

Queensland Social Survey 2024

Social Isolation and Loneliness Survey Report

prepared for

Department of Treaty, Aboriginal and Torres Strait Islander
Partnerships, Communities and the Arts

August 2024

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Abbreviations

The following abbreviations and symbols are used in this report:

%	per cent
ABS	Australian Bureau of Statistics
CATI	Computer-assisted telephone interviewing
DJAG	Department of Justice and the Attorney-General
DTATSIPCA	Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts
N	population size
n	sample size
QGSO	Queensland Government Statistician's Office
QSS	Queensland Social Survey
SA4	Statistical Area Level 4 (as classified by the Australian Statistical Geography Standard)
SIL	Social isolation and loneliness



Terms

The following terms are used in this report:

Estimated adult Queensland resident population	The total estimated population of adults (persons aged 18 years or older) in Queensland as at June 2022 (N = 4,117,637), according to ABS (2022), <i>Regional population by age and sex</i> [www.abs.gov.au]. Also referred to as 'Queensland adults'.
Multi-response	A question where respondents could answer by selecting one or more response categories.
Regions	Derived from the survey's scoping questions, where respondents were first asked to confirm that they were a Queensland resident, then asked to provide their postcode and/or suburb. These responses were geocoded into two regions (South East Queensland and Rest of Queensland) based on Queensland SA4s and then weighted to the total estimated population of adults residents in Queensland, as at June 2022.
Respondents	The 1,208 Queensland adults who completed the Queensland Social Survey between 27 May and 13 June 2024. Also referred to as 'in-scope responding'.
Weighted	The process of weighting or calibration aims to reduce bias by ensuring that survey totals for certain variables sum to known population totals. For the Queensland Social Survey, data were calibrated so that survey totals matched Queensland totals for age and sex by region. See Appendix C for a discussion of variables and benchmarks used for calibration.

Acknowledgement

Reports produced by QGSO reflect information provided freely by individuals and businesses. The continued cooperation of respondents is appreciated and enables QGSO to collect and report statistics. Information received by QGSO is treated in strict confidence as required by the Statistical Returns Act.

1 EXECUTIVE SUMMARY

1.1 Background and methodology

The Queensland Social Survey 2024 (the survey) was conducted by the Queensland Government Statistician's Office (QGSO) on behalf of the Department of Justice and Attorney-General (DJAG) and the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (DTATSIPCA) between 27 May and 13 June 2024.

The survey collected information on a variety of important societal issues and has been undertaken by QGSO for eight consecutive years. The survey's social isolation and loneliness (SIL) questions were designed to capture information about the social groups and connections of Queensland adults.

Computer-assisted telephone interviewing obtained 1,208 completed surveys and an overall response rate of 30.1%. All SIL results presented have been weighted to the estimated adult Queensland resident population as of June 2022 (N = 4,117,637).

1.2 Key results

Loneliness

Of Queensland adults:

- 6.5% often felt lonely
- 6.6% often felt left out
- 7.7% often felt isolated from others.
- 10.7% often felt they lacked companionship

Social connection

In the last three months, 59.1% Queensland adults said they had *communicated at least once a day* (in person, by phone or online) with people they knew but didn't live with.

Approximately one in three Queensland adults (33.9%) said they wanted to communicate *more often* than they currently did with people they knew. Of these:

- 65.5% said they wanted to communicate more often with friends

- 54.2% said they wanted to communicate more often with family
- 12.2% said they wanted to communicate more often with neighbours.

The most commonly cited barriers to communicating more often with people they knew were:

- lack of time (67.4%)
- distance or different time zones (23.9%)
- lack of motivation (6.0%).

Social groups and activities

In the last three months:

- 36.8% of Queensland adults said they had *investigated* the range of groups or activities provided in their city or local community
- 48.7% of Queensland adults said they had been *actively involved* in groups or activities in their city or local community.

Of these, the main reasons for *becoming actively involved* were:

- to meet new people or expand their social network (38.9%)
- for fun or personal enjoyment (25.7%)
- for their health and fitness (22.2%)

The main reasons Queensland adults *did not become actively involved* in groups or activities in their city or local community were:

- lack of time due to family or work commitments (58.5%)
- lack of interest (25.6%)
- health reasons (9.9%).



SOCIAL ISOLATION AND LONELINESS: KEY RESULTS



This is a snapshot of the social isolation and loneliness (SIL) results from the Queensland Social Survey 2024, which obtained responses from 1,208 Queensland adults. Percentages are based on weighted estimates of the total estimated adult Queensland resident population (N = 4,117,637).

Social connection

Feelings of loneliness



59.1% of adults had communicated at least once a day in the last three months with people they knew but didn't live with	33.9% of adults wanted to communicate more often than they currently do with people they knew but didn't live with
---	---

For those who desired to communicate more often with people they know but don't live with...

67.4% of adults felt that lack of time was a barrier to communicating more often	65.5% of adults desired to communicate more often with friends
23.9% of adults felt that distance or different time zones was a barrier to communicating more often	54.2% of adults desired to communicate more often with family
6.0% of adults felt that lack of motivation was a barrier to communicating more often	12.2% of adults desired to communicate more often with neighbours

Social groups and activities

36.8% of adults had investigated the range of groups or activities in their city or local community in the last three months	48.7% of adults had been actively involved in groups or activities in their city or local community, in the last three months
---	--

For those who were not actively involved in groups or activities in the last three months...

Of those who were actively involved in groups or activities in the last three months...

58.5% of adults did not become involved due to lack of time	38.9% of adults became involved in groups or activities to meet new people or expand their social network
25.6% of adults did not become involved due to lack of interest	25.7% of adults became involved in groups or activities for fun or personal enjoyment
9.9% of adults did not become involved due to health reasons	22.2% of adults became involved in groups or activities for their health and fitness

2 SURVEY OVERVIEW

2.1 Background

The Queensland Social Survey 2024 (QSS) was conducted by QGSO on behalf of DTATSIPCA, between 27 May and 13 June 2024.

QSS is an annual omnibus survey, that collects information on important societal issues affecting Queensland adults and has been conducted by QGSO for eight consecutive years, on behalf of:

- Department of the Premier and Cabinet (DPC) in 2017
- DPC and the Department of Communities, Disability Services and Seniors (DCDSS) from 2018 to 2020
- DPC and Department of Communities, Housing and Digital Economy (DCHDE) in 2021 and 2022
- DJAG and DTATSIPCA in 2023 and 2024.

One such issue being monitored and evaluated by the Queensland Government is Social Isolation and Loneliness (SIL).

The objective of the survey's SIL questions was to provide measures of social connection within the Queensland community.

2.2 Survey design

The in-scope population for the QSS 2024 was adults (aged 18 years or older) who were usual residents of Queensland (estimated to be 4,117,637 as at June 2022).

A total of 4,010 Queensland adults were randomly selected for the 2024 survey from a contact list constructed from databases that are kept for official statistical purposes under the authority of the *Statistical Returns Act 1896*.

2.3 Questionnaire design

The social isolation questions were developed by DTATSIPCA, in consultation with QGSO in 2021. These replaced the social cohesion questions collected between 2017 and 2020. Loneliness questions, based on those used by the United Kingdom's Office for National Statistics, were added to the survey in 2022.

See **Appendix A** for a copy of the 2024 questionnaire.

2.4 Survey administration and response rate

The survey was administered using computer-assisted telephone interviewing. A total of 1,208 completed surveys were obtained, giving an overall response rate of 30.1% (see **Table 1**).

Table 1 Survey methodology and operations summary

Survey design	
In-scope population	Adults (aged 18 years or older) who usually reside in Queensland
Sample size	4,010
Data collection	
Mode	Computer-assisted telephone interview
Timing	27 May – 13 June 2024
In-scope completed surveys	1,208
Response rate	30.1%
Cooperation rate	74.1%

Survey responses are strictly confidential and were collected under the Statistical Returns Act, which does not allow the unauthorised release of information that identifies an individual.

See **Appendix B**, for more details about the survey's methods and operations.

3 SURVEY RESULTS

3.1 Presentation

This section of the report summarises key results from the 2024 survey's SIL questions. Survey results are presented as estimates calculated from a responding survey sample of 1,208 and weighted to the total estimated adult Queensland resident population (N = 4,117,637).

3.2 Interpretation

Although the survey was designed to maximize the representativeness of the results, it is not possible to be perfectly representative.

Estimation of population characteristics from a random sample entails some imprecision as a result of sampling and non-sampling error.

Appendix C outlines the strategies QGSO take to minimise sampling and non-sampling error.

Population estimates included in this report have not been tested for statistical significance.

3.3 Loneliness

3.3.1 Companionship

All respondents were asked: "How often do you feel that you lack companionship?" (N1a)

Almost half (46.1%) of the estimated adult Queensland resident population said they felt they never lacked companionship (see **Table 2**). Conversely, 10.7% of the estimated adult Queensland resident population said they felt that they often lacked companionship.

Table 2 How often lacked companionship

	Estimate (per cent)
Never	46.1%
Rarely	23.6%
Sometimes	19.5%
Often	10.7%
Don't know	0.1%
Refused	0.0%
Total	100%

Base: All respondents (n = 1,208)

Source: Queensland Government Statistician's Office, Queensland Treasury, Queensland Social Survey 2024

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3.3.2 Feelings of being left out

All respondents were asked: "How often do you feel left out?" (N1b)

Approximately two in five (40.1%) of the estimated adult Queensland resident population said they never felt left out while 6.6% of the estimated adult Queensland resident population often felt left out (see **Table 3**).

Table 3 How often felt left out

	Estimate (per cent)
Never	40.1%
Rarely	32.0%
Sometimes	21.0%
Often	6.6%
Don't know	0.3%
Refused	0.0%
Total	100%

Base: All respondents (n = 1,208)

Source: Queensland Government Statistician's Office, Queensland Treasury, Queensland Social Survey 2024

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3.3.3 Feelings of isolation

All respondents were asked: "How often do you feel isolated from others?" (N1c).

Almost half (47.7%) of the estimated adult Queensland resident population said they never felt isolated while 7.7% of the estimated adult Queensland resident population said they often felt isolated. (see **Table 4**).

Table 4 How often felt isolated

	Estimate (per cent)
Never	47.7%
Rarely	26.5%
Sometimes	18.1%
Often	7.7%
Don't know	0.0%
Refused	0.0%
Total	100%

Base: All respondents (n = 1,208)

Source: Queensland Government Statistician's Office, Queensland Treasury, Queensland Social Survey 2024

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3.3.4 Feelings of loneliness

All respondents were asked: "How often do you feel lonely?" (N2).

Almost two in five (37.3%) of the estimated adult Queensland resident population said they never felt lonely while 6.5% of the estimated adult Queensland resident population said they often felt lonely (see **Table 5**).

Table 5 How often felt lonely

	Estimate (per cent)
Never	37.3%
Rarely	30.6%
Sometimes	25.4%
Often	6.5%
Don't know	0.2%
Refused	0.0%
Total	100%

Base: All respondents (n = 1,208)

Source: Queensland Government Statistician's Office, Queensland Treasury, Queensland Social Survey 2024

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3.4 Social connection

3.4.1 Frequency of communication

All respondents were asked: "In the last three months, how often did you communicate with people you know, but don't live with? This could be in person, by phone or online." (N3)

In the last three months, 59.1% of the estimated adult Queensland resident population said they had communicated at least once a day with people they knew but didn't live with. Only 2.0% of the estimated adult Queensland resident population said they had communicated less often than once a month with people they know but don't live with (see **Table 6**).



Table 6 Frequency of communication in the last three months with people they knew, but didn't live with

	Estimate (per cent)
At least once a day	59.1%
At least once a week	31.5%
At least once a fortnight	4.2%
At least once a month	3.2%
Less than once a month	2.0%
Don't know	0.0%
Refused	0.0%
Total	100%

Base: All respondents (n = 1,208)

Source: Queensland Government Statistician's Office, Queensland Treasury, Queensland Social Survey 2024

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3.4.2 Desire to communicate more often

All respondents were asked: "Would you like to communicate with these people more often than you currently do?" (N4)

Approximately one in three (33.9%) of the estimated adult Queensland resident population said they would like to communicate more often than they currently did with people they knew but didn't live with (see **Table 7**).

Table 7 Desire to communicate more often with people they knew, but didn't live with

	Estimate (per cent)
Yes	33.9%
No	65.7%
Don't know	0.4%
Refused	0.0%
Total	100%

Base: All respondents (n = 1,208)

Source: Queensland Government Statistician's Office, Queensland Treasury, Queensland Social Survey 2024

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Respondents who wanted to communicate more often with people they knew but didn't live with were asked two follow up questions:

- "Who would you like to communicate more often with?" (N5)
- "What are the main barriers to you communicating more often with them?" (N6)

Multiple responses were allowed for both questions.

For those wanting to communicate more often, their preference was with friends (65.5%), and family (54.2%) (see **Table 8**).

Table 8 People they desired to communicate with more often (multi-response)

	Estimate (per cent)
Friends	65.5%
Family	54.2%
Neighbours	12.2%
People or groups in local community	3.3%
Workmates	2.7%
Other	0.3%
Don't know	0.3%
Refused	0.0%

Base: Respondents who would like to communicate more often with people they know but don't live with (n = 385)

Values may add to more than (sub)population totals since multiple responses were allowed.

Source: Queensland Government Statistician's Office, Queensland Treasury, Queensland Social Survey 2024

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For those who wanted to communicate more often, the main barrier was lack of time (67.4%) followed by distance or being in different time zones (23.9%), and lack of motivation (6.0%) (see **Table 9**).

Table 9 Main barriers to communicating more often (multi-response)

	Estimate (per cent)
Lack of time	67.4%
Distance / Different time zones	23.9%
Lack of motivation	6.0%
Health reasons	4.5%
They don't want to communicate more	4.0%
Other	11.6%
No barriers	2.9%
Don't know	0.8%
Refused	0.0%

Base: Respondents who would like to communicate more often with people they know but don't live with (n = 385)

Notes: Only the most common 5 barriers have been listed. The remaining barriers have been collapsed into the 'Other' category. Values may add to more than (sub)population totals since multiple responses were allowed.

Source: Queensland Government Statistician's Office, Queensland Treasury, Queensland Social Survey 2024
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3.5 Social groups and activities

3.5.1 Awareness of groups or activities

All respondents were asked: "In your city or local community there may be a range of activities provided by sporting clubs, arts groups, business groups (e.g. Lions, Rotary), festivals and Neighbourhood and Community Centres. In the last three months, have you investigated the range of groups or activities provided in your city or local community?" (N7)

Almost two-fifths (36.8%) of the estimated adult Queensland resident population said they had investigated the range of groups or activities provided in their city or local community in the last three months (see **Table 10**).

Table 10 Investigation of groups or activities in city or local community

	Estimate (per cent)
Yes	36.8%
No	63.2%
Don't know	0.0%
Refused	0.0%
Total	100%

Base: All respondents (n = 1,208)

Source: Queensland Government Statistician's Office, Queensland Treasury, Queensland Social Survey 2024
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3.5.2 Involvement in groups or activities

All respondents were asked: "In the last three months, have you been actively involved in any groups or activities in your city or local community?" (N8)

Almost half (48.7%) of the estimated adult Queensland resident population had been actively involved in groups or activities in their city or local community in the last three months (see **Table 11**).

Table 11 Involvement in groups or activities in city or local community in last three months

	Estimate (per cent)
Yes	48.7%
No	51.3%
Don't know	0.0%
Refused	0.0%
Total	100%

Base: All respondents (n = 1,208)

Source: Queensland Government Statistician's Office, Queensland Treasury, Queensland Social Survey 2024
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3.5.3 Reasons for involvement

Respondents who were actively involved in groups or activities were asked: "What were the main reasons that you became involved?" (N10)

The main reasons Queensland adults said they had become actively involved in groups or activities were to meet new people or expand their social network (38.9%), for fun or personal enjoyment (25.7%), and for their health or fitness (22.2%) (see **Table 12**).

Table 12 Reasons for becoming actively involved in groups or activities (multi-response)

	Estimate (per cent)
To meet new people / expand my social network	38.9%
For fun / my personal enjoyment	25.7%
For my health / fitness	22.2%
My child's / children's involvement in groups or activities	20.2%
To contribute / volunteer my skills and time	18.5%
Other	19.4%
Don't know	0.2%
Refused	0.0%

Base: Respondents who were actively involved in city or local community groups or activities in the last three months (n = 592)

Notes: Only the most common 5 reasons have been listed. The remaining reasons have been collapsed into the 'Other' category. Values may add to more than (sub)population totals since multiple responses were allowed.

Source: Queensland Government Statistician's Office, Queensland Treasury, Queensland Social Survey 2024
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3.5.4 Reasons for not becoming involved

Respondents who had not been actively involved in community groups or activities were asked: "What stopped you from being actively involved?" (N9)

The main reasons Queensland adults said they did not become actively involved in groups or activities in their city or local community were due to lack of time (58.5%), they were not interested

(25.6%), and health reasons (9.9%) (see **Table 13**).

Table 13 Reasons for not becoming actively involved in groups or activities (multi-response)

	Estimate (per cent)
Lack of time (family / work commitments)	58.5%
Not interested / No need	25.6%
Health reasons	9.9%
No groups or activities I like	7.4%
Financial reasons / Cost	4.2%
Other	8.2%
Don't know	1.7%
Refused	0.0%

Base: Respondents who had not been actively involved in city or local community groups or activities in the last three months (n = 616)

Notes: Only the most common 5 reasons have been listed. The remaining reasons have been collapsed into the 'Other' category. Values may add to more than (sub)population totals since multiple responses were allowed.

Source: Queensland Government Statistician's Office, Queensland Treasury, Queensland Social Survey 2024
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APPENDICES

Appendix A Questionnaire

Department of Justice and Attorney-General Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts Queensland Social Survey 2024

Introduction

CATI intro

Good morning/afternoon/evening, my name is ____ and I work for the Queensland Government Statistician's Office.

Can I confirm I am speaking to <FirstName> <LastName>?

The Queensland Government is conducting a survey to gauge the community's views about a range of social issues including relationships, social connections and attitudes towards violence.

Your responses are strictly confidential and are collected under the Queensland Government Statistical Returns Act. The information you provide will only be used for research purposes.

Some calls are monitored by my supervisor for training and quality purposes.

You may have received a letter from us advising you of the survey.



Screening module

S1 Can I just check - is Queensland your usual place of residence?

(INTERVIEWER: 'Usually' means the place where you spend most of your nights in a year.)

- (Yes 1
- No 2
- Refused 99)

If S1 > 1 go to NonQld

S2 So we can establish the boundaries of our study, can you give me your postcode where you usually live?

(INTERVIEWER: 'Usually' means the postcode where you spend most of your nights in a year.)

- | | |
|---------------------------|-----|
| (Text response [Postcode] | |
| Don't know | 98 |
| Refused | 99) |

If Postcode = FramePostcode go to N1

S3 What is the name of the suburb or town where you usually live?

(INTERVIEWER: 'Usually' means the suburb or town where you spend most of your nights in a year.)

- | | |
|---|------------------------------------|
| Select locality from lookup
[Locality] | Text response
[ProvideLocality] |
| (Don't know | 98 |
| Refused | 99) |



Social isolation and loneliness module

N1 For the first section of the survey, we'll be asking questions about relationships with others. For each one, please say how often you feel that way.

	1. Never	2. Rarely	3. Sometimes	4. Often	98. (Don't know)	99. Refused)
a) How often do you feel that you lack companionship?						
b) How often do you feel left out?						
c) How often do you feel isolated from others?						

N2 How often do you feel lonely?

- Never 1
- Rarely 2
- Sometimes..... 3
- Often 4
- (Don't know..... 98
- Refused 99)



N3 For the next few questions, please answer about people you know, but don't live with. This includes neighbours, friends, and family members who don't live with you.

In the last three months, how often did you communicate with people you know, **but don't live with**. This could be in person, by phone or online. Would you say:

(INTERVIEWER: 'People you know, but don't live with' includes neighbours, friends and family members who don't live with you.

'In person' includes planned events or casual face-to-face contact with others in groups or one-on-one.

'Phone' includes phone calls, video calls or text messages made by either mobile or landline.

'Online' includes instant messages, emails or other forms of communication via social media, internet apps, online gaming or social group forums.)

At least once a day	1
At least once a week.....	2
At least once a fortnight	3
At least once a month	4
Less than once a month	5
(Don't know.....	98
Refused	99)

N4 Would you like to communicate with these people more often than you currently do?

(Yes.....	1
No	2
Don't know	98
Refused	99)

If N4 = 1 go to N5
Else go to N7

N5 Who would you like to communicate more often with?

(INTERVIEWER: Allow more than one.)

(Family	1
Friends.....	2
Workmates	3
Neighbours	4
People or groups in my local community	5
Other (please specify)	97
Don't know	98
Refused	99)



N6 What are the main barriers to you communicating more often with them?

(INTERVIEWER: Allow more than one.)

(Lack of time	1
Distance / Different time zones	2
Lack of motivation	3
Technology reasons	4
Health reasons	5
Transport reasons	6
Financial reasons	7
They don't want to communicate more	8
Other (please specify)	97
No barriers	10
Don't know	98
Refused	99)

Programming note:

If N6 = 10 then other categories cannot be selected.

N7 In your city or local community there may be a range of activities provided by sporting clubs, arts groups, business groups (e.g. Lions, Rotary), festivals and Neighbourhood and Community Centres. In **the last three months**, have you investigated the range of groups or activities provided in your city or local community?

(INTERVIEWER: 'local community' can mean the neighbourhood, suburb, or town you live in.)

(Yes.....	1
No	2
Don't know	98
Refused	99)

N8 In the **last three months**, have you been **actively involved** in any groups or activities in your city or local community?

(INTERVIEWER: 'actively involved' means taking part in organised activities individually or as part of a group.)

(Yes.....	1
No	2
Don't know	98
Refused	99)

If N8 = 2 go to N9
If N8 = 1 go to N10
Else go to DFV_intro



N9 What stopped you from being actively involved?

(INTERVIEWER: Allow more than one.)

(Not interested / No need	1
Lack of time (family/work commitments)	2
Health reasons	3
Financial reasons / Cost	4
No groups or activities I like	5
No childcare available	6
Transport reasons.....	7
No one to go with	8
Potential for conflict / don't like others who attend	9
Lack of technology or connectivity for online options	10
Other (please specify)	97
Don't know	98
Refused	99)

[Go to DFV_intro](#)

N10 What were the main reasons that you became involved?

(INTERVIEWER: Allow more than one.)

(To meet new people / expand my social network	1
For fun / my personal enjoyment	2
My child's/children's involvement in groups or activities	3
To fill in time	4
To contribute / volunteer my skills and time	5
Someone invited me	6
To learn a new skill / take up a new hobby	7
For my health / fitness	8
Other (please specify)	97
Don't know	98
Refused	99)



Domestic and family violence module

DFV_intro

The following questions are about your attitude towards domestic and family violence.

(INTERVIEWER: 'Domestic and family violence' is perpetrated in the home or among family members.)

F1a If one partner in a domestic relationship controls or tries to **control the other partner by preventing them from seeing family and friends**, is this a form of domestic and family violence?

- Yes, always..... 1
- Yes, usually 2
- Yes, sometimes 3
- No 4
- (Don't know 98
- Refused 99)

F1b And how serious is this?

- Very serious..... 1
- Quite serious..... 2
- Not that serious..... 3
- Not serious at all..... 4
- (Don't know 98
- Refused 99)

F2a If one partner in a domestic relationship **repeatedly criticises** the other partner to make them feel bad or useless, is this a form of domestic and family violence?

- Yes, always..... 1
- Yes, usually 2
- Yes, sometimes 3
- No 4
- (Don't know 98
- Refused 99)

F2b And how serious is this?

- Very serious..... 1
- Quite serious..... 2
- Not that serious..... 3
- Not serious at all..... 4
- (Don't know 98
- Refused 99)



F3a If one partner in a domestic relationship **threatens to share intimate, nude or sexual images of the other partner without their permission**, is this a form of domestic and family violence?

Yes, always.....	1
Yes, usually	2
Yes, sometimes	3
No	4
(Don't know.....	98
Refused	99)

F3b And how serious is this?

Very serious.....	1
Quite serious.....	2
Not that serious.....	3
Not serious at all.....	4
(Don't know.....	98
Refused	99)

F4a Excluding any situation involving addictions such as gambling, alcohol, drugs, etc., if one partner in a domestic relationship tries to **control the other partner by denying them access to money**, is this a form of domestic and family violence?

Yes, always.....	1
Yes, usually	2
Yes, sometimes	3
No	4
(Don't know.....	98
Refused	99)

F4b And how serious is this?

Very serious.....	1
Quite serious.....	2
Not that serious.....	3
Not serious at all.....	4
(Don't know.....	98
Refused	99)



F5a If one partner in a domestic relationship **harasses** the other partner via repeated phone or electronic means such as email, text message or social media, is this a form of domestic and family violence?

- Yes, always..... 1
- Yes, usually 2
- Yes, sometimes 3
- No 4
- (Don't know 98
- Refused 99)

F5b And how serious is this?

- Very serious..... 1
- Quite serious..... 2
- Not that serious..... 3
- Not serious at all 4
- (Don't know 98
- Refused 99)

A1 How would you react if you saw or were aware of **physical** domestic and family violence, involving **your neighbours**?

(INTERVIEWER: Allow more than one.)

- (I would try to stop it..... 1
- I wouldn't want to get involved due to fear 2
- I would call the police..... 3
- I would speak to the victim or perpetrator about it later..... 4
- Other (please specify)..... 97
- I wouldn't do anything 6
- Don't know 98
- Refused 99)

Programming note:

If A1 = 6 then other categories cannot be selected.



A2 How would you react if you saw or were aware of **non-physical** domestic and family violence, involving **your neighbours**?

(INTERVIEWER: Allow more than one.)

- (I would try to stop it..... 1
- I wouldn't want to get involved due to fear 2
- I would call the police..... 3
- I would speak to the victim or perpetrator about it later..... 4
- Other (please specify)..... 97
- I wouldn't do anything 6
- Don't know 98
- Refused 99)

Programming note:

If A2 = 6 then other categories cannot be selected.

If A2 = 6 go to A3
Else go to A4

A3 Why do you think you wouldn't do anything?

(INTERVIEWER: Allow more than one.)

- (Concerns for safety (personal, family or household)..... 1
- It could make things worse/more dangerous for victim 2
- Unsure of what to do / Not confident / Not comfortable..... 3
- Not my responsibility / Private matter / Up to victim 4
- No need to intervene 5
- Other (please specify)..... 97
- Don't know 98
- Refused 99)

A4 In the last 12 months, have you seen or are you aware of any domestic and family violence involving a **family member or close friend**?

- (Yes..... 1
- No 2
- Don't know 98
- Refused 99)

If A4 = 1 go to A5
Else go to A6



A5 How did you respond when you saw or became aware of this?

(INTERVIEWER: Allow more than one.)

(I tried to stop it.....	1
I called the police.....	2
I spoke to the victim or perpetrator about it later.....	3
Other (please specify).....	97
I didn't do anything.....	5
Refused.....	99)

Programming note:

If A5 = 5 then other categories cannot be selected.

A6 In the last 12 months, have you seen or are you aware of any domestic and family violence **involving your neighbours?**

(Yes.....	1
No.....	2
Don't know.....	98
Refused.....	99)

If A6 = 1 go to A7
Else go to A8

A7 How did you respond when you saw or became aware of this?

(INTERVIEWER: Allow more than one.)

(I tried to stop it.....	1
I called the police.....	2
I spoke to the victim or perpetrator about it later.....	3
Other (please specify).....	97
I didn't do anything.....	5
Refused.....	99)

Programming note:

If A7 = 5 then other categories cannot be selected.

A8 In the last 12 months, have you seen or are you aware of any domestic and family violence involving **people you don't know well**. For example, people you met at your workplace, a community group or a sports club?

(Yes.....	1
No.....	2
Don't know.....	98
Refused.....	99)

If A8 = 1 go to A9
Else go to G1



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A9 How did you respond when you saw or became aware of this?

(INTERVIEWER: Allow more than one.)

(I tried to stop it	1
I called the police	2
I spoke to the victim or perpetrator about it later	3
I spoke to someone in my workplace/community group/ club etc	4
Other (please specify).....	97
I didn't do anything.....	6
Refused	99)

Programming note: If A9 = 6 then other categories cannot be selected.



G1 The statements I'm about to read describe specific attitudes. For each statement please tell me if you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree:

(INTERVIEWER: G1a, b, c and d: there are no right or wrong answers, only opinions)

G1a is asking if the respondent feels safe (not the interviewer)

G1c – 'Gender inequality' is the opposite of gender equality and can be defined as: unequal treatment or perceptions of individuals based on their gender.)

	1. Strongly agree	2. Agree	3. Neither agree nor disagree	4. Disagree	5. Strongly disagree	98. (Don't know)	99. Refused)
a) In general, I feel safe from domestic and family violence							
b) When one partner in a domestic relationship believes themselves to be superior to their partner because of their gender, domestic and family violence is more likely to occur.							
c) Reducing gender inequality will help to reduce domestic and family violence in Australia.							
d) Teaching children about respectful attitudes and behaviours in relationships will help reduce domestic and family violence in the future.							

D1 Now to a question about employment. Are you currently...

(INTERVIEWER: If respondent says Volunteer Work, Studying/Training etc. ask, "Are you LOOKING for paid work?"

'full-time' is 35 hours or more a week and 'part-time' is less than 35 hours a week in all jobs)

- In paid work full-time 1
- In paid work part-time 2
- Self-employed 3
- Unemployed and seeking paid work..... 4
- Not seeking paid work 5
- Retired 6
- (Other (please specify) 97
- Refused 99)

If D1 < 4 go to A10
Else go to Demographic_intro



A10 Thinking now about the types of employee support and training available through your workplace.
 Does your workplace have any initiatives to support people experiencing or using domestic and family violence?
 For example, domestic and family violence leave, counselling services, or flexible work arrangements.

(INTERVIEWER: If respondent has more than one job, they should answer this question thinking about their main job.

If the respondent is unsure whether their workplace has any domestic and family violence specific support then classify them as 'don't know'. If respondents have any of the example support initiatives then classify them as 'yes'.

Domestic and family violence leave can be paid or unpaid.

Using domestic and family violence means trying to control, intimidate or act violently towards a partner or family member.)

(Yes.....	1
No	2
Don't know	98
Refused	99)

A11 Workplaces may offer training to help employees recognise and respond to the signs of domestic and family violence. Domestic and family violence training can provide advice on how to refer people to specialist support services.

Does your workplace have any training on how to support people experiencing or using domestic and family violence?

(INTERVIEWER: If respondent has more than one job, they should answer this question thinking about their main job.

Using domestic and family violence means trying to control, intimidate or act violently towards a partner or family member.)

(Yes.....	1
No	2
Don't know	98
Refused	99)



Demographic module

Demographic_intro

The following questions are for statistical purposes only.

D2 What is the highest year level of **school-based education** that you have completed?

(INTERVIEWER: If respondent indicates that they completed secondary education at a TAFE secondary college code as "Senior high school (Year 12)".

If year level is provided, code to the highest COMPLETED option. For example, code "Year 9" to "Primary school".)

Senior high school (Year 12)	1
Junior high school (Year 10).....	2
Primary school	3
Did not complete primary school	4
No schooling	5
(Other (please specify)	97
Refused	99)



D3 What is the level of the highest educational qualification that you have completed?

(INTERVIEWER: If respondent reports they have completed a bridging or enabling course, ask if they receive a certificate at the end of the course. If yes, please ask for the level and code accordingly. For example, Certificate IV in University Preparation should be coded to VET Certificate IV. If respondent indicates that they won't receive a certificate or it has no level, such as a Tertiary Preparation Program, code to Other.

Exclude all Statements of attainment, licensing (e.g. forklift license).

Exclude qualifications that have not been completed (e.g. courses that have been deferred or withdrawn from, those currently being studied for).

If respondent indicates their highest education qualification is Primary or High School, code as "No educational qualification completed".

If respondent says "Trade Certificate" ask for the level and code accordingly.)

(Doctoral Degree / PhD	1
Master Degree	2
Graduate Diploma.....	3
Graduate Certificate.....	4
Bachelor (Honours) Degree.....	5
Bachelor Degree.....	6
Associate Degree	7
Advanced Diploma.....	8
Diploma.....	9
VET Certificate IV	10
VET Certificate III.....	11
VET Certificate II.....	12
VET Certificate I.....	13
VET Certificate – level not known (QGSO use only).....	14
No educational qualification completed	15
Other (please specify).....	97
Refused	99)

D4 Do you identify yourself as Aboriginal or Torres Strait Islander?

(Yes – Aboriginal	1
Yes – Torres Strait Islander	2
Both.....	3
Neither	4
Refused	99)



D5 Are you of Australian South Sea Islander descent?

(INTERVIEWER: If asked, Australian South Sea Islanders are the Australian-born descendants of Pacific Islander labourers brought from the Western Pacific in the 19th Century.)

(Yes	1
No	2
Don't know	98
Refused	99)

D6 Were you born in Australia?

(Yes – Born in Australia	1
No – Born outside of Australia	2
Refused	99)

D7 Do you speak a language other than English at home?

(No – English only.....	1
Yes.....	2
Refused	99)

D8 Do you have a limitation, restriction or impairment, which has lasted or is likely to last for at least 6 months, and restricts your everyday activities?

(INTERVIEWER: 'everyday activities' may relate to communication, mobility or self-care)

(Yes.....	1
No	2
Refused	99)

[Go to CATI end survey](#)

End survey

NonQId

This study requires us to speak to people who live in Queensland. Thanks for your time.

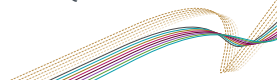
Goodbye.

Programming note: Set call outcome to 162: NonQId

CATI end survey

That concludes the survey.

Your responses are strictly confidential and are collected under the Queensland Government's Statistical Returns Act, which does not allow the unauthorised release of information that identifies you.



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Your responses will be combined with those of other participants to compile aggregate information.

If the content of the survey has raised any personal issues you may have in relation to domestic and family violence and you would like to talk, would you like the phone number for DVConnect?

DVConnect Mensline: 1800 600 636

DVConnect Womensline: 1800 811 811

Thank you very much for your assistance.

Appendix B

Survey method and operations

Sample design

The survey sample was designed to provide reliable information on individual characteristics at both the whole-of-state and the regional level. To achieve this, survey respondents were selected using a stratified sampling design.¹

Queensland was stratified into two regions:

- South East Queensland (Brisbane, Gold Coast, Sunshine Coast and Toowoomba)
- Rest of Queensland.

A quota (target) of 600 completed interviews per region was set for the survey. The final sample of 4,010 achieved a total of 1,208 interviews with 603 interviews in the South East Queensland region and 605 interviews in the Rest of Queensland region.

With this stratified sample design, the probability of selecting an individual varied across the two regions. For example, adults in the Rest of Queensland region had a higher probability of being selected than adults in the more populous South East Queensland region. Statistical methods used to analyse the survey data account for these different selection probabilities.

Survey response and cooperation rates

Response rate

One measure of the quality of response is the response rate, which is the number of completed surveys that can be used in analysis as a percentage of all attempted in-scope sample. Only 'complete' or 'usable partial complete' interviews with a sufficient number of questions answered were used in analysis.

The estimated overall response rate of 30.1% was derived as follows:

$$\frac{\text{total in-scope responding [1,208]}}{\text{total in-scope responding [1,208] + total in-scope non-responding [2,802]}} \times 100\%$$

¹ A simple random sample would not support this type of analysis because the final sample would be concentrated in South East Queensland, due to its high population density.

Cooperation rate

The cooperation rate indicates the extent to which contacted individuals cooperate with requests to participate in a survey. This can be a function of the interviewer's skills, pre-survey communication effects, sentiment towards the survey topic and motivation of a potential respondent to participate.

The cooperation rate is the number of interviews that can be used in analysis, as a percentage of the number of persons contacted who were capable of participating.

The estimated overall cooperation rate of 74.1% was derived as follows:

$$\frac{\text{total in-scope responding [1,208]}}{\text{total in-scope responding [1,208] + partially completed unusable interviews [30] + refusals [393]}} \times 100\%$$



Appendix C

Estimation and precision

QGSO surveyed a sample of 4,010 respondents. However, interest lies in the entire population of adults who usually reside in Queensland, estimated to be 4,117,637. Each subset of respondents sharing similar characteristics is assumed to be representative of a segment of the population sharing those same characteristics.

For example, responses of 18–24 year old males from the sample may be considered to be representative of all 18–24 year old males in the population. Accordingly, population totals and percentages have been estimated from the achieved sample using methods aimed at minimising bias related to sample design, the survey contact list, non-response and refusals.

Although the survey was designed to maximize the representativeness of the results, it is not possible to be perfectly representative. Estimation of population characteristics from a random sample entails some imprecision as a result of sampling and non-sampling error.

Sampling errors occur because estimates based on information obtained from a sample of persons may differ from statistics that would have been produced if all persons had been included in the survey.

The size of the sampling error is determined by the sampling scheme used, the method used to calculate a value for the estimate, and the size of the sample. Other factors being equal, sampling error may be reduced arbitrarily by increasing the sample size.

Non-sampling errors may occur due to non-response to the survey, inadequacies of the sampling contact list, inaccuracies in reporting by respondents and processing errors.

Strategies designed to minimise non-sampling errors include:

- using a contact list that is as up-to-date and accurate as possible
- testing the questionnaire for ease of understanding and completion
- communicating with invited individuals about the survey prior to interviewing

- providing clear interviewer instructions, appropriate training and field supervision
- emphasising the legal provisions for protecting confidentiality under the Statistical Returns Act with respondents.

An additional strategy used by QGSO that may reduce sampling error is calibration to population benchmarks. Calibration is a process that uses variables collected in the survey and for which population level totals (benchmarks) are known. Where suitable additional information about the population of interest is known, calibration can reduce non-response bias and/or increase precision.

The source of population totals for calibration variables used in this survey is ABS (2022), *Regional population by age and sex*. These benchmarks are listed in **Table C1**.

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Table C1 Benchmarks used in this survey

Region	18–24 years	25–34 years	35–44 years	45–54 years	55–64 years	65 years and over
Males						
South East ¹ Queensland	177,169	273,581	263,771	245,004	208,235	289,342
Rest of Queensland ²	58,387	88,752	86,011	92,415	97,550	136,226
Queensland	235,556	362,333	349,782	337,419	305,785	425,568
Females						
South East Queensland	174,144	278,399	275,517	255,595	223,233	334,098
Rest of Queensland	53,448	89,441	89,569	93,347	97,245	137,158
Queensland	227,592	367,840	365,086	348,942	320,478	471,256

Notes:

- 1 South East Queensland includes the SA4s of Brisbane Inner City, Brisbane - North, Brisbane - East, Brisbane - South, Brisbane - West, Gold Coast, Ipswich, Logan - Beaudesert, Moreton Bay - North, Moreton Bay - South, Sunshine Coast and Toowoomba.
- 2 Rest of Queensland includes the SA4s of Cairns, Central Queensland, Darling Downs - Maranoa, Mackay - Isaac - Whitsunday, Queensland - Outback, Townsville and Wide Bay.

Source: ABS (2022) *Regional population by age and sex* [<https://www.abs.gov.au/>]

