



Water Quality Survey 2 - Waverley Local Government Area November - December 2000

Information for people delivering and collecting surveys

The Waverley Water Quality Survey 2 is part of a larger study evaluating the effectiveness of education campaigns and source control of urban stormwater quality. This Survey is part of a larger study conducted by the University of NSW Schools of Social Science and Policy and Civil and Environmental Engineering, in partnership with Waverley Council. This project has been assisted by the NSW Government through its Stormwater Trust.

This survey follows stormwater education campaigns in Waverley. The survey will evaluate the effectiveness of the campaigns by investigating attitudes, knowledge and behaviour in relation to stormwater quality. The information people provide will be used to help plan stormwater management in Waverley.

Please read through one of the surveys to give you a sense of what the research is about. This will help you to answer general questions about the survey. However, do not tell the respondents the actual questions before they complete the surveys.

Delivering the survey

BEFORE you go out to deliver the surveys, make sure you have envelopes with reply paid mailing labels on them - we will give you these. Take one survey and put it aside - this will be the one you show to people as you speak with them.

Place the translation information, a letter to the householder and a Project Summary inside the front cover of each survey **BEFORE** you go out - this means they will be ready for you to hand over and leave with people. Then fold survey around a reply paid envelope. Fold the survey so you can still see the words "**Waverley Water Quality Survey 2**" on the front of the survey.

It is **very important** that you look at the mailing label on the envelope, and check the small number printed in the top right hand corner. This is the **survey number**, and it allows us to track which surveys have been delivered where, and which have been

returned. After finding the survey number, you **must write it on the front cover of the survey form, BEFORE** folding the survey around the envelope. The survey number is also very important when it comes to filling out your 'record of visits' sheets (discussed later).

The survey will be delivered in four catchment areas across Waverley Local Government Area (LGA). Each pair of 2 people will be given a map of the area to be visited. You should visit **each residence indicated on the map**.

Each residence is visited to ask people to fill out the survey. Make the visits mostly between 5.00 - 8.30 pm on weeknights and 10.30 am - 6.00 pm on weekends. These are normally the best times to find people at home. However, it will be up to you to schedule delivery and collection of the surveys.

IMPORTANT: Do not visit homes on Friday evenings or Saturdays, as this will interrupt people celebrating the Jewish Sabbath.

Do not visit the homes of people you know personally. You should write 'personal acquaintance - not visited' on the record of visits. (See below)

The attached 'introduction' sheet is a guide about what to say to people regarding the survey. It is best to speak to the person who will actually complete the questionnaire, but this may not always be possible.

It may not always be obvious if an address is a residence. For example, where there are flats above or behind shops or offices. You should check (as best you can) whether there is a residential dwelling. In a block of flats where the entrance is open (non security flats), make sure you knock on the door of each flat.

The survey should be filled out by the person in the household aged 18 or over **whose birthday is closest to the date you visit**. If that person is not available to complete the survey, it can be completed by the person whose birthday is **next closest** to the date.

If the person/household is willing to take part in the survey, a survey should be left for them to fill out.

Inform the person that someone will return to pick up the completed survey within two days. Ask if there will be someone there at the suggested time. If not, tell them to return the survey in the reply paid envelope. **Do not** encourage people to post the surveys rather than have them picked up - we generally find there is a lower rate of responses by mail, and there is a lower level of certainty about the number of completed surveys.

Let people know that they can contact someone if they need assistance with completing the survey. They can ring Roberta Ryan on 9385 3255. Also, if it seems appropriate - advise them that we may be able to contact an interpreter for them. We will provide you with information about interpreters.

If there is **no one at home**, visit the house **a second time**. It is a good idea to try a different time of day or to change between the weekend and weekdays. **If there is no one at home on your second visit leave a folded copy of the survey**, with the prepaid envelope and all the supporting information in the letterbox.

Collecting the surveys

Collection of surveys will take place within two days of delivery. Check that the survey is in the envelope and that the envelope is sealed. If it is not, place the survey in the envelope and seal it in front of the person who returned it to you.

If the person has not completed the survey:

- Please arrange a time when the survey may be picked up later (either by us or you).
- If they need assistance with the form, you could re-advise them of the number to ring for help. You may also be able to assist them on the spot.
- You may be able to arrange a place they can leave the survey for pick up. This should not be obvious (ie. against the front door). They should put the survey in the sealed, reply paid envelope to protect the information.
- If they are not home, you may have to leave them another survey in the reply paid envelope, with a letter to say you had called and asking them to return the completed survey by post. If this happens, it is important that you record the second survey number on the Record of Visits sheet, so that we know that 2 surveys have gone to that house, and we can still track if the survey is returned.
- Record what happened at this visit on the Record of Visits sheet.

Do not open or read any completed survey - remember this is confidential information.

Recording all visits

Make sure you record each residence you visit on the sheets provided. This lets us keep track of the surveys delivered and collected. Please use the sheets to record:

- your name
- the street name - at top of sheet. Always use a new sheet when starting on another street.
- what type of residence it is - house, flat, semi-detached, above a shop.
- the **number** of the house/flat.
- the survey number - this is on the mailing label on the reply paid envelope. Before you go out, this survey number **must** be written on the front of the survey **before** it is placed in the envelope ready to hand over. This survey number **must** be recorded on your Record of Visits sheet.
- **action taken on the first visit** - tick the relevant box. Please write in the comments section if anything unusual occurs so that persons revisiting are aware. E.g. - if someone requests assistance or wants further information, if someone complains or is aggressive, if there are difficulties of access to residence, nasty dogs, etc.
- **action taken on the second visit** - if we need to revisit dwellings where people were not home. Use the same procedure as for the first visit

- Record the **time** (approximate) **and date of delivery of the surveys**
- Record the **time and date you have arranged to collect the surveys.**
- Record the **time and date when you actually pick up the completed surveys.** If you were unable to collect the survey, record if you left another with a reply paid envelope. If so, you **must** record the second survey number on the sheet, so we can still track which ones come back to us.
- Use the **comments** section also if there are problems with completed surveys, if people had difficulties filling out the form, if unable to make a visit, another time for collecting the survey.

This sounds like a lot of information to record, but you will find it only takes a short time once you have got used to it.

Security flats

Because of the greater difficulty of gaining access to security flats (blocks with locked entrances and buzzer or intercom systems) a different procedure will be followed. Try buzzing a number of flats - say, one per floor. If you do not have any luck in meeting anyone in the building, leave a folded copy of the survey, with the prepaid envelope and all the supporting information in each letterbox. Tick the box on the record of visits to indicate that you have left a survey at a security flat. You will need to record the survey number.

If you have any questions, please call Roberta Ryan on 0410 432 648.