

Appendix D: Computer-assisted telephone interview questionnaire

UNIVERSITY OF CANBERRA S 60I MEDIATION CERTIFICATE SURVEY

CATI QUESTIONNAIRE Main Survey – Final

INTRO:

Good (afternoon/evening). My name is (...).
I'm calling from [WALLIS CONSULTING] on behalf
of the University of Canberra. May I please speak
to (name)?

I'm calling to follow up a phone call which was
conducted with (name) and a letter (he/she) recently
received from INTERRELATE.

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

DO NOT PROCEED PAST THIS POINT
WITHOUT NAMED RESPONDENT

- 01 Continue
- 02 Household refusal
(RECORD REASON)
GO TO TERM 1
- 03 Respondent refusal
(RECORD REASON)
GO TO TERM 1
- 04 Queried how number was obtained
GO TO ATELQ
- 05 Make appointment to recontact

MOBILE CHECK

IF CALLING A MOBILE NUMBER:

SAFE1: I realise I am calling you on your mobile.
Is it safe for you to speak now? Can I confirm you
are not driving?

(IF DRIVING OR NOT SAFE: I am happy to call
you back when it is more convenient for you).

DO NOT READ OUT

- 01 Safe to take call
- 02 Not safe to take call

IF SAFE1=2 (NOT SAFE TO TAKE CALL):

MOB_APPT: Do you want me to call you back on
this number or would you prefer I call back on
another number?

DO NOT READ OUT

- 01 This number
(ARRANGE CALL BACK)
- 02 Alternative number
(RECORD ALTERNATE NUMBER AND
ARRANGE CALL BACK)

QSCREEN: Do you remember dealing with
Interrelate after your separation?

- 01 Yes
- 02 No
TERM1

S1. We are conducting an important study among former clients of Interrelate on behalf of the University of Canberra and the Australian National University. You should have recently received a letter and Information Form from INTERRELATE about this. This letter has only been sent to clients who agreed to be contacted for this research. The results from this research will be used to improve services provided by Interrelate and outcomes for separated parents and their children.

If you are able to help I'll need about 10–15 minutes of your time. If you are OK to do this now I'll be as quick as I can. Otherwise we can call you back at a more convenient time. We would really appreciate your help.

Will you agree to take part in this important study?

- 01 Yes, continue
GO TO ETHICS
- 02 No, refusal
(RECORD REASON)
GO TO TERM 1
- 03 No, child deceased
GO TO TERM 6
- 04 No, partner deceased
GO TO TERM 6
- 05 Reconciled with former partner
GO TO TERM 3
- 06 Make appointment to recontact
MAKE APPOINTMENT
- 07 Wants a copy of the letter before proceeding
GO TO ALET
- 08 Queried how number was obtained
GO TO ATELQ
- 09 Wants more information on subject matter
GO TO AINFO

ETHICS:

Thank you. If I come to any question you prefer not to answer, just let me know and I'll skip over it.

You can withdraw from the study at any point, or complete the rest of the interview at another time. All interviews are voluntary, and we will treat all information you give in strict confidence as far as allowed by law.

QUERIED HOW TELEPHONE NUMBER WAS OBTAINED

ATELQ: Your contact details were provided because you told Interrelate that you agreed to being contacted for this research. Your information has been provided under strict privacy provisions. Interrelate will not know if you have participated in this research.

WANTS TO RECEIVE A COPY OF THE INFORMATION FORM

ALET: record name and collect address details or email address details

Make appointments for when respondent would like to be called back

Programmer note re ALET: will need to be able to track interviews resulting from sending / emailing a copy of the letter

IF NECESSARY:

Further information can also be found on the Wallis website at: www.wallisgroup.com.au/surveys

I can also give you a number so that you can talk with the University of Canberra Project Manager: [removed].

MODULE B: MONITORING, RECORDING AND LANGUAGE

- B1 This call will be recorded and may be monitored for quality control purposes. If you do not want this call to be monitored, please say so now.**

DO NOT READ OUT

- 01 Monitoring / recording allowed
02 Monitoring / recording NOT allowed
[If 02 is selected the survey is not recorded. If recording is allowed it will only start recording from this point in the questionnaire (i.e., after the introduction)]

- B2 Before we begin, are you comfortable doing this interview in English?**

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

- 01 Yes
02 No
GO TO TERM 10

MODULE C: FDR MEDIATION INFORMATION

*(TIMESTAMP 1) PREAMBLE:

This research is looking at Interrelate clients' experience of mediation, also known as Family Dispute Resolution, done through Interrelate. Can I just confirm some basic information about your mediation?

- C1 Some services use the term: 'mediation'. Other services use the term: 'Family Dispute Resolution'. Which term would you prefer to use in this interview?**

- 01 Mediation
02 FDR
03 Don't mind either.

PROGRAMMER NOTE: pls use C1 for dynamic text where appropriate.

IF 03 AT C1: use mediation

- C2 Which Interrelate office did you mainly attend for (mediation/FDR)?**

INTERVIEWER: PROBE FOR MAIN IF MORE THAN ONE

- 14 Caringbah
01 Coffs Harbour
02 Dubbo
03 Erina
04 Grafton
05 Lismore
06 Mudgee
07 Muswellbrook
08 Newcastle
09 Port Macquarie
10 Sutherland
11 Taree
12 Tweed Heads
13 Wyong
95 Other (specify)
99 DON'T KNOW/CAN'T SAY
98 REFUSED

- C3 Roughly, how long ago did you end your attempts at (mediation/FDR) at Interrelate?**

- 01 Years (specify)
02 Months (specify)
99 DON'T KNOW/CAN'T SAY
98 REFUSED

- C4 Do you remember being issued with a certificate?**

- 01 Yes
02 No
GO TO C8SCRIPT
99 DON'T KNOW/CAN'T SAY
GO TO C8SCRIPT
98 REFUSED
GO TO C8SCRIPT

C5 Do you happen to recall which category of certificate you were issued with?

- 01 Yes
- 02 No
GO TO C6B
- 03 DON'T HAVE IT
GO TO C7
- 04 NEVER RECEIVED IT
GO TO C7
- 99 DON'T KNOW/CAN'T SAY
GO TO C6B
- 98 REFUSED
GO TO C7

C6A Which category was it?

DO NOT READ OUT

- 01 [Category A]
Refusal/Failure of one party to attend/
participate in family dispute resolution/
mediation
GO TO C7
- 02 [Category B]
Dispute not appropriate for FDR/
mediation
GO TO C7
- 03 [Category C] Both parties attended and
made a genuine effort
GO TO C7
- 04 [Category D]
both parties attended but one party did
not make a genuine effort
GO TO C7
- 05 [Category E]
Both parties started mediation but
dispute became inappropriate for
resolution
- 95 Other response (specify)
GO TO C7
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED
GO TO C7

IF CATEGORY KNOWN (C6A=01-05) OR C6A
REFUSED OR 95 OTHER GO TO C7 ELSE CONTINUE

C6B I'll read out the different categories of certificates.

READ OUT

Do you recall which category of S 60I it was?

- 01 [Category A]
Refusal/Failure of one party to attend/
participate in family dispute resolution/
mediation
- 02 [Category B]
Dispute not appropriate for FDR/
mediation
- 03 [Category C]
Both parties attended and made a
genuine effort
- 04 [Category D]
both parties attended but one party did
not make a genuine effort
- 05 [Category E]
Both parties started mediation but
dispute became inappropriate for
resolution
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

C7 What did you understand the purpose of the certificate to be?

DO NOT READ OUT

- 01 TO ALLOW PEOPLE TO FILE AN
APPLICATION IN COURT
- 95 Other (specify) verbatim
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

[INTERVIEWER: PURPOSE OF S 60I
CERTIFICATE IS TO ALLOW PEOPLE TO FILE
AN APPLICATION IN COURT]

ASK ONLY IF NOT 01 AT C4 C8 SCRIPT:

The people being interviewed for this study were issued with a s.60I Certificate. The certificate meant that (mediation/FDR) was discontinued, and allows those with a Certificate to take action through the courts to resolve their dispute.

MODULE D: PROCESS KNOWLEDGE

*(TIMESTAMP 2) (ALL) PREAMBLE:

I'd now like to read you a couple of statements about your understanding of the (mediation/FDR) process. Please indicate if you agree or disagree with each statement.

D0 I understood the (mediation/FDR) process and my progression through the process. Do you agree or disagree?

IF NECESSARY: If 'agree' or 'disagree' – is that strongly

- 01 Strongly Agree
- 02 Agree
- 03 Neither Agree Nor Disagree
- 04 Disagree
- 05 Strongly Disagree
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

D0a I achieved the outcomes I wanted through mediation?

IF NECESSARY: If 'agree' or 'disagree' – is that strongly

- 01 Strongly Agree
- 02 Agree
- 03 Neither Agree Nor Disagree
- 04 Disagree
- 05 Strongly Disagree
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

D1 Overall the (mediation/FDR) process was a positive experience. Do you agree or disagree?

IF NECESSARY: If 'agree' or 'disagree' – is that strongly

- 01 Strongly Agree
- 02 Agree
- 03 Neither Agree Nor Disagree
- 04 Disagree
- 05 Strongly Disagree
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

D2 In your opinion do you think your parenting issues were appropriate for (mediation/FDR)?

- 01 Yes
- 02 No
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

D3 Which of the following best describes how you would have preferred to resolve your dispute? Would you say you would have preferred to resolve your dispute by...

READ OUT

- 01 Continuing with mediation
- 02 Going to court
- 03 I believe the dispute was unresolvable
- 95 or by another method (specify)
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

**MODULE E: ACTION FOLLOWING
TERMINATION OF FDR/MEDIATION**

***(TIMESTAMP 3)**

E0i After receiving the certificate did you get help for your parenting dispute from any professional services?

- 01 Yes
GO TO E0ii
- 02 No
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

E0iii. Can I just check: that means you do not get or have not sought any professional help for your parenting dispute since ending FDR/mediation at Interrelate?

- 01 Yes – correct I do not or have not had any professional help since ending FDR
GO TO E1
- 02 No – I have had/am getting professional help
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

E0ii Did you get help from any of the following:

- 01 Private Lawyer/Solicitor/Legal Practitioner/Barrister
Y/N/DK/Ref
- 02 Community Legal Centre
Y/N/DK/Ref
- 03 Legal Aid
Y/N/DK/Ref
- 04 Other mediation service
Y/N/DK/Ref
- 05 Counsellor
Y/N/DK/Ref
- 06 Psychologist
Y/N/DK/Ref
- 07 Case worker
Y/N/DK/Ref
- 08 Another professional (specify)
Y/N/DK/Ref

- 09 NONE OF THESE
GO TO E1
- 99 DON'T KNOW/CAN'T SAY
GO TO E1
- 98 REFUSED
GO TO E1

IF ANSWERED YES TO PRIVATE LAWYER/
COMMUNITY LEGAL CENTRE/LEGAL AID
AT E0ii, ASK

E0iv On a scale from 0 to 10 – where 0 means 'Totally Dissatisfied' and 10 means 'Totally Satisfied', how satisfied were you with the legal support you received?

- 00 Totally Dissatisfied
- 01
- 02
- 03
- 04
- 05
- 06
- 07
- 08
- 09
- 10 Totally satisfied
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

IF ANSWERED YES TO OTHER MEDIATION
SERVICE/COUNSELLOR/PSYCHOLOGIST/CASE
WORKER AT E0ii, ASK

E0v On a scale from 0 to 10 – where 0 means 'Totally Dissatisfied' and 10 means 'Totally Satisfied', how satisfied were you with the counselling support you received?

- 00 Totally dissatisfied
- 01
- 02
- 03
- 04

05

06

07

08

09

10 Totally satisfied

99 DON'T KNOW/CAN'T SAY

98 REFUSED

ALL

E1 After receiving the certificate, did you or your former partner lodge an application for parenting orders with the Court?

01 Yes

02 No

GOTO E2

99 DON'T KNOW/CAN'T SAY

GOTO E2

98 REFUSED

GOTO E2

INTERVIEWER NOTE: If lodged by a solicitor on behalf of respondent or former partner record as 'yes'

INTERVIEWER NOTE: Any family law court is ok. Includes Family Court and Federal Magistrates/Federal Circuit Court.

E1i Was this in the past 12 months?

01 Yes

02 No

99 DON'T KNOW/CAN'T SAY

98 REFUSED

E1ii Has this application been finalised?

01 Yes

02 No

GOTO E2

99 DON'T KNOW/CAN'T SAY

98 REFUSED

E1iii Did you receive a ruling by a judge?

01 Yes

GO TO E1vi

02 No

GO TO E1vii

99 DON'T KNOW/CAN'T SAY

98 REFUSED

E1iv Did you resolve your dispute through consent orders?

01 Yes

02 No

95 Other (specify)

99 DON'T KNOW/CAN'T SAY

98 REFUSED

E1vi On a scale from 0 to 10 – where 0 means 'Totally Dissatisfied' and 10 means 'Totally Satisfied', how satisfied or dissatisfied are you currently with the with the outcome of your parenting application to the court?

00 Totally dissatisfied

01

02

03

04

05

06

07

08

09

10 Totally satisfied

99 DON'T KNOW/CAN'T SAY

98 REFUSED

E1vii Are you likely to seek further orders from the court in the future?

01 Yes

GO TO E2iv

02 No

GO TO E2iv

- 99 DON'T KNOW/CAN'T SAY
GO TO E2iv
- 98 REFUSED
GO TO E2iv

E2. How else did you try to resolve your dispute other than going to court?

- 95 Other (Specify) _____ verbatim
- 97 WE DIDN'T TRY ANYTHING ELSE
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

ALL

E2iv What is the current situation of your mediated parenting dispute? Would you say...(READ OUT)

- 01 Parenting dispute has been completely finalised (including through court)
- 02 Parenting dispute has been partially finalised (including through court orders), or
- 03 Your parenting dispute has not been finalised (including through court orders)?
GOTO E2vi
- 04 OTHER (SPECIFY)
- 99 (Do not read)
DON'T KNOW/CAN'T SAY
- 98 (Do not read)
REFUSED

E2v From the time you finished mediation, how long did it take you to finalise your dispute?

- 01 Months (specify)
(RANGE 1 TO 11)
- 02 Years (specify)
(RANGE 1 TO 30)
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

E2vi On a scale from 0 to 10 – where 0 means 'Totally Dissatisfied' and 10 means 'Totally Satisfied', how satisfied or dissatisfied are you with your current parenting arrangements?

- 00 Totally dissatisfied
- 01
- 02
- 03
- 04
- 05
- 06
- 07
- 08
- 09
- 10 Totally satisfied
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

E2viii Do you feel pressured to stick with the existing arrangement?

- 01 Yes
- 02 No
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

IF E2IV WAS NOT 03, ASK:

E2ix Are you likely to take steps in the future to change your current arrangements?

- 01 Yes
- 02 No
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

ALL

XK1 The next question is about your relationship with your former partner for whom you sought mediation. Which of the words I'm about to read out, best describe your relationship with your former partner over the past 12 months: friendly, co-operative, distant, lots of conflict, or fearful?

SINGLE RESPONSE ONLY

- 01 Friendly
- 02 Co-operative
- 03 Distant
- 04 Lots of conflict
- 05 Fearful
- 06 NO CONTACT IN THE LAST 12 MONTHS
- 07 NO CONTACT EVER
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

INTERVIEWER NOTE: If more than one apply, ask for the best descriptor.

MODULE F: PARENTING ARRANGEMENTS

***(TIMESTAMP 4)**

M1 Can I just check: how many biological or adopted children do you have with your former partner?

- 01 Bio/adopted children (Specify)
 (RANGE 1 TO 19)
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

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

[CATI PROGRAM NOTE: select random child if >1, and program text accordingly]

F1 Thinking only of your (youngest/middle/eldest) child you have with your former partner. To what extent would you say you're currently involved in your (youngest/middle/eldest) child's life? Would you say... **(READ OUT)**

- 01 Highly involved
- 02 Moderately involved
- 03 Little involvement, or
- 04 No involvement?
- 99 (Do not read)
DON'T KNOW/CAN'T SAY
- 98 (Do not read)
REFUSED

F2 To what extent would you say your former partner is currently involved in your (youngest/middle/eldest) child's life? Would you say...**(READ OUT)**

- 01 Highly involved
- 02 Moderately involved
- 03 Little involvement, or
- 04 No involvement?
- 99 (Do not read)
DON'T KNOW/CAN'T SAY
- 98 (Do not read)
REFUSED

F3 On a scale from 0 to 10 – where 0 means 'Totally Dissatisfied' and 10 means 'Totally Satisfied', how satisfied or dissatisfied are you with the way the current (parenting arrangements are/situation is) working for:

- a. Your (youngest/middle/eldest) (child)
- b. You

- 00 Totally dissatisfied
- 01
- 02
- 03
- 04
- 05
- 06

- 07
- 08
- 09
- 10 Totally satisfied
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

F4 How long (have you had the current parenting arrangement in place, this can be either formal or informal/has the current situation been in place)?

- 01 Months (specify)
(RANGE 1 to 24)
- 02 Years (specify)
(RANGE 1 TO 30)
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

MODULE M: CHILD & PARENT WELLBEING

***(TIMESTAMP 5)**

And now some specific questions about your **(youngest/middle/eldest)** child.

M2. Again – thinking only of your (youngest/ middle/eldest) child you have with your former partner, and using a scale of 0 to 10 – where 0 means ‘Totally Dissatisfied’ and 10 means ‘Totally Satisfied’, how satisfied or dissatisfied are you currently with how your (youngest/middle/eldest) child is:

- a. Getting along with others (his/her) own age?
- b. (IF NECESSARY: Again on that scale)
Doing at school or child care?
- c. (IF NECESSARY: Again on that scale)
Doing in most areas of (his/her) life?

- 00 Totally dissatisfied
- 01
- 02
- 03
- 04
- 05
- 06
- 07

- 08
- 09
- 10 Totally satisfied
- 97 NOT APPLICABLE
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

And now some questions about your own health and wellbeing.

M3. Thinking about your current situation, on a scale from 0 to 10 – where 0 means you feel ‘Totally Dissatisfied’ and 10 means you feel ‘Totally Satisfied’, when everything’s considered, how satisfied are you with your life overall? (DO NOT READ OUT)

- 00 Totally dissatisfied
- 01
- 02
- 03
- 04
- 05
- 06
- 07
- 08
- 09
- 10 Totally satisfied
- 97 NOT APPLICABLE
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

M4. In general, would you say your health is... (READ OUT)

- 01 Excellent
- 02 Very good
- 03 Good
- 04 Fair, or
- 05 Poor?
- 99 (Do not read)
DON'T KNOW/CAN'T SAY
- 98 (Do not read)
REFUSED

*MODULE N: DEMOGRAPHICS

*(TIMESTAMP 6) *(ALL)

N1. Finally, to make sure that we have a good range of people, would you mind telling me your age?

- 01 Age given (Specify)
(RANGE 18 TO 99)
GO TO N2
- 98 REFUSED

N1i. Which of the following age categories do you fall into? (READ OUT)

- 01 18–24
- 02 25–34
- 03 35–44
- 04 45–54
- 05 55–64
- 06 65+
- 98 (Do not read)
REFUSED

N2. What is the highest level of education or training you have completed?

- 01 Year 9 or below
- 02 Year 10, form 4, intermediate
- 03 Year 11, form 5, leaving
- 04 Year 12, form 6, matriculation, HSC
- 05 Trade/apprenticeship
- 06 Certificate (business college, TAFE)
- 07 Diploma (business college, TAFE)
- 08 Degree (bachelor)
- 09 Post-graduate (PhD, masters, post-grad dip)
- 10 Other (Specify)
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

N3 What is your MAIN source of income?

READ OUT

- 01 Wage or Salary
- 02 Self-employed earnings or proceeds of business
- 03 Government benefit/allowance (including Parenting Payment)
- 04 Other (Specify)
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

N5 Are you currently in an ongoing relationship with someone?

- 01 Yes
- 02 No
GO TO N7
- 99 DON'T KNOW/CAN'T SAY
GO TO N7
- 98 REFUSED
GO TO N7

N6. Do you live with them?

- 01 Yes
- 02 No
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

ALL

N7 Could you please tell me your postcode?

9999 DON'T KNOW/CAN'T SAY

9888 REFUSED

N8 Do you give permission for Interrelate to tell the University of Canberra which category of Certificate you received?

IF CODE 02, OR 99 OR 98: I want to assure you we treat all information you give us in strict confidence, as far as allowed by law. When reporting the results people's responses will be combined so there is no chance you might be identified.

- 01 Yes
- 02 No
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

CLOSE

O1 Do you have anything further you would like to pass on to the researchers or Interrelate about your experience with mediation?

- 01 Yes (specify)
- 02 No
- 99 DON'T KNOW/CAN'T SAY
- 98 REFUSED

END

Thanks for your co-operation. Just in case you missed it, my name is (...) and this survey was conducted on behalf of the University of Canberra. If you have any queries or concerns about the survey, I have a number I can give you if you like.

I also have a list of people you can call if you would like to speak with a counsellor about personal or financial concerns.

[SEE REFERRAL LIST FOR NSW](#)

I can also give you a number so that you can talk with the University of Canberra Project Manager: [removed].

CLOSE SUITABLY

Thanks very much for your time. We appreciate your assistance.

TERM 1

Thanks very much for your time.

TERM 2

An information error appears to have occurred. To protect your privacy, the study has been designed so that we cannot check back with Interrelate about your information. I'm sorry that we cannot continue with this interview. Thanks for your time.

TERM 3

Thanks for your time but for this study, we need to speak with parents who are still separated.

TERM 4

To protect your privacy, the study has been designed so that we cannot check back with Interrelate about your information. Please accept our apologies. Thanks for your time.

TERM 5

An information error appears to have occurred. I'm really sorry to have troubled you. Thanks for your time.

TERM 6

I'm really sorry to hear that. I apologise for troubling you. Thank you for your time.

TERM 8

Thank you. There are no further questions for you. Thanks for your contribution to the study.

TERM 9

If we are unable to determine the amount of time this child spends with you, then we are unable to continue. Thanks for your help and your contribution to the study so far.

TERM 10

Thanks anyway, but for the moment we're only conducting these interviews in English.