

Merchants CATI QUESTIONNAIRE

SECTION A: MANDATORY QMS REQUIREMENTS

Display the following variables:

- Duplicate flag (column s in sample file)
- Concatenated Trading Names if a duplicate record (column b in sample file)

INTRODUCTION

Good morning/afternoon/evening, my name is.....I work for "Colmar Brunton", I am calling on behalf of the Social Policy Research Centre at the University of New South Wales. We would like to invite you to participate in a brief survey that explores the views of service providers about the implementation of New Income Management in the Northern Territory.

Would you, or someone else in your organisation, be willing to assist us with this survey?

- 1 Yes
- 2 No
- 98 Refusal - didn't establish if any eligible person

If answer = 1 continue with interview, if change of respondent repeat intro above

If further information required move to next screen and read Intro1

If answer > 1 exit interview after trying to convert

Intro1

The Social Policy Research Centre at the University of New South Wales, the Australian Institute of Family Studies and the Australian National University would like to invite you to participate in brief survey that explores the views of different groups about the implementation of New Income Management in the Northern Territory.

The aim of this project is to undertake a transparent and objective evaluation that will provide solid evidence on the outcomes of New Income Management. We have invited you to complete this survey as you are employed in business that has been contracted to receive income managed funds through BasicsCard or Schedule 4 or 5 contracts. Some of the questions in the survey may be more or less relevant to you depending on the business you work for and your role within the business. In these cases, not applicable responses have been provided.

The survey should take about 10-15 minutes to complete.

This is an important opportunity to have your say about New Income Management and how it is affecting your business and your customers.

Participation in this survey is entirely voluntary and your responses will be kept in strictest confidence. No information about individuals will be identified in reporting the findings of the study.

INTERVIEWER NOTE: If duplicate sample item read out 'Our records indicate that you are the contact person for more than one business, could you please let us know which business you would like to respond on behalf for this survey.' READ OUT LIST OF TRADING NAMES DISPLAYED ABOVE.

SECTION B: INDIVIDUAL PROJECT REQUIREMENTS

SCREENING

Feed in from column A in the sample file

Q1a. Can ask you to confirm the name of this business? (SR)

INTERVIEWER NOTE: If duplicate sample item delete all Trading Names other than the business already selected in the introduction.

Sample ID 730 – 749 skip to Q8

Q1b. We would like to ask about the types of payments this business is contracted to accept from Centrelink Customers as part of New Income Management? This business... (MR)

[INTERVIEWER NOTE: provide the following definitions if a respondent is unsure about what the business is contracted for:

Schedule 4 contract: allows the provider to accept people's income managed funds for services received such as payment for participation in a School Nutrition Program or utilities

Schedule 5 contract: contract allows the merchant to accept people's income managed funds directly to their store. The store then debits the amount spent from the person's balance once spent and reports this information to Centrelink]

1. Is approved for BasicsCard
2. Has a Schedule 4 contract
3. Has a Schedule 5 contract
4. Other (specify)

MAIN BODY OF QUESTIONNAIRE

Feed in wording from Q1b

Q2. How long has this business been <accepting the BasicsCard/operating as a Schedule 4 business/Schedule 5 business> as part of New Income Management in the Northern Territory? (MR)

Ask for each of the types of new income management payments the business is contracted to accept.

1. Less than 6 months
2. Between 6 and 12 months
3. More than 12 months
4. Can't say/don't know

Ask if code 2 or 3 at Q2

Feed in wording from Q1b

Q3. Was this business accepting <BasicsCard/operating as a Schedule 4 business/Schedule 5 business> before August 2010? (SR)

[INTERVIEWER NOTE: This is when New Income Management commenced in the NT]

Ask for each of the types of new income management payments the business is contracted to accept.

1. Yes
2. No

Feed in from column C in the sample file

Q4. I also have a couple of questions about the background of the business. Can I just check the location of your business? (SR) **Feed information in from sample and update if incorrect.**

INTERVIEWER NOTE: If duplicate sample item delete all Locations other than the one which relates to the business selected.

1. Yes, correct
2. No, specify the correct location

Q5. How would you describe the nature of your business? (SR)

[INTERVIEWER NOTE: use list provided to select type of business that best matches how participant describes their business. Check with participant - Would you say _____ is the best description of your business?]

Classification recorded by interviewer will depend on the type of contract the store has with Centrelink. Classification in list will be fed forward.

1. Supermarket
2. Convenience store
3. Department store
4. Petrol station
5. Clothes store
6. Transport
7. Hardware store
8. Second hand goods
9. Automotive Repairs
10. Butcher
11. Discount store
12. Chemist/pharmacy
13. Newsagent
14. Medical service
15. Education outlet
16. Bakery
17. Shoe store
18. Deli
19. Furniture store
20. Whitegoods
21. Unknown
22. Fruit and vegetables
23. Bookstore
24. Toys
25. Other (specify)

Q6. Is this business...? (SR)

1. Individual or family owned store based in one location
2. A store run by the local community/community management committee
3. Part of a retail business with stores in more than one location
4. Other (specify)

Q7. How many people (including yourself) are employed in this <store/business>? (SR)

Note: feed forward appropriate word using answers from business type section. For example "this store" for retail outlets, this business for service type businesses.

1. 1-5 employees
2. 6-10 employees
3. 11-20 employees
4. 21 employees or more
5. Can't say/don't know

Q8. What is your role in the business? (SR)

Note: feed forward appropriate word using answers from business type section. For example "this store" for retail outlets, this business for service type businesses.

1. Owner
2. Member of management committee
3. Manager
4. Sales assistant
5. Volunteer
6. Other (specify)

Q9. How long have you worked in this business? (SR)

Note: feed forward appropriate word using answers from business type section. For example "this store" for retail outlets, this business for service type businesses.

1. Less than 1 year
2. 1 to 2 years
3. 2 to 3 years
4. 3 to 4 years
5. 4 to 5 years
6. More than 5 years
7. Can't say/don't know
8. Prefer not to say

Q10. How would you rate your own level of understanding the terms and conditions of <delivering the BasicsCard/of operating as a Schedule 4 business/operating as a Schedule 5 business>? (MR)

Feed forward responses to Q1b or use Centrelink data if provided. Ask for each of the arrangements that the business is contracted for

1. Very low
2. Low
3. Moderate
4. High
5. Very high
6. Can't say/don't know
7. Prefer not to say

Q11. Do you have enough information/training about [BasicsCard/the operation of Schedule 5 contracts/the operation of Schedule 4 contracts] to do your job effectively?

Feed forward responses to Q1b or use Centrelink data if provided. Ask for each of the arrangements that the business is contracted for

1. Yes - fully
2. Yes - partially
3. No
4. Not applicable – my role is not related to <BasicsCard/schedule 4 contracts/schedule 5 contracts>

Q12. What other information/training would you like to be available to you? (SR)

Q13. We are interested in understanding some of the broader impacts of income management that you may have observed. Please indicate your level of agreement to the following statements where 1 is strongly agree and 4 is strongly disagree: (SR)

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Not applicable	Can't say/don't know
1. Customers using the BasicsCard have a clear understanding of its use	1	2	3	4	5	6
2. It is difficult for customers using the BasicsCard to know how much money is available on it	1	2	3	4	5	6
3. Customers using their income managed funds have more funds available for their priority needs	1	2	3	4	5	6
4. Since the introduction of income management our store stocks a greater variety of healthy foods	1	2	3	4	5	6
5. Since the introduction of income management there has been an increase in demand in the store for healthy foods	1	2	3	4	5	6
6. Customers feel comfortable using their BasicsCard in this store	1	2	3	4	5	6
7. Income management allows women in this community to have greater control over their money	1	2	3	4	5	6

Before we finish we would like to ask you a couple of questions about your background.

Q14. Are you of Aboriginal or Torres Strait Islander background? (SR)

1. No
2. Yes, Aboriginal
3. Yes, Torres Strait Islander
4. Yes, both
5. Prefer not to say

Q15. Do you have any further comments about New Income Management?

SECTION C: MANDATORY QMS REQUIREMENTS

Well that's the end of the questionnaire. One last thing, occasionally my supervisor will call some people back to check I have conducted the interview properly. Would you be willing to give me your first name only in case she wishes to call you?

- 1 Yes – Record first name
- 2 No

CONCLUSION

Comments for all participants:

Thank you for your cooperation in answering these questions, that's the end of the interview. Just to remind you, my name is _____, and I'm calling from Colmar Brunton, on behalf of Social Policy Research Centre at the University of New South Wales.

Thank you for your time, have a good day/evening.

End here

[If the participant wants to discuss the survey or the research more broadly, in the first instance say]

If you have any feedback about the survey please contact Kelly Hand, Research Fellow, the Australian Institute of Family Studies on 1800 352 275 or via email at nim@aifs.gov.au.

[If they have strong concerns and want to make a complaint you can say]

If you have any concerns or complaints at any time about your part in the study, you can contact the Ethics Secretariat at the University of New South Wales, Sydney 2052 by writing or ringing (02) 9385 4234, quoting this reference number: HREC [10371. Or alternatively Ethics Administration, Human Research Ethics Committee of the NT Department of Health and Menzies School of Health Research on 89227922 or email ethics@menzies.edu.au or fax 89275187.

As a market research company, we comply with the requirements of the Privacy Act. Would you like me to give you any more details about how we comply?

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

The information you provided will be used only for research purposes. Your answers will be combined with those of other participants as part of a research report.

No information identifying any individuals or businesses will be provided as part of this report. Only researchers directly involved in the survey will know whether or not individuals or businesses have participated.

Interviewer's Declaration	<p>I certify that this is a true, accurate and complete interview, conducted in accordance with industry standards and the AMSRS Code of Professional Behaviour (ICC/ESOMAR). I will not disclose to any other person the content of this questionnaire or any other information relating to this project.</p> <p>Interviewer Name:</p> <p>Date:</p>
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