

## Communications Survey

Keeping you up to date with our progress as we build the Mordialloc Freeway, and making sure you're prepared for any works that may affect you, is one of our top priorities.

By submitting this form, you consent to the collection of your personal information. For more information, please visit [roadprojects.vic.gov.au/privacy](http://roadprojects.vic.gov.au/privacy)

We want your feedback on how we've been communicating with you in the last six months so we can make sure we're getting you the information you need, when and how you want to get it.

### About you

#### 1. Which best describes you?

Select all that apply.

- I live near the Mordialloc Freeway Project
- I work near the Mordialloc Freeway Project

#### 2. What is the postcode of your home address?

\_\_\_\_\_

#### 3. What is the postcode of your work address?

\_\_\_\_\_

#### 4. How old are you?

- 18–24
- 25–34
- 35–44
- 45–54
- 55–64
- 65 and over

#### 5. What is your preferred language?

- English
- Mandarin
- Italian
- Greek
- Vietnamese
- Arabic
- Cantonese
- Punjabi
- Hindi
- Filipino/Tagalog
- Other: \_\_\_\_\_

The survey is completely anonymous. We'll share a summary of the results with you on [www.roadprojects.vic.gov.au](http://www.roadprojects.vic.gov.au) in May.

Once complete, please mail to:

**Major Road Projects Victoria**  
GPO Box 4509  
Melbourne Victoria 3001

### Project awareness and knowledge

Please rate the following statements.

#### 6. I was aware of the Mordialloc Freeway Project before this survey

—○—○—○—○—○—

Strongly disagree      Disagree      Neither agree or disagree      Agree      Strongly Agree

#### 7. I have a good understanding of what the Mordialloc Freeway Project will deliver

—○—○—○—○—○—

Strongly disagree      Disagree      Neither agree or disagree      Agree      Strongly Agree

#### 8. I believe the Mordialloc Freeway Project will benefit the community

—○—○—○—○—○—

Strongly disagree      Disagree      Neither agree or disagree      Agree      Strongly Agree

## Your satisfaction with project communication

9. In the last six months, I have received information about the Mordialloc Freeway Project

- Yes  
 No – please go straight to Question 12.

10. How have you received information about the Mordialloc Freeway Project?

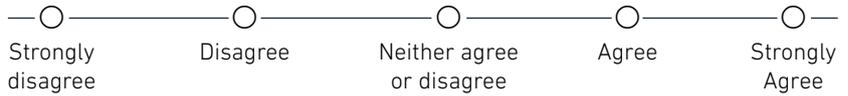
Select all that apply.

- Information in my letterbox  
 Email  
 Visit to my home or business  
 Newspaper story  
 Advertisement  
 Social media  
 Project website  
 Big Build website  
 Text message/SMS  
 Other: \_\_\_\_\_

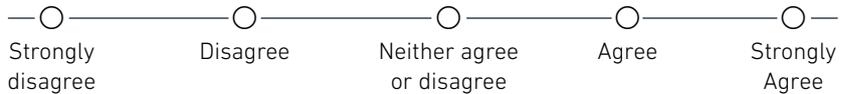
11. Please rate the following statements.

The communications I've received in the last six months about the Mordialloc Freeway Project:

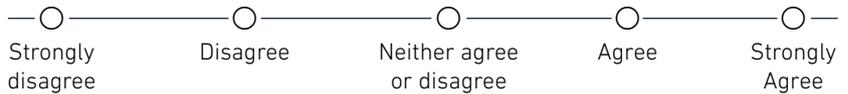
a. Are easy to understand



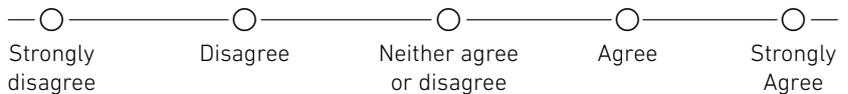
b. Are provided in a timely manner



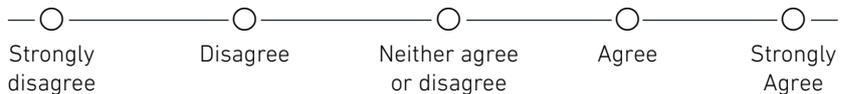
c. Are provided frequently enough



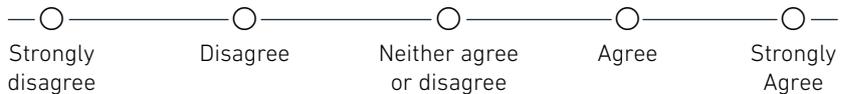
d. Give me all the information I need



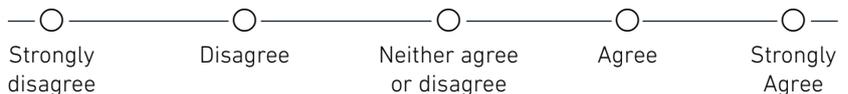
e. Tell me how I can find out more information if I need to



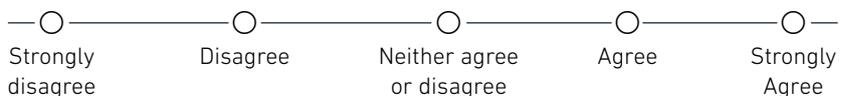
f. Are accurate



g. Provide information that's relevant to me or my business



h. Provide me with details on how to find information in languages other than English



## Your satisfaction with communications about traffic disruptions

12. In the last six months, I have received information from the Mordialloc Freeway project team about traffic disruptions in my area.

- Yes  
 No – please go straight to Question 15.

13. How have you received traffic information about Mordialloc Freeway Project?

Select all that apply.

- Information in my letterbox  
 Email  
 Visit to my home or business  
 Newspaper story  
 Advertisement  
 Social media  
 Project website  
 Big Build website  
 Text message/SMS  
 Detour and road work signs  
 Other: \_\_\_\_\_

14. Please rate the following statements.

The communications I've received in the last six months from the Mordialloc Freeway project team about traffic disruptions in my area:

a. Are timely and allow me to plan ahead

—○———○———○———○———○—  
Strongly disagree      Disagree      Neither agree or disagree      Agree      Strongly Agree

b. Provide me with enough information about the disruption and alternative arrangements

—○———○———○———○———○—  
Strongly disagree      Disagree      Neither agree or disagree      Agree      Strongly Agree

c. Are accurate

—○———○———○———○———○—  
Strongly disagree      Disagree      Neither agree or disagree      Agree      Strongly Agree

d. Are easy to understand

—○———○———○———○———○—  
Strongly disagree      Disagree      Neither agree or disagree      Agree      Strongly Agree

e. Tell me how I can find out more information if I need to

—○———○———○———○———○—  
Strongly disagree      Disagree      Neither agree or disagree      Agree      Strongly Agree

f. Tell me how the works may impact my business

—○———○———○———○———○—  
Strongly disagree      Disagree      Neither agree or disagree      Agree      Strongly Agree

g. Provide me with details on how to find information in languages other than English

—○———○———○———○———○—  
Strongly disagree      Disagree      Neither agree or disagree      Agree      Strongly Agree

