



**ELECTRONIC ATTACHMENTS**

**for**

**BUSINESS PAPER**

**6.30PM, TUESDAY, 21 NOVEMBER, 2023**



**C1123(1) Item 6 Post Exhibition - Draft Customer Experience Strategy**

Attachment 1: Community Engagement Outcomes Report 2

**C1123(1) Item 8 Draft Planning Proposal: Heritage Pubs**

Attachment 2: Heritage Study - Pubs 18

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## Customer Experience Strategy

Engagement Outcomes Report

Public Exhibition

20 September – 18 October 2023



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## Summary

This document provides an overview of the public exhibition consultation methods and results in relation to the Inner West Customer Experience Strategy.

The Customer Experience Strategy (Strategy) is a key organisational document encompassing all objectives and initiatives Council will take to ensure it delivers a positive, high-quality experience in line with community needs and expectations.

On 12 September 2023 Council endorsed the public exhibition of the draft Strategy. Subsequently the draft Strategy was exhibited for community feedback for a period of 28 days from 20 September to 18 October 2023.

During the exhibition period:

- the Your Say project page was visited 344 times
- the draft Strategy was downloaded 95 times and viewed 77 times through a flip book tool on the website
- 11 participants completed the online survey
- 1 participant provided feedback via email.

There were 12 submissions made to Council via the Your Say Inner West (YSIW) page on the website with nine respondents in support of the draft Strategy, two unsure and one against.

The overall feedback received was positive and supportive of Council's commitment to improve customer experience through the goals and actions outlined in the draft Strategy.

Highlights include:

- customer service benchmarks
- digital improvements
- commitment to multicultural and inclusive services
- accurate reflection of community concerns and feedback.

Suggestions for improvement:

- inclusion of "Dementia-friendly community" as an action in the final Strategy
- delivery of a Council smartphone app earlier than FY25-26
- inclusion in assisting residents deal with other Government agencies.

INNER WEST

The public exhibition feedback has been reviewed, analysed and themed for inclusion in this report. All verbatim comments are contained in the Appendix.

















































































































































































































































































































































































































































































































































































































































































































































































































































































































































































































































































































































































































