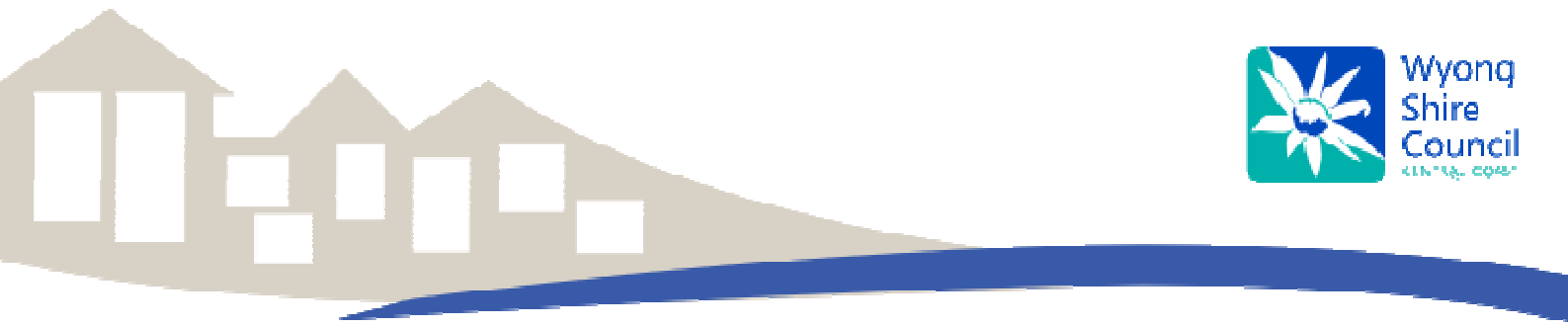


Wyong Shire Council
ORDINARY MEETING

ENCLOSURES

Wednesday, 22 September,
2010



WYONG SHIRE COUNCIL
ENCLOSURES TO THE
ORDINARY MEETING
TO BE HELD IN THE COUNCIL CHAMBER,
WYONG CIVIC CENTRE, HELY STREET, WYONG
ON WEDNESDAY, 22 SEPTEMBER 2010 ,
COMMENCING AT 5:00:00 PM

INDEX

3.2 Draft Wyong Shire On-Road Bicycle and Shared Pathway Strategy

- Attachment 3:** FINAL - Draft On-road Bicycle and Shared Pathway Strategy –
Formatted
(Enclosure D02296036 Distributed under separate cover)
- Attachment 4:** FINAL - Draft On-road Bicycle and Shared Pathway Strategy -
Background and Research
(Enclosure D02296048 distributed under separate cover)
- Attachment 5:** FINAL - Draft On-Road Bicycle and Shared Pathway Strategy
Action Plan
(Enclosure D02354598 distributed under separate cover)

CONTRACT REPORTS

**5.2 Contract CPA/184454 - Soldiers Beach Surf Lifesaving Club (SLSC)
Construction**

- Attachment 1:** CPA/184454 - Soldiers Beach SLSC Construction
(Confidential Attachment D02351054 distributed under separate
cover)

5.3 Contract CPA/184446 - Shelly Beach Surf Lifesaving Club (SLSC) Construction

- Attachment 1:** CPA/184446 - Shelly Beach SLSC Construction
(Confidential Attachment D02351062 Distributed under separate
cover)

**6.5 Endorsement of Voluntary Planning Agreement between Wyong Shire
Council, the Trustees of the Roman Catholic Church of the Diocese of Broken
Bay and Warnervale Medical Holdings Pty Ltd**

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- Attachment 2:** Explanatory Note24

INFORMATION REPORTS

7.2 Park User Satisfaction Survey

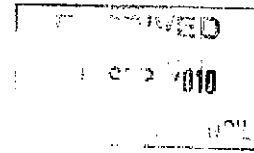
Attachment 1: Open Space recreation facilities - Benchmark user satisfaction survey 2010(2).....26

7.9 Wyong Council's Customer Service Benchmarking Report

Attachment 1: Customer Service Benchmarking Report April-June 2010(2).....63

7.17 Update on the Central Coast Water Corporation

Attachment 1: Expert advisor's report. Central Coast Water Corporation Amendment Bill 2010, Memorandum of understanding (Confidential Attachment D02344847 distributed under separate cover)



VOLUNTARY PLANNING AGREEMENT

Wyong Shire Council (ABN 47 054 613 735)

And

The Trustees of the Roman Catholic Church of the Diocese of Broken Bay
(ABN 79 031 652 544)

And

Warnervale Medical Holdings Pty Limited (ACN 140069889) as trustee for
Warnervale Medical Holdings Unit Trust (ABN 92 338 068 421)

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PLANNING AGREEMENT

DATE

PARTIES

Wyong Shire Council of Council Chambers, Hely Street, Wyong in the State of New South Wales ("Council")

and

The Trustees of the Roman Catholic Church of the Diocese of Broken Bay of Building 2, 423 Pennant Hills Road, Pennant Hills in the State of New South Wales ("the Owner")

and

Warnervale Medical Holdings Pty Limited as trustee for the Warnervale Medical Holdings Unit Trust of PO Box 27, Toukley in the State of New South Wales ("the Developer")

BACKGROUND

- a. The Owner has lodged a development application with Council for the subdivision of the Land. If consent is granted by Council to that application, the Owner intends selling Proposed Lot 3 of that subdivision to the Developer.
- b. The Developer has lodged the Development Application with Council to develop Proposed Lot 3 for a health services facility (General Practitioner super clinic) and associated facilities, including carparking and strata subdivision.
- c. The Developer acknowledges that the Development generates the need to upgrade existing and/or provide new local community infrastructure.
- d. The Warnervale Town Centre Development Contributions Plan has not been adopted and the Developer has offered to enter into this Agreement to pay Council Monetary Contributions towards various categories of local community infrastructure.
- e. The Developer intends to carry out the Future Development of the Land, subject to Council approval.

OPERATIVE PROVISIONS

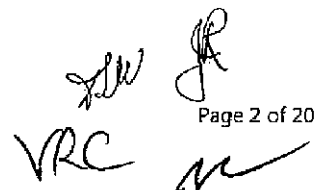
1 PLANNING AGREEMENT UNDER THE ACT

- 1.1 The parties agree that this Agreement is a Planning Agreement governed by Subdivision 2 of Division 6 of Part 4 of the Act.

2 APPLICATION OF THIS AGREEMENT

- 2.1 This Agreement applies to the Land.

Final v1 16 June 2010



 Page 2 of 20

3 OPERATION OF THIS AGREEMENT

3.1 Subject to clause 3.2, this Agreement takes effect once executed by all parties.

3.2 Clauses 5 and 6 of this Agreement will only operate if and when:

- (a) the subdivision of the Land has been approved;
- (b) the purchase of proposed Lot 3 by the Developer has been completed, or the Developer has been granted exclusive possession of Proposed Lot 3; and
- (c) the Development Consent is granted.

3.3 This Agreement identifies the arrangements with regards to the payment of Monetary Contributions towards off-site community infrastructure.

4 DEFINITIONS AND INTERPRETATION

4.1 In this Agreement the following definitions apply:

Act means the Environmental Planning and Assessment Act 1979 (NSW);

Authority means Council, the NSW Department of Environment, Climate Change and Water (DECCW), the NSW Department of Planning (DoP), the NSW Roads and Traffic Authority (RTA) and any heirs and successors of those organisations;

Bank Guarantee means an unconditional and irrevocable undertaking issued by a major Australian bank in favour of Council in a form acceptable to Council (acting reasonably) to pay on demand the amount specified in the guarantee;

Concept Plan/s means the plan/s at Annexure A to this Agreement;

Council means Wyong Shire Council or its representatives or assigns;

Deal, Dealing, in relation to the Land, means, without limitation, selling, transferring, assigning, mortgaging, charging, encumbering or disencumbering or otherwise dealing with the Land;

Developer means Warnervale Medical Holdings Pty Limited as trustee for the Warnervale Medical Holdings Unit Trust or its representatives or assigns;

Development means the development of the Land as shown on the Concept Plan/s and the Development Application;

Development Application means the Development shown in development application No. 1396/2009 lodged with Council;

Development Consent means any consent issued by or on behalf of Council in relation to Development Application 1396/2009;

Development Contributions Plan means the Warnervale Town Centre Section 94 Development Contributions Plan, or any other similarly named document, that permits Council to require the payment of Monetary Contributions for development within the Warnervale Town Centre;

Future Development means the development of those portions of the Concept Plan/s which are hatched and entitled "Future Development" within Proposed Lot 3. The future development of Proposed Lot 3 is understood to involve a private hospital which will generate additional traffic and therefore a need to contribute to surrounding road and intersection upgrades;

Land means Lot 8 DP 7738 – otherwise known as 85 Sparks Road, Woongarra;

LPMA means the Land and Property Management Authority, or its successors or assigns;

Minister means the Minister administering the Act, from time to time;

Monetary Contributions means the monetary contributions specified at clause 5 and in Schedule 1 of this Agreement;

Owner means the Trustees of the Roman Catholic Church of the Diocese of Broken Bay or its representatives or assigns;

Parties mean the Council, the Owner and the Developer, including their successors and assigns;

Party means a party to this Agreement including its successors and assigns;

Proposed Lot 3 means the portion of the Land identified Part 3 in the Concept Plan/s;

Regulation means the Environmental Planning and Assessment Regulation 2000;

Roads mean those roadwork and intersection upgrade projects identified as Items 6-15 in the table in Schedule 1.

Warnervale Town Centre means an area of land within the local government area of Wyong Shire, and bounded by Hiawatha, Hakone and Sparks Roads and east of Bruce Crescent.

4.2 In the interpretation of this Agreement, the following provisions apply unless the context otherwise requires:

- (a) The headings are inserted for convenience only and do not affect the interpretation of this Agreement.
- (b) A reference in this Agreement to a business day means a day other than a Saturday or Sunday on which banks are open for business generally in Sydney.
- (c) If the day on which any act, matter or thing is to be done under this Agreement is not a business day, the act, matter or thing must be done on the next business day.
- (d) A reference in this Agreement to dollars or \$ means Australian dollars and all amounts payable under this Agreement are payable in Australian dollars.
- (e) A reference in this Agreement to any law, legislation or legislative provision includes any statutory modification, amendment or re-enactment, and any subordinate legislation or regulations issued under that legislation or legislative provision.
- (f) A reference in this Agreement to any agreement, deed or document is to that agreement, deed or document as amended, novated, supplemented or replaced.
- (g) A reference to a clause, part, schedule or attachment is a reference to a clause, part, schedule or attachment of or to this Agreement.
- (h) An expression importing a natural person includes any company, trust, partnership, joint venture, association, body corporate or governmental agency.

- (i) Where a word or phrase is given a defined meaning, another part of speech or other grammatical form in respect of that word or phrase has a corresponding meaning.
- (j) A word which denotes the singular denotes the plural, a word which denotes the plural denotes the singular and a reference to any gender denotes the other genders, unless otherwise defined.
- (k) References to the word "include" or "including" are to be construed without limitation.
- (l) A reference to this Agreement includes the agreement recorded in this Agreement.
- (m) A reference to a party to this Agreement includes a reference to the servants, agents and contractors of the party, and the party's successors and assigns.
- (n) The schedule to this Agreement forms part of this Agreement.

5 PAYMENT OF THE MONETARY CONTRIBUTIONS

- 5.1 The Developer agrees to pay the Monetary Contributions to Council in the amounts specified (including any indexation costs calculated in accordance with clause 6), and by the times specified in Schedule 1 of this Agreement.
- 5.2 Where a Development Contributions Plan has been adopted by Council for the Warnervale Town Centre, and no payment to Council of any of the Monetary Contributions has been made, the amount of Monetary Contributions payable under this Agreement will only be in accordance with the amounts specified at Schedule 1 of this Agreement where the total contributions as calculated by Council as payable under the Warnervale Town Centre Contributions Plan are greater than those required in total under Schedule 1.
- 5.3 In circumstances where clause 5.2 applies, and the total contributions as calculated by Council as payable under the Development Contributions Plan are less than the total Monetary Contributions payable pursuant to Schedule 1, then the Developer can choose to pay the contributions under the Development Contributions Plan in lieu of the Monetary Contribution amounts specified in Schedule 1, as applicable. Nonetheless, the times specified for payment of Monetary Contribution amounts under Schedule 1 remain as specified in that Schedule.
- 5.4 For the avoidance of doubt, where Monetary Contributions have been paid under this Agreement, and the Development Contributions Plan has not been adopted at the time of payment, the Developer agrees that those Monetary Contributions paid will not be revised or refunded, and all Monetary Contributions as required by the terms of Schedule 1 to this Agreement are to be paid, even if the Development Contributions Plan at a later point in time allows or permits lesser contributions.
- 5.5 The Parties agree that Monetary Contributions for Roads for any Future Development will be calculated, levied and paid in accordance with the following formula and at the times specified in Schedule 1:

$R \times DVTs$

Where:

R Rate per DVT of \$424.40 (indexed in accordance with clause 6)

DVTs Number of daily vehicles trips generated by the Future Development, as determined by Council in consultation with the Developer.

6 INDEXATION OF AMOUNTS PAYABLE BY THE PARTIES

- 6.1 The Monetary Contributions payable under this Agreement (including all upper limit amounts) are to be indexed from the date of execution of this Agreement in accordance with the following formula:

$$C \times \frac{\text{CPI 2}}{\text{CPI 1}}$$

Where:

C	The original value of the Monetary Contribution identified in this Agreement
CPI 2	The Consumer Price Index Number (Sydney – All Groups) last published by the Australian Bureau of Statistics at the time of payment
CPI 1	The Consumer Price Index Number (Sydney – All Groups) last published by the Australia Bureau of Statistics at the date of execution of the Planning Agreement

7 SECURITY

- 7.1 The Developer will lodge with Council a Bank Guarantee to the value of \$60,000.00 within 10 business days after execution of this Agreement.
- 7.2 If any of the Monetary Contributions are not paid in full by the times specified in Schedule 1, Council may call upon the Bank Guarantee without reference to the Developer, and apply that money as a payment or part payment of the outstanding Monetary Contributions, but without prejudice to any other rights Council has (under this Agreement or otherwise) to pursue outstanding Monetary Contributions
- 7.3 Council agrees to discharge the Bank Guarantee when the Monetary Contributions have been paid in full for Items 1-15.

8 APPLICATION OF SECTION 94 & 94A OF THE ACT TO THE DEVELOPMENT

- 8.1 The Parties agree that Council is excluded from applying a condition of consent of the nature referred to in section 94 or 94A(1) of the Act in relation to Future Development of Proposed Lot 3, except as provided for in clause 5.5 of this agreement.
- 8.2 The Parties agree that Council retains the right to levy water and sewer charges against the Development and Future Development of Proposed Lot 3 pursuant to Section 306 of the Water Management Act 2000.

9 REGISTRATION OF THIS AGREEMENT

- 9.1 The Owner and Developer agree to procure the registration of this Agreement pursuant to section 93H of the Act on the relevant folios of the Register pertaining to the Land as soon as practicable following execution of this Agreement and obtain the written consent of any mortgagee or other person with an interest in the Land to such registration.

To that end the Owner and Developer agree to deliver to the Council within 7 working days of the date of execution of this agreement, all necessary documents in registrable form to enable Council to lodge those documents at LPMA and obtain immediate registration of this agreement on the title to the Land.

- 9.2 Council agrees that once the plan of subdivision creating Proposed Lot 3 has been registered, it will consent to have this Agreement removed from the remainder of the Land, such that this Agreement will only apply to the newly created Lot 3.

10 DEVELOPER & OWNER WARRANTIES AND INDEMNITIES

- 10.1 The Developer warrants to Council that:

- (a) It intends to purchase Proposed Lot 3 from the Owner;
- (b) It is able to fully comply with its obligations under this Agreement;
- (c) It has full capacity to enter into this Agreement; and
- (d) There is no legal impediment to it entering into this Agreement, or performing its obligations under it.

- 10.2 The Developer guarantees to Council the due and punctual payment of all moneys due and payable or from time to time due and payable to Council by the Developer pursuant to or in connection with this Agreement.

- 10.3 The Developer agrees that Council is not required to proceed against the Developer or exhaust any remedies it may have in relation to the Developer or enforce any security it may hold with respect to the Developer's obligations, but is entitled to demand and receive payment when any payment is due under this Agreement.

- 10.4 The Owner warrants that it will promptly register with LPMA the relevant plans of subdivision following the grant of any development consent so as to enable it to sell Proposed Lot 3 to the Developer.

11 REVIEW OF THIS AGREEMENT

- 11.1 Any amendments, variation or modification to or of, or consent to any departure by any party from the terms of this Agreement shall have no force or effect unless effected by a document executed by the parties which complies with the requirements of Section 93G of the Act.
- 11.2 Each of the Parties individually reserves the right to review this Agreement if and when there is a grant of approval for a modification to the Development Consent.

12 DISPUTE RESOLUTION

- 12.1 If a dispute arises out of or relates to this Agreement (including any dispute as to the meaning, performance, validity, subject matter, breach or termination of this Agreement or as to any claim in tort, in equity or pursuant to any statute) (**Dispute**), any court or arbitration proceedings shall not be commenced by or against Council, the Developer or their successors or assigns, relating to the Dispute unless the parties to the Dispute (**Parties**) have complied with this clause, except where a party seeks urgent interlocutory relief.

- 12.2 A party claiming that a Dispute has arisen under or in relation to this Agreement is to give written notice to the other parties to the Dispute, specifying the nature of the Dispute.
- (i) The Parties agree to mediate the Dispute in accordance with the Mediation Rules of the Law Society of New South Wales and to take action to have the Dispute mediated within 7 working days of the receipt of written notice of the Dispute.
 - (ii) The Parties agree that the President of the Law Society of New South Wales or the President's nominee will select the mediator and determine the mediator's remuneration.
 - (iii) The Parties to the mediation will be jointly responsible for the fees of the mediation and each party shall bear its own costs.
 - (iv) The Parties may, but are not required, to enter into a written agreement before mediating a Dispute.
 - (v) If any procedural aspects are not specified sufficiently in the rules under clause 12.1, the Parties agree to conduct the mediation regarding those aspects in accordance with the determination of the mediator whose decision regarding those aspects is final and binding on the Parties.
 - (vi) A legal representative acting for either of the Parties may participate in the mediation.
- 12.3 From the time when a notice of Dispute is served, neither party shall take action to terminate this Agreement, until after the conclusion of the mediation.
- 12.4 Should mediation fail to resolve any dispute then the dispute shall be determined by arbitration pursuant to the Commercial Arbitration Act 1984 and the General Manager of the Council shall request the President for the time being of The Law Society of New South Wales to appoint an arbitrator to carry out such arbitration in accordance with the provisions of such Act.
- 12.5 Despite clauses 12.1, 12.2, 12.3 and 12.4, either Council or one or more of the Developers may institute court proceedings to seek urgent equitable relief in relation to a dispute or difference arising out of or in connection with this Agreement.

13 NOTICES

- 13.1 Any notice, consent, information, application or request that must or may be given or made to a Party under this Agreement is only given or made if it is in writing and sent in one of the following ways:
- (a) Delivered or posted to that Party at its address set out below
 - (b) Faxed or emailed to that Party at the relevant details set out below

- (i) Council: Wyong Shire Council
Attention: Senior Contributions Officer
Address: DX 7306 WYONG
Fax No: (02) 4350 2098
Email: wesley.wilson@wyong.nsw.gov.au

(ii) Owner: The Trustees of the Roman Catholic Church of the Diocese of Broken Bay
 Attention: Karl Henry, Property Manager
 Address: PO Box 340, Pennant Hills, NSW, 1715
 Fax No: (02) 9847 0501

(iii) Developer: Warnervale Medical Holdings Pty Limited
 Attention: Denise Barrett or Peter Buckingham-Jones
 Address: PO Box 27, Toukley, NSW, 2263
 Fax No: (02) 4397 2544
 Email: denise.barrett@toukleydoctors.com.au or
peter.buckinghamjones@toukleydoctors.com.au

- 13.2 If a party gives the other party 3 working days notice of a change of its address or fax number, any notice, consent, information, application or request is only given or made by that other party if it is delivered, posted or faxed to the latest address or fax number.
- 13.3 Any notice, consent, information, application or request is to be treated or given or made at the following time:
- (a) If it is delivered, when it is left at the relevant address.
 - (b) If it is sent by post, 2 working days after it is posted.
 - (c) If it is sent by fax, as soon as the sender receives from the sender's fax machine a report of an error free transmission to the correct fax number.
- 13.4 If any notice, consent, information, application or request is delivered, or an error free transmission report in relation to it is received, on a day that is not a business day, or if it is on a business day, after 5.00pm on that day in the place of the party to whom it is sent, it is to be treated as having been given or made at the beginning of the next business day.

14 APPROVALS AND CONSENT

- 14.1 Except as otherwise set out in this Agreement, and subject to any statutory obligations, Council may give or withhold an approval or consent to be given under this Agreement in Council's absolute discretion and subject to any conditions determined by the Council. Council is not obliged to give its reasons for giving or withholding consent or for giving consent subject to conditions.

15 ASSIGNMENT AND DEALINGS

- 15.1 The Developer and Owner agree with Council that they will not Deal, transfer or mortgage their interest in the Land prior to the registration of this Agreement as a Planning Agreement upon the title of the Land as contemplated in clause 9 of this Agreement.
- 15.2 Notwithstanding this clause, Council will not unreasonably withhold its consent to any transfer or mortgage provided that the proposed transferee or mortgagee consents on terms acceptable to Council to permit and facilitate registration of this Agreement at LPMA in the manner contemplated in clause 9.
- 15.3 The Developer and Owner agree that they will not lodge any caveat or other instrument upon the title of the Land which will prohibit or hinder registration of this Agreement at LPMA in the manner contemplated in clause 9 of this Agreement.

16 COSTS

16.1 The Developer agrees to pay or reimburse the costs of Council in connection with the:

- (a) Negotiation, preparation and execution of this planning agreement, to a *maximum* of \$5,000.00;
- (b) Advertising and exhibiting this planning agreement in accordance with the Act, to a maximum of \$215.00, and
- (c) Registration of this planning agreement,

within 7 working days after receipt of a tax invoice from Council.

17 ENTIRE AGREEMENT

17.1 This Agreement contains everything to which the parties have agreed in relation to the matters it deals with. No party can rely on an earlier document, or anything said or done by another party, or by a director, officer, agent or employee of that party before this Agreement was executed, except as permitted by law.

18 FURTHER ACTS

18.1 Each Party agrees to promptly execute all documents and do all such things that another Party from time to time reasonably requests to affect, perfect or complete this Agreement and all transactions incidental to it.

19 GOVERNING LAW AND JURISDICTION

19.1 This Agreement is governed by the law of New South Wales, Australia. The parties submit to the non-exclusive jurisdiction of its Courts and Courts of appeal from them. The parties will not object to the exercise of jurisdiction by those Courts on any basis provided that the dispute resolution provisions in clause 12 of this Agreement have first been satisfied.

20 JOINT AND INDIVIDUAL LIABILITY AND BENEFITS

20.1 Except as otherwise set out in this Agreement, any agreement, covenant, representation or warranty under this Agreement by two or more persons binds them jointly and each of them individually, and any benefit in favour of two or more persons is for the benefit of them jointly and each of them individually.

21 NO FETTER

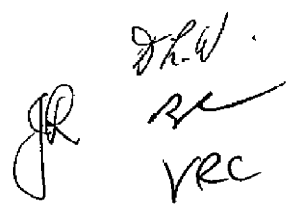
21.1 Nothing in this Agreement is to be construed as requiring Council to do anything that would cause it to be in breach of any of its obligations at law, and without limitation, nothing is to be construed as limiting or fettering in any way the exercise of any statutory discretion or duty.

22 SEVERABILITY

22.1 If a clause or part of a clause in this Agreement can be read in a way that makes it illegal, unenforceable or invalid, but can also be read in a way that makes it legal, enforceable and valid, it must be read in the latter way. If any clause or part of a clause is illegal, unenforceable or invalid, that clause or part is to be treated as removed from this Agreement, but the rest of the Agreement is not affected.

23 WAIVER

23.1 The fact that a Party fails to do, or delays in doing, something the Party is entitled to do under this Agreement, does not amount to a waiver of any obligation of, or breach of obligation by, another Party. A waiver by a Party is only effective if it is in writing. A written waiver by a Party is only effective in relation to the particular obligation or breach in respect of which it is given. It is not to be taken as an implied waiver of any other obligation or breach or as an implied waiver of that obligation or breach in relation to any other occasion.



Handwritten initials and signatures: "J.R." on the left, "D.H.W." at the top right, a signature below it, and "VRC" at the bottom right.

SCHEDULE 1**Amount and Timing of Monetary Contributions**

Item	Description	Rate	Factor	Amount	Timing
Integrated Water Cycle Management and Drainage					
1	Integrated Water Cycle Management	\$27,099	1.348ha	\$36,529.45	Prior to the issue of the first Construction Certificate in respect of the Development as authorised by the Development Consent
2	Drainage and Water Quality – Land	\$34,784	1.348ha	\$46,888.83	Prior to the issue of the first Construction Certificate in respect of the Development as authorised by the Development Consent
3	Drainage and Water Quality – Works	\$58,650	1.348ha	\$79,060.20	Prior to the issue of the first Construction Certificate in respect of the Development as authorised by the Development Consent
Studies, Valuations and Administration					
4	Studies and Land Valuations	\$2,710	1.348ha	\$3,653.08	Prior to the issue of the first Construction Certificate in respect of the Development as authorised by the Development Consent
5	Plan Administration	\$2,292	1.348ha	\$3,089.62	Prior to the issue of the first Construction Certificate in respect of the Development as authorised by the Development Consent
Sub Total		\$125,535	1.348ha	\$169,221	
Roadworks and Traffic Management					
6	Sparks Road/Minnesota Road Intersection	\$47.40	2,170 DVTs	\$102,858	Prior to the issue of the first Construction Certificate in respect of the Development as authorised by the Development Consent
7	Sparks Road/Entrance Drive Intersection	\$48.12	2,170 DVTs	\$104,420	Prior to the issue of the first Construction Certificate in respect of the Development as authorised by the Development Consent
8	Link Road Stage 1	\$51.44	2,170 DVTs	\$111,625	Prior to the issue of the first Construction Certificate in respect of the Development as authorised by the Development Consent
9	Link Road Stage 2	\$139.07	2,170 DVTs	\$301,782	Prior to the issue of an Occupation Certificate in respect of the Development as authorised by the Development Consent

10	Sparks Road Pedestrian Facilities at Railway Overpass	\$4.58	2,170 DVTs	\$10,156	Prior to the issue of an Occupation Certificate in respect of the Development as authorised by the Development Consent
11	Mataram/Hiawatha Road Intersection	\$10.45	2,170 DVTs	\$22,677	Prior to the issue of an Occupation Certificate in respect of the Development as authorised by the Development Consent
12	Entrance Drive Intersection	\$31.35	2,170 DVTs	\$68,030	Prior to the issue of an Occupation Certificate in respect of the Development as authorised by the Development Consent
13	Pacific Highway/Chelmsford Road Intersection	\$15.60	2,170 DVTs	\$33,852	Prior to the issue of an Occupation Certificate in respect of the Development as authorised by the Development Consent
14	Sub-Arterial/Railway Station Intersection	\$42.38	2,170 DVTs	\$91,965	Prior to the issue of an Occupation Certificate in respect of the Development as authorised by the Development Consent
15	Chelmsford Road/Arizona Road Intersection	\$33.91	2,170 DVTs	\$73,585	Prior to the issue of an Occupation Certificate in respect of the Development as authorised by the Development Consent
16	Roadworks and Traffic Management – Future Development	\$TBA	TBA	\$TBA	Prior to the issue of the first Construction Certificate for the Future Development, as authorised by a consent
Sub-Total		\$424.40		\$920,950	
TOTAL				\$1,090,174	

*As at May 2010 – to be indexed at time of payment in accordance with formula in clause 6

JR *VR*
VR
JL

EXECUTED as an agreement

Date:

Executed for and on behalf of Wyong Shire Council:

Signature of Director Shire Planning

Signature of Witness

Gina Vereker

Name

Executed for and on behalf of The Trustees of Roman Catholic Church of the Diocese of Broken Bay in accordance with section 127(1) of the Corporations Act:



David L. Walker
BLIND DAVID L. WALKER
VFRG Jack Robson

Director/Secretary (if not Sole Director)

Director/Sole Director

Name [BLOCK LETTERS]

VINCENT R. CASOY JACK ROBSON
Name [BLOCK LETTERS]

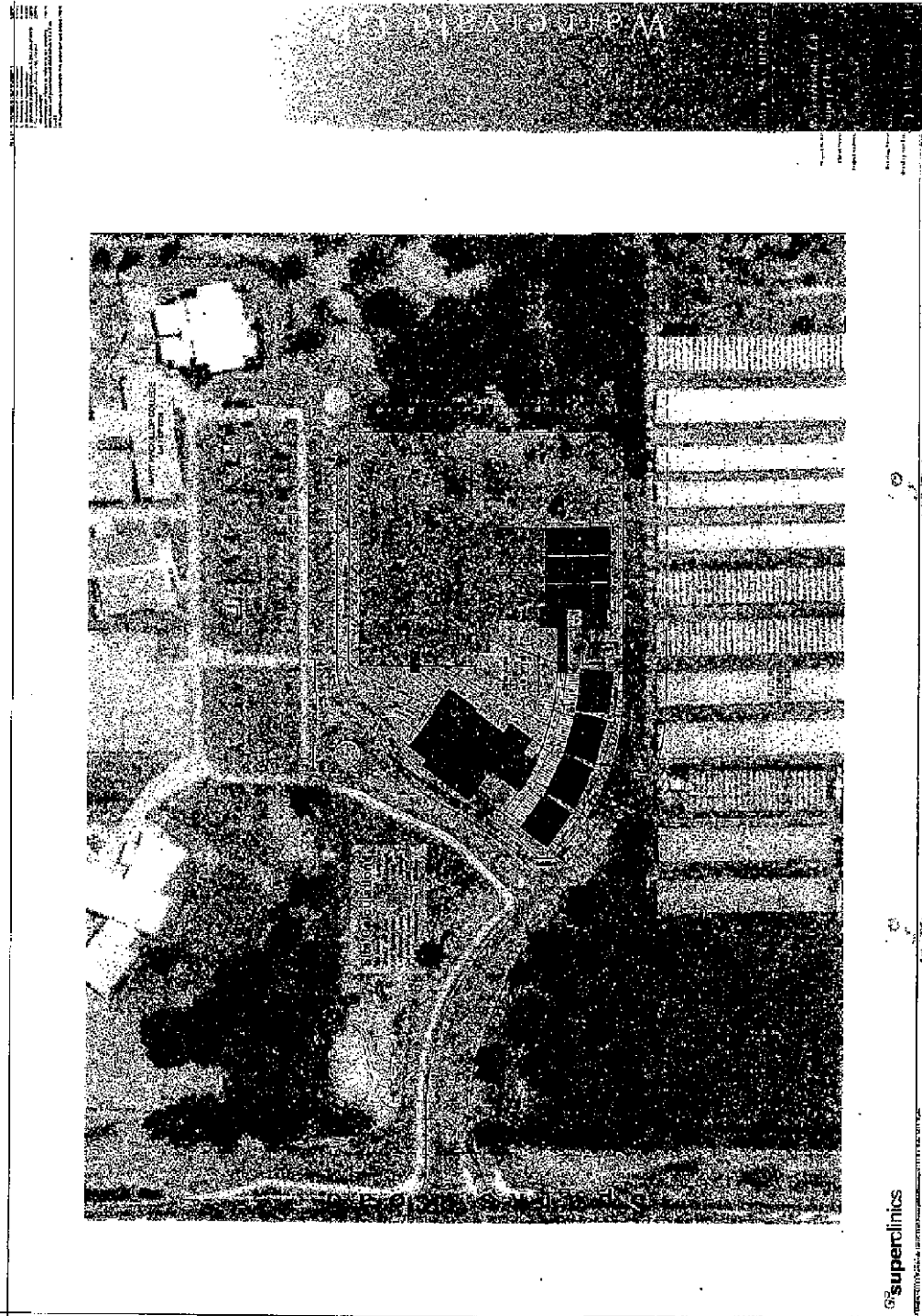
Executed for and on behalf of Warnervale Medical Holdings Pty Limited as trustee of the Warnervale Medical Holdings Unit Trust in accordance with section 127(1) of the Corporations Act:

Director/Secretary (if not Sole Director)

B. Scragg
Director/Sole Director

Name [BLOCK LETTERS]

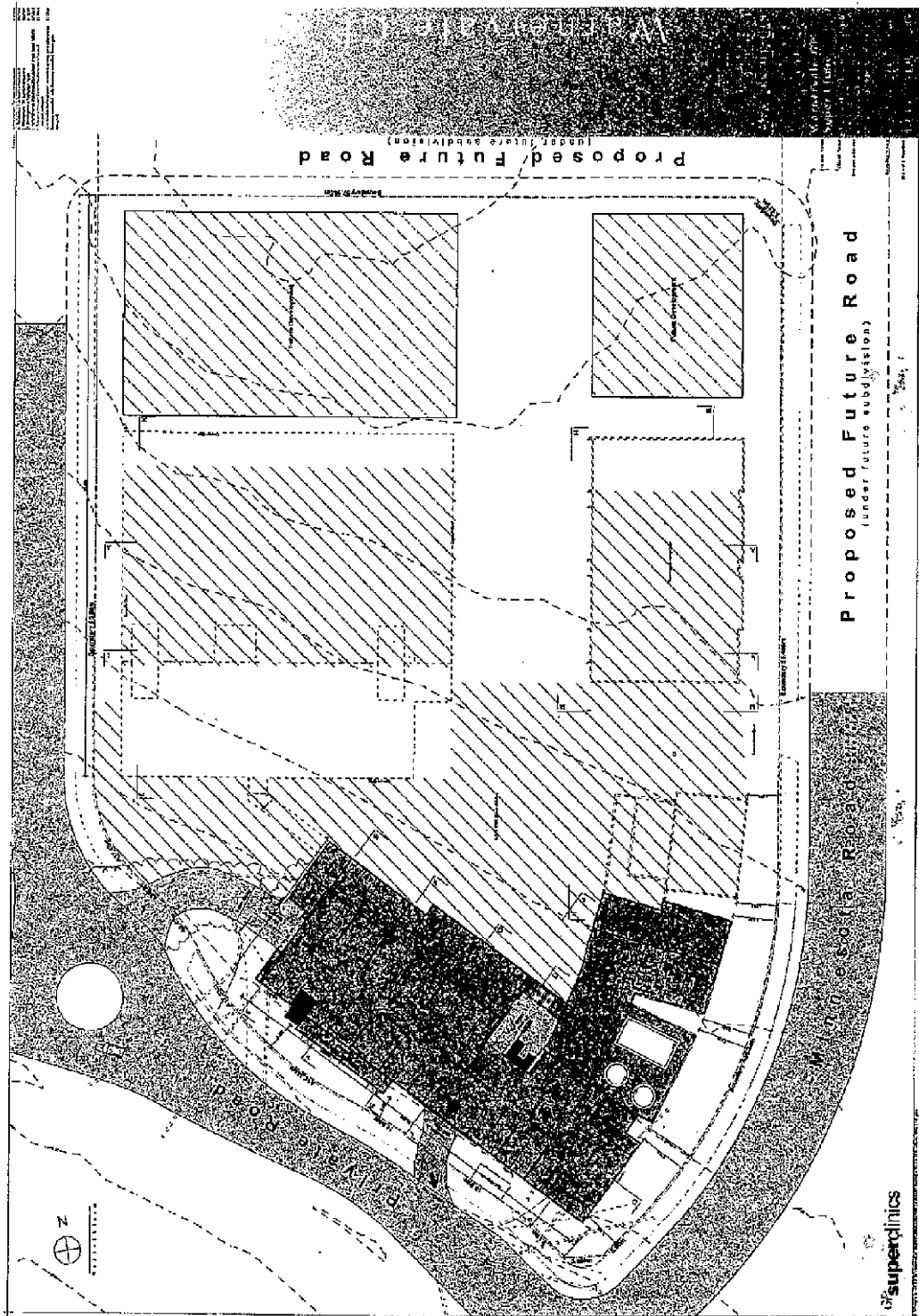
BRADLEY SEPHEN CRANNEY
Name [BLOCK LETTERS]



Final v1 16 June 2010

Handwritten signatures and initials, including 'JRYRC' and 'M'.

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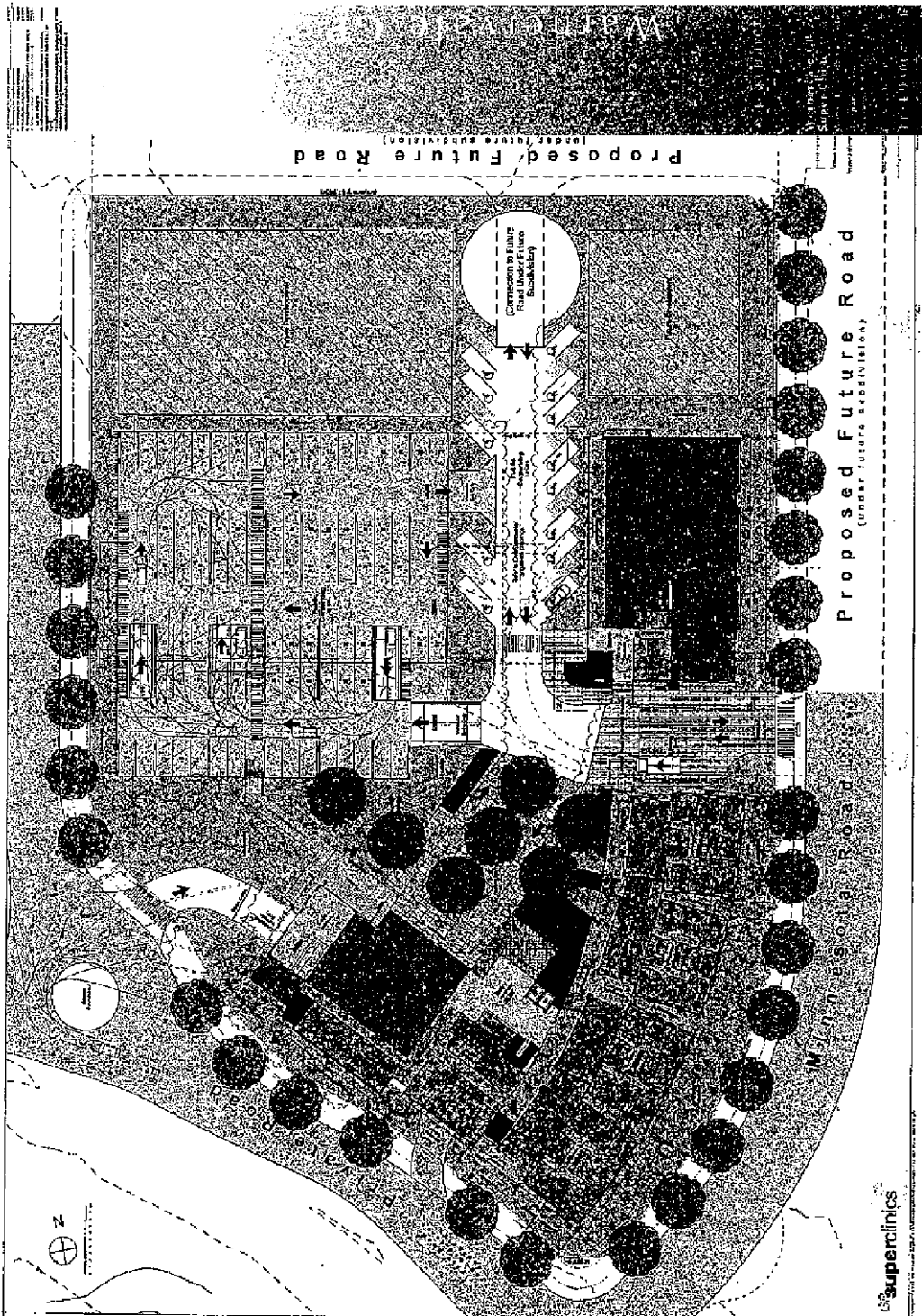


Final v1 16 June 2010

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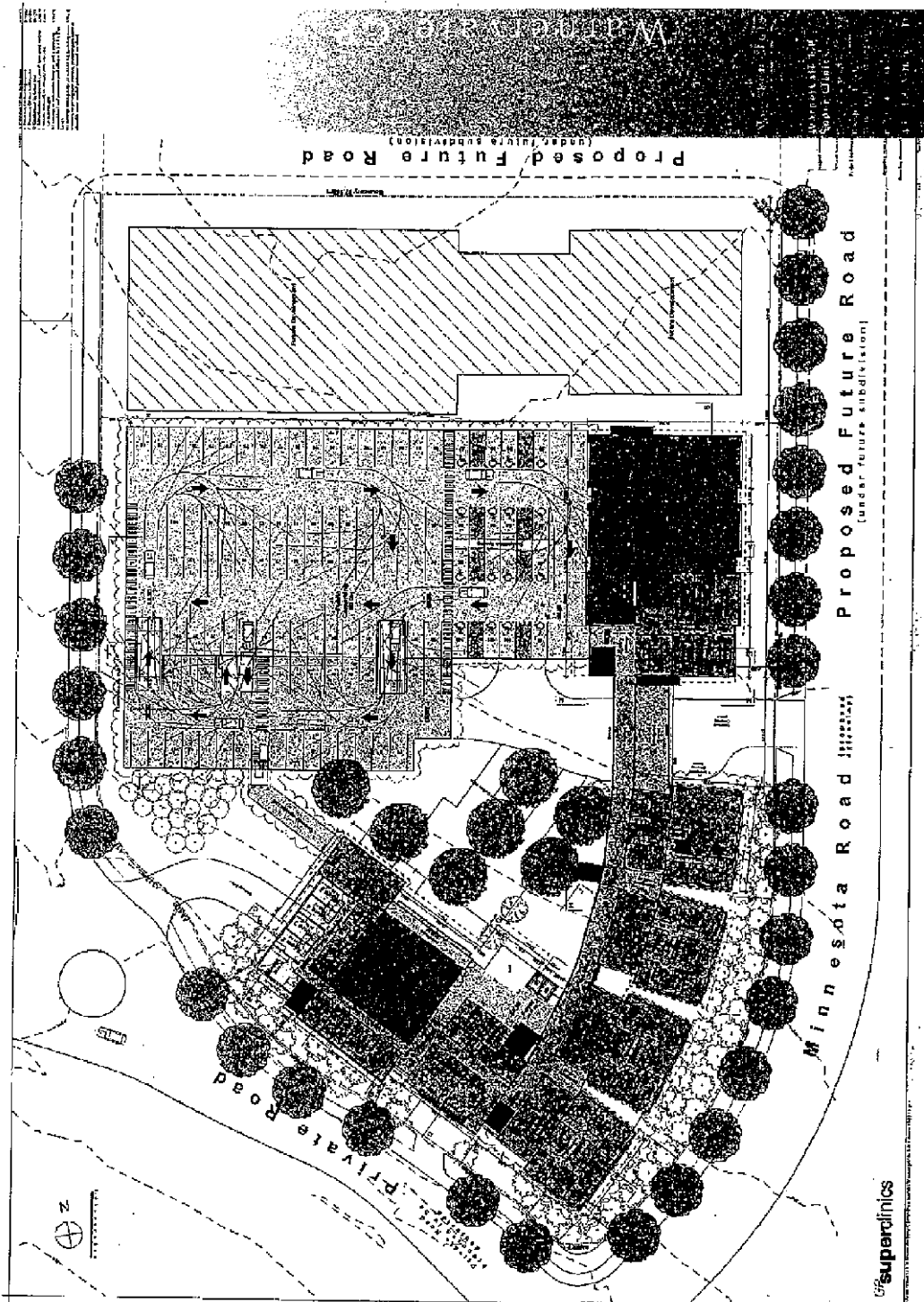


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Environmental Planning and Assessment Regulation 2000
(Clause 25E)

Explanatory Note

1. Parties

Wyong Shire Council of Council Chambers, Hely Street, Wyong in the State of New South Wales ("**Council**")

The Trustees of the Roman Catholic Church of the Diocese of Broken Bay of Building 2, 423 Pennant Hills Road, Pennant Hills in the State of New South Wales ("**the Owner**")

Warnervale Medical Holdings Pty Limited as trustee for the Warnervale Medical Holdings Unit Trust of PO Box 27, Toukley in the State of New South Wales ("**the Developer**")

2. Description of the Land to which the proposed Planning Agreement applies

The land to which the Planning Agreement applies is Proposed Lot 3 in the proposed subdivision of Lot 8 DP 7738 otherwise known as 85 Sparks Road, Woongarah.

3. Description of the proposed Development

The Owner has lodged a development application with Council for the subdivision of the Land. If consent is granted by Council to that application, the Owner intends selling Proposed Lot 3 of that subdivision to the Developer.

The Developer has lodged the Development Application with Council to develop Proposed Lot 3 for a health services facility (General Practitioner super clinic) and associated facilities, including carparking and strata subdivision.

4. Objectives, Merit Assessment and Planning Purpose

The Developer acknowledges that the proposed health services facility generates the need to upgrade existing and/or provide new local community infrastructure. In the absence of an adopted Development Contributions Plan for the Warnervale Town Centre (within which the land is situated), the Planning Agreement sets in place an administrative structure to ensure the payment of monetary contributions towards local community infrastructure.

Schedule 1 of the Planning Agreement sets out the monetary contributions the Developer will be required to make to Council and at what point payment is required. The payment amounts relate to infrastructure directly attributable to the health care facility and are based on recognised nexus and apportionment, as outlined in the draft Warnervale Town Centre Contributions Plan.

Timing of payment of monetary contributions by the Developer has been determined having regard to the likely timing of delivery of the infrastructure, including whether or not that infrastructure has already been delivered.

The monetary contributions will be indexed in accordance with CPI until the time of payment to Council.

The Planning Agreement is voluntary and only takes effect if entered into by all parties. The requirement for the Developer to make monetary contributions is conditional upon the following:

- (a) the subdivision of the Land has been approved;
- (b) the purchase of proposed Lot 3 by the Developer has been completed, or the Developer has been granted exclusive possession of Proposed Lot 3; and
- (c) the Development Consent is granted.

The Developer is required to lodge with Council a \$60,000 Bank Guarantee as security for the payment of the monetary contributions identified in Schedule 1 of the Planning Agreement. The Bank Guarantee will be discharged when all monetary contributions have been paid.

5. Objectives of the Environmental Planning and Assessment Act

The Planning Agreement promotes the objectives of the Environmental Planning and Assessment Act by requiring the Developer to make the monetary contributions set out in Schedule 1 for the public purposes of Drainage and Water Quality (Land and Works), Integrated Water Cycle Management, Road Works and Traffic Management, and Studies, Valuations and Administration. These works will enable the orderly and economic use and development of the land and the Warnervale Area, including Warnervale Town Centre.

6. Objectives of Council's Charter under the Local Government Act 1993

The Planning Agreement enables Council to facilitate the long-term strategic planning of the Warnervale Area, including the Warnervale Town Centre, on behalf of the local community by requiring the Developer to make the monetary contributions set out in Schedule 1 for the public purposes of Drainage and Water Quality (Land and Works), Integrated Water Cycle Management, Road Works and Traffic Management, and Studies, Valuations and Administration.

The Planning Agreement also ensures Council will be able to continue to deliver its Capital Works Program.

7. Public Interest

This Planning Agreement promotes the public interest through the recovery of the cost of local community infrastructure required to enable future development of the Warnervale Area, including the Warnervale Town Centre.

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Integrated Open Space Services

Benchmark Park User Satisfaction Survey Program

Sydney & Central Coast Region
Passive / Active Parks

Round 9
February - June 2010

Wyong Shire Council

Participating Government Authorities within Region:

City of Botany Bay
Gosford City Council
The Hills Shire Council
Parramatta City Council

City of Ryde
Sydney City Council
Sydney Olympic Park Authority
Wyong Shire Council



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Summary of Key Findings

Field and Park Survey Data

60 park user intercept surveys were conducted in 20 parks within the Wyong Shire Council area during February – March 2010.

Survey Participants Frequency of Visitation to the Park

68% of the survey participants within the Wyong Shire Council area were regular visitors to the park that they were interviewed in. 42% of participants visited the park more than once a week (with 15% visiting daily and 27% a few days a week), 17% visited weekly, 8% fortnightly, and 2% monthly. 7% visited every few months, 5% twice yearly, 5% yearly, and 15% less than once per year. 15% of participants were visiting the park for the first time.

Survey Participants Length of Stay in the Park

32% of survey participants within the Wyong Shire Council area visited the park for half to one hour, 27% for one to two hours, 20% for less than half an hour, and 17% for two to four hours. 5% visited the park for greater than four hours.

Survey Participants Reasons for Visiting the Park

A number of survey participants gave two or more reasons for visiting the park on the day they were interviewed. 17% of survey participants interviewed in the Wyong Shire Council area were visiting to walk. 15% for children's play / visit playground, and 12% to enjoy the park. 8% were visiting to spectate sport, 8% for dog exercise / recreation, 8% to have a picnic / bbq, 8% to fish, 7% to relax, 7% to enjoy the outdoors, 7% to exercise, 7% to play / train sport, and 7% to attend a social / family function.

Survey Participants and Group Size

33% of survey participants within the Wyong Shire Council area were visiting the park in a group of three to five people, 32% were by themselves, and 22% were with another person. 8% were in a group greater than ten people, and 5% in a group of six to ten people.

Survey Participants and Group Profile

Of the people visiting the park with one or more other people, 54% of pairs/groups were adults & children, 22% all adults, and 10% all younger teens. 5% of pairs/groups were seniors, adults & children, 5% adults & younger teens, 2% all seniors, and 2% adults, younger teens & children.

Survey Participants Initial Knowledge of Park

Survey participants within the Wyong Shire Council area came to first know of the park location due to local knowledge (77% of participants), going past (8%), sport / club activity (7%), internet (5%), and word of mouth (3%).

Survey Participants Mode of Transport to the Park

55% of survey participants within the Wyong Shire Council area travelled in a private vehicle to the park, 42% walked, and 3% cycled.

Average Distance Travelled to the Park by Survey Participants

The average distance travelled to the park by survey participants (from place of residence, accommodation, work etc) within Wyong Shire Council area was 9.4 km.

Average Travel Time to the Park by Survey Participants

The average time taken to travel to the park by survey participants (from place of residence, accommodation, work etc) within Wyong Shire Council area was 13 minutes.

Survey Participants Satisfaction with Level of Maintenance in Parks within Authority and Region

The overall mean score given by survey participants for satisfaction with the level of maintenance within the Wyong Shire Council was 7.9. Of the Authorities participating in this round of surveys within the Sydney / Central Coast Region, the Wyong Shire Council was ranked sixth out of eight.



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Wyong Shire Council
Passive / Active Parks
February – June 2010

Survey Participants Perception of Safety within the Park

100% of survey participants felt that the park was a safe place to visit during the daytime. 25% of participants felt that the park was safe at night, 28% felt that the park was not safe, and 47% were unsure.

Survey participants were invited to state what they thought could be done to improve safety in the park they were interviewed in. The majority of comments related to user management (7 comments).

Place of Residence of Survey Participants

80% of survey participants lived within the Wyong Shire Council, 17% from other areas within the Sydney / Central Coast Region, 2% from other areas within New South Wales, and 2% from overseas.

Dwelling & Private Outdoor Space

Survey participants were asked which type of (private) outdoor space best described where they lived or were staying. 93% of participants lived / were staying in a dwelling with a private backyard. 3% lived / were staying in a dwelling with a private courtyard without communal recreation facilities, 2% with communal recreation facilities without grounds, and 2% had no dwelling.

Age of Survey Participants

42% of survey participants within the Wyong Shire Council area were aged between thirty and thirty-nine years, and 23% twenty and twenty-nine years. 7% were aged fourteen to sixteen years, 7% sixty and sixty-nine years, 7% above seventy, 5% forty to forty-nine years, 5% fifty to fifty-nine years, 3% seventeen to nineteen years, and 2% did not specify their age.

Gender of Survey Participants

57% of survey participants within the Wyong Shire Council area were males, and 43% were females.



1. Introduction to Program

The Benchmark Park User Satisfaction Survey Program has been developed to:

- Provide information about park users and park usage
- Measure park user's satisfaction with the level of park maintenance within a management area (eg Local Government Authority or State Government Authority)
- Provide a confidential means for comparison of results on an intra-regional and inter-regional basis
- Obtain park user's requirements for facility/service provision

Authorities have utilized the information generated from the survey to:

- Inform open space, recreational and asset strategic planning and management, and park master/management planning
- Monitor specific maintenance regimes
- Determine appropriate maintenance specifications that align with park user requirements
- Integrate park user satisfaction with operational performance
- Develop in-house park user satisfaction performance indicators for landscape facility maintenance
- Identify and prioritize specific maintenance and facility provision issues
- Compare performance against other similar organizations through a confidential means
- Provide quantifiable justification for resource allocation for current levels of facility and maintenance provision and lobbying of further resources

1.1 Program Methodology

The Benchmark Park User Satisfaction Survey Program involves conducting a generic park user intercept survey in parks and reserves within participating Government Authorities. The survey program is conducted annually within a region, which allows for a means to track user satisfaction with maintenance regimes over time, or the implementation of new regimes. However, user interviews can be conducted twice annually to determine seasonal variations, or to obtain data and perceptions from different user groups.

1.2 Parkland Categories

The survey process involves conducting park user intercept interviews within parklands of a nominated category or mix of categories. Individual parks are chosen by each Authority which are representative of the category of parks being surveyed in that region.

The parklands are divided into categories based on level of amenity, level and type of infrastructure, usage levels, usage types and user catchment. Park user interviews within a region are conducted within a single category or a combination of categories, depending on the requirements of the local park managers within the region. The parkland categories are:

- **Iconic Parklands**
Highly developed parkland that fulfils a very significant role in recreational and tourism amenity.
- **Botanic Gardens**
Areas which set aside for the preservation of plant varieties, plant education and botanical research.



-
- **Passive High Profile Parklands (Passive Regional Parklands)**
Developed parklands that offer a high level of amenity (either facilities or natural attraction), have high usage levels and attract a significant proportion of users from outside the immediate area.
 - **Passive Low & Medium Profile Parklands (Passive Local & District Parklands)**
Developed parklands that offer a low / medium level of amenity (either facilities or natural attraction), have low / medium usage levels and primarily attract users within the immediate area / adjoining areas.
 - **Active High Profile Parklands (Active Regional Parklands)**
Developed parklands that are predominantly designated sporting areas, offer a high level of facilities (either number, quality or type), have high usage levels and attract a significant proportion of users from outside the immediate area.
 - **Active Medium Profile Parklands (Active District Parklands)**
Developed parklands that are predominantly designated sporting areas, offer a medium level of facilities (either number, quality or type) and have medium usage levels.
 - **Conservation Parklands**
Natural areas that are set aside for environmental conservation and recreation.

The reasoning behind the classification system is that the level of park maintenance within each category can generally be compared between government authorities.

1.3 Sample Size

The basic minimal sample size is 60 interviews within an Authority, which ensures a reasonable statistical reliability of results. However, most Authorities, due to their size and survey requirements require a sample size of 100 – 700 interviews in order to strengthen confidence levels and gain a greater insight associated with park usage and maintenance requirements.

1.3.1 Confidence in Using the Survey Data

Confidence levels can be used to determine the reliability of survey results in relation to the expected responses from a total population. The confidence intervals either side of an average score can be calculated when the sample size and standard deviation are known. The sample size needs to be large enough to demonstrate a satisfactory interval of confidence. For example, in a program of 60 surveys, the range of confidence levels for the various mean scores is likely to be:

- +/- 3% to 10%, at a 95% confidence level:
for Individual Authority Mean Scores on Individual Maintenance Elements
(confidence levels do not fall within this range when there is less than 20 responses for an element).
- +/- 1% to 7%, at a 95% confidence level:
for Regional Mean Scores on Individual Maintenance Elements.
- < +/- 2%, at a 95% confidence level:
for Individual Authority Overall Mean Score & Regional Overall Mean Score.

Statistically, 60 survey participants per Authority give a minimal measure of confidence in the results. However, utilizing a larger sample size per Authority understandably strengthens confidence levels.

Regardless of sample size, as the surveys are conducted on a regular basis, the logging of trend data is achievable which further strengthens the validity of the sample size.



1.4 Range of Park Users

While park users are chosen at random, an attempt is made to interview users undertaking a range of activities within the category of parkland. However, although the activities of participants generally reflect usage patterns in the parks, it is sometimes more difficult to intercept park users involved in active pursuits such as playing sport, cycling or jogging. Data on park usage should therefore be reviewed in conjunction with park usage observation studies.

1.5 Timing of Interviews

Interviews are conducted during the range of park usage times (from dawn to dusk; weekdays and weekends), with the majority of interviews conducted during peak usage times to reflect actual park usage.

1.6 Collection of Data

In collecting data, the following important objectives are pursued:

- Ensuring maximum park user participant rates in the survey (ie minimising the possibility of refusal to participate in the survey by park users), through the employment of a user-friendly survey, survey techniques, and interviewers.
- Data accuracy and integrity, through interviewer training, field supervision and survey audits.
- Data which is reflective of actual park usage (ie times and activities).

All interviewers employed by IOSS undergo specific park user intercept interview training prior to field work and are fully supervised once in the field. On-site induction is also undertaken for each Authority. All interview questionnaires are fully audited by experienced supervisors for accuracy and integrity of data.

Interviewers are chosen on the basis of personal presentation, oral communication skills, written communication skills, inter-personal skills, ability to work independently, confidence, enthusiasm, personal motivation, interest in the work being undertaken, education, and comparable/relevant work experience. IOSS has recently incorporated the utilization of multi-lingual staff for areas with a high proportion of park users from non-English speaking backgrounds.

1.7 Survey Data

The survey is designed to be flexible and provide relevant and useful information to park planners and managers. Consequently, the format and content of the survey questionnaire is under constant review, with survey questions added or deleted based on feedback from park managers. The following data is obtained from survey participants regarding the park in which they are interviewed:

PARK USAGE: SURVEY PARTICIPANTS VISITATION TO THE PARK

- Frequency of park visitation.
- Length of park visit.
- Reasons for visiting the park.
- Primary activity at time of interview.
- Group size.
- Group profile.

PARK ACCESS: ACCESS TO THE PARK BY SURVEY PARTICIPANTS

- How visitors first came to know of the park.
- Mode of transport to the park.
- Distance travelled to reach the park.
- Time taken to travel to the park.

PARK MAINTENANCE AND PROVISION OF FACILITIES / SERVICES



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February – June 2010*

-
- Satisfaction with standard of maintenance:
Participants are requested to rate their level of satisfaction, on a scale of 1 – 10 (1 being the lowest level of satisfaction and 10 the highest), with the maintenance of 24 park elements.
 - Requirements/desires regarding provision of facilities and services within the park.

SURVEY PARTICIPANTS EXPERIENCE OF THE PARK

- Perception of safety within the park.
- General comments.

SURVEY PARTICIPANTS PROFILE

- Location of residence.
- Type of dwelling and outdoor space.
- Age of survey participant.
- Gender of survey participant.

Participating Authorities also have the option to add further questions to the base survey questionnaire for use within their jurisdiction.

1.8 Note on Report Usage

The information in the survey report is presented to support/assist park planners and managers in aligning their strategies with users requirements. It is not recommended as a sole source for strategic decision-making, or for showcase purposes.

1.9 Participating Authorities

Over twelve years, the program has involved 96 Local and State Government Authorities within the regions of South East Queensland, Tropical Australia, Melbourne, Tasmania, New South Wales, and Perth. Participating Authorities in this round have been listed in Appendix 1.



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Wyong Shire Council
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2. Field and Park Survey Data

60 park user intercept surveys were conducted in 20 parks within the Wyong Shire Council area during February – March 2010.

Table 1. Dates of Interviews Conducted – Wyong Shire Council

Total number of surveys:	60
Number of parks surveys conducted in:	20
Date of surveys:	23.02.2010 Tuesday
	06.03.2010 Saturday
	11.03.2010 Thursday
	20.03.2010 Saturday



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Table 2. Date, Time and Number of Interviews Conducted in Individual Parks – Wyong Shire Council

Park	Location	Park Category	# Surveys	Date	Time
Bill Sohler Park	Ourimbah	District Active	4	20.03.10	10:05 AM - 12:30 PM
Blue Haven Oval	Blue Haven	District Active	3	06.03.10	12:05 PM - 12:30 PM
Canton Beach Reserve	Canton Beach	District Passive	4	06.03.10	02:10 PM - 02:45 PM
Craigie Park	Kanwal	District Conservation	2	06.03.10	04:00 PM, 05:25 PM
Debra Anne Drive	Bateau Bay	Local Passive	3	23.02.10 11.03.10	03:30 PM 10:55 AM, 11:05 AM
Edgewater Park	Buff Point	District Passive	4	11.03.10	09:05 AM - 09:50 AM
Edsacc St	Killamey Vale	District Active	3	23.02.10	04:05 PM - 04:45 PM
Frank Balance Park	Wyong	Local Passive	2	20.03.10	11:15 AM, 12:00 PM
Jenny Dixon Reserve	Norah Head	Local Passive	2	06.03.10	01:45 PM, 01:55 PM
Jubilee Oval	Long Jetty	District Active	4	23.02.10	05:45 PM - 06:30 PM
McKenzie Reserve	Budgewoi	District Passive	3	06.03.10	01:00 PM - 01:35 PM
Peppercorn Reserve	Woongarah	Local Conservation	2	06.03.10	05:05 PM, 05:15 PM
Saltwater Creek Park	Long Jetty	District Passive	2	23.02.10	04:55 PM, 05:00 PM
Spring Creek Reserve	Blue Haven	Local Conservation	2	20.03.10	10:40 AM, 11:05 AM
Sutton Reserve / Bruce Burgess Park	Bateau Bay	Local Conservation	2	23.02.10	02:35 PM, 03:05 PM
Swadling Park	Toowoomb Bay	District Passive	5	23.02.10 11.03.10	06:25 PM - 07:10 PM 10:35 AM
Terilbah / Nth Entrance Foreshore Reserve	The Entrance North	District Passive	5	11.03.10	10:10 AM - 12:15 PM
Toukley Town Green	Toukley	Local Passive	3	06.03.10 11.03.10	02:55 PM, 03:10 PM 10:05 AM
Wadalba Sports Facility	Wadalba	District Active	3	06.03.10	04:25 PM - 04:55 PM
Wyong Town Park	Wyong	Local Passive	2	11.03.10	01:20 PM, 01:25 PM



3. Survey Results

3.1 Park Usage – Survey Participants Visitation to the Park

3.1.1 Survey Participants Frequency of Visitation to the Park

68% of the survey participants within the Wyong Shire Council area were regular visitors to the park that they were interviewed in. 42% of participants visited the park more than once a week (with 15% visiting daily and 27% a few days a week), 17% visited weekly, 8% fortnightly, and 2% monthly. 7% visited every few months, 5% twice yearly, 5% yearly, and 15% less than once per year.

15% of participants were visiting the park for the first time.

Table 3. Survey Participants Frequency of Visitation to the Park – Wyong Shire Council & Sydney / Central Coast Region

Frequency of Visitation	# Participants WSC	% Participants WSC	% Participants Sydney / Central Coast Region
Daily	9	15%	18%
Few Days per Week	16	27%	20%
Weekly	10	17%	16%
Fortnightly	5	8%	7%
Monthly	1	2%	8%
Every Few Months	4	7%	8%
Twice Yearly	3	5%	4%
Yearly	3	5%	2%
< Once per Year	9	15%	4%
First Time	9	15%	13%



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3.1.2 Survey Participants Length of Stay in the Park

32% of survey participants within the Wyong Shire Council area visited the park for half to one hour, 27% for one to two hours, 20% for less than half an hour, and 17% for two to four hours.

5% visited the park for greater than four hours.

Table 4. Survey Participants Length of Stay in the Park – Wyong Shire Council & Sydney / Central Coast Region

Length of Stay	# Participants WSC	% Participants WSC	% Participants Sydney / Central Coast Region
< ½ hour	12	20%	18%
½ : 1 hour	19	32%	30%
1 : 2 hours	16	27%	28%
2 : 4 hours	10	17%	14%
> 4 hours	3	5%	10%



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3.1.3 Survey Participants Reasons for Visiting the Park

A number of survey participants gave two or more reasons for visiting the park on the day they were interviewed. 17% of survey participants interviewed in the Wyong Shire Council area were visiting to walk, 15% for children's play / visit playground, and 12% to enjoy the park.

8% were visiting to spectate sport, 8% for dog exercise / recreation, 8% to have a picnic / bbq, 8% to fish, 7% to relax, 7% to enjoy the outdoors, 7% to exercise, 7% to play / train sport, and 7% to attend a social / family function.

Table 5. Survey Participants Reasons for Visiting the Park – Wyong Shire Council

Reasons for Visiting	% Participants WSC	% Participants Syd / CC: Region
Enjoy Weather	-	2%
Relax	7%	5%
Enjoy Outdoors	7%	6%
Enjoy Peace & Quiet	-	1%
Enjoy Park	12%	9%
Take a Break	2%	3%
Enjoy Natural Environment	-	3%
Be Alone	-	1%
Meditate / Spiritual Practices	-	0.1%
Read / Study in Park	-	2%
Undertake Arts & Crafts	-	0.05%
Sightsee	-	3%
Enjoy View / Landscape	-	4%
Take Photos	-	2%
Watch Wildlife	-	1%
Feed Ducks / Birds	-	1%
Sunbathe	-	0.2%
Walk	17%	11%
Hike/Bushwalk	-	1%
Cycle	-	5%
Jog	-	2%
Exercise	7%	2%
Undertake Martial Arts / Tai Chi	-	0.05%
Rollerblade	-	0.05%
Children's Play / Visit Playground	15%	16%
Spectate Sport	8%	6%
Play / Train Sport	7%	5%
Spend Time with Children / Family	3%	9%
Attend Social / Family Function	7%	4%
Meet Friends / Socialise	2%	5%
Dog Exercise / Recreation	8%	14%
Have Picnic / BBQ	8%	6%
Have Meal Break	2%	4%
Visit Café / Restaurant	-	2%
Access other Locations – pass thru park	3%	6%
Access Public Transport	-	1%
Ride BMX / Stunt Bike	3%	1%
Ride Mountain Bike	-	0.05%
Play Ball / Social Games	2%	1%



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Reasons for Visiting	% Participants WSC	% Participants Syd / CC. Region
Recreate / Play	-	1%
Fly Kite	-	0.1%
Use Model Boat / Aircraft / Car	-	0.05%
Skateboard	3%	1%
Swim	2%	1%
Fish	8%	1%
Beach Activities	-	0.1%
Boat/Sail/Kayak/Canoe	-	0.1%
Other Aquatic Activities	-	0.05%
Wait / Pick Up / Drop Off	5%	2%
Park is Convenient	-	1%
Visit Markets	-	-
Participate in Community Event	2%	3%
Participate in Community Program	2%	1%
Camping	-	-
Vocational Purposes	-	2%

The following table outlines survey participants' reasons for visiting the individual parks in the Wyong Shire Council.

Table 6. Survey Participants Reasons for Visiting the Park – Wyong Shire Council

Parks	Main Reasons x # Participants
Bill Sohler Park	Dog Exercise / Recreation x 1 Play / Train Sport x 1 Skateboard x 1 Spectate Sport x 1
Blue Haven Oval	Play / Train Sport x 1 Skateboard x 1 Meet Friends / Socialise x 1 Ride BMX / Stunt Bike x 1
Canton Beach Reserve	Relax x 2 Childrens Play / Playground x 1 Attend Social / Family Function x 1 Have Picnic / BBQ x 1 Enjoy Park x 1
Craigie Park	Childrens Play / Playground x 1 Wait / Pick Up / Drop Off x 1
Debra Anne Drive	Childrens Play / Playground x 2 Walk x 1 Exercise x 1
Edgewater Park	Dog Exercise / Recreation x 3 Walk x 2
Edsacc Sth	Walk x 1 Play / Train Sport x 1 Ride BMX / Stunt Bike x 1 Play Social Games (inc Ball) x 1
Frank Balance Park	Childrens Play / Playground x 1 Access Other Locations - pass through park x 1



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Parks	Main Reasons x # Participants
Jenny Dixon Reserve	Relax x 1 Have Picnic / BBQ x 1 Enjoy Park x 1 Swim x 1
Jubilee Oval	Spectate Sport x 2 Walk x 1 Play / Train Sport x 1 Dog Exercise / Recreation x 1
McKenzie Reserve	Attend Social / Family Function x 3 Have Picnic / BBQ x 1
Peppercorn Reserve	Childrens Play / Playground x 2
Saltwater Creek Park	Enjoy Park x 1 Spend Time with Children / Family x 1 Enjoy Outdoors x 1
Spring Creek Reserve	Enjoy Park x 1 Childrens Play / Playground x 1
Sutton Reserve / Bruce Burgess Park	Enjoy Park x 2 Walk x 2 Exercise x 2 Enjoy Outdoors x 1 Take a Break x 1
Swadling Park	Have Picnic / BBQ x 2 Enjoy Park x 1 Walk x 1 Exercise x 1 Participate in Community Program x 1 Participant in Community Event x 1
Terilbah / Nth Entrance Foreshore Reserve	Fish x 5 Enjoy Outdoors x 2 Spend Time with Children / Family x 1
Toukley Town Green	Childrens Play / Playground x 1 Relax x 1 Access Other Locations - pass through park x 1 Wait / Pick Up / Drop Off x 1
Wadalba Sports Facility	Spectate Sport x 2 Walk x 1
Wyong Town Park	Walk x 1 Wait / Pick Up / Drop Off x 1 Have Meal Break x 1



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3.1.4 Survey Participants and Group Size

33% of survey participants within the Wyong Shire Council area were visiting the park in a group of three to five people, 32% were by themselves, and 22% were with another person. 8% were in a group greater than ten people, and 5% in a group of six to ten people.

Table 7. Survey Participants and Group Size – Wyong Shire Council & Sydney / Central Coast Region

Group Size	# Participants WSC	% Participants WSC	% Participants Sydney / Central Coast Region
By Themselves	19	32%	33%
Another Person	13	22%	27%
3 – 5 People	20	33%	30%
6 – 10 People	3	5%	4%
> 10 People	5	8%	5%



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3.1.5 Survey Participants and Group Profile

Of the people visiting the park with one or more other people, 54% of pairs/groups were adults & children, 22% all adults, and 10% all younger teens.

5% of pairs/groups were seniors, adults & children, 5% adults & younger teens, 2% all seniors, and 2% adults, younger teens & children.

Table 8. Survey Participants' Group Profile – Wyong Shire Council & Sydney / Central Coast Region

Group Profile	# Participants WSC	% Participants Visiting Park *	% Participants Visiting Park * Sydney / Central Coast Region
Seniors	1	2%	6%
Adults	9	22%	31%
Younger Teens	4	10%	2%
Seniors, Adults	-	-	2%
Seniors, Adults, Younger Teens	-	-	0.2%
Seniors, Adults, Younger Teens, Children	-	-	1%
Seniors, Younger Teens	-	-	0.1%
Seniors, Adults, Children	2	5%	3%
Seniors, Children	-	-	2%
Adults, Younger Teens	2	5%	6%
Adults, Younger Teens, Children	1	2%	4%
Adults, Children	22	54%	43%
Younger Teens, Children	-	-	0.1%

* Survey Participants who visited the park with one or more other people.



3.2 Access to the Park by Survey Participants

3.2.1 Survey Participants Initial Knowledge of Park

Survey participants within the Wyong Shire Council area came to first know of the park location due to local knowledge (77% of participants), going past (8%), sport / club activity (7%), internet (5%), and word of mouth (3%).

Table 9. Survey Participants' Initial Knowledge of the Park – Wyong Shire Council

Park	Local Knowledge	Going Past	Sport / Club Activity	Internet	Word of Mouth
Bill Sohler Park	3	-	1	-	-
Blue Haven Oval	2	-	1	-	-
Canton Beach Reserve	3	-	-	1	-
Craigie Park	2	-	-	-	-
Debra Anne Drive	3	-	-	-	-
Edgewater Park	4	-	-	-	-
Edsacc Stn	3	-	-	-	-
Frank Balance Park	2	-	-	-	-
Jenny Dixon Reserve	1	1	-	-	-
Jubilee Oval	4	-	-	-	-
McKenzie Reserve	2	-	-	-	1
Peppercorn Reserve	2	-	-	-	-
Saltwater Creek Park	1	-	-	1	-
Spring Creek Reserve	2	-	-	-	-
Sutton Reserve / Bruce Burgess Park	2	-	-	-	-
Swadling Park	4	-	-	1	-
Terilbah / Nth Entrance Foreshore Reserve	3	1	-	-	1
Toukley Town Green	2	1	-	-	-
Wadalba Sports Facility	1	-	2	-	-
Wyong Town Park	-	2	-	-	-
Total	46	5	4	3	2



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3.2.2 Survey Participants Mode of Transport to the Park

55% of survey participants within the Wyong Shire Council area travelled in a private vehicle to the park, 42% walked, and 3% cycled.

Table 10. Survey Participants Mode of Transport to the Park – Wyong Shire Council & Sydney / Central Coast Region

Mode of Transport	# Participants WSC	% Participants WSC	% Participants Sydney / Central Coast Region
Walk	25	42%	35%
Cycle	2	3%	3%
Jog	-	-	1%
Skateboard / Rollerblade / Scooter	-	-	0.2%
Private Motor Vehicle	33	55%	53%
Private Bus	-	-	0.4%
Public Transport – Land	-	-	7%
Public Transport – Water	-	-	0.3%



3.2.3 Average Distance Travelled to the Park by Survey Participants

The average distance travelled to the park by survey participants (from place of residence, accommodation, work etc) within Wyong Shire Council area was 9.4 km.

Table 11. Average Distance Travelled to the Park by Survey Participants – Wyong Shire Council

Park	Average Distance Travelled (km)
Bill Sohler Park	5.0
Blue Haven Oval	13.8
Canton Beach Reserve	31.5
Craigie Park	1.1
Debra Anne Drive	0.5
Edgewater Park	4.8
Edsacc Sth	2.7
Frank Balance Park	0.5
Jenny Dixon Reserve	9.5
Jubilee Oval	3.1
McKenzie Reserve	11.7
Peppercorn Reserve	0.1
Saltwater Creek Park	2.0
Spring Creek Reserve	0.1
Sutton Reserve / Bruce Burgess Park	0.2
Swadling Park	35.4
Terilbah / Nth Entrance Foreshore Reserve	11.0
Toukley Town Green	0.4
Wadalba Sports Facility	14.1
Wyong Town Park	0.6

Table 12. Average Distance Travelled to the Park by Survey Participants – Wyong Shire Council & Sydney / Central Coast Region

Average Distance Travelled WSC	Average Distance Travelled Sydney / Central Coast Region
9.4 km	10.4 km



3.2.4 Average Travel Time to the Park by Survey Participants

The average time taken to travel to the park by survey participants (from place of residence, accommodation, work etc) within Wyong Shire Council area was 13 minutes.

Table 13. Average Travel Time to the Park by Survey Participants – Wyong Shire Council

Park	Average Travel Time (minutes)
Bill Sohler Park	9
Blue Haven Oval	13
Canton Beach Reserve	34
Craigie Park	4
Debra Anne Drive	7
Edgewater Park	12
Edsacc Stn	8
Frank Balance Park	3
Jenny Dixon Reserve	15
Jubilee Oval	10
McKenzie Reserve	14
Peppercorn Reserve	2
Saltwater Creek Park	5
Spring Creek Reserve	1
Sutton Reserve / Bruce Burgess Park	5
Swadling Park	35
Terilbah / Nth Entrance Foreshore Reserve	16
Toukley Town Green	6
Wadalba Sports Facility	19
Wyong Town Park	6

Table 14. Average Travel Time to the Park by Survey Participants – Wyong Shire Council & Sydney / Central Coast Region

Average Travel Time WSC	Average Travel Time Sydney / Central Coast Region
13 mins	18 mins



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3.3 Park Maintenance and Provision of Facilities and Services

3.3.1 Survey Participants Satisfaction with Level of Maintenance in Parks within Authority and Region

The overall mean score given by survey participants for satisfaction with the level of maintenance within the Wyong Shire Council was 7.9. Of the Authorities participating in this round of surveys within the Sydney / Central Coast Region, the Wyong Shire Council was ranked sixth out of eight.

Table 15. Survey Participants Satisfaction with Level of Maintenance in Parks – Wyong Shire Council & Sydney / Central Coast Region

	Wyong Shire Council Mean Score 2010	Syd / CC Region Mean Score 2010	Syd / CC Region Highest Mean Score 2010
Garden Beds	7.2	8.0	8.6
Grass Length	7.9	8.2	8.5
Grass Quality	7.9	8.0	8.3
Tree Health	8.6	8.5	8.7
Boardwalks, Bridges & Piers	7.7	8.2	8.7
Internal Roads & Carparks	7.8	7.8	8.6
Fences & Barriers	7.6	7.9	8.4
Signs	8.2	7.9	8.3
Pathways & Trails	7.9	8.2	8.6
Sport & Recreation Facilities	8.4	8.1	8.6
Play Equipment	8.5	8.3	8.7
P/E Undersurfacing	8.3	8.1	8.6
Shelters	8.1	8.1	8.6
Tables & Seats	7.8	7.9	8.5
BBOs	7.3	7.8	8.7
Taps & Drinking Fountains	*7.5	7.1	8.7
Toilets & Change Rooms	6.9	6.7	7.8
Rubbish Bins	8.0	7.9	8.2
Ground Litter Removal	7.7	7.9	8.3
Graffiti Removal	7.5	8.1	9.0
Banks of Watercourses	8.6	7.7	8.6
Quality of Watercourses/bodies	8.5	7.3	8.5
Land Drainage	7.7	7.9	8.3
Health of Bushland Vegetation	8.5	8.4	8.7
Mean	7.9	8.0	8.3
Rank	6/8		

* Sample size was < 20 responses.

Note 1: Sample sizes below 20 respondents should be considered with caution.



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3.3.2 Survey Participants Satisfaction with Level of Maintenance in Parks – Wyong Shire Council Trend Data

Table 16. Survey Participants Satisfaction with Level of Maintenance in Parks – Wyong Shire Council Trend Data

	Mean 2007	Mean 2008	Mean 2009	Mean 2010
Garden Beds	7.0	6.3	7.6	7.6
Grass Length	7.8	7.1	7.6	7.6
Grass Quality	7.6	6.9	7.5	7.5
Tree Health	7.9	8.3	8.2	8.2
Boardwalks, Bridges & Piers	6.4	8.7	7.9	7.9
Internal Roads & Carparks	7.1	6.4	7.4	7.4
Fences & Barriers	7.2	7.1	7.3	7.3
Signs	7.2	7.1	7.4	7.4
Pathways & Trails	7.7	7.7	7.5	7.5
Sport & Recreation Facilities	7.7	7.1	7.9	7.9
Play Equipment	7.6	7.1	7.6	7.6
P/E Undersurfacing	6.9	6.4	7.3	7.3
Shelters	7.2	7.0	7.5	7.5
Tables & Seats	6.9	6.7	7.2	7.2
BBQs	7.4	7.4	8.0	8.0
Taps & Drinking Fountains	6.4	5.8	7.2	7.2
Toilets & Change Rooms	6.4	5.3	6.5	6.5
Rubbish Bins	7.3	7.1	7.2	7.2
Ground Litter Removal	7.7	7.3	7.7	7.7
Graffiti Removal	7.4	7.2	7.1	7.1
Banks of Watercourses	6.7	6.5	6.9	6.9
Quality of Watercourses / bodies	5.7	6.3	7.3	7.3
Land Drainage	7.3	6.2	7.6	7.6
Health of Bushland Vegetation	7.8	8.6	8.6	8.6
Mean	7.3	7.1	7.5	7.9

* Sample size was < 20 responses.

Note 1: Sample sizes below 20 respondents should be considered with caution.



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3.3.3 Inter-Regional Comparison of Survey Participants Satisfaction with Level of Maintenance

Table 17. Survey Participants Satisfaction with Level of Maintenance in Parks – Inter-Regional Comparisons

	Sydney / Central Coast Region Mean Score 2010	Melbourne Region Mean Score 2009/10	Tropical Australia Region Mean Score 2009	Perth Region Mean Score 2009	South East Queensland Region Mean Score 2009
Garden Beds	8.0	7.5	8.3	7.5	8.0
Grass Length	8.2	7.7	8.5	7.6	8.0
Grass Quality	8.0	7.3	8.4	7.5	8.0
Tree Health	8.5	7.9	8.7	7.8	8.6
Boardwalks, Bridges & Piers	8.2	8.0	8.8	7.8	8.4
Internal Roads & Carparks	7.8	7.3	8.3	7.5	8.0
Fences / Barriers	7.9	7.8	8.1	7.3	8.0
Signs	7.9	7.4	8.1	7.0	8.0
Pathways & Trails	8.2	7.9	8.6	7.5	8.2
Sport & Recreation Facilities	8.1	7.7	7.9	7.7	8.2
Play Equipment	8.3	8.1	8.4	7.5	8.3
P/E Undersurfacing	8.1	8.1	8.1	7.3	8.0
Shelters	8.1	7.8	8.5	7.3	8.2
Tables & Seats	7.9	7.5	8.3	7.2	8.0
BBQs	7.8	7.7	8.5	7.0	8.1
Taps & Drinking Fountains	7.1	7.0	7.8	6.2	7.2
Toilets & Change Rooms	6.7	6.6	6.8	6.2	7.2
Rubbish Bins	7.9	7.4	8.3	7.2	7.8
Ground Litter Removal	7.9	7.7	8.6	7.4	8.2
Graffiti Removal	8.1	7.6	8.6	7.2	8.3
Banks of Watercourses	7.7	7.5	8.7	7.4	8.1
Quality of Watercourses / bodies	7.3	7.1	8.5	7.3	7.7
Land Drainage	7.9	7.7	7.8	7.3	7.6
Health of Bushland Vegetation	8.4	7.9	8.3	7.7	8.5
Overall Mean	8.0	7.6	8.3	7.4	7.9

* Note: Due to the high proportion of Passive Parks surveyed in Tropical Australia, an inter-regional comparison - which reflects other region's proportion of Active / Passive - cannot be obtained. The results for Tropical Australia have therefore been tabled for interest rather than a direct comparison.



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3.3.4 Survey Participants Requirements / Desires Regarding Provision of Facilities and Services within the Park

Survey participants were invited to comment on the types of facilities and services that they would like to see provided or improved in the park that they were interviewed in.

Table 18. Provision / Improvement of Facilities & Services in the Park – Wyong Shire Council

Park	Provision / Improvement
Bill Sohler Park	BUILDINGS Upgrade the run down grandstand, particularly the broken chairs which are sharp and dangerous
	BINS Replace the bins which are always burnt out after night parties
	FOOD & BEVERAGE OUTLETS Install vending machines
	AMENITY BLOCKS Upgrade the toilets Clean the toilets
	GENERAL MAINTENANCE Clean up the bottles left at night
	SOFT LANDSCAPE Maintain the grass after the football season
	LAND DRAINAGE Fix the drainage problem at the end of the car park which is all dirt puddles/holes
	EXTREME RECREATION Extend the skate park (has been plans for last 6 year to make bigger) Build a small separate skate park for little kids
	POTABLE WATER Install drinking fountains
	Blue Haven Oval
LAND DRAINAGE Fix the drainage problem on the oval	
EXTREME RECREATION Make the skate park bigger with bigger rails and stairs Build a whole new skate park with more things added	
POTABLE WATER Install drinking fountains	
Canton Beach Reserve	SIGNS Install more signs
	SHADE & SHELTER Update the shelters – as they're run down
	PLAYGROUNDS Upgrade the playground
	GENERAL MAINTENANCE Clean up litter
	CIRCULATION Build a little bike track
	ACCESS Make the parking closer
	PLAYGROUNDS Build a bigger playground
Craigie Park	SEATS / TABLES Install more seats Install more picnic tables
	SAFETY & SECURITY Address the safety of parks in the Wyong area at night (drinking etc.)



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Park	Provision / Improvement
Debra Anne Drive	VANDALISM MANAGEMENT Clean the graffiti off tables x 2
	PLAYGROUNDS Install a slide in the playground
	AMENITY BLOCKS Build some toilets x 2
Edgewater Park	SAFETY & SECURITY Have some police patrols at night to stop the drinking, fights, abuse (car firebombed last Saturday night - still there)
	AMENITY BLOCKS Build more toilets Clean existing toilets
	GENERAL RECREATION Remove the boule green which is never used
	SOFT LANDSCAPE Thin out the tree undergrowth to improve water access and so can see the view
	GENERAL MAINTENANCE Remove the burnt out car from the car park Clean up the rubbish left after the weekend Improve maintenance i.e. litter
	USER MANAGEMENT Do not allow dirt bikes into the park - real hazard Stop the motorbikes using the paths
	FENCES / BARRIERS Install a barrier between the car park and grass to stop cars doing donuts on the grass next to the PCYC
Edsacc St	EXTREME RECREATION Replace the inadequate ramp with a proper skate/bike park
	POTABLE WATER Install a water fountain for kids
Frank Balance Park	POTABLE WATER Install a water fountain for kids
Jenny Dixon Reserve	VANDALISM MANAGEMENT Clean the graffiti off tables
	BINS Locate bins closer to the tables
	LIGHTING Install lights over the BBQ
	INSECT MANAGEMENT Spray for mosquitoes - bad at night
	FORESHORE MANAGEMENT Allow for more views of the ocean
Jubilee Oval	SOFT LANDSCAPE Maintain the garden beds x 2 Remove some trees
	EXTREME RECREATION Install a skate ramp
	CIRCULATION Clear the pathways of grass on the south side of the oval Maintain the neglected boardwalk
McKenzie Reserve	PLAYGROUNDS Make the playground larger Install some swings and provide more for the little kids
	AMENITY BLOCKS Clean the toilets to remove bad smell
	SHADE & SHELTER Provide more shade
Peppercorn Reserve	SEATS / TABLES Install more tables



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Park	Provision / Improvement
	<p>PLAYGROUNDS Install more play equipment</p> <p>BINS Provide more bins</p> <p>FENCES / BARRIERS Replace the temporary fence around the pond which has been there for 2 years with a proper fence Fix the fence next to the pond</p>
Saltwater Creek Park	<p>PLAYGROUNDS Replace the heavy dangerous play digger with a lighter plastic type Replace play digger with a lighter plastic type Remove the red climbing domes which are too slick with not enough grip (child fell and cut lip after the survey)</p> <p>AMENITY BLOCKS Fix the blocked toilet Provide something to dry hands on</p>
Spring Creek Reserve	<p>VANDALISM MANAGEMENT Stop people graffitiing the court, playground Remove the graffiti on everything</p> <p>SHADE & SHELTER Install some shade over the playground</p> <p>AMENITY BLOCKS Build some toilets</p>
Sutton Reserve / Bruce Burgess Park	<p>SOFT LANDSCAPE Grow more grass in the patchy areas</p> <p>ACCESS Build footpaths (for the elderly, strollers, etc.) so that people don't have to walk on the road Install gutters on the roads</p>
Swadling Park	<p>SHADE & SHELTER Provide more undercover shelter</p> <p>SAFETY & SECURITY Remove syringes from the bush</p> <p>AMENITY BLOCKS Clean the toilets x 3</p> <p>FENCES / BARRIERS Erect fences around the park to protect the young</p> <p>DISABLED FACILITIES Provide disabled parking Improve the ramps into the grassed areas which have sunken into the road</p> <p>EXERCISE FACILITIES Install some training stations and exercise facilities</p>
Terilbah / Nith Entrance Foreshore Reserve	<p>FOOD & BEVERAGE OUTLETS Put a coffee machine in</p> <p>AMENITY BLOCKS Build more toilets (very far between toilets currently)</p> <p>ACCESS Improve the parking which is all allocated for boat trailers Improve car park - very rough and puddles with water</p>
Toukley Town Green	<p>OVERALL PARK Modernise the park</p> <p>AMENITY BLOCKS Clean the toilets</p> <p>GENERAL MAINTENANCE Clean up the rubbish Clean the bird droppings</p> <p>POTABLE WATER Install a new drinking fountain</p>
Wadalba Sports Facility	<p>PLAYGROUNDS</p>



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Park	Provision / Improvement
	Build a playground closer to the field
	AMENITY BLOCKS
	Maintain the toilets x 2
	SOFT LANDSCAPE
	Plant more trees
	WATERBODIES / WATERWAYS
	Remove the rubbish and bottles from the pond (near the skate park)
	LAND DRAINAGE
	Fix the drainage problem on the field which affects early games
Wyong Town Park	Nothing specified

3.4 Survey Participants Experience of the Park

3.4.1 Survey Participants Perception of Safety within the Park

100% of survey participants felt that the park was a safe place to visit during the daytime.

25% of participants felt that the park was safe at night, 28% felt that the park was not safe, and 47% were unsure.

Table 19. Perception of Safety within Wyong Shire Council Parks

Response	Day		Night	
	# Participants	% Participants	# Participants	% Participants
Yes	60	100%	15	25%
No	-	-	17	28%
Unsure	-	-	28	47%

Survey participants were invited to state what they thought could be done to improve safety in the park they were interviewed in. The majority of comments related to user management (7 comments).

Table 20. Responses to Improving Perception of Safety within the Park – Wyong Shire Council

Reasons	# Participants	Parks	#
USER MANAGEMENT	7		
Discourage drinking at night		Debra Anne Drive Peppercorn Reserve	1 1
Discourage young people gathering at night		Edgewater Park	2
Disperse groups of cars in the carpark at night		Spring Creek Reserve	1
Strange people hang out in the car park		Edsacc Sth	1
LIGHTING	5		
Lighting		Blue Haven Oval Edgewater Park	1 1
More lighting		Craigie Park Debra Anne Drive Suton Reserve / Bruce Burgess Park	1 1 1
SECURITY	5		
Police patrols		Debra Anne Drive Edgewater Park	1 2



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Reasons	# Participants	Parks	#
Security from the school		Blue Haven Oval	1
Patrols		Spring Creek Reserve	1
VISUAL SECURITY	2		
Trim the bush around the park		Swadling Park	1
Trim trees at the entrance of the southern carpark		Jubilee Oval	1
MAINTENANCE	2		
Remove rocks from the playground and sand area		Saltwater Creek Park	1
Too much bush - fire hazard		Suton Reserve / Bruce Burgess Park	1
NOTHING	16		
		Bill Sohler Park	3
		Blue Haven Oval	1
		Craigie Park	1
		Edgewater Park	1
		Edsacc Sth	1
		Frank Balance Park	2
		Spring Creek Reserve	1
		Swadling Park	1
		Terilbah / Nth Entrance Foreshore Res.	3
		Toukley Town Green	1
		Wyong Town Park	1
Nothing can be done			



3.4.2 Survey Participants General Comments

Survey participants were invited to offer additional comments about the park.

Table 21. General Comments – Wyong Shire Council

Park	Comments
Bill Sohler Park	Happy with it. Very nice, well kept. Good hang out, gets busy, too small.
Blue Haven Oval	The skate park needs to be bigger, lots of people come here.
Canton Beach Reserve	Fine, been coming for years. Very nice, good facilities, good park. Just got here, swings good, new playground very good. Very nice new playground and BBQ area.
Craigie Park	Nice park, kept maintained always, live across the road.
Debra Anne Drive	Just been built, all good. Saw playground getting built, very nice. A beautiful clean park, great place for the kids to play.
Edgewater Park	Really enjoy it, walk through all the paths, very nice area. Really like it. New paths are well kept, nice walk, clean up the burnt out car. Kids drinking needs to be stopped, Council do a good job maintaining the park and they ruin it.
Edsacc Sth	It's pretty good. It's pretty good, the grass is good for practicing golf.
Frank Balance Park	All good, keep it here. All here, even if too much gets vandalised.
Jenny Dixon Reserve	Great little park, good for lunch then for a swim.
Jubilee Oval	Clean, generally well maintained. Sport facilities are wonderful. Better than the lake park, friendly, clean.
McKenzie Reserve	Good place for family, especially kids. Very nice place for large groups to come, lots of parties here. Pelicans very friendly, too friendly came up to table to take food.
Peppercorn Reserve	Very nice.
Saltwater Creek Park	Great park, well set out.
Spring Creek Reserve	Council has done a good job with the park but the teens are ruining it by carrying on drinking etc. at night.
Sutton Reserve / Bruce Burgess Park	A good leafy spot.
Swadling Park	Council's doing a decent job. Have enjoyed the improvement of the trails and walking track.
Terilbah / Nth Entrance Foreshore Reserve	Very relaxing. Very good for what it's meant to be. Relaxing, bait shop close, boat ramp quiet, 'no fish but relaxing'
Toukley Town Green	Good place to chill, jump over rails - good when bored. Just dirty from birds.



*Integrated Open Space Services
IOSS*

*Benchmark Park User Satisfaction Surveys
Wyong Shire Council
Passive / Active Parks
February – June 2010*

Park	Comments
Wadalba Sport Facility	Easy with pram, flat level walk, close to home. First time here.
Wyong Town Park	Well kept. First time here, very pleasant.



Integrated Open Space Services
IOSS

Benchmark Park User Satisfaction Surveys
Wyong Shire Council
Passive / Active Parks
February – June 2010

3.5 Survey Participant Profile

3.5.1 Place of Residence of Survey Participants

80% of survey participants lived within the Wyong Shire Council, 17% from other areas within the Sydney / Central Coast Region, 2% from other areas within New South Wales, and 2% from overseas.

Table 22. Place of Residence of Survey Participants – Wyong Shire Council

Place of Residence	# Participants	% Participants	Parks
WYONG SHIRE COUNCIL			
Bateau Bay	6	10%	Debra Anne Drive x 2 Edsacc St x 2 Sutton Reserve / Bruce Burgess Park x 2
Blue Haven	5	8%	Blue Haven Oval x 2 Spring Creek Reserve x 2 Jenny Dixon Reserve x 1
The Entrance	4	7%	Jubilee Oval x 3 Terilbah / Nth Entrance Foreshore Res. x 1
Budgewoi	3	5%	Edgewater Park x 1 McKenzie Reserve x 1 Terilbah / Nth Entrance Foreshore Res. x 1
Buff Point	3	5%	Edgewater Park x 2 McKenzie Reserve x 1
Killarney Vale	3	5%	Debra Anne Drive x 1 Edsacc St x 1 Jubilee Oval x 1
Toukley	3	5%	Toukley Town Green x 3
Wyong	3	5%	Frank Balance Park x 2 Wyong Town Park x 1
Berkeley Vale	2	3%	Swadling Park x 2
Long Jetty	2	3%	Saltwater Creek Park x 1 Swadling Park x 1
Ourimbah	2	3%	Bill Sohler Park x 1 Terilbah / Nth Entrance Foreshore Res. x 1
San Remo	2	3%	Canton Beach Reserve x 1 Terilbah / Nth Entrance Foreshore Res. x 1
Warnervale	2	3%	Canton Beach Reserve x 1 Edgewater Park x 1
Wyongah	2	3%	Craigie Park x 1 Peppercorn Reserve x 1
Chain Valley Bay	1	2%	Canton Beach Reserve
Gorokan	1	2%	Jenny Dixon Reserve
Kanwal	1	2%	Craigie Park
Toowoan Bay	1	2%	Swadling Park
Wadalba	1	2%	Wadalba Sports Facility



Integrated Open Space Services
IOSS

Benchmark Park User Satisfaction Surveys
Wyong Shire Council
Passive / Active Parks
February – June 2010

Place of Residence	# Participants	% Participants	Parks
Woongarah	1	2%	Peppercorn Reserve
Other SYDNEY / CENTRAL COAST			
Lisarow	4	7%	Bill Sohler Park x 2 Wadalba Sports Facility x 1 Wyong Town Park x 1
Niagara Park	1	2%	Wadalba Sports Facility
Pennant Hills	1	2%	Canton Beach Reserve
Rouse Hill	1	2%	Saltwater Creek Park
Sydney CBD	1	2%	Terilbah / Nth Entrance Foreshore Reserve
Terrigal	1	2%	Bill Sohler Park
West Gosford	1	2%	Blue Haven Oval
Other NEW SOUTH WALES			
Bundanoon	1	2%	McKenzie Reserve
OVERSEAS			
United Kingdom	1	2%	Swadling Park

Table 23. Place of Residence – Wyong Shire Council & Sydney / Central Coast Region

Place of Residence	% Participants WSC	% Participants Sydney / Central Coast Region
Within Authority Area	80%	53%
Outside Authority Area	20%	47%



Integrated Open Space Services
IOSS

Benchmark Park User Satisfaction Surveys
Wyong Shire Council
Passive / Active Parks
February – June 2010

3.5.2 Dwelling & Private Outdoor Space

Survey participants were asked which type of (private) outdoor space best described where they lived or were staying. 93% of participants lived / were staying in a dwelling with a private backyard.

3% lived / were staying in a dwelling with a private courtyard without communal recreation facilities, 2% with communal recreation facilities without grounds, and 2% had no dwelling.

Table 24. Participants Dwellings & Outdoor Space – Wyong Shire Council & Sydney / Central Coast Region

Outdoor Space	# Participants WSC	% Participants WSC	% Participants Sydney / Central Coast Region
Acreage / Farm	-	-	1%
Private Yard	56	93%	64%
Private Courtyard & Communal Recreational Facilities	-	-	3%
Private Courtyard & No Communal Recreational Facilities	2	3%	11%
Communal Grounds & Communal Recreational Facilities	-	-	6%
Communal Grounds & No Communal Recreational Facilities	-	-	3%
Communal Recreational Facilities & No Grounds	1	2%	4%
No Grounds & No Communal Recreational Facilities	-	-	8%
No Dwelling	1	2%	0.3%



Integrated Open Space Services
IOSS

Benchmark Park User Satisfaction Surveys
Wyong Shire Council
Passive / Active Parks
February – June 2010

3.5.3 Age of Survey Participants

42% of survey participants within the Wyong Shire Council area were aged between thirty and thirty-nine years, and 23% twenty and twenty-nine years.

7% were aged fourteen to sixteen years, 7% sixty and sixty-nine years, 7% above seventy, 5% forty to forty-nine years, 5% fifty to fifty-nine years, 3% seventeen to nineteen years, and 2% did not specify their age.

Table 25. Age of Survey Participants – Wyong Shire Council & Sydney / Central Coast Region

Age Cohort	# Participants WSC	% Participants WSC	% Participants Sydney / Central Coast Region
14 – 16 yrs	4	7%	2%
17 – 19 yrs	2	3%	3%
20 – 29 yrs	14	23%	18%
30 – 39 yrs	25	42%	31%
40 – 49 yrs	3	5%	18%
50 – 59 yrs	3	5%	12%
60 – 69 yrs	4	7%	9%
Above 70 yrs	4	7%	5%
Not specified	1	2%	0.4%

3.5.4 Gender of Survey Participants

57% of survey participants within the Wyong Shire Council area were males, and 43% were females.

Table 26. Gender of Survey Participants – Wyong Shire Council & Sydney / Central Coast Region

Gender	# Participants WSC	% Participants WSC	% Participants Sydney / Central Coast Region
Females	26	43%	51%
Males	34	57%	49%



Integrated Open Space Services
IOSS

Benchmark Park User Satisfaction Surveys
Wyong Shire Council
Passive / Active Parks
February – June 2010

Appendix 1: Participating Authorities in Current Round of Survey Program

SOUTH EAST QUEENSLAND REGION 2008/9

Gold Coast City Council
Ipswich City Council
Moreton Bay Regional Council
Redland City Council

TROPICAL AUSTRALIA REGION 2009

Darwin City Council (NT)
Fraser Coast Regional Council (QLD)
Gladstone Regional Council (QLD)

PERTH REGION 2009

Town of Bassendean
City of Bayswater
City of Gosnells
City of Joondalup
Town of Mosman Park
City of Swan

MELBOURNE REGION 2009/10

EAST / SOUTH EAST SUB-REGION:

City of Bayside
City of Boroondara
City of Frankston
City of Glen Eira
City of Kingston
City of Manningham
City of Monash
Shire of Mornington Peninsula
City of Port Phillip
City of Stonnington
City of Whitehorse
City of Yarra

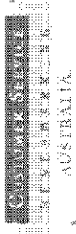
NORTH / WEST / SOUTH WEST SUB-REGION:

City of Brimbank
City of Darebin
City of Hobsons Bay
City of Moonee Valley
City of Moreland

NSW REGION 2010

City of Botany Bay
Gosford City Council
The Hills Shire Council
Parramatta City Council
City of Ryde
Sydney City Council
Sydney Olympic Park Authority
Wyong Shire Council

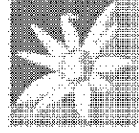


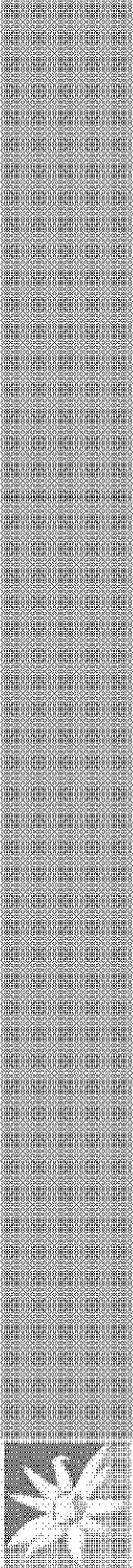


Wyong Shire Council Quarterly Telephone Benchmarking

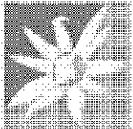
April - June 2010

July 2010





Executive Summary



Overall Performance this quarter

- Wyong Shire Council achieved a Total Score of 180 this quarter. This was the second best score among the 37 councils surveyed, the latest result was seven points better than the last quarter (173) and 24 points better than the All Councils Average (156).
- Wyong Shire Council achieved the fourth best score in Getting Through (up four points to 91%) and led the Sector Average by 12 points for both Getting Through and Service Delivery.
- In 82% of the calls, Agents performed well in both Getting Through as well as Service Delivery which encourages Customer Loyalty.

Highest performing areas this quarter

- Greeting Skills showed a marginal one point improvement to 91% from the last quarter (90%). The latest result was three points better than the Council Average (88%) but four points below the Sector Benchmark (95%).
- Connect Time improved by 12 seconds to 11 seconds from the last quarter (23 seconds). The latest result was 20 seconds below the Sector Average (31 seconds) but five seconds more than the benchmark performance (6 seconds). None of the calls exceeded four minutes compared with three percent previously which is a good result.
- Enquiry Resolution Skills improved by six points to 92% from the last quarter (86%). The latest result was 12 points better than the Council Average (80%) but six points below the benchmark performance (98%).

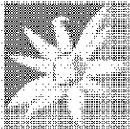
Lowest performing areas this quarter

- The usage of the Best Practice Manner dropped three points to 82% and was 18 points below the Council Benchmark.
- Agents Developed Rapport in 66% of the calls, a 13 points decline from the last quarter (79%). This was four points better than the Council Average (62%) but 34 points below the perfect result achieved by one council.
- Offer to Help (61%) is still one of the weakest areas and was 21 points below the benchmark result (82%).
- Agents Took the Complaint Seriously in 67% of the calls which was 33 points below the perfect benchmark result.

Major changes since last quarter

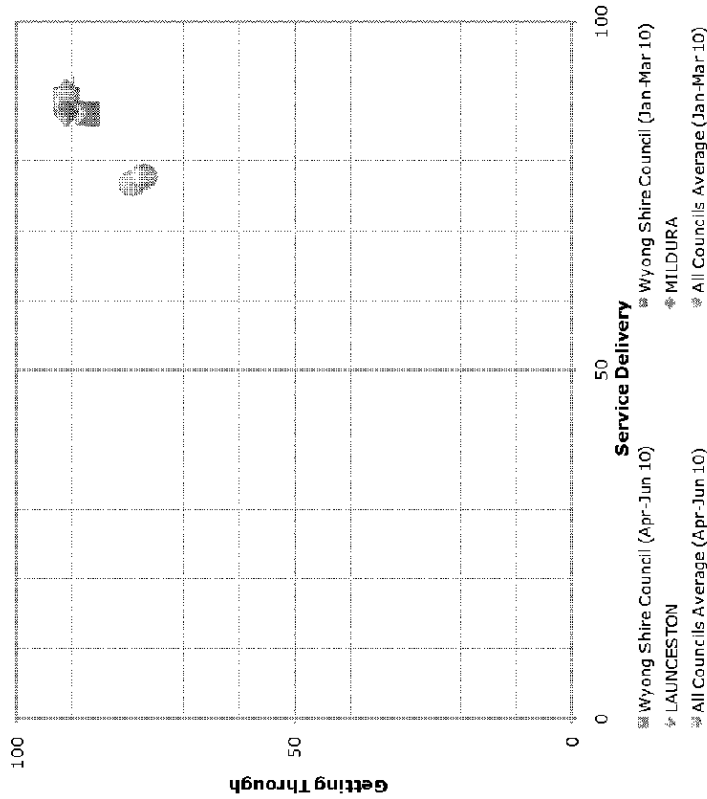
- Complaint Handling Skills (86%) showed the largest change with 31 points improvement over the last quarter (55%).
- Agents Showed Empathy to the Caller in 83% of the calls which was a 69 points improvement from the last quarter.
- Agents achieved perfect results in Good Product Knowledge and Clear Resolution to Enquiry, each improving by 13 points.





Executive Summary (cont'd)

Customer Satisfaction Grid

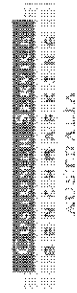


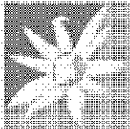
The sector benchmark shows the overall leading through and service delivery results of the University with the highest Total Score.

Please refer to Appendix C for a description of the Customer Satisfaction Grid.

Results on the Customer Satisfaction Grid

- Launceston Council set the benchmark with an overall score of 181.
- The overlap of the points in the adjoining graph demonstrates the excellent performance among the top councils.
- The top performing councils are, on average, 25 points ahead of the Council Sector Average (156). This highlights the strong performance shown by Wyong Shire Council and the other top four councils in the current survey period.





Key Recommendations for this quarter

- In each of the skill areas, Agents have performed well in most of the measures but have done very poorly in one measure which has impacted the Total Grid Score. These weak areas are Offer to Help (61%), Clarifying Needs (76%) and Developing Rapport (66%). In these measures, Wyong Shire Council as well as the Council Sector has performed poorly. Wyong Shire Council should consider providing training focused on these basic skills to achieve benchmark results.
- In 82% of the calls, Agents achieved an average score of 189 but only achieved a score of 136 in the remaining 18% of calls, with an overall standard deviation of 24 points. The small percentage of calls in which Agent performed relatively poorly has adversely impacted on the overall performance of Wyong Shire Council (Shown in Slide 12).
- Wyong Shire Council can consider identifying the best performing Agents and working with them to set the benchmarking guidelines as well as to provide hands on training to Agents with below par performance.

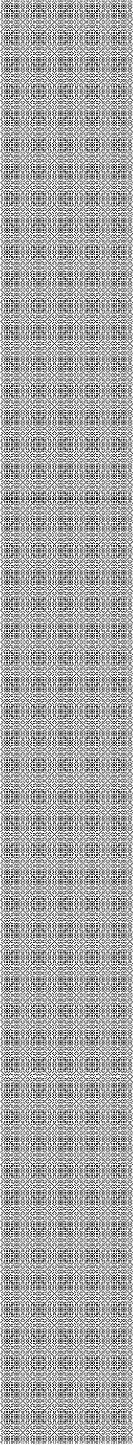
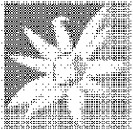


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Wyong Shire Council
April - June 2010 (Quarter 4 2009-2010)
CSBA - CONFIDENTIAL

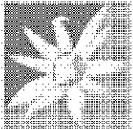
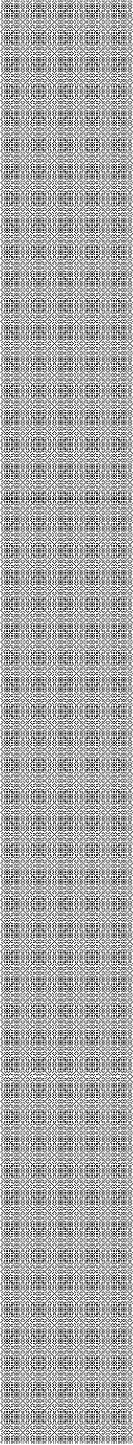
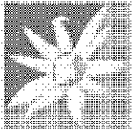


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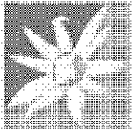




Introduction



Wyong Shire Council
April - June 2010 (Quarter 4 2009-2010)
CSBA - CONFIDENTIAL



Introduction

Background

Wyong Shire Council has been using Customer Services Benchmarking Australia (CSBA) to provide an independent measure of its customer service delivery by telephone on a quarterly basis.

Objectives

- To have a better understanding and measurement of the customer service that is provided.
- See how the Council can develop to improve its customer service performance.

Current Survey

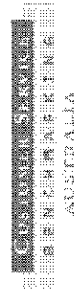
- Number of calls: 46 (40 General and six Complaint Calls)
- Number of responses: 38 (Two calls got terminated and have been removed)
- Date of calls: April-June 2010, versus January-March 2010
- Comparison is also made to the All Councils Average and the Best Council results for the current quarter.

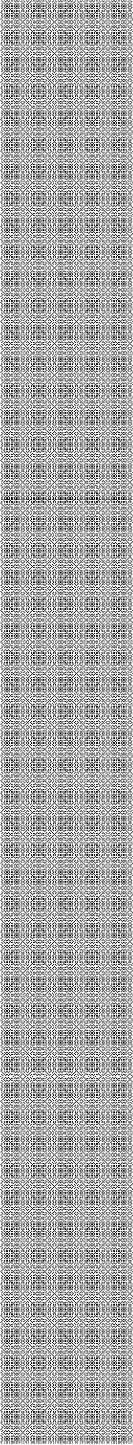
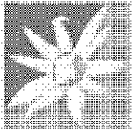
Areas being surveyed/ reported on

Response Time	Enquiry Resolution Skills
Greeting Skills	Communication Skills
Agent Manner	Complaint Handling

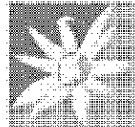
NOTE OF CAUTION:

As the sample sizes are small, differences may not be statistically significant.





Overall Performance



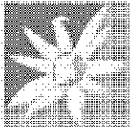
Overall Performance

	Wentworth Shire	All Councils	Best
Getting Through	91	87	79
Service Delivery	89	87	77
Total Score	180	173	155
181			
Total Connect Time	11	23	31
41			
Satisfaction	100	100	96
Council Name	100	97	95
Agent Name	95	95	95
Offer to Help	61	59	55
Sign Off	97	97	99
Average Greeting Skills	91	90	88
89			
Interested, Warm & Helpful	82	85	89
Businesslike	16	13	25
Total Acceptable Manner	97	97	94
Disinterested / Curt	0	0	4
Laidback / Easygoing	3	3	3
Total Unacceptable	3	3	7
6			
Clarified Needs	76	77	89
Good Product Knowledge	100	87	81
Clear Resolution to Query	100	87	84
Courteous & Helpful	92	92	87
Average Enquiry Resolution	92	86	80
80			
Matched Speech	97	95	90
Avoided Incoherent Grammar	97	100	99
Patient & Tolerant	95	97	88
Avoided Interrupting	85	97	92
Developing Rapport	56	79	62
Maintained Contact	97	92	90
Projected Confidence	100	87	90
Avoided Jargon	97	95	87
Average Communications Skills	93	93	89
88			
Not Defensive	83	57	81
Showed Empathy	83	14	52
Listened Carefully	100	71	99
Understood Complaint	100	86	83
Reasonable Response	83	86	76
Agent Took Complaint Seriously	57	14	42
Average Complaint Handling	86	55	71
64			
94			

Wentworth Shire Council
 Comparison to previous quarter
 Change: Up/Down/No Change
 Difference: +/0/-
 Within Range: Within Range
 Outside Range: Outside Range
 Not Applicable: N/A

Please note that due to rounding, totals may not equal 100

- Getting Through score of Wyong Shire Council improved by four points to 91 making it the fourth best score in the Council Sector (79).
- The four point increment in the Getting Through score is attributable to a 12 seconds improvement in the Connect Time (11 seconds) and a minor one point improvement in the Greeting Skills (91%) from the last quarter.
 - In Greeting Skills, Agents showed excellent performance in four measures with two perfect results but the overall score was adversely impacted once again by a poor performance in the Offer to Help category (61%).
- Service Delivery improved by two points to 89 after declining three points in the last quarter and was the fourth best performance among the 37 councils. The current result bettered the Sector Average (77) by 12 points but was 10 points behind the Benchmark score (99).
 - Though the Total Acceptable Manner remained stable at 97%, the usage of the Best Practice Manner declined by three points to 82%.
- Enquiry Resolution Skills improved by six points to 92% due to a 13 points improvement in both Good Product Knowledge and Clear Resolution to Enquiry.
- Communication Skills remained stable at 93% and was four points better than the Sector Average (89%) but showed volatility across some of the measures.
- Wyong Shire Council achieved an excellent improvement of 31 points in Complaint Handling skills (86%) and was 15 points ahead of the Council average (71%).



Overall Performance (Cont'd)

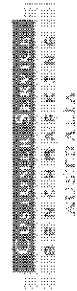
Rank	Council	Customer Satisfaction	Service Delivery	Cost Effectiveness	Overall Score
1	LAUNCESTON	91	90	181	
3	MILDURA	91	87	178	
4	Council 4	94	82	176	
5	Council 5	93	78	171	
6	Council 6	90	81	171	
7	Council 7	71	99	170	
8	Council 8	83	85	168	
9	Council 9	84	84	168	
10	Council 10	84	85	168	
11	Council 11	87	81	168	
12	Council 12	82	84	166	
13	Council 13	87	79	166	
14	Council 14	83	83	166	
15	Council 15	78	87	165	
16	Council 16	93	72	165	
17	Council 17	90	73	163	
18	Council 18	72	90	162	
19	Council 19	87	75	162	
20	Council 20	85	76	161	
21	Council 21	79	79	158	
22	Council 22	59	98	157	
23	Council 23	83	73	156	
24	Council 24	86	69	155	
25	Council 25	92	63	155	
26	Council 26	77	77	154	
27	Council 27	89	64	153	
28	Council 28	63	89	152	
29	Council 29	66	83	149	
30	Council 30	92	55	147	
31	Council 31	87	60	146	
32	Council 32	59	80	139	
33	Council 33	81	58	138	
34	Council 34	58	79	138	
35	Council 35	63	74	136	
36	Council 36	56	73	129	
37	Council 37	68	58	126	
38	Council 38	69	55	124	
39	Council 39	69	50	119	
40	Council 40	55	55	110	

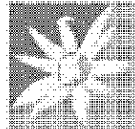
Due to rounding, the Total may not be the sum of Service Delivery and Getting On with It.

Decimal point differences can account for rank order.

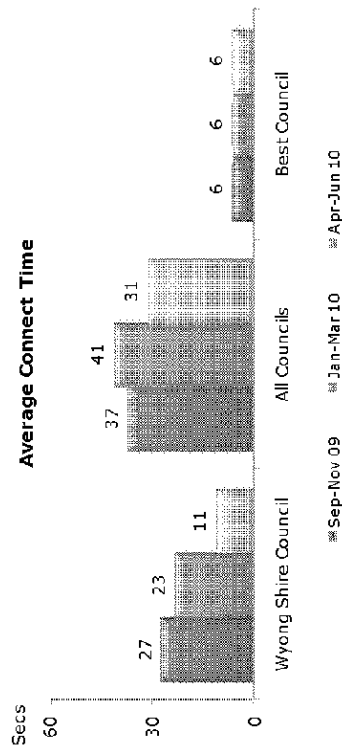
This table shows the ranking of Wyong Shire Council in the Councils Sector for the April-June 2010 quarter:

- Wyong Shire Council Agents achieved a seven points improvement to 180 from the last quarter (173) against the Sector Average of 156 with scores ranging from 110 to 181 for the Worst and the Best Council respectively.
- Wyong Shire Council improved three places to achieve the second position among the 37 councils included in the survey.
- Two of the top three councils being a different council compared to the last quarter highlights the increasing focus of councils on customer satisfaction.



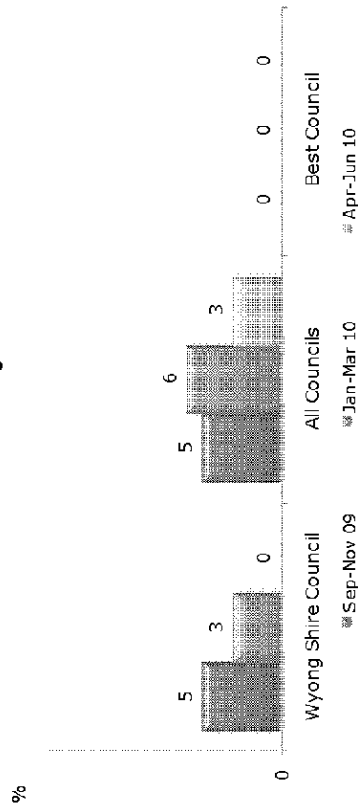


Connect Time

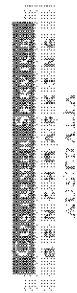


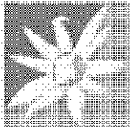
- Wyong Shire Council maintained the progressive trend in Connect Time, improving 12 seconds from the last quarter to reach an average Connect Time of 11 seconds.
- The latest result was 15 seconds quicker than the All Councils average (down 10 seconds to 31 seconds)
- The Council Benchmark remained unchanged at six seconds and was five seconds better than Wyong Shire Council.

Calls Exceeding 4 Minutes



- The proportion of Calls Exceeding 4 minutes, declined by three points this quarter and was a perfect result.
- None of the calls exceeded 90 seconds and Agents should be praised for this achievement.
- The current result was three points ahead of the Sector Average (3%) which also improved by three points from the last quarter.



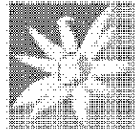


Greeting Skills

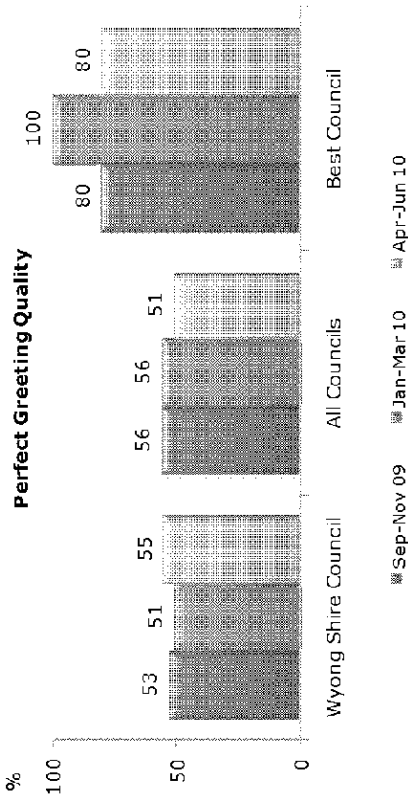
Greeting Skills (%)	Wyong Shire Council	All Councils Average	Best Council
Salutation	100	96	100
Council Name	100	95	100
Agent Name	95	96	100
Offer to Help	61	55	82
Sign Off	97	99	100
Average Greeting Skills	91	88	95

Comparison to previous survey: 3+ points Better, 2+ points No Change, 1+ points Worse

- Agents for Wyong Shire Council registered a Greeting Skills Average of 91% this quarter, which was up one point from last quarter and three points above the All Councils Average (down one point to 88%). The Council Benchmark dropped five points to 95% from the perfect result achieved in the last quarter.
- Agents achieved excellent results in four out of five measures but overall performance was severely impacted by poor result in providing an Offer to Help (61%).
- Agents achieved perfect results in providing Welcome Salutation (unchanged) and the Council Name (up three points) while they maintained their performance in providing the Agent Name (95%) and appropriate Sign Off (97%).
- In providing a Welcome Salutation, while the Sector Average was 96%, the Benchmark performance was achieved by 22 councils while 19 councils achieved perfect results in providing the Council Name with the Sector Average of 95%.
- Of the 40 councils surveyed this quarter, 25 councils achieved the benchmark result for providing the Agent Name (Sector Average of 96%) whereas 32 councils achieved perfect results in providing Sign Off (Sector Average of 99%).
- The Sector Average of 55% (down seven points) and benchmark performance of 82% in Offer to Help highlights the weakness of the Agents across all councils in this measure.

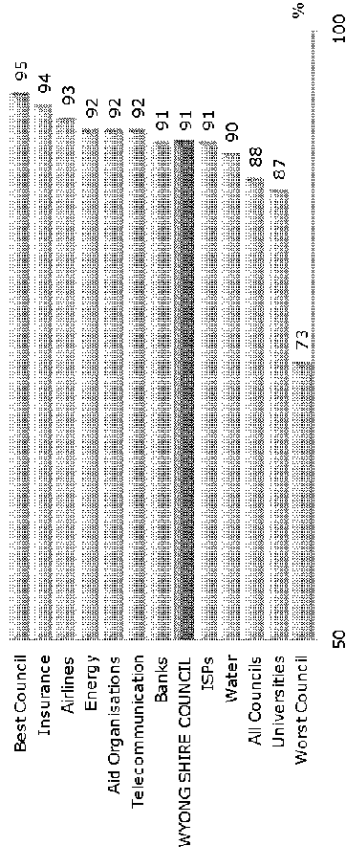


Greeting Skills



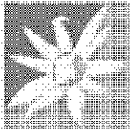
- Wyong Shire Council Agents achieved excellent results in Greeting Skills with four points improvement from the last quarter (51%).
- The latest result was four points better than the Council Average (51%) which declined by five points from the last quarter.
- The benchmark performance dropped 20 points to 80% from the perfect result in the last quarter and was four points ahead of the Wyong Shire Council Shire Council.

Greeting Comparison with Selected Sectors

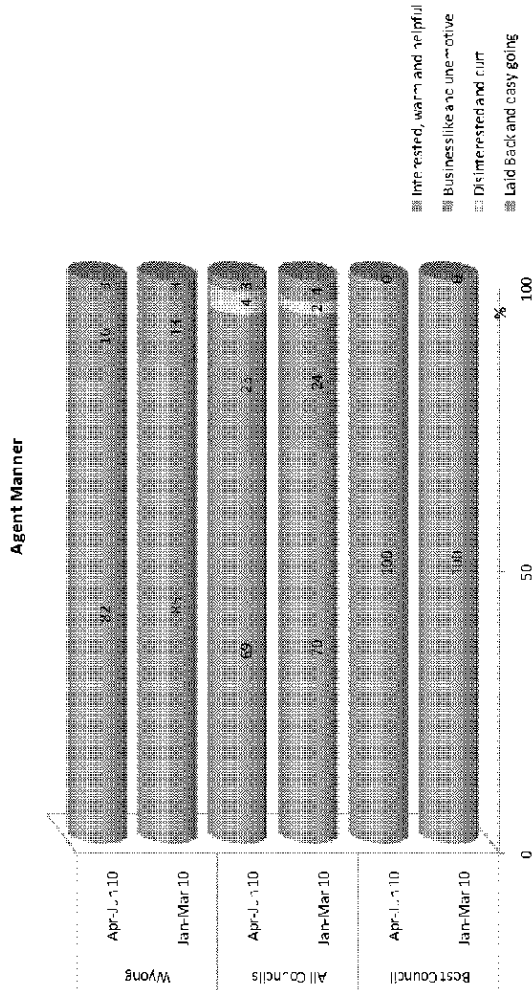


- Sector Averages for Greeting Skills ranged from a low of 87% for Universities to a high of 94% for Insurance.
- Wyong Shire Council bettered Water and Universities by one point and four points respectively and matched the ISPs and the Banks, but trailed the remaining Sector Averages by between one point and three points.
- The Best Council result of 95% was four points better than Wyong Shire Council, while the unchanged Worst Council result of 73 was 18 points weaker than Wyong Shire Council.

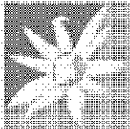




Agent Manner



- After a four-point decline in the last quarter (85%), the usage of the Best Practice Manner that is Interested, Warm and Helpful further declined by three points to 82%. The latest result was 18 points below the unchanged perfect benchmark performance achieved by two councils.
- The less desirable but Acceptable Businesslike Manner increased by three points to 16% but was still nine points lower than the Council Average (25%).
- The All Councils Average (69%) dropped a minor point from the last quarter for the use of Best Practice Manner and trailed Wyong Shire Council by 15 points, but the perfect score of the Best Council was 15 points better than Wyong Shire Council.
- The Total Acceptable Manner remained stable at 97%, with Agents displaying a Manner that was too Laidback and Easygoing in three percent of the calls. The All Councils Average showed a seven percent incidence of Unacceptable Manner, with three percent of this being Laidback and Easygoing, while the remainder was Disinterested and Curt.

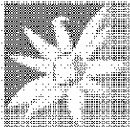


Enquiry Resolution

ENQUIRY Resolution Skills %	Wyong Shire Council Average (2009-2010)	All Councils Average Average (2009-2010)	Best Council Average (2009-2010)
Clarified Needs	76	69	100
Good Product Knowledge	100	81	100
Clear Resolution to Query	100	84	100
Courteous & Helpful	92	87	100
Average Enquiry Resolution	92	80	98

Comparison to previous survey: 3+ points Better, 3- points Worse, No Change

- Wyong Shire Council Agents improved their Enquiry Resolution performance by six points to 92% from the last quarter (86%). The latest result led the unchanged Sector Average (80%) by 12 points but trailed the Benchmark Council (98%) by six points.
- Agents should be praised for achieving perfect results in showing Good Product Knowledge as well as providing a Clear Resolution to Enquiry, both improving by 13 points from the last quarter (87%) and bettering the Sector Average by 19 and 16 points respectively.
- An excellent performance in three of the four Enquiry Resolution measures was offset by poor performance in Clarifying the Callers Needs (76%). On this measure, Wyong Shire Council still led the Sector Average (69%) by seven points but was 24 points below the Benchmark Council.
- The proportion of calls in which Agents were Courteous and Helpful remained unchanged at 92%. This was five points stronger than the unchanged All Councils Average (87%) but was eight points worse compared to the perfect result achieved by nine councils.

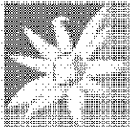


Communication Skills

Communication Skills %	Wyong Shire Council		All Councils Average		Best Council
	Score	Target	Score	Target	
Matched Speech	97	95	90	91	100
Avoided Incorrect Grammar	97	100	99	98	100
Patient & Tolerant	95	97	88	90	100
Avoided Interrupting	95	97	92	96	100
Developing Rapport	66	79	62	59	100
Maintained Contact	97	92	90	89	100
Projected Confidence	100	87	90	85	100
Avoided Jargon	97	95	97	97	100
Average Communications Skills	93	93	89	88	100

Comparison to previous survey: 3+ points Better 3+ points Worse No Change

- Wyong Shire Council's Communication Skills Average at 93% was unchanged from the last quarter. Wyong Shire Council led the Sector Average across most of the measures and the latest result was four points better than the Sector Average (up one point to 89%) but was seven points below the perfect result achieved by one council.
- Agents Projected Confidence in all the calls but this 13 points improvement from the last quarter (87%) was offset by a 13 points decline in Developing Rapport (66%) with the callers. The low Council Average (62%) in Developing Rapport highlights this as a major weakness across the majority of the councils.
- Agents Avoided use of Incorrect Grammar in 97% (down three points) of the calls and showed strong scores for being Patient and Tolerant (down two points to 95%), Matching Speech with the caller and Avoiding Jargon (each up two points to 97%). The All Councils Average matched the Wyong Shire Council for Agents Avoiding Jargon (97%).
- The proportion of Agents who Avoided Interrupting the caller further declined by two points to 95% after a three points drop in the last quarter (97%).
- Agents Maintained Contact with 97% of the callers. This bettered the Sector Average (90%) by seven points but was three points below the perfect result achieved by nine councils.

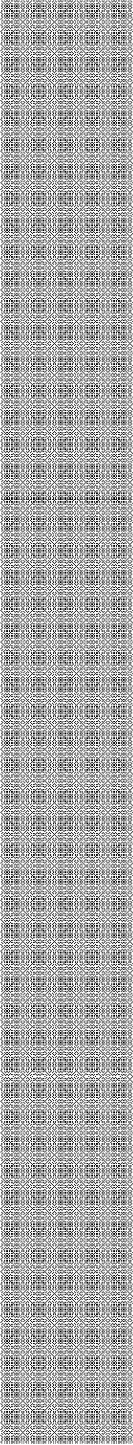
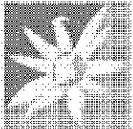


Complaint Handling

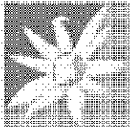
Complaint Handling %	Wyong Shire Council	All Councils Average	Best Council
	83	81	100
Not Defensive	83	81	100
Showed Empathy	83	52	100
Listened Carefully	100	81	100
Understood Complaint	100	83	100
Reasonable Response	83	76	100
Thanked Caller for Raising the Issue	67	42	100
Average Complaint Handling	86	71	94

Comparison to previous survey: 3+ points Better: 3+ points Worse: No Change

- For the six Complaints made to Wyong Shire Council in the April-June 2010 quarter, the Complaint Handling Average, at 86%, was 31 points higher than last quarter (55%). The latest result was 15 points ahead of the Council Average (up seven points to 71%) but trailed the benchmark performance (94%) by eight points.
- Agents achieved perfect results in Listening Carefully (up 29 points) and Understanding the Complaint (up 14 points). Agents showed strong improvement in Showing Empathy to callers (up 69 points to 83%) and Not being Defensive (up 26 points to 83%).
- Agents have maintained their progressive trend in Thanking the Caller for Raising the Issue with a 53 points improvement from the last quarter. The latest result is still 33 points below the perfect result achieved by two councils. Agents should try to achieve a perfect result on this basic skill.
- Agents provided a reasonable response in 83% of the calls. This was a further three points decline after dropping 13 points in the last quarter. The latest result bettered the Council Average (76%) by seven points but trailed the perfect benchmark result achieved by nine councils.

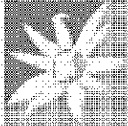


Appendix A – Verbatim Comments



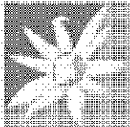
Verbatim Comments: General Calls

Agent Name	Enquiry/Resolution Summary	Call Handling Skills
Not provided	The agent answered the caller's initial question efficiently but didn't offer further assistance or encourage the caller to clarify any information they did not understand.	The agent was very businesslike and not particularly friendly.
Shannon	The agent was courteous throughout the interaction and searched for adequate information to resolve the enquiry.	The agent was friendly and conveyed warmth in her voice. She built a rapport with the customer, whilst being professional and friendly.
Michelle	The agent demonstrated excellent probing skills and product knowledge by offering detailed information. She was very polite and helpful.	The agent was very friendly and warm, speaking in a clear manner. She was engaging and confident whilst remaining professional. An excellent service.
Kim	The agent answered the caller's question efficiently but seemed in a hurry to finish the call.	The agent seemed quite abrupt and in a hurry, but she wasn't unpleasant to speak with.
Ashley	The agent was courteous and helpful throughout the call; however she failed to search for information from the caller.	While the agent's tone displayed her genuine interest in the enquiry, she neglected to make an offer to help on this occasion.
Adele	The agent was courteous and knowledgeable. She provided a reasonable resolution and made sure all detail was understood by the caller.	The agent was positive and warm. Although she didn't personalize the conversation to any extensive degree, she filled silences and made the caller feel comfortable.
Shannon	The agent had good product knowledge but gave to caller in a superior manner, implying caller shouldn't have needed to call to find that information out.	The agent was a little reserved and lacking in genuine interest in the caller but was however still polite and professional.
Jodie	The agent offered to send out information to the caller and also provided them with a referral to the website where they could access more information.	The agent was a little formal but still attentive, and made the caller feel that she was interested in the enquiry.



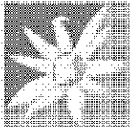
Verbatim Comments : General Calls (contd)

Agent Name	Enquiry/Resolution/Issue	Call Handling/Chair
Lisa	The agent was courteous and helpful. She provided the information clearly and confidently.	The agent was friendly and upbeat. She made an effort to develop a rapport and listened actively to the caller.
Kim	The agent was very experienced and able to resolve enquiry confidently.	The agent was pleasant and helpful.
Sonia	The agent had very good knowledge of the council's website and was able to talk caller through clearly and confidently.	The agent was amiable and helpful.
Shannon	The agent clearly resolved the enquiry, understanding the caller's needs and giving alternative solutions.	The agent had a warm and positive tone and appeared confident. She demonstrated a solid base of knowledge.
Kim	The agent gave prompt detailed information, demonstrating a solid knowledge base.	The agent was warm and friendly, speaking in a confident and clear manner.
Michelle	The agent was efficient in her resolution of the enquiry. She provided the reference that the caller needed and resolved the call quite quickly.	The agent was friendly and warm. She made the caller feel comfortable and encouraged them to ask any questions they might have.
Karen	The agent had pretty good basic knowledge and was then able to source additional material with little trouble.	The agent was down to earth and easy to relate to.
Mairele	The agent clearly resolved the enquiry, however, failed to search for information from the caller. She was courteous throughout the call, and demonstrated sound product knowledge.	The agent demonstrated a genuine interest in the caller's enquiry, and a tone of warmth throughout the interaction. While this was evident, she failed to make an offer to help.



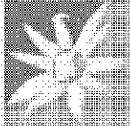
Verbatim Comments : General Calls (contd)

Agents Name	Activity/Resolution Skills	Call Handling Skills
Not provided	Prompt information was given with confidence, but no additional assistance was offered, and the call felt rushed.	The call was lacking a personal element, with the agent treating it like a business transaction.
Paul	The agent could not answer the caller's question in great details, but offered assistance in several different forms and was clearly eager to assist in any way he could.	The agent was warm and friendly and made an effort to chat with the caller. He made the caller feel at ease.
Paul	The agent appeared to have a lot of experience with the application process for kerb and guttering and informed the caller about all the pros and cons of requesting this.	The agent was informal but informative. The agent gave lots of examples and opinions to answer the enquiry. Even though the attitude was relaxed, a vast amount of information was relayed.
Jodie	The caller was given detailed information by the agent, leaving caller feeling completely satisfied with the interaction.	The agent signed in and out of the call politely, sounding pleased to be assisting the caller. She was friendly and congenial.
Switchboard	Relevant information was given in a prompt manner, with the agent demonstrating good product knowledge.	The agent handled the call with professional care and patience. She took her time with the call and was friendly and polite.
Paul	It was clear that the agent knew the area and information well and was able to explain each part of the answer he provided. He was efficient in answering the question, yet still ensured the caller understood the information.	The agent was very friendly and made the call personal and enjoyable. He was very easy to speak to and was easily understood, as well as sounding very confident in the information supplied.
Jane	The agent efficiently resolved the enquiry by directing caller elsewhere. Agent demonstrated confidence and good product knowledge.	The agent was helpful and demonstrated empathy for callers needs.
Theresa	The agent was extremely helpful and polite; she promptly offered detailed information and had excellent product knowledge.	The agent was fantastic; she was fast efficient and offered valuable information. She spoke with a smile in her voice and was very confident. A pleasure to talk to and an excellent service.
Allison	The agent had good product knowledge and provided the information promptly and clearly. She seemed willing to help.	The agent was friendly, confident and upbeat. She made a clear attempt to develop a rapport with the caller. She was also very well mannered.



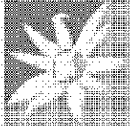
Verbatim Comments : General Calls (contd)

Agent Name	Enquiry/Resolution Skill	Call Handling Skills
Kelly	The agent had excellent product knowledge and was very clear in her answer. She briefly researched some information for the caller but maintained contact while doing so. She was thorough and wanted to make sure the enquiry was completely resolved, but she was also very efficient.	The agent was warm and friendly. She seemed interested in the caller and their situation, and made the caller feel comfortable asking any questions they had. She built a good rapport with the caller.
Jacquie	The agent resolved the enquiry in thorough detail. She demonstrated a solid knowledge base.	The agent was professional and polite, she lacked enthusiasm but professionally executed her services despite her lack of enthusiasm.
Jodi	The agent had good product knowledge and provided the information requested clearly and confidently. She seemed willing to help as she was keen to repeat information if the caller did not understand.	The agent was confident, courteous and professional. She made a definite attempt to develop a rapport with the caller.
Paul	The agent had good product knowledge and he seemed to take the job seriously.	The agent was genuinely interested in outcome of question for caller. He made an effort to find form and offer to send it out for caller.
Michele	The agent clearly resolved the enquiry in a helpful manner.	The agent had a positive tone and was eager to help. She engaged with the matter and provided additional information.
Kim	The agent had to source and ask for information, but did so in a courteous manner. She really tried her hardest to help caller out and seemed sincerely sad to give a negative answer.	The agent engaged with the query and did her utmost to help the caller out. She had a positive and helpful manner and demonstrated empathy for caller's needs in a way that made it easy to connect.



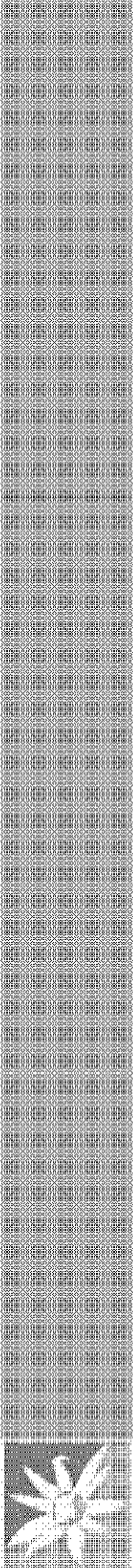
Verbatim Comments : General Calls (contd)

Agent Name	Enquiry / Special Skill	Call Handling Skill
Tim	The agent was able to resolve the enquiry quickly. He gave detailed information.	The agent signed in and out of the call politely. He spoke in a confident and clear voice.
Shannon	The agent clearly resolved the enquiry in a helpful manner, making sure caller understood the details.	The agent really engaged with the call and took her time to explain the details. She had a warm and positive manner and made caller feel well informed.
Kelly	The agent provided a clear and extensive explanation, providing helpful additional details without needing to be prompted. She was very knowledgeable and relayed this knowledge with clarity and precision.	The agent showed a genuine concern for informing caller and had a reasonably warm, amicable manner.
Michele	The agent sourced some information and resolved the enquiry efficiently with clear detail.	The agent was skilled in this area. She displayed a keen interest in the caller's needs and made for a positive caller experience.
Colleen	The agent demonstrated experience and solid knowledge base and resolved the enquiry proficiently.	The agent conveyed an interest in the caller's needs. She was professional, polite and attentive, ensuring for a positive caller experience.
Shannon	The agent clearly resolved the enquiry in a helpful manner.	The agent had a warm tone and a confident manner. She got engaged in the query and was helpful.
Jackie	The agent clearly resolved all aspects of the enquiry.	The agent was extremely warm and enthusiastic. She was an expert call handler and a rapport was easily built.

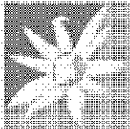


Verbatim Comments: Complaint Calls

Agent Name	Call Handling Skills
Kelly	The agent had a warm and calm tone and started problem solving instead of getting in to an argument. Agent had such a positive tone that she managed to build a rapport.
Karen	The agent was defensive and not empathetic in any way to the customer's complaint.
Cathy	The agent conveyed a warm tone, and was polite and friendly toward the caller. She built a good rapport with the caller, and also demonstrated a keen interest in the caller's query,
Kelly	The agent conveyed an empathetic tone, and a genuine interest in the caller's complaint. She was polite and friendly throughout the interaction, and demonstrated strong, active listening skills.
Alison	The agent remained polite throughout the call. She spoke confidently and was direct.
Leanne	The agent was extremely sympathetic and reliable.



Appendix B – Criteria Definitions



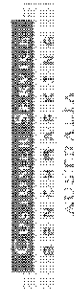
Appendix B – Criteria Definitions

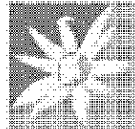
Greeting Skills

Salutation	The Agent answered the call with an appropriate welcome such as "Good Morning" or "Welcome to company X"
Company Name	Agent stated company name
Agent Name	Agent provided name unprompted
Offer to Help	The Agent made an offer to assist the caller such as "How may I help you today?"
Sign Off	At the conclusion of the call the Agent 'thanked the caller' and said 'goodbye' or similar

AGENT MANNER

Interested, Warm and Helpful	Conveys a manner that has a 'smile in the voice', and really sounds enthusiastic. There is emotion in the tone, which enables the Agent to reach out to the caller
Businesslike and un-emotive	Means that the Agent was courteous and professional but was not really reaching out to the caller
Laidback and Easygoing	Represents a manner that is casual and a little offhand, without being rude
Disinterested or Curt	Conveys a manner that is clearly not interested in the caller and may even be downright rude in responding to the enquiry





Appendix B – Criteria Definitions (cont'd)

ENQUIRY RESOLUTION SKILLS

Clarified Needs

Means the Agent made an attempt to clearly understand what the enquiry was about

Good Product Knowledge

Refers to an Agent who was top on their subject, information on hand with clear unambiguous answers

Clear Outcome

The Agent provided a resolution that adequately and clearly resolves the enquiry. For example yes, we can do that, if you wish to proceed it will take 3 days

Courteous and Helpful

Refers to an Agent who was polite and patient, and wanted to assist the caller

COMMUNICATION SKILLS

Matched Speech

The Agent's volume and speed of speaking matched that of the caller's

Correct Grammar

The Agent spoke in a manner that displayed a good understanding of the English language, with clearly constructed sentences

Patient & Tolerant

The Agent was willing to take time with the customer to ensure that the enquiry was fully understood.

Avoided Interrupting

The Agent waited until the caller had finished speaking before responding and did not cut the caller off mid-speech during the call

Developed Rapport

The Agent built a relationship with the caller during the call, demonstrating an understanding between them and the customer and establishing a connection

Maintained Contact

The Agent maintained contact during the call, for example when looking up information. This can include putting the caller on hold while they research to avoid long periods of awkward silence

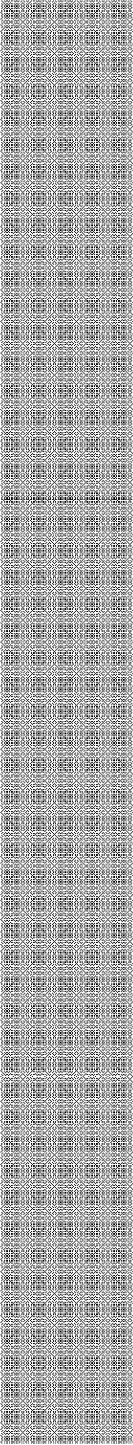
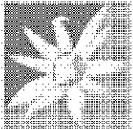
Projected Confidence

The Agent sounded confident in the information they were issuing. Their tone was positive and they were not hesitant with their knowledge

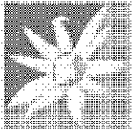
Avoided Slang/Jargon

The Agent's response was easy to follow without the use of colloquial expressions, sloppy English or complicated technical terms



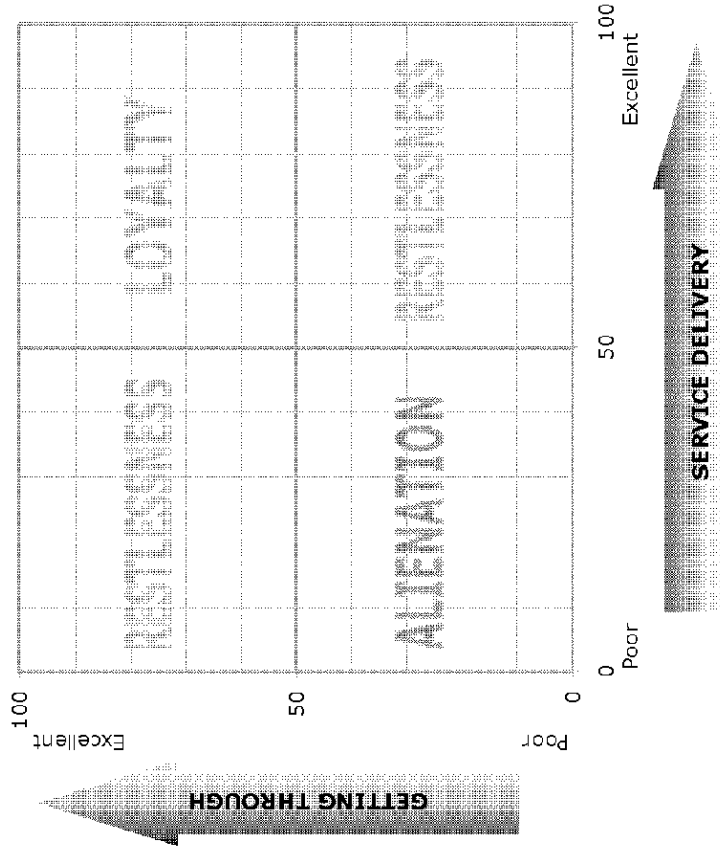


Appendix C – Customer Satisfaction Grid

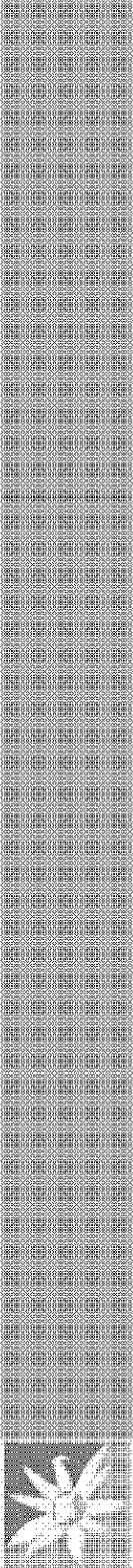


Appendix C – Customer Satisfaction Grid (cont'd)

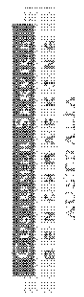
Customer Satisfaction Grid

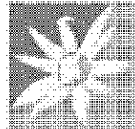


The Getting Through and Service Delivery results are plotted on CSBA's Customer Satisfaction Grid to determine if the overall customer experience is meeting expectations and garnering Customer Loyalty. Inadequate results on one axis will result in clients who are Restless, while poor results on both axes result in customers who feel Alienated from the company and are therefore highly dissatisfied.



Appendix D – Companies Surveyed This Quarter





Appendix D – Companies Surveyed This Quarter

BANKS

Adelaide Bank	HSBC Bank Australia
Australia and New Zealand Banking Group Limited	National Australia Bank
Bendigo Bank	St George Bank
Commonwealth Bank of Australia	Suncorp-Metway
GE Credit Line	Westpac Banking Corporation

AID ORGANISATIONS

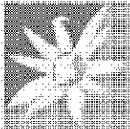
CARE Australia	Plan Australia
Médecins Sans Frontières Australia	Save the Children Australia
Oxfam Australia	World Vision Australia

BANKS – LOANS

ANZ Loans	St. George Loans
Bendigo Bank Loans	Suncorp-Metway Home Loans
CBA Home Loans	Westpac Home Loans
NAB Home Loans	

AIRLINES

Emirates	Qantas
Air New Zealand	Singapore Airlines
Jetstar	Webjet



Appendix D – Companies Surveyed This Quarter (cont'd)

COUNCILS

Adelaide City Council	City of Melville	Launceston City Council
Bankstown City Council	City of Perth	Liverpool City Council
Bega Valley Shire Council	City of Port Phillip	Mildura Rural City Council
Benalla Rural City Council	City of Sydney	Moonee Valley City Council
Blacktown City Council	City of Whittlesea	Moreland City Council
Boroondara City Council	City of Yarra	Mornington Peninsular Shire Council
Brisbane City Council	Darebin City Council	Parramatta City Council
Burdekin Shire Council	Darwin City Council	Rural City of Wangaratta
City of Casey	East Gippsland Shire Council	Shire of Kalamunda
City of Geraldton-Greenough	Frankston City Council	Sutherland Shire Council
City of Greater Dandenong	Gold Coast City Council	Waverley Council
City of Greater Geelong	Hobart City Council	Wyndham City Council
City of Melbourne	Hume City Council	Wyong Shire Council Shire Council



Appendix D – Companies Surveyed This Quarter (cont'd)

INSURANCE

AAMI Australia	CBA Car Insurance
Allianz Australia Limited	HBA Health Insurance
Australian Pensioners Insurance Agency Pty Limited	Medibank Private Health Insurance
Australian Unity	NAB Insurance
iSelect Pty Ltd	NIB Health Insurance
Bendigo Bank Insurance	RACV
Budget Direct Australia	Westpac Insurance
CommInsure	

INTERNET SERVICE PROVIDERS

Big Pond	Optus Telecommunications
iNet Limited	Pacnet Internet (A) Pty Ltd
Intermode	SOUL
Primus Telecommunications (Australia) Pty Ltd	TPG Internet Pty Ltd

MANAGED FUNDS

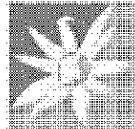
AMP Capital Managed Funds	Perpetual Limited Managed Funds
BT Funds Management	Provident Capital
Colonial First State Managed Investment Funds Australia	Vanguard Investments Australia
ING Funds Management Limited	Zurich Financial Services
National Funds Management	

MOTOR MANUFACTURERS

AUDI AUSTRALIA	Mitsubishi Motors Australia
BMW Australia	Peugeot Australia
Mercedes Benz Australia/Pacific Pty Ltd	Škoda AUTO
Ford Motor Company	Subaru (Aust) Pty Limited
Kia Motors Australia	Volvo Car Corporation
Mazda Australia Pty Ltd	Volkswagon Group Australia

PARCEL DELIVERY

Australia Post	FedEx
DHL	TOLL Group
Express Courier International	



Appendix D – Companies Surveyed This Quarter (cont'd)

SHARE TRADING

Bell Direct	Macquarie Group Australia
Commonwealth Securities Limited	NAB Online Trading
E*TRADE Australia	

TELECOMMUNICATIONS

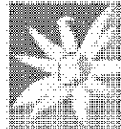
3 Mobile Australia	Optus Telecommunications
AAPT	SOUL
Dodo Australia Pty Ltd	Telstra Corporation Limited
gotalk	Virgin Mobile
Primus Telecommunications (Australia) Pty Ltd	Vodafone Australia

TRANSPORT

myki

TERTIARY EDUCATION INSTITUTIONS

Australian National University	University of Melbourne
Edith Cowan University	University of New South Wales
Flinders University	University of Queensland
Gordon Institute of TAFE	University of South Australia City West Campus
Macquarie University	University of Sydney
Metropolitan South Institute of TAFE	University of Technology Sydney
Monash University	University of Western Australia
Royal Melbourne Institute of TAFE	University of Western Sydney
Southern Cross University	University of Wollongong
University of Ballarat	



Appendix D – Companies Surveyed This Quarter (cont'd)

UTILITIES - ENERGY

AcfewAGL Retail	Integral Energy
AGL Energy Limited	Neighbourhood Energy
Alinta	Origin Energy Australia
Aurora Energy Pty Ltd	Powerdirect
Aurora Business	Red Energy Pty Ltd
Australian Power and Gas	Serviceworks
Country Energy	Simply Energy
ENERGEX	Synergy
Energy Australia	TRUenergy
Egon Energy	Victoria Electricity Pty Ltd

UTILITIES - WATER

Barwon Water	North East Water
Brisbane City Council Water	South Australian Water Corporation
Central Highlands Water	South East Water
City West Water	South Gippsland Water
Collban Water	Southern Rural Water
East Gippsland Water	Sydney Water Corporation
Gippsland Water	Wannon Water
Gold Coast Water	Water Corporation
Goulburn Valley Water	Western Water
GWMWater	Westernport Water
Hunter Water Corporation	Yarra Valley Water
Lower Murray Water	

CALL PROCESS

- Calls were made over ten weeks to each entity
- In the quarterly studies each entity is called between Monday and Friday (excluding public holidays) during business hours. An engaged response was followed up with two further calls before attempt to contact was abandoned
- Call lists were varied between interviewers and by time of day to minimise the possibility of call centre staff recognising interviewers

SAMPLE SIZE

Sample sizes are adequate to draw broad conclusions about the relative performance of individual entities in terms of getting through on the telephone. Nonetheless care should be taken when interpreting variations in results, because of the possibility of sampling error. A poor response received by Customer Service Benchmarking Australia is one that 'real customers' may also experience. Our philosophy is that an organisation's response is only as good as the weakest link in its customer communication chain.





Customer Service Benchmarking Australia

Level 5, 10-16 Queen Street

Melbourne VIC 3000

T: 03 9605 4900 | F: 03 9642 1741

www.csba.com.au

