

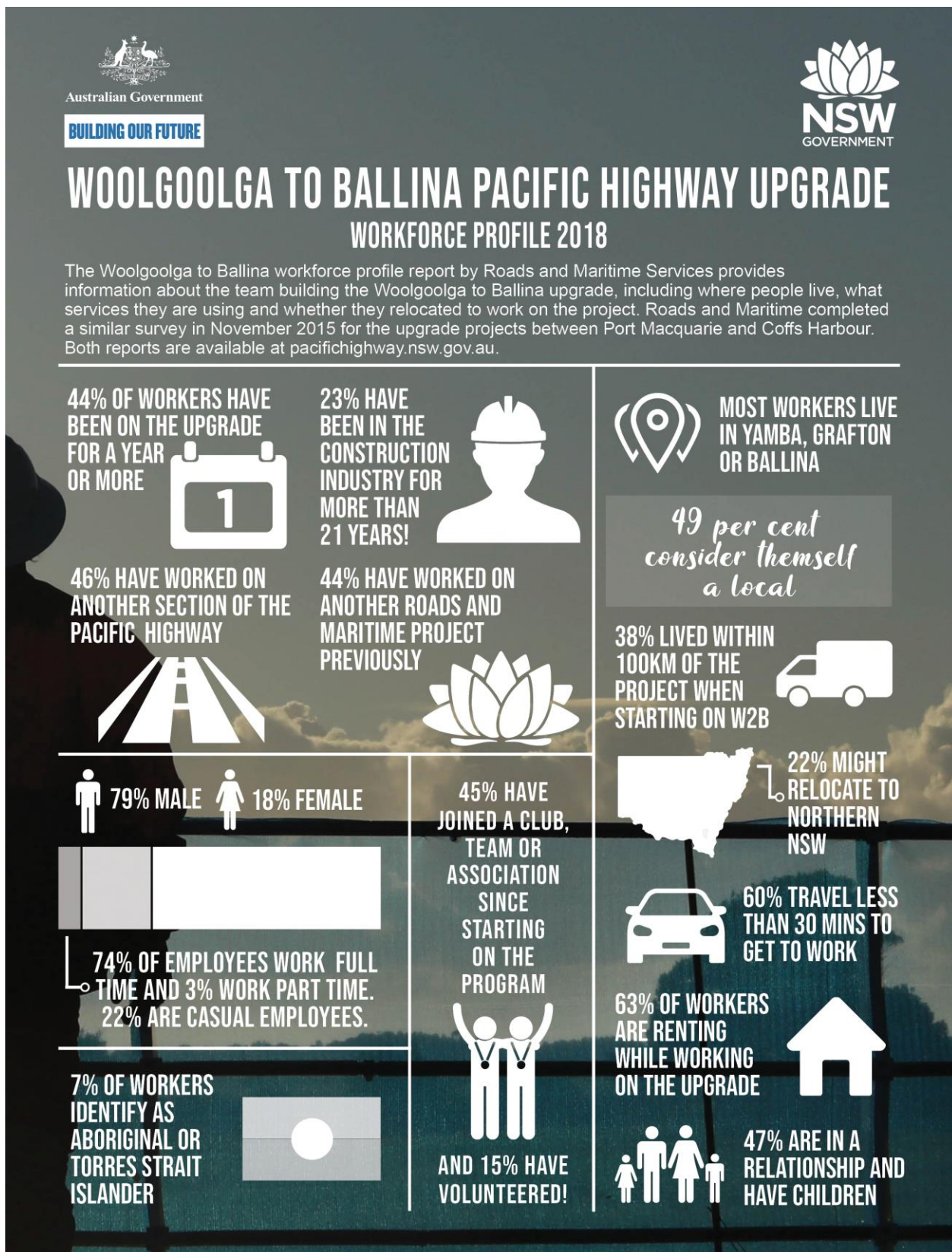
# Workforce Profile Report No. 2

Pacific Highway upgrade

Roads and Maritime Services | November 2019



# Executive summary



\* Rounded to the nearest percentage.

The overall response rate was 39.1 percent. The percentages in this report are based on the number of people who responded to each question, responses to questions were not compulsory and not all survey questions were relevant to every worker.

## Workforce profile 2018

This report provides detail on the second workforce profile completed as part of the Pacific Highway upgrade. This report is supported by collaboration between Roads and Maritime Services, Pacific Complete and our contracting partners to provide a broad view of the shape of the workforce delivering major regional road projects in NSW.

Pacific Complete (a joint venture between Laing O'Rourke and WSP), was engaged by Roads and Maritime to deliver the Woolgoolga to Ballina upgrade.

This report provides information about the workforce building the Woolgoolga to Ballina upgrade including workers who live locally and those who relocated to work on the upgrade, where they live and the services they use while they build the upgrade. This data provides insights for government agencies, local councils and communities in planning for the delivery of major infrastructure projects in regional areas.

This report is a companion report to the 2015 study of the workers on the Pacific Highway upgrade between Port Macquarie and Coffs Harbour. The information gained from the survey in 2015 between Port Macquarie and Coffs Harbour provides a point of comparison to the Woolgoolga to Ballina upgrade as Port Macquarie to Coffs Harbour and Woolgoolga to Ballina have similarities in distance, numbers of workers, and main town centres.

At the time of data collection the workforce was estimated to be about 2685, working from the six main sites (Appendix A) between Woolgoolga and Ballina.

Data collection was carried out from 26 March to 13 April 2018 and the workforce survey (Appendix B) was available online and in hardcopy. There was a 39.1 percent response rate to the survey with 1051 completed.

Similar to the 2015 workforce profile this report explores aspects of diversity of our workforce. While workforce is predominantly male (79.3 percent), women comprise 18.1 percent.

Notably, 37.9 percent of Aboriginal and/or Torres Strait Island workers identified with one of the Aboriginal nations of Gumbaynggirr, Yaegl and Bundjalung, through which the upgrade is being built. In addition, three respondents who selected 'other' identified with more than one of these local nations. Though the number of workers identifying as Aboriginal and/or Torres Strait Islander (74 persons) was higher than the 2015 survey there was not a significant change in the percentage (7.1 percent in 2018 compared to 7.3 percent in 2015).

Our workforce also has diversity in broader areas such as skills and experience. A large number of people surveyed (46.2 percent) reported working on other sections of the Pacific Highway upgrade. This correlates with the 2015 study of the workers on the Pacific Highway upgrade between Port Macquarie and Coffs Harbour, which found:

*'...people working on the Port Macquarie to Coffs Harbour section of the Pacific Highway are a long-term, skilled workforce who have worked on other sections of the highway upgrade, and as such provide valuable transferrable skills to build other parts of the highway...'*

Overall 7.5 percent of workers indicated they attended either a job opportunity event (1.5 percent), the work ready program (2.3 percent), or both (3.7 percent). Significantly, 25 percent of workers who identified as Aboriginal and/or Torres Strait Islander attended a job opportunities event or work ready program before starting on the project.

The majority of workers (73.6 percent) are employed full time and almost one fifth of workers have already worked on Woolgoolga to Ballina for two or more years. Additionally, more than half (62.7 percent) anticipate working on the upgrade for another one to three years. This means some workers will spend six years or more working on this highway upgrade.

Almost half of the people working on the Woolgoolga to Ballina section of the Pacific Highway upgrade are not temporary or transient workers but rather long-term skilled workers. This is further supported by the 22.8 percent of workers who reported being in the construction industry for more than 20 years.

This report also provides analysis of the family status of workers, accommodation and their use of local services. Workers who relocated are defined as those who have moved more than 100 kilometres to work on the upgrade, they represent 62.1 percent of the workforce. While just under half (48.9 percent) of workers consider themselves to be local.

The most common family status was a couple with children (47.6 percent) while more than a third (44.9 percent) of relocated workers had family or a partner relocate with them. The survey found of the partners or family members who relocated many worked in the construction industry.

Workers were asked to estimate their weekly spend in the region (not including rent and bills) and 41.6 percent spend between \$200 and \$349 per week, while 29.9 percent reported spending between \$350 and (up to or more than) \$500 per week.

The majority of the workforce rent (63.4 percent) and the main service used by workers are health based, including visiting a general practitioner or hospital.

Forty five percent of people have joined a club, team or association since starting work on the Woolgoolga to Ballina upgrade and 14.9 percent have signed up to volunteer.

From the data received, the workforce appears to be made up of local and relocated workers, many of which have been working on sections of the Pacific Highway upgrade during the life of the program. It may be that workers spend many years working in the region on the various sections of the Pacific Highway upgrade. As such, they become part of the community, joining clubs and associations, having children attend various educational facilities and contributing economically.

# Introduction

The Australian and NSW governments are jointly funding the Woolgoolga to Ballina Pacific Highway upgrade. Roads and Maritime Services, Pacific Complete and its contractor partners are working together to deliver the project.

The Woolgoolga to Ballina upgrade crosses the four local government areas of Coffs Harbour, Clarence Valley, Richmond Valley and Ballina and three Aboriginal nations of Gumbaynggirr, Yaegl and Bundjalung.

At the time of data collection the workforce was estimated to be about 2685, working from the six main sites (Appendix A) between Woolgoolga and Ballina.

Overall response rate is the number of surveys answered divided by the number of people in our workforce. Data collection was carried out from 26 March to 13 April 2018 and the workforce survey (Appendix B) was available online and in hardcopy. There was a 39.1 percent response rate to the survey with 1051 completed, 610 hard copies and 441 online. Data analysis (Appendix C) was carried out by Tricia Shantz of TS Consultants and collated into this report by Pacific Complete.

The percentages in this report are based on the number of people who responded to each question, responses to questions were not compulsory and not all survey questions were relevant to every worker. For example, some questions such as *'Q17c How many of your immediate family are working locally?'* referred only to respondents who answered yes to *'Q17b If you relocated, did your partner/family relocate with you?'*

In this report workforce refers to all workers – those living within 100 kilometres of the upgrade and those who relocated from outside of 100 kilometres.

A worker is considered to have relocated if they moved more than 100 kilometres to work on the upgrade. This includes people who have relocated from overseas. The 100 kilometre relocation distance was agreed in the 2015 Roads and Maritime Services Pacific Highway upgrade workforce profile and has been adopted in this survey and this report to provide consistency in data comparison.



# Key findings

## Demographics

There are more men than women working on the upgrade. While the majority of workers are aged between 30-39 years (29.8 percent), there is not a significant difference between workers aged 40-49 (26.5 percent) and 20-29 (22.9 percent). This trend is consistent across the workforce.

Aboriginal and/or Torres Strait Islander workers represent about 7.1 percent of the workforce. Of the total number of workers who identified as Aboriginal and/or Torres Strait Islander 37.9 percent identified with the Aboriginal nations of Bundjalung (18.3 percent), Gumbaynggirr (9.8 percent), Yaegl (9.8 percent). In addition, three respondents who selected 'other' identified with more than one of these local nations.

The data indicates the workforce is made up of local and relocated workers, who have been working on various sections of the Pacific Highway upgrade during the life of the program.

Workers who relocated represent 62 percent of the workforce, workers who relocated more than 100 kilometres within Australia account for 60.5 percent of this total. Those who relocated from overseas make up 1.6 percent of this group. It should be noted, relocated workers may include those who have relocated from one area of the Pacific Highway upgrade to another, but who still live in the Mid North Coast and Northern NSW areas. For example, moving from Nambucca Heads to Grafton.

Just under half (48.9 percent) of workers consider themselves to be local. This percentage was higher (69.8 percent) for those who identified as Aboriginal and/or Torres Strait Islander. Considering where people lived before starting work on the upgrade the majority of people (87.3 percent) living within 100 kilometres of the project consider themselves local. While about one quarter of people who relocated consider themselves to be local.

Workers who relocated from within Australia were asked how often they return to their usual home. About one quarter (28.8 percent) responded they go back every weekend, while 22 percent of relocated workers indicated they were thinking of moving permanently to Northern NSW once they finished working on the upgrade.

## Employment

Employment status, experience in the construction industry and previous work on the Pacific Highway upgrade and other Roads and Maritime projects were a focus of the survey.

Almost one quarter of the workforce (22.8 percent) has more than 21 years working in the construction industry, while those with 10 to 15 years represent 18.7 percent.

Experience on other Pacific Highway upgrade projects was reported by 46.2 percent of the workforce, with a number of respondents having worked on multiple upgrades throughout their careers. The data indicates a substantial number of workers transitioned from recently completed upgrades between Port Macquarie and Coffs Harbour to Woolgoolga to Ballina.

More than 40 percent (43.8 percent) of the workforce have worked on another Roads and Maritime project. This was consistent for local workers (49.6 percent) and those who relocated more than 100 kilometres within Australia (40.9 percent). The majority of work on other Roads and Maritime projects was in Northern NSW (69.5 percent) followed by Sydney (29 percent) and the Hunter/ Newcastle area (20.3 percent).

Subcontractors employ 28.8 percent of the workforce while head contractors employ 23.8 percent. A substantially smaller percentage of workers (9.3 percent) are employed as labour hire. This data reflects the status of the worker with respect to their employer and does directly correlate to workforce size.

The majority of workers (73.6 percent) are employed full-time and close to one quarter of respondents (22 percent) are employed on a casual basis. Less than one percent of staff are on contract and 3.7 percent are employed part-time.

The Woolgoolga to Ballina project team implemented two initiatives to support local employment on the upgrade – job opportunities roadshows and the work ready program.

Three rounds of job roadshows were held across Northern NSW. These provided job seekers with direct contact to contractors building the upgrade. The work ready program provided induction and safety training for people interested in working on the upgrade. Additionally, the project team worked closely with TAFE NSW to provide Work Ready training to its Civil Certification III graduates.

A total of 7.5 percent of respondents attended either a jobs opportunity event (1.5 percent), the work ready program (2.3 percent), or both (3.7 percent).

Significantly 25 percent of workers who identified as Aboriginal and/or Torres Strait Islander attended a job opportunities event or work ready program before starting on the project.

## Family and accommodation

Couple with children is the most common family structure (47.6 percent), followed by single (25.7 percent) and couple with no children (23.8 percent). A small percentage (2.6 percent) of the workforce live as a single parent family. Notably 44.9 percent of relocated workers brought their families with them and about one quarter (25.3 percent) indicated they had one immediate family member working locally. Key industries of employment for family members were construction (29.5 percent), health (13.9 percent), administration and office support (11.8 percent), trades (10.2 percent), education/training (8 percent) and retail (8 percent).

The majority (74.7 percent) of workers live in a town/village, namely Yamba (20.7 percent), Ballina (18.8 percent) and Grafton (18.7 percent). More than half (68.4 percent) of the workforce live in a house and 37.9 percent live in three bedroom accommodation.

About 25 percent of workers live in their own home, while renters account for 63.4 percent. Of those who rent 20.9 percent rent with family and 20.1 percent rent with co-workers. Less than five percent (4.4 percent) stay with family.

Most renters live in Yamba, followed by Ballina and Grafton.

Data about the amount of rent being paid was provided by 60 percent of the workforce. Rental accommodation prices vary from less than \$199 to more than \$950 per week. With 64.7 percent of renters paying between \$200 and \$549 per week for their accommodation. Of note, more than half (56.4 percent) reported their rent had not increased since beginning work on the upgrade. When rent was increased this was most commonly raised between \$1 and \$50 per week.

Workers were asked to estimate their weekly spend in the region (not including rent and bills) and 41.6 percent spend between \$200 and \$349 per week, while about 30 percent reported spending between \$350 and \$500 plus. In addition, 28.3 percent indicated they spend less than \$199 per week.

More than three quarters of the workforce travel up to 45 minutes to work – 59.5 percent travel up to 30 minutes and 17 percent travel up to 45 minutes. Relocated workers spend less time travelling to work than those who lived within 100 kilometres of the upgrade, 21 percent of which drive between 45 minutes to one hour to work each way.





## Local services

Workers with children (couple and single parent families) represent about 50 percent of the workforce. Of our workforce 17.9 percent have children attending primary school; 11.4 percent secondary school; and 8.2 percent child care. Most families with children in an education facility (55.4 percent) already lived in the area.

The main health services used by the workforce and their families include visiting a general practitioner or hospital. Of the 56.3 percent of people who used health services the majority visited a general practitioner (43.6 percent), visited the hospital (26 percent) and just under a quarter saw a dentist (23.7 percent).

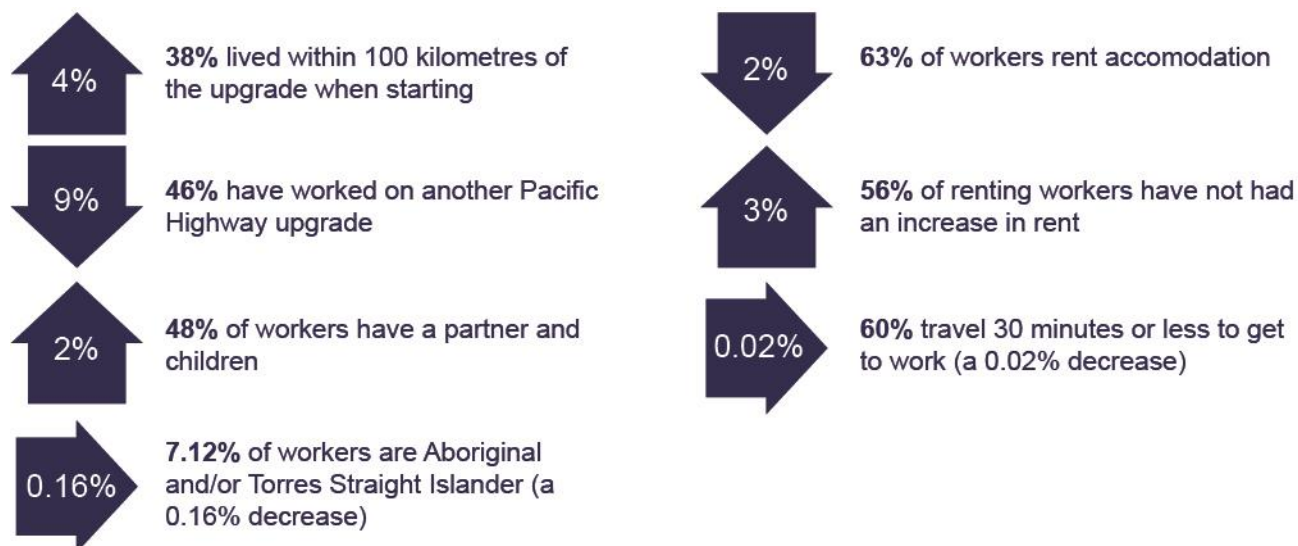
The majority (66.6 percent) of workers using health services made between one and five visits per year and about 10 percent had made up to 11 or more visits.

Forty five percent of workers have joined a club, team or association since starting work on the Woolgoolga to Ballina upgrade and 14.9 percent have signed up to volunteer.

## Comparison with 2015 workforce profile

Port Macquarie to Coffs Harbour and Woolgoolga to Ballina have similarities in distance, numbers of workers, and main town centres. As such, the information gained from the survey in 2015 between Port Macquarie to Coffs Harbour upgrade provides a point of comparison to the Woolgoolga to Ballina upgrade.

Percentage point changes between Woolgoolga to Ballina and Port Macquarie to Coffs Harbour.



## Conclusion

From the data received, the workforce is made up of local and relocated workers who have been working on various sections of the Pacific Highway upgrade during the life of the program. It may be that workers spend many years working in the Mid North Coast and Northern NSW region, on the various sections of the Pacific Highway upgrade. As such, they become part of the community, joining clubs and associations, having children attend various educational facilities and contributing economically.

## Housing supply for incoming workers

Two major infrastructure projects (Grafton Bridge and the Clarence Correctional Centre) are being built in and around Grafton at the same time as the Woolgoolga to Ballina upgrade. Due to the number of large scale projects, it was thought there may be a need for dedicated temporary worker accommodation for Woolgoolga to Ballina workers. However, most people working on the highway upgrade (74.7 percent) live in a town/village with the majority in Yamba, Ballina or Grafton. Of the workers who relocated from within Australia, the majority (28.8 percent) live in or near Yamba, followed by Ballina (21.3 percent) and Grafton (13.7 percent).

## Accommodation displacement

To fully understand if, and how, rent increases relate to the highway upgrade, a more detailed analysis of the general rental market in the area would be required.

Overall more than 50 percent of the workforce who rent had not experienced a rental increase since starting work on the Woolgoolga to Ballina upgrade. When considering where people lived before starting work on the upgrade the data indicates a higher percentage of those who already lived in the area had experienced a rent increase (50.4 percent), compared to relocated workers. From the responses provided, rents generally increased between \$1 and \$50 per week for the majority (51.5 percent) of the workforce.

## Impact on educational facilities

Of our workforce 17.9 percent have children attending primary school, 11.4 percent secondary school and 8.2 percent child care. Most families (55.4 percent) with children in an education facility already lived in the area. Of the families with a child in primary school, only 30 percent were from families who had relocated, and 22.9 percent who relocated had children in secondary schools. This indicates the majority of the workforce with children who are going to school already lived in the area.

Sixty nine workers identified they had children in childcare, this was spread across the entire region of the highway upgrade and so is not necessarily putting pressure on any one centre or area, especially as half of these were workers who already lived in the area.

When compared with the 2015 survey the number of children in primary school and secondary has doubled and children in childcare has increased slightly.

## Demand on health services

General practitioners were the most used health service overall (43.6 percent) by both relocated (79.7 percent) and local workers (77.4 percent). This compares equally with the 2015 survey when the use of a general practitioners by relocated workers was 80.8 percent and local workers 81.8 percent. There is no indication the use of general practitioners is increased by the presence of the workforce.

By far the majority of people working on the highway upgrade (74.7 percent) lived in a town/village with the majority in Yamba, Ballina or Grafton. The majority of relocated workers live in Yamba and Ballina. Ballina

is a main urban centre with medical facilities with near access to more specialised medical services in Lismore. Yamba has access to medical facilities nearby in Maclean and Grafton.

## Integration and potential retention of project workers

Workers who relocated live in towns, villages and suburbs close to the project sites they are working in, which means they are travelling shorter distances to work (67.7 percent travel up to 30 minutes). In comparison this reduces to 47.7 percent for workers who already lived within 100 kilometres of the upgrade.

Overall 14.9 percent of the workforce volunteer. The rate of volunteering generally compares with the Clarence Valley Local Government Area (LGA) with 20.6 percent, Coffs Harbour LGA with 19.7 percent, Richmond Valley LGA with 19.5 percent and Ballina LGA with 22.8 percent.

Of the workers who relocated 21.8 percent indicated they were thinking of moving permanently to Northern NSW once finished working on the upgrade. However, there is no evidence from this survey to the previous 2015 survey to indicate if people follow through and relocate permanently.

## Legacy

Almost half (46.2 percent) of the workforce indicated they have worked on other sections of the Pacific Highway. Of these workers with previous experience, 35 percent were workers who relocated, this means they have been living in the vicinity of the Pacific Highway upgrade program for some years, working on various projects. Additionally, 56.2 percent of the workforce, who already lived in the area, have worked on other sections of the Pacific Highway upgrade.

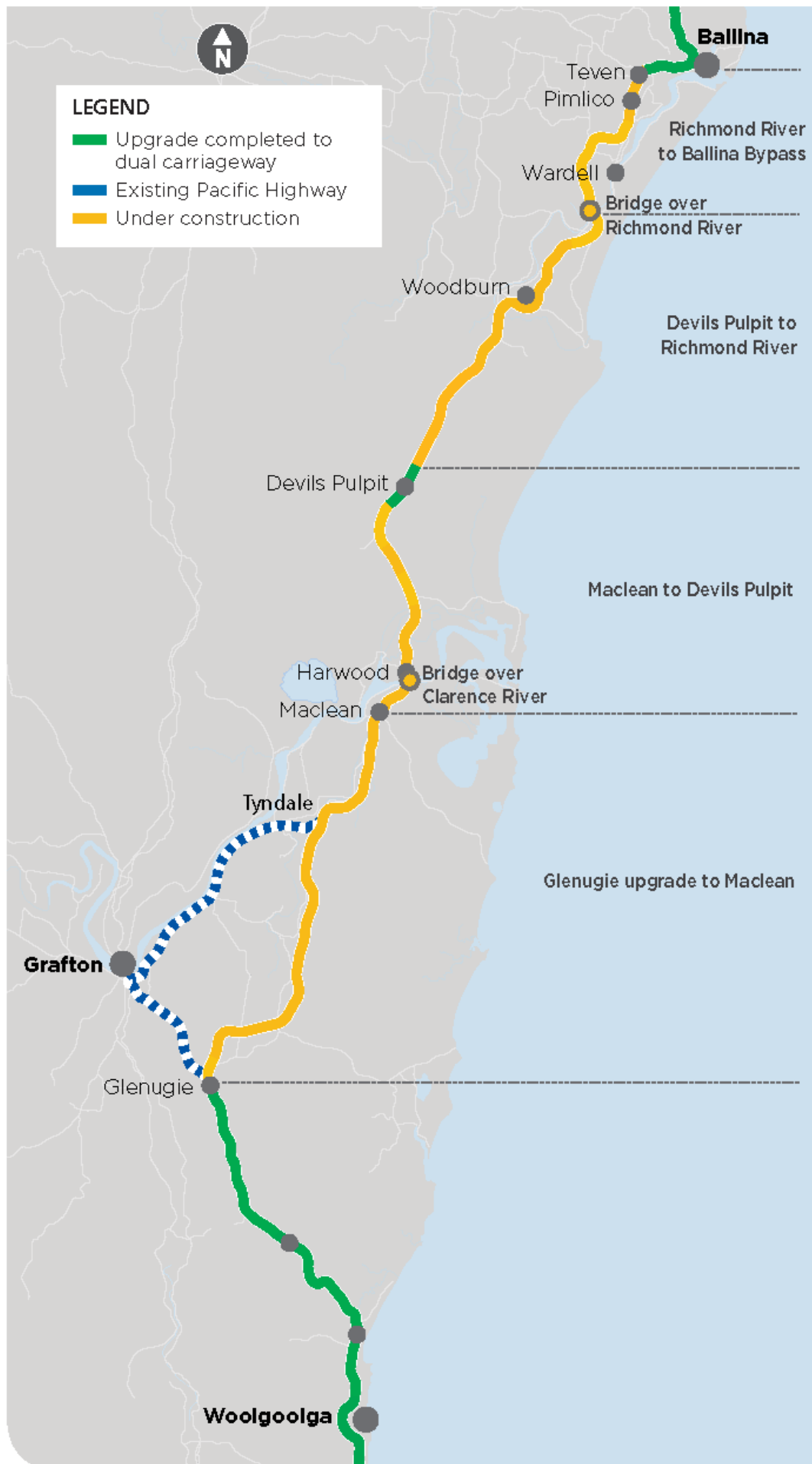
This compares with the 2015 workforce profile data about workers with previous experience on the highway in which half of the relocated workers had worked on previous highway upgrades, including two thirds of respondents who already lived in the area.

The length of time workers who relocated are staying on a project is important as it is assumed these workers put pressure on services and accommodation. However, they may be no different to someone who relocates for two or three years to run a business and then leaves.

About half of the workforce expect to be working on the Woolgoolga to Ballina upgrade for another one to three years, which will see them on the project until it is completed.

## Appendix A

### Woolgoolga to Ballina work site map





## Appendix B

### 2018 Pacific Highway workforce survey

### Workforce survey – Woolgoolga to Ballina

Roads and Maritime is seeking to better understand its construction workforce by surveying workers on the Pacific Highway upgrade between Woolgoolga and Ballina.

Information gathered from the survey will be used to help inform communities neighbouring future upgrades about the requirements of our workforce and how to prepare for the arrival of workers to an area.

The survey is anonymous and no identifying information will be collected. It will take about 5 minutes to complete.

**1. What gender do you identify with?**

- ☐ Female ☐ Male ☐ Neither

**2. What is your age group? Please tick one:**

- ☐ 19 or less years ☐ 50 – 59 years  
☐ 20 – 29 years ☐ 60 – 64 years  
☐ 30 – 39 years ☐ 65 years +  
☐ 40 – 49 years

**3a. Are you of Aboriginal and/or Torres Strait Islander background?**

- ☐ Yes ☐ No – go to question 4

**3b. If yes, which nation do you identify with?**

- ☐ Bundjalung ☐ I don't know/ prefer not to say  
☐ Gumbaynggirr ☐ Other (please provide nation or closest town/city)  
☐ Yaegl

**4. Which section of Woolgoolga to Ballina (W2B) do you currently work on? Please tick all that apply:**

- ☐ I work across the whole program ☐ Broadwater to Pimlico  
☐ Glenugie to Maclean ☐ Bridge over Clarence River at Harwood  
☐ Maclean to Devils Pulpit ☐ Bridge over Richmond River at Broadwater  
☐ Devils Pulpit to Broadwater

**5. Have you worked on any other sections of the Pacific Highway upgrade? Please tick all that apply:**

- ☐ No ☐ Warrell Creek to Nambucca Heads  
☐ Herons Creek to Stills Road ☐ Nambucca Heads to Urunga  
☐ Sanctuary interchange ☐ Sapphire to Woolgoolga  
☐ Oxley Highway to Kundabung ☐ Woolgoolga to Glenugie  
☐ Kundabung to Kempsey ☐ Ballina bypass  
☐ Kempsey bypass ☐ Other (please state):  
☐ Frederickton to Eungai

**6a. Have you worked on another Roads and Maritime Services project previously?**

- ☐ Yes ☐ No – go to question 7

**6b. If yes, in what area? Please tick all that apply:**

- ☐ Northern NSW ☐ Western NSW  
☐ Hunter/Newcastle ☐ Southern NSW  
☐ Sydney

**7. Who are you currently employed by?**

- ☐ Head contractor ☐ Roads and Maritime Services  
☐ Subcontractor ☐ Pacific Complete  
☐ Sub-subcontractor ☐ Other (please state):  
☐ Professional services contractor  
☐ Labour hire

**8. In which job category are you currently working?**

- |                                                       |                                                    |
|-------------------------------------------------------|----------------------------------------------------|
| <input type="checkbox"/> Plant and machinery operator | <input type="checkbox"/> Management                |
| <input type="checkbox"/> Trades                       | <input type="checkbox"/> Planning and programming  |
| <input type="checkbox"/> Labourer                     | <input type="checkbox"/> Finance                   |
| <input type="checkbox"/> Foreperson/supervisor        | <input type="checkbox"/> Communications            |
| <input type="checkbox"/> Engineering                  | <input type="checkbox"/> Human resources/ training |
| <input type="checkbox"/> Health and safety            | <input type="checkbox"/> Contracts                 |
| <input type="checkbox"/> Environment                  | <input type="checkbox"/> Administration            |
| <input type="checkbox"/> Quality assurance            | <input type="checkbox"/> Other (please state):     |

**9. On what basis are you currently employed?**

- |                                    |                                                |
|------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Full-time | <input type="checkbox"/> Casual                |
| <input type="checkbox"/> Part-time | <input type="checkbox"/> Other (please state): |

**10. How long have you worked in the construction industry?**

- |                                           |                                      |
|-------------------------------------------|--------------------------------------|
| <input type="checkbox"/> 6 months or less | <input type="checkbox"/> 10-15 years |
| <input type="checkbox"/> 6-11 months      | <input type="checkbox"/> 16-20 years |
| <input type="checkbox"/> 1-5 years        | <input type="checkbox"/> 21+ years   |
| <input type="checkbox"/> 6-10 years       |                                      |

**11. How long have you worked on W2B?**

- |                                           |                                      |
|-------------------------------------------|--------------------------------------|
| <input type="checkbox"/> 6 months or less | <input type="checkbox"/> 2 – 3 years |
| <input type="checkbox"/> 6 – 11 months    | <input type="checkbox"/> 3+ years    |
| <input type="checkbox"/> 1 – 2 years      |                                      |

**12. How much longer do you expect to work on W2B?**

- |                                           |                                       |
|-------------------------------------------|---------------------------------------|
| <input type="checkbox"/> 6 months or less | <input type="checkbox"/> 2 – 3 years  |
| <input type="checkbox"/> 6 – 11 months    | <input type="checkbox"/> 3+ years     |
| <input type="checkbox"/> 1– 2 years       | <input type="checkbox"/> I don't know |

**13. Did you attend a W2B job opportunities or work ready program before starting on the project?**

- |                                                  |                                             |
|--------------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> No                      | <input type="checkbox"/> Work ready program |
| <input type="checkbox"/> Job opportunities event | <input type="checkbox"/> Both               |

**14. Do you consider yourself a local working on the project?**

- |                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

**15a. Before you started working on the upgrade, where did you live?**

- ☐ Within 100 kilometres of the project – go to question 16
- ☐ Relocated from overseas – go to question 16
- ☐ Relocated from outside 100 kilometres of the project

**15b. If you relocated from within Australia to work on W2B how often do you go back to your usual home?**

- |                                               |                                                |
|-----------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Every weekend        | <input type="checkbox"/> Once a year           |
| <input type="checkbox"/> Every second weekend | <input type="checkbox"/> Never                 |
| <input type="checkbox"/> Once a month         | <input type="checkbox"/> Other (please state): |
| <input type="checkbox"/> Less frequently      |                                                |

**16. Are you thinking of permanently relocating to the Northern NSW area when you have finished working on W2B?**

- |                              |                             |                                                          |
|------------------------------|-----------------------------|----------------------------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> I already live here permanently |
|------------------------------|-----------------------------|----------------------------------------------------------|

**17a. What is your family status?**

- |                                                     |                                               |
|-----------------------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> Single – go to question 18 | <input type="checkbox"/> Couple with children |
| <input type="checkbox"/> Couple with no children    | <input type="checkbox"/> One parent family    |

**17b. If you relocated, did your partner/family relocate with you?**

- ☐ Yes ☐ No – go to question 18

**17c. How many of your immediate family members are working locally (not including yourself)?**

- ☐ None – go to question 18 ☐ 3  
☐ 1 ☐ 4  
☐ 2 ☐ 5 +

**17d. In which industry or service are they employed locally? Please tick all that apply:**

- |                                                            |                                                              |
|------------------------------------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Administration and office support | <input type="checkbox"/> Information technology              |
| <input type="checkbox"/> Advertising, arts and media       | <input type="checkbox"/> Legal                               |
| <input type="checkbox"/> Agriculture /aquaculture          | <input type="checkbox"/> Manufacturing, transport, logistics |
| <input type="checkbox"/> Banking and financial services    | <input type="checkbox"/> Marketing and communications        |
| <input type="checkbox"/> Community services                | <input type="checkbox"/> Real estate and property            |
| <input type="checkbox"/> Construction                      | <input type="checkbox"/> Retail                              |
| <input type="checkbox"/> Conservation and environment      | <input type="checkbox"/> Sales                               |
| <input type="checkbox"/> Education and training            | <input type="checkbox"/> Sport and recreation                |
| <input type="checkbox"/> Engineering                       | <input type="checkbox"/> Trades and services                 |
| <input type="checkbox"/> Government and defence            | <input type="checkbox"/> Other (please state):               |
| <input type="checkbox"/> Healthcare and medical            |                                                              |
| <input type="checkbox"/> Hospitality and tourism           |                                                              |

**18a. What is your dwelling type while working on the project? Please tick one:**

- ☐ House ☐ Company provided accommodation  
☐ Unit ☐ Other (please state):  
☐ Granny flat

**18b. How many bedrooms does your dwelling have?**

- ☐ 1 bedroom ☐ 4 bedrooms  
☐ 2 bedrooms ☐ 5+ bedrooms  
☐ 3 bedrooms

**19a. What is your accommodation status while working on W2B**

- ☐ Own – go to question 20 ☐ Rent, with co-workers  
☐ Staying with family – go to question 20 ☐ Rent, not with co-workers  
☐ Staying with friends – go to question 20 ☐ Rent with family  
☐ Other (please state):

**19b. If renting, how much is the property's weekly rent (not just your share)?**

- ☐ Less than \$199/week ☐ \$650 – \$749/week  
☐ \$200 – \$349/week ☐ \$750 – \$849/week  
☐ \$350 – \$549/week ☐ \$850 – \$949/week  
☐ \$550 – \$649/week ☐ \$950+/week

**19c. Has the rent increased since you started on W2B?**

- ☐ Yes ☐ No – go to question 20

**19d. If yes, by how much did you rent increase?**

- ☐ \$1 – \$50/week ☐ \$151 – \$200/week  
☐ \$51 – \$100/week ☐ \$201+/week  
☐ \$101 – \$150/week

**20. Where do you live?**

- ☐ Town ☐ Suburb  
☐ Village ☐ Rural property

**21. Which major town are you living in or near?**

- ☐ Coffs Harbour ☐ Woodburn  
☐ Grafton ☐ Ballina

- ☐ Maclean
- ☐ Yamba
- ☐ Iluka
- ☐ Broadwater
- ☐ Evans Head

- ☐ Casino
- ☐ Lismore
- ☐ Other (please state):

**22. How long does it take you to travel from where you live during the week to the project site?**

- ☐ Up to 30 minutes
- ☐ 30 – 45 minutes
- ☐ 45 minutes – 1 hour
- ☐ 1 hour +

**23. What is your estimated weekly spend in the region (not including your rent and bills)? For example, food and entertainment.**

- ☐ Less than \$199/week
- ☐ \$200 – \$349/week
- ☐ \$350 – \$549/week
- ☐ \$550+/week

**24. If you have children, do your children attend any of the following locally? Please tick all that apply:**

- ☐ I have no children
- ☐ Childcare
- ☐ Pre-school
- ☐ Primary school
- ☐ Secondary school
- ☐ TAFE
- ☐ University
- ☐ Other (please state):

**25a. Have you, or any family members, used any local medical facilities while working on W2B? Please tick all that apply:**

- ☐ No – go to question 26
- ☐ Local hospital
- ☐ General Practitioner
- ☐ Community health
- ☐ Aboriginal medical services
- ☐ Dentist
- ☐ Physiotherapist
- ☐ Occupational therapist
- ☐ Other (please state):

**25b. How many times do you think you or your family have used these services?**

- ☐ 1 – 5 visits per year
- ☐ 5 – 10 visits per year
- ☐ 11+ per year

**26. Have you, or any family members, joined local clubs/teams/associations while working on W2B? Please tick all that apply:**

- ☐ No
- ☐ Sporting
- ☐ Cultural
- ☐ Community
- ☐ Environmental
- ☐ Aboriginal community group/s / organisations
- ☐ Recreation
- ☐ Special interest
- ☐ Other (please state):

**27. Have you, or any family members, joined any local volunteer organisations while working on W2B? Please tick all that apply:**

- ☐ No
- ☐ Emergency services
- ☐ Health
- ☐ Environmental
- ☐ Community
- ☐ School P & C
- ☐ Took part in NAIDOC events
- ☐ Other (please state):

**Thank you for completing this survey**

# Appendix C

## Methodology and survey data



# Methodology

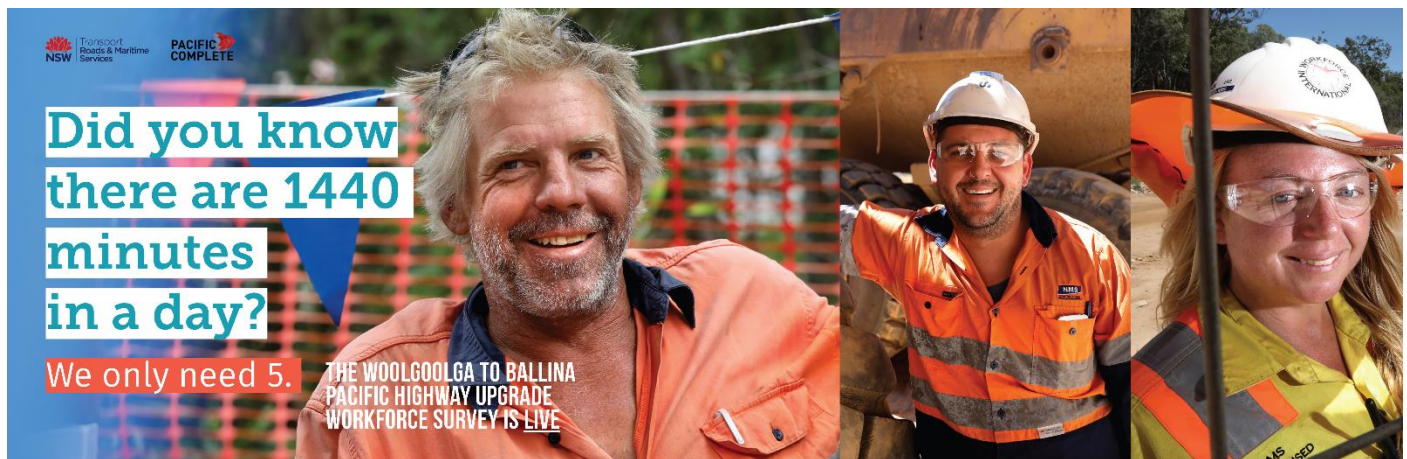
## Stage 1 – Scoping and survey development

The 2015 survey, used to profile the construction workforce on the Pacific Highway upgrade between Port Macquarie and Coffs Harbour was used as a baseline from which to build the 2018 survey. Adjustments were made to the survey. This included requesting additional demographic information as well as specific questions focussed on workers who identify as Aboriginal and/ or Torres Strait Islander.

The development of the new survey was carried out by Pacific Complete in collaboration with Roads and Maritime. Survey questions were aligned as much as possible with the Australian Bureau of Statistics (ABS) tables so as to enable comparative data by the relevant government departments, if need be, for example weekly rent and housing type. Data analysis was carried out by Tricia Shantz of TS Consultants and collated by Pacific Complete.

An internal awareness campaign (Appendix D) was developed, focussing on engaging Roads and Maritime, Pacific Complete, head contractor and subcontractor staff to participate in the survey.

Image Internal communication about the launch of the online survey



## Stage 2 – survey distribution

The 2018 distribution methodology included online and hard copy delivery of the survey. This was consistent with the 2015 Pacific Highway upgrade workforce survey.

Pacific Complete, contractors and subcontractors provided information about the survey to their workforce, assisted in survey distribution and encouraged staff to participate. A link to the online survey was distributed by email through the Pacific Complete, head contractor and subcontractor networks. Hard copy surveys were distributed in pre-start meetings, toolbox meetings and at monthly all hands meetings.

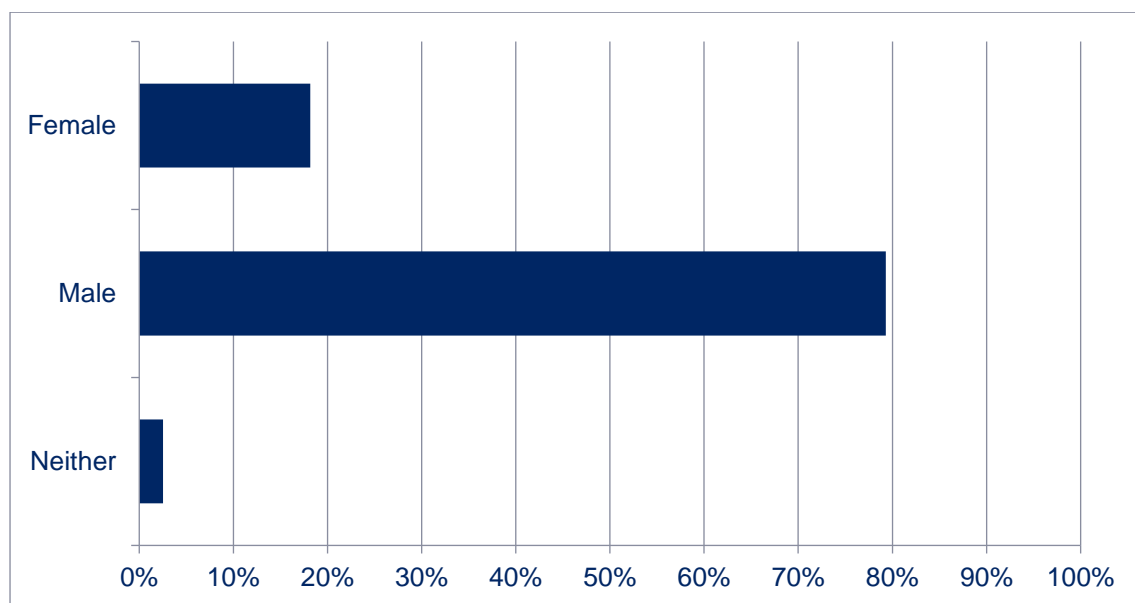
Data was collected between 26 March and 13 April 2018.

## Survey data

There was a total of 1,051 surveys completed (441 online and 610 hard copy). This is an improvement on the 2015 survey where a total of 933 surveys were returned, which was 38.1 percent of the estimated total workforce on the Pacific Highway between Port Macquarie and Coffs Harbour.



### *What gender do you identify with?*



Response rate: 1034 of 1051 (98.4 percent) respondents answered this question

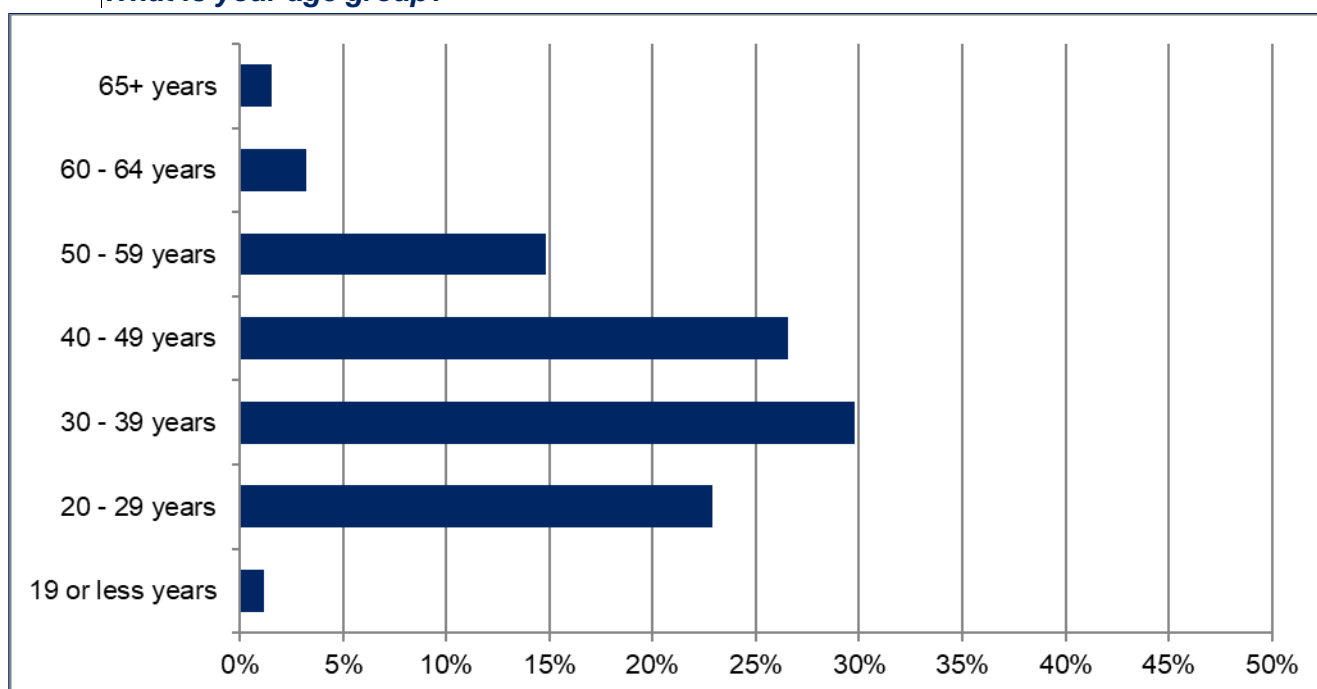
There are more males, 820 persons (79.3 percent) working on the project than females, 188 persons (18.1 percent). Seventeen people skipped answering this question. While 26 persons (2.5 percent) responded they were 'neither'.

This question included 'neither' in an effort to determine gender fluid, gender neutral, gender diverse or transgender but the results are not conclusive as there is not a statistically valid proportion of 'other' in response to the question of gender.

The 2016 census Australian Bureau of Statistics (ABS) was the first time that there was a response option available on the online form for sex other than male or female. The pilot test for that question elicited a higher response rate than was considered likely, but it was an important step on a journey to collect Australian statistics on sex and gender.



### What is your age group?



Response rate: 1047 of 1051 respondents (99.6 percent) answered this question

It is a young workforce working on this section of the Pacific Highway upgrade with half the workforce aged between 20 to 39 years of age.

A total of 312 persons (29.8 percent) were aged between 30 to 39 years followed by 240 persons (22.9 percent) aged between 20 to 29 years.

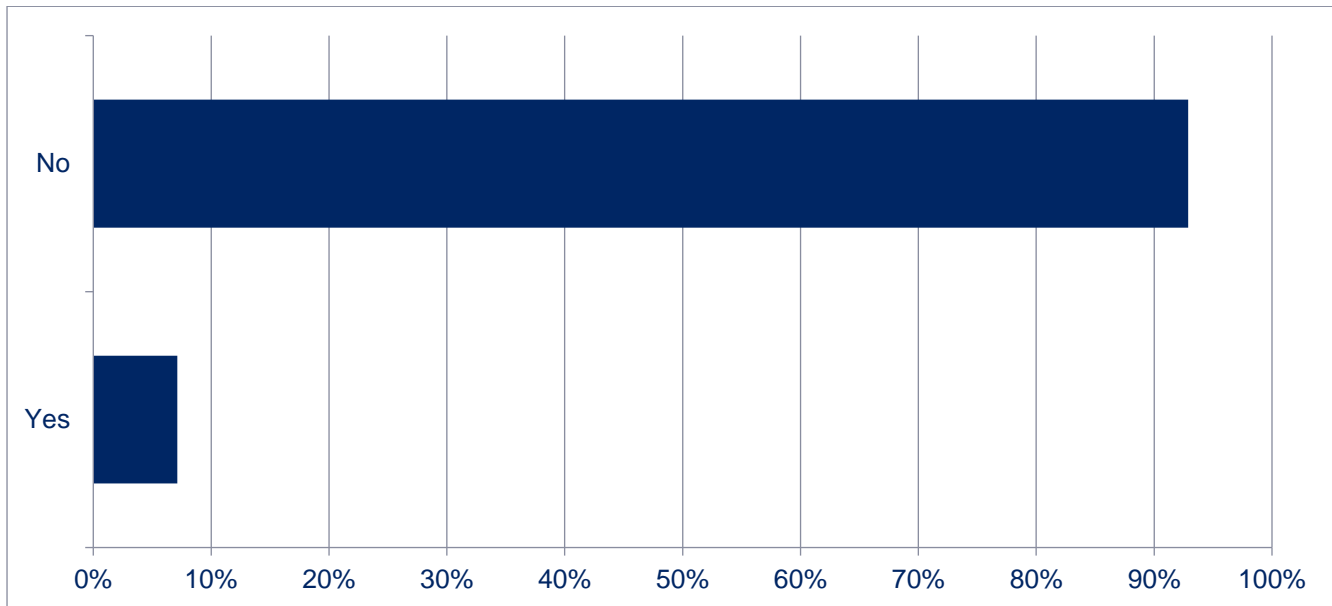
There were 16 persons aged 65 years and over working on the upgrade and 12 persons aged 19 years or under.

Of the workers who already lived within 100 kilometres of the project, most were aged between 30 to 39 years, 116 persons (30.1 percent) and 40 to 49 years, 101 persons (26.2 percent), followed by those aged 20 to 29 years, 85 persons (22.0 percent) and 61 persons (15.8 percent) aged 50 to 59 years.

Of the workers who relocated within Australia from outside 100 kilometres of the project, 184 persons (29.7 percent) were aged 30 to 39 years, 165 persons were aged 40 to 49 years (26.7 percent), 148 persons were aged 20 to 29 years (23.9 percent) followed by 89 persons (14.4 percent) aged 50 to 59 years.



### Are you of Aboriginal and/or Torres Strait Islander background?

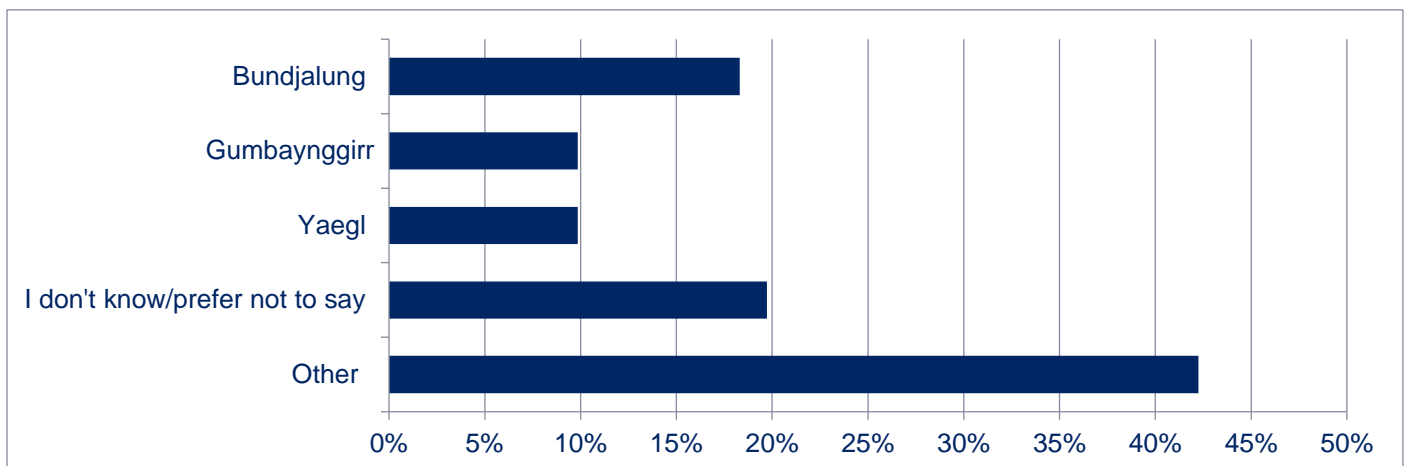


Response rate: 1040 of 1051 respondents (98.4 percent) answered this question

A total of 1,040 persons responded to this question. Of these, 74 (7.1 percent) said they were of Aboriginal and/or Torres Strait Islander background. This is a slight increase in sheer numbers from the 2015 survey (70 persons or 7.2 percent) but proportionally slightly less.



### Which nation do you identify with? \*



Response rate: 71 of 74 (95.9 percent) respondents who identified as of Aboriginal and/or Torres Strait Islander background answered this question.

\* Related question: Are you of Aboriginal and/ or Torres Strait Islander background?

There were 13 persons who identified as Bundjalung (18.3 percent), seven persons identified as Yaegl (9.8 percent) and seven as Gumbaynggirr (9.8 percent).

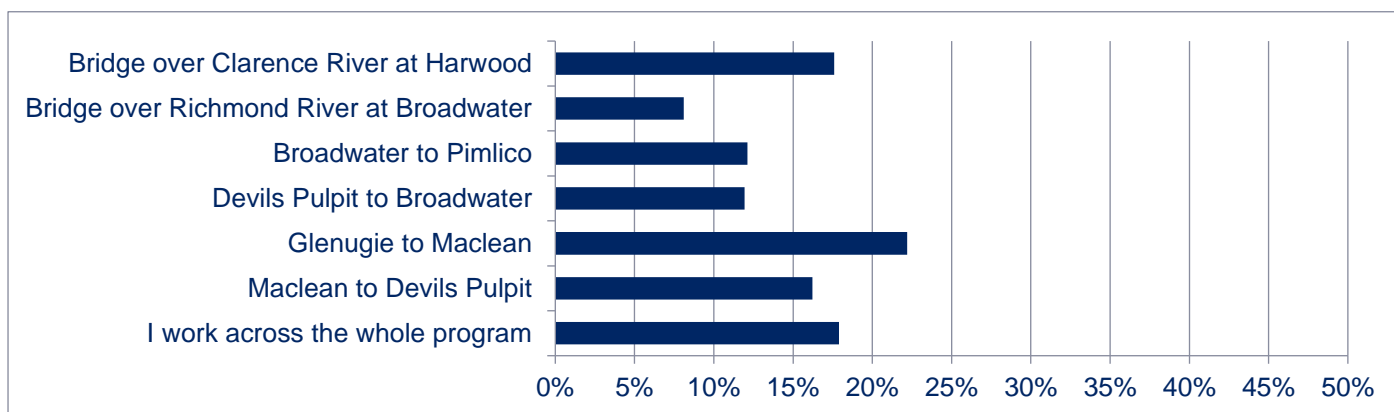
In the 'other' category responses included:

- both Bundjalung and Gumbaynggirr (2)
- both Bundjalung and Yaegl (1)
- Biripi, Wauchope
- Wiradjuri

- Kamilaroi, Narrabri
- Dunghutti
- Darug
- Chinchilla, Queensland
- Beaudesert
- Moree
- Newcastle
- Sydney.



### ***Which section of Woolgoolga to Ballina do you currently work on?***



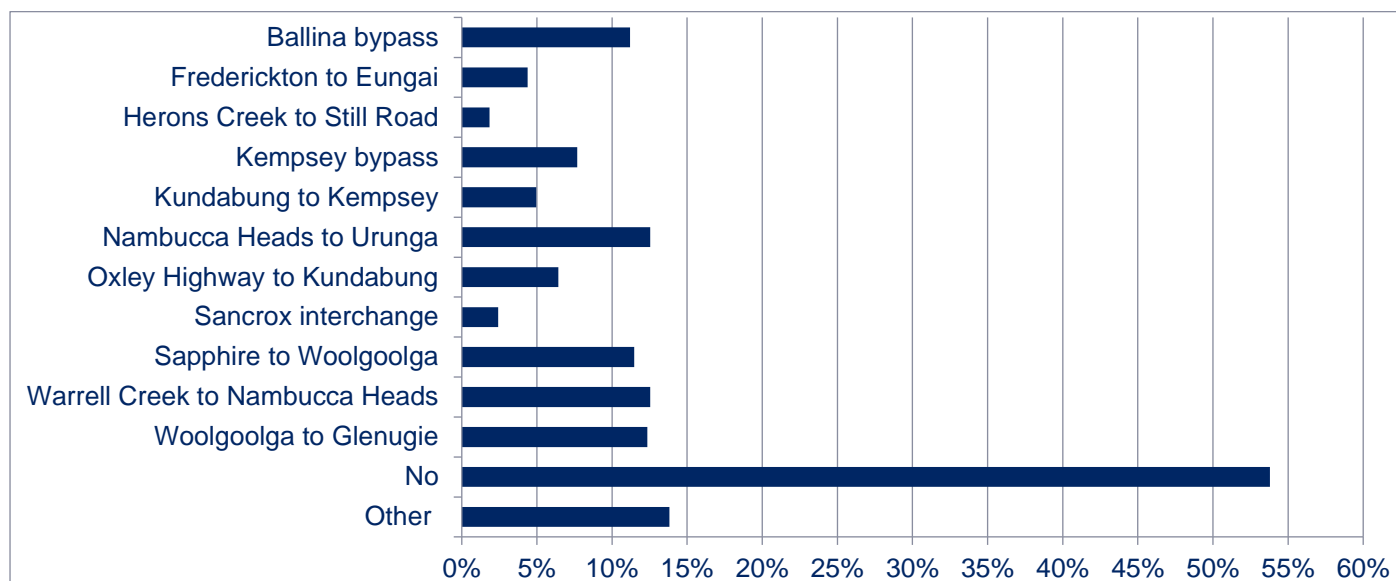
Response rate: 1023 of 1051 (97.3 percent) respondents answered this question

There were 183 respondents (17.8 percent) who work across the whole program. Other responses include:

- Glenugie to Maclean, 227 persons (22.1 percent)
- Maclean to Devils Pulpit, 166 persons (16.2 percent)
- Devils Pulpit to Broadwater, 120 persons (11.9 percent)
- Broadwater to Pimlico, 124 persons (12.1 percent)
- Bridge over Clarence River at Harwood, 180 persons (17.6 percent)
- Bridge over Richmond River at Broadwater 83 persons (8.1 percent).



## Have you worked on any other sections of the Pacific Highway upgrade?



Response rate: 1028 of 1051 of respondents (97.8 percent) answered this question

Just over half of respondents, 553 persons (53.7 percent), have not worked on other sections of the Pacific Highway upgrade. Of the 475 persons (46.2 percent) who did, most commonly respondents previously worked on the Warrell Creek to Nambucca Heads (129 persons), Nambucca Heads to Urunga (129 persons), and Woolgoolga to Glenugie (127 persons) sections. There were also a large number of respondents, 115 persons who ticked 'other'.

As the Warrell Creek to Nambucca Heads and Nambucca Heads to Urunga were the closest, most recently completed sections of the Pacific Highway upgrade, a substantial number of workers (258 persons) transitioned from working on that part of the highway upgrade to the Woolgoolga to Ballina section.

The survey found the most common sections of the Pacific Highway upgrade that respondents had also worked on were:

- Sapphire to Woolgoolga (118 persons)
- Ballina Bypass (115 persons)
- Kempsey Bypass (79 persons)

Other Pacific Highway upgrade projects respondents have worked on include:

- Oxley Highway to Kundabung (66 persons)
- Kundabung to Kempsey (51 persons)
- Frederickton to Eungai (45 persons)
- Sancrox interchange (25 persons)
- Herons Creek to Still Road (19 persons)
- Tintenbar to Ewingsdale
- Bulahdelah Bypass
- Banora Point
- Karuah
- Brunswick Heads to Yelgun
- Taree Bypass
- Grafton Bridge
- Yelgun to Chinderah
- Bonville Bypass

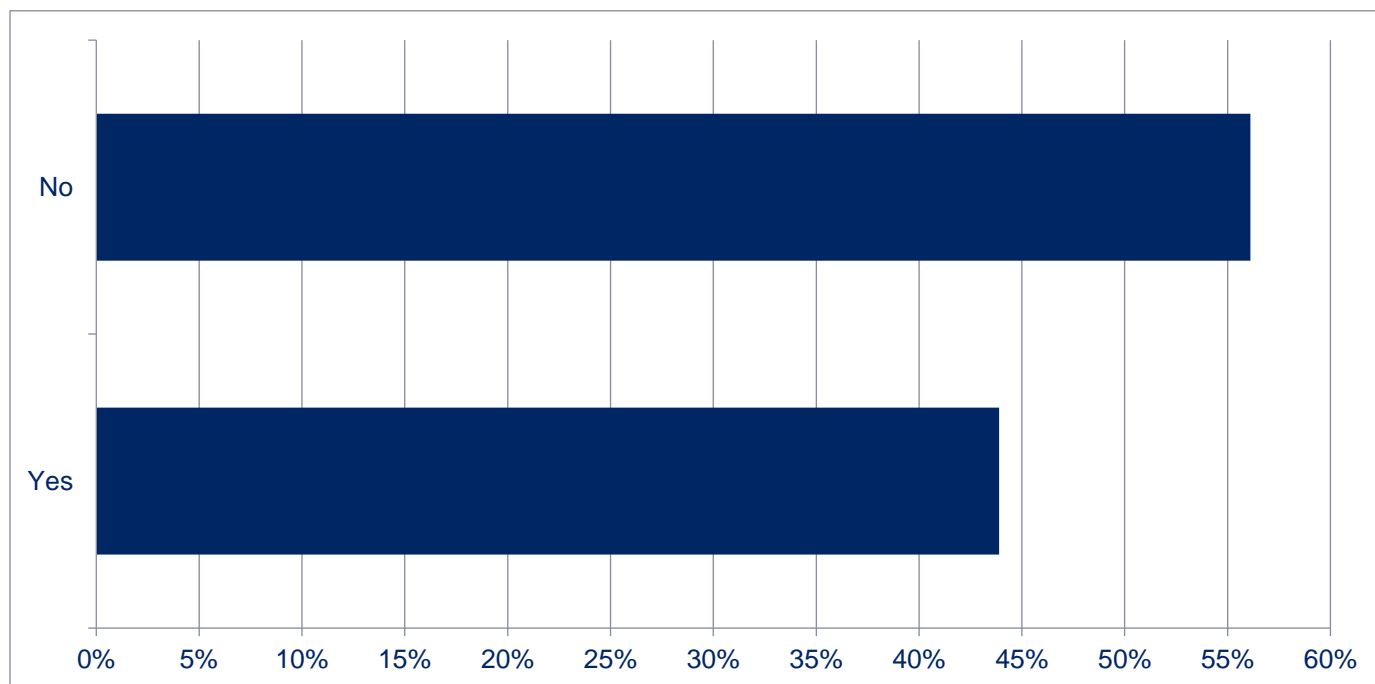


Of the respondents who already lived in the area, 213 persons (56.2 percent) have worked on other sections of the highway. Again, the main projects worked on were Warrell Creek to Nambucca Heads and Nambucca Heads to Urunga upgrades.

Of the 607 respondents who relocated, 246 persons (35.0 percent) have worked on other road upgrade projects. The great majority of these were on the Warrell Creek to Nambucca Heads section (72 persons), Nambucca Heads to Urunga section (62 persons), the Kempsey bypass (49 persons).



#### ***Have you worked on another Roads and Maritime Services project previously?***



Response rate: 1039 of 1051 respondents (98.8 percent) answered this question

Under half of respondents (43.8 percent) replied they have worked on another Roads and Maritime Services project.

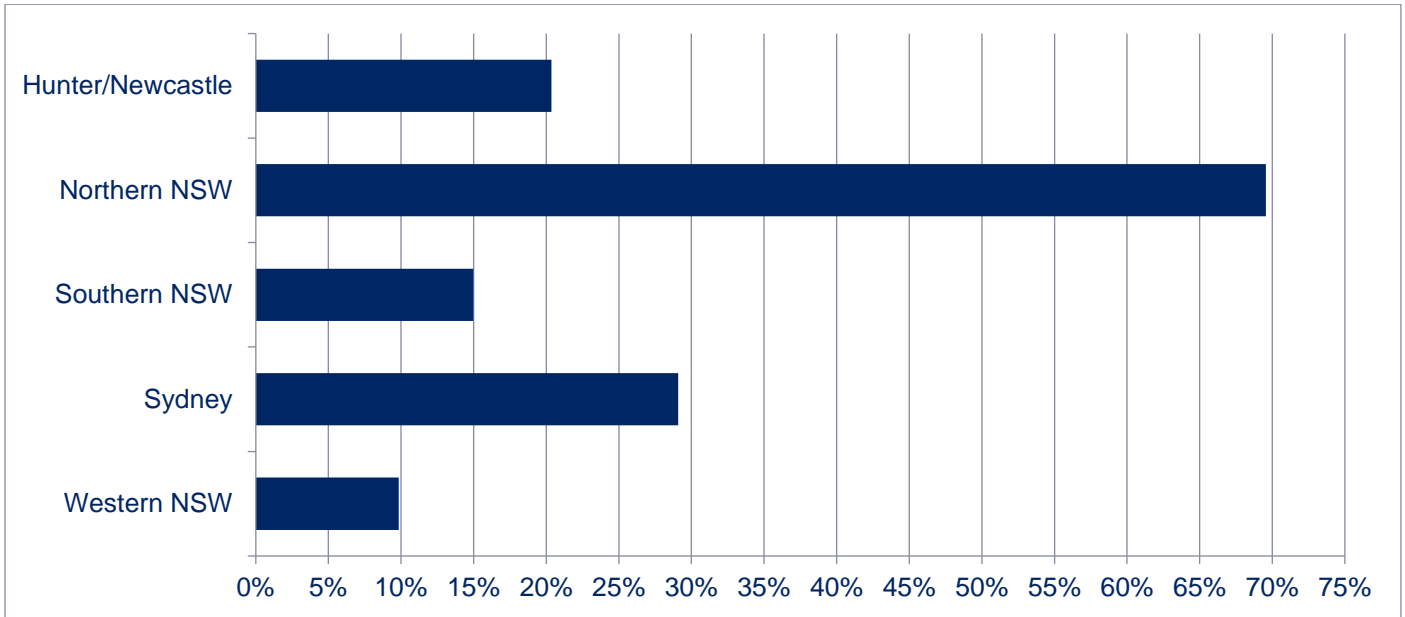
When cross-referencing this question with question 17 *'Before you started working on the upgrade, where did you live?'* the total number of respondents was 1016. Of this number 383 persons lived within 100 kilometres of the project with 190 persons (49.6 percent) having worked on another Roads and Maritime project previously and 193 persons (50.3 percent) not.

There were 616 respondents who had relocated from outside of 100 kilometres of the project and of these, 252 persons (40.9 percent) had worked on another Roads and Maritime project and 364 persons (59.0 percent) hadn't.

Of the workers who have relocated from overseas, five people had previously worked on a Roads and Maritime project previously.



## In what area? \*



Response rate: 447 of 456 respondents (98 percent) answered this question

\* Related question: Have you worked on another Roads and Maritime project?

Overwhelmingly respondents worked in Northern NSW (69.5 percent), with 29 percent working in Sydney and a further 20.3 percent having worked in the Hunter/Newcastle area.

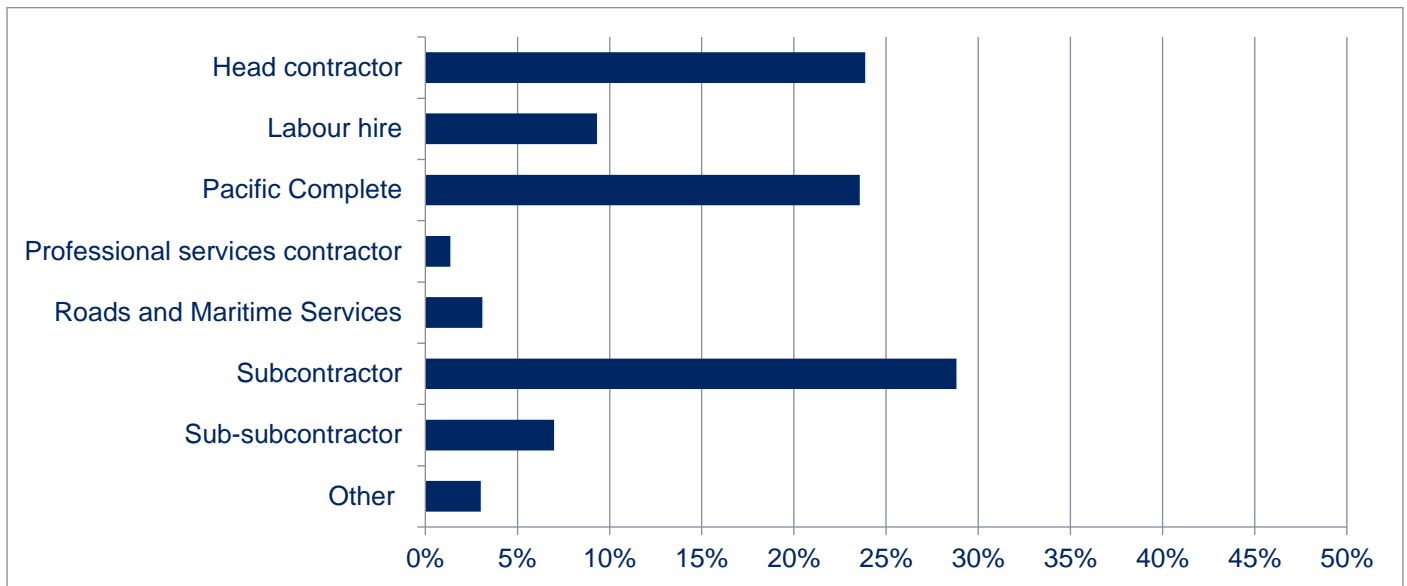
When cross-referencing this question with the question *'Before you started working on the upgrade, where did you live?'* 439 persons responded to this question and 583 persons skipped answering it.

Of the persons who lived within 100 kilometres of the project, 189 persons responded and of these 157 persons (83.0 percent) had worked in Northern NSW, 35 persons (18.5 percent) worked in Sydney and 32 persons (16.9 percent) worked in the Hunter/Newcastle area.

Of the persons who relocated from outside 100 kilometres of the project, 245 persons responded and of these 144 persons (58.7 percent) had worked in Northern NSW, 94 persons (38.3 percent) worked in Sydney and 58 persons (23.6 percent) had worked in the Hunter/Newcastle area.



### Who are you currently employed by?



Response rate: 1031 of 1051 respondents (98.1 percent) answered this question

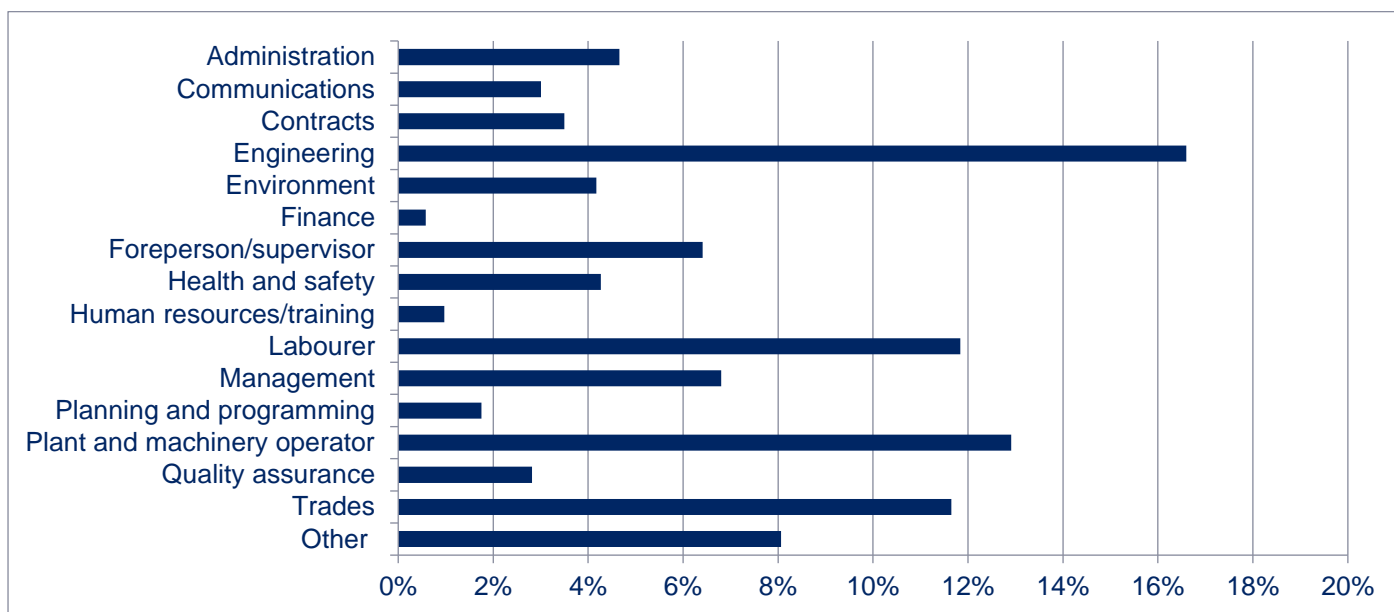
The majority of respondents, 297 persons (28.8 percent) said that their employment status was as a direct employee to a subcontractor. This is similar to the 2015 report where 31.6 percent of respondents' employment was with a subcontractor.

Employment by a head contractor formed the next largest group with 246 persons (23.8 percent). It needs to be noted that this does not necessarily mean that the second largest group of workers on site are working for the head contractor. This answer describes the status of the respondent with respect to their employer.

The third highest proportion of employment type was with Pacific Complete with 243 persons (23.5 percent). A substantially smaller proportion of persons, 96, persons (9.3 percent) were employed as Labour hire.



### *In which job category are you currently working?*



Response rate: 1030 of 1051 respondents (98 percent) answered this question

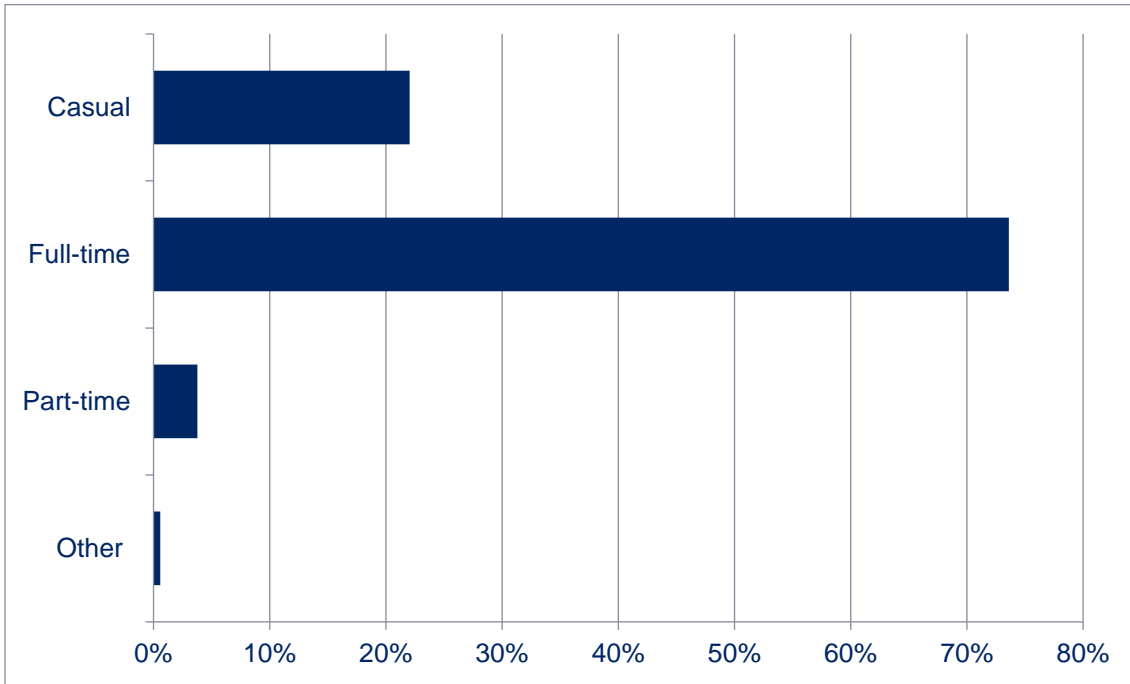
The majority of respondents, 171 persons (16.6 percent) worked in engineering. Plant and machinery operators formed the next largest group with 133 persons (12.9 percent) followed by labourer, 122 persons (11.8 percent). The fourth highest number of respondents were tradespeople with 120 responses (11.6 percent).

The 'other' category drew 83 responses (8.0 percent). These included:

- Scrap removal
- Surveyor
- Traffic control
- Steel fixer
- Cleaner
- Logistics
- Surveillance Officer
- Geotechnical



### *On what basis are you currently employed?*



Response rate: 1034 of 1051 respondents (98.4 percent) answered this question

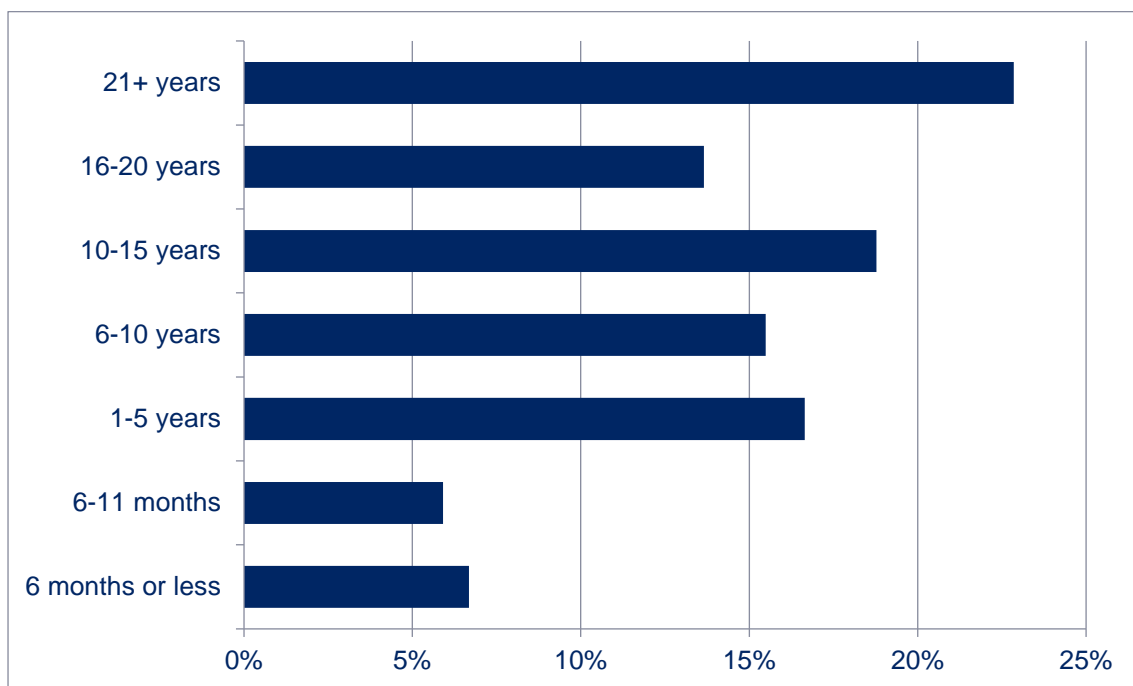
By far the greatest proportion of respondents, 761 persons (73.6 percent) were employed full-time.

Close to one quarter of respondents, 228 persons (22.0 percent) were employed on a casual basis. Just 39 persons (3.7 percent) were employed part-time.

In the 'other' category there were six people, all of whom responded that they were on contract.



### How long have you worked in the construction industry?



Response rate: 1033 of 1051 respondents (98.2 percent) answered this question

The highest number of respondents, 236 (22.8 percent) had worked in the construction industry for 21 years or more.

This was followed by 194 persons (18.7 percent) working for 10 to 15 years, 172 persons (16.6 percent) working for 1 to 5 years and 160 persons (15.4 percent) working for 6 to 10 years.

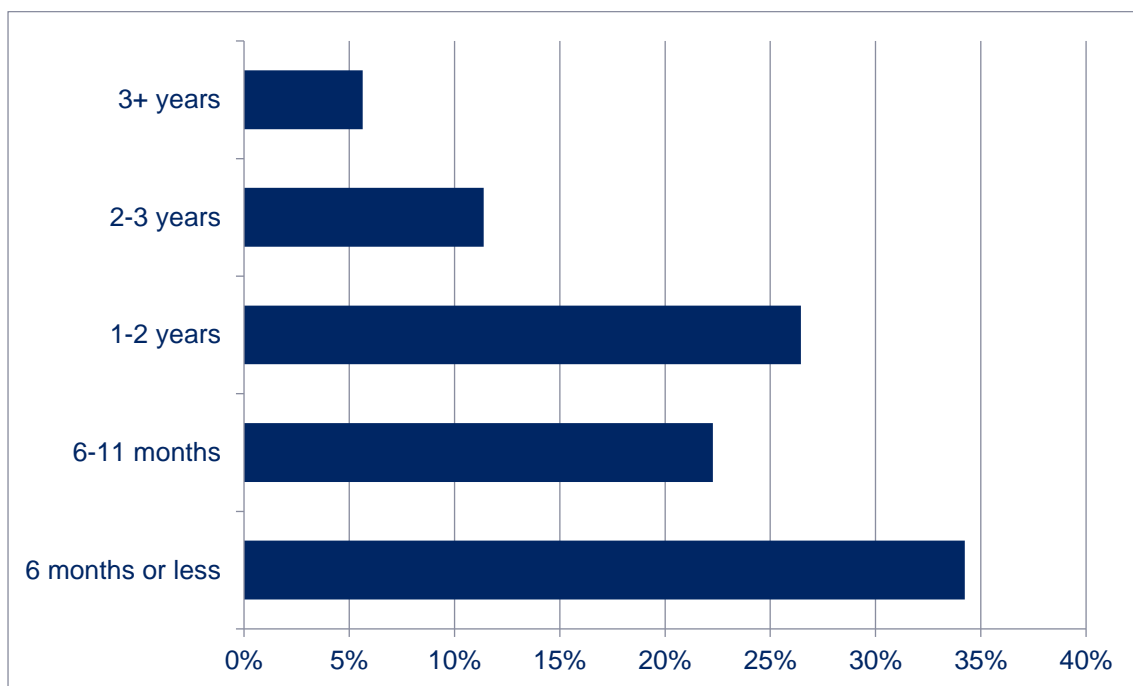
When cross-referencing this question with the question '*Before you started working on the upgrade, where did you live?*', there were 387 persons who responded that they lived within 100 kilometres of the project and of these, 68 persons (17.5 percent) had worked in the construction industry for 21 years or more, 76 persons (19.6 percent) had worked for one to five years and 66 persons (17.0 percent) had worked for 10 to 15 years.

Of the 616 workers who relocated from outside of 100 kilometres of the project, 154 persons (25 percent) have worked in the construction industry for 21 or more years, 121 (19.6 percent) have worked in the industry for 10 to 15 years, 101 persons (16.4 percent) have worked for 6 to 10 years and 89 persons (14.4 percent) have worked for 16 to 20 years.





### How long have you worked on Woolgoolga to Ballina?



Response rate: 1028 of 1051 respondents (97.8 percent) answered this question

One third of respondents, 352 persons (34.2 percent) replied they had worked on Woolgoolga to Ballina for six months or less. In addition, 229 persons (22.2 percent) have worked six to eleven months. Combined, this means more than half of the workforce (56.4 percent) has been working for eleven months or less on this part of the highway upgrade.

While 272 persons (26.4 percent) have worked one to two years, 117 persons (11.3 percent) have worked two to three years and 58 persons (5.6 percent) have worked three or more years.

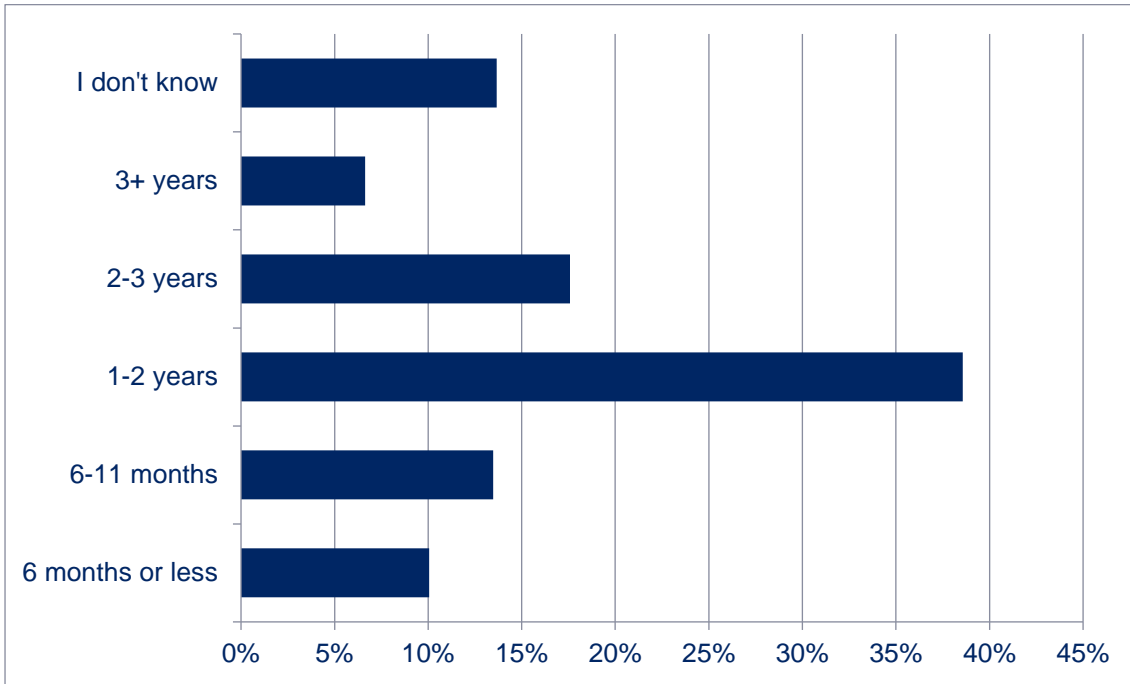
For the 384 workers who already lived within 100 kilometres of the project, 119 persons (30.9 percent) replied that have worked for six months or less on the Woolgoolga to Ballina upgrade, 107 persons (27.8 percent) have worked for one to two years and 81 persons (21.0 percent) for six to eleven months.

For the 614 persons who relocated from outside 100 kilometres of the project, 216 persons (35.1 percent) have worked six months or less on the Woolgoolga to Ballina upgrade, 159 persons (25.9 percent) have worked one to two years, while 143 persons (23.2 percent) have worked six to eleven months.

It is possible workers have been working on Woolgoolga to Ballina upgrade for a short period of time as award of main civils contracts increasing the number of workers in the lead up to peak construction, compared with 2015 Roads and Maritime workforce profile which was completed when the work was almost finished so people had been working on the project longer.



### *How much longer do you expect to work on Woolgoolga to Ballina?*



Response rate: 1024 of 1051 respondents (97.4 percent) answered this question

The majority of respondents, 395 persons (38.5 percent), anticipate working on the upgrade for between one to two years, followed by 180 persons (17.5 percent) who anticipate two to three years and 138 persons (13.4 percent) for six to eleven months.

Combined, almost two thirds of the workforce (62.7 percent) anticipate working on Woolgoolga to Ballina for a period of more than one year. This does not take into account how much time they have already spent working on the highway upgrade.

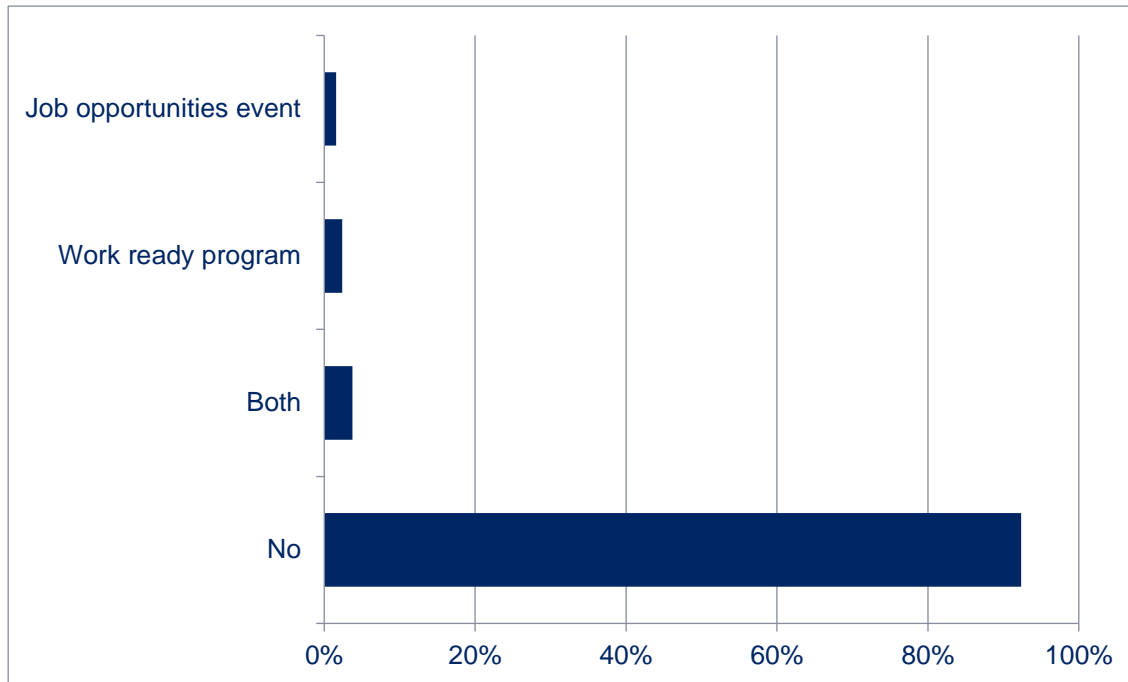
Of the respondents, 140 persons (13.6 percent) answered they do not know how long they will be working on the Woolgoolga to Ballina upgrade.

For the 381 persons who live within 100 kilometres, the greatest number, 132 persons (34.6 percent) anticipate working on Woolgoolga to Ballina for another one to two years, while 84 persons (22.0 percent) responded two to three years and 61 persons (16.0 percent) don't know.

For the 613 persons who relocated from outside 100 kilometres 253 persons (41.2 percent) say they expect to work a further one to two years on Woolgoolga to Ballina, 104 persons (16.9 percent) anticipate six to eleven months, and 91 persons (14.8 percent) two to three years. There are 72 persons (11.7 percent) who say they do not know how long they will continue to work on the upgrade.



***Did you attend a job opportunities event or the work ready program before starting on the project?***



Response rate: 1019 of 1051 respondents (96.9 percent) answered this question

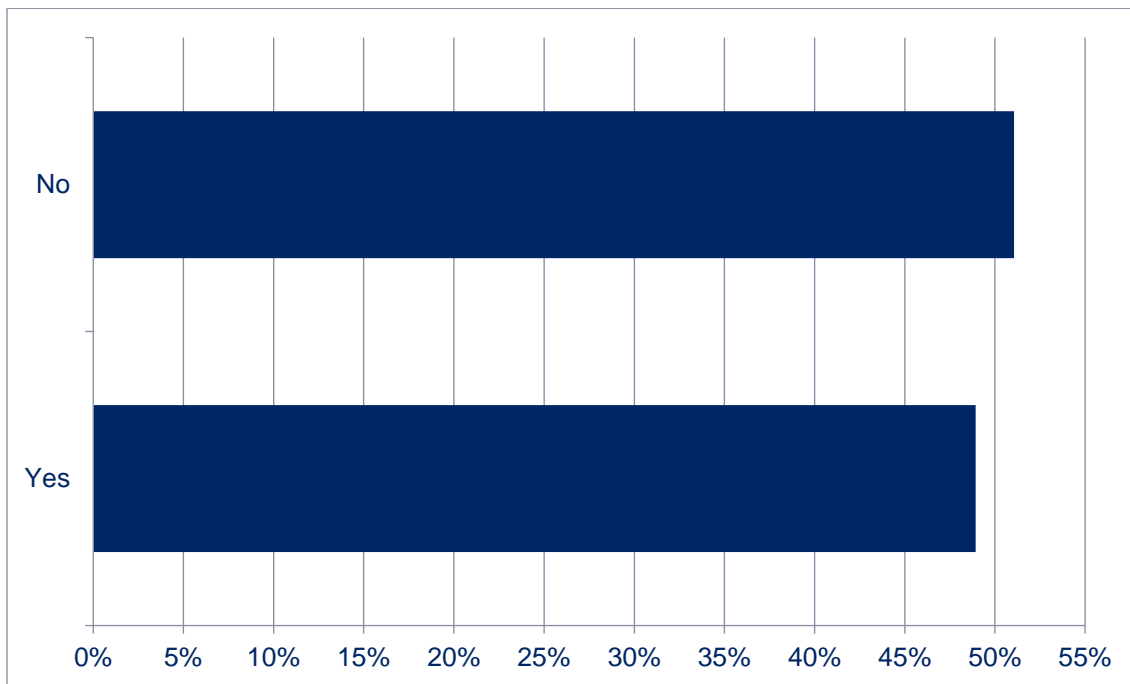
A total of 78 persons (7.6 percent) attended either a jobs opportunity event, the work ready program, or both.

- 24 persons (2.3 percent) attended a work ready program
- 16 persons (1.5 percent) attended a job opportunities event
- 38 persons (3.7 percent) responded they attended both.

Significantly of the 72 persons who identified as Aboriginal or Torres Strait Islander, who answered this question 18 persons (25 percent) attended a job opportunities event or work ready program before starting on the project. Eight persons attended both, five persons attended only a job opportunities event and five persons attended only a work ready program.



### *Do you consider yourself a local working on the project?*



Response rate: 1028 of 1051 respondents (97.8 percent) answered this question

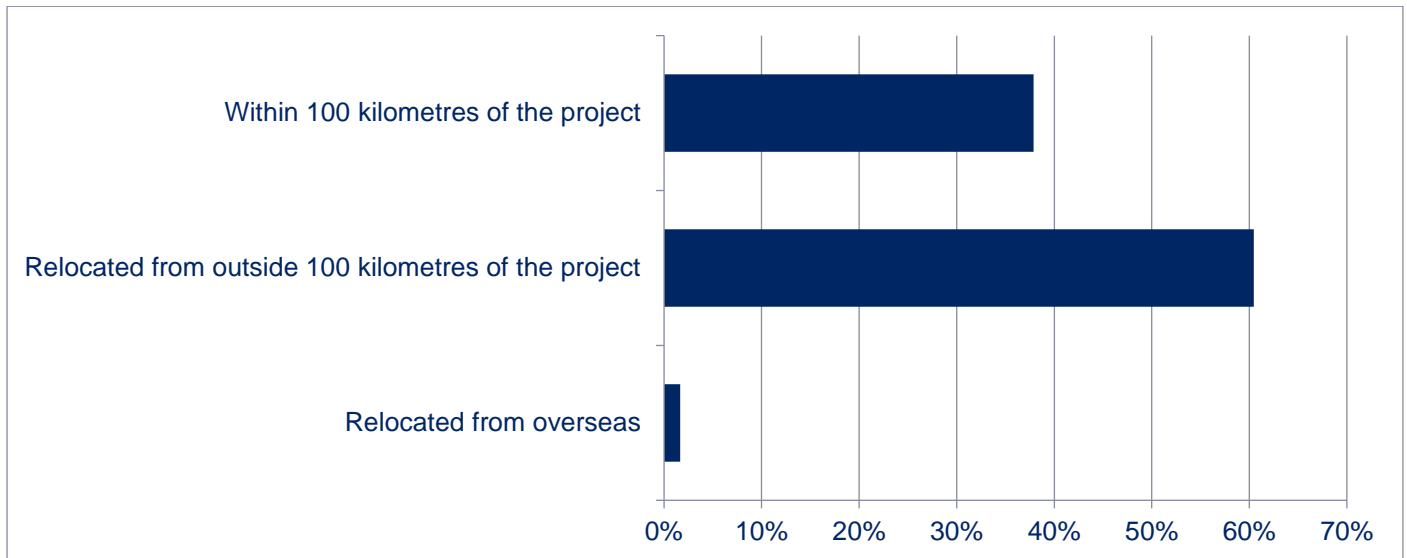
Just under half, 503 persons (48.9 percent) answered yes, while 525 persons (51.0 percent) said they did not consider themselves a local.

Of the persons who identified as Aboriginal and/or Torres Strait Islander 73 answered this question and the majority, 51 persons (69.8 percent) said they considered themselves a local.

Of the 366 persons who had lived within 100 kilometres of the project, 337 (87.3 percent) indicated they considered themselves a local. Of the 613 persons who relocated from outside 100 kilometres of the project, 158 (25.7 percent) said they considered themselves a local.



### *Before you started working on the upgrade, where did you live?*



Response rate: 1022 of 1051 respondents (97.2 percent) answered this question

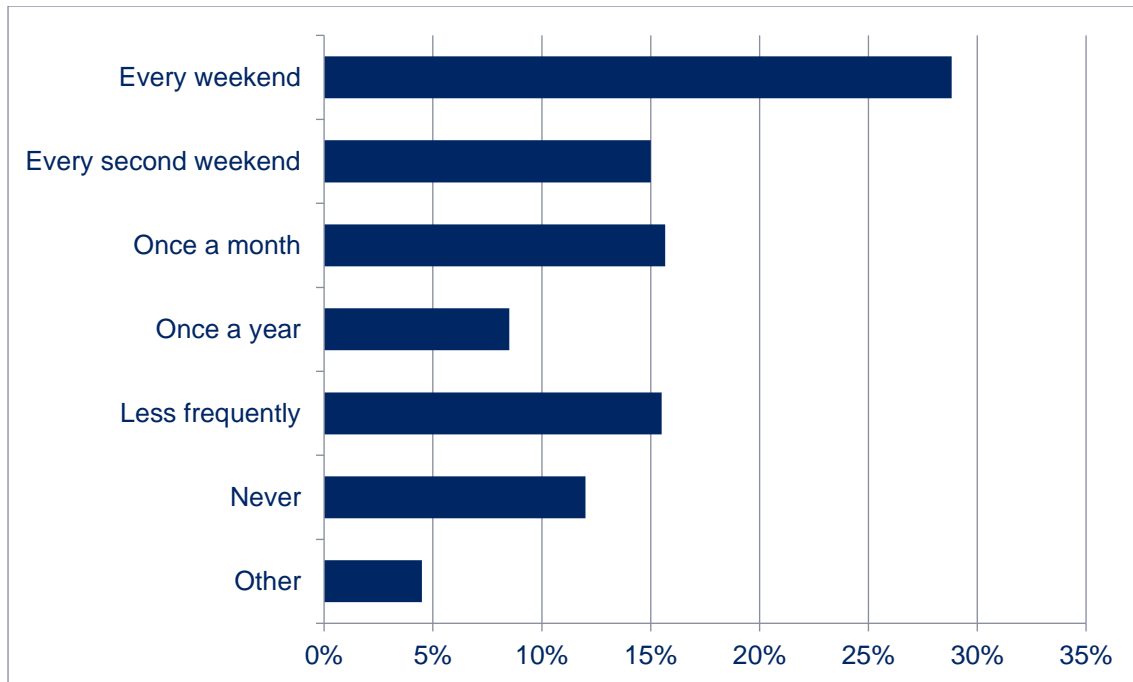
The majority of respondents 618 persons (60.5 percent) relocated from outside of 100 kilometres of the project while 387 persons (37.9 percent) lived within 100 kilometres of the project. This indicates a substantial proportion of people re-locating to work on a particular section of the upgrade.

The 100 kilometre relocation distance was agreed upon in the 2015 Roads and Maritime Services Pacific Highway upgrade Workforce Profile Survey, in discussion with the head contractors. From the data there appears to be a workforce, made up of both local and relocated workers, who have been working on various sections of the Pacific Highway upgrade during the life of the program, which now is well over a decade. Those workers who indicated they relocated to work on the project workers may have been simply relocating from one area of the project to another, but still be living in the general vicinity. For example, moving from Nambucca Heads to Yamba.

Seventeen persons (1.6 percent) responded that they relocated from overseas.



***If you relocated from within Australia to work on Woolgoolga to Ballina, how often do you go back to your usual home? \****



Response rate: 600 of 618 respondents (97 percent) answered this question

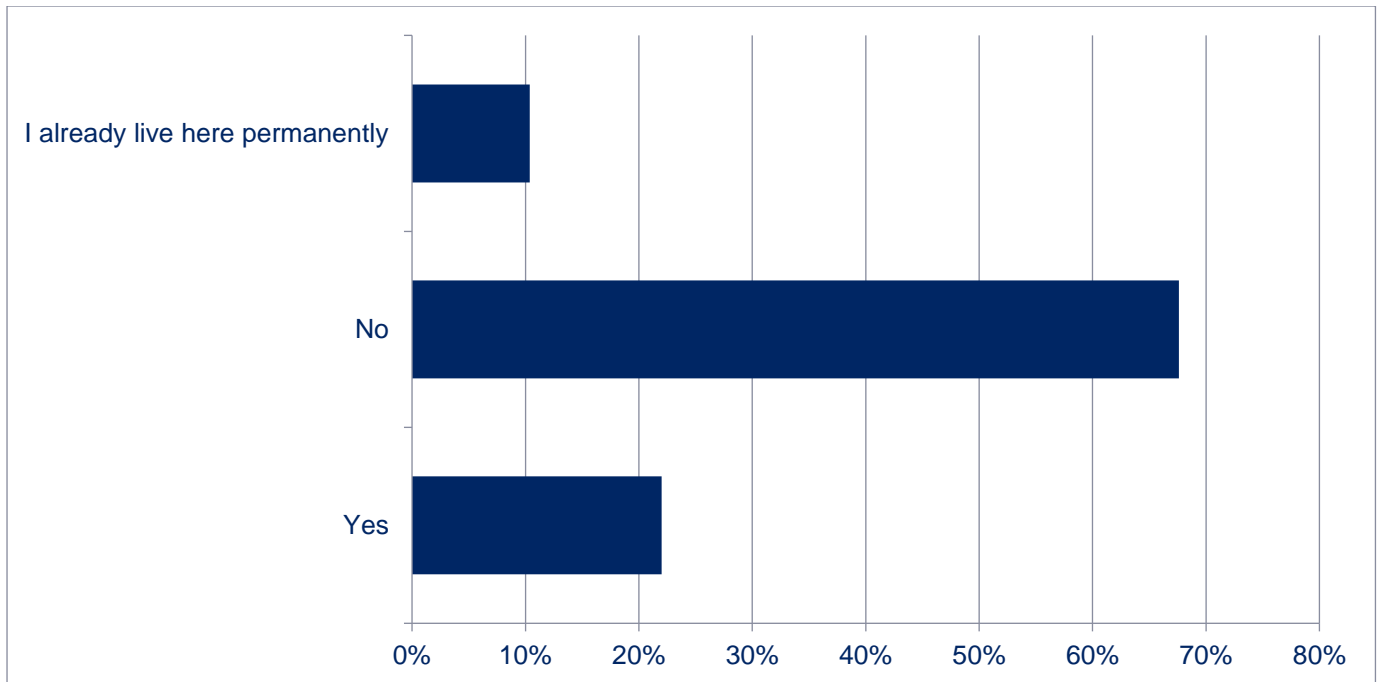
\* Related question: 'Before you started working on the upgrade, where did you live?'

More than one quarter (28.8 percent) responded they go back every weekend. A smaller proportion, 94 persons (15.6 percent) replied once a month. Another 93 persons (15.5 percent) go home less frequently, while 90 persons (15.0 percent) go home every second weekend. 'Other' answers included:

- about every six weeks
- every one to two months
- about every three months
- three to four times/year
- whenever relevant



**Are you thinking of permanently relocating to the Northern NSW area when you have finished working on Woolgoolga to Ballina?\***



Response rate: 636 respondents answered this question

\* Related question: 'Before you started working on the upgrade, where did you live?'

There were 636 responses to this, even though only 618 persons indicated they had relocated for work.

In answer to the question of whether the respondent was thinking of relocating permanently to the Northern NSW area, the majority of respondents 430 persons (67.6 percent) indicated they were not thinking of relocating permanently and 140 persons (22.0) percent said they were thinking of relocating permanently. There were 66 people (10.3 percent) who answered that they already live in the area permanently.

There is an anomaly in the survey as a number of respondents (66) who indicated they didn't consider themselves a local, responded they had relocated from outside 100 kilometres and identified they already live here permanently. However, these responses may reflect the fact that the Northern NSW area includes a number of localities more than 100 kilometres from the Woolgoolga to Ballina upgrade where people may live permanently. This indicates there are more workers living permanently than is shown through the survey results. This can result in a more stable, local community working on the roads.

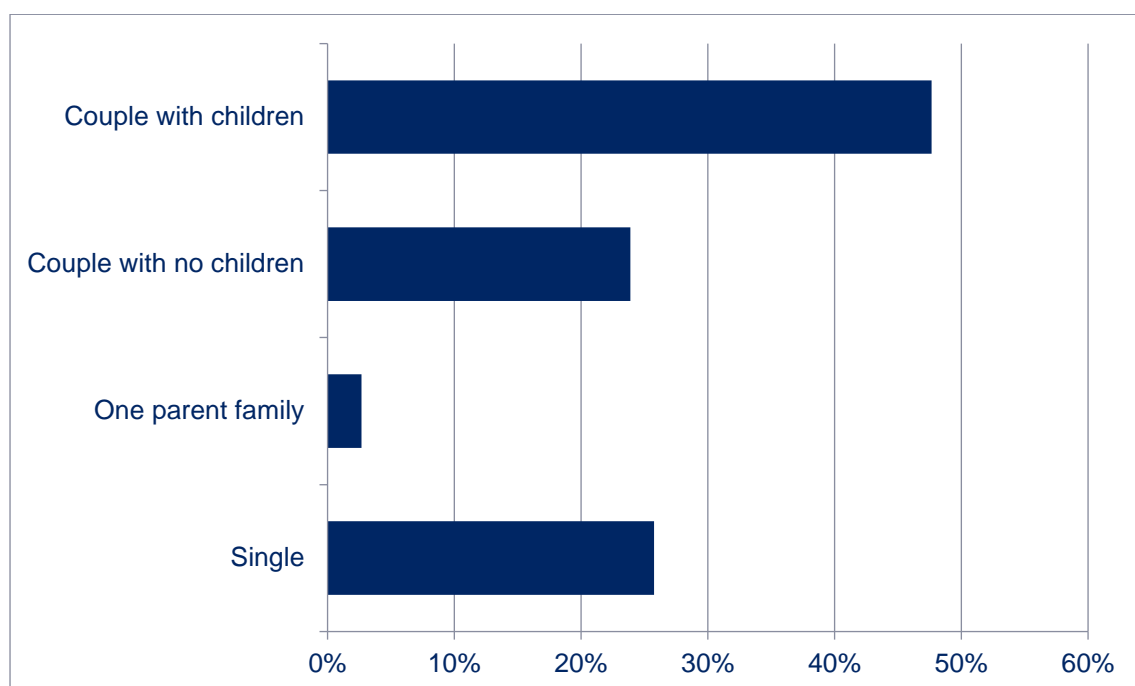
Of the 140 persons who were thinking of relocating, 31.4 percent were aged between 40 to 49 years and 33.5 percent were aged between 30 to 39 years. A smaller proportion, 20.7 percent were aged 20 to 29 years and 14.2 percent were aged 50 to 59 years of age. This is different to the 2015 survey when there were an equal amount of persons in each age group who were thinking of permanently relocating to the area.

Of the 608 respondents who already lived within 100 kilometres of the upgrade 21.8 percent indicated they were thinking of permanently relocating to Northern NSW when they finished working on the highway upgrade.





### *What is your family status?*



Response rate: 1005 of 1051 respondents (95.6 percent) answered this question

Just under half of the workforce's family status (47.6 percent) is a couple with children, 25.7 percent live as a single person, and 23.8 percent live as a couple without children. There were just 27 persons (2.6 percent) who live in a one parent family structure.

For the 605 persons (78.5 percent) responded and had relocated from outside 100 kilometres the majority of these were couples with children, followed by single persons.

Of the 475 persons who were a couple with children:

- 268 persons (54.4 percent) relocated from outside 100 kilometres
- 198 persons (41.6 percent) lived within 100 kilometres
- 9 persons (1.9 percent) relocated from overseas.

Of the 258 persons who were single:

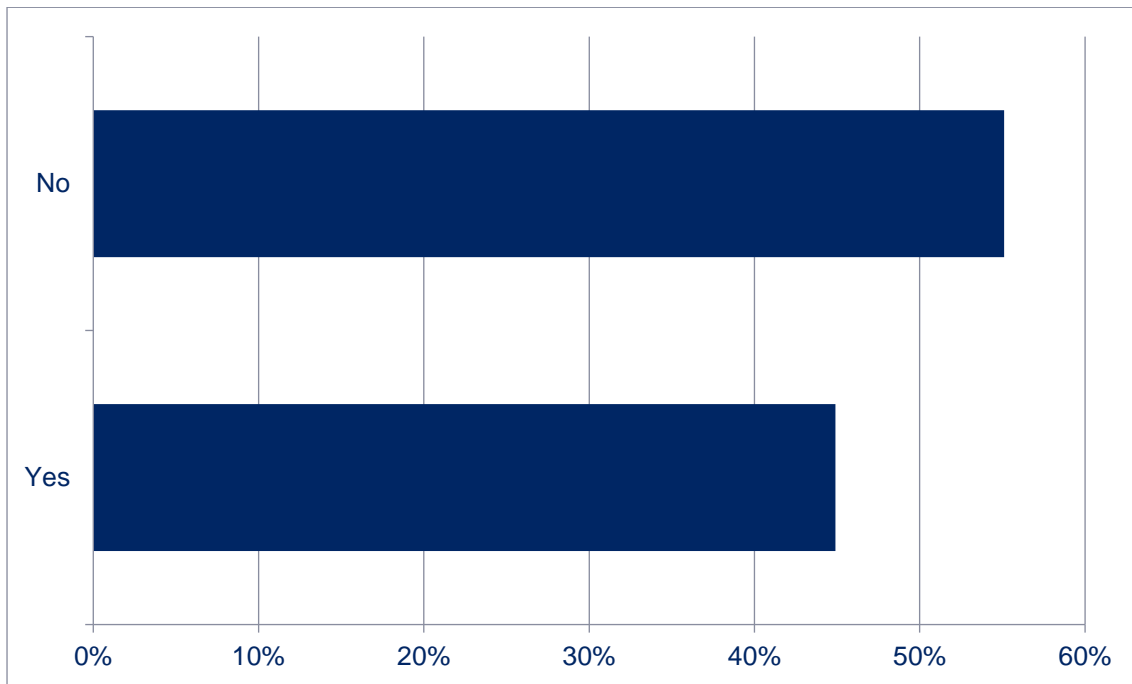
- 162 persons (62.7 percent) relocated from outside 100 kilometres
- 89 persons (34.5 percent) lived within 100 kilometres
- 7 persons (2.7 percent) relocated from overseas.

Of the 237 persons who were a couple with no children:

- 163 persons (68.7 percent) relocated from outside 100 kilometres
- 73 persons (30.8 percent) lived within 100 kilometres
- 1 person (0.4 percent) relocated from overseas.



### *If you relocated, did your partner/family relocate with you?*



Response rate: 657 of respondents answered this question

\* Related question: 'Before you started working on the upgrade, where did you live?'

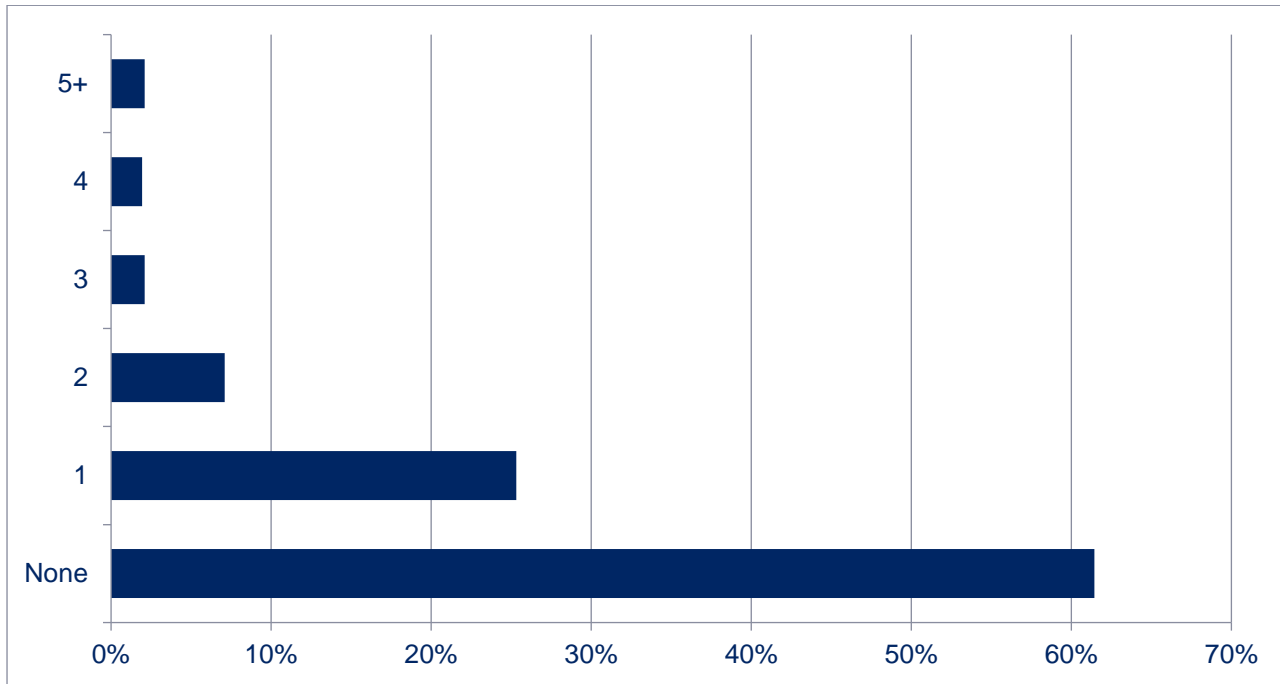
Of the respondents 55.1 percent replied their partner/family did not relocate with them and 44.9 percent responded their partner/family did relocate with them.

There were 657 responses to this question even though only 618 persons indicated they had relocated for work. This indicates some respondents who already lived within 100 kilometres of the upgrade have responded to this question. This may mean respondents who lived within 100 kilometres have moved, with their families closer to the site they work on.

In addition, a number of respondents identified their family status as single but responded their partner/family relocated with them. This answer may reflect single parent families who relocated or indicate extended family is relocating with the person.



***How many of your immediate family members are working locally (not including yourself)?***

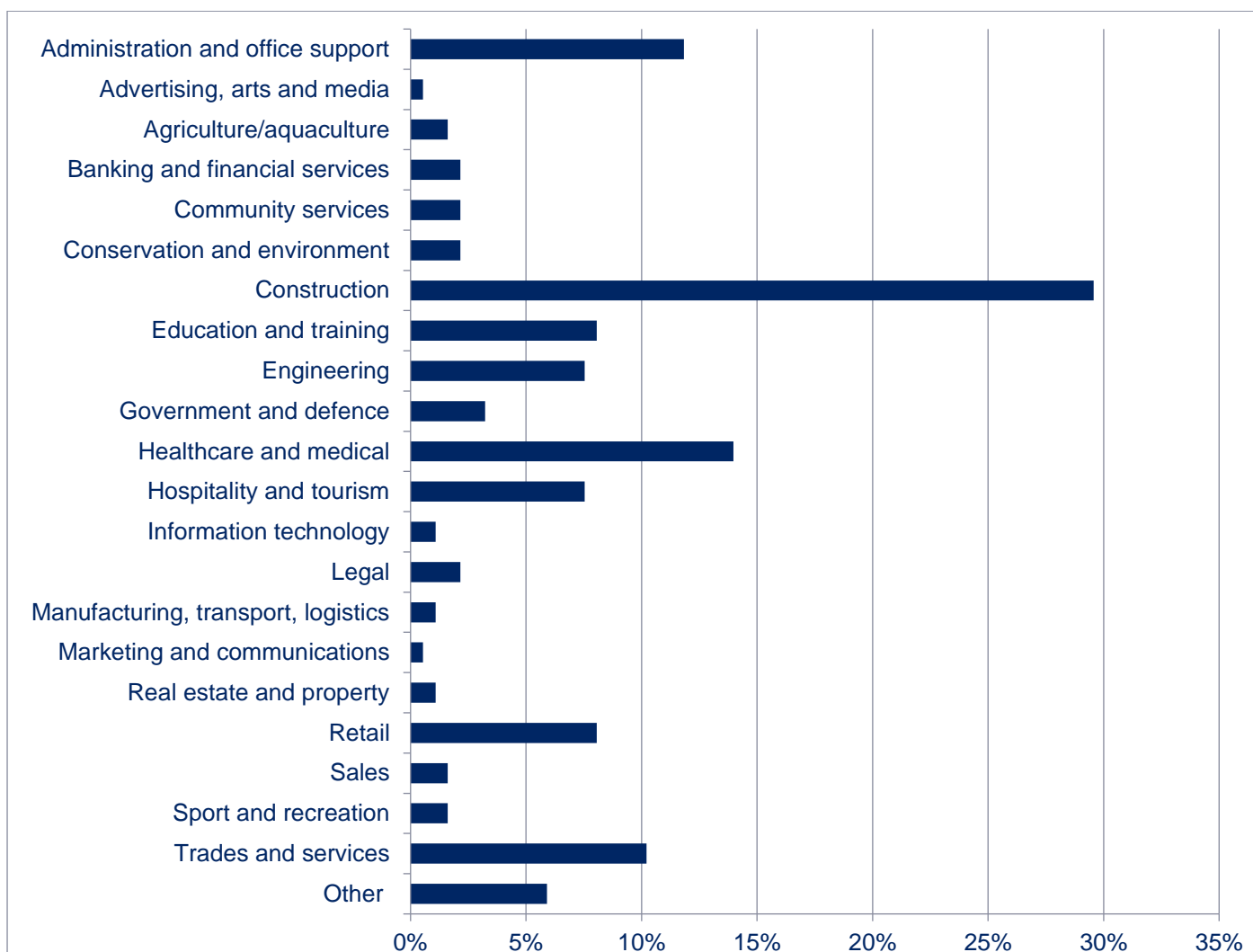


Response rate: 620 of 1051 respondents (59 percent) answered this question

More than half 381 persons (61.4 percent) answered none of their immediate family members were working locally. While more than one quarter (25.3 percent) stated they had one immediate family member working locally.



### *In which industry or service are they currently employed locally?\**



Response rate: 186 of 620 respondents (30 percent) answered this question

\* Related question: How many of your immediate family are working locally?

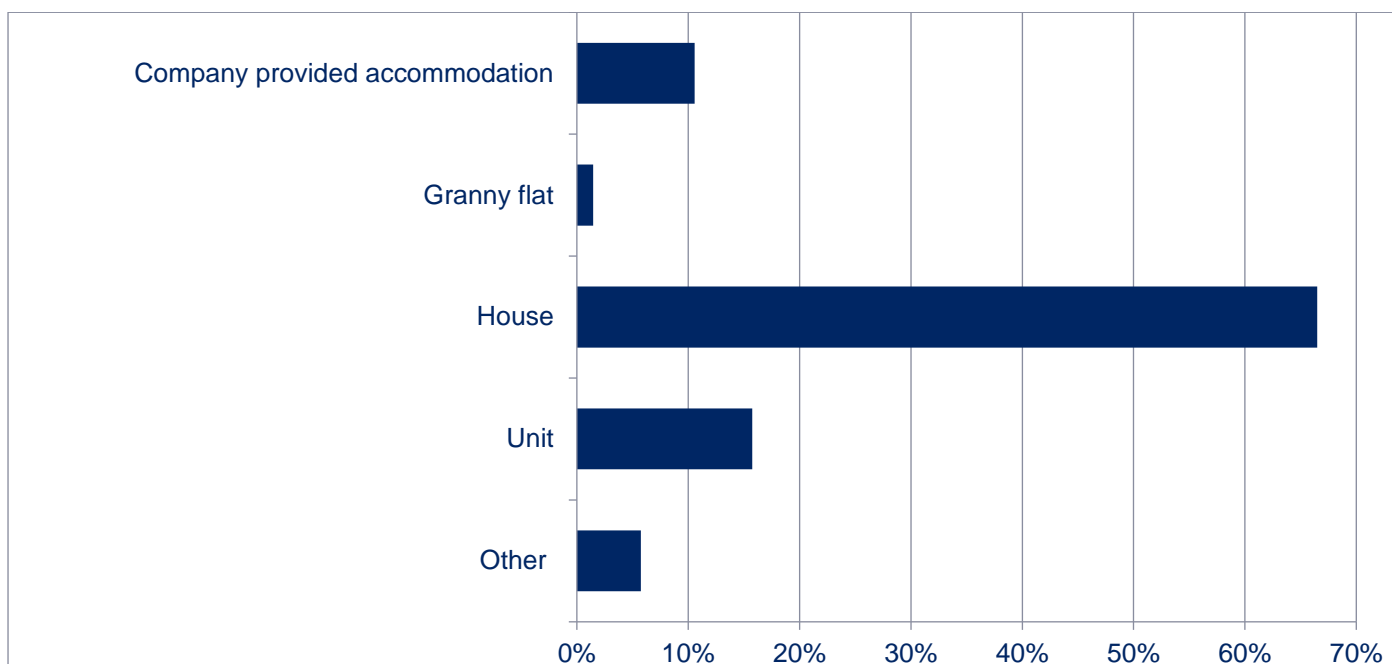
Key industries of employment for family members were construction 55 persons (29.5 percent), healthcare and medical 26 persons (13.9 percent), administration and office support 22 persons (11.8 percent), trades and services 19 persons (10.2 percent), education and training 15 persons (8 percent) and retail 15 persons (8 percent).

There were 19 persons (5.9 percent) indicated 'other' which included:

- cleaning
- disability sector
- government employed
- surveying
- childcare



## What is your dwelling type while working on the project?



Response rate: 869 of 1051 respondents (82.7 percent) answered this question

Living in a house was the largest response given, 591 persons (68.4 percent). This was followed by 140 persons (15.7 percent) who live in a unit. A further 94 persons (10.5 percent) had company provided accommodation. Thirteen persons (1.4 percent) lived in a granny flat. When compared with the 2015 survey, eight percent more people lived in a house and one percent more people lived in a unit.

There was a range of 'other' answers including:

- caravan (16)
- motel
- cabin
- van
- pub
- tent

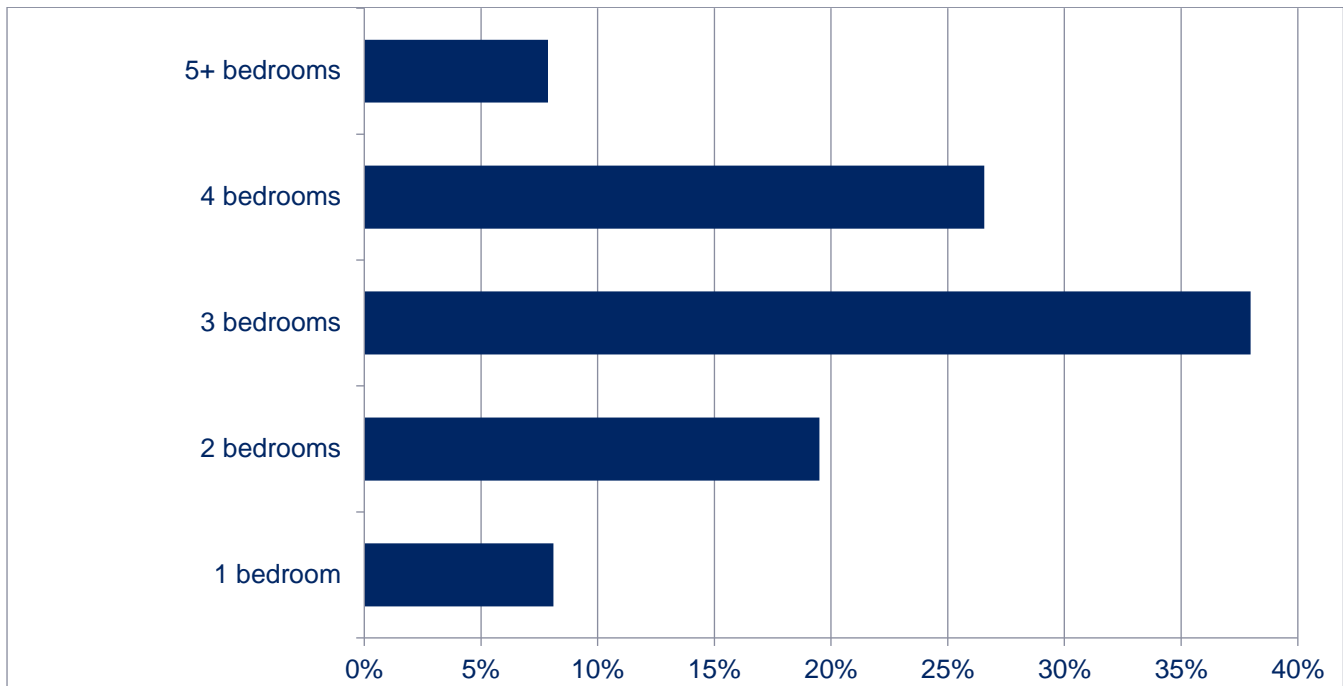
Of the 508 respondents who relocated more than 100 kilometres within Australia, 281 persons (55.3 percent) lived in a house, 103 persons (20.2 percent) lived in a unit, 77 persons (15.1 percent) had company provided accommodation and 38 persons (7.4 percent) said 'other'. Of those persons who responded other, thirteen lived in a caravan.

This compares to the 346 persons who already lived within 100 kilometres of the project of which 289 persons (83.5 percent) lived in a house, 33 persons (9.5 percent) lived in a unit and 9 persons (2.6 percent) lived in company provided accommodation, with 12 people stating, 'other'.

Of the 17 persons who relocated from overseas, 11 (64.7 percent) lived in a house, three (17.6 percent) in a unit, two (11.8 percent) in company provided accommodation and one in 'other'.



### *How many bedrooms does your dwelling have?*



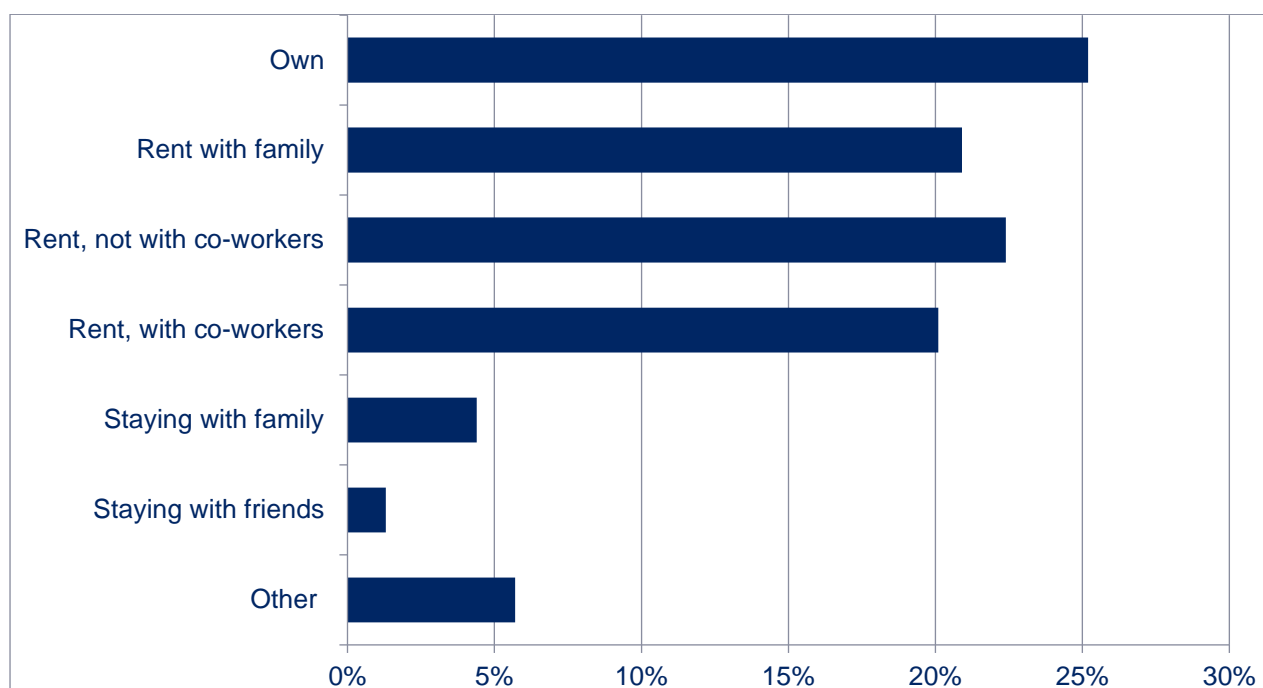
Response rate: 877 of 1051 respondents (83.4 percent) answered this question

By far most respondents, 333 persons (37.9 percent) lived in three-bedroom accommodation. Followed by four bedrooms, 233 persons (26.5 percent) and 17 persons (19.5 percent) in two bedrooms.

In terms of home ownership, of the four bedroom accommodation there were 83 persons (38.2 percent) who owned their own, followed by a three bedrooms with 80 persons (25.8 percent) and 29 persons (12.8 percent) for two bedrooms.



### *What is your accommodation status while working on Woolgoolga to Ballina?*



Response rate: 1000 of 1051 respondents (95.1 percent) answered this question

Renting was the most common form of accommodation with 634 persons (63.4 percent). A further 252 persons (25.2 percent) owned their own accommodation.

Of those who rent, 224 persons (22.4 percent) are not renting with co-workers, 209 persons (20.9 percent) rent with family and 201 persons (20.1 percent) rent with co-workers.

In addition, 44 persons (4.4 percent) stay with family and 57 persons (5.7 percent) responded 'other'.

Of the 374 persons who already lived within 100 kilometres of the project and responded to this question, 186 persons (49.7 percent) own their own home, 81 persons (21.7 percent) rent with family, 38 persons (10.1 percent) rent not with co-workers and 23 persons (6.1 percent) rent with co-workers.

Of the 592 persons who relocated from within Australia outside 100 kilometres of the upgrade and answered this question, 183 persons (30.9 percent) rent not with co-workers, 169 persons (28.5 percent) rent with co-workers, 119 persons (20.1 percent) rent with family and 60 people (10.1 percent) own their own accommodation. Forty people answered the question, 'other'. A number of these 'other' were that the company provides free accommodation and there are some who live in motels.

Of the 17 persons who relocated from overseas, two persons owned their own accommodation, five rent with co-workers, eight persons rent with family, one stays with friends and one person ticked 'other'.

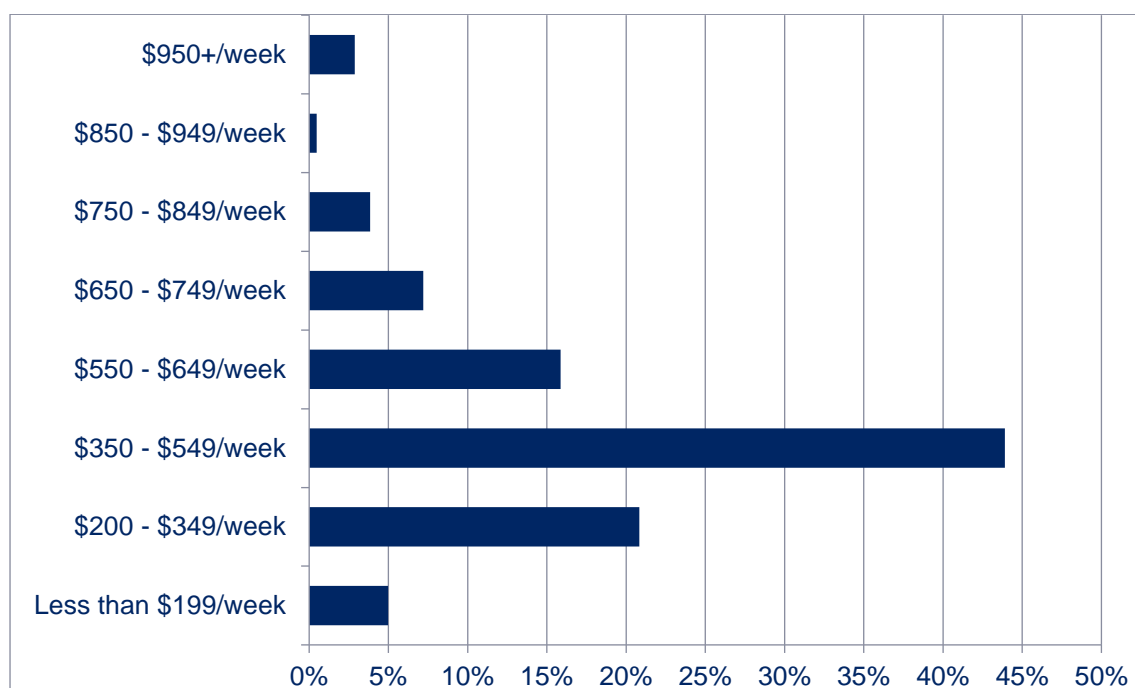
Of the 489 persons who responded to this and said they considered themselves a local, 203 persons (43.2 percent) owned their own accommodation.

By far, the number of people working on the project reside in a dwelling, 567 persons (70.0 percent) as the most popular form of housing. Considerably less people live in a unit, 134 persons (16.5 percent) followed by 60 people (7.4 percent) who live in company provided accommodation.





### How much is the property's rent (not just your share)?\*



Response rate: 624 of 634 respondents (98.4 percent) answered this question

\* Related question: What is your accommodation status while working on Woolgoolga to Ballina?

There were 624 responses to this question of the 634 persons who indicated they rent in response to the question 'What is your accommodation status while working on W2B?' In some instances respondents ticked 'staying with family' and then indicated they paid rent. Of those who responded:

- 274 persons (43.9 percent) pay between \$350 to \$549/week
- 130 persons (20.8 percent) pay between \$200 to \$349/week
- 99 persons (15.8 percent) pay between \$550 to \$649/week
- 45 persons (7.2 percent) pay between \$650 to \$749/week
- 31 persons (4.9 percent) pay less than \$199/week

Most people are paying between \$350 to \$549/week for their accommodation: 98 families (35.7 percent) pay this amount compared with 111 persons (40.5 percent) who are renting at that rate but not with co-workers and another 63 persons (22.9 percent) who are renting with co-workers.

Of the total respondents paying between \$550 to \$649/week rent, 40 are families (6.4 percent). In addition, to 33 persons (5.3 percent) are renting with co-workers and 26 (4.2 percent) are renting but not with co-workers.

Of the total respondents who are paying \$650 to \$749/week 23 persons (3.7 percent) rent with co-workers.

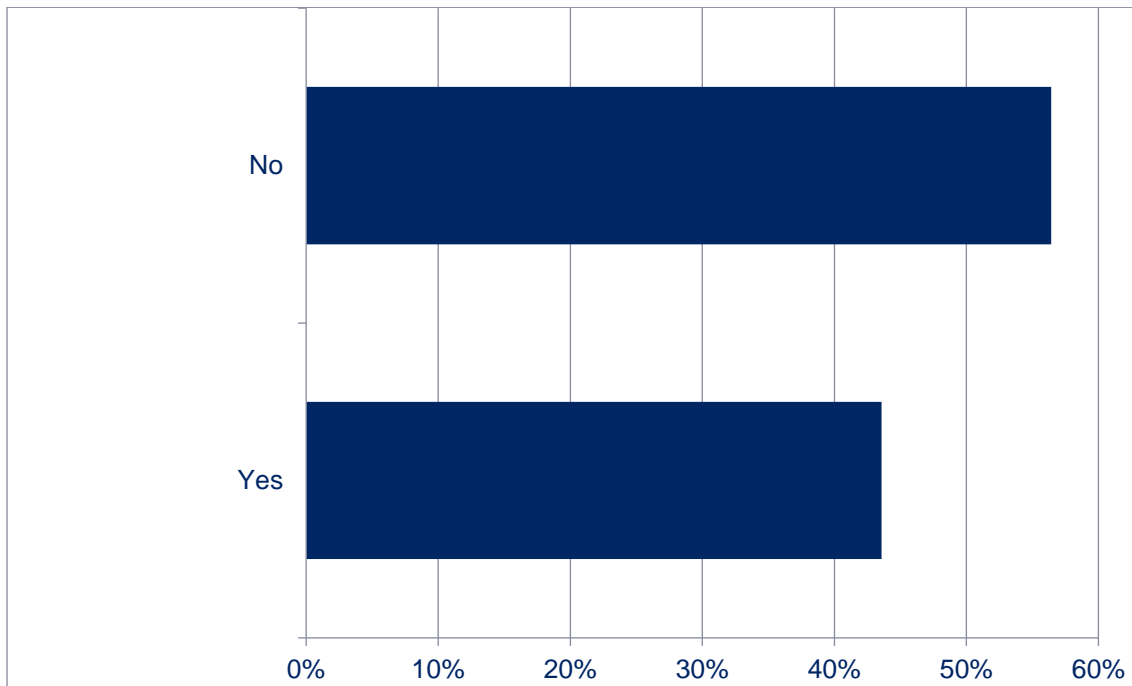
Eleven persons who rent with co-workers are paying \$950+ /week in rent. Of the eleven persons, five are in company subsidised housing and six are a group of workers paying that amount of rent.

Of the 140 persons who already lived with 100 kilometres of the project and answered this question, 57 persons (40.7 percent) paid \$350 to \$549/week rent, followed by 47 persons (33.5 percent) who paid between \$200 to \$349/week rent.

Of the 463 persons who relocated within Australia from outside 100 kilometres of the project, 210 persons (43.4 percent) paid \$350 to \$549/week rent. While a total of 80 persons (17.3 percent) equally paid \$200 to \$349/week rent or \$550 to \$649/week rent.



### *Has the rent increased since you started on Woolgoolga to Ballina?\**



Response rate: 622 of 634 respondents (98.1 percent) answered this question

\* Related question: What is your accommodation status while working on Woolgoolga to Ballina?

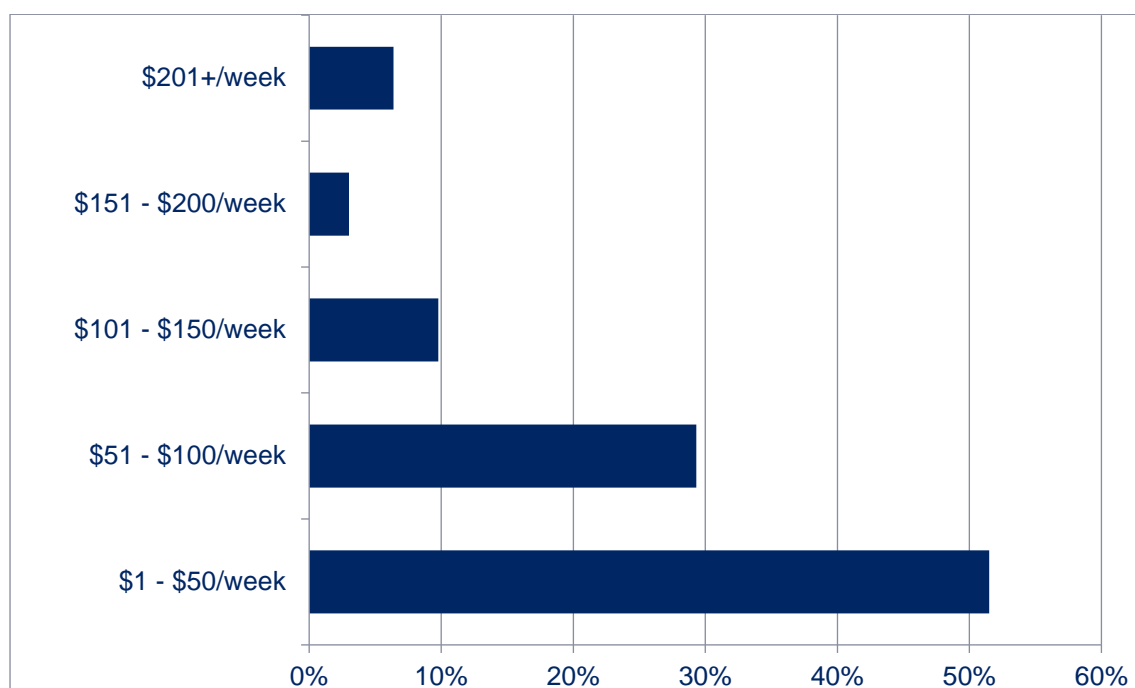
More than half, 351 persons (56.4 percent) responded their rent did not increase.

Of the 141 persons who answered this question and who already lived within 100 kilometres of the project, 71 (50.4 percent) persons responded their rent increased while 70 persons (49.6 percent) said it did not.

Of the 461 persons who answered this question and who relocated within Australia from outside 100 kilometres of the upgrade, 191 persons (41.4 percent) responded their rent increased while 270 persons (58.5 percent) did not have increased rent.



### By how much did your rent increase?\*



Response rate: 266 of 271 respondents (98.1 percent) answered this question

\* Related question: Has the rent increased since you started working on Woolgoolga to Ballina?

Of the 271 persons who indicated that their rent had increased, in response to the question '*Has the rent increased since you started on W2B?*', 266 persons responded with how much it had increased by.

Most commonly, rent was raised by \$1 to \$50/week with 137 persons (51.5 percent) stating this. A further 78 persons (29.3 percent) had rent raised by \$51 to \$100/week, followed by 26 persons (9.7 percent) whose rent was raised by \$101 to \$150/week. Seventeen people (6.3 percent) had their rent increased by \$201+/week.

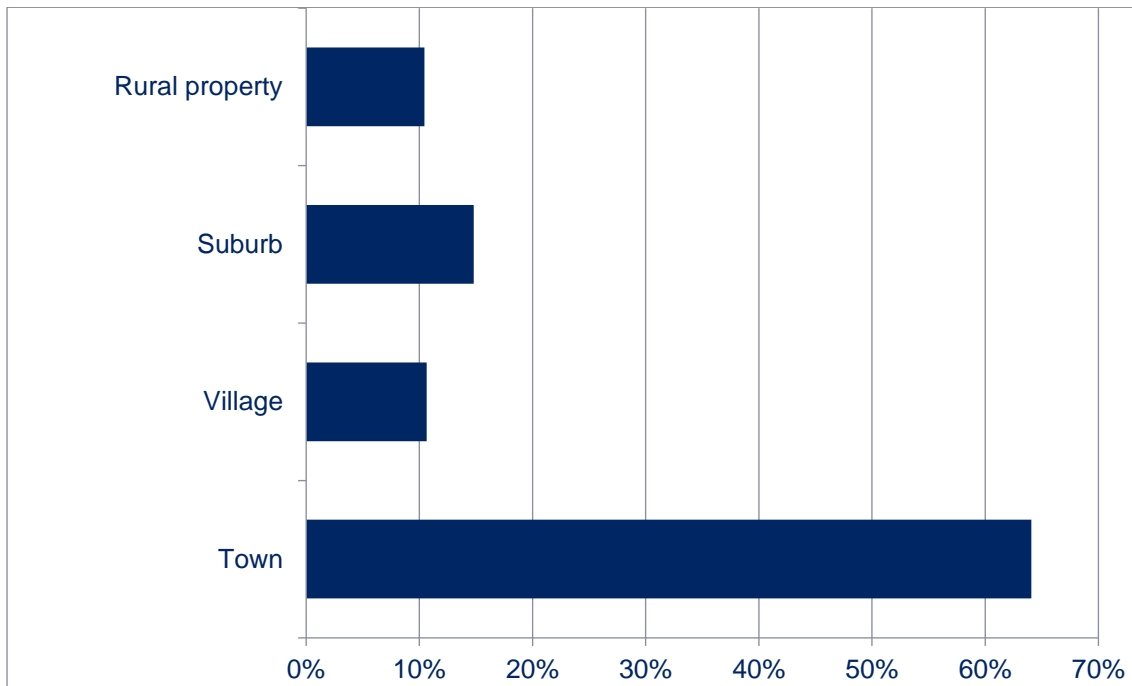
Of those who responded to the question as to how much their rent increased, 70 persons (26.6 percent) already lived within 100 kilometres of the project, 187 (71.0 percent) relocated from outside 100 kilometres of the project and six people relocated from overseas:

- Of the persons whose rent had increased by \$1 to \$50/week, 42 already lived within 100 kilometres of the project, 91 persons relocated outside 100 kilometres of the project within Australia, and three persons relocated from overseas.
- For increased rent of \$51 to \$100/week, 21 people lived within 100 kilometres, 55 persons relocated from outside 100 kilometres within Australia and two persons relocated from overseas.
- For increased rent of \$101 to \$150/week, three persons people lived within 100 kilometres, 22 persons relocated from outside 100 kilometres within Australia, and one person relocated from overseas.

There were few people whose rent increased between \$151 to \$200/week – two persons who lived within 100 kilometres of the project and five persons who relocated within Australia from outside 100 kilometres of the project.



## Where do you live?



Response rate: 1103 of 1051 respondents (96.3 percent) answered this question

The majority of respondents, 757 persons (74.7 percent), lived in a town/village, with 150 persons (14.8 percent) living in a suburb. A further 106 persons (14.8 percent) live on a rural property.

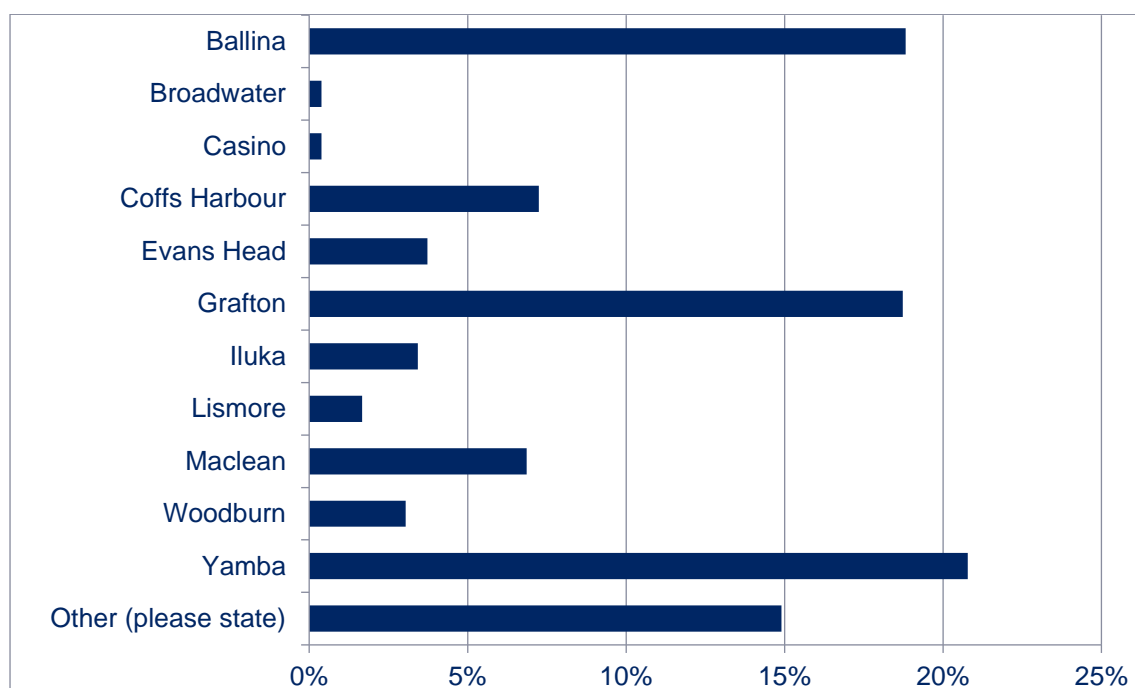
Of the 381 persons who already lived within 100 kilometres of the upgrade the majority, 216 persons (56.6 percent) live in a town, with a further 45 persons (11.8 percent) live in a village for a combined total of 261 persons or 68.5 percent.

This compares with those who relocated from outside 100 kilometres of the project, within Australia. From a total of 598 persons, 415 persons (69.0 percent) lived in a town with a further 57 persons (9.5 percent) living in a village for a combined 78.9 percent. There were 91 persons living in a suburb, which is adjacent to a town/village. While 5.8 percent resided on a rural property.

Of the 17 workers who relocated from overseas, 14 persons (82.3 percent) live in a town/village, two persons (11.8 percent) in a suburb and one person living rurally.



### *Which major town are living in or near?*



Response rate: 1020 of 1051 respondents (97 percent) answered this question

The greatest number of respondents, 212 persons (20.7 percent) lived in or near Yamba. This was followed by 192 persons (18.8 percent) living in or near Ballina and 191 persons (18.7 percent) living in or near Grafton.

Seventy-four persons (7.2 percent) lived in or near Coffs Harbour while 70 persons (6.8 percent) were in or near Maclean. The answer 'other' drew 152 responses (14.9 percent) with a variety of answers as people responded to more than one town/village.

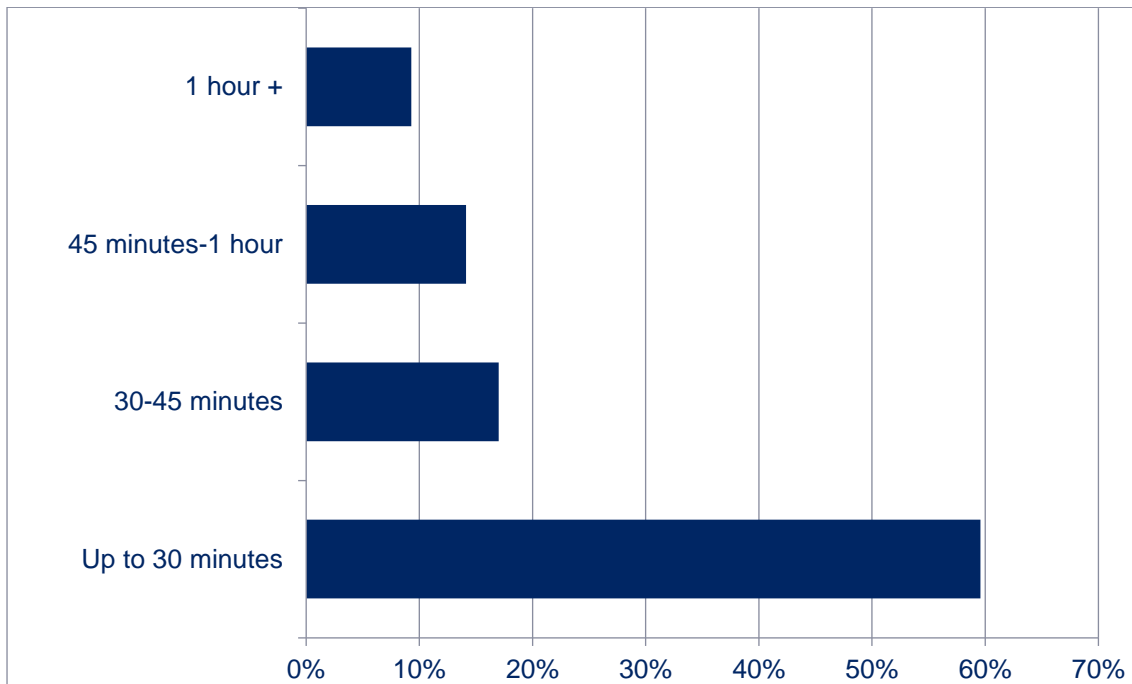
Of the 382 people who responded to this question who already lived within 100 kilometres of the project the majority of people, 100 persons (26.1 percent) lived in or near Grafton, followed by 58 persons (15.2 percent) who lived in or near Ballina and 52 persons (13.6 percent) who lived in or near Coffs Harbour, and 30 people (7.8 percent) in or near Yamba.

Of the 604 persons who responded to this question who relocated within Australia from outside 100 kilometres of the project, the majority, 174 persons (28.8 percent) lived in or near Yamba. An additional 129 persons (21.4 percent) lived in or near Ballina, and 83 persons (13.7 percent) lived in or near Grafton.

When considering where people live, it is of interest to note that the highest number of persons renting is in Yamba with 173 persons followed by 136 persons in Ballina and Grafton, 92 persons. However, 74 persons in Grafton own their own home.



### *How long does it take you to travel from where you live during the week to the project site?*



Response rate: 1012 of 1051 respondents (96.3 percent) answered this question

The greatest proportion of respondents, 603 persons (59.5 percent) travel up to 30 minutes from their accommodation to their project site each way. This is followed by 172 persons (17.0 percent) travelling between 30 to 45 minutes. Combined, this means more than three quarters, (76.5 percent) of respondents travel up to 45 minutes to work. While 143 persons (14.1 percent) travel 45 minutes to one hour to work.

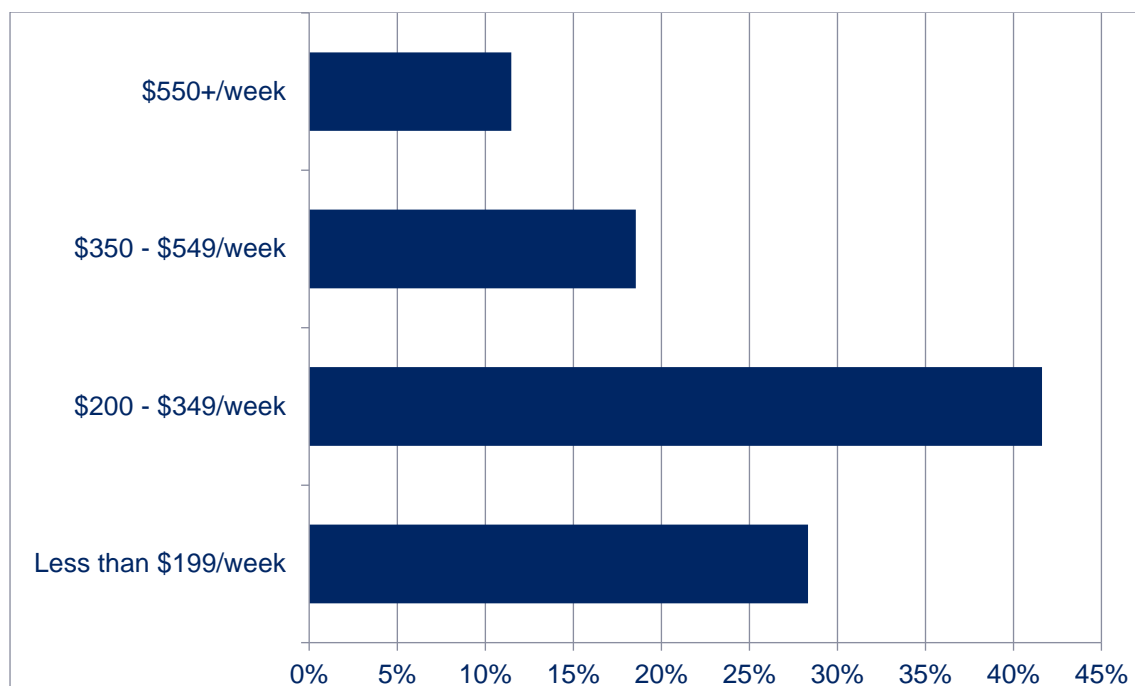
There are 94 persons (9.2 percent) who travel over one hour to their work site each day.

In looking at how far workers on the highway upgrade travel to and from work, there is an obvious difference between those persons who lived within 100 kilometres of the project and those who relocated from outside 100 kilometres of the project:

- Of those who live within 100 kilometres, 80 persons (21 percent) drive between 45 minutes to one hour to work each way, compared with 59 persons (9.8 percent) who have relocated from outside 100 kilometres.
- A total of 49 persons (12.8 percent) who live within 100 kilometres travel one hour or more compared with 40 persons (6.6 percent) who have relocated from within Australia.
- A total of 70 persons (18.3 percent) who live within 100 kilometres travel 30 to 45 minutes to get to work compared with 94 persons (15.6 percent) who have relocated from within Australia.
- A total of 182 persons (47.7 percent) who live within 100 kilometres travel up to 30 minutes to get to work compared with 406 persons (67.7 percent) who have relocated.



**What is your estimated weekly spend in the region (not including your rent and bills). For example, food and entertainment?**



Response rate: 1002 of 1051 respondents (95.3 percent) answered this question

There were 417 persons (41.6 percent) who estimated their weekly spend in the region between \$200 to \$349/week, while 284 persons (28.3 percent) indicated they spent less than \$199/week. A further 186 persons (18.5 percent) spent between \$350 to \$549/week and 115 persons (11.4 percent) spent \$550+/week.

Of the 374 persons who lived within 100 kilometres of the project most people, 148 persons (39.5 percent) have an estimated weekly spend of between \$200 to \$349/week. This compares with the 258 persons (43.2 percent) who relocated from within Australia.

There were 87 persons living within 100 kilometres (23.2 percent) who spend between \$350 to \$549/week compared with the 93 persons (15.5 percent) who have relocated within Australia.

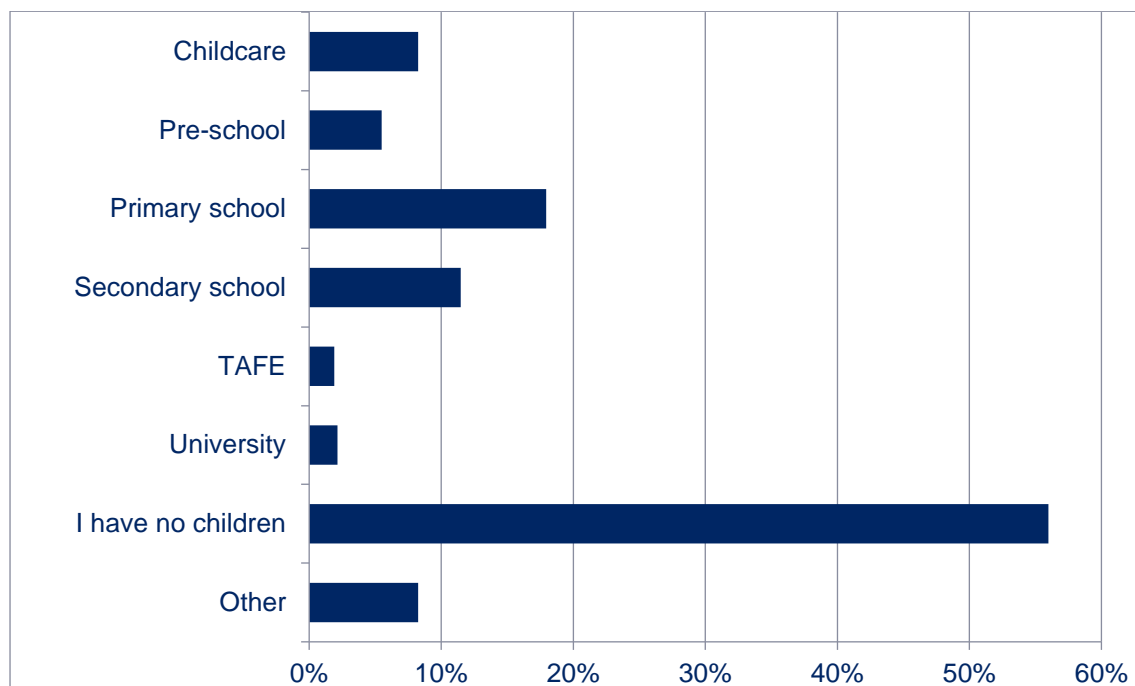
Of those persons who lived within 100 kilometres, a similar number of persons, 86 (22.9 percent) spent less than \$199/week compared with 188 persons (31.4 percent) of those who relocated from within Australia.

Of the persons who lived within 100 kilometres, 53 (14.1 percent) spent an estimated \$550 or more per week compared with 58 persons (9.7 percent) of those relocated from within Australia outside of 100 kilometres.

Interestingly, of the persons who relocated from outside of 100 kilometres appear to spend less than those who live within 100 kilometres.



**If you have children, do your children attend any of the following, locally?**



Response rate: 836 of 1051 respondents (79.5 percent) answered this question

More than half of respondents to this question 468 of 836 (56.0 percent) replied they had no children.

Of the families with children in education services 368 persons (44.0 percent) the majority attended primary school, 150 persons (17.9 percent), followed by secondary school with 96 persons (11.4 percent) and child care, 69 persons (8.2 percent). Of the respondents answered the question '*What is your family status?*' and have children using educational services 316 (85.8 percent) are a couple with children and seventeen (4.6 percent) are a one parent family.

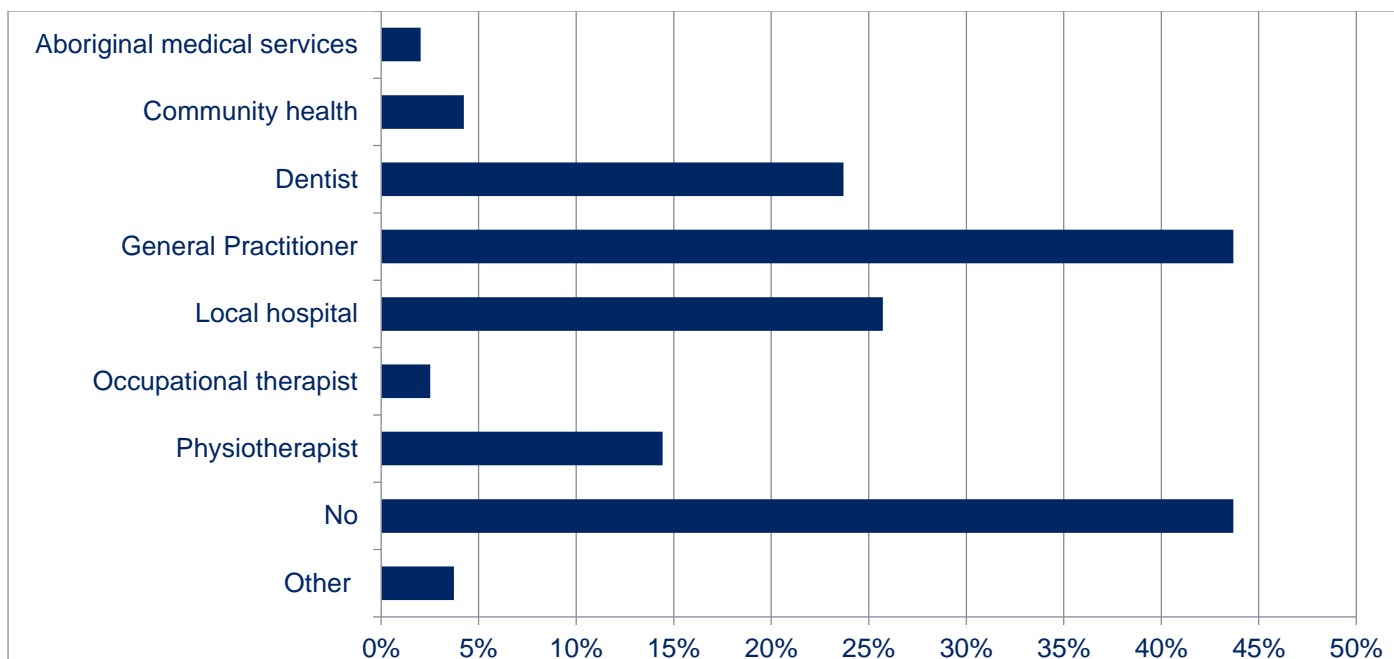
Of the 329 persons who lived within 100 kilometres of the project who answered this question, 129 persons (39.2 percent) said they had no children.

Of the 482 persons who relocated from outside 100 kilometres to work on the project, who answered this question, 327 persons (67.8 percent) said they had no children. Of the 155 people who do have children, 45 people (9.3 percent) have children in primary school, 35 (7.2 percent) have children in childcare, 22 (4.5 percent) have children attending secondary school and 20 (4.1 percent) have children attending pre-school.





## ***Have you, or any family members, used any local medical facilities while working on Woolgoolga to Ballina?***



Response rate: 991 of 1051 respondents (94.3 percent) answered this question

These percentages reflect the use of services by the workforce as a whole and people may have used more than one service. A total of 558 persons (56.3 percent) said they had used medical facilities while working on the upgrade:

- 433 persons (43.6 percent) visited a general practitioner
- 254 persons (26.0 percent) visited a local hospital
- 235 persons (23.7 percent) visited a dentist.

Further responses included:

- 143 persons (14.4 percent) used a physiotherapist
- 42 persons (4.2 percent) used community health
- 25 persons (2.5 percent) used an occupational therapist
- 20 persons (2.0 percent) used Aboriginal medical services.

There were 37 respondents (3.7 percent) to the 'other' category that included:

- podiatrist
- skin clinic
- rehab
- chiropractor
- psychiatrist
- ultrasound
- optometrist
- disability services

Of the 370 persons who answered this question and who already lived within 100 kilometres of the highway upgrade project, 137 persons (37.0 percent) did not use any medical services or facilities in a year while 233 persons (63.0 percent) did and people may have used more than one service. Of those persons who used services and/or facilities:

- 179 persons (48.3 percent) used a general practitioner
- 119 persons (32.1 percent) used a local hospital
- 116 persons (31.3. percent) used a dentist
- 61 persons (16.4 percent) used a physiotherapist
- 20 persons (5.4 percent) used community health
- 15 persons (4.0 percent) used an occupational therapist
- 13 persons (3.5 percent) used Aboriginal medical services.

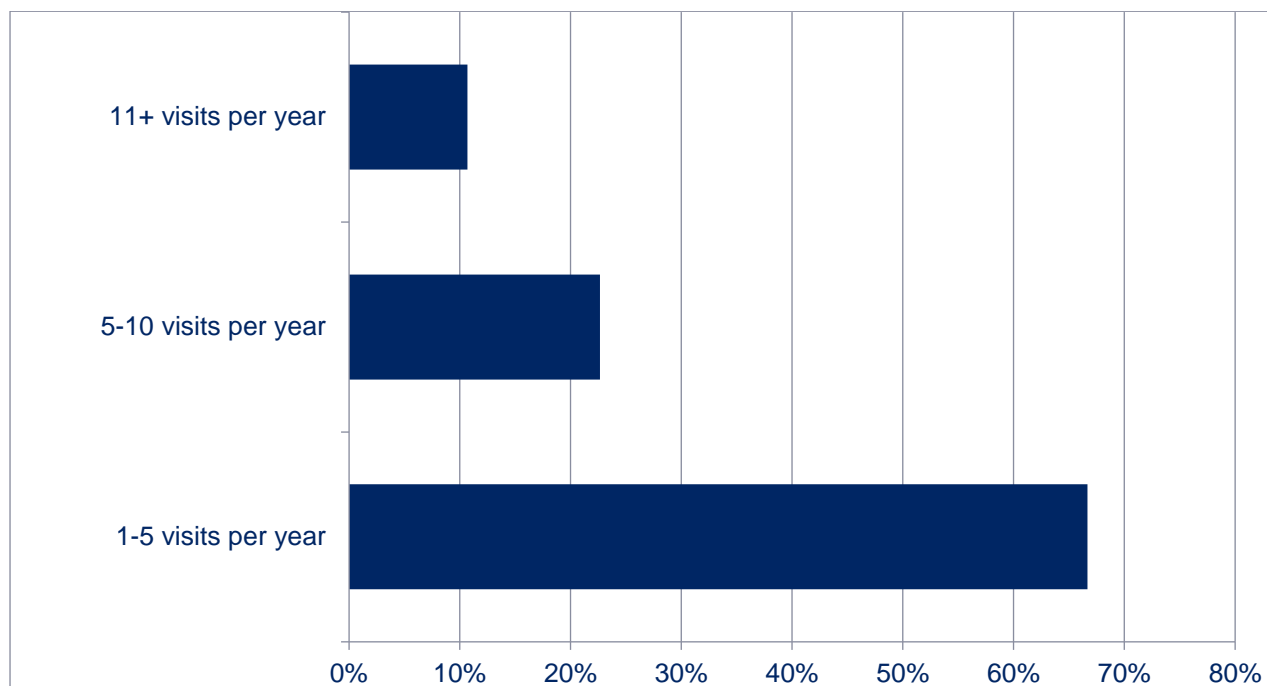
As local people would already be using services, this is not a new impact.

Of the 590 persons who answered this question and who relocated more than 100 kilometres within Australia, 277 persons (46.9 percent) did not use any medical services or facilities in a year. Of the remaining 313 persons who did use services and/or facilities:

- 244 persons (41.3 percent) used a general practitioner
- 130 persons (22.0 percent) used a local hospital
- 116 persons (19.6 percent) used a dentist
- 80 persons (13.5 percent) used a physiotherapist
- 20 persons (3.3 percent) used community health
- 10 persons (1.6 percent) used an occupational therapist
- 6 persons (1.0 percent) used Aboriginal medical services.



### How many times do you think you or your family have used these services?\*



Response rate: 540 of 558 respondents (96.7 percent) answered this question

\* Related question: Have you, or any family members, used any local medical facilities while working on Woolgoolga to Ballina?

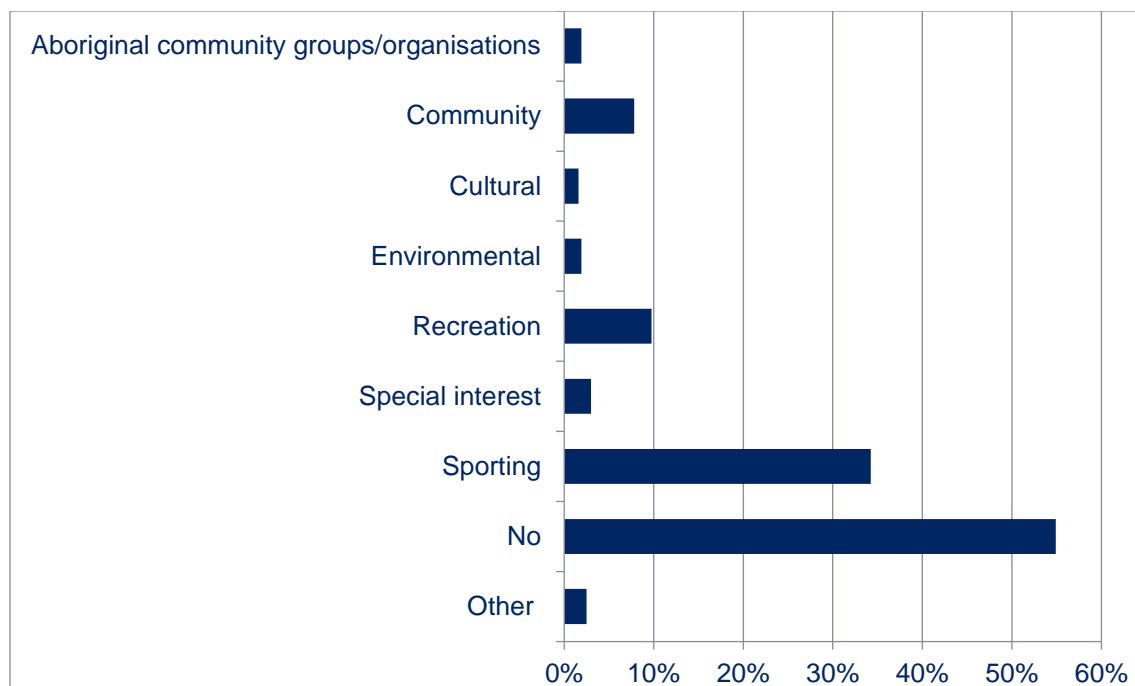
The majority, 362 persons (66.6 percent) made 1 to 5 visits per year. There were 123 persons (22.6 percent) who made 5 to 10 visits/year, followed by 58 persons (10.6 percent) who had made 11+ visits per year.

Of the 540 persons who said in this question that they used medical facilities while working on the upgrade, over half, 308 persons (57.0 percent) had relocated within Australia from outside 100 kilometres of the project. This compared with 41.6 percent of persons who lived within 100 kilometres of the project. Of those who relocated:

- 212 persons (68.8 percent) visited 1 to 5 times per year
- 64 persons (20.7 percent) visited 5 to 10 times per year
- 32 persons (10.3 percent) visited 11+ times per year.



### ***Have you, or any family members, joined local clubs/teams/associations while working on Woolgoolga to Ballina?***



Response rate: 996 of 1051 respondents (94.8 percent) answered this question

Of the 449 persons (45 percent) who joined a club/team or association the majority, 341 persons (34.2 percent) joined a sporting activity. This was followed by 97 persons (9.7 percent) who joined in a recreation activity and 78 persons (7.8 percent) who participated in a community activity.

'Other' responses (25 persons or 2.5 percent) to this question included:

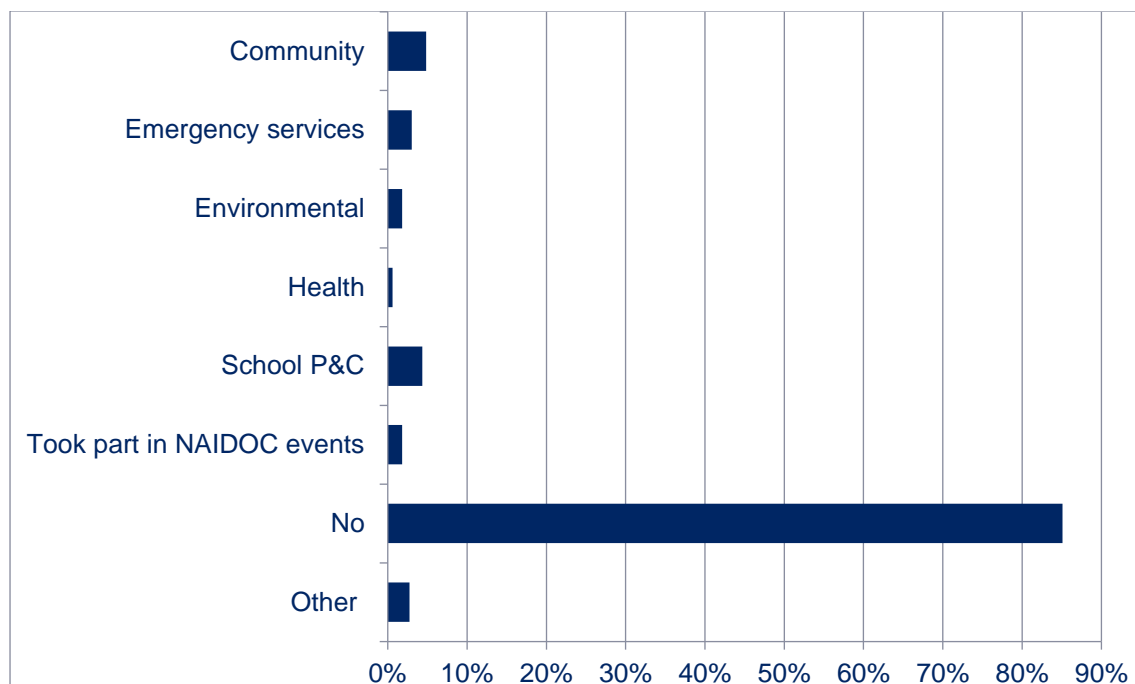
- gym
- surf club
- toastmasters
- church
- bowling club
- classic car club
- RSL
- kids playgroup
- arts scene

Of the 594 persons who relocated more than 100 kilometres from within Australia who answered this question, 253 persons (42.6 percent) joined:

- 189 persons (31.8 percent) joined a sporting group
- 54 persons (9.0 percent) joined a recreation group
- 44 persons (7.4 percent) joined a community group
- 22 persons (3.7 percent) joined a special interest group
- 13 persons (2.1 percent) joined an environmental group.



## Have you, or any family members, joined any local volunteer organisations while working on Woolgoolga to Ballina?



Response rate: 987 of 1051 respondents (93.9 percent) answered this question

The response to this question represents the entire workforce. Of the overall 147 persons (14.9 percent) who volunteer, 48 persons (4.8 percent) volunteered in community, followed by 43 persons (4.3 percent) in the school P&C and there were 30 persons (3.0 percent) who volunteered in emergency services. In addition, a further 18 persons (1.8 percent) each volunteered in environmental groups or took part in NAIDOC events.

The rate of volunteering generally compares with the Clarence Valley Local Government Area (LGA) with 20.6 percent, Coffs Harbour LGA with 19.7 percent, Richmond Valley LGA with 19.5 percent and Ballina LGA with 22.8 percent.

There were 27 persons (2.7 percent) who responded 'other' which included:

- nippers (Junior Surf Life Saving Club)
- pre-school
- surf club
- nursing home
- Lifeline
- writers festival
- Clean Up Australia
- blood donation
- hospital
- Friends of the Koala
- rugby league and boxing
- animal shelter
- Disabled Surfers Association
- Rural Fire Service

Of the 588 persons who relocated from within Australia, from outside 100 kilometres of the project, 68 persons (11.5 percent) joined a volunteer organisation:

- 18 persons (3.0 percent) joined emergency services
- 24 persons (4.0 percent) a volunteer community organisation
- 16 persons (2.7 percent) joined the school P&C
- 8 persons (1.3 percent) took part in NAIDOC events.

## Appendix D

### Internal communications campaign

In 2015 Roads and Maritime Services surveyed the 2603 people working on the Port Macquarie to Coffs Harbour Pacific Highway upgrade.

## Did you know 50 percent of the workers who relocated for the upgrade had worked on other sections of the Pacific Highway upgrade? \*

Curious about what's happening on W2B?



## THE W2B WORKFORCE SURVEY IS COMING SOON

HAVE YOU EVER THOUGHT ABOUT THE CHANGES A WORKFORCE OF OUR SIZE HAS ON A COMMUNITY?

*We have.*

Roads and Maritime Services and Pacific Complete have commissioned a survey of the Woolgoolga to Ballina project team to gather information that may help future communities prepare for change.

It will only take five minutes of your time but it may mean the world of difference to a community in the future.



Research findings are based on survey respondents. Check out the full results of the Port Macquarie to Coffs Harbour Pacific Highway upgrade Construction Workforce Survey at [ms.nsw.gov.au/documents/projects/pacific-highway/pacific-highway-upgrade-construction-workforce-survey-report-2016-04.pdf](https://ms.nsw.gov.au/documents/projects/pacific-highway/pacific-highway-upgrade-construction-workforce-survey-report-2016-04.pdf)



In 2015 Roads and Maritime Services surveyed the 2603 people working on the Port Macquarie to Coffs Harbour Pacific Highway upgrade.

## Did you know 65 percent of workers rented their accommodation? \*

Curious about what's happening on W2B?



### THE W2B WORKFORCE SURVEY IS COMING SOON

*Complete it online or in-person*

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In 2015 Roads and Maritime Services surveyed the 2603 people working on the Port Macquarie to Coffs Harbour Pacific Highway upgrade.

## Did you know 62 percent of workers who relocated for the upgrade joined a sporting club? \*

Curious about what's happening on W2B?



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In 2015 Roads and Maritime Services surveyed the 2603 people working on the Port Macquarie to Coffs Harbour Pacific Highway upgrade.

## Did you know 40 percent of workers said they had developed their skills since starting on the upgrade?

Curious to see if the trend is continuing on W2B?



### THE W2B WORKFORCE SURVEY IS COMING SOON

*Complete it online or in-person*

**HAVE YOU EVER THOUGHT ABOUT THE CHANGES A WORKFORCE OF OUR SIZE HAS ON A COMMUNITY?**

*We have.*

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Check out the full results of the Port Macquarie to Coffs Harbour Pacific Highway upgrade Construction Workforce Survey at [rms.nsw.gov.au/documents/projects/pacific-highway/pacific-highway-upgrade-construction-workforce-survey-report-2016-04.pdf](https://rms.nsw.gov.au/documents/projects/pacific-highway/pacific-highway-upgrade-construction-workforce-survey-report-2016-04.pdf)

In 2015 Roads and Maritime Services surveyed the 2603 people working on the Port Macquarie to Coffs Harbour Pacific Highway upgrade.

**Did you know nearly 30 percent of workers were thinking of permanently relocating to the area they were working in after the upgrade? \***

Curious to see if the trend is continuing on W2B?



## THE W2B WORKFORCE SURVEY IS COMING SOON

*Complete it online or in-person*

**HAVE YOU EVER THOUGHT ABOUT THE CHANGES A WORKFORCE OF OUR SIZE HAS ON A COMMUNITY?**

*We have.*

Roads and Maritime Services and Pacific Complete have commissioned a survey of the Woolgoolga to Ballina project team to gather information that may help future communities prepare for change.

It will only take five minutes of your time but it may mean the world of difference to a community in the future.



\* Research findings are based on survey respondents.  
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[pacifichighway.nsw.gov.au](http://pacifichighway.nsw.gov.au)



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