



The role of bystander knowledge, attitudes and behaviours in preventing race-based discrimination.

**A technical report on the conduct and findings of VicHealth's Survey of
Bystander Knowledge, Attitudes and Behaviours in Preventing Race-based
Discrimination**

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Disclaimer

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Table of contents

ACKNOWLEDGMENTS	I
TABLE OF CONTENTS	II
LIST OF TABLES & FIGURES	III
GLOSSARY	IV
EXECUTIVE SUMMARY	V
1. INTRODUCTION	1
1.1 BACKGROUND	1
1.2 OBJECTIVES AND OUTCOMES	2
2. ABOUT THE SURVEY	3
2.1 OVERVIEW	3
2.2 RESPONDENT PROFILE	3
3. BUILDING ON PREVIOUS RESEARCH	5
4. THE POTENTIAL FOR BYSTANDER ACTIVITY IN GENERAL SOCIAL SETTINGS	7
4.1 RECOGNISING AN INCIDENT AS RACIST	7
4.2 DECIDING IF ACTION IS WARRANTED?	9
5. THE POTENTIAL FOR BYSTANDER ACTION IN LOCAL COMMUNITY SPORTS CLUBS	11
5.1 LOCAL COMMUNITY SPORTS CLUBS AS POTENTIAL SETTINGS FOR BYSTANDER ACTION	11
5.2 BYSTANDERS' PREPAREDNESS TO TAKE ACTION IN A LOCAL SPORTS CLUB ENVIRONMENT	16
5.3 COMMUNITY EXPECTATIONS OF LOCAL SPORTS CLUBS AS PRO-SOCIAL AGENTS	17
6. THE POTENTIAL FOR BYSTANDER ACTION AT WORK	18
6.1 WORKPLACES AS SETTINGS FOR BYSTANDER ACTION	18
6.2 BYSTANDERS' PREPAREDNESS TO TAKE PRO-SOCIAL AT WORK	22
6.3 COMMUNITY EXPECTATIONS OF WORKPLACES AS PRO-SOCIAL AGENTS	25
7. RECALL OF 'RACIST' INCIDENTS AND REPORTED ACTION TAKEN	26
7.1 WITNESSED RACISM IN THE LAST 12 MONTHS	26
7.2 TYPE OF INCIDENT	28
7.3 RESPONSE TO INCIDENT	29
8. PRO-SOCIAL ORIENTATION	33
8.1 THE RELATIONSHIP BETWEEN STATED PRO-SOCIAL INTENTIONS AND REPORTED PRO- SOCIAL BEHAVIOUR	33
8.2 STAGES OF PRO-SOCIAL BYSTANDER BEHAVIOUR	34
9. SUMMARY	37
10. NEXT STEPS	38
REFERENCES	39
APPENDIX A – METHODOLOGY	40
APPENDIX B – QUESTIONNAIRE	41

List of Tables & Figures

Table 2.2: Unweighted sample profile.	4
Figure 3a: Established contributors to race-based discrimination.....	5
Figure 3b: Enablers and obstacles to bystander action.	6
Figure 4.1a: Perceived acceptability of selected ‘racist’ behaviours when socialising with friends.	7
Table 4.1b: Percentage who regarded selected ‘racist’ behaviours as ‘acceptable’ when socialising with friends by selected characteristics.....	8
Figure 4.2a: Stated reaction to witnessing selected ‘racist’ behaviours when socialising with friends.	9
Table 4.2b: Percentage of persons who would say or do something to show their disapproval in response to each scenario and the percentage of persons with an ‘ambivalent’ response to each scenario.	10
Figure 5.1.1: Perceptions regarding the environment of the local sports club with respect to people of minority racial or ethnic groups.....	12
Figure 5.1.2: Percent aware of policies or programs promoting racial tolerance and respect.	13
Figure 5.1.3a: Perceived acceptability of selected ‘racist’ behaviours in a local sports club setting.	14
Figure 5.1.3b: Confidence in capacity of club to take action.	15
Figure 5.2: Stated reaction to witnessing selected ‘racist’ behaviours in a sports club setting.....	16
Figure 5.3: Percent agree that local community sports clubs have these responsibilities.	17
Figure 6.1.1a: The proportion of employees who agree / disagree that people at their workplace are treated with dignity and respect regardless of their racial or ethnic background.	18
Figure 6.1.1b: The perceived frequency with which one’s own workplace treats people unfairly because of their racial or ethnic background.	19
Figure 6.1.2: The existence of policies or programs to educate or inform employees about racial tolerance and respect.....	19
Figure 6.1.3: Perceived acceptability of selected ‘racist’ behaviours in a workplace setting.	20
Figure 6.2.1: Stated reaction to witnessing selected ‘racist’ behaviours at work.	22
Table 6.2.2: Level of confidence amongst employees that they would know what to do, that their employer would take the matter seriously and that they would receive support from their colleagues if there was a racist incident at work.	23
Figure 6.3: Percent agree that employers have these responsibilities.	25
Figure 7.1: Percent witnessed racism in selected settings in the last 12 months.....	26
Table 7.1: Percentage who regarded reported witnessing a ‘racist’ incident in a selected setting in the last 12 months.....	27
Figure 7.2: Type of ‘racist’ incident witnessed in the last 12 months.	28
Table 7.3a: Percentage who reported taking pro-social action in response to the ‘racist’ incident they witnessed by selected characteristics and type of incident witnessed.....	29
Figure 7.3b: Type of pro-social action taken.	30
Figure 7.3c: Reason for taking action.....	31
Figure 7.3d: Reason for not taking action.	32
Table 8.1: Relationship between stated pro-social inclination and reported pro-social behaviour	33
Table 8.2a: Stages of pro-social behaviour by selected characteristics	35
Table 8.2b: Stages of pro-social behaviour by attitudinal variables.	36

Glossary

Bystander action

The definition of bystander action being used for this study is “action taken by a person or persons not directly involved as a target or perpetrator of race-based discrimination to identify, speak out about or seek to engage others in responding to specific incidents of racism; and/or behaviours, attitudes, practices or policies that contribute to racism.”

Race based discrimination

The definition of race-based discrimination adopted by VicHealth refers to behaviours and practices that result in avoidable and unfair inequalities across groups in society based on race, religion, culture or ethnicity. Discrimination is not limited to random acts of unfair treatment, but reflects a broader pattern which is justified by beliefs and expressed in interactions (both personal and institutional) that maintain privileges for members of dominant groups at the cost of disadvantage for others. Discrimination can be **direct** (e.g. a shopkeeper refusing to serve a customer wearing hijab) or **indirect** (a school policy prohibiting students from wearing anything on their heads, as this would inadvertently exclude students whose religion requires the wearing of headwear). It can be **interpersonal** (i.e. involving interactions between people, such as bullying, harassment, physical violence, name calling, jokes/teasing and hiring/firing biases in employment) and **systemic** (occurring when requirements, conditions, practices, policies or processes result in avoidable and unfair inequalities across groups).

Discrimination

Encompasses behaviours or practices that result in avoidable and unfair inequalities in power, resources and opportunities across groups in society. This is distinguished from a narrower legal definition, where discrimination is defined as behaviours and practices that are unlawful. This definition encompasses both interpersonal discrimination (that occurring between individuals) and systemic discrimination (that occurring in the practices, policies, structures and cultures of institutions).

Discrimination may be based on a range of characteristics, including sexual preference, ethnicity, culture, gender, religion, disability, age, relationship status, social class, religion and race. Individuals may simultaneously experience multiple discriminations on the basis of two or more of these characteristics.

Executive Summary

Informed by VicHealth's evidence-based framework for reducing race-based discrimination *Building on our Strengths: A Framework to Reduce Race-based Discrimination and Support Diversity in Victoria (2009)* and the *Review of Bystander Approaches in Support of Preventing Race Based Discrimination (Nelson et al. April, 2010)*, VicHealth commissioned the Social Research Centre and academic associates from the University of Melbourne to develop and undertake a community survey on bystander knowledge, attitudes and behaviour in relation to preventing race-based discrimination.

Bystander action can have the objectives of: stopping the perpetration of a specific incident of discrimination; reducing the risk of its escalation; and preventing the physical, psychological and social harms that may result as well as strengthening broader social norms and community and organisational cultures that reduce the likelihood of discrimination occurring in the future.

The survey developed for this study focused on general social settings, sports club settings and workplaces as the pre-survey development work suggested that the survey items would work best in these settings.

A telephone survey was conducted with the sample frame comprised of a randomly generated list of landline telephone numbers across Victoria. The in-scope population for the survey was Victorian residents aged 18 years. The final achieved number of interviews was 601 with 400 being undertaken in the Melbourne Statistical Division and 401 in the rest of Victoria.

The survey findings suggest that racist abuse is not acceptable in the community while racist slang is condoned by some. More than half of respondents considered racist jokes always or sometimes acceptable. Reported action in response to these behaviours followed this same pattern, with action more likely for less acceptable forms of racism.

There was very strong agreement that sports clubs and workplaces are welcoming of people from all racial and ethnic groups, are not accepting of racism and should / would act in response to racist incidents while playing a role in promoting racial tolerance and respect. However, a third of respondents have witnessed racism in the past 12 months, including one in eight reporting incidents in each of sports clubs and workplaces. While over two thirds reported formal policies and practices in place to prevent race-based discrimination at work, only a quarter reported such formal policies and practices in sports clubs.

Racism was less acceptable and responses to racist incidents more likely among those in larger workplaces or where formal anti-racism policies and practices were in place. About half of in-scope employees were confident they could respond to racism and that their employer and colleagues would support their action. Such employer / colleague support was associated with pro-social behaviour at work.

Pro-social inclination was related to pro-social behaviour while those with racist attitudes showed lower pro-social inclination and behaviour. There were marked differences in the proportion of respondents who would say or do something to show their disapproval of racist incidents across the settings examined in the survey. While six in ten respondents would respond to all racist scenarios in local sports clubs, only a third would do so in workplaces and social situations.

Although younger persons (those aged 18 to 34 years) were more likely to have witnessed racism, they were also less likely to take action in response to racist incidents. In general, women, university graduates and

those aged 35 to 54 years were the most likely to respond to racist incidents. Those born overseas were less accepting of racism and more likely to say or do something about it.

The survey findings suggest strong support for bystander action to address racism in the general community. However, some forms of racism are still not considered serious and more formal / informal support is required in key settings to enable more consistently and confident responses to various forms of racism, especially among young people, the Australian born and men.

1. Introduction

1.1 Background

In recent years VicHealth has been developing an evidence base to guide a primary prevention agenda that tackles the underlying causes and factors that contribute to race-based discrimination and violence against women. Exposure to either of these problems can be associated with serious health-damaging effects. The aim of VicHealth's work is to stop these anti-social and health damaging behaviours from occurring in the first place.

This involves examining the potential of new tools and resources to increase individual, organisational and community capacity to take an active role in addressing the kind of attitudes, behaviours, and cultures that allow race-based discrimination and violence against women to go unchallenged.

VicHealth's work in the area of reducing violence against women and race-based discrimination is underpinned by evidence based frameworks *Preventing Violence Before it Occurs: A Framework and Background Paper to Guide Primary Prevention of Violence Against Women (2007)* and *Building On Our Strengths: A Framework to Reduce Race-based Discrimination and Support Diversity in Victoria (2009)*. Emerging research identified in the course of developing these frameworks suggested some promise in 'bystander' activity to address the problems concerned.

While for some the term 'bystander' suggests standing by, recent work in this area has imbued the term with a more active connotation which we adopt in this report. Furthermore, although such bystander action is often conceived of as a response (usually direct and or immediate) to negative behaviours (discrimination or violence) perpetrated by individuals, there is also potential to extend bystander actions to respond to organisational, community and societal level practices and policies that support race inequality and violence and intolerance. In this expanded conceptualisation of bystander action, such activity can have the objectives of:

- Stopping the perpetration of a specific incident of violence/discrimination; reducing the risk of its escalation; and preventing the physical, psychological and social harms that may result; and/or
- Strengthening broader social norms and community and organisational cultures that reduce the likelihood of violence and discrimination occurring in the future.

Consistent with other behaviour change interventions, the evidence on bystander programs shows that change is more likely when awareness raising and opportunities for building the skills and capacities of individuals, peer groups and organisations accompany an intervention.² A sound understanding of community capacity and willingness to engage in bystander activity and the barriers and facilitators to such activity is required to underpin bystander action initiatives. To this end, two literature reviews focussing on bystander action in violence prevention and reducing discrimination were commissioned by VicHealth in 2010. These reviews indicated that there was very little applied research exploring these questions and little policy consideration on how to facilitate bystander action. As a result, VicHealth commissioned the Social Research Centre and academic associates from the University of Melbourne and La Trobe University to develop and undertake two general community surveys – one to measure bystander knowledge, attitudes and behaviour in

² Powell, 2010. Nelson et al, 2010.

relation to preventing race-based discrimination and a separate survey to measure bystander knowledge, attitudes and behaviour in relation to preventing violence against women.

The literature reviews undertaken to inform these surveys identified sports club settings, educational settings, workplaces and community settings as settings conducive for promoting pro-social bystander behaviour. The two surveys developed for this study focussed on general social settings, sports club settings and workplaces as the pre-survey development work suggested that the survey items would work best in these settings.

1.2 Objectives and Outcomes

The overarching aim of this Bystander Research Project is to assess community and organisational readiness to implement pro-social bystander interventions to reduce race-based discrimination/promote diversity and to prevent violence against women.

Specific objectives for the project include:

1. To increase understanding of the Victorian community's capacity and willingness to engage in positive bystander action in response to the occurrence of, or conditions contributing to, violence against women and race-based discrimination.
2. To identify facilitators of and barriers to positive bystander behaviour and to building cultures which encourage bystander principles and behaviours.
3. To identify settings and audiences to which efforts to strengthen bystander activity could be most profitably targeted.

Within this context the desired outcomes for the Bystander Research Project are:

1. An improved understanding of key conditions for encouraging bystander intervention for preventing race-based discrimination.
2. An improved understanding of the level of community capacity and organisational readiness to implement programs that facilitate bystander responses in sports, workplace, education and community settings.
3. An improved understanding of the place of bystander approaches in reducing race-based discrimination and violence against women.
4. Information to support organisational policies and skills-based bystander training programs as well as tools and materials for application in selected settings, such as workplaces and sporting organisations.

The preliminary findings presented in this report are from the survey undertaken to measure bystander knowledge, attitudes and behaviours in preventing race-based discrimination. A separate report has been written based on the companion survey which measured bystander knowledge, attitudes and behaviours in relation to preventing violence against women.³

³ Pennay DW & Powell A. A survey of pro-social community knowledge, attitudes and behaviour with respect to gender-based discrimination, 2011: A full technical report. The Social Research Centre, Melbourne.

2. About the survey

2.1 Overview

An overview of the development and conduct of the survey is provided in this section with more detailed methodological information provided in Appendix A.

The Bystanders Survey was envisaged by VicHealth as a means of assessing community and organisational readiness to implement pro-social bystander interventions to reduce race-based discrimination and promote diversity. The design of the survey was informed by VicHealth's Framework to Reduce Race-based Discrimination and Support Diversity in Victoria⁴ and by the Literature Review commissioned by VicHealth to inform this survey and identify settings conducive to pro-social bystander action (Nelson et al, 2010). The design of the survey instrument and of specific survey questions was further informed by four focus groups, a series of cognitive interviews and formal pilot testing.

A telephone survey methodology was used for the survey with the sample frame comprised of a randomly generated list of landline telephone numbers across Victoria. The in-scope population for the survey was Victorian residents aged 18 years and over and the 'next birthday' method was used to select the in-scope person within a household to be interviewed. Interviews were undertaken in English Italian and Vietnamese.

The final achieved number of interviews was 601 with 400 being undertaken in the Melbourne Statistical Division and 201 in the rest of Victoria. The average interview length was 18 minutes and data collection took place over the period 30 May to 23 June 2011. The response rate for the survey (defined as interviews divided by interviews plus refusals) was 36.5 per cent. A total of 27 interviewers administered the survey.

The results presented in this report are weighted survey estimates. The survey results have been weighted to adjust for the for the different chances of respondent selection arising from the sample design and to align the survey data with independent population benchmarks with respect to age, sex, region, educational attainment and birthplace.

Refer to Appendix A for more detailed information about the development and conduct of the survey.

2.2 Respondent profile

The unweighted distribution of the sample by selected characteristics is provided below (see Table 2.2, next page). This shows all of the features that have come to be expected of telephone surveys using a randomly generated sample of landline telephone numbers as a sampling frame. Consistent across these surveys is the underrepresentation of males and young people relative to their prevalence in the population as well as the underrepresentation of overseas born persons and the overrepresentation of persons with tertiary qualifications. The distribution of interviews across the Melbourne Statistical Division and the rest of Victoria resulted from this being used as a stratification variable for sampling purposes.

⁴ VicHealth (2009).

Table 2.2: Unweighted sample profile.

	n	Sample %	Popn %
Gender[#]			
Male	246	40.9	49.1
Female	355	59.1	50.9
Age group (years)[#]			
18-34	67	11.1	30.4
35-54	248	41.3	37.6
55+	285	47.4	32.0
Country of birth^{##}			
Australia	457	76.0	63.7
Overseas	144	24.0	36.3
Education^{##}			
Not university graduate	399	66.4	82.1
University graduate	202	33.6	17.9
Region[#]			
Melbourne (Stat Div)	400	66.6	73.9
Rest of Victoria	201	33.4	26.1

[#]2009 Estimated Resident Population, Customised Report,

^{##}Census of Population and Housing, 2006.

3. Building on previous research

As mentioned in the introductory comments to this report, the design of the Bystanders Survey was informed by VicHealth's evidence-based framework for reducing race-based discrimination *Building on our Strengths: A Framework to Reduce Race-based Discrimination and Support Diversity in Victoria (2009)* and the *Review of Bystander Approaches in Support of Preventing Race Based Discrimination (Nelson et al. April, 2010)*.

The VicHealth framework document (p 31) identified the following contributors to race-based discrimination (see Figure 3a). By extension, these factors can also be seen as associated with a pro-social bystander inclination / disinclination in terms of preventing race-based discrimination.

Figure 3a: Established contributors to race-based discrimination.

At the individual level	Community / Organisational level
Belief in racial hierarchy and racial separatism Belief that some groups do not fit into Australian society Fear, anxiety, discomfort, avoidance or intolerance of diversity Denial that discrimination occurs and/or that it is serious Negative stereotypes and prejudices Failure to recognise own negative attitudes/behaviours and/or a belief that they are 'normal' Poor conflict resolution skills Limited positive inter-group relationships and interaction	Organisational cultures that do not recognise discrimination or value diversity Organisations that support or have weak sanctions against discrimination Policies, practices and procedures that favour the majority group Inequitable recruitment, evaluation, training, remuneration, turnover or promotion of staff Limited opportunities for positive inter-group relationships and interactions Leadership that supports, fails to recognise or has weak sanctions against discrimination or does not value diversity

The literature review provides a summary of the factors that may be associated with bystander action and, in particular, the Confronting Prejudiced Responses (CPR) model as developed by Ashburn-Nado, Morris and Goodwin (2008). The five steps that a bystander may go through are summarised as follows:

1. An incident must be interpreted as racism or discrimination.
2. The bystander must decide whether the incident warrants confrontation.
3. The bystander needs to take responsibility for intervening or confronting the perpetrator.
4. Once a bystander has taken responsibility they are required to decide how to intervene.
5. Finally, the bystander takes action

The literature review also discusses the obstacles to bystander anti-racism. These include factors such as:

- Group identify – bystanders are most likely to help those they see as similar to themselves
- Self-focussed concerns (i.e. the risks to the bystander of intervening)
- A perception that intervening would be ineffective
- A perception that intervening is 'none of my business'
- Feeling ill-equipped to act, and

- A desire to preserve interpersonal relationships.

Figure 3b is re-produced from the literature review and summarises the enablers and obstacles to bystander action when faced with race-based discrimination. These factors, along with those identified in the VicHealth Framework document as contributing to race-based discrimination, provided a broad theoretical framework for both the design of the survey instrument and this report.

Figure 3b: Enablers and obstacles to bystander action.

Enablers of bystander action	Obstacles to bystander action
Knowledge of what constitutes racism Awareness of harm caused by racism Perceived responsibility to intervene Perceived ability to intervene Negative stereotypes and prejudices Desire to educate perpetrator Self-validation, catharsis – expressing anger, disapproval, etc. Desire to aid target of racism Self-affirmation	The ambiguous nature of racism Exclusive group identity Fear of violence or vilification, being targeted by the perpetrator Lack of knowledge about how to intervene Impression management / preserving interpersonal relationships Desire to avoid conflict Freedom of speech / Right to express one's opinion

Readers should note that the survey instrument was not designed exclusively along these theoretical lines but was designed to explore as many of these known contributors, enablers and obstacles as possible within the constraints of this study and of a general community telephone survey. As mentioned previously, formative focus group research and cognitive testing were also undertaken to inform the design of the survey instrument. These phases contributed to the language, tone and structure of the survey instrument and also helped to develop the discriminatory behaviours / scenarios that respondents were presented with in order to measure their pro-social bystander intentions in particular contexts. The selection of the settings in which these questions were placed (general social settings, sports club settings and workplace settings) were also informed by this preceding qualitative research.

As far as the authors are aware, this survey is the first of its kind undertaken in Australia. It is hoped that this first attempt at measuring bystander knowledge, attitudes and behaviours in preventing race-based discrimination provides a sound base from which VicHealth can develop programs to encourage pro-social bystander action in response to race-based discrimination. It is also hoped that this first attempt will act as a catalyst for further research in this area and for the continued refinement and development of survey-based measures of bystander knowledge, attitudes and behaviours.

4. The potential for bystander activity in general social settings

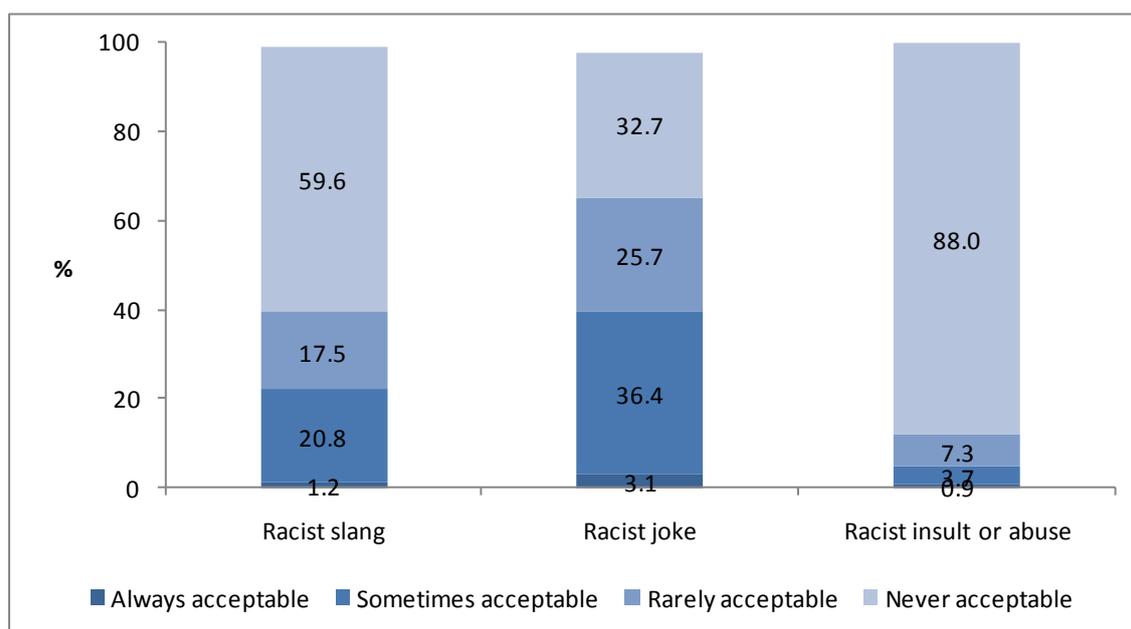
4.1 Recognising an incident as racist

The research which informed the design of this study indicated that in order for someone to take action when confronted with a racist incident or episode that person must first recognise a particular episode as racist. The ambiguous nature of racism may mean that a definitive assessment of whether or not an incident is racist may be difficult.

Given this starting point, several scenarios were designed to measure the perceived acceptability of certain 'racist' behaviours. Specific scenarios were developed for general social settings, sports club settings and the workplace. This section looks at community perceptions with regard to acceptable and unacceptable 'racism' in general social settings

Figure 4.1a shows that when socialising with friends 88% of sample members regarded it as never acceptable for someone they know to use racist slang to insult or abuse another person. The level of social sanction was somewhat less with regard to the use of racist slang to describe people from a certain racial or ethnic background (59.6% regarding this as never acceptable) and even less so with regard to the telling of a racist joke (32.7% of respondents regarding this as never acceptable).

Figure 4.1a: Perceived acceptability of selected 'racist' behaviours when socialising with friends.



Base: Total sample (n=601).

Q1a Acceptability of someone you know using slang to describe people from a certain racial or ethnic background? (Always, sometimes, rarely, never)

Q1b Acceptability of someone you know telling a racist joke about a certain racial or ethnic background? (Always, sometimes, rarely, never)

Q1d Acceptability of someone you know using racist slang to insult or abuse another person? (Always, sometimes, rarely, never)

Table 4.1b, shows the proportion of sample members who said they regarded it as acceptable, at least on some occasions, for someone they know to use racist slang, to tell a racist joke or racially insult or abuse another person.

Reference to these data shows that four in 10 respondents (39.6%) felt that it was at least sometimes acceptable for someone they know to use racist slang to describe people from a certain racial or ethnic background and almost two thirds (65.2%) felt that it was at least sometimes acceptable for someone they know to tell a racist joke about people from a certain racial or ethnic background. Overseas born persons from non-English speaking backgrounds were less likely to 'support' the use of racist slang (25.9%) than Australian born persons (41.4%) and overseas born persons from English speaking backgrounds (49.1%).

Just over one in 10 respondents (11.9%) regarded it as acceptable for someone to use racist slang to insult or abuse another person.

The extent to which holding these views is related to one's preparedness to take bystander behaviour to prevent race-based discrimination is explored in Section 8.

Table 4.1b: Percentage who regarded selected 'racist' behaviours as 'acceptable' when socialising with friends by selected characteristics.

	n	Racist slang %	Racist joke %	Racist insult or abuse %
Total	601	39.6	65.2	11.9
Gender				
Male	246	44.0	68.1	15.9
Female	355	35.5	62.5	8.2
Age group (years)				
18-34	67	43.5	68.4	10.0
35-54	248	42.4	63.9	13.6
55+	285	34.7	65.5	10.8
Country of birth				
Australia	457	41.4	66.4	10.7
Overseas, ESB	61	49.1	67.8	16.1
Overseas, NESB	83	25.9 [#]	58.8	13.8
Education				
Not university graduate	399	40.0	66.2	13.0
University graduate	202	38.2	63.5	6.6
Region				
Melbourne (Stat Div)	400	39.6	62.8	12.7
Rest of Victoria	201	39.5	71.6	9.8

Significance testing against total using t-test for column proportions. # denotes statistically significant at the 95% two-tailed confidence level.

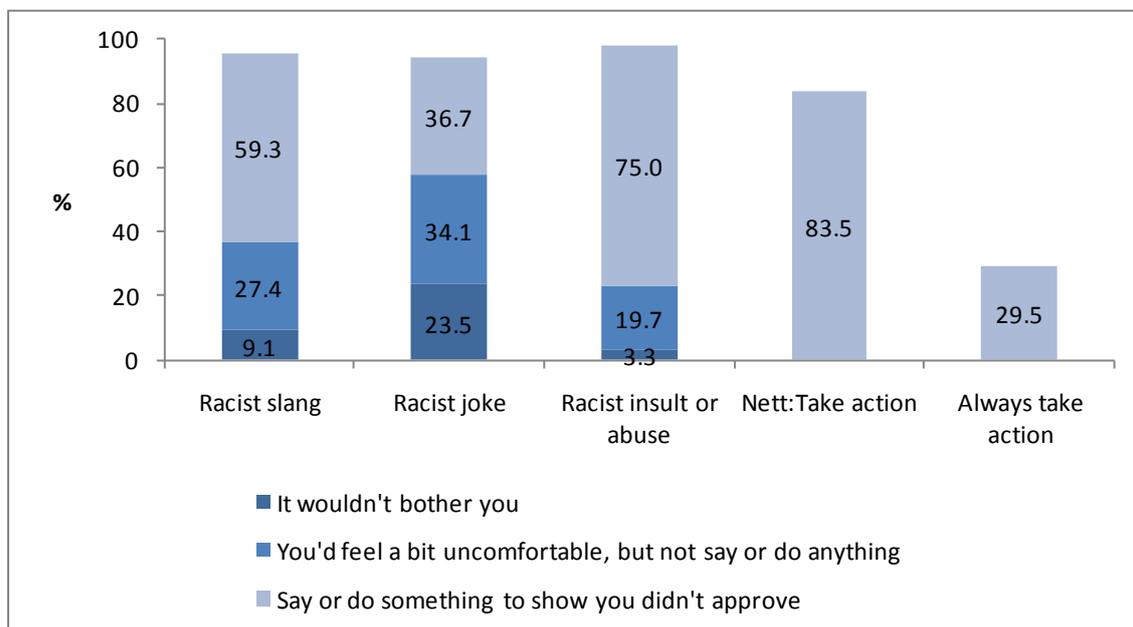
4.2 Deciding if action is warranted?

The research which informed the design of this study also showed that in addition to recognising a certain behaviour, episode or incident as constituting racism, a further pre-condition for pro-social bystander behaviour is for the observer to come to the conclusion that that the incident warrants action.

Figure 4.2a shows how respondents said they would react if they witnessed one of the selected 'racist' behaviours when socialising with friends. Although the survey research literature warns us to be mindful that these positive behavioural intentions are most likely to be overstated due to social desirability biases and respondents' desire to present a positive self image, measuring these stated intentions does provide some insights into those incidents most likely to provoke a pro-social bystander response. To this end:

- Three quarters of respondents said they would take action to show their disapproval if someone they knew used racist slang to insult or abuse another person.
- Nearly six in 10 (59.3%) said they would say or do something to show their disapproval if someone they knew used racist slang to describe people of a certain racial or ethnic background, and
- Over a third (36.7%) regarded the telling of a racist joke as warranting a pro-social response.

Figure 4.2a: Stated reaction to witnessing selected 'racist' behaviours when socialising with friends.



Q2a How would you react if ... someone you knew used racist slang to describe people from a certain racial or ethnic background?

Q2b How would you react if ... someone you knew told a racist joke about a certain racial or ethnic background?

Q2d How would you react if ... someone you knew used racists slang to insult or abuse another person?

Reference to Table 4.2b shows that three in 10 respondents (29.5%) said that they would say or do something to show their disapproval in response to each scenario. This proportion was higher for females (34.0%) and university graduates (45.0%), echoing the broader literature which indicates that these groups are more inclined towards pro-social bystander behaviour.

Another group of interest in terms of developing a better understanding of bystander attitudes and behaviours, with a view to supporting or encouraging pro-social bystander action, are those respondents who could be categorised as 'ambivalent'. For the purposes of this report this group was defined as those for whom each of the selected behaviours was deemed to be never or rarely acceptable but for whom the stated response to each behaviour was 'discomfort' rather than a stated intention to say or do something to show their disapproval. Further reference to Table 4.2b shows that this 'ambivalent' group comprises 22.6% of the total sample. University graduates who are overrepresented amongst the 'always take action group' are correspondingly underrepresented amongst the 'ambivalent' group.

Table 4.2b: Percentage of persons who would say or do something to show their disapproval in response to each scenario and the percentage of persons with an 'ambivalent' response to each scenario.

	n	Always take action %	Ambivalent %
Total	601	29.5	22.6
Gender			
Male	246	24.7	23.0
Female	355	34.0 [#]	22.2
Age group (years)			
18-34	67	26.6	17.6
35-54	248	28.9	27.4
55+	285	31.4	18.9
Country of birth			
Australia	457	27.9	22.6
Overseas, ESB	61	30.8	24.6
Overseas, NESB	83	35.0	21.1
Education			
Not university graduate	399	25.8	25.3
University graduate	202	45.0 [#]	10.1 [#]
Region			
Melbourne (Stat Div)	400	30.2	23.7
Rest of Victoria	201	27.6	19.5

Significance testing against total using t-test for column proportions. # denotes statistically significant at the 95% two-tailed confidence level.

5. The potential for bystander action in local community sports clubs

5.1 Local community sports clubs as potential settings for bystander action

In terms of organisational settings the research identified several factors as conducive to the promotion of race-based discrimination at an organisational level and, by extension, not conducive to an environment that would support pro-social bystander action. These factors include:

- Organisational cultures that do not recognise discrimination or value diversity
- Organisations that support or have weak sanctions against discrimination
- Policies, practices and procedures that favour the majority group
- Inequitable recruitment, evaluation, training, remuneration, turnover or promotion of staff (applies to workplaces only)
- Limited opportunities for positive inter-group relationships and interactions
- Leadership that supports, fails to recognise or has weak sanctions against discrimination or does not value diversity

The extent to which these conditions exist in community sports clubs is explored in this section as are community expectations regarding the role of community sports clubs as pro-social agents.

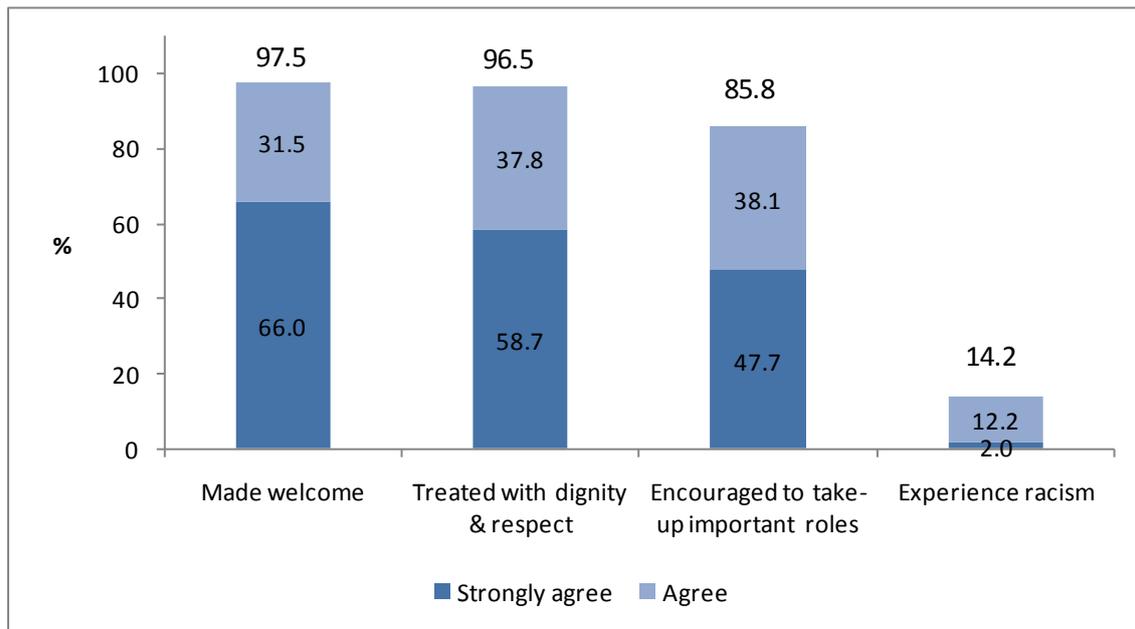
5.1.1 *The local sports club environment for people of minority racial or ethnic groups*

Respondents who identified as being involved in a local community sports club in the last 12 months were asked a series of questions about the culture at their club when it came to the treatment of people from certain racial or ethnic groups.

The results from this line of questioning are provided in Figure 5.1.1 (next page) and show near universal agreement among respondents that their club is welcoming of people from all racial and ethnic groups (97.5%) and that people from all racial and ethnic groups are treated with dignity and respect (96.5%). There are also very high levels of agreement that clubs encourage people of all races and ethnicities to take up important roles around the club (86.5%).

Despite these positive findings it is nonetheless the case that about one in seven persons involved in local community sports clubs (14.2%) 'agreed' that their club is a place where people from minority racial or ethnic groups experience racism.

Figure 5.1.1: Perceptions regarding the environment of the local sports club with respect to people of minority racial or ethnic groups.



Base: Involved in a local community sports club in the last 12 months (n=235).

B5a People of all races and ethnicities are made to feel welcome?

B5b People of all races and ethnicities are treated with dignity and respect?

B5c People of all races and ethnicities are encouraged to take up important roles around the club?

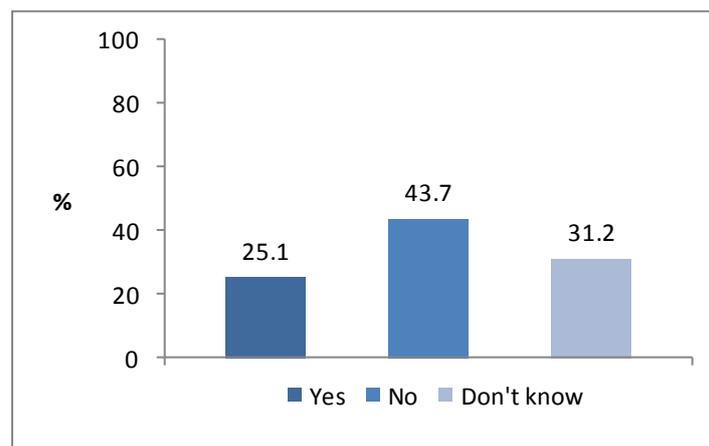
B5d People from minority racial or ethnic groups experience racism?

5.1.2 The existence of sports club policies and practices

The culture of an organisation with respect to race-based discrimination is also reflected in whether or not it has formal policies and practices in place to prevent race-based discrimination as well as their preparedness to take action in response to race-based discrimination.

Figure 5.1.2 shows that a quarter (25.1%) of those respondents who have been involved in a local community sports club in the last 12 months believe that the club has policies or programs in place to educate or inform members about racial tolerance and respect. The finding that nearly one in three respondents involved in local community sports clubs 'don't know' whether their club has policies in place with respect to race-based discrimination suggests that any policies that do exist are not a prominent aspect of club culture.

Figure 5.1.2: Percent aware of policies or programs promoting racial tolerance and respect.



Base: Involved in a local community sports club in the last 12 months (n=235).

B8 Does your sports club have any policies or programs to educate or inform members about racial tolerance and respect?

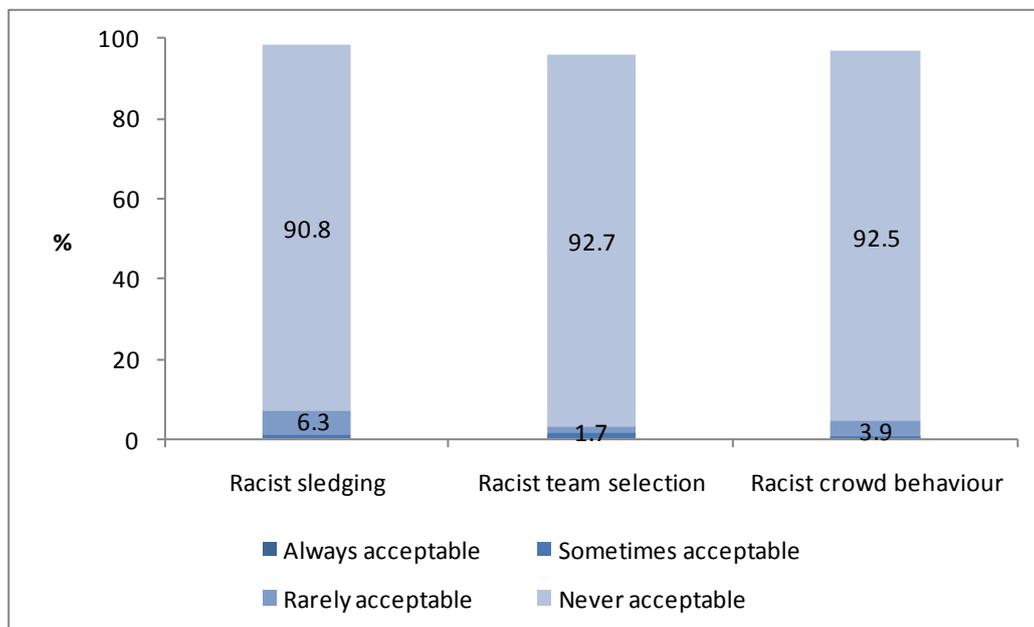
5.1.3 Acceptable behaviours in a local sports club setting

Given that the existence of organisational sanctions preventing race-based discrimination is concomitant with an organisational culture that is supportive of pro-social bystander action, it is interesting to note the extent to which persons involved in local community sports clubs felt as though their club opposed or condoned selected racist behaviours within the club setting.

Reference to Figure 5.1.3 shows that around nine in 10 of those involved in local community sports clubs were of the view that their club would not condone racist sledging, race-based team selection or racist crowd behaviour (with these specific racist behaviours being selected as a result of expert review and formative qualitative research).

While the sample size does not support detailed sub-group analysis, one finding which did emerge was that 94.8% of those involved in junior sports felt that their club would never regard racist sledging as acceptable compared with 82.3% of those involved only in an adult sports club.

Figure 5.1.3a: Perceived acceptability of selected 'racist' behaviours in a local sports club setting.



Base: Involved in local community sports club (n=235)

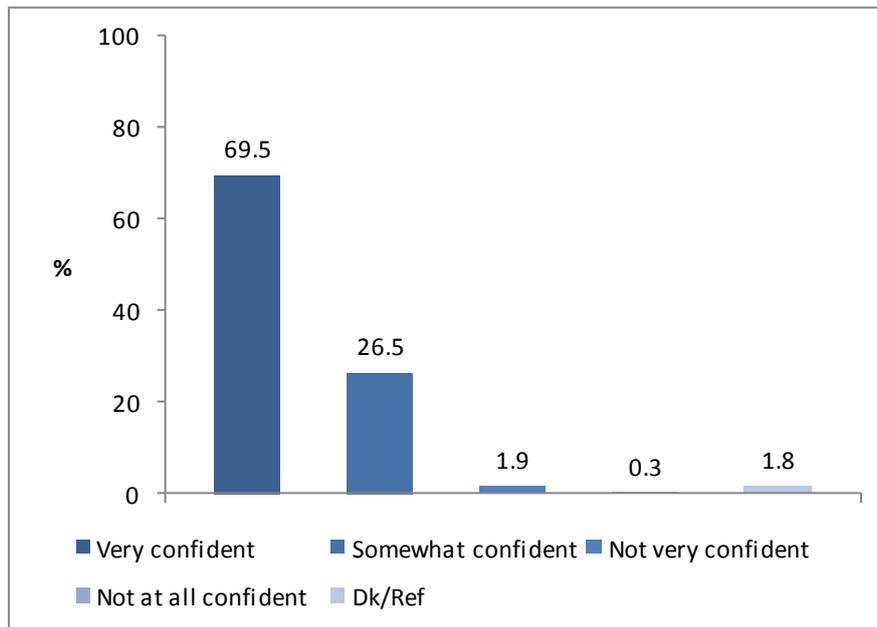
Q6a Acceptability of racist sledging at the club? (Always, sometimes, rarely, never)

Q6b Acceptability of race-based team selection at the club? (Always, sometimes, rarely, never)

Q6c Acceptability of racist crowd behaviour at the club? (Always, sometimes, rarely, never)

Those involved in local community sports clubs were also asked how confident they were that if the club became aware that some club members were treating other members unfairly because of their racial or ethnic backgrounds that the club would take the matter seriously. Responses to this question provide some indication as to the perceived level of sanction in place at local community sports clubs when dealing with race-based discrimination. As can be seen (Figure 5.1.3b), 69.5% of those involved in a local community sports club were very confident that the club would take the matter seriously and a further 26.5% were somewhat confident.

Figure 5.1.3b: Confidence in capacity of club to take action.



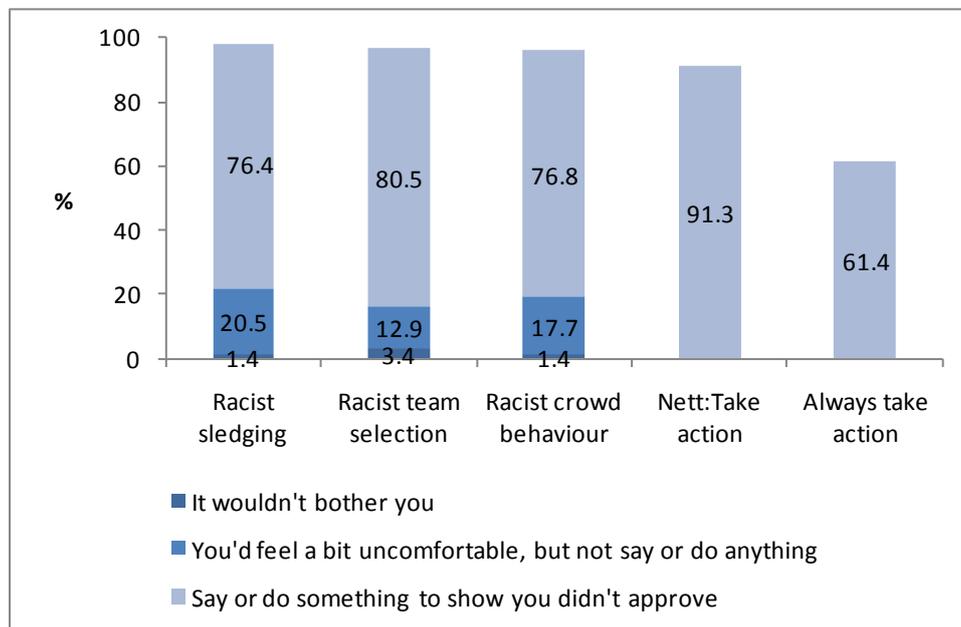
Base: Involved in a local community sports club in the last 12 months (n=235).

B9 If the committee was made aware that some members were treating people from certain racial or ethnic backgrounds unfairly, how confident that the committee would take the matter seriously?

5.2 Bystanders' preparedness to take action in a local sports club environment

Figure 5.2 shows how respondents said they would react if they witnessed one of the selected 'racist' behaviours in a local community sports club setting. Over three quarters of those involved in local community sports clubs said they would say or do something to show their disapproval if faced with racist sledging, race-based team selections or race-based crowd behaviour at their local sports club. Over 6 in ten (61.4%) said they would say or do something to show their disapproval in response to each of these scenarios.

Figure 5.2: Stated reaction to witnessing selected 'racist' behaviours in a sports club setting.



Base: Involved in local community sports club (n=235).

B7a How would you react if ... there was sledging of opponents or fellow competitors which involved racist sledging?

B7b How would you react if ... the race or ethnicity of an individual was taken into account when making team selections?

B7c How would you react if ... if there was crowd behaviour that targeted members of the opposition based on their racial or ethnic background?

While sample size limitations mean that it is difficult to take the analysis much further, it is nonetheless of interest to try and identify those attributes of sporting clubs that seem to be more strongly associated with fostering pro-social bystander behaviour. This was achieved by looking at the sports club attributes most strongly associated with participants stating that they would 'always' take action in response to racist behaviour at their club.⁵

This analysis (data not shown) shows that those involved in junior sports clubs were more inclined towards pro-social bystander behaviour (67%) than those involved in adult sports clubs only (52%). The sports club having policies or practices in place to educate or inform members about racial tolerance and respect was also a factor. Seven in 10 (72%) of those aware that their club had these policies or programs in place said they would take action compared with 58% of those who didn't think their club had any such policies or programs or were unaware of their existence.

Participants who strongly agreed that their club had a culture whereby people of all races and ethnicities were made to feel welcome, were treated with dignity and respect and encouraged to take up important role were also more inclined towards pro-social bystander behaviour. Seven in 10 respondents with a positive view of

⁵ These results are significant at the 80% confidence level only.

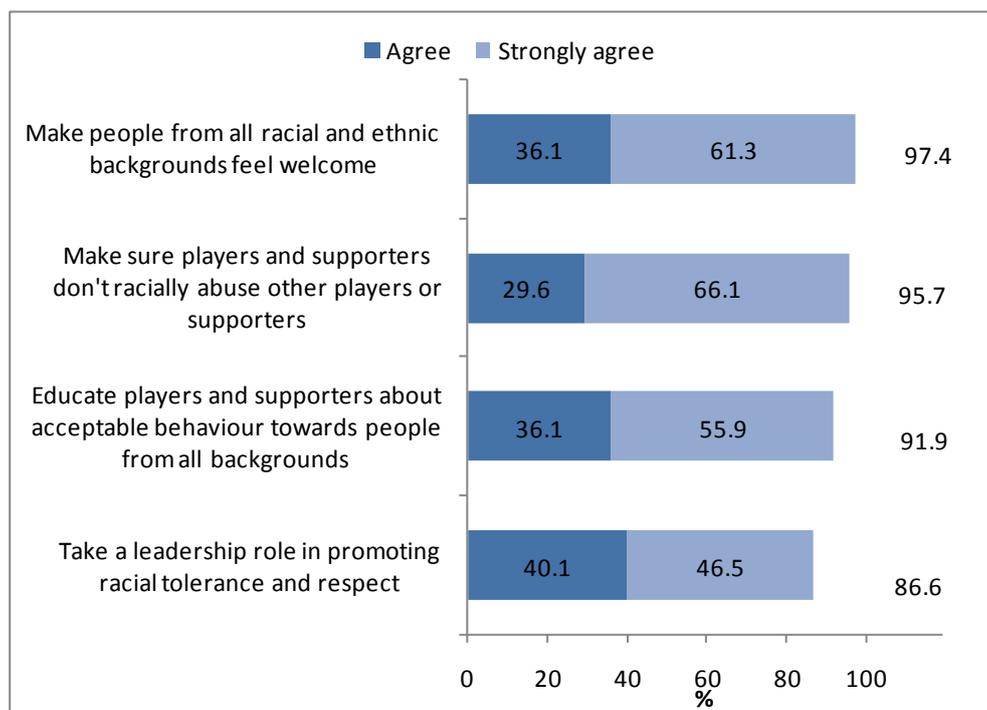
their club culture (71%) said they would take action when confronted with the racist scenarios described compared to 57% of those with a less favourable view of the club culture.

5.3 Community expectations of local sports clubs as pro-social agents

The extent to which the community view it as the role of local community sports clubs to take a pro-social stance in preventing race-based discrimination is an important aspect of this research, particularly insofar as it provides some insight as to whether or not the community expects leadership on this issue from this sector.

The survey findings show that almost without exception the community expects local community sports clubs to provide an inclusive and welcoming environment for all people regardless of their racial or ethnic backgrounds (Figure 5.3). In addition, almost nine in 10 (86.6%) expect local community sports clubs to play a leadership role in the local community in promoting racial tolerance and respect.

Figure 5.3: Percent agree that local community sports clubs have these responsibilities.



Base: Total sample (n=601).

B1a Do you agree or disagree that it is the responsibility of local community sports clubs to ...make sure that people from all racial and ethnic backgrounds feel welcome?

B1b Do you agree or disagree that it is the responsibility of local community sports clubs to ...make sure that players and supporters do not racially abuse other players or supporters?

B1c B1a Do you agree or disagree that it is the responsibility of local community sports clubs to ...educate their players and supporters about acceptable behaviour towards people from all racial and ethnic backgrounds?

B1d B1a Do you agree or disagree that it is the responsibility of local community sports clubs to ...take a leadership role in the community when it comes to promoting racial tolerance and respect?

6. The potential for bystander action at work

6.1 Workplaces as settings for bystander action

The largely structured nature of workplaces and the regulatory and legal frameworks that already apply in this realm make the workplace an obvious setting for the promotion of pro-social bystander behaviour.

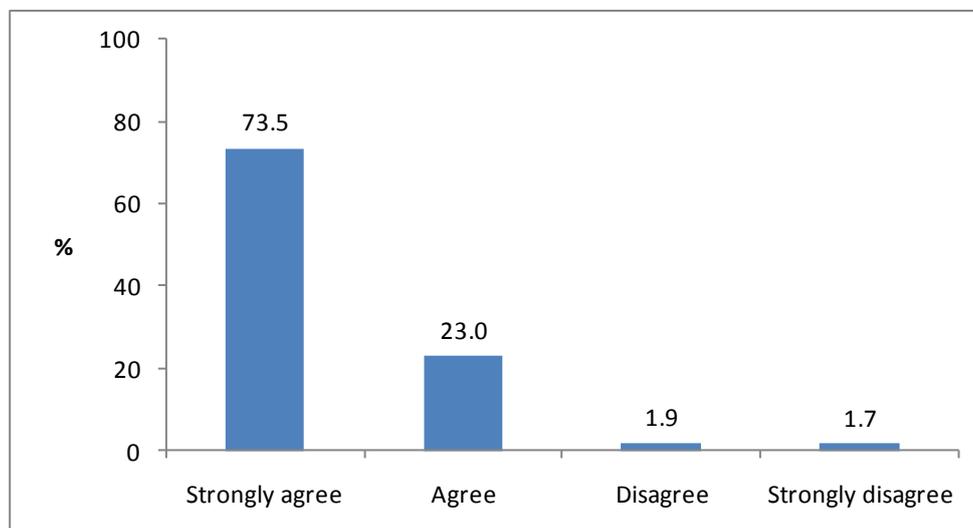
The survey findings presented in this section help to identify the extent to which workplaces provide the necessary pre-conditions to support pro-social bystander action to prevent race-based discrimination.

6.1.1 Workplaces as environments for people from minority racial or ethnic backgrounds

The first point to note (Figure 6.1.1a) in this regard is that nearly every in-scope employee⁶ either strongly agreed (73.5%) or agreed (23.0%) that people at their work were treated with dignity and respect regardless of their racial or ethnic background.

This finding corresponds with the findings presented in Figure 6.1.1b (next page) which shows that over two thirds of in-scope employees (68.2%) are of the view that their workplace never treats people unfairly because of their racial or ethnic background and a further 22.8% are of the view that this rarely happens.

Figure 6.1.1a: The proportion of employees who agree / disagree that people at their workplace are treated with dignity and respect regardless of their racial or ethnic background.

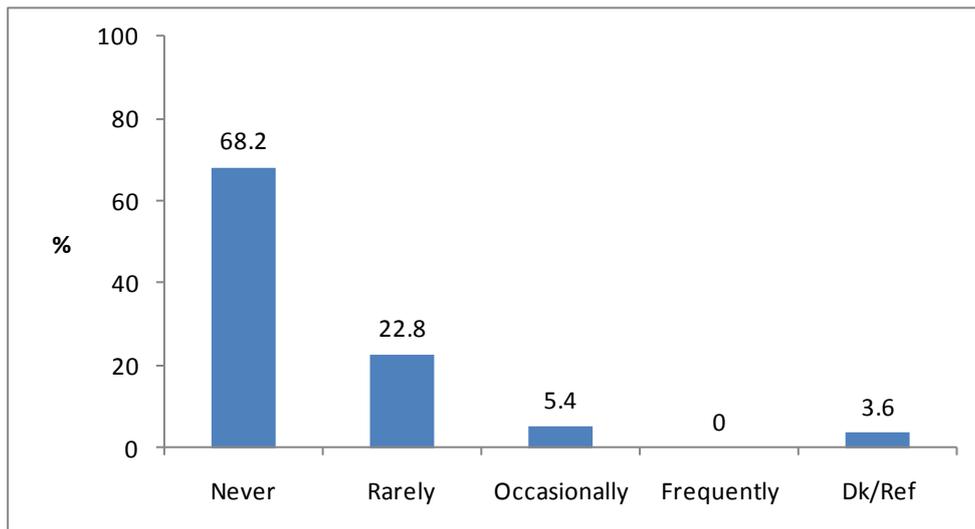


Base: In-scope employee (n=184).

C11 To what extent do you agree or disagree that people at your work are treated with dignity and respect regardless of their racial or ethnic background?

⁶ Those who had been working for their current employer for 3 months or more in a culturally diverse workplace of 5 or more employees. (Based on responses to questions C7, C10 and C10a).

Figure 6.1.1b: The perceived frequency with which one’s own workplace treats people unfairly because of their racial or ethnic background.



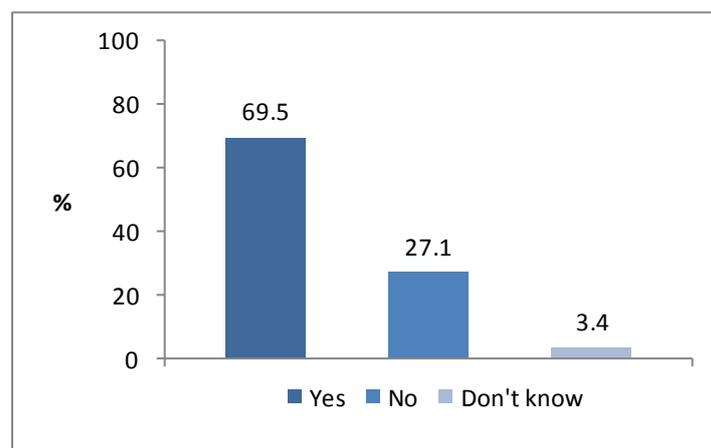
Base: In-scope employee (n=184).

C22 In your opinion how often does your workplace treat people unfairly because of their racial or ethnic background?

6.1.2 The existence of workplace policies and programs that target race-based discrimination

A further indicator of the workplace culture with respect to race-based discrimination and an indicator of the official sanctions in place to deal with race-based discrimination is the level of awareness amongst employees of the existence of workplace policies and programs to educate or inform employees about racial tolerance or respect. Over two thirds of those interviewed (69.5%) were aware of the existence of such policies or programs at their workplace.

Figure 6.1.2: The existence of policies or programs to educate or inform employees about racial tolerance and respect.



Base: In-scope employee (n=184).

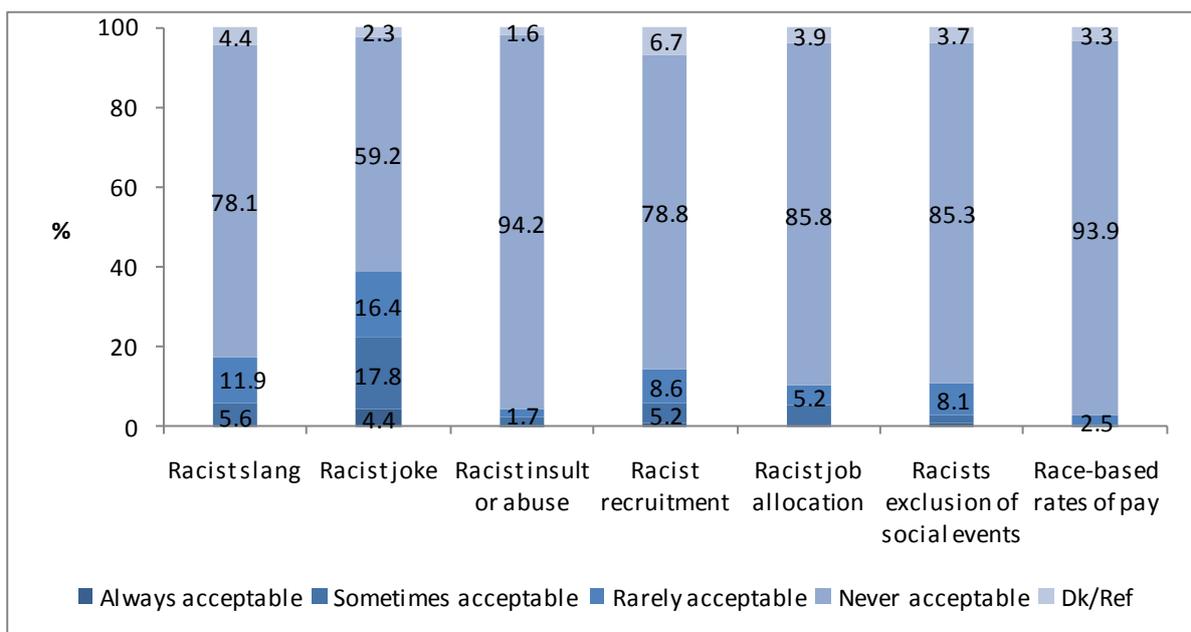
C16 To the best of your knowledge, at your work are there any policies or programs to educate or inform employees about racial tolerance and respect?

6.1.3 Acceptable behavior at work

The survey also included questions aimed at measuring the perceived acceptability of selected racist behaviours in a workplace setting. The selected behaviours included in the survey questionnaire were identified via expert review and preliminary focus group research. For this series of questions respondents were not asked whether they felt a particular behaviour was acceptable or not but, rather, what they felt the response at work would be to a particular behaviour. This provides an indication as to the perceived acceptability of racist behaviour within a workplace setting.

Figure 6.1.3 shows that employees were of the view that there was a low level of tolerance at their work for racist behaviour. This ranged from 59.2% being of the view that racist joke telling would never be acceptable to a 94.2% being of the view that racist insults or abuse would never be tolerated.

Figure 6.1.3: Perceived acceptability of selected ‘racist’ behaviours in a workplace setting.



Base: In-scope employees (n=184).

C13a Acceptability of someone using racist language at work to describe someone from a certain racial or ethnic background?

C13b Acceptability of someone telling a racist joke at work?

C13c Acceptability of someone using racist language at work to insult or abuse a co-worker?)

C13d Acceptability at your work of someone taking the racial or ethnic background of an individual into account when making recruitment decisions?

C13e Acceptability at your work of someone taking the racial or ethnic background of an individual into account when allocating duties?

C13f Acceptability at your work of someone taking the racial or ethnic background of an individual into account when inviting people to work-related social events?

Q13g Acceptability of at your work of paying someone a different rate of pay because of their racial or ethnic background?

Some understanding of the workplace characteristics associated with low levels of acceptance of race-based discrimination can be gleaned by identifying those workplace characteristics (not personal characteristics) associated with employees saying that all of the selected 'racist' behaviours included in the survey were rarely or never acceptable at their work.⁷

This analysis shows that 69% of respondents in workplaces with 200 or more employees were of the view that all of the selected racist behaviours would rarely if ever be acceptable at their work, compared with 43% of those in smaller workplaces.

The worker being aware of policies or programs in place to educate or inform employees about racial tolerance or respect was also a factor. Seventy percent of those aware of such policies said that the selected racist behaviours were rarely or never acceptable compared with 41% of employees who said that their workplace didn't have any such policies or that they were unaware of the existence of such policies.

⁷ The results reported below are significant at the 80% two-tailed confidence level only.

6.2 Bystanders' preparedness to take pro-social at work

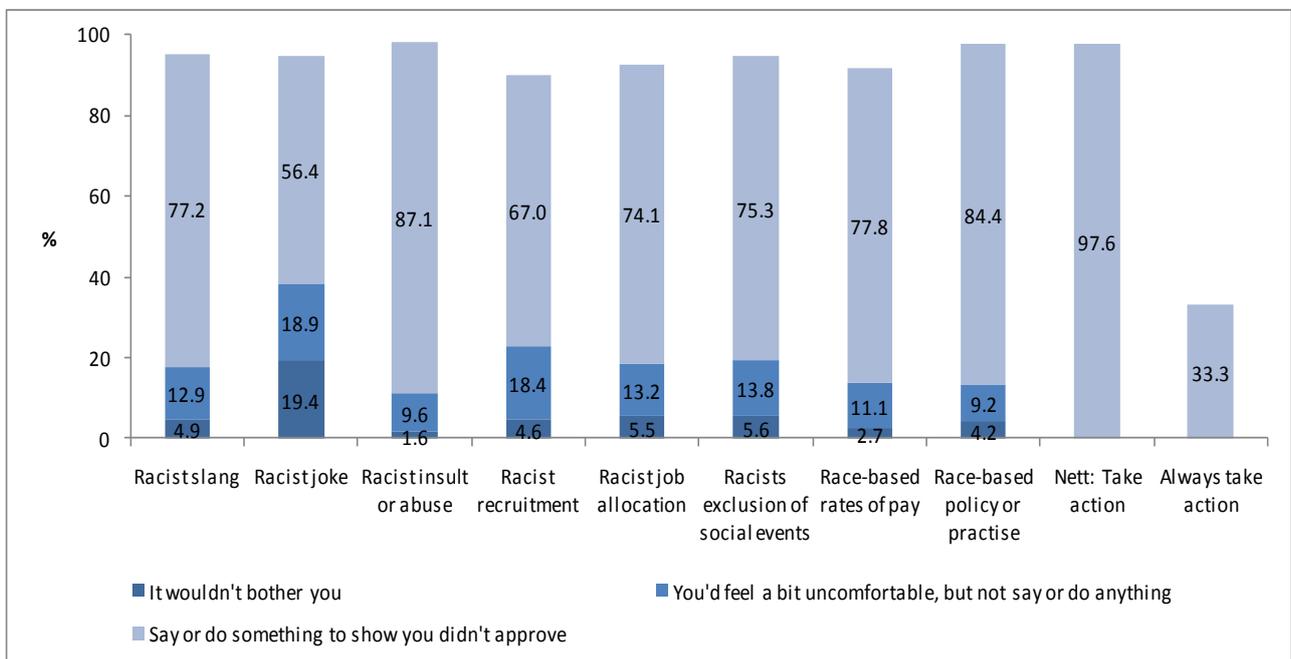
6.2.1 Stated reaction to witnessing selected 'racist' behaviours at work

Respondents were not only asked their view on how 'acceptable' these behaviours would be regarded at their work but also how they personally would react if they encountered these behaviours at work.

Reference to Figure 6.2.1 shows that the majority of respondents are of the view that they would take action if they were confronted with a racist situation at work. This ranges from 56.4% saying that they would say or do something to show their disapproval if someone at their work told a racist joke to 87.1% saying that they would take action if they witnessed racist insults or abuse directed at another employee. Almost all respondents (97.6%) said they would take action in response to at least one of the scenarios and a third (33.3%) reported that they would take action in response to every scenario.

As reference to Section 6.2.3 shows (see page 24) employees who had the view that racist behaviours would never be tolerated at their work were more likely to report that they would always take action if they encountered a racist situation at work (58%) that workers who felt that there was some tolerance for racism at their workplace (18%).

Figure 6.2.1: Stated reaction to witnessing selected 'racist' behaviours at work.



Base: Involved In-scope employee (n=184).

C14a Stated reaction to someone using racist language at work to describe someone from a certain racial or ethnic background?

C14b Stated reaction to someone telling a racist joke at work?

C14c Stated reaction to someone using racist language at work to insult or abuse a co-worker?)

C14d Stated reaction to someone at your work taking the racial or ethnic background of an individual into account when making recruitment decisions?

C14e Stated reaction to someone at your work taking the racial or ethnic background of an individual into account when allocating duties?

C14f Stated reaction to someone at your work taking the racial or ethnic background of an individual into account when inviting people to work-related social events?

Q14g Stated reaction to someone at your work paying someone a different rate of pay because of their racial or ethnic background?

6.2.2 Capacity, efficacy and support for pro-social bystander behaviour at work

The bystander literature notes that bystander confidence in their own capacity to take action, their perception as to whether or not their action will have any impact and the level of peer support they expect to receive are all factors which act to either encourage or discourage bystander action.

The findings presented in Table 6.2.2 show that 71.9% of respondents felt that if they were to take pro-social action at work in response to race-based discrimination that they would attract the support of all or most of their colleagues, 84.3% were very confident that their employer would take the matter seriously and 58.7% were very confident that they would know what to do in such a situation.

Just under half of the in-scope employees interviewed (46%) were 'very confident' that all three pre-conditions for pro-social bystander action were in place at their workplace.

Table 6.2.2: Level of confidence amongst employees that they would know what to do, that their employer would take the matter seriously and that they would receive support from their colleagues if there was a racist incident at work.

	%
Confident you would know what to do	
Very confident	58.7
Somewhat confident	29.8
Not very confident	5.3
Not at all confident	3.9
Dk/ Ref	2.3
Confident employer would take the matter seriously	
Very confident	84.3
Somewhat confident	12.2
Not very confident	1.2
Not at all confident	<1.0
Dk/ Ref	2.3
Perceived level of support from colleagues	
All or most of your colleagues	71.9
Some of your colleagues	22.7
Few if any of your colleagues	3.6
Dk / Ref	1.9

C18. How confident are you that you would know what to do or say if a work colleague came to you with evidence of repeatedly being treated unfairly because of their racial or ethnic background?

C19. How confident are you that your employers would take the matter seriously is they became aware of a workplace policy or practise that treated people of certain racial or ethnic backgrounds unfairly?

C20. Perceived level of support from co-workers if you took action against a workplace policy or program that treated people unfairly because of their racial or ethnic background?

6.2.3 *Correlates of pro-social bystander behaviour at work*

To the extent possible given the limitations of the data the correlates of pro-social bystander behaviour at work include:⁸

- Being in a workplace with 200 or more employees. Over four in 10 respondents from large workplaces (42%) said they would always take action in response to workplace-based racism compared with 28% of those in smaller workplaces.
- Being aware that there are workplace policies or programs aimed at racial tolerance and respect. Thirty nine percent of those aware of such policies or programs reported that they would always take action compared to 20% of those from workplaces where there were no such policies or program or where they were unaware of their existence.
- Being 'very confident' in one's own capacity to take action at work (42% would always take action compared with 22% who were not very confident).
- Being 'very confident' that the matter would be taken seriously at work (38% of those with this level of confidence would always take action compared with 8% of those with lower levels of confidence).
- Expecting to be supported by all or most colleagues (40% of those expecting all or most of their colleagues to support them said they would always take action compared to 17% of those expected less support).
- The perceived level of sanction against racist behaviour at work. Fifty eight percent of those who felt that none of the racist behaviours would be acceptable at their work said they would always take action compared to 18% where the level of workplace sanction against racism was regarded as more equivocal.

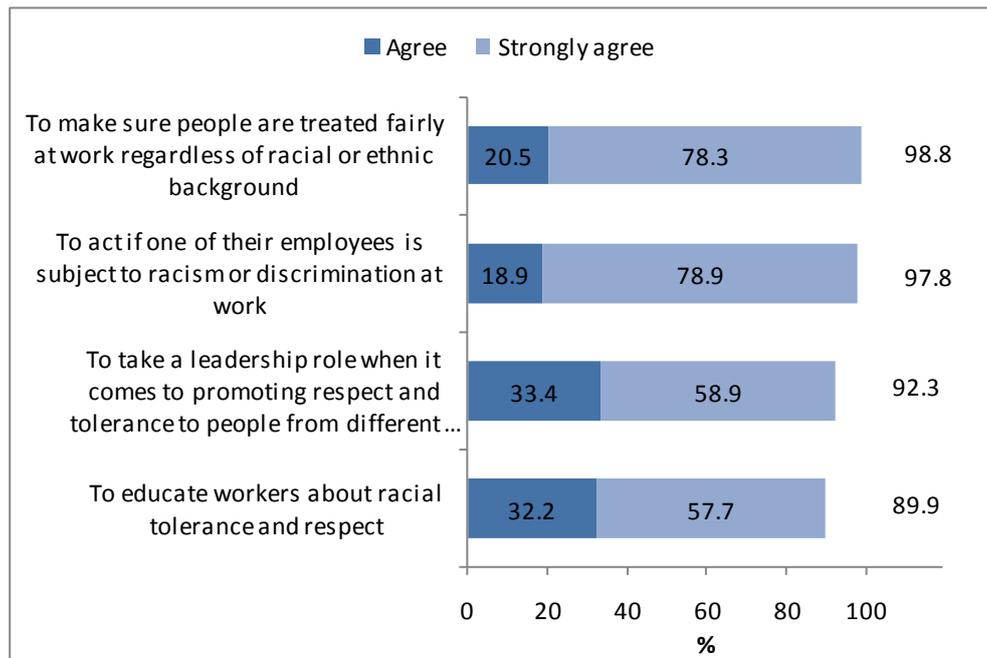
⁸ Significance tested at the 80% two-tailed confidence level.

6.3 Community expectations of workplaces as pro-social agents

The extent to which the community view it as the role of employers to take a pro-social stance in preventing race-based discrimination is an important aspect of this research, particularly insofar as it provides some insight as to whether or not the community expects leadership on this issue from employers.

The survey findings show (Figure 6.3) that the vast majority of respondents have an expectation that employers will ensure that people are treated fairly at work regardless of their racial or ethnic background and that they have a responsibility to act if they become aware of workplace-based discrimination. Around nine in 10 also agreed that employers should play in educating their workforce about racial tolerance and respect and to take a leadership role in this area.

Figure 6.3: Percent agree that employers have these responsibilities.



Base: Total sample (n=601).

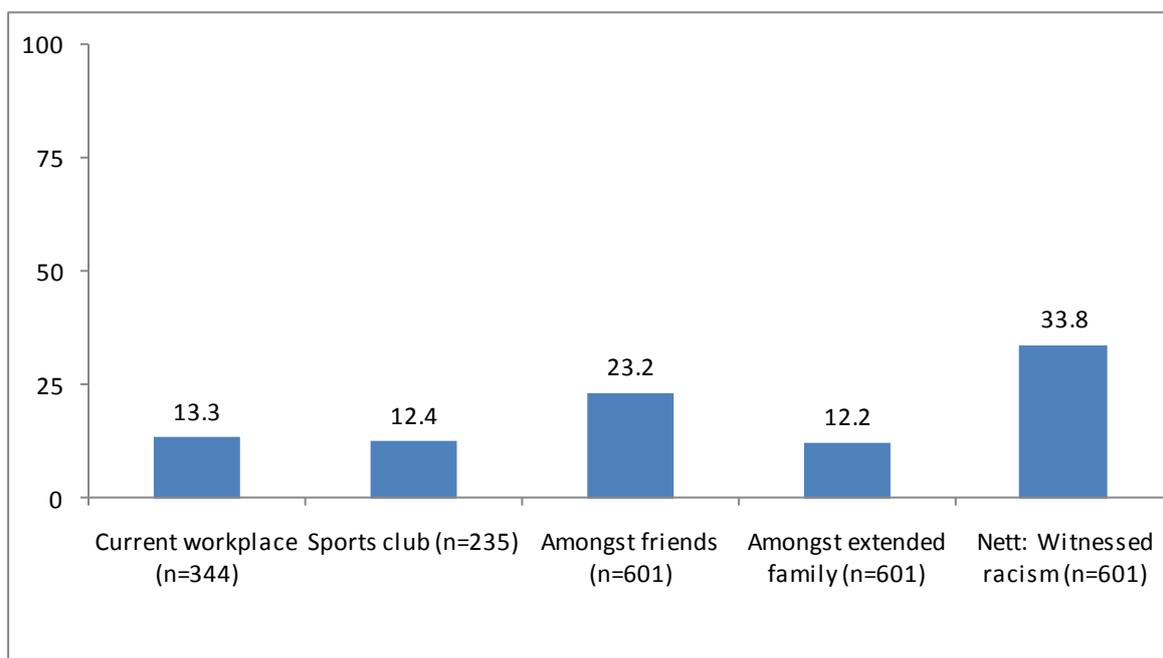
7. Recall of 'racist' incidents and reported action taken

7.1 Witnessed racism in the last 12 months

The survey also asked whether respondents had witnessed racism towards other people at work, at their local community sports club, among friends or among extended family in the last 12 months. The responses to this question are provided below (Figure 7.1). These data show that, overall, one third of sample members (33.8%) had witnessed racism towards other people in at least one of these settings.

The most common setting in which people witnessed racism towards other people was when socialising with friends (23.2%). Amongst employed respondents, 13.3% had witnessed racism at their workplace in the last 12 months and a similar proportion (12.4%) of those involved in a local community sports club had witnessed racism in that setting. The proportion of respondents who had witnessed racism towards other people amongst their extended family was, again, very similar (12.2%).

Figure 7.1: Percent witnessed racism in selected settings in the last 12 months.



D1 In the last 12 months have you witnessed racism towards other people in any of the following situations or settings...?

Table 7.1 shows that younger persons (those aged 18 to 34 years) were significantly more likely to have witnessed racism in these selected settings in the last 12 months (59.1%) and those aged 55 years and over significantly less likely to have done so (17.6%). Those with university qualifications were also more likely (at 45.9%) to report having witnessed racism in one of the selected settings in the last 12 months. The question remains as to whether these groups have in fact had greater exposure to racism or whether they have a heightened (or perhaps more informed) appreciation of what constitutes racist behaviour.

Table 7.1: Percentage who regarded reported witnessing a 'racist' incident in a selected setting in the last 12 months.

Selected characteristic	n	%
Total	601	33.8
Gender		
Male	246	33.0
Female	355	34.5
Age group (years)		
18-34	67	59.1 [#]
35-54	248	38.9
55+	285	17.6 [#]
Country of birth		
Australia	457	36.0
Overseas, ESB	61	33.7
Overseas, NESB	83	25.1
Education		
Not university graduate	399	31.6
University graduate	202	45.9 [#]
Region		
Melbourne (Stat Div)	400	36.7
Rest of Victoria	201	26.2

Significance testing against total using t-test for column proportions. # denotes statistically significant at the 95% two-tailed confidence level.

7.2 Type of incident

Respondents who reported witnessing racism in one of the settings of interest in the last 12 months were asked to describe the most recent situation. The responses to this open-ended question were grouped thematically and coded. The resultant data is provided in Figure 7.2.

Some of descriptions provided by respondents were as follows:

“A person at a bar was pushed by someone of a different race and racial slurs were used.”

“Staff were making fun of an Indian employee and the way he spoke (accent) to customers.”

“One of the younger girls made a racist comment to another player.”

“I have a brother-in-law who is very racist and abusive, but he’s not just racist, he’s abusive in general.”

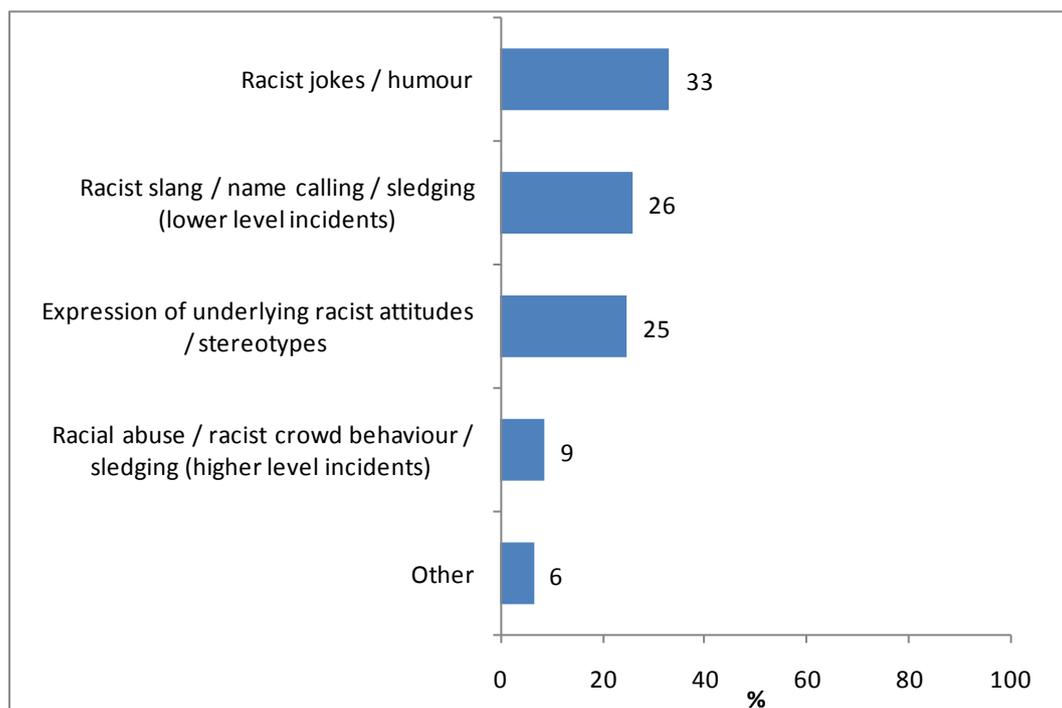
“When a boy got knocked down, there were two women and three men. They started yelling at the boy who knocked the other boy down, they were yelling racist remarks. It was one of the committee members who came over and told them to stop yelling at the player and said they can’t have any more to drink otherwise they would have to leave.”

“A bunch of aboriginal girls were drinking and one of her friends said “that’s all aboriginals can do is drink”

“Just the bar-be-cue, my daughter is going out with a Turkish boy and her cousins were talking about the Muslims, etc.”

“Mostly name calling, people from the islands would be called nicknames like “boongers” or “coconuts” but that’s the extent of it.”

Figure 7.2: Type of racist’ incident witnessed in the last 12 months.



Base: Reported witnessing a racist incident in a selected setting in the last 12 months (n=205).

7.3 Response to incident

Table 7.3a shows that almost half (46.5%) of those respondents who reported observing a racist incident towards other people in the last 12 months reported either saying or doing something in response or taking some other form of action. Females who reported observing an incident were more likely than males to take action (55.2% vs. 36.6%) and those aged 18 to 34 years were less likely to take action (28.7%) than those aged 35 to 54 years (54.7%) and those aged 55 years and over (50.0%). University graduates were also more likely to take action than those who weren't university graduates (60.1% vs. 41.8%). Although not significant due to small sample sizes, those born overseas were more likely to take action in response to a 'racist' incident than the Australian born. This analysis also suggests that bystanders are more likely to 'respond' to what they perceive as a more serious episode of racism but these results are not statistically significant due to small sample sizes available.

Table 7.3a: Percentage who reported taking pro-social action in response to the 'racist' incident they witnessed by selected characteristics and type of incident witnessed.

Selected characteristic	n	%
Total	205	46.5
Gender		
Male	86	36.6
Female	119	55.2 [#]
Age group (years)		
18-34	42	28.7 [#]
35-54	102	54.7
55+	61	50.0
Country of birth		
Australia	162	40.7
Overseas, ESB	21	68.6
Overseas, NESB	22	59.0
Education		
Not university graduate	118	41.8
University graduate	87	60.1 [#]
Region		
Melbourne (Stat Div)	148	45.6
Rest of Victoria	57	49.9
Type of incident		
Racist slang / name calling / sledging (lower level incidents)	56	40.3
Expression of underlying racist attitudes / stereotypes	49	45.9
Racist jokes / humour	62	49.7
Racial abuse / racist crowd behaviour / sledging (higher level incidents)	20	56.7

Significance testing against total using t-test for column proportions. # denotes statistically significant at the 95% two-tailed confidence level.

Note: The proportion taking pro-social action excludes 4 respondents who took a pro-racist stance.

Respondents who reported taking action in response to a recent racist incident were also asked to describe the type of action they took. The responses to this open-ended question were grouped thematically and coded. The results are shown in Figure 7.3b.

Given that most of the responses to witnessing a racist incident amounted to the bystander saying or doing something to show their disapproval (72%) a selection of the verbatim responses provided by respondents and coded to this category provides some further insights.

“Spoke to them and told them straight that it wasn't called for.”

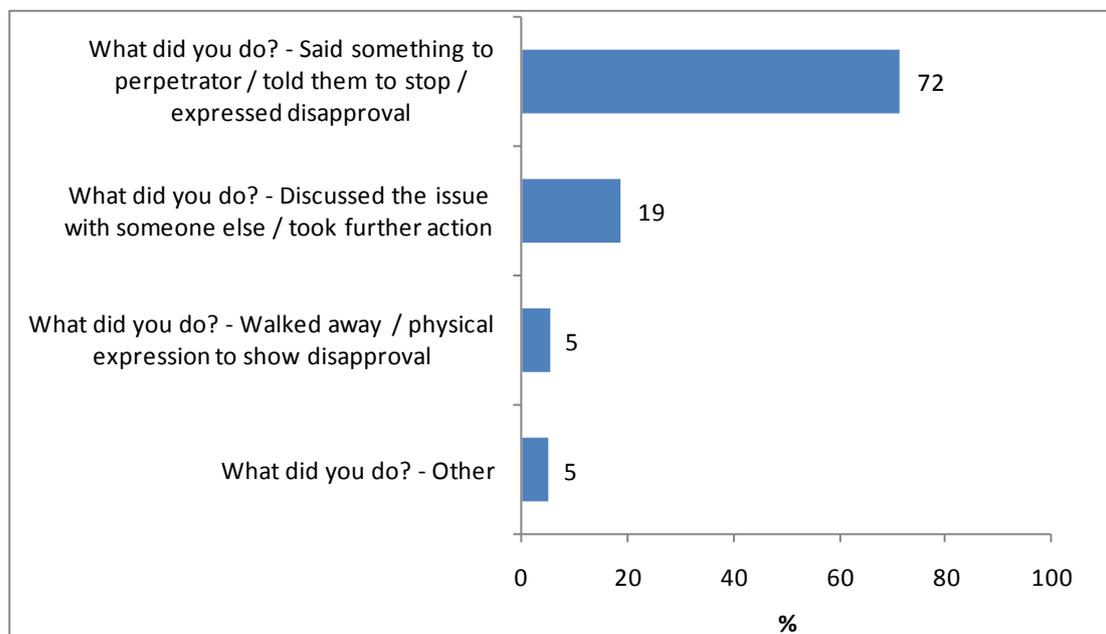
“I just said that I found the comment inappropriate.”

“Told them I didn't find the joke funny and didn't agree with what they were saying.”

“I responded to the email, saying I don't understand what is funny about this.”

“Told the guys to take it easy, we're all friends. The joke just got out of hand and the victim was getting offended.”

Figure 7.3b: Type of pro-social action taken.



Base: Took pro-social action in response to witnessing racism (n=109), excludes four respondents who took a pro-racist stance.

Those who reported taking action in response to a recent racist incident were asked to reflect on the reason why they took action. The responses to this open-ended question were grouped thematically and coded. The results are shown in Figure 7.3c.

Some of the verbatim comments from respondents which underpin the coded responses are as follows:

“Always been against racism, everyone's the same.”

“I could see that the person was hurt and it was unnecessary.”

It was a stupid joke and I didn't think it was funny.”

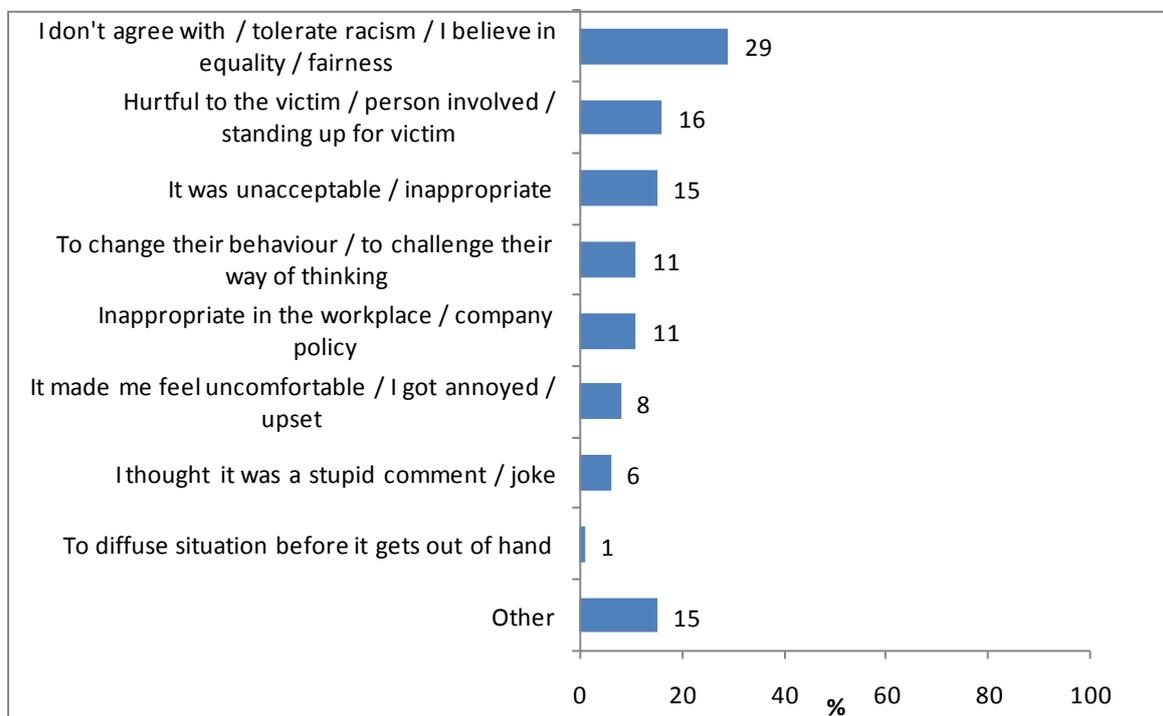
“Because of the abuse, it was an under 14's match and they were adults yelling at the boy.”

“To support the person being abused and to try and make the abuser aware of what it would be like to be on the opposite side.”

“I felt offended and ashamed of their behaviour.”

“It's my job as a manager as one of the staff members had been upset/offended and action was needed. Part of company policy.”

Figure 7.3c: Reason for taking action.



Base: Took pro-social action in response to witnessing racism (n=109).

Those who said they did not take action in response to the recent racist incident they recalled were asked to reflect on the reason why they chose not to take action. The responses to this open-ended question were grouped thematically and coded, as per Figure 7.3d. Some of the verbatim comments are provided below ...

"Would have made the situation unpleasant and uncomfortable for the rest of the day."

"Because I'm not politically correct."

"Wasn't anything nasty was just mucking around."

"Because you can't change small minds."

"Sometimes you just need to keep your mouth shut."

"Because they're family, learned to accept that that's what they're like, wasn't offending anybody present."

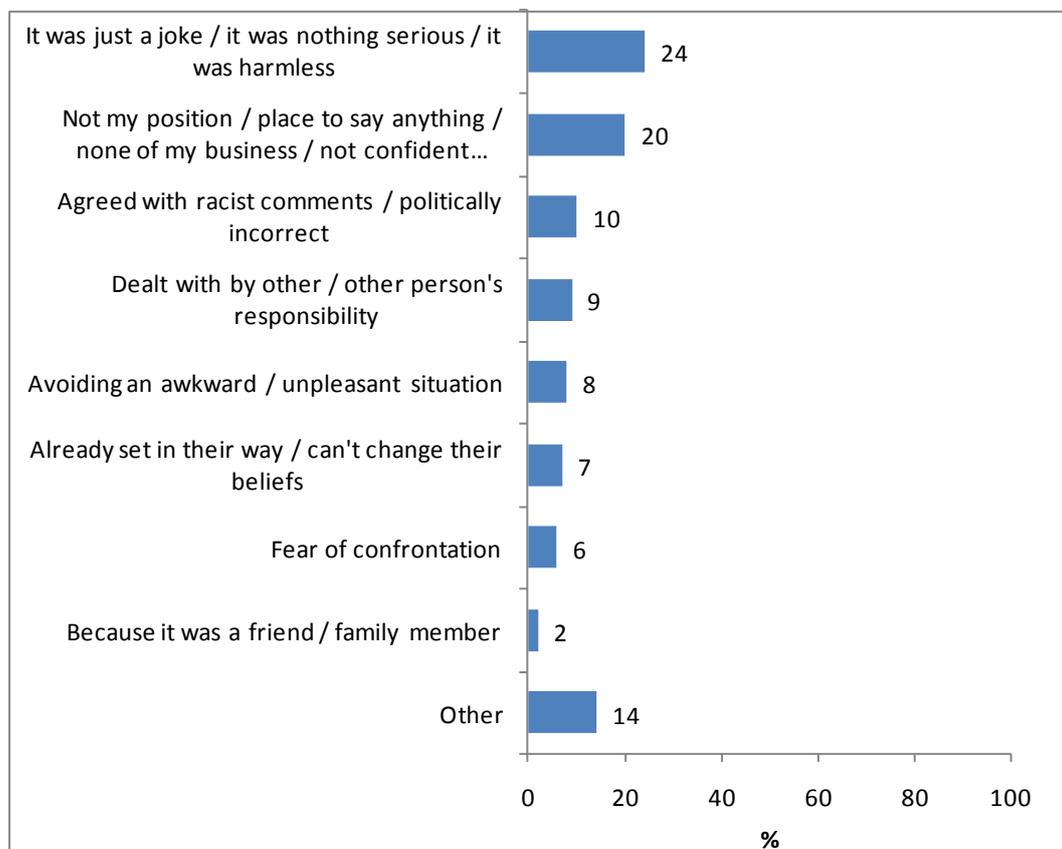
"None of my business."

"I have known him for 20 years and I know he's never going to change."

"Because I would of been attacked by other people."

"The sports club took the matter very seriously."

Figure 7.3d: Reason for not taking action.



Base: Did not take action in response to witnessing racism (n=90).

8. Pro-social orientation

8.1 The relationship between stated pro-social intentions and reported pro-social behaviour

In this section we look more closely at the relationship between stated pro-social intentions and reported pro-social bystander actions. To do this, a summary 'pro-social inclination' variable was created. This variable was constructed by tallying the responses to the three questions which asked respondents what they would do if, in a social setting, they witnessed someone they knew using racist slang / telling a racist joke or racially insulting or abusing another person. For each scenario a score of 1 was given if the respondent said "it wouldn't bother them", a score of 2 if "they'd feel uncomfortable but not say or do anything", and a score of 3 if the respondent said "they would say or do something to show they didn't approve". This led to each respondent being scored on a scale from 3 to 9. A score of 3-6 on this scale was considered to exhibit a relatively low pro-social inclination, a score of 7-8 a moderate pro-social inclination and a score of 9 (would say or do something to show disapproval for each scenario) was regarded as demonstrating a high pro-social inclination. The distribution of respondents across this scale was 33% low, 36% medium, 30% high with 1% who could not be classified.

Table 8.1 shows that at an overall level, 15.7% of respondents reported witnessing racism towards another person and taking action to show their disapproval. A further 17.6% recalled witnessing a racist incident and not taking any action. Those with a low pro-social inclination were less likely to have witnessed a racist and have taken action in response to that event (7.5%) and those with a high pro-social disposition were more likely to have witnessed an event and taken action (30.3%).

Another way of looking at these data that further illustrates the relationship between pro-social inclinations and reported pro-social behaviour is simply to note that around one in four of those with a low pro-social disposition who reported witnessing a racist incident said they took action as a result. This proportion increased to around four in 10 for those with a moderate pro-social disposition and to around three quarters for those with a high pro-social disposition.

Table 8.1: Relationship between stated pro-social inclination and reported pro-social behaviour

	Level of pro-social inclination			
	Total (n=601) %	Low (n=190) %	Moderate (n=214) %	High (n=190) %
Did not witness a racist situation	66.2	68.7	70.3	59.3
Witnessed and took action	15.7	7.5 [#]	11.7	30.3 [#]
Witnessed and did not take action	17.6	22.7	17.9	10.4
Don't Know	0.1	-	0.3	-
Took action (Re-based to those who witnessed an incident)	46.5	23.8	39.4	74.4

Significance testing against total using t-test for column proportions. # denotes statistically significant at the 95% two-tailed confidence level.

Note: Excludes 7 cases for which pro-social inclination could not be derived.

8.2 Stages of pro-social bystander behaviour

The next step was to incorporate a behavioural dimension into this analysis by looking at the reported bystander behaviour of respondents in the last 12 months. This was done by calculating the pro-social disposition scores for those respondents that **did not** report taking action in response to a racist incident and then adding a category to this variable which separately identified those respondents who reported taking pro-social bystander action. This enabled us to construct a 'stages of pro-social bystander behaviour' variable with the following dimensions:

- Low pro-social inclination (30.1%)
- Moderate pro-social inclination (31.9%)
- High pro-social inclination (20.6%), and
- Reported taking pro-social action (15.7%)

Please note that this variable is not presented as a robust model of behavioural change or to suggest a linear progression towards the adoption of pro-social bystander behaviours (as this was not the intention of this study) but more so as a practical construct to help in the analysis and interpretation of these survey findings.

The analysis presented in Table 8.2a shows that university graduates (27.6%) and those 35 to 54 years of age are the most likely to have reported taking action in response to a racist incident in the last 12 months. Females are generally more likely to have taken action than males with the difference between females and males significant at the 90% confidence level.

Table 8.2a: Stages of pro-social behaviour by selected characteristics

	Stages of pro-social behaviour				
	Base	Low	Moderate	High	Took action
Total	601	30.1	31.9	20.6	15.7
Gender					
Male	246	33.1	36.3	16.5	12.1
Female	355	27.4	27.9	24.3	19.0
Age group (years)					
18-34	67	21.3	39.8	20.4	17.0
35-54	248	32.0	29.6	15.6	21.3 [#]
55+	285	31.5	31.3	26.4	8.8
Country of birth					
Australia	457	30.9	32.0	20.0	14.7
Overseas	144	28.2	31.7	21.9	18.2
Education					
Not university graduate	399	33.5 [#]	32.3	19.3	13
University graduate	202	15.7 [#]	30.0	26.2	27.6 [#]
Region					
Melbourne (Stat Div)	400	29.5	32.3	19.5	16.7
Rest of Victoria	201	31.7	30.9	23.3	13.1

Significance testing against total using t-test for column proportions. # denotes statistically significant at the 95% two-tailed confidence level.

Table 8.2b: Stages of pro-social behaviour by attitudinal variables.

	Pro-social inclination & behaviour				
	Base (n=601)	Low (n=172) %	Moderate (n=183) %	High (n=118) %	Took action (n=109) %
Total		30.1	31.9	20.6	15.7
<i>Strongly agree ...</i>					
I can make a difference in helping to ensure ...					
All people are treated with dignity and respect	n=278	21.7 [#]	27.6	29.3 [#]	20.9
All people are treated fairly	n=262	21.6 [#]	25.9	30.1 [#]	21.1
People are not discriminated against	n=249	18.8 [#]	29.2	29.1 [#]	21.8
You feel secure with people of different backgrounds and cultures	n=245	21.6 [#]	30.1	29.1 [#]	18.6
Australians from an Anglo background enjoy a privileged position	n=70	13.2 [#]	26.9	32.3	27.5
Australia is weakened by people sticking to their old ways	n=59	46.9 [#]	23.0	23.9	4.0 [#]
People from other groups should try to think and act like Australians	n=100	37.5	30.3	24.0	6.2 [#]
Some racial groups that do not fit into Australian society	n=96	45.5	32.1	13.3	7.8
There is equal opportunity for all people in Australia	n=100	26.7	29.1	32.6 [#]	9.8
Something should be done to minimise or address racism in Australia	n=183	18.6 [#]	31.3	27.2	23.0

Significance testing against total using t-test for column proportions. # denotes statistically significant at the 95% two-tailed confidence level.

As expected, the findings presented in Table 8.2b suggest that respondents with racist attitudes (i.e. Australia is weakened by people sticking to their old ways, People from other groups should try to think and act like Australians, Some racial groups that do not fit into Australian society) are more likely to have low pro-social inclination and behaviour. On the other hand, respondents who 'felt secure with people of different backgrounds and cultures', recognised that 'Australians from an Anglo background enjoy a privileged position' and stated that 'Something should be done to minimise or address racism in Australia' were more likely to have high pro-social inclination. Those who agreed that they could help to make a difference to ensure that people of various racial and ethnic groups in Australia are treated fairly, with dignity, have equal opportunity and are not discriminated against was also associated with stronger pro-social inclination.

9. Summary

The survey findings presented above suggest that racist abuse is not acceptable in the community while racist slang is condoned by some. More than half of respondents considered racist jokes always or sometimes acceptable. Reported action in response to these behaviours followed this same pattern, with action more likely for less acceptable forms of racism.

There was very strong agreement that sports clubs and workplaces are welcoming of people from all racial and ethnic groups, are not accepting of racism and should / would act in response to racist incidents while playing a role in promoting racial tolerance and respect. However, a third of respondents have witnessed racism in the past 12 months, including one in eight reporting incidents in each of sports clubs and workplaces. While over two thirds reported formal policies and practices in place to prevent race-based discrimination at work, only a quarter reported such formal policies and practices in sports clubs.

Racism was less acceptable and responses to racist incidents more likely among those in larger workplaces or where formal anti-racism policies and practices were in place. About half of in-scope employees were confident they could respond to racism and that their employer and colleagues would support their action. Such employer / colleague support was associated with pro-social behaviour at work.

Pro-social inclination was related to pro-social behaviour while those with racist attitudes showed lower pro-social inclination and behaviour. There were marked differences in the proportion of respondents who would say or do something to show their disapproval of racist incidents across the settings examined in the survey. While six in ten respondents would respond to all racist scenarios in local sports clubs, only a third would do so in workplaces and social situations.

Although younger persons (those aged 18 to 34 years) were more likely to have witnessed racism, they were also less likely to take action in response to racist incidents. In general, women, university graduates and those aged 35 to 54 years were the most likely to respond to racist incidents. Those born overseas were less accepting of racism and more likely to say or do something about it.

The survey findings suggest strong support for bystander action to address racism in the general community. However, some forms of racism are still not considered serious and more formal / informal support is required in key settings to enable more consistently and confident responses to various forms of racism, especially among young people, the Australian born and men.

10. Next steps

This report is one in a series of reports to be produced from the 'Bystanders Research Project'. This report will be followed by two others which will further explore pro-social responses to race-based discrimination.

1. A standalone report from an ensuing qualitative research project aimed at exploring strategies and programs which might encourage pro-social bystander behaviour in selected settings, and
2. A publicly available Research Report which will include further analysis of the survey data and qualitative data with a view to identifying viable strategies for promoting pro-social bystander behaviour in selected settings.

As mentioned at the outset, parallel reports examining pro-social responses to gender-based discrimination will also be produced.

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Appendix A – Methodology

Appendix A – Methodology and Conduct

Survey overview

The Bystanders Research Project was envisaged by VicHealth as a means of assessing community and organisational readiness to implement pro-social bystander interventions to reduce race-based discrimination and promote diversity. The design of the race-based discrimination survey component was informed by VicHealth's Framework to Reduce Race-based Discrimination and Support Diversity in Victoria¹ and by the Literature Review commissioned by VicHealth to inform this survey and identify settings conducive to pro-social bystander action (Nelson et al, 2010). The design of the survey instrument and of specific survey questions was further informed by four focus groups, a program of face-to-face cognitive testing and formal pilot testing.

A telephone survey methodology was used for the survey with the sample frame comprised of a randomly generated list of landline telephone numbers across Victoria. The in-scope population for the survey was Victorian residents aged 18 years and over and the 'next birthday' method was used to select the in-scope person to be interviewed from within a household.

The final achieved number of interviews was 601 with 400 being undertaken in the Melbourne Statistical Division and 201 in the rest of Victoria. The average interview length was 18 minutes and data collection took place over the period 30 May to 23 June 2011. The response rate / cooperation rate for the survey was 36.5 per cent. A total of 27 interviewers worked on this project.

Figure A1: Key survey statistics.

Key statistics	
Interviews achieved	601
Average interview length	17.6
Start date	30-May-11
Finish date	23-Jun-11
Co-operation rate	36.5%
Interviewers used	27

Project Planning and Research Design

Formal governance arrangements were put in place by VicHealth to manage the Bystanders Research project. An initial project scoping meeting between VicHealth and the Social Research Centre was held in May 2010. This was followed by a High-Level Project Plan prepared by the Social Research Centre and presented to VicHealth in June 2010. Based upon the feedback provided a Detailed Project Plan was submitted to VicHealth for approval in July 2010. This plan was endorsed by the VicHealth Board and formal funding approved in September 2010. The terms of reference for the Project Working Group and the Technical Advisory Group are set out below. Figure A2 provides a schematic of the governance arrangements.

¹ VicHealth (2009).

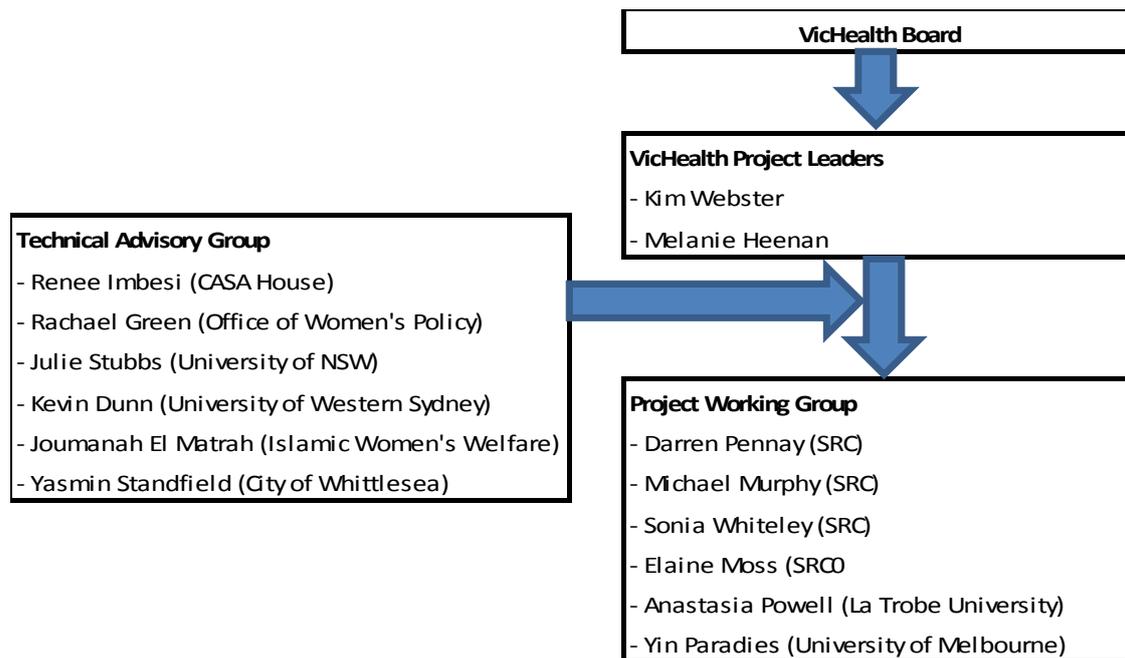
Terms of reference for the Project Working Group were:

1. To contribute specified information, knowledge and complete agreed tasks throughout the research
2. To maintain respectful and professional relationships with all project members
3. To identify concerns arising from the research and raise for discussion and resolution within the shortest possible time frame
4. To engage in and contribute positively to the resolution of any conflict between partners throughout the research project

Terms of reference for the Technical Advisory Group were:

1. To provide expertise, advice, recommendations and support for each phase of the research.
2. To share resources, knowledge and skills within the group to support the research.
3. To reflect on the information and learning on each phase of the research that will promote the research objectives and further VicHealth's prevention agenda.
4. To identify opportunities and or facilitate networks/relationships within their respective fields or settings of influence that would support a bystander demonstration project.

Figure A2: Project governance and administration



While this project management arrangement worked reasonably well changes in key personnel over the course of the project, delays in obtaining ethical clearances and some uncertainty on the part of the Social Research Centre in terms of delegated authority led to delays. It is suggested that VicHealth, the academic advisers and the Social Research Centre review these arrangements with a view to identifying improvement opportunities for future projects.

Questionnaire design and testing

Initial drafting of questionnaire content

The initial drafting of the survey instrument was undertaken by Darren Pennay and Nikki Honey of the Social Research Centre and was informed by preliminary discussions with VicHealth, the commissioned literature reviews, the VicHealth Framework documents and independent desk top research. The initial conceptual framework for the survey instrument was discussed with the project academic adviser (Dr Yin Paradies) and the Technical Advisory Group at a meeting on 29 September, 2010.

Focus groups

Following on from the initial consideration of the conceptual framework for the survey, drafting of the questionnaire continued until the point that it was sufficiently advanced to benefit from confirmatory testing, concept development and further scoping in a focus group environment.

While the academic research in this area provided a sound understanding of the theoretical factors which either contribute to or inhibit pro-social bystander behaviour, it was felt that a very targeted program of qualitative research would help to help 'build a bridge' between these theoretical constructs and the design of a practically orientated survey instrument. This, in fact, turned out to be the case.

Focus groups were used to explore the theoretical constructs of interest with a particular view to seeing how these constructs related to general social settings, the workplace, the local sports club setting and to educational institutions. The groups also provided an opportunity for researchers to listen to the 'language' of participants and to explore their attitudes to workplaces, sporting clubs, educational institutions as conduits for pro-social bystander behaviour. These discussions also enabled the researchers to better develop realistic setting-based scenarios for inclusion in the survey instrument.

Four focus groups were undertaken to inform the design of the questionnaire for the race-based discrimination survey. The groups comprised approximately eight participants aged 25-50 years and a relatively even mix of males and females. All participants were employees and as such could talk about the workplace as a setting for race-based discrimination and pro-social bystander behaviour. All participants were also involved in local community sporting clubs either directly or via their children. The groups were segmented such that two groups were undertaken with 'blue collar' participants and two with white collar participants.

The major outcomes from this phase of the research program were:

- The decision to focus on general social settings, sports clubs and workplaces and the need to differentiate between junior and adult sports clubs
- The development of the setting-specific scenarios
- An appreciation that the perceived seriousness of certain discriminatory behaviours was judged both on the basis of 'intentions' and 'harm caused'
- A more nuanced understanding of the ambiguous nature of racism and hence some of the difficulties associated with recognising a behaviour as racist and, perhaps, requiring a response (e.g. are Irish jokes racist?)

- A sense of the pervasiveness of race-based discrimination as an issue in so far as it may pervade familial relationships and relationships with extended family, and
- A better understanding of the 'language' used in this area and hence the terminology most appropriate for a general community survey.

The focus groups protocols and those for the subsequent cognitive interviews were sanctioned by the La Trobe University, Faculty of Humanities and Social Sciences Ethics Committee (Ethics Application #917-10). The submission was lodged on 13 September, 2010 and approved on 28 October, 2010. These focus groups were conducted from 10 to 17 November, 2010.

Cognitive interviews

The objective of the cognitive interviewing phase of the questionnaire design process was to explore the cognitive response process (encoding, comprehension, retrieval, judgment and response) in order to better understand how the proposed survey questions would work.

The cognitive interviewing regime comprised eight face-to-face interviews with workers aged 25 to 50 years of age involved in local community sports clubs either directly or via their children. Quotas were set to ensure the equal representation of blue and white collar employees. A professional recruitment agency was used to recruit participants and participants were provided a \$60 reimbursement to cover out of pocket expenses. Interviewing took place over the period 20 to 25 January, 2011.

The cognitive testing of the questionnaire helped to refine the introduction to the survey, helped elicit understanding of terms such as 'racist joke', 'racist slang' and 'racist comments', helped refine the pivotal response categories developed for the survey pertaining to the perceived acceptability of specific behaviours (i.e. never, rarely, sometimes or always acceptable) and the perceived reaction to specific behaviours (i.e. not bother you at all, feel a bit uncomfortable but not say or do anything or say or do something to show your disapproval). The cognitive interviews also provided an understanding of the conceptual framework for participants when they were asked whether or not they had 'witnessed racism towards other people' and the types of behaviours that this line of questioning brought to mind.

The formative focus groups and cognitive testing process led to the design of the pilot test questionnaire.

Pilot testing

The pilot test survey comprised 30 interviews and employed a test / re-test methodology. Initially 11 interviews were undertaken on 17 February followed by a questionnaire review period and a further 19 interviews on 3 March. The advantage of this approach was that it allowed for the full re-testing of any questionnaire modifications made as a result of initial testing.

At the completion of this stage the Stage 2 Ethics submission was able to be completed. The submission was considered by the University of Melbourne, School of Population Health Human Research Ethics Committee. The submission was lodged on 18 March 2011 and approval received on 18 May, 2011 (HREC 1135575).

Sampling procedures

The sample frame used for the survey was a randomly generated list of landline telephone numbers supplied via a commercial sample vendor. The starting point for this sampling procedure is the list of publicly available number ranges identified in the Australian Communications and Media Authority (ACMA) Numbering Plan. There are currently some 35,000 active number ranges nationally allocated to telecommunications providers, with a further 200 to 300 new ranges released each week.

The procedures for the generation of these 'exchange-based' sampling frames are as follows:

- The generation of 10 random numbers per range on an 'as required' basis
- The 'testing' of numbers to assign a 'working' or 'disconnected' status via a SS7 signal link, to build up a pool of 'working' numbers that is representative of the actual distribution of working landline numbers across all number ranges, and
- Random selection of numbers from the pool of working numbers at any given point in time.

The advantages of this exchange-based approach to RDD sample generation include:

- Improved coverage in areas where new exchanges have been activated
- Improved coverage in growth corridors, peri-urban areas and CBD developments
- Each exchange block is represented in the frame in proportion to the current population of working landline numbers, and
- High connection rates and therefore greater fieldwork efficiency.

Fieldwork procedures

Respondent Selection

The 'last birthday' method of respondent selection was used in households with more than one in-scope person.

Interviewer Selection and Training

Twenty seven interviewers were briefed to work on survey with each interviewing attending a 3 hour briefing / practise session prior to commencing work on the project.

Sample release

A batched approach to releasing phone numbers to interviewers was adopted. The idea behind this approach is to ensure, as far as practicable, that call attempts to each batch of phone numbers are all but exhausted before loading fresh numbers into the CATI system. This approach accords with best practice sample utilisation and helps guard against only obtaining interviews from members of the public that are relatively easy to establish contact with.

Call regime

A 15-call protocol was used for the study, whereby up to six attempts were made to establish contact with the selected household, and on making contact, up to nine more attempts were made to achieve an interview with the selected respondent.

This call regime was adopted to improve the representativeness of the achieved sample. Previous experience suggested that the representation of groups such as young persons, males and working persons is improved by using an extended call cycle of this type.

Initial contact attempts were made between 4.30 pm and 8.30 pm on weekdays, and 10.00 am and 4.00 pm on Saturdays and 11.am and 4.00pm on Sundays. Appointments were made for any time within the hours of operation of the call centre.

Interviewing in languages other than English

The language other than English workload was carried out using the English language version of the questionnaire with key words and concepts translated by the bilingual interviewing team. The main languages requested were Greek, Italian, Mandarin and Vietnamese. Callbacks resulted in four interviews being undertaken in Vietnamese and six in Italian. As such, 1.7% of all interviews were in a language other than English. This is fairly typical for a survey of this nature. While the number of interviews obtained in a language other than English is relatively small, this pool of interviews accounted for 12.5% of those interviews undertaken with respondents who speak a language other than English at home. On this basis, bilingual interviewing plays an important role important in improving the representation of language other than English households in the achieved sample

Ethical considerations

No adverse events or ethical issues arose in the conduct of either phase of the research program.

Call results and response rates

All call attempts

A total of 12,368 calls were placed to achieve 601 completed surveys. This equates to an interview every 20.6 calls and an average of 3.5 calls per sample record.

The most common call outcome was no answer (29.4%). There were also a high number of answering machines outcomes (25.1%) and call-back appointments (14.7%).

Table A3: All call attempts

	n	%
Total Calls	12,368	100.00%
Interviews	601	4.9
No answer	3,639	29.4
Appointments	1,818	14.7
Answering machine	3,101	25.1
Engaged	1,102	8.9
Incoming call restrictions	8	0.1
Household refusal	939	7.6
Not a residential number	355	2.9
Telstra message, number disconnected	204	1.6
Fax/Modem	228	1.8
Respondent refusal	56	0.5
Too old / ill health / unable to do survey	108	0.9
Remove number from list	5	**
Not a Victorian household	3	**
Out of scope (No one in HH aged 18+)	4	**
Out of scope	3	**
Selected respondent away for duration	58	0.5
Language difficulty	83	0.7
Terminated mid survey	42	0.3
Wrong number / Not known at this address	5	**
Claims to have done survey	6	**
Total numbers initiated	12,368	
Average calls per interview	20.6	
Average calls per sample record	3.5	

** Rounded to zero.

Final call disposition

Table A4 shows the final call results for the survey. On average an interview was achieved approximately every sixth call (17.0%). Of the 3,526 numbers initiated, 22.5% were unusable; 23.2% were unresolved at the end of the call cycle (non-contacts or unresolved appointments) and 7.5% were identified as being out of scope. Refusals (all types) accounted for 29.5% of final call outcomes.

For the purposes of this report the response rate has been defined as interviews as a proportion of interviews plus refusals. On this basis the final overall response rate for the survey was 36.5%. This is at the lower end of expectations but nonetheless acceptable given the budgetary constraints and the fieldwork procedures adopted for the survey.

Table A4: Final call results

Total numbers initiated	3,526	100.00%	
Unusable numbers			
Telstra message, number disconnected	204	5.8	
Fax/Modem	228	6.5	
Incoming call restrictions	8	0.2	
Not a residential number	355	10.1	
<i>Subtotal unusable number</i>	<i>795</i>	<i>22.5</i>	
No contact / unresolved in survey period			
Engaged	94	2.7	
Answering machine	230	6.5	
No answer	407	11.5	
Appointments	88	2.5	
<i>Subtotal no contact / unresolved</i>	<i>819</i>	<i>23.2</i>	
Out of scope			
Claims to have done survey	6	0.2	
Selected respondent away for duration	58	1.6	
Too old / ill health / unable to do survey	108	3.1	
Language difficulty	82	2.3	
Out of scope	10	0.3	
<i>Subtotal out of scope</i>	<i>264</i>	<i>7.5</i>	
In-scope contacts	n		% all in scope contacts
Interviews	601	17.0	36.5
Household refusal	954	27.1	57.9
Respondent refusal	59	1.7	3.6
Remove number from list	5	0.1	0.3
Terminated mid survey	29	0.8	1.8
<i>Subtotal in-scope contacts</i>	<i>1,648</i>	<i>46.7</i>	<i>100.0</i>

Reasons for refusing to participate

Reasons for refusal were captured, wherever possible, from either the phone answerer (household refusal) or the selected sample member (respondent refusal).

Of those sample members who gave a discernible reason for refusal the main reasons given were “not interested” (45.5%), “no comment / just hung up” (26.9%) and “too busy” (17.6%).

Table A5: Reason for refusal – All calls

	Total
Total (n)	981
Not interested	45.5
No comment / just hung up	26.9
Too busy	17.6
Never do surveys	2.0
Get too many calls for surveys / telemarketing	1.2
Don't like subject matter	1.7
Don't believe surveys are confidential / privacy concerns	0.5
Silent number	1.0
Too personal / intrusive	0.5
20 minutes is too long	1.2

Review of call cycle

An extended call cycle was used for the survey to ensure the achieved sample was as representative as possible of the Victorian adult population.

The value of this extended call cycle is evident from the results presented in Table A6. This shows that 10% of interviews were achieved on the seventh or subsequent call attempt. The extended call cycle was most effective in boosting the representation of persons aged 25 to 34 year olds (19.4%).

Table A6: Analysis of response by call attempt

Call attempt on which interview was achieved	Base	1 – 6 %	7 or more *
TOTAL	601	90.3	9.7
Age group			
18-24 years	36	91.7	8.3
25-34 years	31	80.6	19.4
35-44 years	116	84.5	15.5
45-54 years	132	92.4	7.6
55-64 years	120	91.7	8.3
65 -74 years	95	91.6	8.4
75 years and over	70	95.7	4.3
Gender			
Male	246	88.2	11.8
Female	355	91.8	8.2
Location*			
State capital	400	89.8	10.3
Rest of state	201	91.5	8.5

Data processing and weighting

Treatment of other specify and open ended questions

Code frames for open ended questions and code frame extensions for other specify questions were developed by the Social Research Centre. The coded responses are contained in the survey data file. The verbatim responses to the open ended questions were also provided to VicHealth and the project's academic advisers.

Weighting

A two-stage approach to weighting was used. A **design weight** was initially calculated taking into account the number of in-scope sample members in a household – Dem11 (max. 6) and the number of landlines in the household used for private calls – Dem10 (max. 4). Following this a **post stratification weight** was applied. The final weights used were trimmed at the 95th percentile to reduce variability in the survey estimates arising from disproportionately large weighting factors.

The post stratification weighting factors were developed using a “rim weighting” approach, sometimes known as ‘raking’ or ‘iterative proportional fitting’. This weight adjusted for the differential response rates by age, gender, educational attainment, country of birth and geographic location. The population parameters for age, sex and location (Melbourne Statistical Division / Rest of State) were based on a customised report from 2009 Estimated Residential Population data (ABS Cat. 3218.0). The population figures for educational attainment were based on a customised data report from the 2006 census. The population figures for birthplace were extracted from 2006 Basic Community Profile data (ABS Cat 2001.0).

The post stratification weights were created using a statistical regression approach which seeks to achieve the “best fit” possible with the population proportions specified by the weighting variables while disturbing the overall data as little as possible. The algorithm used for this purpose was provided in the Social Research Centre’s Quantum analysis software.

The table below shows the parameter targets used for rim weighting.

Table A7: Analysis of response by call attempt.

Region (Dem13)	
Capital city	0.739
Rest of State	0.261
Gender (S4)	
Male	0.491
Female	0.509
Age (Dem1/1a)	
18-44	0.508
45+	0.492
Educational attainment (Dem8)	
Uni	0.179
Not uni	0.821
Country of birth (Dem3)	
Australia	0.696
Overseas	0.304

Analysis notes

The analysis notes for this survey were provided in the documentation which accompanied the survey data file.

Suggestions for future surveys

Based on a review of the survey results and some of the limitations encountered in analysing the data there are a number of issues to be considered with respect to possible future surveys of this nature. While several areas for improvement have been identified, given that this survey was the first of its kind and given the demonstration nature of the survey, the improvement suggestions are relatively minor. On balance, the survey, in particular the survey questionnaire, seems to have performed quite well.

In no particular order, issues to be considered with regard to possible future iterations of this survey include:

- Using standard response maximisation techniques such as primary approach letters, answering machine messages and creating a web presence for the survey in order to boost response rates
- Give consideration to substantially increasing the sample size to support more detailed analysis and sub group analysis
- Give consideration to standalone surveys of sporting club members and employees given that sample size restrictions and interview length constraints limited the level of analysis that could be undertaken
- Give consideration to expanding the scope of question D1 - witnessed racism towards other people - from specific settings only (at work, at the sports club, amongst friends, amongst extended family) to include 'other settings' also, and
- Removing the efficacy and altruistic values questions (E1 and E2) as these had very little variation among survey respondents.

Appendix B – Questionnaire

2011 RACE BASED DISCRIMINATION BYSTANDER ATTITUDES
Final Main Study Questionnaire

INTRODUCTION AND SCREENING

INTRO Good (morning/afternoon/evening). My name is (...). I'm calling on behalf of VicHealth from the Social Research Centre. We are conducting a community attitudes study across Victoria. The study is looking at community attitudes to racial discrimination and the results will be used to inform programs and policies in this area. The survey has ethics approval from the University of Melbourne. It will take about 20 minutes to complete.

To see if anyone in this household is able to help, may I speak to the person who is aged 18 years and over and is having the next birthday?

IF NECESSARY: Any information collected will be protected and kept confidential.

1. Start survey, respondent answered phone (GO TO S2)
2. Start survey, changing household members (GO TO S1)
3. Stop interview, make appointment (RECORD NAME AND ARRANGE CALL BACK)
4. Household refusal (ATTEMPT CONVERSION / RECORD REASON) (GO TO RR1)
5. HH LOTE - Cantonese, Mandarin, Vietnamese, Italian, Greek, (language follow up) (GO TO ALOTE)
6. HH LOTE – Other language identified (no language follow up) (RECORD ON SMS)
7. HH LOTE – Language not identified (make appointment) (RECORD ON SMS)
8. Queried about how telephone number was obtained (DISPLAY ATELQ)
9. No one in household over 18 (GO TO TERMINATION SCRIPT 1)
10. Respondent does not live in Victoria (GO TO TERMINATION SCRIPT 2)

S4 Record gender

1. Male
2. Female

MODULE A: SOCIAL SETTINGS

A1a I am now going to read out a number of behaviours that you might encounter when you are socialising with friends. I would like you to tell me how you would feel about each of these behaviours and what you might do if you were in this situation. To start with – If someone you know used racist slang to describe people from a certain racial or ethnic background. Would you say that was ... (READ OUT RESPONSE FRAME FOR A1)

A2a And if you were present when that happened do you think ...? (READ OUT RESPONSE FRAME FOR A2) (Someone you know used a racist slang term or phrase to describe people from a certain racial or ethnic background)

A1b How about if someone you know told a racist joke about a certain racial or ethnic group? Would you say that was ... (READ OUT RESPONSE FRAME FOR A1)

A2b And if you were present when that happened do you think ...? (READ OUT RESPONSE FRAME FOR A2) (Someone you know told a racist joke about a certain racial or ethnic group)

A1d And finally, if someone you know used racist language to insult or abuse another person. Would you say that was ... (READ OUT RESPONSE FRAME FOR A1)

A2d And if you were present when that happened do you think ...? (READ OUT RESPONSE FRAME FOR A2) (Someone you know used racist language to insult or abuse another person)

(RESPONSE FRAME FOR A1)

1. Always acceptable
2. Sometimes acceptable

3. Rarely acceptable, or
4. Never acceptable
5. (Don't know)
6. (Refused)

(RESPONSE FRAME FOR A2)

1. It wouldn't bother you
2. You'd feel a bit uncomfortable, but not say or do anything, or
3. Say or do something to show you didn't approve
4. (Don't know)
5. (Refused)

MODULE B: SPORTS CLUB SETTING

Sports clubs as pro-social agents

- B1 Next some questions about the role that local community sports clubs play in the community. Do you agree or disagree that it is the responsibility of community sports clubs to ... (PROBE: Strongly agree / disagree or agree / disagree).

(STATEMENTS)

- a) Make sure that people from all racial and ethnic backgrounds feel welcome
- b) Make sure that their players and supporters do not racially abuse other players or supporters
- c) Educate their players and supporters about acceptable behaviour towards people from all racial and ethnic backgrounds
- d) Take a leadership role in the community when it comes to promoting racial tolerance and respect?

(RESPONSE FRAME)

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

Sports club participation status

- B2 In the last 12 months, have you been involved either socially, as a player, as a parent, as a spectator or in a non-playing role with any community sports clubs? By this I mean organised sports clubs run by a committee. For example, a football club, a cricket club, a hockey club, etc. (NOTE: Excludes school sport)

1. Yes
2. No (GO TO TS3)
3. (Refused) (GO TO TS3)

B3 What is the main type of sporting club that you are MOST involved in? (READ OUT IF NECESSARY) (INTERVIEWER NOTE: Each code includes indoor variants) (SINGLE RESPONSE)

1. Athletics
2. Badminton / Squash
3. Baseball
4. Basketball
5. Cricket
6. Cycling
7. Football (Australian rules)
8. Golf
9. Gymnastics
10. Hockey
11. Lawn bowls
12. Martial arts / boxing
13. Netball
14. Rowing
15. Rugby
16. Soccer
17. Softball
18. Swimming / diving
19. Tennis
20. Volleyball
21. Other (SPECIFY)
22. (Don't know) ^s
23. (Refused) ^s

B4 Is your involvement with the <RESPONSE FROM B3> club with... (READ OUT)

1. Junior sports
2. Adult sports, or
3. Both
4. (Don't know)
5. (Refused)

Sports club environment and culture

B5 Next some questions about the culture or environment at the <RESPONSE FROM B3> club. To what extent do you agree or disagree with the following statements. The <RESPONSE FROM B3> club is a place where ... (PROBE: Strongly agree / disagree or agree / disagree).

(STATEMENTS)

- a) People of all races and ethnicities are made to feel welcome
- b) People of all races and ethnicities are treated with dignity and respect
- c) People of all races and ethnicities are encouraged to take up important roles around the club
- d) People from minority racial or ethnic groups experience racism

(RESPONSE FRAME)

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

Tolerances and thresholds in a sports club setting

- B6a I am now going to read out a number of behaviours that you might encounter at the <RESPONSE FROM B3> club. I would like you to tell me as best you can what you think the club's attitude would be to each behaviour and what you might do if you were in that situation. To start with what would the <RESPONSE FROM B3> club's attitude be if there was 'sledging' of opponents or fellow competitors which involved racist remarks. Would that be seen as ... (READ OUT)
- B7a And if you were present when that happened at the <RESPONSE FROM B3> club do you think ...? (READ OUT) (if there was 'sledging' of opponents or fellow competitors which involves racist remarks)
- B6b And what would the <RESPONSE FROM B3> club's attitude be if they found out that the race or ethnicity of an individual was being taken into account when making team selection decisions such as whether or not to pick a certain player or where to play him or her. Would that be seen as ... (READ OUT)
- B7b And if you were present when that happened at the <RESPONSE FROM B3> club do you think ...? (READ OUT) (if the race or ethnicity of an individual was taken into account when making team selection decisions such as whether or not to pick a certain player or where to play him or her)
- B6c And finally, what would the <RESPONSE FROM B3> club's attitude be towards crowd behaviour that targetted members of an opposition based on their racial or ethnic background. Would that be seen as ... (READ OUT)
- B7c And if you were present when that happened at the <RESPONSE FROM B3> club do you think ...? (READ OUT) (crowd behaviour that targetted members of an opposition based on their racial or ethnic background)

(RESPONSE FRAME FOR B6)

1. Always acceptable
2. Sometimes acceptable
3. Rarely acceptable, or
4. Never acceptable
5. (Don't know)
6. (Refused)

(RESPONSE FRAME FOR B7)

1. It wouldn't bother you
2. You'd feel a bit uncomfortable, but not say or do anything, or
3. Say or do something to show you didn't approve
4. (Don't know)
5. (Refused)

- B8 To the best of your knowledge, does the <RESPONSE FROM B3> club have any policies or programs to educate or inform members about racial tolerance and respect?
1. Yes, has policies or practices in place
 2. No, does not have policies or practices in place
 3. (Don't know)
 4. (Refused)
- B9 If the committee at the <RESPONSE FROM B3> club was made aware that some of its members were treating people from certain racial or ethnic backgrounds unfairly, how confident are you that the committee would take the matter seriously. Would you say ... (READ OUT)
1. Very confident
 2. Somewhat confident
 3. Not very confident, or
 4. Not at all confident
 5. (Don't know)
 6. (Refused)

MODULE C: WORKPLACE

Workplaces as pro-social agents

- C1 Now some questions about workplaces. Do you agree or disagree that ... (PROBE: Strongly agree / disagree or agree / disagree)

(STATEMENTS)

- a) It is the responsibility of employers to make sure that people are treated fairly at work regardless of their racial or ethnic background
- b) It is the responsibility of employers to act if one of their employees is subject to racism or discrimination at work
- c) It is the responsibility of employers to educate their workers about racial tolerance and respect.
- d) It is the responsibility of employers to take a leadership role when it comes to promoting respect and tolerance for people from all racial and ethnic backgrounds.

(RESPONSE FRAME)

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

Employment screening questions

- C2 Next I need to ask some questions about your own employment circumstances. Are you currently working for pay in a job, business or farm? (INTERVIEWER NOTE: Can be temporarily absent but must still have that job)
1. Yes
 2. No (GO TO TS4)
 3. (Refused) (GO TO TS4)

- C5 How many hours in total per week do you usually work in your job?
(INTERVIEWER NOTE 1: IF THEY SAY “IT VARIES”, ASK: On average, what would it work out to?)
(INTERVIEWER NOTE 2: IF WORKING MORE THAN 1 JOB ASK ABOUT MAIN JOB)
1. Hours given (specify) (ALLOWABLE RANGE 1 TO 100)
 2. (Don't know)
 3. (Refused)
- C6 And how long have you had your current job?
(INTERVIEWER NOTE: IF WORKING MORE THAN 1 JOB ASK ABOUT MAIN JOB)
1. Number of weeks (specify 1 to 4)
 2. Number of months (specify 1 to 12)
 3. Number of years (specify 1 to 50)
 4. (Don't know)
 5. (Refused)
- C7 About how many people are employed by the company you work for at your (main) workplace or work site? (INTERVIEWER NOTE: IF WORKING MORE THAN 1 JOB ASK ABOUT MAIN JOB)
1. Respondent is the only worker
 2. 2-4 people (ABS def – micro business)
 3. 5-19 people (small business)
 4. 20-199 (medium business)
 5. 200 or more people (large business)
 6. (Don't know)
 7. (Refused)
- C8 What kind of work do you do? (PROBE FOR JOB TITLE AND DESCRIPTION OF MAIN DUTIES)
(INTERVIEWER NOTE: IF WORKING MORE THAN 1 JOB ASK ABOUT MAIN JOB)
1. Managers
 2. Professionals
 3. Technicians and Trade Workers
 4. Community and Personal Service Workers
 5. Clerical and Administrative workers
 6. Sales Workers
 7. Machinery Operators and Drivers
 8. Labourers
 9. Other occupation (Specify)
 10. (Don't know)
 11. (Refused)
- C9 What is your employer's main kind of business at the location you work at (e.g. mining, retail)?
1. Agriculture, Forestry and Fishing
 2. Mining
 3. Manufacturing
 4. Electricity, Gas, Water and Waste Services
 5. Construction
 6. Wholesale Trade
 7. Retail Trade
 8. Accommodation and Food Services
 9. Transport, Postal and Warehousing
 10. Information Media and Telecommunications Services

11. Financial and Insurance Services
12. Rental, Hiring and Real Estate Services
13. Professional, Scientific and Technical Services
14. Administrative and Support Services
15. Public Administration and Safety
16. Education and Training
17. Health Care and Social Assistance
18. Arts and Recreation Services
19. Other Services
20. Other (specify)
21. (Don't know)
22. (Refused)

Workplace culture

- C10 Is your particular workplace made up entirely of people from ONE racial or ethnic background, mainly of people from one racial or ethnic background, or a mix of people from different racial or ethnic backgrounds?
1. Workplace totally comprised of people from ONE racial or ethnic background
 2. Workplace mainly comprised of people from ONE racial or ethnic background
 3. Workplace a mix of people from different racial or ethnic backgrounds
 4. (Don't know)
 5. (Refused)
- C10a And would you say that most of the management at your work is made up entirely of people from ONE racial or ethnic background, mainly of people from one racial or ethnic background, or a mix of people from different racial or ethnic backgrounds?
1. Management totally comprised of people from ONE racial or ethnic background
 2. Management mainly comprised of people from ONE racial or ethnic background
 3. Management a mix of people from different racial or ethnic backgrounds
 4. (Don't know)
 5. (Refused)
- C11 To what extent do you agree or disagree with the following statement. People at my work are treated with dignity and respect regardless of their racial or ethnic background? (PROBE: Strongly agree / disagree or agree / disagree)
1. Strongly agree
 2. Agree
 3. (Neither agree or disagree)
 4. Disagree
 5. Strongly disagree
 6. (Don't know)
 7. (Refused)

Workplace tolerances and thresholds

- C13a I am now going to read out a number of behaviours that you might encounter when you are at work. I would like you to tell me as best you can the attitude at your work to these behaviours and what you might do if you were in that situation. To start with – If someone at your work used racist slang to describe people from a certain racial or ethnic background. At your work would that be seen as ... (READ OUT)
- C14a And if you were present when that happened at work do you think ...? (READ OUT) (if someone at work used racist slang to describe people from a certain racial or ethnic background)
- C13b How about if someone at your work told a racist joke about a certain racial or ethnic background group? At your work would that be seen as ... (READ OUT)
- C14b And if you were present when that happened at work do you think ...? (READ OUT) (if someone at work told a racist joke about a certain racial or ethnic background group)
- C13c How about if someone at your work used racist language to insult or abuse a co-worker? At your work would that be seen as ... (READ OUT)
- C14c And if you were present when that happened at work do you think ...? (READ OUT) (if someone at work used racist language to insult or abuse a co-worker)
- C13d How about if someone at your work took the racial or ethnic background of an individual into account when making recruitment decisions? At your work would that be seen as ... (READ OUT)
- C14d And if you were present when that happened at work do you think ...? (READ OUT) (if someone at your work took the racial or ethnic background of an individual into account when making recruitment decisions)
- C13e How about if someone at your work took the racial or ethnic background of an individual into account when allocating duties? At your work would that be seen as ... (READ OUT)
- C14e And if you were present when that happened at work do you think ...? (READ OUT) (if someone at your work took the racial or ethnic background of an individual into account when allocating duties)
- C13f How about if someone at your work took the racial or ethnic background of an individual into account when deciding whether to include them in work-related social events? At your work would that be seen as ... (READ OUT)
- C14f And if you were present when that happened at work do you think ...? (READ OUT) (if someone at your work took the racial or ethnic background of an individual into account when deciding whether to include them in work-related social events)
- C13g Finally, what would the attitude be at your work to paying someone at a different rate because of their racial or ethnic background? At your work would that be seen as ... (READ OUT)
- C14g And if you were present when that happened at work do you think ...? (READ OUT) (if someone was being paid at different rates because of their racial or ethnic background)

(RESPONSE FRAME FOR C13)

1. Always acceptable
2. Sometimes acceptable
3. Rarely acceptable, or
4. Never acceptable
5. (Don't know)

6. (Refused)

(RESPONSE FRAME FOR C14)

1. It wouldn't bother you
2. You'd feel a bit uncomfortable, but not say or do anything, or
3. Say or do something to show you didn't approve
4. (Don't know)
5. (Refused)

C15 If there was a policy or practice at your work that treated people of certain racial or ethnic backgrounds unfairly, do you think ...(READ OUT)

1. It wouldn't bother you
2. You'd feel a bit uncomfortable, but not say or do anything, or
3. Say or do something to show you didn't approve
4. know)
5. (Refused)

C16 To the best of your knowledge, at your work are there any policies or programs to educate or inform employees about racial tolerance and respect?

1. Yes, has policies or practices in place
2. No, does not have policies or practices in place
3. (Don't know)
4. (Refused)

Peer norms

C17 Suppose a work colleague came to you with evidence of repeatedly being treated unfairly because of their racial or ethnic background. Thinking about your current workplace, do you think...(READ OUT)

1. It wouldn't bother you
2. You'd feel a bit uncomfortable, but not say or do anything, or
3. Say or do something to show you didn't approve
4. (Don't know)
5. (Refused)

C18 And how confident are you that you would know what to do? Would you say ... (READ OUT)

1. Very confident
2. Somewhat confident
3. Not very confident, or
4. Not at all confident
5. (Don't know)
6. (Refused)

C19 If your employer was made aware of a workplace policy or practice that treated people from certain racial or ethnic backgrounds unfairly, how confident are you that they would take the matter seriously. Would you say ... (READ OUT)

1. Very confident
2. Somewhat confident
3. Not very confident, or
4. Not at all confident
5. (Don't know)
6. (Refused)

C20 Suppose you took action over a workplace policy or practice that you thought treated co-workers unfairly because of their racial or ethnic background. Do you think you would get the support of your colleagues? Would you say ...(READ OUT)

1. All or most of your colleagues
2. Some of your colleagues, or
3. Few if any of your colleagues
4. (Don't know)
5. (Refused)

Capacity to take pro-social action in the workplace setting

C22 In your opinion, how often does your workplace treat people unfairly because of their racial or ethnic background? Would you say it ... (READ OUT)

1. Never happens
2. Rarely happens
3. Occasionally happens, or
4. Frequently happens
5. (Don't know)
6. (Refused)

MODULE D: BYSTANDER ACTION

D1 In the last 12 months, have you witnessed racism towards other people in any of the following situations or settings? (READ OUT)

(STATEMENTS)

- a) In your current job
- b) At the <RESPONSE FROM B3> sports club
- c) Amongst friends, or
- d) Amongst extended family

(RESPONSE FRAME)

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

D2 Thinking about the racism you witnessed <at work / amongst friends / at the <RESPONSE FROM B3> club / amongst extended family> can you describe the most recent situation?

1. Response given (specify)
2. (Don't know)
3. (Refused)

D3 The last time you witnessed racism towards other people <at work / amongst friends / at the <RESPONSE FROM B3> club / amongst extended family>, did you do or say anything or take some other form of action?

1. Yes (CONTINUE)
2. No (GO TO D6)
3. (Don't know) (GO TO START OF LOOP OR TS5)
4. (Refused) (GO TO START OF LOOP OR TS5)

- D4 What did you do?
1. Response given (specify)
 2. (Don't know)
 3. (Refused)
- D5 Thinking back, what would you say were the main reasons you decided to do or say something?
1. Response given (specify)
 2. (Don't know)
 3. (Refused)
- D6 Thinking back, what would you say were the main reasons you decided not to do or say something?
1. Response given (specify)
 2. (Don't know)
 3. (Refused)

MODULE E: BYSTANDER BELIEFS

Efficacy

- E1 Please tell me if you agree or disagree with the following statements. (PAUSE) Even when I'm not involved and it's not about me, I can make a difference in helping to ensure ... (PROBE: Strongly agree / disagree or agree / disagree)

(STATEMENTS)

- a) All people are treated with respect and dignity in our society, regardless of their ethnic or racial background
- b) All people are treated fairly, regardless of their ethnic or racial background
- c) People are not discriminated against because of their ethnic or racial background

(RESPONSE FRAME)

1. Strongly agree
2. Agree
3. (Neither agree nor disagree)
4. Disagree
5. Strongly disagree
6. (Don't know)
7. (Refused)

Altruistic values

- E2 Now a few questions about your own values and beliefs. Please tell me if you agree or disagree with each of these statements. (PROBE: Strongly agree / disagree or agree / disagree)

(STATEMENTS)

- a) People should be willing to help others who are less fortunate than them.
- b) Personally assisting people in trouble is very important to me.
- c) These days people need to look after themselves and not worry about others.

(RESPONSE FRAME)

1. Strongly agree
2. Agree
3. (Neither agree nor disagree)

4. Disagree
5. Strongly disagree
6. (Don't know)
7. (Refused)

Race attitudes

E3 Do you agree or disagree with the following statements ... (PROBE: Strongly agree / disagree or agree / disagree)

PROGRAMMER NOTE – PLEASE DISPLAY THE QUESTION STEM ON EACH CATI SCREEN

(RANDOMISE STATEMENTS)

- a) You feel secure when you are with people of different ethnic backgrounds
- b) You are prejudiced against other cultures
- c) It is a bad idea for people of different races to marry one another
- d) Australians from an Anglo background enjoy a privileged position in our society
- e) Australia is weakened by people from minority racial, ethnic, cultural and religious backgrounds sticking to their old ways.
- f) People from racial, ethnic, cultural and religious minority groups should try to think and act more like other Australians.
- g) There are some racial, ethnic, cultural or religious groups that don't fit into Australian society
- h) There is equal opportunity for all people in Australia regardless of their racial or ethnic background
- i) The unfair treatment of people based on their racial or ethnic background is widespread in Australia
- j) Something more should be done to minimise or address racism in Australia

(RESPONSE FRAME)

1. Strongly agree
2. Agree
3. (Neither agree nor disagree)
4. Disagree
5. Strongly disagree
6. (Don't know / Not sure)
7. (Refused)

DEMOGRAPHICS

PREDEM1

Finally, to help us analyse the results of this survey, it's important that we understand a little bit about your household. I only need a couple more minutes of your time and all answers are completely confidential.

1. Continue

DEM1 To start, how old were you last birthday?

1. Age given (RECORD AGE IN YEARS (RANGE 18 TO 99) (GO TO DEM2)
2. (Refused) (CONTINUE)

DEM1a Which of the following age groups are you in? Would you say....(READ OUT)

1. 18 - 24 years
2. 25 - 34 years
3. 35 - 44 years
4. 45 – 54 years
5. 55 – 64 years

6. 65 – 74 years, or
7. 75 + years
8. (Refused)

DEM2 Are you of Aboriginal or Torres Strait Islander origin?

1. No
2. Yes, Aboriginal
3. Yes, Torres Strait Islander
4. Yes, both Aboriginal and Torres Strait Islander
5. (Refused)

DEM3 In which country were you born?

1. Australia
2. China
3. Greece
4. India
5. Italy
6. Lebanon
7. New Zealand
8. North America
9. Pacific Islands
10. Turkey
11. England
12. Ireland
13. Vietnam
14. Other (specify)
15. (Don't know)
16. (Refused)

DEM4 What is your racial or ethnic background? (MULTIPLES ACCEPTED)
(INTERVIEWER NOTE: DO NOT PROMPT)

1. Anglo-Australian
2. Aboriginal and / or Torres Strait Islander
3. Chinese
4. British (English, Scottish, Welsh)
5. German
6. Greek
7. Irish
8. Italian
9. Lebanese
10. Vietnamese
11. Other (Specify)
12. (Don't know)
13. (Refused)

DEM5 Do you speak a language other than English at home?

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

DEM7 How would you describe your current household? For example, a couple, a couple with children, single person household or something else? (PROBE TO CLARIFY)

1. At home with my parents / guardians
2. At home with my sole parent / guardian
3. Couple without children
4. Couple with children (includes children aged 18 years and older)
5. One parent family
6. Group or share household (most people in household are non-related)
7. One person household, or
8. Something else (specify) (e.g. siblings living together and multigenerational families)
9. (Don't know)
10. (Refused)

DEM8 What is the highest level of formal education you have completed?
(NOTE: IF UNSURE OR AMBIGUOUS PROBE FURTHER)
(IF YEAR 12 OR BELOW, PROBE FOR TRADE OR APPRENTICESHIP, ETC)

1. Primary School
2. Year 10 or below
3. Year 11
4. Year 12
5. Trade / apprenticeship qualification
6. Other TAFE/ Technical
7. Certificate or Diploma / Associate Diploma
8. Degree or Graduate Diploma
9. Post Graduate
10. Other (Specify)
11. (Don't Know)
12. (Refused)

DEM9 Which one of the following best describes your current situation? Are you.....? (READ OUT)

1. Retired
2. Unemployed
3. Engaged in home duties
4. A student, or
5. Doing something else (Specify)
6. (None of the above)
7. (Don't know)
8. (Refused)

DEM10 EXCLUDING mobile phone numbers, dedicated faxes, modems or business phone numbers, how many phone numbers do you have in your household? (NOTE: Only include mobile phones if they are connected to the household telephone number.)

1. Number of lines given (Specify) RECORD WHOLE NUMBER (ALLOWABLE RANGE 1 TO 10)
2. (Don't know/ Not stated) (PROGRAMMER NOTE: RECORD IN DATA AS 999)
3. Refused) (PROGRAMMER NOTE: RECORD IN DATA AS 888)

DEM11 (Just to confirm) including you, how many people aged 18 years and over live in this household?

1. Number given (Specify) RECORD WHOLE NUMBER (ALLOWABLE RANGE 1 TO 20)
2. (Don't know) (PROGRAMMER NOTE: RECORD IN DATA AS 999)
3. (Refused) (PROGRAMMER NOTE: RECORD IN DATA AS 888)

DEM12 And just one question about income. Which of the following best describes (your / your household's) total approximate annual income, from all sources, before tax or anything else is taken out? Would you say...(READ OUT)

1. Less \$20,000
2. \$20,000 – less than \$40,000
3. \$40,000 – less than \$80,000
4. \$80,000 – less than \$120,000, or
5. \$120,000 or over
6. (Don't know)
7. (Refused)

DEM13 And finally, could I just confirm your postcode please?