

NEW RESIDENTS KIT EVALUATION

10. Would you like a reply to your comments?

Yes No

11. The City of Ryde's Customer Service Centre is committed to providing efficient, informative and quality services to our community and customers. Would you like a Customer Service Feedback Form to be sent out to you so that you can provide us with valuable feedback on your customer service experience at the City Of Ryde?

Yes No

If you answered yes to either of the above, please ensure you complete your contact details below:

Given Name _____

Surname _____

Telephone _____

Address _____

Email _____

How To Return Your Feedback

There are many ways you can return your feedback to Council:

Mail: A reply paid envelope is provided for you to return your feedback to Council at no cost to you. Just put this form in the envelope and put it in an Australia Post post box.

Fax: 9952 8070

Email: You will need to scan the document and email it to cityofryde@ryde.nsw.gov.au

Thank you for taking the time to give your feedback. Your input has been invaluable and will help Council make the New Residents Kit a better resource for future residents.

NEW RESIDENTS KIT

Council hopes that you have found the New Residents Kit (Welcome to the City of Ryde booklet, the destination map and other brochures) useful.



This Kit has been developed based on the most frequently asked questions from our residents. This Kit is to help you get to know what Council does, how we can help you and it highlights key destinations in the City for you to visit.

We would like to receive your feedback on how useful the New Residents Kit is for you and your family. Your feedback will help us to make the next version even better for future residents.

General Feedback

1. Have you found the New Residents Kit useful for you?

Yes No Unsure at this stage

2. What information has been most useful for you?

Booklet Map Brochures

3. How did you receive the New Residents Kit?

Council's Customer Service Centre (1 Devlin Street, Ryde)

Council Library

Council's Website (www.ryde.nsw.gov.au)

Council Event - please list _____

Other - please list _____

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4. Please tick what information you found **MOST** useful in the 'Welcome to the City of Ryde' booklet?

- | | |
|--|---|
| <input type="checkbox"/> Getting Around Your City | <input type="checkbox"/> Shopping in Your City |
| <input type="checkbox"/> Waste Services | <input type="checkbox"/> Animals |
| <input type="checkbox"/> Traffic and Parking | <input type="checkbox"/> Rates |
| <input type="checkbox"/> Building and Development | |
| <input type="checkbox"/> Parks and Open Spaces | <input type="checkbox"/> Libraries |
| <input type="checkbox"/> Ryde Aquatic Leisure Centre | <input type="checkbox"/> Venues for Hire |
| <input type="checkbox"/> Festivals and Events | <input type="checkbox"/> Arts and Culture |
| <input type="checkbox"/> Places of Historic Interest | |
| <input type="checkbox"/> Families and Children | <input type="checkbox"/> Young People |
| <input type="checkbox"/> Seniors/People with a Disability | <input type="checkbox"/> People from Ethnic Backgrounds |
| <input type="checkbox"/> Volunteering in Ryde | <input type="checkbox"/> Community Transport |
| <input type="checkbox"/> Flora | <input type="checkbox"/> Environmental Education |
| <input type="checkbox"/> Your Councillors | <input type="checkbox"/> The Democratic Process |
| <input type="checkbox"/> How Decisions are Made | <input type="checkbox"/> Your City, Your Voice |
| <input type="checkbox"/> Key Facts and Figures about Council | <input type="checkbox"/> Contact Numbers |

5. Please tick what information you found **LEAST** useful in the 'Welcome to the City of Ryde' booklet?

- | | |
|--|---|
| <input type="checkbox"/> Getting Around Your City | <input type="checkbox"/> Shopping in Your City |
| <input type="checkbox"/> Waste Services | <input type="checkbox"/> Animals |
| <input type="checkbox"/> Traffic and Parking | <input type="checkbox"/> Rates |
| <input type="checkbox"/> Building and Development | |
| <input type="checkbox"/> Parks and Open Spaces | <input type="checkbox"/> Libraries |
| <input type="checkbox"/> Ryde Aquatic Leisure Centre | <input type="checkbox"/> Venues for Hire |
| <input type="checkbox"/> Festivals and Events | <input type="checkbox"/> Arts and Culture |
| <input type="checkbox"/> Places of Historic Interest | |
| <input type="checkbox"/> Families and Children | <input type="checkbox"/> Young People |
| <input type="checkbox"/> Seniors/People with a Disability | <input type="checkbox"/> People from Ethnic Backgrounds |
| <input type="checkbox"/> Volunteering in Ryde | <input type="checkbox"/> Community Transport |
| <input type="checkbox"/> Flora | <input type="checkbox"/> Environmental Education |
| <input type="checkbox"/> Your Councillors | <input type="checkbox"/> The Democratic Process |
| <input type="checkbox"/> How Decisions are Made | <input type="checkbox"/> Your City, Your Voice |
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RESIDENTS KIT EVALUATION

6. What type of information would you like to see in the booklet, that isn't included?

7. Do you have any other comments on the booklet?

8. Do you have any comments on the destination map?

9. Do you have any suggestions on improving the facilities and services highlighted within the New Residents Kit?

