Good (...) I am [Q0IV] from TAVERNER Research Company.

We are conducting the very brief tele-poll mentioned in the Bronte Stormwater information pack that was sent to you recently.

May I speak to the person in your household aged 18 years or over whose birthday comes next. _IF NOT AVAILABLE, MAKE APPOINTMENT TO CALL BACK_

_For the purposes of training this call may be monitored by my supervisor_ "

1. Continue
2. No pack received
3. Needs more information

"Q2PRE _IF REQUIRED, READ OUT AS FOLLOWS:_

This project is a Waverley Council initiative and is supported by local community groups such as Keep Bronte Beautiful; Bronte, Bronte Beach, and Charing Cross Precinct Committees; Bronte Gully and Calga Reserve Bushcare groups and the Bronte Surf Life Saving Club. This project is assisted by the NSW Government through its Stormwater Trust. The Bronte Catchment Project is hosted and managed by Elton Consulting as a non profit project and led by Associate Director, Roberta Ryan. If you would like to talk about the project before proceeding, please contact Roberta Ryan or Susan Rudland, on 9387 2600 or email them at talkBronte@elton.com.au

The information was about stormwater issues in the Bronte area. The information pack included a postcard showing an aerial photograph of the Bronte Catchment, a letter addressed to 'dear householder', and an A4 leaflet with a blue cover page. They talked about how residents can help to prevent stormwater pollution. The letter also said that residents in the Bronte area may be contacted by a research company to participate in a very brief Tele-Poll. We are that research company and would welcome your household's participation in the poll. "

1. Continue

"Q3PRE Have you seen and read the information pack?

_IF MATERIALS RECEIVED BUT NOT READ OR LETTER NOT OPENED SAY:_

I will call back in a couple of days, to allow time for you to read the letter. I will then call you back to participate in the brief poll."

1. Yes - materials seen and read
2. Yes - materials seen but not read/ letter not opened
3. No, not received

"Q4PRE May I confirm the address of your home? According to my records, the letter was mailed to:

Name _ [Q0REC[2]]_ _ [Q0REC[3]]_  
Address _ [Q0REC[4]]_ _ [Q0REC[5]]_  
Suburb _ [Q0REC[6]]_  
Postcode _ [Q0REC[8]]_  

TAVERNER Research Company
Is that the correct full address?

_IF INCORRECT AMEND APPROPRIATELY AND THEN SAY:_

We will be happy to send another letter, which you should receive in the next two days. We will then call you back to participate in the brief poll.

_IF HOME ADDRESS IS CORRECT SAY:_ I will call back in a couple of days, to allow time for the letter to arrive. I will then call you back to participate in the brief poll.

"Q5PRE _ALWAYS SAY:_
All answers in the Tele-Poll will be treated as anonymous and confidential. All personal details will be treated as confidential. No information will be sold on for commercial purposes. Your responses will be combined with 400 to 500 other residents, to inform the findings of the Bronte Catchment Project."

1. CONTINUE

"Q1S1  First, can you tell me to what extent, if at all, you have read any of the materials mailed to your home concerning stormwater in the Bronte area.

Did you read or glance through the _Letter_ 

1. Read  
2. Glanced  
3. Not read at all

"Q1S2 Did you read or glance through the _Postcard_ 

1. Read  
2. Glanced  
3. Not read at all

"Q1S3 Did you read or glance through the _Leaflet_ 

1. Read  
2. Glanced  
3. Not read at all

"Q1  As stated in the materials, everyone has an impact on stormwater pollution in the Bronte Catchment - residents, businesses, visitors, schools, sports clubs, Council, State Government, planners, developers and builders, just to name a few. If you live in, work in, or visit the Bronte catchment area, you can help to prevent stormwater pollution.

Based on everything you know or may have heard, what can _YOU_ do to prevent stormwater pollution?

What else can _YOU_ do?

_DO NOT ALLOW RESPONDENT TO REFER TO MATERIALS_

_RESPONSES ARE VERBATIM_

_PROBE FULLY_

1. Response (SPECIFY)

"Q2 What can _OTHER GROUPS_ do to prevent stormwater pollution?

.INTERVIEWER NOTE:_ People may ask, what do you mean by other groups? _IF SO, PLEASE SAY:_
We don't wish to influence your responses. We are really interested to know who you think are the other groups involved in stormwater pollution. What do you think they can do to prevent stormwater pollution?

_**FOR EACH COMMENT/SUGGESTION, SAY:_**
Who do you think should be doing that?

_**DO NOT ALLOW RESPONDENT TO REFER TO MATERIALS_**
_**RESPONSES ARE VERBATIM_**
_**PROBE FULLY_**

1. Response (SPECIFY)

*Q3* How can we all _WORK TOGETHER_ around these issues?

_**INTERVIEWER NOTE:_* People may ask, what do you mean by 'all work together'?
_**IF SO, PLEASE SAY:_* We don't wish to influence your responses. We are really interested to know what you think.
_**REPEAT:_* How do _YOU_ think we can all work together around these issues?

_**DO NOT ALLOW RESPONDENT TO REFER TO MATERIALS_**
_**RESPONSES ARE VERBATIM_**
_**PROBE FULLY_**

1. Response (SPECIFY)

**DEMOGRAPHIC QUESTIONS**

Q1DEM SEX _**RECORD SEX AUTOMATICALLY_**

1. Male
2. Female

Q2DEM AGE Can you please tell me which age group you fall into?

_**READ OUT_**

1. 15-19
2. 20-24
3. 25-29
4. 30-34
5. 35-39
6. 40-44
7. 45-49
8. 50-54
9. 55-59
10. 60-64
11. 65-69
12. 70-74
13. 75 plus
14. (Refused)

Q3DEM DWELLING TYPE What type of dwelling do you live in?

_**READ OUT IF NECESSARY_**

1. Separate house
2. Semi detached house/Terrace
3. Villa unit/townhouse unit
4. A flat/apartment
5. Other(Specify)
Appendix II: Interview Transcripts

Q4DEM EDUCATION  What is the highest level of education you have completed?

_READ OUT IF NECESSARY_

1. Primary school
2. Some secondary (high) school
3. Completed secondary (high) school
4. Some University / TAFE diploma
5. University graduate
6. Post graduate degree
7. Other (specify)
8. Refused

Q5DEM OCCUPATION  Please describe your current occupation

_AID IF NECESSARY_

1. Managers/Administrators (incl. all managers, gov't officials, administrators)
2. Professionals (incl. architects, lawyers, accountants, doctors, scientists, teachers, health professionals, professional artists)
3. Technical or Para-Professionals
4. Tradespersons
5. Clerks
6. Sales & Personal Service Workers
7. Plant & Machine Operators/Drivers
8. Labourers & Related Workers
9. Home duties
10. Retired/Pensioner
11. Student
12. Other (Specify)

"Q6DEM

FINALLY, We are inviting people to participate in a Citizens Jury 14 -- 16th September. A Citizens Jury consists of 12-16 people who will be invited to come together for three days, during which time they will be presented with in-depth information about the issues, have the opportunity to question a range of expert witnesses, and then be asked to deliberate together to come up with a series of recommendations. The recommendations will be presented to key stakeholders and Council, at the conclusion of the three day jury. Would you be interested in participating?"

1. Yes
2. No/Don't Know

"Q7DEM  Can I get your details just in case your name is randomly selected for participation and a person from the Bronte Catchment Team may contact you?"

1. Yes
2. No/Don't know

Q8DEM  What are your contact details

Name: [Q8A]
Phone: [Q8B]
Email: [Q8C]"

"Q9FIN
And just in case my supervisor needs to check anything about this survey, could I please have your first name.

Thank you for taking part in this study. If you wish to check my company, you can call the Market Research Society Survey Line on 1300 36 4830. My company name Taverner Research Company

Before we finish, I will just say again that all your responses in this tele-poll are treated as anonymous and confidential. All personal details will be treated as confidential. No information will be sold on for commercial purposes. Please contact Roberta Ryan or Susan Rudland, at the Bronte Catchment Project, on 9387 2024 or email them at talkBronte@elton.com.au, if you would like to discuss this further. "

PLEASE DELETE APPENDIX II CONTAINING VERBATIM RESPONSES