

# South Australian Strategic Plan

## Selected Targets Survey Results

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Population Research and Outcome  
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Health Intelligence  
Policy & Intergovernment Relations  
SA Health

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# **EXECUTIVE SUMMARY**

The purpose of this report is to present overall South Australian and South Australian government regions' estimates on specific South Australia's Strategic Plan targets using a representative epidemiologically-sound sample of the South Australian population conducted in early 2008.

Some of the main findings from the surveys are presented below:

- In all, 6088 South Australian adults participated in the survey.
- One third (33.0%) of the South Australian respondents had heard of South Australia's Strategic Plan where 6.5% were "very familiar" with the plan.
- In general, 85.9% of respondents were satisfied with the South Australian government services.
- 70.3% of respondents have used at least one South Australian government services in the last 12 months. In terms of their most recent experience of using a SA government service:
  - 83.1% were satisfied with the overall quality of the service delivery;
  - 83.5% were satisfied with the accessibility of the service;
  - 73.5% were satisfied with the amount of time it took to get the service; and
  - 82.4% received the service or product they needed.
- 56.7% of respondents visited a South Australian library, museum, art gallery, exhibition or any other cultural institution in the last 12 months.
- 35.7% of respondents attended a South Australian art event, performance or festival in the last 12 months.
- 43.6% of respondents had undertaken formal unpaid volunteering for not-for-profit organisations, and 57.2% had undertaken informal unpaid volunteering.
- 87.7% of respondents believed that cultural diversity was a positive influence in the community.
- 77.6% of households in South Australia have a desktop and/or laptop computer connected to the Internet, and 60.6% had broadband Internet connection.

# **CHAPTER 1: INTRODUCTION AND METHODOLOGY**

## Introduction

Four targets set in 2007 in the South Australian's Strategic Plan (SASP) had no existing data sources to measure progress. In addition, there were other targets which only had limited data.

It was proposed that a representative, population-based, telephone household survey be conducted to obtain baseline data on the South Australian community, with adequate sample size for each of the 12 South Australian government regions. By obtaining baseline data on selected state targets, progress towards achieving the targets can be nominated and measured over time. The survey addressed the following SASP targets:

- Customer and clients satisfaction with government services (Target 1.7);
- Cultural engagement - Institutions (Target 4.3) and Arts activities (Target 4.4);
- Broadband access and usage (Target 4.8);
- Volunteering (Target 5.6); and
- Multiculturalism (Target 5.8).

## Aim

The aim of this report is to provide reliable overall South Australian and South Australian government regions' estimates on specific SASP targets from a sample of the South Australian population aged 18 years and over, using a consistent, methodologically-sound and reproducible method. In particular:

- knowledge of SASP;
- satisfaction with South Australian government services;
- access to cultural institutions and the arts (eg museum, libraries, art gallery, art events or festivals), and barriers and attitudes to accessing cultural institutions and the arts;
- type of volunteering activities undertaken within the last 12 months;
- views on the impact of multiculturalism on South Australia;
- access to broadband and internet use within the household; and
- socio-demographics.

## Methodology

### Sample selection

All households in South Australia with a telephone number listed in the Electronic White Pages (EWP) were eligible for selection and stratified by the 12 South Australian government regions<sup>1</sup>. The initial sample sizes for each region for the survey are reported in Table 1.1. Country regions were over-sampled to provide adequate power in the analyses of data, to produce reliable

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<sup>1</sup> Planning SA. Government of South Australia. <http://www.planning.sa.gov.au/go/maps/-land-and-population-data/sa-government-regions/sa-government-regions>



estimates. Within each household, the person who had their birthday last, and was 18 years or older, was selected for interview. There were no replacements for non-contactable persons.

**Table 1.1: Sample size for each South Australian government region**

	<i>n</i>
<b>Adelaide Metropolitan area</b>	
Eastern Adelaide	1230
Northern Adelaide	1200
Southern Adelaide	1230
Western Adelaide	1220
<b>Greater Adelaide area</b>	
Adelaide Hills	1220
Barossa	1100
Fleurieu and Kangaroo Island	1220
<b>Country regions</b>	
Eyre and Western	1230
Far North	1250
Limestone Coast	1220
Murray and Mallee	1230
Yorke and Mid North	1220
<b>Total</b>	<b>14570</b>

## Introductory letter

A letter introducing the study was sent to the household of each selected telephone number (Appendix B). There was no replacement for non-contactable persons. The letter informed people of the purpose of the survey and indicated that they could expect a telephone call within the time frame of the survey. Overall, 60.2% of those who participated indicated that they had received the letter.

## Questions

Questions included in the survey were based on specific SASP targets. An Advisory Group consisting of key personnel from the Population Research and Outcome Studies (PROS) Unit, the SA Department of Premier and Cabinet and other relevant government departments (Appendix C), was established to provide expertise, professional judgement, advice and accountability to the project, including development of the questionnaire. Where possible, questions that had previously been included in other surveys, and which were perceived to ascertain reliable and valid data, were used or modified. A full list of the associated personnel within the department who collaborated on the project is shown in Appendix A.

In addition to the SASP target questions, 17 demographic questions were asked. The full list of questions asked in this survey is contained in Appendix C.

An interview time of 15 minutes per interview was considered suitable so as not to over burden respondents. The average length of interview proved to be 15.4 minutes.

## Data collection

Data were collected by a contracted agency and interviews were conducted in English, Italian, Greek and Vietnamese.

## CATI

The CATI III (Computer Assisted Telephone Interview) system was used to conduct the interviews. This system allows immediate entry of data from the interviewer's questionnaire screen to the computer database. The main advantages of this system are the precise ordering and timing of call-backs and correct sequencing of questions as specific answers are given. The CATI system enforces a range of checks on each response with most questions having a set of pre-determined response categories. In addition, CATI automatically rotates response categories, when required, to minimise bias. When open-ended responses are required these are transcribed exactly by the interviewer.

## Call backs

At least ten call backs were made to the telephone number selected at random from the Electronic White Pages (EWP) to interview household members. Different times of the day or evening were scheduled for each call back. If a person could not be interviewed immediately they were re-scheduled for interview at a time suitable to them. Replacement interviews for persons who could not be contacted or interviewed were not permitted.

## Validation

Of each interviewer's work, 10% was selected at random for validation by the supervisor. The contracted agency is a member of Interviewer Quality Control Australia (IQCA).

## Response rates

The overall sample response rate was 52.5% and the participation rate was 63.6%. Initially a sample of 14570 was drawn. Sample loss of 2983 occurred due to non-connected numbers (2569), non-residential numbers (344), and fax/modem connections (70). From the eligible sample of 11587, the response rate was calculated as shown in Table 1.2.

**Table 1.2: Response rate**

	n	%
Initial eligible sample	11587	
Refusals	2741	23.7
Non-contact after 10 attempts	2009	17.3
Respondent unable to speak English, Italian, Greek or Vietnamese	116	1.0
Deceased	3	0.0
Incapacitated and unable to be interviewed (ie too ill, hearing impaired)	247	2.1
Terminated interviews	138	1.2
Respondent unavailable	245	2.1
Completed interviews	6088	52.5

## Weighting

The data presented in this report were weighted by age, sex, SA government region and probability of selection in the household to the most recent ABS Census data. Probability of selection in the household was calculated on the number of adults in the household and the number of listings in the White Pages. Weighting is used to correct for the disproportionality of the sample with respect to the populations of interest. The weights reflect unequal sample inclusion probabilities and compensate for differential non-response. The data were weighted using the ABS 2006 Census data<sup>2</sup> so that the health estimates calculated can be representative of the adult populations of those areas.

It is important to note that an adequate and properly applied sampling method, together with careful weighting of the data, has been used in this survey and enables extrapolation of the results to the population at large. The sample selected for each region was drawn in such a way, and is large enough to provide independent estimates for each region and for the overall country region. This means that the characteristics and views of the residents who answered the questionnaire reflect those of each region's adult population. For example, if 10% of the people interviewed in the regional sample thought an issue was important, it can be said with confidence that this applies to 10% of the region's population. The proportions presented in each table in this report can therefore be used as reliable regional estimates.

Two weighting factors were used for this survey:

1. To provide the best estimates for the overall South Australian state; and
2. To provide the best estimates for each of the 12 South Australian government regions.

<sup>2</sup> Australian Bureau of Statistics. *Population by Age and Sex, South Australia, 30 June 2006*. ABS Catalogue No. 3254.4.55.001. Canberra; ABS: 2006.

The use of the two separate weighting variables in this report means that regional totals do not always add to the state totals (Table 1.3).

### Regional and Area Weight

This weighting factor was used in all analyses where estimates were required for a region (12 government regions). The data were weighted by age, sex and probability of selection to each of the 12 regions. Thus, each region was independently weighted by age, sex and probability of selection to reflect the age and sex structure of the region. This weight did not take into account the overall South Australian state age and sex structure and was used when regional estimates were required.

### State Weight

This weighting factor was used in all analyses where estimates were required for the state as a whole. The state weighting factor was based on the weighted factor used for the 12 regions as described above. It was adjusted by the proportion of the population in the country and metropolitan area so as to be reflective of the state. In the original sample the country regions were oversampled such that the sample consisted of 42% country respondents, 24% in the greater outer metropolitan Adelaide and 33% in metropolitan Adelaide. Hence, the country and greater outer metropolitan Adelaide respondents were weighted down and the metropolitan Adelaide respondents were weighted up for state estimates.

**Table 1.3: Number of interviews conducted in each SA government region**

	Regional weight		State weight	
	n	%	n	%
<b>Adelaide Metropolitan area</b>				
Eastern Adelaide	456	7.5	774	12.7
Northern Adelaide	515	8.5	1282	21.1
Southern Adelaide	518	8.5	1190	19.5
Western Adelaide	476	7.8	896	14.7
<b>Greater Adelaide area</b>				
Adelaide Hills	558	9.2	278	4.6
Barossa	525	8.6	262	4.3
Fleurieu and Kangaroo Island	526	8.6	220	3.6
<b>Country regions</b>				
Eyre and Western	507	8.3	233	3.8
Far North	460	7.6	111	1.8
Limestone Coast	509	8.4	251	4.1
Murray and Mallee	527	8.7	294	4.8
Yorke and Mid North	510	8.4	297	4.9
<b>Total</b>	<b>6088</b>	<b>100.0</b>	<b>6088</b>	<b>100.0</b>

### Data Processing

Raw data from the CATI system were imported into SPSS for Windows format. Data were then analysed using SPSS for Windows Version 15. Open-ended responses were saved in Microsoft

Excel format and the responses coded numerically and brought into the main SPSS database, or brought into SPSS as a string variable if necessary. The conventional 5% level of statistical significance was used to determine statistically significant differences.

## Data Interpretation

- The weighting of the data results in occasional rounding effects for the numbers. In all instances the percentages should be the point of reference rather than the actual numbers of respondents. For example cell sizes presented as 1, 2 and 4 could in fact be 1.3, 2.4 and 4.4 which results in a slight variation from the totals presented (7 vs 8). The percentages presented in this report have been processed on the figures pre-rounding.
- Caution should be exercised in the interpretation of some of the results in this report. In some of the tables presented, small cell sizes are apparent and confidence intervals around the estimates could be large.
- Differences reported with ↓ or ↑ indicate that the regional estimate is statistically significantly different from the overall state figure.
- Some of the tables have headings with: % (95% CI). This means the proportion and the 95% confidence intervals of the proportion. The confidence intervals for the proportion gives a range of values around the proportion where we expect the "true" (population) proportion is located (with a given level of certainty). For example, if the proportion is 23%, and the lower and upper limits of the confidence interval are 19% and 27% respectively, then you can conclude that there is a 95% probability that the population proportion is greater than 19% and lower than 27%. Note that the width of the confidence interval depends on the sample size and on the variation of data values. This means the larger the sample size, the more reliable its proportion. The larger the variation, the less reliable the proportion.



## **CHAPTER 2: SOCIOECONOMIC AND DEMOGRAPHIC CHARACTERISTICS**

## Introduction

This section presents all of the relevant demographic characteristics of the survey respondents. These demographic and socioeconomic factors include:

- Gender;
- Age groups;
- Number of people aged 16 years and over in the household;
- Number of people aged 15 years and under in the household;
- Country of birth including parents' country of birth;
- Main language spoken at home;
- Aboriginal and Torres Strait Islander status;
- Marital status;
- Employment status;
- Pension or government benefits received;
- Educational attainment;
- Household income; and
- Dwelling status.



## Demographic profile of participants

Overall, 6088 adults participated in the study. The demographic profile of the survey participants are shown in Table 2.1 to Table 2.5.

**Table 2.1: Demographic characteristics - Gender and age of respondents aged 18 years and over, number of adults (18 years and over) and children (17 years or less) in the household**

Variable	Response categories	n	%
<b>Sex</b>	Male	2975	48.9
	Female	3113	51.1
<b>Age</b>	18 to 24 years	751	12.3
	25 to 34 years	998	16.4
	35 to 44 years	1133	18.6
	45 to 54 years	1115	18.3
	55 to 64 years	910	14.9
	65 to 74 years	588	9.7
	75 years and over	593	9.7
<b>Number of adults in household aged 18 and over</b>	1	817	13.4
	2	3575	58.7
	3 or more	1680	27.6
	Not stated	16	0.3
<b>Number of children in the household aged 17 and under</b>	None	3814	62.7
	1	900	14.8
	2	969	15.9
	3 or more	349	5.7
	Not stated	56	0.9
<b>Total</b>		6088	100.0

Note: The weighting of data can result in rounding discrepancies or totals not adding.

**Table 2.2: Demographic characteristics - country of birth, language spoken at home, and ATSI status**

Variable	Response categories	n	%
<b>Country of birth</b>	Australia	4796	78.8
	New Zealand	36	0.6
	Melanesia	8	0.1
	Polynesia (excludes Hawaii)	11	0.2
	United Kingdom	641	10.5
	Western Europe	134	2.2
	Northern Europe	11	0.2
	Southern Europe	104	1.7
	South Eastern Europe (Part)	69	1.1
	Eastern Europe (Part)	40	0.7
	North Africa	9	0.1
	Middle East	9	0.1
	Mainland South-East Asia	18	0.3
	Maritime South-East Asia	54	0.9
	Chinese Asia (includes Mongolia)	26	0.4
	Japan and the Koreas	11	0.2
	Southern Asia	38	0.6
	Central Asia (part)	7	0.1
	Northern America	22	0.4
	South America	4	0.1
	Central America	5	0.1
	Central and West Africa	3	0.0
	Southern and East Africa	31	0.5
Not stated	2	0.0	
<b>Main language spoken at home</b>	English	5824	95.7
	Cambodian	3	0.0
	Cantonese	18	0.3
	Chinese	21	0.3
	Croatian	5	0.1
	Dutch	4	0.1
	German	3	0.1
	Greek	31	0.5
	Italian	66	1.1
	Polish	9	0.2
	Spanish	7	0.1
	Vietnamese	4	0.1
	Other	93	1.5
	<b>Total</b>		6088
<b>Aboriginal or Torres Strait Islander (ATSI) origin</b>	Yes	94	2.0
	No	4692	97.8
	Refused	9	0.2
<b>Total</b>		4796	100.0

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Table 2.3: Demographic characteristics - country of birth of respondent's mother and father

Variable	Response categories	n	%
<b>Country of birth of respondent's mother</b>	Australia	4026	66.1
	Oceania and Antarctica	40	0.7
	North West Europe	1282	21.1
	Southern and Eastern Europe	465	7.6
	North Africa and the Middle East	21	0.3
	South East Asia	68	1.1
	North East Asia	40	0.7
	Southern and Central Asia	66	1.1
	Americas	29	0.5
	Sub-Saharan Africa	39	0.6
	Not stated	12	0.2
<b>Country of birth of respondent's father</b>	Australia	3853	63.3
	Oceania and Antarctica	65	1.1
	North West Europe	1341	22.0
	Southern and Eastern Europe	526	8.6
	North Africa and the Middle East	23	0.4
	South East Asia	73	1.2
	North East Asia	35	0.6
	Southern and Central Asia	57	0.9
	Americas	35	0.6
	Sub-Saharan Africa	50	0.8
	Not stated	28	0.5
	Middle East	-	-
<b>Total</b>		6088	100.0

Note: The weighting of data can result in rounding discrepancies or totals not adding.

**Table 2.4: Demographic characteristics - Marital status, employment status and type of pension benefit received**

Variable	Response categories	n	%
<b>Marital status</b>	Married	3639	59.8
	Living with a partner	523	8.6
	Widowed	333	5.5
	Divorced	270	4.4
	Separated	93	1.5
	Never married	1188	19.5
	Not stated	41	0.7
<b>Employment status</b>	Full time employed	2597	42.7
	Part time employed	1101	18.1
	Unemployed	162	2.7
	Engaged in home duties	391	6.4
	Student	355	5.8
	Retired	1335	21.9
	Unable to work	142	2.3
	Other	2	-
	Not stated	3	0.1
<b>Total</b>		6088	100.0
<b>Receiving pension benefits</b>	Disability support pension	196	8.2
	Unemployment benefits	50	2.1
	Sickness benefits	12	0.5
	Aged/widows pension	937	39.2
	Service or defence, war widows, repatriation pension	116	4.9
	Supporting parents benefit	124	5.2
	Austudy/Student allowance	142	6.0
	Other	57	2.4
	None	804	33.7
	Refused	9	0.4
<b>Total</b>		2390	100.0

Note: The weighting of data can result in rounding discrepancies or totals not adding.

**Table 2.5: Demographic characteristics – highest educational qualification obtained, dwelling status, gross annual household income**

Variable	Response categories	n	%
<b>Highest educational level attained</b>	Never attended school	9	0.1
	Some primary school	71	1.2
	Completed primary school	190	3.1
	Some high school	1662	27.3
	Completed high school (i.e. Year 12, Form 6, HSC)	1475	24.2
	TAFE or trade certificate or diploma	1300	21.4
	University, CAE or some other tertiary institute degree	1362	22.4
	Don't know	13	0.2
	Refused	6	0.1
<b>Dwelling status</b>	Owned or being purchased by the occupants	4974	81.7
	Rented from the Housing Trust	221	3.6
	Rented privately	621	10.2
	Retirement village	76	1.2
	Other	174	2.9
	Not stated	22	0.4
<b>Annual household income</b>	Up to \$12,000	237	3.9
	\$12,001 - \$20,000	540	8.9
	\$20,001 - \$30,000	542	8.9
	\$30,001 - \$40,000	471	7.7
	\$40,001 - \$50,000	468	7.7
	\$50,001 - \$60,000	493	8.1
	\$60,001 - \$80,000	797	13.1
	\$80,001 - \$100,000	609	10.0
	More than \$100,000	976	16.0
	Not stated/refused	363	6.0
	Don't know	591	9.7
<b>Total</b>		6088	100.0

Note: The weighting of data can result in rounding discrepancies or totals not adding



# **CHAPTER 3: SOUTH AUSTRALIA'S STRATEGIC PLAN**

## Introduction

This section presents the respondents' knowledge and familiarity with the South Australia's Strategic Plan (SASP).

## Knowledge of South Australia's Strategic Plan

Overall, 33.0% (95% CI 31.8 – 34.2) of the respondents had heard about the SASP (Table 3.1).

**Table 3.1: Participant had heard of South Australia's Strategic Plan**

	<i>n</i>	% (95% CI)
Yes	2010	33.0 (31.8 - 34.2)
No	3890	63.9 (62.7 - 65.1)
Don't know	189	3.1 (2.7 - 3.6)
<b>Total</b>	<b>6088</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly higher proportion of respondents who reported they had heard about the SASP in the Eastern Adelaide region, and a statistically significantly lower proportion in the Northern Adelaide region (Table 3.2).

**Table 3.2: Participant had heard of South Australia's Strategic Plan by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	203	40.4 (36.2 - 44.7) ↑
Northern Adelaide	141	27.5 (23.8 - 31.5) ↓
Southern Adelaide	200	35.8 (31.9 - 39.8)
Western Adelaide	151	33.1 (28.9 - 37.5)
<b>Greater Adelaide area</b>		
Adelaide Hills	209	37.6 (33.7 - 41.7)
Barossa	173	34.1 (30.1 - 38.3)
Fleurieu and Kangaroo Island	156	30.2 (26.4 - 34.3)
<b>Country regions</b>		
Eyre and Western	139	27.8 (24.0 - 31.9)
Far North	127	28.5 (24.5 - 32.8)
Limestone Coast	129	25.4 (21.8 - 29.3)
Murray and Mallee	156	31.1 (27.2 - 35.3)
Yorke and Mid North	176	34.2 (30.2 - 38.4)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.



Of the respondents who have heard about the SASP, 6.5% were “very familiar” with the SASP, 17.3% were “somewhat familiar” and 75.5% were “not very familiar” (Table 3.3).

**Table 3.3: Respondents’ familiarity with South Australia’s Strategic Plan**

	<i>n</i>	% (95% CI)
Very familiar	130	6.5 (5.5 - 7.6)
Somewhat familiar	348	17.3 (15.7 - 19.0)
Not very familiar	1518	75.5 (73.6 - 77.4)
Don't know	14	0.7 (0.4 - 1.1)
<b>Total</b>	2010	100.0

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly higher proportion of respondents who were either “very familiar” or “somewhat familiar” with the SASP in the Eastern Adelaide region, and a statistically significantly lower proportion of respondents in the Murray and Mallee region (Table 3.4).

**Table 3.4: Participants who were “very” and “somewhat familiar” with South Australia’s Strategic Plan by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	66	32.3 (26.3 - 39.1) ↑
Northern Adelaide	31	22.1 (16.1 - 29.7)
Southern Adelaide	44	22.3 (17.1 - 28.5)
Western Adelaide	33	22.2 (16.3 - 29.4)
<b>Greater Adelaide area</b>		
Adelaide Hills	47	22.7 (17.5 - 28.8)
Barossa	50	29.0 (22.7 - 36.1)
Fleurieu and Kangaroo Island	33	21.2 (15.5 - 28.3)
<b>Country regions</b>		
Eyre and Western	30	21.2 (15.2 - 28.7)
Far North	34	26.6 (19.7 - 34.8)
Limestone Coast	22	17.0 (11.5 - 24.4)
Murray and Mallee	26	16.8 (11.7 - 23.4) ↓
Yorke and Mid North	37	21.2 (15.8 - 27.8)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.



# **CHAPTER 4: CUSTOMER AND CLIENT SATISFACTION WITH GOVERNMENT SERVICES**

## Introduction

This section addresses the issues around the SASP Objective 1: Growing Prosperity, Target 1.7 *Performance in the public sector – customer and client satisfaction with government services*: “increase in the satisfaction of South Australians with government services by 10% by 2010, maintaining or exceeding that level of satisfaction thereafter”.

## Overall satisfaction with South Australian government services

Respondents were asked to rank their overall satisfaction with government services in South Australia on a scale of 1 to 5 (where 1 means “very dissatisfied” and 5 means “very satisfied”).

Overall, 85.9% (95% CI 85.0 – 86.7) of respondents were satisfied<sup>3</sup> with SA government services (Table 4.1).

**Table 4.1: Overall satisfaction with government services in South Australia**

	<i>n</i>	% (95% CI)
1 Very dissatisfied	205	3.4 (2.9 - 3.8)
2	488	8.0 (7.4 - 8.7)
3	2565	42.1 (40.9 - 43.4)
4	2044	33.6 (32.4 - 34.8)
5 Very satisfied	619	10.2 (9.4 - 11.0)
Don't know	158	2.6 (2.2 – 3.0)
Refused	10	0.2 (0.1 - 0.3)
<b>Total</b>	<b>6088</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

<sup>3</sup> A score of 3 or more on a scale of 1 to 5

There was a statistically significantly higher proportion of respondents that were satisfied with SA government services in the Northern Adelaide region, and a statistically significantly lower proportion in the Adelaide Hills region (Table 4.2).

**Table 4.2: Proportion of respondents that were satisfied with SA government services by SA government region**

	<i>n</i>	<i>% (95% CI)</i>
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	438	87.2 (84.0 - 89.8)
Northern Adelaide	456	88.6 (85.6 - 91.1) ↑
Southern Adelaide	480	86.1 (83.0 - 88.7)
Western Adelaide	384	84.1 (80.5 - 87.2)
<b>Greater Adelaide area</b>		
Adelaide Hills	445	80.2 (76.7 - 83.3) ↓
Barossa	426	83.8 (80.4 - 86.8)
Fleurieu and Kangaroo Island	433	83.7 (80.2 - 86.6)
<b>Country regions</b>		
Eyre and Western	428	85.2 (81.9 - 88.1)
Far North	373	83.4 (79.6 - 86.5)
Limestone Coast	430	84.4 (81.0 - 87.3)
Murray and Mallee	429	85.5 (82.1 - 88.3)
Yorke and Mid North	436	84.7 (81.3 - 87.5)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

## Use of South Australian government services

Overall, 70.3% (95% CI 69.2 – 71.5) of respondents had used at least one SA government service in the last 12 months (Table 4.3).

**Table 4.3: Proportion of respondents using SA government service in the last 12 months**

	<i>n</i>	% (95% CI)
Yes	4310	70.3 (69.2 - 71.5)
No	1689	27.7 (26.6 - 28.9)
Don't know	88	1.9 (1.6 - 2.3)
Refused	2	-
<b>Total</b>	<b>6088</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly lower proportion of respondents who reported using a SA government service in the Eastern and Western Adelaide regions (Table 4.4).

**Table 4.4: Proportion of respondents using SA government service in the last 12 months by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	335	66.6 (62.4 - 70.6) ↓
Northern Adelaide	381	73.9 (70.0 - 77.5)
Southern Adelaide	394	70.6 (66.7 - 74.2)
Western Adelaide	300	65.7 (61.2 - 69.9) ↓
<b>Greater Adelaide area</b>		
Adelaide Hills	389	70.1 (66.2 - 73.8)
Barossa	352	69.3 (65.2 - 73.2)
Fleurieu and Kangaroo Island	350	67.6 (63.5 - 71.5)
<b>Country regions</b>		
Eyre and Western	368	73.2 (69.2 - 76.9)
Far North	327	73.1 (68.8 - 77.0)
Limestone Coast	371	72.9 (68.9 - 76.6)
Murray and Mallee	371	73.8 (69.8 - 77.5)
Yorke and Mid North	369	71.6 (67.6 - 75.4)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Respondents were asked which SA government service they had used most recently in the last 12 months. Their responses are presented in Table 4.5.

**Table 4.5: Most recent SA government service used in the last 12 months**

	<i>n</i>	%
Department of Health	1683	39.1
Department of Transport, Energy and Infrastructure	1638	38.0
Department of Justice	302	7.0
Department of Education and Children's Services	273	6.3
Department for Families and Communities	97	2.2
Department of Water, Land and Biodiversity Conservation	75	1.7
Department of Further Education, Employment Science and Technology	48	1.1
Department of Primary Industries and Resources	38	0.9
Councils	36	0.8
Department of the Premier and Cabinet	6	0.1
Authorities	6	0.1
Department of Treasury and Finance	4	-
Commissions	4	-
Auditor General's Department	2	-
Department of Trade and Economic Development	1	-
Corporations	1	-
Other	83	1.9
Don't know	13	0.3
Refused	2	-
<b>Total</b>	<b>4310</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Overall, 87.0% (95% CI 86.0 – 88.0) of respondents that had used a government service in South Australia in the last 12 months (n=4310) were satisfied<sup>4</sup> (where 1 means “very dissatisfied” and 5 means “very satisfied”) with SA government services (Table 4.6).

**Table 4.6: Overall satisfaction with government services in South Australia for those who had used a SA government service in the last 12 months**

	<i>n</i>	% (95% CI)
1 Very dissatisfied	153	3.5 (3.0 - 4.1)
2	372	8.6 (7.8 - 9.5)
3	1845	42.8 (41.3 - 44.3)
4	1469	34.1 (32.7 - 35.5)
5 Very satisfied	435	10.1 (9.2 – 11.0)
Don't know	29	0.7 (0.5 – 1.0)
Refused	7	0.2 (0.1 - 0.3)
<b>Total</b>	4310	100.0

Note: The weighting of data can result in rounding discrepancies or totals not adding.

<sup>4</sup> A score of 3 or more on a scale of 1 to 5



There was a statistically significantly higher proportion of respondents from the Northern and Southern Adelaide regions who had used a SA government service in the last twelve months, and ranked their overall satisfaction as satisfied with government services. There was a statistically significantly lower proportion of respondents from the Adelaide Hills regions who had used a SA government service in the last twelve months, and ranked their overall satisfaction as satisfied with government services (Table 4.7).

**Table 4.7: Proportion of respondents who had used a SA Government Service in the last 12 months that were satisfied with SA government services, by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	296	87.2 (83.3 - 90.4)
Northern Adelaide	341	89.2 (85.7 - 91.9) ↑
Southern Adelaide	353	89.0 (85.6 - 91.7) ↑
Western Adelaide	260	85.8 (81.4 - 89.3)
<b>Greater Adelaide area</b>		
Adelaide Hills	309	79.3 (75.0 – 83.0) ↓
Barossa	302	85.1 (81.0 - 88.4)
Fleurieu and Kangaroo Island	298	83.8 (79.6 - 87.3)
<b>Country regions</b>		
Eyre and Western	317	85.3 (81.3 - 88.5)
Far North	286	87.0 (83.0 - 90.2)
Limestone Coast	313	84.2 (80.2 - 87.6)
Murray and Mallee	317	85.2 (81.2 - 88.4)
Yorke and Mid North	317	85.4 (81.5 - 88.6)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

## Quality, accessibility and timeliness with South Australian government services used in the last 12 months

Table 4.8 shows the rating on a scale of 1 to 5 (where 1 means “very dissatisfied” and 5 means “very satisfied”) by respondents on the overall quality of service delivery with the most recent SA government service used in the last 12 months. Overall, 83.1% (95% CI 81.9 – 84.2) were satisfied<sup>5</sup> with the overall quality of service delivery.

**Table 4.8: Satisfaction with quality of service delivery with SA government service in the last 12 months**

	<i>n</i>	% (95% CI)
1 Very dissatisfied	311	7.2 (6.5 - 8.0)
2	402	9.3 (8.5 - 10.2)
3	851	19.7 (18.6 - 21.0)
4	1501	34.8 (33.4 - 36.3)
5 Very satisfied	1229	28.5 (27.2 - 29.9)
Don't know	13	0.3 (0.2 - 0.5)
Refused	3	-
<b>Total</b>	4310	100.0

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly higher proportion of respondents who reported being satisfied with the overall quality of the most recently used SA government service in the last 12 months in the Eyre and Western, Far North and Murray and Mallee regions, and a statistically significantly lower proportion in the Southern Adelaide and Fleurieu and Kangaroo Island regions (Table 4.9).

<sup>5</sup> A score of 3 or more on a scale of 1 to 5

**Table 4.9: Satisfaction with quality of service delivery of the most recent SA government service used in the last 12 months by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	285	84.2 (79.9 - 87.7)
Northern Adelaide	316	82.7 (78.5 - 86.1)
Southern Adelaide	317	80.0 (75.8 - 83.7) ↓
Western Adelaide	256	84.4 (79.9 - 88.0)
<b>Greater Adelaide area</b>		
Adelaide Hills	314	80.7 (76.4 - 84.3)
Barossa	291	81.8 (77.4 - 85.4)
Fleurieu and Kangaroo Island	281	79.1 (74.5 - 83.0) ↓
<b>Country regions</b>		
Eyre and Western	333	89.6 (86.1 - 92.3) ↑
Far North	294	89.5 (85.7 - 92.3) ↑
Limestone Coast	309	83.0 (78.8 - 86.5)
Murray and Mallee	326	87.6 (83.8 - 90.5) ↑
Yorke and Mid North	321	86.5 (82.6 - 89.6)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Table 4.10 shows the rating on a scale of 1 to 5 (where 1 means “very dissatisfied” and 5 means “very satisfied”) by respondents with the accessibility of the most recent SA government service used in the last 12 months. Overall, 83.5% (95% CI 82.3 – 84.6) were satisfied<sup>6</sup> with the accessibility of the service.

**Table 4.10: Satisfaction with accessibility of SA government service in the last 12 months**

	<i>n</i>	% (95% CI)
1 Very dissatisfied	286	6.6 (5.9 - 7.4)
2	384	8.9 (8.1 - 9.8)
3	769	17.8 (16.7 - 19.0)
4	1438	33.4 (32.0 - 34.8)
5 Very satisfied	1391	32.3 (30.9 - 33.7)
Don't know	39	0.9 (0.7 - 1.2)
Refused	4	-
<b>Total</b>	<b>4310</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

<sup>6</sup> A score of 3 or more on a scale of 1 to 5

There was a statistically significantly higher proportion of respondents who reported being satisfied with the accessibility of the most recently used SA government service in the last 12 months in the Far North and Limestone Coast regions, and a statistically significantly lower proportion in the Adelaide Hills and Fleurieu and Kangaroo Island region (Table 4.11).

**Table 4.11: Satisfaction with accessibility of the most recent SA government service used in the last 12 months by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	290	85.5 (81.4 - 88.9)
Northern Adelaide	316	82.8 (78.7 - 86.2)
Southern Adelaide	332	83.7 (79.8 - 87.0)
Western Adelaide	249	82.1 (77.4 - 86.0)
<b>Greater Adelaide area</b>		
Adelaide Hills	307	78.8 (74.5 - 82.6) ↓
Barossa	295	82.9 (78.7 - 86.5)
Fleurieu and Kangaroo Island	269	75.7 (71.0 - 79.9) ↓
<b>Country regions</b>		
Eyre and Western	319	85.6 (81.7 - 88.8)
Far North	296	90.0 (86.3 - 92.8) ↑
Limestone Coast	333	89.7 (86.2 - 92.4) ↑
Murray and Mallee	312	83.7 (79.7 - 87.1)
Yorke and Mid North	308	82.9 (78.7 - 86.4)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Table 4.12 shows the rating on a scale of 1 to 5 (where 1 means “very dissatisfied” and 5 means “very satisfied”) by respondents on the timeliness of the SA government service used in the last 12 months. Overall, 73.5% (95% CI 72.1 – 74.8) were satisfied<sup>7</sup> with the amount of time it took to get the SA government service.

<sup>7</sup> A score of 3 or more on a scale of 1 to 5

**Table 4.12: Satisfaction with timeliness of SA government service in the last 12 months**

	<i>n</i>	% (95% CI)
1 Very dissatisfied	566	13.1 (12.2 - 14.2)
2	519	12.1 (11.1 - 13.1)
3	801	18.6 (17.5 - 19.8)
4	1232	28.6 (27.3 - 30.0)
5 Very satisfied	1133	26.3 (25.0 - 27.6)
Don't know	55	1.3 (1.0 - 1.7)
Refused	3	-
<b>Total</b>	<b>4310</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly higher proportion of respondents who reported being satisfied with the timeliness of the most recently used SA government service in the last 12 months in the Far North region, and a statistically significantly lower proportion in the Eastern Adelaide region (Table 4.13).

**Table 4.13: Satisfaction with timeliness of the most recent SA government service used in the last 12 months by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	230	67.8 (62.6 - 72.5) ↓
Northern Adelaide	274	71.6 (66.9 - 75.9)
Southern Adelaide	294	74.2 (69.7 - 78.2)
Western Adelaide	225	74.4 (69.2 - 79.0)
<b>Greater Adelaide area</b>		
Adelaide Hills	296	76.1 (71.6 - 80.0)
Barossa	254	71.5 (66.6 - 75.9)
Fleurieu and Kangaroo Island	272	76.4 (71.7 - 80.5)
<b>Country regions</b>		
Eyre and Western	294	79.1 (74.7 - 82.9)
Far North	278	84.6 (80.3 - 88.1) ↑
Limestone Coast	267	71.7 (66.9 - 76.0)
Murray and Mallee	291	78.2 (73.7 - 82.1)
Yorke and Mid North	291	78.4 (74.0 - 82.3)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

## Fairness, information, knowledge/competence and extra mile/courtesy with South Australian government services used in the last 12 months

Respondent were asked on a scale of 1 to 5 (where 1 means “strongly disagree” and 5 means “strongly agree”) with four statements regarding their interaction with staff relating to fairness, information, knowledge/competence and going the extra mile/courtesy with the most recent experiences with SA government service used in the last 12 months.

Respondent were asked how strongly they agreed or disagreed that they had been treated fairly. Overall, 91.3% (95% CI 90.4 – 92.1) agreed<sup>8</sup> with this statement (Table 4.14).

**Table 4.14: Treated with fairness by staff at SA government service used in the last 12 months**

	<i>n</i>	% (95% CI)
1 Strongly disagree	147	3.4 (2.9 - 4.0)
2	107	2.5 (2.1 - 3.0)
3	414	9.6 (8.8 - 10.5)
4	1285	29.8 (28.5 - 31.2)
5 Strongly agree	2234	51.8 (50.3 - 53.3)
Don't know	24	0.5 (0.4 - 0.8)
Refused	2	-
Not applicable (online service)	98	2.3 (1.9 - 2.8)
<b>Total</b>	4310	100.0

Note: The weighting of data can result in rounding discrepancies or totals not adding.

<sup>8</sup> A score of 3 or more on a scale of 1 to 5

There was a statistically significantly lower proportion of respondents who agreed the staff had treated them fairly in the Adelaide Hills region (Table 4.13).

**Table 4.15: Treated with fairness by staff at SA government service used in the last 12 months by SA government region**

	<i>n</i>	<i>% (95% CI)</i>
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	311	91.9 (88.5 - 94.4)
Northern Adelaide	345	90.3 (86.9 - 92.8)
Southern Adelaide	366	92.3 (89.2 - 94.5)
Western Adelaide	275	90.6 (86.8 - 93.4)
<b>Greater Adelaide area</b>		
Adelaide Hills	342	87.8 (84.2 - 90.7) ↓
Barossa	324	91.1 (87.6 - 93.6)
Fleurieu and Kangaroo Island	320	90.1 (86.5 - 92.8)
<b>Country regions</b>		
Eyre and Western	348	93.5 (90.5 - 95.6)
Far North	301	91.8 (88.3 - 94.3)
Limestone Coast	340	91.5 (88.2 - 93.9)
Murray and Mallee	343	92.0 (88.8 - 94.4)
Yorke and Mid North	342	92.0 (88.8 - 94.3)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Respondents were asked how strongly they agreed or disagreed that they had been informed of everything they had to do to receive the service/product. Overall, 86.4% (95% CI 85.4 – 87.4) agreed<sup>9</sup> with this statement (Table 4.16).

**Table 4.16: Sufficiently informed by SA government service used in the last 12 months**

	<i>n</i>	% (95% CI)
1 Strongly disagree	188	4.4 (3.8 - 5.0)
2	225	5.2 (4.6 - 5.9)
3	586	13.6 (12.6 - 14.6)
4	1271	29.5 (28.2 - 30.9)
5 Strongly agree	1868	43.4 (41.9 - 44.8)
Don't know	54	1.3 (1.0 - 1.6)
Refused	3	-
Not applicable (online service)	115	2.7 (2.2 - 3.2)
<b>Total</b>	4310	100.0

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly higher proportion of respondents who agreed they had been informed of everything they had to do to receive the service/product in the Limestone Coast region, and a statistically significantly higher proportion of respondents in the Adelaide Hills region (Table 4.15).

<sup>9</sup> A score of 3 or more on a scale of 1 to 5



**Table 4.17: Sufficiently informed at SA government service used in the last 12 months by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	294	86.9 (82.9 - 90.1)
Northern Adelaide	335	87.8 (84.2 - 90.7)
Southern Adelaide	341	86.1 (82.3 - 89.1)
Western Adelaide	253	83.6 (79.0 - 87.3)
<b>Greater Adelaide area</b>		
Adelaide Hills	318	81.6 (77.4 - 85.1) ↓
Barossa	300	84.5 (80.4 - 87.9)
Fleurieu and Kangaroo Island	309	86.8 (82.9 - 89.9)
<b>Country regions</b>		
Eyre and Western	327	87.8 (84.1 - 90.8)
Far North	283	86.1 (82.0 - 89.4)
Limestone Coast	334	89.9 (86.4 - 92.6) ↑
Murray and Mallee	333	89.4 (85.9 - 92.1)
Yorke and Mid North	323	87.1 (83.3 - 90.1)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Respondents were asked how strongly they agreed or disagreed that the staff were knowledgeable and competent. Overall, 86.7% (95% CI 85.7 – 87.7) agreed<sup>10</sup> with this statement (Table 4.18).

**Table 4.18: Staff were knowledgeable and competent at SA government service used in the last 12 months**

	<i>n</i>	% (95% CI)
1 Strongly disagree	172	4.0 (3.5 - 4.6)
2	224	5.2 (4.6 - 5.9)
3	615	14.3 (13.3 - 15.4)
4	1322	30.7 (29.3 - 32.1)
5 Strongly agree	1801	41.8 (40.3 - 43.3)
Don't know	39	0.9 (0.7 - 1.2)
Refused	2	-
Not applicable (online service)	134	3.1 (2.6 - 3.7)
<b>Total</b>	<b>4310</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

<sup>10</sup> A score of 3 or more on a scale of 1 to 5

There was a statistically significantly higher proportion of respondents who agreed the staff had been knowledgeable and competent in the Eyre and Western region, and a statistically significantly lower proportion of respondents in the Adelaide Hills region (Table 4.19).

**Table 4.19: Staff were knowledgeable and competent at SA government service used in the last 12 months by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	297	87.7 (83.8 - 90.8)
Northern Adelaide	329	86.2 (82.4 - 89.3)
Southern Adelaide	343	86.7 (83.0 - 89.7)
Western Adelaide	254	84.0 (79.5 - 87.7)
<b>Greater Adelaide area</b>		
Adelaide Hills	317	81.5 (77.3 - 85.0) ↓
Barossa	311	87.4 (83.5 - 90.4)
Fleurieu and Kangaroo Island	318	89.3 (85.7 - 92.1)
<b>Country regions</b>		
Eyre and Western	343	92.2 (89.0 - 94.5) ↑
Far North	276	84.0 (79.6 - 87.5)
Limestone Coast	334	89.7 (86.2 - 92.4)
Murray and Mallee	331	88.9 (85.3 - 91.7)
Yorke and Mid North	331	89.0 (85.4 - 91.8)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Respondents were asked how strongly they agreed or disagreed that staff put in extra effort to make sure they got what they needed. Overall, 78.1% (95% CI 76.9 – 79.3) agreed<sup>11</sup> with this statement (Table 4.20).

<sup>11</sup> A score of 3 or more on a scale of 1 to 5

**Table 4.20: Staff put in extra mile/courtesy at SA government service used in the last 12 months**

	<i>n</i>	% (95% CI)
1 Strongly disagree	326	7.6 (6.8 - 8.4)
2	377	8.8 (8.0 - 9.6)
3	795	18.5 (17.3 - 19.6)
4	1186	27.5 (26.2 - 28.9)
5 Strongly agree	1387	32.2 (30.8 - 33.6)
Don't know	69	1.6 (1.3 - 2.0)
Refused	2	-
Not applicable (online service)	168	3.9 (3.4 - 4.5)
<b>Total</b>	<b>4310</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly higher proportion of respondents who agreed the staff put in extra effort in the Eyre and Western and Far North regions, and a statistically significantly lower proportion of respondents in the Southern and Western Adelaide and Adelaide Hills regions (Table 4.21).

**Table 4.21: Staff put in extra mile/courtesy at SA government service used in the last 12 months by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	262	77.3 (72.5 - 81.4)
Northern Adelaide	303	79.2 (74.9 - 83.0)
Southern Adelaide	302	76.2 (71.8 - 80.1) ↓
Western Adelaide	217	71.8 (66.5 - 76.5) ↓
<b>Greater Adelaide area</b>		
Adelaide Hills	290	74.4 (69.8 - 78.4) ↓
Barossa	292	82.2 (77.9 - 85.8)
Fleurieu and Kangaroo Island	295	82.9 (78.6 - 86.4)
<b>Country regions</b>		
Eyre and Western	316	84.9 (80.9 - 88.2) ↑
Far North	278	84.6 (80.3 - 88.1) ↑
Limestone Coast	312	83.8 (79.7 - 87.2)
Murray and Mallee	311	83.6 (79.5 - 87.0)
Yorke and Mid North	302	81.3 (77.0 - 85.0)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Respondents were asked on a scale of 1 to 5 (where 1 means “not at all important” and 5 means “very important”) with four statements regarding their interaction with staff relating to fairness, information, knowledge/competence and going the extra mile/courtesy with most recent experiences with SA government service used in the last 12 months.

Respondents were asked how important it was that they had been treated fairly. Overall, 95.0% (95% CI 94.3 – 95.6) believed it was important<sup>12</sup> (Table 4.22).

**Table 4.22: Importance of fairness at SA government service used in the last 12 months**

	<i>n</i>	% (95% CI)
1 Not at all important	17	0.4 (0.2 - 0.6)
2	52	1.2 (0.9 - 1.6)
3	319	7.4 (6.7 - 8.2)
4	851	19.8 (18.6 - 21.0)
5 Very important	2922	67.8 (66.4 - 69.2)
Don't know	25	0.6 (0.4 - 0.8)
Refused	5	0.1 (0.1 - 0.3)
Not applicable (online service)	118	2.7 (2.3 - 3.3)
<b>Total</b>	<b>4310</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly higher proportion of respondents who rated fairness as important in the Murray and Mallee region, and a statistically significantly lower proportion of respondents in the Adelaide Hills region (Table 4.23).

<sup>12</sup> A score of 3 or more on a scale of 1 to 5

**Table 4.23: Importance of fairness at SA government service used in the last 12 months by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	321	94.9 (92.0 - 96.8)
Northern Adelaide	360	94.3 (91.6 - 96.3)
Southern Adelaide	378	95.5 (93.0 - 97.2)
Western Adelaide	286	94.4 (91.2 - 96.5)
<b>Greater Adelaide area</b>		
Adelaide Hills	359	92.1 (89.0 - 94.4) ↓
Barossa	339	95.3 (92.6 - 97.0)
Fleurieu and Kangaroo Island	336	94.6 (91.7 - 96.5)
<b>Country regions</b>		
Eyre and Western	353	94.9 (92.2 - 96.7)
Far North	308	93.8 (90.7 - 96.0)
Limestone Coast	357	96.1 (93.6 - 97.6)
Murray and Mallee	363	97.5 (95.4 - 98.7) ↓
Yorke and Mid North	358	96.5 (94.1 - 97.9)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Respondents were asked how important it was that they had been informed of everything they had to do to get the service/product. Overall, 94.7% (95% CI 93.9 – 95.3) rated it as important<sup>13</sup> (Table 4.24).

**Table 4.24: Importance of being adequately informed at SA government service used in the last 12 months**

	<i>n</i>	% (95% CI)
1 Not at all important	16	0.4 (0.2 - 0.6)
2	50	1.2 (0.9 - 1.5)
3	297	6.9 (6.2 - 7.7)
4	896	20.8 (19.6 - 22.0)
5 Very important	2886	67.0 (65.6 - 68.4)
Don't know	44	1.0 (0.8 - 1.4)
Refused	4	-
Not applicable (online service)	118	2.7 (2.3 - 3.3)
<b>Total</b>	<b>4310</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

<sup>13</sup> A score of 3 or more on a scale of 1 to 5

There was a statistically significantly higher proportion of respondents who rated being informed of everything they had to do to get the service/product as important in the Limestone Coast region, and a statistically significantly lower proportion of respondents in the Adelaide Hills regions (Table 4.25).

**Table 4.25: Importance of being adequately informed at SA government service used in the last 12 months by SA government region**

	<i>n</i>	<i>% (95% CI)</i>
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	317	93.7 (90.6 - 95.8)
Northern Adelaide	363	94.9 (92.3 - 96.7)
Southern Adelaide	376	95.1 (92.4 - 96.8)
Western Adelaide	281	92.8 (89.3 - 95.2)
<b>Greater Adelaide area</b>		
Adelaide Hills	361	92.6 (89.6 - 94.8) ↓
Barossa	338	95.2 (92.5 - 97.0)
Fleurieu and Kangaroo Island	341	95.8 (93.2 - 97.4)
<b>Country regions</b>		
Eyre and Western	350	94.2 (91.3 - 96.1)
Far North	308	93.7 (90.5 - 95.9)
Limestone Coast	361	97.0 (94.8 - 98.3) ↑
Murray and Mallee	360	96.7 (94.4 - 98.1)
Yorke and Mid North	358	96.5 (94.1 - 97.9)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Respondents were asked how important it was that the staff were knowledgeable and competent. Overall, 95.3% (95% CI 94.6 – 95.9) rated it as important<sup>14</sup> (Table 4.26).

**Table 4.26: Importance of staff being knowledgeable and competent at SA government service used in the last 12 months**

	<i>n</i>	% (95% CI)
1 Not at all important	22	0.5 (0.3 - 0.8)
2	24	0.6 (0.4 - 0.8)
3	148	3.4 (2.9 - 4.0)
4	646	15.0 (13.9 - 16.1)
5 Very important	3312	76.9 (75.6 - 78.1)
Don't know	27	0.6 (0.4 - 0.9)
Refused	2	-
Not applicable (online service)	129	3.0 (2.5 - 3.5)
<b>Total</b>	<b>4310</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly lower proportion of respondents who rated knowledgeable and competent staff as important in the Western Adelaide and Adelaide Hills regions (Table 4.27).

**Table 4.27: Importance of staff being knowledgeable and competent at SA government service used in the last 12 months by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	329	97.1 (94.7 - 98.4)
Northern Adelaide	361	94.5 (91.7 - 96.4)
Southern Adelaide	377	95.1 (92.5 - 96.8)
Western Adelaide	281	92.8 (89.3 - 95.2) ↓
<b>Greater Adelaide area</b>		
Adelaide Hills	365	93.6 (90.7 - 95.6) ↓
Barossa	339	95.4 (92.7 - 97.2)
Fleurieu and Kangaroo Island	343	96.6 (94.1 - 98.0)
<b>Country regions</b>		
Eyre and Western	361	97.0 (94.7 - 98.3)
Far North	312	95.0 (92.1 - 96.9)
Limestone Coast	362	97.4 (95.3 - 98.6)
Murray and Mallee	360	96.7 (94.3 - 98.1)
Yorke and Mid North	363	97.7 (95.6 - 98.8)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

<sup>14</sup> A score of 3 or more on a scale of 1 to 5

Respondents were asked how important it was that staff put in extra effort to make sure they got what they needed. Overall, 93.7% (95% CI 92.9 – 94.4) rated it as important<sup>15</sup> (Table 4.28).

**Table 4.28: Importance of extra mile/courtesy at SA government service used in the last 12 months**

	<i>n</i>	<i>% (95% CI)</i>
1 Not at all important	28	0.7 (0.5 - 0.9)
2	72	1.7 (1.3 - 2.1)
3	420	9.8 (8.9 - 10.7)
4	1160	26.9 (25.6 - 28.3)
5 Very important	2456	57.0 (55.5 - 58.5)
Don't know	34	0.8 (0.6 - 1.1)
Refused	2	-
Not applicable (online service)	137	3.2 (2.7 - 3.8)
<b>Total</b>	<b>4310</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

<sup>15</sup> A score of 3 or more on a scale of 1 to 5



There was a statistically significantly lower proportion of respondents who rated that staff put in extra effort as important in the Adelaide Hills region (Table 4.29).

**Table 4.29: Importance of extra mile/courtesy at SA government service used in the last 12 months by SA government region**

	<i>n</i>	<i>% (95% CI)</i>
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	325	95.9 (93.2 - 97.5)
Northern Adelaide	355	92.8 (89.8 - 95.0)
Southern Adelaide	369	93.3 (90.4 - 95.4)
Western Adelaide	278	91.7 (88.0 - 94.3)
<b>Greater Adelaide area</b>		
Adelaide Hills	356	91.3 (88.1 - 93.7) ↓
Barossa	337	94.7 (91.9 - 96.6)
Fleurieu and Kangaroo Island	336	94.4 (91.5 - 96.4)
<b>Country regions</b>		
Eyre and Western	348	93.4 (90.4 - 95.5)
Far North	307	93.5 (90.2 - 95.7)
Limestone Coast	355	95.6 (93.0 - 97.2)
Murray and Mallee	358	96.1 (93.6 - 97.6)
Yorke and Mid North	356	95.8 (93.2 - 97.4)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

## Service or product received from South Australian government service used in the last 12 months

Overall, 82.4% (95% CI 81.2 – 83.5) respondents who had used a SA government service in the last 12 months received the service or product they needed, 9.6% received part of what they needed and 7.1% did not receive what they needed (Table 4.30).

**Table 4.30: Service or product received from SA government service used in the last 12 months**

	<i>n</i>	<i>% (95% CI)</i>
Yes (received service or product)	3551	82.4 (81.2 - 83.5)
Received part of what was needed	414	9.6 (8.8 - 10.5)
No (did not receive service or product)	307	7.1 (6.4 - 7.9)
Don't know	26	0.6 (0.4 - 0.9)
Refused	12	0.3 (0.2 - 0.5)
<b>Total</b>	<b>4310</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly higher proportion of respondents who received the service or product they needed in the Murray and Mallee region, and statistically significantly lower proportion in the Northern Adelaide region (Table 4.31).

**Table 4.31: Service or product received from SA government service used in the last 12 months**

	Yes (received service or product)		Received part of what was needed or none	
	<i>n</i>	% (95% CI)	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>				
Eastern Adelaide	281	82.8 (78.5 - 86.5)	56	16.5 (13.0 - 20.9)
Northern Adelaide	305	80.4 (76.1 - 84.1) ↓	73	17.9 (14.3 - 22.1) ↑
Southern Adelaide	323	88.7 (85.1 - 91.5)	69	11.1 (8.3 - 14.7)
Western Adelaide	251	85.3 (81.4 - 88.6)	50	13.9 (10.7 - 17.8)
<b>Greater Adelaide area</b>				
Adelaide Hills	331	79.9 (75.6 - 83.6)	54	19.1 (15.4 - 23.3)
Barossa	292	81.6 (77.5 - 85.1)	59	17.5 (14.0 - 21.5)
Fleurieu and Kangaroo Island	284	82.7 (78.1 - 86.6)	69	16.4 (12.7 - 21.0)
<b>Country regions</b>				
Eyre and Western	327	84.9 (81.0 - 88.1)	44	14.0 (10.9 - 17.8)
Far North	280	82.2 (77.9 - 85.9)	47	16.5 (13.0 - 20.7)
Limestone Coast	299	79.8 (75.4 - 83.7)	66	19.4 (15.6 - 23.8)
Murray and Mallee	330	87.8 (84.0 - 90.7) ↑	41	11.9 (9.0 - 15.6) ↓
Yorke and Mid North	317	85.2 (80.9 - 88.6)	52	14.2 (10.8 - 18.3)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.



# **CHAPTER 5: CULTURAL ENGAGEMENT - INSTITUTIONS**

## Introduction

This section address the issues around the SASP Objective 4: Fostering Creativity and Innovation, Target 4.3 *Cultural engagement - institution*: “increase the number of attendances at South Australia’s cultural institutions by 20% by 2014”.

## Overall Visits to South Australian Cultural Institutions

Table 5.1 presents the proportion of respondents who visited various SA cultural institutions in the last 12 months. Overall, 56.9% (95% CI 55.4 - 57.9) of respondents reported visiting either a library, museum, art gallery, exhibition or other cultural institution in SA.

**Table 5.1: Proportion of respondents who visited various South Australian cultural institutions in the last 12 months**

	<i>n</i>	% (95% CI)
Yes	3449	56.9 (55.4 - 57.9)
No	2621	43.1 (41.8 - 44.3)
Don't know	17	0.3 (0.2 - 0.4)
Refused	1	-
<b>Total</b>	<b>6088</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

The type of South Australian cultural institution visited is shown in Table 5.2.

**Table 5.2: Proportion of respondents who visited various South Australian cultural institutions in the last 12 months**

	<i>n</i>	% (95% CI)
Library	2626	43.1 (41.9 - 44.4)
Museum	1237	20.3 (19.3 - 21.3)
Art Gallery	1157	19.0 (18.0 - 20.0)
Exhibition	817	13.4 (12.6 - 14.3)
At least one other South Australian cultural institution	253	4.2 (3.7 - 4.7)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Multiple responses were possible

There was a statistically significantly higher proportion who visited a SA cultural institution in the last 12 months in the Eastern Adelaide and Adelaide Hills region, and a statistically significantly lower proportion in the Far North, Limestone Coast, Murray and Mallee, and the Yorke and Mid North regions (Table 5.3).

**Table 5.3: Overall proportion of respondents visiting any South Australian cultural institution by SA government region**

	<i>n</i>	<i>% (95% CI)</i>
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	319	63.4 (59.1 - 67.5) ↑
Northern Adelaide	299	58.0 (53.7 - 62.2)
Southern Adelaide	317	56.8 (52.6 - 60.8)
Western Adelaide	265	58.0 (53.4 - 62.5)
<b>Greater Adelaide area</b>		
Adelaide Hills	375	67.5 (63.5 - 71.2) ↑
Barossa	287	56.6 (52.2 - 60.8)
Fleurieu and Kangaroo Island	283	54.7 (50.3 - 58.9)
<b>Country regions</b>		
Eyre and Western	255	50.7 (46.4 - 55.1)
Far North	184	41.2 (36.8 - 45.9) ↓
Limestone Coast	240	47.2 (42.9 - 51.5) ↓
Murray and Mallee	214	42.7 (38.4 - 47.0) ↓
Yorke and Mid North	248	48.2 (43.9 - 52.5) ↓

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

## Visit to a South Australian Library

The respondents who had visited a South Australian library in the last 12 months (n=2626) were then asked further questions regarding their visit. Table 5.4 presents their responses to these questions.

**Table 5.4: Additional information on library visit in the last 12 months**

	<i>n</i>	%
<b>First time visit</b>		
Yes	335	12.8
No	2286	87.0
Don't know	4	-
Refused	1	-
<b>Frequency of visit</b>		
Regularly (once a week)	617	23.5
Frequently (once a month)	939	35.8
Infrequently (once every four months)	441	16.8
Occasionally (once or twice a year)	494	18.8
Rarely (once every two years or less)	129	4.9
Don't know	5	0.2
<b>Likelihood of visiting again</b>		
Yes	2534	96.5
No	69	2.6
Don't know	22	0.9
Refused	1	-
<b>Total</b>	<b>2626</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.



## Visit to a South Australian Museum

The respondents who had visited a South Australian museum in the last 12 months (n=1229) were then asked further questions regarding their visit. Table 5.5 presents their responses to these questions.

**Table 5.5: Additional information on museum visit in the last 12 months**

	<i>n</i>	%
<b>First time visit</b>		
Yes	198	16.1
No	1031	83.9
Don't know	-	-
Refused	-	-
<b>Frequency of visit</b>		
Regularly (once a week)	20	1.6
Frequently (once a month)	51	4.2
Infrequently (once every four months)	135	11.0
Occasionally (once or twice a year)	613	49.9
Rarely (once every two years or less)	405	33.0
Don't know	5	0.4
<b>Likelihood of visiting again</b>		
Yes	1147	93.3
No	50	4.0
Don't know	33	2.7
Refused	-	-
<b>Total</b>	<b>1229</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

## Visit to a South Australian Art Gallery

The respondents who had visited a South Australian art gallery in the last 12 months (n=1156) were then asked further questions regarding their visit. Table 5.5 presents their responses to these questions.

**Table 5.6: Additional information on art gallery visit in the last 12 months**

	<i>n</i>	%
<b>First time visit</b>		
Yes	188	16.3
No	967	83.7
Don't know	1	-
Refused	-	-
<b>Frequency of visit</b>		
Regularly (once a week)	22	1.9
Frequently (once a month)	79	6.8
Infrequently (once every four months)	159	13.8
Occasionally (once or twice a year)	542	46.9
Rarely (once every two years or less)	349	30.2
Don't know	4	-
<b>Likelihood of visiting again</b>		
Yes	1081	93.5
No	59	5.1
Don't know	16	1.4
Refused	-	-
<b>Total</b>	<b>1156</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

## Visit to a South Australian exhibition

The respondents who had visited a South Australian exhibition in the last 12 months (n=1156) were then asked further questions regarding their visit. Table 5.7 presents their responses to these questions.

**Table 5.7: Additional information on exhibition visit in the last 12 months**

	<i>n</i>	%
<b>First time visit</b>		
Yes	305	37.6
No	492	60.6
Don't know	12	1.4
Refused	3	-
<b>Frequency of visit</b>		
Regularly (once a week)	33	4.1
Frequently (once a month)	41	5.1
Infrequently (once every four months)	118	14.5
Occasionally (once or twice a year)	419	51.7
Rarely (once every two years or less)	186	22.9
Don't know	14	1.7
<b>Likelihood of visiting again</b>		
Yes	746	92.0
No	23	2.9
Don't know	39	4.8
Refused	3	-
<b>Total</b>	<b>811</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

## Visited a website of a South Australian Cultural Institution

Table 5.8 presents the proportion of respondents who visited a website of a South Australian cultural institution in the last 12 months. Overall, 22.4% (95% CI 21.4 – 23.5) of respondents reported visiting either a South Australian library, museum, art gallery, exhibition or other cultural institution website.

**Table 5.8: Proportion of respondents visiting the website of a South Australian cultural institution in the last 12 months**

	<i>n</i>	% (95% CI)
Yes	1366	22.4 (21.4 - 23.5)
No	4676	76.8 (75.7 - 77.8)
Don't know	31	0.5 (0.4 - 0.7)
Refused	15	0.2 (0.1 - 0.4)
<b>Total</b>	<b>6088</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly higher proportion who visited a website of South Australian cultural institution in the last 12 months in the metropolitan Adelaide regions and Adelaide Hills region, and a statistically significantly lower proportion in the Eyre and Western, Far North, Limestone Coast, Murray and Mallee, and the Yorke and Mid North regions (Table 5.9).

**Table 5.9: Respondents visiting the website of South Australian cultural institution in the last 12 months by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	117	23.2 (19.7 - 27.1) ↑
Northern Adelaide	123	23.9 (20.4 - 27.8) ↑
Southern Adelaide	150	26.9 (23.4 - 30.8) ↑
Western Adelaide	128	28.0 (24.1 - 32.3) ↑
<b>Greater Adelaide area</b>		
Adelaide Hills	159	28.7 (25.1 - 32.6) ↑
Barossa	82	16.0 (13.1 - 19.5)
Fleurieu and Kangaroo Island	87	16.8 (13.8 - 20.3)
<b>Country regions</b>		
Eyre and Western	64	12.8 (10.1 - 16.0) ↓
Far North	54	12.1 (9.4 - 15.5) ↓
Limestone Coast	55	10.8 (8.4 - 13.8) ↓
Murray and Mallee	51	10.2 (7.8 - 13.1) ↓
Yorke and Mid North	59	11.5 (9.0 - 14.5) ↓

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Table 5.10 presents the reasons why respondents were prevented or restricted from visiting or attending a South Australian library, museum, art gallery, exhibition or any other cultural institution.

**Table 5.10: What prevented or restricted respondents visiting or attending cultural institution in South Australia**

	<i>n</i>	%
Too busy/not enough time/work commitments	2170	35.7
I don't feel like it is for me	1116	18.3
They are too far away from where I live / distance	920	15.1
Transport to and from	345	5.7
Disability or ill health	321	5.3
They cost too much	245	4.0
Have children	232	3.8
Not interested/partner not interested	197	3.2
Parking difficulties	191	3.1
Seen it all before/boring/doesn't change	63	1.0
Full time carer	59	1.0
Too old	48	0.8
Opening hours	39	0.6
Get what I need through the net/DVDS etc	21	0.4
Didn't know about them/no information	21	0.3
I don't know where to find them	19	0.3
No one to go with/don't want to go alone	10	0.2
Don't go out/doesn't like going to the city/lazy	13	0.2
I don't feel welcome	5	0.1
Other	64	1.1
None	1137	18.7
Don't know	25	0.4
Refused	1	0.1

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Multiple responses were possible.



# **CHAPTER 6: CULTURAL ENGAGEMENT - ARTS ACTIVITIES**

## Introduction

This section address the issues around the SASP Objective 4: Fostering Creativity and Innovation, Target 4.3 *Cultural engagement – arts activities*: “increase the number of attendances at selected arts activities by 40% by 2014”.

## Overall Attendance at a South Australian Arts Activity

Respondents were asked if they had attended a South Australian arts event, performance or festival in the last 12 months. Overall, 35.7% (95% CI 34.5 – 36.9) reported that they had attended a South Australian arts event (Table 6.1).

**Table 6.1: Proportion of respondents that attended a South Australian arts event, performance or festival in the last 12 months**

	<i>n</i>	% (95% CI)
Yes	2172	35.7 (34.5 - 36.9)
No	3903	64.1 (62.9 - 65.3)
Don't know	13	0.2 (0.1 - 0.4)
Refused	1	-
<b>Total</b>	6088	100.0

Note: The weighting of data can result in rounding discrepancies or totals not adding.



There was a statistically significantly higher proportion of respondents that attended a South Australian arts event, performance or festival in the Eastern, Southern and Western Adelaide and Adelaide Hills regions, and a statistically significantly lower proportion of respondents in the Fleurieu and Kangaroo Island, Eyre and Western, Far North, Limestone Coast, Murray and Mallee and Yorke and Mid North regions (Table 4.2).

**Table 6.2: Proportion of respondents that attended a South Australian arts event, performance or festival in the last 12 months by SA government region**

	<i>n</i>	<i>% (95% CI)</i>
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	271	53.9 (49.5 - 58.2) ↑
Northern Adelaide	161	31.2 (27.4 - 35.4)
Southern Adelaide	237	42.4 (38.4 - 46.6) ↑
Western Adelaide	192	42.1 (37.6 - 46.6) ↑
<b>Greater Adelaide area</b>		
Adelaide Hills	256	46.1 (42.0 - 50.3) ↑
Barossa	131	25.8 (22.2 - 29.8)
Fleurieu and Kangaroo Island	123	23.8 (20.3 - 27.7) ↓
<b>Country regions</b>		
Eyre and Western	97	19.3 (16.1 – 23.0) ↓
Far North	88	19.7 (16.3 - 23.7) ↓
Limestone Coast	70	13.7 (11.0 – 17.0) ↓
Murray and Mallee	70	13.8 (11.1 - 17.1) ↓
Yorke and Mid North	74	14.3 (11.5 - 17.6) ↓

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Table 6.3 presents the type of arts event, performance or festival attended in the last 12 months.

**Table 6.3: Arts event, performance or festival that respondents attended in the last 12 months**

	<i>n</i>	%
Adelaide Fringe	1485	68.4
Adelaide Festival	561	25.8
WOMADelaide	239	11.0
Circuses	112	5.2
Cabaret Festival	97	4.5
Big Day Out	86	4.0
Guitar Festival	75	3.4
SALA Festival	59	2.7
Come Out	28	1.3
Moon Festival	25	1.1
Any other arts event	67	3.1
Any other performances	138	6.4
Any other festivals	164	7.5
Other	99	4.6
Don't know	34	1.6
Refused	2	-

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Multiple responses were possible.

The respondents that reported that they had attended an arts event, performance or festival in South Australia in the last 12 months (n=2172) were asked how often they attend such events. Their responses are in Table 6.4.

**Table 6.4: Frequency of respondents’ attendance at arts events, performances or festivals**

	<i>n</i>	% (95% CI)
Regularly (once a week)	73	3.4 (2.7 - 4.2)
Frequently (once a month)	105	4.8 (4.0 - 5.8)
Infrequently (once every 4 months)	253	11.7 (10.4 - 13.1)
Occasionally (once or twice a year)	1424	65.6 (63.5 - 67.5)
Rarely (once every two years or less)	284	13.1 (11.7 - 14.5)
Don't know	32	1.5 (1.1 - 2.1)
Refused	1	-
<b>Total</b>	<b>2172</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

All respondents were asked if they had visited the website of any South Australian art event in the last 12 months. Overall, 25.3% (95% CI 24.2 – 26.4) responded that they had visited a website (Table 6.5).

**Table 6.5: Proportion of respondents that had visited an event website in the last 12 months**

	<i>n</i>	% (95% CI)
Yes	1534	25.3 (24.2 - 26.4)
No	4519	74.5 (73.4 - 75.6)
Don't know	13	0.2 (0.1 - 0.4)
Refused	1	-
<b>Total</b>	6067	100.0

Note: 21 missing.

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly higher proportion of respondents who visited a website for a South Australian arts event, performance or festival in the Eastern, Southern and Western Adelaide and Adelaide Hills regions, and a statistically significantly lower proportion of respondents in the Fleurieu and Kangaroo Island, Eyre and Western, Far North, Limestone Coast, Murray and Mallee and Yorke and Mid North regions (Table 6.6).

**Table 6.6: Proportion of respondents that visited a website of a South Australian arts event, performance or festival in the last 12 months by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	199	39.6 (35.4 - 43.9) ↑
Northern Adelaide	121	23.7 (20.2 - 27.5)
Southern Adelaide	164	29.5 (25.8 - 33.4) ↑
Western Adelaide	122	26.7 (22.9 - 31.0) ↑
<b>Greater Adelaide area</b>		
Adelaide Hills	197	35.7 (31.8 - 39.7) ↑
Barossa	114	22.5 (19.1 - 26.4)
Fleurieu and Kangaroo Island	81	15.7 (12.8 - 19.1) ↓
<b>Country regions</b>		
Eyre and Western	71	14.2 (11.4 - 17.5) ↓
Far North	36	8.0 (5.8 - 10.9) ↓
Limestone Coast	31	6.1 (4.3 - 8.5) ↓
Murray and Mallee	47	9.3 (7.1 - 12.1) ↓
Yorke and Mid North	54	10.6 (8.2 - 13.6) ↓

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Table 6.7 presents the reasons why respondents were prevented or restricted from visiting or attending arts events, performances or festivals in South Australia.

**Table 6.7: What prevented or restricted respondents visiting or attending arts events**

	<i>n</i>	%
Too busy/not enough time/work commitments/been away	1881	30.9
I don't feel like it is for me/not interested	1545	25.4
They cost too much/cannot afford it	1207	19.8
They are too far away from where I live/distance/cost to get there (petrol and accommodation)	923	15.2
Disability or ill health/other personal limitations	350	5.7
Have children/family commitments	324	5.3
Transport to and from (logistics)	254	4.2
Parking difficulties	114	1.9
Opening Hours/general timing of events ie time of day or year	77	1.3
I don't know where to find them/lack of information	60	1.0
Full time carer	56	0.9
Age reasons	54	0.9
Crowds/too noisy/too busy	31	0.5
No-one to go with	19	0.3
Weather	17	0.3
Don't go out	16	0.3
I don't feel welcome	13	0.2
Other	44	0.7
None/nothing	714	11.7
Don't Know	14	0.2
Refused	3	0.1

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Multiple responses were possible.

## Overall Attendance at a South Australian live music concert, event or performance

Respondents were asked if they had attended a South Australian live music concert, event or performance in the last 12 months. Overall, 38.1% (95% CI 36.9 – 39.3) reported that they had attended a South Australian live music concert, event or performance (Table 6.8).

**Table 6.8: Proportion of respondents that attended a South Australian live music concert, event or performance in the last 12 months**

	<i>n</i>	% (95% CI)
Yes	2318	38.1 (36.9 - 39.3)
No	3744	61.5 (60.3 - 62.7)
Don't know	25	0.4 (0.3 - 0.6)
Refused	-	-
<b>Total</b>	6088	100.0

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly higher proportion of respondents that attended a South Australian live music concert, event or performance in the Eastern, Southern and Western Adelaide, Adelaide Hills and Barossa regions, and a statistically significantly lower proportion of respondents in the Fleurieu and Kangaroo Island, Eyre and Western, Far North, Limestone Coast, Murray and Mallee and Yorke and Mid North regions (Table 6.9).

**Table 6.9: Proportion of respondents that attended a South Australian arts event, performance or festival in the last 12 months by SA government region**

	<i>n</i>	<i>% (95% CI)</i>
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	231	46.0 (41.7 - 50.3) ↑
Northern Adelaide	186	36.0 (32.0 - 40.3)
Southern Adelaide	243	43.6 (39.5 - 47.7) ↑
Western Adelaide	180	39.3 (34.9 - 43.9) ↑
<b>Greater Adelaide area</b>		
Adelaide Hills	250	45.1 (41.0 - 49.3) ↑
Barossa	204	40.1 (36.0 - 44.5) ↑
Fleurieu and Kangaroo Island	156	30.3 (26.5 - 34.3) ↓
<b>Country regions</b>		
Eyre and Western	131	26.1 (22.5 - 30.2) ↓
Far North	126	28.1 (24.2 - 32.5) ↓
Limestone Coast	114	22.4 (19.0 - 26.2) ↓
Murray and Mallee	139	27.7 (24.0 - 31.8) ↓
Yorke and Mid North	141	27.3 (23.7 - 31.3) ↓

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Table 6.10 presents the venue where the attended live music concert, event or performance was held.

**Table 6.10: Venue of live music concert, event or performance**

	<i>n</i>	%
Entertainment Centre/Convention Centre	645	27.8
Festival Theatre (includes Playhouse and Space)	427	18.4
Local school/local hall/local park/local venue	280	12.1
Pub	240	10.4
Thebarton Theatre	198	8.6
Clipsal	188	8.1
Fringe /Festival venue (ie old Imax theatre, Garden unearthly delights, Persian Garden, Arts theatre, Rhino Room)	160	6.9
Governor Hindmarsh (The Gov)	157	6.8
Elder Park/Bonython Park/Adelaide Parkland	150	6.5
Botanic Park (ie Womad)	137	5.9
Winery event (Barossa, McLaren Vale, Clare Valley, Adelaide Hills)	130	5.6
Showgrounds	114	4.9
Adelaide Town Hall/Elder Hall/Grainger Studio	112	4.8
Her Majesty s Theatre/Angus Street Theatre	72	3.1
AAMI Stadium	62	2.7
Fowlers Live	43	1.8
Church	29	1.2
Memorial Drive/Adelaide Oval	23	1.0
Jive/Adelaide Nightclub	15	0.7
Glenelg (Jazz festival)	10	0.4
Other	20	0.9
Don't Know	35	1.5
Refused	-	-

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Multiple responses were possible.



# **CHAPTER 7: VOLUNTEERING**

## Introduction

This section address the issues around the SASP Objective 5: Building Communities, Target 5.6 *Volunteering*: “maintain the high level of volunteering in South Australia at 50% participation rate or higher”.

## Community involvement

Within the last 12 months, 42.7% (95% CI 41.5 - 44.0) of respondents had been involved in the community such as assisting with school activities, helping with sporting events, selling raffle tickets, participating in local community discussions, or attending local/district council meetings (Table 7.1).

**Table 7.1: Respondents who had been involved in the community in the last 12 months**

	<i>n</i>	% (95% CI)
Yes	2601	42.7 (41.5 - 44.0)
No	3477	57.1 (55.9 - 58.4)
Don't know	10	0.2 (0.1 - 0.3)
Refused	-	-
<b>Total</b>	6088	100.0

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly higher proportion of respondents who reported being involved in the community in the last twelve months in the Fleurieu and Kangaroo Island, Eyre and Western, Limestone Coast, Murray and Mallee, and the Yorke and Mid North regions, and a statistically significantly lower proportion in the Eastern Adelaide, Northern Adelaide and Western Adelaide regions (Table 7.2).

**Table 7.2: Respondents who had been involved in the community in the last 12 months by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	160	31.8 (27.9 – 36.0) ↓
Northern Adelaide	183	35.6 (31.6 - 39.8) ↓
Southern Adelaide	259	46.4 (42.3 - 50.5)
Western Adelaide	164	35.8 (31.6 - 40.3) ↓
<b>Greater Adelaide area</b>		
Adelaide Hills	273	49.2 (45.1 - 53.4)
Barossa	272	53.5 (49.1 - 57.8)
Fleurieu and Kangaroo Island	280	54.2 (49.9 - 58.5) ↑
<b>Country regions</b>		
Eyre and Western	272	54.2 (49.8 - 58.5) ↑
Far North	228	51.0 (46.4 - 55.7)
Limestone Coast	269	52.9 (48.5 - 57.2) ↑
Murray and Mallee	274	54.6 (50.2 - 58.9) ↑
Yorke and Mid North	306	59.3 (55.0 - 63.5) ↑

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

## Helping neighbours

Overall, 86.6% (95% CI 85.7 - 87.5) of respondents or their neighbours had helped each other when it was needed (Table 7.3).

**Table 7.3: Respondents or their neighbours who had helped each other**

	<i>n</i>	% (95% CI)
Yes	5274	86.6 (85.7 - 87.5)
No	723	11.9 (11.1 - 12.7)
Don't know	89	1.5 (1.2 - 1.8)
Refused	2	-
<b>Total</b>	<b>6088</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There were no significant differences observed in the proportion of respondents who reported helping out their neighbours, or receiving help from their neighbours among the regions (Table 7.4).

**Table 7.4: Respondents or their neighbours who had helped each other by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	437	86.9 (83.7 - 89.6)
Northern Adelaide	435	84.5 (81.1 - 87.4)
Southern Adelaide	472	84.6 (81.4 - 87.4)
Western Adelaide	412	90.2 (87.1 - 92.6)
<b>Greater Adelaide area</b>		
Adelaide Hills	490	88.3 (85.3 - 90.7)
Barossa	432	85.1 (81.8 - 88.0)
Fleurieu and Kangaroo Island	447	86.5 (83.3 - 89.2)
<b>Country regions</b>		
Eyre and Western	447	89.1 (86.0 - 91.5)
Far North	384	85.9 (82.4 - 88.8)
Limestone Coast	441	86.7 (83.5 - 89.4)
Murray and Mallee	451	89.9 (87.0 - 92.2)
Yorke and Mid North	458	89.0 (86.0 - 91.4)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

## Formal volunteering

Formal volunteering is defined as unpaid, voluntary help willingly given in the form of time, services or skills for an organisation, club or association. It excludes voluntary work done overseas and donations of money or goods. Overall, 43.6% (95% CI 42.3 - 44.8) of respondents had undertaken formal unpaid volunteering for not-for-profit organisations (Table 7.5).

**Table 7.5: Respondents who had undertaken formal unpaid volunteering for not-for-profit organisations**

	<i>n</i>	% (95% CI)
Yes	2654	43.6 (42.3 - 44.8)
No	3429	56.3 (55.1 - 57.6)
Don't know	5	0.1 (0.0 - 0.2)
Refused	-	-
<b>Total</b>	<b>6088</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly higher proportion who reported undertaking formal unpaid volunteering for not-for-profit organisations in the last twelve months in the Fleurieu and Kangaroo Island, Limestone Coast, Murray and Mallee, and Yorke and Mid North regions. There was a statistically significantly lower proportion that reported undertaking formal unpaid volunteering in all Adelaide metropolitan regions (Table 7.6).

**Table 7.6: Respondents who had undertaken formal unpaid volunteering for not-for-profit organisations by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	203	40.4 (36.2 - 44.7) ↓
Northern Adelaide	177	34.5 (30.5 - 38.7) ↓
Southern Adelaide	239	42.8 (38.8 - 46.9) ↓
Western Adelaide	171	37.3 (33.0 - 41.9) ↓
<b>Greater Adelaide area</b>		
Adelaide Hills	292	52.6 (48.5 - 56.8)
Barossa	255	50.1 (45.8 - 54.4)
Fleurieu and Kangaroo Island	281	54.4 (50.1 - 58.6) ↑
<b>Country regions</b>		
Eyre and Western	257	51.1 (46.8 - 55.5)
Far North	222	49.6 (45.0 - 54.2)
Limestone Coast	284	55.7 (51.4 - 60.0) ↑
Murray and Mallee	289	57.5 (53.2 - 61.8) ↑
Yorke and Mid North	342	66.4 (62.2 - 70.4) ↑

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Respondents were asked to describe the main type of formal volunteering they had undertaken in the last twelve months (Table 7.7).

**Table 7.7: Description of main type of formal volunteering in last 12 months**

	<i>n</i>	%
Sport	751	28.3
Welfare or community	651	24.5
Religious group	275	10.4
Education or training	249	9.4
Health	195	7.3
Emergency services	119	4.5
Environmental or animal welfare	91	3.4
Arts or heritage	46	1.7
Service group	39	1.5
Parenting, child or youth	41	1.5
Charity	25	0.9
School / Canteen / Grounds	19	0.7
Business, professional or union	16	0.6
Non Government Organisation	16	0.6
International aid or development	11	0.4
Law, justice or political	7	0.3
Meals on Wheels	5	0.2
Radio / media	5	0.2
Tourism / hospitality	4	0.2
Other recreation or interest group	70	2.6
Other	14	0.6
Don't know	6	0.2
<b>Total</b>	<b>2654</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

## Informal volunteering

Informal volunteering is defined as unpaid help given directly to people other than relatives; that is, using one's own initiative rather than volunteering through a group or organisation. This includes things like shopping or taking in the mail for a neighbour, mowing someone else's lawn, baby sitting for free, visiting or helping someone who is sick or elderly, etc. Overall, 57.2% (95% CI 55.9 – 58.4) of respondents had undertaken informal unpaid volunteering (Table 7.8).

**Table 7.8: Respondents who had undertaken informal unpaid volunteering**

	<i>n</i>	% (95% CI)
Yes	3482	57.2 (55.9 - 58.4)
No	2585	42.5 (41.2 - 43.7)
Don't know / Refused	21	0.3 (0.2 - 0.5)
<b>Total</b>	<b>6088</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly higher proportion of respondents in the Eyre and Western, and Limestone Coast regions that reported doing unpaid volunteer work, and a statistically significantly lower proportion in the Northern Adelaide, Western Adelaide and Barossa regions (Table 7.9).

**Table 7.9: Respondents who had undertaken informal unpaid volunteering by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	301	59.8 (55.5 – 64.0)
Northern Adelaide	278	54.0 (49.7 - 58.3) ↓
Southern Adelaide	324	58.2 (54.0 - 62.2)
Western Adelaide	236	51.7 (47.2 - 56.3) ↓
<b>Greater Adelaide area</b>		
Adelaide Hills	307	55.3 (51.1 - 59.4)
Barossa	274	53.8 (49.5 - 58.1) ↓
Fleurieu and Kangaroo Island	312	60.3 (56.0 - 64.5)
<b>Country regions</b>		
Eyre and Western	318	63.4 (59.1 - 67.5) ↑
Far North	269	60.1 (55.5 - 64.6)
Limestone Coast	334	65.6 (61.4 - 69.6) ↑
Murray and Mallee	310	61.8 (57.5 – 66.0)
Yorke and Mid North	315	61.2 (56.9 - 65.3)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.



Respondents were asked to describe the main type of informal unpaid volunteering they had undertaken in the last 12 months (Table 7.10).

**Table 7.10: Description of the main type of informal volunteering in last 12 months**

	<i>n</i>	%
Babysitting	764	21.9
Taking bins out / bringing in mail / keeping an eye on place when people away	714	20.5
Yard or maintenance work / watering gardens etc	377	10.8
Visiting sick or elderly	308	8.9
Providing care for sick or elderly	289	8.3
Taking bins out / bringing in mail / keeping an eye on place for sick/elderly	203	5.8
Shopping for others	160	4.6
Driving others	134	3.8
Helping neighbours and friends (moving house, cleaning, computer etc)	116	3.3
Cooking for others	78	2.2
Teaching / coaching / mentoring	64	1.8
Delivering food / other goods	57	1.6
Housework	54	1.6
Pets (feeding / walking / looking after)	30	0.9
Writing letters, paying bills etc	11	0.3
Other	86	2.7
Don't know	28	0.8
Refused	9	0.2
<b>Total</b>	<b>3482</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values had been applied to data examined by regions compared to overall data (see chapter 2, pg 10)

↑↓ Statistically significantly different proportion than all regions combined

## Formal and Informal volunteering

Overall, 28.4% (95% CI 27.3 – 29.5) of respondents had undertaken both formal and informal unpaid volunteering (Table 7.11).

**Table 7.11: Respondents who had undertaken formal and or informal unpaid volunteering**

	<i>n</i>	% (95% CI)
Formal and informal volunteering	1727	28.4 (27.3 - 29.5)
Formal but not informal volunteering	926	15.2 (14.3 - 16.1)
Informal but not formal volunteering	1755	28.8 (27.7 – 30.0)
No volunteering and / or Don't know	1680	27.6 (26.5 - 28.7)
Formal and or informal volunteering	4408	72.4 (71.3 - 73.5)
No volunteering	1680	27.6 (26.5 - 28.7)
<b>Total</b>	6088	100.0

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly lower proportion of respondents in the Eastern, Northern, and Western Adelaide regions that had reported doing formal and / or informal volunteering. There was a statistically significantly higher proportion of respondents in the Fleurieu and Kangaroo Island, Limestone Coast, Murray and Mallee, and Yorke and Mid North regions that had reported doing formal volunteering and or informal volunteering (Table 7.12).

**Table 7.12: Respondents who had undertaken formal and / or informal unpaid volunteering by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	359	71.4 (67.3 - 75.2) ↓
Northern Adelaide	350	67.9 (63.8 - 71.8) ↓
Southern Adelaide	406	72.7 (68.9 - 76.3)
Western Adelaide	306	67.1 (62.6 - 71.2) ↓
<b>Greater Adelaide area</b>		
Adelaide Hills	413	74.4 (70.6 - 77.9)
Barossa	379	74.6 (70.6 - 78.2)
Fleurieu and Kangaroo Island	415	80.2 (76.6 - 83.4) ↑
<b>Country regions</b>		
Eyre and Western	397	79.1 (75.3 - 82.4)
Far North	336	75.2 (71.0 - 79.0)
Limestone Coast	414	81.3 (77.7 - 84.5) ↑
Murray and Mallee	407	81.2 (77.5 - 84.3) ↑
Yorke and Mid North	415	80.5 (76.9 - 83.7) ↑

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

## Use of Public Community Facilities

Overall, 75.1% (95% CI 74 – 76.2) of respondents had used a public community facility such as a park, local library, sporting or cultural facility, internet centre, neighbourhood/community centre, etc within the last 12 months (Table 7.13).

**Table 7.13: Respondents who had used a public community facility in the last 12 months**

	<i>n</i>	% (95% CI)
Yes	4572	75.1 (74.0 - 76.2)
No	1488	24.4 (23.4 - 25.5)
Don't know	28	0.5 (0.3 - 0.7)
Refused	-	
<b>Total</b>	<b>6088</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly higher proportion of respondents who had used a public community facility in the last 12 months in the Eastern Adelaide, Northern Adelaide, Southern Adelaide and Adelaide Hills regions, and a statistically significantly lower proportion in the Far North, Murray and Mallee, and Yorke and Mid North regions (Table 7.14).

**Table 7.14: Respondents who had used a public community facility in the last 12 months by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	390	77.5 (73.6 - 80.9) ↑
Northern Adelaide	396	76.9 (73.0 - 80.3) ↑
Southern Adelaide	437	78.4 (74.8 - 81.6) ↑
Western Adelaide	332	72.6 (68.4 - 76.5)
<b>Greater Adelaide area</b>		
Adelaide Hills	463	83.4 (80.1 - 86.3) ↑
Barossa	368	72.5 (68.4 - 76.2)
Fleurieu and Kangaroo Island	380	73.5 (69.5 - 77.1)
<b>Country regions</b>		
Eyre and Western	367	73.1 (69.0 - 76.8)
Far North	300	67.2 (62.7 - 71.3) ↓
Limestone Coast	359	70.5 (66.4 - 74.3)
Murray and Mallee	327	65.1 (60.9 - 69.2) ↓
Yorke and Mid North	338	65.6 (61.4 - 69.6) ↓

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

# **CHAPTER 8: MULTICULTURALISM**

## Introduction

This section address the issues around the SASP Objective 5: Building Communities, Target 5.8 *Multiculturalism*: “increase the percentage of South Australians who accept cultural diversity as a positive influence in the community”.

## Cultural diversity

Overall, 87.7% (95% CI 86.8 – 88.5) of the respondents believed that cultural diversity was a positive influence in the community (Table 8.1).

**Table 8.1: Proportion of respondents who believe that cultural diversity was a positive influence in the community**

	<i>n</i>	% (95% CI)
Yes	5337	87.7 (86.8 - 88.5)
No	244	4.0 (3.5 - 4.5)
Don't know	472	7.8 (7.1 - 8.5)
Refused	35	0.6 (0.4 - 0.8)
<b>Total</b>	<b>6088</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significantly higher proportion of respondents who stated that cultural diversity was a positive influence in the community in the Eastern Adelaide and Adelaide Hills regions, and a statistically significantly lower portion of respondents in the Eyre and Western, Limestone Coast and Yorke and Mid North regions (Table 8.2).

**Table 8.2: Respondents who believe that cultural diversity was a positive influence in the community by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	473	94.1 (91.7 - 95.9) ↑
Northern Adelaide	449	87.1 (83.9 - 89.7)
Southern Adelaide	493	88.3 (85.4 - 90.7)
Western Adelaide	399	87.4 (84.0 - 90.1)
<b>Greater Adelaide area</b>		
Adelaide Hills	500	90.1 (87.3 - 92.3) ↑
Barossa	441	86.9 (83.7 - 89.5)
Fleurieu and Kangaroo Island	451	87.2 (84.0 - 89.8)
<b>Country regions</b>		
Eyre and Western	414	82.5 (79.0 - 85.6) ↓
Far North	381	85.1 (81.6 - 88.1)
Limestone Coast	425	83.5 (80.0 - 86.4) ↓
Murray and Mallee	424	84.4 (81.0 - 87.3)
Yorke and Mid North	406	78.9 (75.2 - 82.2) ↓

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Respondents were asked how many friends or colleagues they had with different cultural backgrounds. This is highlighted in Table 8.3.

**Table 8.3: Number of friends or colleagues with different cultural backgrounds**

	<i>n</i>	%
0	727	11.9
1	248	4.1
2	534	8.8
3 to 5	1497	24.6
More than 5	3011	49.5
Refused	67	1.1
<b>Total</b>	<b>6088</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

## Positive influence of cultural diversity

Respondents who believed that cultural diversity was a positive influence in the community (n=5337) provided description of how cultural diversity was a positive influence (Table 8.4).

**Table 8.4: Description of positive influence of cultural diversity**

	<b>n</b>	<b>%</b>
Variety of food	2646	49.6
Opportunity to meet interesting people	2202	41.3
Greater range of skills and knowledge in South Australia	1941	36.4
Interesting calendar of multicultural festivals we can all attend	1491	27.9
Better quality of life	1218	22.8
Economic benefit	803	15.1
Other	2065	38.7
Don't know	199	3.7
Refused	5	0.1

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Multiple responses were possible.

Respondents who were not sure if cultural diversity had a positive or negative influence in the community (n=507) were asked if they thought cultural diversity had any benefits (Table 8.5).

**Table 8.5: Benefits of cultural diversity in the community**

	<b>n</b>	<b>%</b>
Variety of food	301	59.4
Opportunity to meet interesting people	178	35.1
Interesting calendar of multicultural festivals we can all attend	163	32.1
Greater range of skills and knowledge in South Australia	152	29.9
Economic benefit	122	24.0
The better quality of life	95	18.7
Other	26	5.0
Don't know	114	22.5
Refused	11	2.2

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Multiple responses were possible.



## Negative influence of cultural diversity

Respondents who believed that cultural diversity was not a positive influence in the community (n=244) were asked why they thought cultural diversity was not a positive influence in the community (Table 8.6).

**Table 8.6: Description of negative influence of cultural diversity**

	<i>n</i>	%
Some migrants don't mix with other Australians	102	42.0
Some cultures are a threat to the Australian way of life	81	33.2
Cultural diversity is divisive	52	21.3
You don't feel comfortable with different cultures	28	11.6
Cultural diversity makes no difference	17	7.1
Other	16	6.4
Don't know	22	8.9
Refused	2	0.9

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Multiple responses were possible.

Respondents who were not sure if cultural diversity had a positive or negative influence in the community (n=472) were also asked if they thought cultural diversity had any disadvantages (Table 8.7).

**Table 8.7: Disadvantages of cultural diversity in the community**

	<i>n</i>	%
Some migrants don't mix with other Australians	294	58.0
Some cultures are a threat to the Australian way of life	193	38.0
Cultural diversity is divisive	136	26.9
You don't feel comfortable with different cultures	61	12.0
Cultural diversity makes no difference	35	6.9
Other	26	5.2
Don't know	94	18.6
Refused	16	3.1

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Multiple responses were possible.



## **CHAPTER 9: BROADBAND USAGE**

## Introduction

This section address the issues around the SASP Objective 4: Fostering Creativity and Innovation, Target 4.8, *Broadband usage*: “Broadband usage in South Australia to exceed the Australian national average by 2010, and be maintained thereafter”.

## Computers in the household

Overall, 84.4% (95% CI 83.5 – 85.3) of the respondents in the community have a desktop and / or laptop computer in the household (Table 9.1).

**Table 9.1: Respondents who have a desktop or laptop computer in the household**

	<i>n</i>	% (95% CI)
Yes - Desktop	2627	43.1 (41.9 - 44.4)
Yes - Laptop	733	12.0 (11.2 - 12.9)
Yes – Laptop and Desktop	1781	29.3 (28.1 - 30.4)
No computer	928	15.2 (14.4 - 16.2)
Don't know	11	0.2 (0.1 - 0.3)
Refused	9	0.1 (0.1 - 0.3)
<b>Total</b>	<b>6088</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significant higher proportion of people who reported having a computer and/or laptop computer in the household in the Northern Adelaide, Southern Adelaide and Adelaide Hills regions, and a statistically significantly lower proportion in the Western Adelaide and Yorke and Mid North regions (Table 9.2).

**Table 9.2: Respondents who have a desktop and/or laptop computer in the household by SA government region**

	<i>n</i>	% (95% CI)
<b>Adelaide Metropolitan area</b>		
Eastern Adelaide	427	84.8 (81.4 - 87.7)
Northern Adelaide	450	87.3 (84.1 - 89.9) ↑
Southern Adelaide	485	86.9 (83.9 - 89.5) ↑
Western Adelaide	360	78.8 (74.8 - 82.3) ↓
<b>Greater Adelaide area</b>		
Adelaide Hills	499	89.9 (87.2 - 92.2) ↑
Barossa	433	85.2 (81.8 - 88.0)
Fleurieu and Kangaroo Island	426	82.4 (78.9 - 85.5)
<b>Country regions</b>		
Eyre and Western	407	81.1 (77.4 - 84.3)
Far North	363	81.3 (77.4 - 84.6)
Limestone Coast	419	82.4 (78.8 - 85.5)
Murray and Mallee	426	84.8 (81.4 - 87.7)
Yorke and Mid North	395	76.6 (72.8 - 80.1) ↓

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Respondents from households with no computers (n=928) were asked their reasons for not having a computer. The results are presented in Table 9.3.

**Table 9.3: Reasons why household does not have a computer**

	<i>n</i>	<i>% (95% CI)</i>
No need for one / don't want one	608	65.5
Can't afford one	140	15.1
Don't know how to use one	247	26.6
Have access to one elsewhere	54	5.8
Not allowed (ie religious reasons)	9	1.0
Don't know	21	2.3
Refused	2	-

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Multiple responses were possible.

## Households connected to the Internet

Overall, 77.6% (95% CI 76.5 – 78.6) of households in South Australia have a desktop and/or laptop computer were connected to the Internet. Of those with a desktop and laptop computer in the household, 91.9% (95% CI 91.9 – 92.6) were connected to the Internet (Table 9.4).

**Table 9.4: Households with an Internet connection**

	<i>n</i>	<i>% (95% CI)</i>
Yes	4725	91.9 (91.1 - 92.6)
No	407	7.9 (7.2 - 8.7)
Don't know	7	0.1 (0.1 - 0.3)
Refused	1	-
<b>Total</b>	<b>5141</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significant higher proportion of households who had an internet connection in the Southern Adelaide and Adelaide Hills regions, and a statistically significant lower proportion who had an internet connection in the Eyre and Western and Far North regions. When examined by those who had a computer or laptop in the household, there was a statistically significant higher proportion of respondents who had Internet connection in the Southern Adelaide, Western Adelaide and Adelaide Hills regions, and a statistically significantly lower proportion in the Murray Mallee region (Table 9.5)

**Table 9.5: Households with an Internet connection by SA government region**

	All respondents		Computers in the household	
	n	% (95% CI)	n	% (95% CI)
<b>Adelaide Metropolitan area</b>				
Eastern Adelaide	393	78.2 (74.3 - 81.6)	393	92.2 (89.2 - 94.4)
Northern Adelaide	409	79.4 (75.7 - 82.6)	409	90.9 (87.9 - 93.2)
Southern Adelaide	455	81.6 (78.1 - 84.6) ↑	455	93.8 (91.3 - 95.7) ↑
Western Adelaide	341	74.6 (70.5 - 78.4)	341	94.7 (91.9 - 96.6) ↑
<b>Greater Adelaide area</b>				
Adelaide Hills	466	84.0 (80.7 - 86.8) ↑	466	93.4 (90.9 - 95.3) ↑
Barossa	387	76.1 (72.2 - 79.6)	387	89.4 (86.1 - 91.9)
Fleurieu and Kangaroo Island	397	76.8 (73.0 - 80.3)	397	93.2 (90.4 - 95.2)
<b>Country regions</b>				
Eyre and Western	361	71.9 (67.8 - 75.6) ↓	361	88.6 (85.2 - 91.3)
Far North	320	71.6 (67.3 - 75.6) ↓	320	88.1 (84.4 - 91.1)
Limestone Coast	376	73.8 (69.8 - 77.4)	376	89.6 (86.3 - 92.1)
Murray and Mallee	373	74.3 (70.3 - 77.9)	373	87.6 (84.1 - 90.4) ↓
Yorke and Mid North	347	67.4 (63.3 - 71.4) ↓	347	88.0 (84.5 - 90.9)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Respondents from households with computers that were connected to the Internet (n=4725) were asked about the main types of activities conducted using the Internet at home. The results are presented in Table 9.6.

**Table 9.6: Main types of activities members of the household conduct on the Internet at home**

	n	%
Getting / looking up information	3684	78.0
Email	3464	73.3
Banking	1706	36.1
Study	1596	33.8
Work	1584	33.5
Paying Bills	1268	26.8
Talking to family / friends (Skype, VOIP, MSN)	1202	25.4
Games (Runescape, Club Penguin etc)	1093	23.1
Download or upload movies, music or files	938	19.9
Facebook, Myspace (own webpage)	645	13.7
Online purchases (shares, shopping, tickets, holidays, gambling)	428	9.1
Centrelink / jobsearch	33	0.7
Other	2	-
Don't know	55	1.2
Refused	-	-

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Multiple responses were possible.



Respondents from households with computers (n=4725) that were connected to the Internet were asked to provide the approximate monthly cost of their Internet connection. The results are presented in Table 9.7.

**Table 9.7: Approximate monthly cost of the Internet connection**

	n	%
Less than \$20 per month	501	10.6
\$20 to \$29 per month	475	10.1
\$30 to \$39 per month	721	15.3
\$40 to \$49 per month	690	14.6
\$50 to \$59 per month	581	12.3
\$60 to \$69 per month	548	11.6
More than \$70 per month	422	8.9
Hourly rate or prepaid	40	0.8
Combined package	16	0.3
Nothing / work pays for it	13	0.3
Don't know	712	15.1
Refused	7	0.1
<b>Total</b>	<b>4725</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Respondents from households with computers that were not connected to the Internet (n=416) were asked their reasons for not being connected to the Internet (Table 9.8).

**Table 9.8: Reasons why household with a computer not connected to the Internet**

	n	%
Don't see any value / No use for it	125	30.2
Can't afford it	117	28.2
Have access elsewhere	40	9.6
Intend to get broadband soon / one day	34	8.3
No connection / no broadband available	24	5.8
Wouldn't have skills to use it	24	5.8
Planning on getting Internet/just got computer/recently moved	24	5.8
Technical / provider issues	16	3.9
Don't want exposure to Internet material	13	3.1
Security concerns	6	1.4
Have not got around to it/cannot be bothered	6	1.4
Intend to get dialup	3	0.8
Ties up the phone line	1	0.3
Other	2	0.5
Don't know	9	2.2
Refused	-	-

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Multiple responses were possible.

## Type of Internet connection in the household

Overall, 60.6% (95% CI 59.3 – 61.8) of all households in the survey were connected to broadband internet (Table 9.9).

**Table 9.9: Type of internet connection in all SA households**

	<i>n</i>	% (95% CI)
Dial up	977	16.0 (15.1 – 17.0)
Broadband (ie Satellite / Wireless / Cable)	3688	60.6 (59.3 - 61.8)
Computer in household but no internet	407	6.7 (6.1 - 7.3)
No computer in household	956	15.7 (14.8 - 16.6)
Don't know/refused	60	1.0 (0.8 - 1.3)
<b>Total</b>	<b>6088</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significant higher proportion of people who reported having a dialup internet connection (as a percentage of all households) in Fleurieu and Kangaroo Island, Murray and Mallee, and Yorke and Mid North regions, and a statistically significantly lower proportion in the Eastern, Southern and Western Adelaide and Far North regions.

There was a statistically significant higher proportion of people who reported having a broadband internet connection (as a percentage of all households) in Eastern and Southern Adelaide and Adelaide Hills regions, and a statistically significantly lower proportion in the Murray and Mallee and Yorke and Mid North regions.

There was a statistically significant higher proportion of people who reported having a computer but no internet connection (as a percentage of all households) in the Murray and Mallee region, and a statistically significantly lower proportion in the Southern and Western Adelaide regions (Table 9.10).

**Table 9.10: Type of internet connection by SA government region**

	<i>Dialup</i>		<i>Broadband</i>		<i>Computer but no internet</i>	
	<i>n</i>	<i>% (95% CI)</i>	<i>n</i>	<i>% (95% CI)</i>	<i>n</i>	<i>% (95% CI)</i>
<b>Adelaide Metropolitan area</b>						
Eastern Adelaide	47	9.3 (7.0 - 12.1) ↓	344	68.4 (64.2 - 72.3) ↑	32	6.4 (4.6 - 8.9)
Northern Adelaide	89	17.2 (14.2 - 20.7)	312	60.6 (56.3 - 64.7)	40	7.7 (5.7 - 10.3)
Southern Adelaide	82	14.6 (11.9 - 17.8) ↓	369	66.1 (62.1 - 69.9) ↑	29	5.3 (3.7 - 7.5) ↓
Western Adelaide	58	12.8 (10.0 - 16.2) ↓	280	61.2 (56.6 - 65.5)	19	4.1 (2.7 - 6.4) ↓
<b>Greater Adelaide area</b>						
Adelaide Hills	116	20.8 (17.7 - 24.4)	349	62.8 (58.7 - 66.7) ↑	33	5.9 (4.3 - 8.2)
Barossa	104	20.6 (17.3 - 24.3)	279	54.9 (50.5 - 59.1)	46	9.1 (6.9 - 11.9)
Fleurieu and Kangaroo Island	128	24.7 (21.2 - 28.6) ↑	265	51.2 (46.9 - 55.5)	29	5.6 (3.9 - 7.9)
<b>Country regions</b>						
Eyre and Western	83	16.5 (13.6 – 20.0)	268	53.4 (49.0 - 57.7)	46	9.2 (7.0 - 12.1)
Far North	54	12.1 (9.4 - 15.4) ↓	253	56.5 (51.9 – 61.0)	43	9.6 (7.2 - 12.7)
Limestone Coast	88	17.4 (14.3 - 20.9)	282	55.4 (51.0 - 59.6)	44	8.6 (6.5 - 11.4)
Murray and Mallee	126	25.0 (21.4 – 29.0) ↑	242	48.2 (43.9 - 52.6) ↓	53	10.5 (8.1 - 13.5) ↑
Yorke and Mid North	132	25.5 (22.0 - 29.5) ↑	211	41.1 (36.9 - 45.4) ↓	44	8.6 (6.4 - 11.3)

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

Of all households in the survey that were connected to the internet, 78.1% (95% CI 76.9 – 79.2) were connected to broadband internet (Table 9.11).

**Table 9.11: Type of internet connection for households with internet**

	<i>n</i>	% (95% CI)
Dial up	977	20.7 (19.5 - 21.9)
Broadband (ie Satellite / Wireless / Cable)	3688	78.1 (76.9 - 79.2)
Don't know / refused	60	1.3 (1.0 - 1.6)
<b>Total</b>	<b>4725</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

There was a statistically significant higher proportion of people who reported having a dialup connection (as a percentage of internet connected households) in the Fleurieu and Kangaroo Island, Murray and Mallee, and Yorke and Mid North regions, and a statistically significantly lower proportion in the Eastern, Southern and Western Adelaide and Far North regions.

There was a statistically significant higher proportion of people who reported having a broadband internet (ie satellite/wireless/cable) connection (as a percentage of internet connected households) in Eastern, Southern and Western Adelaide regions, and a statistically significantly lower proportion in the Fleurieu and Kangaroo Island, Murray and Mallee and Yorke and Mid North regions (Table 9.12).

Table 9.12: Type of internet connection for households with internet by SA government region

	<i>Dialup</i>		<i>Broadband</i>	
	<i>n</i>	<i>% (95% CI)</i>	<i>n</i>	<i>% (95% CI)</i>
<b>Adelaide Metropolitan area</b>				
Eastern Adelaide	47	11.8 (9.0 - 15.4) ↓	344	87.5 (83.9 - 90.5) ↑
Northern Adelaide	89	21.7 (18.0 – 26.0)	312	76.3 (72.0 - 80.2)
Southern Adelaide	82	17.9 (14.7 - 21.7) ↓	369	81.0 (77.2 - 84.4) ↑
Western Adelaide	58	17.1 (13.5 - 21.5) ↓	280	82.0 (77.5 - 85.7) ↑
<b>Greater Adelaide area</b>				
Adelaide Hills	116	24.8 (21.1 - 28.9)	349	74.8 (70.6 - 78.5)
Barossa	104	27.0 (22.8 - 31.6)	279	72.1 (67.4 - 76.3)
Fleurieu and Kangaroo Island	128	32.2 (27.8 - 36.9) ↑	265	66.7 (61.9 - 71.1) ↓
<b>Country regions</b>				
Eyre and Western	83	23.0 (19.0 - 27.6)	268	74.3 (69.6 - 78.6)
Far North	54	16.9 (13.2 - 21.4) ↓	253	78.9 (74.1 – 83.0)
Limestone Coast	88	23.6 (19.6 - 28.1)	282	75.0 (70.4 - 79.1)
Murray and Mallee	126	33.7 (29.1 - 38.6) ↑	242	64.9 (60.0 - 69.6) ↓
Yorke and Mid North	132	37.9 (32.9 - 43.1) ↑	211	60.9 (55.6 - 65.9) ↓

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Different weighting values have been applied to data examined by regions compared to overall data (see Ch 2 pg 11).

↑↓ Statistically significantly different proportion than all regions combined.

## Dial-up Internet

Respondents in the community that had dial-up Internet connection (n=979) were asked how long the household had a dialup connection (Table 9.13).

**Table 9.13: Length of time household has had a dial up Internet connection**

	<i>n</i>	%
Up to 6 months	59	6.0
More than 6 months up to 1 year	9	1.0
1 to 2 years	161	16.4
More than 2 years to less than 5 years	401	40.9
More than 5 years to less than 10 years	308	31.4
More than 10 years	38	3.9
Don't know / refused	4	-
<b>Total</b>	<b>979</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Respondents in the community that were connected to a dialup Internet connection (n=979) were asked what the main reasons were as to why the household did not have a broadband Internet connection. The results are presented in Table 9.14.

**Table 9.14: Main reason household did not have broadband Internet connection**

	<i>n</i>	%
Don't see any value	279	28.5
Cant afford it	263	26.8
No broadband available here	252	25.8
Cheaper than broadband	56	5.8
Have not had time to arrange it	41	4.2
Use at work / elsewhere	35	3.6
Prefer prepaid dialup	32	3.3
Technical / contractual issues / existing equip unable to cope	30	3.1
Planning on getting it	19	1.9
Dial up more secure from virus etc than broadband	14	1.5
Don't know enough about it	12	1.2
Waste too much time on it	5	-
Other	3	-
Don't know	48	4.9
Refused	-	-

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Multiple responses were possible.



Respondents in the community who did not have a computer in the household or had a computer but were not connected to the Internet (n=1405) were asked if they used the Internet from any other location. The results are presented in Table 9.15.

**Table 9.15: Internet used from any other location**

	<i>n</i>	%
No	939	66.8
Access at friend / relative	191	13.6
Access from work	168	11.9
Access from library/telecentre/community centre	114	8.1
Access from place of study	29	2.0
Access at cafe	13	1.0
Other location	26	1.8
Don't know	21	1.5
Refused	1	-

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Multiple responses were possible.

## Broadband Internet

Respondents in the community that were connected to a broadband internet connection (n=3687) were asked what type of broadband connection the household currently had. The results are presented in Table 9.16.

**Table 9.16: Type of broadband Internet connection in the household**

	<i>n</i>	%
ADSL	2620	71.1
Wireless (NB broadband connection is not via phone line - does not include wireless network within the home)	622	16.9
Satellite	121	3.3
Other	71	1.9
Don't know	251	6.8
Refused	2	-
<b>Total</b>	<b>3687</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Respondents in the community that were connected to a broadband Internet connection (n=3687) were asked how long the household had that connection. The results are presented in Table 9.17.

**Table 9.17: Length of time household has had a broadband Internet connection**

	<i>n</i>	%
Up to 6 months	660	17.9
More than 6 months to 1 year	151	4.1
1 to 2 years	1635	44.4
More than 2 years up to 5 years	996	27.0
More than 5 years up to 10 years	174	4.7
More than 10 years	10	0.3
Don't know / refused	60	1.6
<b>Total</b>	<b>3687</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Respondents in the community that were connected to a broadband Internet connection (n=3687) were asked if they knew the speed of their connection. The results are presented in Table 9.18.

**Table 9.18: Speed of Broadband Internet connection in the household**

	<i>n</i>	%
256 Kilobits per second	333	9.0
512 Kbps	507	13.8
1.5 Megabits per second	263	7.1
Up to 8 Mbps	83	2.2
Up to 24 Mbps	156	4.2
Don't know	2343	63.6
Refused	1	-
<b>Total</b>	<b>3687</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

## Attitude towards digital technologies

Respondents in the community that were not connected to the Internet, or did not have a computer in the household (n=1423), were asked if they were generally interested in (digital) technologies such as computers, the Internet, mobile phones and digital cameras. The results are presented in Table 9.19.

**Table 9.19: General interest in digital technologies**

	<i>n</i>	%
Highly interested	139	9.8
Somewhat interested	481	33.8
Neutral	288	20.3
Not interested	391	27.5
Dislike them	97	6.8
Don't know	23	1.6
Refused	2	-
<b>Total</b>	<b>1423</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Respondents in the community that were not connected to the Internet, or did not have a computer in the household (n=1423), were asked where they would expect to get information about digital technologies that they wanted to use or purchase (Table 9.20).

**Table 9.20: Where to expect to get information about digital technologies (households with no computer and/or Internet)**

	<i>n</i>	%
Word of mouth/friends/family	587	41.3
Retail stores	402	28.2
Internet	152	10.7
Advertising	135	9.5
Technology magazines	50	3.5
Training courses	36	2.5
Library, Council / Community Centre	31	2.2
Choice magazine	28	2.0
TV/Radio/Newspaper	24	1.7
Government agencies	15	1.0
Not interested/don't want information	7	0.5
Internet Service Provider / helpdesk / Computer experts/professionals	4	-
Other	4	-
Don't know	273	19.2
Refused	12	0.8

Note: The weighting of data can result in rounding discrepancies or totals not adding.

Note: Multiple responses were possible.

Respondents in the community that were not connected to the Internet, or did not have a computer in the household (n=1423), were asked if they had any other digital technologies in their household (Table 9.21).

**Table 9.21: Other digital technologies in households with no computer and/or Internet**

	<i>n</i>	%
No digital technologies	227	15.9
Mobile phone	954	67.0
Video recording	718	50.5
Digital camera	551	38.7
HD or SDTV (High Definition or Standard Definition Television. Incl. set top box)	464	32.6
MP3 player (includes I-Pod)	246	17.3
Game console (Playstation, Wii, Xbox, DS, Gameboy, Sony PSP)	156	10.9
DVD/CD Player / HiFi	102	7.2
Computer and peripherals	11	0.7
Domestic appliances / whitegoods	8	0.6
Telecommunications equipment	3	0
GPS	3	-
Don't Know	13	0.9
Refused	5	-

Note: The weighting of data can result in rounding discrepancies or totals not adding.  
 Note: Multiple responses were possible.

Respondents in the community that were not connected to the Internet, or did not have a computer in the household (n=1423), were asked if they agreed or disagreed with the statement “Digital technologies are useful and allow us to do things that we would not be able to do otherwise” (Table 9.22).

**Table 9.22: Attitude towards digital technologies among respondents in households with no computer and / or Internet**

	<i>n</i>	%
Strongly agree	349	24.5
Agree	838	58.9
Neither agree or disagree	113	8.0
Disagree	66	4.6
Strongly disagree	8	0.6
Don't know	44	3.1
Refused	4	-
<b>Total</b>	<b>1423</b>	<b>100.0</b>

Note: The weighting of data can result in rounding discrepancies or totals not adding.

# **APPENDIX A: ADVISORY GROUP**

**Bruce Visser**  
Principal Policy Officer  
South Australia's Strategic Plan, Cabinet  
Office  
Department of the Premier and Cabinet

**Andrew Hamilton**  
General Manager  
Office for Volunteers & Justice of the Peace  
Services  
Attorney-General's Department

**Anne Taylor**  
Manager  
Population Research & Outcomes Studies  
Health Intelligence  
Department of Health

**Simon Forrest**  
Executive Director  
Multicultural SA  
Social Justice  
Attorney-General's Department

**Eleonora Dal Grande**  
Senior Epidemiologist  
Population Research & Outcomes Studies  
Health Intelligence  
Department of Health

**Ralph Leonard**  
General Manager  
Information Economy Directorate  
Department for Further Education  
Employment, Science and Technology

**Alex Reid**  
Director  
Strategy, Policy and Initiatives Arts SA  
Departmental Affairs  
Department of the Premier and Cabinet

**Helen Richardson**  
Acting Director  
Strategy, Policy & Initiatives Arts SA  
Departmental Affairs  
Department of the Premier and Cabinet



## **APPENDIX B: APPROACH LETTER**

Ref: SSP

February 2008

Dear Householder

Your household is invited to take part in an important general community study being conducted by the Government of South Australia on behalf of a number of organisations who provide **government services in South Australia**. Your responses to this survey will be used in improving the provision and planning of government services to the South Australian community.

One of our interviewers will be contacting your household in the next few weeks to interview the adult in the household aged 18 years and over who had the last birthday. The interview will be conducted over the telephone and will take around 15 minutes. It may take shorter or longer depending on the questions that are relevant to you. Your phone number has been selected randomly from all telephone listings in the state. **All information collected will be confidential.**

It is important to the success of the study that everyone chosen takes part. We rely on people's voluntary co-operation to produce accurate information to help everyone to understand what is happening in our community.

If you have any concerns or questions about the survey, or do not wish to participate please contact the free-call survey hotline at the South Australian Department of Health on (free-call) **1800 635 352**.

Thank you for your co-operation.

Yours sincerely

# **APPENDIX C: 2008 SASP QUESTIONNAIRE**

## Introduction

Interviewer note: Text that is bold is read out by the interviewer.

**Good .... My name is .... I'm calling on behalf of the Government of South Australia. We are conducting a general community survey. We recently sent you a letter about the survey.**

Intro 1:

**Did you receive the letter?**

(Single response)

1. Yes (go to Intro 2)
2. No
3. Don't know

Interviewer note: If respondent did not receive letter, offer to send out a copy the letter or read out the following over the telephone:

**The survey will be conducted by the Government of South Australia. This particular survey will address a number of topics relevant to the provision of government services to the South Australian community.**

Intro 2:

**Could I please speak with the person in the household, aged 18 or over, who was the last to have a birthday?**

**Your phone number has been selected randomly from all telephone listings in the State.**

**I can assure you that all information given will remain confidential. The answers from all people interviewed will be gathered together and presented in a report. No individual answers will be passed on.**

**The questionnaire will take approximately 15 minutes to complete, but may take longer depending on the number of questions that are relevant to you.**

Intro 3:

**Whilst your input to the survey is very important to us, participation is voluntary and you can choose not to answer any particular question or any section and you are free to withdraw from the survey at any time.**

1. Respondent
2. Foreign language interviewer required (Enter language)
3. Refusal (Enter reasons)

## A. DEMOGRAPHICS

**As some of the next questions relate to certain groups of people only, could you please tell me...**

**A.1 How old are you?**

(Single response. *Interviewer note enter 998 Don't know, 999 refused*)

1. Enter age
2. Don't know (998)
3. Not Stated (999)

Sequence guide: If A.1 < 998, go to NS

**A.2 Which age group are you in? Would it be..**

(Read options. Single response)

1. **18 to 24 years**
2. **25 to 34 years**
3. **35 to 44 years**
4. **45 to 54 years**
5. **55 to 64 years**
6. **65 to 74 years**
7. **75 years or over**
8. Refused (End interview)

**A.3 Sex (ask if unsure)**

(Single response)

1. Male
2. Female

**A.4 Including yourself how many people aged 18 or over live in this household?**

(Single response. Enter number of people 18 years or over. Interviewer note enter 998 Don't know, 999 refused)

1. Enter number
2. Don't know (998)
3. Not stated / refused (999)

**A.5 How many children under 18 years live in your household?**

(Single response. Enter number of people under 18 years. *Interviewer note enter 998 Don't know, 999 refused*)

1. Enter number
2. Don't know (998)
3. Not stated / refused (999)

**A.6 What is your postcode?**

(Single response, enter 5999 if postcode is not known)

1. Enter postcode
2. Not stated / refused (5999)

Sequence guide: If A6 < 5999 Go to NS  
If A6 = 5999 Go to A7

**A.7 What is your suburb, town or community?**

(Single response. Enter town/suburb)

1. Enter town/suburb
2. Not stated/ refused

**B. SOUTH AUSTRALIA'S STRATEGIC PLAN****B.1 Have you heard about South Australia's Strategic Plan?**

(Single response)

1. Yes
2. No
3. Don't know

Sequence guide: If B.1 > 1 Go to NS

**B.2 How familiar are you with South Australia's Strategic Plan?**

(Read options. Single response)

1. **Very familiar**
2. **Somewhat familiar**
3. **Not very familiar**
4. Don't know

## C. CUSTOMER SATISFACTION

[Customer and client satisfaction with government services (SASP target T1.7)  
Dept. Premier and Cabinet]

**I am now going to ask you to rate how satisfied you have been with your experiences when dealing with South Australian Government Services.**

**South Australian Government services include hospitals and health services, schools, police, support for families, roads and transport, and protection of the environment.**

**For the following question, please rate on a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied.**

**C.1 Overall, how satisfied are you with government services in South Australia?**

(Single response)

1. 1 (Very dissatisfied)
2. 2
3. 3
4. 4
5. 5 (Very satisfied)
6. Don't know
7. Refused

**C.2 In the last 12 months, have you used any state government services?**

(Single response. *Interviewer note: includes online services*)

1. Yes
2. No
3. Don't know
4. Refused

Sequence guide: If C.2 >= 2 Go to Next Section

**C.3 What was the most recent state government service you've used in the last 12 months?**

(Single response. *Interviewer note: includes online services, see list provided for federal and state services NOT centrelink, aged care facilities*)

1. categories needed (those in bold were responses offered during pilot)

2. Department of Transport, Energy and Infrastructure (Motor Registration, Public Transport, Energy, Transport Services, Services SA)
3. Department of Education and Children's Services (schools)
4. Department of Further Education, Employment Science and Technology (TAFE SA)
5. Auditor General's Department
6. Department for Families and Communities (Housing SA, Families SA, Disability SA, Seniors Card)
7. Department of Health (IMVS, SA Ambulance Service, Ab Health, Dental Service, Breastscreen, Drug and Alcohol, Hospital Services)
8. Department of Justice (Attorney Generals, Office for Women, Forensic Science, Crown Solicitor, Public Trustee, Consumer Affairs, Residential Tenancies, Ombudsman, EEO Commission, Liquor and Gambling, Volunteers, Correctional Services, CFS, SAMFS, Legal Services, SA Fire and Emergency Services, State Electoral office, SES, SA Police)
9. Department of Primary Industries and Resources (Minerals and Energy Resources, Planning SA, SARDI, Ag SA, Fisheries etc)
10. Department of the Premier and Cabinet (Safe Work SA Office for Rec and Sport, Arts SA, State Records etc)
11. Department of Trade and Economic Development
12. Department of Treasury and Finance (SuperSA)
13. Department of Water, Land and Biodiversity Conservation (water)
14. Authorities
15. Boards
16. Commissions
17. Committees
18. Corporations
19. Councils (library)
20. Other (Specify)
21. Don't know
22. Refused

The next three questions are about how you rate your experience with [*name of state government agency*] on a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied.

**C.4 How satisfied were you with the overall quality of service delivery?**

(Single response)

1. 1 (Very dissatisfied)
2. 2
3. 3
4. 4
5. 5 (Very satisfied)
6. Don't know
7. Refused

**C.5 Overall, how satisfied were you with the accessibility of [*name of state government agency*]?**

(Single response)

1. 1 (Very dissatisfied)
2. 2
3. 3
4. 4
5. 5 (Very satisfied)
6. Don't know
7. Refused

**C.6 Overall, how satisfied were you with the amount of time it took to get the service?**

(Single response)

1. 1 (Very dissatisfied)
2. 2
3. 3
4. 4
5. 5 (Very satisfied)
6. Don't know
7. Refused

I am now going to ask you to rate the next four statements in relation to your experience with [*name of state government agency*] where 1 means you strongly disagree and 5 means you strongly agree.

**C.7 "I was treated fairly"**

(Single response. *Interviewer note: if accessing services ONLINE then select "not applicable"*)

1. 1 (Strongly disagree)
2. 2
3. 3
4. 4
5. 5 (Strongly agree)
6. Don't know
7. Refused
8. Not applicable (online service)

**C.8 "I was informed of everything I had to do to get the service/product"**

(Single response. *Interviewer note: if accessing services ONLINE then select "not applicable"*)

1. 1 (Strongly disagree)
2. 2
3. 3
4. 4
5. 5 (Strongly agree)
6. Don't know
7. Refused
8. Not applicable (online service)

**C.9 "Staff were knowledgeable and competent"**

(Single response. *Interviewer note: if accessing services ONLINE then select "not applicable"*)

1. 1 (Strongly disagree)
2. 2
3. 3
4. 4
5. 5 (Strongly agree)
6. Don't know
7. Refused
8. Not applicable (online service)

**C.10 “Staff went the extra effort to make sure I got what I needed”**

(Single response. *Interviewer note: if accessing services ONLINE then select “not applicable”*)

1. 1 (strongly disagree)
2. 2
3. 3
4. 4
5. 5 (strongly agree)
6. Don't know
7. Refused
8. Not applicable (online service)

**C.13 “How important was it for the staff to be knowledgeable and competent”**

(Single response. *Interviewer note: if accessing services ONLINE then select “not applicable”*)

1. 1 (Not at all important)
2. 2
3. 3
4. 4
5. 5 (Very important)
6. Don't know
7. Refused
8. Not applicable (online service)

I am now going to ask you to rate the next four statements in relation to how **important your experience** with [name of state government agency] to you, where 1 means not at all important and 5 means very important.

**C.11 “How important was it that you were treated fairly?”**

(Single response. *Interviewer note: if accessing services ONLINE then select “not applicable”*)

1. 1 (Not at all important)
2. 2
3. 3
4. 4
5. 5 (Very important)
6. Don't know
7. Refused
8. Not applicable (online service)

**C.14 “How important was it for the staff to go the extra effort to make sure you’ve got what you needed”**

(Single response. *Interviewer note: if accessing services ONLINE then select “not applicable”*)

1. 1 (Not at all important)
2. 2
3. 3
4. 4
5. 5 (Very important)
6. Don't know
7. Refused
8. Not applicable (online service)

**C.12 “How important was it for you to be informed of everything you had to do to get the service or product?”**

(Single response. *Interviewer note: if accessing services ONLINE then select “not applicable”*)

1. 1 (Not at all important)
2. 2
3. 3
4. 4
5. 5 (Very important)
6. Don't know
7. Refused
8. Not applicable (online service)

**C.15 In the end, did you get what you needed?**

(Read Options. Single response)

1. **Yes**
2. **I got part of what I needed**
3. **No**
4. Don't know
5. Refused



## D. CULTURAL INSTITUTIONS

[Cultural engagement - institutions (SASP target 4.3)

Arts SA, Departmental Affairs]

### D.1 In the past 12 months in South Australia, have you visited a .... ?

(Read options. Multiple response)

1. Library
2. Museum
3. Art gallery
4. Exhibition or
5. Any other South Australia's cultural institutions (specify) ie History Trust of SA, Carrick Hill etc
6. None
7. Don't know
8. Refused

Sequence guide: if D.1 >6 go to D.5

Sequence guide: for each institution in D1 (1 to 5), repeat D.2 to D.5...

### D.2 Did you visit [a library/ museum/ art gallery / exhibition] in South Australia for the first time in the last 12 months?

(Single Response)

1. Yes
2. No
3. Don't know
4. Refused

### D.3 How often do you visit [a library/ museum/ art gallery / exhibition] in South Australia?

(Single response)

1. Regularly (once a week)
2. Frequently (once a month)
3. Infrequently (one every 4 months)
4. Occasionally (once or twice a year)
5. Rarely (once every two years or less)
6. Don't know
7. Refused

### D.4 Are you likely to visit again?

(Single response)

1. Yes
2. No
3. Don't know
4. Refused

Sequence guide: repeat D2 to D5 for each institution in D1 (1 to 5) ...

### D.5 In the past 12 months, have you visited a website of these places [a South Australian library, museum, art gallery, exhibition or any other cultural institution]?

(Single response)

1. Yes
2. No
3. Don't know
4. Refused

### D.6 What prevent or restrict you visiting these places [a South Australian library, museum, art gallery, exhibition or any other cultural institution]?

(Multiple response. Prompt if necessary for other barriers)

1. They cost too much
2. I don't feel welcome
3. I don't know where to find them
4. I don't feel like it is for me
5. They are too far away from where I live / distance
6. Transport to and from
7. Parking difficulties
8. Have children
9. Full time carer
10. Disability or ill health
11. Opening hours
12. Too busy/not enough time/work commitments
13. None
14. Other (specify)
15. Don't know
16. Refused

## E. ARTS EVENTS, PERFORMANCES OR FESTIVALS

[Cultural engagement - arts events, performances or festivals (SASP target 4.4) Arts SA, Departmental Affairs]

**The next few questions are about arts events, performances and festivals [such as the Adelaide Festival, Adelaide Fringe, Cabaret Festival, Come Out, Guitar Festival, SALA Festival, circuses].**

### E.1 In the past 12 months, have you attended art-events, performances or festivals in South Australia?

(Single response. *Interviewer note: arts events include the annual SALA festival*)

1. Yes
2. No
3. Don't know
4. Refused

Sequence guide: If E.1>1 go to E.4

### E.2 Which ones did you visit?

(Multiple response)

1. Adelaide Festival
2. Adelaide Fringe
3. Cabaret Festival
4. Come Out
5. Guitar Festival
6. SALA Festival
7. Circuses
8. Womadelaide
9. Big day out
10. Moon Festival
11. Any other art events (specify)
12. Any other Performances (specify)
13. Any other Festivals (specify)
14. Other (specify)
15. Don't know
16. Refused

### E.3 How often do you attend these art events, performance, festival in south Australia?

(Single response)

1. Regularly (once a week)
2. Frequently (once a month)
3. Infrequently (one every 4 months)
4. Occasionally (once or twice a year)
5. Rarely (once every two years or less)
6. Don't know
7. Refused

### E.4 In the past 12 months, have you visited the website of any of these events [a South Australian art event, performance or festival]?

(Single response)

1. Yes
2. No
3. Don't know
4. Refused

### E.5 What prevent or restrict you visiting or attending these events [arts events, performances or festivals]?

(Multiple response. Prompt if necessary for other barriers)

1. They cost too much
2. I don't feel welcome
3. I don't know where to find them
4. I don't feel like it is for me
5. They are too far away from where I live / distance
6. Transport to and from
7. Parking difficulties
8. Have children
9. Full time carer
10. Disability or ill health
11. Opening hours
12. Too busy/not enough time/work commitments
13. None
14. Other (specify)
15. Don't know
16. Refused

**E.6 In the past 12 months, have you been to a South Australian live music concert, event or performance?**

(Single response)

1. Yes
2. No
3. Don't know
4. Refused

Sequence guide: If 0 > 1 Go to 0

**E.7 Where did you go to see this performance?**

(Multiple response)

1. AAMI Stadium (Football Park)
2. Adelaide Town Hall
3. Botanic Park (ie Womad)
4. Church
5. Clipsal
6. Elder Park
7. Entertainment Centre
8. Festival Theatre (includes Playhouse and Space)
9. Fowlers Live
10. Fringe venue (ie old Imax theatre, Garden unearthly delights)
11. Glenelg (Jazz festival)
12. Governor Hindmarsh (The Gov)
13. Her Majesty's Theatre
14. Jive
15. Local school / local hall
16. Memorial Drive
17. Pub
18. Showgrounds (ie Big Day Out)
19. Thebarton Theatre
20. Winery event (Barossa, McLaren Vale, Clare Valley, Adelaide Hills)
21. Other (specify)
22. Don't know
23. Refused

**F. VOLUNTEERING**

[Volunteering (SASP target T5.6)

Office for Volunteers & Justice of the Peace Services]

**F.1 In the last twelve months, have you used any public community facilities such as parks, local library, sporting or cultural facilities, internet centres, neighbourhood/community centre, etc?.**

(Single response)

1. Yes
2. No
3. Don't know
4. Refused

**There are many opportunities to become involved in the community, such as assisting with school activities, helping with sporting events, selling raffle tickets, participating in local community discussions, attending Local/District Council meetings, etc.**

**F.2 In the last 12 months, have you participated in any of these, or a similar, activity?**

(Single response)

1. Yes
2. No
3. Don't know
4. Refused

**F.3 Do you, or your neighbours, help each other when it is needed?**

(Single response)

1. Yes
2. No
3. Don't know
4. Refused

This next question is about formal volunteering. Formal volunteering means unpaid, voluntary help willingly given in the form of time, services or skills for an organisation, club or association. It excludes voluntary work done overseas and donations of money or goods don't count as volunteering.

**F.4 In the last 12 months, have you done any unpaid volunteering for any not-for-profit organisations?**

(Single response)

1. Yes
2. No
3. Don't know
4. Refused

Sequence guide: If F.4 >= 2 Go to F.6

**F.5 What best describes your main area of volunteering?**

(Single response)

1. Sport
2. Welfare or community
3. Health
4. Emergency services
5. Education or training
6. Service group
7. Religious group
8. Environmental or animal welfare
9. Business, professional or union
10. Law, justice or political
11. Arts or heritage
12. Parenting, child or youth
13. International aid or development
14. Other recreation or interest group
15. Other (specify)
16. Don't know
17. Refused

This next question is about informal volunteering. This is where you provide unpaid help directly to people OTHER THAN RELATIVES, on your own initiative and not through a group or organisation. This includes things like shopping/taking in the mail for a neighbour, mowing someone else's lawn, baby sitting for free, visiting or helping someone who is sick or elderly, etc.

**F.6 In the last 12 months, have you done any informal volunteering?**

(Single response)

1. Yes
2. No
3. Don't know
4. Refused

Sequence guide: If F.6 >= 2 Go to Next Section

**F.7 What activity did you spend the most time on as an informal volunteer in the last 12 months?**

(Single response)

1. Babysitting
2. Cooking for others
3. Delivering food/other goods
4. Driving others
5. Housework
6. Providing care for sick or elderly
7. Shopping for others
8. Take bins out/bring in mail/keep eye on place for sick/elderly
9. Takes bins out/bring in mail/keep eye on place when people away
10. Teaching/coaching/mentoring
11. Visiting sick or elderly
12. Writing letters, paying bills etc
13. Yard or maintenance work/water gardens/etc
14. Other (specify)
15. Don't know
16. Refused

## G. MULTI-CULTURALISM

[SASP target T5.8]

**I am now going to ask you some questions about the influence of cultural diversity in South Australia.**

**More than 600,000 South Australians or 40 per cent of our population were either born overseas or have one or both parents born overseas. Cultural diversity is now a feature of many aspects of South Australian life: our businesses, our food, sport and arts, our workplaces and places of worship, and our range of friends and colleagues.**

### G.1 Do you think cultural diversity is a positive influence in the community?

(Single response)

1. Yes
2. No
3. Don't know
4. Refused

Sequence guide If G.3 = 1 go to G.4

If G.3 = 2 go to G.5

If G.3 = 3,4 go to G.6

### G.2 In which ways do you think cultural diversity is a positive influence in the community?

(Multiple response. Interviewer note: prompt options if necessary)

1. The better quality of life
2. The economic benefits
3. The variety of food
4. The interesting calendar of multicultural festivals we can all attend
5. The opportunity to meet interesting people
6. The greater range of skills and knowledge in South Australia
7. Other – (specify)
8. Don't know
9. Refused

Sequence guide: Go to G.8

### G.3 Why do you think cultural diversity is not a positive influence in the community?

(Multiple response. Interviewer note: prompt options if necessary)

1. Some migrants don't mix with other Australians
2. You don't feel comfortable with different cultures
3. Some cultures are a threat to the Australian way of life
4. Cultural diversity is divisive
5. Cultural diversity makes no difference
6. Other (specify)
7. Don't know
8. Refused

Sequence guide: Go to G.8

### G.4 Do you think cultural diversity has any of the following benefits?

(Multiple response. Interviewer note: prompt options if necessary)

1. The better quality of life
2. The economic benefits
3. The variety of food
4. The interesting calendar of multicultural festivals we can all attend
5. The opportunity to meet interesting people
6. The greater range of skills and knowledge in South Australia
7. Other – (specify)
8. Don't know
9. Refused

**G.5 Do you think cultural diversity has any of the following disadvantages?**

(Multiple response. Interviewer note: prompt options if necessary)

1. Some migrants don't mix with other Australians
2. You don't feel comfortable with different cultures
3. Some cultures are a threat to the Australian way of life
4. Cultural diversity is divisive
5. Cultural diversity makes no difference
6. Other (specify)
7. Don't know
8. Refused

**G.6 Thinking about your friends and colleagues. How many are of a different cultural background to yours?**

(Single response)

1. 1
2. 2
3. 3 to 5
4. More than 5
5. None
6. Don't know
7. Refused

**H. BROADBAND USE**

[SASP target T4.8]

**I would now like to ask you some questions about computers and internet in your household****H.1 Is there a desktop or laptop computer in the household?**

(Single response)

1. Yes - Desktop
2. Yes – Laptop
3. Yes – Laptop and Desktop
4. No computer
5. Don't know
6. Refused

Sequence guide: if H.1 = 1, 2, 3 go to H.3

If H.1 > 4 go to H.14

**H.2 Can you tell me the reason(s) why your household does not have a computer?**

(Multiple response)

1. No need for one / don't want one
2. Can't afford one
3. Don't know how to use one
4. Have access to one elsewhere
5. Not allowed (ie religious reasons)
6. Don't know
7. Refused

Sequence guide: Go to 0

**H.3 Is the (are any of the) computer(s) connected to the internet?**

(Single response)

1. Yes
2. No
3. Don't know
4. Refused

Sequence guide: If H.3 = 1 go to H.5

**H.4 What are the main reasons your household is not connected to the Internet?**

(Multiple response)

1. Intend to get broadband soon / one day
2. Intend to get dialup
3. Can't afford it
4. Don't see any value / No use for it
5. No connection/ no broadband available
6. Ties up the phone line
7. Don't want exposure to Internet material
8. Wouldn't have skills to use it
9. Have access elsewhere
10. Other (specify)
11. Don't know
12. Refused

Sequence guide: Go to 0

**H.5 What are the main types of activities members of the household use the Internet for?**

(Multiple response)

1. Email
2. Getting/looking up information
3. Banking
4. Paying bills
5. Talking to family/friends (Skype, VOIP, MSN)
6. Work
7. Study
8. Games (Runescape, Club Penguin etc)
9. Facebook, Myspace (own webpage)
10. Download movies, music
11. Other (specify)
12. Don't know
13. Refused

**H.6 What is the approximate monthly cost of the Internet connection?**

(Read options. Single response)

1. **Less than \$20 per month**
2. **\$20 to \$29 per month**
3. **\$30 to \$39 per month**
4. **\$40 to \$49 per month**
5. **\$50 to \$59 per month**
6. **\$60 to \$69 per month**
7. **More than \$70 per month**
8. Other (specify)
9. Don't know
10. Refused

**H.7 Is the Internet connection ....**

(Read options. Single response)

1. **Dialup**
2. **Broadband**
3. **Satellite/Wireless**
4. Don't know
5. Refused

Sequence guide: If H.7 = 2 or 3 go to H.11  
If H.7 = 4 or 5 go to H.10**H.8 How long has the household had a dialup connection?**

(Single response)

1. *Enter years*
2. *Enter months*
3. Don't know
4. Refused

**H.9 What are the main reasons your household does not have a broadband connection?**

(Multiple response)

1. Can't afford it
2. Don't see any value
3. No broadband available here
4. Prefer prepaid dialup
5. Cheaper than broadband
6. Dial up more secure from virus etc than broadband
7. Other (specify)
8. Don't know
9. Refused

Sequence guide: Go to NS

**H.10 Do you use the Internet from any other location?**

(Multiple response. Prompt where internet in accessed)

1. No
2. Yes Internet access from work
3. Yes Internet access from place of study
4. Yes Internet access from library/telecentre/
5. Yes Internet access at friend / relative
6. Yes Internet access at cafe
7. Yes Other location (specify)
8. Don't know
9. Refused

Sequence guide: Go to H.14

**H.11 What type of broadband connection does your household currently have?**

(Read options. Single response)

1. **ADSL (includes 1 and 2)**
2. **Wireless (NB broadband connection is not via phone line – does not include wireless network within the home)**
3. **Satellite**
4. Other (specify)
5. Don't know
6. Refused

**H.12 How long has your household had a broadband connection?**

(Single response)

1. *Enter years*
2. *Enter months*
3. Don't know
4. Refused

**H.13 Are you able to tell me what the speed of your broadband connection is?**

(Read Options if necessary. Single response)

1. 256 Kilobits per second
2. 512 Kbps
3. 1.5 Megabits per second
4. Up to 8 Mbps
5. Up to 24 Mbps
6. Don't know/ No
7. Refused

Sequence guide: Go to NS

**H.14 Now for some questions about general technology. How would you rate your general interest in technologies such as computers, the Internet, mobile phones, digital cameras (digital technologies)?**

(Read Options. Single response)

1. **Highly interested**
2. **Somewhat interested**
3. **Neutral**
4. **Not interested**
5. **Dislike them**
6. Don't know
7. Refused

**H.15 Where would you expect to get information about digital technologies that you wanted to use or purchase?**

(Multiple response)

1. Advertising
2. Technology magazines
3. Choice magazine
4. Word of mouth/friends/family
5. Training courses
6. Government agencies
7. Retail stores
8. Internet
9. Other (specify)
10. Don't know
11. Refused

**H.16 Are there other digital technologies in your household?**

(Read options if necessary. Multiple response)

1. Yes - Mobile phone
2. Yes - MP3 player (includes I-Pod)
3. Yes - Video recording
4. Yes - Digital camera
5. Yes – HD or SDTV (High Definition or Standard Definition Television)
6. Game console (Playstation, Wii, Xbox, DS, Gameboy, Sony PSP)
7. Other (specify)
8. No
9. Don't know
10. Refused



Now, I would like to know if you agree or disagree with the following statement.

H.17 “Digital technologies are useful and allow us to do things that we would not be able to do otherwise”.

(Read options. Single response)

1. **Strongly agree**
2. **Agree**
3. **Neither agree or disagree**
4. **Disagree**
5. **Strongly disagree**
6. Don't know
7. Refused

## Z. DEMOGRAPHICS

Now to finish with some general questions

Z.1 Which of the following best describes your current marital status?

(Read options. Single response.  
*Interviewer note: 'De facto' equals 'Living with partner'*)

1. **Married**
2. **Living with a partner**
3. **Widowed**
4. **Divorced**
5. **Separated**
6. **Never married**
7. Not stated/inadequately described

Z.2 Which of these best describes your current employment status?

(Read Options. Single Response)

1. **Self employed**
2. **Employed for wages, salary or payment in kind**
3. **Unemployed**
4. **Engaged in home duties**
5. **Student**
6. **Retired**
7. **Unable to work**
8. Other (Specify)

Sequence guide: Z2 > 2 Go to 0

Z.3 How many hours do you work per week?

(Single response)

1. *Enter number of hours per week*
2. Don't know

Sequence guide: Go to Z.5

**Z.4 Do you receive any of the following pension benefits?**

(Read options. Multiple response)

1. **Disability Support Pension**
2. **Unemployment Benefits**
3. **Sickness Benefits**
4. **Aged /widow's pension**
5. **Service or defence/ War widow's/ Repatriation Pension**
6. **Supporting parents benefit**
7. **AUSTUDY/student allowance**
8. Other (specify)
9. None
10. Refused

**Z.5 In which country were you born?**

(Single response)

1. Australia
2. Austria
3. Bosnia-Herzegovina
4. Canada
5. China
6. Croatia
7. Fiji
8. France
9. Germany
10. Greece
11. Holland/Netherlands
12. Hong Kong
13. India
14. Iran
15. Italy
16. Japan
17. Malaysia
18. Malta
19. New Zealand
20. Philippines
21. Poland
22. Slovenia
23. South Africa
24. Spain
25. U.K. and Ireland
26. USA
27. Vietnam
28. Former Yugoslav Republic of Macedonia
29. Former Yugoslav Republics of Serbia & Montenegro
30. Other country (specify)
31. Refused

Sequence guide: If Z.5 &gt; 1, go to Z.7

**Z.6 Are you of Aboriginal or Torres Strait Islander origin?**

(Single response)

1. Yes
2. No
3. Refused

**Z.7 What is the main language you speak at home?**

(Single response)

1. English
2. Cambodian
3. Cantonese
4. Chinese
5. Croatian
6. Dutch
7. Filipino
8. German
9. Greek
10. Italian
11. Polish
12. Serbian
13. Spanish
14. Vietnamese
15. Other (specify)

**Z.8 In which country was your mother born?**

(Single response)

1. Australia
2. Austria
3. Bosnia-Herzegovina
4. Canada
5. China
6. Croatia
7. Fiji
8. France
9. Germany
10. Greece
11. Holland/Netherlands
12. Hong Kong
13. India
14. Iran
15. Italy
16. Japan
17. Malaysia
18. Malta
19. New Zealand
20. Philippines
21. Poland
22. Slovenia
23. South Africa
24. Spain
25. U.K. and Ireland
26. USA
27. Vietnam
28. Former Yugoslav Republic of Macedonia
29. Former Yugoslav Republics of Serbia & Montenegro
30. Other country (specify)
31. Don't know
32. Refused

**Z.9 In which country was your father born?**

(Single response)

1. Australia
2. Austria
3. Bosnia-Herzegovina
4. Canada
5. China
6. Croatia
7. Fiji
8. France
9. Germany
10. Greece
11. Holland/Netherlands
12. Hong Kong
13. India
14. Iran
15. Italy
16. Japan
17. Malaysia
18. Malta
19. New Zealand
20. Philippines
21. Poland
22. Slovenia
23. South Africa
24. Spain
25. U.K. and Ireland
26. USA
27. Vietnam
28. Former Yugoslav Republic of Macedonia
29. Former Yugoslav Republics of Serbia & Montenegro
30. Other country (specify)
31. Don't know
32. Refused

**Z.10 What is the highest level of education you have completed?**

(Single Response. Interviewer note: Prompt if necessary)

1. Never attended school
2. Some primary school
3. Completed primary school
4. Some high school
5. Completed high school (i.e. Year 12, Form 6, HSC)
6. TAFE or trade certificate or diploma
7. University, CAE or some other tertiary institute degree
8. Other (specify)

**Z.11 The next question is about housing. Is this dwelling ....**

(Read options. Single response)

1. **Owned or being purchased by the occupants**
2. **Rented from the Housing Trust**
3. **Rented privately**
4. **Retirement village**
5. Other (specify)
6. Refused

**Z.12 How long have you lived in your area?**

(Single response)

1. Enter years \_\_\_\_\_
2. Enter months \_\_\_\_\_
3. Don't know
4. Refused

**Z.13 I would now like to ask you about your household's income. We are interested in how income relates to lifestyle and access to health services. Before tax is taken out, which of the following ranges best describes your household's income, from all sources, over the last 12 months?**

(Read Options. Single Response)

1. **Up to \$12,000**
2. **\$12,001 - \$20,000**
3. **\$20,001 - \$30,000**
4. **\$30,001 - \$40,000**
5. **\$40,001 - \$50,000**
6. **\$50,001 - \$60,000**
7. **\$60,001 - \$80,000**
8. **\$80,001 - \$100,000**
9. **More than \$100,000**
10. Not stated/refused
11. Don't know

**That concludes the survey. On behalf of the Government of South Australia, thank you very much for taking part in this survey.**

Please record what language this interview was conducted in

(Single response)

1. English
2. Italian
3. Greek
4. Vietnamese
5. Other (specify)

