



Report

Customer Satisfaction Survey 2013

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Customer Satisfaction Survey 2013

Executive Summary

The Operational Plan 2012-2013 requires at 5.9.3: Conduct a customer satisfaction survey in May each year and report outcomes to Council and the community. This is the Report of the survey for May 2013. Verbatim comments obtained from the survey are being assessed and categorised to develop a response to community concerns.

This year's survey departed from those of previous years as it was conducted as a series targeted specifically to the members of the Port Stephens community who consumed the services and/or used the facilities. This allowed for a deeper exploration of what value Council was adding and where improvements could be made.

The following service packages were **NOT** included in the survey:

Service	Comment
Community Options	<ol style="list-style-type: none">1. This service conducts specific surveys with its constituents – this brokerage service is unknown to the majority of the community.2. A review of how to appropriately incorporate this service into the annual survey will be completed before May 2014.
Ngioka Centre	This service is undergoing reviews and operational changes. A review of how to incorporate it into the annual survey will occur before May 2014.
Businesses	A survey in the same timeframe was being undertaken by Business Development & Investment that has a different focus. Decision taken not to 'over consult'.
Holiday Parks	Holiday Parks have continuous monitoring of their customers' experiences and using the results (provided) would skew the outcomes.

Surveys

Survey	Customer Base	Date	Method	Responses
General	Facilities and services– used by the majority of the community	April/May 2013	Advertisements (2) in Examiner; Web site; randomly sampled statistically representative from rates data base (3,964); Youth Network and LALC distribution of hard copies. Target was to get 10% response rate. Social media was also used to highlight the survey.	394 (9.94%)
Library	Users of libraries	April/May 2013;	Hard copy survey instrument distributed by staff within libraries. Target response 196.	146 (74.5%)
Development & Building	DAs within last 12 months	April/May 2013;	Random sample – 80. Target 10% response.	25 (31.25%)
Environmental Health	Businesses that have annual inspections	April/May 2013;	Total population (437). Target 10% response	26 (5.95%)
OSSM	Residential and commercial	April/May 2013;	Random sample – 88. Target 10% response.	12 (13.64%)
Environmental Education	Attendees and workshop and lectures over last year	April/May 2013;	Total population (277). Target response 10%.	54 (19.49%)
Raymond Terrace Before & After School Care	Parents/Carers	April/May 2013;	Total population (95)	29 (30.53%)
Medowie Before & After School Care	Parents/Carers	April/May 2013;	Total population (83)	24 (28.92%)
Port Stephens Activity Van	Parents/Carers	April/May 2013;	Total population (25)	11 (44%)
Family Day Care	Parents/Carers	April/May 2013;	Total population (340)	38 (11.18%)
Vacation Care	Parents/Carers	April/May 2013;	Total population (171)	32 (18.71%)
Cemeteries	Undertakers	October 2012	Total Population (14)	7 (50.00%)
TOTAL				652

Statistics

The population of Port Stephens LGA was 64,807¹ and the target sample required with 95%% confidence was 382. Total response was 645 across all surveys. These statistics represent a confidence interval of 0.03842, (96.1%) standard error of 0.01960 and relative standard error of 3.92. This is a better outcome than in previous years.

Overall Results

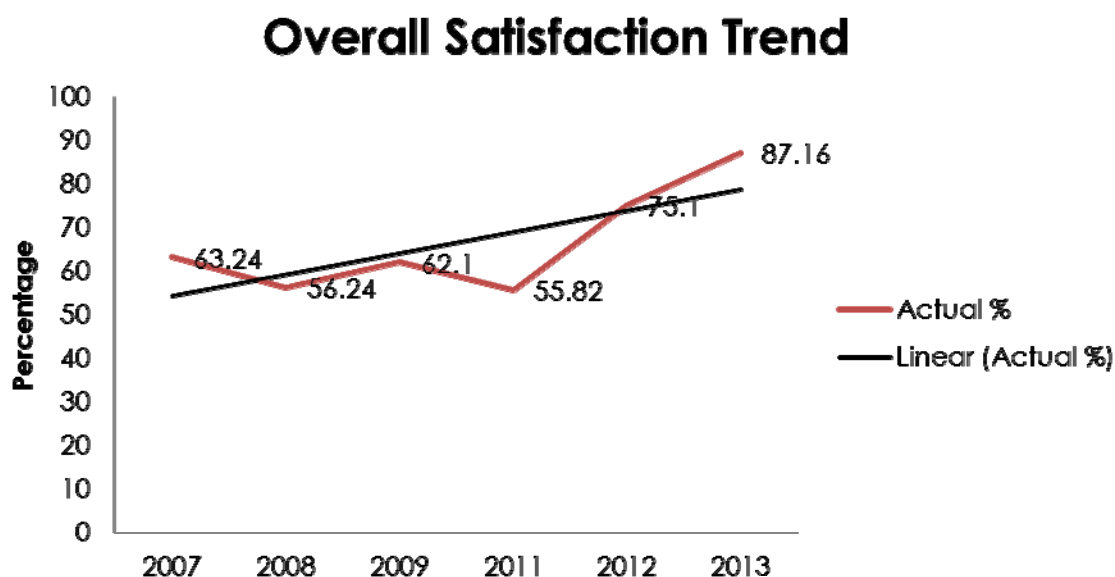
All surveys contained a question related to overall satisfaction with Council and/or the service being surveyed. **Note: Environmental Education is NOT included in overall satisfaction as there was no equivalent question that would identify overall satisfaction.**

To achieve an overall satisfaction figure respondents who answered that they were:

- Very Satisfied
- Satisfied
- Moderately/slightly satisfied

were aggregated using a weighted average satisfaction across all surveys.

Overall satisfaction with Council for the service packages surveyed was **87.16%**.



In terms of overall satisfaction with Council, more females (84.80%) were satisfied compared to 77.59% of males (based on the General Survey outcomes only). Other surveys did not identify age or gender so the General Survey may be taken as a guide.

The Report that follows provides detailed information on the areas surveyed.

Individual Results

The table below shows individual services/facilities areas by level of overall satisfaction in descending order. The scores are aggregated as described above.

Facilities/Services	Aggregated Satisfaction Score %
Vacation Care	100
RTBASX	100
MBASC	100
Family Day Care	100
Cemeteries	100
Activity Van	100
Sport & Recreational Facilities	93.77
Libraries	93.4
Garbage Collection Services	92.71
Swimming Pools	91.38
Community Public Halls	91.14
Playground equipment	88.15
GENERAL SURVEY	86.17
Environmental Health	84.6
OSSM Inspections	83.3
Public toilet amenities (Council-owned park/community amenities - not those in shopping centres)	81.52
Access to waste depots and waste transfer stations	76.53
Managing traffic flow (eg lights, roundabouts, street signs)	76.5
Maintaining parks and gardens	72.89
Development & Building Services	68
Managing nature reserves, wetlands, beaches & foreshores	67.89
Rangers Services (Parking)	61.62
Ranger Services (eg Animal Management)	60.37
Maintaining cycleways/walking tracks	58.84
Roadside maintenance (eg trees, litter, slashing)	58.68
Managing street trees	57.87

Facilities/Services	Aggregated Satisfaction Score %
Maintaining footpaths	53.99
Managing storm water drainage systems	53.93
Maintaining local roads	52.37
Controlling weeds	46.28
Opportunities to input to Council decisions	43.8

Customer Satisfaction Survey 2013

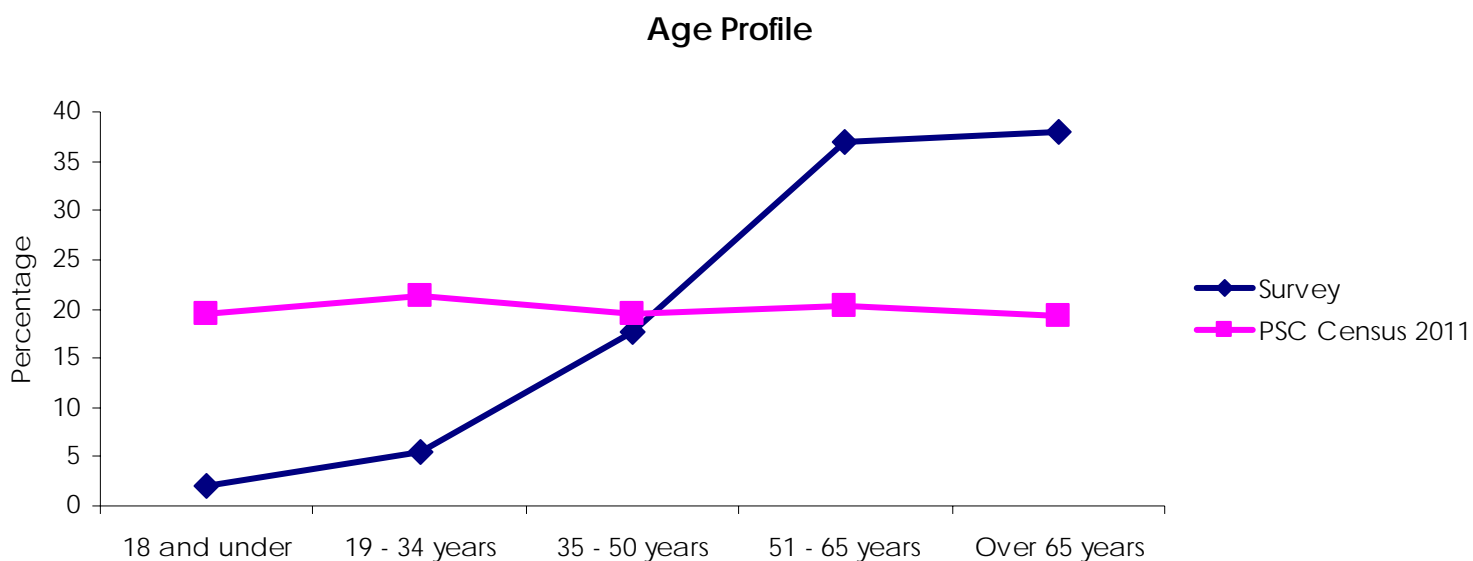
General Survey

This survey was conducted between 1 April and 31 May 2013. The targeted response was 382 and actual response was 394. Not all respondents answered all questions.

Demographics

Of those that answered the age/gender question (n=387) 47.29% were male and 52.71% were female. (Census 2011: Males 49.2%, Females 50.8%).

The graph below shows the age profile: as is common in this LGA the age profile of respondents is skewed to the older age groups and is not especially representative except in the 35 to 50 age group.



Locality

Respondents answered the questions related to where in Port Stephens they lived (n=387). The localities of Balickera, Campvale, Eagleton, Fisherman's Bay, Motto Farm, Oyster Cove and Twelve Mile Creek were not represented in the survey. However the geographic spread of respondents broadly parallels the total population spread.²

Locality	Percentage of Respondents
Anna Bay	5.6%
Boat Harbour	2.6%
Bobs Farm	0.8%
Brandy Hill	1.6%
Butterwick	0.3%
Corlette	9.5%
Duns Creek	0.5%
East Seaham	0.8%
Fern Bay	1.6%
Ferodale	0.5%
Fingal Bay	2.6%
Fullerton Cove	0.8%
Glen Oak	0.5%
Heatherbrae	0.3%
Hinton	1.3%
Karuah	4.8%
Lemon Tree Passage	5.8%
Mallabula	0.5%
Medowie	10.6%
Nelson Bay	11.1%
Nelsons Plains	0.3%
One Mile Beach	0.3%
Raymond Terrace	11.6%
Salamander Bay	4.8%
Salt Ash	1.1%
Seaham	1.6%
Shoal Bay	5.8%
Soldiers Point	3.4%
Swan Bay	1.1%

² ABS Census 2011

Tanilba Bay	3.2%
Taylors Beach	0.5%
Tomago	0.5%
Twelve Mile Creek	0.0%
Wallalong	2.1%
Williamstown	0.3%
Woodville	1.3%

Results

The results that follow demonstrate the 2013 outcome and, where a direct comparison can be made, also show the 2012 and 2011 result. 'Traffic light' colours indicate improvement over 2012 (green), no change (yellow) and decline (red). Results are also presented by Ward for the convenience of Councillors.

Question 1 asked, "How well is Council doing?" in a number of areas – results are below.

Summary:

Percentage								
	2013 Aggregate	2012 Aggregate	Extremely well	Very well	Moderately well	Slightly well	Not at all well	Don't Know
Maintaining local roads	52.37	37.5	0.79	10.53	41.05	21.05	25.00	1.58
Roadside maintenance (eg. trees, litter, slashing)	58.68	59.3	1.32	18.68	38.68	23.95	16.58	0.79
Maintaining footpaths	53.99	46.4	0.53	14.36	39.10	18.09	19.95	7.98
Maintaining cycleways/walking tracks	58.84	53.7	0.79	22.69	35.36	14.25	11.61	15.30
Managing street trees	57.87	56.7	0.53	21.33	36.00	15.73	18.93	7.47
Managing traffic flow (eg. lights, roundabouts, street signs)	76.50	69.8	2.61	30.81	43.08	11.49	9.66	2.35
Managing storm water drainage systems	53.93	46	1.83	19.37	32.72	14.92	20.16	10.99
Maintaining parks and gardens	72.89	71.2	5.79	34.74	32.37	14.74	9.21	3.16
Managing nature reserves, wetlands, beaches & foreshores	67.89	60.8	4.74	27.63	35.53	13.16	12.37	6.58
Controlling weeds	46.28	37.8	1.86	11.70	32.71	20.21	20.74	12.77

Three Year Comparison (Percentage): Green indicates improvement and yellow represents no change compared to the previous year.

	2013 Aggregate	2012 Aggregate	2011 Aggregate
Maintaining local roads	52.37	37.5	49.2
Roadside maintenance (eg. trees, litter, slashing)	58.68	59.3	56.6
Maintaining footpaths	53.99	46.4	51
Maintaining cycleways/walking tracks	58.84	53.7	54.8
Managing street trees	57.87	56.7	54
Managing traffic flow (eg. lights, roundabouts, street signs)	76.50	69.8	56
Managing storm water drainage systems	53.93	46	54
Maintaining parks and gardens	72.89	71.2	59.6
Managing nature reserves, wetlands, beaches & foreshores	67.89	60.8	58.8
Controlling weeds	46.28	37.8	64

East Ward:

Shaded cells indicate general satisfaction with how well Council is doing.

Percentage						
	Extremely well	Very well	Moderately well	Slightly well	Not at all well	Don't Know
Maintaining local roads	0.81	12.90	48.39	13.71	20.97	3.23
Roadside maintenance (eg. trees, litter, slashing)	0.79	31.75	37.30	16.67	11.90	1.59
Maintaining footpaths	0.00	22.05	42.52	17.32	14.96	3.15
Maintaining cycleways/walking tracks	0.00	29.13	46.46	9.45	8.66	6.30
Managing street trees	0.00	28.35	40.94	15.75	10.24	4.72
Managing traffic flow (eg. lights, roundabouts, street signs)	2.34	26.56	48.44	12.50	6.25	3.91

Percentage						
	Extremely well	Very well	Moderately well	Slightly well	Not at all well	Don't Know
Managing storm water drainage systems	3.17	28.57	31.75	13.49	11.90	11.11
Maintaining parks and gardens	3.97	38.10	30.95	15.08	9.52	2.38
Managing nature reserves, wetlands, beaches & foreshores	2.34	26.56	37.50	13.28	16.41	3.91
Controlling weeds	0.80	12.80	33.60	21.60	16.80	14.40

Central Ward:

Shaded cells indicate general satisfaction with how well Council is doing.

Percentage						
	Extremely well	Very well	Moderately well	Slightly well	Not at all well	Don't Know
Maintaining local roads	0.00	6.92	32.31	26.92	33.85	0.00
Roadside maintenance (eg. trees, litter, slashing)	1.54	12.31	36.92	30.00	19.23	0.00
Maintaining footpaths	0.00	10.40	37.60	23.20	19.20	9.60
Maintaining cycleways/walking tracks	0.00	20.47	27.56	19.69	12.60	19.69
Managing street trees	0.00	17.83	33.33	18.60	21.71	6.98
Managing traffic flow (eg. lights, roundabouts, street signs)	3.10	32.56	37.21	14.73	11.63	0.78
Managing storm water drainage systems	0.77	15.38	29.23	16.15	30.00	8.46
Maintaining parks and gardens	7.81	29.69	35.94	16.41	9.38	0.78
Managing nature reserves, wetlands, beaches & foreshores	7.14	31.75	33.33	13.49	11.90	2.38
Controlling weeds	1.56	11.72	32.03	21.09	22.66	10.94

West Ward:

Shaded cells indicate general satisfaction with how well Council is doing.

	Percentage					
	Extremely well	Very well	Moderately well	Slightly well	Not at all well	Don't Know
Maintaining local roads	1.89	11.32	47.17	19.81	18.87	0.94
Roadside maintenance (eg. trees, litter, slashing)	1.92	11.54	44.23	25.00	16.35	0.96
Maintaining footpaths	1.92	10.58	33.65	15.38	26.92	11.54
Maintaining cycleways/walking tracks	2.86	13.33	29.52	17.14	14.29	22.86
Managing street trees	1.98	16.83	29.70	10.89	27.72	12.87
Managing traffic flow (eg. lights, roundabouts, street signs)	2.83	34.91	42.45	7.55	10.38	1.89
Managing storm water drainage systems	1.89	13.21	36.79	16.04	18.87	13.21
Maintaining parks and gardens	5.66	37.74	33.02	6.60	10.38	6.60
Managing nature reserves, wetlands, beaches & foreshores	4.72	24.53	37.74	9.43	8.49	15.09
Controlling weeds	3.85	9.62	30.77	18.27	24.04	13.46

Question 2 required respondents to indicate how satisfied they were with the following services.

Summary:

Percentage							
	2013 Aggregate	2012 Aggregate	Very satisfied	Satisfied	Moderately Satisfied	Unsatisfied	Very unsatisfied
Public toilet amenities (Council-owned park/community amenities - not those in shopping centres)	81.52	75.2	3.80	40.22	37.50	12.77	5.71
Playground equipment	88.15	84.4	12.40	48.76	27.00	6.89	4.96
Community Public Halls	91.14	88.8	3.14	54.57	33.43	4.57	4.29
Sport & Recreational Facilities	93.77	91.2	11.61	54.39	27.76	3.12	3.12
Swimming Pools	91.38	89.9	14.37	54.89	22.13	4.31	4.31

Three Year Comparison (Percentage):

Green indicates improvement and yellow represents no change compared to the previous year.

	2013 Aggregate	2012 Aggregate	2011 Aggregate
Public toilet amenities (Council-owned park/community amenities - not those in shopping centres)	81.52	75.2	53.4
Playground equipment	88.15	84.4	58
Community Public Halls	91.14	88.8	59.6
Sport & Recreational Facilities	93.77	91.2	64
Swimming Pools	91.38	89.9	63.4

East Ward:

Shaded areas indicate overall satisfaction with these facilities.

Percentages	Very satisfied	Satisfied	Moderately Satisfied	Unsatisfied	Very unsatisfied
Public toilet amenities (Council-owned park/community amenities - not those in shopping centres)	0.32	4.32	3.92	1.12	0.32
Playground equipment	16.26	5.26	2.72	0.70	0.35
Community Public Halls	0.26	6.05	3.16	0.26	0.26
Sport & Recreational Facilities	1.04	6.09	2.70	0.09	0.09
Swimming Pools	1.49	6.05	2.19	0.00	0.26

Central Ward:

Shaded areas indicate overall satisfaction with these facilities.

Percentages	Very satisfied	Satisfied	Moderately Satisfied	Unsatisfied	Very unsatisfied
Public toilet amenities (Council-owned park/community amenities - not those in shopping centres)	3.97	34.92	38.10	15.87	7.14
Playground equipment	9.76	45.53	32.52	5.69	6.50
Community Public Halls	2.44	51.22	34.15	5.69	6.50
Sport & Recreational Facilities	13.71	48.39	27.42	4.84	5.65
Swimming Pools	13.93	50.00	23.77	5.74	6.56

West Ward:

Shaded areas indicate overall satisfaction with these facilities.

Percentages	Very satisfied	Satisfied	Moderately Satisfied	Unsatisfied	Very unsatisfied
Public toilet amenities (Council-owned park/community amenities - not those in shopping centres)	4.00	38.00	35.00	13.00	10.00
Playground equipment	8.91	49.50	25.74	8.91	6.93
Community Public Halls	4.12	52.58	32.99	4.12	6.19
Sport & Recreational Facilities	8.00	53.00	30.00	4.00	5.00
Swimming Pools	11.22	50.00	23.47	9.18	6.12

Question 3: Respondents were asked how well Council delivered some services.

Summary:

Percentage								
	2013 Aggregate	2012 Aggregate	Extremely well	Very well	Moderately well	Slightly well	Not at all well	Don't Know
Ranger Services (eg Animal Management)	60.37	65.5	6.38	31.12	22.87	9.57	8.78	21.28
Rangers Services (Parking)	61.62	56.3	5.41	28.11	28.11	6.76	10.27	21.35
Garbage Collection Services	92.71	92.3	33.33	45.31	14.06	3.39	3.65	0.26
Access to waste depots and waste transfer stations	76.53	74.3	20.53	30.13	25.87	8.80	9.60	5.07

Three Year Comparison (Percentage): Green indicates improvement and yellow represents no change compared to the previous year. Red indicates decrease in satisfaction compared to the previous year.

	2013 Aggregate	2012 Aggregate	2011 Aggregate
Ranger Services (eg Animal Management)	60.37	65.5	57.6
Rangers Services (Parking)	61.62	56.3	55.8
Garbage Collection Services	92.71	92.3	71
Access to waste depots and waste transfer stations	76.53	74.3	59.2

East Ward:

Shaded areas indicate general satisfaction with Council's performance.

Percentage						
	Extremely well	Very well	Moderately well	Slightly well	Not at all well	Don't Know
Ranger Services (eg Animal Management)	8.06	29.03	32.26	4.84	3.23	22.58
Rangers Services (Parking)	7.26	27.42	33.06	4.84	11.29	16.13
Garbage Collection Services	39.84	43.65	8.73	4.76	3.97	0.00
Access to waste depots and waste transfer stations	31.75	31.75	19.84	6.35	5.56	4.76

Central Ward:

Shaded areas indicate general satisfaction with Council's performance.

Percentage						
	Extremely well	Very well	Moderately well	Slightly well	Not at all well	Don't Know
Ranger Services (eg Animal Management)	6.98	32.56	15.50	15.50	11.63	17.83
Rangers Services (Parking)	6.35	25.40	30.95	7.14	8.73	21.43
Garbage Collection Services	30.23	41.86	20.93	3.10	3.88	0.00
Access to waste depots and waste transfer stations	14.84	25.78	30.47	9.38	14.06	5.47

West Ward:

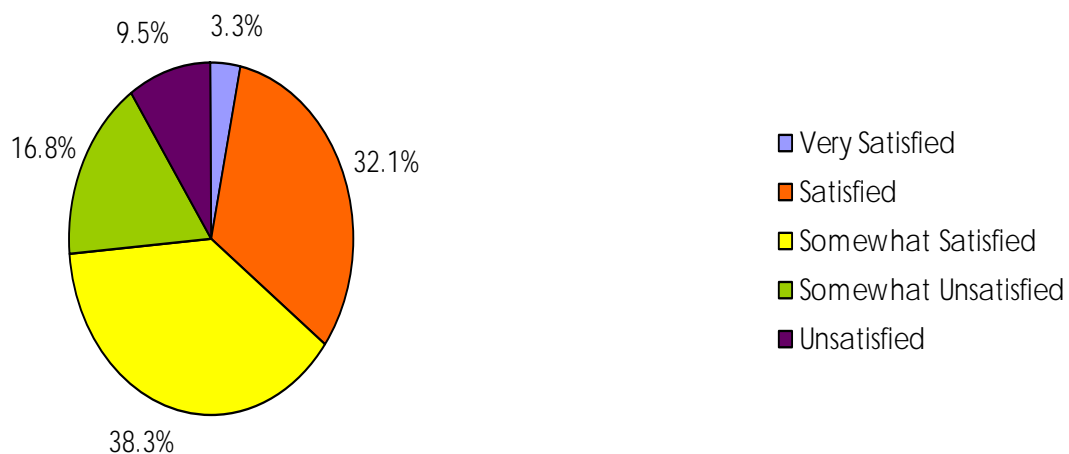
Shaded areas indicate general satisfaction with Council's performance.

Percentage						
	Extremely well	Very well	Moderately well	Slightly well	Not at all well	Don't Know
Ranger Services (eg Animal Management)	4.76	31.43	22.86	6.67	9.52	24.76
Rangers Services (Parking)	1.92	31.73	20.19	7.69	9.62	28.85
Garbage Collection Services	28.70	50.93	13.89	1.85	3.70	0.93
Access to waste depots and waste transfer stations	12.75	32.35	26.47	9.80	12.75	5.88

Question 4: How satisfied are you with the built environment of Port Stephens LGA? (n = 368)

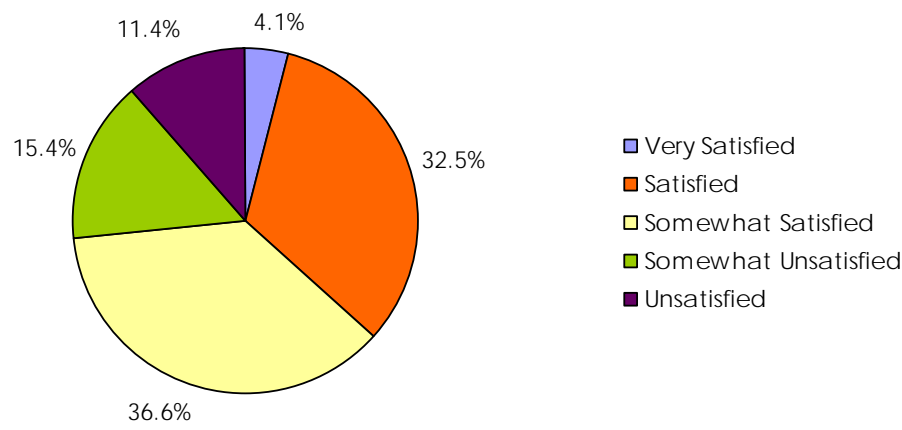
Note: this question was not asked in previous surveys.

Satisfaction with Built Environment



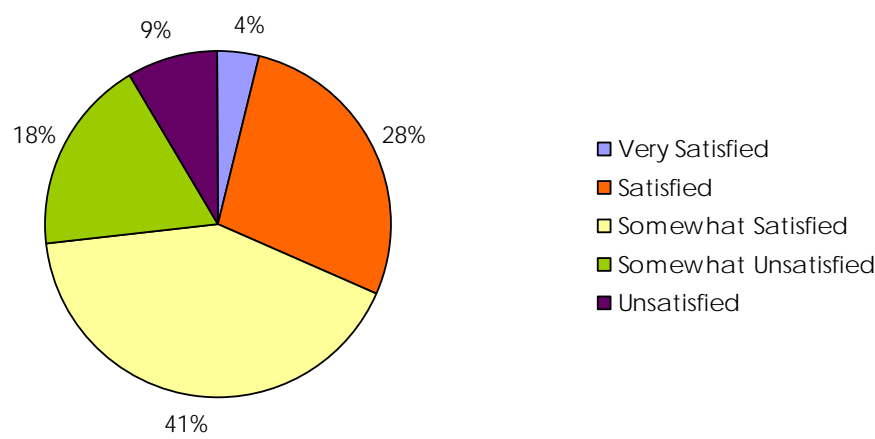
East Ward: N = 123

Satisfaction with Built Environment



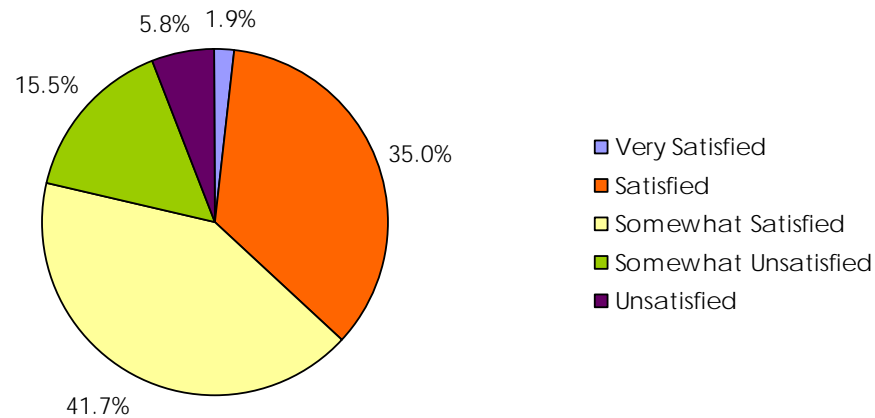
Central Ward:

Satisfaction with Built Environment



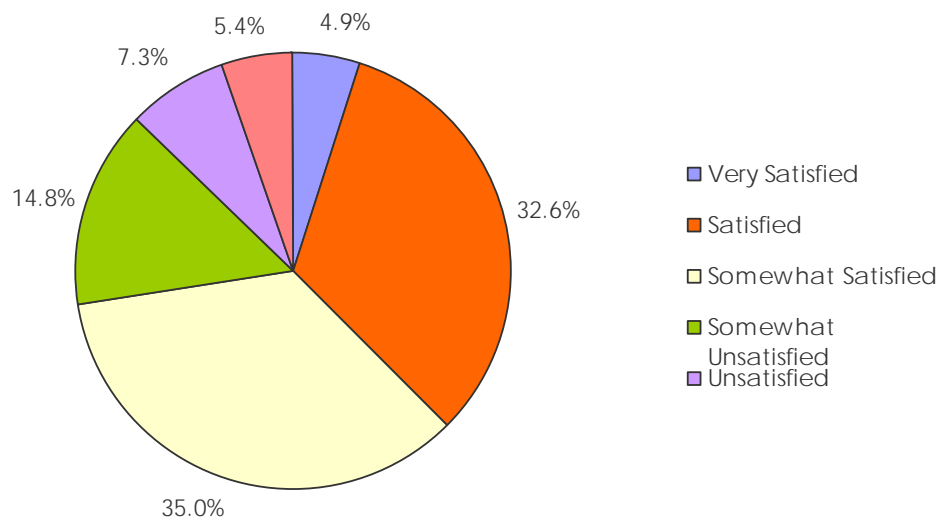
West Ward:

Satisfaction with Built Environment



Question 5: How satisfied are you with the management of the Environment of the Port Stephens LGA?

Note: This year the question was given a context – Council was not solely responsible for management of the environment.



There was no significant difference between Wards: percentages followed the overall result pattern.

Question 6: How would you rate the appearance of your neighbourhood?

Overall Result:

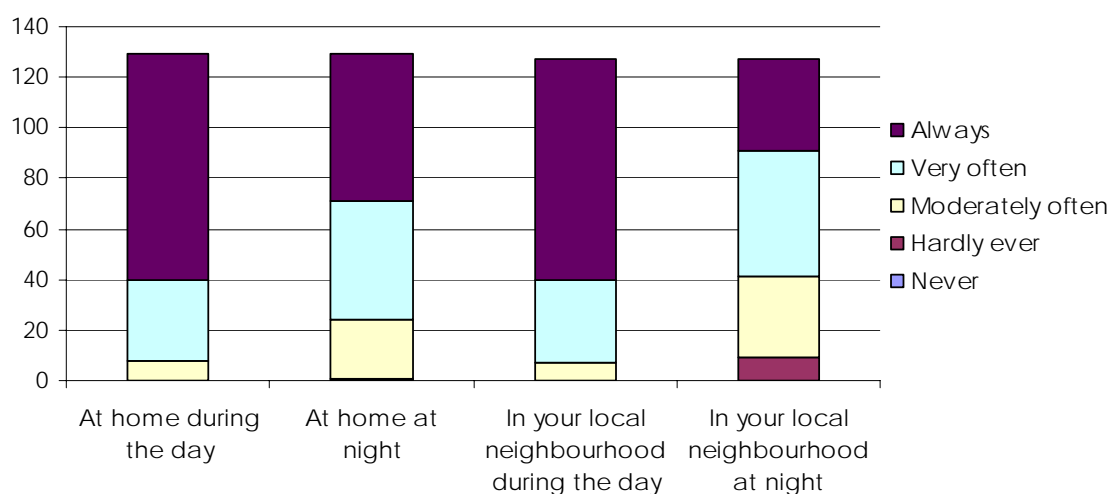
N = 378	Response Percent
Very satisfactory/Very well maintained	11.9%
Satisfactory/well maintained	60.1%
Unsatisfactory/poorly maintained	21.4%
Very unsatisfactory/very poorly maintained	6.6%

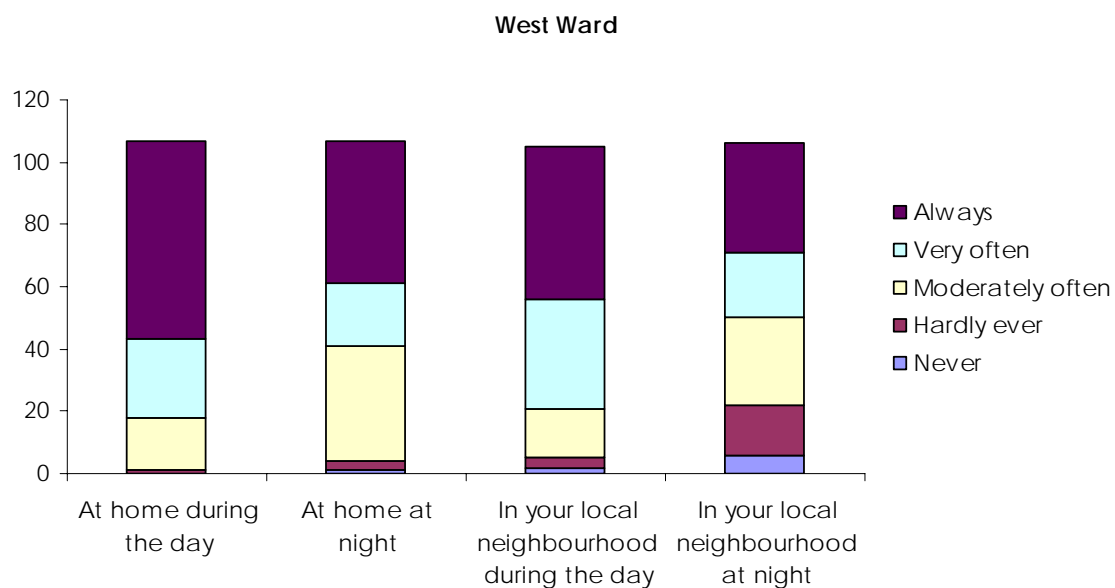
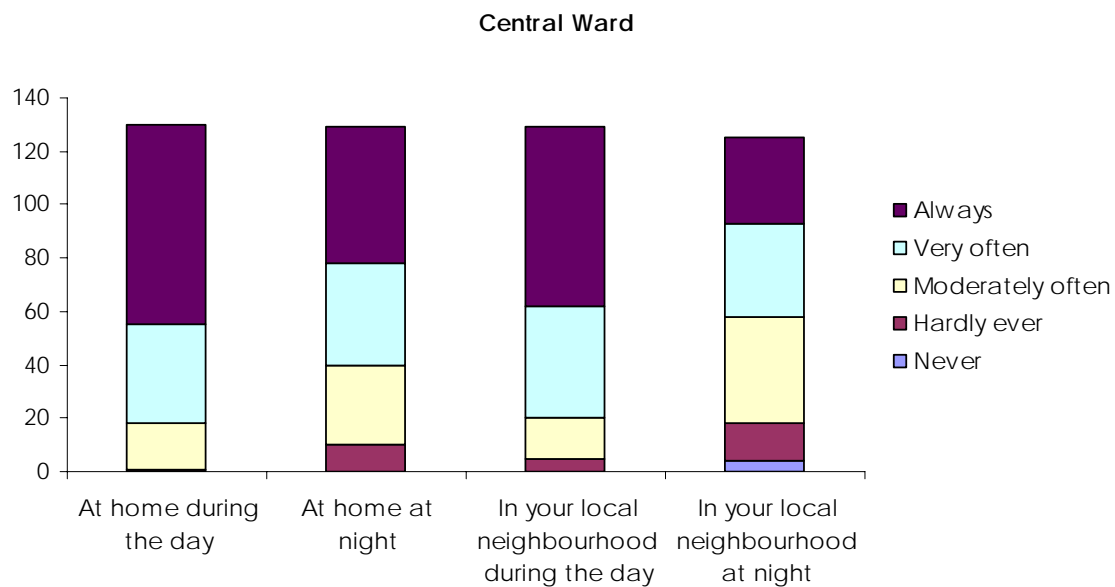
People in East Ward were slightly more satisfied (67.2%) with the appearance of their neighbourhood compared to Central Ward (52.3%) and West Ward (60.0%).

Question 7: Regarding your personal safety in your neighbourhood, how often to you feel safe.

Overall Results	Always	Very often	Moderately often	Hardly ever	Never	Response Count
At home during the day	236	100	43	2	0	381
At home at night	162	112	91	14	1	380
In your local neighbourhood during the day	212	115	39	8	2	376
In your local neighbourhood at night	108	112	102	39	12	373

East Ward





People in East Ward generally feel safer in their homes and neighbourhoods at night than those in the other two Wards.

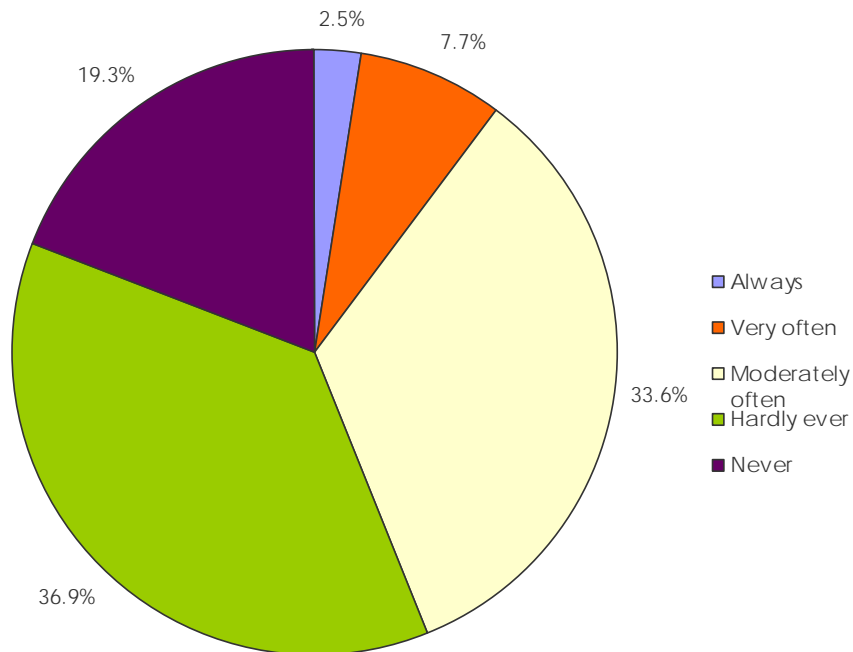
Question 8: Council advocates on behalf of its community on a range of social and cultural services to State and Federal agencies and non-government providers e.g. health services, transport issues, ageing and disability services, services and facilities for children and young people. How would you rate these services in the Port Stephens LGA?

Note: This question has not been asked in previous surveys. It is a question about the services and not about Council's advocacy.

	Excellent	Good	Adequate	Not very good	Poor	Very poor	Response Count
Health services	24	119	129	57	25	14	368
Services for seniors	18	130	143	42	16	6	355
Services for children	12	109	149	42	15	5	332
Services for young people	8	53	141	84	26	12	324
Services for disabled citizens	11	73	145	69	20	9	327
Affordable housing	7	60	150	85	23	12	337
Access to public transport	14	73	142	57	33	37	356

The largest single group of people in all Wards who answered this question rated most services as Adequate. In East Ward, the largest single group rated Services for seniors as Good; and in Central Ward, the largest single group rated Health Services as Good.

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



All Wards followed the overall results pattern. N = 363.

Comparison with 2012:

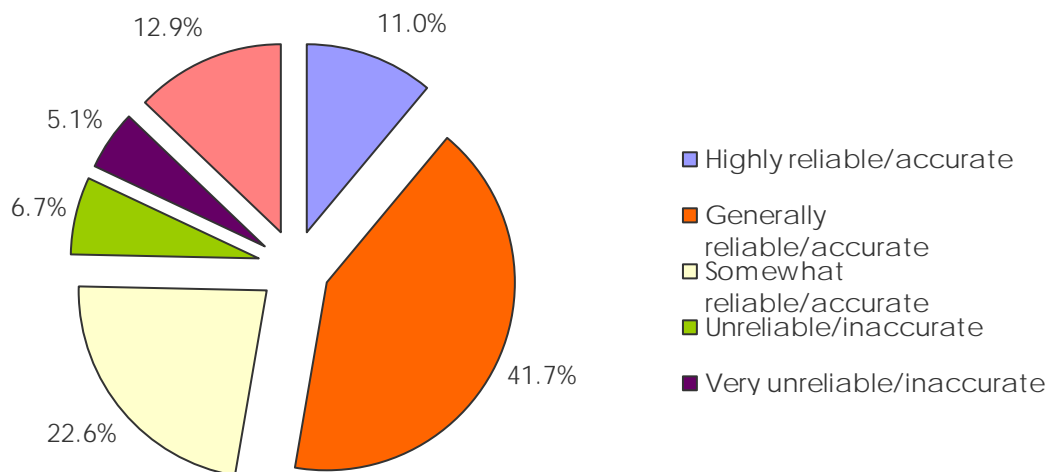
	Always %	Very Often %	Moderately Often %	Hardly Ever %	Never %
2013	2.5	7.7	33.6	36.9	19.3
2012	3.2	7.6	36.6	33.1	19.5

Results in this question are marginally less than in 2012 but are not statistically significant.

Question 10: Are you a member of the Residents Panel?

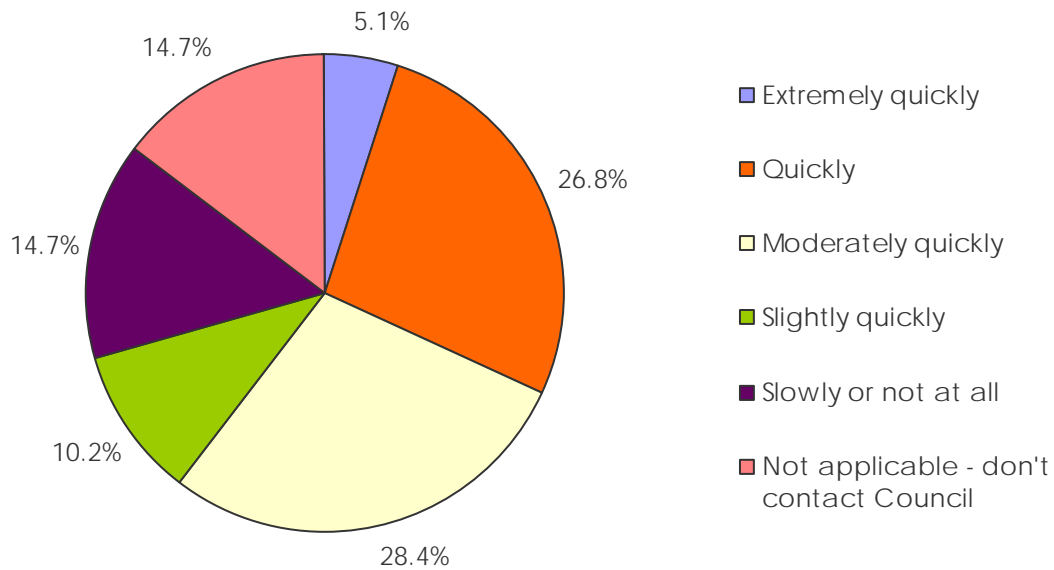
N = 387	%
Overall	12.1
East Ward	13.8
Central Ward	9.2
West Ward	12.0

Question 11: When you contact the staff at Council with questions or problem-solving concerns, the information you receive is best categorised as:



N = 372	East Ward (%)	Central Ward (%)	West Ward (%)
Highly Reliable/Accurate	12.8%	10.3%	11.4%
Generally Reliable/Accurate	52.8%	36.5%	34.3%
Somewhat Reliable/Accurate	16.8%	27.0%	26.7%
Unreliable/Inaccurate	5.6%	8.7%	6.7%
Very Unreliable/Inaccurate	1.6%	5.6%	5.7%
Don't Contact Council	10.4%	11.9%	15.2%

Question 12: How quickly do Council staff respond to your needs/queries/problems?



N = 373	East Ward (%)	Central Ward (%)	West Ward (%)
Extremely quickly	7.1%	3.1%	4.8%
Quickly	33.1%	26.0%	22.1%
Moderately quickly	29.1%	26.8%	31.7%
Slightly quickly	8.7%	10.2%	12.5%
Slowly or not at all	11.0%	18.9%	11.5%
Don't contact Council	11.0%	15.0%	17.3%

Question 13: Do you have access to the Internet?

N = 385	All LGA	2012 All LGA	East Ward	Central Ward	West Ward
At home	56.4%	50.8%	60.0%	55.7%	53.7%
At work	1.8%	2.5%	2.3%	2.3%	0.9%
At home & at work	34.3%	36.7%	29.2%	38.2%	36.1%
No Internet	7.5%	13.3%	8.5%	3.8%	9.3%

There has been a slight increase in Internet at home.

Question 14: Is Council's website easy to use to access information or interact with Council?

In answer to this question (N = 331) 82.2% of people answered YES; in West Ward the response was 79.2% and the other two Wards reflected higher affirmative percentages than the overall result.

Question 15: How well do you think Council is communicating with the community?

Note: This year the question included social media, which had not been included in previous years.

	Very well	Well	Moderately well	Not very well	Poorly	Don't Know	Response Count
In the Port Stephens Examiner - Council Page	45	140	123	26	18	20	372
In Council's newsletter - Your Port Stephens	35	102	107	25	28	58	355
On Council's web site	25	94	108	18	16	86	347
Through social media sites such as Facebook & Twitter	2	21	34	12	14	257	340
Through Council's Customer Service Staff	30	82	79	22	26	110	349
Through Councillors in your neighbourhood	14	39	47	56	74	115	345

The very high 'Don't Know' count reflects the age spread of the respondents and the relatively new nature of social media.

The responses in all Wards reflect the pattern of the overall results.

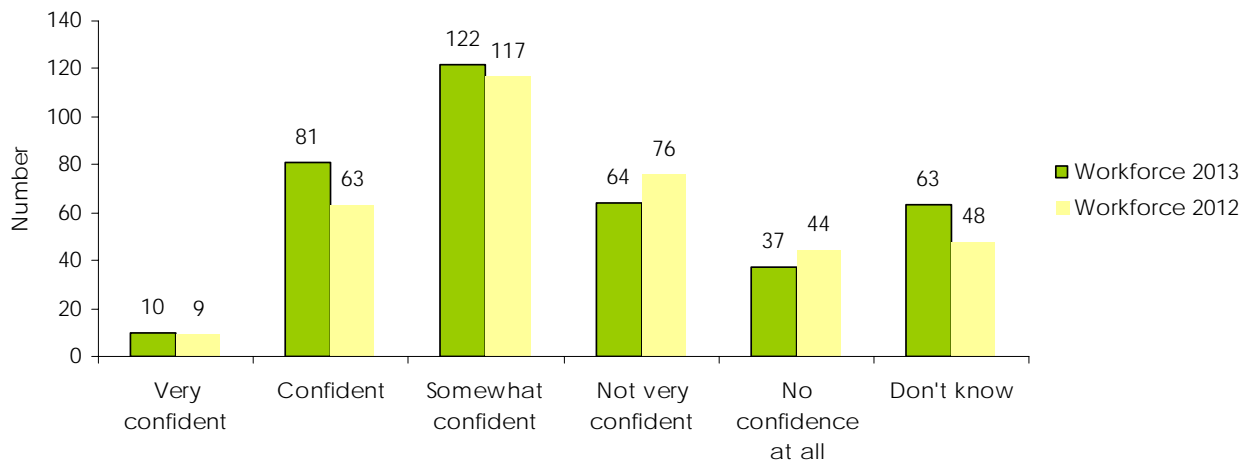
Question 16: What is your preferred means of communication with Council?

N = 385	Overall	East Ward	Central Ward	West Ward
In Person at Council's Administration Building	13.8%	4.6%	16.8%	21.3%
By Telephone	46.5%	52.3%	45.8%	41.7%
In writing (letter)	10.4%	7.7%	9.9%	14.8%
In writing (email)	29.1%	34.6%	27.5%	22.2%
Via Council's Facebook page	0.3%	0.8%	0.0%	0.0%
On Twitter	0.0%	0.0%	0.0%	0.0%

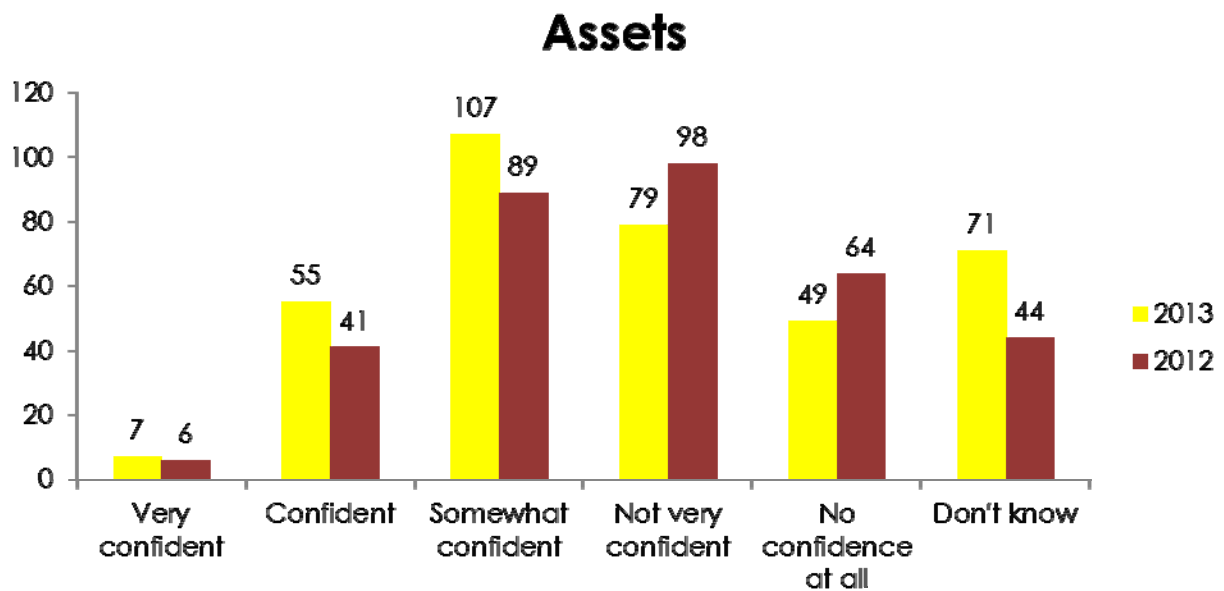
The relatively low percentages for social media reflect the demographic of the respondents and the relative newness of the technologies.

Question 17: Overall, how confident are you that Council is managing its resources (workforce, assets, finances) well?

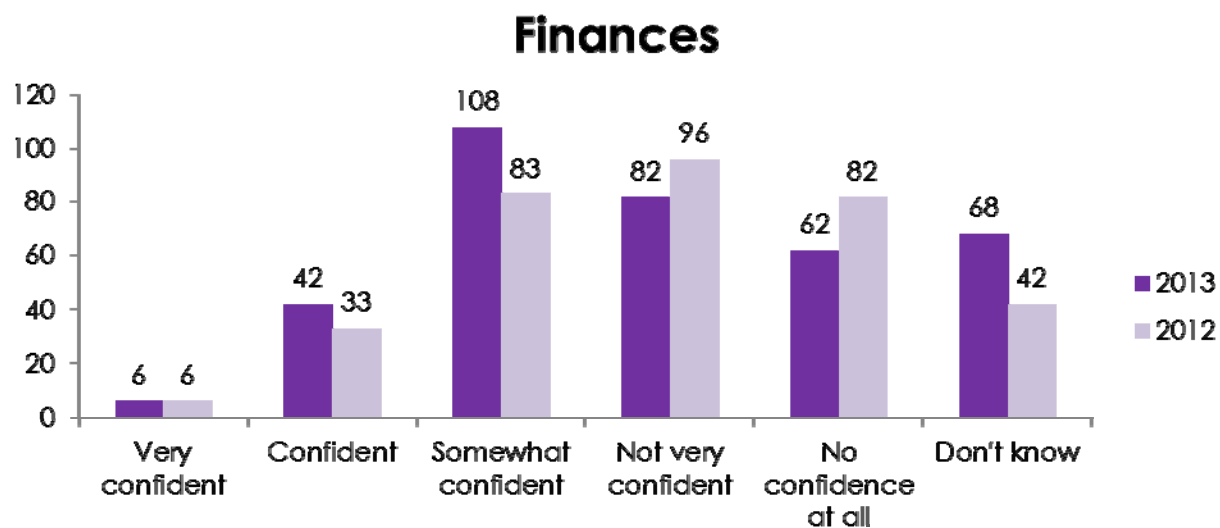
Workforce:



Assets:



Finances:



In all three management areas, there has been improvement towards more confidence in Council's management.

Question 18: OVERALL how satisfied are you with the Council's services for and on behalf of the community of Port Stephens?

Answer Options	All Respondents 2013	All Respondents 2012	East Ward	Central Ward	West Ward
Very satisfied	5.0%	3.6%	5.4%	3.1%	6.5%
Satisfied	30.2%	22.1%	36.9%	26.7%	25.0%
Moderately Satisfied	46.8%	49.4%	42.3%	53.4%	47.2%
Unsatisfied	13.2%	19.0%	13.1%	11.5%	15.7%
Very unsatisfied	4.8%	5.9%	2.3%	5.3%	5.6%

The increased percentage of people who are Satisfied or Very Satisfied has moved up from the other categories since last year.

Library Services

Scope

The Library Services Survey 2013 was conducted in April and May 2013 using a paper-based instrument that was handed to customers in the library branches.

Statistics

The survey covered the Raymond Terrace and Tomaree Libraries and the Mobile Library. It also included the Tilligerry Community Library however there were no respondents who nominated that Library.

There were 146 respondents as follows:

Raymond Terrace Library	29.5%
Mobile Library	4.8%
Tomaree Library & Community Centre	65.8%

These percentages approximately equate to membership/users of each service.

Age/Gender Profile

N = 146	Raymond Terrace Library	Mobile Library	Tomaree Library & Community Centre
0-10			
Male	0	0	2
Female	1	0	1
	1	0	3
11-19			
Male	1	0	1
Female	1	0	2
	2	0	3
20-29			
Male	0	0	0
Female	1	0	2
	1	0	2
30-39			
Male	0	0	1
Female	4	1	3
	4	1	4
40-49			

N = 146	Raymond Terrace Library	Mobile Library	Tomaree Library & Community Centre
Male	3	0	1
Female	7	0	6
	10	0	7
50-59			
Male	2	1	2
Female	3	0	7
	5	1	9
60-69			
Male	4	0	12
Female	5	2	17
	9	2	29
70-79			
Male	6	1	10
Female	3	2	14
	9	3	24
80+			
Male	1	0	13
Female	1	0	6
	2	0	19

Locality Profile

N = 147	Response Percent
Anna Bay	9.5%
Boat Harbour	1.4%
Ballickera	0.0%
Bobs Farm	0.7%
Brandy Hill	0.0%
Butterwick	0.0%
Campvale	0.0%
Corlette	17.7%
Duns Creek	0.0%
Eagleton	0.0%
East Seaham	1.4%
Fern Bay	0.0%

N = 147	Response Percent
Ferodale	0.0%
Fingal Bay	0.7%
Fisherman's Bay	0.0%
Fullerton Cove	0.0%
Glen Oak	0.0%
Heatherbrae	0.0%
Hinton	1.4%
Karuah	1.4%
Lemon Tree Passage	1.4%
Mallabula	0.7%
Medowie	6.1%
Motto Farm	0.0%
Nelson Bay	12.2%
Nelsons Plains	0.7%
One Mile Beach	0.7%
Oyster Cove	0.0%
Raymond Terrace	19.0%
Salamander Bay	12.2%
Salt Ash	0.0%
Seaham	1.4%
Shoal Bay	2.0%
Soldiers Point	6.8%
Swan Bay	0.0%
Tanilba Bay	1.4%
Taylors Beach	0.7%
Tomago	0.0%
Twelve Mile Creek	0.7%
Wallalong	0.0%
Williamtown	0.0%
Woodville	0.0%

Results

The results that follow demonstrate the 2013 outcome and, where a direct comparison can be made, also show the 2012 and 2011 result.

Question 2: How well would you consider our performance to be in meeting your needs?

(1) Library buildings and amenities meet my needs:

N = 143	Raymond Terrace	Mobile	Tomaree
Extremely Well	11	5	50
Very Well	18	2	37
Somewhat Well	6	0	5
Somewhat Poorly	4	0	1
Poorly	2	0	0
Very Poorly	2	0	0
	43	7	93

(2) Library computer facilities meet my needs:

N = 139	Raymond Terrace	Mobile Library	Tomaree
Extremely Well	8	2	30
Very Well	9	2	27
Somewhat Well	11	1	4
Somewhat Poorly	0	0	4
Poorly	1	0	0
Very Poorly	0	0	0
Not applicable	11	2	27
	40	7	92

(3) Library hours meet my needs:

N = 145	Raymond Terrace	Mobile	Tomaree
Extremely Well	12	2	31
Very Well	15	5	44
Somewhat Well	11	0	17
Somewhat Poorly	1	0	2
Poorly	4	0	0
Very Poorly	0	0	1
Not applicable	0	0	0
	43	7	95

(4) Library staff service meets my needs:

N = 145	Raymond Terrace	Mobile	Tomaree
Extremely Well	37	7	81
Very Well	5	0	14
Somewhat Well	0	0	0
Somewhat Poorly	0	0	0
Poorly	0	0	0
Very Poorly	0	0	0
Not applicable	1	0	0
	43	7	95

(5) The Library meets my information needs:

N = 141	Raymond Terrace	Mobile	Tomaree
Extremely Well	20	3	42
Very Well	15	1	40
Somewhat Well	7	0	5
Somewhat Poorly	0	0	0
Poorly	0	0	2
Very Poorly	0	0	0
Not applicable	0	3	3
	42	7	92

(6) The Library collection meets my needs:

N = 144	Raymond Terrace	Mobile	Tomaree
Extremely Well	16	3	32
Very Well	12	1	41
Somewhat Well	10	3	14
Somewhat Poorly	1	0	3
Poorly	1	0	2
Very Poorly	1	0	0
Not applicable	1	0	3
	42	7	95

(7) The range of Library programs and activities meet my needs:

N = 137	Raymond Terrace	Mobile	Tomaree
Extremely Well	8	3	31
Very Well	14	0	34
Somewhat Well	8	0	6
Somewhat Poorly	0	0	0
Poorly	0	0	0
Very Poorly	0	0	0
Not applicable	11	4	18
	41	7	89

Question 3: Which of our e-Collections do you access and how often?

(1) eBooks

N = 144	Raymond Terrace	Mobile	Tomaree
Once a week	4	1	8
Once a month	3	1	7
Only occasionally	1	0	8
Don't access	35	5	71
	43	7	94

(2) e Audio Books

N = 135	Raymond Terrace	Mobile	Tomaree
Once a week	1	0	2
Once a month	1	0	4
Only occasionally	4	0	5
Don't access	37	7	74
	43	7	85

(3) eMusic

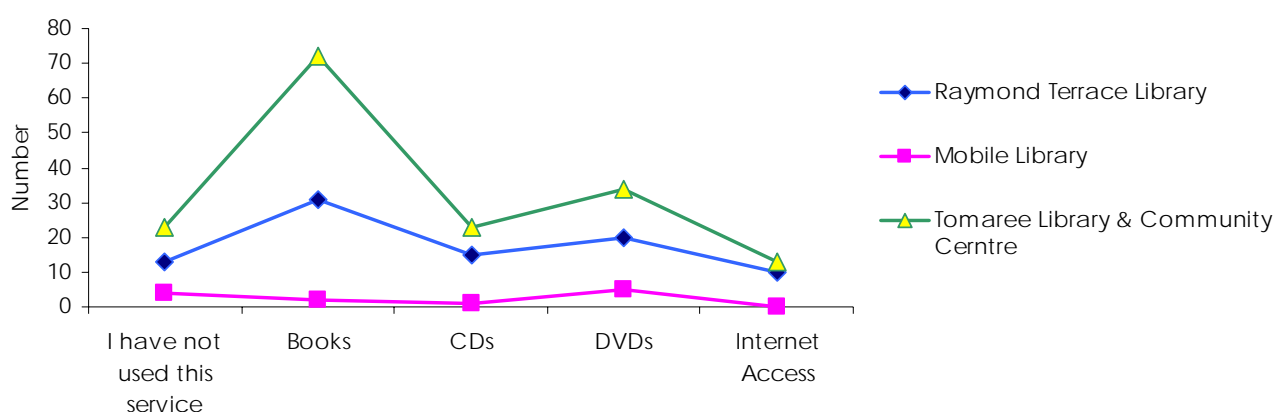
N = 143	Raymond Terrace	Mobile	Tomaree
Once a week	1	0	5
Once a month	3	1	9
Only occasionally	2	0	10
Don't access	37	6	69
	43	7	93

(4) e Resources (Electronic Databases)

Answer Options	Raymond Terrace	Mobile	Tomaree
Once a week	1	0	7
Once a month	0	0	0
Only occasionally	6	0	10
Don't access	35	7	70
	42	7	87

Question 4: Council's Library Service forms part of the Newcastle Region Library Service. As a member of Port Stephens Library you have access to a range of items located in other libraries across the Region. If you have accessed CDs, DVDs, Books, e-Resources from the wider Network, which ones did you access?

Regional Library Service Access



Question 5: How do you find items in the library collection and/or other information about the Library, such as new services and resources, opening hours, and activities, programs and events? (Multiple answers allowed).

N = 141	Raymond Terrace	Mobile	Tomaree
Catalogue in the library	11	0	31
Catalogue on-line	11	0	21
Browse Shelves	29	6	70
Ask Staff	33	6	75
Council's website Library page	8	2	17
Inside Library displays	20	5	38
Library Facebook Page	5	0	6
Notices in Port Stephens Examiner	7	1	17

Question 6: What could the Library do better? Are there additional services we could offer that would add value for you?

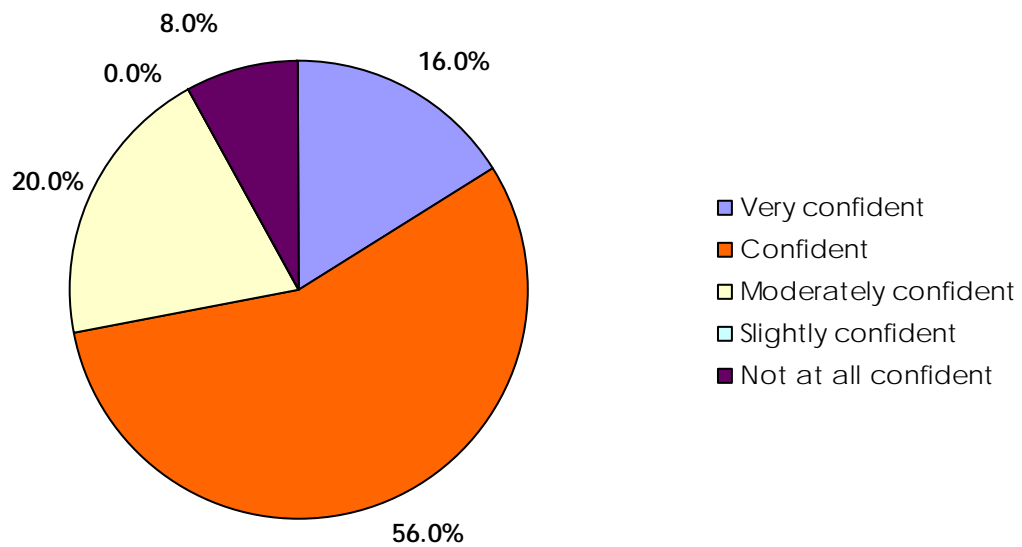
Please refer to the Verbatim Report for suggestions from respondents to this survey.

Development and Building Services

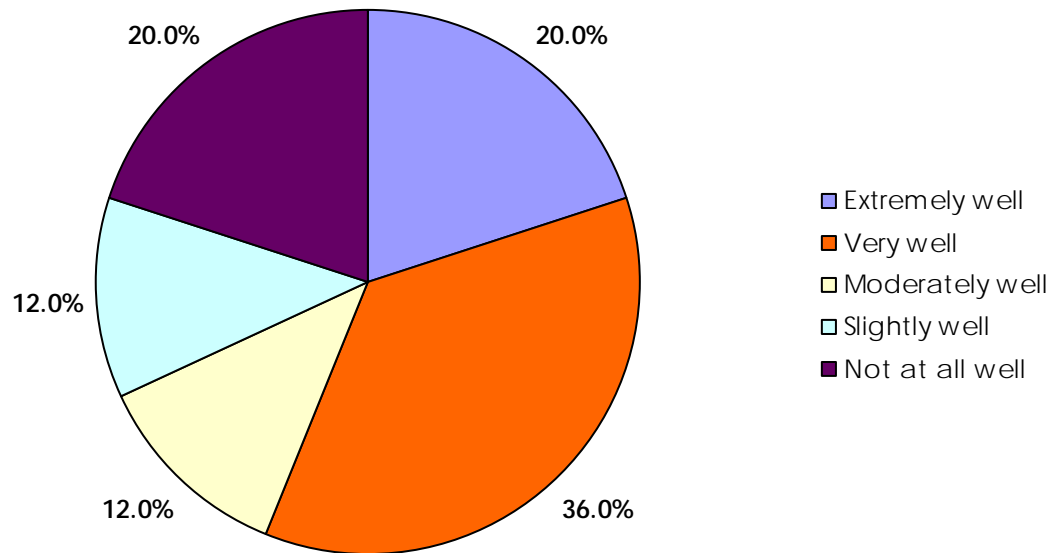
This survey was undertaken during April/May 2013 using a random sample of 80 from the total of all development applications determined in the previous 12 months, with a target of 10% return. The number of respondents was 25, being 31.25% return.

Results

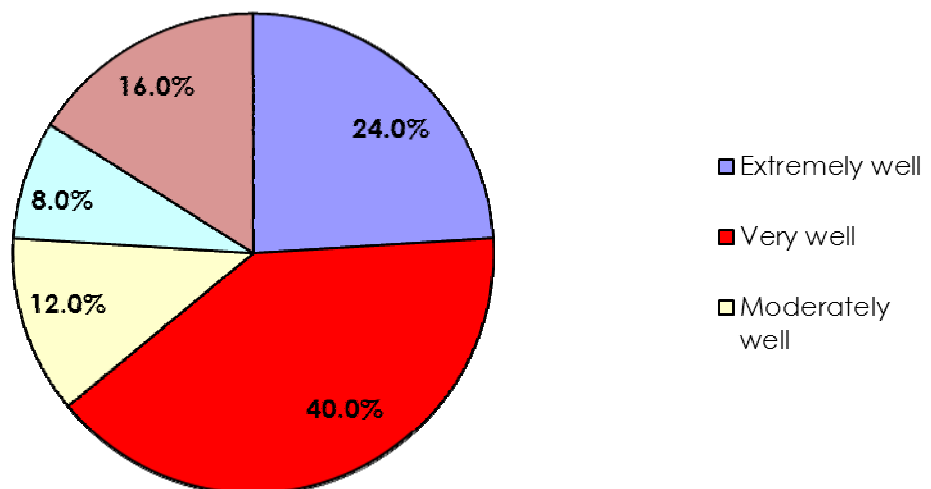
Question 1: When you first enquired about your project/application how confident were you that Council understood your requirements?



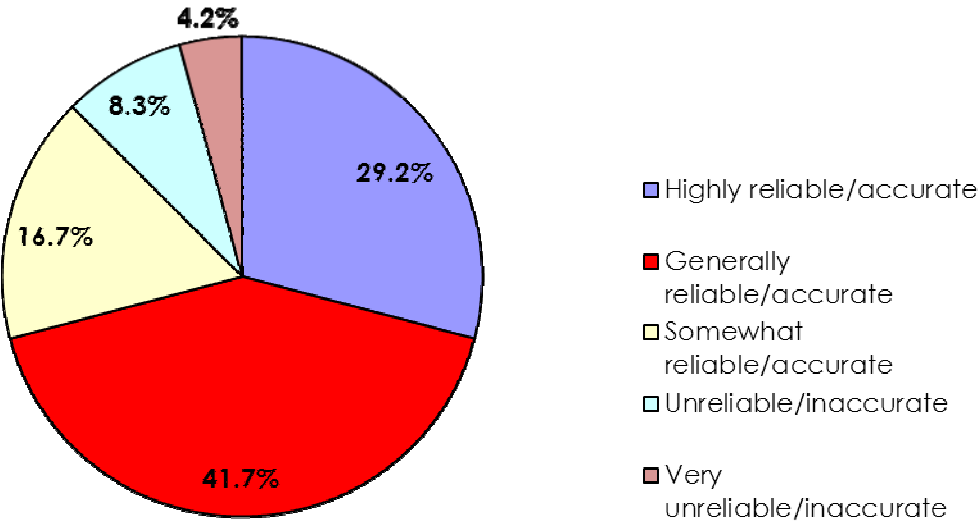
Question 2: How well did Council staff work with you as a customer to ensure that their processes added value to you?



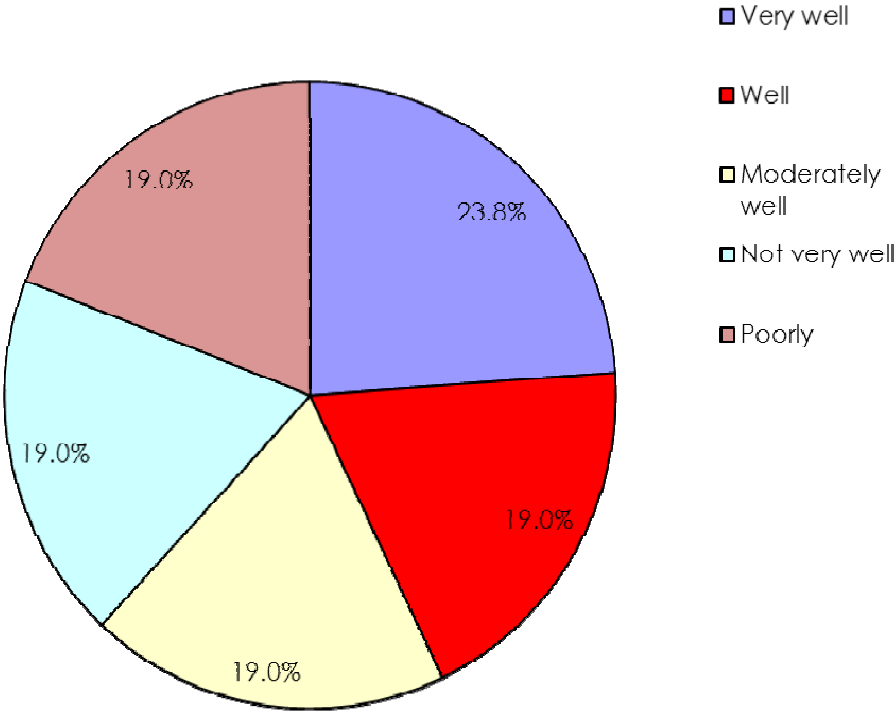
Question 3: How well did members of Council's staff communicate with you throughout the processing of your application?



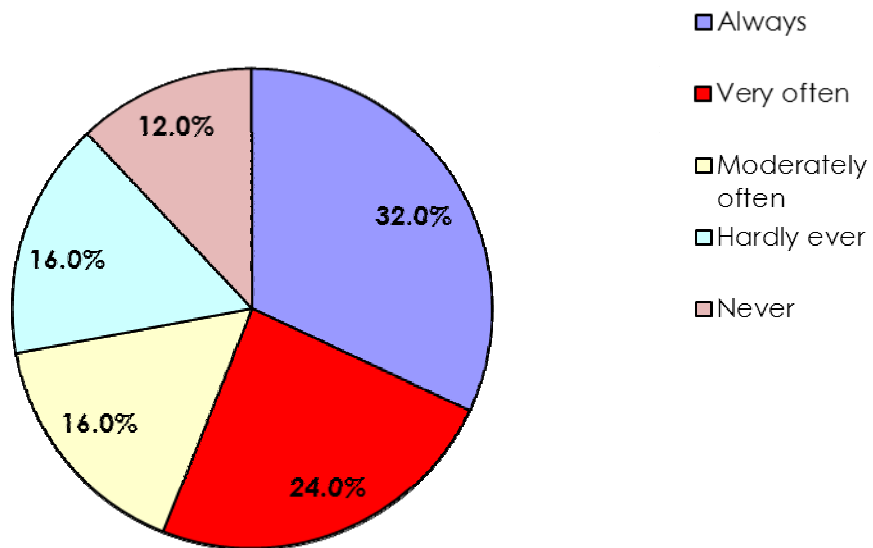
Question 4: When you contacted the staff with questions or problem-solving concerns, the information you received is best categorised as:



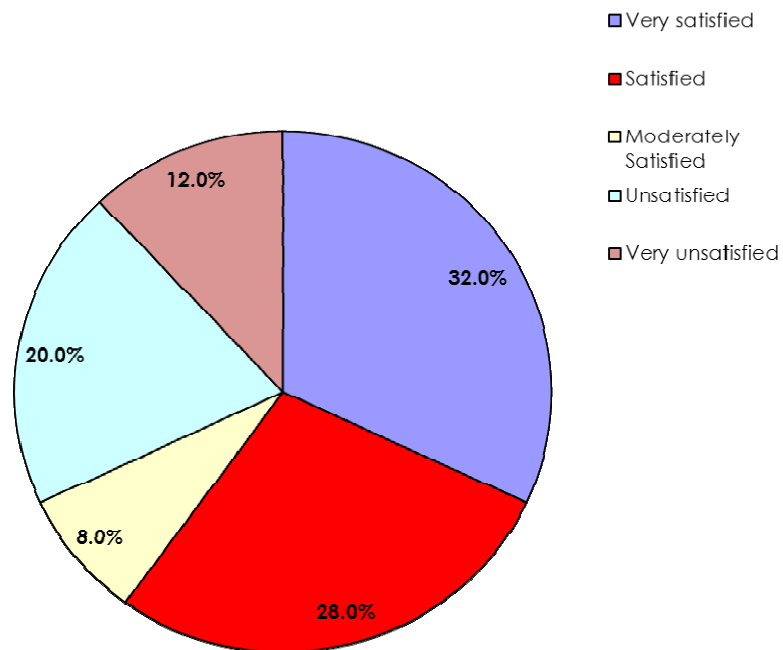
Question 5: If there were problems during your application process, how well did the Council resolve them?



Question 6: How often did Council meet the advised timelines for each stage of your application?



Question 7: Overall how satisfied are you with the service you have received from Council throughout your development and/or building application?



Environmental Health Services – Health Inspections

The scope of this survey was the total population of those businesses that have annual inspections (N = 437). The target response rate was 10% and only 5.95% (N = 25) was achieved. Due to time constraints additional sampling and follow up was not possible and accordingly the results detailed below should be treated with caution.

Results

Question 1: What type of business are you engaged in?

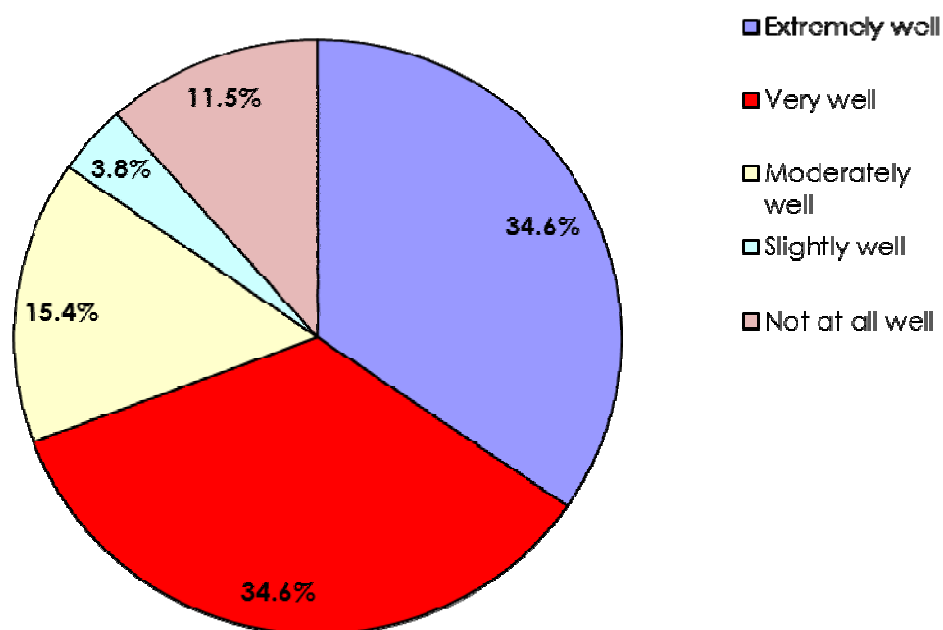
Businesses identified were:

- Early Childhood Education
- Bed & Breakfast
- Mobile home village
- Transport Services
- Acupuncture and massage
- Health foods
- Registered Club
- School Canteen
- B&B
- Food premises
- Tattoo parlour
- Manufacturing
- Accommodation

Question 2: During the last 12 months, what type(s) of engagement did you have with Council's environmental health staff? You may have more than one answer.

Regular inspection required by legislation	92.3%
Inspection requested by you	11.5%
Seeking information related to licence requirements/establishing your business	19.2%
Seeking information related to fees and charges	15.4%

Question 3: Processes should be designed with the customer in mind. How well did Council work with you as a client to ensure that our processes caused least disruption?



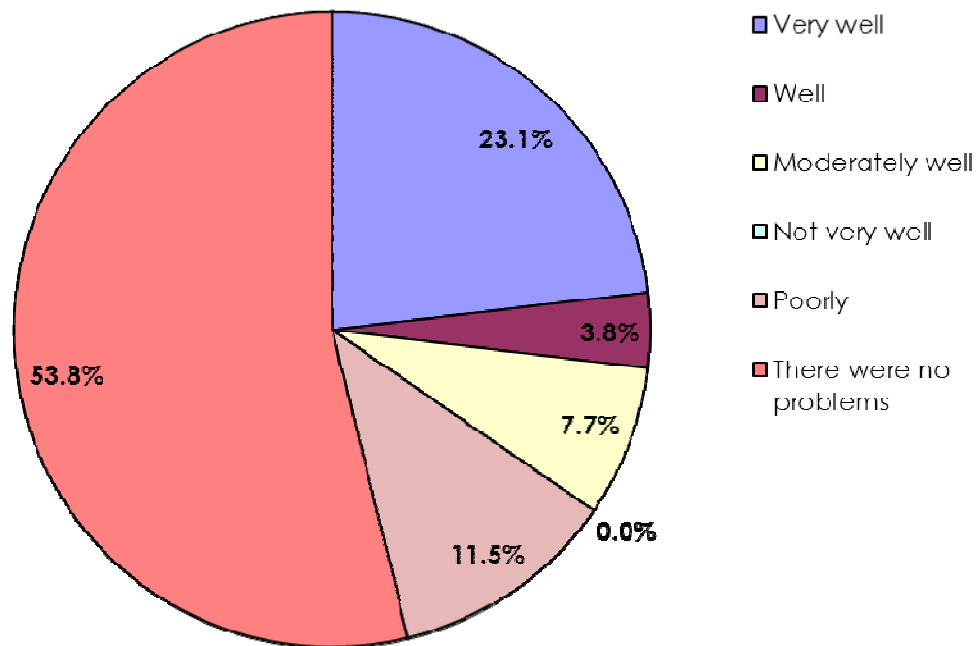
Question 4: How well did Council's Environmental Health staff communicate with you before, during and after the service?

Extremely well	19.2%
Very well	46.2%
Moderately well	19.2%
Slightly well	11.5%
Not at all well	3.8%

Question 5: If you contacted the staff in Council with questions or problem-solving concerns, the information you received is best categorised as:

Highly reliable/accurate	34.6%
Generally reliable/accurate	15.4%
Somewhat reliable/accurate	3.8%
Unreliable/inaccurate	3.8%
Very unreliable/inaccurate	3.8%
Did not contact staff in Council	38.5%

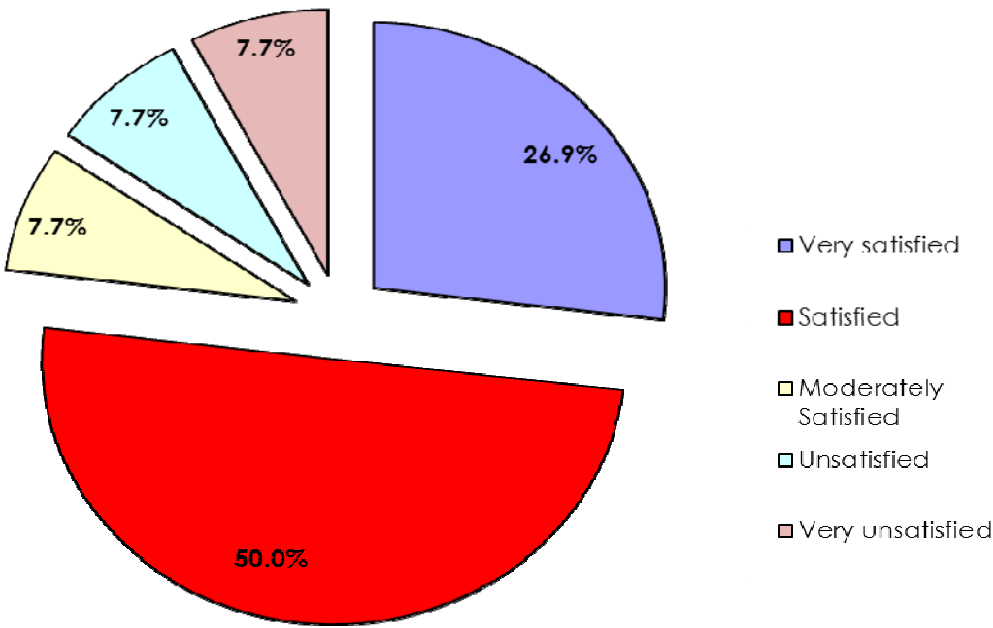
Question 6: If there were problems with the provision of services to you, how well did Council resolve them?



Question 7: How often did Council meet agreed deadlines - for example turned up when expected, kept appointments, provided documents, reports and/or information?

Always	60.0%
Very often	20.0%
Moderately often	12.0%
Hardly ever	8.0%
Never	0.0%

Question 8: Given that most environmental health services are required by State government with Council required to implement them, overall how satisfied are you with the service you have received from Council?



Environmental Health Services – On Site Sewage Management

This survey was conducted in April/May 2013 using a statistically representative sample (N = 88) with a target of 10% return. The survey was directed to residential, rural/farmland and commercial On Site Sewage inspections in the previous twelve months and achieved a return of 13.64% (N = 12). Note: there were no respondents who designated commercial. Results of this survey should be counted as representative of the residential group but no inferences can be drawn for the commercial group from these results.

Part of the intent of this survey (other than ascertaining satisfaction) was to establish baseline data on usage of the services and areas for improvement.

Results

Question 1: What type of property is your on site sewage management system located on?

Respondents nominated 75% residential and 25% rural/farmland.

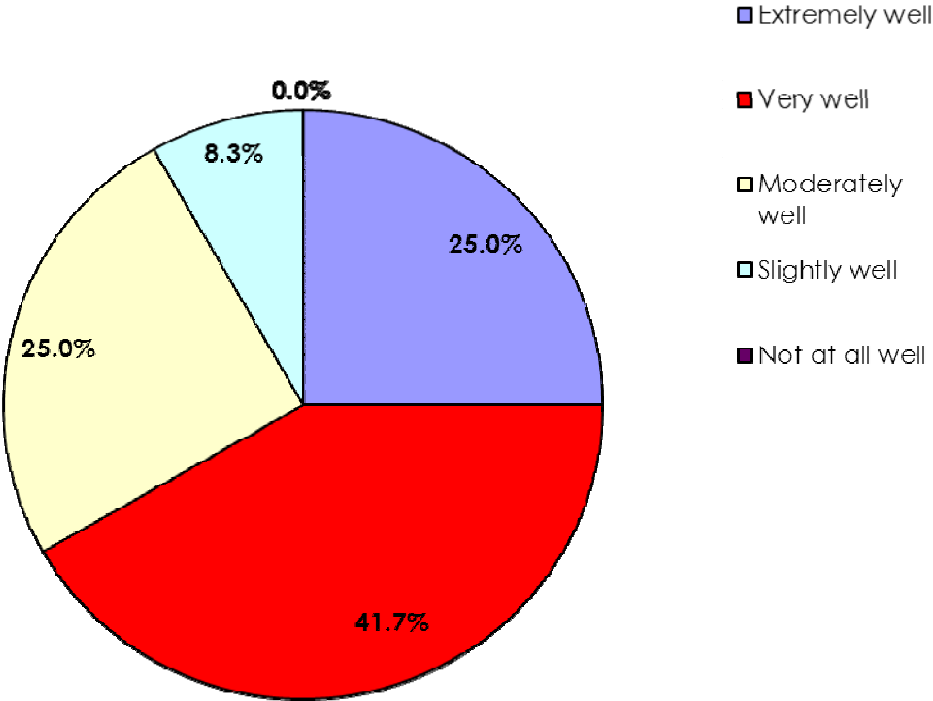
Question 2: During the last 12 months have you sought information about on site sewage management systems from any of these sources?

	Response Per cent
Council's Customer Service staff	8.3%
Council's Environmental Health staff (inspectors)	25.0%
Local Councillor	0.0%
Council's web page	16.7%
Did not seek information	75.0%

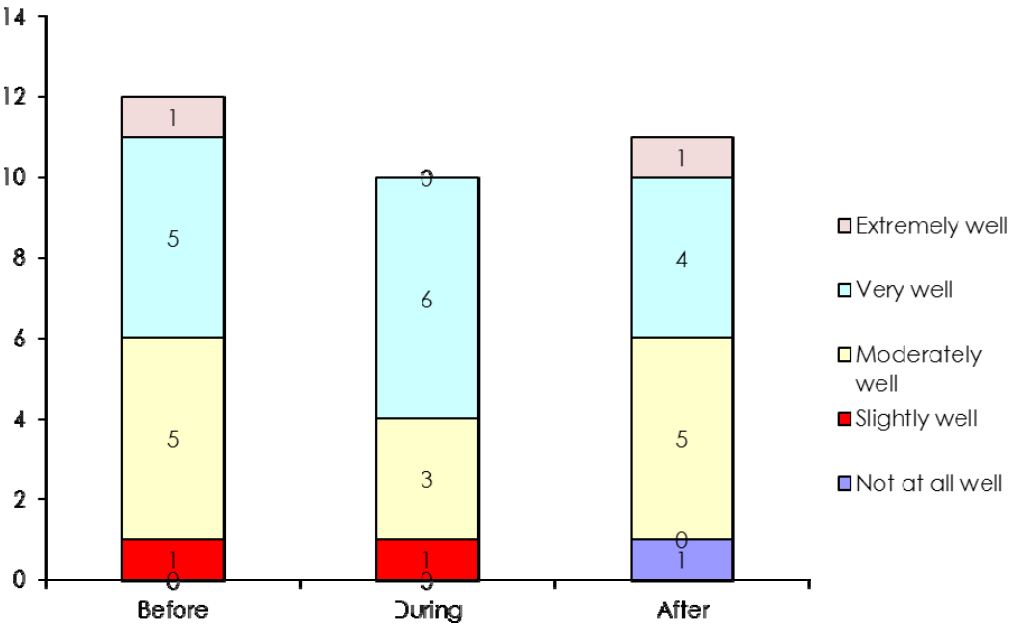
Question 3: During the last 12 months, what type(s) of engagement did you have with Council's environmental health staff?

N = 12	Response per cent
Regular inspection required by legislation	66.7%
Inspection requested by you	16.7%
Seeking information related to requirements for on site sewage management system	16.7%
Seeking information related to fees and charges	16.7%

Question 4: Processes should be designed with the customer in mind. How well did Council work with you as a client to ensure that our processes caused least disruption?



Question 5: How well did Council's Environmental Health staff communicate with you before, during and after the service?



Question 6: If you contacted the Environmental Health staff in Council with questions or problem-solving concerns, the information you received is best categorised as:

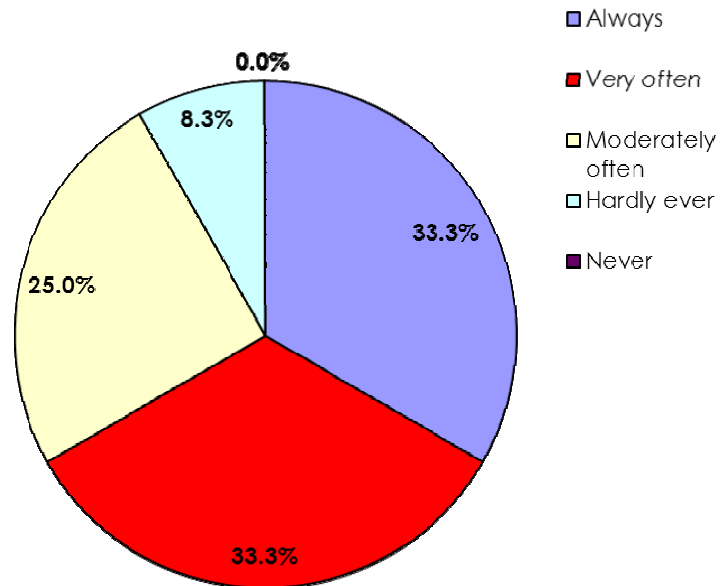
Highly reliable/accurate	0.0%
Generally reliable/accurate	25.0%
Somewhat reliable/accurate	16.7%
Unreliable/inaccurate	0.0%
Very unreliable/inaccurate	8.3%
Did not contact staff in Council	50.0%

Question 7: If there were problems with the provision of services to you, how well did Council resolve them?

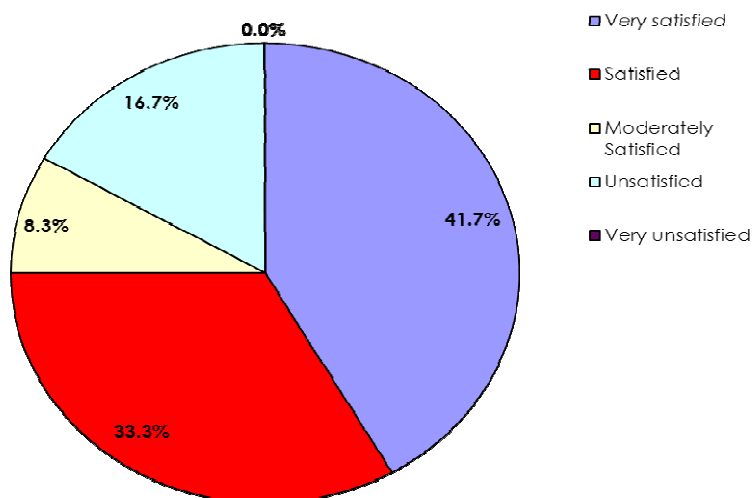
Note: This question had a low response rate (N = 6) and the results should be treated with caution. Either there were no problems for some respondents so they bypassed the question, or some respondents chose not to answer.

Very well	0.0%
Well	50.0%
Moderately well	33.3%
Not very well	0.0%
Poorly	16.7%

Question 8: How often did Council meet agreed deadlines - for example turned up when expected, kept appointments, provided reports, documents and/or information?



Question 9: State government regulations require Council to have an on site sewage management program. Overall how satisfied are you with the on site sewage service(s) you have received from Council?



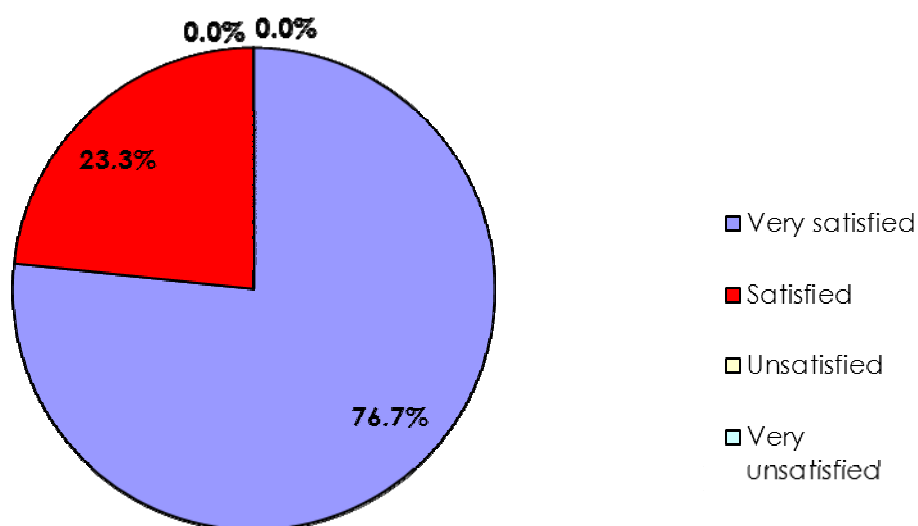
Children's Services

(1) Family Day Care

This survey of parents/carers was conducted on the whole population (N = 340) in April/May 2013. A total of 38 responses were received (11.18%).

The survey comprised twenty (20) questions of which three (3) relate to this survey and the balance were for accreditation and service improvements/changes. The three included are shown in the results below. Question 11 of the survey relates to overall satisfaction and the other two are intended to explore value adding to establish a baseline to identify shifting motivations over time.

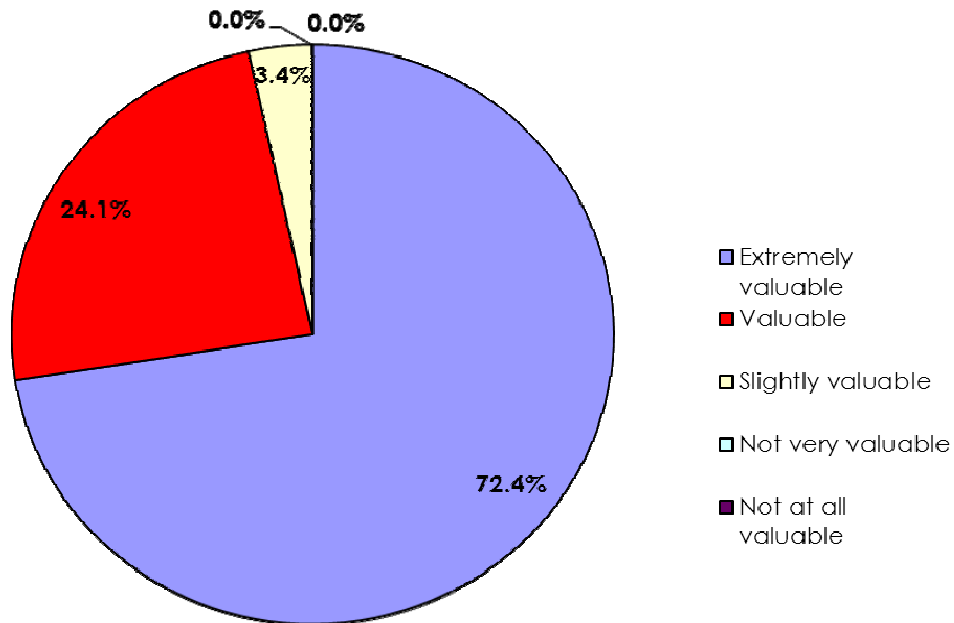
Question 11: How satisfied are you with our Family Day Care service? (N = 30)



Question 16: Port Stephens Family Day Care aims to meet the needs of all families. Please indicate the needs that this service meets for you? (Respondents could choose more than one answer).

N = 30	Response Per cent
I require care so I can work	80.0%
I require care so I can study	23.3%
I need time to attend to tasks without the children	16.7%
I need time for myself	6.7%
I like my child to socialise with other children	56.7%
I want my child to be prepared for school	36.7%

Question 17: How well does Port Stephens Family Day Care meet these needs and therefore add value for you?



Medowie Before and After School Care

This survey of parents/carers was conducted on the whole population (N = 83) in April/May 2013. A total of 24 responses were received (28.92%).

The survey comprised twenty (2) questions of which three (3) relate to this survey and the balance were for accreditation and service improvements/changes. The three included are shown in the results below.

Results

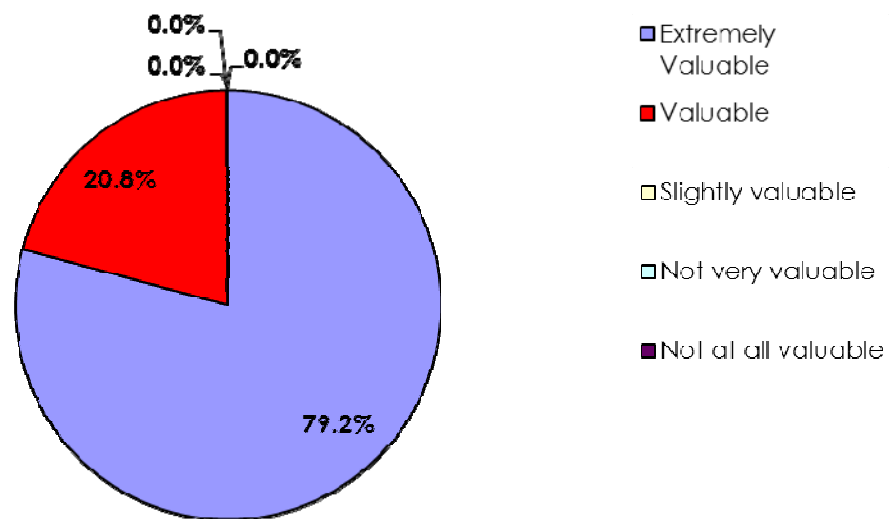
Question 7: How satisfied are you with this service? (N = 23)

Very satisfied	73.9%
Satisfied	26.1%
Unsatisfied	0.0%
Very unsatisfied	0.0%

Question 3: Medowie Before and After School Care aims to meet the needs of all families using our service. Please indicate the needs that this service meets for you. (Respondents could choose more than one response).

N = 24	Response Per cent
I require care in order to go to work.	95.8%
I require care in order to study.	0.0%
My child enjoys attending.	33.3%
Care allows my child to be with friends/make friends.	12.5%
Care gives me time for myself.	0.0%
Care allows me to attend to tasks without my children.	4.2%

Question 4: How well does MBASC meet these needs and therefore add value for you?



Raymond Terrace Before and After School Care

This survey of parents/carers was conducted on the whole population (N = 95) in April/May 2013. A total of 29 responses were received (30.53%).

The survey comprised twenty (2) questions of which three (3) relate to this survey and the balance were for accreditation and service improvements/changes. The three included are shown in the results below.

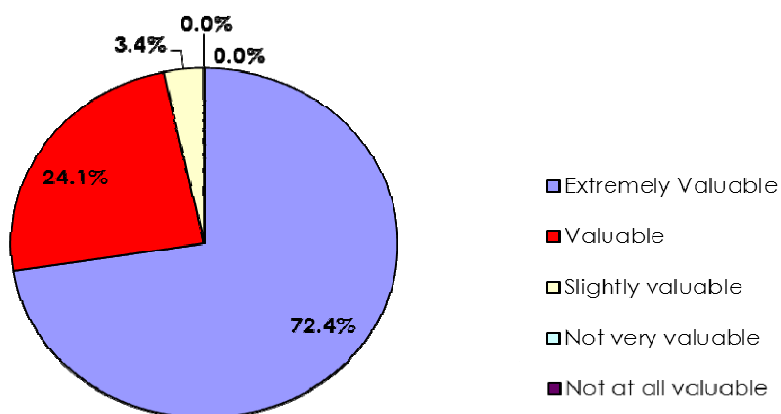
Question 7: How satisfied are you with this service?

N = 29	Response Per cent
Very satisfied	48.3%
Satisfied	51.7%
Unsatisfied	0.0%
Very unsatisfied	0.0%

Question 3: Raymond Terrace Before and After School Care aims to meet the needs of all families using our service. Please indicate the needs that this service meets for you.

N = 29	Response Per cent
I require care in order to go to work.	86.2%
I require care in order to study.	17.2%
My child enjoys attending.	13.8%
Care allows my child to be with friends/make friends.	3.4%
Care gives me time for myself.	3.4%
Care allows me to attend to tasks without my children.	6.9%

Question 4: How well does RTBASC meet these needs and therefore add value for you?



Activity Van

This survey was conducted with the total population of parents/carers (N = 25) and a response of 44% was achieved (N = 11).

The survey comprised thirteen (13) questions. Customer Satisfaction was aggregated from survey questions on specific aspects of the service:

- Helpful, welcoming staff
- Development program
- Physical environment and outdoor area
- Administration process
- Customer service

The balance was for accreditation and service improvements/changes. The three included are shown in the results below.

Results

Overall Satisfaction: the aggregated result showed satisfaction at **90.9%** (N = 25).

Question 6: Our Pre-school aims to meet the needs of all our families. Please indicate the needs that this service meets for you.

N = 11	Response Per cent
I require care in order to go to work	9.1%
I require care in order to undertake study	0.0%
Childcare provides opportunities for my child to make friends	81.8%
Childcare provides an opportunity for me to meet other parents	36.4%
Childcare provides information about parenting	18.2%
Childcare provides learning opportunities for my child	81.8%
Childcare prepares my child for school	90.9%
Childcare provides time for myself	45.5%
Childcare allows me the chance to attend to tasks without my children	45.5%

Question 7: How well does our Pre-school meet these needs and therefore add value for you?

N = 11	Response Per cent
Extremely Valuable	81.8%
Valuable	18.2%
Slightly valuable	0.0%
Not very valuable	0.0%
Not at all valuable	0.0%

Vacation Care

This survey was undertaken of the total population of parents/carers (N = 171). There were 32 respondents (18.71%).

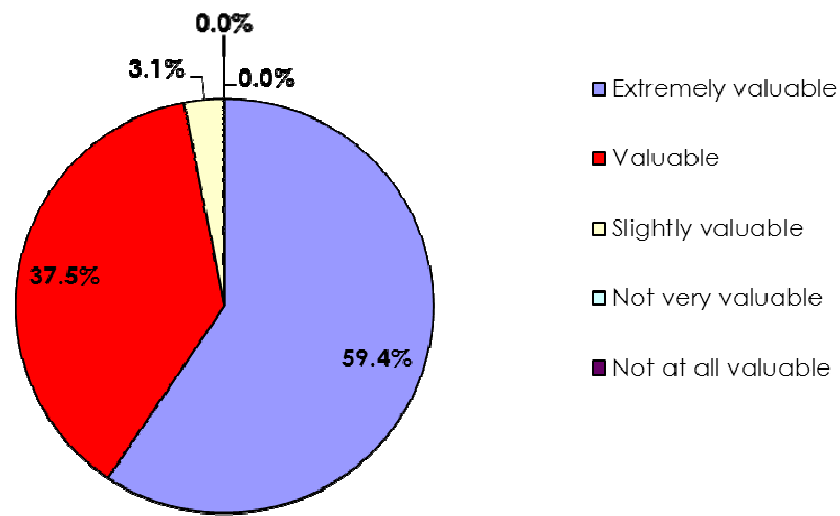
This survey asked which vacation care service was most frequently used by parents: 46.9% nominated Raymond Terrace (Boomerang Park) and 53.1% nominated Medowie (School Hall).

Most survey questions pertained to accreditation and operational areas; for the purpose of this Report, there were three (3) questions that were pertinent.

Question 5: Vacation Care aims to meet the needs of all families. Please indicate the needs that this service meets for you.

N = 32	Response Per cent
I use vacation care because I work full time.	59.4%
I use vacation care because I work part time.	28.1%
I use vacation care because I am studying.	6.3%
I use vacation care because my child enjoys attending.	34.4%
I use vacation care because it allows my child to be with friends/make friends.	25.0%
I use vacation care because it gives me time for myself.	18.8%
I use vacation care because it allows me to attend to tasks without my children.	6.3%

Question 6: How well does our Vacation Care program meet these needs and therefore add value for you?



Question 7: How satisfied are you with this service?

N = 32	Response Per cent
Very satisfied	62.5%
Satisfied	37.5%
Unsatisfied	0.0%
Very unsatisfied	0.0%

Cemeteries

The survey related to cemeteries was directed to undertakers (N = 14) in October 2012, and adopted for use in this Report as it was recently conducted. There was a 50% response rate (N = 7) and whilst this is a low base the target population is the principal customer of this service.

In response to the question: "How would you rate our overall cemetery service?" the graph below demonstrates a positive outcome.

