

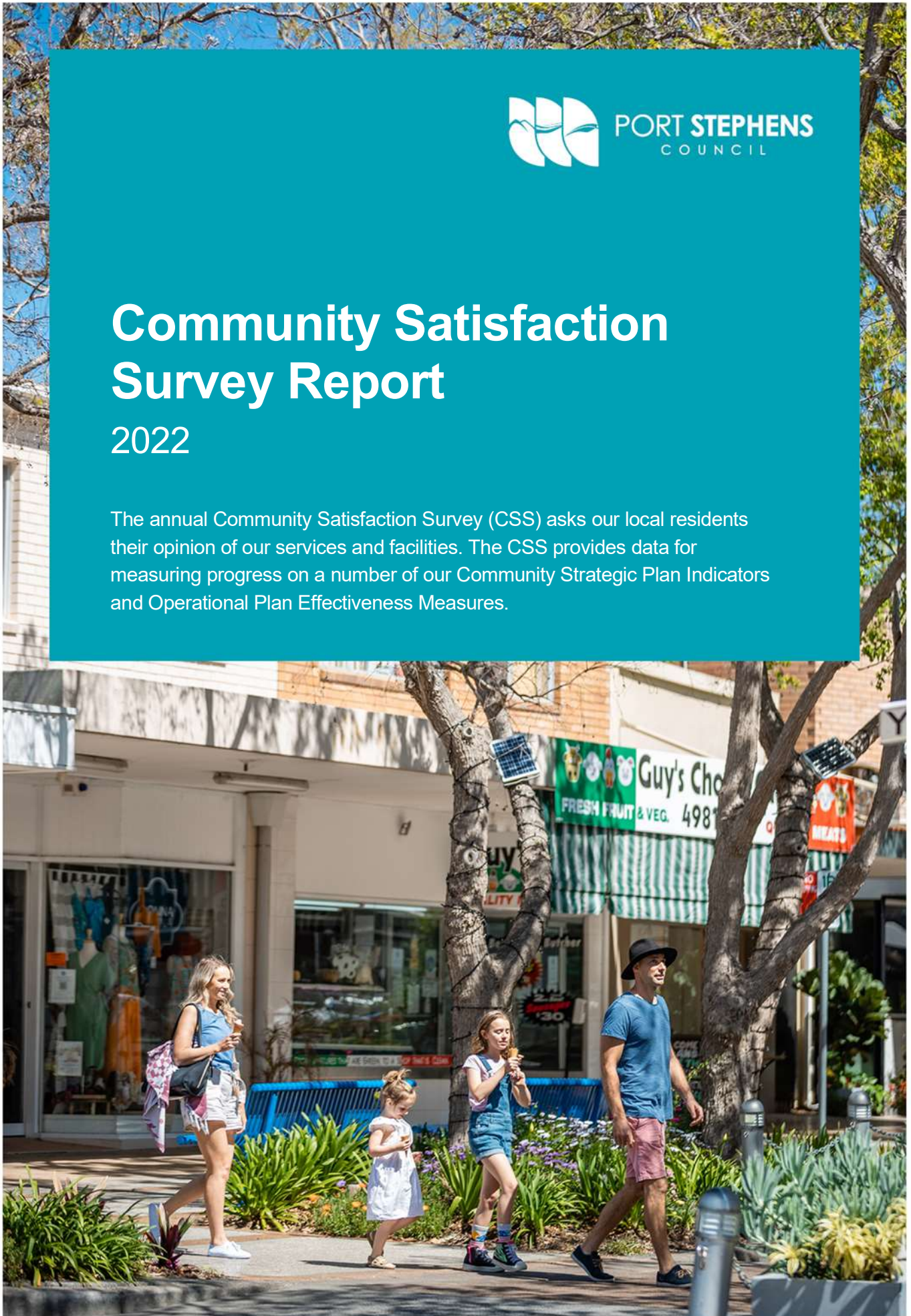


**PORT STEPHENS**  
COUNCIL

# Community Satisfaction Survey Report

2022

The annual Community Satisfaction Survey (CSS) asks our local residents their opinion of our services and facilities. The CSS provides data for measuring progress on a number of our Community Strategic Plan Indicators and Operational Plan Effectiveness Measures.



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# 1. Overview

## 1.1 Background and objectives

At Port Stephens Council we are committed to continuously improving our performance and how we deliver services to our community.

Community Satisfaction is one of our 7 key metrics and a 2021-2022 Operational Plan action. The annual Community Satisfaction Survey (CSS) asks our local residents their opinion of our services and facilities. The CSS provides data for measuring progress on a number of our Community Strategic Plan Indicators and Operational Plan Effectiveness Measures.

The survey has been conducted for more than 10 years providing community insights on a number of matters including:

- Levels of satisfaction with Council's overall and individual services and facilities
- Community improvement ideas for Council
- Deep dive on roads
- Community wellbeing and engagement

Each year the data gathered from the CSS is used to develop a report which outlines the aggregated results and trends.

This is the 2022 report of the survey conducted over August and September 2022. With over 2,500 responses received, a statistically valid sample size was achieved, however, it should be noted that the sample is not representative of the Port Stephens population in terms of demographics (population or location).

As with the previous year's survey the 2022 Community Satisfaction Survey (CSS) was undertaken in the context of the ongoing impacts of COVID-19, a natural disaster, constant rain and regular flooding causing major impacts to our road maintenance schedule. These external influences along with our current financial situation have again, understandably impacted the community and Council's ability to deliver services.

This year's results showed there's been a drop in satisfaction within the community with 64% of respondents at least somewhat satisfied.

We're hearing the biggest opportunity for improvement is in the maintenance of our roads, with 17% of respondents somewhat satisfied with roads. This is understandable with the constant rain and regular flooding. We've listened to the community and are reviewing what action needs to be taken.

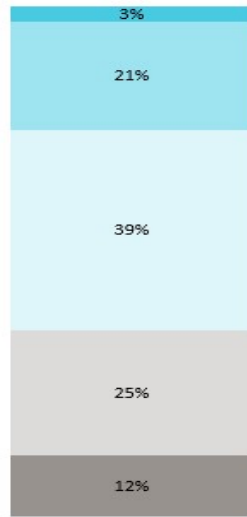
Using feedback and data from the CSS, we'll be working across each section of the organisation to review the results and determine the opportunities for improvement and actions that need to be taken.

## 1.2 Executive Summary

# 64%

**Somewhat satisfied\* with overall Council services**

Collated and rounded from 1 data reference point being Question 23

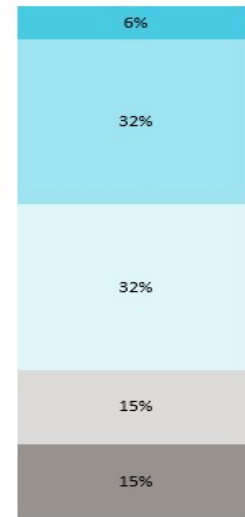


Very satisfied  
 Somewhat satisfied  
 Unsatisfied  
 Very unsatisfied

# 71%

**Somewhat satisfied\* with individual facilities & services**

Averaged\*\* and rounded from 24 data reference points across Questions 17 to 20



Very satisfied  
 Somewhat satisfied  
 Unsatisfied  
 Very unsatisfied

### Performing



Children's Services **99%**



Community Halls **91%**



Sports & Recreation Facilities **90%**

### Top 3 areas

### Improvement



Maintaining Local Roads **17%**



Roadside Maintenance **43%**



Maintaining Footpaths & Pathways **52%**

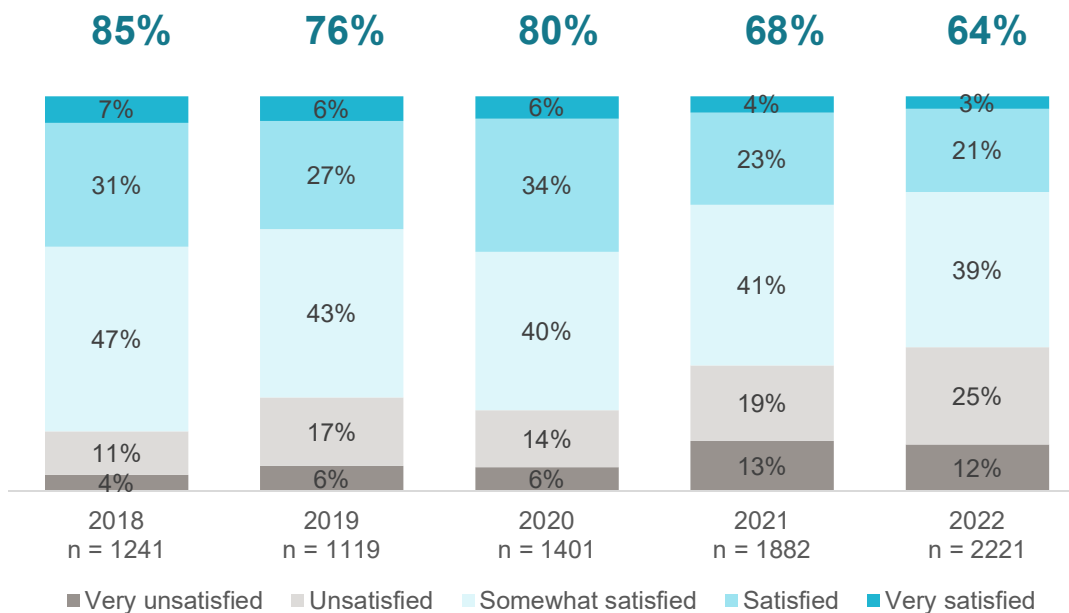
\*Includes Somewhat satisfied, Satisfied and Very Satisfied and excludes Don't know/Don't use  
 \*\*Average does not include results of Council's website, Contact with Council or user surveys separately conducted for Libraries and Children's services.



### 1.3 Overall satisfaction result with Council's services

Question 23

This year, 2,221 respondents rated that they were **64%** at least **somewhat satisfied** with Council services\*.



\* To achieve an overall satisfaction figure, respondents answered that they were: Very satisfied, Satisfied, Somewhat satisfied

Respondents from the below-listed areas have increased or remained the same in terms of their overall level of satisfaction in 2022.

Area	2021		2022	
		No. responses		No. responses
Balickera	100%	1	100%	1
Campvale	33%	3	100%	1
Glen Oak	67%	6	86%	14
Karuah	37%	67	45%	58
Heatherbrae	80%	5	89%	9
Mallabula	47%	32	47%	36
Nelsons Plains	40%	5	57%	7
Shoal Bay	60%	73	75%	65
Salamander Bay	66%	134	68%	163
Salt Ash	26%	26	50%	28
Seaham	59%	17	59%	27
Swan Bay	14%	21	58%	12
Twelve Mile Creek	50%	2	50%	2
Woodville	56%	9	73%	11

Respondents from the below-listed areas indicated a decrease in the overall level of satisfaction compared to 2021 results.

Area	2021		2022	
		No. responses		No. responses
Anna Bay	73%	101	59%	107
Boat Harbour	80%	40	70%	47
Bobs Farm	73%	15	59%	17
Brandy Hill	92%	12	70%	10
Butterwick	67%	3	50%	6
Corlette	81%	182	74%	211
Duns Creek	78%	9	41%	22
Eagleton	50%	2	22%	9
East Seaham	100%	4	44%	9
Fern Bay	78%	46	66%	67
Ferodale	75%	4	50%	6
Fingal Bay	87%	53	56%	70
Fisherman's Bay	100%	1	83%	6
Fullerton Cove	100%	16	73%	22
Hinton	75%	8	73%	11
Lemon Tree Passage	55%	96	52%	119
Medowie	68%	250	65%	292
Nelson Bay	70%	206	69%	245
One Mile Beach	71%	14	69%	16
Oyster Cove	100%	1	33%	3
Raymond Terrace	74%	194	66%	273
Soldiers Point	69%	64	64%	73
Tanilba Bay	57%	107	50%	112
Taylors Beach	100%	4	25%	4
Tomago	100%	2	0%	1
Wallalong	75%	16	50%	20
Williamtown	100%	3	67%	3

Note – Satisfaction level by area is not statistically valid and is only a representation from respondents from the area.

## 1.4 Individual Service and Facility results

Question 13, 14, 17, 18, 19, 20 results along with results from the Children's Services survey and Library User's survey

The table below shows individual services and facilities by aggregating\* levels of satisfaction. Refer pages below for more detailed analysis.

To obtain a clearer picture of the community's average satisfaction levels with Council's individual services and facilities, the below (excluding Children's services, Libraries, Council's website and Contact with Council) were aggregated, with **71%** of respondents at least somewhat satisfied.

Facilities/Services – Somewhat Satisfied	2021 <sup>^</sup>	2022 <sup>^^</sup>	Change to LY
Children's Services#	93%	99%	▲
Community Halls	90%	91%	▲
Sports & Recreational facilities	89%	90%	▲
Maintaining cemetery services	90%	87%	▼
Libraries#	88%	not avail	
Swimming pools	88%	87%	▼
Playground equipment	86%	87%	▲
Waste and recycling collection (Garbage)	96%	85%	▼
Access to waste transfer stations and waste depots	93%	83%	▼
Council's website@	-	81%	New
Maintaining parks and gardens	88%	79%	▼
Maintaining foreshores and beaches	88%	79%	▼
Managing litter from rubbish bins in parks and central business districts	88%	77%	▼
Fire response and preparedness on Council land	-	76%	New
Managing street trees	77%	75%	▼
Maintaining traffic flow (e.g. lights, roundabouts, street signs)	78%	74%	▼



Facilities/Services – Somewhat Satisfied	2021 <sup>^</sup>	2022 <sup>^^</sup>	Change to LY
Contact with Council (staff response time/manner/assistance)	69%	74%	▲
Ranger services (compliance & regulation incl. parking, animal management)	80% <sup>**</sup>	72%	▼
Public toilet amenities (excluding those in shopping centres)	72%	72%	-
Maintaining Council reserves through the control of noxious weeds and bush regeneration activities	71%	73%	▲
Maintaining cycle ways	72%	65%	▼
Managing illegal dumping	70%	62%	▼
Flood response and preparedness on Council land	-	60%	New
Development applications and building approvals	72%	59%	▼
Managing stormwater drainage systems	59%	55%	▼
Maintaining footpaths and pathways	65%	52%	▼
Roadside maintenance (For example, trees, litter, weeds, slashing and so on)	68%	43%	▼
Maintaining local roads	45%	17%	▼

\* Aggregate satisfaction equals Very satisfied, Satisfied and Somewhat satisfied and excludes don't know/don't use

<sup>^</sup> Aggregate of Very satisfied, Satisfied, Moderately Satisfied/Neutral and excludes don't know/don't use

<sup>^^</sup> Aggregate of Very satisfied, Satisfied, Somewhat Satisfied and excludes don't know/don't use

# Separate User Survey results

@ Average/Mean of experiences (finding and understanding information, answering query)

\*\* Average/Mean of 2021 Ranger services (parking and animal management)

## 1.5 Community improvement ideas

Question 24

In the 2022 Community satisfaction survey, 1 in 2 respondents provided a comment about their views on council services or ideas for improvement. **1,359 comments** were received, with multiple comments sometimes contained within the one comment.

Verbatim responses for the comments were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, font size is generated. The larger the font, the more frequently the word or sentiment is mentioned.



The most frequently occurring themes from comments are detailed below for both 2021 and 2022. Understandably roads and road safety feature more frequently given the impact that natural disasters and weather have had on our roads.

Themes 2021		Themes 2022	
Road and road safety	33%	Maintenance of roads and road safety	37%
Footpaths and Cycleways	9%	Community engagement and communication - listen to community feedback	8%
Community engagement and communication	7%	Pathways and connections	6%
Managing development	6%	Waste	6%
Waste collection	6%	Management of resources	6%
Infrastructure and facilities	5%	Comment about Mayor/ Councillor/ GM/ Staff	5%

## 2. Deep Dive on Roads

As outlined in sections 1.2 and 4.1 of this report, there has been a further decline in the level of community satisfaction\* with maintaining local roads and roadside maintenance from 2021 to 2022. Maintenance of roads and road safety feature as the most frequently occurring theme from the community about feedback to improve Council's services and facilities (refer section 1.5).

This is understandable given last year's natural disasters, compounded by the various natural disasters in 2022 and May 2022 being our wettest month recorded since 1996.

The importance of road maintenance is echoed in the number of customer requests received by Council in the 2021 to 2022 financial year. Almost 12% of calls received were about road maintenance, the second highest customer request category behind Duty Officer enquiries (at 22% of calls).

In the 2021 to 2022 financial year some 54,000 potholes were repaired compared to 47,000 in the previous financial year, with an estimated 10,000 additional potholes repaired during storms.



## 2.1 Satisfaction\* with maintaining local roads

Location	Somewhat Satisfied *
<b>Central</b>	<b>11.69%</b>
Anna Bay	19.05%
Boat Harbour	21.28%
Bobs Farm	5.88%
Karuah	8.62%
Lemon Tree Passage	8.40%
Mallabula	2.78%
Medowie	14.09%
Oyster Cove	0.00%
Salt Ash	7.14%
Swan Bay	8.33%
Tanilba Bay	5.36%
Twelve Mile Creek	0.00%
<b>East</b>	<b>16.76%</b>
Corlette	18.96%
Fingal Bay	5.71%
Fisherman's Bay	16.67%
Nelson Bay	20.82%
One Mile Beach	18.75%
Salamander Bay	15.34%
Shoal Bay	15.38%
Soldiers Point	12.33%
Taylors Beach	0.00%
<b>West</b>	<b>25.33%</b>
Balickera	0.00%
Brandy Hill	50.00%
Butterwick	20.00%
Campvale	100.00%
Duns Creek	9.52%
Eagleton	0.00%
East Seaham	0.00%
Fern Bay	40.91%
Ferodale	0.00%
Fullerton Cove	22.73%
Glen Oak	14.29%
Heatherbrae	66.67%
Hinton	18.18%
Nelsons Plains	14.29%
Raymond Terrace	26.10%
Seaham	14.81%
Tomago	0.00%
Wallalong	20.00%
Williamtown	33.33%
Woodville	9.09%
<b>Grand Total</b>	<b>16.89%</b>

\*Satisfaction equals Very satisfied, Satisfied and Somewhat satisfied and excludes don't know/don't use

## 2.2 Satisfaction\* with roadside maintenance

Location	Somewhat Satisfied %*
<b>Central</b>	<b>39.66%</b>
Anna Bay	41.90%
Boat Harbour	42.55%
Bobs Farm	29.41%
Karuah	22.41%
Lemon Tree Passage	42.02%
Mallabula	37.14%
Medowie	44.98%
Oyster Cove	0.00%
Salt Ash	35.71%
Swan Bay	25.00%
Tanilba Bay	34.82%
Twelve Mile Creek	50.00%
<b>East</b>	<b>47.87%</b>
Corlette	42.11%
Fingal Bay	44.93%
Fisherman's Bay	66.67%
Nelson Bay	49.79%
One Mile Beach	31.25%
Salamander Bay	46.91%
Shoal Bay	64.06%
Soldiers Point	50.68%
Taylors Beach	50.00%
<b>West</b>	<b>41.98%</b>
Balickera	0.00%
Brandy Hill	80.00%
Butterwick	60.00%
Campvale	0.00%
Duns Creek	28.57%
Eagleton	0.00%
East Seaham	11.11%
Fern Bay	50.00%
Ferodale	16.67%
Fullerton Cove	40.91%
Glen Oak	50.00%
Heatherbrae	66.67%
Hinton	36.36%
Nelsons Plains	42.86%
Raymond Terrace	42.44%
Seaham	37.04%
Tomago	0.00%
Wallalong	40.00%
Williamtown	33.33%
Woodville	45.45%
<b>Grand Total</b>	<b>43.38%</b>

\*Satisfaction equals Very satisfied, Satisfied and Somewhat satisfied and excludes don't know/don't use

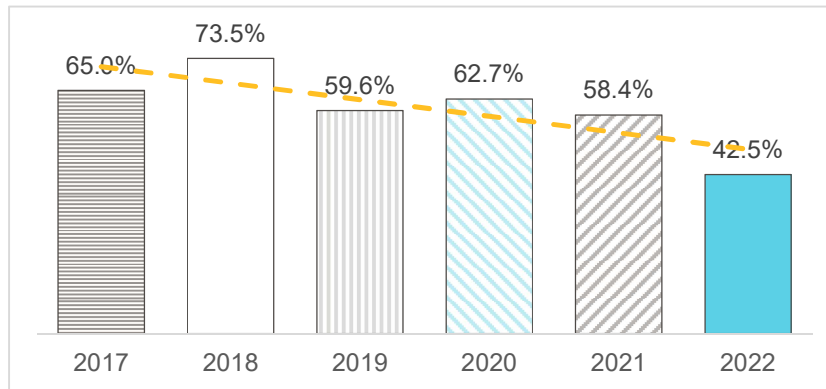
# 3. Confidence in our Governance

## 3.1 Assets, finances and workforce




Question 22

Survey respondents were asked to rate their confidence levels with the management of resources (Workforce, Assets and Finances) by Council.

Overall, respondents rated an average **43% confidence level** in managing resources (Workforce, Assets and Finances).

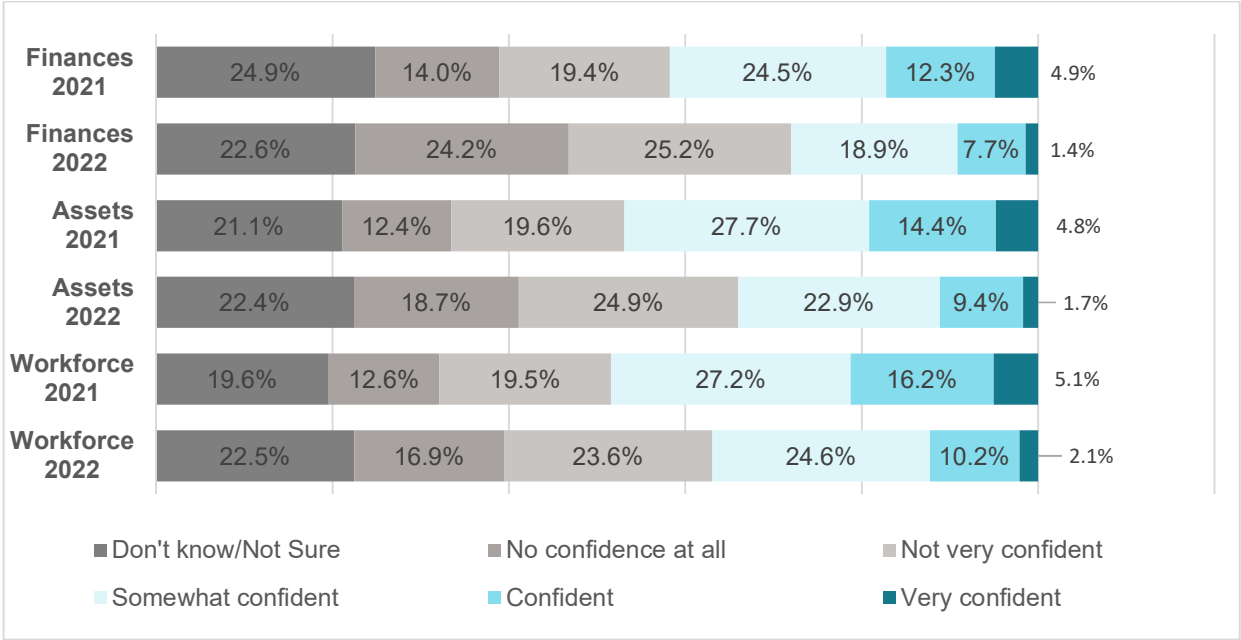


Community confidence\* in the management of resources

	2017	2018	2019	2020	2021	2022	Change on LY
 <b>Workforce</b>	66%	75%	66%	67%	60%	48%	▼
 <b>Assets</b>	66%	73%	61%	63%	59%	44%	▼
 <b>Finances</b>	63%	73%	51%	58%	56%	36%	▼

\*Aggregate of Very confident, Confident and Somewhat confident. Excludes 'Don't know/Unsure'.





# 4. Detailed Analysis - Council's Facilities and Services

## 4.1 Maintaining local roads, footpaths and cycle-ways

Question 17

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	Change on LY
Maintaining local roads	38%	52%	64%	59%	76%	67%	75%	71%	68%	45%	17%	▼
Roadside maintenance	59%	59%	61%	81%	84%	80%	84%	81%	79%	68%	43%	▼
Maintaining footpaths & pathways	46%	54%	55%	73%	79%	76%	77%	77%	73%	65%	52%	▼
Maintaining cycleways	54%	59%	54%	72%	77%	82%	84%	83%	80%	72%	65%	▼
Maintaining traffic flow	70%	77%	78%	84%	88%	77%	82%	88%	86%	78%	74%	▼

\*Aggregate of Very Satisfied, Satisfied, Somewhat Satisfied. Excludes 'Don't know/Don't use'. 2022 n = 2,246



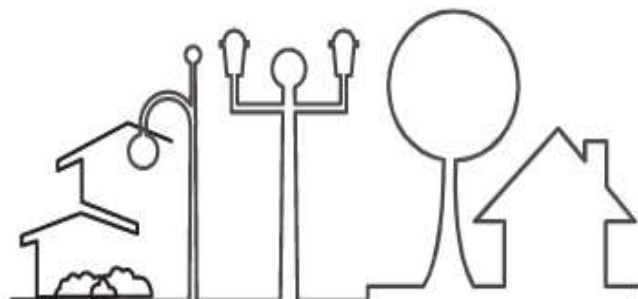
## 4.2 Public Amenities and Services

### Question 18

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	Change on LY
Managing street trees	57%	58%	60%	76%	80%	83%	84%	84%	81%	77%	75%	▼
Managing storm water drainage systems	46%	54%	59%	68%	71%	78%	80%	79%	76%	59%	55%	▼
Maintaining parks and gardens	71%	73%	78%	84%	90%	90%	92%	91%	93%	88%	79%	▼
Maintaining cemetery services							94%	95%	92%	90%	87%	▼
Maintaining beaches and foreshores	61%	68%	65%	75%	84%	88%	84%	87%	87%	88%	79%	▼
Litter from rubbish bins in parks and CBD's	-	-	-	-	-	-	-	92%	89%	88%	77%	▼
Maintaining Council reserves through the control of noxious weeds and bush regeneration activities	38%	46%	49%	64%	68%	82%	81%	77%	73%	71%	73% **	▼
Flood response & preparedness on Council land	-	-	-	-	-	-	-	-	-	-	60%	new
Fire response & preparedness on Council land	-	-	-	-	-	-	-	-	-	-	76%	new

\* Aggregate of Very Satisfied, Satisfied, Somewhat Satisfied. Excludes 'Don't know/Don't use'. 2022 n = 2,246

\*\* Question wording modified/refined in 2022

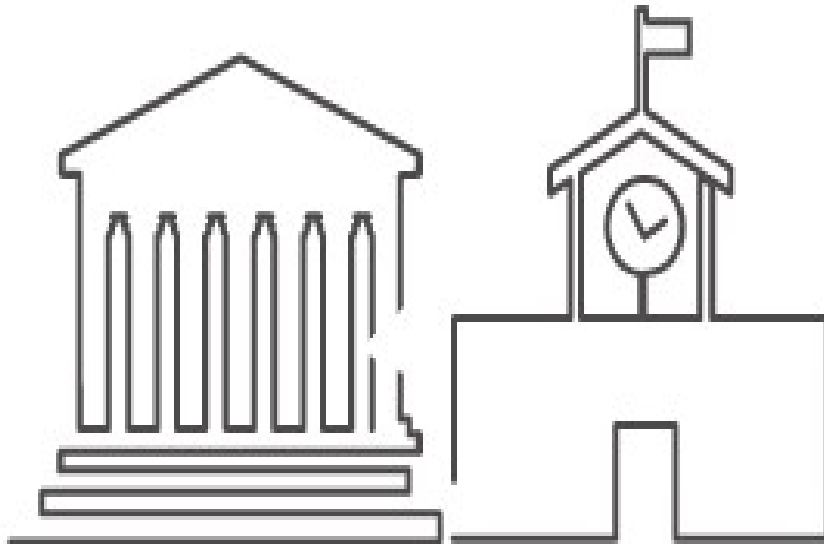


## 4.3 Public facilities

Question 19

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	Change on LY
Public toilet amenities	75%	82%	83%	74%	84%	74%	76%	76%	76%	72%	72%	-
Playground equipment	84%	88%	88%	82%	91%	84%	88%	85%	90%	86%	87%	▲
Community halls	89%	91%	92%	87%	91%	93%	91%	90%	92%	90%	91%	▲
Sport and recreational facilities	91%	94%	92%	83%	93%	90%	90%	91%	92%	89%	90%	▲
Swimming pools	90%	91%	94%	87%	93%	87%	90%	91%	90%	88%	87%	▼

\* Aggregate of Very Satisfied, Satisfied, Somewhat Satisfied. Excludes 'Don't know/Don't use'. 2022 n = 2,246



## 4.4 Services

### Question 20

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	Change on LY
Ranger services – compliance and regulation including parking and animal management ^								73%	69%	80%	72%**	▼
Waste and recycling collection	92%	93%	94%	86%	94%	94%	95%	95%	95%	96%	85%**	▼
Access to waste transfer stations and waste depots	74%	77%	82%	72%	82%	77%	87%	88%	88%	93%	83%**	▼
Development applications and building approvals	-	-	-	-	-	-	-	-	-	72%	59%	▼
Managing illegal dumping	-	-	47%	60%	61%	54%	79%	76%	67%	70%	62%	▼ ▲

\* Aggregate of Very Satisfied, Satisfied, Somewhat Satisfied. Excludes 'Don't know/Don't use'. 2022 n = 2,246

\*\* Question wording modified/refined in 2022

^ 2019, 2020, 2021 results are an average of parking and animal management

In the 2021 survey, the rating scale to measure satisfaction for the above-listed attributes was changed to make it similar to the other questions and included 'Not at all well, Slightly well, Moderately well, Well and Very well'.

# 5. Community Analysis – Wellbeing & Engagement

To inform the Community Strategic Plan we include a number of questions on community wellbeing from time to time to gauge change in a range of social matters.

## 5.1 Community Wellbeing

### 5.1.1 Attendance at community or cultural activities

Question 1

Overall, 72% of respondents indicated attending some community or cultural activities.

Attendance at community / cultural activities	2022 n = 2,528
Community events	44%
Cinemas (movies)	39%
Sports and recreation events	32%
Festivals	16%
Library events	12%
Art galleries	11%
Cultural events and activities	10%
Workshop or education programs	5%
Other	4%
Museums	4%
It's On – Place activation initiatives	3%

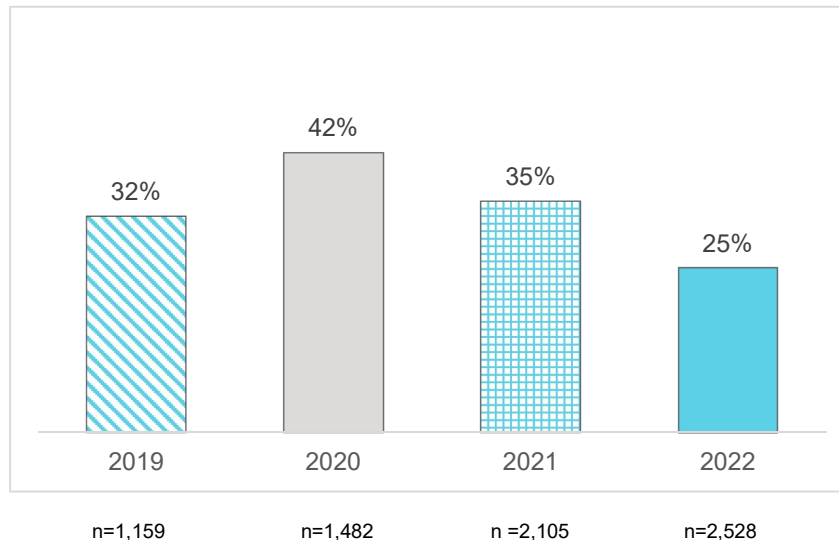
*Respondents provided multiple responses, the total of all categories exceeds 100%.*



## 5.1.2 Participation in volunteer groups

Question 3

Overall participation in volunteer groups has declined since 2020, with 25% of respondents indicating they had participated with a volunteer group in 2022.



## 5.1.3 Accessibility of facilities and places

Question 4

This is a mix of public (different levels of government) and privately provided infrastructure.

Aggregate accessibility*	2019 (n=1,146)	2020 (n=1,507)	2021 (n = 2,187)	2022 (n=2,417)	Change on LY
Public buildings ** (such as libraries, Council administration building, community halls etc)	66%	71%	76%	70%	▼
Public toilets	67%	68%	75%	74%	▼
Private commercial buildings	53%	51%	67%	59%	▼
Open spaces ** (such as parks, playgrounds, foreshores etc)	79%	86%	88%	89%	▲
Beaches	70%	74%	77%	81%	▲
Sporting facilities	64%	69%	74%	64%	▼
Footpaths and Cycleways	-	-	73%	78%	▲
Public transport	54%	55%	61%	49%	▼
Council's website	-	-	-	75%	▼

\*Aggregate accessibility includes responses of – Moderately accessible and Very accessible.

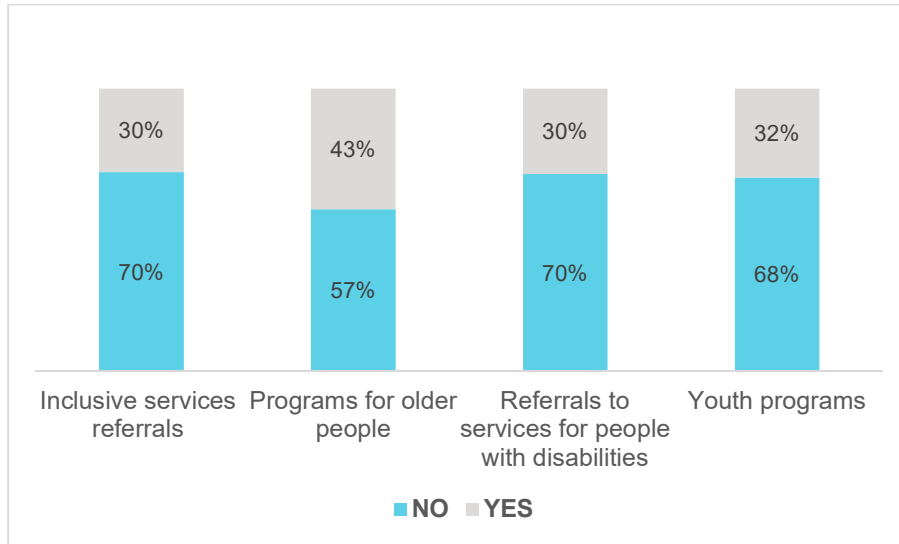
\*\* Question wording modified/refined in 2022

### 5.1.4 Community program - awareness

Question 5

A high number of respondents (between 57-70%) were not aware of the below programs, which may be due to the specific nature of the program. These programs are not necessarily Council facilitated.

Awareness of community programs



^ Inclusive services referrals such as interpreter services and mental health services. n=2417

### 5.1.5 Community program - participation

Question 6

A lower number of respondents indicated use of the services which may be due to the specific nature of the program.

Participation in community programs

Satisfaction %	% of respondents who used the service	Number of respondents using the service	Satisfaction*
Inclusive services referrals	7%	47	70%
Programs for older people	16%	164	89%
Referrals to services for people with disabilities	12%	88	74%
Youth programs	11%	83	87%

\*Satisfaction includes Very satisfied, Satisfied and Somewhat satisfied and excludes did not use

## 5.1.6 Usage of facilities for recreation and/or leisure

Question 2

Aggregate usage*	2019 n=1,159	2020 n=1,482	2021 n=2,105	2022 n=2,528	Change from LY
Community facilities (eg. fitness activities in Community Halls)**	41%	45%	42%	33%	▼
Sporting Facilities (oval, court or field)	56%	62%	61%	49%	▼
Swimming Pools	51%	50%	46%	40%	▼
Parks reserves and playgrounds	75%	84%	72%	86%	▲
Gym	29%	34%	29%	26%	▼
Cycleways	55%	58%	52%	51%	▼

\*Aggregate usage includes responses of – Frequently, Occasionally, Rarely (for 2022); Multiple times per week, Weekly, Monthly & Rarely (for 2019 to 2021).

\*\* Question wording modified/refined in 2022. In 2019 to 2021 this was Community Halls.

## 5.1.7 Visiting/Using Council Libraries

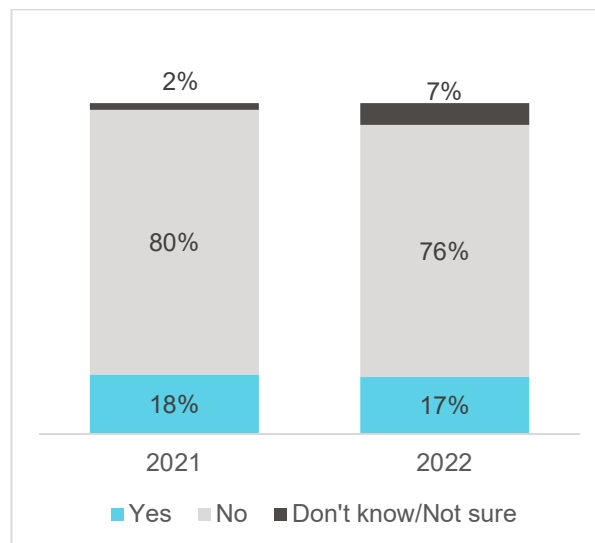
Question 9

In 2022 44% of respondents indicated never using Council’s libraries or services.

## 5.1.8 Usage of Council Community halls

Question 8

In 2022 17% of respondents used Council community halls.



### 5.1.9 Problem Waste drop off

#### Question 7

Council holds free drop off events for 'Problem Waste' including mattresses, tyres, E-waste and chemicals. In 2022, 84% of respondents indicated that they were aware of this service with 34% attending the Problem Waste drop off event. 89% of respondents who attended the Problem Waste drop off day indicated that they were satisfied.

*Problem Waste drop off awareness, attendance and satisfaction*

	2019	2020	2021	2022
	n = 1,188	n = 1,463	n = 2,043	n = 2,387
Awareness about Problem Waste Day	88%	89%	85%	84%
Number of respondents attending Attendance at the Problem Waste drop off event	505	630	825	820
Satisfaction with 'Problem Waste Days'	43%	43%	40%^	34%
	95%	93%	90%	89%

*\*Satisfaction of respondents who attended 'Problem Waste Day'*

*^ Administrative correction in 2022 report*

## 5.2 Community engagement & communication

### 5.2.1 Preferred form of communication from Council

Question 11

	2020 n = 1,409	2021 n = 1,937	2022 n = 2,307	Change from LY
Mail (post)	23%	34%	24%	▼
Media (local radio, TV)	23%	26%	23%	▼
SMS (text message)	-	8%	10%	▲
Council's Website	22%	24%	31%	▲
Social Media	24%	31%	38%	▲
Email	59%	56%	58%	▲
Face-to-face engagement	6%	8%	5%	▼
Other	9%	4%	7%	▲

Respondents provided multiple answers

### 5.2.2 Information respondent's would you like to see more of from Council

Question 12

	2022
Roads	68%
Current & upcoming projects	51%
Planning & development	51%
Waste	40%
Community news & events	40%
Opportunities to have your say	40%
Parks & Recreation	39%
Environment including natural habitat and bush regeneration	37%
Climate change including coastal erosion	28%
Council news & events	27%
Libraries	13%
Nothing more (happy with the current amount)	8%

Respondents provided multiple answers

### 5.2.3 Satisfaction with experience on Council website

Question 13

Up to 24% of respondents had not visited Council's website.

Satisfaction* with experience in:		Visited Council website
Ease of finding information	82%	81%
Understanding the information provided	85%	81%
Answering your query	75%	76%
<b>Average</b>	<b>81%</b>	<b>79%</b>

\* Satisfaction equals Very Satisfied, Satisfied and Somewhat satisfied and excludes did not use. n = 2,307

### 5.2.4 Contact with Council

Question 14

7 in ten respondents (70%) have had contact with Council staff via various channels including in-person, writing or email, by telephone, text message or social media. Similar to last year.

Of those respondents that contacted Council, 74% were at least somewhat satisfied\* with their experience.

\* Satisfaction equals Very Satisfied, Satisfied and Somewhat satisfied and excludes did not contact Council. n = 2,307

### 5.2.5 Council projects & decision making

Question 15 & 16

Data collected from 2,287 respondents shows no change in community perception for the opportunity to provide input in Council projects and decision making.

	2019 n = 1,145	2020 n = 1,408	2021 n = 1,934	2022 n = 2,287
Yes	39%	27%	20%	20%
No	41%	46%	49%	50%
Don't know/not sure	20%	27%	30%	30%

How would you prefer to provide input in Council decision-making	
Survey	61%
Submission through public exhibition	18%
'Have your say' website	48%
Direct email or phone	29%
Social media (Facebook, Instagram, LinkedIn)	19%
Drop-in session (for example at an event)	14%
Face to face at Council facility (Administration building, Visitor Information Centre, Libraries etc.)	12%
Workshop or focus group	11%
Public access	15%
Other	3%

Respondents provided multiple answers



## 5.2.6 Confidence in environmental matters

### Question 21

In 2022 to gauge community sentiment on the natural environment and managing climate change, 2 new questions were asked. Below are respondent's responses to these matters.

	Very confident	Confident	Somewhat confident	Not very confident	Not at all confident	Don't know/unsure
Council is balancing development and maintaining the natural environment	2%	10%	28%	28%	22%	10%
Council is managing climate change	2%	7%	20%	22%	18%	31%

# 6. Appendices

## 6.1 Appendix A: About the survey, statistics and detailed demographics

### About the survey

The survey was conducted from 25 August to 12 September 2022. A link to the survey was emailed to residents and printed copies were made available on request. The CSS was promoted via media release, Council’s website and social media.

### Statistics

Based on the local government area (LGA) population of 75,282 (2021 Census) to determine statistical validity with 95% confidence and 3% relative standard error, 1,095 survey responses were required. The total survey response was **2,528**.

Not all respondents answered all the questions.

This report presents outcomes from the 2022 survey and where a direct comparison can be made, also shows results from 2012 to 2021.

Statistics have been rounded in most cases to whole percentages.

### Demographics

The sample size of 2,528 respondents is statistically valid, however is not a representation of Port Stephens population in terms of demographics.

**75,282** Total Population

Median age **47**

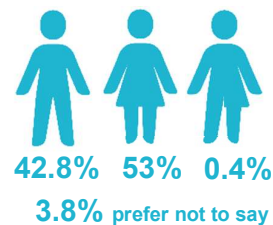
*(2021 Census - REMPLAN)*



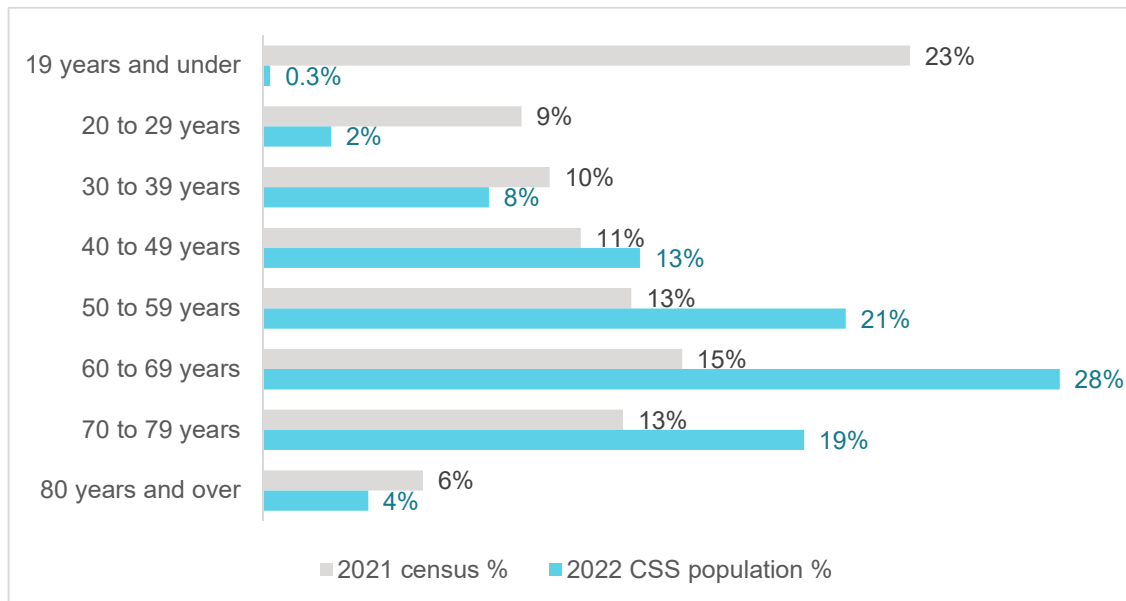
**2,528** Survey Population

Median age group **60-69 years\***

*\* of those that answered the question*

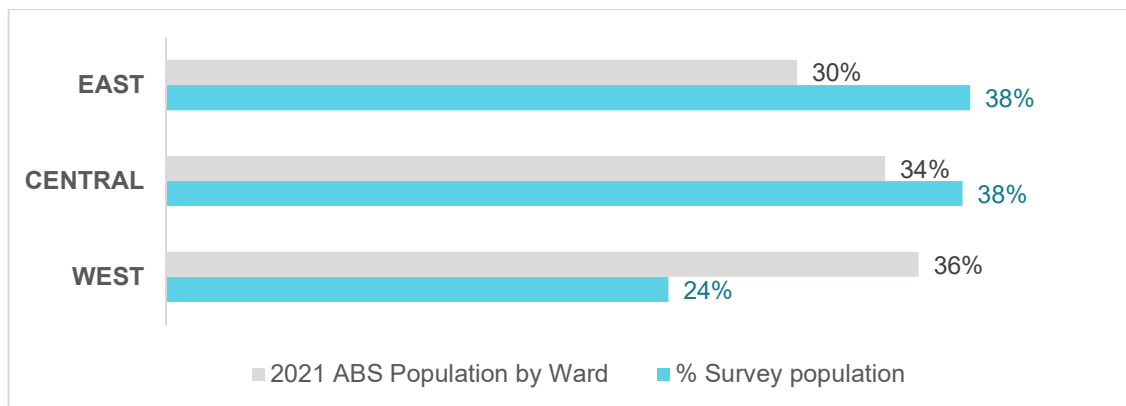


## Population by age groups\*



\* of those that answered the age and gender question

## Population by ward^



^ of those that answered the question related to where they live.

## 6.2 Appendix B: List of questions in CSS 2022

### 1. In the past 12 months, have you attended any of the following community or cultural activities?

- 'It's On' – Place activation initiatives (including Zumba in the park, outdoor cinemas and so on)
- Community events (such as ANZAC Day, Australia Day celebrations, NAIDOC week, Community markets and so on)
- Cultural events and activities (including live music and dance performances, music concerts and theatre performances)
- Festivals (such as Port Stephens Surf Festival, Love Seafood, Sail Port Stephens)
- Sports and recreation events (such as sporting clubs)
- Library events
- Art galleries
- Museums
- Cinemas (movies)
- Workshop or education program
- Other (please specify)
- Didn't attend/Don't know

### 2. In the past 12 months, have you used one or more of the following facilities for recreation or leisure?

Community facilities (for example fitness activities in Community Halls) Cycleways	Sporting facilities	Swimming pools	Parks, reserves and playgrounds	Gym
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### 3. In the past 12 months, have you volunteered with any of the below-listed groups?

Visitor Information Centre	Koala Sanctuary	Port Stephens Libraries	Community Halls
Sport Councils	Landcare and parks	Other (please specify)	Didn't attend/Don't know

**4. How would you rate the accessibility of the following services and infrastructure?**

Public buildings (such as libraries, Council administration building, community halls and so on)	Public toilets	Private commercial buildings	Sporting facilities	Beaches
Open spaces (such as parks, playgrounds, foreshores and so on)	Footpaths and cycleways	Public transport	Port Stephens Council Website	

**5. Are you aware of the below-listed programs provided by Council?**

**6. Have you used any of the below-listed programs and how satisfied are you?**

- Inclusive services referrals such as interpreter services and mental health services
- Programs for older people such as Senior’s week and referrals to community transport providers
- Referrals to services for people with disabilities
- Youth Programs such as programs delivered at the youth centre and outreach services across other sites, youth week, school holiday programs and referrals to Jupiter Youth Counselling

**7. In the past 12 months, have you participated in any of the Council's free 'Problem Waste' drop-off events and how satisfied are you with the service?**

**8. In the past 12 months, have you used any of the Council Community Halls or Centres?**

**9. How often do you visit any of the Port Stephens libraries or use any of the services provided (including the website and online resources)?**

**10. (a) What can we do to further improve your library experience?**

**10. (b) What can we do to further encourage you or your family to use the library?**

**11. How would you prefer to receive information about Council and what is happening in Port Stephens?**

- |                         |  |
|-------------------------|--|
| Council’s website       | Social media (Facebook, Instagram, LinkedIn) |
| Face to face            | Email  |
| Media (local radio, TV) | SMS (text message)                           |
| Mail (post)             |  |
| Other (please specify)  |  |

**12. What information would you like to see more of from Council?**

Parks and recreation	Climate change including coastal erosion
Libraries	Current and upcoming projects
Waste	Opportunities to have your say
Roads	Community news and events
Planning and development	Nothing more - happy with the amount of information currently getting
Environment including natural habitat and bush regeneration	

**13. In the past 12 months, have you visited Council's website and how satisfied are you with your experience?**

Ease of finding information  
Understanding the information provided  
Answering your query

**14. In the past 12 months, have you contacted Council staff for any reason (in person, by writing or email, by telephone, text message or social media)? If so, how satisfied were you with our response time, manner and assistance to resolve your call?**

**15. In the past 12 months, do you feel you have had an opportunity to provide input into Council projects and decision-making?**

**16. How would you prefer to provide input in Council decision-making?**

- Survey
- Submission through public exhibition
- 'Have your say' website
- Direct email or phone
- Social media (Facebook, Instagram, LinkedIn)
- Drop-in session (for example at an event)
- Face-to-face at Council facility (such as Administration building, Visitor Information Centre, Libraries and so on)
- Workshop or focus groups
- Public access
- Other (please specify)



**17. How satisfied are you with the following facilities and services?**

Maintaining local roads	Roadside maintenance (for example weeds, trees, litter and so on)	Maintaining footpaths and pathways	Maintaining cycleways	Maintaining traffic flow (for example traffic lights, roundabouts, street signs and so on)
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**18. How satisfied are you with the following facilities and services?**

Managing street trees	Managing stormwater drainage system	Maintaining parks and gardens	Maintaining beaches and foreshores	Maintaining cemetery services
Maintaining Council reserves through the control of noxious weeds and bush regeneration activities	Flood response and preparedness on Council land	Fire response and preparedness on Council land	Managing litter from rubbish bins in parks and central business districts	

**19. How satisfied are you with the following facilities and services?**

Public toilet amenities	Playground equipment	Community halls	Sports and recreational facilities	Swimming pools
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**20. How satisfied are you with the following facilities and services?**

Managing illegal dumping	Waste and recycling collection	Access to waste transfer stations and waste depots	Ranger services - compliance and regulation including parking and animal management	Development applications and building approvals
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**21. Overall, how confident are you with the below statements?**

Council is balancing development and maintaining the natural environment	Council is managing climate change
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**22. Overall, how confident are you that Council is managing its resources well?**

Workforce	Assets	Finances
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**23. For the past 12 months, overall, how satisfied are you with Council's services?**

- 24. What do you think would most improve our service? Please share your ideas for improvement or feedback.**
- 25. What area of Port Stephens do you live in?**
- 26. Please indicate your gender.**
- 27. Please indicate your age**
- 28. How did you find out about the survey?**