



## PORT STEPHENS COUNCIL CUSTOMER SATISFACTION SURVEY 2012

### Report

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# Port Stephens Council Customer Satisfaction Survey 2012

The Customer Satisfaction Survey 2012 was conducted in-house using the Survey Monkey tool to gauge the satisfaction of the Port Stephens community with the services and facilities provided by Council. The survey was open to all residents of Port Stephens aged 15 years and over. The survey was conducted in April and May 2012 and closed on 24 May 2012.

Advertisements were placed in the Port Stephens Examiner weekly during the period when the survey was open. The Department of Housing, the Karuah and Worimi Local Aboriginal Land Councils, the Port Stephens Residents Panel and the Port Stephens Youth Network assisted with distribution of survey instruments to their constituents. A randomly selected representative sample of 1,076 residents and businesses received a hard copy survey and reply-paid envelope and a letter seeking their participation in the survey.

A total of 362 responses were received and of those 358 identified their locality.

## Statistical Validity

(National Statistical Service, Australian Bureau of Statistics)

Confidence Level	95%
Population Size	64,807 <sup>1</sup>
Standard Error	0.02624
Relative Standard Error	5.25%

A sample size of 362 residents provides a maximum sampling error of +/- 5.25% at 95% confidence level.

Not all respondents answered all questions and not all respondents provided demographic data. All respondents answered more than one question on the survey instrument. Respondents who had no interest in or knowledge of a particular area marked the question 'Don't Know' or left the question unanswered.

## Respondent Profiles

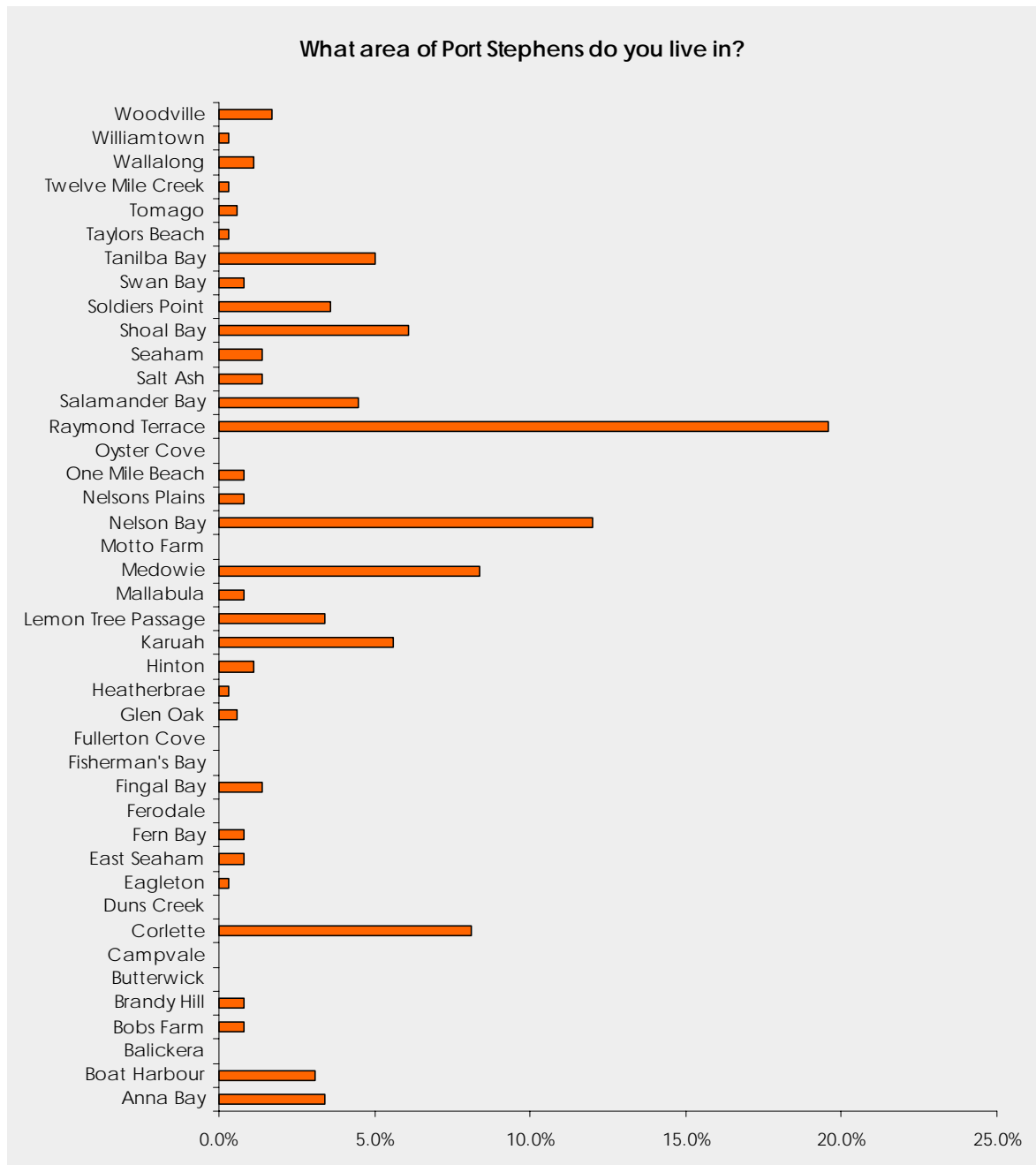
<i>Age Range:</i>	<i>Male</i>	<i>Female</i>
18 years & under	2	11
19 – 34 years	8	23
35 – 50 years	33	57
51-65 years	56	71
Over 65 years	63	34

<sup>1</sup> Australian Bureau of Statistics, Census 2011

Four respondents did not provide demographic data. Of those that did, 44.75% were male and 55.25% were female.

### Locality

The response (n=328) regarding locality is shown in the table below and is deemed to be broadly representative of the population of Port Stephens LGA.



## Methodology

Previous surveys used the Importance/Performance methodology, where respondents rated how important something was to them then how well Council performed it. The size of the gap between importance and performance indicated that a basis might exist for Council to change its focus – the wider the gap the more it should concentrate resources in that area. This methodology is a valid basic approach but is limited because it does not provide a hierarchy of importance and all items are rated equally. The rating scale limits the ability of the respondent to represent the nuances or shades of opinions that are informing the rating.

Therefore the survey in 2012 had two objectives:

- To maintain as closely as possible the constructs of previous surveys to enable comparisons;
- To explore with respondents the reason for their rating choices.

To accomplish these objectives the following changes were made to the methodology of previous surveys:

1. The order of questions was changed to group them into areas that reflected:
  - a. where Council was the sole service provider;
  - b. where Council contributed to a service or facility but where it was not the sole provider;
  - c. the relationship between Council and the community;
  - d. demographic data.
2. Provided different choices to elicit the nuances in respondents' reasons for their rating choice:
  - a. Very Satisfied/Satisfied/Moderately Satisfied/Unsatisfied/Very Unsatisfied
  - b. Very Well/Well/Moderately Well/Not Very Well/Poorly
  - c. Very Confident/Confident/Somewhat Confident/Not Very Confident/No Confidence at All/Don't Know

In order to preserve the comparisons with the previous survey, the 2011 ratings have been converted to a percentage based on the Performance rating. The 2012 overall result has aggregated the positive / negative outcomes for a headline comparison and the tables reflect the breakdown of that aggregated percentage.

## Results

The following tables represent the results from the 2012 Survey compared to the previous year using the methodology described above. The 2012 aggregated score and the median<sup>2</sup> score are highlighted in bold type. Green indicates an improvement on 2011, and red indicates a decrease in

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<sup>2</sup> The most common response rating.

performance. Yellow indicates similar performance in both years within tolerance of +/-2%.

1. Services Provided by Council

	% 2011	2012 Rating as a Percentage of Number of Respondents					% Aggregate 2012
		Extremely Well	Very well	Moderately well	Slightly well	Not at all Well	
<i>Maintaining Local Roads</i>	49.2					37.5	
<i>Roadside Management (eg trees, slashing, litter)</i>	56.6					59.3	
<i>Maintaining Footpaths</i>	51.0					46.4	
<i>Maintaining Cycleways/Walking Tracks</i>	54.8					53.7	
<i>Managing Street Trees</i>	54.0					56.7	
<i>Managing Traffic Flow</i>	56.0					69.8	
<i>Managing Stormwater/Drainage</i>	54.0					46	
<i>Maintaining Parks &amp; Gardens</i>	59.6					71.2	
<i>Managing nature reserves, wetlands, beaches &amp; foreshores</i>	58.8					60.8	
<i>Controlling weeds</i>	64					37.8	

## 2. Facilities provided by Council

	% 2011	% Aggregate 2012	2012 Rating as a Percentage of Number of Respondents				
			Very Satisfied	Satisfied	Moderately Satisfied	Unsatisfied	Very Unsatisfied
<i>Libraries</i>	67.4	<b>95.3</b>	29.2	<b>47.2</b>	18.9	2.9	1.8
<i>Public Toilet Amenities</i>	53.4	<b>75.2</b>	8.1	<b>36.0</b>	31.1	18.7	6.1
<i>Playground equipment</i>	58	<b>84.4</b>	15.2	<b>43.4</b>	25.8	10.6	5.0
<i>Community Public Halls</i>	59.6	<b>88.8</b>	9.6	<b>49.7</b>	29.5	7.8	3.3
<i>Cemeteries</i>	59	<b>87.3</b>	7.1	<b>52.3</b>	27.9	7.5	5.2
<i>Sport &amp; Recreation Facilities</i>	64	<b>91.2</b>	17.3	<b>52.2</b>	21.7	5.9	2.9
<i>Swimming Pools/Leisure Centres</i>	63.4	<b>89.9</b>	22.9	<b>46.3</b>	20.7	7.6	2.4



### 3. Contribution of Council

	% 2011	% Aggregate 2012	2012 Rating as a Percentage of Number of Respondents					Don't Know
			Very Well	Well	Moderately Well	Not Very Well	Poorly	
<i>Services for Seniors/Aged</i>	58.2	51.5	6.9	23.7	22.9	5.7	4.3	36.6
<i>Children's Services</i>	57.4	47.1	6.1	19.9	21.1	5.8	5.0	42.1
<i>Family Day Care</i>	58.6	45.4	5.9	16.9	22.6	5.3	2.7	46.6
<i>Youth Programs/Events</i>	52.6	35.8	2.4	14.6	18.8	11.3	8.0	44.9
<i>Monitoring of the Environment</i>	57.2	57.9	3.2	24.3	30.4	7.0	7.2	27.8
<i>Environmental planning, monitoring and education programs</i>	55.2	50.6	3.2	20.8	26.6	9.5	10.4	29.5
<i>Social/cultural planning</i>	54	48.3	2.6	15.8	29.9	8.5	8.2	34.9
<i>Land Use/Town Planning</i>	46.8	35.8	1.5	8.1	26.2	20.3	23.0	20.9

Comment: These outcomes for 2012 should be treated with caution as there is a high percentage of 'Don't Know' responses which indicates that the sample used to obtain the aggregate is not statistically valid for the overall survey. However it may indicate a valid response rate for people who do use or experience these services and or facilities.

#### 4. Service Delivery

	% 2011	% Aggregate 2012	2012 Rating as a Percentage of Number of Respondents					
			Very Well	Well	Moderately Well	Not Very Well	Poorly	Don't Know
<i>Ranger services (eg animal management)</i>	57.6	<b>65.5</b>	5.7	<b>30.5</b>	29.3	8.0	8.8	17.7
<i>Ranger Services (Parking)</i>	55.8	<b>56.3</b>	6.7	23.2	<b>26.4</b>	10.6	11.1	22.0
<i>Garbage Collection Services</i>	71	<b>92.3</b>	36.0	<b>42.0</b>	16.3	3.7	1.4	0.6
<i>Access to waste depots &amp; waste transfer stations</i>	59.2	<b>74.3</b>	19.7	<b>32.0</b>	22.6	10.6	10.3	5.1
<i>Development and building services</i>	52	<b>47.0</b>	3.8	17.8	25.4	12.0	12.8	<b>28.3</b>
<i>Council support for local business &amp; industry</i>	54.4	<b>40.4</b>	2.9	11.8	25.7	10.4	12.4	<b>36.7</b>
<i>Council support for tourism</i>	n/a*	<b>68.0</b>	12.5	25.3	<b>30.2</b>	6.4	8.4	17.2
<i>Council support for local business associations</i>	n/a*	<b>43.2</b>	3.8	13.2	26.2	8.8	8.2	<b>39.7</b>

\*n/a = not measured in 2011. Note: Caution should be applied in interpreting the results where the percentage of "Don't Know" responses is high.

## 5. Governance

### a. Opportunities to genuinely participate in Council's decision-making

% 2011	% Aggregated 2012	Percentage of Respondents 2012				
		Always	Very Often	Moderately Often	Hardly Ever	Never
51.8	47.4	3.2	7.6	36.6	33.1	19.5

### b. Confidence in Council – Resource Strategy Management

	% 2011	% Aggregated 2012	Very Confident	Confident	Somewhat Confident	Not Very Confident	No Confidence at All	Don't Know
<i>Council - Financial Management</i>	53.4	35.7	1.8	9.6	24.3	28.1	24.0	12.3
<i>Council - Asset Management</i>	n/a*	39.8	1.8	12.0	26.0	28.7	18.07	12.9
<i>Council – Workforce Management</i>	n/a*	53.9	2.5	17.6	32.8	21.3	12.3	13.4

- n/a = not measured in 2011

**c. Council's Communication – Number – How People Responded**

How well does Council communicate:	Very well	Well	Moderately well	Not very well	Poorly	Response Count
In the Port Stephens Examiner - Council Page	58	<b>142</b>	106	31	5	342
In Council's newsletter - Your Port Stephens	34	<b>127</b>	108	45	16	330
On Council's web site	29	<b>113</b>	102	29	9	282
Through Council's Customer Service Staff	26	110	<b>112</b>	39	18	305
Through Councillors in your neighbourhood	13	51	74	<b>93</b>	77	308

**Communication:**

2011	53.8
2012	<b>76.9</b>

**d. Overall Satisfaction**

	% 2011	% Aggregate 2012	2012 Rating as a Percentage of Number of Respondents				
			Very Satisfied	Satisfied	Moderately Satisfied	Unsatisfied	Very Unsatisfied
<b>Satisfaction</b>	52.0	<b>75.1</b>	3.6	22.1	<b>49.4</b>	19.0	5.9

## **Summary**

This Report should be read in conjunction with the Verbatim Comments provided in a separate Report for Councillors and staff.

Overall there is a general improvement in satisfaction with those facilities and services provided by Council. Services provided on behalf of the community tended to produce less satisfaction, with maintenance of local roads, management of stormwater and drainage, and controlling weeds being issues for the community.

Where Council is a contributor but is not the sole provider of services (eg children's services) the results at first appear not to have improved. However the high percentage of people who do not use the services (as indicated by the percentage of 'don't know' answers) indicates that a separate study of those community members who do use them is warranted, rather than relying on the outcomes from this survey.

Revision of the grouping of questions appears to have produced a better understanding of the community's perceptions of performance to direct future resources.

The Report provides an overview of the respondents from across the LGA and further breakdowns by locality can be undertaken for future reference.

The Port Stephens Council Customer Satisfaction Survey 2012 was managed and reported on behalf of Council by Corporate Services Group.

Dr Fran Flavel  
Corporate Strategy & Planning Coordinator

2 July 2012

## **Attachment: Survey Instrument**

# Port Stephens Council Customer Satisfaction Survey 2012

## 1. Introduction

Port Stephens Council is committed to continuously improving its performance and its service delivery to the community. This is our major annual survey.

We seek your input by asking you to complete this Customer Satisfaction Survey 2012. It will take about 20 minutes to complete. No one who responds to the survey can be identified individually.

The survey closes on 24 May 2012. Results will be collated and published on Council's website in July 2012.

The survey provides you with an opportunity to tell us how you think Council is performing in key areas. It also lets us see where we have improved and what we still have to do.

If you have any questions please contact Corporate Strategy & Planning at Port Stephens Council on 02 4980 0398.

## 2. Facilities & Services Provided by Council

Council is responsible for providing a wide range of facilities and services for and on behalf of its community. These consume a large proportion of Council's budget so it is important that we are getting these right, and identifying where we can do better.

### 1. How well is Council doing?

	Extremely well	Very well	Moderately well	Slightly well	Not at all well	Don't Know
Maintaining local roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roadside maintenance (eg trees, litter, slashing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining cycleways/walking tracks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing street trees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing traffic flow (eg lights, roundabouts, street signs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing storm water drainage systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining parks and gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing nature reserves, wetlands, beaches & foreshores	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Controlling weeds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please comment



## 3. Facilities & Services Provided By Council

Council provides facilities for the use of its community and visitors to Port Stephens.

### 2. Please tell us how satisfied you are with these services.

	Very satisfied	Satisfied	Moderately Satisfied	Unsatisfied	Very unsatisfied
Libraries, their events and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public toilet amenities (Council-owned park/community amenities - not those in shopping centres)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playground equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community public halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cemeteries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sport & Recreational facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swimming pools and Leisure Centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please comment

## 3. How often do you or your family use Council's swimming pools?

- Very often
- Often
- Sometimes
- Rarely
- Never

If you answered Rarely or Never can you tell us what barriers you see to your using these facilities



# Port Stephens Council Customer Satisfaction Survey 2012

## 4. Facilities & Services - Other

Council conducts a number of activities for which it is not wholly responsible but contributes along with other levels of government and the community generally. The following two questions relates to the performance of Council in contributing in these areas.

### 4. How well does Council contribute to these community services?

	Very well	Well	Moderately well	Not very well	Poorly	Don't Know
Services for Seniors and the Aged	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family Day Care Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth programs & events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please comment

### 5. How well does Council contribute to these planning outcomes?

	Very well	Well	Moderately well	Not very well	Poorly	Don't Know
Monitoring of the Environment (water, air quality, salinity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental planning, monitoring & education programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social and cultural planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Landuse/town planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please comment

## 5. Other Services and Programs

Council provides services and support to allow residents and visitors to enjoy Port Stephens and protect its lifestyle.

### 6. How well does Council deliver these services?

	Very well	Well	Moderately well	Not very well	Poorly	Don't know
Ranger services (eg animal management)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ranger services (parking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage collection services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to waste depots and waste transfer stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development and building services (development applications, construction certificates, inspections)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council support for local business & industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council support for tourism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council support for local business associations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please comment

## 6. Port Stephens, Council and You

Residents of Port Stephens are affected by how Council does its work. The following questions seek more information about you, your neighbourhood and Council.

### 7. How would you rate the appearance of your neighbourhood?

- Very satisfactory/Very well maintained
- Satisfactory/well maintained
- Unsatisfactory/poorly maintained
- Very unsatisfactory/very poorly maintained

Please comment

### 8. Regarding your personal safety in your neighbourhood, how often to you feel safe?

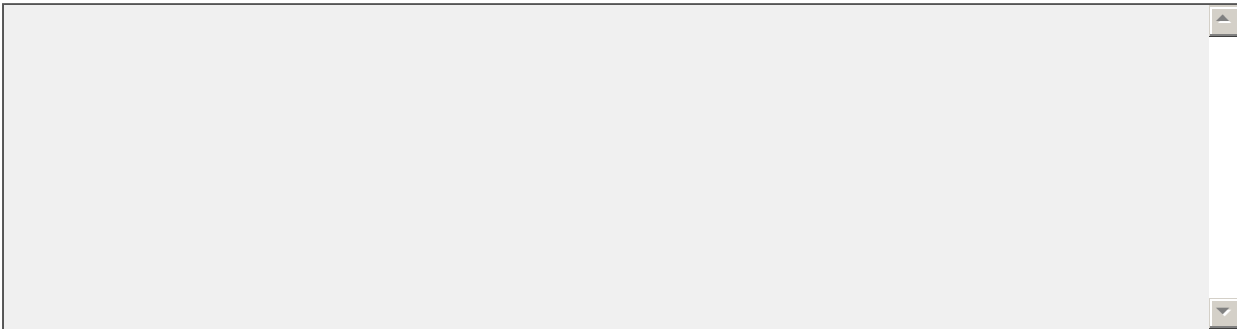
	Always	Very often	Moderately often	Hardly ever	Never
At home during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At home at night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your local neighbourhood during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your local neighbourhood at night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please comment

## 9. Do you feel you have opportunities to have genuine input to Council's decision-making?

- Always
- Very often
- Moderately often
- Hardly ever
- Never

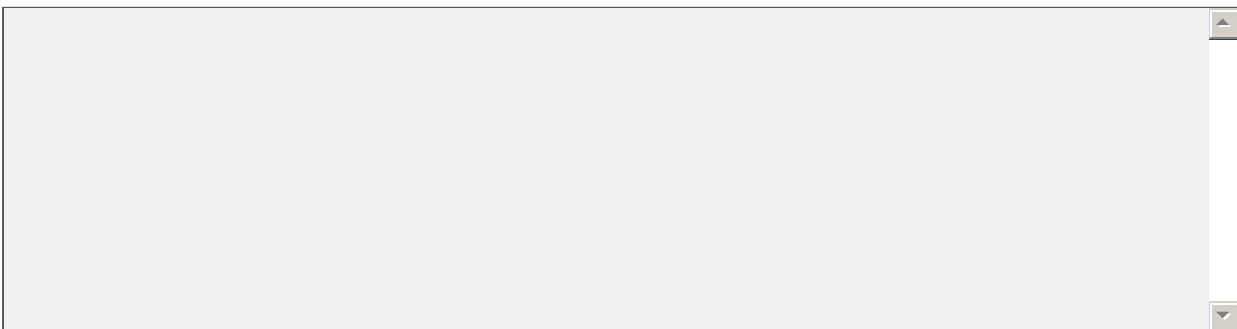
If you answered, hardly ever or never, what can we do to make it easier for you to participate?

A large, empty text input field with a vertical scrollbar on the right side, intended for users to provide feedback on how to improve participation opportunities.

## 10. When you contact the staff at Council with questions or problem-solving concerns, the information you receive is best categorised as:

- Highly reliable/accurate
- Generally reliable/accurate
- Somewhat reliable/accurate
- Unreliable/inaccurate
- Very unreliable/inaccurate
- Don't contact Council

Please comment

A large, empty text input field with a vertical scrollbar on the right side, intended for users to provide additional comments on the reliability of the information received.

## 7. Port Stephens, Council and You

### 11. How quickly do Council staff respond to your needs/queries/problems?

- Extremely quickly
- Quickly
- Moderately quickly
- Slightly quickly
- Slowly or not at all
- Not applicable - don't contact Council

Please comment

### \*12. Do you have access to the internet?

- At home
- At work
- At home and at work
- I don't have internet access

### 13. Is Council's website easy to use to access information or interact with Council?

- Yes
- No

If you answered No, what are the things we can do to improve it?

## 8. Port Stephens, Council and You

### 14. How well do you think Council is communicating with the community?

	Very well	Well	Moderately well	Not very well	Poorly
In the Port Stephens Examiner - Council Page	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In Council's newsletter - Your Port Stephens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On Council's web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Through Council's Customer Service Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Through Councillors in your neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What improvements would you like to see?



## 9. Port Stephens, Council and You

**\*15. Overall, how confident are you that Council is managing its resources (workforce, assets, finances) well?**

	Very confident	Confident	Somewhat confident	Not very confident	No confidence at all	Don't know
Workforce	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you answered Not Very Confident or No confidence at all, please tell us how we can improve your confidence level in this area.

**\*16. Overall how satisfied are you with the Council's operations for and on behalf of the community of Port Stephens?**

- Very satisfied
- Satisfied
- Moderately Satisfied
- Unsatisfied
- Very unsatisfied

If you answered Unsatisfied or Very Unsatisfied, please let us know your issues and how we can improve

# Port Stephens Council Customer Satisfaction Survey 2012

## \*17. What area of Port Stephens do you live in?

- |                                    |  |   |
|------------------------------------|--|---|
| <input type="radio"/> Anna Bay     | <input type="radio"/> Fisherman's Bay    | <input type="radio"/> Raymond Terrace   |
| <input type="radio"/> Boat Harbour | <input type="radio"/> Fullerton Cove     | <input type="radio"/> Salamander Bay    |
| <input type="radio"/> Balickera    | <input type="radio"/> Glen Oak           | <input type="radio"/> Salt Ash          |
| <input type="radio"/> Bobs Farm    | <input type="radio"/> Heatherbrae        | <input type="radio"/> Seaham            |
| <input type="radio"/> Brandy Hill  | <input type="radio"/> Hinton             | <input type="radio"/> Shoal Bay         |
| <input type="radio"/> Butterwick   | <input type="radio"/> Karuah             | <input type="radio"/> Soldiers Point    |
| <input type="radio"/> Campvale     | <input type="radio"/> Lemon Tree Passage | <input type="radio"/> Swan Bay          |
| <input type="radio"/> Corlette     | <input type="radio"/> Mallabula          | <input type="radio"/> Tanilba Bay       |
| <input type="radio"/> Duns Creek   | <input type="radio"/> Medowie            | <input type="radio"/> Taylors Beach     |
| <input type="radio"/> Eagleton     | <input type="radio"/> Motto Farm         | <input type="radio"/> Tomago            |
| <input type="radio"/> East Seaham  | <input type="radio"/> Nelson Bay         | <input type="radio"/> Twelve Mile Creek |
| <input type="radio"/> Fern Bay     | <input type="radio"/> Nelsons Plains     | <input type="radio"/> Wallalong         |
| <input type="radio"/> Ferodale     | <input type="radio"/> One Mile Beach     | <input type="radio"/> Williamtown       |
| <input type="radio"/> Fingal Bay   | <input type="radio"/> Oyster Cove        | <input type="radio"/> Woodville         |

## \*18. Please indicate your age and gender.

	Male	Female
18 years and under	<input type="radio"/>	<input type="radio"/>
19 - 34 years	<input type="radio"/>	<input type="radio"/>
35 - 50 years	<input type="radio"/>	<input type="radio"/>
51 - 65 years	<input type="radio"/>	<input type="radio"/>
Over 65 years	<input type="radio"/>	<input type="radio"/>

## 19. What is your employment status and if you are employed, where do you work?

	In Port Stephens LGA	Outside Port Stephens LGA
Full Time	<input type="radio"/>	<input type="radio"/>
Part Time	<input type="radio"/>	<input type="radio"/>
Self-employed	<input type="radio"/>	<input type="radio"/>
Student	<input type="radio"/>	<input type="radio"/>
Retired	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>