

HOUSEHOLD CRITERIA**Hospitalisation**

Hospitalisation is a common reason for respondents to request compassionate exemptions. The situation has more of an impact for household survey respondents if they are required to negotiate a face-to-face interview. s47E(d)

s47E(d)

Serious Physical Illness

The respondent is suffering from a serious illness. For the purpose of these guidelines, serious illness is defined as “a medical diagnosis that results in a loss of independence or functioning, with an associated extended prognosis or treatment plan”. s47E(d)

s47E(d)

Mental Illness

The respondent has been diagnosed with a mental illness that interferes with their ability to perform activities of daily life, i.e. work, parenting. s47E(d)

s47E(d)

Sick Loved One

The respondent has an ill loved one. s47E(d)

s47E(d)

Death of Loved One

A respondent has recently experienced the death of a loved one. For requests made on these grounds, a "loved one" is defined in the same way as an immediate family member.

s47E(d)

Victim of Crime

The respondent has recently (within the preceding three months) has been the victim of crime.

s47E(d)

s47E(d)

Carers

s47E(d)

Alzheimer's/Dementia

Older respondents may be experiencing the onset or progression of Alzheimer's/dementia. s47E(d)

s47E(d)

Safety Concerns

s47E(d)

Natural Disaster

A household has been directly impacted by a natural disaster. s47E(d)

s47E(d)

Religion/Culture

s47E(d)

Disability

s47E(d)

Trauma

s47E(d)

For the purposes of exemptions, a traumatic experience does not include the death of a family member.

Old Age

s47E(d)

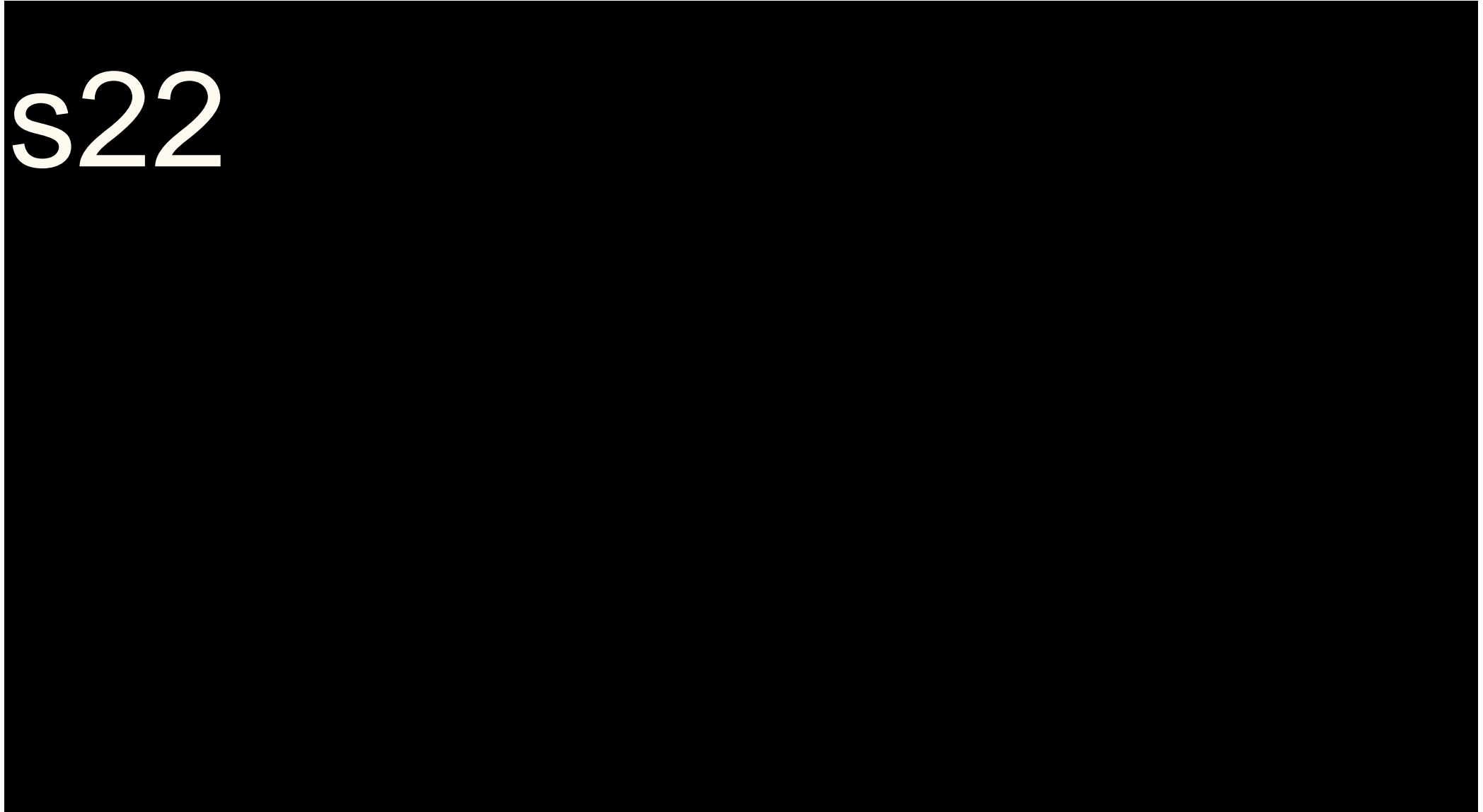
Stress

s47E(d)

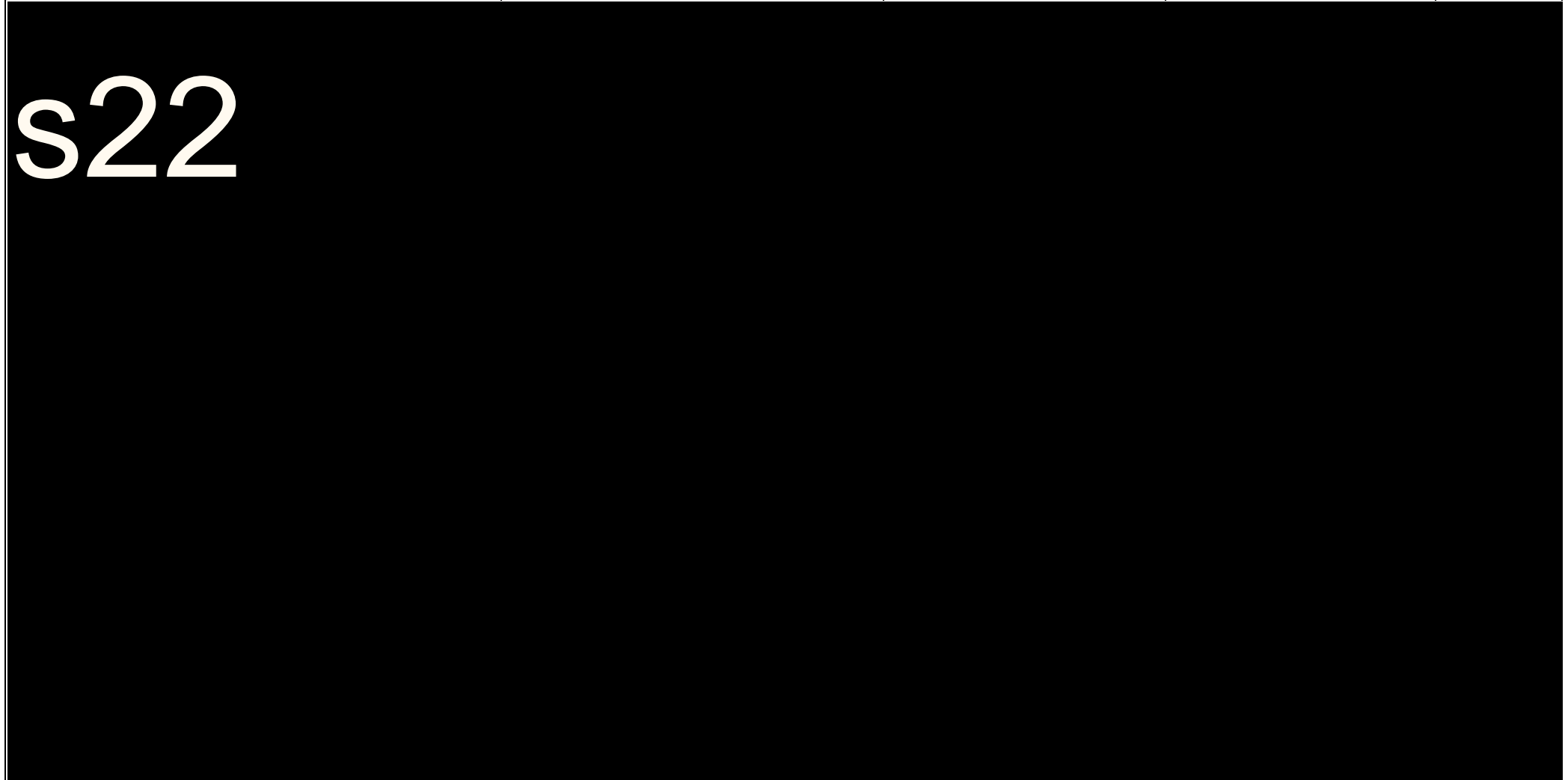
Surgery

s47E(d)

SCENARIO	PEGA REASON FOR INTERACTION	DURING CAWI (No CAWI period for NATSIHS, please refer to CATI/CAPI)	DURING CATI/CAPI	TEXT MESSAGE
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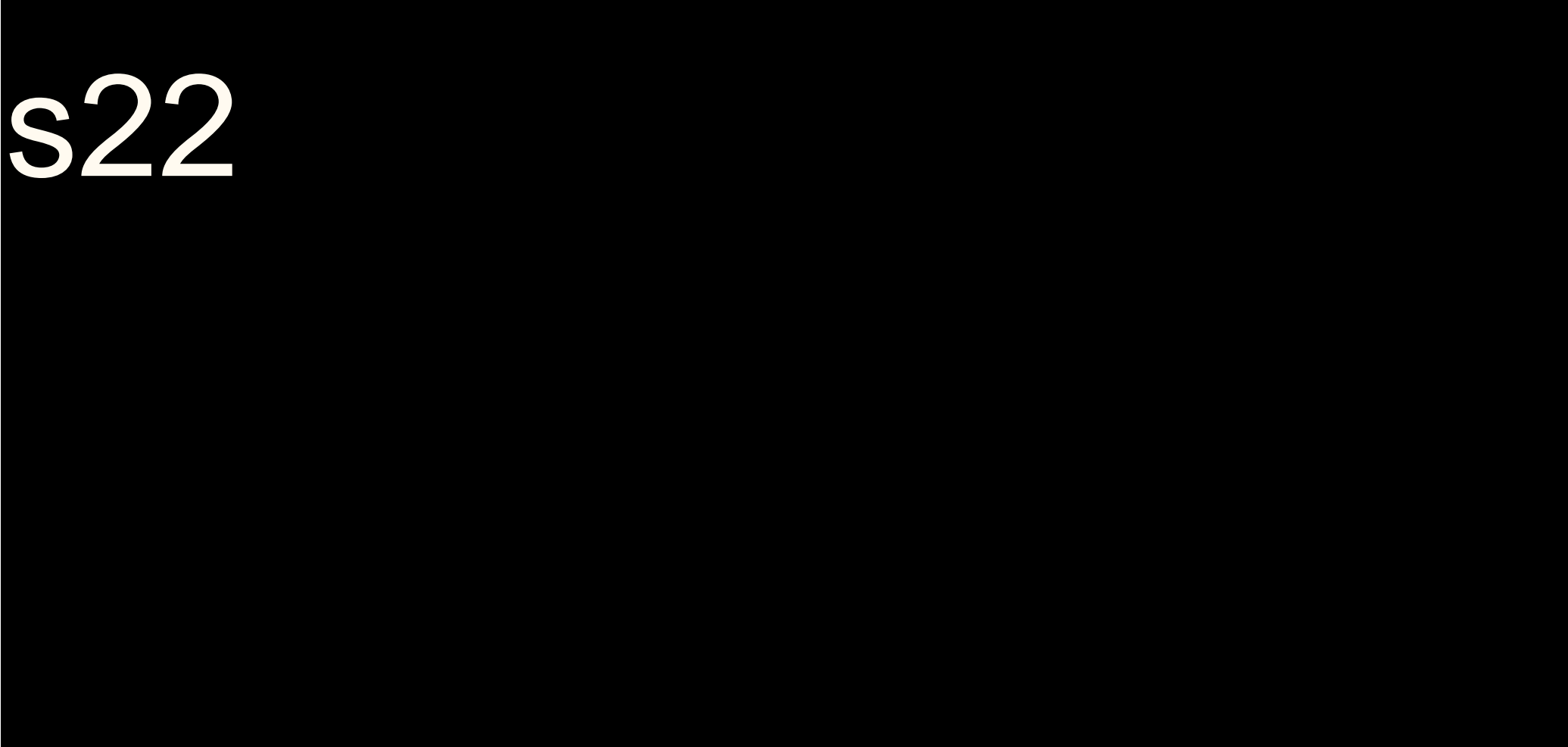


SCENARIO	PEGA REASON FOR INTERACTION	DURING CAWI (No CAWI period for NATSIHS, please refer to CATI/CAPI)	DURING CATI/CAPI	TEXT MESSAGE
s22				
<p>EXEMPTIONS</p> <p>Any refusal or provider who calls in unable to complete survey due to extreme hardship, illness or death.</p> <p><i>*Where call needs to be transferred to Team Leaders and none are available, add details to refusal/exemption table located in the OSS</i></p>	<p>Exemption - Request</p> <p><i>In all PEGA interactions indicate when a text has been sent to the Field Interviewer and an email sent to PSO</i></p>	<ul style="list-style-type: none"> • Warm transfer call to APS3/4 • APS3/4 to email PSO Respondent Contact WDB & if status is currently 'Pending Response' change to 'Pending ABS Resolution' 	<ul style="list-style-type: none"> • Warm transfer call to APS3/4 • APS3/4 to email PSO Respondent Contact WDB and text Field interviewer. DO NOT change survey status. • For NATSIHS - APS3/4 to email HSO Remote and Diverse Team and text Field interviewer 	<p>APS3/4 Only: Exemption Request SMS</p>

SCENARIO	PEGA REASON FOR INTERACTION	DURING CAWI (No CAWI period for NATSIHS, please refer to CATI/CAPI)	DURING CATI/CAPI	TEXT MESSAGE
 <p data-bbox="71 430 392 582">s22</p>				

SCENARIO	PEGA REASON FOR INTERACTION	DURING CAWI (No CAWI period for NATSIHS, please refer to CATI/CAPI)	DURING CATI/CAPI	TEXT MESSAGE
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s22

SCENARIO	PEGA REASON FOR INTERACTION	DURING CAWI (No CAWI period for NATSIHS, please refer to CATI/CAPI)	DURING CATI/CAPI	TEXT MESSAGE
 <p data-bbox="85 437 385 577">s22</p>				

SCENARIO	PEGA REASON FOR INTERACTION	DURING CAWI (No CAWI period for NATSIHS, please refer to CATI/CAPI)	DURING CATI/CAPI	TEXT MESSAGE
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PEGA SURVEY EXEMPTIONS

Guidelines for Data Delivery APS3s and APS4s

When discussing exemptions with respondents it's important to manage their expectations. Exemptions can only be granted in exceptional circumstances and the option to apply for an exemption should only be offered when all other avenues have been exhausted.

When can exemption be considered?



Old Age



Recent death in the family



Language Difficulties



Long term or aggressive illness, such as cancer



Busy



Mental illness or mental incapacity

*Note – for surveys where no interpreter service is available (such as TUS, SMHWB) and no proxy is able to assist, language difficulties may render a household out of scope.

Explore options for doing the survey given their specific circumstances

Note: When the following don't come up in conversation and it's appropriate to ask, be sensitive about how. It can help to say something like: 'I just have a few questions to ask as part of our process' to prevent them feeling offended by questions.

- Can we accommodate their needs within what is offered? Sometimes people ask for an exemption before fully understanding what the survey entails or exploring options. In many instances it is appropriate to explain that the survey can be done CATI/CAPI/CAWI, how long it takes, bilingual field interviewers may be available etc.
- Is the situation likely to last the whole enumeration period? Could delaying the interviewer be a more appropriate action?
- Are there any other adults in the household who may be able to complete the survey? Sometimes a person requests an exemption as they can't do it but there is another adult resident that doesn't usually do such things but can (like an adult son or daughter).
- Is there someone who may be able to act as proxy and/or translator? For face to face surveys this can include the proxy and usual resident doing the survey together with the interviewer, or the proxy being present for support.

If an exemption request is necessary

- Advise the UR, or their proxy:
 - You will request a compassionate exemption on their behalf – do not guarantee anything. Advise them they will hear by post in about three weeks and in the meantime they do not need to do anything further. Advise of any reminders already posted.
 - Note: when speaking to a proxy, if they have informed you that the UR is anxious or stressed about the survey it is sometimes appropriate to offer to send the corro to the proxy's address to reduce the stress to the UR. If they prefer that change the address in the proxy's contact and set corro to them.
- If the record is not with a field interviewer, change status to Pending ABS Resolution
- Email HSO and text field interviewer exemption text (if relevant)

Actioning Exemptions on Table

If you are unable to speak to the relevant person on the first call:

- Text Field Interviewer with text to check the record – NOT the exemption text which asks them to return record to office – we are often able to quickly resolve without exemption.
- Try calling a total of three times (with at least 48 hrs between each call)
- If not able to reach
 - Escalate exemption request to HSO from the information provided to APS2, text FI exemption text
 - Put note in PEGA that calls from UR should be transferred to household team leaders. Any additional information can be added to the exemption request later by emailing HSO.