

## Communications Survey

Keeping you up to date with our progress as we build the South Gippsland Highway Upgrade, 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 South Gippsland Highway Upgrade
- I work near the South Gippsland Highway Upgrade

#### 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)

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 South Gippsland Highway Upgrade before this survey

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

#### 7. I have a good understanding of the South Gippsland Highway Upgrade

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

#### 8. I believe the South Gippsland Highway Upgrade 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 South Gippsland Highway Upgrade

- Yes  
 No – please go straight to Question 12.

10. How have you received information about the South Gippsland Highway Upgrade?

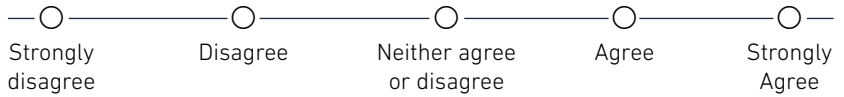
Select all that apply.

- Letter  
 Newsletter  
 Email  
 Visit to my home or business  
 Newspaper story  
 Advertisement  
 Social media  
 Project website  
 Big Build website  
 Community Information Session  
 Project information stand  
 Other: \_\_\_\_\_

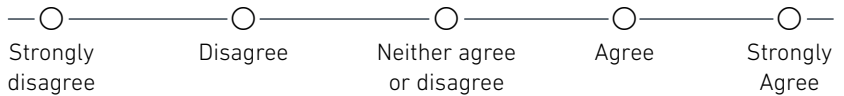
11. Please rate the following statements.

The communications I've received in the last six months about the South Gippsland Highway Upgrade:

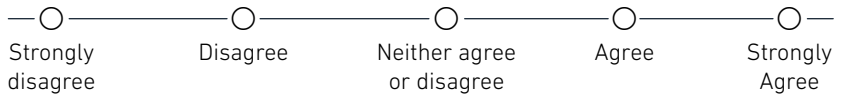
a. Are easy to understand



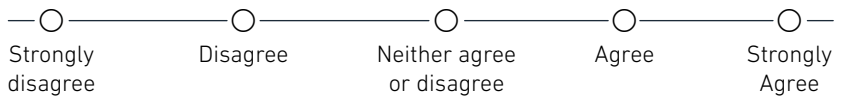
b. Are provided in a timely manner



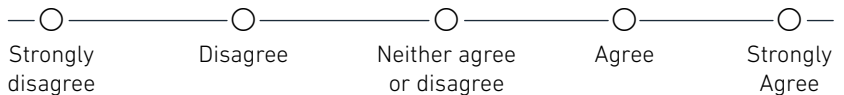
c. Are provided frequently enough



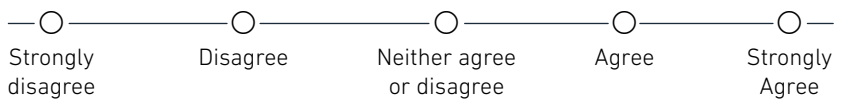
d. Give me all the information I need



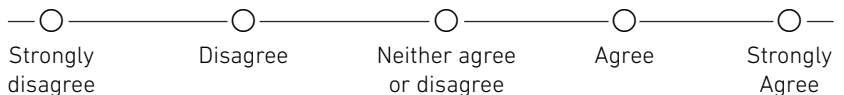
e. Tell me how I can find out more information if I need to



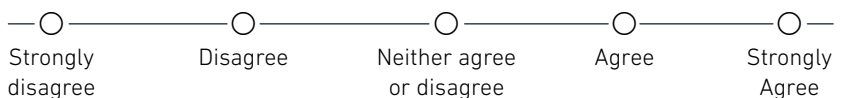
f. Are accurate



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 South Gippsland Highway Upgrade project team about traffic disruptions in my area.

- Yes  
 No – please go straight to Question 15.

13. How have you received traffic information about South Gippsland Highway Upgrade?

Select all that apply.

- Letter  
 Newsletter  
 Email  
 Visit to my home or business  
 Newspaper story  
 Advertisement  
 Social media  
 Project website  
 Big Build website  
 Community Information Session  
 Project information stand  
 Other: \_\_\_\_\_

14. Please rate the following statements.

The communications I've received in the last six months from the South Gippsland Highway Upgrade 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

# Your satisfaction with interaction with project representatives and site management.

**15. In the last six months, have you had any personal contact with anyone from the South Gippsland Highway Upgrade project team?**

- Yes
- No – please go straight to Question 18.

**16. If yes, where did the contact occur? Select all that apply.**

- Over the telephone
- Visited my home
- Visited my business
- Community Information Session
- Shopping Centre information stand

## Comments

Do you have any further comments you wish to make regarding project communication?

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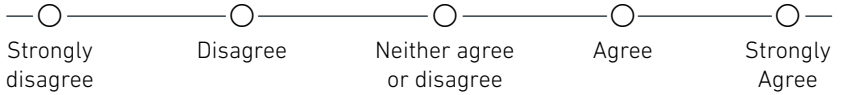
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**Thank you for completing the survey.** For the latest information about the South Gippsland Highway Upgrade, sign up for email and SMS updates at [roadprojects.vic.gov.au/contact/email-updates](http://roadprojects.vic.gov.au/contact/email-updates)

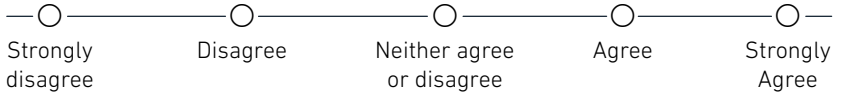
**17. Please rate the following statements.**

**In the contact I've had in the last six months, the South Gippsland Highway Upgrade project team:**

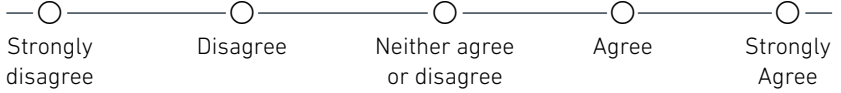
**a. Behaved professionally**



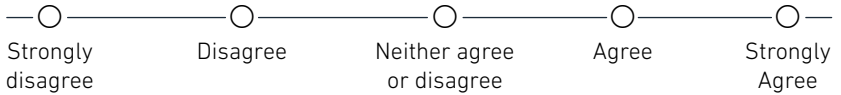
**b. Listened to my concerns**



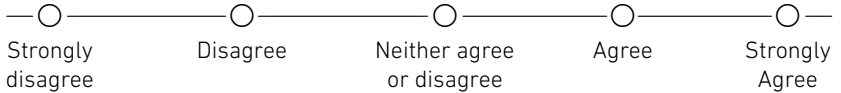
**c. Treated me with respect**



**d. Dealt with my enquiry in a timely manner**

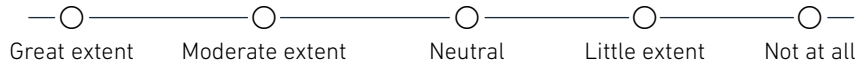


**e. Was easy to access**

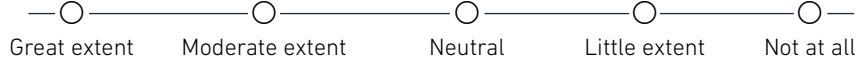


**18. In the last six months, to what extent do you feel the project has:**

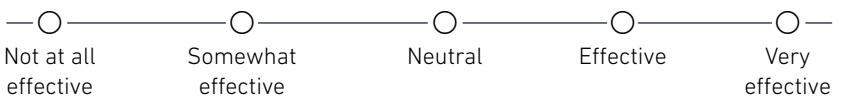
**a. Maintained access to local roads and footpaths**



**b. Maintained access to local amenities such as railway stations, retail precincts, and community facilities**



**19. How effective was on-road signage in helping direct you around road works?**



## CONTACT US

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1800 105 105  
Major Road Projects Authority  
GPO Box 4509, Melbourne VIC 3001

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Please contact us if you would like this information in an accessible format.

If you need assistance because of a hearing or speech impairment, please visit [relayservice.gov.au](http://relayservice.gov.au)