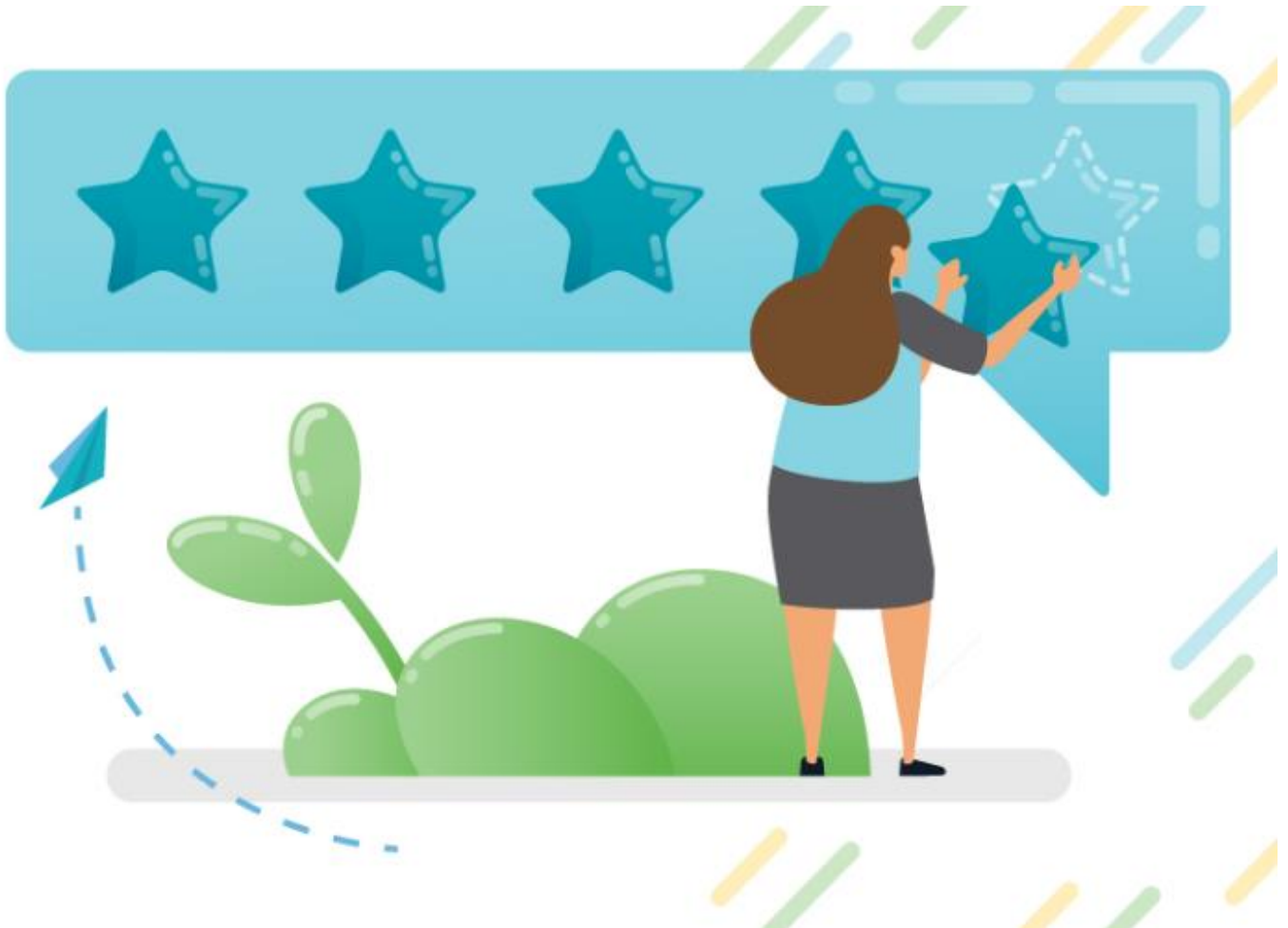




Port Stephens Council

Community Satisfaction Survey Report

2020



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Contents

Executive Summary	5
Statistics	5
Overall Results	5
Individual Results	6
General Survey.....	7
Demographics	7
Results.....	8
COVID-19	8
1: Thinking about you personally, what have been the negative impacts you have faced during the COVID-19 pandemic?	8
2: Have you experienced any positive impacts or opportunities as a result of COVID-19?	9
The most common positive impacts included:	9
3: Thinking about the COVID-19 pandemic, what do you think are the biggest issues facing Port Stephens as a whole?.....	9
4: How would you like Port Stephens to be different after COVID-19 to create a better community for yourself and the next generation?	10
5: If you were in charge of helping the community recover, what measures would you choose to help Port Stephens rebuild better than before? Choose your top 4.	10
Perception of places, access to services and infrastructure.....	11
6: 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.	11
7: How welcome do you feel in your community/neighbourhood?	11
8: Overall how safe do you feel in the Port Stephens area?	12
9: Please rate the accessibility of the facilities in your local area?.....	12
Community participation in activities across Port Stephens	13
10: In the past 12 months have you attended a community activity or event in Port Stephens?	13
11: In the past 12 months have you attended any of the following cultural activities and/or events as an audience member?	13
12: In the past 12 months have you used one or more of the following types of recreation and leisure facilities?	14
13: Respondents were asked if in the past 12 months they have participated with a volunteer group.	15
Participation in Council programs or facilities.....	16
14: In the past 12 months, have you participated in one or more of the following environmental education programs?.....	16
15: Were you aware that the Council holds free drop off events for 'Problem Waste' including mattresses, tyres, E-waste and chemicals?	16

16: 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?	17
17: In the past 12 months have you used one or more of the following Council Community Halls or centres?	17
Facilities and services provided by Council.....	18
18: How well Council is doing?	18
19: How well is Council doing?	18
20: How well is Council doing?	19
21: How satisfied you are with these facilities?.....	19
22: How satisfied you are with these services?	20
23: In the past 12 months, have you visited or used Port Stephens Council Library Service? ..	20
24: Port Stephens Council Library has four branches. Which branch/s do you use?	21
25: Overall how satisfied are you with the range of library services provided?	21
Communication with Council.....	22
26: How do you like to receive regular information about Council?	22
27: What information would you like to see more of from Council?	22
28: 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?.....	23
Port Stephens, Council and You	24
29: In the past 12 months, do you feel you have had an opportunity to provide input in Council projects and decision making?	24
30: What method did you use to participate (in Council's projects and decision making)?	24
31: Generally speaking, do you trust that Port Stephen's Council is working towards the community needs?	25
32: Overall, how confident are you that Council is managing its resources (workforce, assets, and finances) well?	25
33: Overall, how satisfied are you with the Council's services for and on behalf of the community of Port Stephens?	26

Community Satisfaction Survey 2020

Executive Summary

The Operational Plan 2019-2020 requires at L1.3.3 that Council “Undertake a community satisfaction survey”. This is the Report of the survey conducted in May/June 2020.

Statistics

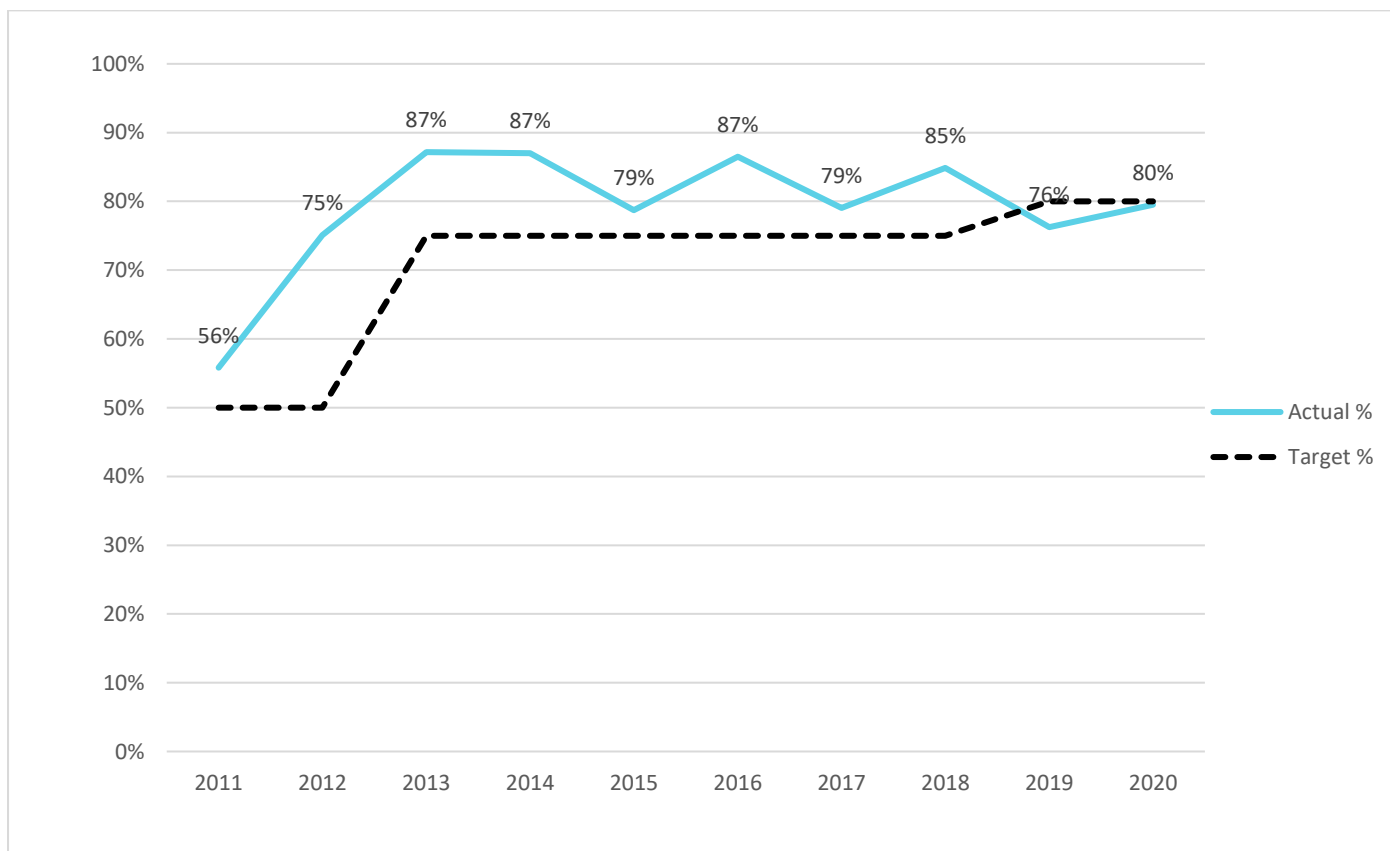
To determine statistical validity 1,095 survey responses were required. The total response was 1,542.

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 **80%**.



Individual Results

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

Facilities/Services	Satisfaction Score	Change 2019 to 2020
Children's Services*	99%	▲
Garbage collection services	95%	-
Libraries	93%	#
Maintaining parks and gardens	93%	▲
Maintaining operational cemeteries	92%	▼
Sports & Recreational facilities	92%	▲
Community Public Halls	92%	▲
Swimming pools	90%	▼
Playground equipment	90%	▲
Managing litter from rubbish bins in parks and central business districts	89%	▼
Access to waste depots and recycling	88%	-
Managing nature reserves, wetlands, beaches & foreshores	87%	-
Maintaining traffic flow (e.g. lights, roundabouts, street signs)	86%	▼
Managing street trees	81%	▼
Maintaining cycleways/walking tracks	80%	▼
Roadside maintenance (e.g. trees, litter, slashing)	79%	▼
Managing storm water drainage systems	76%	▼
Public toilet amenities (Council - owned park/community amenities - not those in shopping centres)	76%	-
Controlling weeds	73%	▼
Maintaining footpaths	73%	▼
Ranger services (parking)	70%	▼
Maintaining local roads	68%	▼
Ranger services (e.g. animal management)	67%	▼
Managing illegal dumping	67%	▼

*Surveys for this service were conducted separately.

Comparison cannot be made to 2019 – refer question 23.

General Survey

Approach

The survey was conducted from 25 May 2020 to 19 June 2020. Based on the local government area (LGA) population of 72,695¹, the targeted response for the Community Satisfaction Survey was 1095. The actual response was **1,542**. This sample size is statistically valid, however is not a representation of Port Stephens population in terms of demographics.

Survey Promotion

The survey was promoted via media releases, Council's website, social media and the Port Stephens Examiner. A survey link was made available on Council's website, with the link also emailed to residents and a hard copy made available on request.

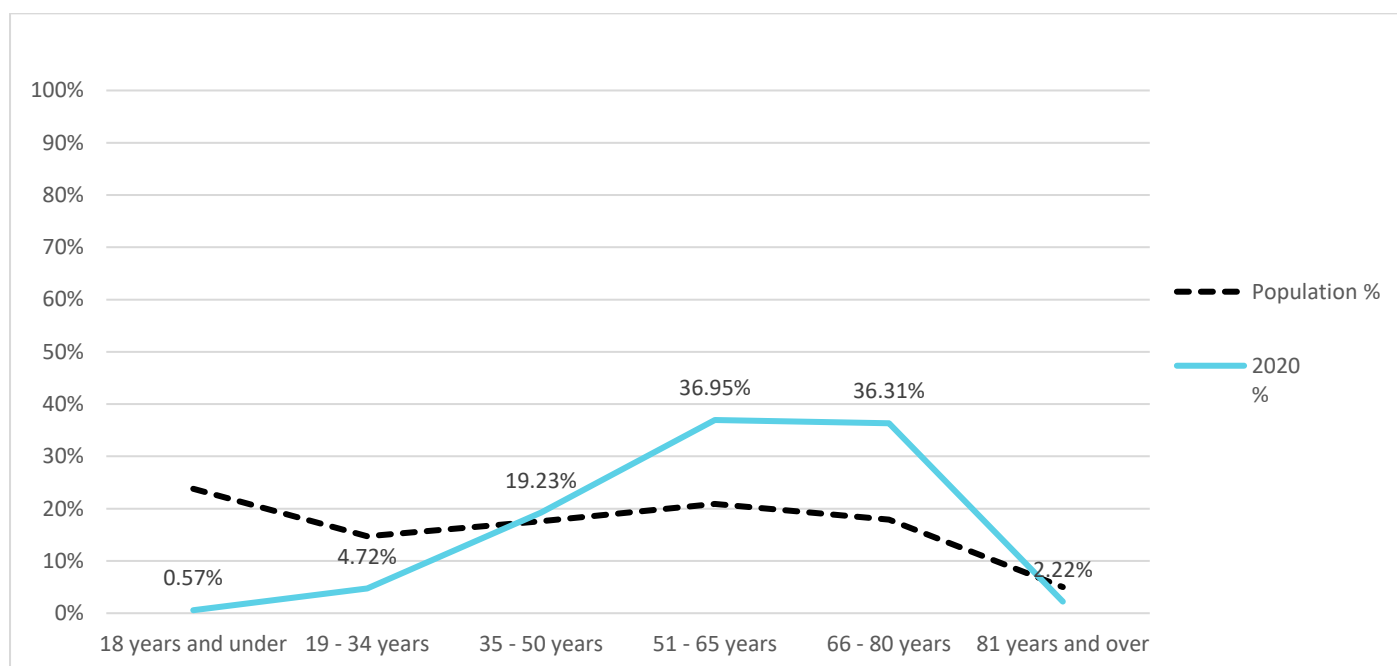
Results

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

Demographics

Of those that answered the age/gender question (n= 1399), 49.96% were females and 50.04% 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). It also indicates a higher proportion of residents over 51 years of age responded to the survey. Only 5% of the total respondents were 34 years or younger.



Respondents by age – Comparison to 2016 Census and 2020 Community Satisfaction Survey

¹ 2018 Estimated Residential Population

Locality

Respondents answered the questions related to where in Port Stephens LGA they lived (n=1386). 48% 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 2020 survey and, where a direct comparison can be made also show the 2019, 2018, 2017, 2016, 2015, 2014, 2013, and 2012 results.

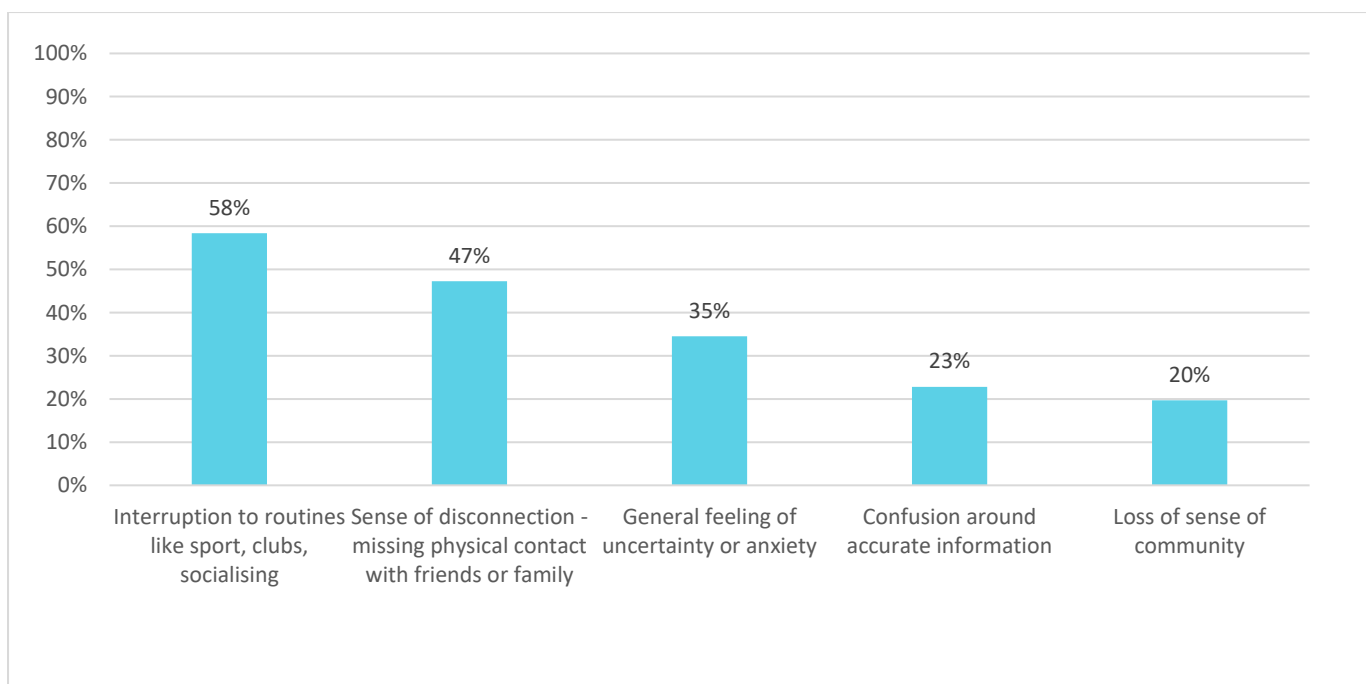
COVID-19

The Restart Port Stephens plan provides a coordinated framework to manage the short and long term impacts of the COVID-10 pandemic and map the response of Council. To better understand our complex community needs, unique impacts and their vision for the future, an additional 5 COVID-19 specific questions were included in the survey.

1: Thinking about you personally, what have been the negative impacts you have faced during the COVID-19 pandemic?

These are the top 5 responses provided by Respondents.

(n=1542)

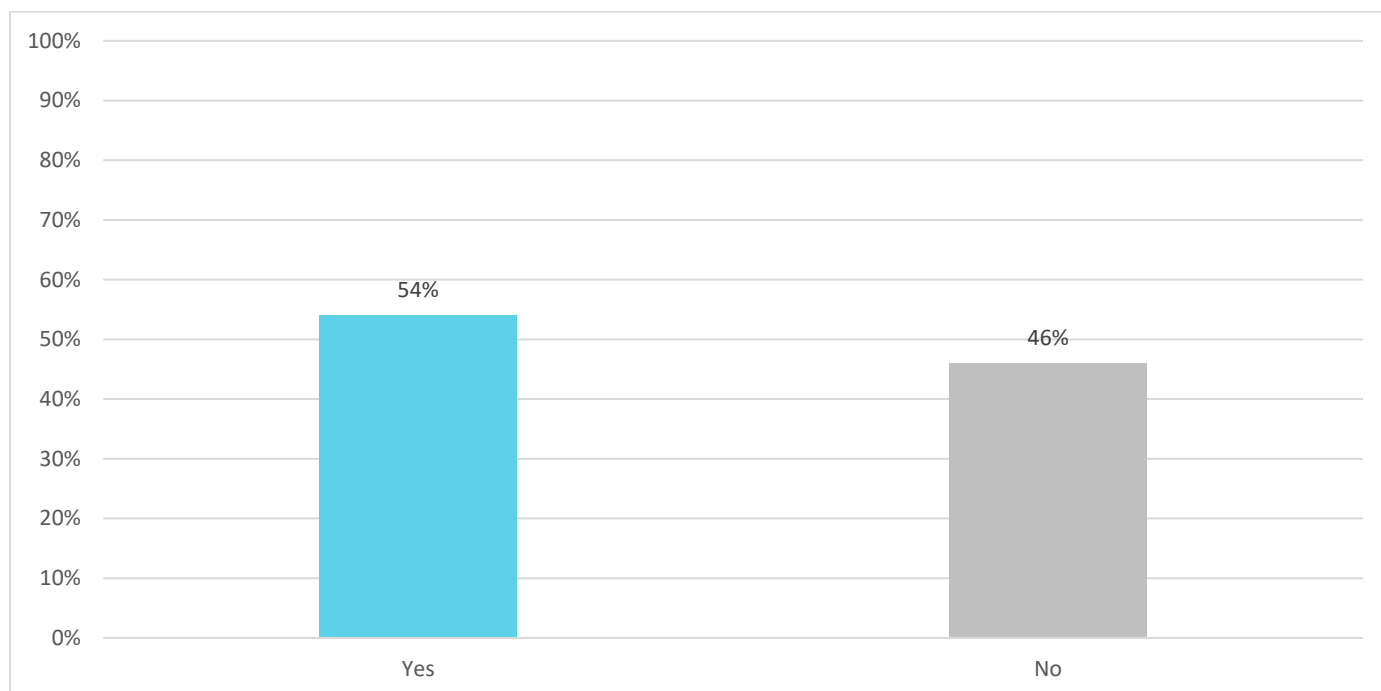


Since respondents provided multiple responses, the total of all categories exceeds 100%

2: Have you experienced any positive impacts or opportunities as a result of COVID-19?

54% of respondents indicated that they had a positive experience because of COVID-19.

(n=1542)



The most common positive impacts included:

- More time at home – to reflect, relax, be creative and do projects
- More quality time with family
- Community spirit and support
- Quieter and less business – out in public spaces and on roads

3: Thinking about the COVID-19 pandemic, what do you think are the biggest issues facing Port Stephens as a whole?

Respondents were able to provide an open-ended response to what they thought was the biggest issues facing Port Stephens. Responses were coded into themes. The top themes were:

- a. Tourism Sector recovery and impacts – negative economic impacts, need to attract tourists and fear of doing it safely without virus spread (39%).
- b. General Economic impacts – unemployment and loss of business - particularly hospitality and small business (29%).
- c. Getting back to 'new normal' safely – including health challenges, social behaviour, encouraging community cohesion and creating safe environments (23%).

4: How would you like Port Stephens to be different after COVID-19 to create a better community for yourself and the next generation?

Respondents were able to provide an open-ended response to how they would like Port Stephens to be different after COVID-19 to create a better community.

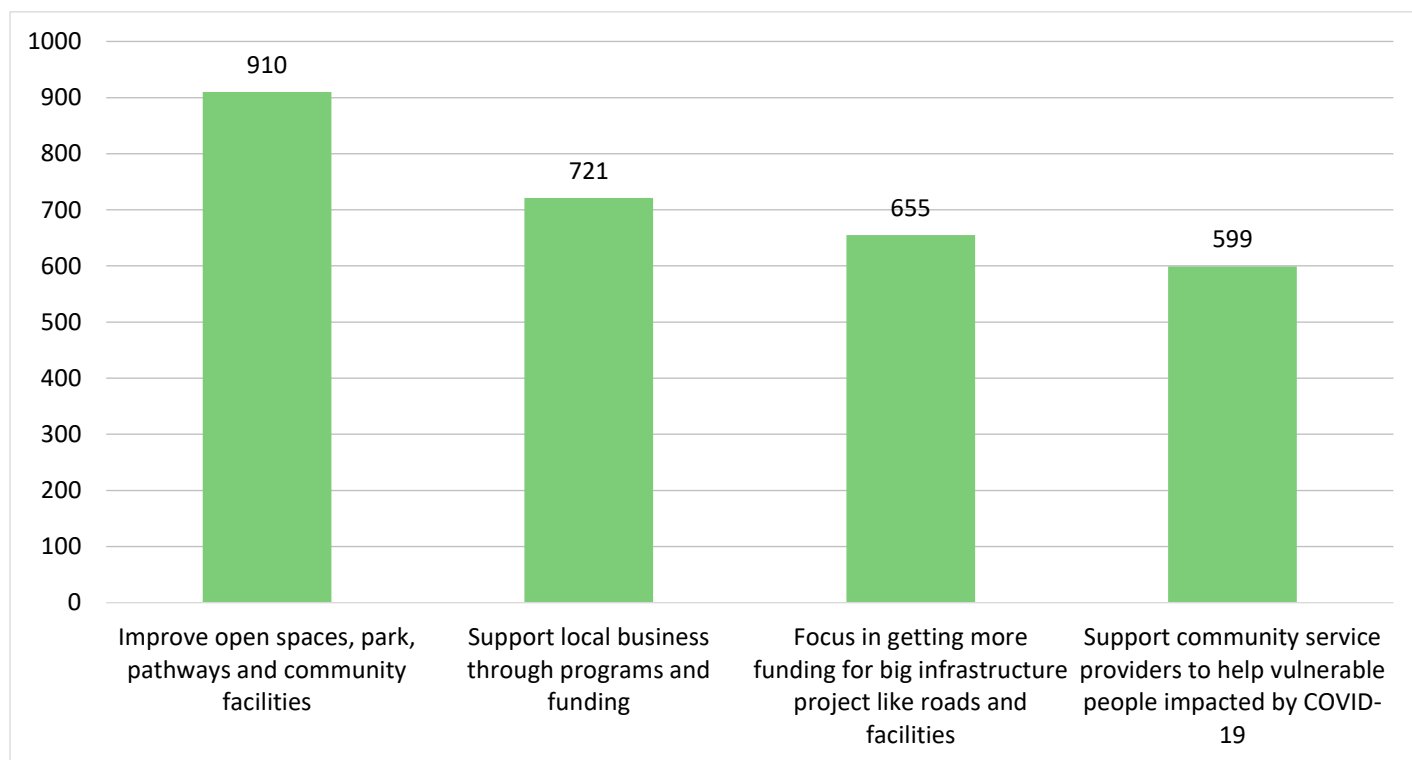
The top themes were:

- Support social cohesion and community connection programs - including events, community projects, neighbourhood support, respect and caring for each other generally.
- Invest in improved Infrastructure and community facilities - particularly pathways, roads and COVID safe upgrades.
- Protect and enhance our natural environment and improve open outdoor spaces.
- Focus efforts on the economy to support local business/products and diversify employment opportunities.

5: If you were in charge of helping the community recover, what measures would you choose to help Port Stephens rebuild better than before? Choose your top 4.

Respondents selected multiple options with the below chart showing the top 4 most selected responses.

(n=1542)



Perception of places, access to services and infrastructure

6: 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.

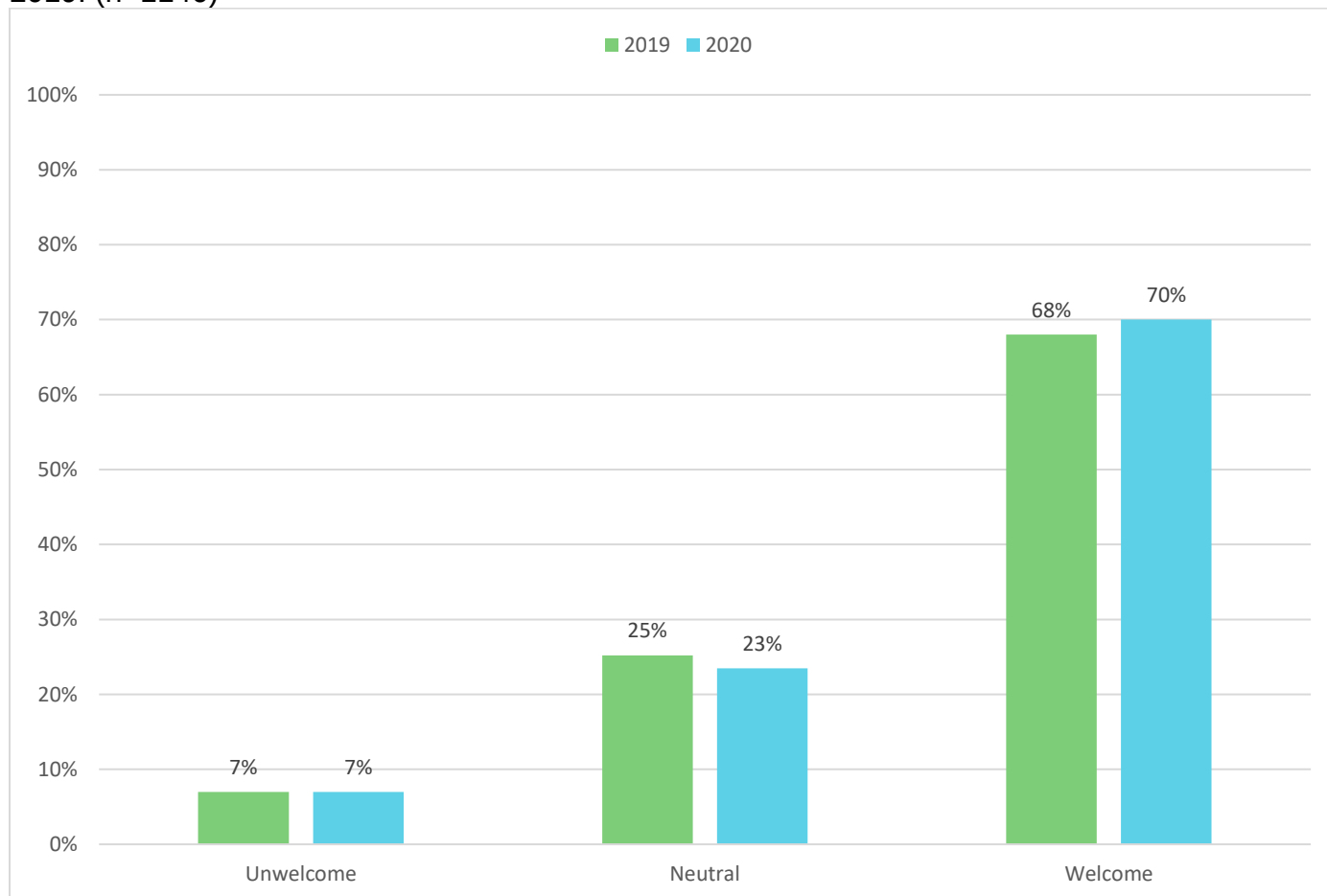
2020: (n=1507)	2019 Aggregate Satisfaction*	2020 Aggregate Satisfaction*
2019: (n=1146)		
New Developments (including residential, commercial and industrial)	76%	69%
Appearance (clean, maintained, character)	78%	71%

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

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

2020: (n=1507)

2019: (n=1146)

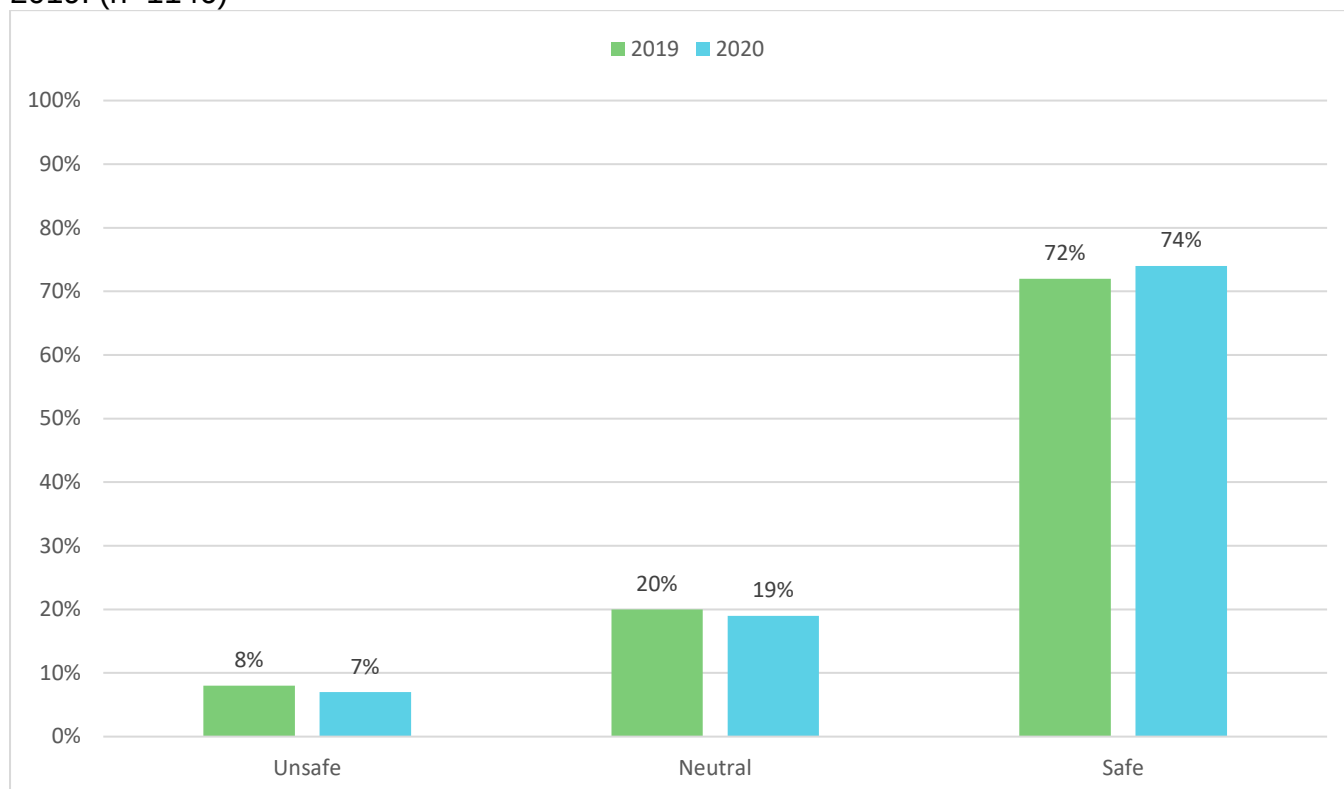


Welcome = Total of Welcome and Very Welcome. Unwelcome = Total of Unwelcome and Very Unwelcome.

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

2020: (n=1507)

2019: (n=1146)



Safe = Total of Safe and Very Safe. Unsafe = Total of Unsafe and Very Unsafe.

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

2020: (n=1507)

2019: (n=1146)

	Not accessible		Moderately accessible		Very accessible		Don't know/ Unsure	
	2019	2020	2019	2020	2019	2020	2019	2020
Public buildings	5%	7%	42%	49%	24%	22%	29%	22%
Public toilets	8%	12%	44%	49%	23%	20%	25%	19%
Private buildings	6%	8%	43%	42%	10%	9%	41%	41%
Open spaces (parks, playgrounds, foreshore)	4%	6%	42%	49%	37%	37%	17%	8%
Beaches	11%	14%	43%	46%	27%	28%	19%	12%
Sporting facilities	3%	5%	37%	43%	27%	25%	33%	27%
Public transport	10%	13%	37%	41%	17%	15%	36%	31%

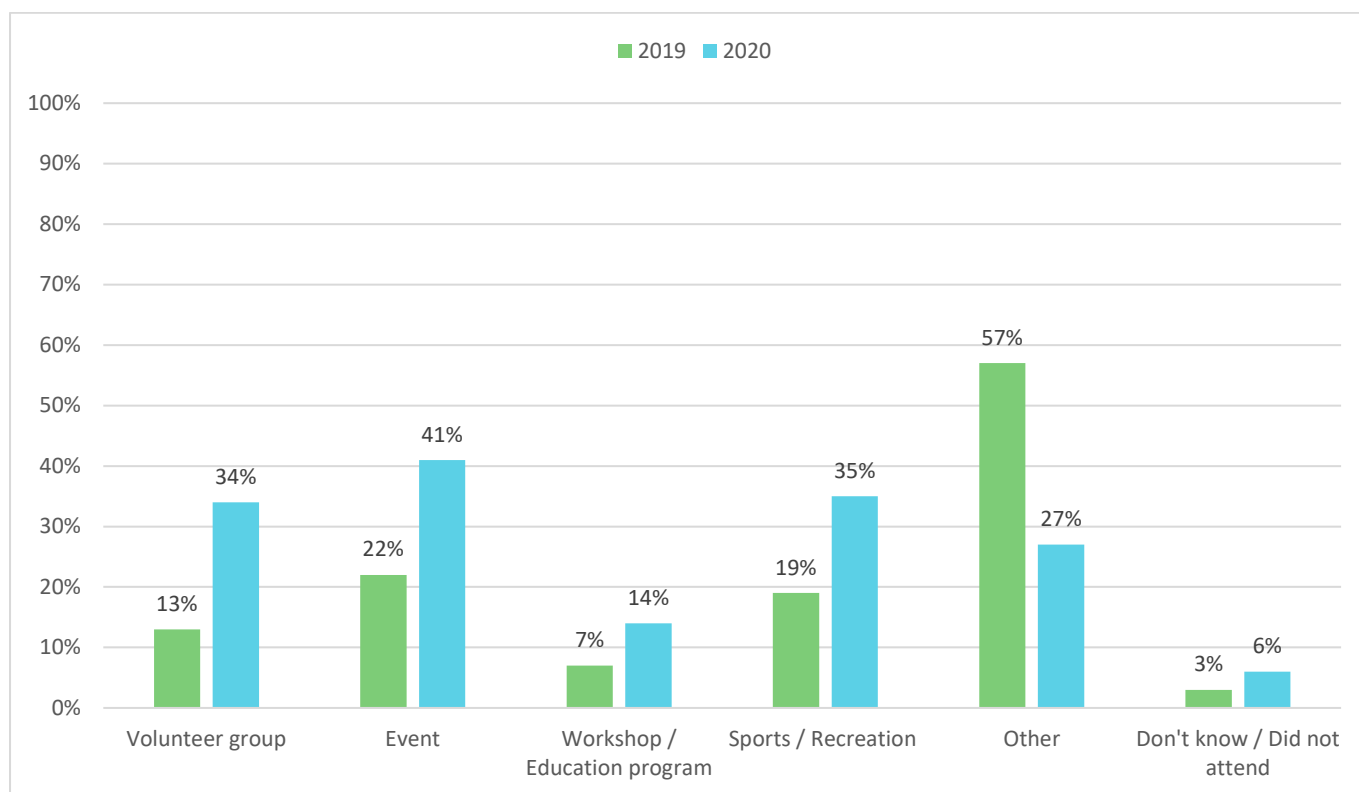
Note: Responses were not targeted to community members who have different requirements i.e. special needs, mobility requirements, prams, etc. The above table indicates the community's general perception of accessibility.

Community participation in activities across Port Stephens

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

2020: (n=1482)

2019: (n=1181)



Since respondents provided multiple responses, the total of all categories exceeds 100%.

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

81% of the total respondents indicated they have attended one or more of the below mentioned cultural activities or events as an audience member.

2020: (n=1482)

2019: (n=1159)

	2019	2020
Cinemas	44%	60%
Festival or cultural event	30%	39%
Sporting/ lifestyle event (Example: Sail Port Stephens)	23%	28%
Live music performances	22%	27%
Art galleries	16%	20%
Don't know / Did not attend	34%	20%
Museums	7%	10%
Theatre performances	5%	9%

Literary events	5%	6%
Classical music concerts, musicals and opera	3%	6%
Dance performances	4%	6%
Other (please specify)	2%	5%

Since respondents provided multiple responses, the total of all categories exceeds 100%.

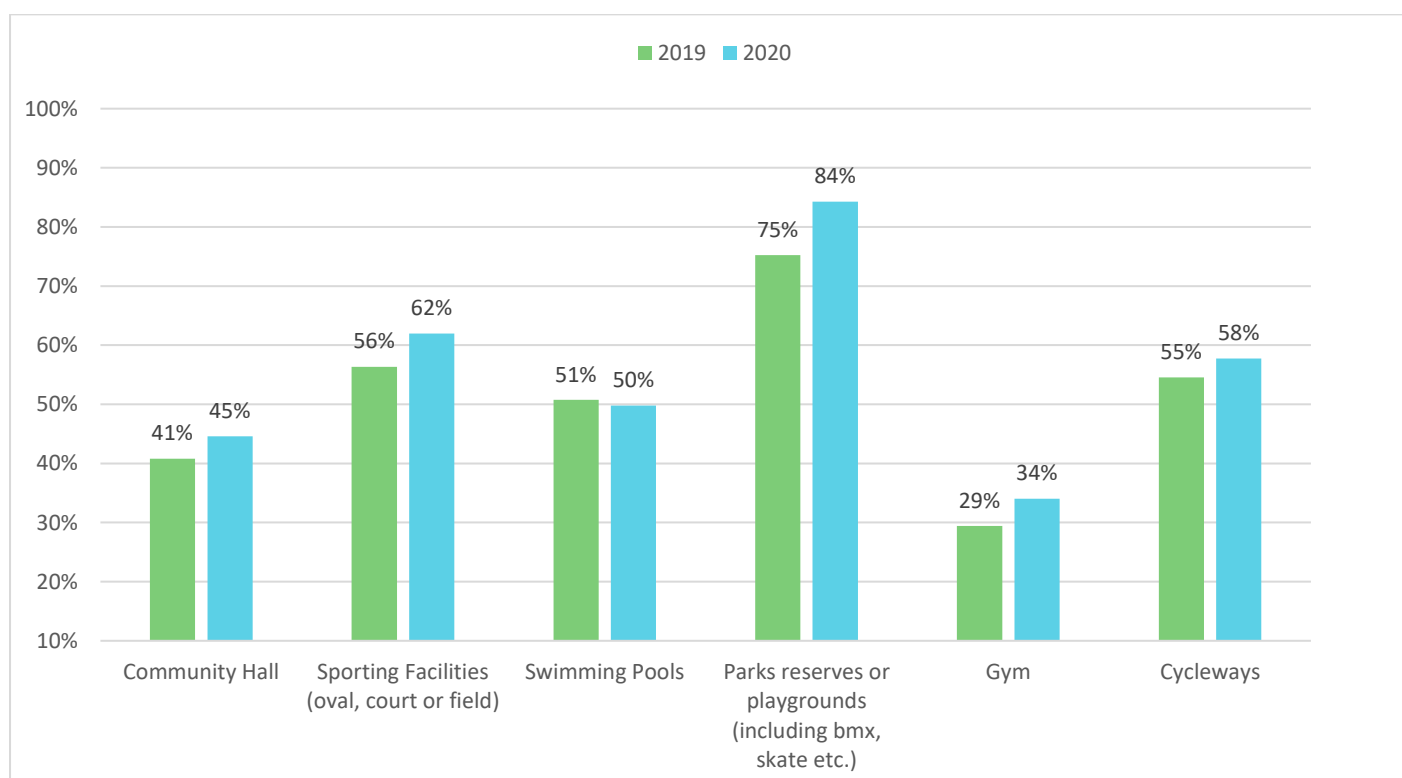
12: In the past 12 months have you used one or more of the following types of recreation and leisure facilities?

2020: (n=1482)	Daily	2-3 times per week	Weekly	Monthly	Rarely	Never
Community Hall	6	27	93	84	451	821
Sporting Facilities (oval, court or field)	20	113	195	173	417	564
Swimming Pools	25	72	119	127	395	744
Parks reserves or playgrounds (including bmx, skate etc.)	144	225	304	270	306	233
Gym	52	141	88	28	195	978
Cycleways	99	181	175	155	246	626

The below graph shows the number of users* per recreation and leisure facilities compared to 2019.

2020: (n=1482)

2019: (n=1159)

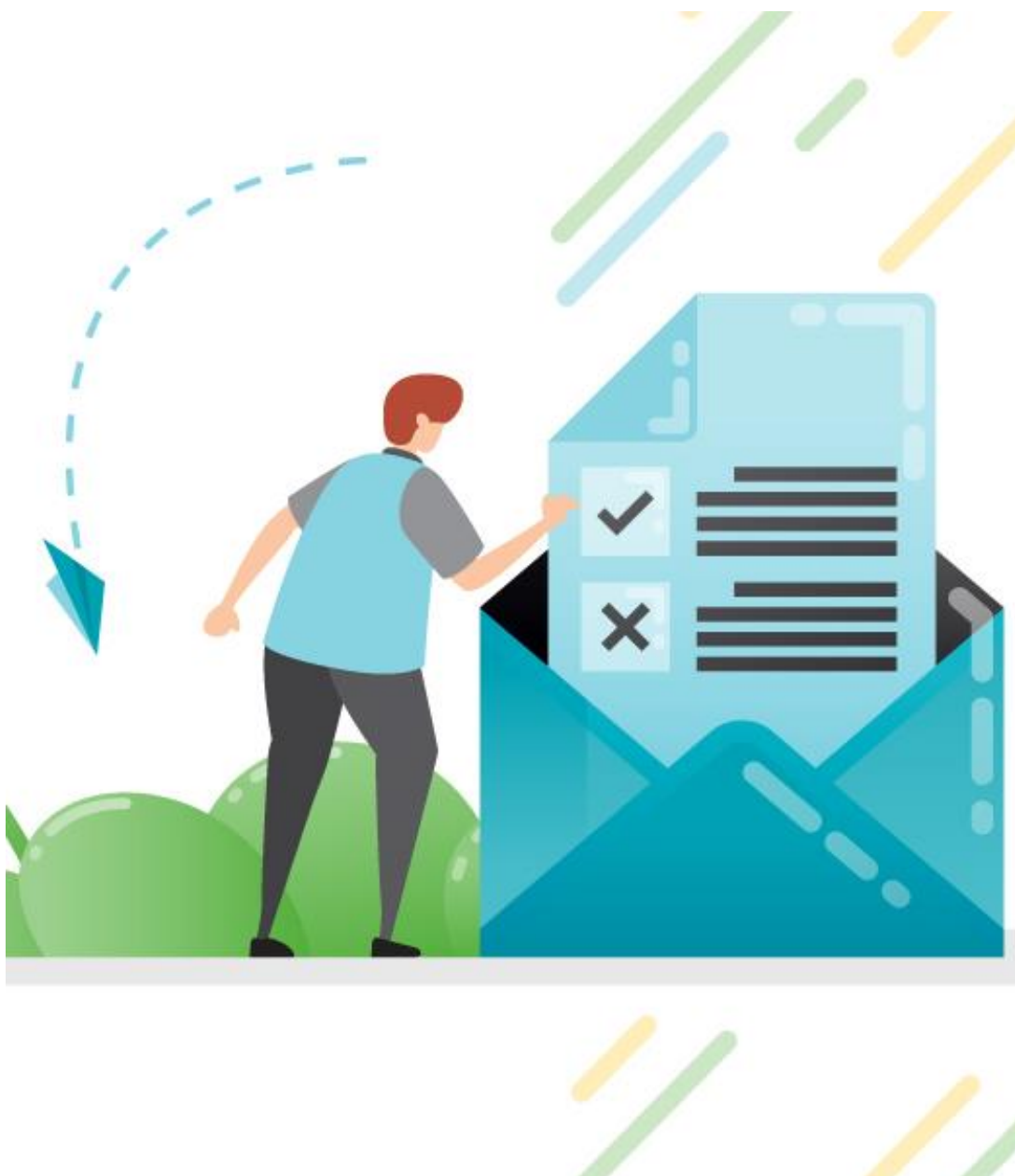


**User's percentage includes aggregate responses of - Daily, 2-3 times per week, Weekly, Monthly & Rarely.*

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

In 2020, 44% of total respondents indicated participation with a volunteer group in the past 12 months compared to 34% from 2019.

	Yes	No	Don't know / Not sure
In the past 12 months, have you participated with a volunteer group?	624	803	55



Participation in Council programs or facilities

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

	2019*	2020*
2020: (n=1463)		
2019: (n=1188)		
Waste and sustainability activities	17%	20%
Environmental days	10%	13%
Nature watch activities	8%	10%
Land care activities and bush-land regeneration	3%	5%
Cultural heritage awareness	19%	21%
Marine Discovery Series	6%	6%
School holiday activities with an environmental focus	7%	9%
Invasive species workshop and field days	14%	20%

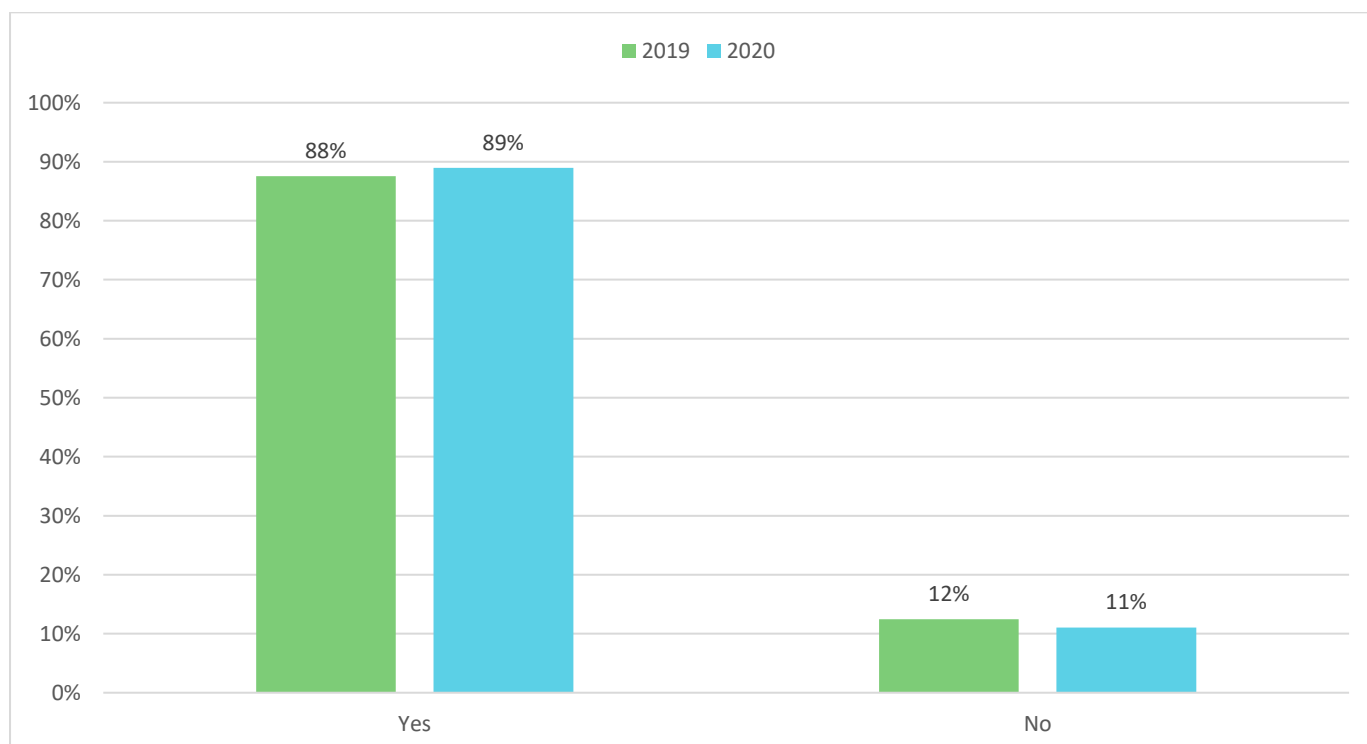
**Participation excludes those that answered Don't know/Not sure.*

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

Awareness regarding free drop off events for problem waste remains at a similar percentage.

2020: (n=1463)

2019: (n=1188)



16: 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?

In 2020, 93%* of the respondents who participated in the Council's free 'Problem Waste' drop off event indicated that they were satisfied with the service compared to 95%* in 2019.

2020: (n=630)	2020 Yes. Satisfied	2020 Yes. Unsatisfied	2020 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?	589 (40%)	41 (3%)	833 (57%)

*Participation excludes those that answered did not attend.

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

In 2020, 36% of the total respondents have indicated that they used one or more of the below mentioned Council Community Halls or centres which was the same percentage in 2019.

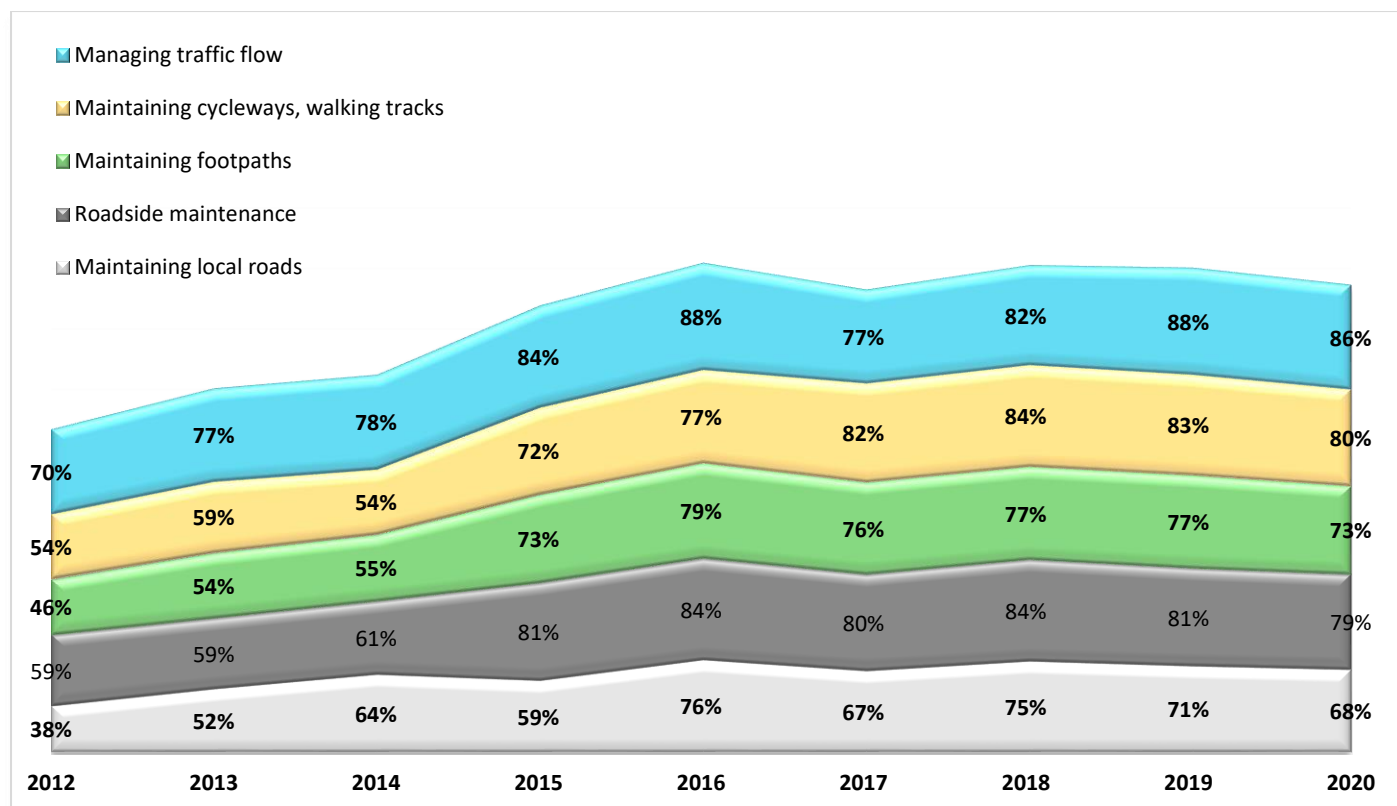
2020: (n=524) 2019: (n=431)	2019*	2020*
Anna Bay / Birubi Hall	3%	3%
Bobs Farm Public Hall	1%	1%
Corlette Hall	5%	4%
Fern Bay Community Centre	4%	2%
Hinton School of Arts	1%	1%
Karuah Community Hall	1%	1%
Lemon Tree Passage Old School Centre	3%	2%
Mallabula Community Centre	1%	1%
Medowie Community Centre	5%	5%
Nelson Bay Community Hall	4%	6%
Raymond Terrace Senior Citizens Hall	2%	3%
Salt Ash Community Hall	3%	2%
Seaham School of Arts and Community Hall	1%	1%
Soldiers Point Hall	3%	3%
Tanilba Foreshore Hall	2%	2%
Tomaree Library and Community Centre	13%	15%
Williamtown Hall	2%	1%
None of the above	64%	64%

*Since respondents provided multiple responses, the total of all exceeds 100%

Facilities and services provided by Council

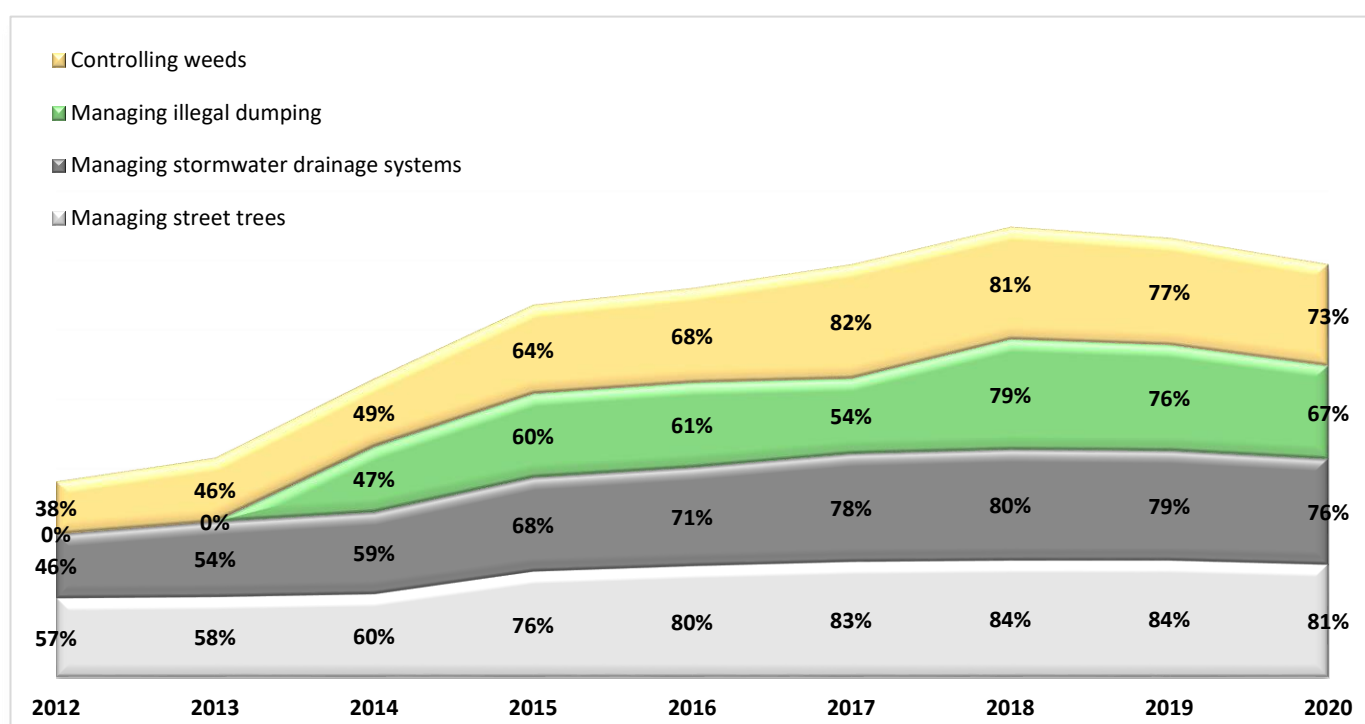
18: How well Council is doing?

The table below shows the satisfaction scores of respondents for facilities and services maintained by Council. 2020: (n=1423)



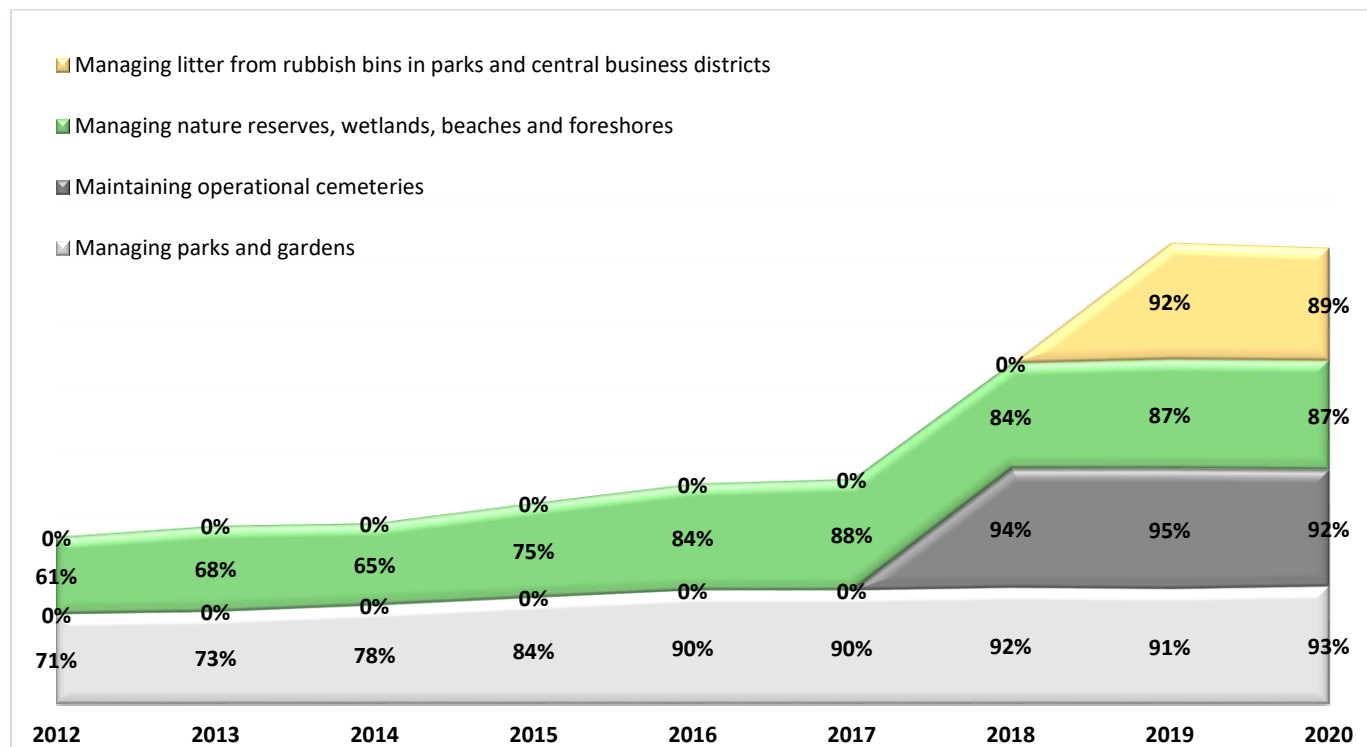
19: How well is Council doing?

The table below shows the satisfaction scores of respondents for facilities and services maintained by Council. 2020: (n=1423)



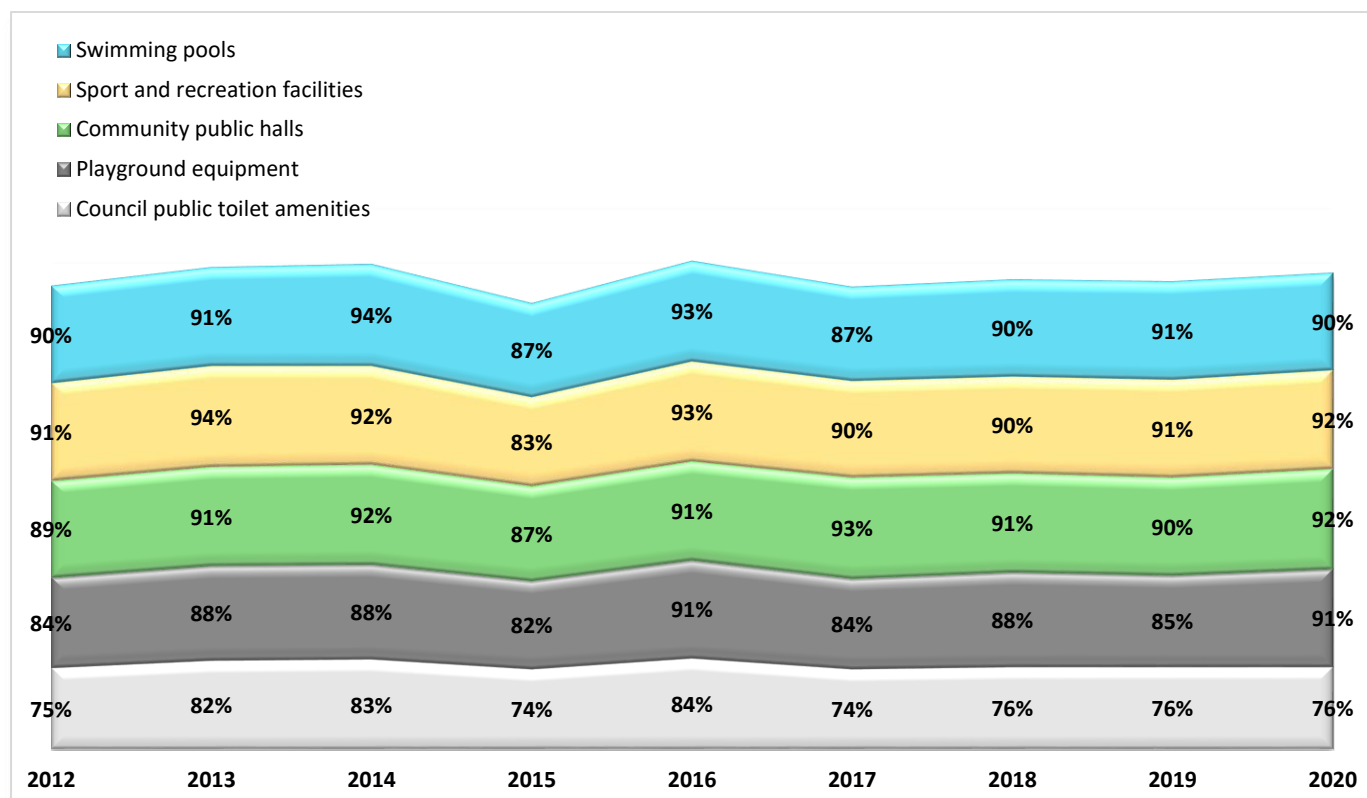
20: How well is Council doing?

The table below shows the satisfaction scores of respondents for facilities and services maintained by Council. 2020: (n=1423)



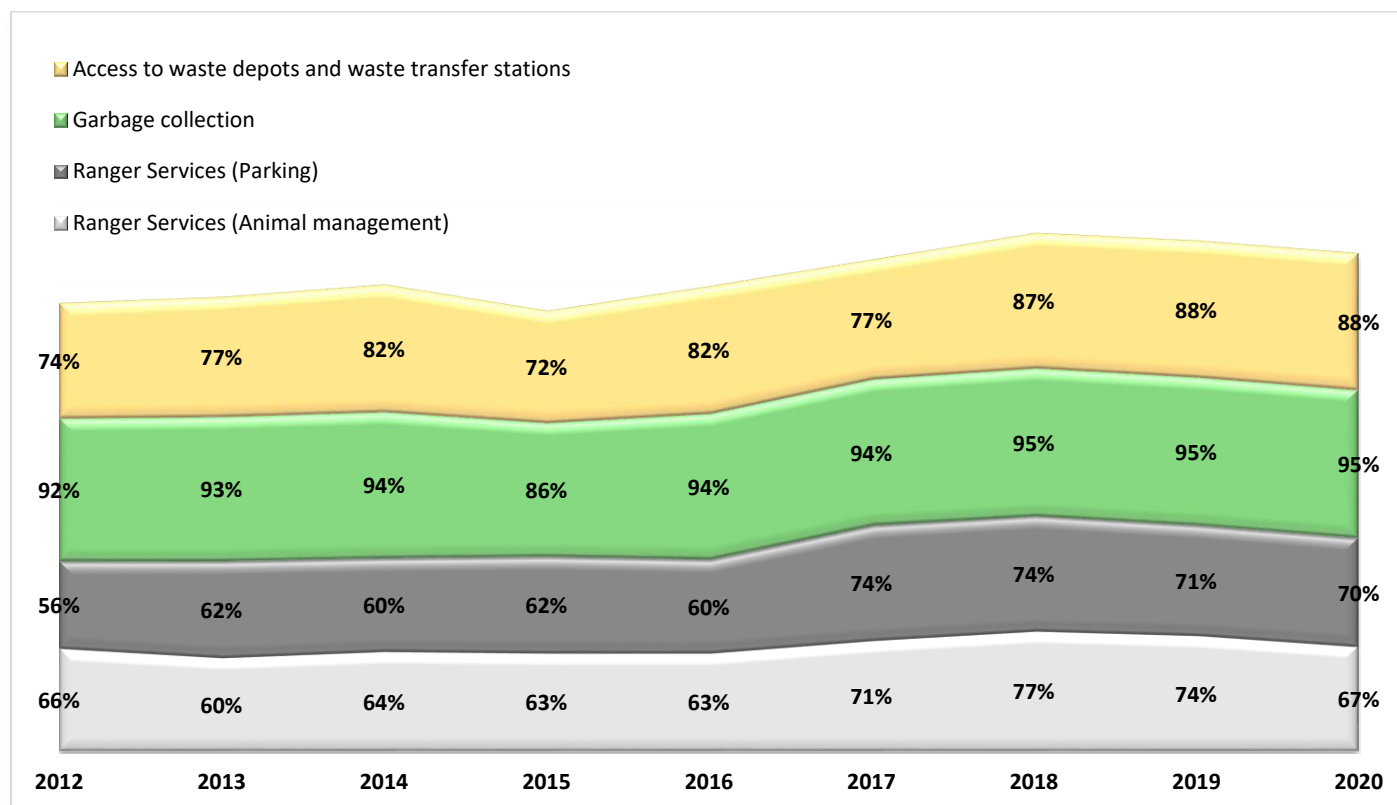
21: How satisfied you are with these facilities?

The table below shows the satisfaction scores of respondents for facilities and services maintained by Council. 2020: (n=1423)



22: How satisfied you are with these services?

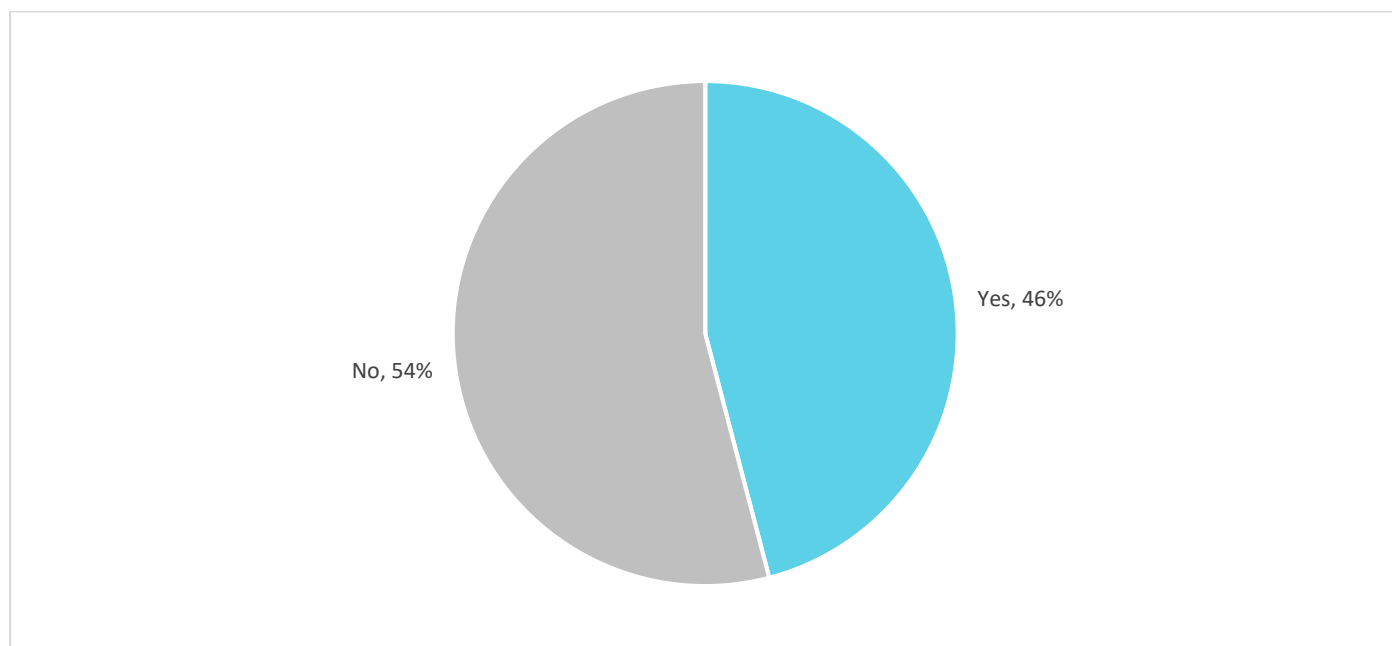
The table below shows the satisfaction scores of respondents for some services delivered by Council. 2020: (n=1423)



23: In the past 12 months, have you visited or used Port Stephens Council Library Service?

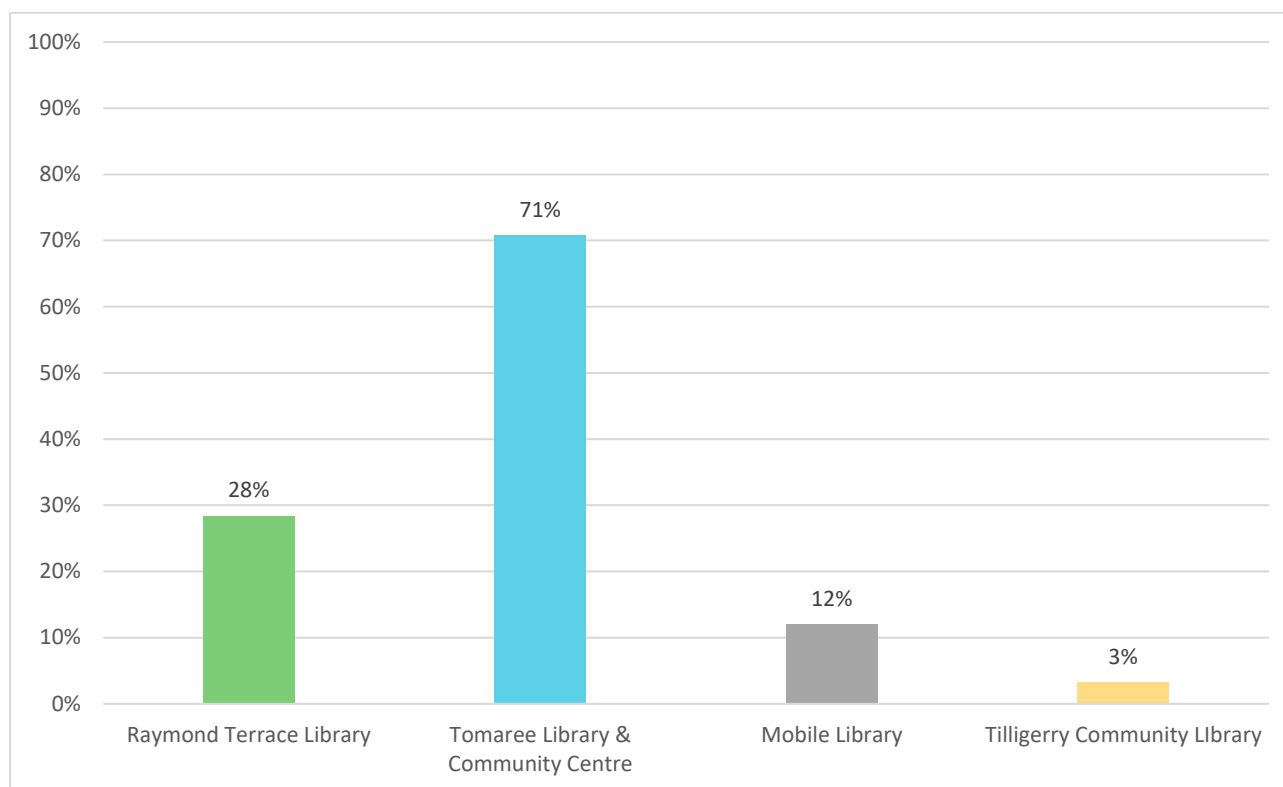
As our libraries were closed due to COVID-19 the usual Library User Satisfaction Survey was not able to be undertaken this year. As a result, comparisons of previous year's Library User Satisfaction Surveys cannot be made as this is a survey of Port Stephens residents not Library users.

2020: (n=1420)



24: Port Stephens Council Library has four branches. Which branch/s do you use?

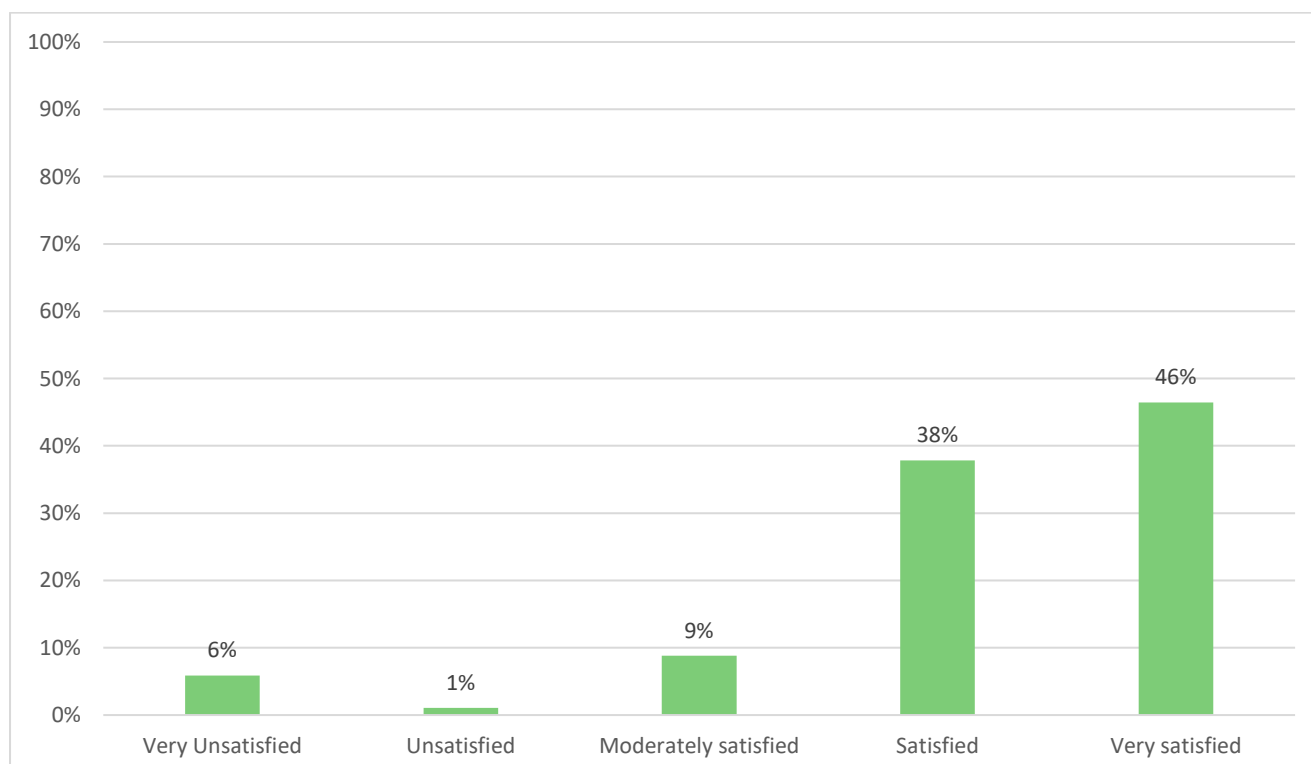
2020: (n=648)



**Since respondents provided multiple responses, the total of all categories exceeds 100%.*

25: Overall how satisfied are you with the range of library services provided?

All figures in the chart below are percentages based on the 2020 Community Satisfaction Survey results. The overall satisfaction score of 93% includes Very Satisfied, Satisfied and Moderately Satisfied. 2020: (n= 648)



Communication with Council

26: How do you like to receive regular information about Council?

2020: (n=1409)	2020 Number of respondents*
Email	830
Social Media	336
Mail (post)	325
Media	322
Council's Website	311
Face-to-face engagement	79
Other (please specify)	123

**Since respondents provided multiple responses, total number of respondents for all categories exceeds n= 1409.*

27: What information would you like to see more of from Council?

2020: (n=1409)	2020 Number of respondents*
Current and upcoming projects	626
Opportunities to have your say	317
Community news and events	273
Council news and events	193

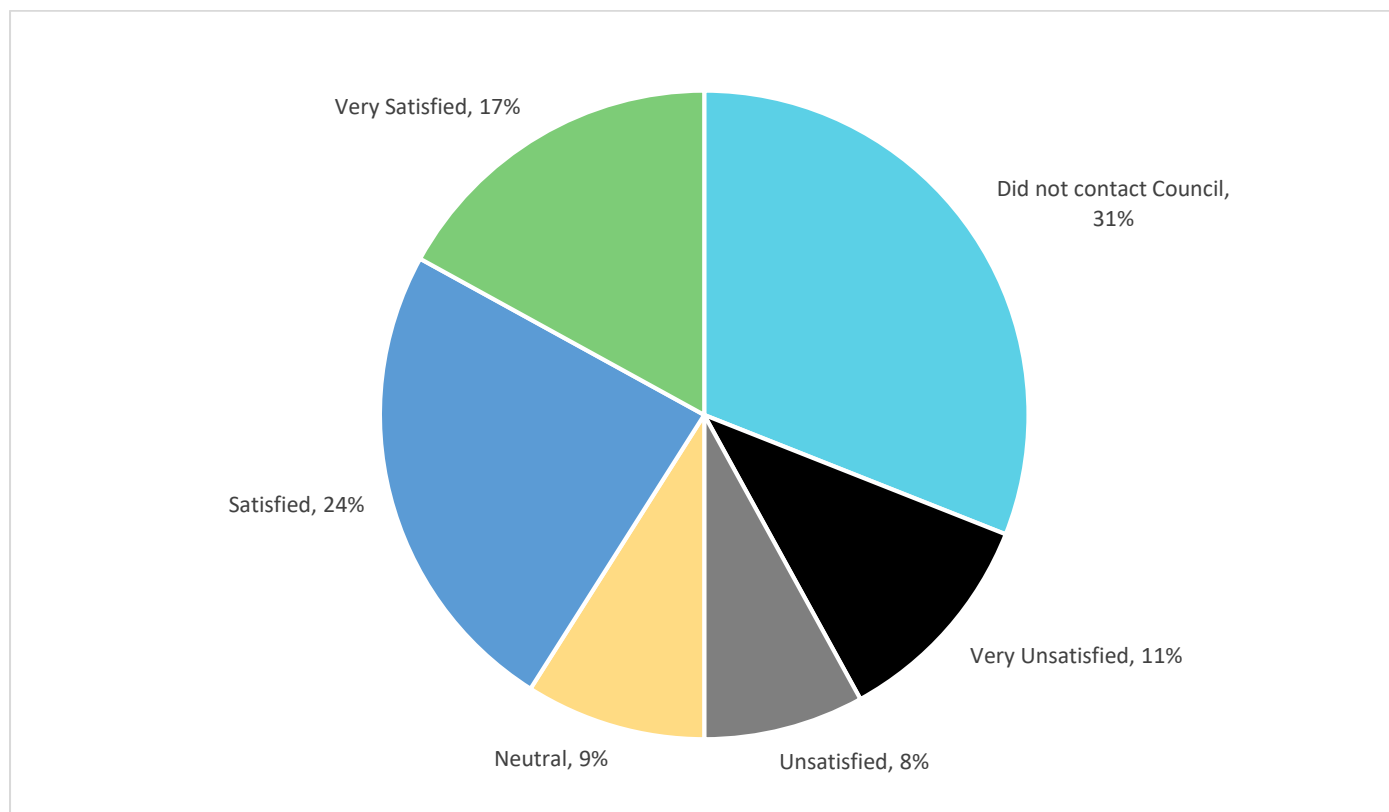
**Since respondents provided multiple responses, total number of respondents for all categories exceeds n= 1409.*



28: 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?

969 respondents contacted Council staff in the past 12 months. Of these 73%* where satisfied with Council staff's response time and answering their enquiry. This satisfaction score has not changed since 2019.

2020: (n=1409)



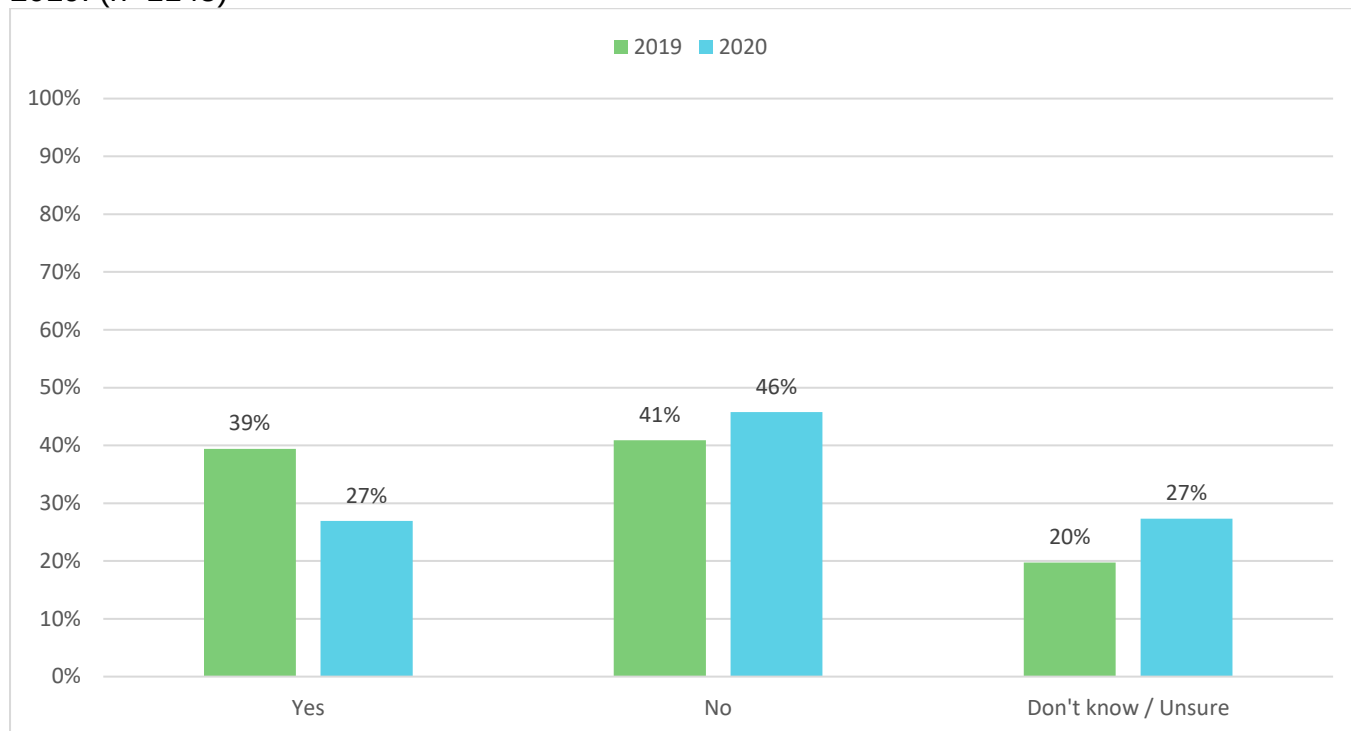
**Aggregate includes responses of – Very satisfied, Satisfied, Neutral and excludes Did Not Contact Council.*

Port Stephens, Council and You

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

2020: (n=1408)

2019: (n=1145)



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

2020: (n=380)

2019: (n=446)

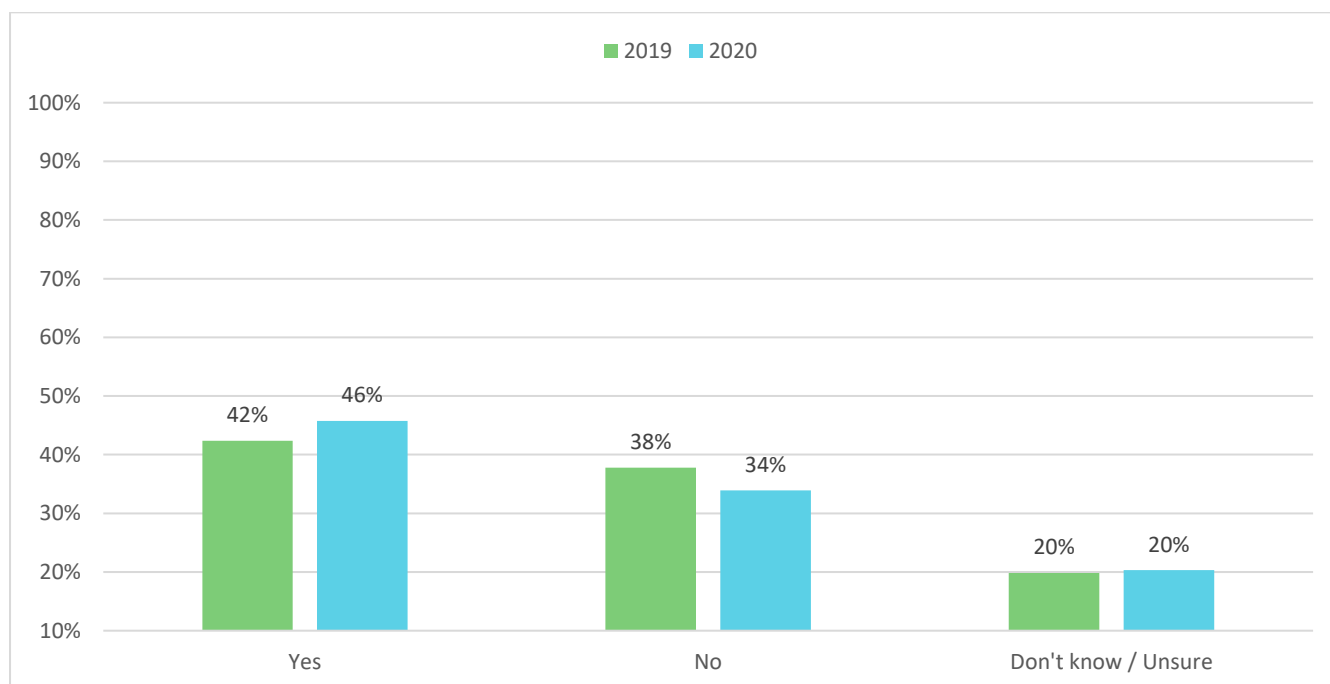
	2019*	2020*
Survey	63%	57%
Direct email or phone	35%	39%
Submission	32%	25%
Drop in Session (Example - at an event)	14%	14%
Face to face at Council	13%	12%
Workshop	8%	10%
Online mapping	3%	3%
Implementation Panel	3%	2%
Other (please specify)	8%	8%

*Since respondents provided multiple responses, total percentage of respondents for all categories exceeds 100%

31: Generally speaking, do you trust that Port Stephen's Council is working towards the community needs?

2020: (n=1401)

2019: (n=1119)

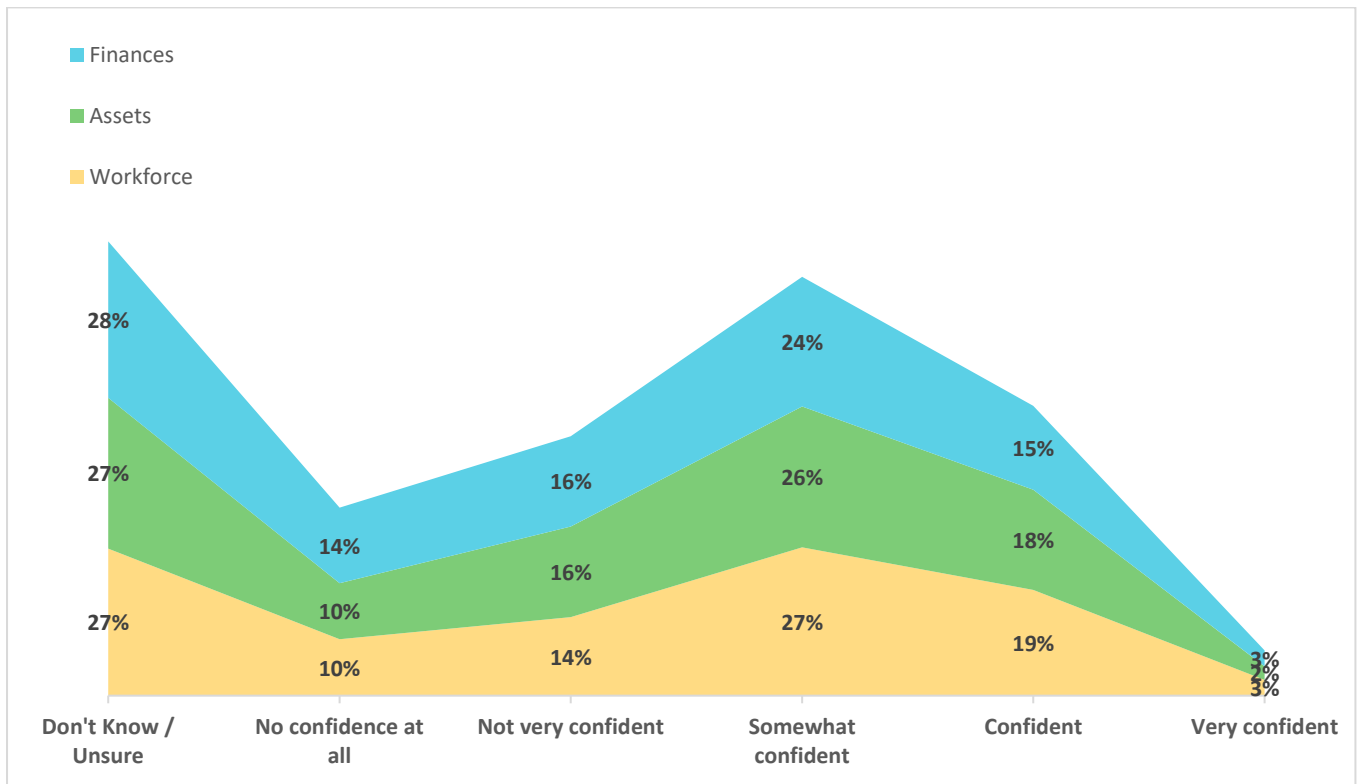


32: Overall, how confident are you that Council is managing its resources (workforce, assets, and finances) well?

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

		2017 Confidence Level*	2018 Confidence Level*	2019 Confidence Level*	2020 Confidence Level*
Workforce	2020 (n= 1026)	66%	75%	66%	67%
Assets	2020 (n= 1009)	66%	73%	61%	63%
Finances	2020 (n= 994)	63%	73%	51%	58%

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



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

Overall satisfaction with the Council's services has increased compared to 2019.

2020: (n=1401)

2019: (n=1119)

