



ACT
Government

Chief Minister, Treasury and
Economic Development

Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2018-0158

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	Waived
6. Processing time (in working days)	20
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

From: [REDACTED]
To: [CMTEDD.FOI](#)
Subject: FOI Request
Date: Friday, 29 June 2018 10:26:24 AM
Attachments: [image001.png](#)

FOI –Freedom of Information Officer
Organisational Governance
CMTEDD
GPO Box 158
CANBERRA ACT 2601

Dear Madam or Sir:

I write to request under the *Freedom of Information Act 2016* (FOI Act) complete copies of the following surveys and their results, generated and received by the ACT Government:

- The Canberra omnibus survey – the most recent 2 surveys conducted

I make this request pursuant to section 30 of the FOI Act.

[REDACTED]

Should you require any further information or clarification about my request, please contact [REDACTED]

[REDACTED]

Yours sincerely,

[REDACTED]




ACT
Government

Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI 2018-0158



via email: 

Dear 

FREEDOM OF INFORMATION REQUEST

I refer to your request submitted under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 29 June 2018, in which you sought access under the *Freedom of Information Act 2016* (the Act).

Specifically, you sought access to “complete copies of the following surveys and their results, generated and received by the ACT Government: the Canberra omnibus survey – the most recent 2 surveys conducted.”

Authority

I am an Information Officer appointed by the Director-General of CMTEDD under section 18 of the Act to deal with access applications made under Part 5 of the Act.

Timeframes

In accordance with section 40 of the Act, CMTEDD is required to provide a decision on your access application by 27 July 2018.

Decision on access

A search for documents was conducted and resulted in 4 documents being identified that fall within scope of your request.

I have decided to release the documents to you in full. I have included as Attachment A to this decision the schedule of the documents. The documents released to you are provided as Attachment B to this letter. Please note that I have also included Summary of Actions for the surveys as Attachment C which provides further context about each Topic within the surveys.

Charges

Pursuant to *Freedom of Information (Fees) Determination 2017 (No 2)* processing charges are applicable for this request because the total number of folio's to be released to you exceeds the charging threshold of 50 pages. However, the charges have been waived in accordance with section 107(2)(e) of the Act.

Online publishing – Disclosure Log

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the CMTEDD disclosure log after 1 August 2018. Your personal contact details will not be published.

The CMTEDD disclosure log is at:

<https://www.cmtedd.act.gov.au/functions/foi/disclosure-log>.

Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman

GPO Box 442

CANBERRA ACT 2601

Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal

Level 4, 1 Moore St

GPO Box 370

Canberra City ACT 2601

Telephone: (02) 6207 1740

<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email CMTEDDFOI@act.gov.au

Yours sincerely,



Daniel Riley

Information Officer

Information Access Team

Chief Minister, Treasury and Economic Development Directorate

27 July 2018



ACT
Government

Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
	Complete copies of the following surveys and their results, generated and received by the ACT Government: <ul style="list-style-type: none">The Canberra omnibus survey – the most recent 2 surveys conducted	CMTEDDFOI 2018-0158

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-23	Cycle 1 (Part A) - Chart Report	4/2018	Full	n/a	Yes
2	24-45	Cycle 1 (Part B) - Chart Report	5/2018	Full	n/a	Yes
3	46-55	Community Views Survey Questionnaire – Part A script	4/2018	Full	n/a	Yes
4	56-67	Community Views Survey Questionnaire – Part B script	5/2018	Full	n/a	Yes
Total No of Docs						
4						

Chief Minister, Treasury and Economic Development Directorate

Cycle 1 (Part A) 2018 – Chart Report

April 2018



Background

- Ongoing ACT community survey conducted
- *Computer Assisted Telephone Interviewing (CATI)* methodology
- Sampling 600 respondents per cycle, stratified by ACT regions (**approximate 172 per region**):
 - North Canberra; South Canberra; Woden; Weston Creek; Belconnen; Gungahlin; and Tuggeranong
 - Data is weighted after fieldwork to reflect the relative population proportions

- Fieldwork dates (baseline)

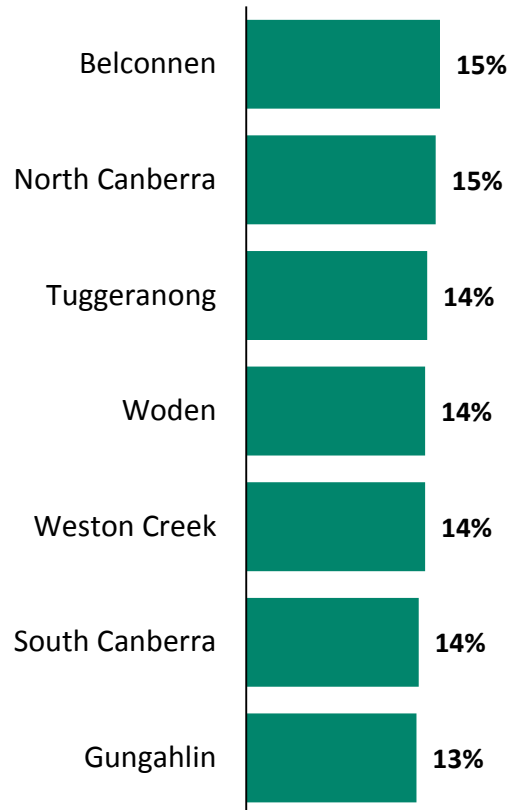
16-26 March 2018

- Statistical confidence levels
 - **Overall results:** 95% ± 4pp
 - **Regions:** 90% ± 10pp

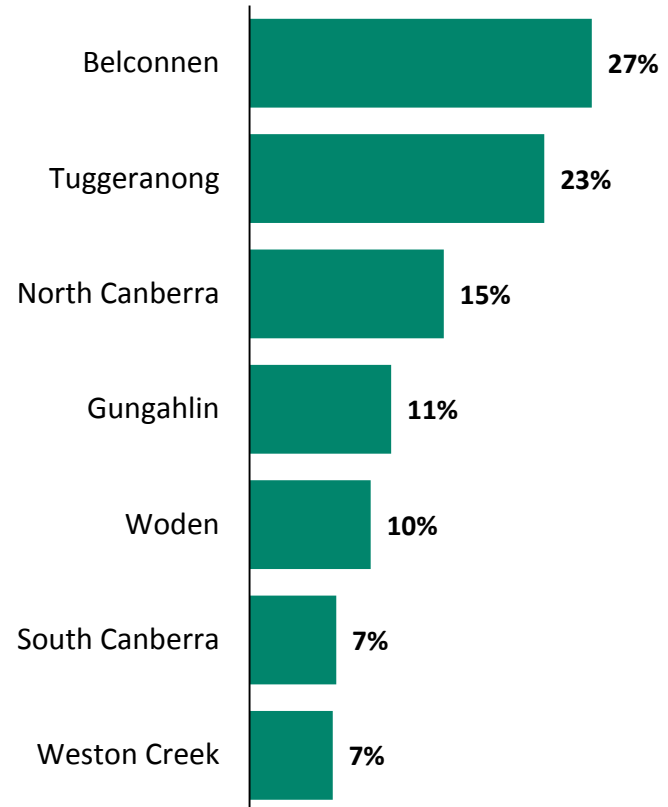
Demographics

Combined Part A and Part B results

Region (Unweighted)



Region (Weighted)

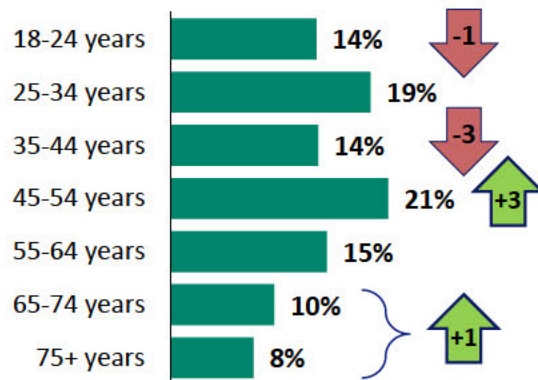


Demographics

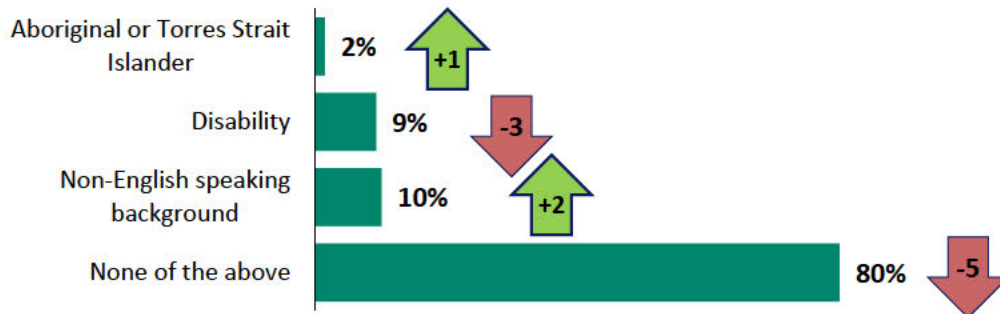
Gender (Unweighted)



Age (Unweighted)



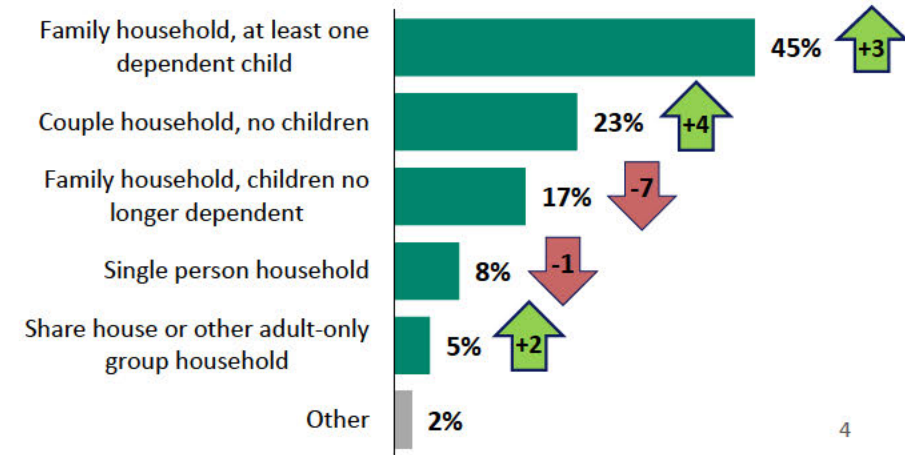
Identification (Unweighted)



Household Income (Unweighted)

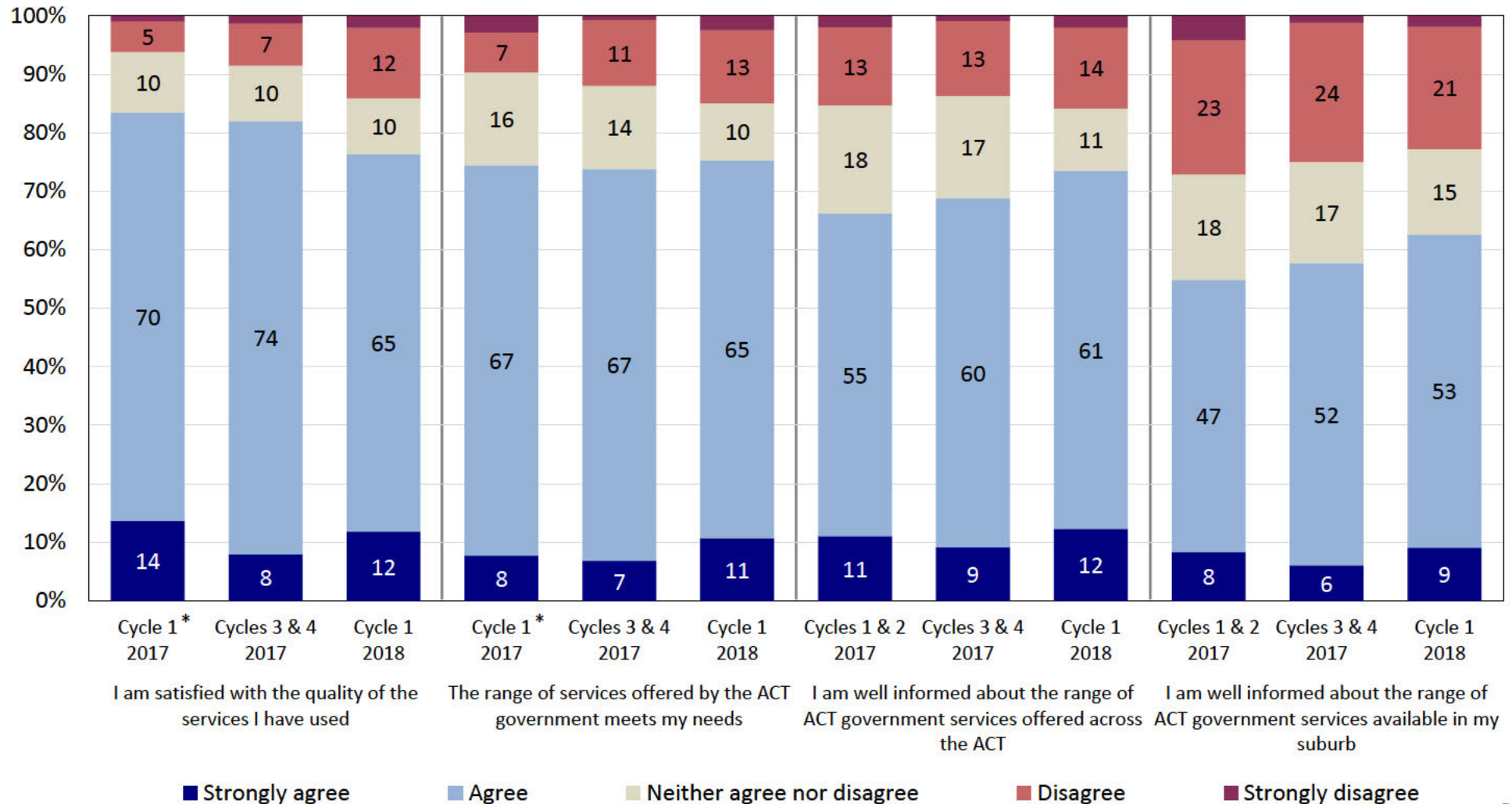


Family composition (Unweighted)



Overall impressions with ACT Government

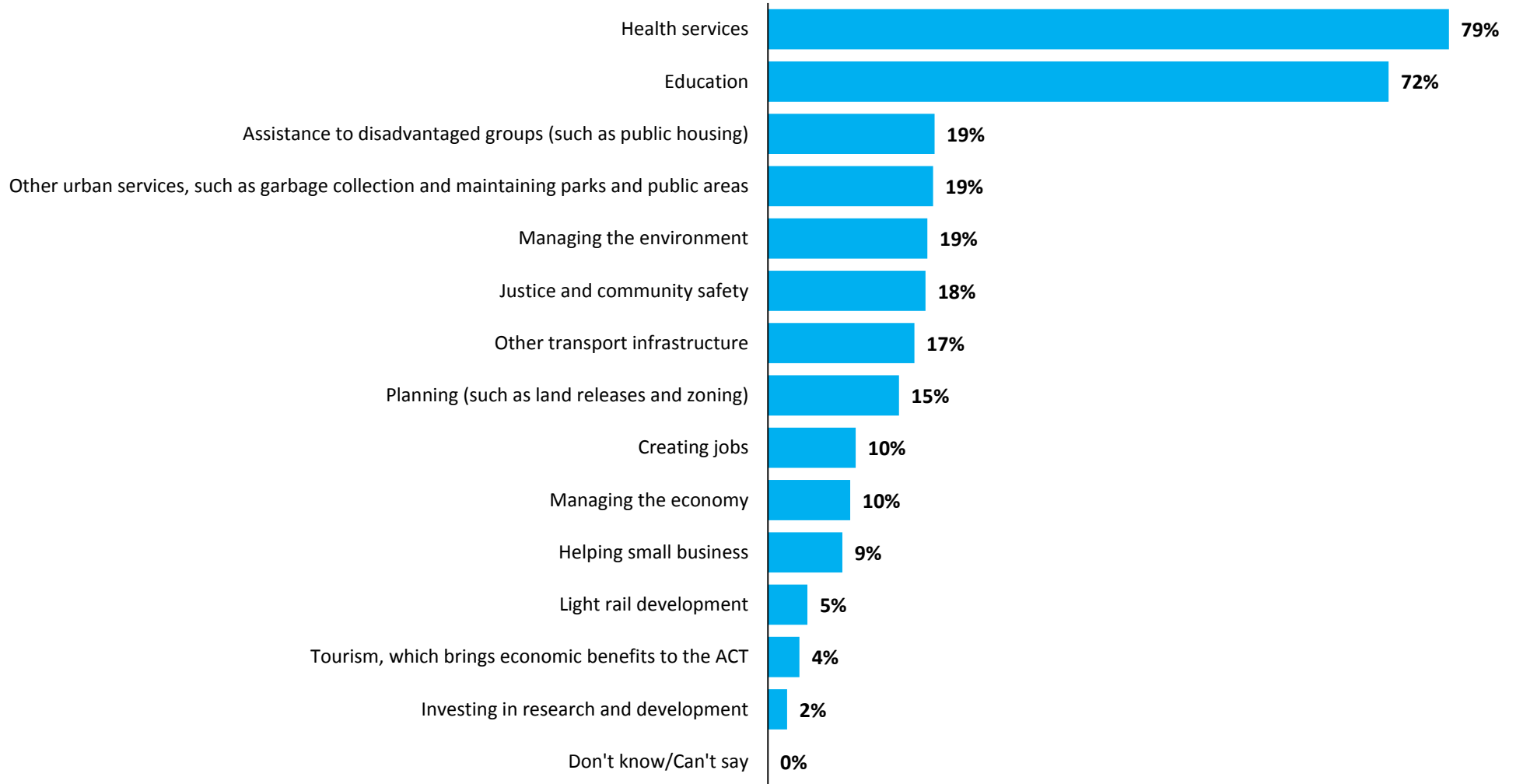
Comparison with previous results (Cycle 1 2018 vs Cycles 3 & 4 2017 vs Cycles 1 & 2 2017)



* These questions were not asked in Cycle 2 2017

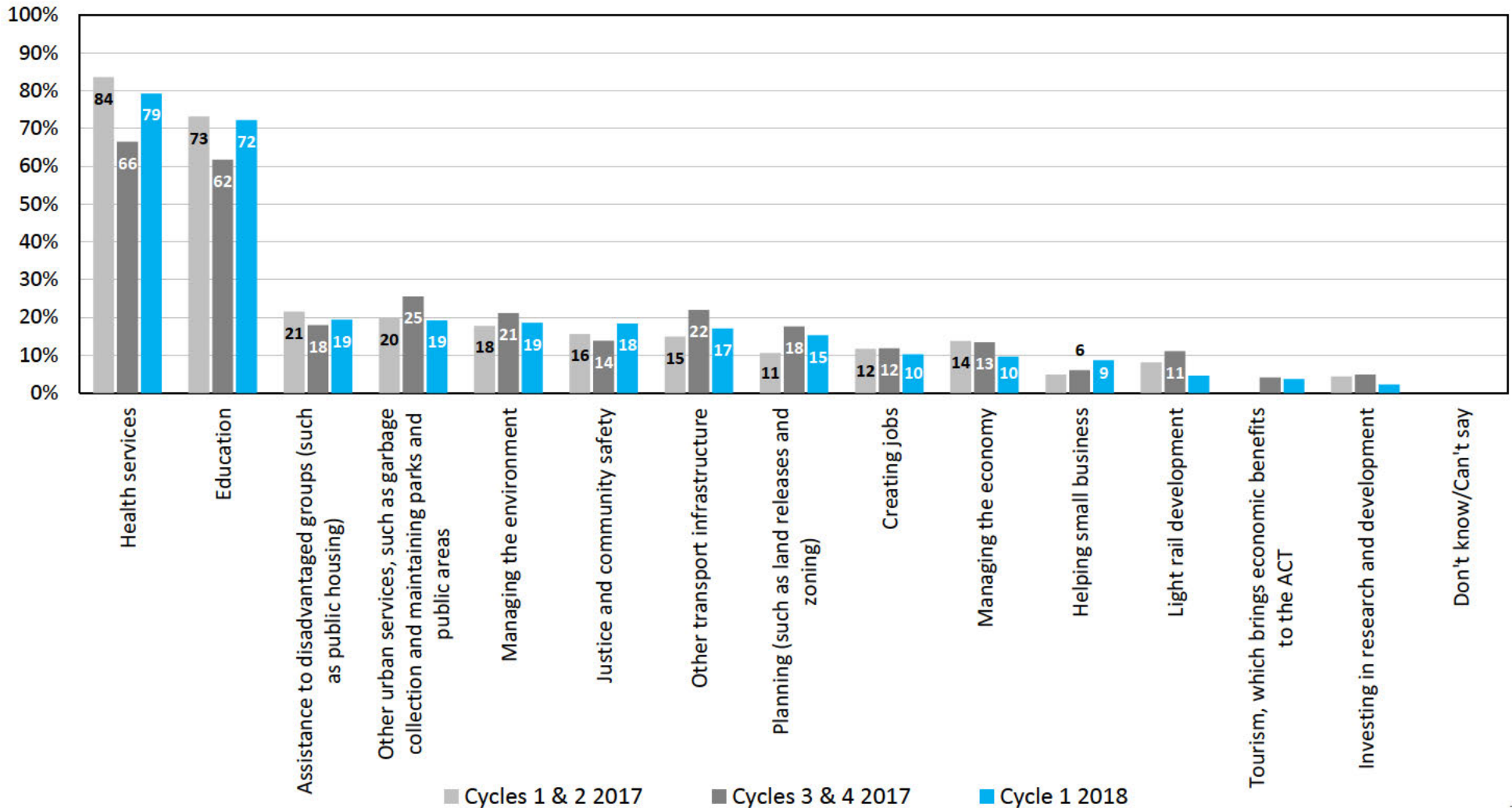
ACT Government priorities

Which of the following do you feel are the most important?



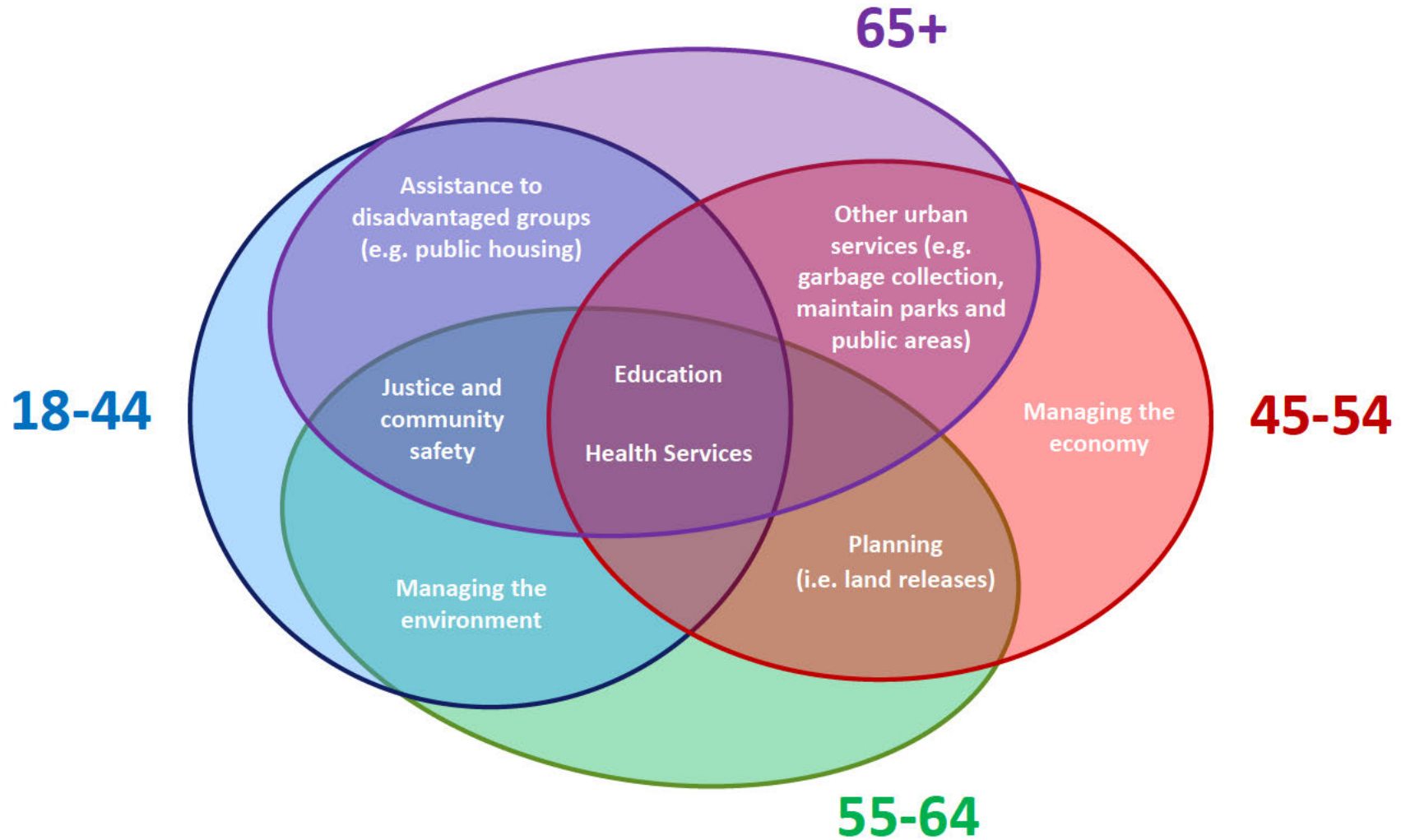
ACT Government priorities

Which of the following do you feel are the most important?



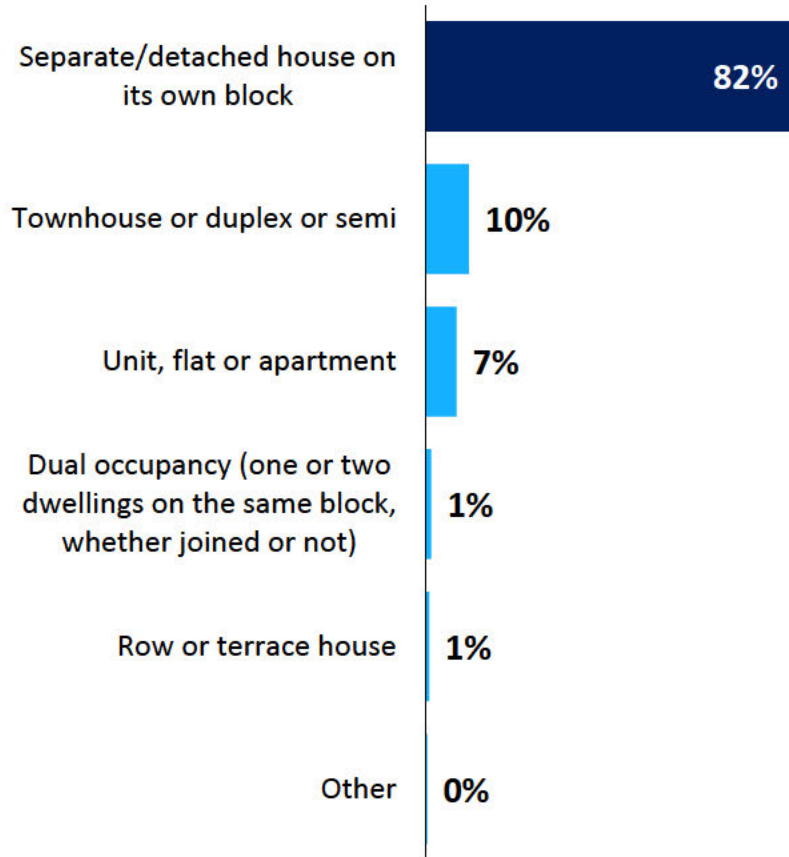
ACT Government priorities

Respondents' top five priorities, across age groups



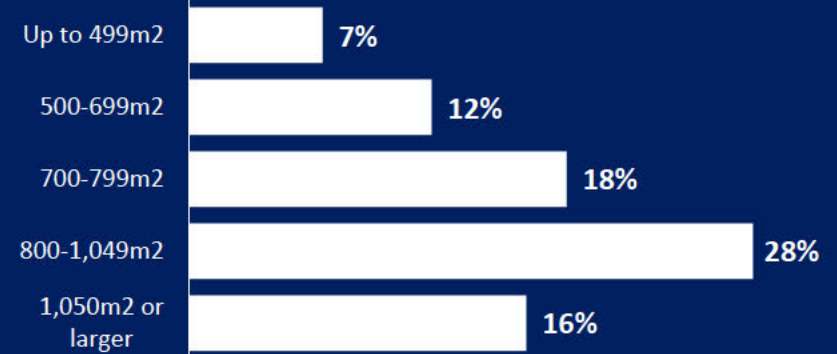
Housing

What type of dwelling do you live in?



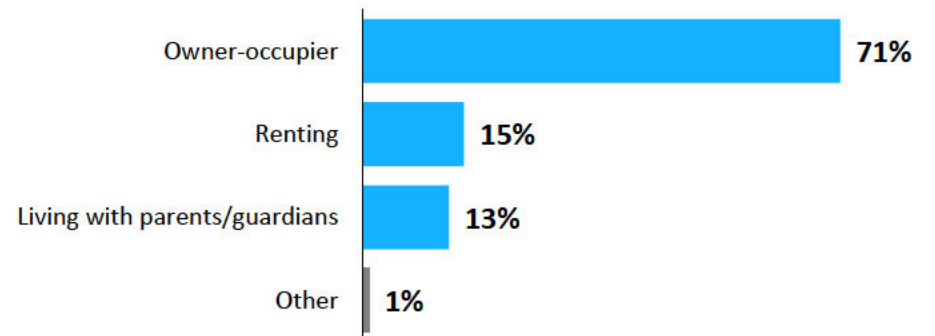
Base: All respondents

What is the block size of the block your current residence is on?



Base: Respondents who live in a separate/detached house on its own block

Which of the following best describes your tenancy agreement?

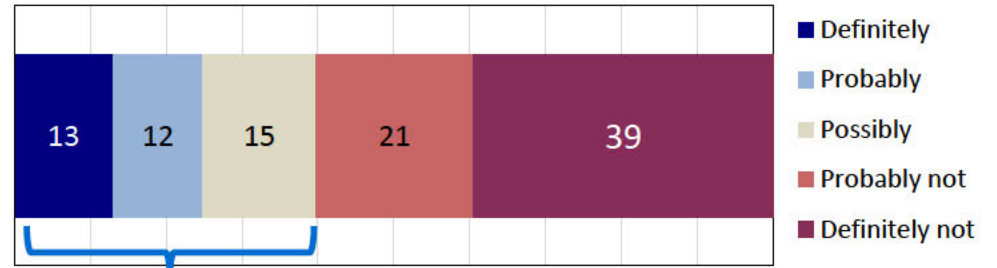


Base: All respondents

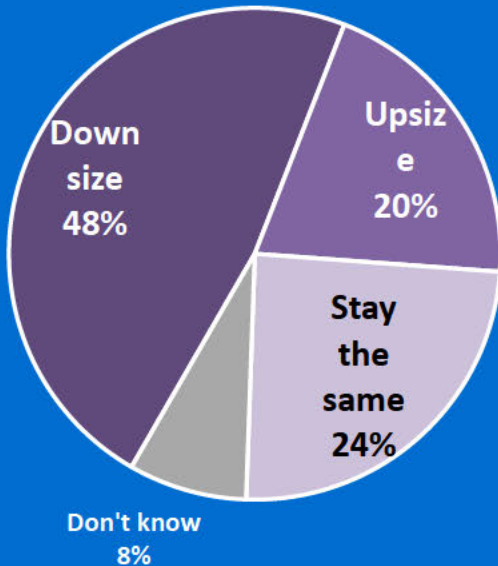
Housing

q6. Are you looking, or likely to be looking, to buy residential real estate in the ACT region any time within the next 5 years? (n=600)

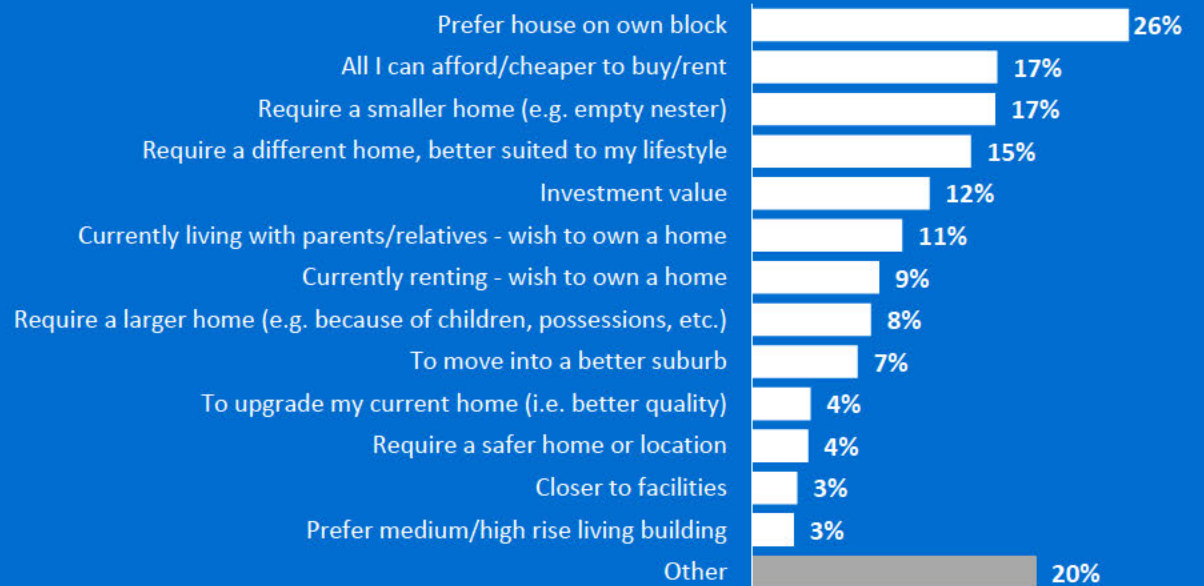
Base: All respondents



Would you be looking to...



What factors would influence this decision? (Unprompted)



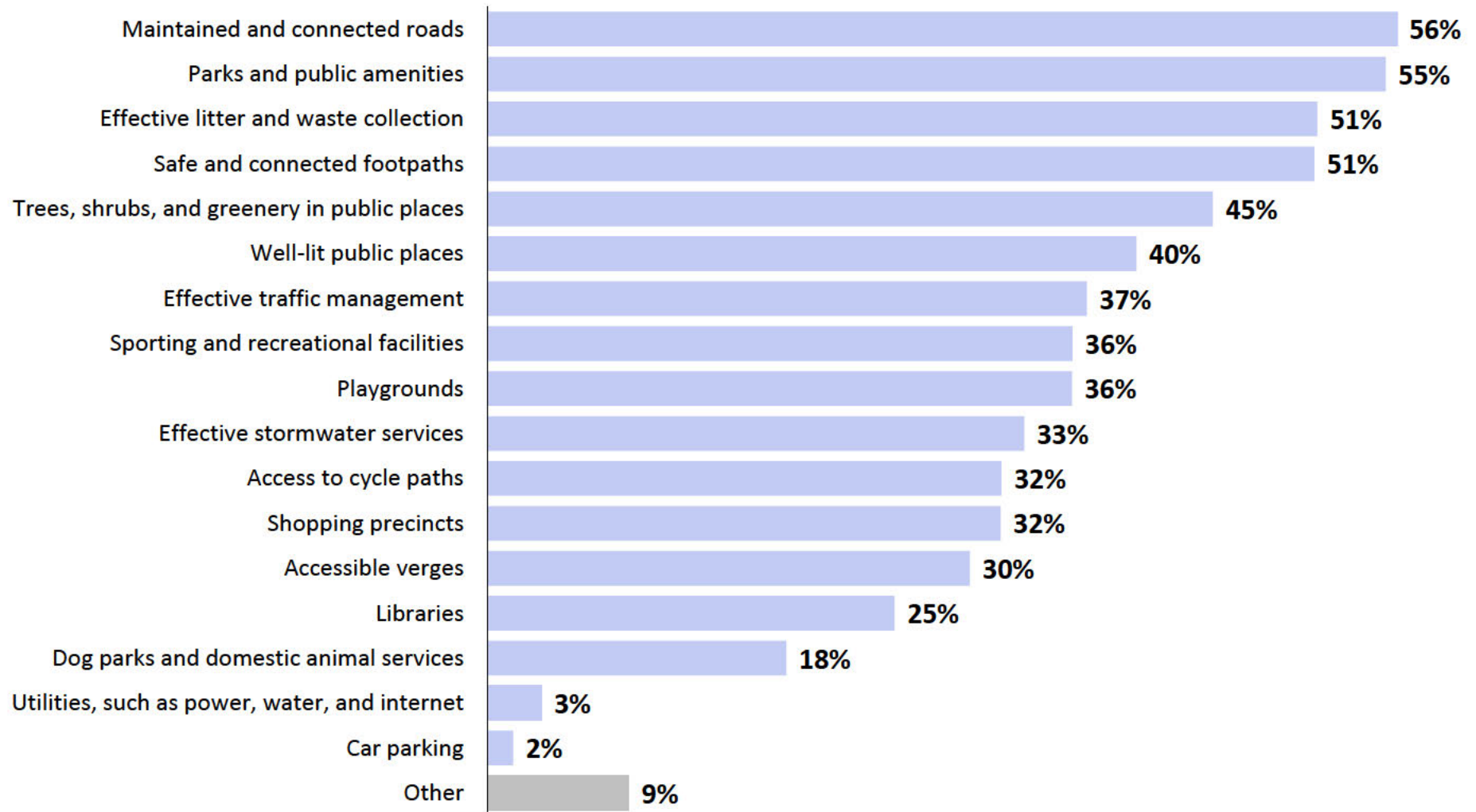
Base: Respondents who were looking, or likely to be looking for real estate in the ACT in the next 5 years

Factors influencing housing preferences

		Respondents looking to:		
		<i>Upsize</i>	<i>Downsize</i>	<i>Stay the same</i>
Top five factors influencing decision	Require a larger home (37%)	Require a smaller home (37%)	Prefer house on own block (35%)	
	Prefer house on own block (30%)	Require a different home, better suited to my lifestyle (23%)	Currently renting - wish to own a home (24%)	
	All I can afford/cheaper to buy/rent (17%)	All I can afford/cheaper to buy/rent (20%)	Investment value (21%)	
	Investment value (13%)	Prefer house on own block (19%)	All I can afford/cheaper to buy/rent (14%)	
	To upgrade my current home (i.e. better quality) (13%)	Currently living with parents/relatives - wish to own a home (18%)	Require a different home, better suited to my lifestyle (10%)	

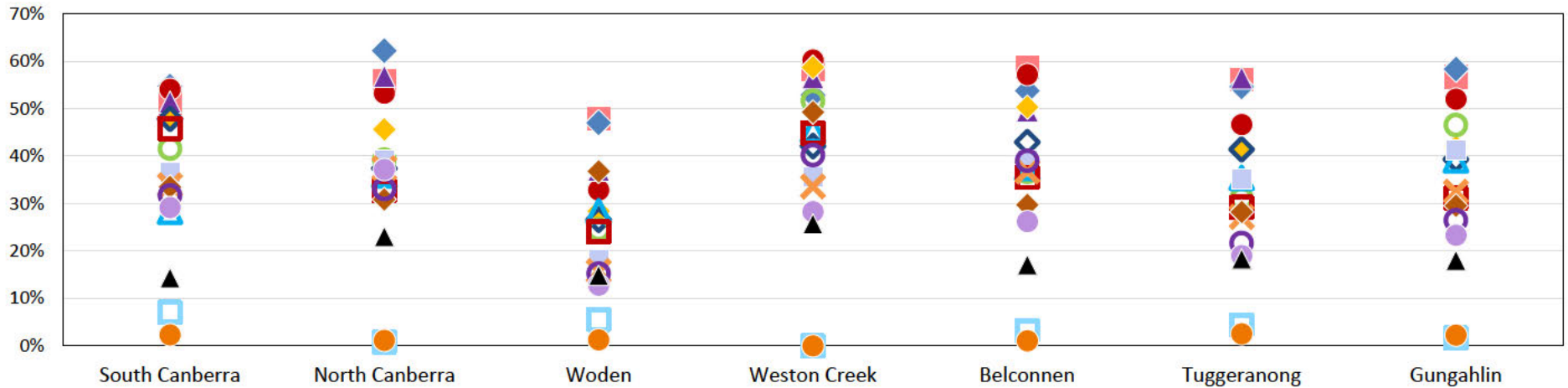
City maintenance

What do you consider to be the maintenance priorities for your suburb? (Unprompted)



City maintenance

What do you consider to be the maintenance priorities for your suburb? (Unprompted)

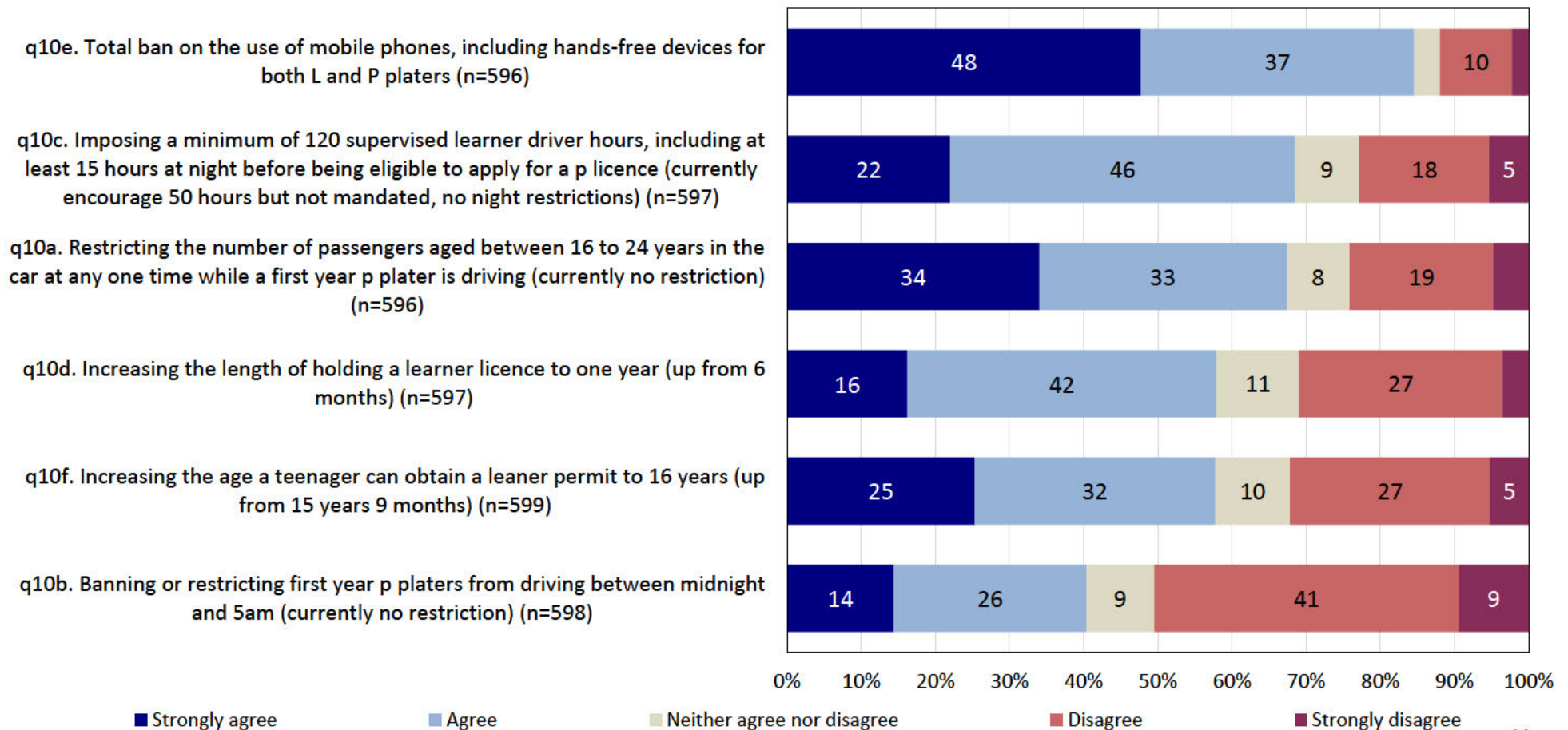


1	Parks and public amenities	Parks and public amenities	Maintained and connected roads	Effective litter and waste collection	Maintained and connected roads	Safe and connected footpaths	Parks and public amenities	Top 5 priorities
2	Effective litter and waste collection	Safe and connected footpaths	Parks and public amenities	Trees, shrubs and greenery in public places	Effective litter and waste collection	Maintained and connected roads	Maintained and connected roads	
3	Safe and connected footpaths	Maintained and connected roads	Safe and connected footpaths	Maintained and connected roads	Parks and public amenities	Parks and public amenities	Effective litter and waste collection	
4	Maintained and connected roads	Effective litter and waste collection	Shopping precincts	Safe and connected footpaths	Trees, shrubs and greenery in public places	Effective litter and waste collection	Effective traffic management	
5	Well-lit public places	Trees, shrubs and greenery in public places	Effective litter and waste collection	Parks and public amenities	Safe and connected footpaths	Trees, shrubs and greenery in public places	Safe and connected footpaths	

- Maintained and connected roads
- ◆ Parks and public amenities
- Effective litter and waste collection
- ▲ Safe and connected footpaths
- ◆ Trees, shrubs, and greenery in public places
- ◆ Well-lit public places
- Effective traffic management
- ▲ Sporting and recreational facilities
- Playgrounds
- Effective stormwater services
- ◆ Access to cycle paths
- ◆ Shopping precincts
- Accessible verges
- Libraries
- ▲ Dog parks and domestic animal services
- Utilities, such as power, water, and internet
- Car parking

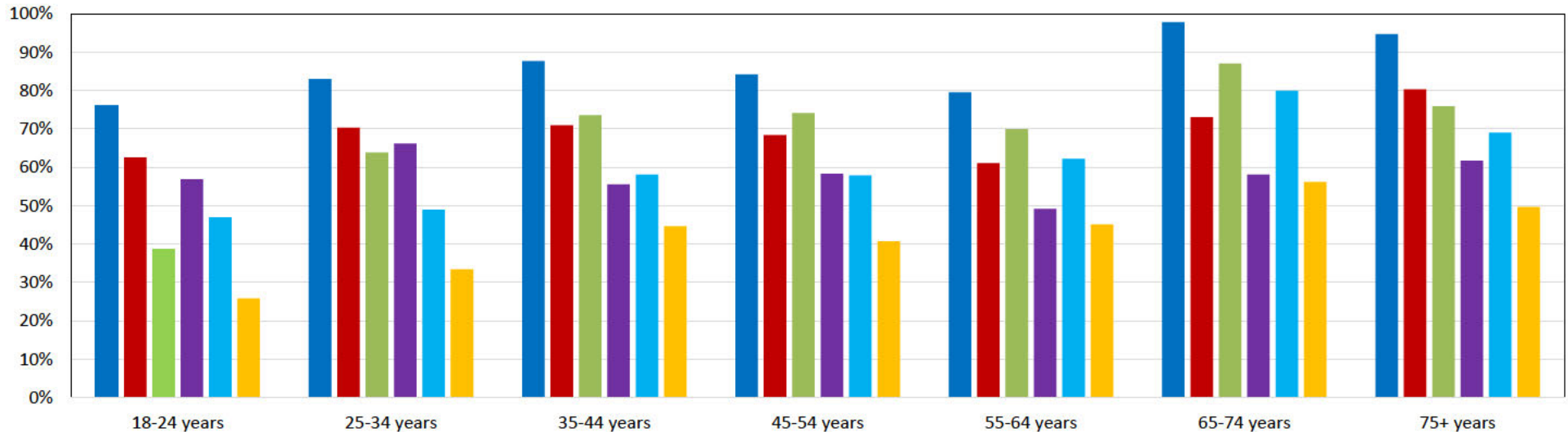
Graduated licensing scheme

The ACT Government is considering introducing additional initiatives that would apply to L and P platers for their safety, to bring the rules in line with national best practice. To what extent do you agree or disagree that the following initiatives should be introduced?



Graduated licensing scheme

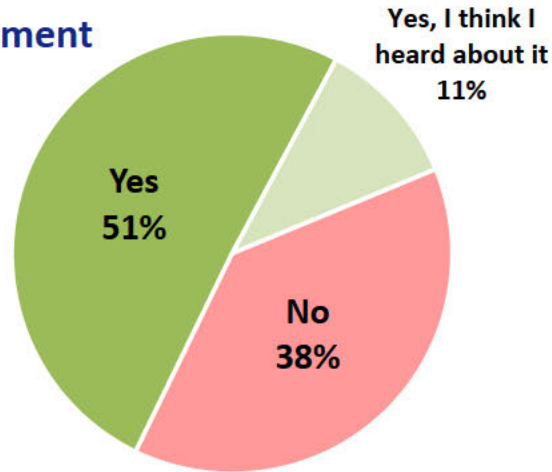
The ACT Government is considering introducing additional initiatives that would apply to L and P platers for their safety, to bring the rules in line with national best practice. To what extent do you agree or disagree that the following initiatives should be introduced?



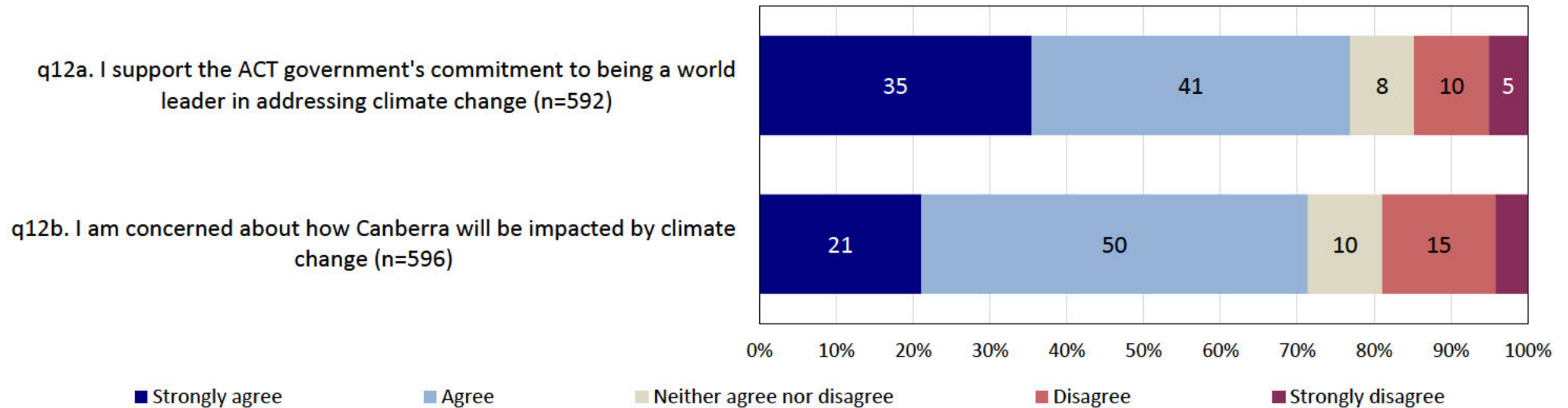
- q10e. Total ban on the use of mobile phones, including hands-free devices for both L and P platers (n=596)
- q10c. Imposing a minimum of 120 supervised learner driver hours, including at least 15 hours at night before being eligible to apply for a p licence (currently encourage 50 hours but not mandated, no night restrictions) (n=597)
- q10a. Restricting the number of passengers aged between 16 to 24 years in the car at any one time while a first year p plater is driving (currently no restriction) (n=596)
- q10d. Increasing the length of holding a learner licence to one year (up from 6 months) (n=597)
- q10f. Increasing the age a teenager can obtain a learner permit to 16 years (up from 15 years 9 months) (n=599)
- q10b. Banning or restricting first year p platers from driving between midnight and 5am (currently no restriction) (n=598)

ACT's climate change strategy

Are you aware the ACT government is committed to being a world leader in addressing climate change?

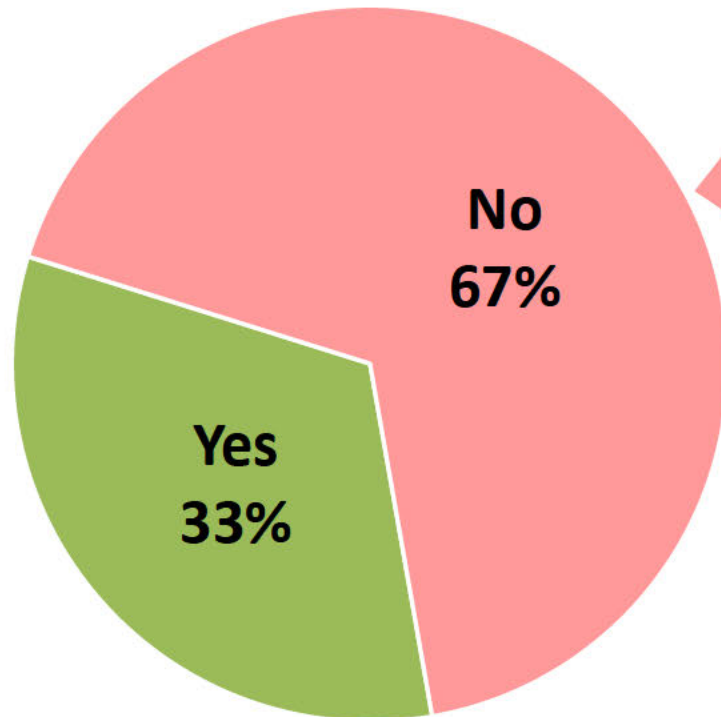


To what extent do you agree or disagree with the following statements?



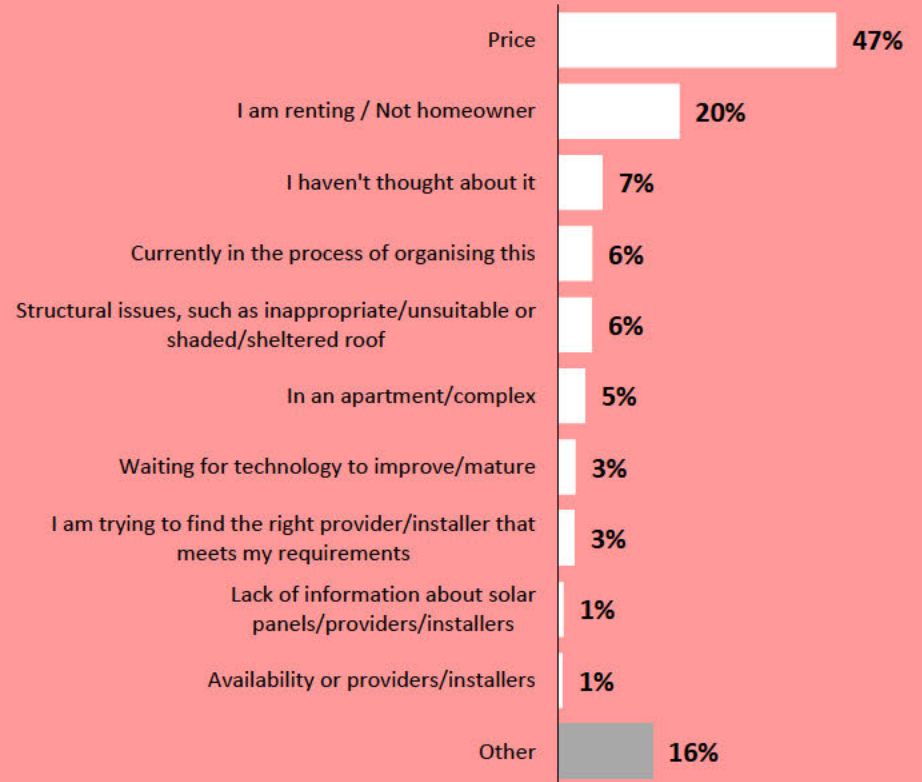
ACT's climate change strategy

Do you have solar panels installed at your home residence?



Base: All respondents

What has prevented you from installing solar panels? (Unprompted)



Base: Respondents who do not have solar panels installed at their home residence

ACT's climate change strategy

Do you have solar panels installed at your home residence?

	Overall (n=602)	Separate / detached house on its own block (n=497)	Townhouse or duplex or semi (n=57)	Row or terrace house (n=4)	Dual occupancy (one or two dwellings on the same block, whether joined or not) (n=7)	Unit, flat or apartment (n=41)
Yes	33%	34%	30%	53%	35%	11%
No	67%	66%	70%	47%	65%	89%

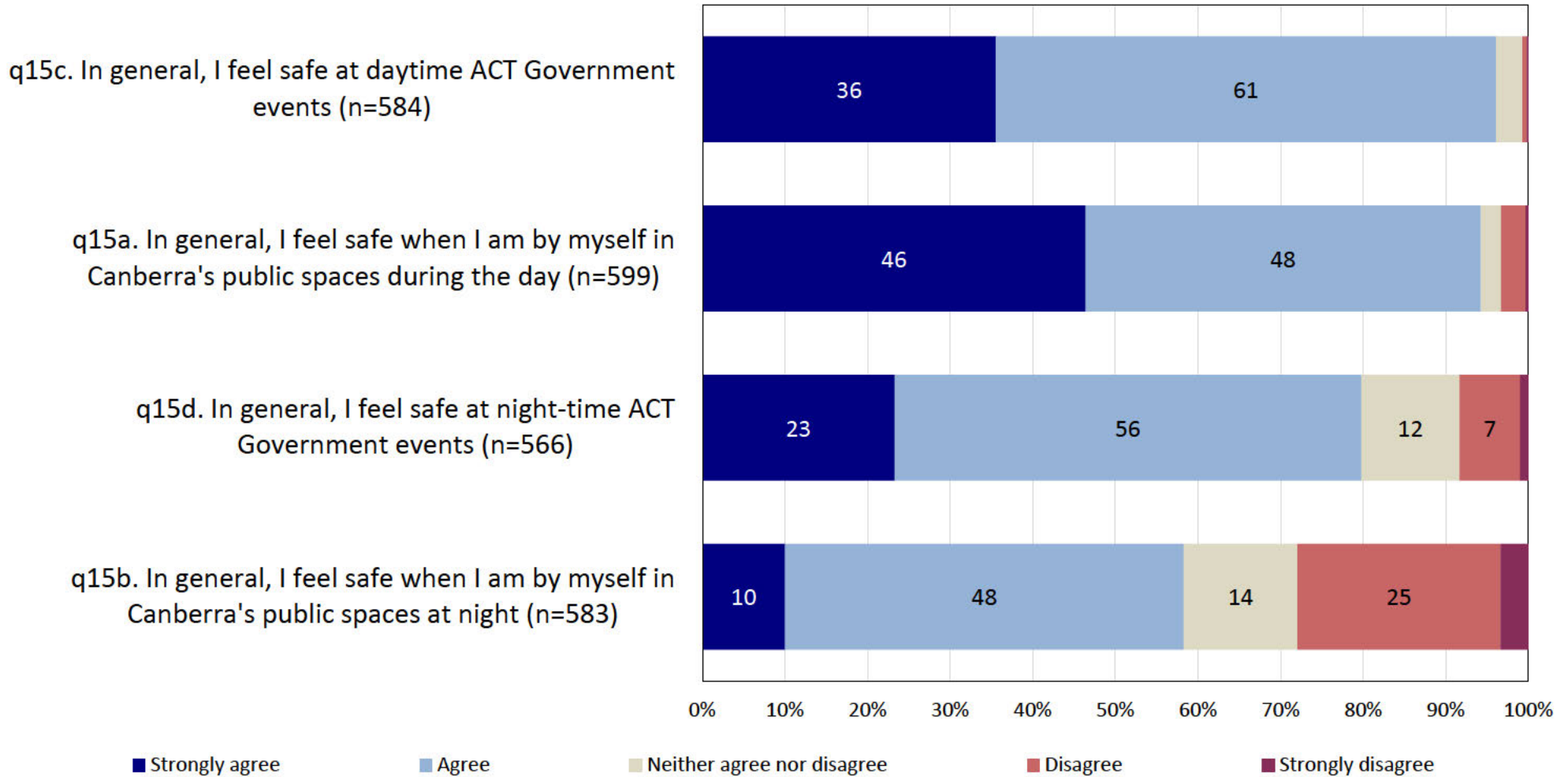
ACT's climate change strategy

Do you have solar panels installed at your home residence?

	Overall (n=602)	Owner-occupier (n=431)	Renting (n=91)	Living with parents / guardians (n=77)
Yes	33%	34%	23%	38%
No	67%	66%	76%	62%

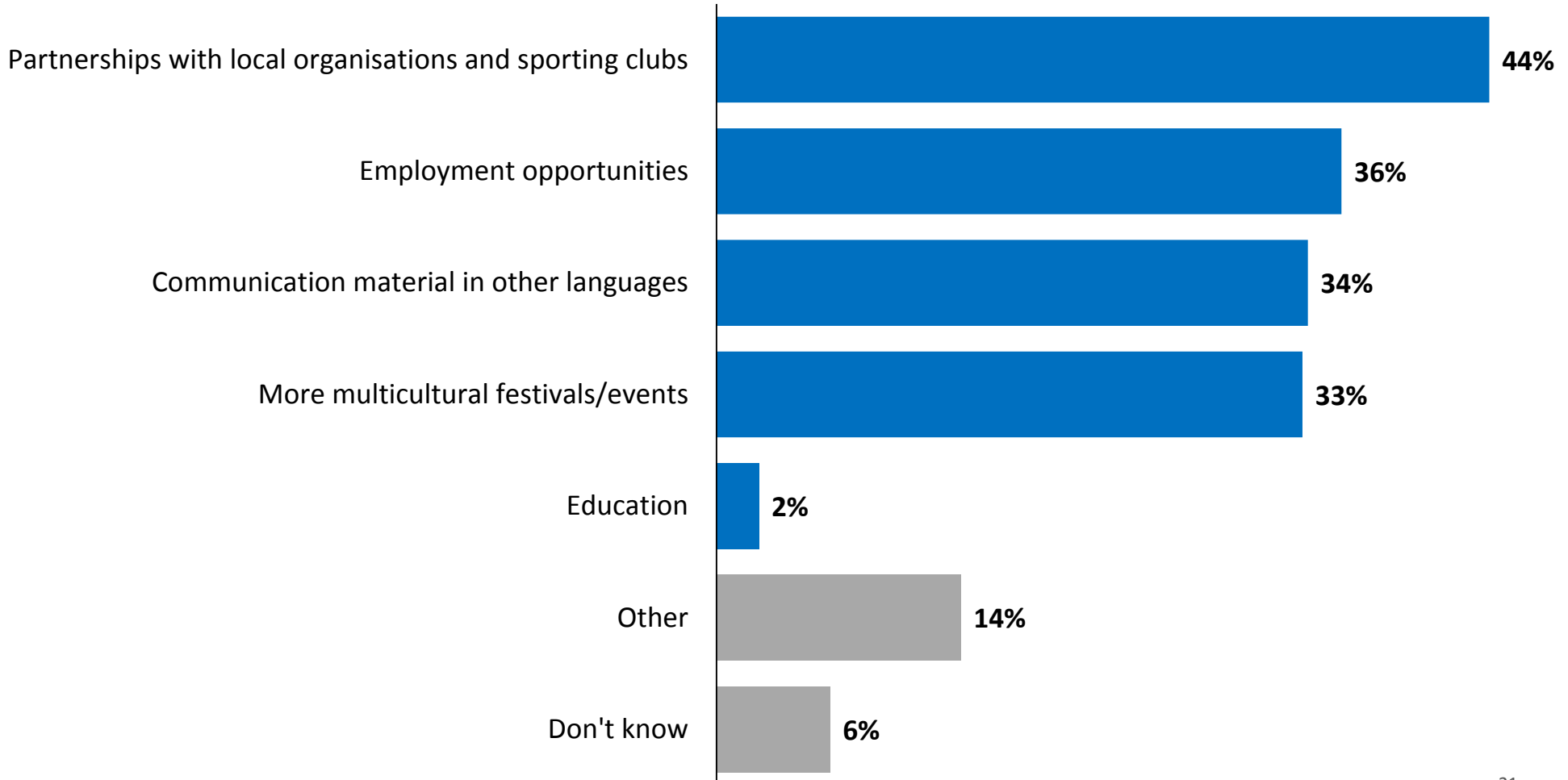
Public safety

To what extent do you agree or disagree with the following statements about public safety in the ACT?



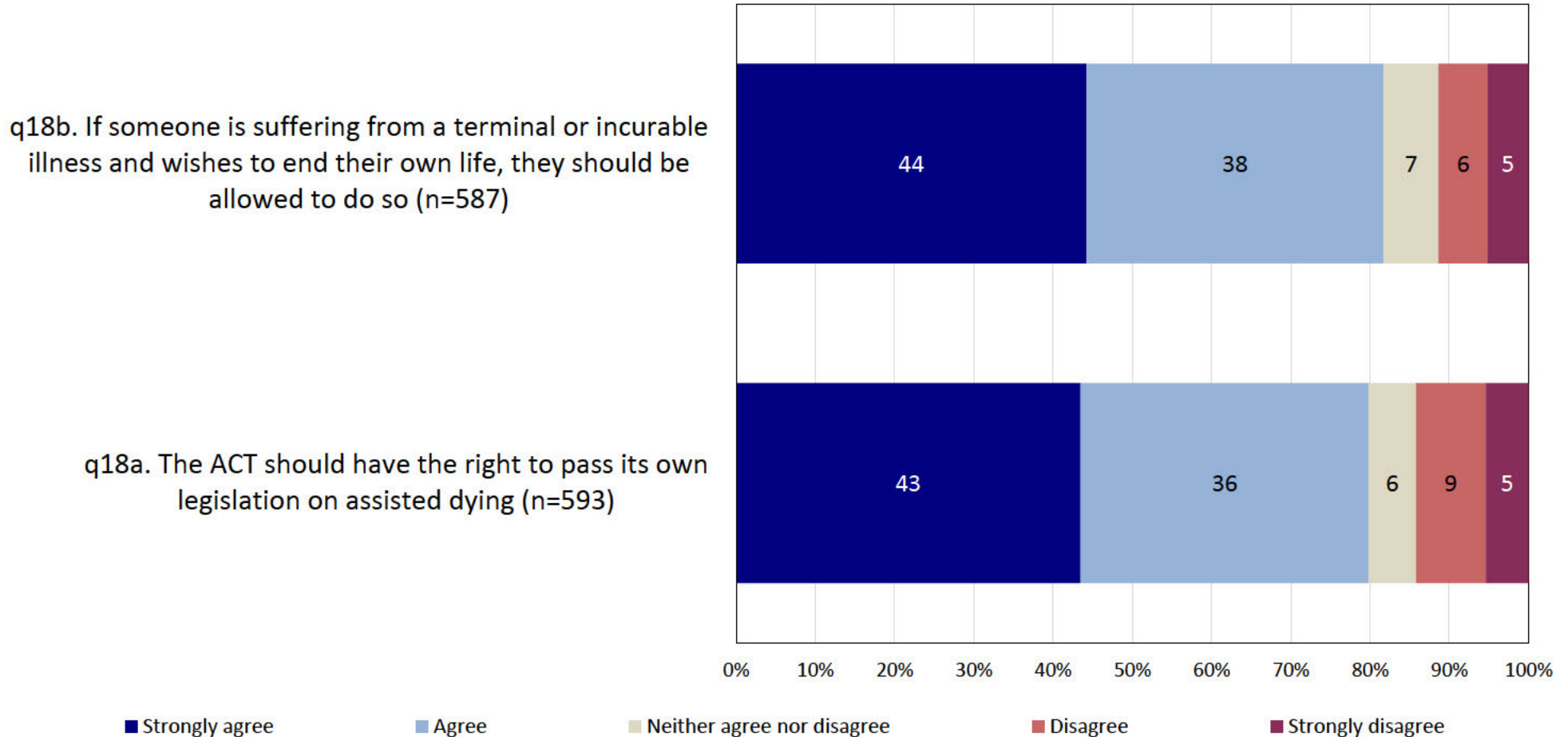
Diversity

What do you think the ACT government can do to create a more multicultural friendly community? (Unprompted)



Assisted dying

To what extent would you agree or disagree with the following statements?



This project was conducted in accordance with the international quality standard ISO 20252 and the Australian Privacy Principles contained in the Privacy Act 1988.

MELBOURNE CANBERRA SYDNEY BRISBANE

www.orima.com



Chief Minister, Treasury and Economic Development Directorate

Cycle 1 (Part B) 2018 – Chart Report

May 2018



Background

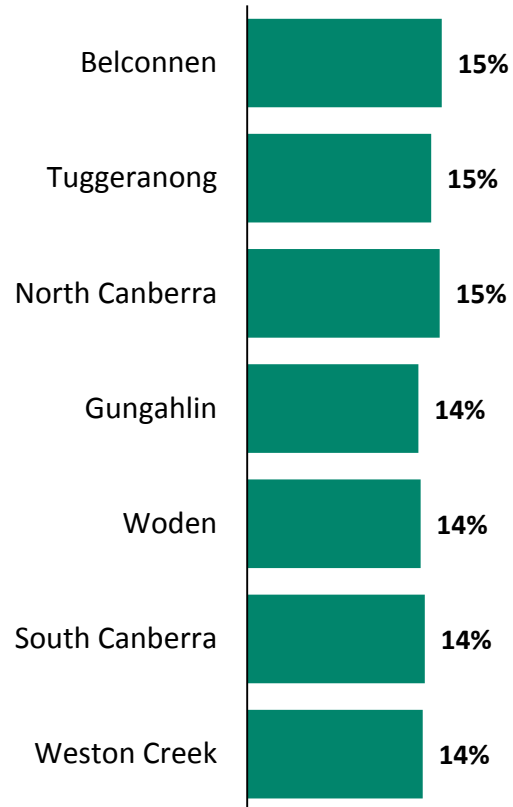
- Ongoing ACT community survey conducted
- *Computer Assisted Telephone Interviewing (CATI)* methodology
- Sampling 600 respondents per cycle, stratified by ACT regions (**approximate 86 per region**):
 - North Canberra; South Canberra; Woden; Weston Creek; Belconnen; Gungahlin; and Tuggeranong
 - Data is weighted after fieldwork to reflect the relative population proportions
- Fieldwork dates (baseline)

3-14 April 2018
- Statistical confidence levels
 - **Overall results:** 95% ± 4pp
 - **Regions:** 90% ± 10pp

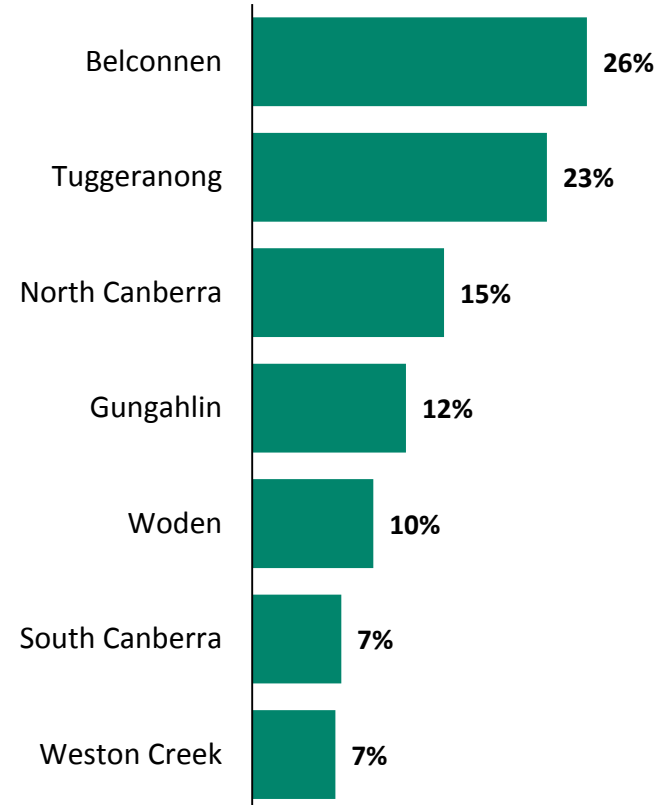
Demographics

Part B results

Region (Unweighted)



Region (Weighted)

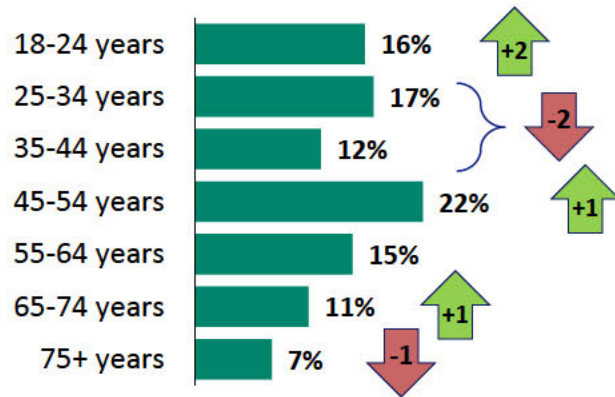


Demographics

Gender (Unweighted)



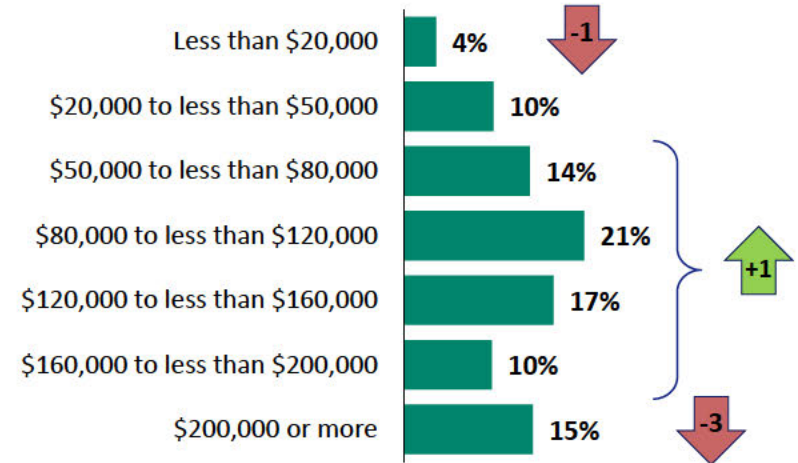
Age (Unweighted)



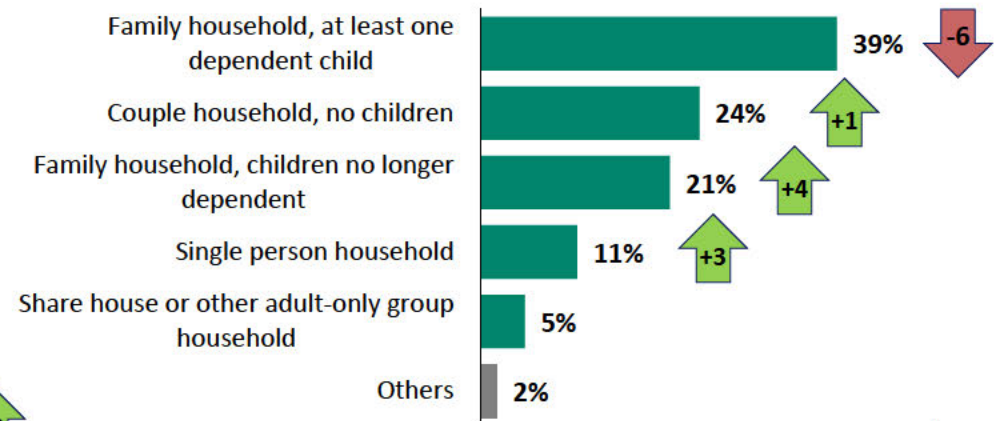
Identification (Unweighted)



Household Income (Unweighted)

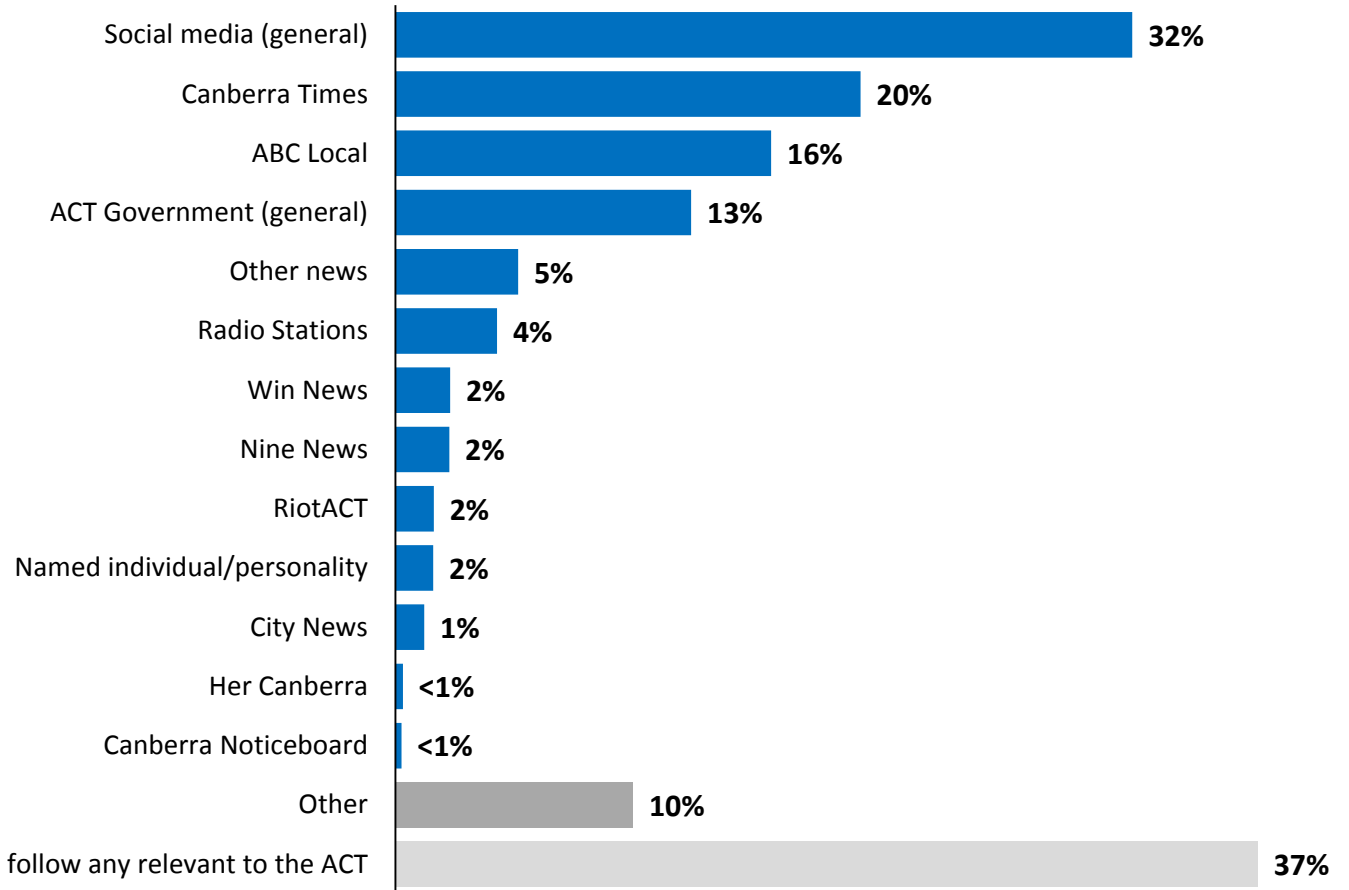


Family composition (Unweighted)



Social media

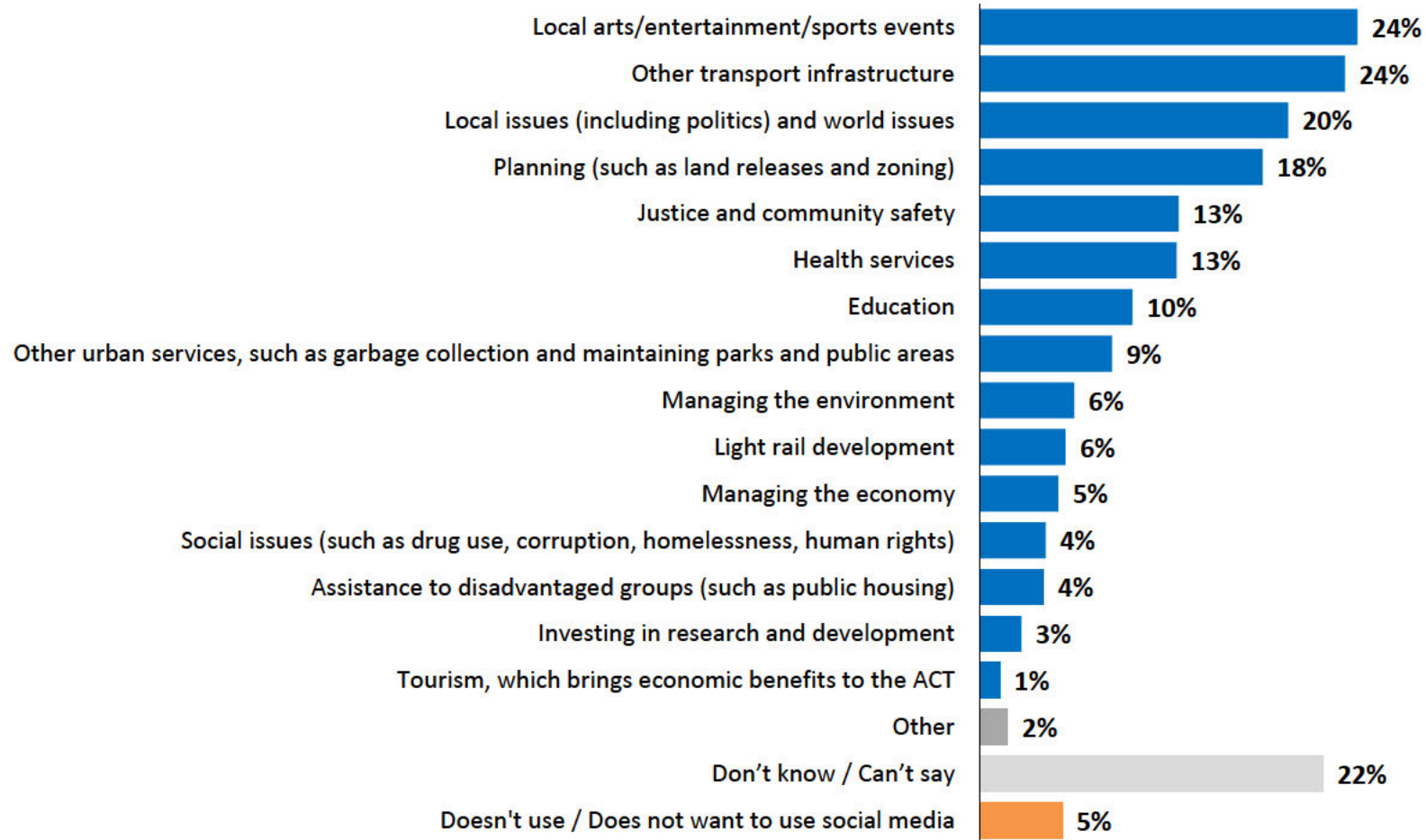
What social media accounts do you follow to keep informed about what is happening in the ACT? (Unprompted)



Base: All respondents

Social media

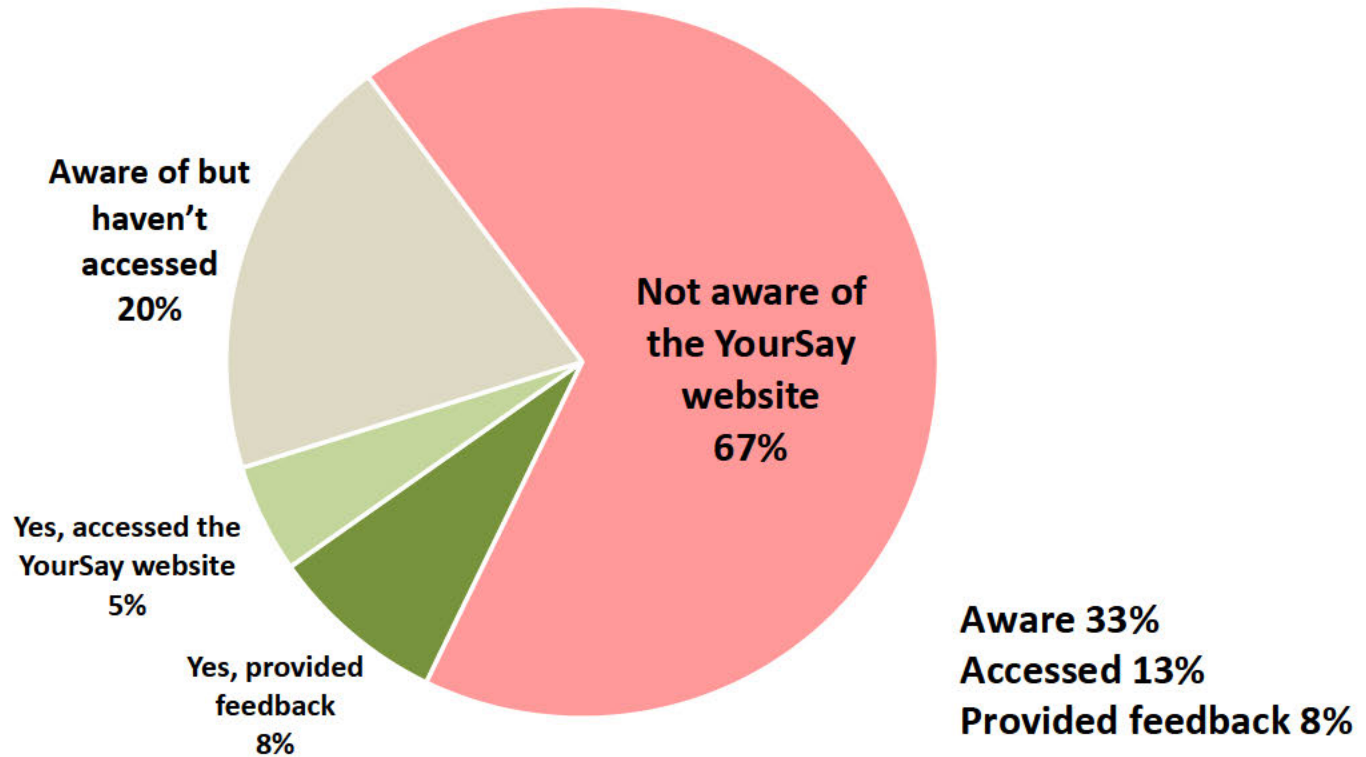
What local topics would you want to be informed about through social media? (Unprompted)



Base: All respondents

YourSay

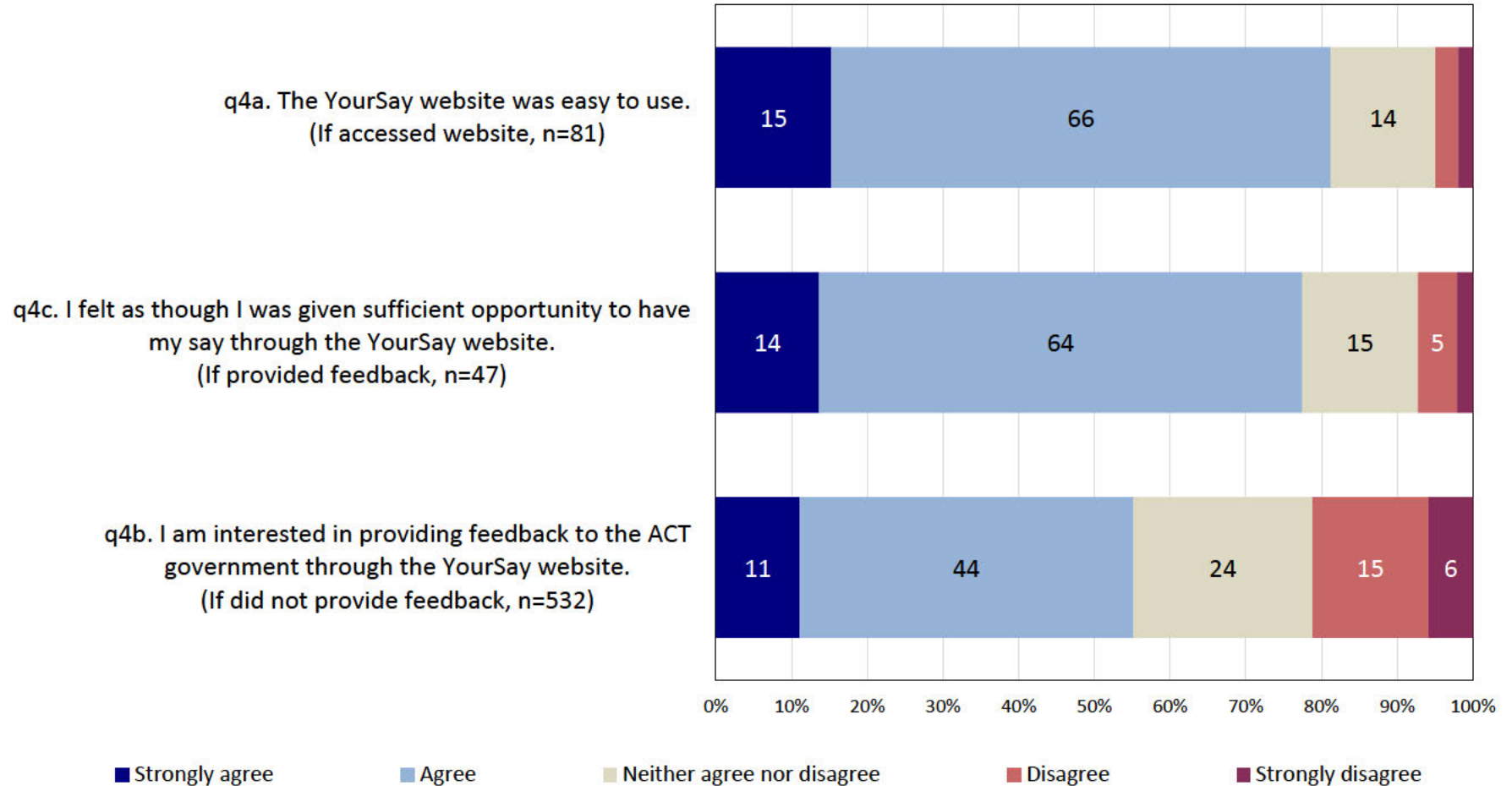
Have you ever accessed or provided feedback on the ACT Government's YourSay website?



Base: All respondents

YourSay website

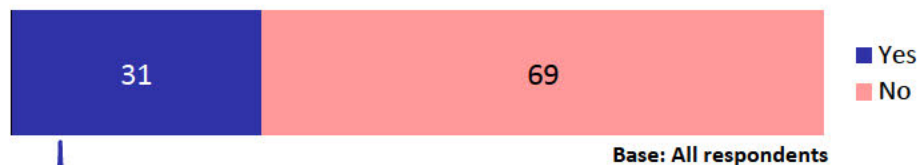
To what extent would you agree or disagree with the following statements?



Base: All respondents

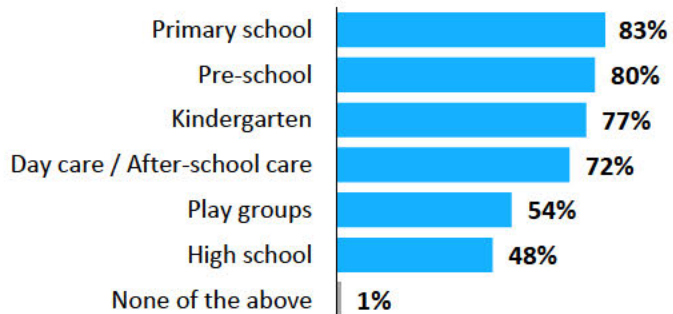
Early years education

q5. Do you have a child of high school age or younger?
(n=600)

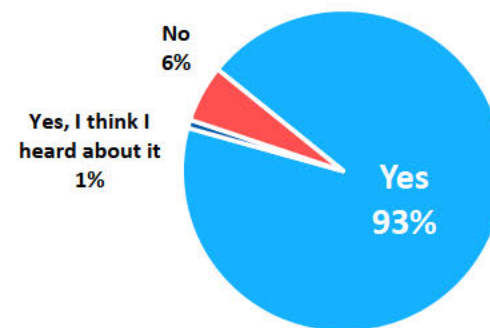


Base: Respondents who have a child of high school age or younger

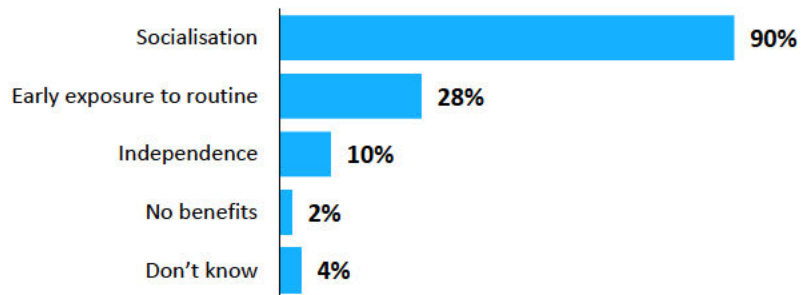
Which of the following has your child attended in Australia?



Before this survey, had you heard of the National Assessment Program – Literacy and Numeracy, otherwise known as NAPLAN?

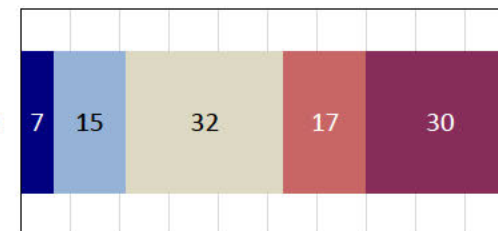


What do you think are the educational benefits of 3-4 year olds participating in Pre-school, day care, after-school care and playgroups? (Unprompted)



How useful do you think NAPLAN is for determining the quality of education provided at a school?

q8. How useful do you think NAPLAN is for determining the quality of education provided at a school? (n=140)

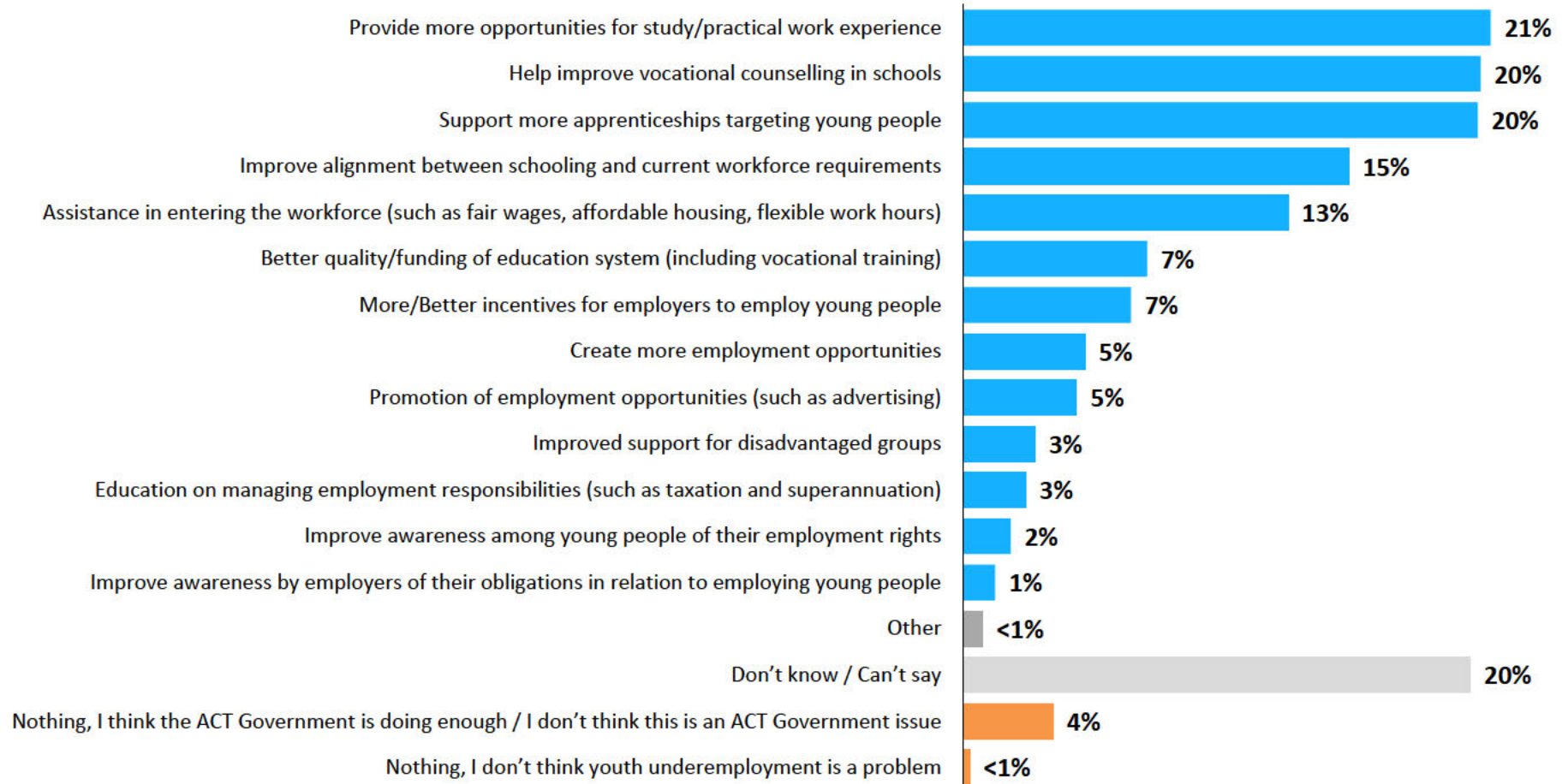


■ Essential ■ Very useful ■ Moderately useful ■ Only slightly useful ■ Not at all useful

Base: Respondents who have a child of high school age or younger and have heard of NAPLAN

Youth employment

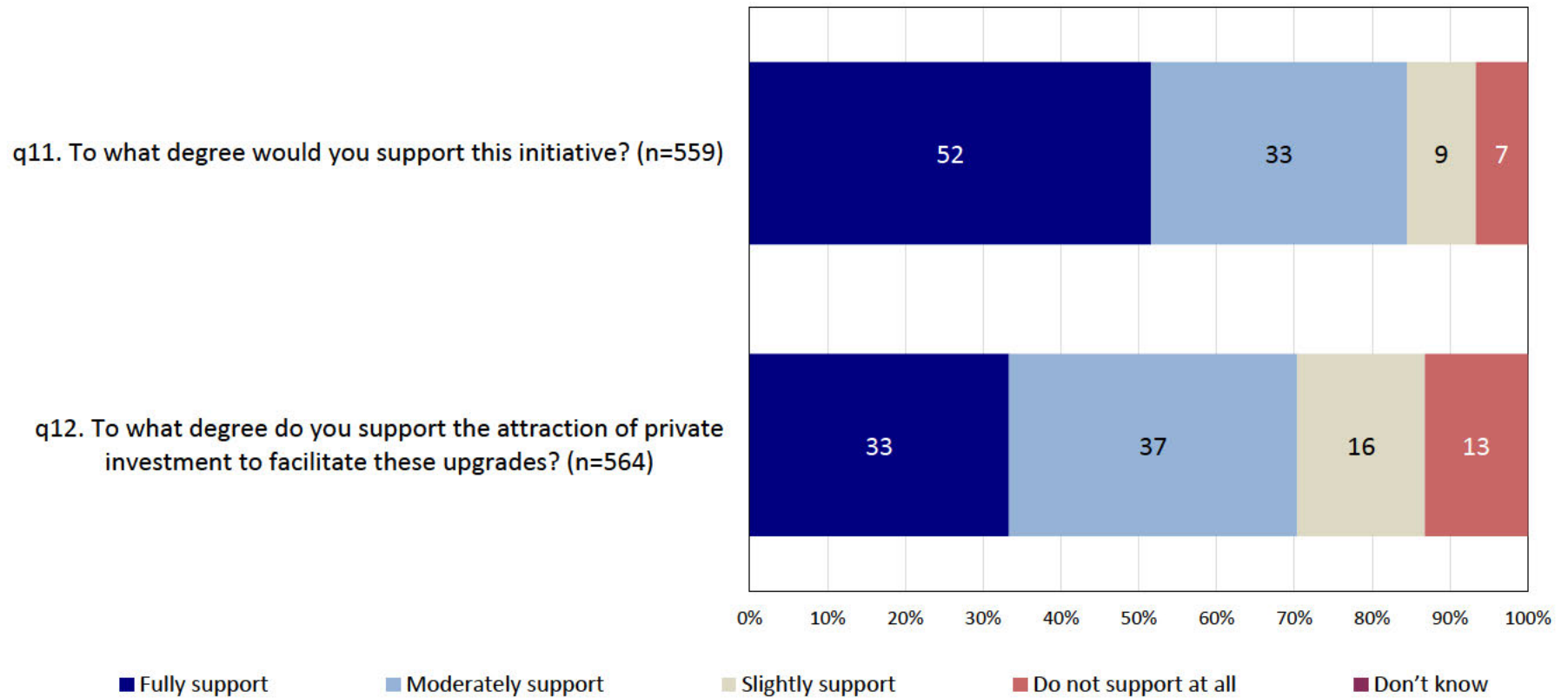
What do you think the ACT Government could do to support young people start on an employment pathway? (Unprompted)



Base: All respondents

Suburban renewal

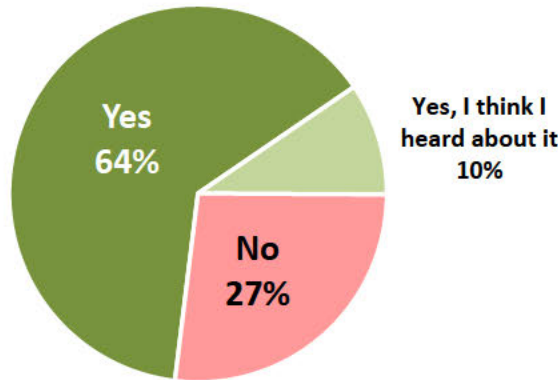
The ACT Government is considering the possible upgrade and enhancement of infrastructure at Canberra Technology Park in Watson (also known as the old Watson High School) as a higher education and community precinct. The space would include student accommodation and preserve public green space.



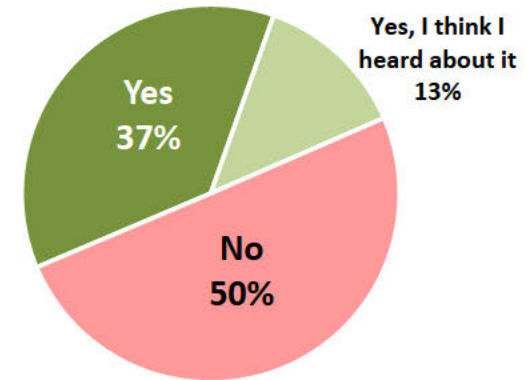
Base: All respondents

Stamp duty

Did you know that most people buying their first time home are exempt from paying stamp duty if they purchase a newly built property?

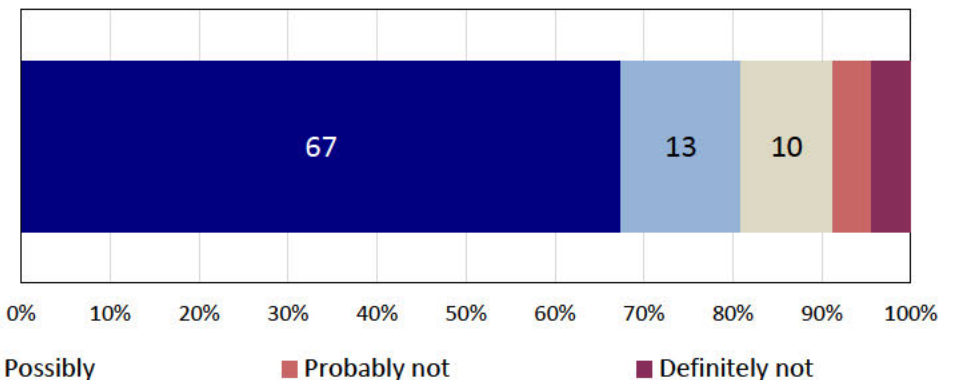


Did you know that the ACT Government is in the process of abolishing stamp duty?



Do you think all first time home buyers should be eligible for a stamp duty concession – regardless of whether they purchase a new or existing property?

q14. Do you think all first time home buyers should be eligible for a stamp duty concession – regardless of whether they purchase a new or existing property? (n=600)



■ Definitely

■ Probably

■ Possibly

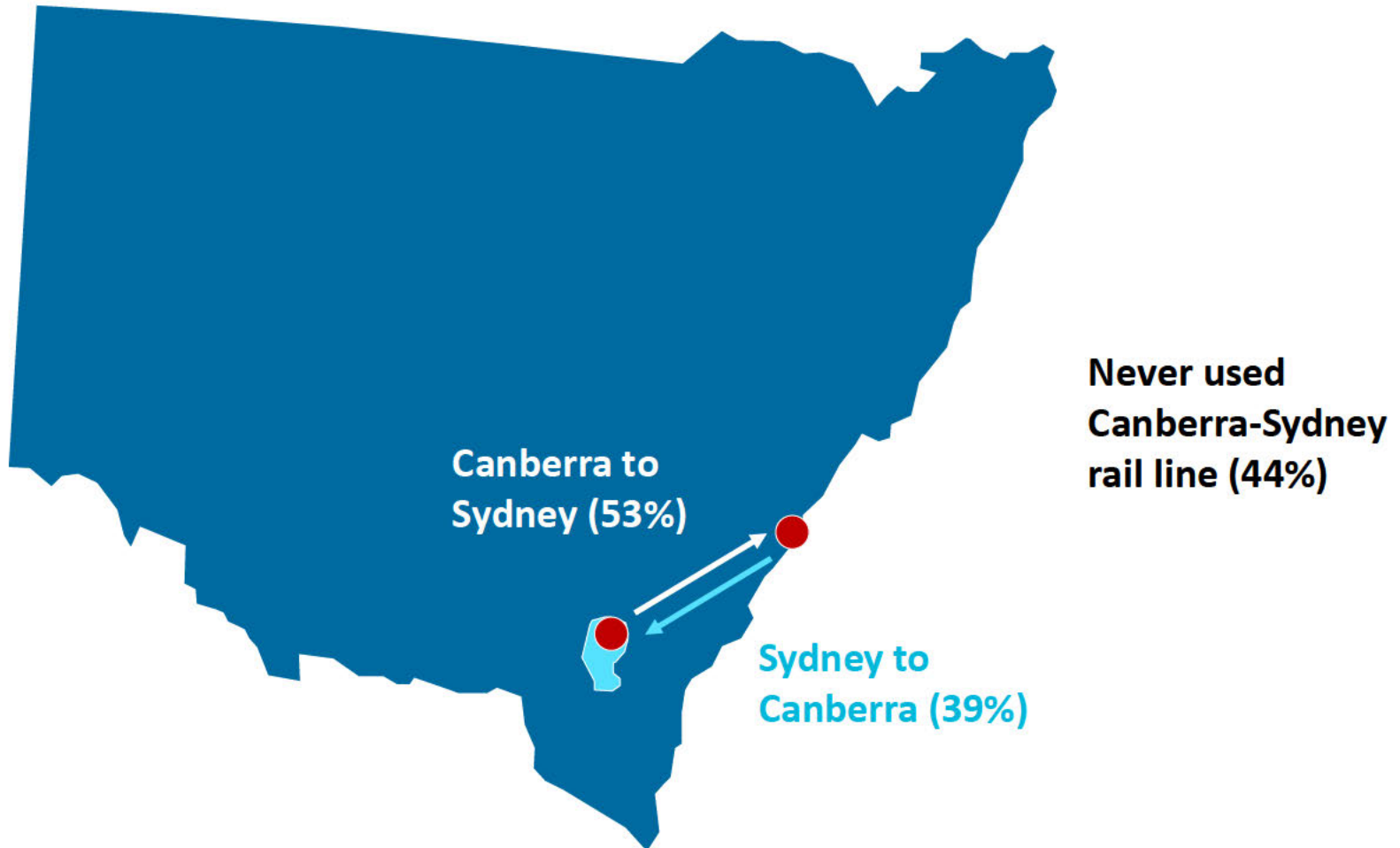
■ Probably not

■ Definitely not

Base: All respondents

Canberra rail line

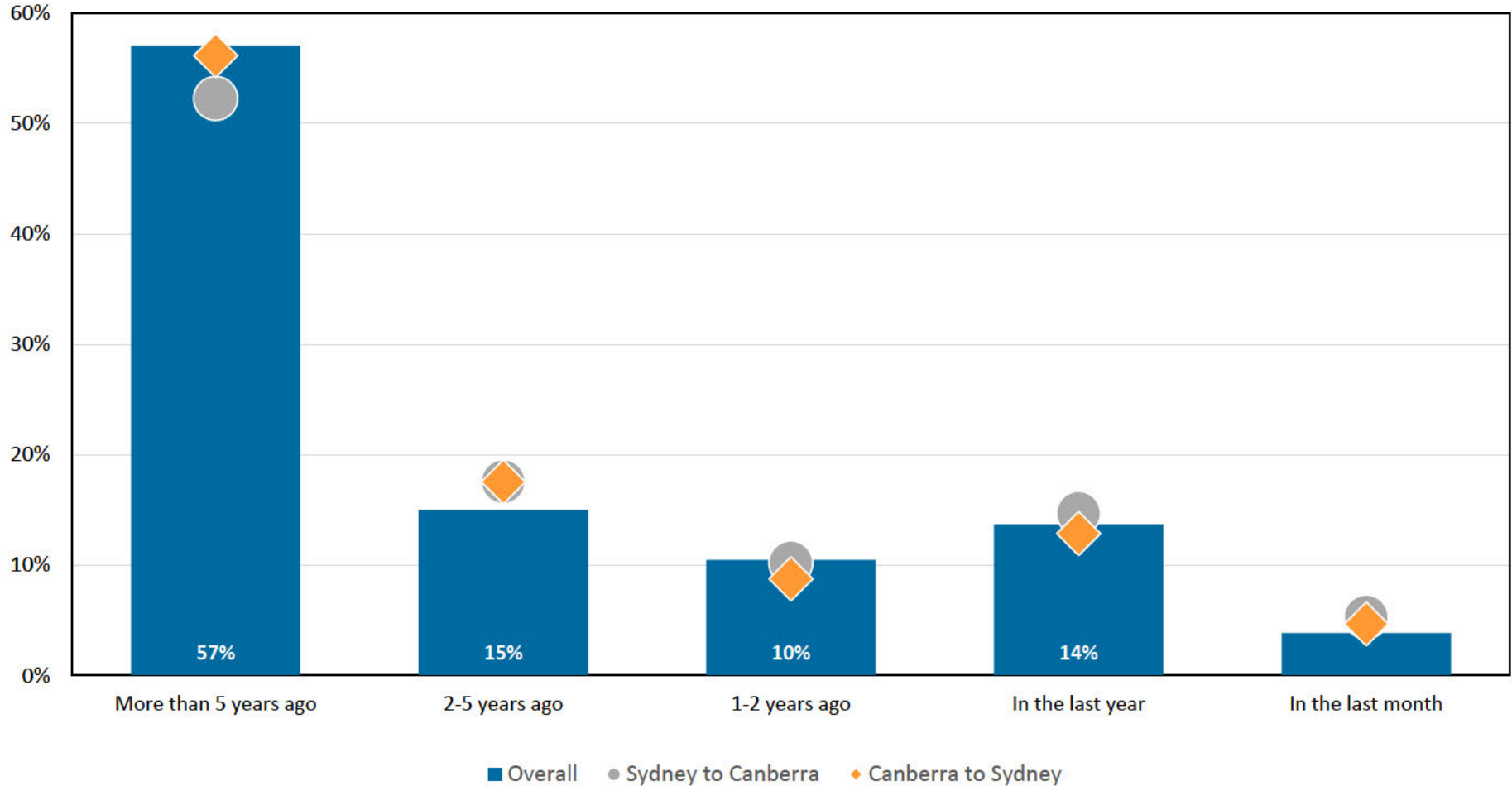
Have you ever caught a train between Canberra and Sydney?



Base: All respondents

Canberra rail line

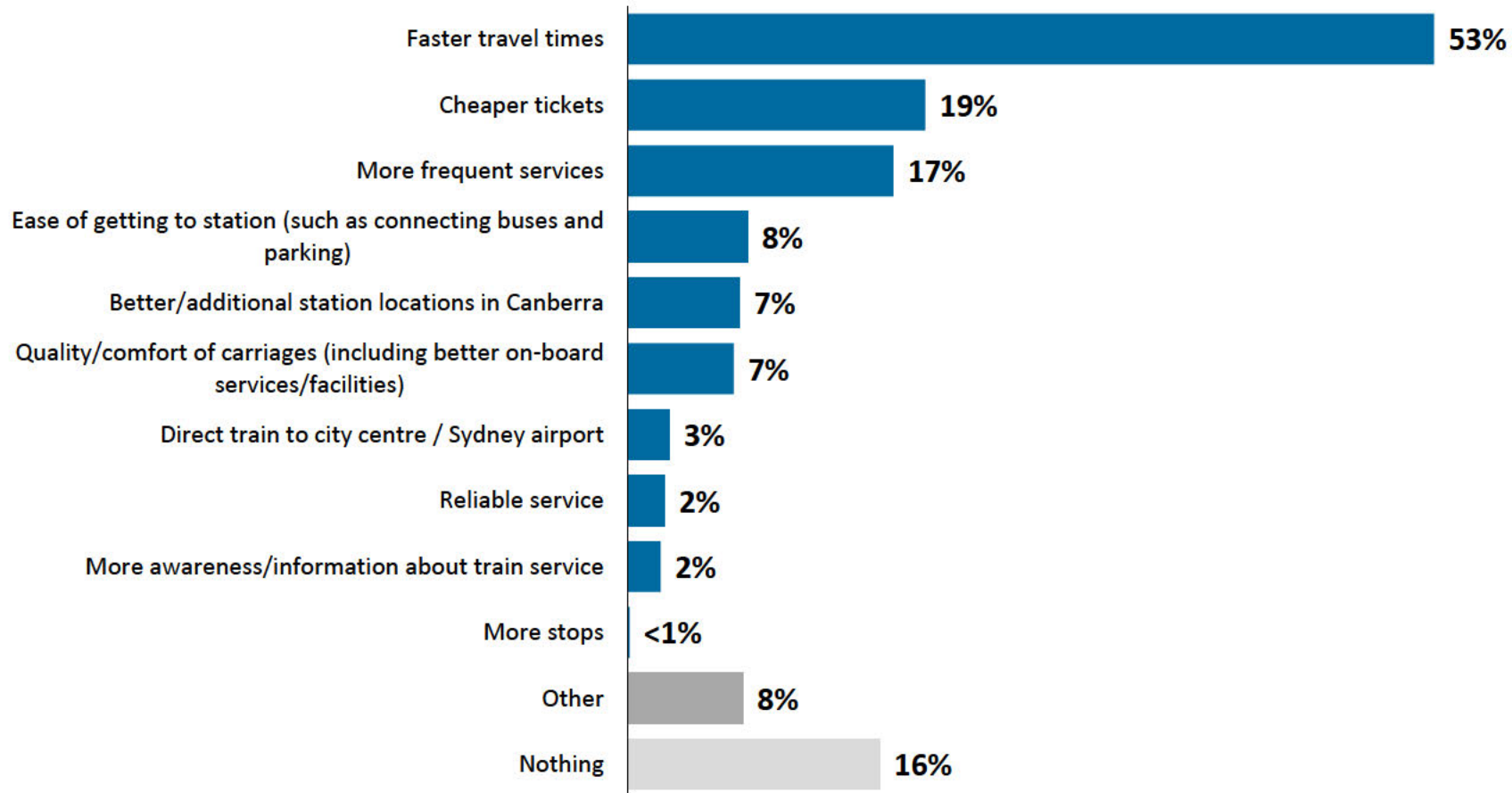
When did you last catch a train between Canberra and Sydney?



Base: All respondents

Canberra rail line

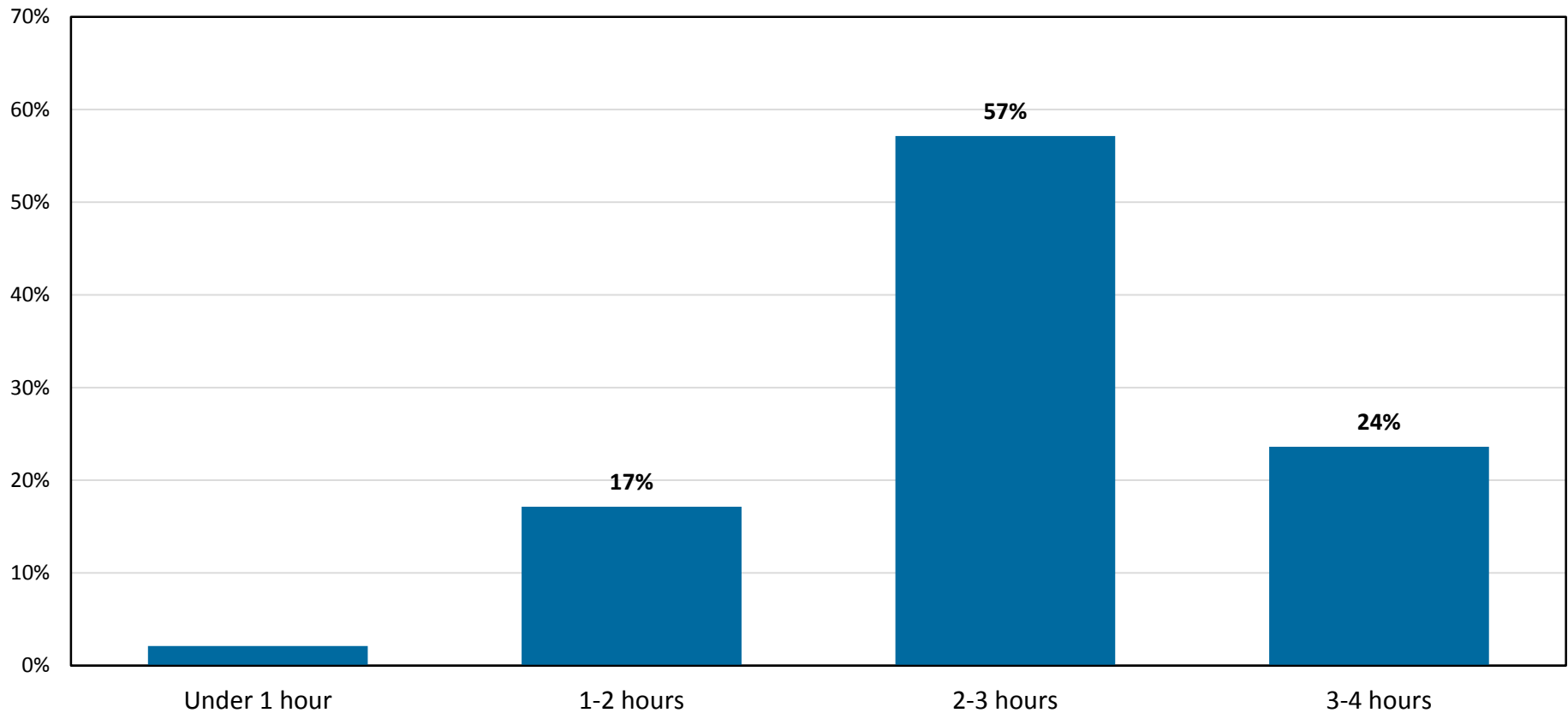
What would make you more likely to travel via train between Canberra and Sydney? (Unprompted)



Base: All respondents

Canberra rail line

The current travel time between Sydney and Canberra via train is 4¼ hours. How short would the travel time need to be to make you more likely to travel via train between Canberra and Sydney?



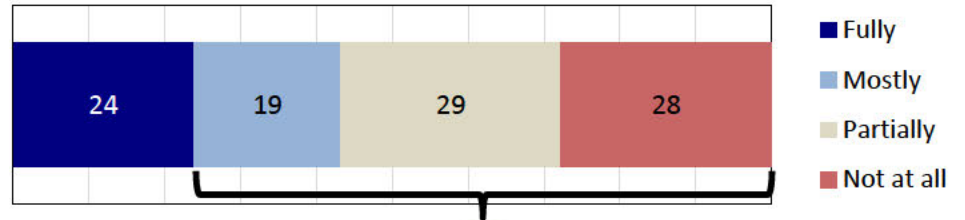
Base: Respondents who are more likely to travel via train between Canberra and Sydney if travel times are faster

Canberra rail line

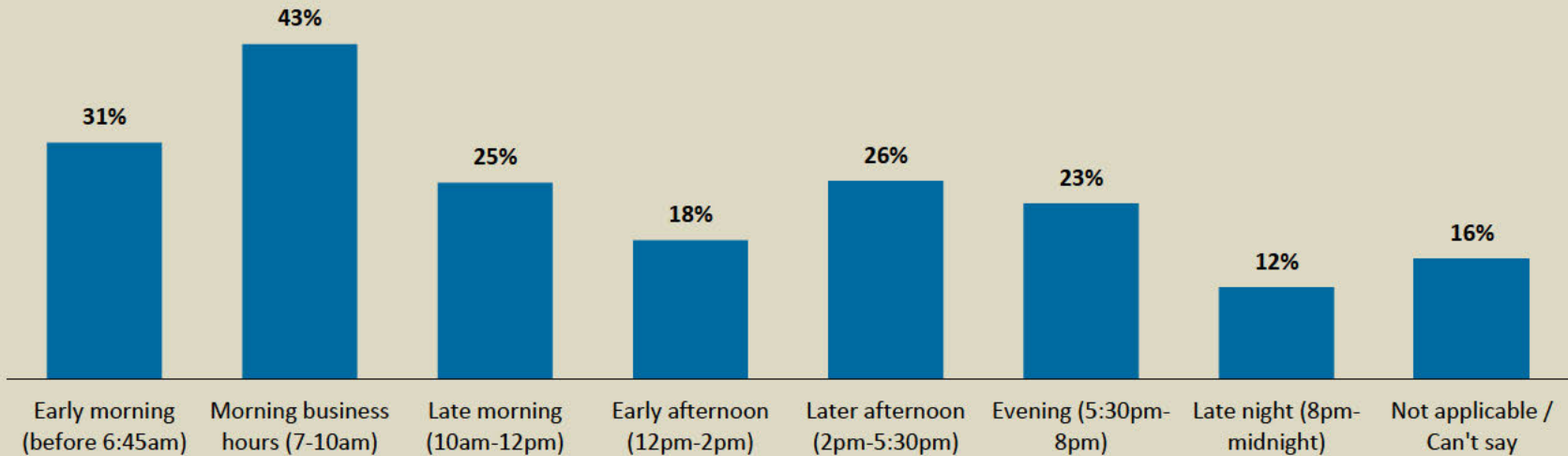
Trains currently depart from Canberra to Sydney at three times per day—at 6:45am, midday, and 5.29pm.

q20. To what extent do these travel times meet your needs?
(n=600)

Base: All respondents



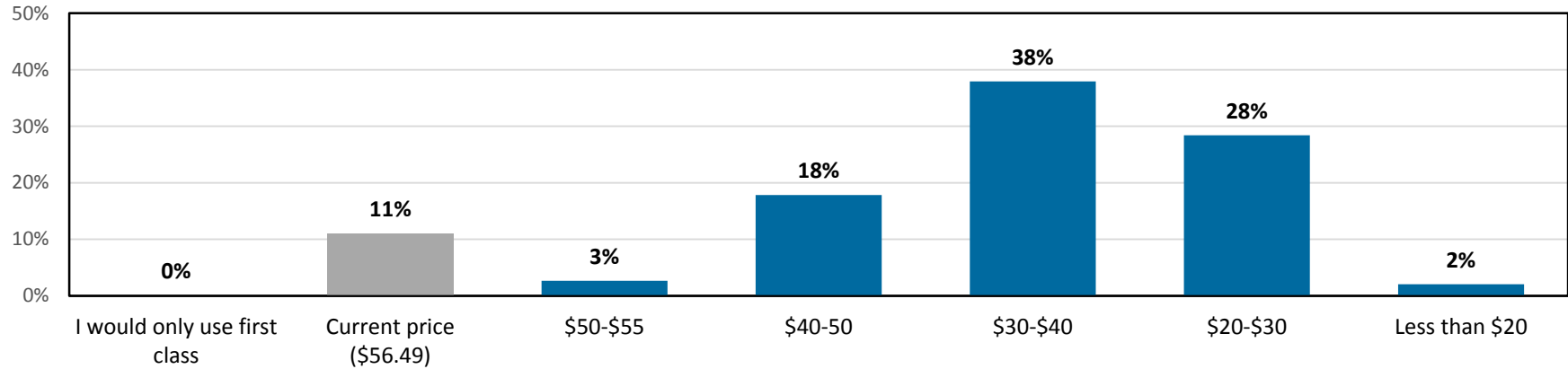
What departure times would be more convenient or useful to you?



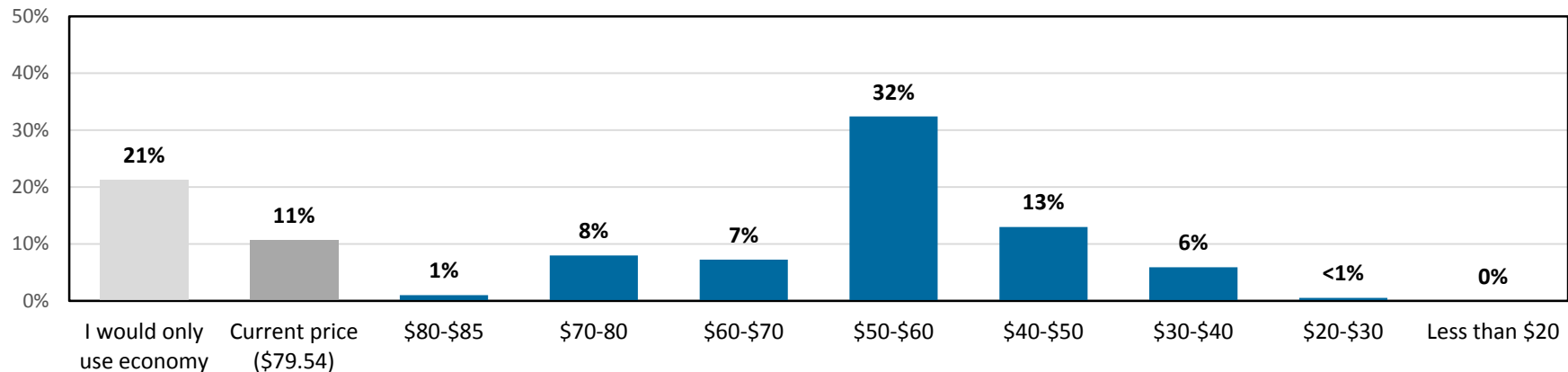
Base: Respondents whose needs are not fully met by current departure times

Canberra rail line

The price for catching a train from Canberra to Sydney is currently \$55.49 for economy and \$79.54 for first class. What price would you be prepared to pay for economy seats?



What price would you be prepared to pay for first class seats?



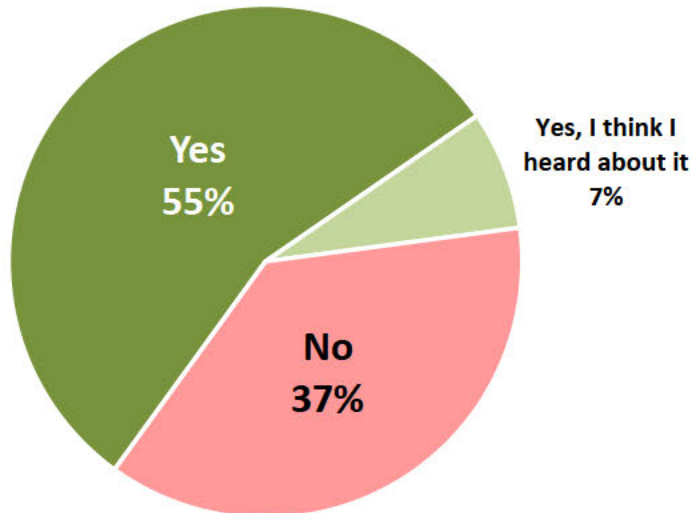
Base: Respondents who are more likely to travel via train between Canberra and Sydney if tickets are cheaper

International flights from Canberra

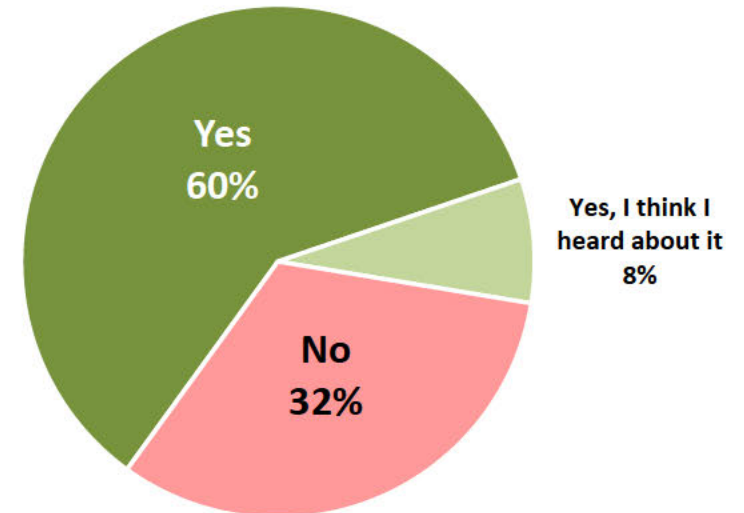
Have you travelled to or through any of the following locations in the past 12 months?



Were you aware that Singapore Airlines will be increasing their flight frequency to Singapore?



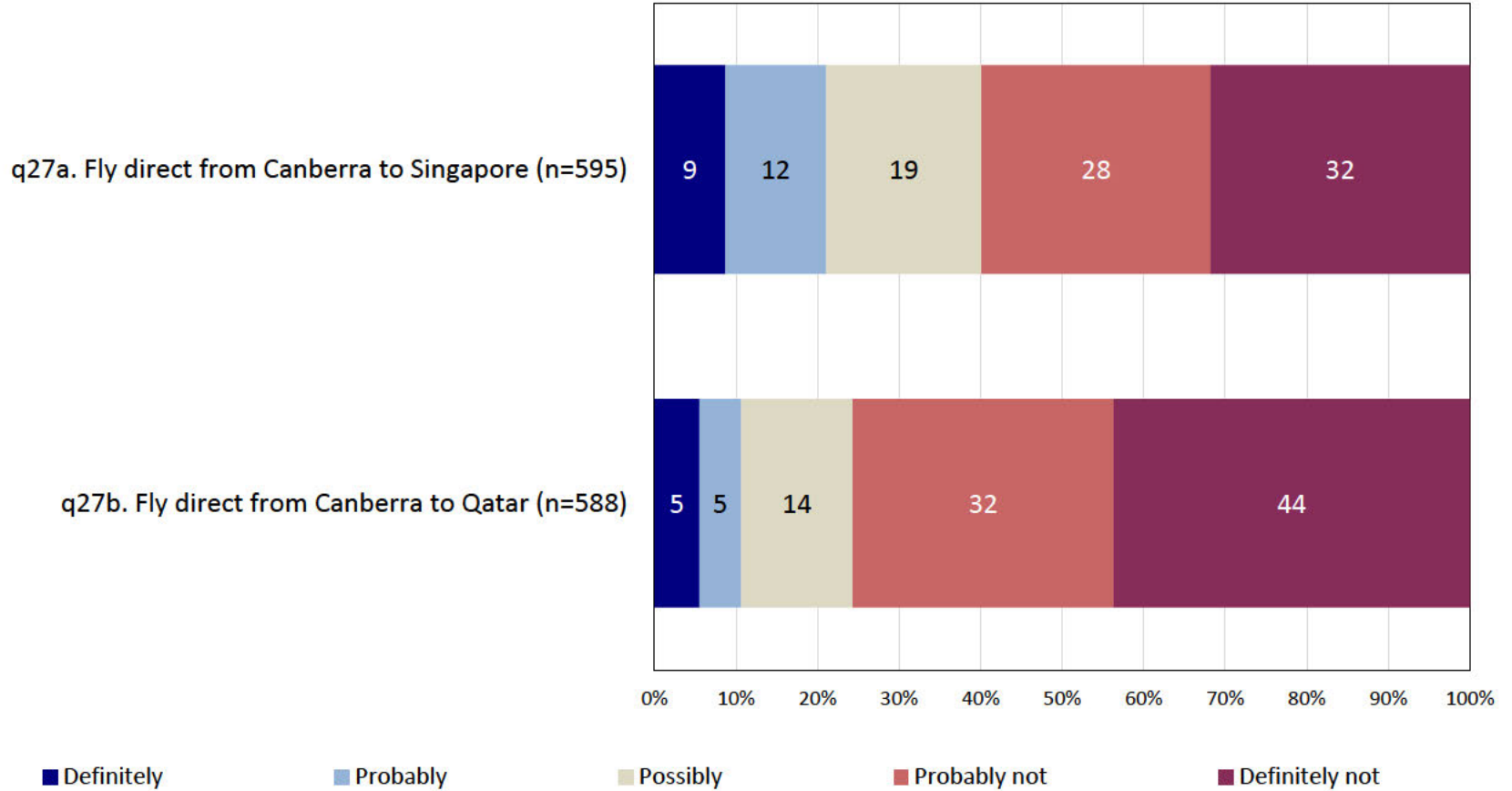
Were you aware that Qatar Airways commenced daily flights from Canberra to Doha Airport in Qatar earlier this year?



Base: All respondents

International flights from Canberra

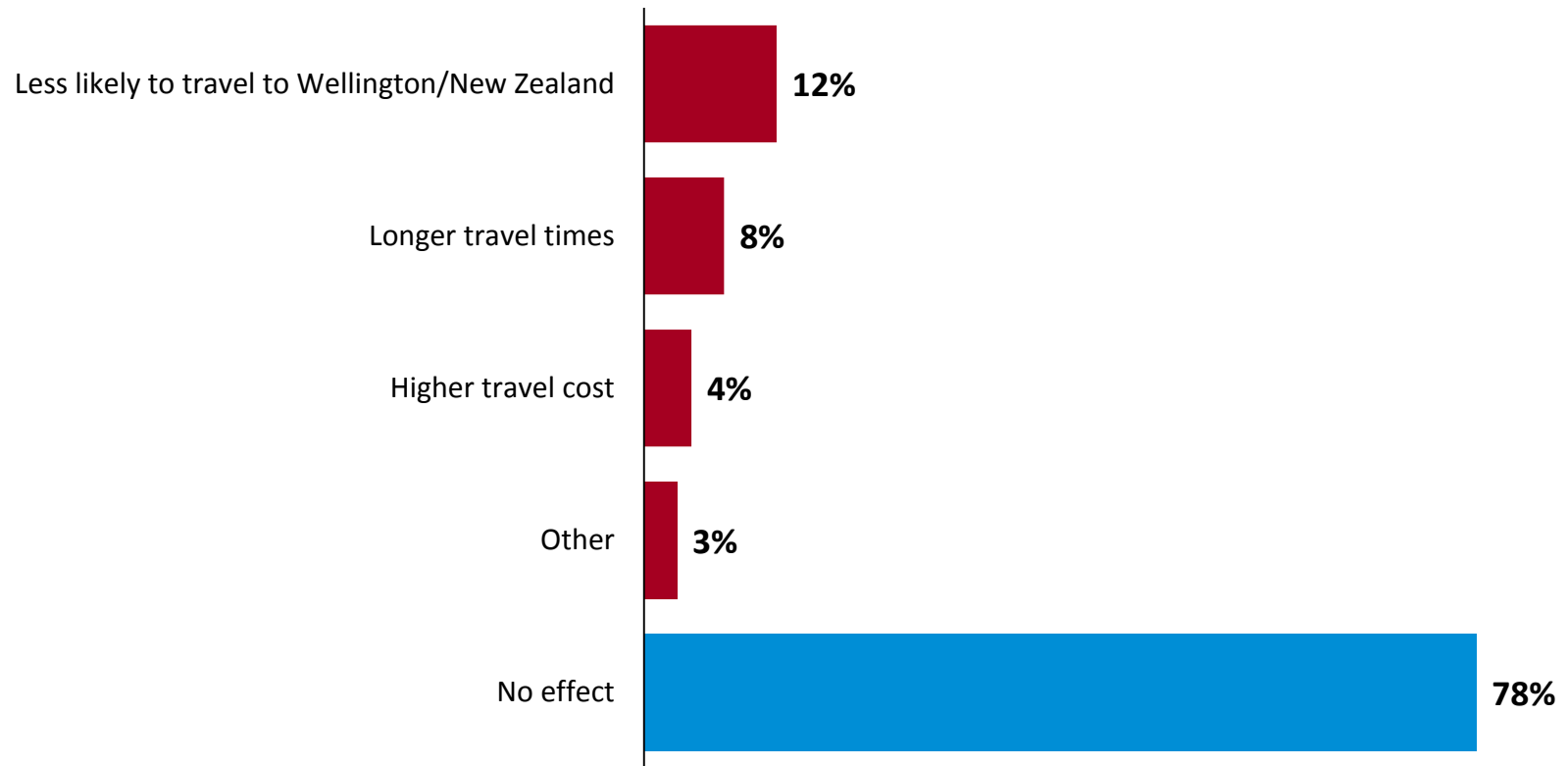
In the next 12 months, how likely would you be to:



Base: All respondents

International flights from Canberra

Singapore Airlines has also announced that is would be dropping its direct service to Wellington. In what ways has this affected your travel plans? (Unprompted)



Base: All respondents

This project was conducted in accordance with the international quality standard ISO 20252 and the Australian Privacy Principles contained in the Privacy Act 1988.

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ACT GOVERNMENT

COMMUNITY VIEWS SURVEY

QUESTIONNAIRE – Q1 2018 (APRIL)

PART A

Introduction

Good morning/afternoon/evening my name is [name]. I'm calling on behalf of the ACT government from ORIMA Research.

We're conducting a survey to help determine what ACT government services are important to the community, how well the Government is performing and what areas might be improved.

The interview should take around 15 minutes to complete. Please be assured that your identity and all your responses will be kept confidential and will only be used for research purposes.

Would it be okay to proceed with this survey now?

- 1 Yes [Proceed with the survey]
- 2 No [Interviewer-try and schedule a more appropriate time to call if possible]

Our call may be monitored by my supervisor for quality assurance purposes, is this okay with you?

Screen: Do you work for the ACT government?

- 1 No [Proceed with the survey]
- 2 Yes [Unfortunately, for the purpose of this research we need to speak to people who do not work for the ACT government. Thank you for your willingness to take part [thank and end]

A. ACT government priorities

Firstly I'd like to read out several broad areas the ACT government is responsible for. I'd like you to tell me which you think are most important. You may select **up to three**.

- 1 Of the following areas, which do you feel are the **most** important? [Rotate options, keeping 6-7-8 in that order, and accept **up to three**]
 - 1 Education
 - 2 Health services
 - 3 Assistance to disadvantaged groups (such as public housing)
 - 4 Justice and community safety
 - 5 Managing the environment
 - 6 Planning (such as land releases and zoning)
 - 7 Light rail development
 - 8 Other transport infrastructure
 - 9 Other urban services, such as garbage collection and maintaining parks and public areas
 - 10 Managing the economy
 - 11 Creating jobs
 - 12 Helping small business
 - 13 Investing in research and development
 - 14 Tourism, which brings economic benefits to the ACT
 - 15 Do not read out: Don't know/Can't say

- 2 Apart from the broad areas I have read out, is there any **other** area or issue you think it is **highly important** for the ACT government to focus on?
 - 1 Yes [Please specify your **single most important area**] _____
 - 2 No
 - 3 Don't know / not sure

B. Housing

- 3 What type of dwelling do you live in? Multiple response. Read out as required
 - 1 Separate/detached house on its own block
 - 2 Townhouse or duplex or semi
 - 3 Row or terrace house
 - 4 Dual occupancy (one of two dwellings on the same block, whether joined or not)
 - 5 Unit, flat or apartment

- 6 Other *[Please specify]* _____
- 4 [Ask if Q3=1, freestanding block] What is the block size of the block your current residence is on?
- 1 Up to 499m2
 - 2 500-699m2
 - 3 700-799m2
 - 4 800-1,049m2
 - 5 1,050m2 or larger
 - 6 [Don't know]
- 5 Which of the following best describes your tenancy arrangement?
- 1 Owner-occupier
 - 2 Renting
 - 3 Living with parents/guardians
 - 4 Other *[Please specify]* _____
- 6 Are you looking, or likely to be looking, to buy residential real estate in the ACT region any time within the next 5 years?
- Interviewer note: The ACT region can include Queanbeyan/Jerrabomberra, Goulburn, Yass, Murrumbateman, Bungendore and Braidwood.
- 1 Definitely
 - 2 Probably
 - 3 Possibly
 - 4 Probably not *[Go to q9]*
 - 5 Definitely not *[Go to q9]*
- 7 Would you be looking to...
- 1 Upsize
 - 2 Downsize
 - 3 Stay the same
 - 4 [Don't know]
- 8 What factors would influence this decision? *Multiple response. Do not prompt*
- 1 Prefer house on own block
 - 2 Prefer medium/high rise living building
 - 3 All I can afford/cheaper to buy/rent
 - 4 Investment value
 - 5 To upgrade my current home (i.e. better quality)
 - 6 To move into a better suburb

- 7 Require a larger home (e.g. because of children, possessions, etc.)
- 8 Require a smaller home (e.g. empty nester)
- 9 Require a different home, better suited to my lifestyle
- 10 Require a safer home or location
- 11 Currently renting—wish to own a home
- 12 Currently living with parents/relatives—wish to own a home
- 13 Other *[Please specify]* _____
- 14 [Don't know]

C. City maintenance

The ACT government is responsible for maintaining urban services in your suburb.

- 9 What do you consider to be the maintenance priorities for your suburb? *[Do not read out]*
 - 1 Dog parks and domestic animal services
 - 2 Parks and public amenities
 - 3 Playgrounds
 - 4 Sporting and recreational facilities
 - 5 Shopping precincts
 - 6 Libraries
 - 7 Trees and shrubs in public places
 - 8 Maintained and connected roads
 - 9 Effective litter and waste collection
 - 10 Effective traffic management
 - 11 Well-lit public places
 - 12 Effective stormwater services
 - 13 Safe and connected footpaths
 - 14 Access to cycle paths
 - 15 Accessible verges
 - 16 Other *[Please specify]* _____
 - 17 Don't know/Can't say

D. Graduated licensing scheme

10 The ACT government is considering introducing additional initiatives that would apply to L and P platers for their safety, to bring the rules in line with national best practice. To what extent do you agree or disagree that the following initiatives should be introduced?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	[Not sure]
a Restricting the number of passengers aged between 16 to 24 years in the car at any one time while a first year p plater is driving (currently no restriction)	1	2	3	4	5	6
b Banning or restricting first year p platers from driving between midnight and 5am (currently no restriction)	1	2	3	4	5	6
c Imposing a minimum of 120 supervised learner driver hours, including at least 15 hours at night before being eligible to apply for a p licence (currently encourage 50 hours but not mandated, no night restrictions)	1	2	3	4	5	6
d Increasing the length of holding a learner licence to one year (up from 6 months)	1	2	3	4	5	6
e Total ban on the use of mobile phones, including hands-free devices for both l and p platers	1	2	3	4	5	6
f Increasing the age a teenager can obtain a learner permit to 16 years (up from 15 years 9 months)	1	2	3	4	5	6

E. ACT's climate change strategy

11 Are you aware the ACT government is committed to being a world leader in addressing climate change?

- 1 Yes
- 2 Yes, I think I heard about it
- 3 No

12 To what extent do you agree or disagree with the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	[Not sure]
a I support the ACT government's commitment to being a world leader in addressing climate change	1	2	3	4	5	6
b I am concerned about how Canberra will be impacted by climate change	1	2	3	4	5	6

13 Do you have solar panels installed at your home residence?

- 1 Yes [Go to Section F]
- 2 No
- 3 [Don't know]

14 What has so far prevented you from installing solar panels? Do not prompt

- 1 I haven't thought about it
- 2 Currently in the process of organising this
- 3 I am trying to find the right provider/installer that meets my requirements
- 4 Availability of providers/installers
- 5 Price
- 6 I am renting
- 7 Lack of information about solar panels/providers/installers
- 8 Other [Please specify] _____

F. Public safety

15 To what extent do you agree or disagree with the following statements about public safety in the ACT? Read scale options as required, apart from *not sure*

In general, I feel safe...	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	[Not sure]
a ...when I am by myself in Canberra's public spaces during the day	1	2	3	4	5	6
b ...when I am by myself in Canberra's public spaces at night	1	2	3	4	5	6
c ...at daytime ACT Government events	1	2	3	4	5	6
d ...at night-time ACT Government events	1	2	3	4	5	6

16 [Ask if any Q26a-d=3-5] What makes you feel unsafe in Canberra's public spaces/ACT Government events?

G. Diversity

17 What do you think the ACT government can do to create a more multicultural friendly community? **Multiple response. Do not prompt**

- 1 More multicultural festivals/events
- 2 Communication material in other languages
- 3 Partnerships with local organisations and sporting clubs
- 4 Employment opportunities
- 5 Other *[Please specify]* _____
- 6 [Nothing]
- 7 [Don't know]

H. Assisted dying

Currently the ACT and the Northern Territory cannot pass their own legislation on assisted dying.

18 To what extent would you agree or disagree with the following statements? **Read scale options as required, apart from *not sure***

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	[Not Sure]
a The ACT should have the right to pass its own legislation on assisted dying.	1	2	3	4	5	6
b If someone is suffering from a terminal or incurable illness and wishes to end their own life, they should be allowed to do so.	1	2	3	4	5	6

I. Overall Impressions of ACT government services

We are near the end of the survey. I just want to ask you about your overall impressions of ACT government Services, priorities and major projects.

19 Considering everything, to what extent would you agree with the following statements:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	[Not Sure]
a I am well informed about the range of ACT government services offered across the ACT.	1	2	3	4	5	6

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	[Not Sure]
b I am well informed about the range of ACT government services available in my suburb.	1	2	3	4	5	6
c The range of services offered by the ACT government meet my needs.	1	2	3	4	5	6
d I am satisfied with the quality of the services I have used.	1	2	3	4	5	6

J. Demographic questions

The following questions will help us analyse the survey results.

20 Which of the following age brackets do you belong to?

- 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+ years
- 8 [Refused]

21 Which of the following income brackets best describes your gross total household income?

- 1 Less than \$20,000
- 2 \$20,000 to less than \$50,000
- 3 \$50,000 to less than \$80,000
- 4 \$80,000 to less than \$120,000
- 5 \$120,000 to less than \$160,000
- 6 \$160,000 to less than \$200,000
- 7 \$200,000 or more
- 8 [Refused / don't know]

22 Which of the following best describes your household type?

- 1 Single person household
- 2 Couple household, no children
- 3 Family household, at least one dependent child
- 4 Family household, children no longer dependent

5 Share house or other adult-only group household

6 Other *[Please specify]* _____

7 [Refused]

23 Do you identify as being any of the following? Multiple response

1 Aboriginal or Torres Strait Islander

2 Disability

3 Non-English speaking background

4 None of the above

Thank and end

That's the end of the survey. Thank you for your time and contribution to this research.

24 Interviewer to code: was the interviewee:

1 Male

2 Female

25 Interviewer to code postcode from sample.

Postcode: _____

ACT GOVERNMENT

COMMUNITY VIEWS SURVEY

QUESTIONNAIRE – Q1 2018 (MAY)

PART B

Introduction

Good morning/afternoon/evening my name is [name]. I'm calling on behalf of the ACT government from ORIMA Research.

We're conducting a survey to help determine what ACT government services are important to the community, how well the Government is performing and what areas might be improved.

The interview should take around 15 minutes to complete. Please be assured that your identity and all your responses will be kept confidential and will only be used for research purposes.

Would it be okay to proceed with this survey now?

- 1 Yes [Proceed with the survey]
- 2 No [Interviewer-try and schedule a more appropriate time to call if possible]

Our call may be monitored by my supervisor for quality assurance purposes, is this okay with you?

Screen: Do you work for the ACT government?

- 1 No [Proceed with the survey]
- 2 Yes [Unfortunately, for the purpose of this research we need to speak to people who do not work for the ACT government. Thank you for your willingness to take part [thank and end]

A. Communications

Social media

1 What social media accounts do you follow to keep informed about what is happening in the ACT? *Multiple response. Do not prompt*

- 1 Don't follow any social media accounts / don't follow any relevant to the ACT
- 2 Canberra Times
- 3 Canberra Noticeboard
- 4 Canberra Drivers
- 5 Canberra Mums
- 6 ABC Local
- 7 Radio Stations
- 8 City News
- 9 RiotACT
- 10 Her Canberra
- 11 Win News
- 12 Nine News
- 13 Radio station *[Please specify]* _____
- 14 Named individual/personality *[Please specify]* _____
- 15 Other *[Please specify]* _____

2 What **local** topics would you want to be informed about through social media? *Multiple response. Do not prompt*

- 1 Education
- 2 Health services
- 3 Assistance to disadvantaged groups (such as public housing)
- 4 Justice and community safety
- 5 Managing the environment
- 6 Planning (such as land releases and zoning)
- 7 Light rail development
- 8 Other transport infrastructure
- 9 Other urban services, such as garbage collection and maintaining parks and public areas
- 10 Managing the economy
- 11 Investing in research and development
- 12 Tourism, which brings economic benefits to the ACT

- 13 Other *[Please specify]* _____
- 14 [Don't know/can't say]

YourSay

The ACT government manages the YourSay website (yoursay.gov.au) that enables ACT citizens to share ideas and have their say on government projects and initiatives across Canberra.

- 3 Have you ever accessed or provided feedback on the ACT government's YourSay website? **Single response**
- 1 Yes, provided feedback
 - 2 Yes, accessed the YourSay website
 - 3 Aware of but haven't accessed
 - 4 Not aware of the YourSay website

- 4 To what extent would you agree or disagree with the following statements:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	[Not Sure]
a [Ask if Q3=1,2] The YourSay website was easy to use.	1	2	3	4	5	6
b [Ask if Q3<>1] I am interested in providing feedback to the ACT government through the YourSay website.	1	2	3	4	5	6
c [Ask if Q3=1] I felt as though I was given sufficient opportunity to have my say through the YourSay website.	1	2	3	4	5	6

B. Early years education

- 5 Do you have a child of high school age or younger?
- 1 Yes
 - 2 No *[Go to section C]*
- 6 Which of the following has your child attended in Australia? **Multiple response. Read out**
- 1 High school
 - 2 Primary school
 - 3 Kindergarten
 - 4 Pre-school
 - 5 Day care/After-school care
 - 6 Play groups

- 7 Before this survey, had you heard of the National Assessment Program – Literacy and Numeracy, otherwise known as NAPLAN?
- 1 Yes
 - 2 Yes, I think I heard about it
 - 3 No [Go to question 9]
- 8 How useful do you think NAPLAN is for determining the quality of education provided at a school?
- 1 Essential
 - 2 Very useful
 - 3 Moderately useful
 - 4 Only slightly useful
 - 5 Not at all useful
 - 6 [Don't know]
- 9 What do you think are the educational benefits of 3-4 year olds participating in Pre-school, day care, after-school care and play groups? [Do not prompt; allow multiple response]
- 1 Socialisation
 - 2 Early exposure to routine
 - 3 Independence
 - 4 [No benefits]
 - 5 [Don't know]

C. Youth employment

- 10 What do you think the ACT Government could do to support young people start on an employment pathway? Multiple response. Do not prompt
- 1 Nothing, I don't think youth underemployment is a problem
 - 2 Nothing, I think the ACT Government is doing enough / I don't think this is an ACT Government issue
 - 3 Help improve vocational counselling in schools
 - 4 More/Better incentives for employers to employ young people
 - 5 Support more apprenticeships targeting young people
 - 6 Improve alignment between schooling and current workforce requirements
 - 7 Provide more opportunities for study/practical work experience
 - 8 Improve awareness by employers of their obligations in relation to employing young people
 - 9 Improve awareness among young people of their employment rights

- 10 Other *[Please specify]* _____
- 11 [Don't know/can't say]

D. Suburban renewal

- 11 The ACT Government is considering the possible upgrade and enhancement of infrastructure at Canberra Technology Park in Watson (also known as the old Watson High School) as a higher education and community precinct. The space would include student accommodation and preserve public green space. To what degree would you support this initiative?
- 1 Fully support
 - 2 Moderately support
 - 3 Slightly support
 - 4 Do not support at all
 - 5 [Don't know]
- 12 To what degree do you support the attraction of private investment to facilitate these upgrades?
- 1 Fully support
 - 2 Moderately support
 - 3 Slightly support
 - 4 Do not support at all
 - 5 [Don't know]

E. Stamp duty

- 13 Did you know that most people buying their first time home are exempted from paying stamp duty if they purchase a newly built property?
- 1 Yes
 - 2 Yes, I think I heard about it
 - 3 No
- 14 Do you think all first time home buyers should be eligible for a stamp duty concession – regardless of whether they purchase a new or existing property?
- 1 Definitely
 - 2 Probably
 - 3 Possibly
 - 4 Probably not
 - 5 Definitely not

15 Did you know that the ACT government is in the process of abolishing stamp duty?

- 1 Yes
- 2 Yes, I think I heard about it
- 3 No

F. Travelling

Canberra rail line

16 Have you ever caught a train between Canberra and Sydney?

- 1 Yes—Canberra to Sydney
- 2 Yes—Sydney to Canberra
- 3 No *[Go to q18]*
- 4 [Don't know / Can't recall] *[Go to q18]*

17 When did you last catch a train between Canberra and Sydney?

- 1 More than 5 years ago
- 2 2-5 years ago
- 3 1-2 years ago
- 4 In the last year
- 5 In the last month
- 6 [Don't know / Can't recall]

18 What would make you more likely to travel via train between Canberra and Sydney? *Multiple response. Do not prompt*

- 1 Faster travel times
- 2 More frequent services
- 3 More stops *[Please specify]* _____
- 4 Quality/comfort of carriages
- 5 Cheaper tickets
- 6 Better/additional station locations in Canberra *[Please specify]* _____
- 7 Other *[Please specify]* _____
- 8 [Nothing]

- 19 [Ask if Q18=1, faster travel times] The current travel time between Sydney and Canberra via train is 4¼ hours. How short would the travel time need to be to make you more likely to travel via train between Canberra and Sydney?
- 1 3-4 hours
 - 2 2-3 hours
 - 3 1-2 hours
 - 4 Under 1 hour
- 20 Trains currently depart from Canberra to Sydney three times per day—at 6:45am, midday, and 5:29pm. To what extent do these travel times meet your needs?
If requested: Travel time is around 4¼ hours.
- 1 Fully [Go to q22]
 - 2 Mostly
 - 3 Partially
 - 4 Not at all
- 21 What departure times would be more convenient or useful to you? Accept but do not prompt for multiple response. Read out times (rather than descriptions) if necessary to clarify.
- 1 Early morning (before 6:45am)
 - 2 Morning business hours (7-10am)
 - 3 Late morning (10am-12pm)
 - 4 Early afternoon (12pm-2pm)
 - 5 Later afternoon (2pm-5:30pm)
 - 6 Evening (5:30pm-8pm)
 - 7 Late night (8pm-midnight)
- 22 [Ask if Q18=5, cheaper tickets] The price for catching a train from Canberra to Sydney is currently \$56.49 for economy and \$79.54 for first class. What price would you be prepared to pay for economy seats?
- 1 [I would only use first class] [Go to q23]
 - 2 Current price (\$56.49)
 - 3 \$50-\$55
 - 4 \$40-50
 - 5 \$30-\$40
 - 6 \$20-\$30
 - 7 Less than \$20
- 23 [Ask if Q18=5, cheaper tickets] What price would you be prepared to pay for first class seats?
- 1 [I would only use economy]
 - 2 Current price (\$79.54)

- 3 \$80-\$85
- 4 \$70-80
- 5 \$60-\$70
- 6 \$50-\$60
- 7 \$40-\$50
- 8 \$30-\$40
- 9 \$20-\$30
- 10 Less than \$20

International flights from Canberra

24 Have you travelled to or through any of the following locations in the past 12 months? **Multiple response. Prompt**

- 1 Singapore
- 2 Qatar
- 3 Neither

25 Were you aware that that Singapore Airlines will be increasing their flight frequency to Singapore? **If asked: from 4 flights per week, to daily; this will take place on 1 May**

- 1 Yes
- 2 Yes, I think I heard about it
- 3 No

26 Were you aware that Qatar Airways commenced daily flights from Canberra to Doha Airport in Qatar earlier this year? **[If asked, the route is Canberra-Sydney-Doha]**

- 1 Yes
- 2 Yes, I think I heard about it
- 3 No

27 In the next 12 months, how likely would you be to: **Read scale options as required, apart from not sure**

	Definitely	Probably	Possibly	Probably not	Definitely not	[Not Sure]
a Fly direct from Canberra to Singapore	1	2	3	4	5	6
b Fly direct from Canberra to Qatar	1	2	3	4	5	6

28 Singapore Airlines has also announced that it would be dropping its direct service to Wellington. In what ways has this affected your travel plans? **Multiple response. Do not prompt.**

- 1 No effect
- 2 Longer travel times
- 3 Higher travel cost
- 4 Less likely to travel to Wellington/New Zealand
- 5 Other *[Please specify]* _____

G. Demographic questions

The following questions will help us analyse the survey results.

- 29 Which of the following age brackets do you belong to?
- 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+ years
 - 8 [Refused]
- 30 Which of the following income brackets best describes your gross total household income?
- 1 Less than \$20,000
 - 2 \$20,000 to less than \$50,000
 - 3 \$50,000 to less than \$80,000
 - 4 \$80,000 to less than \$120,000
 - 5 \$120,000 to less than \$160,000
 - 6 \$160,000 to less than \$200,000
 - 7 \$200,000 or more
 - 8 [Refused / don't know]
- 31 Which of the following best describes your household type?
- 1 Single person household
 - 2 Couple household, no children
 - 3 Family household, at least one dependent child
 - 4 Family household, children no longer dependent
 - 5 Share house or other adult-only group household
 - 6 Other *[Please specify]* _____
 - 7 [Refused]
- 32 Do you identify as being any of the following? **Multiple response**
- 1 Aboriginal or Torres Strait Islander
 - 2 Disability
 - 3 Non-English speaking background
 - 4 None of the above

Thank and end

That's the end of the survey. Thank you for your time and contribution to this research.

33 Interviewer to code: was the interviewee:

- 1 Male
- 2 Female

34 Interviewer to code postcode from sample.

Postcode: _____

COMMUNITY VIEWS SURVEY CYCLE 1 (PART A & B) 2018

BACKGROUND.....	2
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BACKGROUND

- Orima Research is contracted to design the omnibus research program to seek the community's views on the priorities, projects and programs of the ACT Government.
- The annual program consists of four surveys of 600 respondents each using Computer Assisted Telephone Interviewing (CATI) methodology. Respondents are stratified by region - North Canberra; South Canberra; Woden and Weston Creek; Belconnen and Gungahlin; and Tuggeranong. Overall results are provided at 95% ± 4pp confidence level.
- Each Directorate was given the opportunity to include topics of interest to support policy, initiative and project development.
- Two 15-minute surveys were conducted during March and April 2018.

TOPICS

DEMOGRAPHICS

- Both surveys used a stratified random sample approach across the seven broad regions within the ACT: Belconnen, Gungahlin, North Canberra, South Canberra, Woden, Weston Creek and Tuggeranong to enable reporting on a region by region basis.
- In order to correct for the skews resulting from the equal sample sizes within each region, the data has been weighted so as to reflect the relative size of each survey region when reporting on the results for the ACT as a whole.

ACT GOVERNMENT PRIORITIES

- The questions ask how well informed individuals feel about services and what they believe to be the priorities for government.
- Overall satisfaction with government services was 77% and satisfaction with the range of services was 76%. 73% of Canberrans felt well informed about the range of services and 62% felt they were well informed about services in their suburb.
- ACT Government's provision of health and education services continue to be the highest priorities for Canberrans.

HOUSING

- The Environment Planning and Sustainable Development Directorate (EPSDD) undertook this research to understand the current residential living conditions of Canberrans, their living arrangements and future housing aspirations.
- The research found that the majority of respondents (60%) were probably not or definitely not going to buy in the ACT region in the next five years. For those that were looking to buy, nearly half were considering downsizing.

- This work will be used to inform the [Housing Choices engagement](#).

CITY MAINTENANCE

- As part of the [City services and a Better Suburbs Statement for Canberra](#) engagement, the Transport and City Services Directorate (TCCS) wanted to better understand what Canberrans perceived to be the priorities for city maintenance services.
- The results outlined perceived maintenance priorities for Canberras and its regions.
- The highest priorities across Canberra were maintained and connected roads, parks and public amenity, effective litter and waste collection, safe and connected footpaths and trees, shrubs and greenery in public places. The results varied slightly on a regional level.
- The directorate is using the insights to inform a [Citizen's Forum](#) in July and August 2018.

GRADUATED LICENSING SCHEME

- The Justice and Community Safety Directorate (JACS) undertook research on attitudes towards proposed reforms to the graduated licensing scheme before the [Your Plates Review](#) opened on YourSay in April 2018.
- The results demonstrated strong support for the total ban on the use of mobile phones, including hands free devices for both L and P Plates (85% either agree or strongly agree). There was also support (68%) for the introduction of a minimum 120 supervised learner driver hours, including 15 hours at night and for restrictions on the number of passengers aged between 16-24 years in the car at any one time while a first year P plater (67%). 40% agreed or strongly agreed with the banning or restricting of first year P platers from driving between midnight and 5 am and 50% disagreed or strongly disagreed.
- The directorate is using the research to inform the proposed changes to the graduated licensing scheme.

ACT'S CLIMATE CHANGE STRATEGY

- The Environment Planning and Sustainable Development Directorate (EPSDD) sought to understand the community's support for the ACT Government's approach to dealing with climate change.
- The research revealed that the awareness of the government's commitment to climate change is at 51%.
- 76% of people support the ACT Government's commitment to being a world leader in addressing climate change. 71% of Canberrans were concerned about how Canberra will be impacted by climate change.

- The research also demonstrated that one in four households in Canberra have solar panels on their home residence. The cost of panels and renting were two of the major reasons preventing people having them installed.
- The directorate is using the data to inform the [ACT's Climate Change Strategy towards a Zero Emissions Territory](#).

PUBLIC SAFETY

- The Office For Women wanted to understand how people perceive safety in public.
- The research showed that most people felt safe during the day in public spaces (97%), while at night time people felt less safe when they were alone (only 58%).
- The data will be used as part of the [ACT Women's Action Plan 2017-19](#) and ACT Strategy on the Prevention of Violence Against Women.

DIVERSITY

- The Community Services Directorate (CSD) set out to gain community feedback about how people would like the ACT Government to create a more multicultural friendly community.
- The highest priority by far was partnerships with existing organisations and sporting clubs (44%) followed by employment opportunities at 36% and communication materials in other languages (36%).
- These results will be used as part of the [ACT Multicultural Framework 2015 – 2020](#).

ASSISTED DYING

- Currently the ACT and the Northern Territory cannot pass their own legislation on assisted dying, these questions were used to gauge whether Canberrans supported the legalisation of assisted dying policies.
- This research supports in principle the concept of legislation supporting assisted dying in the ACT. 82% of people agreed/strongly agreed that if someone is suffering from a terminal or incurable illness and wishes to end their own life they should be allowed to do so.
- 79% agreed or strongly agreed that the ACT should have the right to pass its own legislation on assisted dying.
- This research will be considered in future policy decisions.

SOCIAL MEDIA

- The Chief Minister Treasury and Economic Development Directorate (CMTEDD) sought to better understand Canberrans social media preferences for receiving information about what is happening in Canberra.

- The data reveals Canberrans look to social media to keep informed and that the ACT Government social media channels are among the preferred channels for information.
- It showed people are most interest in local arts, entertainment and sport and transport infrastructure.
- These insights are being used by the directorate to refine the way the ACT Government uses social media to interact and inform people.

YOURSAY

- CMTEDD sought to gauge the community's awareness of the YourSay platform for community engagement.
- The research showed that a high percentage of Canberrans were yet to experience the site (87%), while those who had (13%), were satisfied with the online offering.
- These insights are being used by the directorate to refine the YourSay platform and improve the engagement experience for online users.

EARLY YEARS EDUCATION

- The Education Directorate wanted to test the perceived benefits of NAPLAN in determining the quality of education.
- Of those who had heard of NAPLAN, almost half thought it wasn't useful for determining the quality of education provided at a school.
- Education also wanted to better understand the perceived benefits of 3-4 year olds participating in pre-school, day care, after school care and playgroups. 90% thought it was good for socialisation and 28% for early exposure to routine.
- These insights will be considered as part of the [Future of Education](#) engagement.

YOUTH EMPLOYMENT

- The [Youth Advisory Council](#) wanted to better understand the support that young people needed to get a start in an employment pathway.
- The research shows people thought young people needed more opportunities for study and practical work experience, vocational counselling and more apprenticeships targeted at young people.
- The data will be used by the Youth Advisory Council to inform their actions.

SUBURBAN RENEWAL – CANBERRA TECHNOLOGY PARK

- As the ACT Government has been considering a possible upgrade and enhancement to the infrastructure at [Canberra Technology Park](#), CMTEDD sought to get statistically sound data to inform the decisions being made about the precinct.
- The results showed 85% fully or moderately supported possible upgrade and enhancement of Canberra Technology Park (the Old Watson High School site) consistent with [feedback received through other engagement activities](#).

- The results also showed 70% fully or moderately supported the attraction of private investment to facilitate these upgrades.
- The results have been considered as part of the [Canberra Technology Park engagement](#) and are being considered as part of the final report.

STAMP DUTY

- CMTEDD asked questions about Stamp Duty to gauge public awareness of the actions the ACT Government has been taking to eventually abolish the duty.
- The results revealed that half of respondents were not aware that stamp duty was being abolished.
- Most people were supportive (67% definitely supportive) of first home buyers being eligible for a stamp duty concession regardless of whether they purchase a new or established home.
- The directorate will use the information as part of ongoing efforts to improve [public information about land duties](#).

CANBERRA RAIL LINE

- TCCS wanted to better understand people's use of rail links to Sydney and the potential for usability if they were to be improved in the future.
- The data showed that people would use rail if it were faster than the bus, more affordable and more frequent.
- The research will be considered as part of the [Transport for Canberra Policy](#).

INTERNATIONAL FLIGHTS FROM CANBERRA

- With Singapore Airlines and Qatar beginning international flights from Canberra, Visit Canberra wanted to better understand people's awareness and potential use of the new services and gauge the impact of Singapore Airlines removing flights to Wellington.
- 21% said they would be definitely or probably fly direct to Singapore in the next 12 months. 10% said they would definitely or probably fly direct to Qatar. 78% said the removal of the direct service to Wellington would have no effect on their travel plans. 12% said it would make them less likely to travel to Wellington/New Zealand.
- This research will be used as part of benchmarking and ongoing measurement of Visit Canberra.