



2014 Customer Satisfaction Survey Report

© Port Stephens Council 2014

Contents

EXECUTIVE SUMMARY	4
Surveys	5
Statistics	7
Overall Results.....	7
Individual Results.....	7
CUSTOMER SATISFACTION SURVEY 2014	9
General Survey	9
Demographics.....	9
Locality.....	10
Results	11
LIBRARY SERVICES	24
DEVELOPMENT AND BUILDING SERVICES.....	32
ENVIRONMENTAL HEALTH SERVICES – HEALTH INSPECTIONS	37
ENVIRONMENTAL HEALTH SERVICES – ON-SITE SEWAGE MANAGEMENT	40
CHILDREN'S SERVICES	40
Family Day Care	40
Medowie Before and After School Care.....	41
Raymond Terrace Before and After School Care.....	42
Activity Van.....	43
Vacation Care.....	45
YOUNG PEOPLE	46
VISITOR INFORMATION CENTRE.....	49
BUSINESS	49

Customer Satisfaction Survey 2014

Executive Summary

The Operational Plan 2013-2014 requires at 18.1.1.6 *Conduct a customer satisfaction survey annually*. This is the Report of the survey conducted during April/May 2014.

The responses across all surveys were largely geographically representative of the sampled cohorts and some areas were slightly over-represented (eg. Corlette, Nelson Bay). However there is a distinct skew to older residents and more males than females. The constraints of budget and timing meant that there was no opportunity this year to correct by re-sampling. A strategy is in place for 2015 to reduce the risk of this demographic skew.

This year's survey 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	The Sustainability Review of this service package was undertaken in 2013 and a decision made to divest this service over time. In that circumstance a survey was not warranted.
Ngioka Centre	This service is undergoing reviews and operational changes. Until the future of the Centre has been determined a survey is not warranted.
Holiday Parks	Holiday Parks have continuous monitoring of their customers' experiences and using the results (provided) would skew the outcomes.
Cemeteries	There are only 14 direct customers of cemeteries and they were surveyed last year. It was decided that it was inappropriate to survey them again so this service package was canvassed in the general survey with two questions related to operational cemeteries; and historic cemeteries.

Surveys

Survey	Customer Base	Date	Method/Responses
General	Facilities and services – used by the majority of the community	April/May 2014	Advertisements (4) in Examiner; Web site; randomly sampled statistically representative from rates data base (3,040); Youth Network and LALC distribution of hard copies. RAAF Base newsletter was used to invite personnel to participate. Staff were asked to actively engage family and friends in the LGA to participate. Target was to get 10% response rate. Social media was also used to highlight the survey. Target 304, actual 310.
Library	Users of libraries	May 2014	Hard copy survey instrument distributed by staff within libraries during Library Week. Promoted within libraries. Invitation to participate sent to 822 active library users. Target response 88. Actual was 259.
Development and Building	Development Applications within last 12 months	April/May 2014	Random sample – 518. Target 10% response. Actual was 15 responses, which makes this sample unrepresentative for all but overall satisfaction with Council.
Environmental Health	Businesses that have annual inspections	April/May 2014	Total population (402). Target 25 responses, actual was 12 responses, which makes this sample unrepresentative for all but overall satisfaction with Council.
On-site Sewage Management	Residential and commercial	April/May 2014	Random sample – 450. Target 30 responses. Actual responses 3, so these responses are excluded from the outcome results.

Survey	Customer Base	Date	Method/Responses
Businesses	Economic Development Unit mailing list	April/May 2014	350 distributed electronically. Target 100 responses. Actual responses were 55, which is more than 10% and so is representative – this survey was conducted through Economic Development which set the more ambitious target. 10% is an appropriate response.
Raymond Terrace Before and After School Care	Parents/Carers	April/May 2014	Total population (91). Target 18 responses. Actual 20 responses.
Medowie Before and After School Care	Parents/Carers	April/May 2014	Total population (98). Target 10 responses. Actual 12 responses.
Port Stephens Activity Van	Parents/Carers	April/May 2014	Total population (33). Target 5 responses. Actual 14 responses.
Family Day Care	Parents/Carers	May 2014	Total population (636). Target 64 responses. Actual 124 responses.
Vacation Care	Parents/Carers	April/May 2014	Total population (183). Target 20 responses. Actual 31 responses.
Visitor Information Centre	Tourists/Visitors to the Port Stephens Council (PSC) Local Government Area (LGA)	April 2014	Specialist survey based on Tourism Association template which included satisfaction with the service. Target 160 respondents. Actual 120 responses, which is appropriate for this type of interview surveying.
Young People	Port Stephens Youth Advisory Panel	April/May 2014	Specialist survey developed for this year by the PS Youth Advisory Panel: a baseline study for future years. No target set but 21 people responded. Note that this category were asked different questions so that their responses relate to specific services, and are not included in overall satisfaction level calculations.

Statistics

The target sample required, with 95% confidence was 718. Total response was 1,144 across all surveys.

Overall Results

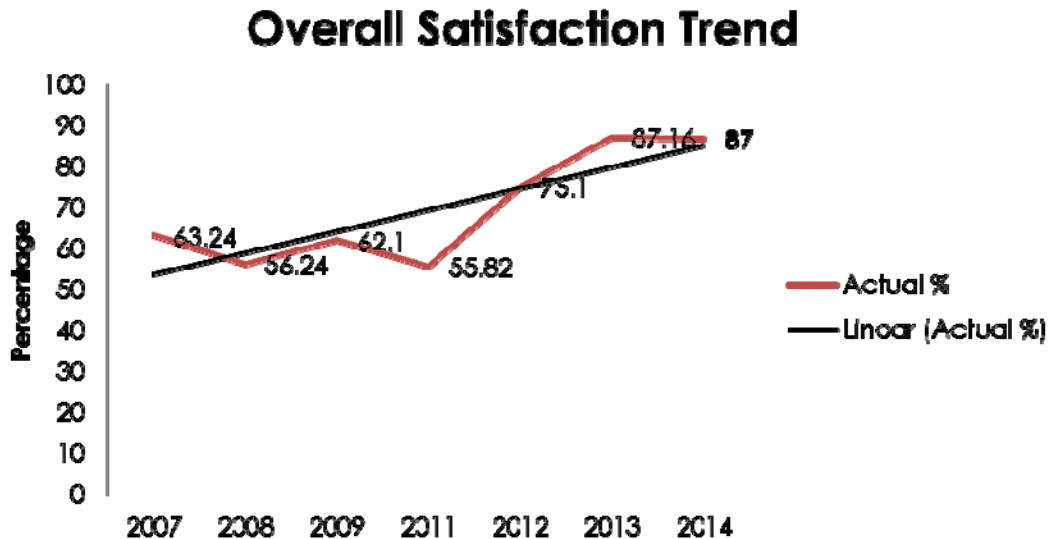
All surveys except that for the Youth Advisory Panel contained a question related to overall satisfaction with Council and/or the service being surveyed.

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

- very satisfied;
- satisfied;
- moderately/slightly satisfied;

and were aggregated using a weighted average satisfaction across all surveys.

Overall satisfaction with Council for the service packages surveyed was **87.00%**.



In terms of overall satisfaction with Council, more females (85.7%) were satisfied compared to 84.5% 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 by level of overall satisfaction in descending order. The scores are aggregated as described above.

Facilities/Services	Aggregated Satisfaction Score %
Vacation Care	100.0
Raymond Terrace Before and After School Care	100.0
Medowie Before and After School Care	100.0
Activity Van	100.0
Family Day Care	99.1
Cemeteries - Operational	84.5 *
Cemeteries - Historic	75.7 *
Sport and Recreational Facilities	96.6
Libraries	87.1
Garbage Collection Services	94.2
Swimming Pools	97.4
Community Public Halls	97.3
Playground equipment	90.2
GENERAL SURVEY- Overall Satisfaction	85.2
Environmental Health Services	91.6
Public toilet amenities (Council-owned park/community amenities - not those in shopping centres)	87.3
Access to waste depots and waste transfer stations	86.8
Built Environment	74.8
Environmental Management	74.8
Managing traffic flow (eg. lights, roundabouts, street signs)	79.4
Maintaining parks and gardens	83.1
Development and Building Services	93.3
Managing nature reserves, wetlands, beaches and foreshores	69.5
Rangers Services (parking)	77.4 *
Ranger Services (eg. animal management)	81.1 *
Maintaining cycleways/walking tracks	64.4 *
Roadside maintenance (eg. trees, litter, slashing)	60.7
Managing street trees	63.8
Maintaining footpaths	58.7

Facilities/Services	Aggregated Satisfaction Score %
Managing storm water drainage systems	65.8
Managing Illegal dumping	60.3 *
Maintaining local roads	64.0
Controlling weeds	59.0 *
Opportunities to input to Council decisions	38.9
Services for business	36.4
Visitor Information Centre – Overall satisfaction with visit to Centre	96.0

* These responses had a high 'Don't know' count so may not be representative.

Customer Satisfaction Survey 2014

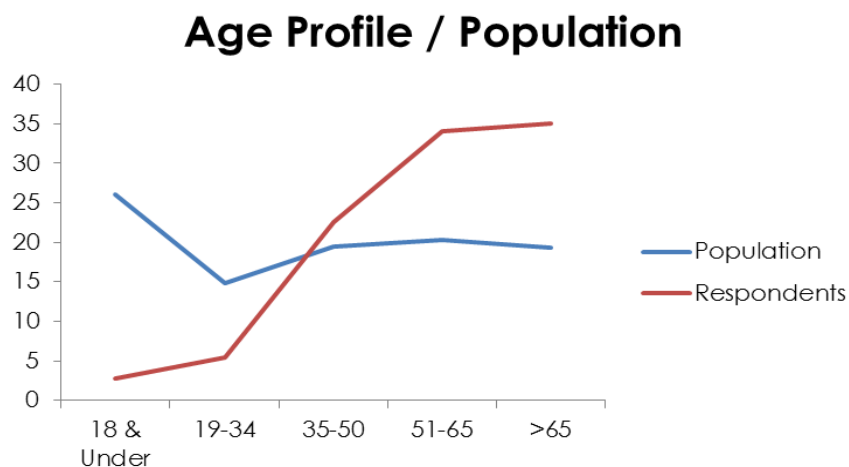
General Survey

This survey was conducted between 1 April and 31 May 2014. The targeted response was 304 and actual response was 310. Not all respondents answered all questions.

Demographics

Of those that answered the age/gender question (n=294) 56.6% were males and 43.4% were females. (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=285). Whilst individual locality percentages were +/- the geographic spread of respondents broadly parallels the total population spread.¹

Locality	Percentage of Population	Percentage of Respondents
Anna Bay, Boat Harbour, Fisherman's Bay	7.6	6.0
Bobs Farm	0.7	1.4
Brandy Hill	0.9	1.1
Corlette	6.5	11.9
Duns Creek	0.7	1.1
Eagleton	0.3	1.8
East Seaham, Balickera	0.5	0.0
Fern Bay	2.3	1.1
Ferodale	0.0	0.0
Fingal Bay	2.1	2.1
Fullerton Cove	0.4	0.7
Glen Oak	0.5	0.7
Heatherbrae, Motto Farm	0.7	0.0
Hinton	0.4	1.4
Karuah, Twelve Mile Creek	1.9	2.5
Lemon Tree Passage	3.6	3.2
Mallabula	1.2	0.7
Medowie	12.4	11.9
Nelson Bay	7.6	11.2
Nelsons Plains	0.5	1.4
One Mile Beach	0.4	0.7
Raymond Terrace	17.8	13.3
Salamander Bay	6.8	6.7
Salt Ash	1.5	0.7
Seaham	1.4	1.1
Shoal Bay	2.6	4.2
Soldiers Point	1.9	3.5
Swan Bay, Oyster Cove	0.6	1.1
Tanilba Bay	4.1	4.9
Taylors Beach	0.1	0.0

¹ ABS Census 2011

Locality	Percentage of Population	Percentage of Respondents
Tomago	0.4	0.4
Wallalong	1.3	1.1
Williamstown, Campvale	1.2	1.4
Woodville, Butterwick	9.2	1.1

Results

The results that follow demonstrate the 2014 outcome and, where a direct comparison can be made, also show the 2013, 2012 and 2011 result. 'Traffic light' colours indicate improvement over 2013 (green), no change (yellow) and decline (red). Improvement is shown as red or green if it is statistically significant (+/- 5%).

QUESTION 1:

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

Summary:

All figures in the table below are percentages.

	2014 Aggregate	2013 Aggregate	2012 Aggregate	Extremely well	Very well	Moderately well	Slightly well	Not at all well	Don't Know
Maintaining local roads	64.0	52.37	37.5	3.0	15.5	45.5	19.1	16.8	0.0
Roadside maintenance (eg. trees, litter, slashing)	60.7	58.68	59.3	2.6	20.8	37.3	22.8	16.5	0.0
Maintaining footpaths	55.3	53.99	46.4	3.6	18.1	33.6	21.7	17.1	5.9
Maintaining cycleways/walking tracks	54.2	58.84	53.7	2.7	22.9	28.6	18.6	11.3	15.9
Managing street trees	60.8	57.87	56.7	2.3	23.3	35.2	18.9	15.6	4.7
Managing traffic flow (eg. lights, roundabouts, street signs)	77.8	76.50	69.8	7.6	32.5	37.7	11.6	8.6	2.0
Managing storm water drainage systems	58.7	53.93	46	4.9	23.3	30.5	16.1	14.4	10.8
Managing illegal dumping	47.0	N/A	N/A	4.3	17.9	24.8	12.6	17.9	22.5
Maintaining parks and gardens	77.6	72.89	71.2	8.9	32.6	36.2	12.8	6.9	2.6
Managing operational cemeteries	43.4	N/A	N/A	4.6	21.9	16.9	6.0	2.0	48.7
Managing historic cemeteries	37.3	N/A	N/A	5.0	16.3	16.0	7.3	4.7	50.7
Managing nature reserves, wetlands, beaches and foreshores	64.5	67.89	60.8	6.3	28.9	29.3	16.1	12.2	7.2
Controlling weeds	48.8	46.28	37.8	3.3	15.3	30.2	18.9	15.0	17.3

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

	2014 Aggregate	2013 Aggregate	2012 Aggregate	2011 Aggregate
Maintaining local roads	64.0	52.37	37.5	49.2
Roadside maintenance (eg. trees, litter, slashing)	60.7	58.68	59.3	56.6
Maintaining footpaths	55.3	53.99	46.4	51
Maintaining cycleways/walking tracks	54.2	58.84	53.7	54.8
Managing street trees	60.8	57.87	56.7	54
Managing traffic flow (eg. lights, roundabouts, street signs)	77.8	76.50	69.8	56
Managing storm water drainage systems	58.7	53.93	46	54
Managing illegal dumping	47.0	N/A	N/A	N/A
Maintaining parks and gardens	77.6	72.89	71.2	59.6
Managing operational cemeteries	43.4	N/A	N/A	N/A
Managing historic cemeteries	37.3	N/A	N/A	N/A
Managing nature reserves, wetlands, beaches and foreshores	64.5	67.89	60.8	58.8
Controlling weeds	48.8	46.28	37.8	64

QUESTION 2:

Required respondents to indicate how satisfied they were with the following services.

Summary:

	2014 Aggregate	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)	82.5	81.52	75.2	6.5	43.6	32.3	12.0	5.5
Playground equipment	87.6	88.15	84.4	13.1	50.0	24.5	9.6	2.8
Community Public Halls	91.6	91.14	88.8	11.7	49.8	30.0	2.6	5.9
Sport and Recreational Facilities	92.1	93.77	91.2	18.0	51.4	22.7	3.2	4.7
Swimming Pools	93.8	91.38	89.9	18.1	56.5	19.2	2.5	3.6

Four Year Comparison (Percentage):

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

	2014 Aggregate	2013 Aggregate	2012 Aggregate	2011 Aggregate
Public toilet amenities (Council-owned park/community amenities - not those in shopping centres)	82.5	81.52	75.2	53.4
Playground equipment	87.6	88.15	84.4	58
Community Public Halls	91.6	91.14	88.8	59.6
Sport and Recreational Facilities	92.1	93.77	91.2	64
Swimming Pools	93.8	91.38	89.9	63.4

QUESTION 3:

Respondents were asked how well Council delivered some services.

Summary:

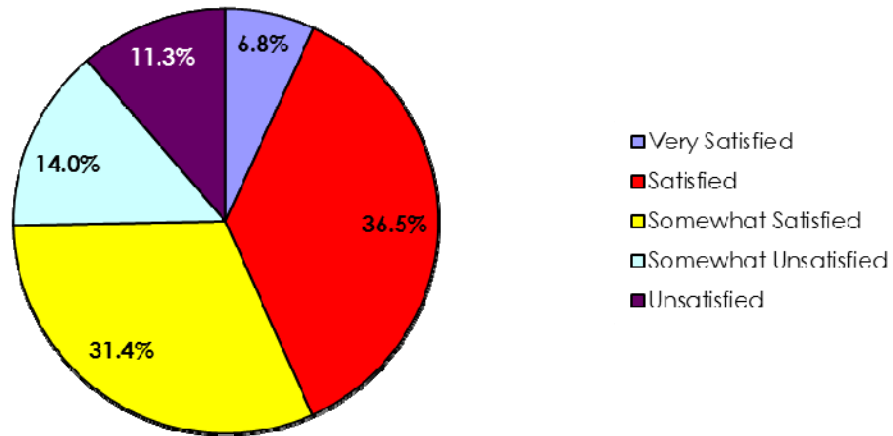
	2014 Aggregate	2013 Aggregate	2012 Aggregate	Extremely well	Very well	Moderately well	Slightly well	Not at all well	Don't know
Ranger Services (eg. Animal Management)	63.6	60.37	65.5	7.7	32.0	23.9	7.7	7.1	21.5
Rangers Services (Parking)	60.1	61.62	56.3	8.8	26.7	24.7	9.1	8.4	22.3
Garbage Collection Services	93.3	92.71	92.3	34.7	43.8	14.8	2.7	3.0	1.0
Access to waste depots and waste transfer stations	82.1	76.53	74.3	24.3	37.2	20.6	5.4	7.1	5.4

Four 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.

	2014 Aggregate	2013 Aggregate	2012 Aggregate	2011 Aggregate
Ranger Services (eg. Animal Management)	63.6	60.37	65.5	57.6
Rangers Services (Parking)	60.1	61.62	56.3	55.8
Garbage Collection Services	93.3	92.71	92.3	71
Access to waste depots and waste transfer stations	82.1	76.53	74.3	59.2

QUESTION 4:

How satisfied are you with the built environment of Port Stephens LGA? (n = 293)

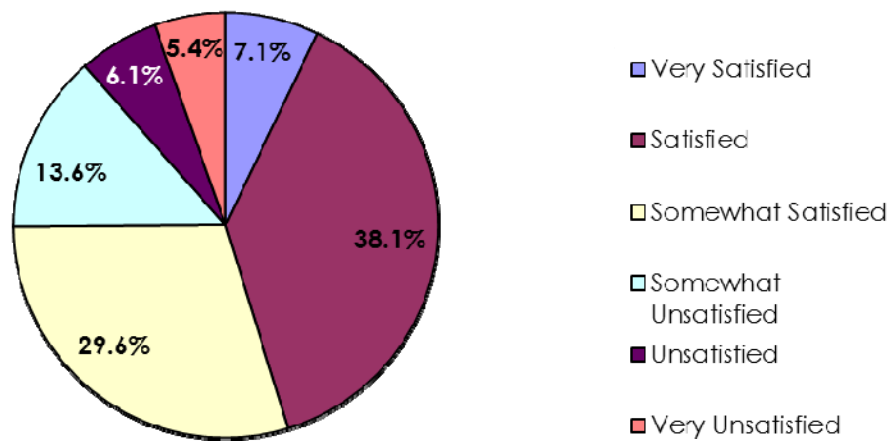


Compared to 2013 there has been an improvement in Very Satisfied (up from 3.3%); Satisfied (up from 16.8%); and the Somewhat Satisfied (down from 38.3%) demonstrates a shift towards increased satisfaction with the built environment compared to 2013.

QUESTION 5:

How satisfied are you with the management of the Environment of the Port Stephens LGA? (n = 294)

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



Compared to 2013, there has been a slight increase in those only 'Somewhat Satisfied' and 'Unsatisfied', but this could be because the question has context that indicates others are implicated in the management outcomes for the environment.

QUESTION 6:

How would you rate the appearance of your neighbourhood?

Overall Result:

N = 286	Response %
Very satisfactory/very well maintained	13.3
Satisfactory/well maintained	58.0
Unsatisfactory/poorly maintained	24.5
Very unsatisfactory/very poorly maintained	4.2

QUESTION 7:

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

Figures are percentages: N = 286	Always	Very often	Moderately often	Hardly ever	Never
At home during the day	67.0	23.5	7.3	1.1	1.1
At home at night	45.1	35.9	14.8	2.5	1.8
In your local neighbourhood during the day	56.2	31.8	9.1	1.8	1.1
In your local neighbourhood at night	28.0	34.8	27.3	7.8	2.1

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 eg. 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 is a question about the services and not about Council's advocacy.

Figures are percentages:	Excellent	Good	Adequate	Not very good	Poor	Very poor
Health services	8.6	28.1	33.5	12.2	2.9	2.9
Services for seniors	10.4	22.1	26.8	8.9	1.8	2.9
Services for children	5.4	19.2	29.3	8.3	2.9	0.4
Services for young people	2.2	10.2	22.2	20.4	5.5	4.0
Services for disabled citizens	2.9	11.9	25.3	13.0	2.9	3.6
Affordable housing	2.2	8.0	22.9	17.8	5.5	5.5
Access to public transport	6.5	19.1	25.9	19.4	7.6	10.1

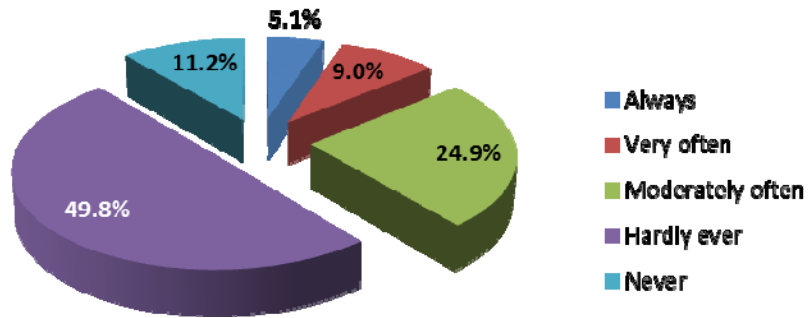
QUESTION 9:

What role should Council have in the future to provide services for seniors and people of all ages with disabilities?

The emphasis on the responses to this question was equally divided between Council having a role and seeing these areas as the responsibility of State and Federal governments. In either case the two main themes were public transport and access to health services. In areas where Council has a role the emphasis was on provision and maintenance of foot paths, bus shelters appropriate for people with disabilities, and making land available for affordable accommodation for seniors. There was also a need recognised for provision of more services such as community transport for seniors.

QUESTION 10:

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



Comparison with 2013 and 2012:

Figures are percentages	Always	Very Often	Moderately Often	Hardly Ever	Never
2014	5.1	9.0	24.9	49.8	11.2
2013	2.5	7.7	33.6	36.9	19.3
2012	3.2	7.6	36.6	33.1	19.5

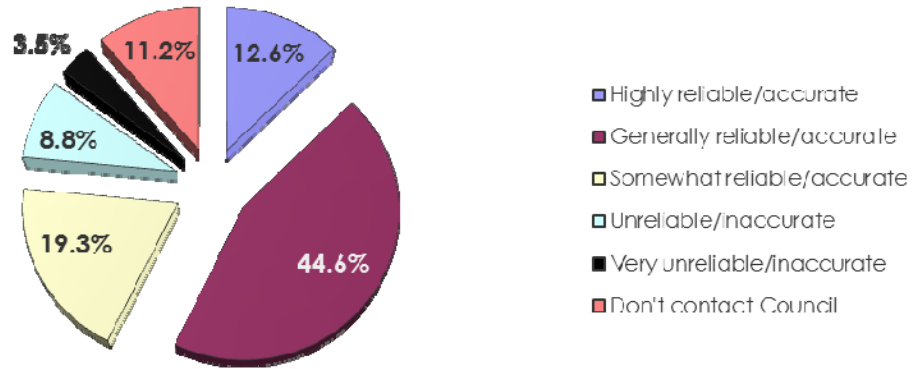
There has been a distinct negative shift in this question.

QUESTION 11:

Related to membership of Residents Panel and 42 answered yes. Their responses are included in the overall statistics in this Report.

QUESTION 12:

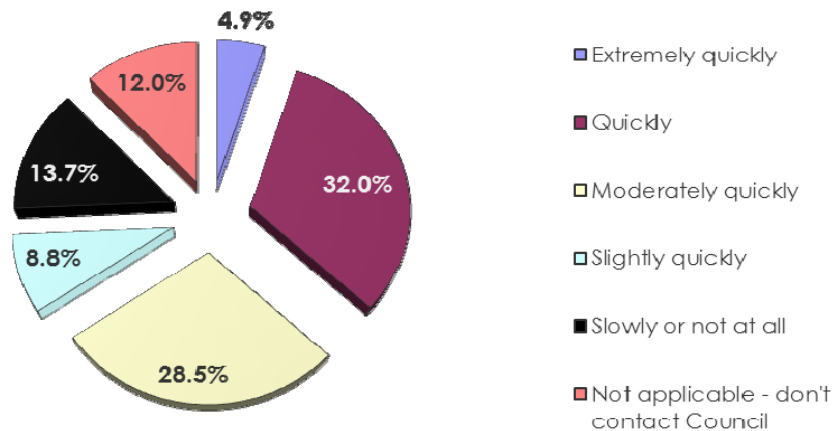
When you contact the staff at Council with questions or problem-solving concerns, the information you receive is best categorised as:



All categories of responses showed improvement over 2013, hence a decrease in 'Very Unreliable/Inaccurate'.

QUESTION 13:

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



There has been a slight improvement in the first four categories compared to 2013.

QUESTION 14:*Do you have access to the Internet?*

Figures are percentages N = 283 (2014)	2014	2013	2012
At home	52.1	56.4	50.8
At work	1.4	1.8	2.5
At home and at work	38.5	34.3	36.7
No Internet	7.9	7.5	13.3

QUESTION 15:*Is Council's web site easy to use to access information or interact with Council?*

In answer to this question (N = 285) **80.0%** of people answered YES compared to 82.2% in 2013.

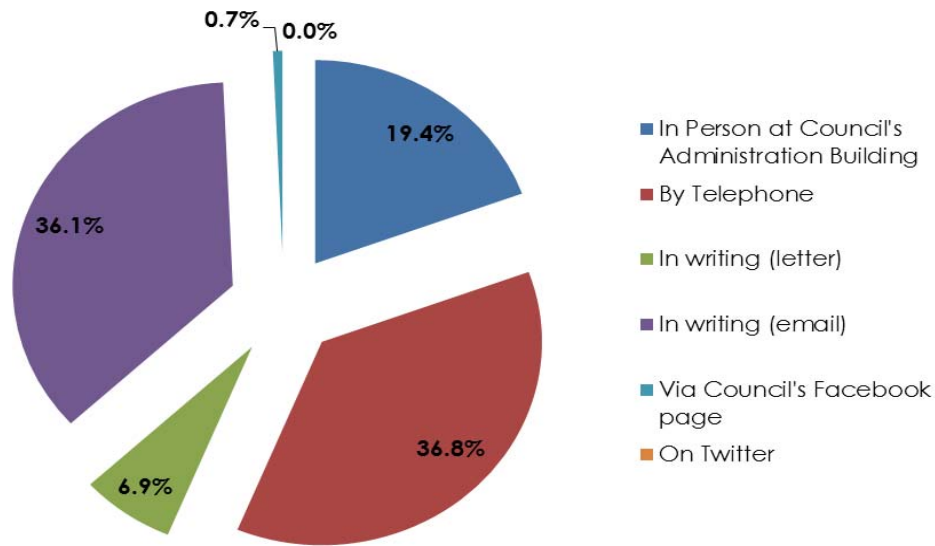
QUESTION 16:*How well do you think Council is communicating with the community?*

Figures are percentages N = 283	Very well	Well	Moderately well	Not very well	Poorly	Don't Know
In the Port Stephens Examiner - Council Page	20.1	35.5	27.2	7.9	2.5	6.8
In Council's newsletter - Your Port Stephens	15.3	28.8	30.7	7.3	4.4	13.5
On Council's web site	13.0	24.9	28.6	7.4	1.9	24.2
Through social media sites such as Facebook and Twitter	4.1	6.7	9.0	4.1	3.0	73.0
Through Council's Customer Service Staff	14.2	25.0	22.0	6.3	4.9	27.6
Through Councillors in your neighbourhood	5.6	8.2	15.0	14.2	22.1	34.8

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

QUESTION 17:

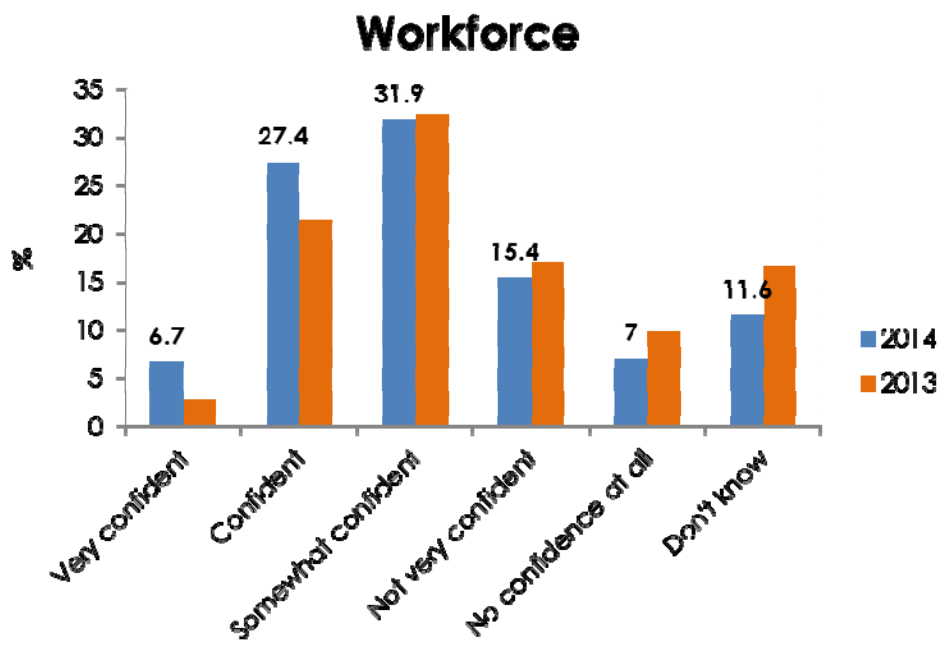
What is your preferred means of communication with Council?



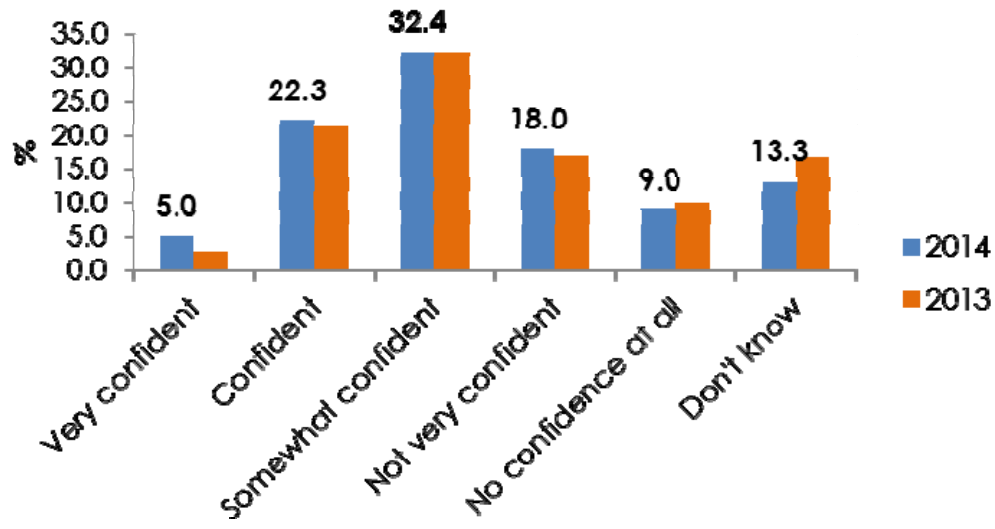
The relatively low percentages for social media (0% for Twitter) reflect the demographic of the respondents and the relative newness of the technologies.

QUESTION 18:

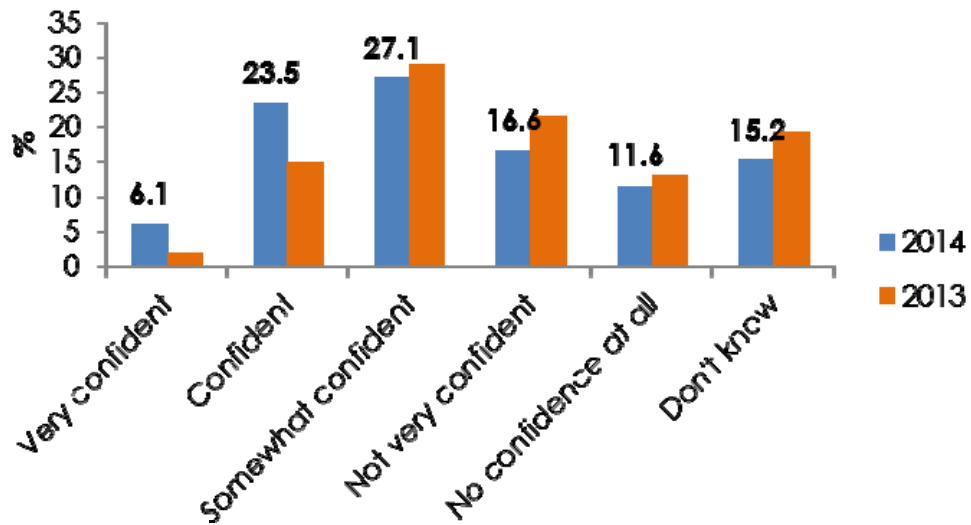
Overall, how confident are you that Council is managing its resources (workforce, assets, finances) well?



Asset Management



Financial Management



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?

Figures are percentages	All Respondents 2014	All Respondents 2013	All Respondents 2012
Very satisfied	6.3	5.0	3.6
Satisfied	36.8	30.2	22.1
Moderately satisfied	42.5	46.8	49.4
Unsatisfied	10.9	13.2	19.0
Very unsatisfied	3.5	4.8	5.9

The 14+% of people who were 'Unsatisfied' or 'Very Unsatisfied' cited a range of very local issues such as their local road condition, no easily accessed dog off leash area in their locality, and Council appearing to be pro-development. Some respondents identified that there was too much expenditure in the Tomaree area and some identified that this area was not getting sufficient spent on it given that it is the tourist hub and in the respondents' view contributes most of the rates income.

Library Services

Scope

The Library Services Survey 2014 was conducted in May 2014 using a paper-based instrument that was handed to customers in the library branches. A mail out to 822 active library users was sent at the end of April 2014.

Statistics

The survey covered the Raymond Terrace and Tomaree Libraries and the Mobile Library. It also included the Tilligerry Community Library.

There were 259 respondents as follows:

Raymond Terrace Library	43.2%
Mobile Library	5.0%
Tomaree Library & Community Centre	49.0%
Tilligerry Community Library	2.7%

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

Age/Gender Profile

N = 259

	Raymond Terrace Library	Mobile Library	Tomaree Library & Community Centre	Tilligerry Community Library
Male 0-10	1		1	
Female 0-10	1			
Male 11-19	1			
Female 11-19	4		1	
Male 20-29	1			
Female 20-29	6		10	
Male 30-39	3		6	
Female 30-39	6		23	
Male 40-49	2	1	2	
Female 40-49	9	3	7	
Male 50-59	10	1	1	
Female 50-59	18		7	1
Male 60-69	11	2	11	
Female 60-69	19	3	23	2
Male 70-79	4	1	12	1
Female 70-79	13	2	19	2
Male 80+	4		3	
Female 80+			3	1
	113	13	129	7

Locality Profile

Locality	Percentage of Population	Percentage of Respondents
Anna Bay, Boat Harbour, Fisherman's Bay	7.6	6.1
Bobs Farm	0.7	0.4
Brandy Hill	0.9	1.2
Corlette	6.5	18.5
Duns Creek	0.7	0
Eagleton	0.3	0.8
East Seaham, Balickera	0.5	0.4
Fern Bay	2.3	0
Ferodale	0.0	0

Locality	Percentage of Population	Percentage of Respondents
Fingal Bay	2.1	3.5
Fullerton Cove	0.4	0
Glen Oak	0.5	0
Heatherbrae, Motto Farm	0.7	1.5
Hinton	0.4	0.4
Karuah, Twelve Mile Creek	1.9	2.7
Lemon Tree Passage	3.6	3.9
Mallabula	1.2	1.2
Medowie	12.4	7.3
Nelson Bay	7.6	8.1
Nelsons Plains	0.5	0.4
One Mile Beach	0.4	0
Raymond Terrace	17.8	22.4
Salamander Bay	6.8	6.6
Salt Ash	1.5	0.4
Seaham	1.4	1.9
Shoal Bay	2.6	1.9
Soldiers Point	1.9	2.7
Swan Bay, Oyster Cove	0.6	0
Tanilba Bay	4.1	0.8
Taylors Beach	0.1	0
Tomago	0.4	0.8
Wallalong	1.3	0
Williamstown, Campvale	1.2	0.8
Woodville, Butterwick	9.2	0.4

Whilst the results for individual localities are either under or over-represented, the pattern broadly conforms to the population pattern.

Results

The results that follow demonstrate the 2014 outcome and, where a direct comparison can be made, also show the 2013, 2012 and 2011 result.

QUESTION 2:

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

Answers are a percentage of all respondents per library.

(1) Library buildings and amenities meet my needs:

	Raymond Terrace Library	Mobile Library	Tomaree Library	Tilligerry Community Library
Extremely Well	84.7	75.0	54.8	71.4
Very Well	10.8	25.0	43.7	14.3
Somewhat Well	2.7	0	1.6	14.3
Somewhat Poorly	0.9	0	0	0
Poorly	0.9	0	0	0
Very Poorly	0	0	0	0

(2) Library computer facilities meet my needs:

	Raymond Terrace Library	Mobile Library	Tomaree Library	Tilligerry Community Library
Extremely Well	40.2	11.1	33.3	28.5
Very Well	27.1	22.2	30.8	42.8
Somewhat Well	3.7	0	6.7	0
Somewhat Poorly	0	0	0	0
Poorly	0	0	0	0
Very Poorly	0	0	0	0
Not applicable	29.0	66.7	29.1	28.7

(3) Library hours meet my needs:

	Raymond Terrace Library	Mobile Library	Tomaree Library	Tilligerry Community Library
Extremely Well	52.7	46.2	47.2	42.8
Very Well	38.2	46.2	40.8	28.7
Somewhat Well	4.6	7.7	6.4	28.7
Somewhat Poorly	1.8	0	5.6	0
Poorly	0	0	0	0
Very Poorly	1.8	0	0	0
Not applicable	.9	0	0	0

(4) Library staff service meets my needs:

	Raymond Terrace Library	Mobile Library	Tomaree Library	Tilligerry Community Library
Extremely Well	87.3	69.2	77.2	57.2
Very Well	12.7	30.8	22.0	42.8
Somewhat Well	0	0	0.8	0
Somewhat Poorly	0	0	0	0
Poorly	0	0	0	0
Very Poorly	0	0	0	0
Not applicable	0	0	0	0

(5) The Library meets my information needs:

	Raymond Terrace Library	Mobile Library	Tomaree Library	Tilligerry Community Library
Extremely Well	57.7	53.9	53.6	28.5
Very Well	30.6	38.5	34.4	28.5
Somewhat Well	2.7	7.7	4.8	28.5
Somewhat Poorly	1.8	0	1.6	0
Poorly	0	0	0	0
Very Poorly	0	0	0	0
Not applicable	7.2	0	5.6	14.3

(6) The Library collection meets my needs:

	Raymond Terrace Library	Mobile Library	Tomaree Library	Tilligerry Community Library
Extremely Well	51.4	33.3	41.2	28.5
Very Well	30.6	66.7	35.5	42.8
Somewhat Well	13.5	0	17.7	14.3
Somewhat Poorly	2.7	0	1.6	14.3
Poorly	0	0	0	0
Very Poorly	0	0	0	0
Not applicable	1.8	0	3.2	0

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

	Raymond Terrace Library	Mobile Library	Tomaree Library	Tilligerry Community Library
Extremely Well	43.7	33.3	41.8	28.5
Very Well	29.5	41.7	37.7	28.5
Somewhat Well	8.9	8.3	8.2	14.3
Somewhat Poorly	0.9	0	0	14.3
Poorly	0	0	0	0
Very Poorly	0	0	0	0
Not applicable	16.9	16.7	12.3	14.3

QUESTION 3:

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

Answers are a percentage of all respondents per library.

(1) eBooks

	Raymond Terrace Library	Mobile Library	Tomaree Library	Tilligerry Community Library
Once a week	5.6	7.7	3.2	0
Once a month	7.4	0	5.6	14.3
Only occasionally	5.6	0	3.2	0
Don't access	81.5	92.3	87.9	85.7

(2) eAudio Books

	Raymond Terrace Library	Mobile Library	Tomaree Library	Tilligerry Community Library
Once a week	2.0	0	0.8	0
Once a month	3.0	0	0	0
Only occasionally	3.0	16.7	4.2	0
Don't access	92.0	83.3	94.9	100

(3) eMusic

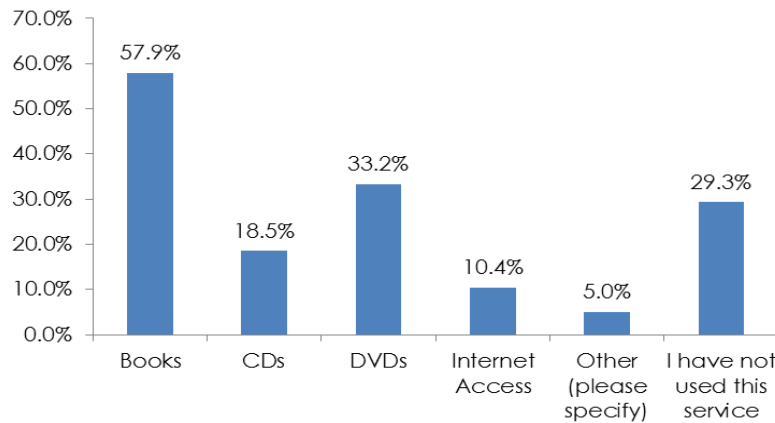
	Raymond Terrace Library	Mobile Library	Tomaree Library	Tilligerry Community Library
Once a week	2.9	0	2.5	0
Once a month	3.9	0	0	0
Only occasionally	7.8	16.7	6.7	0
Don't access	85.3	83.3	90.7	100

(4) eResources (Electronic Databases)

	Raymond Terrace Library	Mobile Library	Tomaree Library	Tilligerry Community Library
Once a week	4.9	0	0.8	0
Once a month	2.9	0	4.2	0
Only occasionally	5.9	0	5.9	0
Don't access	86.3	100.0	89.1	100

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?



Those who responded to the 'Other' option indicated that they used international inter-library loans for language resources, for magazines and for eBooks.

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).

Answers are a percentage of all respondents per library per methodology.

	Raymond Terrace Library	Mobile Library	Tomaree Library	Tilligerry Community Library
Catalogue in the library	20.9	8.3	17.5	14.3
Catalogue on-line	16.2	25.0	20.8	14.3
Browse shelves	67.6	75.0	61.6	57.1
Ask staff	72.4	75.0	67.5	85.7
Council's website library page	12.4	25.0	14.2	0
Inside library displays	42.9	50.0	35	28.5
Library Facebook page	2.9	0	0.8	0
Notices in Port Stephens Examiner	20.0	8.3	16.6	0

QUESTION 6:

What could the Library do better? Are there additional services we could offer that would add value for you? Responses were overwhelmingly positive about the library staff and service. Some improvements suggested included:

- Instead of accessing books from other libraries why not rotate stocks of books by popular authors from time to time? I have read most of the titles of my favourite authors at my library. I would love to see them replaced by a different set of titles from the same authors.
- Better range of current DVDs & DVD series. Tomaree range is old and rates poorly with other Newcastle Regional Libraries.
- Longer weekend hours. As a young mum with a toddler or baby with me or sleeping in the car, having an after-hours type return chute for returning library items would be a great additional service.
- Build bridges with schools to access the visiting author's program/presentation. Promote the library to children/youth that have the greatest need. Target through the schools.
- More variety/topics for children's books and teenage books. Not always books about magic and dark supernatural (especially teenage resources). There are no or very limited number of Christian novels for children, teens or adults.
- Earlier opening.
- They do so well! But seem to be underfunded for new purchases.
- Thank you for Read & Rhyme my daughter loved it!
- I think you're doing a great job. Love Read & Rhyme
- We come every week for story time. We love it.
- Bring the Toy Library back.
- School Holiday activities for under 5 would be good, some things on offer are for older kids but they have younger siblings.
- I only really use Read & Rhyme which is great but I think should be 30 minutes rather than 20.
- More frequent baby read & rhyme - maybe 2 x week.
- Services are great, maybe extra Read & Rhyme time.
- More children's activities. More music/reading programs for children. I also love the Mobile library (or library truck as my son calls it). It would be great if it visited Boat Harbour where there are lots of young children and we could then walk to it rather than drive to Anna Bay. Thanks again for great and friendly service! Keep up the great work
- Increase Saturday hours and remove fees for adult card holders to place items on hold.
- A coffee shop or coffee machine would be very much appreciated (Tomaree).
- Complete DVD series as some series are missing.
- More author talks. Open Saturday afternoon or Sunday.
- Maybe not practical, but now that I have a Kindle, which I find fabulous and very handy it would be good if people could borrow Kindle books from the library.

- It would be good if 'The Monthly' magazine could be made available. This gives an alternative viewpoint to the daily newspapers.
- Some foreign language books suitable for children and adults would be useful. eg. Children in this region attend private French language classes but there are no resources in the library for this language, apart from a dictionary and one children's picture book. There are also French conversation groups for adults, and students who study French, Spanish and Italian at the Tomaree Community College.
- Extended hours.
- Be a library. Not a trendy cultural space. Hold collections of works, not random impulse buys. Stack the shelves according to the Dewey system so that the intellectual links between thought paradigms are maintained and accessible. I realise that in contemporary culture we all think we are just awesomely cool and way smarter than anyone who came before us, but we are wrong.
- Library collection is very good however the facilities inside could do with a facelift to suit the new exterior. Completion of courtyard interior now it is renovated. Computers are out-dated and hard to use for searching for items. Self-check often not working.

Development and Building Services

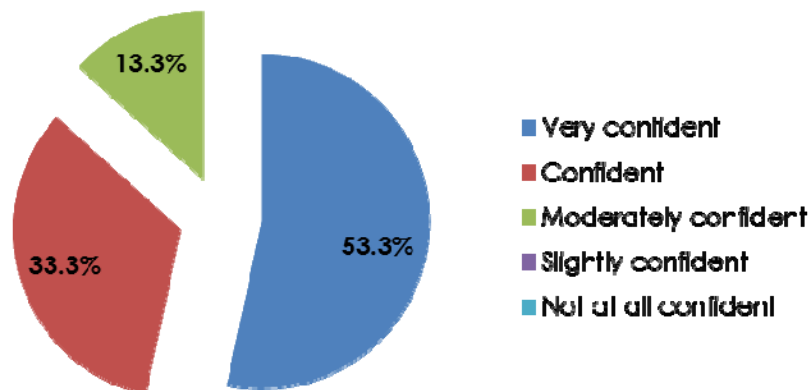
This survey was undertaken during April/May 2014 using a random sample of 518 from the total of all development applications determined in the previous 12 months, with a target of 10% return. The number of respondents was 15 being 3% return. Whilst not representative of the total population in this category the responses in this sample provide some indicators of performance when read in conjunction with the statistical data for total applications processed.

After analysis of the question responses, a table identifies the changes since the 2013 survey.

Results

QUESTION 1:

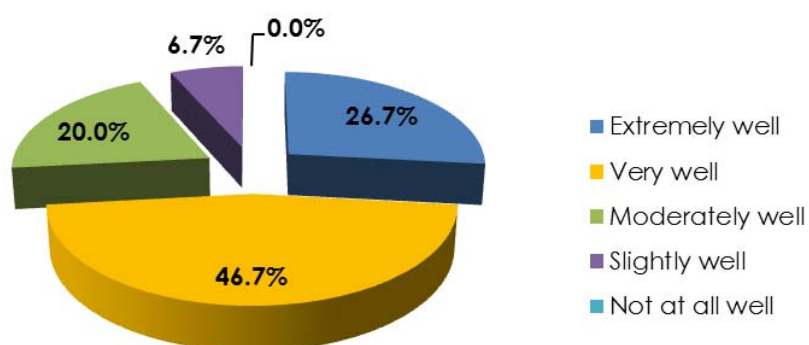
When you first enquired about your project/application how confident were you that Council understood your requirements?



Figures are percentages:	2014	2013
Very confident	53.3	16
Confident	33.3	56
Moderately confident	13.3	20
Slightly confident	0	0
Not at all confident	0	8

QUESTION 2:

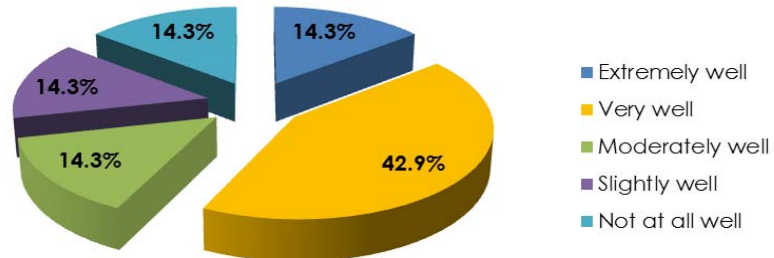
How well did Council staff work with you as a customer to ensure that their processes added value to you?



Figures are percentages:	2014	2013
Extremely well	26.7	20
Very well	46.7	36
Moderately well	20.0	12
Slightly well	6.7	12
Not at all well	0.0	20

QUESTION 3:

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

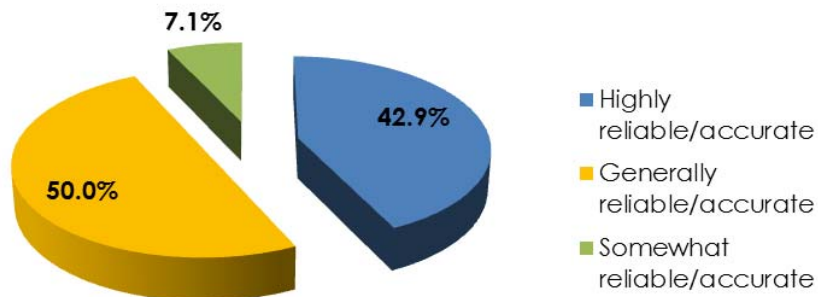


Figures are percentages:

	2014	2013
Extremely well	14.3	20.0
Very well	42.9	36.0
Moderately well	14.3	12.0
Slightly well	14.3	12.0
Not at all well	14.3	20.0

QUESTION 4:

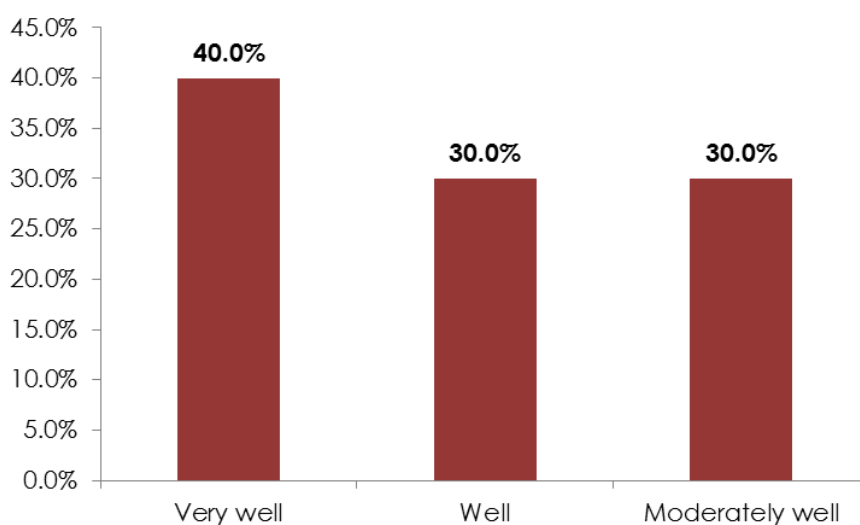
When you contacted the staff with questions or problem-solving concerns, the information you received is best categorised as:



Figures are percentages:	2014	2013
Highly reliable/accurate	42.9	29.2
Generally reliable/accurate	50.0	41.7
Somewhat reliable/accurate	7.1	16.7
Unreliable/inaccurate	0.0	8.3
Very unreliable/inaccurate	0.0	4.2

QUESTION 5:

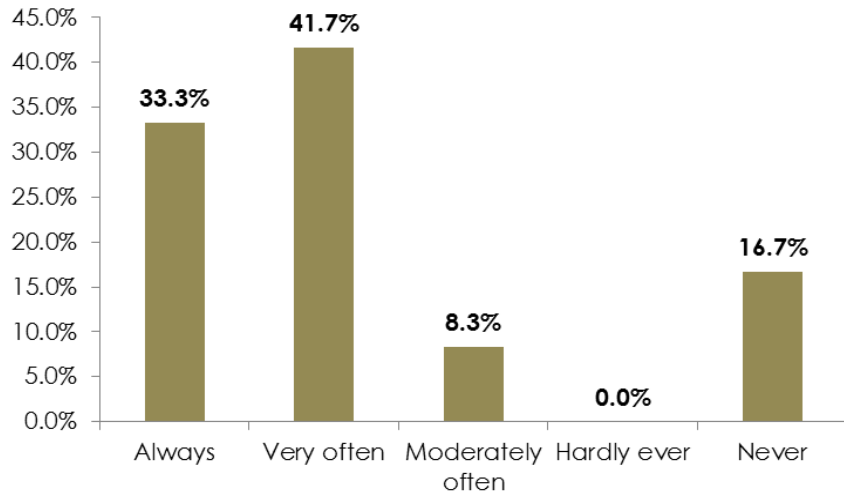
If there were problems during your application process, how well did the Council resolve them?



Figures are percentages:	2014	2013
Very well	40.0	20.0
Well	30.0	36.0
Moderately well	30.0	12.0
Not very well	0.0	12.0
Poorly	0.0	20.0

QUESTION 6:

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

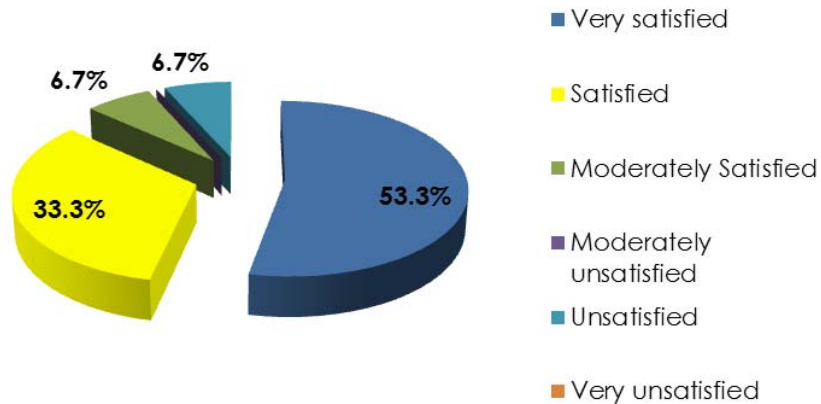


Figures are percentages:

	2014	2013
Always	33.3	32.0
Very often	41.7	24.0
Moderately often	8.3	16.0
Hardly ever	0.0	16.0
Never	16.7	12.0

QUESTION 7:

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



Figures are percentages:	2014	2013
Very satisfied	53.3	32.0
Satisfied	33.3	28.0
Moderately Satisfied	6.7	8.0
Moderately unsatisfied	0.0	N/A
Unsatisfied	6.7	20.0
Very unsatisfied	0.0	12.0

Environmental Health Services – Health Inspections

The scope of this survey was the total population of those businesses that have annual inspections (N = 402). The target response rate was 10% and only 3% (N = 12) 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 in this survey were:

- Bed & Breakfast
- Life Style village
- Aquatic Centre
- Club with Bar and non-commercial kitchen
- Bar
- Health foods
- Food premises
- Tattoo parlour

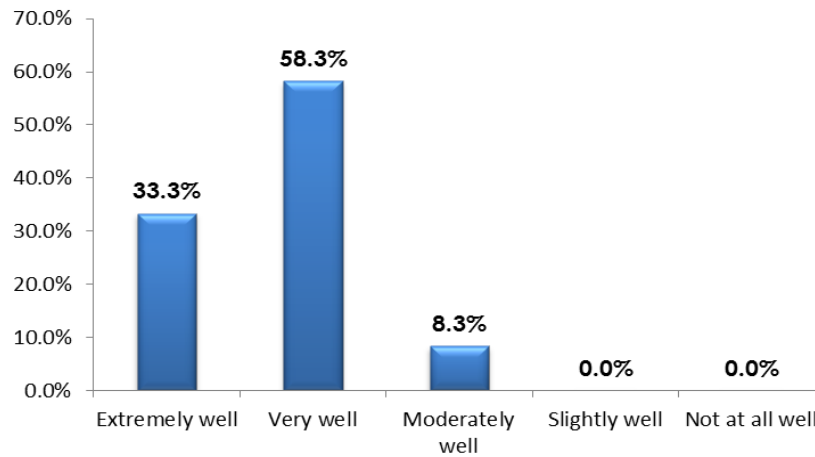
QUESTION 2:

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	91.7%
Inspection requested by you	16.7%
Seeking information related to licence requirements/establishing your business	16.7%
Seeking information related to fees and charges	0.0%

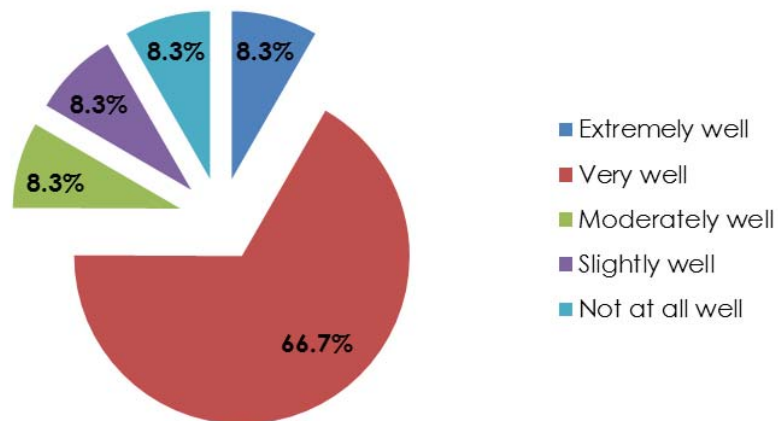
QUESTION 3:

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?



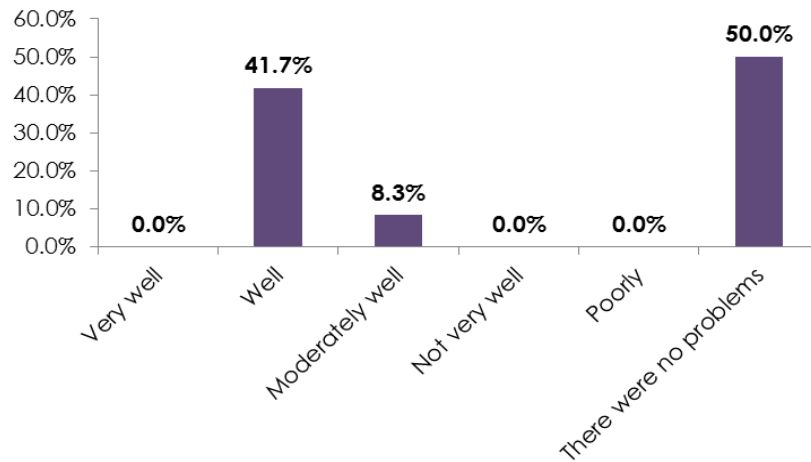
QUESTION 5:

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

Highly reliable/accurate	8.3%
Generally reliable/accurate	41.7%
Somewhat reliable/accurate	8.3%
Unreliable/inaccurate	0.0%
Very unreliable/inaccurate	0.0%
Did not contact staff in Council	41.7%

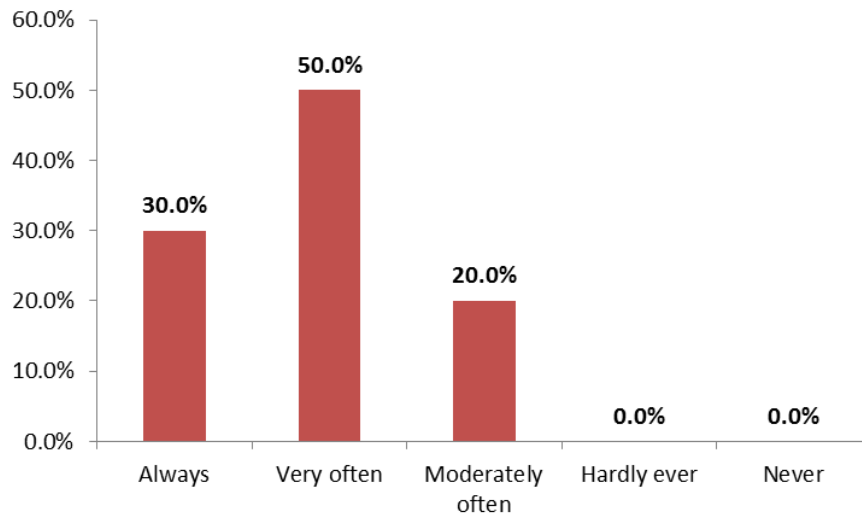
QUESTION 6:

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



QUESTION 7:

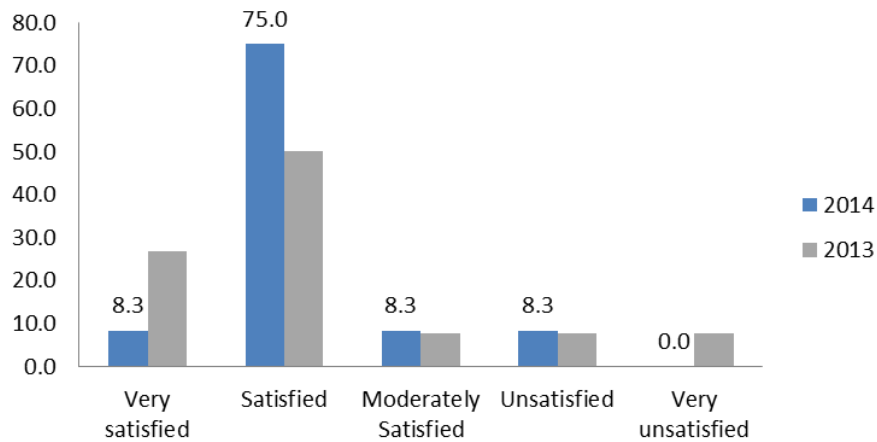
How often did Council meet agreed deadlines - for example turned up when expected, kept appointments, provided documents, reports and/or information?



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?

Satisfaction with Service Percentage



Environmental Health Services – On-Site Sewage Management

This survey was conducted in April/May 2014 using a statistically representative sample (N – 450) with a target of 30 responses. The survey was directed to residential, rural/farmland and commercial On Site Sewage inspections in the previous twelve months and achieved a return of only 3 responses. As a result the survey was deemed not representative and as time constraints precluded further follow up, there is no report for this service for 2014.

Children's Services

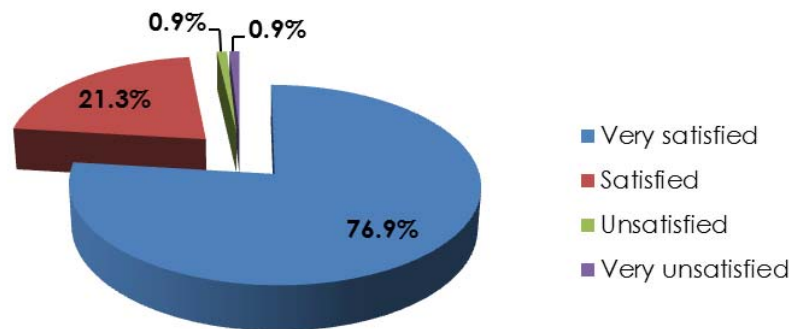
Family Day Care

This survey of parents/carers was conducted on the whole population (N = 636) in May 2014. A total of 125 responses were received (19.65%) against a target of 64 responses.

The survey comprised twenty-one (21) questions of which three (3) relate to this survey purpose and the balance were for accreditation and service improvements/changes.

QUESTION 11:

How satisfied are you with our Family Day Care service?



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).

Figures are percentages:	2014	2013
I require care so I can work	82.4	80.0
I require care so I can study	16.7	23.3
I need time to attend to tasks without the children	23.1	16.7
I need time for myself	15.7	6.7
I like my child to socialise with other children	54.6	56.7
I want my child to be prepared for school	27.8	36.7

QUESTION 17:

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

Figures are percentages:	2014	2013
Extremely valuable	64.5	72.4
Valuable	30.8	24.1
Slightly valuable	2.8	3.4
Not very valuable	0.9	0.0
Not at all valuable	0.9	0.0

Medowie Before and After School Care

This survey of parents/carers was conducted on the whole population (N = 98) in April/May 2014. A total of 12 responses were received (12.2%).

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 = 12)

Figures are percentages:	2014	2013
Very satisfied	83.3	73.0%
Satisfied	16.7	26.0%
Unsatisfied	0.0	0.0
Very unsatisfied	0.0	0.0

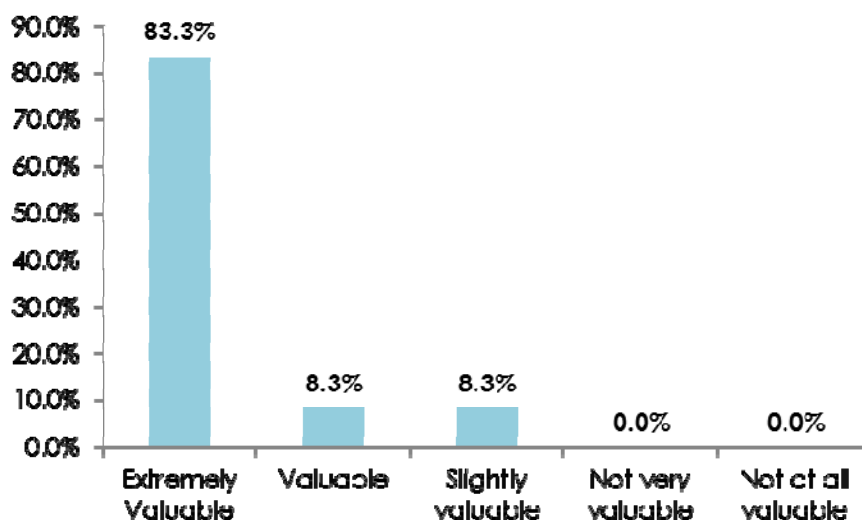
QUESTION 3:

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).

Figures are percentages:	2014	2013
I require care in order to go to work	100.0	95.8
I require care in order to study	0.0	0.0
My child enjoys attending	25.0	33.3
Care allows my child to be with friends/make friends	8.3	12.5
Care gives me time for myself	0.0	0.0
Care allows me to attend to tasks without my children	0.0	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 = 91) in April/May 2014. A total of 20 responses were received (21.9%) against a target of 18 responses.

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 7:*How satisfied are you with this service?*

Figures are percentages:	2014	2013
Very satisfied	70.0	48.3
Satisfied	30.0	51.7
Unsatisfied	0.0	0.0
Very unsatisfied	0.0	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.*

Figures are percentages:	2014	2013
I require care in order to go to work	85.0	86.2
I require care in order to study	15.0	17.2
My child enjoys attending	5.0	13.8
Care allows my child to be with friends/make friends	5.0	3.4
Care gives me time for myself	0.0	3.4
Care allows me to attend to tasks without my children	0.0	6.9

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

Extremely Valuable	65.0%
Valuable	35.0%
Slightly valuable	0.0%
Not very valuable	0.0%
Not at all valuable	0.0%

Activity Van

This survey was conducted with the total population of parents/carers (N = 33) and a response of 14 (42.2%) was achieved against a target of 5 responses.

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 **100%** (N = 14).

QUESTION 6:

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

Figures are percentages:	2014	2013
I require care in order to go to work	21.4	9.1
I require care in order to undertake study	21.4	0.0
Childcare provides opportunities for my child to make friends	100.0	81.8
Childcare provides an opportunity for me to meet other parents	28.6	36.4
Childcare provides information about parenting	0.0	18.2
Childcare provides learning opportunities for my child	92.9	81.8
Childcare prepares my child for school	92.9	90.9
Childcare provides time for myself	42.9	45.5
Childcare allows me the chance to attend to tasks without my children	50.0	45.5

QUESTION 7:

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

Figures are percentages:	2014	2013
Extremely valuable	92.3	81.8
Valuable	7.7	18.2
Slightly valuable	0.0	0.0
Not very valuable	0.0	0.0
Not at all valuable	0.0	0.0

Vacation Care

This survey was undertaken of the total population of parents/carers (N = 183). There were 31 respondents (16.9%).

This survey asked which vacation care service was most frequently used by parents: 64.5% nominated Raymond Terrace (Boomerang Park) and 35.5% 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.

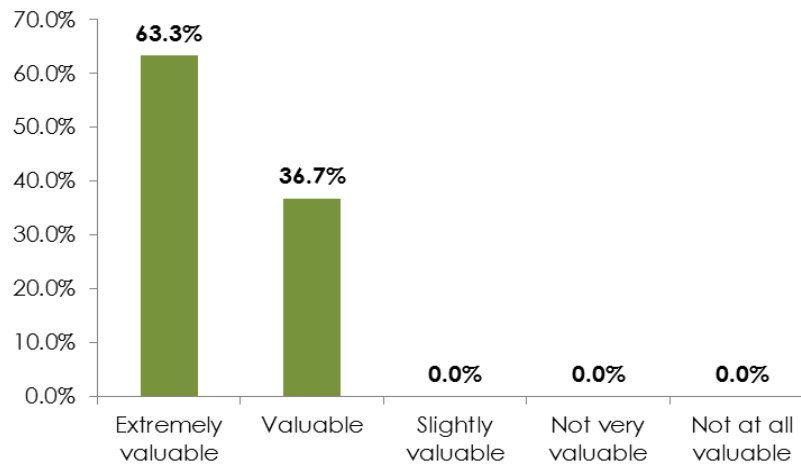
QUESTION 5:

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

Figures are percentages:	2014	2013
I use vacation care because I work full time	66.7	59.4
I use vacation care because I work part time	23.3	28.1
I use vacation care because I am studying	6.7	6.3
I use vacation care because my child enjoys attending	36.7	34.4
I use vacation care because it allows my child to be with friends/make friends	23.3	25.0
I use vacation care because it gives me time for myself	3.3	18.8
I use vacation care because it allows me to attend to tasks without my children	3.3	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?

Figures are percentages:	2014	2013
Very satisfied	83.3	62.5
Satisfied	16.7	37.5
Unsatisfied	0.0	0.0
Very unsatisfied	0.0	0.0

Young People

Council's Youth Advisory Panel was asked to devise a survey that focussed specifically on those areas where young people had a specific interest. This survey was subsequently distributed as a pilot through the Community Development Team to a sample of young people from across the LGA. A total of 21 responses were received and the results are shown below.

QUESTION 1:

As a young person do you think Port Stephens Council communicates effectively with its residents? Respondents were asked to give examples and/or suggest improvements.

Yes	14.3%
No	61.9%
Don't know	23.8%

Suggestions offered included:

- Port Stephens could improve their communication skills by using social media to get in contact with youth and reach out to schools to talk to youth.
- I think they need to communicate with youth through school programs and involvement, and actually listen to the Youth Panel.

QUESTION 2:

Do you think Council incorporates community ideas and the voice of young people into Council planning? Respondents were asked to give examples and/or suggest improvements.

Yes	28.6%
No	71.4%

Suggestions for improvements included:

- Try to get high school students and other young people to be in the community and have a voice.
- By having the Youth Advisory Panel.
- They create slogans, events and televise great ideas and want what is good for us.
- I think the council could still improve in asking the opinions of young people regarding plans. Schools would love to hear from council to have an input.
- You can firstly improve by asking students to complete a survey in school rather than them having to go online – find out their interests instead of dictating what you think is best for the youth of Port Stephens.

QUESTION 3:

Does Council's management of the environment (including parks/bushland /waterways) meet your expectations? Respondents were asked to give examples and/or suggest improvements.

Yes 47.6%
No 52.4%

Suggestions for improvement included:

- You should not waste water.
- Keep them clean.
- The syringes, shattered glass and garbage at the park next door to my house was appalling, so bad they didn't improve it, they tore it down.
- The council could clean up parks and provide more lighting to encourage youth. Also the parks need to be updated as they are covered in graffiti and have glass everywhere.

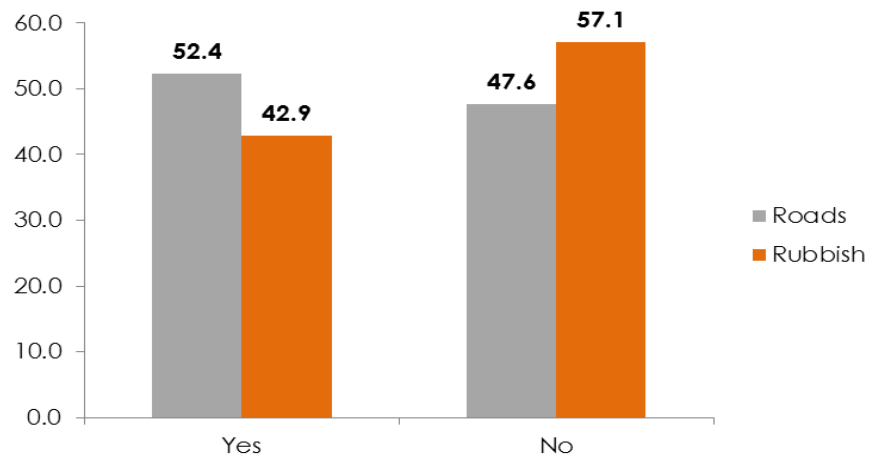
QUESTION 4:

Are you aware of any specific environmental projects that Council runs?

Yes 14.3%
No **85.7%**

QUESTION 5:

Does Council's management of roads and rubbish meet your expectations? If you answered 'No' tell us what you think we could do to improve.



Suggested improvements included:

- You're doing well. I think you could offer something to people to clean up.
- The parks and waterways are covered in rubbish and the bike jumps near Irrawang High School have old clothes and furniture dumped near it.
- Roads outside the Bay area are deplorable. Too much attention and funding is given to the Bay area. What about RT and Tilligerry. Waste transfer is for too expensive and free council pickup needs to be up sized in numbers per year.

QUESTION 6:

How satisfied are you with Councils provision and maintenance of recreational services and facilities in Port Stephens? (Not everyone answered every question)

Figures are percentages:	Very satisfied	Satisfied	Somewhat satisfied	Somewhat dissatisfied	Dissatisfied	Very Dissatisfied
Sports Fields	33.3	23.8	19.0	14.3	9.5	0.0
Skate Parks	10.0	10.0	20.0	25.0	25.0	10.0
Beaches (including life guard facilities)	20.0	30.0	20.0	15.0	5.0	10.0
Public Swimming Pools	35.0	10.0	20.0	20.0	10.0	5.0
Parks	10.0	15.0	25.0	10.0	25.0	15.0

QUESTION 7:

How satisfied are you with Council's provision and maintenance of infrastructure for young people to get around Port Stephens safely and effectively?

Figures are percentages:	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied
Cycle ways	21.1	10.5	10.5	21.1	31.6	5.3
Pedestrian footpaths	10.0	20.0	20.0	25.0	25.0	0.0
Lighting in public places	10.0	15.0	10.0	20.0	40.0	5.0
Public toilets	0.0	4.8	9.5	14.3	19.0	52.4

Comments included:

- Too few public toilets.
- Public toilets around Port Stephens are very disgusting and are often locked for public use.
Lighting is very poor especially around parks.

QUESTION 8:

How satisfied are you with Council's provision and maintenance of cultural infrastructure for young people in Port Stephens?

Figures are percentages:	Very satisfied	Satisfied	Somewhat satisfied	Somewhat dissatisfied	Dissatisfied	Very Dissatisfied
Libraries	47.6	28.6	19.0	0.0	4.8	0.0
Events	14.3	14.3	23.8	23.8	14.3	9.5

Comments included:

- Not enough advertising and information of an event.
- Need more events for young people.
- Name the events in 30 seconds the Council has for youth of Raymond Terrace specifically and you will then understand.

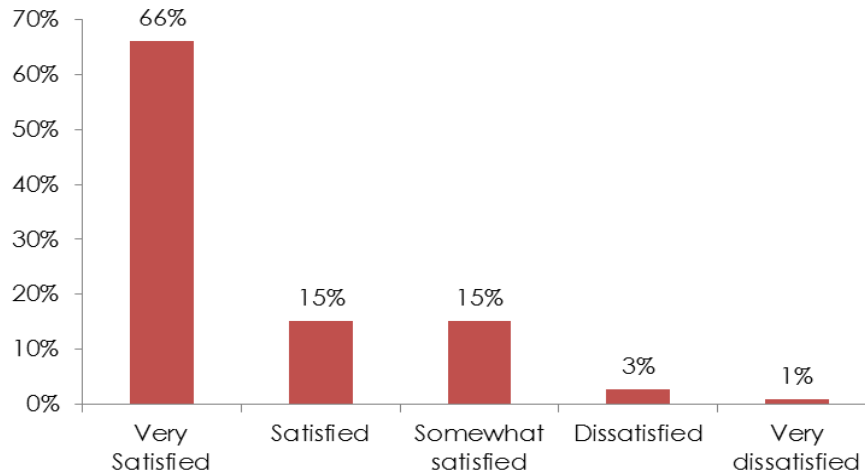
Visitor Information Centre

The survey was conducted face-to-face with respondents who visited the Centre in April 2014. The target was 160 respondents, and whilst staff were only able to conduct 120 this is considered acceptable for this target group.

For the purpose of this report, there is one relevant question. Not all respondents answered this question.

QUESTION 2:

Overall how satisfied were you with your visit to the Centre?



Business

The Business and Investment Unit conducts a survey of businesses in Port Stephens every six months. As part of the survey conducted in April a question was asked related to satisfaction with Council's services for business.

QUESTION 8:

Council provides support and services to businesses in Port Stephens. How satisfied are you with those services?

