



Moorabool Shire ICT Survey

Background

If you live or work in the Moorabool Shire, please take a few minutes to complete the Moorabool ICT Survey. If you would prefer to complete the survey online you can do so by going to <http://moorabool.cecc.com.au/survey.php>

Anecdotal evidence from the business community and residents suggests that Moorabool is falling behind metropolitan Melbourne and the State in terms of ability to access mobile, internet and other important information and communications technology (ICT) services.

The Moorabool Shire has engaged Lateral Plains and the University of Ballarat Centre for eCommerce and Communication to review ICT in the Moorabool region.

This survey is one part of a broader study which is being undertaken to review ICT in the Moorabool Shire. Survey results and information will provide an evidence base to support future planning and development at the local and regional level. Further information can be accessed via the ICT Project link at www.moorabool.com.au.

Completed surveys

Completed surveys can be returned to the Moorabool Shire Offices (Ballan or Bacchus Marsh) or mailed to:

Moorabool ICT Survey
Lateral Plains
P.O. Box 691
BALLARAT Vic 3353

More information

If you have any queries or would like further information please contact:

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Email george@lateralplains.com

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Mobile

What type of mobile phone services do you use? *(Select any that apply)*

- ☐ I don't use a mobile phone
- ☐ Voice calls
- ☐ Messaging (SMS)
- ☐ Video calls
- ☐ Mobile internet
- ☐ Other:

Which mobile provider do you use? *(For example 3, Optus, Telstra, Voda Phone)*

How would you rank the quality of mobile coverage in the Moorabool Shire?

Choose one of the following answers

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor
- ☐ Unsure

Please detail any priority areas for improvement in mobile coverage in the Moorabool Shire

Internet

When did you last use the Internet?

Choose one of the following answers

- ☐ Today
- ☐ This week
- ☐ Last week
- ☐ Last month
- ☐ Last year
- ☐ Never

Where do you use the Internet most? *(Select multiple responses if applicable)*

- ☐ At home
- ☐ At a neighbour's/friend's house
- ☐ At work
- ☐ At school
- ☐ At University/College
- ☐ At an Internet Cafe/Public access point
- ☐ I don't currently use the internet

What sort of Internet access do you use? *(Select multiple responses if applicable)*

- ☐ Shared connection work/university/school
- ☐ Dialup
- ☐ ADSL
- ☐ Satellite
- ☐ Wireless - 3G
- ☐ Wireless - WiMax
- ☐ Wireless - Commercial WiFi
- ☐ I don't have any access
- ☐ Other: _____

Using a scale of 1 to 5, please indicate how you currently use the Internet for personal use *(where 1 = NEVER or very rarely use and 5 = VERY frequently use)*

	1	2	3	4	5
Email and general web browsing <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping in touch with family <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Researching services and products <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning and education <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social networking <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downloading music and movies <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purchasing goods or services <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For personal use do you use your Internet for other services? *(Select any that apply)*

- ☐ I use Skype for free calls and video
- ☐ I have an internet phone connection through my ISP
- ☐ I have an internet phone service provided by an independent VoIP provider
- ☐ I have a virtual private network connection into work
- ☐ Other: _____

Using a 1 to 5 scale please indicate your level of satisfaction with your current Internet service? *(Where 1 = VERY POOR and 5 = EXCELLENT)*

	1	2	3	4	5
Speed <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support Services <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How many hours do you spend on average on the Internet per day?

- ☐ Less than 1 hour
- ☐ 1 - 2 hours
- ☐ 3 - 6 hours
- ☐ More than 6 hours

Would you use the Internet more... *(Select any that apply)*

- ☐ If it was cheaper
- ☐ If it was faster
- ☐ If I knew more about how to use things
- ☐ If digital television and telephone were integrated
- ☐ I wouldn't! Its fine as it is now
- ☐ Unsure

What monthly costs do you pay for Internet service?

- ☐ Not applicable or unsure
- ☐ Less than \$15 per month
- ☐ \$15 - \$29 per month
- ☐ \$30 - \$44 per month
- ☐ \$45 - \$59 per month
- ☐ \$60 - \$74 per month
- ☐ \$75 - \$99 per month

- ☐ \$100 - \$149 per month
- ☐ More than \$150 per month

Who is your Internet service provider? (e.g. Activ8, Chariot, RadCom, Telstra Big Pond)

Do you get good support from your Internet service provider?

- ☐ Yes always
- ☐ Yes sometimes
- ☐ No they are not helpful
- ☐ No it is hard to get through to them
- ☐ No support is provided
- ☐ Not applicable or unsure

Do you plan to upgrade your Internet service?

- ☐ No not in the foreseeable future
- ☐ Yes from dialup to a broadband connection
- ☐ Yes to more than 256k per second
- ☐ Yes to more than 512k per second
- ☐ Yes to 1Mb per second or more
- ☐ Yes to increase monthly download limits
- ☐ Unsure

When will your upgraded Internet service be in place?

Choose one of the following answers

- ☐ Not applicable or no plans to upgrade
- ☐ 1 - 3 months
- ☐ 4 - 6 months
- ☐ 7 - 12 months
- ☐ Unsure

Do you have children at home? (Select any that apply)

Check any that apply

- ☐ No
- ☐ Preschool
- ☐ Primary school
- ☐ Secondary school

- ☐ Post secondary/Tertiary

How do they use the Internet?

- ☐ They don't they are too young
- ☐ Some do others are too young
- ☐ All do but they are supervised
- ☐ Some are supervised some are not
- ☐ All unsupervised

Using a 1-5 scale, please indicate what you consider are the most important or pressing issues about the Internet (1 - Strongly disagree, 3 - Neither agree nor disagree, 5 - Strongly agree)

	1	2	3	4	5
Better and faster broadband <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reducing the cost of access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enhancing safety and security <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better supporting mobility <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing ease of use <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other _____

What is the one thing that you think could be done better to ensure the integration and more effective use of mobile, internet and other ICT services in the Moorabool Shire?

Profile

What is your age group?

- ☐ Under 15 years
- ☐ 15 - 24
- ☐ 25 - 34
- ☐ 35 - 44
- ☐ 45 - 54
- ☐ 55 - 64

- ☐ 65 - 74
- ☐ 75 years and over

Do you live in the Moorabool Shire?

- ☐ Yes
- ☐ No

If yes select area from town list for Moorabool

- | | | | | |
|---|---------------------------------------|--|--------------------------------------|---|
| <input type="checkbox"/> Bacchus Marsh | <input type="checkbox"/> Bungai | <input type="checkbox"/> Elaine | <input type="checkbox"/> Lerderderg | <input type="checkbox"/> Parwan |
| <input type="checkbox"/> Ballan | <input type="checkbox"/> Bungaree | <input type="checkbox"/> Fisville | <input type="checkbox"/> Long Forest | <input type="checkbox"/> Pentland Hills |
| <input type="checkbox"/> Balliang | <input type="checkbox"/> Buninyong | <input type="checkbox"/> Glen Park | <input type="checkbox"/> Madingley | <input type="checkbox"/> Pootilla |
| <input type="checkbox"/> Balliang East | <input type="checkbox"/> Cargerie | <input type="checkbox"/> Glenmore | <input type="checkbox"/> Meredith | <input type="checkbox"/> Rowsley |
| <input type="checkbox"/> Barkstead | <input type="checkbox"/> Clarendon | <input type="checkbox"/> Gordon | <input type="checkbox"/> Merrimu | <input type="checkbox"/> Scotsburn |
| <input type="checkbox"/> Barrys Reef | <input type="checkbox"/> Claretown | <input type="checkbox"/> Greendale | <input type="checkbox"/> Millbrook | <input type="checkbox"/> Spargo Creek |
| <input type="checkbox"/> Beremboke | <input type="checkbox"/> Clarkes Hill | <input type="checkbox"/> Grenville | <input type="checkbox"/> Mollongghip | <input type="checkbox"/> Springbank |
| <input type="checkbox"/> Blackwood | <input type="checkbox"/> Coimadai | <input type="checkbox"/> Hopetoun Park | <input type="checkbox"/> Morrisons | <input type="checkbox"/> Trentham |
| <input type="checkbox"/> Blakeville | <input type="checkbox"/> Colbrook | <input type="checkbox"/> Ingliston | <input type="checkbox"/> Mt Doran | <input type="checkbox"/> Wallace |
| <input type="checkbox"/> Bolwarrah | <input type="checkbox"/> Dales Creek | <input type="checkbox"/> Korobeit | <input type="checkbox"/> Mt Egerton | <input type="checkbox"/> Warrenheip |
| <input type="checkbox"/> Bullarook | <input type="checkbox"/> Darley | <input type="checkbox"/> Korweinguboorra | <input type="checkbox"/> Mt Wallace | <input type="checkbox"/> Wattle Flat |
| <input type="checkbox"/> Bullarto South | <input type="checkbox"/> Dunnstown | <input type="checkbox"/> Lal Lal | <input type="checkbox"/> Myrniong | <input type="checkbox"/> Yendon |
| <input type="checkbox"/> Bunding | <input type="checkbox"/> Durham Lead | <input type="checkbox"/> Leigh Creek | <input type="checkbox"/> Navigators | |

If no please enter the name of the place where you live: _____

Do you work in the Moorabool Shire? *(includes working from home)*

- ☐ Yes
☐ No

If yes, what sector do you work in? (Select from the following list)

- | | |
|---|--|
| <input type="checkbox"/> Agriculture, Forestry and Fishing | <input type="checkbox"/> Communication Services |
| <input type="checkbox"/> Mining | <input type="checkbox"/> Finance and Insurance |
| <input type="checkbox"/> Manufacturing | <input type="checkbox"/> Property and Business Services |
| <input type="checkbox"/> Electricity, Gas and Water Supply | <input type="checkbox"/> Government Administration and Defence |
| <input type="checkbox"/> Construction | <input type="checkbox"/> Education |
| <input type="checkbox"/> Wholesale Trade | <input type="checkbox"/> Health and Community Services |
| <input type="checkbox"/> Retail Trade | <input type="checkbox"/> Cultural and Recreational Services |
| <input type="checkbox"/> Accommodation, Cafes and Restaurants | <input type="checkbox"/> Personal and Other Services |
| <input type="checkbox"/> Transport and Storage | |

Using the scale below, please indicate how you currently use the mobile services in your work *(Scale of 1 to 5 where 1=NEVER or very rarely use and 5=VERY frequently use)*

	1	2	3	4	5
Voice calls <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile messaging (SMS) <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video calls <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile Internet <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify below) <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify) _____

Using the scale below, please indicate how you currently use the Internet services in your work (Scale of 1 to 5 where 1=NEVER or very rarely use and 5=VERY frequently use)

	1	2	3	4	5
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing information about your products/services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online procurement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research on products/services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research on competitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other _____

Using the scale below, please indicate how you currently use the Information Communication Technologies (ICT) services in your work (Scale of 1 to 5 where 1=NEVER or very rarely use and 5=VERY frequently use)

	1	2	3	4	5
Instant messaging (e.g. MSN)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social networking (e.g. linked In)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet telephony (e.g. VoIP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video conferencing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other _____

Please describe any frustrations or barriers that you encounter in using mobile, internet or other ICT services when you work in the Moorabool Shire

What future opportunities are there for the use of mobile, internet and other information communication technology (ICT) services in your work?

Do you commute?

- ☐ I live and work in the Moorabool Shire
- ☐ I live in the Moorabool Shire and commute to the Melbourne area
- ☐ I live in the Moorabool Shire and commute to the Geelong area
- ☐ I live in the Moorabool Shire and commute to the to Ballarat area
- ☐ I live in the Moorabool Shire and commute elsewhere
- ☐ I live in the Melbourne area and commute to the Moorabool Shire
- ☐ I live in the Geelong area and commute to the Moorabool Shire
- ☐ I live in the Ballarat area and commute to the Moorabool Shire
- ☐ I live in another area and commute to the Moorabool Shire

What type/s of transport do you normally use to travel between home and work?
(select more than one if your journey involves a combination of transport)

- ☐ Car
- ☐ Bus
- ☐ Train
- ☐ Tram
- ☐ Bicycle
- ☐ Walk

***In an average week, how many hours do you spend commuting between home and work?**

Choose one of the following answers

- ☐ 1 hour or less
- ☐ 2 - 5 hours
- ☐ 6 - 10 hours
- ☐ 11 - 15 hours
- ☐ 15 - 20 hours
- ☐ More than 20 hours

Please describe how you use currently mobile, internet or other ICT services when you commute

Please describe any frustrations or barriers that you encounter in using mobile, internet or other ICT services when you are commuting between home and work

What future opportunities are there for the use mobile, internet and other information communication technology (ICT) when you are commuting between home and work?

*I would like to receive further information as the project progress *(for example a link to the survey results and ICT study results)*

- ☐ Yes
- ☐ No

If yes, please provide your email address
