

APPENDIX 2: Fieldwork instruments

1. HOUSEHOLD TELEPHONE SURVEY
2. DOOR-TO-DOOR / FACE-TO-FACE SURVEY
3. TRAIN USERS SURVEY
4. TRADERS SURVEY

Caulfield to Dandenong Corridor LXRA

Telephone Survey of Residents

Study No.	25842
Client	LXRA
Version	Version 5 – 2 nd March 2016
Research Consultants	Lewis Jones /David Primrose

INTRODUCTION

Good morning/afternoon/evening. My name is (... ..) from EY Sweeney. We are conducting a survey for the Level Crossing Removal Authority about the planned removal of level crossings (AREAS 1 TO 3 in your area) (AREA 4: on the Cranbourne/Pakenham rail line into the city) and would love to get your views.

Your views and feedback will form part of a wider consultation report presented to the government to inform decision making around the project.

The survey will take only 7-8 minutes and is completely confidential and anonymous – would you be able to help us now?

CATI ONLY

If not now, arrange call back or thank and close.

This call will be monitored for quality control purposes.

IF ASKED, INFORM RESPONDENT THAT:

Your contact details have been OBTAINED FROM AUSTRALIA-ON-DISK WHICH IS BASED ON WHITE PAGES LISTINGS.

The Australian Market and Social Research Society has a phone line that you can call if you wish to confirm our credentials. The number is 1300 364 830 or you can email them on amsrs@amsrs.com.au.

As a market & social research organisation, we are exempt from the Do Not Call Register. We are not trying to sell or market anything to you and your decision to participate in this survey is voluntary.

QUOTAS

	Area 1: Glen Eira LGA	Area 2: Monash LGA	Area 3: Dandenong LGA	Area 4: Cranbourne /Pakenham	Total
Males 18 - 39 years	100	100	100	66	366
Males 40 – 59 years	100	100	100	67	367
Males 60+ years	100	100	100	67	367
Females 18 - 39 years	100	100	100	66	366
Females 40 – 59 years	100	100	100	67	367

Females 60+ years	100	100	100	67	367
Total	600	600	600	400	2,200

SECTION 1: SCREENER

I firstly just need to ask a couple of questions to establish your eligibility to take part.

S1. RECORD CATCHMENT AREA	Area 1	Glen Eira LGA	1
	Area 2	Monash LGA	2
	Area 3	Dandenong LGA	3
	Area 4	Cranbourne/Pakenham	4

S2. Are you...? SINGLE RESPONSE ONLY	Male	1
	Female	2

S3. Which of the following age groups do you fall into? SINGLE RESPONSE ONLY	Under 18 years	Terminate	1
	18-24 years		2
	25-29 years		3
	30-34 years		4
	35-39 years		5
	40-44 years		6
	45-49 years		7
	50-54 years		8
	55-59 years		9
	60-64 years		10
	65-69 years		11
	70 years or older		15

S4. What is your home postcode? (WRITE IN – no exclusions)				

S5. AREA 4 ONLY Do you ever use the Cranbourne/Pakenham rail line, or travel by any mode of transport through the areas that this train line goes through, such as Carnegie, Murrumbeena, Clayton, Noble Park, Hughesdale and Caulfield? SINGLE RESPONSE ONLY	Yes	Continue	1
	No	Terminate	2

SECTION 2: AWARENESS AND ATTITUDES

For Area 1

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Grange Rd and Koornang Rd
- ▶ Murrumbeena Rd
- ▶ Poath Rd
- ▶ Two in Clayton
- ▶ Three in Noble Park

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

For Area 2

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Two at Clayton Rd and Centre Rd
- ▶ Two in Carnegie
- ▶ One in Murrumbeena
- ▶ One in Hughesdale
- ▶ Three in Noble Park

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

For Area 3

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Corrigan Rd, Heatherton Rd and Chandler Rd
- ▶ One in Murrumbeena
- ▶ One in Hughesdale
- ▶ Two in Clayton
- ▶ Two in Carnegie

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

For Area 4

I am going to read out some information about the planned removal of the level crossings and then ask you some questions about these plans.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Two in Carnegie
- ▶ One in Murrumbeena
- ▶ One in Hughesdale
- ▶ Two in Clayton
- ▶ And three in Noble Park

The proposed design solution involves the construction of an elevated rail line which will be built over the existing train tracks. This means train services can continue to run during the construction period, limiting the frequency of rail closures and subsequent rail replacement busses that may otherwise be required.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

<p>Q1a. Can you recall having heard anything about these plans before today?</p> <p>SINGLE RESPONSE</p>	<table> <tr> <td>Yes</td> <td>1</td> </tr> <tr> <td>No</td> <td>2</td> </tr> </table>	Yes	1	No	2																										
Yes	1																														
No	2																														
<p>Q1b. Have you seen or heard any communications or information from the Level Crossing Removal Authority about the level crossing removals in your area?</p> <p>SINGLE RESPONSE</p>	<table> <tr> <td>Yes</td> <td>1</td> </tr> <tr> <td>No</td> <td>2</td> </tr> </table>	Yes	1	No	2																										
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No	2																														
<p>Q2. In your opinion, what do you think are the benefits of the removal of these level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT PROMPT</p> <p>PROBE: Anything else?</p>	<table> <tr> <td>More trains</td> <td>01</td> </tr> <tr> <td>Train reliability / punctuality</td> <td>02</td> </tr> <tr> <td>Upgraded / rebuilt stations</td> <td>03</td> </tr> <tr> <td>Employment associated with infrastructure work</td> <td>04</td> </tr> <tr> <td>Boost to local economy / traders / shops during infrastructure work</td> <td>05</td> </tr> <tr> <td>Reduced road congestion / no waiting at level crossings</td> <td>06</td> </tr> <tr> <td>Opening up of land below the elevated train line for parks/ paths/ community use</td> <td>07</td> </tr> <tr> <td>Additional availability of land for parking</td> <td>08</td> </tr> <tr> <td>Limited disruption during construction for rail passengers</td> <td>09</td> </tr> <tr> <td>Limited disruption during construction for road and path users</td> <td>10</td> </tr> <tr> <td>Positive impact on the environment</td> <td>11</td> </tr> <tr> <td>More foot traffic/pedestrians</td> <td>12</td> </tr> <tr> <td>Other (please specify)</td> <td>13</td> </tr> <tr> <td>None / nothing</td> <td>14</td> </tr> <tr> <td>Don't know</td> <td>15</td> </tr> </table>	More trains	01	Train reliability / punctuality	02	Upgraded / rebuilt stations	03	Employment associated with infrastructure work	04	Boost to local economy / traders / shops during infrastructure work	05	Reduced road congestion / no waiting at level crossings	06	Opening up of land below the elevated train line for parks/ paths/ community use	07	Additional availability of land for parking	08	Limited disruption during construction for rail passengers	09	Limited disruption during construction for road and path users	10	Positive impact on the environment	11	More foot traffic/pedestrians	12	Other (please specify)	13	None / nothing	14	Don't know	15
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<p>Q3. And what weaknesses do you think there are, or concerns you may have, about removing these level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT PROMPT</p> <p>PROBE: Anything else?</p>	Disruption during construction for rail passengers	01
	Disruption during construction for road and path users	02
	Disruption during construction for local traders/shops	03
	Cost to the taxpayer of the infrastructure work	04
	Noise during construction	05
	Potential noise in local area from elevated train line	06
	Potential social problems in area under train line (e.g. homeless, drugs, graffiti)	07
	Potential negative impact visually from elevated train line	08
	Less foot traffic/pedestrians	09
	Other (please specify)	10
	None / nothing	11
	Don't know	12

<p>Q4. Given the proposed plans you have heard about, how do you feel about the removal of these level crossings? Are you...?</p> <p>SINGLE RESPONSE</p> <p>READ OUT – RANDOMISE START POINT</p>	Strongly in favour	1
	In favour	2
	Neutral	3
	Opposed	4
	Strongly opposed	5
	Don't know (DO NOT READ OUT)	6

<p>Q5a. For each of the following considerations, do you expect a positive impact, a negative impact or no real impact once the level crossings have been removed?</p> <p>READ OUT - RANDOM ORDER</p>				
	Positive impact	No real impact	Negative impact	Don't know
ASK ALL				
1. Reliability and frequency of train services	1	2	3	4
2. The amount of road congestion in the area	1	2	3	4
ASK 3 TO 9 FOR AREAS 1-3 ONLY				
3. The local economy	1	2	3	4
4. Land available in the local area for parks, paths and community use	1	2	3	4
5. Parking availability	1	2	3	4
6. The environment	1	2	3	4
7. Safety of road users and pedestrians	1	2	3	4
8. Local community safety	1	2	3	4
9. Train line noise	1	2	3	4

<p>Q5b. I am now going to read out a list of uses and activities that could fill the community open spaces created by the proposed design.</p> <p>What would be the three uses and activities that you think would be the best use of the spaces?</p> <p>MULTIPLE RESPONSE – 3 MAX</p> <p>RANDOMISE LIST</p> <p>READ OUT</p>	Sculpture Garden	01
	Playground	02
	Café	03
	Sports court	04
	BBQ area	05
	Bicycle Hub	06
	Retail parking)	07
	Community Garden	08
	Games Space	09
	Dog park	10
	Rock climbing wall	11
	Water Play	12
	Amphitheatre	13
	Green Park	14
	Commuter parking	15
	Skate Park	16
	Exercise area	17
	Don't know	18
	None of the above	19

SECTION 3: USE OF THE AREA AND CLASSIFICATION

<p>Q6. By what modes of transport do you travel in the vicinity of any of the level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT READ OUT</p>	As a train passenger using a station there	1
	As a train passenger passing through on the Cranbourne / Pakenham line	2
	As a pedestrian	3
	As a car driver or passenger passing through	4
	As a car driver or passenger stopping / parking	5
	As a bus passenger	6
	As a tram passenger	7
	As cyclist	8
	I never visit any of the areas there	98
<p>Q7. Which of the following best describes your family status?</p> <p>SINGLE RESPONSE ONLY</p> <p>READ OUT</p>	Young person living at home with parents	1
	Young person living alone or sharing	2
	One of a couple living together – no children	3
	One of a couple with children at home	4
	Single parent with children at home	5
	Older person – living alone or sharing	6
	(Refused)	7
<p>Q8. What best describes your current work status?</p> <p>SINGLE RESPONSE ONLY</p> <p>READ OUT</p>	Working full-time (30+ hours a week)	1
	Working part-time	2
	Looking after the home	3
	Study full-time/part-time	4
	Currently looking for work	5

	Retired	6
	(Refused) (DO NOT READ OUT)	7

Q9. Do you own your property (outright or on a mortgage) or are you renting? SINGLE RESPONSE ONLY	Own	1
	Renting	2
	Other	3

Q10. What is your household income before tax? SINGLE RESPONSE ONLY	Under \$30,000	1
	\$30,000 to \$60,000	2
	\$60,001 to \$90,000	3
	\$90,001 to \$150,000	4
	Above \$150,000	5
	Prefer not to say	6

<p>Q11. What is the main language you speak at home?</p> <p>SINGLE RESPONSE ONLY</p>	English	1
	Arabic	2
	Cantonese	3
	Greek	4
	Italian	5
	Khmer	6
	Mandarin	7
	Serbian	8
	Spanish	9
	Vietnamese	10
	Other (please specify)	11

End of interview.

Thank you. That is the end of the interview. Once again my name is (... ..) from EY Sweeney. Should you need to contact us again please call us on 1800 35 77 39.

The study has been conducted on behalf of The Level Crossing Removal Authority

As part of quality control procedures, someone from our project team may wish to re-contact you to ask a couple of questions, validating the information we have collected.

As a market research company, we comply with the requirements of the Privacy Act. The information you have provided will be used only for market research purposes.

Would you like me to give you any more details about how we comply?

If yes then say:

As I mentioned we may contact you to verify some of the information you gave us. Once we have completed our validation and processing of information, please be assured that your name and contact details will be removed from your responses to this survey. After that time, we will no longer be able to identify the responses provided by you. However for the period of time that your name and contact details remain with your survey responses, which will be approximately (one month) you can contact us to request access to your information and/or ask us to delete some or all of your information.

Once again, thank you for your time. My name is and I'm calling from EY Sweeney. If you have any queries, you can call the Australian Market & Social Research Society's Survey Line on 1300 364 830 (for the cost of a local call).

If no:

Thank and close.

Date of interview:	
Respondent's name:	
Phone number:	
Address (if applicable):	
<p>"I certify that this is a true, accurate and complete interview, conducted in accordance with international standards (ISO 20252) and the AMSRS Code of Professional Behaviour (ICC/ESOMAR). I will not disclose to any other person the content of this questionnaire or any other information relating to this project."</p>	
Signed:	Interviewer:

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ED None

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eysweeney.com.au

Caulfield to Dandenong Corridor LXRA

Household Face to Face Survey of Residents

Study No.	25842
Client	LXRA
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Research Consultants	Lewis Jones /David Primrose

INTRODUCTION

Good morning/afternoon/evening. My name is (... ..) from EY Sweeney. We are conducting a survey for the Level Crossing Removal Authority about the planned removal of level crossings in your area and would love to get your views.

Your views and feedback will form part of a wider consultation report presented to the government to inform decision making around the project.

The survey will take only 7-8 minutes and is completely confidential and anonymous – would you be able to help us now?

QUOTAS

	Area 1: Glen Eira LGA	Area 2: Monash LGA	Area 3: Dandenong LGA	Total
Total	135	135	135	402

SECTION 1: CLASSIFICATION

I firstly just need to ask a couple of questions to establish your eligibility to take part.

S6. Have you recently completed a survey by telephone on this subject?	Yes	Terminate	1
	No	Continue	2
	SINGLE RESPONSE ONLY		

S3. Which of the following age groups do you fall into?	Under 18 years	Terminate	1
	18-24 years		2
	25-29 years		3
	30-34 years		4
	35-39 years		5
	40-44 years		6
	45-49 years		7
	50-54 years		8
SINGLE RESPONSE ONLY			

	55-59 years	9
	60-64 years	10
	65-69 years	11
	70 years or older	15

S1. RECORD CATCHMENT AREA	Area 1	Glen Eira LGA	1
	Area 2	Monash LGA	2
	Area 3	Dandenong LGA	3

S4. Can you please just confirm your home postcode? (WRITE IN – no exclusions)				

SECTION 2: AWARENESS AND ATTITUDES

For Area 1

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

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- ▶ Grange Rd and Koornang Rd
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To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

For Area 2

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Two at Clayton Rd and Centre Rd
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As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

For Area 3

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

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- ▶ One in Murrumbeena
- ▶ One in Hughesdale
- ▶ Two in Clayton
- ▶ Two in Carnegie

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

<p>Q1a. Can you recall having heard anything about these plans before today?</p> <p>SINGLE RESPONSE</p>	<table> <tr> <td>Yes</td> <td>1</td> </tr> <tr> <td>No</td> <td>2</td> </tr> </table>	Yes	1	No	2																										
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<p>Q3. And what weaknesses do you think there are, or concerns you may have, about removing these level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT PROMPT</p> <p>PROBE: Anything else?</p>	Disruption during construction for rail passengers	01
	Disruption during construction for road and path users	02
	Disruption during construction for local traders/shops	03
	Cost to the taxpayer of the infrastructure work	04
	Noise during construction	05
	Potential noise in local area from elevated train line	06
	Potential social problems in area under train line (e.g. homeless, drugs, graffiti)	07
	Potential negative impact visually from elevated train line	08
	Less foot traffic/pedestrians	09
	Other (please specify)	10
	None / nothing	11
	Don't know	12

<p>Q4. Given the plans you have heard about, how do you feel about the removal of these level crossings? Are you...?</p> <p>SINGLE RESPONSE</p> <p>READ OUT – RANDOMISE START POINT</p>	Strongly in favour	1
	In favour	2
	Neutral	3
	Opposed	4
	Strongly opposed	5
	Don't know (DO NOT READ OUT)	6

<p>Q5a. For each of the following considerations, do you expect a positive impact, a negative impact or no real impact once the level crossings have been removed?</p> <p>READ OUT - RANDOM ORDER</p>				
	Positive impact	No real impact	Negative impact	Don't know
ASK ALL				
1. Reliability and frequency of train services	1	2	3	4
2. The amount of road congestion in the area	1	2	3	4
ASK 3 TO 9 FOR AREAS 1-3 ONLY				
3. The local economy	1	2	3	4
4. Land available in the local area for parks, paths and community use	1	2	3	4
5. Parking availability	1	2	3	4
6. The environment	1	2	3	4
7. Safety of road users and pedestrians	1	2	3	4
8. Local community safety	1	2	3	4
9. Train line noise	1	2	3	4

<p>Q5b. I am now going to read out a list of uses and activities that could fill the community open spaces created by the proposed design.</p> <p>What would be the three uses and activities that you think would be the best use of the spaces?</p> <p>MULTIPLE RESPONSE – 3 MAX</p> <p>RANDOMISE LIST</p> <p>READ OUT</p>	Sculpture Garden	01
	Playground	02
	Café	03
	Sports court	04
	BBQ area	05
	Bicycle Hub	06
	Retail parking)	07
	Community Garden	08
	Games Space	09
	Dog park	10
	Rock climbing wall	11
	Water Play	12
	Amphitheatre	13
	Green Park	14
	Commuter parking	15
	Skate Park	16
	Exercise area	17
	Don't know	18
	None of the above	19

SECTION 3: USE OF THE AREA AND CLASSIFICATION

<p>Q6. By what modes of transport do you travel in the vicinity of any of the level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT READ OUT</p>	As a train passenger using a station there	1
	As a train passenger passing through on the Cranbourne / Pakenham line	2
	As a pedestrian	3
	As a car driver or passenger passing through	4
	As a car driver or passenger stopping / parking	5
	As a bus passenger	6
	As a tram passenger	7
	As cyclist	8
	I never visit any of the areas there	98
<p>S2. Are you...?</p> <p>SINGLE RESPONSE ONLY</p>	Male	1
	Female	2
<p>Q7. Which of the following best describes your family status?</p> <p>SINGLE RESPONSE ONLY</p> <p>READ OUT</p>	Young person living at home with parents	1
	Young person living alone or sharing	2
	One of a couple living together – no children	3
	One of a couple with children at home	4
	Single parent with children at home	5
	Older person – living alone or sharing	6
	(Refused)	7

<p>Q8. What best describes your current work status?</p> <p>SINGLE RESPONSE ONLY</p> <p>READ OUT</p>	<table> <tr><td>Working full-time (30+ hours a week)</td><td>1</td></tr> <tr><td>Working part-time</td><td>2</td></tr> <tr><td>Looking after the home</td><td>3</td></tr> <tr><td>Study full-time/part-time</td><td>4</td></tr> <tr><td>Currently looking for work</td><td>5</td></tr> <tr><td>Retired</td><td>6</td></tr> <tr><td>(Refused) (DO NOT READ OUT)</td><td>7</td></tr> </table>	Working full-time (30+ hours a week)	1	Working part-time	2	Looking after the home	3	Study full-time/part-time	4	Currently looking for work	5	Retired	6	(Refused) (DO NOT READ OUT)	7								
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Study full-time/part-time	4																						
Currently looking for work	5																						
Retired	6																						
(Refused) (DO NOT READ OUT)	7																						
<p>Q9. Do you own your property (outright or on a mortgage) or are you renting?</p> <p>SINGLE RESPONSE ONLY</p>	<table> <tr><td>Own</td><td>1</td></tr> <tr><td>Renting</td><td>2</td></tr> <tr><td>Other</td><td>3</td></tr> </table>	Own	1	Renting	2	Other	3																
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Other	3																						
<p>Q10. What is your household income before tax?</p> <p>SINGLE RESPONSE ONLY</p>	<table> <tr><td>Under \$30,000</td><td>1</td></tr> <tr><td>\$30,000 to \$60,000</td><td>2</td></tr> <tr><td>\$60,001 to \$90,000</td><td>3</td></tr> <tr><td>\$90,001 to \$150,000</td><td>4</td></tr> <tr><td>Above \$150,000</td><td>5</td></tr> <tr><td>Prefer not to say</td><td>6</td></tr> </table>	Under \$30,000	1	\$30,000 to \$60,000	2	\$60,001 to \$90,000	3	\$90,001 to \$150,000	4	Above \$150,000	5	Prefer not to say	6										
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Prefer not to say	6																						
<p>Q11. What is the main language you speak at home?</p> <p>SINGLE RESPONSE ONLY</p>	<table> <tr><td>English</td><td>1</td></tr> <tr><td>Arabic</td><td>2</td></tr> <tr><td>Cantonese</td><td>3</td></tr> <tr><td>Greek</td><td>4</td></tr> <tr><td>Italian</td><td>5</td></tr> <tr><td>Khmer</td><td>6</td></tr> <tr><td>Mandarin</td><td>7</td></tr> <tr><td>Serbian</td><td>8</td></tr> <tr><td>Spanish</td><td>9</td></tr> <tr><td>Vietnamese</td><td>10</td></tr> <tr><td>Other (please specify)</td><td>11</td></tr> </table>	English	1	Arabic	2	Cantonese	3	Greek	4	Italian	5	Khmer	6	Mandarin	7	Serbian	8	Spanish	9	Vietnamese	10	Other (please specify)	11
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Khmer	6																						
Mandarin	7																						
Serbian	8																						
Spanish	9																						
Vietnamese	10																						
Other (please specify)	11																						

End of interview.

Thank you. That is the end of the interview. Once again my name is (... ..) from EY Sweeney. Should you need to contact us again please call us on 1800 35 77 39.

The study has been conducted on behalf of The Level Crossing Removal Authority

As part of quality control procedures, someone from our project team may wish to re-contact you to ask a couple of questions, validating the information we have collected.

As a market research company, we comply with the requirements of the Privacy Act. The information you have provided will be used only for market research purposes.

Would you like me to give you any more details about how we comply?

If yes then say:

As I mentioned we may contact you to verify some of the information you gave us. Once we have completed our validation and processing of information, please be assured that your name and contact details will be removed from your responses to this survey. After that time, we will no longer be able to identify the responses provided by you. However for the period of time that your name and contact details remain with your survey responses, which will be approximately (one month) you can contact us to request access to your information and/or ask us to delete some or all of your information.

Once again, thank you for your time. My name is and I'm calling from EY Sweeney. If you have any queries, you can call the Australian Market & Social Research Society's Survey Line on 1300 364 830 (for the cost of a local call).

If no:

Thank and close.

Date of interview:	
Respondent's name:	
Phone number:	
Address (if applicable):	
"I certify that this is a true, accurate and complete interview, conducted in accordance with international standards (ISO 20252) and the AMSRS Code of Professional Behaviour (ICC/ESOMAR). I will not disclose to any other person the content of this questionnaire or any other information relating to this project."	
Signed:	Interviewer:

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ED None

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eysweeney.com.au

Caulfield to Dandenong Corridor LXRA

Face to face survey of train users

Study No.	25842
Client	LXRA
Version	Version 4 – 4 th March 2016
Research Consultants	Lewis Jones /David Primrose

INTRODUCTION

Good morning/afternoon/evening. My name is (... ..) from EY Sweeney. We are conducting a survey for the Level Crossing Removal Authority about the planned removal of level crossings on the Cranbourne/Pakenham rail line into the city and would love to get your views.

Your views and feedback will form part of a wider consultation report presented to the government to inform decision making around the project.

The survey will take only 5 minutes and is completely confidential and anonymous – would you be able to help us now?

Station Name	
1. Caulfield	60
2. Oakleigh	60
3. Westall	60
4. Pakenham	60
5. Cranbourne	60
6. Carnegie	60
7. Murrumbeena	60
8. Hughesdale	60
9. Clayton	60
10. Noble Park	60
Total	600

SECTION 2: AWARENESS AND ATTITUDES

For Train Users

I am going to read out some information about the planned removal of the level crossings and then ask you some questions about these plans.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Two in Carnegie
- ▶ One in Murrumbeena
- ▶ One in Hughesdale
- ▶ Two in Clayton
- ▶ And three in Noble Park

The proposed design solution involves the construction of an elevated rail line which will be built over the existing train tracks. This means train services can continue to run during the construction period, limiting the frequency of rail closures and subsequent rail replacement busses that may otherwise be required.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

S3. Which of the following age groups do you fall into?

SINGLE RESPONSE ONLY

Under 18 years	Terminate	1
18-24 years		2
25-29 years		3
30-34 years		4
35-39 years		5
40-44 years		6
45-49 years		7
50-54 years		8
55-59 years		9
60-64 years		10
65-69 years		11
70 years or older		15

Q1a. Can you recall having heard anything about these plans before today?

SINGLE RESPONSE

Yes	1
No	2

Q1b. Have you seen or heard any communications or information from the Level Crossing Removal Authority about the level crossing removals in your area?

SINGLE RESPONSE

Yes	1
No	2

Q2. In your opinion, what do you think are the benefits of the removal of these level crossings?

MULTIPLE RESPONSE

DO NOT PROMPT

PROBE: Anything else?

More trains	01
Train reliability / punctuality	02
Upgraded / rebuilt stations	03
Employment associated with infrastructure work	04
Boost to local economy / traders / shops during infrastructure work	05

	Reduced road congestion / no waiting at level crossings	06
	Opening up of land below the elevated train line for parks/ paths/ community use	07
	Additional availability of land for parking	08
	Limited disruption during construction for rail passengers	09
	Limited disruption during construction for road and path users	10
	Positive impact on the environment	11
	More foot traffic/pedestrians	12
	Other (please specify)	13
	None / nothing	14
	Don't know	15

<p>Q3. And what weaknesses do you think there are, or concerns you may have, about removing these level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT PROMPT</p> <p>PROBE: Anything else?</p>	Disruption during construction for rail passengers	01
	Disruption during construction for road and path users	02
	Disruption during construction for local traders/shops	03
	Cost to the taxpayer of the infrastructure work	04
	Noise during construction	05
	Potential noise in local area from elevated train line	06
	Potential social problems in area under train line (e.g. homeless, drugs, graffiti)	07
	Potential negative impact visually from elevated train line	08
	Less foot traffic/pedestrians	09
	Other (please specify)	10
	None / nothing	11
	Don't know	12

<p>Q4. Given the proposed plans you have heard about, how do you feel about the removal of these level crossings? Are you...?</p> <p>SINGLE RESPONSE</p> <p>READ OUT – RANDOMISE START POINT</p>	Strongly in favour	1
	In favour	2
	Neutral	3
	Opposed	4
	Strongly opposed	5
	Don't know (DO NOT READ OUT)	6

<p>Q5. For each of the following considerations, do you expect a positive impact, a negative impact or no real impact once the level crossings have been removed?</p> <p>READ OUT - RANDOM ORDER</p>				
	Positive impact	No real impact	Negative impact	Don't know
ASK ALL				
1. Reliability and frequency of train services	1	2	3	4
2. The amount of road congestion in the area	1	2	3	4
3. The local economy	1	2	3	4
4. Land available in the local area for parks, paths and community use	1	2	3	4
5. Parking availability	1	2	3	4
6. The environment	1	2	3	4
7. Safety of road users and pedestrians	1	2	3	4
8. Local community safety	1	2	3	4
9. Train line noise	1	2	3	4

SECTION 3: USE OF THE SERVICE AND CLASSIFICATION

<p>Q12. Are you travelling today on a Metro or a V/Line service?</p> <p>SINGLE RESPONSE ONLY</p>	<table border="1"> <tr> <td>Metro</td> <td>1</td> </tr> <tr> <td>V/Line</td> <td>2</td> </tr> </table>	Metro	1	V/Line	2										
Metro	1														
V/Line	2														
<p>Q13. How regularly do you use this station?</p> <p>(PLEASE SELECT ONE RESPONSE ONLY)</p>	<table border="1"> <tr> <td>At least 4 or more days a week</td> <td><input type="radio"/> 1</td> </tr> <tr> <td>1 – 3 days a week</td> <td><input type="radio"/> 2</td> </tr> <tr> <td>1 – 3 days a month</td> <td><input type="radio"/> 3</td> </tr> <tr> <td>2 – 11 days a year</td> <td><input type="radio"/> 4</td> </tr> <tr> <td>Once a year or less</td> <td><input type="radio"/> 5</td> </tr> <tr> <td>First time</td> <td><input type="radio"/> 6</td> </tr> </table>	At least 4 or more days a week	<input type="radio"/> 1	1 – 3 days a week	<input type="radio"/> 2	1 – 3 days a month	<input type="radio"/> 3	2 – 11 days a year	<input type="radio"/> 4	Once a year or less	<input type="radio"/> 5	First time	<input type="radio"/> 6		
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First time	<input type="radio"/> 6														
<p>S2. Are you...?</p> <p>SINGLE RESPONSE ONLY</p>	<table border="1"> <tr> <td>Male</td> <td>1</td> </tr> <tr> <td>Female</td> <td>2</td> </tr> </table>	Male	1	Female	2										
Male	1														
Female	2														
<p>S4. What is your home postcode?</p> <p>(WRITE IN – no exclusions)</p>	<table border="1"> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </table>														
<p>Q7. Which of the following best describes your family status?</p> <p>SINGLE RESPONSE ONLY READ OUT</p>	<table border="1"> <tr> <td>Young person living at home with parents</td> <td>1</td> </tr> <tr> <td>Young person living alone or sharing</td> <td>2</td> </tr> <tr> <td>One of a couple living together – no children</td> <td>3</td> </tr> <tr> <td>One of a couple with children at home</td> <td>4</td> </tr> <tr> <td>Single parent with children at home</td> <td>5</td> </tr> <tr> <td>Older person – living alone or sharing</td> <td>6</td> </tr> <tr> <td>(Refused)</td> <td>7</td> </tr> </table>	Young person living at home with parents	1	Young person living alone or sharing	2	One of a couple living together – no children	3	One of a couple with children at home	4	Single parent with children at home	5	Older person – living alone or sharing	6	(Refused)	7
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<p>Q8. What best describes your current work status?</p> <p>SINGLE RESPONSE ONLY READ OUT</p>	<table border="1"> <tr> <td>Working full-time (30+ hours a week)</td> <td>1</td> </tr> <tr> <td>Working part-time</td> <td>2</td> </tr> <tr> <td>Looking after the home</td> <td>3</td> </tr> <tr> <td>Study full-time/part-time</td> <td>4</td> </tr> <tr> <td>Currently looking for work</td> <td>5</td> </tr> <tr> <td>Retired</td> <td>6</td> </tr> <tr> <td>(Refused) (DO NOT READ OUT)</td> <td>7</td> </tr> </table>	Working full-time (30+ hours a week)	1	Working part-time	2	Looking after the home	3	Study full-time/part-time	4	Currently looking for work	5	Retired	6	(Refused) (DO NOT READ OUT)	7
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\$60,001 to \$90,000	3														
\$90,001 to \$150,000	4														
Above \$150,000	5														

	Prefer not to say	6
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Q11. What is the main language you speak at home? SINGLE RESPONSE ONLY	English	1
	Arabic	2
	Cantonese	3
	Greek	4
	Italian	5
	Khmer	6
	Mandarin	7
	Serbian	8
	Spanish	9
	Vietnamese	10
Other (please specify)	11	

End of interview.

Thank you. That is the end of the interview. Once again my name is (... ..) from EY Sweeney. The study has been conducted on behalf of The Level Crossing Removal Authority

As part of quality control procedures, someone from our project team may wish to re-contact you to ask a couple of questions, validating the information we have collected.

As a market research company, we comply with the requirements of the Privacy Act. The information you have provided will be used only for market research purposes.

Would you like me to give you any more details about how we comply?

If yes then say:

As I mentioned we may contact you to verify some of the information you gave us. Once we have completed our validation and processing of information, please be assured that your name and contact details will be removed from your responses to this survey. After that time, we will no longer be able to identify the responses provided by you. However for the period of time that your name and contact details remain with your survey responses, which will be approximately (one month) you can contact us to request access to your information and/or ask us to delete some or all of your information.

Once again, thank you for your time. My name is and I'm calling from EY Sweeney. If you have any queries, you can call the Australian Market & Social Research Society's Survey Line on 1300 364 830 (for the cost of a local call).

If no:

Thank and close.

Date of interview:	
Respondent's name:	
Phone number:	
Address (if applicable):	
"I certify that this is a true, accurate and complete interview, conducted in accordance with international standards (ISO 20252) and the AMSRS Code of Professional Behaviour (ICC/ESOMAR). I will not disclose to any other person the content of this questionnaire or any other information relating to this project."	
Signed:	Interviewer:

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ED None

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Caulfield to Dandenong Corridor LXRA

Face to Face Survey of Traders

Study No.	25842
Client	LXRA
Version	Version 6 – 3rd March 2016
Research Consultants	Lewis Jones /David Primrose

INTRODUCTION

Good morning/afternoon/evening. My name is (... ..) from EY Sweeney. We are conducting a survey for the Level Crossing Removal Authority about the planned removal of level crossings in your area and would love to get your views.

Your views and feedback will form part of a wider consultation report presented to the government to inform decision making around the project.

Are you the owner or the manager of this establishment?

The survey will take only 7-8 minutes and is completely confidential and anonymous – would you be able to help us now?

Your views and feedback will form part of a wider consultation report presented to the government to inform decision making around the project.

Make appointment if required.

IF ASKED, INFORM RESPONDENT THAT:

The Australian Market and Social Research Society has a phone line that you can call if you wish to confirm our credentials. The number is 1300 364 830 or you can email them on amsrs@amsrs.com.au.

As a market & social research organisation, we are exempt from the Do Not Call Register. We are not trying to sell or market anything to you and your decision to participate in this survey is voluntary.

QUOTAS

Area 1	20
Area 2	20
Area 3	20
Area 4	20
Total	80

SCREENER

S1. Are you the owner or manager of this establishment?	Yes	Continue	1
	No	Seek referral	2
S2. RECORD CATCHMENT AREA	Area 1		1
	Area 2		2
	Area 3		3

SECTION 1: AWARENESS AND ATTITUDES

For Area 1

I am going to read out some information about the planned removal of the level crossings and then ask you some questions about these plans.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Grange Rd and Koornang Rd
- ▶ Murrumbeena Rd
- ▶ Poath Rd
- ▶ Two in Clayton
- ▶ Three in Noble Park

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

For Area 2

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Two at Clayton Rd and Centre Rd
- ▶ Two in Carnegie
- ▶ One in Murrumbeena
- ▶ One in Hughesdale
- ▶ Three in Noble Park

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

For Area 3

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

Corrigan Rd, Heatherton Rd and Chandler Rd
 One in Murrumbeena
 One in Hughesdale
 Two in Clayton
 Two in Carnegie

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

<p>Q1a. Can you recall having heard anything about these plans before today?</p> <p>SINGLE RESPONSE</p>	<table border="1"> <tr> <td>Yes</td> <td>1</td> </tr> <tr> <td>No</td> <td>2</td> </tr> </table>	Yes	1	No	2																										
Yes	1																														
No	2																														
<p>Q1b. Have you seen or heard any communications or information from the Level Crossing Removal Authority about the level crossing removals in your area?</p> <p>SINGLE RESPONSE</p>	<table border="1"> <tr> <td>Yes</td> <td>1</td> </tr> <tr> <td>No</td> <td>2</td> </tr> </table>	Yes	1	No	2																										
Yes	1																														
No	2																														
<p>Q2. In your opinion, what do you think are the benefits of the removal of these level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT PROMPT</p> <p>PROBE: Anything else?</p>	<table border="1"> <tr> <td>More trains</td> <td>01</td> </tr> <tr> <td>Train reliability / punctuality</td> <td>02</td> </tr> <tr> <td>Upgraded / rebuilt stations</td> <td>03</td> </tr> <tr> <td>Employment associated with infrastructure work</td> <td>04</td> </tr> <tr> <td>Boost to local economy / traders / shops during infrastructure work</td> <td>05</td> </tr> <tr> <td>Reduced road congestion / no waiting at level crossings</td> <td>06</td> </tr> <tr> <td>Opening up of land below the elevated train line for parks/ paths/ community use</td> <td>07</td> </tr> <tr> <td>Additional availability of land for parking</td> <td>08</td> </tr> <tr> <td>Limited disruption during construction for rail passengers</td> <td>09</td> </tr> <tr> <td>Limited disruption during construction for road and path users</td> <td>10</td> </tr> <tr> <td>Positive impact on the environment</td> <td>11</td> </tr> <tr> <td>More foot traffic/pedestrians</td> <td>12</td> </tr> <tr> <td>Other (please specify)</td> <td>13</td> </tr> <tr> <td>None / nothing</td> <td>14</td> </tr> <tr> <td>Don't know</td> <td>15</td> </tr> </table>	More trains	01	Train reliability / punctuality	02	Upgraded / rebuilt stations	03	Employment associated with infrastructure work	04	Boost to local economy / traders / shops during infrastructure work	05	Reduced road congestion / no waiting at level crossings	06	Opening up of land below the elevated train line for parks/ paths/ community use	07	Additional availability of land for parking	08	Limited disruption during construction for rail passengers	09	Limited disruption during construction for road and path users	10	Positive impact on the environment	11	More foot traffic/pedestrians	12	Other (please specify)	13	None / nothing	14	Don't know	15
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<p>Q3. And what weaknesses do you think there are, or concerns you may have, about removing these level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT PROMPT</p> <p>PROBE: Anything else?</p>	<table border="1"> <tr> <td>Disruption during construction for rail passengers</td> <td>01</td> </tr> <tr> <td>Disruption during construction for road and path users</td> <td>02</td> </tr> <tr> <td>Disruption during construction for local traders/shops</td> <td>03</td> </tr> <tr> <td>Cost to the taxpayer of the infrastructure work</td> <td>04</td> </tr> <tr> <td>Noise during construction</td> <td>05</td> </tr> <tr> <td>Potential noise in local area from elevated train line</td> <td>06</td> </tr> <tr> <td>Potential social problems in area under train line (e.g. homeless, drugs, graffiti)</td> <td>07</td> </tr> <tr> <td>Potential negative impact visually from elevated train line</td> <td>08</td> </tr> <tr> <td>Less foot traffic/pedestrians</td> <td>09</td> </tr> <tr> <td>Other (please specify)</td> <td>10</td> </tr> <tr> <td>None / nothing</td> <td>11</td> </tr> <tr> <td>Don't know</td> <td>12</td> </tr> </table>	Disruption during construction for rail passengers	01	Disruption during construction for road and path users	02	Disruption during construction for local traders/shops	03	Cost to the taxpayer of the infrastructure work	04	Noise during construction	05	Potential noise in local area from elevated train line	06	Potential social problems in area under train line (e.g. homeless, drugs, graffiti)	07	Potential negative impact visually from elevated train line	08	Less foot traffic/pedestrians	09	Other (please specify)	10	None / nothing	11	Don't know	12						
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<p>Q4. Given the proposed plans you have heard about, how do you feel about the removal of these level crossings? Are you...?</p> <p>SINGLE RESPONSE</p> <p>READ OUT – RANDOMISE START POINT</p>	<table border="1"> <tr> <td>Strongly in favour</td> <td>1</td> </tr> <tr> <td>In favour</td> <td>2</td> </tr> <tr> <td>Neutral</td> <td>3</td> </tr> <tr> <td>Opposed</td> <td>4</td> </tr> <tr> <td>Strongly opposed</td> <td>5</td> </tr> <tr> <td>Don't know (DO NOT READ OUT)</td> <td>6</td> </tr> </table>	Strongly in favour	1	In favour	2	Neutral	3	Opposed	4	Strongly opposed	5	Don't know (DO NOT READ OUT)	6																		
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Q5. For each of the following considerations, do you expect a positive impact, a negative impact or no real impact once the level crossings have been removed?

READ OUT - RANDOM ORDER

	Positive impact	No real impact	Negative impact	Don't know
1. Reliability and frequency of train services	1	2	3	4
2. The amount of road congestion in the area	1	2	3	4
3. The local economy	1	2	3	4
4. Land available in the local area for parks, paths and community use	1	2	3	4
5. Parking availability	1	2	3	4
6. The environment	1	2	3	4
7. Safety of road users and pedestrians	1	2	3	4
8. Local community safety	1	2	3	4
9. Train line noise	1	2	3	4
10. Your business	1	2	3	4

SECTION 2: USE OF THE AREA AND CLASSIFICATION

<p>Q6. By what modes of transport do you travel in the vicinity of any of the level crossings?</p> <p>MULTIPLE RESPONSE DO NOT READ OUT</p>	<table border="1"> <tr> <td>As a train passenger using a station there</td> <td>1</td> </tr> <tr> <td>As a train passenger passing through on the Cranbourne / Pakenham line</td> <td>2</td> </tr> <tr> <td>As a pedestrian</td> <td>3</td> </tr> <tr> <td>As a car driver or passenger passing through</td> <td>4</td> </tr> <tr> <td>As a car driver or passenger stopping / parking</td> <td>5</td> </tr> <tr> <td>As a bus passenger</td> <td>6</td> </tr> <tr> <td>As a tram passenger</td> <td>7</td> </tr> <tr> <td>As cyclist</td> <td>8</td> </tr> <tr> <td>I never visit any of the areas there</td> <td>98</td> </tr> </table>	As a train passenger using a station there	1	As a train passenger passing through on the Cranbourne / Pakenham line	2	As a pedestrian	3	As a car driver or passenger passing through	4	As a car driver or passenger stopping / parking	5	As a bus passenger	6	As a tram passenger	7	As cyclist	8	I never visit any of the areas there	98
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<p>Q7. How long has this business operated from these premises?</p> <p>SINGLE RESPONSE</p>	<table border="1"> <tr> <td>Less than 6 months</td> <td>1</td> </tr> <tr> <td>6 – 12 months</td> <td>2</td> </tr> <tr> <td>1 – 2 years</td> <td>3</td> </tr> <tr> <td>3 – 5 years</td> <td>4</td> </tr> <tr> <td>6 – 10 years</td> <td>5</td> </tr> <tr> <td>11 – 20 years</td> <td>6</td> </tr> <tr> <td>Over 20 years</td> <td>7</td> </tr> </table>	Less than 6 months	1	6 – 12 months	2	1 – 2 years	3	3 – 5 years	4	6 – 10 years	5	11 – 20 years	6	Over 20 years	7				
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<p>Q8. Which of the following do you think best describes the type of premises that the business is in?</p> <p>READ OUT SINGLE RESPONSE</p>	<table border="1"> <tr> <td>A retail shop</td> <td>1</td> </tr> <tr> <td>A café, bar or restaurant</td> <td>2</td> </tr> <tr> <td>A professional service with a public shop front</td> <td>3</td> </tr> <tr> <td>An office</td> <td>4</td> </tr> <tr> <td>A factory / warehouse or other type of commercial premise</td> <td>5</td> </tr> <tr> <td>Other</td> <td>98</td> </tr> </table>	A retail shop	1	A café, bar or restaurant	2	A professional service with a public shop front	3	An office	4	A factory / warehouse or other type of commercial premise	5	Other	98						
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Other	98																		
<p>Q9. How many people work at this location during a typical working day?</p> <p>SINGLE RESPONSE ONLY</p>	<table border="1"> <tr> <td>One</td> <td>1</td> </tr> <tr> <td>Two to five</td> <td>2</td> </tr> <tr> <td>Six to ten</td> <td>3</td> </tr> <tr> <td>Eleven to twenty</td> <td>4</td> </tr> <tr> <td>Twenty-one to fifty</td> <td>5</td> </tr> <tr> <td>More than fifty</td> <td>6</td> </tr> </table>	One	1	Two to five	2	Six to ten	3	Eleven to twenty	4	Twenty-one to fifty	5	More than fifty	6						
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<p>Q10. What is the postcode of this business?</p> <p>(WRITE IN – no exclusions)</p>	<table border="1"> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </table>																		

<p>Q11. What is the main language you speak at home?</p> <p>SINGLE RESPONSE ONLY</p>	English	1
	Arabic	2
	Cantonese	3
	Greek	4
	Italian	5
	Khmer	6
	Mandarin	7
	Serbian	8
	Spanish	9
	Vietnamese	10
Other (please specify)	11	

End of interview.

Thank you. That is the end of the interview. Once again my name is (... ..) from EY Sweeney. Should you need to contact us again please call us on 1800 35 77 39.

The study has been conducted on behalf of The Level Crossing Removal Authority

As part of quality control procedures, someone from our project team may wish to re-contact you to ask a couple of questions, validating the information we have collected.

As a market research company, we comply with the requirements of the Privacy Act. The information you have provided will be used only for market research purposes.

Would you like me to give you any more details about how we comply?

If yes then say:

As I mentioned we may contact you to verify some of the information you gave us. Once we have completed our validation and processing of information, please be assured that your name and contact details will be removed from your responses to this survey. After that time, we will no longer be able to identify the responses provided by you. However for the period of time that your name and contact details remain with your survey responses, which will be approximately (one month) you can contact us to request access to your information and/or ask us to delete some or all of your information.

Once again, thank you for your time. My name is and I'm calling from EY Sweeney. If you have any queries, you can call the Australian Market & Social Research Society's Survey Line on 1300 364 830 (for the cost of a local call).

If no:

Thank and close.

Date of interview:	
Respondent's name:	
Phone number:	
Address (if applicable):	
<p>"I certify that this is a true, accurate and complete interview, conducted in accordance with international standards (ISO 20252) and the AMSRS Code of Professional Behaviour (ICC/ESOMAR). I will not disclose to any other person the content of this questionnaire or any other information relating to this project."</p>	
Signed:	Interviewer:

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ED None

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