

Online survey of BasicsCard Merchants

Thank you for participating in this survey of BasicsCard Merchants. This survey forms one component of the evaluation of Place Based Income Management (PBIM). Your views and experiences are very important to the evaluation.

Your responses to the survey will be confidential to Deloitte. The survey should only take 10 minutes to complete. Individual responses will not be reported, and survey findings will be aggregated to preserve confidentiality. The findings will only be used to inform the evaluation of Place Based Income Management.

1. What is the postcode of your store? <postcode>
2. What type of merchant is your store?
 - a. Supermarket
 - b. Convenience store/milk bar
 - c. Pharmacy
 - d. Hardware store
 - e. Discount department store (for example Big W or Kmart)
 - f. Department store
 - g. Furniture store
 - h. Green grocer
 - i. Butcher
 - j. Bakery
 - k. Clothing store
 - l. Utilities service (gas, electricity or telephone for example)
 - m. Automobile rental or repair
 - n. Miscellaneous
 - o. Other (please specify)
3. Approximately how many customers have purchased goods using BasicsCard from your store **in the past month**? <Approximate number>
4. Is there anything different about the way you deal with these customers compared to regular customers?
 - a. Yes
 - b. No
 - c. Not sure
5. <If Q2=a> In what ways have you dealt with these clients differently? <free text>

6. Have you noticed any changes in the types of goods that are being purchased from your store since the introduction of the BasicsCard?
 - a. Yes
 - i. Please describe what kinds of changes you have noticed <free text>
 - b. No
 - c. Not sure
7. Approximately what proportion of the customers who use the BasicsCard in your store are new customers, i.e. have only started shopping at your store since the introduction of BasicsCard?
 - a. <percentage>
 - b. Don't know/ can't say
8. Have customers reported any difficulties with using the BasicsCard?
 - a. Yes
 - b. No – skip
 - c. Not sure – skip
9. What type of difficulties have they reported (please select all that are relevant):
(MULTIPLE RESPONSE OPTIONS ALLOWED)
 - a. Difficulty understanding how to use the BasicsCard
 - b. Not able to use the BasicsCard at local merchants they would normally purchase from
 - c. Losing the BasicsCard
 - d. Problems using BasicsCard facilities
 - e. Don't know their ~~BasicCard~~BasicsCard balance or how to check it
 - f. Feeling embarrassed or ashamed of using the BasicsCard
 - g. Other (please specify) _____
10. Do you think clients experience any shame or embarrassment when using the BasicsCard to make purchases?
 - a. Yes
 - b. No
 - c. Not sure

We are interested in understanding how effectively the BasicsCard system has been administered and implemented and the costs to you of adopting BasicsCards.

11. How would you describe the process for applying to be a BasicsCard merchant:
 - a. Very easy
 - b. Easy

- c. Neither easy nor difficult
 - d. Difficult
 - e. Very difficult
12. If you answered difficult or very difficult, can you please describe which parts of the process were difficult? <free text>
13. Have you had any difficulties using the BasicsCard facilities?
- a. Yes <If Q13=a>
 - b. No <If Q13=b> skip to Q17
14. Please describe some of the difficulties you have had using the BasicsCard facilities <free text>
15. How could these difficulties be addressed? <free text>
16. Was support available for you when you experienced these difficulties?
- a. Most of the time
 - b. Some of the time
 - c. Not at all
17. What was the cost to you of:
- a. Purchasing BasicsCards equipment <answer in dollars>
 - b. Any time required to train staff how to use the BasicsCard equipment (including salaries and on-costs) <answer in dollars>
 - c. If BasicsCards transactions require more time than other payment methods such as EFTPOS, what are the approximate costs of this additional time for a single purchase or transaction <answer in dollars>

Thank you for taking the time to participate in this survey. If you have any questions about this survey or the evaluation please email PBIMevaluation@deloitte.com.au.