

Communications Survey

Keeping you up to date with our progress as we build the Monash Freeway 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

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 Monash Freeway Upgrade
- I work near the Monash Freeway Upgrade
- I travel on the Monash Freeway

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

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 Monash Freeway Upgrade before this survey

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

7. I have a good understanding of the Monash Freeway Upgrade

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

8. I believe the Monash Freeway 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 Monash Freeway Upgrade

- Yes
 No – please go straight to Question 12.

10. How have you received information about the Monash Freeway 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 Monash Freeway Upgrade:

a. Are easy to understand

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

b. Are provided in a timely manner

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

c. Are provided frequently enough

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

d. Give me all the information I need

—○—○—○—○—○—
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. Are accurate

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

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

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

h. 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 communications about traffic disruptions

12. In the last six months, I have received information from the Monash Freeway Upgrade project team about traffic disruptions on the freeway.

- Yes
 No – please go straight to Question 15.

13. How have you received traffic information about Monash Freeway 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 Monash Freeway Upgrade project team about traffic disruptions on the freeway:

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 Monash Freeway 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

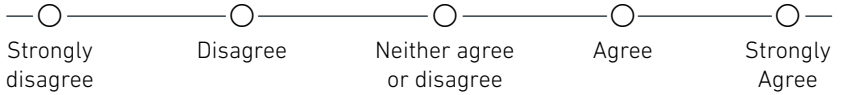
Do you have any further comments you wish to make regarding project communication?

Thank you for completing the survey. For the latest information about the Monash Freeway Upgrade, sign up for email and SMS updates at roadprojects.vic.gov.au/contact/email-updates

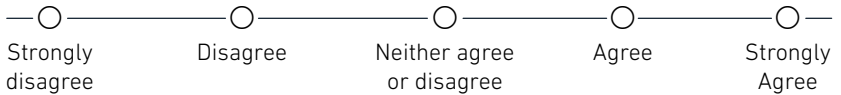
17. Please rate the following statements.

In the contact I've had in the last six months, the Monash Freeway Upgrade project team:

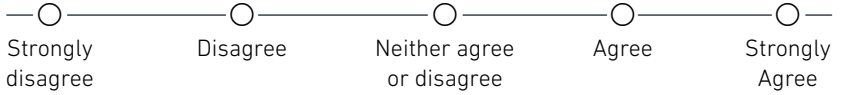
a. Behaved professionally



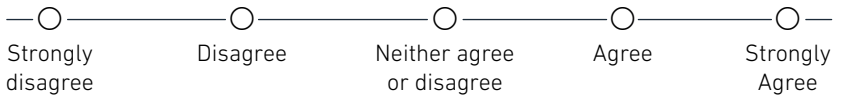
b. Listened to my concerns



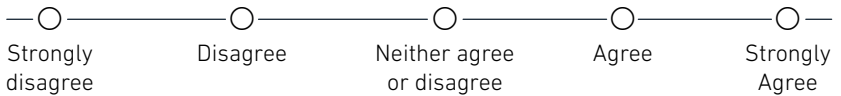
c. Treated me with respect



d. Dealt with my enquiry in a timely manner

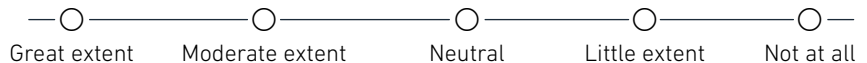


e. Was easy to access

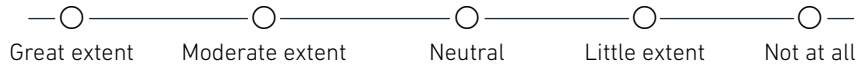


18. In the last six months, to what extent do you feel the project has:

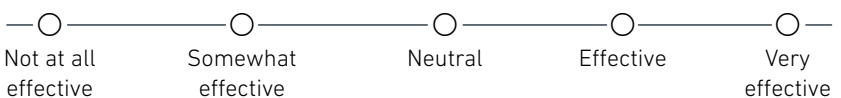
a. Maintained access to local roads and footpaths



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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[@roadprojectsvic](https://twitter.com/roadprojectsvic)



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