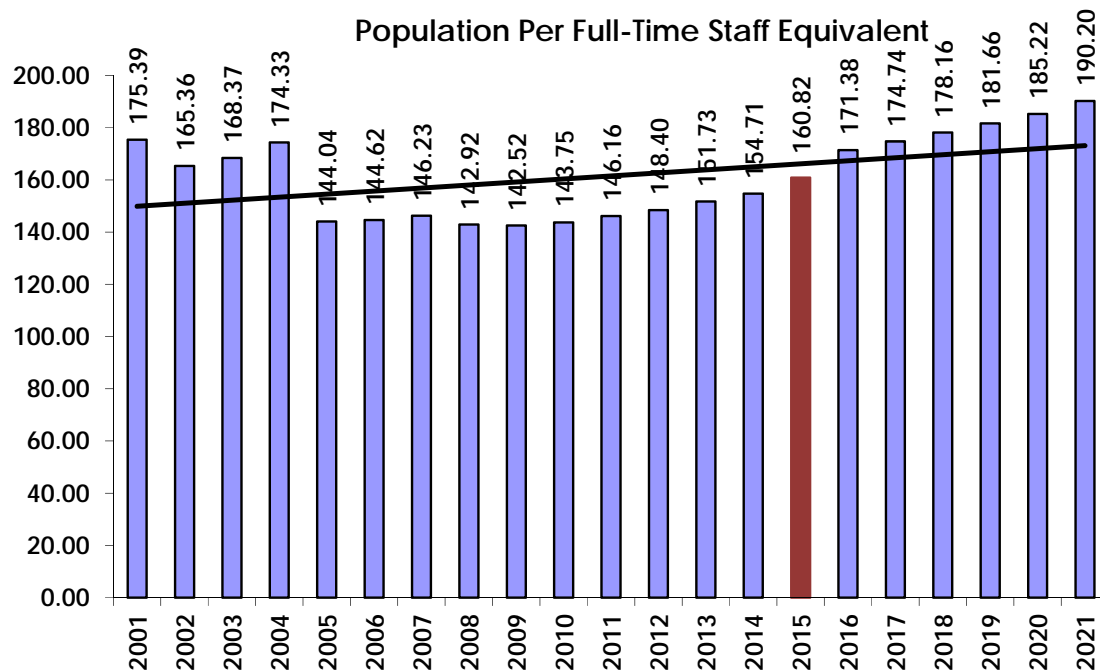


Supporting Information: 1 Staff Productivity

Port Stephens Council has been monitoring its productivity since 2001. The graph below shows the current service ratio of staff to population, that is every full time equivalent staff member provides service to 160 residents. In 2021 this is projected to rise to 190 residents. The trend is towards positive productivity movement.



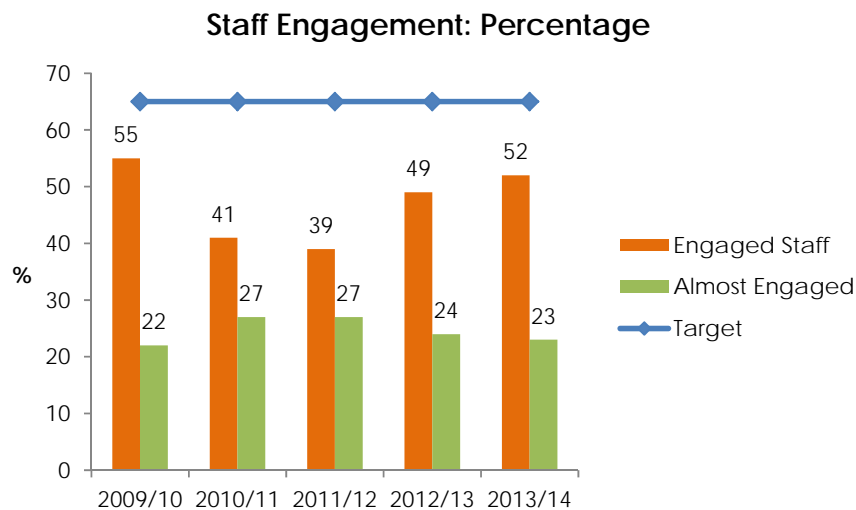
Supporting Information: 2 Staff Qualifications and Training

Port Stephens Council's Financial Services staff are an example of the quality of staff generally. A recent study¹ revealed that of Council's finance professionals, 48% were degree-qualified compared to 34% for the total sample of 81 councils, and 33% of councils where the LGA population was <79,000.

In the same study, Port Stephens Council's average spend per Equivalent Full-Time employee on training in a year is \$1,349 compared to \$935 for the total sample of 81 councils, and \$1,056 for councils where the population was <79,000.

Supporting Information 3: Staff Engagement

Annually in August Port Stephens Council measures the engagement of its staff as one of its key metrics. The graph below shows the increasing trend towards more engaged staff. The drop in the two years 2010/11 and 2011/12 are indicative of the sustainability review program that led Council out of its deficit situation and which involved substantial changes to the way we deliver services and measure results.

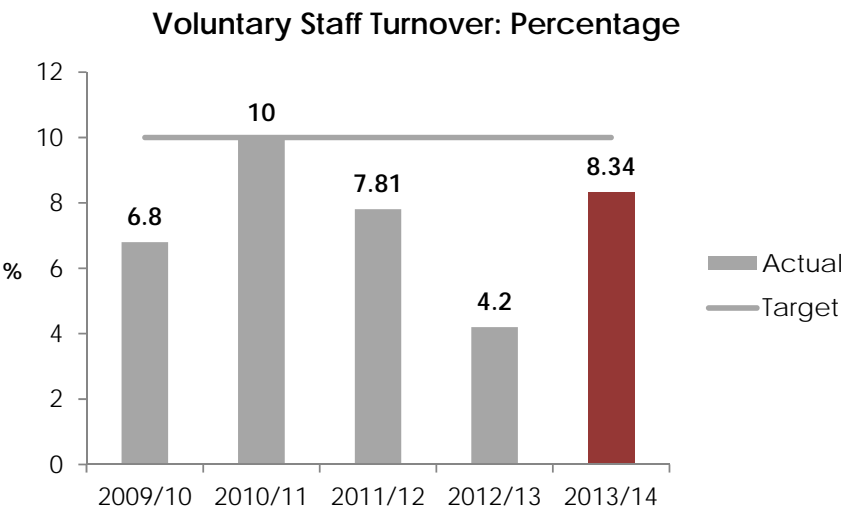


¹ Local Government Insights – an initiative of LG Professionals NSW and PwC. This survey covers 81 councils across NSW across a range of indicators. "The metrics and benchmarks contained in this report are of a general nature and have been prepared from data provided by Participating Councils in the NSW local government operational and management effectiveness survey. The reliability, accuracy or completeness of this information has not been independently verified.

Accordingly, no one should act on the basis of these metrics or benchmarks without obtaining specific advice and neither LG Professionals, NSW nor PwC accept any responsibility for the consequences of any person's use of or reliance on the metrics or benchmarks (in whole or in part) or any reference to it."

Supporting Information 4: Staff Turnover

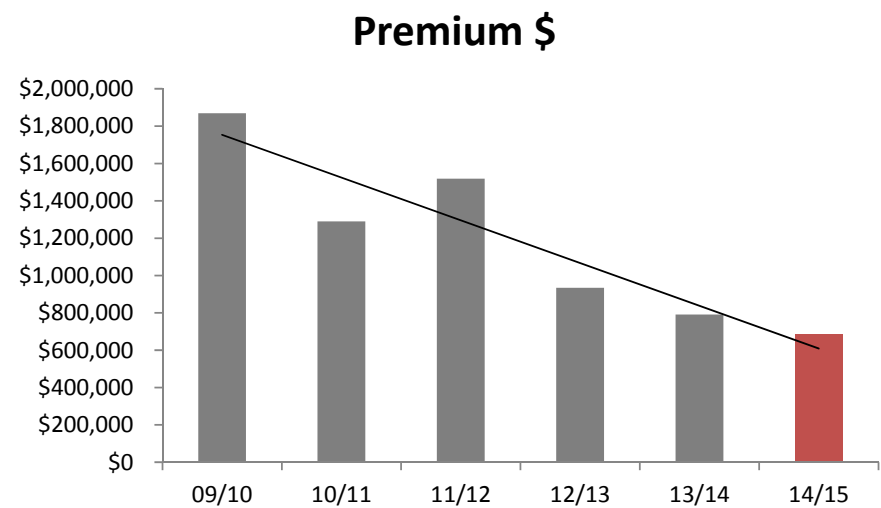
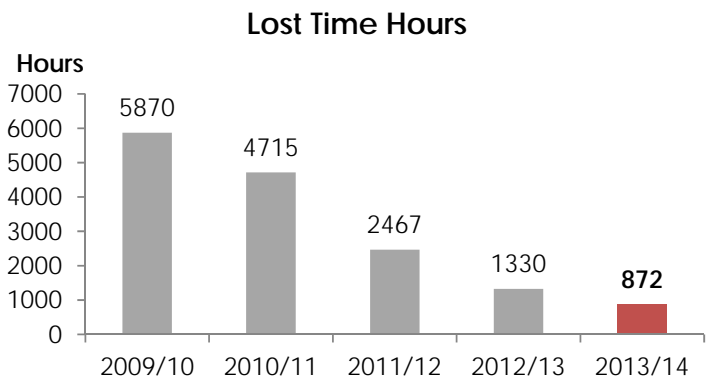
Port Stephens Council regards voluntary staff turnover as a key metric. Voluntary staff turnover is where people leave the organisation for a variety of reasons of their volition, such as retirement or employment elsewhere. The graph below shows the voluntary staff turnover.



Supporting Information 5: Workplace Health & Safety

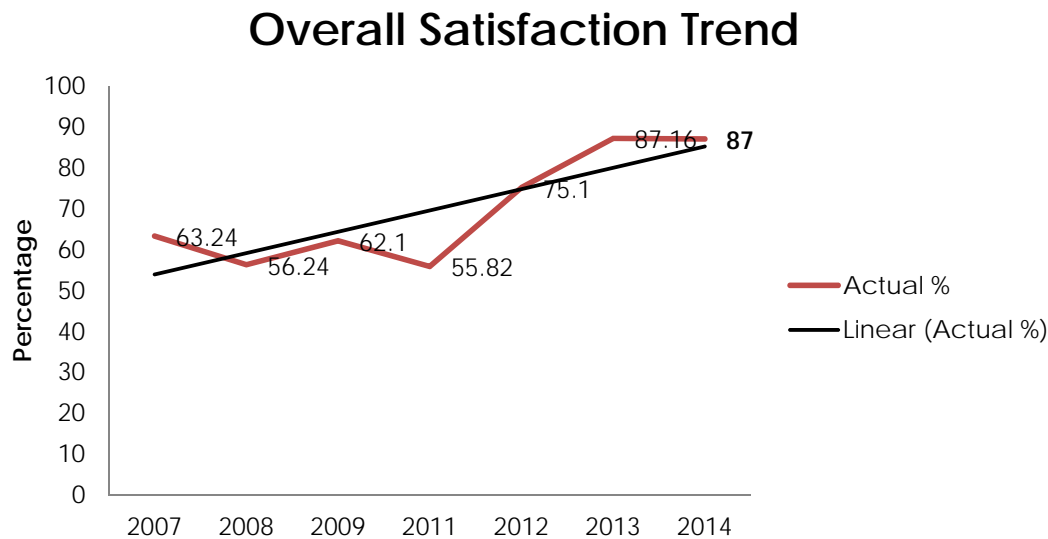
In the last two years Port Stephens Council has decreased its Workers Compensation Premium from \$1.9 million in 2010/11 to (deposit premium at May 2015) \$590,000. It has achieved this largely through a program of Safety Observations, where managers and supervisors (including Executive Team members) undertake two or more workplace observations per month, normally outside their own work area. This approach has put a major focus on workers' health and has been successful as the reduction in premium and lost time hours due to injury (see graphs below) demonstrate. This innovative approach to safety at work has seen us presented with the StateCover 2015 WHS Excellence Award. The Safety Observation Program has become so entrenched in the culture of our organisation, and because of the importance our staff place on observing their work environment for possible risks, our approach is "outside the square" of the usual workplace inspections or audits and is attracting industry recognition as a successful way of keeping people safe at work.

More importantly, the program is achieving results: since the program's introduction in 2011, Council's workers compensation claims have reduced by 55% and the number of days lost fell from almost 400 to less than 120.



Supporting Information 6: Customer Satisfaction

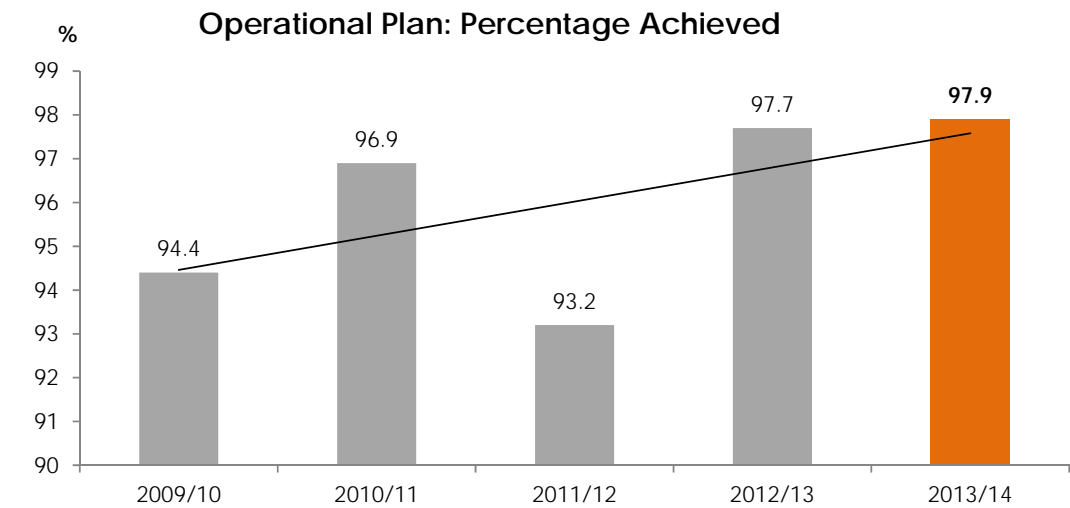
Each year Port Stephens Council undertakes a survey of its residents to measure satisfaction with its service delivery. The graph below shows overall satisfaction with Council. The full report may be found at: <http://www.portstephens.nsw.gov.au/news/1162801-seal-of-approval-from-customers-for-port-stephens-council>



For financial year 2013/14 Council staff received 4,377 customer requests and closed 4,542.

Supporting Information 7: Operations

In a recent study of 81 councils across NSW² for the financial year 2013-2014 Port Stephens Council achieved 98% per cent of its Operational Plan actions, compared to 83% for the total sample; and 82% for those councils with an LGA population <79,000. Council's performance over time is shown in the graph below.



² Local Government Insights – an initiative of LG Professionals NSW and PwC. This survey covers 81 councils across NSW across a range of indicators.

Average Expenditure per Capita (\$)

Relates to year 2013-2014

	Governance & Administration	Public Order, Safety, Health	Environment (including waste)	Community Services, Education, Housing & Amenities	Recreation & Culture	Other Services	Library Services
State Average	227.24	61.49	218.71	145.87	216.14	131.65	46.23
Regional Town/City Average	223.24	60.75	260.87	139.88	248.21	182.96	N/A
Group 4 Average	254.06	70.19	240.41	184.76	212.00	211.76	47.45
PSC Expenditure Per Cap	171.63	70.18	267.66	128.44	139.94	441.85	24.40
	Note: Sustainability reviews have led to significant cost savings in governance and administration across Council		Note: The PSC LGA environment is a major driver of the economy and tourism – an asset to be protected.	Note: Council is not involved in education or housing	Note: Council does not have an arts centre or galleries	Note: excludes libraries	Note: Council belongs to the Newcastle Regional Libraries Consortium – a shared resource – that delivers considerable cost savings to Council's library operations.

Source: Office of Local Government release 12 June 2015:

<http://www.olg.nsw.gov.au/public/my-local-council/yourcouncil-website>

Supporting Information 8: Awards and Recognition

In 2013/14 financial year Port Stephens Council received the following recognition:

- 2013 Overall Winner Australian Government National Awards for Local Government; Winner Road Safety Category
- 2013 Winner - Australian HR Awards Employer of Choice (NFP and Public Sector)
- 2013 Commendation - StateWide Mutual Risk Management Excellence
- 2013 Finalist – AHRI Award for Workplace Relations
- 2013 Winner - State Cover Mutual Limited Work Health and Safety Excellence Award
- 2013 Finalist – Australian Property Industry Awards for Fingal Beach Surf Club
- 2013 Winner – Camping and Caravan Industry Awards for Excellence: Soldiers Point Holiday Park, for the fifth consecutive time best North Coast Holiday Park
- 2013 Commendation – Camping and Caravan Industry Awards for Excellence: Halifax and Shoal Bay Holiday Parks
- 2013 Bronze Award winner – Halifax Holiday Park in the NSW North Coast Tourism Awards; Soldiers Point was also a finalist in these awards.
- 2013 Gold Award – Soldiers Point Holiday Park in the Hunter & Central Coast Tourism Awards
- 2013 Certificate of Excellence, Trip Advisor Awards: Halifax and Shoal Bay Holiday Parks
- 2013 Regional Achievement Community Awards (Crown Lands Reserve): Halifax Holiday Park.
- 2014 Highly Commended Statecover Safety Awards for the development and implementation of competency based training for working near overhead and underground utilities.
- 2014 Winner: Parks Maintenance Rotary Pride of Workmanship Award for presentation of Raymond Terrace roundabouts.
- 2014 Winner - Government Australian Communications Awards for Best Digital Communication Campaign
- 2014 Winner - Leadership and Management Excellence – Local Government Professionals Australia NSW

So far in 2014/15 financial year, Council has been recognised for:

- 2014 Planning Institute of Australia (NSW): Improving Practices and Processes Category: Winner Port Stephens Council for *Development Assessment with Premium Customer Satisfaction*
- 2014 Keep NSW Beautiful – Tidy Towns – Sustainable Communities Awards
- 2014 Winner National Public Buildings Award – under \$5 million (Architect: Hansen Yuncken) Project: Port Stephens Council Birubi Surf Life Saving Club
- 2014 NSW Tourism Awards: Silver Medal Halifax Holiday Park
- 2015 Workplace Health and Safety Excellence Award
- 2015 NSW Local Government Excellence Awards – Excellence in Workforce Management - Apprentice, Trainee and Cadet Strategy
- 2015 Australian HR Awards Finalist in two categories (winner to be announced 7 August 2015): Employer of Choice; Best Workplace Flexibility Program

Supporting Information 9: Extracts & References

1. NSW Government Fit for the Future Website – Summary Table - What did the Independent Local Government Review Panel recommend for your council? Page 3 of 5:
- 2.

Port Stephens	Hunter	No change
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<http://www.fitforthefuture.nsw.gov.au/sites/fftf/files/What-does-this-mean-for-my-council.pdf>

3. Final Report of Independent Local Government Review Panel: Revitalising Local Government (October 2013) Page 109: "Port Stephens council appears likely to remain sustainable in its present form well into the future, and there are no pressing boundary issues."

<http://www.olg.nsw.gov.au/sites/default/files/Revitalising-Local-Government-ILGRP-Final-Report-October-2013.pdf>

4. NSW Treasury Corporation (TCorp) Financial Sustainability of the New South Wales Local Government Sector – Findings, Recommendations and Analysis. April 2013: Page 18. "Port Stephens Council Moderate Neutral"

<https://www.olg.nsw.gov.au/strengthening-local-government/local-government-reform/TCORP-financial-assessments>

5. NSW Treasury Corporation (TCorp) Port Stephens Council – Financial Assessment & Benchmarking Report, October 2012, *passim*

<https://www.olg.nsw.gov.au/strengthening-local-government/local-government-reform/TCORP-financial-assessments/council-results>

Supporting Information 10: Links to Port Stephens Council Adopted Plans and Reports

1. Port Stephens Council Integrated Plans and Resource Strategy, including Fees and Charges

<http://www.portstephens.nsw.gov.au/council/publications-and-information-portstephens/1132925-strategic-plans>

<http://www.portstephens.nsw.gov.au/council/fees-charges-portstephens/1168129-fees-and-charges-2015-2016>

2. Annual Reports Volumes 1 and 2

<http://www.portstephens.nsw.gov.au/council/publications-and-information-portstephens/1132984-annual-reports>