



Stakeholder Satisfaction Survey

Thank you for your feedback for the 2018 'Stakeholders Satisfaction Survey' commenting on your familiarity with Harbour Sport, our competency and collaboration with you. Overall respondents are positive about the performance of Harbour Sport. Results are higher than in 2016.

Some of our Findings and comparisons to 2016...

Familiarity



79% of our stakeholders are reasonably familiar or very familiar - an increase of 16%
21% of our stakeholders know a little but not a lot about Harbour Sport's roles and responsibilities - a positive decrease of 14%

👍 84%

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

Good, Very Good or Excellent

... a 24% increase in those responding Very Good or Excellent

Net Promoter Score

= % Promoters - % Detractors
(higher than 0 is good)

Based on your understanding of Harbour Sport's role, how likely are you to recommend Harbour Sport to other organisations similar to yours in the region?

Promoters = Up by 5%
Detractors = Down by 11%



Effectiveness

Our effectiveness rated Good, Very Good or Excellent

of collaborating with your organisation for mutual benefit

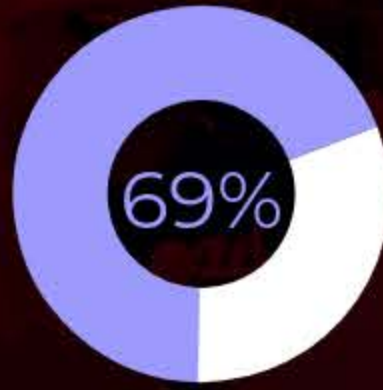


*Overall Up by 5%
Very Good or Excellent Up by 10%*

Our collaboration with organisations is improving. We can improve further by seeking your organisation's advice when:

- dealing with issues in the region
- developing initiatives or plans

of communication



*Overall Up by 8%
Very Good or Excellent Up by 15%*

Our communication is improving and can be enhanced by:

- providing relevant information in a timely manner
- maintaining regular contact
- providing more opportunities to engage

Our Vision

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2020

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