

Communication survey results summary

December 2020

Project overview

The Mordialloc Freeway is a nine-kilometre project which will connect the Mornington Peninsula Freeway at Springvale Road to the Dingley Bypass, creating a continuous freeway from Frankston to Clayton.

The freeway will decrease travel times and ease congestion in Melbourne's south east, providing a safer, more reliable journey.

Major construction started in October 2019 and the freeway is scheduled for completion by the end of 2021.

Introduction

In October 2020, we asked people who live and work in the area surrounding the Mordialloc Freeway to complete a survey, and provide feedback on how we'd been communicating over the previous six months.

This report summarises the results of the survey and the key themes from the feedback we received. This feedback will help us to make sure that we're providing you with the information you need, when you need it, and in the way you'd like to receive it.

What we heard

We received 687 responses to the survey, and you told us:

- email is the most common way you receive information about the project
- you feel that our communications are easy to understand, provided in a timely manner and tell you where more information can be found
- while our communications are easy to understand, we could be providing detail about the freeway and our works more frequently, especially by email
- our communications about road and pedestrian disruptions are accurate and provide you with enough time to plan ahead
- on-road signage is a common way you find out about disruptions, and the wording of our signage could be clearer and placed in better locations
- we can improve how we communicate with people who don't live or work in the area around the freeway, as they mainly find out about the project from third parties
- you like seeing photos and videos of construction progress and would like us to share more of this content.

What's next

Thank you to everyone who took the time to provide feedback. We'll use your insights to make sure we're keeping you up to date with our progress to build the Mordialloc Freeway, and that you're prepared for any works that might affect you.

We'll be back out again in early 2021 to see how we're going, if the changes we make are helpful and to make sure we're getting you the information that you need.

Keeping you informed

To help keep you up to date on our current and planned works and disruptions, we encourage you to view our interactive map at roadprojects.vic.gov.au/projects/mordialloc-freeway.

To sign up for email and SMS updates, please visit roadprojects.vic.gov.au/subscribe.

roadprojects.vic.gov.au

contact@roadprojects.vic.gov.au

1800 105 105

Major Road Projects Victoria
GPO Box 4509, Melbourne VIC 3001

     @roadprojectsvic

Please contact us if you would like this information in an accessible format

If you need assistance because of a hearing or speech impairment, please visit relayservice.gov.au



For languages other than English, please call 9209 0147



Authorised by the Victorian Government,
1 Treasury Place, Melbourne