

**CONSUMER SURVEY**

Overview

Thank you for taking part in this survey. Your feedback will help improve the way Consumer Protection shares information to Aboriginal and Torres Strait Islander people about their consumer rights.

Please select the online survey link below to get started. It will take approximately 10 minutes to complete.

Introduction

This is a confidential survey and nothing you share will be linked to you as an individual or organisation in our reporting.

This research is being conducted within the guidelines of the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS), the Research Society and the Federal Privacy Act.

If you have any trouble completing the survey or have any questions about how the findings will be used, please email **askus@dmirs.wa.gov.au** (this inbox is monitored during office hours Monday to Friday).

Are you an:

*(*Required*)*

Please select only one item

* Individual consumer (complete consumer survey)
* Organisation or support service representative (complete organisation survey)

**Who is a consumer?**

A consumer is anyone who buys things, like a fridge, car, electronics, lawnmower or other household items. A consumer can also buy a service, such as a car repair service or a lawn mower service, which means all of us who buy products or services are consumers.

Aboriginal consumers

# Do you identify as Aboriginal and/or Torres Strait Islander?

# (Required)

* Yes, Aboriginal and/or Torres Strait Islander (GO TO Q2)
* No (Thank you and end survey)

 **IF NO: Thank you**

Thank you for your interest, but unfortunately this time you don't qualify for this research. Hope you have a great day! END SURVEY.

About you

First up, we just have a few questions about you

# What’s your gender?

# (Required)

*Please select only one item*

* Male
* Female
* Non-binary
* Brotherboy
* Sistergirl
* Prefer not to say

# What is your age group?

# (Required)

*Please select only one item*

* Younger than 16 – Unfortunately only 16 years and older are able to be included in this survey. Thank you for your interest. END SURVEY.
* 16-24 years
* 25-34 years
* 35-44 years
* 45-54 years
* 55-64 years
* 65+ years Unsure

# Which of the following best describes your living arrangement?

# (Required)

Please select only one item

* Living in a house or apartment I own
* Living in a house or apartment with a mortgage
* Renting from a private landlord
* Living with relatives/friends in a house they own or rent
* Living in community or public housing
* Other (please explain below)

# How much school have you completed?

*(Required)*

Please select only one item

* Primary school
* Year 10
* Year 12
* TAFE qualification
* Undergraduate degree
* Postgraduate degree
* No formal education
* Unsure

Internet

# How often do you use the internet?

# (Required)

Please select only one item

* Don't use the internet **(Go to Q8 Location)**
* Daily
* Every couple of days
* Weekly
* Not very often (less than weekly)

# Where do you use the internet?

(Required)

Please select all that apply

* Home
* Family or friend’s home
* Library
* Café or other food/retail shop
* Work
* Community Resource Centre
* Other (please specify below)

# What do you use the internet for?

(Required)

Please select all that apply

* Shopping
* Information or research
* Paying bills
* Buying tickets
* Social media
* Entertainment (games, movies, music, podcasts etc.)
* For work (inc. applying for jobs)
* Communicating with family and friends (emails, video calls etc.)
* Other (please specify below)

Location

# Where do you live?

(Required)

Please select only one item

* Metropolitan Perth
* Kimberley
* Pilbara
* Gascoyne
* Mid West
* Goldfields-Esperance
* Wheatbelt
* Peel
* South West
* Great Southern
* Unsure

# What is your current residential postcode?

(Required)

If you don't know or unsure, please enter 0000 above and enter in the suburb or area you currently live:

Consumer Issues

# How concerned are you with each of the following consumer issues?

(Required)

Please select one option per row

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Subject** | **Not at all concerned** | **Somewhat unconcerned** | **Neither** | **Somewhat concerned** | **Extremely concerned** |
| Scams | € | € | € | € | € |
| Identity theft | € | € | € | € | € |
| Art and fake art sales (copyright) | € | € | € | € | € |
| Buying a used car | € | € | € | € | € |
| Buying a new car | € | € | € | € | € |
| Car repairs | € | € | € | € | € |
| Shopping rights (refunds, repairs, returns etc.) when buying a good e.g. food, clothes, TV, etc | € | € | € | € | € |
| Shopping rights (refunds etc.) when buying a service e.g. hair cuts, beauty treatments, personal training, etc. | € | € | € | € | € |
| Paying for funerals | € | € | € | € | € |
| Tenancy rights (renting a home) | € | € | € | € | € |
| Debt collectors | € | € | € | € | € |
| Door-to-door sales people | € | € | € | € | € |
| Product safety | € | € | € | € | € |
| Money or finance lenders | € | € | € | € | € |
| Mobile phones | € | € | € | € | € |
| Buy now, pay later products | € | € | € | € | € |

Have you experienced any other consumer issues not mentioned above?

Consumer rights knowledge

# How much do you know about your consumer rights in the following areas?

(Required)

Please select one option per row

|  |  |  |  |
| --- | --- | --- | --- |
| **Subject** | **Don’t know much** | **Know a little bit** | **Know a lot**  |
| Scams | € | € | € |
| Identity theft | € | € | € |
| Buying a used car | € | € | € |
| Buying a new car | € | € | € |
| Paying for car repairs | € | € | € |
| Dealing with landlords | € | € | € |
| Something goes wrong with something I bought | € | € | € |
| Something goes wrong with a service I used e.g. hairdressers, beauticians, gym membership | € | € | € |
| Dealing with door-to-door sales people | € | € | € |
| Borrowing money | € | € | € |
| Dealing with debt collectors | € | € | € |
| Signing a contract | € | € | € |
| Extended warranties – buying extra time on a standard warranty e.g. 5 year extended warranty on a fridge | € | € | € |

Debt collectors

# Have you been contacted by a debt collector in the past two years?

(Required)

Please select only one item

* No
* Yes, no issues
* Yes, I've been pressured and/or bullied by a debt collector

Motor vehicle

# Have you bought a car/motor vehicle in the last two years?

Motor vehicles include utes, motorbikes, four wheel drive vehicles, vans, trucks etc.

(Required)

Please select only one item

* Yes, a used car/motor vehicle
* Yes, a new car/motor vehicle
* No (Go to Q16 Motor vehicle repairs)

# When you bought your car/motor vehicle, did any of the following apply to you?

(Required)

Please select all that apply

* I had no issues
* I felt pressure to sign a contract
* I felt pressure to buy an extended warranty
* The car/motor vehicle broke down soon after I bought it
* Other (please specify below)

# In the past two years, did you have to pay for any car/motor vehicle repairs?

* Yes
* No (Go to Q18 Consumer Protection sharing information)

# When you had the car repaired, did any of the following apply to you? (more than one can be selected)

*(*Required*)*

Please select all that apply

* Had no problems with car repairs
* Cost more than I was quoted
* Did not get a written quote for repairs
* My motor vehicle was kept by the repair person because I could not pay the bill
* I was charged for extra repairs I did not ask for
* It took longer to repair my car than what I was told
* Other (please specify below)

Consumer Protection

Almost there! Just a few final questions left.

Consumer Protection shares information through the media and we attend local events during NAIDOC Week, Reconciliation Week and other community events to promote consumer rights.

# Consumer Protection regularly shares information - please select where you have seen/heard our information:

(Required)

Please select all that apply

* Ask Us Facebook page
* Ask Us Twitter page
* Consumer Protection Facebook page
* Mulga Mail consumer article
* PAKAM (see below for full list)
* Radio Mama (Geraldton)
* ABC Radio
* Community radio
* Commercial / mainstream radio e.g. Sonshine, Curtin, etc.
* Noongar Radio
* Ask Us email newsletter
* I didn’t know about these sources of information before today

**What stations are in the PAKAM network?**

Pilbara & Kimberley Aboriginal Media (PAKAM) radio stations:

**KIMBERLEY**

* Puranyangu Rangka Kerrem (Radio 6PRK)
* Halls Creek 98.1 fm Goolarri (Radio 6GME)
* Broome 99.7 fm
* Waringarri Media (Radio 6WR)
* Kununurra & NE Kimberley 693 am
* Larrkardi (Radio 6DBY) Derby 97.9 fm
* Djarindjin BRACS
* Djarindjin / Lombadina 106.1 fm
* Bidyadanga BRACS
* Bidyadanga 106.1 fm
* Looma BRACS\* Looma 106.1 fm
* Wirrumanu BRACS Balgo 106.1 fm
* Waljuwaa Radio (Kalumburu BRACS) Kalumburu 106.1 fm
* Ardyaloon BRACS One Arm Point 101.5 fm
* Beagle Bay BRACS Beagle Bay 100.5 fm
* Yungngora BRACS Yungngora 106.1 fm
* Warmun BRACS Turkey Creek 106.1 fm
* Billiluna BRACS Billiluna 103.5 fm
* Yiyili Community Yiyili 106.1 fm
* Imintji Community Imintji 106.1 fm
* Yakanarra Community Yakanarra 107.9 fm

**PILBARA**

* Hedland Community Radio 101.3 fm
* Punmu Community Punmu 105.7 fm
* Jigalong BRACS Jigalong 106.1 fm
* Mugarinya BRACS Yandeyarra 106.1 fm
* Ngaarda Radio\* Roebourne 96.1fm/Karratha 92.1fm
* Ngaarda also transits via the Gumala Satellite Radio Network in: Gumala Radio Tom Price 106.5 fm
* Peedamulla Community Peedamulla 101.7 fm
* Wakathuni Community Wakathuni 104.9 fm
* Belleary Springs Community Belleary Springs 101.7 fm
* Youngaleena Community Youngaleena 102.1 fm
* Onslow Onslow 102.7 fm
* Paraburdoo Paraburdoo 102.9 fm

Consumer Protection information

# Have you seen Consumer Protection at a local event?

(Required)

Please select only one item

* Yes
* No
* Unsure

# Are there any regular cultural events in your local community you think Consumer Protection should attend to give information about your consumer rights?

# Do you have anything else you’d like to share with Consumer Protection? (e.g. your experiences as a consumer or information about what consumer rights you’d like promoted in your community)

Stay in touch

# Would you like any of the following emailed to you?\*

Please select one option per row

|  |  |  |
| --- | --- | --- |
| **Subject** | **Yes** | **No** |
| Consumer rights information  | € | € |
| Scams | € | € |
| Consumer Protection newsletters and alerts | € | € |

*\* By selecting yes above and providing your email, you will be subscribed to Consumer Protection's updates about consumer issues, such as product safety warnings and scams.*

# Would you like to enter into the draw to win a $200 grocery card?\*

*\* If you would like information sent to you or to go into the prize draw, you must submit an email address so we can contact you. Your personal information will not be shared to third parties.*

* Yes
* No

# What is your name? *Required if YES to either Q22 or Q23*

# What is your email address? *Required if YES to either Q22 or Q23*

Please send your completed survey to the FREE reply paid address:

*Department of Mines, Industry Regulation and Safety - Consumer Protection*

Attn: Community and Media Engagement

Aboriginal Consumers Count Survey

Pre Paid 85353

PERTH WA 6000

**Thank you**

Thank you for your interest and feedback. Hope you have a great day!