

# University of Wollongong Artificial Intelligence Study

## GENERAL PROGRAMMING INFORMATION

Standard codes

96. Other (please specify)

98. Not sure

99. Prefer not to say

MOD\_ORDER DUMMY VARIABLE ASSIGNED 50/50 SPLIT

1. Display Module C before D – Health scenarios first
2. Display Module D before C – Welfare scenarios first

S\_ORDER DUMMY VARIABLE ASSIGNED 50/50 SPLIT

1. Normal code frame order
2. Reverse code frame order

\*[EXAMPLE DISPLAY FORMAT FOR HORIZONTAL SCALE, 5/7/11 POINT CODE FRAME, USE IN ITEMS SUCH AS C03-C05]

I support this use of AI      I oppose this use of AI

\*[PROGRAMMER NOTE: HIDE OPTIONS LISTED AS [SUPPRESS]]. IF RESPONDENT SKIPS ITEM, PLEASE THEN ADD SUPPRESSED CODES TO THE FRAME WITH THE PROMPT MESSAGE ON POP-UP: You have not provided a response. Is that because you're not sure, or you would prefer not to answer?

### Logo

Display UoW logo at top left of screen throughout survey



UNIVERSITY  
OF WOLLONGONG  
AUSTRALIA

Australian Centre for  
Health Engagement,  
Evidence & Values

**INTRO SCRIPT**

\*(ONLINE)

**University of Wollongong Artificial Intelligence Study**

Thank you for taking part, the survey is being conducted by the Social Research Centre on behalf of the University of Wollongong (UoW).

It should take no more than 20 minutes to complete and there are no right or wrong answers. Participation in this survey is voluntary and you can withdraw at any point.

This survey includes a range of questions about you (such as date of birth, education, employment, and your use of government services). The survey also includes scenarios that describe current or future uses of Artificial Intelligence (AI) in health and social services.

For more information on the study purpose, risks, and benefits of participation, how to withdraw, data confidentiality and security, as well as contact details for UoW and the Social Science Research Ethics Committee please visit:

<https://srcentre.com.au/our-research/artificial-intelligence-study>

**If you don't wish to answer any question, you can just click 'Next' to move to the next question.**

The information collected will be treated in strict confidence.

Please click 'Next' to start the questionnaire.

**SAVE SCREEN**

Thanks for your time so far. Your answers have been saved.

[PROGRAMMER NOTE: PLEASE INCLUDE 'PREVIOUS' BUTTON ON SAVE SCREEN]

**MODULE A: SCREENERS**

\*(ALL)

A01 What is your age?

1. Age (Specify \_\_\_\_\_) (RANGE 18 TO 100; WHOLE NUMBERS)
98. Not sure
99. Prefer not to say

\*(A01=98 OR 99, NOT SURE OR PREFER NOT TO SAY AT AGE)  
[AUTO-FILL FROM AGE]

A02 Ok, would you mind telling us your age group?

1. 18-24 years
2. 25-34 years
3. 35-44 years
4. 45-54 years
5. 55-64 years
6. 65-74 years
7. 75 or more years

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98. Not sure [GO TO TERM1]  
99. Prefer not to say [GO TO TERM1]

\*(ALL)  
A03

What is your gender?

1. Male
2. Female
3. Self-describe (please specify)

98. Not sure [GO TO TERM1]  
99. Prefer not to say [GO TO TERM1]

\*(ALL)  
A04

What is your current residential postcode?

1. <RANGE ALL VALID POSTCODES>

98. Not sure [GO TO TERM1]  
99. Prefer not to say [GO TO TERM1]

#### MODULE B: ATTITUDES TO AI

\*(ALL)  
B01

Next, we would like to ask you questions about your attitudes toward artificial intelligence.

Artificial Intelligence (AI) refers to computer systems that perform tasks or make decisions that usually require human intelligence. AI can perform these tasks or make these decisions without explicit human instructions. Today, AI has been used in the following applications:

- Translate over 100 different languages
- Predict one's Google searches
- Block spam email
- Identify people from their photos
- Operate a robotic vacuum cleaner
- Spot abusive messages on social media
- Predict what movies or TV shows one is likely to watch online

**How much do you support or oppose the development of AI?**

[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. Strongly support
2. Somewhat support
3. Neither support nor oppose
4. Somewhat oppose
5. Strongly oppose
6. I don't know

99. Prefer not to say [SUPPRESS]

#### MODULE C: APPLICATIONS OF AI – HEALTH SCENARIOS

\*(ALL)  
C01

Next, we would like you to consider some potential future applications of AI in the health system.

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You require a medical test. Your test results are read by an AI system. The AI decides whether you have a condition and recommends what treatments you should have.

When thinking about the health system described above, please indicate how important each of the following things are to you personally:

[DISPLAY STATEMENTS AS GRID]  
[RANDOMISE ORDER OF STATEMENTS, SAVE ORDER TO DATA]

- a) Knowing how and why the decision is made
- b) Getting an answer quickly
- c) Getting an accurate answer
- d) Being able to talk to a person about my health
- e) Knowing who is responsible for my care, including any mistakes made
- f) Reducing costs in the health system
- g) Knowing that the system treats everyone fairly

[RESPONSE FRAME]  
[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

- 1. Extremely important
- 2. Very important
- 3. Important
- 4. Slightly important
- 5. Not at all important
- 98. Not sure [SUPPRESS]
- 99. Prefer not to say [SUPPRESS]

\*(ALL)  
C02

You feel unwell. You consult an AI application on your device. You talk to the camera and answer some questions. The AI uses facial and voice recognition technology, and your answers, to decide whether you are seriously ill, and direct you to either:

- online health information
- making a GP appointment, or
- calling an ambulance.

When thinking about the health system described above, please indicate how important each of the following things are to you personally:

[DISPLAY STATEMENTS AS GRID]  
[RANDOMISE ORDER OF STATEMENTS, SAVE ORDER TO DATA]

- a) Knowing how and why the decision is made
- b) Getting an answer quickly
- c) Getting an accurate answer
- d) Being able to talk to a person about my health
- e) Knowing who is responsible for my care, including any mistakes made
- f) Reducing costs in the health system
- g) Knowing that the system treats everyone fairly

[RESPONSE FRAME]  
[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

- 1. Extremely important
- 2. Very important
- 3. Important
- 4. Slightly important

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5. Not at all important

98. Not sure [SUPPRESS]

99. Prefer not to say [SUPPRESS]

\*(ALL)  
C03

A hospital buys an AI system from a technology company. The AI system looks for patterns in a patient's health record. It automatically suggests diagnoses, predicts the risk of future problems, and recommends what treatments to use. It does not tell doctors how it analyses the record to make recommendations. This means the doctor can tell patients what the system recommends, but not why the system makes those recommendations.

Please indicate how much you support or oppose this use of AI.

[[DISPLAY AS HORIZONTAL SCALE – SEE GENERAL PROGRAMMING NOTE]  
[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. I support this use of AI

2.

3.

4.

5. I oppose this use of AI

98. Not sure [SUPPRESS]

99. Prefer not to say [SUPPRESS]

\*(ALL)  
C04

A hospital buys an AI-based system from a technology company. It analyses hundreds of thousands of electronic hospital medical records. Sometimes it diagnoses conditions, picks up mistakes, or identifies the best treatment faster than human doctors. But it only works for a patient if they allow all of their health record to be shared with the AI system. Over time, patients get different care depending on whether they do, or do not, share their health record with the AI system.

Please indicate how much you support or oppose this use of AI.

[DISPLAY AS HORIZONTAL SCALE – SEE GENERAL PROGRAMMING NOTE]  
[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. I support this use of AI

2.

3.

4.

5. I oppose this use of AI

98. Not sure [SUPPRESS]

99. Prefer not to say [SUPPRESS]

\*(ALL)  
C05

In the future, AI systems can do some tasks at least as well as doctors (e.g. reading X-rays, doing surgeries, diagnosing conditions). Over time, because AI usually does these tasks, human doctors forget how to do them without the AI.

Please indicate how much you support or oppose this use of AI.

[DISPLAY AS HORIZONTAL SCALE – SEE GENERAL PROGRAMMING NOTE]  
[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. I support this use of AI

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- 2.
- 3.
- 4.
5. I oppose this use of AI

98. Not sure [SUPPRESS]  
99. Prefer not to say [SUPPRESS]

#### MODULE D: APPLICATIONS OF AI – WELFARE SCENARIOS

\*(ALL)  
D01

Next, we would like you to consider some potential applications of AI in the social services and welfare system.

The company you worked for closed down, so you make a claim for unemployment benefits. Claims are now processed, and decisions made by an AI system. Once you apply, the AI system accesses your Australian Government records and bank records, and then decides whether you are eligible for unemployment benefits. You cannot apply for benefits unless you agree to share this information with the system.

When thinking about the unemployment benefits system described above, please indicate how important each of the following things are to you personally:

[DISPLAY STATEMENTS AS GRID]  
[RANDOMISE ORDER OF STATEMENTS, SAVE ORDER TO DATA]

- a) Knowing how and why the decision is made
- b) Getting an answer quickly
- c) Getting an accurate answer
- d) Being able to talk to a person about my circumstances
- e) Reducing the costs of running the system
- f) Knowing that the system treats everyone fairly
- g) Knowing that the decision has been tailored to my circumstances

[RESPONSE FRAME]  
[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. Extremely important
2. Very important
3. Important
4. Slightly important
5. Not at all important

98. Not sure [SUPPRESS]  
99. Prefer not to say [SUPPRESS]

\*(ALL)  
D02

Your elderly relative is very unwell. You move into her house and go part time at work so you can care for her. You call the carers' hotline to ask about support services and payments for carers. The call is not answered by a human, but by an AI Virtual Assistant known as 'Sandy'. The voice says, 'Hi I'm Sandy. You can ask me general questions about payments and services for carers. How can I help you today?'

When thinking about the social services system described above, please indicate how important each of the following things are to you personally:

[DISPLAY STATEMENTS AS GRID]  
[RANDOMISE ORDER OF STATEMENTS, SAVE ORDER TO DATA]

- a) Knowing how the system decides what to tell me
- b) Getting an answer quickly
- c) Getting an accurate answer
- d) Being able to talk to a person about my circumstances
- e) Reducing the costs of running the system
- f) Knowing that the system treats everyone fairly
- g) Knowing that the information has been tailored to my circumstances

[RESPONSE FRAME]  
[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. Extremely important
  2. Very important
  3. Important
  4. Slightly important
  5. Not at all important
98. Not sure [SUPPRESS]  
99. Prefer not to say [SUPPRESS]

\*(ALL)  
D03

A new welfare compliance system is introduced to predict who might get paid too much welfare money (get a 'welfare debt'). The system analyses data from everyone who has had a 'welfare debt'.

It finds that people with a 'welfare debt' are likely to live in certain suburbs, and to have three or more children. It then automatically finds everyone in those suburbs who is receiving welfare and has three or more kids. It labels them 'high risk'.

The department starts checking these 'high risk' groups twice as often. This finds more welfare debts, saves money, and reduces the number of checks on other people. But people in 'high risk' groups are checked more, even if they haven't done anything wrong.

Please indicate how much you support or oppose this use of AI.

[[DISPLAY AS HORIZONTAL SCALE – SEE GENERAL PROGRAMMING NOTE]  
[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. I support this use of AI
  - 2.
  - 3.
  - 4.
  5. I oppose this use of AI
98. Not sure [SUPPRESS]  
99. Prefer not to say [SUPPRESS]

\*(ALL)  
D04

An employment agency purchases an AI system. The system analyses a person's records, predicts their risk of long-term unemployment, and recommends what support they should get. The aim of the system is making sure people in similar circumstances get similar support, tailored to their needs.

The system does not tell the employment services worker how it makes recommendations. So the worker can tell someone what the system recommends, but not why the system makes those recommendations.

Please indicate how much you support or oppose this use of AI.

[DISPLAY AS HORIZONTAL SCALE – SEE GENERAL PROGRAMMING NOTE]  
[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. I support this use of AI
- 2.
- 3.
- 4.
5. I oppose this use of AI

98. Not sure [SUPPRESS]

99. Prefer not to say [SUPPRESS]

\*(ALL)  
D05

The Australian Government introduces a new program to help parents of young children to return to the workforce. The AI system analyses parents' government records to predict who will struggle to find work, so they can attend the new program. If the system predicts that a parent will have trouble finding a job, they must attend the program to continue to receive benefits.

The system is better at predicting employment outcomes than humans. But some parents believe the system has mistakenly recommended them for the program. The only way to challenge the decision is to make a formal appeal.

Please indicate how much you support or oppose this use of AI.

[DISPLAY AS HORIZONTAL SCALE – SEE GENERAL PROGRAMMING NOTE]  
[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. I support this use of AI
- 2.
- 3.
- 4.
5. I oppose this use of AI

98. Not sure [SUPPRESS]

99. Prefer not to say [SUPPRESS]



**MODULE E: VALUES**

\*(ALL)  
E01

In both health and social services, the promise is that AI will make systems quicker, more convenient and potentially more accurate. However, AI will also often reduce contact with people in these systems. AI may also make it more difficult for human service providers to exercise discretion (that is, to decide what should be done in a particular situation, or to respond to people's individual circumstances).

On a scale from 1 to 5, where 1 is quickness, convenience and accuracy of health and social services and 5 is human contact and discretion in health services, please indicate which of the following things you personally value more:

[DISPLAY AS HORIZONTAL SCALE – SEE GENERAL PROGRAMMING NOTE]  
[DISPLAY NUMERIC CODE ABOVE SCALE]

1. 1 - Quicker, more convenient, more accurate health and social services
2. 2
3. 3
4. 4
5. 5 - More human contact and discretion in health and social services

98. Not sure [SUPPRESS]

99. Prefer not to say [SUPPRESS]

\*(ALL)  
E02

If you could ask the CEO of your local health service one question about the use of AI in healthcare, what would you ask them?

[DISPLAY TEXT BOX AS 2 LINES IN HEIGHT]

1. <Verbatim text box>

98. Not sure [SUPPRESS]

99. Prefer not to say [SUPPRESS]

**MODULE F: DEMOGRAPHICS**

\*(ALL)

FINTRO To help us analyse your responses, we would like you to tell us a bit about yourself. This information will only be used for our statistical analyses.

\*(ALL)

F01 Are you covered by any of these concession cards?

*Please select all that apply.*

[MULTIPLE RESPONSE]

1. Health Care Card (Centrelink) [HOVER OVER POP UP PICTURE 1]
  2. Pensioner Concession Card [HOVER OVER POP UP PICTURE 2]
  3. Commonwealth Seniors Health Card (Centrelink) – this is different from a State Seniors Card. It is red and yellow in colour and is issued by Centrelink to eligible applicants. [HOVER OVER POP UP PICTURE 3]
  4. None of the above [EXCLUSIVE]
98. Not sure [EXCLUSIVE] [SUPPRESS]
99. Prefer not to say [EXCLUSIVE] [SUPPRESS]

**1. Health Care Card****2. Pensioner Concession Card**

### 3. Commonwealth Seniors Health Card



\*(ALL)  
F02

Do you currently receive a Centrelink payment?

[DISPLAY TEXT BELOW AS HOVER-OVER TEXT FOR 'CENTRELINK PAYMENT']

For example:

Age Pension  
Carer Allowance or Carer Payment  
Disability Support Pension  
Family Tax Benefit  
Newstart Allowance  
Parenting Payment  
Youth Allowance

1. Yes
2. No
98. Not sure [SUPPRESS]
99. Prefer not to say [SUPPRESS]

\*(ALL)  
F03

In the last week, did you do any work at all in a job, business or farm?

*This includes any work without pay in a family business or if you have a job or business that you were away from because of holidays, sickness, or any other reason.*

1. Yes
2. No
98. Not sure [SUPPRESS]
99. Prefer not to say [SUPPRESS]

\*(F03=1, CURRENTLY EMPLOYED)

F04 Are you employed in any of the following fields?

Please select all the apply.

[MULTIPLE REPOSE]

1. Information and communication technology engineer, manager, or other information technology professional
2. Health care worker or health care professional
3. Social assistance or social services worker or social services professional
4. None of the above

98. Not sure [SUPPRESS]

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99. Prefer not to say [SUPPRESS]

\*(ALL)

F05

Do you have computer science or programming experience?

1. Yes
2. No

98. Not sure [SUPPRESS]

99. Prefer not to say [SUPPRESS]

\*(ALL)

F06

Before tax or other deductions, what is the total annual household income from all sources for you and your family or others living with you? Please include any pensions and allowances, and income from interest or dividends.

1. \$156,000 or more per year (\$3,000 or more per week)
2. \$104,000 to \$155,999 per year (\$2,000 - \$2,999 per week)
3. \$78,000 to \$103,999 per year (\$1,500 - \$1,999 per week)
4. \$41,600 to \$77,999 per year (\$800 - \$1,499 per week)
5. \$26,000 to \$41,599 per year (\$500 - \$799 per week)
6. Less than \$25,999 per year (Less than \$500 per week)
7. Nil
8. Negative income

98. Not sure [SUPPRESS]

99. Prefer not to say [SUPPRESS]

\*(ALL)

F07

What is the level of the highest qualification you have completed?

1. Postgraduate Degree Level (incl. master's degree, doctoral degree, other postgraduate degree)
2. Graduate Diploma and/or Graduate Certificate Level
3. Bachelor's degree Level
4. Advanced Diploma and/or Diploma Level
5. Certificate III and/or IV Level
6. Certificate I and/or II Level
7. Year 12 level
8. Year 11 or below
96. Other (please specify)

98. Not sure [SUPPRESS]

99. Prefer not to say [SUPPRESS]

\*(F07 NE 7 OR 8, HIGHEST LEVEL OF QUALICATION NOT SECONDARY OR BELOW)

F08

Did you complete a computer science or engineering degree or diploma (vocational, undergraduate, or postgraduate)?

1. Yes
2. No

98. Not sure [SUPPRESS]

99. Prefer not to say [SUPPRESS]

\*(ALL)

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F09 The following question asks how satisfied you feel about life in general, on a scale from 0 to 10.

Zero means 'you feel 'not at all satisfied' and 10 means 'completely satisfied'. Overall, how satisfied are you with life as a whole these days?

[DISPLAY AS HORIZONTAL SCALE – SEE GENERAL PROGRAMMING NOTE]  
[DISPLAY NUMERIC CODES ABOVE SCALE]  
[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. 0 – Not at all satisfied
2. 1
3. 2
4. 3
5. 4
6. 5
7. 6
8. 7
9. 8
10. 9
11. 10 – Completely satisfied

98. Not sure [SUPPRESS]  
99. Prefer not to say [SUPPRESS]

\*(ALL)  
F10

Which of the following best describes your household?

1. Person living alone
2. Couple living alone
3. Couple with non-dependent child or children
4. Couple with dependent child or children
5. Couple with dependent and non-dependent child or children
6. Single parent with non-dependent child or children
7. Single parent with dependent child or children
8. Single parent with dependent and non-dependent child or children
9. Non-related adults sharing house / apartment / flat
96. Other (please specify)

98. Not sure [SUPPRESS]  
99. Prefer not to say [SUPPRESS]

\*(ALL)  
F11

How often do you look for information over the Internet?

[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. Several times a day
2. About once a day
3. Three to five days a week
4. One to two days a week
5. Every few weeks
6. Once a month
7. Less than once a month
8. Never

98. Not sure [SUPPRESS]

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99. Prefer not to say [SUPPRESS]

\*(ALL)

F12 How often do you comment or post images to social media sites (Facebook, Twitter, etc.)?

[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. Several times a day
2. About once a day
3. Three to five days a week
4. One to two days a week
5. Every few weeks
6. Once a month
7. Less than once a month
8. Never

98. Not sure [SUPPRESS]

99. Prefer not to say [SUPPRESS]

\*(ALL)

F13 How often do you post to blog / forums / interest groups?

[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. Several times a day
2. About once a day
3. Three to five days a week
4. One to two days a week
5. Every few weeks
6. Once a month
7. Less than once a month
8. Never

98. Not sure [SUPPRESS]

99. Prefer not to say [SUPPRESS]

\*(ALL)

F14 Thinking about new brands or technology. To what extent do you agree or disagree with the following...?

[STATEMENTS]

[DISPLAY STATEMENTS AS GRID]

- a) I usually try new products before other people do
- b) I often try new brands because I like variety and get bored with the same old thing
- c) When I shop I look for what is new
- d) I like to be the first among my friends and family to try something new
- e) I like to tell others about new brands or technology

[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

98. Not sure [SUPPRESS]

99. Prefer not to say [SUPPRESS]

\*(ALL)  
F15

Thinking about an average weekday, how much time would you spend viewing content on each of the following...?

[DISPLAY STATEMENTS AS GRID]

- a) Commercial free-to-air television, such as Seven, Nine, Ten, Go!, 7Mate and Eleven
- b) Pay or subscription TV channels such as Foxtel
- c) Online 'Catch-up TV' services from Australian commercial networks such as Plus7, SBS on Demand, Ten Play, 9Now, and including Freeview Plus
- d) YouTube
- e) Online streaming services such as Netflix, Disney+ or Stan
- f) Social media, such as Facebook or Instagram

[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. None
  2. Less than 30 minutes
  3. 30 to 59 minutes
  4. 1 to less than 2 hours
  5. 2 to 4 hours
  6. Over 4 hours
98. Not sure [SUPPRESS]  
99. Prefer not to say [SUPPRESS]

\*(ALL)

F16

Do you speak a language other than English at home?

1. Yes
  2. No
98. Not sure [SUPPRESS]  
99. Prefer not to say [SUPPRESS]

\*(ALL)

F17

In general, would you say that your health is...?

[REVERSE CODE FRAME ORDER BASED ON 'S\_ORDER' VARIABLE]

1. Excellent
  2. Very good
  3. Good
  4. Fair
  5. Poor
98. Not sure [SUPPRESS]  
99. Prefer not to say [SUPPRESS]

\*(ALL)

F18

Do you currently have a disability, health condition or injury that has lasted, or is likely to last, 6 months or more which restricts your everyday activities?

1. Yes
  2. No
98. Not sure [SUPPRESS]

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99. Prefer not to say [SUPPRESS]

#### TERMINATIONS

\*(A02, A03 OR A04=98 OR 99, NOT SURE OR REFUSED SCREENER)

TERM1 Thank you for your interest in the survey, unfortunately that information is required for analysis of the survey data.

#### CLOSING SCRIPT

Thank you for taking the time to participate. This survey was conducted by the Social Research Centre on behalf of the University of Wollongong.

This research study has been carried out in compliance with the Privacy Act and the Australian Privacy Principles, and the information you have provided will only be used for research purposes. Our Privacy Policy is available via our website, [www.srcentre.com.au/research-participants#privacy](http://www.srcentre.com.au/research-participants#privacy)

For more information on the study purpose, risks and benefits of participation, how to withdraw, data confidentiality and security, as well as contact details for UoW and the Social Science Research Ethics Committee please visit: <https://srcentre.com.au/our-research/artificial-intelligence-study>

If you would like to talk to someone about any issues that have arisen from participating in this survey, about how you have been feeling, or if you have any concerns about your mental health, please seek support from one of the services listed below:

beyondblue	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
Phone:	1300 22 4636
Lifeline	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
Phone:	13 11 14

Your answers have been submitted. You may now close the page.