

Housing NSW Community Survey

Study no. 18066• March 2009

Introduction

Good morning/afternoon/evening. My name is (... ..) from Sweeney Research, the market research company. We are conducting a survey on behalf of Housing NSW about how you feel about your community and what is important to you.

You would have received a flyer in your letterbox in the last couple of weeks about this survey, and we are interested in seeking your opinions of your local area.

This survey has been developed independently by Sweeney Research. The survey is part of The findings will be used to help plan for the future of your area.

The survey will take no more than 20 minutes to complete. Everyone who completes the survey is given the opportunity to go into a prize draw to win one of a \$150 Coles/Myer gift voucher, a \$100 voucher, or one of five \$50 vouchers.

Please be assured that your responses are confidential and the results will not be linked back to you. Would you be able to help us now?

Thank you for agreeing to participate. Once again, all your answers are confidential and your individual answers will not be made available to Housing NSW.

(NOTE: If not now, arrange call back or thank and close).

SECTION 1: SCREENER

I will now ask you a series of questions to confirm you qualify for this survey.

S1	What is the main language you speak at home?	<u>Language spoken:</u> _____
	Shall I phone you back with a Telephone Interpreter?	<u>Interpreter required?:</u> _____

S2	Which of the following age ranges includes your age? (Read out. Single response)	<u>Under 18</u>	Terminate, ask for an adult	1
		18-24	Continue	2
		25-34	Continue	3
		35-44	Continue	4
		45-54	Continue	5
		55-64	Continue	6
		65-74	Continue	7
		75 and over	Continue	8

S3	Can I confirm in which suburb do you currently live in? (Read out. Single response)	<u>Redfern</u>	Go to S2	1
		<u>Waterloo</u>	Go to S2	2
		<u>Other (specify)</u>	Terminate	3

S5	In which country were you born? (Single response)	<u>Australia</u>		1
		<u>New Zealand</u>		2
		<u>United Kingdom</u>		3
		<u>Russia</u>		
		<u>China</u>		4
		<u>Yugoslavia/Slovenia</u>		5
		<u>Ukraine</u>		6
		<u>Vietnam</u>		7
		<u>Phillipines</u>		8
		<u>Other (Specify)</u>		9
<u>(Refused)</u>		10		

S6	Are you or any member of your household of Aboriginal and/or Torres Strait Islander origin? (Single response)	<u>None</u>		1
		<u>Yes, Aboriginal</u>		2
		<u>Yes, Torres Strait Islander</u>		3
		<u>Yes, both Aboriginal and Torres Strait Islander</u>		4
		<u>(Refused)</u>		5

S7	Which of the following statements best describes your household? (Read out. Single response)	<u>I/We rent from Housing NSW (DOH)</u>		4
		<u>I/We rent from the Aboriginal Housing Office (AHO)</u>		5
		<u>I/We rent from Mercy Arms</u>		6
		<u>Others (Specify)</u>		7

SECTION 2: LOCAL AREA

The first section of the survey asks questions about your opinions of your local area...

Q1. What are the three things you like most about your local area? (Do not read out. Prompt if required. Multiple response)		
	First to mind	Others
1. Open space and parks	01	01
2. Schools and educational facilities	02	02
3. Shops	03	03
4. Social services and community facilities	04	04
5. The people who live here/residents	05	05
6. Friends and family in the area	06	06
7. Employment	07	07
8. Public transport	08	08
9. Entertainment facilities	09	09
10. Closeness to city	10	10
11. It is a safe place to live	11	11
12. Overall physical environment	12	12
13. Other (Specify)	13	13
14. None/nothing	14	14
15. Don't know	15	15

Q2. What are the three things you dislike most about your local area? (Do not read out. Prompt if required. Multiple response)		
	First to mind	Others
1. Drug related problems	01	01
2. Alcohol related problems	02	02
3. Lack of police	03	03
4. Overall level of crime	04	04
5. Youth problems	05	05
6. Lack/quality of education	06	06
7. Lack/quality of employment opportunities	07	07
8. Lack/quality of public transport	08	08
9. People who live here	09	09
10. Overall physical environment	10	10
11. Lack/quality of social services/facilities	11	11
12. Lack of shops	12	12
13. Other (Specify)	13	13
14. None/nothing	14	14
15. Don't know	15	15

<p>Q3a I will now read out some statements about your local area and I would like you to tell me how much you agree or disagree with each statement. (Read out. Single response. Randomise Statements 1-11. Keep Statement 12 anchored at end)</p>						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	N/A
1. My local area provides a good range of shops and services	1	2	3	4	5	6
2. My local area has meeting halls/clubs where people can get together	1	2	3	4	5	6
3. My local area is well served with public transport (IF ASKED: this includes buses, taxis and trains)	1	2	3	4	5	6
4. The local public spaces and parks are well-used	1	2	3	4	5	6
5. The streets, parks and open spaces are well maintained	1	2	3	4	5	6
6. There are good local facilities and activities for young children	1	2	3	4	5	6
7. There are good local facilities and activities for teenagers	1	2	3	4	5	6
8. My children have benefited from a good education attending our local schools	1	2	3	4	5	6
9. If you currently have children at school, it is easy to approach the local school to discuss issues related to my children's education	1	2	3	4	5	6
10. Rental costs and house prices are affordable	1	2	3	4	5	6
11. My neighbourhood is well designed/laid out	1	2	3	4	5	6
12. Overall, my local area is a good place to live	1	2	3	4	5	6
Q3b	<p>Considering everything about your neighbourhood, how satisfied are you with it as a place to live? (Read out. Single response)</p>					
	<u>Very satisfied</u>					1
	<u>Fairly satisfied</u>					2
	<u>Neither satisfied nor dissatisfied</u>					3
	<u>Fairly dissatisfied</u>					4
	<u>Very dissatisfied</u>					5
	<u>Don't know</u>					6

Q4 There are a number of facilities in your local area. How often do you/your family make use of the following facilities? (Read out. Single response)							
	2-3 times a week	Once a week	Once or twice a month	Every couple of months	Few times a year	Never	N/A
The playgrounds your children play in	1	2	3	4	5	6	7
The park and open space in your neighbourhood	1	2	3	4	5	6	7
The sports fields and facilities (such as basketball courts) in your neighbourhood	1	2	3	4	5	6	7
Your local shops	1	2	3	4	5	6	7
Community rooms	1	2	3	4	5	6	7

Q5 How easy is it for you to travel to the places you need to (e.g., to the shops or the doctor) (Read out. Single response)	I can easily get to places	1
	I sometimes have difficulty getting places	2
	I have difficulty getting places	3
	I have considerable difficulty getting places	4
	Don't know	5

Q6a How many times have you moved home in the last 5 years? (Do not read out. Single response)	I haven't moved	Go to next section	1
	Once		2
	Twice		3
	Three times		4
	More than three times		5

ASK THE FOLLOWING QUESTIONS ONLY IF Q6a = 2-5

Q6b Was your previous home in [Insert Response from S1b]? (Do not read out. Single response)	Yes	1
	No, but within the same area	2
	No, from another area	3

Q6c Why did you move from your last home? (Do not read out. Multiple response)	Housing-related reasons	1
	Availability of Housing NSW property	2
	Work-related reasons	3
	Accessibility reasons	4
	Family reasons	5
	Financial reasons	6
	Other (Specify)	7

NOTE: IF REQUIRED, THE FOLLOWING ARE POSSIBLE ANSWERS (NOT EXTENSIVE) FOR EACH REASON AT Q6C

REASONS	EXAMPLES
Housing-related reasons	<ul style="list-style-type: none"> ▪ Needed somewhere bigger ▪ Was homeless/refuge/staying with relatives/friends previously ▪ Want to live in this area ▪ Previous housing was inadequate
Availability of Housing NSW property	<ul style="list-style-type: none"> ▪ Security of tenure ▪ Managed to get into public housing ▪ Have been transferred or re-housed
Work/education-related reasons	<ul style="list-style-type: none"> ▪ Place of work nearby ▪ Close to training and employment services ▪ Close to schools/university
Accessibility reasons	<ul style="list-style-type: none"> ▪ Facilities/amenities (e.g., parks, hospital, child care) close by ▪ Convenient public transport/road network ▪ Centrelink offices nearby
Family reasons	<ul style="list-style-type: none"> ▪ Close to family and friends ▪ Meets household needs ▪ Better environment to raise children
Financial reasons	<ul style="list-style-type: none"> ▪ Cannot afford private home (rent or own) ▪ New place has low or lower rent

SECTION 3: SOCIAL AND COMMUNITY SERVICES

Now I am going to ask you some questions about the **social and community services** in Redfern and Waterloo. These include aged, child, and health care, medical services, neighbourhood centres, local enterprise centres and others ...

Q7a Below are some statements about **the social and community services in your local area**. Can you tell me how much you agree or disagree with each statement?
(Read out. Single response)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	N/A
1. Redfern and Waterloo have social and community services that my family needs	1	2	3	4	5	6
2. I can easily access these social and community services	1	2	3	4	5	6
3. I am pleased with the level of assistance offered by community service providers	1	2	3	4	5	6

Q7b Thinking about the level of assistance you receive from social and community services, how satisfied are you with these? (Read out. Single response)	<u>Very satisfied</u>	1
	<u>Fairly satisfied</u>	2
	<u>Neither satisfied nor dissatisfied</u>	3
	<u>Fairly dissatisfied</u>	4
	<u>Very dissatisfied</u>	5
	<u>Don't know</u>	6

ASK ONLY IF Q7b = 4-5

Q7c Why do you say that?

ASK ONLY IF S2 = 4-5 (ie, PUBLIC TENANTS); OTHERS GO TO Q9a

Q8a And thinking about your local housing office, how satisfied are you with the services you have received from them in the last year? (Read out. Single response)	<u>Very satisfied</u>	1
	<u>Fairly satisfied</u>	2
	<u>Neither satisfied nor dissatisfied</u>	3
	<u>Fairly dissatisfied</u>	4
	<u>Very dissatisfied</u>	5
	<u>Don't know</u>	6

ASK ONLY IF Q8a = 4-5

Q8b Why do you say that?

Q9a	How satisfied or dissatisfied are you with the general condition of your home?	Very satisfied	1
		Fairly satisfied	2
		Neither satisfied nor dissatisfied	3
		Fairly dissatisfied	4
		Very dissatisfied	5
		Don't know	6
Q9b	Have you gone to Housing NSW with a maintenance issue in the last 12 months? (Single response)	Yes	1
		No	2
		Don't know	3
ASK ONLY IF Q9b = 1		Very satisfied	1
Q9c	Thinking about the requests you have made, how satisfied are you with the advice provided by Housing NSW? (Read out. Single response)	Fairly satisfied	2
		Neither satisfied nor dissatisfied	3
		Fairly dissatisfied	4
		Very dissatisfied	5
		Don't know	6

SECTION 4: NEIGHBOURHOOD AND COMMUNITY

The next few questions asks you about your **neighbourhood and community** ...

Q10a Now thinking about your personal safety, can you let me know how safe or unsafe you feel in the following situations...
(Read out. Single response)

	Very safe	Fairly safe	Neither safe nor unsafe	Fairy unsafe	Very unsafe	N/A
1. At home by yourself during the day	1	2	3	4	5	6
2. At home by yourself after dark	1	2	3	4	5	6
3. Walking around your neighbourhood during the day	1	2	3	4	5	6
4. Walking around your neighbourhood after dark	1	2	3	4	5	6

Q10b There are a number of different things that can be said about safety in your local area. I will read a few of these things out. For each statement can you let me know how much you agree or disagree?
(Read out. Single response. Randomise statements 1-5. Anchor statement 6 at end)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	N/A
1. Graffiti and vandalism is a problem in my local area	1	2	3	4	5	6
2. Anti-social and nuisance behaviour is a problem in my local area	1	2	3	4	5	6
3. Drug use/dealing is a problem in my local area (e.g., syringes, deals, etc)	1	2	3	4	5	6
4. Alcohol related issues are a problem in my local area	1	2	3	4	5	6
5. The police and other agencies are working together to deal with crime and anti-social behaviour in my local area	1	2	3	4	5	6
6. Crime is a problem in my local area	1	2	3	4	5	6

Q10c Have you reported any incidents of crime you have witnessed?
(read out. multiple response codes 1 and 2 only)

<u>Yes, I reported a crime to NSW Police</u>	1
<u>Yes, I reported a crime to Housing NSW</u>	2
<u>No, I have not reported any crime</u>	3
<u>No, I have not been a witness to any crime</u>	4

Q11a In the past 12 months, have you or someone in your household been a victim of any crime in your local area?

<u>Yes</u>	1
<u>No</u>	2
<u>Refused</u>	3

Q11b What was the nature of the crime or crimes? (Do not read out. Multiple response)	Yes	No
1. Murder	1	1
2. Non Domestic Violence related assault – alcohol and/or drug related	2	2
3. Domestic Violence related assault – alcohol and/or drug related	3	3
4. Non Domestic Violence related assault – non alcohol related	4	4
5. Domestic Violence related assault – non alcohol related	5	5
6. Sexual assault	6	6
7. Robbery without a weapon	7	7
8. Robbery with a weapon	8	8
9. Break and enter dwelling	9	9
10. Break and enter – non-dwelling	10	10
11. Motor vehicle theft	11	11
12. Steal from motor vehicle	12	12
13. Steal from dwelling	13	13
14. Steal from person	14	14
15. Fraud	15	15
16. Malicious damage to property	16	16
17. Other drug related crime	17	17
18. Other (Specify)	18	18

Q11c If you have sought assistance to manage crime and antisocial behaviour, who did you approach and how satisfied were you with the level of assistance you received?						
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
(Do not read out. Prompt if required)	(Read out. Single response)					
1. Housing NSW	1	2	3	4	5	6
2. Police	1	2	3	4	5	6
3. Friend/s	1	2	3	4	5	6
4. Family	1	2	3	4	5	6
5. A support service (specify)	1	2	3	4	5	6
6. Other	1	2	3	4	5	6
7. Did not report						

Q12 Now we'll talk about you and your local neighbourhood. I will read some statements out about **you and your local neighbourhood**. For each statement I would like you to tell me how much you agree or disagree with each statement.

(Read out. Single response. Randomise statements 1-11. Anchor statement 12 at end)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	N/A
1. There is a strong feeling of friendliness in this neighbourhood	1	2	3	4	5	6
2. This neighbourhood gives me a sense of community	1	2	3	4	5	6
3. I like living in this neighbourhood	1	2	3	4	5	6
4. Given the opportunity, I would move out of this neighbourhood	1	2	3	4	5	6
5. I visit my neighbours in their homes	1	2	3	4	5	6
6. My neighbours would help me in an emergency	1	2	3	4	5	6
7. I would work together with others to improve my neighbourhood	1	2	3	4	5	6
8. When I need information to make important decisions, I know where to find it	1	2	3	4	5	6
9. My thoughts about local issues can be heard	1	2	3	4	5	6
10. There is strong local leadership in the community	1	2	3	4	5	6
11. I regularly visit family/friends who live outside my neighbourhood	1	2	3	4	5	6
12. I belong in this neighbourhood	1	2	3	4	5	6

Q13 In the last 12 months, how involved have you been in your community? Have you...

(Read out. Single response)

	Yes	No	Unable to be involved	Don't know/ Refused
1. Attended a community meeting/event?	1	2	3	4
2. Taken an active role in providing or preserving a community service/program?	1	2	3	4
3. Taken part in voluntary work through an organisation or group?	1	2	3	4
4. Participated in an organised group (e.g., social, sports, church)?	1	2	3	4

Q14	How would you best describe your level of community involvement in the last 12 months in your local area? (Read out. Single response)	I don't have and don't want any involvement	1
		I don't have but would like to have any involvement	2
		I have some but would like to have more involvement	3
		I have enough involvement	4
		Don't know	5

Q15a	FOR WATERLOO HIGH RISE ONLY Housing NSW is introducing the Waterloo Green Neighbourhood Project (Concierge) to reduce anti social behaviour in the high rise buildings and improve the way the buildings are managed. Before today, were you aware of this project (Single response)	Yes	1
		No	2
		Don't know	3

ASK ONLY IF Q15a = 1		Yes	1
Q15b	To date have you been involved in any events about the project, such as attending the information session at the marquee on the Green in February or meetings with residents in each building. (Single response)	No	2
		Don't know	3

ASK ONLY IF Q15b = 1	
Q15c	What were the events you participated in? (e.g. Community BBQ, Christmas celebrations)

SECTION 5: JOBS, SKILLS AND HIGHER LEVELS OF EMPLOYMENT

The next section explores your experiences and options of **education and employment in your area...**

Q16	What is your current employment situation? (Read out. Multiple response)	Working full-time (i.e., 35+ hours a week)	1
		Working part-time (i.e., less than 35 hours a week)	2
		Voluntary (ie, unpaid) work	3
		Unemployed but actively looking for work	4
		Unemployed and not actively looking/available for work	5
		Home duties	6
		Studying full-time	7
		Pension (i.e. disability, aged, carers)	8
		Retired	Go to next section

ASK THE FOLLOWING QUESTIONS ONLY IF Q16 = 1-8

Q17 I will now read out some statements about the employment situation in your local area. For each statement, can you tell me how much you agree or disagree? (Read out. Single response)						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	N/A
1. My job opportunities are limited by lack of access to a car or transport in the area	1	2	3	4	5	6
2. There are good work opportunities locally	1	2	3	4	5	6
3. Local work opportunities are getting better	1	2	3	4	5	6
4. There are good training opportunities locally	1	2	3	4	5	6
5. There is sufficient advice and help available in my local area for those wanting to improve their skills	1	2	3	4	5	6

DO NOT ASK IF Q16=6		Yes, part-time	1
Q18	In the last 12 months, have you undertaken any study (either part-time or full-time)? (Single response)	Yes, full-time	2
		No	3

Q19a	In the last 12 months, were there any qualifications or vocational courses that you wanted to study for but didn't? (Single response)	Yes	1
		No	2

ASK ONLY IF Q19a = 1		Work-related reasons	1
Q19b	Why did you not do it? (Do not read out. Multiple response)	Family reasons	2
		Course/qualification reasons	3
		Financial reasons	4
		Illness/disability	5
		Other (Specify)	6

NOTE: IF REQUIRED, THE FOLLOWING ARE POSSIBLE ANSWERS (NOT EXTENSIVE) FOR EACH REASON AT Q19B

REASONS	EXAMPLES
Work/education-related reasons	<ul style="list-style-type: none"> ▪ Lack of employer support ▪ Too busy with current work
Family reasons	<ul style="list-style-type: none"> ▪ Need to support family
Course/qualification reasons	<ul style="list-style-type: none"> ▪ Inadequate pre-requisite qualification ▪ Not related to current work
Financial reasons	<ul style="list-style-type: none"> ▪ Cannot afford the course fees ▪ Saving

Q20a In the next couple of years, do you plan to undertake any training/education courses? (Single response)	Yes	1
	No	2
	Already studying	3
	Don't know	4

ASK ONLY IF 20a = 2 Q20b Why not? (Do not read out. Prompt if required. Multiple response)	Too old	1
	Don't want to	2
	Family commitments	3
	Have got a job	4
	Cannot afford it	5
	Not training course I want to do	6
	Too difficult to get to location of training/education	7
	Other (Specify)	8
	Don't know	9

ASK ONLY IF 20a = 1 Q20c What level of education are you hoping to undertake? (Do not read out. Single response)	School Certificate	1
	Year 12 (Higher School Certificate)	2
	Pre vocational course	3
	Apprenticeship/traineeship	4
	Diploma	5
	Undergraduate degree	6
	Postgraduate degree	7
	No specific level, interested in general education	8
	Other (Specify)	9
	Don't know	10

SECTION 6: LOOKING FORWARD

The final section of the survey asks about **the future** ...

Q21	Which of the following best describes your housing preferences? In an ideal world I would live in ... (Read out. Single response)	<u>My current home in my current neighbourhood</u>	1
		<u>My current home in a different neighbourhood</u>	2
		<u>A different home in my current neighbourhood</u>	3
		<u>A different home in a different neighbourhood</u>	4
		<u>Don't know</u>	5

Q22a	Do you think your local area has become better, worse, or stayed the same over the <u>last</u> 5 years? (Single response)	<u>Better</u>	1
		<u>Worse</u>	2
		<u>Stayed the same</u>	3
		<u>Don't know</u>	4

Q22b	Do you think your local area will get better, worse, or stay the same over the <u>next</u> 5 years? (Single response)	<u>Better</u>	1
		<u>Worse</u>	2
		<u>Stay the same</u>	3
		<u>Don't know</u>	4

Q23. What are the three things you believe would make your local area a better place to live in over the next 5 years? (Do not read out. Prompt if required. Multiple response)		
	First to mind	Others
1. More police	01	01
2. Less crime	02	02
3. Reduce drug and alcohol issues (i.e. less drugs)	03	03
4. Better control of youth and teenagers	04	04
5. People living in the area	05	05
6. Better parks and open spaces	06	06
7. Better schools and educational facilities	07	07
8. Better shops	08	08
9. Better public transport	09	09
10. Redevelopment of the area	10	10
11. Better social and community services	11	11
12. Better job/training opportunities	12	12
13. Other (specify)	13	13
14. None	14	14
15. Don't know	15	15

SECTION 7: DEMOGRAPHICS

Lastly, we have a few questions **about you** ...

Q24a	How long have you lived in [LOCATION/SUBURB]? (Do not read out. Single response)	Less than 3 months	1
		3 to less than 6 months	2
		6 to less than 12 months	3
		1 to less than 2 years	4
		2 to less than 5 years	5
		5 to less than 10 years	6
		Over 10 years	7
		Don't know	8
Q24b	How long have you lived at your current address? (Do not read out. Single response)	Less than 3 months	1
		3 to less than 6 months	2
		6 to less than 12 months	3
		1 to less than 2 years	4
		2 to less than 5 years	5
		5 to less than 10 years	6
		Over 10 years	7
		Don't know	8
Q24c	ASK ONLY IF S2 = 4-5 (i.e, PUBLIC TENANTS) And how long have you been a tenant with DOH/AHO? (Do not read out. Single response)	Less than 3 months	1
		3 to less than 6 months	2
		6 to less than 12 months	3
		1 to less than 2 years	4
		2 to less than 5 years	5
		5 to less than 10 years	6
		Over 10 years	7
		Don't know	8
Q25	What type of property is your home? (Read out. Single response)	Separate/detached	1
		Semi-detached (Terrace house/Villa/Townhouse)	2
		Flat with less than 4 storeys	3
		Flat with up to 8 storeys	4
		Flat with 9 or more storeys	5
		Don't know	6
Q26	Record gender	Male	1
		Female	2
Q27	What is the highest level of education that you have completed? (Do not read out. Single response)	Year 9 or below	1
		Completed Year 10	2
		Completed Year 12	3
		Complete TAFE/technical college	4
		Completed university	5
		(Refused)	6

Q28	Which of the following best describes your household? (Read out. Single response)	Single living alone	01
		Single person living with children under 16 years	02
		Single person living with children 16 years and over	03
		Couple living alone	04
		Couple living with children under 16 years	05
		Couple living with children 16 years and over	06
		Extended family with no children	07
		Extended family living with children under 16 years	08
		Extended family living with children 16 years and over	09
		Group of unrelated adults	10
(Refused)	11		

Q29	Thinking about the total income before tax (including all wages/salaries, benefits and pensions), how much approximately does your household receive per week? (Do not read out. Single response)	Nil/negative income	01
		\$1 to \$99	02
		\$100 to \$199	03
		\$200 to \$299	04
		\$300 to \$399	05
		\$400 to \$499	06
		\$500 to \$599	07
		\$600 to \$699	08
		\$700 to \$799	09
		\$800 or more	10
		(Refused)	11
		Don't know	12

Q30	In general, would you say your health is poor, fair, good, very good, or excellent? (Single response)	Poor	1
		Fair	2
		Good	3
		Very good	4
		Excellent	5
		(Refused)	6
		Don't know	7

End of interview.

Thank you. That is the end of the interview.

Would you like to go into the draw to win a Coles Myer gift voucher?	<u>Yes</u>	<u>1</u>
	<u>No</u>	<u>2</u>

IF YES, RECORD NAME, PHONE NUMBER AND ADDRESS

CONFIRM DRAW DETAILS.

We will be consulting residents about renewal of the area, over the next year or so. Can I put your name on a list to be further consulted about your area.	<u>Yes</u>	<u>1</u>
	<u>No</u>	<u>2</u>

Once again my name is (... ..) from Sweeney Research. Should you need to contact us again please call us on 1800 35 77 39.

The study has been conducted on behalf of the Housing NSW. If you would like more information about the study, you can contact Deb Follers at Housing NSW on 4625 6121 or visit Housing NSW at Hart House, 1 Hartigan Way, Bradbury.

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 Sweeney Research. If you have any queries, you can call the Market 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 the IQCA standards and the MRSA 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: