



**PORT STEPHENS**  
COUNCIL

# Community Satisfaction Survey

## 2023 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.





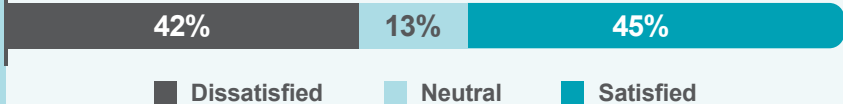
A simplified approach was taken with this year's survey, asking our residents their thoughts about our core services by using a score out of 5.



Resident's overall average satisfaction rating was

**2.94**  
(out of 5)

Overall Satisfaction Score



### Our highest rated services and facilities



#### Waste services

**81% satisfied** with domestic waste and recycling collection services.

**67% satisfied** with access to waste transfer station and waste depots.



#### Council website

**54% satisfied** with Council's website.



#### Clean and safe public spaces

**66% satisfied** with maintenance and cleaning of town centres.

**61% satisfied** with clean and safe public spaces.

# Strong foundation for community satisfaction going forward

Over September and October 2023, we invited residents to complete the survey and have their say. We used social media, newspaper advertisements, flyers and our website to reach as many people as we could.

During this period, 880 community members completed the survey, rating their overall satisfaction with the performance of Council's services as a mean score of 2.94 out of 5. This translates to 45% satisfied, 42% dissatisfied and 13% neutral.

The highest score was Waste and Recycling with a mean score of 3.96 out of 5, which translates to 81% of respondents satisfied, 9% dissatisfied and 10% neutral.

With the Garden Organics waste service being rolled out this year, we can understand why residents have shown a high satisfaction with these services.

We knew that roads was still the biggest area to work on with a mean score of 2.15 out of 5, equating to 21% satisfied, 72% dissatisfied and 7% neutral.

We've continued to listen to the community on this matter and successfully secured a commitment of \$10M for local road repairs that we're planning to deliver over the next 2 financial years.

The results of the 2023 survey are important in setting internal benchmarks and foundations for measuring future community satisfaction and Council performance.

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

We've provided a detailed summary of the satisfaction ratings for each of these services on the next page.



**3.12**  
(out of 5)

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



**3.98**  
(out of 5)

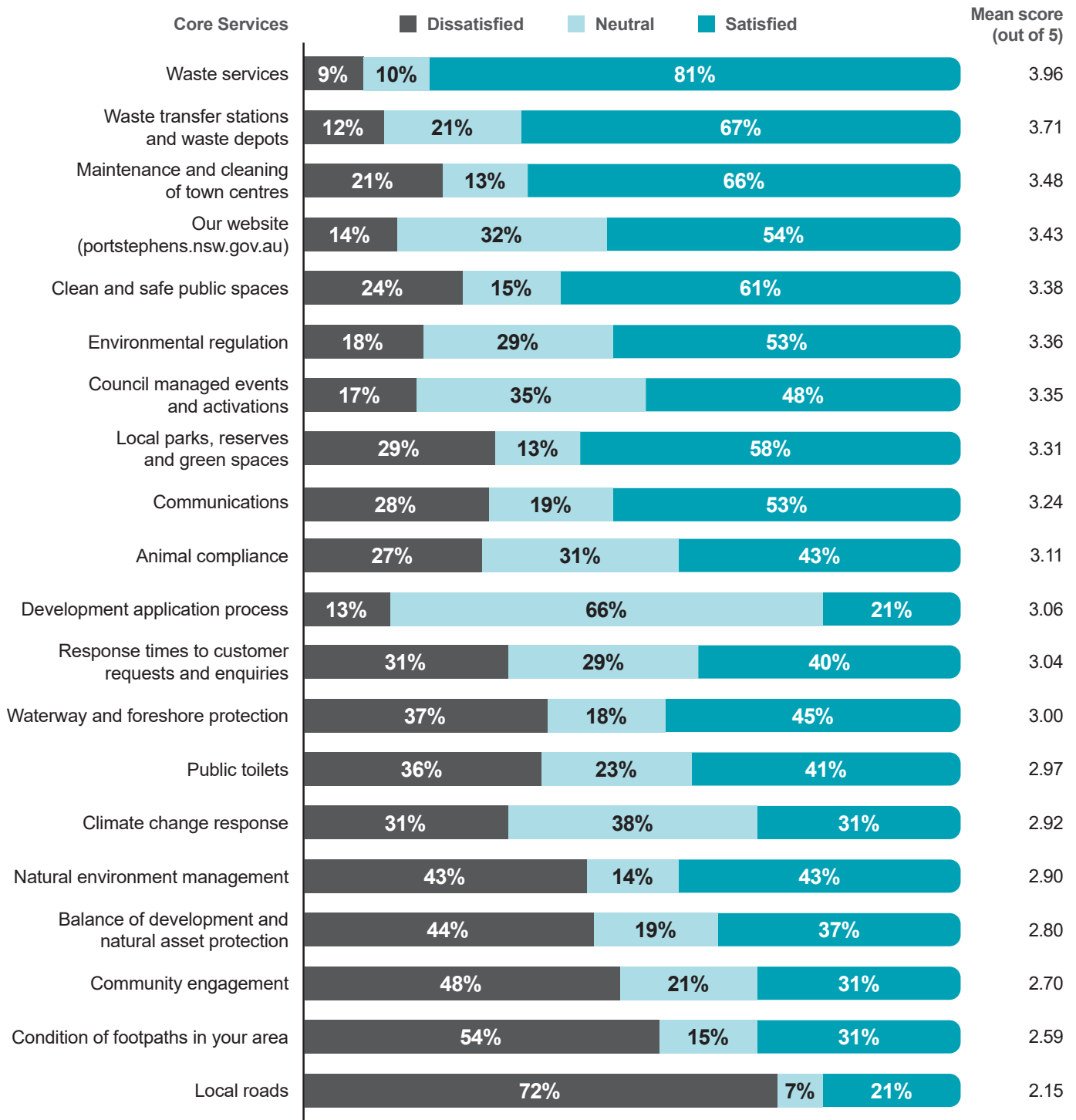
**The average aggregate satisfaction score for Council's user services.**



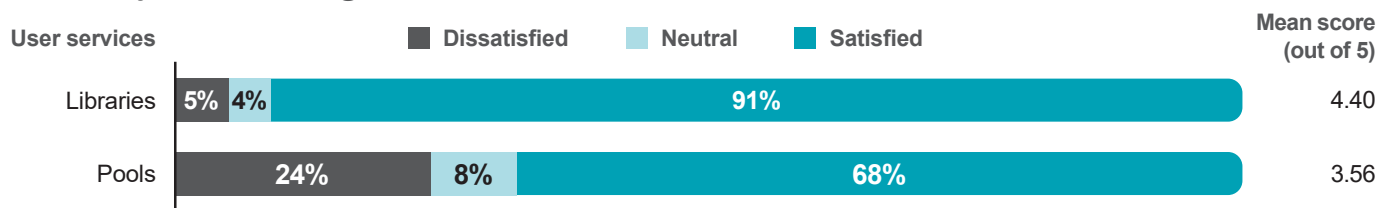
**2.74**  
(out of 5)

**Resident's overall ratings for Councillors, on average.**

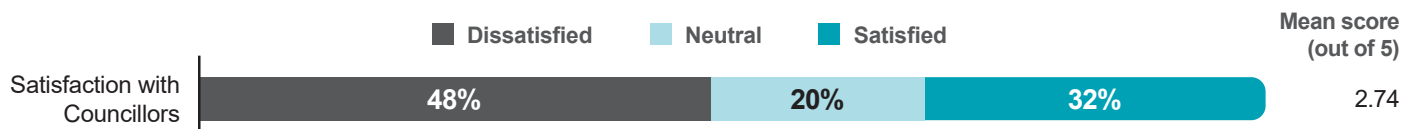
## Summary of all ratings for Council's core services



## 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



We've secured \$10M from the NSW Government for local road repairs, to be delivered over the next 2 financial years.



We've received an additional \$1.8M in funding from NSW Government Regional Emergency Road Repair Fund to undertake urgent local road repairs.



We'll review our pathways plan, with consultation to commence next year.



We'll use additional funds from the Special Rate Variation towards repairing our roads and protecting the natural environment from the 2024 to 2025 financial year.

### Community consultation



The Senior Leadership Team and Councillors are listening and talking with our community at our quarterly Community Catch-ups across the LGA.



We've established 4 new advisory groups to provide community representation for consultation, advice and advocacy across 4 key areas:

- heritage
- homelessness
- environment
- communications and engagement.

### Climate change, coastal management and environmental sustainability



We've developed a Koala Plan of Management Interim 2023 Action Plan with actions well underway.



We're continuing to develop the Coastal Management Program with Stage 3 completed this year, identifying options for the management of our coastal areas.



We're continuing our efforts to reduce our carbon footprint by developing a Carbon Neutral Action Plan. This will guide us in achieving our goal of being carbon neutral by 2025. The Carbon Neutral Action Plan is expected to be finalised in 2024.



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