



Electoral Commission SA

2024 Dunstan By-election Survey

Top-line report.

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1. Methodology

1.1. Methodology in brief

This top-line report presents the findings from the 2024 Dunstan by-elections survey for the Electoral Commission of South Australia. Data was collected using computer assisted telephone interviews (CATI) and an online survey between 12th April 2024 and 24th April 2024. A total of N=280 (online n=174, CATI n=106) participants were involved in a 7-11 minute survey, which can be found in Appendix A. The results have been compared to the 2022 State election and 2019 Cheltenham and Enfield by-elections.

Survey	Approach	Timing	Target	Sample Size
2024 Dunstan by-election Voters and Non-voters Survey	Online and CATI post-election	12-24 April 2024	N=250	N=280
2022 state election Survey of Electors	CATI survey post-election	20 March – 3 April 2022	N=800	N=770
2019 Cheltenham & Enfield by-elections Voters and Non-voters survey	CATI survey post-election	11–18 February 2019	N=500	N=501

1.2. Sampling

The 2024 online and CATI survey methodology used contacts from the electoral roll provided by ECSA. The 2022 CATI survey methodology used a random digit dialling (RDD) sample supplemented with mobile sample. The 2019 CATI survey methodology used a combination of contacts from the electoral roll (provided by ECSA) and a RDD sample supplemented with mobile sample.

1.2.1. Percentages and averages

Respondents who completed a survey but did not answer a particular question are excluded from the tabulation of results and calculation of statistics for that question. Percentages are generally rounded to whole numbers. Some percentages may not add to 100 percent due to rounding.

1.2.2. Weighting

The results of the 2024 survey have been weighted based on the proportion of voters (80%) and non-voters (20%). Questions related to only voters or non-voters are reported unweighted.

1.2.3. Tests of statistical significance

Tests for statistical significance have been conducted to compare changes from the 2019 to 2022 surveys, and then 2022 to 2024 surveys.

Tests have been undertaken at a 95% confidence level. If there is a statistically significant difference between the result for a particular group and the result for the wider population, we can be confident that this difference has not occurred by chance, rather that it reflects a genuine difference among that group compared to the wider population.

In tables and graphs, the figures with an upwards arrow (i.e. ↑) represent a proportion that is significantly higher than the other group. Conversely, the figures with a downwards arrow (i.e. ↓) represent a proportion that is significantly lower than the other group.

1.2.4. Reliability

The margin of error associated with these surveys is as follows:

Survey	Sample Size	Margin of Error
2024	N=280	+/-5.84%
2022	N=770	+/-3.53%
2019	N=503	+/-4.38%

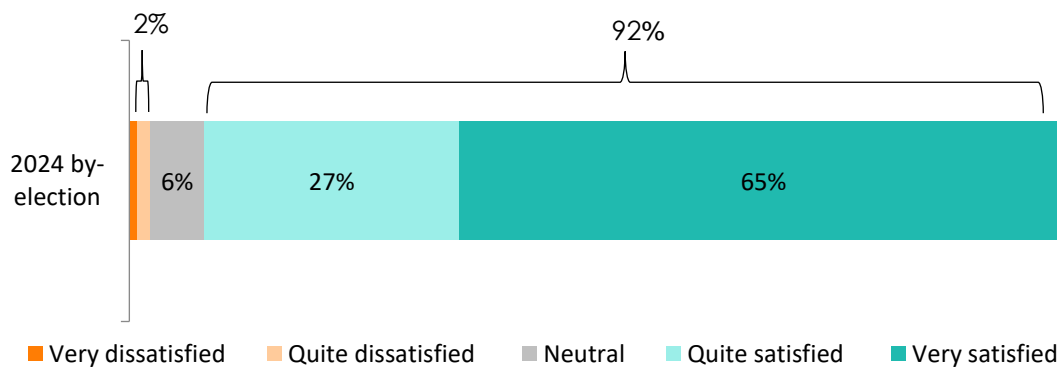
Sample sizes less than n=30 should be interpreted with caution.

2. Findings

2.1. Key Performance Indicators

2.1.1. Overall satisfaction with voting experience

Figure 1: Satisfaction with the voting process as a whole



Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
Satisfied	92%	89%↓	94%
Neutral	6%	6%	3%
Dissatisfied	2%↓	6%	3%
N=	226	627	431

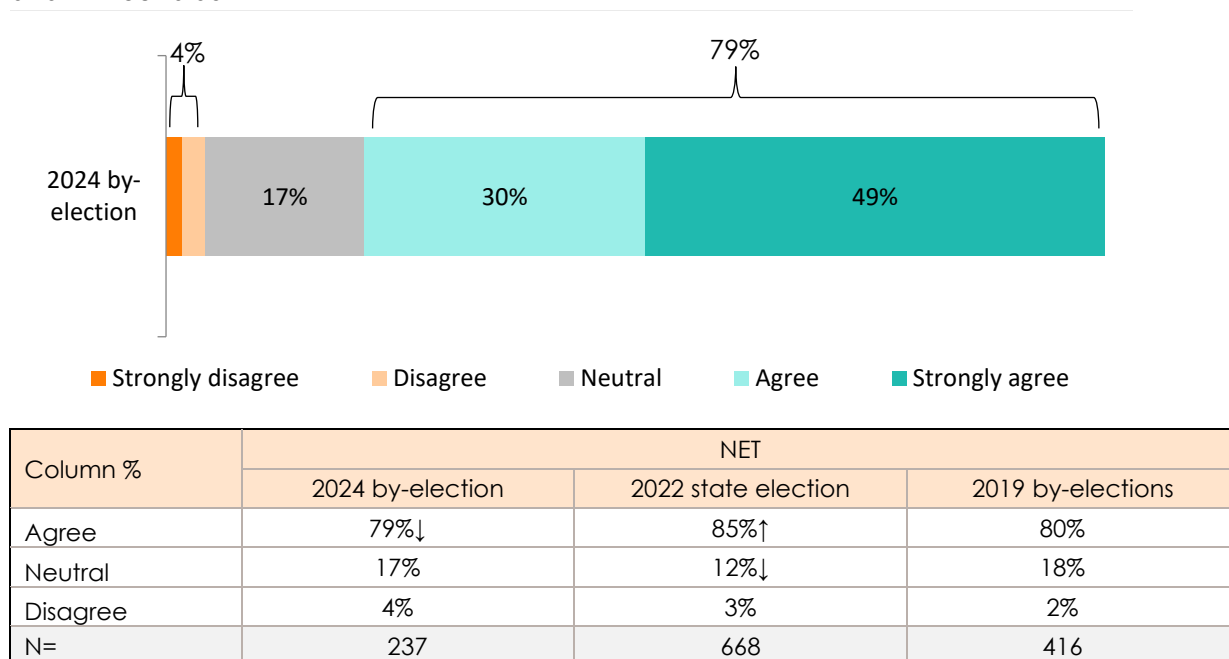
H2 How satisfied or dissatisfied were you with the voting process as a whole?
 Base: Those who voted in person, excluding those who don't know and refusals

Reasons for dissatisfaction with the voting process as a whole:

- "An elected member is for 4 years. They should compete the full term or personally be liable for the cost of the by-election. Why should the tax payer pay for it! Very frustrated with having to vote again. What if the newly elected member changes their mind."
- "Well, I wasn't super happy to be voting knowing that the party for whom I voted was not going to win once preferences were included. Always seems like a waste of time to me."
- "There is no information about the candidates what they stand for not interested in their personal life such as who they are married to. Not even the people out the front could tell me what they stood for."
- "Dealing with the time it took to get the ballot paper, staff didn't handle it well."

2.1.2. ECSA impartiality in conduct of the election

Figure 2: Agreement that the Electoral Commission's conduct of the By-election was impartial and without bias



J1. To what extent would you agree or disagree that The Electoral Commission's conduct of the by-election was impartial and without bias?

Base: All voting respondents, excluding those who responded 'don't know'

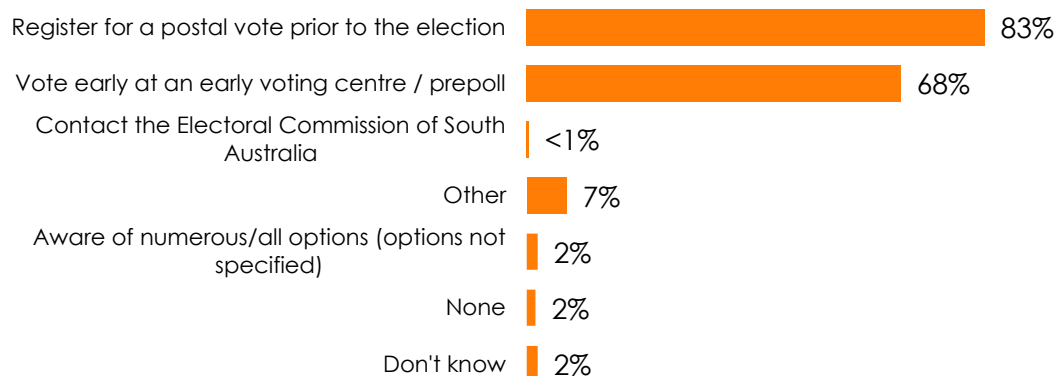
Those who disagreed that ECSA's conduct of the by-elections had been impartial and without bias gave a variety of reasons:

- "The electoral commission was simply responsible for administering the by-election. At no stage did it mention or promote any candidate or party."
- "I believe compulsory voting ensures legitimate representation of all people, not just the subset who would otherwise be motivated to attend. Provided legible information is disseminated to the public prior, it ensures that our representatives truly stand for the interest of the community. Regarding ECSA's impartiality, I strongly agree that there was no bias based on the fact that there was no information provided by the commission which could be reasonably interpreted as an instruction to vote for specific people parties."
- "Have never seen any evidence of electoral staff advising anyone who to vote for."
"I don't have a particularly high opinion of ECSA as an organisation."
- "I am ambivalent on the matter. I didn't particularly pay attention to the behaviour of the electoral commission."
- "You cannot remove bias we are all human."
- "Lots of bias towards a party that they would like me to vote for. I don't like being force-fed with pamphlets from parties. Even knocking on the door."
- "There was a little bit of bias in the media."
- "Wasn't aware of any interference and got all the basic information."
- "I have no idea basically don't see the role they say they take so I believe they are impartial in hindsight not that's all."
- "The tweet by the electoral commission regarding the liberal party. I just didn't think it was appropriate and seemed a little bit suspicious. Tweeted about something the liberal party had done, didn't seem necessary or appropriate."

2.2. Awareness and knowledge of the by-election

2.2.1. Awareness of voting options

Figure 3: Awareness of voting options



Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
Register for postal vote prior to the election	83%	81%↑	57%
Vote early at an early voting centre	68%↑	46%↑	27%
Contact the Electoral Commission of South Australia	<1%	3%	2%
Other	7%	4%	7%
None/don't know	5%↓	10%↓	27%
N=	250	712	456

B1. What voting options are you aware of for people who are unable to vote at a polling booth on election day?

Base: All voting respondents (n=250)

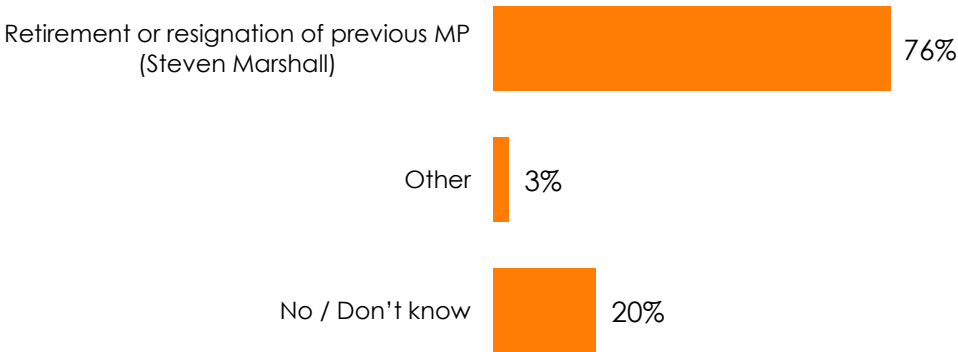
Note: 2% of voting respondents in 2024 mentioned they knew about all voting options without specifically naming any of them.

'Other' options listed (regardless of whether they are actually offered) include:

- Online voting
- Absentee voting
- Voting interstate/ out of electorate
- Voting from your car
- Voting through a legal guardian

2.2.2. Reasons for the by-election

Figure 4: Awareness of reasons for the by-election

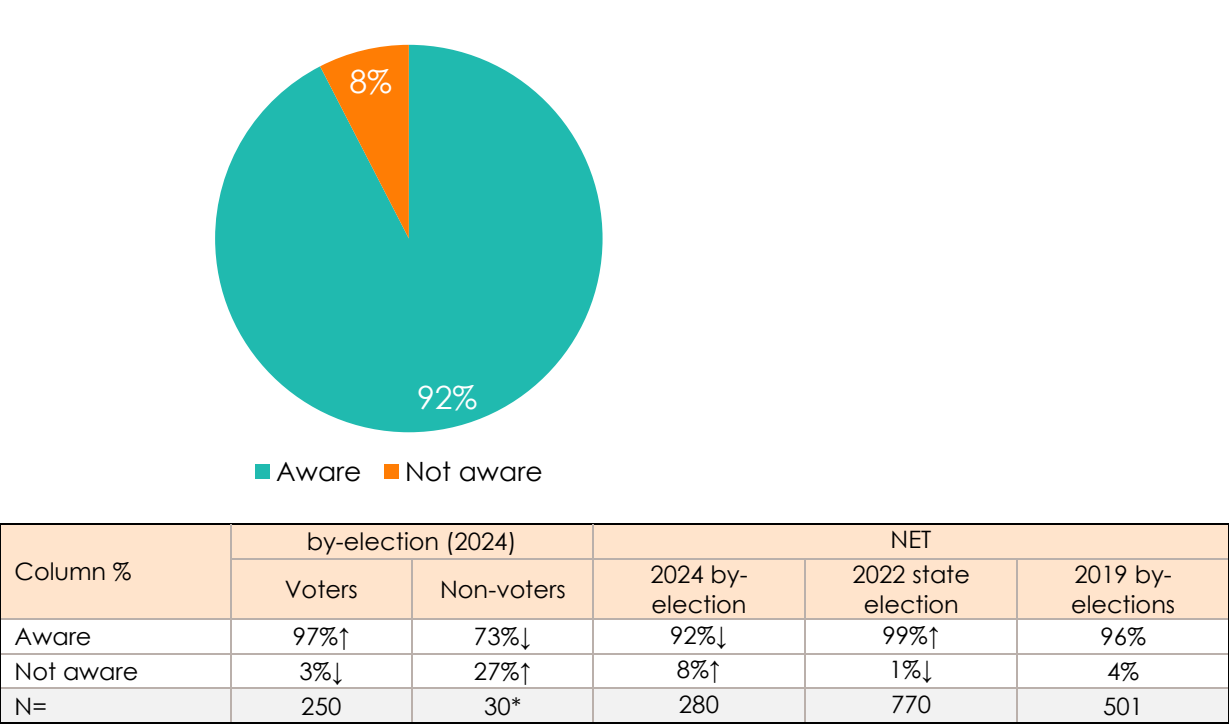


Column %	2024 by-election		NET	
	Voters	Non-voters	2024 by-election	2019 by-elections
Retirement or resignation of previous MP	83%↑	47%↓	76%↑	58%
Other	3%	3%	3%	2%
No / Don't know	12%↓	50%↑	20%↓	39%
N=	250	30*	280	456

D4. What was the reason a by-election needed to take place in your district in March?
Base: All respondents n=280 (All voting respondents in 2019)
Note: Question was not comparable to 2022
*Note: Please interpret with caution, low sample size

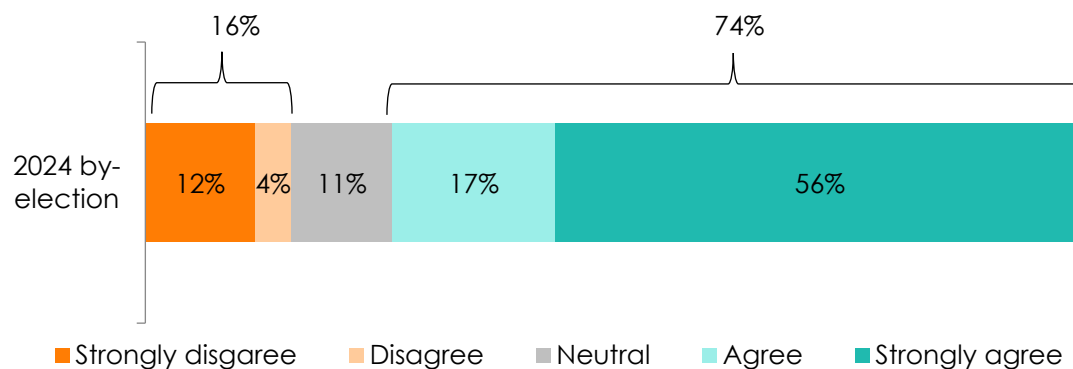
2.2.3. Perceptions & attitudes towards compulsory voting

Figure 5: Awareness of compulsory voting



L1. Are you aware that voting is compulsory at By-elections?
Base: All respondents
Note: 'Don't know' responses have been combined with 'no, not aware'.
*Note: Please interpret with caution, low sample size

Figure 6: Agreement that voting should be compulsory



Column %	by-election (2024)		NET		
	Voters	Non-voters	2024 by-election	2022 state election	2019 by-elections
Agree	78%↑	57%↓	74%	78%	73%
Neutral	9%	17%	11%	8%	11%
Disagree	13%	27%	16%	13%	16%
N=	250	30*	280	766	496

L2. To what extent do you agree or disagree that voting should be compulsory?

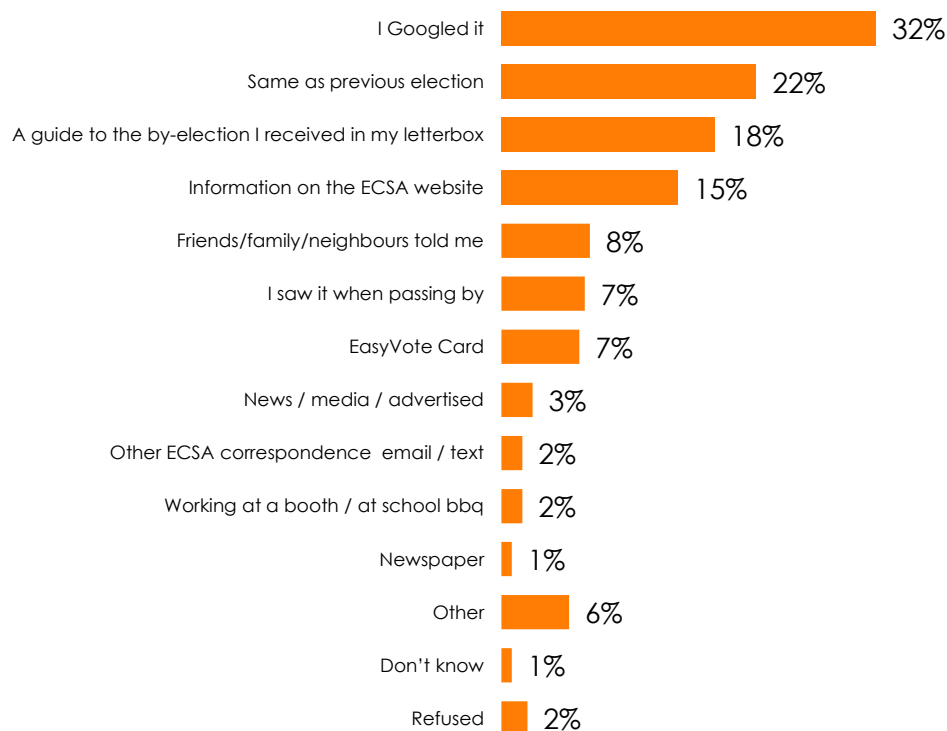
Base: All respondents, excluding those who responded 'don't know'

*Note: Please interpret with caution, low sample size

2.3. Provision of election information

2.3.1. Sources of knowledge & information

Figure 7: Source of knowledge about where to vote



Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
I googled it	32%↑	4%	2%
Same as previous election	22%↓	43%↑	29%
A guide to the by-election/state election in letterbox	18%↑	4%	3%
Information on the ECSA website	15%	17%↑	6%
Friends/family/neighbours told me	8%	7%	6%
EasyVote Card	7%↓	22%↓	54%
I saw it when passing by	7%↑	2%	1%
Other	6%	2%	3%
N=	226	628	433

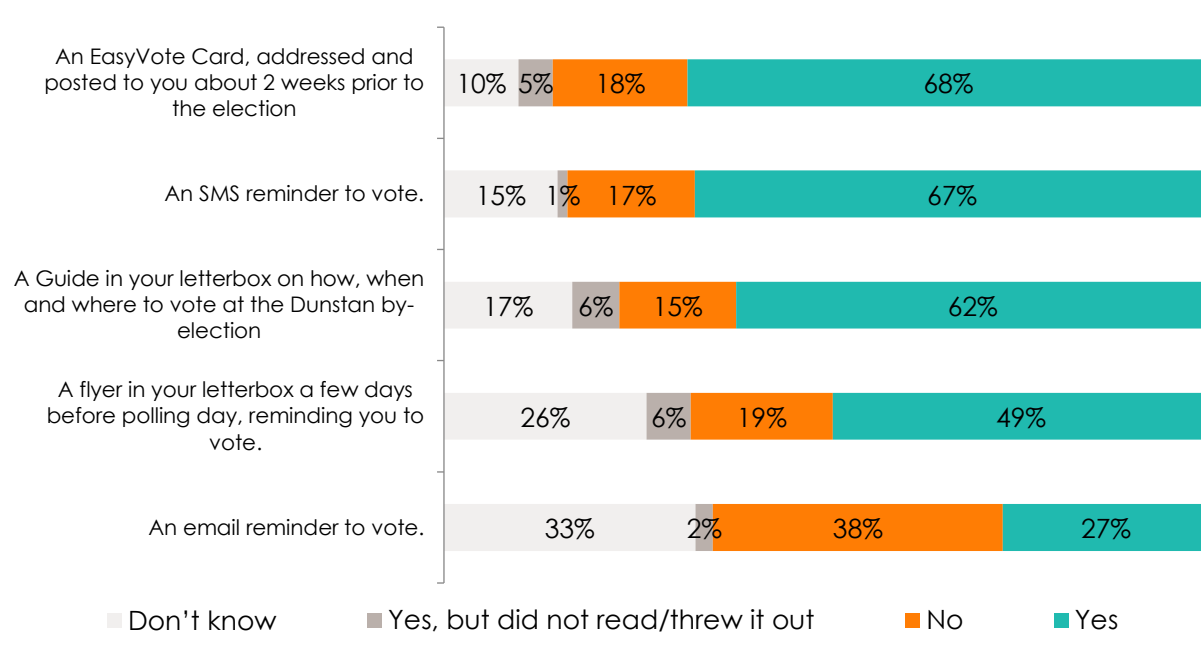
H1. How did you know where to vote?

Base: All voting respondents who voted in person

Note: In 2022 State election survey the option 'I googled it' was represented as 'Internet (general)'

2.3.2. Recollection of ECSA by-election communications

Figure 8: Recollection of receiving specific communications from ECSA

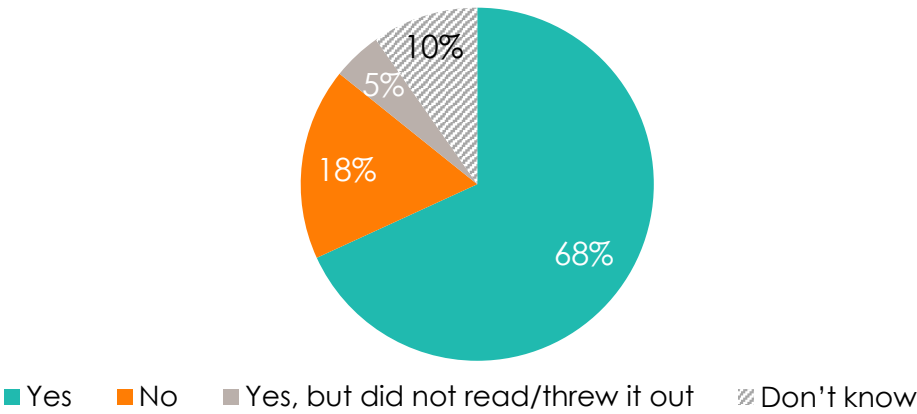


Column %	Yes		No		Yes, but I did not read it/threw it out		Don't know	
	Voters	Non-voters	Voters	Non-voters	Voters	Non-voters	Voters	Non-voters
An EasyVote Card, addressed and posted to you about 2 weeks prior to the election	75%↑	40%↓	12%↓	40%↑	5%	3%	8%	17%
An SMS reminder to vote.	74%↑	40%↓	11%↓	40%↑	1%	3%	14%	17%
A Guide in your letterbox on how, when and where to vote at the Dunstan by-election	66%	47%	12%↓	30%↑	6%	7%	17%	17%
A flyer in your letterbox a few days before polling day, reminding you to vote.	55%↑	27%↓	13%↓	40%↑	6%	3%	26%	30%
An email reminder to vote.	31%↑	10%↓	33%↓	57%↑	2%	3%	34%	30%

E1. Do you recall receiving any of the following from the Electoral Commission?

Base: All 2024 respondents (voters n=250, non-voters n=30)

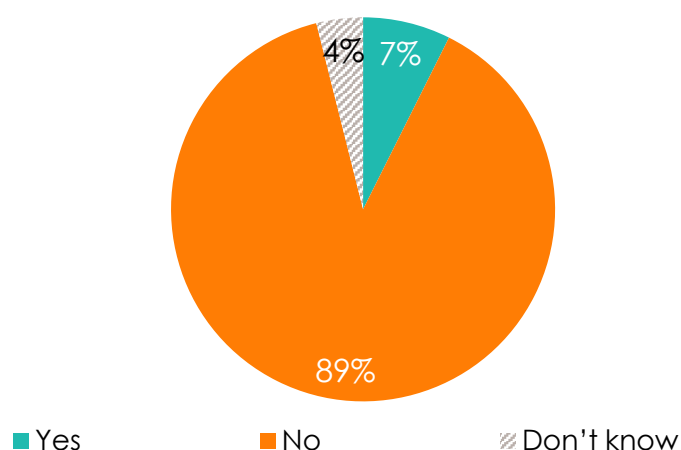
Figure 9: EasyVote Card



Column %	NET			
	2024 by-election (total)	2024 by-election (voters only)	2022 state election (voters only)	2019 by-elections (voters only)
Yes	68%	75%	80%↓	93%
No/ Don't know	27%	20%	18%↑	5%
Yes, but did not read/threw it out	5%	5%	2%	1%
N=	280	250	712	456

E1. Do you recall receiving any of the following from the Electoral Commission?
Base: All respondents in 2024, all voters in 2022 and 2019

Figure 10: Additional need for information



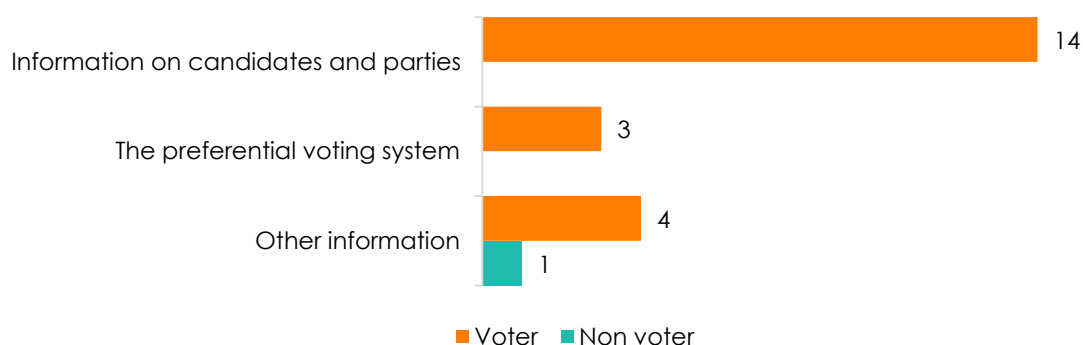
Column %	by-election (2024)	
	Voters	Non-voters
Yes	8%	3%
No	89%	87%
Don't know	2%	10%
N=	250	30*

N1. Was there additional information related to the election that you would have liked to receive?

Base: All respondents (n=280)

*Note: Please interpret with caution, low sample size

Figure 11: Additional information requirements (count of respondents)



N2. What else would you have liked more information on?

Base: All respondents who want additional information (n=21)

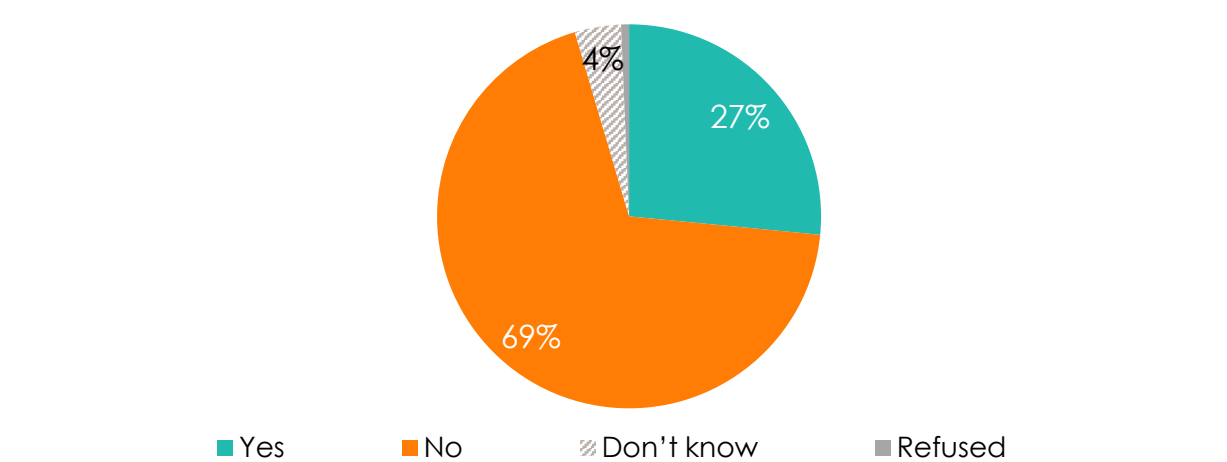
Note: No previous year comparison available

Note: One participant who mentioned they would like further information, did not provide what information they would like to receive so have been omitted from the above graph

Other information listed included:

- How to vote in the election when you're absent on the day.
- Results – statistics, not just the winner
- Public appearances of candidates/ open debates of meetings with the community

Figure 12: Whether banning corflutes impacted the public’s awareness of the by-election



Column %	by-election (2024)	
	Voters	Non-voters
Yes	24%	37%
No	73%	53%
Don't know/refused	3%	10%
N=	250	30*

N6. This election was the first election in South Australia since candidate and political party corflute posters were banned from public roads and stobie polls. Do you think this made you less aware that the by-election was taking place?

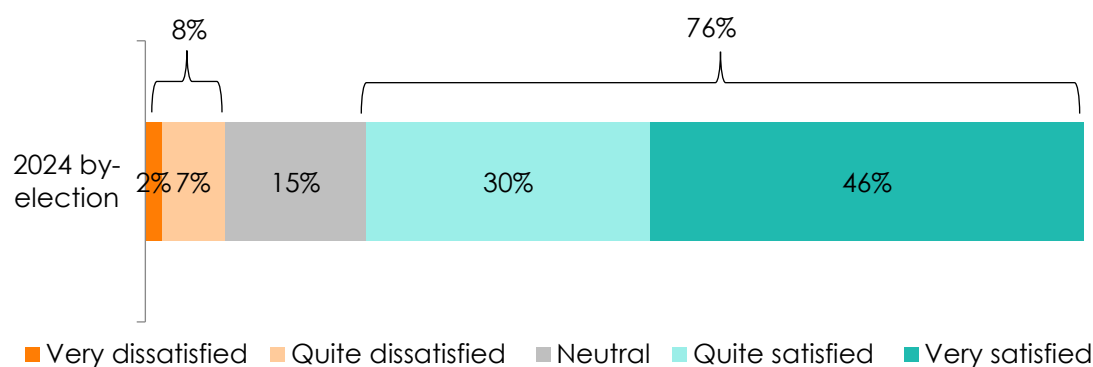
Base: All respondents (n=280)

*Note: Please interpret with caution, low sample size

2.4. Voting behaviour and satisfaction

2.4.1. Satisfaction with voting experience

Figure 13: Satisfaction with the behaviour of party and/or candidate volunteers



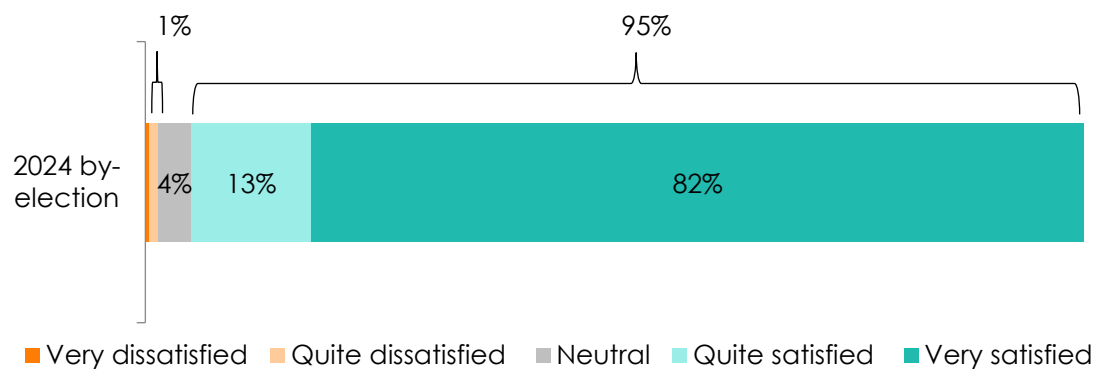
H2. How satisfied or dissatisfied were you with the...?

Base: All voting respondents who voted in person excluding those who 'don't know' (n=225)

Reasons for dissatisfaction with the behaviour of party and/or candidate volunteers:

- "Often walked inside the no go zone."
- "They're all so intense. I don't want or need pamphlets from every single person there. They were leeches watching me get my son out of the car and waiting to pounce."
- "Overzealous volunteers."
- "I noted a woman was approaching voters waiting in line trying to befriend them and talking about the party she was working for. It was inappropriate as she was going from person to person. Unprofessional. People were trying to avoid her."
- "Wasn't impressed with some of them."
- "One volunteer was rude when I did not respond to his question."
- "Would follow us walking along, kept talking after saying no thanks, were very pushy."
- "I believe if the parties involved are going to place people & or advocates outside the polling booth site then it is incumbent on them to approach or engage in dialogue spruiking the merits of the party or people they are representing.... otherwise get out of the way of the voters and also stop wasting paper on how to vote or adverts."
- "They were quite in your face with the how to vote leaflets when you first arrived."
- "Too many papers shoved at me. I only needed the one I wanted to vote for."
- "Too many people trying to hand in booklets and convince that their party is the best."
- "I spoke with three different people, two from one party were very friendly and welcoming and one from a different party was a little bit rude."
- "Underlying condition clearly with a badge, volunteers didn't take notice, impolite."
- "When she arrived, she was bombarded, made her uncomfortable. Wasn't great experience walking past."
- "They bombarded us with lots of paper and just felt very bombarded, lots of people from the same party handing out paper."
- "One party was pushy with putting material in his hand which he said he wouldn't like, quite annoying."
- "Pushing pamphlets into your face and suggesting how you should vote."
- "On the day I was in a bit of a rush for time and even just getting through the groups of volunteers outside took longer than actually voting cause there was no line but a lot of pressure from the outside volunteers trying to hand out flyers."

Figure 14: Satisfaction with the time it took to vote



Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
Satisfied	95%↑	84%↓	98%
Neutral	4%	5%	1%
Dissatisfied	1%↓	11%↑	1%
N=	226	627	432

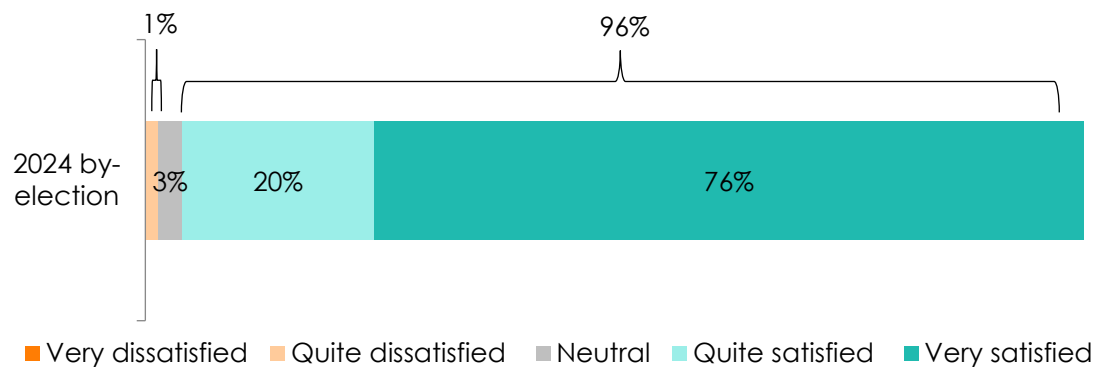
H2. How satisfied or dissatisfied were you with the...?

Base: All voting respondents who voted in person excluding those who 'don't know'

Reasons for dissatisfaction with the time it took to vote:

- "There were two people taking names in a whole school hall so I was waiting around for ages."
- "There was an issue with both finding name on electoral roll and slip of paper he got with QR didn't work, took you 15 mins to enrol, had to try with multiple devices."

Figure 15: Satisfaction with the friendliness and professionalism of polling place officials



Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
Satisfied	96%	96%	97%
Neutral	3%	2%	3%
Dissatisfied	1%	2%	1%
N=	226	628	432

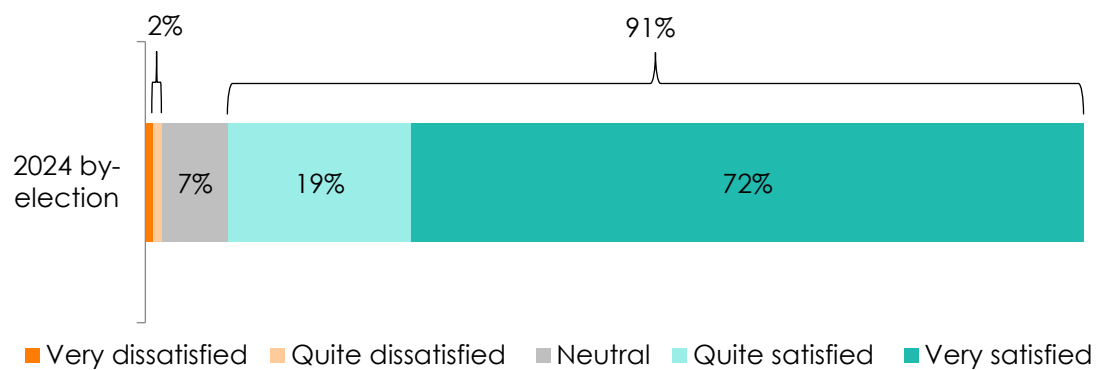
H2. How satisfied or dissatisfied were you with the...?

Base: All voting respondents who voted in person excluding those who 'don't know'

Reasons for dissatisfaction with the friendliness and professionalism of polling place officials:

- "Never asked to be seated and officer was behaving as if he had been pushed to come to work."
- "After lining up for the ballot papers had to go fill it out then go interrupt the next person to give the completed form back to the same lady. I felt it was rude and there was a lack of privacy for everyone."

Figure 16: Satisfaction with the location of polling places



Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
Satisfied	91%	95%	95%
Neutral	7%↑	3%	3%
Dissatisfied	2%	2%	2%
N=	226	628	432

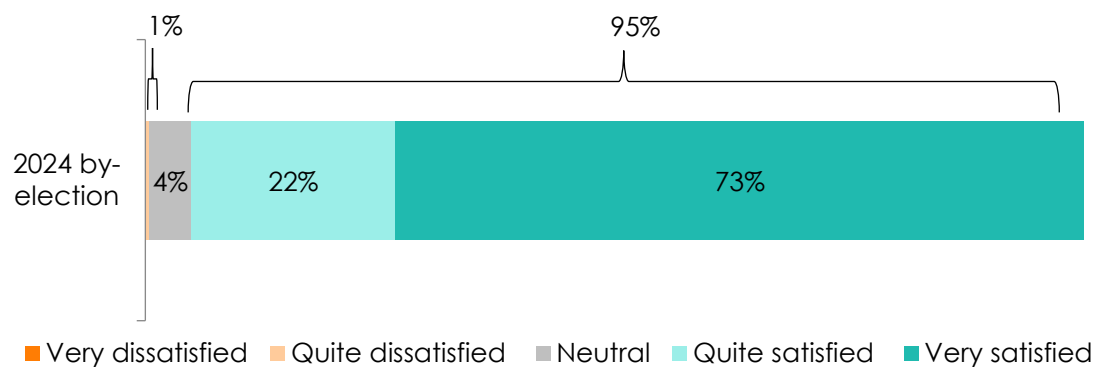
H2. How satisfied or dissatisfied were you with the...?

Base: All voting respondents who voted in person excluding those who 'don't know'

Reasons for dissatisfaction with the location of the polling place:

- "Not enough parking."
- "Might have been better to be closer to where we live but I appreciate that this may not have been possible - can't please everyone all of the time."

Figure 17: Satisfaction with the instructions about how to vote correctly

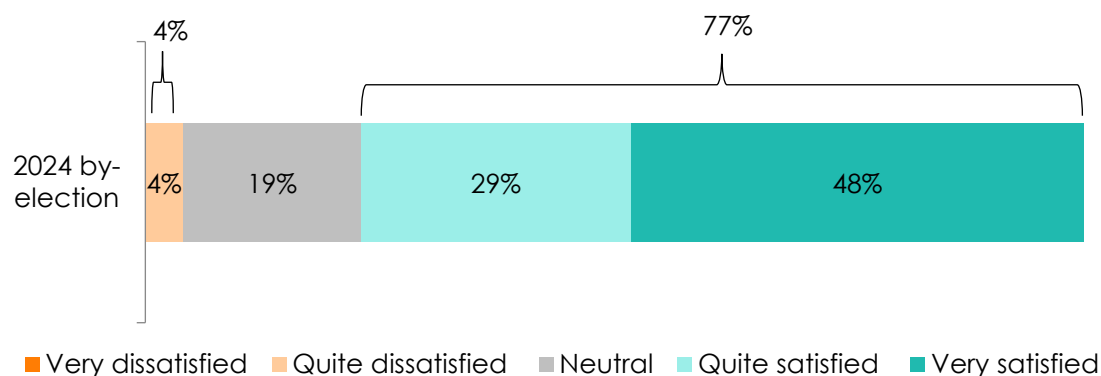


Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
Satisfied	95%↑	90%	93%
Neutral	4%	7%	6%
Dissatisfied	1%	3%	1%
N=	225	625	428

H2. How satisfied or dissatisfied were you with the...?

Base: All voting respondents who voted in person excluding those who 'don't know'

Figure 18: Satisfaction with the accessibility of the polling place for people with a disability



Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
Satisfied	77%↓	84%↓	90%
Neutral	19%↑	8%	5%
Dissatisfied	4%	8%	5%
N=	174	583	376

H2. How satisfied or dissatisfied were you with the...?

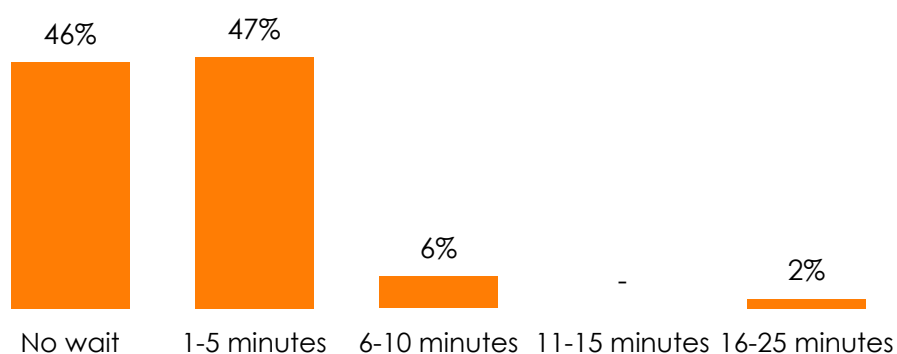
Base: All voting respondents who voted in person excluding those who 'don't know'

Reasons for dissatisfaction with accessibility of the polling place for people with a disability:

- "Parking area was inadequate and wife with mobility issues had to squeeze between a pillar and concrete pathway which was awkward. When attendants could see the difficulty, they arranged for an alternative quick exit. This was a good gesture."
- "No disabled parking."
- "The candidates had their signs everywhere would have been quite difficult to manoeuvre a wheelchair as the path was already quite thin."
- "There wasn't any parking on the venue I had to park on the road. If I had a physical disability or a wheelchair it would have been hard to get out of the car on the main road with people pulling in very quickly."

2.4.2. Waiting times

Figure 19: Polling wait time



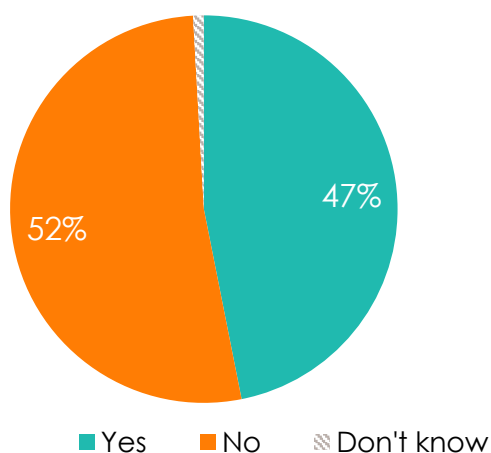
Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
No wait	46%↑	14%↓	26%
1-5 minutes	47%↑	35%↓	67%
6-10 minutes	6%↓	14%↑	4%
11-15 minutes	-	9%↑	2%
16-25 minutes	2%↓	10%↑	1%
26+ minutes	-	18%↑	0%
Average	2.2	13.5	2.2
N=	221	627	429

H4. To the nearest minute, how long do you estimate you were in the queue prior to reaching the ballot papers issuing counter at the polling place?

Base: All voting respondents who voted in person, excluding refusals (n=221)

2.4.3. How-to-vote cards

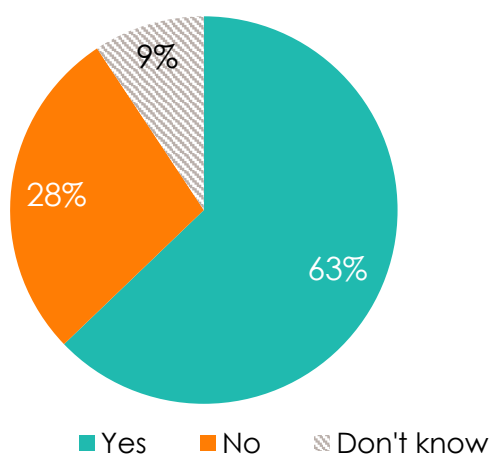
Figure 20: Whether in-person voters followed a How-to-Vote card when voting



N5. When you were filling out your ballot paper, did you follow the order of preferences that a candidate or political party recommended on their How-to-Vote card?

Base: All voting respondents who voted in person, excluding refusals (n=224)

Figure 21: Usefulness of How-to-Vote posters

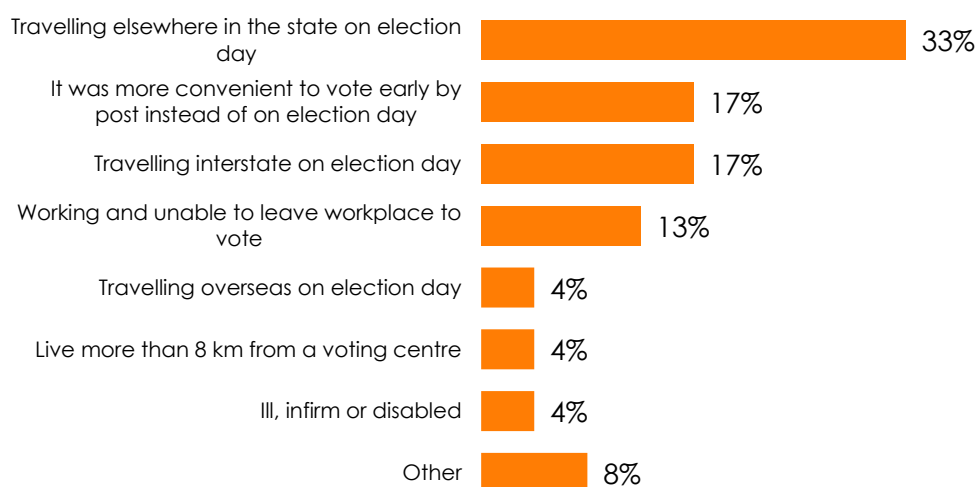


N3. When you are voting at South Australian elections, do you find these How-to-Vote posters useful?

Base: All voting respondents who voted in person, excluding refusals (n=226)

2.5. Postal voting

Figure 22: Reasons for choosing to vote via post



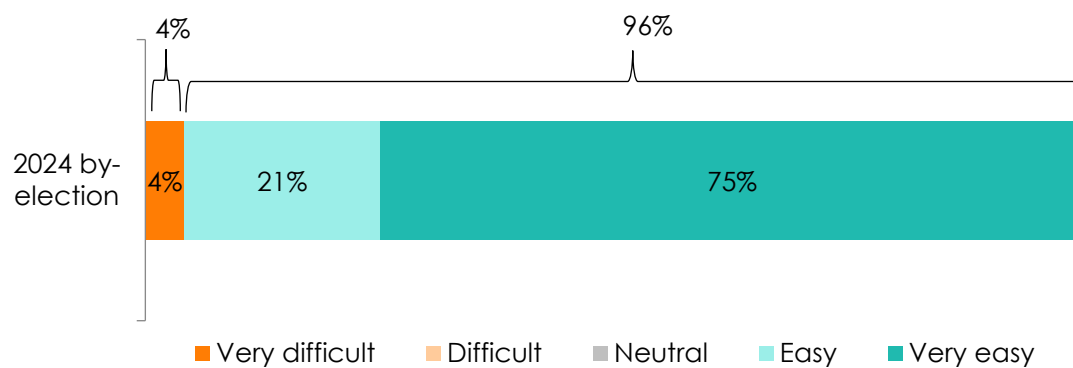
Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
Travelling elsewhere in the state on election day	33%	17%	9%
Travelling interstate on election day	17%	11%	27%
It was more convenient to vote early instead of election day	17%	15%	14%
Working and unable to leave workplace to vote	13%	2%	-
Other	8%	3%	5%
Ill, infirm or disabled	4%↓	12%	45%
Travelling overseas on election day	4%	-	-
Live more than 8 km from a polling booth	4%	4%	-
Caring for someone who is ill, infirm or disabled	-	7%	5%
Wanted to avoid queues on election day	-	3%	-
N=	24*	84	22*

11. Why did you choose to vote via post?

Base: All postal voters

*Note: Please interpret with caution, low sample size

Figure 23: Ease of postal vote



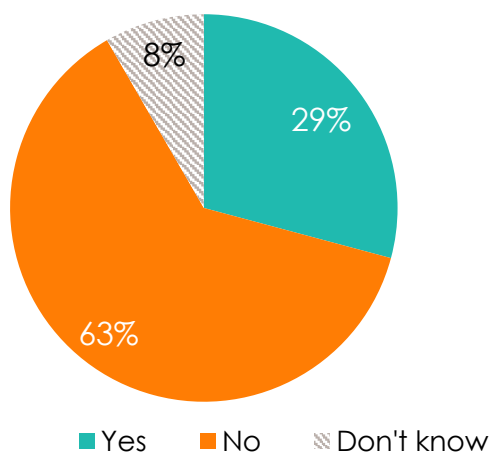
Column %	NET	
	2024 by-election	2022 state election
Satisfied	96%	91%
Neutral	<1%	3%
Dissatisfied	4%	6%
N=	24*	84

I4. How easy did you find the instructions you were given about completing your postal vote and posting it back to the Electoral Commission?

Base: All postal voters

*Note: Please interpret with caution, low sample size

Figure 24: Whether postal voters followed a How-to-Vote card when voting

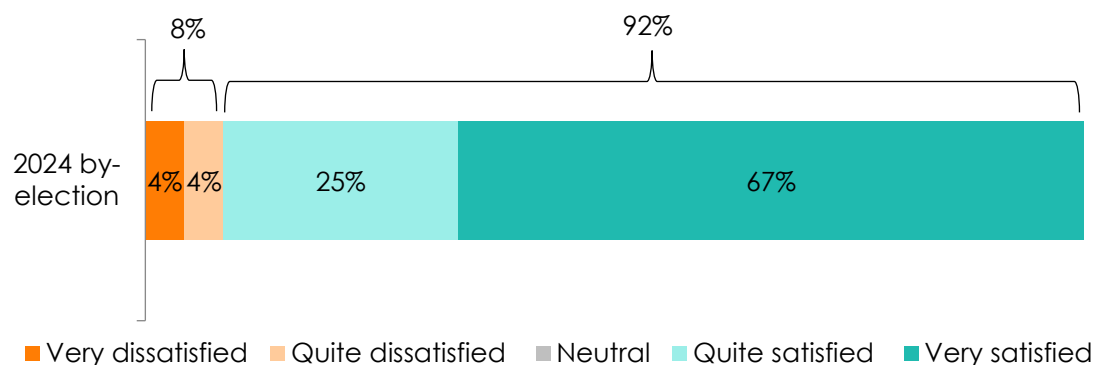


N6. When you were filling out your ballot paper, did you follow the order of preferences that a candidate or political party recommended on their How-to-Vote card?

Base: All postal voters (n=24)

*Note: Please interpret with caution, low sample size

Figure 25: Satisfaction with the postal voting process



Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
Satisfied	92%	89%	82%
Neutral	-	7%	9%
Dissatisfied	8%	4%	9%
N=	24*	84	22*

I2. How satisfied or dissatisfied were you with the postal voting process?

Base: All postal voters (n=24)

*Note: Please interpret with caution, low sample size

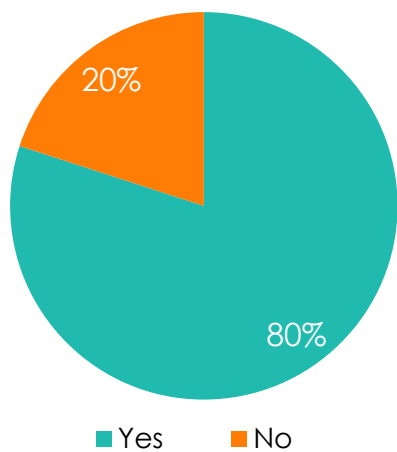
Postal voters expressed a range of reasons why they were satisfied or dissatisfied with the postal voting process. These included:

- "Convenient."
- "Great service."
- "Had no problem."
- "It was easy to complete."
- "All the information & return envelopes came together."
- "Papers arrived in timely manner. Instructions were uncomplicated."
- "Easy to do."
- "It was very straight forward."
- "Convenient."
- "Simple, clear."
- "Simple."
- "I didn't receive postal vote papers."
- "Easy and convenient."
- "I don't like how much personal information is provided in an envelope that is easily identifiable."
- "It was straightforward to get the forms and send them back."
- "It was easy just with the envelope. Had instructions. Just easy."
- "Very simple and easy to use."
- "It was just easy. It was all straightforward, instructions and everything was there right in front of you."
- "Simplicity and ease of use."
- "Pretty easy to follow."

2.6. Non-voter behaviour and reasons for not voting

2.6.1. Non-voter behaviour, decision making process & knowledge

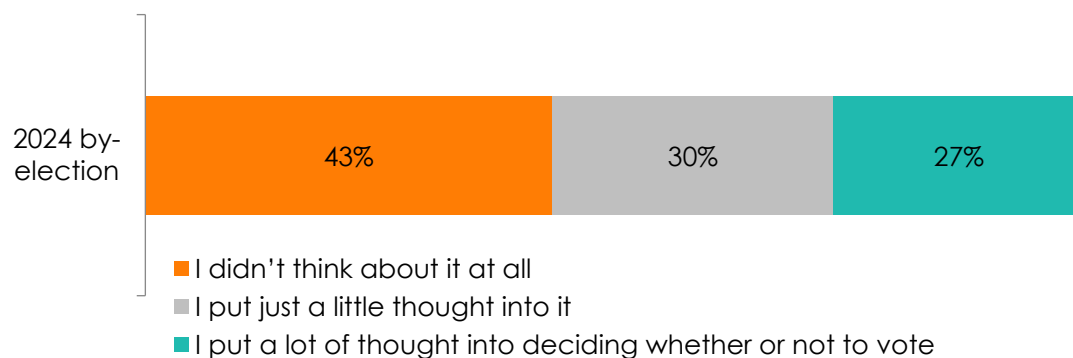
Figure 26: Consideration of voting



Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
Yes	80%↑	44%	49%
No	20%↓	57%	51%
N=	30*	58	45*

K1. Did you consider voting in the by-election?
Base: All non-voting respondents
Note: 'Don't know' responses have been combined with 'Did not consider voting'
*Note: Please interpret with caution, low sample size

Figure 27: Level of thought invested in whether to vote or not



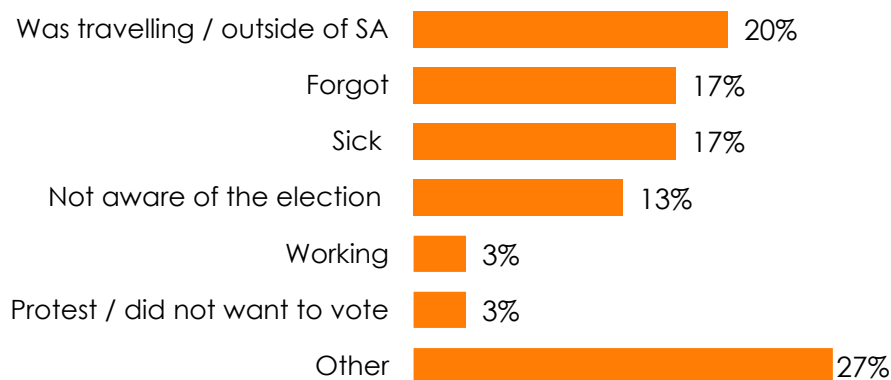
Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
I put a lot of thought into deciding whether or not to vote	27%	20%	20%
I put just a little thought into it	30%	23%	18%
I didn't think about it at all	43%	57%	62%
N=	30*	58	45*

K3. Which of the following best describes the amount of thought you put into deciding not to vote

Base: All non-voting respondents (n=30)

*Note: Please interpret with caution, low sample size

Figure 28: Reasons for not voting



Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
Was travelling / outside of SA	20%↑	8%	13%
Forgot	17%	4%	11%
Sick	17%	14%	9%
Not aware of the election	13%	2%	24%
Working	3%	-	16%
Protest / did not want to vote	3%	4%	2%
Other	27%↑	4%	0%
N=	30*	58	45*

A5. Can you please explain why you didn't vote?

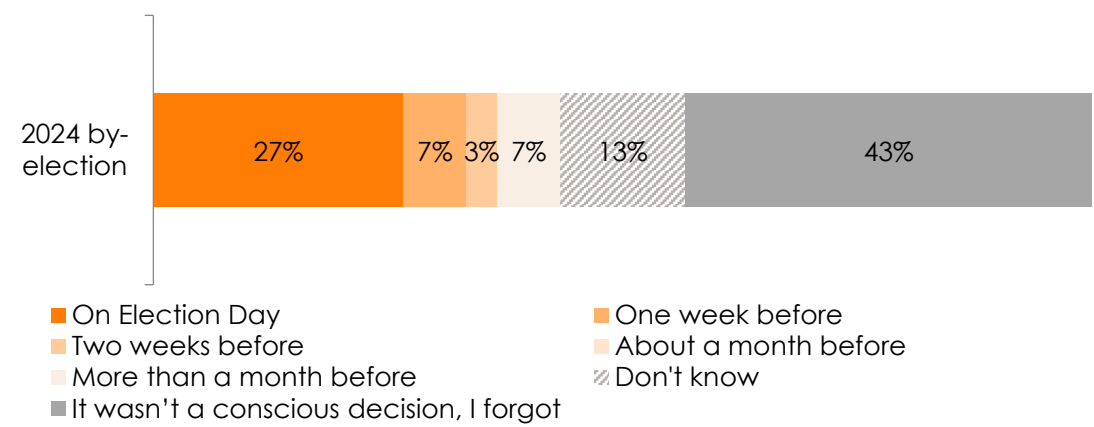
Base: All non-voting respondents (n=30)

*Note: Please interpret with caution, low sample size

Other reasons provided in 2024 include:

- "I went to where I thought voting was, but no one was there."
- "I sent off for a postal vote, but it never arrived."
- "I had to move to Brisbane two weeks before the bi-election."
- "I didn't have time on the day or the week leading up to it."
- "I moved out of my house and now have no fixed address."
- "I am a carer for my 97-year-old father and guardian for my twin brother. I also had some health issues myself. They have required my full attention over recent times while dealing with my own issues."
- "I am disabled and my partner has ADHD. He forgot to register for postal votes as we'd planned on, on the last day eligible. On voting day, we learned that the price of Uber trips to and from a polling place would be higher than the fine for not voting and since we were convinced Dunstan was pretty firmly a Liberal electorate, decided it wasn't worth the trouble."

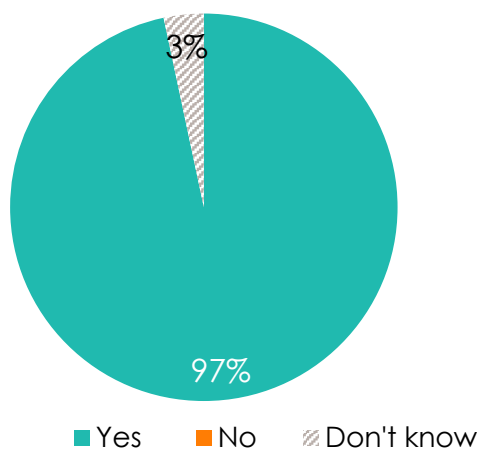
Figure 29: Timing of decision not to vote



Column %	NET		
	2024 By-election	2022 state election	2019 By-elections
On Election Day	27%	31%	33%
One week before	7%	7%	4%
Two weeks before	3%	5%	4%
About a month before	-	8%	0%
More than a month before	7%↓	37%	9%
Don't know/forgot to vote	57%↑	13%	49%
N=	30*	58	45*

K2. When did you decide not to vote?
Base: All non-voting respondents
*Note: Please interpret with caution, low sample size

Figure 30: Enrolment status of non-voters



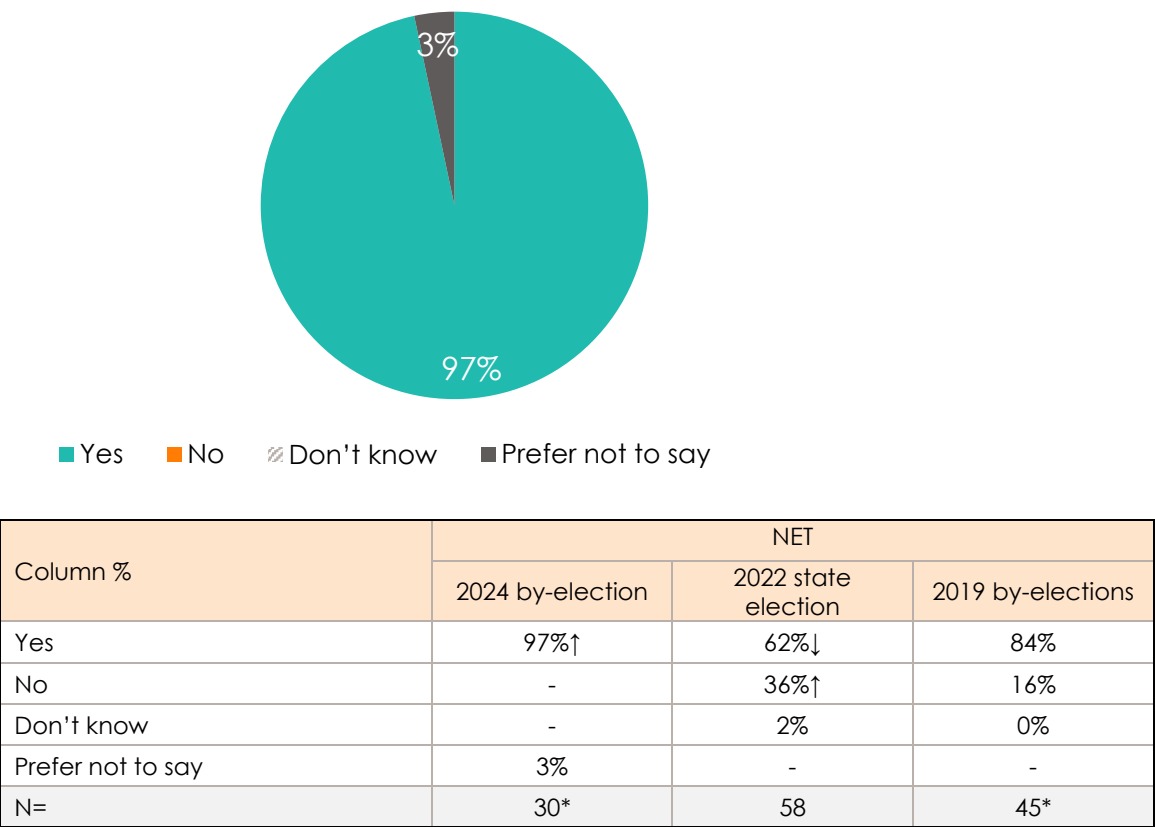
Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
Yes	97%↑	48%	87%
No	-	50%	7%
Don't know	3%	2%	7%
N=	30*	58*	45*

K4. Are you enrolled to vote?

Base: All non-voting respondents (n=30)

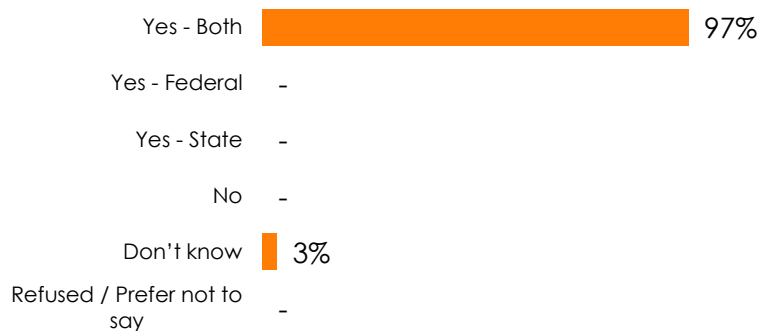
*Note: Please interpret with caution, low sample size

Figure 31: State and federal voting history



K5. Have you voted in previous state or federal elections?
Base: All non-voting respondents (n=30)
*Note: Please interpret with caution, low sample size

Figure 32: Intention to vote in the next state or federal election



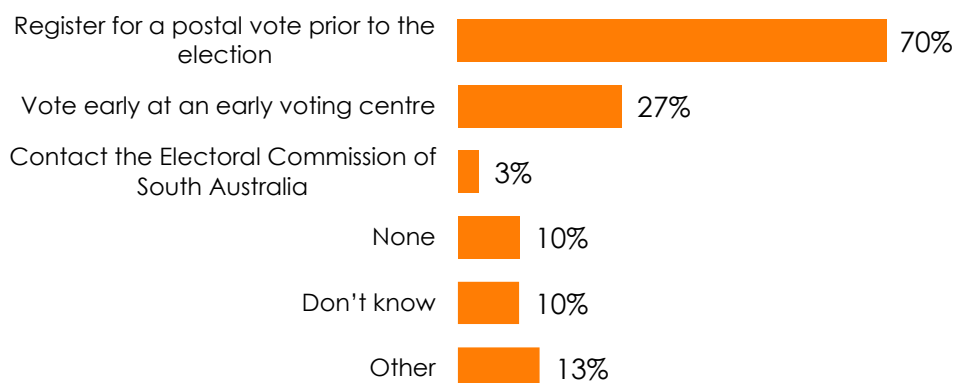
Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
Yes - Both	97%↑	50%↓	89%
Yes Federal	-	10%	2%
Yes - State	-	-	0%
No	-	28%↑	7%
Don't know	3%	12%↑	2%
N=	30*	58	45*

K6. Do you intend to vote in the next State or Federal election?

Base: All non-voting respondents (n=30)

*Note: Please interpret with caution, low sample size

Figure 33: Awareness of alternative voting options



Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
Register for postal vote prior to the election	70%	50%	42%
Vote early at an early voting centre	27%	26%↑	9%
Contact the Electoral Commission of South Australia	3%	10%↑	0%
None/don't know	20%	35%	47%
Other	13%	5%	7%
N=	30*	58	45*

K9. What voting options are you aware of for people who are unable to vote in their own electoral district on Election Day?

Base: All non-voting respondents (n=30)

*Note: Please interpret with caution, low sample size

'Other' options listed (regardless of whether they are actually offered) include:

- Online voting
- Absentee voting
- Attending a voting booth in a capital city

3. Sample Profile

3.1. Overall sample

Figure 34: Voting at the election

Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
Voters	89%	92%	93%
Non-voters	11%	8%	7%
N=	280	770	803

A4. Did you vote at the election?

Base: All respondents

Note: Unweighted proportions presented

Figure 35: Gender

Column %	NET		
	2024 By-election	2022 state election	2019 By-elections
Male	48%	48%	51%
Female	51%	52%	49%
Non-binary	1%	-	-
N=	280	770	803

M1. Gender

Base: All respondents

Figure 36: Age

Column %	NET		
	2024 By-election	2022 state election	2019 By-elections
18-24	13%	11%	12%
25-34	20%	17%	17%
35-44	17%	16%	16%
45-54	18%	16%	17%
55-64	12%	16%	16%
65-74	14%	13%	13%
75+	7%	11%	10%
N=	254	770	803

M2. What year were you born?

Base: All respondents (excluding those who refused)

Figure 37: Country of birth

Column %	NET		
	2024 By-election	2022 State election	2019 By-elections
Australia	79%	83%	79%
United Kingdom	6%	5%	5%
China	2%	-	-
Italy	1%	1%	2%
India	1%	1%	1%
New Zealand	1%	1%	1%
Other	6%	6%↓	10%
N=	280	770	803

M3. What is your country of birth?

Base: All respondents, excluding refusals

Figure 38: Main language spoken at home

Column %	NET		
	2024 by-election	2022 state election	2019 by-elections
Other language	15%	18%	21%
English	85%	82%	79%
N=	280	770	803

M4. Is a language other than English commonly spoken in your household?

Base: All respondents

Figure 39: Aboriginal or Torres Strait Islander

Column %	2024 by-election	2022 state election
Yes, Aboriginal and/or Torres Strait Islander	1%↓	4%
No	98%↑	95%
Refused	1%	-
N=	221	770

M6. Are you of Aboriginal or Torres Strait Island origin?

Base: 2024 All respondents who were born in Australia, 2022 All respondents

Figure 40: Living with disability

Column %	2024 By-election	2024 By-election
Yes	5%↓	13%
No	93%↑	86%
Prefer not to say	1%	1%
N=	221	770

M7. Do you live with disability?

Base: All respondents

4. Appendix A: Quantitative Questionnaire

SECTION A: INTRODUCTION

CATI INTRODUCTION

Good morning/afternoon/evening. My name is [INTERVIEWER NAME] from Verian Research.

We are conducting a survey on behalf of the Electoral Commission of South Australia about the recent by-election that took place in your area on Saturday 23rd March. We are not selling anything and will not be asking how you voted we just want include your views about how the election was managed. It takes about 7 minutes – are you able to help us today?

***NOTE: IF THEY INDICATE THAT THEY DID NOT VOTE:**

The survey will only take a few minutes for people who did not vote and we'd really like to include your views. It is completely private and confidential. Are you able to help us today?

REPEAT INTRO IF NECESSARY

ONLINE INTRODUCTION

Thank you for agreeing to take part in this survey about the Dunstan By-election which took place in your local area on Saturday 23rd March. We are very grateful for your time and feedback.

Please use the back/next buttons below to complete the survey - note: you will not be able to complete the survey using the browser navigation buttons displayed on the top left of your screen throughout the survey.

Please click below to enter the survey.

ASK ALL

A2 PRIVACY – ASK IF RESPONDENT CONCERNED / QUERIES THE RESEARCH

In accordance with the Australian Market and Social Research Society code of conduct, all of your answers to this survey will be kept strictly confidential. Would you like to know about our privacy compliance?

Code	Response	Routing
1	Yes	Continue
2	No	GO TO A3

The information you provide will be used only for research purposes.

Your answers will be combined with those of other participants to help our client in their decision making.

Once the information processing and validation period has finished your name and contact details will be removed from your response to this survey.

After that time we will no longer be able to identify the responses provided by you. However, for the period that your name and contact details remain with your survey responses, which will be approximately 3 months, you can contact us again to gain access to your information or have it deleted.

If you have any further queries regarding this survey, you can contact our office during business hours on: 08 8373 3822.

A3 PCODE

A3 Thank you. Ok first question, what is your postcode?

Code	Response	Routing
------	----------	---------

1	5067	Continue
2	5068	
3	5069	
4	5070	
99	NONE OF THESE POST CODES	TERMINATE – RECORD NUMBER OF CALLS WHERE THIS HAPPENS

A4 VOTER STATUS

A4 Did you vote at the by-election?

DO NOT READ, SINGLE RESPONSE

Code	Response	Routing
1	Yes	Continue to MAIN QUESTIONS - VOTERS
2	No	GO TO A5

A5 NON VOTER STATUS

A5 No problem. Just to remind you the survey is confidential and only used for market research purposes. Can you please explain why you didn't vote?

ONLINE: Open question – all responses continue

CATI: DO NOT READ, SINGLE RESPONSE

Code	Response	Routing
1	Not sure / don't know	CONTINUE TO MAIN QUESTIONS NON-VOTER
2	Forgot	
3	Not on electoral roll	
4	Sick	
5	Working	
6	Could not access a polling booth	
7	Was travelling / outside of SA	
8	Protest / did not want to vote	
9	Can't be bothered / not interested	
10	Didn't know who to vote for	
11	Don't know how to vote / what to do	
12	Not aware of the election	
13	Other (SPECIFY)	
14	CATI ONLY: Refused / un-cooperative	TERMINATE
15	Not an Australian citizen	

IF UNSUCCESSFUL

Thank you for your patience in answering these questions. Unfortunately, we do not need you to participate in our research this time, but we sincerely appreciate your time and assistance.

MAIN QUESTIONS - VOTERS (CODE 1 AT A4)

SECTION B: VOTING OPTIONS

B1 ABSENT VOTING OPTIONS

B1 What voting options are you aware of for people who are unable to vote at a polling booth on election day?

ONLINE: Open question

DO NOT READ, MULTIPLE RESPONSE

Code	Response	Routing
1	Register for postal vote prior to the election	CONTINUE
3	Vote early at an early voting centre / prepoll	
4	Contact the Electoral Commission of South Australia	
5	Other (SPECIFY)	
6	None	
7	Don't know	
8	Refused	

DISPLAY IF A4 CODE 1 SELECTED

B2 VOTING OPTION USED

B2 What voting option did you use to vote at this election?

READ OUT, SINGLE RESPONSE

Code	Response	Routing
1	In person on election day at a polling booth =	CONTINUE
3	In person at an early voting centre prior to the election	
4	Postal vote	GO TO I1
5	Voting at a declared institution (nursing home, hospital)	GO TO N5.2
7	CATI DNRO None of the above	TERMINATE
8	CATI DNRO Don't know	TERMINATE
9	CATI DNRO Refused	TERMINATE

SECTION H: IN PERSON VOTING EXPERIENCE

DISPLAY SECTION H IF B2 CODE 1 OR 3 (voted in person on election day at a polling place in my own electoral district OR In person at an early voting centre prior to the election)

H1 WHERE TO VOTE

H1 How did you know where to vote?

ONLINE: Open question

DO NOT READ, MULTIPLE RESPONSE

Code	Response	Routing
1	Same as previous election	CONTINUE
2	Information on the ECSA website	
3	ECSA phone enquiry line	
5	EasyVote Card	
6	Friends/family/neighbours told me	
11	Newspaper	
12	A guide to the by-election I received in my letterbox	
13	I Googled it	

14	I saw it when passing by	
8	Other (SPECIFY)	
9	Don't know	
10	Refused	

H2 SATISFACTION WITH VOTING EXPERIENCE GRID

H2 How satisfied or dissatisfied were you with the [ONLINE:.../ CATI: following]

CATI [READ OUT ITEM] were you satisfied, neutral or dissatisfied? IF

SATISFIED/DISSATISFIED: Is that very or quite SATISFIED/DISSATISFIED? REPEAT AS NECESSARY

SINGLE RESPONSE, REFINE ANSWER

Code	Response	Routing
1	Location of your voting centre	CONTINUE
2	Accessibility of your voting centre for people with mobility issues	
6	The behaviour of party and/or candidate volunteers outside of the voting centre	
3	The friendliness and professionalism of staff at the voting centre	
4	The instructions you received about how to vote correctly	
8	Time it took you to vote	
10	The voting experience as a whole	

RESPONSE CODE FRAME

Code	Response	Routing
1	Very dissatisfied	CONTINUE
2	Quite dissatisfied	
3	Neutral	
4	Quite satisfied	
5	Very satisfied	
6	CATI DNRO Don't know	
7	CATI DNRO Refused	

DISPLAY IF H2 RESPONSE CODE 1-2

H3 WHY DISSATISFIED VOTING EXPERIENCE

H3 What makes you say that?

DO NOT READ

Code	Response	Routing
1	REASON (SPECIFY H2)	CONTINUE
2	Don't know	
3	Refused	

H4 TIME AT POLLING PLACE

H4 Approximately how many minutes did you have to queue for before you received your ballot paper?

DO NOT READ

Code	Response	Routing
1	SPECIFY NUMBER OF MINUTES	CONTINUE

2	Don't know	
3	Refused	

N5 PREFERENCE ORDER

N5 When you were filling out your ballot paper, did you follow the order of preferences that a candidate or political party recommended on their How-to-Vote card?

CATI - if more info needed: READ IF NEEDED: A How-to-Vote card is a picture of a ballot paper with numbers on it indicating how a candidate or political party recommends you fill out your ballot paper. Candidates and party volunteers distribute How-to-Vote cards outside voting centres, and the Electoral Commission provides a poster in every voting compartment showing all the candidates' How-to-Vote cards.

ONLINE – display for all: A How-to-Vote card is a picture of a ballot paper with numbers on it indicating how a candidate or political party recommends you fill out your ballot paper. Candidates and party volunteers distribute How-to-Vote cards outside voting centres, and the Electoral Commission provides a poster in every voting compartment showing all the candidates' How-to-Vote cards.

DO NOT READ, SINGLE RESPONSE

Code	Response	Routing
1	Yes	CONTINUE
2	No	
3	Don't know	
4	Refused	

N3 HOW-TO-VOTE CARDS USEFUL

N3 The Electoral Commission always prints posters showing the How-to-Vote cards of each candidate and sticks them up in every cardboard voting compartment. When you are voting at South Australian elections, do you find these How-to-Vote posters useful?

CATI - if more info needed: READ IF NEEDED: A How-to-Vote card is a picture of a ballot paper with numbers on it indicating how a candidate or political party recommends you fill out your ballot paper. Candidates and party volunteers distribute How-to-Vote cards outside voting centres, and the Electoral Commission provides a poster in every voting compartment showing all the candidates' How-to-Vote cards.

ONLINE – display for all: A How-to-Vote card is a picture of a ballot paper with numbers on it indicating how a candidate or political party recommends you fill out your ballot paper. Candidates and party volunteers distribute How-to-Vote cards outside voting centres, and the Electoral Commission provides a poster in every voting compartment showing all the candidates' How-to-Vote cards.

DO NOT READ, SINGLE RESPONSE

Code	Response	Routing
1	Yes	CONTINUE
2	No	
3	Don't know	
4	Refused	

SECTION I: POSTAL VOTING EXPERIENCE

DISPLAY SECTION IF B2 CODE 4 (Postal vote)

I1 WHY POSTAL VOTE

I1 Why did you choose to vote via post?

ONLINE: Open question

DO NOT READ, MULTIPLE RESPONSE

Code	Response	Routing
1	It was more convenient to vote early by post instead of on election day	CONTINUE
2	Travelling elsewhere in the state on election day	
3	Travelling interstate on election day	
4	Travelling overseas on election day	
5	Working and unable to leave workplace to vote	
6	Wanted to avoid queues/ crowds at a voting centre	
7	Live more than 8 km from a voting centre	
8	Ill, infirm or disabled	
9	Caring for someone who is ill, infirm or disabled	
10	Due to give birth shortly	
11	Religious beliefs preventing me from voting on election day	
12	Habit / always vote by post	
13	Other (SPECIFY)	
14	Don't know	
15	Refused	

I4 **EASE OF POSTAL VOTE**

I4 How easy did you find the instructions you were given about completing your postal vote and posting it back to the Electoral Commission? **CATI:** Would you say... **READ OUT**

SINGLE RESPONSE

Code	Response	Routing
1	Very difficult	CONTINUE
2	Difficult	
3	Neutral	
4	Easy	
5	Very easy	
6	CATI DNRO Don't know	
7	CATI DNRO Refused	

I2 **SATISFACTION POST**

I2 How satisfied or dissatisfied were you with the postal voting process?

DO NOT READ, SINGLE RESPONSE, REFINE ANSWER

Code	Response	Routing
1	Very dissatisfied	CONTINUE
2	Dissatisfied	
3	Neutral	
4	Satisfied	
5	Very satisfied	
6	Don't know	SKIP TO N5.2
7	Refused	

I3 SATISFACTION POST REASON

I3 How come?

DO NOT READ

Code	Response	Routing
1	SPECIFY	CONTINUE
2	Don't know	
3	Refused	

N5.2 PREFERENCE ORDER

N5.2 When you were filling out your ballot paper, did you follow the order of preferences that a candidate or political party recommended on their How-to-Vote card?

CATI - if more info needed: READ IF NEEDED: A How-to-Vote card is a picture of a ballot paper with numbers on it indicating how a candidate or political party recommends you fill out your ballot paper. Candidates and party volunteers distribute How-to-Vote cards outside voting centres, and the Electoral Commission provides a poster in every voting compartment showing all the candidates' How-to-Vote cards.

ONLINE – display for all: A How-to-Vote card is a picture of a ballot paper with numbers on it indicating how a candidate or political party recommends you fill out your ballot paper. Candidates and party volunteers distribute How-to-Vote cards outside voting centres, and the Electoral Commission provides a poster in every voting compartment showing all the candidates' How-to-Vote cards.

DO NOT READ, SINGLE RESPONSE

Code	Response	Routing
1	Yes	CONTINUE
2	No	
3	Don't know	
4	Refused	

SECTION E: INFORMATION AND COMMUNICATIONS ABOUT THE ELECTION**E1 COMMUNICATIONS RECALL**

E1 Do you recall receiving any of the following **from the Electoral Commission**:

CATI NOTE: Firstly, did you receive [INSERT 1ST ITEM], yes or no? REPEAT FOR EACH ITEM IF RESPONDENT SAYS THEY RECEIVED BUT THREW OUT THEN CODE ACCORDINGLY

READ OUT SINGLE RESPONSE

Code	Response	Routing
1	An EasyVote Card, addressed and posted to you about 2 weeks prior to the election CATI ONLY: if don't know or need more info: it was an orange postcard, addressed to you, with the date of the election and a list of voting centres in your district on the back.	CONTINUE
2	A Guide in your letterbox on how, when and where to vote at the Dunstan by-election CATI ONLY: if don't know or need more info: it was a double-sided information sheet about how and when to vote at the by-election, posted to your household 10 days before election day.	

3	An SMS reminder to vote.	
4	An email reminder to vote.	
5	A flyer in your letterbox a few days before polling day, reminding you to vote.	

CODEFRAME:

Code	Response	Routing
1	Yes	CONTINUE
2	No	
3	Yes, but did not read/threw it out	
4	CATI DNRO Don't know	
5	CATI DNRO Refused	

N1 ADDITIONAL NEED FOR INFORMATION

N1 Was there additional information related to the election that you would have liked to receive?

DO NOT READ, SINGLE RESPONSE

Code	Response	Routing
1	Yes	CONTINUE
2	No	GO TO N6
3	Don't know	GO TO N6

N2 ADDITIONAL INFORMATION REQUIREMENTS

N2 What else would you have liked more information on?

ONLINE: Open question

DO NOT READ, MULTIPLE RESPONSE

Code	Response	Routing
1	The preferential voting system	CONTINUE
2	The role of the Electoral Commission SA	
3	Where to vote	
4	When to vote	
5	Information on candidates and parties	
6	How to complete my ballot paper correctly	
7	The way the votes are counted	
8	Electoral misinformation	
9	Other information, please specify	

N6 CORFLUTES

N6 This election was the first election in South Australia since candidate and political party corflute posters were banned from public roads and stobie polls. Do you think this made you less aware that the by-election was taking place?

DO NOT READ, SINGLE RESPONSE

Code	Response	Routing
1	Yes	CONTINUE
2	No	
3	Don't know	
4	Refused	

SECTION I: KNOWLEDGE ABOUT THE PROCESS

D4 AWARENESS OF REASON FOR BY-ELECTION

D4 What was the reason a by-election needed to take place in your district in March?

ONLINE: Open question

CATI: DO NOT READ CLARIFY AS NECESSARY, SINGLE RESPONSE

Code	Response	Routing
1	Retirement or resignation of previous MP (Steven Marshall)	CONTINUE
2	Death of previous MP (Steven Marshall)	
3	Dual citizenship issues	
4	Boundary changes	
5	A scandal involving the previous MP (Steven Marshall)	
6	Other (SPECIFY)	
7	No / Don't know	

L1 COMPULSORY VOTING KNOWLEDGE

L1 Are you aware that voting is compulsory **at by-elections?**

Code	Response	Routing
1	Yes	CONTINUE
2	No	
3	Don't know	
4	Refused	

L2 PERCEPTIONS OF COMPULSORY VOTING

L2 To what extent do you agree or disagree that voting should be compulsory **at by-elections?**

CATI: Would you agree, disagree or are neutral?

IF AGREE/DISAGREE: Is that strongly or just AGREE/DISAGREE?

DO NOT READ, SINGLE RESPONSE, REFINE ANSWER

Code	Response	Routing
1	Strongly disagree	CONTINUE
2	Disagree	
3	Neutral	
4	Agree	
5	Strongly agree	
6	Don't know	
7	Refused	

SECTION J: ATTITUDES TOWARDS PROCESS

J1 ECSA IMPARTIALITY

J1 To what extent would you agree or disagree that The Electoral Commission's conduct of the by-election was impartial and without bias?

CATI: Would you agree, disagree or are neutral?

IF AGREE/DISAGREE: Is that strongly or just AGREE/DISAGREE?

DO NOT READ, SINGLE RESPONSE, REFINE ANSWER

Code	Response	Routing
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1	Strongly disagree	CONTINUE
2	Disagree	
3	Neutral	
4	Agree	GO TO DEMOGRAPHICS
5	Strongly agree	
6	Don't know	
7	Refused	

J2 WHY DISSATISFIED WITH ECSA IMPARTIALITY

J2 How come?

DO NOT READ

Code	Response	Routing
1	SPECIFY	CONTINUE
2	Don't know	
3	Refused	

MAIN QUESTIONS - NON VOTERS (CODE 2 AT A4)

SECTION K: NON VOTERS

K1 CONSIDERED VOTING

K1 Did you consider voting in the by-election?

DO NOT READ, SINGLE RESPONSE

Code	Response	Routing
1	Yes	CONTINUE
2	No	
3	Don't know	
4	Refused	

K2 WHEN DECIDED

K2 When did you decide not to vote?

DO NOT READ CLARIFY AS NECESSARY, SINGLE RESPONSE

Code	Response	Routing
1	On Election Day	CONTINUE
2	One week before	
3	Two weeks before	
4	About a month before	
5	More than a month before	
6	Don't know	
7	It wasn't a conscious decision, I forgot	

K3 EFFORT

K3 Which of the following best describes the amount of thought you put into deciding not to vote?

CATI: Would you say... READ OUT

SINGLE RESPONSE

Code	Response	Routing
1	I put a lot of thought into deciding whether or not to vote	CONTINUE

2	I put just a little thought into it	
3	I didn't think about it at all	

K4 ENROLLED

K4 Are you enrolled to vote?

DO NOT READ, SINGLE RESPONSE

Code	Response	Routing
1	Yes	CONTINUE
2	No	
3	Don't know	
4	Refused	

K5 PAST BEHAVIOUR

K5 Have you voted in previous State or Federal elections?

DO NOT READ, SINGLE RESPONSE

Code	Response	Routing
1	Yes	CONTINUE
2	No	
3	Don't know	
4	Refused	

K6 FUTURE BEHAVIOUR

K6 Do you intend to vote in the next State or Federal election?

DO NOT READ, IF YES CLARIFY IF TO BOTH OR JUST ONE OR THE OTHER, SINGLE RESPONSE

Code	Response	Routing
1	Yes	CONTINUE
2	Yes – Federal	
3	Yes - State	
4	No	
5	Don't know	
6	Refused	

K9 ABSENT VOTING OPTIONS

K9 What voting options are you aware of for people who are unable to vote at a polling booth on Election Day?

ONLINE: Open question – all responses continue

DO NOT READ, MULTIPLE RESPONSE

Code	Response	Routing
1	Register for postal vote prior to the election	CONTINUE
3	Vote early at an early voting centre	
4	Contact the Electoral Commission of South Australia	
5	Other (SPECIFY)	
6	None	
7	Don't know	
8	Refused	

REPEAT HERE: SECTIONS E (INFORMATION AND COMMUNICATION ABOUT THE ELECTION), THEN SECTIONS L (KNOWLEDGE ABOUT THE PROCESS) FOR NON-VOTERS

DEMOGRAPHICS (ASK ALL)

SECTION M: DEMOGRAPHICS

M1 GENDER

M1 Lastly, just a few questions about you to help us analyse the results.

ONLINE: Which gender do you identify with?

RECORD GENDER

Code	Response	Routing
1	Male	CONTINUE
2	Female	
3	ONLINE: Non-binary	

M2 YOB

M2 What year were you born?

DO NOT READ, SINGLE RESPONSE

Code	Response	Routing
1	RECORD YEAR	CONTINUE
2	Prefer not to say	

M3 BIRTH COUNTRY

M3 What is your country of birth?

DO NOT READ, SINGLE RESPONSE

Code	Response	Routing
1	Australia	CONTINUE
2	China	
3	Germany	
4	Greece	
5	Indonesia	
6	India	
7	Italy	
8	Japan	
9	Malaysia	
10	New Zealand	
11	Ukraine	
12	United Kingdom	
13	USA	
14	Vietnam	
15	Other (SPECIFY)	
16	Refused	

M4 OTHER LANGUAGE AT HOME

M4 Is a language other than English commonly spoken in your household?

DO NOT READ, SINGLE RESPONSE

Code	Response	Routing
1	Yes	CONTINUE
2	No	
3	Refused	

M6 Aboriginal or Torres Strait Islander [ASK IF CODE 1 at M3]**M6** Are you of Aboriginal or Torres Strait Island origin?**READ OUT, SINGLE RESPONSE**

Code	Response	Routing
1	No	CONTINUE
2	Yes, Aboriginal	
3	Yes, Torres Strait Islander	
4	Yes, Aboriginal and Torres Strait Islander	
5	Refused	

M7 LIVING WITH DISABILITY**M7** Do you live with disability? This includes any limitation, restriction or impairment which restricts everyday activities and has lasted, or is likely to last, for at least six months.**READ OUT, SINGLE RESPONSE**

Code	Response	Routing
1	Yes	CONTINUE
2	No	
3	Refused	

MANDATORY QMS REQUIREMENTS

That's the end of the survey. On behalf of the Electoral Commission of South Australia and Verian, thank you so much for your time, it has been greatly appreciated!

Q98 VERIF**Q98** As part of our quality control procedures, someone from our team may wish to re-contact you to ask you a couple of questions, verifying some of the information we just collected. Can we re-contact you for verification purposes?**READ OUT, SINGLE RESPONSE,**

Code	Response	Routing
1	Yes - RECORD NAME AND PHONE NUMBER FOR RECONTACT	Continue
2	No	

[IF THE RESPONDENT WISHES TO KNOW MORE ABOUT PRIVACY COMPLIANCE]

The information you provided will be used only for research purposes. Your answers will be combined with those of other participants to help our client in their decision making.

Once the information processing and validation period has finished your name and contact details will be removed from your responses to this survey. After that time we will no longer be able to identify the responses provided by you. However, for the period that your name and contact details remain with your survey responses, which will be approximately 3 months, you can contact us to gain access to your information or have it deleted.

If you have any further queries regarding this survey, you can contact our office during business hours on <INSERT NUMBER>.

[IF THE RESPONDENT WISHES TO KNOW MORE THE LEGITIMACY OF THE SURVEY]

There is a Market & Social Research Society Information Line available to provide information on market research surveys and the companies that conduct research in Australia. Their number is: 1300 364 830. You can call them during business hours with questions.

INTERVIEWER'S DECLARATION	
I certify that this is a true, accurate and complete interview, conducted in accordance with industry standards, the AMSRS Code of Professional Behaviour (ICC/ESOMAR) and in accordance with instruction from Your Source. I will not disclose to any other person the content of this questionnaire or any other information relating to this project. I have thoroughly checked the questionnaire and it is complete in all respects.	
Interviewer Name:	
Date:	

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