

TABLED DOCUMENT

ITEM NO. 8

PORT STEPHENS COUNCIL  
COMMUNITY SATISFACTION SURVEY  
2019 REPORT

ORDINARY COUNCIL MEETING  
27 AUGUST 2019



**PORT STEPHENS**  
COUNCIL



**PORT STEPHENS**  
C O U N C I L

**Port Stephens Council**  
Community Satisfaction Survey Report  
**2019**

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# Community Satisfaction Survey 2019

## Executive Summary

The Operational Plan 2018-2019 requires at L1.3.3 that Council “Undertake a community satisfaction survey”. This is the Report of the survey conducted in June 2019.

## Statistics

To determine statistical validity, with 95% confidence and 3% relative standard error, 1,052 survey responses were required. The total response was 1,208.

## Overall Results

According to the Likert scale, to achieve an overall satisfaction figure, respondents answered that they were:

- Very satisfied
- Satisfied
- Moderately Satisfied.

Overall satisfaction with Council's services was **76.23%**.

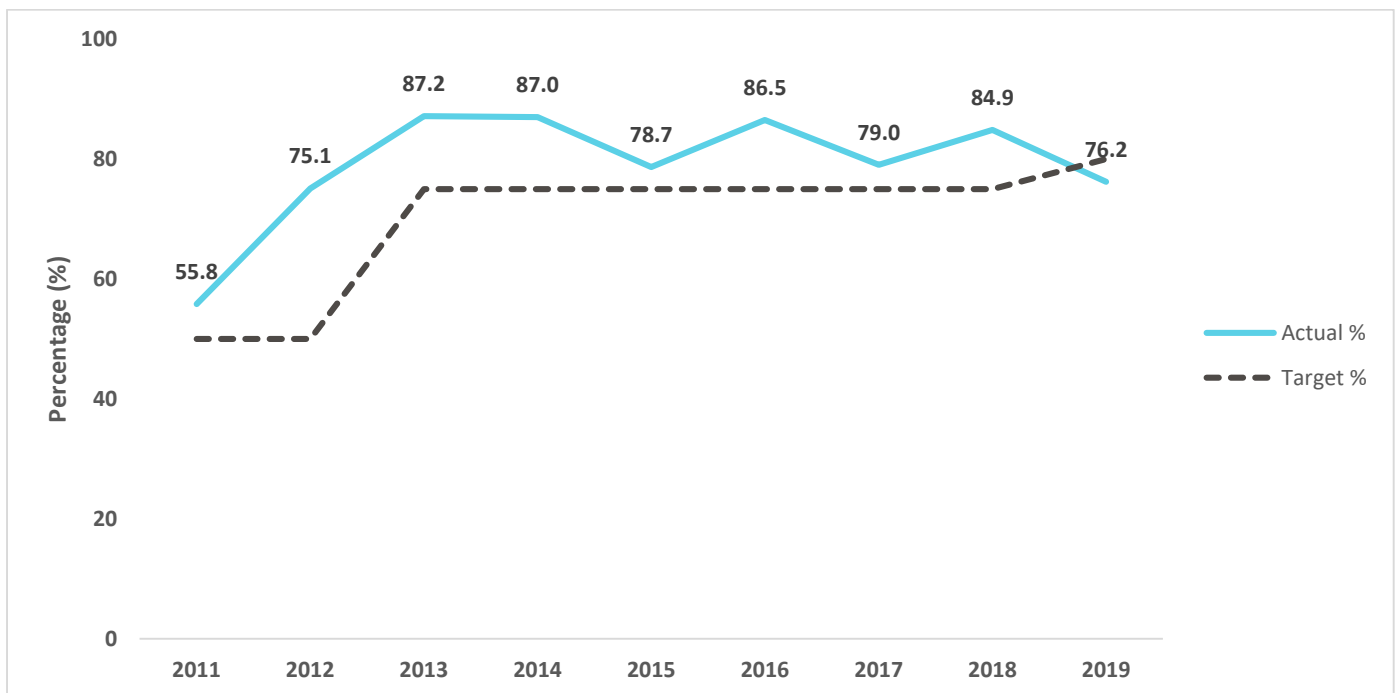


Figure 1: OVERALL SATISFACTION SINCE 2011

In terms of overall satisfaction with Council, slightly more males (**76.30%**) were satisfied compared to (**76.12%**) females.

## Individual Results

The table below shows individual services/facilities by level of overall satisfaction

Table 1: SATISFACTION SCORES

Facilities/Services	Satisfaction Score %
Libraries*	99%
Children's Services*	98%
Maintaining operational cemeteries	95%
Garbage collection services	95%
Managing litter from rubbish bins in parks and central business districts	92%
Sports & Recreational facilities	91%
Maintaining parks and gardens	91%
Swimming pools	91%
Community Public Halls	90%
Maintaining traffic flow (e.g. lights, roundabouts, street signs)	88%
Access to waste depots and recycling	88%
Managing nature reserves, wetlands, beaches & foreshores	87%
Playground equipment	85%
Managing street trees	84%
Maintaining cycleways/walking tracks	83%
Roadside maintenance (e.g. trees, litter, slashing)	81%
Managing storm water drainage systems	79%
Controlling weeds	77%
Maintaining footpaths	77%
Public toilet amenities (Council - owned park/community amenities - not those in shopping centres)	76%
Managing illegal dumping	76%
Ranger services (e.g. animal management)	74%
Ranger services (parking)	71%
Maintaining local roads	71%

\*Surveys for these facilities were conducted separately.

The following report provides detailed information on the areas surveyed.

# Community Satisfaction Survey 2019

## General Survey

### Approach

The survey was conducted from 4 June 2019 to 28 June 2019. Based on the local government area (LGA) population of 72,695, the targeted response for the Community Satisfaction Survey was 1052. The actual response was **1,208**. This sample size is statistically valid, however is not a representation of Port Stephens population in terms of demographics.

### Survey Promotion

The survey was distributed by:

- Email to residents
- Hard copies made available at Council's libraries and Customer relations counter
- A survey link made available on Council's website

The survey was promoted via media releases on Council's website, social media and the Port Stephens Examiner.

### Results

Not all respondents answered all questions. Percentage satisfaction results as shown in Table 1 and the report relate to those respondents who answered the question, they exclude "don't know", "not sure" and "don't use" responses. Table 1 also includes the results of separate surveys conducted by Council for Library and Children's Services.

## Demographics

Of those that answered the age/gender question (n= 1118), 50.2% were females and 49.8% were males. (Census 2016 Port Stephens LGA: Males 49.4%, Females 50.6%).

The graph below shows the age profile of respondents compared to the population (Census 2016).

### Respondents by age – Comparison to 2016 Census and 2019 Community Satisfaction Survey

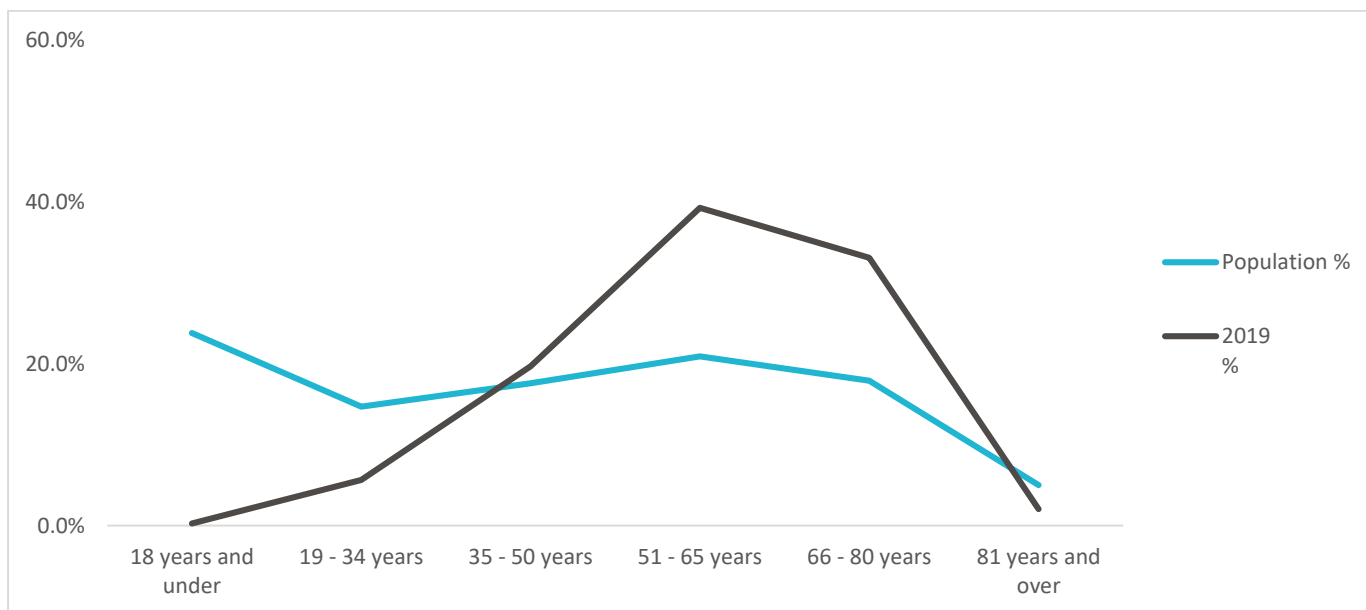


Figure 2: DEMOGRAPHIC PROFILE OF RESPONDENTS

Figure 2 indicates a higher proportion of older residents responded to the survey. Only 6% of the total respondents were aged 34 years or younger.



## **Locality**

Respondents answered the questions related to where in Port Stephens LGA they lived (n=1109). 45% of the respondents indicated residence in the East Ward. This continues a long established trend for a higher number of responses from East Ward.

## **Results**

The following results present outcomes from the 2019 survey and, where a direct comparison can be made also show the 2018, 2017, 2016, 2015, 2014, 2013, and 2012 results.

# Facilities and services provided by Council

## 1: How well Council is doing?

The table below shows the satisfaction scores of respondents for facilities and services maintained by Council.

(n= 1208)	2019 Aggregate*	2018 Aggregate*	2017 Aggregate*	2016 Aggregate*	2015 Aggregate*	2014 Aggregate*	2013 Aggregate*	2012 Aggregate*
Maintaining local roads	71%	75%	67%	76%	59%	64%	52%	38%
Roadside maintenance (e.g. trees, litter, slashing)	81%	84%	80%	84%	81%	61%	59%	59%
Maintaining footpaths	77%	77%	70%	79%	73%	55%	54%	46%
Maintaining cycleways/walking tracks	83%	84%	82%	77%	72%	54%	59%	54%
Managing traffic flow (e.g. traffic lights, roundabouts, street signs)	88%	82%	77%	88%	84%	78%	77%	70%

Table 2: FACILITIES & SERVICES - SATISFACTION SCORES

\*Aggregate includes responses of - Extremely well, Very well, Moderately well, Slightly well and excludes Don't know / Don't use.

### Maintaining local roads

All figures in the graph below are percentages.

(n= 1208)

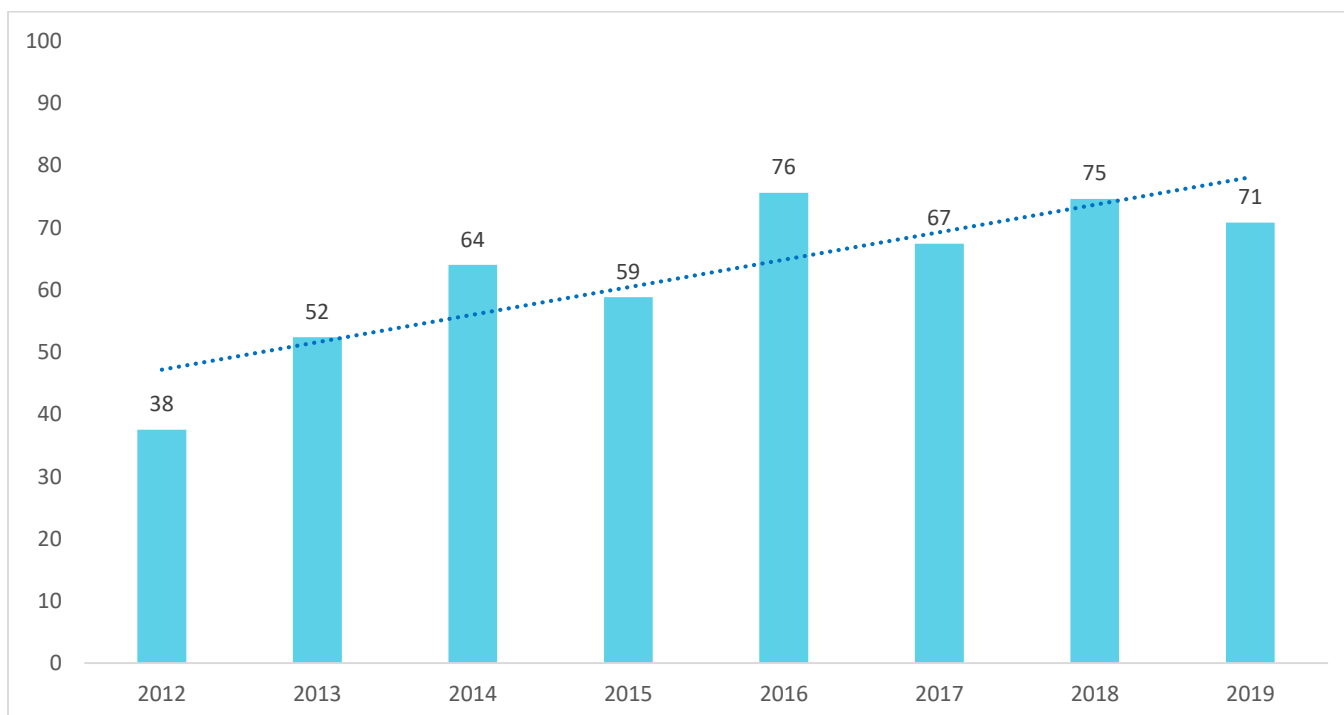


Figure 3: MAINTAINING LOCAL ROADS - SATISFACTION SINCE 2012

A total of 71% of the respondents were satisfied with the maintenance of local roads. This was a 4 percentage point decline from 2018, however remains 33 percentage points higher than 2012.

## Roadside maintenance (e.g. trees, litter, slashing)

All figures in the graph below are percentages.

(n= 1208)

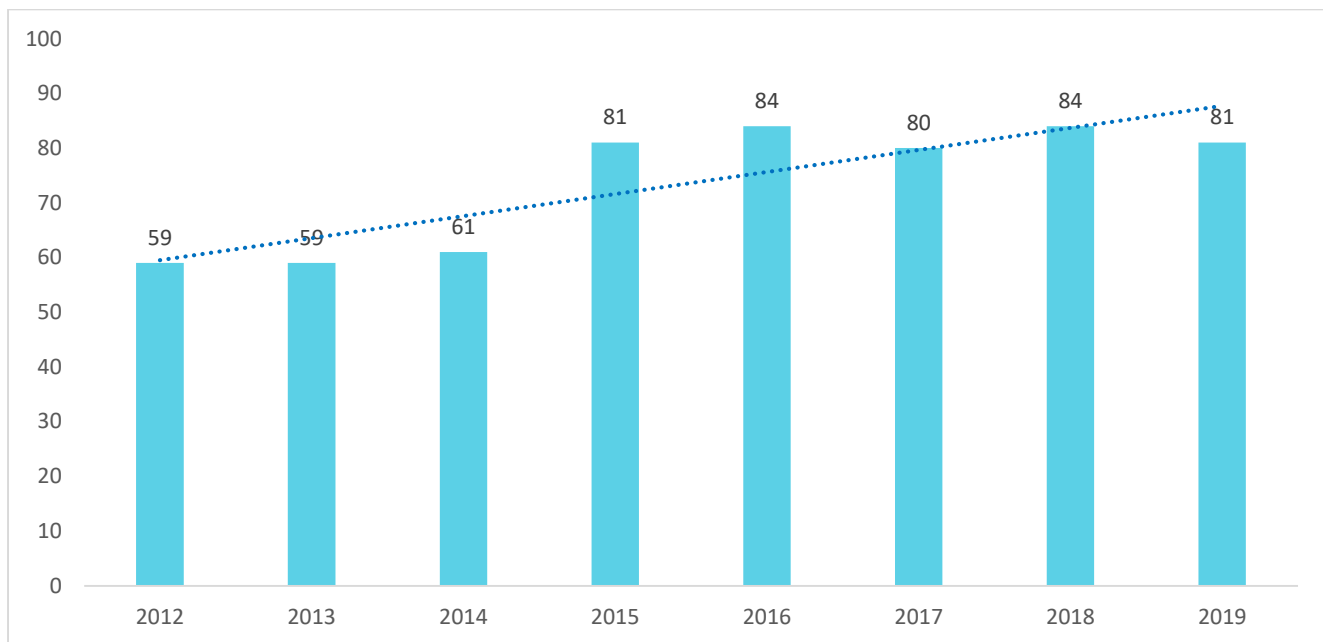


Figure 4: ROADSIDE MAINTENANCE - SATISFACTION SINCE 2012

A total of 81% of the respondents were satisfied with the roadside maintenance. This was a 3 percentage point decline from 2018, however remains 22 percentage points higher than 2012.

## Maintaining footpaths

All figures in the graph below are percentages.

(n= 1208)

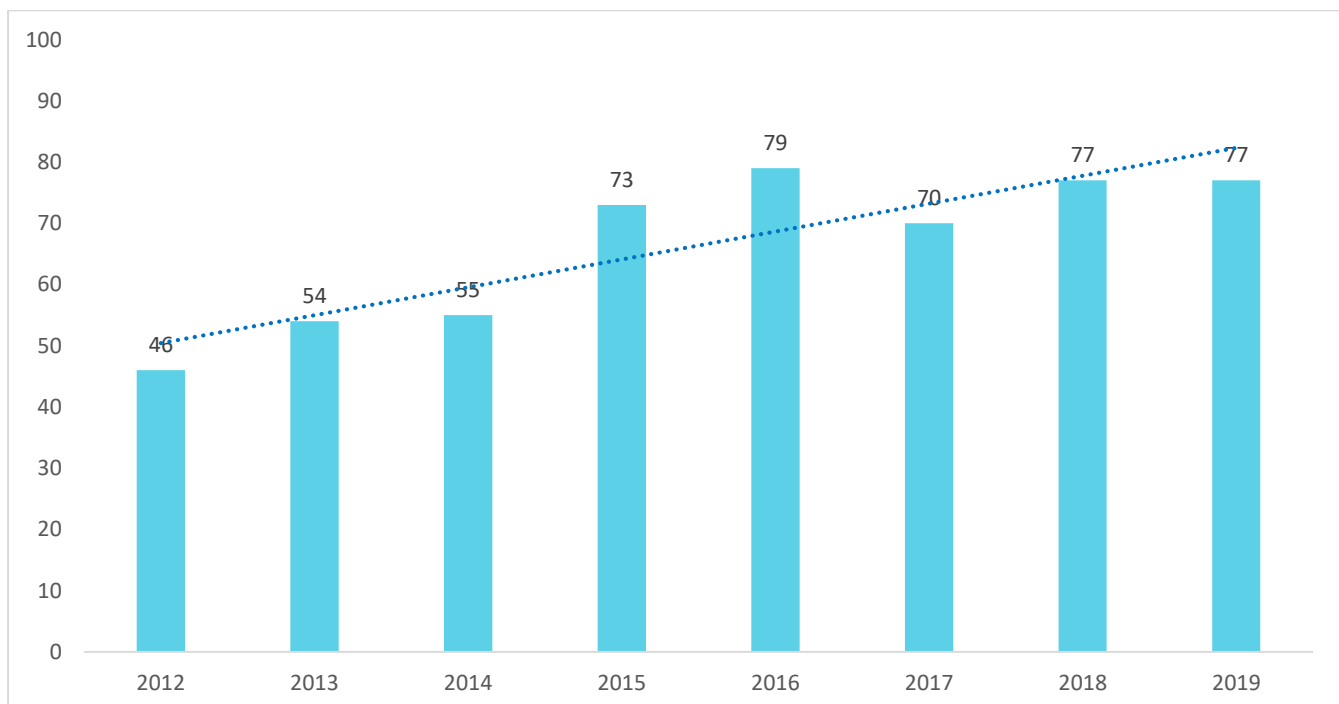


Figure 5: MAINTAINING FOOTPATHS - SATISFACTION SINCE 2012

A total of 77% of the respondents were satisfied with the maintenance of footpaths. This satisfaction score remains similar to 2018 and was 31 percentage points higher than 2012.

## Maintaining cycleways/walking tracks

All figures in the graph below are percentages.

(n= 1208)

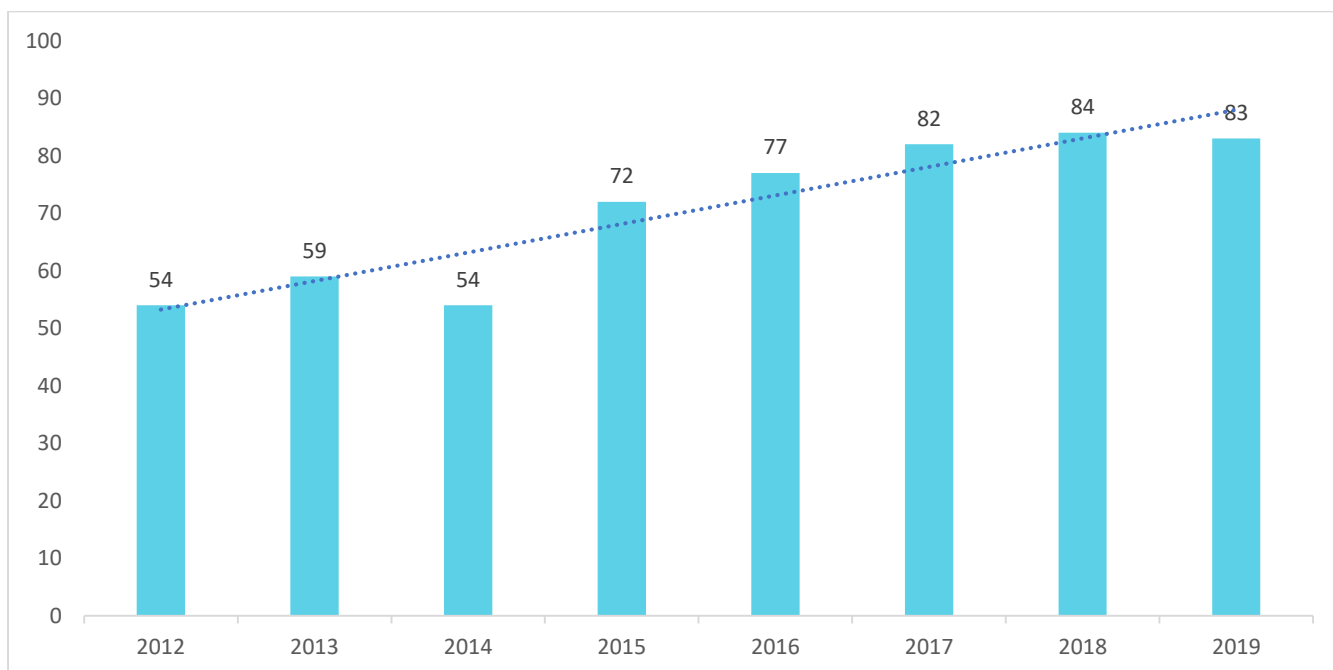


Figure 6: MAINTAINING CYCLEWAYS/ WALKING TRACKS - SATISFACTION SINCE 2012

A total of 83% of the respondents were satisfied with the maintenance of cycleways / walking tracks. This was a 1 percentage point decline from 2018, however remains 29 percentage points higher than 2012.

## Managing traffic flow (e.g. traffic lights, roundabouts, street signs)

All figures in the graph below are percentages.

(n= 1208)

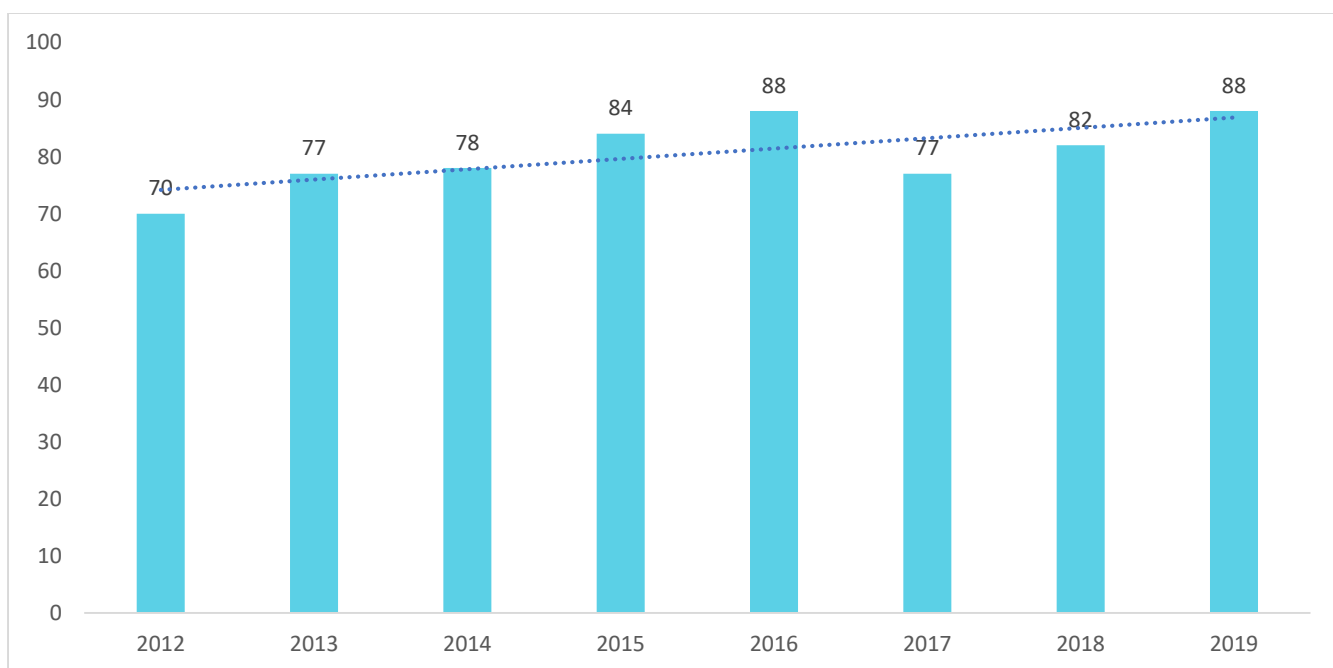


Figure 7: MANAGING TRAFFIC FLOW - SATISFACTION SINCE 2012

A total of 88% of the respondents were satisfied with the traffic flow management. This was a 6 percentage points increase from 2018 and 18 percentage points higher than 2012.

## 2: How well is Council doing?

The table below shows the satisfaction scores of respondents for facilities and services maintained by Council.

(n=1208)	2019 Aggregate*	2018 Aggregate*	2017 Aggregate*	2016 Aggregate*	2015 Aggregate*	2014 Aggregate*	2013 Aggregate*	2012 Aggregate*
Managing street trees	84%	84%	83%	80%	76%	61%	58%	57%
Managing storm water drainage systems	79%	80%	78%	71%	68%	59%	54%	46 %
Managing illegal dumping	76%	79%	54%	61%	60%	47%	N/A	N/A
Controlling weeds	77%	81%	82%	68%	64%	49%	46%	38%

Table 3: FACILITIES & SERVICES - SATISFACTION SCORES

\*Aggregate includes responses of - Extremely well, Very well, Moderately well, Slightly well and excludes Don't know / Don't use

### Managing street trees

All figures in the graph below are percentages.

(n= 1208)

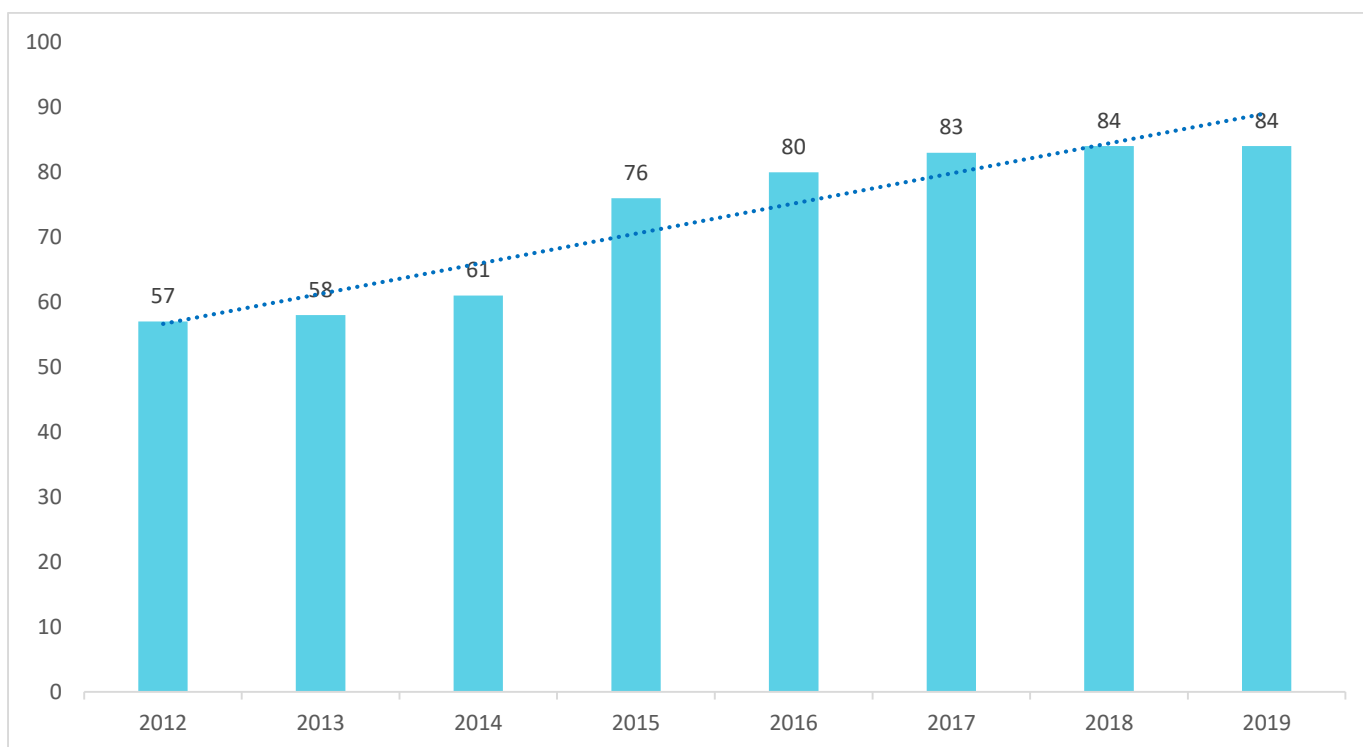


Figure 8: MANAGING STREET TREES - SATISFACTION SINCE 2012

A total of 84% of the respondents were satisfied with the management of street trees. This satisfaction score remains similar to 2018 and was 27 percentage points higher than 2012.

## Managing storm water drainage systems

All figures in the graph below are percentages.

(n= 1208)

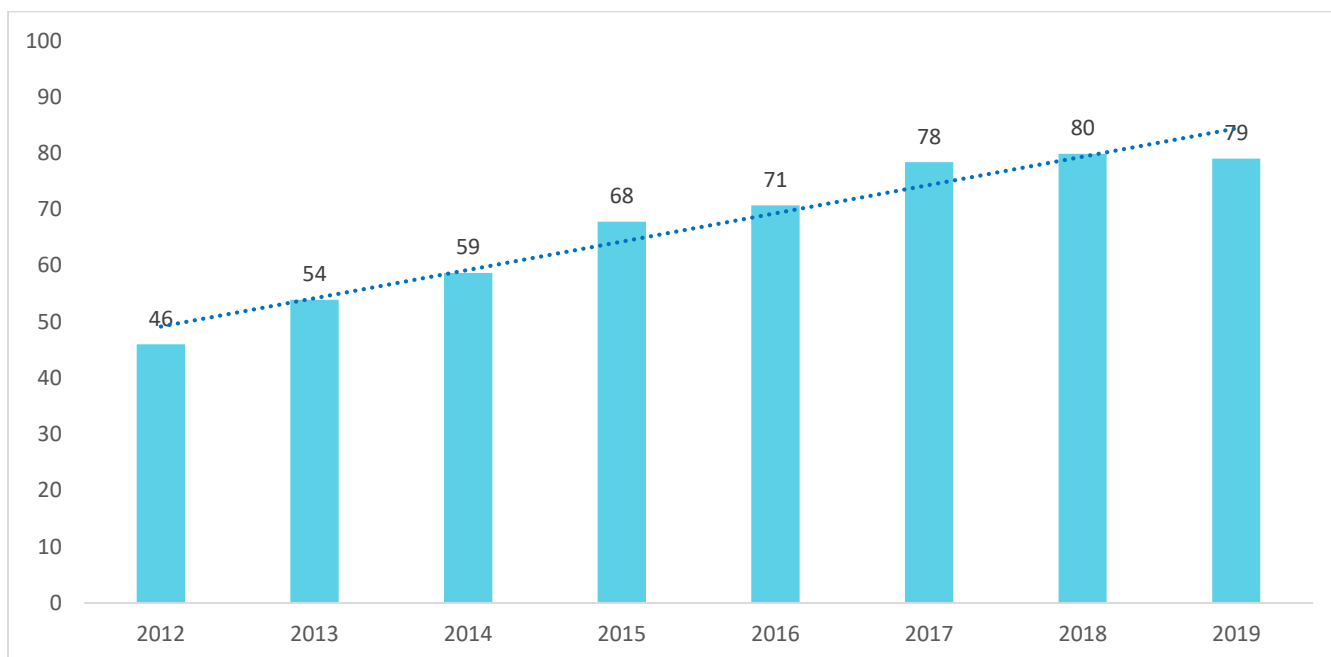


Figure 9: MANAGING STORM WATER DRAINAGE SYSTEMS - SATISFACTION SINCE 2012

A total of 79% of the respondents were satisfied with the management of storm water drainage systems. This was a 1 percentage point decline from 2018, however remains 33 percentage points higher than 2012.

## Managing illegal dumping

All figures in the graph below are percentages.

(n= 1208)

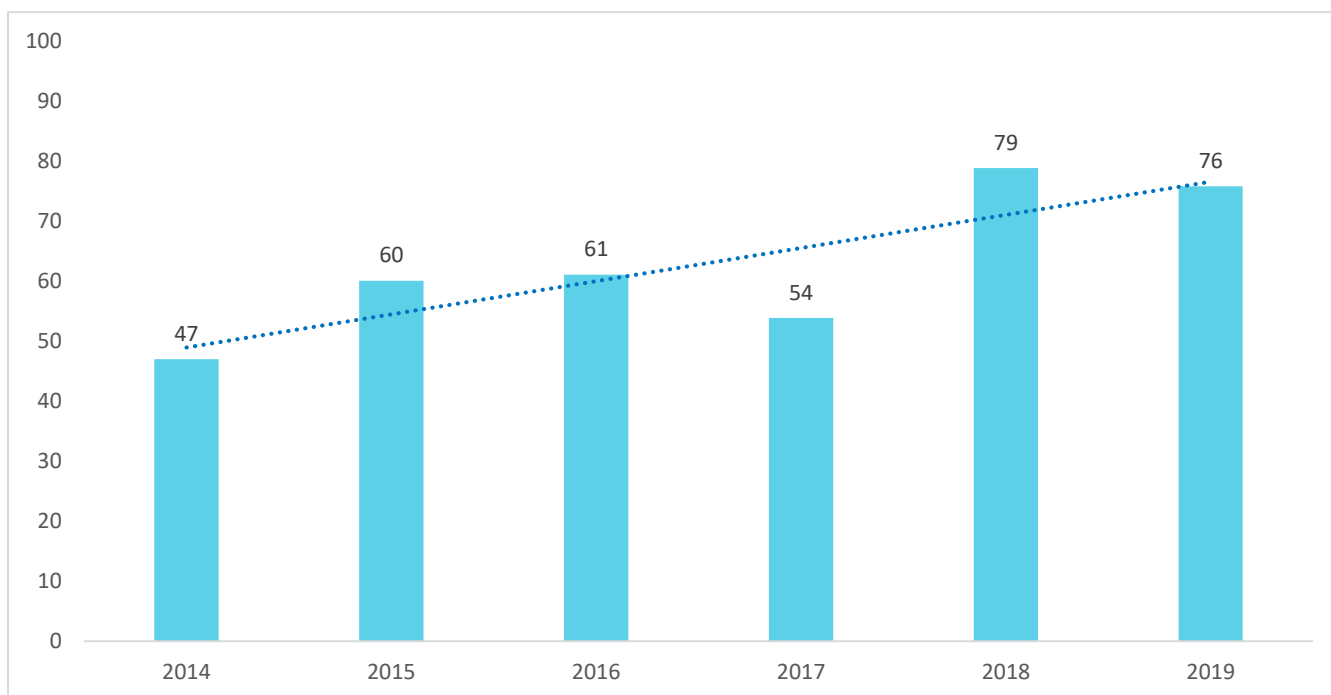


Figure 10: MANAGING ILLEGAL DUMPING - SATISFACTION SINCE 2014

A total of 76% of the respondents were satisfied with managing illegal dumping. This was a 3 percentage point decline from 2018, however remains 29 percentage points higher than 2014.

## Controlling weeds

All figures in the graph below are percentages.

(n= 1208)

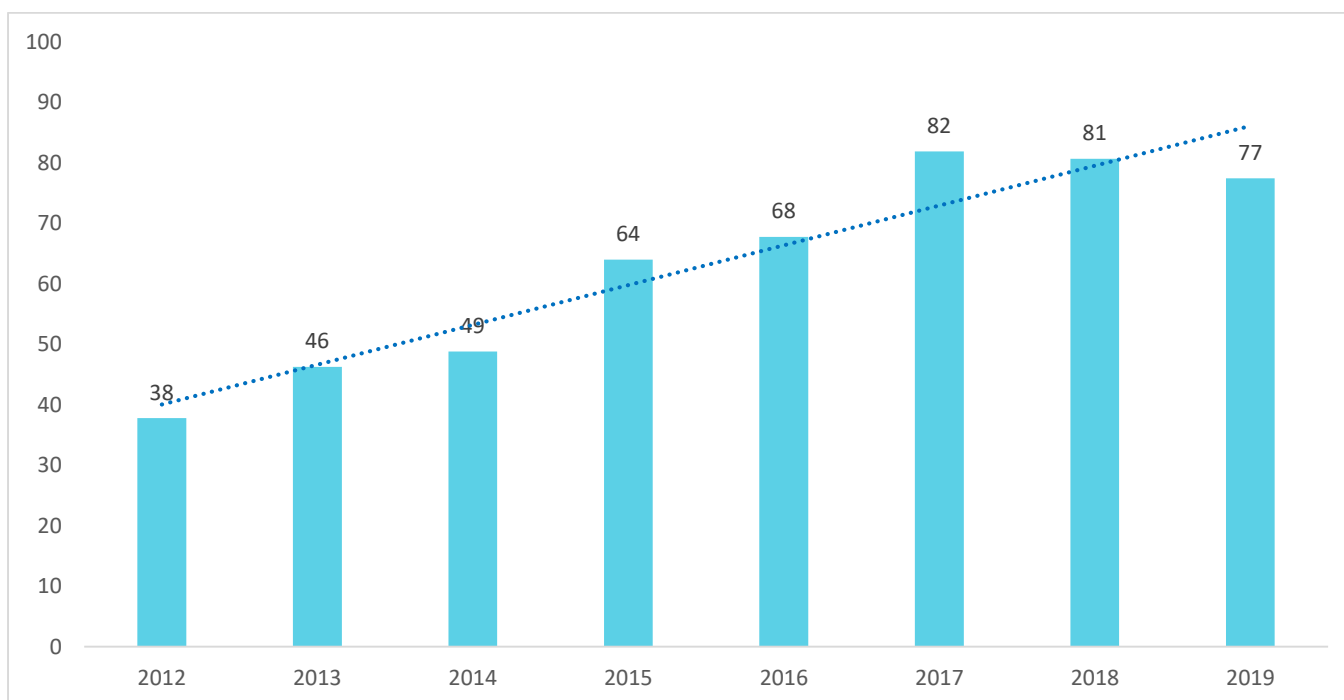


Figure 11: CONTROLLING WEEDS - SATISFACTION SINCE 2012

A total of 77% of the respondents were satisfied with controlling weeds. This was a 4 percentage points decline from 2018, however remains 39 percentage points higher than 2012.

### 3: How well is Council doing?

The table below shows the satisfaction scores of respondents for facilities and services maintained by Council.

(n=1208)	2019 Aggregate*	2018 Aggregate*	2017 Aggregate*	2016 Aggregate*	2015 Aggregate*	2014 Aggregate*	2013 Aggregate*	2012 Aggregate*
Maintaining parks and gardens	91%	92%	90%	90%	84%	78%	73%	71%
Maintaining operational cemeteries	95%	94%	N/A	N/A	N/A	N/A	N/A	N/A
Managing nature reserves, wetlands, beaches and foreshores	87%	84%	88%	84%	75%	65%	68%	61%
Managing litter from rubbish bins in parks and central business districts	92%	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Table 4: FACILITIES & SERVICES - SATISFACTION SINCE 2012

\*Aggregate includes responses of - Extremely well, Very well, Moderately well, Slightly well and excludes Don't know / Don't use

## Maintaining parks and gardens

All figures in the graph below are percentages.

(n= 1208)

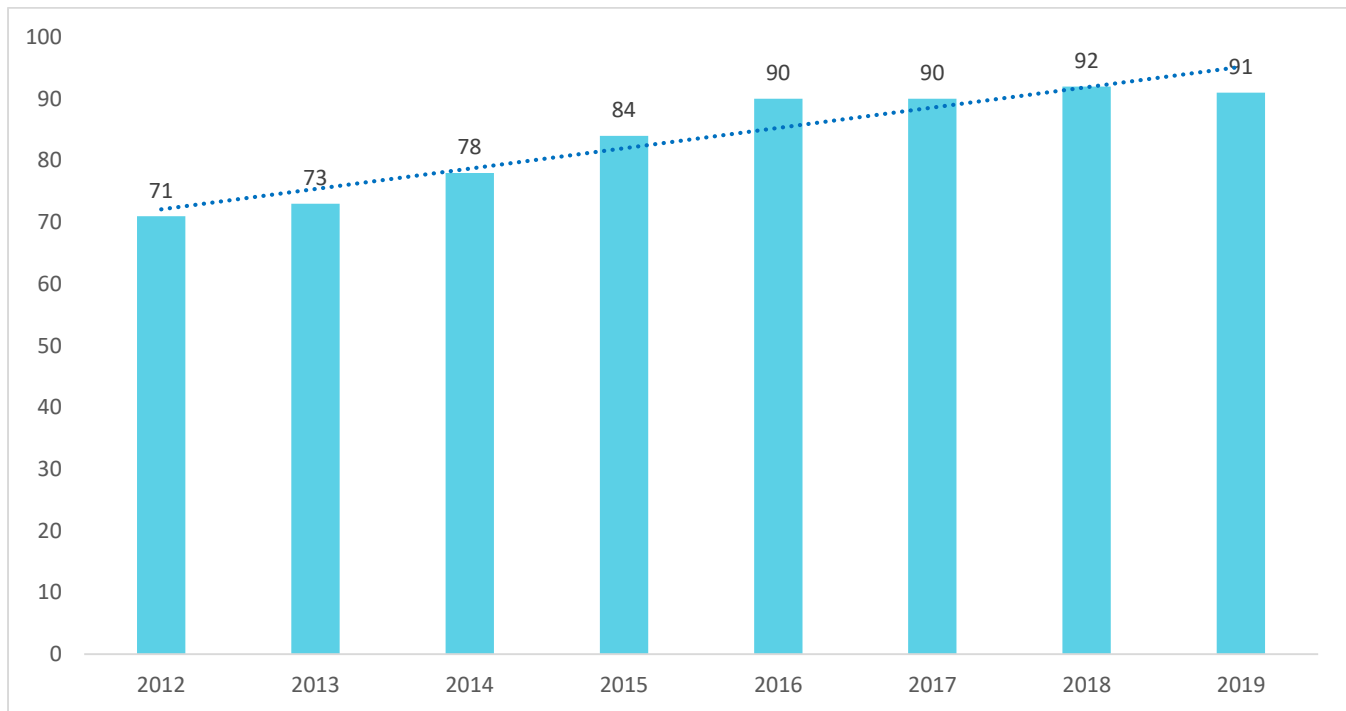


Figure 12: MAINTAINING PARKS AND GARDENS - SATISFACTION SINCE 2012

A total of 91% of the respondents were satisfied with the maintaining parks and gardens. This was a 1 percentage point decline from 2018, however remains 20 percentage points higher than 2012.

## Maintaining operational cemeteries

All figures in the graph below are percentages.

(n= 1208)

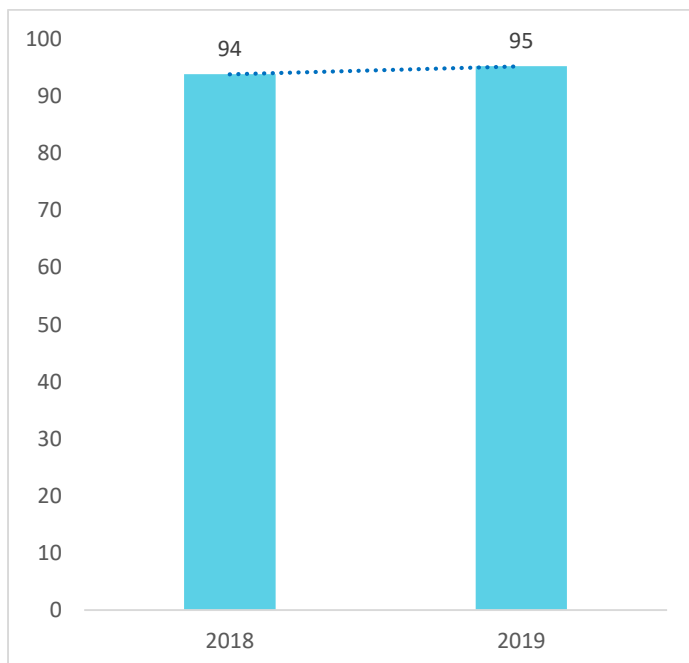


Figure 13: MAINTAINING OPERATIONAL CEMETERIES - SATISFACTION SINCE 2018

A total of 95% of the respondents were satisfied with maintaining operational cemeteries. This was a 1 percentage point higher than 2018.



## Managing nature reserves, wetlands, beaches and foreshores

All figures in the graph below are percentages.

(n= 1208)

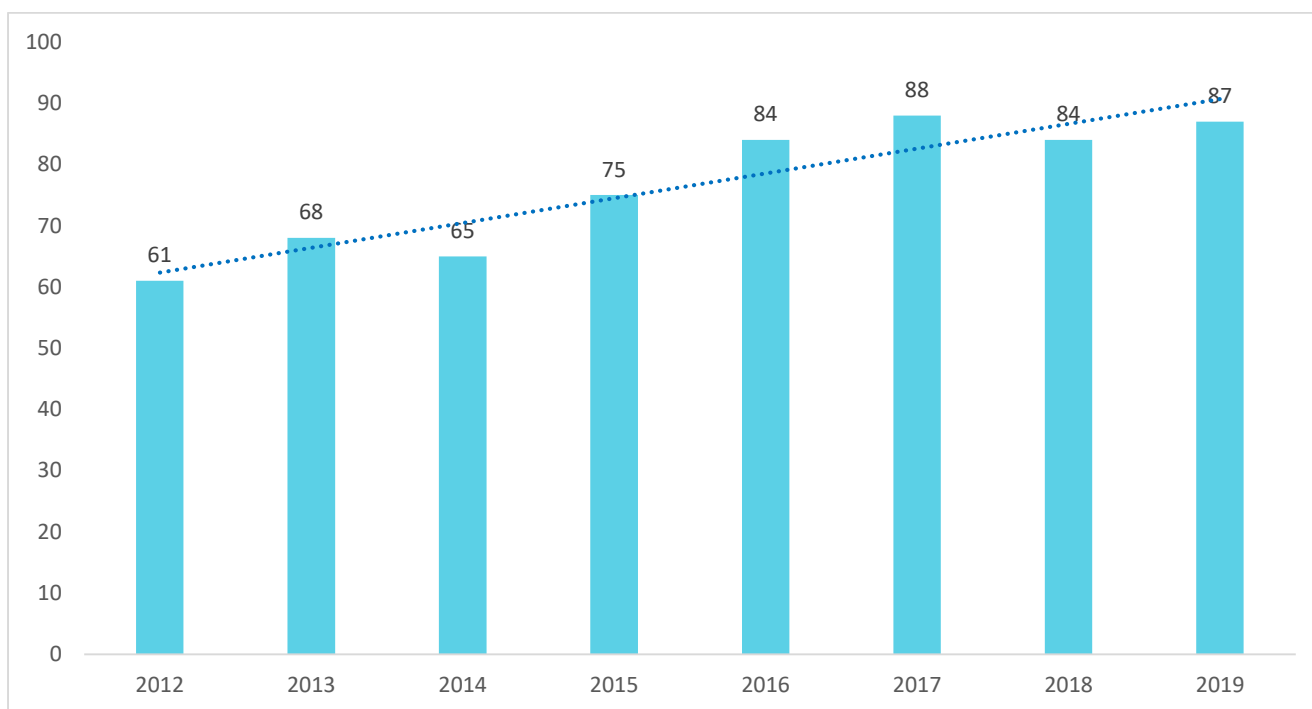


Figure 14: MANAGING NATURE RESERVES, WETLANDS, BEACHES & FORESHORES - SATISFACTION SINCE 2012

A total of 87% of the respondents were satisfied with managing nature reserves. This was 3 percentage point higher than 2018 and 26 percentage point higher than 2012.

### 4: How satisfied you are with these facilities?

The table below shows the satisfaction scores of respondents for facilities and services maintained by Council.

(n= 1208)

	2019 Aggregate*	2018 Aggregate*	2017 Aggregate*	2016 Aggregate*	2015 Aggregate*	2014 Aggregate*	2013 Aggregate*	2012 Aggregate*
Public toilet amenities (Council-owned parks/ community amenities - excluding those in shopping centres)	76%	76%	74%	84%	74%	83%	82%	75%
Playground equipment	85%	88%	84%	91%	82%	88%	88%	84%
Community public halls	90%	91%	93%	91%	87%	92%	91%	89%
Sport & Recreational facilities (including ovals, club rooms)	91%	90%	89%	93%	83%	92%	94%	91%
Swimming Pools	91%	90%	87%	93%	87%	94%	91%	90%

Table 5: FACILITIES - SATISFACTION SCORES

\*Aggregate includes responses of – Very satisfied, Satisfied, Moderately Satisfied and excludes Don't know / Don't use

## Public toilet amenities

All figures in the graph below are percentages.

(n= 1208)

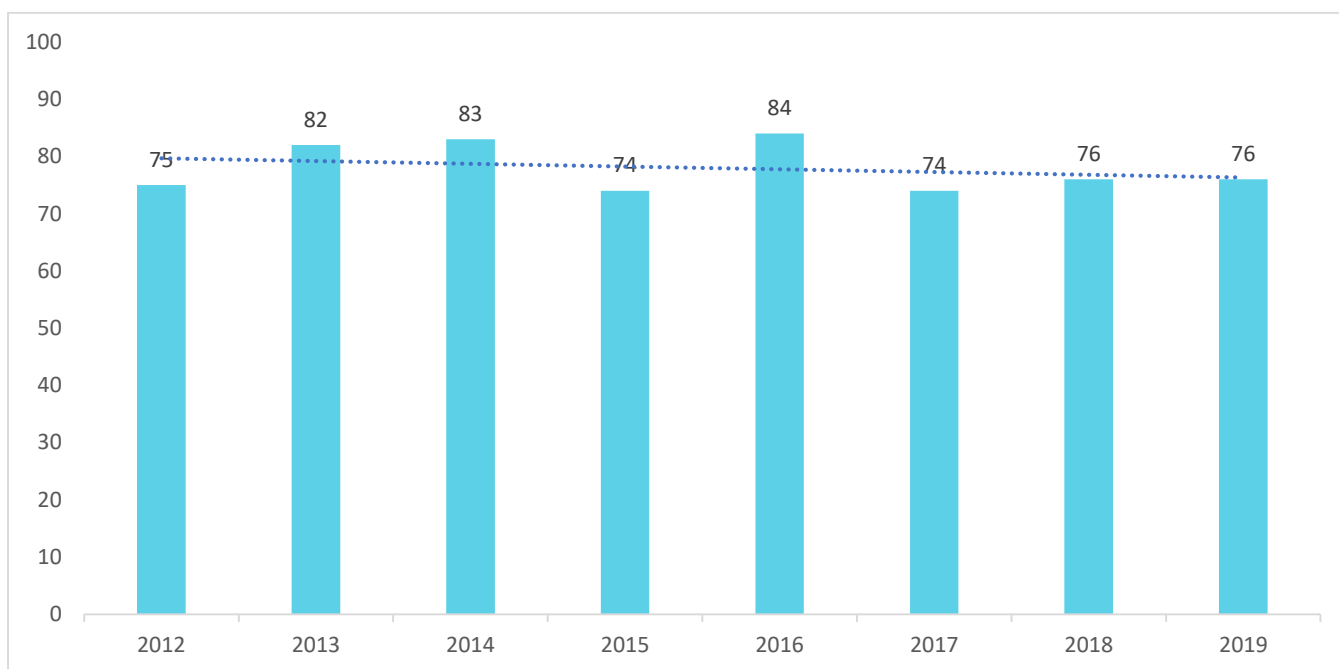


Figure 15: PUBLIC TOILET AMENITIES - SATISFACTION SINCE 2012

A total of 76% of the respondents were satisfied with public toilets. In general, satisfaction scores have remained consistent since 2012.

## Playground equipment

All figures in the graph below are percentages.

(n= 1208)

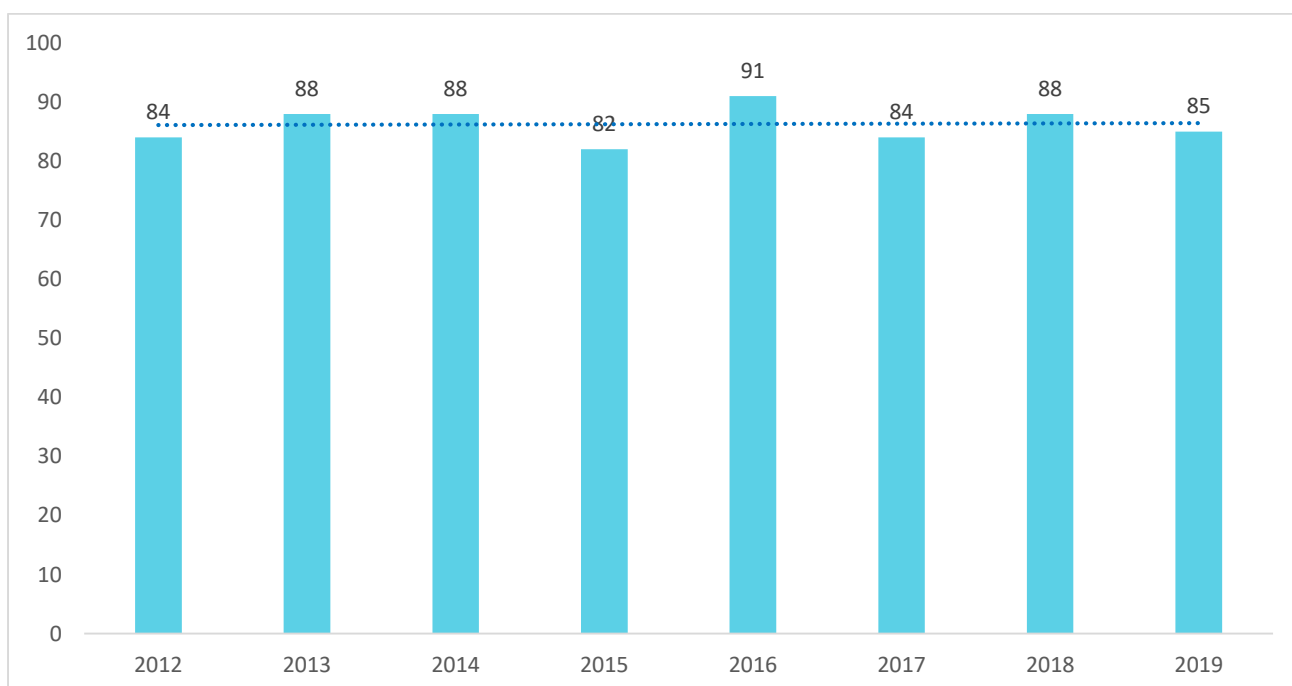


Figure 16: PLAYGROUND EQUIPMENT - SATISFACTION SINCE 2012

A total of 85% of the respondents were satisfied with the playground equipment. In general, satisfaction scores have remained consistent since 2012.

## Community public halls

All figures in the graph below are percentages.

(n= 1208)

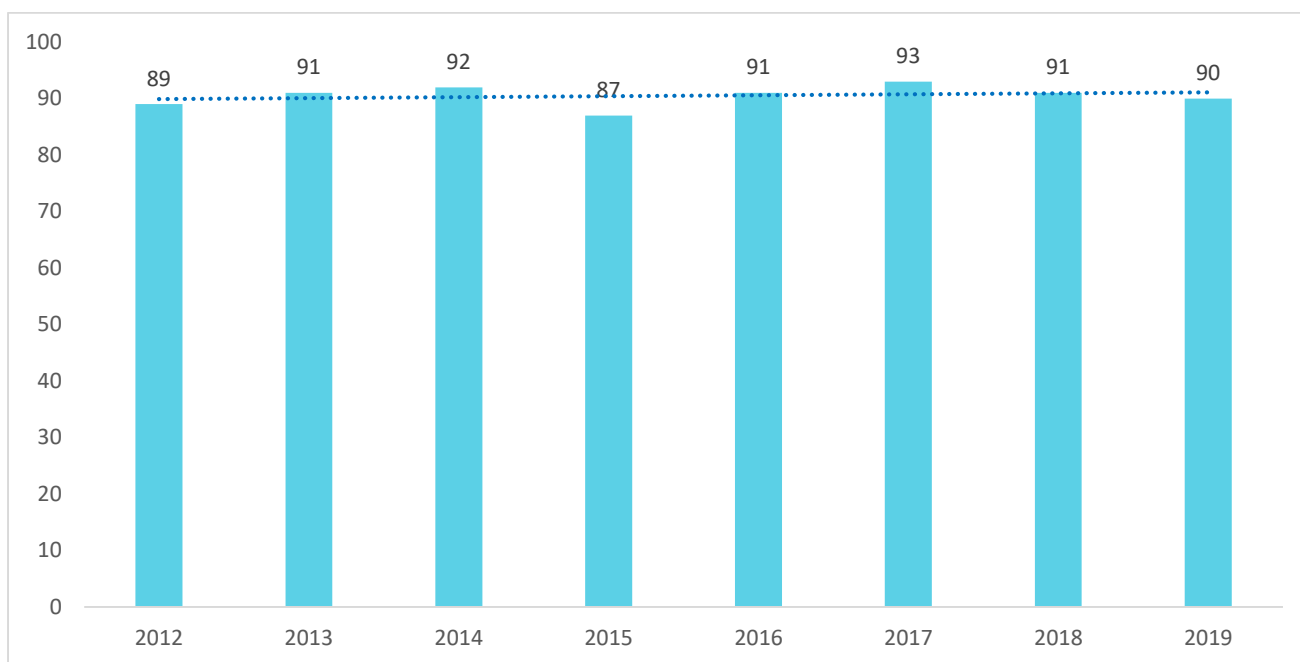


Figure 17: COMMUNITY PUBLIC HALLS - SATISFACTION SCORES

A total of 90% of the respondents were satisfied with the Community public halls. In general, satisfaction scores have remained consistent since 2012.

## Sport & Recreational facilities

All figures in the graph below are percentages.

(n= 1208)

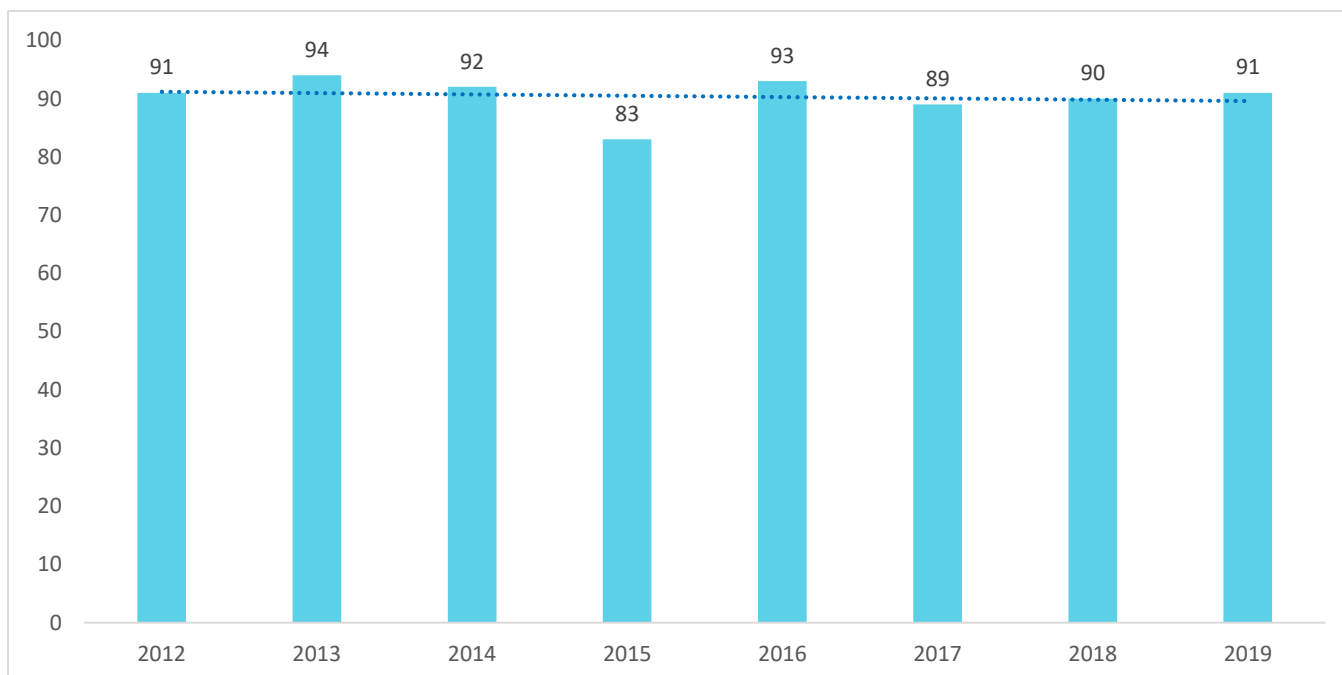


Figure 18: SPORTS & RECREATIONAL FACILITIES - SATISFACTION SINCE 2012

A total of 91% of the respondents were satisfied with the sports & recreational facilities. In general, satisfaction scores have remained consistent since 2012.

## Swimming pools

All figures in the graph below are percentages.

(n= 1208)

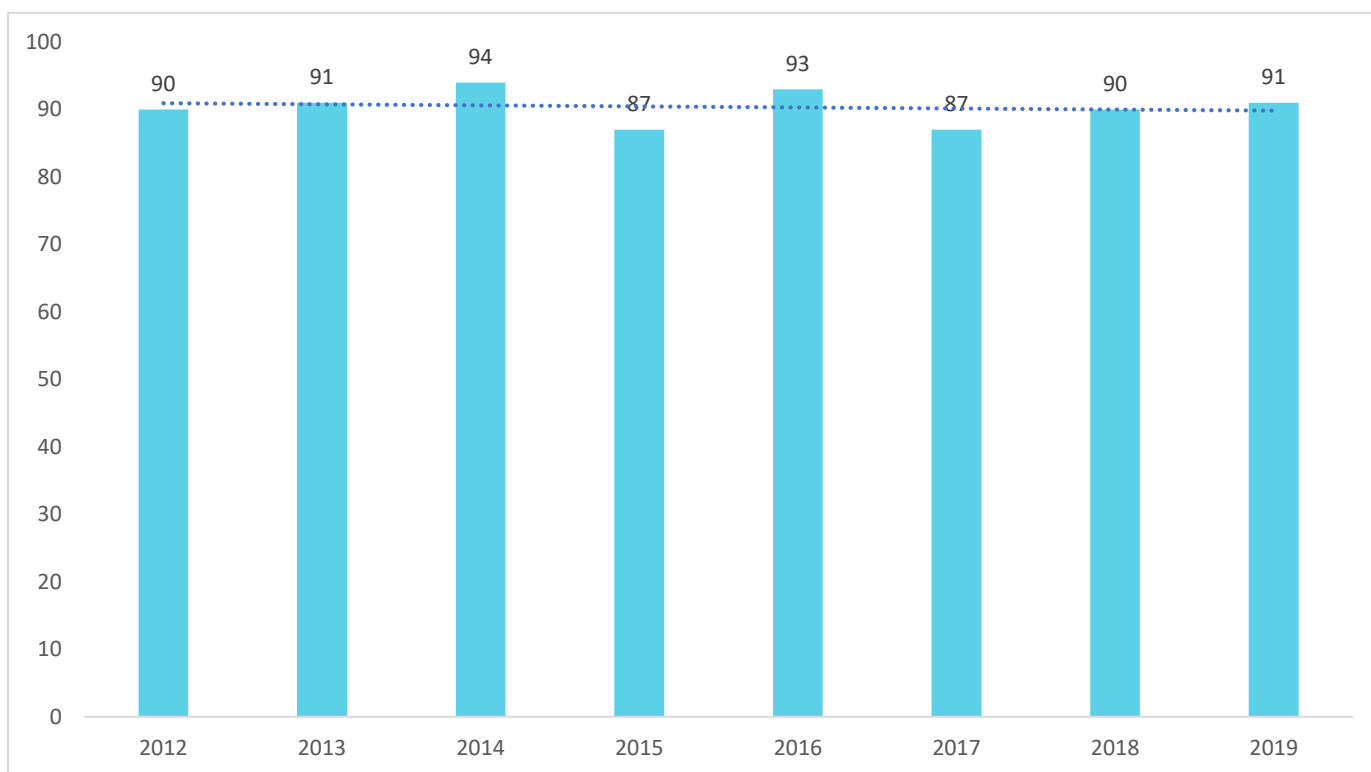


Figure 19: SWIMMING POOLS - SATISFACTION SINCE 2012

A total of 91% of the respondents were satisfied with the swimming pools. In general, satisfaction scores have remained consistent since 2012.

## 5: How satisfied you are with these services?

The table below shows the satisfaction scores of respondents for some services delivered by Council.

(n= 1208)	2019 Aggregate*	2018 Aggregate*	2017 Aggregate*	2016 Aggregate*	2015 Aggregate*	2014 Aggregate*	2013 Aggregate*	2012 Aggregate*
Ranger services (Animal management)	74%	77%	71%	63%	63%	64%	60%	66%
Ranger services (Parking)	71%	74%	74%	60%	62%	60%	62%	56%
Garbage collection services	95%	95%	94%	94%	86%	93%	93%	92%
Access to waste depots and waste transfer stations	88%	87%	77%	82%	72%	82%	77%	74%

Table 6: COUNCIL SERVICES - SATISFACTION SCORES

\*Aggregate includes responses of – Very well, Well, Moderately well and excludes Don't know / Don't use

## Ranger Services (Animal Management)

All figures in the graph below are percentages.

(n= 1208)

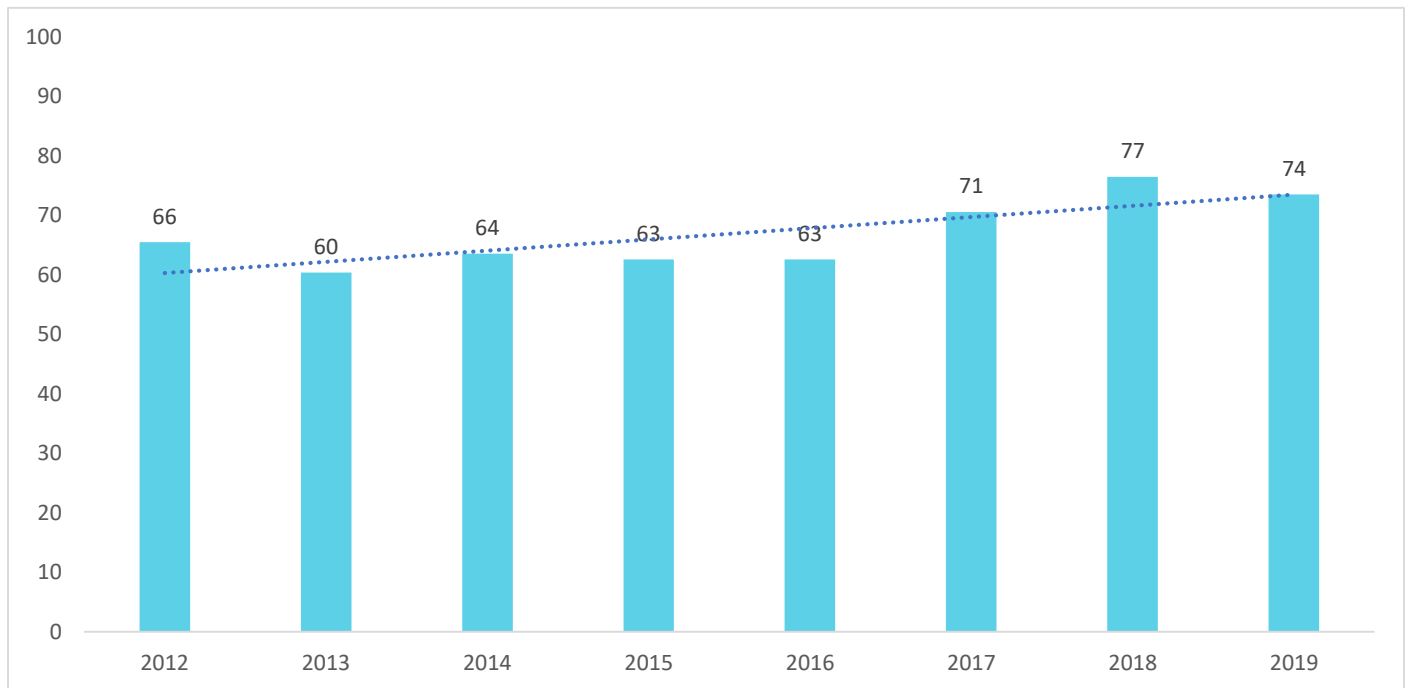


Figure 20: RANGER SERVICES (ANIMAL MANAGEMENT) - SATISFACTION SINCE 2012

A total of 74% of the respondents were satisfied with the ranger services (animal management). This was a 3 percentage points decline from 2018, however remains 8 percentage points higher than 2012.

## Ranger Services (Parking)

All figures in the graph below are percentages.

(n= 1208)

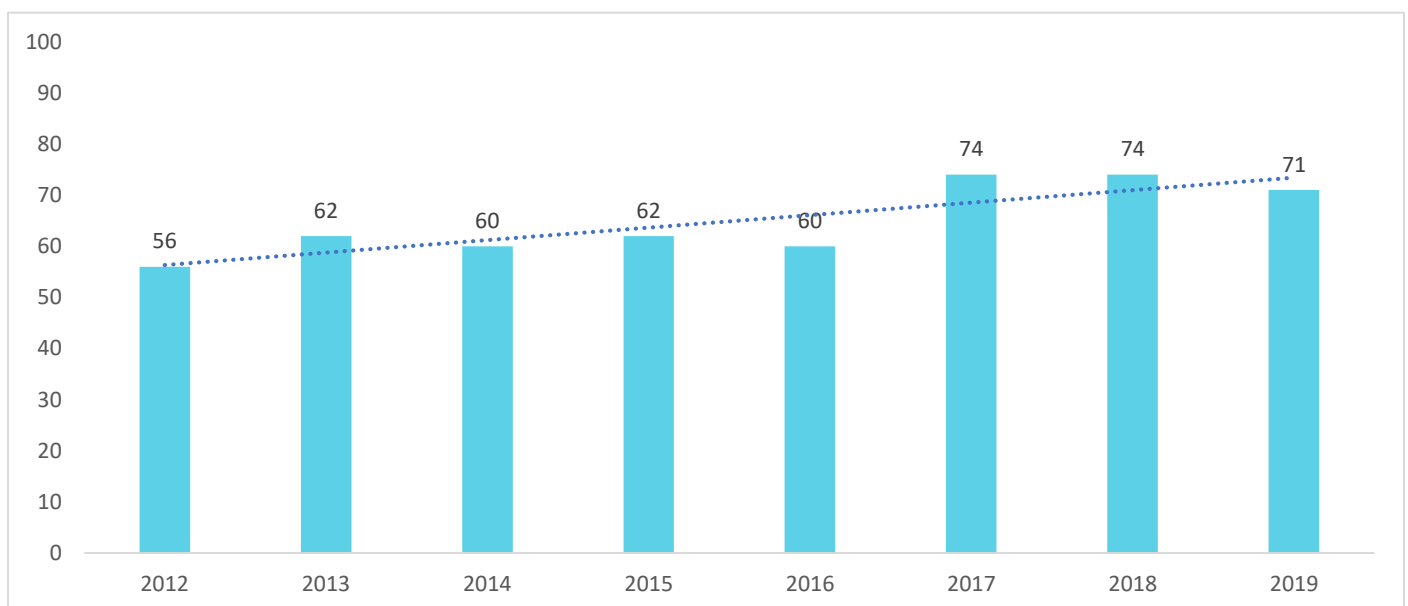


Figure 21: RANGER SERVICES (PARKING) - SATISFACTION SINCE 2012

A total of 71% of the respondents were satisfied with the ranger services (parking). This was a 3 percentage points decline from 2018, however remains 15 percentage points higher than 2012.

## Garbage Collection

All figures in the graph below are percentages.

(n= 1208)

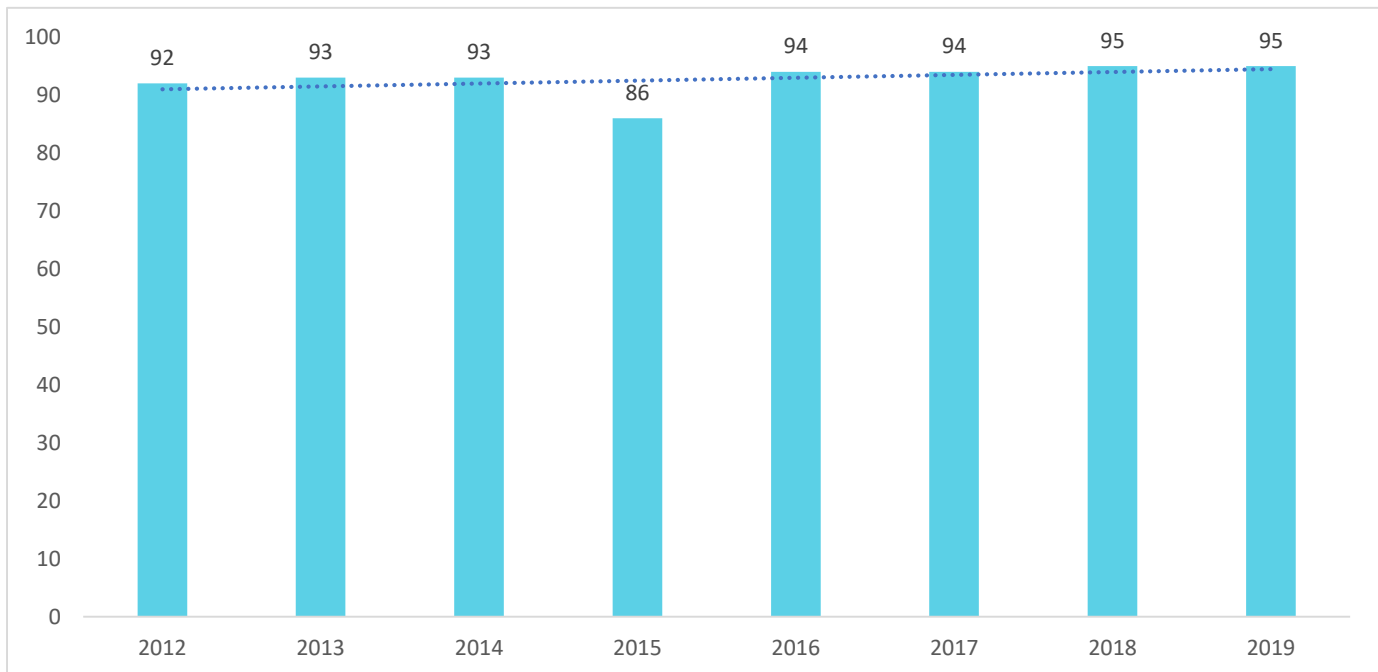


Figure 22: GARBAGE COLLECTION - SATISFACTION SINCE 2012

A total of 95% of the respondents were satisfied with the garbage collection services. This satisfaction score remains similar to 2018 and was 3 percentage points higher than 2012.

## Access to waste depots and waste transfer stations

All figures in the graph below are percentages.

(n= 1208)

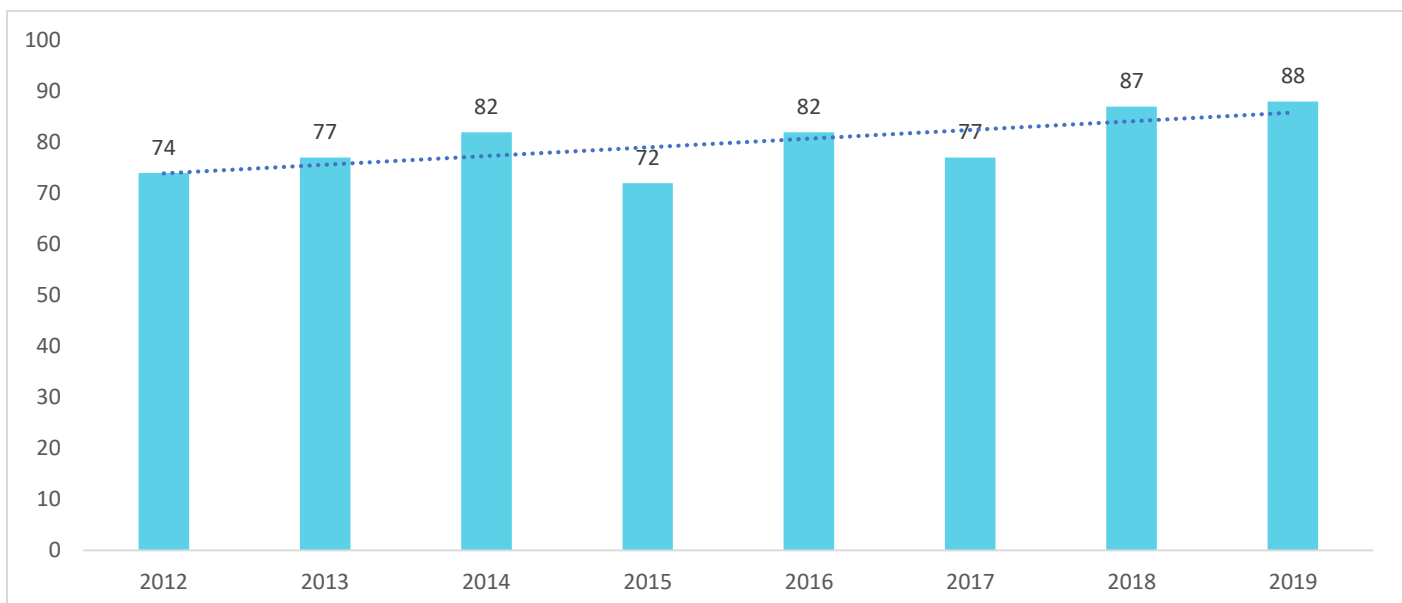


Figure 23: ACCESS TO WASTE DEPOTS & TRANSFER STATIONS - SATISFACTION SINCE 2012

A total of 88% of the respondents were satisfied with access to waste depots and waste transfer stations. This was a 1 percentage point increase from 2018 and 14 percentage points higher than 2012.

**6: In past 12 months, have you submitted a development application?**

(n= 1205)	Yes	No	Don't know / Not Sure
In the past 12 months, have you submitted a development application?	77	1121	7

Table 7: DEVELOPMENT APPLICATION

**7: How satisfied were you with the development application service?**

(n= 76)	Number of respondents
Very Unsatisfied	19
Unsatisfied	11
Neutral	14
Satisfied	19
Very Satisfied	13

Table 8: DEVELOPMENT APPLICATION SERVICE SATISFACTION

Number of respondents is very small and is not a statistically valid representation.

**8: How efficiently was your development application managed?**

(n= 76)	Number of respondents
Poorly	22
Somewhat poorly	8
Neutral	12
Well	21
Very Well	13

Table 9: DEVELOPMENT APPLICATION MANAGEMENT

The total number of respondents is very small and is not a statically valid representation.

**9: In past 12 months, have you submitted a rezoning application?**

(n= 1203)	Yes	No	Don't know / Not Sure
In the past 12 months have you submitted a rezoning application?	6	1191	6

Table 10: REZONING APPLICATION

## 10: How satisfied were you with the rezoning application service?

(n= 7)	Number of respondents
Very Unsatisfied	2
Unsatisfied	2
Neutral	0
Satisfied	0
Very Satisfied	3

Table 11: REZONING APPLICATION SERVICE SATISFACTION

Number of respondents is very small and is not a statically valid representation.

## 11: How efficiently was the rezoning application managed?

(n= 7)	Number of respondents
Poorly	2
Somewhat poorly	1
Neutral	1
Well	1
Very Well	2

Table 12: REZONING APPLICATION MANAGEMENT

Number of respondents is very small and is not a statically valid representation.



## Participation in Council programs or facilities

**12: In the past 12 months, have you participated in one or more of the following environmental education programs?**

(n= 1188)	Yes
Waste and sustainability activities (Example - Beach clean-ups, marine plastic education)	224
Environmental days (Example - National Tree day, Clean up Australia day)	196
Nature watch activities (Example - Spotighting, surveying and koala sightings)	157
Land care activities and bush-land regeneration	112
Cultural heritage awareness (Example - Indigenous connection to land, traditional management practices, guided walks)	92
Marine Discovery Series (Example - Whale tales)	77
School holiday activities with an environmental focus (Example - Summer Coastal Activities)	66
Invasive species workshop and field days	39

Table 13: ENVIRONMENTAL EDUCATION PROGRAMS

**13: Were you aware that the Council holds free drop off events for 'Problem Waste' including mattresses, tyres, E-waste and chemicals?**

All figures in the chart below are percentages.

(n= 1188)

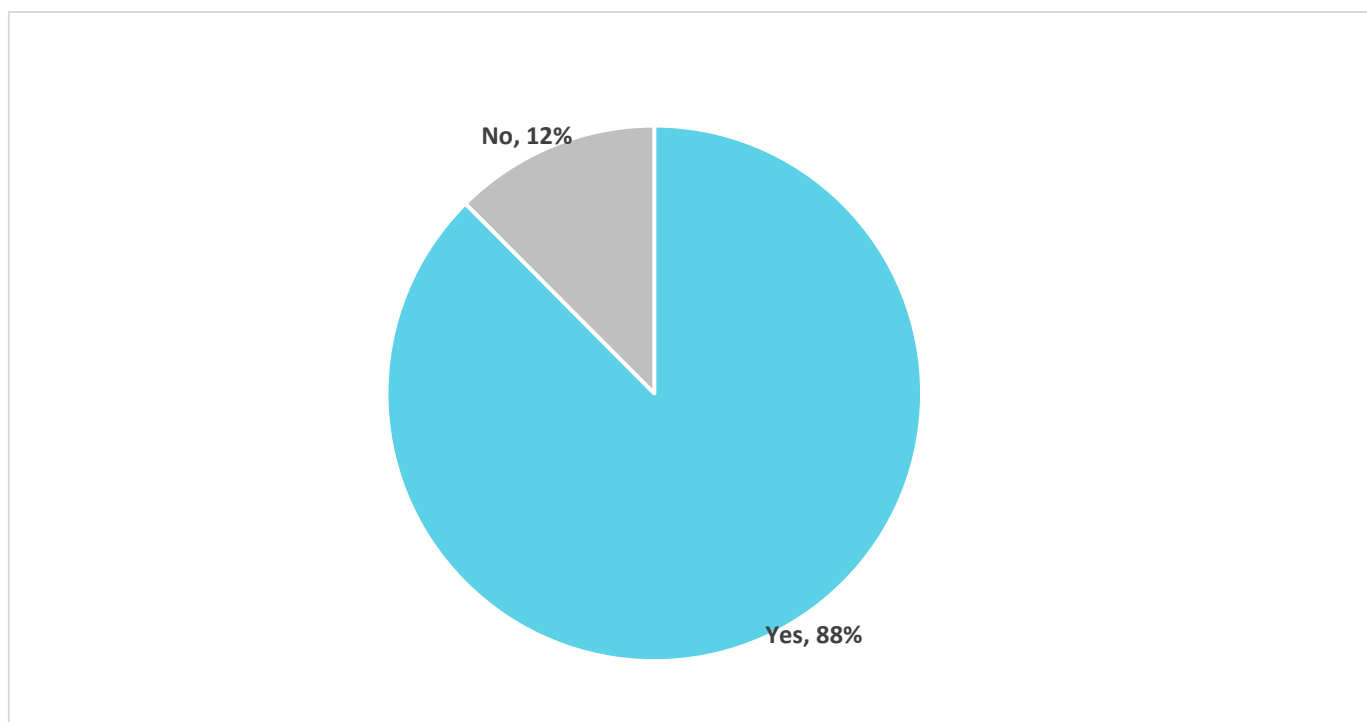


Figure 24: PROBLEM WASTE DROP OFF EVENT AWARENESS

**14: In the past 12 months did you participate in any of the Council's 'Problem Waste' free drop off events and if yes, were you satisfied?**

(n= 1188)	Yes. Satisfied	Yes. Unsatisfied	Did not attend
In the past 12 months did you participate in any of Council's free 'Problem Waste' drop off days and if yes, were you satisfied with the service?	479 (40%)	26 (2%)	683 (58%)

Table 14: PROBLEM WASTE DROP OFF EVENT PARTICIPATION

95% of the respondents who participated in the Council's free 'Problem Waste' drop off event indicated that they were satisfied with the service.

All figures in the chart below are percentages.

(n= 505)

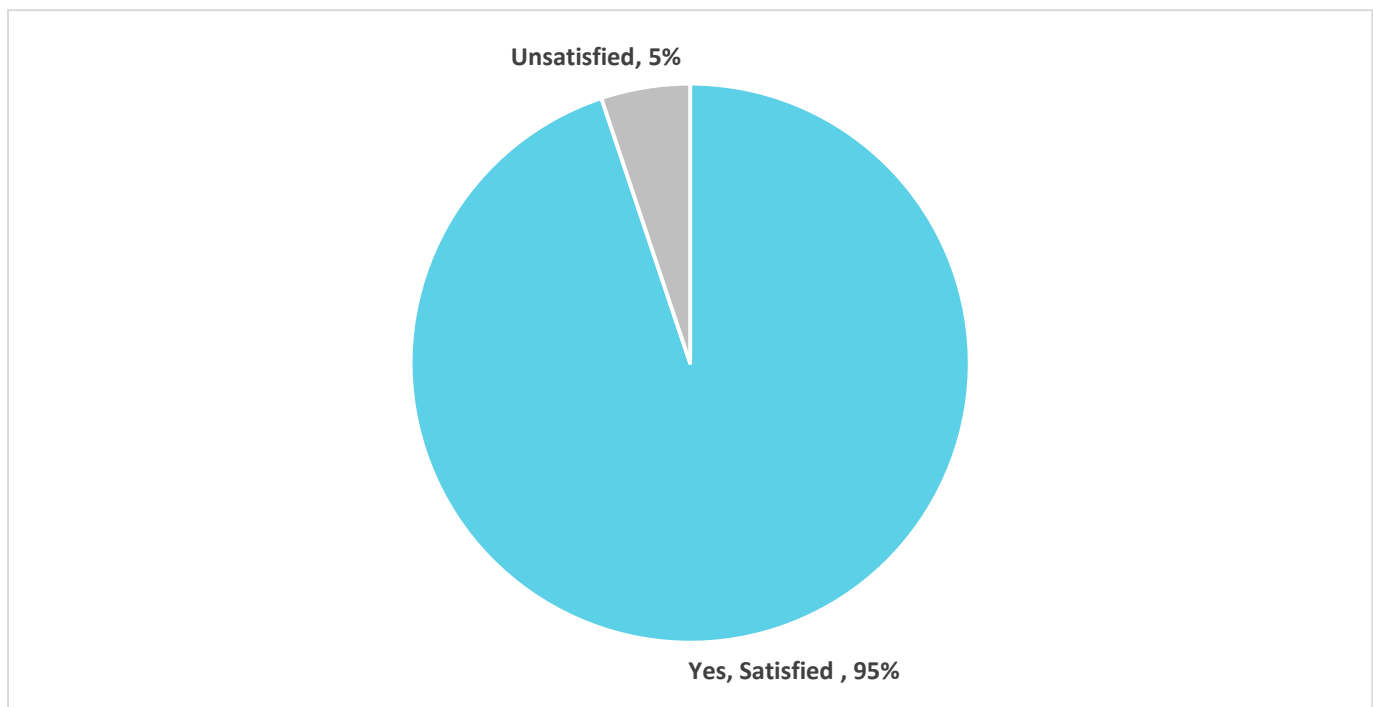


Figure 25: PROBLEM WASTE DROP OFF EVENT - SATISFACTION

**15: In the past 12 months have you used one or more of the following Council Community Halls or centres?**

Respondents selected multiple options.

(n= 1188)	Number of users
Tomaree Library and Community Centre	149
Medowie Community Centre	62
Corlette Hall	61
Nelson Bay Community Hall	51
Fern Bay Community Centre	50
Anna Bay / Birubi Point Hall	36

Salt Ash Community Hall	35
Lemon Tree Passage Old School Centre	33
Soldiers Point Hall	31
Raymond Terrace Senior Citizens Hall	27
Tanilba Foreshore Hall	25
Williamtown Hall	18
Seaham School of Arts and Community Hall	15
Hinton School of Arts	11
Mallabula Community Centre	8
Bobs Farm Public Hall	7
Karuah Community Hall	7
None of the above	757

*Table 15: NUMBER OF COMMUNITY HALL USERS*

36% of the total respondents have indicated that they used one or more of the above mentioned Council Community Halls or centres.

## Communication with Council

### 16: Where do you usually get most of your information about Council activities?

Respondents selected multiple options.

(n= 1181)	Number of respondents*
Council Notices in Port Stephens Examiner	568
News/editorial in Port Stephens Examiner	554
Council's website	496
Word of mouth	317
Local radio news	268
Council's Facebook	258
Local television news	209
Printed Newsletters	144
Council's email newsletters (Informe, BizLink etc.)	124
News/editorial in the Newcastle Herald	98
At Council locations (Administration Centre, Libraries etc.)	80
Posters	40
Council's Have Your Say (Engagement HQ) online hub	36
Council's Twitter	6
I don't hear about things	72
Unsure	18
Other (please specify)	62

Table 16: INFORMATION ABOUT COUNCIL ACTIVITIES

\*Since respondents provided multiple responses, total number of respondents for all categories exceeds n= 1181.

The most notable change from 2018 to 2019 was an 8 percentage point increase in the number of respondents of Council's website.

There was also a decline from 2018 to 2019 in the respondents of local TV news, News/editorial in Port Stephens Examiner and Council Notices in Port Stephens Examiner.

**17: In the past 12 months have you contacted Council staff for any reason? If yes, how satisfied are you with Council staff's response time and answering your enquiry?**

All figures in the chart below are percentages.

(n= 1181)

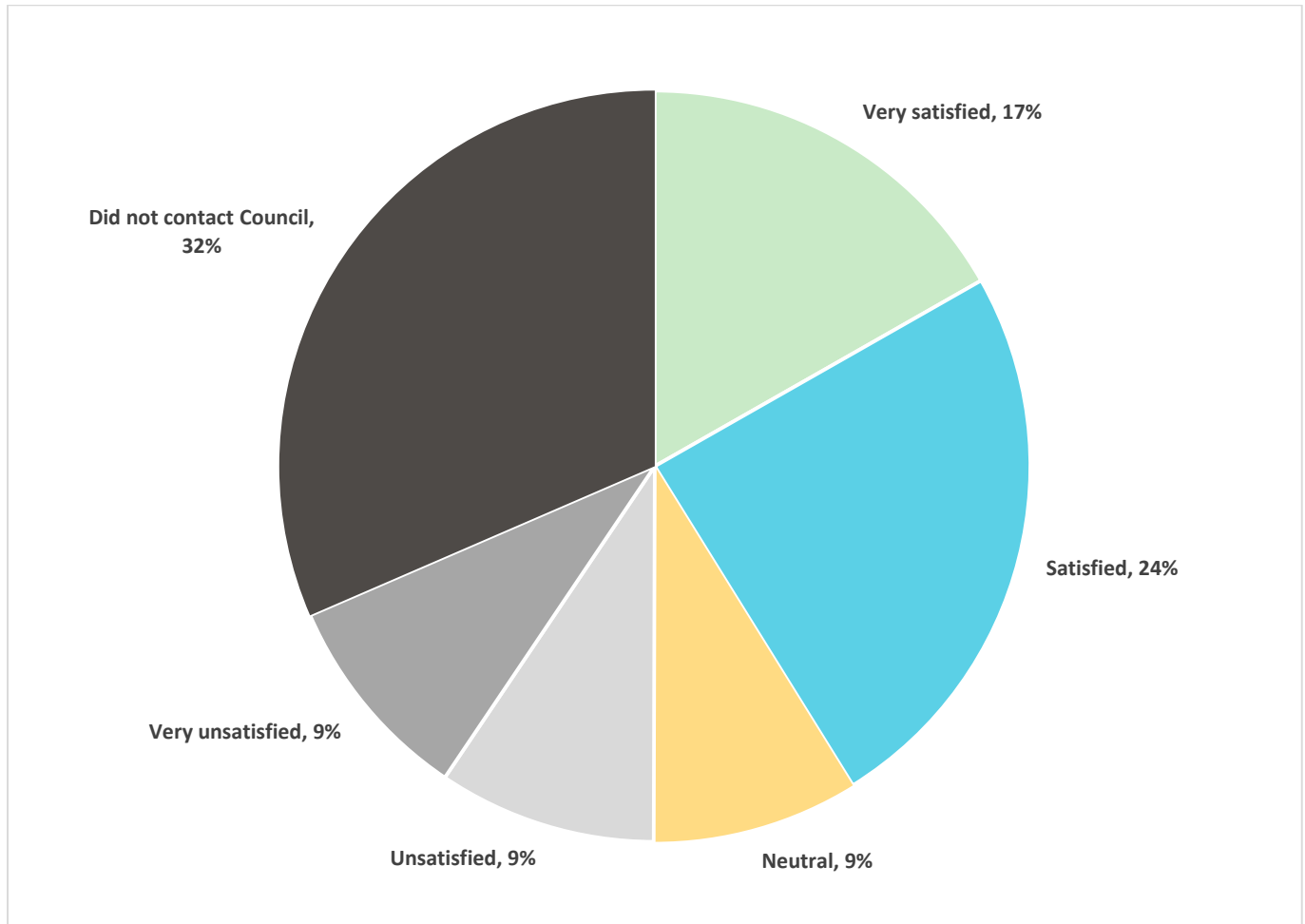


Figure 26 - CONTACT WITH COUNCIL STAFF

809 respondents who contacted the Council staff in the past 12 months have indicated satisfaction score of 73% for Council staff's response time and answering their enquiry.

## Community participation in activities across Port Stephens

**18: In the past 12 months have you attended a community activity or event in Port Stephens?**

Respondents selected multiple options.

(n= 1181)

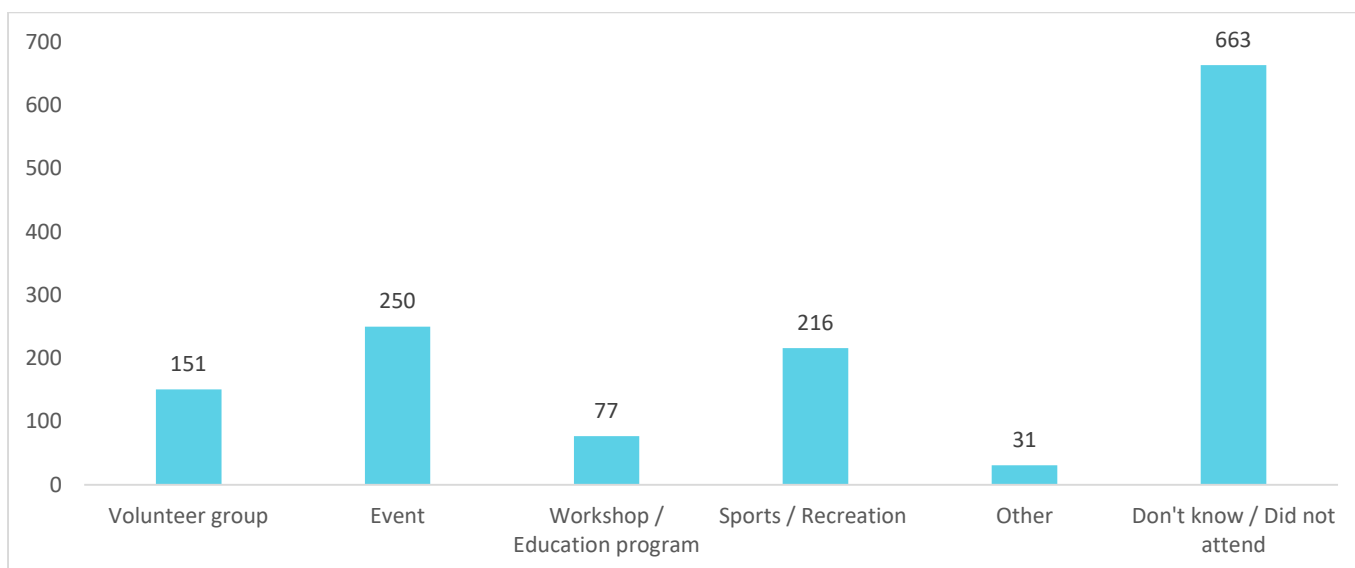


Figure 27: ATTENDANCE AT COMMUNITY ACTIVITY / EVENT

Since respondents provided multiple responses, total number of respondents for all categories exceeds n = 1181.

57% of the total respondents indicated 'Don't know / did not attend'.

**19: In the past 12 months have you attended any of the following cultural activities and/or events as an audience member?**

Respondents selected multiple options.

(n= 1159)

	Number of respondents*
Cinemas	511
Festival or cultural event	343
Sporting/ lifestyle event (Example: Sail Port Stephens)	265
Live music performances	255
Art galleries	188
Museums	85
Theatre performances	62
Classical music concerts, musicals and opera	35
Literary events	53
Dance performances	42
Don't know / Did not attend	396
Other (please specify)	27

Table 17: ATTENDANCE AT CULTURAL ACTIVITIES

Since respondents provided multiple responses, total number of respondents for all categories exceeds n = 1159.

66% of the total respondents indicated they have attended one or more of the above mentioned cultural activities or events as an audience member.

**20: In the past 12 months have you used one or more of the following types of recreation and leisure facilities?**

(n= 1159)	Daily	2-3 times per week	Weekly	Monthly	Rarely	Never
Community Hall	4	16	54	56	343	686
Sporting Facilities (oval, court or field)	14	86	139	105	309	506
Swimming Pools	18	44	81	86	359	571
Parks reserves or playgrounds (including bmx, skate etc.)	60	87	213	213	299	287
Gym	24	89	55	25	148	818
Cycleways	53	87	128	136	228	527

Table 18: RECREATION & LEISURE FACILITIES USERS

Figure 28 (on page 31) shows percentage of ‘Users’ vs ‘Non users’ for recreation and leisure facilities.

All figures in the graph below are percentages.

(n= 1159)

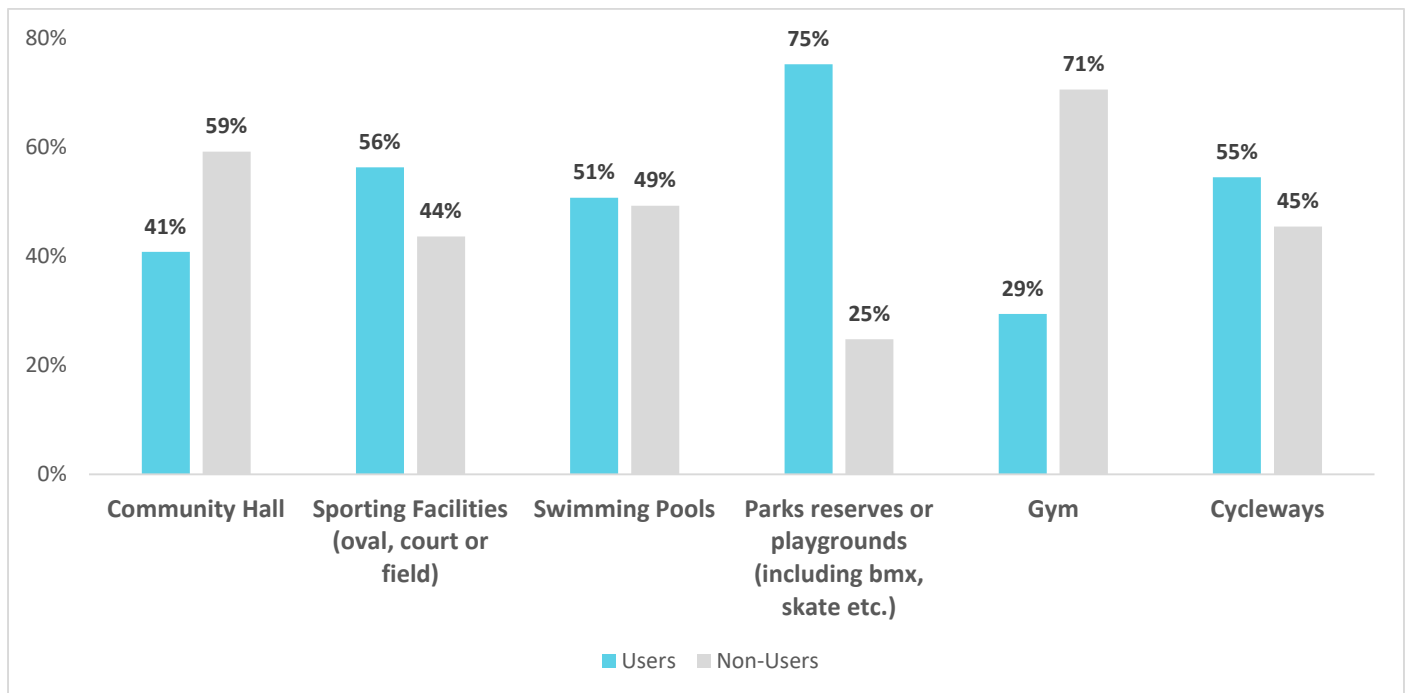


Figure 28: USERS\* VS. NON USERS\*\* FOR RECREATION & LEISURE FACILITIES

\*Users % include aggregate responses of - Daily, 2-3 times per week, Weekly, Monthly & Rarely.

\*\*Non Users % include aggregate response of – Never.

**21: Respondents were asked if in the past 12 months they have participated with a volunteer group.**

(n= 1159)	Yes	No	Don't know / Not sure
In the past 12 months, have you participated with a volunteer group?	376	735	48

*Table 19: PARTICIPATION WITH VOLUNTEER GROUP*

32% of total respondents indicated participation with a volunteer group in the past 12 months.



## Perception of places, access to services and infrastructure

**22:** In the Community's 10 year Strategic Plan, one of the community's long term key priorities is to have a thriving and safe place to live. Please rate the following in your neighbourhood.

All figures in the table below are percentages.

(n=1146)	2019 Aggregate Satisfaction*
New Developments (including residential, commercial and industrial)	76%
Appearance (clean, maintained, character)	78%

Table 20: NEIGHBOURHOOD - SATISFACTION SCORE

\*Aggregate Satisfaction includes responses of – Very satisfied, Satisfied and Neutral.

**23:** How welcome do you feel in your community/neighbourhood?

All figures in the chart below are percentages.

(n= 1146)

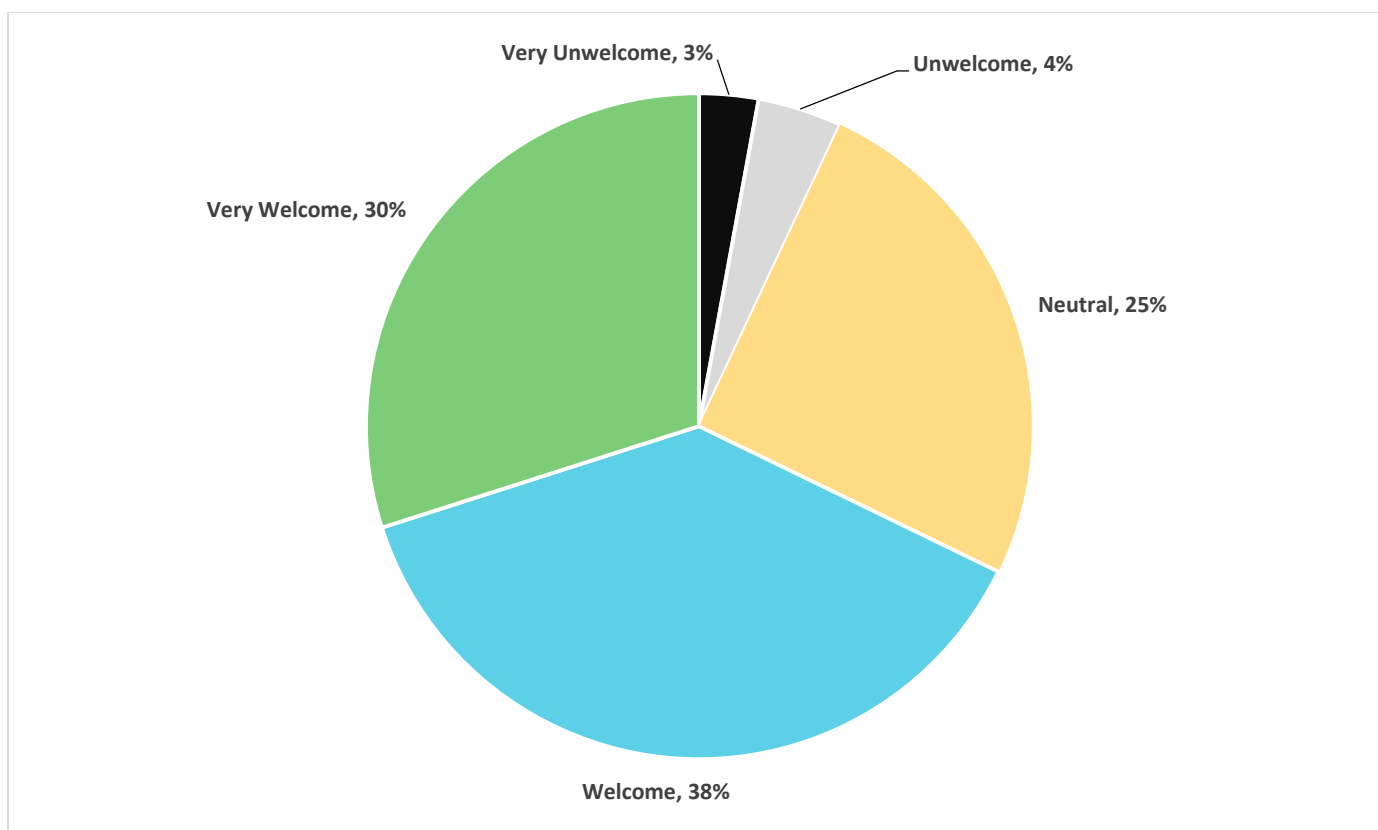


Figure 29: FEEL WELCOME IN COMMUNITY / NEIGHBOURHOOD

## 24: Overall how safe do you feel in the Port Stephens area?

All figures in the chart below are percentages.

(n= 1146)

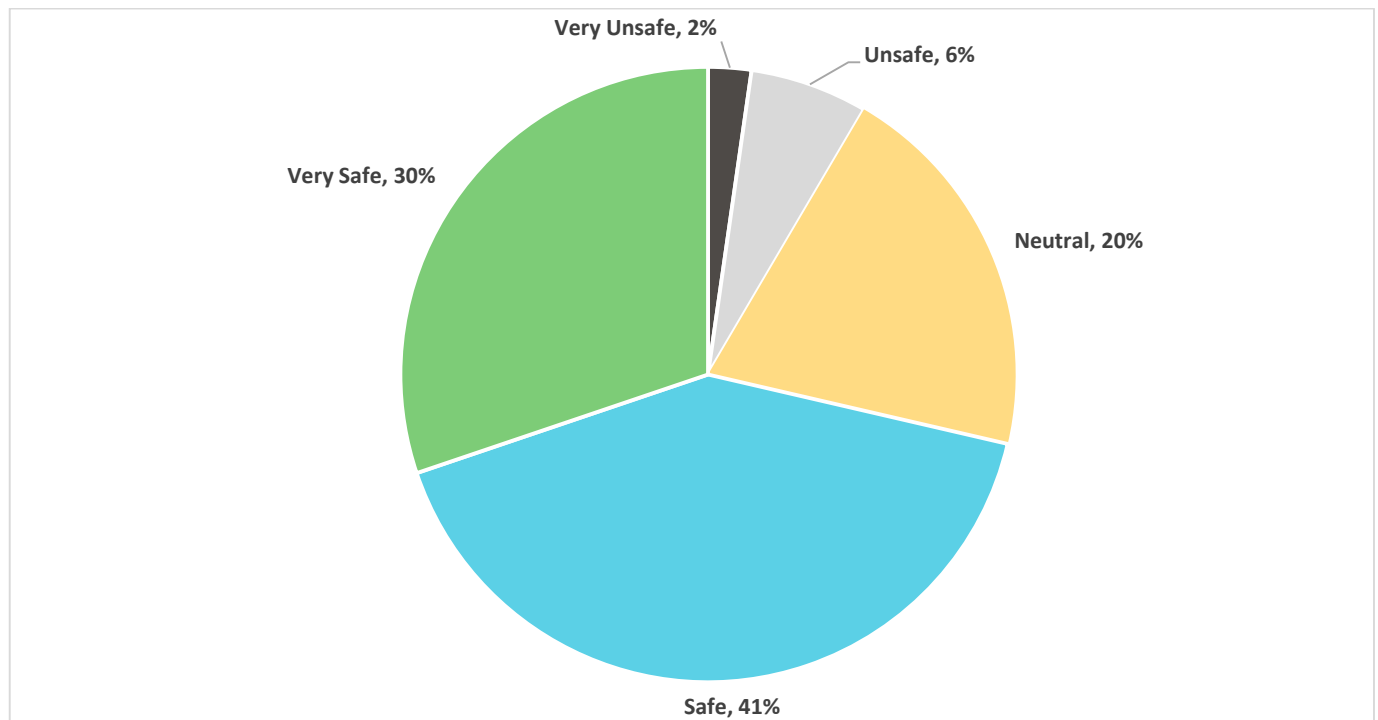


Figure 30: FEEL SAFE IN COMMUNITY / NEIGHBOURHOOD

## 25: Please rate the accessibility of the facilities in your local area?

All figures in the table below are percentages.

(n= 1146)	Very accessible	Moderately accessible	Not accessible	Don't know/ Unsure
Public buildings	25%	42%	5%	29%
Public toilets	23%	44%	8%	25%
Private buildings	10%	43%	6%	41%
Open spaces (parks, playgrounds, foreshore)	37%	42%	4%	17%
Beaches	27%	43%	11%	19%
Sporting facilities	27%	37%	3%	33%
Public transport	18%	37%	10%	36%

Table 21: ACCESSIBILITY OF FACILITIES

Note: Responses were not targeted to community members who have different requirements i.e. special needs, mobility requirements, prams, etc. Table 21 indicates the community's general perception of accessibility.

## Port Stephens, Council and You

**26: In the past 12 months, do you feel you have had an opportunity to provide input in Council projects and decision making?**

All figures in the chart below are percentages.

(n= 1145)

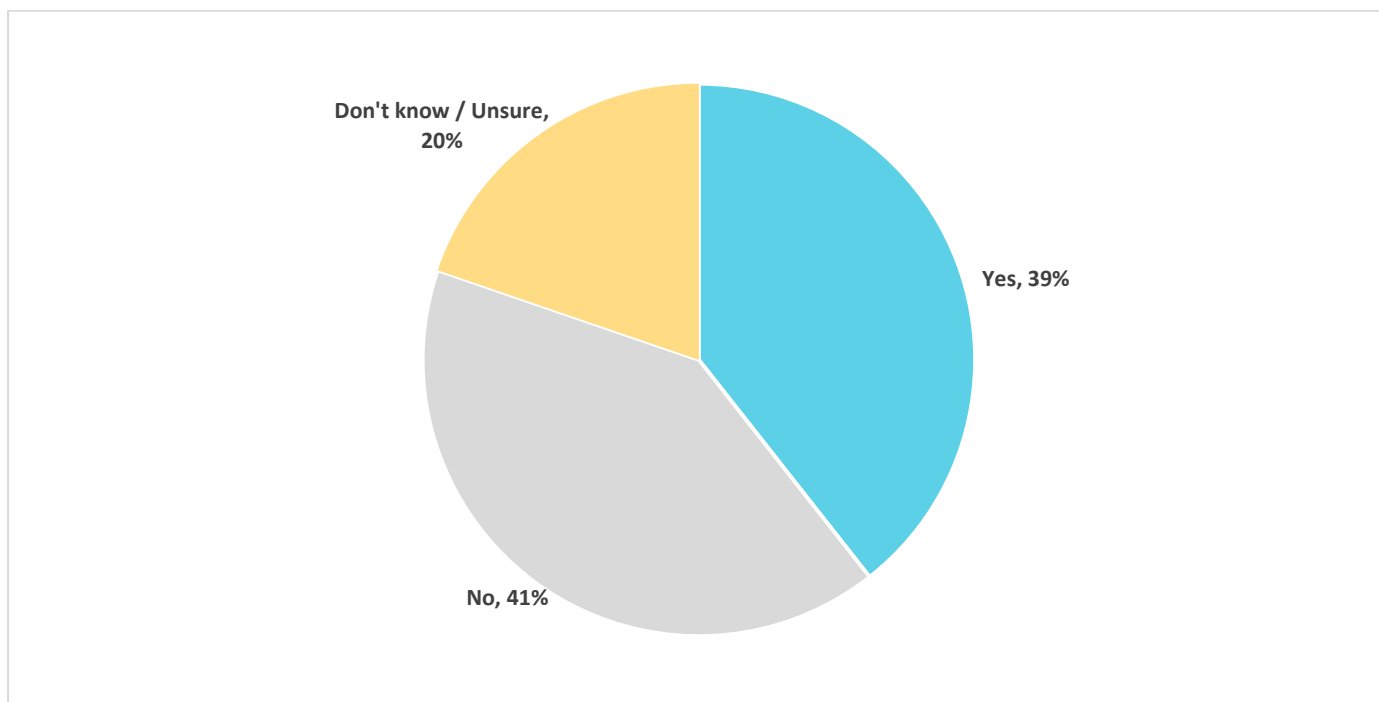


Figure 31: OPPORTUNITY TO PROVIDE INPUT IN COUNCIL PROJECTS & DECISION MAKING

**27: What method did you use to participate (in Council's projects and decision making)?**

Respondents selected multiple options.

(n= 446)

	Number of respondents*
Survey	279
Direct email or phone	155
Submission	144
Drop in Session (Example - at an event)	63
Face to face at Council	57
Workshop	35
Online mapping	15
Implementation Panel	12
Other (please specify)	37

Table 22: METHOD USED TO PROVIDE INPUT

\*Since respondents provided multiple responses, total number of respondents for all categories exceeds n = 446.

**28: Generally speaking, do you trust that Port Stephens's Council is working towards the community needs?**

All figures in the chart below are percentages.

(n= 1119)

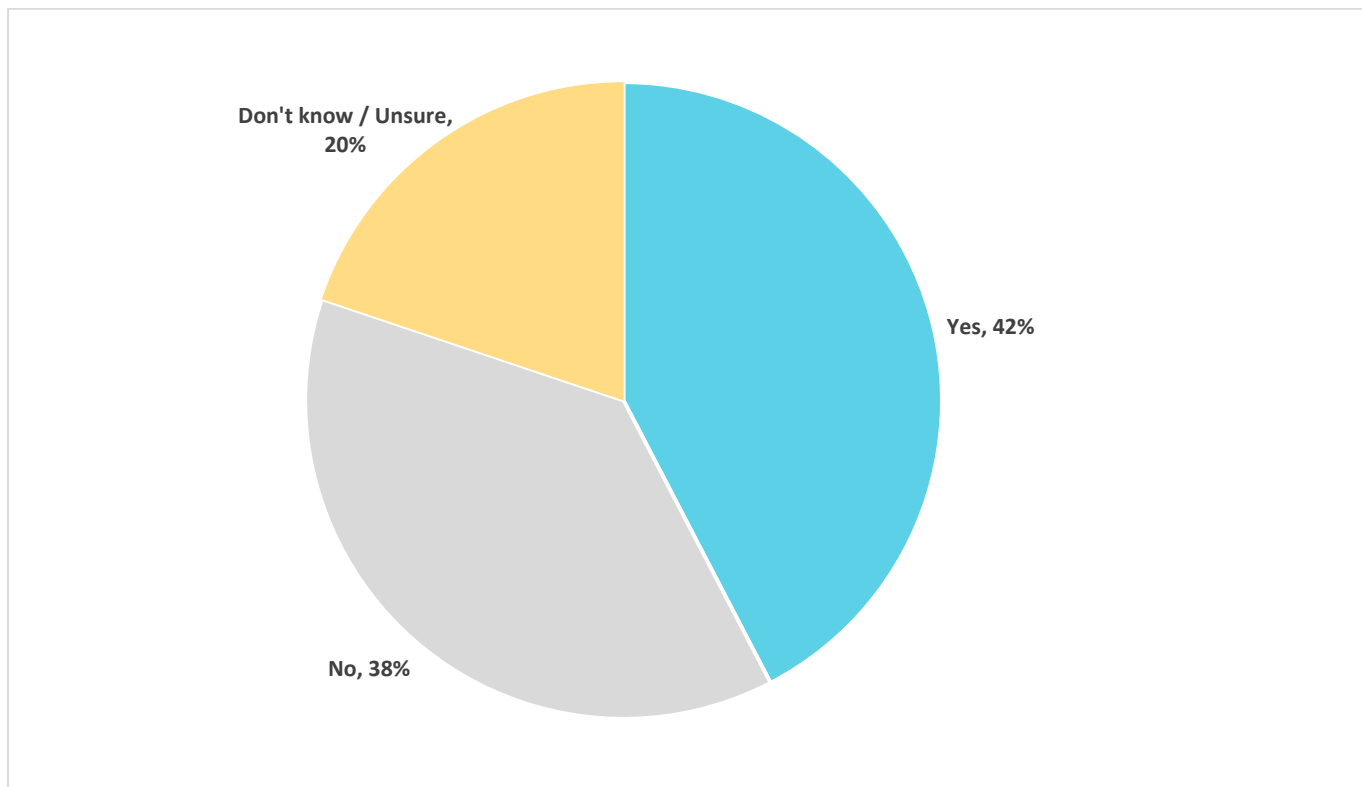


Figure 32: TRUST PORT STEPHENS COUNCIL IS WORKING TOWARDS COMMUNITY NEEDS

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

The table below shows the confidence levels (%) of respondents for Council's management of resources.

		2019 Confidence Level*	2018 Confidence Level*	2017 Confidence Level*
Workforce	n= 1118	66%	75%	66%
Assets	n= 1110	61%	73%	66%
Finances	n= 1106	51%	73%	63%

Table 23: CONFIDENCE LEVEL SINCE 2017

\*As per the Likert scale, confidence level includes aggregate responses of – Very confident, Confident, Somewhat confident and excludes Don't know / Unsure.

## Workforce

All figures in the chart below are percentages.

(n= 1118)

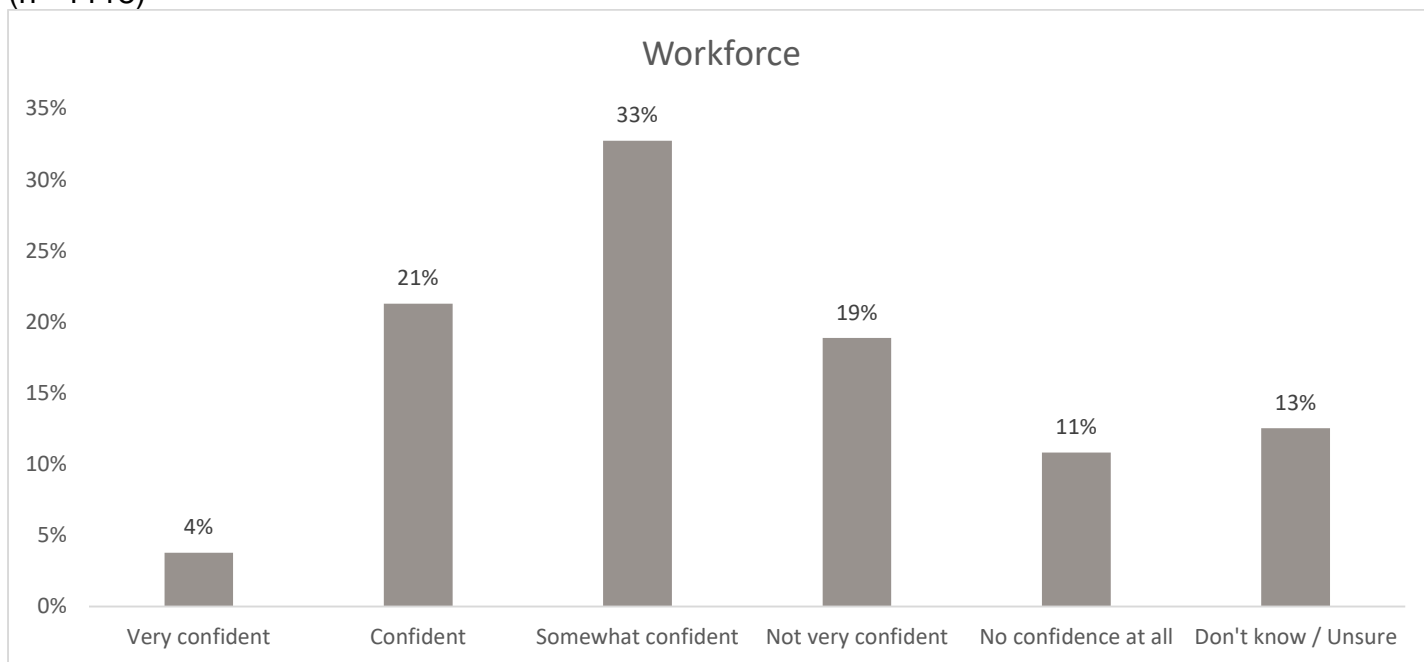


Figure 33: WORKFORCE

There has been a decline of 9 percentage points in community confidence level for Council's management of workforce from 75%% in 2018 to 66% in 2019.

## Assets

All figures in the chart below are percentages.

(n= 1110)

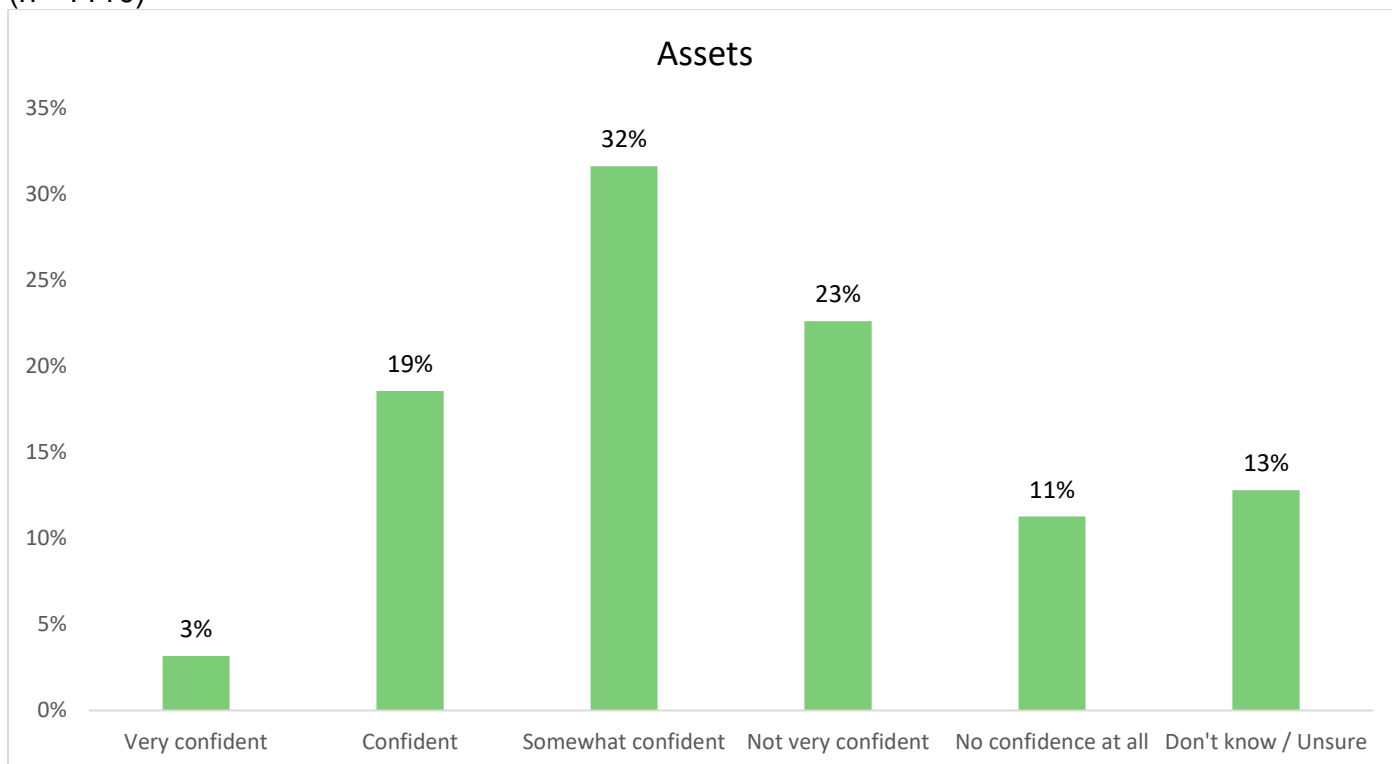


Figure 34: ASSETS

There has been a decline of 11 percentage points in community confidence level for Council's management of assets from 73% in 2018 to 61% in 2019.

## Finances

All figures in the chart below are percentages.

(n= 1106)

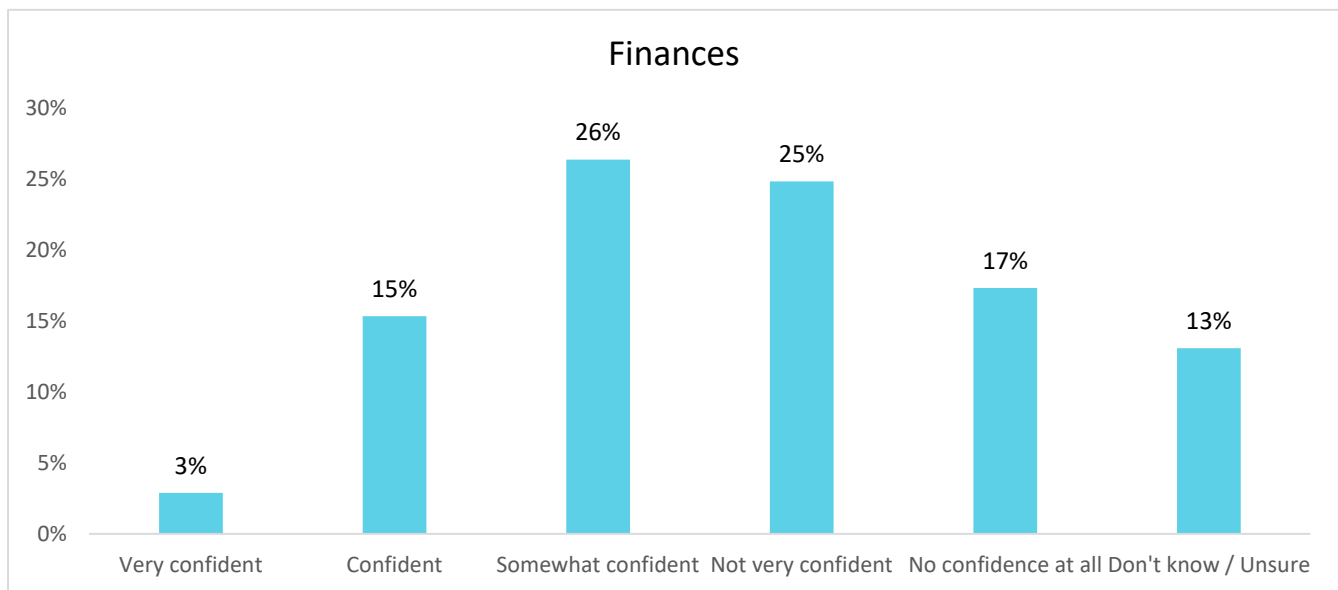


Figure 35: FINANCES

Since respondents provided multiple responses, total number of respondents for all categories exceeds n = 1181.

There has been a decline of 22 percentage points in community confidence level for Council's management of finances from 73% in 2018 to 51% in 2019.

## 30: Overall, how satisfied are you with the Council's services for and on behalf of the community of Port Stephens?

All figures in the chart below are percentages.

(n= 1119)

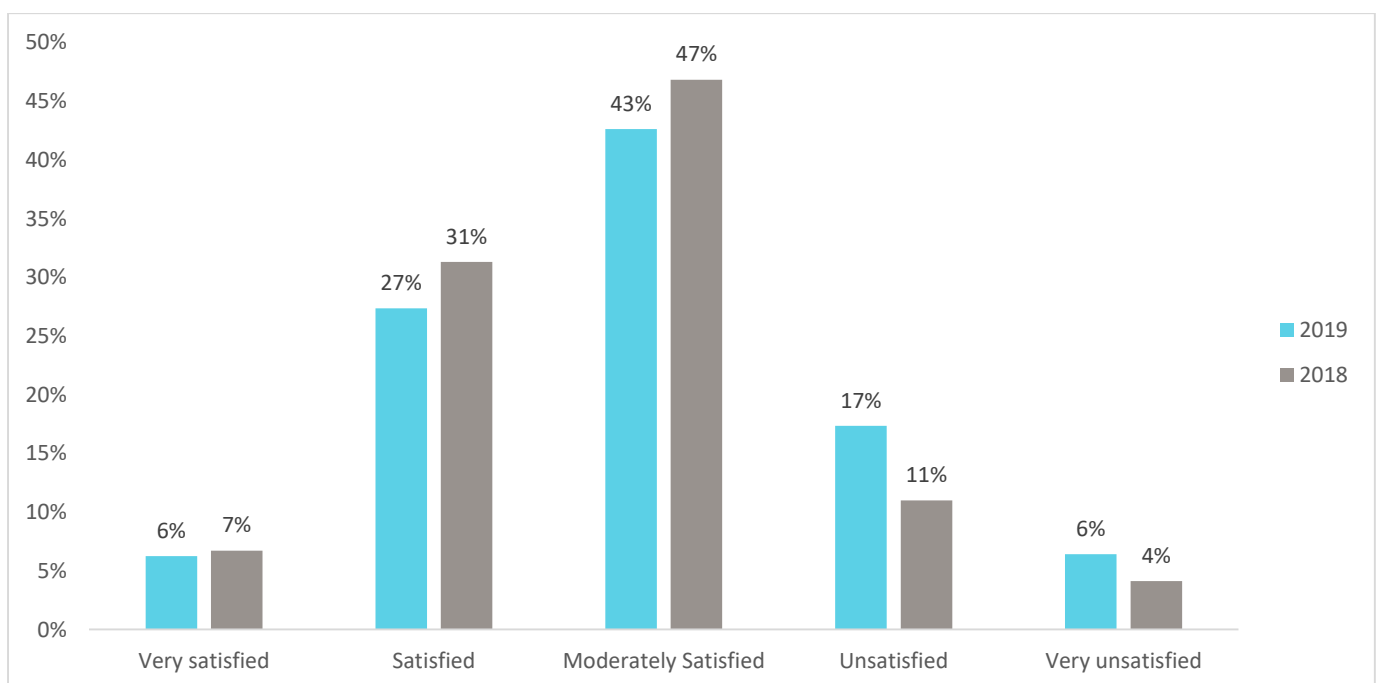


Figure 36: OVERALL SATISFACTION

Overall satisfaction with the Council's services has declined compared to 2018.

**31: Overall, how satisfied are you with the Community Strategic Plan vision of 'A great lifestyle in a treasured environment'?**

All figures in the chart below are percentages.

(n= 1119)

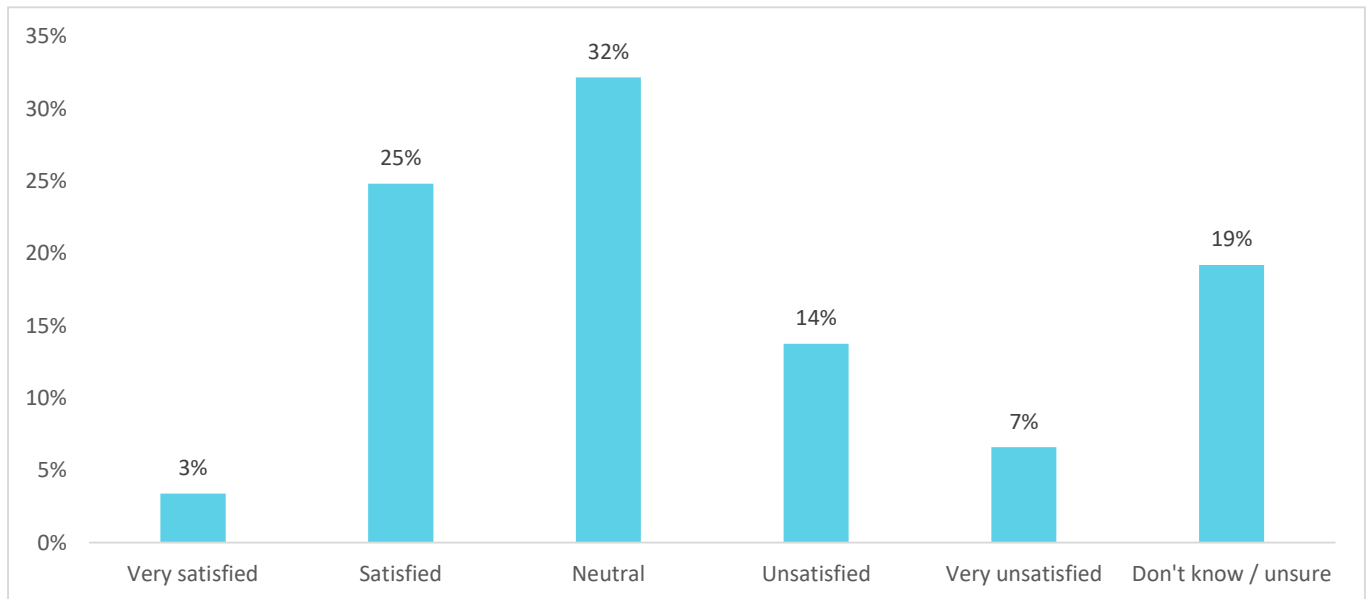


Figure 37: SATISFACTION WITH COMMUNITY STRATEGIC PLAN

Overall respondents have indicated 60% satisfaction\* with the Community Strategic Plan vision of 'A great lifestyle in a treasured environment'.

*\*As per the Likert scale, Satisfaction % includes aggregate responses of – Very satisfied, Satisfied, Neutral and excludes Don't know / Unsure.*