you worked in the area of family relationships (including time both at the FRAL and other services).
   Please record years and months (if no years then write 0)
   Years __________________ AND months __________________

Q7. Not Asked.

Q8. What is your primary role at the FRAL?
   Please select one
   ☐ Information Officer
   ☐ Mediator or Family Dispute Resolution Practitioner
   ☐ Parenting Adviser
   ☐ Legal Adviser
   ☐ Team Leader
   ☐ Other (please specify): ________________________________

Q9. Are you ... 
   Please select one
   ☐ Male
   ☐ Female

Q10. What is your age? 
    Please tick the appropriate age category
    ☐ 15 – 24
    ☐ 25 – 34
    ☐ 35 – 44
    ☐ 45 – 54
    ☐ 55 – 64
    ☐ 65 +
    ☐ Prefer not to say
Q11. To what extent do you agree or disagree with the following statement?

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
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</table>

I feel that I have adequate information about the family law reforms to assist callers

☐ ☐ ☐ ☐ ☐ ☐ ☐

Q12. To what extent do you agree or disagree that the following statements describe your views about the Family Law reforms?

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
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</table>

Spelling out a general expectation of shared parental responsibility after separation is a positive development

☐ ☐ ☐ ☐ ☐ ☐ ☐

Promoting less adversarial ways of resolving disputes over children is mainly a symbolic gesture

☐ ☐ ☐ ☐ ☐ ☐ ☐

If your primary role at the FRAL is as a Mediator or Family Dispute Resolution Practitioner please answer Q13, otherwise go to Q14.

Q13. The exceptions to the requirement to attend family dispute resolution are well-understood by:

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
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</tbody>
</table>

Parents (before they call this service)

☐ ☐ ☐ ☐ ☐ ☐ ☐

Family Dispute Resolution practitioners

☐ ☐ ☐ ☐ ☐ ☐ ☐

Lawyers

☐ ☐ ☐ ☐ ☐ ☐ ☐

Other family relationship service practitioners

☐ ☐ ☐ ☐ ☐ ☐ ☐
Q14. Based on your experiences in the last two years, do you agree or disagree with the following statements?

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Mostly Agree</th>
<th>Mostly Disagree</th>
<th>Strongly disagree</th>
<th>Can't say/ Don't know</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is easy for callers to understand the difference between shared parental responsibility and time</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The current policy framework makes it easy to assist parents reach arrangements that are developmentally appropriate for their children</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The Family Relationship Centres have been able to work well in an integrated way</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Q15. Based on your experience of the past 2 years, what proportion of fathers calling the FRAL, begin by expecting equal parenting time?

……………….%
Estimate only.

Based on your experience of the past 2 years, what proportion of mothers calling the FRAL, begin by expecting equal parenting time?

……………….%
Estimate only.

Based on your experience of the past 2 years, what proportion of fathers calling the FRAL, with post separation parenting issues are able to focus substantially on their children’s needs?

……………….%
Estimate only.

Based on your experience of the past 2 years, what proportion of mothers calling the FRAL, with post separation parenting issues are able to focus substantially on their children’s needs?

……………….%
Estimate only.

☐ Not applicable, our service does not speak to callers with post separation issues.
Q16. To what extent do you agree or disagree that the following statements describe your view?

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Mostly Agree</th>
<th>Mostly Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
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<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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</tbody>
</table>

The child’s right to meaningful involvement with both parents is given adequate priority in the family law system.

| The need to protect children and other family members from harm from family violence and child abuse is given adequate priority in the family law system. |
|---|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

Q17.

<table>
<thead>
<tr>
<th>None</th>
<th>Less than a quarter</th>
<th>About a quarter</th>
<th>About a half</th>
<th>About three quarters</th>
<th>More than three quarters</th>
<th>All</th>
<th>Can’t say</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<td>☐</td>
</tr>
</tbody>
</table>

In your view, what proportion of callers calling the FRAL, who are potential Child Support Agency payers are trying to get more time with their children so that they can pay less child support? Estimate only.

| In your view, what proportion of callers calling the FRAL, who are potential Child Support Agency payees are trying to stop their ex-partner getting more time with their children so as to avoid losing child support? Estimate only. |
|---|---|---|---|---|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

Q18. In your view, what is the proportion of separating or separated parents who called the FRAL in relation to children’s matters...

<table>
<thead>
<tr>
<th>None</th>
<th>Less than a quarter</th>
<th>About a quarter</th>
<th>About a half</th>
<th>About three quarters</th>
<th>More than three quarters</th>
<th>All</th>
<th>Can’t say</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
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</tbody>
</table>

…who have some misunderstanding about when they are required to attend family dispute resolution Estimate only.

| …for whom family dispute resolution is inappropriate due to child abuse or neglect Estimate only. |
|---|---|---|---|---|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

| …for whom family dispute resolution is inappropriate due to family violence Estimate only. |
|---|---|---|---|---|---|---|---|---|---|
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
Q19. In your view, what is the proportion of separating or separated parents who called the FRAL in relation to children’s matters…

<table>
<thead>
<tr>
<th>None</th>
<th>Less than a quarter</th>
<th>About a quarter</th>
<th>About a half</th>
<th>About three quarters</th>
<th>More than three quarters</th>
<th>All</th>
<th>Can’t say</th>
<th>Not Applicable</th>
</tr>
</thead>
</table>

...who are experiencing high levels of conflict

*Estimate only.*

...who have complex needs

*Estimate only.*

Q20. Of the callers who call you seeking to renegotiate parenting arrangements, what proportion of parents want to renegotiate parenting arrangements…

<table>
<thead>
<tr>
<th>None</th>
<th>Less than a quarter</th>
<th>About a quarter</th>
<th>About a half</th>
<th>About three quarters</th>
<th>More than three quarters</th>
<th>All</th>
<th>Can’t say</th>
<th>Not Applicable</th>
</tr>
</thead>
</table>

...because their children's needs have changed

*Estimate only.*

...because of changes in parental circumstances

*Estimate only.*

...for other reasons (please specify):________________________

________________________________________________________________________________

________________________________________________________________________________

*Estimate only.*

If your primary role at the FRAL is as a Mediator or Family Dispute Resolution Practitioner please answer Q21 and Q22, otherwise go to Q23.

Q21. Does your service provide Family Dispute Resolution services where child abuse and neglect allegations have been raised?

Yes / No

Q21b. If so, under what circumstances?________________________________________

________________________________________________________________________________

________________________________________________________________________________

Q22. Does your service provide Family Dispute Resolution services where family violence allegations have been raised?

Yes / No

Q22b. If so, under what circumstances?________________________________________

________________________________________________________________________________

________________________________________________________________________________
Family Relationship Centres

Q23. The following questions are about Family Relationship Centres. Please indicate the extent that you agree or disagree that Family Relationship Centres...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
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</thead>
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</tbody>
</table>

...provide a ‘gateway’ to the services that families need

...provide appropriate information relevant to family relationships and separation

...appropriately refer families to the services they need

Family Relationship Advice Line

Q24. The following questions are about the Family Relationship Advice Line. Please indicate the extent that you agree or disagree that the Family Relationship Advice Line...

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
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</table>

...provides appropriate information relevant to family relationships and separation

...provides appropriate advice on family separation issues

...appropriately refers callers to the services they need

Q25. Please indicate the extent to which you agree or disagree with the following statements about the accessibility of the FRAL.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
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</table>

The hours of operation of the service are appropriate for the target caller groups

There has been sufficient advertising and promotion of this service

There are language barriers for some groups in the community to use this service

There are cultural barriers for some groups in the community to use this service
Q26.

Please rate the FRAL’s capacity to **identify** callers’ needs

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can't say/don't know</th>
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</table>

Q27.

Please rate the FRAL’s capacity to **meet** callers’ needs

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/don’t know</th>
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</tr>
</tbody>
</table>

Q28. Now thinking about the FRAL, please indicate the extent to which you agree or disagree with the following statements:

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/ Don’t know</th>
<th>Not Applicable – this service is not designed for this purpose / not relevant to this service</th>
</tr>
</thead>
<tbody>
<tr>
<td>This service helps callers in conflict to significantly reduce or overcome their problems</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>This service successfully engages men</td>
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<tr>
<td>This service employs specific strategies to increase father engagement in the service</td>
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<tr>
<td>This service is child focused</td>
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<tr>
<td>This service has good referral protocols and processes</td>
<td></td>
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</tr>
<tr>
<td>This service works well with other organisations and agencies</td>
<td></td>
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</tr>
<tr>
<td>The staff at this service have the skills required to meet callers’ needs</td>
<td></td>
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</tr>
<tr>
<td>Callers have unrealistic expectations about how this service can assist them</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Limited resources at this service restricts our capacity to meet the needs of callers</td>
<td></td>
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</tr>
<tr>
<td>This service is able to assist callers seeking a reconciliation after separation</td>
<td></td>
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</tr>
<tr>
<td>This service assists callers to improve their parenting skills</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>This service assists callers to improve their relationships with extended family members</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>This service assists callers to improve their relationship with their partners</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>This service assists callers to improve their relationship with their former partners</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
Q29. How would you rate the FRAL’s capacity to provide a service that caters to the needs of:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carers of people with a disability</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Aboriginal and/or Torres Strait Islander families</td>
<td></td>
<td></td>
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<tr>
<td>Culturally and linguistically diverse families</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>People with a disability</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Callers from rural or remote areas</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>Low income earners</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Same sex couples/families</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Families experiencing child abuse and/or neglect</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Families experiencing family violence</td>
<td></td>
<td></td>
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<tr>
<td>Men/fathers</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>Grandparents</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Step-parents</td>
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<tr>
<td>Callers with mental health issues</td>
<td></td>
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<tr>
<td>Women/mothers</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Children</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Adolescents</td>
<td></td>
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<tr>
<td>Other (please specify):</td>
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</tr>
</tbody>
</table>

Q30. How would you rate the FRAL’s ability to work with the following services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/don’t know</th>
<th>Not applicable/ we don’t work with these services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Relationship Centres</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Early Intervention Services (Family Relationships Counselling; Family Relationships Education and Skills Training; Men and Family Relationships Services; Specialised Family Violence Services)</td>
<td></td>
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<tr>
<td>Post separation Services (Family Dispute Resolution; Children's Contact Services; Parenting Orders Program)</td>
<td></td>
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<tr>
<td>Private family lawyers</td>
<td></td>
<td></td>
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<tr>
<td>Legal Aid</td>
<td></td>
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<tr>
<td>Courts</td>
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<tr>
<td>Other legal services</td>
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<tr>
<td>Child Support Agency</td>
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<tr>
<td>State Government child protection agencies</td>
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<td></td>
</tr>
</tbody>
</table>
### Q31. How would you rate the FRAL’s ability to work with the following services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/don’t know</th>
<th>Not applicable/we don’t work with these services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Centrelink</td>
<td></td>
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<tr>
<td>Lifeline</td>
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<tr>
<td>Housing services</td>
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<tr>
<td>Welfare services</td>
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<tr>
<td>Police</td>
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<tr>
<td>Other family violence services</td>
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<tr>
<td>Mental health services</td>
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<tr>
<td>Drug or alcohol services</td>
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<tr>
<td>Disability services</td>
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<tr>
<td>Migrant or ethnic services</td>
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</tr>
</tbody>
</table>

### Q32. How would you rate the FRAL’s ability to work with the following services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can’t say/don’t know</th>
<th>Not applicable/we don’t work with these services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indigenous-specific services</td>
<td></td>
<td></td>
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<tr>
<td>Local community groups</td>
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<tr>
<td>Sexual assault services</td>
<td></td>
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<tr>
<td>Schools</td>
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<tr>
<td>Other services not listed above. Please specify</td>
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</tr>
</tbody>
</table>

This section is about the ways the FRAL works with callers whose families may be experiencing child abuse, neglect and/or family violence. The next questions are about issues such as child abuse and/or neglect.

### Q33. Do you have protocols and procedures for dealing with child abuse and/or neglect?

*Please select one*

- [ ] Yes  ➔ Go to Q34
- [ ] No  ➔ Go to Q35
- [ ] Can’t say/don’t know  ➔ Go to Q35
- [ ] Not applicable  ➔ Go to Q35
Q34. Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
</tr>
</thead>
</table>

The service has appropriate protocols and procedures in place for dealing with child abuse and neglect that safeguards the families that use this service

Q35. Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
</tr>
</thead>
</table>

Screening for child abuse and neglect is a core part of our business at this service

Q36. It is a mandatory legal requirement for me to report disclosures of child abuse and/or neglect. Please select one

- Yes
- No – I do deal directly with callers but mandatory reporting does not apply to me
- Can’t say/don’t know
- Not relevant to me – I don’t deal directly with callers

Q37. Please rate your ability to do the following in your work for the FRAL.

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very Poor</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
</tr>
</thead>
</table>

Identify issues of child abuse and/or neglect

Make referrals to the appropriate services for callers in cases where child abuse and/or neglect is disclosed

Work with families where children have experienced child abuse and/or neglect

Work with families where children are at risk of child abuse and/or neglect

Work with callers who have had allegations of child abuse and/or neglect made against them

The next questions are about family violence.

Q38. Do you have protocols and procedures for dealing with disclosures of family violence? Please select one

- Yes ➔ Go to Q39
- No ➔ Go to Q40
- Can't say/don’t know ➔ Go to Q40
- Not applicable ➔ Go to Q40
Q39. Please indicate the extent to which you agree or disagree with the following statement.

| The service has appropriate protocols and procedures in place for dealing with family violence that safeguard the families that use this service |
|---|---|---|---|---|---|
| Strongly agree | Agree | Disagree | Strongly disagree | Can’t say/ Don’t know | Not Applicable |
| | | | | | |

Q40. Please indicate the extent to which you agree or disagree with the following statements.

| Screening and assessment for family violence is a core part of our business |
|---|---|---|---|---|---|
| Strongly agree | Agree | Disagree | Strongly disagree | Can’t say/ Don’t know | Not Applicable |
| | | | | | |

| I know who to contact when safety concerns relating to family violence for callers or their children are identified |
|---|---|---|---|---|---|
| Strongly agree | Agree | Disagree | Strongly disagree | Can’t say/ Don’t know | Not Applicable |
| | | | | | |

Q41. Please rate your ability to do the following in your work for the FRAL.

| Identify issues of family violence |
|---|---|---|---|---|---|
| Excellent | Good | Average | Poor | Very Poor | Can’t say/ Don’t know |
| | | | | | |

| Make referrals to the appropriate service for callers in cases involving family violence |
|---|---|---|---|---|---|
| Excellent | Good | Average | Poor | Very Poor | Can’t say/ Don’t know |
| | | | | | |

| Work with callers who have experienced family violence |
|---|---|---|---|---|---|
| Excellent | Good | Average | Poor | Very Poor | Can’t say/ Don’t know |
| | | | | | |

| Work with callers who are at risk of experiencing family violence |
|---|---|---|---|---|---|
| Excellent | Good | Average | Poor | Very Poor | Can’t say/ Don’t know |
| | | | | | |

| Work with callers who have had allegations of family violence made against them |
|---|---|---|---|---|---|
| Excellent | Good | Average | Poor | Very Poor | Can’t say/ Don’t know |
| | | | | | |

| Identify circumstances where callers may be suicidal or at immediate risk of self harm |
|---|---|---|---|---|---|
| Excellent | Good | Average | Poor | Very Poor | Can’t say/ Don’t know |
| | | | | | |

| Make referrals to the appropriate service for callers who may be suicidal or at immediate risk of self harm |
|---|---|---|---|---|---|
| Excellent | Good | Average | Poor | Very Poor | Can’t say/ Don’t know |
| | | | | | |

| Identify circumstances where callers may be at risk of harming others |
|---|---|---|---|---|---|
| Excellent | Good | Average | Poor | Very Poor | Can’t say/ Don’t know |
| | | | | | |

Q42. Please estimate the proportion of families with children you have dealt with over the past 12 months where family violence or abuse has been an issue.

*Please select one*

- None
- Less than a quarter
- About a quarter
- About a half
- About three quarters
- More than three quarters
- All
- Can’t say
Now thinking about the safety of staff...

Q43. Do you have protocols and procedures in place relating to violence and staff safety?

*Please select one*

- [ ] Yes  ➔ Go to Q44
- [ ] No  ➔ Go to Q45
- [ ] Can’t say/don’t know  ➔ Go to Q45
- [ ] Not applicable  ➔ Go to Q45

Q44. Please indicate the extent to which you agree or disagree with the following statement.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Can’t say/Don’t know</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

These protocols and procedures relating to violence, safeguard staff in the FRAL.

The next few questions are about you and your background to help us understand who is working in family relationship services.

Q45. In the past 2 years I have received training or attended continuing education with respect to:

*Please select all that apply*

- [ ] Understanding the best outcomes for children of separation and divorce
- [ ] Assessing family violence and abuse
- [ ] Negotiating skills in children’s cases
- [ ] Mediation skills in children’s cases
- [ ] Children’s developmental needs
- [ ] The new family law reforms
- [ ] Outreach and community engagement
- [ ] Child inclusive practice
- [ ] Cultural Diversity Training (Multicultural)
- [ ] Cultural Awareness Training (Indigenous)
- [ ] None of the above

Q46. Which of these categories best describes your current contract of employment?

*Please select one*

- [ ] Employed on a fixed-term contract
- [ ] Employed on a casual basis
- [ ] Employed on a permanent or ongoing basis
- [ ] Other – please specify: __________________________________________

Q47. Including any paid or unpaid overtime, how many hours *per week* do you *usually* work in this service?

*Please write the number of hours in the box below*
Q48. Since leaving school, what is the highest qualification you have completed?  

Please select one  
- Year 11/Form 5 or lower  
- Completed Year 12/Form 6 (VCE/HSC)  
- Certificate or diploma (without degree)  
- Bachelor degree (but not honours)  
- Honours bachelor degree  
- Graduate certificate or diploma  
- Masters degree  
- Doctorate  
- Other - please specify ______________________

Q49. Are you of Aboriginal or Torres Strait Islander origin?  

Please select one  
- No  
- Yes, Aboriginal  
- Yes, Torres Strait Islander  
- Yes, both  
- Prefer not to say

Q50. Not Asked.  

Q51. Not Asked.  

Q52. I participated in the 2008 Survey of Family Relationship Services Staff conducted by AIFS.  

- Yes  
- No  
- Can't say

Q53. I would like to add the following comments (optional):

In my view, **positive** consequences of the family law reforms are:

PLEASE WRITE YOUR COMMENTS IN THE SPACE PROVIDED

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

In my view, **negative** consequences of the family law reforms are:

PLEASE WRITE YOUR COMMENTS IN THE SPACE PROVIDED

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
Conclusion

Thank you for completing the survey. Your response will make an important contribution to helping us better understand how the family law reforms are impacting on both family relationship services and the families that they support. We hope that you will take part in future surveys about how services and families are faring over the first years of the new family law system.

If you have any feedback about the survey or wish to discuss the Institute’s research about the family law reforms in more detail please call Kelly Hand, Manager of the Service Provision Project on 1800 352 275.

Please place your completed survey in an envelope and post to:

I-view
Reply Paid 25
PO Box 25
INDOOROOPILLY QLD 4068
PROGRAMMER INSTRUCTIONS

GREYSCALE CONTACT INFORMATION DISPLAYED FOR ALL SCREENS IN HEADER

MODULES A TO G SHOW 'If you would like information on where to get help with family relationship issues please call the Family Advice Line on 1800 050 321. If you have any questions about the study, please call The Social Research Centre on 1800 639 098.'

MODULES H AND I SHOW 'If you would like to talk to a counsellor about personal issues please call Lifeline on 13 11 14 or Mensline Australia 1300 78 99 78. If you have any questions about the study, please call The Social Research Centre on 1800 639 098.'

USE [SERVICE] TYPE FROM SAMPLE UNLESS A VALID RESPONSE PROVIDED AT A1b. USE [SERVICE] TYPE FROM A1b THROUGHOUT QUESTIONNAIRE.

TEXT REPLACE FOR [SERVICE DESCRIPTION]

FRC = providing information and referrals about relationships and assisting with making arrangements about the care of children after separation and divorce.
FDR = assisting parents in making arrangements about the care of children after separation and can also assist separating couples work out property and financial issues.
COUN = assisting individuals, couples or former couples and families to improve their relationships.
MFRS = providing counselling, information and support to men on relationship and parenting matters and education courses on relationship issues and personal growth.
SFVS = providing counselling and support for families who are experiencing, or are at risk of, violence.
FREST = offering relationship and parenting courses and seminars to improve relationships and/or parenting skills and help parents feel more confident.
CCS = helping children from separated families to develop or maintain a relationship with the parent they do not live with by providing a neutral venue for safe changeovers and supervised visits.
POP = offering counselling, information and educational courses to separated parents who are experiencing difficulties in reaching agreement on their child's contact arrangements.

TEXT REPLACE FOR [SERVICE] TYPE PROVIDED IN SAMPLE

FRC = Family Relationship Centre
FDR = Family Dispute Resolution Service
COUN = Family Relationship Counselling Service
MFRS = Men and Family Relationship Service
SFVS = Specialised Family Violence Service
FREST = Family Relationship Education and Skills Training Service
CCS = Children's Contact Service
POP = Parenting Orders Program

CALCULATE VARIABLE RTYPE FROM A2 AND A3.
IF A2 = 1 OR 3 (sorting out relationship or children issues) AND A3 = 1 (current partner) RTYPE = 1
IF A2 = 1 OR 3 (sorting out relationship or children issues) AND A3 = 2 (ex partner) RTYPE = 2
IF A2 = 2 (grandparent) RTYPE = 3
IF A2 = 3 (sorting out relationship issues) AND A3 = 3 (another family member) RTYPE = 4
IF A4a= YES AT STATEMENT ‘c’ (sorting out issues about grandchildren) RTYPE = 3
OTHERWISE RTYPE = 5

RTYPE 1 = went to the service about the current partner
RTYPE 2 = went to the service about an ex-partner
RTYPE 3 = (grandparents) went to the service about a grandchild/grandchildren
RTYPE 4 = went to the service about another family member (other than a partner, child or grandchild)
RTYPE 5 = went to the service about personal or other problems

TEXT REPLACE THROUGHOUT QUESTIONNAIRE
RTYPE 1 = current partner
RTYPE 2 = ex-partner
RTYPE 3 = family member you went to the [service] about
RTYPE 4 = family member you went to the [service] about

TEXT REPLACE THROUGHOUT QUESTIONNAIRE
CHILD/CHILDREN & CHILD/YOUNGEST CHILD THROUGHOUT QUESTIONNAIRE BASED ON B3.

TEXT REPLACE THROUGHOUT QUESTIONNAIRE
GRANDCHILD/GRANDCHILDREN & GRANDCHILD/YOUNGEST GRANDCHILD THROUGHOUT QUESTIONNAIRE BASED ON Bx2.

CALCULATE VARIABLE SERVICEGRP FROM SERVICE AND A2

SERVICEGRP1 = ALL
SERVICEGRP2 = COUN, MFRS, SFVS AND FREST
SERVICEGRP3 = COUN AND FREST
SERVICEGRP4 = ALL EXCEPT SFVS
SERVICEGRP5 = COUN, MFRS AND FREST
[LOGIN SCREEN]

LOGIN Please enter your password to start the Family Relationship Services Client Survey. If you have lost the letter with the password or need assistance, please call The Social Research Centre on 1800 639 098.

*(MODULE A: SCREENING)*

*(BASE: ALL)*

[SINGLE]

A1  We have invited you to take part in this survey because you went to a [service] in either 2008 or 2009. Is this correct?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Yes</th>
<th>01</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>02</td>
</tr>
<tr>
<td>Not sure</td>
<td>03</td>
</tr>
</tbody>
</table>

*(BASE: NO AND NOT SURE AT A1)*

[SINGLE]

A1a Services offered by [service] include (DISPLAY SERVICE DESCRIPTION). Did you use or receive anything like this in 2008 or 2009?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Yes</th>
<th>01</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>02</td>
</tr>
<tr>
<td>Not sure</td>
<td>03</td>
</tr>
</tbody>
</table>
*(BASE: NO AND UNSURE AT A1a)  
[SINGLE, RANDOMISE]

**A1b** Below are different types of family relationship services. Please select the service that you used in 2008 or 2009  
*Please select one response only.*

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Relationship Centre</td>
<td>Provides information and referrals about relationships and assist with making arrangements about the care of children after separation or divorce</td>
<td>01</td>
</tr>
<tr>
<td>Family Dispute Resolution Service</td>
<td>Assists parents in making arrangements about the care of children after separation and can also assist separating couples work out property and financial issues</td>
<td>02</td>
</tr>
<tr>
<td>Family Relationship Counselling Service</td>
<td>Supports individuals, couples or former couples and families to improve their relationships</td>
<td>03</td>
</tr>
<tr>
<td>Men and Family Relationship Service</td>
<td>Provides counselling, information and support to men on relationship and parenting matters and education courses on relationship issues and personal growth</td>
<td>04</td>
</tr>
<tr>
<td>Specialised Family Violence Service</td>
<td>Provides counselling and support for families who are experiencing, or are at risk of, violence</td>
<td>05</td>
</tr>
<tr>
<td>Family Relationship Education and Skills Training Service</td>
<td>Offers relationship and parenting courses and seminars to improve relationships and/or parenting skills and help parents feel more confident.</td>
<td>06</td>
</tr>
<tr>
<td>Children's Contact Service</td>
<td>Helps children from separated families to develop or maintain a relationship with the parent they do not live with by providing a neutral venue for safe changeovers and supervised visits.</td>
<td>07</td>
</tr>
<tr>
<td>Parenting Orders Program</td>
<td>Offers counselling, information and educational courses to separated parents who are experiencing difficulties in reaching agreement on their child's contact arrangements</td>
<td>08</td>
</tr>
<tr>
<td>Didn’t use any of these services</td>
<td>[KEEP POS]</td>
<td>09</td>
</tr>
</tbody>
</table>

*[TERMINATION SCRIPT: Thank you for your interest but this survey is only for people who have attended specific types of family relationship service the past two years. If you have any questions about the study, please call The Social Research Centre on 1800 639 098.]*

*(BASE: ALL)  
[SINGLE, SUPPRESS OPTIONS 4 AND 5 IF SERVICE=CCS, POP OR FDR]

**A2** Which of the following best describes your MAIN reason for attending the [service]? Did you go to ...  
*Please select one response only.*

<table>
<thead>
<tr>
<th>Reason</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sort out issues about your children after a relationship break up or separation</td>
<td>01</td>
</tr>
<tr>
<td>Sort out issues about seeing your grandchildren</td>
<td>02</td>
</tr>
<tr>
<td>Sort out general family relationship issues (with your spouse, former spouse, children or other family members)</td>
<td>03</td>
</tr>
<tr>
<td>Deal with personal problems</td>
<td>04</td>
</tr>
<tr>
<td>Some other reason (please specify)</td>
<td>05</td>
</tr>
</tbody>
</table>
*(BASE: SORTING OUT ISSUES WITH CHILDREN OR RELATIONSHIP ISSUES - A2 = 1 OR 3)  
[SINGLE]  
[SUPPRESS OPTION 3 IF A2 = 1]

**A3**  Did you go to the [service] to sort out problems you were having with….

*Please select one response only.*

<table>
<thead>
<tr>
<th>Option</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your current partner or spouse</td>
<td>01</td>
</tr>
<tr>
<td>A previous partner or spouse</td>
<td>02</td>
</tr>
<tr>
<td>Another family member (please specify)</td>
<td>03</td>
</tr>
</tbody>
</table>

*(BASE: CCS ONLY)*

**A4**  What type of help did you receive when you first used the Children's Contact Service?

*Please select all that apply.*

<table>
<thead>
<tr>
<th>Option</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervised contact at the premises</td>
<td>a</td>
</tr>
<tr>
<td>Supervised contact off-site</td>
<td>b</td>
</tr>
<tr>
<td>Supervised changeover at the premises</td>
<td>c</td>
</tr>
<tr>
<td>Other type of help (please specify)</td>
<td>d</td>
</tr>
</tbody>
</table>

*(BASE: CCS ONLY)*

**A4a**  Was the help you received at the Children's Contact Service in relation to...

*Please select all that apply.*

<table>
<thead>
<tr>
<th>Option</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Your child(ren)</td>
<td>a</td>
</tr>
<tr>
<td>Your step-child(ren)</td>
<td>b</td>
</tr>
<tr>
<td>Your grandchild(ren)</td>
<td>c</td>
</tr>
<tr>
<td>Someone else (please specify)</td>
<td>d</td>
</tr>
</tbody>
</table>
*(MODULE B: FAMILY STRUCTURE)*

*(BASE: ALL EXCEPT GRANDPARENTS)*

[SINGLE]

**B1** At the time you first attended the [service], what was your *legal relationship status*? Were you...

*Please select one response only.*

<table>
<thead>
<tr>
<th>Legal Relationship Status</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>In a registered marriage</td>
<td>01</td>
</tr>
<tr>
<td>Divorced</td>
<td>02</td>
</tr>
<tr>
<td>Widowed</td>
<td>03</td>
</tr>
<tr>
<td>Never been married</td>
<td>04</td>
</tr>
</tbody>
</table>

*(BASE: MARRIED )

[SINGLE]

**B1a** Were you...

<table>
<thead>
<tr>
<th>Legal Relationship Status</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>In a registered marriage and living together</td>
<td>01</td>
</tr>
<tr>
<td>In a registered marriage but separated</td>
<td>02</td>
</tr>
</tbody>
</table>

*(BASE: MARRIED BUT SEPARATED, DIVORCED, WIDOWED, NEVER BEEN MARRIED)*

[SINGLE]

**B2** When you first attended the service, were you living with a partner?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td>02</td>
</tr>
</tbody>
</table>

*(BASE: ALL EXCEPT GRANDPARENTS)*

[OPEN NUMERIC, RANGE 0 TO 12]

**B3** At the time you first went to the [service], how many children aged under 18 years did you have?

*Please type your response in the box below.*

*(BASE: 1 OR MORE CHILDREN AT B3)*

[OPEN NUMERIC, RANGE 0 TO 12]

**B3a** At the time you first went to the [service], how many of these children lived mainly with you?

*Please type your response in the box below.*
(BASE: ALL EXCEPT GRANDPARENTS)
[SINGLE]

B3b  When you first went to the [service] did you have any other children under the age of 18 living in your household?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>No, no other children</td>
<td>01</td>
</tr>
<tr>
<td>Yes, my partner’s children</td>
<td>02</td>
</tr>
<tr>
<td>Yes, other children</td>
<td>03</td>
</tr>
</tbody>
</table>

(BASE: ALL EXCEPT GRANDPARENTS)
[ASK ONLY IF B3 NOT EQUAL TO 0]

*PROGRAMMER NOTE: TEXT REPLACE CHILD/CHILDREN & CHILD/YOUNGEST CHILD THROUGHOUT QUESTIONNAIRE BASED ON B3.*

B3c  At the moment, how old is [your child/youngest biological or adopted child]?

*If your child is less than a year old, please enter their age as 0.*

*Please type your responses in the boxes below.*

<table>
<thead>
<tr>
<th>Child/Youngest child</th>
<th>[OPEN NUMERIC, MAX 2 DIGITS]</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>01</td>
</tr>
</tbody>
</table>
*(MODULE Bx: GRANDPARENTS)*

*(BASE: GRANDPARENTS)*
[SINGLE]

**Bx1** Are the parents of the grandchildren you attended the [service] about currently living together (married or defacto)?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td>02</td>
</tr>
<tr>
<td>Not sure</td>
<td>03</td>
</tr>
</tbody>
</table>

*(BASE: GRANDPARENTS)*
[OPEN NUMERIC, RANGE 1 TO 12]

**Bx2** Thinking about the grandchildren you attended the [service] about, how many grandchildren are there?

*Please type your response in the box below.*

[ASK ONLY IF Bx2 NOT EQUAL TO 0]

**Bx2a** How old is the [grandchild/youngest grandchild] you went to the service about? If this grandchild is less than a year old, please enter their age as 0.

*Please type your responses in the boxes below.*

<table>
<thead>
<tr>
<th>Grandchild/Youngest grandchild</th>
<th>[OPEN NUMERIC, MAX 2 DIGITS]</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>01</td>
</tr>
</tbody>
</table>

[ASK ONLY IF Bx2 NOT EQUAL TO 0]
[SINGLE]

**Bx2b** And are they the [child/children] of your son or daughter?

<table>
<thead>
<tr>
<th>Child/children</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>My son’s</td>
<td>01</td>
</tr>
<tr>
<td>My daughter’s</td>
<td>02</td>
</tr>
</tbody>
</table>
*(BASE: GRANDPARENTS WHOSE CHILDREN ARE SEPARATED - Bx1 CODE 2 OR 3)  [SINGLE]

**Bx3a** The following questions are about your [grandchild/youngest grandchild] who you attended the [service] about. Who does your [grandchild/youngest grandchild] live with mainly?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lives mainly or only with his/her mother</td>
<td>01</td>
</tr>
<tr>
<td>Lives mainly or only with his/her father</td>
<td>02</td>
</tr>
<tr>
<td>Lives about the same time with each parent</td>
<td>03</td>
</tr>
<tr>
<td>Lives mainly or only with you</td>
<td>04</td>
</tr>
<tr>
<td>Lives mainly or only elsewhere</td>
<td>05</td>
</tr>
<tr>
<td>Not sure</td>
<td>06</td>
</tr>
</tbody>
</table>

*(BASE: GRANDPARENTS WHOSE CHILDREN ARE TOGETHER - Bx1 CODE 1)  [SINGLE]

**Bx3b** The following questions are about your [grandchild/youngest grandchild] who you attended the [service] about. Who does your [grandchild/youngest grandchild] live with mainly?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lives mainly with their parents</td>
<td>01</td>
</tr>
<tr>
<td>Lives mainly or only with you</td>
<td>02</td>
</tr>
<tr>
<td>Lives mainly or only elsewhere</td>
<td>03</td>
</tr>
<tr>
<td>Not sure</td>
<td>04</td>
</tr>
</tbody>
</table>

*(BASE: GRANDPARENTS)  [SINGLE]

**Bx3c** While attending the [service] did you try to develop arrangements to spend time with your [grandchild/youngest grandchild]?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td>02</td>
</tr>
</tbody>
</table>

*(BASE: GRANDPARENTS WHOSE GRANDCHILDREN LIVE MAINLY WITH THEM Bx3a=4 or Bx3b=2)  [SINGLE]

**Bx3ca** While attending the [service] did you try to develop arrangements about the care of your [grandchild/youngest grandchild]?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td>02</td>
</tr>
</tbody>
</table>
**(BASE: GRANDPARENTS WHO TRIED TO DEVELOP ARRANGEMENTS - Bx3c CODE 1)**

**Bx3d** Thinking again about the [grandchild/youngest grandchild] you attended the service about, did you agree on arrangements while at the [service]?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, agreement on all things was reached</td>
<td>01</td>
</tr>
<tr>
<td>Yes agreement on some aspects was reached</td>
<td>02</td>
</tr>
<tr>
<td>No agreement was reached</td>
<td>03</td>
</tr>
</tbody>
</table>

**(BASE: GRANDPARENTS)**

**Bx4** Prior to attending the [service], how often, if at all, did you get together, or spend time with your [grandchild/your youngest grandchild]?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily/most days</td>
<td>01</td>
</tr>
<tr>
<td>At least every week</td>
<td>02</td>
</tr>
<tr>
<td>At least every fortnight</td>
<td>03</td>
</tr>
<tr>
<td>At least every month</td>
<td>04</td>
</tr>
<tr>
<td>At least twice a year</td>
<td>05</td>
</tr>
<tr>
<td>Once a year or less often</td>
<td>06</td>
</tr>
<tr>
<td>Never</td>
<td>07</td>
</tr>
</tbody>
</table>

**(BASE: GRANDPARENTS)**

**Bx5** Since attending the [service], how often, if at all, do you get together, or spend time with your [grandchild/your youngest grandchild]?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily/most days</td>
<td>01</td>
</tr>
<tr>
<td>At least every week</td>
<td>02</td>
</tr>
<tr>
<td>At least every fortnight</td>
<td>03</td>
</tr>
<tr>
<td>At least every month</td>
<td>04</td>
</tr>
<tr>
<td>At least twice a year</td>
<td>05</td>
</tr>
<tr>
<td>Once a year or less often</td>
<td>06</td>
</tr>
<tr>
<td>Never</td>
<td>07</td>
</tr>
</tbody>
</table>
*(BASE: GRANDPARENTS WHO TRIED TO DEVELOP ARRANGEMENTS - Bx3c CODE 1 or Bx3ca CODE 1) [GRID]*

**Bx6** How strongly do you agree or disagree with the following statements? *Please select one response per row.*

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>a The arrangements made at the [service] worked for you</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b The arrangements made at the [service] worked for your [grandchild/grandchildren]</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your [grandchild/grandchildren]'s needs were adequately considered</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*(BASE: GRANDPARENTS WHO TRIED TO DEVELOP ARRANGEMENTS - Bx3c CODE 1 OR Bx3ca CODE 1) [SINGLE]*

If tried to reach agreement at service ask

**Bx7** While attending the [service] were you issued with a certificate allowing you to go to court about arrangements to spend time with your [grandchild/grandchildren]? *Please select one response only.*

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td>02</td>
</tr>
<tr>
<td>Not sure</td>
<td>03</td>
</tr>
</tbody>
</table>
*(MODULE C: RELATIONSHIP ISSUES)*

*(BASE:RTYPE 1, 2, 3, 4 - RELATIONSHIP ISSUES, ISSUES WITH CHILDREN OR ISSUES WITH A FAMILY MEMBER)*

[INFO]

PREV1 The following questions are about your relationship with [your current partner/ex-partner/the family member you went to the [service] about/ your grandchild’s/ grandchildren’s parents] at the time you went to the [service].

*(BASE:RTYPE 1, 2, 3, 4 - RELATIONSHIP ISSUES, ISSUES WITH CHILDREN OR ISSUES WITH A FAMILY MEMBER)*

[GRID, MULTI]

C1 Were any of the following a problem before you went to the [service]?

*Please select all that apply.*

<table>
<thead>
<tr>
<th></th>
<th>Yes it was a problem for me</th>
<th>Yes it was a problem for my current partner/ex-partner/other family member I went to the service about / my grandchild’s / grandchildren’s parents</th>
<th>Not a problem for either of us</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol or drug problems</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gambling problems</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mental health problems</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Another problem (please specify)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*(BASE:RTYPE 1, 2, 3, 4 - RELATIONSHIP ISSUES, ISSUES WITH CHILDREN OR ISSUES WITH A FAMILY MEMBER)*

[GRID, SINGLE]

C2 Before you went to the [service] did [your current partner/ex-partner/the family member you went to the [service] about/ your grandchild’s/ grandchildren’s parents] ever

*Please select one response per row.*

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Prefer not to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>a try to control you by either preventing you from contacting friends and family or preventing you from using a car or having knowledge about or access to family money</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b threaten to harm you, themselves or others (including pets)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c seriously put you down or insult you</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d physically hurt you</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
***(MODULE D: CONTACT WITH SERVICES)***

*(BASE: ALL)*

[SINGLE]

[SUPPRESS STATEMENTS 2 AND 3 IF RTYPE = 5]

**D1** Who initiated contact with the [service]?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>You</td>
<td>01</td>
</tr>
<tr>
<td>[Your current partner / Your ex-partner / The family member you went to the service about]</td>
<td>02</td>
</tr>
<tr>
<td>[You &amp; your current partner together / You &amp; your ex-partner together / You and the family member you went to the service about together / your grandchild's / grandchildren’s parent / parents together]</td>
<td>03</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>04</td>
</tr>
</tbody>
</table>

*(BASE: ALL)*

[MULTI]

[IF SERVICE = FRC USE ‘ANOTHER’ AT STATEMENT ‘c’ OTHERWISE USE ‘A’]

**D2** Before you went to the [service], did you go to any of the following services to try to sort out the issues that you needed help with at the [service]?

*Please select all that apply.*

<table>
<thead>
<tr>
<th>Service</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Relationship Advice Line</td>
<td>01</td>
</tr>
<tr>
<td>Other Telephone service (e.g., Parentline, Lifeline, Mensline, women's help-line)</td>
<td>02</td>
</tr>
<tr>
<td>[Another / A] Family Relationship Centre</td>
<td>03</td>
</tr>
<tr>
<td>A domestic violence service</td>
<td>04</td>
</tr>
<tr>
<td>Other mediator or counsellor (or similar professional)</td>
<td>06</td>
</tr>
<tr>
<td>Family Relationships Online</td>
<td>07</td>
</tr>
<tr>
<td>Doctor (General Practitioner) or health professional</td>
<td>08</td>
</tr>
<tr>
<td>Religious leader or elder</td>
<td>09</td>
</tr>
<tr>
<td>A lawyer or legal aid</td>
<td>10</td>
</tr>
<tr>
<td>A court (e.g., Family Court of Australia)</td>
<td>11</td>
</tr>
<tr>
<td>Other service, (please specify)</td>
<td>12</td>
</tr>
<tr>
<td>Not applicable - Didn’t use any other services [EXCLUSIVE]</td>
<td>13</td>
</tr>
</tbody>
</table>
*(BASE: OTHER SERVICE USED. DID NOT CODE 13 AT D2)
[GRID, RANDOMISE]
[ONLY SHOW CODES SELECTED AT A2]
[IF SERVICE = FRC USE ‘ANOTHER’ AT STATEMENT ‘c’ OTHERWISE USE ‘A’]

D2a  Did [the service/these services] refer you to or suggest you go to this [service]?
*Please select one response per row.

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>a Family Relationship Advice Line</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b Other Telephone service (e.g., Parentline, Lifeline, Mensline, women’s help-line)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c [Another/A] Family Relationship Centre</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d A domestic violence service</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f Other mediator or counsellor (or similar professional)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g Family Relationships Online</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>h Doctor (General Practitioner) or health professional</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i Religious leader or elder</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>j A lawyer or legal aid</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>k A court (e.g., Family Court of Australia)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>l Other service [DISPLAY RESPONSE FROM D2 CODE 12]</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*(BASE: ALL EXCEPT CCS)
[SINGLE]

D3  Are you still going to the [service]?
*Please select one response only.

<table>
<thead>
<tr>
<th>Yes</th>
<th>01</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>02</td>
</tr>
</tbody>
</table>

*(BASE: CCS ONLY)
[SINGLE]

D4  Was using a Children’s Contact Service specified in a parenting order?
*Please select one response only.

<table>
<thead>
<tr>
<th>Yes</th>
<th>01</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>02</td>
</tr>
<tr>
<td>Not sure</td>
<td>03</td>
</tr>
</tbody>
</table>
*(BASE: POP ONLY)

<table>
<thead>
<tr>
<th>Question</th>
<th>Response Options</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>D4x Was going to the Parenting Orders Program specified in a parenting order?</td>
<td>Yes, No, Not sure</td>
<td>01, 02, 03</td>
</tr>
</tbody>
</table>

*(BASE: CCS ONLY)

<table>
<thead>
<tr>
<th>Question</th>
<th>Response Options</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>D5 Are you still using the Children's Contact Service?</td>
<td>Yes, No</td>
<td>01, 02</td>
</tr>
</tbody>
</table>

*(BASE: NO LONGER USING THE CHILDRENS CONTACT SERVICE: D5 CODE 2)

<table>
<thead>
<tr>
<th>Question</th>
<th>Response Options</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>D5a Do you currently manage your own contact or changeover arrangements?</td>
<td>Yes, No, Not sure</td>
<td>01, 02, 03</td>
</tr>
</tbody>
</table>

*(BASE: NOT MANAGING CONTACT OR CHANGEOVER; D5 CODE 2 OR 3)

<table>
<thead>
<tr>
<th>Question</th>
<th>Response Options</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>D5b Is this because...</td>
<td>a, b, c</td>
<td>01, 02, 03</td>
</tr>
</tbody>
</table>

a. You no longer see the child
b. The other parent no longer sees the child
c. Other (please specify)
*(MODULE E: SATISFACTION WITH SERVICES)*

*(BASE: ALL)*

[GRID, RANDOMISE]

**E1 How would you rate the following aspects of the [service] you went to?**

*Please select one response per row.*

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Very good</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>The waiting time to get an appointment at the [service]</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b</td>
<td>The affordability of the [service]</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c</td>
<td>The extent to which everyone was treated fairly (no one takes sides)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d</td>
<td>The ability of the [service] to provide you with the help you needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e</td>
<td>The overall quality of the service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*(MODULE F: REASONS FOR USING SERVICE)*

*(BASE: ALL)*

[INFO]

PREF1 The following statements describe some of the issues you may have dealt with while attending the [service].

[GRID, RANDOMISE]

[suppress statements ‘b’ & ‘d’ IF RTYPE = 4 OR 5]

[if b3 equals 0 – no children - suppress statements ‘g’ & ‘h’]

**F1 Please indicate whether or not each of the issues listed were dealt with during your time attending [the service].**

*Please select one response per row.*

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>display to</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>Learning more about positive relationship skills</td>
<td></td>
<td></td>
<td>servicegrp2</td>
</tr>
<tr>
<td>b</td>
<td>Improving your relationship with your [current partner/ex-partner]</td>
<td></td>
<td></td>
<td>servicegrp2</td>
</tr>
<tr>
<td>c</td>
<td>Dealing with separation issues</td>
<td></td>
<td></td>
<td>servicegrp1</td>
</tr>
<tr>
<td>d</td>
<td>Starting a new family</td>
<td></td>
<td></td>
<td>servicegrp3</td>
</tr>
<tr>
<td>f</td>
<td>Sorting out issues about seeing your [grandchild/grandchildren]</td>
<td></td>
<td></td>
<td>servicegrp1 grandparents only</td>
</tr>
<tr>
<td>g</td>
<td>Sorting out issues about seeing your [child/children]</td>
<td></td>
<td></td>
<td>servicegrp4 not grandparents</td>
</tr>
<tr>
<td>h</td>
<td>Building a stronger relationship with your [child/children]</td>
<td></td>
<td></td>
<td>servicegrp1 not grandparents</td>
</tr>
<tr>
<td>i</td>
<td>Improving your relationship with other family members</td>
<td></td>
<td></td>
<td>servicegrp5</td>
</tr>
<tr>
<td>j</td>
<td>Helping you to find the right service to get the help you</td>
<td></td>
<td></td>
<td>servicegrp1</td>
</tr>
<tr>
<td>needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
F1a Did you deal with family violence issues at the [service]?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>DISPLAY TO</th>
</tr>
</thead>
</table>
| F1b Please indicate whether or not each of the issues listed were dealt with during your time attending [the service].  
*Please select one response per row.* |     |    |     | SERVICEGRP2 |
| a helping you to behave in a non-threatening way |     |    |     | SERVICEGRP2 |
| b helping [your current partner/your ex-partner/the family member you went to the service about] to behave in a non-threatening way |     |    |     | SERVICEGRP2 |
| c protecting your [child’s/children’s/ grandchild’s/ grandchildren’s] safety and/or your own personal safety |     |    |     | SERVICEGRP2 |
| d helping you or your [child/children] cope with having experienced or witnessed family violence or abuse |     |    |     | SERVICEGRP2 |

F2 Did you deal with any other family relationship issues when you went to the [service]?

*Please select one response only.*

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>F2 Did you deal with any other family relationship issues when you went to the [service]?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes (please specify)</td>
<td></td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td>02</td>
</tr>
</tbody>
</table>
*(MODULE G: PARENTING AGREEMENTS)*

*(BASE: POP, FRC, FDR AND RTYPE = 1, 2, AND 4 - NO GRANDPARENTS)*

[SINGLE]

**G1** While attending the [service] did you and [your current partner/your ex-partner/the family member you went to the service about] try to develop parenting arrangements (e.g., child’s time with each parent, child support) for your [child/youngest child]?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td>02</td>
</tr>
<tr>
<td>Not applicable, did not go the [service] about parenting or children</td>
<td>03</td>
</tr>
</tbody>
</table>

*(BASE: TRIED TO DEVELOP A PARENTING PLAN - YES AT G1 AND RTYPE = 4)*

[OPEN TEXT]

**G1a** What is your relationship to the child or children you went to the service about?

*Please type your response in the box below.*

*(BASE: TRIED TO DEVELOP A PARENTING PLAN - G1 CODE 1)*

[SINGLE]

**G2** Thinking again about the [child/youngest child] you attended the service about, did you develop a parenting agreement/plan while at the [service]?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Agreement Reached</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, agreement on all things was reached</td>
<td>01</td>
</tr>
<tr>
<td>Yes, agreement on some aspects was reached</td>
<td>02</td>
</tr>
<tr>
<td>No agreement was reached</td>
<td>03</td>
</tr>
</tbody>
</table>

*(BASE: REACHED AGREEMENT ON ALL OR PART OF A PARENTING PLAN - CODE 1 OR 2 - AT G2)*

[SINGLE]

**G2a** Did the agreement/plan you developed at the [service] specify that, this child...

*Please select one response only.*

<table>
<thead>
<tr>
<th>Arrangement Specified</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Live mostly or entirely with you</td>
<td>01</td>
</tr>
<tr>
<td>Live mostly or entirely with other parent</td>
<td>02</td>
</tr>
<tr>
<td>Live about the same time with each parent</td>
<td>03</td>
</tr>
<tr>
<td>Live mostly or entirely elsewhere (i.e., with neither parent)</td>
<td>04</td>
</tr>
<tr>
<td>Not applicable, the agreement or plan did not specify arrangements</td>
<td>05</td>
</tr>
</tbody>
</table>
**(BASE: REACHED AGREEMENT ON ALL OR PART OF A PARENTING PLAN - CODE 1 OR 2 - AT G2) [SINGLE]**

**G2c** For this [child/youngest child], did the arrangements specified in the parenting agreement/plan developed at the [service] mean that...

*Please select one response only.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>increased time with you</td>
<td>01</td>
</tr>
<tr>
<td>increased time with the other parent</td>
<td>02</td>
</tr>
<tr>
<td>no change in the time spent with either parent</td>
<td>03</td>
</tr>
</tbody>
</table>

**(BASE: TRIED TO DEVELOP A PARENT PLAN - G1 CODE 1)**

**G3** How old was the [child/youngest child] you were developing the parenting arrangements about? If this child was less than a year old, please enter their age as 0.

*Please type your responses in the boxes below.*

<table>
<thead>
<tr>
<th>Child/Youngest child</th>
<th>[OPEN NUMERIC, MAX 2 DIGITS]</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>01</td>
</tr>
</tbody>
</table>

**(BASE: REACHED AGREEMENT ON ALL OR PART OF A PARENTING PLAN - CODE 1 OR 2 - AT G2) [SINGLE]**

**G4** How strongly do you agree or disagree with the following statements?

*Please select one response per row.*

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>a  The parenting agreement/plan made at the [service] worked for you</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b  The parenting agreement/plan made at the [service] worked for the [child/children]</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c  The [child’s/children’s] needs were adequately considered</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d  The parenting agreement/plan will help me [and my ex- partner] to make decisions together about our children into the future</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**(BASE: TRIED TO DEVELOP A PARENT PLAN - YES AT G1)**

**G5** While attending the [service] were you issued with a certificate allowing you to go to court about parenting arrangements for your [child/children]?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td>02</td>
</tr>
<tr>
<td>Not sure</td>
<td>03</td>
</tr>
</tbody>
</table>
*(MODULE H: SAFETY)*

*(BASE: RTYPE = 1, 2, 3)*

[SINGLE]
The following questions are about how safe you felt while attending [the service].

**H1** During the time you attended the service, was there anything in your relationship with [your current partner/your ex-partner/the family member you attended the service about] that would make you afraid of being with him or her?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td>02</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>03</td>
</tr>
</tbody>
</table>

*(BASE: SAFETY ISSUES - H1a CODE 1)*

[SINGLE]

**H1a** Were your concerns or fears about this issue addressed at the time you went to the service?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td>02</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>03</td>
</tr>
</tbody>
</table>

*(BASE: RTYPE = 1, 2, 3)*

[SINGLE]

**H1b** During the sessions you attended at the [service], did you sometimes feel afraid of [your current partner/your ex-partner/the family member you attended the service about]?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td>02</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>03</td>
</tr>
</tbody>
</table>

*(BASE: RTYPE = 1, 2, 3)*

[SINGLE]

**H1c** During the time you attended at the [service], did [your current partner/your ex-partner/the family member you attended the service about] make threats or abuse you outside of the sessions?

*Please select one response only.*

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td>02</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>03</td>
</tr>
</tbody>
</table>
H1d During the time you attended the [service], was your ability to negotiate a parenting agreement/plan/ make arrangements to spend time with my grandchild/ grandchildren at the [service] affected by these concerns/fears?

*Please select one response only.

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td>02</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>03</td>
</tr>
</tbody>
</table>
*(MODULE I: BACKGROUND)*

*(BASE: ALL)*

[INFO]

INTRO1 To compare how well the [service] meets the needs of different clients, we just need a few other details about you.

*(BASE: ALL)*

[SINGLE]

I2 Are you male or female?

*Please select one response only.*

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>01</td>
</tr>
<tr>
<td>Female</td>
<td>02</td>
</tr>
</tbody>
</table>

*(BASE: ALL)*

[OPEN NUMERIC, MAX 2 DIGITS]

I3 How old are you?

*Please type your response in the box below.*


*(BASE: ALL)*

[NUMERIC, RANGE 3-4 DIGITS]

I4 Please type in your postcode:


*(BASE: ALL)*

[SINGLE]

I5 Do you speak a language other than English at home?

*Please select one response only.*

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td>02</td>
</tr>
</tbody>
</table>

*(BASE: ALL)*

[SINGLE]

I6 Are you of Aboriginal or Torres Strait Islander descent?

*Please select one response only.*

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, Aboriginal</td>
<td>01</td>
</tr>
<tr>
<td>Yes, Torres Strait Islander</td>
<td>02</td>
</tr>
<tr>
<td>Yes, both</td>
<td>03</td>
</tr>
<tr>
<td>No</td>
<td>04</td>
</tr>
</tbody>
</table>
I7 What is the highest level of education or training you have COMPLETED?

Please select one response only.

- Year 11 or below 01
- Year 12, Form 6, Matriculation, HSC 02
- Trade/Apprenticeship 03
- Certificate (Business College, TAFE) 04
- Diploma (Business College, TAFE) 05
- Degree (Bachelor) 06
- Post-graduate (PhD, Masters, Post-graduate Diploma) 07
- Other, (please specify) 08

I8 Is there anything else you would like to add about your experience of attending the [service]?

Please type your response in the box below.
J1  Thank you for taking part in this important research.

If you would like us to enter you in the prize draw for a chance to win 1 of 5 x $1,000 vouchers to the homewares store of your choice, please complete the section below.

Your contact details will only be used to notify you if you are a winner.

First name

Last name

Address

Suburb

[NUMERIC, RANGE 3-4 DIGITS]
Postcode

[NUMERIC, 10 DIGITS MUST BE ENTERED]
Best telephone number to contact you on

If you do not wish to enter the prize draw, please click the next button to submit your answers
Thank you for taking part in this important research.

If you would like us to send you your $20 gift voucher and enter you in the prize draw for a chance to win 1 of 5 x $1,000 vouchers to the homewares store of your choice, please complete the section below.

Your contact details will only be used to post your voucher or notify you if you are a winner.

First name

Last name

Address

Suburb

[NUMERIC, RANGE 3-4 DIGITS]
Postcode

[NUMERIC, 10 DIGITS MUST BE ENTERED]
Best telephone number to contact you on

If you do not wish to be sent a gift voucher and to enter the prize draw, please click the next button to submit your answers.