



Department for Communities and Social Inclusion.

Multicultural South Australia Water Consumer Project.

Prepared for: Department of Human Services

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Issue date: 5 December 2018

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Figure 1: Photo taken, from the above mentioned participant's mains water, showing what comes out of the tap (mains water on the left) and then how it looks after being filtered a number of times. 20

1. Executive summary.

1.1. Introduction

Colmar Brunton (CB) was commissioned to conduct in-depth interviews with South Australian (SA) water consumers from multicultural backgrounds for the Department of Communities and Social Inclusion (DCSI), now the Department of Human Services (DHS), referred to as the Department throughout. This report presents the findings of this research.

The aim of the research was to document the particular issues arising for SA consumers from culturally and linguistically diverse (CALD) backgrounds, in respect to the use, cost, quality and access to water in order to better understand, support and service their needs.

The research involved n=40 in-depth interviews with water consumers from across metropolitan and regional SA. The interviews were conducted between 4 April and 24 September 2018.

1.2. Answers to key questions

Use of water?

Participants were generally very careful in the way they used water and conscious of not wasting this resource, both from an environmental perspective and to minimise their water bill. For some, attitudes towards minimising waste were based on their cultural background and learnt habits from their country of birth. A large proportion of participants actively looked to reduce the amount of water they used through simple day to day activities like taking shorter showers, turning the tap off while applying soap or brushing their teeth, only using the single flush on their toilet and fixing leaking taps as soon as they were noticed. For those with gardens, which tended to serve a more functional than aesthetic purpose, they would often go one step further and reuse water from within the house i.e. from washing, cooking or bathing, to water their plants. Some had a rain water tank to help reduce their reliance on mains water and the associated cost.

Those who lived in shared houses, units or flats with shared metres and bills, tended to focus less on minimising the amount of water they used as they could not see the direct benefit of their effort to reduce water usage. Further, they had no control over how others in the building or house used water. This frustrated these customers and they wanted more transparency around their bill amount or an ability to pay only for the water they had used.

Quality of water?

There were mixed views when the quality of water in South Australia was discussed. Some felt the quality was high and trusted the Government to provide safe water for consumption. Others felt it was acceptable; they hadn't heard anything, or had any bad experiences, to make them believe otherwise. A small number weren't satisfied with the quality, based on their direct experience. Those who were dissatisfied were more likely to reside in regional areas of SA, or have experience living in these areas.

When it came to taste, almost all participants spoke about chemicals affecting the flavour of the mains water. Many participants filtered their water before drinking it, either through a Puratap or filtered jug. Some only drank bottled water due to the taste. They commented on the fact that given how much water costs, it should be drinkable and not have to be filtered to remove the chemical taste. They were interested in knowing how our water is processed, why chemicals have to be used to the extent that you can taste them in the water, and why SA Water isn't doing more to filter the water prior to use to improve the taste. When comparisons were made, water in Adelaide was consistently said to taste worse than water in Melbourne, Sydney, Brisbane and Hobart. The only capital city which was said to have worse tasting water than Adelaide was Perth.

Cost of water?

Many participants felt that the price of water in South Australia was too high, in particular the price of the fixed component of the water bill which covers the supply and sewerage charges. They saw the variable amount (relating to usage) as being fair and relatively inexpensive in comparison. Participants suggested increasing the rates on the variable amount and decreasing the fixed fees, or only charging the fixed fees once a year, to provide people with a greater opportunity to reduce their water use and subsequently their water bill. This was beneficial on two levels in that it would help make bills more affordable and encourage people to reduce their water usage.

Participants spoke of the shock associated with receiving their first water bill in South Australia. This is not surprising when most were from countries where water was either free or charged at a very low cost. They went on to say that greater education for new arrivals would help to reduce this level of shock and better prepare them for the cost of living in a new and foreign country.

There was a level of complacency around the fact that SA Water is seen as being the sole provider of water in SA and holds a monopoly over the market. While participants were not happy with the price they were paying, they did not feel like they had any other option, beyond reusing water and installing tanks, so they just accepted the price and paid their bill.

Most participants understood how their water bill was calculated and were satisfied with the level of detail provided. They focused firstly on the price, then the due date and then sometimes commented on the section which illustrated their usage over time as being useful. For those who were interested in knowing more, they wanted to know how to save water and money e.g. rebates for tanks, what chemicals were in the water and why, and how SA Water uses the money it receives.

No participants reported having trouble paying their bill, however several spoke about the fact that they had to carefully plan and save, to ensure they had enough money to pay their bill. This was particularly the case for those who were not working or on a lower income.

Access to water and service?

The accessibility of water in South Australia was seen to be very good, particularly when compared to countries like Afghanistan and China where water was only accessible at certain times and even then, could be unreliable. Or places like Nepal and Pakistan where they had to collect water from wells, rivers or springs due to their being no direct water pipes into their homes. Participants valued the constant and reliable supply of water in South Australia.

When discussing how they liked to interact with service providers, telephone was a popular response. This method was seen as a quick and easy way to get in contact and ask questions. However, it was important that the service provider had good English language skills. Participants were less positive about those with foreign accents, as it was more difficult to understand them. Emails were also liked as they allowed them to keep track of their correspondence and reply at their own pace. Email was especially preferred for those who weren't completely comfortable communicating via English over the phone. Participants were split quite evenly between liking traditional paper bills via the mail, which provided a quick point of reference, and electronic bills via email which were seen as potentially costing the business less and being more environmentally friendly. When it came to receiving a notification about planned works or problems in their area, participants preferred contact via telephone or SMS due to the urgency involved.

Few participants had interacted with SA Water. Those who had were generally happy with the level of service provided and felt the staff were polite and helpful in most cases. The main concern was around slow response times. Some participants felt that having access to a translation service or bilingual service staff would be helpful. Others were mindful that this would take considerable resources on SA Water's behalf and therefore could understand that it may not be feasible.

1.3. Conclusions & recommendations

This research has highlighted that multicultural customers are a diverse group, not only based on their cultural and linguistic background, but also in terms of their demographic profile and expectations when it comes to the water and related services provided within South Australia. These customers did not have great demands and in many cases were truly grateful to be accepted into Australian society. However, they did feel that a number of improvements could be made to water delivery in the state. These improvements are summarised in the section below.

What needs to be done to better meet the needs of vulnerable SA water consumers?

The research has highlighted four key areas that need to be considered to better support those from CALD backgrounds, particularly where incomes are low or non-existent and English literacy is low. Some of these needs are not unique to this group; however, they may be emphasised based on comparisons to previous experiences and language barriers.

- 1. Price:** participants felt that the price of water is too high in South Australia, particularly the fixed components of their bill. Many came to Australia from a country where water was either free or very inexpensive, therefore it isn't surprising that they were taken aback by the cost of water in SA. Changing its pricing structure isn't something that SA Water would take on lightly, however it may be something it needs to consider if it wants to better meet the needs of this group. The suggestion to lower the fixed fees and increase the usage rate could potentially help customers gain greater control over their bill, allow them to see the direct benefits associated with their efforts to reduce their water use, and help reduce wastage at an overall level.
- 2. Improving the taste:** another significant area of improvement, which was reported across the group, related to improving the taste, and in some cases the quality, of the mains water supplied. Many participants communicated that they only drink water which has been filtered in SA because of the chemical taste. There was a strong feeling that the water provided should be drinkable, not just from a safety perspective, but in terms of taste, given the associated cost. SA Water could look to other capital cities such as Melbourne to learn about and adopt their process of water purification to provide an end product without the chemical taste.
- 3. Education:** participants felt that there was a lack of education for new migrants around accessing services when they settle in the community. They communicated a sense of shock when they first received a water bill and were unsure about why the fixed supply and sewerage charges were so high and what they went towards. The provision of an educational introductory pack or session could be provided by SA Water, or accessed through a group like the Utilities Literacy Program, which would explain to new migrants the services provided and set their expectations when it comes to services and bills moving forward. New migrants could be connected to this service through groups like the Australian Refugee Association.
- 4. Promoting ways to help save water:** finally, participants felt that SA Water has a bigger role to play in helping people minimise their water use given water is a precious resource which we are not in a position to waste. Suggestions included:
 - Doing more to capture and store rain water, beyond the current reservoirs;
 - Reducing storm water run-off and redirecting this to water storage facilities;
 - Promoting the installation of rain water tanks and providing rebates, similar to what has been done with solar panels;
 - Conducting water audits within households to help suggest simple and affordable ways to reduce wastage; and
 - Offering recycled water to more households.

2. Introduction

Colmar Brunton was commissioned by the Department, to conduct research with water consumers from culturally and linguistically diverse backgrounds across metropolitan and regional South Australia. This report presents the findings of this research.

2.1. Background

In late 2017, the Department released a request for quote which consisted of three components relating to better understanding and supporting CALD, vulnerable and regional customers. Colmar Brunton responded to Service 1: Multicultural South Australia Water Consumer Project and was commissioned by the Department to undertake this research in early 2018.

2.2. Research objectives

There were two key objectives of this research project. The overall aims were:

5. To document the particular issues arising for consumers from culturally and linguistically diverse (CALD) backgrounds. Most notably, in respect to:
 - **Use** of water;
 - **Cost** of water;
 - **Quality** of water; and
 - **Access** to water.
6. To understand what needs to be done to better meet the needs of vulnerable SA water consumers.

To explore these objectives a qualitative approach was used to gain a deep understanding of the participant's past experience in regard to water usage, their current attitudes towards water, their perceptions of the water supplied in SA, and what they value and would like to see improved in this space moving forward. A brief explanation of the methodology is included in the following section.

3. Methodology

3.1. Our approach

Our approach included the completion of n=40 in-depth interviews with multicultural water users across metropolitan, regional and rural SA. Potential participants were contacted via telephone, screened to see if they qualified to take part, and then asked if they would be willing to undertake an in-depth qualitative interview with a member of the research team. Those who were in-scope and willing take part were then booked in to the interview schedule before taking part in a one on one face to face (other than three regional interviews which took place over the phone) interview with either Naomi Downer or Courtney Hill; senior members of the Colmar Brunton Adelaide research team.

3.2. Recruitment outcomes

A comprehensive screening exercise took place during the recruitment phase to ensure the views of participants from a range of backgrounds and demographic characteristics were included. Participants were selected based on the following criteria:

- Over 18 years of age and living in SA (mix of age and gender);
- A variety of self-reported English proficiency levels;
- Representation of participants with a low-income level;
- Been living in South Australia for at least 3 months;
- From a household where English is not the first language spoken and where they maintain some of their own cultural norms/traditions;
- The majority had to receive a water bill and be involved with paying it;
- A minimum of n=4 participants from regional/rural areas;
- Born in one of the following countries:
 - Afghanistan
 - Bangladesh
 - China
 - India
 - Iran
 - Iraq
 - Italy
 - Nepal
 - Pakistan
 - Singapore
 - Taiwan
 - Vietnam
- Speak one of the following languages (4 participants per language):
 - Cantonese
 - Mandarin
 - Punjabi
 - Italian
 - Vietnamese
 - Persian
 - Dari
 - Nepali
 - Hindi
 - Farsi

The final group of n=40 participants included a mix of all of the characteristics that were deemed important for the research. The spread of age, gender, language, English proficiency and income can be viewed in table 1 and 2 below. A full list of participant demographics can be viewed in Appendix A.

A spread of gender and age was achieved and is detailed in table one below. More males participated, and half of all participants were under 35 years of age.

Table 1: Recruitment outcomes by age and gender

Age by gender	Female	Male	Total	Age %
18-24	1	3	4	10%
25-34	4	12	16	40%
35-44	1	6	7	18%
45-54	2	3	5	13%
55-64	2	1	3	8%
65-74	3	2	5	13%
Total	13	27	40	
Gender %	33%	68%		

Over half of all participants were classified as having a low household income (less than \$50,000). A range of self-reported English literacy levels were represented in the sample and specifically, across the ten language groups.

Table 2: Participant language, English proficiency and income

Language by English proficiency	Low (\$0 - \$49,999)	Medium (\$50,000 - \$99,999)	High (over \$100,000)	Not provided	Total
Cantonese	3		1		4
Not well	2				2
Well	1				1
Very well			1		1
Dari	2	2			4
Not well					0
Well		1			1
Very well	2	1			3
Farsi	2	2			4
Not well	2				2
Well		1			1
Very well		1			1
Hindi	2	1	1		4
Not well					0
Well	1	1			2
Very well	1		1		2
Italian	3	1			4
Not well					0
Well	1				1
Very well	2	1			3
Mandarin	3	1			4
Not well	1				1
Well	1				1
Very well	1	1			2

Language by English proficiency	Low (\$0 - \$49,999)	Medium (\$50,000 - \$99,999)	High (over \$100,000)	Not provided	Total
Nepali	2	1	1		4
Not well					0
Well	2				2
Very well		1	1		2
Persian	2	1		1	4
Not well					0
Well	2				2
Very well		1		1	2
Punjabi	3	1			4
Not well					0
Well	1				1
Very well	2	1			3
Vietnamese	2	1		1	4
Not well	1				1
Well	1	1			2
Very well				1	1
Not well	6	0	0	0	6
Well	10	4	0	0	14
Very well	8	7	3	2	20
Total	24	11	3	2	40

Based on the specific screening requirements and the low incidence of potential participants in the population, a long recruitment and fieldwork period was allowed to ensure the appropriate respondents could be found, invited to participate and a mutually agreeable interview time could be confirmed. A small proportion of potential participants had to be replaced during the fieldwork period due to changing their mind or not having the time to take part.

3.3. Fieldwork

CB, in conjunction with the Department developed a discussion guide to ensure answers to the key objectives would be explored in each discussion. Participants understanding of the interview questions and the flow of the interview was monitored over the first two interviews and was found to work well. Therefore, no changes were required and the original discussion guide was used throughout the interviews. The qualitative discussion guide can be seen in Appendix B.

A total of n=40 in-depth interviews took place between 4 April and 24 September 2018. A total of four of these were with regional or rural participants. Interviews were conducted via one of three methods:

- Face to face between the participant and Colmar Brunton researcher (n=32, 80%). One of these was a regional participant in Murray Bridge and another was a participant in Littlehampton, the rest were conducted in the Colmar Brunton office on Rundle Street in Adelaide;
- Face to face between the participant, an interpreter and the Colmar Brunton researcher (n=5, 12%). These all took place in the Colmar Brunton office on Rundle Street in Adelaide; and
- Over the telephone between the participant and the Colmar Brunton researcher (n=3, 8%) with participants in McLaren Vale, Millicent and Renmark.

We allowed an hour for each interview and participants were provided with a \$60 incentive for their time. Overall, at the end of the interviews, participants expressed gratitude for having the opportunity to share their stories. They were also grateful for their incentive.

All interviews were conducted by two of our experienced qualitative researchers Naomi Downer (Account Director) and Courtney Hill (Account Director). Both researchers are familiar with conducting research with CALD participants and the sensitivities associated with doing so. They were prepared with a service support sheet and included flags in the discussion guide to monitor participant welfare during the interview. Fortunately, there were no cases where participants were emotional at any point during the interview.

3.4. Methods to ensure confidence in findings

In terms of qualitative research, the way we ensure credibility/confidence in our results is through the way we design and approach the research.

For this research project, credibility and confidence in the results was ensured by doing the following:

7. **Accounting for any personal biases that may sway the findings** – this was done by having multiple moderators complete the interviews, and discussing the findings at the end to check that participant’s perspectives are presented accurately and not based on any pre-conceived assumptions.
8. **Consistent and transparent approach** – our approach was consistent for each interviewer and well documented so that if/when another researcher became involved, they would uncover similar/comparable findings.
9. **Approaching multiple people from different regions and backgrounds that are relevant for the project** – by doing this we can then triangulate the findings, so we have different perspectives on the water experience.
10. **Being neutral in our approach to interviewing** – not providing judgement of views or opinions so that we captured unbiased perceptions/thoughts from our participants.
11. **Detailed record keeping** – notes, taken verbatim in most cases, so that we could return and check our commentary with the discussion to ensure that we were expressing participants views accurately.
12. **Including verbatim responses within our report** – word for word extracts from discussions to support the commentary.

3.5. Analysis and reporting

To ensure credibility and confidence in our findings, we have used a “narrative” style of reporting. This is common practice for qualitative research and includes “thick description” and liberal use of verbatim quotations. This ensures that the participants own words are used to illustrate their reality, rather than the interpretation of the interviewer.

4. Findings

Participant background

4.1. Life in South Australia

The participant group for this research came to be in Adelaide for a number of reasons. There was a group who had moved to Australia to study, or to further their education. This group tended to be younger with good English literacy and were quite confident in their day to day activities and comfortable with their life in South Australia. In saying this, there were some within this group who reported lower English literacy levels, these tended to be the more recent arrivals. There was another group who were working and were here with their family, and generally had been for a while. Once again, they were quite comfortable communicating and conducting their day to day lives in English. Finally, there was an older group, some of whom were retired, many of these participants had spent a long time in Australia, however not all of them were able to communicate well in English.

The group also included an asylum seeker. One of the participants came to Australia via boat from Iran as an asylum seeker and discussed having spent more than 50 months in the Baxter detention centre in Port Augusta and Woomera detention centre. He talked about the discrimination faced due to his cultural background and the lack of education that the Australian Government provides to refugees on how to transition into local life when they enter the community.

While a large proportion of those we spoke to were comfortable in their day to day lives, life is a struggle for some. They, and their family work hard, sometimes in multiple jobs to make ends meet. While most did not report having trouble paying bills, many said they were conscious of how much they spend and not wasting anything.

The research group was split evenly based on the length of time they had been in South Australia. A quarter of the group were recent arrivals, who had been here for less than 5 years. A further quarter had been here for between 5 and 10 years. Just over a quarter had been here for 11 to 20 years and the remaining portion had been in SA for more than 20 years, with some based here for the majority of their lives; over 50 years in a number of cases.

4.2. Attitudes towards water

Almost all participants were aware of the need to conserve water, and actively did so. This was generally the result of one or more of the following factors:

1. **Cultural norm:** or learnt behaviour based on the way water was accessed and used in their country of birth. Participants from countries like Afghanistan, Nepal, China and Vietnam spoke about only having access to water at set, and sometimes unreliable, intervals and the need to minimise water wastage wherever possible. In other cases, like Pakistan and India, participants reported that people didn't care about how much water they used, which was largely associated with water being free, or having a very minimal cost, and being easily accessible.

"We are Asian, we already save a lot, we just use what we have to use. We do what we normally do, we don't waste."

(Male, 35-44 years, 5 to 10 years, Cantonese, China)

2. **Limited resources:** an understanding that the supply of water in South Australia is limited, and the importance of conserving water to avoid depleting our reserves.
3. **Minimising costs:** a feeling that water is expensive in South Australia and the associated need to reduce the amount used to make bills as affordable as possible, especially when participants were on a low income or were retired.

Question #1. Use of water

4.3. Housing characteristics

4.3.1. Home life

Participants lived in a mix of house types from units and flats to freestanding homes and larger properties. Those who lived in flats or units discussed their limited capacity to control the amount of water used across the building and therefore the cost of their bill, hence they tended to be more empathetic about their water usage.

Younger participants, prior to having a family of their own, tended to live with multiple flat mates, up to 8 in one case. These younger participants often discussed sharing bathrooms with multiple flat mates. In the larger shared houses, it was evident that as their ability to influence the amount of water used in the household decreased, so did the amount of energy they were willing to put into reducing their own water footprint. Those with a family tended to have fewer people in the house, however they quite often had guests from abroad including extended family members. Baths were generally seen as an extravagancy and were rarely used unless there were small children in the household.

4.3.2. Use of water within the house

Water usage within participant's households was typical of everyday life and generally consisted of:

- **Drinking**, mostly via a filter fitted to the kitchen tap, almost all participants spoke of having a Puratap installed, or a filter jug;
- **Cooking** and preparing food;
- **Washing dishes**, by hand mostly, even if a dishwasher was present, although some thought that dishwashers used less water and were more environmentally friendly;
- **Washing clothes**, in washing machines and by hand;
- **Showering**, typically for short periods;
- **Bathing**, mostly if children were in house, and very infrequent otherwise;
- **Toilet**, including a bidet;
- **Cleaning** the house;
- **Washing the car, garage or path**, only mentioned in a small number of cases and there was a level of guilt associated with doing so; and
- **Maintaining vineyards, orchards, crops and livestock**, for regional participants who spoke about their water usage being governed by an allocation, with fines incurred if water was overused.

4.3.3. Gardens

There was a mix of responses when it came to gardens. Not all participants had a garden. For those that did, garden space tended to be more functional than decorative, with most gardens consisting of fruit trees and vegetables that could be used for food.

Most participants only watered their gardens regularly in the hotter months and tended to do so by hand, rather than using irrigation systems, which were only reported in a small number of cases for larger land holdings like vineyards and orchards. Water used on the garden was sourced from a variety of places, including:

- **Recycled water** from within their house, captured by them while washing clothes, dishes, vegetables or bathing;
- **Rain water**, when they had a tank that was not plumbed back to service the house, which was the case for most participants with tanks;
- **Mains water**, participants generally tried to avoid using this water source on their garden to help reduce the associated cost;
- **Grey water**, where it was available in places like Mawson Lakes; and
- **Bore water**, was primarily used to water orchards, crops and livestock on larger properties.

“With us, we try to use rain water and bore water to keep the mains bill down. We know that we are in trouble this year. We might sacrifice 10 acres [of vines], if it’s not going to rain, [we] might water the rest but leave a space, instead of buying water. If I buy water it means others are buying water as well, all in the same boat.”
(Female, 55-64 years old, More than 20 years in Australia, Italian, Italy)

4.3.4. Other water use

Animals did not have a large impact on water consumption for those who participated in the research. Few participants reported having pets. Those that did, only had small animals like fish, dogs, cats and chickens. One vineyard owner had some sheep to help graze their land.

Only a very small number of participants had pools, one of which was empty due to not wanting to waste water.

4.3.5. Minimising water use

Almost all participants were very forthcoming with the ways they actively look to minimise the amount of water they use in their day to day lives. Water saving activities generally started within the house and included:

- Short showers, turning off the tap while applying soap and using a water saving shower head;
- Turning off the tap while brushing teeth;
- Only using the half flush on the toilet;
- Changing seals on leaking taps; and
- Only doing the laundry when there was a full load, and clothes that really needed to be washed.

“We have water saver shower heads on 2 of our showers. We got them for free from SA Water as an incentive to save water.”
(Male, 11 to 20 years in Australia, Dari, Afghanistan)

“I stop the shower while soaping, then start the water again.”
(Male, 11 to 20 years in Australia, Dari, Afghanistan)

“While washing dishes, I turn off the tap between items. I stop the water when cleaning my teeth and I only wash clothes when there is a full load or when they are stinky or dirty.”
(Female, 35-44 years, Less than 5 years in Australia, Italian, Italy)

Outside of the house, ways to minimise water included:

- Reusing dish and bath water on the garden and lawn;
- Mulching the garden to reduce the amount of water needed;
- Purchasing water tanks to use for watering the garden; and
- Rinsing vegetables into a bucket and reusing to water plants.

“We use the dishwater on the garden if it there isn’t too much detergent.”
(Male, 25-34 years, 5 to 10 years in Australia, Farsi, Iran)

“Rinse vegetables over a bucket and then use the water on pot plants.”
(Female, 65-74 years, More than 20 years in Australia, Italian, Italy)

“I use the tank water for cleaning the house and washing vegetables and then re-use that again on the garden.”
(Female, 55-64 years, Less than 5 years, Cantonese, China)

While most participants were focused on saving water, there was a group who were less engaged; this was largely due to three reasons. Firstly, not feeling like they could control the amount of water used in a flat or unit setting where there was only one metre and the cost of water was distributed equally across the residents, regardless of their water usage.

“Not really, I don’t use a lot of water. Don’t have control. I share the bill over the units, it is split evenly.”
(Female, 25-34 years, 5 to 10 years, Mandarin, China)

Secondly, some participants felt that the largest cost associated with water were the fixed supply and sewerage charges, which did not change no matter how much water was used. The variable water usage amount was seen to be minimal in comparison to the fixed fees, therefore the motivation to use less water was low.

“No motivation to save water when only a small amount of the bill varies. Quite ridiculous. Very unhappy.”
(Male, 35-44 years, Less than 5 years, Mandarin, China)

Finally, some felt that it was their right to use water however they liked, and they were willing to pay to do so.

“I don’t mind about the environment. My garden will reduce carbon emissions. I believe this is a capitalist country. I can spend what I like.”
(Male, 65-74 years, 11 to 20 years in Australia, Persian, Iran)

4.3.6. Why minimise water?

When asked why they undertook these water saving activities, there was a mix of responses. Generally, it was more about water conservation and caring for the environment, however saving money was also important for some. On the other hand, some didn’t feel that anything they did had an impact on their water bill so there wasn’t any point trying. Then there were those who said it was just what they were used to, this tended to be the case more so for those from China and Vietnam.

“Both, because the water isn’t recycled it is our responsibility to protect the earth and use water wisely.”
(Female, 55-64 years, Less than 5 years, Cantonese, China)

“We come from a poor country, we know how to save water, we don’t waste it. Very conscious of wastage.”
(Female, 45-54 years, More than 20 years, Vietnamese, Vietnam)

“Money isn’t a big portion of the decision [to reduce water] as it doesn’t make a visible difference to the bill.”
(Male, 11 to 20 years in Australia, Dari, Afghanistan)

4.3.7. Differences to how they used water in their country of birth?

For most, there was a big difference between the way they used water in their country of birth and how they approach water usage in South Australia. This was particularly the case for those from Asian and Middle Eastern countries. The key differences included:

- **Free/low cost** water in almost all cases;
- **Unlimited water** in places like Afghanistan, India and Pakistan;
- **Water access and storage**, with many participants reliant on collecting water from wells and rivers and others only able to fill up tanks at designated times, with unreliable access;
- **Less sanitary water** which didn't have the same level of purification and processing and wasn't safe to drink. This was particularly the case in India, Pakistan, China, Vietnam and India;
- **A lack of education** around water conservation, particularly in Afghanistan, India and Pakistan which are now starting to see the effect of long term over use of water;
- **Yellow clothes** due to washing them in the water in Vietnam;
- **Physical impact**, including rashes and itching when using the local water; and
- **Better quality and tasting** water in places like Nepal, Iran and Italy.

"Yes, very different. In India, had no concerns or knowledge of how precious water is. Used to waste water. People would leave taps running for hours. Here, we understand the importance of water. In India, the underground water has gone from 50 metres to 150 metres. India is going into a water crisis."
(Male, 25-34 years, 11 to 20 years, Punjabi, India)

"Yes, really different here. Don't have hot water in India, other than in the shower. Everyone has a water tank which you fill up each day. No water bill, you use as much water as you want. You can't drink the water from the tap in India"
(Male, 25-34 years, 5 to 10 years, Punjabi, India)

"Yes, in Nepali, in the Mountains, where I lived as a child, had to carry drinking water from 1km away from the spring and bring it back for household use. When we washed ourselves, we did it in the river. Twenty years later, there is tap in the yard to use, don't have to pay for it."
(Male, 35-44 years, 11 to 20 years, Nepali, Nepal)

"When you wash your clothes here they look as good as new. In Vietnam, clothes look yellow."
(Female, 45-54 years, More than 20 years, Vietnamese, Vietnam)

"In Vietnam used bore water, didn't have to pay. Save more water in Vietnam when I lived with my parents because mains water costs a lot, try to save money. When I use the water in Vietnam I get a rash and itchy skin. You don't drink water from the tap there, you boil it and filter it with cotton."
(Female, 25-34 years, 5 to 10 years, Vietnamese, Vietnam)

"Taste in SA water is different. Naturally can taste the minerals."
(Male, 25-34 years, 11 to 20 years, Cantonese, Malaysia)

"In Hong Kong, we had water every 4 days for 4 hours. We built a cement tank in the kitchen. We used water very carefully. Too many people and very dry weather. Had to buy water from China in 1964. Can't drink water from the tap in China and Hong Kong. You can drink from the tap here, except for in Port Augusta, we boiled the water and bought bottled water there, the mains water is yellow and sandy."
(Female, 65-75 years, More than 20 years, Cantonese, China)

“Australian water is better than China. In China, could taste chemicals, in Australia less chemicals in taste, feels safer to drink. In China we would boil the tap water, not here.”
(Female, 55-64 years, Less than 5 years, Cantonese, China)

“In most towns, during the day, they have no water for a few hours, or if it comes with rain, they elect a day not to have any water for so many hours. They have their own problems as well. They have a lot more spring water though and wells.”
(Female, 55-64 years, More than 20 years in Australia, Italian, Italy)

“We had tank water for everything, no mains. Coming from Italy, water was in abundance. Mum would collect water from dams and wells.”
(Female, 65-74 years, More than 20 years in Australia, Italian, Italy)

“Yes, there was no water in our house in Italy. Italy doesn’t get as dry.”
(Female, 65-74 years, More than 20 years in Australia, Italian, Italy)

“Yes, in Iran we used a lot of water because it was cheaper, but here no, very expensive.”
(Male, 35-44 years, 5 to 10 years in Australia, Farsi, Iran)

“Before, people didn’t care how much water they used. People are now running out of water. Bills were a lot cheaper in Iran. The water tastes funny here.”
(Female, 18-24 years, Less than 5 years in Australia, Farsi, Iran)

“The water quality in Iran is good. We used it for everything. They are in crisis now for water, it’s too late. In Germany the water was potable, however we experienced hair loss and there was sediment. I got infected by the water from the tap in China. I stopped drinking tap water after this. I only drink filtered and bottled water now.”
(Male, 25-34 years, Less than 5 years in Australia, Farsi, Iran)

“Compared to Iran it is different. Better in Iran in the mountains, not as good in the Southern area.”
(Male, 25-34 years, 5 to 10 years in Australia, Farsi, Iran)

“People in Pakistan don’t care about water, they use lots, now the water level is way down. Water is very cheap. For 1-2 hours they send water to each household to fill tanks to use for the rest of the day.”
(Female, 25-34 years, 5 to 10 years in Australia, Dari, Pakistan)

“Very much. I lived in a village with a river. There were no water bills. We had free access to as much water as we wanted. We would collect drinking water from a well as we needed it. The water was not as sanitary as here. No piping within the house, we would wash everything outside.”
(Male, 25-34 years, 11 to 20 years in Australia, Dari, Afghanistan)

Question #2. Quality of water

4.4. Water access

When asked about the types of water participants had access to, the majority were reliant on mains water. There was a group who supplemented their mains water with rain water collected in a tank they had installed or was already at the property. The majority of tanks were not plumbed back into the house, rather used to water the garden. For those who had tanks which were connected to the house, they tried to avoid using the mains water to reduce costs and because the rain water was perceived to be better quality, especially for drinking. Others recycled their own household water from the dishes, preparing food, bathing or washing clothes to water their plants.

“I have a tank to collect rainwater to use for cleaning. I take a bucket from the tank back into the house, not connected.”

(Female, 55-64 years, Less than 5 years, Cantonese, China)

“We installed a rain water tank with a tap to water the garden and trees. We use the mains water for drinking, cooking and washing.”

(Female, 45-54 years, More than 20 years, Mandarin, China)

“We chose this house because it already had a rain water tank. Rain water is used for everything other than the toilet.”

(Male, 25-34 years, 11 to 20 years, Punjabi, India)

“We have a rainwater tank which are linked to the house. We use this for the dishwasher, drinking, hot water system, this is our preference. We only use the mains water when the tank is low.”

(Male, 35-44 years, 5 to 10 years, Cantonese, China)

“We bought a 10,000L tank because we heard on the radio that you would get reimbursed (\$1,800), didn't get reimbursed.”

(Female, 45-54 years, More than 20 years, Vietnamese, Vietnam)

Grey water was available to a small number of participants for use in the toilet and garden. This was an issue for one participant from Iran who was accustomed to using a bidet, however was not comfortable using grey water to clean himself after using the toilet.

“We have grey water for the toilet. This doesn't work for our culture who use water from the toilet to wash after we've been to the toilet.”

(Male, 25-34 years, Less than 5 years in Australia, Farsi, Iran)

“I live in Mawson Lakes. We have recycled water for toilets and outside.”

(Male, 25-34 years, 11 to 20 years in Australia, Dari, Afghanistan)

For those in regional areas living on larger properties, they also used bore water, mostly to maintain their crops and livestock. They were mindful of the restrictions in place and the consequences over exceeding their allocation.

4.5. Quality

Perceptions on water quality varied significantly across the participant group. Some thought the quality was good to very good and did not have any problems. They used it for everything, from drinking to washing, without issues.

“Really good taste. Never any problems. Use water to cook, drink, clean and bath. Much better quality than India, acid rain there and the earth water is contaminated. Can't drink the water directly in India, have to boil it or purify it. A third of the population in India have cancer because of the water, children too.”

(Male, 18-24 years, Less than 5 years, Hindi, India)

“Mains water is very good, clear and tastes good.”

(Female, 55-64 years, Less than 5 years, Cantonese, China)

“Pretty good. Just tastes not that good. Water contains ingredients to help your teeth.”

(Female, 45-54 years, More than 20 years, Mandarin, China)

Others thought the quality was acceptable, however; they weren't overly satisfied. This was largely due to the taste and awareness of chemicals in the water or based on comparisons between their country of birth or

other places they had lived both in Australia and overseas. Adelaide water consistently ranked lower than Melbourne, Sydney, Brisbane and Tasmanian water when comparisons were made across states. It was perceived to be better tasting than Perth water.

“Compared to rain water, which is a 10/10, mains water is a 7/10. Very different in taste and in the shower, the rainwater is soft and light, the mains water feels thick and heavy. Melbourne has the best quality water, Perth is a bit worse than Adelaide.”

(Male, 25-34 years, 11 to 20 years, Punjabi, India)

“Ok, not sick from water. Don’t get diarrhea from water.”
(Female, 65-75 years, More than 20 years, Cantonese, China)

“I think it’s good enough in terms of taste and colour, it’s good.”
(Female, 35-44 years, Less than 5 years in Australia, Italian, Italy)

“Compared to overseas it’s a bit better, at least in visual.”
(Male, 25-34 years, Less than 5 years in Australia, Farsi, Iran)

There was another group of participants who weren’t happy with the quality of the water provided in South Australia. Their main concerns were around the taste, the presence of too many chemicals, residue in the water, the colour and the hardness of the water which was said to make their skin dry.

“Quality of water in the running tap isn’t good, not good for drinking, taste and minerals. No bacteria though. Water damages machines, like the dishwasher if you don’t use the right chemicals, the water isn’t good. Only drink filtered water from the tap. Quality of the water in Nepal is so much better, no bad taste or minerals, spring water.”

(Male, 35-44 years, 11 to 20 years, Nepali, Nepal)

“Wouldn’t drink the water out of the tap here, mainly because of the hardness. Even if you boil and cool, you can still taste the hardness. Filter all water, tastes better through the filter.”

(Male, 45-54 years, More than 20 years, Vietnamese, Vietnam)

“I don’t drink the water from the tap, drink it through a Puratap in the sink, it clears the smell. When hot water runs it comes out white, not clear. The water smells when it is directly out of the tap and tastes funny.”

(Female, 25-34 years, 5 to 10 years, Vietnamese, Vietnam)

“Not that crash hot. I have filtered water for drinking and cooking. Quality is much better in Queensland and Melbourne is better than us. Taste is not crash hot either, most challenging.”

(Female, 65-74 years, More than 20 years in Australia, Italian, Italy)

“Rain water is much better than mains water. Filter all water with a Puratap. The mains water is pretty bad, poor colour and taste. Tested the mains water, colour was very bad, my friend has the same problem in Murray Bridge.”

(Male, 35-44 years, 5 to 10 years, Cantonese, China)

Figure 1: Photo taken, from the above mentioned participant’s mains water, showing what comes out of the tap (mains water on the left) and then how it looks after being filtered a number of times.



“Not happy with the quality. My knowledge is that not good for eating or drinking, so have a Puratap. Can see residue on tiles.”

(Male, 65-74 years, 11 to 20 years in Australia, Persian, Iran)

“I use a Puratap and there was a blockage so I opened it and there were small stones and sand in there. I have to clean it out every 6 months.”

(Male, 65-74 years, 11 to 20 years in Australia, Persian, Iran)

“You can smell the chemicals in the morning (chlorine). Drinking is ok. I was using a filter before which was better. Little stones come through which damage the washer.”

(Male, 45-54 years, 11 to 20 years in Australia, Persian, Iran)

“Bought a small filter from Kmart, found lots of small sand in the filter each time I used it. When I pressed the bits, they were like muddy granules.”

(Male, 25-34 years, 5 to 10 years in Australia, Farsi, Iran)

“I read an article on the quality of water in Adelaide, it’s not the best, I’m concerned about the chemicals they use, like chlorine.”

(Male, 25-34 years, 11 to 20 years in Australia, Dari, Afghanistan)

“The taste isn’t necessarily different, but you can tell there is a difference in quality. When you take a shower you can see a salty residue on the walls and glass.”

(Male, 25-34 years, 5 to 10 years in Australia, Farsi, Iran)

There were a small number of participants who weren’t sure about the quality as they always used a filter or drank bottled water, more out of habit than based on facts or local experience.

“Don’t know. Fill up water bottle with a filter, never drink water direct from the tap, germs and bugs. Pipes and taps are the problem. Taste is fine. Much better than home town in China. Even if you filter it you can’t drink it, have to buy or boil water.”

(Female, 25-34 years, 5 to 10 years, Mandarin, China)

4.5.1. Taste

There was also a range of views when it came to the taste of the water in South Australia, with some participants reporting that they didn’t notice the taste of the water, while for others, it was a big detractor. Taste was an issue for quite a large group who either said that they didn’t like it and therefore used a Puratap for all drinking water, or they had got used to it after living here for a while.

Participants reported that the taste was worse in some of the regional locations, in particular the Riverland. There was an awareness that the chemicals used in the water were there to help with the quality and were not necessarily harmful, however they were seen to affect the taste of the water. There was also mention of the fact that the water contains fluoride which is good for your teeth.

“Taste like chlorine from the tap here. The taste in Victoria and New South Wales is sweeter and nicer. Tasmanian water is perfect.”

(Female, 45-54 years, More than 20 years, Vietnamese, Vietnam)

“The smell of chlorine just upsets me.”

(Female, 55-64 years, More than 20 years in Australia, Italian, Italy)

“In Iran, the water comes straight out of the ground. It tastes better.”

(Male, 25-34 years, 5 to 10 years in Australia, Persian, Iran)

“Don’t see much sediment when it is boiled which is good. Sometimes it tastes weird, different to bottled water. The chemicals that they use to treat it can taste weird.”

(Female, 25-34 years, Less than 5 years, Mandarin, China)

“We can drink it. To be safe we filter it, it’s drinkable. You can smell the difference when it is unfiltered. Very sweet water in Pakistan, no chemicals, it comes direct from the ground and isn’t treated, very pure, ok for locals to drink.”

(Female, 25-34 years, 5 to 10 years in Australia, Dari, Pakistan)

“The well water that I drank in Afghanistan tasted better than here. The water here is better quality, more regulated and sanitary.”

(Male, 25-34 years, 11 to 20 years in Australia, Dari, Afghanistan)

4.5.2. Safety

Most participants felt that the water supplied in South Australia was safe to consume and they didn’t have any reason to think otherwise. They largely trusted the Government to supply safe water. In saying this, filters were used widely, but more for taste than safety reasons. Only a small number reported boiling water before drinking it and this was largely due to making sure it was completely safe for babies and small children. Only one participant felt that the water wasn’t safe to consume, and this was a regional participant (refer to figure 1).

“Very safe, because when we were going to the dentist, we were told we had good teeth. This is because we drink the water from the tap.”

(Male, 45-54 years, 11 to 20 years, Nepali, Nepal)

“The more minerals it has, the harder your body has to work.”

(Male, 35-44 years, 11 to 20 years, Nepali, Nepal)

“The water is safe here but we boil it out of habit.”

(Female, 45-54 years, More than 20 years, Vietnamese, Vietnam)

“Trust the government, that they are doing a good job.”

(Female, 25-34 years, Less than 5 years, Mandarin, China)

“10 out of 10 for safety. Doesn’t worry me at all. Have a Puratap.”

(Male, 25-34 years, 11 to 20 years, Cantonese, Malaysia)

“Boiled the water in Port Augusta because the water isn’t clear, don’t know what might be in it, just did what we do in Hong Kong.”

(Female, 65-75 years, More than 20 years, Cantonese, China)

“Before we drank it, then we tested it, now we try to avoid it, use a filter all the time.”

(Male, 35-44 years, 5 to 10 years, Cantonese, China)

“If you are from another state you have to be careful, otherwise you get the runs, do it very slowly. For hairdressers in competitions, they take the water from Adelaide, it makes the hair feel different.”
(Female, 65-74 years, More than 20 years in Australia, Italian, Italy)

“Pretty safe. May be some researchers saying it’s not good. Hair fall out situation.”
(Female, 18-24 years, Less than 5 years in Australia, Farsi, Iran)

“Not too sure if the water is unsafe, but listening to the radio and hearing the Puratap ad, talks about something in the water. Makes you think that using a Puratap is better.”
(Male, 25-34 years, 11 to 20 years in Australia, Dari, Afghanistan)

4.5.3. Quality problems

There were only a small number of participants who experienced problems with their water supply. Where problems were communicated, they were sometimes things outside of SA Water’s control and rather issues with their own home. Participants didn’t always contact SA Water about these problems, either because they didn’t believe they were things SA Water could or would help them with, or because they didn’t want to complain based on feeling lucky to be in Australia. When they did contact SA Water, they were generally quite happy with the response and service they received.

“Muddy water sometimes when there is damage to the mains or when there is maintenance going on locally. Have been told to let the tap run for a certain time.”
(Male, 35-44 years, 11 to 20 years, Nepali, Nepal)

“One or two times the water hasn’t been clear, it was a yellow/brown colour. Thought they may have fixed something somewhere. It was muddy. We didn’t do anything about it. It’s a miracle that Australia accepted us, we appreciate everything in this country, can’t complain.”
(Female, 45-54 years, More than 20 years, Vietnamese, Vietnam)

“Haven’t reported the water colour problem, don’t think SA Water will do anything. Pressure isn’t very good, not sure where the problem is. It is still working, if it didn’t work I would look for a plumber. Probably a problem with my house.”
(Male, 35-44 years, 5 to 10 years, Cantonese, China)

“Once the grey water was off for a couple of days. SA Water provided a \$20 gift card and a letter as compensation. SA Water contacted us. It affected the whole neighbourhood. It was quite nice of them.”
(Male, 25-34 years, Less than 5 years in Australia, Farsi, Iran)

Question #3. Cost of water

4.6. Bills

The majority of participants receive a bill direct from SA Water. Those who didn’t, either receive notification of how much they need to pay for water from their landlord each quarter or pay an agreed fixed amount. Only a small number did not pay for water, with another family member generally doing it on their behalf.

“I give it to my son to read and he looks after it. Because it is in English and I can’t read it.”
(Female, 55-64 years, Less than 5 years, Cantonese, China)

4.6.1. How do you feel when you get your bill?

The response from participants around how they feel when they receive their water bill was generally quite negative. They expressed feelings of shock when they first received a water bill, which is not surprising given many didn't pay for water, or only paid a nominal amount, in their country of birth. They communicated that it is too expensive, particularly the fixed fees and that the amount overall keeps going up. There was also dissatisfaction with the fixed fees being linked to property value, with this seen to be irrelevant. Those on a low income and pensioners were most concerned about the price. They were focused on trying to monitor and minimise their water use wherever possible.

"Damn it!"

(Male, 35-44 years, More than 20 years, Hindi, India)

"New people don't expect it to be so expensive."

(Male, 45-54 years, 11 to 20 years, Nepali, Nepal)

"Too expensive, too much. Overly charged. Try to save water, then the bill comes, can't justify."

(Male, 45-54 years, More than 20 years, Vietnamese, Vietnam)

"The supply charge has gone up too much. The sewerage us gone up too. If they increase the price they have to let us know. Once the price goes up, it never goes down."

(Female, 45-54 years, More than 20 years, Vietnamese, Vietnam)

"Too expensive. Too many fixed costs. Don't think it is a reasonable way of calculating costs, shouldn't be charged based on value of the property."

(Male, 35-44 years, Less than 5 years, Mandarin, China)

"Only me in my house. Neighbour has four people. We all pay the same amount. I want to save money but I can't affect the amount used by others."

(Female, 25-34 years, 5 to 10 years, Mandarin, China)

"Stinks! Overpriced, especially for pensioners."

(Female, 65-74 years, More than 20 years in Australia, Italian, Italy)

"Pissed off. I cut down trees to save money."

(Male, 65-74 years, 11 to 20 years in Australia, Persian, Iran)

"Pay money to housing trust. Water was free for the first two years, now I have to pay for water."

(Male, 65-74 years, 11 to 20 years in Australia, Persian, Iran)

"It's very expensive. The service, sewerage and set-up fees are very expensive. Don't think that I use that much but that's the way it works."

(Male, 45-54 years, 11 to 20 years in Australia, Persian, Iran)

"Want bills to reduce based on our hard work, but it doesn't happen. Doesn't feel good."

(Male, 25-34 years, Less than 5 years in Australia, Farsi, Iran)

"The bill for the actual usage of the water is good. The other supply and connection fees aren't good"

(Male, 25-34 years, 11 to 20 years in Australia, Dari, Afghanistan)

"I know that they don't think about people. Rainwater is wasted. Why don't they catch it and send it back to us?"

(Male, 65-74 years, 11 to 20 years in Australia, Persian, Iran)

Others were more complacent, commenting that they are used to the price now and that you can't do anything about it, you have to pay SA Water. While they weren't necessarily happy with what they pay, there was a feeling of hopelessness based on SA Water having a monopoly over water supply in SA.

"We aren't using water the way we want to use it. We have to pay, no choice. We are trying to make it less."
(Male, 55-64 years, More than 20 years, Hindi, India)

"Not a good feeling, gotta pay anyway, not really good or bad."
(Male, 25-34 years, 11 to 20 years in Australia, Dari, Afghanistan)

"Not thrilled, just one of those things."
(Male, 25-34 years, 11 to 20 years, Cantonese, Malaysia)

"We have to pay, that's it, no complaint. What you use, you have to pay, just do what told."
(Female, 65-75 years, More than 20 years, Cantonese, China)

"We need to pay the money. Know its increasing but we have to pay it."
(Male, 35-44 years, 5 to 10 years, Cantonese, China)

"Can't really control given we are in a strata with 5 units. I do my best but it doesn't really do much."
(Male, 45-54 years, 11 to 20 years in Australia, Persian, Iran)

A small number thought the price was better than what some of the other utilities like electricity charge.

"Water is expensive, but not as bad as electricity."
(Female, 25-34 years, Less than 5 years, Mandarin, China)

"It's ok. Frustration and scared a little. Electricity is much more scary."
(Female, 35-44 years, Less than 5 years in Australia, Italian, Italy)

4.6.2. Understanding of how it is calculated

Most participants had a basic understanding of how their water bill is calculated (variable usage component and fixed supply and sewerage charges based on the value of your property) and didn't feel the need for further explanation on this.

"SA Water said it is illegal to separate the metre. If they separated they metre it would encourage people to use less water."
(Male, 45-54 years, 11 to 20 years in Australia, Persian, Iran)

"Also pay hot water through Origin. Don't like the fact that this happens. Don't know how hot water works."
(Male, 25-34 years, Less than 5 years in Australia, Farsi, Iran)

4.6.3. What bill information is preferred

Participants generally did not spend a lot of time reading and questioning their water bill. When asked what information was most useful to them, they focused primarily on the price and the due date. Some liked the comparison information, so they could see any changes in their water usage over time. Most were satisfied with the bill content, feeling that everything they needed was already covered.

"Everything I need is in there."
(Female, 25-34 years, 5 to 10 years in Australia, Dari, Pakistan)

Others were interested in learning more about things like:

- How to save water and money;
- Peak and off-peak times;
- Potential rebates for saving water;
- How the money they pay is used by SA Water;
- An approximate cost per minute of showering;
- What does the supply charge cover;
- What chemicals are used to treat the water;
- How much is a cubic metre of water;
- Ability to check usage real time online;
- SA Water ownership; and
- Setting up a predictable plan based on historical usage to plan future finances.

“Is SA Water a state-owned company or privatised? Should be state owned, but not quite sure?”
(Female, 45-54 years, More than 20 years, Mandarin, China)

“More think about what’s in the water, like the chemicals to make it safer. They could put that on the pill, are we paying for the chemicals?”
(Male, 25-34 years, 11 to 20 years in Australia, Dari, Afghanistan)

“Comparison is helpful. More about how to capture and use rain water in household without incurring too much expense. Something like the solar rebate set-up would be good.”
(Male, 35-44 years, 11 to 20 years, Nepali, Nepal)

“Would like to see a predictable plan based on historical usage. This would help to plan finances.”
(Male, 45-54 years, More than 20 years, Vietnamese, Vietnam)

“How the money I pay is used, quite important, I want to see that. I want to see ways to save money.”
(Female, 45-54 years, More than 20 years, Mandarin, China)

“Daily breakdown of use by day and week, want to see pattern of use.”
(Male, 25-34 years, 11 to 20 years, Cantonese, Malaysia)

“Like the comparison, like to see lower amount when away from home.”
(Female, 65-75 years, More than 20 years, Cantonese, China)

“Comparing water usage from the last 3 quarters to now is useful. Shows if you have been better or worse. Want to be better.”
(Male, 25-34 years, 5 to 10 years in Australia, Farsi, Iran)

4.6.4. Price

Participants were generally comfortable with the price of the variable usage component of their bill, which was typically the smallest amount. They were far less satisfied with the fixed amount, with most commenting that it was too high and hard to justify. There was a feeling that SA Water should change its pricing structure by reducing the fixed amount and increasing the variable cost. This would provide water users with a greater ability to reduce the cost of their bill, encouraging more people to minimise the amount of water they use.

4.6.5. Payment of SA Water bills

When it came to paying their water bill, a large proportion used BPAY or online banking. Some, typically the older group, preferred to pay their bill in person at their local Post Office. Others paid their agent who then paid SA Water, and in a small number of cases, family members paid their bill on their behalf due to language issues or limited/no income.

4.6.6. Trouble paying

A very small number of participants said they had sometimes missed the due date on their bill. However, no participants admitted to ever having trouble paying their water bill. In saying this, some did say that they had to be careful to ensure that they had enough money on hand to cover their bills, including water.

“No trouble. I whinge as it is a lot of money, but no trouble”
(Male, 35-44 years, More than 20 years, Hindi, India)

“I’ve forgotten to pay bills, received reminder notice a few times.”
(Male, 45-54 years, More than 20 years, Vietnamese, Vietnam)

“No, but have to save for everything, have to pay for everything we use, so we are very careful.”
(Female, 45-54 years, More than 20 years, Vietnamese, Vietnam)

“Does take a lot out of you, even though I put money away for bills. I don’t know how other pensioners do it really. Very difficult. Concession would help quite a lot.”
(Female, 65-74 years, More than 20 years in Australia, Italian, Italy)

“If I am not able to pay the bill I can get payment plan, haven’t done before though. Don’t need much assistance.”
(Female, 45-54 years, More than 20 years, Mandarin, China)

4.6.7. Where would you go to get assistance on your water bill?

Very few participants reported needing any help with their water bill. If they did, they would go direct to SA Water via a telephone call or would speak to their local council. Other sources of information included family members and church groups.

4.6.8. Translator requirements

Only a small number of participants who were interviewed with the assistance of an interpreter commented that they would need a translator to communicate with SA Water or would like to receive their bill in their language. A small number of participants commented that it would be good if SA Water offered translated bills and telephone interpreters or bilingual customer service providers. Others felt it wasn’t necessary and that they wouldn’t use it, even if it was available. Participants were generally mindful that this would be a lot of work on SA Water’s behalf and therefore was unnecessary.

“Would like to receive a bill in Cantonese, understand it’s a lot of work for SA Water, not meaningful or worth it for the Government.”
(Female, 55-64 years, Less than 5 years, Cantonese, China)

Question #4. Service

4.7. Communication preferences

4.7.1. Customer to service provider

When asked how participants like to communicate with service providers, a large proportion preferred to communicate via telephone, with an emphasis placed on the importance of speaking to an actual person, rather than having to navigate a computer assisted system. It was also very important for the service provider to employ people with good English language skills in their support centres, as foreign accents made it harder for those from CALD backgrounds to understand.

Email was also a popular response as it allowed participants to keep track of the conversation and reply at their own pace, especially when communicating in English was more challenging for them. A small number of participants also mentioned face to face and online chat forums as their preferred method of dealing with service providers.

“I prefer to communicate over the phone. They take some time to connect, but I find the solution easier than via email, it’s more convenient.”

(Female, 25-34 years, 5 to 10 years in Australia, Dari, Pakistan)

“Happy to get a phone number if a translation service is available if there are any problems.”

(Female, 55-64 years, Less than 5 years, Cantonese, China)

“I call for questions and problems and like email for bills.”

(Female, 25-34 years, 5 to 10 years, Mandarin, China)

“Emails. Don’t like to call, they put you on hold, transfer you to a different department, then you have to go through some story again.”

(Male, 25-34 years, 11 to 20 years, Cantonese, Malaysia)

“Via email as English is not my first language, via phone can be tricky to understand.”

(Female, 35-44 years, Less than 5 years in Australia, Italian, Italy)

4.7.2. Service provider to customer (bills)

When it came to receiving bills from service providers, the response was split roughly half and half between electronic bills via email and paper bills in the mail. Those who liked the idea of electronic bills, did so because they didn’t want SA Water to waste money on printing and were conscious of the environment. In the case of paper bills, this was the preference due to being easier to remember, whereas emails can get lost in your inbox.

“Understand they want less paper, but I like to read on paper. It would be good if it was recycled paper.”

(Female, 45-54 years, More than 20 years, Vietnamese, Vietnam)

“The SA Water bill and my council rates are the only paper bills I get these days.”

(Male, 25-34 years, 11 to 20 years in Australia, Dari, Afghanistan)

4.7.3. Service provider to customer (notification of problems/work)

When notification of problems of works needed to take place, there was a clear preference for phone calls or SMS communication, rather than emails or letters.

“If there is a problem I would like to know by SMS, not letter, want to know immediately.”

(Male, 45-54 years, More than 20 years, Vietnamese, Vietnam)

4.7.4. Experience communicating with SA Water

Some participants had experience communicating with SA Water. Reasons included reporting leaking taps, damaged and burst pipes, trouble locating the main water tap, moving house and finding outstanding bills, notification of works, muddy water and overdue bills.

In almost all cases, they were satisfied with the service provided by SA Water, commenting on how nice the staff were. In some cases, they were seen to take too long to fix the problem or weren't able to help at all.

“Really good, think they are here in SA. Speak to someone I can understand. Made me feel welcome, they were friendly, customer service is great, unlike AGL or Origin.”

(Male, 45-54 years, More than 20 years, Vietnamese, Vietnam)

“They are nice. They tried to explain things, they used easy words. Hard for me to understand because of my English. My English wasn't very good then.”

(Female, 45-54 years, More than 20 years, Vietnamese, Vietnam)

“They were quite nice, just had to wait a long time to fix, just slow one to two weeks.”

(Male, 35-44 years, 5 to 10 years, Cantonese, China)

“They let you know when there is a disturbance. They are respectful. They put a flyer in our post box with date and time.”

(Female, 65-74 years, More than 20 years in Australia, Italian, Italy)

“Not easy to communicate with them. I had to explain to the first person, then passed to the next person, then to the next, then call back, kept passing to each other. A translator would have been helpful.”

(Male, 65-74 years, 5 to 10 years in Australia, Persian, Iran)

“Water is the most reliable service.”

(Male, 45-54 years, 11 to 20 years in Australia, Persian, Iran)

4.7.5. Providing assistance to others

Some participants provided help to friends or family members in regard to their water use. This consisted of helping them maintain taps, installing timers, organising rain tanks and helping them to save water. Others reported that they helped with managing and paying their water bills.

“I often help my friends to call SA Water in regards to bill management. If they move house, I help them close and open account.”

(Female, 45-54 years, More than 20 years, Mandarin, China)

Overall thoughts

4.8. The best things

At the end of the interview process, participants were asked what were the three best things about the water we are supplied with in South Australia. The most common first response was around the quality of the water and the fact that it is safe to consume and unlikely to make you sick.

“OMG, the Australian water is so clean, feels very safe to drink. No chemical taste, have a very sensitive nose, so can tell that.”

(Female, 55-64 years, Less than 5 years, Cantonese, China)

Participants also highly valued the reliability of supply, pressure and accessibility of water in South Australia. This was particularly the case when they were from countries where supply was limited to certain times of the day or was unreliable.

“No complaints. You turn on the tap and water is there. Very good already.”

(Female, 65-75 years, More than 20 years, Cantonese, China)

The service provided by SA Water was another aspect that participants liked about the bigger ‘water picture’ in South Australia. They were pleased that there were rarely leaks or problems and were pleased that SA Water was offering recycled water in some locations.

Some participants saw the high cost of water as a good way to help deter waste and felt that the price was affordable, and fair; because you pay for what you use. They also liked the fact that there were no overdue fees.

Other positives included having the transparency provided by metres, these do not exist in most of the countries participants were from. Imposing water restrictions to help reduce wastage and the free water provided at local Universities were also seen to be positives for some participants.

“We get free water at University. I’d like to get free water everywhere.”

(Male, 25-34 years, Less than 5 years, Hindi, India)

There were a small number of participants who could not contribute any positive comments on the water in South Australia, they were focused more on the negatives.

“Neutral about it. Never think much about it.”

(Female, 18-24 years, Less than 5 years in Australia, Farsi, Iran)

4.9. The worst things

In order to gain well rounded feedback, participants were also asked about the worst things associated with the water in SA. The first response most participants spoke of was the high cost of water. The taste was the next most disliked feature of local water. The quality then followed and included aspects like chemicals and residue in the water and the hardness of the water.

“Quality isn’t as good as other states. Because the bill is high, we expect better quality. Don’t want to pay too much.”

(Female, 45-54 years, More than 20 years, Vietnamese, Vietnam)

“The bill is way too expensive and SA Water is too bureaucratic, takes too long to respond to issues.”

(Female, 45-54 years, More than 20 years, Mandarin, China)

“We pay for it, should be able to drink it.”

(Male, 35-44 years, 5 to 10 years, Cantonese, China)

“Less chlorine in the water would be better.”

(Female, 65-74 years, More than 20 years in Australia, Italian, Italy)

“A little pricey. Italy is cheaper.”

(Female, 35-44 years, Less than 5 years in Australia, Italian, Italy)

“The filter in our old house was full of mud, like dark chocolate. If they could filter it more that would be better.”

(Male, 25-34 years, 5 to 10 years in Australia, Farsi, Iran)

“Pretty much everyone has a filter, this suggests that it is not the best quality.”

(Male, 25-34 years, 11 to 20 years in Australia, Dari, Afghanistan)

The service provided by SA Water was also raised as a negative by a small number of participants, with some commenting that it is too bureaucratic and slow to respond. Participants were also unhappy that SA Water holds a monopoly over the water market in SA and the fact that they aren't able to shop around. A comment was also made in regard to the need for separate water metres for all units and flats to allow for separate bills and more control at an individual level.

“No competition with water, can't shop around or negotiate. Why does the supply and sewerage charge have to be very expensive, too much.”

(Male, 55-64 years, More than 20 years, Hindi, India)

The other aspects participants disliked related to not enough being done to collect and store rain water and that there should be greater access to recycled water to allow people to save money. On the other hand, some felt that as a state, we are too conservative when it comes to water usage and we need to relax our approach.

“With all the rain here, how are they still saying there is a shortage. They need to collect water better.”

(Male, 45-54 years, 11 to 20 years in Australia, Persian, Iran)

Finally, there was a group of participants who didn't have anything negative to say, they were happy with the water and service provided.

“Perfect, very lovely water here.”

(Female, 55-64 years, Less than 5 years, Cantonese, China)

4.10. What could be improved?

Participants were very forthcoming with suggested improvements regarding all aspects of water supply in SA. The following is a summary of what was discussed by topic.

4.10.1. Quality

Participants wanted to be convinced that the water they were consuming was the best possible quality, especially given the high price they were paying. One participant commented on the fact that everyone has a filter, suggesting that the water quality isn't great. They felt that the quality of the water should be good enough that people don't feel the need to filter it. There was a suggestion that SA Water should filter the water to improve the taste before providing it for consumption or distribute free filters to everyone. Participants were also interested in learning more about the cleaning process, the chemicals in the water and any potential risks. Some wanted to know more about the pH level, particularly participants from China. And, there was also a suggestion to improve the hardness of the water so it isn't as harsh on skin.

“Water you can drink. Have lots of friends who say they don't drink the tap water in Murray Bridge.”

(Male, 35-44 years, 5 to 10 years, Cantonese, China)

“Not sure how they clean the water, how direct it is from the source. I want to know about the process.”

(Female, 25-34 years, 5 to 10 years in Australia, Dari, Pakistan)

“Taste. Melbourne and Sydney taste better. Do what they do. Also, purify sea water. Can we look into this? Look at Saudi Arabia, they purify ocean water.”

(Male, 25-34 years, 11 to 20 years, Cantonese, Malaysia)

“pH testing. Do the government do this? Raise the pH level, make it more alkaline for better health. There is a town in China where lots of people live to 90 plus years because the pH level of the water is high.”

(Female, 25-34 years, Less than 5 years, Mandarin, China)

“Make the water softer so it doesn’t dry skin out as much. SA has harder water than other states.”

(Female, 65-75 years, More than 20 years, Cantonese, China)

4.10.2. Price

A number of participants wanted to see an improvement in the price of water, making it much more affordable, particularly the fixed supply and sewerage charges. There were suggestions to change the way the bill is calculated by decreasing the fixed amount and increasing the variable rates, which would motivate more people to try and save water and money. This would make them feel like they could control the bill more significantly. There was also a suggestion to introduce usage bands to deter heavy users and to offer a lower rate in Winter when water is more plentiful. Finally, participants also wanted to know more about the way SA Water uses the money paid to it by its customers.

“Should charge on how many lines there are in the house, rather than the size of the house. Slam the sewerage cost. Need more drinkable water, fix the taste. It would be even better to never have to say ‘Melbourne water is better.’”

(Male, 35-44 years, More than 20 years, Hindi, India)

“If they change the way the bill is calculated, so the variable component is larger, there would be more motivation to save money and water. No, or very little, control at the moment.”

(Male, 35-44 years, Less than 5 years, Mandarin, China)

“Water should be free. This would make people more healthy and clean and better gardens, less dust.”

(Male, 65 to 74 years, 11 to 20 years in Australia, Persian, Iran)

“Bit expensive. Make it more reasonable. Should be on the number of people living in the house, not the size of the land.”

(Male, 45 to 54 years, 11 to 20 years in Australia, Persian, Iran)

“I would like to know more about how the money is used and calculated. Are they spending the money wisely?”

(Male, 25-34 years, 11 to 20 years in Australia, Dari, Afghanistan)

4.10.3. Saving water

There was a feeling amongst participants that far more could be done to promote ways to reduce and save water. Better water capture, storage and recycling was discussed as an important focus in South Australia. Participants commented that given the amount of rainfall experienced, our water reserves should be better. Suggestions were made around improving rain water harvesting and storage, reducing the amount of storm water run-off and keeping gutters clean to increase the capacity of downpipes to help maximise the amount of rain water collected. Avoiding taps with a separate hot and cold control was also suggested as a simple way of reducing wastage in the time it takes to make adjustments and get the temperature right.

Further to this, there was discussion around promoting the installation and use of tanks more widely and offering rebates, similar to the solar network, to further encourage use. Household audits on water use was also put forward to suggest smarter ways to capture, reuse and reduce the amount of water used.

Further accessibility and use of recycled water was also suggested, as was more use of blackwater for safe purposes. There was also a suggestion to do more with purified sea water, like what is done in the Middle-East.

Finally, those who lived in units or apartments in a strata setting, suggested separate metres on all households to put people in control of their water usage and encourage them to use water more reasonably.

“Help people set-up tanks and grey water usage for gardens and toilet and separate meters for units. Provide household audits on water usage.”

(Male, 55-64 years, More than 20 years, Hindi, India)

“We have a lot of rain here in Millicent. I wonder where rain goes? Could it be captured and used better?”

(Male, 25-34 years, 11 to 20 years, Punjabi, India)

“Potential for using black water more. More rain water harvesting, learn from overseas cultures. Reduce the amount of storm water run-off. Use more permeable surfaces.”

(Male, 25-34 years, Less than 5 years in Australia, Farsi, Iran)

“If they could give you greater incentives on people having tanks. New places don’t allow space for a tank.”

(Female, 65-74 years, More than 20 years in Australia, Italian, Italy)

“Taps should only have one adjuster to save money and water when adjusting the water temperature. Rather than two controls.”

(Male, 11 to 20 years in Australia, Persian, Iran)

4.10.4. Education

Another important area of potential improvement amongst this group was providing more education on the availability, importance, cost and ways to save water. In particular, for new arrivals who have had very different experiences in their country of birth.

“Lots of people in rental places waste a lot of water, need better education. How to use water, conservative use. Need to educate refugees, immigrants and new arrivals on how to make proper use of water. They may use water the same way they do at home. This should be part of the orientation process. Also, need to introduce a better system for rain water usage and capture. Get a rebate like solar.”

(Male, 35-44 years, 11 to 20 years, Nepali, Nepal)

“Offer more information on the cost of water when people arrive and that we should be saving it, more education from the beginning.”

(Female, 25-34 years, 5 to 10 years, Vietnamese, Vietnam)

“Would be good to see more public education on not wasting water. Especially given the shortage of water in SA. I would like to see if there are usage bands or ranges. In Africa, if you use over a certain amount you get charged more to deter wastage.”

(Female, 35-44 years, Less than 5 years in Australia, Italian, Italy)

4.10.5. Service

The last area for improvement related to service, in particular ensuring the customer support team were able to communicate well in English, offering a translation service to call if there is a problem and responding to customer questions and concerns in a timelier manner. There was also suggestion for SA Water to try and

minimise the road works associated with maintenance work to reduce traffic congestion and inconvenience for road users.

“Need to use people who speak English properly, so we can understand them and they can understand us.”
(Female, 45-54 years, More than 20 years, Vietnamese, Vietnam)

“Sometimes you see lots of road work, more than in other states. Are SA Water contributing to this? If so, please reduce.”
(Male, 25-34 years, 5 to 10 years, Punjabi, India)

5. Appendix A: Demographics

Table 3: Participant country of birth

Country of birth	Count	%
Afghanistan	4	10%
China	8	20%
India	8	20%
Iran	7	18%
Italy	4	10%
Nepal	4	10%
Pakistan	1	3%
Vietnam	4	10%
Grand Total	40	100%

Table 4: Household income

Household income	Count	%	Range count	Range %	Range
Less than 25,000	14	35%	24	60%	Low
25,000-34,999	5	13%			
35,000-49,999	5	13%			
50,000-74,999	5	13%	11	28%	Medium
50,000-75,999	1	3%			
75,000-99,999	5	13%			
100,000-149,999	2	5%	5	13%	High
More than 200,000	1	3%			
Prefer not to answer	2	5%			
Grand Total	40	100%			

6. Appendix B: Discussion guide

MODERATOR DISCUSSION GUIDE

Project No.: DCSI0001	Project Name: Multicultural SA Water Consumers Project
Main Client Service Contact: Naomi Downer	
Other Client Service Team Members: Courtney Marshall	
Issue Date: 5 April 2018	Interview Type: In-depth interviews

Preparation list:

1. Incentive
2. Service support sheet
3. Note screening information below:

Language:	
Country of birth:	
English proficiency:	
Years in Australia:	

MODERATOR DISCUSSION GUIDE

Project No.: DCSI0001	Project Name: Multicultural SA Water Consumers Project
Interview No:	Date and time:

Introduction (5 mins)

Introduction:

IF IN LANGUAGE: Good morning/afternoon, my name is <interviewer's name> and I am helping with the translation of the interview you have agreed to do today. This is <Naomi/Courtney> from Colmar Brunton, she will be making sure we cover everything and will be taking notes.

Thank you for agreeing to participate in this study about the price and quality of water and how you use and access it. The study is being conducted by Colmar Brunton Research, an independent research company, on behalf of the Department for Communities and Social Inclusion. The interview shouldn't take any more than 60 minutes.

IF IN ENGLISH: This includes advising you of details pertaining to the recording of this research. Do I have your permission to record the interview? The recording will be used only to fill out my notes after the session, they will not be heard by anyone else and there is no need to identify yourself on the recording. We will keep the recording securely for three months and then destroy them. They will not be linked with any of your personal details.

Just to confirm, your participation in this study is entirely voluntary and the information you provide will not be linked in any way to your personal details, so your participation is confidential. There are never any right or wrong answers. Your opinions – positive and negative - are important to us for this project.

I would just like to remind you that our company protects our respondent's rights by abiding to the National Privacy Principles defined by AMSRO and the Privacy Act.

You can stop this interview at any time if you feel that you need to and please let me know if there are any questions that you are not comfortable discussing.

MODERATOR NOTE:

We are speaking to people from a different cultural background, some of whom have low English proficiency and low income. It is unlikely, but important to recognise that some people may feel uncomfortable answering one or more questions or may become upset or angry. It is important that you are vigilant in being aware of signs of people becoming distressed, these signs could include anger or anxiety. If at any time you think someone is distressed you should stop the interview and go to QA below.

IF SHOWING SIGNS OF BEING DISTRESSED/UNCOMFORTABLE/ANXIOUS

Stop the questions and ask whether the person is okay and check that they are happy to continue.

QA: IF DISTRESSED

QA: Are you okay? Are you happy to continue?

CODE		INSTRUCTION
1	Yes	→CONTINUE
2	No	→PROVIDE TIME, CONTINUE IF COMFORTABLE OTHERWISE CLOSE

IF NO:

Before you go, I can give you a list of support services which may be able to offer you some assistance if you feel you need it.

WATER USAGE (20 mins)

Let's start by talking about where you live, who you live with and the ways that you use water. This will help us understand the amount of water you use and how you use it.

1. How many people live in your home (including you)?
2. What type of house do you live in? For example, an apartment, townhouse, unit or free standing house.
3. How many bathrooms do you have in your home?
4. Do you have a garden that you water? PROBE: Is your garden irrigated? How often do you water the garden? Does the garden include fruit and/or vegetables or just flowers, bushes, trees?
5. Do you have a swimming pool? PROBE: How often do you have to fill the pool?
6. Do you have animals that you have to provide water for? PROBE: What types of animals and how many?
7. Is there anything else you use water for in your household that we haven't already talked about? PROBE: bathing, exercise, washing, cleaning. Anything else?
8. Do you, or anyone you live with, actively look to reduce the amount of water you use?
9. IF YES TO Q8: What types of things do you/they do?
10. IF YES TO Q8: Why do you/they do this? For example, is this to help save money, to help conserve water to be more environmental friendly, both, or some other reason?
11. IF BORN OVERSEAS: Does the way you use water now differ from when you were in <country of birth>? PROBE: How is it different? Why is that?

WATER QUALITY (10 mins)

We are now going to talk about the quality of the water that you use.

12. What type of water do you have access to? Mains, bore, rain?
13. What is the quality of water like for your household? PROBE: What does that level of quality mean to you e.g. good = clear and tastes good, poor = discoloured and tastes bad.
14. How does this compare to other places you have lived? PROBE: In Australia and overseas.
15. How safe do you think mains water is to consume? PROBE: Is there anything you wouldn't use mains water for?
16. IF NOT SAFE AT Q15: What do you do to make sure the water you consume is safe? For example, boil or filter the water, use bottled water.
17. IF BOIL AT Q16: Do you boil the water because this is what you have always done, or because this is what you were told to do when you arrived in South Australia? Or some other reason?
18. Have you had any problems with the flow or quality of your water? For example, a fault, leak, blockage, bad taste?
19. IF YES TO Q18: Did you do anything about this problem? PROBE: What did you do? IF DID NOTHING: Why didn't you do anything about this problem?
20. IF YES TO Q19: Who did you approach to help you? Did they help you with the problem?
21. IF YES TO Q19: Were you satisfied with the help they provided?

BILLS (10 mins)

We are now going to talk about paying for the water you use.

22. Do you receive a water bill? PROBE: For detail on why they don't receive a bill.

IF THEY RECEIVE A WATER BILL, OTHERWISE GO TO Q35

23. How do you feel when you get your water bill?
24. How do you understand the bill is calculated?
25. What would you like to see in your water bill? E.g. how it is calculated, ways to save money, how the money you pay is used?
26. How do you pay for your water usage?
27. What is your average quarterly water bill?
28. How often do you have trouble paying your water bill?

29. Do you have any questions about your water bill? What are they?
30. What help or assistance would you like to have in regards to your water bill payment?
31. Where would you go to get help or assistance to understand your water bill? How come?
32. Are you aware of any ways to help save money on your bill?
33. What sort of assistance would help you save money on your bill?
34. Would you need a translator to help access information on saving money on your bill?

ACCESSIBILITY (10 mins)

I would like to finish by talking a little bit more about dealing with SA Water and other service providers in regards to water usage.

35. How do you normally like to communicate with service providers like electricity, gas, internet providers?
36. How do you normally like service providers to communicate with you?
37. Have you communicated with SA Water before? If no, how come?
38. IF YES TO Q37: PROBE FOR DETAIL:
 - a. What did you speak to them about?
 - b. How did you speak to them? E.g. F2F, telephone, email.
 - c. How many times did you speak to them?
 - d. What were the interactions like?
 - e. How did they make you feel?
 - f. Were there any difficulties understanding?
39. How would you like SA Water to communicate with you?
40. What help or assistance do you need or want in regards to water usage?
41. Where would you go to get advice, help or assistance in regards to gaining a better understanding of your water usage? How come? PROBE: SA Water or other water provider website, their own community, Facebook, new stories etc.
42. Do you help other family members or friends with managing their water usage or bill payment?
43. IF YES TO Q42: What do you do for them? Why do you do this?

OVERALL (5 mins)

Thinking about water supply, quality, prices and service...

- 44. What would you say are the three best things about the water we are supplied with in South Australia?
- 45. What would you say are the three worst things about the water we are supplied with in South Australia?
- 46. What are the three most important improvements that you think could be made to water in South Australia?

CLOSE (2 mins)

Well that's all the questions I have for you today. Is there anything you want to add to our discussion?

Is there anything you want to ask me before we finish?

IF EXTRA SUPPORT REQUIRED: Would you like me to get a member of the Department of Communities and Social Inclusion team to contact you regarding the assistance you spoke about? This means I will pass on your contact details to them, is that ok?

IF YES CAPTURE THE FOLLOWING DETAIL AND SAY: They will aim to contact you within the next 1-2 weeks.

Name:	
Best contact number:	
Best contact time:	
Reason for contact:	

I have a support services sheet that you may like to take. It includes the details of a number of local and national service providers which some people find useful.

Thank you so much for your participation.

DISTRIBUTE INCENTIVE AND SIGN REIMBURSEMENT FORM.

Colmar Brunton Social Research

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CANBERRA ACT 2601

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ABN No: 22 003 748 981

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