

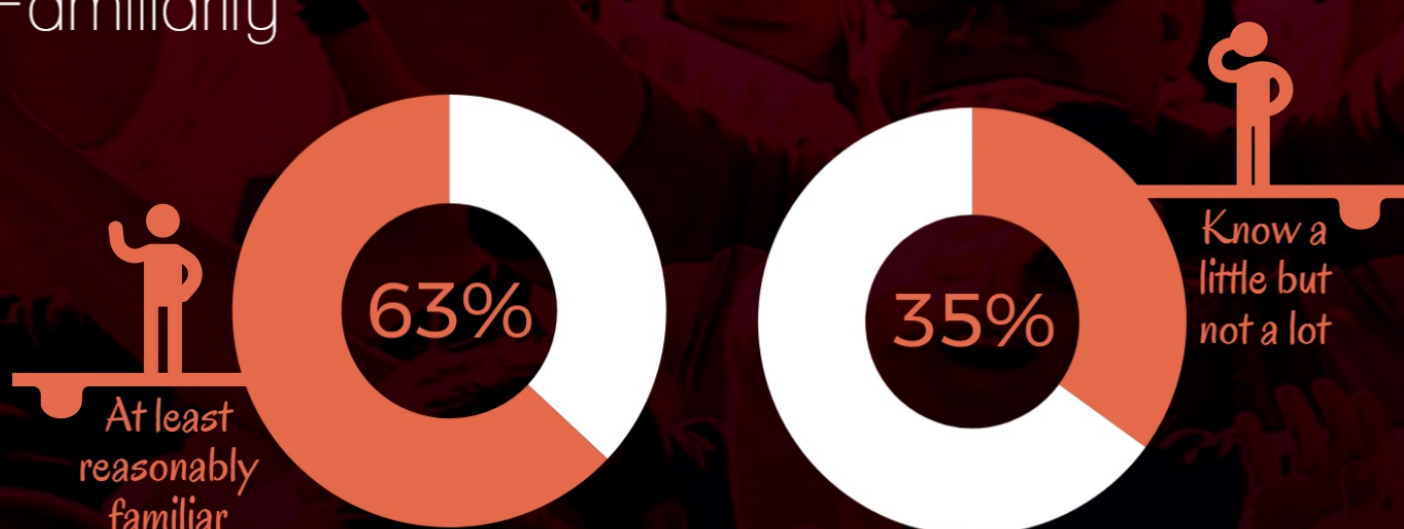


# Stakeholder Satisfaction Survey

Thank you for your feedback for the 'Stakeholders Satisfaction Survey' commenting on your familiarity with Harbour Sport, our competency and collaboration with you.

*Some of our Findings...*

## Familiarity



63% of our stakeholders are reasonably familiar or very familiar, 35% of our stakeholders know a little but not a lot about Harbour Sport's roles and responsibilities.



of our respondents think that the overall performance of Harbour Sport is either

*Good, Very Good or Excellent*

## Net Promoter Score

= % Promoters - % Detractors

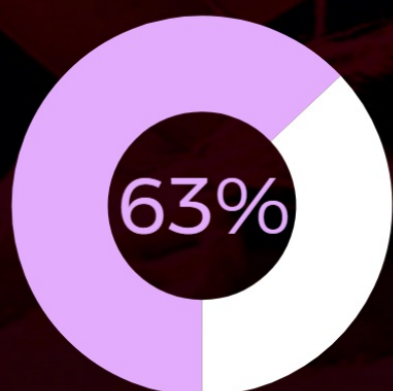
For those who are familiar with Harbour Sport's role, how likely would you recommend Harbour Sport to other organisations similar to yours in the region?

(higher than 0 is good, +50 is excellent)



## Effectiveness

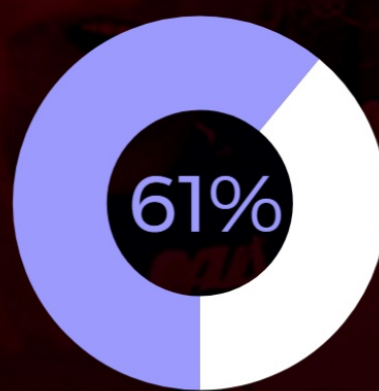
of collaborating with your organisation for mutual benefit



Our collaboration with organisations can be improved by seeking your organisation's advice and ideas when developing initiatives or plans.

We can seek your Organisation's advice when dealing with issues in the region.

of communication



Our communication can be improved by keeping stakeholders better informed on issues.

Stakeholders want more contact and regular engagement.

We can check in with your organisation with more regularity and determine what is the right level of contact.

## Our Vision

----- for -----

**2020**

*A community physically active for life and our purpose is inspiring, enabling and strengthening the community through sport and physical activity.*