

IDNUM     unique identifier

Q1 Over the last year, do you think there has been an improvement or no change in the Department's provision of advice and services?

1 = "An improvement"

2 = "No change"

3 = "Other"

Q2 Thinking back over the last year, do you think there has been an improvement or no change in the Department's working relationship with your organisation?

1 = "An improvement"

2 = "No change"

3 = "Other"

Q3 When thinking about the information and awareness sessions provided by the Department—did these sessions help you understand how the changes will impact on you?

1 = "Yes"

2 = "No"

3 = "Unsure"

4 = "Refused"

Q4 How satisfied are you with the Department in relation to its:

a) provision of advice and services

b) working relationship with you

c) management of local government funding programs

1 = "Very satisfied"

2 = "Satisfied"

3 = "Neither satisfied nor dissatisfied"

4 = "Dissatisfied"

5 = "Very dissatisfied"

6 = "Refused"

Q5 How much contact did you have with the Department over the past year?

1 = "Daily"

2 = "Weekly"

3 = "Fortnightly"

4 = "Monthly"

5 = "Yearly"

6 = "No contact"

Q6 In the coming year, do you anticipate your contact with the Department will:

1 = "Increase"

2 = "Decrease"

3 = "Remain the same"

Q7 Are you aware of local government's requirements for Community Planning?

1 = "Yes"

2 = "No"

3 = "Refused"

Q8 How satisfied are you with the Department's:

- a) level of expertise
- b) level of customer service
- c) responsiveness
- d) reliability

1 = "Very satisfied"

2 = "Satisfied"

3 = "Neither satisfied nor dissatisfied"

4 = "Dissatisfied"

5 = "Very dissatisfied"

6 = "Refused"

Q9 Over the last year, do you think there has been an improvement or no change in the Department's:

- a) level of expertise
- b) level of customer service
- c) responsiveness
- d) reliability

1 = "An improvement"

2 = "No change"

3 = "Other"

4 = "Refused"

Q10 Have you been involved with the Department's environmental impact assessment process in the past year?

1 = "Yes"

2 = "No"

*The following questions were asked of those who answered "Yes" to Q10.*

Q11 How satisfied are you with the Department in the context of the environmental impact assessment process in relation to its:

- a) level of expertise
- b) willingness to assist
- c) responsiveness
- d) transparency of process
- e) timeliness
- f) coordination of the process—in relation to developing environmental impact statements for significant projects

0 = "Not asked this question"

1 = "Very satisfied"

2 = "Satisfied"

3 = "Neither satisfied nor dissatisfied"

4 = "Dissatisfied"

5 = "Very dissatisfied"

Q12 How satisfied are you with your working relationship with the Department in relation to the environmental impact assessment process?

0 = "Not asked this question"

1 = "Very satisfied"

2 = "Satisfied"

3 = "Neither satisfied nor dissatisfied"

4 = "Dissatisfied"

5 = "Very dissatisfied"