

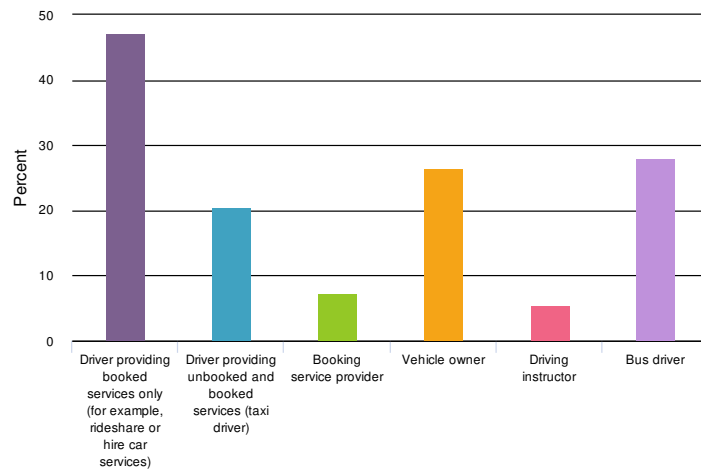
Report for CPVV preferred language survey

Response Counts



Totals: 7,860

1. What is your role in the commercial passenger vehicle industry? Please tick all that apply.



Value	Percent	Responses
Driver providing booked services only (for example, rideshare or hire car services)	47.2%	1,459
Driver providing unbooked and booked services (taxi driver)	20.5%	633
Booking service provider	7.3%	224
Vehicle owner	26.4%	815
Driving instructor	5.5%	169
Bus driver	27.9%	861

2. What level of education have you completed?



3. What qualification have you completed?

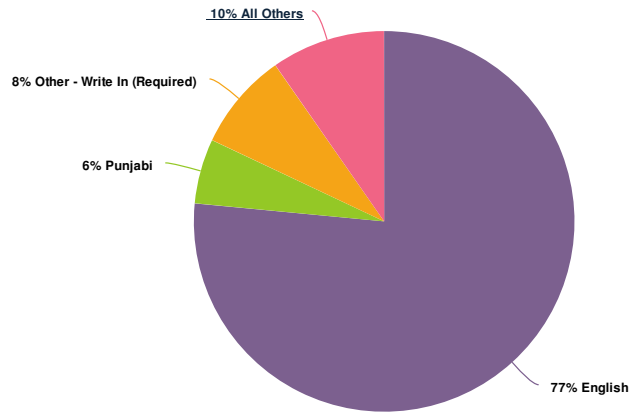


4. What country did you receive your qualification in?



A word cloud of countries, where the size of each word represents its frequency. The countries listed are: somalia, afghanistan, malaysia, zealand, aus, amp, nz, nepakistan, sri, aust, iran, australia, uk, greece, lanka, india, turkey, iraq, china, ethiopia, egypt, bangladesh, srilanka, and australian.

5. Please tell us which language you prefer to receive written information in. If your preferred language is not listed, please select 'other' and advise the language.



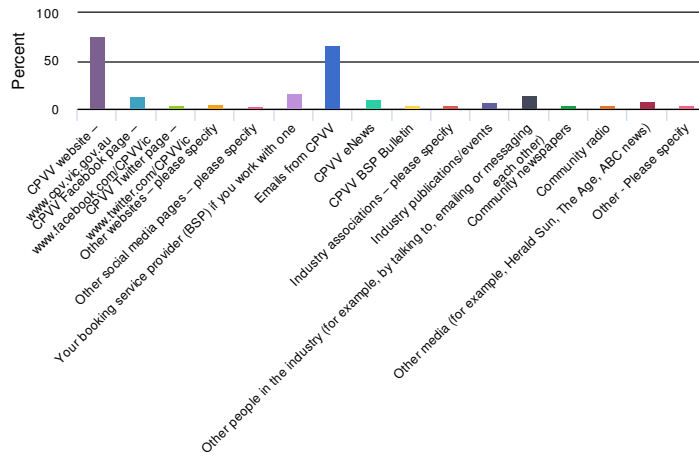
Value	Percent	Responses
English	76.6%	4,043
Punjabi	5.5%	290
Other - Write In (Required)	8.3%	439
Arabic	1.2%	65
Bengali	0.3%	18
Cantonese	0.4%	20
Croatian	0.1%	3
French	0.1%	7
German	0.1%	3
Greek	0.4%	20
Hindi	0.8%	44
Indonesian	0.1%	6
Italian	0.1%	4
Kinyarwanda	0.0%	1
Macedonian	0.1%	7
Mandarin	1.6%	85
Russian	0.2%	9
Serbian	0.1%	4
Somali	0.8%	41
Spanish	0.3%	15
Turkish	0.5%	26
Urdu	2.0%	103
Vietnamese	0.5%	28

Totals: 5,281

6. What language do you prefer to receive written and audio (spoken) information in? If your language is not listed, please select 'other'.

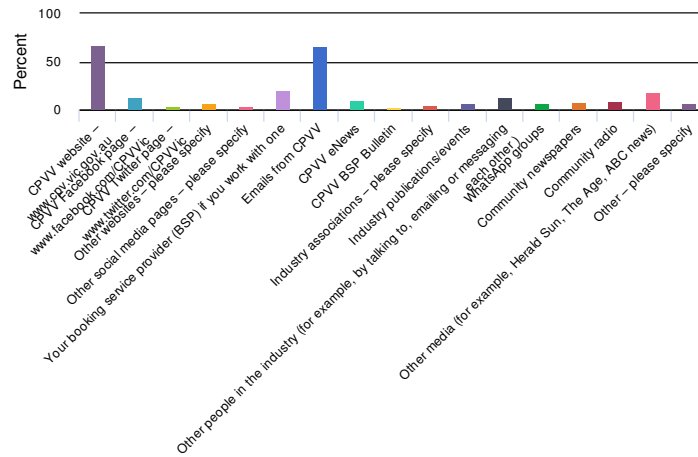
	Arabic	Bengali	Cantonese	Croatian	English	French	German	Greek	Hindi	Indonesian	Italian	Kinyarwanda	Macedonian	Mand
Written information														
Yes	359 7.0%	59 1.2%	44 0.9%	6 0.1%	3,720 72.6%	20 0.4%	5 0.1%	17 0.3%	121 2.4%	5 0.1%	7 0.1%	0 0.0%	4 0.1%	93 1.8%
No	590 21.2%	271 9.7%	164 5.9%	146 5.2%	10 0.4%	120 4.3%	104 3.7%	100 3.6%	87 3.1%	93 3.3%	89 3.2%	89 3.2%	87 3.1%	82 2.9%
Total														
Audio information														
Yes	204 4.4%	45 1.0%	44 1.0%	1 0.0%	3,346 72.6%	11 0.2%	5 0.1%	17 0.4%	136 3.0%	5 0.1%	7 0.2%	2 0.0%	5 0.1%	100 2.2%
No	363 15.5%	203 8.7%	127 5.4%	117 5.0%	58 2.5%	99 4.2%	91 3.9%	89 3.8%	75 3.2%	85 3.6%	82 3.5%	84 3.6%	83 3.5%	79 3.4%
Total														

7. Where do you look for information about your work in the CPV industry? Please tick all that apply OR select 3.



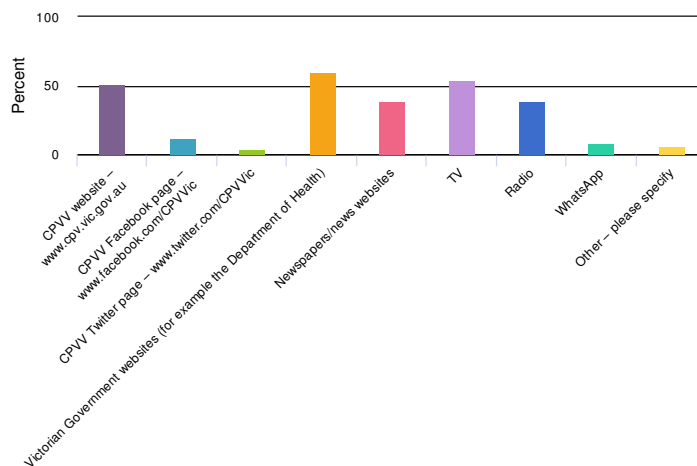
Value	Percent	Responses
CPVV website - www.cpv.vic.gov.au	75.4%	3,641
CPVV Facebook page - www.facebook.com/CPVVic	12.1%	587
CPVV Twitter page - www.twitter.com/CPVVic	3.7%	180
Other websites - please specify	4.5%	217
Other social media pages - please specify	2.6%	126
Your booking service provider (BSP) if you work with one	16.7%	806
Emails from CPVV	66.0%	3,189
CPVV eNews	9.8%	472
CPVV BSP Bulletin	3.2%	156
Industry associations - please specify	4.3%	207
Industry publications/events	5.9%	284
Other people in the industry (for example, by talking to, emailing or messaging each other)	14.2%	686
Community newspapers	4.3%	209
Community radio	4.4%	211
Other media (for example, Herald Sun, The Age, ABC news)	8.1%	390
Other - Please specify	3.7%	178

8. Where do you get information on coronavirus (COVID-19) that relates to your work in the CPV industry? Please select up to 3.



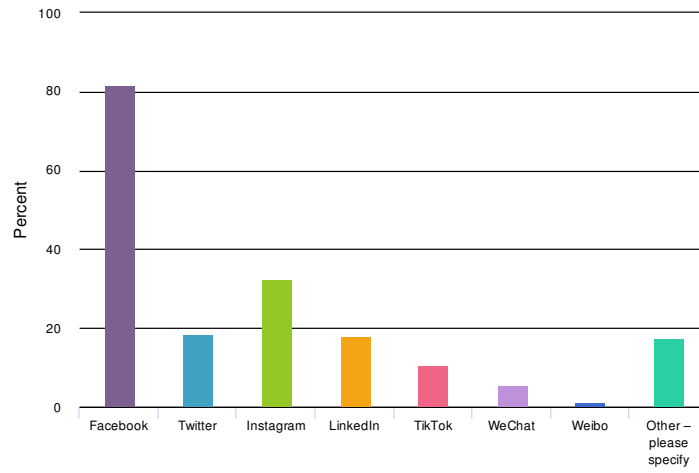
Value	Percent	Responses
CPVV website - www.cpv.vic.gov.au	67.6%	3,178
CPVV Facebook page - www.facebook.com/CPVVic	13.2%	621
CPVV Twitter page - www.twitter.com/CPVVic	3.7%	174
Other websites - please specify	6.6%	310
Other social media pages - please specify	3.4%	160
Your booking service provider (BSP) if you work with one	19.9%	935
Emails from CPVV	65.7%	3,087
CPVV eNews	10.2%	481
CPVV BSP Bulletin	2.9%	134
Industry associations - please specify	4.8%	224
Industry publications/events	5.9%	275
Other people in the industry (for example, by talking to, emailing or messaging each other)	12.9%	605
WhatsApp groups	6.2%	292
Community newspapers	7.4%	350
Community radio	8.9%	420
Other media (for example, Herald Sun, The Age, ABC news)	17.5%	820
Other - please specify	5.9%	278

9. Where do you get general information on coronavirus (COVID-19)?



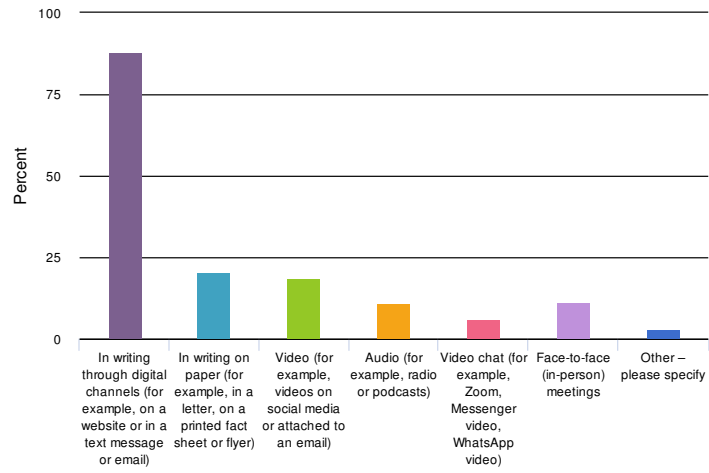
Value	Percent	Responses
CPVV website – www.cpv.vic.gov.au	51.3%	2,400
CPVV Facebook page – www.facebook.com/CPVVic	11.7%	548
CPVV Twitter page – www.twitter.com/CPVVic	3.3%	154
Victorian Government websites (for example the Department of Health)	60.6%	2,833
Newspapers/news websites	38.5%	1,799
TV	53.8%	2,519
Radio	38.9%	1,818
WhatsApp	8.4%	391
Other – please specify	6.3%	295

10. What social media channels do you use? Please select up to 3.



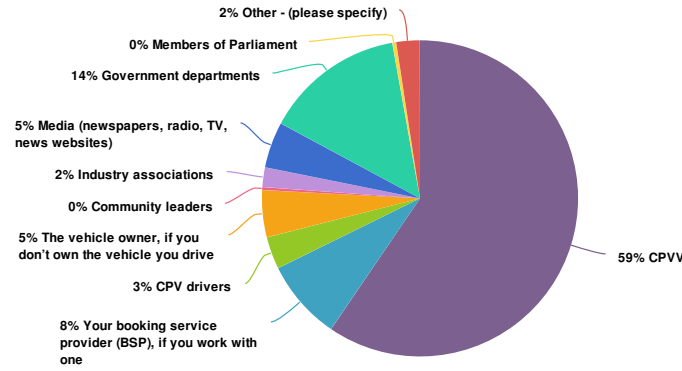
Value	Percent	Responses
Facebook	81.5%	3,561
Twitter	18.5%	806
Instagram	32.4%	1,415
LinkedIn	18.0%	786
TikTok	10.4%	453
WeChat	5.7%	248
Weibo	1.1%	49
Other - please specify	17.3%	755

11. How do you prefer to receive information?



Value	Percent	Responses
In writing through digital channels (for example, on a website or in a text message or email)	88.0%	4,080
In writing on paper (for example, in a letter, on a printed fact sheet or flyer)	20.7%	960
Video (for example, videos on social media or attached to an email)	18.8%	871
Audio (for example, radio or podcasts)	10.7%	496
Video chat (for example, Zoom, Messenger video, WhatsApp video)	6.1%	284
Face-to-face (in-person) meetings	11.2%	520
Other - please specify	2.9%	133

12. Which of the following do you trust the most to give you correct information about your work in the CPV industry?



Value	Percent	Responses
CPVV	59.4%	2,738
Your booking service provider (BSP), if you work with one	8.2%	379
CPV drivers	3.3%	154
The vehicle owner, if you don't own the vehicle you drive	4.8%	222
Community Leaders	0.3%	15
Industry associations	2.0%	94
Media (newspapers, radio, TV, news websites)	4.7%	217
Government departments	14.3%	659
Members of Parliament	0.4%	20
Other - (please specify)	2.4%	110

Totals: 4,608

13. Is there anything else you would like to tell us?

