

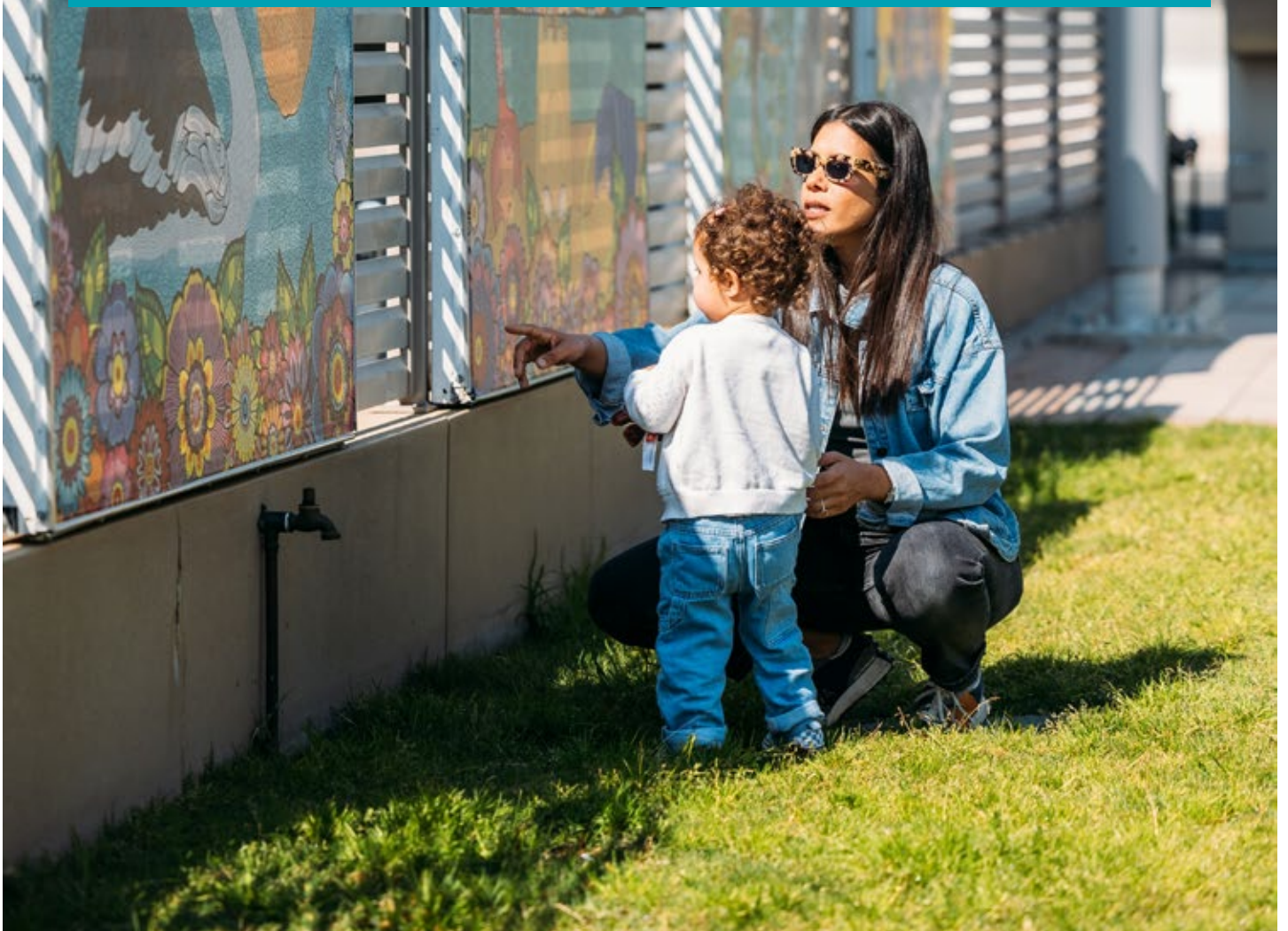


**PORT STEPHENS**  
COUNCIL

# Community Satisfaction Survey

## 2024 report

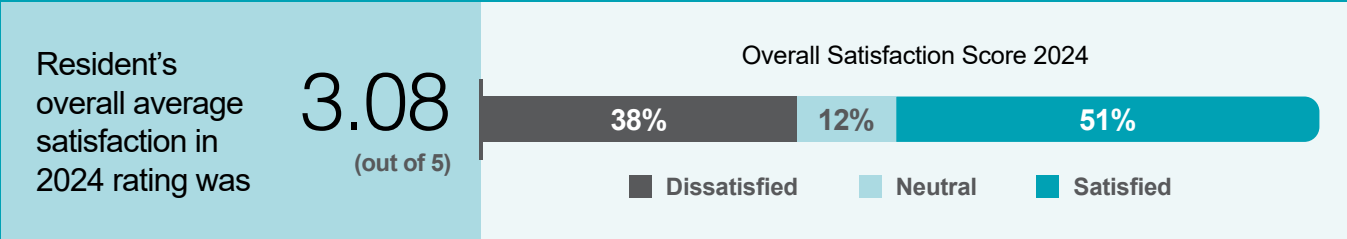
Each year, we ask the Port Stephens community how satisfied they are with the services and facilities we deliver. This information helps us understand what's working, and what isn't, to facilitate improvements for the wellbeing and liveability of our community.



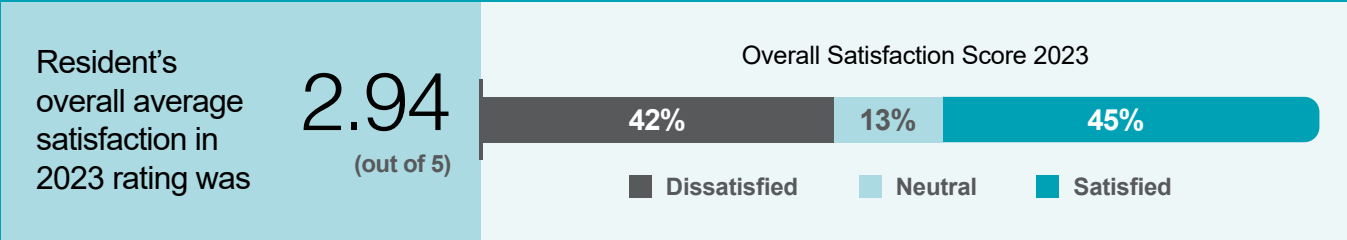


We asked our residents their thoughts about our core services by using a score out of 5.

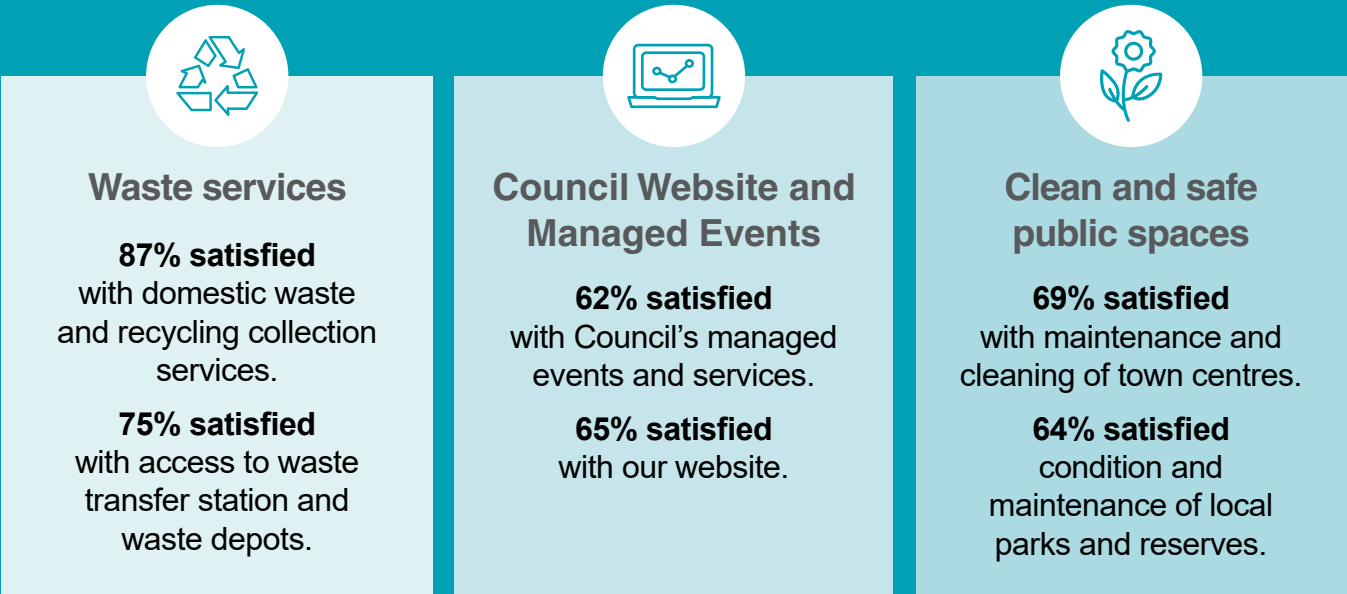
## 2024 results



## 2023 results



## Our highest rated services and facilities







## Looking forward for improved satisfaction of services

Over April and May 2024, we invited residents to complete the survey and have their say. We used stalls at events, social media, newspaper advertisements, flyers, our electronic newsletter and our website to reach as many people as possible.

We received 211 responses from the community in this round regarding their level of satisfaction. With over 77,000 people calling Port Stephens home, our response sample is not statistically representative of our population.

During this period, community members completed the survey and rated their overall satisfaction with the performance of Council's services as a mean score of 3.08 out of 5.

The highest scoring service was Waste and Recycling with a mean score of 4.09 out of 5, which translates to 87% of respondents satisfied. With the Garden Organics waste service being rolled out last year, we can understand why residents have shown a continued high satisfaction with these services.

We knew that roads was still the biggest area to work on with a mean score of 2.42 out of 5. Although this is an increase in satisfaction from last year (mean score of 2.15 out of 5), we are still striving to improve in this area.

We've continued to listen to the community on this matter and are delivering more road repairs and improvements with our recent success in grant funding of \$10M for local road repairs.



3.26  
(out of 5)

The average aggregate satisfaction score for Council's core services.

(2023 Result: 3.12)



4.02  
(out of 5)

The average aggregate satisfaction score for Council's user services.

(2023 Result: 3.98)



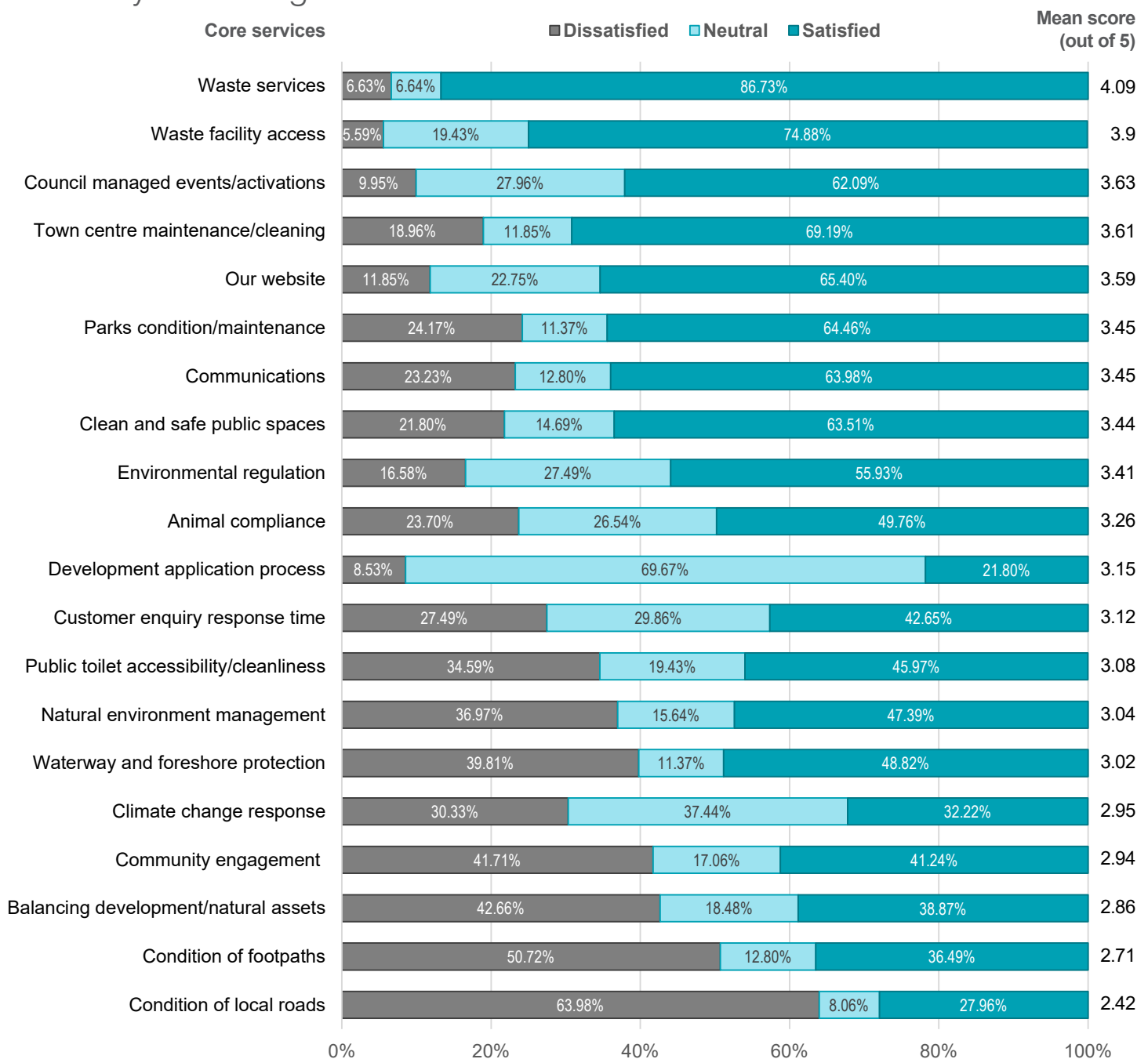
2.96  
(out of 5)

Resident's overall ratings for Councillors, on average.

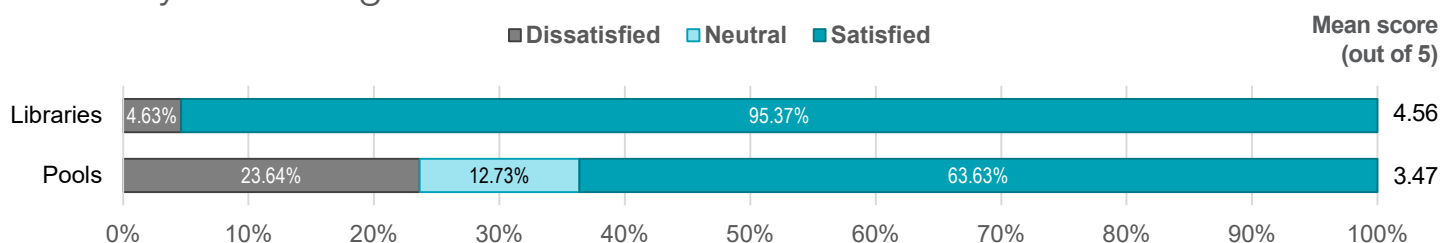
(2023 Result: 2.74)

These are the average mean scores that our community rated Council's: core services, user services and Councillors.

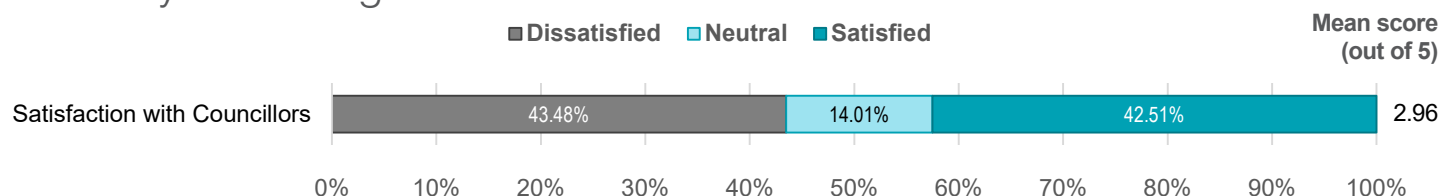
## Summary of all ratings for Council's core services



## Summary of all ratings for Council's user services



## Summary of all ratings for Councillors





## What we're doing to improve

Over the next year, we'll continue to work closely with our community, focusing on issues we know are a priority.

### Roads and infrastructure



Utilising the \$10 million grant received from the NSW Government over the next few years for local road repairs.



Continuing to prioritise footpath and pathway connections through actively seeking grants, use of local infrastructure contributions and review our existing pathways plan.



We'll be using \$1.4 million from the Special Rate Variation to repair our roads over 2024 and 2025.

### Growth and development while protecting our natural assets



We're finalising the Coastal Management Program and have clear priorities for actions and next steps.



We've adopted a Local Housing Strategy to assist us in meeting projected demand for housing in our LGA.

### Involving the community in council decision making



Continued updates to our website to improve the community's experience accessing information about their place. This includes recent improvements of Report, Request and Apply and the Project and Works platform



Continue our 4 new advisory groups to provide community representation for consultation, advice and advocacy across 4 key areas:

- heritage
- homelessness
- environment
- communications and engagement.



**PORT STEPHENS**  
COUNCIL

council@portstephens.nsw.gov.au | 02 4988 0255 | [portstephens.nsw.gov.au](http://portstephens.nsw.gov.au)  